

AMADEUS

Getting Started

with Selling Platform Connect

User Guide

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Before you start

Purpose of this guide

This document explains how log in and to get started with Amadeus Selling Platform Connect and how to use the cryptic commands using the Command page.

Audience

This document is intended for travel agents.

Related guides

Information on the respective Amadeus Selling Platform Connect modules and features can be found in the following user guides. Click a guide name to open it in ASH.

User guide	Content summary
Air Bookings, Fares and Ticketing	<ul style="list-style-type: none"> How to work with booking files, traveler information, remarks, TSTs, TSMs, E-tickets, EMDs, offers, and so on How to search, display and book flights through the Air reservation tool How to search, display and book flights through the All Fares reservation tool (incl. E-Ticket, EAC, LTC) How to book seats and services How to book NDC content using All Fares How to cancel, refund and exchange tickets (ATC)
Hotels Plus	How to search and book hotel rooms through Amadeus Hotels Plus
Rail Display	How to search and book rail trips through Amadeus Rail Display
Cars Plus	How to search and book car rentals through Amadeus Cars Plus
Margin Manager	How to work with the Amadeus Margin Manager module
Document Management	How to print, download and archive issued documents through Amadeus Document Management <div style="border-left: 3px solid #0070C0; padding-left: 10px; margin-top: 10px;"> Note: Soon, this guide will be incorporated in a new to be created <i>Travel Information and Documents</i> guide on how to create and email travel documents and notifications. </div>
Productivity Suite	<ul style="list-style-type: none"> Smart Flows: How to build and launch predefined, customizable workflows Smart Triggers: How to automate the launch of extensions such as Smart Flows or scripts Quality Monitor: How to define rules to check that booking files comply with business and booking processes File Finishing: How to automate the addition of missing elements to a booking file

User guide	Content summary
Profiles	<ul style="list-style-type: none">• How to search, display, maintain and import company, traveler, agency and group profiles• How to use Profile Manager to import profiles in bulk
Selling Platform Connect Tools	<ul style="list-style-type: none">• How to control the quality of data transferred to Agency Manager (Agency Manager Inside)• How to create standard information forms for booking a package tour or travel arrangement (Amadeus Form Wizard)• How to display sales and accounting statistics (Sales Reports)

Latest version of this guide

1. Go to the following link:
<https://servicehub.amadeus.com/c/portal/view-solution/994336133>
2. If you are asked to log in, select **Travel agencies** and then enter your office ID, user name or agency sign, and password.
If you are a new user, click **Register** to get access to Amadeus Service Hub.
3. To print, download or view the guide in full screen, click .
4. To receive alerts each time that the page is updated, click .
To set notification preferences, click your name at the top of the screen, then select **My account > Subscriptions and notifications**.

Feedback on this document

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

Email your comments and suggestions to: servicehub.travelchannels@amadeus.com

Where to check the system requirements

Before you log in, make sure your system complies with the Selling Platform Connect requirements, such as operating system, browser and video monitor (screen) resolution recommendations.

To know the latest requirements, see the [Amadeus Selling Platform Connect: System requirements](#) article.

What's new in this guide

Release	New or changed features
28.2	<p>The Settings dialog box has been enhanced:</p> <ul style="list-style-type: none"> • You can easily find specific settings by using the search field. • You can undo your changes by clicking the Ignore button. <p>See How to customize your personal settings on page 20.</p>
N/A Mar 2025	<p>To further enhance access security and comply with PCI DSS v4 standards, you need to use Multi-Factor Authentication (MFA) to log in to Selling Platform Connect.</p> <p>Email will no longer be an accepted MFA method. The new recommended method is to log on using an authenticator app. It may take some time before this method becomes available in your market.</p> <p>See Logging in with Multi-Factor Authentication on page 12.</p>
28.1.2	<p>The Personal settings submenu is no longer in the Main page navigation menu. You now access your personal settings by clicking the new settings icon in the menu bar. These settings, including command page settings, can be customized through the new Settings dialog box.</p> <p>See How to customize your personal settings on page 20.</p>
N/A Feb 2025	<p>The chapters on working with the Command page and Cryptic magic have been removed from the <i>Air bookings, fares and ticketing</i> guide and added to this guide.</p>
27.4	<p>Enhancements have been made to the News module:</p> <ul style="list-style-type: none"> • The Back to your desktop option is available in the news article pages. • You will be notified when new articles are published. <p>See News on page 18.</p>

1. Logging in

How to log in

1. Go to <https://sellingplatformconnect.amadeus.com>.
2. In the **Sign in** page, enter your credentials:
 - Enter your user name, office ID and password.
In the **Password** field, click the eye icon to show your password.
If you forgot your password, see *How to reset a forgotten password* on page 13.
 - If required, select the duty code. See *How to set your duty code* on page 14.
 - If required, change the default language. See *How to change your language* on page 14.

The screenshot shows the Amadeus Sign in page. At the top, the Amadeus logo is displayed. Below it, the word "Sign in" is centered. A note "★ Mandatory" is shown above the first input field. The page contains the following fields:

- Username ***: An input field containing "TEST USER". To its right is a "Duty code" dropdown menu with "Select" and a downward arrow.
- Office ID ***: An input field containing "TEST LABOR".
- Password ***: An input field with a small eye icon to its right, indicating it's a password field.
- Remember me**: A checked checkbox followed by the text "Remember me".
- Sign in**: A large blue rectangular button.
- I forgot my password**: A link below the "Sign in" button.
- English (US) ^**: A language selection button.
- Support Legal notices**: Links at the bottom right.

Note: To go to Amadeus Service Hub (ASH), click **Support**.

3. Click **Sign in**.

If monosign is activated and you are already signed into another session, select the **Force sign in** checkbox to close your other session and continue to sign into a new session.

If you have registered for logging in with an authenticator app as the Multi-Factor Authentication (MFA) method, the **Authenticator app** prompt is displayed.

4. Enter the 6-digit one-time password that was sent to your authenticator app. Then, re-enter your password and click **Verify and sign in**.

The screenshot shows a login form titled "Authenticator app". It has two main sections: one for entering a 6-digit code from an authenticator app and one for entering a password. The code section contains six input fields, the first of which contains the letter "I". The password section contains a text input field with a clear icon and placeholder text "Enter your sign-in password". At the bottom are two buttons: "Cancel" and "Verify and sign-in".

See also [Logging in with Multi-Factor Authentication](#) on page 12.

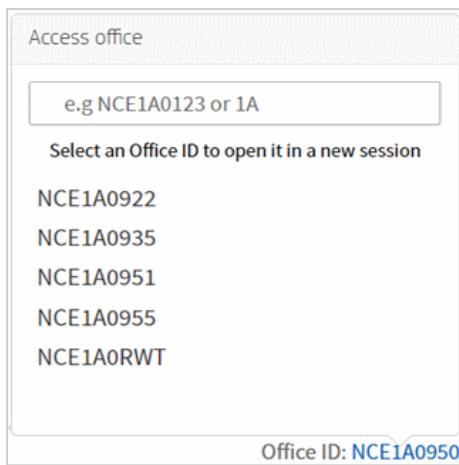
Switching between offices

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

How to switch between offices after signing in

1. Click the **Office ID** in the taskbar.

The **Access office** dialog box shows a list of available offices. Offices accessible using guest authentication are also displayed. For more information, see [What is multiple office sign in?](#) on page 11.



Tip: You can also switch offices by using the search and navigation bar. See [How to use the search and navigation bar](#) on page 16.

2. To narrow down the list of office IDs shown, start typing the office ID in the search field.
3. Click the office ID that you want to change to.
 - A new session for that office opens in a new window or new tab without the need to sign in again. The new office ID is displayed in the taskbar and the browser tab.
 - If you have logged into a guest office, it is displayed next to your logon details.

How to switch to the ticketing office from the booking file (light switch users only)

1. Go to the **E-ticket & EMD** section of the booking file. The office ID where the tickets were issued is shown in the **Ticketing office** column.

Booking file - (QM) SIMPSON HOMER (1) - 15DEC - LHR - RYATLX					
E-Ticket and EMD					
Refund Issue Document Receipt ATC Reissue Add Manual E-Ticket Add Manual EMD Create Original/Issued in Exchange For (FO)					
View	Void E-Ticket/EMD	Show Refund			
<input type="checkbox"/>	Ticket number	<input type="button" value="Ticketing office"/>	Passenger	Flight	
<input type="checkbox"/>	125-9216451033 Issued on 25OCT23 from TST1	<input type="button" value=""/>	SIMPSON HOMER	BA355 BA326	BA BA

2. If the ticketing office ID is different from the office ID you are signed into, click the ticketing office.

Note: This option is also available when you opened the booking file from a queue.

The booking file reopens in the ticketing office without the need to sign in again.

What is multiple office sign in?

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

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

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

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

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

- **Standard Login Area**

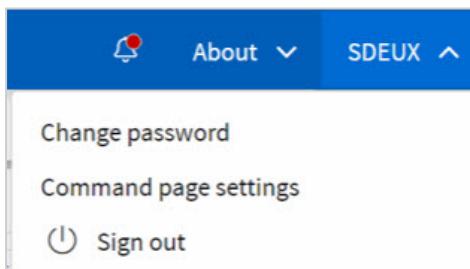
You can switch to available offices that are within the same organization only. You can continue to switch between any of these offices during your Selling Platform Connect session.

- **Guest Login Area**

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

How to log out

1. Click your user name in the menu bar, and then select **Sign out**.



The **Sign out** dialog box is displayed, prompting you to confirm.

2. Click **Sign out**.

Note: When your user session is locked due to inactivity, you are automatically logged out.

How are user sessions managed?

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

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

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

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

Logging in with Multi-Factor Authentication

What is Multi Factor Authentication (MFA)?

The standard logon requires your user name and password. Multi-Factor Authentication (MFA) adds an extra security layer by requiring an additional factor for logging in.

For Selling Platform Connect, besides your user name and password, you need a token in the form of a time-based one-time password (TOTP) to log in. To obtain this one-time password every time you log in, you need to use an authenticator app on your mobile device or desktop.

In some markets, another MFA method called Digital DNA is allowed to log in.

Registering and logging in with MFA

After you register your TOTP token with an authenticator app, you can use this MFA method every time you log in to Selling Platform Connect.

For information on how to register, refer to this article in Amadeus Service Hub:

[How to log in with Multi-Factor Authentication \(MFA\)](#)

What is Digital DNA?

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

What is DDNA self-registration?

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

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

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

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

2. Changing your password, language, duty code and time format

How to reset a forgotten password

1. Click **I forgot my password** in the **Sign in** page.
2. In the **Reset your password** dialog box, enter your user credentials, and then enter and confirm your new password.

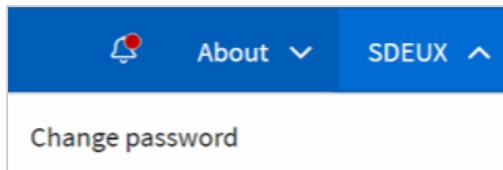
The screenshot shows a 'Reset your password' dialog box. At the top, it says 'AMADEUS'. Below that, the title 'Reset your password' is displayed. There are two mandatory fields: 'Username*' and 'Office ID*'. Both fields have placeholder text ('username' and 'OFFICEID'). Below these are 'New password*' and 'Confirm your new password*', both containing masked text. To the right of the 'New password*' field is a strength indicator showing 'STRONG' with a green circle. At the bottom are 'Cancel' and 'Reset password' buttons, with 'Reset password' being blue and bold.

3. Click **Reset password**.
An email is sent to you with a link to confirm your new password.
4. Click the link in the email.
5. In the **Confirm new password** dialog box, confirm your new password and then click **Validate**.

How to change your password

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

1. Click your user name in the menu bar, and then select **Change password**.



2. In the **Change password** dialog box, enter your first and last name, your user name and your current password.
3. Enter your new password, confirm your new password and then click **Change password**.

How to set your duty code

If required, select the duty code from the **Duty code** drop-down list in the **Sign in** page before you sign in.

A screenshot of the Amadeus 'Sign in' page. The page has a blue header with the word 'AMADEUS'. Below it is the title 'Sign in'. There are three input fields: 'Username *' (empty), 'Office ID *' (containing 'NOELIA0988'), and 'Password *' (empty). To the right of the 'Username' field is a dropdown menu labeled 'Duty code' with the option 'Select' highlighted by a red box.

How to change your language

1. From the **Language** drop-down list in the **Sign in** page, select the required language. US English is the default language.



2. To change the language after you have signed in, sign out, select the new language and then sign in again.

Using the preferred format for the display and input time

The way in which the time is displayed in the All Fares **Results** page depends on the value set in the TCM field for your office profile:

- NO: 24-hour time format, for example 16:30
- YES: 12-hour time format, for example 4:30 PM

In the All Fares search page, you can enter the time in either format. The input time will be automatically converted based on the TCM field setting.

This time display format will be kept in all steps during the booking flow.

Note: To change the time format setting, contact your Local Security Agent.

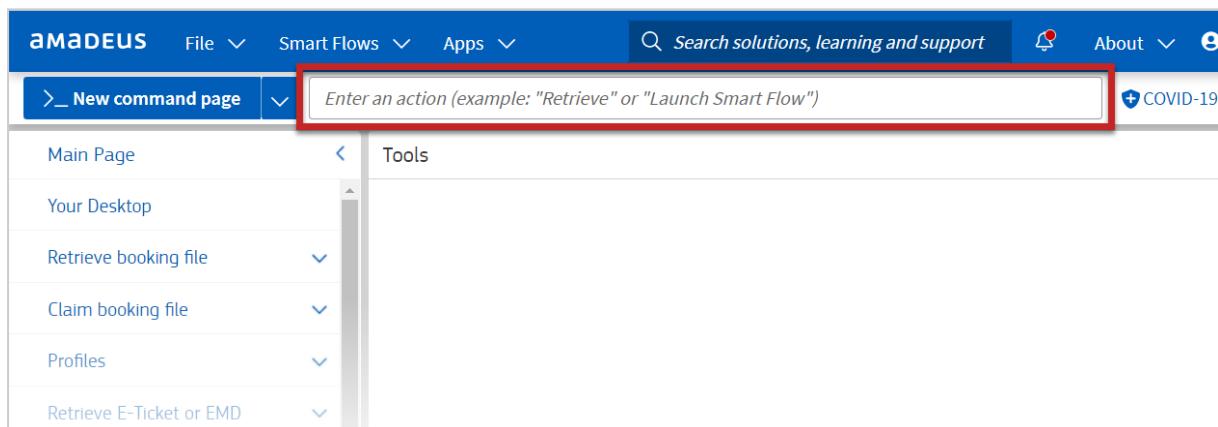
3. Using the search and navigation bar

What is the search and navigation bar?

In the search and navigation bar, you can:

- Retrieve a booking file based on passenger name or PNR reference number.
- Enter specific cryptic commands, if Cryptic Magic is activated.
- Launch an app or a smart flow.
- Switch to another office ID.
- Start a new flight, rail, hotel, car or transfer search, or open a new booking file or command page.

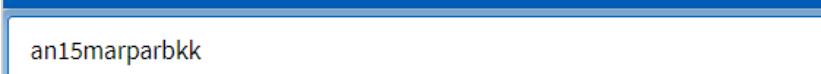
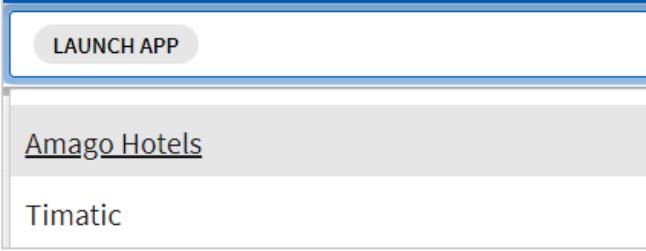
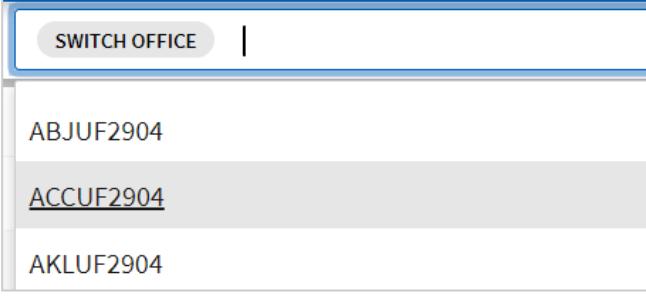
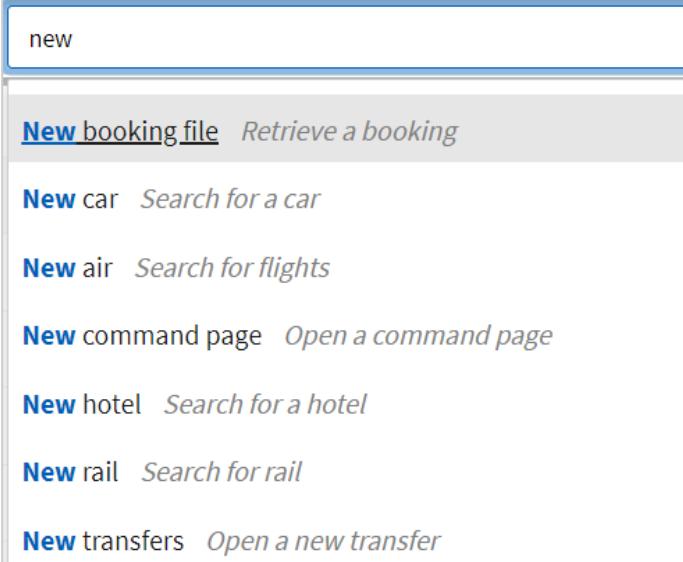
Image: Search and navigation bar



How to use the search and navigation bar

1. Click in the search and navigation bar or press CTRL+SPACE, and then type the first word or words of your search term.
An autocomplete list of suggested actions is shown.
2. Select or enter the required action, and then follow the related steps:

How to ...	Example
<ol style="list-style-type: none">a. Click Retrieve or RT.b. Enter a name or PNR reference numberc. Press Enter.	A screenshot of the search interface. The search bar contains the text 'RETRIEVE Day Doris'. Below the search bar, a tooltip-like box displays the text 'day doris Retrieve Booking File by name, reference, etc.'.

How to ...	Example
<ul style="list-style-type: none"> a. Enter a cryptic command. b. Press Enter. 	 <p>an15marparbkk <i>Launch as Cryptic Magic (Amadeus command)</i></p>
<ul style="list-style-type: none"> a. Click Launch app or Launch Smart flow. b. From the list of suggested apps or smart flows, select the one you require. 	 <p>LAUNCH APP</p> <p><u>Amago Hotels</u> Timatic</p>
<ul style="list-style-type: none"> a. Click Switch office. b. From the list of suggested office IDs, select the one you want to switch to. 	 <p>SWITCH OFFICE</p> <p>ABJUF2904 <u>ACCUF2904</u> AKLUF2904</p>
<ul style="list-style-type: none"> a. Enter New. b. From the list of suggested items, select the one you require. 	 <p>new</p> <p>New booking file <i>Retrieve a booking</i> New car <i>Search for a car</i> New air <i>Search for flights</i> New command page <i>Open a command page</i> New hotel <i>Search for a hotel</i> New rail <i>Search for rail</i> New transfers <i>Open a new transfer</i></p>

4. News

In the **Latest news** section of the **Your desktop** workspace, you can view important Selling Platform Connect release information and other Amadeus updates.

Regularly check the news articles in this section to stay updated. To read the full article in a separate page, click **View more**.

The **Latest news** section shows the three most recent articles. To view all recently published articles, click the **All news** button or select **News > Latest news** in the **Main** page navigation menu.

The screenshot shows the Amadeus desktop interface. On the left, there is a sidebar with various workspace options: Main Page, Your Desktop (which is selected and highlighted with a red box), Retrieve booking file, Claim booking file, Profiles, Retrieve E-Ticket or EMD, Local Content, External Links, Queue, Tools, Personal Settings, and News (also highlighted with a red box). The main content area is titled "Latest News" and displays three news items:

- AMADEUS NEWS SELLING PLATFORM CONNECT**
Multi-Factor Authentication (MFA) in ...
We are adding an extra layer of security to your acco...
November 11, 2024
[VIEW MORE](#)
- AMADEUS NEWS SELLING PLATFORM CONNECT**
Your voice matters!
Customer satisfaction survey
November 14, 2024
[VIEW MORE](#)
- AMADEUS NEWS SELLING PLATFORM CONNECT**
Enhanced security with password len...
New minimum password length required of 12 chara...
September 13, 2024
[VIEW MORE](#)

At the bottom of the main content area, there are three cards: "New booking file", "New Profile", and "Retrieve booking file".

Note: You will be notified when articles are published. See [Notification center](#) on page 19.

5. Notification center

The Notification center provides you with an overview of alerts that require your action.

A notification icon at the right-hand side of the menu bar can indicate that:

	<p>The Notification center is activated, but there are currently no notifications.</p>
	<p>You have a notification. Click the icon to view detailed information.</p> <p>Examples:</p> <ul style="list-style-type: none">If your screen resolution or browser size is not supported by Selling Platform Connect, a red dot is displayed on the notification icon. Click the icon, then click the alert in the Notifications list to view recommendations to adapt your resolution.Each time a news article is published, a red dot is displayed on the notification icon. Click the icon, then click the article item in the Notifications list to read the full article. See also News on page 18.
	<p>The Notification center is muted.</p> <p>Right-click the icon to unmute, or to mute again.</p>

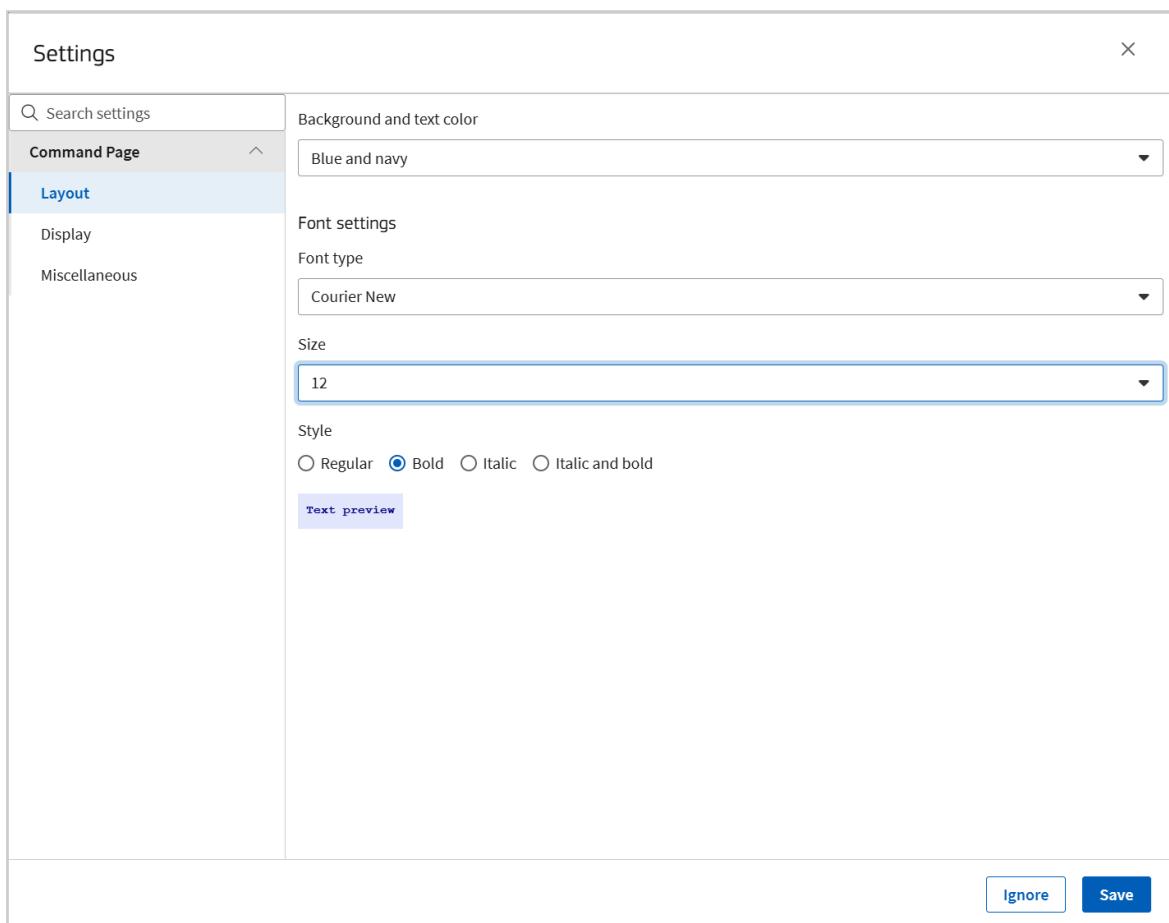
6. How to customize your personal settings

1. In the menu bar, click the settings icon.



The **Settings** dialog box opens, with the **Command page > Layout** settings shown by default.

Note: All settings might not be available in your office ID.



2. If required, enter the setting you want in the search field.
3. If required, adjust your command page settings:
 - a. To define how you want your background and text color, font type, size and style to look in cryptic mode, select **Command page > Layout** and change your settings.
 - b. To define whether you want graphic or cryptic mode for TST, TSM, refund, and seats and services displays, select **Command page > Display** and select the required options.
 - c. To customize other cryptic mode settings, select **Command page > Miscellaneous** and change the required options. See also [Working with Speedmode](#) on page 29.
4. If required, define any other available settings:

- a. To define how you want rail tickets to be handled, select **Rail** and then select the required options.
- b. To define whether to use the default printer or another printer for command page prints, select **Printers** and then select the required option.

Note: To undo your changes at any time, click **Ignore**.

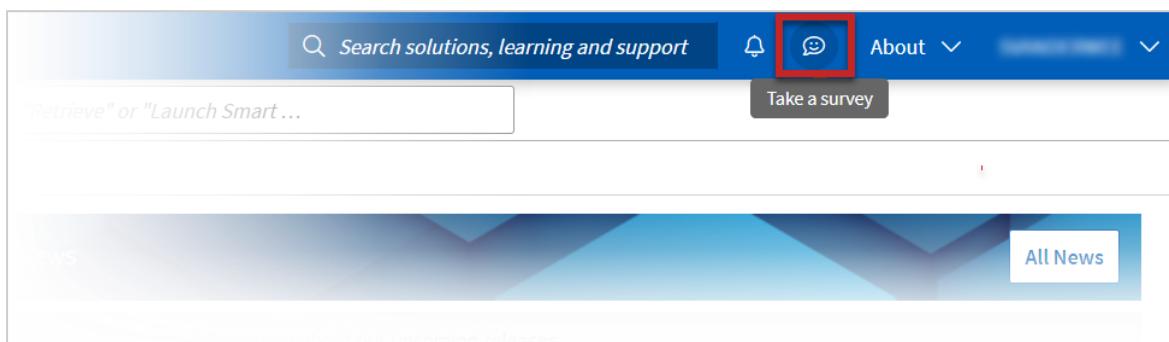
5. Click **Save**.

Your settings are now customized.

7. How to provide feedback

Note: Your feedback helps us to further improve the user experience.

1. In the menu bar, click the survey icon.



The **Take a survey** dialog box opens.

2. Follow the prompts and answer the survey questions.

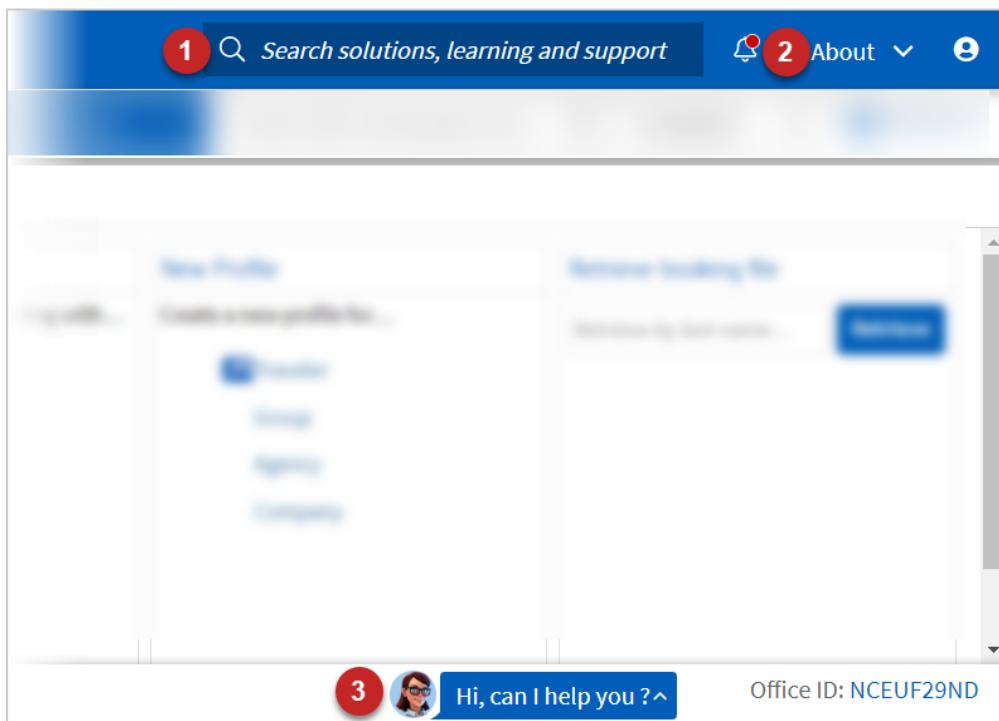
Example: Feedback survey

The dialog box has a header "Take a survey" and a close button "X". A blue header bar contains the text "Tell us what you think". The main content area starts with "Question 1 of 3". The question is: "Have you seen and tried the new Itinerary view in graphical interface of All Fares, for searching and booking flights (Edifact, Low cost or NDC fares)?". There are two radio buttons: one for "Yes" (selected) and one for "No". At the bottom are "Go back" and "Next" buttons.

8. Where to go for help

If you need help on a specific topic or task, the following features are available:

①	Inflow search field	<p>Enter a term or question to find the related how-to and troubleshooting articles, cryptic entry information, and answers from the user community.</p> <p>The More support & learning drop-down provides links to go to Amadeus Service Hub, to find trainings, to contact support or to ask a new question to the user community.</p> <p>For detailed information on inflow search, see the Search Solution, Learning and Support quick card on ASH.</p>
②	About > Contact Us	Opens a Contact us form.
③	Amanda chatbot	<p>Ask a question to our chatbot. Through human-like conversation, Amanda will try to answer and guide you to the required information.</p> <p>Note: Enter a clear and concise question or statement. Avoid using acronyms, abbreviations or single words.</p> <p>Whenever possible, Amanda will also provide supporting images and links to related articles, user guides and videos in Amadeus Service Hub.</p> <p>For detailed information on Amanda, see the Amanda Chatbot in Amadeus Selling Platform Connect quick card on ASH.</p>



9. Working with the Command page

Getting started with the command page

[How to open a new command page](#)

In the menu bar, select **File > New command page**.

[What are the command page shortcuts?](#)

	Action	Entry
General	Scroll between previously entered commands	Alt + up arrow and down arrow
	Move up	F7
	Move down	F8
	Clear screen without erasing previous entries	Pause
	Clear screen while erasing previous entries	Pause + Shift
	View and edit command history	Alt + right arrow
Screen reader: FXD (Command for Master Pricer Expert) and TWD (Cryptic e-Ticket display)	Read next line	Down arrow
	Read previous line	Up arrow
	Read next character to the right	Right arrow
	Read next character to the left	Left arrow
	Read next word to the right	Insert + Right arrow
	Read next word to the left	Insert + Left arrow

	Action	Entry
Screen reader: SM (seat map)		Navigation outside the grid (span)*
	Read next line	Down arrow
	Read previous line	Up arrow
	Read next character to the right	Right arrow
	Read next character to the left	Left arrow
	Read next word to the right	Insert + Right arrow
	Read next word to the left	Insert + Left arrow
Navigation inside the grid (grid)*		
	Read next cell in row	Alt + Ctrl + right arrow
	Read previous cell in row	Alt + Ctrl + left arrow
	Read cell below in column	Alt + Ctrl + down arrow
	Read cell above in column	Alt + Ctrl + up arrow

* See [What are the grid and span areas?](#) on the next page.

Note: The JAWS screen reader can be used to read out loud the most common FXD (pricing), SM (seat map) and TWD (ticket display) command responses through row navigation. The SM (seat map) entries also support column navigation. For a list of the command extensions, see [Appendix: Supported Extended Commands for JAWS](#) on page 45.

What are the grid and span areas?

```
> sm
SM DL 0263/Y/02SEPCDGJFK           /S000/
SM DL 0263 Y 02SEP CDGJFK          3P3
Y
0      0      0
3      4      5
34567890123 4567890123456789
<     E>B
J ++++++      ++++++++
H ++++++      ++++++++
G ++++++ X  +++++++XX
F ++++++ X  ++++++++
D ++++++ X  +++++++XX
C ++++++ X  +++++++XX
B ++++++      ++++++++
A ++++++      ++++++++
. AVAILABLE  <> WING   F GEN FACI   K GALLEY   E EXIT    C COT
+ OCCUPIED   - LAST OFF H HANDICAP Q QUIET   G GROUPS   P PET
/ RESTRICTED B BULKHEAD V PREF.SEAT X BLOCKED  L LEGROOM U UMNR
() SMOKING   D DEPORTEE UP UP-DECK Z NO FILM I INFANT  R REAR
Y CHARGEABLE
)>

>
```

The command page output is annotated with red arrows pointing to specific sections:

- A red box encloses the top header and the seat map area. A red arrow points from this box to the text "Text under ".
- A red box encloses the bottom section containing seat status codes and descriptions. A red arrow points from this box to the text "Text under ".
- A red box encloses the seat map itself, which consists of a grid of seats labeled A through J in rows and 0 through 5 in columns. A red arrow points from this box to the text "Seat map arrangement in grid".

How to print command page content

1. Select the content that you want to print and do one of the following:
 - In the menu bar, select **File > Print**.
 - Or:
 - Right-click the selected text and select **Print**.
2. Follow the standard printing process for your printer.

Which command page settings can be changed?

- Graphical or cryptic view of:
 - TST
 - TSM
 - Refund
 - Seat map
 - Services catalog
- Font color and background color.
- Font size.
- Font style (bold and italics).
- Speedmode activation and deactivation.

- Default option of either 4505 or 3270 for new Command Pages.
- Option to show or hide the button for dynamic switch between the Command Page types.

How to change the command page settings

See [How to customize your personal settings](#) on page 20.

Splitting the command page screen

What are the screen split options?

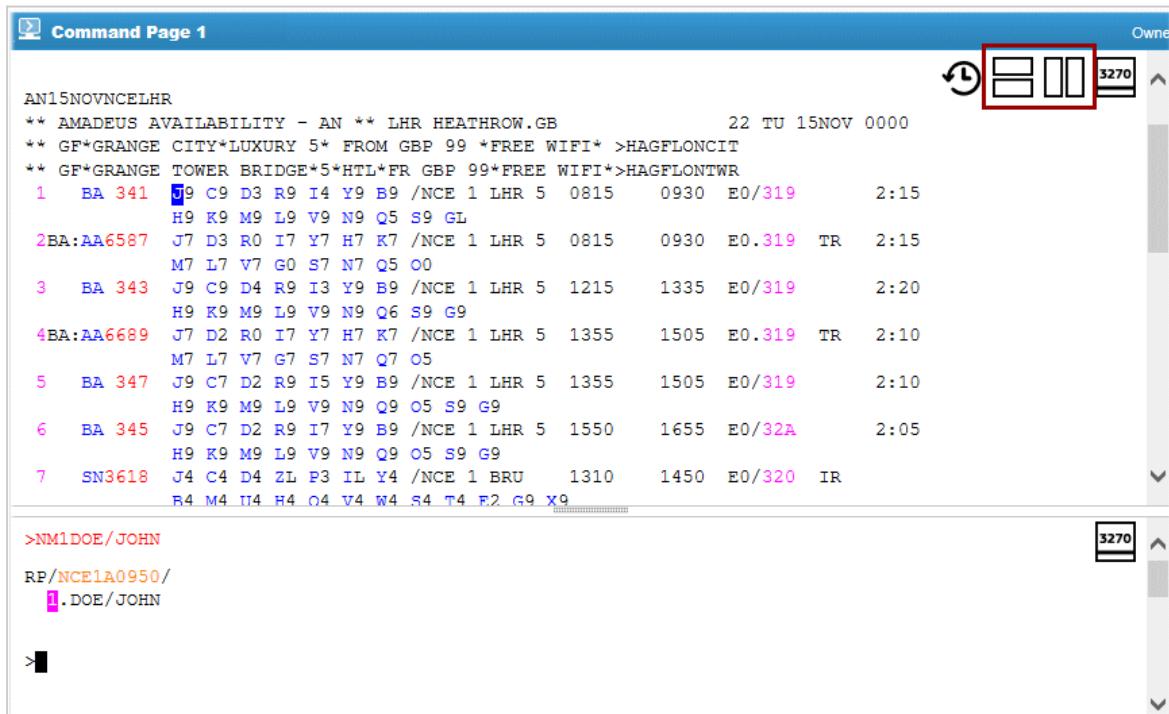
You can split the Command Page screen vertically or horizontally. Within these splits, you can do a secondary horizontal or vertical split so that the screen is divided into four sections. Each split screen has separate prompts and commands.

How are commands saved for screen splits?

All commands are saved when a split is closed. When the same split is opened again in the same session, all commands in the history are retrieved. Up to 10 commands are stored for each of the four splits.

How to split the screen

- To split the screen vertically, click the **Vertical split** icon in the upper right-hand corner of the screen.
- To split the screen horizontally, click the **Horizontal split** icon.



How to reverse a split screen

- To reverse a horizontal split, click the **Horizontal split** icon.
- To reverse a vertical split, click the **Vertical split** icon.

How to resize a split screen

- To resize a screen that is split horizontally, drag the horizontal split bar to the required location.
- To resize a screen that is split vertically, drag the vertical split bar to the required location.

Switching between the command page and graphic mode

What are the options for switching from the command page?

Switch from Command Page	Result in Graphic mode
Go to booking file	If there is no PNR in cryptic, the booking file is empty. If there is a PNR in cryptic, the details are in the booking file.
Go to Booking Tool/Air	If an Air availability search has not been done, or it has been reset, the Search page is displayed. If an Air availability search was already done, the last search result is displayed.

How to switch between the command page and graphic mode

1. When on the Command Page, click **Show in graphic mode** in the side panel.
2. To return to the Command Page, click **Show in command page**.

What are ticketing hotkeys?

Ticketing hotkeys refer to the display of the ticketing number as a link in the Command Page. By clicking on this link, you open a graphical **E-ticket display** dialog box that shows the details of the e-ticket as it appears in the booking file.

Which graphical displays can be opened using commands?

Graphical Display	Commands that open the Display
TST	TQT TQT/Tn (n = TST number) TQT/Pn (n = passenger number) TQT/Sn (n = segment number) TQT/Sm-n (m, n = segment numbers)
Refund	TRF command followed by one of the following: <ul style="list-style-type: none"> • Document number • Booking File line number • Query report
Seats and Services Catalog	SM opens the graphic catalog with the Seat map section displayed (except if it is followed by a flight number). If a graphic seat map is not available for an airline, you can continue with the cryptic seat map. If you close the graphic catalog, the cryptic catalog remains open. FXK opens the graphic catalog. FXK/G-BG opens the graphic catalog with the Baggage section displayed.
TSM	TQM TQM/M1 TQM/P1

Working with Speedmode

What is Speedmode?

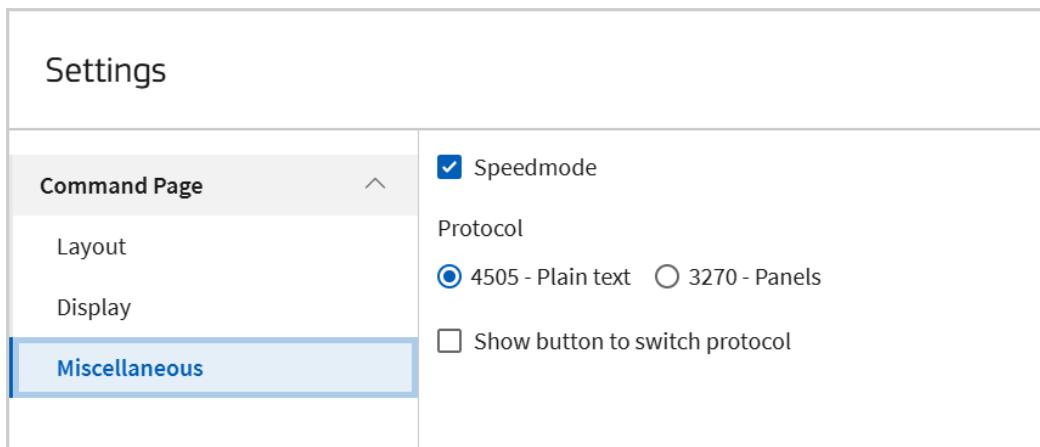
Speedmode is a functionality that allows you to access a list of predefined shortcut commands based on the last cryptic response that was displayed. If the classic (4505) Command page display contains rail or low-cost segments, Speedmode can be used with these.

You highlight and select items on the display and send the command requests using either the mouse or a keyboard action.

How to activate Speedmode

1. In the menu bar, click the settings icon.
The **Settings** dialog box opens.
2. Select **Command page > Miscellaneous**.

3. Select the **Speedmode** checkbox.



4. Click **Save**.

Where is Speedmode available?

Display	Description
Air availability response	Speedmode is triggered by the AN command (Neutral Availability Display). The following elements are highlighted: <ul style="list-style-type: none"> • Line number • Airline code • Flight feature • Flight number • Aircraft code • Class of service
Car availability	Speedmode is triggered by the CA command. The following elements are highlighted: <ul style="list-style-type: none"> • Line number • Airline code • Company code • Car rate
Queues	Speedmode is triggered by the QT command and commands starting with QC. The category number is highlighted.
Itinerary pricing	Speedmode is triggered by the FXA, FXB, FXP, FXR, and FXX commands. The line number is highlighted.
Fare selection with TST creation	Speedmode is triggered by the FXT command. The line number is highlighted.
Ticketing: TST	Speedmode is triggered by the TQT command. The TST number is highlighted.

Display	Description
PNR	<p>The office ID and segment number of each item in the PNR is highlighted.</p> <p>Speedmode is available for the following PNR items:</p> <ul style="list-style-type: none"> • Office ID • Passenger name • Air segment • Car segment (CCR) • Rail segment (TRN) • Hotel segment (HHL) • Contact element (AP) • Remark element (RC, RM, RX, RQ, AB, AM) <p>Adding two dots before a remark entry allows the launch of the associated command when you click the entry.</p> <ul style="list-style-type: none"> • Ticket element (TK) • Fare element (FA, FB, FP, FV) • SSR remark element (SSR) • OSI remark element (OSI) • Generic element
Fare Quote Display	<p>Speedmode supports all screen displays returned by any command starting with FQD (Fare Quote Display).</p> <p>Speedmode is available for the following Fare Quote Display items:</p> <ul style="list-style-type: none"> • List of airline codes. • List of fares.
Fare Notes	<p>Speedmode is available for the following FQN (Fare Quote Note Display) items:</p> <ul style="list-style-type: none"> • List of categories. • List of paragraphs.
Informative Pricing	<p>There are two types of FQP screens:</p> <ul style="list-style-type: none"> • List of fares (the line number of each fare is highlighted). • List of airline codes (all airline codes are highlighted).
Informative Pricing Index Table	<p>There is one FQU screen that displays a list of fares. The line number of each fare is highlighted.</p>
Routing Information	<p>Speedmode is available for the following FQR (Fare Quote Routing Display) items:</p> <ul style="list-style-type: none"> • List of fares. • List of airline codes.
RT screen	<p>Speedmode is triggered by the RT command.</p> <p>The line number is highlighted.</p>

Explanation: speedmode cursor highlighting

Usually, only one cursor highlight box is displayed on the cryptic display. However, you can also have multiple and permanent cursor highlighting depending on the context.

Multiple cursors

Multiple cursors are displayed when you navigate the **Class of service** elements.

When you place the cursor on a **Class of service** element, every identical **Class of service** element in the following segment of the same availability display is also highlighted.

```
AN10AUGATLBKK18AUG
** AMADEUS AVAILABILITY - AN ** BKK BANGKOK.TH          18 TU 10AUG 0000
** SHANGRI-LA'S RATE BREAK*SAVE UP TO 40% ON RATES AT TRADERS
** AND SHANGRI-LA *VALID TILL 31/08/04 *TO BK >GGHTLSG
1 AF 307 F7 F7 A3 J9 C9 D9 I9 /ATL S CDG2C 2135 1150+1E0/772
Z9 Y9 B9 K9 H9 W9 T9 V9 L9 GR UR
TG 931 F9 A9 F9 C9 D9 J9 Z9 /CDG 1 BKK 1 1350+1 0605+2 0/744 21:30
Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9
2AF:DL8517 F4 C7 D7 I7 Y7 B7 M7 ATL S CDG2C 2135 1150+1E0/772
H7 Q7 K7 L7 U7 T7
TG 931 F9 A9 P9 C9 D9 J9 Z9 /CDG 1 BKK 1 1350+1 0605+2 0/744 21:30
Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9
```

Permanent cursors

For the **Class of Service** elements in two-way availability displays, multiple cursors are replaced by permanent cursors. The first **Class of service** element and all of its equivalents are marked by a permanent cursor. The same applies to the return flights section.

Permanent cursors remain on the display while you navigate it.

```
AN10AUGATLBKK*18AUG
** AMADEUS AVAILABILITY - AN ** BKK BANGKOK.TH          18 TU 10AUG 0000
** SHANGRI-LA'S RATE BREAK*SAVE UP TO 40% ON RATES AT TRADERS
** AND SHANGRI-LA *VALID TILL 31/08/04 *TO BK >GGHTLSG
1 AF 307 F7 F7 A3 J9 C9 D9 I9 /ATL S CDG2C 2135 1150+1E0/772
Z9 Y9 B9 K9 H9 W9 T9 V9 L9 GR UR
TG 931 F9 A9 F9 C9 D9 J9 Z9 /CDG 1 BKK 1 1350+1 0605+2 0/744 21:30
Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9
2AF:DL8517 F4 C7 D7 I7 Y7 B7 M7 ATL S CDG2C 2135 1150+1E0/772
H7 Q7 K7 L7 U7 T7
TG 931 F9 A9 P9 C9 D9 J9 Z9 /CDG 1 BKK 1 1350+1 0605+2 0/744 21:30
Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9
** AMADEUS AVAILABILITY - AN ** ATL ATLANTA.USGA        26 WE 18AUG 0000
11KE:DL7918 F7 D7 I7 Y7 B7 M7 H7 BKK 1 ICN 0120 0840 0/744 TR
Q7 K7 L7 U7 T7
KE:DL7851 F7 D0 I0 Y7 B0 M0 H0 ICN ATL N 1000 1050 0/744 20:30
Q0 K0 L0 U0 T0
12 KE 654 C4 I4 W4 Y4 K4 M4 L4 BKK 1 ICN 0120 0840 0/744
S4 T4 H4 X4 Q4 B4 N4 V4
KE 035 J4 C4 IR W4 Y4 K4 MR ICN ATL N 1000 1050 0/744 20:30
TR HR LR SR XR QR BR VR GR ER NR
```

What are the navigation options in speedmode?

You navigate Speedmode using keyboard and mouse actions with the cryptic response, and a highlighted box shows the current focus.

Keyboard actions

Keyboard Action	Result
Up Arrow	Selects the next element of the same type above the current element. If there is no line above, the new selection is done starting from the last line until finding one with the same element.
Down Arrow	Selects the next element of the same type below the current element. If there is no line below, the new selection is done starting from the first line until finding one with the same element.
Left Arrow	Selects the previous element on the same line. If there is no other element before, the new selection is the last element of the previous line.
Right Arrow	Selects the next element on the same line. If there is no other element after, the new selection is the first element of the following line.
Tab	Same as the Right Arrow but selects the next element with a different type to the current element.
Shift+Tab	Same as the Left Arrow but selects the previous element with a different type to the current element.
Home	Selects the first element of the displayed response.
End	Selects the last element of the displayed response.
Single Space	Displays the available Speedmode commands for the selected element. Closes the dialog box that is displayed with a mouseover action or single left-click.
Double Space	Places a permanent cursor on the selected element. A permanent cursor only applies to a two-way availability response, where you can only interact with a Class of service element if it is first marked with a permanent cursor.
Enter	Directly sends the default shortcut command corresponding to the selected element.
Escape	Removes the Speedmode highlighting.
Shift + Escape	Restores the Speedmode highlighting.

Mouse actions

Mouse Action	Result
Mouseover	Displays a dialog box with the additional information about the element under the cursor (if additional information is available). <ul style="list-style-type: none"> • To close the dialog box, left-click outside the dialog box.
Single left-click	Displays a dialog box with the available Speedmode command for the clicked element. <ul style="list-style-type: none"> • To send the selected command, left-click the command. • To close the dialog box, left-click outside the dialog box.
Double left-click	Triggers the default Speedmode command for the clicked element.

Explanation: Optional selection of elements

You can interact with the Speedmode display by optionally selecting elements, which allows you to select more than one element.

How to optionally select an element in the Speedmode display

Place the cursor on the element in the display and double-click it.

Working with 3270 command page

What is 3270 command page?

3270 Command Page is an independent page that is a combination of the existing 4505 Command Page and the IBM 3270 terminal.

You can modify a cryptic response and send new requests. Speedmode is not supported for low-cost or rail-only availability displays. See also [Working with Speedmode](#) on page 29.

You can switch between 4505 and 3270 Command Page. You can also display both 4505 and 3270 Command Page at the same time by splitting the screen. See [Splitting the command page screen](#) on page 27.

The 3270 Command Page option is only available if it has been activated. You must have administrator rights to activate 3270 Command Page.

How to switch between 4505 and 3270 command page

Click the **3270 Command Page** icon .

Explanation: 3270 command page screen

Each cell on the screen can contain one character and the cells are grouped into different color-coded fields. You can change the color scheme using the **Command Page** settings. Refer to [Getting started with the command page](#) on page 24.

The **3270 Command Page** screen is a mixture of display and interactive fields:

- Display fields cannot be edited.
- Interactive fields can be edited.

Some fields are specifically numeric, which means only a valid numeric entry is allowed (numbers from 0 to 9, '.' and '-').

You can cut or copy from the 3270 Command Page and paste to an external location. You can also cut or copy from an external location and paste to the 3270 editable panel.

3270 command page

What are the keyboard options in 3270 command page?

Key Type	Keys	Result
Action	Up Arrow	Moves the cursor up the panel line by line. If the cursor is on the first line, it will move to the last line.
	Down Arrow	Moves the cursor down the panel line by line. If the cursor is on the last line, it will move to the first line.
	Right arrow	Moves the cursor right cell by cell. If the cursor is on the last cell of the line, it will move to the first cell of the next line.
	Left Arrow	Moves the cursor left cell by cell. If the cursor is on the first cell of the line, it will move to the last cell of the previous line.
	Tab	Moves the cursor to the next editable field when reading left to right and top to bottom.
	Shift + Tab	Moves the cursor to the previous editable field.
	Home	Moves the cursor to the first editable field of the 3270 panel.
	End	Moves the cursor to the last editable field of the 3270 panel.
	Ctrl + Enter	Moves the cursor to the first editable cell of the following line.
	Ctrl + Left Arrow	Moves the cursor to the first character of the previous word.
	Ctrl + Right Arrow	Moves the cursor to the first character of the following word.
	Enter	Submits an action to the 3270 server.
	Pause	Clears an action from the 3270 server.
	Page Up	Sends a program function, PF7, to the 3270 server.
	Page Down	Sends a program function, PF8, to the 3270 server.
	Alt + Right Arrow	In Normal mode only. Opens the Command history dialog box.
	Alt + Up Arrow	In Normal mode only. Displays the previous cryptic command in the history if the field is editable.
	Alt + Down Arrow	In Normal mode only, displays the next cryptic command in the history if the field is editable.
Input Value	An input value key will modify the content of the cell where the cursor is in the 3270 panel only if the associated field is editable.	

Key Type	Keys	Result
	Delete	Deletes the content at the cursor position.
	Backspace	Moves the cursor to the left until the next editable cell and deletes its content.
	Ctrl + Z	Cancels a modification in the cell and retrieves the previous content.
	Any Latin1 character key	Deletes the editable cells of the selection, places the cursor on the first editable cell, and changes its value to the typed character.
	Insert	<p>Switches the cursor between overtype mode and insert mode.</p> <ul style="list-style-type: none"> • Overtype mode is the default mode. It overwrites any text that is present in the current cursor location. The cursor is represented by a block in overtype mode. • Insert mode inserts a character at the current cursor location, and moves all characters after it one position further. The cursor is represented by an underline in insert mode.

What are the mouse options in 3270 command page?

A single left-click of the **3270 Command Page** icon  switches the page between 4505 mode and 3270 mode.

A single left-click inside the 3270 panel places the cursor on the clicked cell.

You can select multiple cells by holding the left-click button.

What are the different screen modes?

When you modify a response, the request can be interpreted in either **Inline mode** or **Panel mode**.

Inline mode

Only the fields that have been edited are part of the request, and the response is returned in a completely new context.

For example, you modify a HE response to send an availability request.

```

ENPOSP                               DAP   CAT:HEL SUB:IND PG:INT
                                         INTRODUCTION TO HELP EN  9SEP08 1218Z
1
2 THESE ARE THE WAYS YOU CAN FIND THE HELP YOU NEED:
3
4 TYPE OF HELP          ENTRY          EXAMPLE
5 -----
6 SPECIFIC SUBJECT      HE(SUBJECT NAME)  HE HOTELS
7
8 SPECIFIC TRANSACTION  HE(TRANSACTION CODE) HE HA
  anparnce_
10 HELP ON YOUR LAST ENTRY    HE/
11
12 WHAT'S NEW IN HELP      HE UPDATES
13
14 HELP ON HELP            HE HELP
15
16 COMPLETING TASKS IN HELP HE STEPS
17
18 LIST OF KEYWORDS OR    HE (SUBJECT NAME)  HE TICKETING
19 QUICKPATHS FOR A SUBJECT FOLLOWED BY GP QPS  GP QPS
20
>

```

The command is interpreted as a completely new request that is unrelated to the existing HE screen.

```

ANPARNCE (1A)
** AMADEUS AVAILABILITY - AN ** NCE NICE.FR                      0 MO 03FEB 1725
DD
1  AF6234 J W S A Y B M /ORY W NCE 2 1630  1750 E0/319  1:20
   U K H L Q T E N R V X G
2  7S1006 Y S B R K V L /ORY W NCE 2 1700  1820 E0/320  1:20
   U M H X Q A W E N T I G
3  7S2006 Y S B R K V L /ORY W NCE 2 1700  1820 E0/320  1:20
   U M H X Q A W E N T I G
4  AF6222 J W S A Y B M /ORY W NCE 2 1725  1845 E0/320  1:20
   U K H L Q T E N R V X G
5  AF6236 J9 W9 S9 Y9 B9 M9 K9 /ORY W NCE 2 1800  1920 E0/318  1:20
   L9 Q9 T9 X9 GR
6  6X3850 C9 D9 I9 UL Y9 B9 H9 /CDG  NCE  1815  1945 E0/321  1:30
   K9 M9 L9 N9 O9 Q9 GL X9 E
7  AF7708 J9 W9 S9 Y9 K9 L9 Q9 /CDG2F NCE 2 1830  2000 E0/319  1:30
   T9 X1 GR
8  AF6248 J9 W9 S9 Y9 B9 M9 K9 /ORY W NCE 2 1835  1955 E0/318  1:20
   L9 Q9 T9 X9 GR
9  AF6238 J9 W9 S9 Y9 B9 K9 L9 /ORY W NCE 2 1915  2035 E0/320  1:20
   Q9 T9 N9 X9 GR
>-

```

Inline Full Screen Mode is a combination of **Inline Mode** and **Panel Mode**.

Screen format for inline mode - full screen

	F	I	E	L	D	1		
I	N	F	O	1				;
I	N	F	O	2				;
I	N	F	O	3				;
.	.	.						;
F	I	E	L	D	2	4		

Screen format for inline mode - normal

	F	I	E	L	D	1		
F	I	E	L	D	2			
F	I	E	L	D	3			
F	I	E	L	D	4			
.	.	.						
F	I	E	L	D	2	4		

Panel mode

The request is interpreted as part of the existing screen that was modified and so the response is returned in the same context.

For example, you enter the following commands in 3270 Command Page:

- NM1AVERSA/ANTONIO
- ANPARLON/ABA
- SS1Y1
- AP
- FPCASH
- TKOK
- RFTEST
- ER
- FXP

- ER
 - TQT

All commands are sent in **Inline Mode**, which means each command is executed in its own context.

However, the TQT response is a separate screen. Therefore, the page switches to **Panel Mode**.

If you send an availability request from within the TQT response, it is interpreted as a simple update of the TQT response.

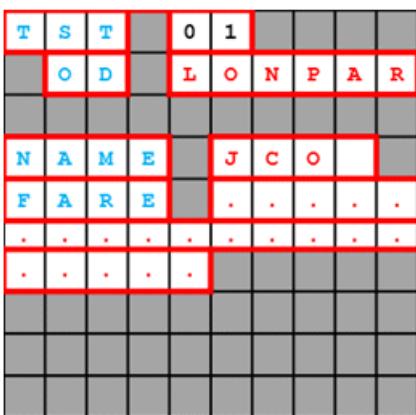
> S . . .
 TST 00001 NCE1A0955 SD/19JUN I O LD OD LONPAR SI . . . T- . AL BA.
 1.AVERSA/ANTONIO
 CTY CR FLT/CLS DATE TIME ST PC F/B TKT/D NVB NVA BG
 1 . LHR BA 332 Y 15JAN 0705 OK YFLOWBA..... 1PC
 . ORY

 FARE F GBP 284.00 EQUIV EUR 332.00 TX001 X EUR 21.62YQAC
 TX002 X EUR 15.20GBAD TX003 X EUR 33.07UBAS TX . . .
 TOTAL EUR 401.89 BR 1.168567... NF . . .
 COMMISSION TOUR CODE . . .
 FORM OF PAYMENT CASH . . .
 FARE CALCULATION LON BA PAR428.09NUC428.09END ROE0.663408 . . .

Therefore, the response is returned within the TOT screen.

To send any more commands, you must exit the TQT screen.

Screen format for panel mode



How to display 3270 command page history

Use the scrollbar to see the previous command requests.

All fields previously modified in a response are highlighted in red.

What is the user key buffer?

The 3270 Command Page is not available while a request is being processed. The page only becomes available again after the response is displayed.

The user key buffer allows you to keep working while a request is being processed. All keyboard strokes that are typed during the processing of a request are stored in the buffer.

When the response is displayed, all stored keyboard strokes are then executed in chronological order.

All keys stored in the buffer are displayed under the last panel on the 3270 Command Page.

How are input keys represented in the user key buffer?

Input Key	Buffer Representation
Up Arrow	↑
Down Arrow	↓
Left Arrow	←
Right Arrow	→
Tab	Tab
Shift + Tab	BackTab
Home	Home
End	End
Ctrl + Enter	NxtLn
Ctrl + Left Arrow	PrevWord
Ctrl + Right Arrow	NextWord
Enter	Send
Pause	Pause
Page Up	PgUp
Page Down	PgDown
Delete	Del
Backspace	BckSpc
Ctrl + Z	Clear
Insert	Insert

Using the You Select feature

What is the You Select feature?

The **You select** feature allows you to select text in the Command Page and send it as a cryptic command. It is:

- Available for both 4505 and 3270 Command Page.
- Available on the Speedmode display. However, the Speedmode interaction related to the highlighted elements has priority over the **You select** feature.
- Available for previous commands that were sent, which you can access by using the scrollbar.
- Useful for help screens that involve numerous follow-up entries.

What are the ways of using the You Select feature?

Action	Result
Double-click on a piece of text.	Sends the text as a cryptic command. For example, if you double-click a page reference, it displays the page.
Press Ctrl+Shift+S on a piece of text selected using the mouse.	Sends the selected text as a cryptic command.
Ctrl+Shift+C on a piece of text selected using the mouse.	Writes the selected text in the input line.

Any **You select** interaction will not remove the text already added to the command prompt but will append the selected text to the input. In 3270 Command Page, the text will be added starting from the position of the cursor (prior to the double click).

Example: You select in HE pages

If you double-click HA in the example below, **You select** sends the command HE HA.

You can also select HE HA and press **Ctrl+Shift+S** to achieve the same result.

```
> he

ENPOSP                               DAP      CAT:HEL SUB:IND PGE:INT
                                         INTRODUCTION TO HELP   EN   9SEP08 1218Z
1
2 THESE ARE THE WAYS YOU CAN FIND THE HELP YOU NEED:
3
4 TYPE OF HELP          ENTRY          EXAMPLE
5 -----              -----
6 SPECIFIC SUBJECT      HE(SUBJECT NAME)  HE HOTELS
7
8 SPECIFIC TRANSACTION  HE(TRANSACTION CODE)  HE HA
9
10 HELP ON YOUR LAST ENTRY  HE/
11
12 WHAT'S NEW IN HELP    HE UPDATES
```

Using command history

How to display command history

In the Command Page of a booking file, press **Alt+right-arrow** or click the **Command history** icon  to display the previously entered commands.

There is no limit to the number of commands that you can display using the command history.

If the selected commands have not been run, the **Command history** dialog box is empty and all buttons are unavailable.

How to run a command from command history

In the **Command history** dialog box, select the command that you want to run and click **Send** or press **Enter**.

You can also double-click the command.

What are the navigation options in command history?

Action	Result
Up-arrow Down-arrow	Navigate up and down the command list.
Shift+click Shift+up-arrow Shift+down-arrow	Select multiple commands sequentially.
Ctrl+ click Ctrl+up-arrow+space bar Ctrl+down-arrow+space bar	Select multiple commands non-sequentially
Enter	Run a command in standard display mode or edit mode.
Ctrl+Space	Select or deselect a command.
Shift+Space Single left-click	Select a command and deselect all previous selections.
Ctrl+left-click	Select or deselect a command and keep all previous selections.
Shift+left-click	Select a list of commands based on the last command focus.
Shift+Enter	Add a new line to a selected command when command history is in edit mode (the right column of the Command history dialog box for editing selected commands).
Ctrl+Enter	Add a new line to insert a new command when command history is in edit mode (the right column of the Command history dialog box for editing selected commands).
Tab	Move the focus of selection in the Command history dialog box.

How to create a Smart Flow using command history

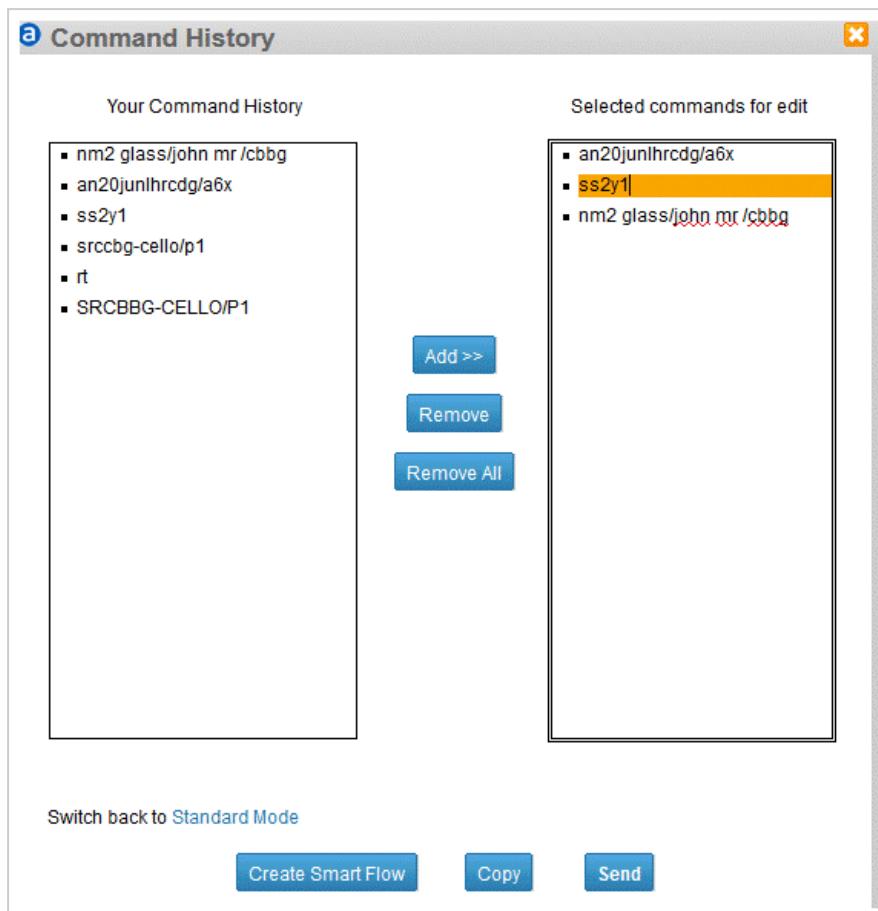
See [Creating Smart Flows using Command History](#).

How to remove all commands in command history

1. Display command history. See [How to display command history](#) on the previous page.
2. Click **Clear all entries** in the **Command history** dialog box.

How to edit command history

1. Display command history. See [How to display command history](#) on the previous page.
2. Click **Edit** in the **Command history** dialog box.
The window splits into two columns: a left column that displays the previously run commands in the command history, and a right column to edit the chosen commands.
3. Select a command in the left history column and click **Add** to move the command to the editing column.
See also [What are the navigation options in command history?](#) on the previous page.
4. Edit the selected command as required.
 - To run the edited commands, click **Send** or press **Enter**.
 - To copy and paste the edited commands to the Command Page, select the commands and click **Copy**.
 - To create a Smart Flow from the edited commands, click [How to create a Smart Flow using command history](#) above. See also [How to create a Smart Flow using command history](#) above
 - To remove a command from the editing column, select the command and click **Remove** or click **Remove all** to remove all commands.
5. To return to the standard display mode, click **Standard mode**.
6. To close the **Command history** dialog box, click **Close** or press **Esc**.

Editing command history

How to exit command history

Click the **Close** button in the Command history dialog box or press **Esc**.

Appendix: Supported Extended Commands for JAWS

This list contains the most common extended commands that can be read by JAWS:

FXD	SM	TWD
Command	Command	Command
FXDJK/D15JUNMIA//PT -Paper ticket	SM -Display seat map for a single segment itinerary	TWD -From a retrieved PNR
FXDJK/D15JUNMIA//ET -E-ticket	SM4 -For a specified segment	TWD/L10 -From a retrieved PNR by FA/FHE element line number
FXDJK/D15JUNMIA//EP -Either paper or e-ticket	SM LH4231/J/FRAIFK -For flight, class, current date	TWD/TKT005-1234567890 -Without a retrieved PNR by e-ticket number
FXDJK/D15JUNMIA//PB300 -Price to beat	SM IB123/C/14AUGMADCDG -For flight, class, date	
FXDJK/D15JUNMIA//VY -Ticketability check	SM SK862//28SEPSTOLHR -For flight, all classes, date	
FXDJK/D15JUNMIA//R,V-AA -Validating carrier with BSP/ARC check(where AA is the two-character code of the validating carrier)	SM BA123/ C/14AUGMADCDG/ V -Vertical seat map for flight, class, date	
FXDJK/D15JUNMIA//R,T-AA -Validating carrier without BSP/ARC check(where AA is the two-character code of the validating carrier)	SM BA123/C/14AUGMADCDG/ H -Horizontal seat map for flight, class, date	
FXD2JK/D15JUNMIA/RYTH -Passenger type code	SM/1 -For an availability or schedule flight line, all classes	
FXD4JFKMIA -Number of seats	SM/1/Y -For an availability or schedule flight line, specified class	
FXDJK/D15JUNMIA -Date	SM/4/2/Y -For the second flight in flight line 4, specified class	
FXDJK/D15JUN/TD0900MIA -Time of departure	SM RG75/Y/15AUGGIGLHR/L -Display seatmap, show legend	
FXDJK/D15JUN/TA1100MIA -Time of arrival		
FXDJK/D15JUN/ADLMIA/D25JUNJFK -Airline (segment)(where DL is the two-character airline code)		
FXDJK/D15JUNMIA/D25JUNJFK//ADL -Airline (itinerary)(where DL is the two-character airline code)		
FXDJK/D15JUN/FNMIA/D25JUNJFK -Flight category (segment)		
FXDJK/D15JUNMIA/D25JUNJFK//FN -Flight category (itinerary)		
MPFXD -Redisplay the groups of recommendations		

10. Cryptic Magic

Getting started with Cryptic Magic

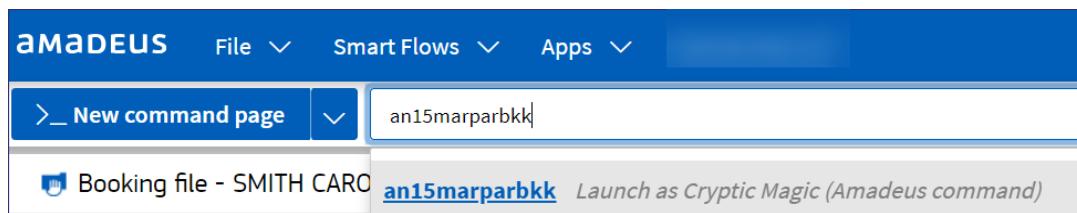
What is Cryptic Magic?

Through Cryptic Magic, you can enter a limited number of cryptic commands in the graphic workflow that will populate the booking file.

Apart from Amadeus, you also use some Sabre commands. See [What commands can be entered in Cryptic Magic?](#) below.

How to use Cryptic Magic

1. Click in the search and navigation bar at any time during the booking flow.
2. Start typing a cryptic command.



3. Press Enter.
The command is automatically executed in graphic mode.

What commands can be entered in Cryptic Magic?

Cryptic Magic can be used to enter a variety of commands, including (but not limited to) availability and scheduling, fare quote display, fare notes, flight information, short sell and pricing commands for Amadeus. You can also use some Sabre commands with Cryptic Magic.

Cryptic Magic Availability and Scheduling Commands

Request	Entry
One-way routing, specified date, city pair, time	AN11JULHOULAX1430
Local time if today is 11JUL, or 0000 in the future	AN11JULHOULAX
Current day departure, specified time	ANMIAATL1130
Departure city is the same as the office profile	AN11JULNYC1130
Current location and current day departure, local time	ANATL

Request	Entry
Seven-day search	AN/11JULMADNYC1430
Round-trip routing, specified dates and times	AN11JULMADCPH8A*23AUG2P
Round trip, returning on the same day	AN11JULMADCPH*
Departure on current day, local time	ANMADSCL*11JUL1200
Seven-day search	AN/11JULMADBKK*29JUL7A
Dual city pair display, specified dates	AN9JULFRAMAD*23JULBCNDUS
Second pair a number of days later A	AN11JULMADCPH*+4STOBCN
Same day availability	AN9JULMADFRA*DUSBCN
Open-jaw availability	AN12OCTFRAMAD*BCN
	AN/8FEBANCNOU*//3MARPPTANC
Seven-day search	AD23OCTPDXOMA7A
	AA23OCTSEASF011A
	AD23OCTPDXORD/AUA
Airline preference (maximum six)	AN11JULMADCPH13/ASK,IB
Availability for a specific flight number	AN11JULATHROM/AAZ717
Number of seats (maximum nine)	AN11JULSINFRA/B3
Specified cabin type (maximum two)	AN11JULSINSYD/KF,C
Specified classes (maximum three)	AN11JULLHRBOM/CF
Specified classes on all segments	AN15SEPJKAMS/CF-Y
Connecting cities (up to two)	AN11JULLONTY014/XBKKHKG
Non-stop flights only	AN11JULLAXNYC/FN

Cryptic Magic Fare Quote Display Commands

Request	Entry
Origin city different from CRT (Central Reservation Terminal) location, today	FQDFRAMNL
Origin city and CRT location same, today	FQDMNL
Specific airline only	FQDFRAMNL/A-LH
Multiple airlines (maximum of three)	FQDFRAMNL/ALH,PR,KL
Common fares only	FQDFRAMNL/AYY
Three-month display, starting in April	FQDFRAMNL/DAPR
Specific date	FQDFRAMNL/D11APR
Exact outbound travel dates	FQDFRAMNL/A-LH/D26NOV*
Range of travel start dates	FQDFRAMNL/D21JUL**14AUG

Request	Entry
From a specific date to seven days ahead	FQDFRAMNL/D21JAN**7D
From a specific date to three months ahead	FQDBCNMNL/AIB/D21JAN**3M
Fares from today's date to a specific date	FQDFRAMNL/D**3MAR
Specific past date	FQDFRAMNL/ALH/D23JAN09
Different travel and ticketing dates	FQDPARFRA/D5JUN08/AAF/R, 06APR08
Travel date (with date range) different from ticketing dates	FQDHLENB0/D15AUG08**/R, 10MAY08
Front cabin position (first class)	FQDFRAMNL/KF
Front cabin position (business class)	FQDFRAMNL/KC
Rear cabin position (economy class)	FQDFRAMNL/KY
Rear cabin (economy and premium class)	FQDFRAMNL/KW
Rear cabin (economy class, excluding premium)	FQDFRAMNL/KM
One-way fares	FQDFRAMNL/IO
Round-trip fares	FQDFRAMNL/IR
Fares in NUC	FQDFRAMNL/R, NUC
Add tax (if not included by default)	FQDFRAMNL/R, AT
Withhold tax (if included by default)	FQDFRAMNL/R, WT
Fare request types, APEX (Advance Purchase Excursion Fares, PEX (Instant Purchase Excursion Fares) and MILITARY (maximum of three codes)	FQDFRAMNL/ALH/R, -APX-PEX-MIL
Expanded parameters, fares with no penalty	FQDNYCLON/ABA/R, *NPE
Expanded parameters, fares with a percentage penalty	FQDNYCPAR/AAF/R, *PE25P
Round-the-world (RTW) or Circle Trip (CT) fares	FQDLONLON/AQF/VRW, FQDSYDSYD/AQF/VCT
Unifares	FQDNYCMAD/R, U
Unifares for a corporate contract	FQDNYCMAD/R, U364477
Unifares by corporate name	FQDNYCMAD/R, UU*IBM
Unifares for a specific airline	FQDNYCSFO/AUS/R, U
Negotiated fares for a corporate contract	FQDNYCMAD/R, C364477

Cryptic Magic Fare Notes Commands

Request	Entry
Fare notes	FQN3

Cryptic Magic Flight Information Commands

Request	Entry
From an availability or schedule display (line two), maximum two	D02
From an availability display, third flight from line one (multi segment)	D01/3

Cryptic Magic Informative Display Commands

Request	Entry
Display a list of fares	FQPLONSINLON
View the ticket image for the fare on line 3	FQQ3
Different airlines, each segment	FQPLON/ABASINJKT/ASQBKK
Same airline for all segments	FQPNCE/AAFMIAPARNCE
Same airline for all segments	FQPNCEMIAPARNCE/OAF
Travel dates	FQPLON/D04SEPSIN/D180CTLON
Past travel and validation date (maximum six months for US and Canada and 12 months for the rest of the world)	FQPMUC/D01APRPARMAD/R,07JUN08
Fare break point at the next city	FQPLON/BPARHEL
Inhibit fare break point at the next city	FQPLON/BPARHEL
Global routing via the eastern hemisphere	FQPLON/VEHSINLON
Global routing round-the-world (RTW)	FQPLON/ABA/VRWCHIHNLSYDBKKLON
Passenger discount	FQPMADPARMAD/RCH
Multiple discounts (maximum six codes)	FQPMADPAR/RCH**ZZ**IN
Passenger type code	FQPLAX/AYXNYC/RMIL
Booking codes	FQPLON/CFSIN/CYLON
Return as a mirror of outbound segments	FQPLONSIN/M
Expanded parameters, fares with no maximum stay	FQPPARSYDPAR/R,*NMX
Expanded parameters, multiple restrictions	FQPNYC/AAAMIABOS/R,*NPE-NAP
Point-of-sale override	FQPMADPARMAD/R,LON
Ticketing city override	FQPMADPARMAD/R,.FRA
Point-of-sale and ticketing city override	FQPMADPARMAD/R,LON.FRA
Price in a foreign currency	FQPLONSIN/R,FC-USD
Stopover sector	FQPLONFRA-MUCDUSLON
Stopover and surface sector	FQPLONFRA---MUCDUSLON
Transfer at all points before the hyphen (FRA and MUC)	FQPLONFRAMUCGVA-
Tax exemption, all taxes	FQPMADPARMAD/R,ET

Request	Entry
Add taxes	FQPBOG/ACOMIA-EWR-BOG/R, AC-US
Withhold taxes	FQPPAR/AAFFRA-LON-PAR/R, WC-DE
Withhold surcharges	FQPNYC/AAARIO/R, WQ
Withhold all taxes	FQPLONNCELON/R, WT
Unifares	FQPNCE/ABALHRNCE/R, U
Unifares for a corporate contract	FQPNCE/ABALHRNCE/R, U364477
Negotiated fares for a corporate contract	FQPNCE/ABALHRNCE/R, C364477

Cryptic Magic Long Sell, Ghost, Passive, Information Commands

Request	Entry
Sell one seat	SSEI154C12JULDUBLHR1
Departure date is today	SSBA352C/LHRNCE1
Unaccompanied minors	SSBA343L10JULNCELHRUM2/5,6
Stretcher	SSBA343L10JULNCELHRST2
Interline passenger with a reservation	SSAF2402C10JULNCEORYID1
Reconfirm segment booked outside Amadeus	SSDL071C12JUNCPHJKR1
Cancel a segment booked outside Amadeus	SSAC111C19DECYULYVRIX1
Create passive segment	SS1G2/PK/ABC123
Create service segment	SS1G2/HK/ABC123
Create ghost segment	SS1G2/GK/ABC123
Create passive segment from dual city pair display	SS1L5/PK/ABCDE*12/PK/ABCDE
Add airline record locator to passive segment	3/*ABC123
Create flight segment for information	SIKL171C28JUNAMSCPHHK2/08501120
Arrival unknown	SIARNK
Create open segment specifying only airline, class, departure and arrival cities, for one passenger	SOBAC25NOVLHRJFK/P2
Two airline codes	SOSKBA/C20SEPSTOLHR

Cryptic Magic Pricing Commands

Request	Entry
Price a PNR without creating a TST	FXX
View the ticket image for the fare on line 3	FQQ3
View the fare calculation for the fare on line 3	FQH3

Request	Entry
Global routing round-the-world (RW), whole itinerary	FXX/S2RW
Global routing Round-the-World (RW), selected segments	FXX/S2,RW,3-7,10
Global routing circle trip (CT), whole itinerary	FXX/S2CT
Global routing circle trip (CT), selected segments	FXX/S2,CT,3-7,10
Passenger type codes (maximum six codes)	FXX/RMIL*CD*CH
Price passenger type code, military only	FXX/RMIL,*PTC
Expanded parameters, fares with no restrictions	FXX/R,*NR
Expanded parameters, multiple restrictions	FXX/R,*NPE-NAP
Expanded parameters, penalty with percentage	FXX/R,*PE25P
Point-of-sale override	FXX/R,LON
Ticketing city override	FXX/R,.FRA
Point-of-sale and ticketing city override	FXX/R,LON.FRA
Pricing in a foreign currency	FXX/R,FC-USD
Tax exemption, all taxes	FXX/R,ET
Tax exemption, all FR taxes	FXX/R,ET-FR
Tax exemption, SE type of FR tax	FXX/R,ET-FRSE
Add taxes (maximum four)	FXX/R,AC-US-GB
Withhold taxes (maximum four)	FXX/R,WC-DE-FR
Unifares	FXX/R,U
Unifares for a corporate contract	FXX/R,U123001
Unifares for up to six corporate codes or names	FXX/R,U000001-000002-*IBM
Negotiated fares	FXX/R,NEGO
Negotiated fares for a corporate contract	FXX/R,C123001
Price a new or retrieved PNR, without TST	FXA
Price a PNR without creating a TST	FXA
Price passenger 1	FXA/P1
Price passengers 1,2, and 5	FXA/P1,2,5
Price passengers 1 to 3	FXA/P1-3
Price only infants	FXA/INF
Price only non-infants	FXA/PAX
Same discount for all passengers	FXA/RDG
Multiple discounts	FXA/RCH*ZZ*CD
Passenger discount for passenger 1	FXA/P1/RDG
Passenger discount for passengers 1 and 3	FXA/P1,3/RDG

Request	Entry
Different discounts for specified passengers	FXA/P1/RCH/P2/RZZ//P3/RCD
Passenger type codes (maximum six codes)	FXA/RMIL*CD*CH
Price passenger type code, military only	FXA/RMIL,*PTC
Expanded parameters, fares with no restrictions	FXA/R,*NR
Expanded parameters, multiple restrictions	FXA/R,*NPE-NAP
Expanded parameters, penalty with percentage	FXA/R,*PE25P
Point-of-sale override	FXA/R,LON
Ticketing city override	FXA/R,.FRA
Point-of-sale and ticketing city override	FXA/R,LON.FRA
Pricing in a foreign currency	FXA/R,FC-USD
Price segment 4	FXA/S4
Price segments 4 and 5	FXA/S4,5
Price segments 4 to 6	FXA/S4-6
Tax exemption, all taxes	FXA/R,ET
Tax exemption, all FR taxes	FXA/R,ET-FR
Tax exemption, SE type of FR tax	FXA/R,ET-FRSE
Add taxes (maximum four)	FXA/R,AC-US-GB
Withhold taxes (maximum four)	FXA/R,WC-DE-FR
Unifares	FXA/R,U
Unifares for a corporate contract	FXA/R,U123001
Unifares for up to six corporate codes or names	FXA/R,U000001-000002-*IBM
Negotiated fares	FXA/R,NEGO
Negotiated fares for a corporate contract	FXA/R,C123001
Specify the cabin class	FXA/KC
Price a new or retrieved PNR, without TST	FXA/LO
Price a PNR without creating a TST	FXA/LO
Price passenger 1	FXA/LO/P1
Price passenger 1, 2 and 5	FXA/LO/P1,2,5
Price passengers 1 to 3	FXA/LO/P1-3
Price only infants	FXA/LO/INF
Price only non-infants	FXA/LO/PAX
Same discount for all passengers	FXA/LO/RDG
Multiple discounts	FXA/LO/RCH*ZZ*CD
Passenger discount for passenger 1	FXA/LO/P1/RDG

Request	Entry
Passenger discount for passengers 1 and 3	FXA/LO/P1,3/RDG
Different discounts for specified passengers	FXA/LO/P1/RCH//P2/RZZ//P3/RCD
Passenger type codes (maximum six codes)	FXA/LO/RMIL*CD*CH
Price passenger type code, military only	FXA/LO/RMIL,*PTC
Expanded parameters, fares with no restrictions	FXA/LO/R,*NR
Expanded parameters, multiple restrictions	FXA/LO/R,*NPE-NAP
Expanded parameters, penalty with percentage	FXA/LO/R,*PE25P
Point-of-sale override	FXA/LO/R,LON
Ticketing city override	FXA/LO/R,.FRA
Point-of-sale and ticketing city override	FXA/LO/R,LON.FRA
Pricing in a foreign currency	FXA/LO/R,FC-USD
Price segment 4	FXA/LO/S4
Price segments 4 and 5	FXA/LO/S4,5
Price segments 4 to 6	FXA/LO/S4-6
Tax exemption, all taxes	FXA/LO/R,ET
Tax exemption, all FR taxes	FXA/LO/R,ET-FR
Tax exemption, SE type of FR tax	FXA/LO/R,ET-FRSE
Add taxes (maximum 4)	FXA/LO/R,AC-US-GB
Withhold taxes (maximum 4)	FXA/LO/R,WC-DE-FR
Unifares	FXA/LO/R,U
Unifares for a corporate contract	FXA/LO/R,U123001
Unifares for up to 6 corporate codes or names	FXA/LO/R,U000001-000002-*IBM
Negotiated fares	FXA/LO/R,NEGO
Negotiated fares for a corporate contract	FXA/LO/R,C123001
Select the fare on line 3 for all passengers, rebook and create a TST	FXU3
Select different fares for selected passengers, rebook and create TST	FXU1/P1,3//5/P2

Cryptic Magic Short Sell Commands

Request	Entry
Sell one seat on line 2 in C class	SS1C2
Sell two seats on line 1, in C class for first flight, remaining flights in B class	SS2CB1
Sell seats from dual availability display, same class	SS1Y2*11

Request	Entry
Sell seats from dual availability display, different class	SS1Y3*C12
Stretcher	SS2C3/ST
Interline passenger with a reservation	SS2C3/ID
Waitlist	SS1D3/PE
Reconfirm segment booked in Amadeus	3/RR

Cryptic Magic Timetable Commands

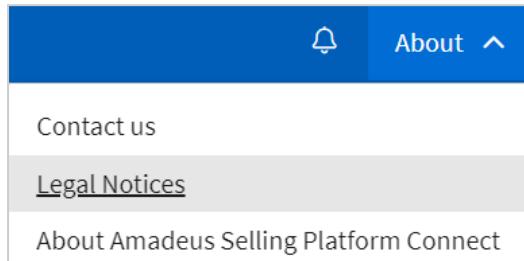
Request	Entry
One-way routing, specified date, city pair, time	TN11JULCPTCAI0830
Departures from 0000 for a date in the future	TN11JULCPTCAI
Current day, specified time	TNCPTCAI0830
Departure city is the same as the office profile	TN11JULRI00830
Current day, local time	TNMIARIO
Departure city is the same as the office profile, current day	TNRIO
Flights operating on a specific day of the week	TN29AUGHOUMEX1430/WE

Sabre Cryptic Magic Commands

Request	Entry
Local time if today is 11JUL, or 0000 in the future	1230CTPDXOMA
Current day departure, specified time	1230CTPDXOMA7A
Departure city is the same as the office profile	1230CTSEASFO/11A
Current location and current day departure, local time	1230CTPDXORD#UA
Seven-day search	01C2
Round-trip routing, specified dates and times	01C1B2
Round trip, returning on the same day	WP
Departure on current day, local time	WPN1.1
Seven-day search	WPS4/5

11. How to display legal information

In the menu bar, select **About > Legal notices**.



Or:

In the **Sign in** page, click **Legal notices**.