Travel Agent Guide

Married segments
### Married Segments

1. **When will Air New Zealand start using married segments?**
   
   Air New Zealand will start using Married Segments from September 2016 on selected routes and gradually roll out more routes over the following months until we have married segments implemented across the entire network.

2. **Why is Air New Zealand using married segments?**
   
   Air New Zealand has implemented a new Revenue Management system that enables evaluation of availability based on the passengers’ entire journey (referred to as Origin & Destination Revenue Management). Introducing married segments allows Air New Zealand to better manage the origin and destination availability by joining connecting flights together and treating them as one unit or marriage.

3. **Flights that qualify to be married:**
   
   Air New Zealand will determine if connecting flight segments need to be married at the time of sale. That applies whether it is a new booking or selling an additional flight on an existing booking.
   
   A general guideline on the journeys where marriage may be applied by Air New Zealand would be:
   
   Connections between NZ operated flights and/or NZ codeshare flights operated by other airlines provided the connection is:
   
   - Within 12 hours for NZ domestic flights
   - All other routes when connection time is within 24 hours.
   
   This includes all cabins and booking classes.

4. **Flights that will not be married:**
   
   There will be no marriages on interline connections i.e. Air New Zealand flights connecting to other airline services and codeshare services marketed by other airlines.

5. **Existing Bookings**
   
   Bookings made prior to Married Segments being implemented will not be married. However any changes or new flights added to existing bookings after Married Segments are implemented may result in marriages being added.
Married Segments cont’d

6. Making a new booking:

Air New Zealand will return availability levels based on the passengers intended journey so there are a few key points to keep in mind:

- When booking connecting flights, request availability for the entire journey e.g. best connecting flights for WLG-YVR, rather than requesting availability for each individual flight segment WLG-AKL and WLG-YVR.

- If a booking needs to be made for a journey that is not the “best connected” but travel is still within 24 hours, then the availability must be requested for each flight separately (manual itinerary build).

We recommend booking the shortest segment first e.g. WLG-AKL morning flight connecting to AKL-YVR evening flight on same day, book the WLG-AKL flight first, then request AKL-YVR availability.

A flight must be booked before moving to the next availability display and booking the next flight in order for the system to determine the correct ‘Origin and Destination’ of the entire journey.

If this process is not followed it is likely that the response to the sell request may come back as unable (UC) or flight availability will show all classes closed.

- The itinerary has to be booked in the correct travel order. The inbound (return) journey cannot be booked before the outbound journey. If the itinerary is booked out of order, the sell response may come back as unable (UC) or availability response may show all classes closed.

7. How do I know if segments are married in my PNR?

Married indicators appear in the GDS PNR itinerary to indicate that some flights are married together. Air New Zealand will marry a maximum of 3 flight segments together but there may be more than one marriage in an itinerary.

Amadeus:

At the time of segment sell a MSC indicator header will show on the top of the PNR to indicate a marriage exists.

--- RLR MSC ---
RP/AKLNZ1100/AKLNZ1100 AA/SU 20JUL16/0323Z 5PHIT6
1. GREEN/GREGMR
2 NZ8525 W OSAUG 5 NSNCHC HK1 1610 1700 *1A/E*
3 NZ 883 W OSAUG 5 CHCSYD HK1 1830 2010 *1A/E*
4 AP T* 3362222 TRAVEL AGENT CONTACT
5 TK OK20JUL/AKLNZ1100

At any time details of which flights are married together can be displayed using entry: RTAM

Two marriages are shown in this example:

RP/AKLNZ1100/AKLNZ1100 AA/SU 20JUL16/0325Z 5PHIT6
2 NZ8525 W 05AUG 5 NSNCHC HK1 1610 1700 *1A/E* AO1
3 NZ 883 W 05AUG 5 CHCSYD HK1 1830 2010 *1A/E* AO1
4 NZ 846 W 10AUG 3 SYDWLG HK1 1 0945 1500 *1A/E* AO2
5 NZ8131 W 10AUG 3 WLGNNSN HK1 1605 1645 *11A/E* AO2
Married Segments cont’d

Sabre:
At the time of segment sell an * will appear following the city pair to show a marriage exists.

*A=
1.1SMITH/SAMMR
  1 NZ5170W 04JUN 6 NSNWLG*SS1 0655 0730 /DCNZ /E
  OPERATED BY /MT COOK AIRLINES TRADING AS AIRNZ LINK
  2 NZ 410 W 04JUN 6 WLGAKL*SS1 0815 0920 /DCNZ /E
  OL62.FNZ*AMG 2128/18MAY16

At any time details of which flights are married together can be displayed using entry: *IMSL

Two marriages are shown in the below example response:

*IMSL*
1 NZ5170W 04JUN 6 NSNWLG*  1/1 HK1  0655 0730/DCNZ*T7NF8H
2 NZ 410 W 04JUN 6 WLGAKL*  1/2 HK1  0815 0920 /DCNZ /E

Galileo:
At the time of segment sell married segment numbers are shown on the far right of the itinerary:

Y79- AIR NEW ZEALAND  SYD
7861XA/MG XNZNZ  Y79MG AG 99999992 20JUL
1.1BLUE/BRENDA
  1. NZ 504 V 04OCT CHCAKL HK1 0700 0820 0* TU 1
  2. NZ 119 H 04OCT AKLSYD HK1 1300 1435 0* TU 1
** VENDOR LOCATOR DATA EXISTS ** > *VL
FONE-AKTL*3362222 TRAVEL AGENCY CONTACT
  2. AKLW* 3367890 CUSTOMERS CONTACT
TKTG-T*

Two marriages are shown in the below example response:

Y79- AIR NEW ZEALAND  SYD
78660U/MG XNZNZ  Y79MG AG 99999992 20JUL
1.1SMITH/SAMMR
  1. NZ 5684 V 03OCT IVCCCH HK1 1120 1235 0* MO 1
  OPERATED BY MT COOK AIRLINES TRADING AS A
  2. NZ 526 S 03OCT CHCAKL HK1 1300 1420 0* MO 1
  3. NZ 547 V 10OCT AKLCHCH HK1 1700 1825 0* MO 2
  4. NZ 8077 V 10OCT CHCIVC HK1 1850 2015 0* MO 2
** VENDOR LOCATOR DATA EXISTS ** > *VL
Married Segments cont’d

Travelport Smartpoint view of married segments:

VCCP280/1 XNZNZ5 M15001A G 99999992 20JUL
1.1TEST/TEST
1. NZ  458 Y 23AUG WLGAKL HK1 1645 1750 0* TU1
2. NZ  6 Y 23AUG AKLLAX HK1 1930 1235 0* TU1
3. NZ  1 Y 31AUG LAXAKL HK1 2130 *0520 0* WE/FR2
4. NZ  405 Y 02SEP AKLWLG HK1 0700 0806 0* FR2

8. Making changes to bookings

It is possible to make changes to flights included in a marriage.

Air New Zealand recommends the following process for changing itineraries:

Display the PNR and cancel any flights that need to be changed BUT do not end transaction.

If cancelation is accepted:

Request an availability for the new dates and book the itinerary that the passenger requires.

Air New Zealand will respond that either the requested cancellation and rebook of flights is accepted.

Or if cancelation is not accepted:

A partial cancellation of married flights may not be accepted where availability of the original booking classes has changed, all flights included in that marriage must be cancelled and booked again from availability.

After cancelling the unwanted flights, if there is no suitable replacement flight to book – the change can be ignored and the original booking redisplayed.

Once new flights are booked, Air New Zealand may marry these to the existing married flights or a whole new marriage may be created.
Married Segments cont’d

9. Exceptions where Air New Zealand will allow changes to be made to married flights:

If you have one of the following situations where married segments prevents an itinerary change being made and the booking is already ticketed on NZ/086 ticket stock, you can contact your Air New Zealand Support team for assistance:

- Cancellation of a New Zealand domestic flight where it is connecting to another New Zealand domestic flight.
- Cancellation of a New Zealand domestic flight where it is connecting to an international flight.
- Cancellation or change of an overseas domestic flight marketed by Air New Zealand (operated by another airline) where it is connecting to an international flight.
- Cancellation or change of a New Zealand domestic flight connecting to an international flight where the cancel/change would result in SkyCouch or Preferred seating being lost from the international flight.
- Cancellation or change of part of a married journey where one of the remaining flights is now full and there is no availability left to rebook in the same cabin.
- Change to a New Zealand domestic flight where it is connecting to an international flight if the domestic flight availability meets the following criteria:

### Domestic flights connecting to a short haul flight:

<table>
<thead>
<tr>
<th>Ticketed fare:</th>
<th>Change permitted if the new domestic flight has availability equal to or lower than the following class:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Class</td>
<td>Y</td>
</tr>
<tr>
<td>Premium Economy</td>
<td>V</td>
</tr>
<tr>
<td>Economy</td>
<td>V</td>
</tr>
</tbody>
</table>

### Domestic flights connecting to a long haul flight:

<table>
<thead>
<tr>
<th>Ticketed fare:</th>
<th>Change permitted if the new domestic flight has availability equal to or lower than the following class:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Class</td>
<td>Y</td>
</tr>
<tr>
<td>Premium Economy</td>
<td>Y</td>
</tr>
<tr>
<td>Economy</td>
<td>H</td>
</tr>
</tbody>
</table>

If these conditions are met, the New Zealand domestic flight can be changed to a new flight at the original booking class where a through fare has been used. If a separate domestic fare has been used, the new booking class must be equal or higher than the original class and all fare rules applied.

For all these exceptions the marriage will have to be manually removed by Air New Zealand to allow the domestic flight cancellation or change to be made in the GDS PNR. Please contact your local Air New Zealand support team who will provide assistance with these changes.
Married Segments cont’d

10. Cancelling flights that are married

If a partial cancellation of a marriage is attempted, an error response may display stating that all flights in the marriage must be cancelled. If this error is returned, all flights included in the marriage must be cancelled and flights that are still required must be rebooked from availability. If the original booking class is no longer available, the ticket will need to be reissued in accordance with the fare rules and available classes.

11. Group Bookings

When Air New Zealand initially creates the group booking, the flights will not be married. If the itinerary is amended at any time, these changes may result in flights being married.

12. What happens if there is a schedule change?

Air New Zealand will use the existing process to notify of a schedule change sending out UN/TK status on flights. If the schedule change is for a flight included as part of a marriage, the marriage indicators will be removed by Air New Zealand when the change is notified, to enable further changes to the itinerary.

Once further flight changes have been made, Air New Zealand may marry the new itinerary.

13. What happens if married flights are disrupted?

Air New Zealand will remove marriages from disrupted flights so that these flights and any connecting flights can be rebooked.

14. Can married segments be ticketed separately?

Connecting flights that are married must be ticketed together on one ticket.

15. What if I want to issue separate tickets for flights?

If separate tickets are required it would be necessary to book the flights on separate PNRs to prevent them being married together.

16. What happens to my ancillary products when I change flights?

There is no change to the current process, when voluntary changes are made to an itinerary, the ancillary products will need to be booked on the new flight and a new EMD document issued for payment.

17. What about “change on day” for New Zealand domestic flights?

There is no change from the current process. Changing domestic flights on the day of travel for customers with Flexitime and Flexiplus fares is permitted even if these flights are included as part of a marriage.
18. What if my customer wants to combine different products on their domestic journey?

Flights that are married together have to be ticketed together on one ticket. If different products are required e.g. A Seat+Bag fare combined with a Flexitime fare for same day continuous travel, then two separate PNRs will be needed so the two flights are not married together and each flight can be issued as a different domestic product.

19. Will waitlisted flights be included in marriages?

Waitlist flights may be included as part of a flight marriage but if two flights are waitlisted only one of these will be included in the marriage.