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Amadeus Context Search

Guest Inquiry Module

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Document control				
Company	Amadeus IT Group SA			
Depart-ment	Bespoke Context Search			
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Version	**Date**	**Change**	**Comment**	**By**
1.2	02/13/19	Various	Added ticket status "Ticketed with dis-crepancy" Updated views	R. Esto-rino-Hills
1.3	04/12/19		Make PNR Orphan button	Lisa Juachon
1.4	04/23/19	Various updates/ clarifications	Update Set Status button items Add Multi-ticket status table Update Result Details view	R. Esto-rino-Hills
1.5	07/18/19		Display Historical Ticket Number	Lisa Juachon
1.6	09/26/19		AMC User Tracker	Lisa Juachon
1.7	01/30/20	Cruise Reservation Status and Reservation Type	Added dropdowns for Cruise Reservation Status and Reserva-tion Type to "Search form" and "Advanced Search" form.	R. Esto-rino-Hills
1.8	03/06/20	Travel With Only criteria	Added TravelWith Only criteria to Search and Advance Search	R. Esto-rino-Hills
1.9	8/14/20	Clarification for exchanged ticket status.	Clarify original ticket is "exchanged" status and new ticket is "ticketed" status.	R. Esto-rino-Hills
2.0	06/05/23	Batch Ticketing – NCL only Change UI Reservation Type field to auto complete instead of dropdown for NCL only		L. Juachon

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1   Introduction

The **CS Guest Inquiry** manages a guest's booking information and allows the agent to take action on a guest's booking. You can do searches for specific criteria, select to issue tickets, view details of a guest's booking, add comments regarding a guest and view seat assignments. The following sections detail all the functions that you can perform.

2   Search

The **Search** tab provides a consolidated view of both the Ticketing and Guest booking data. The search tab allows you to search by:

_ Guest Information

- **Reservation ID:** Unique ID of the cruise booking
- **Amadeus RLoc:** Amadeus Host record locator
- **Travel With ID:** A unique ID linking customers with different Cruise reservation IDs and/or Air reservations traveling together. Mutually exclusive with "Travel with only"
- **Travel With Only: A** dropdown to select whether to search only for records that have a Travel With ID. Mutually exclusive with "Travel With ID".
- **Last Name:** Guest last name
- **First Name:** Guest first name
- **Ticket Number:** Airline ticket number
- **Group ID:** Unique ID assigned to a group traveling together on the same cruise itinerary, to which the guest belongs.

_ Cruise Information

- **Ship Name:** Drop down list where a specific ship can be selected from the Integrated Air Solution Cruise. This dropdown is populated from a table in the Configuration Management. Any new ships must be added to that table for them to appear in this list.
- **Sailing Date (Start Range):** First date of the sailing date range. Sailing date is the date when the ship sails from the port. When only searching for one sailing date, it would match the Sailing Date End Range. This includes a Calendar function for viewing and selecting dates or the date may be typed in using the MM/DD/YYYY format
- **Sailing Date (End Range):** End date of the sailing date range. When only searching for one sailing date, it would match the Sailing Date Start Range. It includes a Calendar for viewing and selecting dates or the date may be typed in using the MM/DD/YYYY format. Sailing Date (End Range) automatically defaults to the Sailing Start (Start Range) date.
- **Discrepancy Indicator:** Indicator to flag a discrepancy was found between the data in the database and a request received from the cruise system for that guest's booking. The request with the discrepancy is placed in the Manual Queue in Context Search Management

so it can be resolved by an agent. This is a drop down box with the options of All, Yes or No. The default is All.

- **Cruise Reservation Status:** Status code of the cruise reservation. This is a dropdown box with the reservation status codes provided by the customer, that are maintained in the CS Database.
- **Reservation Type:** The reservation type of the cruise reservation. This is an auto complete field allowing 1 or multiple options: Bundled, Packaged or Standard. Used by NCL only

‒ Air Information

- **Flight Date (Start Range):** This is the first date of the flight's departure date range. It includes a Calendar for viewing and selecting dates or the date may be typed in using the MM/DD/YYYY format To specify just one date, the start range and end range dates must match.
- **Flight Date (End Range):** This is the end date of the flight's departure date range. It includes a calendar for viewing and selecting dates or the date may be typed in using the MM/DD/YYYY format. To specify just one date, the start range and end range dates must match. Flight Date (End Range) automatically defaults to the Sailing Start (Start Range) date.
- **Airline:** Airline Code or name that is entered to search for flights on a specific airline. As you type the code, it auto completes for you to select. If you don't specify an airline, the search results will include all airlines.
- **Departure Air Gateway:** Departure airport code. This field ~~also~~ has an auto complete function. If this field is left blank, the search results will include all airports.
- **Arrival Air Gateway:** Arrival airport code. This field ~~also~~ has an auto complete function. If this field is left blank, the search results will include all airports.
- **Direction:** Indicates whether to search for flights arriving into the Embarkation port, or from the Debark port. This is a drop down box with the options of Any, Outbound or Return. The default is Any
- **Fare Type:** Indicates the Fare Conditions This is a drop down box with the options of Both, Flexible or Restricted. The default is Both

_ Ticket Information

- **Ticketing Status:** Ticket status for the guest. This is a drop down box with the options:

  - Error – An error Occurred during Issue Ticket
  - Exchanged – Ticket Coupons have been Exchanged
  - Multiple – PNRs with multiple tickets (one for outbound segment and one for return segment of itinerary) per Passenger
  - Pending – Initial state
  - Partial – a Multiple ticket PNR where some TSTs are Ticketed
  - INFQUE – PNR with INF was Queued instead of Ticketed
  - Refunded – Ticket Coupons have been Refunded
  - Reissue – Ticket has been reissued
  - Submitted – Ticket has been manually submitted for ContextSearch ticketing
  - Ticketed – Normal Ticket
  - Ticketed With Discrepancy – Ticket Coupons do not match itinerary on face of PNR (because of Schedule Change)
  - Voided – Ticket Coupons have been voided
  - Unused – unused
  - Air Cancelled - unused

- **Payment Status:** Payment status for the guest. This is a drop down box with the options:

  - Authorized
  - Failed
  - Not Confirmed
  - Paid
  - Pending

- Ticket Number: Ticket number for that guest. When there are multiple tickets for that guest, it will display "Multiple". The ticket numbers can be viewed in the *Guest Details* view.
- **Ticket Time Limit (Start Range):** Date by which the ticket must be issued. This is the first date for Ticket Time Limit (Start Range). It includes a Calendar for viewing and selecting dates or the date may be typed in using the MM/DD/YYYY format
- **Ticket Time Limit (End Range):** Date by which the ticket must be issued. This is the end date for Ticket Time Limit (End Range). It includes a Calendar for viewing and selecting dates or the date may be typed in using the MM/DD/YYYY format. Ticket Time Limit (End Range) automatically defaults to the Sailing Start (Start Range) date.
- **Extra Seat:** Searches for guests with extra seat (2 seats in airplane cabin) for comfort
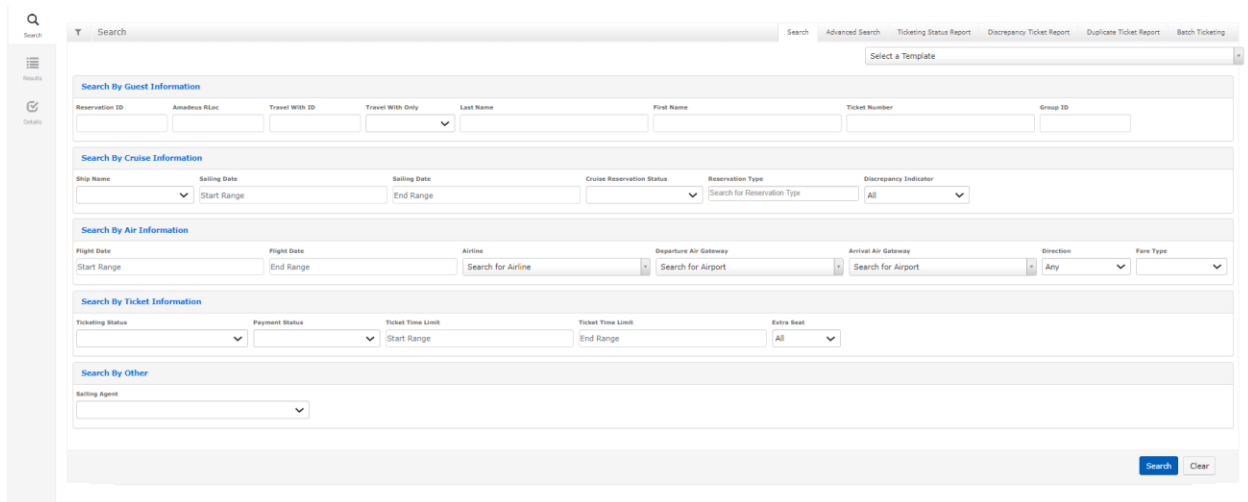
_ Search By Other

- **Sailing Agent:** Searches for records belonging to a ship sailing assigned to specified sailing agent

_ Action Buttons

- **Search:** Searches for records that meet the criteria entered for the search
- **Clear:** Clears any search criteria entered so a new search can be done.
- **Select a Template:** This dropdown will show any existing search templates for selection.
- 🗑 This button will delete the template displayed in the "Select a Template" field

When the required criteria is entered, click **Search** to generate the Guest Inquiry search results.

Figure 1-Guest Inquiry Search Page

Behavior:

If Travel With ID is entered, Travel With only is disabled (grayed out).

If Travel With Only is selected, Travel With ID is disabled (grayed out).

2.1   Advanced Search

The **Advanced Search** tab is controlled by permissions and only displays to authorized users. Clicking the **Advanced Search** tab causes the system to display the **Query Builder** display view.
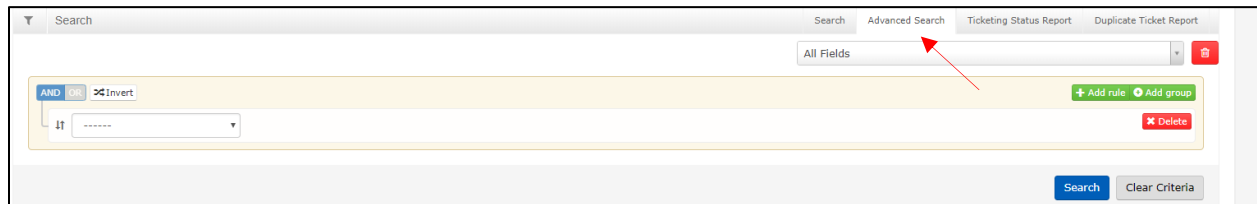
Figure 2 – Advanced Search Tab

Behavior

_   **Add Rule:** Allows you to add Search Criteria using the drop down list to the current AND OR group.
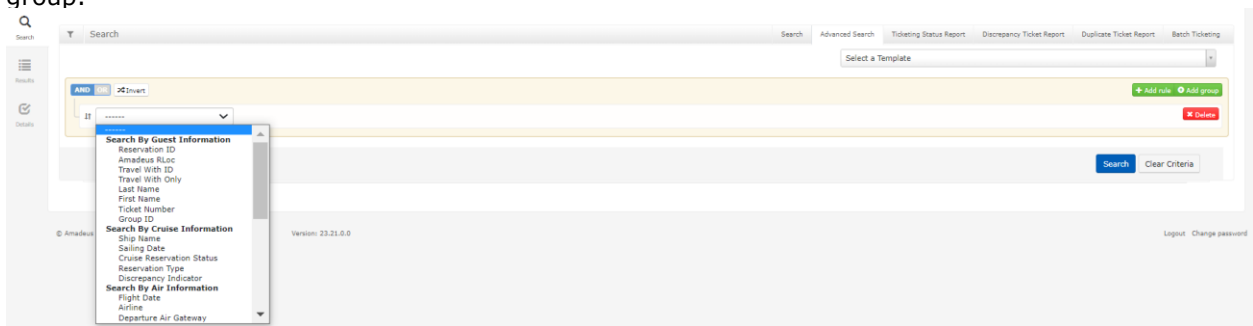
Figure 3 – Add Rule Search Criteria

The following search criteria is available:

- **Search By Guest Information**

  - Reservation ID
  - Amadeus RLoc
  - Travel With ID
  - Travel with only
  - Last Name
  - First Name
  - Ticket Number
  - Group ID

- **Search By Cruise Information**

  - Ship Name
  - Sailing Date
  - Cruise Reservation Status
  - Reservation Type

- Discrepancy Indicator

- **Search By Air Information**

  - Flight Date
  - Airline
  - Departure Air Gateway
  - Arrival Air Gateway
  - Direction
  - Fare Type

- **Search By Connecting Airport**

  - Connecting Airport

- **Search By Outbound Information**

  - Outbound To
  - Outbound Date

- **Search By Return Information**

  - Return From
  - Return Date

- **Search By Ticket Information**

  - Ticketing Status
  - Payment Status
  - Ticket Time Limit
  - Extra Seat

- **Search By Other**

  - Air Price
  - Sailing Agent
  - Class Of Service
  - Flight Number
  - Payment Due Date
  - Ticket Cost

Add Group: Adds a nested **And-Or** group to the current group.
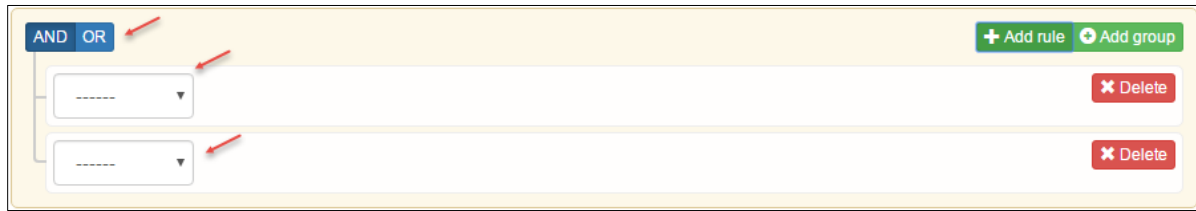
Figure 4 – Nested Groups

– **Delete:** Allows the user to delete search criteria options from the **AND OR** group.

The behavior within each nested **AND OR** group is the same as described above. The Query Builder allows the user to create as many rules and/or groups as needed. Clicking the drop down list within a **AND OR** group will render a structured list of possible Search Criteria options.
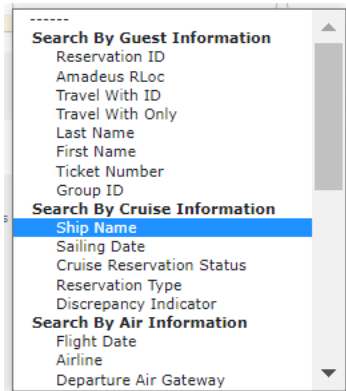
Figure 5 – Search Options

Selecting a search criteria option (Example, "Ship Name") will render the applicable controls; including a list of the Logical operators that can be used against the selected criteria.
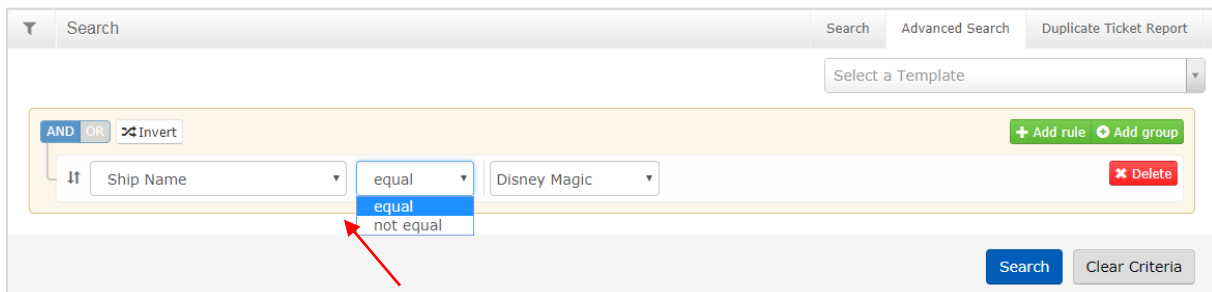
Figure 6 - Search by Ship Name

Figure – 7 Search by Ship Name and Sailing Date

Compound search criteria can be built with the Query Builder.

Figure – 8 Search by Departure Point, Connecting Airport and Flight Date

Figure – 9 Search by Departure Point, Connecting Airport, Outbound Arrival Date and Return Departure Date

Search Button Behavior:

- Performs the search for records that meet the criteria specified.
- If a field is left empty and that is the only field for the search, an error is returned advising that user must specify criteria.
- If there are other criteria that have data specified for the search, the criteria that were left empty are ignored for the search. E.G. Travel with ID is left empty but Ship name and Sail date range have data. All records for that ship's date range are displayed as the Travel With ID field was left empty.
- If mutually exclusive criteria are selected, such as "Travel With ID" and "Travel With Only", when "Search" is clicked an error is returned.

2.2 Duplicate Ticket Report

The Integrated Air Solution runs a daily report that identifies occurrences of ticket duplication based on the following matching criteria:

_ Same Origin and Destination
_ Same Ship and Sail Date
_ Same First Name and Last Name
_ Same "TK" Ticketing Status (If dupe with EX, RF, VD status, it is not considered a dupe, as these codes are used for Exchanges/Refunds/Voids)

A schedule job will run on a daily basis against the Integrated Air Solution database to identify the duplicate ticket condition using the above specified criteria. Records found to be duplicated will be flagged in the database for manual handling so that they can be retrieved and displayed to the user in the Duplicate Ticket Report page.

Figure 10 – Duplicate Ticket Report

Columns within the Duplicate Ticket Report are organized as follows:

- **First Name:** Guest First Name
- **Last Name:** Guest Last Name
- **Airline:** Airline Code
- **Origin:** Originating Airport
- **Destination:** Destination Airport
- **Departure Date:** Flight Departure Date
- **Arrival Date:** Flight Arrival Date
- **Ship Name:** Cruise Line Ship Name
- **Sailing Date:** Outbound Sailing Date
- **Ticket Number:** Airline Ticket Number
- **1A RLoc:** Amadeus Host Record Locator

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2.3   Batch Ticketing

NCL requests that Amadeus assist with batch ticketing of Amadeus Record Locators from a file uploaded within the Management Center.

NCL creates .txt files containing a list of Amadeus Record Locators where tickets must be issued in bulk.

File will be uploaded by selecting it from the Management Center Guest Inquiry Screen

Columns within the Batch Ticketing are organized as follows:

- **File Uploaded: <file name>.txt**
- **Log File: <file name>.log.csv**
- **Date Time Uploaded: date and time file was uploaded**
- **Uploaded By: AMC user**

Batch Ticketing process will produce a .csv file with the Record Locators and the status' for each.

Status Types:

- Uploaded - The file was successfully uploaded into the Management Center UI)
- Submitted - The file upload was complete and was submitted for Auto Ticketing

Uploaded File	Log File	Uploaded Time	Submitted to Ticketing
File1.txt	File1_csv.log	11/01/2022 1:00PM	11/01/2022 1:15PM
File2.txt	File2_csv.log	11/02/2022 1:00PM	11/02/2022 1:15PM
File3.txt		11/03/2022 1:00PM	

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2.4 Ticketing Status Report

You can do a Ticketing Status Report search from the Guest Inquiry Page. The search can specify a ship and sailing date or a range to include all sailings within that date range. See below:

Figure 11 – Ticketing Status Report Search

The Ticketing Status Report will include the following:

- **Ship Name:** Name of the ship
- **Sailing Date:** Date when the cruise sailing departs port
- **Days To Sailing:** Current number of days before sailing date
- **Total TK:** Total number of records in "Ticketed" status
- **Total EX:** Total number of records in "Exchanged" status
- **Total RF:** Total number of records in "Refunded" status
- **Total VD:** Total number of records in "Voided" status
- **Total Issued:** Total number of tickets issued (Total TK + Total EX)
- **Total AU:** Total number of tickets for which an Authorization was received
- **Total PD:** Total number of records with payment status PD
- **Total RI:** Total number of records in "Reissue" (RI) status (i.e. to be re-issued)
- **Total Ready:** Total number of records ready for ticketing (AU+PD+RI)

- **Total PN:** Total number of records in "Pending" status
- **Total ER:** Total number of tickets that received an error (status ER) at ticket issuance
- **Export:** Action button to export report

Figure 12 – Ticketing Status Report

3 Guest Inquiry Search Results Columns

To better manage the search results, Guest data can be organized by re-ordering the columns in the search results and/or Advanced Search results page. To do this, click **Order Columns**.

Figure 13 – Order Columns

Using the **Column Selection** panel, drag and drop the fields from the left column to the right into the **View Fields** column. To add all fields, click **Show All.** To change the order they show in the column drag them up and down to place above or below a field. The columns will appear in the search results page in the order in which you place them.
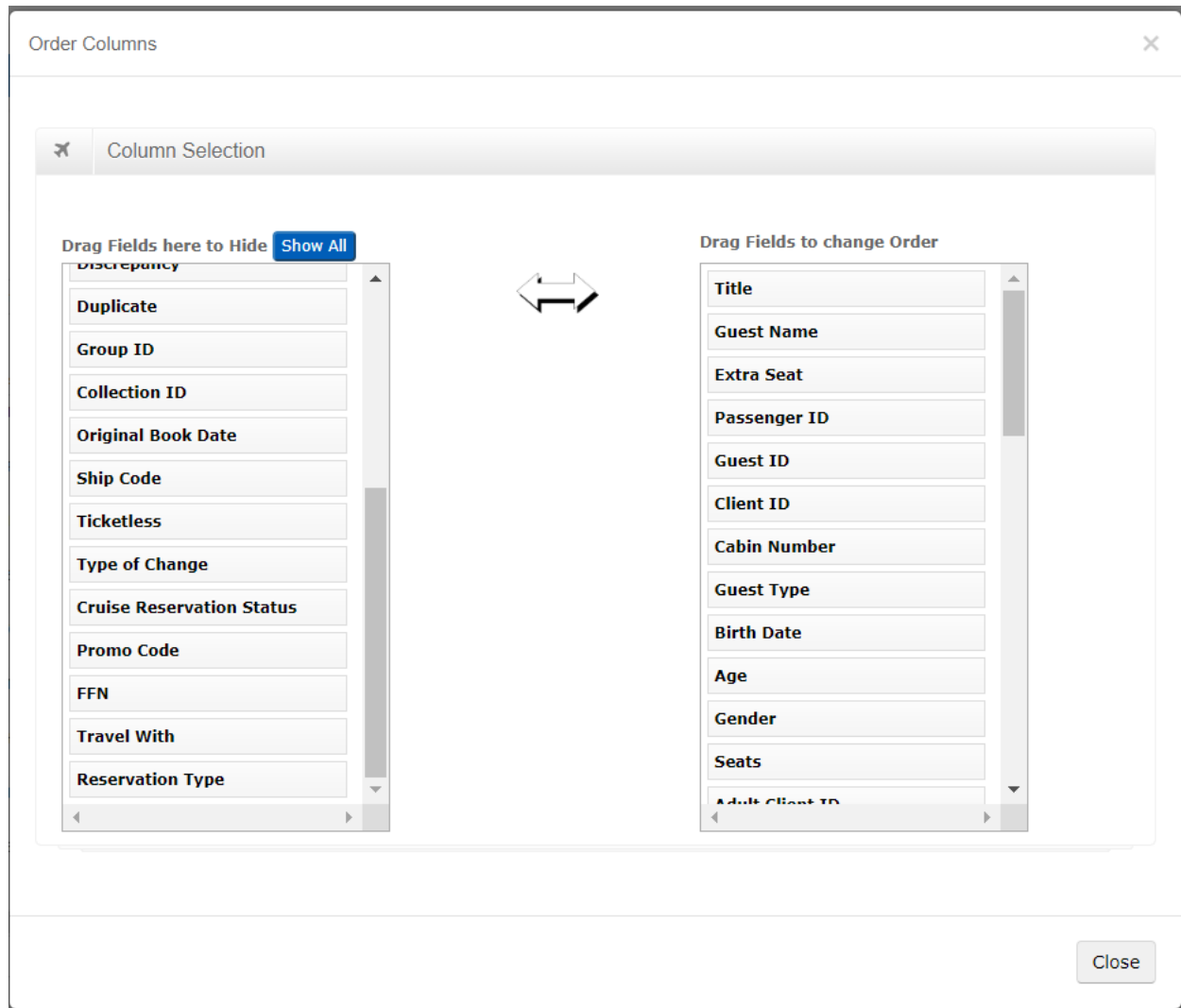

Figure 14 – Column Selection

Column selection includes the following fields: (The description of these fields appears in other sections of this document)

- **1A RLOC:** Amadeus PNR Record Locator
- **Adult Client ID:** Client ID of adult associated to infant on PNR
- **Advance Search User:** identifies the advanced search user
- **Age:** Guest Age
- **Air Cabin:** Airline cabin

- **Airline Code:** IATA code of the airline (alpha-numeric)
- **Airline Name:** Name of the airline
- **Airline Record Locator:** Record Locator of PNR in airline's system
- **Air Outbound:** Departure date of guest's flight to join the cruise
- **Air Price:** Price quoted to guest by cruise agent
- **Air Return:** Departure date of guest's flight after leaving the cruise
- **Auth ID:** Authorization ID received from cruise system to allow ticket issuance.
- **Auth Date-Time**: Date/Time associated to Authorization ID
- **Birth Date:** Guest Date of Birth
- **Booking ID**: Booking ID of PNR in Context Search
- **Cabin Number**: Ship cabin number
- **Client ID** – Unique ID assigned to client in cruise system
- **Client Type**: Client type assigned by cruise system
- **Charter**: Indicates if flight booked is a charter flight
- **Collection ID**: ID of an agency group (guests not traveling together)
- **Comments:** Allows you to document a PNR with comments (PNR must be selected first before adding comments)
- **Cruise Reservation Status**: Status of the reservation ID in the cruise system
- **Days Until Sailing:** Current number of days before the ship sails
- **Debark Port**: Port at which the cruise ship sailing ends
- **Destination:** Airport where guest's outbound segment arrives
- **Discrepancy:** Flag indicating discrepancy logged in manual queue for this guest
- **Duplicate:** Flag indicating this guest has duplicate bookings
- **Embark Port:** Port from which the cruise ship sails
- **Extra Seat:** Indicates this guest has extra seat for comfort
- **Fare Type:** Restricted or Flexible
- **FFN:** Frequent Flyer Number
- **Gateway:** Airport where guest's outbound flight originates
- **Gender:** Guest Gender (M or F)
- **Guest ID:** Unique Id assigned to guest in cruise system
- **Guest Name:** Name of the Guest
- **Guest Type:** Guest type; adult, infant, child, infant with seat
- **Group ID:** ID number of a group (traveling together) if applicable
- **Nego RLOC:** Negotiated block record locator from which guest's flight(s) were booked
- **Original Book Date:** Original date of guest's booking
- **Passenger ID**: Unique passenger ID assigned to that guest in the cruise system
- **Payment Due Date:** Date the payment is due
- **Payment Status:** Guest's payment status
- **Promo Code:** Promotional code received from the cruise system for that booking
- **Reservation Type:** Cruise reservation type (Standard, Bundled, Packaged) used by NCL only
- **Res ID:** Unique ID assigned to that guest's cruise booking in the cruise system
- **Return Airport:** Departure airport of guest's flight after leaving the cruise
- **Sailing Agent**: Agent assigned to this sailing

- **Sailing Date:** Cruise Sailing Date
- **Seats:** Indicates number of seats held for guest
- **Segment Status:** status of flight segment
- **Ship:** Name of the cruise ship
- **Ship Code**: Numeric ship code used for back office accounting
- **Ticket Cost**: Cost of airline ticket
- **Ticketing Status:** Status of guest's ticket
- **Ticket Issue Date:** Date the ticket was issued
- **Ticketless:** Identifies the airline is ticketless
- **Ticket Number:** Airline Ticket Number, Partial (if only one TST is ticketed) or Multiple (if multiple ticket numbers)
- **Ticket Time Limit:** Date that ticketing must be completed by
- **Ticketing Itin Discrepancy:** Indicates that there is a discrepancy between the itinerary in the ticket and the itinerary in the PNR
- **Title:** Guest title such as Mr, Mrs, Mstr
- **Travel With:** Unique ID identifying guests that are traveling together on that cruise
- **TST Number:** Number of TST in Amadeus PNR
- **Type of Change:** BA Group PNR Discrepancy change type

3.1 Guest Inquiry Search Results

The Guest Inquiry Search Results page includes PNR related information that is stored in the Integrated Air Solution. Information is drawn from the PNR data in the CS database as well as Errors and Comments for each PNR returned in the search results.

Each row in the Search Results matrix relates to a single guest. When a PNR contains multiple guests, each guest in the PNR will have their own row even if some duplication of data exists.

The check boxes in the **Action** panel allows the ticketing agent to select the guest(s) they want to perform an action for (Example, Issue a Ticket, Set a Status or Add a Comment).

Figure 15 – Action Panel Options

If ticketing is not authorized for a guest, the ticketing agent can select the **Ticket Override (TO)** check box to override the ticketing rules and issue a ticket.

Note: Clicking the **TS (ticket selection)**, **TO (ticket override)**, **S&C (Status and comments)** check boxes in the column header selects all guests.

Figure 16 – Action Panel "TO" Selection

The **Search Results** page contains additional actions that you can use:

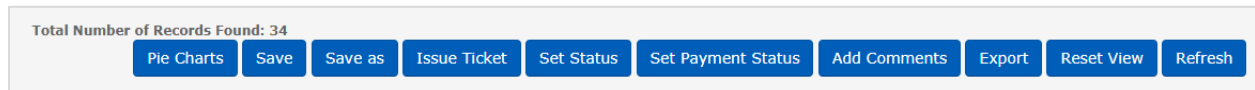| Total Number of Records Found: 34										
Pie Charts	Save	Save as	Issue Ticket	Set Status	Set Payment Status	Add Comments	Export	Reset View	Refresh

Figure 17 – Additional Actions

_ **Create Pie Charts:** Creates dashboards based on the result set that you have.

Pie chart options:

-Outbound From and/or Outbound To columns
-Return From and/or Return to column
-Outbound and Return Dates
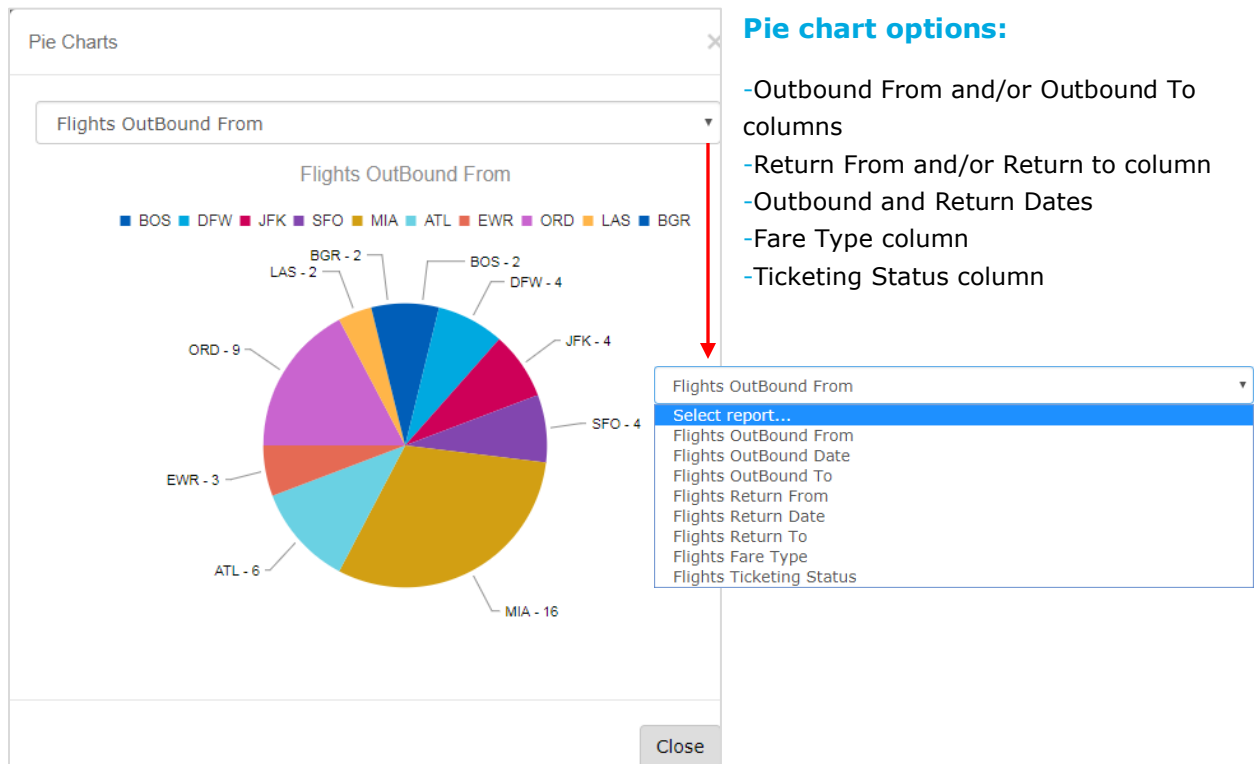-Fare Type column
-Ticketing Status column
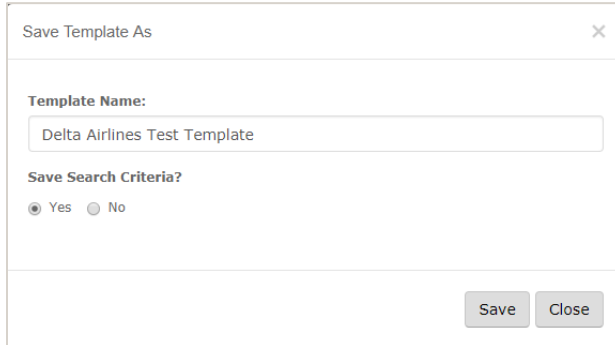
Figure 18 – Pie Chart Display

To display a Pie chart:

Click the **Pie Chart** button and select a Pie chart option from the list.

The Pie chart results pulls data from all of the pages from the search results. When the Pie chart is rendered, you can click on a slice of the pie to get the list for those results.

Note: A new search inquiry is required after clicking on a slice of the pie chart.

- **Save:** Creates a template using your search criteria so that it can be selected from the template dropdown list in the search tab and generate the same search.
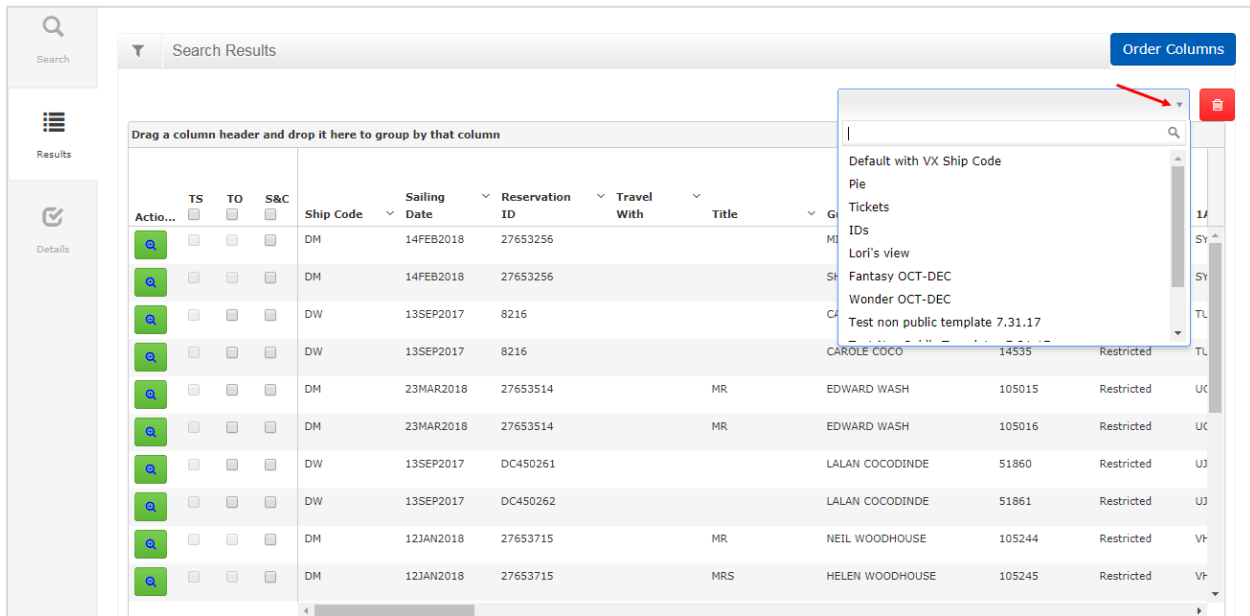
Figure 19 – Saving a Template

To use a saved template, expand the template drop-down and select a template from the list. This list will only show templates that were saved in the results page and which were not saved as "search criteria". When saved as search criteria, the template will appear in the template dropdown of the search tab. **Need to define and describe both Public and Private Templates.**

Figure 20 – Selecting a Template

To delete a template, select the template and click

Note: The ability to delete a template is subject to each user's assigned permissions.

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– **Save As:** Allows you to save an existing template under a new name. To use this feature you must first select an existing template then click [Save as]
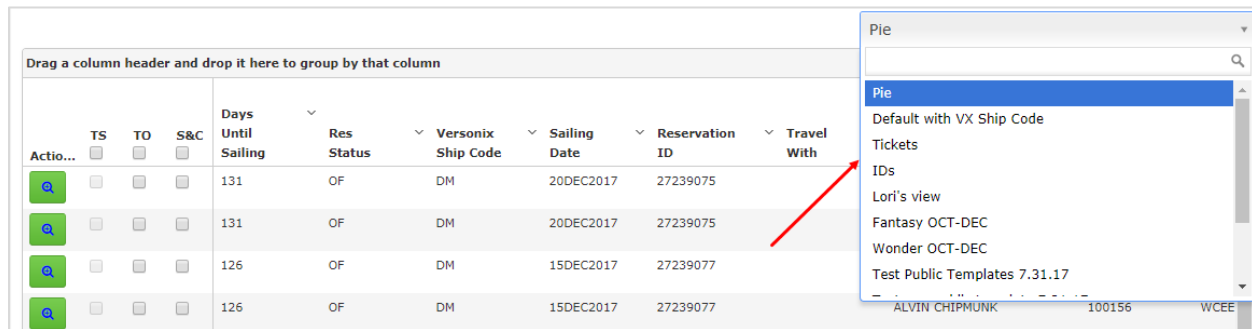
Figure 21 – Saving a Template Under a New Name

– **Issue Tickets:** Used in conjunction with the **Action** column.

- **Ticket Select (TS):** Is used together with **Issue Ticket** (Payment status cannot be in Pending or failed status).
- **Ticket Override (TO):** Used to set the payment status for a ticket and allows you to override the current ticket state. Not correct information.
- **Status and Comments (S&C):** Allows you to select a booking, change the ticketing state or payment status and add comments.
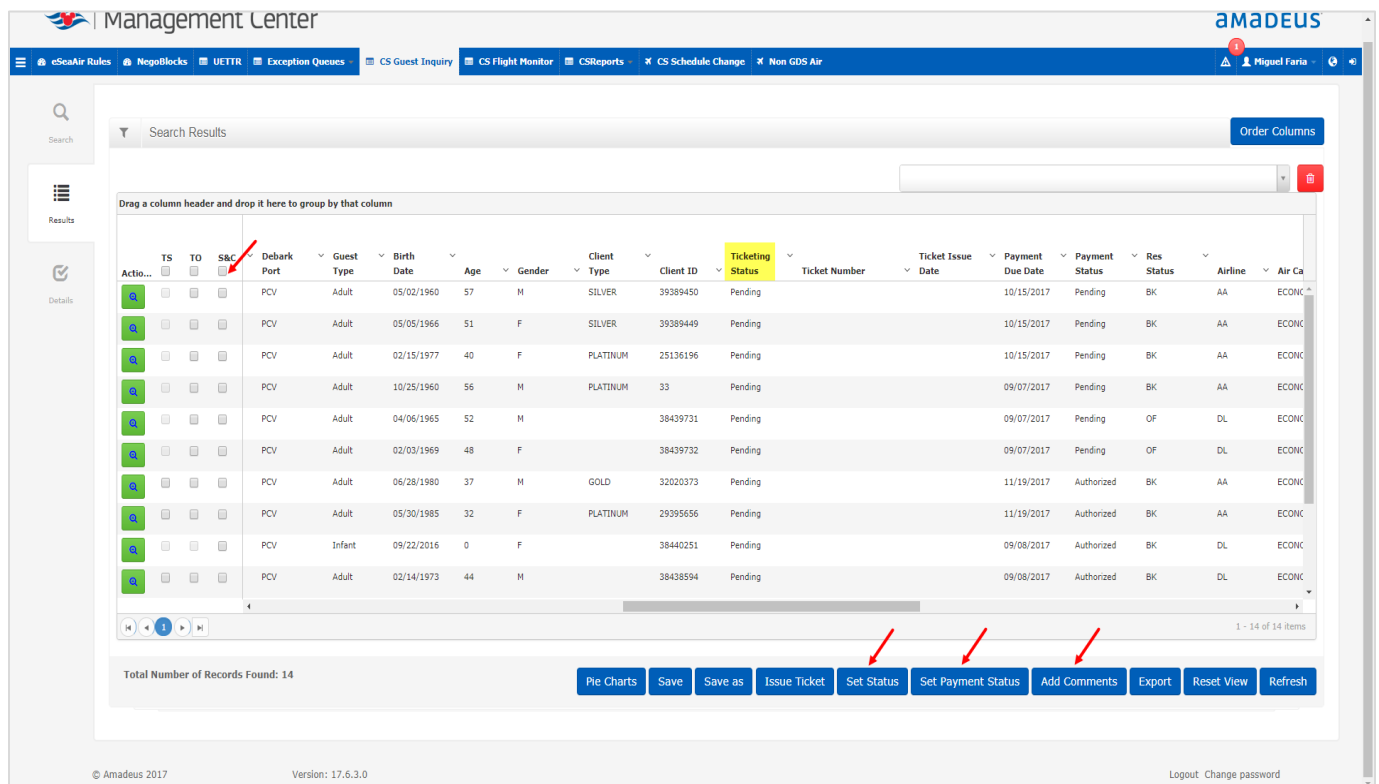
Set Status uses the **S&C** column and allows you to select the guest to be acted upon (Set Status, Set Payment Status, and Add Comments) as follows:

_ **Set Payment Status:** Used to change the payment status of a guest.
_ **Add Comments:** Allows you to document guest information with comments (Guest must be selected first before adding comments)
_ **Export:** Exports data to an Excel spreadsheet
_ **Reset View:** Resets the view back to the default setting
_ **Refresh:** Refreshes the page

1. Select the guests using the checkbox in the **S&C** column.
2. To change the **Ticketing Status**, click on the **Set Status** button. A pop-up displays with a drop down box allowing you to select the desired status code out of the following options:

Pending – Tickets have not yet been issued.
Refunded – Occurs once tickets have been refunded in the Amadeus Host.
Ticketed – Occurs once tickets have been issued.
Unused – N/A These tickets will show in the UETTR tab.
Voided – Occurs when tickets have been voided in the Amadeus Host.
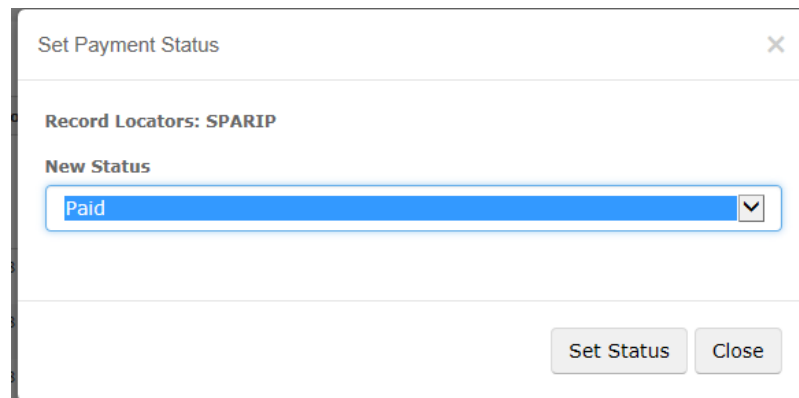
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3. To change the **Payment Status**, click on the **Payment Status** button. . A pop-up displays with a drop down box allowing you to select the desired status code out of the following options:
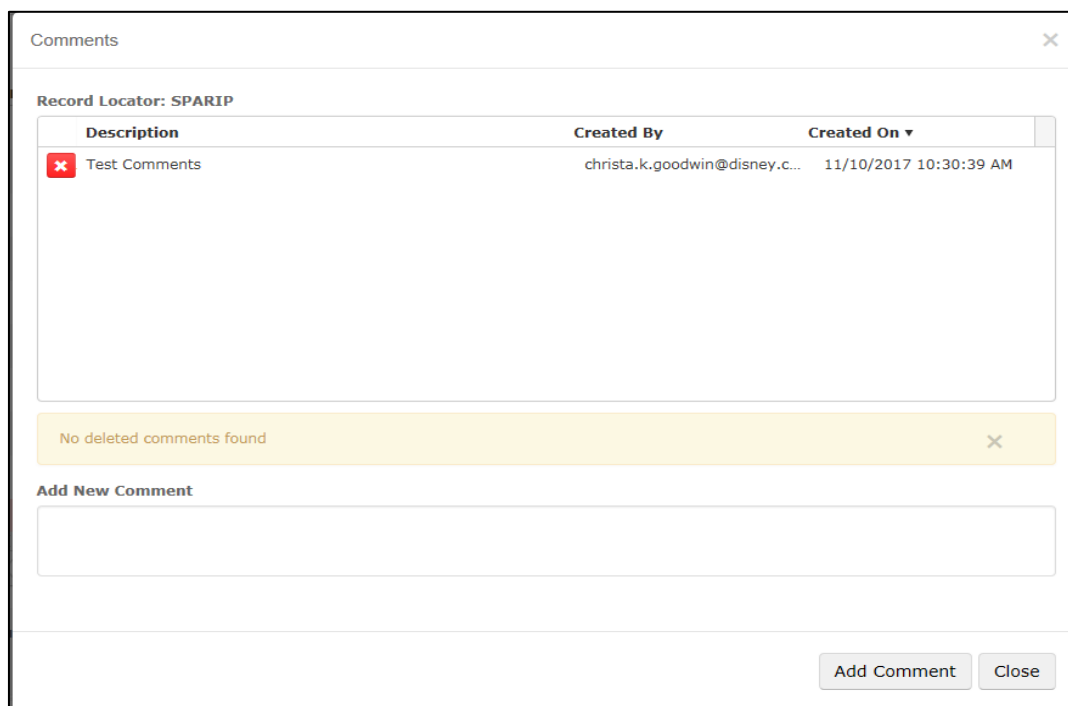
> Paid – Once Versonix sends Payment Authorization or the Agent manually sets the value to Paid.
> Pending – Payment authorization has not yet been received.
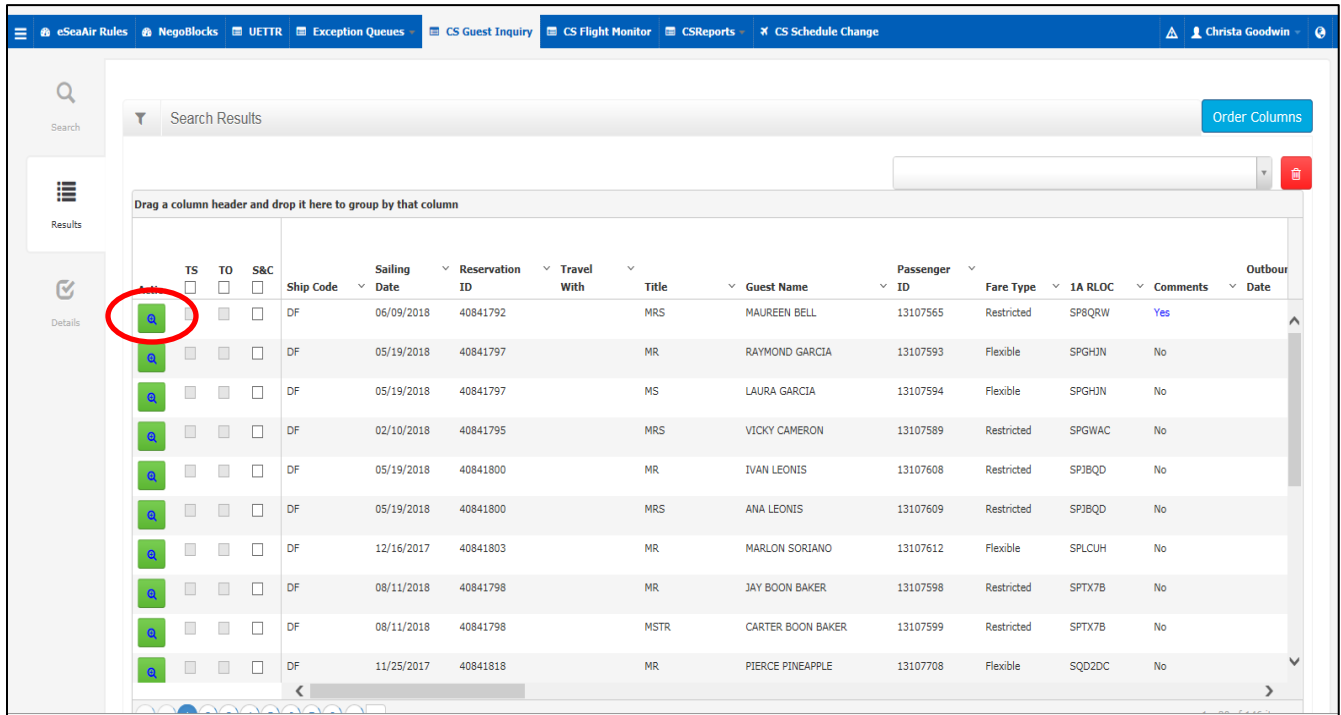
Set Payment Status   ✕

Record Locators: SPARIP

New Status

| Paid ▼ |

Set Status   Close

4. To add a comment, click the **Add Comment** button and follow the prompts.
    Note: The ability to delete and/or modify a comment is subject to each user's assigned permissions.

Comments   ✕

Record Locator: SPARIP

	Description	Created By	Created On ▼
✕	Test Comments	christa.k.goodwin@disney.c…	11/10/2017 10:30:39 AM

No deleted comments found   ✕

Add New Comment

Add Comment   Close

To view the **Result Details** of a reservation click on the green "magnifying glass" at the beginning of the line you want to view

Figure 22 – Follow-Up ActionsPNR

The R**esult Details** page contains detailed information about the reservation. The following categories make it simple to identify information:

Guest Details

- **Title:** Guest Title
- **First Name:** Guest First Name
- **Middle Name:** Guest Middle Name
- **Last Name:** Guest Last Name
- **Suffix:** Guest Name Suffix (if applicable)
- **Passenger ID**: Passenger ID in the cruise system
- **Parent ID:** ID of adult guest traveling with infant
- **Reservation ID:** Cruise booking ID in cruise systerm
- **Passenger Type:** Passenger Type Code
- **Birthdate:** Guest Birthdate
- **Gender:** Guest Gender (M or F)
- **Vacation Start Date:** Date when the cruise package booked starts.
- **Payment Status:** Payment status for that guest; failed, not confirmed, paid, pending.
- **Discrepancy Flag**: Indicator to show a discrepancy was found between the data in the CS database and a request received from the cruise system for that guest's booking.

Active Ticket Details

- **Ticket Number:** Airline Ticket Number
- **Guest Name:** Guest Full Name
- **TST Number:** Number of TST for that ticket
- **Auth ID:** Authorization ID sent by cruise system to authorize ticket issuance.
- **Auth Date-Time:** Date and time when the AuthID was issued.
- **Ticket Status:** Ticket status for that guest; error, exchanged, pending, refunded, ticketed, voided. When there is a ticket exchange, the original ticket number status is "exchanged" and the new ticket status is "ticketed".
- **Ticket Cost:** Ticket Cost Including Taxes
- **Ticket Issue Date:** Date of Ticket Issue

Historical Ticket Details

- **Ticket Number:** Airline Ticket Number
- **Guest Name:** Guest Full Name
- **Ticket Status:** Ticket status for that guest; error, exchanged, pending, refunded, ticketed, voided.
- **Ticket Issue Date:** Date of Ticket Issue
- **Ticket Cost:** Ticket Cost Including Taxes
- **Updated On:** this date represents the date Context Search received the data feed message

Note: Historical Ticket Details will display any **Voided, **Exchange**, **Refunded** (last status for each ticket no longer on the face of the PNR) Tickets that have at some point been known to Context Search.

_ **Air Outbound Itinerary Details**

- **Airline:** Airline Code
- **Operated By:** Operating Carrier Code
- **Flight#:** Airline Flight Number
- **Origin:** Flight Origin
- **Departure Date:** Flight Departure Date
- **Departure Time:** Flight Departure Time
- **Destination:** Flight Destination
- **Arrival Date:** Flight Arrival Date
- **Arrival Time:** Flight Arrival Time
- **Class:** Airline Class of Service
- **# of Stops:** Number of Stops
- **Seats:** Seat Number
- **Equipment:** Airline Equipment Type
- **Airline RLOC:** Airline Record Locator
- **NegoSpace RLOC:** Negotiated Space Record Locator

- **Group RLOC:** Group Space Record Locator
- **Segment Status:** Airline Segment Status (HK, NO, UN, UC, HX, TK, FL)
- **Fare Types:** Segment Fare Type (Flexible, Restricted)

**Note: Could be *Air Pre Event Itinerary Details* if arriving days prior to cruise sailing date.

_ **Air Return Itinerary Details**

- **Airline:** Airline Code
- **Operated By:** Operating Airline Code
- **Flight#:** Airline Flight Number
- **Origin:** Flight Origin
- **Departure Date:** Flight Departure Date
- **Departure Time:** Flight Departure Time
- **Destination:** Flight Destination
- **Arrival Date:** Flight Arrival Date
- **Arrival Time:** Flight Arrival Time
- **Class:** Airline Class of Service
- **# of Stops:** Number of Stops
- **Seats:** Seat Number
- **Equipment:** Airline Equipment Type
- **Airline RLOC:** Airline Record Locator
- **NegoSpace RLOC:** Negotiated Space Record Locator
- **Group RLOC:** Group Space Record Locator
- **Segment Status:** Airline Segment Status (HK, UN, UC, NO, HX, TK, FL)
- **Fare Types:** Segment Fare Type (Flexible, Restricted)

**Note: Could be *Air Post Event Itinerary Details* if departing "n" days after cruise debark date.

_ **Cruise Reservation Details**

- **Ship:** Ship Name
- **Ship Code:** Ship Code
- **Cruise Duration:** Length of the Cruise
- **Sailing Date:** Cruise Sailing Date
- **Embark:** Embarkation Point
- **Debark:** Debarkation Point
- **Onboard Date**: Date when guests must board the cruise ship
- **Onboard Time**: Time when guests must be on board the cruise ship
- **Ashore Date:** Date when guests will debark the cruise ship
- **Ashore Time:** Latest time by which guests must have debarked the cruise ship
- **Reservation Type:** Cruise reservation type (Standard, Bundled, Packaged) used by NCL only

_ **Hotel Reservation Details**

- **Name:** Resort Name
- **Resort Code:** Resort Code
- **Check In Date:** Date of check in to the resort
- **Duration:** Length of resort stay

_ **Tour Reservation Details**

- **Name:** Tour Name
- **Code:** Tour Code
- **Start Location:** Where the tour starts
- **Start Date:** Date when the tour starts
- **End Location:** Where the tour ends
- **End Date:** Date when the tour ends
- **Duration:** How many days the tour lasts

amaDEUS

Result Details

Amadeus Record Locator: **R33YED**

[PNR History] [Email Itinerary] [Set Payment Status] [Issue Ticket] [Set Ticket Status] [Make PNR Orphan] [Errors] [Comments]

Guest Details

TS	TO	S	Title	First Name	Middle Name	Last Name	Suffix	Passenger ID	Parent ID	Reservation ID	Passenger Type	Birthdate	Gender	Vacation Start Date	Payment Status	Discrepancy Flag
☐	☐	☐		LISA		GONZALEZ		9111		1234567	Adult	12/20/1998	FEMALE	12/10/2019	Pending	No
☐	☐	☐		ANNA		GONZALEZ		9112		1234567	Adult	12/20/1998	FEMALE	12/10/2019	Pending	No

Active Ticket Details

TS	TO	S	Ticket Number	Guest Name	TST Number	Auth ID	Auth Date-Time	Ticket Status	Ticket Cost	Ticket Issue Date
☐	☐	☐	220-7278310706	GONZALEZ/LISA	2			Ticketed	$222.45	07/05/2019
☐	☐	☐	220-7278310707	GONZALEZ/ANNA	3			Ticketed	$222.45	07/05/2019

Historical Ticket Details

Ticket Number	Guest Name	Ticket Status	Ticket Issue Date	Ticket Cost	Updated On
220-7278310645	GONZALEZ/LISA	Exchanged	06/28/2019	$222.45	07/09/2019
220-7278310645	GONZALEZ/LISA	Exchanged	06/28/2019	$222.45	07/11/2019
220-7278310644	GONZALEZ/ANNA	Exchanged	06/28/2019	$222.45	07/09/2019
220-7278310644	GONZALEZ/ANNA	Exchanged	06/28/2019	$222.45	07/11/2019

Air Outbound Itinerary Details

Airline	Operated By	Flight#	Origin	Departure Date	Departure Time	Destination	Arrival Date	Arrival Time	Class	# of Stops	Equipment	Airline RLOC	NegoSpace RLOC	Group RLOC	Segment Status	Fare Types
LH	LH	902	FRA	12/10/2019	09:00 am	LHR	12/10/2019	09:45 am	L	0	32N	R33YED			HK	View

Air Return Itinerary Details

Airline	Operated By	Flight#	Origin	Departure Date	Departure Time	Destination	Arrival Date	Arrival Time	Class	# of Stops	Equipment	Airline RLOC	NegoSpace RLOC	Group RLOC	Segment Status	Fare Types
LH	LH	905	LHR	12/20/2019	12:30 pm	FRA	12/20/2019	03:05 pm	L	0	32N	R33YED			HK	View

Cruise Reservation Details

Ship	Ship Code	Cruise Duration	Sailing Date	Embark	Debark	Onboard Date	Onboard Time	Ashore Date	Ashore Time
Disney DEV Ship	911	10	12/10/2019	PCV	PCV	12/10/2019	06:45 pm	12/20/2019	07:30 am

Tour Reservation Details

Name	Code	Start Location	Start Date	End Location	End Date	Duration
190703HNLHRO03B	HNLHRO03B	HNL	07/03/2019	HNL	07/06/2019	3
190713HNLHRO02A	HNLHRO02A	HNL	07/13/2019	HNL	07/15/2019	2

Hotel Reservation Details

Name	Code	Check In Date	Duration
HYATT REGENCY WAIKIKI	HYATT WAIKIKI	07/03/2019	3

[PNR History] [Email Itinerary] [Set Payment Status] [Issue Ticket] [Set Ticket Status] [Errors] [Comments]

Amadeus 2019   Version: 19.3.2.3   Logout Change password

Figure 23 – Result Details Page

3.1.1 Ticket Status Matrix for Multiple and Partial Status

When a guest has a multiple tickets itinerary, (one ticket for the outbound flights and another ticket for the return flights), both tickets might not have the same ticketing status. In that case, the status shown in the Guest Inquiry Search Results will be according to the table below. To see the status of each ticket, click on the Details icon (magnifying glass) at the beginning of the line you want to view.

Ticket Status	Ticket Status	Display Status
Ticketed	Pending	Partial
Voided	Pending	Partial
Exchanged	Pending	Partial
Refunded	Pending	Partial
Error	Pending	Partial
Submitted	Pending	Partial
Ticketed	Voided	Multiple
Ticketed	Exchanged	Multiple
Ticketed	Refunded	Multiple
Ticketed	Error	Multiple
Ticketed	Submitted	Multiple
Voided	Exchanged	Multiple
Voided	Refunded	Multiple
Voided	Error	Multiple
Voided	Submitted	Multiple
Exchanged	Refunded	Multiple
Exchanged	Error	Multiple
Exchanged	Submitted	Multiple
Refunded	Error	Multiple
Refunded	Submitted	Multiple
Submitted	Error	Multiple

3.2   Issuing Tickets

The system checks the ticketing validation rule for each guest and determines if the guest is authorized for ticketing or not. To issue a ticket, select the passenger(s) to be ticketed by clicking the corresponding **TS** or **TO** checkbox, where **TS** (Ticket Select) will be enabled if the reservation is authorized for ticketing and **TO** (Ticket Override) will be enabled if the user has permission for it and click **Issue Ticket**. By clicking **TO** a user can issue a ticket even if the reservation is not authorized for ticketing.

Figure 24 – Issuing Tickets

3.3 Error Messaging

When a ticketing error message exists, you can display the message by clicking the **Errors** button. Using the **Ticket Errors** dialog box, you can copy and paste the message to a file or print the message. Guests in error will appear in light pink shading.

Figure 25 – Error Messaging

3.4 Adding Comments

To add a comment to a booking, select the guest check box on the **Search Results** page and click **Comments**.

To add a comment, click the **Add Comment** button and follow the prompts.
Note: The ability to delete and/or modify a comment is subject to each user's assigned permissions.

Figure 26 – Adding Comments

If a comment already exists, the link "Yes" will appear in the **Comments** column of the Guest Inquiry search results view. When you click on the "Yes" link, it will display the existing comments for the selected guest. See below:

Comments			✕

Record Locator: LLWHN5

Description	Created By	Created On ▼
Comment 2	restorino-hills@amadeus.com	10/11/2017 11:03:14 AM
Comment 1	restorino-hills@amadeus.com	10/11/2017 11:01:19 AM

Close
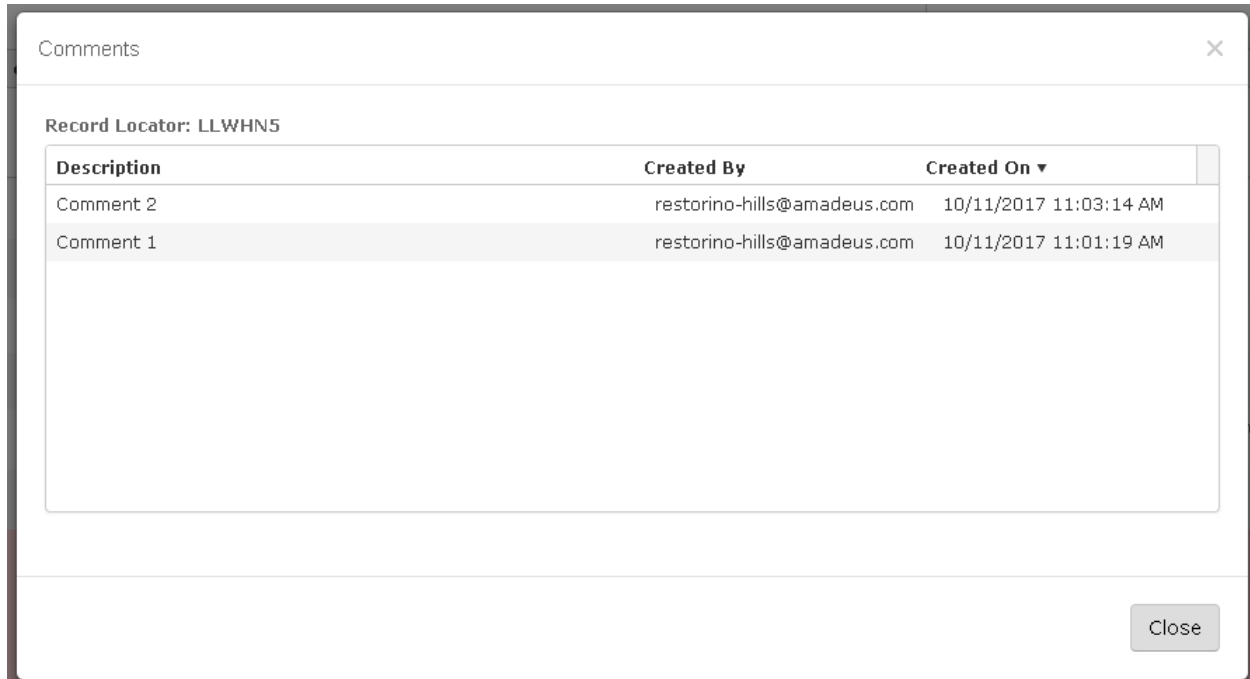
Figure 27 – Comments

Use the navigation buttons on the left side of the display to run additional searches, return to the search results page or view result details for a specific guest.

Search
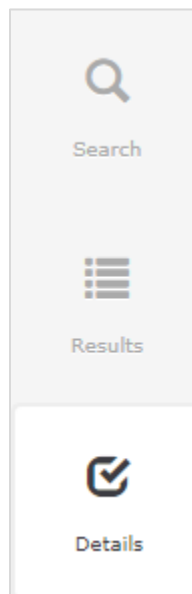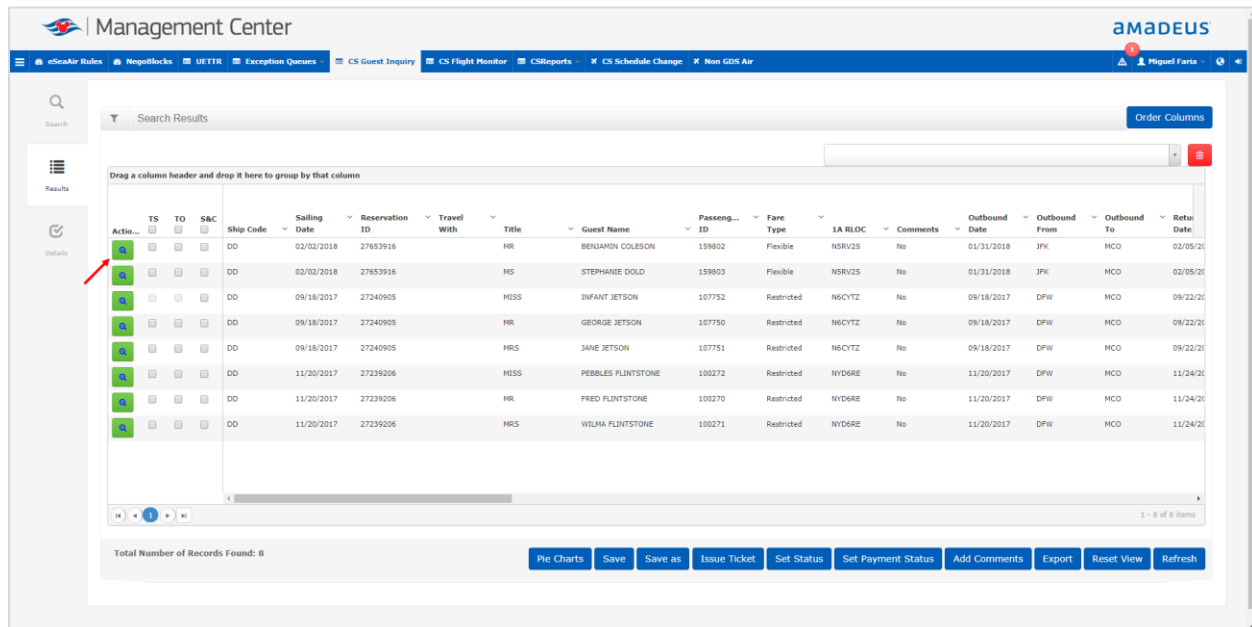
Results

Details

3.5   Displaying Booking Details

The **Result Details** page contains important information about each booking along with specific actions you can take on the booking such as:

_ View PNR History (displays PNR history from guest's PNR in Amadeus host system)
_ Issue a Ticket (same as on **Results** page)
_ View Error Messages (same as on **Results** page)
_ View Comments (same as on **Results** page)
_ View Seat Assignments ("View" link on Seats column)
_ View Ticket Details (Ticket number link on ticket number column)
_ Email Itinerary (Send the itinerary in an email to the entered email addresses)
_ AMC History (displays a window with changes made by an user directly on AMC)

To display a guest's booking details, click [icon] in the **Actions** column on the **Search Results** page.

Figure 28 – Displaying Booking Details

Figure 29 – Result Details

The ticket details dialog box will show ticket information such as fare basis code(s) applicable to that ticket, currency code, ticket number, guest name, airline and a breakdown of the taxes included in that ticket cost.

Detail Information			×

Ticket Detail

Ticket Number: 006-7264139271

Fare Basis:
KAVVA0MA,MA0RA0MA,HAA7AKEN

Guest Name: FLYER/PARENT

Currency Code: USD

Airline: DL

Ticketing Amounts

Base Fare Amount	Tax Amount	Ticket Cost	Air Price
$885.57	$103.43	$989.00	$1398.60

Ticketing Tax BreakDown

Code:US	Code:AY	Code:ZP	Code:XF
$66.43	$11.20	$12.30	$13.50

Associated Flights

Airline	Flight#	Origin	Destination	Departure Date
DL	1771	ORD	ATL	03/01/2019
DL	1080	ATL	MCO	03/01/2019
UA	1850	MCO	ORD	03/08/2019

Close

Figure 30 – Ticket Details

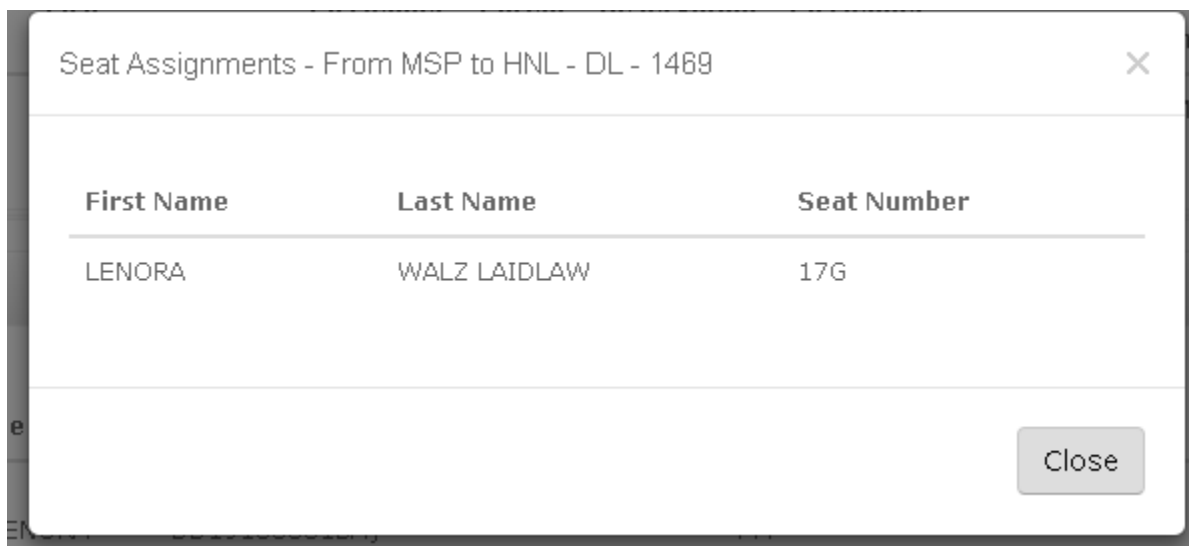The Seat Assignments dialog box will show the seat number assigned to this passenger on that flight segment.

Figure 31 – Seat Assignment

Result Details

Amadeus Record Locator: **RUG9CT**

| PNR History | Email Itinerary | Set Payment Status | Issue Ticket | Set Ticket Status | Make PNR Orphan | Errors | Comments |

Guest Details

TS ☐	TO ☐	S ☐	Title	First Name	Middle Name	Last Name	Suffix	Passenger ID	Parent ID	Reservation ID	Passenger Type	Birthdate	Gender	Vacation Start Date	Payment Status	Discrepancy Flag
☐	☐	☐	MR	CHRIS		BOSH		111		123	Adult	11/05/1992	MALE	06/01/2019	Pending	No

Ticket Details

Make PNR Orphan ✕

Record Locator: RUG9CT

Are you sure you want to proceed ?

[OK] [Cancel]

Orphan PNR Queue

▼ Search

Search By

Amadeus RLoc	Last Name	First Name	Flight Date	Flight Date	Direction
RUG9CT			Start Range	End Range	Any ▾

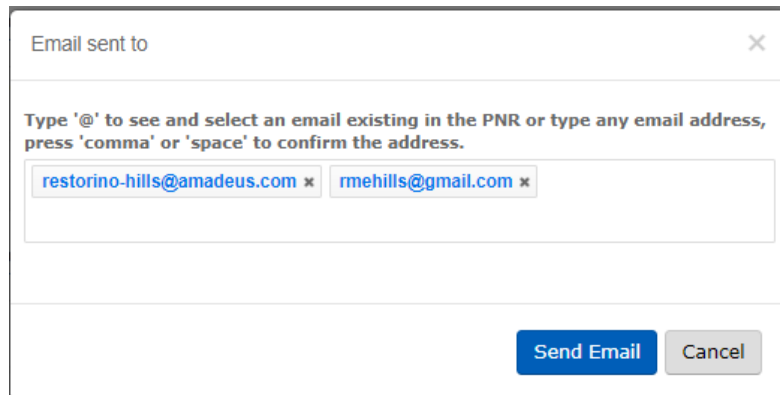[Search] [Clear Criteria]

▼ Search Results

Drag a column header and drop it here to group by that column

1A RLOC	First Name	Last Name	Outbound Date	Outbound From	Outbound To	Return Date	Return From	Return To	Number of Seats
RUG9CT	CHRIS	BOSH	06/01/2019	ORD	MCO	06/14/2019	MCO	ORD	1

3.5.2   Email Itinerary

The Email Itinerary button allows the agent to send the booked itinerary to the email addresses entered in the displayed dialog box.

Figure 33 – Email Itinerary Dialog Box

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