

# DEAR AGENT

## HANDLING OF BOOKINGS AFFECTED BY INVOLUNTARY CHANGES DUE TO PANDEMIC

12 Jan 2022

As the increasing sick leaves due to Covid takes its toll, we have had to make changes to our January & February traffic program to cope with the challenges imposed by the situation. [You can read more about the situation in this news piece.](#)

The changes in our February traffic program will naturally mean changes in bookings as well and we want to remind you that the [COVID-19 related instructions for travel agents are always kept up to date here.](#) In most of the cases you are able to make further changes yourself in your own GDS without contacting our agent help.

- 1. The February changes in the traffic program are mostly on routes where there are other flights/connections available** during the same day – this way we hope to minimize the impact to customers.
- 2. Always look for the SSR element “INVOL CNL AYXXX REFUND OR POSTPONE AY FLT” as that PNR line is your “waiver”** to make changes to the flights to serve the customer in the best possible way in this unfortunate situation – no other waiver codes or authorizations are needed.
- 3. We will automatically try to reaccommodate the passengers** to other flight(s) on the same day or as close to the original connection as possible. If we find new flights, we also reissue the ticket (you can recognize this by the office code HELAY0ERS).
- 4. If the customer is not happy with the proposed new flights, as per the SSR element, you can make further changes yourself** if you are an Amadeus or Travelport (Galileo, Apollo, Worldspan) travel agent\* – just remember to use either the same booking class or the lowest available booking class in the same travel class when making further changes. Check the full guidelines on the [COVID-19 instructions page.](#)

*\* travel agencies using Amadeus and Travelport (Galileo, Apollo, Worldspan) are able to display and further perform revalidation/reissue/exchange even after Finnair has*

*reissued the original document. Sabre is currently developing this functionality for their agents. For EMDs, only display access is allowed.*

If you are not able to access the reissued ticket or need further support, [don't hesitate to contact us](#) but please note that our customer service and agent info are extremely congested at the moment with high number of contacts coming in every day. The queueing time on the phone can be long so we suggest chatting to us or sending us an email if your case is not extremely urgent.

<https://easy.finnair.com/en/news/handling-of-bookings-affected-by-involuntary-changes-due-to-pandemic-2486514>