



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 



Reservation Bulletin

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EMCT Enforcement of Minimum Connecting Time

We are pleased to announce that effective from 20 March 2023 we will be implementing the EMCT (Enforcement of Minimum Connecting Time) on all active and newly sold bookings on SAA and SAA Marketing flights.

The Minimum Connecting Time (MCT) is the time required for a passenger to connect from one flight to another at an airport.

The EMCT (Enforcement of Minimum Connecting Time) will detect the minimum connecting time between arrival and departure in a PNR. If the MCT is violated the system will warn the agent that the connecting segment will be cancelled by End Transaction. This will ensure that the agent takes the necessary steps as to avoid violation on the MCT.

Kindly take note that this warning does not prohibit the agent from End Transaction. However, it will UC the sector that is violating the connecting time.

EMCT (Enforcing of the Minimum Connecting Time) ensures that passengers / luggage will make their connecting flight thus enhancing passenger satisfaction. This will minimise the risk of NO SHOWS and Revenue Leakage.

Check minimum connecting time:

Check minimum connecting time: If the onward segment does not meet the minimum connecting time requirement, the system will advise accordingly with a warning as per below.

Example:

```
1.MNISI/FIKILE MS
2  SA 053 G 10JAN 2 ACCJNB HK1 2145 3 2235 0625+1 333 E 0
   YELLOW FEVER CERT REQ ON RETURN TO JNB
   CHK TIMATIC NEW ZA GOVT RQMNT FOR PAX UNDER 18YR
   PAX NAME MUST BE SAME AS IN PASSPORT USED TO TRVL
   SEE RTSVC
3  SA 531 G 11JAN 3 JNBDUR HK1 0625 B 0705 0810 319 E 0 S
   SEE RTSVC
4 AP 083122455654
5 TK TL07DEC/JNBSA0981
```

Er

WARNING: MIN CONNECT TIME IS 90 MN FOR JNB-S3 WILL BE CANCELLED

By End Transact the PNR, the onward segment will be UC as per the above warning message.

If the agent is uncertain regarding the minimum connection time on PNR at the connecting airport a follow up entry can be made : DM with the segment number – example above will be DM2.

Action Taken

```
RP/JNBSA0981/JNBSA0981          AB/SU    7DEC22/1234Z    SBZFG6
1. MNISI/FIKILE MS
2 SA 053 G 10JAN 2 ACCJNB HK1 2145 3 2235 0625+1 *1A/E*
3 SA 531 G 11JAN 3 JNBDUR UC1 0625    0705 0810    *1A/E*
4 AP 083122455654
5 TK TL07DEC/JNBSA0981
```

Group bookings

For all the group bookings, the segment that is violating the connecting time will be UC before the booking is confirmed.

10A RE YENG NM: 0

1 SA 308 B 25FEB 6 CPTJNB HN10 0705 0745 0940 320 E 0 B
/SA /ZA/C/D/CAB Y/ / / / /
SEE RTSVC

2 SA 022 L 25FEB 6 JNBHRE HN10 0910 B 1000 1135 320 E 0 S
/SA /ZA/C/I/CAB Y/ / / / /
CHK TIMATIC NEW ZA GOVT RQMNT FOR PAX UNDER 18YR
PAX NAME MUST BE SAME AS IN PASSPORT USED TO TRVL
SEE RTSVC

3 SSR GRPF SA LGITS

4 SK CUFF SA ZAR1000

5 SK CUTI SA 1012

6 SK TLAR SA TSAMAYANG TRAVEL

7 SK TLAN SA KEDIBONE

ER

WARNING: MIN CONNECT TIME IS 90 MN FOR JNB-S2 WILL BE CANCELLED

Action Taken

ER

--- RLR ---

RP/JNBSA0981/JNBSA0981 AT/RC 22DEC22/1121Z US7BRE

0. 10A RE YENG NM: 0

1 SA 308 B 25FEB 6 CPTJNB HN10 0705 0745 0940 *1A/E*
/SA /ZA/C/D/CAB Y/ / / / /

2 SA 022 L 25FEB 6 JNBHRE UC10 0910 1000 1135 *1A/E*
/SA /ZA/C/I/CAB Y/ / / / /

3 AP JNB TBA - REVENUE INTEGRITY - A

4 TK OK22DEC/JNBSA0981

5 SSR GRPF SA LGITS

6 SK CUFF SA ZAR1000

7 SK CUTI SA 1012

8 SK TLAR SA TSAMAYANG TRAVEL

9 SK TLAN SA KEDIBONE

Allow agent notification, if ticked and incoherent journey situation identified, a warning or an error message will be shown with a detailed diagnostic as to why the segment is cancelled.

RP/HDQ1P/HDQ1P4LLI22/PSD/99018500 14DEC22/1334Z 2YVSEV

1. PAVELKA/BRIAN

2 SA 572 Y 15JAN 7 DURJNB HK1 1800 1840 1945 *1A/E*

/1P /US/C/D/CAB Y/ / / / / /

3 ARNK

4 SSR OTHS 1P SA36915JANJNBCPT CANCELLATION DUE TO MIN CONNECT
TIME VIOLATION

5 SSR OTHS 1P MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR
CTCR NON-CONSENT FOR SA

6 **SSR OTHS 1P SA36915JANJNBCPT CANCELLATION DUE TO MIN CONNECT
TIME VIOLATION**

7 OSI SA CTCP 770 563 5507W

Action Taken

001 RF-1APUB/ATL-0001AA/NCE1A0955 CR-NCE1A0955 12345675

/DS 14DEC1320Z

002 AS/SA 369 Y 15JAN 7 JNBCPT UC1 2030 2240/LK *1A/E*

/1P/US/C/D/CAB Y//0////

**002 SA/SSR OTHS1P SA36915JANJNBCPT CANCELLATION DUE TO MIN
CONNECT TIME VIOLATION**

002 RF-HDQRM1P 141334 DKFBE80E 400687D0C0D45A CR-HDQ RM 1P 1

4DEC1334Z

0860109693

Kindly note

The enforcement of the EMCT process is in real time, the agent will be instantly made aware of the inconsistency so that the relative actions can be taken to secure the passenger`s journey.

Do not hesitate to send a mail to ResSupport@Flysaa in case you have questions or need further information, regarding this Bulletin for any other Reservations related matter.

There is some content of this Bulletin relevant to travel agents, which may be shared with them. “*This Bulletin is a SAA internal document*”.