



DSL/INC/015/2022-23/IMS/MKTGNR

Dated: 08th APR 2022

Dear Travel Partners,

Subject: Migration of Alliance Air to New PSS – SOP for Handling AI/9I Tickets waiver NO 5/22/9I.

In view of Alliance Air migrating to a new PSS from 15 April 2022, it will also be the termination of the current code-share arrangement between Air India and Alliance Air.

This would mean that there will be no-connect between Air India and Alliance Air PSS. Passengers holding pure 9I bookings, booked before 15 April 22, will not be affected as all their details will be migrated to Alliance Air new PSS. The migration will also migrate all bookings which will have both AI and 9I (Conjunction).

However, passengers holding such booking will not be able to through check-in or avail the facility of through baggage. Passengers will have to check-in separately for AI sectors and 9I sectors, for Example: Passenger holding a ticket ORD-DEL-DED, will be checked-in till DEL from ORD with baggage tagged till Delhi and at Delhi after passenger arrive, he/she has claim the baggage and proceed to Alliance Air counter for check-in for further travel.

Further, for such AI/9I conjunction tickets, both Domestic or International, if passenger desires to make any change like date, flight etc, the same will not be allowed as since the conjunction fares have been removed from the system since 24 March 2022.

Waiver code to be used: **05/22/9I**

Please find attached **Annexure 1 detailing the SOP for handling AI/9I tickets.**

Please incorporate meal/seat request and passengers contact while creating a PNR.

Air India 24 X 7 toll number 1860 233 1407.

Stay Safe, Stay Healthy.

Thanks,
Regards,

Team Air India Marketing,
Northern Region, N.Delhi
www.airindia.in
www.facebook.com/AirIndia
<https://twitter.com/airindiain>