Waitlisted Segments

Overview of waitlist request guidelines

- Limited to the following revenue inventories: F, J, R, D, W and Y
    - A and C are upgrade inventories for PSU's which are waitlisted via SalesLink only
- No more than 2 flights should be waitlisted (HL) – multiple segments are highly discouraged
    - The last booked waitlist is considered 1st preferred
- All waitlist requests are considered an intention to travel on that flight
- If the customer decides not to travel on the requested waitlist, the travel agent should cancel the waitlist request as soon as they are notified
- If the waitlist is not cleared, HL status, the system will UC the segment. The agency must cancel any UC
- Flights to/from Venezuela are disallowed

Waitlist System Processing:

Status Update	Process
HL to KL	The system will queue place to the agency notification queue Original flight canceled 24-hours after waitlisted (HL) segment clears (KL)
KL to HK	Waitlisted (KL) segment automatically confirmed (HK) if no action taken by travel agent within 2 days of waitlist (KL) clearance

Waitlist Automated Cancellation Process

Our automated system, RIPA, will cancel all waitlisted segments in all markets 25 hours prior to departure. Do not re-add any waitlist once it has been cancelled. Any waitlist segments added to a reservation within 25 hours of departure will automatically be canceled by RIPA.

Travel Agency Responsibility:

- Monitor their notification queue for KL segments
- Confirm KL segments to HK
- Cancel any duplicate flight segments and issue/reissue the ticket as needed

Note: Ticketing is required per the time limit indicated by the system for the issue/reissue of the new HK flight segment.

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Updated: March 2019