



Amadeus GDS Entries

Here you will find step-by-step instructions on how to handle different scenarios in Amadeus.

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Step 1 - Starting point



Question

No linked steps

Amadeus GDS Entries

Question

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Step 2



Question

Parent step: 1

How to create a PNR

New Question

1. A. Availability Step 4
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3. C. Contact information Step 7
4. D. Ticketing time limit Step 8

Step 3



Question

Parent step: 1

How to check PNR History

New Question

1. A. PNR history Step 9
2. B. How to convert time Step 10
3. C. Ticket record history Step 11
4. D. Expired (purged) PNRs Step 12

Step 4



Solution

Parent step: 2

A. Availability

Command	Explanation
SN27DECATHPAR/A A3	Availability for 27th of Dec from Athens to Paris with Aegean Airlines
SN27DECATHPAR/F N	Availability for 27th of Dec from Athens to Paris only displaying direct flights
SN27DECATHPAR/A A3,AF	Availability for 27th of Dec from Athens to Paris with Aegean Airlines and Air France
SN27DECATHPAR/K C	<p>Availability for 27th of Dec from Athens to Paris in a certain cabin (in this case business class)</p> <p>You can enter up to 2 cabin types, separated by a comma.</p> <p>The codes are: First (F), Business (C), Standard Economy (Y), Premium Economy Cabin only (W), and excluding Premium Economy (M).</p> <p>Choosing the cabin option Y displays all classes of service for both the Standard Economy and Premium Economy cabins.</p>
SN/27DECATHPAR/A A3	The dash after SN = Availability +7 days if no option available on specific day
SN27DECATHPAR /A+A3	Exclude the codeshare flights
SC1	Request availability plus 1 day
SC-1	Request availability minus 1 day
SCR7	Request return availability 7 days after
SC14NOV	Request availability between the same cities with the same option as before, just on a specific date

Manual command to add the flight:

SS1U1 - 1 seat in U-class for flight option 1 (will be U- class on all segments automatically, if you want different classes per segment, write **SS1UW1** for ex)

SS3O5 - 3 seats in O-class for flight option 2

SS2KW3 - 2 seats in K and W Class for flight option 3

Or

you can just click on the specific booking class and select the correct amount of passengers:

```
sn20decarncpb/ask
SN20DECARNCPH/ASK
** AMADEUS SCHEDULES - SN ** CPH COPENHAGEN.DK          14 TU 20DEC 0000
1  SK1415  C9 D9 Z9 J9 Y9 S9 B9 /ARN 5 CPH 3 0605    0720 E0/320   1:15
      P9 A9 E9 M9 H9 Q9 VC W9 U9 R9 K9 N9 L9 T9 OC G9
2  SK1417  C9 D9 Z9 J9 Y9 S9 B9 /ARN 5 CPH 3 0710    0825 E0/32N   1:15
      P9 A9 E9 M9 H9 Q9 V9 W9 U9 R9 K9 N9 L9 T9 OC G9
3  SK 403   C9 D9 Z9 J9 Y9 S9 B9 /ARN 5 CPH 3 0915    1025 E0/32N   1:10
      P9 A9 E9 M9 H9 Q9 VC W9 U9 R9 K9 N9 L9 T9 OC G9
4  SK1419   C9 D9 Z9 J9 Y9 S9 B9 /ARN 5 CPH 3 0955    1110 E0/320   1:15
      P9 A9 E9 M9 H9 Q9 V9 W9 U9 R9 K9 N9 L9 T9 OC G9
5  SK1423   C9 D9 Z9 J9 Y9 S9 B9 /ARN 5 CPH 3 1325    1435 E0/32N   1:10
      P9 A9 E9 M9 H9 Q9 V9 W9 U9 R9 K9 N9 L9 T9 OC G9
6  SK1407   C9 D9 Z9 J9 Y9 S9 B9 /ARN 5 CPH 3 1510    1625 E0/32N   1:15
      P9 A9 E9 M9 H9 Q9 V2 W9 U9 R9 K9 N9 L9 T9 OC G9
7  SK1429   C9 D9 Z9 J9 Y9 S9 B9 /ARN 5 CPH 3 1710    1825 E0/320   1:15
      P9 A9 E9 M9 H9 Q9 V3 W9 U9 R9 K9 N9 L9 T9 OC G9
8  SK1409   C9 D9 Z9 J9 Y9 S9 B9 /ARN 5 CPH 3 1910    2020 E0/32N   1:10
      P9 A9 E9 M9 H9 Q9 V9 W9 U9 R9 K9 N9 L9 T9 O9 G9
9  SK1427   C9 D9 Z9 J9 Y9 S9 B9 /ARN 5 CPH 3 2100    2210 E0/320   1:10
      P9 A9 E9 M9 H9 Q9 V9 W9 U9 R9 K9 N9 L9 T9 O9 G9
```

To change the booking class on an already added segment:

SBY - Change the booking class to Y on all segments

SBC2 - Change the booking class to C on segment 2

SBC2,5 - Change the booking class to C on segment 2 and 5

Step 5

 Solution

Parent step: 1

How to log in

How to sign in:

Use this [link](#) to sign in to Amadeus every time.

You should have received your credentials by email.

Office ID:

STOSG38AA is our primary office/area and this is where you always start:

Sign In

Language:

Please enter your details to sign in.

Username:

Office ID:

Password:

[Forgot your password?](#)

Remember me

[Need help?](#)

For training, you can use [this one](#). In this area, you can do anything you want BUT it is very important that when you are out in production, then you'll have to log in to the real one. Otherwise, nothing will happen.

Step 6

 Solution

Parent step: 2

B. Name field

Adult: NM1surname/firstname TITLE

Example: NM1DEPP/JOHNNY MR

Example: NM1PARADIS/VANESSA MS

Child: NM1surname/firstname TITLE(CHD/DOBddmmyy)

Example: NM1PARADIS/VANESSA MISS(CHD/20JAN17)

Example: NM1DEPP/JOHNNY MSTR(CHD/25NOV15)

Infant:

- If an infant has the **same last name as the adult**, enter directly both of them together as below:

NM1surname/firstname TITLE (INF/firstname/DOBddmmyy)

Example: NM1DEPP/JOHNNY MR (INF/BOB/12DEC21)

- If an infant **does not have the same last name as an adult**, enter directly both of them together as below:

NM1surname/firstname TITLE (INFsurname/firstname/DOB)

Example: NM1DEPP/JOHNNY MR (INFPARADIS/BOB/12DEC21)

To edit the name field after adding it, use the command:

NU1SURNAME/FIRST NAME MS

Where 1 is the line of the passenger we need to update.

Every action should be saved in the end with ER.

Step 7

 Solution

Parent step: 2

C. Contact information

We always need to add the phone number and the e-mail address of the passenger, visible both to us and the airline.

Phone number

To add the phone number, use the following command:

APM-country code phone number

Example: APM-0030691345678

Every action should be saved in the end with ER.

Email address

To add the email address, use the following command:

APE-email address

Example: APE-test@test.com

Every action should be saved in the end with ER.

To remove the email address or the phone number

XEx - where x is the line of the element you wish to remove.

Example: If the email address that you wish to remove is on line 15, then:

XE15

Every action should be saved in the end with ER.

To make the contact information visible to the airline:

- Click on "Your Smart Flows",
- Use the smartflow called "SRCTC" and follow the instructions.

Step 8

 **Solution**

Parent step: 2

D. Ticketing time limit

To add the ticketing time limit, use the following command:

TKOK

This command displays the PNR as manually ticketed; updates to show the ticket as already issued.

When the Ticketing department issues this ticket properly this line will be replaced with the date of issue.

Every action should be saved in the end with ER.

Step 9

 **Solution**

Parent step: 3

A. PNR history

Use the command **RHI** or **RHA** to check the reservation history (RHI=Retrieve History of Itinerary) and use **MD** to move from the top (first update) to the bottom (last update).

The order of the itinerary history is from **top to bottom**:

```

> rha

RP/ATHSG38SR/ATHSG38SR          WS/SU      5DEC22/0904Z
TLVSG34AA/9995WS/5DEC22
    000 OS/TG2203 Q 17JAN 2 BKKHKT LK2 1100 1230/NN *1A/E*
        OPERATED BY THAI SMILE AIRWAYS
    000 RF-A-CONTACT WARNING BYPASSED FOR TG-NMC-ISRAEL/WSSRGSRO
        CR-TLVSG34AA 37200321 SU 9995WS/DS 05DEC0820Z
000/003 CS/TG2203 Q 17JAN 2 BKKHKT HK2 1100 1230/NN *1A/E*
        OPERATED BY THAI SMILE AIRWAYS
    003 RF-1AINV ENI RM TG-0000FM/NCE1A0238 05DEC0820Z
003/024 CS/TG2203 Q 17JAN 2 BKKHKT HK2 1100 1230/NN *1A/E*
        OPERATED BY THAI SMILE AIRWAYS
    024 RF-WS-NMC-ISRAEL/WSSRGSRO CR-TLVSG34AA 37200321 SU 9995W
        S/DS 05DEC0827Z
024/026 CS/TG2203 Q 17JAN 2 BKKHKT HK2 1100 1230/NN *1A/E*
        OPERATED BY THAI SMILE AIRWAYS
    026 RF-WS-NMC-ISRAEL/WSSRGSRO CR-TLVSG34AA 37200321 SU 9995W
        S/DS 05DEC0827Z

```

>

CS - Indicates that the segment status has **changed**.

XS - Indicates that an itinerary segment has been **deleted** from PNR.

RF - Indicates when and **who made the change**.

OS - Indicates that the **original segments have been added**.

AS - Indicates that a **segment has been added**.

05DEC0820Z - Indicates **when the action above has taken place**. So, at 0820 Zulu time on 05 December, our online system selected the flights from the air availability command.

DMI command can be used to check if, after the Schedule change, the connection time is still enough.

ERK command turns TK status to HK while removing from the PNR any inactive (UN, HX, UC) status segments.

Step 10

Solution

Parent step: 3

B. How to convert time

In Amadeus, we have Zulu time.

- To check the **time difference between Zulu time and the current office ID** that you are logged in, use the command **DDZZZ** (where ZZZ represents the Zulu time) to see the time difference:

```
> ddzzz  
DDZZZ  
ZZZ TIME IS 0836/0836A ON TUE06DEC22  
ZZZ IS 01HRS 00MIN EARLIER  
|  
> |
```

- You can also use the **DD** command to see the **time difference** with any other city.
For example, what is the time difference between Sydney and Athens?

```
> DDSYD/ATH  
DDSYD/ATH  
ATH IS 09HRS 00MIN EARLIER  
|  
DDSYD/ATH > |
```

- You can also **convert the exact time between two different time zones**.
For example, what is the time in ATH when the PNR history shows 0827 Zulu time?

```
> ddzzz0827/ath  
DDZZZ0827/ATH  
ATH TIME IS 1027/1027A ON MON12DEC22  
ATH IS 02HRS 00MIN LATER  
|  
DDZZZ0827/ATH > |
```

Step 11

 Solution

Parent step: 3

C. Ticket record history

To check the ticket history in Amadeus you will type the command **RHF** or **RHFA**.

It will also inform about the ticket issuance.

Step 12

 Solution

Parent step: 3

D. Expired (purged) PNRs

When you see this message in the system after inserting the PNR:

```
> rt  
NO MATCH FOR RECORD LOCATOR  
|  
> |
```

You can open the PNR and check its history with the command: **RPP/RLC-xxxx**, where xxxx is the PNR number.

If more than one PNR option, select by passenger name the correct option by inserting the command **PLD1**, where 1 is our option.

For the **itinerary history** use the command **RPP/RHI** or **RPP/RHA** and move down with command **MD** if there are more pages.

To **open the ticket** use the command **TWD/TKTkt**

Example: **TWD/TKT076-3366480177**

Step 13

Solution

Parent step: 1

How to Void

- Jump to the correct office ID, just click on the office ID.
- To open PNR: **RTPNR**
- Open ticket list for all passengers: **RTTN**
- Check if Void is permitted as per the documents in Edvin, based on the time of ticket issuance, which is indicated in the time zone of the respective office ID.
- To check what is **currently the time in the respective office ID**, do the below command:
DDYYZ if our ticketing office is YYZ (Toronto).

If void is possible:

Void each ticket and each EMD with the command:

TRDC/L1(the ticket line)

Example: **TRDC/L45**, where 45 is the line of the ticket.

or:

TRDC/TK-eticket number (without the first 3 digits of the ticket number).

To cancel segments, use the command **XE segment lines**

Example: **XE1-4**

Every action should be saved in the end with **ER**.

Step 14

 Solution

Parent step: 1

How to add a Ghostline

To add a ghostline we use the smartflow "**RU**".

Follow the steps.

The ghostline in Amadeus will keep the PNR alive for 330 days from the day the retention line is inserted.

Every action should be saved in the end with **ER**.

Step 15

 Solution

Parent step: 1

How to Split

- Jump to the correct office ID, just click on the office ID.
- To open PNR: **RTPNR**
- Use the command **SP** and the number of the passenger in the party

Example: **SP1** to Split out Passenger 1

If we need to split more than 1 person we can just add **SPline,line**

Example: **SP1,2**

- Use **EF** that will end the file.
- And then **ER** to save.

To find the new PNR that you split with, use the command: **RTAXR**

Step 16

 Solution

Parent step: 1

How to add Baggage and other Ancillaries

- Jump to the correct office ID, just click on the office ID.
- To open PNR: **RTPNR**
- Then open the catalog by using this command: **FXK**

Services Catalogue

- [Go to seat map >](#)
- [Baggage](#)
- Packs (0)
- [Meals](#)
- [Pets](#)
- Travel Services (0)
- Lounge (0)
- [Passenger Assistance](#)
- In-flight Entertainment (0)
- Ground Transportation (0)
- Carbon Offset (0)
- Store (0)
- Mileage Accrual (0)

Passengers

P 1 []

P 2 []

Flight segments

S 1 TG2203 Q 17JAN23 BKK-HKT 11:00 12:30

- From here you can choose what type of ancillaries you want to add.

Example for baggage:

Services Catalogue

- [Go to seat map >](#)
- [Baggage \(4\)](#)
- Packs (0)
- [Meals](#)
- [Pets \(2\)](#)
- Travel Services (0)
- Lounge (0)
- [Passenger Assistance](#)
- In-flight Entertainment (0)
- Ground Transportation (0)
- Carbon Offset (0)
- Store (0)
- Mileage Accrual (0)

Passengers

P 1 []

Flight segments

S 1 KL1348 M 07DEC22 BLL-AMS 18:40 19:55

S 2 KL1435 M 07DEC22 AMS-BHX 21:30 21:45

Show prices in: SEK

Chargeable Baggage

Services found for passengers: P1, flight segments: S1-S2

Enter the service name or code

Service	Code	Segments	Purchase Conditions	Availability and Price (SEK)
1st Additional Bag <small>1</small>	ABAG	\$1 \$2	Refundable Exchangeable Unlimited	Total 326 *
2nd Additional Bag <small>2</small>	BBAG	\$1 \$2	Refundable Exchangeable Unlimited	Total 490 *
3rd Or More Additional Bag	CBAG	\$1 \$2	Refundable Exchangeable Unlimited	Total 490 *
Bicycle	BIKE	\$1 \$2	Refundable Exchangeable On Request	Total 598 *

Standard Baggage

- Click on the little box beside the price of the ancillary you want to add. Make sure it is possible to be added for all the wanted segments. And then click on "Book and Price":

Service	Code	Segments	Purchase Conditions	Availability and Price (SEK)
1st Additional Bag	ABAG	S1 S2	Refundable Exchangeable Unlimited	Total 326
2nd Additional Bag	BBAG	S1 S2	Refundable Exchangeable Unlimited	Total 490
3rd Or More Additional Bag	CBAG	S1 S2	Refundable Exchangeable Unlimited	Total 490
Bicycle	BIKE	S1 S2	Refundable Exchangeable On Request	Total 598

Standard Baggage

- After that, your request will be added as an SSR element.
- **You must check if the ancillary is turning HK before you charge the customer.** Retrieve the SSR lines with the command **RTG**.
- If the ancillary service is pending with HN status: save with **ER** and refresh the PNR with **IR**.

To remove the SSR request:

If the customer does not pay, remove the SSR request with the command **XEx** where x is the line of the SSR,

Example: **XE15** for removing line 15 from the PNR.

Every action should be saved in the end with ER.

Step 17

Solution

Parent step: 1

How to add Seating

- Jump to the correct office ID - just click on the office ID.
- To open PNR: **RTPNR**
- Then open the catalog by using this command: **FXK**:

The screenshot shows the Amadeus Services Catalogue. On the left, there's a sidebar with various service categories like Baggage, Meals, and Lounge. In the center, under 'Passengers', two passengers are listed: P1 and P2. To the right, under 'Flight segments', one segment is shown: S1 TG2203 Q 17JAN23 BKK-HKT 11:00 12:30.

- Then click on **Go to Seat Map** and the map will open:

The screenshot shows the Amadeus seat map interface. On the left is a seat map grid for a flight from Bangkok (BKK) to Hong Kong (HKT) on TIGERairways (TG) flight TG2203, departing on 17 JAN 2023 at 11:00. The grid shows rows 34 to 51 and columns A through K. Seats are marked with X or empty boxes. On the right, a panel displays passenger information for P1 and P2, both selected as 'AFT'. There are tabs for Passengers, Seat features, Amenities, Seats, and Status. A message bar at the bottom says 'Hi, can I help you?'. Buttons for 'Book Seats' and 'Close seat map' are also visible.

- You can then click on what seat you want to add.
- After you have added it, you will see the price if any.
- Click on "Book Seats" and then on "Close seat map".
- After that, your request will be added as an SSR element.

DISCLAIMER: In case you do not see the "Go to Seat Map" option after performing FXK, you may follow the below steps:

- The command to add a seat in Amadeus is **SM2**
Where **SM** - Seat Map and **2** is the segment number.
- If we can book seats for the pax, then the seat map will open.

- If not then, you will get the below message and in such cases, we may redirect the customer to the airline directly:

SEAT MAP NOT AVAILABLE FOR THIS CARRIER

- You must check if the ancillary is turning HK before you charge the customer.
- Retrieve the SSR lines with the command **RTG**.

To remove the SSR request:

If the customer does not pay, remove the SSR request with the command **XEx**, where x is the line of the SSR.

Example: **XE15** for removing line 15 from the PNR.

Every action should be saved in the end with **ER**.

Step 18

Solution

Parent step: 1

How to add a chargeable meal

- Jump to the correct office ID, just click on the office ID.
- To open PNR: **RTPNR**
- Then open the catalog by using the command **FXK**:

The screenshot shows the 'Services Catalogue' interface. On the left, there is a sidebar with various service categories: Go to seat map, Baggage (9), Packs (0), Meals (9) [highlighted in yellow], Pets, Travel Services (1), Lounge (1), Passenger Assistance (3), In-flight Entertainment (0), Ground Transportation (0), Carbon Offset (0), Store (0), Mileage Accrual (0), and Other (0). The 'Meals' category has a count of 9. The main area displays two sections: 'Passengers' (listing P1 and P2) and 'Flight segments' (listing S1 and S2 with their respective flight details: FI521 H 05JAN23 FRA-KEF 13:05 15:45 and FI520 H 09JAN23 KEF-FRA 07:25 12:05). A close button (X) is visible in the top right corner of the main window.

- After that, you click on the "Meals" to be able to see the standard (FOC) and the Chargeable meals if any.
- Click on the little box beside the price of the ancillary you want to add.
- And then Book and Price:

Service	Code	Segments	Purchase Conditions	Availability and Price (SEK)
Ham And Cheese Baguette	FBML	S1 S2	Refundable Exchangeable Unlimited	Total 280
		S1 S2	OK OK	Total (SEK)
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	140
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	140
				Total price for all selected passengers: 280
				Book and Price
Chia Porridge	FCML	S1 S2	Refundable Exchangeable Unlimited	Total 180
Turkey Pretzel Sandwich	FDML	S1 S2	Refundable Exchangeable Unlimited	Total 280
Nordic Open Face Sandwich	FHML	S1 S2	Refundable Exchangeable Unlimited	Total 420
Three Course Icelandic Meal	FJML	S1 S2	Refundable Exchangeable Unlimited	Total 660
Delightful Keto Box	FMMI	S1 S2	Refundable Exchangeable Unlimited	Total 480

- After that, it will be added under SSR lines.
- **You must check if the ancillary is turning HK before you charge the customer.** Retrieve the SSR lines with the command **RTG**.

Every action should be saved in the end with **ER**.

Step 19

Solution

Parent step: 1

How to add OSI & SSR

OSI - Other Service Information

To add the OSI, use the following command:

OSYY FREE TEXT

Example: OSUX HONEYMOON TRIP

Every action should be saved in the end with **ER**.

SSR - Special Service Request

To add the SSR, use the following command:

SR+the code

Examples: SRWCHR - to add **wheelchair** for all pax and all flights in the PNR

SR BIKE TG/P1 -to add a **bike** for pax 1 for the Thai Airways PNR

Example: with weight and length of special equipment for pax 1 and segments 3 and 4:

SR SPEQ-SCUBA DIVING SET WT13KG 24x15x15cm/p1/s3-4

Every action should be saved in the end with ER.

To remove the SSR field after adding it, use the command:

XEx, where x is the line you wish to remove

Example: XE13 for removing the element in line 13.

Every action should be saved in the end with ER.

Step 20

 Solution

Parent step: 1

How to add Passport Information and Frequent Flyer (APIS/DOCS & FF)

We can add APIS and DOCS manually and graphically.

To add them graphically click on "Your Smart Flows" and select:

APIS - to add the Passport Information.

DOCS - to add only the DOB information.

To add manually the same information:

Passport Information:

SRDOCSYY HK1-(document type)-(document issue country)-(document number)-(document nationality country)-(date of birth:DDMMYY)-(gender)-(document expiration date:DDMMYY)-(last name)-(first name)/paxnumber

Example: SRDOCS YY HK1-P-GRC-AT2120405-GRC-03DEC94-F-04JUL26-SURNAME-FIRSTNAME/P1

Every action should be saved in the end with ER.

DOB Information:

SRDOCS YYHK1-(date of birth:DDMMYY)-(gender)-surname-firstname/P1

Example: SRDOCS YY HK1-03DEC94-f-surname-firstname/P1

Every action should be saved in the end with ER.

To add the Frequent Flyer Number use the below command:

FFN YY-xxxxxxxx/P1 , where YY is the 2-letter airline code, x is the FF number and P1 is the passenger number.

Every action should be saved in the end with ER.

Step 21

Solution

Parent step: 1

How to add a remark

To add a general remark, use the following command:

RM (FREE TEXT)

Example: RM passenger is traveling with parents in booking ABCDEF

Every action should be saved in the end with ER.

To remove the remark after adding it, use the command:

XEx where x is the line of the RM.

Example: XE16, where 16 is the line of the RM

Every action should be saved in the end with ER.

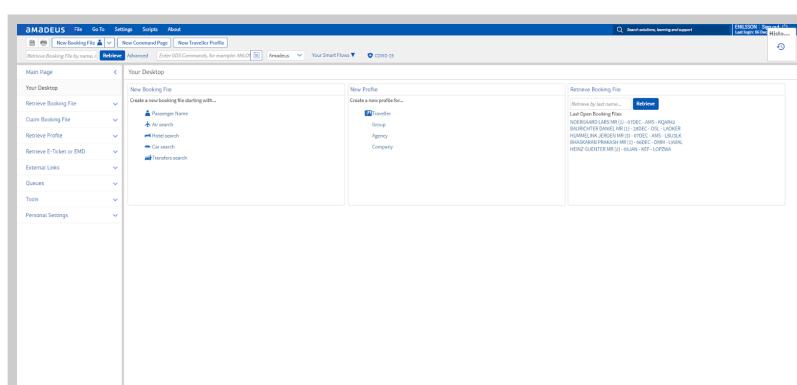
Step 22

Solution

Parent step: 1

How to rebook with Auto-calculation (ATC)

1. Jump to the correct office ID on the same window: Click on the office box and search for the correct PCC:



2. To open PNR: **RTPNR**

3. Search for Availability:

Command	Explanation
SN27DECATHPAR/AA3	Availability for 27th of Dec from Athens to Paris with Aegean Airlines
SN27DECATHPAR/FN	Availability for 27th of Dec from Athens to Paris only displaying direct flights
SN27DECATHPAR/AA3,AF	Availability for 27th of Dec from Athens to Paris with Aegean Airlines and Air France
SN27DECATHPAR/KC	<p>Availability for 27th of Dec from Athens to Paris in a certain cabin (in this case business class)</p> <p>You can enter up to 2 cabin types, separated by a comma.</p> <p>The codes are: First (F), Business (C), Standard Economy (Y), Premium Economy Cabin only (W), and excluding Premium Economy (M).</p> <p>Choosing the cabin option Y displays all classes of service for both the Standard Economy and Premium Economy cabins.</p>
SN/27DECATHPAR/AA3	The dash after SN = Availability +7 days if no option is available on a specific day.
SN27DECATHPAR/A+A3	Exclude the codeshare flights
SC1	Request availability plus 1 day
SC-1	Request availability minus 1 day
SCR7	Request return availability 7 days after
SC14NOV	Request availability between the same cities with the same option as before, just on a specific date

4. Book a seat from the availability request.

Manual command to add the flight:

SS1U1 - 1 seat in U-class for flight option 1 (will be U class on all segments automatically, if you want different classes per segment, use **SS1UW1** for example).

SS3O5 - 3 seats in O-class for flight option 2

SS2KW3 - 2 seats in K and W Class for flight option 3

Or:

You can just click on the specific booking class and select the correct amount of passengers:

```
SNO4JANATHPAR/AA3 -MN-
** AMADEUS SCHEDULES - SN ** PAR PARIS.FR          27 WE 04JAN 0000
1  A3 610 C9 DL ZL AL IL RL Y9 /ATH   CDG 1 0835  1110 E0/32Q      3:35
    BL ML HL QL VC WC OC LC KC JC EC SC TC UC PC GC NL XL F9
2  A3 614 C9 DL ZL AL IL RL Y9 /ATH   CDG 1 1615  1845 E0/32Q      3:30
    B2 M2 H2 QL VC WC OC LC KC JC EC SC TC UC PC GC NL XL F9
3  A3 830 C9 DL ZL AL IL RL Y9 /ATH   FRA 1 0825  1025 E0/32Q
    B9 ML HL QL VC WC OC LC KC JC EC SC TC UC PC GC NL XL F9
LH:A31450 C4 D4 2C Y9 B9 M9 H9 /FRA 1 CDG 1 1220  1335 E0/319 TR  6:10
    Q9 V9 L9 K9 S9
4  A3 120 C9 DL ZL AL IL RL Y9 /ATH   SKG  1625  1720 E0/32N
    B9 M9 H5 QC VC WC OC LC KC JC E9 SC TC UC PC GC NL X8 FC
A3 502 C9 DL ZL AL IL R2 Y9 /SKG   MUC 2 1800  1910 E0/320
    B9 M9 H5 QL VC WC OC LC KC JC EC SC TC UC PC GC NL XL F9
LH:A31446 C4 D4 24 Y9 B9 M9 H9 /MUC 2 CDG 1 2125  2300 E0/32N TR  7:35
    Q9 V9 L9 K9 SC
SLH:A31835 CL DC 2C Y9 B9 M9 H5 /ATH   FRA 1 0655  0900 E0/321
    QC VC LC KC SC
LH:A31450 C4 D4 2C Y9 B9 M9 H9 /FRA 1 CDG 1 1220  1335 E0/319 TR  7:40
    Q9 V9 L9 K9 S9
>
```



Note: Always use the DMI command to check the minimum connection time between two flights. If you encounter any of the errors listed below when performing this command, suggest alternative flights based on the customer's preference.

Error message - MCT OUTPUT IMPOSSIBLE - ONE FLIGHT NOT OPERATING IN 1A - SEGMENT 4/5:

5. Then run the ATC (auto-calculation) command.

6. Price all segments that the customer intends to use. If they ask to rebook OB and keep the original IB you have to include in the command the new Outbound and the old Inbound:

FXQ/S(segments you want to price)/R,UP

- Remember that a rebooking needs to be made on the same fare type or to be upgraded but **not to be downgraded** (for example, not from Published fare to IT/BT).
- Also, make sure that the new **baggage allowance is the same as the original ticket**.

Example: FXQ/S2-3/R,UP

Auto-calculation screen:

LAST TKT DTE 15DEC22 - 1406 -
 FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
 SERVICE MAY HAVE CHANGED - PLEASE CHECK NEW CONTRACT
 TICKET STOCK RESTRICTION

AL	FLGT	BK	DATE	TIME	FARE BASIS	NVB	NVA	BG
PRG								
WAW LO	0528	M	16DEC		M1SAV0	16DEC	16DEC	OP
STO LO	0457	M	16DEC		M1SAV0	16DEC	16DEC	OP
					ORIGIN TRVL CURRENCY			REISSUE CURRENCY
OLD BASE FARE					CZK	2013		
NEW BASE FARE					CZK	5645		
FARE BALANCE						SEK	1629	
					PAYMENT CURRENCY			
OLD TAX					SEK	827		
NEW TAX					SEK	827		
TAX BALANCE						SEK	0	
TICKET DIFFERENCE						SEK	1629	
PENALTY						SEK	763	
GRAND TOTAL						SEK	2392	
) >								
> md								
TOTAL ADD COLL						SEK	2392	
RESIDUAL VALUE						SEK	0	
								TOTAL ADD COLLECTION

The "TOTAL ADD COLL" is the total airline price for the rebooking **per passenger!**

Alternative pricing commands:

FXO/Sx/R,UP - to get the best available price (automatically updates the booking class of the segments included in the command if there is a cheaper alternative than the one selected).

Example: **FXO/S2-3/R,UP**

Every action should be saved in the end with **ER**.

Possible scenarios

1. Customer wishes to think or is not interested in:

Ignore the PNR with **IG** command.

2. Customer is ready to pay during the call:

Remove the segment(s) the customer will not use using the command:

XE segment number

Example: **XE1-2**, where 1-2 are the unwanted segment numbers in the PNR.

Every action should be saved in the end with **ER**.

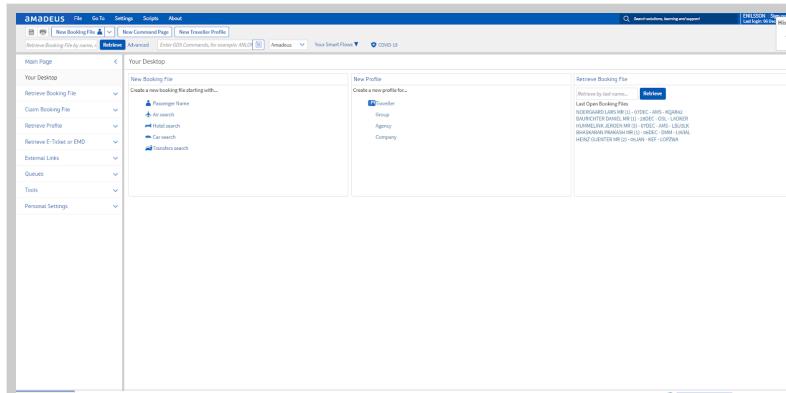
Step 23

 Solution

Parent step: 1

How to rebook with manual calculation - Unused ticket

1. Jump to the correct office ID on the same window. Click on the office box and search for the correct PCC.



2. To open PNR: RTPNR

3. If the ATC command does not work or does not guarantee the reissue cost please continue with checking the Fare Rules. Also, check the Rebooking tab in Edvin for additional information.

The most important fare rules are:

16. PENALTIES

11. BLACKOUTS

03. SEASONS

04. FLIGHT APPL

05. ADV RES/T

06. MIN STAY

07. MAX STAY

4. If changes are permitted, continue with:

- **Availability** (if not done already):

Command	Explanation
SN27DECATHPA R/AA3	Availability for 27th of Dec from Athens to Paris with Aegean Airlines
SN27DECATHPA R/FN	Availability for 27th of Dec from Athens to Paris only displaying direct flights
SN27DECATHPA R/AA3,AF	Availability for 27th of Dec from Athens to Paris with Aegean Airlines and Air France
SN27DECATHPA R/KC	<p>Availability for 27th of Dec from Athens to Paris in a certain cabin (in this case business class)</p> <p>You can enter up to 2 cabin types, separated by a comma.</p> <p>The codes are: First (F), Business (C), Standard Economy (Y), Premium Economy Cabin only (W), and excluding Premium Economy (M).</p> <p>Choosing the cabin option Y displays all classes of service for both the Standard Economy and Premium Economy cabins.</p>
SN/27DECATHPA R/AA3	The dash after SN = Availability +7 days if no option is available on a specific day
SN27DECATHPA R/A+A3	Exclude the codeshare flights
SC1	Request availability plus 1 day
SC-1	Request availability minus 1 day
SCR7	Request return availability 7 day after
SC14NOV	Request availability between the same cities with the same option as before, just on a specific date

- Book a seat from the availability request:

Manual command to add the flight:

SS1U1 - 1 seat in U class for flight option 1 (will be U class on all segments automatically, if you want different classes per segment, use **SS1UW1**, for example).

SS3O5 - 3 seats in O-class for flight option 2

SS2KW3 - 2 seats in K and W Class for flight option 3

Or

You can just click on the specific booking class and select the correct amount of passengers:

```
SNO4JANATHPAR/AA3 -MN-
** AMADEUS SCHEDULES - SN ** PAR PARIS.FR          27 WE 04JAN 0000
1  A3 610 C9 DL ZL AL II RL Y9 /ATH   CDG 1 0835    1110 E0/32Q      3:35
    BL ML HL QL VC WC OC LC KC JC EC SC TC UC PC GC NL XL F9
2  A3 614 C9 DL ZL AL II RL Y9 /ATH   CDG 1 1615    1845 E0/32Q      3:30
    B2 M2 H2 QL VC WC OC LC KC JC EC SC TC UC PC GC NL XL F9
3  A3 830 C9 DL ZL AL II RL Y9 /ATH   FRA 1 0825    1025 E0/32Q
    B9 ML HL QL VC WC OC LC KC JC EC SC TC UC PC GC NL XL F9
LH:A31450 C4 D4 ZC Y9 B9 M9 H9 /FRA 1 CDG 1 1220    1335 E0/319 TR  6:10
    Q9 V9 L9 K9 S9
4  A3 120 C9 DL ZL AL II RL Y9 /ATH   SKG   1625    1720 E0/32N
    B9 M9 H5 QC VC WC OC LC KC JC E9 SC TC UC PC GC NL X8 FC
A3 502 C9 DL ZL AL II R2 Y9 /SKG   MUC 2 1800    1910 E0/320
    B9 M9 H5 QL VC WC OC LC KC JC EC SC TC UC PC GC NL XL F9
LH:A31446 C4 D4 Z4 Y9 B9 M9 H9 /MUC 2 CDG 1 2125    2300 E0/32N TR  7:35
    Q9 V9 L9 K9 SC
SLH:A31835 CL DC ZC Y9 B9 M9 H5 /ATH   FRA 1 0655    0900 E0/321
    QC VC LC KC SC
LH:A31450 C4 D4 ZC Y9 B9 M9 H9 /FRA 1 CDG 1 1220    1335 E0/319 TR  7:40
    Q9 V9 L9 K9 S9
```

>



Always use the DMI command to check the minimum connection time between two flights. If you encounter any of the errors listed below when performing this command, suggest alternative flights based on the customer's preference.

Error message - MCT OUTPUT IMPOSSIBLE - ONE FLIGHT NOT OPERATING IN 1A - SEGMENT 4/5

5. Pricing.

Price all segments that the customer intends to use. If they ask to rebook OB and keep IB you have to include in the command new Outbound and old Inbound.

Adult: FXP/Sx/R,UP

Example: FXP/S2-3/R,UP

Alternative pricing commands:

Entry	Explanation	Is TST created?	Command to be used for TST
FXX	See price in selected flights/classes	No	TTU/S(segments to be rebooked)
FXP	Price and create TST on selected flights/classes	Yes	*Check info for FXT command below)
FXA	See a list of available prices on selected flights	-	*Check for FXU command
FXB	Price and create TST on the cheapest option on selected flights (might change the classes)	Yes	-
FXR	See the price on the cheapest option on selected flights (might change the booking classes)	No	TTU/S(segments to be rebooked)
FXD	Search the cheapest option on selected dates (all routings and airlines)	-	-
FXU	Select the price from the list from FXA/FXD, rebook, and create TST	Yes	-
FXZ	Select price from the list from the FXA/FXD, rebook but do not create TST	No	TTU/S(segments to be rebooked)

* If more than one option appears, then after the **FXP** command we have to continue with the **FXT** command.

Example: we need the pricing option 2 for pax 1 and 2: **FXT2/P1-2**

6. After the pricing command you will get the new price mask:

> FXX/S2-3,6-7/R,UP

FFX/S2-3,6-7/R,UP

01 [REDACTED]

LAST TKT DTE 17SEP21/23:58 LT in POS

	AL	FLGT	BK	T	DATE	TIME	FARE	BASIS	NVB	NVA	BG
ROM											
XFRA	LH	237	Q	Q	13OCT	1835	QNCIA		13JAN	1P	
SIN	LH	1881	Q	Q	13OCT	2330	QNCIA		13JAN	1P	
XFRA	LH	779	K	K	29OCT	2340	KNCPIA		20OCT	13JAN	1P
ROM	LH	230	K	K	30OCT	0730	KNCPIA		20OCT	13JAN	1P
New fare	EUR	349.00			13OCT21	ROM LH X/FRA LH SIN344.99 LH X/FRA					
	SEK	3543				LH ROM67.34NUC412.33END ROE0.846394					
New tax analysis	SEK	3654-YQ			XT	SEK 24-EX SEK 76-HB SEK 162-IT SEK 11					
	SEK	193-YR			-MJ	SEK 32-VT SEK 101-DE SEK 444-RA SEK 69					
	SEK	1185-XT			-L7	SEK 39-OP SEK 227-SG					
New ttl amount	SEK	8575									
			RATE USED	1EUR=10.15149SEK							

7. Compare the new fare with the old fare and new taxes one by one with old taxes. For this action, you can split the screen into two, open the original ticket on one, and keep the new pricing mask on the other.

8. Once you find the ticket difference, add it to the penalty.

- If the passenger wants to rebook and have paid, remove the unwanted segments and save the new itinerary.

Remove segments: XE4-5 where 4 and 5 are the unwanted segments.

Every action should be saved in the end with ER.

ATTENTION



- The PNR must be sent to ticketing with the new pricing mask saved in the PNR.
- While using the command **FXP**, a TST is created only if there is just 1 option/result after the FXP.

Step 24

Solution

Parent step: 1

How to rebook with manual calculation - Partially used ticket

Steps for manually rebooking a partially used booking:

```

> rt [REDACTED]

--- TST RLR MSC ---
RP/SINSG38SR/SINSG38SR          WS/SU 16NOV23/0919Z [REDACTED]
OSLSG34AA/9999WS/1NOV23

1. [REDACTED] MR (ADT) 2 [REDACTED] MS (ADT)
3 CA1364 L 26DEC 2 CSXPEK      FLWN
4 CA 961 L 27DEC 3 PEKMUC     FLWN
5 CA 962 L 25MAR 1 MUCPEK HK2   2 1205 0445+1 *1A/E*
6 CA1343 L 26MAR 2 PEKCSX HK2   3 0650 0920   *1A/E*
7 AP TICKET=ETICKET
8 AP SEAT24_DE
9 AP 0049 [REDACTED]
10 AP USRORGCTX LEISURE
[REDACTED]

```

- After selecting the new segments we can proceed with the command: **FXX/R,01NOV23,UP,OSL/S3-4,7-8** instead of FQP.

FXX/R,DOI,UP,POI/S FLOWN SEGMENT + NEW SEGMENT

```

> FXX/R,01NOV23,UP,OSL/S3-4,7-8

FXX/R,01NOV23,UP,OSL/S3-4,7-8

PASSENGER      PTC      NP    FARE<NOK>  TAX/FEE    PER  PSGR
01 [REDACTED]*  ADT      1      3514      5503      9017
02 [REDACTED]*  ADT      1      3514      5503      9017

      TOTALS      2        7028      11006      18034

1-2 LAST TKT DTE 26DEC23
1-2 TICKETS ARE NON-REFUNDABLE
>                               PAGE  2 / 2

```

- Do **FQQ** and file number to open the pricing mask **FQQ01**:

> FQQ01

FQQ01

01 [REDACTED] / [REDACTED]*

LAST TKT DTE 26DEC23

AL	FLGT	BK	T	DATE	TIME	FARE	BASIS	NVB	NVA	BG
CSX										
XBJS	CA	1364	L	L	26DEC	1900	LLXNCCBB	26DEC	26DEC	1P
MUC	CA	961	L	L	27DEC	0250	LLXNCCBB	27DEC	27DEC	1P
XBJS	CA	962	L	L	12APR	1330	LLWNCCBB	12APR	12APR	1P
CSX	CA	1343	L	L	13APR	0655	LLWNCCBB	13APR	13APR	1P
CNY		2300			26DEC23CSX	CA X/BJS CA MUC145.44CA X/BJS				
NOK		3514			CA CSX173.14NUC318.58END	ROE7.219221				
NOK		4126-YQ			XT NOK 108-DE	NOK 686-OY	NOK 293-RA			
NOK		290-CN								
NOK		1087-XT								
NOK		9017								
RATE USED 1CNY=1.52797821NOK										
BAG/SEAT AT A CHARGE MAY BE AVAILABLE-ENTER FXX										

> PAGE 3 / 4

3. Compare the **new fare** with the **old fare and new taxes** one by one with old taxes. For this action, you can split the screen into two, open the original ticket on one, and keep the new pricing mask on the other.

4. Once you find the ticket difference, add it to the penalty. Also, check the Rebooking tab in Edvin for additional information.

5. If the passenger wants to rebook and have paid, remove the unwanted segments and save the new itinerary.

Remove segments: XE5-6 where 5 and 6 are the unwanted segments.

6. To save the Fare file: **FXP/R,01NOV23,UP,OSL/S3-4,5-6**

FXP/R,DOI,UP,POI/S FLOWN SEGMENT + NEW SEGMENT

Every action should be saved in the end with ER.

When you are unable to get the price with the above FXX command, kindly use the FQP Script as per the below instructions:

1. When you have a partially used ticket you have to use the **FQP script**. You will find it under "Your smart flows":

Public Smart Flows

- ANC_EMD
- APIS
- AXA_RM_INSERT
- BAG_ON_SITE
- BAGS_TF
- CFMT
- CONF_GHOSTLINE
- CONF_SORT
- DOCS
- EMD_VOUCHER
- EMDB
- FOID
- FQP
- **FQP SCRIPT**

A partially used ticket looks like this:

> twd

TKT-[redacted] RCI-[redacted] 1A LOC-VYZCU5
OD-STOSTO SI-[redacted] FCPI-0 POI-STO DOI-18AUG21 IOI-80208774
1 [redacted] ADT ST
1 OARM A3 761 L 15SEP1235 OK LHCMFLD F 1PC
2 OATH A3 760 T 22SEP0900 OK THCMFLD A 1PC
ARM
FARE F SEK 3079
TOTALTAX SEK 690
TOTAL SEK 3769
/FC STO A3 ATH Q44.99 169.12A3 STO Q23.68 121.10NUC358.89END ROE
8.579522
FE VALID ON A3 FLIGHTS ONLY
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
SAC- 3909RZWUZHNBO

2. Select the kind of ticket we have:

- **Return:** if we have an RT ticket with a total 2 flight coupons (direct OB flight + direct IB flight)
- **Multi-sector:** if we have an RT ticket with more than 2 flight coupons (e.g direct OB flight + connecting IB flight)

Smart Flow X

Running Smart Flow : FQP SCRIPT

FQP itinerary type

(a) Oneway
 (b) Return
 (c) Multi sector

Back Next Stop

3. You need to insert **all** used/original segments (**used OB**) one by one plus **all new IB** segments in the script so you can get the correct result):

Smart Flow

Running Smart Flow : FQP SCRIPT

Oneway From Airport (e.g. ARN)

Carrier (e.g. SK)

Booking class (e.g. Y)

Departure date (e.g DDMON)

DDMON

To Airport (e.g. CDG)

Follow all the steps.

4. At the end, you will get the new pricing mask. **The original used OB fare basis and booking class must be identical to the one in the original ticket.** If it's not, then the result is not the correct one.

5. Compare the new fare with the old fare and new taxes one by one with old taxes.

For this action, you can split the screen into two, open the original ticket on one, and keep the new pricing mask on the other.

6. Once you find the ticket difference, add it to the penalty. Also, check the Rebooking tab in Edvin for additional information.

7. If the passenger wants to rebook and have paid, remove the unwanted segments and save the new itinerary.

Remove segments: XE4-5 where 4 and 5 are the unwanted segments.

Every action should be saved in the end with ER.

8. In this case, we cannot save a pricing mask for the ticketing team.

- Copy the FQP command that resulted from the FQP script that you run
- Add it to your rebooking wizard as the command that was used. That way the ticketing team will be able to create the new pricing mask for the reissue.

Step 25

 Solution

Parent step: 1

How to check fare rules

General

- If a ticket was exchanged, usually you need to check the original ticket and insert the original ticket issue date in your command. Guidelines on how to check which cancellation rules will apply for reissued tickets can be found [here](#).

- We always need to identify first the number of the pricing units and fare components, to understand the penalty application. For more information, please check [this page](#).
- If there is more than one pricing unit in the ticket, but in the fare rules it is not mentioned to apply the penalty per pricing unit, by default, we apply the penalties per each PU as a sum.

> Option 1: the FQP smart flow

Public Smart Flows

■ ANC_EMD	■ CONF_SORT
■ APIS	■ DOCS
■ AXA_RM_INSERT	■ EMD_VOUCHER
■ BAG_ON_SITE	■ EMDB
■ BAGS_TF	■ FOID
■ CFMT	■ FQP
■ CONF_GHOSTLINE	■ FQP SCRIPT

1. Insert the ticket number and then the number of the flight coupons:

Smart Flow
Running Smart Flow : FQP

Enter ticket number in the format XXX-X0000000XX

Back Next Stop

Command Page Output

Type a command Enter Retrieve (RT)

```

> RTF
RP/SYDSG38SR/SYDSG38SR      WS/SU 8DEC22/1212Z
AMSSG38SR/9999WS/8DEC22
45 FA PAX [REDACTED] TMS/NOK680/08DEC22/OSLSG34AA/60203905
/S2
46 FB PAX 0000000000 TTP/P1/S2/RT OK ETICKET/S2
47 FE PAX VALID ON MS ONLY/S2
48 FM *M*0.00
49 FP PAX CCVIXXXXXXXXXXXXXX0070/1225/A137516/S2
50 FV PAX MS/S2

```

Page 1 of 1

Smart Flow
Running Smart Flow : FQP

Insert number of coupons

Back **Next** **Stop**

Command Page Output

Type a command **Enter** **Retrieve (RT)**

```
> TWD/TKT
TKT RCI- 1A
OD-HRGCAI SI- FCPI-0 POI-OSL DOI-08DEC22 IOI-60203905
1 ADT ST
1 OHG MS 47 Y 11FEB1510 OK YDEG O 11FEB11FEB 1PC
CAI
FARE F EGP 812.00
EQUIV NOK 329 BSR 0.405370
TOTALTAX NOK 351
TOTAL NOK 680
/FC HRG MS CAI812.00EGP812.00END
FE VALID ON MS ONLY
FP CCVIXXXXXXXXXXXXX0070/1225/A137516
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
```

[« Previous page](#) [Page 2 of 2](#)

2. Select the respective option with **FQQ number of options** (Example: **FQQ4**), if needed, meaning, if more than one option is in the result.

Make sure all the fare bases in the selected option match the ones in your ticket:

FQPHRG/AMS/CY/D11FEBCAI/R,08DEC22,UP

```
01 YDEG * * 1 * 922 * *Y

LAST TKT DTE 11FEB23
-----+
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
HRG
CAI MS Y Y 11FEB YDEG 11FEB11FEB 1P

EGP 1312.00 11FEB23HRG MS CAI Q500.00 812.00EGP1312.00
SEK 555 END
SEK 29-YQ XT SEK 229-YR SEK 21-EQ SEK 6-02 SEK 9-09
SEK 21-YQ SEK 52-RH
SEK 317-XT
SEK 922
RATE USED 1EGP=0.422973SEK
BAG/SEAT/SERVICES AT A CHARGE MAY BE AVAILABLE-ENTER FXX
PRICING OVERRIDE USED *V*
BG CXR: MS
PRICED WITH VALIDATING CARRIER MS - REPRICE IF DIFFERENT VC
> PAGE 2 / 3
> |
```

3. Check the rules with **FQN number of option*PE** (Example: **FQN1*PE**)



Note: It does not work for OPEN JAW tickets (ARN-ATH /ROM-ARN)!

4. Once you locate the name of the **fare family** used, retrieve the **FQP** smart-flow command that was done earlier and add to its end the fare family qualifier: **/FF-name**

Example /FF-COMFORTFLE:

fqpCDG/aA3/cM/d08AUGATH/aA3/cM/d08AUGKGS/aA3/cB/d20AUGATH/aA3/cB/d20AUGCDG/r,30MAY23,up/
FF-COMFORTFLE



Note: It does not work for OPEN JAW tickets!

> Option 2: Backdate Pricing (FXX command)

- If we have active segments in the PNR, price them with the date of the ticket issuance:
FXX/S2-3,5-6/R,UP,20MAR22

FXX is pricing command

S is the segment number

20MAR22 is the date of ticket issuance

- Select the respective option with **FQQ number of options** (Example: **FQQ4**, if needed, meaning, if more than one option is in the result).
- Make sure all the fare bases in the selected option match the ones in your ticket.

Examples:

FQQnumber of option: FQQ2

FQNnumber of option*PE: FQN2*PE

> Option 3: FQD Command

FQDCDGATH/R,UP,20MAR22/D15JUN22/AAF/CK

FQD

CDGATH is the city pair (origin and destination of the fare component).

20MAR22 is the date of ticket issuance.

15JUN22 is the date of departure (for this city pair destination).

AAF: **A** is constant and **AF** is the 2-letter airline code (AF- Air France).

CK: **C** is constant and **K** is the booking class/first letter of the fare basis.

After, use the command **FQN1*PE** to read the penalties where 1 is the option of the correct fare basis.



Please note that in some cases there might be no information in Penalties and thus we should check if there is a Voluntary Refunds (VR) category as well, as the information regarding fees and charges might be there.

What if there is the same fare basis more than once?

```

> fqdbcndxb/r,up,15apr22/d06feb23/aek/ct
FQDBCNDXB/R,UP,15APR22/D06FEB23/AEK/CT
MORE FARES AVAIL IN HUF CHF USD CZK TAX MAY APPLY
ROE 0.913178 UP TO 1.00 EUR SURCHG MAY APPLY-CX RULE
06FEB23**06FEB23/EK BCNDXB/NSP,EH/TPM 3218/MPM 3865
LN FARE BASIS OW EUR RI B PEN DATES/DAYS AP MIN MAXFR
01+TLMMPE1 471 T NRF B25APR E31DEC+ + 3+ 3M R
O14DEC -
02+TLEEPPT1 603 T NRF S03JAN 15DEC+ 5+ 3+ 4M R
B20MAY -
03+TEMMPFR1 620 T NRF S31DEC 15FEB+ 3+ 3+ 1M R
B14JUN -
04+TLEEPIT1 631 T NRF S03JAN 12APR+ 5+ + 1M R
B10MAY -
05+TLEEPPT1 632 T NRF S03JAN 15DEC+ 5+ 3+ 4M R
B20MAY -
06+TLEEPPT1 638 T NRF S03JAN 15DEC+ 5+ 3+ 4M R
B20MAY -
07+TLEEPIT1 646 T NRF S03JAN 12APR+ 5+ + 1M R
B10MAY -
08+TLMMPE1 648 T NRF B25APR E31DEC+ + 3+ 3M R
O14DEC -
> PAGE 1/ 2
> |

```

You will have to select the fare base where the fare amount is the same as in the original ticket. Please compare the ticket's fare amount with the fare amount that you see beside the fare basis.

- > In case we do not find in Amadeus the correct fare base option, we can try in Sabre with the below steps:

SABRE

Option 1:

WETR*Ticket Number (ticket number should be inserted without a hyphen -)

FQ20MAR20CDGATH15JUN20¥QABCDEFG-AF

Explanation:

20MAR20: date of ticket issuance.

CDGATH: is the city pair

15JUN20: date of departure(for this city pair destination)

ABCDEFG: fare basis

AF: Two-letter code of the airline

After, use the command **RD1*PE** to read the penalties where 1 is the option of the correct fare basis.

Option 2:

WETR*Ticket Number (ticket number should be inserted without a hyphen -)

RD20MAR20CDGATH15JUN20ABCDEFG-AF*PE

Explanation:

20MAR20: date of ticket issuance.

CDGATH: is the city pair

15JUN20: date of departure(for this city pair destination)

ABCDEFG: fare basis

AF: Two-letter code of the airline

The penalty rule will be displayed right away.

- > **How to identify which option to select in case you get results for the exact same fare basis when checking the rules of the ticket**

Scenario 1

Ticket:

OD-KRKKRK	SI-	FCPI-0	POI-STO	DOI-21MAY23	IOI-80208774
1. [REDACTED]		MS	ADT	ST	
1 OKRK LO3904	M	05AUG0850	OK MHANEY00	O	05AUG05AUG 1PC
2 XWAW LO 21	M	05AUG1110	OK MHANEY00	O	05AUG05AUG 1PC
3 OLAX LO 22	W	25AUG1635	OK WLANEYD3	O	25AUG25AUG 1PC
4 XWAW LO3919	W	26AUG1520	OK WLANEYD3	O	26AUG26AUG 1PC
KRK					
FARE F PLN	4678.00				
EQUIV SEK	11719		BSR	2.50515866	
TOTALTAX SEK	3581				
TOTAL SEK	15300				
/FC KRK LO X/WAW LO LAX754.38LO X/WAW LO KRK335.15NUC1089.53END					
ROE4.293588 XF LAX4.5					

> fqdkrklax/alo/d05aug23/r,up,21may23/cm

FQDKRKLAX/ALO/D05AUG23/R,UP,21MAY23/CM
ROE 4.293588 UP TO 1.00 PLN SURCHG MAY APPLY-CK RULE
05AUG23**05AUG23/LO KRKLAX/NSP;AT/TPM 6095/MPM 7386
FQNLO/001/002/003/004/005/006/007/008

LN	FARE BASIS	OW	PLN	RT	B	PEN	DATES/DAYS	AP	MIN	MAXFR
01+MHA00ENB				5928	M	NRF	S27JUN	16AUG+	+ -	12M R
02+MHANEY00				6478	M	NRF	S27JUN	16AUG+	+ -	12M R
03+MHASEY00				7028	M	+	S27JUN	16AUG+	+ -	12M R
04+MHANEY00				7294	M	NRF	S27JUN	16AUG+	+ -	12M R
05+M1HA0ENB		3661			M	NRF	S27JUN	16AUG+	+ -	- R
06+MHAFEY00				7578	M	-	S27JUN	16AUG+	+ -	12M R
07+MHASEY00				7844	M	+	S27JUN	16AUG+	+ -	12M R
08+MHAFEY00				8093	M	-	S27JUN	16AUG+	+ -	12M R

FQR2

ROE 4.293588 UP TO 1.00 PLN SURCHG MAY APPLY-CK RULE
05AUG23**05AUG23/LO KRKLAX/NSP;AT/TPM 6095/MPM 7386
FQNLO/001/002/003/004/005/006/007/008

LN	FARE BASIS	OW	PLN	RT	B	PEN	DATES/DAYS	AP	MIN	MAXFR
02+MHANEY00				6478	M	NRF	S27JUN	16AUG+	+ -	12M R

ADDON SPECIFIED LO0500 ADDON EFF18APR23
DOMESTIC RTG VALIDATION (DRV) APPLIES WITHIN ORIG/DEST COUNTRIES
1 * KRK-LO-BUD/KRK/RZE/WAW/GDN/VNO-LO-WAW-LO-LAX
2 * KRK-LO-WAW-LO-LAX

> PAGE 1/ 1

04+MHANEY00 7294 M NRF S27JUN 16AUG+ + - 12M R
ADDON SPECIFIED LO0300 ADDON LO0302 EFF18APR23
DOMESTIC RTG VALIDATION (DRV) APPLIES WITHIN ORIG/DEST COUNTRIES
TRAVEL MUST BE VIA CHI
1 * KRK-LO-BUD/KRK/RZE/WAW/GDN/VNO-LO-WAW/KRK-LO-CHI-AA-
LAX
2 * KRK-LO-CHI-AA-LAX
3 * KRK-LO-WAW/KRK-LO-CHI-AA-LAX

> PAGE 1/ 1

Scenario 2

Ticket:

TKT-077 RCI- 1A LOC-[REDACTED]
 OD-SHJCAI SI- FCPI-0 POI-ATH DOI-18SEP23 IOI-27213082
 1.A [REDACTED] MR ADT ST
 1 OSHJ MS 967 T 01NOV0250 OK TLRIMSO O 01NOV01NOV 1PC
 CAI
 FARE F AED 240
 EQUIV EUR 62.00 BSR 0.254586
 TOTALTAX EUR 125.47
 TOTAL EUR 187.47
 /FC SHJ MS CAI Q10.00 54.45NUC64.45END ROE3.67275
 FE BAG. BUSINESS 32KG/158CM BAG. ECONOMY 23KG/158CM HAVE A NICE
 TRIP
 FP CCVIXXXXXXXXXXXXXX7448/0926/A122997
 NON-ENDORSABLE
 FOR TAX/FEE DETAILS USE TWD/TAX

However, after FQD command (`fqdshjcai/ams/d01nov23/r,18SEP23/ct`) we see the below options:

```

ROE 3.67275 UP TO 10.00 AED
01NOV23**01NOV23/MS SHJCAI/NSP;EH/TPM 1502/MPM 1802
LN FARE BASIS OW AED RT B PEN DATES/DAYS AP MIN MAX R
01 TLRIMSO 200 T + S16JUL 29NOV+ - - - M
> PAGE 1/ 2

> MD

01NOV23**01NOV23/MS SHJCAI/NSP;EH/TPM 1502/MPM 1802
LN FARE BASIS OW AED RT B PEN DATES/DAYS AP MIN MAX R
02 TLRIMS 300 T + S16JUL 29NOV+ - - 12M M
03 TLRIMSO 150 T + S16JUL 29NOV+ - - - M
          003SEP -
04 TLRIMS 230 T + S16JUL 29NOV+ - - 12M M
          003SEP -
> PAGE 2/ 2
  
```

Now, which option to select, since both represent the One Way fare?

Take into consideration the fare calculation row:

/FC SHJ MS CAI Q10.00 54.45NUC64.45END ROE3.67275

54.45 NUC is the fare cost, while **Q10.00** is an extra 10 NUCs for the Q surcharge, which is included in the total fare cost, but not in the fare display.

Hence, by converting the 54.45NUCs to AED, we will get: $54.45 \times 3.67275 = 199.98$ or 200AED rounded up.

That means that the correct Fare Basis from FQD is the 1st one, corresponding to the 200 AED.

Scenario 3

Ticket:

TKT-077 RCI- 1A LOC-[REDACTED]
 OD-CAIDXBX SI- FCPI-9 POI-ATH DOI-10AUG23 IOI-27213082
 1.L [REDACTED] MS ADT ST
 1 OCAI MS 912 E 01NOV0950 OK EXRIEGO/PV O 01NOV01NOV 2PC
 DXB
 FARE I [REDACTED] IT
 EQUIV BSR 0.02955908
 TOTALTAX EUR 140.27
 TOTAL IT
 /FC CAI MS DXB M/IT END
 FE BAG. ALLWNC 2PC 23KG/158CMHAVE A NICE TRIP
 FP CCVIXXXXXXXXXXXXX4065/0826/A147617
 FT DXBPROM23
 NON-ENDORSABLE
 FOR TAX/FEE DETAILS USE TWD/TAX
 NET REPORTING IT/BT

When we try the backdate pricing: fxx/r,10aug23,up we get two results:

```

FXX/R,10AUG23,UP

* FARE BASIS * DISC      * PSGR      * FARE<EUR> * MSG   *T
01 EXRIEGO   *          * P1-2       * 251.19   *        *Y
02 EXRIEGO   *          * P1-2       * 218.19   *        *Y
*2*NEGOTIATED FARES
*1-2*TICKET STOCK RESTRICTION
>                                         PAGE 1/ 1
  
```

Also, we should check the ticket mask to identify the fare cost:

```

> tth/t2

** CURRENT HISTORY

AN [REDACTED] MS
AN [REDACTED] MR
AT F
AS CAI MS912 E 01NOV23 0950 OK
AV 01NOV 01NOV CAI MS912 E 01NOV23 0950 OK
AA 2PC CAI MS912 E 01NOV23 0950 OK
AB EXRIEGO CAI MS912 E 01NOV23 0950 OK
ATD PV
AD CAIDXBX
AF/I EGP2604.00/EUR77.00/XEUR17.74-YQAC/XEUR12.31-YQAD/XEUR69.3
1-YRVA/XEUR4.44-EGTR/XEUR1.83-EQGO/XEUR2.96-JKDC/XEIRO.45-O
2SO/XEIRO.92-O9CA/XEUR22.80-QHEB/XEUR1.82-S4EC/XEUR4.44-XKE
M/XEUR1.25-ZRAP/TEUR217.27/GTEUR217.27
  
```

and as per the 2nd fare basis in the backdate pricing results:

FQQ2

02 EXRIEGO * * P1-2 * 218.19 * *Y

LAST TKT DTE 31OCT23 - SEE SALES RSTNS

-----<NEGO>-----

AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG
CAI									
DXB	MS	912	E	E	01NOV	0950	EXRIEGO/PV	01NOV	01NOV 2P

EGP 2604.00 01NOV23CAI MS DXB84.38NUC84.38END ROE30.85

EUR 77.00 XT EUR 69.31-YR EUR 4.44-EG EUR 1.83-EQ

EUR 17.74-YQ EUR 2.96-JK EUR 0.45-O2 EUR 0.92-O9 EUR

EUR 13.23-YQ 22.80-QH EUR 1.82-S4 EUR 4.44-XK EUR 1.25

EUR 110.22-XT -ZR

EUR 218.19

TOUR/CAR-VC:DXBPROM23

RATE USED 1EGP=0.02955908EUR

BAG/SEAT/SERVICES AT A CHARGE MAY BE AVAILABLE-ENTER FXK

PRICING OVERRIDE USED *V*

CAT35 NEGOTIATED FARES

So, the fare basis and the fare cost are identical and we can continue with checking the fare rules for the second option.

Step 26

Solution

Parent step: 1

Amadeus baggage upsell rebooking

Amadeus baggage upsell rebooking

Whenever we have one or more passengers with ticket upsell, ATC pricing might not work properly for both passengers.

Hence, we will need to use the following manual commands:

- **RTTN: Display Electronic Ticket** when the booking file is present:

```
> rttt

RP/STOSG34AA/STOSG34AA          WS/RC 27AUG23/1429Z [REDACTED]
STOSG34AA/9999WS/27AUG23
66 FA PAX 328-[REDACTED]/ETDY/SEK7788/27AUG23/STOSG34AA/8020877
  4/S3-4/P2
67 FA PAX 328-[REDACTED]/ETDY/SEK6913/27AUG23/STOSG34AA/8020877
  4/S3-4/P1
68 FA PAX 328-[REDACTED]/DTDY/SEK358/27AUG23/STOSG34AA/80208774
  /P1/E20-21
69 FA PAX 328-[REDACTED]/DTDY/SEK558/27AUG23/STOSG34AA/80208774
  /P2/E14,16
70 FA PAX 328-[REDACTED]/DTDY/SEK558/27AUG23/STOSG34AA/80208774
  /P1/E15,17
```

TWD/L(ticket line number): Retrieve the Electronic ticket with the line number.

Example: TWD/L66

This passenger has 1 PC of checked baggage:

```
> twd/l66

TKT-328 [REDACTED] RCI- 1A LOC-[REDACTED]
OD-OSLOSL SI- FCPI-0 POI-STO DOI-27AUG23 IOI-80208774
1. [REDACTED] MS ADT ST
  1 OOSL DY1814 R 24FEB0945 OK RLP O 24FEB24FEB 1PC
  2 OLPA DY1815 Y 02MAR1520 OK YLP O 02MAR02MAR 1PC
    OSL
FARE F NOK 7250
EQUIV SEK 7462 BSR 1.02925986
TOTALTAX SEK 326
TOTAL SEK 7788
/FC OSL DY LPA320.56DY OSL358.00NUC678.56END ROE10.684327
FE VALID ON DY/D8 NONREF
FP CCCAXXXXXXXXXXXXXX2848/0825/A821169
FOR TAX/FEE DETAILS USE TWD/TAX
IN CONNECTION WITH:
1. 328-5017347555E1(A) SEAT ASSIGNMENT
2. 328-5017347555E2(A) SEAT ASSIGNMENT
>
```

This passenger does not have checked baggage (0 PC):

```
> twd/167
```

TKT-328 [REDACTED]	RCI-	1A LOC-[REDACTED]
OD-OSLOSL SI-[REDACTED]	FCPI-0	POI-STO DOI-27AUG23 IOI-80208774
1. [REDACTED] MR	ADT	ST
1 OOSL DY1814 R 24FEB0945 OK RLF	O 24FEB24FEB NO	[REDACTED]
2 OLPA DY1815 Y 02MAR1520 OK YLF	O 02MAR02MAR NO	[REDACTED]
OSL		
FARE F NOK	6400	
EQUIV SEK	6587	BSR 1.02925986
TOTALTAX SEK	326	
TOTAL SEK	6913	
/FC OSL DY LPA280.78DY OSL318.22NUC599.00END ROE10.684327		
FE VALID ON DY/D8 NONREF		
FP CCCAXXXXXXXXXXX2848/0825/A366093		
FOR TAX/fee DETAILS USE TWD/TAX		
IN CONNECTION WITH:		
1. 328-5017347553E1(A) OVERHEAD CABIN BAG W PRIO BRD		
328-5017347556E1(A) SEAT ASSIGNMENT		
2. 328-5017347553E2(A) OVERHEAD CABIN BAG W PRIO BRD		
328-5017347556E2(A) SEAT ASSIGNMENT		

```
>
```

- Make sure to check the fare rules, our fee, and any products the customer may have, before proceeding.
- If the new segments are located on lines 5-6:

3 DY1814 R 24FEB 6 OSLLPA HK2	0945 1430 *1A/E*
4 DY1815 Y 02MAR 6 LPAOSL HK2	1520 2200 *1A/E*
5 DY1816 R 05MAR 2 OSLLPA HK2	1110 1555 73H E 0 G
PLS COMPLETE TICKETLESS OR ISSUE ETKT OR DY WILL	
CANCEL. ETKT ONLY AVAIL TO 1A 1S AND 1G AGENTS IN	
CERTAIN MARKETS. SEE DY INFO PAGES IN YOUR GDS.	
SEE RTSVC	
6 DY1815 Y 17MAR 7 LPAOSL HK2	1235 1915 73H E 0 G
PLS COMPLETE TICKETLESS OR ISSUE ETKT OR DY WILL	
CANCEL. ETKT ONLY AVAIL TO 1A 1S AND 1G AGENTS IN	
CERTAIN MARKETS. SEE DY INFO PAGES IN YOUR GDS.	
SEE RTSVC	

- The next step is to check the original **brand name/fare family:**

FQDOSLLPA/R,UP,27AUG23/ADY/CR to check fare rules:

```
> fqdOSLLPA/R,UP,27AUG23/ADY/CR
```

FQDOSLLPA/R,UP,27AUG23/ADY/CR									
ROE 10.684327 NEAREST 1.00 NOK					TAX MAY APPLY				
27AUG23**27AUG23/DY OSLLPA/NSP;EH/TPM					2516/MPM 3019				
LN FARE BASIS	OW	NOK	RT	B PEN	DATES/DAYS	AP	MIN	MAXFR	
01 RLF	3000	6000	R NRF	-	- + + - -	R			
02 RLP	3475	6950	R NRF	B31OCT	O31OCT+ + - -	R			
03 RCOMBLP	3685	7370	R NRF	B31OCT	O31OCT+ + - -	R			

- FQN02*RU: Retrieve the fare rule as per the **fare basis** mentioned in the ticket.

Find below highlighted information on the code for the **brand name/fare family for passengers with baggage**:

```
> FQN02*RU

FQN02*RU
** RULES DISPLAY ** TAX MAY APPLY
27AUG23**27AUG23/DY OSLLPA/NSP;EH/TPM 2516/MPM 3019
LN FARE BASIS OW NOK RT B PEN DATES/DAYS AP MIN MAXFR
02 RLP 3475 6950 R NRF B31OCT O31OCT+ + - - R
FCL: RLP TRF: 21 RULE: BFLP BK: R
PTC: ADT-ADULT FTC: XEF-EXCURSION FARE 4TH LEVEL
FARE FAMILY : LOWPLUS
RU.RULE APPLICATION
NORWEGIAN OW/RT INTERNATIONAL LOWFARE PLUS FARES
APPLICATION
AREA
THESE FARES APPLY
WITHIN AREA 2.
CLASS OF SERVICE
THESE FARES APPLY FOR ECONOMY CLASS SERVICE.
TYPES OF TRANSPORTATION
```

- The **manual pricing command** will be as per below:

If the 2nd passenger has baggage included: **FXP/S5-6/P2/R,UP/FF-LOWPLUS**

```
> FXP/S5-6/P2/R,UP/FF-LOWPLUS

FXP/S5-6/P2/R,UP/FF-LOWPLUS

01 LINDENHOF*/BEATE*

LAST TKT DTE 30AUG23/09:53 LT in POS
-----
      AL FLGT BK T DATE TIME FARE BASIS      NVB NVA BG
OSL
LPA DY 1816 R R 05MAR 1110 RLP           05MAR05MAR 1P
OSL DY 1815 Y Y 17MAR 1235 YLP           17MAR17MAR 1P

NOK    7250     05MAR24OSL DY LPA320.56DY OSL358.00NUC
SEK    7502     678.56END ROE10.684327
SEK      85-G2   XT SEK 77-JD SEK 8-OG SEK 39-QV
SEK      121-ZN
SEK      124-XT
SEK      7832

RATE USED 1NOK=1.03478705SEK
FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
FARE FAMILY:FC1:1:LOWPLUS
FARE FAMILY:FC2:2:LOWPLUS
>                                         PAGE 2 / 3
```

As a consequence, the baggage will be included in the new itinerary.

ATTENTION

If we do not use the above command, and instead we use **FXP/S5-6/P2/R,UP** then the baggage will not be included!

- For the passenger **without the baggage**, we can use the following command:
FXP/S5-6/P1/R,UP/FF-LOWFARE

```
> FXP/S5-6/P1/R,UP/FF-LOWFARE
FXP/S5-6/P1/R,UP/FF-LOWFARE

01 CUMMINS/GARY *

LAST TKT DTE 30AUG23/09:53 LT in POS
-----
      AL FLGT BK T DATE    TIME   FARE BASIS      NVB   NVA   BG
OSL
LPA DY 1816 R R 05MAR 1110 RLF          05MAR05MAR OP
OSL DY 1815 Y Y 17MAR 1235 YLF          17MAR17MAR OP

NOK      6400      05MAR24OSL DY LPA280.78DY OSL318.22NUC
SEK      6623      599.00END ROE10.684327
SEK      85-G2      XT SEK 77-JD SEK 8-OG SEK 39-QV
SEK      121-ZN
SEK      124-XT
SEK      6953
RATE USED 1NOK=1.03478705SEK
NO BAG INCLUDED FOR AT LEAST ONE FLIGHT
FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
FARE FAMILY:FC1:1:LOWFARE
>                                         PAGE  2 / 3
>
```

Keep in mind always to retrieve the Stored TST to check if the baggage was included along with the particular brand as well as if the price has been processed.

Step 27

Solution

Parent step: 1

How to check fare rules with Smartflow Power scripts

This **Powerscript** will help to find the accurate fare rules for rebooking and cancellation.

1. Once you retrieve the PNR to check the fare rules for rebooking or cancellation, we will use Fare Rule Powerscript, Ensure that you are in the ticketing office ID.
2. Under Smart-Flows, need to select **Fare Rule Powerscript**:

The screenshot shows the Amadeus software interface with a blue header bar. In the top left, it says "AMADEUS" and has dropdown menus for "File", "Smart Flows", and "Apps". On the right side of the header, there's a search bar with the placeholder "Search solutions, learning and support", a "Help" icon, and a "About" link. A dropdown menu is open over the "About" link, showing options like "Historical Data" and "Helpdesk". Below the header, a section titled "App Store Smart Flows" lists various applications. One item, "Fare Rule Powerscript", is highlighted in yellow.

ANC_EMD	APIS	AXA_RM_INSERT	BAG_ON_SITE
BAGS_TF	CFMT	CONF_GHOSTLINE	CONF_SORT
DOCS	EMD_VOUCHER	EMDB	Fare Rule Powerscript
FOID	FQP	FQP_SCRIPT	FXO
GDSE	New_PNR_Creation	OPT	PBAR

3. The list of ETG products such as Flexible Ticket, Seating, and Cabin will be displayed and the **GK line** and will be automatically added to the PNR.



NOTE: ETG cancelation products such as CGE and CFAR are not listed here:

The screenshot shows a "Smart Flow" application window. At the top, it says "Running Smart Flow: Beta 3". Below that, a message says "Please note the ETG products. Enter Y or y to continue". There are "Back", "Next", and "Stop" buttons. To the right, a "Command page output" section has a text input field with a help icon, an "ENTER" button, and a "Retrieve (RT)" button. The output area displays a series of numbers (1 through 12) followed by command-line style text. At the bottom, there are navigation links for "Page 5 of 5".

```

> RTJ
RP/ATHSG38SR/ATHSG38SR          AG/SU   7SEP23/1017Z  OCXH5I
LONGSG38CS/9997WS/4AUG23
4 AP TICKET=ETICKET
5 AP ///PRODUCT FLEXIBLETKT EXISTS///
6 AP ///PRODUCT SEATING_SEATMAP EXISTS///
7 AP //***** CABIN SELECTED *****// 
8 AP FLIGHTNETWORK_UK
9 AP 0044 7463432302
10 AP USRORGCTX LEISURE
11 APE AUNGJOHNNY AT GMAIL.COM
12 APM 0044 7463432302

```

4. **Section 1** will indicate if the ticket is under **Void** as per BSP condition i.e. if it's on the same day.
5. **In Section 2** you can view the fare family and enter the fare family name in the box.
6. **In Section 3** you can click the previous page option to check Fare Family if not visible on the current page:

Smart Flow

Running Smart Flow: Fare Rule Powerscript

Ticket not under VOID

1

ENTER FFC Code (Family family)

Please also click on the previous page to check for FFC
if no FFC or if Multiple Fare family enter NA

Back

Next

Stop

Command page output

Type a command ENTER

Retrieve (RT)

```
> MD
AO LGW D83519 P 13MAR24 1930 OK
AV 13MAR 13MAR LGW D83519 P 13MAR24 1930 OK
AA OPC LGW D83519 P 13MAR24 1930 OK
AB PLF LGW D83519 P 13MAR24 1930 OK
AFF FFC-LOWFARE FFO-D8 CPH D83512 X 13MAR24 0950 OK
AFF FFC-LOWFARE FFO-D8 LGW D83519 P 13MAR24 1930 OK
AD CPHCPH
AF/F DKK344/XDKK222-ZOAE/XDKK113-GBAD/XDKK164-UBAS/TDKK843/GTDKK
843
ACT VC DY/FOP/POS CPHSG34AA
AC CPH D8 LON21.21D8 CPH28.43NUC49.64END ROE6.927493
AP *DY *
LD 08MAR24
PE FXP
FC/ AUTOMATICALLY PRICED *0*
000 RF-A CR-CPHSG34AA SU 9999WS 07MAR/0835Z
```

< Previous page

3 Page 19 of 19

7. We may come across rare scenarios where the Right side will show blank when asking for a Fare family.

Under such situations kindly enter NA and continue:

Smart Flow

Running Smart Flow: Fare rule V3.0

Ticket not under VOID

ENTER FFC Code (Family family)

Please also click on the previous page to check for FFC
if no FFC or if Multiple Fare family enter NA

NA

Back

Next

Stop

Command page output

Type a command ENTER

Retrieve (RT)

```
> MD
REQUESTED DISPLAY NOT SCROLLABLE
```

< Previous page

Page 12 of 12

8. After comparing the fare basis, input the number linked to the fare basis.



NOTE: If there's a Single Fare display, as shown in the screenshot, enter 1:

Smart Flow
Running Smart Flow: Beta 3

Select the number for you rules

Back **Next** **Stop**

Command page output

Type a command **ENTER** **Retrieve (RT)**

```
> fxx/r,08SEP23,up,HEL/FF-ECOLIGHT
FXX/R,08SEP23,UP,HEL/FF-ECOLIGHT

01 SPERA/MARTA*
LAST TKT DTE 05OCT23
-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
MIL PMO AZ 1771 L L 05OCT 2220 LOWLGN1 05OCT05OCT 0P
EUR 24.00 05OCT23MIL AZ PMO24.00EUR24.00END
XT EUR 2.53-FN EUR 6.50-HB EUR 14.29-IT
EUR 12.00-YQ EUR 1.95-MJ EUR 2.48-VT
EUR 5.00-YR
EUR 27.75-XT
EUR 68.75
NO RAG TNINCLUDED FOR AT LEAST ONE FLIGHT
```

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9. 1 Check the number of **Fare components** also **2** you will be able to check the number of **Pricing Unit**:

Smart Flow
Running Smart Flow: Beta 3

Check fare components and Pricing Unit.
Enter Y to continue

Back **Next** **Stop**

Command page output

Type a command **ENTER** **Retrieve (RT)**

```
> FQN1
FQN1
1 1 - PSGR P1 ADT
2 FQN 1-1 ADT SYDDUB QR LLAUR1SW PU 1 0 FF : ECONVENIEN
3 FQN 1-2 ADT DUBSYD QR BLAUR1FW PU 1 0 FF : ECOMFORT
PAGE 1/ 1
```

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If you do not see such a display, please check the fare on **STO PCC** to determine if the Fare component or Pricing unit is shown.

If the display does not appear in **STO**, it indicates that the ticket has only one **FC** (Fare Component) and **PU** (Pricing Unit).

10. If you want to see more fare rules, type "Y". If not, just type "N" to continue and fare rules will be displayed:

The screenshot shows the 'Smart Flow' application running on 'Beta 3'. On the left, a command input field asks 'Do you wish to check for other fare rules (Enter Y or N)'. Below it are 'Back', 'Next', and 'Stop' buttons. On the right, a 'Command page output' section contains a 'Type a command' input field with a help icon, an 'ENTER' button, and a 'Retrieve (RT)' button. The main output area displays fare rules under the heading 'MD AFTER DEPARTURE'. It includes two numbered points: 1. USE ANY CX HISTORICAL -21/-31/-41/-99/-ZZ FARE FOR RE-PRICE AND NEW TICKET VALUE MUST BE EQUAL OR HIGHER VALUE THAN THE PREVIOUS TICKET OR 2. IF SAME ROUTING AND BOOKING CLASS - ANY CX HISTORICAL -21/-31/-41 FARE MAY ALSO BE USED FOR RE-PRICE AND NEW TICKET VALUE MAY BE EQUAL/HIGHER OR LOWER THAN THE PREVIOUS TICKET. A note at the bottom says 'NO MORE PAGE AVAILABLE'. Navigation links '< Previous page' and 'Page 28 of 28' are at the bottom.

- If you enter "Y"; the list of fare rules will be displayed which can be selected for E.g. Maximum Stay, Flight Application etc.:

The screenshot shows the 'Smart Flow' application running on 'Beta 3'. The left panel displays a dropdown menu titled 'RU.RULE APPLICATION' containing the following options: RU.RULE APPLICATION, MX.MAX STAY, BO.BLACKOUTS, SR.SALES RESTRICT, AP.ADVANCE RES/TKT, and FL.FLT APPLICATION. The right panel is currently empty.

- If you enter "N"; the list of checks will be displayed as a reminder to make sure nothing is left out:

Smart Flow

Running Smart Flow: Beta 3

Have you checked:

1. Complete Fare rules (fare components and Pricing Unit)
2. Fare Family
3. ETG products CGE, CFAR, Flexi TKT etc.
4. No-Show (if applicable)
5. Baggage Allowance

Enter Y to continue

Back

Next

Stop