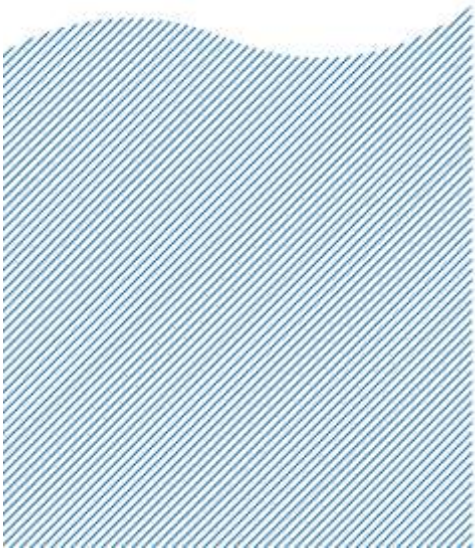# Amadeus Reservations Essentials

Classroom Guide

June 2018

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The information contained in this document is subject to change without notice. Amadeus system enhancements, changes to functionality and procedures may require alteration from time to time. Company names used as examples in this classroom guide are for training purposes only and do not represent any commitment on their behalf. Airfares and taxes used are for demonstration purposes and may not represent current levels. Information and examples provide in this classroom guide have been reproduced with the permission of Amadeus Educational Systems and Services Sophia Antipolis France. Neither the whole nor any part of this document shall be reproduced or used for any purpose other than that it was designed for without consent of Amadeus IT Pacific PTY LTD.

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Amadeus East Africa LTD.

Welcome

Welcome to your Amadeus training course.

This course will provide you with training on the main functions of the Amadeus system including airline reservations and the Amadeus Fares system.

This classroom guide assumes that you have prior knowledge of travel terminology and practices.

Please feel free to ask questions and we hope you enjoy your time with us……..

Objectives

At the end of this course you will be able to use the following Amadeus system functions:

Display and interpret Availability

Sell seats from an Availability

Complete a Passenger Name Record (PNR)

Use special requests to airlines for passenger requirements such as meals, seating, and frequent flyer details

Amend or Cancel PNR

Access Queues and action PNRs whilst in a Queue

Itinerary options

Display published airfares and associated rules

Price a PNR

Issue a Ticket

Void and Refund Ticket

Access other travel related information

Please note:

This document is a training aid only and does not include all Amadeus entries and functions.

Please refer to quick cards, help pages and the e-Support Centre for further information.

About Amadeus

For more information about our products and services please refer to:

www.ea.amadeus.com

Who to Contact

Amadeus Customer Support for Functional and Technical Support

KENYA
Phone   +254 20 428200 or +254 711 048000

TANZANIA
Phone   + 255 22 162000 or +255 658 926838

UGANDA
Phone   + 256 312 261662 or +256 312 226300

BURUNDI   + 257 79 969 502 or +257 79 00 12 00
Phone

RWANDA   + 250 783073744 0r +250 788302095 or +250 788502411
Phone

OR

Log a case through the **Amadeus e-Support Centre**

OR

Chat with Customer support agent via **AMADEUS CHAT**

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aMaDEUS

Module 1: Getting Started

This module includes the following:

Launch Amadeus Selling Platform

Sign In / Out

Smart Keys and Speed Mode

Encode / Decode

System Help

Amadeus Selling Platform Features

Calculate date and time

Timatic information

Amadeus Information System Pages

Launch Amadeus Selling Platform

Select the Amadeus Selling Platform icon on your computer's desk top or via your Internet Explorer. http://amadeusvista.com

On the Amadeus Selling Platform Welcome Page, **Select** Launch Amadeus Selling Platform.

Sign In Graphic

When the sign in screen displays:
- ☐ **Type** in your **Agent Sign**, this is your four numeric sign in code followed by your two alpha characters (this may be your initials)
- ☐ Tab to the **Duty Code** box and select your duty code (SU or GS) ☐ Add your P**assword**

Work Areas: You can sign into up to 6 work areas, which allows you to work on more than one PNR at a time

Click on

This will take to you the Amadeus Selling Platform welcome screen.

Click on   to continue

If you wish to work in the Command Page select

If you wish to work in the Graphical PNR Page select

At any time, you can navigate between the two by clicking on the appropriate tab.

Reset password prompt

When you attempt to sign in with an expired password, you will get the following dialog box prompt

Click on OK, you will be taken back to the sign in popup window, type your old password and your new password in the appropriate fields.

Note: Multiple incorrect password attempts will result in your password being locked and you will need to contact **Customer Support** to have it unlocked. The default password is **amadeus1.** You will immediately be requested to change your password.

Sign In Cryptic   HE SIGN   HE JI

When the system is left idle for a period of 60 minutes, you will be automatically signed out of Amadeus and any work in progress will be ignored. The connection to Selling Platform will still be active however in order to use Amadeus you will need to jump in.

The command **JI** your Amadeus **Sign in code / duty code-password** is entered**.**

JI0709EM/SU-PASSWORD	Sign to a single work area
JI*1310DH/SU-PASSWORD	Sign into all six work areas
JXC	Move to and sign into work area „**C**" when you are already signed into another area
JMA	Move to work area **"A"** when you have previously signed into this work area

Or click on the Graphical PNR tab   to display the sign in popup window.

Work Areas

JD will display the status of the work areas.

```
 58610AE6           NBO1A0900                    PSEUDO CITY: NBO

 AREA TM    MOD SG/DT.LG TIME QCAT ACT.Q   STATUS      NAME
 C-IN       PRD AA/SU.EN  24  020          SIGNED
 A-OUT      PRD AA/SU.EN  24  020          SIGNED
 B-OUT      PRD AA/SU.EN  24  020          SIGNED
 D                                         NOT SIGNED
 E                                         NOT SIGNED
 F                                         NOT SIGNED
```

Six work areas are associated with each terminal. They are identified with the letters **'A'** through **'F'** and appear on the left side of screen. Under status you can see if you are signed into an area or not.

This functionality allows you to have up to six reservations active on your terminal at one time, or for more than one person to be signed into a terminal at a time.

Sign Out   HE JO

JO	Sign Out of the work area you are currently in
JO*	Sign out of the work area(s) you are currently in

Smart Keys and Speed Mode   aMaDEUS

The Command Page has various tools to assist you to save time. These will be Demonstrated as we go through the course. Here is a brief overview.

Smart Keys

The purpose of Smart Keys is to help you enter frequently used or lengthy commands.

There are 3 main Tabs.

- **Public Smart Keys**   All Amadeus users have access
- **Office Smart Keys**   Specific to your Amadeus office ID

 Specific to your sign in

My Smart Keys

Public Smart Keys

Enter Form of ID

Add passenger contact

Add Infant details

Print or email itinerary

Add ARNK

Encode city/country/airline/car/hotel

Memo segment Car, Hotel, Air, misc

Decode city/country/airline/equip

Retrieve history options

Convert Currency

Retrieve PNR options

Display meal codes

Split PNR

Help after error message

Cancel Itinerary

SSR contact information

Fare quote display

Master Pricer Expert

Pricing with options

Amadeus Information

Display transitional stored ticket

Enter Rail information

Enter passport, visa or address

Add Secure Flight Passenger Data

Speed Mode

Speed mode is indicated by colour. By double clicking on a coloured element number you can modify or update an element. This does not apply to the flight elements.

```
RP/NBO1A0900/
  1.FABRO/JOSE MR
  2  QR1342 M 12SEP 6 NBODOH DK1
0130 0620  12SEP  E  0 320 M
     MANDATORY APIS REQUIRED
UNDER DOCS DOCO DOCA
```

Or use your mouse to hover over text, when you see the question mark, right click with your mouse for more information or to decode.

Encode / Decode　　　　　　　　　　　　　　HE CONVERT

The following can be encoded or decoded using Smart Keys.

City / Airport	DAN LONDON	Encode the City London
	DAN LONDON/GB	Encode the city name London in country GB
	DAN NAPI*	Encode the city name starting with NAPI*
	DAN CHICAGO/N	Encode the city name and show 10 closest cities
	DAC OAK	Decode the IATA city/ airport code OAK
Country/State	DC BRAZIL	Encode the country Brazil
	DB EG	Decode the country code EG
	DNS CALIFORNIA	Encode the state California
	DNS CAON	Decode the code CA and state code ON
Airline	DNA KENYA AIRWAYS	Encode Kenya Airways
	DNA AF	Decode airline 2 letter code AF
	DNS 706	Decode airline numeric code 706
Equipment	DNE AIRBUS	Encode equipment AIRBUS
	DNE 777	Decode equipment code 777

System Help pages　　　　　　　　　　　　　HELP

Amadeus provides online help, which gives examples of commands with an explanation.

By entering the word **HELP** you are automatically displayed the Introduction to Help page, where different help examples are given. All help commands begin with **HE**.

HELP	Helps on Help pages
HE CITY	Display help by Subject name
HE DAN	Display Help using the command identifier
HE/	Help on incorrect entries
HE ETT KQ	Electronic ticketing on Airline KQ

Scrolling Commands　　　　　　　　　　　　HE SCROLL

The scrolling commands are used in information pages, help, availability, PNRs and fares screens when there is more than one screen of information to view.

MD or M	Move down to next screen
MD20	Move down 20 lines
MU or MU15	Move up to previous screen or move up 15 lines
MS102	Move to screen line 102
MT	Move to top
MB	Move to bottom
GP4 or GPBAG	Go to page 4 or page name BAG
MP	Redisplay a cleared screen

Amadeus Selling Platform Features

Command Recall

Hold down the **ALT** key and then press the ↑ Arrow Up key on your keyboard. You can scroll back through your previously used commands.

Hold down the **ALT** key and then press the → Arrow Right key on your keyboard or click to display the previously sent command window

Highlight and click **Send** to input a Command
OR
Hold down the **CTRL** key (on your Keyboard) and use your mouse to select several previously sent commands.

Clear Screen

Clear Current Screen   Clear All Screens

Or use the **Pause** key on your keyboard to clear the current screen.

Split Screen

The split screen facility allows you to work on a PNR in one section and use the other section to view information eg. help. Select the split screen icon and click again to anchor.

Customization

The screen colour and font style and size can be changed by selecting the Customization icon. You can select the Configuration tab in this window and select graphical displays and services.

Select All, Copy, Paste & Print

Or   CTRL A   or right click
        CTRL   C
        CTRL   V
        CTRL P
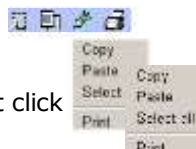
How to Calculate Times and Dates

You can make time and date calculations in the system using the **DD** entry.

The table below shows some examples of the types of information you can display:

Time and Date Entries

DD	Displays the current system time and date
DD MIA	Displays the current time and date in Miami
DD NBO/MIA	Display time difference between NBO and MIA
DD 25DEC	Displays the specific day of the week for a date

Timatic

Timatic is a third-party system that provides travel and health information.

You can access Timatic through Amadeus.

To request a fill-in template for health and visa information, enter:

TIFA

System Response:

```
>TIRA
NA
AR
EM
DE
TR
VT
NA-PASSENGER'S NATIONALITY. ADD /SEMN IN CASE OF SEAMAN
            ADD /TYPE FOR OTHER THAN NORMAL PASSPORTS
AR-ALIEN RESIDENTS
EM-EMBARKATION POINT    / TR-TRANSIT/TRANSFER POINT(S)
DE-DESTINATION POINT(S) / VT-COUNTRIES VISITED THE LAST 6 DAYS
(USE 3-LETTER CITY/AIRPORT CODE OR 2-LETTER ISO COUNTRY CODE)
```

Use the arrow keys to enter the information into the **NA**, **DE**, and **TR** fields. You can enter a maximum of ten airport codes, separated by a slash, in the **DE** and **TR** fields.

Carrier Information   GGAIR

GGAIR pages are used by carriers to inform you on marketing, operational and other airline related information.

All GGAIR pages are owned and maintained by the individual airline and are all formatted differently.

GGAIRKQ	Carrier information pages for KQ (Kenya Airways)

```
QATAR AIRWAYS....WORLD'S
5-STAR AIRLINE....

 FOR ACCESSING INFORMATION
ALPHABETICALLY PLEASE
TYPE:
 >GGAIRQR FOLLOWED BY THE
FIRST LETTER OF YOUR TOPIC
FOR EG.
 >GGAIRQRA
```

Amadeus information System   HE AIS

GG AIS	Go Get Amadeus information pages index
GG APT SYD	Go Get Airport information for Sydney
GG COU JP	Go Get Country Information - country code Japan
GG CODE B	Go Get air imp codes, all codes beginning with B
GG WEA CPT	Go Get weather information 5 day forecast Capetown
GG ALLIANCE	Go Get information regarding Airline Alliances
GG NEWS	Displays Amadeus general updates
GG HTL SI	Information on a specific Hotel Chain
GG CAR ZE	Information on a specific Car Company

Module 2: Flight Itinerary

This module includes the following:

Timetable Display

Amadeus Neutral Availability

Participating Carrier Agreement   GGPCA

Carrier Access Levels

Availability Options

Carrier Preferred Availability

Direct Access Availability

Flight Operation Information

Ways to Sell Seats

Cancel

Change number of Seats, Class or Date

Non Homogeneous PNR

Surface Segments

Married Segments

Change Segment status

Timetable Display
</ant>

A Timetable display contains a list of flights that operate between two city pairs for a 7 day period from the date specified. Move from Timetable display to availability with **TCAN**

TN 21DEC BJMDXB	Timetable display for specific date
TN21DECBJMDXB/AKQ	Timetable display for specific date and airline

Amadeus Neutral Availability   HE AN

Amadeus provides availability on more than 500 airlines.

Availability can be requested for 361 days in the future from the current date.

A neutral availability will return availability for flights departing up to 1 hour prior to the time requested or from midnight if no departure time was requested.

Flights will appear in the following order:

Non-stop flights

Flights with stops

Connecting flights and flights with change of equipment

AN20DEPTNBOLAX   Amadeus Neutral Availability all Airlines

20 JUN NBO to LAX

Operational airline

Double click on flight number for operational details

Right click to Decode equipment

Journey time

```
AN20JUNNBOLAX/ABA
** AMADEUS AVAILABILITY – AN ** LAX LOS
ANGELES.USCA        103 SA 20JUN 0000
 1   BA 064  F7 A6 J9 C9 D9 R9 I9 /NBO1B
LHR 5  2330    0610+1E0/777
          W9 E9 T6 Y9 B9 H9 K9 M9 L9 V9
S9 N9 Q9 O9 GL
     BA 283  F9 A4 J9 C9 D9 R9 I9 /LHR 5
LAX B  0935+1  1245+1E0/388      23:15
          W9 Y9 B9 H9 K9 M9 L9 V9 S9 N9
Q9 GL
```

Arrival day prior +1

No. of stops

Traffic Restrictions

Component	Identifies
LAX LOS ANGELES.USCA	Decode of Arrival City/Airport and two letter country code and state code
3	Number of days till departure
SA 20JUN	Two letter code for day of week and date SA = Saturday
0000	Departure time requested in your entry, defaults to midnight if no time was included in your request
1 **BA 064**	Availability line number, this can be for 1 flight if a direct flight or multiple flights when connecting flights are displayed
AA: BA1679 (*refer to line 1*)**	Two letter airline code and flight number This indicates **BA1679** operates using a AA **aircraft**. Code share can also be represented with * (eg) *AA
J9 D9 Z0 Y9 H9 K9 N9	Classes of service and availability status Blank Shuttle service. Unable to reserve seats 1-8 Number of seats 9 Nine or more seats 0 Waitlist L Waitlist R Request C Waitlist closed S Waitlist closed
/	Last seat availability indicator
NBO 1B LAX B	Origin and destination airport codes and terminal codes where Applicable
2330 1245+1	Departure and arrival times in the local time of the respective cities. The following will appear to indicate how many days after departure the flight arrives Blank - same day +1 , 1 day after the departure date +2 , 2 days after the departure date - 1 , 1 day prior to the departure date
E **T**	If a flight is eligible for E-ticketing the letter 'E' will appear after the arrival time. Indicates a ticketless flight.
0	Number of stops
/	Access Indicator (discussed later in this module)
777	Aircraft equipment type
IR **TR**	General Flight Irregularity code Traffic Restrictions apply
23:15	Journey time

Participating Carrier Access   GGPCA

For each airline that participates in Amadeus there is a Participating Carrier Access page. This page is a useful reference to determine an airline's 'Access Levels'.

Access Levels allow airlines to return current availability to Amadeus as well as offer a confirmed seat at time of sell. An airline may participate in one or more Access Levels.

This page will also display an airline's 'Function Levels' such as Ticket Number Transmission, Seat Maps and more.

GGPCAKQ   Participating Carrier Access for KQ (Kenya Airways)

```
PARTICIPATING CARRIER ACCESS AND FUNCTION
LEVEL
KQ  -  KENYA AIRWAYS


ALTEA RESERVATION :  YES
    ACCESS INDICATOR :  /        RECORD
LOCATOR RETURN :   ALL
LAST SEAT AVAIL INDIC :  /       CARRIER
PREFERRED DISP :   ALL
    STANDARD ACCESS :        BOOKING
RANGE IN DAYS :   336
```

Generally where there is a value next to a field, the airline will support that function. However a blank space indicates the function is not supported.

The following fields all have values next to them indicating that they are supported.

RECORD LOCATOR RETURN: ALL
E-TICKET NUMBER TRANSMISSION: ALL

Airline Access Levels

Airlines that allow the sale of seats through Amadeus establish communication links between their CRS (Central Reservation System) and Amadeus. These are referred to as Access Levels and allow airlines to offer different availability and sell options.

Indicator from AN Display	Access Level	Real Time Availability & Schedules	Real Time Sell	Status Code	Entry
blank	Standard Access	X	X	SS	AN
.	Access Sell	X	✓	HK	AN
/	Full Access	✓	✓	HK	AN
T-	Ticketless	Refer to GGAIRxx or carrier website			
	Direct Access	✓	✓	HK	1YY

Availability Options HE AN

To customise your availability display, you can add options to the availability entries.

AN10DECBJMNBO1700	Available flights departing around a specific **time.** Search will commence 1 hour prior to time specified. The time must always follow the arrival city
AN23DECBJMDXB/AKQ	Available flights for a **specific airlines** Up to 6 airlines separated by a comma can be requested. (eg) **/KQ, EK, QR**
AN22DECNBOAMS/A+KL	Available flights for a specific airline, showing **no code share** flights
AN24DECBJMNBO/CK, B, M	Available flights for a **specific booking class** Up to 3 classes separated by a comma can be requested
AN11DECBJMNBO/KC	Available flights by **cabin type /KW** F First / C Business / W Premium Economy /Y Economy + Premium / M Economy only
AN10DECNBOJFK/XZRH	Available flights via **specific connection point** (eg) flight via Zurich **/XZRH**

Seven Day Search.

When an Availability does not show the required fights/booking class. This search option is useful as it will search for the first available flight 7 days from the date in your initial command.

AN15DECNBOCAN/AKQ	Search for **First Available** flight when there is not a daily service between 2 cities.
AN/1JANNBOCAN/AKQ/CN	Search for **First Available** flight specifying **Airline** and **Booking Class**

Carrier Preferred Availability

Some airlines have a Carrier Preferred Display agreement with Amadeus. This display will show flights the airline has chosen to display for a specified city pair, such as its own flights or flights of partner airlines. The display can also show connections or routings that do not normally shown on a Neutral availability display due to the long lapsed flying times.

ANLX20DECLEDNBO	Search for **Carrier Preferred** flight with specified airline and/or partner airlines.
ACLX/	To move from AN display to Carrier Preferred

Direct Access Availability

1TKAD12DECNBOIST   Direct access

From a neutral display, you may access the inventory system of that airline and view availability from their system. This is called Direct Access. Double click on the Airline code

or highlight the airline code and double click

```
AN12JULNBOIST/ATK -MP-
** AMADEUS AVAILABILITY - AN ** IST
ISTANBUL TR           100 SU 12JUL 0000
```

```
1TKAD12JULNBOIST
** TK - TURKISH AIRLINES **
100 SU 12JUL 0000
```

Click on   or   to redisplay last Availability Neutral or Direct Access availability.

Availability Change / Return Availability   **HE AC**

After an initial availability has been requested, the availability can be updated by using the following change commands.

AC9FEB	Change date
AC5	Change date to 5 days later
AC-3	Change date to 3 days earlier
AC1500	Change time to 1500
MN	Move to next day
MY	Move to yesterday
ACR7	Change to return availability in 7 days
ACR19JAN	Change to return for specific date
ACR15FEB1300	Change to return availability specific date/ time
AC/AQR	Change to airline Qatar Airways
AC/CH	Change to H clas

Flight Information HE DO

Flight Information displays planned flight information for a specific flight number. Such as journey times, transit points, meal services, terminal information and aircraft configuration.

DO4   Display Planned flight information for the flight/s on line 4 of an Amadeus Availability or segment 4 of a PNR.

Or You can **right click** on the **flight number** to display the first page of the Planned flight information, or

  Double click on the flight number to get all pages of the planned flight information.

> Double click on the

```
-- RLR ---
RP/NBO1A0900/NBO1A0900
GI/SU    3APR15/0824Z    3YQ2DT
NBO1A0980/2222GI/3APR15
   1.AMADEUS/PNR
   2. KQ 402 Q 10JUN 3 NBOJIB HK1
```

```
DOKQ402/10JUN/NBOJIB
* 1A PLANNED FLIGHT INFO *
KQ 402    68 WE 10JUN
APT ARR    DY DEP    DY CLASS/MEAL
EQP  GRND  EFT    TTL
NBO          0815  WE JCDIZOYBMUK/M
E90          2:10
                    HLQTENRVWGX/M
ADD 1025  WE 1115  WE JCDIZOYBMUK/M
0:50  1:20
                    HLQTENRVWGX/M
JIB 1235  WE
```

Ways to Sell Seats   HE SS

1. Double click on the booking class required

2. Highlight the class required and press enter

   The system default is for 1 seat. Use the short sell key [SE]   to select the
   number of seats required.

3. Use the command identifier **SS** for **S**ell **S**eat. Examples below

SS1B2	Sell 1 seat in B class from line 2
SS2YM1	Sell 2 seats in Y class for 1st flight and M class for 2nd flight from line 1 (Connecting Flights)
SSKQ102J12OCTNBOLHR2	Sell Seats on QF1 in J class for 12 OCT SYD to LHR 2 passengers travelling.

Explanation of PNR element

> 1 KQ 102 Y 12OCT 1 NBOLHR HK1

1	Element number of PNR
KQ102	Flight
Y	Class
12OCT 3	Date and day of the week, 3 = Wednesday
NBOLHR	Departure and arrival cities
HK1	Holding Confirmed 1 seat
2335 0630	Departure and arrival times
E	Flight is eligible for electronic ticketing
0	Number of stops
788	Equipment type
M	Meal offered

Waitlisting

Selling from an availability status of **L or 0** will result in a Waitlisted segment ie **HL** status. When the PNR is completed a message is sent to the airline requesting the passenger be placed on the waitlist.

SS1B2/PE	Sell 1 seat in B class from line 2, wait list priority E
SSKL566D1MAYNBOAMSPE1	Sell KL566 D class 01 May NBO to AMS, waitlist priority E 1 seat.

Dual City Pair Availability   HE DUAL

Amadeus Availability allows you to request availability for a round trip. This is called a Dual City Pair Availability. After the forward availability command an asterisk ***** followed by a date and/or city pair indicates a return or onward journey.

AN12DECBJMNBO*4NOV	**Dual City Pair** Availability for **return** journey
AN17DECBJMNBO/AKQ/CY*12JANNBODXB/CB	**Dual City Pair** Availability for **onward** journey with carrier and class options

Sell from a Dual Availability Display

SS1M1*12   Sell 1 seat in M class for flight on line 1 of 1st city pair and line 12 of 2nd city pair

OR you can hold the CTRL key down, use your mouse to click on the classes to be booked and press enter. If you need more than one seat, use the short sell key.   and enter.

Change Date and Time (Dual City Pair)

AC12FEB1500*	Change date 1st City Pair
AC*15FEB1000	Change date and time 2nd City Pair
MDF MUF	Move Down / Up on 1st city pair of dual availability
MNF MYF	Move Next Day / Yesterday on 1st city pair of availability
MDS MUS	Move Down / Up on 2nd city pair of availability
MNS MYS	Move Next Day / Yesterday 2nd city pair of availability

Passive Flight Segments   HE PK

Passive segments are flights booked and held in another system other than Amadeus. eg: booked with a wholesaler. Passive segments must be ticketed in Amadeus

SSEK720U15MAYNBODXBPK1/76ETU8	Passive segment UA84 M class SYDLAX 1 seat with airline record locator.
SS1Y1/PK/767EU8	Short sell passive segment.

If the airline does not support Passive Notify, see GGPCAxx, a segment can be removed using **DL**, this does not send a cancellation message to the airline.   If the airline supports Passive Notify, passive segments can be cancelled using the **XE** or **XI** commands. This will generate a passive segment cancellation message to the airline.

Non Homogeneous PNR (NHP)   HE NHP

A non homogeneous (NHP) condition can occur when two or more segments in a PNR do not contain the same number of seats. You will need to change the number of seats by segment number prior to end of transaction.

```
                    ***   NHP

 RP/NBO1A0900/

   1  BA 064 J 15MAY 5 NBOLHR HK2        5  2330 0610 16MAY E 0 777 M

   2  BA 065 J 20MAY 1 LHRNBO HK1        1  1015 2045 16MAY E 0 744 M
```

Change Number of Seats

When a segment is added to a PNR the number of seats held can be increased or decreased before end of transaction. This command can only be used for one segment at a time, not for a range of segments. Not all airlines accept this command.

6/3   Change number of seats for segment 6 to 3 seats

Ignore Transaction   HE IG

During PNR creation, the ignore command will remove any record of the PNR from the System. For a retrieved PNR, the ignore command will remove all entries since the PNR was last retrieved.

IG   Ignore the current transaction
IR   Ignore and retrieve (this can only be performed on a PNR that has been previously ended)

Should an attempt be made to IR a PNR that has not be previously ended the response 'RESTRICTED - PNR NOT FINISHED' is returned. In this case IG should be entered.

Surface Segment (ARNK)   HE SI

A Surface Segment otherwise known as an ARNK indicates one is travelling between two points by other means of transportation. Failure to include an ARNK will result in a warning at End Transaction, regarding segment continuity.

WARNING: CHECK SEGMENT CONTINUITY - SEGMENT 3/4

SIARNK   Sell Information segment Arrival Unknown

Married Segments   HE MSC

In certain cases, airlines will offer a better level of availability on flight segments if these segments are sold as part of a connecting flight rather than as individual flight segments. Some flight segments may also be restricted for use as part of connecting flights only, due to a legal requirement concerning traffic restrictions.

When segments are sold together in this way, they are known as 'married segments'. If segments are 'married' in this way to other segments in the itinerary, it may not be possible for you to cancel, price or ticket this segment individually.

When a PNR contains 'married segments', a header tag **MSC** is displayed.

RTIM   Display entire itinerary including married segment indicators
RTA   Display only married air segments

The married segments in this example are indicated by the **A** followed by a number. Segments with the same number are married together.

If you attempt to cancel a segment that is married to other segments in the itinerary, the system performs a series of checks. If it is possible, the system cancels the segment as usual. If it is not possible, a warning message is issued. Response below after XE4 entry.

`NOT ALLOWED : MARRIED SEGMENTS 4,5`

Module 3: PNR

This module includes the following:

Passenger Name

Contact Elements

Ticketing Time Limit / Auto Cancellation

Received From

End Transaction

Combine PNR Elements

PNR Retrieval

Passenger Name Record   HE PNR

A Passenger Name Record (PNR) contains the details of a passenger's reservation.

Items such as flights, passenger names, phone contacts are called elements. A PNR can contain a maximum of 999 elements. Elements can either be mandatory or optional. PNR elements can be added in any order. The system will prompt you if you exclude a mandatory field.

Mandatory Elements: 1. Name

2.Flight / Segment

3. Contact

4. Received From

5. Ticketing Time Limit

When a PNR is created, as Amadeus accepts each element, it is assigned a number and is placed in the correct sequence. All elements are numbered consecutively which makes modifications easier. Short cut retrieval commands using **RT** allow you to retrieve selected elements, eg RTN will retrieve the name element only.

Airline Record	Creation Office	Initials/Duty code &

```
-- RLR ---
RP/NBO1A0980/NBO1A0980
GI/SU   9MAR15/1253Z   2P7S2F
NBO1A0980/0001AA/9MAR15
  1.WOODVALE/JOHN MR
  2  KQ 310 M 25JUN 4 NBODXB HK1
1915 0120  26JUN  E  KQ/2P7S2F
  3  KQ 311 M 01JUL 3 DXBNBO HK1
```

PNRs will remain retrievable for three days after the date of the last active or inactive segment in the itinerary. Once a PNR is purged, you can retrieve it from up to three years in the past.

Quick PNR   HE PNR

After selling flights the PNR is completed by adding the other mandatory elements. These elements may be added in any order.

Name Element
The name element will accept a maximum 59 characters in one entry.

NM1 HAKIZIMANA/PAUL MR   Single Adult passenger

Contact Element
AP BJM +257 22 23 24 25   Add Agency Contact & Your Name
ABC TRAVEL name - A

                                     You will have a smart key to perform this in your office

APH BJM +257 22 22 24 25 - H   Generate Home Contact
AP BJM +257 22 21 23 24   - B   Generate Business Contact
AP BJM +257 79 969 502 - M   Generate Mobile Contact
APE-HAKIZAP@GMAIL.COM   Email address does not generate to airlines but can be viewed by Altea carriers

APE/-HAKIZAP@GMAIL.COM   Confidential email address only visible in your office ID

Ticketing Time Limit Element

TKOK   No ticketing time limit set
TKTL23MAR   Set Ticket Time Limit as 23 March (will go onto the ticket queue at midnight on 22 March local time of your office)

Received From Element
RF MRS MORRIS BY EMAIL   Add Received From as Mrs Morris. Free text field. This is recorded in the PNR history

End Transaction
ER   End Transaction and Retrieve
ET   End Transaction

NOTE: Please take care if you override a warning message

Retrieve PNR
RTX86X9C   Retrieve PNR using the Amadeus Record Locator
RT/SMITH   Retrieve PNR using the Passenger Family Name
RT3   Retrieve the 3rd PNR from a Similar Name List

Name Elements   HE NM

Adult Name Element
NM1HAKIZA/JEAN MR   Single adult passenger
NM1BIZIMANA/BOB MR1PAUL/BEATRICE MRS Multiple adult passenger different surname
NM2SMITH/BOB/HELLEN MRS   Multiple adult passenger same surname

Child and Infant Name Element
Child name elements are entered as individual passengers. When entering a Child, the Passenger Type Code and the Date of Birth must be added after the title for PNR pricing purposes. As an infant does not require a seat, the Passenger Type Code, Infant name and Date of Birth must be added to the end of the accompanying Adult title.

NM1WATSON/MARD MSTR (CHD/16NOV08) - Child with pricing indicator and date of birth

NM1LONG/MAY MRS (INF/LISA/16NOV08)   - Adult with an infant with same family name

NM1LONG/ANNE MRS (INFWAN/KIM/08DEC14) - Adult with an infant with different name to the accompanying adult

Family Booking

NM3SMITH/BOB MR/HELLEN MRS (INF/JOY/12DEC14)/JOEL (CHD/16NOV08)

The above commands will generate an automatic **SSR CHLD** and **SSR INFT** to each airline in the PNR itinerary. As these SSRs are system generated, they cannot be cancelled using XE.

Child & Infant Special Requests   HE MEAL

Requests for child and infant passengers (Child Meal, Infant Meal and Bassinet) are generated using an SSR (Special Service Request). The SSR will generate to all HK segments for all airlines that provide such services.   HN and HL segments with not be processed.

SRCHML/P2	Request a child meal (CHML) for passenger 2, all confirmed segments.
SRBBML/P1	Request a baby meal (BBML) for the infant associated to passenger 1
SRBSCT/P1	Request a Bassinet (BSCT) for the infant associated to passenger 1

Add Child and Infant Details

Should child or infant details be left off a name element, these can be added rather than cancelling and re-entering the name with the correct details.

3/(CHD/09JUN06)	Add CHD and date of birth to passenger 3
1/(INF/OSCAR/12JAN14)	Add INF and date of birth to Adult passenger 1
1/	Remove Child or Infant association from passenger 1

Ticket Element Options   HE TK

The ticketing element is used in a PNR to:

1. Set a ticketing time limit to issue ticket(s) on a specified date.
2. Set an auto cancellation. The PNR is automatically cancelled by the system if not ticketed by the specified date and time.
3. Indicate that tickets have been issued.

Ticketed

TKOK	PNR ticketed on creation of PNR. PNR will not appear on ticketing Queue.

Ticket Deadline

TKTL12MAR	Set a ticket deadline of 12 Mar (will go into ticket queue 12 midnight 11 Mar)
TKTL5JUL/1800	Set a ticket deadline of 5 Jul at 6pm (handy for night shift staff)

Auto Cancellation

TKXL19AUG	Set an auto-cancellation for 19 Aug at 12 midnight
TKXL1APR/1700	Set an auto-cancellation for 1 Apr at 5pm

Regenerating Contact Elements   HE AP

The **AP** command is used to generate the contact number to the airlines in the PNR. This generates once only at the end of transaction following its addition to the PNR.

Contact types: **H** = Home,   **B** = Business, **M** = Mobile Phone. **A** = Agency

Phone contacts added as **AP** elements only generate once. Therefore on a retrieved PNR when a **new** airline is added contacts must be regenerated.

```
Double click on
```

```
--- RLR ---
RP/NBO1A0980/NBO1A0980                GI/SU
9MAR15/1324Z   2P7S2F
NBO1A0980/2222GI/9MAR15
  1/WOODVALE/JOHN MR
  2   BA 064 M 10JUN 3 NBOLHR HK1  2315
0555  11JUN  E  BA/
```

Or you can add the contacts as an OSI.

Combining Elements

PNR elements can be combined together in one command by using the (**;**) semicolon.

For example a received from and end transaction and return to booking.**RFMR SMITH; ER**

Or you add a number of elements. Only the element/s with formatting errors will be rejected.

NM1 BIZIMANA/GEORGE MR ; AP BJM 22 22 23 24-H ; TKOK ; RFPAX ; ER

Retrieve a PNR   HE RT

A PNR can be retrieved up to 3 days after the last active or inactive segment.

RTY4AVGM	Retrieve by the Amadeus Record Locator
RT/LEWIS	Retrieve by Family Name
RT/SMITH*A	Retrieve by Family Name only active PNRs
RT/BJM492103-MANIRAKIZA	Retrieve from another office by office ID & Name (Security must be in place to allow this)
RT2	Retrieve PNR on line 2 of a similar name list
RT0	Return to the similar name list

PNR Display Options   HE RT   GPPAR

RT	Redisplay current PNR
RTA	Air segments
RTC	Car segments
RTF	Fare elements
RTG	Display OSI & SSR elements (incl. seating & Frequent Flyer
RTH	Hotel segments
RTTN	Retrieve Ticket Elements

PNR Historical Display Options   HE RH

A PNR can be retrieved up to 3 days after the last active or inactive segment.

RH	Retrieve entire History
RHA	History of Air segments
RHA	History of fare elements
RHG	History of general remarks (SR, OS)
RHQ	History of Queue information
RHA, G	History of Air and SR $ OSI elements

Module 5: Passenger Services

This module includes the following:

Option Elements

Remarks

Memo (Auxiliary) Segments

Other Service Information (OSI)

Special Service Request (SSR)

Frequent Flyer

Ticket number

Seat Request

Seat Assignment

Option Element   HE OP

The option element is used to place additional deadlines or reminders into a PNR. The PNRs will appear on the option queue in your office on the date that is specified.

These can be added yourself or by the airline.

OP24SEP/ ADVISE TTL   Option Element for specified date with free format text.

OP1SEP, 10SEP /SEND FINAL PAYMENTS   Option Element for multiple dates.

Example of airline option elements below.

```
6  OPW NBO1A0900-29MAY:1400/1C7/GA REQUIRES TICKET ON OR BEFORE
       30MAY:1400/S2-3
7  OPC NBO1A0900-30MAY:1400/1C8/GA CANCELLATION DUE TO NO
       TICKET/S2-3
```

General Remarks   HE RM

General remarks can be viewed by anyone who has rights to retrieve the PNR.

RM TRAVEL INS DECLINED   General Remark with free format text
RM PSGR TO PAY CHNG FEE AT APT   General Remark with passenger association

Confidential Remarks   HE RC

You can restrict who can view the information stored in the remarks to just your office or up to three other offices by using confidential remarks. An office that does not have rights to view the remark will see text **'RESTRICTED'**.

RC FARE QUOTED USD1200 PLUS 185 TAX   Confidential Remark with free format text

RC SERVICE FEE QUOTED USD50

Itinerary Remarks   HE RIR

An itinerary remark will print on an Amadeus system produced itinerary.

RIR THANK FOR YOU BOOKING WITH US   Itinerary Remark with free format text (will print at the end of the itinerary)
RIR TRANSFER TO HOTEL BY BUS/S4   Itinerary Remark with segment association (will print after segment 4)

Memo Segments   HE RU

Memo segments represent auxiliary products such as tours, hotels & car reservations booked outside the Amadeus system. These segments will appear in date order on your Amadeus

RU 1A HK1 NBO 31DEC / PNR ALIVE   PNR Retention (Miscellaneous remark)

Other Service Information   HE OS

An OSI (Other Service Information) element contains information regarding passengers in the PNR.

OS KQ TCP3 2JENNINGS/A MR/J MRS   OSI to airline KQ for Total Complete Party of
NZ123   three passengers on flight KQ103

An OSI generates only once, being the transaction in which it was added to the PNR, therefore if a new airline is added to the PNR and the information is require by that airline, the OSI should be re-added to the PNR

Special Service Request   HE SR

Help Pages

HESR.484   SSR Codes

GGCODEx   List Travel Industry Codes beginning with a specifc letter

An SSR element is used to generate special requests to airlines in PNRs, using a four character programmatic code. Refer to the airline industry web site for specific.

SR VGML   Request for Vegetarian meal for all passangers
SRVGML/P3   Request Vegetarian Meals for all Passengers on
                                     all segments of a PNR for passenger 3
SRVGML/S3, 4   Request for vegetarian mean segment 3 and 4
SR OTHS – PSGR ALLERGIC TO NUTS   Message to airline

When an SSR is cancelled using the SB command, the system will automatically cancel and resend any existing SSRs associated the changed flights. When a flight is cancelled using the XE command the SSR is subsequently cancelled. If new flights are added to the PNR, SSRs will need to be regenerated.

Smart Keys

Passport, visa or address details

Secure flight passenger data

Secure flight passenger data (APIS)

Passport Information	
SRDOCS YY HK1-P-KEN-012345678-KEN-30JUN73-M-14APR09-KOMBE-SIMON –PAUL-H/P1/S3	
SR	transaction code (mandatory)
DOCS	SSR code for APIS primary travel document (mandatory)
YY	airline code where message to be sent (mandatory)
HK	action code (HK only) (mandatory)
1	number of services requested (mandatory)
-P	dash, travel document type , P for passenger passport
-GBR	dash, travel document issuing country/state. Use the three-letter airimp country code
-012345678	dash, travel document number
-GBR	dash, passenger/crew nationality in the three-letter airimp country code format
-30JUN73	dash, date of birth in ddmmmyy-format
-M	dash, gender indicator - M for male, F for female, MI for male infant, FI for female infant, U for undisclosed gender
-14APR09	dash, travel document expiry date
-JOHNSON	dash, travel document surname
-SIMON	dash, travel document first given name
-PAUL	dash, travel document second name (optional)
-H	dash, passport holder indicator (mandatory for a multi-passenger passport after the name of the primary passport holder)

SRDOCO……. For Visa Information :

SRDOCO YY HK1-MANCHESTER GBR-V-17317323-LONDON GBR-18JUN04- USA/P1/S3

SRDOCA …… For address information

NOTE: to be used with passport or visa information

SRDOCA YY HK1-D-USA-301 PARK AVENUE-NEW YORK-NY-10022/P1/S3

SFPD (Secure Flight Passenger Data) for passengers travelling to or within the US

SRDOCS YY HK1 -----30JUN73-M- -SMITH-DAVE/P1

Frequent Flyer   HE FFN

Many airlines offer Frequent Flyer programs to passengers. In Amadeus you add these to a PNR using the frequent flyer formats which will generate as an SSR FQTV (frequent flyer). The Associated Airline Frequent Flyer Tables allow you to display the FF agreements that exist between airlines. (Not all airlines participate in this functionality)

-

Altéa® Reservation Airlines

FFAKL-1234567	Create the Name Element and SSR FQTV for a KLM Frequent Flyer (will generate an SSR with the frequent flyer number to other One World participants in the PNR)
FFDQR-1234567	Display the member name from the Frequent Flyer Number
FFNAF-123456789	Insert name and Number (for all airlines)
FFNAF-123456678, KQ	Send to partner airlines (for all airlines)
SR FQTV KQ – AF12345678	Name mismatch (for all airlines)

Ticket Number Transmission   HE FH

Amadeus has the ability to generate ticket numbers in the specified format to an airline that participate in ticket number transmission.

Refer to **GGPCAXX**   xx - airline code

At end transaction the ticket number is generated as either an OSI or SSR depending upon what the airline requires.

FHE706-4512001923/P2	Add FH fare element for passenger two in a PNR to generate on all flight segments. (The check digit is optional).
FHE086-3312445123-124/P1	Add FH fare element for passenger one in a PNR for conjunction tickets to generate on all flight segments. (The check digit is optional).

Seat Map HE SM

Airlines also offer the facility to display a map of available seats on an aircraft and request the required seat number from the map. This is known as an Interactive Seat Map. The participating carrier agreement page will indicate if you can display a seat map eg **GGPCAXX** (xx = airline code). **Note, some airlines charge a fee for ancillary services eg. selecting specific seats.**

SM4   Request seat map for flight segment 4

Graphical Seat Map

Select a seat   Click on required seat and then on **Send**

    6 /SSR RQST KL HK1 NBOAMS/65JN,P1/S2   SEE RTSTR

The **/** in front of the KLM SSR service element indicates a chargeable service.

FXG   Price pre-selected seat (SSR element) and save pricing as TSM

Specific airline policy and procedures

For specific airline policy and procedures please contact the validating carrier.

Command page Seat Map

```
   SM5
** NZ - AIR NEW ZEALAND **
NZ0002 Y 25AUG AKL LAX 773 SPECIFIC SEATS AVAILABLE

            ***   LEGEND

N - NON SMOKING        * - AISLE SEAT
V - HIGH VALUE         E - EXIT ROW
I - INFANT BASSINET    L - LESS DESIRABLE
B - BULKHEAD           T - UPPER DECK
P - PREMIUM            F - SKY COUCH

     A      B     C*    *D     E     F    G*    *H     J     K
37               FNV   NV     NV               FNV   FNV   FNV 37
38 FNV   FNV    FNV    NV     NV    NV    NV    FNV   FNV   FNV 38
39 FNV   FNV    FNV    NV     NV    NV    NV    FNV   FNV   FNV 39
```

Request Specific Seat Number or Preference   HE ST

ST/2A	Request seat 2A on all segments
ST/16A-C/S6	Assign seats 16A through C (16A, 16B, 16C) for segment 6 of a PNR, assuming there are 3 passengers travelling
ST/A	Request Non Smoking Aisle seating for all flights, all passengers
ST/W/S3,5	Request Non Smoking Window seating for all passengers on segments 3 and 5

Module 8: PNR Modification

This module includes the following topics:

Cancel elements

Change booking class

Reduce Number in Party

Change segment status

Name Modifications

Copy PNR

Split PNR

Cancel   HE XE

To cancel a flight, passenger or element that is not required the **XE** (cancel element) command is used. To cancel multiple elements, list them in ascending order.

When cancelling a passenger, the number of seats are reduced and all elements associated to that passenger are cancelled.

After a name cancellation, you cannot make any further entries to the PNR apart from the Received From and End of Transaction.

You must keep at least one name in the PNR, otherwise you will receive the error message ***NEED NAME***.

XE3	Cancel element 3
XE4-6	Cancel elements four through six
XE3,5	Cancel elements three and five
XI	Cancel Itinerary (this can only be performed on a PNR that has been previously ended)

Change Booking Class / Date   HE SB

It is possible to cancel and re-book existing flight segments in a PNR. These commands are referred to as 'Should Be' due to the command identifier being **SB**.

SBY	Re-book entire itinerary in 'Y' class
SBC4	Re-book segment 4 to 'C' class
SBJ3/C6	Re-book segment 3 to 'J' class and 6 to 'C' class
SB19JUN	Re-book entire itinerary to 19 June
SB23DEC4/14JAN5	Re-book segment 4 to 23 December and seg 5 to 14 Jan
SBF19DEC4	Re-book segment 4 to 19 December in 'F' class

The SB entry cancels the existing segment(s) and resells to the new class / date. If there is no availability, the flights are not cancelled and an Amadeus Availability is displayed so an alternate flight can be sold. If there are SSR MEAL requests with a status of NN, HN, KK, or HK the requests are automatically rebooked. When this occurs the following response is received.

ASSOCIATED SSR MEALS REMOVED - ALL MEALS REBOOKED

All other SSRs and SEATING will need to be manually regenerated.

Note: The SB entry sends a cancel and rebook message in one entry to the airline. Some airlines do not accept cancel/rebook messages made in the same entry. They require that you cancel in one entry, receive from and end the PNR, and then rebook. If you are unsure please check directly with the airline.

Reduce Number of Passengers in PNR

By cancelling a name element on a retrieved PNR the number of seats is reduced as well as cancelling all associated elements. (eg) meals, seat requests, etc.

In the following PNR, Mr Smith will no longer be travelling. **XE2** will remove him from the PNR

```
RP/NBO1A0900/NBO1A0900
GI/SU   15JUN15/1311Z    YSXN6M
NBO1A0900/2222GI/15JUN15
```

After a name cancellation, you cannot make any further entries on the PNR apart from the Received From and End of Transaction.

You must keep at least one name in the PNR, otherwise you will receive the error message ***NEED NAME***.

Change Segment Status

When the status of a PNR segment or SSR element is changed due to an advice received from an airline. The status can be updated by specifying the individual element or using the end transaction option to update all elements.

7/HK	Change element 7 to HK
ETK	End Transaction on PNR and update status codes
ERK	End and Retrieve PNR and update status codes

ENTRY	WHAT DOES IT DO?	ACTION REQUIRED
KL	Confirming from waitlist	Change to HK
KK	Airline confirming request	Change to HK
TK	Schedule change confirmed segment	Change to HK
TL	Schedule change waitlist	Change to HL
US	Sold out have waitlisted	Change to HL
UU	Sold out airline have waitlisted	Change to HL
HX	Was confirmed , now cancelled	Segments to be removed from PNR
UN	Unable, flight not operating	Delete from itinerary
NO	No action Taken	See GG CODE N

Refer to GG CODE x (x - first letter of code) for a list of Travel Industry codes

Name Modification   HE NU

Functionality for modifying a name on a retrieved PNR exists, however you must be aware of the name change policy of the airlines in your PNR before using this functionality.

Contact the airlines in the PNR to obtain authorisation to modify a name. If this is not done the airline may automatically cancel the reservation in its own CRS.

NU2	Name update
2	Name element 2
/	Mandatory slash
1PETERS/KAREN MS	Updated name information

NU2/1CHAMBERS/ROBERT MR	Update passenger 2 in a PNR updating the Family name and Given Name and Title, retaining element association and passenger type codes e.g VGML , CHD , INF
NU3/JULIEANNE MISS	Update passenger 3 in a PNR updating the Given name and Title, retaining element associations and passenger type codes

Copy PNR   HE RR

Copy PNR allows you to copy the data in a retrieved PNR to create a new PNR. The copy process will automatically ignore the displayed PNR, creating the copied PNR which will appear with the prompt of REPLICATED PNR.

When the PNR is duplicated a sell message is automatically generated. Subject to the class being available the flights will be confirmed.

RRI	Copy the itinerary from a display PNR into a new PNR
RRI/5	As above, changing the number of seats to 5
RRN	Copy itinerary and all non passenger related information from a displayed PNR into a new PNR
RRN/4	Copy as above booking 4 seats to 4
RRA	Copy itinerary and create Associate Cross Reference AXR

Split PNR   HE SPLIT   HE SP

PNR is split when one or more of the passengers wishes to make a change from the rest of the party. The split is performed using the **SP** command. Once this is entered, a process must be followed to complete the Split PNR. The process can be ignored at any stage prior to EOT.

Note: Make sure all Status Codes are updated prior to the Split. If any error messages are received during the split process it will not complete correctly.

1. **RT/WOODVALE** (by name)   or   **RTZFRGCY** (by record locator)
   Retrieve the PNR

2. **SP2** or **SP1,3**   Split the passenger/s making the change

The split passenger appears on your screen in the Associated PNR which will not have a record locator assigned until the Split is completed.

3. **RF JOHN PASSENGER**

4. **EF**   File the Split PNR

The original PNR (parent PNR) is displayed with the remaining passengers.

5. **RF JOHN PASSENGER**

6. **ET**   End Transaction

Your PNR is now Split. Retrieve the split PNRs and check that relocs have been returned from the airlines. **RL**

7. Make necessary the changes to the Split PNR.

8. Add an OSI with the TCP (Total Complete Party details with common flights to both PNRs

OS YY TCP3 1BEIBER/JUSTIN MR 1SWIFT/TAYLOR MISS UA104

Associated Cross Reference   HE AXR

A PNR that has been split has the prompt   **---AXR---**   at the top of the PNR. You can retrieve associated PNRs by using the RTAXR entry.

RTAXR   Retrieve a list of Associated PNRs
RT2   Retrieve PNR number 2 from the Associated
                            PNR List

Module 6: Group PNR

Sell group

Group name

Add names

Delete names

Split group

Transmit group names

Booking a group in Amadeus   HE GROUP

Groups can be between **10** and **99** passengers.

GROUP AVAILABILITY DISPLAY
Obtain the correct booking class from the airline
AN13NOVNBOJNB**/A**KQ**/C**M

GROUP SELL
Use the action code **PG** when booking on British Airways
Reference sell   **SS**15G3**/SG**
Direct segment sell   **SS**KQ462M13NOVNBOJNB**SG**15

GROUP NAME ELEMENT
NG15AMADEUS TOUR GROUP

GROUP SSR FARE ELEMENT
SRGRPF- ENTER FARE BASIS SUPPLIED BY THE AIRLINE

All group bookings on SAA must include an OSI as follows:
OS SA GSOR FQVSA AGENCY NAME AND TELEPHONE NUMBER

TO CHANGE NAME BEFORE END OF TRANSACTION
0/AMADEUS GOLF GROUP

TO INSERT NAMES
NM2WINDT/KEITH/LOUISA**1**KOMBO/SHEILA**2**DEMELLO/IAN/PASQUA
Or
NM2WINDT/KEITH/LOUISA**;NM**1KOMBO/SHEILA**;NM2**DEMELLO/IAN/PASQUA

TO DISPLAY NAMES
RTN or **RT**W

DELETE NAMES AND HOLD SEATS
Delete name 1   1**G**
Delete name 1 through 3 and 5 1-3/5**G**

CANCEL NAMES AND DECREASE NUMBER OF SEATS
Cancel 5 unassigned seats **XE0.**5
Cancel passenger 2-5 **XE**2**-**5

SPLIT GROUP
Split 10 unassigned seats **SP0.**10
Split passenger 1 and 3 **SP**1,3
Split 5 unassigned & psgr 3 to 5 **SP0.**5,3-5
TRANSMIT NAMES TO THE AIRLINE
NT

Module 7: Queues

The module includes the following topics:

Queue Count

Queue Start

Action Queues

Manual Queue Placement

Queues

Each travel agency is automatically assigned predefined queues. In addition to the predefined queues, you can add queues to which you can manually move PNRs.

Predefined Queues

Queue Number	Queue Name	
0	General	*not attached to a queue category*
1	Confirmation	
2	Confirmation from waitlist	
3	Options	
7	Schedule change	
8	Ticket Time limit	
12	Expired Time limit	
97	Message	*not attached to a queue category*

Queue Count Associated   HE QT

QCA   Queue Count queues Associated to your queue
                                         category.

                                         Queue category – A queue category number can be attached to a
                                         consultant sign on. You can view your Consultant Queue Category number
                                         by using the JD command. The number appears under **QCAT**

```
1742 15JUN
QUEUE....NBO412214.......Q/
TTL...ADDS...LQC...IW
```

Queue count Total

QT   Queue Table for queues that have PNRs or messages
                                         for actioning for all consultants and all queues.

```
1742 15JUN
QUEUE....NBO412214.......Q/T
TL...ADDS...LQC...IW
Q 1.CONFO
..........................
```

Date Ranges

Some queues can also be divided into 4 date ranges to prioritise where there are large volumes.

Date Range	Date Covered	Example(assuming today is 1SEP)
D1	Today plus two days	01SEP - 03SEP
D2	Three to five days, from the current date	04SEP - 06SEP
D3	Six to eight days, from the current date	07SEP - 09SEP
D4	Nine days and beyond, from current date	10SEP onwards

PNRs are placed into date ranges based upon the departure date of the first segment in the PNR. Amadeus will automatically move a PNR from one date range to the next if the PNR has not been actioned and then falls into the next date range.

The use of date ranges allows to you action the most urgent PNRs first.

Queue Start   HE QS

Once you have determined that items are on queue to be actioned. The queue must be started which takes you into queue mode.

QS0	Queue Start queue 0
QS1C30	Queue Start queue 1 Category 30.
QS1C30D1	Queue Start queue 1 Category 30 Date Range 1

Queue Actions   HE QUEUES

When a queue is started the first PNR in the queue will display. Action must be taken on the PNR in order to see the next PNR. When you get to the last PNR in the queue the message „**Queue Cycle Complete"** will appear.

QN	Removes the current PNR from the queue with no action being taken. The next PNR in the queue will display
QD	Moves the PNR to the end of the queue delaying it to view at a later time. If there are more PNRs in the queue the next PNR will display.
QI	Ignore the current PNR placing it at the top of the queue and exit queue mode.
ET	Updates the PNR with changes made removing it from queue. If there are more PNRs in the queue the next PNR will display.
ETK	Updates the status codes in a PNR and will remove the PNR from Queue.

„**QUEUE EMPTY**" is returned when you have actioned all PNRs in the queue.

Manual Queue Placement   HE QE

A PNR can be manually placed onto a specific queue in your office or another Amadeus location.

ES/G office id – **B**   - Extend PNR security to another office

QE/office ID/ queue no   – Queue booking to another office

Module 8: Itinerary Options

The module includes the following topic

Display/Print Itinerary

Print PNR

Email Itinerary

Check my trip Itinerary

Print/ Display Itinerary HE IEP

IED	Display Itinerary to your screen
IEP	Print Itinerary, one copy per passenger
IEPJ	Print Itinerary, one copy for PNR

Print PNR HE WRA

Part or all of a PNR can be printed including the history.

WRA/RT   Print entire PNR that is currently retrieved

Email PNR Itinerary HE EML

The itinerary in the PNR can be sent to the email address stored in the APE element of the PNR.

IEPJ-EML-email@address.com	No email address in PNR
IEPJ-EMLA	APE element in PNR

The response will be '**ITINERARY EMAIL SENT - NUMBER SENT 1**'.

Online Itinerary for Travellers (check my trip)

Your clients are able to check their Amadeus bookings online via **checkmytrip.com**
They will need their Amadeus Record Locator and Surname before clicking on the arrow.
This application can be down loaded to a mobile phone and other applications.

Module 8: Fare Quote Display & PNR Pricing

This module includes the following:

Introduction to Fare Quote Display

Best buy

Price PNR

Display Fares Stored in a PNR

Delete Fares Stored in a PNR

Display Historical Fares Stored in a PNR

Select a Fare from a List to Store in a PNR

Master Pricer Expert

Introduction to Fare Quote Display   HE FQD

The basic Fare Quote Display allows you to display airfares between two cities from the lowest to highest fares for any airline that has fares filed for the city pair.

FQDBJMDXB/17OCT/AKQ	Fare Quote Display NBODXB departing 17 OCT on Kenya Airways
FQDBJMDXB/10JUN/A xx	FQD followed by the city pair, date and specific airline option
FQD NBODXB/D16SEP/AKQ, EK	Basic entry to date and Airline (max 3 airlines)
FQD NBOJNB/D16SEP/AKQ	Fares from Low to High on a specific Airline
FQD BJMNBO/D16SEP/IX, R	Display Return fares low to high
FQDBJMNBO/D16SEP/IX, O	Display one way fares low to high
FQD NBO CDG/D16SEP/S	Shoppers display
FQD NBOMBA/D16SEP/IR/AKQ/R,AT	Display return fares on specific airline including taxes
FQD NBOJNB/ASA/R,-CNN-IN	Display fares for child and infant (*FQL – to view PTC)
FQDNBOJFK/AKL/IX/R, U	Display negotiated fares
FQD NBOJFK/AEK/R,U12345	Display negotiated fare corporate fare.
FQDNBOJFK/AKL/IX, R/KC	Display return fares in business class low to high F=first C= business Y=Economy
FQDNBOBKK/AKQ/IR/D20FEB15 /R,11JAN15	Display past date fare, must specify year and airline (D = Travel date R = Ticketing date)
FQD NBONBO/AKL/VRW	Display round - the - world fares on specific carrier

Fare Notes

FQN1*L or FQN1//L	Display Fare Notes index
FQN1*MN, SO or FQN1//MN,SO	Display specific paragraphs of Fare Notes Notes (line 1)
FQR 3	Display Route Information
FRC 2	Convert line 2 to ZAR (default to Office ID currency)
FQS 1	Display the booking classes applicable for a routing fare
FQK 1	Display the tax breakdown for the fare on line 3 of fare display
MPFQD	Move to previous Fare Quote Display
MPFQN	Move to previous Fare Quote Notes
FQNTAX/KE	Tax information for specific country (can use country name)

Currency Conversion

FQB KES	All Bank Selling Rates (BSR) against KES (updated every Wednesday morning)
FQC 100USD/KES	Convert specified amount into KES
FQC 100 USD/KES/11OCT14	Historical BSR – specify year

Quick price guide

Price PNR

FXP	Price as booked
FXB	Rebook to best available for flights held
FXA	List of lower available
FXL	Lowest fare
FXD	Master Pricer Expert

Price without name

FXX	Price as booked
FXR	Rebook to best available for flights held
FXA	List of lower available
FXL	Lowest fare
FXD	Master Pricer Expert

Store Price

RFxx;ER

Display Fare Image

FQQ1

Display Price

TQT	Display TST
TQT/T2	Display TST 2

Delete Stored Price

TTE	Delete TST
TTE/T2	Delete TST 2

Price PNR

Rebook best available fare   HE FXB

FXB   Rebook best available fare for the flights held.
                                 This is a cancellation and re-sell and may
                                 affect associated SSRs.

FXR   Prices an itinerary and automatically rebook the itinerary with the lowest
                                 available fare, **BUT DOES NOT CREATE TST**!
                                 (Possible **without names in PNR!**

Price as booked   HE FXP

FXP   is the basic pricing command and assumes:

   All segments and all passengers are to be priced

   All passengers will be priced as adults unless a Passenger Type Code has been
   associated to a passenger (e.g) Child or Infant

FXP   Price Itinerary and create a TST (Transitional Stored Ticket).

When there is only one passenger in the PNR and there is only one fare applicable to the
itinerary and booking class, a fare image will automatically display.

```
FXP/R,FC-USD

01 JOHNSON/HEIDI*


-----------------------------------
----------------------------
     AL FLGT  BK T DATE   TIME
FARE BASIS       NVB  NVA   BG
  NBO
 JNB SA   181 M   M 10JUN 0900
```

When there are multiple passengers in a PNR the response will display a summary rather
than the fare image.

Fare Summary

PASSENGER	PTC	NP	FARE<AUD>	TAX/FEE	PER PSGR
01 FAMILY/JOHN *	ADT	1	400.00	347.96	747.96
02 FAMILY/JIMMY*	CH	1	300.00	164.36	464.36
TOTALS		2	700.00	512.32	1212.32

1-2 LAST TKT DTE 30MAY14 - SEE ADV PURCHASE
1-2 TICKETS ARE NON-REFUNDABLE

Display the Fare Image
FQQ1   Display the fare image for passenger 1 in a multiple passenger PNR.

Select a Fare from a List   HE FXT

On occasions when you price a PNR, there may be more than one fare filed by an airline in the booking class you are holding. In this case a list of fares is returned so you can choose which fare you wish to store for the itinerary.

```
FXP

* FARE BASIS *  DISC *  PSGR * FARE<AUD> *
MSG*T
```

The response lists three fares that are eligible. To select the fare required the **FXT** command is used. Alternatively you can double click on the line number.

FXT2	Select the fare on line 2 and create a TST
FXT1/P3	Select the fare on 1 for passenger 3
FXT3/P1-2//4/P3	Select the fare on line 3 for passengers 1 and 2, and the fare on line 4 for passenger 3

List of lower available fares   HE FXA

You can obtain a list of lower available fares for the itinerary booked. When you select a line, your itinerary will be rebooked into the class required.

```
FXA

* FARE BASIS *  DISC
```

FXA	Display a list of lower available fares
FXU4	Select fare on line 4

You can also select the fare by double clicking on the line number.

Display a TST   HE TQT

On a retrieved PNR the prompt **--- TST ---** (Transitional Stored Ticket) appears at the top of the PNR to indicate that either current, deleted or expired TST's are present.

Transitional Stored Tickets are displayed using the **TQT** commands.
the Transitional stored **t**icket)

```
--- TST RLR ---
RP/NBO1A0980/NBO1A0980
GI/SU   3APR15/1933Z   3Y99V4
NBO1A0980/2222GI/3APR15
  1.WOODVALE/HEIDI MRS
2.WOODVALE/ARNOLD(CHD)(ID6YRS)
  3  SA 185 W 10OCT 6 NBOJNB HK2
1605 1920  10OCT  E  SA/3Y99V4
```

When there is only one TST in the PNR the TQT command will display the ticket image with all data that will appear on an automated ticket.

Should there be multiple TSTs in the PNR, a summary will display. From the summary, the required TST is selected.

TQT	Display a TST or a list of TSTs if there is more than one present in the PNR
TQT/T2	Display TST 2 from a list of TSTs

```
>TQT/T2
TST00001    NBO1A0980 GI/03APR I 0
OD NBONBO SI
T-
FXB/R,FC-USD
  1.WOODVALE/HEIDI MRS
 1  NBO SA  185 W 10OCT 1605  OK WRTS
2PC
 2 O JNB SA  180 W 20OCT 1540  OK WRTS
```

Delete a TST   HE TTE

Once you have priced flight segments in a PNR and stored a TST, should amendments be made to ALL flights in the PNR, the TST is automatically deleted. After entering TQT, the following response will be displayed:

'NO ACTIVE TST - DELETED TST RECORDS MAY EXIST - PLEASE USE TTH'

If only some of the flights are amended, the TST is retained but the affected flights are deleted from the TST.

A TST is valid for 12 hours. If it has exceeded the 12 hour validity you must delete the TST and re-price. Or if your itinerary has been changed you will also need to delete and re-price. Any repricing will result in new TST numbers

Overlapping TSTs

If a flight is already included in a TST and you attempt to re-price it, the following response will be returned.

'PREVIOUS TST EXISTS/SEGMENT OVERLAP'

The TST must be deleted before a new pricing command can be performed on these flight segments.

TTE/ALL	Delete ALL TSTs in a PNR
TTE/T2	Delete TST 2 only when there are multiple TSTs stored
TTE	Delete TST when there is only one to delete

When you have multiple TSTs in a PNR it is advisable to view the TST list by using the TQT command first then use the delete commands.

Display a Historical TST   HE TTH

TTH	Display deleted (historical) TST
TTH/ALL	Display a current and deleted (historical) TST index
TTH/T2	Display historical TST 2

Pricing options   HE FXP, HE FXB

Price in USD	**/R, FC-**USD
Price Passengers 1 and 5	**/P**1, 5
Price segment 8 to 10 and 12	**/S**8-10, 12
Quote passenger types e.g.UMNR PTC see **FQL***	**/R**CH
Validating carrier option	**/R, VC -** KQ
Price by fare basis	**/L-MEE3M**
Pricing with past date	**/ R, 10 FEB15 (**for info only, no TST creation**)**
All infants Infant on passenger 1 only	**/INF** **/INF/P**1
Fare type e.g. VUSA adult see **FQL***	**/R**VAC
Combination PTC / PTA and fare currency	**R**CH**,**NBO**.**JNB**,FC-**USD

Master Pricer Expert   HE FXD

You can use the FXD command to display lower fares for a destination with or without a PNR

With a PNR

FXD	Displays the lowest fare for the itinerary held and offers available alternatives.
FXD//KW	Search and display recommendations for cabin preference, premium economy (W)

For other options, refer to HE FXD. Following FXD, the display lists the best available fare for the current PNR and also returns available alternatives with other airlines. Each set of recommendations in the same group shares the same price, tax, fare basis and booking code.

Select a Fare Recommendation

FXZ1	Select best available for current PNR & rebook (no TST)
FXU1	Rebook best available for current PNR and create a TST
FXS2	Display the fare recommendations from group 2
MPFXD	Move Previous FXD list

Without a PNR, requesting 2 seats

FXD2NBO/D12NOVDXB/D20NOVNBO

Follow the prompts at the bottom of the recommendations displayed.   The default display shows only recommendation one in each group. The fares in each group will be the same fare basis with possible departures. Price for two adults is the figure in brackets. Fares are inclusive of Taxes.

Select a Fare Recommendation

FXS2	Display the fares recommendations from group 2
FXZ1	Rebook recommendation 1 from displayed group (no TST)
FXU1	Rebook recommendation 1 from displayed group and create a TST

Module 9: Issuing Ticket

The module includes the following topic

Issue ticket

Display E-ticket

Void / Refund E-ticket

Sales reports

Issuing Tickets

Follow these steps to issue a ticket from a single-passenger PNR:

1. Retrieve the PNR

2. Price the itinerary. **FXP or FXB**
   (The validating carrier element (**FV**) is created automatically.)

3. Enter the form of payment. **FP CASH**

4. Enter a commission amount (optional). **FM 1**

5. Issue the ticket. **TTP**

When the ticket is issued, the ticketing system updates the PNR and creates an **FA** element with the ticket number and the ticket amount. The system creates one **FA** element for each passenger.The system also creates a unique 10-digit sequence number for each TST. This number is stored in an **FB** element and is called the Amadeus Interface Record (A.I.R.) sequence number.

Here is an example of a PNR that has been ticketed and shows the **FB** and **FA** elements

```
-- TST RLR ---
RP/NBO1A0900/NBO1A0900
GI/SU   4APR15/1423Z    YOFZTI
NBO1A0900/2222GI/4APR15
  1.SMITH/PAUL MR   2.SMITH/HELLEN
MRS
  3  KL 566 N 10OCT 6 NBOAMS HK2
2225 0540  11OCT   E  KL/YOFZTI
```

Common Ticketing Entry Options

TTP/RT	Issue ticket and return to PNR
TTP/P1	Issue ticket for passenger 1
TTP/P3,5	Issue ticket for passenger 3 and 5
TTP/S2	Issue ticket for segment 2
TTP/S3,4	Issue ticket for segment 3 and 4
TTP/INF	Issue ticket for infant only
TTP/V*KQ	Override validating carrier (used when you issue on another airline)

TWD	Display current ticket on PNR
TWD/L10	If there is more than one **FA** or **FHE** element in the PNR. You must add the Line no.
TWD/TKT706-1234567890	Display by ticket number

How to Display an E-Ticket Record

For more information and examples, see **HE TWD**.

COUPON STATUS INDICATORS		
O = Open	**A** = Airport control	**C** = Checked in
L = Lifted (Boarded)	**F** = Flown	**E** = Exchanged
R = Refunded	**V** = Voided	

How to void and E-ticket   HE VOID

TRDC	To Void from the PNR
TRDC/L10	To Void specifying and FA/FHE line number
TRDC/000056	

NOTE: voiding can only be done on day of issue

How to Refund and E-ticket   HE TRF

TRF706-1234567890	Display refund record by 13 digit ticket number
TRFU/CP 50.00 A	Deduct cancelation penalty amount (A)
TRFP	Process and Print refund

Sales reports

QUERY REPORT	HE TJQ
Daily query report of tickets reported to BSP	
TJQ	Report per terminal sine-in code
TJQ/SOF	Report for all sine-in codes of agency
WRA/TJQ	Print report for the agency
TJQ/SOF/D-27JUN	Report for specific date
TJQ/SOF/D-27JUN30JUN	Report for specific date range

DAILY REPORT	HE TJD
Daily report of cash and credit card transactions	
TJD	Report per terminal sine-in code
TJD/SOF	Report for all sine-in codes of agency
WRA/TJD/SOF/D-15JUL	Print report for the agency
TJD/SOF/D-12MAY	Report for specific date in period

SUMMARY REPORT	HE TJS
Summary report for BSP sales period	
TJS	Report per terminal sine-in code
TJS/SOF	Report for all sine-in codes – current BSP period
WRA/TJS/SOF	Print report for the agency
TJS/SOF/H-1	Report for specific BSP period (1 – most recent period)

Learning Tab

The **Learning** tab gives you access to Training Documentation, our Training Catalogue containing a description of classroom training course content, Amadeus e-Learning and Show Me Videos.
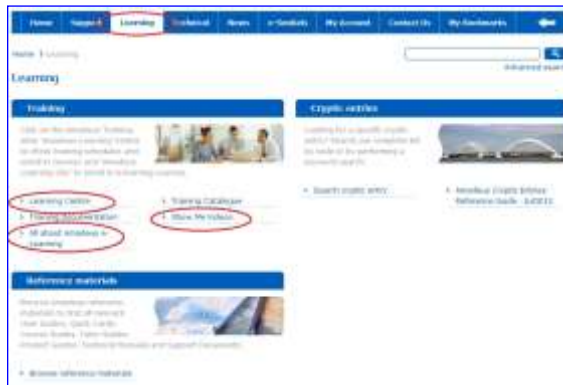
Amadeus e-Learning

Amadeus e-Learning offers a wide range of modules, covering both Graphical and Command Page functions, Amadeus e-Learning allows you to complete self-paced modules at your leisure, anytime, anywhere.

URL: https://www.e-learning.amadeus.com/ilearn/en/learner/jsp/login.jsp?site=Amadeus+Ea
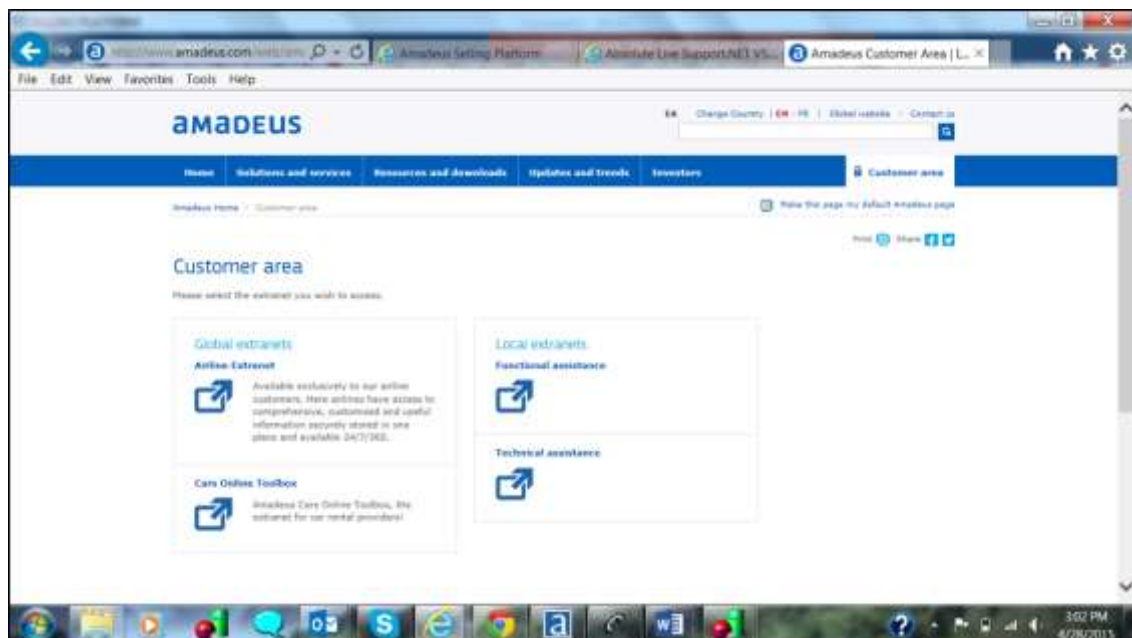
Further Learning

Module 1
Amadeus e-Learning
Getting Started with Amadeus Selling Platform
Amadeus Smart Keys

Show Me Videos from Amadeus e-Support Centre
Show Me: How to get Help and Information
Show Me: Amadeus e-Support Centre Virtual Tour
Show Me: How to Log a Case in e-Support Centre
Show Me: How to access the Selling Platform
Show Me: What are the CID and office ID (Selling Platform)

Module 2
Amadeus e-Learning
Amadeus Air (Command page)
Amadeus Air (Graphical)

Show Me Videos from Amadeus e-Support Centre
Show Me: Getting started with Direct Access

Module 3
Amadeus e-Learning
Amadeus PNR (Graphical)
PNR Mandatory Elements (Command Page)
PNR Optional Elements (Command Page)
Reservation Essentials (Graphical)
Reservation Essentials (Command Page)

Module 4
Amadeus e-Learning
Fares and Pricing (Command Page)
Fares and Pricing (Graphical)
Amadeus Offers

Show Me Videos from Amadeus e-Support Centre
Show Me: Critical Transaction - Updating Stored Fares
Show Me: What are Amadeus Offers
Show Me: How to display Offer details
Show Me: How to create an Offer with markup
Show Me: How to create Hotel Offers
Show Me: How to create Air Offers
Show Me: How to confirm Offers
Show Me: How to send an Offer notice
Show Me: How to cancel Offers
Show Me: How to confirm Offers
Show Me: How to send an Offer

Amadeus e-Learning

Fares and Pricing (Command Page)
Fares and Pricing (Graphical)

Show Me Videos from Amadeus e-Support Centre
Show Me: Understanding Discount codes
Show Me: How to process airline OB fees

Module 6
Amadeus e-Learning
PNR Optional Elements (Command Page)

Module 7
Amadeus e-Learning
Ancillary Services (Command Page)

Show Me Videos from Amadeus e-Support Centre
Show Me: Air New Zealand Electronic Miscellaneous Document for Extra Baggage Fee

Module 8
Amadeus e-Learning
PNR Modification and History (Command Page)

Show Me Videos from Amadeus e-Support Centre
Show Me: Critical Transaction - Name Change
Show Me: Critical Transaction - Class of Service change

Module 9
Amadeus e-Learning
Amadeus Queues (Graphical)

Show Me Videos from Amadeus e-Support Centre
Show Me: PNR History
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