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Amadeus Selling Platform Connect

User Guide

Edition 29.1 For Amadeus Selling Platform Connect

FE 0714

Published by:

Customer Learning Services

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April 2020

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Before You Start

Purpose of This Document

This document explains how to use Amadeus Selling Platform Connect.

It describes the web-based booking functionalities offered by Selling Platform Connect, covering the entire booking flow from defining customer profiles through to searching, comparing, booking and e-ticketing.

Audience

This document is intended for travel agents who use Selling Platform Connect.

Related Reference Material

Product e-learning videos and other reference material are available on Amadeus Service Hub.

Note: Some markets have access to Local mid-office and other administration applications, including Amadeus Tour Market (TOMA), within Selling Platform Connect. For more information, refer to the Local Content User Guide.

Latest Version of This Document

1. Go to the following link:

   https://servicehub.amadeus.com/c/portal/view-solution/957695/en_US/

2. If you are asked to log in, select **Travel Agencies** and enter your **Office ID**, **Agent Sign** and **Password**.

   If you are a new user, click on **Register** to get access to Service Hub.

3. In the list of guides, click on the document you want.

   The PDF document is opened for viewing. You can download or print it from the PDF window. Click on to view the guide in full screen.

4. Click on Subscribe to receive alerts each time that the page is updated. (To set notification preferences, click on your name at the top of the screen then **My Account > Notification Preferences** tab.)

Where to Go for Help

Online Help is available for Selling Platform Connect. To access it, click on the **Help** menu at the top of the main screen of the application.

Feedback on This Document

Your feedback is important, and it will help us to improve this document.

Please email us with your comments and suggestions:

learning@amadeus.com

What's New

Area	Update
All Fares	• You can use a search option for recommendations including free baggage. See *Example: All Fares* on page 102.
	• Negotiated fares are indicated by a corresponding identifier in the recommendations. See *Negotiated Fares* on page 105.
Productivity Suite	
	• New properties have been added to Quality Monitor: – GeneralRemark: ElementNumber – ServiceFeeAir: ElementNumber – ServiceFeeAir: Text – FreeFlowInvoiceRemark: ElementNumber – FareMiscTktInfoElement: Text See *Reference: Insert Variables Used in Conditions* on page 330.
	• Specific cryptic trigger commands are unavailable during the load of Quality Monitor rules. See *What Are the Trigger Commands in Cryptic and Graphic?* on page 340
Hotels	• You can now filter your hotel search by meal plan. See *Using the Hotel Filter Options* on page 132.

Note For Airline Users

The online help covers all features of Selling Platform Connect for travel agents, not just the content that is specific to airlines.

Therefore, some of the features described in this online help may not be available to airline users.

Chapter 1: Getting Started

Getting Started With Selling Platform Connect

Video: How to Start With Amadeus Selling Platform Connect

Launch

How to Display Legal Information

On the login page of Selling Platform Connect, click on the **Legal Notices** link at the bottom of the page.

Or:

After you have logged on, click on **Help > Legal Notices** on the main menu.

Signing in

How to Sign In

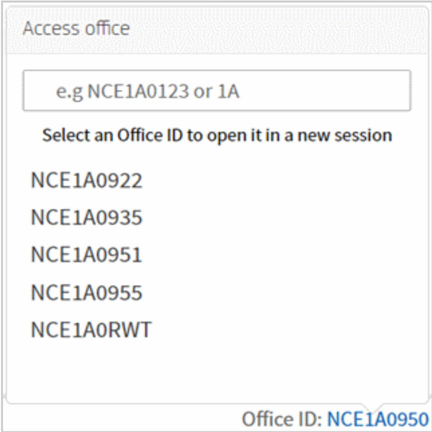
1. Enter your sign in details in the **Sign In** panel.
   - To change the language from the default, refer to *How to Change the Language* on page 6.
   - To change the duty code from the default, refer to *How to Change the Duty Code* on page 6.
   - If you forgot your password, see *How to Reset a Forgotten Password* on page 5.
2. Click on **Sign In**.
   - If monosign is activated and you are already signed into another session, select the **Force Sign In** check box to close your other session and continue to sign into a new session.
   - If you are prompted for two-factor authentication, enter the one-time password that was sent to your email address, re-enter your password and click on **Sign In**.

How to Switch Between Offices After Signing In

Note: A multiple office support parameter must be enabled for this feature.

1. Click on the **Office ID** in the lower right-hand corner of the task bar.

An **Access office** pop-up window is displayed with a list of available offices.



2. Offices accessible using guest authentication are displayed in the same pop-up window.

   For more information, see *What Is Multiple Office Sign In?* below.
3. To filter the list of offices, enter part of the office ID in the text field of the pop-up window to display only the offices matching that part of the ID.
4. Click on the office ID that you want to change to.
   - A new session for that office opens in another window or another tab of the same window without the need to sign in again.
   - The new office ID is displayed in the lower right-hand corner of the screen and in the browser tab.
   - If you have logged into a guest office, this is displayed in the upper right-hand corner of the screen next to your login details.

What Is Multiple Office Sign In?

If enabled, multiple office sign in grants you access to several different offices. This allows you to work on bookings for different offices during the same login session.

Note: You may not have access to all features of Selling Platform Connect when signed into another office. Refer to your local Amadeus contact for more information.

You can choose a different office before you sign in, or after you sign in.

Changing the office ID changes your permission settings to those associated with that office.

Which offices you can sign into depends on your login area:

- **Standard Login Area**

  You can switch to available offices that are within the same organisation only. You can continue to switch between any of these offices during your Selling Platform Connect session.
- **Guest Login Area**

  You can switch to available guest offices within the same organisation or in another organisation. After switching to a guest office, you can either switch back to the original office, or switch to any other available office.

How to Sign Out

1. Click on **File > Sign Out**.

   Alternatively, click on the **Sign out** link in the upper-right corner of the screen next to your username.
2. In the **Sign Out** pop-up window, click on **Sign Out** to confirm the action.

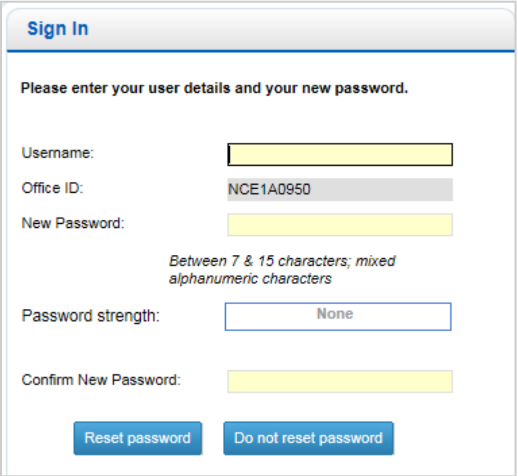
   Note: When a user session is locked due to inactivity for a prolonged period of time, the user is automatically logged out of the application.

Changing your Password, Language and Duty Code

How to Reset a Forgotten Password

1. Click on the **Forgot your password?** link on the login page.
2. If you entered your office ID on the login page, it is displayed in the **Office ID** field. Otherwise, enter your office ID and click on **Next**.
3. Enter your user details, enter and confirm your new password, and click on **Reset Password**.

   This sends an email with a link to confirm your new password.

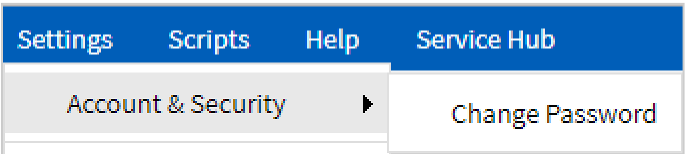


4. Click on the link in the email and confirm your new password.

How to Change Your Password

Note: A site parameter must be enabled to allow you to change your password.

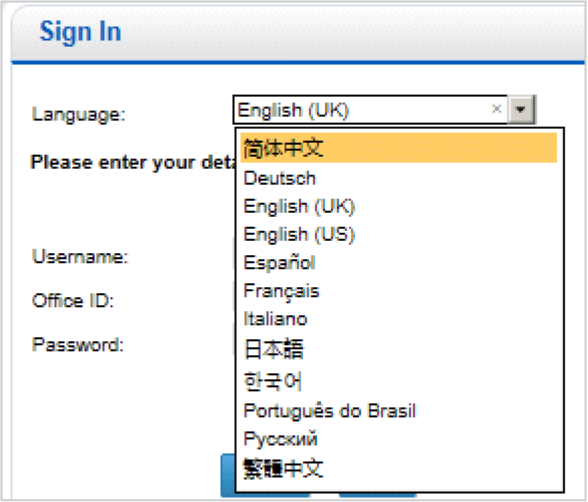
1. Click on **Settings** > **Account & Security** > **Change Password**.



2. In the **Change Password** dialogue box, enter your first and last name, your username and your current password.
3. Enter your new password, confirm your new password and click on **Change Password**.

How to Change the Language

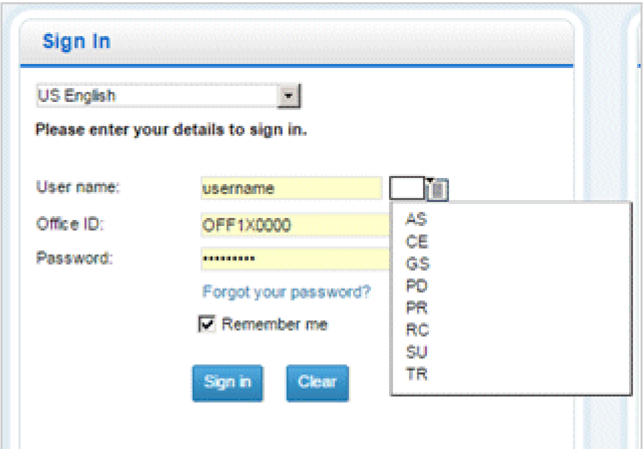
To change the language from the default, select the language from the **Language** drop-down list on the **Welcome** page before you sign in.



Note: To change the language after you have signed in, you need to sign out and select the new language before signing back in.

How to Change the Duty Code

Select the duty code from the **Duty Code** drop-down list on the **Welcome** page (or type the new code in the **Duty Code** field) before you sign in.



Understanding User Access

How Are User Sessions Managed?

User sessions are managed using monosign functionality that prevents you from logging on to more than one session at the same time. Monosign is activated at user level.

If you try to log on to a second session using the same login credentials, you are notified that you are already logged in and the pre-existing session is highlighted.

You can then choose to enter different login credentials, or you can choose to force your sign in. If you force your sign in, the pre-existing session will be automatically closed with notification and you will be signed in to your new session.

Note: Any unsaved work will be lost in the pre-existing session if you force your sign in to a new session.

What Is Two-Factor Authentication?

Two-factor authentication (TFA) is an additional security factor for signing in. TFA is used to validate that you have access to the same email address or mobile number that is registered in the system.

After you enter your main credentials on the Welcome page, you must then enter a one-time password that was sent to your email address or mobile number. This registers the browser that you are using.

Your administrator can choose one of two means of TFA message delivery:

- Email
- SMS

What Is Digital DNA?

Digital DNA (DDNA) is a type of two-factor authentication based on the device (computer, mobile, and so on) that you use. The authentication works through the registration of your device in Amadeus Logon and Security Server (LSS), and a browser plugin (or extension).

What Is DDNA Self-Registration?

DDNA self-registration allows you to register a device to your Selling Platform Connect login without requiring the office administrator to access this device.

If your device is not already registered, you will be prompted to request a one-time password when signing in. A password is then sent to your office administrator, who should forward this to you.

You enter this password and then sign in as usual. The device is then registered with your login credentials for future sessions.

Note: DDNA self-registration must be activated for this process to occur.

Chapter 2: Booking File

Getting Started

What Is a Booking File?

A Booking File contains a passenger's reservation details and any other information relating to their trip.

In addition to storing and displaying information, a Booking File also allows you to add, modify and delete specific details about the passenger's travel information. An item of information in a Booking File is called an element. A Booking File can contain up to 999 mandatory or optional elements.

A Booking File remains active in the distribution system for four days after the date of the last active or inactive segment in the itinerary. After a Booking File has been purged, it is available for retrieval for a period of three years.

Table: Booking File Information

Display	Description
View TSM History	A Transitional Stored Miscellaneous document (TSM) is created automatically when a TASF element is entered.
Cryptic Display	Shows a cryptic display of the current Booking File.
TST History	The TST history contains information on all the modifications that have been made to a TST. Each time a TST is created or data in the TST is updated or deleted, this information is added to the TST history. The TST history also allows you to see information on the current TST status such as pricing information, issuing status and segment or passenger association.
Booking File History	The Booking File History window displays every modification made to the Booking File since it was created in a chronological list.
Request Received From (RF)	You can directly edit the RF field of the Booking File.
Set Ticketing Arrangement or Ticket Time Limit (TK TL)	The ticket time limit is added to a Booking File by clicking on Set Ticketing Arrangement and selecting a date. The date can be updated by clicking on the TK link and selecting a new date.
Group Booking Details	This section contains the group name, group size and any group contact details.

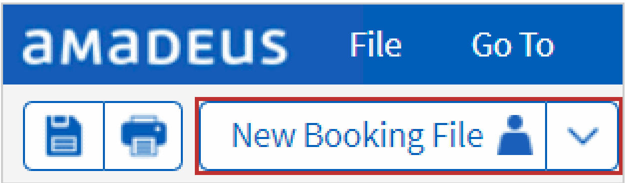
Display	Description
Passenger and Contact Details	This includes the names of the passengers booked for a trip. For each passenger, additional information is displayed such as their contact information.
Itinerary Details	The Itinerary Details section includes information such as: • Product (Air, Car, Hotel, Rail, and Miscellaneous) • Itinerary • Class/Options • Status • Passenger • Duration • Aircraft You can also print, email or fax itinerary details, manage Extended Travel Records (ETRs), and rebook air GDS segments.
Itinerary Basket	The Itinerary Basket panel: • Displays a summary of Air, Car, Hotel, Rail, and Miscellaneous (Integrated Partners) segments. • Allows you to cancel an itinerary segment.
Special Service Requests (SSRs) and Auxiliary Services (SVCs)	This allows you to add specific details to a Booking File in relation to the following: • Meal • Seat Map • Seat Preference • FFP Number • API • Form of Identification • Indian GST
Remarks, Other Service Information and Special Keyword	A remark element in a Booking File contains additional comments or information concerning passengers and their bookings. Other Service Information (OSI) elements contain special information regarding a passenger or passengers in the Booking File that is sent to the airline and that appears in the itinerary.
Form of Payment	You can add and edit a form of payment directly from the Booking File and share this information with all currently available booking tools in GUI mode (Air, Car, Hotel, Rail) so that the payment field in their booking flows is pre-filled. You can add up to three forms of payment to a Booking File. You can also reissue a form of payment, delete payments, view manual payments to a supplier, view and add travel agency payments, void supplier and travel agency payments, and issue payment receipts.
Fare Elements	This section displays: • Passengers and segments associated with the current fare element. • Fare element type. • Fare element details.

Display	Description
Stored Fares (TST & TSM)	Actions that are possible from this section include: • Create, modify and delete TSTs and TSMs.
Tickets, EMD and TASF	Actions that are possible from this section include: • Void and refund e-tickets, EMDs and TASFs. • Reissue e-tickets using ATC. • Print, email or fax a document receipt.
Rail Fares	This section displays details such as: • Passenger name. • Train number. • Trip segments. • Seat reservations, if any. • Ancillary services, if any. • Surcharges, if any. You can access a detailed fare breakdown by using the link on the fare price to open the **Fare Details** pop-up window. You can access the after-sales actions, such as issuing tickets, on the **Confirmation** page of Rail using the **After Sales** button.
Rail Tickets	This section displays ticket information for rail trips that have tickets issued. It includes information such as: • Ticket number. • Passenger name. • Train number. • Trip segments. You can access the after-sales actions on the **Confirmation** page of Rail using the **After Sales** options.
Sales	This section enables you to do booking and sales-related actions within the same view.
Documents	This section displays all issued documents. It also contains attachments to the Booking File.
What do you want to do next?	This section provides links to perform actions such as: • Retrieve a profile. • Add an Air, Car, Hotel, or Rail booking. • Add a remark or service. • Create a TST or TSM. • Add a form of payment. • Add an attachment. • Apply for an Australian visa.

Working With Booking Files

How to Create a Booking File

1. Click on **New Booking File**.



Alternatively, click on **File> New Booking File** and select the Booking File type.

2. Enter the required details, click on **Save and Confirm (ER)** in the lower-right corner, and select the relevant save option.

   Alternatively, click on the **Save** button or **File > Save and Confirm**.

How to Retrieve a Booking File

1. Enter a name or reference number in the search box and click on **Retrieve**.

   Alternatively, expand the **Retrieve Booking File** menu on the Main page, enter the search criteria and click on **Retrieve**.

   One or more Booking Files appear in a list.

2. Select a Booking File from the list and click on **Open Booking File**.

   Note: A maximum of four Booking Files can be open at once.

How to Save and Confirm a Booking File

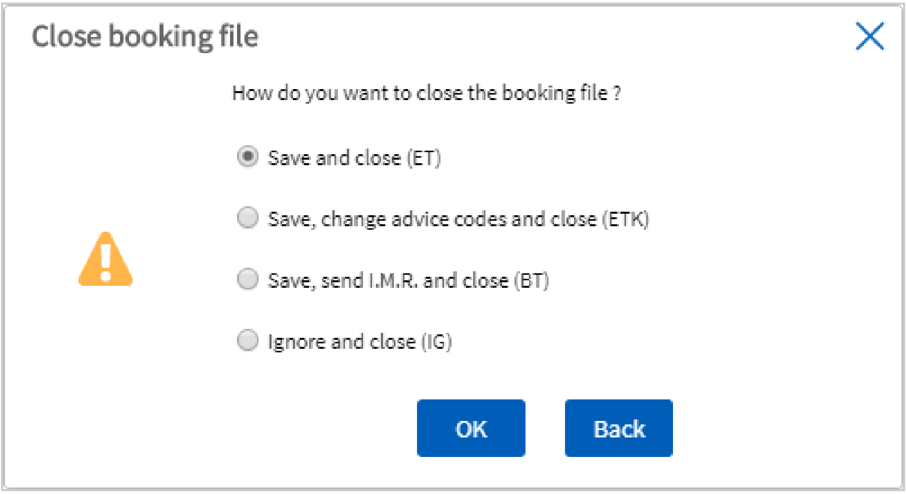
After the Booking File has been updated (ensuring that all mandatory fields have been completed), click on **Save and Confirm (ER)** in the lower-right corner and select the relevant save option.

Alternatively, click on the **Save** button or **File > Save and Confirm (ER)**.

Note: If you want to ignore changes and revert to the previously saved version of the Booking File, click on **Ignore (IG)** in the lower-right corner instead.

How to Close a Booking File

1. Click on the **Close** button or click on **File > Close** or **Close All**.
2. In the **Close Booking File** pop-up window, select how you want to close the Booking File and click on **OK.**



How to Copy Information to a New Booking File

1. In the **Booking File Information** section, click on the relevant copy option:
   - **Copy Booking File (RRN)**
   - **Copy Booking File with AXR link (RRA)**
   - **Copy passenger data only (RRP)**
   - **Copy itinerary elements only (RRI)**
2. In the **Copy** pop-up window, click on **Continue** to confirm that the information in the existing Booking File can be saved and copied.
3. Click on **OK**.

   The current Booking File is closed and the new Booking File is displayed.

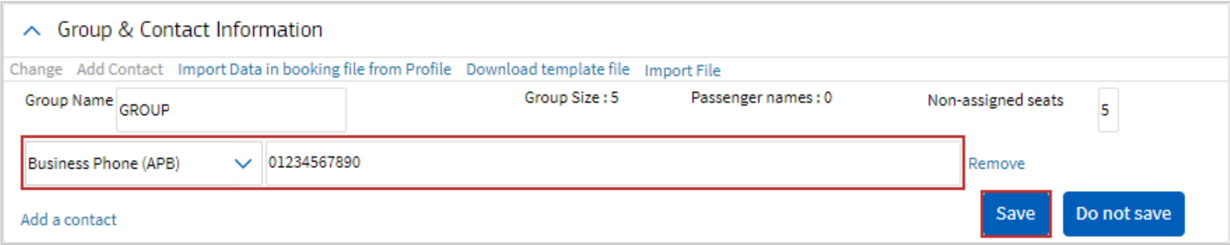
Working With Group Bookings

How to Create a Group Booking

1. Click on **File > New Group Booking File**.
2. Select whether you want to start a new group Booking File by group name or by air search.
3. Enter the group name and group size.
4. Click on **Create**.

How to Add Contact Details to a Group Booking

1. In the **Group & Contact Information** section of the Booking File, click on **Add Contact**.
2. Enter the contact details and click on **Save**.



How to Add a Passenger Name to a Group Booking

1. In the **Passenger and Contact Details** section of the Booking File, click on **Add/Update**.
2. Enter the passenger name and click on **Save**.

How to Modify the Name or Size of a Group Booking

1. In the **Group & Contact Information** section of the Booking File, click on **Change**.
2. Modify the group name or decrease the group size and click on **Save**.

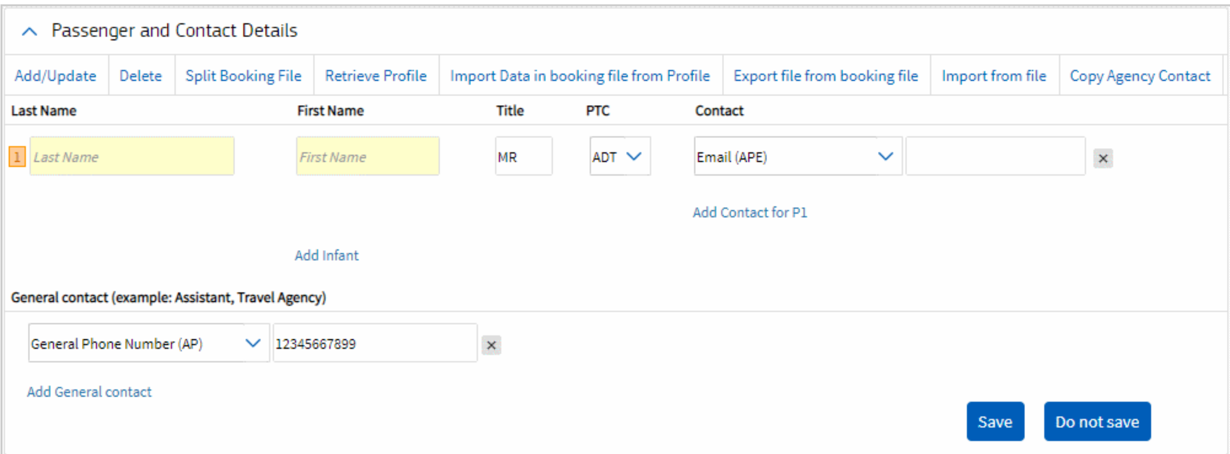
Note: The group size can be modified indirectly by decreasing the number of non-assigned seats.

Working With Passenger Information

Creating and Modifying Passenger Information

How to Add a Passenger to a Booking File

1. In the **Passenger and Contact Details** section of the Booking File, click on **Add/Update**.
2. Enter the passenger information.
3. To add additional passengers, click on **Add Passenger** and enter the passenger information.
4. Click on **Save**.



How to Add Contact Details for a Passenger

1. In the **Passenger and Contact Details** section of the Booking File, click on **Add/Update**.
2. Click on **Add Contact for P**.
3. Select the contact type, enter the contact details and click on **Save**.

How to Add a General Contact

1. In the **Passenger and Contact Details** section of the Booking File, click on **Add General Contact**.
2. Select the contact type, enter the contact details and click on **Save**.

How to Modify Passenger Information

1. In the **Passenger and Contact Details** section of the Booking File, click on **Add/Update**.
2. Modify the passenger information and click on **Save**.

How to Delete a Passenger from a Booking File

Note: You can only delete a passenger if there is more than one passenger remaining in the Booking File.

In the **Passenger and Contact Details** section of the Booking File, click on **Delete** beside the passenger that you want to delete.

Importing, Exporting and Sending Passenger Information

Which Elements Are Mandatory When Importing Passenger Information From a File?

Element	Description
Last name	Mandatory. Optional for Infant or Child (must be added after Adult).
First name	Mandatory.
Title	Optional. Values: MR, MRS, MS, MASTER, or MISS.
PTC	Optional. 3 characters.
Gender	Mandatory for DOCS. M - Male F - Female FI - Female infant MI - Male infant U - Undisclosed X - Unspecified

Element	Description
Date of birth	Optional, but: - Mandatory for Infant and Child. - Mandatory for DOCS. Date format: DDMMMYY.
Passport last name	Mandatory for DOCS. Maximum 30 characters, including spaces.
Passport first name	Mandatory for DOCS. Maximum 30 characters, including spaces.
Passport number	Optional. 15 digits, including spaces.
Passport nationality	Optional. Two- or three-letter AIRIMP country format.
Passport issue country	Optional. Two- or three-letter AIRIMP country format.
Passport expiry date	Optional. Date format: DDMMMYY.
Visa number	Mandatory for DOCO. 25 digits, including spaces.
Visa type	Mandatory for DOCO. One-digit values: V – Visa R – Redress K – Known traveller
Visa issue date	Mandatory for DOCO. Date format: DDMMMYY.
Place of birth	Optional. Maximum of 35 characters, including spaces.
Visa place of issue	Mandatory for DOCO. Maximum of 35 characters, including spaces.
Visa country of application	Mandatory for DOCO. Two- or three-letter AIRIMP code
Address type	Mandatory for DOCA. One-digit values: D – Destination R – Residence
Address country	Optional. Two- or three-letter AIRIMP country format.
Address details	Optional. Maximum of 35 characters, including spaces.

Element	Description
Address city	Optional. Maximum of 35 characters, including spaces.
Address state	Optional. Maximum of 35 characters, including spaces.
Address zip code	Optional. Maximum of 17 digits, including spaces.
FQTV carrier 1	Mandatory for Frequent Flyer. Carrier code with two digits.
FQTV number 1	Mandatory for Frequent Flyer. Two-character code, followed by the number.
FQTV carrier 2	Mandatory for Frequent Flyer. Carrier code with two digits.
FQTV number 2	Mandatory for Frequent Flyer. Two-character code, followed by the number.
FQTV carrier 3	Mandatory for Frequent Flyer. Carrier code with two digits.
FQTV number 3	Mandatory for Frequent Flyer. Two-character code, followed by the number.

How to Import Passenger Information From a File

1. In the **Passenger and Contact Details** section or **Special Service Request** section of the Booking File that you want to import information into, click on **Import from file**.

   If you are importing information into an empty Booking File, click on **Download Template File** to download an empty template.
2. Browse to the Excel file and click on **Open**.

   Note: The file format must adhere to a specific template.
3. In the **Import** pop-up window, select which information to import:

   Passenger names

   - **DOCS** (passport information)
   - **DOCA** (destination/residence address information)
   - **DOCO** (visa information)
   - **FQTV** (frequent flyer) special service requests
4. Click on **Import selected data**.

How to Export Passenger Information to a File

1. If the Booking File contains at least one passenger, click on **Export File from Booking File** in the **Passenger and Contact Details** section.

   If the Booking File does not contain any passengers, click on **Download Template File**.
2. Choose either **Save** or **Open** in the **File Download** pop-up window.

Why Import Profile Information Into a Booking File?

This allows you to import Advanced Passenger Information (APIS) from a profile that cannot be transferred from a profile (for example, the passport number).

How to Import Profile Information Into a Booking File

Note: A passenger must already exist in the Booking File before you can import profile information.

1. In the **Passenger and Contact Details** section of the Booking File that you want to import information into, click on **Import from profile**.

   The **ImportFrom Profile** pop-up window displays the list of passengers that are in the Booking File.
2. Optionally, enter the office ID in which you want to search.

   If you do not enter an office ID, the search is done in the office ID where you are logged in.
3. Click on the passenger name to search for the profile.

   Any matching profiles and their corresponding Record Locators are displayed in the **Matching Profiles** section.

   If no matching profiles are found, it could be that:

   a. The profile does not exist. In this case, you need to create the profile.

   b. The profile is not in the office that you are searching in. In this case, you need to change the office using the **Office ID** field.
4. Click on **Details** for the matching profile to preview the information that will be imported:

   – **Passenger names**

   – **DOCS** (passport information)

   – **DOCA** (destination/residence address information)

   – **DOCO** (visa information)

   – **FQTV** (frequent flyer) special service requests
5. Click on **Import all eligible data.**

   When the import is complete, the profile is no longer highlighted in the **Matching Profiles** section.
6. If there is more than one passenger in the Booking File that you want to import profile information for, click on the passenger name and follow the above steps in the **Import From Profile** pop-up window.

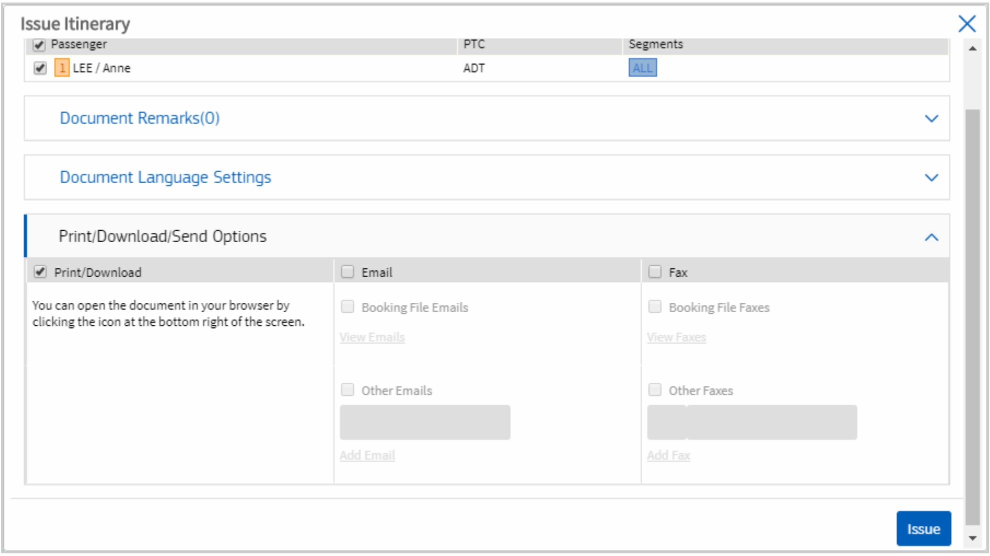
   Otherwise, close the **Import From Profile** pop-up window to return to the Booking File.

   The passenger name in the **Passenger and Contact Details** section is now an active link that you can click on to directly access their profile from the Booking File.

How to Print, Email or Fax Passenger Itinerary

1. In the **Itinerary Details** section of the Booking File, click on **Issue Itinerary**.
2. Select the itinerary type.

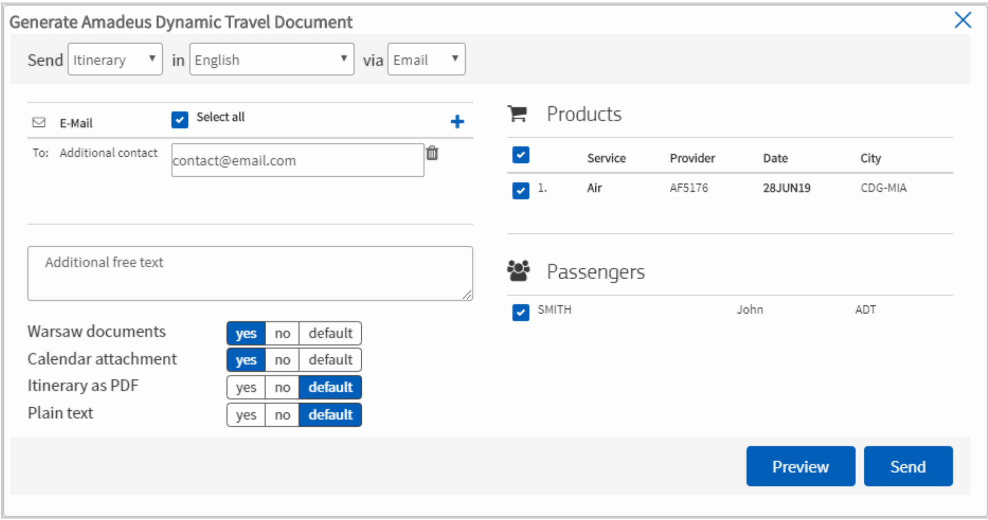
3. Select the passengers.
4. Select the language for the document.
5. Select the delivery method and click on the corresponding button to:
   - Print
   - Email
   - Fax



How to Generate Amadeus Dynamic Travel Documents

1. In the **Itinerary Details** section of the Booking File, click on **Generate ADTD**.

   Alternatively, click on **Generate documents** in the **What do you want to do next?** section.
2. In the **Generate Amadeus Dynamic Travel Documents** dialogue box, select the required details.
3. Deselect any segments you want to exclude from the itinerary (optional).
4. For itineraries sent by email, click on **Preview** to check how the itinerary PDF document will look (optional).
5. For itineraries sent by SMS, enter the default text that will appear at the top of every text message (optional).
6. Click on **Send**.



Managing Passenger Associations

How to Display a Passenger Association

Go to the **Itinerary Details** section of the Booking File for which you want to display the passenger association.

Passenger associations are displayed for each segment with an association. However, if a segment is associated to all passengers, the individual passenger associations are not displayed.

How to Add a Passenger Association

1. In the **Itinerary Details** section of the Booking File, expand the **Details** section.
2. Click on **Associate to Passenger** and enter the passenger association.

How to Edit a Passenger Association

1. In the **Itinerary Details** section of the Booking File:

   Click on **Edit** beside the passenger association you want to edit.

   Or:

   Expand the **Details** section of the segment and click on **Associate to Passenger**.
2. Enter the new passenger number or name, or select the new passenger association from the **Associate To** drop-down list.

How to Remove a Passenger Association

In the **Itinerary Details** section of the Booking File, click on the **Delete** icon beside the passenger name.

How to Associate an Infant to a Passenger

1. In the **Passenger and Contact Details** section of the Booking File, click on **Add Infant** and enter the infant details.

   By default, the last name of the previous passenger entry is pre-populated in the infant **Last Name** field and the infant is associated to this passenger.
2. To change the passenger association, select a different passenger from the **Travelling With** drop-down list.
3. Click on **Save**.

Rebooking an Air GDS Segment

How to Rebook an Air GDS Segment

1. In the **Itinerary Details** section of the Booking File, click on **Rebook (SB)** or double-click on the air GDS segment.
2. Update the class, flight number, or date of the segment as required and click on **Apply changes**.

Working With Seats and Services

What Is the Seats and Services Catalogue?

The **Seats and Services Catalogue** is a pop-up window that allows you to request non-chargeable (standard) and chargeable services, as well as reserve a seat.

It also displays the purchase conditions for each seat and service, such as options for refund or change, and additional information about the product or service that has been provided by the airline.

You can specify which passengers are holders of a passport using the **Passenger Information** tab of the catalogue.

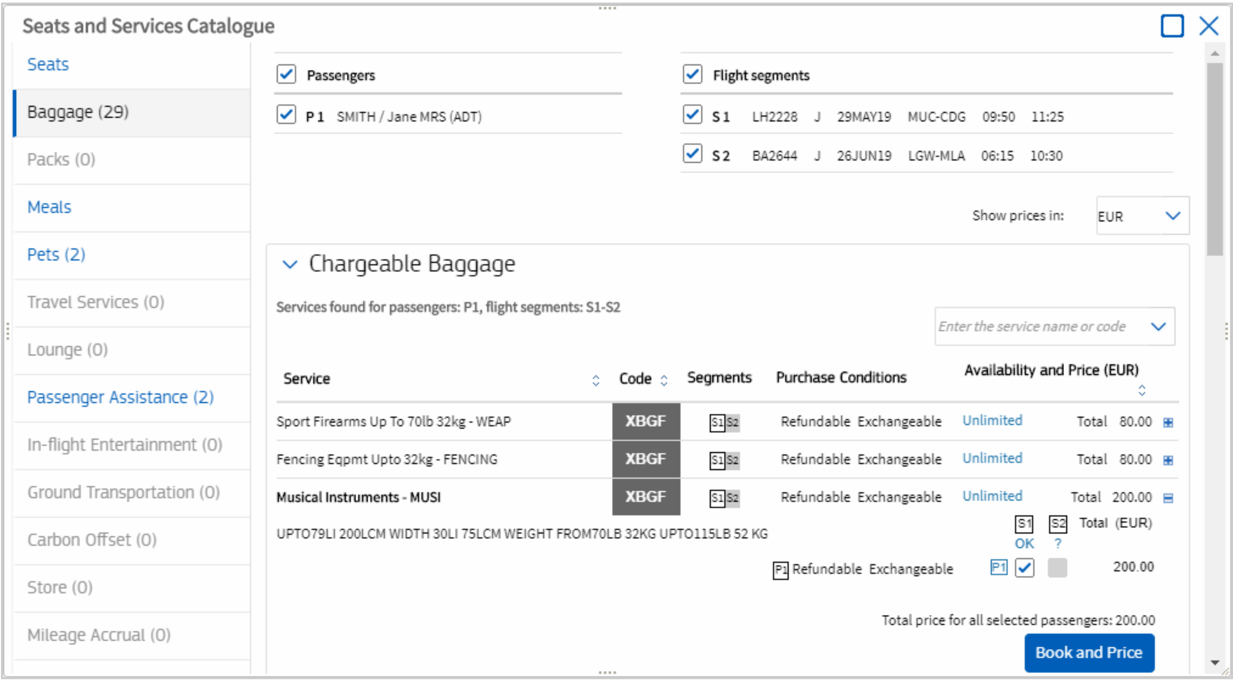
Some seats and services display images when you place the mouse over them, but this depends on the airline information that is provided.

When the catalogue is opened, the number of chargeable services in each service category is displayed next to the name of the category.

If the true number of services is not available when the catalogue is opened, a plus sign (+) is displayed next to the number of services in a category. The plus sign is a prompt to expand the category to see the number of services that are available for that category.

A service category that does not contain any chargeable services is greyed out.

Example: Seats and Services Catalogue



How to Open the Seats and Services Catalogue

In the **What do you want to do next?** section of the Booking File, click on **Add Seats and Services**. See also *Managing Services* on page 24.

You can also open the catalogue on the **Confirmation** page of All Fares.

Video: How to Book Seats From the Seats and Services Catalogue

Launch

How to Switch Between a Graphical and Cryptic Seats and Services Catalogue

1. On the main accordion menu, click on **Personal Settings > Command Page**.

   Alternatively, on the main Selling Platform Connect menu, click on **Settings > Command Page**.

2. Select whether you want to display the graphical or cryptic services catalogue, and click on **Save Your Settings**.

What Is a Service Pack?

A service pack is a pre-defined set of ancillary services that are grouped together to allow for easier booking.

If filed by an airline, they are booked from the **Packs** section of the Seats and Services catalogue and are then displayed in the **Special Service Requests (SSRs) and Auxiliary Services (SVCs)** section of the Booking File.

You can modify or delete a booked pack in the same way as any other service.

When a pack is deleted, all of the seats or services within the pack are also deleted.

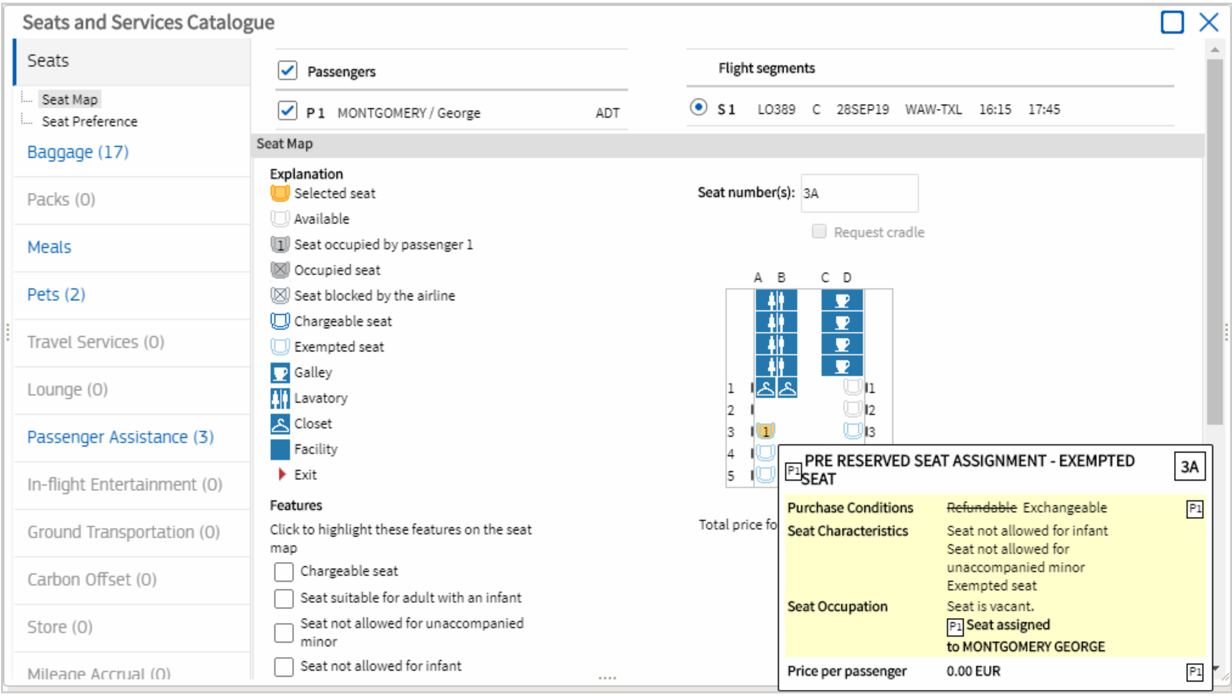
Reserving a Seat Using the Seat Map

How Are Prices Per Seat and Per Passenger Displayed?

Prices per seat and per passenger, as well as seat discounts and that seat's commercial names, are displayed in a tooltip when you mouseover over each seat that is marked as chargeable.

Prices per seat are informative and can only be displayed if a passenger name is added to the Booking File. Depending on the airline, itinerary pricing may be required before seat prices are displayed.

Example: Seat Map



How to Reserve a Seat Using the Seat Map

1. In the **What do you want to do next?** section of the Booking File, click on **Add Seats and Services**.
2. In the **Seats and Services Catalogue**, click on **Seats**.
3. In the **Seat Map** section, update the passenger and flight segment selection if required.
4. To highlight certain seat features on the seat map, such as a seat suitable for an unaccompanied minor, use the filter options in the **Features** section.
5. If you are reserving a seat for a passenger associated with an infant, you can request a bassinet by selecting the **Request Bassinet** check box.
6. If there is more than one deck on the aircraft, select either **Upper** or **Lower**.

7. To reserve a single seat, click on a seat or enter the seat number in the text field provided and click on **Add Seats**.
8. To reserve multiple seats:
   - Click on an available seat for each passenger.
   - Alternatively, enter the seat numbers in the text field provided and click on **Add Seats**. Ensure that the number of seats entered matches the number of passengers selected.

When a seat is selected, the passenger number appears in the seat icon.

How to Modify a Seat Selection

1. In the **Special Service Requests (SSRs) and Auxiliary Services (SVCs)** section of the Booking File, click on the segment that you want to modify the seat selection for.

   In the **Seat Map** section of the **Seats and Services Catalogue**, the selected seat is displayed on the seat map.
2. To modify the selection, select a new seat on the seat map.

   Alternatively, enter the new seat number in the text field provided.
3. Click on **Modify Seats** and then **Close**.

Managing Services

Video: How to Book Services From the Seats and Services Catalogue

Launch

How to Add Services

1. In the **What do you want to do next?** section of the Booking File, click on **Add Seats and Services**.
2. In the **Seats and Services Catalogue**, select the service category.
3. Select the service details for the required passengers and segments.
4. Click on the plus sign (+) to expand the selected service.

   If it is a chargeable service, you can see the cumulative price for each passenger and the total price for all passengers. You can also see quota information. For more details on quota information display, see *How Is Service Quota Information Displayed?* on the facing page.
5. If you change the passenger and segment association for a chargeable service, click on **Update Price** to see the new price.
6. If the service requires more information, enter the information in the **Additional Details** section.

   You will not be able to submit the service request unless you complete the mandatory fields highlighted in yellow.
7. Click on **Book and Price**.

The price is displayed in the **Services Summary** section of the **Seats and Services Catalogue** and in the **Special Services Request (SSR)** section of the Booking File.

Note: The **Special Services Requests (SSR)** section is only displayed in the Booking File if it contains information.

How to Price All Services

1. In the **Special Service Requests (SSRs) and Auxiliary Services (SVCs)** section of the Booking File, click on **Services Pricing**. This action also runs the FXG/ALL cryptic command that prices all services.

   A **Services Pricing** pop-up window displays the pricing results.
2. Click **OK** to update the Booking File with the pricing.

How to Delete Services

In the **Services Summary** panel of the **Seats and Services Catalogue**:

a. Click on **Delete** beside the service you want to delete or click on **Delete All** to delete all services.

b. Click on **Close**.

Or:

In the **Special Service Requests (SSRs) and Auxiliary Services (SVCs)** section of the Booking File, click on **Delete** beside the service that you want to delete or click on **Delete All** to delete all services.

How Is Service Quota Information Displayed?

Service quota information displays the availability of a service in real time. The level of service availability is indicated by an quota status or availability number in the **Availability** column of the **Seats and Services Catalogue**.

Quota information is only displayed for the airlines that provide this information, and it may not be provided for all services from the same airline.

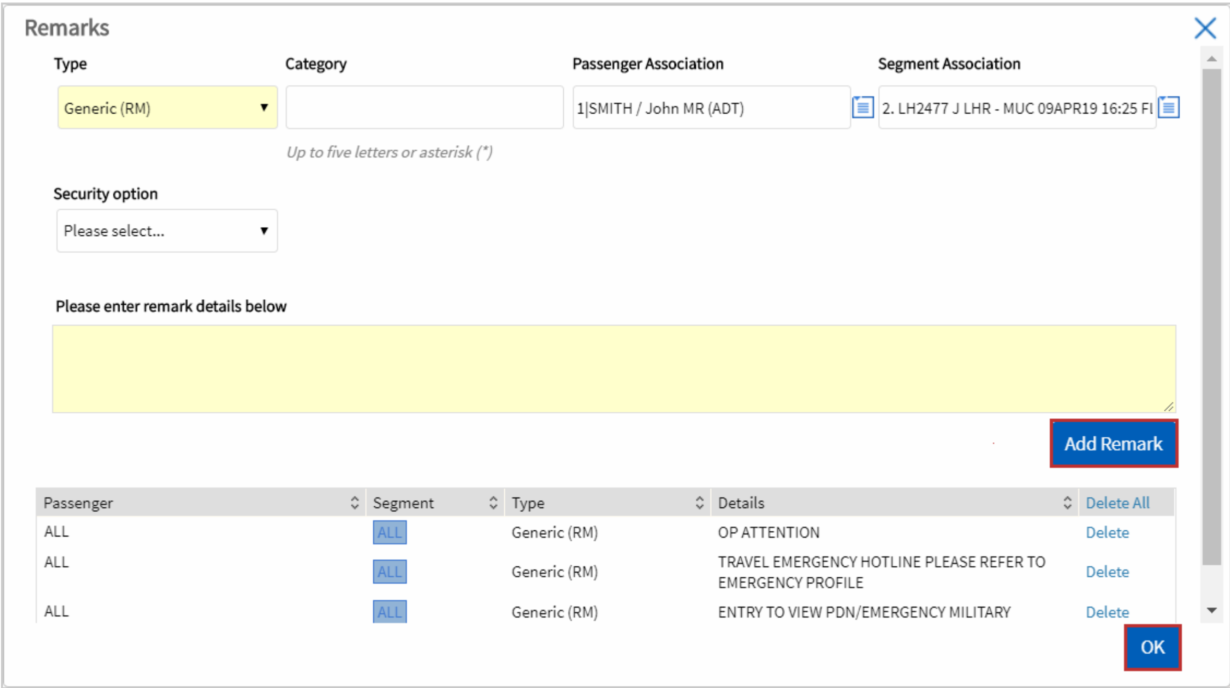
Quota information is not displayed for standard services. It is only displayed for chargeable services.

Working With Remarks and Other Service Information

The **Remarks, Other Service Information and Special Keyword** section is only displayed in the Booking File if it contains information.

How to Add a Remark

1. In the **What do you want to do next?** section of the Booking File, click on **Add a Remark**.
2. Select the **Type**, **Passenger Association** and **Segment Association**.
3. Enter the remark in the text box and click on **Add Remark**.
4. Click on **OK.**



How to Modify a Remark

1. In the **Remarks, Other Service Information and Special Keyword** section of the Booking File, click on **Add/Update Remark**.

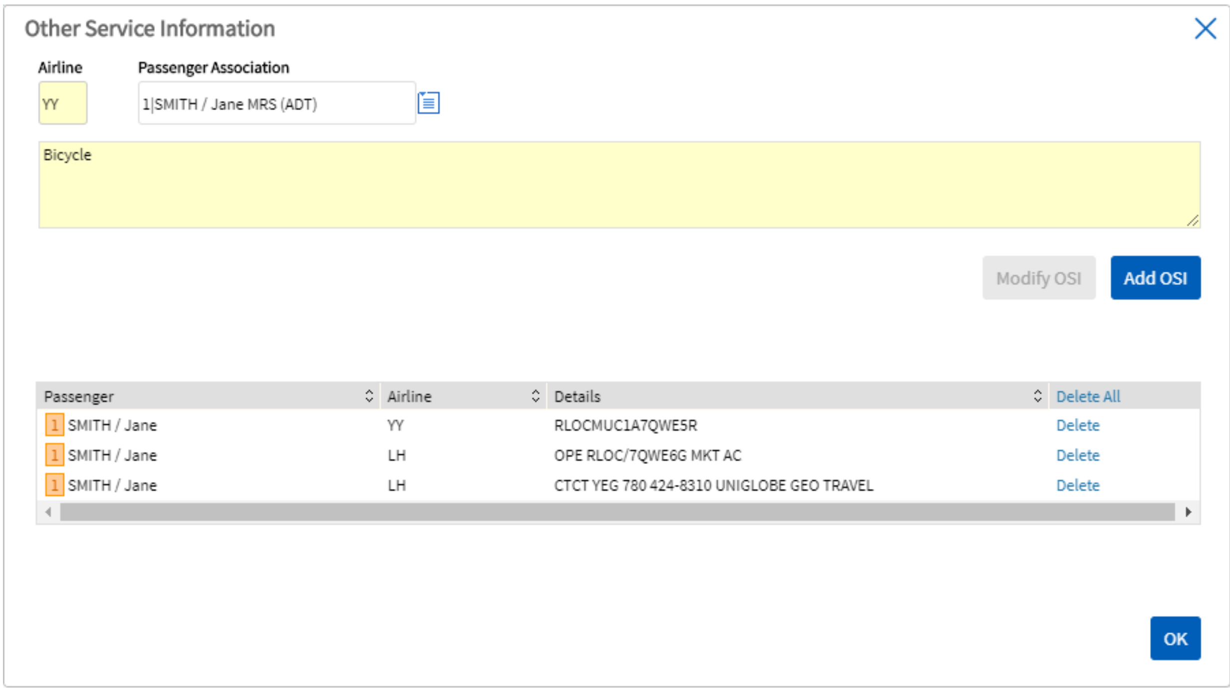
   Alternatively, click on **Add a Remark** in the **What do you want to do next?** section.
2. Select the remark that you want to modify, update the remark in the text box and click on **Modify Remark**.
3. Click on **OK**.

How to Delete a Remark

In the **Remarks, Other Service Information and Special Keyword** section of the Booking File, click on **Delete** beside the remark that you want to delete.

How to Add Other Service Information

1. In the **What do you want to do next?** section of the Booking File, click on **Add Other Service Information**.
2. Enter the airline code and select a passenger association.
3. Enter the **OSI** details in the text box and click on **Add OSI**.
4. Click on **OK**.



How to Modify Other Service Information

1. In the **Remarks, Other Service Information and Special Keyword** section of the Booking File, click on **Add/Update OSI**.

   Alternatively, click on **Add an Other Service Information** in the **What do you want to do next?** section.
2. Select the OSI that you want to modify, update the OSI details in the text box and click on **Modify OSI**.
3. Click on **OK**.

How to Delete Other Service Information

In the **Remarks, Other Service Information and Special Keyword** section of the Booking File, click on **Delete** beside the OSI that you want to delete.

Creating TSTs

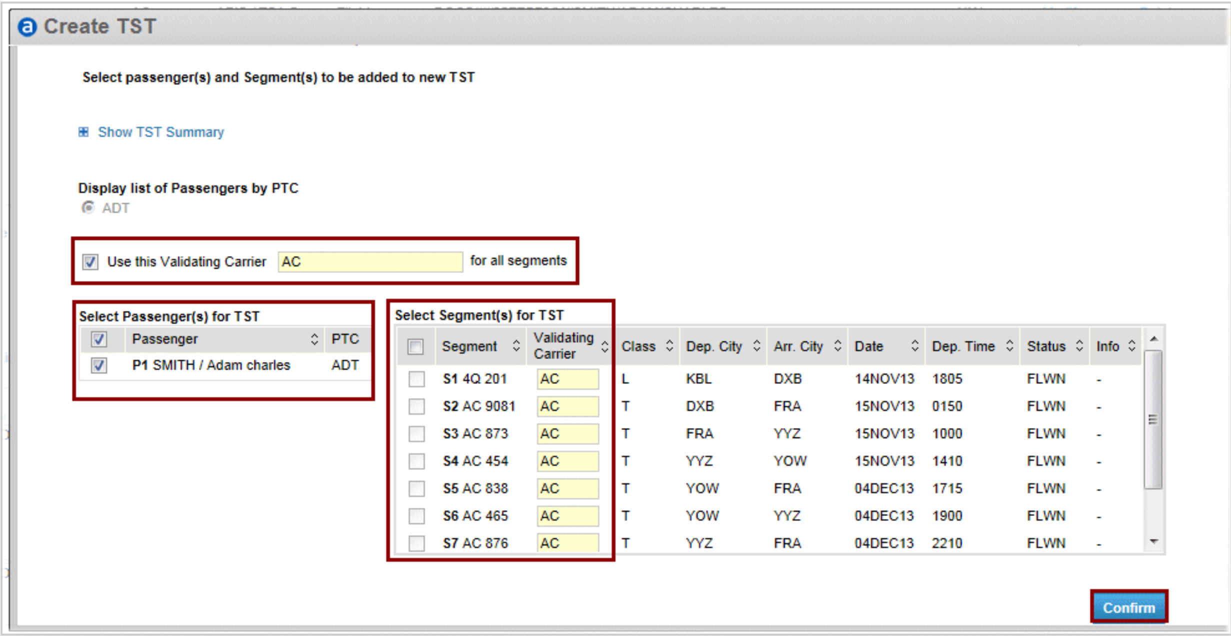
How to Manually Create a TST

1. In the **Stored Fares (TST & TSM)** section, click on **Create TST**.

   Alternatively, click on **Create TST** in the **What do you want to do next?** section of the Booking File.
2. Select the required passengers and segments for the TST.
3. If you want to use the same validating carrier for all segments in the TST, select the **Use this Validating Carrier** check box and enter the airline code or name in the corresponding text field.

   The same airline then appears in the **Validating Carrier** field for each segment of the TST.

4. Click on **Confirm**.



How to Create a TST From the Command Page

Note: The Booking File must contain at least one passenger and one air segment.

1. Enter the **TTC** command.
   - A new graphic TST pop-up window opens with the passenger and segment details displayed.
   - You should only use the **TTC** command to create a new TST. To open an existing TST, use the **TQT** command. Otherwise, you will overwrite the existing TST.
2. Add the remaining information and click on **Update and Save**.
   - For a single passenger and single air segment, a single TST is created.
   - For multiple passengers and a single air segment, a single TST is created that contains both passengers.
   - For a single passenger and multiple air segments, a single TST is created that contains both segments.
   - For multiple passengers and multiple air segments, a single TST is created that contains all passengers and segments.

Modifying TSTs

How to Display TST History

In the **Stored Fares (TST & TSM)** section, click on **View TST History**.

How to Delete a TST

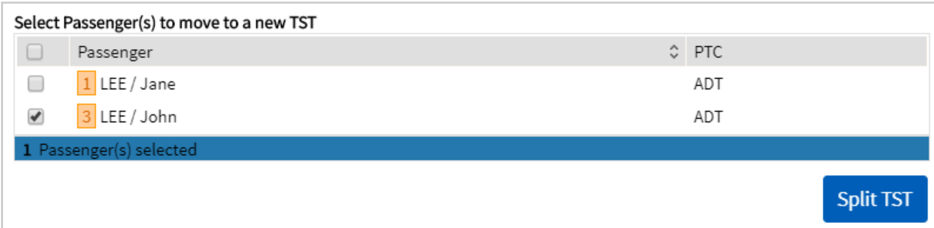
1. In the **Stored Fares (TST & TSM)** section, click on **Delete** beside the TST that you want to delete.

   If you want to delete all TSTs, click on **Delete All**.
2. To confirm the deletion, click on **OK**.

How to Split a TST

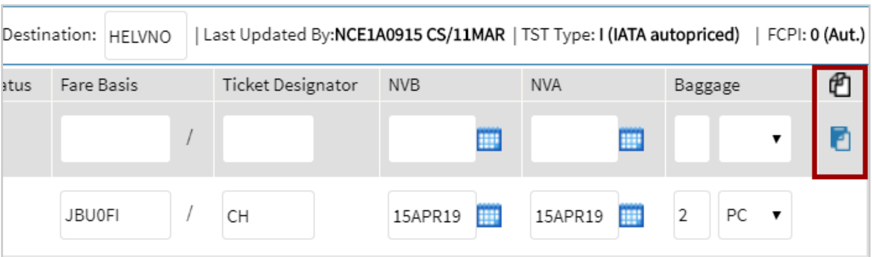
1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the TST header, click on **Split TST**.

   The **Split TST** link is only available if there is more than one passenger associated with the TST.
3. Select the passengers to be split from the TST and click on **Split TST**.



How to Modify TST Information

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST** for the TST that you want to update.
2. Modify the information as required. For example:
   - To automatically build fare calculation, click on the **Create Automatically** link in the **Additional Information** section of the **TST** window.
   - To add or remove commission, see *How to Add or Remove Commission for a TST* below.
   - To automatically copy TST fields for multiple flight segments, click on the **Show blank segment** icon to create a new row and then click on the **Copy to all** icon at the end of the new row.



3. Click on **Update and Save**.

How to Add or Remove Commission for a TST

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.

2. In the **Additional Information** section of the TST window, enter or remove commission for the TST using the **Commission** field.
3. Use the **Apply Commission** check box to apply the previously entered commission to all the TSTs in the Booking File or to a specific subset of TSTs (including the one you are modifying).

   To apply commission to specific TSTs, click on the **All TSTs** link and select the TSTs to apply the commission to.
4. Click on **Update and Confirm**.

How to Add or Remove a Form of Payment for a TST

Note: You can only remove the FOPs that are exclusively associated to the TST being updated. If a FOP is associated to several documents, it is not possible to remove it from the TST pop-up. This must be done from the general FOP section in the Booking File.

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the **Form of Payment Summary** section of the **TST** window, add or remove the FOP as required:

   To add a new FOP:

   a. Click on **Add a New Form of Payment**. This link is only available if the issuing status of the TST is other than reissue.
   b. Select the number of FOPs (up to a maximum of three), select the payment type, and enter the payment details.
   c. Click on **Add**.

   To remove a single FOP:

   Click on **Remove from TST**.

   – For global FOPs, the FOP is no longer associated with the current TST.

   – For a FOP associated with the current TST, the FOP is deleted.

   To remove all FOPs:

   Click on **Remove All from TST**.

How to Manage a Form of Payment for TST Manual Reissue

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the **Form of Payment Summary** section of the **TST** window, click on **Manage Form of Payment for Reissue**.

   Note: The option to manage a form of payment for reissue is only available when the TST has an issuing status of reissue.
3. Select the old FOP.

   If you choose to manually create an old FOP, select the old FOP type from the drop-down list.
4. Enter the FOP details and click on **Add**.

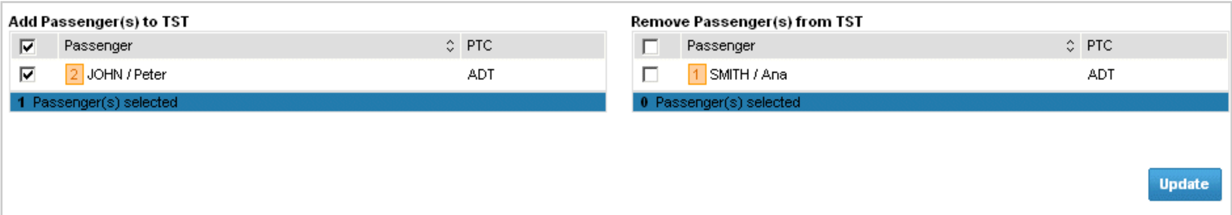
How to Prepare a TST for Manual Reissue

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.

2. Click on **Set TST for Manual Reissue**.

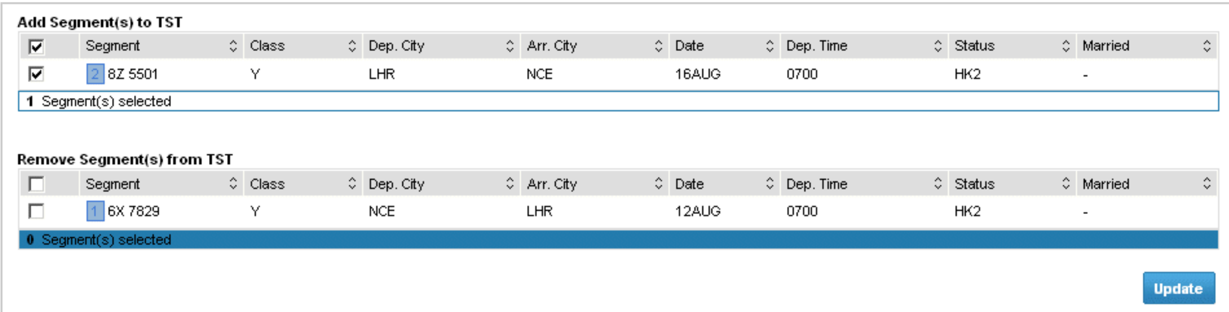
How to Add or Remove a Passenger

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the TST header, click on **Add/Remove Passengers**.
3. Select the passenger that you want to add or remove and click on **Update**.



How to Add or Remove a Segment

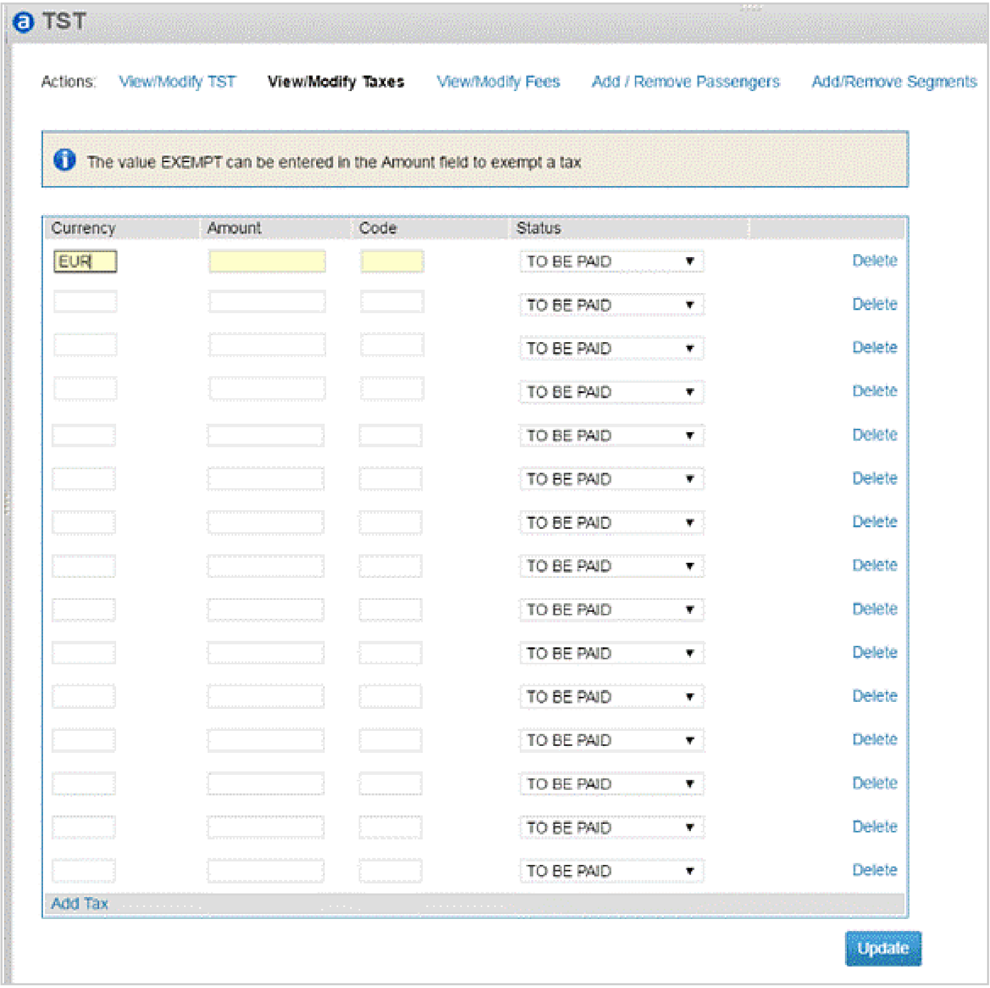
1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the TST header, click on **Add/Remove Segments**.
3. Select the segment that you want to add or remove and click on **Update**.



How to Add or Modify TST Taxes

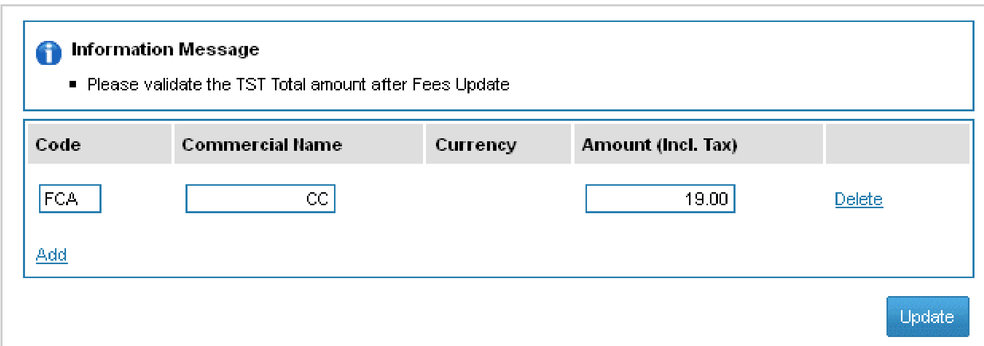
1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the TST header, click on **View/Modify Taxes** or click on the **Taxes** hyperlink in the **Fare Information** section.
3. Complete the tax details or modify the tax details already present.

   By default, you can add 15 taxes. To add additional taxes, click on **Add Tax** and enter the tax details.
4. Click on **Update**.



How to Add or Modify TST Fees

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the TST header, click on **View/Modify Fees**.
3. To add fees, click on **Add** and enter the fee details, or modify the fee details already present.
4. Click on **Update**.



Creating TSMs

How to Create a TSM

Note: The Booking File must contain at least one special service request (SSR) or an auxiliary service (SCV) before you can create a TSM.

1. In the **Stored Fares (TST & TSM)** section, click on **Create TSM**.

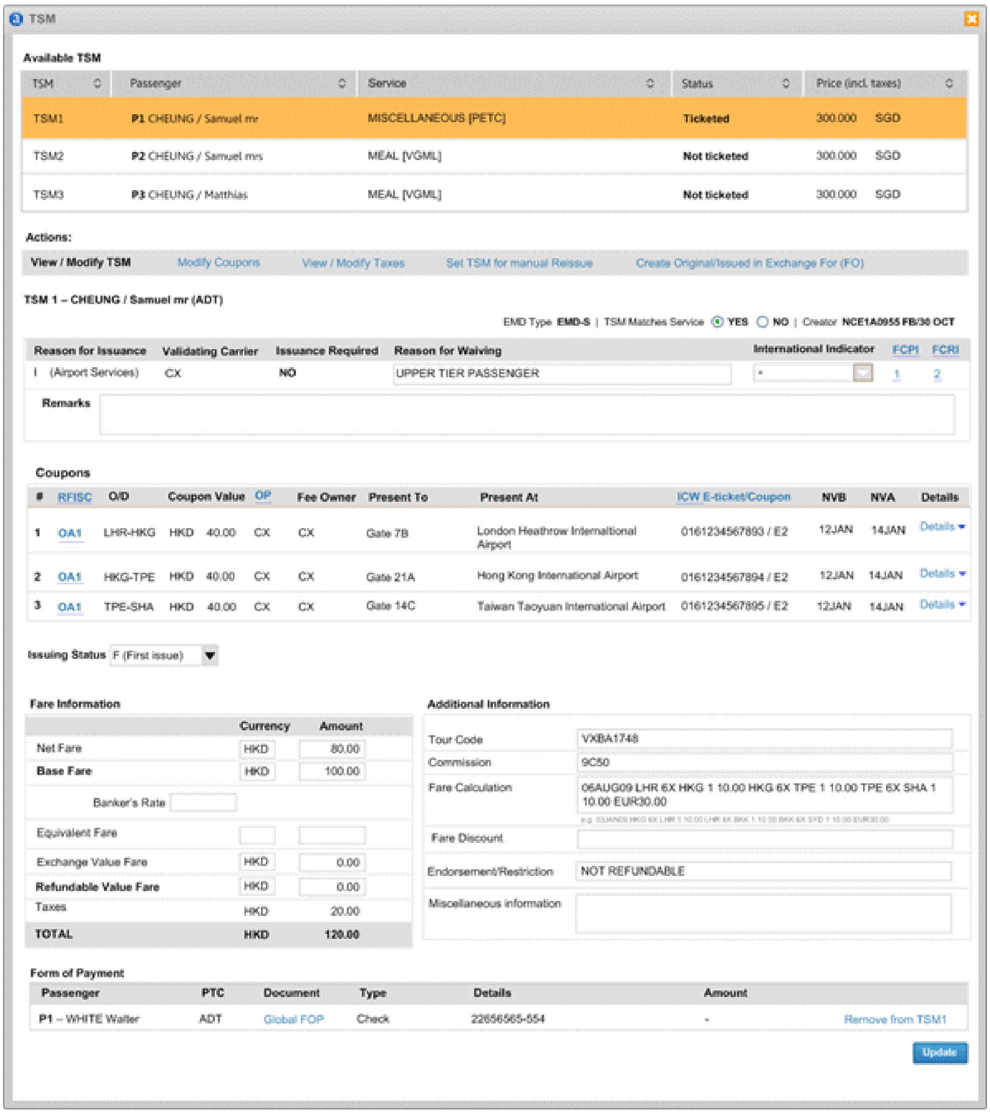
   Alternatively, click on **Create TSM** in the **What do you want to do next?** section of the Booking File.

   – If you are only creating one TSM and there are no existing TSMs in the Booking File, a TSM pop-up window is displayed with the TSM details.

   – If you are creating multiple TSMs or there are existing TSMs in the Booking File, a list of available TSMs is displayed in the pop-up window.

2. Click on **Update**.

Example: TSM



Modifying TSMs

How to Display TSM History

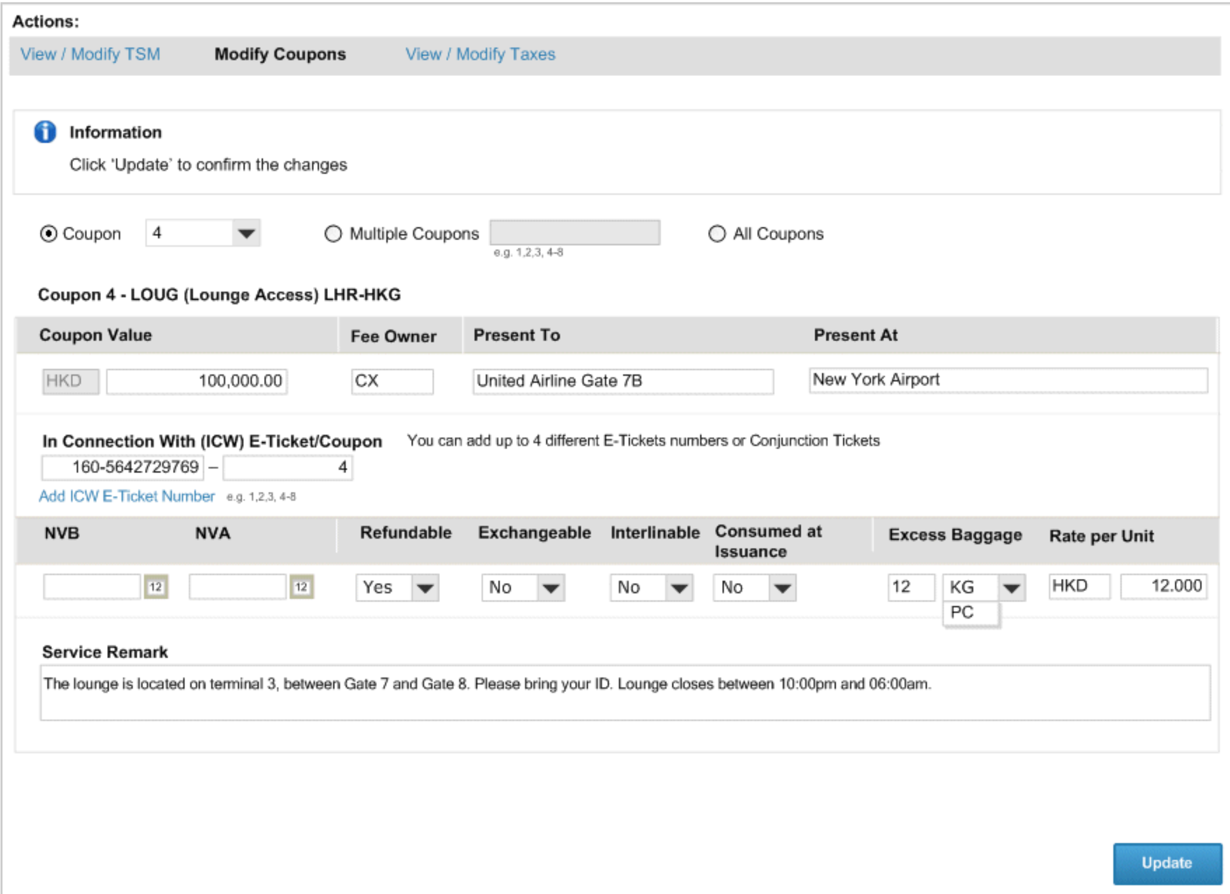
In the **Stored Fares (TST & TSM)** section, click on **View TSM History**.

How to Modify TSM Information

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TSM** beside the TSM that you want to modify.
2. Modify the information as required and click on **Update**.

How to Modify TSM Coupons

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TSM** beside the TSM that you want to modify coupons for.
2. In the **TSM** pop-up window, click on **Modify Coupons**.
3. Modify the coupon information and click on **Update**.



How to Add or Remove a Form of Payment for a TSM

Note: You can only remove the FOPs that are exclusively associated to the TSM being updated. If a FOP is associated to several documents, it is not possible to remove it from the TSM pop-up. This must be done from the general FOP section in the Booking File.

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TSM**.
2. In the **Form of Payment Summary** section of the **TSM** window, add or remove the FOP as required:

   To add a new FOP:

   a. Click on **Add a New Form of Payment**.
   b. Select the number of FOPs (with a maximum of three), select the payment type and enter the payment details.
   c. Click on **Add**.

   To remove a single FOP:

   Click on **Remove from TSM**.

   - For global FOPs, the FOP is no longer associated with the current TSM.
   - For a FOP associated with the current TSM, the FOP is deleted.

   To remove all FOPs:

   Click on **Remove All from TSM**.

How to Manage a Form of Payment for TSM Manual Reissue

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TSM**.
2. In the **Form of Payment Summary** section of the **TSM** window, click on **Manage Form of Payment for Reissue**.

   Note: The option to manage a form of payment for reissue is only available when the TSM has an issuing status of reissue.
3. Select the old FOP.

   If you choose to manually create an old FOP, select the old FOP type from the drop-down list.
4. Enter the FOP details and click on **Add**.

How to Prepare a TSM for Manual Reissue

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TSM** beside the TSM that you want to modify.
2. Click on **Set TSM for Manual Reissue**.

How to Add or Modify TSM Taxes

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TSM** beside the TSM that you want to add taxes to.
2. In the **TSM** pop-up window, click on **View/Modify Taxes**.
3. Click on **Add Tax** and enter the tax details, or modify the tax details as required.
4. Click on **Update**.

How to Delete a TSM

1. In the **Stored Fares (TST & TSM)** section, click on **Delete** beside the TSM that you want to delete or click on **Delete All** to delete all TSMs in the Booking File.
2. To confirm the deletion, click on **OK**.

Managing TASFs

How to Create a TASF

Note: The Booking File must contain at least one passenger before you can create a TASF.

1. In the **Tickets, EMD & TASF** section, click on **Create TASF**.

   Alternatively, click on **Create TASF** in the **What do you want to do next?** section of the Booking File.

   Note: You cannot add any remarks to the TASF when you first create it. Remarks can only be added when you modify an existing TASF.
2. Check the passenger and fare information and update if required.
3. Select any necessary transaction information such as Reason for Issuance Code (RFIC).
4. Add or remove any required taxes.
5. Click on **Create TASF**.

How to View or Modify a TASF

Note: The only updates that can be made to a TASF is the addition of remarks and miscellaneous information.

1. In the **Tickets, EMD & TASF** section, click on **View/Modify TASF** beside the TASF that you want to view or modify.
2. Add any additional information and click on **Update**.
3. If you are not making any updates, click on the **Close**button to exit.

How to View TASF Taxes

1. In the **Tickets, EMD & TASF** section, click on **View/Modify TASF** beside the TASF that you want to view taxes for.
2. Click on **Taxes**.
3. To return to the Booking File, click on the **Close**button.

How to Issue a Single TASF

1. In the **Tickets, EMD & TASF** section, click on **Issue TASF** beside the TASF that you want to issue.
2. In the **Issue TASF** pop-up window, click on **Issue**.

How to Issue Multiple TASFs

1. In the **Tickets, EMD & TASF** section, click on **Issue**.
2. In the **Issue** pop-up window, select the elements that you want to issue.

   Note: You can combine the issuance of TASFs with other elements such as TSTs and TSMs.
3. Click on **Issue**.

How to Delete a TASF

1. In the **Tickets, EMD & TASF** section, click on **Delete** beside the TASF that you want to delete or click on **Delete All** to delete all TASFs in the Booking File.
2. To confirm the deletion, click on **OK**.

How to Void a Single TASF

1. In the **Tickets, EMD and TASF** section, click on **Void TASF** beside the TASF that you want to void.
2. Click on **Void**.

How to Void Multiple TASFs

Note: You can void multiple TASFs in combination with e-tickets and EMDs.

1. In the **Tickets, EMD and TASF** section, click on **Void E-ticket/EMD/TASF**.
2. Select the documents you want to void and click on **Void**.

Managing E-tickets and EMDs

Issuing EMDs

How to Issue a Single EMD

Note: There must be at least one TSM available in the Booking File before you can issue an EMD.

1. In the **Tickets, EMD & TASF** section, click on **Issue EMD** beside the appropriate TSM.
2. In the **Issue EMD** pop-up window, select the **Issue Directly on Airline Stock** check box if you want to issue the EMD directly on airline stock.

   This option is only available if you can directly issue the EMD.
3. Click on **Issue**.

How to Issue Multiple EMDs

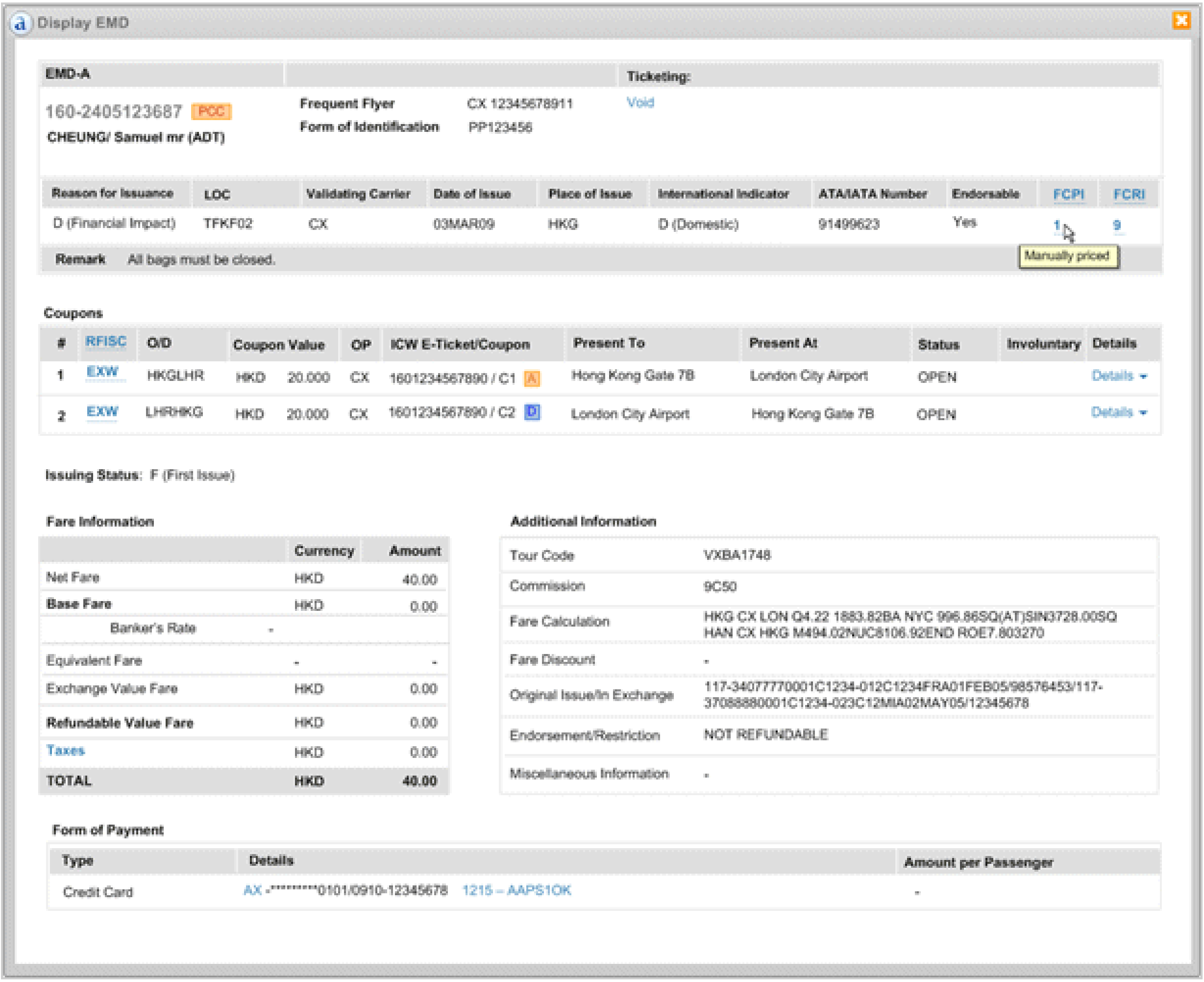
Note: There must be at least one TSM available in the Booking File before you can issue an EMD.

1. In the **Tickets, EMD & TASF** section, click on **Issue**.
2. Select the elements that you want to issue.

   Note: Some elements may be preselected depending on their ticketing status. If you select different elements, the corresponding check boxes are systematically selected irrespective of their ticketing status.
3. If you want to issue the EMDs directly on airline stock, select the **Issue Directly on Airline Stock** check box.

   This option is only available if you can directly issue the EMD on airline stock.
4. Click on **Issue**.

Example: EMD



How to Send an A.I.R. for EMD to the Back-Office System

In the **Tickets, EMD and TASF** section, click on **Send A.I.R. EMD (TTM/BTK)**.

An A.I.R. (Amadeus Interface Record) is created and sent to the Back-Office system without issuing the EMD.

Voiding EMDs

How to Void a Single EMD

1. In the **Tickets, EMD and TASF** section, click on **Void EMD** beside the EMD that you want to void.

   If all coupons in the EMD have a status of OPEN or AIRPORT CONTROL, you can also void the EMD by displaying the EMD and clicking on the **Void** hyperlink.
2. In the **Void EMD** pop-up window, select the **Void directly on airline stock** check box if you want to void an EMD issued on airline stock.
3. Click on **Void** to confirm the action.

How to Void Multiple EMDs

Note: You can void multiple EMDs in combination with e-tickets and TASFs.

1. In the **Tickets, EMD and TASF** section, click on **Void E-ticket/EMD/TASF**.
2. Select the documents you want to void.
3. Select the **Void directly on airline stock** check box if you want to void e-tickets or EMDs issued on airline stock.
4. Click on **Void** to confirm the action.

Refunding EMDs

What Are the Refund Types for EMDs?

Refund Type	Description
Basic	Allows you to refund fully open or partially used EMDs. All remaining open coupons (coupons with status O: Open or A: Airport Control) can be refunded.
Full	Allows you to process the refund of fully open EMDs without displaying the refund record first.
Zero	Allows you to process a refund with a total refund equal to zero.

How to Refund a Single EMD

1. In the **Tickets, EMD and TASF** section, click on the EMD that you want to refund.
2. In the **Display EMD** window, click on **Refund**.

How to Refund Multiple EMDs

1. In the **Tickets, EMD and TASF** section, click on **Refund**.
2. In the **Refund** window, select EMD as the document type.
3. Select the refund type.
4. Select the EMD that you want to refund and proceed as required for the chosen refund type.

   If the refund type is Basic or Zero:

   a. Click on **Continue to Refund Record**.
   b. When you are ready to process the refund, click on **Save and Confirm**.

   If the refund type is Full:

   Click on **Refund Now**.

Issuing E-tickets

How to Issue a Single E-ticket

Note: There must be at least one TST available in the Booking File before you can issue an e-ticket.

1. In the **Stored Fares (TST & TSM)** section, click on **Issue** beside the relevant TST.
2. Select the **Issue Directly on Airline Stock** check box if you want to issue on airline stock.

   This option is only available if you can directly issue the e-ticket on airline stock.
3. Click on **Issue**.

How to Issue Multiple E-tickets

Note: There must be at least one TST available in the Booking File before you can issue an e-ticket.

1. In the **Stored Fares (TST & TSM)** section, click on **Issue**.
2. Select the elements you want to issue.

   Note: Some elements may be preselected depending on their ticketing status. If you select different elements, the corresponding check boxes are systematically selected irrespective of their ticketing status.
3. Select the **Issue Directly on Airline Stock** check box if you want to issue on airline stock.

   This option is only available if you can directly issue the e-ticket on airline stock.
4. Click on **Issue**.

How to Send an A.I.R. for E-ticket to the Back-Office System

In the **Tickets, EMD and TASF** section, click on **Send A.I.R. E-ticket (TTP/BTK)**.

An A.I.R. (Amadeus Interface Record) is created and sent to the Back-Office system without issuing the e-ticket.

Voiding E-tickets

How to Void a Single E-ticket

1. In the **Tickets, EMD and TASF** section, click on **Void E-ticket** beside the e-ticket that you want to void.
2. In the **Void E-ticket** pop-up window, select the **Void directly on airline stock** check box if you want to void an e-ticket issued on airline stock.
3. Click on **Void**.

   The e-ticket is displayed in the **Tickets, EMD and TASF** section with status 'Voided'.

How to Void Multiple E-tickets

Note: You can void multiple e-tickets in combination with EMDs and TASFs.

1. In the **Tickets, EMD and TASF** section, click on **Void E-ticket/EMD/TASF**.
2. Select the documents you want to void.
3. Select the **Void directly on airline stock** check box if you want to void e-tickets or EMDs issued on airline stock.
4. Click on **Void**.

The voided e-tickets are displayed in the **Tickets, EMD and TASF** section with status 'Voided'.

Refunding E-tickets

What Are the Refund Types for E-tickets?

Refund Type	Description
Basic	Allows you to refund fully open or partially flown e-tickets. All remaining open coupons (coupons with status O: Open or A: Airport Control) can be refunded.
Basic Full	Allows you to process the refund of fully open e-tickets without displaying the refund record first.
No Report	Allows you to process the refund with the airline without displaying the refund record first.
Tax Only	Allows you to refund the tax only.
Zero	Allows you to process a refund with a total refund equal to zero. For example, you can refund an e-ticket with its TST total set to zero.
ATC Basic	An automated refund that automatically populates the refund record with refund data. Unlike ATC Full, you must then process the refund record.
ATC Full	Similar to ATC Basic but the refund is processed directly. You cannot update the refund record before processing. This type of refund is only applicable to fully open e-tickets.

How to Refund a Single E-ticket

1. In the **Tickets, EMD and TASF** section, click on the e-ticket number of the e-ticket that you want to refund.
2. In the **E-ticket** window, click on **Refund**.
3. In the **Refund** window, select the refund type.

   If the refund type is Basic, Tax Only, Zero or ATC Basic:

   a. Click on **Continue to Refund Record**.
   b. Update the record if necessary and when you are ready to process the refund, click on **Save and Confirm**.

   If the refund type is Full, No Report or ATC Full:

   Click on **Refund Now**.

How to Refund Multiple E-tickets

1. In the **Tickets, EMD and TASF** section, click on **Refund**.
2. In the **Refund** window, select **E-tickets** as the document type.
3. Select the refund type: **(Manual) Full**, **(Manual) No Report** or **(ATC) Full Refund**.
4. Select the e-tickets that you want to refund and click on **Refund Now**.

Revalidating E-tickets

When Can E-tickets be Revalidated?

Revalidation can only be performed on e-tickets that are associated with the current retrieved Booking File, which contains at least one flight segment that is not in the past.

Instead of reissuing an e-ticket when segments have been modified, you can revalidate the e-ticket provided that the segment has one the following:

- Different flight number.
- Different flight date or time.
- Different arrival or departure airport within the same city.
- Different airline (if allowed, within the same airline group).
- Same fare.
- Status A or O.

How to Revalidate a Single E-ticket

1. In the **Tickets, EMD and TASF** section, click on the e-ticket that you want to revalidate.
2. In the **E-ticket** pop-up window, click on **Revalidate**.
3. Select the modified segments and select the e-ticket coupons to revalidate.
4. Click on **Revalidate**.

How to Revalidate Multiple E-tickets

1. In the **Tickets, EMD and TASF** section, click on **Revalidate**.

   You can also click on **Revalidate E-tickets** if you receive an **Information** pop-up message in the Booking File when e-ticket revalidation is recommended.

2. Select the passengers for each e-ticket that you want to revalidate and click on **Next step**.
3. Select the modified segments and e-ticket coupons to revalidate.
4. Click on **Revalidate**.

Associating E-tickets and EMDs to a Booking File

How to Manually Associate an E-ticket to a Booking File

1. In the **Tickets, EMD and TASF** section, click on **Add Manual E-ticket (FHE)**.
2. Enter the e-ticket number in the text field and select a passenger and segment association for the e-ticket.
3. Click on **Save**.

How to Manually Associate an EMD to a Booking File

1. In the **Tickets, EMD and TASF** section, click on **Add Manual EMD (FHD)**.
2. Enter the EMD reference in the text field and select a passenger and segment association for the e-ticket.
3. Click on **Save**.

Retrieving E-tickets and EMDs

How to Retrieve an E-ticket

1. On the Main page, expand the **Retrieve E-ticket or EMD** menu and click on the e-ticket option to display the search panel.
2. Enter the search criteria and click on **Search E-ticket**.

   If only a single record is returned in the search results, the e-ticket pop-up is displayed.

   - To open the Booking File associated with the e-ticket, click on **Open Booking File**.

   If several records are returned, the results are listed in the **Search** panel.

   - To display a specific e-ticket, select the e-ticket and click on **Display E-ticket**. Alternatively, double-click on the e-ticket.
   - To open the Booking File associated with the e-ticket, click on **Open Booking File**.

How to Retrieve an EMD

1. On the Main page, expand the **Retrieve E-ticket or EMD** menu and click on the **EMD** option to display the **Search** panel.
2. Enter the search criteria and click on **Search EMD**.

   If only a single record is returned in the search results, the **EMD** pop-up is displayed.

   - To open the Booking File associated with the EMD, click on **Open Booking File**.

   If several records are returned, the results are listed in the **Search** panel.

   - To display a specific EMD, select the EMD and click on **Display EMD**. Alternatively, double-click on the EMD.

– To open the Booking File associated with the EMD, click on **Open Booking File**.

Changing an Itinerary and Reissuing E-tickets Using ATC

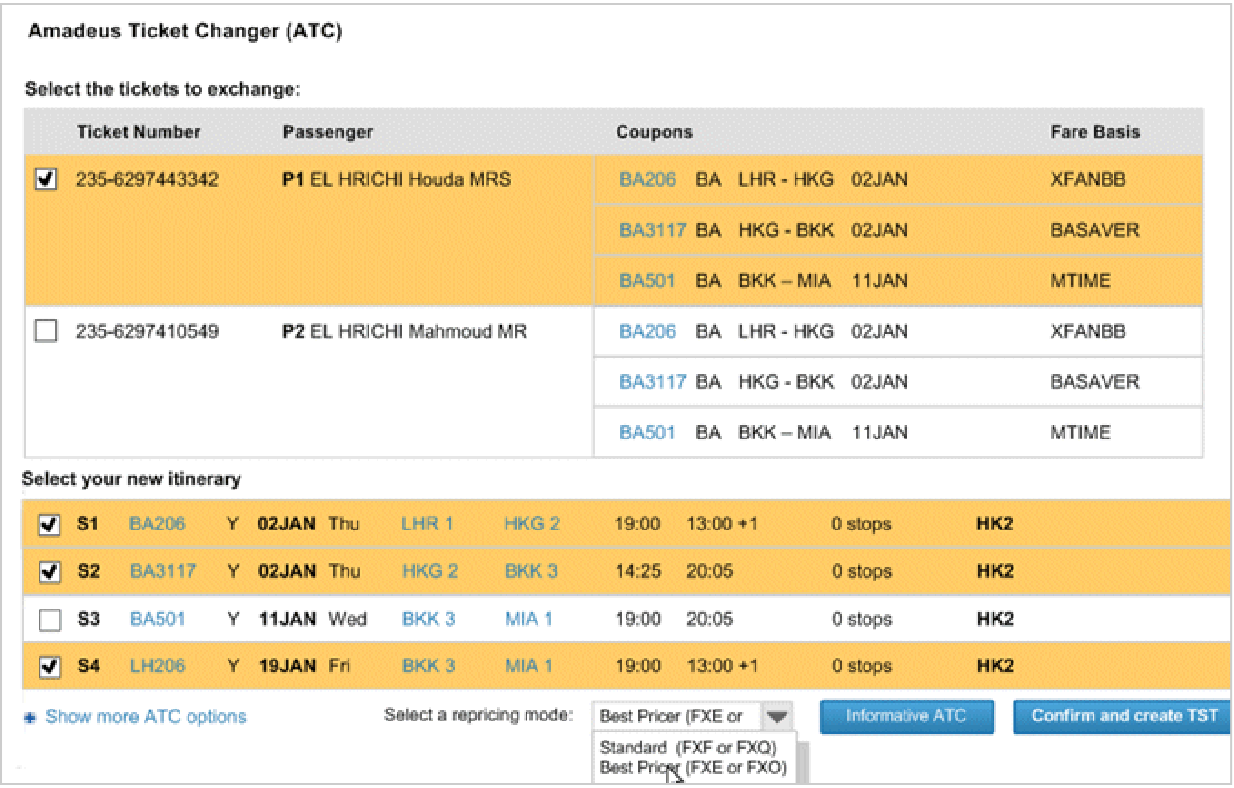
What Is ATC?

Amadeus Ticket Changer (ATC) allows you to reissue or revalidate e-tickets and create or update the relevant documents (such as TSTs and TSMs). It determines the re-pricing details between the original and new itinerary to include:

- Additional amount to be paid or refunded
- Penalty
- Grand total for the re-pricing solution

ATC does not apply to group Booking Files. You can re-price for multiple passengers but they must all have the same itinerary.

Example: ATC



Which Itinerary Changes is ATC Used For?

- Travel date
- Flight numbers
- Booking class
- Routing (domestic or international)
- Past date of segments that have not yet been flown

How to Reissue an E-ticket Using ATC

Note: To access ATC, the Booking File must contain at least one e-ticket.

1. In the **Tickets, EMD and TASF** section, click on **ATC Reissue**.
2. If there are multiple e-tickets, select the e-tickets you want to reissue.
3. To view the flight information, click on the active link for the operating carrier in the **Coupons** column.
4. Select your new itinerary. You can select multiple segments.
5. To define additional options such as private fares, public fares, corporate codes, point of ticketing or point of sale, click on **Show More ATC Options**.
6. Select a re-pricing mode of either **Standard** or **Best Pricer**.

   Note: If you choose the **Best Pricer** mode, the itinerary may be re-priced in a different booking class from the class originally chosen.
7. To display the price details and fare conditions, click on **Informative ATC** (optional).

   Note: Using Informative ATC does not make any change to the Booking File.
8. Click on **Confirm and Create TST**.

   The TSTs for the exchanged tickets are deleted. As required, ATC creates new elements for the additional collection, residual value, and change penalty. Price details and fare conditions are also displayed in the **ATC Results Summary** panel.
9. Click on **View/Modify FOP** to proceed to the form of payment.
10. In the **Form of Payment** pop-up window, select the form of payment to reissue or create a new form of payment.

    See also *How to Reissue a Form of Payment* on page 66.
11. Review the passenger and payment details and click on **Reissue**.
12. As necessary, add a form of payment for the automatically created TSMs corresponding to residual values or change penalties. Every TSM must have a form of payment.

    Refer to *How to Add or Remove a Form of Payment for a TSM* on page 34.
13. To complete the reissue, jointly issue the automatically created stored fares:
    a. Click on **Issue** in the **Stored Fares (TST & TSM)** section.
    b. Select the document you want to issue and click on **Issue**.

How to Perform an ATC Involuntary Exchange

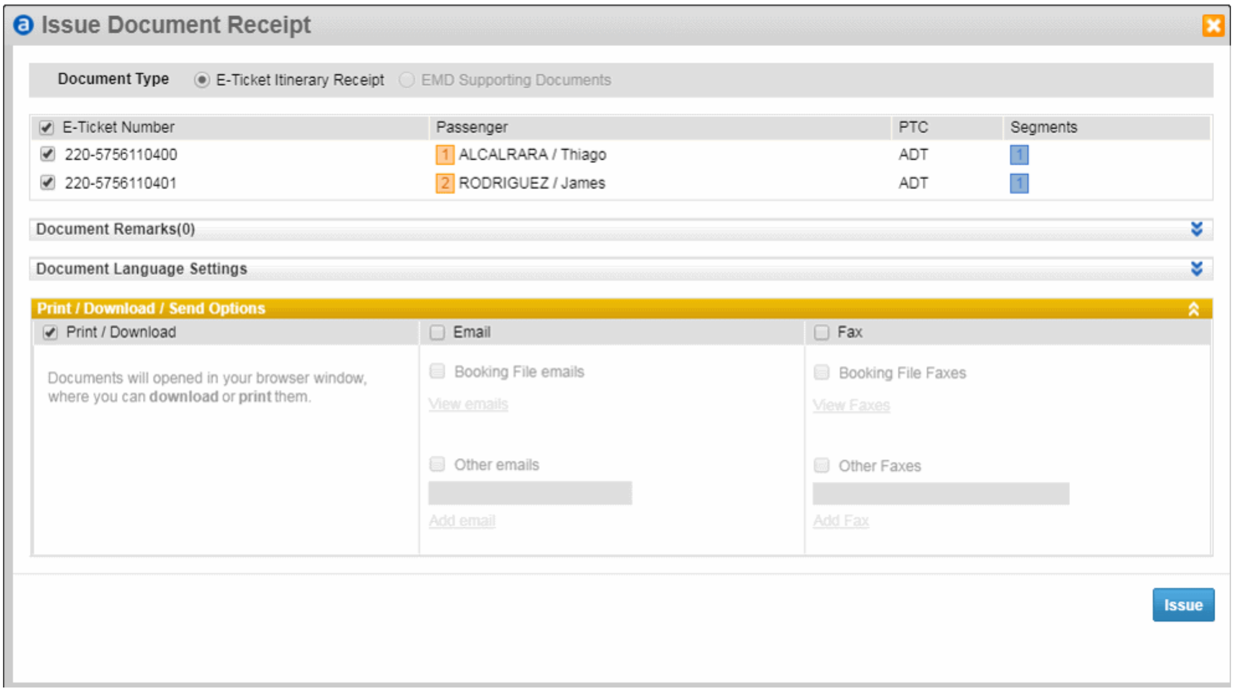
Note: An involuntary exchange is needed when a disruption caused by an airline occurs. For voluntary exchanges with ATC, see *How to Reissue an E-ticket Using ATC* above.

1. In the **Tickets, EMD and TASF** section, click on **ATC Involuntary**.
2. If there are multiple e-tickets, select the e-tickets you want to reissue.
3. Click on **ATC Involuntary (FXI)**. New TSTs are created.
4. Click on **Back to Booking File** to issue new tickets from the Booking File. See *Issuing E-tickets* on page 39.

Printing and Sending an E-ticket or EMD Receipt

How to Print, Email or Fax an E-ticket or EMD Receipt

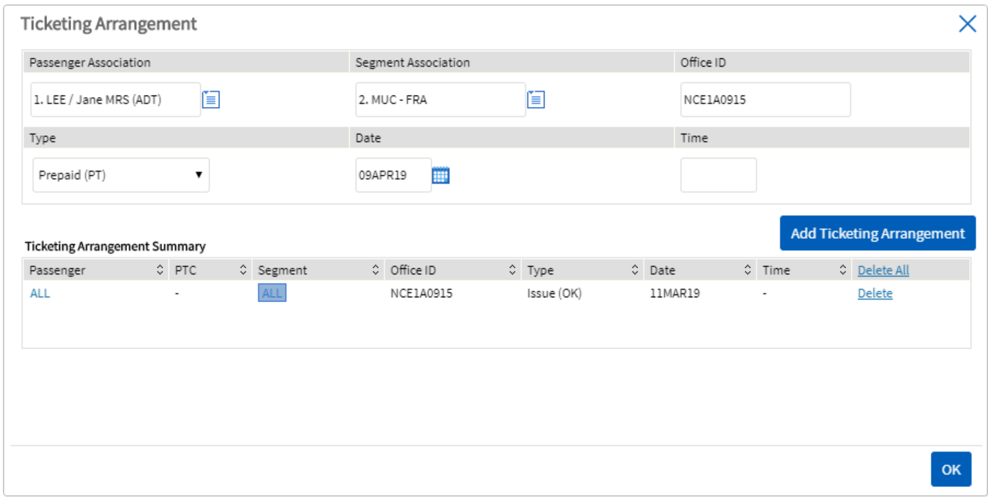
1. In the **Tickets, EMD and TASF** section, click on **Issue Document Receipt**.
2. Select the document type.
3. Select the e-ticket or EMD.
4. Select the language for the document.
5. Select the delivery method and click on the corresponding button to:
   - Print
   - Email
   - Fax



Setting a Ticketing Arrangement

How to Set a Ticketing Arrangement

1. Click on **Set Ticketing Arrangement** in the **Tickets, EMD and TASF** section.
2. Enter the required details in the **Ticketing Arrangement** pop-up window and click on **Add Ticketing Arrangement**.
3. Click on **OK**.



Note: A time limit ticketing arrangement can also be entered directly using the **Set Ticketing Arrangement** calendar field in the **Booking File Information** section.

Creating an Original Issued Document (FO)

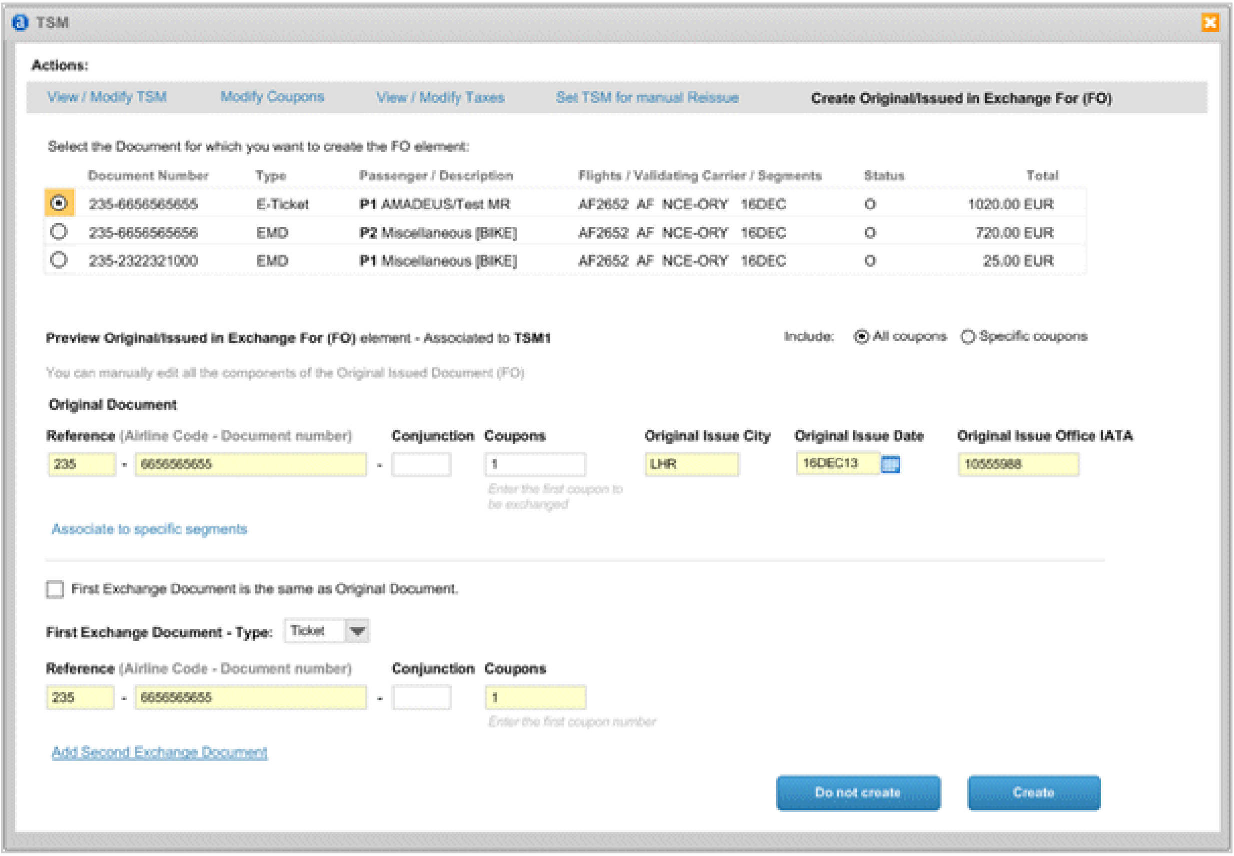
How to Create an Original Issued Document (FO)

1. In the **Tickets, EMD and TASF** section, click on the link entitled **Create Original/Issued in Exchange For**.

   Note: There must be at least one e-ticket or EMD in the Booking File to see this option.

   Alternatively, click on **Create Original/Issued in Exchange For (FO)** in the TST pop-up window.
2. Select the document for which you want to create the FO element and modify the original document number if required.
3. Select whether you want to include all coupons or only specific coupons for FO element creation. Only coupons with an Open status will be included.
   - If you choose to include all coupons, the **Coupon** field in the **Original Document** section will be prefilled with a value of 1.
   - If you choose to include only specific coupons, you must manually enter the corresponding coupon numbers in the **Coupon** field and separate them by a comma or dash.
4. To add segment association:
   a. Click on **Associate to Specific Segments**.
   b. Enter the segment ID in the text box.
   c. Select the required segments.
5. By default, the details of the first and second exchange documents are hidden.
   - To display or update the first exchange document, deselect the check box entitled **First Exchange Document is the Same as Original Document**.
   - To add or update the second exchange document, click on **Add Second Exchange Document**.

6. Click on **Create**.



Issuing Car E-Vouchers

How to Issue a Car E-Voucher

Note: To issue a car e-voucher, a car segment must be active within the Booking File and include a contact point (AP element) and ticketing information (TK element).

1. Click on the **Car E-Voucher** tab in the **Tickets, EMD and TASF** section.
2. Enter the required details in the **Issue E-Voucher** pop-up window and click on **Issue**.

Working With Manual Bookings

What Is a Manual Booking?

A manual booking is a graphic representation of an Extended Travel Record (ETR), a feature of a Total Travel Record (TTR). It allows you to store bookings that are made on non-GDS external booking systems in a structured and standardised format.

Manual bookings can be added to a Booking File as new segments, which are displayed together with GDS segments in chronological order to allow a full trip view in the **Itinerary Details** section.

Examples of manual bookings include a flight that is booked through the airline's website or a taxi journey that is booked directly with the taxi provider.

Note: Any changes or cancellations to manual bookings must be done directly with the provider outside of Selling Platform Connect.

What Are the Types of Manual Booking?

- Activities Miscellaneous
- Air
- Car
- Cruise
- Excursion
- Hotel
- Insurance
- Meeting
- Move Miscellaneous
- Parking
- Rail
- Service Miscellaneous
- Show and Event
- Sleep Miscellaneous
- Taxi
- Transfer
- Urban Transportation
- Visa

What Are the Booking States of a Manual Booking?

- HK (Confirmed)
- HL (Waitlisted)
- HX (Cancelled)
- HN (On Request)
- TT (Time to Think)
- NB (Not Booked)

Managing Manual Bookings

How to Add a Manual Booking to a Booking File

Note: You need to first create the booking with the provider before adding it as a manual booking to the Booking File.

1. In the **Itinerary Details** section of the Booking File, click on **Add manual booking** and select the booking type.

   Or:

   In the **What do you want to do next?** section of the Booking File, click on **Add manual booking**, select the booking type, and click on **Add**.

2. Enter any summary information for the booking, including passenger association. See also *Associating Passengers With a Manual Booking* on the facing page.
3. Expand the **Details** section to enter more comprehensive information for the booking.
4. To add the booking to the Booking File, click on **Add**.
5. To associate a purchase price to the booking before adding it to the Booking File, click on **Add with pricing**.
   a. In the **Create manual booking price** pop-up window, check the manual booking details and define the necessary pricing information.

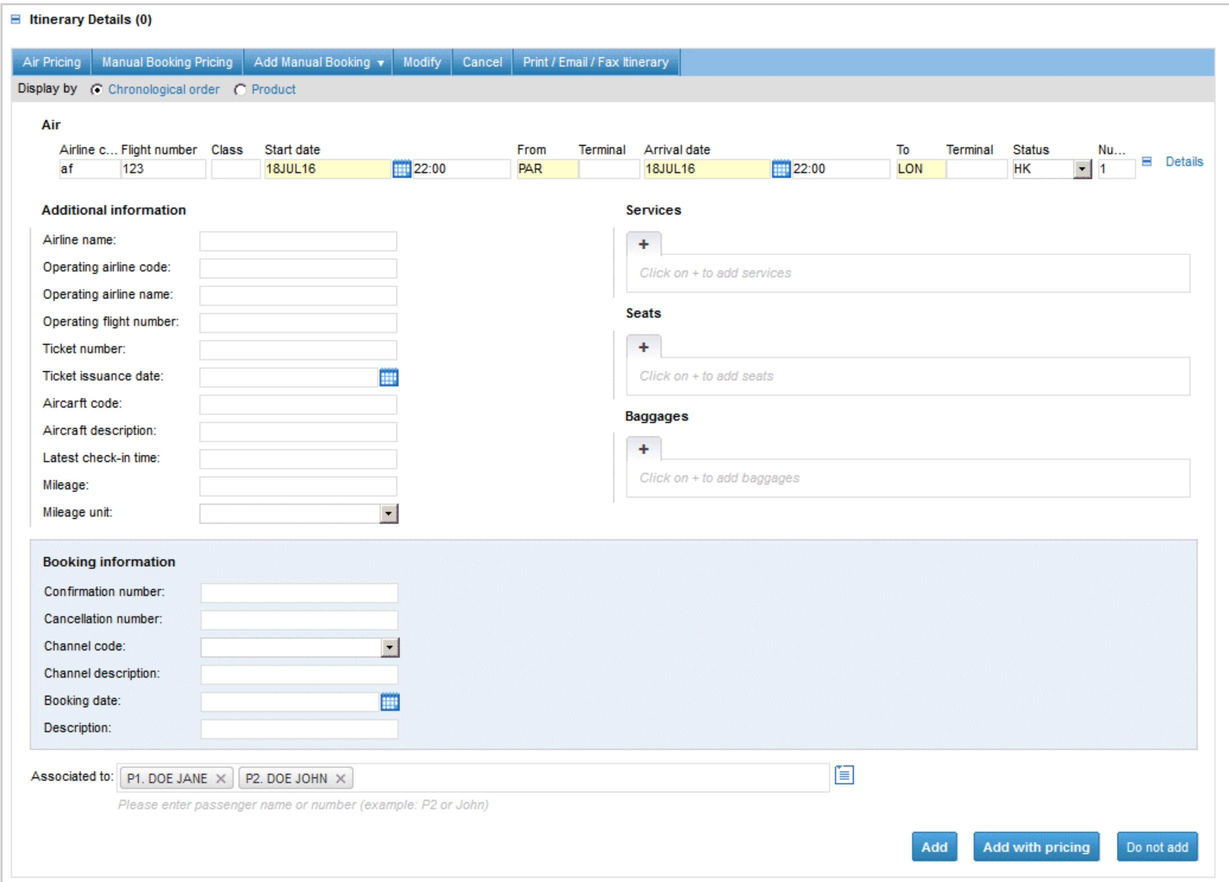
      The passengers who are associated with the manual booking are displayed in the **Passenger Association** section. Passenger association is mandatory for adding a purchase price. See also *Adding a Purchase Price to a Manual Booking* on page 52.

   – You can select which passengers in the manual booking to associate with the pricing. To add other passengers that are not listed, you need to close the pop-up and add them to the manual booking.

   – You can define either the global price for the booking and all of the associated passengers, or just the price per passenger.

   b. Click on **Create**.

Image: Adding an Air Manual Booking



How to Modify a Manual Booking

1. In the **Itinerary Details** section of the Booking File, select the manual booking segment and click on **Modify**.

   To change the booking status of a manual booking, see *How to Modify the Booking Status of a Manual Booking* below.

   To modify the passenger association of a manual booking, refer to *How to Modify the Passenger Association of a Manual Booking* below.

2. Update the information as required and click on **Modify**.

How to Modify the Booking Status of a Manual Booking

Note: Changing the status of a manual booking to cancelled (HX) does not cancel the non-GDS booking with the provider and it does not delete it. The booking must be cancelled directly with the provider.

1. In the **Itinerary Details** section of the Booking File, select the manual booking that you want to modify and click on the **Modify** button.
2. Select the new booking status from the **Status** drop-down list and click on **Modify**.

How to Remove a Manual Booking from a Booking File

Note: To cancel the booking, you must cancel it directly with the provider.

1. In the **Itinerary Details** section of the Booking File, select the manual booking that you want to remove and click on **Cancel**.
2. To confirm, click on **Cancel Segments**.

   The manual booking is removed from the Booking File.

Associating Passengers With a Manual Booking

When Can Passengers Be Associated With a Manual Booking?

- When you are adding the manual booking to a Booking File. See *How to Add a Manual Booking to a Booking File* on page 49.
- When you are modifying the manual booking. See *How to Modify a Manual Booking* above and *How to Modify the Passenger Association of a Manual Booking* below.

How to Modify the Passenger Association of a Manual Booking

1. In the **Itinerary Details** section of the Booking File, select the manual booking segment and click on **Modify** or the **Edit** link next to the passenger.
2. To delete a passenger association, click on the **Delete** icon next to the passenger.

   Alternatively, select the passenger and press the **Delete** or **Backspace** key.

   Note: You can only delete passengers who have not yet been associated with a manual booking price.

3. To add a new association, start to type the passenger name or number, including the letter P (for example, P1 for passenger 1), in the **Associated to** field and select the passenger from the autocomplete options.

   Note: You can only associate passengers that are already in the Booking File. If a passenger is not available in the autocomplete options, you need to first add them to the Booking File.

4. Click on **Modify**.

Adding a Purchase Price to a Manual Booking

When Can a Purchase Price Be Added to a Manual Booking?

- When you are adding the manual booking to the Booking File. See *How to Add a Manual Booking to a Booking File* on page 49.
- When the manual booking already exists in the Booking File. See *How to Add a Purchase Price to a Manual Booking* below.

How to Add a Purchase Price to a Manual Booking

Note: The relevant site parameters must be configured and activated before you can add a price to a manual booking.

1. In the **Itinerary Details** section of the Booking File, select the manual booking that you want to add a price to and click on **Manual Booking Pricing**.

   Note: You can add a purchase price to several Air or Rail manual bookings at the same time by using the Ctrl button when selecting them.

2. In the **Create manual booking price** pop-up window, check the manual booking details and define the necessary pricing information.

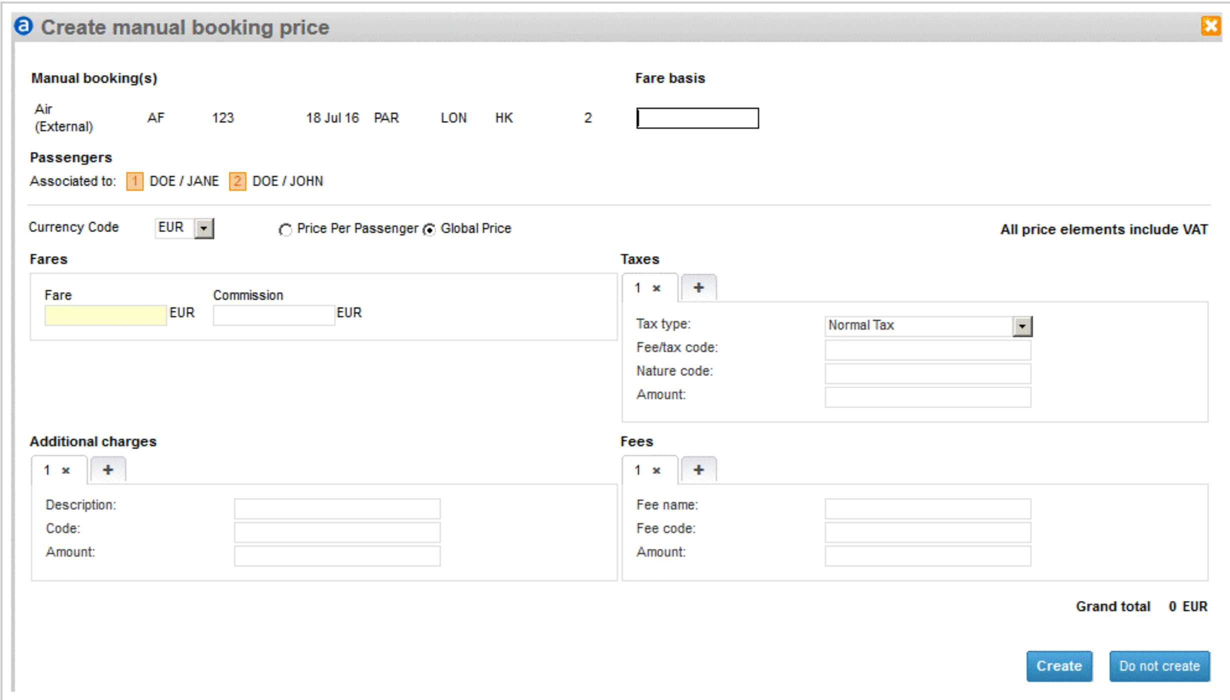
   Passenger association is mandatory for adding a purchase price.

   - You can select which passengers in the manual booking to associate with the pricing. See also *How to Modify the Passenger Association of a Manual Booking* on the previous page.
   - To add other passengers that are not listed, you need to close the pop-up and add them to the manual booking.
   - You can define either the global price for the booking and all of the associated passengers, or just the price per passenger.

   Note: An infant cannot be associated to a purchase price.

3. Click on **Create**.

Image: Adding a Purchase Price for an Air Manual Booking



How to Modify the Purchase Price of a Manual Booking

1. In the **Manual Booking Prices** section of the Booking File, select the manual booking and click on **Modify**.
2. In the **Modify manual booking price** pop-up window, check the booking details and update the pricing information as required.

   Note: For an existing purchase price, the passenger association cannot be modified. To change this information, you need to:

   a. Cancel the manual booking.
   b. Create a new manual booking with the correct passenger selection for the purchase price creation.
   c. Add a price to the new manual booking.
3. Click on **Modify** to save the changes.

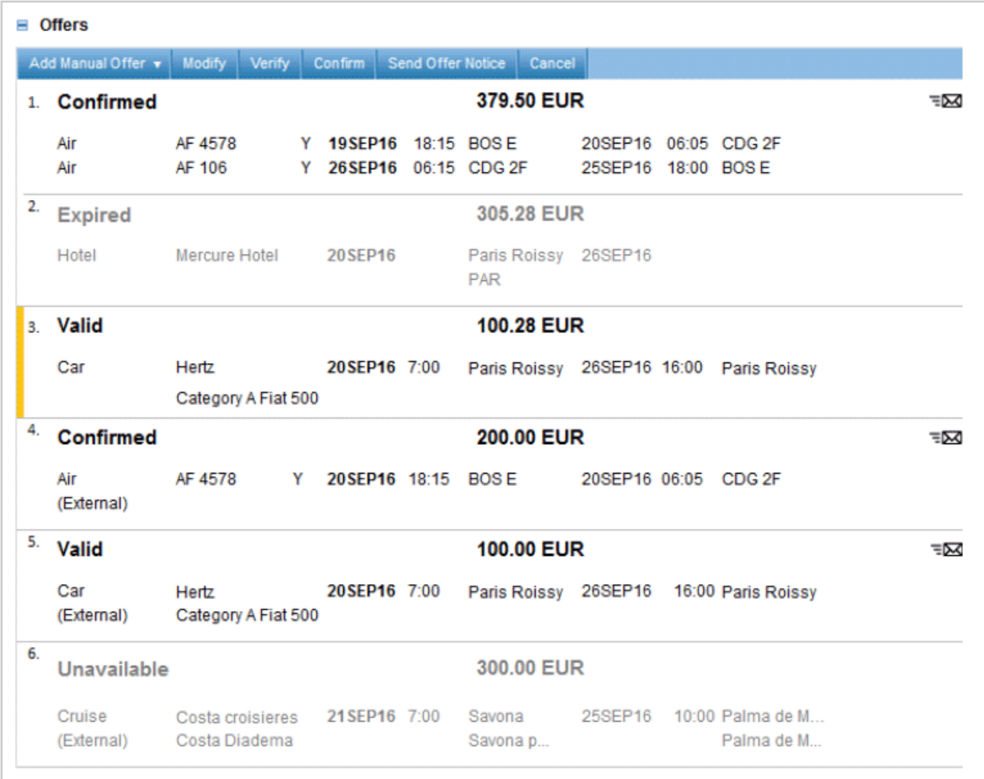
Working With Offers

What Are Offers?

Offers are trip quotations where you price the different elements of the itinerary for your customer before booking any segments.

After an offer is manually confirmed in the **Offers** section of the Booking File, it is converted to segment information in the **Itinerary Details** section.

Image: Offers Section in the Booking File



What Are the Types of Manual Offer?

- Activities Miscellaneous
- Air
- Car
- Cruise
- Excursion
- Hotel
- Insurance
- Meeting
- Move Miscellaneous
- Parking
- Rail
- Service Miscellaneous
- Show and Event
- Sleep Miscellaneous
- Taxi
- Transfer
- Urban Transportation
- Visa

Managing Offers

How to Add a Manual Offer to a Booking File

1. In the **What do you want to do next?** section of the Booking File, click on **Add manual offer**, select the offer type, and click on **Add**.

   If an offer was already added to the Booking File, you can also click on **Add manual offer** in the **Offers** section of the Booking File and select the offer type.
2. Complete the required information and click on **Add**.

How to Modify a Manual Offer

Note: You can only modify a manual offer with a **Valid** status, and you cannot modify a manual offer that has already been sent by email.

1. In the **Offers** section of the Booking File, select the manual offer and click on **Modify**.
2. Update the information as required and click on **Modify**.

How to Verify a GDS Offer

1. To verify if an Air or Hotel GDS offer is still valid, select the offer in the **Offers** section of the Booking File and click on **Verify**.

   A message confirms whether the offer is still valid or not.
2. Click on **OK** or the **Close** button to close the pop-up message.

How to Confirm an Offer

1. In the **Offers** section of the Booking File, select the offer and click on **Confirm**.

   A pop-up message is displayed to indicate whether the confirmation was successful or not.
2. Click on **OK** or the **Close** button to close the pop-up message.

   If the offer is successfully confirmed, it appears in the **Offers** section (with a **Confirmed** status), **Itinerary Details** section and, if activated, in the **Sales** section.

   - When a GDS offer is confirmed, it is converted into a GDS segment.
   - When a manual offer is confirmed, it is converted to a manual booking and also displayed in the **Manual Booking Prices** section of the Booking File. The booking must be confirmed directly with the provider.

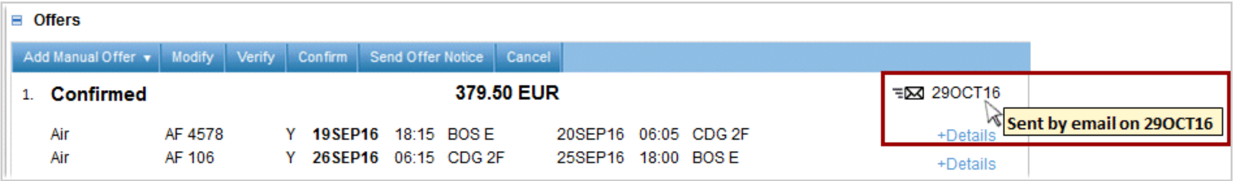
How to Send an Offer Notice By Email

1. Select the offer in the **Offers** section of the Booking File and click on **Send Offer Notice**.

   You can select more than one offer to send.
2. In the **Sendoffer notice** pop-up window, the email address is prefilled with the first email address (APE) from the general contact that is stored in the current Booking File. Enter a new address if required and click on **Send**.

A confirmation pop-up message is displayed to indicate whether the offer notice was successfully sent or not.

If the notice was successfully sent, each of the selected offers in the notice will display an email icon with the date that the notice was sent.



How to Cancel an Offer

1. In the **Offers** section of the Booking File, select the offer that you want to cancel.

   You can select more than one offer.
2. Click on **Cancel offers**.
3. In the **Confirmation** pop-up window, confirm the cancellation.

Working With Sales Information

What Are Sales Items?

Sales items are financial items resulting from bookings made through the Amadeus GDS (such as Air, Car, and Hotel) and manual bookings that are added directly to the Booking File.

All sales items are displayed together with manual (non-GDS) bookings in the **Sales** section of the Booking File, where you can do all booking- and sales-related actions in the same view.

Note: The **Sales** section is only displayed in the Booking File when sales item information is available in the Total Travel Record (TTR).

When Are Sales Items Created?

Booking Type	Sales Item Creation
Manual bookings	When the Quotation Purchase element is available.
Air GDS bookings	When the TST exists.
Car, Hotel, and other GDS bookings	When the corresponding segment is available in the TTR.
EMD bookings	When the TSM exists.

What Are the Types of Sales Item?

Sales Item	Description
Air	GDS and manual (non-GDS) air booking.

Sales Item	Description
Ancillary Service	Ancillary service booking through GDS EMD.
Car	GDS and manual car booking.
Cruise	Manual cruise booking.
Excess Baggage	Excess baggage booking through GDS EMD.
Food	Food booking through GDS EMD.
Hotel	GDS and manual hotel booking.
Insurance	GDS insurance booking.
Other	General item type that is displayed when no other supported item type is appropriate.
External (manual)	The following types of manual booking are specified as external: • Rail • Transfer • Excursion • Taxi • Activities miscellaneous • Service miscellaneous
Package	Package is the parent item for a bundle of sales items.
Service Fee	Sales item created using the **Sales** section dedicated to a service fee.
Show and Event	Manual ticket booking for shows and events.

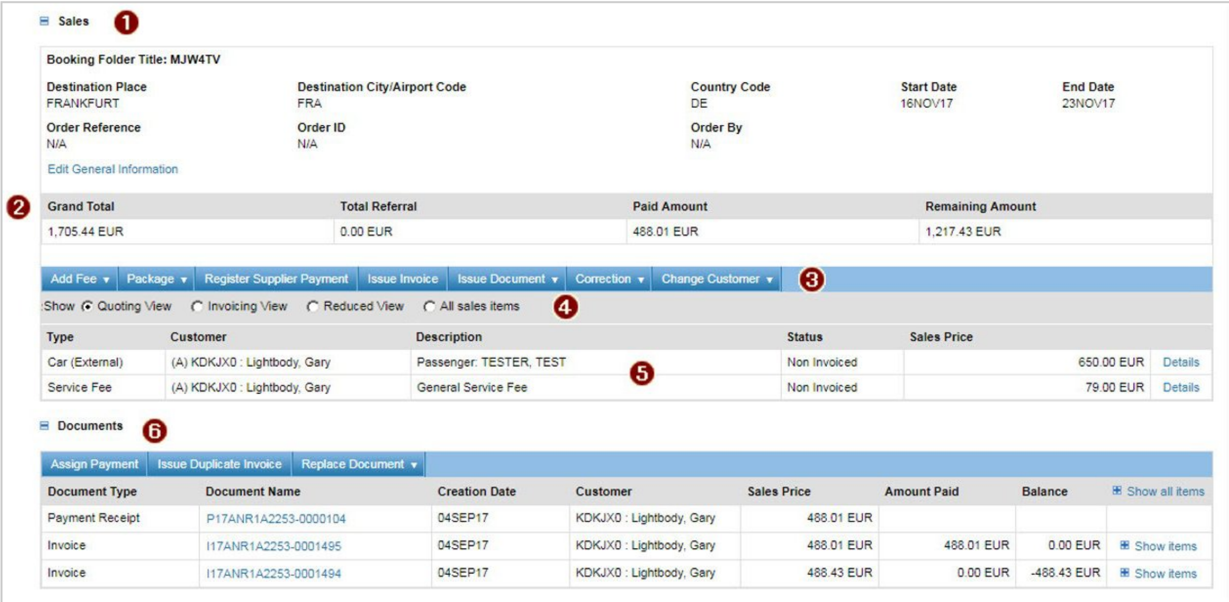
What Are the States for a Sales Item?

State of Sales Item	Description
ACT	An active sales item. However, this state abbreviation is never displayed. All items with no other status abbreviation are active by default.
OFF	A non-confirmed offer item. This type can have attached fees and can be bundled in a package.
CAN	A cancelled item with the original amount. This type is usually available as a pair together with a refunded item. Cancelled and refunded sales items are usually the result of an auto-correction process that is triggered by a segment change after invoicing.
COR	A corrected item with the original amount. This type is usually available as a pair together with a correct item with a reverse amount. Corrected items are usually the result of a manual sales item correction after invoicing.
CR2	A corrected item with the reverse amount. This type is usually available as a pair together with a correct item with an original amount. Corrected items are usually the result of a manual sales item correction after invoicing.

State of Sales Item	Description
IGN	These items are displayed in grey with a strikethrough price if they still have a link to an active child item. Otherwise, they are not displayed in the **Sales** section.
RFN	A refunded item with the reverse amount. This type is usually available as a pair together with a cancelled item. Cancelled and refunded sales items are usually the result of an auto-correction process that is triggered by a segment change after invoicing.

Explanation: Sales and Documents Section

Note: The **Sales** and **Documents** section is not displayed if your Office ID did not create the Booking File. For example, your Office ID is ticketing for another Office ID.



1. The general sales information section displays the trip summary. You can also directly edit the details in this section using the **Edit General Information** link.
2. The price Information table displays:
   - **Grand total**: Sum of all GDS and ETR bookings, including referral amounts. Offer items are not included.
   - **Total referral**: Sum of all GDS and ETR bookings paid as referrals. Offer items are not included.
   - **Paid amount**: Sum of all paid amounts. This includes all UATP payments (to the travel agency and to the supplier). Referral amounts are not taken into account.
   - **Remaining amount**: Sum of items to be paid to the travel agency. Referral amounts are not taken into account.
3. The **Sales** table action bar enables you to perform sales actions on one or more selected items.

4 The filter section enables you to switch between:

- **Quoting view** of only offer items and non-invoiced items.
- **Invoicing view** of only the items that need to be invoiced.
- **Reduced view** of only the active items.
- **All items view**, except ignored (IGN) items.

5 The **Sales** table enables you to select and access the details of each sales item that is listed.

The default customer that is displayed for each item is based on how the Booking File was created.

- The first company profile that is entered in the Booking File is the default customer.
- If there is no company profile, then the default is the first customer profile that is entered in the Booking File.
- If there is no customer profile, then nothing is displayed in the **Customer** column.

It is possible to change the default customer that is displayed in the **Sales** table. Refer to *Changing Customer Associations* on page 72.

6 The **Documents** section displays all issued documents. See *What Are the Types of Sale Documents?* on page 61.

The **Amount Paid** and **Balance** fields are only filled for invoice documents.

The **Balance** is the **Amount Paid** minus the **Sales Price:**

- If the **Balance** is zero, the invoice is fully paid.
- If the **Balance** is a negative value, the invoice is not yet fully paid and the value displayed is the remaining amount due.

What Sales Details can be Modified?

The sales details that are displayed depend on the sales item.

The currency refers to the currency used for the sale.

The fields that can be modified depend on the item status:

- For invoiced sales items, no modification is possible and a correction process must be applied if a modification is needed.
- For non-invoiced sales items, the sales information can be modified but the booking information (GDS and manual bookings) cannot be modified.
- For corrected items with the original amount (COR) or reverse amount (CR2), no modification is possible.

Displaying and Modifying Sales Information

How to Display Sales Information

1. In the **Sales** section of the Booking File:
   - Click on **Show items** beside a document to expand all items belonging to that document only.

     Or:
   - Click on **Show all items** to expand all items belonging to all documents.
2. Click on the **Details** link of a sales item.

3. In the **Details** pop-up window, click on the relevant tab to display the required details.

What Price Details Can be Modified?

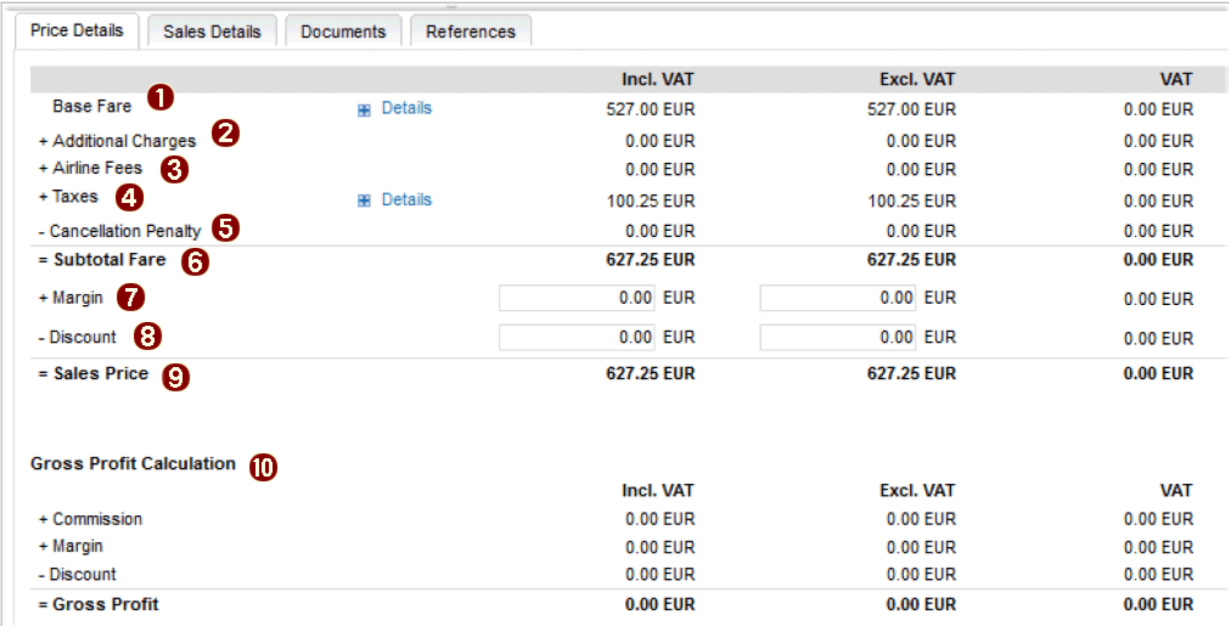
You can only edit the purchase price information for Fee and Package items.

You can edit the margin and discount information for all sales items provided they have not yet been invoiced.

You can enter positive and negative values in all editable price fields.

The **Cancellation Penalty** is displayed in read-only mode for GDS and manual bookings. It can only be edited for refunded items.

Explanation: Price Details Display



1 The **Base Fare** value summarises all applied base fares.

For non-invoiced packaged items, use the **Details** link to display and edit the detailed fare information and add or remove a base fare.

2 The **Additional Charges** value summarises all applied additional charges.

For non-invoiced packaged items, use the **Details** link to display and edit the detailed charges information and add new charges.

3 The **Airline Fees** value summarises all applied airline fees for Air sales items.

4 The **Taxes** value summarises all applied base taxes.

For non-invoiced packaged items, use the **Details** link to display and edit detailed tax information and add or remove taxes.

5 The **Cancellation Penalty** is displayed in read-only mode for GDS and manual bookings. The cancellation penalty can only be edited for refunded (RFN) items.

6 The **Subtotal Fare** represents the calculated sum on all purchase price components of one sales item.

7 The **Margin** refers to the mark-up for the travel agency. This field is displayed in edit mode for non-invoiced items only.

8 The **Discount** refers to the rebate granted by the travel agency. This field is displayed in edit mode for non-invoiced items only.

9 The **Sales Price** is calculated based on the subtotal fare plus the margin and minus the discount.

10 The **Gross Profit Calculation** is the calculation of the travel agency's gross profit based on the available values for commission, margin, and discount.

How to Modify Price Details

1. In the **Sales** section of the Booking File, click on the **Details** link of the sales item you want to modify.
2. In the **Details** pop-up window, click on the **Price Details** tab.
3. Modify the price details as required and click on **Update**.

How to Modify Sales Details

1. In the **Sales** section of the Booking File, click on the **Details** link of the sales item you want to modify.
2. In the **Details** pop-up window, click on the **Sales Details** tab.
3. Modify the sales details as required and click on **Update**.

To change the customer association for a sales item, refer to *Changing Customer Associations* on page 72.

Displaying and Issuing Documents and Invoices

What Are the Types of Sale Documents?

- Invoice
- Credit note
- Quotation (offer)
- Payment receipt

What Are the Prerequisites for Issuing Sales Documents and Invoices?

- At least one sales item must be selected.
- If you are selecting several sales items, each item must belong to the same customer.
- The selected items cannot contain any ignored items.
- If a trip package or supplement is selected, all items in the package or supplement must be selected.
- Any new active or refunding items cannot be invoiced before the correcting item. They must be issued together.

How to Display the Details of a Sales Document

In the **Documents** section of the Booking File, click on the link in the **Document Name** column for the document you want to display.

Or:

1. In the **Sales** section of the Booking File, click on the **Details** link of the sales item you want to display.
2. In the **Details** pop-up window, click on the **Documents** tab.
3. Click on the link in the **Document Name** column for the document you want to display.

How to Preview a Sales Document Before Issuing

1. In the **Sales** section of the Booking File, select the item that you want to preview the document for.
2. Click on **Issue Document** and select the document type from the drop-down list.
3. In the expanded **Documents** section, click on **Preview** to display the document as a PDF in a new window.

How to Issue a Sales Document

1. In the **Sales** section of the Booking File, select the items that you want to issue a document for.
2. Click on **Issue Document** and select the document type from the drop-down list.
3. In the expanded **Documents** section, complete the relevant information.
4. When complete, click on one of the following:
   - **Preview:** to preview the document in PDF format.
   - **Issue and Display:** to issue the document and display it in a new browser window.
   - **Issue:** to issue the document directly without displaying it.

   The document appears in the **Documents** tab of the **Details** pop-up window and also in the **Documents** section of the Booking File.

   See *How to Display the Details of a Sales Document* on the previous page.

How to Preview an Invoice Before Issuing

1. In the **Sales** section of the Booking File, select the item that you want to preview the invoice for.
2. Click on **Issue Invoice**.
3. In the expanded **Invoice** section, click on **Preview** to display the invoice as a PDF in a new window.

How to Issue an Invoice

1. In the **Sales** section of the Booking File, select the items that you want to issue the invoice for.

   You can select several items for the same issue action. However, you can only issue an invoice document once.
2. Click on **Issue Invoice**.
3. In the expanded **Invoice** section, complete the relevant information.
4. If payment options are not yet registered in the Booking File, click on **Add Payment** and enter the necessary payment details.

5. If you want to remove a newly added manual payment, click on **Remove**.

   Note: You cannot remove existing payments. You can only remove a manual payment before it is saved. You can select or clear an existing payment. If it is not used, it is still available in the Booking File.

6. If you do not want to issue a travel agency payment receipt, clear the **Issue Payment Receipt** check box.
7. When complete, click on one of the following:
   - **Preview:** to register the payment and preview the invoice or document in PDF format.
   - **Issue and Display:** to issue the invoice and display it in a new browser window.
   - **Issue:** to issue the invoice directly without displaying it.

     A link to the issued document is displayed in the **Status** column.

     The document appears in the **Documents** tab of the **Sales Information** pop-up window and also in the **Documents** section of the Booking File.

     See *How to Display the Details of a Sales Document* on page 61.

What Is a Duplicate Invoice?

A duplicate invoice synchronises payments that are collected after the original invoice was issued.

You issue a duplicate invoice to show that the invoice has been paid when payment is received after initial invoicing.

A duplicate invoice contains the same information as the original invoice with the exception of the document name and updated payment information.

How to Issue a Duplicate Invoice

1. In the **Documents** section of the Booking File, select the invoice that you want to issue a duplicate of.

   Note: You can only select one invoice. You cannot select multiple invoices for the same duplicate action.

2. Click on **Issue Duplicate Invoice**.
3. Enter the invoice and email options and any remarks that you want to have printed on the document.
4. When complete, click on one of the following:
   - **Preview:** to preview the duplicate invoice in PDF format.
   - **Issue and Display:** to issue the duplicate invoice and display it in a new browser window.
   - **Issue:** to issue the duplicate invoice directly without displaying it.

   You can create a duplicate invoice several times.

   A duplicate invoice is not stored in the archive, and it will not create a new document entry in the **Documents** section.

Managing Travel Agency Fees

How to Add a Travel Agency Fee to a Sales Item

1. In the **What do you want to do next?** section of the relevant Booking File, click on **Add Fee**. The Booking File must have been previously saved to add a fee using this option.

   Or:

   In the **Sales** section of the Booking File, click on **Add Fee** and select **General**.
2. The fee type is selected as **Service Fee**.
3. Enter the fee amount and complete any other required details.
4. Click on **Add General Fee**.

How to Void a Travel Agency Fee

1. In the **Sales** section of the Booking File, select the fee item.
2. Click on **Correction** and select **Void Fees**.

   For non-invoiced items:

   – The item status changes to **IGN** (ignored).

   – The item is no longer visible in the **Sales** table unless it is linked to a product item such as Air, Car, or Hotel.

   For invoiced items:

   – A link to the item appears in the **Status** column, followed by the status **COR** in brackets.

   – A new item with the reverse amount is created with a status of **Non-Invoiced (CR2)**. The item type is prefixed with the word **Corrective**.

Image: Invoiced Item with Voided Fees

Type	Customer	Description	Status	Sales Price	
Corrective Service Fee	(M) 5483QF : Meier, Martin	General Service Fee 24/7 Service	Non Invoiced (CR2)	-50.00 EUR	Details
Service Fee	(M) 5483QF : Meier, Martin	General Service Fee 24/7 Service	I16ANR1A2253-0001302 (COR)	50.00 EUR	Details

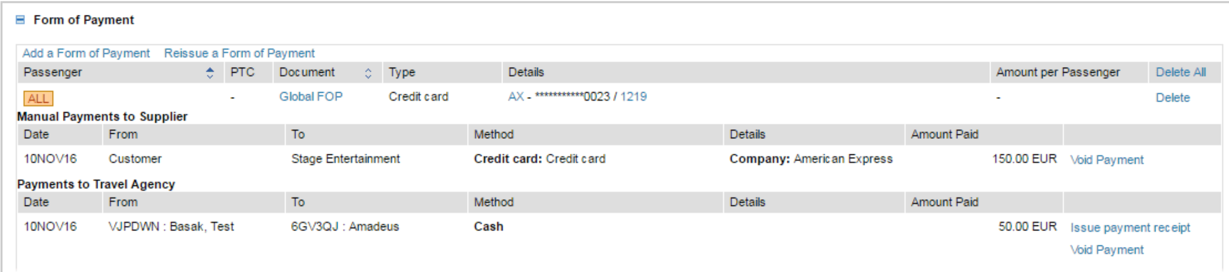
Managing Forms of Payment (FOP)

What Are the Different Forms of Payment?

Payment	Description
Automatic supplier payment	Relates to any GDS booking paid by credit card (global FOP). The travel agency does not receive any payment from the customer; the booking is paid directly to the supplier. This is indicated on the invoice as 'already paid'.

Payment	Description
Manual supplier payment	Relates to manual bookings. These payments must be manually created to ensure that the invoice document correctly shows that it has already been paid. These payments appear in the **Manual Payment to Supplier** sub-section of the **Form of Payment** section of the Booking File.
Travel agency payments	Created during or after invoicing to indicate the amount due to the travel agency. These payments appear in the **Payment to Travel Agency** sub-section of the **Form of Payment** section of the Booking File.

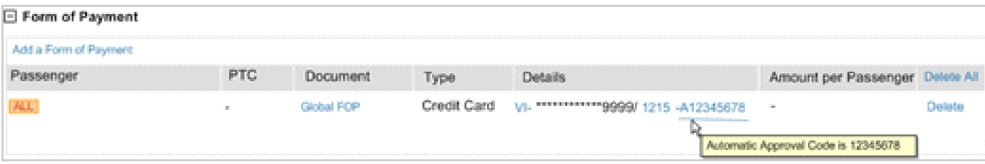
Example: Form of Payment Section



What Is a Credit Card Approval Code?

An approval code is a credit card authorisation and validation number that is received from the bank. The code is an optional entry (activated by a site parameter) when adding a credit card form of payment to a Booking File. After the form of payment is added, the approval code is displayed in the **Form of Payment** section of the Booking File starting with either the letter A for automatic or the letter N for manual.

Image: Credit Card Approval Code



How to Add a Global Form of Payment to a Booking

Note: A global form of payment is valid for all documents (such as TSTs and TSMs) that do not have an associated form of payment. This is also valid if documents are created after the form of payment is entered.

1. In the **What do you want to do next?** section or the **Form of Payment** section of the Booking File, click on **Add a Form of Payment**.
2. In the **FOP** tab of the **Form of Payment** pop-up window, select the form of payment from the drop-down menu.

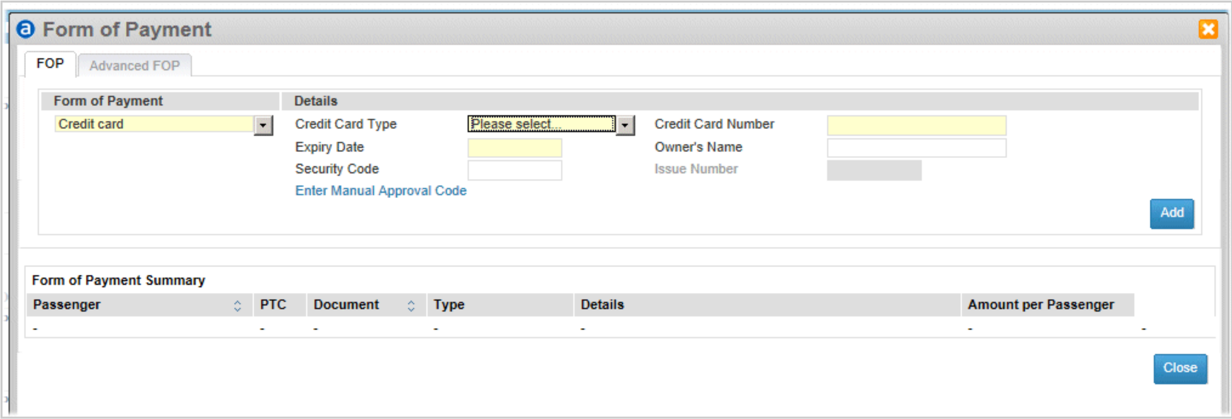
   If you select **Credit Card**:

   – Enter the credit card details.

   – If activated at site level, enter an optional approval code.

- For AirPlus UATP cards, click on **Add/Modify DBI** to either add Descriptive Billing Information, or modify the DBI that was prefilled based on RM*/DBI remarks in the traveller profile.

3. Enter the payment details and click on **Add**.
4. To return to the Booking File, click on **Close**.



How to Delete a Form of Payment

In the **Form of Payment** section of the Booking File:

- Click on **Delete** beside the form of payment that you want to delete.

  Or:

- Click on **Delete All** to delete all forms of payment.

How to Reissue a Form of Payment

1. In the **Form of Payment** section of the Booking File, click on **Reissue a Form of Payment**.
2. Select the form of payment to reissue.

   If you select a global form of payment:

   - The **FOP** tab is displayed. Click on **Reissue**.

   If you select an associated form of payment:

   - The **Advanced FOP** tab is displayed with the passenger and document associations preselected. Click on **Reissue**.

   If you choose to manually create a form of payment:

   a. Select the old form of payment.
   b. Select either a global or advanced form of payment.
   c. Select the new form of payment and enter the details.
   d. Click on **Reissue**.

Managing Payments

How to Add a Travel Agency Payment to an Invoice Before Issuing

1. When you have selected the sales item for issuing, enter the payment options as required.
2. If payment options are not yet registered in the Booking File, click on **Add Payment** and enter the necessary payment details.

   The payment details will also be available in the archived invoice.
3. If you want to remove a newly added payment, click on **Remove**.

   Note: You cannot remove existing payments. You can only remove a payment before it is assigned. However, you can select or clear existing payments.
4. When complete, click on one of the following:
   - **Preview:** to register the payment and preview the invoice in PDF format.
   - **Issue:** to register the payment without displaying the invoice, link the payment to the new invoice, and issue the invoice.
   - **Issue and Display:** to register the payment, display the invoice, link the payment to the new invoice, and issue the invoice.

How to Add a Travel Agency Payment to an Issued Invoice

1. In the **Documents** section of the Booking File, select the invoice and click on **Assign Payment**.
2. Enter the payment options as required.

   The payment details will not be available in the archived invoice.
3. If you want to remove a newly added payment, click on **Remove**.

   Note: You cannot remove existing payments. You can only remove a payment before it is assigned. However, you can select or clear existing payments.
4. If you do not want to issue a travel agency payment receipt, clear the **Issue Payment Receipt** check box.
5. Any previously registered payments are displayed. Select a registered payment if you want to use it.
6. To add a new payment, click on **Add Payment**.

   A new payment line is displayed to allow you to enter the payment details.
7. When complete, click on **Assign Payments**.

How to Issue a Travel Agency Payment Receipt

1. Under **Payments to Travel Agency** in the **Form of Payment** section of the Booking File, click on **Issue Payment Receipt** next to the item that you want to issue a receipt for.
2. You can also issue a payment receipt when:
   - Issuing an invoice.

- Adding a travel agency payment using the **Form of Payment** section.
- Adding a travel agency payment to an issued invoice.

See *How to Issue an Invoice* on page 62.

3. Enter the email options and click on one of the following:
   - **Preview:** to preview the receipt in PDF format.
   - **Issue and Display:** to issue the receipt and display it in a new browser window.
   - **Issue:** to issue the receipt directly without displaying it.

The payment receipt document is archived and a new document entry for the receipt is displayed in the **Documents** section.

Note: You can only issue a payment receipt once for a payment.

How to Register a Supplier Payment

1. In the **Sales** section of the Booking File, click on **Register Supplier Payment**.
2. Enter the supplier payment options, and click on **Register Supplier Payment**.

How to Void a Supplier or Travel Agency Payment

In the **Form of Payment** section of the Booking File, click on **Void Payment** beside the supplier or travel agency payment that you want to void.

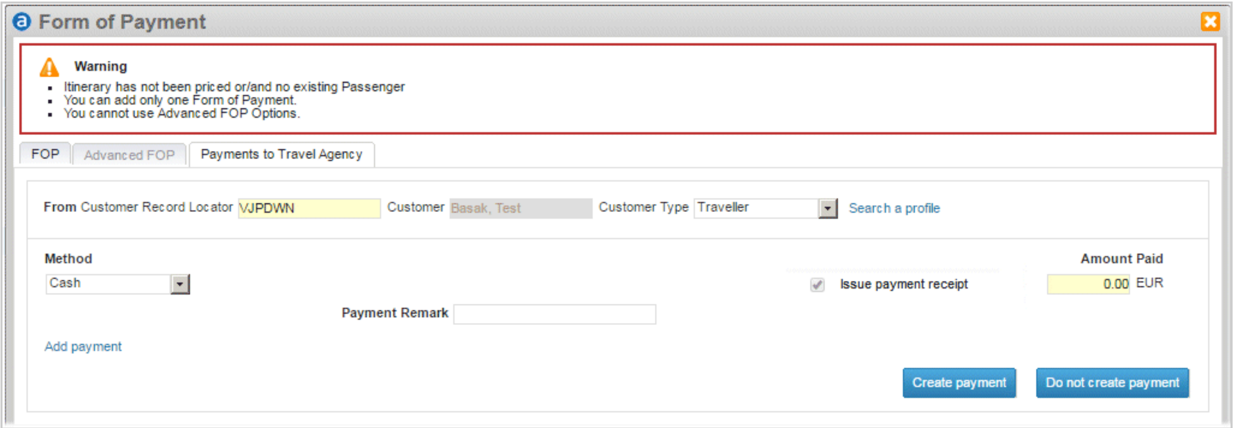
Note: The **Void Payment** link is only available if the payment has not yet been used in an invoice or payment receipt.

How to Add a Travel Agency Payment Using the Form of Payment Section

1. In the **Form of Payments** section, click on **Add a Form of Payment**.
2. In the **Payments to Travel Agency** tab of the **Form of Payment** dialogue box, enter the required details.
3. To search for a profile, click on **Search a Profile**.
   a. In the **Search Active Profile** pop-up window, enter the search criteria and click on **Retrieve**.
   b. Select the profile in the results list and click on **Select**.
4. To add a new payment, click on **Add Payment**.

   A new payment line is displayed to allow you to enter the payment details.
5. If you do not want to issue a travel agency payment receipt, clear the **Issue Payment Receipt** check box.
6. When complete, click on **Create Payment**.

Image: Adding a Travel Agency Payment Using the Form of Payment Dialogue Box



Handling Trip Packages

What Is the Purpose of a Trip Package?

A trip package is used to structure the content that is displayed on the invoice.

All item details are listed separately, but only one summary package price is shown for all of these items. Therefore, if you add a mark-up to a trip package, this specific price is not displayed on the invoice.

How to Create a Trip Package

1. In the **Sales** section of the Booking File, select the items you want to add to the trip package.
2. Click on the **Package** button and select **Create Package**.
3. Enter any optional information for the package.

   Note: If you enter an end date for the package in the **To** field, you must also enter an earlier start date in the **Date From** field.
4. Click on **Create Package**.

   A new sales item, of the type **Package**, appears in the **Sales** section in addition to each individual item that is included in the package. All items will be displayed in the printed document.

How to Add Items to a Trip Package

1. In the **Sales** section of the Booking File, select the items you want to add to the trip package.

   Any selected items that are linked to other items (for example, linked fees) are added to the package with their parent item.
2. Click on the **Package** button in the action bar.

   A list of existing packages is displayed.
3. Click on the package name you want to add the items to, which is prefixed by 'Add to Package'.

If the selected items already belong to another package, they are removed from the original package and added to the selected package.

How to Remove Items From a Trip Package

1. In the **Sales** section of the Booking File, select the items you want to remove from the trip package.
2. Click on the **Package** button and select **Remove From Package**.
   - The selected items are redisplayed as individual items in the **Sales** section and are no longer associated with the parent trip package.
   - If you remove all items from a trip package, the package is ignored and removed from the **Sales** section.

How to Delete a Trip Package

1. In the **Sales** section of the Booking File, select the package item.
2. Click on **Correction** and select **Delete Packages**.

   All child items are removed from the package and the status of the package item changes to Ignored (IGN).

Note: If all child items are selected and removed from the package, then the package automatically disappears due to its status of Ignored (IGN).

Replacing Invoiced Items

What Is the Purpose of Replacing an Invoiced Item?

The replacement of an invoiced item automatically creates a reversing credit sales item and a new, non-invoiced, copy of the original invoiced item.

The reversing credit item is not changeable but you can make any necessary corrections to the new debit item.

How to Replace an Invoiced Item From the Sales Section

1. Select the invoiced item.

   You can replace any invoiced item regardless of the item type.
2. Click on **Correction** and select **Replace Invoiced Items**.
   - A link to the item appears in the **Status** column, followed by the status COR in brackets.
   - A new item with a reversing amount and a state of **Non Invoiced (CR2)** is created and its item type is prefixed with the word **Corrective**.
   - A new active item with the same amount is created with a state of **Non Invoiced** that can be edited to correct the original item.

Image: Replaced Invoiced Car Item

Type	Customer	Description	Status	Sales Price	
Corrective Car	(M) 5483QF : Meier, Martin	Passenger: MEIER, MARTIN	Non Invoiced (CR2)	-47.73 EUR	Details
Car	(M) 5483QF : Meier, Martin	Passenger: MEIER, MARTIN	Non Invoiced	47.73 EUR	Details
Car	(M) 5483QF : Meier, Martin	Passenger: MEIER, MARTIN	I16ANR1A2253-0001304 (COR)	47.73 EUR	Details

How to Replace an Invoiced Item From the Documents Section

1. Select the invoiced item.
2. Click on **Replace document**.
   - To replace the item and issue a credit note, select **Replace Invoice and issue credit note**.
   - Otherwise, select **Replace invoice**.

What Are the Invoicing Options for Replaced Invoiced Items?

All new sales items resulting from correction should be invoiced to ensure that they are in a correct financial state.

For the two new, non-invoiced, corrected items, the following invoicing options are available:

- Invoice the items separately. This creates two documents: a credit note and new invoice document.
- Invoice both items together. This creates one common credit note or invoice document for the difference:
  - If the document price is zero or positive, an invoice document is issued.
  - If the document price is negative, a credit note is issued.

Automatic Correction of Sales Items

What Prompts Automatic Correction of Sales Items?

- The removal of a passenger triggers the automatic correction of all sales items associated with that passenger.
- The removal of a car or hotel segment triggers the automatic correction of all sales items associated with that segment.
- The removal of the TST/TSM/QT pricing element triggers the automatic correction of all sales items associated with that element (TST/QT for AIR GDS, TSM/QT for EMD, and QT for ETRs).

How Does Automatic Correction Affect Invoiced Sales Items?

If a committed segment/passenger/pricing element (TST/TSM/QTP) is removed and the sales item is already invoiced, which implies that the sales item is restricted, and it has an Active (ACT) status:

- The status of the sales item is updated to Cancelled (CAN).

- A new sales item is created with a Refund (RFN) status. This new sales item is identical to the original sales item created with a negative price sign.

You can edit the new refund item with Margin/Discount information.

Invoicing the new refund item results in a credit note document.

How Does Automatic Correction Affect Non-Invoiced Sales Items?

If a committed segment/passenger/pricing element (TST/TSM/QTP) is removed and the sales item is not invoiced, which implies that the sales item is not restricted, and it has an Active (ACT) status:

- The status of the sales item is updated to Ignored (IGN).
- The sales item is no longer displayed in the **Sales** section.
- The link between the sales item and the deleted element is cancelled.

How Does Automatic Correction Affect Ticketing After Invoicing?

If the ticket is issued after the invoice was already created:

- The status of the original sales item is updated to Cancelled (CAN).
- A new sales item is created with a Refund (RFN) status. This new sales item is identical to the original sales item created but it has a negative price sign.
- Another new active sales item is created containing the new price and the ticket number.

You can now edit the new refund and the new active sales item with Margin/Discount information.

Invoicing the new refund item results in a credit note document.

Invoicing the new sales item results in a new invoice document containing the ticket number.

Changing Customer Associations

How Is the Default Customer Defined For Sales Items?

Provided the sales item did not have a change of customer association, the default customer is defined as follows:

- The first company profile that was entered in the Booking File.
- If no company profile is available, the first customer profile that was entered in the Booking File.
- If there is no customer profile, then nothing is displayed in the **Customer** column.

This default customer is prefixed by the letter A (Automatic).

If you manually change the customer association, the customer is prefixed by the letter M (Manual).

Which Sales Items Allow a Change of Customer Association?

You can only change the customer association for an item that is active and not yet invoiced.

Refund items must have the same customer as the item they refund.

An item that has already been refunded can have a change of customer association provided the item is active and not yet invoiced. The customer association of the related refund item changes automatically.

What Are the Ways to Change the Customer Association for a Sales Item?

- Using the **Sales Details** tab of the **Details** pop-up window, you can:
  - Directly enter the customer record locator.
  - Select a previously linked profile from another sales item.
  - Search for a profile provided that the profile is not linked to another item. Refer to *Searching for Profiles From Sales Items* on the next page.
- Using the **Change Customer** menu in the Action bar in the **Sales** section of the Booking File, you can:
  - Select a previously linked profile from another sales item.
  - Search for a profile provided that the profile is not linked to another item. Refer to *Searching for Profiles From Sales Items* on the next page.

How to Change the Customer Association for a Sales Item

1. In the **Sales** section of the Booking File, select the sales items and click on **Change Customer**.

   A list of all passengers in the Booking File is displayed. Any profiles that are already linked to the Booking File are also displayed (prefixed by their record locator).
2. Select the customer or profile from the list.
3. To link a new profile to the Booking File, search for the profile directly from the **Change Customer** menu. Refer to *Searching for Profiles From Sales Items* on the next page.

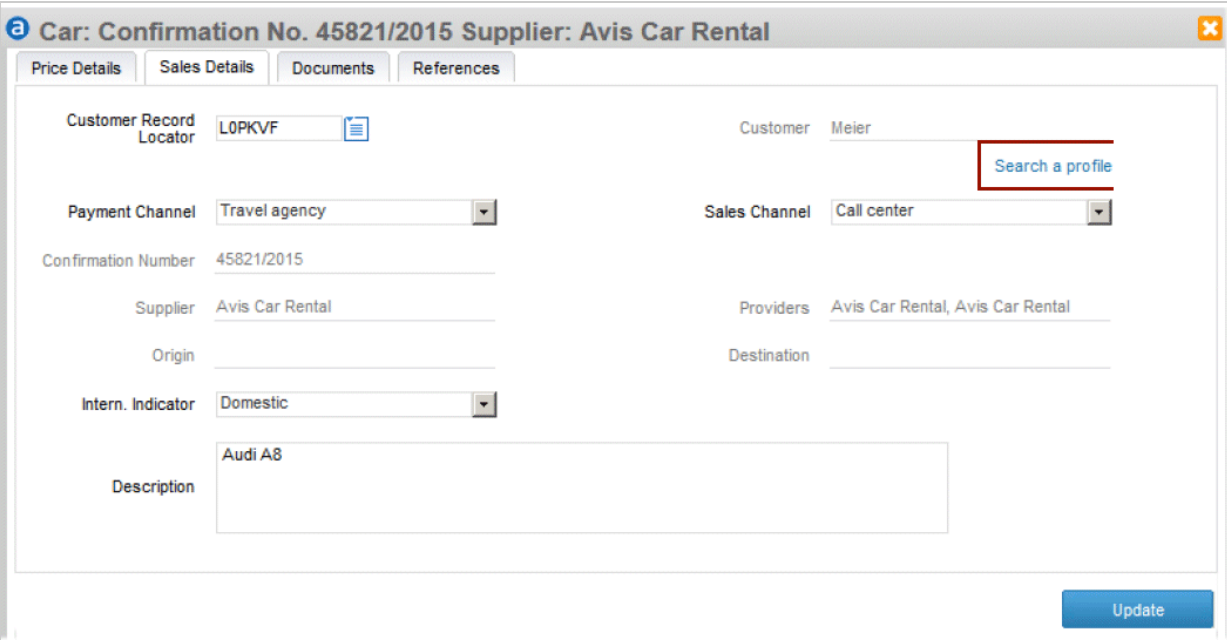
   Or:
4. In the **Sales** section of the Booking File, click on the **Details** link of the sales item you want to modify.
5. In the **Details** pop-up window, click on the **Sales Details** tab.
6. Enter the customer record locator in the **Customer Record Locator** field.

   The name of the customer is displayed in the **Customer** field.
7. If there is already a profile linked to other sales items in the Booking File, you can display the profile using the drop-down box for the **Customer Record Locator** field.
8. To link a new profile to the sales item, click on **Search a Profile**. Refer to *Searching for Profiles From Sales Items* on the next page.
9. Click on **Update**.

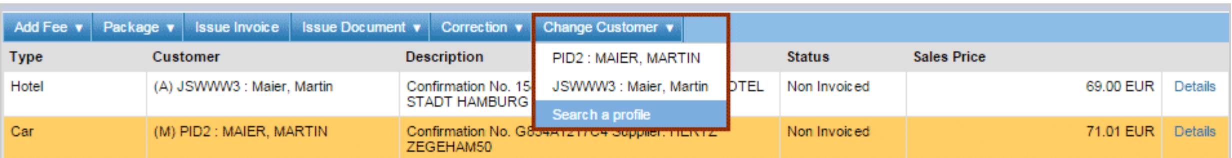
Searching for Profiles From Sales Items

What Are the Ways to Search for a Profile From a Sales Item?

- Using the **Search a Profile** link in the **Sales Details** tab of the **Details** pop-up window.



- Using the **Change Customer** menu in the Action bar in the **Sales** section of the Booking File.



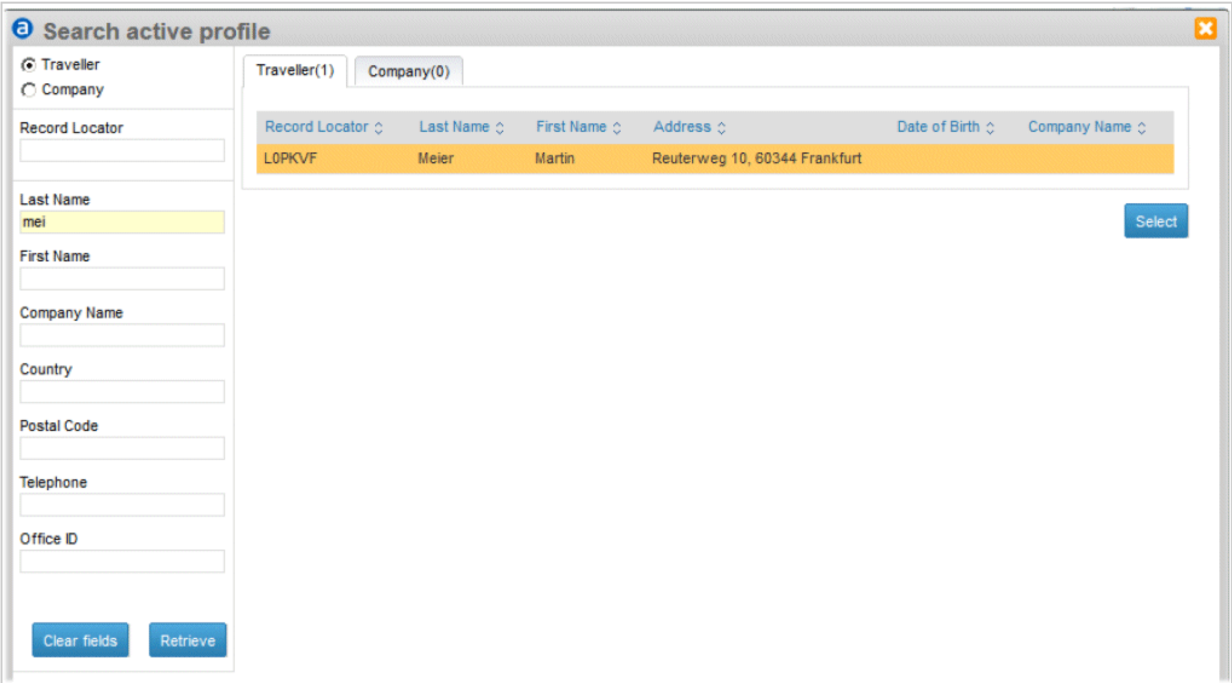
How to Search for a Profile From a Sales Item

1. In the **Sales** section of the Booking File, select the sales items, click on **Change Customer** and select **Search a Profile**.

   Or:

   In the **Sales** section of the Booking File, click on the **Details** link of the sales item and click on the **Sales Details** tab.
2. Click on **Search a Profile**.
3. In the **Search Active Profile** pop-up window, enter the search criteria and click on **Retrieve**.
4. Select the profile in the results list and click on **Select**.
5. Click on **Update**.

Example: Search Active Profile Window



Managing Attachments

How to Add an Attachment

Note: You should save the Booking File before adding an attachment.

Note: You must have Internet Explorer Version 10 or higher to add an attachment.

1. If an attachment has not yet been added to the Booking File, click on **Add attachment** in the **What do you want to do next?** section.

   If attachments have already been added to the Booking File, you can either:

   – Click on **Add attachment** in the **What do you want to do next?** section.

     Or:

– Click on **Add attachment** in the **Documents** section.

2. You are prompted to either continue to add the attachment, or to save your changes to the Booking File before adding the attachment.
   – If you have not yet saved the Booking File, click on **Do not add attachment** to exit the workflow and save the Booking File.
   – If you want to continue, click on **Add attachment**.
3. Click on **Choose file** and browse to the attachment that you want to add.
4. Enter any other relevant details and click on **Add attachment**.

How to Delete an Attachment

Note: You should save the Booking File before deleting an attachment.

1. Click on **Delete attachment** in the **Documents** section.
2. You are prompted to either continue to delete the attachment, or to save your changes to the Booking File before deleting the attachment.
   – If you have not yet saved the Booking File, click on **Do not delete attachment** to exit the workflow and save the Booking File.
   – If you want to continue, click on **Delete attachment**.

Managing Service Recommendations

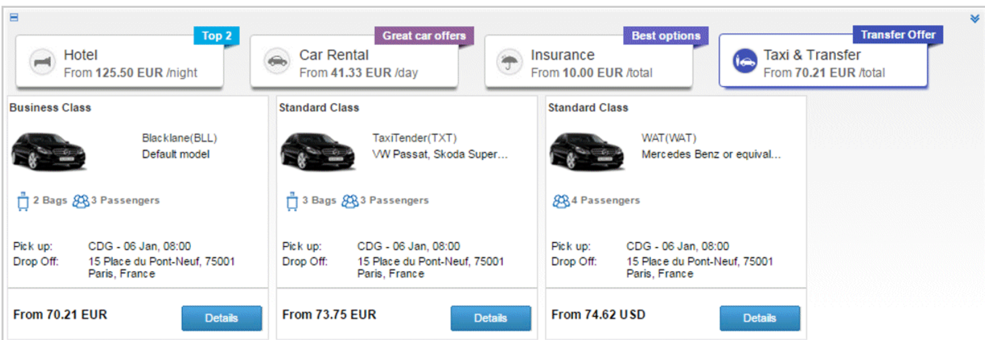
What Are Service Recommendations?

Service recommendations are tailored proposals for services, such as car rental, transfers, hotel, insurance, or baggage that are displayed in Command Page or the Booking File when the relevant site parameter is enabled.

Initially, the graphical recommendations appear in a preview panel at the bottom of the page to ensure they do not interfere with any ongoing tasks.

If you want to see details of a proposal, you can then expand the proposal window where you can proceed to select and book it.

Example: Expanded Recommendations View



What Service Recommendations Are Available?

- Insurance

- Cars
- Hotels
- Transfers
- Baggage and seats

What Triggers the Recommendations Process?

- Retrieve an eligible Booking File.
- Show an eligible Booking File.
- Save and Confirm (ER).
- Save and Change Status (ERK).
- Save and Send IMR (BT/RT).

How to Expand or Collapse Recommendations

- To minimise or maximise the teaser view of the recommendations panel, click on the minimise icon .
- To expand a recommendation, click on the **Expand** icon in the **Recommendations** panel.

  Alternatively, click on the tab for the recommendation.
- To collapse a recommendation, click on the **Collapse** icon in the **Recommendations** panel.

  Alternatively, click anywhere on the Command Page.

How to Navigate Recommendations

If there are too many recommendations to fit on the screen, click on the **Left** and **Right** arrows on each side of the **Recommendations** panel to navigate the recommendations.

Booking Recommendations

How to Book a Hotel Recommendation

1. Expand the **Recommendations** panel.

   Each hotel recommendation includes a guest rating based on sentiment analysis.

   Hover the mouse over the icons on the right corner to display the reason behind each recommendation.
2. To view the details of a recommendation, click on the price button of a hotel recommendation.
   - If there is more than one passenger, you are prompted to select the number of rooms and their respective occupancy.
   - Depending on your site parameter settings, either the graphic Hotel module or the Command Page opens on the details page for the hotel. From here, you can review full details of the recommendation and complete the booking.
3. To view more hotel options, click on **Show More Hotels**.

- If there is more than one passenger, you are prompted to select the number of rooms and their respective occupancy.
- Depending on your site parameter settings, either the graphic Hotel module or the Command Page opens on the availability page. From here, you can continue to check for availability and complete a booking.

How to Book a Car Recommendation

Expand the **Recommendations** panel and click on the **Select** button of a car recommendation.

- For GDS recommendations (and depending on your site settings), either:
  a. The graphic Car module opens with the selected recommendation displayed, in addition to alternatives for the same date and destination from the same provider. From here, you can complete the booking.

     Or:

  b. The cryptic command to book the selected car is triggered in the Command Page, in addition to alternatives for the same date and destination from the same provider. From here, you can complete the booking.
- For non-GDS recommendations, the car provider website opens where you can complete the booking.

How to Book an Insurance Recommendation

Expand the **Recommendations** panel and click on the **Book** button of an insurance recommendation.

This triggers the cryptic command to book the selected recommendation in the Command Page.

How to Book a Transfer Recommendation

1. Expand the **Recommendations** panel.
2. To access the **Transfers** module and book a recommendation, click on the **Details** button of a transfer recommendation.

Note: Smart Content must be enabled and configured correctly for the **Details** button to display the Transfers module.

Note: In the Transfers module, the location is not completed automatically.

How to Book a Bag or Seat Recommendation

1. Expand the **Recommendations** panel.
2. Click on the relevant bag or seat recommendation.
   - Click on the **Details** button for baggage to open the Seats and Services Catalogue in the **Baggage** section.
   - Click on the **Details** button for seats to open the Seats and Services Catalogue in the **Seat Map** section. A seat option only appears when a seat map is available and when the booking does not already contain a seat reservation.
3. Complete the request in the Seats and Services Catalogue.

Accessing Integrated Partners and Smart Content

What Are Integrated Partners and Smart Content?

Integrated Partners and Smart Content are booking tools that allow you to access global, regional, or local non-GDS travel products for ground transportation, events, and entertainment from within a booking flow.

These products can be booked through the external provider's booking tool that is integrated in Selling Platform Connect. The newly booked segment is automatically added to the itinerary.

How to Access and Exit Integrated Partners and Smart Content

1. Click on the **Down** arrow on the **New Booking File** button in the main tool bar.

   Or:

   If a Booking File is already open, click on the **More Products** button in the **Go To** panel.
2. Select the required booking option from the drop-down list.
3. To return to the Booking File, click on **Show Booking File** in the **Go To** panel.

Chapter 3: Profiles

Getting Started With Profiles

What Is a Profile?

A profile is a record containing useful information about an individual traveller, group of travellers, company, or agency that can help you when you make a reservation.

Each time you make a booking, you can load information from a profile, eliminating the need to manually enter the information each time.

The Profiles module allows you to search for, display, transfer, create and modify your customers' profiles. You can also define follow-up actions for each profile, as a reminder of tasks that you need to complete.

How to Access Profiles

Click on the **Retrieve Profile** tab on the **Main Page** menu.

See also *How to Retrieve a Profile* on page 87.

Alternatively, you can access Profiles when you create a new profile.

See also *How to Create a Profile* on the next page.

What Are the Four Types of Profile?

Four types of profiles are available.

Table: Profile Types

Profile	Description
Company profile	This profile stores information about a company for which the agency provides travel services. Each company profile can have multiple traveller profiles associated to it. It can be linked to other company profiles within the same organisation and it can inherit travel policies.
Traveller profile	This profile includes the traveller's contact details, payment information, meal or seat preferences and any special service requests. It can be associated to company profiles. For business travellers, you can combine the travel policy stored within a company profile with the traveller's preferences stored in the traveller profile.

Profile	Description
Agency profile	This profile stores information such as special phone numbers, remarks and preferred providers. You can set up an agency profile that contains information related to your own office ID. **Note:** Only one profile is allowed for each office ID.
Group profile	This profile stores information about a group of travellers such as a sports team or a family. Each group profile can have multiple travellers associated to it.

Creating Profiles

How to Create a Profile

1. In the main menu bar of Selling Platform Connect, click on **File > New Profile** and select the profile type.

   For example, to create a Traveller profile, select **Traveller**. Alternatively, click on the **New Traveller Profile** button.

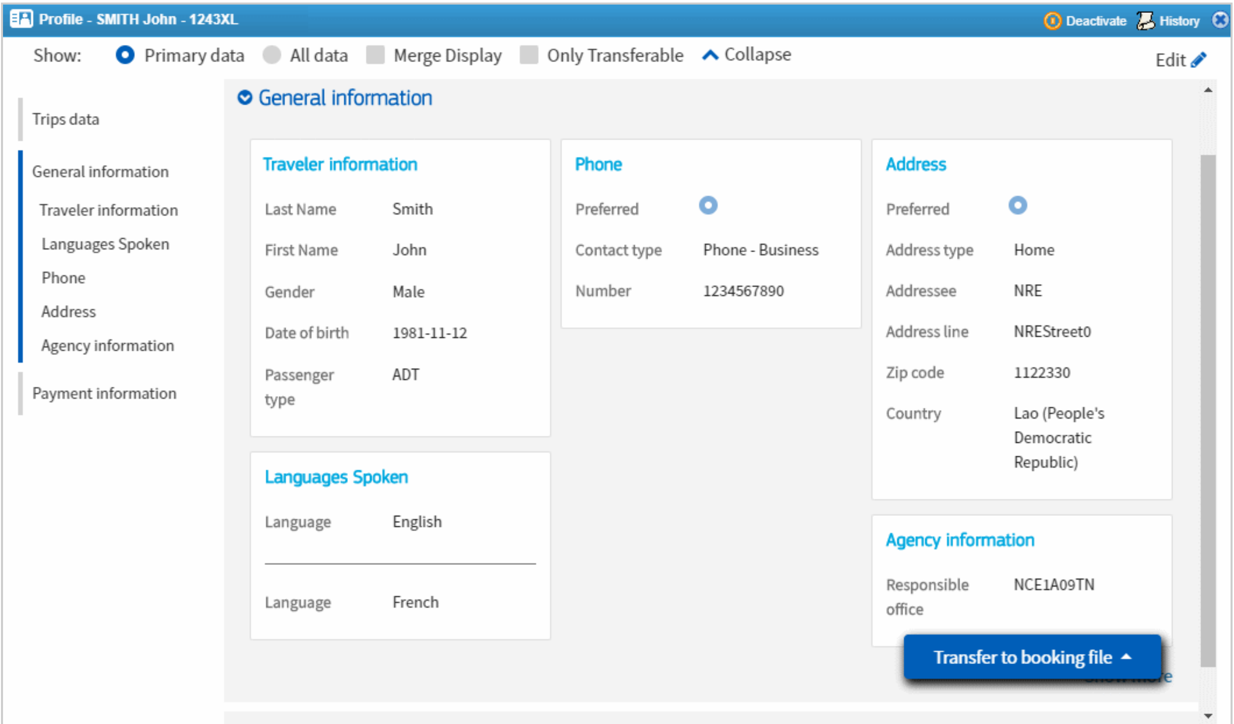
   A new profile page opens.
2. Complete the fields for the new profile.

   Note: Mandatory fields are marked with an asterisk (*).

   Each menu in the profile page is used to store a specific category of information. For example, use the **Payment Information** menu to store payment details such as credit cards.
3. Click on + to add more than one entry for each element, for example, a telephone number.
4. Select the **Preferred** button associated to an option to mark an option as preferred.

   Note: If the corresponding site parameters are enabled, you can define air, car, hotel, and rail preferences using the respective menus. If the site parameters are not enabled, you will not see these menus.
5. Click on **Save** to save the new profile.

Example: Profile Page



How to Enter Credit Card Details in a Profile

1. Open a profile in edit mode.

   See *Managing Profiles* on page 87.

2. Go to the **Payment Information** menu.
3. Enter the credit card details in the **Form of Payment** section.

   Note: To add a credit card, enter the cryptic format without FP at the beginning.

4. Save the profile.

   The credit card is added. Some of the credit card digits are hidden for security reasons.

How to Define Credit Limits in a Profile

Note: You can only define credit limits if the corresponding site parameters are enabled.

1. Open a profile in edit mode.

   See *Managing Profiles* on page 87.

   Note: You cannot enter credit limitations in a new profile.

2. Go to the **Payment Information** menu.
3. Enter the limit details in the **Credit Limit Management** section.

   – The **Customer Balance** field is automatically completed and shows the actual credit for the customer: the invoiced Financial Items minus the received payments.

- In the **Credit Limit** field, enter the amount of credit that the customer is allowed.
- In the **Threshold** field, enter the percentage based on the credit limit to receive a warning if exceeded.

4. Save the profile.

Note: When the credit limit or threshold is exceeded, a warning will be displayed in the invoice module.

Defining Preferences and Follow-up Actions in Profiles

How to Define Preferences in a Traveller Profile

1. Open a profile in edit mode.

   See *Managing Profiles* on page 87.
2. Access the menu containing the preferences that you want to enter.

   If the corresponding site parameters are enabled, you can define air, car, hotel, and rail preferences using the respective menus. If the site parameters are not enabled, you will not see these menus.
3. Enter the preferences information.
4. Save the profile.

Note: Preferences entered in Profiles are not all available in the cryptic display. Preferences entered in cryptic via Travel Preference Manager are not available in Profiles.

What Is a Follow-Up Action?

A follow-up action is any action that you need to carry out by a set date in the future as part of your reservation tasks.

You use follow-up actions as a reminder.

Follow-up actions can be defined for each individual traveller profile.

Examples of follow-up actions that you can set up are:

- Check the traveller card details.
- Check the traveller document details such as the passport expiry date.
- Arrange insurance.
- Request a vegetarian meal.

This list is not exhaustive and you can define your own follow-up actions.

The type of profile determines the follow-up actions that you can set up.

For more information, see the profiles types table *What Are the Four Types of Profile?* on page 81.

How to Define Profile Follow-Up Actions

1. Open a profile in edit mode.

   See *Managing Profiles* on page 87.
2. Access the **Remarks** menu.

3. In the **Follow Up** section, specify the date and the type of action.
4. Click on ➕ to add an action.
5. Click on 🗑 to remove an action.
6. Save the profile.

How to View Follow-Up Actions

1. In the **Go To** menu in the main menu bar, select **Profile Follow Up** to retrieve a list of follow-up actions that are due today.
2. Double-click on a profile name in the list to view details of follow-up actions.

   The profile page opens.
3. Click on **Edit** to access the profile in edit mode. You can define or update a follow-up action in the **Remarks** section.
4. Click on the **Follow-up** tab in the task bar to return to the list of follow-up actions.

Storing Travel Document Information in a Profile

How to Store Travel Document Information

1. Open a profile in edit mode.

   See *Managing Profiles* on page 87.
2. Access the **Travel Information** menu.
3. In the **Travel Documents** section, select the type of document and provide all the required information.

   Note: If you open the profile in cryptic mode, optional fields cannot be displayed.

   The **Travel Documents** section is equivalent to the cryptic entries PAS, PIV, PCE and PID.

   Note: The information stored in the **Travel Documents** section cannot be transferred to a Booking File.

   To transfer information to a Booking File, see *How to Store Travel Document Information via Special Needs* below.
4. Click on ➕ to add additional document information entries to the profile.
5. Save the profile.

How to Store Travel Document Information via Special Needs

1. Open a profile.
2. Access the **Air Preferences** menu.

   Note: When you store documents information via Special needs, you create a SR DOCS segment that you can transfer to a Booking File. To create the SR (Special Request) in the profile, you enter the cryptic format.
3. In the **Special Needs and Services** section, select the type of information from the **Type** drop-down, and complete all the fields.
4. Enter the cryptic format into the **Free text** field.
5. Save the profile.

Activating SSR Explosion in a Profile

What Is SSR Explosion?

When you end transact a **Booking** File, an individual SSR element is added for each segment and transmitted to each airline in the **Booking** File.

How to Activate SSR Explosion

In the **Air Preferences** menu of a profile, select the **Explosion Indicator** check box.

See also *How to Create a Profile* on page 82.

Merging Profile Displays

What Is a Merged Display?

A merged display is a display that contains aggregated data from the traveller, the linked company and the owning agency profile.

You can transfer data that is highlighted by indicators and identify the data source for each profile.

How to Merge a Profile Display

1. Open a profile.
2. Select the **Merge Display** check box.

Deactivating and Reactivating a Profile

When Do You Deactivate and Reactivate a Profile?

You deactivate a profile when it is no longer needed.

Deactivated profiles cannot be modified.

When a profile is deactivated, it remains inactive for a maximum of 30 days before it is permanently deleted. During this 30-day period, you can retrieve it and reactivate the profile if required.

How to Deactivate a Profile

1. Open the profile that you want to deactivate.

   See *How to Retrieve a Profile* on the facing page.
2. Display the profile overview.
3. Click on **Deactivate** in the toolbar.

Note: When you deactivate a profile, any associated profile is also deactivated, unless the associated profile is also associated to a third profile. For these profiles, the association to the deactivated profile is deleted and noted in the profile history.

How to Reactivate a Profile

1. Retrieve the deactivated profile.

   See *How to Retrieve a Profile* below.
2. Open the profile overview.
3. Click on **Reactivate** in the toolbar.

Managing Profiles

How to Copy a Profile

1. Open a profile.
2. Click on **Edit** to access the profile in edit mode.
3. In the **File** drop-down list, select **Duplicate**.

   The source profile page closes and a duplicate profile page is displayed. The duplicate profile inherits all data from the source profile, except for:

   – Name

   – IDs or reference numbers

   – Remarks
4. Complete all the fields as required.
5. Save the profile.

How to Edit a Profile

1. Open the profile.
2. Click on **Edit** to access the profile in edit mode.
3. Add, delete, or modify data as required.

   Note: You can update all data elements except for:

   – Customer Identifier. This number is generated automatically by the system when the profile is created. It is the profile unique identifier.

   – Owner of the profile. This item is generated by the system when the profile is created.

   – Profile history. This item is updated when the profile is saved.

   – Trips list of the profile.

   – Any field that has been predefined as non-editable.
4. Save the profile.

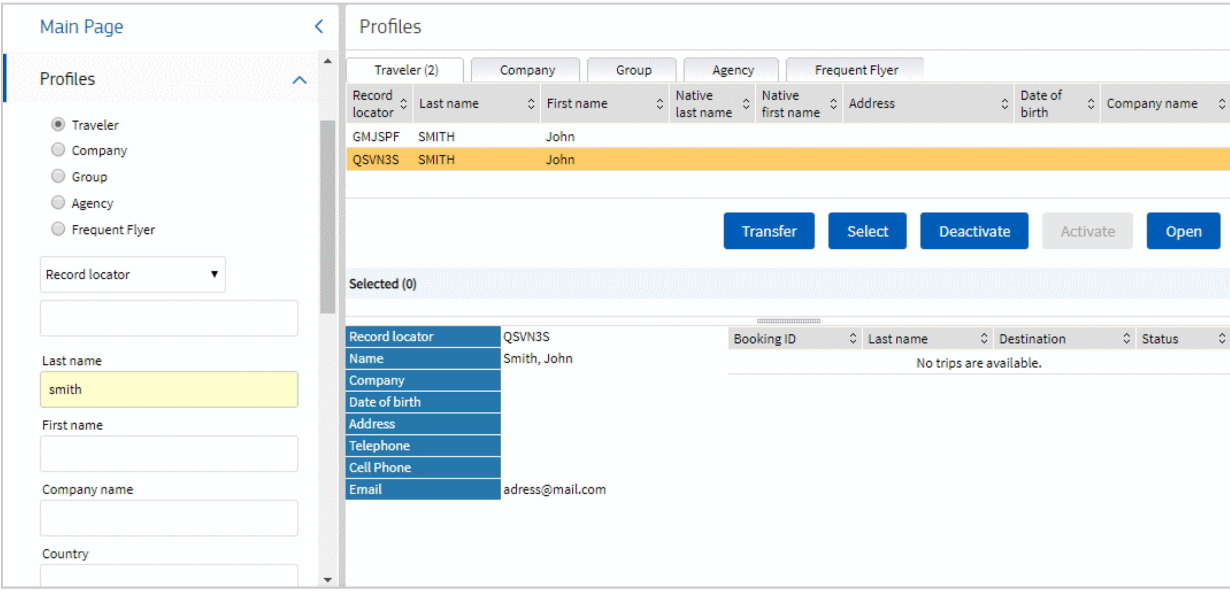
How to Retrieve a Profile

1. In the **Profiles** area on the on the left-hand side panel, select the profile options for the search such as **Traveller** or **Company**.
2. Enter your search criteria.

   Note: To search for a deactivated profile, select **Deactivated only** from the **Profile Status** drop-down list.

3. Click on **Retrieve**.
4. To display a profile's details:
   - In the **Main Page**: Select the profile from the list in the **Profiles** area on the right.
   - In a profile page: Select the profile and click on **Open**, or double-click on the profile. A new tab page opens.

Example: Profile Search Page



Displaying Profile History

What Is the Profile History?

The profile history is a record that contains information on the last 100 changes that you made to the profile.

For each profile, the system creates a profile history record.

The profile history record contains:

- The old and the new values.
- Date and time when the update took place.
- Office ID and agent sign of the person who made the modification or the external system ID that is responsible for the action.

To display the profile history, see *How to Display the Profile History* below.

How to Display the Profile History

1. Display the profile. See *Getting Started With Profiles* on page 81.
2. Click on the **History** icon in the profile toolbar.

   The **Profile History** window opens.

Note: A maximum of 100 items (modified or deleted data) can be stored in the history record. When the maximum number is reached, as each new item is recorded in the history, the oldest item will be erased. The erased items are purged from the system and cannot be restored.

Associating Profiles

What Is an Associated Profile?

You can associate one profile to another profile to create a link between them.

A traveller profile can be associated to one or more company or group profiles.

A company profile cannot be associated to a group profile.

You cannot create an association with a profile that has been deactivated.

How to Associate a Traveller Profile to a Group

1. Open a group profile.

   See *How to Retrieve a Profile* on page 87.
2. Select the **Members Data** tab.
3. Click on the **Search** icon .

   A pop-up window is displayed.
4. Enter the traveller name or the profile record locator.
5. If you want to search for a profile in another office, and provided that you have access rights to that office, enter the office in the **Office ID** field.

   If you do not enter an office ID, the search is done in the office that you are signed into.
6. Click on **Search**.
7. In the search results, select the traveller profile that you want to create the association with, and click on **OK**.
8. Save the group profile.

How to Associate a Traveller Profile to a Company

1. Open a profile.

   See *How to Retrieve a Profile* on page 87.
2. Click on **Edit** to access the profile in edit mode.
3. Access the **General Information** menu.
4. In the **Company** area, click on next to the **Company name** field to search for an associated company.

   A pop up window is displayed.
5. Enter the company name or profile record locator, and click on **Search**.
6. In the search results, select the company profile that you want to create the association with, and click on **OK**.

   The traveller profile is updated with the selected information.
7. Save the profile.

The name of the associated company profile is shown in the profile overview. Clicking on this link opens the company profile.

How to Cancel a Profile Association

1. Open a profile.

   See *How to Retrieve a Profile* on page 87.
2. In the **General Information** tab, click on next to the **Company name** field to remove the association between profiles.
3. Save the profile.

Transferring Profiles to a Booking File

Which Elements are Transferred From a Profile to a Booking File?

- Name
- Title
- Telephone number
- Mobile telephone number
- Email address
- DOCS (part of profile details)
- FQTV (part of profile details)

How to Transfer a Single Profile to a Booking File

1. Open the profile that you want to transfer.
2. If several profiles are listed in the search results, select the profile and click on the **Transfer** button.

   If only the profile you want to transfer is retrieved, it is opened automatically. Click on the **Transfer to booking file** button in the profile overview.
3. From the **Transfer to booking file** associated actions, either:

   Choose **Transfer all data** to transfer all profile information.

   Or:

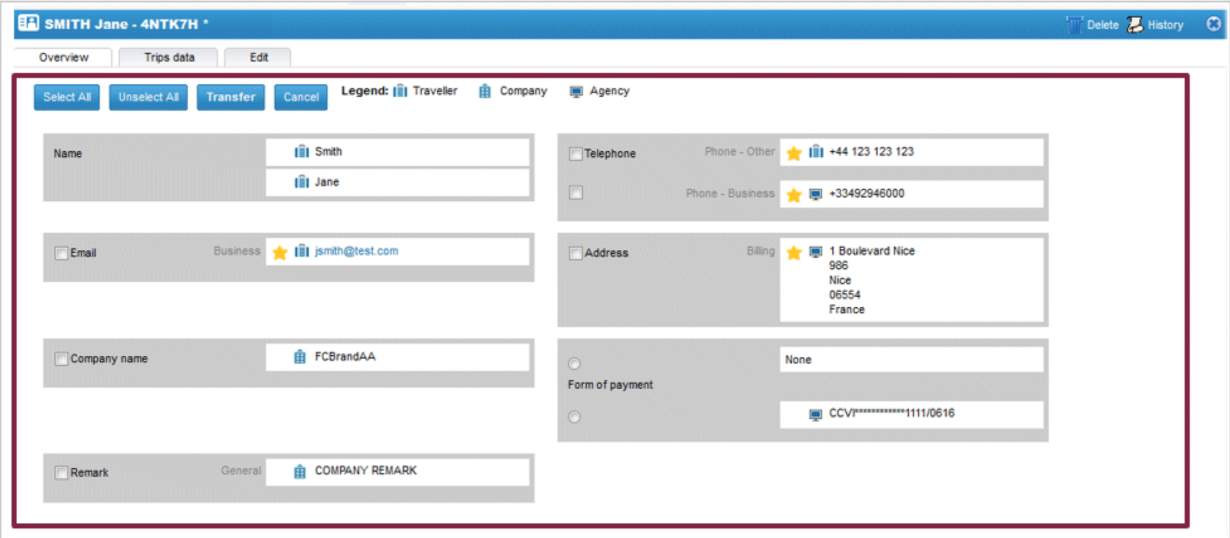
   Choose **Selective transfer** and select the specific elements of the profile that you want to transfer:

   a. Select the check box next to the elements that you want to transfer.

      The **First Name** and **Last Name** elements are automatically transferred. Therefore, these elements do not have check boxes.

   b. Click on **Transfer**.

Image: Selective Transfer Display in Profile Overview Tab



4. If you do not have a target Booking File open, a new Booking File opens with the profile name displayed in the **Passenger and Contact Details** section.

   If you already have one or more Booking Files open, the **Transfer Profile** pop-up window opens:

   a. Select one of the open Booking Files or you can choose to create a new one.

   b. Click on **OK** to transfer the profile to the chosen Booking File.

      The profile name is displayed in the **Passenger and Contact Details** section of the Booking File.

5. To save the Booking File, click on the **Save** icon .

   Or:

   Click on **File > Save and Confirm (ER)** in the main menu bar of Selling Platform Connect.

How to Transfer Multiple Profiles to a Booking File

1. Retrieve the profiles that you want to transfer. In the search results, select each profile that you want transfer and click on **Select**.

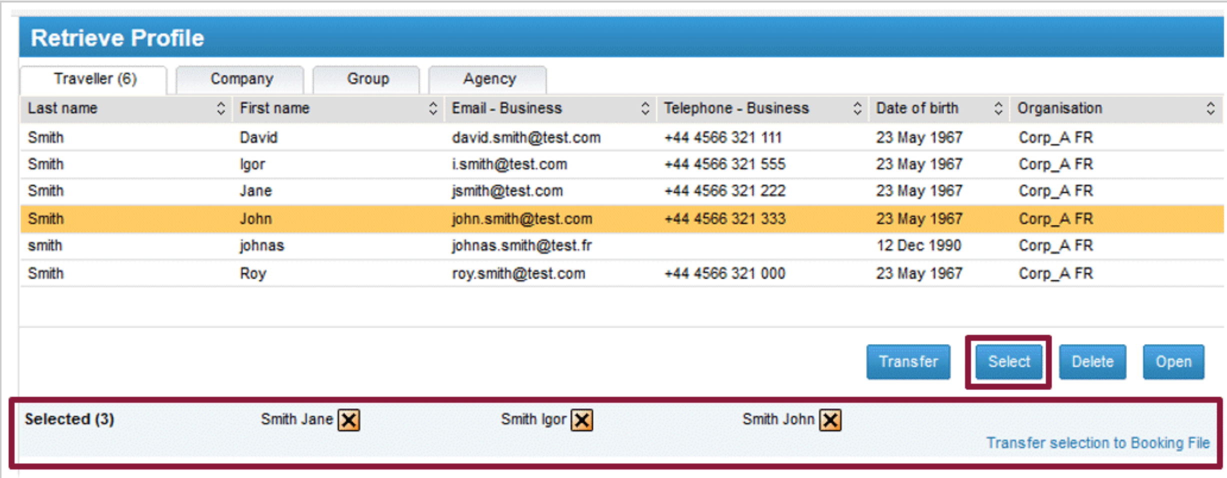
   The selected profiles are added to a hold list until your selections are complete.

   You can select up to nine profiles.

2. To delete a profile from the hold list, click on the **Delete** icon beside the profile name.

3. When the profile selection is complete, click on **Transfer selection to Booking File**.

Image: Multiple Profile Selection for Booking File Transfer



Note: All data is automatically transferred for each profile. You do not have an option for the selective transfer of specific profile elements.

4. If you do not have a target Booking File open, a new Booking File opens with the profile names displayed in the **Passenger and Contact Details** section.

   If you already have one or more Booking Files open, the **Transfer Profile** pop-up window opens:

   a. Select one of the open Booking Files or you can choose to create a new one.

   b. Click on **OK** to transfer the profiles to the chosen Booking File.

      The profile names are displayed in the **Passenger and Contact Details** section of the Booking File.

5. To save the Booking File, click on the **Save** icon.

   Or:

   Click on **File > Save and Confirm (ER)** in the main menu bar of Selling Platform Connect.

Importing Profiles to a Booking File

Why Import Profile Information Into a Booking File?

It allows you to import Advanced Passenger Information (APIS) from a profile that cannot be transferred from a profile (for example, the passport number).

How to Import Profile Information Into a Booking File

Note: A passenger must already exist in the Booking File before you can import profile information.

1. In the **Passenger and Contact Details** section of the Booking File that you want to import information into, click on **Import from profile**.

   The **ImportFrom Profile** pop-up window displays the list of passengers that are in the Booking File.

2. Optionally, enter the office ID in which you want to search.

If you do not enter an office ID, the search is done in the office ID where you are logged in.

3. Click on the passenger name to search for the profile.

   Any matching profiles and their corresponding Record Locators are displayed in the **Matching Profiles** section.

   If no matching profiles are found, it could be that:

   a. The profile does not exist. In this case, you need to create the profile.
   b. The profile is not in the office that you are searching in. In this case, you need to change the office using the **Office ID** field.

4. Click on **Details** for the matching profile to preview the information that will be imported:

   - **Passenger names**
   - **DOCS** (passport information)
   - **DOCA** (destination/residence address information)
   - **DOCO** (visa information)
   - **FQTV** (frequent flyer) special service requests

5. Click on **Import all eligible data.**

   When the import is complete, the profile is no longer highlighted in the **Matching Profiles** section.

6. If there is more than one passenger in the Booking File that you want to import profile information for, click on the passenger name and follow the above steps in the **Import From Profile** pop-up window.

   Otherwise, close the **Import From Profile** pop-up window to return to the Booking File.

   The passenger name in the **Passenger and Contact Details** section is now an active link that you can click on to directly access their profile from the Booking File.

Chapter 4: Air

Getting Started With Air

What Is Air?

Air is a web-based graphical flight reservation tool within Selling Platform Connect that allows you to search for and book flights using the following options:

- Availability
- Schedule
- Timetable
- All fares
- Fare display
- Informative pricing
- Itinerary pricing
- Direct sell
- Ghost, passive and information segment sell

You access the Air module from the **Booking File Overview** page.

Video: How to Book a Flight

Launch

Understanding Fare Families

What Is a Fare Family?

A Fare Family is a category of fares that is grouped by fare conditions and optional services.

Access to Fare Families allows you to:

- See the name of the airline Fare Family per bound.
- See what is included in a fare, such as baggage, meal, and seat selection services.

How Is Fare Family Information Displayed?

The Fare Family name and important attributes, such as whether the fare is exchangeable or refundable, are displayed in the **Available Fares** section of **Itinerary Pricing** after any pricing transaction. The applicable meal, baggage and seat assignment details are also displayed.

The full Fare Family description is displayed by clicking on the link entitled **See Full Description**.

Managing Travel Policies in Air

What Is Travel Preference Manager?

Travel Preference Manager (TPM) is used to manage travel policies in Air, Car, and Hotel.

Note: TPM policies are currently only supported by the following Air searches:

- Availability (AN)
- Schedule (SN)

Travel policies are defined through rules that are grouped as either preferences or exclusions.

Policies can be defined at three levels:

- Traveller
- Company
- Agency

If the site parameter for air policies is enabled, policy information is applied to the flight display without any biasing of results.

How Is Policy Information Displayed?

Search Page

If an agency profile was created for the office and a traveller profile is loaded, a **Policy** panel is displayed on the **Search** page for all search types.

This panel contains the traveller, company and agency profile data.

The panel also contains the **Trip Reason** and **Apply Policies** options if the corresponding site parameters are activated.

Search Results Page

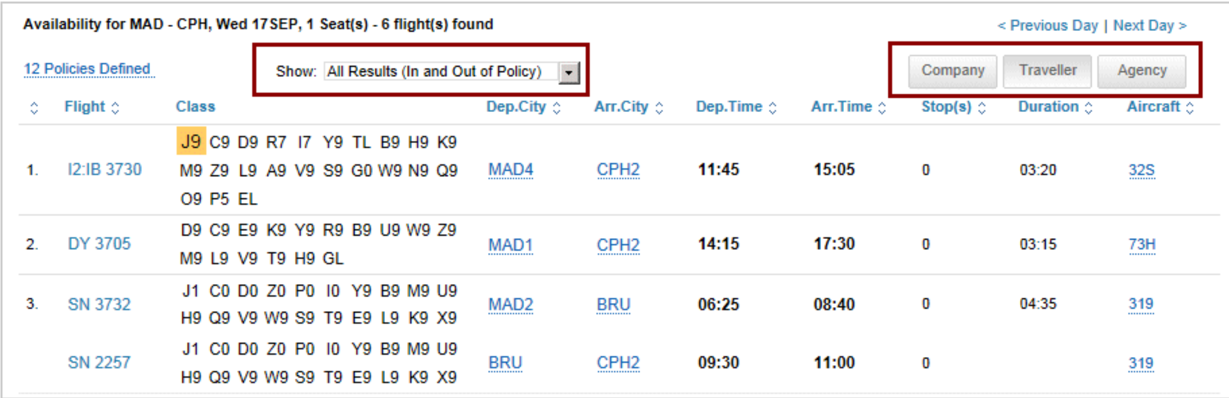
Policies can be applied to an airline, booking class or airport.

Any recommendations that are out of policy are greyed out.

You can choose to filter the search results according to company, traveller or agency policies.

You can also choose to show all results (both In and Out of Policy) or show only the results that are preferred or in policy.

Image: Search Results with Policy Filters



Availability for MAD - CPH, Wed 17SEP, 1 Seat(s) - 6 flight(s) found

< Previous Day | Next Day >

12 Policies Defined

Show: All Results (In and Out of Policy)

Company | Traveller | Agency

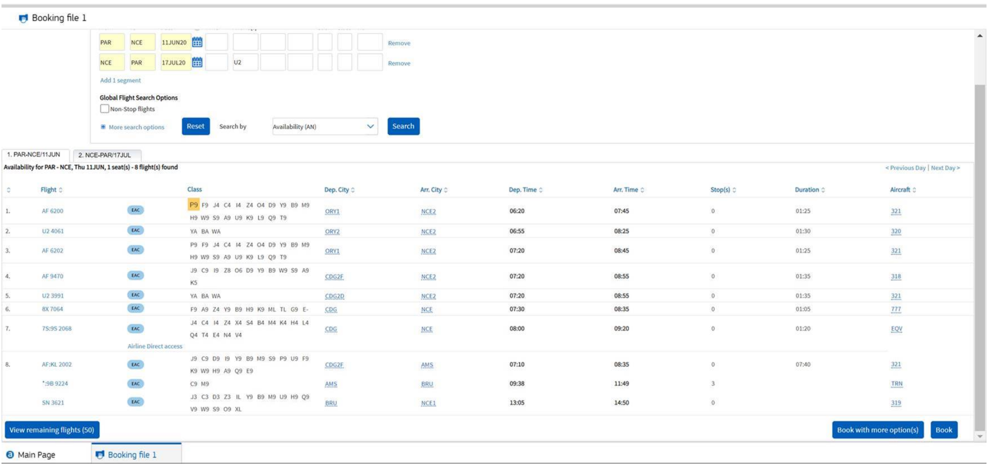
	Flight	Class	Dep.City	Arr.City	Dep.Time	Arr.Time	Stop(s)	Duration	Aircraft
1.	I2:IB 3730	J9 C9 D9 R7 I7 Y9 TL B9 H9 K9 M9 Z9 L9 A9 V9 S9 G0 W9 N9 Q9 O9 P5 EL	MAD4	CPH2	11:45	15:05	0	03:20	32S
2.	DY 3705	D9 C9 E9 K9 Y9 R9 B9 U9 W9 Z9 M9 L9 V9 T9 H9 GL	MAD1	CPH2	14:15	17:30	0	03:15	73H
3.	SN 3732	J1 C0 D0 Z0 P0 I0 Y9 B9 M9 U9 H9 Q9 V9 W9 S9 T9 E9 L9 K9 X9	MAD2	BRU	06:25	08:40	0	04:35	319
	SN 2257	J1 C0 D0 Z0 P0 I0 Y9 B9 M9 U9 H9 Q9 V9 W9 S9 T9 E9 L9 K9 X9	BRU	CPH2	09:30	11:00	0		319

Finding Flights Using an Availability Search

What Is an Availability Search?

An availability search displays a list of available or scheduled flights for up to 16 city pairs on given dates. You can define additional search options to help return the most accurate results for your search.

Example: Using an Availability Search



How to Find Flights Using an Availability Search

1. Select the **Availability (AN)** option in the **Search By** drop-down list.
2. Enter the search criteria.
3. Using the autocomplete functionality from the drop-down box, specify the cabin class. You can either enter the one-letter cabin class code or the first letter of the cabin class name. For example, to specify a cabin class for Business, you can either enter C (the class code for Business) or B (the first letter of the class name):
   - **F - First**
   - **C - Business**

   - **Y - Economy including Economy Premium**
   - **W - Economy Premium**
   - **M - Economy without Economy Premium**
4. To search for direct flights only, select the **Non-Stop Flights** check box.
5. To refine your search, such as the number of seats you are searching for, request a 7-day search or sort the results display, click on **More Search Options** and choose the additional search criteria.
6. If a traveller profile is loaded and an agency profile was created for the office, a **Profile** panel is displayed on the **Search** page.

   Choose the trip reason and select the **Apply Policies** check box in the **Profile** panel to apply policies to the search.

   Note: To apply policies, the AIR POLICIES site parameter must be activated.
7. Click on **Search**.
8. To access extra flights matching your criteria other than the ones listed in the initial availability display, click on **View the Remaining Flights**.
9. To book a seat on a waitlist or with any other specific action code, click on **Book with More Option(s)**.
10. To view the available flights for the previous day or the next day, click on **Previous Day or Next Day**.
11. To view flight information, click on the flight number in the **Flight** column.
12. To view policy information, mouseover the **Policies Defined** link.
13. To filter the results based on in-policy and out-policy, use the **Show** drop-down menu.
14. To apply filters based on profile type, click on the **Company**, **Traveller** or **Agency** tab.

Booking Flights Using Direct Access

What Is Direct Access?

Direct access allows you to access the real-time seat availability display of airlines that have a direct access agreement.

You can see the last available seat for a flight. Therefore, you can avoid an airline rejecting a booking when you click on **Save and Confirm**.

Note: When you request a direct access display, you only have three minutes to complete the booking. A timer is displayed to show the remaining time while you are making the booking.

How to Book a Flight Using Direct Access

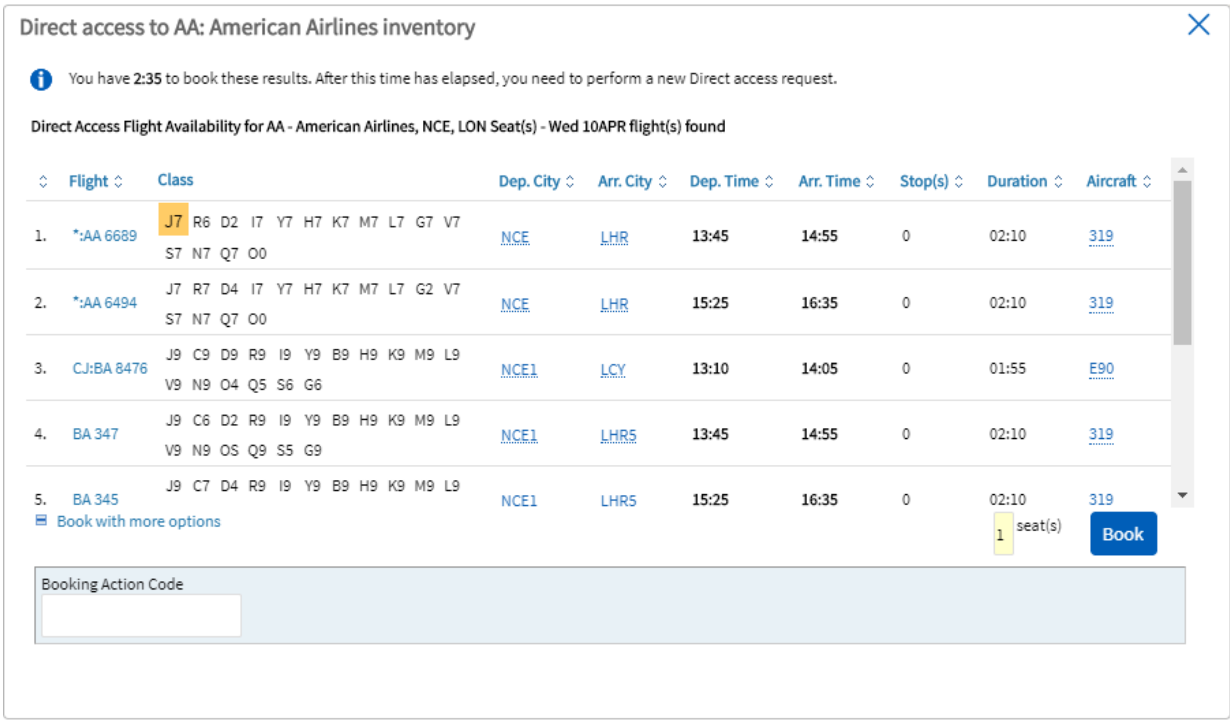
1. Click on the **Airline Direct Access** link for the chosen flight in an **Availability** display.

   Note: The **Direct Access** link is only available for airlines that have a direct access agreement.
2. Select the booking class.
3. If needed, update the number of seats.

By default, the number of seats displayed corresponds to the number of passengers in the Booking File. If there are no passengers in the Booking File, the number is set to 1.

4. To add or update the booking action code, click on **Book with More Options** and enter the new code.
5. Click on **Book**.

Example: Direct Access Display

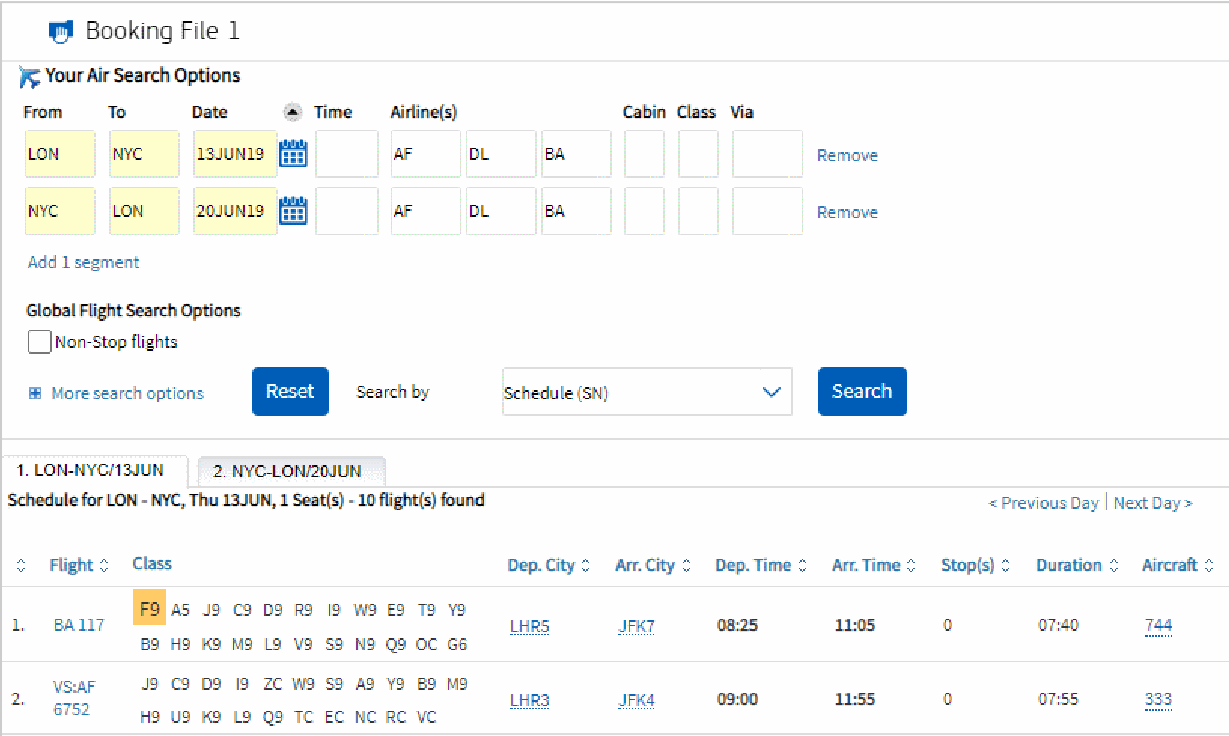


Finding Flights Using a Schedule Search

What Is a Schedule Search?

A schedule search returns all possible flights operated by all airlines matching the requested search criteria. The results of a schedule search shows both available flights and closed flights/classes.

Example: Using a Schedule Search



How to Find Flights Using a Schedule Search

1. Select the **Schedule (SN)** option in the **Search By** drop-down list.
2. Enter the search criteria.
3. Using the autocomplete functionality from the drop-down box, specify the cabin class. You can either enter the one-letter cabin class code or the first letter of the cabin class name. For example, to specify a cabin class for Business, you can either enter C (the class code for Business) or B (the first letter of the class name):
   - **F - First**
   - **C - Business**
   - **Y - Economy including Economy Premium**
   - **W - Economy Premium**
   - **M - Economy without Economy Premium**
4. To search for direct flights only, select the **Non-Stop Flights** check box.
5. To refine your search, such as the number of seats you are searching for, request a 7-day search or sort the results display, click on **More Search Options** and choose the additional search criteria.
6. If a traveller profile is loaded and an agency profile was created for the office, a **Profile** panel is displayed on the **Search** page.

   Choose the trip reason and select the **Apply Policies** check box in the **Profile** panel to apply policies to the search.

   Note: To apply policies, the AIR POLICIES site parameter must be activated.

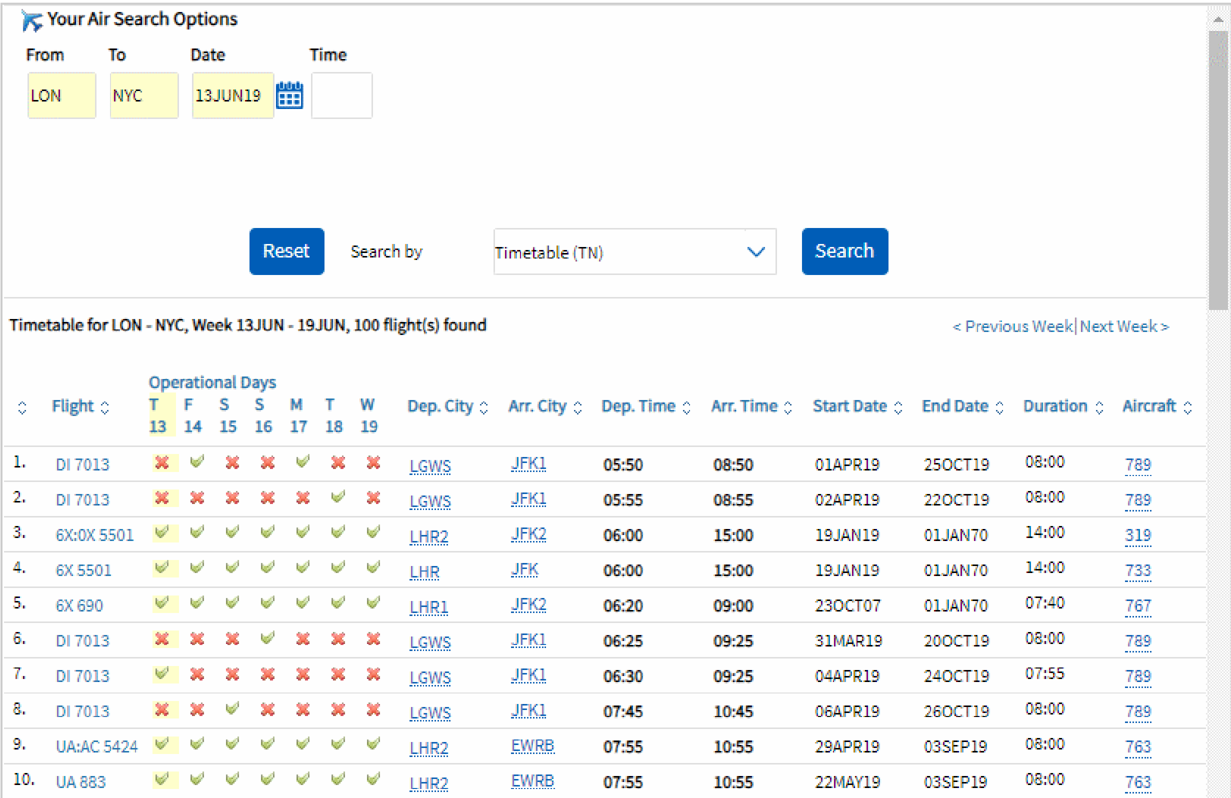
7. Click on **Search**.
8. To access flights matching your criteria other than the ones listed in the initial schedule display, click on **View the Remaining Flights**.
9. To book a seat on a waitlist or with any other specific action code, click on **Book with More Option(s)**.
10. To view flights for the previous day or the next day, click on **Previous Day or Next Day**.
11. To view flight information, click on the flight number in the **Flight** column.
12. To view policy information, mouseover over the **Policies Defined** link.
13. To filter the results based on in-policy and out-policy, use the **Show** drop-down menu.
14. To apply filters based on profile type, click on the **Company**, **Traveller** or **Agency** tab.

Finding Flights Using a Timetable Search

What Is a Timetable Search?

A timetable search returns a list of flights and airlines for a specific origin and destination on a given date. The results show a list of flights for seven days from the date specified in the search. For each day, a green tick shows the availability or a red cross shows the unavailability of the flight corresponding to that day.

Example: Using a Timetable Search



Timetable for LON - NYC, Week 13JUN - 19JUN, 100 flight(s) found

	Flight	T 13	F 14	S 15	S 16	M 17	T 18	W 19	Dep. City	Arr. City	Dep. Time	Arr. Time	Start Date	End Date	Duration	Aircraft
1.	DI 7013	✗	✓	✗	✗	✓	✗	✗	LGWS	JFK1	05:50	08:50	01APR19	25OCT19	08:00	789
2.	DI 7013	✗	✗	✗	✗	✗	✓	✗	LGWS	JFK1	05:55	08:55	02APR19	22OCT19	08:00	789
3.	6X:0X 5501	✓	✓	✓	✓	✓	✓	✓	LHR2	JFK2	06:00	15:00	19JAN19	01JAN70	14:00	319
4.	6X 5501	✓	✓	✓	✓	✓	✓	✓	LHR	JFK	06:00	15:00	19JAN19	01JAN70	14:00	733
5.	6X 690	✓	✓	✓	✓	✓	✓	✓	LHR1	JFK2	06:20	09:00	23OCT07	01JAN70	07:40	767
6.	DI 7013	✗	✗	✗	✓	✗	✗	✗	LGWS	JFK1	06:25	09:25	31MAR19	20OCT19	08:00	789
7.	DI 7013	✓	✗	✗	✗	✗	✗	✗	LGWS	JFK1	06:30	09:25	04APR19	24OCT19	07:55	789
8.	DI 7013	✗	✗	✓	✗	✗	✗	✗	LGWS	JFK1	07:45	10:45	06APR19	26OCT19	08:00	789
9.	UA:AC 5424	✓	✓	✓	✓	✓	✓	✓	LHR2	EWRB	07:55	10:55	29APR19	03SEP19	08:00	763
10.	UA 883	✓	✓	✓	✓	✓	✓	✓	LHR2	EWRB	07:55	10:55	22MAY19	03SEP19	08:00	763

How to Find Flights for a City Pair Using a Timetable Search

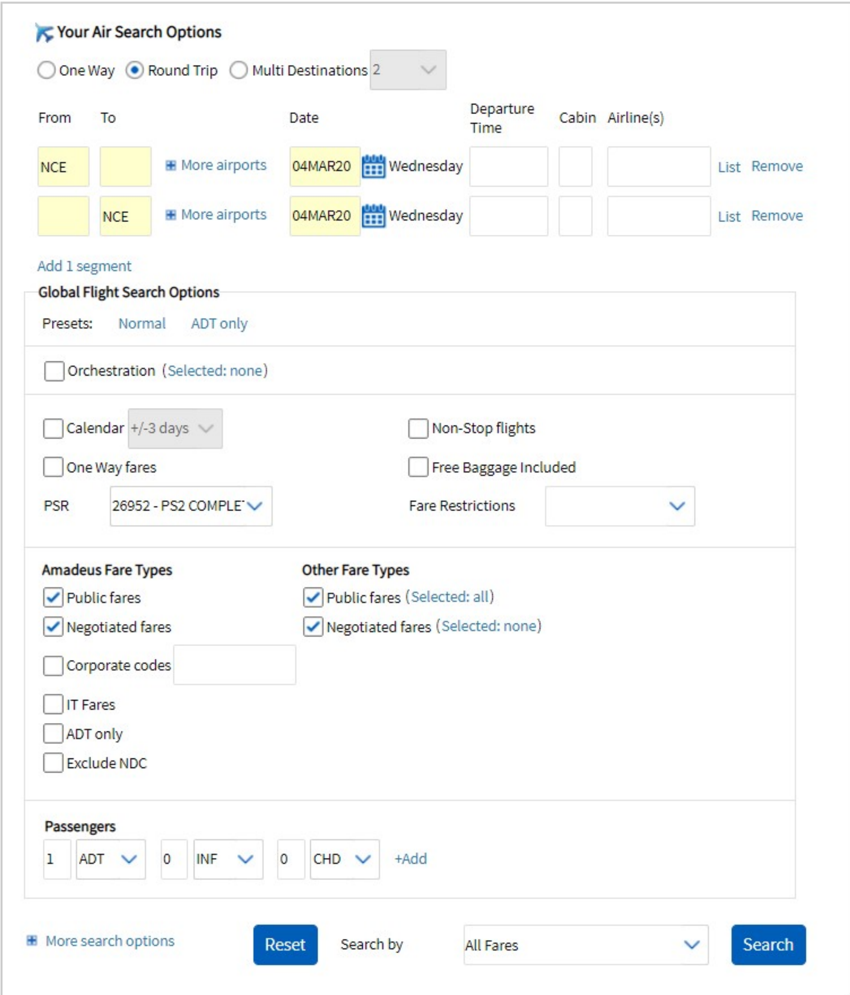
1. Select the **Timetable (TN)** option in the **Search By** drop-down list.
2. Enter the search criteria and click on **Search**.
3. To view the available flights for the previous day or the next day, click on **Previous Day or Next Day**.
4. To view flight information, click on the flight number in the **Flight** column.

Finding Flights Using All Fares

What Is All Fares?

All Fares is a fare-driven Air booking tool. It allows you to search for fares distributed through the Amadeus GDS or outside it (such as non-GDS and light ticketing carriers).

Example: All Fares



What Are the Different Fare Types?

You can search for both Amadeus GDS fares and non-GDS fares. It is important to understand each fare type before you perform a search.

Amadeus Fare Types

Amadeus fare types are fares that are available through the Amadeus GDS. They include public fares and private fares. Any light ticketing fares distributed through the Amadeus GDS are also included.

Note: Light ticketing carriers cannot be booked with any other carrier in a Booking File.

Other Fare Types

Other fare types are fares that are not available through the Amadeus GDS. These fares can either be accessed by any travel agent (public fares) or be restricted to registered travel agencies where credentials are required (negotiated fares).

Searching for fares

How to search for fares

1. Select a **One-way**, **Round-trip** or **Multi-destination** search mode.
2. Enter the travel itinerary.

   You can define a cabin for each bound of the itinerary.
3. If the **Radius** option is enabled, select a radius for alternative cities or airports for a round trip or one-way trip only.

   Note: Some alternative cities or airports within the selected radius may be found in a neighbouring country. The alternate airport option is not compatible with **Other** fare types (non-GDS).
4. If activated for your office:
   - Use the presets under **Global Flight Search Options** to further refine your search such as adding or excluding certain carriers.
   - Select the **Multi Office Search** option to search across multiple offices. You can select which offices to include in the search by clicking on **Selected**. However, only search results from your office can be booked in All Fares.
5. Choose the types of fares to include in the search.
   - To search for Amadeus fares only (including light ticketing and SSR Epay carriers if available), select the required options in the **Amadeus Fare Types** section and ensure that you clear all options in the **Other Fare Types** section.

   Note: If you include **Corporate Codes**, light ticketing carriers are still included in the search but only the first corporate code will be taken into account for these carriers.
   - To search for **Other** fares only (non-GDS), select the required options in the **Other Fare Types** section and ensure that you clear all options in the **Amadeus Fare Types** section.

- Select **Corporate Codes Only** to exclude public fares from the results and only include fares that are linked to the specified corporate codes.

6. Select the passenger types and numbers.
7. To change your search options or define additional ones, such as include alternate airports or display the fares in a specific currency, click on **More Search Options> Change Your Search Options** and make your selection.
8. Define the number of results displayed by selecting an option from **Display 3, 5, 10, 20** or **All Flights**.

   Note: This only needs to be done once. Thereafter, the search results will always display the option you have selected.

9. Click on **Search**.

Explanation: Recommendations Display

Display Tabs

Depending on the options selected, the recommendations display is divided into several tabs: **All**, **Amadeus**, **Other**, and **One Way Fares**. Fare conditions can be accessed from any of these tabs.

Note: Prices do not include any credit card fees. These fees can potentially be added to the price when the booking is finalised and a form of payment is present in the Booking File.

Table: Search Results Tabs

Tab	Explanation
All	The All tab shows all returned recommendations for both GDS and non-GDS fares.
Amadeus	The Amadeus tab lists only GDS results and is displayed by default.
Other	This tab lists only non-GDS results, and it is only displayed if it contains results.
One-Way Fares	If you include the **One Way** fares option in your search, the results are displayed on a separate **One Way Fares** tab. This tab lists the one-way fares returned by both the GDS and non-GDS websites.

Fare Families

If a Fare Family has been filed by the airline, the Fare Family name is displayed in the recommendation header.

A **Baggage** icon is displayed when there is a free baggage allowance for all bounds of the recommendation.

A **Standard seat assignment** icon is displayed if the standard seat assignment service is included in the Fare Family for all bounds of the recommendation.

A **Premium seat assignment** icon is displayed if the premium seat assignment service is included in the Fare Family for all bounds of the recommendation.

A **Meal** icon is displayed if a meal is included in the Fare Family for all bounds of the recommendation. Bar drinks and non-alcoholic drinks are not considered as meals.

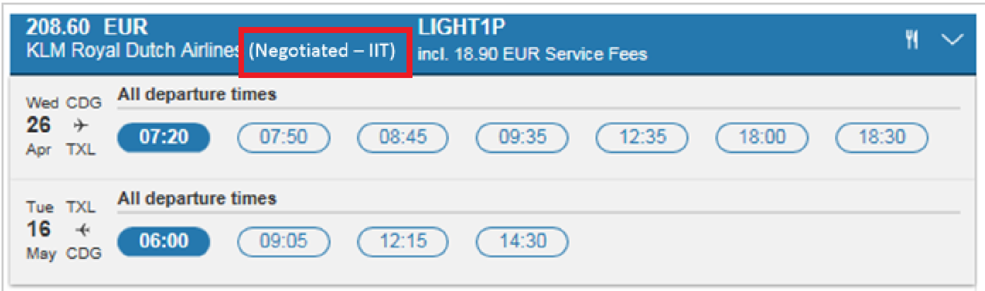
Negotiated Fares

The header of each recommendation shows if negotiated fares are linked to any of the following passenger types:

- IIT
- SEA
- YTH
- SRC
- STU
- JCB

When one of these negotiated fares is returned, the identifier **Negotiated** followed by the PTC appears after the airline name.

Image: Negotiated fares identifier



Operating Carrier and Codeshare Flights

The operating carrier name is displayed below each flight recommendation in the search results so that any codeshare flights are immediately visible.

Content Source

If a search returns results from light ticketing carriers or other non-GDS sources, the source of the content is displayed below the operating carrier name.

How to display flight information for a recommendation

Click on the **flight number** of the recommendation.

How to expand a recommendation

Click on the **departure time** for the recommendation that you want to view the details of.

Alternatively, click on the Down arrow icon in the recommendation heading.

How to collapse a recommendation

Click on the Up arrow icon in the recommendation heading.

How to filter the recommendations display

1. On the search results display, click on the **Filter** tab if it's not already expanded.

Note: When you select a filter option, only the results that match the selected filter(s) remain displayed. If you deselect a filter, the list of results is updated automatically.

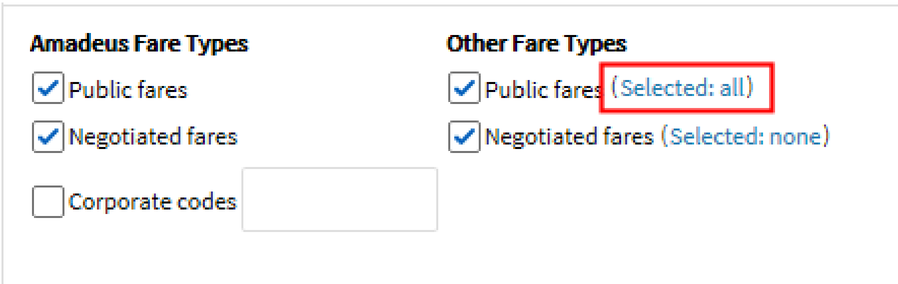
2. Enter the required labels or codes using the autocomplete drop-down boxes.
3. Use the sliders (or enter a range) to specify a range of values where applicable.
4. For check box options, select accordingly.
5. If you have selected any filters, click on **Remove all Filters** if you wish to reset the filter selection.

How to modify your search options

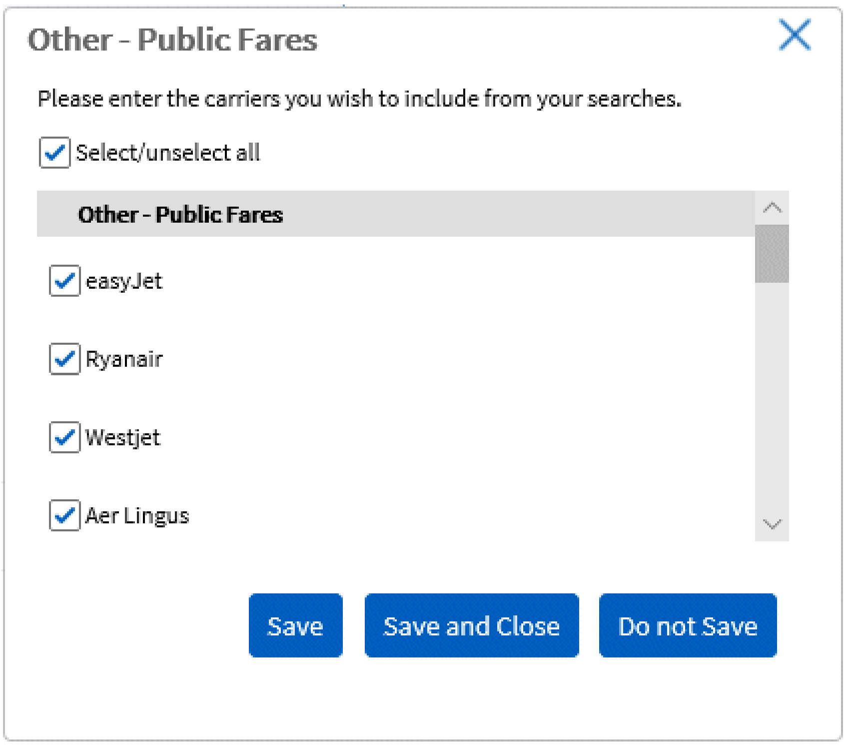
1. In **Your air search options**, click on **More search options**.
2. Click on **Change your search options** and select the options that you want to display by default in **Your air search options**.
3. Click on **Apply these options** to update the Search panel.

How to exclude a website from the All Fares search

1. Under**Your air search options**, click on **Selected** next to the **Public Fares** option.

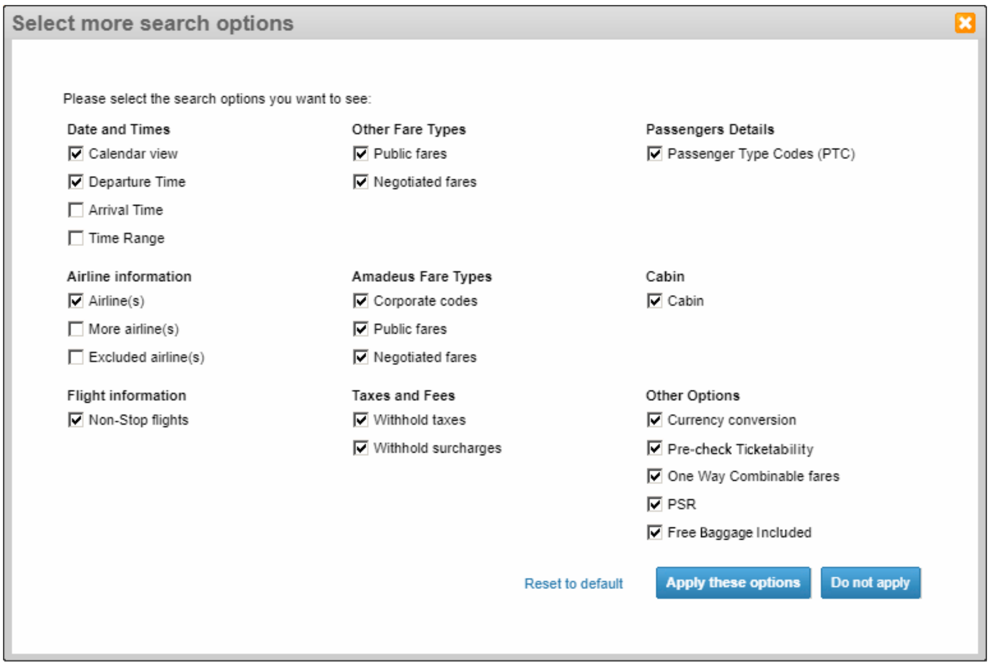


2. In the **Other - Public Fares** pop-up window, clear the appropriate check box to exclude a website.



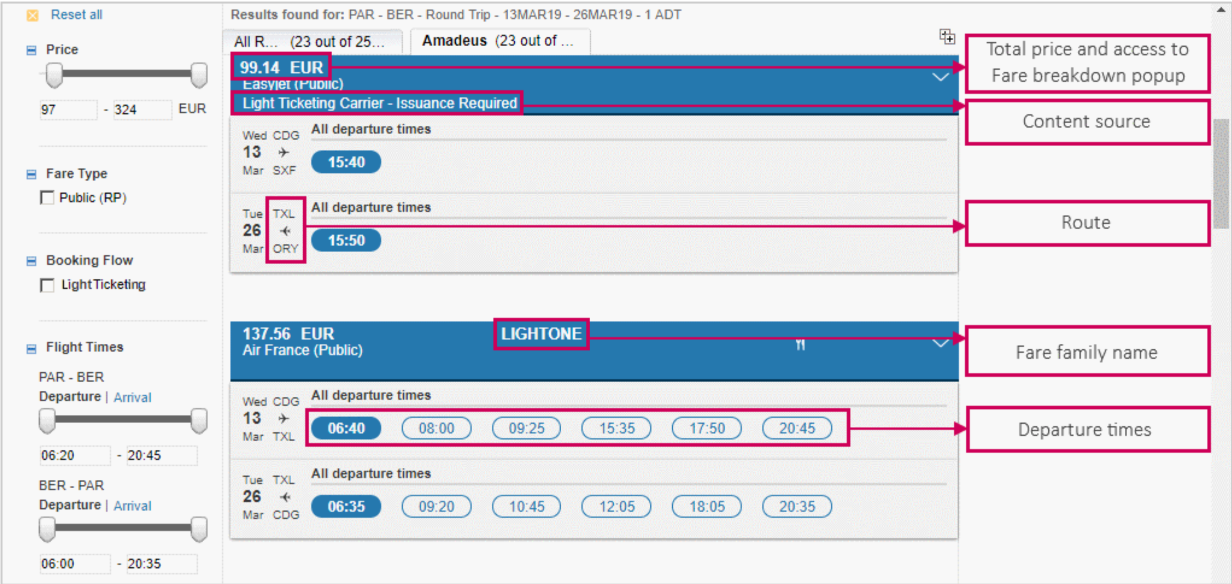
3. Click on **Save and close**.

Example: Modifying Your Search Options



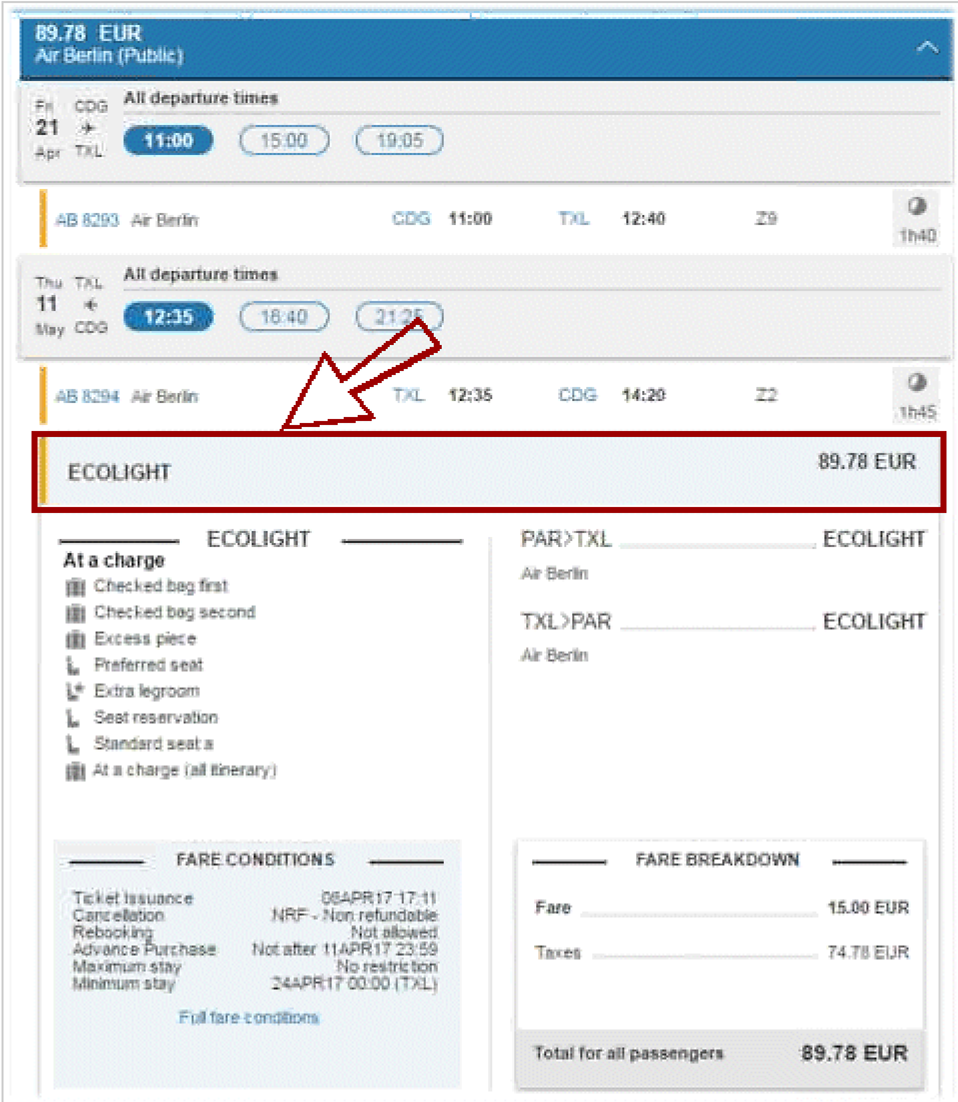
Working With Fare Families Recommendations

Explanation: Recommendations Display With Fare Families



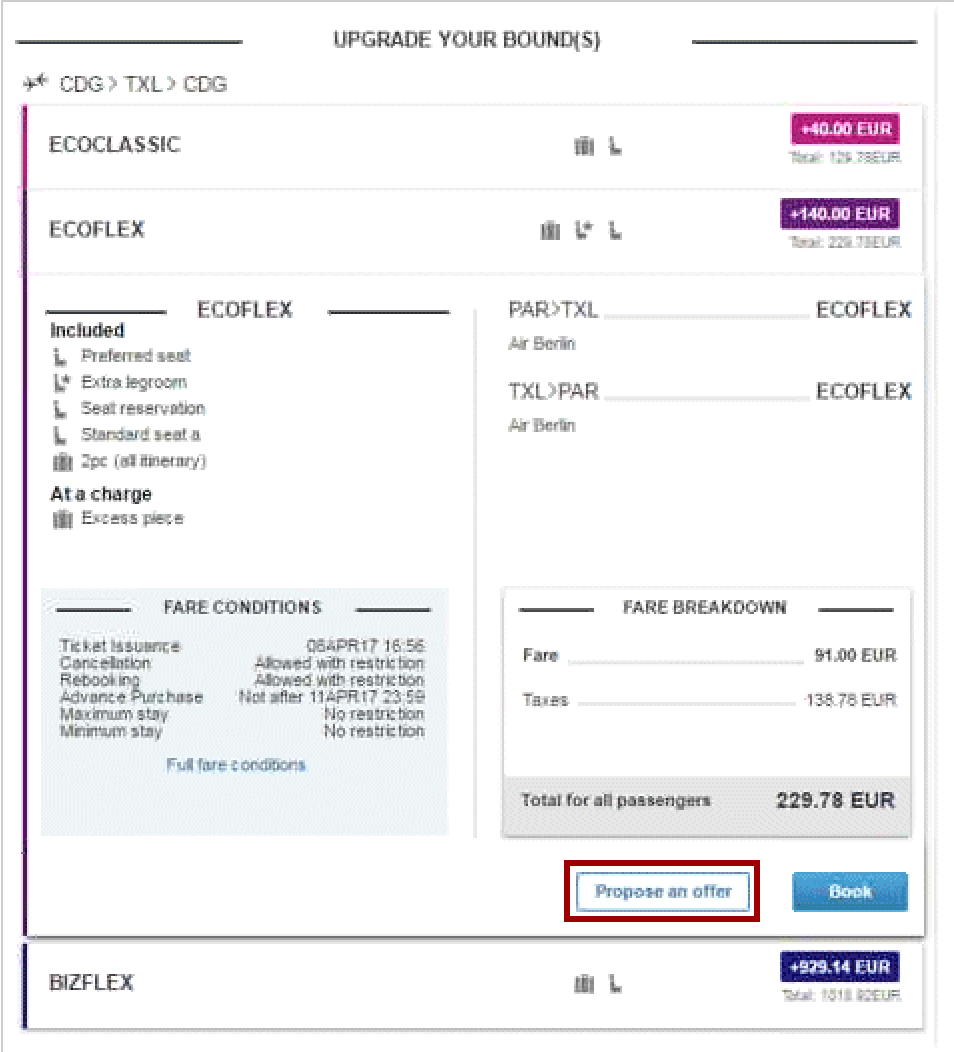
How to Display Details of a Fare Family Recommendation

In an expanded recommendation, click on the panel with the Fare Family name and price.



How to Propose a Fare Family Upgrade

In the expanded detailed view for a Fare Family, select the upgrade option and click on **Propose an offer**.



How to Compare Fare Family Upgrades

1. Perform an All Fares search. See *How to search for fares* on page 103.
2. Expand any Fare Family recommendation. See *How to expand a recommendation* on page 105.
3. Under the Fare Family upgrade options, click on **Compare services**.

   The **Services comparison** dialogue window displays a table allowing you to compare the services offered by each Fare Family.

Working With Calendar View

How Are Recommendations Displayed in Calendar View?

Calendar View displays recommendations for flights departing and returning three days before and after the requested dates.

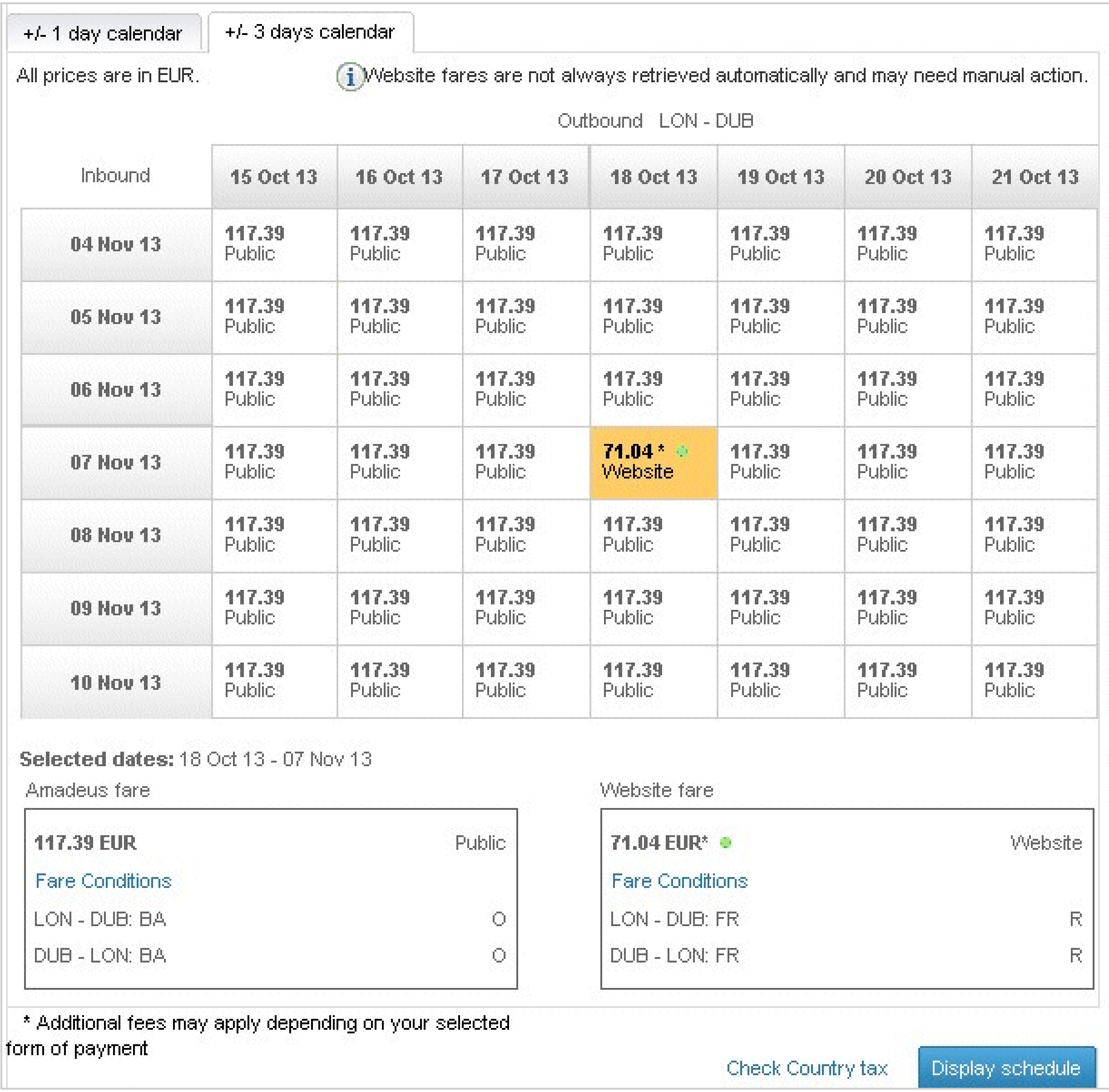
Note: The +/-3 day view applies to all fare types, whether GDS or non-GDS. Some of the non-GDS carriers do not fully support the calendar option. In such a case, the travel agents can click on the link displayed in the calendar to update the missing information.

The matrix displays information such as fare price, fare type (**Amadeus** or **Other**), airline, booking class and fare conditions.

If a Fare Family has been filed by the airline, the Fare Family name is shown at the bottom of the screen. To view details, hover the mouse over the Fare Family name (for example, **Basic**).

Information is also displayed on the baggage allowance, meal, and seat assignment. To view details, hover the mouse over the **More Information** links.

Example: Calendar View



+/- 1 day calendar | +/- 3 days calendar

All prices are in EUR. Website fares are not always retrieved automatically and may need manual action.

Outbound LON - DUB

Inbound	15 Oct 13	16 Oct 13	17 Oct 13	18 Oct 13	19 Oct 13	20 Oct 13	21 Oct 13
04 Nov 13	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public
05 Nov 13	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public
06 Nov 13	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public
07 Nov 13	117.39 Public	117.39 Public	117.39 Public	71.04 * Website	117.39 Public	117.39 Public	117.39 Public
08 Nov 13	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public
09 Nov 13	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public
10 Nov 13	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public	117.39 Public

Selected dates: 18 Oct 13 - 07 Nov 13

Amadeus fare		Website fare	
117.39 EUR	Public	**71.04 EUR***	Website
Fare Conditions		Fare Conditions	
LON - DUB: BA	O	LON - DUB: FR	R
DUB - LON: BA	O	DUB - LON: FR	R

* Additional fees may apply depending on your selected form of payment

Check Country tax | Display schedule

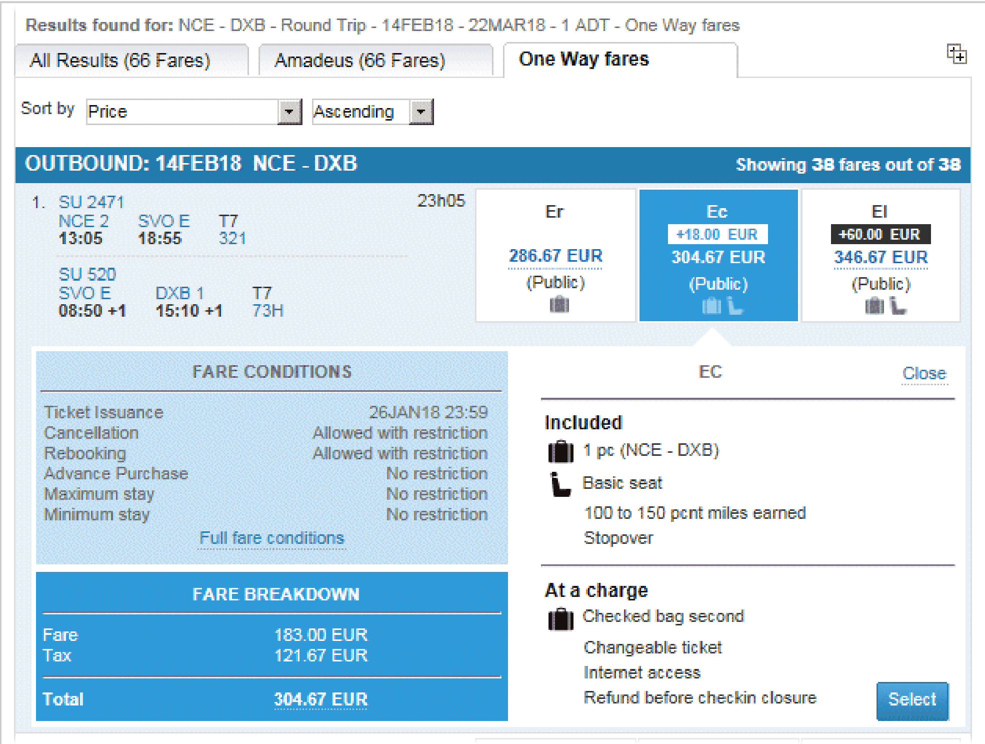
Working With One-Way Fares

How Are Recommendations Displayed for One-Way Fares?

The search results display is divided into the **Outbound**, **Inbound** and **Itinerary summary** panels.

When you select an outbound flight, the itinerary summary panel is updated with the flight information and the outbound price, along with any ticketing fees (if a validated PSR has been selected in the search panel). The total price is not displayed until an inbound price is also selected.

Example: Recommendation Display For One-Way Fares



Working With Offers

What Is an Offer?

An offer is a proposal of a non-guaranteed price or availability that you create for your customer. Several offers can be proposed and stored for up to 30 days, after which they expire.

An air offer is created differently depending on the search mode used:

- **One-way search**: One offer is created with one bound.
- **Round-trip search**: One offer is created with two bounds (outbound and inbound).
- **Multi-destination search**: One offer is created with multiple bounds.
- **One-way fares search**: Two offers are created one-by-one (outbound and inbound).

How to Propose an Offer

1. Search for a fare.
2. Select a flight on the search results display.
3. Click on **Propose an offer**.

   Note: You cannot create an offer for non-GDS fares or light ticketing carriers. Therefore, the **Proposean offer** button is not available if you select any of these options in your search.

Working With Non-GDS Fares

Why Add Credentials for Non-GDS Negotiated Fares?

Business websites must be registered with your agency. After registration, you are provided with login details (credentials) specific to that site. You can configure these credentials in All Fares to allow Amadeus to access these business websites and retrieve your fares when performing a search for fares.

How to Add Credentials for Non-GDS Negotiated Fares

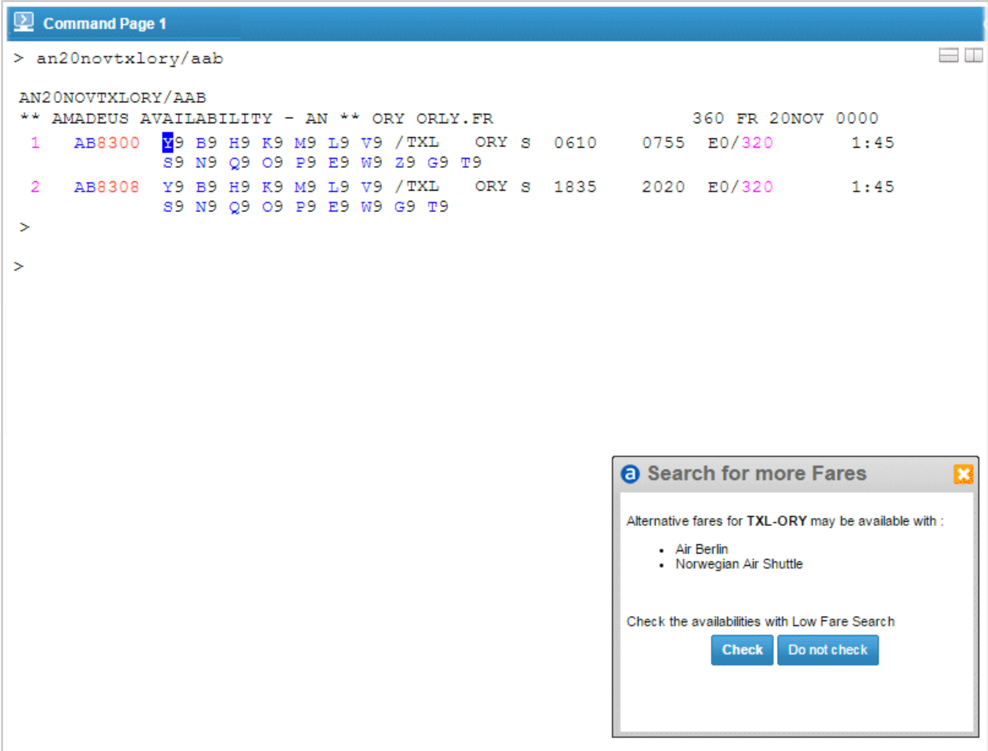
1. In **Your air search options**, click on **Selected** next to the **Negotiated Fares** option.
2. In the **Negotiated Fares** pop-up window, select the appropriate website, complete the required fields, and click on **Add**.
3. Click on **Save and close**.

   Note: **Negotiated contract** is for your agency internal usage only and is not communicated to the carrier website. This enables you to distinguish credentials that apply to the same website (carrier) between agencies.

How to Search for Non-GDS Carriers From the Command Page

1. In the Command Page, enter an availability search query and press **Enter**.
2. The system displays the availability results. If light ticketing carriers are operating on the requested itinerary, the **Search for More Fares** pop-up displays which providers have availability for this route.
3. Click on **Check** to move to All Fares and enter the search criteria.

Example: Searching for Non-GDS Carriers From the Command Page



Booking a Flight Using All Fares

How to Make a Booking

Note: If you exit All Fares to modify the Booking File during a booking, you must restart the complete booking flow when you return to All Fares.

1. Search for a fare (See *How to search for fares* on page 103).
2. On the search results display, use the **Filters** option to refine your results. For more information, refer to *How to filter the recommendations display* on page 105.
3. Select the flights you want to book.

   This will provide the baggage allowance and fares information (except for light ticketing and non-GDS carriers). For example, it provides the cancellation or modification fee, or whether baggage is included in the fare or not.

   Note: Depending on the carrier, the baggage allowance may be defined by maximum weight or number of pieces allowed.
4. To view the fare information:
   - Click on the fare in the blue menu bar to view the fare information.
   - Click on **Fare conditions** to view the fare conditions.
   - Click on **Fare details** to view the ticket image.
   - Click on the **Fare family name** to view the full fare family description.
5. To proceed with your selection, click on **Book**.

6. On the **Traveller and Payment** page, enter the traveller and payment information.

   If there is an active Booking File, traveller information is prefilled in the required fields.

   Note: If you are booking an Interjet flight and the form of payment is by American Express card you will need to specify a full address and zip code.

7. If Open Profile Suite is enabled, you can transfer a profile to the **Traveller and Payment** page:

   – Click on **Retrieve profile**.

   – Enter the search criteria and click on **Search**.

   – Select the profile in the search results and click on **Transfer**.

8. When a non-GDS fare has been selected, click on **Update Price** to update the credit card and services fees. This step is mandatory before finalising the booking.

9. To confirm the booking, click on **Send reservation request**.

   A complete breakdown of the booking is provided showing any additional fees. The TST reflects the local currency and the currency of the fare basis, regardless of the currency used during the fare search.

10. To review or add ancillary services, click on **Add Seats and Services**.

11. To complete the booking, click on **Go to Booking File**.

    Note: If you are reserving a non-GDS fare with the **Pay Later** option, the booking will be held for 24 hours depending on the airline website and will automatically be cancelled by the carrier once this time limit is reached. A TKTL element will be associated to the ghost segment in the Booking File.

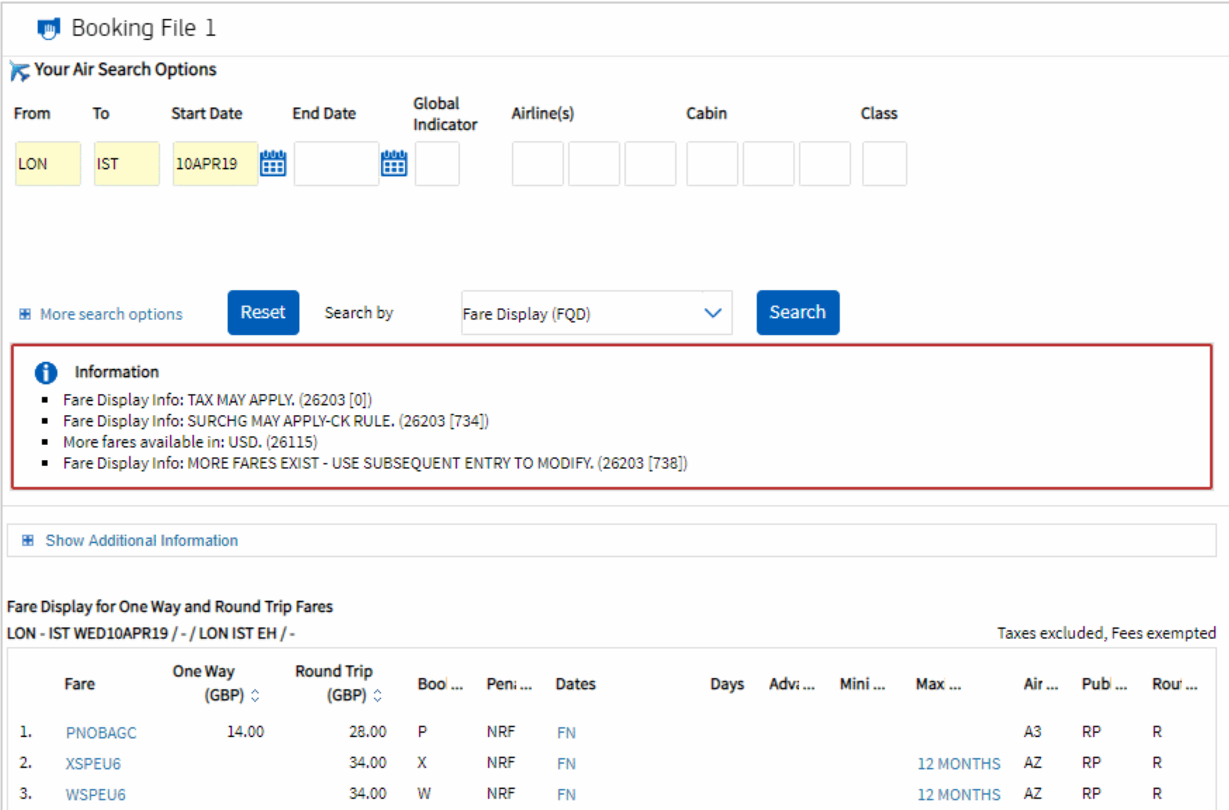
Displaying Available Fares for a City Pair

What Is a Fare Display?

A fare display allows you to display the available fares for a city pair. You can access YY fares and published fares and view the fare conditions and price breakdown for each fare.

Note: YY fares have been rescinded starting from 31 October 2018, and are no longer processed. However, they will remain available in the system until 31 October 2020, for reissuing/refunding purposes.

Example: Fare Display



How to Display Available Fares for a City Pair

1. Select the **Fare Display (FQD)** option in the **Search By** drop-down list.
2. Enter the search criteria.
3. Using the autocomplete functionality from the drop-down box, specify the cabin class. You can either enter the one-letter cabin class code or the first letter of the cabin class name. For example, to specify a cabin class for Business, you can either enter C (the class code for Business) or B (the first letter of the class name):
   - **F - First**
   - **C - Business**
   - **Y - Economy including Economy Premium**
   - **W - Economy Premium**
   - **M - Economy without Economy Premium**
4. If you want to display the fares for a specific airline only, enter the airline code. Up to three airlines can be specified for a search.

   If you do not enter an airline, the results will show the available fares for all airlines provided you do not request YY fares.
5. To request YY fares, select the **YY Fares** check box under **More Search Options**.
6. To refine your search, add a fare request type or specify any fare restrictions, taxes or fees, select the additional search options under **More Search Options**.

7. Click on **Search**.

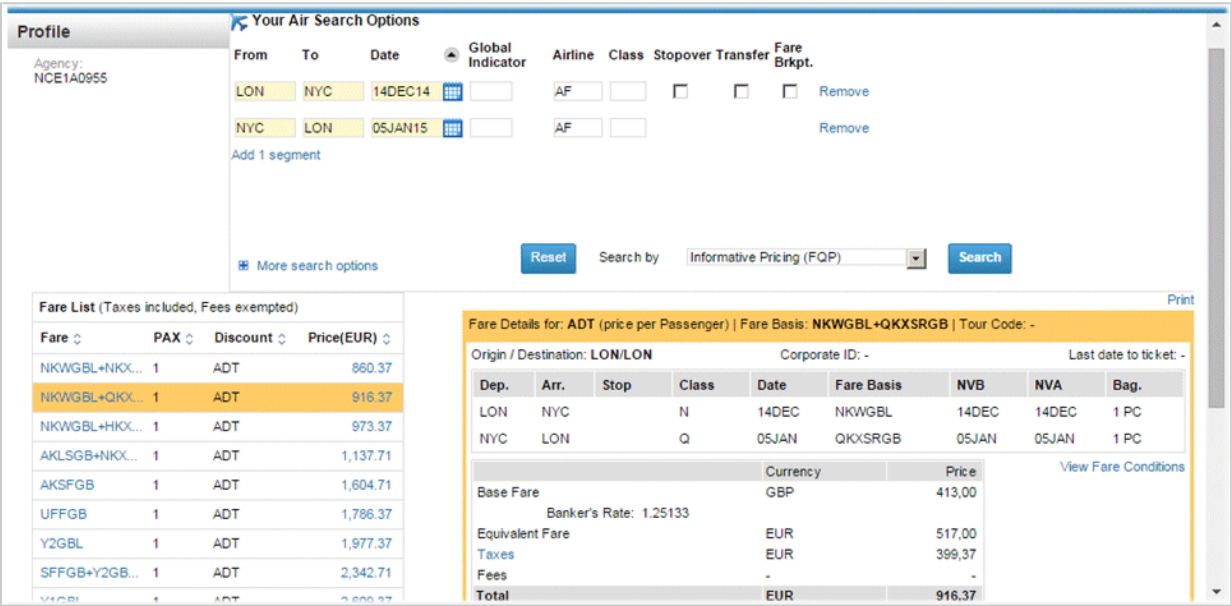
Pricing an Itinerary Using Informative Pricing

What Is Informative Pricing?

Informative pricing enables you to price an itinerary without having a segment or passenger in the Booking File. You can view the fare conditions and price breakdown for each fare on the search results page.

Note: If TLA carriers are returned when performing an informative pricing, you will only be able to view the fare conditions. Any credit card fees and onward booking (OB) fees will not be displayed for these fares.

Example: Informative Pricing



How to Price an Itinerary Using Informative Pricing

1. Select the **Informative Pricing (FQP)** option in the **Search By** drop-down list.
2. Enter the search criteria.
3. To refine your search, such as add a passenger type, fare type, taxes or fees, click on **More Search Options** and select the additional search options.
4. Click on **Search**.
5. Select a fare to display its ticket image.

Pricing an Itinerary Using Itinerary Pricing

What Is Itinerary Pricing?

Itinerary pricing enables you to price an itinerary with a list of applicable fares based upon your search criteria where one or more passengers are present, along with at least one segment in the Booking File.

The itinerary can also be priced with no passengers present in the Booking File, if this option is enabled.

You can view the passengers and segments in the **Air Pricing Options** page.

What Are the Different Pricing Modes in Itinerary Pricing?

Pricing Mode	Description
Price - No TST (FXX)	Prices the segments in the Booking File and their associated passengers in the best available fare for the given booking class. If the **Price Without Passenger** site parameter is enabled, you can price the itinerary even if: • There is no passenger in the Booking File. • There is a passenger in the Booking File but you do not select them.
Lower Fares - No TST (FXA)	Requests any cheaper fares that are available with a rebook option. It also allows you to request a specific cabin in the pricing. If the **Price Without Passenger** site parameter is enabled: • You can price the itinerary even if there is no passenger in the Booking File. • However, if there is a passenger in the Booking File, they must be selected to allow the pricing.
Lowest Possible Fare - No TST (FXA/LO)	Requests the lowest fare possible with the **Best Pricer** function. It also allows you to request a specific cabin in the pricing. Returns one fare recommendation per passenger type that can be selected and confirmed. If the cheapest fare is not available, it also returns the lowest fare possible per passenger type but that is not available. If the **Price Without Passenger** site parameter is enabled: • You can price the itinerary even if there is no passenger in the Booking File. • However, if there is a passenger in the Booking File, they must be selected to allow the pricing.
Price - With TST (FXP)	Prices the segments in the Booking File and their associated passengers without specifically requesting the cheapest fare. If only one fare applies, the TST is automatically created and a message is displayed to confirm this. If there is no passenger in the Booking File, pricing is not possible.

Pricing Mode	Description
Book Lowest Fare - With TST (FXB)	Requests the lowest available fare with the **Best Pricer** function. Automatically rebooks the itinerary in the booking classes corresponding to the fare and creates a TST. If there is no passenger in the Booking File, pricing is not possible.
Book Lowest Fare - Without TST (FXR)	Requests the lowest available fare with the **Best Pricer** function. Automatically rebooks the itinerary in the booking classes corresponding to the fare but no TST is created. If the **Price Without Passenger** site parameter is enabled: • You can price the itinerary even if there is no passenger in the Booking File. • However, if there is a passenger in the Booking File, they must be selected to allow the pricing.

How to Price an Itinerary Using Itinerary Pricing

1. Select the passengers (if available) or the segments to price.
2. Specify any advanced options such as **Fare Type**, **Taxes**, **Surcharges**, **Fee** or **Baggage Included** to further narrow the pricing options.
3. Select the Pricing Mode to Apply, for example: Price - No TST (FX).

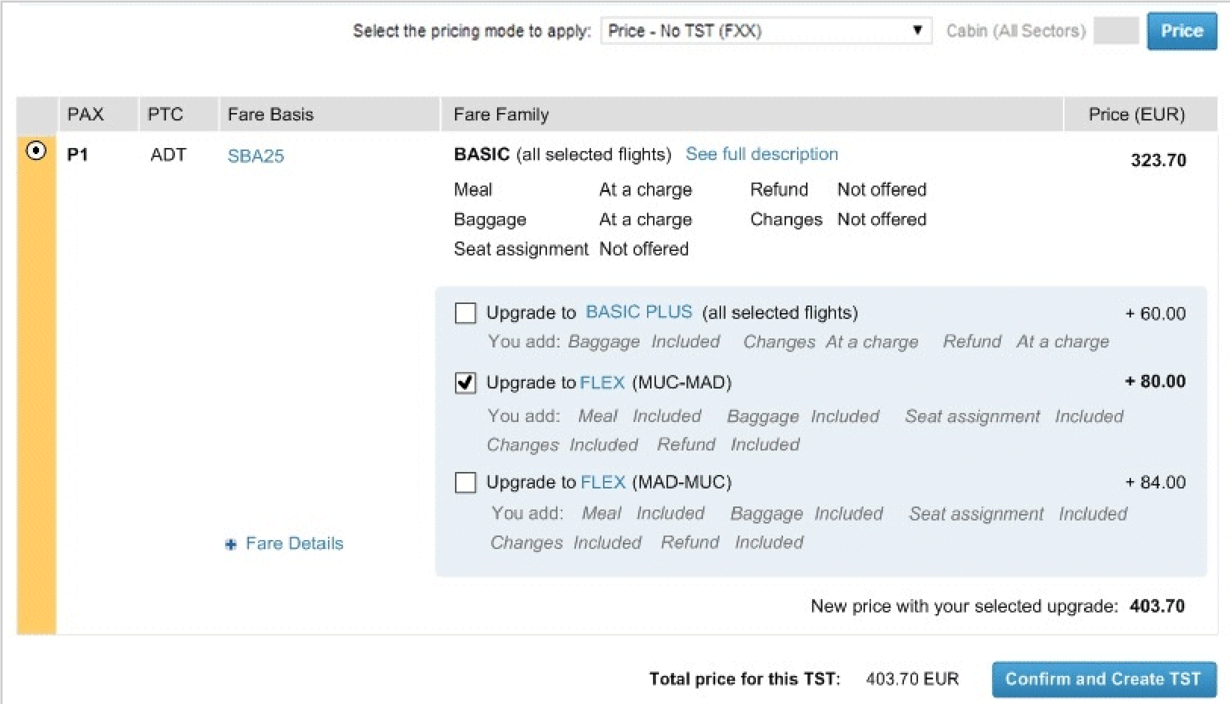
   Note: If you are pricing segments in an itinerary without any passengers present (if this option is available to you), you will not be able to confirm or store the priced itinerary in a TST.
4. Click on **Price**.
5. Select a fare to display its ticket image.
6. Display and propose any available upgrades.

   See also *How Are Upgrade Offers Displayed in Itinerary Pricing?* below.
7. If required, rebook the itinerary.
8. Click on **Confirm and Create TST** to book the flights in the new booking class (if applicable) and to generate a TST in the Booking File.

How Are Upgrade Offers Displayed in Itinerary Pricing?

After you price an itinerary, any upgrade offers are displayed in the **Available Fares** section beside the corresponding Fare Family.

Example: Upgrade Offers in Itinerary Pricing



What Are the Prerequisites for Upgrade Offers?

- A Fare Family must be available in the pricing results.
- All passengers must be priced in the same Fare Family.

For more information, see *Understanding Fare Families* on page 95.

How to Rebook an Itinerary Upgrade

Note: The Booking File must contain at least one passenger and all passengers must be upgraded to the same Fare Family.

1. After you price an itinerary, select the chosen upgrade.
2. Click on **Confirm and Create TST**.

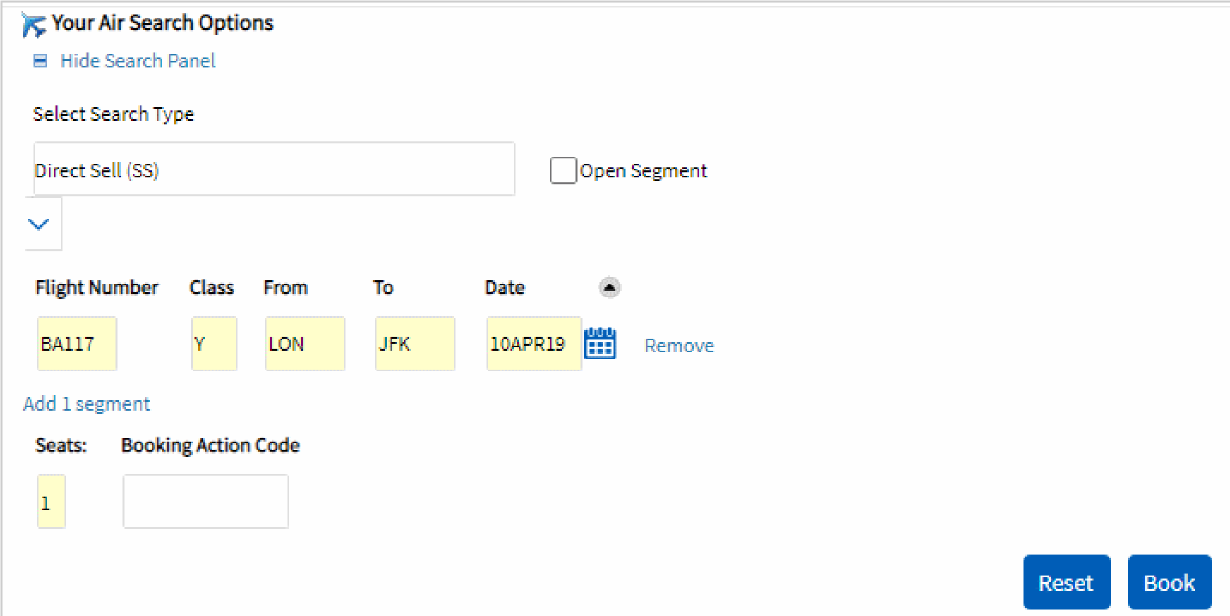
   You are redirected to the Booking File and the itinerary details reflect the upgrade.

Booking a Flight Using Direct Sell

What Is Direct Sell?

Direct sell allows you to directly enter flight information to book flights without having to use an availability display.

Example: Direct Sell



How to Book a Flight Using Direct Sell

1. Select the **Direct Sell (SS)** option in the **Search By** drop-down list.
2. Enter the flight information.

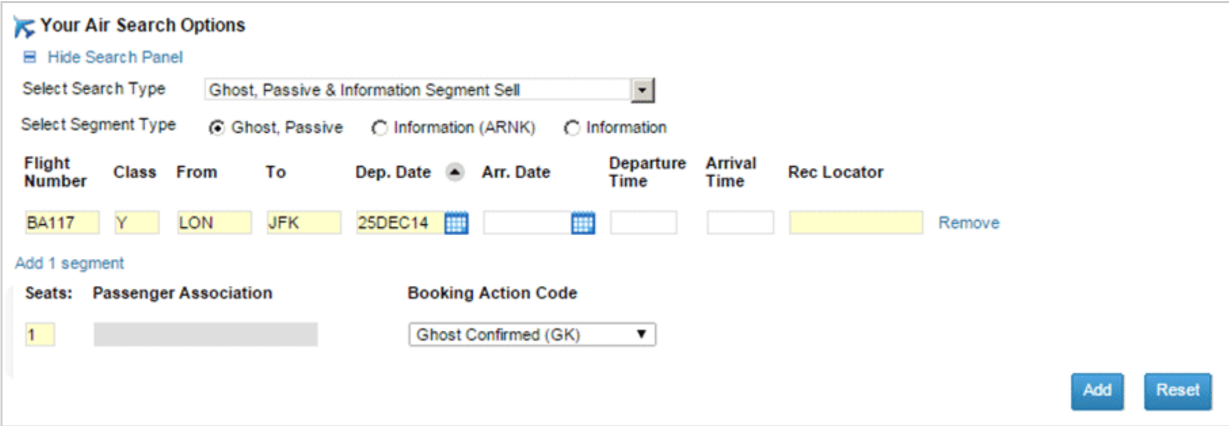
   If you have chosen to book an open segment, you must enter the airline code rather than the flight number.
3. Click on **Book**.

Adding Ghost, Passive, and Information Segments to a Booking File

What Is Ghost, Passive and Information Segment Sell?

A ghost, passive, and information segment sell enables you to directly enter informative segments and associate a specific segment to passengers in an active Booking File.

Example: Adding Ghost, Passive or Information Segments to a Booking File



How to Add a Ghost, Passive or Information Segment to a Booking File

1. Select the **Ghost, Passive and Information Segment Sell** option in the **Search By** drop-down list.
2. Select the segment type that you want to add to the Booking File:
   - Ghost, passive
   - Information (ARNK)
   - Information
3. Enter the itinerary details (mandatory information highlighted in yellow).
4. Click on **Add**.

Chapter 5: Hotels

Getting Started With Amadeus Hotels

What Is Amadeus Hotels?

Amadeus Hotels is a graphic module that enables you to search for and book hotels from a large variety of hotel providers.

You can search for hotel content from hotel chains, independent hotels, and aggregators. You can select the aggregators of your choice and register with them online.

See *How to Register for Aggregator Content* on page 125.

You can use Hotels to:

- Find hotel chains and aggregator hotels in a city, at an airport, on a specific street, or close to a landmark.
- Display search results based on your customer's criteria, with real-time rate and room availability.
- Sort hotels according to criteria such as price, distance, or guest rating.
- Filter hotels and rates based on criteria such as the hotel category, hotel facilities, traveller’s budget, and payment conditions.
- Choose and book a hotel directly from a map (for example, road map or aerial view) based on its proximity to a landmark.
- Compare hotels and email them to your customer.
- Retrieve previous searches and bookmark up to ten favourite hotels.
- Display and email detailed information about the hotel, including real-time availability and rates, descriptive information, photos, and location on the map.
- Retrieve and print booking confirmations.
- Cancel bookings.

Video: What Is Amadeus Hotels?

Launch

How to Display Your User Settings

1. Go to the Command Page.
2. Enter JGD to display parameters such as currency and distance unit.

Example: Displaying Your User Settings

```
Booking File1
> JGD


********************* SIGN IDENTIFICATION **********************
     OFFICE                            - NCE1A0950
     SIGN                              - 5438VG

*********************** SECURITY PROFILE ************************
UID *   USER IDENTIFICATION                 - 0000275438
PSN *   PROFILE STAFF NUMBER                - 275438
USN *   USER NAME                           - VICTOR GARCIA MARTINEZ
UPC *   USER PHONE CONTACT                  - NONE
UDC *   USER DEPARTMENT/COMPANY             - NONE
PFU *   PFA AVAILABILITY UPGRADE            - N
********************** RIGHTS AND DUTIES ***********************
DCS *   DISPLAY DCS DATA IN PNR             - N
PDR     PAST DATE RECORD                    - N
CCD *   CREDIT CARD DISPLAY                 - N
PCD *   PROFILE CREDIT CARD DISPLAY         - N
CD1 *   CONCEALMENT CATEGORY 1 DISPLAY      - N
CD2 *   CONCEALMENT CATEGORY 2 DISPLAY      - N
CD3 *   CONCEALMENT CATEGORY 3 DISPLAY      - N
CD4 *   CONCEALMENT CATEGORY 4 DISPLAY      - N
)
> JGU
```

What Types of Hotel Content Are Available?

There are two types of hotel content available:

- Hotel chain
- Aggregator

What Is the Customer Mode Display?

Throughout the shopping and booking flow, there is a customer mode option Switch to Customer mode to hide travel agency commission or mark-up information, such as estimated earnings, if you are sharing your screen with a customer.

You can then return the display to agency mode when you are finished sharing by using the toggle button .

Registering With Aggregators

What Are Aggregators?

Aggregators are hotel content providers who gather content from multiple sources. Each aggregator provides access to a range of hotels.

You can access a number of aggregators, and you can enable or clear a specific aggregator at any time on the aggregator registration page.

The aggregator registration page displays all aggregators and their current status. For example:

- **Office-level registration** - the aggregator has been registered at office level and is included in your searches.
- **Multiple-corporation registration** - the aggregator includes multiple credentials. You are able to select the relevant corporation name in the Corporation Name field when you are searching for hotels.

The list of aggregators continuously increases as new aggregators are added.

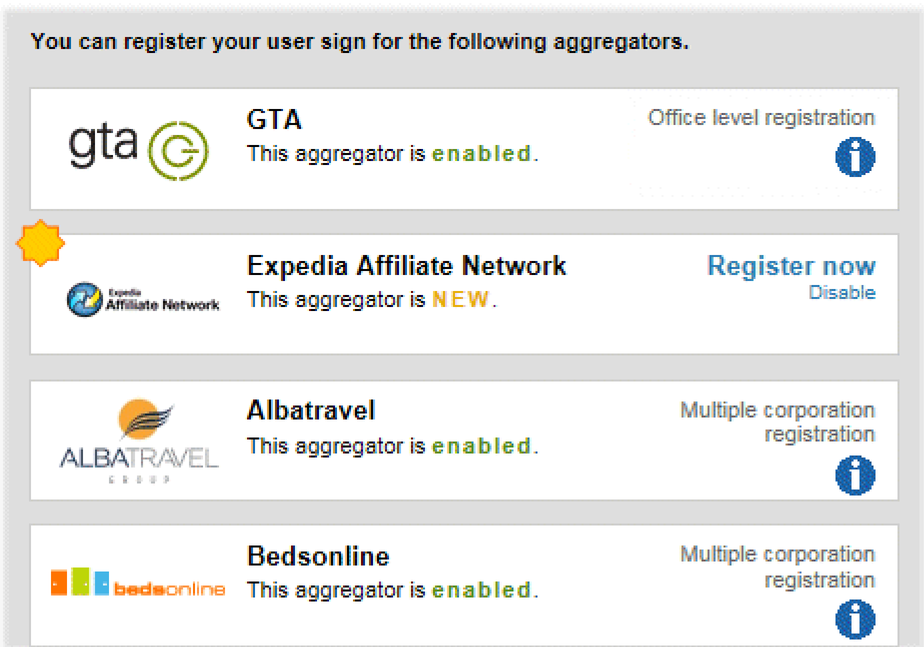
How to Register for Aggregator Content

1. Click on **Aggregators**.
2. Click on **Register Now**.
3. Click on **No Account Yet? Create It!**
4. Complete and submit the registration form.

   You receive an email with your login credentials from the aggregator.

   Note: Some aggregators do not require credentials. For more information on aggregator options, see *What Are the Aggregator Registration Actions?* on the next page.
5. Click on **Register Now**.
6. Complete the login fields.
7. Click on **Submit**.

Example: Registering with Aggregators



Video: How to Register with Aggregators

[Launch]

How to Disable an Aggregator

1. Click on **Aggregators**.
2. Select an aggregator and click on **Disable**.

   The aggregator is disabled and is not displayed in the search results.

How to Update Aggregator Credentials

1. Click on **Aggregators**.
2. In the aggregator panel of the **Registration page**, click on **Update Password**.
3. Enter the new credentials and click on **Submit**.

What Are the Aggregator Registration Actions?

Action	Description
Register	Select this option to register with a specific aggregator.
Enable	Select this option to enable the display of a specific aggregator hotel contents in your search results.
Enable public rates	Select this option to view rates available to everybody. Some aggregators give you the option to choose between rates available to everybody and rates available only to you. No login credentials are required.
Register for private rates	Select this option to view the rates that are available only to you. For private rates, you need login credentials for the aggregators page.

Understanding the Hotel Booking Flow

What is the hotel booking flow?

The graphical user interface guides you through the complete booking flow.

Each step in the flow is presented on a separate page. A highlighted arrow at the top of the screen shows which step you are at in the booking process.

What are the steps in the hotel booking flow?

Table: Hotel Booking Flow

Step	Description
1. Search for a hotel.	Use the **Search** page to specify the search criteria, including location and dates of stay. See *Searching for Hotels and Refining Your Search* on the facing page.

Step	Description
2. Select and book a hotel room.	The **Hotels** page displays a list of hotels that match the search criteria and have rooms available for the dates that you requested. From this page, you can display hotel details, choose a hotel, and book a room. See *Viewing Hotel Room Search Results* on page 135.
3. Enter the traveller and payment details.	When you have selected a hotel room, the **Booking** page is displayed automatically, allowing you to enter the traveller and payment details. See *Entering Traveller and Payment Details for a Hotel Booking* on page 141.
4. Confirm the booking.	After you have completed the booking and it has been confirmed by the hotel, the **Confirmation** page is displayed. The **Confirmation** page shows all the details of the hotel booking, including traveller information, hotel reservation number, hotel details, rate information, and hotel preferences. From this page, you can print or email the booking details or book another hotel for the same traveller (in the same Booking File). To confirm the hotel booking, you should complete the Booking File by entering all the required Booking File elements (for example, Contact, Received From) and then save the Booking File. You can do this either in the Booking File module or in the Command Page. See *Confirming a Hotel Booking* on page 144.

Searching for Hotels and Refining Your Search

What Are the Different Search Options?

- City
- Airport
- IATA
- Address
- Landmark
- Hotel property code

How to Search for a Hotel

1. In the **New Booking** tab of the **Search** page, enter the destination.

   When you have entered three letters, an auto-complete list of the locations, addresses or registered landmarks beginning with these letters is displayed.

   If the destination you want does not appear in the auto-complete list, continue typing until you have entered the full destination.

   See *What Are the Different Search Options?* above.
2. Select the dates.
3. Select the number of guests.

   Note: The default selection is one guest.
4. Select or clear **Aggregators only** (optional) to search for aggregator content only.

See *Refining Your Search* on page 131.

Note: This option is preconfigured according to user preferences.

5. Use the **Advanced search criteria** section to refine your search.

   – If multiple credentials are registered for an aggregator, you can select the relevant name from the **Corporation name** field. Otherwise, this field is not displayed.

   – Depending on your settings, you may have the option to select the country of residence and nationality of the traveller.

   Refer to *Refining Your Search* on page 131.

6. Click on **Switch to customer mode** if you want to hide agency commission or mark-up information. See *What Is the Customer Mode Display?* on page 124.
7. Click on **Search**.

   The **Hotels** page displays the results of your search.

   To reduce response time, a number of hotels that match your search criteria are displayed while the search for more hotels continues in the background. After the search is completed, you can add the other hotels that have become available to the results list by clicking on **Show all**.

The 10 most recent searches are saved.

How to Search for a Hotel with an Active Booking File

1. Go to the Booking File module to retrieve an existing Booking File or create a new one.
2. Go to **Hotels** to search for a hotel using the **New booking** tab.

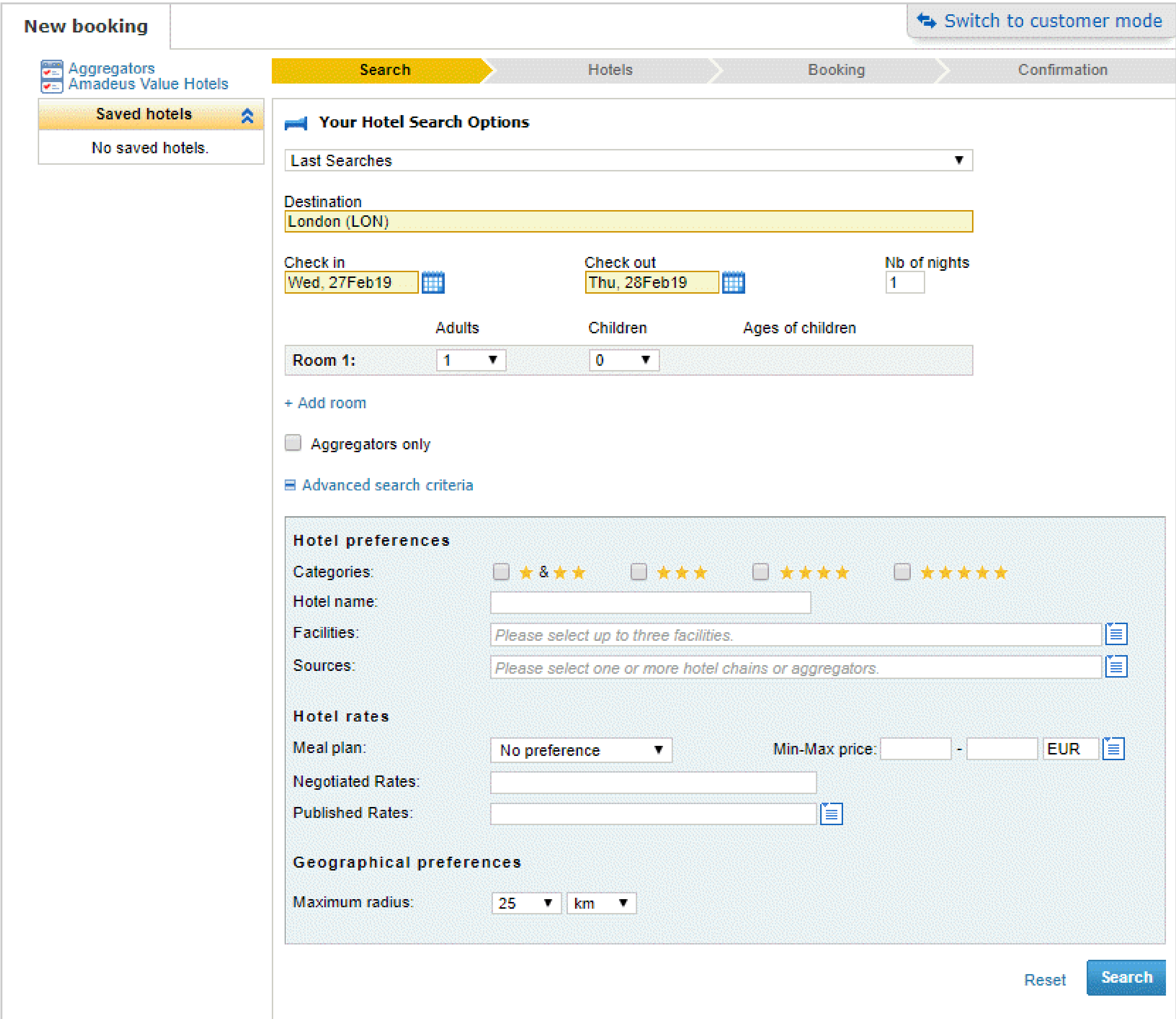
   – If you have already booked a flight using the city or airport, the dates and length of stay are taken from the flight segment and automatically loaded in the **Search** page.

   – If you have loaded a traveller profile that contains traveller preferences, these preferences fill the related fields in the **Search** page automatically.

3. Continue with your hotel booking process as usual.

   If traveller information is already available in the Booking File, it is filled in automatically when you are asked to enter traveller details.

Example: Searching for a Hotel



Understanding Hotel Search Terms

What Are IATA Codes?

An IATA code is a unique three-letter code that is used to identify an airport or city. The codes are assigned and governed by the International Air Transport Association (IATA).

You use IATA codes to identify a location. However, you can also easily find hotels within a city or around an airport without any prior knowledge of IATA codes or find hotels in locations that are not IATA-coded.

What Are Geocoded Locations?

A geocoded location is one that has associated geographic coordinates (often expressed as latitude and longitude). The coordinates of a location are determined by geographic data; for example, address and postal code.

You can find hotels using a radius search. The default radius for the Geographic search is 25 km.

The coordinates of a location can be embedded into media such as street maps. This enables you to show hotels on a map or 3D aerial photograph.

What Is a Landmark?

A landmark is a building, monument, or any other type of landmark considered important enough to be used when searching for and booking hotels. Each landmark is assigned to a category according to its nature. For example, an airport, a university, a sports stadium or a tourist attraction.

You can search for hotels that are within a certain distance of an address or landmark. When you start to enter a destination, a list of registered landmarks is displayed.

A landmark is sometimes referred to as a point of reference.

Note: The list is built using an Amadeus-specific list of references and business locations, together with data supplied by third party map providers. Consequently, Amadeus is unable to guarantee the accuracy of all references.

What Is a Property Code?

Each hotel stored in the Amadeus Central System has a property code that is composed of three parts:

- Hotel provider code.
- Location IATA code.
- Three-character code consisting of letters, digits, or both.

Examples: ILMSP753, RTNCEFRT, LWNCE003, DHDXBAHT

You can search for a specific hotel using its property code. The search result displays the available rooms and rates for that hotel.

What Is the Star Rating System?

When you select a star rating in your search, the search displays only hotels of the selected star rating.

Table: Star Rating

Star Rating	Hotel Category
★ & ★★	Tourist
★★★	Standard
★★★★	First
★★★★★	Luxury

What Is the Merged Display?

The merged display allows you to concurrently view both hotel chain and aggregator content in your search results.

To benefit from the merged display, you need to:

- Have Hotels activated.
- Register with one or more aggregators.

The merged display improves hotel comparison and selection because it displays content from multiple sources, while eliminating hotel duplication.

By default, the merged display shows the lowest rate of all providers.

Note: The merged display of hotel chain and aggregator content is only available for single-room searches with no extra child bed. When you search for more than one room and for an extra child bed, only aggregator offerings are displayed.

Refining Your Search

How to Define a Price Range

1. In the **New booking** tab of the **Search** page, click on **Advanced search criteria**.
2. Enter the minimum price per night, the maximum price per night, or both.
3. Enter the currency or click on to select it from a list.

Note: The system may return hotel rooms up to 10% outside your price range.

How to Search for a Published Rate

1. In the **New booking** tab of the **Search** page, click on **Advanced search criteria**.
2. In the **Published rates** field enter the rate codes, separated by semicolons, or click on to select them from a list.

   Example: RAC;CON;MIL

How to Enter Room Occupancy Details

1. In the **New booking** tab of the **Search** page, enter your room criteria for Room 1.
2. To add another room, click on **Add room** and enter your criteria.

How to Request Only Hotel Chain Content or Only Aggregator Content

1. In the **New booking** tab of the **Search** page, click on **Advanced search criteria**.
2. Expand the **Sources** drop-down menu.
   - To search for hotel chain content only, select **GDS only**.
   - To search for aggregator content only, make sure **Aggregators only** is selected in the search criteria. See *Searching for Hotels and Refining Your Search* on page 127.

   You can also type the options in the **Sources** field to use autocomplete instead of using the drop-down list.

Note: You cannot request only hotel chain content if **Aggregators only** is selected (the **Sources** field will be greyed out).

How to Include or Exclude Rates from Different Sources

Note: You do not have the option to include or exclude rates from different sources if you request hotel chain content only or aggregator content only. The option is only available if you request a specific chain.

1. In the **New booking** tab of the **Search** page, click on **Advanced search criteria**.
2. Enter the hotel chain in the **Sources** field.
   - To include rates from different sources other than the requested chain, select the check box entitled **Include rates from other sources**.
   - To exclude rates from different sources and ensure the results only contain the requested chain, clear the check box entitled **Include rates from other sources**.

How to Change the Search Criteria

1. On the **Hotels** page, click on the  icon at the top of the screen.

   The **New booking** tab of the **Search** page is displayed.
2. Click on **Reset** to clear the search criteria.
3. Enter the new criteria and click on **Search**.

Using the Hotel Filter Options

What Are the Filter Options?

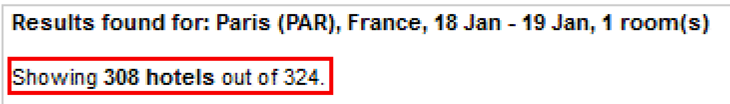
Filter Name	Description
Cancellation Policy	Click **Exclude non-refundable** to filter out non-refundable rates from the search.
Meal Plan	Select the customer's preferred meal plan (**Breakfast**, **Half Board**, **Full Board**, **All inclusive**) to narrow down your search.
Hotel Category	Specify the star rating.
Distance	Specify the distance of the hotel from a location entered in the **Destination** field, such as a city centre.
Location	Specify the search area by entering one or more city names.
Hotel Chain	Specify any preferred hotel chain.
Hotel Name	Specify any preferred hotel name.
Facilities	Specify any preferred facilities.

Filter Name	Description
Budget	Specify the maximum budget value, in your preferred currency. Select **Per Stay** to specify the total cost of a stay. If you select **Per Night** for a stay of multiple nights, the price displayed is the average. Optionally select **BAR** to show only hotels offering "Best Available Rates", or **NEGO** to show only hotels that offer the requested negotiated rate(s).
Payment	Specify one or more preferred payment types. The lowest value for the selected payment type is updated for the hotel in the results, and only hotels that offer rates with the selected payment type(s) are displayed. **Note:** This filter is not available for multi-room searches.
Guest Rating	Specify the range from 1 to 6, and optionally select the **Include Hotels With No Rating** check box.

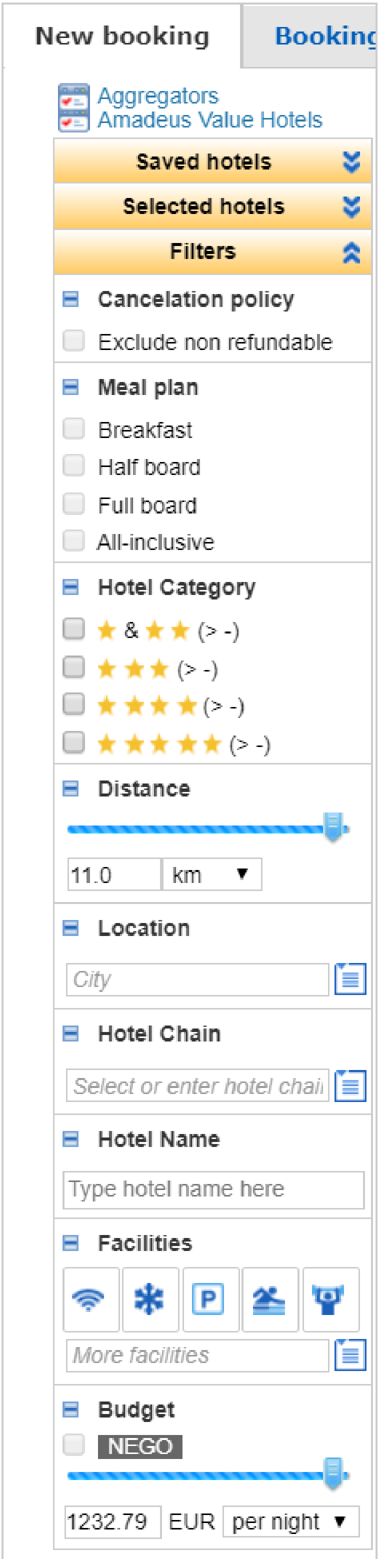
How to Use Filters to Find Hotels

In the **Filter** panel, select the filters you want to apply from the category. (If necessary, click on to display the filter options.)

The search results are instantly narrowed down to display only the hotels for the categories that you have requested. The number of matching hotels resulting from the filter is indicated.



Example: Selecting the Filter Options



Viewing Hotel Room Search Results

What Do the Hotel Facilities Icons Indicate?

Internet access

Air conditioning

Parking

Swimming pool

Health club

Note: These facilities are only displayed if they are available.

How to Display All Hotel Facilities

On the **Hotels** page, hover the mouse over the **More** link under the facilities icons, or over the **Facilities** link if no icons are displayed.

A list of additional facilities is shown.

What Do the Stay Type Icons Indicate?

Hotel

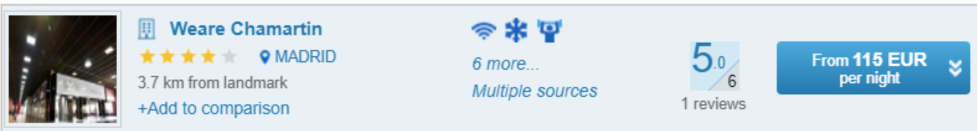
Apartment or house

Unique or outdoor

How to Display Hotel Reviews

On the **Hotels** page, click on the reviews rating icon for a hotel, if available.

Example: Hotel Reviews

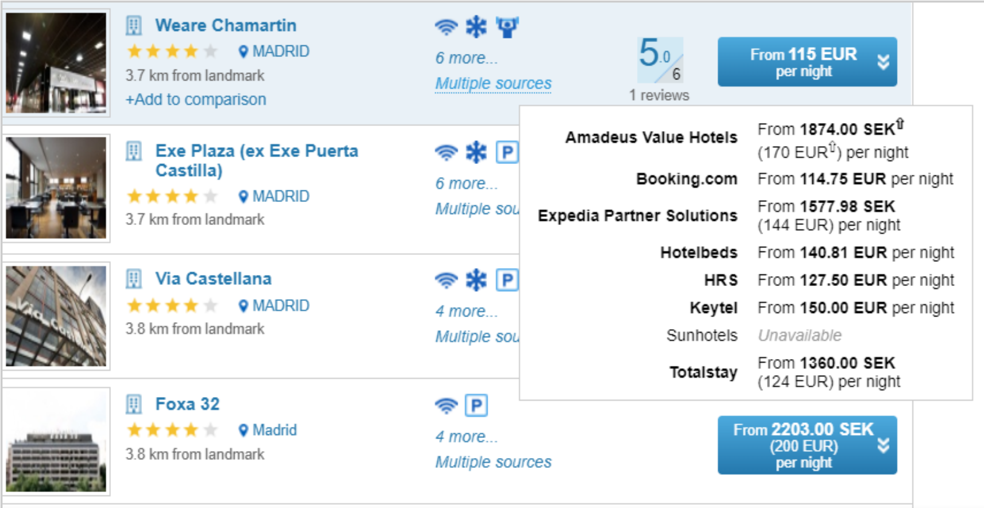


How to Display Source Names for Multiple Source Results

On the **Hotels** page, mouseover the **Multiple Sources** link.

A pop-up appears, showing a list of sources, including the lowest rate offered by each source.

Example: Viewing Sources



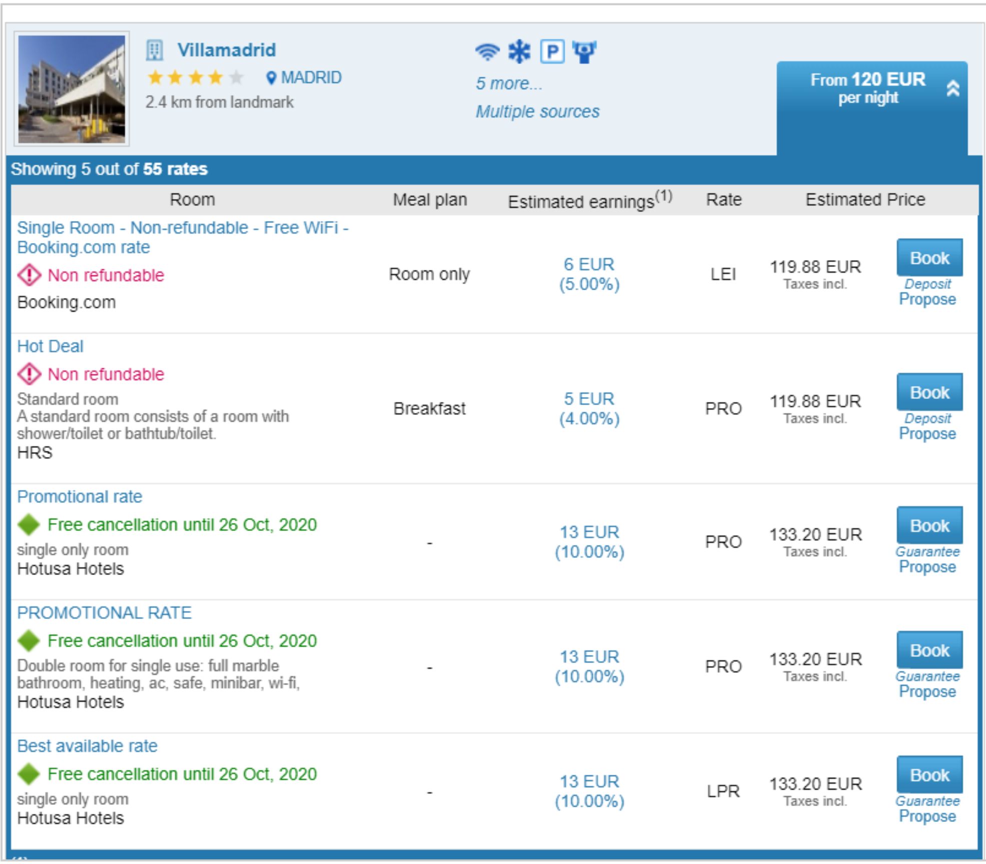
How to Display Rate Details

On the **Hotels** page, click on the room rate button.

Note: This applies to single room searches only.

A list of available rate types is shown.

Example: Viewing Rate Details



How to Display Room Conditions

1. On the **Hotels** page, click on the room rate button.
2. Click on the room name to open the **Conditions** pop-up window.

How to Display Payment Policy Details

1. On the **Hotels** page, click on the room rate button.
2. Hover the mouse over the policy link under the **Book** button, for example, **Deposit**, **Prepaid**, **Prepay to hotel** or **Guarantee**.

   A tooltip is displayed with the respective policy details.

What Are the Different Rate Types Offered By Hotels Chains?

The rates available for hotel chains are:

- Negotiated Rates
- BAR rates (Best Available Rates)

Negotiated rates are indicated in the availability display by the **NEGO** icon.

You can store any negotiated rates in your sign preferences, and use them automatically when you search for hotel availability.

The BAR program acts as a guarantee that the rates available are the best public rates for:

- Rack Rates
- Non-negotiated Rates
- Corporate Rates
- Weekend Rates
- Lowest Unrestricted Rates

  This is the lowest rate available to the general public, on a particular day for a particular stay. These rates do not require prepayment, and do not impose cancellation and change penalties or fees, other than those resulting from the hotel property's normal cancellation policy.
- Promotional/Special Rates

The BAR rates are indicated in the availability display by the **BAR** icon.

Viewing Hotel Search Results Using the Map View

What Are the Map Types?

Map Type	Description
Road	The road map displays the hotel on a normal road map view. This is the default display.
Aerial	The aerial map displays an aerial photo of the hotel location.

How to Expand and Collapse the Map

1. On the **Hotels** page, click on the **Show hotels on map** button in the condensed map view.

   If you have selected a hotel for comparison, its rate is shown in a different colour to the other hotels in the map view.

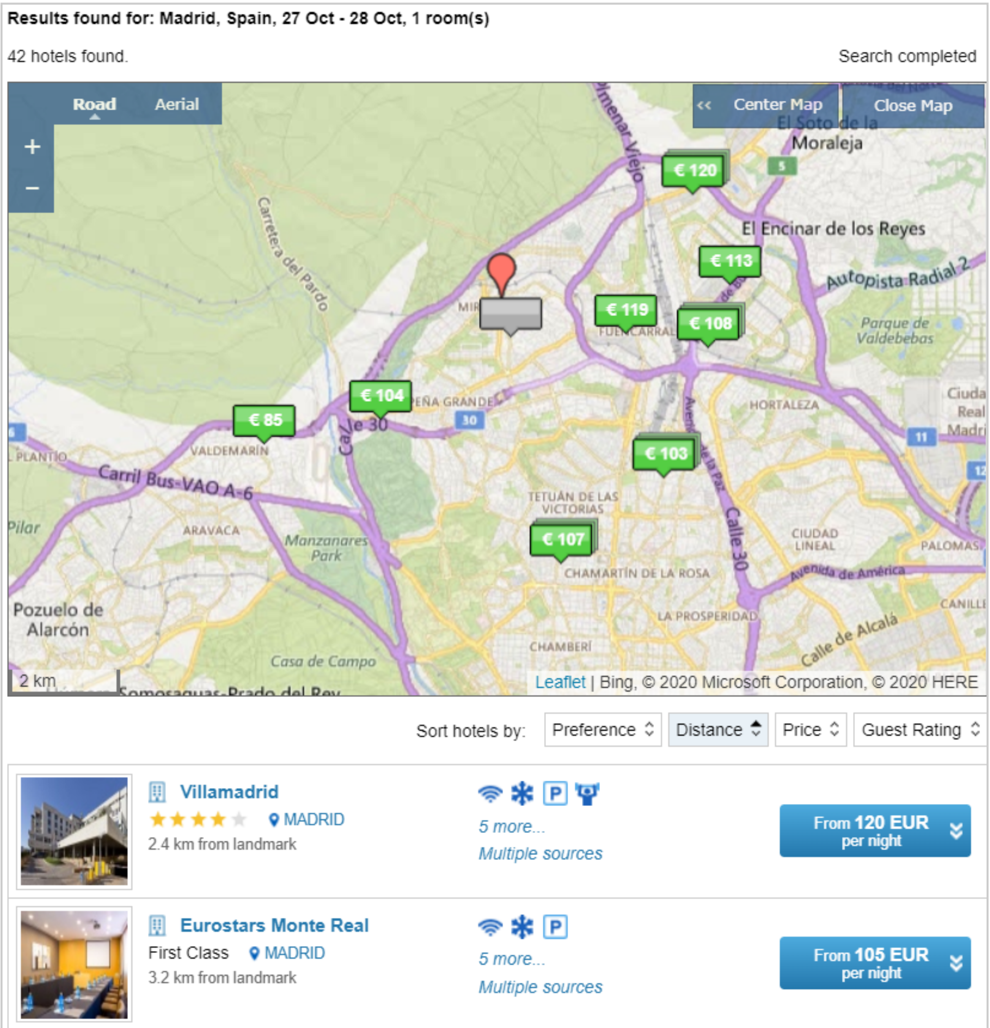
2. To collapse the map view, click on the **Close map** button in the expanded map view.

How to View the Location of a Hotel

On the **Hotels** page, click on the location of the hotel.

The map view is expanded, centred on the location of the hotel. The selected hotel is indicated by an orange price tag.

Example: Viewing the Location of a Hotel



Comparing and Saving Hotel Details

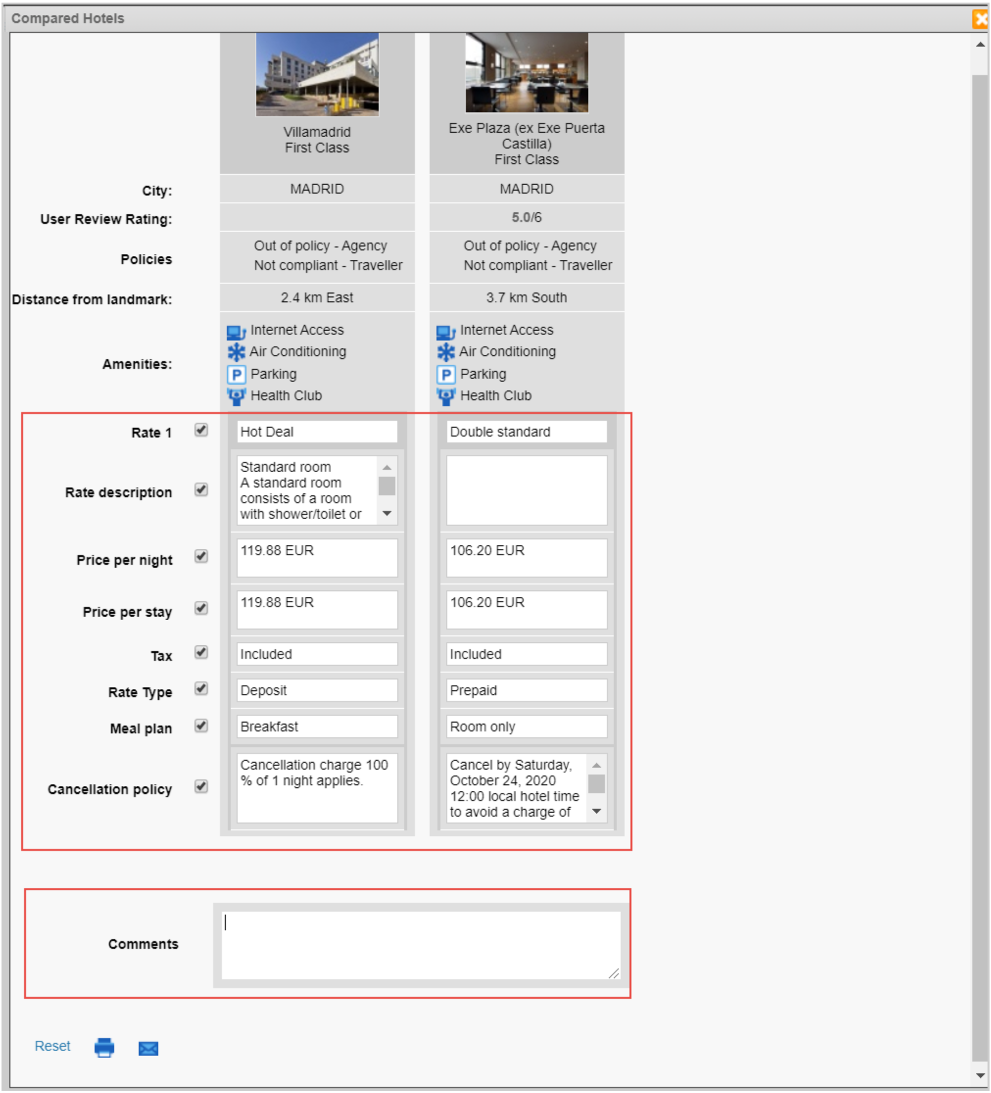
How to Compare Hotels Using the Comparison Feature

1. On the **Hotels** page, mouseover either the hotel or a specific hotel rate and click on the **Add to comparison** link.

   The hotel or room rate is added to the **Selected Hotels** panel.
2. When you are ready to compare, click on **Compare these hotels**.
3. In the **Compared Hotels** window, you can edit the rate information and add any necessary comments to the comparison file.

   Note: If you have selected multiple rooms, the cancellation policy is not displayed.
4. Click on the **Print** icon to send the file to the customer or click on the **Email** icon to send the file to the customer.

Example: Comparing Hotels



How to Save Hotel Details

1. On the **Hotels** page, mouseover the hotel and click on the **Add to comparison** link.

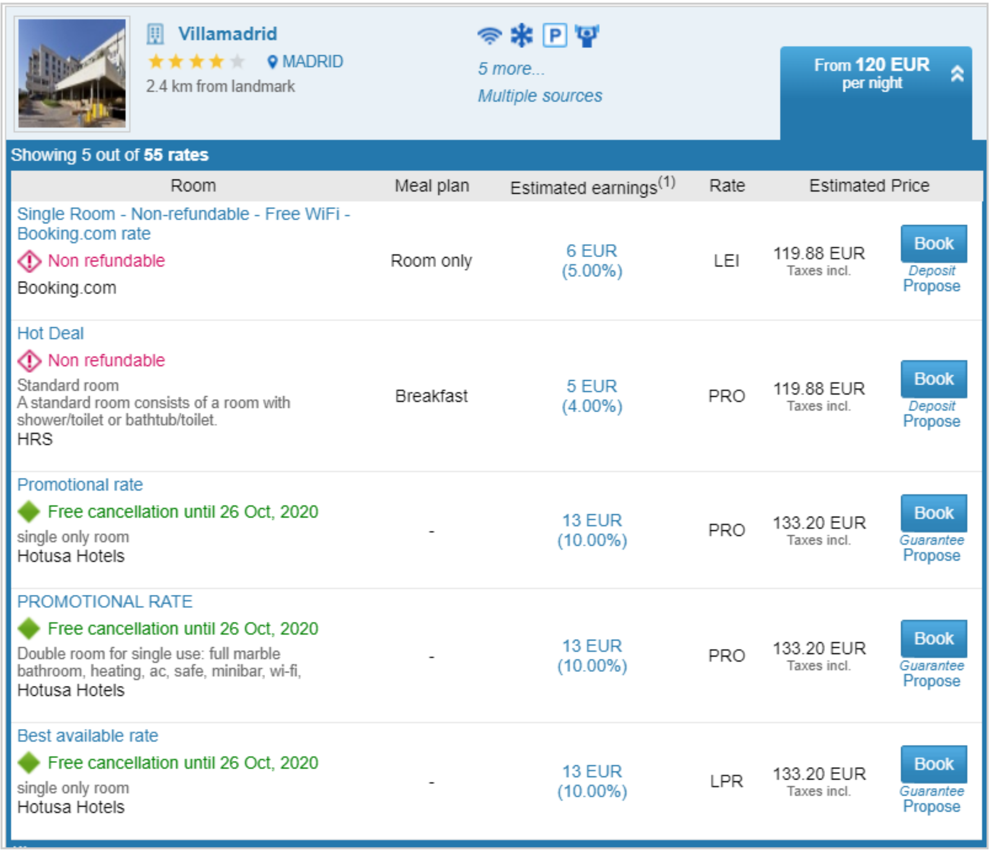
   The room rate and the hotel are added to the **Selected hotels** panel.
2. Click on **Save these hotels** in the **Selected hotels** panel.

Booking a Room

How to Book a Room

1. On the **Hotels** page, click on the button that displays the room rate.
2. Click on **Book** next to the room and rate that you want to book.

Example: Booking a Room



Entering Traveller and Payment Details for a Hotel Booking

What Is the Booking Page?

The **Booking** page is where you enter the traveller and payment details. The information requested varies depending on whether you are booking with a chain or an aggregator.

If traveller information is already available in the Booking File, the related fields are automatically completed.

If you have retrieved a profile, some of the fields may already be completed with the traveller's preferences.

If no data has been loaded, you need to manually complete the fields.

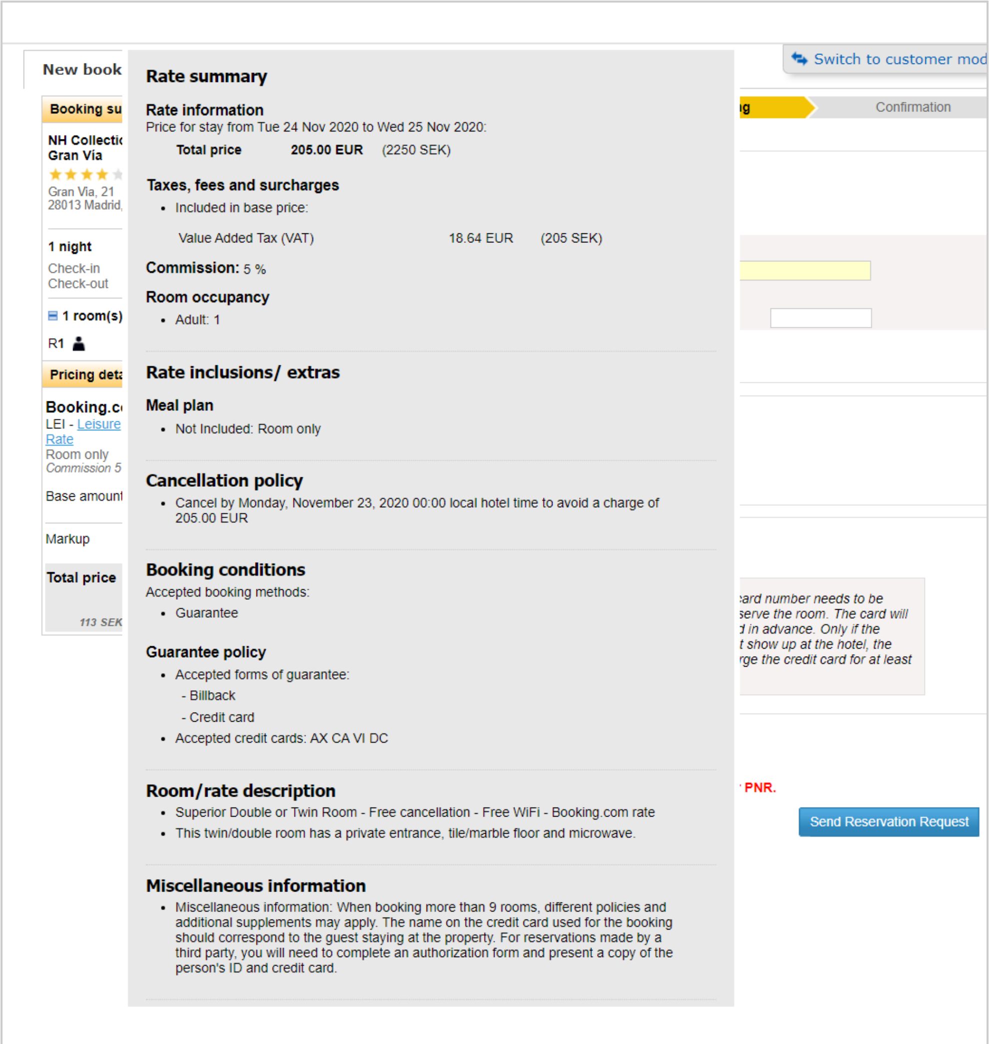
How to Complete a Hotel Booking

1. In the **Traveller Information** section of the **Booking** page, enter the details of the main traveller and any additional travellers.
   - If the details of the main traveller and any additional travellers are already in the Booking File, you can select these from the corresponding drop-down menu. However, you cannot add another name to the booking.
   - If the main traveller details are already in a profile, you can select these from the autocomplete box that is displayed. You can also add a new traveller name.
2. In the **Hotel Preferences** section, specify any preferences or special requests, such as a non-smoking room, early or late check-in or other available requests.
3. In the **Payment Information** section, enter the payment details or select the method of payment from the dropdown list.

   The method of payment for hotel chains is predefined.
4. If the payment method is **Agency Account**, and the rate is not set to non-refundable, you can set your booking to be confirmed later by selecting the **On Hold** option and selecting the date at which the booking is automatically cancelled if it has not been confirmed.
5. For aggregator bookings, you need to enter a Travel Agency email address where the aggregator can send the booking documentation such as a voucher or confirmation email.
6. Review the hotel and pricing summary.
7. To view the booking conditions and cancellation policies, mouseover the rate link in the **Pricing Details** section.
8. Click on **Send reservation request**.
   - For hotel chain bookings, you are prompted to perform an end transaction on the Booking File.
   - For aggregator bookings, the Booking File is automatically saved (ER) by the system. When the booking is confirmed by the aggregator, the **Confirmation** page is displayed, showing full details of the hotel booking. If a Booking File was not created initially, a Booking File is created containing

the hotel segment. A Name element is also added if it was not already present.

Example: Booking Page with Rate Conditions



What Are the Payment Requirements for an Aggregator Booking?

For aggregators, most bookings are made in a prepaid model. This means that the booking is paid for by the traveller at the agency.

You select the method of payment in the **Booking** page.

The method of payment depends on the aggregator, and may vary if you have a specific agreement with the aggregator. For example, Agency Account.

The payment is either processed immediately or at a later stage, depending on the specification in the **Booking** page.

Book Now, Pay Later

Some aggregators allow you to reserve a room at a given rate for a certain time with an option to pay later.

If this option is available, it is also displayed with the rate conditions during the booking flow. The time limit for payment is also provided.

If you choose this payment option, you receive an email notification of the payment deadline three days before the payment is due. If the payment is not made before the deadline, the booking is automatically cancelled.

For information on how to make the payment before the reservation expires, see *How to Confirm an Aggregator Booking With a Pay Later Option* on the next page.

Putting a Booking on Hold With an Automatic Cancellation Date

You can put a booking on hold for it to be confirmed at a later date.

On the **Booking** page, the **On Hold** option is visible for eligible rates when you select **Agency Account** as method of payment. When you select this option, you need to set a date at which it is automatically cancelled if the booking has not been confirmed. The date chosen must comply with the cancellation policy for the booking.

You will receive daily reminders of the automatic cancellation starting three days before the set date.

Requesting Special Services

How to Request Special Services

1. In the **Traveller Information** section of the **Booking** page, enter the details of the main traveller and any additional travellers.
   - If the details of the main traveller and any additional travellers are already in the Booking File, you can select these from the corresponding drop-down menu. However, you cannot add another name to the booking.
   - If the main traveller details are already in a profile, you can select these from the autofill box that is displayed. You can also add a new traveller name.
2. In the **Hotel Preferences** section of the page, specify any special requests to the hotel, such as a non-smoking room, early or late check-in or other available requests, in the **Supplementary Information** field.

   Note: The **Supplementary Information** field is not displayed if the selected aggregator does not support supplementary information.
3. In the **Payment Information** section, select the method of payment from the drop-down menu.

   The method of payment for hotel chains is predefined.
4. Click on **Send reservation request**.

Confirming a Hotel Booking

Booking type	Details
Hotel Chain Booking	• Your booking is only fully confirmed after the Booking File has been completed and saved. • You can do this in either the Booking File module or the Command Page. • You can still modify or cancel the booking after it has been confirmed. However, it is important to first read the hotel's or the aggregator's conditions to check if any penalties apply.
Aggregator Booking	• The hotel booking is automatically confirmed at the time of booking. • You can cancel the booking after it has been confirmed. **Note:** It is important to first read the hotel's or the aggregator's conditions to check if any penalties apply. • You can modify dates for aggregator hotel bookings using a cryptic command in the Command Page. For all other aggregator hotel booking modifications, you must cancel and rebook.

How to Confirm an Aggregator Booking With a Pay Later Option

1. Retrieve the booking. See *How to Retrieve a Booking Confirmation Using a General Search* on page 147 and *How to Retrieve a Booking Confirmation Using the Confirmation Number and Provider* on page 147.

   You can select the status of **Pending Payment** in **Your Booking Search Options** to refine the search.
2. Click on the **Add Payment** button on the **Confirmation** screen.
3. Enter the payment details and click on **Make Payment**.

How to Confirm a Booking on Hold

1. Retrieve the booking. See *How to Retrieve a Booking Confirmation Using a General Search* on page 147 and *How to Retrieve a Booking Confirmation Using the Confirmation Number and Provider* on page 147.

   You can select the status of **Pending Confirmation** in **Your Booking Search Options** to refine the search.

   Note: If you missed the automatic cancellation date set for the booking on hold, the booking has been cancelled automatically and is not returned by the search.
2. Click on the **Confirm Now** button on the **Booking Retrieval** screen.

How to Confirm a Hotel Booking in the Booking File Module

1. Go to the **Booking File** module.

   Some of the elements that are mandatory in a Booking File are already completed from the information you entered in the hotel booking, for example, the Name element and the hotel segment.
2. Complete the Booking File with any remaining mandatory elements:

- Contact
- Received From
- Ticketing Arrangement

3. End transact the Booking File to confirm the hotel booking.

   The Booking File is assigned a record locator, which you can use to retrieve the Booking File if required.

How to Confirm a Hotel Booking in the Command Page

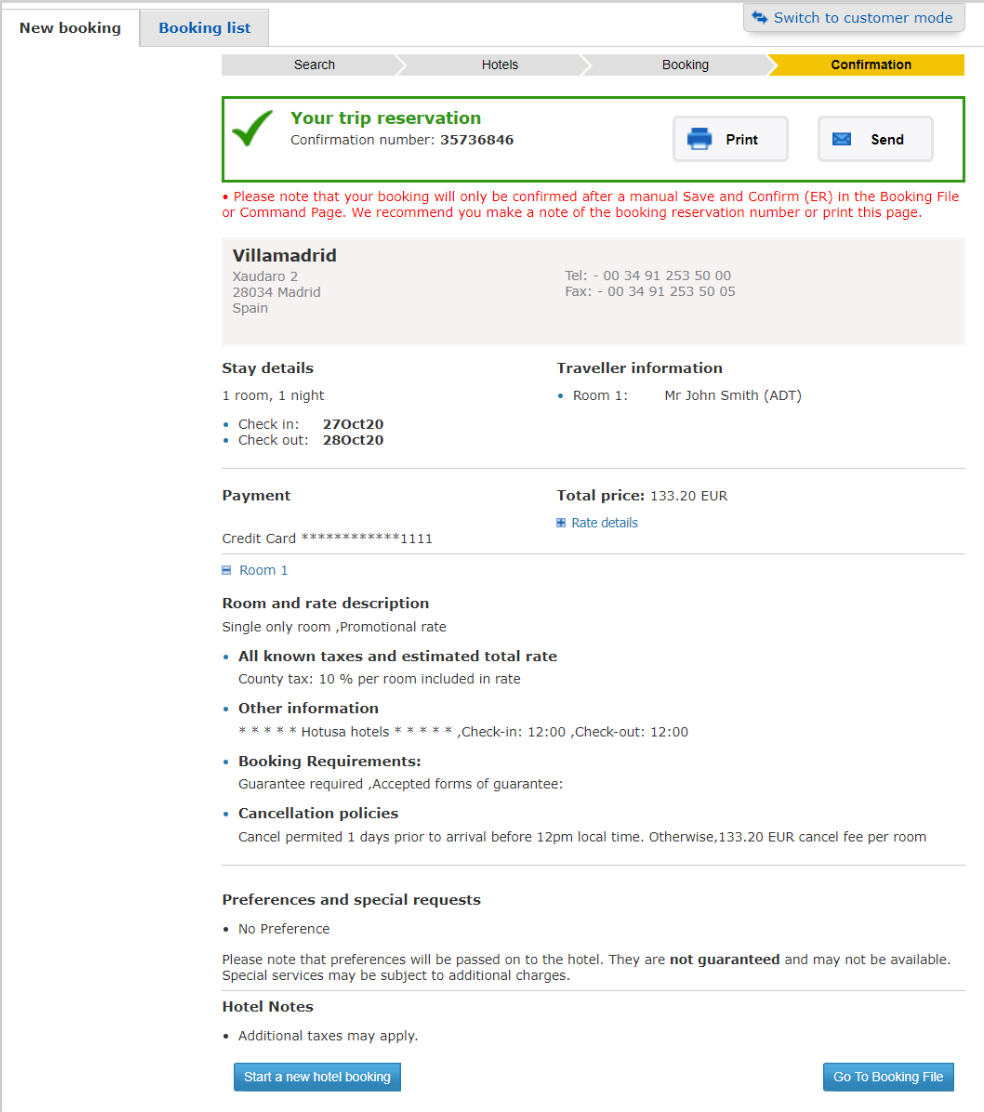
1. Go to the **Command Page**.
2. Use the **RT** transaction entry to retrieve the active booking.

   Some of the elements that are mandatory in a Booking File are automatically completed using the information you entered in the booking, for example, the **NM** - Name element and the hotel segment.
3. Complete the Booking File with any remaining mandatory elements:
   - **AP** - Contact
   - **RF** - Received From
   - **TK** - Ticketing Arrangement

   Note: Enter **HE BOOKING FILE** for help on how to complete a Booking File using cryptic transaction entries.
4. Use either the **ET** or **ER** transaction entry to save (end transact) the Booking File and confirm the booking.

   The Booking File is assigned a record locator, which you can use to retrieve the Booking File if required.

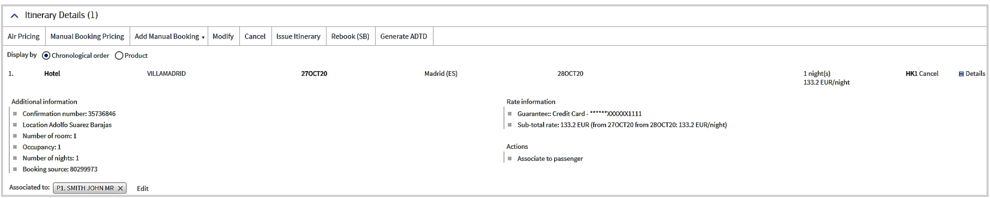
Example: Booking Confirmation



How to display the Hotel Booking in the Booking File Module

1. Click on **Go to Booking File** from the **Confirmation** page.
2. Click on **Itinerary Details** to see the hotel booking.

Example: Hotel booking in the Booking File Module



Retrieving Hotel Booking Confirmations

How to Retrieve a Booking Confirmation Using a General Search

1. On the **Search** page, click on the **Booking list** tab to display **Your booking search options**.

   The office in which you are logged into is displayed by default in the **Office ID** field. The search is based on this office.

   Note: You cannot update the **Office ID** field for a search. To search for bookings made by a different office, you must sign into that office and search from there.

2. Enter the search criteria and click on **Search**.

   To retrieve a booking using the confirmation number and provider, even if the booking was made by a different office, see *How to Retrieve a Booking Confirmation Using the Confirmation Number and Provider* below.

   All active bookings that match the search criteria are displayed, up to a maximum of 200.

3. To display the details of a booking and access the print and cancel follow-up actions, click on the booking in the search results list.

How to Retrieve a Booking Confirmation Using the Confirmation Number and Provider

1. On the **Search** page, click on the **Booking list** tab to display **Your booking search options**.
2. Click on the **Quick Retrieve** link to display the **Confirmation number** and **Provider** fields.

   Note: You can retrieve a booking that was made by an office other than the office you are signed into, provided that you have the security rights for that office.

3. Enter the search criteria and click on **Search.**
4. To display the details of the booking and access the print and cancel follow-up actions, click on the booking.

How to Export the Booking List as an Excel File

1. On the **Search** page, click on the **Booking list** tab and retrieve the required bookings. See *How to Retrieve a Booking Confirmation Using a General Search* above and *How to Retrieve a Booking Confirmation Using the Confirmation Number and Provider* above.
2. Click on the **Export** icon .

   The booking list is downloaded as an Excel file to your local drive.

Printing and Emailing Hotel Booking Confirmations

You can print and email a confirmation for a new booking from the **Confirmation** page at the end of the booking flow.

You can also retrieve, print, or email a previous booking confirmation using the **Booking list** tab on the **Search** page. From here, you can also display a list of bookings that have something in common, such as all bookings made by the same agent.

How to Print a Previous Booking Confirmation

1. Retrieve and display the booking that you want to print. See *How to Retrieve a Booking Confirmation Using a General Search* on the previous page or *How to Retrieve a Booking Confirmation Using the Confirmation Number and Provider* on the previous page.
2. Click on **Print** and follow your standard printing instructions.

How to Print a New Booking Confirmation

After a booking is confirmed, the **Confirmation** page displays the booking summary.

Click on **Print** and follow your standard printing instructions.

How to Email a New Booking Confirmation

After a booking is confirmed, the **Confirmation** page displays the booking summary.

1. To email the booking confirmation, click on **Send.**
2. Enter the destination email address and click on **Send Email**.

Cancelling a Hotel Booking

How to Cancel a Confirmed Hotel Booking

1. Retrieve and display the booking that you want to cancel. See *How to Retrieve a Booking Confirmation Using a General Search* on the previous page and *How to Retrieve a Booking Confirmation Using the Confirmation Number and Provider* on the previous page.
2. Click on **Cancel**.

   The cancellation policy is displayed in the **Cancel Booking** pop-up window so that you can review the policy details before completing the cancellation.
3. To confirm the cancellation, click on **Yes**.

   The **Booking** File is updated to reflect the cancellation.

How to Cancel a Confirmed Hotel Booking in the Booking File Module

1. Before you cancel a confirmed hotel booking, read the hotel's cancellation policies to check if any penalties apply.
2. Retrieve the Booking File and select the hotel segment you want to cancel.
3. Click on **Cancel** to open the **Cancel** window.
   - To cancel the selected hotel segment only, select the **Cancel Element(s) - XE** option.
   - To cancel the whole itinerary, select the **Cancel Itinerary - XI** option.

Note: You can click directly on **Cancel All** to cancel the whole itinerary without opening the **Cancel** window.

How to Cancel an Unconfirmed Hotel Booking

Unless you save the Booking File after you make your hotel booking, your booking is unconfirmed.

To cancel an unconfirmed hotel booking, ignore the Booking File by clicking on **Ignore (IR)**.

Chapter 6: Cars

Getting Started With Amadeus Cars

What Is Amadeus Cars?

Amadeus Cars is a reservation tool designed to guide you through the entire reservation process using a predefined sequence of steps:

Workflow: Booking a Car

Step	Description
Searching for a car	In the **Search** page, you specify the car search criteria. See *Searching for a Car* below.
Booking a car	In the **Cars** page, you select and book a car. See *Selecting and Booking a Car* on page 156.
Entering traveller and payment details	In the **Checkout** page, you enter the traveller and payment details as well as any additional requests such as special equipment. See *Entering Traveller and Payment Details for a Car Booking* on page 162.
Confirming your reservation	In the **Reservation** page, you check your booking and traveller details, and save the reservation to the Booking File. See *Confirming, Cancelling and Modifying a Car Booking* on page 163.

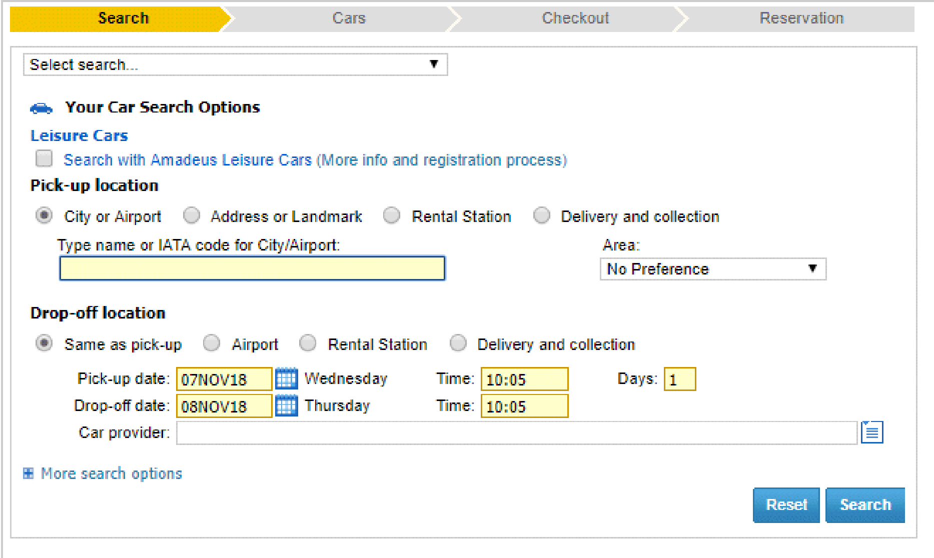
Video: How to Create a Car Booking

Launch

Searching for a Car

How to Search for a Car

1. In the **Search** page, enter the basic search criteria.



a. If you want to include Leisure Cars in your search, select the **Search with Amadeus Leisure Cars** check box. See *Working With Leisure Cars* on page 154.

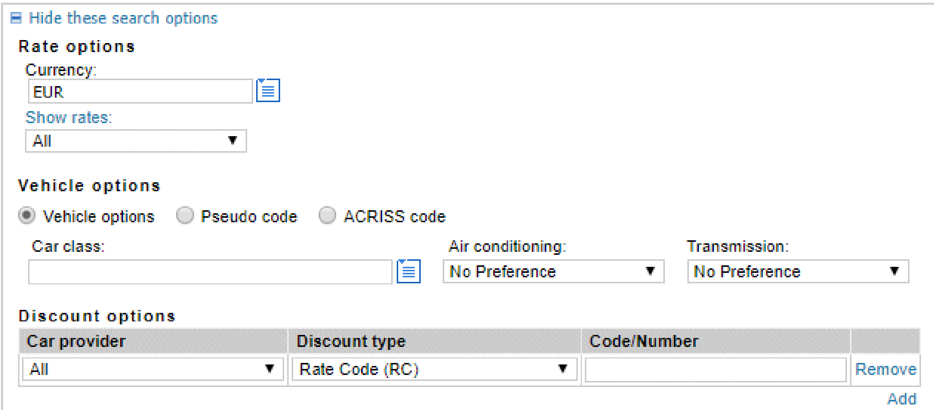
b. Enter the **Pick-up location**and **Drop-off location**.

   Type in the first letters of the location name to view a pop-up list.

c. Define the date and time for pick-up and drop-off.

d. If you are not including Leisure Cars in your search, you can enter a **Car Provider**. Click on the lookup button to choose from a list.

2. Optionally click on **More search options** to define additional search criteria.



a. Under **Rate options**you can:

   - Select the **Currency** to be displayed.
   - Select **Prepaid** or **Non-prepaid** from the **Show Rates** drop-down list. See *What Is a Special Rate?* on the facing page.

b. Under **Vehicle options,** you can specify one of the following to restrict your search:

   - **Vehicle options**: Specify car class, air conditioning and other options. You can enter up to five car classes.

- **Pseudo Code**: Used to group sets of car features in your search. Example: All hybrid vehicles
- **ACRISS code**: A four-letter code used to specify any combination of category, type, transmission/drive and fuel/air conditioning. You can use up to five ACRISS codes during a search. Each ACRISS code must be separated by commas. You can use * as a wildcard. Example: ECMN,CC.

c. Under **Discount options** You can add a discount code by selecting the **Car provider** and **Discount type**, and entering a discount **Code** then clicking on **Add.**

Note: You can also set these up beforehand as defaults; see *What Are the Discount Types?* below.

When you do a search, the discount rate appears in the **Listing view** in the search results, under the **Special Rate** column. You can add up to four corporate discounts codes for each car provider.

3. Click on **Search**.

What Is a Special Rate?

Special rates apply to different types of customers. Special rates are agreed between the travel agency and the car provider, and they are displayed if specific discount codes are used in the search.

Rate	Description
Non-prepaid rate	This rate is intended for corporate customers. The corporate rate is flexible and allows booking modification and cancellation.
Prepaid rate	This rate is intended for leisure customers. This rate is fully inclusive, which means that it usually includes unlimited mileage.

What Are the Discount Types?

You can access different discount types for each provider. The discount types that are available depend on the provider that you select in the search.

Discounts types are identified by discount codes. These codes are subject to change, and you can add them or remove them as required.

To set up default discount types, click on the **Preferences** button (

) on the left of the **Search** panel. Enter the details in the pop-up.

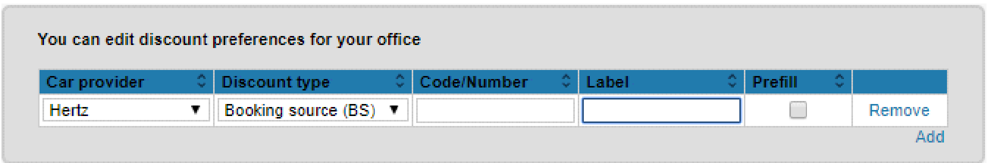


Table: Example Discount Types

Discount Type	Description
Booking source	The **Booking Source** enables you to store new booking codes that you can use to retrieve negotiated rates. The booking codes are stored by the office ID, which means that you can share the stored booking codes with your colleagues, provided that you are connected to the same server. The car providers can identify you by means of your predefined booking codes. When you store a booking source, you can view your booking codes in the **Search** page under **More search options**.
Corporate rate	This rate is granted to specific companies or travel agencies.
Rate code	This rate is negotiated between the car provider and the travel agency.
Customer ID	This rate is granted by the car provider to an individual traveller.
Promotional code	This rate is offered by the car provider.

Video: How to Use Car Discount Codes

Launch

Working With Leisure Cars

What Is Leisure Cars?

Leisure Cars is an additional search option that displays rates and availability for leisure rental.

Your travel agency must be registered with the Leisure Cars programme before you can book a car using this option.

There are no cancellation fees if the booking is cancelled up to 48 hours before the rental is due to commence. However, bookings that are cancelled within 48 hours of collection are charged 100%.

When a booking is confirmed, a pre-paid car rental voucher is issued as a proof of payment and emailed to the customer. Therefore, an email address for a car voucher is mandatory when confirming a Leisure Cars booking in the **Checkout** page.

What Are the Two Rate Packages for Leisure Cars?

Rate Package	Description
Standard	Includes all mandatory inclusions that a customer is required to pay before driving their rental car.

Rate Package	Description
Inclusive	Includes all mandatory inclusions plus additional cover, known as Super CDW. This cover significantly reduces or waives any excess that the customer is required to pay in the event of damage to the vehicle. Inclusive cover is arranged with the car rental supplier that provides the rental vehicle so that the customer: • Is not required to leave a large deposit. • Will not be offered additional cover at the counter. • Will not be required to claim from a third party in the event of damage to the vehicle. Inclusive rates are indicated by a crown icon .

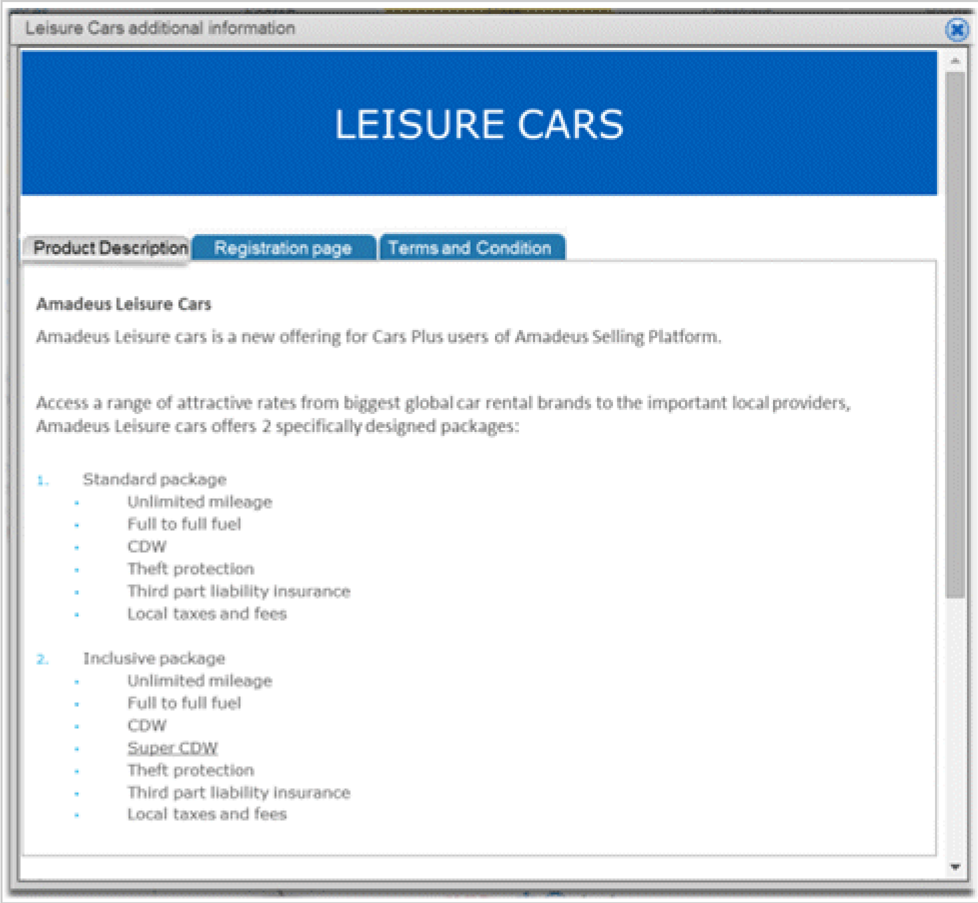
How to Register With Leisure Cars

Note: You can register with Leisure Cars throughout the booking flow in the **Search**, **Cars,** or **Checkout** pages.

1. Click on the **More info and registration process** link for Leisure Cars.
2. In the **Leisure Cars** pop-up window, click on the **Registration Page** tab.
3. Complete the information as required and click on **Register**.

How to Display Rate Information for Leisure Cars

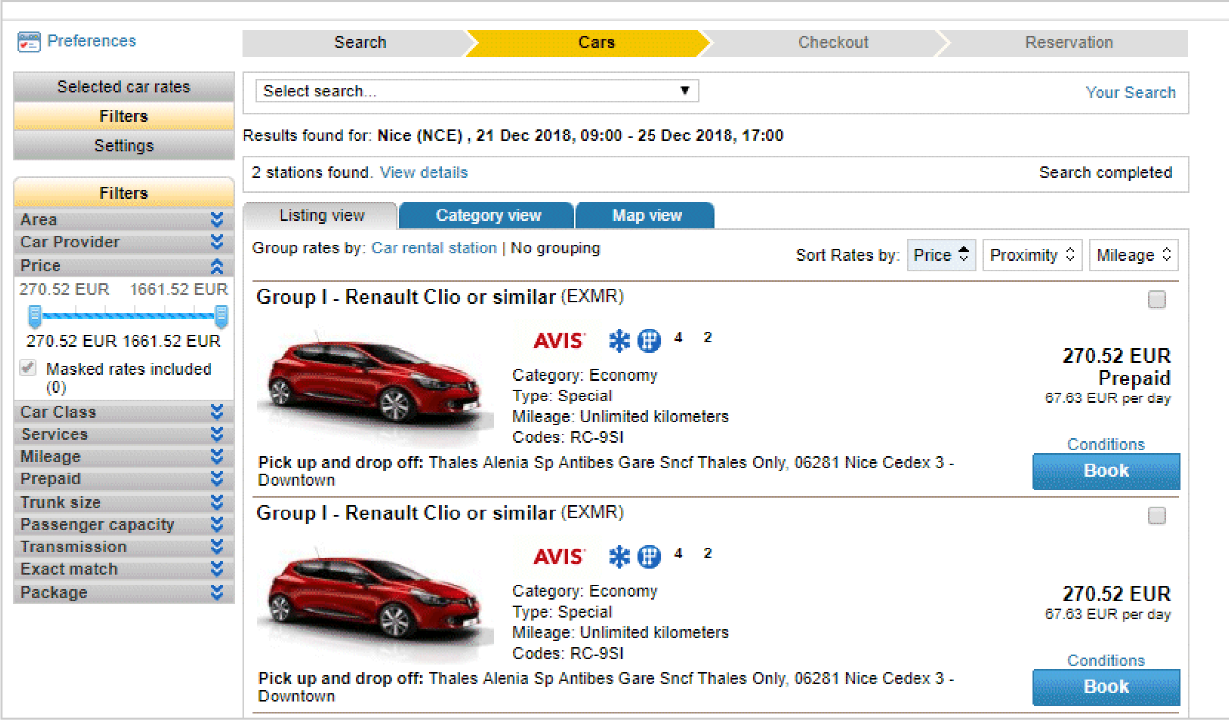
1. Click on the **More info and registration process** link for Leisure Cars.
2. In the **Leisure Cars** pop-up window, click on the **Product Description** tab.



Selecting and Booking a Car

How to Select and Book a Car

1. Review the results of your car search.



2. You can view the results in different ways by clicking on the following tabs.

Tab	Description
Listing View	This view shows the offers with the lowest estimated price for each provider: • To group results by car rental station, click on **Group rates by: Car rental station**. This will show only the best rate for each provider. To view all the offers for a provider click on **More Rates**. • To view the provider conditions summary, click on the **Conditions** link.
Category View	This view displays a table with all the rates with the cars organised by category. Note that the car image is a generic one, not the actual car.
Map View	This view displays a map with the car rental stations. • Green markers indicate the car rental stations that are geocoded. If you select a car provider in the list, its marker turns blue. • Hover over a marker to view the car details. • Click on **Road** to display the car rental station on a normal road map view. This view is the default. • Click on **Aerial** to display a satellite photo of the rental station location. **Note:** The map view is only available if at least one geocoded car rental station is present in the selected location.

3. To narrow the search results, click on any of the **Filters** and enter filter criteria.

   See *Filtering the Car Search Results* on page 159.

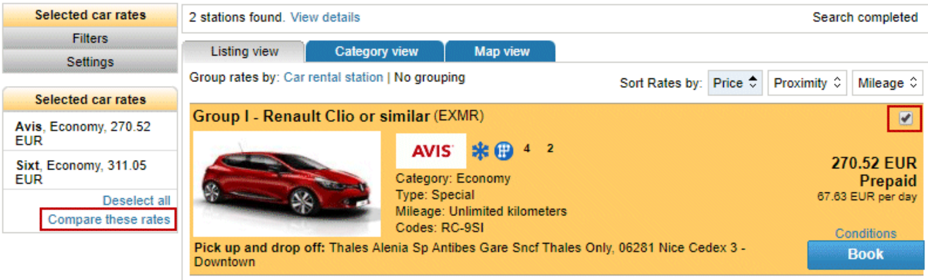
   The search results page updates and displays only cars that meet your criteria.

Note: For Leisure Cars results, the travel agent commission is displayed, as well as an icon for any available packages. You can filter on packages in the **Filter** section.

4. Select a car and click on **Book** to complete the rental.

How to Compare Car Offers

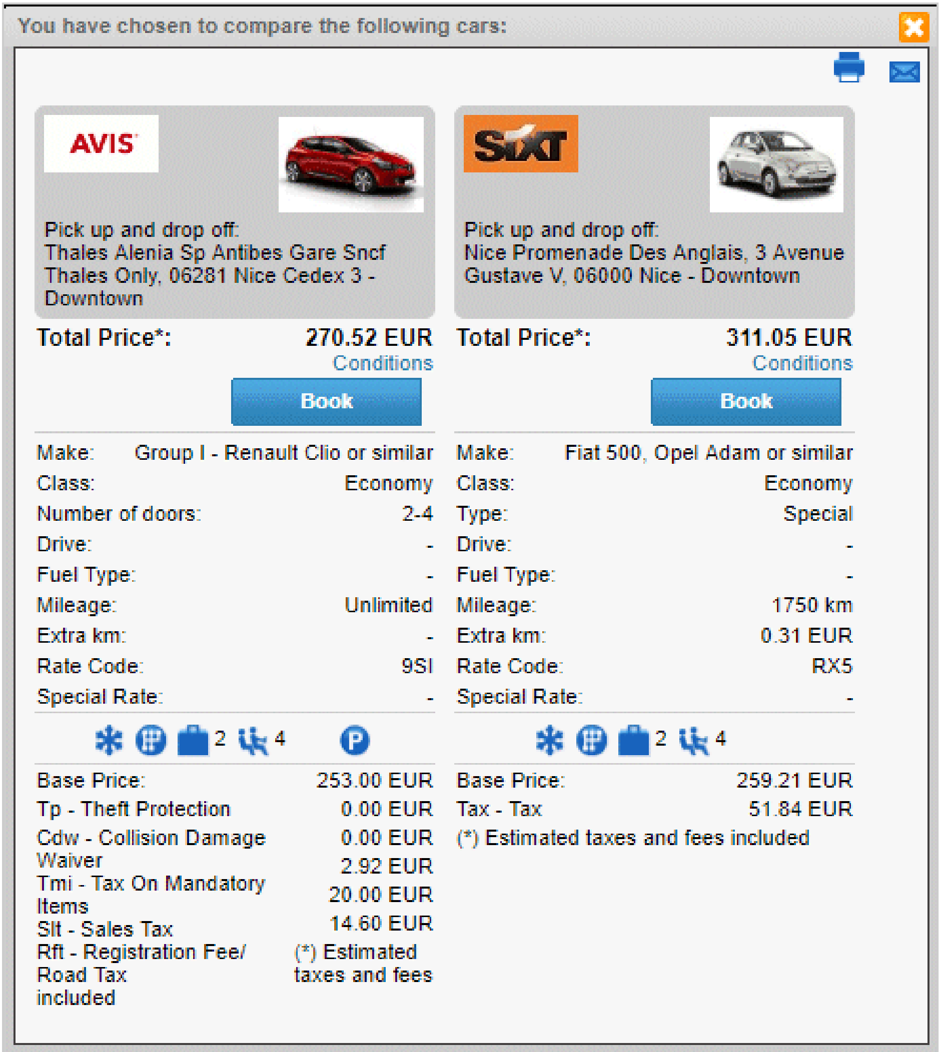
1. In the **Listing** view or **Category** view, select two or more cars by clicking the check box on the right corner.



The **Selected Car Rates** panel is shown on the left.

2. Click on **Compare these rates**.

The selected cars are shown side-by-side in a pop-up window.



3. Use the **Print** and **Email** icons to print or email the page.

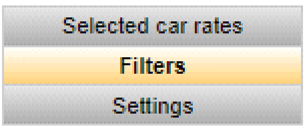
   Note: For Leisure Rates, the commission is not printed.

4. Click on **Book** to go to the **Checkout** page and complete the booking.

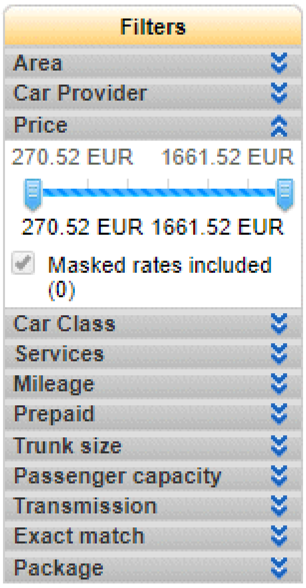
Filtering the Car Search Results

How to Filter Search Results

1. Click on **Filters**.



2. Set all the filters that apply.



The search results page updates and displays only cars that meet your criteria.

The filter settings apply in all three views: **Listing view**, **Category view** and **Map view**.

Note: If a search returns masked rates, the check box **Masked rates included** appears in the **Price** filter. By default, this check box is selected and the number of masked rates is shown. If the search returns only masked rates, the price slider is greyed out and the masked rate details are displayed.

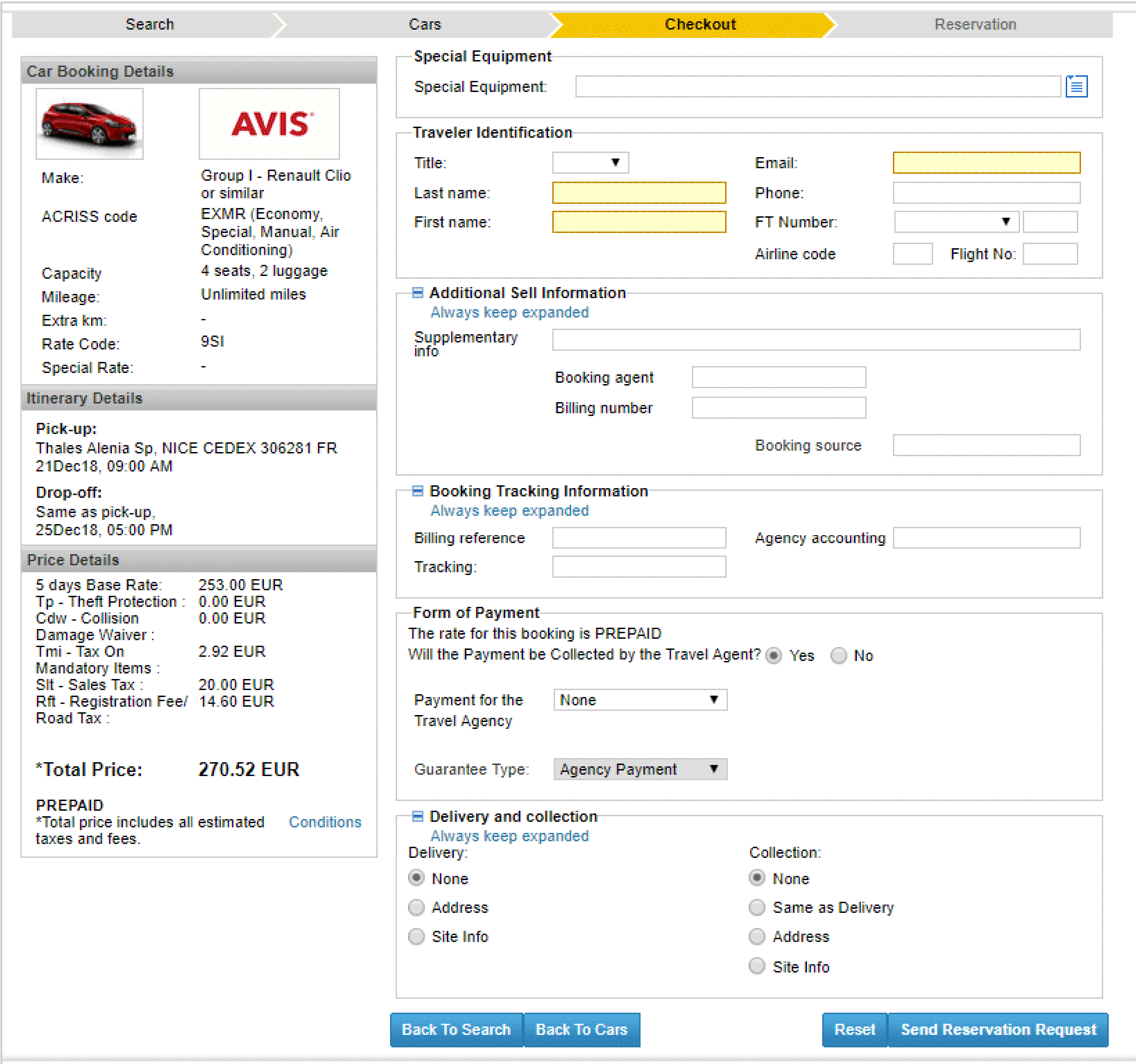
What Are the Filter Options?

Filters	Description
Distance	Use the slider to define the maximum distance from the searching centre. **Note:** This filter is only displayed when you search using the Address or Landmark option.
Area	Choose between the different areas linked to your search location.
Car Provider	Choose to display all car providers or select specific car providers.
Price	Use the slider to define the price range and select whether to display masked rates.
Car Class	Select the car categories that you want to display.
Shuttle Information	Select the type of shuttle service required. **Note:** This filter is only displayed for terminal and off-terminal locations and when at least one of them has associated shuttle information.
Services	Select whether to have Delivery or Collection services.
Mileage	Select to display vehicles with limited or unlimited mileage or both.
Prepaid	Select to display only prepaid rates or non-prepaid rates or both.
Trunk Size	Select the boot size requirements for the luggage.

Filters	Description
Passenger Capacity	Define a rate according to the passenger capacity of the vehicle.
Transmission	Select whether you want automatic or manual transmission rates.
Exact Match	Select the rates that have an exact match with the request selection. If the vehicle ACRISS code matches the vehicle options criteria from the search, a check box is displayed to allow you to select the rates with an exact match.
Package	This filter option is specific to Leisure Cars only. See *What Are the Two Rate Packages for Leisure Cars?* on page 154

Entering Traveller and Payment Details for a Car Booking

Example: Checkout Page



How to Complete the Checkout Page

1. Check that the car booking details are accurate.
2. Request any special equipment in the **Special Equipment** section as follows:

   – Enter the name or code.

   Or:

   – Click on to select special equipment from a list.

   You can enter a maximum of three special equipment names or codes. Use a comma to separate each item.
3. In the **Traveller Identification** section, enter the name of the driver.

If the Booking File already contains the traveller's details, select the name of the driver from the list or select **New Traveller** to add a new traveller.

4. In the **Additional Sell Information** section, enter additional information and issue an e-voucher if applicable (for non-prepaid rates only).

   For more information on issuing an e-voucher, see *How to Issue an E-Voucher During Checkout* below.

5. In the **Form of Payment** section, select the form of payment.

   – If your agency collects the payment or guarantee information, this information is sent to the agency's mid or back office.

   – If the car provider collects the payment or guarantee information, this information is sent to the car provider.

   Note: For Leisure Cars, this section is called **Agency Payment**.

6. Select the guarantee type from the **Guarantee Type** drop-down list for non-prepaid rates.

   Note: A guarantee is not required for prepaid rates.

7. Specify the delivery and collection point, if it differs from the car provider rental location.

8. Click on **Send reservation request** to display the **Confirmation** page and complete the reservation.

   You can also click on:

   – **Reset** to reset all the fields in the page with the default values.

   – **Back To Search** to return to the **Search** page.

   – **Back To Cars** to display the **Car availability** page.

How to Issue an E-Voucher During Checkout

1. In the **Checkout** page, complete the **Additional Sell Information and e-Voucher** section.

   Note: E-vouchers can only be issued for non-prepaid rates.

2. Specify either a **Booking source** or a **Billing number**.
3. Select the voucher value in the **Vouchervalue** drop-down list.
4. Select the **Issue e-voucher and end-transact Booking File** box to complete the payment.

   The Booking File record locator number is displayed. Note down this number for future reference.

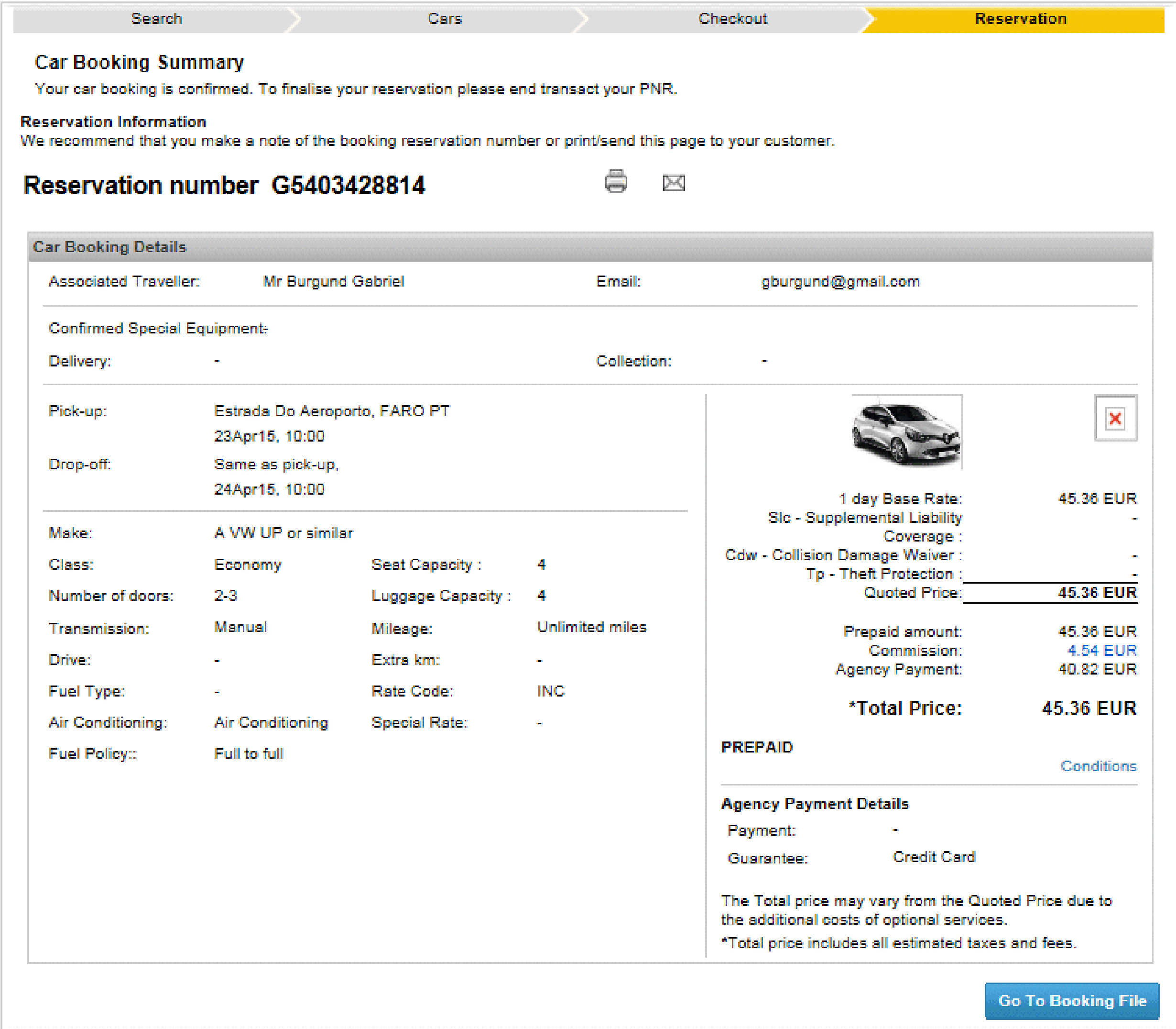
Note: When you issue an e-voucher, the booking is automatically confirmed.

Confirming, Cancelling and Modifying a Car Booking

Video: How to Modify a Car Booking

Launch

Example: Reservation Page



How to Confirm a Car Booking

1. Click on **Conditions** to review your car provider's rate details, rate rules and station policies.
2. Click on **Save and Confirm (ER)** to confirm and save your booking to the Booking File.

How to Modify a Car Booking From the Booking File

1. Click on **Go to Booking File**.
2. Click on **Modify** in the **Itinerary details** section.

   The **Modification** window is displayed.
3. Enter the required modifications.
4. Click on **Send Modification Request** to save your changes.
5. To ensure that your changes have been saved, click on **Back to Booking File**.

How to Cancel an Unconfirmed Car Booking

Click on **Ignore (IG)** in the **Reservation** page.

How to Cancel a Confirmed Car Booking

1. Click on **Go to Booking File**.
2. Click on **Cancel** in the **Itinerary Details** section.

   When you cancel a booking you can choose between:

   a. Cancelling a car segment

   b. Cancelling the whole itinerary
3. Click on **Save and Confirm (ER)** to save the booking cancellation.

Chapter 7: Rail

Getting Started With Amadeus Rail

What Is Amadeus Rail?

Rail is a web-based rail-booking tool that is designed to guide you through the complete booking flow.

Rail enables you to:

- Book one-way, round-trip or multi-destination rail trips (open jaw) for corporate and leisure passengers using real-time availability and fares.
- Share content with the Profiles Plus and Booking File modules.
- Indicate a seat or berth preference.
- Select multiple proposals and display a Trip Comparison table prior to booking.
- Add or cancel a bound from an existing Booking File.
- Modify, cancel, or reprice rail segments for specific carriers.
- Issue tickets for all train segments in the Booking File.
- Refund all issued rail tickets from a retrieved Booking File.
- Exchange tickets from an existing Booking File.

How to Save Default Settings for Rail

1. On the main Selling Platform Connect menu, click on **Settings > Rail**.

   Alternatively, on the **main accordion** menu, click on **Personal Settings > Rail**.
2. Select your preferences as required and click on **Save.**

Workflow: Booking a Rail Trip

Step	See
1. Enter passenger details.	*Entering Passenger Details* on page 174
2. Search for availability and fares.	*Searching for a Rail Fare* on page 177
3. Select a fare.	*Selecting a Rail Fare* on page 180
4. Book your trip.	*Booking Your Rail Trip* on page 185
5. Confirm and save your booking.	*Saving a Rail Booking* on page 190
6. Issue tickets.	*Issuing Rail Tickets* on page 195

What Are the Post-Booking / Reservation Management Options?

You can perform the following actions after booking but before issuing tickets:

Action	See
Modifying, cancelling, and repricing segments.	*Modifying, Cancelling, and Repricing Swedish Rail and SNCF Rail Segments* on page 191. *Cancelling Other Distributor Rail Segments* on page 193.
Modifying passenger details before issuance.	*Modifying Passenger Details Before Ticket Issuance (SNCF Distributor)* on page 194.
Issuing tickets.	*Issuing Rail Tickets* on page 195.

What Are the After-Sales Options?

You can perform the following actions after issuing tickets:

Action	See
Refunding tickets and releasing bookings.	*Refunding Tickets* on page 198. *Releasing a Booking or Seat (SNCF and Swedish Rail)* on page 200.
Voiding SNCF Tickets.	*Voiding SNCF Tickets* on page 201.
Exchanging tickets.	*Exchanging Swedish Rail Tickets* on page 202. *Exchanging SNCF Rail Tickets* on page 203.

Accessing Rail

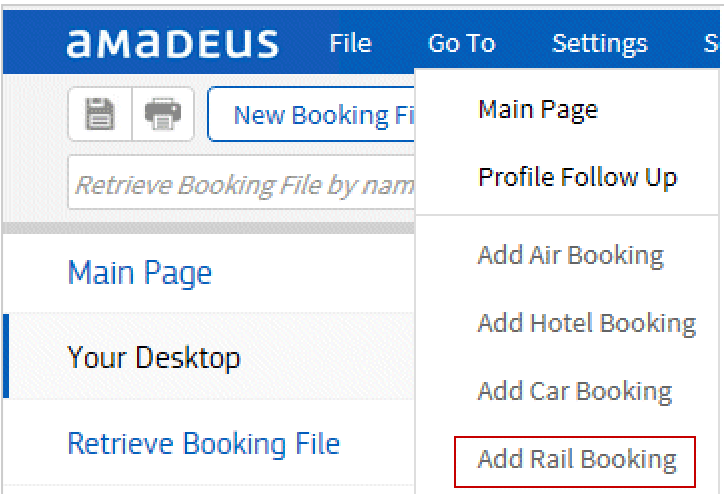
You can access Rail in either of the following ways:

- From an existing Booking File.
- By starting a new Booking File.

How to access Rail from an existing Booking File

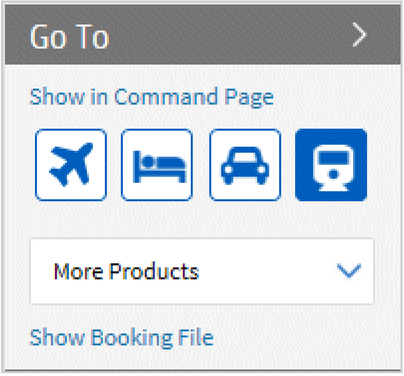
Retrieve a Booking File and do one of the following:

- Select **Go To > Add Rail Booking**.



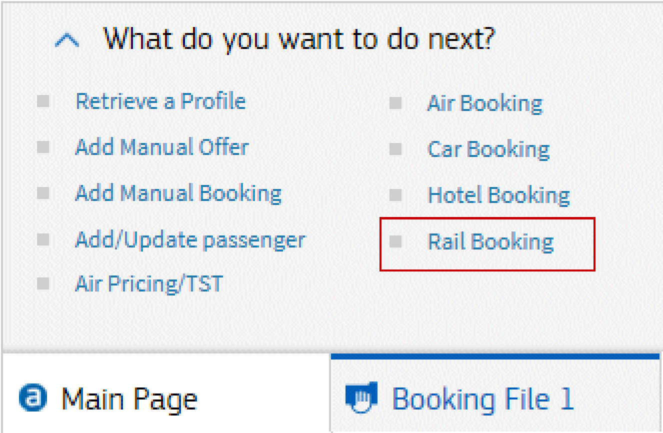
OR

- Click on the **Rail** icon in the **Go To** panel on the right of the screen.



OR

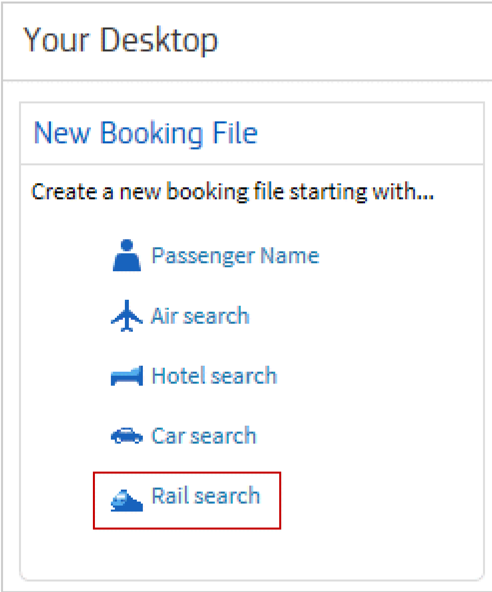
- Click on the **Rail Booking** link in the **What do you want to do next?** section.



How to access Rail by starting a new Booking File

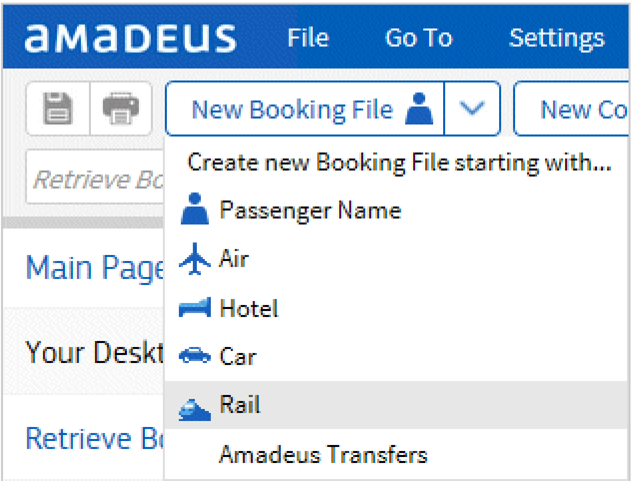
If you do not already have a Booking File, you can create one by doing one of the following:

- In the **Your Desktop** area, click on **Rail search**.



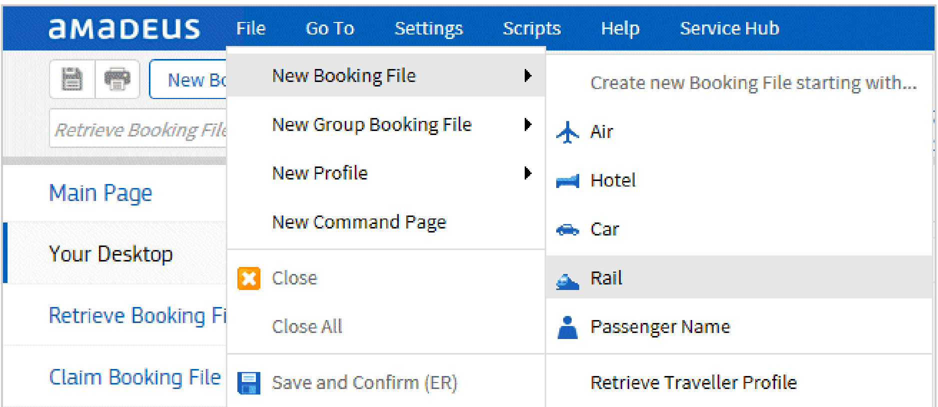
OR

- Click on the drop-down arrow on the **New Booking File** button and select **Rail**.



OR

- Select **File > New Booking File > Rail**.

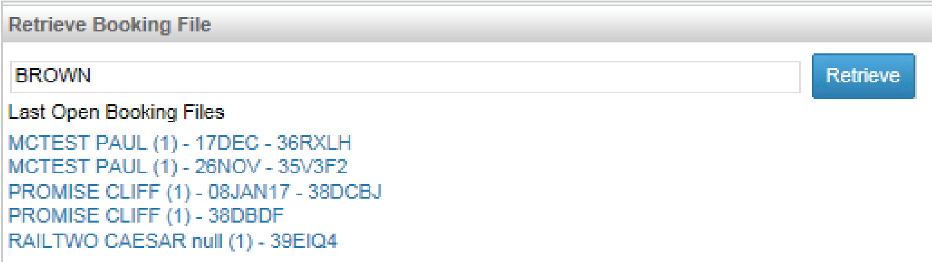


How to Retrieve a Booking File

1. Enter a name or reference number in the search box on the main toolbar of Selling Platform Connect.
2. Click on **Retrieve**.

   Alternatively, expand the **Retrieve Booking File** tab on the **Main Page** menu of Selling Platform Connect, enter the search criteria and click on **Retrieve**.

   One or more Booking Files appear in a list.

3. Select a Booking File from the list and click on **Open Booking File**.

   Note: A maximum of four Booking Files can be open at once.

Navigating the Shopping and Booking Screen

The Shopping and Booking screen consists of various sections. You can scroll between them using the scroll bar on the right, or by using the buttons on the Navigation bar.

Clicking on the first three buttons (from left to right) will take you to the respective sections of the booking screen:

- **Passenger Details** button

  Clicking on this button scrolls to the **Your Passengers** panel, where you enter the passenger's details.

  The number in parenthesis indicates the number of passengers in the booking.

- **Shopping Basket** button

  Clicking on this button scrolls to the **Your Trips** panel, where you manage the trip content, ancillary services, accommodations, delivery mode and booking.

  The number in parenthesis indicates the number of trips in the basket.

- **Search Results** button

  Clicking on this button scrolls to the **Search Results** panel. This panel contains a summary of the selected trip(s).

How to add remarks to the PNR

Clicking on the button on the right of the Navigation bar opens the following window, which lets you add up to 10 remarks to the PNR.

You can add either an accounting remark (RM), or a rail-categorized remark (RMR).

Managing Profiles

What Is a Profile?

A profile is a record containing useful information about either:

- An individual traveller

  This type of profile includes the traveller's contact details and discount and loyalty card information. It can also hold Corporate Programme information if it is not stored in the company profile (see *What Is a Corporate Programme?* on page 177.)
- A company

  A type of profile is used to store information about a company for which the agency provides travel services. Each company profile can have multiple traveller profiles associated with it.

Each time you make a booking, you can load information from a profile, so you do not have to manually enter this information.

You create and manage profiles in the Profiles Plus module and load them to Rail when making a booking.

For more details, see *How to Transfer a Profile to a Rail Booking File* on the facing page.

How Are Profiles Transferred to Rail?

You cannot transfer a profile directly to Rail. You must either:

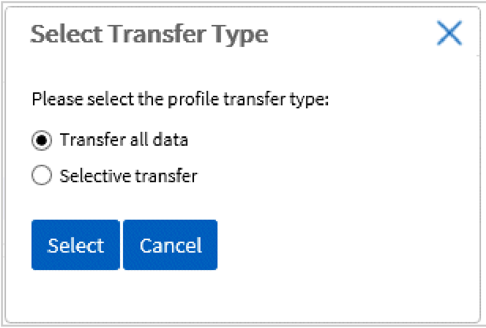
- Transfer the profile to a Booking File before starting a rail booking flow.

  See *How to Transfer a Profile to a Rail Booking File* on the facing page.
- Create a new profile using the Profiles module.

See *How to Create a Profile* below.

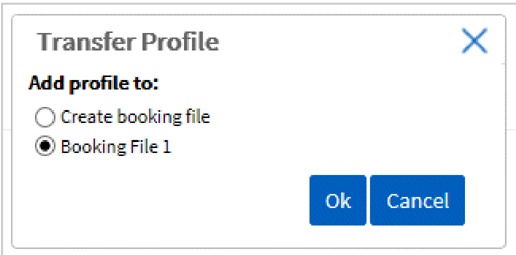
How to Transfer a Profile to a Rail Booking File

1. Create or open a Rail Booking File.
2. Expand the **Retrieve Profile** tab on the **Main Page** menu.
3. Enter the profile details and click on **Retrieve**.
4. Select the profile and click on **Transfer**.
5. In the pop-up window, select the transfer type and click on **Select**.



Note: It is not possible to transfer only Rail remarks in the profile. If you do a selective transfer and choose to include remarks, all remarks in the Booking File are transferred.

6. Select the name of your Booking File and click on **OK**.



How to Create a Profile

1. In the main menu bar of Selling Platform Connect, click on **File > New Profile** and select the profile type.

   For example, to create a Traveller profile, select **Traveller**. Alternatively, click on the **New Traveller Profile** button.

   A new profile page opens.

2. Complete the fields for the new profile.

   Note: Mandatory fields are marked with an asterisk (*).

   Each menu in the profile page is used to store a specific category of information. For example, use the **Payment Information** menu to store payment details such as credit cards.

3. Click on + to add more than one entry for each element, for example, a telephone number.

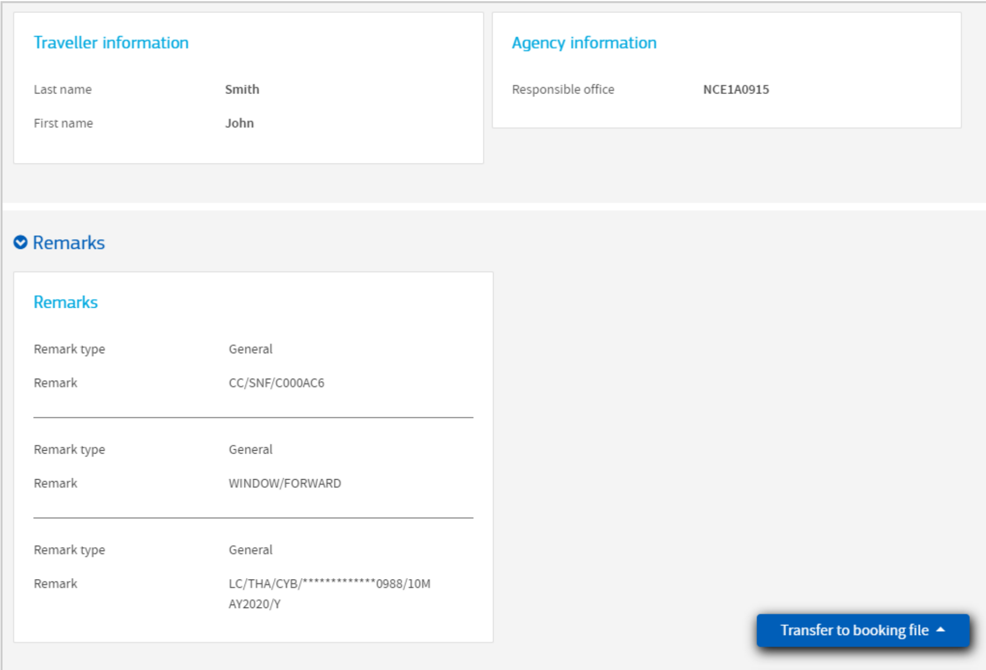
4. Select the **Preferred** button associated to an option to mark an option as preferred.

   Note: If the corresponding site parameters are enabled, you can define air, car, hotel, and rail preferences using the respective menus. If the site parameters are not enabled, you will not see these menus.

5. Click on **Save** to save the new profile.

How Is Rail Information Displayed in Profiles?

Rail remarks can be entered in cryptic format and displayed in the **Remarks** section of a profile.



Entering Passenger Details

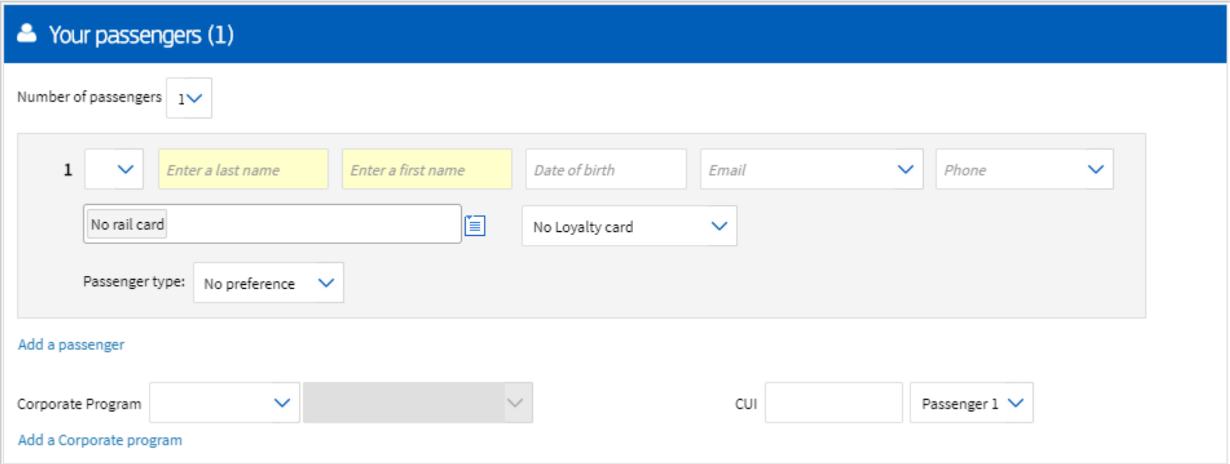
How to Enter Passenger Details

Note: You can choose to leave the passenger details unfilled and add them later. In this case, skip to *Searching for a Rail Fare* on page 177.

1. Open Rail.

   See *Accessing Rail* on page 168.

Image: Your Passengers Panel



2. Specify the number of passengers using the **Number of passengers** drop-down or by clicking on **Add a passenger**.

   Note: If you have opened an existing Booking File, you cannot add any more passengers. The **Your passengers** section reflects the number of passengers in the Booking File.

3. Either:

   Retrieve a profile (see *Managing Profiles* on page 172.)

   Or

   Enter the following information:

   – **Last name** and **First name**. (**SNCF:** If you enter a name, you can still change it when issuing the tickets.)

   – **Date of birth** in the order Day-Month-Year (for example, `04nov85` or `041185`).

   Note: If a SNCF loyalty card is used (SNCF Carte Grande Voyageur or Facilité de Circulation Tiers) and e-Billet is selected as the method of delivery, then the **Date of birth** field is not required.

   – **E-mail**.

   – **Phone**.

   SNCF: If a DV already exists (for example, where a booking has been made via a self-booking tool), you can claim it. See *How to Claim a Dossier Voyage (SNCF)* on the next page.

4. If the passenger has a rail card, click on the **Rail Card** icon.

   – From the **Rail Card Selection** window, select the rail provider and the appropriate rail card type(s).

   Note: If rail card information has been transferred from the company or traveller profile it will be pre-filled. The **Rail card** field may also be pre-filled if this information has been added to the PNR using the Command Page.

   Any fare reductions allowed by the selected card will be displayed in the **Search Results** panel.

For details on selling SNCF rail cards, see *Selling Rail Cards (SNCF)* on page 205.

5. If the passenger has a loyalty card, enter the details in the **Loyalty card** line.

   Notes:

   – If loyalty card information has been transferred from the company or traveller profile, it will be pre-filled. The **Loyalty code** field may also be pre-filled if this information has been added to the PNR using cryptic.

   – **Swedish Rail:** For trips on MTR Express, it is possible to add the Club Xpress card. Select MTR Express as the carrier, select Club Xpress as the card type and enter the card number. There is a limit of one card per passenger.

   – **SNCF**: You can enter FCT (Facilité de Circulation Tiers) card information in the passenger details section, or import it from the traveller profile. The following FCT fares require a card check: GC50, GC52, GC54, GC93.

6. You can specify the passenger type, if desired.
7. If the passenger is a member of a corporate programme, select the provider from the **Corporate Programme** drop-down list, and enter the programme number. For more details see *What Is a Corporate Programme?* on the facing page.

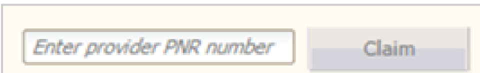
Note: Depending on the selected provider, various other options may be available.

Table: Provider-Specific Search Options

Provider	Option	Description
Swedish Rail	**Campaign Code**	A campaign code allows you to access discounted and reduced rail fares where applicable.
SNCF	**CUI code**	A CUI code is an advantage code that enables individual passengers to benefit from discounted and reduced fares.

How to Claim a Dossier Voyage (SNCF)

1. Enter the PNR number of the SNCF DV and click on **Claim**.



   The following information from the DV is loaded and a confirmation message is shown.

   – Passenger date of birth, contact email, and loyalty card

   – Supplements

   – Fare discount elements (corporate code)

   Note: No fare discount element (FD) is created for rail cards.

2. When you end-transact your booking, an Amadeus PNR number is created and displayed.

You can now perform any service action on the booking, such as issuance, passenger modifications, add, reprice, and so on.

Note: If the issuance mode was set on the DV at the time of booking, it is not possible to change it at issuance.

Once a DV has been claimed, the Amadeus PNR is kept synchronized with the SNCF DV, in case of modification outside the Amadeus system, such as a change of travel dates, or addition or deletion of a segment.

What Is a Corporate Programme?

A corporate programme represents an agreement or a contract between a company and the rail provider.

Rules

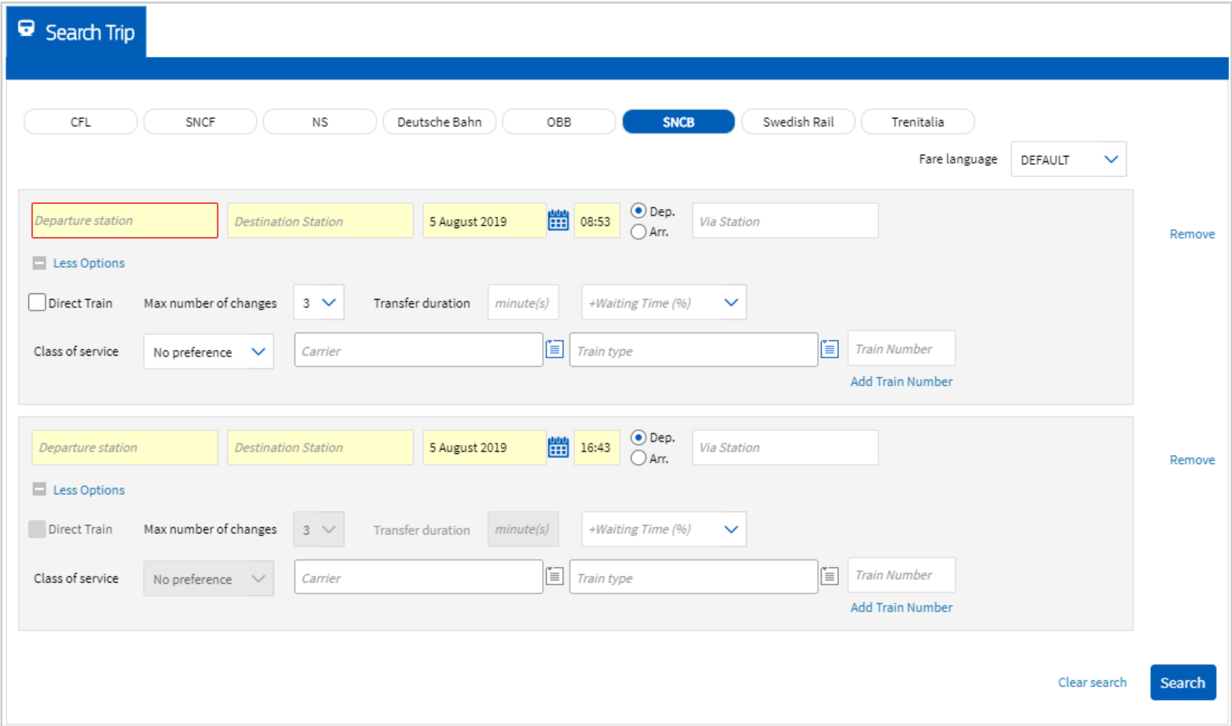
- If a corporate programme code is entered for a multi-passenger booking, the code will apply to all passengers. If the code should not apply to all passengers, you must create two separate bookings: one for passengers who have a corporate code and one for passengers who do not have a code.
- Corporate programme information is pre-filled in the **Search Trip** panel if the information is available in the Company profile or Booking File.
- In the **Shopping Results** panel, search results include both standard fares and corporate fares. Corporate fares are indicated by the icon.
- You cannot edit the corporate programme information after the initial booking.
- If a Corporate Code has been used at booking time, the Corporate Code (FCE) information will be conserved for any future add and exchange actions, and automatically retrieved at add and exchange time.

Searching for a Rail Fare

How to Search for a Fare

1. Scroll to the **Search Trip** section.

Image: Search Trip Panel



2. Select your train Distributor (if your Office ID only has an agreement in place with one Distributor no alternatives will be displayed).
3. Enter the name of the **Departure** and **Destination** stations.

   Tip: To display a pop-up list of stations, enter the first few characters of the station name.

   SNCF: A station alias name is also shown for each station, such as *FRPAR* for Paris. You can enter the appropriate alias name instead of the first characters.
4. Select the **Date** and **Time** of departure.
5. If you wish to book:
   - A return trip, select the **Date** and **Time** of return.
   - A one-way trip, remove the return trip by clicking on **Remove** to the right of the trip.
6. If desired, select any of the other options, such as whether you want to search only for a **Direct Train**, or if you want to limit results based on a **Maximum number of changes**, or the preferred **Class of service**.
7. Depending on the selected Distributor, various other search options may be available.

Table: Provider-Specific Search Options

Provider	Option	Description
Deutsche Bahn, Swedish Rail	**Add Via**, **Stopover**	Click on the **Add Via** link to add a second Via Station option to both the outbound and inbound trips. You can also specify the minimum stopover time for each **Via Station** option.
Deutsche Bahn, Swedish Rail, CFL, SNCB, NS	**Transfer duration**	This allows you to specify a minimum change time between trains for trips that involve a change of train. This is only available if **Direct Train** is not selected.
Deutsche Bahn, SNCB, CFL, NS, Swedish Rail	**Equipment Type**	Allows you to select train types.
SNCB, CFL, NS, Swedish Rail	**Carrier**	Allows you to specify the carrier.
SNCB, CFL, NS, Swedish Rail	**Passenger Type**	Allows you to specify the passenger type.
SNCF	**Open date ticket**	This allows you to book open-date trips. This check box is only enabled for bounds containing at least one segment for which seat reservation is not mandatory (for example, TER). If this check box is selected for a bound, it is still possible to modify seat preferences for any segment for which seat reservation is mandatory (for example, TGV), but not for other segments. The word **Open** is shown for open-date segments in the **Confirmation** page or in the Booking File instead of departure or arrival times. This check box is only enabled if you have chosen **E-ticket** or **ATB-agency pick up** for **Issuing Mode**. Note that Rail does not show details of time limits on the ticket, if any.
SNCF	**Display RIT fares**	This option provides access to SNCF special fares. These are inclusive fares that are sold with tour packages. These options are activated at office ID level in agreement with SNCF. This check box is selected by default if you have activated this option. See *Selling Rail Cards (SNCF)* on page 205.
SNCF	**Advanced Fare Options**	This allows you to specify a booking class code, fare code, fare name, and passenger type. • If you select **Fare Code** from the **Fare type** drop down, you can enter a Congé Annuel fare code, such as CA52. This enables the Cheque-Vacances method of payment. • FCT SNCF Preferential fares are available. – **With Card Check:** GC50, GC52, GC54, GC93 – **Without card check:** GC14, GC15, GC16, GC18, GC55, GC56, GC57, GC58, GC59, GC92, GC95 • You can use fare codes for pets: – CH98 for a small pet (animal in a container, weighing less than 6 kg). – CH50 for a large pet (animal on a leash, weighing more than 6 kg).
SNCF, Swedish Rail	**Display fully booked trains**	Fully booked trains are greyed out with a sold out description in the **Shopping Results** panel. **Swedish Rail**: It is possible to see fully booked fares.

8. Click on **Search**.

The fares are shown in the **Search Results** panel.

Automatically Splitting a PNR at the Passenger Level (Swedish Rail)

You can automatically split a multi-passenger PNR at the passenger level if the corresponding feature is activated by default at the office ID level. When the feature is activated, an individual PNR is created for each passenger.

You can manually deactivate automatic PNR splitting at the passenger level, with the following limitations:

- For bookings with both adult and child passengers, the child fare does not apply when automatic PNR split is activated. At split time and at booking time, the child fare is automatically changed to a youth fare. To avoid this, you must deactivate the feature which allows automatic PNR splitting.
- You cannot split a multi-passenger hotel PNR. When performing an end transaction after completing the rail booking, an error message is displayed. To avoid this:
  - Split the hotel PNR before adding the rail booking.

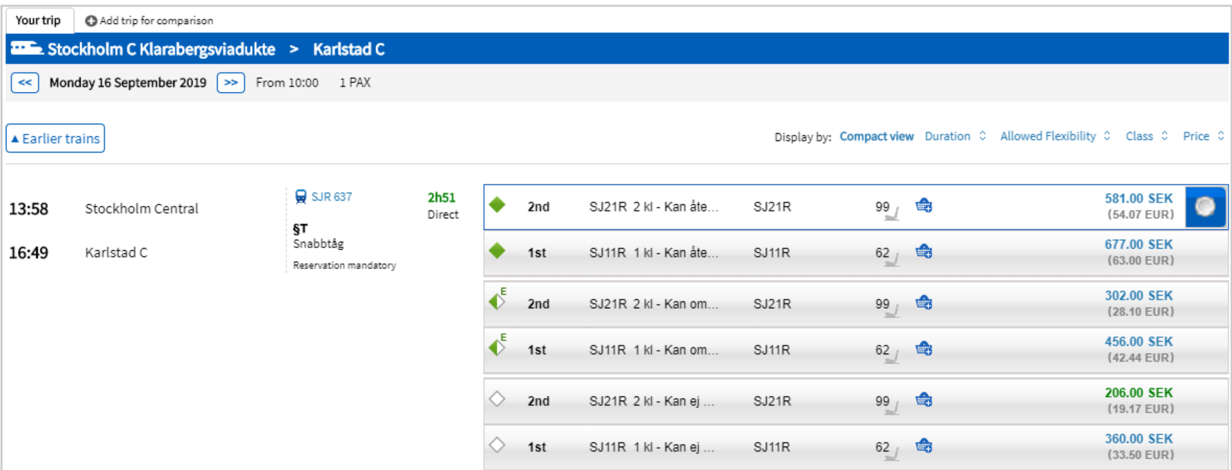
    or

  - Manually deactivate automatic PNR splitting.
- If you add a rail booking to an existing air booking, automatic PNR splitting at the passenger level is disabled.

Selecting a Rail Fare

How to Select a Fare

The **Shopping Results** panel shows a selection of fares and itineraries that match your search criteria.



1. Select the appropriate fare by either:
   - Double-clicking the fare line.

– Placing the mouse over the fare and selecting the button that appears next to it.

The fare line is added to the shopping basket.

2. For a return trip, select the appropriate fare for both outbound and inbound trips.

   The selected trip(s) will be automatically be added to the basket

3. Scroll to the **Your Trips** panel, to see a summary of the trip.

   You can delete or change your selections using the **Clear** and **Change** links.

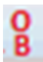
Notes:

- On the left of each fare line is a diamond-shaped icon that indicates the flexibility. Hover the mouse over the icon to see details of the flexibility. See *Explanation: Fare Collection Display Icons* below.
- The shortest trips and the lowest fares per trip are both displayed in green.
- Click on **View more fares** to see additional fares.
- You can sort the fares by clicking on the criteria headers (**Compact View** (default), **Duration**, **Flexibility**, **Class**, **Price**).
- Click on the fare price to see the fare details.
- Click on the train service number to display more service information such as train equipment and on-board services.
- Click on **Earlier trains** or **Later trains** above and below the time display to see earlier or later trains.
- If the fare is displayed in a different currency from your own, you can display the equivalent price by clicking on the currency drop-down menu and selecting your currency. The price in the provider's currency is shown in blue, and the equivalent price in the selected currency is shown in grey between brackets. (The equivalent price is for information purposes only.)
- To compare multiple trips for a single-passenger booking, refer to *How to Compare Multiple Rail Trips* on page 183.
- **SNCF:** For non-direct trips, click on the **Change** link to display a journey summary that includes the list of stops, departure and arrival times, and train details.

Explanation: Fare Collection Display Icons

Understanding the icons in the Fare Collection Display

Icons	Description
	Indicates the most flexible fare (depending on the rail provider's regulations/conditions).
	Indicates a semi-flexible fare.

Icons	Description
	Indicates a fare that is not flexible. No refund or exchange is allowed.
	Appears next to one of the above flexibility icons, to indicate the fare is also exchangeable.
	Indicates the exact number of seats still available at booking time.
	When coloured red, this icon indicates that there are ten or less seats available.
	Indicates that no information on seats is currently available. Booking is possible.
	Indicates that a reduction is available for discount card holders.
	Indicates a return fare.
	Indicates that a reduction linked to a corporate code is available.
	Indicates that a reduction is available depending on the passenger type, for example, student.
	Indicates that ancillary services are available. Click on the icon to view the available services. Ancillary services can be added in the **Your Trips** panel.
	**SNCF:** Indicates the level of carbon-dioxide emissions per passenger for the selected train journey.
	**SNCF:** This icon indicates an overbooked proposal.
	**SNCF:** This icon indicates that the train has an unconfirmed schedule. This means the method of delivery will require contact information. Hover over the icon to see tooltip information, or select the train details to see more information.

Explanation: SNCF Special Fares Icons

Understanding the Rail Card selection icons

The following are special fares and must be selected from the list in the **Rail Card Selection** dialog. See *Selling Rail Cards (SNCF)* on page 205.

Icons	Description
	Indicates a Forfait Bambin fare. This fare is displayed if one of the passengers is under four years old.

Icons	Description
	Indicates a Enfant+ fare. This fare must be booked for both infant and parent: different prices will be returned for the child and the adult.
	Indicates a Enfant Famille fare. This fare must be booked for both infant and parent: different prices are returned for the child and the adult.
	Indicates a Carte d'Invalidité or Carte d'Invalidité Accompagnateur fare. Wheelchair space is automatically selected. This is set in the **Preferences > Environment** option in the **Accommodation** window. (See *How to specify seating* on page 186.)  Even if the second passenger (trips with a disabled passenger are limited to two passengers maximum) is not using a disabled rail card, the wheelchair space accommodation type will automatically be selected for both passengers.
	Indicates an RIT fare. This allows inclusion of RIT fares in the full booking flow. After-sales operations (for example, refund, exchange and void) are possible with RIT fares.

Note: To access SNCF RIT fares, your Office must eligible to sell RIT Fares and the check box **Display RIT Fares** must be selected in the **Search Trip** panel.

Note: When you book a standalone regional TER train, the booking may be performed via SNCF's PAO system, depending on the specific region. There are currently some limitations for standalone TER bookings via PAO:

- Input of a loyalty card and FEC is not supported.
- PAO and non-PAO bounds must be booked in separate PNRs.
- Post-booking modifications, including modifying passenger, method of delivery and repricing are not possible.
- Voiding PAO bounds is not possible.
- You can only perform cancellation per bound.

How to Compare Multiple Rail Trips

Note: You can only use Trip Comparison for single-passenger bookings with a maximum of four proposals per comparison.

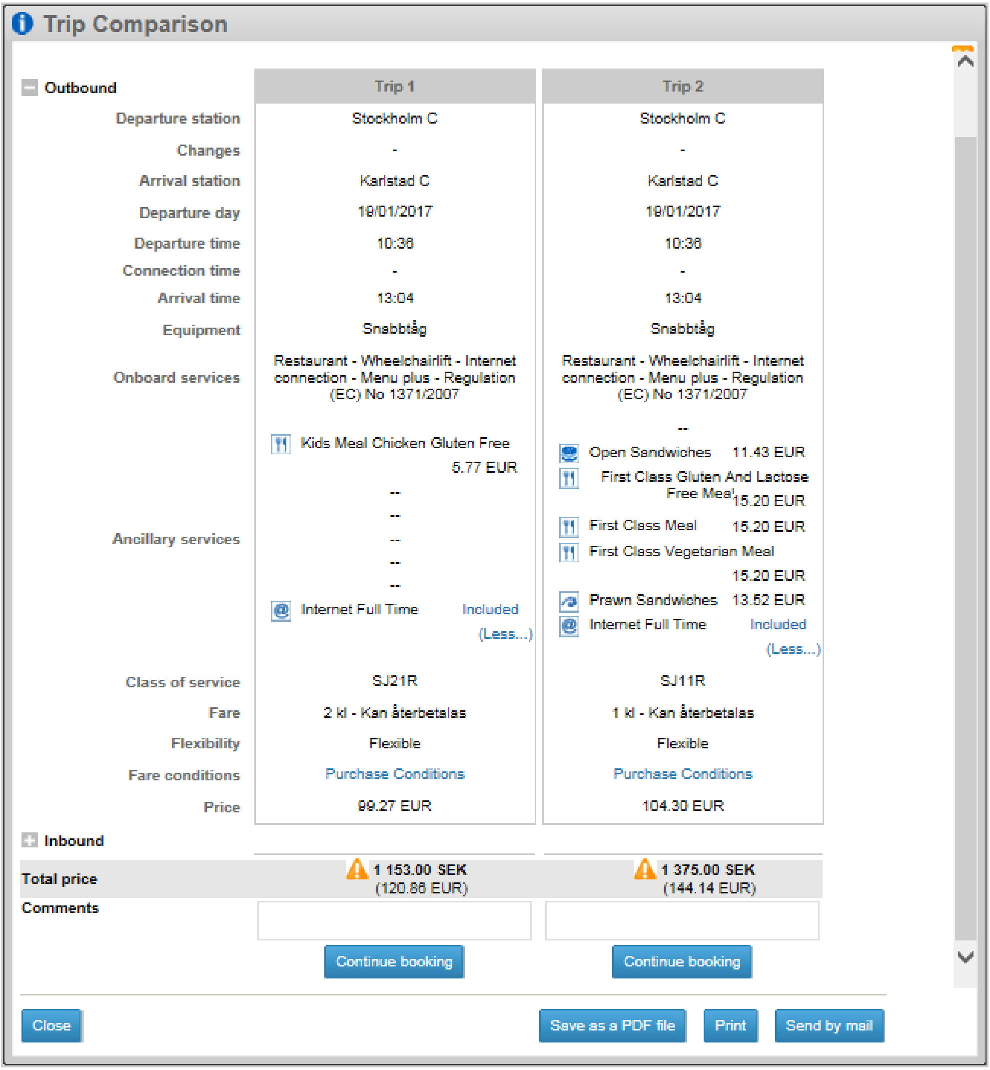
1. To select a fare, place the mouse over the fare and select the button that appears next to it.

2. In the **Search Trips** panel, click on **Add trip for comparison**.
3. From the list, select another fare.

   The trip selected for comparison is added as a new **Your trip** tab.
4. You can add up to four trips.
5. Click on **Compare**.
6. The details of the selected trips are displayed side-by-side in the **Trip Comparison** window.

   You can print or mail this summary page. Before printing or mailing, you can choose to hide particular sections, such as the price, by modifying the layout using the link at the top of the window, or add comments in the **Comments** fields.
7. To continue booking one of the trips, click on **Continue booking** under the relevant column.

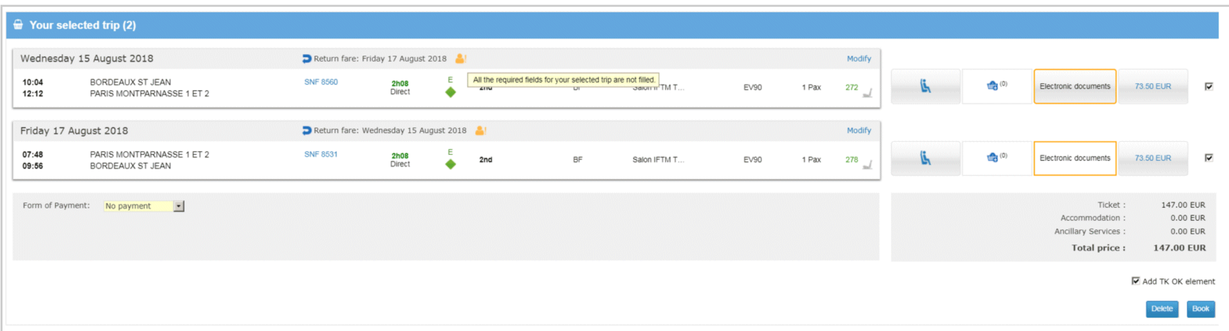
Image: Example Trip Comparison



Booking Your Rail Trip

How to Book Your Trip

1. Scroll to the **Your selected trips** panel.



2. From the **Form of Payment** drop-down select the form of payment.

   The available forms of payment vary per provider, and depending on the type of ticket selected. For more details see *Payment* on page 213.

You can confirm the booking without a form of payment by selecting the **No Payment** option. When issuing the ticket, you can then add a form of payment using the Command Page.

Deutsche Bahn: If you select **Credit Card** as the form of payment, you are notified that a specific payment transaction fee may apply at ticketing time.

Deutsche Bahn: If you select **Credit Card** as the form of payment, and you select UATP/Airplus as the credit card type, you must enter some additional billing information. Click on **Billing Information** to enter this.

3. Optionally specify the seating arrangement. See *How to specify seating* below.
4. Specify the method of delivery. See *How to specify Method of Delivery* on page 189.

   Note: If there is missing information in the **Your passengers** panel, an orange border is displayed on the **Issuing mode / method of delivery** button and a warning icon is displayed in the basket .

5. **Swedish Rail:** To enable the passenger to request a VAT exemption, select the **VAT exemption** check box. This is applicable for international journeys (by train or with an international flight connection) where a Swedish border is crossed. It is the responsibility of the traveller to ensure they meet VAT exemption conditions. Note that a warning will be displayed on booking.
6. To automatically add a ticketing arrangement to the Booking File, select the **Add TK OK element** check box.
7. Click on **Book** to confirm the booking.

   The booking is done on the provider side and the **Confirmation** page is displayed, indicating the **Provider record locator**.

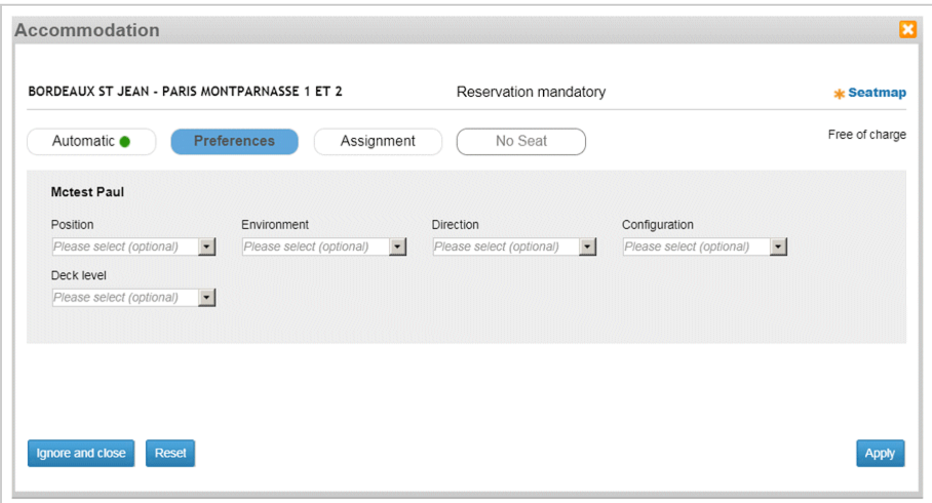
You can now save your booking to the Booking File. See *Saving a Rail Booking* on page 190.

How to specify seating

1. If you wish change the automatic seat selection for each bound, click on the **Accommodation** button .

   Note: This button is not available for an open ticket segment.

   The **Accommodation** window opens.



- To have the system automatically assign a seat for you, select **Automatic**.
- To specify general seat type preferences, select **Preferences**.

  This lets you choose either a window or aisle seat, and depending on the provider, a choice of environment, such as a quiet zone. You can also specify a wheelchair accessible seat in the **Profile** drop-down.
- To choose a specific seat, select **Assignment**. You can also specify a seat using the Seat Map. See *Selecting Seats Using the Seat Map* below.

  Notes:

  - You can only select seats in a single deck or coach at a time.
  - You must select seats for all members of a party.
  - Train direction is not indicated.

2. Click on **Apply** to apply your selections, or **Ignore and Close**.

Selecting Seats Using the Seat Map

An interactive Seat Map is supported by SNCF (TGV) and Swedish Rail. This enables a user to assign an ‘available seat’. A selected seat can be cancelled, reset or confirmed.

Seats that match seat preferences are marked with a star icon.

- **SNCF:** SNCF (currently) only returns seat map information for TGV and 1st Class fares.
- **Swedish Rail:**
  - Not all Swedish Rail trains have Seat maps, in such cases an error message is displayed.
  - Seats for disabled passengers are marked by a wheelchair icon.

1. Click on the **Seat Map** link.
2. Select the assigned seats in the seat map.
3. Select the preferred seat(s) and click on **Confirm**.

Image: SNCF Seat Map

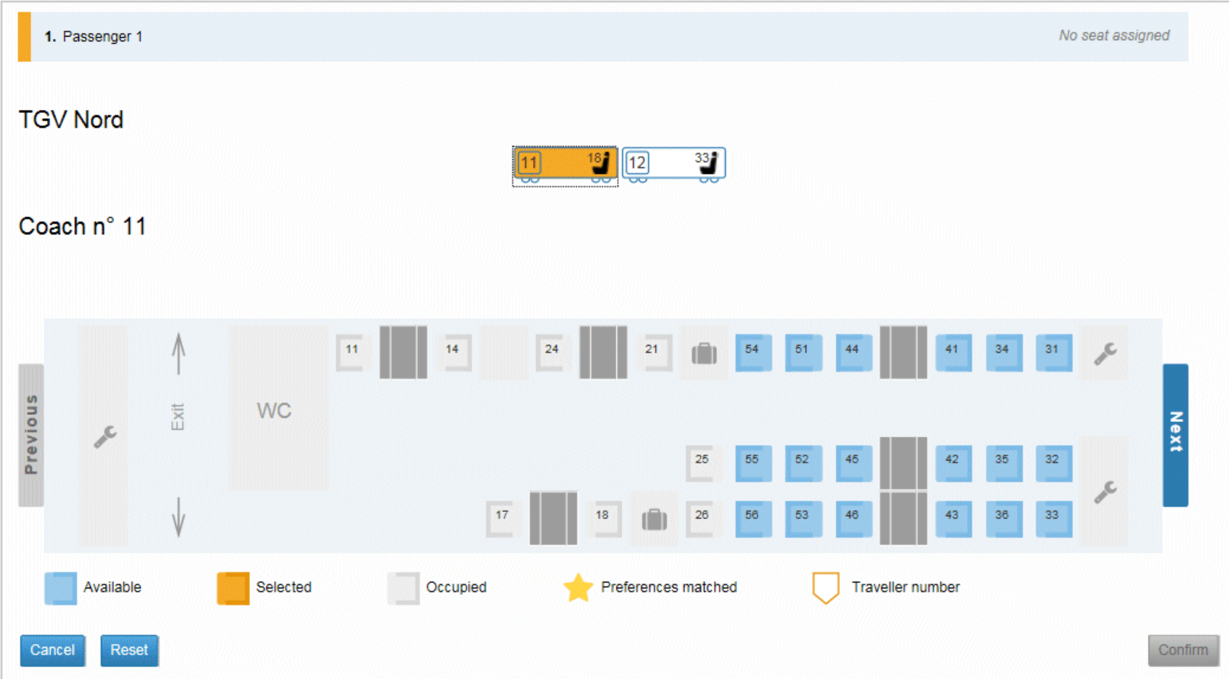
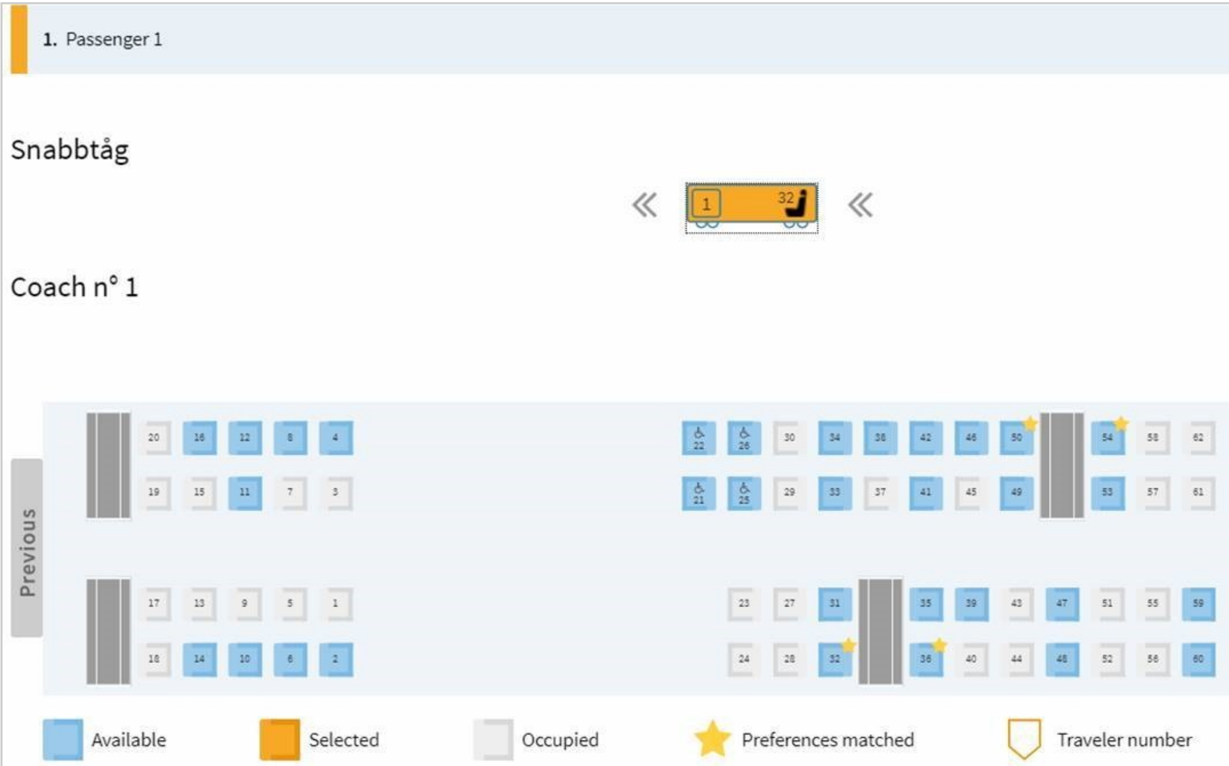


Image: Swedish Rail Seat Map

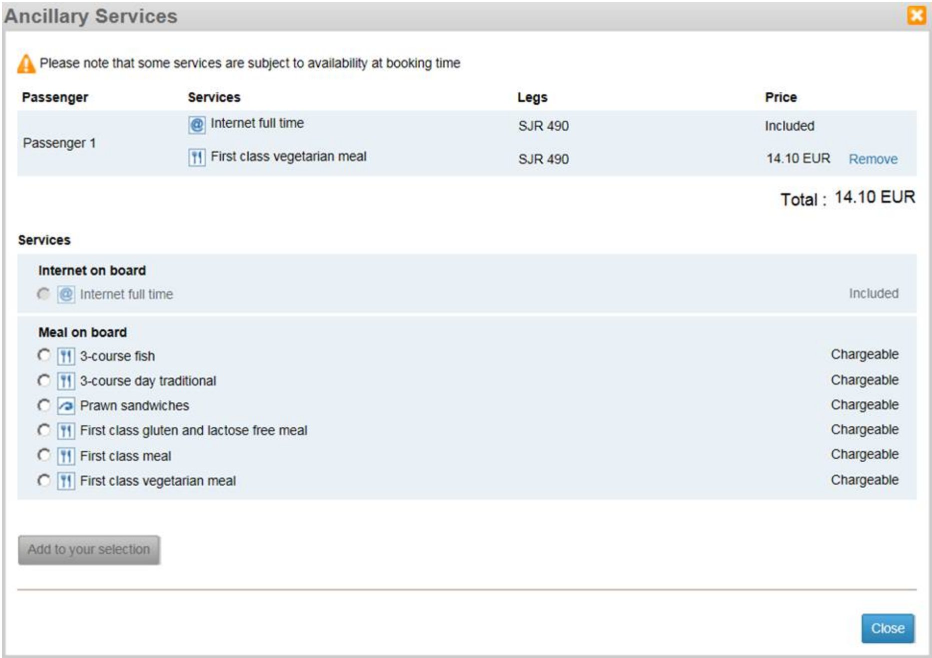


Note: Seat or berth selection does not guarantee seat allocation.

How to specify Ancillary Services

1. If you wish to add ancillary services, click on the **Add Services** button (0).

The **Ancillary Services** section expands to show the available services.

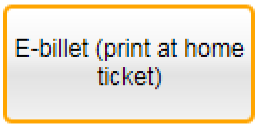


Swedish Rail: The **Ancillary Services** section allows you to add, delete or modify an ancillary service. Select any required ancillary services and click on **Add to your selection**.

SNCF: Currently, you cannot modify ancillary services as they are already included in the fare (Espace Pro Premiere).

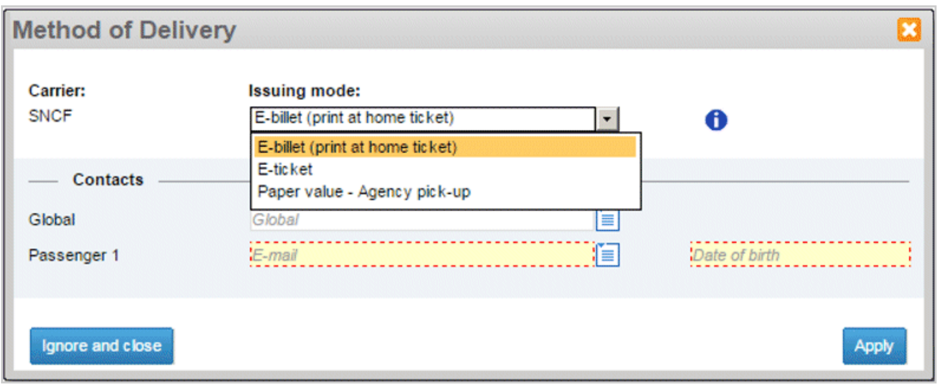
How to specify Method of Delivery

1. Click on the **Issuing Mode** button to add the necessary information.



2. From the **Issuing Mode** drop-down, select the type of ticket issued, and click on **Apply**.

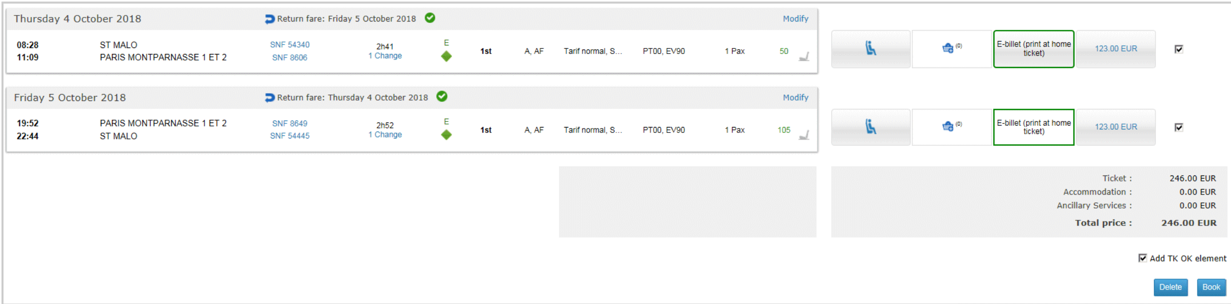
   The choices available depend on the rail provider, and in some cases the type of fare.



Note: For BeNe distributors there are two types of issuing mode:

- Electronic documents (Homeprint, mobile, loyalty card)
- Paper documents (agency, station)

Once the panel has been filled correctly for the MOD, the status of the basket is updated, the issuing mode is displayed with a green border, and a green check mark is displayed in the basket .



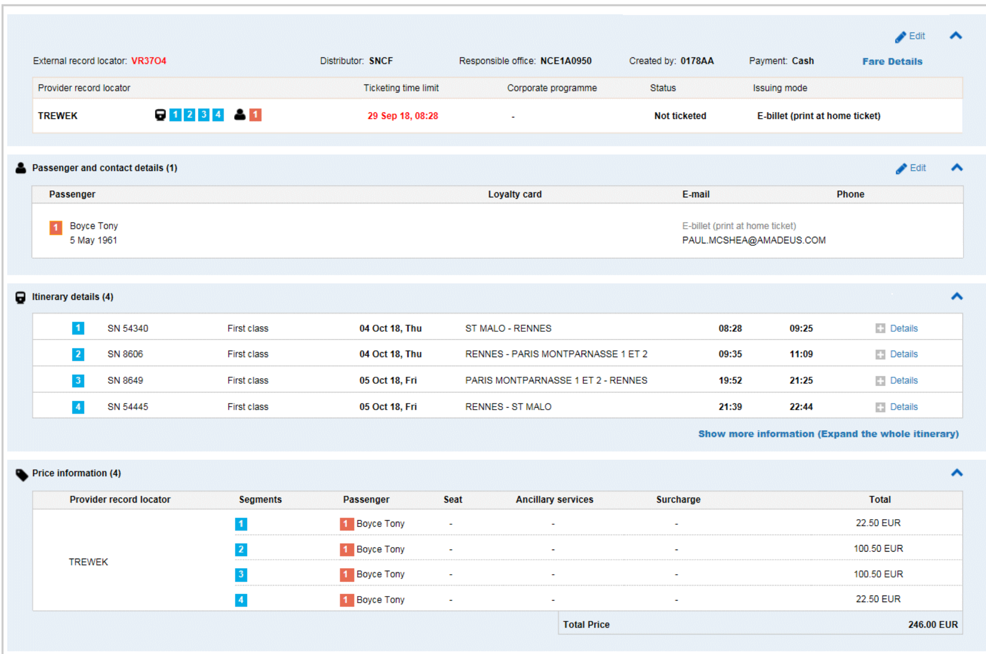
3. Click on **Book** to confirm your reservation.

Saving a Rail Booking

How to Save Your Booking

Once you have booked your trip, the **Confirmation** page displays the booking confirmation with the **Provider record locator**.

Image: Confirming Your Booking



To save your booking to the Booking File, do one of the following:

- Click on **Save, confirm and stay on this page**.
- Click on **Save and Confirm (ER)** in the **Itinerary** panel on the right or enter an

ER command in the Command Page.

The **Confirmation** page is refreshed, with the **Amadeus record locator** displayed and the **Issue Tickets** link enabled.

You can now issue tickets. See *Issuing Rail Tickets* on page 195.

Note: To print the booking confirmation, either before or after saving, click on the **Print** icon at the top of the page.

Before issuing tickets, you can perform some reservation management tasks:

- Modify or cancel rail segments. See *Modifying, Cancelling, and Repricing Swedish Rail and SNCF Rail Segments* below and *Cancelling Other Distributor Rail Segments* on page 193.
- Change method of delivery (SNCF)
- Modify passenger details. See *Modifying Passenger Details Before Ticket Issuance (SNCF Distributor)* on page 194.

Modifying Rail Bookings Before Issuance

Modifying, Cancelling, and Repricing Swedish Rail and SNCF Rail Segments

This section refers only to Swedish Rail and SNCF. For details on how to cancel segments for other carriers, see *Cancelling Other Distributor Rail Segments* on page 193.

How to Add a Rail Segment to an Existing Booking

Note: This option is only available for reservations that have been confirmed (by an EOT) but not yet ticketed.

1. Retrieve the Booking File.

   The existing bounds are displayed in the **Itinerary Details** section in the **Confirmation** page.
2. Under **Reservation management**, click on **Add a bound**.

   SNCF: Any rail card used in the initial booking is retrieved from the profile and displayed, along with any rail card available in the traveller profile.
3. For existing reservations, you can choose to either:
   - Create a new reservation for the bound
   - Merge the new bound into an existing reservation.
4. In the **Search** panel, search for a new rail trip.
   - You can choose to create open-jaw or multi-passenger segments.
   - You can optionally specify a new corporate code or loyalty card.
5. Select the rail trip from the **Search Results** panel.
6. Click on **Book** to confirm the booking with the rail provider and add the booking to the Booking File.

SNCF: You cannot change the method of delivery or form of payment when adding a trip to an existing SNCF reservation.

Swedish Rail: The method of payment, contact details and ticketing options cannot be modified. You can only add to other Swedish Rail reservations.

The bound is added for all passengers in the Booking File.

How to Cancel a Rail Segment From an Existing Booking

Note: This option is only available for reservations that have been confirmed (by an EOT) but not yet ticketed, and that contain at least one cancellable segment, or a segment with a ticketing time limit.

1. Retrieve the Booking File.

   The existing bounds are displayed in the **Itinerary Details** section in the **Confirmation** page.
2. Under **Reservation Management**, click on **Cancel Segment(s)**.
3. In the **Cancellation** mode pop-up window, select the rail segments that you want to cancel.

   You can select and cancel specific rail segments using the drop-down button.
4. Click on **Confirm Cancellation**.
5. To save the booking, click on **Save and Confirm** or use ET in the Command Page.

   – **Partial cancellation**: If you did not select all segments for cancellation (and the cancellation is successful), you are returned to the **Confirmation** page. The segments that were selected for cancellation are no longer displayed. They are deleted from the Booking File, and the fares are updated.

   – **Full cancellation**: If you selected all segments for cancellation (and the cancellation is successful), you are returned to the **Search** panel. Any information that is not linked to a bound remains pre-filled in the search fields, such as travellers and contact points.

How to Reprice a Rail Segment in an Existing Booking

Note: This option is only available for reservations that have been confirmed (by an EOT) but not yet ticketed (either fully or partially).

1. Retrieve the Booking File.

   The existing bounds are displayed in the **Itinerary Details** section in the **Confirmation** page.
2. Under **Reservation Management**, click on **Reprice**.

   Note: It is not possible to use a CUI or corporate program, or add a loyalty card during the reprice.
3. Using the **Reservation** drop-down arrow in the **Reprice reservation** pop-up window, select the reservation that you want to reprice.

   All segments in the reservation are displayed.
4. Click on **Reprice this segment** next to the relevant segment.

   For an individual segment and per passenger, you can modify the:

   – **Booking class**: This field must be filled.

- **Fare code**: This field can be left empty, in which case the segment is priced at the most expensive fare by the provider.
- **Passenger type**: This field must be filled.

5. Click on the selector button next to each field to display a list of valid entries.
6. If you want to replicate your changes for all segments, click on the selector button to select the segments.
7. Click on **Replicate changes to selected segments**.
8. Click on **Confirm reprice**. This sends the request to the provider to reprice the selected reservation.

Handling a Lost Repriced SNCF Rail Segment

After a reprice, the price of the SNCF reservation can be lost. A warning icon is displayed next to the reservation record locator, and in the price information section, for the segments corresponding to the reservation with no price.

You can either cancel the reservation, ticket it, or reprice it again. The ticketing will result in the assignment of a new price.

Cancelling Other Distributor Rail Segments

This section refers to carriers other than Swedish Rail and SNCF. For details on how to cancel segments for those carriers, see *Modifying, Cancelling, and Repricing Swedish Rail and SNCF Rail Segments* on page 191.

How to Cancel a Rail Segment From an Existing Booking Before Issuing Tickets

1. Retrieve a Booking File.

   The existing segments are displayed in the **Itinerary Details** section in the **Confirmation** page.
2. Select the rail segments that you want to cancel and click on **Cancel**.

   Or:

   In the **Itinerary Basket** panel of the Booking File, click on **Cancel** for the rail segments that you want to cancel.
3. Click on **Cancel Segments** to confirm the cancellation of the segments.

How to Cancel All Rail Segments Before Issuing Tickets

1. Retrieve a Booking File.
2. Under **Reservation Management**, click on **Cancel Bound(s)**.

   The **Cancellation mode** panel is displayed.
3. Click on **Confirm Cancellation**.
4. Do one of the following:
   - Save the booking using ET in the Command Page or click on **Save and Confirm**.

     Or:
   - Click on **Abort Cancellation**.

Modifying Passenger Details Before Ticket Issuance (SNCF Distributor)

What Can You Modify?

Before you issue tickets you can modify certain passenger details:

- Passenger name (SNCF)
- Email address
- Loyalty card number and details
- Date of Birth (SNCF)

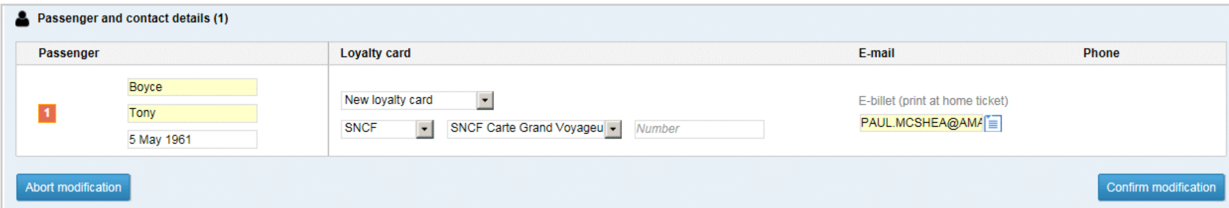
This allows you, for example, to create a booking where not all the passenger details are available at booking time, and to add these at a later date prior to ticketing.

Note: Name changes are only made in Rail and are not possible for multi-modal reservations. Also, if a valid loyalty card is used, any name change is made only in the Amadeus system, not in SNCF.

Note: Reprice is not automatic after a change of date of birth. So, for example, if you change the passenger type from Adult to Child, you will have to perform the reprice manually and enter the correct passenger type.

How to Modify Passenger Details

1. In the **Confirmation** page, in the **Passenger and contact details** section, click on **Edit**.
2. Modify the passenger details as necessary.



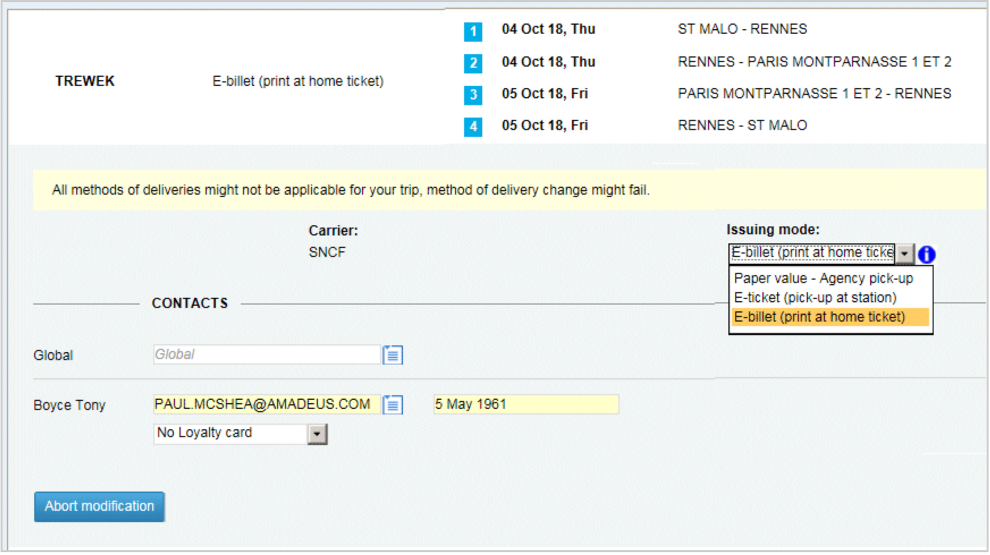
3. Click on **Confirm modification**.

Modifying Method of Delivery for SNCF Distributor Bookings

How to Change the Method of Delivery for SNCF Bookings

1. Click on the method of delivery:

2. Select a different method of delivery and update and mandatory field (highlighted in yellow):



When you change the method of delivery you can also modify:

- Email address
- Loyalty card number and details
- Date of Birth (SNCF)

This allows you, for example, to create a booking where not all the passenger details are available at booking time, and to add these at a later date prior to ticketing.

Note: Name changes are only made in Rail and are not possible for multi-modal reservations. Also, if a valid loyalty card is used, any name change is made only in the Amadeus system, not in SNCF.

Note: Reprice is not automatic after a change of date of birth. So, for example, if you change the passenger type from Adult to Child, you will have to perform the reprice manually and enter the correct passenger type.

Issuing Rail Tickets

Before you can issue a ticket, the Booking File must be end-transacted, contain a form of payment and have a rail segment.

For information about the ticketing options available, see *What Are the Ticketing Options?* on page 214.

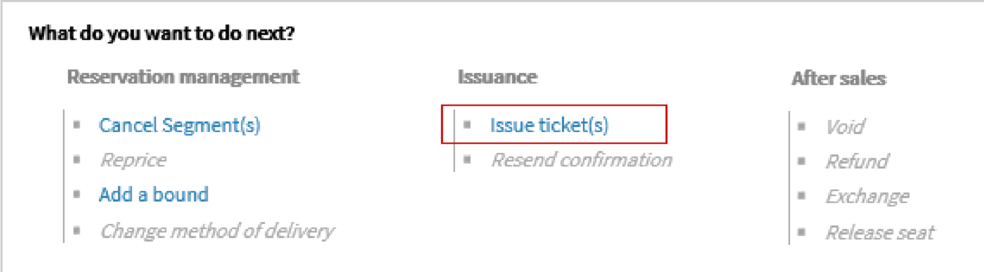
How to Access the Confirmation Page of an Existing Rail Booking

1. Retrieve a Booking File.
2. In the **Itinerary details** section, click on **Details** to expand the rail segment.
3. Click on **After Sales**.

   The **Confirmation** page opens.

How to Issue Rail Tickets

1. Under **What do you want to do next?**, click on **Issue ticket(s)**.



The **Ticketing Mode** dialogue box is displayed and all rail segments are selected.

Note: You can request a partial issue.

SNCF: If you wish, you can change or add the issuing mode prior to confirming ticketing by clicking on **Change method of delivery**. Note that not all methods of delivery may be valid for your booking, in which case Rail will not allow the change.

a. Click on the **Issuing mode** link for any DV, then select the new **Issuing mode** from the drop-down list.

   You can also change the email address, date of birth or loyalty card details at this point.

b. Click on **Confirm Modification**.

   The modification is made locally in Rail. No modification of the SNCF DV is performed until the ticketing is confirmed.

   Notes:

   – Only one method of delivery per PNR (DV) is allowed.
     It is not possible to change the method of delivery if there have been voided tickets on the DV.

   – You cannot change the method of delivery form of payment when adding a trip to an existing SNCF reservation.

   – The method of delivery can only be changed for PNTs created after 23 March 2017.

SNCF: You can change or add the corporate program code prior to confirming ticketing, if necessary:

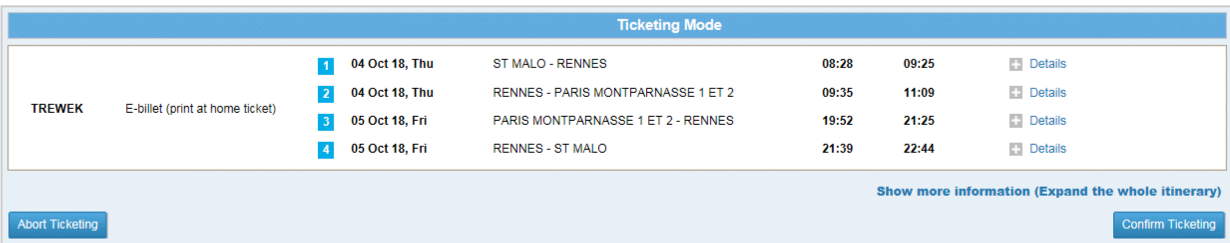
a. Click on the **Edit** link Edit in the reservation header section.

b. Enter a new code in the **Corporate programme** field.

c. Click on **Confirm modification**.

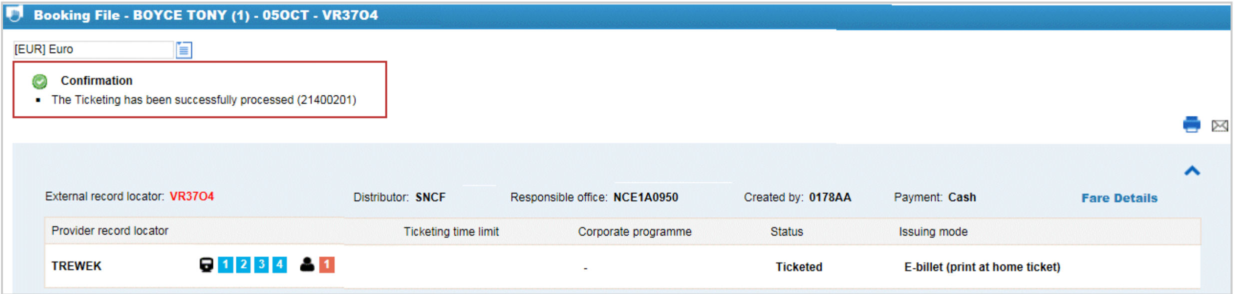
   A **Reprice reservation** dialog is shown; to benefit from any negotiated fare code allowed by the corporate programme, enter the **Fare Code** field and click on **Confirm Reprice**.

2. In the **Ticketing Mode** dialogue box, click on **Confirm Ticketing**.

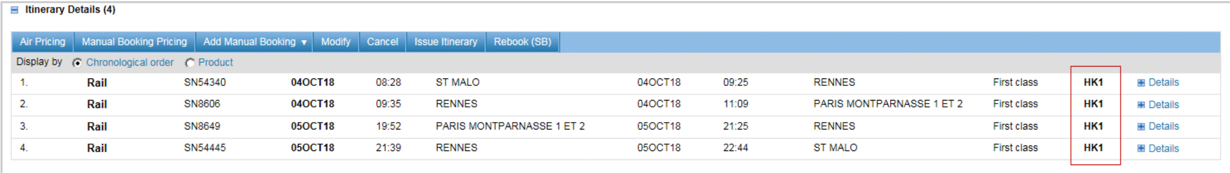


Deutsche Bahn: If a payment transaction fee applies, a warning is displayed. To accept this fee, you must re-transact the ticketing command or change the form of payment.

The **Confirmation** page and the Booking File are updated with the ticket number, the issue date and the type of ticket issued.



In the itinerary, the status is shown as **Confirmed (HK1)**.



Resending E-tickets (Swedish Rail)

The availability of this feature depends on your Selling Platform environment settings.

Resending is only available for Swedish Rail bookings. See *Frequently Asked Questions* on page 212 for more information.

When Should You Resend a Ticket?

The **Resend** feature allows you to resend a ticket that is identical to the original ticket issued. This feature is useful if, for example:

- A passenger has lost the paper ticket or the device on which the e-ticket is stored.
- You want to make changes to the ticket's issuing mode, language or contact information. For example, if there is an error in the passenger's email address, you can reissue a corrected ticket.

What Are the Requirements for Resending E-tickets?

- The PNR contains one or more issued E-tickets.
- The PNR is saved.
- The tickets are issued, exchanged, or refunded.

How to Resend E-tickets

1. On the **Confirmation** page, under **Issuance**, click on **Resend Confirmation**.

A pop-up window opens, allowing you to change the ticket type and recipient emails or phone number. By default, this window displays the passenger email or phone number provided when the ticket was booked.

2. Click on **Confirm resend** to resend the tickets.

Refunding Tickets

What Are the Requirements for Refunding Tickets?

Ticket refunds are limited to rail bookings for which tickets have already been issued.

The following rules apply:

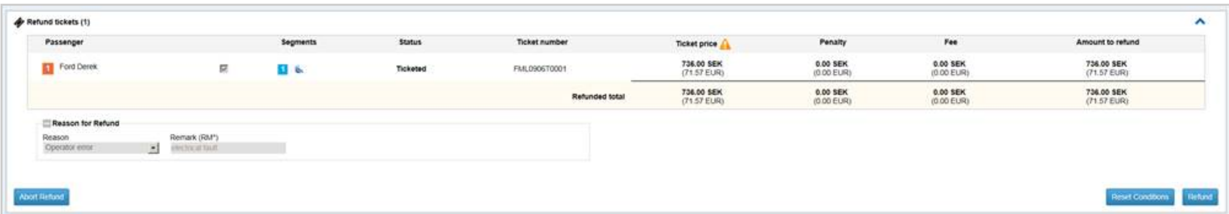
- You must refund all bounds included in one ticket.
- If the booking contains rail segments from multiple providers, you must refund each segment separately.

  Trenitalia, Swedish Rail, and Deutsche Bahn allow you to refund a non-refundable ticket in case of an operator error.
- Exceptionally, SNCF allows you to refund a non-refundable ticket in case of a strike.

How to Refund Tickets

1. Retrieve a Booking File that has ticketed rail segments.
2. In the **Itinerary Details** section, click on **Details** to expand the rail segment.
3. Click on **After Sales**.

   The **Confirmation** page opens.
4. Under **What do you want to do next?** click on **Refund**.
5. In the **Refund Tickets** panel, select the tickets for the journeys you wish to refund.



Note: **SNCF:** If the booking is for multiple passengers, you can choose to perform a refund for a specific passenger. Select the check box next to the passenger name. There will be an automatic split on provider side with a new SNCF DV number created, and the original PNR is updated accordingly (that is, the segments that are refunded are removed from the PNR).
For other Distributors, if the ticket is for multiple passengers, all passengers are selected automatically.

6. Select a refund reason if applicable. This can be performed if the refund is not triggered by the passenger. For example, a strike is taking place.
7. Click on **Get Conditions**.

The ticket details are displayed, including the amount to be refunded and any associated penalties and fees.

Deutsche Bahn: A possible payment transaction fee is displayed as a separate ticket with a special icon.

8. Click on **Refund**.

   The **Confirmation** page is updated to show that the tickets have been refunded. If you refunded only one of two tickets, the **Status** field of the **Confirmation** page changes to **Mixed**.

Note: Refund per bound is not applicable to all providers.

How to Refund SNCF Tickets Due to a Strike

Note: This applies to SNCF only.

1. Retrieve a Booking File that has ticketed rail segments.
2. In the **Itinerary Details** section, click on **Details** to expand the rail segment.
3. Click on **After Sales**.

   The **Confirmation** page opens.
4. Under **What do you want to do next?**, click on **Refund**.
5. Click on the **Exceptional Refund** link.
6. Select **Strike** as the reason for the refund.
7. In the **Refund Tickets** section, select the tickets for the journeys you wish to refund.

   Note: If the ticket is for multiple passengers, all passengers are selected automatically.
8. Click on **Get Conditions**.

   The ticket details are displayed, including any associated penalties and fees.
9. Click on **Refund**.

   The **Confirmation** page is updated to show that the tickets have been refunded.

Refunding SNCF Tickets Under Garantie Voyage

SNCF provides a 'Garantie Voyage' offer which allows refund without penalties under the following conditions:

- The train is delayed (by a minimum of 1 hour).
- The train is cancelled.
- The train departure is early by at least one minute.

If the passenger has been notified by SNCF of a delay or cancellation and is requesting a refund, check on the SNCF website to confirm that the train falls under Garantie Voyage.

This refund applies to TGV, Intercity and international trains operated by SNCF or European partners.

The refund covers the whole trip, including pre or post connections sold with the ticket, for example, a TER connection with the TGV, Intercity or international trip falls within the scope of Garantie Voyage.

Releasing a Booking or Seat (SNCF and Swedish Rail)

What is a Release Booking?

In the case where the traveller wishes to cancel the booking and receive a refund, but is not able to physically return the paper ticket when requesting a refund, you can perform a Release Booking, and perform the refund later when the traveller is able to return the paper ticket.

You can release a booking for specific bounds or passengers, as well as for a booking for a bound that is linked to a return fare.

Limitations

- This feature is only available for SNCF and Swedish Rail bookings. However, it is not possible to allow the release of bookings made with a mixture of providers.
- **SNCF**: It is not possible to allow the release of one bound for one passenger and the release of a different bound for a different passenger within the same request.
- **Swedish Rail**:
  - It is not possible to release one ticket from one sales order ID and another ticket from different sales order ID in same request.
  - It is not possible to perform an exchange for released tickets.
  - It is not possible to release seat via cryptic.

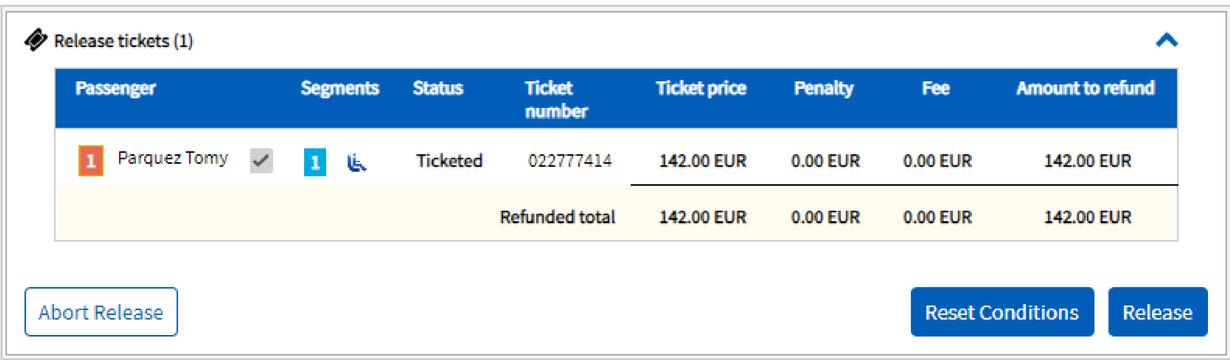
How to Release a Booking

1. Retrieve a Booking File.

   The segments for each bound are displayed in the **Confirmation** page.
2. Under **After Sales**, click on **Release Seat**.

   The **Release tickets** panel shows the tickets that were issued, along with their ticket number and price. All check boxes are unchecked by default.
3. Select the segments you wish to release.
4. To check the conditions, click on **Get Conditions**.

   The **Release tickets** panel appears, showing the conditions of the refund.
5. Click on **Release** to confirm the seat release.



In the **Confirmation** window, in the **General information** panel, the **Status** displays '`Seat released`' if the global Booking File status is 'Released' (that is, all seats are released), otherwise it displays '`Mixed`'.

An example of mixed status might be where two tickets have a status of 'Seat Released' and the other two tickets are 'Ticketed'.

6. Click on **Save, confirm and stay on this page**.

   A confirmation message is shown.

Voiding SNCF Tickets

What is a Voided Ticket?

Tickets that have been issued can be voided during the same day. The void is different from a refund, since there is no transaction and therefore no penalties or fees. All types of tickets can be voided.

A voided ticket can be modified if necessary, and reissued.

How to Void SNCF Tickets

1. Retrieve a Booking File that has ticketed rail segments.
2. In the **Itinerary Details** section, click on **Details** to expand the rail segment.
3. Click on **After Sales**.

   The **Confirmation** page opens.
4. Under **What do you want to do next?**, click on **Void**.

   A **Void tickets** panel appears, displaying a list of tickets for this trip. Only voidable tickets can be selected.

   If several tickets are associated to different bounds, each ticket can be voided separately. However, if several tickets apply to the same bound and different passengers, all tickets must be voided together; in other words, in the case of multi-passengers, all tickets related to the same bound cannot be voided separately.
5. Select the ticket you want to void and click on **Confirm Void**.

   If the void is successful, the **Confirmation** page is refreshed, with the status of the tickets changed to **Voided**.

   If the void is not successful, a message is displayed.

How to Reissue a Voided Ticket

Once a ticket has been voided, the **Issue Tickets** link is enabled, allowing you to reissue the ticket.

Click on **Issue Tickets** to select the itineraries corresponding to the voided tickets.

Exchanging Rail Tickets

Exchanging Swedish Rail Tickets

What Are the Requirements for Exchanging Swedish Rail Tickets?

- The Booking File must contain one or more issued Swedish Rail tickets.
- You can exchange one or more issued tickets for one new ticket.
- A Swedish Rail ticket can only be exchanged for another Swedish Rail ticket. Cross-provider exchange is not possible.
- If a ticket contains several passengers, the exchange must be done for all passengers. It is not possible to exchange individual passengers on the same ticket.

How to Identify Exchangeable Swedish Rail Tickets

Exchangeable tickets have the letter E in the **Fare Collection View** icon.

Image: Ticket Exchange Icons

Icon	Description
	This icon is only shown for Swedish Rail. It indicates a semi-flexible fare that can be exchanged with a fee.

How to Exchange Swedish Rail Tickets

1. Retrieve a Booking File that has ticketed rail bounds.
2. In the **Itinerary Details** section, click on **Details** to expand the rail bound.
3. Click on **After Sales**.

   The **Confirmation** page opens.
4. Under **What do you want to do next?**, click on **Exchange**.
5. Select the tickets that you want to exchange and click on **Exchange Selection**.

   The **Your Passengers** section is pre-filled with the passengers in the Booking File.
6. Complete the **Change Your Trips** section as required and click on **Search**.

   Note: You cannot change the provider from Swedish Rail.
7. Select the new proposal in the **Availability** page and click on **Continue**.

   Only exchangeable proposals are displayed.
8. Review the passenger and purchase information.

   Any exchange penalties or fees are displayed in the **Exchange Tickets** section.

   – If the new reservation amount is greater than the original amount, the difference to be paid is displayed in the **Amount to Collect** column.

   – If the new reservation amount is less than the original amount, the residual amount is lost and will not be refunded. A zero value is displayed in both the **Amount to Collect** and **Amount to Refund** columns.

9. Click on **Book**.
10. Review the new itinerary in the **Confirmation** page and click on **Confirm Exchange**.
11. Click on **Yes** to confirm the exchange.

    The **Confirmation** page is refreshed with the new ticket details, and the ticket status is updated.
12. If **Ticketless Phone** has been selected as the issuing mode and an exchange is performed, an SMS is sent immediately after Exchange confirmation.

Exchanging SNCF Rail Tickets

What Are the Requirements for Exchanging SNCF Tickets?

- The Booking File must contain one or more issued SNCF tickets.
- All SNCF content (Thalys, Eurostar, Lyria, Gala and Alleo) is supported, except for Hermes tickets.
- Any number of tickets can be exchanged for any other number of tickets. For example: 1 ticket to 1 ticket; 1 ticket to multiple tickets; multiple tickets to 1 ticket, and so on.
- Multi-carrier exchange is not supported. For example, SNCF tickets can only be exchanged for SNCF; Eurostar tickets can only be exchanged for Eurostar, and so on.
- It is not possible to exchange return fare tickets. Only individual bounds can be exchanged.

How to Identify Exchangeable SNCF Rail Tickets

Exchangeable tickets are indicated by an icon containing the letter E in the **Availability** page. Hover the mouse over the icon to see the flexibility conditions.

Image: Ticket Exchange Icons

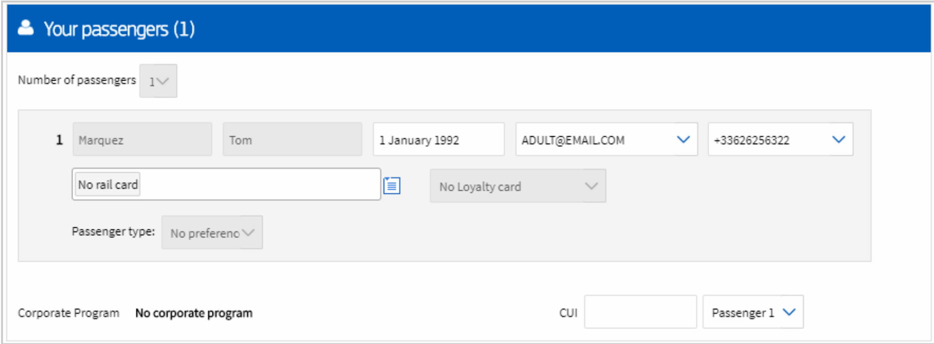
Icon	Description
	Indicates a fully flexible fare that can be exchanged.
	Indicates a semi-flexible fare that can be exchanged.

How to Exchange SNCF Rail Tickets

1. Retrieve a Booking File that has ticketed rail bounds.
2. In the **Itinerary Details** section, click on **Details** to expand the rail bound.
3. Click on **After Sales**.

   The **Confirmation** page opens.
4. Under **What do you want to do next?**, click on **Exchange**.
5. Select the segment you want to exchange and click on **Exchange selection**.

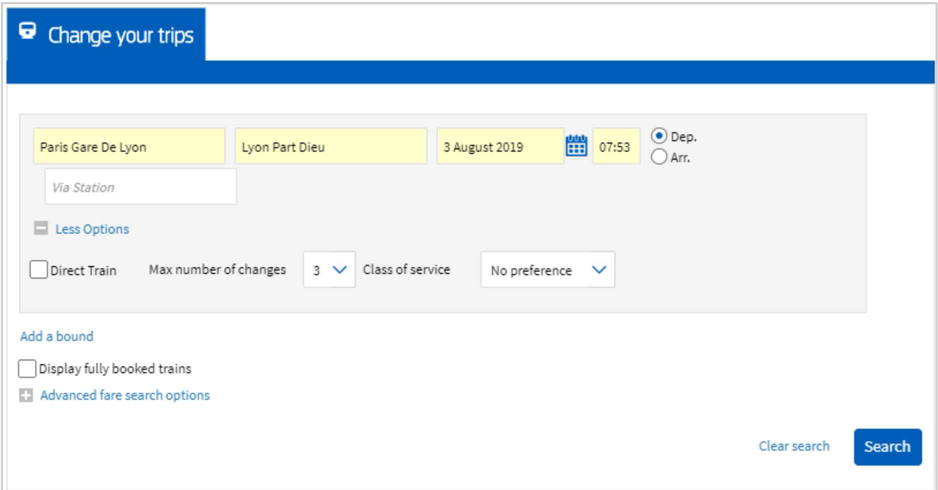
The **Search** page opens with the **Your Passengers** panel pre-filled with the passengers in the Booking File.



Note: The **CUI** field is not pre-filled, even if a CUI was used in the previous reservation. You must enter the previous CUI or a new one.

Note: **SNCF:** If a PNR contains multiple bounds, you can choose to exchange specific tickets within the PNR.

6. Complete the information in the **Change Your Trips** section as required and click on **Search**.



Note: You cannot change the provider from SNCF.

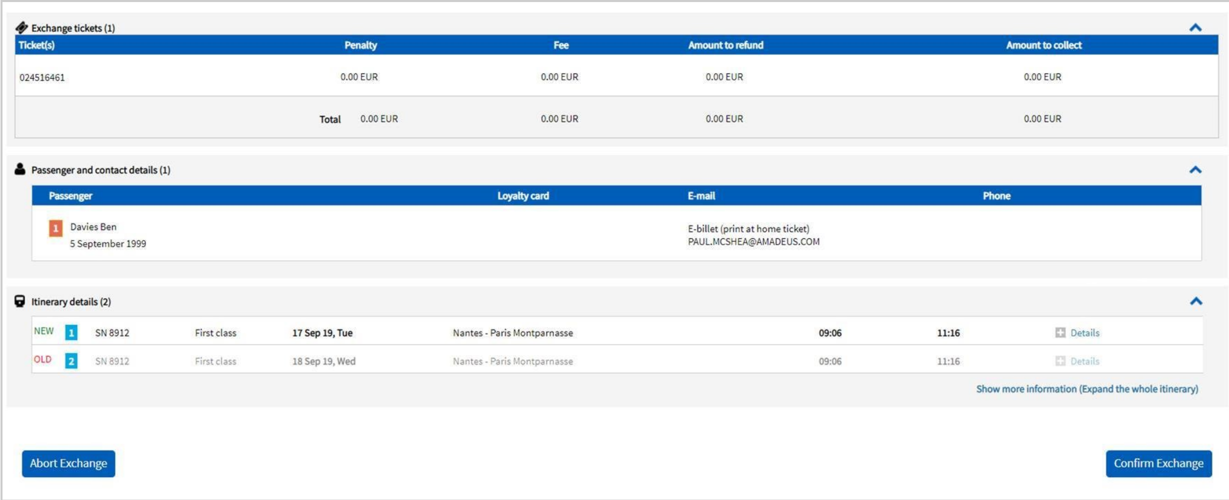
7. Select the new proposal in the **Availability** page and click on **Continue**.

   Only exchangeable proposals are displayed.

8. Review the passenger information.

   Note: If a Loyalty card was entered in the previous reservation, it cannot be changed. If there was no loyalty card in the previous reservation, you cannot add a new one.

9. Review the other information, and click on **Continue**.
10. Review the new itinerary on the **Confirmation** page.



Any exchange penalties or fees are displayed in the **Exchange Tickets** section.

– If the new reservation amount is greater than the original amount, the difference to be paid is displayed in the **Amount to collect** column.

– If the new reservation amount is less than the original amount, the residual amount to be refunded is shown in the **Amount to refund** column.

– If the new reservation amount is equivalent to the original amount, a zero value is displayed in both the **Amount to collect** and **Amount to refund** columns.

11. Click on **Confirm Exchange**.
12. Click on **Yes** to confirm the exchange.

    The **Confirmation** page is refreshed with the new ticket details, and the ticket status is updated.

Selling Rail Cards

Selling Rail Cards (SNCF)

What Types of SNCF Rail Card Can Be Sold?

You can sell coupons for the following types of SNCF rail card in Rail, either together with a rail card for new subscribers, or on their own as renewals for existing subscribers:

SNCF Subscription Rail Cards

- Abonnement Forfait Ligne à Grande Vitesse
- Abonnement Forfait sur Ligne Classique
- Abonnement Fréquence 30 and 50

SNCF Commercial Rail Cards

- Carte Enfant+
- Carte Senior+
- Carte Jeune

- Carte Week-End
- Carte Avantage Senior
- Carte Avantage Jeune
- Carte Avantage Famille
- Carte Avantage Weekend
- Carte Liberté TGV inOUI

What Are the Limitations on SNCF Rail Cards?

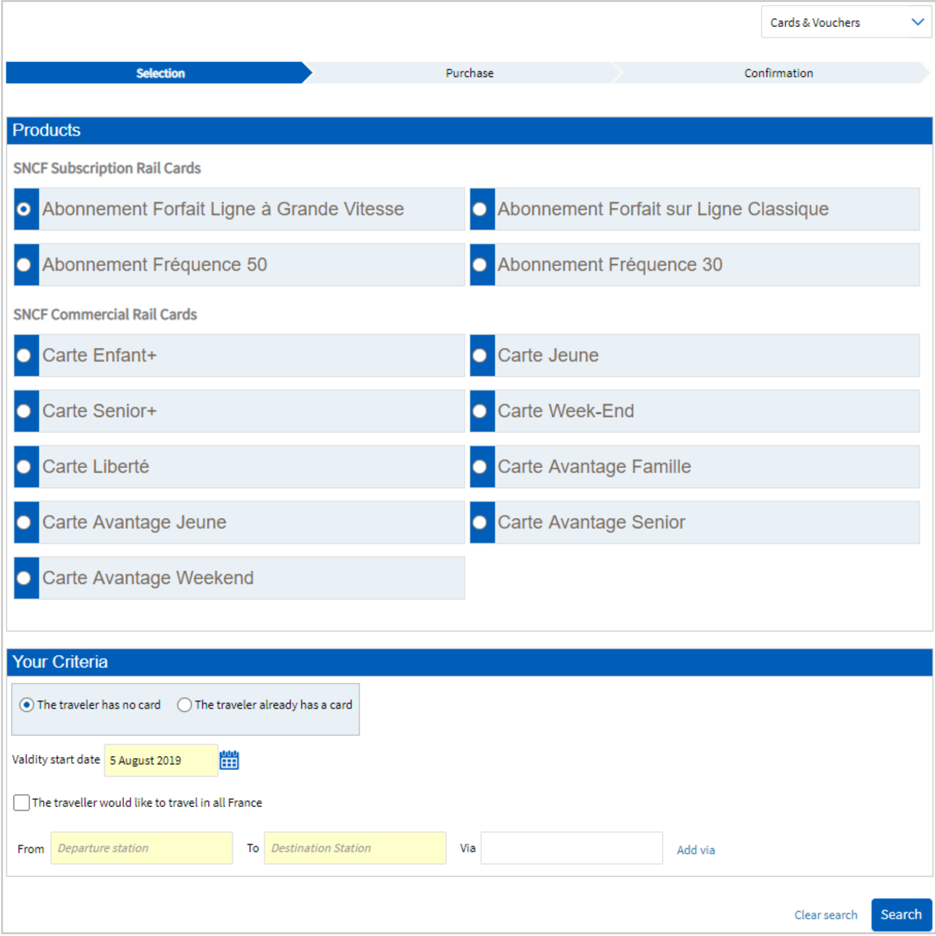
You cannot do any of the following:

- Sell rail cards without a coupon.
- Combine a rail reservation and rail card purchase in the same Booking File.
- Buy multiple coupons in the same flow, either for a single passenger or for multiple passengers.
- Exchange a rail card.
- Re-ticket a rail card following a void.

How to Sell a SNCF Rail Card

1. On the right of the Navigation bar, select **Cards & Vouchers** from the drop-down.

2. In the **Selection** page, select the rail card product you want to purchase.



3. Under **Your Criteria**, select one of these options:
   - **The traveller has no card**. This is a first-time rail card purchase. Selecting this option assumes that the traveller does not already own a card.
   - **The traveller already has a card**. This is for the renewal of a subscription. In this case, enter the traveller's card number, first name, and date of birth. If the Booking File already contained a traveller profile, then these fields are pre-filled. If the traveller has more than one card you can select one from the list.
4. Enter the validity start date.
5. For subscription cards, enter the **Departure** and **Destination** stations.

   Note: For Fréquence rail cards, you can specify all stations by selecting the check box entitled: **The traveller would like to travel in all France**.
6. Click on **Search**.
   - **Subscription rail cards:** In the case of a first-time purchase, a list of subscription coupon options is displayed showing the prices by duration and class of service. For example, 3-month, annual, first or second class, and so on. In the case of a renewal, a list of coupon prices is shown based on the subscription valid for the entered stations. Since the exact price depends on the traveller's profile, it is necessary to obtain a quote.
7. Select a coupon type and click on **Continue**.

8. In the **Purchase** page, enter the traveller's contact details in the **Traveller Information and Contact Details** section. If the Booking File already contained a traveller profile, then these fields are pre-filled. If the traveller has more than one card you can select one from the list.
9. In the **Payment and Delivery** section, select the form of payment and the method of delivery.
10. The **Your selection** section shows a summary of the selected subscription.
    - For Abonnement Fréquence, click on the price to display a pop-up with the fare conditions.
    - For annual subscriptions, click on the card icon to display the fare conditions.
11. Click on **Quote**.

    The **Confirmation** page show a summary of your purchase, including a provider record locator and rail card number.
12. Click on **Save, confirm and stay on this page**.

    This performs an end transaction. The page is refreshed and the Amadeus record locator is displayed. The **Issue Rail card** link is now enabled.
13. Click on the **Issue Rail card** link.
14. Click on **Confirm ticketing**.

    The **Confirmation** page is refreshed and:
    - A **Ticket details** section is displayed, showing the status as ticketed.

      In the case of a first-time purchase, two lines are shown; one for the rail card and one for the coupon.

      Note: Unlike rail reservations, an email is not sent to the traveller.
    - A **Refund** link is activated in the **After sales** section.

    If you click on **Refund**, you can add a refund reason and select the conditions before processing the refund request.

How to Cancel the Purchase of a SNCF Rail Card Coupon

Note: You can only cancel the purchase of a rail card coupon if you have not yet issued the coupon. If you have issued it, you can void it instead.

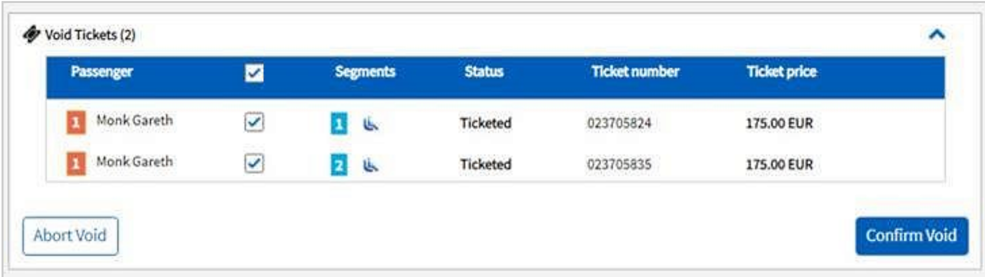
1. In the **Confirmation** page, click on **Cancel**.
2. Click on **Confirm Cancel** to return to the **Selection** page.

How to Void a SNCF Rail Card Coupon

Note: It is not possible to re-ticket or refund a voided coupon.

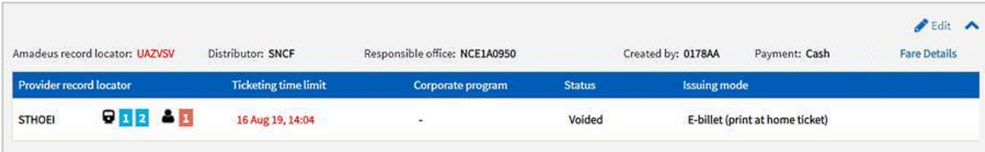
1. On the **Confirmation** page, under **What do you want to do next?**, click on **Void**.

   A **Void Tickets** section appears, displaying a list of coupons that can be voided.



2. Select the coupon you want to void and click on **Confirm Void**.

   If the void is successful, the **Confirmation** page is refreshed, with the status of the reservation changed to **Voided**.



   If the void is not successful, a message is displayed.

Selling Rail Cards (Swedish Rail)

What Types of SJ Rail Card Can Be Sold?

You can search for and book SJ annual rail cards and multi-ride tickets:

Annual Rail Cards

- Årskort Guld.
- Årskort Guld med Resplustillägg.
- Årskort Silver.
- Årskort med Resplustillägg.
- Årskort Silver Plus.
- Årskort Silver Plus med Resplustillägg.

Multi-ride Tickets

- Endagsbiljett Regional ToR.
- 10-biljett Regional & Highspeed (Snabbtåg).
- 50-biljett Regional & Highspeed (Snabbtåg).
- SJ InterCity/Regional (Månadsbiljett) & Highspeed (Snabbtåg).

Note: Multi-ride tickets availability depends on the origin and destination.

What Are the Limitations on SJ Rail Cards?

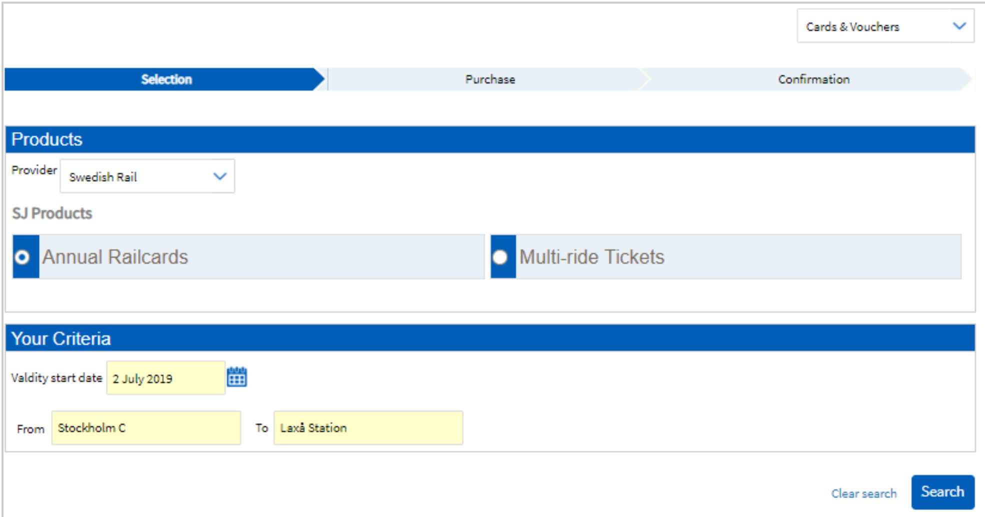
- You cannot sell more than one card per passenger for each PNR.
- You must enter passenger information, the form of payment and the method of delivery before booking.
- You must complete ticketing before 23:59 of the booking day.
- You cannot void SJ Rail Cards.
- The provider does not send PDFs for 10- and 50-biljett multi-ride tickets.

- You cannot renew an existing annual rail card. Instead, SJ will create and send a new card and reference number.
- You can use an existing SJ Prio card or an annual card to earn points.

How to Sell a SJ Rail Card

1. On the right of the Navigation bar, select **Cards & Vouchers** from the drop-down.

2. In the **Selection** page, select the rail card product you want to purchase.



3. For annual rail cards, under **Your Criteria**, select one of these options:
   - **The traveller has no card**. This is a first-time rail card purchase. Selecting this option assumes that the traveller does not already own an SJ Prio or annual card.
   - **The traveller already has a card**. In this case, enter the traveller's card number, first name, and date of birth. If the Booking File already contained a traveller profile, then these fields are pre-filled. If the traveller has more than one card you can select one from the list.
4. Enter the validity start date.
5. For mult-ride tickets, enter the **Departure** and **Destination** stations.
6. Click on **Search**.

   A list of subscription card options with prices and the conditions of the selected card type are displayed.
7. Select a card and click on **Continue**.
8. In the **Purchase** page, enter the traveller's contact details in the **Traveller Information and Contact Details** section. If the Booking File already contained a traveller profile, then these fields are pre-filled.
9. In the **Payment and Delivery** section, select the form of payment and the method of delivery.
10. The **Your selection** section shows a summary of the selected subscription.

    Click on the price to display a pop-up with the description of the card.

11. Click on **Book**.

    The **Confirmation** page shows a summary of your purchase, including a provider record locator.

12. Click on **Save, confirm and stay on this page**.

    This performs an end transaction. The page is refreshed and the Amadeus record locator is displayed. The **Issue Rail card** link is now enabled.

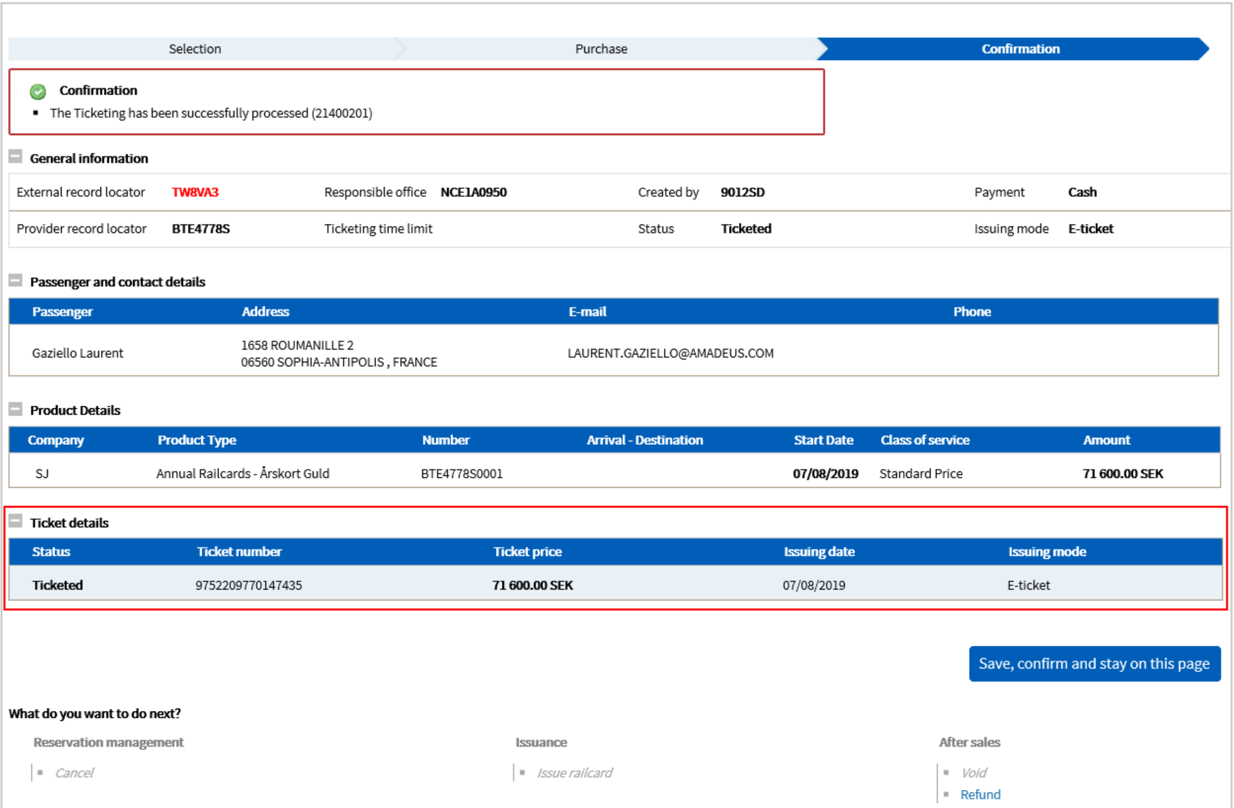
13. Click on the **Issue Rail card** link.
14. Click on **Confirm ticketing**.

    The **Confirmation** page is refreshed and:

    - A **Ticket details** section is displayed, showing the status as ticketed.
    - Ticket details display the card number to be used for booking tickets.

      Note: For 10- and 50-biljett tickets, an email is not sent to the traveller.

    - Refund is only available through the Cryptic command page.



How to Cancel the Purchase of an SJ Annual Rail Card or Multi-Ride Ticket

Note: You can only cancel the purchase of a rail card if you have not yet issued the card. If you have issued it, you can refund it instead.

1. In the **Confirmation** page, click on **Cancel**.
2. Click on **Confirm Cancel** to return to the **Selection** page.

Frequently Asked Questions

Profiles

What Is the Correct Format for Profile Information?

Rail card, loyalty card and corporate card information must be stored in structured rail remarks.

For information about specific structure and codes (provider and cards), contact your local representative.

How Can I Correct an Error in a Retrieved Profile?

The error must be corrected in the Profiles module. You cannot update profile information in Rail.

Can I Make a Booking for a Passenger Without a Profile?

Yes, you will be prompted to enter the passenger details before confirming the booking.

Searching

Can I Select the Passenger Type on the Search Page?

The **Passenger type** selection is only available to Swedish Rail.

How Do I Select a Rail Card in the Search?

You can select a rail card manually by using the **Rail card** drop-down list or by using the auto-complete feature for the **Rail card** field.

Or:

You can upload a passenger profile and select a rail card using the **Rail card** drop-down list.

Rail cards that are associated with a profile are selected by default.

Is it Possible to Have a Discount Card Per Passenger?

Yes, you can have a discount card per passenger.

Rail Card Discount Fares

Where Can I Find Rail Card Discount Fares?

The rail card discount fares are displayed in the **Search results** panel and they are represented by the  icon.

Booking

Can I Make Multi-Destination or Open-Jaw Bookings?

Yes. You can make an open-jaw booking for two bounds, except for Trenitalia and Deutsche Bahn trips.

Multi-destination bookings need to be managed as separate bookings.

Note: In some cases, two different stations in the same city (for example, Lyon Perrache and Lyon Part Dieu) are considered as the same station when making a booking and are not regarded as multi-destination bookings.

Can I Make Group Bookings?

No. You can only make multi-passenger bookings limited to nine passengers.

How Are Seats Allocated During a Booking?

By default, seats are allocated when you make a booking. You can modify this selection.

Does a Seat Selection for a Passenger Guarantee that a Seat Is Reserved?

No. Selecting a seat preference for a passenger does not guarantee that the rail provider can respect this preference. You must check the seat allocation granted by the provider (coach number and seat/berth number) in the **Confirmation** page.

Can I Use a Loyalty Card for Bookings?

Yes. You can add loyalty card details in the **Your Passengers** panel. If the loyalty card information is stored in the profile, it is displayed automatically.

Can I Print or Email a Booking Confirmation?

Yes. You can use the **Print** and **Email** icons in the **Confirmation** page to print or email the booking confirmation.

Payment

What Are the Accepted Forms of Payment?

Each rail provider accepts different forms of payment.

The form of payment that is accepted depends on the commercial agreement with each provider.

Table: Accepted Forms of Payment

Form of Payment	SNCF	Swedish Rail	Trenitalia	Deutsche Bahn
No Payment	Yes	Yes	Yes	Yes

Form of Payment	SNCF	Swedish Rail	Trenitalia	Deutsche Bahn
Cash	Yes	Yes	Yes	Yes
Credit Card	No	No	No	Yes
Account	Yes	No	No	No
Invoice	No	No	No	Yes

Ticketing and Refunding

What Are the Ticketing Options?

SNCF

Ticket Option	Feature
E-ticket	An e-ticket is collected at a ticket vending machine on departure.
E-billet	A PDF ticket is sent to the passenger to print at home. You can select the ticket and confirmation email language on the **Confirmation** page. The ticket must be presented at departure.
ATB - Agency Pickup	If you select the ATB ticketing option, it is not possible to process the ticketing in Rail. Ticket issuance and any other actions must be performed in the Command Page.
Paper Value - Agency Pickup	Paper value is a PDF ticket printed on the provider's secured paper. The travel agency prints the ticket on the provider's secured paper and delivers it to the passenger.
Thalys Ticketless	Enter a Thalys' loyalty card or an email address in the **Your passengers**panel before or after you select the issuing mode. The passenger can book a trip using one of the following methods: • **Ticketless loyalty card:** By entering the loyalty card number, the traveller will be able to travel with his Thalys TheCard as proof of transportation. • **Ticketless E-mail:** In case the traveller does not have a Thalys TheCard, it will be sufficient to simply enter the e-mail address, and Thalys will send the travel document by e-mail. All passengers receive a confirmation email from the Distributor and a Ticketless booking confirmation from Thalys afterward, providing the details of their journeys.

BeNe Rail (Including SNCB, NS, & CFL)

Ticket Option	Feature
Electronic documents	Homeprint (PDF), mobile or loyalty card
Paper documents	Printed on secure paper

Swedish Rail

Ticket Option	Feature
Ticketless SMS	An SMS is sent to the passenger with the e-ticket containing the reservation code. By default, the passenger receives the SMS ticket 24 hours before the departure date. To distribute the SMS ticket to the passenger immediately after it is booked, select the Send SMS upon ticket issuance check box on the Passenger Information page. This option is only available if the booking is scheduled less than 90 days before the booking date.
Pick Up at Station	The passenger can collect the ticket at departure from a vending machine or from an operator. The passenger needs to present a valid reservation code.
Ticketless Email	A PDF ticket is emailed to the passenger to print at home. The ticket must be presented at departure.

Trenitalia

Ticket Option	Feature
Ticketless	**Email:** A PDF ticket is emailed to the passenger to print at home. The ticket must be presented at departure. If multiple email addresses were entered for a multi-passenger booking, the PDF ticket is sent to each address. **Reservation record:** The provider reservation record is displayed on the **Confirmation** page. The Reservation record must be shown when boarding.

Deutsche Bahn

Ticket Option	Feature
E-ticket (Bahn-Tix)	A Bahn-Tix e-ticket is collected at any Deutsche Bahn long-distance ticket-vending machine in any German station. The e-ticket can be collected after the booking is paid.
Online Ticket (OLT)	A PDF ticket is sent to the passenger to print at home. The ticket must be presented while on board together with the original form of identification (FOID) used at payment time. Only both ticket and FOID together are accepted as valid proof of a correct OLT. Otherwise, a penalty will be applied.

Under What Circumstances Are Tickets Refunded?

Each rail provider may refund a ticket under special circumstances.

The following table shows the refund reasons that each provider accepts.

Table: Refunding Reasons

Refund Reason	SNCF	Trenitalia	Swedish Rail	Deutsche Bahn	BeNe
Strike	Yes	No	No	No	No
Passenger Request	Yes	Yes	Yes	Yes	Yes
Operator Error	No	Yes	Yes	Yes	No
Approved By Provider	No	No	Yes	No	No

Do I Need a Form of Identification to Process a Refund?

No. It is not mandatory.

Trenitalia: A form of identification is an optional step in the refund process.

Can I Refund a Train Ticket Due to a Strike?

You must contact SNCF to obtain a refund.

Retrieving Session Information

What is Session Information?

Rail maintains information about the current browser session. When creating an IR for the Amadeus second level help desk, you must include this information. The session information includes the following details:

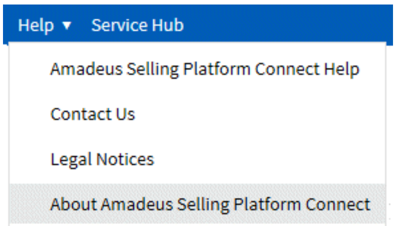
- **JSession ID**

  The Jsession ID is a key element which allows the help desk to retrieve traces from the Service Integrator logs of the request or reply. The help desk can then diagnose the cause of the problem in the Rail application.
- **General information**

  This indicates information about your environment.

How to Retrieve Session Information

1. From the **Help** menu, select **About Amadeus Selling Platform Connect**.



2. In the dialogue box that appears, click on **See details** to see the JSession ID.
3. Copy and paste the string into the incident record (IR).

Chapter 8: Margin Manager

Getting Started With Margin Manager

How to Log Into the Margin Manager Administration Module

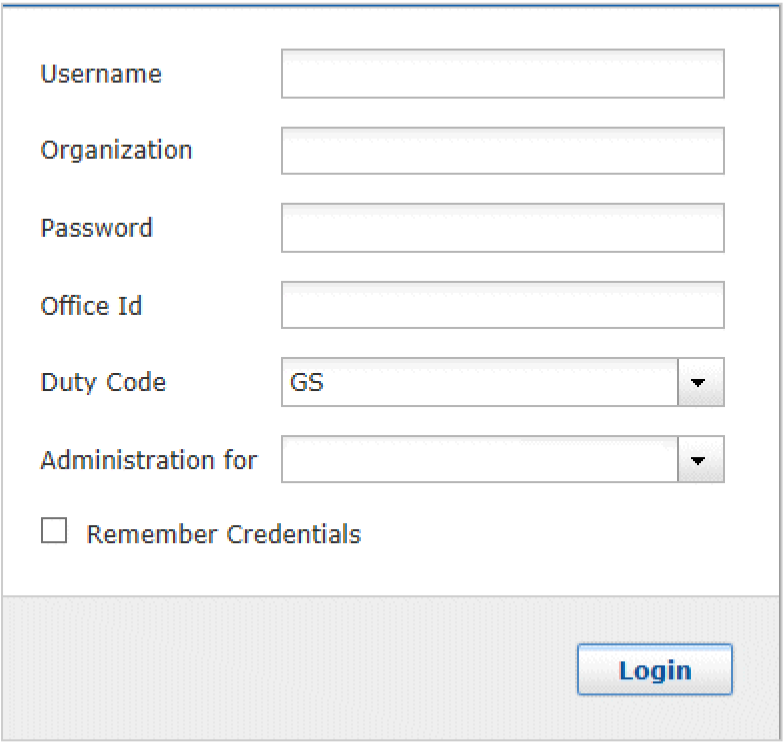
1. Either:

   In Selling Platform Connect: Click on the Margin Manager link in the **Tools** section.

   Or:

   In your web browser: Enter the URL for Margin Manager.

   The login screen appears:

2. Enter your user credentials and in the **Administration for** field select **Amadeus Margin Manager**.
3. Click on **Login**.

   The **Margin Manager Administration** window opens.

Understanding Margin Rules

In Margin Manager, you create rules that define how booking margins are calculated. A margin is an extra fee added to the booking cost if the booking details match certain conditions. For example, you could specify that a margin be added for all flights booked on a particular airline, or in a specific booking class, or during certain dates.

There are two types of margin rule:

- A *mark-up rule* is used to add a margin that increases the total or component price of the booking. The mark-up is included in the total price of the booking, and is not displayed to the customer as a separate line item.
- A *product fee rule* adds a margin for a specific service to the cost of the booking. It is displayed to the customer as a separate line item.
- A *discount rule* reduces the total price of the booking. It is displayed to the customer as a separate line item.

You can specify a mark-up charge or product fee as a percentage, a flat fee or both.

Working With Rules

What Is a Rule?

A margin rule allows a specific margin to be automatically calculated and assigned at the time of a booking, refund, or cancel. A margin can be a product fee or mark-up.

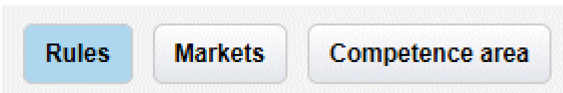
When you create a margin rule, you specify:

- The margin amount, for example, flat fee or percentage
- A description, such as the reason for the margin.
- The criteria (also known as rule conditions) under which the rule is applied, for example the travel zone, validating carrier, booking class, and so on.

You can deactivate a rule when it no longer applies, and reactivate it again when needed.

How to Search for Rules

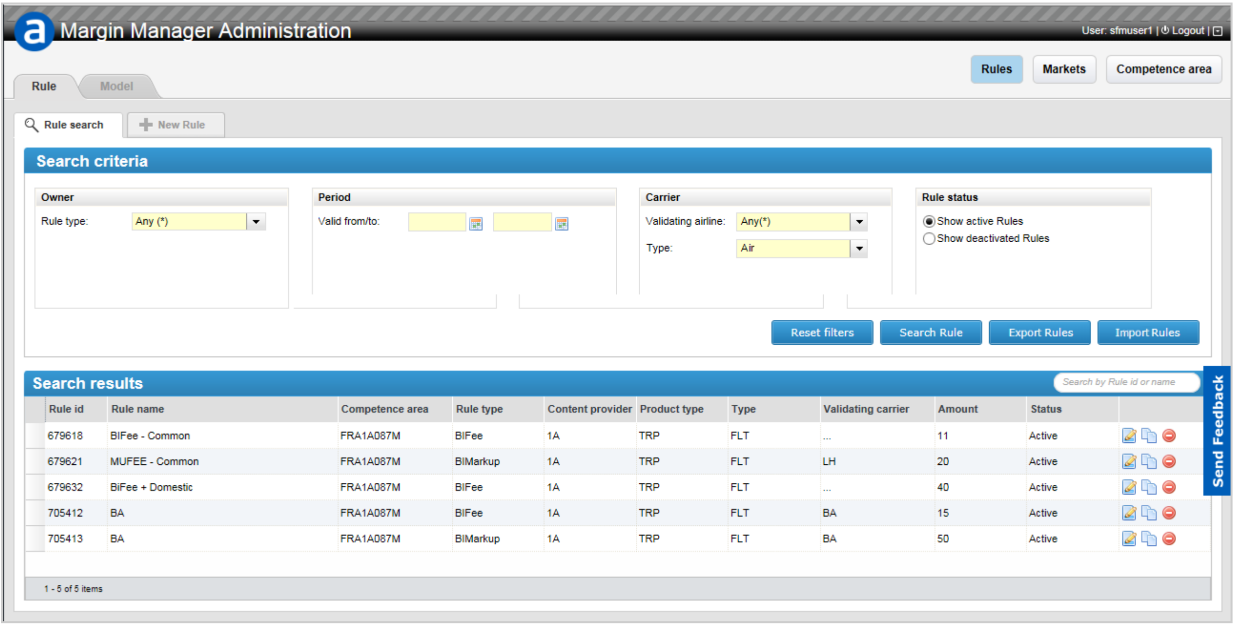
1. If you are not already on the **Rules** page, click on the **Rules** button on the top right.

2. Select the **Rule** tab, and the **Rule search** sub-tab.
3. Specify your search criteria.

   Optionally, select either **Mark-up** or **Product fee** from the **Rule type** drop-down to filter the search results to one type of rule.
4. Click on **Search Rule**.

   The list of rules matching your criteria is displayed.



5. To filter the search results more, enter one or more characters in the **Search by Rule ID or name** field in the **Search results** header.

You can edit or copy a rule from the search results by selecting it and clicking on the **Edit** icon or **Copy** icon. See *How to Create a Rule* on page 222.

How to Export Rules to CSV

1. Search for rules based on your selected criteria. See *How to Search for Rules* on the previous page.
2. Click on **Export Rules** to export all the rules matching the selected criteria.
3. Select a location to save the generated CSV file and click on **Save**.

How to Import Rules

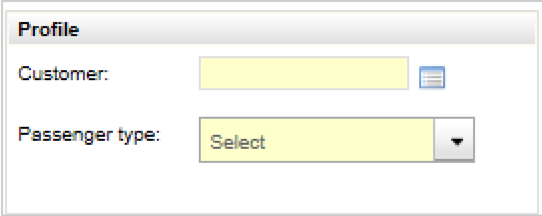
1. In the **Search criteria** table, click on **Import Rules**.
2. Browse to your saved CSV file and click on **Open**.
3. Refresh your Margin Manager browser to see the changes in the table.

How to Link a Rule or Model to a Customer Profile

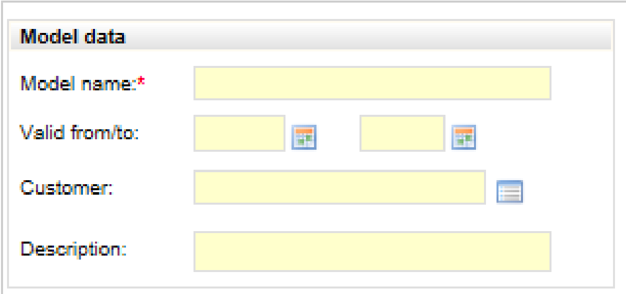
You can specify that a rule or a model should apply to travellers from a specific company, or even to specific individual travellers. (**Note:** In general it is more likely that you would link a model to a customer rather than a single rule.)

1. When creating a new rule or model, click on the lookup icon next to the **Customer** field.

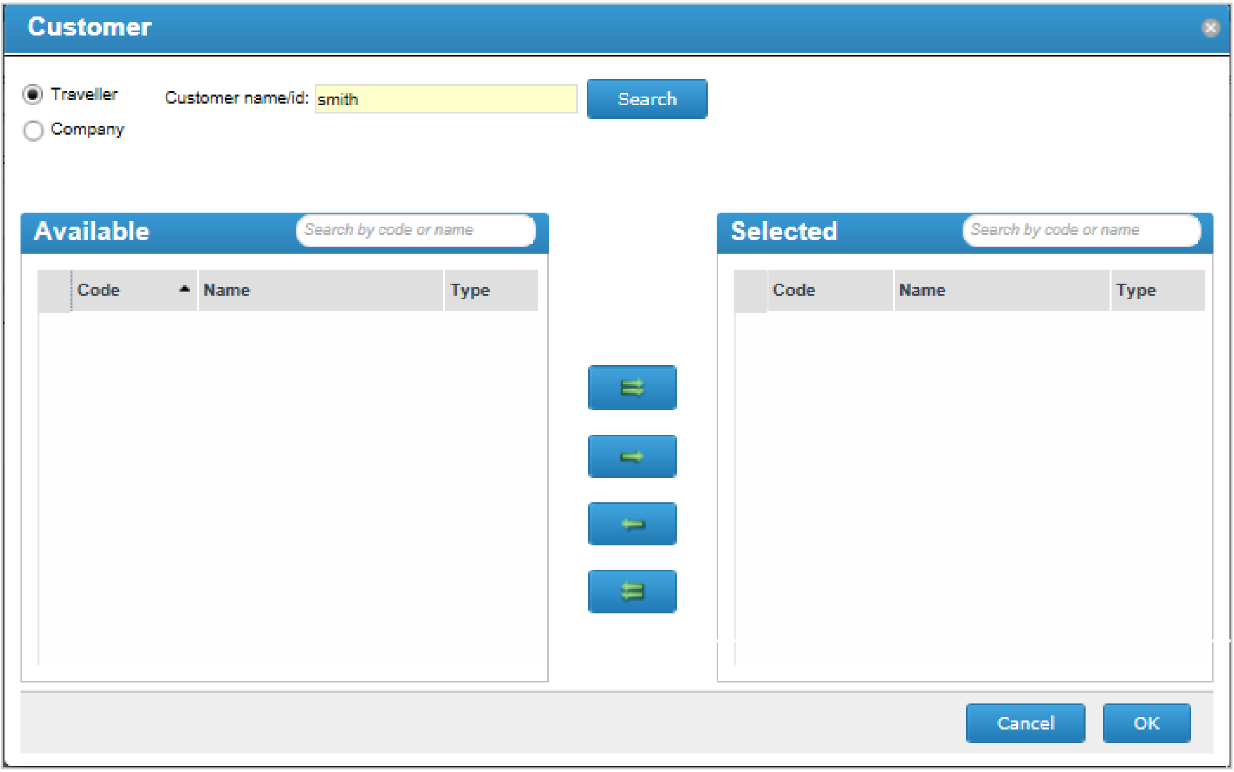
   In the **New Rule** window this field is in the **Profile** panel.



In the **New Model** window this field is in the **Model Data** panel.



The **Customer** window opens.



2. Specify if you wish to link to a **Traveller** or **Company** profile,
3. Search for one or more company or traveller profiles within your organisation by entering text in the **Customer name** field.
4. Move one or more customers from the **Available** panel to the **Selected** panel using the arrows.

   The **Type** column will show a C for company profiles or T traveller profiles.
5. Click on **OK** to return to the main window.

How to Edit a Rule

1. In the **Rules** page, search for an existing rule and click on the **Edit** icon.
2. Modify the rule settings, as described in *How to Create a Rule* on the next page.
3. Click on **Save Rule**.

   Note: You cannot change the rule type when editing a rule. Instead, you would have to copy the rule and create a different rule type.

How to Copy a Rule

1. In the **Rules** page, search for an existing rule and click on the **Copy** icon .
2. Fill in the rule settings, as described in *How to Create a Rule* on the next page.
3. Click on **Save Rule**.

How to Deactivate a Rule

1. In the **Rules** page, search for a rule, making sure that **Show active Rules** is selected in the **Rule status** section. See *How to Search for Rules* on page 218.
2. Select the rule you wish to deactivate and click on the **Deactivate Rule** icon .
3. You are asked to confirm deactivation. Click on **Yes**.

Note: A rule must be removed from all models it is part of before it can be deactivated.

Why Deactivate a Rule?

If you have two rules with identical criteria, they are said to overlap. Active rules are not permitted to overlap, so if you wish to create a new rule that overlaps with an existing one, you must deactivate the existing rule first.

When you create a rule, the system checks to make sure the new rule does not overlap with any other active rules. If it overlaps, an error message is displayed and the rule is not created.

This feature can be useful, for example, if you have certain promotions that you wish to activate periodically.

How to Reactivate a Rule

1. Search for a rule, making sure that **Show deactivated Rules** is selected in the **Rule status** section. See *How to Search for Rules* on page 218.

   The list of deactivated rules matching your criteria is displayed.

Note: When you reactivate a rule, you must also add it to any models it is part of, even if before deactivation the rule was previously linked to a model.

How to Delete a Deactivated Rule

1. Search for a rule, making sure that **Show deactivated Rules** is selected in the **Rule status** section. See *How to Search for Rules* on page 218.

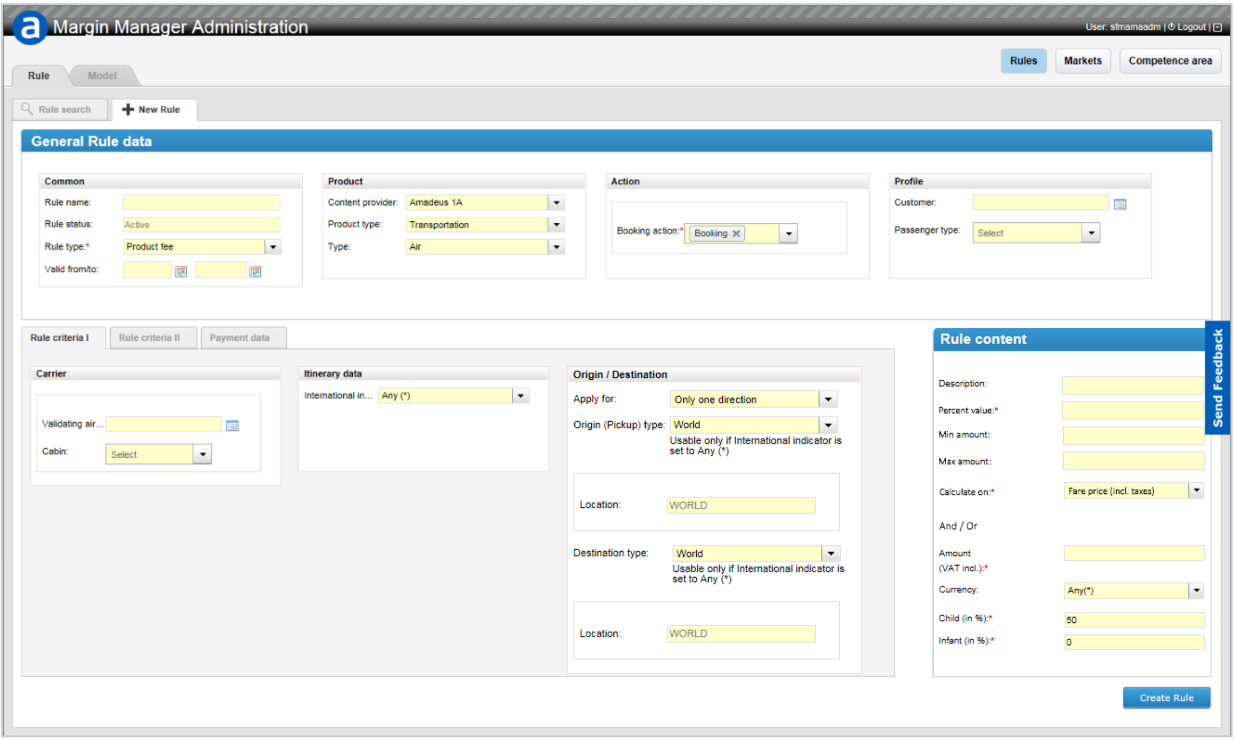
   The list of deactivated rules matching your criteria is displayed.
2. Select the rule or rules that you want to delete.
3. Click on **Delete Rules** and click on **Yes** in the **Delete rule**s dialogue window. The rules will be permanently deleted.

Creating Rules

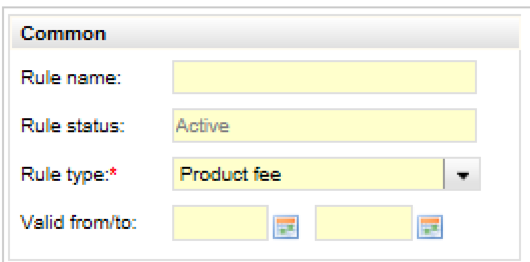
How to Create a Rule

1. In the **Rules** page, select the **New Rule** tab.

   The **New Rule** page opens.



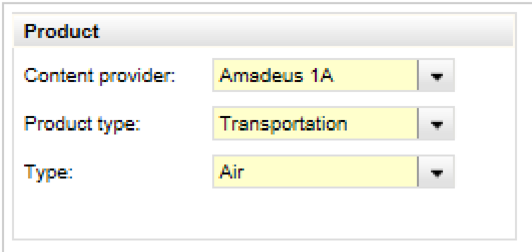
2. In the **Common** panel, specify the general information about the rule, such as its name, rule type and validity period.



Note: The rule name does not have to be unique. Each rule is assigned a unique ID on creation.

Note: You can only create active rules. Therefore, you cannot modify the **Rule status** field. You can change a rule to inactive after it is created. See *How to Deactivate a Rule* on page 221.

3. In the **Product** panel, specify:
   - Information about the product to which this rule applies, such as the provider.
   - The type of product, such as Transportation.
   - Any sub-type, such as Air, Hotel, Ancillary, and so on.

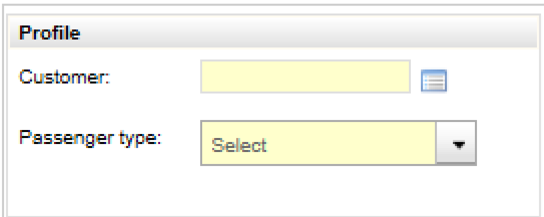


4. In the **Action** panel, select one or more booking agent actions that will trigger this rule. You can choose from **Booking**, **Cancellation**, or **Refund**.

   Note: If you are creating an offer, select the **Booking** action. Fee or mark-up rules created for this action type are also applied to offers. When the offer is confirmed, the fee and mark-up of the offer are replaced by those of the new booking.

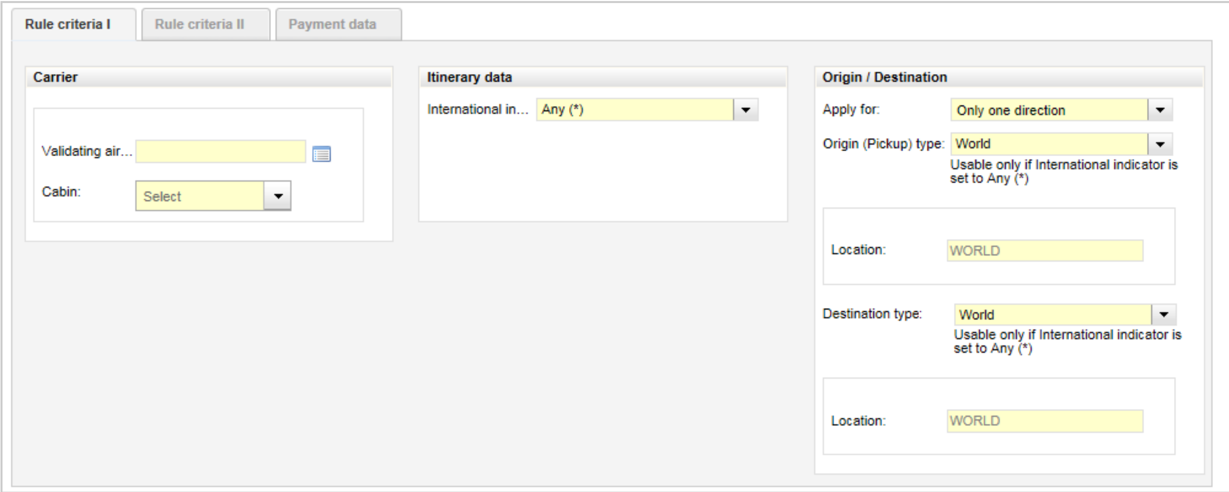
5. In the **Customer** field of the **Profile** panel, specify the customer to which the rule applies.

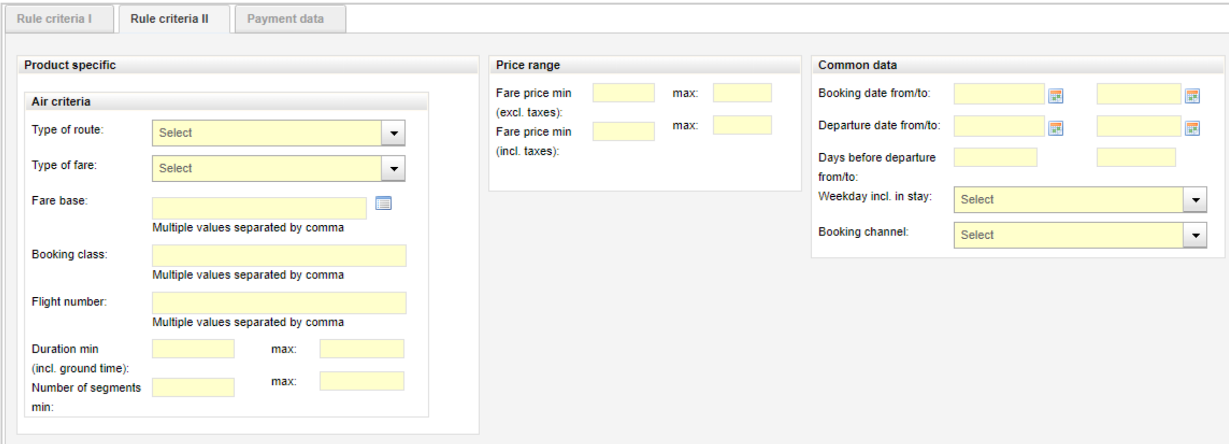
   The rule can apply to customers from a specific company or to an individual customer. See *How to Link a Rule or Model to a Customer Profile* on page 219.



   Alternatively, in the **Passenger** type field, select a specific **Passenger** type for the rule. For example, you could create a rule specifically for child passengers.

6. In the **Rule criteria I**, **Rule criteria II**, and **Payment data** tabs, specify the combination of rule conditions that, if met, trigger the application of this rule.



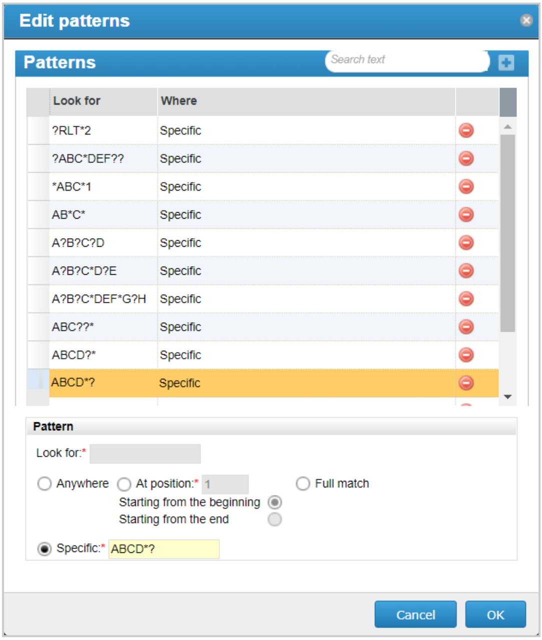


If the conditions of more than one rule are met for a particular booking, the rule with the most matching criteria is applied.

If, however, the competing rules have an equal number of criteria, then the rule with the highest weighting is selected. (Each rule's weighting value is defined by the Margin Manager rule engine, and is not visible.)

To specify that the rule applies to a particular market, you must select **Any** from the **International indicator** field, and **Market** from the **Origin type** or **Destination type** fields. You must have already defined the relevant markets, in order for them to be available in these drop-down fields. See *How to Define or Modify a Market* on page 227.

You can specify rules on the entire fare base or only on parts of it by using the **Fare Base** field on the **Rule Criteria II** tab. Access the **Edit patterns** dialogue box by clicking on the icon next to the **Fare Base** field to define rules on parts of the fare base.



If you are specifying a rule for an Air product and want it to be triggered by particular flight numbers, you can specify the numbers in the **Flight Number** field on the **Rule Criteria II** tab, with each number separated by a comma.

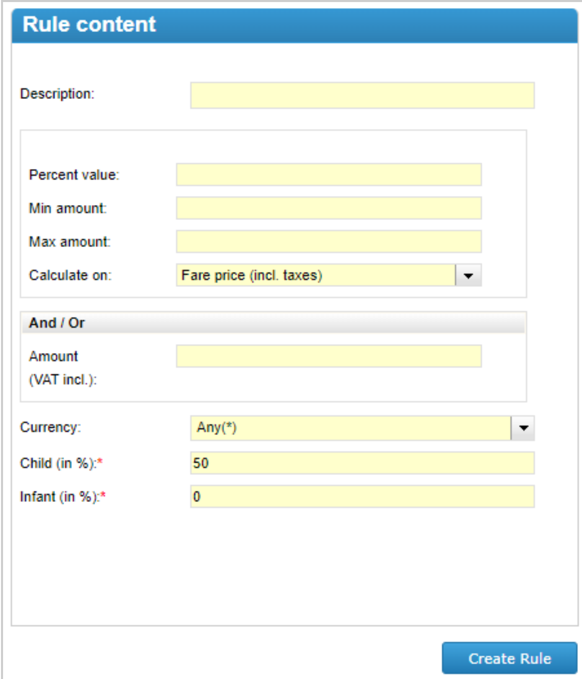
A flight displayed in cryptic as **LH 002** must be entered as **LH0002**. For example, to enter flights from this display:

```
AN20NOVFRAHAM (1A)
** AMADEUS AVAILABILITY - AN ** HAM HAMBURG.DE                4 MO 20NOV 0000
 1   LH7055  J9 C9 D9 Z9 P7 I5 Y9 /FRA 1 HAM 2  0600    0800  E0/320        2:00
             B9 M9 U9 H9 XL Q9 V9 W9 S9 T9
 2   LH4383  J9 C9 D9 Z9 P7 I5 Y9 /FRA 1 HAM 2  0630    0715  E0/320        0:45
             B9 M9 U9 H9 X9 Q9 V9 W9 S9 T9
 3  CLH4004  J9 C9 D9 Z9 P7 I5 Y9 /FRA 1 HAM 2  0640    0740  E0/321        1:00
             B9 M9 U9 H9 XL Q9 V9 W9 S9 T9
 4   LH 002  J9 C9 DL ZL I2 Y9 B9 /FRA 1 HAM 2  0700    0805  E0/321        1:05
             M9 U9 H9 X4 Q9 V9 WL SL
 5LH:NH6213  J4 C4 D4 Z4 P4 Y4 B4 /FRA 1 HAM 2  0700    0805  E0/321   TR   1:05
             M4 U4 H4 Q4 V4 WL SL LL
 6   LH7056  J9 C9 D9 Z9 P7 I5 Y9 /FRA 1 HAM 2  0700    0900  E0/320        2:00
             B9 M9 U9 H9 XL Q9 V9 W9 S9 T9
 7   LH 004  J9 C9 DL ZL I4 Y9 B9 /FRA 1 HAM 2  0730    0835  E0/32A        1:05
             M9 U9 H9 X7 Q9 V9 W9 SL
 8   LH7307  J9 C9 D9 Z9 P7 I5 Y9 /FRA 1 HAM 2  0730    0900  E0/321        1:30
             B9 M9 U9 H9 XL Q9 V9 W9 S9 T9
 9   LH 006  J9 C9 DL ZL I5 Y9 B9 /FRA 1 HAM 2  0800    0905  E0/32A        1:05
             M9 U9 H9 XL QL VL WL SL
102A*9B2120  C9 F9 M9 Y9           FRATN ZMB    1041    1435  E0 TRN        3:54
```

You would enter the flight numbers as follows:

LH7055, LH4383, LH4004, LH0002, NH6213, LH7056, LH0004, LH7307, LH0006

7. In the **Rule Content** panel, enter the amount that will be applied to the booking if the rule conditions in the **Product Data I** and **Product Data II** tabs are met.



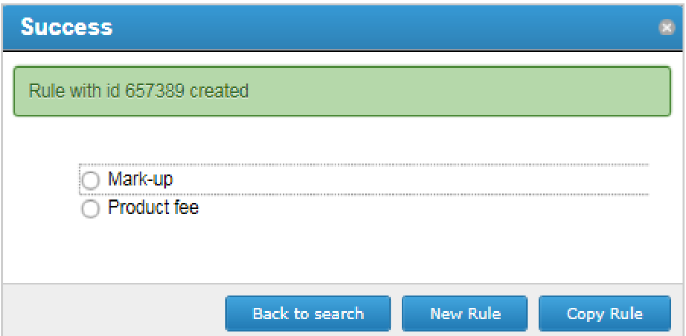
You can enter values to define a flat amount, a percentage or both.

Note: If you enter an amount and click on **Create Rule** without entering any other data, the rule will always be used during the margin calculation unless a more specific rule is applicable.

Note: If you select **Any** as the Currency, the Travel Agency Currency (TAC) for your office ID is used, even if the flight is booked in another currency.

8. Click on **Create rule** to create the rule.

   If the rule has been created successfully, a pop-up appears.



9. If you wish to continue creating more rules, select the rule type and click on **New Rule** or **Copy Rule**. If you copy the rule, all the values stay the same, but a new rule ID is created.

   Otherwise click on **Back to search** to return to the **Rule Search** tab. The new rule is displayed in the search results list.

Working With Markets

What Is a Market?

A market is composed of one or more geographical locations (regions, countries, states, cities and airports). The geographical locations are based on the IATA standard representation.

Margin Manager has a default market, World, that cannot be modified or deleted.

A market must be unique within an administrative office. In other words, you cannot create two markets that are exactly the same.

When you define markets, you can include and exclude locations to suit your margin requirements.

Here are some examples:

- Paris - only the city Paris is included.
- North America and Central America - includes the regions North America and Central America. All countries, cities and airports in North and Central America are automatically included in this market.
- World excluding North America - automatically includes all regions, countries, states, cities and airports in the World apart from those in North America.

How to Define or Modify a Market

If you wish to specify that the rule applies to a particular market, then you must first define the relevant markets, so they are available in the **Origin type** and **Destination type** drop-downs in the **Product Data II Tab**. See *How to Create a Rule* on page 222.

1. Click on the **Markets** button in the top right corner of the screen.

   The **Market Search** screen opens.
2. In the **Market Search** panel, click on the plus sign to create a new market. Enter a market in the search field if you are modifying an existing market.
3. In the **New Market** panel, enter the **Market name** and **Description**.
4. Under **Market Content**, select the option that describes the market content:
   - In the case of **Region**, **Country** or **State**, select an appropriate value from the drop-down list.
   - In the case of **City**, or **Airport**, enter the IATA city code.
5. Click on **Include** to add the market to the **Tree** panel.
6. To exclude a market from a higher-level market, use the **Exclude** buttons:

   For example, if you want to create a Europe market but do not want to include Switzerland:
   - Select **Region** and select **Europe**, the click on **Include**.
   - Europe appears in the **Tree** panel.
   - Select **Country** and select Switzerland, then click on **Exclude**.

     Switzerland appears as an excluded item from the Europe market.

7. Click on **Save market**.

   You can now apply rules to the market created. This market is available in the **Origin type** and **Destination type** fields in the **Product data II** tab when defining a rule.

   You cannot delete a market if it is linked to a rule.

Working With Models

What Is a Model?

A model is a set of rules that can be either linked to a specific customer (through their CSX profile) or that can be activated for a specific period of time.

Note: If two or more models have the same validity date range, an overlap error is shown.

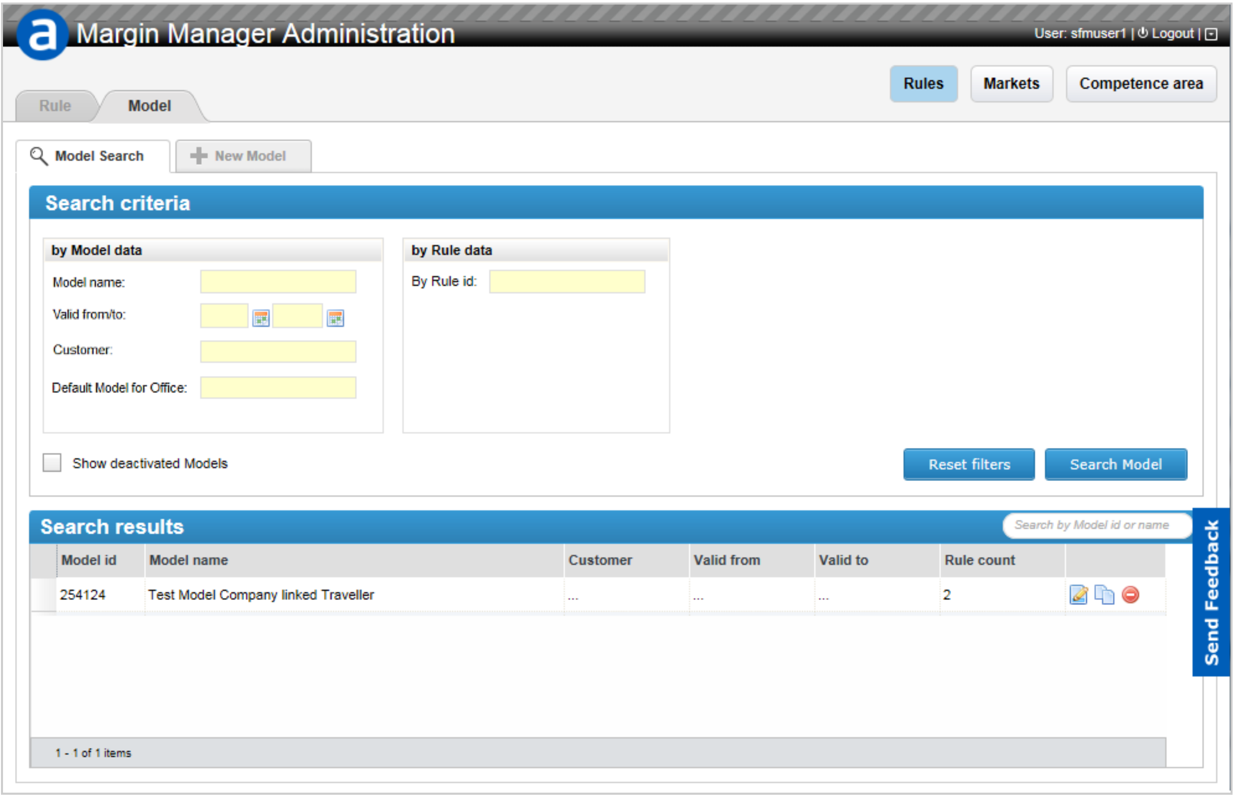
What Is a Default Model ID?

Administrators can link a model to a specific office ID in their competence area, and then use it as a default model. The default model ID is defined in the **Model** tab. See *How to Create or Copy a Model* on the facing page.

How to Search for, Edit and Copy Models

1. Select the **Model** tab.
2. In the **Models Search** window, enter the name of the model in the search field.

   You see the list of matching models.



3. To edit or copy a model, select it and click on the **Edit** icon.

How to Deactivate a Model

1. Locate the model in the **Models** window. See *How to Search for, Edit and Copy Models* on the previous page.
2. Select the model you wish to deactivate and click on the **Deactivate Rule** icon.
3. You are asked to confirm deactivation. Click on **Yes**.

How to Reactivate a Model

1. Locate the model in the **Models** window. See *How to Search for, Edit and Copy Models* on the previous page.

How to Create or Copy a Model

1. In the **Rule** page, click on the **Model** tab.
2. Click on the **New model** tab.

   Alternatively, search for an existing model and copy it by clicking on the **Copy** icon.
3. Enter a name, validity period, and optionally a customer, default model ID and description for the new model.

   Note: A rule with a specified customer **cannot** be assigned to a model. You have to remove the customer link first, then link the model to the customer if desired.

You can add rules to the model now, or save the model and add rules later.

Note: It is possible to create a model without linking rules to it. However, during the fee calculation process only active rules linked to a model are taken into consideration.

The list of rules matching your criteria is displayed.

4. Double-click on one or more of the rules in the list, or click on the **Add Rule to Model** icon , to add the group to the model.

   To delete a rule from the model, in the **Current Rules in Model** panel, click on the **Remove Rule from Model** icon .

5. Click on **Create Model** if this is a new model, or **Save Model** if you are editing one.

Note: If Margin Manager is activated in Selling Platform Connect at site and office level, any model ID available for that office can be used as a filter in an All Fares search. See *How to search for fares* on page 103.

How Is a Rule Applied?

To decide which rules to apply to a booking, Margin Manager applies the following logic:

Model selected in PNR?	CSX profile selected in PNR?	Result
Yes	Yes	1. This model and the linked CSX profile are checked for matching rules and the assigned CSX. 2. If no matching rule is found, no rule is applied.
Yes	No	1. This model is checked for matching rules. 2. If no matching rule is found, no rule is applied.
No	Yes	1. Any model linked to the CSX profile is checked for matching rules. 2. If no matching rule is found, all other models which are not linked to a CSX profile are checked for matching rules. 3. If no matching rule is found in any models, free rules are checked, and rules with linked CSX is checked
No	No	1. All models with no link to a CSX profile are checked for matching rules. 2. If no matching rule is found in any model, then all free rules that are not linked to a CSX profile are checked.

Note: Since some customers may expect rule selection to behave differently from the explanation in the above table, it is recommended not to use “free rules” and models in combination. If the TA wants to work with models, all the rules should be put in a model so that there are no "free rules" left. In other words, you would create one model, for example called “Default”, containing all free rules without any validity or CSX customer, then create additional models, with either different validities or different CSX profiles linked to them.

Note: In a cryptic window you can select a model in your PNR by using the command **TFL** to see a list of all models, and **TFU/1234** to select a specific model. In Selling Platform Connect the list of models is shown in AllFares Plus.

Working With Competence Areas

What Is a Competence Area?

A competence area is the name given to the group of point-of-sales offices that can use the rules you create. These offices can be part of your agency chain or corporation, or they can be any offices for which you are the designated rules administrator.

Your administration office is responsible for a single competence area. To maintain the competence area, you add or delete offices or groups of offices as required:

- If your administration office is also a point-of-sale office, remember to include the office in your competence area.
- If you become responsible for a new point-of-sale office, add the office to your competence area if it is not already part of one of your office groups.
- If an office is no longer eligible to use the rules in your competence area, make sure that you remove it from your competence area.

How to View and Modify Office IDs Included in a Competence Area

Click on the **Competence Area** button at the top right-hand corner of the screen.

The list of existing areas is shown in the **Competence area details** panel.

- To add a single office to the competence area:
    a. In the **New detail** panel, click on the **Office** tab and enter the office details. Mandatory fields are marked with an asterisk.
    b. Click on **Save**.

    A new detail line appears in the **Competence area details** panel.
- To add multiple offices to the competence area:
    a. In the **New detail** panel, click on the **Mask** tab, and enter a **Corporate ID**.
    b. Click on **Save**.

    A new detail line appears in the **Competence area details** panel.
- To delete a detail line:
    a. Select the check box on the left of the detail line 

.
    b. Click on the **Delete selection** icon.
    c. Click on **Yes** to confirm deletion.

How to Add a Custom Rule Type

1. Click on the **Competence Area** button at the top right-hand corner of the screen.

2. Enter a name in one of the **Additional service fee 2-5** fields under **Customisation**.
3. Click on to save the custom rule type. You will then be able to select it from the **Rule type** drop-down list whenever you create a new rule. See *Creating Rules* on page 222.
4. You can click on to deactivate a rule, or click on to reactivate a deactivated rule.

Note: You cannot deactivate a custom rule type that is already used by an active rule.

Working with the Margin Manager Light Administration Module

What Is the Margin Manager Light Administration Module?

The Margin Manager light administration module was designed to cover the needs of small and medium travel agencies. It provides smaller agencies with a simpler way to administrate the rules.

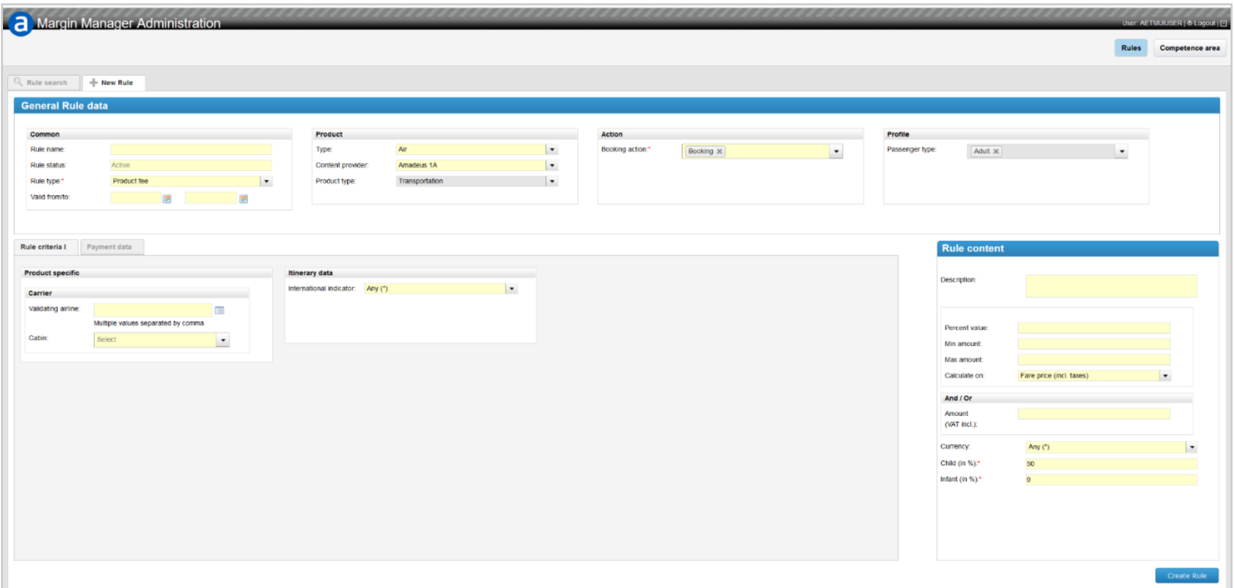
Its basic rules allow a limited number of product types, passenger type and criteria. In addition, you cannot define models, nor associate a rule to a customer profile.

Note: Fees will always be applied in the same way, regardless of the Margin Manager version you are using. See *Applying Fees to Bookings* on page 234.

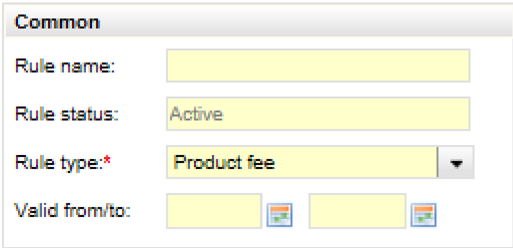
How to Create a Rule in the Margin Manager Light Administration Module

1. In the **Rules** page, select the **New Rule** tab.

   The **New Rule** page opens.



2. In the **Common** panel, specify the general information about the rule, such as its name, rule type and validity period.



Note: The rule name does not have to be unique. Each rule is assigned a unique ID on creation.

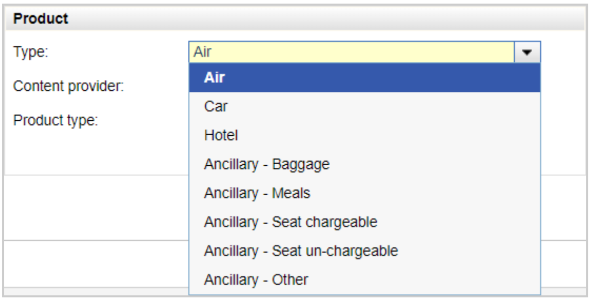
Note: You can only create active rules. Therefore, you cannot modify the **Rule status** field. You can change a rule to inactive after it is created.

3. In the **Product** panel, specify:

   – Information about the product to which this rule applies, such as the provider.

   – The type of product, such as Transportation.

   – Any sub-type, such as Air, Hotel, Ancillary, and so on.

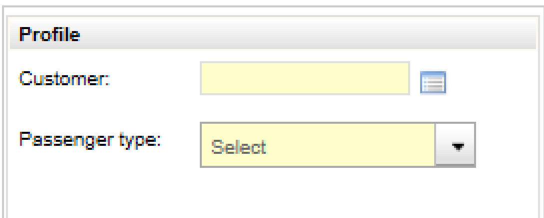


4. In the **Action** panel, select one or more booking agent actions that will trigger this rule. You can choose from **Booking**, **Cancellation**, or **Refund**.

   Note: If you are creating an offer, select the **Booking** action. Fee or mark-up rules created for this action type are also applied to offers. When the offer is confirmed, the fee and mark-up of the offer are replaced by those of the new booking.

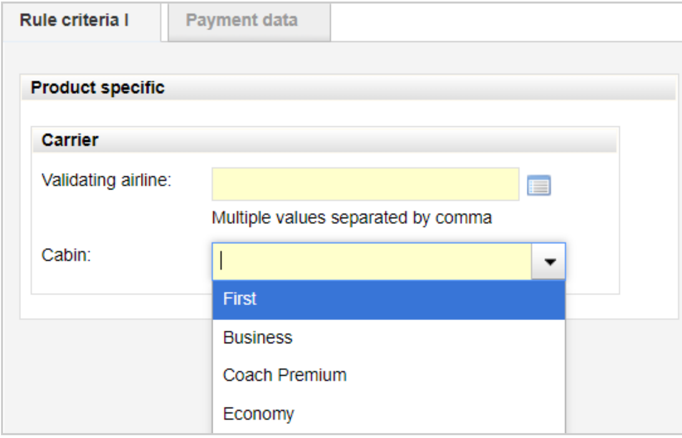
5. In the **Customer** field of the **Profile** panel, specify the customer to which the rule applies.

   The rule can apply to customers from a specific company or to an individual customer.



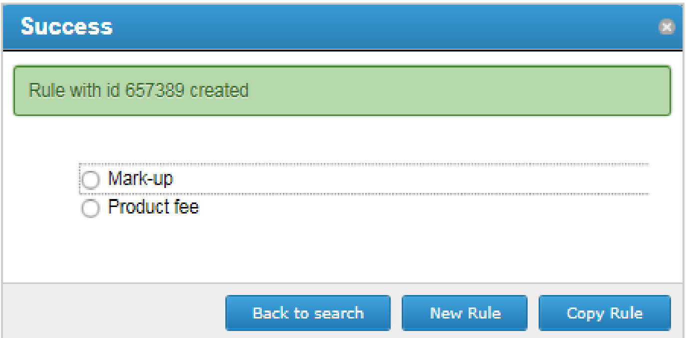
Alternatively, in the **Passenger** type field, select a specific **Passenger** type for the rule. For example, you could create a rule specifically for child passengers.

6. In the **Rule Criteria I** tab, add the airline(s) and type of cabin to which the rule applies.



7. In the **Itinerary data** section, select the flight indicator to which the rule applies.
8. In the **Payment data** section, select the form of payment targeted.
9. Click on **Create rule** to create the rule.

   If the rule has been created successfully, a pop-up appears.



10. If you want to create more rules, select the rule type and click on **New Rule** or **Copy Rule**. If you copy the rule, all the values stay the same, but a new rule ID is created.

    Otherwise click on **Back to search** to return to the **Rule Search** tab. The new rule is displayed in the search results list.

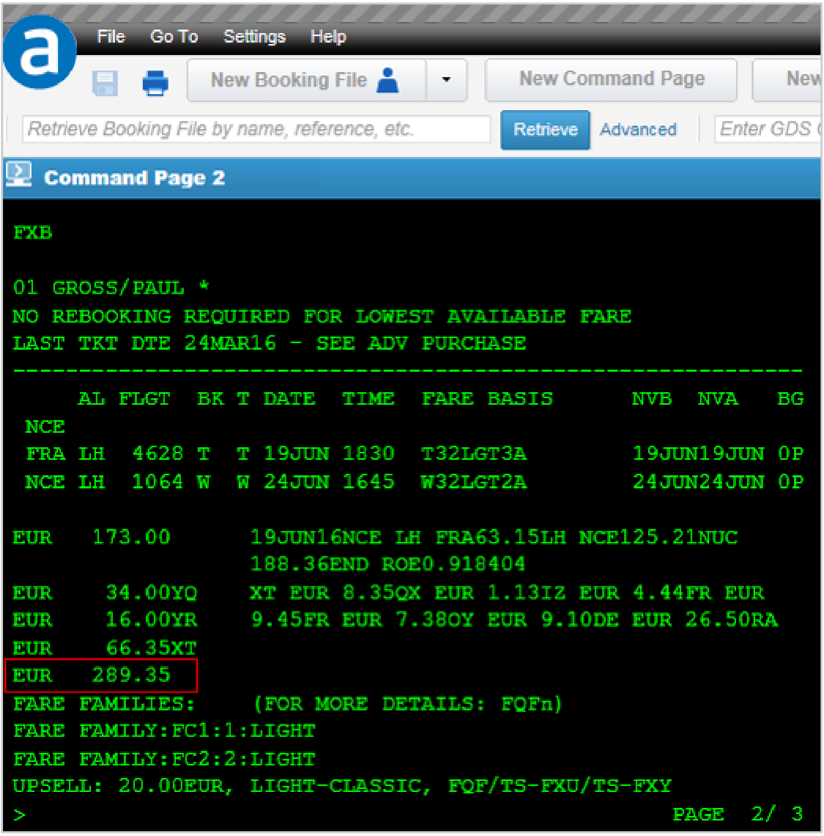
Applying Fees to Bookings

Once margin rules have been defined for your organisation, they are immediately available to the travel agents creating bookings. The agent can thus accurately communicate the estimated total price of a trip (fare + mark-up + service fee) during both the shopping and booking phases.

How to Request the Total Sales Price (Cryptic)

1. First create the booking and do a pricing using one of the regular pricing commands such as FXB or FXP.

   This shows the total fare price without any added margin.



Example:

`EUR 140.63 TOTAL INCL EUR 8.20 AGY FEE & 5.00 AGY MU`

2. To display the total sales price including margin calculation details, enter the command:

`EPD/FI`

This displays the total sales price and gives a breakdown of any added mark-up and fees.

```
BOOKING FILE - GLOBAL OVERVIEW

TOTAL SALES PRICE:          601.01 EUR
TOTAL GROSS PROFIT:         157.00 EUR
TOTAL REFERRAL:               0.00 EUR

ID  PRODUCT          STATUS PRICE DETAILS                     SALES PRICE
-------------------------------------------------------------------------------
1   AIR              ACT    PURCHASE PRICE:       444.01 EUR       521.01 EUR
    SMITH/JOHN              DISCOUNT:               0.00 EUR
                            MARK-UP:               77.00 EUR
2   SERVICE FEE      ACT    FEE:                   80.00 EUR        80.00 EUR
                            DISCOUNT:               0.00 EUR
>
BOOKING FILE - GLOBAL OVERVIEW

TOTAL SALES PRICE:          601.01 EUR
TOTAL GROSS PROFIT:         157.00 EUR
```

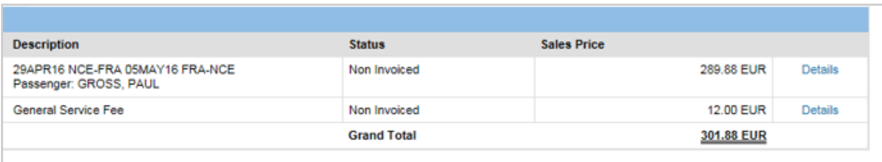
```
TOTAL REFERRAL:             0.00 EUR

ID  PRODUCT           STATUS PRICE DETAILS                      SALES PRICE
-------------------------------------------------------------------------------
1   AIR               ACT    PURCHASE PRICE:        444.01 EUR       521.01 EUR
    SMITH/JOHN               DISCOUNT:                0.00 EUR
                             MARK-UP:                77.00 EUR
2   SERVICE FEE       ACT    FEE:                    80.00 EUR        80.00 EUR
                             DISCOUNT:                0.00 EUR
>
```

How to Request the Total Sales Price (Selling Platform Connect)

1. First create the booking and do a pricing using one of the regular pricing commands such as FXB or FXP.

   This shows the pricing without any added margin.
2. Click on **Show Booking File**.
3. Scroll to the **Sales** section.

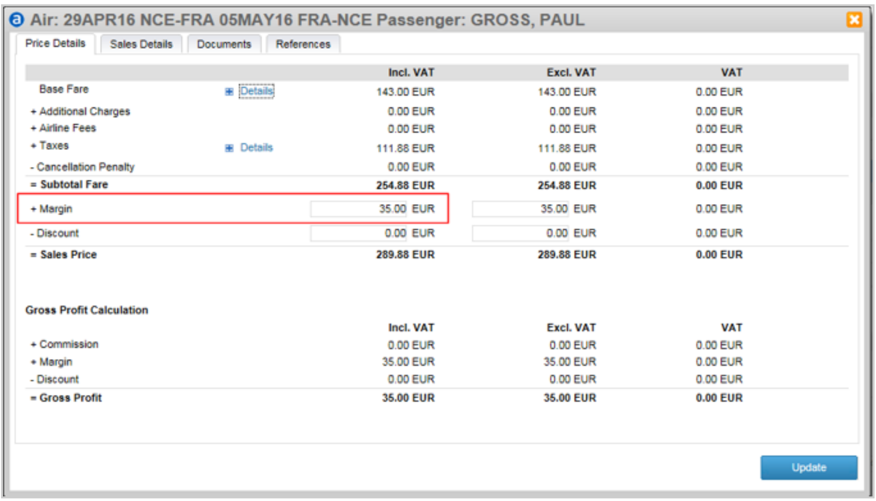
   The **Sales Price** column shows the total sales price including the automatically added margin.



Description	Status	Sales Price	
29APR16 NCE-FRA 05MAY16 FRA-NCE Passenger: GROSS, PAUL	Non Invoiced	289.88 EUR	Details
General Service Fee	Non Invoiced	12.00 EUR	Details
	Grand Total	301.88 EUR	

4. To see details of the margin, click on **Details**.

   A window is displayed showing you full sales details of the PNR.



Air: 29APR16 NCE-FRA 05MAY16 FRA-NCE Passenger: GROSS, PAUL

Price Details | Sales Details | Documents | References

	Incl. VAT	Excl. VAT	VAT
Base Fare (Details)	143.00 EUR	143.00 EUR	0.00 EUR
+ Additional Charges	0.00 EUR	0.00 EUR	0.00 EUR
+ Airline Fees	0.00 EUR	0.00 EUR	0.00 EUR
+ Taxes (Details)	111.88 EUR	111.88 EUR	0.00 EUR
- Cancellation Penalty	0.00 EUR	0.00 EUR	0.00 EUR
= Subtotal Fare	254.88 EUR	254.88 EUR	0.00 EUR
+ Margin	35.00 EUR	35.00 EUR	0.00 EUR
- Discount	0.00 EUR	0.00 EUR	0.00 EUR
= Sales Price	289.88 EUR	289.88 EUR	0.00 EUR

Gross Profit Calculation

	Incl. VAT	Excl. VAT	VAT
+ Commission	0.00 EUR	0.00 EUR	0.00 EUR
+ Margin	35.00 EUR	35.00 EUR	0.00 EUR
- Discount	0.00 EUR	0.00 EUR	0.00 EUR
= Gross Profit	35.00 EUR	35.00 EUR	0.00 EUR

Update

Adding Additional Fees

You can add other fees manually, by clicking on **Add Fee** under **What can you do next?** at the bottom of the **Sales** section, and selecting either of the following:

- **General**, for fees relating to non-travel product related items, such as visas sending and so on.
- **Linked**, for fees related to a travel product, such as a cancellation fee.

How to Adjust a Fee After It Has Been Added

Cryptic

To override an automatically calculated fee or mark-up, use the TFA command.

Example:

TFA/0.00/F1

This sets the mark-up and discount to 0 for the first entry. The following example shows no mark-up or discount for line 1:

```
BOOKING FILE - GLOBAL OVERVIEW

TOTAL SALES PRICE:           390.50 EUR
TOTAL GROSS PROFIT:           40.50 EUR
TOTAL REFERRAL:                0.00 EUR

ID  PRODUCT          STATUS  PRICE DETAILS                              SALES PRICE
-----------------------------------------------------------------------------------
---
1   AIR              ACT     PURCHASE PRICE:         200.00 EUR          200.00
EUR
    SMITH/A                  MARK-UP (M):              0.00 EUR
                             DISCOUNT (M):             0.00 EUR
2   SERVICE FEE      ACT     FEE (M):                 33.00 EUR           21.50
EUR
                             DISCOUNT (M):           -12.50 EUR
```

Selling Platform Connect

To override an automatically calculated fee or mark-up, create a fee or mark-up manually in the **Sales** section of Selling Platform Connect.

1. Click on **Show Booking File** on right-hand panel.
2. In the **Sales** section, click on the **Details** link for the Air line or Service Fee line.
3. Click on the **Margin amount** field in the dialogue box and click on **Update**.

How to Set the Booking Channel

Cryptic

To set the Booking Channel:

TFU/BC-nn

Selling Platform Connect

You can set the Booking Channel in the **Sales** section in Selling Platform Connect.

What Are the Most Frequently Used Margin Manager Cryptic Commands?

Entry	Request
EPD/FI	Display the Booking File global overview and financial item list.
TFL	Display the price scheme reference list. Example: **TFL/NM-Model 1**
TFA	Agency revenue adjustment identifier. Example: **TFA/0.00/F1**
TF	Select a model and or to set the Booking Channel. Example: **TFU/BC-EMA/P2** (set booking channel **EMA** for passenger 2)

Scenarios

Scenario 1: Creating a Generic Margin Rule

Scenario

Create a generic rule that applies a product fee of 50 Euros to every flight in the world.

Note: This scenario can be performed with both the standard and the light versions of Margin Manager.

Solution

1. On the **Rules** page, click on the **New Rules** tab and set the rule as follows:

Table: Scenario 1: Rule settings

Panel/Field	Setting
General Rule data	
Common panel	
Rule name	<name>
Rule type	Product Fee
Valid From/To	Not set (always applicable)
Product panel	
Content Provider	Any
Product type	Transportation
Type	Air
Action panel	
Booking action	Booking
Rule Criteria I tab	
Itinerary type panel	
International indicator	Any

Panel/Field	Setting
Origin type	World
Destination type	World
Rule Content	
Amount type	Flat
Amount	50
Currency	Euros

2. Click on **Create Rule**.

Scenario 2: Creating Margin Rules Per Itinerary

Scenario

Create three standard itinerary rules that apply the following flat margins:

- 20 euros for all domestic flights
- 30 euros for European flights
- 40 euros for international flights

Note: This scenario can be performed with both the standard and the light versions of Margin Manager.

Solution

1. On the **Rules** page, click on the **New Rules** tab and set the rule as follows:

Table: Scenario 2: Rule settings - Domestic flights

Panel/Field	Setting
General Rule data	
Common panel	
Rule name	<name>
Rule type	Product Fee
Valid From/To	Not set (always applicable)
Product panel	
Content Provider	Any
Product type	Transportation
Type	Air
Action panel	
Booking action	Booking
Rule Criteria I tab	
Itinerary type panel	
International indicator	Domestic
Origin type	Any

Panel/Field	Setting
Destination type	Any
Rule Content	
Amount type	Flat
Amount	20
Currency	Euros

2. Click on **Create Rule**.
3. In the **Success** dialog, select **Product Fee** and click on **Copy Rule**.
4. Change the settings for the European flights, as follows:

Table: Scenario 2: Rule settings - EU flights

Panel/Field	Setting
General Rule data	
Common panel	
Rule name	<name>
Rule Criteria I tab	
Itinerary type panel	
International indicator	EU
Rule Content	
Amount	30

5. Click on **Create Rule**.
6. In the **Success** dialog, select **Product Fee** and click on **Copy Rule**.
7. Change the settings for international flights, as follows:

Table: Scenario 2: Rule settings - International flights

Panel/Field	Setting
General Rule data	
Common panel	
Rule name	<name>
Rule Criteria I tab	
Itinerary type panel	
International indicator	International
Rule Content	
Amount	40

8. Click on **Create Rule**.

Scenario 3: Creating a Margin Rule Based on Carrier and Class

Scenario

Create a rule that applies a flat margin of 50 Euros for:

- One-way flights from PAR to Asia.
- On validating carrier AF.
- In business class.

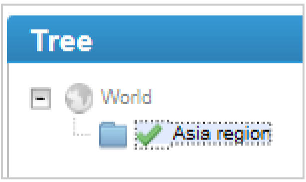
Note: If you are creating Mark-up, it is not visible to customer and so the travel agent needs to be the merchant in the case of credit card payment. This is specified by setting the Payment channel in the **Sales** section.

Note: This scenario can be performed only with the standard version of Margin Manager.

Solution

1. If the Asia market does not already exist, we first have to create it. On the **Rules** page, click on **Markets**.
2. Click on the icon.
3. In the **New Market** panel, enter the name of the new market, such as "Asia market".
4. Under **Market Content**, for the **Region** option, select **Asia region** and click on **Include**.

   The Market tree should look like this:

5. Click on **Save Market**.

   For more details, see *How to Define or Modify a Market* on page 227.
6. Click on the **Rules** button, then on the **Rules** page, click on the **New Rules** tab.
7. Set the rule as follows:

Table: Scenario 3: Rule settings - Complex rule

Panel/Field	Setting
General Rule data	
Common panel	
Rule name	<name>
Rule type	Mark-up
Valid From/To	Not set (always applicable)
Product panel	
Content Provider	Any
Product type	Transportation

Panel/Field	Setting
Type	Air
Action panel	
Booking action	Booking
Rule Criteria I tab	
Air data panel	
Type of route	One-way
Itinerary type panel	
International indicator	Any
Origin type	City
Location	PAR
Destination type	Market
Market	<Asia market name>
Carrier panel	
Validating airline	AF
Cabin	Business
Rule Content	
Amount type	Flat
Amount	50
Currency	Euros

8. Click on **Create Rule**.

Chapter 9: Cryptic Magic

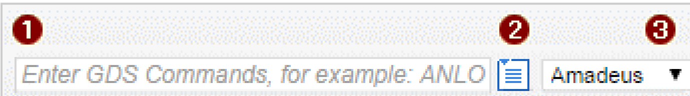
Getting Started With Cryptic Magic

What Is Cryptic Magic?

Cryptic Magic provides a text field from within the graphic workflow into which you can enter a limited number of cryptic commands that will populate the Booking File. See *Using Cryptic Magic Commands* below.

How to Access Cryptic Magic

The **Cryptic Magic** entry line is available from anywhere in the application:



1 This is the **Cryptic Magic** text field. Enter cryptic commands here.

2 By clicking on this symbol, a history of recent commands will be displayed. These can be edited and re-entered.

3 Use this drop-down list to select another GDS provider.

What Are the Features of Cryptic Magic?

The **Cryptic Magic** entry line has the following features:

- A cryptic command can be typed directly into the **Cryptic Magic** text field.
- After a command is recognised, the background changes to green.
- If a command is not recognised, you are prompted to switch to the **Command Page**.

Using Cryptic Magic Commands

Cryptic Magic can be used to enter a variety of commands, including (but not limited to) availability and scheduling, fare quote display, fare notes, flight information, short sell and pricing commands for Amadeus. You can also use some Sabre commands with Cryptic Magic.

Cryptic Magic Availability and Scheduling Commands

Request	Entry
One-way routing, specified date, city pair, time	**AN11JULHOULAX1430**
Local time if today is 11JUL, or 0000 in the future	**AN11JULHOULAX**
Current day departure, specified time	**ANMIAATL1130**
Departure city is the same as the office profile	**AN11JULNYC1130**
Current location and current day departure, local time	**ANATL**
Seven-day search	**AN/11JULMADNYC1430**
Round-trip routing, specified dates and times	**AN11JULMADCPH8A*23AUG2P**
Round trip, returning on the same day	**AN11JULMADCPH***
Departure on current day, local time	**ANMADSCL*11JUL1200**
Seven-day search	**AN/11JULMADBKK*29JUL7A**
Dual city pair display, specified dates	**AN9JULFRAMAD*23JULBCNDUS**
Second pair a number of days later A	**AN11JULMADCPH*+4STOBCN**
Same day availability	**AN9JULMADFRA*DUSBCN**
Open-jaw availability	**AN12OCTFRAMAD*BCN**
Seven-day search	**AN/8FEBANCNOU*//3MARPPTANC**
	AD23OCTPDXOMA7A
	AA23OCTSEASFO11A
	AD23OCTPDXORD/AUA
Airline preference (maximum six)	**AN11JULMADCPH13/ASK,IB**
Availability for a specific flight number	**AN11JULATHROM/AAZ717**
Number of seats (maximum nine)	**AN11JULSINFRA/B3**
Specified cabin type (maximum two)	**AN11JULSINSYD/KF,C**
Specified classes (maximum three)	**AN11JULLHRBOM/CF**
Specified classes on all segments	**AN15SEPJFKAMS/CF-Y**
Connecting cities (up to two)	**AN11JULLONTYO14/XBKKHKG**
Non-stop flights only	**AN11JULLAXNYC/FN**

Cryptic Magic Fare Quote Display Commands

Request	Entry
Origin city different from CRT location, today	**FQDFRAMNL**
Origin city and CRT location same, today	**FQDMNL**
Specific airline only	**FQDFRAMNL/A-LH**
Multiple airlines (maximum of three)	**FQDFRAMNL/ALH,PR,KL**
Common fares only	**FQDFRAMNL/AYY**

Request	Entry
Three-month display, starting in April	**FQDFRAMNL/DAPR**
Specific date	**FQDFRAMNL/D11APR**
Exact outbound travel dates	**FQDFRAMNL/A-LH/D26NOV***
Range of travel start dates	**FQDFRAMNL/D21JUL**14AUG**
From a specific date to seven days ahead	**FQDFRAMNL/D21JAN**7D**
From a specific date to three months ahead	**FQDBCNMNL/AIB/D21JAN**3M**
Fares from today's date to a specific date	**FQDFRAMNL/D**3MAR**
Specific past date	**FQDFRAMNL/ALH/D23JAN09**
Different travel and ticketing dates	**FQDPARFRA/D5JUN08/AAF/R,06APR08**
Travel date (with date range) different from ticketing dates	**FQDHELNBO/D15AUG08**/R,10MAY08**
Front cabin position (first class)	**FQDFRAMNL/KF**
Front cabin position (business class)	**FQDFRAMNL/KC**
Rear cabin position (economy class)	**FQDFRAMNL/KY**
Rear cabin (economy and premium class)	**FQDFRAMNL/KW**
Rear cabin (economy class, excluding premium)	**FQDFRAMNL/KM**
One-way fares	**FQDFRAMNL/IO**
Round-trip fares	**FQDFRAMNL/IR**
Fares in NUC	**FQDFRAMNL/R,NUC**
Add tax (if not included by default)	**FQDFRAMNL/R,AT**
Withhold tax (if included by default)	**FQDFRAMNL/R,WT**
Fare request types, APEX, PEX and MILITARY (maximum of three codes)	**FQDFRAMNL/ALH/R,-APX-PEX-MIL**
Expanded parameters, fares with no penalty	**FQDNYCLON/ABA/R,*NPE**
Expanded parameters, fares with a percentage penalty	**FQDNYCPAR/AAF/R,*PE25P**
Round-the-world (RTW) or Circle Trip (CT) fares	**FQDLONLON/AQF/VRW,** **FQDSYDSYD/AQF/VCT**
Unifares	**FQDNYCMAD/R,U**
Unifares for a corporate contract	**FQDNYCMAD/R,U364477**
Unifares by corporate name	**FQDNYCMAD/R,UU*IBM**
Unifares for a specific airline	**FQDNYCSFO/AUS/R,U**
Negotiated fares for a corporate contract	**FQDNYCMAD/R,C364477**

Cryptic Magic Fare Notes Commands

Request	Entry
Fare notes	**FQN3**

Cryptic Magic Flight Information Commands

Request	Entry
From an availability or schedule display (line two), maximum two	**DO2**
From an availability display, third flight from line one (multi segment)	**DO1/3**

Cryptic Magic Informative Display Commands

Request	Entry
Display a list of fares	**FQPLONSINLON**
View the ticket image for the fare on line 3	**FQQ3**
Different airlines, each segment	**FQPLON/ABASINJKT/ASQBKK**
Same airline for all segments	**FQPNCE/AAFMIAPARNCE**
Same airline for all segments	**FQPNCEMIAPARNCE/OAF**
Travel dates	**FQPLON/D04SEPSIN/D18OCTLON**
Past travel and validation date (maximum six months for US and Canada and 12 months for the rest of the world)	**FQPMUC/D01APRPARMAD/R,07JUN08**
Fare break point at the next city	**FQPLON/BPARHEL**
Inhibit fare break point at the next city	**FQPLON/BPARHEL**
Global routing via the eastern hemisphere	**FQPLON/VEHSINLON**
Global routing round-the-world (RTW)	**FQPLON/ABA/VRWCHIHNLSYDBKKLON**
Passenger discount	**FQPMADPARMAD/RCH**
Multiple discounts (maximum six codes)	**FQPMADPAR/RCH**ZZ**IN**
Passenger type code	**FQPLAX/AYXNYC/RMIL**
Booking codes	**FQPLON/CFSIN/CYLON**
Return as a mirror of outbound segments	**FQPLONSIN/M**
Expanded parameters, fares with no maximum stay	**FQPPARSYDPAR/R,*NMX**
Expanded parameters, multiple restrictions	**FQPNYC/AAAMIABOS/R,*NPE-NAP**
Point-of-sale override	**FQPMADPARMAD/R,LON**
Ticketing city override	**FQPMADPARMAD/R,.FRA**
Point-of-sale and ticketing city override	**FQPMADPARMAD/R,LON.FRA**
Price in a foreign currency	**FQPLONSIN/R,FC-USD**
Stopover sector	**FQPLONFRA-MUCDUSLON**
Stopover and surface sector	**FQPLONFRA---MUCDUSLON**
Transfer at all points before the hyphen (FRA and MUC)	**FQPLONFRAMUCGVA-**
Tax exemption, all taxes	**FQPMADPARMAD/R,ET**
Add taxes	**FQPBOG/ACOMIA-EWR-BOG/R,AC-US**

Request	Entry
Withhold taxes	**FQPPAR/AAFFRA-LON-PAR/R,WC-DE**
Withhold surcharges	**FQPNYC/AAARIO/R,WQ**
Withhold all taxes	**FQPLONNCELON/R,WT**
Unifares	**FQPNCE/ABALHRNCE/R,U**
Unifares for a corporate contract	**FQPNCE/ABALHRNCE/R,U364477**
Negotiated fares for a corporate contract	**FQPNCE/ABALHRNCE/R,C364477**

Cryptic Magic Long Sell, Ghost, Passive, Information Commands

Request	Entry
Sell one seat	**SSEI154C12JULDUBLHR1**
Departure date is today	**SSBA352C/LHRNCE1**
Unaccompanied minors	**SSBA343L10JULNCELHRUM2/5,6**
Stretcher	**SSBA343L10JULNCELHRST2**
Interline passenger with a reservation	**SSAF2402C10JULNCEORYID1**
Reconfirm segment booked outside Amadeus	**SSDL071C12JUNCPHJFKRR1**
Cancel a segment booked outside Amadeus	**SSAC111C19DECYULYVRIX1**
Create passive segment	**SS1G2/PK/ABC123**
Create service segment	**SS1G2/HK/ABC123**
Create ghost segment	**SS1G2/GK/ABC123**
Create passive segment from dual city pair display	**SS1L5/PK/ABCDE*12/PK/ABCDE**
Add airline record locator to passive segment	**3/*ABC123**
Create flight segment for information	**SIKL171C28JUNAMSCPHHK2/08501120**
Arrival unknown	**SIARNK**
Create open segment specifying only airline, class, departure and arrival cities, for one passenger	**SOBAC25NOVLHRJFK/P2**
Two airline codes	**SOSKBA/C20SEPSTOLHR**

Cryptic Magic Pricing Commands

Request	Entry
Price a PNR without creating a TST	**FXX**
View the ticket image for the fare on line 3	**FQQ3**
View the fare calculation for the fare on line 3	**FQH3**

Request	Entry
Global routing round-the-world (RW), whole itinerary	**FXX/S2RW**
Global routing Round-the-World (RW), selected segments	**FXX/S2,RW,3-7,10**
Global routing circle trip (CT), whole itinerary	**FXX/S2CT**
Global routing circle trip (CT), selected segments	**FXX/S2,CT,3-7,10**
Passenger type codes (maximum six codes)	**FXX/RMIL*CD*CH**
Price passenger type code, military only	**FXX/RMIL,*PTC**
Expanded parameters, fares with no restrictions	**FXX/R,*NR**
Expanded parameters, multiple restrictions	**FXX/R,*NPE-NAP**
Expanded parameters, penalty with percentage	**FXX/R,*PE25P**
Point-of-sale override	**FXX/R,LON**
Ticketing city override	**FXX/R,.FRA**
Point-of-sale and ticketing city override	**FXX/R,LON.FRA**
Pricing in a foreign currency	**FXX/R,FC-USD**
Tax exemption, all taxes	**FXX/R,ET**
Tax exemption, all FR taxes	**FXX/R,ET-FR**
Tax exemption, SE type of FR tax	**FXX/R,ET-FRSE**
Add taxes (maximum four)	**FXX/R,AC-US-GB**
Withhold taxes (maximum four)	**FXX/R,WC-DE-FR**
Unifares	**FXX/R,U**
Unifares for a corporate contract	**FXX/R,U123001**
Unifares for up to six corporate codes or names	**FXX/R, U000001-000002-*IBM**
Negotiated fares	**FXX/R,NEGO**
Negotiated fares for a corporate contract	**FXX/R,C123001**
Price a new or retrieved PNR, without TST	**FXA**
Price a PNR without creating a TST	**FXA**
Price passenger 1	**FXA/P1**
Price passengers 1,2, and 5	**FXA/P1,2,5**
Price passengers 1 to 3	**FXA/P1-3**
Price only infants	**FXA/INF**
Price only non-infants	**FXA/PAX**
Same discount for all passengers	**FXA/RDG**
Multiple discounts	**FXA/RCH*ZZ*CD**
Passenger discount for passenger 1	**FXA/P1/RDG**
Passenger discount for passengers 1 and 3	**FXA/P1,3/RDG**
Different discounts for specified passengers	**FXA/P1/RCH/P2/RZZ//P3/RCD**

Request	Entry
Passenger type codes (maximum six codes)	**FXA/RMIL*CD*CH**
Price passenger type code, military only	**FXA/RMIL,*PTC**
Expanded parameters, fares with no restrictions	**FXA/R,*NR**
Expanded parameters, multiple restrictions	**FXA/R,*NPE-NAP**
Expanded parameters, penalty with percentage	**FXA/R, *PE25P**
Point-of-sale override	**FXA/R,LON**
Ticketing city override	**FXA/R,.FRA**
Point-of-sale and ticketing city override	**FXA/R,LON.FRA**
Pricing in a foreign currency	**FXA/R,FC-USD**
Price segment 4	**FXA/S4**
Price segments 4 and 5	**FXA/S4,5**
Price segments 4 to 6	**FXA/S4-6**
Tax exemption, all taxes	**FXA/R,ET**
Tax exemption, all FR taxes	**FXA/R,ET-FR**
Tax exemption, SE type of FR tax	**FXA/R,ET-FRSE**
Add taxes (maximum four)	**FXA/R,AC-US-GB**
Withhold taxes (maximum four)	**FXA/R,WC-DE-FR**
Unifares	**FXA/R,U**
Unifares for a corporate contract	**FXA/R,U123001**
Unifares for up to six corporate codes or names	**FXA/R,U000001-000002-*IBM**
Negotiated fares	**FXA/R,NEGO**
Negotiated fares for a corporate contract	**FXA/R,C123001**
Specify the cabin class	**FXA/KC**
Price a new or retrieved PNR, without TST	**FXA/LO**
Price a PNR without creating a TST	**FXA/LO**
Price passenger 1	**FXA/LO/P1**
Price passenger 1, 2 and 5	**FXA/LO/P1,2,5**
Price passengers 1 to 3	**FXA/LO/P1-3**
Price only infants	**FXA/LO/INF**
Price only non-infants	**FXA/LO/PAX**
Same discount for all passengers	**FXA/LO/RDG**
Multiple discounts	**FXA/LO/RCH*ZZ*CD**
Passenger discount for passenger 1	**FXA/LO/P1/RDG**
Passenger discount for passengers 1 and 3	**FXA/LO/P1,3/RDG**
Different discounts for specified passengers	**FXA/LO/P1/RCH//P2/RZZ//P3/RCD**
Passenger type codes (maximum six codes)	**FXA/LO/RMIL*CD*CH**

Request	Entry
Price passenger type code, military only	**FXA/LO/RMIL,*PTC**
Expanded parameters, fares with no restrictions	**FXA/LO/R,*NR**
Expanded parameters, multiple restrictions	**FXA/LO/R,*NPE-NAP**
Expanded parameters, penalty with percentage	**FXA/LO/R,*PE25P**
Point-of-sale override	**FXA/LO/R,LON**
Ticketing city override	**FXA/LO/R,.FRA**
Point-of-sale and ticketing city override	**FXA/LO/R,LON.FRA**
Pricing in a foreign currency	**FXA/LO/R,FC-USD**
Price segment 4	**FXA/LO/S4**
Price segments 4 and 5	**FXA/LO/S4,5**
Price segments 4 to 6	**FXA/LO/S4-6**
Tax exemption, all taxes	**FXA/LO/R,ET**
Tax exemption, all FR taxes	**FXA/LO/R,ET-FR**
Tax exemption, SE type of FR tax	**FXA/LO/R,ET-FRSE**
Add taxes (maximum 4)	**FXA/LO/R,AC-US-GB**
Withhold taxes (maximum 4)	**FXA/LO/R,WC-DE-FR**
Unifares	**FXA/LO/R,U**
Unifares for a corporate contract	**FXA/LO/R,U123001**
Unifares for up to 6 corporate codes or names	**FXA/LO/R,U000001-000002-*IBM**
Negotiated fares	**FXA/LO/R,NEGO**
Negotiated fares for a corporate contract	**FXA/LO/R,C123001**
Select the fare on line 3 for all passengers, rebook and create a TST	**FXU3**
Select different fares for selected passengers, rebook and create TST	**FXU1/P1,3//5/P2**

Cryptic Magic Short Sell Commands

Request	Entry
Sell one seat on line 2 in C class	**SS1C2**
Sell two seats on line 1, in C class for first flight, remaining flights in B class	**SS2CB1**
Sell seats from dual availability display, same class	**SS1Y2*11**
Sell seats from dual availability display, different class	**SS1Y3*C12**
Stretcher	**SS2C3/ST**
Interline passenger with a reservation	**SS2C3/ID**
Waitlist	**SS1D3/PE**
Reconfirm segment booked in Amadeus	**3/RR**

Cryptic Magic Timetable Commands

Request	Entry
One-way routing, specified date, city pair, time	**TN11JULCPTCAI0830**
Departures from 0000 for a date in the future	**TN11JULCPTCAI**
Current day, specified time	**TNCPTCAI0830**
Departure city is the same as the office profile	**TN11JULRIO0830**
Current day, local time	**TNMIARIO**
Departure city is the same as the office profile, current day	**TNRIO**
Flights operating on a specific day of the week	**TN29AUGHOUMEX1430/WE**

Sabre Cryptic Magic Commands

Request	Entry
Local time if today is 11JUL, or 0000 in the future	**123OCTPDXOMA**
Current day departure, specified time	**123OCTPDXOMA7A**
Departure city is the same as the office profile	**123OCTSEASFO/11A**
Current location and current day departure, local time	**123OCTPDXORD‡UA**
Seven-day search	**01C2**
Round-trip routing, specified dates and times	**01C1B2**
Round trip, returning on the same day	**WP**
Departure on current day, local time	**WPN1.1**
Seven-day search	**WPS4/5**

Chapter 10: Command Page

Getting Started With the Command Page

How to Open a New Command Page

On the main Selling Platform Connect menu, click on **File > New Command Page**.

What Are the Command Page Shortcuts?

Action	Entry
Scroll between previously entered commands	**Alt + up arrow and down arrow**
Move up	**F7**
Move down	**F8**
Clear screen without erasing previous entries	**Pause**
Clear screen while erasing previous entries	**Pause + Shift**
View and edit command history	**Alt + right arrow**

How to Print Command Page Content

1. Select the content that you want to print and do one of the following:
   - On the main Selling Platform Connect menu, click on **File > Print** or click on the **Print** icon .

     Or:
   - Right-click the selected text and select **Print**.
2. Follow the standard printing process for your printer.

Which Command Page Settings Can Be Changed?

- Graphical or cryptic view of:
  - TST
  - TSM
  - Refund
  - Seat map
  - Services catalogue
- Font colour and background colour.

- Font size.
- Font style (bold and italics).
- Speedmode activation and deactivation.
- Default option of either 4505 or 3270 for new Command Pages.
- Option to show or hide the button for dynamic switch between the Command Page types.

How to Change the Command Page Settings

1. On the main Selling Platform Connect menu, click on **Settings > Command Page**.

   Alternatively, on the **main accordion** menu, click on **Personal Settings > Command Page**.
2. Change the settings as required and click on **Save**.

Splitting the Command Page Screen

What Are the Screen Split Options?

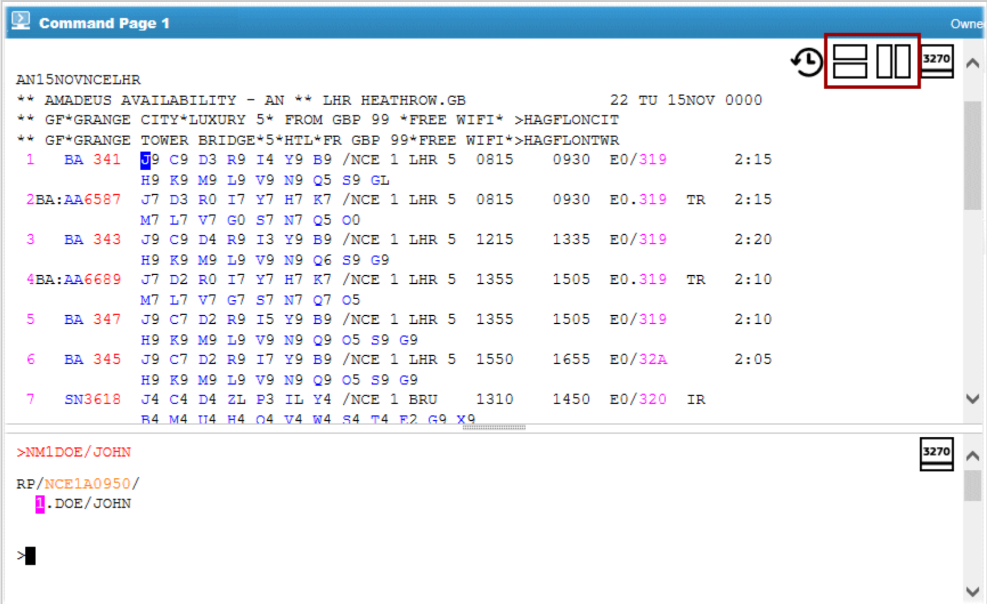
You can split the Command Page screen vertically or horizontally. Within these splits, you can do a secondary horizontal or vertical split so that the screen is divided into four sections. Each split screen has separate prompts and commands.

How Are Commands Saved for Screen Splits?

All commands are saved when a split is closed. When the same split is opened again in the same session, all commands in the history are retrieved. Up to 10 commands are stored for each of the four splits.

How to Split the Screen

- To split the screen vertically, click on the **Vertical Split** icon in the upper right-hand corner of the screen.
- To split the screen horizontally, click on the **Horizontal Split** icon.



How to Reverse a Split Screen

- To reverse a horizontal split, click on the **Horizontal Split** icon.
- To reverse a vertical split, click on the **Vertical Split** icon.

How to Resize a Split Screen

- To resize a screen that is split horizontally, drag the horizontal split bar to the required location.
- To resize a screen that is split vertically, drag the vertical split bar to the required location.

Switching Between the Command Page and Graphic Mode

What Are the Options for Switching from the Command Page?

Switch From Command Page	Result
Go to Booking File	If there is no PNR in cryptic, the Booking File is empty. If there is a PNR in cryptic, the details are in the Booking File.
Go to Booking Tool/Air	If an Air availability search has not been done, or it has been reset, the **Search** page is displayed. If an Air availability search was already done, the last search result is displayed.

How to Switch Between the Command Page and Graphic Mode

1. When on the Command Page, click on **Show in Graphic Mode** in the side panel.
2. To return to the Command Page, click on **Show in Command Page**.

What Are Ticketing Hotkeys?

Ticketing hotkeys refer to the display of the ticketing number as a link in the Command Page. By clicking on this link, you open a graphical **E-ticket Display** pop-up window that shows the details of the e-ticket as it appears in the Booking File.

Which Graphical Displays can be Opened Using Commands?

Graphical Display	Commands that Open the Display
TST	TQT TQT/Tn (n = TST number) TQT/Pn (n = passenger number) TQT/Sn (n = segment number) TQT/Sm-n (m, n = segment numbers)
Refund	TRF command followed by one of the following: • Document number • Booking File line number • Query report
Seats and Services Catalogue	SM opens the graphic catalogue with the **Seat Map** section displayed (except if it is followed by a flight number). If a graphic seat map is not available for an airline, you can continue with the cryptic seat map. If you close the graphic catalogue, the cryptic catalogue remains open.
	FXK opens the graphic catalogue. FXK/G-BG opens the graphic catalogue with the Baggage section displayed.
TSM	TQM TQM/M1 TQM/P1

Working With Speedmode

What Is Speedmode?

Speedmode is a functionality that allows you to access a list of predefined shortcut commands based on the last cryptic response that was displayed. If the classic (4505) Command page display contains rail or low-cost segments, Speedmode can be used with these.

You highlight and select items on the display and send the command requests using either the mouse or a keyboard action.

How to Activate and Deactivate Speedmode

1. On the main Selling Platform Connect menu, click on **Settings > Command Page**. Alternatively, on the main accordion menu, click on **Personal Settings > Command Page**.
2. Select or deselect the **Speedmode activation** check box.
3. Click on **Save**.

Where is Speedmode Available?

Display	Description
Air availability response	Speedmode is triggered by the **AN** command. The following elements are highlighted: • Line number • Airline code • Flight feature • Flight number • Aircraft code • Class of service
Car availability	Speedmode is triggered by the **CA** command. The following elements are highlighted: • Line number • Airline code • Company code • Car rate
Queues	Speedmode is triggered by the **QT** command and commands starting with **QC**. The category number is highlighted.
Itinerary pricing	Speedmode is triggered by the **FXA, FXB,FXP, FXR,** and **FXX** commands. The line number is highlighted.
Fare selection with TST creation	Speedmode is triggered by the **FXT** command. The line number is highlighted.
Ticketing: TST	Speedmode is triggered by the **TQT** command. The TST number is highlighted.
PNR	The office ID and segment number of each item in the PNR is highlighted. Speedmode is available for the following PNR items: • Office ID • Passenger name • Air segment • Car segment (CCR) • Rail segment (TRN) • Hotel segment (HHL) • Contact element (AP) • Remark element (RC, RM, RX, RQ, AB, AM) **Note:** Adding two dots before a remark entry allows the launch of the associated command when you click on the entry. • Ticket element (TK) • Fare element (FA, FB, FP, FV) • SSR remark element (SSR) • OSI remark element (OSI) • Generic element

Display	Description
Fare Quote Display	Speedmode supports all screen displays returned by any command starting with **FQD**. Speedmode is available for the following Fare Quote Display items: • List of airline codes. • List of fares.
Fare Notes	Speedmode is available for the following **FQN** items: • List of categories. • List of paragraphs.
Informative Pricing	There are two types of **FQP** screens: • List of fares (the line number of each fare is highlighted). • List of airline codes (all airline codes are highlighted).
Informative Pricing Index Table	There is one **FQU** screen that displays a list of fares. The line number of each fare is highlighted.
Routing Information	Speedmode is available for the following **FQR** items: • List of fares. • List of airline codes.
RT screen	Speedmode is triggered by the **RT** command. The line number is highlighted.

Explanation: Speedmode Cursor Highlighting

Usually, only one cursor highlight box is displayed on the cryptic display. However, you can also have multiple and permanent cursor highlighting depending on the context.

Multiple Cursors

Multiple cursors are displayed when you navigate the **Class of Service** elements.

When you place the cursor on a **Class of Service** element, every identical **Class of Service** element in the following segment of the same availability display is also highlighted.

```
AN10AUGATLBKK18AUG
** AMADEUS AVAILABILITY - AN ** BKK BANGKOK.TH              18 TU 10AUG 0000
** SHANGRI-LA'S RATE BREAK*SAVE UP TO 40% ON RATES AT TRADERS
** AND SHANGRI-LA *VALID TILL 31/08/04 *TO BK >GGHTLSG
 1   AF 307  P7 F7 A3 J9 C9 D9 I9 /ATL S CDG2C  2135    1150+1E0/772
             Z9 Y9 B9 K9 H9 W9 T9 V9 L9 GR UR
     TG 931  F9 A9 P9 C9 D9 J9 Z9 /CDG 1 BKK 1  1350+1  0605+2 0/744     21:30
             Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9                            2XMILES
 2AF:DL8517  F4 C7 D7 I7 Y7 B7 M7  ATL S CDG2C  2135    1150+1E0/772
             H7 Q7 K7 L7 U7 T7
     TG 931  F9 A9 P9 C9 D9 J9 Z9 /CDG 1 BKK 1  1350+1  0605+2 0/744     21:30
             Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9
```

Permanent Cursors

For the **Class of Service** elements in two-way availability displays, multiple cursors are replaced by permanent cursors. The first **Class of Service** element and all of its equivalents are marked by a permanent cursor. The same applies to the return flights section.

Permanent cursors remain on the display while you navigate it.

```
AN10AUGATLBKK*18AUG
** AMADEUS AVAILABILITY - AN ** BKK BANGKOK.TH                18 TU 10AUG 0000
** SHANGRI-LA'S RATE BREAK*SAVE UP TO 40% ON RATES AT TRADERS
** AND SHANGRI-LA *VALID TILL 31/08/04 *TO BK >GGHTLSG
 1   AF 307  P7 F7 A3 J9 C9 D9 I9 /ATL S CDG2C  2135    1150+1E0/772
             Z9 Y9 B9 K9 H9 W9 T9 V9 L9 GR UR
     TG 931  F9 A9 P9 C9 D9 J9 Z9 /CDG 1 BKK 1  1350+1  0605+2 0/744      21:30
             Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9                              2XMILES
 2AF:DL8517  F4 C7 D7 I7 Y7 B7 M7  ATL S CDG2C  2135    1150+1E0/772
             H7 Q7 K7 L7 U7 T7
     TG 931  F9 A9 P9 C9 D9 J9 Z9 /CDG 1 BKK 1  1350+1  0605+2 0/744      21:30
             Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9
** AMADEUS AVAILABILITY - AN ** ATL ATLANTA.USGA              26 WE 18AUG 0000
11KE:DL7918  C7 D7 I7 Y7 B7 M7 H7  BKK 1 ICN    0120    0840   0/744  TR
             Q7 K7 L7 U7 T7
  KE:DL7851  C7 D0 I0 Y7 B0 M0 H0  ICN   ATL N  1000    1050   0/744      20:30
             Q0 K0 L0 U0 T0
12   KE 654  C4 I4 W4 Y4 K4 M4 L4  BKK 1 ICN    0120    0840   0/744
             S4 T4 H4 X4 Q4 B4 N4 V4
     KE 035  J4 C4 IR W4 Y4 K4 MR  ICN   ATL N  1000    1050   0/744      20:30
             TR HR LR SR XR QR BR VR GR ER NR
```

What Are the Navigation Options in Speedmode?

You navigate Speedmode using keyboard and mouse actions with the cryptic response, and a highlighted box shows the current focus.

Table: Keyboard Actions

Keyboard Action	Result
Up Arrow	Selects the next element of the same type above the current element. If there is no line above, the new selection is done starting from the last line until finding one with the same element.
Down Arrow	Selects the next element of the same type below the current element. If there is no line below, the new selection is done starting from the first line until finding one with the same element.
Left Arrow	Selects the previous element on the same line. If there is no other element before, the new selection is the last element of the previous line.
Right Arrow	Selects the next element on the same line. If there is no other element after, the new selection is the first element of the following line.
Tab	Same as the Right Arrow but selects the next element with a different type to the current element.
Shift+Tab	Same as the Left Arrow but selects the previous element with a different type to the current element.
Home	Selects the first element of the displayed response.
End	Selects the last element of the displayed response.
Single Space	Displays the available Speedmode commands for the selected element. Closes the pop-up window that is displayed with a mouseover action or single left-click.

Keyboard Action	Result
Double Space	Places a permanent cursor on the selected element. A permanent cursor only applies to a two-way availability response, where you can only interact with a **Class of Service** element if it is first marked with a permanent cursor.
Enter	Directly sends the default shortcut command corresponding to the selected element.
Escape	Removes the Speedmode highlighting.
Shift + Escape	Restores the Speedmode highlighting.

Table: Mouse Actions

Mouse Action	Result
Mouseover	Displays a pop-up window with the additional information about the element under the cursor (if additional information is available). • To close the pop-up window, left-click outside the pop-up window.
Single left-click	Displays a pop-up window with the available Speedmode command for the clicked element. • To send the selected command, left-click on the command. • To close the pop-up window, left-click outside the pop-up window.
Double left-click	Triggers the default Speedmode command for the clicked element.

Explanation: Optional Selection of Elements

You can interact with the Speedmode display by optionally selecting elements, which allows you to select more than one element.

How to Optionally Select an Element in the Speedmode Display

- Place the cursor on the element in the display and press **Control** + **Space**.

  Or:
- Press **Control** and click on the element.

Video: How to Use Command Page's Speedmode Feature

Launch

Working With 3270 Command Page

What Is 3270 Command Page?

3270 Command Page is an independent page that is a combination of the existing 4505 Command Page and the IBM 3270 terminal.

You can modify a cryptic response and send new requests. Speedmode is not supported for low-cost or rail-only availability displays. See also *Working With Speedmode* on page 256.

You can switch between 4505 and 3270 Command Page. You can also display both 4505 and 3270 Command Page at the same time by splitting the screen. See *How to Split the Screen* on page 254.

Note: The 3270 Command Page option is only available if it has been activated. You must have administrator rights to activate 3270 Command Page.

How to Switch Between 4505 and 3270 Command Page

Click on the **3270 Command Page** icon 3270 .

Explanation: 3270 Command Page Screen

Each cell on the screen can contain one character and the cells are grouped into different colour-coded fields. You can change the colour scheme using the **Command Page** settings. Refer to *How to Change the Command Page Settings* on page 254.

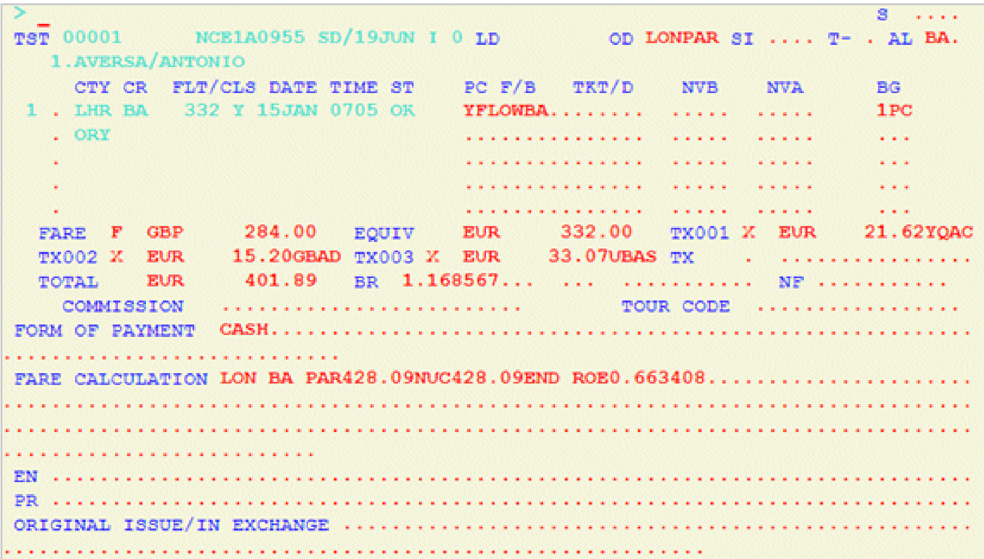
The **3270 Command Page** screen is a mixture of display and interactive fields:

- Display fields cannot be edited.
- Interactive fields can be edited.

Some fields are specifically numeric, which means only a valid numeric entry is allowed (numbers from 0 to 9, '.' and '-').

You can cut or copy from the 3270 Command Page and paste to an external location. You can also cut or copy from an external location and paste to the 3270 editable panel.

Image: 3270 Command Page



What Are the Keyboard Options in 3270 Command Page?

Key Type	Keys	Result
Action	Up Arrow	Moves the cursor up the panel line by line. If the cursor is on the first line, it will move to the last line.
	Down Arrow	Moves the cursor down the panel line by line. If the cursor is on the last line, it will move to the first line.
	Right arrow	Moves the cursor right cell by cell. If the cursor is on the last cell of the line, it will move to the first cell of the next line.
	Left Arrow	Moves the cursor left cell by cell. If the cursor is on the first cell of the line, it will move to the last cell of the previous line.
	Tab	Moves the cursor to the next editable field when reading left to right and top to bottom.
	Shift + Tab	Moves the cursor to the previous editable field.
	Home	Moves the cursor to the first editable field of the 3270 panel.
	End	Moves the cursor to the last editable field of the 3270 panel.
	Ctrl + Enter	Moves the cursor to the first editable cell of the following line.
	Ctrl + Left Arrow	Moves the cursor to the first character of the previous word.
	Ctrl + Right Arrow	Moves the cursor to the first character of the following word.
	Enter	Submits an action to the 3270 server.
	Pause	Clears an action from the 3270 server.
	Page Up	Sends a program function, PF7, to the 3270 server.
	Page Down	Sends a program function, PF8, to the 3270 server.
	Alt + Right Arrow	In **Normal** mode only, opens the **Command History** pop-up window.
	Alt + Up Arrow	In **Normal** mode only, displays the previous cryptic command in the history if the field is editable.
	Alt + Down Arrow	In **Normal** mode only, displays the next cryptic command in the history if the field is editable.
Input Value	An input value key will modify the content of the cell where the cursor is located in the 3270 panel only if the associated field is editable.	
	Delete	Deletes the content at the cursor position.
	Backspace	Moves the cursor to the left until the next editable cell and deletes its content.
	Ctrl + Z	Cancels a modification in the cell and retrieves the previous content.
	Any Latin1 character key	Deletes the editable cells of the selection, places the cursor on the first editable cell, and changes its value to the typed character.
	Insert	Switches the cursor between overtype mode and insert mode. • Overtype mode is the default mode. It overwrites any text that is present in the current cursor location. The cursor is represented by a block in overtype mode. • Insert mode inserts a character at the current cursor location, and moves all characters after it one position further. The cursor is represented by an underline in insert mode.

What Are the Mouse Options in 3270 Command Page?

A single left click of the **3270 Command Page** icon switches the page between 4505 and 3270 mode.

A single left click inside the 3270 panel places the cursor on the clicked cell.

You can select multiple cells by holding the left-click button.

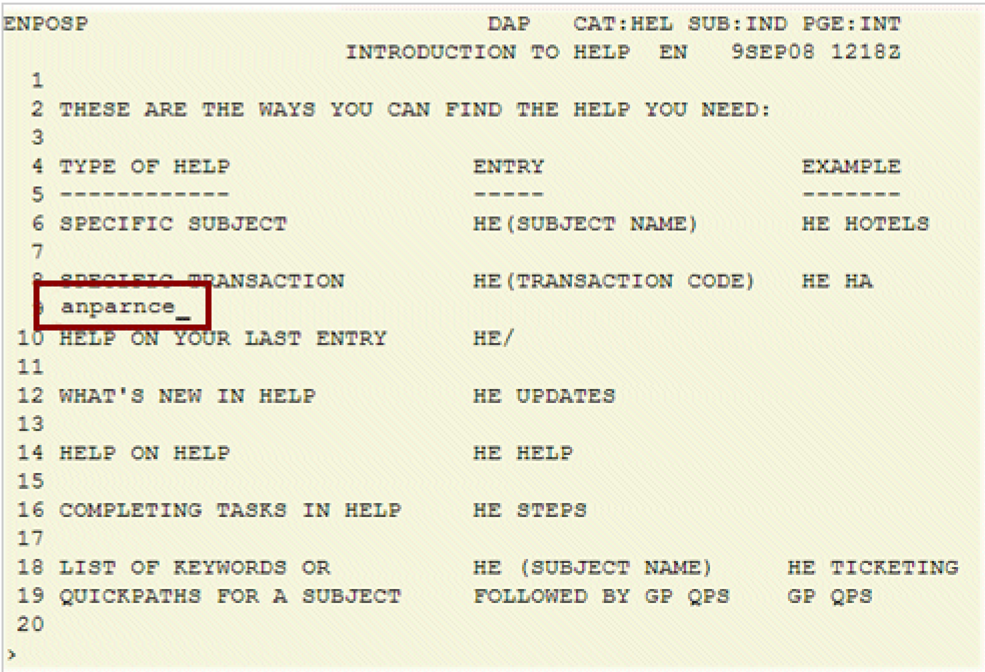
What Are the Different Screen Modes?

When you modify a response, the request can be interpreted in either **Inline Mode** or **Panel Mode**.

Inline Mode

Only the fields that have been edited are part of the request, and the response is returned in a completely new context.

For example, you modify a **HE** response to send an availability request.



```
ENPOSP                                  DAP   CAT:HEL SUB:IND PGE:INT
                            INTRODUCTION TO HELP   EN    9SEP08 1218Z
  1
  2 THESE ARE THE WAYS YOU CAN FIND THE HELP YOU NEED:
  3
  4 TYPE OF HELP                 ENTRY                  EXAMPLE
  5 ------------                 -----                  -------
  6 SPECIFIC SUBJECT             HE(SUBJECT NAME)       HE HOTELS
  7
  8 SPECIFIC TRANSACTION         HE(TRANSACTION CODE)   HE HA
  9 anparnce_
 10 HELP ON YOUR LAST ENTRY      HE/
 11
 12 WHAT'S NEW IN HELP           HE UPDATES
 13
 14 HELP ON HELP                 HE HELP
 15
 16 COMPLETING TASKS IN HELP     HE STEPS
 17
 18 LIST OF KEYWORDS OR          HE (SUBJECT NAME)     HE TICKETING
 19 QUICKPATHS FOR A SUBJECT     FOLLOWED BY GP QPS    GP QPS
 20
>
```

The command is interpreted as a completely new request that is unrelated to the existing **HE** screen.

```
ANPARNCE (1A)
** AMADEUS AVAILABILITY - AN ** NCE NICE.FR                     0 MO 03FEB 1725
DD
 1   AF6234  J  W  S  A  Y  B  M  /ORY W NCE 2  1630    1750  E0/319        1:20
             U  K  H  L  Q  T  E  N  R  V  X  G
 2   7S1006  Y  S  B  R  K  V  L  /ORY W NCE 2  1700    1820  E0/320        1:20
             U  M  H  X  Q  A  W  E  N  T  I  G
 3   7S2006  Y  S  B  R  K  V  L  /ORY W NCE 2  1700    1820  E0/320        1:20
             U  M  H  X  Q  A  W  E  N  T  I  G
 4   AF6222  J  W  S  A  Y  B  M  /ORY W NCE 2  1725    1845  E0/320        1:20
             U  K  H  L  Q  T  E  N  R  V  X  G
 5   AF6236  J9 W9 S9 Y9 B9 M9 K9 /ORY W NCE 2  1800    1920  E0/318        1:20
             L9 Q9 T9 X9 GR
 6   6X3850  C9 D9 I9 UL Y9 B9 H9 /CDG   NCE    1815    1945  E0/321        1:30
             K9 M9 L9 N9 O9 Q9 GL X9 E
 7   AF7708  J9 W9 S9 Y9 K9 L9 Q9 /CDG2F NCE 2  1830    2000  E0/319        1:30
             T9 X1 GR
 8   AF6248  J9 W9 S9 Y9 B9 M9 K9 /ORY W NCE 2  1835    1955  E0/318        1:20
             L9 Q9 T9 X9 GR
 9   AF6238  J9 W9 S9 Y9 B9 K9 L9 /ORY W NCE 2  1915    2035  E0/320        1:20
             Q9 T9 N9 X9 GR
>_
```

Inline Full Screen Mode is a combination of **Inline Mode** and **Panel Mode**.

Image: Screen Format for Inline Mode - Full Screen

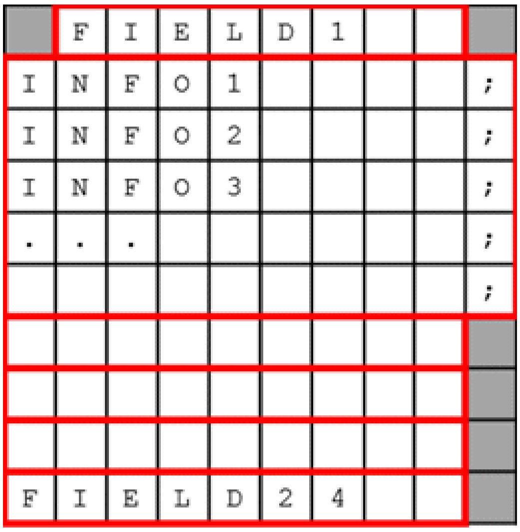
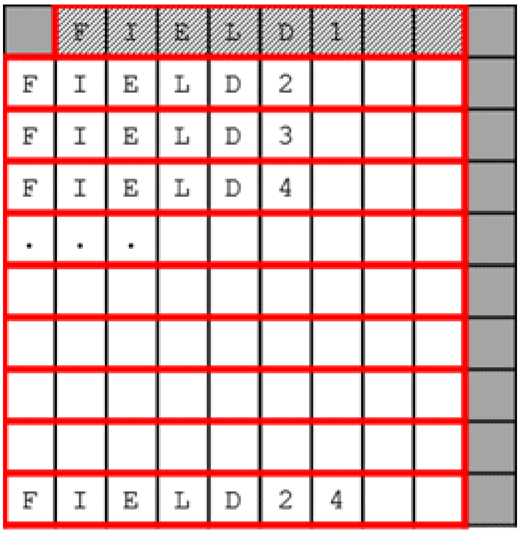


Image: Screen Format for Inline Mode - Normal



Panel Mode

The request is interpreted as part of the existing screen that was modified and so the response is returned in the same context.

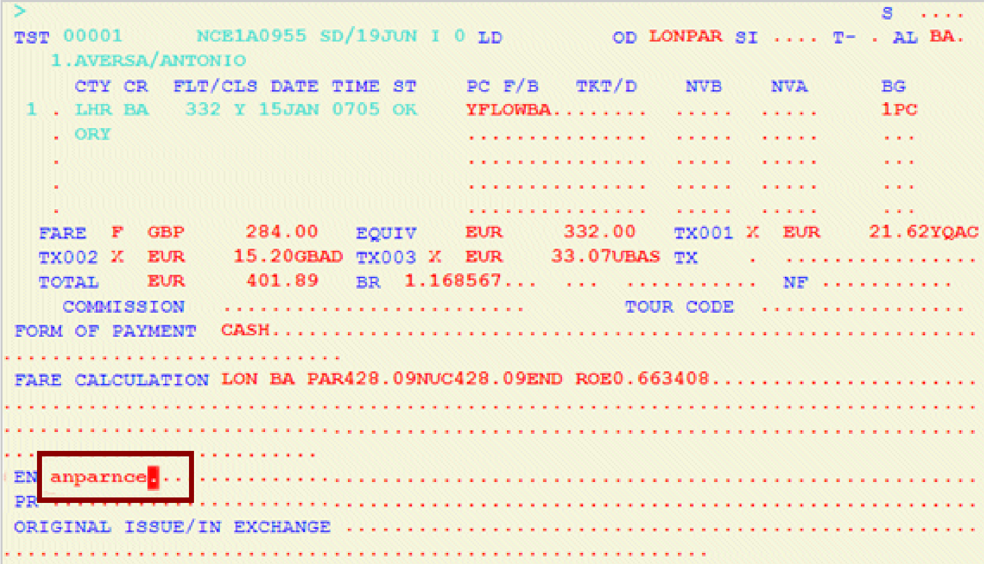
For example, you enter the following commands in 3270 Command Page:

```
NM1AVERSA/ANTONIO
ANPARLON/ABA
SS1Y1
AP
FPCASH
TKOK
RFTEST
ER
FXP
ER
TQT
```

All commands are sent in **Inline Mode**, which means each command is executed in its own context.

However, the **TQT** response is a separate screen. Therefore, the page switches to **Panel Mode**.

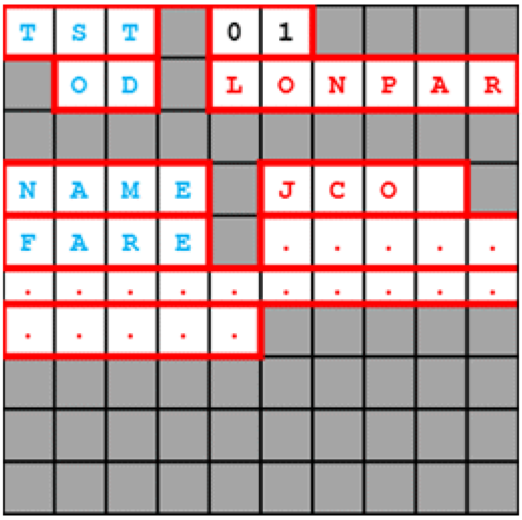
If you send an availability request from within the **TQT** response, it is interpreted as a simple update of the **TQT** response.



Therefore, the response is returned within the **TQT** screen.

To send any more commands, you must exit the **TQT** screen.

Image: Screen Format for Panel Mode



How to Display 3270 Command Page History

Use the scrollbar to see the previous command requests.

All fields previously modified in a response are highlighted in red.

What Is the User Key Buffer?

The 3270 Command Page is not available while a request is being processed. The page only becomes available again after the response is displayed.

The user key buffer allows you to keep working while a request is being processed. All keyboard strokes that are typed during the processing of a request are stored in the buffer.

When the response is displayed, all stored keyboard strokes are then executed in chronological order.

All keys stored in the buffer are displayed under the last panel on the 3270 Command Page.

How are Input Keys Represented in the User Key Buffer?

Input Key	Buffer Representation
Up Arrow	↑
Down Arrow	↓
Left Arrow	←
Right Arrow	→
Tab	Tab
Shift + Tab	BackTab
Home	Home
End	End
Ctrl + Enter	NxtLn
Ctrl + Left Arrow	PrevWord
Ctrl + Right Arrow	NextWord
Enter	Send
Pause	Pause
Page Up	PgUp
Page Down	PgDown
Delete	Del
Backspace	BckSpc
Ctrl + Z	Clear
Insert	Insert

Using the You Select Feature

What Is the You Select Feature?

The **You Select** feature allows you to select text in the Command Page and send it as a cryptic command. It is:

- Available for both 4505 and 3270 Command Page.
- Available on the Speedmode display. However, the Speedmode interaction related to the highlighted elements has priority over the **You Select** feature.
- Available for previous commands that were sent, which you can access by using the scrollbar.
- Useful for help screens that involve numerous follow-up entries.

What Are the Ways of Using the You Select Feature?

Action	Result
Double-click on a piece of text.	Sends the text as a cryptic command. For example, if you double-click on a page reference, it displays the page.
Press **Ctrl+Shift+S** on a piece of text selected using the mouse.	Sends the selected text as a cryptic command.
Ctrl+Shift+C on a piece of text selected using the mouse.	Writes the selected text in the input line.

Note: Any **You Select** interaction will not remove the text already added to the command prompt but will append the selected text to the input. In 3270 Command Page, the text will be added starting from the position of the cursor (prior to the double click).

Example: You Select in Help Pages

If you double-click on **HA** in the example below, **You Select** sends the command **HE HA**.

You can also select **HE HA** and press **Ctrl+Shift+S** to achieve the same result.

```
> he

ENPOSP                                  DAP    CAT:HEL SUB:IND PGE:INT
                            INTRODUCTION TO HELP   EN    9SEP08 1218Z
  1
  2 THESE ARE THE WAYS YOU CAN FIND THE HELP YOU NEED:
  3
  4 TYPE OF HELP                    ENTRY                  EXAMPLE
  5 ------------                    -----                  -------
  6 SPECIFIC SUBJECT                HE(SUBJECT NAME)       HE HOTELS
  7
  8 SPECIFIC TRANSACTION            HE(TRANSACTION CODE)   HE HA
  9
 10 HELP ON YOUR LAST ENTRY         HE/
 11
 12 WHAT'S NEW IN HELP              HE UPDATES
```

Using Command History

How to Display Command History

In the Command Page of a Booking File, press **Alt+right-arrow** or click on the **Command History** icon to display the previously entered commands.

There is no limit to the number of commands that you can display using the command history.

Note: If the selected commands have not been run, the **Command History** pop-up window is empty and all buttons are unavailable.

How to Run a Command From Command History

In the **Command History** pop-up window, select the command that you want to run and click on **Send** or press **Enter**.

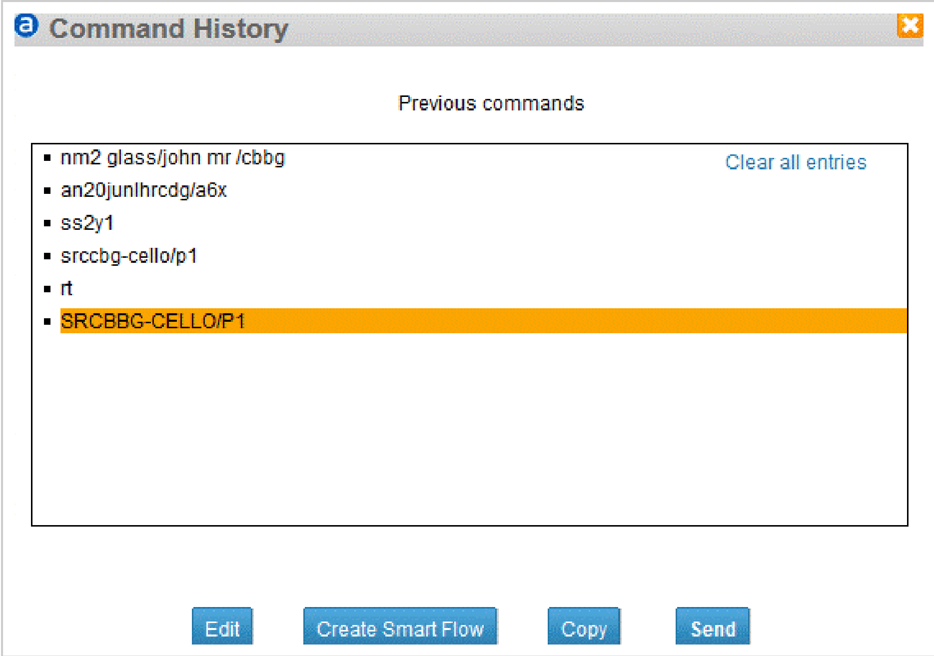
You can also double-click on the command.

What Are the Navigation Options in Command History?

Action	Result
Up-arrow **Down-arrow**	Navigate up and down the command list.
Shift+mouse click **Shift+up-arrow** **Shift+down-arrow**	Select multiple commands sequentially.
Ctrl+mouse click **Ctrl+up-arrow+space bar** **Ctrl+down-arrow+space bar**	Select multiple commands non-sequentially
Enter	Run a command in standard display mode or edit mode.
Ctrl+Space	Select or deselect a command.
Shift+Space **Single left click**	Select a command and deselect all previous selections.
Ctrl+left click	Select or deselect a command and keep all previous selections.
Shift+left click	Select a list of commands based on the last command focus.
Shift+Enter	Add a new line to a selected command when command history is in edit mode (the right column of the **Command History** pop-up window for editing selected commands).
Ctrl+Enter	Add a new line to insert a new command when command history is in edit mode (the right column of the **Command History** pop-up window for editing selected commands).
Tab	Move the focus of selection in the **Command History** pop-up window.

How to Create a Smart Flow Using Command History

1. Display command history. Refer to *How to Display Command History* on the previous page.
2. Select the commands in the **Command History** pop-up window that you want to use in the Smart Flow.
3. If you want to edit the commands before creating the Smart Flow, click on **Edit** and update as required. See also *How to Edit Command History* on the next page.
4. Click on **Create Smart Flow**.



The application automatically switches to the **Smart Flow Editor**.

The selected commands are pasted from the **Command History** pop-up window to the **Smart Flow Editor**, where you can edit, save, or add questions to the commands. For more information, see *How to Create a Question* on page 309.

How to Remove All Commands in Command History

1. Display command history. See *How to Display Command History* on page 268.
2. Click on **Clear all entries** in the **Command History** pop-up window.

How to Edit Command History

1. Display command history. See *How to Display Command History* on page 268.
2. Click on **Edit** in the **Command History** pop-up window.

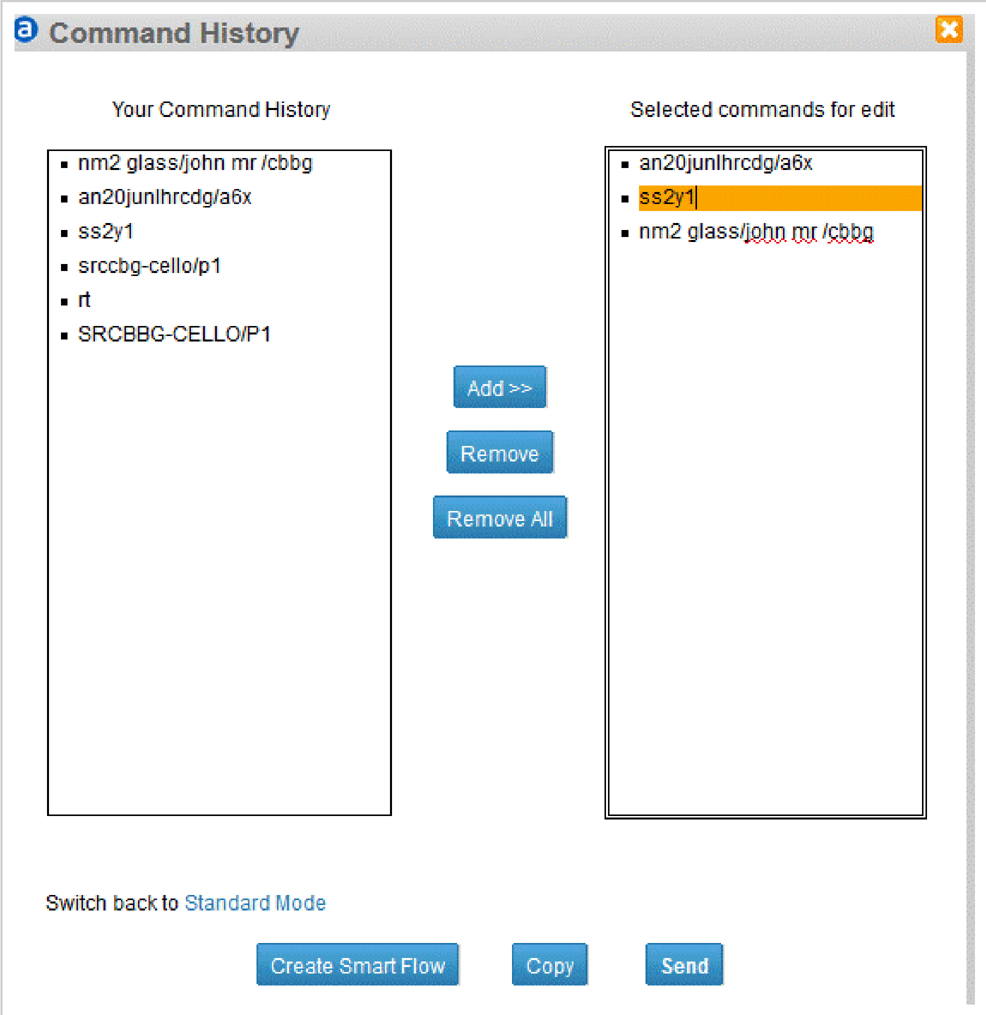
   The window splits into two columns: a left column that displays the previously run commands in the command history, and a right column to edit the chosen commands.
3. Select a command in the left history column and click on **Add** to move the command to the editing column.

   See also *What Are the Navigation Options in Command History?* on the previous page.
4. Edit the selected command as required.
   - To run the edited commands, click on **Send** or press **Enter**.
   - To copy and paste the edited commands to the Command Page, select the commands and click on **Copy**.
   - To create a smart flow from the edited commands, click on *How to Create a Smart Flow Using Command History* on the previous page. See also *How to Create a Smart Flow Using Command History* on the previous page

– To remove a command from the editing column, select the command and click on **Remove** or click on **Remove All** to remove all commands.

5. To return to the standard display mode, click on **Standard Mode**.
6. To close the **Command History** pop-up window, click on **Close** or press **Esc**.

Image: Editing Command History



How to Exit Command History

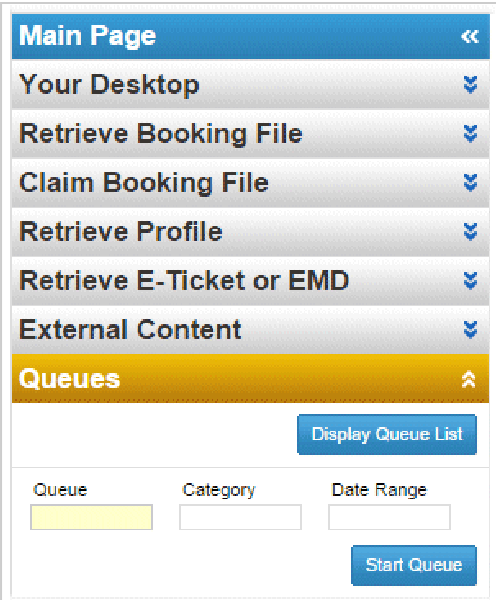
Click on the **Close** button in the **Command History** pop-up window or press **Esc**.

Chapter 11: Queues

Working With Queues

How to Access the Queues Module

On the **Main** page, click on the **Queues** menu to expand it.



How to Display a Queue List

On the **Queue** page, enter the queue number and click on the **Display Queue List** button.

How to Display a Queue Message

On the **Queue** page, enter a queue message number in the **Queue** field and click on **Start Queue**.

How to Remove a Message from the Queue

1. Display a queue message. See *How to Display a Queue Message* above.
2. Select **Remove from Queue** from the message's drop-down list.
3. Click on **Apply**. The message is deleted from the queue and the next message in the queue is displayed.

Note: In Cryptic mode, this option is equivalent to the QN command. See *Which Queue Commands are Supported in Speedmode?* on page 277.

How to Move a Message to the Bottom of the Queue

1. Display a queue message. See *How to Display a Queue Message* on the previous page.
2. Select **Delay from Queue** from the message's drop-down list.
3. Click on **Apply**.
4. Click on **OK** in the **Delay Message** pop-up window. The message is moved to the bottom of the queue.

Note: In Cryptic mode, this option is equivalent to the QD command. See *Which Queue Commands are Supported in Speedmode?* on page 277.

How to Ignore a Message and Exit the Queue

1. Display a queue message. See *How to Display a Queue Message* on the previous page.
2. Select **Ignore and Exit** from the message's drop-down list.
3. Click on **Apply**. The message is closed.

   Note: In Cryptic mode, this option is equivalent to the QI command. See *Which Queue Commands are Supported in Speedmode?* on page 277.

How to Start a Queue

1. On the **Queue** page, enter the queue number in the **Queue** field.

   Note: The **Category** and **Date Range** fields are optional and all fields in yellow must be completed.

2. Click on **Start Queue**.

Understanding Queues

What Is a Queue?

A queue is a holding area for Booking Files or messages that require further action at a later date or time. It is identified by a number from 1 to 99. Each queue can be divided into categories, which are numbered from 0 to 254. Some queues may also be further divided into four date ranges.

Some queue numbers are predetermined by Amadeus because of industry standards. Booking Files and messages are automatically placed in these predetermined queues by airlines, hotel companies, car companies, other providers and Amadeus.

Every office has its own queue bank. Travel agencies are automatically provided with 16 predefined queues and airline offices with 19 queues.

You can create additional queues where you can manually place Booking Files and messages that require follow-up. You can also select one category to be associated to your Amadeus sign, so that any Booking Files or messages you create will be placed in the appropriate queue in your assigned category.

What Is a Queue List?

A queue list displays all queues corresponding to the travel agent's office ID and contains some or all of the following details:

- Queue number
- Flight number
- Record locator
- PTA/TKT/INS
- Auxiliary
- Office ID
- Message
- General

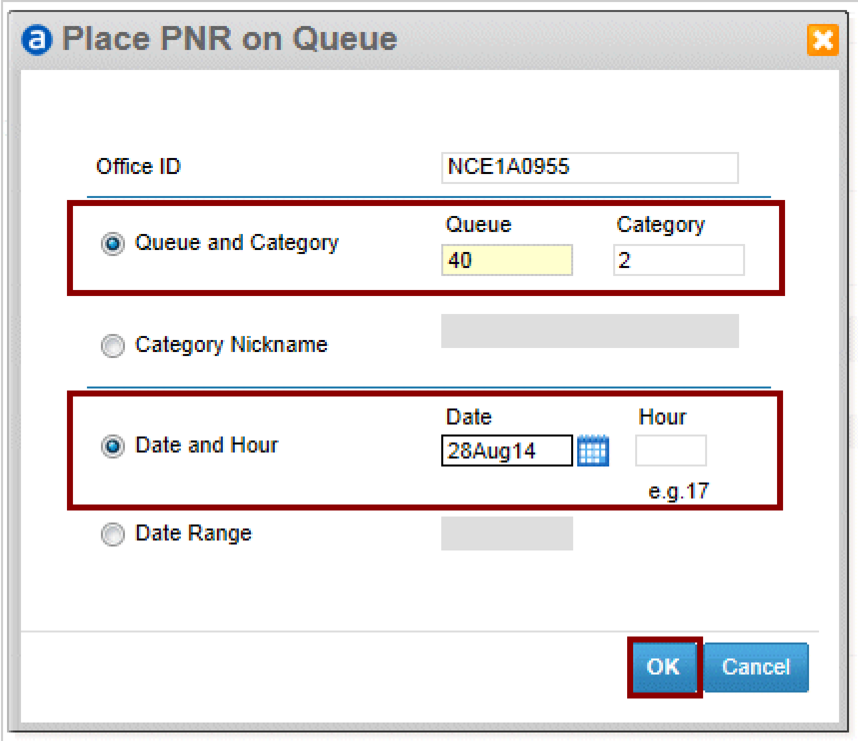
Queue List

```
1104 07NOV
QUEUE....NCE1A0955.......Q/TTL.
Q94.MSG-CP ....................
................C  3....    1.
................C  5....    4.
Q96.MSG-PDR....................
I-FLIGHT        .C  4....  152.
I-RECORD LOC    .C  6....   62.
I-PTA/TKT/INS   .C  7....    6.
D-FLIGHT        .C 10....   84.
D-AUXILIARY     .C 11....    2.
D-RECORD LOC    .C 12....   53.
D-PTA/TKT/INS   .C 13....    1.
D-OFFICE ID     .C 16....    2.
Q97.MESSAGE....................
................C  0.D1.    1.
....BRDCST MSG...C  2.D1.    8.
....DUPE CHECK...C  3.D1.    3.
....NEGO OK   ...C  4.D1.    1.
................C 22.D1.   10.
................C 35.D1.  500.
Q 0.GENERAL....................
................C  3....  150.
................C 10....   42.
Q 1.CONFO  ....................
................C  0.D1.  467.
```

Working With Queues and the Booking File

How to Place a Booking File in a Queue

1. On the **Booking File** page, click on **Place on Queue** in the **Booking File Information** panel.
2. Add the queue number and category or the category nickname.
3. Add the date and hour or the date range.
4. Click on **OK**.

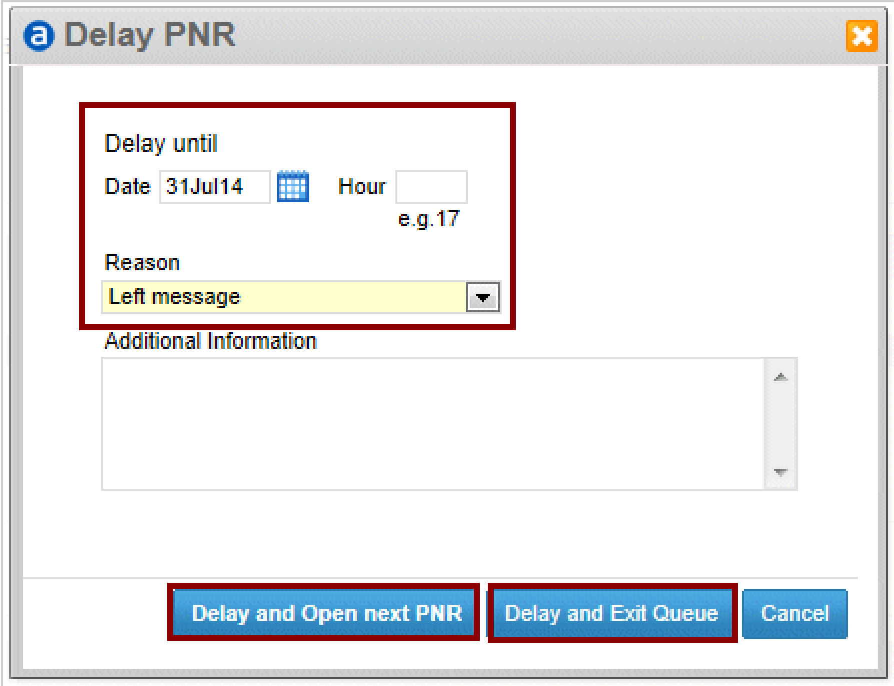


Note: If the date range is not specified, the Booking File is placed on the queue immediately.

How to Delay a Booking File in a Queue

Note: A Booking File can only be delayed from within an open Booking File.

1. On the Booking File page, click on **Delay Booking File** in the **Booking File Information** panel.
2. Fill in the date and time in the **Delay Until** fields.
3. Select a reason from the **Reason** drop-down list.
4. Click on **Delay and Open next PNR**, or **Delay and Exit Queue**.



How to End a Transaction in a Queue

1. On the **Booking File** page, click on **Save and Confirm (ER)**.
2. To save changes, select a **Save** option in the **Save Changes** panel and enter the caller's details.

   Alternatively, select an option from the **Other Actions** panel.
3. Click on **OK**.

Working With Queues in Cryptic Mode

What Is Speedmode?

Speedmode is a functionality that allows you to access a list of predefined shortcut commands based on the last cryptic response that was displayed. If the classic (4505) Command page display contains rail or low-cost segments, Speedmode can be used with these.

You highlight and select items on the display and send the command requests using either the mouse or a keyboard action.

Which Queue Commands Trigger Speedmode?

QT and commands starting with QC (for example, QC1C0 and QC1CE).

Which Queue Commands are Supported in Speedmode?

Command	Description
QC	Display all queue counters.

Command	Description
QS	Start queue.
QSB	Start queue browse.
QT	Queues count total.
QD	Delay to bottom of queue.
QN	Remove from queue and display next.
QI	Ignore and exit queue.
QU	Redisplay message from queue.

How to Optionally Select an Element in the Speedmode Display

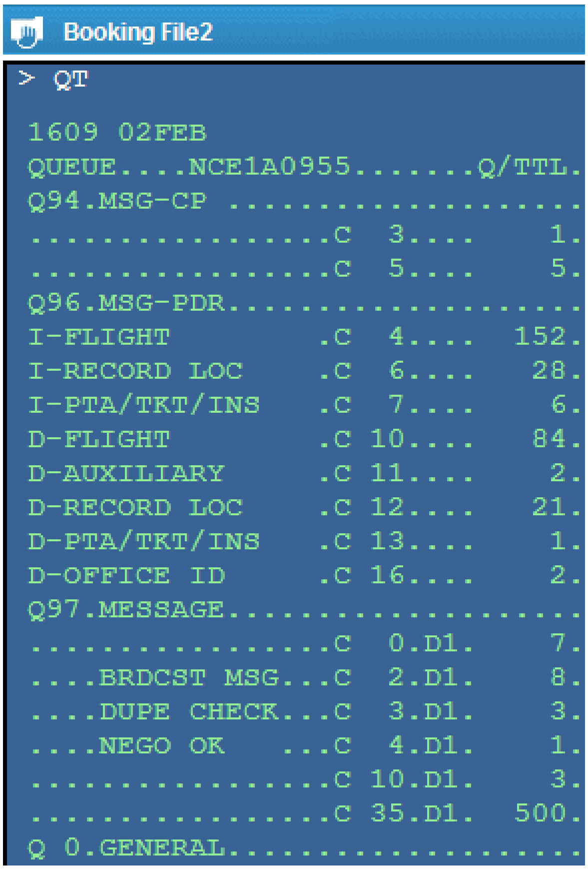
- Place the cursor on the element in the display and press **Control** + **Space**.

  Or:
- Press **Control** and click on the element.

How to Display a Queue Count

Note: The queue count functionality is only available using cryptic entries. See HE QUEUES in cryptic mode for more information on cryptic entries for queues.

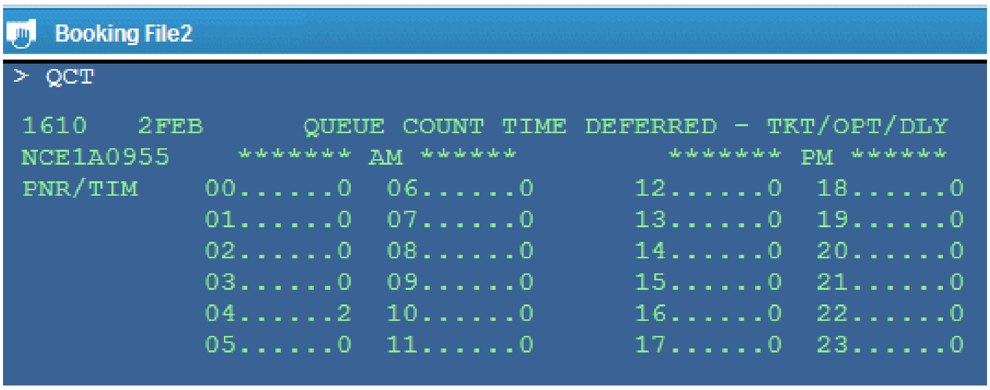
1. On the **Booking File** page, click on the **Cryptic Mode** button in the side panel.
2. Enter the required queue count command. For example, enter QT to display total workload.



How to Display a Queue Planner

Note: The queue planner functionality is only available using cryptic entries. See HE QUEUES in cryptic mode for more information on cryptic entries for queues.

1. On the **Booking File** page, click on the **Cryptic Mode** button in the side panel.
2. Enter the required queue planner command. For example, enter QCT to display the summary planner for time-deferred PNRs.



How to Access Queue Administration

Note: The queue administration functionality is only available using cryptic entries. See HE QUEUES in cryptic mode for more information on cryptic entries for queues.

1. On the **Booking File** page, click on the **Cryptic Mode** button in the side panel.
2. Enter the required queue administration command. For example, enter QA40C2 to add a special queue with two categories.

Chapter 12: Productivity Suite

Getting Started With Productivity Suite

What Is Productivity Suite?

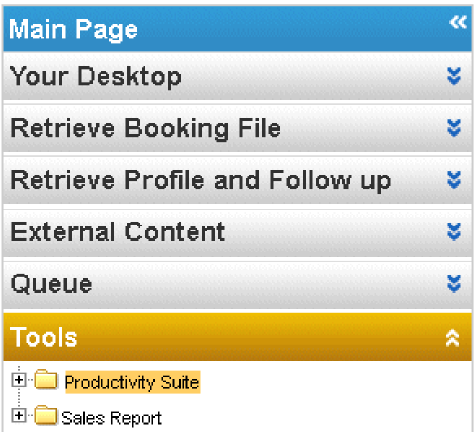
Productivity Suite is a suite of tools that increases the quality of the Booking File (or PNR in cryptic mode) by streamlining the overall booking flow. Each tool can be activated or deactivated individually, which means each agency can choose only the tools it requires.

Video: What Is Productivity Suite?

Launch

How to Access Productivity Suite

On the **Main** page of Selling Platform Connect, expand the **Tools** menu.



What User Roles are Available in Productivity Suite?

Role	Description
User	This role is assigned by default to any agent who requires access to Selling Platform Connect. Any user can perform the following actions with Productivity Suite tools: • Run Smart Flows. • Create and manage personal Smart Flows.
Office Administrator	This role is assigned specifically to an office administrator. An office administrator can perform the following actions with Productivity Suite tools: • Create and manage File Finishing rules. • Create and manage personal and office Smart Flows. • Create and manage Smart Triggers. • Create and manage Quality Monitor rules. • Share or stop sharing items. An office administrator can be granted the rights to manage all the Productivity Suite tools or to manage individual tools only.

Explanation: Main List Page

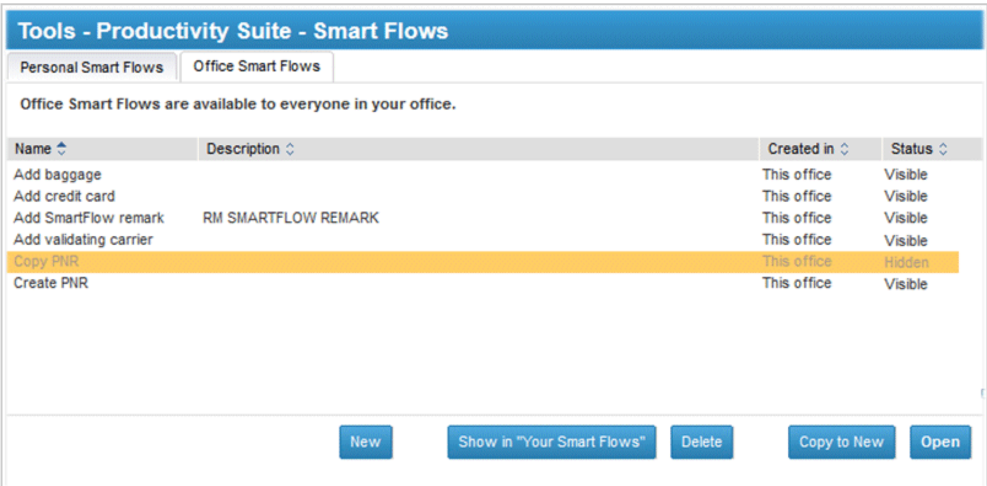
The **Main List** page is the default page for Productivity Suite tools. It displays all the items that have been created at user or office level.

Note: For each item, the **Created in** column shows the office in which the item was created. Items can be shared with other offices. For more information, see *Sharing Items in Productivity Suite* on the facing page.

You can sort the columns in the list by clicking on the title bars.

The action buttons at the bottom of the list allow you to manage items, depending on the tool you are using.

Image: Main List Page for Smart Flows



Note: If you are an office administrator, the **Switch to Sharing View** link also appears at the bottom of the list of office-level items.

How Is Credit Card Information Stored in Productivity Suite?

Credit card information is stored in a non-encrypted format. Therefore, you should not add credit card numbers to any content in Productivity Suite.

Some Smart Flows accept input during run time. If the required input is a credit card number, this information is sent to the central system and encrypted immediately.

However, you should not store any credit card number as source code of the Smart Flow because this is not encrypted.

Sharing Items in Productivity Suite

What Is Sharing?

Sharing allows **Productivity Suite** items to be shared between offices.

What Are the Prerequisites for Sharing?

You must be the office administrator for all the offices that want to share an item.

Which Items Can be Shared?

You can share office-level File Finishing rules, Quality Monitor rules, Smart Flows and Smart Triggers.

Sharing Restrictions

- An item can only be shared and edited from the office in which it was created.
- After it is shared, an item cannot be renamed.

Activating and Deactivating Shared Items

If applicable, you can activate and deactivate a shared item in an individual office without affecting its status (active or deactivated) in the other offices.

Deleting Shared Items

- You can only delete a shared item from the office where it was created.

  Note: If a sharing office does not want to use the shared item, it can be deactivated or hidden in that office.
- When a shared item is deleted, it is deleted in all the offices that share it.

How to View the Sharing Status of an Item

1. In the **Main List** page, click on **Switch to Sharing View**.

   For each item in the list:

   – The **Created in** column shows the office in which the item was created.

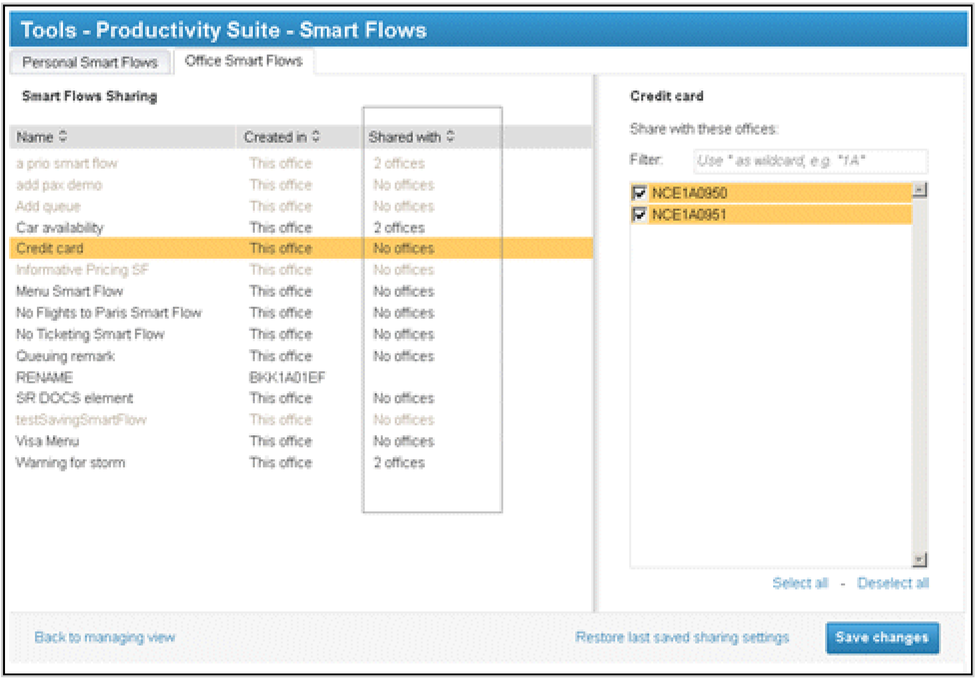
   – The **Shared with** column shows the office with which the item is currently shared or the number of sharing offices, when there is more than one.
2. Click on **Back to Managing View** to return to the **Main List** page.

How to Share or Stop Sharing an Item

1. Select the item that you want to share on the **Main List** page.

   You must have created the item that you want to share or stop sharing.
2. Click on **Switch to Sharing View**.
3. Select or clear the offices that you want to share or stop sharing the item with.

   Note: These are all the offices to which you currently have login access.



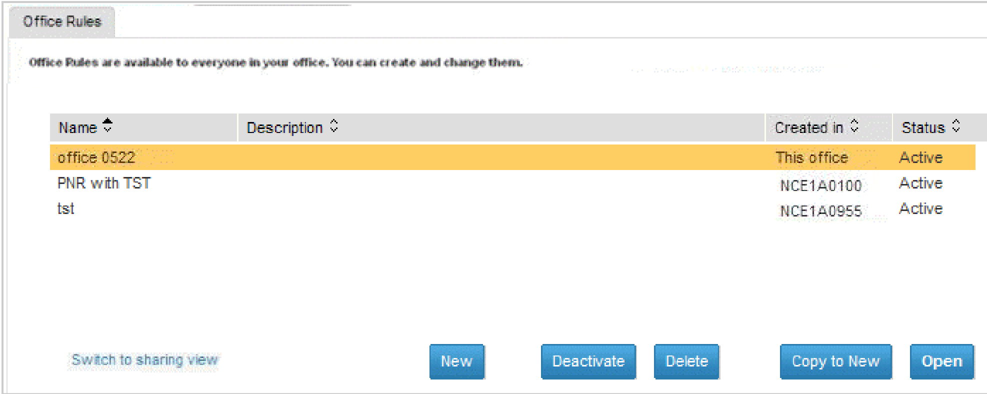
4. To filter the list of offices displayed, use the **Filter** field.
5. To confirm your selection, click on **Save Changes**.
6. Click on **Back to Managing View** to return to the **Main List** page.

Adding Missing Elements Using File Finishing

What Is File Finishing?

The File Finishing tool in **Productivity Suite** allows an office administrator to build business rules that add missing elements to a Booking File.

When File Finishing rules are executed, the relevant mid- and back-office information is added to the Booking File without any action from the user.



When Are File Finishing Rules Executed?

File Finishing rules are executed when a user enters one of the following in the Command Page or its graphical equivalent in the Booking File:

- ET
- ER
- ERK
- ETK

The user will then see the results of the File Finishing rules in the Command Page or Booking File.

Note: If the **Intelligent rule sending** feature for File Finishing is activated, and a Booking File is saved multiple times, File Finishing only executes the matching rules once. If **Intelligent rule sending** is not activated, File Finishing executes all the matching rules every time the Booking File is saved.

File Finishing and Automated Queueing

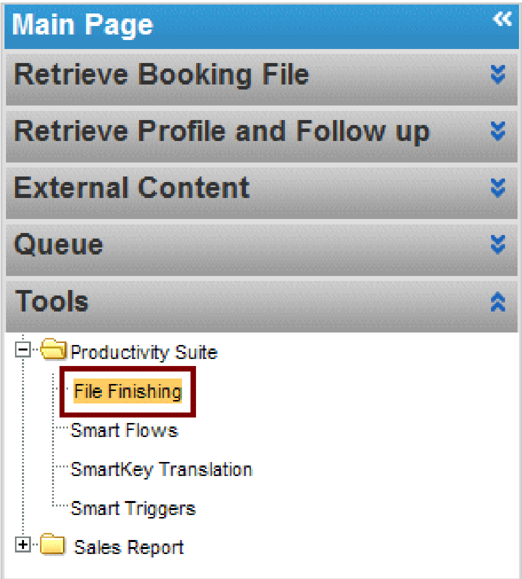
Because File Finishing rules typically run before the Booking File is saved to the PNR in the Amadeus reservation system, File Finishing for automated queueing is not supported.

What Are the Prerequisites for Managing File Finishing Rules?

The optional **Productivity Suite** module must be activated by a site parameter before you can access the tool to manage File Finishing rules.

How to Access File Finishing Rules Management

On the **Tools** menu of Selling Platform Connect, expand **Productivity Suite** and click on **File Finishing**.



Creating File Finishing Rules

Video: How to Create a File Finishing Rule

[Launch]

What Are the Elements of a File Finishing Rule?

Element	Description
Condition	
If	You can select shortcuts from the drop-down list or enter them manually. Each shortcut is a name that corresponds to a variable in the Booking File. For example, **Traveller's email address** is the email address entered in the Booking File. For more information, see *Reference: Variables Used in File Finishing Rules* on page 290.
Operator	The operator is used to compare the shortcut to a variable or another shortcut. Examples include: • EQUALS • LESS THAN • GREATER THAN • NOT EQUALS • CONTAINS
Variable	The variable can be entered as free-flow text or selected from the predefined **Variable** drop-down list.

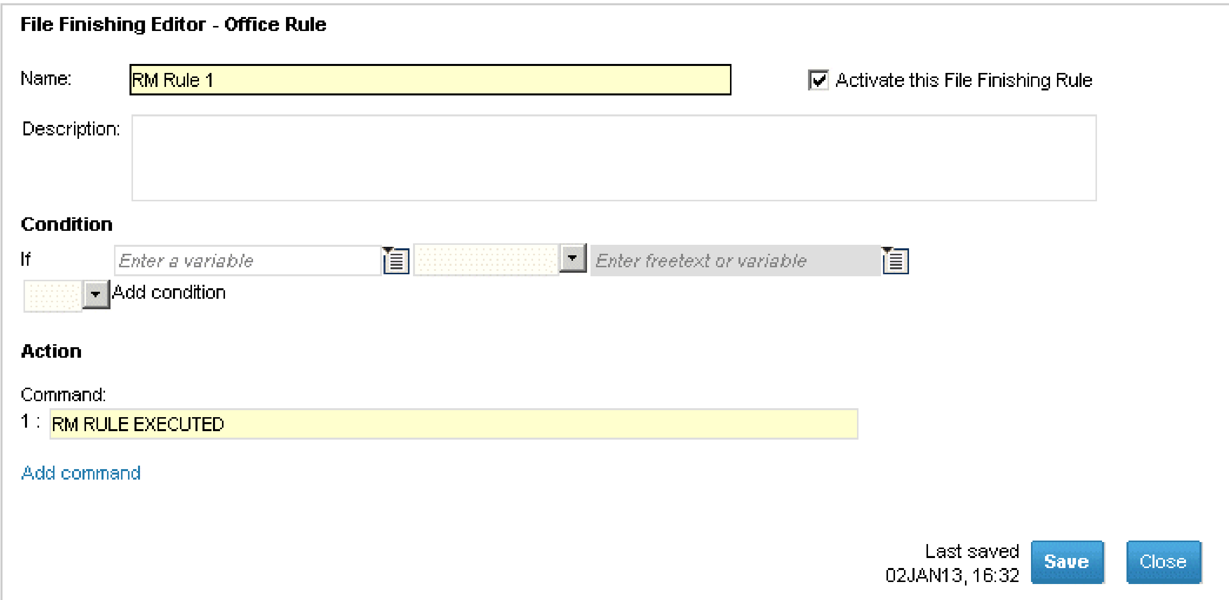
Element	Description
Action	
Command	Commands are executed at the end of transaction stage. A minimum of one command is required for a rule and you can enter up to three command lines. You can enter more than one command in the same line by separating them with a semicolon (;). For commands that do not work with a semicolon, you must use the **Add Command** link to add multiple command lines. If there is more than one command line, the sequential numbering of each command line indicates the sequence in which the commands are executed. You can use predefined shortcuts when entering commands. You can display the list of shortcuts by typing **<** in the **Command** field.

How to Create a File Finishing Rule

1. In the **File Finishing Rules** list, click on **New**.

   The **File Finishing Editor** opens and allows you to complete the required fields for the rule.
2. Enter a name and first command as a minimum. The name of the rule must be unique.

   For details about adding conditions to a rule, refer to *Why Add Conditions to a File Finishing Rule?* on the next page and *How to Add Conditions to a File Finishing Rule* on the next page.
3. To execute the rule when a Booking File (or PNR in cryptic mode) is saved, select the **Activate This File Finishing Rule** check box.
4. When complete, click on **Save**.



The new rule is added to the **File Finishing Rules** list. By default, the rule is saved with a deactivated status.

How to Create a New File Finishing Rule from an Existing Rule

1. In the **File Finishing Rules** list, select the rule that you want to copy and click on **Copy to New**.

   The new rule opens in the **File Finishing Editor**. The name field contains the string "Copy of <name of the selected rule>" and the other fields are prefilled with data from the existing rule.
2. Edit the rule as required.
3. Click on **Save**.
4. To return to the **File Finishing Rules** list, click on **Close**.

Why Add Conditions to a File Finishing Rule?

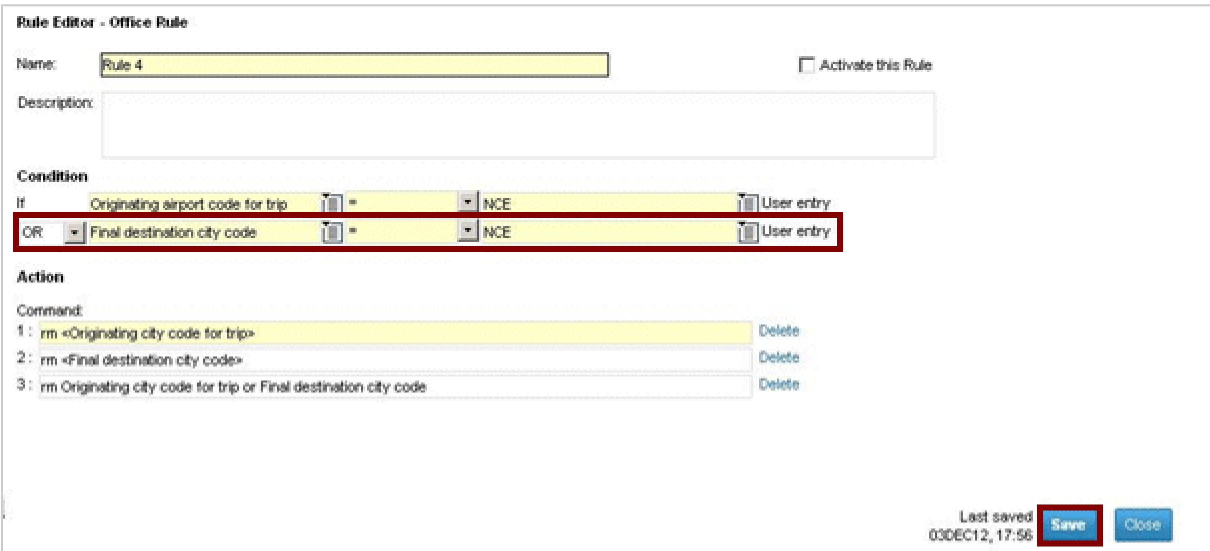
You add a condition to a rule to enable the execution of what is in the action field under limited conditions (for example, if only a certain airline is found in the Booking File/PNR). A condition is unique, and the data it is compared to can be either free text or a shortcut.

You can add a second condition to a rule. The second condition is linked to the first condition by an **AND** or **OR** operator.

You can build rules without any conditions if you want to add an element to every Booking File that is processed.

How to Add Conditions to a File Finishing Rule

1. With the rule open in the **File Finishing Editor**, and ensuring that the rule has a name and command, enter a variable, operator and value for the condition.
2. To add a second condition, select either **AND** or **OR** in the **Add Condition** drop-down list.
3. Enter a variable, operator and value for the second condition.
4. Click on **Save**.



Note: If a cryptic command is used to add credit card information to a rule, this information is not encrypted. Therefore, you should not add credit card information directly to a File Finishing rule.

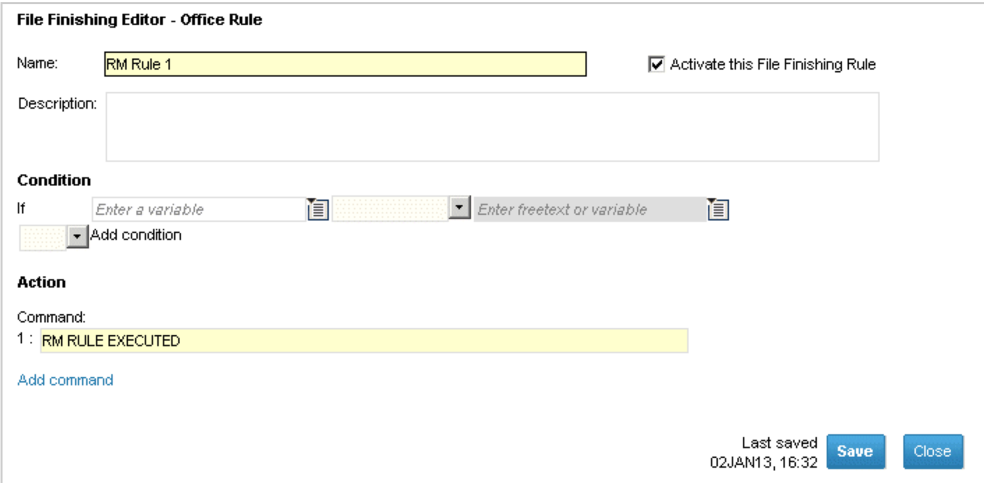
Managing File Finishing Rules

What Is the Rule Logic of File Finishing?

The **if;then** logic of File Finishing allows you to build relevant rules in a graphical way.

A rule consists of conditional tests and associated actions. When conditions are verified in a Booking File (or PNR in cryptic mode) at the end of transaction stage, all listed commands are executed. The results are reflected graphically in the relevant areas in addition to the Command Page.

Rules can contain a maximum of two conditions, linked by the operators **AND** or **OR**, and a maximum of three lines of commands.



How to Open a File Finishing Rule

1. In the **File Finishing Rules** list, select the rule that you want to open.
2. Click on **Open**.

   Alternatively, double-click on the rule.

How to Edit a File Finishing Rule

Note: To edit a rule, you must be logged into the same office that created it.

1. Open the rule you want to edit.

   See *How to Open a File Finishing Rule* above.
2. Update the rule as required and click on **Save**.

Note: If you are deleting commands from a rule, at least one command must be present.

How to Activate a File Finishing Rule

1. Select the non-active rule in the **File Finishing Rules** list.
2. Click on **Activate**.

   The activated rule is then applied to a Booking File at the end of transaction stage.

Note: You can also activate a rule in the **File Finishing Editor** by selecting the **Activate This File Finishing Rule** check box.

How to Deactivate a File Finishing Rule

1. Select the active rule in the **File Finishing Rules** list.
2. Click on **Deactivate**.

   The deactivated rule is greyed out in the **File Finishing Rules** list and ignored at the end of transaction stage.

Note: You can also deactivate a rule in the **File Finishing Editor** by clearing the **Activate This File Finishing Rule** check box.

How to Delete a File Finishing Rule

1. Select the rule in the **File Finishing Rules** list.
2. Click on **Delete**.
3. In the **Delete Rule** pop-up window, click on **Delete**.

Note: If you delete a shared rule, it is deleted from all offices that it was shared with.

Reference: Variables Used in File Finishing Rules

Shortcut Name	Variable Description	Variable Type	Category in GUI
Accounting client reference	The accounting client reference added to the PNR.	STRING	MID_ BACK_ OFFICE
Accounting company number	The accounting company name added to the PNR.	STRING	MID_ BACK_ OFFICE
Accounting cost center	The accounting cost centre added to the PNR.	STRING	MID_ BACK_ OFFICE
Accounting number	The accounting number added to the PNR.	STRING	MID_ BACK_ OFFICE
Accounting tax details	The accounting tax details added to the PNR.	STRING	MID_ BACK_ OFFICE
Air booking split ticket	True or false depending on whether the PNR contains multiple TSTs.	BOOLEAN	AIR
Air payment credit card number	The number of the credit card used to pay for the air booking.	STRING	AIR
Air payment credit card type	The company code of the credit card used to pay for the air booking.	STRING	AIR
Air price quoted to user	The price of the air booking that was quoted to the user.	STRING	AIR

Shortcut Name	Variable Description	Variable Type	Category in GUI
Air trip is international	True or false depending on whether the air booking is international or not.	BOOLEAN	AIR
Airports in the itinerary	The codes of all the airports included in the trip.	STRING	AIR
Destination country code	The code of the destination country where the maximum amount of time is spent.	STRING	AIR
Fare basis list	The fare basis codes for all of the air bookings.	STRING	AIR
Final destination airport code	The airport code of the trip destination.	IATA	AIR
Final destination city code	The city code of the trip destination.	IATA	AIR
First airline in the reservation	The code of the first airline included in the trip.	STRING	AIR
First fare basis	The fare basis code of the first air booking in the trip.	STRING	AIR
List of car air conditioning codes	The air conditioning codes of all car bookings in the trip.	LIST_ STRING	CAR
List of car city IATA codes	The codes of all the cities where cars are booked in the trip.	LIST_IATA	CAR
List of car classes	The car class codes of all car bookings in the trip.	LIST_ STRING	CAR
List of car company codes	The company codes of all car bookings in the trip.	LIST_ STRING	CAR
List of car estimated total prices	The estimated total prices of all car bookings in the trip.	LIST_ STRING	CAR
List of car rate codes	The rate codes of all car bookings in the trip.	LIST_ STRING	CAR
List of car rate plans (dy, wy, etc.)	The rate plans of all car bookings in the trip.	LIST_ STRING	CAR
List of car rates in local currency	The car rates in the local currency for all car bookings in the trip.	LIST_ STRING	CAR
List of car status codes	The status codes of all car bookings in the trip.	LIST_ STRING	CAR
List of car transmissions	The transmission type codes of all car bookings in the trip.	LIST_ STRING	CAR
List of car type codes	The car type codes of all car bookings in the trip.	LIST_ STRING	CAR

Shortcut Name	Variable Description	Variable Type	Category in GUI
List of carrier codes	The codes of all the airlines included in the trip.	LIST_ STRING	AIR
List of confidential remarks	All of the confidential remarks (RC) entered in the PNR.	LIST_ STRING	REMARKS
List of general remarks	All of the general remarks (RM) entered in the booking.	LIST_ STRING	REMARKS
List of hotel city IATA codes	The city codes of all the hotels booked in the trip.	LIST_IATA	HOTEL
List of hotel location IATA codes	The location codes of all the hotels booked in the trip.	LIST_ STRING	HOTEL
List of hotel names	All of the hotel names included in the trip.	LIST_ STRING	HOTEL
List of hotel rate codes	The rate codes of all the hotel bookings in the trip.	LIST_ STRING	HOTEL
List of hotel rates in local currency	All of the hotel room rates in the trip, in local currency.	LIST_ STRING	HOTEL
List of invoice and itinerary remarks	All the invoice and itinerary remarks (RI) entered in the PNR.	LIST_ STRING	REMARKS
List of other service information	All of the other service information included in the air bookings.	LIST_ STRING	AIR
Number of air segments	The number of air segments in the trip.	INTEGER	AIR
Number of car products	The number of car products included in the trip.	INTEGER	CAR
Number of hotel products	The number of hotel products included in the trip.	INTEGER	HOTEL
Origin country code	The country code of the trip origin.	STRING	AIR
Originating airport code for trip	The airport code of the starting point of the trip.	IATA	AIR
Originating city code for trip	The city code of the starting point of the trip.	IATA	AIR
TSA Applicable	True or false depending on whether the PNR contains an air segment to which the Transportation Security Administration (TSA) check applies.	BOOLEAN	AIR

Shortcut Name	Variable Description	Variable Type	Category in GUI
Tour code	The tour code, as entered using the FT command.	STRING	AIR
Traveller's complete e-mail address	The traveller's email address.	STRING	PROFILE
Traveller's first name	The first name of the traveller.	STRING	PROFILE
Traveller's last name	The last name of the traveller.	STRING	PROFILE
Traveller's mobile phone 1	The traveller's mobile phone number.	STRING	PROFILE
Traveller's mobile phone 2	The traveller's additional mobile phone number.	STRING	PROFILE
User Identification	The sign of the Selling Platform Connect user.	STRING	OTHER

Smart Flows

What Is the Smart Flows Tool?

The Smart Flows tool allows a user or office administrator to build and launch predefined, customisable workflows.

Smart Flows are triggered on request to help users complete repetitive booking and fulfilment tasks.

You can create Smart Flows at the following levels:

- **Personal**

  The Smart Flow is only available to the user who creates it. Any user can create and edit a personal Smart Flow.

- **Office**

  The Smart Flow can be made available to other users in the same office. You must have the office administrator role to create, share and edit an office Smart Flow.

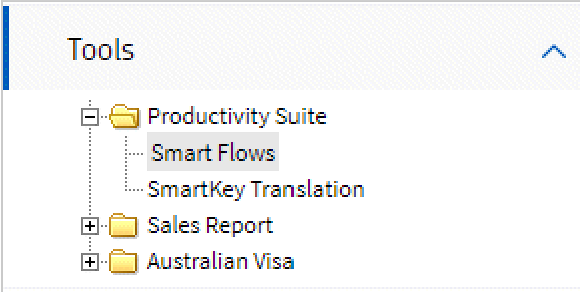
What Are the Prerequisites for Accessing Smart Flows?

The optional **Productivity Suite** module must be activated by a site parameter before you can access Smart Flows.

How to Access Smart Flows

To manage Smart Flows:

1. On the **Tools** menu of Selling Platform Connect, expand **Productivity Suite**.
2. Click on **Smart Flows**.



For information about running Smart Flows, see *Running and Stopping Smart Flows* on page 310.

What Are the Two Types of Editor in Smart Flows?

There are two editors:

- **Smart Flow Editor**

  This editor is available to users and office administrators.

  It allows you to enter cryptic commands and easily add questions and variables to these commands.

- **Advanced Language Editor**

  This editor is only available to office administrators.

  It allows you to create a Smart Flow using a specific language defined for Smart Flows. For more information, see *What Is the Smart Flow Advanced Language?* below.

  You can also test a Smart Flow directly from the **Advanced Language Editor** before saving it. See *How to Test a Smart Flow* on page 297.

Switching between editors

You can only switch between editors if you are an office administrator.

When you first create a new Smart Flow that has not yet been saved, you can switch from the **Smart Flow Editor** to the **Advanced Language Editor** by clicking on the **Advanced Language Editor** link. Provided you have not saved any changes in the **Advanced Language Editor**, you can undo the switch and return to the **Smart Flow Editor** by clicking on **Undo Changes and Go Back to Smart Flow Editor**. However, you will lose any changes you made in the **Advanced Language Editor**.

When you reopen an existing Smart Flow, it opens in the editor that it was last saved in. If it opens in the **Advanced Language Editor**, you can no longer switch between editors.

What Is the Smart Flow Advanced Language?

The Smart Flow advanced language is a logical syntax language that is compiled by structuring specific statements in basic sentence format. It is used to create Smart Flows in the **Advanced Language Editor**, and it is an alternative to the default **Smart Flow Editor** that uses commands to build Smart Flows.

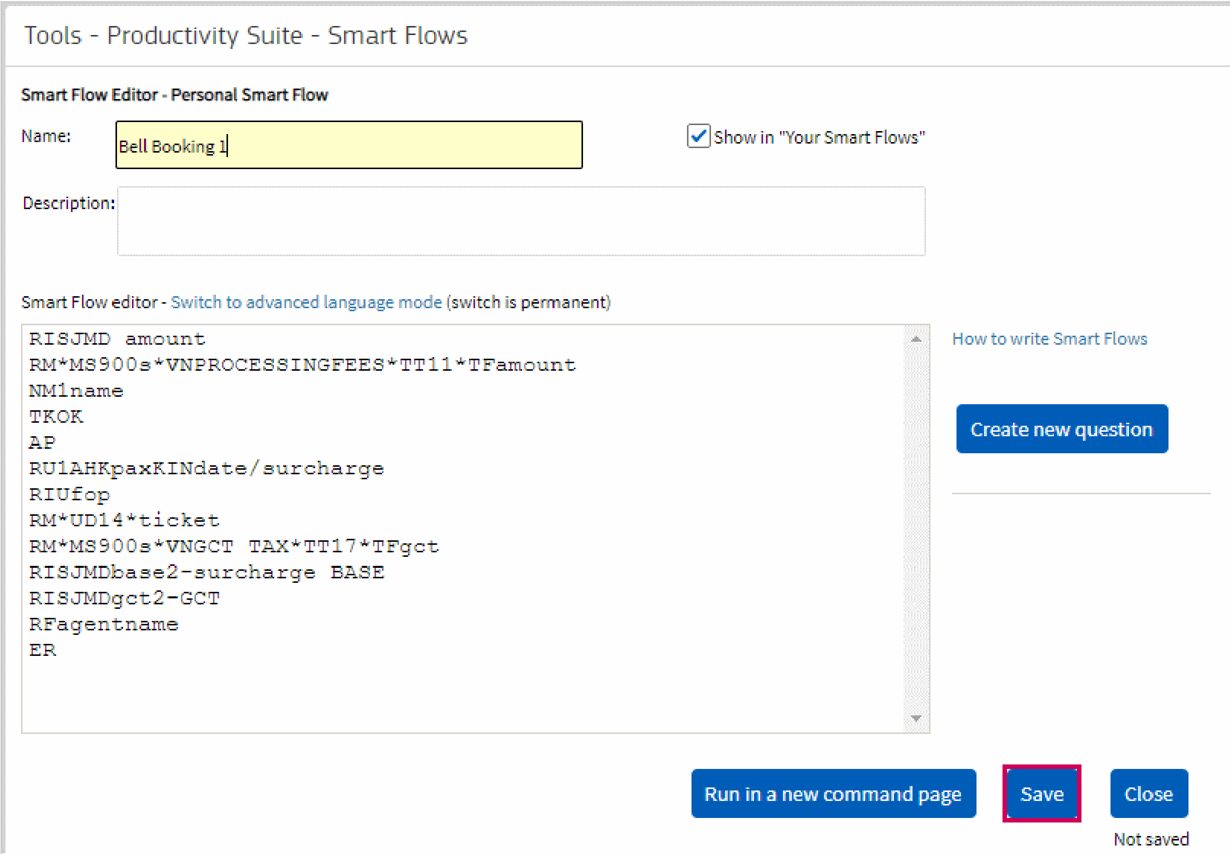
You can only use the Smart Flow advanced language using the **Advanced Language Editor** if you are an office administrator.

For more information about using the Smart Flow advanced language, see *Reference: Smart Flow Advanced Language Syntax* on page 297.

Creating and Testing Smart Flows

How to Create a Smart Flow in the Smart Flow Editor

1. In the **Smart Flows** list, click on **New**.
2. For details on how to write commands for Smart Flows, mouseover the link entitled **How to Write Command Based Smart Flows**.
3. Enter a name, an optional description, the content of your Smart Flow and click on **Save**.



How to Create a Smart Flow in the Advanced Language Editor

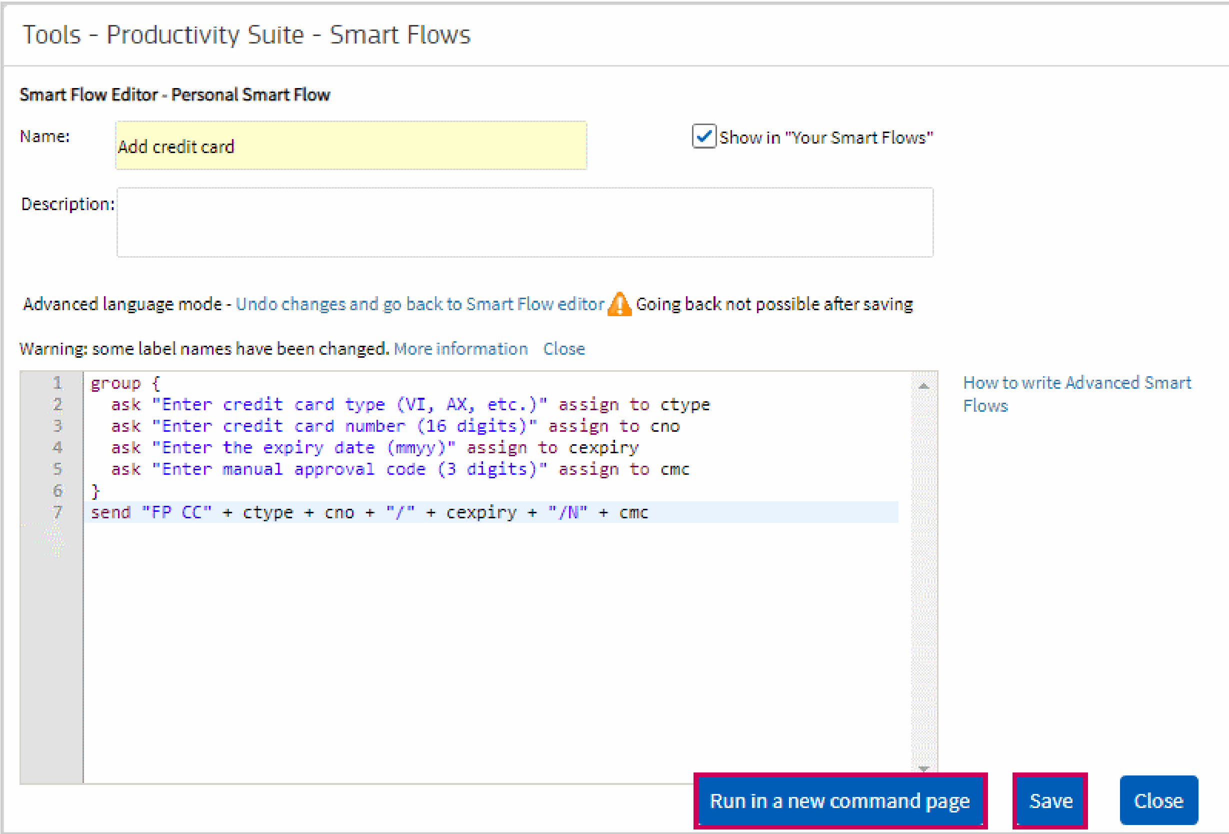
Note: You must be an office administrator to create a Smart Flow in the **Advanced Language Editor**.

1. In the **Smart Flows** list, click on **New**.
2. Click on **Switch to Advanced Language Editor**.
3. For details on how to write advanced Smart Flows, mouseover the link entitled **How to Write Advanced Smart Flows**.
4. Enter a name, an optional description, and the definition of your Smart Flow.

You can define a Smart Flow question to accept a specific format only. For example, the Smart Flow for a date must be in the format DDMMYYYY. See also *What Is the Smart Flow Advanced Language?* on page 294.

Note: For security reasons, do not enter credit card information in a Smart Flow. For more information, see *How Is Credit Card Information Stored in Productivity Suite?* on page 283.

5. To test the Smart Flow before saving it, click on **Run in a New Command Page**.
6. When complete, click on **Save**.



Video: How to Create and Run a Personal Smart Flow

Launch

Video: How to Create an Office Smart Flow Using the Advanced Language Editor

Launch

How to Create a New Smart Flow from an Existing Smart Flow

1. In the **Smart Flows** list, select the Smart Flow that you want to copy.
2. Click on **Copy to New**.

The new Smart Flow opens in the same editor that it was originally created in (either the **Smart Flow Editor** or **Advanced Language Editor**). The name field contains the string "Copy of <*name of the selected smart flow*>" and all other fields are prefilled with data from the existing Smart Flow.

Why Test a New Smart Flow?

Testing a new personal or office Smart Flow allows you to run it before saving it, without impacting any other users.

How to Test a Smart Flow

When you have created the Smart Flow, click on **Run in a New Command Page**.

The Smart Flow runs in an unsaved mode.

Reference: Smart Flow Advanced Language Syntax

Statement	Description	Examples
ask	Prompts the user with a question. The answer must be assigned to a variable. The string in quotes between **ask** and **assign to** is the question that appears in the prompt when the Smart Flow is running. The string after **assign to** is the name of the variable to which the answer is assigned. You can also use a specific set of HTML tags in an **ask** statement to format the appearance of the question. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on page 303.	**ask** "What is your first name?" **assign to** firstname **ask** " What is your first name? " **assign to** firstname **ask** "What is your last name?" **assign to** lastname
mandatory ask	Same as the **ask** statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.	**mandatory ask** "What is your last name?" **assign to** lastname
ask email	Prompts the user with a question where the answer must be an email address. If an incorrect email address format is entered, the user receives an error message when the Smart Flow is running. You can also use a specific set of HTML tags in an **ask email** statement to format the appearance of the question. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on page 303.	**ask email** "What is your email address?" **assign to** customeremail
mandatory ask email	Same as the **ask email** statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.	**mandatory ask email** "What is your email address?" **assign to** customeremail

Statement	Description	Examples
ask number	Prompts the user with a question where the answer must be a number. If a number is not entered, the user receives an error message when the Smart Flow is running. You can also use a specific set of HTML tags in an **ask email** statement to format the appearance of the question. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on page 303.	**ask number** “What is your age?” **assign to** age
mandatory ask number	Same as the **ask number** statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.	**mandatory ask number** “What is your age?” **assign to** age
ask date	Prompts the user with a question where the answer must be in an accepted date format. The accepted formats are: • **DDMON** (example: 19APR) • **DDMONYY** (example: 19APR15) • **DDMONYYYY** (example: 19APR2015) • **DDMM** (example: 1904) • **DDMMYY** (example: 190415) • **MMYY** (example: 0415) If an accepted date format is not entered, the user receives an error message when the Smart Flow is running. You can also use a specific set of HTML tags in an **ask date** statement to format the appearance of the question. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on page 303.	**ask date** “What date do you want to return?” **assign to** returndate
mandatory ask date	Same as the **ask date** statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.	**mandatory ask date** “What date do you want to return?” **assign to** returndate
ask date with format	Same as the **ask date** statement except that you can define the exact date format that the user must enter. For example: Only the date format of **DDMON** is acceptable. If a date in any other format is entered, the user receives an error message when the Smart Flow is running.	**ask date** “What date do you want to return?” **with format** DDMON **assign to** returndate
mandatory ask date with format	Same as the **ask date with format** statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.	**mandatory ask date** “What date do you want to return?” **with format** DDMON **assign to** returndate

Statement	Description	Examples
ask with format	Prompts the user with a question where the answer must match the format defined by a regular expression. If the answer is not entered in the required format, the user receives an error message when the Smart Flow is running. For more information about using regular expressions, see *Reference: Syntax Used in Regular Expressions* on page 337. You can also use a specific set of HTML tags in an **ask with format** statement to format the appearance of the question. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on page 303.	**ask** What is your cost centre?” **with format** “\D{2}\d{3}” **assign to** costcentre
mandatory ask with format	Same as the **ask with format** statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.	**mandatory ask** “What is your cost centre?” **with format** “\D{2}\d{3}” **assign to** costcentre
send	Send the cryptic entries.	**send** “NM1SMITH/JOHN” **send** “NM1” + lastname + “/” + firstname
capture	Capture part of the cryptic screen. The **capture** instruction is followed by three parameters, separated by commas: • **Line**: and a number to indicate which line of the screen the beginning of the string is captured. • **Column**: and a number to indicate which column of the screen the beginning of the string is captured. • **Length**: and a number to indicate the length of the string that is captured. The string after **assign to** is the name of the variable in which the captured string is stored.	**capture** line:2, column:3, length:10 **assign to** lastname

Statement	Description	Examples

if, else	Perform different actions depending on whether a condition is true or false.
	The **if** instruction is always followed by an expression that is between parenthesis. The expression is a comparison between two terms that can be a variable or a constant.
	• The **==** operator verifies whether the two terms are equal.
	• The **!=** operator verifies whether the two terms are different.
	• The **>** operator verifies whether the first term is greater than the second term.
	• The **<** operator verifies whether the first term is less than the second term.
	• The **>=** operator verifies whether the first term is greater than or equal to the second term.
	• The **<=** operator verifies whether the first term is less than or equal to the second term.
	If the condition is true, the first block of instructions that is delimited by the curly brackets is executed.
	If the condition is false, the second block of instructions that is delimited by the word **else** and curly brackets is executed.
		ask “What is your destination?”
		assign to destination
		if (destination == “PAR”) {
		send “rm ok”
		} **else** {
		send “rm no”
		}

ask until	Asks a question until a particular answer is reached.
	The string with quotes between **ask** and **until** are the instructions that appear in the prompt when a Smart Flow is running.
	The string after the word **until** is the value of the answer that stops the iteration of the block of instructions. The string after the word **when** determines the action.
	You can also use a specific set of HTML tags in an **ask until** statement to format the appearance of the instructions. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on page 303.
		ask “Do you need to include visa information?”
		1 : Yes - ESTA for the USA
		2 : Yes - other countries
		3 : No - continue”
		until “3” {
		when(“1”) {
		send “RIR for travel to the USA, an ESTA (online visa) is required”
		}
		when(“2”) {
		send “RM no visa required”
		}
		}

mandatory ask until	Same as the **ask until** statement except that the user must answer the question. If no answers are entered, the user receives an error message when the Smart Flow is running.	
today	The **today** variable is a global variable that is used to get the value of the date when executing a Smart Flow. The date is in the IATA format (DDMMM).	**send** “rm visa information added on” + **today**

Statement	Description	Examples
lastCommand	If the Smart Flow is executed by a Smart Trigger, you can use the **lastCommand** variable to re-use the triggering command within the Smart Flow. **Note:** A Smart Flow using the **lastCommand** variable should be hidden so that users cannot launch the Smart Flow manually. For more information, see *Showing and Hiding Smart Flows* on page 308. **Note:** Caution:To prevent the possibility of an infinite loop, do not use lastCommand in the last action of a Smart Flow.	**send lastCommand**

choose	Prompts the user with a limited choice where only one choice is possible.
	The string within the quotes that follow the **choose** statement is the question that is asked when the Smart Flow is run.
	The **when** statements are the options that are provided for the question. The first **when** statement is the default.
	The user can only choose one **when** statement by either selecting the option button in the prompt or using the keyboard shortcuts from letters A to Z.
	When the user makes a choice, the content of the **when** statement is executed and the flow exits the **choose** block.
	You can also use a specific set of HTML tags in a **choose** statement to format the appearance of the question. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on page 303.
		choose “Do you want to” {
		when (“send pax remark”) {
		send “rm 1”
		}
		when (“send comment”) { send “rm 2”
		}
		}
		
		choose “<i>Do you want to</i>” {
		when (“Send pax remark”) {
		send “rm 1”
		}
		when(“Send comment”) { send “rm 2”
		}
		}

choose until	Similar to the **choose** statement except the prompt continues to loop when the Smart Flow is run.
	The exit option is represented by the **until** statement. The user can also exit by pressing the **X** key on the keyboard.
	When the user makes a choice, the content of the **when** statement is executed, after which the flow returns to the **choose until** loop unless the user exits.
		choose “Do you want to” **until** “end” {
		when (“Send pax remark”) {
		send “rm pax”
		}
		when (“Send comment”) {
		send “rm comment”
		}
		}

Statement	Description	Examples

group	The **group** instruction is used to group several questions in the Smart Flow prompt that are defined by the **ask** or **select** instructions.
	This allows you to include several questions in the same Smart Flow prompt rather than having separate prompts for each **ask** instruction.
	The **group** instruction can only contain **ask** and **select** instructions; it cannot contain any other instructions.
		group {
		ask “Enter first name” **assign to** name
		ask “Enter last name” **assign to** lastname
		ask date “Enter DOB” **assign to** dob
		}

call	The **call** instruction is used to call another Smart Flow from the running Smart Flow. The **call** instruction is followed by the name of the Smart Flow to call. You can also explicitly call either an office Smart Flow or a personal Smart Flow with the same name by defining either **office** or **personal** in the call syntax.	**ask** “What is the passenger last name?” **assign to** lastname **call** “mySmartFlow” **send** “RM” + lastname **call office** “mySmartFlow” **call personal** “mySmartFlow”
select	Allows the user to select one option from a drop-down list of predefined options. The string with quotes between the words **select** and **from** is the question that appears in the prompt when a Smart Flow is running. The comma-separated string with quotes between the words **from** and **assign to** defines the predefined list of options from which the user can choose. A comma is used to separate the options. There is no limit to the number of options you can provide. The string after the words **assign to** is the name of the variable in which the answer is stored. You can also use a specific set of HTML tags in a **select** statement to format the appearance of the question. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on the facing page.	**select** “What is the passenger title?” from “MR,MRS,DR” **assign to** title **select** “What is the passenger title?” from “MR,MRS,DR” **assign to** title

Statement	Description	Examples
append	Used to append variables by text or variable name. The value between the words **append** and **to** can be a concatenation of different strings and variables. The string after the word **to** is the name of the variable to store. The first character of this variable name should be a lowercase letter [a-z] and the other characters should be a number or letter [a-zA-Z0-9] or an underscore character. If the variable is not empty, the value is appended to the variable.	**append** “name” + var1 + “toto” **to** var2
comment	Allows you to enter comments in the **Advanced Language Editor**.	**// your comments**

Reference: HTML Tags in the Smart Flow Advanced Language

Only the HTML tag elements included in the following table are supported in Smart Flows.

Element	Type
b	Tag
br	Tag
color	Attribute
color	SubAttribute
div	Tag
font	Tag
font-size	SubAttribute
font-weight	SubAttribute
h1	Tag
h2	Tag
h3	Tag
i	Tag
p	Tag
size	Attribute
span	Tag
style	Attribute
text-decoration	SubAttribute
u	Tag

For an example of using these HTML tag elements, see *Example: Smart Flow With HTML Tags* on the next page.

Example Smart Flows

Example: Smart Flow

The following Smart Flow prompts the user to enter passport information for each passenger in the Booking File.

Note: This example shows a Smart Flow defined by an office administrator in the **Advanced Language Editor**.

```
ask "Enter P to enter Passport information per passenger and then enter 'X' to Exit" until "X" {
  when ("P") {
   group {
      ask "Enter Carrier Code e.g: BA" assign to CarrierCode
      ask "Enter issuing Country e.g: USA, GBR" assign to IssuingCountry
      ask "Enter Passport number" assign to PassportNumber
      ask "Enter Nationality e.g: USA, GBR" assign to Nationality
      ask date "Enter Birth Date e.g: 02AUG58" with format  DDMONYY assign to DoB
     //ask "Enter Birth Date e.g: 02AUG58" assign to DoB
      ask "Enter Gender: M for Male, F for Female, MI for Male Infant, FI for Female Infant" assign to Gender
      ask date "Enter Expiration Date e.g: 07DEC19" with format  DDMONYY assign to ExpDate
     //ask "Enter Expiration Date ie: 07DEC19" assign to ExpDate
      ask "Enter Last Name" assign to LastName
      ask "Enter First Name" assign to FirstName
     //ask "Enter passenger number if multipassenger PNR e.g: 2, 3" assign to PaxNumber
      ask number "Enter passenger number if multipassenger PNR e.g: 2, 3" assign to PaxNumber
  }
   if (PaxNumber!="") {
      send "SRDOCS" + CarrierCode + "HK1-P-" + IssuingCountry + "-" + PassportNumber + "-" + Nationality + "-" +
DoB + "-" + Gender + "-" + ExpDate + "-" + LastName + "-" + FirstName + "/P" + PaxNumber
   } else {
      send "SRDOCS" + CarrierCode + "HK1-P-" + IssuingCountry + "-" + PassportNumber + "-" + Nationality + "-" +
DoB + "-" + Gender + "-" + ExpDate + "-" + LastName + "-" + FirstName
   }
  }
}
```

Example: Smart Flow With HTML Tags

The following Smart Flow uses HTML tags to format the questions defined in **ask**, **mandatory ask**, **select** and **choose** statements.

Note: This example shows a Smart Flow defined by an office administrator in the **Advanced Language Editor**.

```
group {
    ask "<h1>Header 1 of first question (bolded and bigger text)</h1>
    part of the same question on a next line <font color=\"red\">this text will be red</font>" assign to variable1
    //the above question has a header and a normal line. it uses HTML to color the text.
    ask "<span style=\"color:red\">this text will also be red</span>" assign to variable2
    //the above question uses CSS to color the text.
    mandatory ask "<font size=\"2\" color=\"purple\">This is purple text above a mandatory field</font>" assign to variable3
    ask "<font size=\"3\" color=\"green\">This is some  bigger green text</font>" assign to variable4
    select "<b>This is bold text</b>" from "option1, option2" assign to variable8
    ask "<span style=\"font-weight:bold\">This is bold text</span>" assign to variable8
    ask "<i>This is some italic text</i>" assign to variable8
    ask "<u><font color=\"red\">This is some underlined red text</font></u>" assign to variable8
    ask "<u><i>This is some underlined italic text</i></u>" assign to variable8
    select "<p style=\"text-decoration:underline\">This is also underlined text</p>" from "option 1,option 2,option 3" assign to variable9
   }
choose "<b><i>This is some bold italic text</i></b>" {
     when ("option1") {
                 send "rm1"
          }
     when ("option2") {
                 send "rm2"
          }
   }
```

Using Command History

How to Display Command History

In the Command Page of a Booking File, press **Alt+right-arrow** or click on the **Command History** icon to display the previously entered commands.

There is no limit to the number of commands that you can display using the command history.

Note: If the selected commands have not been run, the **Command History** pop-up window is empty and all buttons are unavailable.

What Are the Navigation Options in Command History?

Action	Result
Up-arrowDown-arrow	Navigate up and down the command list.
Shift+mouse click Shift+up-arrowShift+down-arrow	Select multiple commands sequentially.
Ctrl+mouse clickCtrl+up-arrow+space bar Ctrl+down-arrow+space bar	Select multiple commands non-sequentially.
Enter	Run a command in standard display mode or edit mode.
Ctrl+Space	Select or deselect a command.
Shift+SpaceSingle left click	Select a command and deselect all previous selections.
Ctrl+left click	Select or deselect a command and keep all previous selections.
Shift+left click	Select a list of commands based on the last command focus.
Shift+Enter	Add a new line to a selected command when command history is in edit mode (the right column of the **Command History** pop-up window for editing selected commands).
Ctrl+Enter	Add a new line to insert a new command when command history is in edit mode (the right column of the **Command History** pop-up window for editing selected commands).
Tab	Move the focus of selection in the **Command History** pop-up window.

How to Edit Command History

1. Display command history. See *How to Display Command History* above.
2. Click on **Edit** in the **Command History** pop-up window.

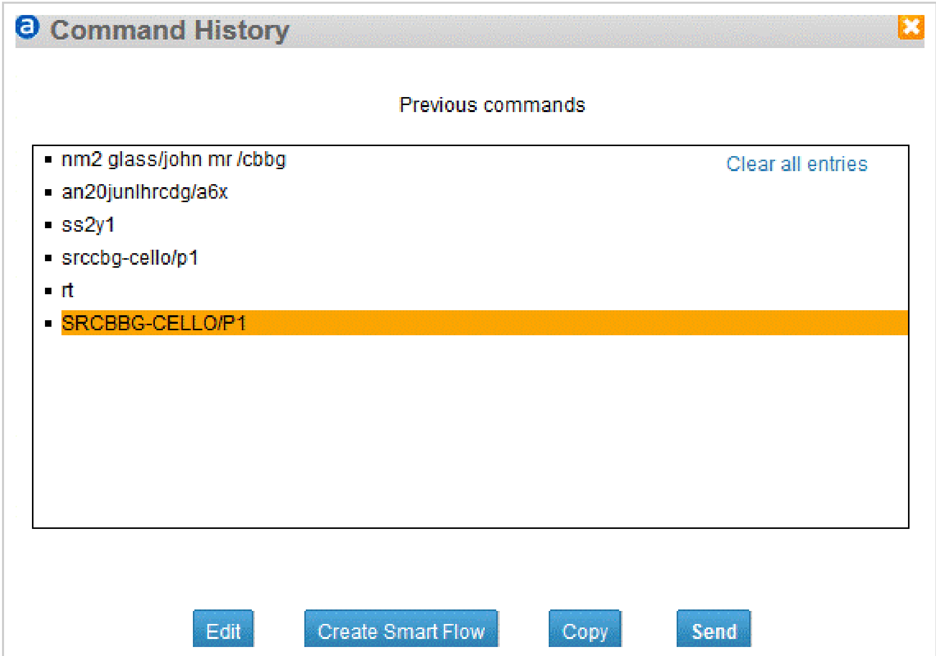
   The window splits into two columns: a left column that displays the previously run commands in the command history, and a right column to edit the chosen commands.
3. Select a command in the left history column and click on **Add** to move the command to the editing column.

See also *What Are the Navigation Options in Command History?* on the previous page.

4. Edit the selected command as required.
   - To run the edited commands, click on **Send** or press **Enter**.
   - To copy and paste the edited commands to the Command Page, select the commands and click on **Copy**.
   - To create a smart flow from the edited commands, click on **Create Smart Flow**. See also *How to Create a Smart Flow Using Command History* below.
   - To remove a command from the editing column, select the command and click on **Remove** or click on **Remove All** to remove all commands.
5. To return to the standard display mode, click on **Standard Mode**.
6. To close the **Command History** pop-up window, click on **Close** or press **Esc**.

How to Create a Smart Flow Using Command History

1. Display command history. Refer to *How to Display Command History* on the previous page.
2. Select the commands in the **Command History** pop-up window that you want to use in the Smart Flow.
3. If you want to edit the commands before creating the Smart Flow, click on **Edit** and update as required. See also *How to Edit Command History* on the previous page.
4. Click on **Create Smart Flow**.



The application automatically switches to the **Smart Flow Editor**.

The selected commands are pasted from the **Command History** pop-up window to the **Smart Flow Editor**, where you can edit, save, or add questions to the commands. For more information, see *How to Create a Question* on page 309.

What Happens When Command History Is Used to Create a New Smart Flow?

If the Smart Flows list is open:

- The application automatically switches to the **Smart Flow Editor**.
- The definition text area displays the cryptic commands that were sent when creating the new Smart Flow.

If the Smart Flow Editor is open:

- If there are any unsaved changes for the previous Smart Flow, you are prompted to choose either the **Save**, **Do Not Save**, or **Keep Editing** option.
- If there are no unsaved changes for the previous Smart Flow, a new Smart Flow is created and the definition text area displays the commands from the **Command History** pop-up window.

Managing Smart Flows

How to Open a Smart Flow

1. In the **Smart Flows** list, select the Smart Flow that you want to open.
2. Click on **Open**.

   Alternatively, double-click on the Smart Flow.

How to Edit a Smart Flow

Note: You must be an office administrator to edit an office Smart Flow. If the Smart Flow is shared, you must be logged into the office in which it was created before you can edit it and you cannot rename a shared Smart Flow.

1. Open the Smart Flow. See *How to Open a Smart Flow* above.

   A Smart Flow is opened in the editor that it was last saved in.
2. Update the fields as required and click on **Save**.

How to Delete a Smart Flow

Note: You must be an office administrator to delete a shared or office Smart Flow. If you delete a shared Smart Flow, it is deleted from all offices that it was shared with.

Caution: Before you delete a Smart Flow, make sure it is not being used by another Smart Flow, a Smart Trigger or Quality Monitor. Otherwise, you risk blocking a user's booking flow.

1. Select the Smart Flow that you want to delete in the **Smart Flows** list.
2. Click on **Delete**.
3. In the **Delete Smart Flow** pop-up window, click on **Delete** to confirm the deletion.

Showing and Hiding Smart Flows

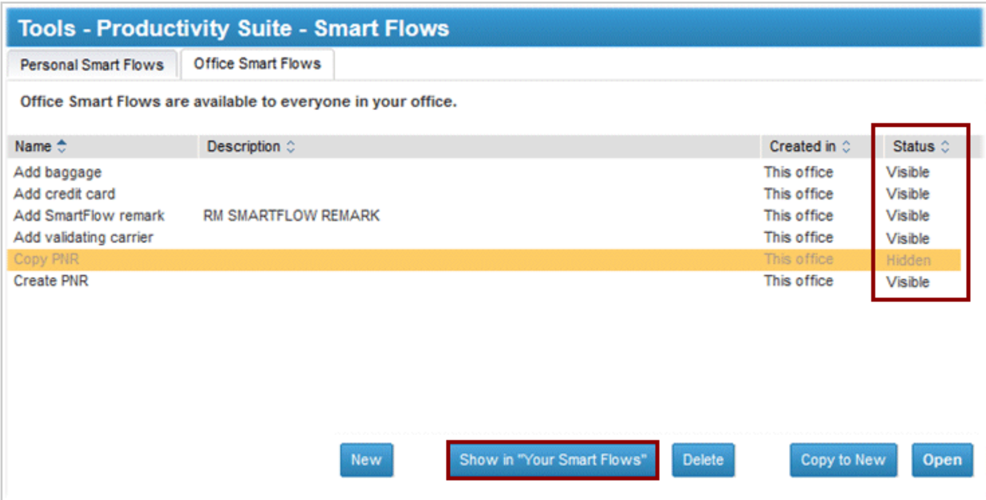
Understanding Hidden Smart Flows

As a user or office administrator, you can choose to hide or show Smart Flows in the **Your Smart Flows** menu.

See also *How to Run a Smart Flow* on page 311.

A hidden Smart Flow can still be called by other Productivity Suite tools. For example, the Smart Flow can still be executed by Quality Monitor and Smart Triggers.

Image: Hidden and Visible Smart Flows in the Smart Flows List



How to Hide a Smart Flow in Your Smart Flows

1. In the **Smart Flows** list, select the Smart Flow that you want to hide.
2. Click on **Hide from Your Smart Flows**.

   Alternatively, clear the **Show in Your Smart Flows** check box in the editor.

   The Smart Flow is no longer available in **Your Smart Flows** in the main toolbar and you cannot run it. However, it can still be launched by other Smart Flows, Smart Triggers and Quality Monitor.

How to Show a Smart Flow in Your Smart Flows

1. In the **Smart Flows** list, select the Smart Flow that you want to show.
2. Click on **Show in Your Smart Flows**.

   Alternatively, select the **Show in Your Smart Flows** check box in the editor.

   The Smart Flow is now available in **Your Smart Flows** in the main toolbar and can be run.

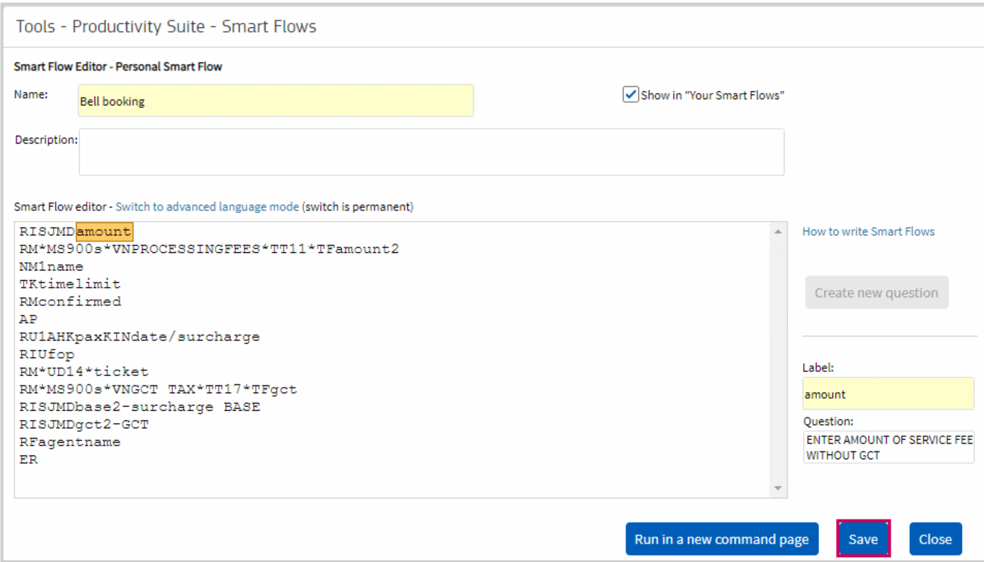
Using Questions in the Smart Flow Editor

What Is the Purpose of Creating Questions?

Questions define the prompt that is displayed during the execution of a Smart Flow. Cryptic commands are sent with the answers that are provided. A colour-highlighted rectangle indicates which sections of a command have a question associated with them. The highlight is orange when the question is active and the highlight is blue when the question is selected but not active.

How to Create a Question

1. Open or create a Smart Flow in the **Smart Flow Editor**.
2. Select the part of the command that you want to create a question for.
3. Click on **Create New Question**.
4. Enter a title for the question in the **Label** field.
5. Enter the question in the **Question** field.
6. Click on **Save**.



How to Edit a Question

Note: Changes made to a question are saved automatically even if you do not click on **Save**. Therefore, if you edit a question and activate another question, the changes to the first question are saved automatically.

1. Activate the question in command mode by clicking on the section of the command that the question relates to. Alternatively, use the keyboard arrows to navigate to the command.

   The question is activated when the **Label** and **Question** fields are prefilled with the question details and the section of the command in the definition field is highlighted in orange.
2. Edit the question as required.

How to Delete a Question

Note: Ensure that the question is not active because an active question cannot be deleted.

Place the cursor at the beginning of the label of the coloured rectangle for the question and press **Delete**.

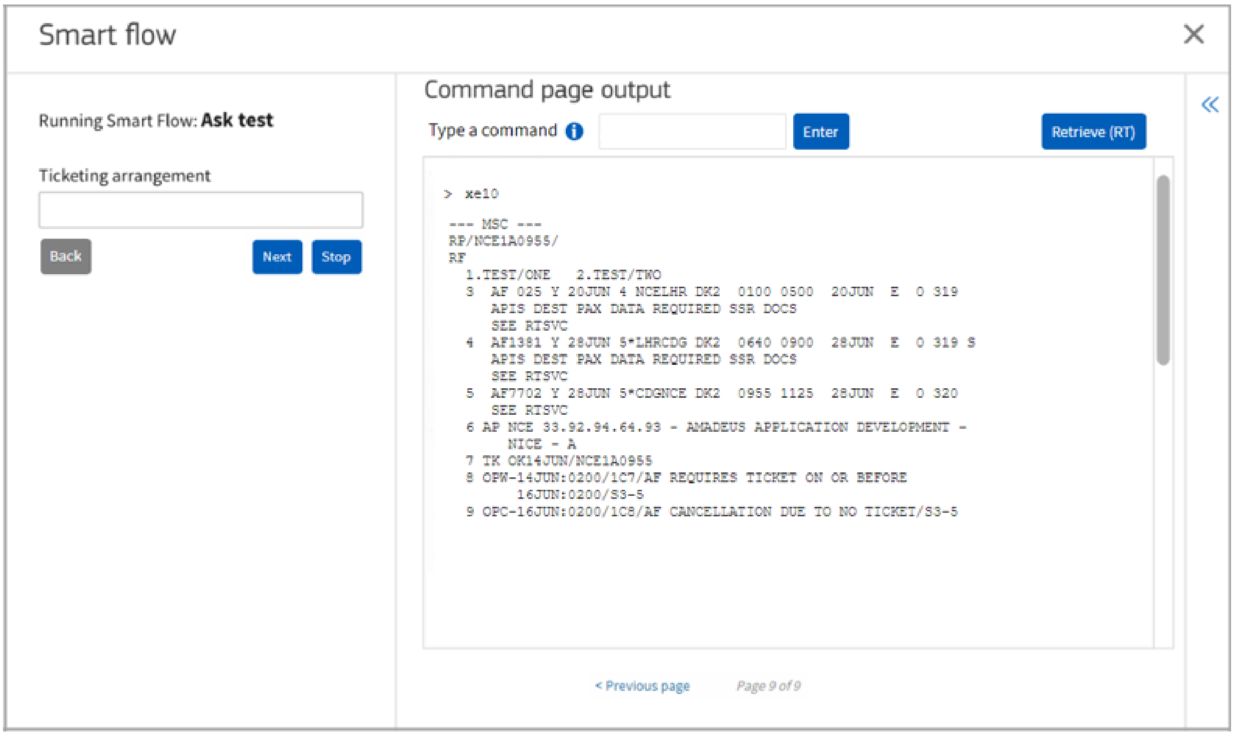
Alternatively, place the cursor at the end of the label of the coloured rectangle for the question and press **Backspace**.

Running and Stopping Smart Flows

What Happens When You Run a Smart Flow?

- If the Smart Flow contains questions or instructions, you can enter the responses in the **Smart Flow** pop-up window using free text. If there is a list of options to choose from, you can select the correct response using the keyboard or mouse.
- The commands that are sent by the Smart Flow are echoed in the Command Page.
- If several Booking Files are open when you run a Smart Flow, the Smart Flow only affects the current Booking File.
- When you run a Smart Flow from graphic mode, the cryptic response is displayed in the **Command Page Output** section of the **Smart Flow** pop-up window. This cryptic display is read-only and cannot be edited.
- You can expand or collapse this **Command Page Output** section using the **Expand** and **Collapse** arrows.

Image: Command Page Output Section of Smart Flow Window

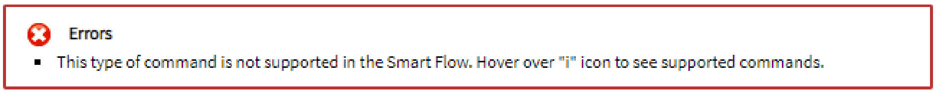


- If there is more than one page of **Command Page Output**, you can use the **Previous Page** and **Next Page** options to navigate from one page to another.

Image: Navigation Links in Command Page Output

- You can use the **Retrieve (RT)** button to view PNR elements while the Smart Flow is running.
- To launch a corrective cryptic command while a Smart Flow is running:
  - Enter the command in the cryptic input field in **Command Page Output**.
  - Click on **Go** to launch the command.
- When a cryptic command is not supported, an error message appears, showing how to find the list of supported commands.

Image: Error message when command not supported

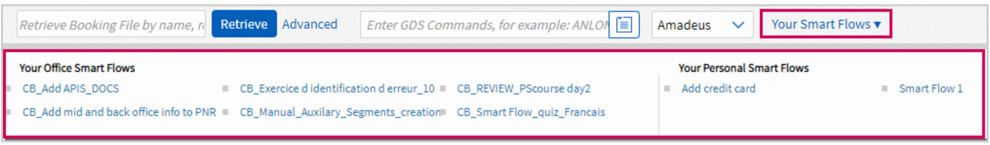


How to Run a Smart Flow

1. Click on **Your Smart Flows** on the main toolbar of Selling Platform Connect to display the list of Smart Flows.

   If you have both personal and office Smart Flows, the **Your Smart Flows** panel is divided into **Office Smart Flows** and **Personal Smart Flows**.
2. Click on the link for the Smart Flow that you want to run.

Image: Your Smart Flows



How to Stop a Smart Flow

1. Run a Smart Flow. See *How to Run a Smart Flow* above.

   A prompt appears to confirm that the selected Smart Flow is running.
2. Click on **Stop** or the icon.

Note: You can only stop a Smart Flow when there is a prompt available.

Smart Key Translation

What Is the Smart Key Translator?

The Smart Key Translator allows you to translate Smart Keys from Amadeus Selling Platform to personal or office Smart Flows in Selling Platform Connect.

Note: Any user can save Smart Key translations as personal Smart Flows but you must be an office administrator to save Smart Key translations as office Smart Flows.

How to Access the Smart Key Translator

On the main page of Selling Platform Connect, expand the **Tools** menu and click on **Smart Key Translation**.

Translating Smart Keys to Smart Flows

How to Translate a Smart Key to a Smart Flow

1. Copy the Smart Key that you want to translate and paste it in the **Smart Key to Translate** column of the Smart Key Translator.
2. Click on **Translate**.

   The Smart Key appears as a Smart Flow in the **Translated Smart Flow** column and it can be edited if needed.
3. You can copy the translated Smart Flow either to a new personal Smart Flow or a new office Smart Flow using a **Copy to New** memory button. The previous selection is retained and displayed on the memory button for the duration of the session. To display the copy options, click on the drop-down arrow on the **Copy to New** memory button.

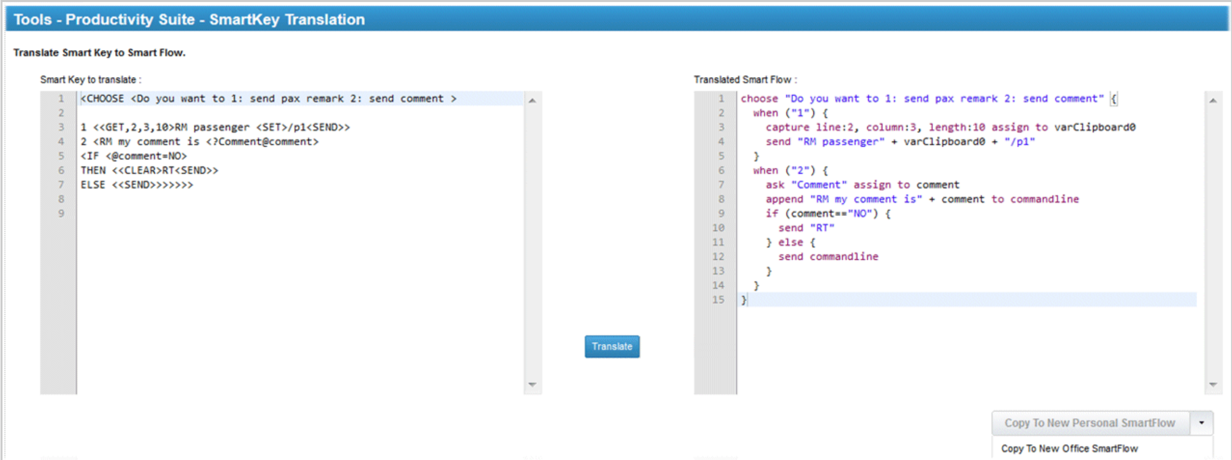
   Note: You must be an office administrator to copy a translated Smart Flow to a new office Smart Flow.

   a. To copy to a new personal Smart Flow, click on **Copy to New Personal Smart Flow**.

      The **Advanced Language Editor** opens and displays the personal Smart Flow.

   b. To copy to a new office Smart Flow, click on **Copy to New Office Smart Flow**.

      The **Advanced Language Editor** opens and displays the office Smart Flow.
4. Click on **Save**.

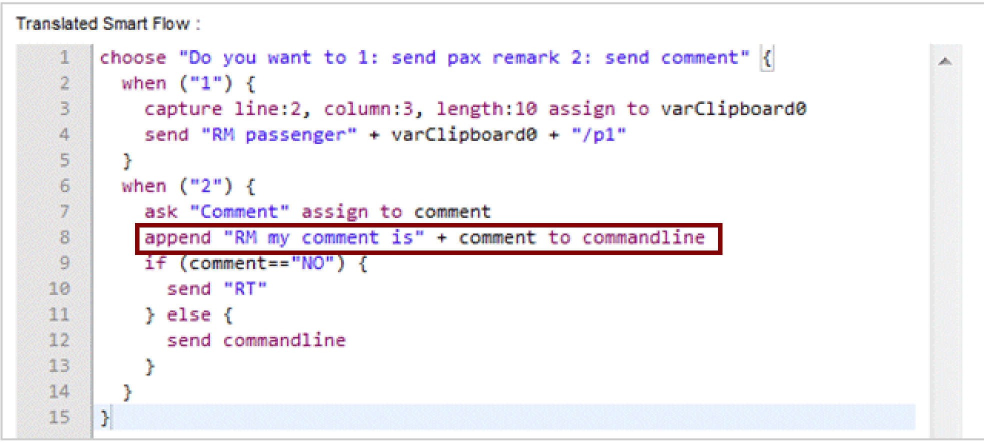


What If the Smart Key Does Not Contain Command Code?

If you are translating a Smart Key that does not contain any command code and contains only text, insert the Smart Key between the **append.... to commandline** syntax.

The value inserted between 'append' and 'to' is placed in the command line while waiting to be modified or executed.

Image: Append to... Command Line



Reference: Which Smart Keys Can Be Translated to Smart Flows

Command Code	Command Description
<SEND <send	Send command
<?	Prompt action
<CHOOSE <choose	Choose command
<@	Use variable

Command Code	Command Description
<TODAY> <today>	Today date value
<SET> <set>	Paste the save value
<GET> <get>	Copy selected text
<REPEAT UNTIL <repeat until	Repeat until instruction
<*	Add a comment
<IF THEN ELSE> <if then else>	If then else instruction
[	Optional prompt
<%	Add an embedded Smart Key

Smart Triggers

What Is the Smart Triggers Tool?

Smart Triggers is a tool that launches extensions such as scripts or Smart Flows in Selling Platform Connect. For example, a Smart Trigger can be a rule that triggers the launch of a script when a certain command is entered in the prompt of the Command Page.

The different types of extensions that can be run are:

- Smart Flows
- Plus scripts
- Server-side scripts
- Smart Tools

Note: Smart Flows and server-side scripts are advanced options that must be enabled by a site parameter.

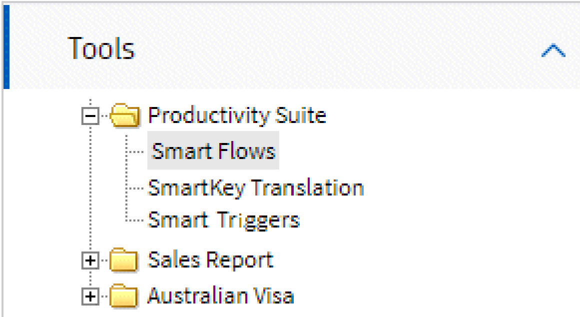
You must be an office administrator to define rules using the Smart Triggers tool.

What Are the Prerequisites for Accessing Smart Triggers?

The optional **Productivity Suite** module must be activated by a site parameter before you can access Smart Triggers.

How to Access Smart Triggers

On the **Tools** menu of Selling Platform Connect, expand **Productivity Suite** and click on **Smart Triggers**.



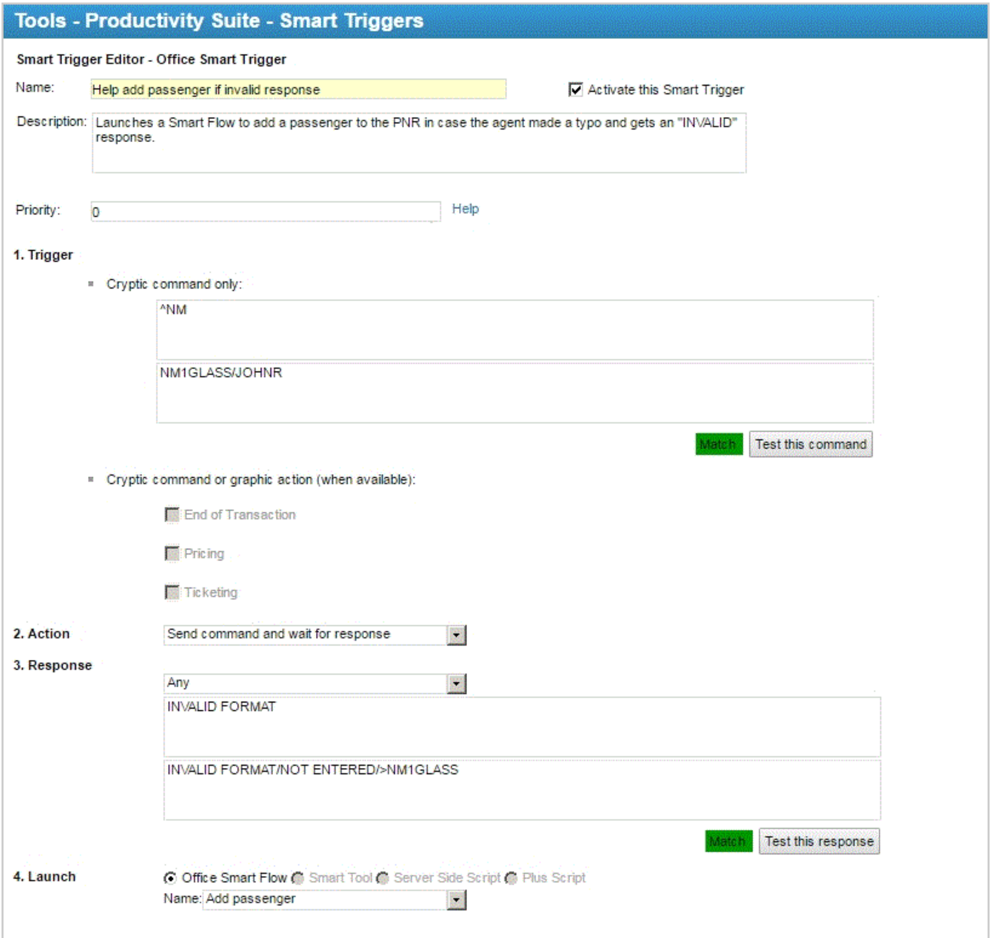
What Are the Different Types of Smart Triggers?

Smart Trigger Type	Description
Smart trigger on command match	These Smart Triggers are used to launch a script instead of the standard response of a cryptic command. They intercept the command and launch the script. There is no response match on these Smart Triggers because there is no response from the Amadeus central system.
Smart trigger on response match	These Smart Triggers are used to launch a script in addition to the standard response of a cryptic command. They do not intercept the command but launch the script in addition to the result of the cryptic command. When creating this trigger type, the cryptic commands are filtered depending on response type and response match. For more information see *Explanation: Smart Trigger Editor Fields* on page 319.

Note: You can also create a Smart Trigger that combines both types of trigger: command match and response match.

Example: Smart Trigger

In this example, the Smart Trigger intercepts any cryptic command beginning with **NM**. If the response in the Command Page contains the words **INVALID FORMAT**, the Smart Trigger launches an office Smart Flow to help the user add a passenger using the correct format.



Note: In this example, the command and response matches have been successfully tested using the **Test this command** and **Test this response** options.

Working With Smart Triggers

Running Smart Triggers

A Smart Trigger runs its associated flow or script according to the way you define the Smart Trigger using the **Smart Trigger Editor**. For more information, see *How to Edit a Smart Trigger* on the facing page.

If multiple Command Pages are open, a Smart Trigger only impacts the Command Page where the user enters the triggering command.

Stopping Smart Triggers

You cannot stop a Smart Trigger at run time.

However:

- If the Smart Trigger launches a Smart Flow, you can stop it, as long as there is a prompt available to stop it.
- If the Smart Trigger launches a script, you can stop it, as long as the script allows itself to be stopped.

How to Activate a Smart Trigger

Select the deactivated Smart Trigger in the **Smart Triggers** list, and click on **Activate**.

You can also activate a Smart Trigger in the editor by selecting the **Activate this Smart Trigger** check box.

An active Smart Trigger can be run.

How to Deactivate a Smart Trigger

Select the active Smart Trigger in the **Smart Triggers** list, and click on **Deactivate**.

You can also deactivate a Smart Trigger in the editor by clearing the **Activate this Smart Trigger** check box.

A deactivated Smart Trigger cannot be run.

What Is the Smart Trigger Editor?

The **Smart Trigger Editor** is displayed when you click on the **New** or **Open** buttons at the bottom of the **Smart Triggers** list.

You use the **Smart Trigger Editor** to perform the following tasks:

- Create a new Smart Trigger.
- Copy or edit an existing Smart Trigger.
- Activate or deactivate a Smart Trigger.
- Handle errors.

Note: A Smart Trigger with Error 2401 can be saved in the Smart Triggers list, but it cannot be activated.

How to Edit a Smart Trigger

Note: To edit a shared Smart Trigger, you must be logged into the same office that created it.

1. Select a Smart Trigger in the **Smart Triggers** list and click on **Open**.
2. In the **Smart Trigger Editor**, modify the necessary fields and click on **Save**. See *Explanation: Smart Trigger Editor Fields* on page 319.
3. Click on **Close**.

Note: If you enter a new name for an existing Smart Trigger, it is overwritten, rather than creating a copy. White spaces included before and after a Smart Trigger name are removed at save time.

How to Delete a Smart Trigger

Note: If you delete a shared Smart Trigger, it is deleted from all offices that it was shared with. You cannot delete a Smart Trigger that was created in an office other than the one you are logged into.

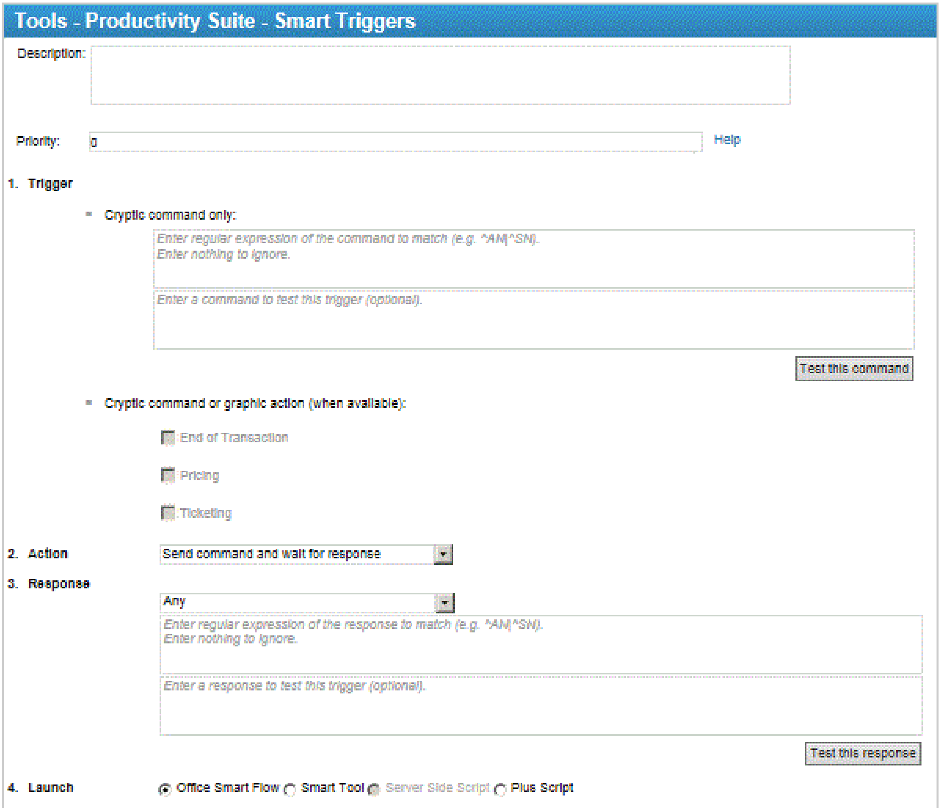
1. Select a Smart Trigger in the **Smart Triggers** list, and click on **Delete**.
2. A pop-up confirmation is displayed. Click on **Delete**.

Creating Smart Triggers

How to Create a New Smart Trigger

1. In the **Smart Triggers** list, click on **New**.

   The **Smart Triggers Editor** opens.



2. Complete the required fields for the trigger.

   Refer to *Explanation: Smart Trigger Editor Fields* on the facing page and *Reference: Syntax Used in Regular Expressions* on page 337.

   Note: For security reasons, do not enter credit card information in Smart Triggers. For more information, see *How Is Credit Card Information Stored in Productivity Suite?* on page 283.

3. Click on **Save**.

How to Create a Smart Trigger from an Existing Smart Trigger

1. Select a Smart Trigger in the **Smart Triggers** list, and click on **Copy To New**.

   The **Smart Trigger Editor** page is displayed showing a copy of the selected alarm.

2. Modify the required fields and click on **Save**.
3. Click on **Close**.

Video: How to Create an Office Smart Trigger

Launch

Explanation: Smart Trigger Editor Fields

<table>
<tr><th>Smart Trigger Editor Field</th><th>Explanation</th></tr>
<tr><td>Name</td><td>You must enter a name for the Smart Trigger.</td></tr>
<tr><td>Activate This Smart Trigger</td><td>Select this option to activate the Smart Trigger from the Smart Trigger Editor.</td></tr>
<tr><td>Description</td><td>This field allows you to enter an optional description for the Smart Trigger.</td></tr>
<tr><td>Priority</td><td>There can be multiple Smart Triggers for the same command.
Use this field to determine which trigger is run first. The lower the number you enter in the field for each Smart Trigger (zero is the lowest), the higher the priority.
Triggers that intercept commands always run before triggers without interception.
Note: When there are two triggers that intercept the same command, only the trigger with the lower number (higher priority) runs.
For more information, What Are the Different Types of Smart Triggers? on page 315.</td></tr>
<tr><td>Cryptic Command Only</td><td rowspan="2">Use either or both of these fields to define the commands or actions that run the Smart Trigger.
• In the Cryptic Command Only field, enter a regular expression that you expect the command to match.
For example, a regular expression of ^AN causes the Smart Trigger to launch a Smart Flow or script every time the user enters a command starting with AN in the Command Page.
• In the Cryptic Command or Graphic Action, When Available field, select the command family and command that you expect to match. This includes the cryptic command and its equivalent graphical action.
For example, if you select End of Transaction and ER, the Smart Trigger launches a Smart Flow or script every time the user enters ER in the Command Page or clicks on Save and Confirm (ER) in the Booking File.
The command families and commands available are the same as those available for Quality Monitor. See What Are the Trigger Commands in Cryptic and Graphic? on page 340.
Both of these fields can be left empty if a match is only needed on the response type. In this case, you must define a regular expression to match the response of the command in the Response field.</td></tr>
<tr><td>Cryptic Command or Graphic Action, When Available</td></tr>
<tr><td>Test This Command</td><td>Use this field to test the regular expression entered in the Cryptic Command Only field.
1. Enter a command.
2. Click on Test This Command.
Match or No Match is displayed to confirm whether or not the regular expression matches the command you entered.</td></tr>
</table>

Smart Trigger Editor Field	Explanation
Action	This drop-down list allows you to define how the Smart Trigger is run. If you want the Smart Trigger to intercept the command and run the Smart Flow or script, select **Immediately Launch**. In this case, there will be no response to match. If you want the Smart Trigger to launch the Smart Flow or script in addition to the response of a cryptic command, select **Send Command and Wait for Response**. **Note:** If you defined a graphical action and cryptic command to run the Smart Trigger, the only option available is **Immediately Launch**.
Response	This section only appears if you select **Send Command and Wait for Response** in the **Action** field. 1. Categorise the response type. Select **Any Type** or select a specific response category. 2. Enter the regular expression that you want the response to match. You can also set the Smart Trigger to match a command only and leave this field empty.
Test This Response	Use this field to test the regular expression entered in the **Response** field. 1. Enter a response. 2. Click on **Response Test**. **Match** or **No Match** is displayed to confirm whether or not the regular expression matches the command you entered.
Launch	Select the type of action that you want to trigger and select from the **Name** drop-down list. **Note:** Only office-level Smart Flows can be used with Smart Triggers.

Quality Monitor

What Is Quality Monitor?

Quality Monitor uses rules, defined by an office administrator, to check that the Booking File complies with the correct booking process.

It displays blocking, warning and information messages that prompt the user to apply corrections before completing a booking.

Quality Monitor is executed when the user:

- Enters a cryptic command or its equivalent graphical action that is defined in a rule as a trigger for Quality Monitor checks.

  Or:
- Clicks on **Check All** in the Quality Monitor checklist.

For more information, see *Managing Checks and Trigger Commands* on page 344.

What Is the Quality Monitor Editor?

The **Quality Monitor Editor** is used to create and edit rules and add checks to these rules. You can also activate and deactivate rules in the editor.

For more information, see *Creating and Managing Quality Monitor Rules* below and *Managing Checks and Trigger Commands* on page 344.

See also *Explanation: Main List Page* on page 282.

For information on the autocomplete functionality, refer to *Using Autocomplete* on page 345.

What Is the Quality Monitor Language?

The Quality Monitor language is used to write the check definitions of a Quality Monitor rule. The first instruction of a check definition can be an **if** instruction or a **choose** instruction.

For specific examples of Quality Monitor rules, refer to *Creating and Managing Quality Monitor Rules* below.

What Are the Prerequisites for Accessing Quality Monitor?

The optional **Productivity Suite** module must be activated by a site parameter before you can access Quality Monitor.

How to Access Quality Monitor

On the **Tools** menu of Selling Platform Connect, expand **Productivity Suite** and click on **Quality Monitor**.

Creating and Managing Quality Monitor Rules

What Are the Elements of a Quality Monitor Rule?

Element	Explanation
Name	The name of the Quality Monitor rule.
Description	An optional description of the rule.
Trigger	The cryptic command or its equivalent graphical action that triggers the Quality Monitor checks defined in the rule. **Note:** Each command or action belongs to a specific triggering command family. For example, TTP belongs to the Ticketing family.
Global variable name	The name of the global variable created for a Quality Monitor rule. **Note:** For each rule, you can add up to five global variables which can be used in multiple checks with the **send** and **send auto** statements.
Global variable element	A drop-down list of elements supported in Quality Monitor.

Element	Explanation
Global variable property	A drop-down list of properties available for each selected element.
Global variable condition	A field where you can enter a condition for the creation of your variable.
Check name	The name of each check. This name is displayed in the Quality Monitor checklist.
Check message	An optional generic message that can provide more information for each check. This message is displayed in the check overlay.
Check definition	The set of conditions and instructions that define the behaviour of each check. You create check definitions using the Quality Monitor Language.

For more information, see *Managing Checks and Trigger Commands* on page 344.

How to Create a Quality Monitor Rule

1. In the **Quality Monitor Rules** list, click on **New**.

   The **Quality Monitor Editor** opens and allows you to complete the required fields for the rule.
2. Enter a name and first check as a minimum. The name of the rule must be unique.

   For details on checks, refer to *Managing Checks and Trigger Commands* on page 344.

   Note: For security reasons, do not enter credit card information in Quality Monitor. For more information, see *How Is Credit Card Information Stored in Productivity Suite?* on page 283.
3. To activate the rule, select the **Activate this Rule** checkbox.

   Activation allows the rule to be applied to a Booking File when a cryptic command or its equivalent graphical action from their corresponding trigger family is used or the next time the **Check All** link in the Quality Monitor checklist is clicked.

   Note: By default, the rule will be saved with a deactivated status.
4. Click on **Save**.

   The new rule is added to the **Quality Monitor Rules** list.

Video: How to Create a Quality Monitor Rule

Launch

How to Create a New Quality Monitor Rule from an Existing Rule

1. In the **Quality Monitor Rules** list, select the rule that you want to copy and click on **Copy to New**.

The new rule opens in the **Quality Monitor Editor**. The name field contains the string "Copy of <name of the selected rule>" and the other fields are prefilled with data from the existing rule.

2. Edit the rule as required.
3. Click on **Save**.
4. To return to the **Quality Monitor Rules** list, click on **Close**.

How to Open a Quality Monitor Rule

1. In the **Quality Monitor Rules** list, select the rule that you want to open.
2. Click on **Open**.

How to Edit a Quality Monitor Rule

1. Select the rule in the **Quality Monitor Rules** list and click on **Open**.
2. Update the rule as required and click on **Save**.

Note: If you are deleting commands from a rule, at least one command must be present.

How to Activate a Quality Monitor Rule

1. Select the non-active rule in the **Quality Monitor Rules** list.
2. Click on **Activate**.

You can also activate a rule in the **Quality Monitor Editor** by selecting the **Activate this Rule** check box.

The activated rule is then applied to a Booking File when a cryptic command or its equivalent graphical action from their corresponding trigger family is used or the next time the **Check All** link in the Quality Monitor checklist is clicked.

How to Deactivate a Quality Monitor Rule

1. Select the active rule in the **Quality Monitor Rules** list.
2. Click on **Deactivate**.

The deactivated rule is greyed out in the **Quality Monitor Rules** list. The checks in the rule will not appear in the Quality Monitor checklist, and they will not be executed when a command or graphical action from their corresponding trigger family is used or when the **Check All** link in the Quality Monitor checklist is clicked.

How to Delete a Quality Monitor Rule

Note: You must be an office administrator to delete a shared or office rule. If you delete a shared rule, it is deleted from all offices that it was shared with.

1. Select the rule in the **Quality Monitor Rules** list.
2. Click on **Delete**.
3. In the **Delete Rule** pop-up window, click on **Delete**.

Example Quality Monitor Rules

Example: Quality Monitor Rule for Form of Payment

2. Form of Payment

Please add a form of payment

Delete

```
if (FormOfPayment.count == 0) {
  set status WARNING
choose "Use one of the following options to add a Form of Payment" {
  when ("Call a Smart Flow to add a credit card") {
    call "Add credit card"
  }
  when ("Send cryptic command for Cash") {
    send "FP Cash"
  }
when ("Send cryptic command for Cheque") {
```

This rule checks for an FOP element in the PNR. If no FOP is found, a warning is displayed with options to send cryptic commands to add a FOP either as cheque or as cash. Alternatively, the user can also add a credit card by calling a Smart Flow.

Example: Quality Monitor Rule for Fax or Email Contact

1. Check for fax or email

A paasenger should have an associated fax or email contact details

Delete

```
if (Contact.where(ContactType == "E" OR ContactType == "F").count == 0) {
set status WARNING
choose "Use one the options to add a fax number or email address" {
  when ("Call a smart flow to add a fax number") {
    call "Add fax"
  }
  when ("Call a Smart Flow to add an email address") {
    call "Add email"
  }
}
```

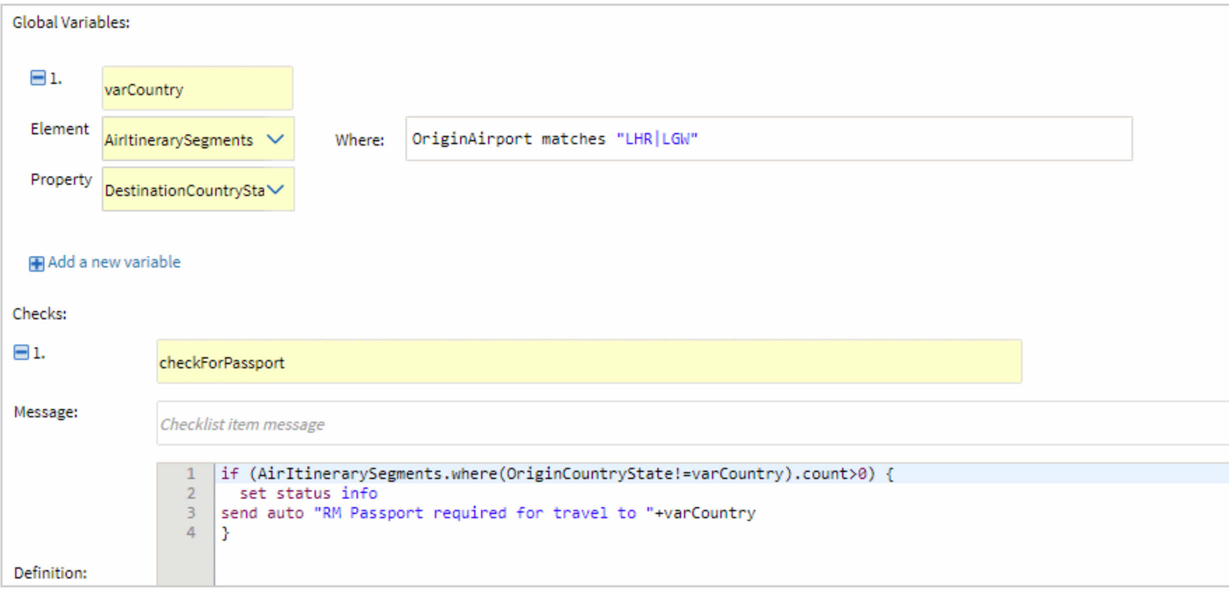
This rule checks for an email address or fax contact element in the PNR. If no contact is found, a warning is displayed with options to either call a Smart Flow to add a fax number or call a Smart Flow to add an email address.

After a contact is added for the passenger, the if condition becomes false and the check is successful.

Example: Quality Monitor Rule Using a Global Variable

In this example, the rule uses a global variable to send a dynamic OSI element when the destination and airline conditions are met. The airline for the OSI element is dynamically selected using the global variable created at an earlier stage. See *Creating and Managing Quality Monitor Rules* on page 321.

Example: Quality Monitor Rule Using a Global Variable With a Condition



In this example, the rule compares two properties and adds a dynamic remark that a passport is required if a segment is international. See *Creating and Managing Quality Monitor Rules* on page 321.

Example: Quality Monitor Rule for ESTA Warning

Rule Purpose

If the origin of an air segment is FR and the destination is US, automatically send a remark warning that a valid ESTA is required for entry to the US.

Rule Definition

```
if (AirSegment.where(BoardPointCountryState=="FR").count>0 AND
AirSegment.where(OffPointCountryState CONTAINS "US").count>0) {
set status WARNINGsend auto "RIR REMEMBER YOU WILL NEED A VALID ESTA
TO ENTER THE US" }
```

Example: Quality Monitor Rule for Hotel Booking Suggestion

Rule Purpose

If there is at least one air segment, no hotel segments and no remark indicating that hotel booking is not required, ask the user if hotel booking is required.

- When the answer is Yes, prompt the user to search for hotels.
- When the answer is No, send a remark indicating that hotel booking is not required.

Rule Definition

```
if (AirSegment.count>=1 AND HotelSegment.count==0 AND
GeneralRemark.where(FreeFlow CONTAINS "Hotel no needed").count==0 {
set status WARNING
choose "Does your traveller need accommodation?" {
when (''Yes - Please search for available hotels using the Hotels
module in Sell Connect") {
}
when ("No") {send "RM Hotel not needed"
}
}
}
```

Reference: Quality Monitor Language Statements

Statement	Definition
if (condition) { instructions }	CONDITION is used in the **if** instruction, and it is evaluated during the execution of a check. The operators **AND** and **OR** are used in checks for multiple conditions. INSTRUCTIONS are a single optional **choose** instruction and a mandatory single **set status** instruction. There must be a **set status** instruction for every check. A **set status** instruction without an **if** condition will prevent a success status for a check in the Quality Monitor checklist and result in a syntax error. **Note:** INSTRUCTIONS cannot be empty.

Statement	Definition
foreach (instance of Element) { **if** (condition) { instructions } }	The **foreach** statement loops through a specific type of element in a PNR. INSTANCE is a predefined keyword that reflects the information of the selected element in each iteration. CONDITION is used in the **if** instruction, and it is evaluated during the execution of a check. **Note:** INSTRUCTIONS cannot be empty. **Note:** You can only use one **foreach** statement per check.
choose "Do you want to" { **when** ("send pax remark") { **send** "rm1" } **when** ("call smart flow") { **call** "my smart flow" } }	The string within the quotes that follow **choose** is the question that is asked in the overlay. See *What Are the Corrective Actions for a Check?* on page 343. The **choose** instruction should contain at least one **when** statement. The **when** statement can only contain **send** or **call** instructions.
call	The **call** instruction calls an office Smart Flow from the overlay. **Note:** The Smart Flow must exist at office level and have exactly the same name (including capitalisation) that you use in the **call** instruction. Otherwise, the call will fail.
call smart tool	The **call smart tool** instruction calls a Smart Tool from the overlay. **Note:** The Smart Tool must be already be available in the user's office and have exactly the same name (including capitalisation) that you use in the **call** instruction. Otherwise, the call will fail.
send	The **send** instruction is used to manually send a cryptic command. The user can edit the command, if required, before it is sent.
send auto	The **send auto** instruction is used to automatically send a cryptic command. This means that the command is sent without any user interaction, as long as the corresponding **if** condition is true.

Statement	Definition
set status	The mandatory **set status** instruction allows you to define the status of a check if the condition is evaluated as true. There are three possibilities: • **INFO:** This status is displayed as information for the user. It does not block the user's booking flow and can be ignored. • **WARNING:** This status is displayed as a non-blocking error. It advises the user to complete specific actions but can be ignored. • **BLOCKING:** This status is displayed as a non-blocking error or a blocking error, depending on whether the rule is run from the **Check All** link in the Quality Monitor checklist or the corresponding trigger command family. For more information, see *What Are the Statuses of a Check?* on page 342.

Examples

For examples of how to use Quality Monitor Language statements in rules, see *Example: Quality Monitor Rule for Form of Payment* on page 324 and *Example: Quality Monitor Rule for Fax or Email Contact* on page 324.

Reference: Operators Used in Conditions

Operator	Definition
==	Used in conditions and property closures and used with numbers, Booleans and strings. In strings, it means 'exact match'.
!=	Used in conditions and property closures and used with numbers, Booleans and strings. In strings, it checks if the strings are not an exact match.
>	Used in conditions and property closures. Used mainly with numbers but can be used with Booleans and strings. In strings, it is based on alphabetical order. In Booleans, true > false.
<	Used in conditions and property closures. Used mainly with numbers but can be used with Booleans and strings. In strings, it is based on alphabetical order. In Booleans, true > false.
>=	Used mainly with numbers but can be used with Booleans and strings. In strings, it is based on alphabetical order.
<=	Used mainly with numbers but can be used with Booleans and strings. In strings, it is based on alphabetical order.

Operator	Definition
CONTAINS contains	Used only in property closures and with strings. **Example:** if GeneralRemark.where(FreeFlowText contains "NON SMOKER").count >= 1 **Explanation:** Checks if there is one or more general remarks containing the term 'non smoker'.
DOESNOTCONTAIN doesnotcontain	Used only in property closures and with strings.
MATCHES matches	Used only in property closures and with strings. **Examples:** AirSegment.where(BoardPointCountryState matches “US|CA”) matches any air segment where departure point is located in North America. AirSegment.where(DepartureDate matches “0\dDEC) matches any air segment where departure date is during the first nine days of December. **Explanation:** Checks if a Booking File/PNR element matches a specific regular expression pattern. For more information about writing regular expressions, see *Reference: Syntax Used in Regular Expressions* on page 337.
DOESNOTMATCH doesnotmatch	Used only in property closures and with strings. **Example:** if GeneralRemark.where(FreeFlowText DOESNOT MATCH "Non smoking flight").count >0 **Explanation:** Checks if a Booking File element does not match a specific regular expression pattern.
AND and	Used only between conditions. This is the logical && between Booleans.
OR or	Used only between conditions. This is the logical || between Booleans.
where	Used to find one or several properties of an insert variable. **Example:** airSegment.where((airline == "AF") AND (destination == "NCE")).count > 1 **Explanation:** Checks if there is more than one air segment where the airline is Air France and the destination is Nice.
count	Used to count the number of insert variables or the number of properties that satisfy the given conditions. **Example:** contact.count == 0 **Explanation:** Checks if there is no contact information for the passenger. For more information, see *Reference: Count Operator Examples* on the next page.

Reference: Count Operator Examples

Example	Explanation
AirSegment.count >=2	Checks that there are **AT LEAST** two air segments.
GeneralRemark.where(FreeFlow contains "abc".count ==1	Checks that there is **EXACTLY** one general remark containing the text "abc".
AirSegment.where(Airline =="AF").count <3	Checks that there are **LESS THAN** three AF air segments.
GeneralRemark.where(FreeFlow contains "abc".count <=1	Checks that the number of general remarks containing the text "abc" is **LESS THAN OR EQUAL** to one.
AirSegment.where(Airline =="AF").count >0	Checks that the number of AF air segments is **GREATER THAN** zero.
GeneralRemark.where(FreeFlow contains "abc").count >=1	Checks that the number of general remarks containing the text "abc" is **GREATER THAN OR EQUAL TO** one.
AirSegment.where (Airline=="AF").count <7 AND AirSegment.where (Airline=="AF").count >4	Checks that there are **BETWEEN** four and seven AF air segments. **Note:** The number of segments must be **GREATER THAN** four but **LESS THAN** seven.

Reference: Insert Variables Used in Conditions

Insert Variable	Description	Properties of the Insert Variable	Description
Accounting	Accounting (AI) elements	AccountNumber	Returns the account number.
		CostCentre	Returns the cost centre of the Accounting (AI) element.
		IATACompanyNumber	Returns the IATA company number of the Accounting (AI) element.
		ClientReference	Returns the client reference of the Accounting (AI) element.
		PassengerAssociation	Returns the passenger sequence number associated to the Accounting (AI) element.

Insert Variable	Description	Properties of the Insert Variable	Description
AirItinerarySegments	Examines the air segments as a whole instead of looking at one air segment at a time. Most of the properties are calculated dynamically.	DestinationCountryState	Extracts destination country or state code. For example, FR or USNY.
		DestinationAirport	CDG, for example. If it is a round trip, this is the airport for the longest stop-over segment. Otherwise, it is the airport of the last segment.
		OriginCountryState	Extracts origin country or state code for the first segment. For example, FR or USNY.
		RoundTrip	True if this is a round trip.
		OriginAirport	Origin airport. For example: LHR.
		ArrivalDate	Returns the arrival date of the last air segment of the Booking File.
		DepartureDate	Returns the departure date of the first air segment of the Booking File.
		International	True if the itinerary has at least one segment where the country of departure city is different from the country of arrival city.
		DaysStayDuration	Returns the total number of days spent at the destination point.
		OpenDateSegments	Checks the presence of an open segment in the PNR. Returns 0 when there is no open segment, and 1 if there is at least one open segment.
		DaysAdvancePurchase	Returns the number of days between the current date and the date of departure for the first segment.

Insert Variable	Description	Properties of the Insert Variable	Description
AirSegment	A single air segment element	ElementNumber	Returns the PNR number of the booked air segment.
		Airline	Airline code.
		Class	Class.
		OffPoint	Destination airport of the segment.
		BoardPoint	Origin airport of the segment.
		OffPointCountryState	Country or state of the destination airport. For example, USNY for JFK or FR for CDG.
		BoardPointCountryState	Country or state of the origin airport. For example, USNY for JFK or FR for CDG.
		DepartureDate	Departure date.
		ArrivalDate	Arrival date.
		OffPointCity	City of the destination airport. For example, NYC for JFK or PAR for CDG.
		BoardPointCity	City of the originating airport.
		NumberOfPassengers	Number of passengers on the specific air segment.
		StatusCode	Returns the status code of the booked air segment.
		FlightNumber	Returns the flight number of the booked air segment.

Insert Variable	Description	Properties of the Insert Variable	Description
CarSegment	CCR elements	ElementNumber	Returns the PNR number of the booked car segment.
		Company	Vendor code for each car segment.
		Location	Location of the car.
		PickUpDate	Date for the car pick up.
		DropOffDate	Date for the car drop off.
		TotalCurrencyCode	Currency code (for example, EUR or USD).
		VoucherValue	Returns the voucher value of the booked car segment.
		TotalRate	Total price for the car rental.
		BillingReference	Returns the billing reference of the booked car segment.
		StatusCode	Returns the status code of the booked car segment.
		CustomerID	Returns the customer ID of the booked car segment.
		CorporateID	Returns the corporate ID of the booked car segment.
Contact	AP elements	ContactType	Type of phone elements which corresponds to the third letter of the tag when present (for example, B for APB, E for APE, or X for APX) or empty string when the tag is simply AP (that is, there is no third letter).
		ContactText	Free-flow text following the third letter of the tag when present or equal to the current 'Free flow' property when the tag is simply AP.
		FreeFlow	Returns the whole free flow message starting after the AP text (and until the passenger or segment information).
FormOfPayment	FP items	FormOfPaymentText	Text after the FP command without passenger or segment associations.
		CreditCardCompany	Credit card company (for example, AX, VI, or CA).
		ManualApprovalCode	Manual approval code for the credit card form of payment (if any).

Insert Variable	Description	Properties of the Insert Variable	Description
Remark	RM, RC, RX, RIF, RII, RIR, RIZ and RQ items	Category	Category of the remarks (for example, for category H it is 'RM H').
		FreeFlow	Whole text of the general remark, after the category information, excluding the passenger and segment associations.
		PassengerAssociation	Returns the passenger sequence number associated to the Remark element.
GeneralRemark	RM	ElementNumber	Returns the line number of the General remark element.
FreeFlowInvoiceRemark	RIF	ElementNumber	Returns the line number of the Invoice remark element.
FareMiscTktInfoElement	FS	Text	Returns the text data that is present after the element name (FS) and before the passenger association.
HotelSegment	HHL elements	ElementNumber	Returns the PNR number of the booked hotel segment.
		ChainCode	Code for the hotel chain.
		CheckInDate	Date of the hotel check in.
		CheckOutDate	Date of the hotel check out.
		PropertyName	Name of the property.
		TotalRate	Total price.
		TotalCurrencyCode	Currency code that the rate is expressed in (for example, EUR or USD).
		City	Returns the city code of the booked hotel segment.
SpecialServiceRequest	SSR elements	SsrElementCode	For example, VGML, XBAG, or INFT.
		AirlineCode	Airline code of the element.
		FreeFlow	Text after the status code excluding the passenger or segment associations.
		StatusCode	Status code for the element (for example, HN or HK).
		MembershipNumber	Returns the membership number if it is a SSRFQTV.
		FrequentFlyerAirline	Returns the frequent flyer airline if it is a SSRFQTV.

Insert Variable	Description	Properties of the Insert Variable	Description
TourCode	FT elements	Text	Text after the FT command, excluding the passenger or segment associations.
TransitionalStoredTicketing	Allows the querying of TST items	TotalCollection	Total fare value of each TST in the Booking File.
		TotalCollectionCurrency	Currency of each total collection (for example, EUR or USD).
		IssueIndicator	Returns the issue indicator from the TST (F for first and R for Reissue).
ValidatingCarrier	FV elements	Carrier	Airline code.
		FreeText	Free text of FV element in the PNR.
OtherServiceInformation	OSI elements	FreeFlow	Text of the OSI to transmit to the airline.
		AirlineCode	Airline concerned by the OSI.
MiscellaneousSegment	Includes HU, TU, RU, SU, IU, CU, and AU segments	Company	Returns the company in charge of the miscellaneous segment. Can be airline or organizations.
		ElementNumber	Returns the PNR number of the booked miscellaneous segment.
		StartingCity	Returns starting and pickup city.
		StartingDate	Returns starting date of the segment with the format DDMMYY.
		EndingDate	Returns ending date of the segment with the format DDMMYY.
		StatusCode	Returns the status code of the segment.
		Type	Returns the type of miscellaneous segment.
		FreeFlow	Returns the FreeFlow of miscellaneous segment.

Insert Variable	Description	Properties of the Insert Variable	Description
Commission		Value	Extracts the commission from the FM line. When the commission is entered as a percentage, it returns the percentage (for example, 9 for FM 9). When the commission is entered as a fixed amount, it returns the fixed amount without the A indicator (for example, 100.00 for FM 100.00A).
		Type	Returns the commission type (FM). Returns A if it is a flat amount, and returns nothing if it is a percentage.
Ticket	Ticket arrangement	Date	Returns the date of the TK line.
		StatusCode	Returns the status code of the TK element (OK, TL).
		FreeFlow	Returns the free flow of the TK element (the dash is mandatory).
PNRHeader		OfficeOfResponsibility	The office ID of the office responsible for the Booking File.
		QueuingOffice	Returns the office in which the Booking File is queued.
		Tags	Returns the list of tags attached to the Booking File.
ServiceFeeAir	RIS	FreeFlow	The free flow of ServiceFeeAir.
		Currency	The currency of ServiceFeeAir (RIS).
		Text	Returns the content of the Service FeeAir element.
		ElementNumber	Returns the line number of the ServiceFeeAir element.
AutoTicketNumber		Text	Returns the content of the AutoTicketNumber (FA) element.
ManualTicketNumber		Type	Returns the type of the ManualTicketNumber (FH) element.
		Text	Returns the text data available after the element name and before the associations of the ManualTicketNumber (FH) element.
		TicketNumber	Returns the ticket number (10 figures) of the ManualTicketNumber (FH) element.

Insert Variable	Description	Properties of the Insert Variable	Description
MailingAddress		FreeFlow	Returns the text starting after the element name (AM), until the passenger association (if it exists).
		PassengerAssociation	Returns the passenger sequence number associated to the MailingAddress element.
FareDiscount		FreeFlow	Returns the text starting after the element name (FD), until the passenger association (if it exists).
		DiscountCode	Returns the discount code of the FareDiscount (FD) element.
		PassengerAssociation	Returns the passenger sequence number associated to the FareDiscount (FD) element.
Endorsement		FreeFlow	Returns the free flow of the endorsement element (FE).
Passenger		ElementNumber	Returns the PNR number of the name element (NM).
		Surname	Returns the surname of the passenger.
		FullName	Returns the full name of the passenger and the title if provided.
		ID	Returns the passenger ID.
		Type	Returns the passenger type code.
OriginalIssue		Text	Returns the full text of the FO line (except prefix and suffix).
OptionQueue		OfficeID	Returns the exact office ID contained in the option element.
		QueueData	Returns the queue number and category. The format used is <number>C<category number>.
		Text	Returns the full text of the OP line (except prefix and suffix).

Reference: Syntax Used in Regular Expressions

Character	Description
\	Marks the next character as either a special character, a literal, a back reference, or an octal escape. For example, 'n' matches the character "n". '\n' matches a new line character. The sequence '\\' matches "\" and "\(" matches "(".

<table>
<tr><th>Character</th><th>Description</th></tr>
<tr><td>^</td><td>Matches the position at the beginning of the input string. If the RegExp object's Multiline property is set, ^ also matches the position following '\n' or '\r'.</td></tr>
<tr><td>$</td><td>Matches the position at the end of the input string. If the RegExp object's Multiline property is set, $ also matches the position preceding '\n' or '\r'.</td></tr>
<tr><td>*</td><td>Matches the preceding sub expression zero (or more) times. For example, zo* matches "z" and "zoo". * is equivalent to {0,}.</td></tr>
<tr><td>+</td><td>Matches the preceding sub expression one or more times. For example, 'zo+' matches "zo" and "zoo", but not "z". + is equivalent to {1,}.</td></tr>
<tr><td>?</td><td>Matches the preceding sub expression zero or one time. For example, "do (es)?" matches the "do" in "do" or "does". ? is equivalent to {0,1}.</td></tr>
<tr><td>{n}</td><td>n is a nonnegative integer. Matches exactly n times. For example, 'o{2}' does not match the 'o' in "Bob," but matches the two o's in "food".</td></tr>
<tr><td>{n,}</td><td>n is a nonnegative integer. Matches at least n times. For example, 'o{2,}' does not match the "o" in "Bob" and matches all the o's in "foooood". 'o{1,}' is equivalent to 'o+'. 'o{0,}' is equivalent to 'o*'.</td></tr>
<tr><td>{n,m}</td><td>m and n are nonnegative integers, where n<=m. Matches at least n and at most m times. For example, "o{1,3}" matches the first three o's in "fooooood". 'o{0,1}' is equivalent to 'o?'. Note that you cannot put a space between the comma and the numbers.</td></tr>
<tr><td>?</td><td>When this character immediately follows any of the other quantifiers (*, +, ?, {n}, {n,}, {n,m}), the matching pattern is non-greedy. A non-greedy pattern matches as little of the searched string as possible, whereas the default greedy pattern matches as much of the searched string as possible. For example, in the string "oooo", 'o+?' matches a single "o", while 'o+' matches all 'o's.</td></tr>
<tr><td>.</td><td>Matches any single character except "\n". To match any character including the '\n', use a pattern such as '[.\n]'.</td></tr>
<tr><td>x|y</td><td>Matches either x or y. For example, 'z|food' matches "z" or "food". '(z|f)ood' matches "zood" or "food".</td></tr>
<tr><td>[xyz]</td><td>A character set. Matches any one of the enclosed characters. For example, '[abc]' matches the 'a' in "plain".</td></tr>
<tr><td>[^xyz]</td><td>A negative character set. Matches any character not enclosed. For example, '[^abc]' matches the 'p' in "plain".</td></tr>
<tr><td>[a-z]</td><td>A range of characters. Matches any character in the specified range. For example, '[a-z]' matches any lowercase alphabetic character in the range 'a' through 'z'.</td></tr>
<tr><td>[^a-z]</td><td>A negative range characters. Matches any character not in the specified range. For example, '[^a-z]' matches any character not in the range 'a' through 'z'.</td></tr>
<tr><td>\b</td><td>Matches a word boundary, that is, the position between a word and a space. For example, 'er\b' matches the 'er' in "never" but not the 'er' in "verb".</td></tr>
<tr><td>\B</td><td>Matches a non-word boundary. 'er\B' matches the 'er' in "verb" but not the 'er' in "never".</td></tr>
</table>

Character	Description
\cx	Matches the control character indicated by x. For example, \cM matches a Control-M or carriage return character. The value of x must be in the range of A-Z or a-z. If not, c is assumed to be a literal 'c' character.
\d	Matches a digit character. Equivalent to [0-9].
\D	Matches a non-digit character. Equivalent to [^0-9].
\f	Matches a form-feed character. Equivalent to \x0c and \cL.

Understanding Checks and Trigger Commands

What Is a Check?

A check verifies if a condition in a Booking File is true or false during the execution of Quality Monitor.

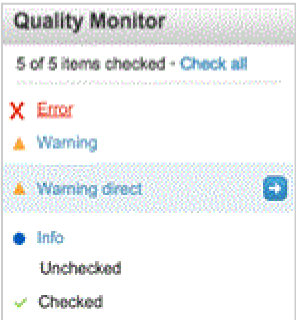
The check can also define the corrective action when the condition is true. After Quality Monitor is executed, the booking flow is interrupted by a message or blocked, in which case the user must perform the corrective action in the Booking File or Command Page.

You can also define checks for information purposes only. These checks have no conditions so they are always true for every Booking File.

What Is the Quality Monitor Checklist?

In the Booking File and Command Page, all the active checks are displayed to the user in the Quality Monitor checklist.

For example:



The checks are ordered according to their status severity, starting with the most severe. The current status of each check is indicated by icon and colour. For more information, see *What Are the Statuses of a Check?* on page 342.

If an error occurs during Quality Monitor execution, the top of the checklist shows:

- An error message.
- The name of the relevant check, as a link. You can click on this link to display the corresponding check overlay.

What Is a Trigger Command?

A trigger command is a cryptic command or equivalent graphical action that is used to trigger a rule. Each trigger and its equivalent action belong to a specific trigger command family, and only specific commands and actions are defined for each family.

The trigger family is defined in the **Trigger** field of the **Quality Monitor Editor**.

When a trigger command is entered or its equivalent graphical action performed, only the rules defined for that trigger command are executed.

Any rules defined for other command families are not executed. Therefore, these rules remain in the same state as they were prior to the execution of the trigger command. You must click on the **Check All** link in the Quality Monitor checklist to see the most recent state of the checks.

What Are the Trigger Commands in Cryptic and Graphic?

Command Family	Command	Graphical Equivalent	Description
End of Transaction	BT	Not yet available.	Create IMR.
	ER	Click on **Save and Confirm (ER)** or click on the **Save** icon at the top of the Booking File.	Save and Redisplay.
	ERK	Click on **Save and Confirm (ER)** and select **Save and Change Status (ERK)**.	Save, Changes code, Redisplay.
	ET	Click on the **Close** button of the Booking File and then click on **Save** in the **Close** pop-up window.	Save, Remove.
	ETK	Click on the **Close** button of Command Page and then select **Change advice codes (ETK)** in the **Close Command Page** pop-up window.	Save, Change code, Remove.
	QE	Click on **Place on Queue** and then click on the **OK** button in the **Place PNR on Queue** pop-up window.	Place on queue.
	QF	Not yet available.	Save, Remove from queue.
	QFR	Not yet available.	Save, Remove from queue, Retrieve.
	QM	Not yet available.	Place on multiple queues.

Command Family	Command	Graphical Equivalent	Description
Ticketing	TTP	Click on **Issue** for an e-ticket selection.	Issue tickets.
	TTR	Not yet available.	Reprint coupons.
	TTM	Click on **Issue** for an EMD selection.	Print MCO.
	INE	Not yet available.	Print invoice, extended.
	INV	Not yet available.	Print invoice.
	IMP	Click on **Issue Itinerary** in the **Itinerary** section of the Booking File.	Print itinerary.
	ITR	Click on **Issue Document Receipt** in the **E-ticket and EMD** section of the Booking File.	E-ticket itinerary receipt.
	TRDC	Click on the **Void** button in the **Void E-ticket** or **Void E-ticket/EMD/TASF** pop-up window.	Cancel ticket refund.
	TRFP	Click on the **Refund Now** button in the **Refund** pop-up window or click on **Continue to Refund Record** in the **Refund** pop-up window and then click on the **Save and Confirm** button.	Process and print ticket refund.
Pricing	FXP	Selection of **Price with TST (FXP)** in the Air Pricing page.	Price PNR and create TST.
	FXU	Choice of a lower fares option (for example, FXA) in the **Air Pricing** page, selection of a fare and click on **Create and Confirm TST**.	Re-book using specific fare, Create TST.
	FXB	Selection of **Book Lowest Fare with TST (FXB)** in the **Air Pricing** page.	Re-book using lowest fare, Create TST.

Note: During the load of Quality Monitor rules, selected cryptic trigger commands are unable during a default period of 90 seconds. The lock duration can be updated following the needs of the agency.

What Are the Statuses of a Check?

Status Severity	Status	Description
1	Blocking	If the condition for the check is true when Quality Monitor is executed, the check is displayed with a Blocking status. The state varies between Warning and Blocking depending on whether or not a trigger has been sent. A warning only turns into a blocking state when a trigger command (such as ET or ETK) from the trigger family is entered. A blocking state check will block the Booking File. Therefore, the user must correct it before continuing with the associated trigger command. For example, if the check is defined for a pricing trigger command, the user cannot price until the blocking state is fixed. If the user mouseovers the Blocking state check, an overlay is displayed. If the user clicks on the check, the **Validate** button on the overlay display can be used to launch corrective actions. In the Quality Monitor checklist, checks with a Blocking status appear in red and are preceded by the ✘ icon. **Note:** If a check has the Blocking status when the user tries to save a Booking File, an error message also appears advising the user to check the Quality Monitor checklist.
2	Warning	In the editor, a check is defined as a warning using the **set status** instruction. If the condition for the check is true when Quality Monitor is executed, the check is displayed with a Warning status. A Warning state is also called a Non-blocking state, which means that this check will not block the Booking File. Therefore, the user can continue with the booking without having to take any immediate action. If the user mouseovers the Warning state check, an overlay is displayed. If the user clicks on the check, the **Validate** button on the overlay display can be used to launch corrective actions. Refer to *What Are the Corrective Actions for a Check?* on the facing page. In the Quality Monitor checklist, checks with a Warning status appear in blue and are preceded by the ▲ icon.
3	Information	If the condition for the check is true when Quality Monitor is executed (or there is no condition in the check), the check is displayed with an INFO status. This state will not block the Booking File. If the user mouseovers the Information state check, an overlay is displayed. If the user clicks on the check, the **Validate** button can be used to launch corrective actions. In the Quality Monitor checklist, checks with an Information status appear in blue and are preceded by the ● icon.
4	Unchecked	This is the state of a check immediately after the user opens a Booking File and before Quality Monitor is executed for the first time. It is also the state of a check if the checklist is refreshed by an Ignore or End Transaction. If the Booking File is empty and the user click on the **Check All** link in the Quality Monitor checklist, every check remains in an unchecked state.
5	Success	This is the state of a check when its condition is evaluated as false during the last execution of Quality Monitor. In the Quality Monitor checklist, checks with a Success status are preceded by the ✔ icon.

What Are the Corrective Actions for a Check?

Manual Corrective Action

If the state of a check for a Booking File is Information, Warning or Blocking, corrective actions are displayed when the user clicks on or mouseovers the check.

The actions only appear if you use the **choose... when** statements when defining the check.

You can choose to:

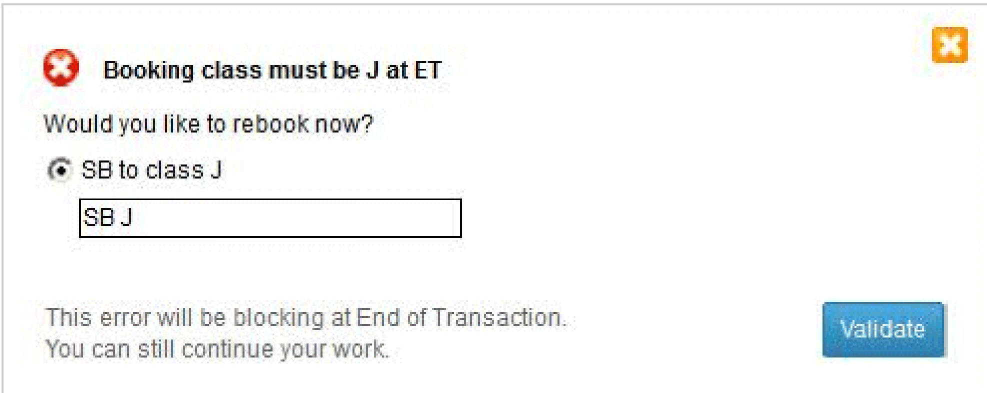
- Call an existing office Smart Flow (a personal Smart Flow cannot be called).
- Call an existing Smart Tool (the Smart Tool must already be available in Selling Platform Connect).
- Send an editable cryptic command.

Note: When a corrective action is performed, Quality Monitor is not triggered automatically. The user must perform a manual check by clicking on the **Check All** link in the Quality Monitor checklist to refresh the state of each check.

Editing a Cryptic Command for a Manual Corrective Action

The command that was included in inverted commas after the **send** instruction appears in the editable text field of the corrective action overlay. The user can edit this command before sending it.

However, if the text field is left empty after editing, no cryptic command is sent when the user clicks on **Validate** in the overlay.



Automatic Corrective Action

Corrective actions can also be launched automatically if you use a **send auto** statement when creating the rule.

The relevant cryptic command is automatically sent during Quality Monitor execution, and each command that is sent is displayed with its cryptic response in the Command Page.

Managing Checks and Trigger Commands

How to Launch a Corrective Action for a Check

If there is only one corrective action possible for the check

In the Quality Monitor checklist, click on the icon for the check.

If there are multiple corrective actions possible for the check

1. In the Quality Monitor checklist, click on the check.
2. Choose a corrective action in the overlay:
   - Call an existing office Smart Flow. If you try to call a personal or non-existing Smart Flow, you will receive an error.
   - Call an existing Smart Tool. If you try to call a Smart Tool that is not available in Selling Platform Connect, you will receive an error.
   - Send a cryptic command. Before you send the command, you can edit it using the field provided.
3. Click on **Validate**.

How to Add Checks to a New Quality Monitor Rule

1. In the **Quality Monitor** list, click on **New**.
2. In the **Quality Monitor Editor**, complete the required fields for the new rule.

For each check you want to add:

3. Click on the **Add Check** link.
4. Enter the check name and message.

   The check name will be displayed in the Quality Monitor checklist and the message will be displayed on the check overlay.
5. Enter the check definition.

Note: To add variables in your definition, use the Autocomplete feature. See *Using Autocomplete* on the facing page.

For examples of defining checks in Quality Monitor rules, see:

- *Example: Quality Monitor Rule for Form of Payment* on page 324
- *Example: Quality Monitor Rule for Fax or Email Contact* on page 324
- *Example: Quality Monitor Rule for ESTA Warning* on page 325
- *Example: Quality Monitor Rule for Hotel Booking Suggestion* on page 326

You can add up to 10 checks to a rule. To define more than 10 checks, split them between two rules.

How to Add Checks to an Existing Quality Monitor Rule

1. In the **Quality Monitor** list, select the rule you want to add a check to and click on **New**.

For each check you want to add:

2. In the **Quality Monitor Editor**, click on the **Add Check** link and enter the check name and message.

3. Enter the check definition.

Note: To add variables in your definition, use the Autocomplete feature. See *Using Autocomplete* below.

You can add up to 10 checks to a rule. To define more than 10 checks, split them between two rules.

How to Change the Order of Checks for a Quality Monitor Rule

Note: If you change the order of checks for a rule, it changes the order in which the checks are displayed and executed in Quality Monitor.

1. Open the rule in the **Quality Monitor Editor**. See *How to Open a Quality Monitor Rule* on page 323.
2. Mouseover the check to see the **Up** and **Down** options.

   These options are available for both expanded and collapsed checks.
3. Click on **Down** for the check you want to move down and click on **Up** for the check you want to move up in the checklist.

   The check that has been moved is highlighted briefly.
4. Click on **Save**.

The order of the checks is updated in the Quality Monitor checklist.

How to Delete a Check from a Quality Monitor Rule

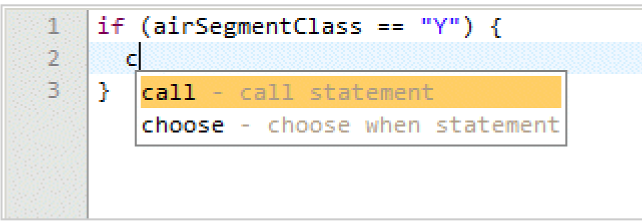
With the rule open in the **Quality Monitor Editor**, click on **Delete** beside the rule you want to delete.

Note: If there is only one check for the rule, you cannot delete it because a single check is mandatory for all rules.

Using Autocomplete

What Is Autocomplete?

Autocomplete is a feature that automatically completes the statements you are typing in the **Advanced Language Editor** or **Quality Monitor Editor**. Inside the editor you can display a list of available proposals and select the appropriate statement instead of manually typing it.



Where Can I Find Information on Autocomplete?

In the **Advanced Language Editor**, click on **How to Write Advanced Smart Flows**.

How to Display Autocomplete

1. Place the cursor on a line in the editor.
2. Press **Ctrl+space bar**.
3. To display more specific proposals based on alphabetical filtering, enter the first letter of the statement and press **Ctrl+space bar**.

   The available autocomplete proposals are displayed.

How to Select a Proposed Statement in Autocomplete

1. To highlight a proposal, press the **up-arrow** or **down-arrow** key.
2. To select a proposal, press **Enter** when the proposal is highlighted.

   Alternatively, use the mouse to highlight and select a proposal.

How Does Autocomplete Work With Insert Variables?

You can display autocomplete for an insert variable and for the property of the insert variable.

Example Instruction:`if (AirSegment.where(Airline == ”AF”).count>=1`

In this example, autocomplete is available for the 'AirSegment' insert variable and the 'Airline' property of that variable.

How to Display Autocomplete for Insert Variables

1. Place the cursor within the brackets of the **if** condition and press **Ctrl+space bar**.

   All supported insert variables are displayed.
2. Select a variable.
3. Place the cursor within the brackets after the 'where' clause of the variable and press **Ctrl+space bar**.

   All properties associated with the insert variable are displayed.

How to Exit Autocomplete

Press **Esc** or the **left-arrow** or **right-arrow** key.

Or:

Click outside the autocomplete suggestion area.

Or:

Select a proposal.

Reference: Smart Flow Statements Supported by Autocomplete

Statement	Text Inserted When Selected
if	**if** (condition) { }

Statement	Text Inserted When Selected

if else	**if** (condition) {
	}
	else {
	}

else	**else** { }
when	**when** (“”) { }

choose when	**choose** “” {
	when (“”) {
	}
	when (“”) {
	}
	}

choose until when	**choose** “” **until** “” {
	when (“”) {
	}
	when (“”) {
	}
	}

send	**send** “COMMAND”
ask	**ask** “question” **assign to** variable
mandatory ask	**mandatory ask** “question” **assign to** variable
ask email	**ask email** “question” **assign to** variable
mandatory ask email	**mandatory ask email** “question” **assign to** variable
ask number	**ask number** “question” **assign to** variable
mandatory ask number	**mandatory ask number** “question” **assign to** variable
ask date	**ask date** “question” **assign to** variable
mandatory ask date	**mandatory ask date** “question” **assign to** variable
ask date with format DDMM	**ask date** “question” with format DDMM **assign to** variable
mandatory ask date with format DDMM	**mandatory ask date** “question” with format DDMM **assign to** variable
ask date with format DDMMYY	**ask date** “question” with format DDMMYY **assign to** variable
mandatory ask date with format DDMMYY	**mandatory ask date** “question” with format DDMMYY **assign to** variable
ask date with format DDMON	**ask date** “question” with format DDMON **assign to** variable
mandatory ask date with format DDMON	**mandatory ask date** “question” with format DDMON **assign to** variable

Statement	Text Inserted When Selected
ask date with format DDMONYY	**ask date** “question” with format DDMONYY **assign to** variable
mandatory ask date with format DDMONYY	**mandatory ask date** “question” with format DDMONYY **assign to** variable
ask date with format DDMONYYYY	**ask date** “question” with format DDMONYYYY **assign to** variable
mandatory ask date with format DDMONYYYY	**mandatory ask date** “question” with format DDMONYYYY **assign to** variable
ask date with format MMYY	**ask date** “question” with format MMYY **assign to** variable
mandatory ask date with format MMYY	**mandatory ask date** “question” with format MMYY **assign to** variable
ask with format	**ask** “question” with format “regular expression” **assign to** variable

group ask	**group** {
	ask “question” **assign to** variable1
	ask “question” **assign to** variable2
	}

group mandatory ask	**group** {
	mandatory ask “question” **assign to** variable1
	mandatory ask “question” **assign to** variable2
	}

ask until	**ask** “question” **until** “exit” {
	when (“”) {
	}
	}

mandatory ask until	**mandatory ask** “question” **until** “exit” {
	when (“”) {
	}
	}

call	**call** “name”
capture	**capture** line:1, column:1, length:1 **assign to** variable
select	**select** “question” from “option 1, option 2, option 3” **assign to** variable

Reference: Quality Monitor Statements Supported by Autocomplete

Statement	Text Inserted when Selected
if	**if** (condition) { }

Statement	Text Inserted when Selected
when	**when** (“”) { }

choose when	**choose** “” {
	when (“”) {
	}
	when (“”) {
	}
	}

send	**send** “COMMAND”
send auto	**send auto** “COMMAND”
call	**call** “NAME”
set status	**set status** “WARNING” **Note:** The statuses (INFO, WARNING, BLOCKING) are also supported by Autocomplete.

Chapter 13: Agency Manager Inside

Getting Started With Agency Manager Inside

What Is Agency Manager Inside?

Agency Manager Inside, also referred to as AMI, is a module in Amadeus Selling Platform Connect that allows the user to check the availability and quality of data to be transferred to Agency Manager. For example, when the cost centre is a requirement in Agency Manager, the user is prompted to add it if it is not present.

Agency Manager Inside can be customized to define:

- Whether each check is activated or not.
- The events in the booking flow (Profile Transfer, Booking File save, Ticketing) that trigger a specific check.
- Whether the check should prevent the user from continuing the booking flow, or only provide a warning.

Note: A warning is provided only if a check has been bypassed using the **Bypass References Check** checkbox.

What Are the Agency Manager Inside Checks?

When activated, the following AMI checks become available in the Quality Monitor checklist:

- AGM customer number.
- AGM customer credit limit.
- AGM customer references validity.
- AGM customer savings validity.
- Link booking file to AGM dossier.

What Is the AGM Customer Number?

The AGM internal customer number or customer code is used to identify who pays for a trip. The AGM customer number needs to be known by AMI because most of the checks relate to a dedicated customer.

The AGM customer number check in Quality Monitor verifies whether a valid AGM customer number exists in a PNR. If no AGM customer number is available or the number is invalid, the check is marked red.

How to Link a Valid AGM Customer Number to a Booking File

Transfer a profile that stores AGM customer number information to your Booking File. See *Transferring Profiles to a Booking File* on page 90. The Booking File is updated with remarks from the profile.

Or:

Add the AGM customer number manually, using the corresponding remark **ACECLN**. See *Working With Remarks and Other Service Information* on page 25. For more information, see the Agency Manager Remarks Reference User Guide available in the AGM Customer Centre.

Note: Depending on the setup, transferring the CSX profile of an AGM customer can automatically trigger all AMI checks. For example, if the profile already has the customer number and the customer references stored as remarks, AMI will automatically validate the corresponding checks and display a green check mark next to **AGM customer number validity**, and a blue dot next to **AGM customer references validity**.

What is the AGM Customer Credit Limit?

A customer credit limit check is activated to inform the travel agent when the customer is about to reach the credit limit or has already reached it when creating a new Booking File. The end of transaction is blocked if the credit limit has already been reached. The credit limit check is based on the credit limit set up in the customer profile in AGM.

What Are the Statuses of the AGM Customer Credit Limit Check?

- If the customer credit limit percentage (ratio between amount of open items in AGM and amount of global credit limit in AGM) is below the maximum credit limit percentage for this customer, no message is displayed and a green check mark appears next to **Check AGM customer credit limit** in Quality Monitor.
- If the customer credit limit percentage is between the maximum credit limit percentage and 100%, the check is set to warning and a message is displayed when clicking on it.
- If the customer credit limit percentage is equal to or more than 100% of the credit limit defined in AGM, the check is set to blocking and a message is displayed when clicking on it. The user cannot continue processing the booking file, and must ignore it.

How to Link a Booking File to an AGM Dossier

You can link a Booking File to an existing AGM dossier to keep AGM from creating a new dossier for every new booking in Selling Platform Connect:

1. Click on the arrow next to **Link Booking File to AGM Dossier** in Quality Monitor. A pop-up window opens.

   If the specific site parameter is activated, the **Passenger name** search field is prefilled with name of the first passenger in the booking file.
2. Enter the name or the AGM customer number and click on **Filter**.

   If no search criteria is entered, the search retrieves all AGM dossiers belonging to this environment.

3. Click on the desired AGM dossier from the list to select it.
4. Click on **Select**. The Booking file is updated with corresponding remarks.
5. To link to a different AGM dossier, redo steps 1 to 4.

What Are Customer References?

Customer references are data relating to a cost centre. They contain information that a corporate customer needs to see on the invoice, to decide where to assign travel expenses. They can also be used in customer statistics, for example, to get an overview of travelling habits.

Customer references can refer to the employee number, the department code, the project name, the cost centre code, etc. They are defined in AGM, therefore, the field label and all possible valid values come from the setup in AGM.

How to Add AGM Customer References for All Passengers

1. Click on the **AGM customer references validity** Quality Monitor line. The **Customer References** pop-up window opens.
2. Select **Common for all passengers**.
3. Fill in the customer reference information following the format indicated in the fields, for example:
   - Cost Centre (CC).
   - Department (DEPT).
   - (EC).
   - Employee Identifier (EMP).
   - (ONE).
   - Project number (PROJ).

   Note: The fields can be prefilled with values from the PNR or default valid values configured in the AGM setup. If a list of valid values was defined in AGM, a **Select valid value** field appears next to the customer reference input field.
4. Click on the **Select valid value link** next to the **Travel Reason (TR)** field. **The Valid Values for Travel Reason (TR)** pop-up window opens.
5. To search for a specific valid value, enter a reference value code or a description and click on **Filter**. Alternately, click on an entry in the list of all valid values and click on **Select**.

   Note: Only 50 entries are displayed at a time. To display more entries, click on the **Load next results** link.

How to Add AGM Customer References Individually (per Passenger)

1. Click on the **AGM customer references validity** Quality Monitor line. The **Customer References** pop-up window opens.
2. Select the **Individual per passenger** option.

3. Fill in the customer reference information for each passenger. See *How to Add AGM Customer References for All Passengers* on the previous page.

How to Bypass the AGM Customer Reference Check

1. Click on the **AGM customer references validity** Quality Monitor line. The **Customer References** pop-up window opens.
2. Select the **Bypass References Check** checkbox. The AGM customer references validity check in Quality Monitor displays a warning.

   Note: The **Bypass References Check** checkbox for the customer reference check is only available if the option is configured in the AMI Site Manager parameter setup.

What Are Customer Savings?

Customer Savings are data related to the fare or rate used for a booked segment compared to the values of the normal fare/rate, lowest fare/rate, extra fare/rate 1 and extra fare/rate 2.

You can configure in AGM whether savings data corresponding to a booking will be transferred to AGM, and if so, which part of this data.

Note: The customer savings validity check is only supported by air, hotel and car segments.

How to Update Customer Savings

1. Click on the **AGM customer savings validity** Quality Monitor line. The **Customer Savings** pop-up window opens.
2. If AGM customer savings are available in the PNR, the values are prefilled in the pop-up window.
3. Fill in the fare values and select the corresponding reason code for each fare.
4. Enter the lowest fare airline.
5. Click on **Update**.

   Note: Valid field values are the ones defined in AGM dynamically, per customer.

   Note: Customer savings for air segments are displayed per TST. If several TSTs exist in the PNR, you can enter different values per TST. Customer savings for hotel or car segments are displayed per segment.

How to Bypass the AGM Customer Savings Check

1. Click on the **AGM customer savings validity** Quality Monitor line. The **Customer Savings** pop-up window opens.
2. Select the **Bypass Savings Check** checkbox. The AGM customer savings validity check in Quality Monitor displays a warning.

   Note: The **Bypass Savings Check** checkbox for the customer savings check is only available if the option is configured in the AMI Site Manager parameter setup.

Agency Manager Handoff Handler Status

What Is Agency Manager Handoff Handler?

Agency Manager Handoff Handler (HOH) is a module in Agency Manager that receives and processes booking data files such as Amadeus Interface Records (AIR) or the Total Travel Record (TTR) data feed. Further processing of the files in Agency Manager includes creating dossiers to bundle bookings for one trip, product creation, customer invoice creation, and so on.

What Are the Prerequisites for Accessing Agency Manager Handoff Handler Status?

Agency Manager Handoff Handler Status is only available under **Tools** if a site parameter is activated.

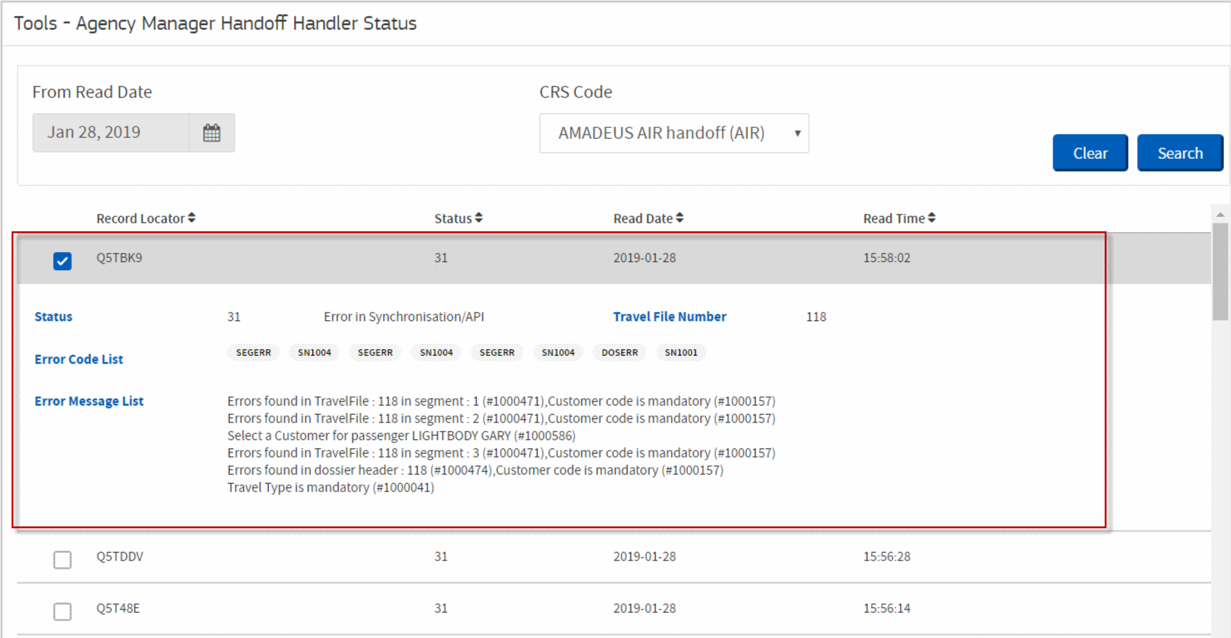
What Are Files With Status 31?

If a handoff file reaches AGM, but is not successfully synchronised, automatic processes such as dossier, product and customer invoice creation are blocked, and the file gets status 31. You can display invalid AGM handoff files in Amadeus Selling Platform Connect and correct the related trip data. After the data is corrected, a new AIR handoff file is automatically sent to AGM, and HOH synchronisation continues.

How to Search for Handoff Handler Files with Status 31

1. Expand the **Tools** menu on the Main page of Selling Platform Connect and click on **Agency Manager Handoff Handler Status**.
2. Click on the calendar to select the search start date.
3. Select a code defined in AGM from the **CRS Code** drop-down list.
4. Click on **Search**. All invalid handoff files corresponding to the filters are listed.
5. Select the check box next to a file name to display the details. See *Reference: Invalid Handoff File Details* on the next page.

Reference: Invalid Handoff File Details



	Description
Status	The status of the Agency Manager Handoff Handler file. **Note:** An Agency Manager Handoff Handler file in Amadeus Selling Platform Connect can only have status 31.
Travel File Number	The number of the related travel file in Agency Manager.
Error Code List	A list of all the error codes returned by Agency Manager.
Error Message List	Error messages for the found errors.

Chapter 14: Amadeus Form Wizard

Getting Started With Amadeus Form Wizard

What Is Amadeus Form Wizard?

The Amadeus Form Wizard provides a quick and easy way to create the standard information forms that must be handed out to the traveller before booking a package tour or linked travel arrangements.

The creation of these forms is part of the EU Package Travel Directive. The Form Wizard helps you find out whether a form is required for the trip offered and if so, which one. The form is created as a PDF document and can be easily printed, sent or transferred to a signature pad for digital signing.

How to Change the Amadeus Form Wizard Interface Language

1. In **Tools**, click on **Amadeus Form Wizard**.
2. In the Amadeus Form Wizard, click on the settings button.
3. In the **Agency Details** tab, select the desired language from the **Language** drop-down list.

Note: By default, the Amadeus Form Wizard opens in the language selected when signing into Amadeus Selling Platform Connect. See *How to Change the Language* on page 6.

Setting Up the Amadeus Form Wizard

How to Set Up the Agency Details

1. In the Amadeus Form Wizard, click on the settings button.
2. In the **Agency Details** tab, fill in or select the following information:
   - The name of the travel agency. This is pre-filled, but you can overwrite it.
   - The language of the **Amadeus Form Wizard** interface.
   - The relevant insolvency insurance from the **Insolvency Insurance** drop-down list (optional).
   - The relevant insolvency assessor from the **Insolvency Assessor** drop-down list (optional).

- An insolvency certificate for linked travel arrangements and own packages (optional).
- Whether the travel agency acts as carrier of passengers (optional).

3. Click on the **Save** button.

How to Add a Provider

1. In the Amadeus Form Wizard, click on the settings button.
2. In the **Our Providers** tab, click on **Add Provider**. A pop-up window opens.
3. In the **Tour Operator** field, enter the name of the provider.
4. Select the headquarters country from the **Country** drop-down list.
5. Select the relevant insolvency insurance from the **Insolvency Insurance** drop-down list (optional). If you cannot find it in the list, you may enter it manually.
6. Select the relevant insolvency assessor from the **Insolvency Assessor** drop-down list (optional).
7. Click on the **Save** button. The new provider is added to the list of providers.
8. Use the button to edit and the button to delete a saved provider from the list.

How to Add Insolvency Insurance for a Provider

1. In the Amadeus Form Wizard, click on the settings button.
2. In the **Our Insolvency Protection** tab, click on **Add Insurance respectively Assessor**. A pop-up window opens.
3. Select either **Insolvency Insurance** or **Insolvency Assessor**.
4. Fill in the contact information (all fields are mandatory).
5. Click on the **Save** button.
6. Use the button to edit and the button to delete a saved insolvency insurer/assessor from the list.

Working With the Guided Mode

What Is the Guided Mode?

The Guided Mode lets you enter key information about the travel services offered, helping you create a relevant form or decide whether a form is needed or not.

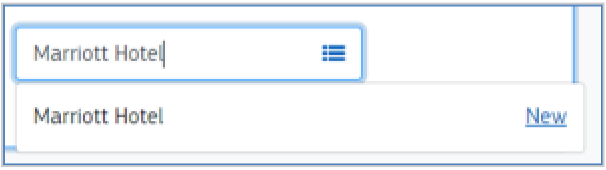
How to Create a Form in Guided Mode

1. Change the **Country** of the point of sale if needed. The law according to which the form is produced and the type of form are dependant on this selection.

   Note: The traveller's nationality and the travel destination are not relevant when selecting the country.

2. Select the form **Language**. Depending on the selected country, you may be able to choose from several available languages.

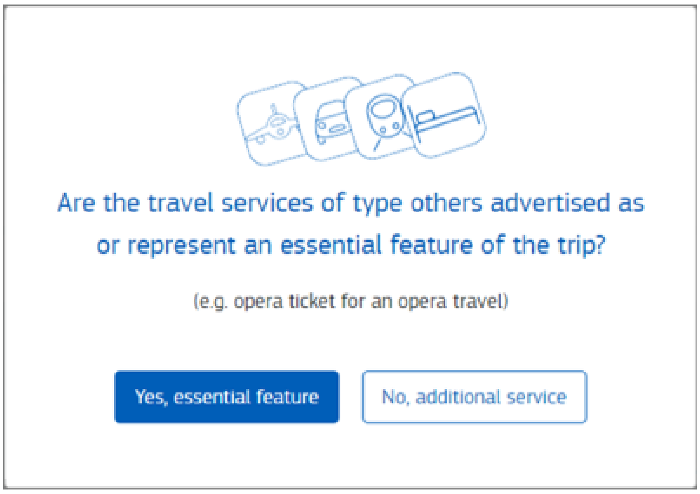
3. Start typing the name of the provider and select the provider from the list.
   - If the provider is not in the list, enter the full name and click on **New**.



   - If you are entering the provider of a package holiday, you must also add the insolvency insurance. See *How to Add Insolvency Insurance for a Provider* on the previous page.
   - Select the option **Travel Agency Acts as Tour Operator** if you are bundling travel services and selling them as a package under one invoice.
4. If the service offered is a package, check the **Package Holiday** check box.
5. If the service offered is not a package, enter the price and select the type of service and the time of booking.
6. To add more than four travel services, click on **Add Further Travel Service**.
7. Click on **Create Form**. The Amadeus Form Wizard uses the data you have entered to determine what type of form is needed.
8. If you have offered the customer additional services in the last 24 hours, a pop-up window is displayed.

   Either:
   - Click on **In a targeted manner** if the additional service(s) have been offered in a targeted manner. The services you are currently adding will form a linked travel arrangement.

   Or:
   - Click on **Initiated by the traveller** if the additional booking is made at the traveller's initiative. This means that, legally, two individual services are offered.
9. If you have selected **Others** from the type of service drop-down list in combination with only one other service type, and the other services represent less than 25% of the total price, a pop-up window is displayed.



Either:

– Click on **Yes, essential feature** if the other service is essential for the trip.

Or:

– Click on **No, additional service** if the other service is not essential for the trip.

Working With the Expert Mode

What Is the Expert Mode?

The Expert Mode lets you create a form for a package holiday or a linked travel arrangement in one step, without having to manually add information about the travel services.

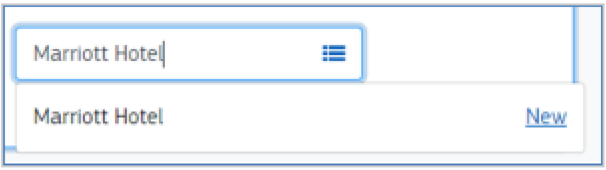
How to Create a Form in Expert Mode

1. Change the **Country** of the point of sale if needed. The law according to which the form is produced and the type of form are dependant on this selection.

   Note: The traveller's nationality and the travel destination are not relevant when selecting the country.

2. Select the form **Language**. Depending on the selected country, you may be able to choose from several available languages.
3. Start typing the name of the provider and select the provider from the list.

   – If the provider is not in the list, enter the full name and click on **New**.



   – If you are entering the provider of a package holiday, you must also add the insolvency insurance. See *How to Add Insolvency Insurance for a Provider* on page 358.

- Select the option **Travel Agency Acts as Tour Operator** if you are bundling travel services and selling them as a package under one invoice.

4. Click on **Create Form**.

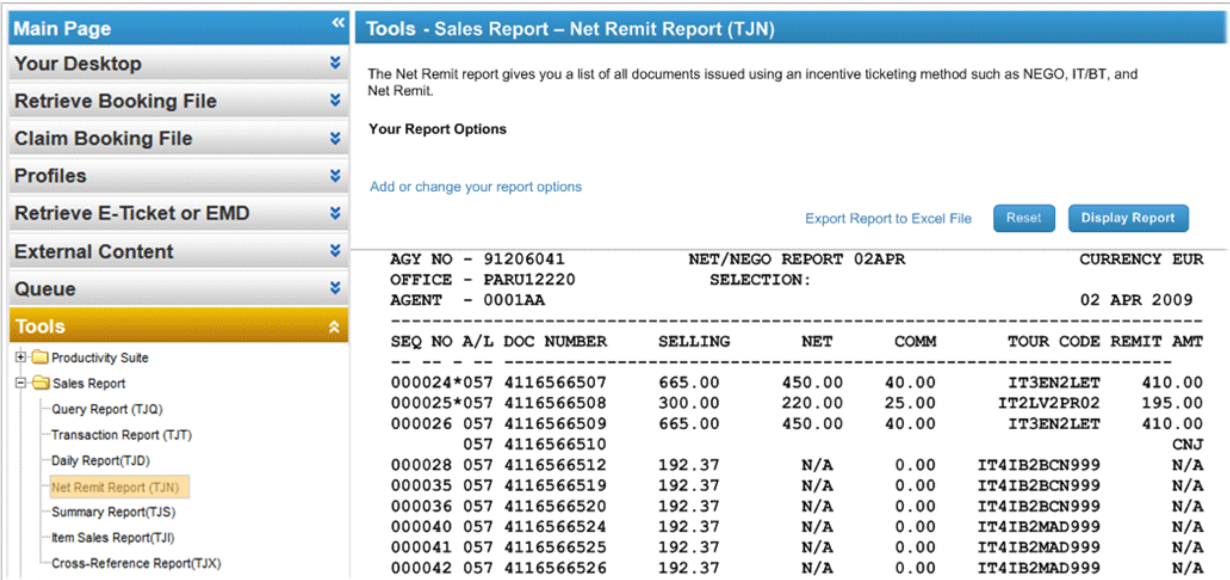
Chapter 15: Sales Reports

Getting Started With Sales Report

What Is Sales Report?

Sales Report allows you to display sales information and accounting statistics about the transactions that are stored in the document database. Sales Report data is stored for a maximum of 62 days.

Several types of report are available. The output of each report is defined using report options.



How to Access Sales Report

Expand the **Tools** menu on the **Main** page and click on **Sales Report**.

How to Display a Report

1. Expand the **Sales Report** menu and click on the report that you want to display.
2. If the report information is not displayed by default, enter the required information. If you want to modify the report display, refer to *How to Modify the Report Display* on the next page.
3. Click on **Display Report**.

How to Export a Report as an Excel File

1. Expand the **Sales Report** menu and click on the report that you want to export.
2. In **Your Report Options**, click on **Export Report to Excel File**.

How to Modify the Report Display

1. In **Your Report Options**, click on **Add** or **Change Your Report Options**.
2. Select or clear the relevant options and click on **Apply These Options**.
3. Enter the required information and click on **Display Report**.

Understanding the Types of Sales Report

Query Report

What Is the Query Report?

The Query Report contains a list of all documents that were issued or refunded for a single date or date range.

The report includes the total fare, taxes, fees and commission.

Explanation: Query Report

```
AGY NO  - 12345675              QUERY REPORT 06JUN                  CURRENCY EUR
OFFICE  - NCE1A0955             SELECTION:
AGENT   - 9012SD                                                     06 JUN 2012
--------------------------------------------------------------------------------
SEQ NO A/L DOC NUMBER TOTAL DOC    TAX    FEE    COMM FP PAX NAME AS RLOC    TRNC
--1---2----3-------------------------------------------4---------5--------6-
000235*125 9562519002    598.51  53.51   0.00    0.00 CA TEST/ALE SD 5R2YYR TKTT
000236*125 9562519003    598.51  53.51   0.00    0.00 CC TEST/ALE SD 5R3GOQ TKTT
000237*125 9562519004    598.51  53.51   0.00    0.00 CC TEST/ALE SD 5R3H2T TKTT
```

1. The document sequence number of the transaction, from 00001 to 99999.

   An asterisk after the sequence number indicates that the sale has been confirmed.
2. The three-character code for the validating airline of that document.
3. The 10-digit document number.
4. The form of payment: either **CA** for cash or check, **CC** for credit card payment, **MX** for multiple forms of payment (cash and credit card), or **NR** for net remit.
5. The last two characters of the agent sign of the issuing agent.
6. The four-character transaction code.

Net Remit Report

What Is the Net Remit Report?

The Net Remit Report provides a list of all documents that were issued using an incentive ticketing method such as nego, IT/BT or net remit. The report shows all documents issued for a single day or date range. The selling fare, net fare, commission and the remit amount are included in the report.

Explanation: Net Remit Report

```
SYSTEM RESPONSE:

AGY NO - 91206041        NET/NEGO REPORT 26FEB       CURRENCY EUR
OFFICE - BCNU1235E         SELECTION:
AGENT  - 0001AA                                       26 FEB 2010
---------------------------------------------------------------
SEQ NO A/L DOC NUMBER  SELLING     NET  COMM TOUR CODE REMIT AMT
---------------------------------------------------------------
000968*057 9163471884   465.00 420.00 25.00 IT4MAD170    395.00
000969*057 9163471885   405.00     N/A  0.00  BT4AB123      N/A
000971 057 9163471887   281.00     N/A 22.68        IT      N/A
       057 9163471888                                       CNJ
000975 057 9163471892   405.00     N/A 33.84        IT      N/A
```

1. The document sequence number of the transaction, from 00001 to 99999.

   An asterisk after the sequence number indicates that the sale has been confirmed.
2. The three-character code for the validating airline of that document.
3. The 10-digit document number.
4. The tour code. If a sale has been cancelled, this field remains blank.
5. The remit amount, which is the difference between the net amount and the commission amount. If the net amount is zero, then 'N/A' is displayed. If a sale has been cancelled, this field remains blank.

   A conjunction ticket is displayed with blanks in all columns except for the REMIT AMT amount column where CNJ for conjunction ticket is displayed.

   If the selling or the net amount exceeds 10 characters, the system truncates the amount and displays a T for truncated in the last position of the field. The same applies for the commission and remit amounts if they exceed nine characters.

Transaction Report

What Is the Transaction Report?

The Transaction Report provides additional ticketing information for any document that is listed in the Query Report. You must first obtain the document number from the Query Report before you can display a Transaction Report for that document.

The Transaction Report displays the credit, tax, cash and commission amounts from the Query Report.

Explanation: Transaction Report

```
                                                       598.51 CREDIT
AGENCY  - 12345675            06JUN12                    0.00 CASH
OFFID/AS- NCE1A0955 SD SD  ITEM - 000237                53.51 TAX
DOC TYPE ELEC TKT SALE     CURR - EUR                    0.00 FEES
AL/PROV  125 - FR        STATUS - CONFIRMED              0.00 COMM
DOCUMENT- 9562519004-       ELEC TKT SALE              PNR 5R3H2T

 PASSENGER : TEST/ALEX
      TOUR :                     INVOICE :
      FOP1 : CC      598.51 CAXXXXXXXXXXXX9998    1213 SAPS1OK
      FOP2 :
      FOP3 :
       TAX :      28.00YQ      10.63QX      14.88XT
    ORIGIN :
 PURCHASER :
 FARE CALC : NCE BA LON718.54NUC718.54END ROE0.758475XT1.00IZ4.
 AUTOMATED    24FR9.64FR
  PRICED


     V.A.T :    0.00                                 MESCOMP  :
```

1. The document type can be:

OPATB SALE	(OP)ATB Ticket Sale
CANX SALE	Cancelled Sale
MAN TKT SALE	Manual (OP)TAT Ticket Sale
ELEC TKT SALE	Electronic Ticket Sale
TOUR ORDER	Manually Registered Tour Order
MAN PTA	Manually Registered PTA
MAN MCO	Manually Registered MCO
AUTO MCO	Automated MCO
AUTO XSB	Automated Excess Baggage Ticket
MAN XSB	Manually Registered Excess Baggage Ticket
ACM	Agent Credit Memos
ADM	Agent Debit Memos
RECALL COM	Recall Commission Statement
REFUND NOTICE	Refund with Refund Exchange Notice
MAN REN	Refund without Refund Exchange Notice
AUTO DEDUCT	Agent Automated Deduction

2. Airline numeric code and stock provider.
3. The credit, cash, tax, fees and commission amounts from the Query report.

Daily Report

What Is the Daily Report?

The Daily Report provides a summary of all sales that were collected and refunded during a single day.

The sales, refunds and resulting balance are reported by cash, credit and combined cash/credit totals, and also by individual form-of-payment type. Adjustment totals are also displayed in some markets. The report also shows the number of documents issued and cancelled by document type.

Explanation: Daily Report

```
AGY NO - 23205980        DAILY REPORT 09MAY         CURRENCY EUR
OFFICE - NCE1A098R                ❶
AGENT  - 0102BE                                      09 MAY 2009
----------------------------------------------------------------
PAYMENTS X DOCUM            SALES ❷     REFUNDS ❸       BALANCE ❹
----------------------------------------------------------------
FARE  AMOUNT CA ❺        21433.00        2285.00-      19148.00
TAX   AMOUNT CA            543.84         106.72-        437.12
FEE   AMOUNT CA              0.00           0.00           0.00
DOC   AMOUNT CA          21976.84        2391.72-      19585.12
COMM  AMOUNT CA            883.43-        109.25         774.18-
REMIT AMOUNT CA          21093.41        2282.47-      18810.94
----------------------------------------------------------------
FARE  AMOUNT CC ❻         3279.00           0.00        3279.00
TAX   AMOUNT CC             80.00           0.00          80.00
FEE   AMOUNT CC             20.00           0.00          20.00
DOC   AMOUNT CC           3379.00           0.00        3379.00
COMM  AMOUNT CC            143.74-          0.00         143.74-
REMIT AMOUNT CC            163.74-          0.00         163.74-
----------------------------------------------------------------
FARE  AMOUNT TOT ❼       24712.00        2285.00-      22427.00
TAX   AMOUNT TOT           623.84         106.72-        517.12
FEE   AMOUNT TOT            20.00           0.00          20.00
DOC   AMOUNT TOT         25355.84        2391.72-      22964.12
COMM  AMOUNT TOT          1027.17-        109.25         917.92-
REMIT AMOUNT TOT         20969.67        2282.47-      18687.20
----------------------------------------------------------------
----------------------------------------------------------------
FORM OF PAYMENTS ❽           SALES        REFUNDS        BALANCE
CA/CASH                  16824.12        2391.72-      14432.40
CA/CHECK                  5152.72           0.00        5152.72
CC/CCDC                   3379.00           0.00        3379.00
----------------------------------------------------------------
----------------------------------------------------------------
DOCUMENT VOLUME ❾  ISSUED  CANCELLED         SOLD   AMT DOC SOLD
AUTO MCO                2          0            2         135.00
RFND                    3          1            2        2391.72
ELECTRONIC             11          0           11       25220.84
MANUAL TKT              1          1            0           0.00
----------------------------------------------------------------
>
```

1	Report header
2	Sales values
3	Refunds values

4 Balance (sales minus refunds)
5 Breakdown by cash (cash and cheques)
6 Breakdown by credit (all credit cards)
7 Breakdown totals (combined cash and credit)
8 Breakdown by individual form-of-payment types
9 Number of documents issued and cancelled, by document type

For detailed information about each field in the report, enter **HE TJD** in the Amadeus Information Pages.

Summary Sales Period Report

What Is the Summary Sales Period Report?

The Summary Sales Period Report provides a summary of all sales that were collected and refunded during a sales period.

The sales, refunds and resulting balance are reported by cash, credit and combined cash/credit totals, and also by individual form-of-payment type. Adjustment totals are also displayed in some markets. The report also shows the number of documents issued and cancelled by document type.

Explanation: Summary Sales Period Report

```
AGY NO - 23205980     SUMMARY REPORT ***            CURRENCY EUR
OFFICE - NCE1A098R      SALE PERIOD  1
AGENT  - 0102BE           CURRENT                    09 MAY 2009
----------------------------------------------------------------
PAYMENTS X DOCUM           SALES  2      REFUNDS  3     BALANCE  4
----------------------------------------------------------------
FARE  AMOUNT CA  5      21433.00       2285.00-      19148.00
TAX   AMOUNT CA           543.84        106.72-        437.12
FEE   AMOUNT CA             0.00          0.00           0.00
DOC   AMOUNT CA         21976.84       2391.72-      19585.12
COMM  AMOUNT CA           883.43-       109.25         774.18-
REMIT AMOUNT CA         21093.41       2282.47-      18810.94
----------------------------------------------------------------
FARE  AMOUNT CC  6       3279.00          0.00        3279.00
TAX   AMOUNT CC            80.00          0.00          80.00
FEE   AMOUNT CC            20.00          0.00          20.00
DOC   AMOUNT CC          3379.00          0.00        3379.00
COMM  AMOUNT CC           143.74-         0.00         143.74-
REMIT AMOUNT CC           163.74-         0.00         163.74-
----------------------------------------------------------------
FARE  AMOUNT TOT  7     24712.00       2285.00-      22427.00
TAX   AMOUNT TOT          623.84        106.72-        517.12
FEE   AMOUNT TOT           20.00          0.00          20.00
DOC   AMOUNT TOT        25355.84       2391.72-      22964.12
COMM  AMOUNT TOT         1027.17-       109.25         917.92-
REMIT AMOUNT TOT        20969.67       2282.47-      18687.20
----------------------------------------------------------------
```

```
-----------------------------------------------------------------
FORM OF PAYMENTS ❽          SALES          REFUNDS          BALANCE
CA/CASH                  16824.12         2391.72-         14432.40
CA/CHECK                  5152.72            0.00           5152.72
CC/CCDC                   3379.00            0.00           3379.00
-----------------------------------------------------------------
-----------------------------------------------------------------
DOCUMENT VOLUME ❾ ISSUED  CANCELLED         SOLD    AMT DOC SOLD
AUTO MCO                2          0            2          135.00
RFND                    3          1            2         2391.72
ELECTRONIC             11          0           11        25220.84
MANUAL TKT              1          1            0            0.00
-----------------------------------------------------------------
>
```

1	Report header
2	Sales values
3	Refunds values
4	Balance (sales minus refunds)
5	Breakdown by cash (cash and cheques)
6	Breakdown by credit (all credit cards)
7	Breakdown totals (combined cash and credit)
8	Breakdown by individual form-of-payment types
9	Number of documents issued and cancelled, by document type

Item Sales Period Report

What Is the Item Sales Period Report?

The Item Sales Period Report lists all documents issued in a sales period, with the cash and credit totals against each item. The report is split into three main sections: sales, refunds and non-issued documents.

Explanation: Item Sales Period Report

```
AGY NO - 38200201             ITEM REPORT ***               CURRENCY EUR
OFFICE - ROMAL2117            SALE PERIOD  ❶
AGENT  - 0001AA                CURRENT                       02 APR 2009
--------------------------------------------------------------------------
DOCNUM      PAYMENT            CREDIT      CASH    TAX        FEE      COMM
--------------------------------------------------------------------------
SALES ❷
-----
4117069177 CASH                  0.00    323.31   31.31       0.00    15.91
4117069178 E 220-4117069049      0.00    100.00    0.00       0.00     1.00
-       179 CASH
4117069180 CHECK                 0.00    738.60   43.60       0.00     6.95
4117069181 XXXXXXXXXXXX2402    190.76      0.00   21.76      10.00    14.31
4117069182 CASH                  0.00    338.95   27.95       0.00    16.95
```



```
4117069183 XXXXXXXXXXXX1004    190.76      0.00   21.76     10.00    14.31
4117069184 CANCELLED             0.00      0.00    0.00      0.00     0.00
---------------------------------------------------------------------------
SALES     !   CREDIT         381.52          TAX         146.38
TOTALS    !     CASH        1500.56   COMMISSION         -69.43
                                             FEE          20.00
---------------------------------------------------------------------------
REFUNDS 3
-------
4117069176 CASH                  0.00    656.20   26.20     0.00
---------------------------------------------------------------------------
REFUNDS   !   CREDIT           0.00          TAX          26.20
TOTALS    !     CASH         656.20   COMMISSION           0.00
---------------------------------------------------------------------------
REPORT 4  !   CREDIT         381.52          TAX         120.18
TOTALS    !     CASH         844.36   COMMISSION         -69.43
                                             FEE          20.00
---------------------------------------------------------------------------
NON ISSUED DOCUMENTS 5
---------------------------------------------------------------------------
4117069150   4117069152   4117069153   4117069154   4117069156
4117069160   4117069161   4117069163   4117069164   4117069165
>
```

1	Report header
2	Sales details and totals
3	Refunds details and totals
4	Report totals
5	Non-issued documents

Cross-reference Report

What Is the Cross-reference Report?

The Cross-reference Report cross-references ticket numbers against invoice numbers (for (OP)TAT and (OP)ATB tickets) or stock control numbers (for (OP)ATB only), and vice versa. The report also shows the PNR record locator and amount associated with the ticket number.

You can report on a specific ticket number, stock control number or invoice number, or on all numbers issued on a particular day or date rate.

Note: By default, the system reports data created by all agents in an office, not only your own sign.

The Cross-reference Report is only available for airlines or markets that print (OP)ATB tickets, or that print invoices and have the ticket invoice cross-referencing field (**CRF**) set to YES in the office profile.

Explanation: Cross-reference Report

```
AGY NO - 19490471     XREF REPORT   02APR          CURRENCY EUR
OFFICE - HELAT2120          1
AGENT  - ALL                                        02 APR 2009
---------------------------------------------------------------
2 DOC NUM       3  INVOICE            PNR REC LOC      AMOUNT
 2144219673      0000001000              2XAPS5         373.69
 2144219674 E    0000001001              2X7XBN         347.56
 2144219675 E    0000001002              2X7XBN         347.56
 2144219676 E    0000001003              2SMSWG         293.89
 2144219677      0000001004              2VM7AQ          41.96
 2144219678      0000001005              2VM7AQ          41.96
 2144219679 E    0000001006               NOPNR         362.56
 2144219680 E    0000001007               NOPNR         362.56
 2144219681      0000001008               NOPNR         962.56
 2144219682
 2144219683      0000001009               NOPNR         362.56
 2144219684      0000001010              2WICFR         316.59
 2144219685      0000001011              2YDJFL         318.89
 2144219686      0000001012              2WICFR         316.59
 2144219687      0000001013              2YBMTQ         229.68
 2144219688      0000001014              2V73RM         229.68
 2144219689      0000001015              2V73RM         229.68
>
```

1	Report header
2	Ticket number
3	Invoice number

Refunding in Sales Report

Which Items Are Refunded in Sales Report

- E-tickets
- EMDs
- TASFs

How to Refund an Item

Note: The sale must have been confirmed to allow a refund. This is indicated by an asterisk after the sequence number of the item in the Query Report.

1. Display the Query Report and select the item that you want to refund.

   The item must have a transaction code of TTKT, EMDA or EMDS.

2. Click on **Refund**.
3. In the **Refund** window, select the refund type. The refund type depends on whether you are refunding an EMD or an e-ticket.

   If you select Basic, Tax Only, Zero or ATC Basic Refund:

a. Click on **Continue to the Refund Record** to review the refund details and update if necessary.

b. When you are ready to process the refund, click on **Save and Confirm**.

c. Click on **Close** to return to the Query Report.

If you select Basic Full, No Report or ATC Full Refund:

a. Click on **Refund Now**.

The **Refund** window is updated with confirmation of the refund.

b. Click on the **Close** button to return to the Query Report.

The transaction code of the refunded item changes to RFND.

How to Display a Refund

Either:

1. Select the item in the Query Report that you want to display a refund for.

   The transaction code for the item must be RFND to indicate that it has been refunded.

2. Click on **Display Refund**.

Note: The **Display Refund** button is only available if the item has been refunded.

Or:

In the **Tickets, EMD and TASF** section of the Booking File, click on the **Display Refund** link under a refunded item.

Note: You can print the displayed refund record if your office allows it.

How to Update a Refund

1. Click on the refund item in the report that you want to update.

   The transaction code for the item must be RFND to indicate that it has been refunded.

2. Click on **Display Refund**.

   The Refund Record opens in edit mode.

3. Update the information as required and click on **Save and Confirm**.

Voiding Items in Sales Report

Which Items Are Voided in Sales Report?

- E-tickets
- EMDs
- TASFs
- Refunds

How to Void an Item

Note: You cannot void an item if the sale has been confirmed.

1. Select the item in the Query Report that you want to void and click on Void.

   The item must have a transaction code of TTKT, EMDA, EMDS.

2. To confirm the void, click on **Void** in the pop-up window.

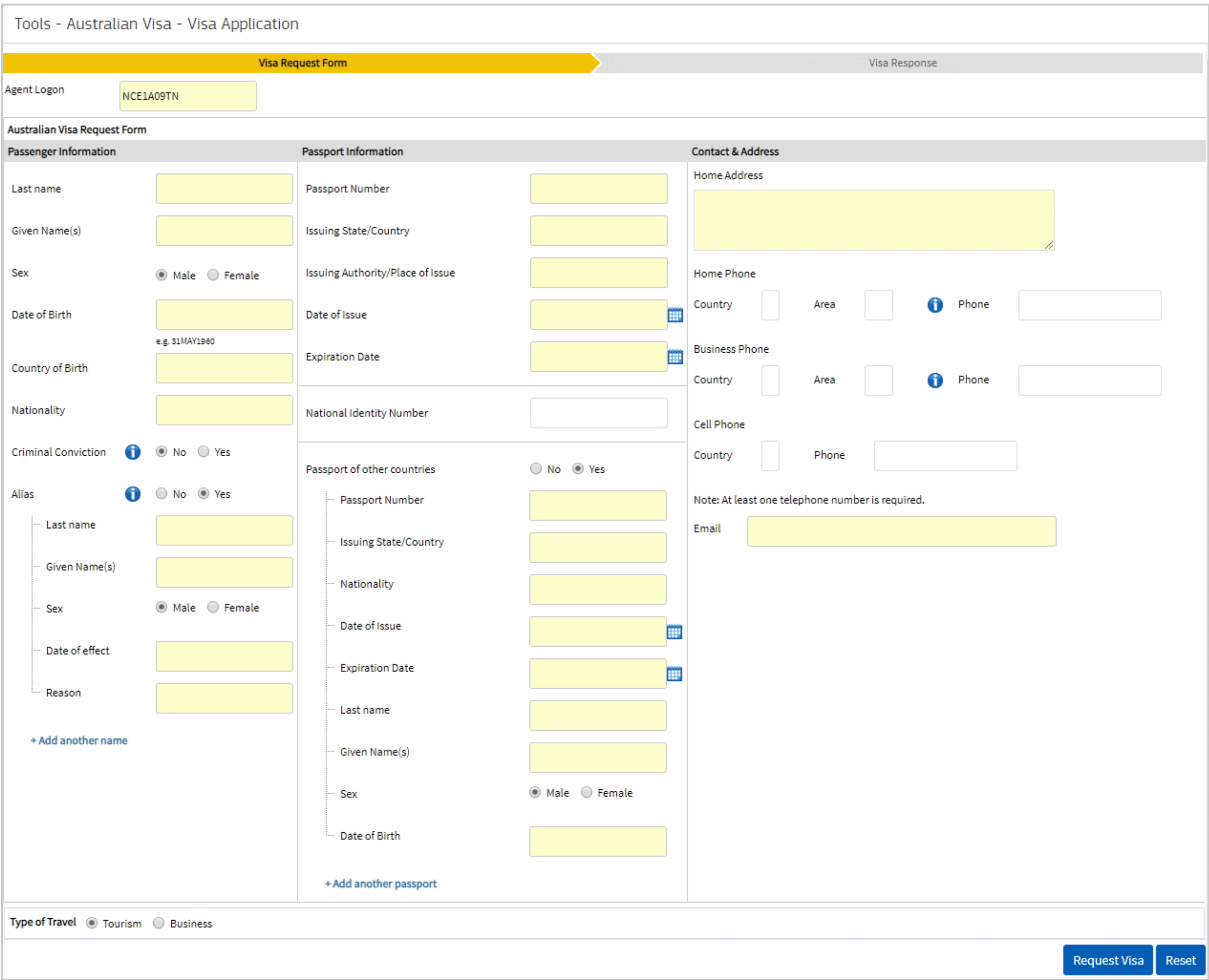
Chapter 16: Australian Visa

Accessing the Australian Visa Module

What Is the Australian Visa Module?

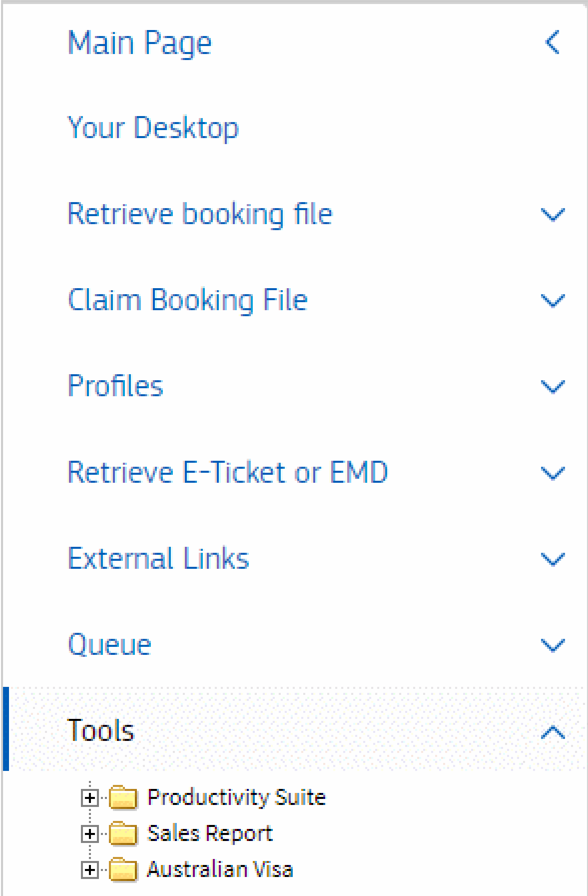
The Australian Visa module allows you to:

- Request an Australian visa from the Electronic Travel Authority System (ETAS).
- Check if a passenger has previously been granted an Australian visa.
- View all Australian visas that have been requested by your office.



How to Access Australian Visa

On the main page of Selling Platform Connect, expand the **Tools** menu.



Working With the Australian Visa Module

How to Apply for a Visa

1. In the **Tools** menu, expand **Australian Visa** and click on **Visa Application**.

   Alternatively, click on **Australian Visa Application** in the **What do you want to do next?** section of an open Booking File.
2. Complete the Visa Request Form and click on **Request Visa**.

   The visa response informs you if the visa is accepted or rejected.
3. To request another visa, click on **Request Next Visa**.
4. Otherwise, click on **Close**.

How to Enquire about a Visa Status

1. In the **Tools** menu, expand **Australian Visa** and click on **Visa Enquiry**.
2. Enter the search criteria and click on **Search**.

How to View Visa History

In the **Tools** menu, expand **Australian Visa** and click on **Visa History**.

Chapter 17: Timatic

Getting Started With Timatic

What Is Timatic?

Timatic is a graphical application that replaces the Amadeus Timatic cryptic entries.

It allows you to check travel requirements directly in the IATA database using your IATA credentials.

To search for and check travel information, you can either:

- Manually add the passenger and itinerary details.

  Or:

- Load the passenger and itinerary details from a Booking File before adding any additional information.

What Are the Prerequisites to Accessing Timatic?

- Timatic content must be activated by your administrator.
- You must have IATA credentials. You can request credentials from the Timatic login page:
  a. On the login page, click on **Register now**.
  b. Enter the required details.
  c. Confirm that you have read the Terms and Conditions, and click on **Submit**.

  Alternatively, contact your regular IATA consultant.

How to Access Timatic

1. On the main Selling Platform Connect menu, click on **Scripts** and select **Timatic**.
2. Sign in using your IATA credentials.

For more information, see *Searching for Travel Information* below.

Searching for Travel Information

What Are the Two Ways of Searching for Travel Information?

- **Search Without an Active Booking File**

  Without having an active Booking File open, you can perform a basic itinerary search, which retrieves visa and passport requirements.

If you need to enter additional information regarding the passenger or itinerary, you need to do this manually because there is no option to load a Booking File in this mode.

See *How to Search for Travel Information Without an Active Booking File* below.

- **Search With an Active Booking File**

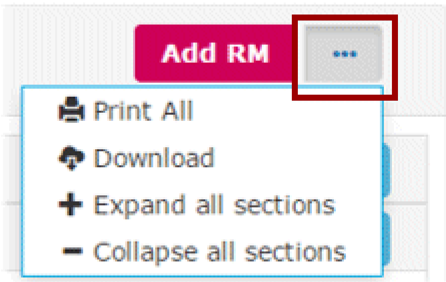
  If you already have an active Booking File open when you access Timatic, you can load the passenger and itinerary details from the Booking File before you search.

  You can also manually add any additional search criteria that were not automatically loaded from the Booking File.

  See *How to Search for Travel Information With an Active Booking File* below.

How to Search for Travel Information Without an Active Booking File

1. Sign in to Timatic using your IATA credentials.
2. Complete the mandatory fields, which are marked in red.
3. To add additional information, click on **Itinerary and traveller details** in the **Actions** section and enter the required details.
   - If a passenger's nationality is different from their country of residence, you need to select their residence document type.
   - Some destinations have an additional field for passenger gender. For a list of these destinations, see *Which Countries Require Gender Information?* on page 381.
4. Click on **Check** to display the travel information.
5. Use the **Follow-up Actions** drop-down menu in the **Check Results** panel to perform additional actions such as expanding or collapsing the travel information sections.



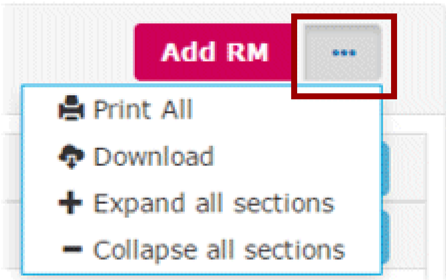
For more information on the follow-up actions, see *Travel Information Follow-up Actions* on page 381.

How to Search for Travel Information With an Active Booking File

1. Retrieve the Booking File.
2. Sign in to Timatic using your IATA credentials.
3. Click on **Load PNR** to transfer the details from the Booking File.

- This option does not transfer the exact Booking File data to Timatic. You may still need to define some customer preferences after the information is loaded.
- For round-trips, the **Departure** and **Destination** airports are the same after the information is loaded from the Booking File.

4. Ensure that all mandatory fields are completed, which are marked in red.
5. To add additional information, click on **Itinerary and traveller details** in the **Actions** section and enter the required details.
   - If a passenger's nationality is different from their country of residence, you need to select their residence document type.
   - Some destinations have an additional field for passenger gender. For a list of these destinations, see *Which Countries Require Gender Information?* on page 381.
   - To add transit points, click on **Select** for this field and select a maximum of five arrival airports. A transit point is defined as a stop-over of less than 24 hours, whereas a destination is defined as an airport stop that exceeds 24 hours.
6. Click on **Check** to display the travel information.
   - If the Booking File contains multiple passengers, the information for each passenger is displayed on separate tabs.
   - If you selected transit points, the information for the arrival airport of each transit point is also displayed on separate tabs.
7. Use the **Follow-up actions** drop-down menu in the **Check results** panel to perform additional actions such as expanding or collapsing the travel information sections.



For more information on the follow-up actions, see *Travel Information Follow-up Actions* on page 381.

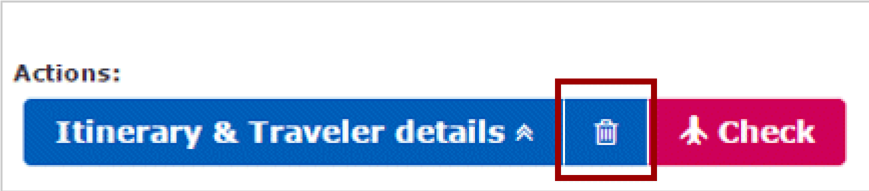
Explanation: Timatic Travel Information

Category	Description
Geographical Information	Provides general information about the destination country.

Category	Description
Passport	Provides information about document validity, additional passport information, and possible warnings in case of particular types of the document. The following field can influence the search results: • **Document held**
Visa	Provides information about visa requirements and possible warnings, such as onward ticket requirements. The following fields can influence the search results: • **Nationality** • **Document held**
Health	Provides general health information, such as vaccination requirements. To receive more detailed and accurate information, you should enter additional search criteria in addition to the mandatory fields. The following fields can influence the search results: • **Destination** • **Transit points** • **Countries visited in the last 6 days**
Airport Tax	Provides airport tax information, such as the conditions under which airport tax is levied on passengers. The following fields can influence the search results: • **Destination** • **Purpose of Stay** • **Transit points** (if the passenger will not depart within 24 hours or has an intention to leave the airport).
Customs	Provides sub-sections referring to export regulations, special services, and baggage clearance.
Currency	Provides information about the currency of the destination country.

How to Clear the Search Results

Click on the **Delete** icon in the **Actions** section to clear the previous search results and start a new search.

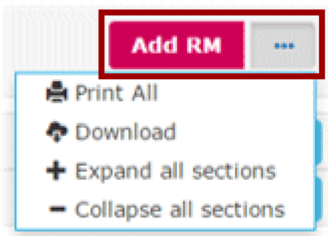


Which Countries Require Gender Information?

- Afghanistan
- Bahrain
- Benin
- Egypt
- Hong Kong
- Iran
- Jordan
- Lebanon
- Namibia
- Oman
- Singapore
- Saudi Arabia
- Syria
- United Arab Emirates

Travel Information Follow-up Actions

Use the **Add RM** button and **Follow-up Actions** drop-down menu in the **Check Results** panel to perform additional actions.



How to Print the Travel Information

To print all of the travel information, click on **Print All** in the **Follow-up actions** drop-down menu.

You can also print only individual sections using the Print icon on the corresponding result section.

How to Download the Travel Information

To download and save the travel information, click on **Download** in the **Follow-up Actions** drop-down menu.

How to Add Travel Information Remarks to the Booking File

1. Click on **Add RM** in the **Check Results** panel.
2. Enter the details in the message box, and click on **Save in PNR**.

Chapter 18: Document Management

Understanding Document Management

What Is Document Management?

Document Management is an online storage system for documents created in Selling Platform Connect. All document types, such as receipts, invoices and quote documents are automatically stored as PDFs.

From the Document Management module, you can retrieve, print or download any document that was created by your office:

- See *Searching for Documents in Document Management* below.
- See *Printing and Downloading a Document* on the next page.

What Are Sensitive Documents?

Legal documents or documents that cannot be easily recreated are considered sensitive and should be saved locally and kept by travel agents. The following are considered sensitive documents:

- Credit notes.
- E-ticket receipts.
- EMD documents.
- EMD receipts.
- Invoices.
- Payment receipts.
- Refund and exchange authorizations.
- Refund notices.
- Ticket documents.
- All German documents.

Searching for Documents in Document Management

How to Search for Documents

1. In the **Main Page** menu, click on **Document Management**.

   The **Document Management** page is displayed.
2. In the **Search Documents** panel:
   a. Select the required document type from the drop-down list.

b. Use the date fields to retrieve documents that were created in a specific date range. The maximum date range that you can define depends on the selected document type.

c. Use any of the other search fields to find the required documents.

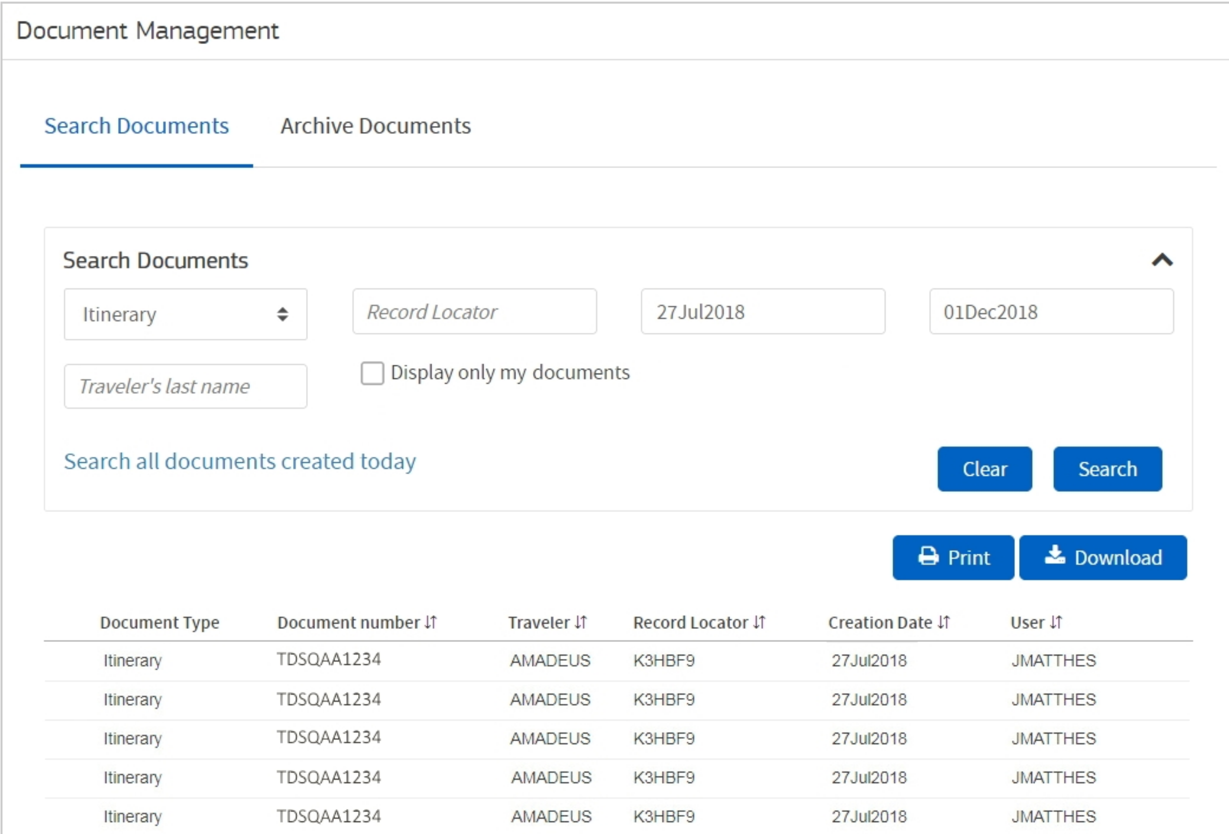
Select the **Display only my documents** check box to retrieve only documents that you created.

3. Click on **Search**.

   The documents corresponding to your search criteria are shown. There is a maximum of 99 search results displayed.

4. If required, use the search fields to narrow down your search results. Click on **Search all documents created today** to retrieve only documents that were created today.

Example: Searching for a Document



Printing and Downloading a Document

How to Print or Download a Document From Your Office

1. In the **Main Page** menu, click on **Document Management**.

   The **Document Management** page is displayed.

2. Search for the required documents, then click on one or more to select them.

   See *Searching for Documents in Document Management* on the previous page.

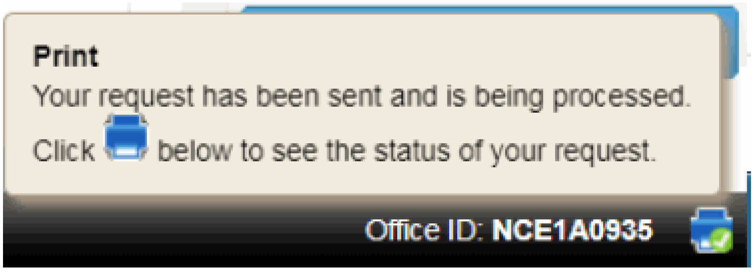
3. Click on **Print** to display the selected PDF documents in your internet browser. If multiple documents are selected, they will be merged within a single PDF.

   Or:

   Click on **Download** to save the PDF locally. If multiple documents are selected, they will be compressed and downloaded as a zip file.

How to Print or Download a Document From Your User Session

1. Whenever you create or print a document, a confirmation message is shown and a **Print** icon is displayed in the lower right-hand corner of your task bar:



2. Click on the **Print** icon.

   The **Documents** notification panel is displayed, listing all documents that were created in your current user session.
3. Select a document and click on **Show**.

   Your document is displayed in a separate internet browser window, from where you can print and download.

How to Download an Archive of Sensitive Documents

1. In the **Main Page** menu, click on **Document Management**.

   The **Document Management** page is displayed.
2. In the **Archive Documents** panel, click on the archive link.
3. Select a location to download the document archive.
4. Click on **Confirm Download** to confirm that you have downloaded your documents. Otherwise, they will be included in the next archiving session.

Chapter 19: Profile Manager

Getting Started With Profile Manager

What Is Profile Manager?

Profile Manager enables the automated management of bulk profile data in the Amadeus Customer Server (CSX) database. You can:

- Export all traveller and company profile data from selected offices.
- Count all active traveller and company profiles in selected offices.
- Import profiles using specific profile data in a customised input file.
- Delete profiles based on their record locators.

Note: Profile updates using Profile Manager are not reflected in Open Profile Suite.

What Are the Prerequisites to Accessing Profile Manager?

You must have Logon and Security Server (LSS) credentials to access Profile Manager.

You also need to be granted permission from your administrator.

How to Access Profile Manager

Expand the **Tools** menu on the Main page of Selling Platform Connect and click on **Profile Manager**.

Creating an input file for Profile Manager

What Are the Technical Requirements for the Input File?

For a successful import or deletion, the input file should follow these rules:

File	Requirement
File type	The file must be one of the following types: • .csv (comma-separated value). • .xls (Excel) • .xlsx (Excel)

File	Requirement
Encoding	• The input file should be ASCII-encoded. • All characters in the file must be compliant with the UTF-8 character set. **Note:** If any characters in the file are not ASCII-supported, the import or delete process will result in an error (for example, `Wrongly Encoded Import File`). This is because the processing of such a file could result in some profiles containing invalid data or result in profile corruption.
File Name	• The file name can include letters, numbers, full stops (.), commas (,), underlines (_), and dashes (-). • The file name must not include spaces..
File Content	• There should not be a mixture of traveller and company profiles in the same input file. The file should contain either all traveller profiles or all company profiles. • For input files containing company profiles, duplicate company names are not allowed.

What Is the Required Input File Structure?

- The input file contains a 3-row header, followed by a row for each profile.
- A profile contains elements, and each element contains items.
- Each column of the file represents a profile field.

Image: Input File Structure

1	MainProfile			
2	OfficeID	UniversalName		
3	Value	FirstName	LastName	Salutations
4	NCE7A0EE6	John	Doe	MR
	NCE7A0GG8	Johanna	Doe	MRS

1 **Profile level**: Defines which profile the information below applies to. For example, MainProfile.

2 **Element level**: Defines which element the information below applies to. For example, UniversalName.

3 **Item level**: Defines which item the information below applies to. For example, FirstName.

4 Each row below the 3-row header represents a traveller or company profile. All profiles within the same input file must be either all company profiles or all traveller profiles. It is not possible to import a file that contains a mixture of traveller and company profiles.

What Are the Mandatory Input File Elements for Creating Profiles?

Traveller Profile

The input file requires the following mandatory elements to create a traveller profile:

- **OfficeID.Value**
- **UniversalName.LastName**
- **UniversalName.FirstName**

Example: Mandatory Elements for a Traveller Profile

MainProfile		
OfficeID	**UniversalName**	
Value	**LastName**	**FirstName**
NCE1A0955	Lepetit	Mathilde

Company Profile

The input file requires the following mandatory elements to create a company profile:

- **OfficeID.Value**
- **CompanyName.Value**

Example: Mandatory Elements for a Company Profile

MainProfile	
OfficeID	**CompanyName**
Value	**Value**
NCE1A0955	Amadeus

What Are the Mandatory Input File Elements for Updating or Deleting Profiles?

The input file requires the following mandatory element to update either a traveller or company profile:

- **ProfileID.Value**

Example: Element to Update the Gender in a Traveller Profile

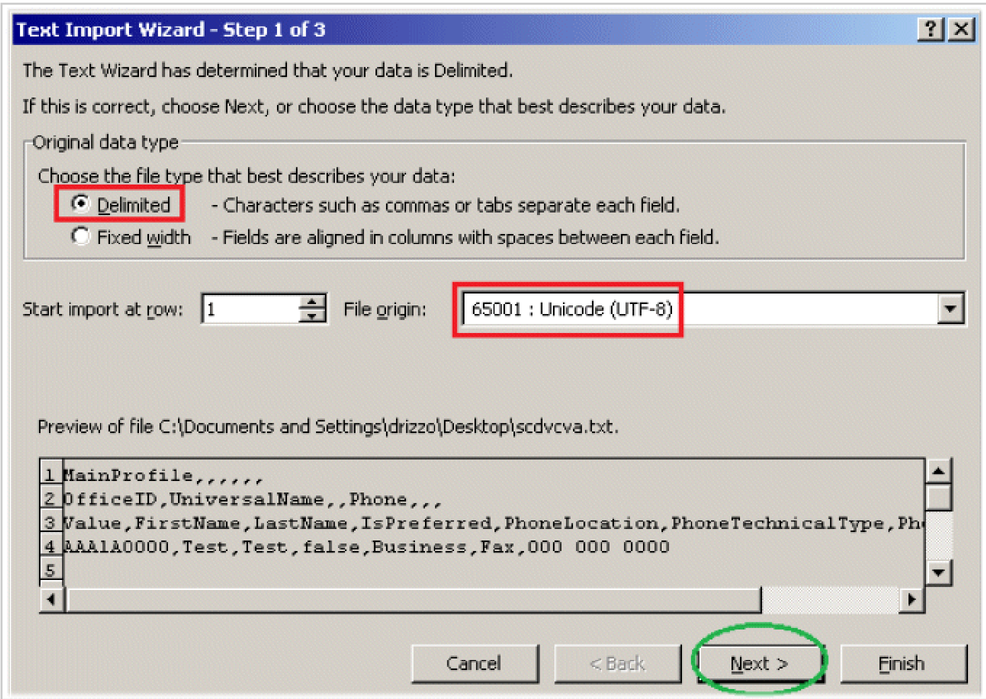
MainProfile	
ProfileID	Gender
Value	Value
03CKQ1	Female

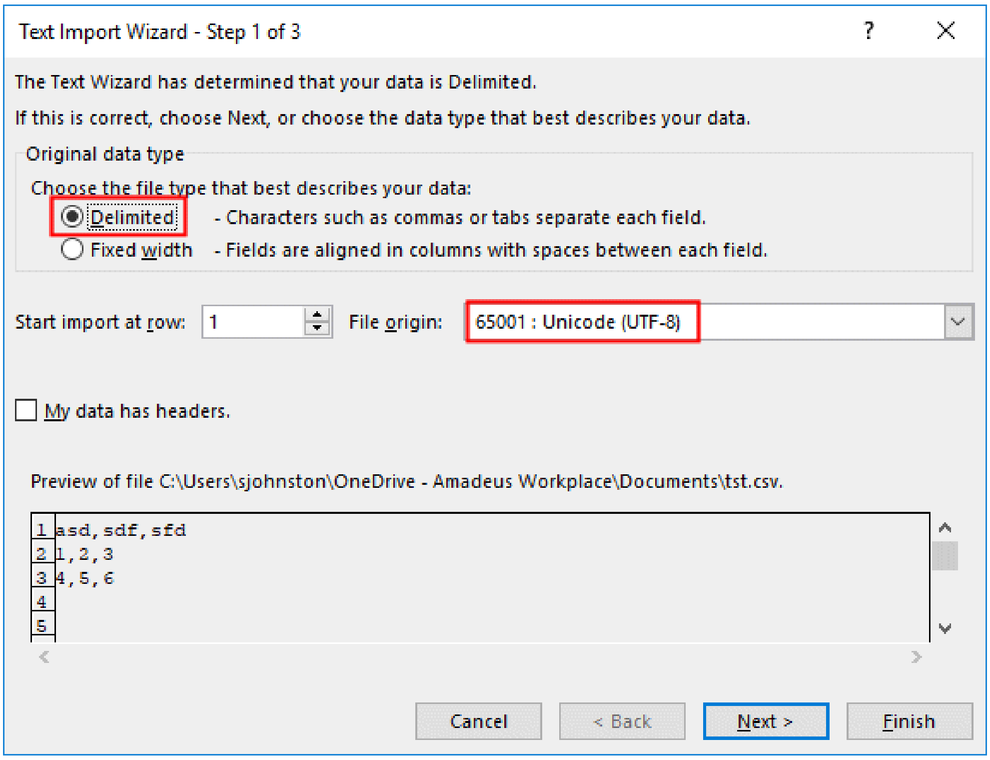
Note: You can define which specific elements of a profile to update. To avoid updating other elements, exclude the corresponding columns for these elements from the input file.

How to open a .CSV input file

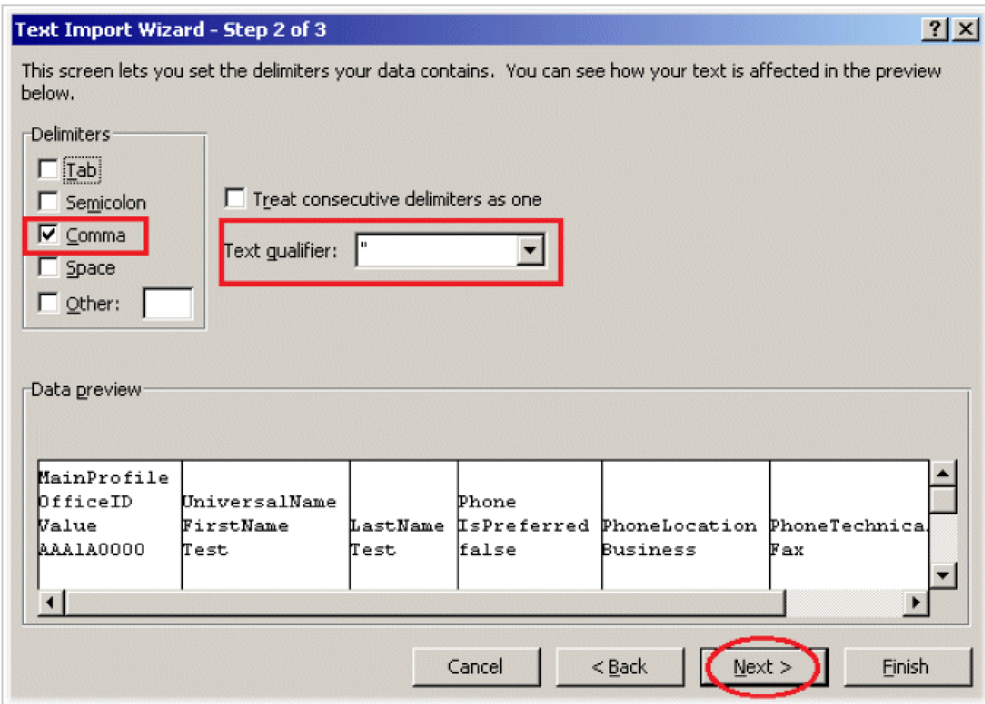
Excel 2016

1. In the **Data** menu select, **From Text.CSV** and navigate to the file you want to import.
2. In the import wizard, set:
   - **File origin = Unicode (UTF-8)**
   - **Delimiter = Comma**
3. Click on **Load**.

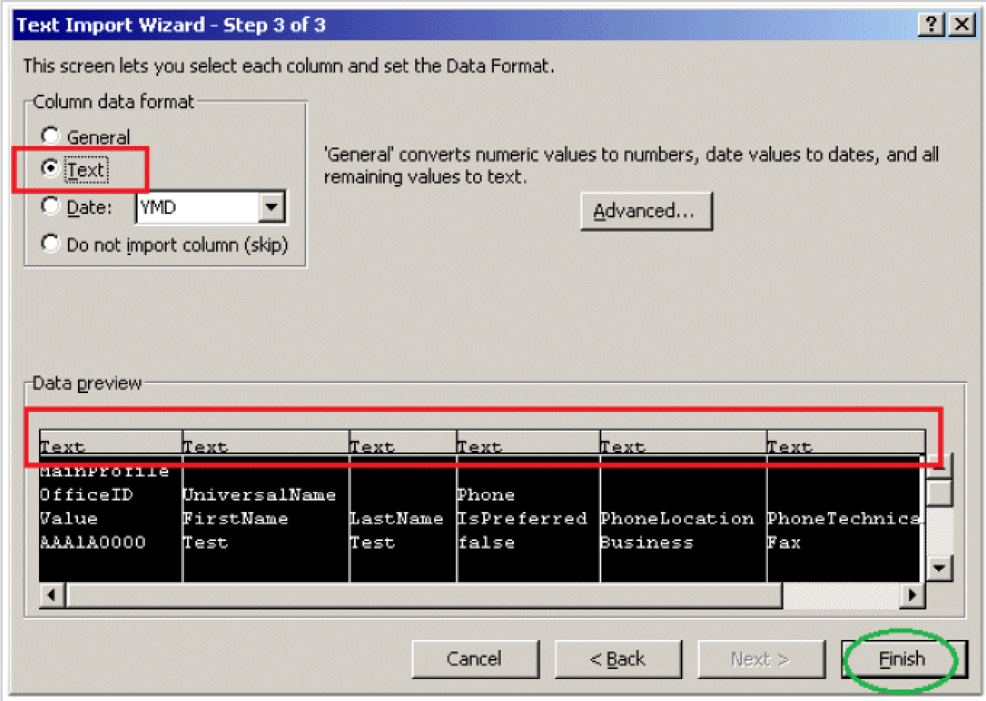




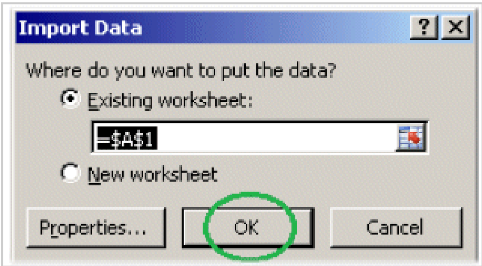
4. Set:
   - **Delimiters = Comma**
   - **Text qualifier = Double-quote**
5. Click on **Next.**



6. Set **Column data format** to **Text** and click on **Finish**.



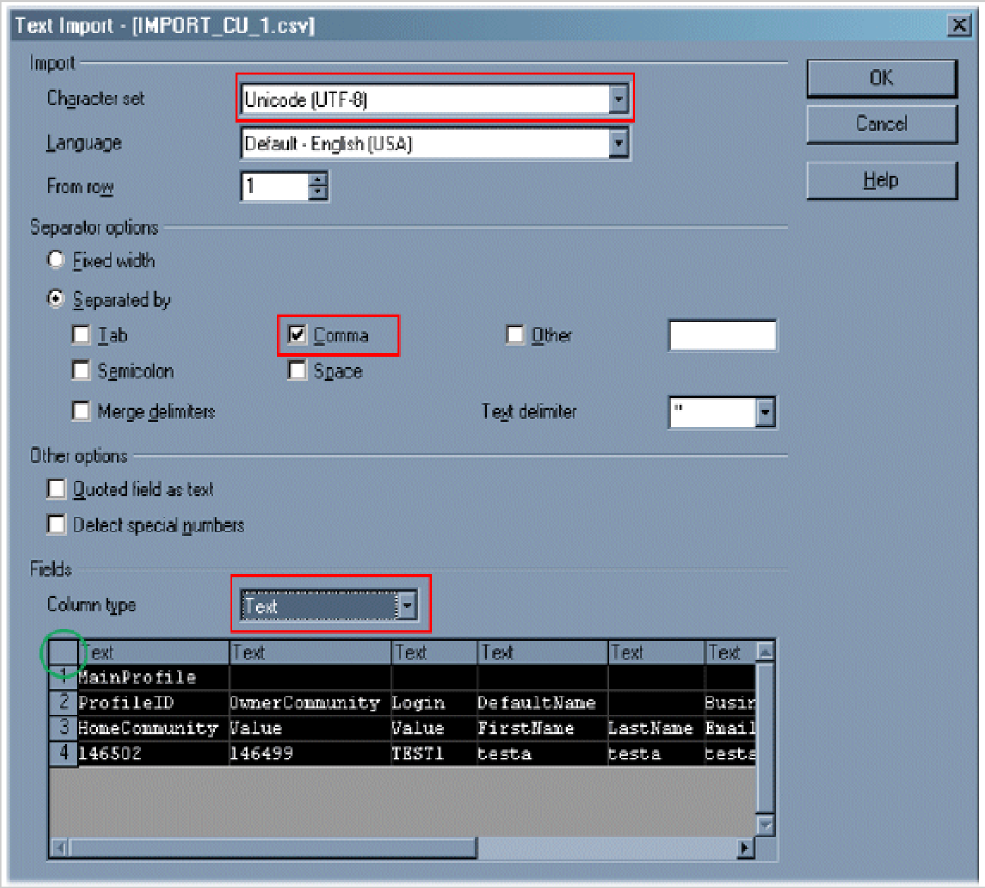
7. In the **Import Data** pop-up window, select **Existing worksheet** and click **OK**.



OpenOffice

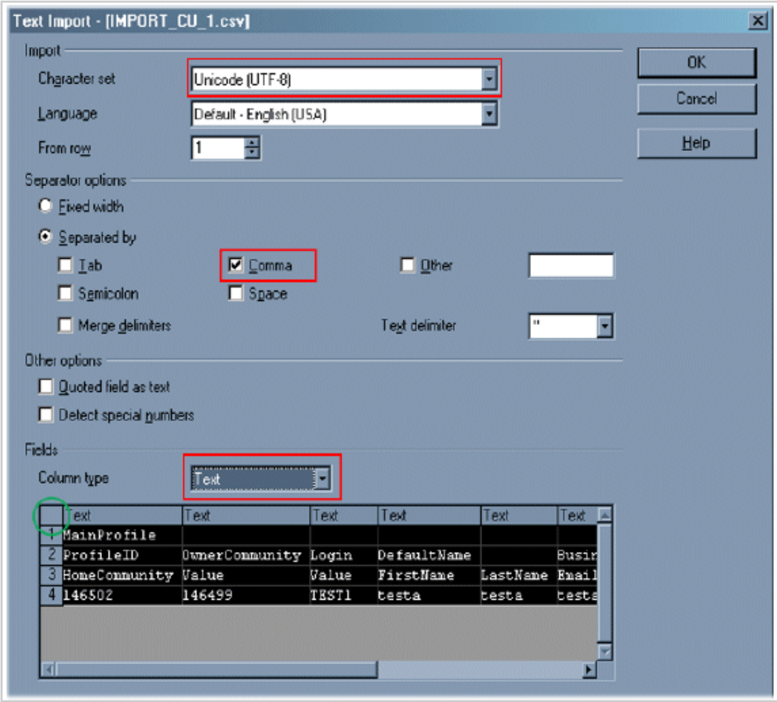
When opening, select:

- **Character set** = **Unicode (UTF-8)**
- **Separated by** = **Comma**
- **Column type** = **Text**


Text Import - [IMPORT_CU_1.csv]
Import
Character set
Unicode (UTF-8)
Language
Default - English (USA)
From row
1
Separator options
Fixed width
Separated by
Tab
Comma
Other
Semicolon
Space
Merge delimiters
Text delimiter
Other options
Quoted field as text
Detect special numbers
Fields
Column type
Text
OK
Cancel
Help
MainProfile
ProfileID OwnerCommunity Login DefaultName Busir
HomeCommunity Value Value FirstName LastName Email
146502 146499 TEST1 testa testa testa

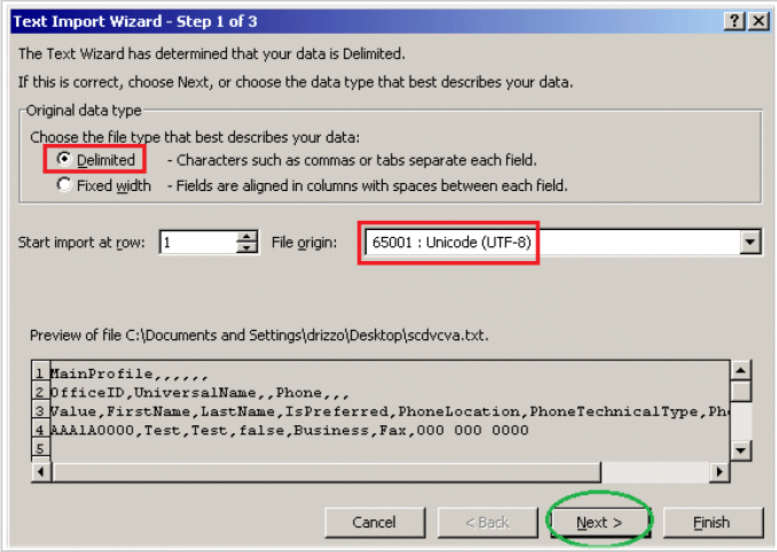
Opening and Saving the Input File

How to open and save a .CSV input file

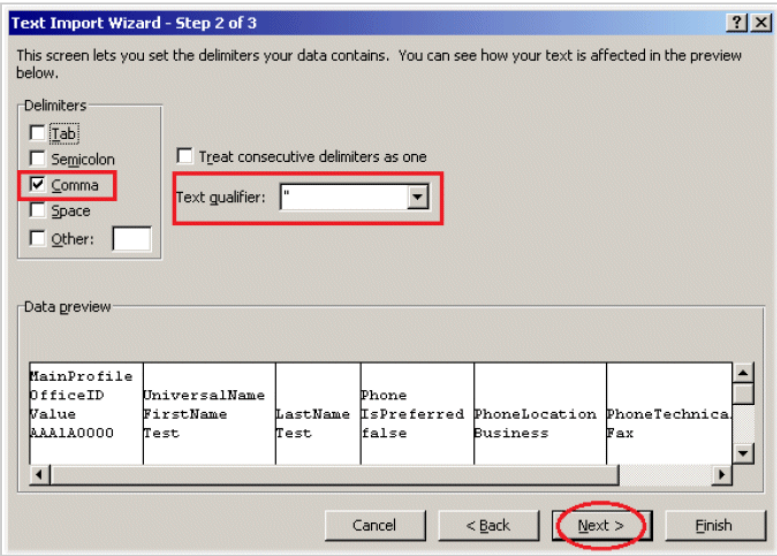
<table>
<tr><th>Application</th><th>Recommendations</th></tr>
<tr><td>OpenOffice</td><td>When opening, select:
• Character set = Unicode (UTF-8)
• Separated by = Comma
• Column type = Text

When saving in .csv format, it is saved in UTF-8 encoding.</td></tr>
</table>

<table>
<tr><th>Application</th><th>Recommendations</th></tr>
<tr><td>Microsoft Excel 2013</td><td>
To open:

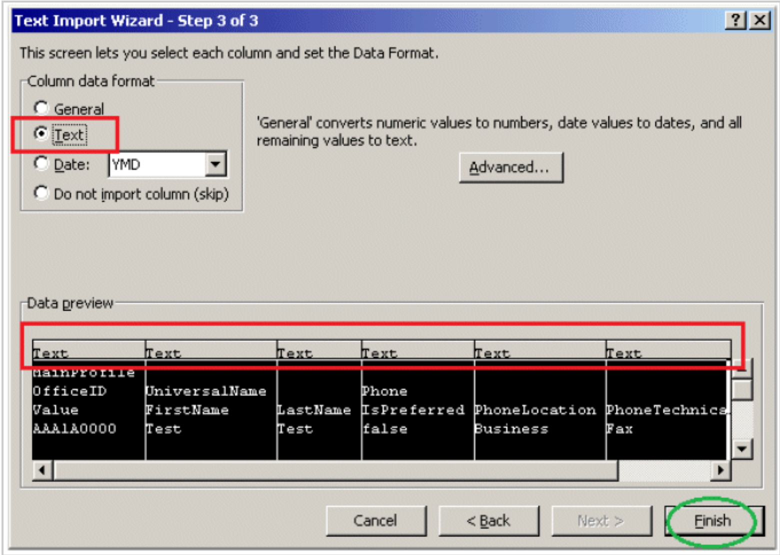
1. Go to the **Data menu** tab > **Get External Data > From Text** and navigate to the file you want to import.
2. In the **Text Import Wizard**, set:
   - **Original data type = Delimited**
   - **File origin = Unicode (UTF-8)**
3. Click on **Next**.



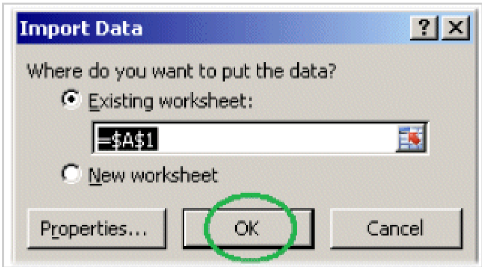
4. Set:
   - **Delimiters = Comma**
   - **Text qualifier = Double-quote**
5. Click on **Next.**



6. Set **Column data format** to **Text** and click on **Finish**.
</td></tr>
</table>

<table>
<tr><th>Application</th><th>Recommendations</th></tr>
<tr><td></td><td>


7. In the **Import Data** pop-up window, select **Existing worksheet** and click **OK**.



When saving, select **CSV (Command delimited *.csv)** as the file type.
</td></tr>
<tr><td>NotePad++</td><td>
You can download the free text-editor software from here.
When saving:
1. On the **Encoding** menu, select **Encode in UTF-8**.
2. Select **.csv** as the file type.
</td></tr>
</table>

Managing Traveller and Company Profiles

What Happens When Profiles Are Imported?

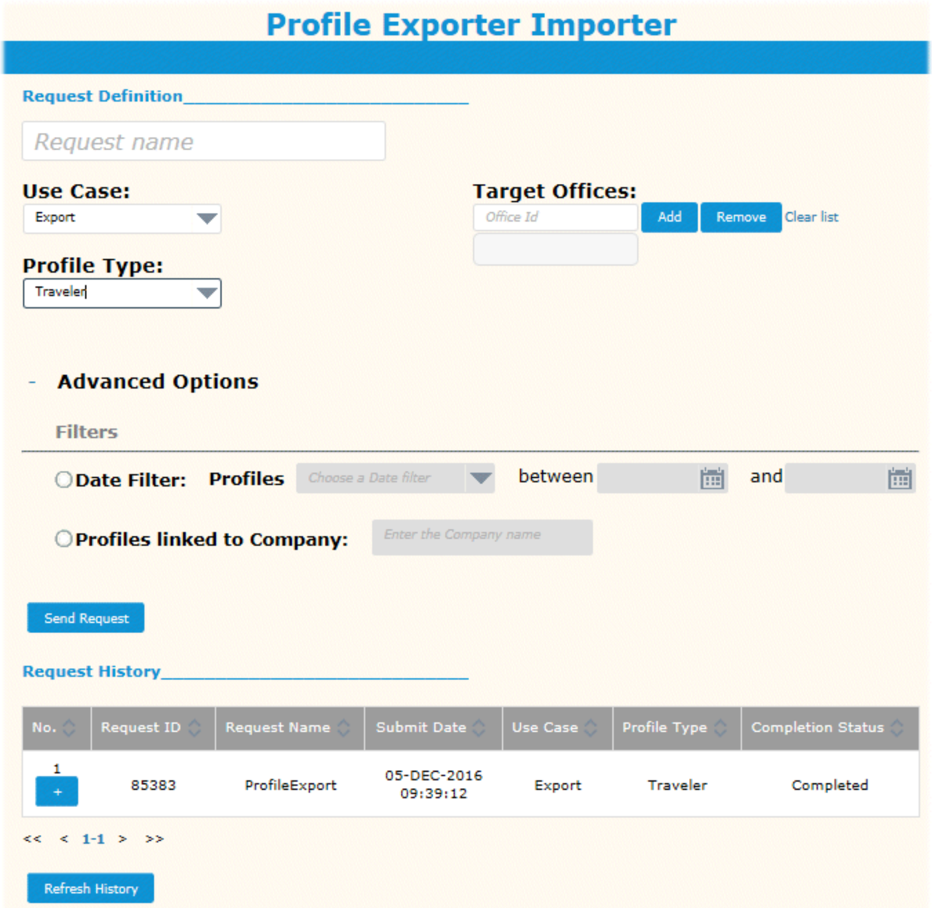
When an import is processed, the profiles in the input file are either created or updated depending on the presence of a record locator for the profile:

- If there is a record locator for the profile, the import action updates the profile.
- If there is no record locator for the profile, the import action creates the profile.

How to Import Profiles

1. Enter a request name.

Image: Profile Manager Main Page



The name must be composed of letters or numbers without any spaces (maximum 40 characters).

2. Select **Import** from the **Use Case** drop-down menu.
3. Select either **Traveller** or **Company** from the **Profile Type** drop-down menu.
4. Click on **Choose file** and add the input file containing the profiles. See also *What Are the Technical Requirements for the Input File?* on page 387 and *What Are the Mandatory Input File Elements for Creating Profiles?* on page 389.
5. Click on **Send Request**.

   This triggers a new row in the **Request History** panel.
6. Click on **Output File** in the **Request History** panel to access the results of the count.
7. In case of any errors, click on **Error File** to see the profile data for which the import failed.

How to Count All Active Profiles for Each Office

1. Enter a request name.

   The name must be composed of letters or numbers without any spaces (maximum 40 characters).
2. Select **Count** from the **Use Case** drop-down menu.
3. Select either **Traveller** or **Company** from the **Profile Type** drop-down menu.

4. Enter the **Target Office ID** and click on **Add**.

   Repeat to add more than one office.

   Alternatively, enter all office IDs separated by a comma and then click on **Add**.
5. Expand the **Advanced Options** section to define further input criteria.
6. Click on **Send Request**.

   This triggers a new row in the **Request History** panel.
7. Click on **Output File** in the **Request History** panel to access the results of the count.

   Note: If you do not see the **Output File** option, the process was not successful. Review the status message and re-try.

How to Export Profile Data

1. Enter a request name.

   The name must be composed of letters or numbers without any spaces (maximum 40 characters).
2. Select **Export** from the **Use Case** drop-down menu.
3. Select either **Traveller** or **Company** from the **Profile Type** drop-down menu.
4. Enter the **Target Office ID** and click on **Add**.

   Repeat to add more than one office.

   Alternatively, enter all office IDs separated by a comma and then click on **Add**.
5. Expand the **Advanced Options** section to define further input criteria.
6. Click on **Send Request**.

   This triggers a new row in the **Request History** panel.
7. Click on **Output File** in the **Request History** panel to access the results of the export.
8. In case of any errors, click on **Error File** to see the profile data for which the export failed.

How to Delete Profiles

1. Enter a request name.

   The name must be composed of alphanumeric characters without any spaces (maximum 40 characters).
2. Select **Import** from the **Use Case** drop-down menu.
3. Select either **Traveller** or **Company** from the **Profile Type** drop-down menu.
4. Click on **Choose file** and add the input file containing the profiles. See also *What Are the Technical Requirements for the Input File?* on page 387 and *What Are the Mandatory Input File Elements for Updating or Deleting Profiles?* on page 389.
5. Click on **Send Request**.

   This triggers a new row in the **Request History** panel.
6. Click on **Output File** in the **Request History** panel to access the results of the count.
7. In case of any errors, click on **Error File** to see the profile data for which the deletion failed.

How to Refresh the Request History

Click on **Refresh History** to check the progress of the most recent request.

The processing time depends on the number of profiles.