



# Step by Step Instructions - Amadeus

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## Step 1 - Starting point

 Question

No linked steps

### Step by Step - Amadeus Rebooking using Flex and changes not permitted

Question

1. Step by Step - Amadeus Void and Rebook

Step 2

2. Step by Step - Amadeus Partially used ticket

Step 3

3. Step by Step - Amadeus Rebooking using Flex and changes not permitted

Step 4

4. Step by Step - Amadeus ATC Voluntary change

Step 5

5. Step by Step - Amadeus Manual Change

Step 6

## Step 2

 Solution

Parent step: 1

### Step by Step - Void and Rebook in Amadeus

- 1. We open the PNR and see the status of the segments:

>RT

1.SXXX/MXXX MR(ADT) 2.SXXX/IXXXMS(ADT)  
3 TK 460 W 10OCT 6 KBPIST HK2 2145 2350 10OCT E TK/VXXXXX

4 TK 457 W 20OCT 2 ISTKBP HK2 0700 0845 20OCT E TK/VXXXXX

5 AP TICKET=ETICKET

6 AP TRIP-UA

7 AP 0038XXX

8 AP USRORGCTX LEISURE

9 APE SXXX@GMAIL.COM

10 APM 0038XXX

11 TK PAX OK30SEP/ATHGR28CS//ETTK/S3-4/P1-2

2. Check if the tickets are issued:

>RTTN

53 FA PAX 235-35XXXXXXXXXX/ETTK/EUR171.44/30SEP20/ATHGR28CS/27213  
082/S3-4/P1

54 FA PAX 235-35XXXXXXXXXY/ETTK/EUR171.44/30SEP20/ATHGR28CS/27213  
082/S3-4/P2

3. Check the tickets status and the date and CITY of issue:

>TWD/L53

TKT-23535XXXXXXXXX RCI- 1A LOC-VXXXXX  
OD-IEVIEV SI- FCPI-0 POI-ATH DOI-30SEP20 IOI-27213082

1.SXXX/MXXX MR ADT ST

1 OKBP TK 460 W 10OCT2145 OK WY3PC O 20K

2 OIST TK 457 W 20OCT0700 OK WY3PC O 20K

KBP

FARE F USD 55.00

EQUIV EUR 48.00 BSR 0.858351

TOTALTAX EUR 123.44

TOTAL EUR 171.44

/FC IEV TK IST27.50TK IEV27.50NUC55.00END ROE1.000000

FP CCCAXXXXXXXXXXXXX6715/1022/A448331

FOR TAX/FEE DETAILS USE TWD/TAX

4. If it is still the same day in Athens, which you can check with the command:

>DDDEL2030/ATH

DDDEL2030/ATH

ATH TIME IS 1800/0600P ON THU30SEP20

ATH IS 02HRS 30MIN EARLIER

5. Search for availability for the new dates that customer prefers to travel and select the correct RBD:

>SN10NOVKBPIST/ATK

SN10NOVKBPIST/ATK

\*\* AMADEUS SCHEDULES - SN \*\* IST ISTANBUL.TR 40 TU 10NOV 0000

1 TK 458 C4 D4 Z4 K4 J4 I4 R4 /KBP D IST 1040 1355 E0/333 2:15

Y9 B9 M9 A9 H9 S9 O9 E9 Q9 T9 L9 V9 P9 W9 U9 X9 N9 G0  
 2 TK1256 C4 D4 Z4 K4 J4 I4 R4 /KBP D IST 1450 1805 E0/321 2:15  
 Y9 B9 M9 A9 H9 S9 O9 E9 Q9 T9 L9 V9 P9 W9 U9 X9 N9 G0  
 3 TK 460 C4 D4 Z4 K4 J4 I4 R4 /KBP D IST 2050 0015+1E0/333 2:25  
 Y9 B9 M9 A9 H9 S9 O9 E9 Q9 T9 L9 V9 P9 **W9** U9 X9 N9 G0  
 >SS2W3

And return:

>SCR20NOV  
 SN20NOVISTKBP/ATK -SC-  
 \*\* AMADEUS SCHEDULES - SN \*\* KBP BORYSPIL INTL.UA 50 FR 20NOV 0000  
 1 TK1257 C4 D4 Z4 K4 J4 I4 R4 /IST KBP D 0125 0225 E0/73H 2:00  
 Y9 B9 M9 A9 H9 S9 O9 E9 Q9 T9 L9 V9 P9 W9 U9 X9 N9 G0  
 2 TK 457 C4 D4 Z4 K4 J4 I4 R4 /IST KBP D 0805 0910 E0/333 2:05  
 Y9 B9 M9 A9 H9 S9 O9 E9 Q9 T9 L9 V9 P9 **W9** U9 X9 N9 G0  
 3 TK1255 C4 D4 Z4 K4 J4 I4 R4 /IST KBP D 1250 1355 E0/321 2:05  
 Y9 B9 M9 A9 H9 S9 O9 E9 Q9 T9 L9 V9 P9 W9 U9 X9 N9 G0  
 4 TK 459 C4 D4 Z4 K4 J4 I4 R4 /IST KBP D 1830 1935 E0/333 2:05  
 Y9 B9 M9 A9 H9 S9 O9 E9 Q9 T9 L9 V9 P9 W9 U9 X9 N9 G0  
 >SS2W2

6. So the new segments will appear in PNR:

3 TK 460 W 10OCT 6 KBPIST HK2 2145 2350 10OCT E TK/VXXXXX  
 4 TK 457 W 20OCT 2 ISTKBP HK2 0700 0845 20OCT E TK/VXXXXX  
**5 TK 460 W 10NOV 2 KBPIST DK2 2050 0015 11NOV E 0 333 M**  
**SEE RTSVC**  
**6 TK 457 W 20NOV 5 ISTKBP DK2 0805 0910 20NOV E 0 333 M**  
**SEE RTSVC**

And now we can price them:

)>FXX/S5-6/R,UP  
 FXX/S5-6/R,UP

PASSENGER	PTC	NP	FARE<EUR>	TAX/FEE	PER PSGR
01 SXXX/MXXX*	ADT	1	47.00	122.98	<b>169.98</b>
02 SXXX/IXXXX*	ADT	1	47.00	122.98	<b>169.98</b>
TOTALS 2			94.00	245.96	339.96

1-2 LAST TKT DTE 02OCT20 - SEE SALES RSTNS  
 1-2 TICKETS ARE NON-REFUNDABLE

7. Compare the total new cost per passenger with total original ticket cost:  
**169.98 EUR-171.44=-1.46, hence there is no ticket difference to be charged.**

8. Check our fees:

	BASIC	PREMIUM	PLATINUM	FLEXIBLE
OUR FEE-REBOOKING(24h)				
TICKET DIFFERENCE				, If more than 10EUR/1 pax or 20EUR/2-9pax

9. If the customer agrees, void the tickets with command TRDC/L55 and then TRDC/L56  
Message from Amadeus:

OK-DOCUMENT(S)

10. Update in the mask(TST) the new segments, using:

TTU/S5-6

11. Delete the old segments with XE3-4 and press ER to save the new

12. Update the action info in Edvin and send to the ticketing by placing on Queue

### Step 3

#### Solution

Parent step: 1

## Step by Step - Amadeus Partially used ticket

Even if it is a Sabre booking the below instructions can only be done in Amadeus.

1. In case we have partially used ticket, changes permitted but ATC is not applicable, we have to proceed with Manual Calculation.
2. Open the pnr and ticket in the respective office id. Make availability and try ATC command. If does not work so use below command for flown reissue.
3. You have to include the used segments first then after the dash all new ones that he requests
4. Command: **fqp(dep.city)/ayy/c(class)/d(date of flown seg)(dest.city)-/ayy/c(class)/d(date of new seg+dest.city)/r,office id,date of issue.**
5. **In case of child we insert in the end RCH,office id and for infant RIN.**
6. Select the lowest available price, considering that the original outbound farebasis should be the same as in the initial ticket, while the new inbound farebasis should combine with the outbound one and the baggage allowance of the original ticket. Open the respective option with FQQ1(1 is the number of the option).

7. Compare the price from the new mask with the old ticket. Fare with fare and one by one the taxes.
8. Create payment link as usual and if passenger wants to proceed, continue with same procedure of normal manual calculation of unused ticket as above.
9. Update new segments with **TTU/S3-4**.
10. Use the rebooking wizard to send the PNR to ticketing.
11. More information can be found under Rebooking wizard folder
12. If order needs urgent ticketing, select the "Mark as urgent" checkbox. For more info check [HERE](#).
13. Select change status and reason in the rebooking wizard.

## Step 4



### Solution

Parent step: 1

## Step by Step - Amadeus Rebooking using Flex and changes not permitted

### AMADEUS

#### Availability

1. Retrieve pnr in respective office id, use **RT+pnr**
2. Clone the pnr with **RRP**. All details will be cloned.
3. Make availability for new and old flights that he wants to keep using below command:
4. **sn(date)(citypair)/a(al) ex: sn25decatharn/ask**
5. Select seats: **SS (n.seats)(class)(line n.) ex. SS2V1** or for different classes **SS2VK1**
6. **RT** to retrieve pnr

#### Pricing

1. Price all segments that he will use. If he asks to rebook OB and keep IB you have to
2. include in the command new OB and old IB.
3. Pricing: **Fxx/s1,2/r,up (informative- prices the class you have selected)**
4. Or: **Fxp/s1,2 ( prices the classes you have selected and saves the mask)**
5. Pricing: **Fxb/s1,2,4/r,up ( prices the best available combination, be careful to keep the same baggage allowance as in the original ticket and to not downgrade the cabin, if a specific one has been selected).**
6. **To open specific fare basis pricing mask use FQQ(line of fare basis you want)**

#### Calculation

1. **flexible applied: Compare total new cost in GDS with Edvin Air amount**
2. If partially used ticket: **Compare total new cost with half of Edvin Air cost.**
3. **Create payment link:** Include the difference in his currency. No penalty applies
4. If passenger will not proceed or send PL for 30 min, ignore the pnr and register errand in Edvin with "Rebooking" template ( Flex tkt new ticket)

#### Proceed with change

1. Once payment link is paid we do all above steps again

2. after the fxx- we update segments with TTU/s1,2 and ER(if needed)
3. Check with TTH if new price is saved
4. If you use FXP or FXB save with ER(it will save automatically the new segments)
5. Use TKOK for ticketing element if needed.
6. Add the email and phone number of pax as SSR CTC lines in the new PNR.

### Queue to ticketing

1. Then open original pnr again:
  - If original pnr is totally unused delete segments.
  - If partially used: do not delete segments. Leave original pnr with the inbound segments active.
2. Use the rebooking wizard to send the PNR to ticketing.

More information can be found under the [Rebooking wizard folder](#)

If an order needs urgent ticketing, select the "Mark as urgent" checkbox.  
For more information click [HERE](#).

Select change status and reason in the rebooking wizard.

### EDVIN

1. Link new cloned pnr - **ALWAYS before using the rebooking wizard**
2. Remove flexible ticket from Edvin( if used for all)

### GDS

**Note: After using the flexible ticket product, changing the AP line is not required.**

### Step 5



Solution

Parent step: 1

## Step by Step - Amadeus ATC Voluntary change

Amadeus:

### Availability

1. Retrieve pnr in respective office id, use **RT+pnr**
2. Make availability for new flights using below command:
3. **sn(date)(citypair)/a(al) ex: sn25decatharn/ask**
4. Select seats : **SS3KK2** (3 are the seats/k booking classes/2 is the flight line)
5. RT to retrieve pnr

### Pricing

1. Price all segments that he will use. If he asks to rebook OB and keep IB you have to include in the command new OB and old IB.
2. Pricing: **Fxq/r,up/s1,2,4 or fxq/s1,2,4( prices the class you have selected)**

3. If you receive the message no fare options for this flight try the next:
4. Pricing: **Fxo/r,up/s1,2,4** or **fxo/s1,2,4**( prices the best available combination)
5. **Note: With fxo you may have downgrade. So always check new booking classes.**
6. If you receive this message: **Delete previous TSTS or TST exists, press TTE/ALL and use the pricing command again**

## Calculation

1. No flexible tkt: Take the **ADD collect** amount and convert to customer's currency
2. **Create add on cart:** Add collect+our voluntary rebooking service fee
3. If flexible tkt applied: **Deduct from the ADD collect the penalty mentioned in the mask.The result of this will be the fare difference.**
4. **Create add on cart:** Only with fare difference you have from the above deduction
5. If the passenger will not proceed or you send PL for 30 min, ignore the pnr and use create a new case with rebooking wizard in order to register errand with all information

## Proceed with change

1. Once payment link is paid we do all above steps again (availability)
2. More details can be found here: [Flexible GDS - Rebooking](#)
3. **after the fxq/fxo command we save with ER**
4. New segments in atc are saved automatically.
5. Delete old segments: **xe1-2+rt to double check what we have deleted+ er and IR**

## Queue to ticketing

Use the rebooking wizard to send the PNR to ticketing.

More information can be found under the [Rebooking wizard folder](#)

If an order needs urgent ticketing, select the "Mark as urgent" checkbox.  
For more information click [HERE](#).

Select change status and reason in the rebooking wizard.

## EDVIN

1. **Remove flexible** ticket from Edvin( if used for all)
2. Remove payment link

## GDS

**Note: After using the flexible ticket product, changing the AP line is not required.**

### Step 6

 Solution

Parent step: 1

## Step by Step - Amadeus Manual Change

You use manual calculation only when ATC not applicable by airline and changes are permitted in fare rules in the same PNR.

Possible error message you may receive when you try ATC: **Check category 31(Amadeus)**

Always check **Fare rules (Category 16)** and **Max/Min. stay (Category 06 & 07)** quoting rebooking charges for manual rebooking.

**The most important fare rules are:**

16.PENALTIES

11.BLACKOUTS

03.SEASONS

04.FLIGHT APPL

05.ADV RES/TKTG

06.MIN STAY

07.MAX STAY

### Availability

1. Retrieve PNR in respective office id, use **RT+PNR**
2. Make availability for new flights using below command:  
**sn(date)(citypair)/a(al)** ex: sn25decatharn/ask
3. Select seats: **ss(n.of seats)(class)(line of flight)** ex. SS1Y1 OR SS1YY1( If flight with connection)
4. Then **RT** to retrieve pnr

### ATTENTION:

There are airlines, like EK where before the availability and the seat selection must be made after the original segments are removed (**removed without saving**). Please follow the steps below:

**a:** Retrieve the existing PNR

**b:** Remove the original dates (**DO NOT SAVE any segments**). Do a fresh availability and sell for the new itinerary required by the passenger. The agent may not see accurate availability, unless holding segments are cancelled.

**c:** After removing the segments, if there is no availability for new dates, the agent can ignore and retrieve the existing PNR – No seats from the original booking would have been lost.

### Pricing

1. Price all segments that he will use. **If you have round trip and he asks to rebook OB and keep IB you have to include in the command new OB and old IB.**
2. Pricing: **Fxx/s1,2/r,up** (informative- prices the class you have selected)  
Or



**Fxp/s1,2** ( prices the classes you have selected and saves the mask)

3. Pricing: **Fxb/s1,2,4/r,up** ( prices the best available combination, check that no downgrade has been done)
4. To open specific fare basis pricing mask use **FQQ(line of fare basis you want)**

### Calculation

1. No flexible tkt: Compare fare+taxes one by one with old ticket in GDS.+penalty from fare rules and convert to pax currency
2. Create Add on cart: **total yy cost+our voluntary rebooking service fee**
3. If flexible applied: **Compare fare+taxes one by one with old ticket in GDS.**
4. If you have IT fare: Use **TQT** to check fare amount of original ticket.
5. **Create Add on cart: Sum up fare and tax from comparison. No penalty applies**
6. If passenger will not proceed or you've created Add on cart and it is not working, ignore the pnr and register errand in rebooking wizard with no queue action

### Proceed with change

1. Once payment link is paid we do all above steps again.
2. More details can be found here: [Flexible GDS - Rebooking](#)
3. after the ~~fx~~- we update segments with **TTU/s1,2** and **ER**(if needed)
4. Check with **TTH** if new price is saved
5. If you use **FXP** or **FXB** save with **ER** or **ERK**, if **ER** does not work
6. Delete old segments: **xe1-2 and RT** to double check what we have deleted, then **ER** and **IR**

### Queue to ticketing

Use the rebooking wizard to send the PNR to ticketing.

More information can be found under Rebooking wizard folder

If an order needs urgent ticketing, select the "**Mark as urgent**" checkbox. For more information click [HERE](#).

Select change status and reason in the rebooking wizard.

### EDVIN

1. Remove **flexible ticket** from Edvin (if used for all)
2. Remove payment link (if applicable)