

Frequently Asked Questions (FAQs)

Q: What is a Passenger Service System?

A: The Passenger Service System or PSS is the heart of an airline's IT infrastructure and is the system responsible for managing several customer transactions with airlines from booking a ticket to boarding the flight, and servicing after one's flight.

Q: What Passenger Service System will Philippine Airlines use?

A: Philippine Airlines will be using Amadeus Altea System effective March 24, 2019.

Q: Why is PAL changing to a new Passenger Service System?

A: Philippine Airlines invests in technologies and innovations to improve customer experience and to help achieve its 5-Star Ambition. One such investment is Amadeus Altea, a complete Passenger Service System (PSS) that offers full reservation, inventory, departure control, and flight notification capabilities while delivering an enhanced end-to-end experience for customers from booking to check-in to departure.

Q: What are the benefits of Amadeus Altea for PAL passengers?

A: PAL Passengers can expect the following benefits from Amadeus Altea:

1. Easier booking, automated customer preference recognition
2. Faster check-in process
3. Better online check-in experience
4. Seamless service from interline partners
5. Real-time, personalized alerts for flight changes, etc.
6. Cash-Plus-Miles redemption (online, PAL Ticket Office, or Hotline)
7. Year-round Miles redemption for any seat / any fare

Q: When will PAL shift to the new Passenger Service System?

A: The system change will happen on March 21 to 25, but the main upgrade will start on March 23, 2019 and is targeted to be completed by March 24, 2019 noon time.

Q: What should I do if my flight coincides with the system change? Will flights be cancelled during the system change?

A: PAL will continue to operate all scheduled flights and will be deploying extra personnel at the airport to minimize any inconvenience passengers may experience. However, certain passenger services will not be available on March 23 to 24, 2019 (note: LHR to start the migration earlier on March 21, 10:00PM UK Time). These include:

1. Purchase and confirmation of flight and tour bookings across all channels (Website, Mobile App, Travel Agents, Ticket Offices, etc.)
2. Rebooking, rerouting, and refunds
3. myPAL Upgrade bidding on March 21-25

4. Online check-in through PAL website, mobile application, and kiosk on March 22-25*
5. Check-through of connecting flights on March 22-24*
6. Purchase of PAL Travel Extras, like additional baggage allowance and choice seats
7. Redemption of Mabuhay Miles
8. Special requests like special meals, stretchers, and bassinets

Passengers whose flights fall on March 21 to 25 are strongly encouraged to:

1. Arrive early for check in at the airport
2. Bring a printed or digital copy of their ticket or receipt together with their government issued ID or passport
3. Purchase travel extras like choice seats and excess baggage before March 23, and
4. Make special requests (bassinets, special meals, stretchers) at least 48 hours before their flight but not later than March 22 (at least 24 hours prior for special meals, 72 hours prior for stretchers)

Note: All timings in PH Time / *London to do the migration earlier starting March 21, 10:00PM UK Time

Q: Can I rebook / refund my flight if it falls during the migration period?

A: If your flight falls on March 23-24 and you are holding a rebookable, refundable, reroutable ticket, yes you can rebook, refund and reroute your flight provided you do so BEFORE March 23, 2019. During the system upgrade on March 23 to 24, PAL cannot do any booking, rebooking, rerouting and refunds. We will resume the said services after the completion of the upgrade targeted on March 24 noon time (PH TIME). Note importantly that all flight operations will continue as scheduled.

Q: Can I book a ticket during the system change?

A: We sincerely apologize for the inconvenience, but PAL will be unable to accept any flight, tour package bookings in any channel (Website, Ticket Office, Contact Center, or Travel Agencies) on March 23 (8:00PM PH Time) to March 24 (12:00PM PH Time). We suggest that customers book flights and tours, or purchase PAL Travel Extras before March 23.

Q: Will my Mabuhay Miles still be credited if my flight is during the transition period?

A: Yes, all flights will still be credited with Mabuhay Miles equivalent to their route. However, we will be unable to process any redemption between March 23 and March 24, 2019.

Q: How will I know when PAL is ready to accept bookings?

PAL shall post an announcement on its website (www.philippineairlines.com) once the system migration has been completed. Updates shall also be posted in facebook.com/flyPAL and twitter.com/flyPAL.

Q: Can I still use my old six-digit record locator after the migration?

A: Yes, your previously issued six-character record locator is still valid. You may still use your previously issued six-character record locator for check-in or flight changes after we have completed our migration on March 24.

Q: Can I show up at the airport with no booking and buy on-the-spot tickets on March 23 to 24?

A: We cannot accept on-the-spot bookings for flights starting March 23, 9:00PM until March 24 noon time. We can only accommodate you in a flight scheduled one hour after the completion of our system upgrade targeted on March 24 noon time. We suggest that customers book flights and tours, or purchase PAL Travel Extras before March 23.

Q: Can I show up at the airport and take an earlier schedule on March 23 to 24?

A: If you are holding a confirmed ticket originally scheduled on March 23 to 24, you may show-up at the airport and take an earlier schedule on the same route during the system upgrade. Additional fees or penalties may be collected subject to the booking class of your ticket.

Q: I am travelling on March 23 to 24. Can I still request for wheelchair upon check-in at the airport?

A: Yes, you may still request for a wheelchair at the airport.

Q: I am travelling on March 23 to 24. Can I upgrade to a higher cabin class at the airport?

A: Yes, our airport staff can assist you in your cabin class upgrade request.

Note: Additional information will be provided prior migration.