
Training Module

Edition 1.0

Travel Agency Basic Functionality Course

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Edition 1.0

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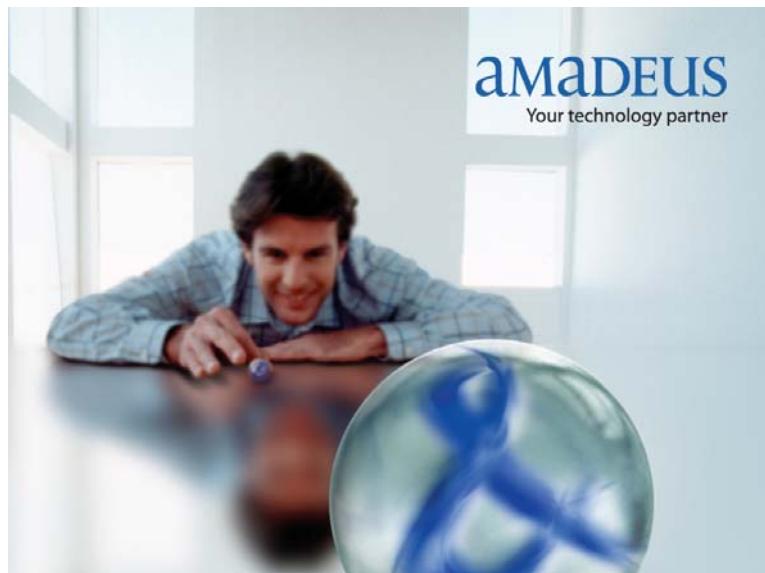
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Welcome

Welcome to your Amadeus Basic Course.

This course is designed for travel agents who have not used a Computer Reservation System (CRS) or have recently joined the travel industry. It can also be used by travel agents who are converting from one reservation system to another.



About Amadeus



The leading provider of IT solutions to the travel and tourism industry

Within a very short timeframe, Amadeus has become a world leader in providing the travel industry with superior solutions to manage the distribution and selling of travel services.

We regularly enhance our products and services with the benefit of input from our various customer groups who actively participate in forums. This way we ensure that the solutions we offer fulfill the required expectations.

Our products and services are used by our distinct customer groups in differing ways. Nearly 75,000 travel agencies and more than 11,000 airline sales offices use the Amadeus System to run their business. Many of the industry's leading travel service providers use our modular technology to optimize their distribution and internal operational requirements.

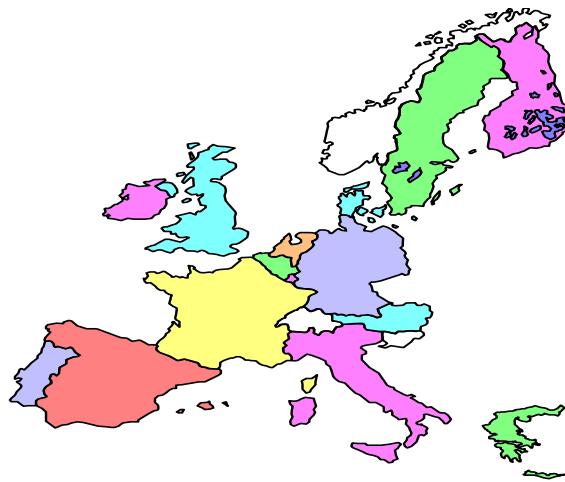
Our tagline, "**Your technology partner**", reflects the approach we take towards our clients. We focus on building and maintaining mutually beneficial long-term relationships. Through this stability we develop a deep understanding of where we can maximize our clients' success and all this is provided via the outstanding customer service that forms the backbone of the Amadeus experience.

Amadeus, a truly global company

Amadeus has established a global presence for the world-class service it delivers:

- 75 local Amadeus commercial organizations
- present in over 215* markets worldwide
- 5 regional centers
- 3 Research & Development centers
- 6,500 employees and above
- over 100 nationalities in our central sites alone
- we power over 120 airlines from around the world

Where is Amadeus Located?



Amadeus is the leading provider of technology solutions to the travel and tourism industry.

Our central sites are in Madrid (Corporate Headquarters & Marketing), Nice (Development) and Erding (Operations). Our regional offices assist our sales and marketing offices in marketing, Helpdesk support and customer service. They also coordinate commercial relationships with Amadeus providers in their region. We have regional headquarters and marketing centers in Miami, Bangkok and Buenos Aires

Today, there are 75 local and regional offices covering front-line activities in more than 215 markets

Course Objectives

Upon completion of this course, participants will be able to:

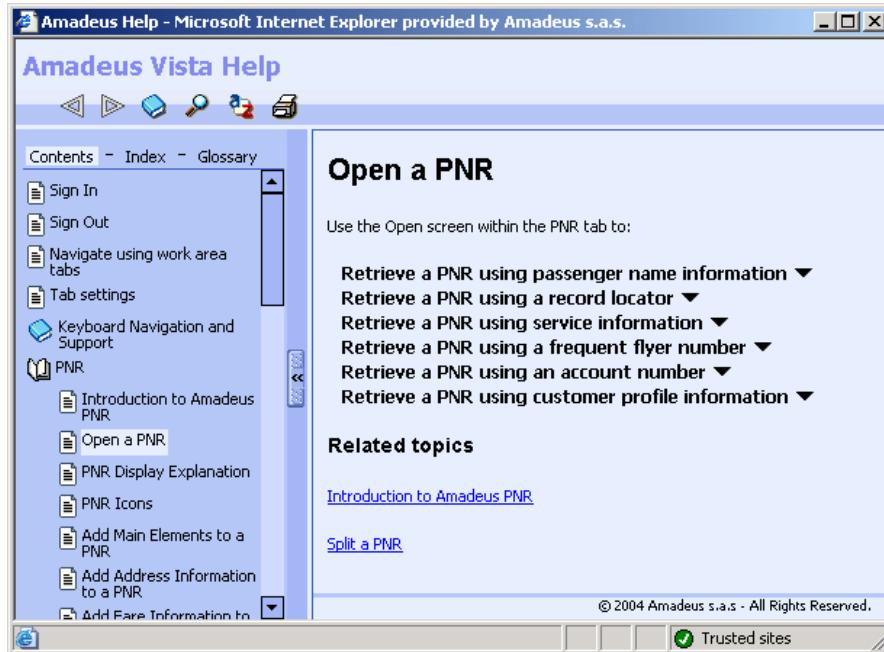
- Operate in the Amadeus Vista Selling Platform and Pro-web environment
- Display general information in the Amadeus Information System
- Display airline availability, schedules and timetables
- Book, waitlist and cancel airline reservations
- Construct a Passenger Name Record
- Retrieve and modify Passenger Name Record information
- Issue an itinerary
- Request a fare display
- Price a PNR itinerary

Introduction to the Amadeus Selling Platform Vista



Where Do I Go for Help?

Amadeus Vista Online Help provides you with both field-level and task-based help. Different options on the Help menu are available to you depending on where you are in Amadeus Vista.



What's This?

What's This? provides you with a description of a field's purpose and defines related terms. To display field-level help:

1. Place your cursor in any field and press F1 on your keyboard. This will display a dialog box containing information about the field or option.
2. To review the information, scroll down.
3. To close the dialog box, click on in the top-right corner.

How To...

How To... provides you with instructions on how to perform a task, as well as related tasks, and background information. To display task-based help:

1. Click on the question mark and select How To....
2. Scroll through the list of topics and click on the one you are interested in to expand it. The information usually a list of numbered steps, will be displayed.
3. Similarly, you can collapse a topic by clicking on it again. Then, you can choose another topic.
4. To close the dialog box, click on in the top-right corner.

Introduction to Amadeus Vista

With Amadeus Vista, the Amadeus browser-based reservations system, you can book reservations through a graphical interface called the Graphic page or by entering formats in the Command page.

Here are some of the features Amadeus Vista offers:

Graphic page	Translates Amadeus System functionality into a fill-in-the-blanks interface with graphical responses that are easily understood. You can book and price flights, reserve hotel rooms and cars, and view information on a full range of travel services. Pop-up instructions and explanations guide the novice user.
Command page	If you are familiar with Amadeus System formats, you can enter them in the Command page.
Amadeus Vista Online Help	Displays field-level and task-based help.
Amadeus Vista Smart Keys	Customizable toolbar buttons that send formats automatically.

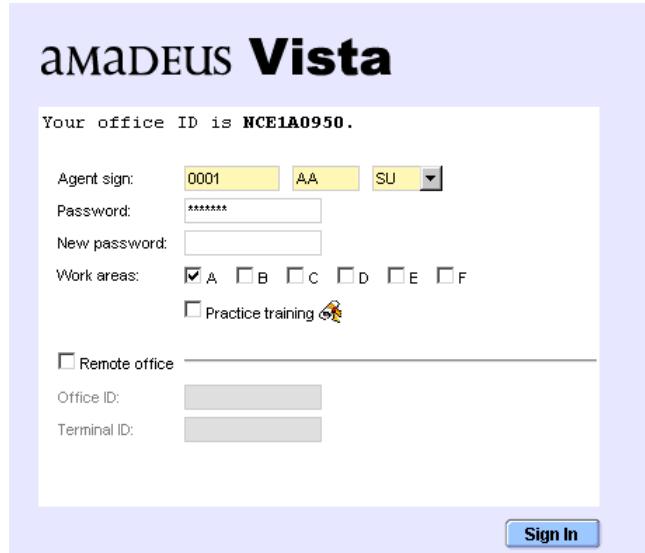
Amadeus Vista also provides advanced features such as interactive seat maps, Travel Choice and Amadeus Insurance.

Additional Amadeus products, such as Cruise, Ferry, +QC, +Ace and Ticket Writer can also be integrated into the Amadeus Vista working environment according to the needs of the agency.

Signing In

You can log into Amadeus Vista by following these steps:

1. Launch Amadeus Vista. The sign-in window appears.

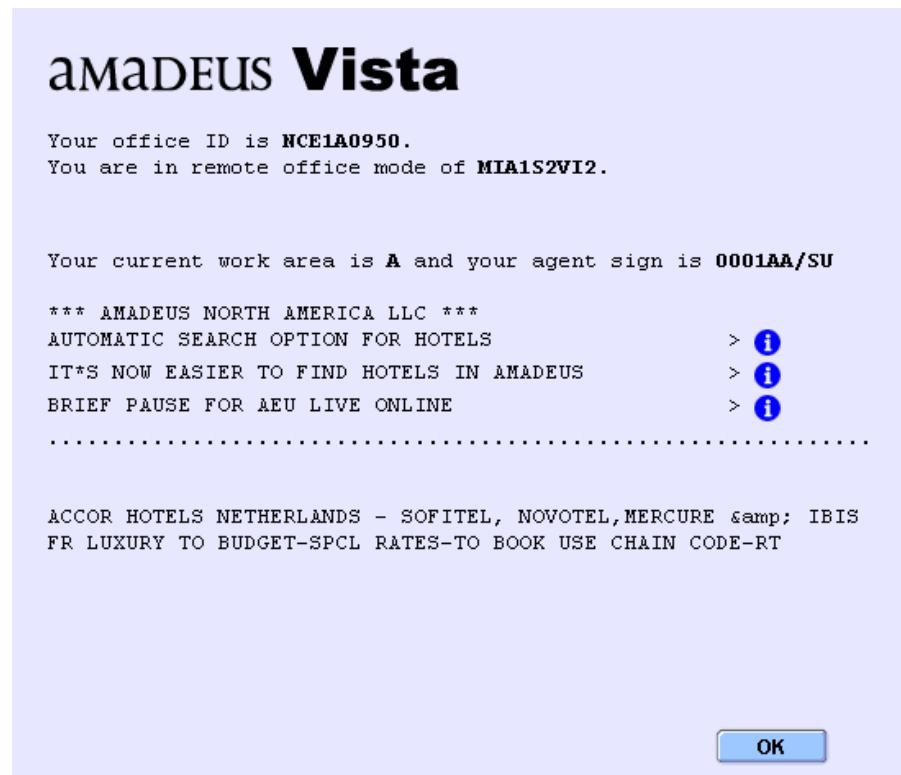


2. Enter your agent sign and initials. For example: 0001AA
3. Select your duty code from the drop-down list.
4. Enter your password.
5. Enter a password in the New Password field to change your current password. If you do not want to change your password, leave this field blank.
6. Under Work areas, select the check box for the areas you want to sign in.
7. Select the Practice Training check box, if you want to sign in to Practice Training.
8. Click on Sign In.

Note: The next time that you sign in, your sign is automatically pre-filled.

Sign-In Message

When you sign in, informative messages are displayed. For more information about one of the messages, click on . Otherwise, click on OK.



Signing Out

To sign out of Amadeus Vista:

1. Click on the tab at the bottom of the screen for the area you are working in.



2. Click on Sign-out.

You can't sign out if you have an active PNR in your work area.

To close Amadeus Vista:

1. Click on the Amadeus Vista menu.

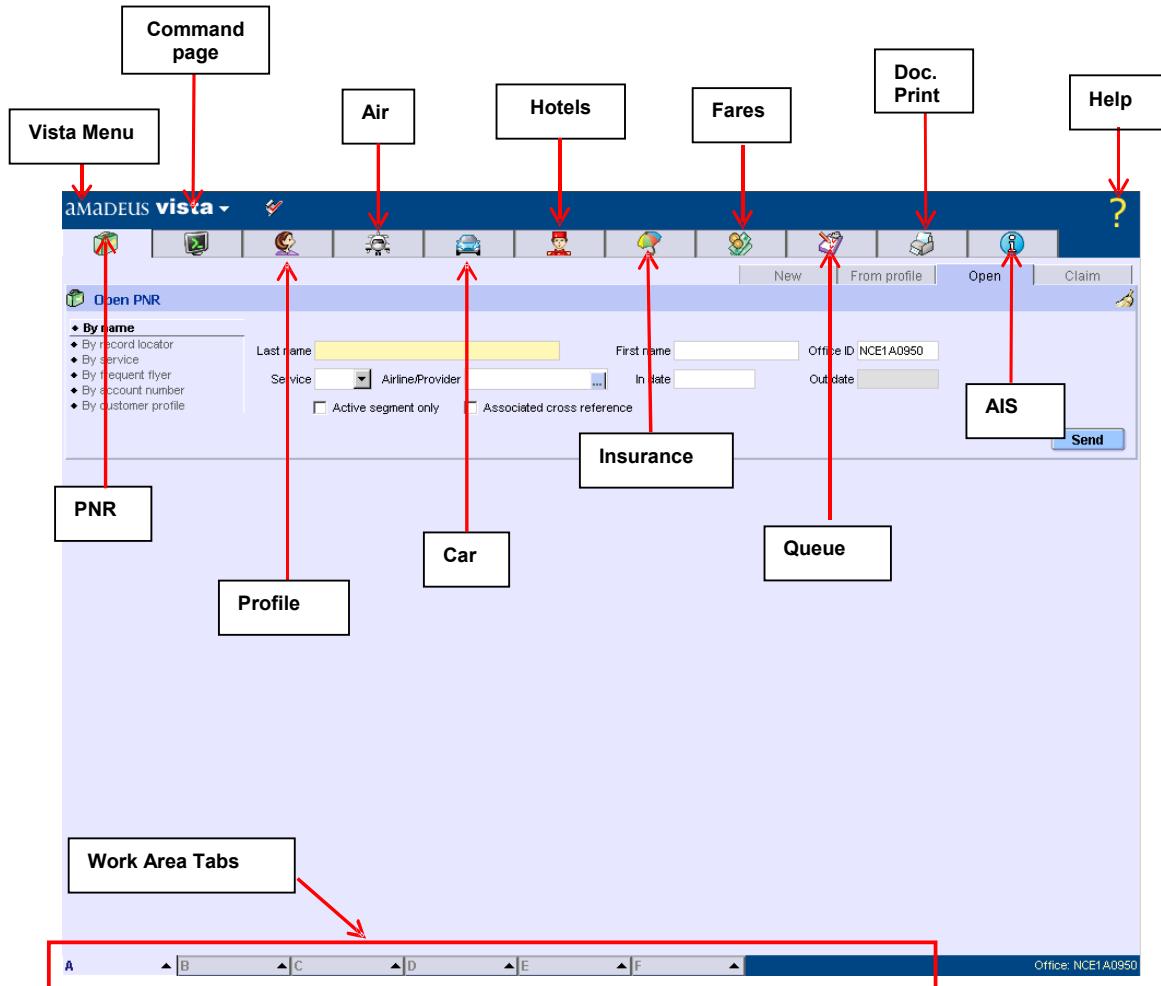


2. Click on Exit.
3. To close the Amadeus Vista window, click on **X** in the upper-right corner of the screen.

Working with the Graphic Page

The Graphic page is the main area in Amadeus Vista. In the page, you can access most of the Amadeus system functions by clicking on one of the tab at the top of the screen. Each tab represents an area of the Amadeus system. If you are not sure what a tab's picture represents, hold your mouse pointer over it for a few seconds and you will see a tool tip or description.

The Graphic page also gives you access to work areas A-F, you click on the tabs at the bottom of the screen. Having different work areas allows you to work on different tasks at the same time. You will need to sign into each new work area.



Graphic Page Tabs

-  PNR TAB:- The first tab you normally see when you open Amadeus Vista. You can use it to create, retrieve, modify and claim PNRs.
-  DOCUMENT TAB:- This feature helps in display, fax or print invoices, itineraries and print tickets.
-  PROFILE TAB:- This can use the Open screen to retrieve traveler or company profiles. You can also add, update and delete profile elements or transfer profile elements to a PNR.
-  AIS TAB:- Access to the Amadeus Information System.
-  AIR TAB:- By clicking we can view availability, flight information and make reservations.
-  CAR TAB:- To find out details of rental cars available for passengers traveling to other designations.
-  HOTEL TAB:- To book a hotel or obtain information about hotels and other kinds of accommodation.
-  AMADEUS INSURANCE TAB:- You can review and book various types of travel insurance policies.
-  FARE TAB:- To find fare, price a PNR or store a fare.
-  QUEUE TAB:- To display queue counts and perform a variety of queue functions including queue messages and printing.

Frequently Used Icons

The following table provides a list of the most frequently used icons:

- | | |
|---|---|
|  | Clears all fields and reset values to the default |
|  | Closes the input window |
|  | Moves to the previous/next page [MU/MD] |
|  | Reopens the input window |
|  | Modifies the selected line |
|  | Deletes the selected line |

Making a Reservation

In the following scenario, a traveler, Mr. Johnson, wants to fly from London to Los Angeles on business class. He would like to stay for one week in a hotel and rent a car.

Here are the steps that you can take to make a simple reservation for him in the Graphic page.

- Creating a PNR from a profile
- Making an air booking
- Making a meal request
- Reserving a hotel
- Making a car booking
- Pricing the itinerary
- Printing the itinerary and tickets
- Saving the PNR

Creating a PNR from a Profile

You can create a PNR from an existing profile by following these steps:

1. Click on the PNR tab.
2. Click on the from Profile sub-tab.
3. Enter Mr. Johnson's profile information.
4. Click on Send.

The screenshot shows the amADEUS vista software interface. The window title is "Create PNR from Profile". The "Traveler" tab is selected. In the "Last name" field, "Johnson" is entered. In the "First name and title" field, "William" is entered. In the "Company" field, there is no entry. In the "Owning office ID" field, "NCE1A0950" is entered. Below these fields are two checkboxes: "Exact match" (unchecked) and "Two character search" (unchecked). At the bottom left, there are two checked checkboxes: "Include data from company profile" and "Include booking merged data". At the bottom right, there is a "Send" button. The toolbar at the top has various icons for travel services like flights, cars, and hotels.

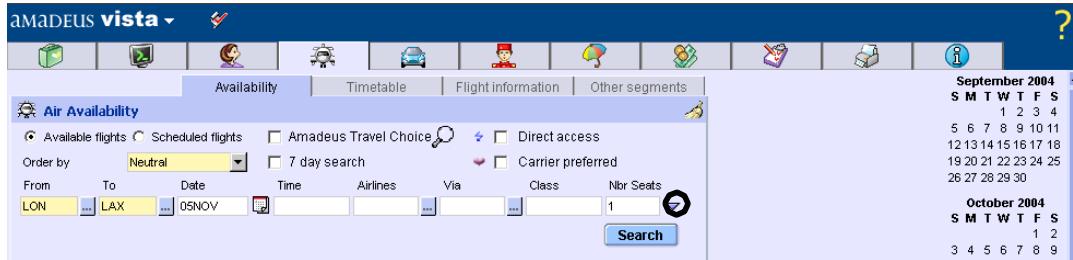
The PNR is then displayed.

The screenshot shows the amADEUS vista software interface with the "Main" tab selected. The "Traveler Information" section shows "Johnson WILLIAM MR" as the traveler. The "Frequent Flyer" section shows "Type: 1" and "Airline: AP". The "Ticket Arrangement" section is collapsed. The "Miscellaneous Remarks" section is collapsed. The "Received From" section is collapsed. At the bottom right, there is a "Send" button. The toolbar at the top has various icons for travel services like flights, cars, and hotels. The status bar at the bottom right shows "Office: NCE1A0950".

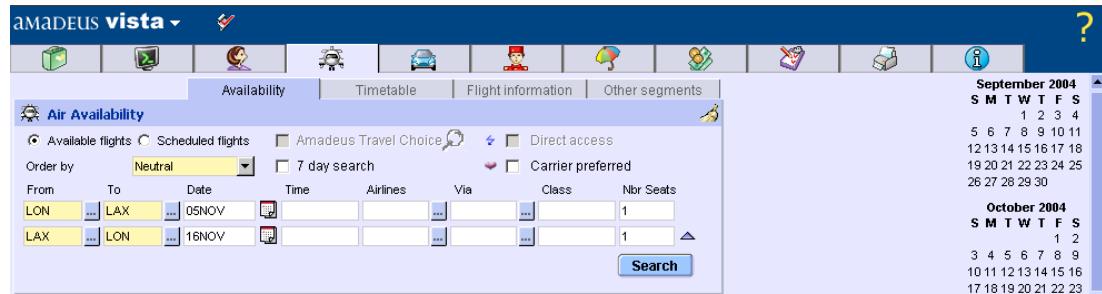
Making an Air Booking

You can book the flights for Mr. Johnson for his trip to Los Angeles.

1. Click on the Air tab.
2. Enter the flight information, such as the From field, To field and departure date.



3. Click on to activate the dual availability input screen.
4. Enter the details for the return flight. By default, the From field, To field and departure date are the same as the outbound flight, but you can modify any field if necessary.



5. Click on Search to display the Availability screen.

The outbound and return availability displays are shown on the same screen. Use the toolbar of each availability to move to the previous, next day or to scroll through the screens.

6. Click on the classes of service for the flights he wants to book.

The screenshot shows the Amadeus Vista interface with the following details:

- Flight Information:** ** AMADEUS AVAILABILITY - AN ** LAX LOS ANGELES.USCA 80 FR 05NOV 0000 and ** AMADEUS AVAILABILITY - AN ** LON LONDON.GB 91 TU 16NOV 0000.
- Flight Data:**

Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
AA 137	LHR	11:05	LAX	14:10		11:05	777			F7 J7 Y7 B7 S7 H7 K7 L7 M7 V7 Q7 W7 N7 G7 O6
UA 935	LHR	11:20	LAX	14:40		11:20	777			F4 C4 D4 Z4 Y4 B4 M4 A4
BA 283	LHR	11:55	LAX	14:55		11:00	744			F9 A5 J9 C8 D3 W9 T9 Y9 B9 H9 K9 M9 R9 V9 N5 L9 S9 Q9 O9
CO 8227	LHR	12:00	LAX	15:25		11:25	744			J9 D9 Z9 Y9 H9 N9 B9 V9 U9 Q9 I9 S9 W9 T9 X9 L9
VS 7	LHR	12:00	LAX	15:25		11:25	744			J4 D4 Z4 W4 S7 Y7 B7 L7 M7 Q7 X7 N7
- Buttons:** Nbr Seats, Passenger, Sell (highlighted), Sell with options ..., Modify input.
- Calendar:** September 2004, October 2004, November 2004, December 2004.

7. Click on Sell to book the segment.

The flights you have booked are then displayed, along with the mini-itinerary.

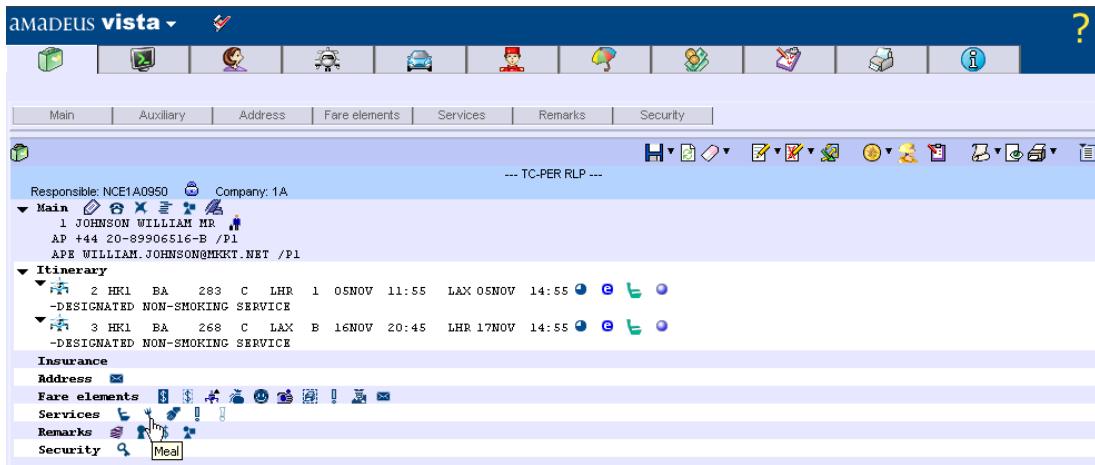
The screenshot shows the Amadeus Vista interface with the following details:

- Flight Information:** ** AMADEUS AVAILABILITY - AN ** LAX LOS ANGELES.USCA 80 FR 05NOV 0000 and ** AMADEUS AVAILABILITY - AN ** LON LONDON.GB 91 TU 16NOV 0000.
- Flight Data:** The same flight information as the previous screenshot is listed.
- Buttons:** Nbr Seats, Passenger, Sell (highlighted), Sell with options ..., Modify input.
- Calendar:** September 2004, October 2004, November 2004, December 2004.
- PNR Summary:** PNR 1 JOHNSON WILLIAM MR ... 2 HKL BA 283 C LHR 1 SNOV 11:55 LAX SNOV 14:55 and PNR 3 HKL BA 268 C LAX B 16NOV 20:45 LHR 17NOV 14:55.
- Office:** Office: NCE1A0950

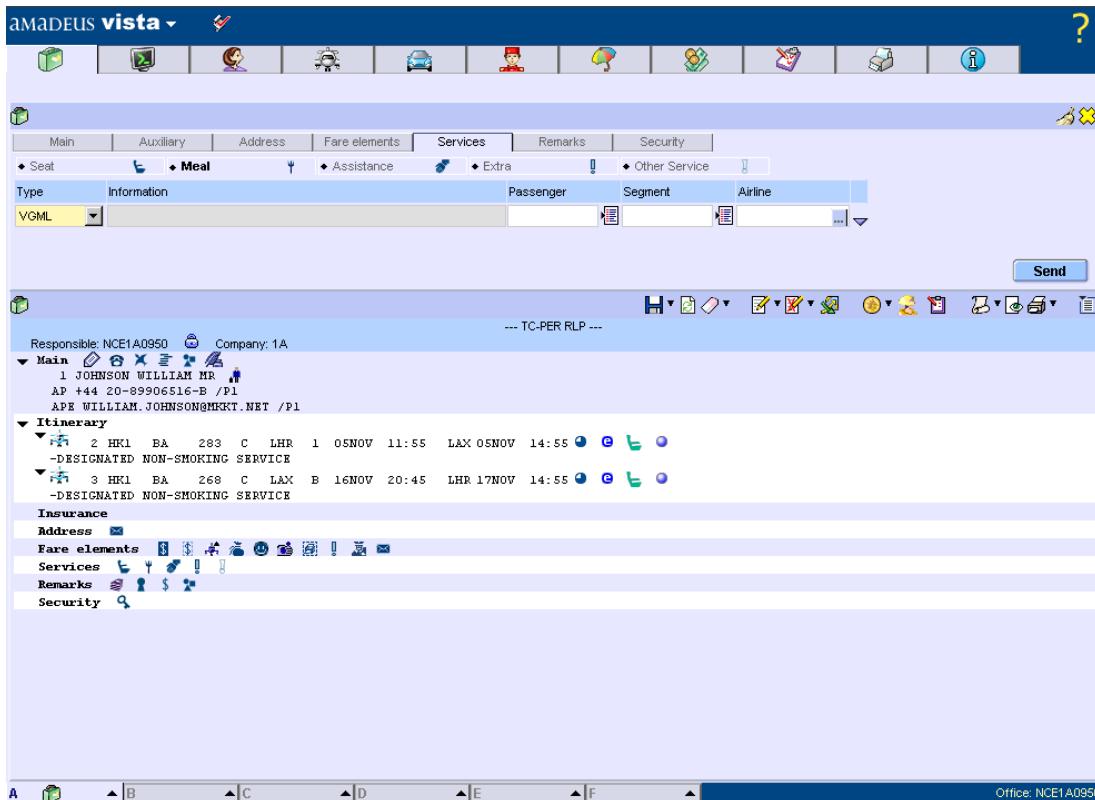
Making a Meal Request

Mr. Johnson would like to reserve a vegetarian meal.

1. Click on the PNR tab.
2. In the Services section, click on the Meal icon .



3. Select the type of meal from the drop-down list, in this case VGML.



4. Click on Send.

Reserving a Hotel

Now we can reserve a hotel for Mr. Johnson's stay in Los Angeles.

- Click on the Hotel tab. Most of the information is pre-filled, however, Mr. Johnson would like to stay at the Hyatt, enter the code in the Preferred Chain(s) field.

The screenshot shows the Amadeus Vista Hotel Input interface. The search parameters are set for a stay at LAX from Nov 5 to Nov 16, with 11 nights and 1 guest. The Preferred Chain(s) field is set to HY (Hyatt). Other fields include IATA Location Code (LAX), Non IATA City Name (Los Angeles), State (California), Area (Downtown), Country (USA), POR Category (Hyatt Hotels), and Search Radius (10 miles). The interface includes tabs for Find POR, Hotel Search, Rate Rules, Book, and Direct Sell, along with Availability and List buttons.

- Click on Availability.
- From the Multiple Hotel Display, click on the specific hotel that you want to book, then on Rates.

The screenshot shows the Amadeus Vista Hotel Input interface with the Availability button selected. The grid displays room occupancy details for Hyatt hotels at LAX for the specified dates. The grid includes columns for Location, Area, Chain, Property, Access, Transport, Currency, Min. Rate, and Max. Rate. The Park Hyatt Los Angeles entry is highlighted in yellow.

Availability for LAX, 5 NOV 04 to 16 NOV 04									
Room Occupancy: 1									
Location	Area	Chain	Property	Access	Transport	Currency	Min. Rate	Max. Rate	
LAX	East	Hyatt Hotels	Hyatt West Hollywood On Sunset Boulevard	<input checked="" type="radio"/>	Rent a car	USD	189.00	245.00	
LAX	Downtown	Hyatt Hotels	Hyatt Regency Los Angeles	<input checked="" type="radio"/>	Rent a car	USD	229.00	249.00	
LAX	Downtown	Hyatt Hotels	Park Hyatt Los Angeles	<input checked="" type="radio"/>	Free	USD	315.00	365.00	
LAX	Downtown	Hyatt Hotels	Hyatt Westlake Plaza	<input checked="" type="radio"/>	Rent a car	USD	189.00	269.00	

4. From the input screen that appears, enter any other booking details if necessary, then click on Rates.

The screenshot shows the aMADEUS vista Hotel Input interface. At the top, there's a toolbar with various icons. Below it, the main area is titled "Hotel Input". It has sections for "Stay Details" (Chain & Property Code: HY LAX LPH, Check-in date: 05NOV2004, Number of nights: 11, Check-out date: 16NOV2004), "Rate Preferences" (Currency: [dropdown], Minimum Price: [text box], Maximum Price: [text box], Rate Code(s): [dropdown]), and "Other Preferences" (Status: [dropdown], FEMA Fire Safety: [checkbox], Certification: [checkbox]). At the bottom right are buttons for "Rates" and "Hotel Info".

5. From the Single Hotel Display, select the appropriate rate code.

6. Click on Book.

The screenshot shows the aMADEUS vista Single Hotel Display for Park Hyatt Los Angeles. The top bar includes the chain code HY-LAX-LPH and the period 05 NOV 04 to 16 NOV 04. Below this, the "Rates" section displays a table of room rates:

Description	Rate code	Rate amount	Rate Plan	Condition
Park Deluxe Separate Sitting Area:575 Square Feet:	COR	305.00	Daily	4 P.M.
Park King View Of Los Angeles:400-420 Square Feet:	RAC	255.00	Daily	4 P.M.
King Sundek Vw Of Los Angeles:400-420 Sq Ft:Sundeck:	***	280.00	Daily	4 P.M.
Park Double 400-420 Square Feet:Marble Bathroom:	***	255.00	Daily	4 P.M.
Park Exec Suite Separate Sitting Area:Dining/Cont Table:	***	355.00	Daily	4 P.M.
Luxury Suite King Separate Parlor:1200 Square Feet:Table For 6:	***	455.00	Daily	4 P.M.
Luxury Suite Dbl Separate Parlor:1200 Square Feet:Table For 6:	***	455.00	Daily	4 P.M.

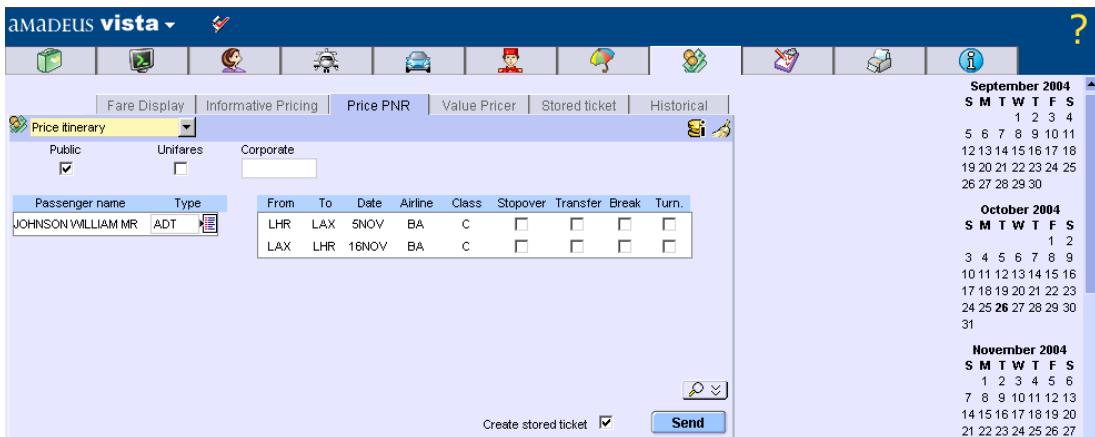
At the bottom right are buttons for "Book", "Pricing", and "Terms".

7. If prompted, specify a guarantee, then click on Send to book the room.

Pricing the Itinerary

You can now price the itinerary by following these steps:

1. Click on the Fare tab then click on the Price PNR sub-tab.
2. Click on Send.



The ticket image for the PNR is then displayed.

Passengers		Information									
JOHNSON WILLIAM MR		LAST TICKET DATE 20AUG04									
Cities	Carrier	Flight	Class	Date	Time	Fare basis	Tkt designator	NVB	NVA	Baggage	
LHR	BA	283	C	SNOV	11:55	CRT1		SNOV	SNOV	PC	
LAX	BA	268	C	16NOV	20:45	CRT1		16NOV	16NOV	PC	

Fare		Fare Calculation									
GBP 4908.00	EUR 7133.00	05NOV05LON BA LAX4373.62BA LON4373.62NUC8747.24END ROE0.561090SOTO XF LAX 4.50									

Taxes											
EUR 58.13 GB	EUR 11.38 YQ	EUR 15.11 UB	EUR 4.06 YC	EUR 11.13 US	EUR 11.13 US	EUR 2.52 XA	EUR 5.69 XY	EUR 2.03 AY	EUR 11.38 YQ	EUR 3.66 XF	

Total											
EUR 7269.22	Rate used	Other information									
1.4535 SOTO FR		NON-REFUNDABLE									

PNR

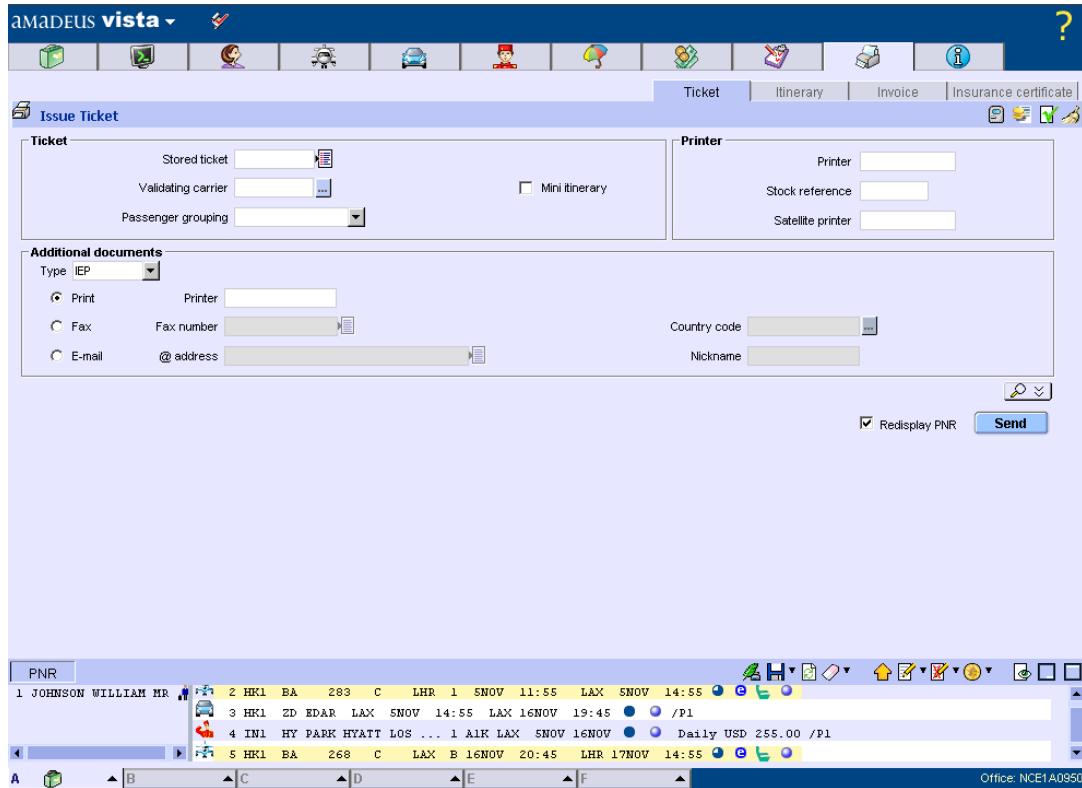
```

1 JOHNSON WILLIAM MR 2 HK1 BA 283 C LHR 1 SNOV 11:55 LAX SNOV 14:55 P1
2 HK1 2D EDAR LAX SNOV 14:55 LAX 16NOV 19:45 P1
3 HK1 2D EDAR LAX SNOV 14:55 LAX 16NOV 19:45 P1
4 IN1 HY PARK HYATT LOS ... 1 AIR LAX SNOV 16NOV P1 Daily USD 255.00 /P1
5 HK1 BA 268 C LAX B 16NOV 20:45 LHR 17NOV 14:55 P1
    
```

Printing the Itinerary and Ticket

Now that all the segments are booked and the PNR has been priced, you can print the itinerary and tickets .

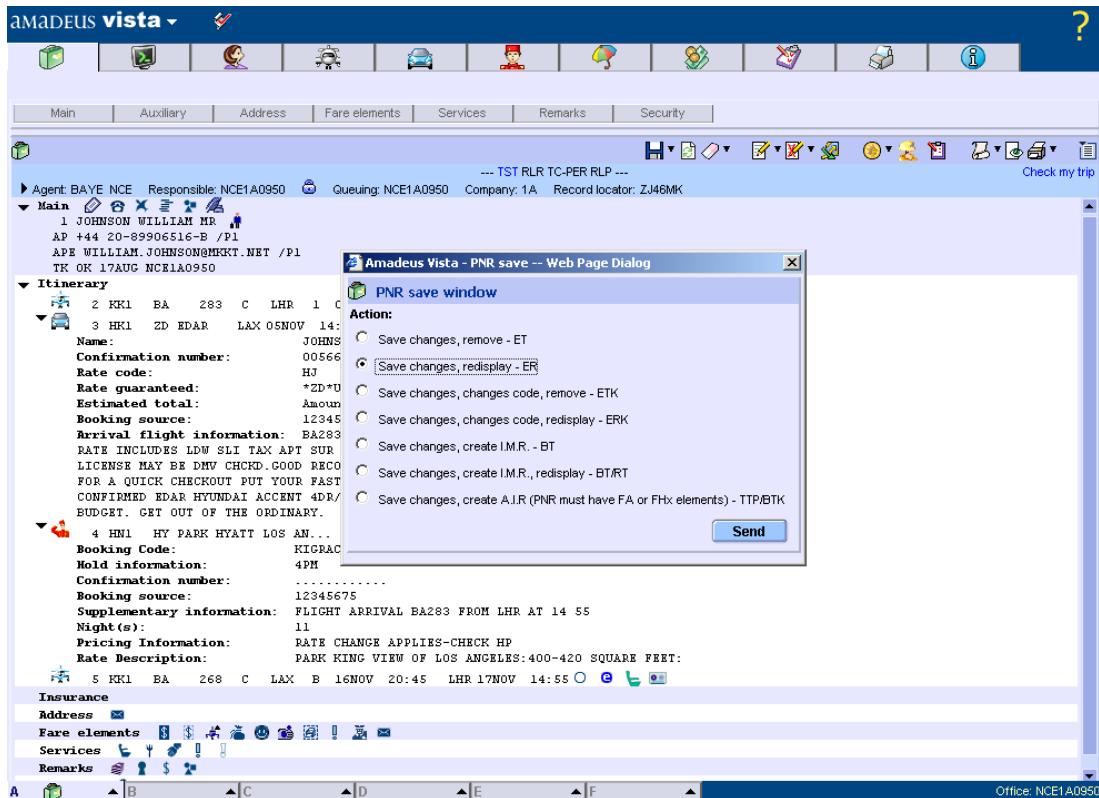
1. Click on the Doc Print tab.
2. In the Ticket sub-tab, select the ticket options and the type of itinerary that you want to print.
3. Click on Send.



Saving the PNR

To finish by saving the PNR:

1. Click on the PNR tab.
2. Click on the PNR Save icon  To access other save options, click on the down arrow.
3. Select the Save option that you want to use.

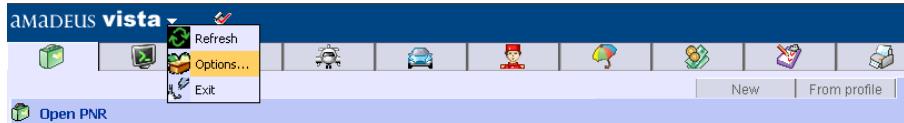


4. Click on Send.

Customizing the Graphic Page

You can customize the tabs in Amadeus Vista by using the Options dialog box. To do this:

1. Click on the Amadeus Vista menu from the screen header.



2. Select Options.

The Options dialog box is displayed:



From this window, you can:

Choose which Graphic page tab will appear first when you open Amadeus Vista. (You select it in the Default column.)

Reorder your tabs by selecting a tab and then using the and buttons to move it.

Select the Preload check box option to quickly load the tabs you use most.

Restore the default settings by using the Reset button.

The Command Page



Working With the Command Page

If you are familiar with cryptic formats, you can use the Command page to process transactions in the Amadeus system. To access the Command page, click on the Command Page tab.



There are thirteen tools available in the Command page:



Component	Identifies
1) PAUSE SMART KEY	Pauses the current Smart Key.
2) RESUME SMART KEY	Resumes the current Smart Key.
3) STOP SMART KEY	Stops the current Smart Key
4) OPEN SMART KEY EDITOR	Opens the Smart Key Editor, which allows you to create, copy and delete Smart Keys.
5) PREVIOUSLY SENT AMADEUS COMMANDS	Displays a list of previously sent commands that you can modify and resend
6) CLEAR PAGE	Clears the current screen.
7) CLEAR ALL PAGES	Clears the current screen and buffer.
8) SPLIT WINDOW	Splits the window into two work areas. A horizontal drag bar appears and you can change the size of each area.
9) CUSTOMIZE	Customizes your Command page colors and fonts
10) SELECT ALL	Selects the current screen and buffer.
11) COPY	Copies the selected area.
12) PASTE	Pastes the selected text into a file or an e-mail.
13) PRINT SCREEN	Prints the current screen.

Speed Mode

Speed Mode is a useful tool that will help you decrease the time you spend making reservations by allowing you to use your mouse more often while in the Command page.

To activate Speed Mode, click on the Customize icon, and select the Configuration tab. Select the Speed Mode check box, then click on OK.

When Speed Mode is activated, a toolbar appears with buttons for commonly used formats. In certain displays, Air Availability for example, the display items are shown in different colors. You can use the buttons on the toolbar to run formats based on the information in these items.

For example, in the display below you can click on the FQD (Fare Quote Display) button, and then double-click on line 1.



With just a few clicks, Amadeus Vista will send a format to the system for you. In this case, it will pick up the date and city pairs from the flight on line 1. The response is a Fare display.

The screenshot shows the Amadeus Vista software interface. The title bar reads "aMADEUS vista". The menu bar includes "File", "Edit", "View", "Search", "Help", and "AIS". The toolbar contains icons for various functions like search, edit, and file operations. The main window is titled "Command page" and displays a fare display. The display starts with "FQDEWRIAH/04JAN/AAA" and "ALSO SEE NYCHOU". It shows restrictions: "XF MAY APPLY", "ZP EXCLUDED", and "SURCHG MAY APPLY-CK RULE". The fare basis section lists 14 rows of fare information, each with a number, code, price, and various travel details. The last row is "14 LW14S65N". At the bottom, there is a status bar with "Ovr Ready Ln 99 Col 2" and a "Amadeus Host Access" button.

LN	FARE BASIS	USD	PEN	DATES	DAYS	AP	MIN	MAX	RTG
01	J	1810.23	-	-	-	-	-	-	3
02	F	1810.23	-	-	-	-	-	-	3
03	Y	1213.02	-	-	-	-	-	-	3
04	F26S	1093.95	-	-	-	-	-	-	3
05	Y26UPS	986.05	-	-	-	+	-	-	3
06	Y26S	948.84	-	-	-	-	-	-	3
07	BAP3S	902.33	-	-	-	-	3	-	3
08	LE7C5ON	783.26R	NRF	-	-	-	7+	+	30 3
09	MLVUSA	242.00	+	S -	031MAR+	-	-	60	3
10	N1VISIT	231.00	+	031MAR	-	+	-	-	60 3
11	N2VISIT	231.00	+	031MAR	-	+	-	-	60 3
12	LE14C5ON	435.35R	NRF	-	-	-	14+	+	30 3
13	MLCVUSA	206.00	+	S -	031MAR+	-	-	60	3
14	LW14S65N	410.23R	NRF	-	-	+14+	+	180	3

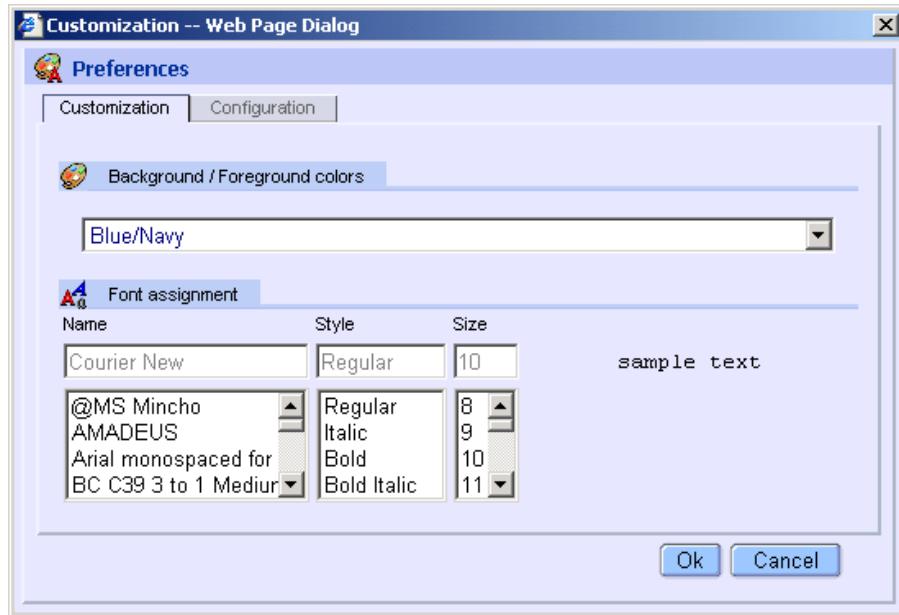
Notice that the Speed Mode buttons have changed according to the new display. Try this a few times to familiarize yourself with how it works. If you need help at any time, press the spacebar and F1 keys simultaneously to display help.

Customizing the Command Page

Amadeus Vista gives you the ability to change the color scheme and fonts on your Command page.

To customize your Amadeus Vista Command page:

1. On the Amadeus Vista Command page toolbar, click on  . The Customization Web Page dialog box appears.



2. Select your Background/Foreground colors from the drop-down menu.
3. Under Font Assignment, select the name, style, and size of your fonts. You will see a preview in the sample text on the right.
4. From the Configuration tab, select which graphical displays you want to use, for example Seat map or TST. You can also activate or deactivate Speed Mode.
5. Click on OK when you have finished.
Amadeus Vista closes the Customization dialog and displays the desktop with the new settings.

Amadeus Vista Smart Keys

Smart Keys are customizable toolbar buttons that send formats automatically to the Amadeus system. Amadeus Vista comes with 21 pre-defined Smart Keys, called Public Smart Keys, for frequently used formats. Additionally, agents in your office with a supervisor (SU) duty code can create Office Smart Keys for all agents in the office to use. You can also create My Smart Keys for personal use.



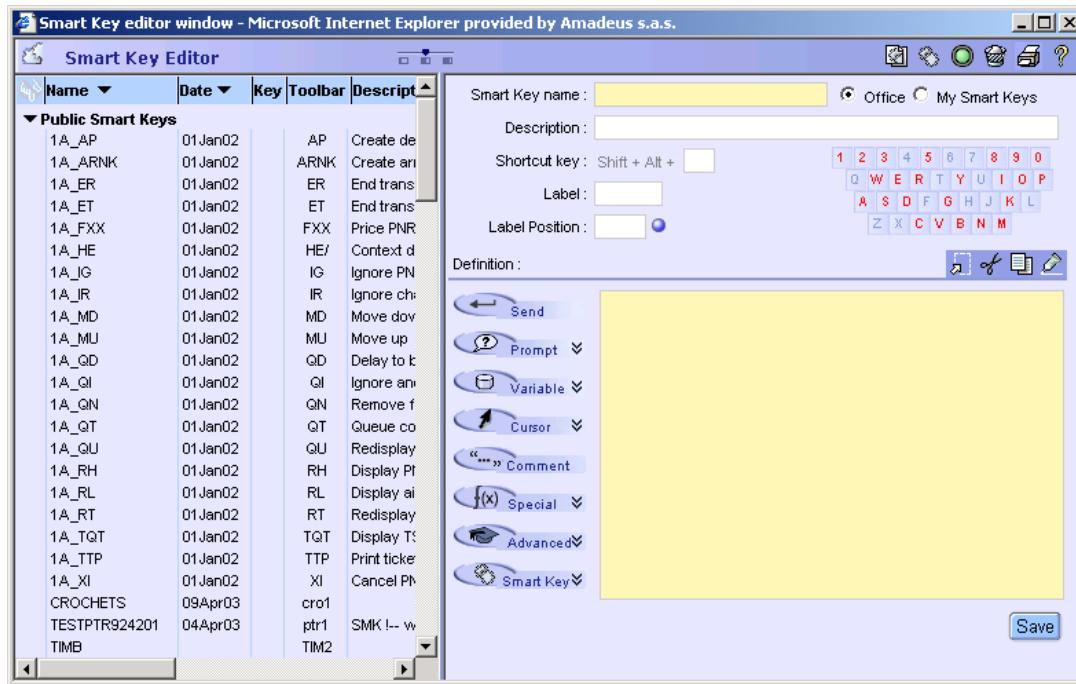
Public Smart Keys

Here is a description of the Smart Keys that come with Amadeus Vista:

Component	Identifies
ET	End the transaction
ER	End transaction and redisplay the PNR
RT	Redisplay the current PNR
IG	Ignore the PNR
IR	Ignore the PNR and redisplay it
TQT	Display the TST for the PNR
XI	Cancel the itinerary
MD	Move down
MU	Move up
QT	Display a queue count
QD	Delay to the bottom of the queue
QN	Remove from the queue and display next
QI	Ignore and exit queue
QU	Redisplay message from queue
RL	Display airline system record locator
AP	Add a phone contact
ARNK	Add an ARNK (Arrival Unknown) segment
FXX	Price a PNR without creating a TST
HE/	Display format-sensitive help
RH	Display PNR History
TTP	Print a ticket

Creating Smart Keys

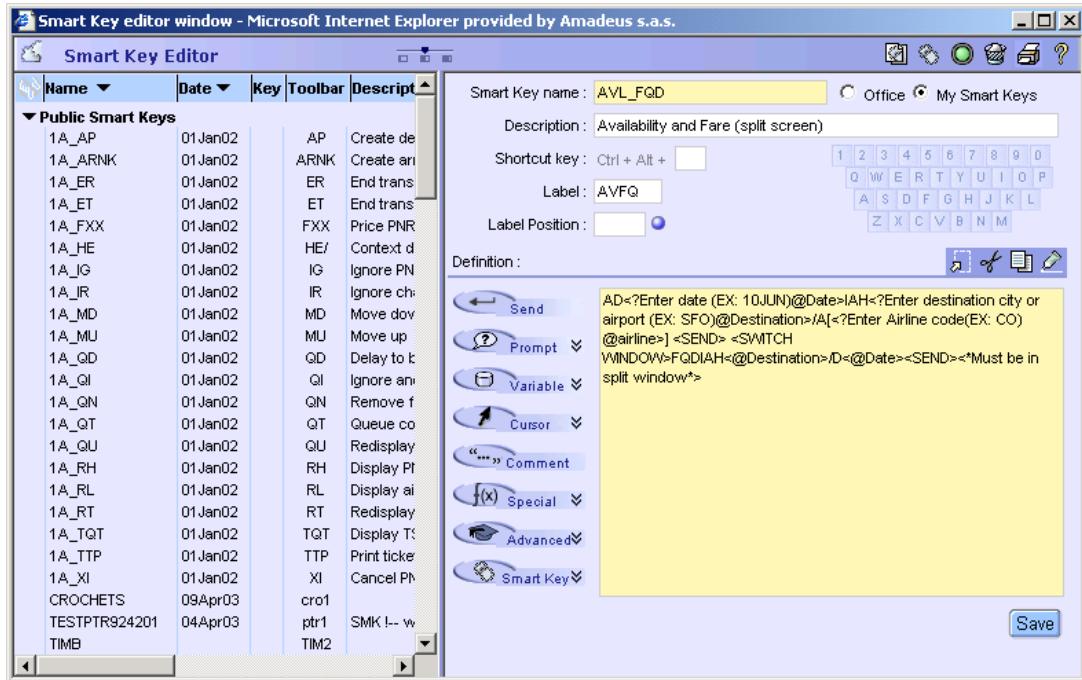
Smart Keys can make your job easier by automating certain tasks such as displaying availability and fares. The following is an example of a Smart Key that displays availability and fares in a split screen.



1. In the Command page click on to open the Smart Key Editor.
2. Enter a name for your Smart Key (no spaces) in the Smart Key name field. For this example, let's use AVL_FQD.
3. Enter a name for your Smart Key's button in the Label field. It should be four letters long, no spaces. Let's use AVFQ.
4. Select My Smart Keys or if you are a supervisor and want your whole office to be able to use this Smart Key, select Office.
5. Enter a short description of your Smart Key in the Description field.
6. In the Definition text box, enter the formats and functions that your Smart Key will perform. You can program your Smart Key with variables to prompt you for data that will change each time, such as a date. Look at the sample definition below:

```
AD<?Enter date (EX: 10JUN)@Date>IAH<?Enter destination city or airport (EX:  
SFO)@Destination>IA[<?Enter Airline code(EX: CO)@airline>] <SEND> <SWITCH  
WINDOW>FQDIAH<@Destination>ID<@Date><SEND><*Must be in split window*>
```

7. As you can see it is a combination of formats (bold), variables (italics) and commands (capitalized).



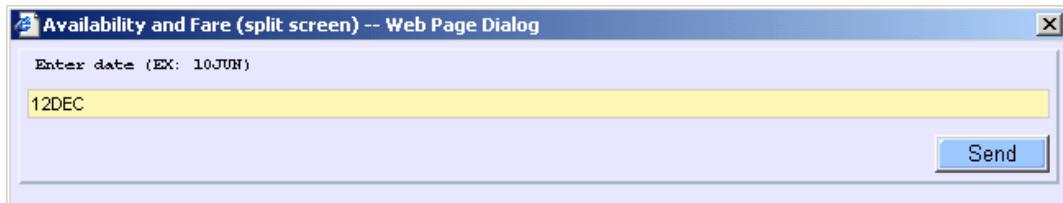
8. Now, click on Save. A confirmation appears.



9. Click on OK

Testing a Smart Keys

1. Close the Smart Key Editor by clicking on in the top-right corner to return to the Amadeus Vista Command page.
2. If you are not in split screen mode, click on
3. Next, click on the My Smart Keys tab.
4. Click on your new Smart Key. The first message will prompt you for a date:



5. Enter a date and click on Send. Next, you will be prompted for the destination city.
6. Enter a city and click on Send again. The last prompt asks you for an airline code. Enter the airline code and click on Send one last time. Here is the response:

The screenshot shows the Amadeus Vista Command page interface. The top menu bar includes 'AMADEUS vista', a toolbar with various icons, and a status bar with 'Ovr Ready Ln 21 Col 3' and 'Amadeus Host Access'. The main window is titled 'Command page' and contains several tabs: 'Scripts', 'Public Smart Keys', 'Office Smart Keys', and 'My Smart Keys'. The 'My Smart Keys' tab is currently selected. Below the tabs, there is a dropdown menu labeled 'AVFQ' and another labeled 'MPFQD'. The main content area displays the results of a flight search. The output starts with 'AD12DECIAHLHR/ABA' and lists flight details such as flight numbers, departure/arrival times, and prices. Below this, it shows command history starting with '>FQDIAHLHR/D12DEC' and listing various travel codes and their meanings.

```
AD12DECIAHLHR/ABA
** AMADEUS AVAILABILITY - AD ** LHR HEATHROW.GB          115 SU 12DEC 0000
** VY *THE SAVOY LONDON* FROM *179 GBP* VY
** THE TOP 5* HOTEL IN THE WORLD *      TO BOOK: >HAYVLYN
1 BA 294 F9 J9 W9 M9 A9 C9 D9 /IAH D LHR 4 1735 1100+1E1/772      11:25
I9 T9 Y9 B9 H9 K9 R9 V9 N9 L9 S9 Q9 O9
2AA:BA5178 F9 A9 J9 C9 D9 I9 Y9 /IAH A MIA 1130 1446 EO/M80 TR
B9 H9 M9 R9 K9 L9 V9 N9 O9 S9 Q9
BA 206 F9 A8 J9 C9 D9 W9 TO /MIA LHR 3 1710 0620+1EO/744      12:50

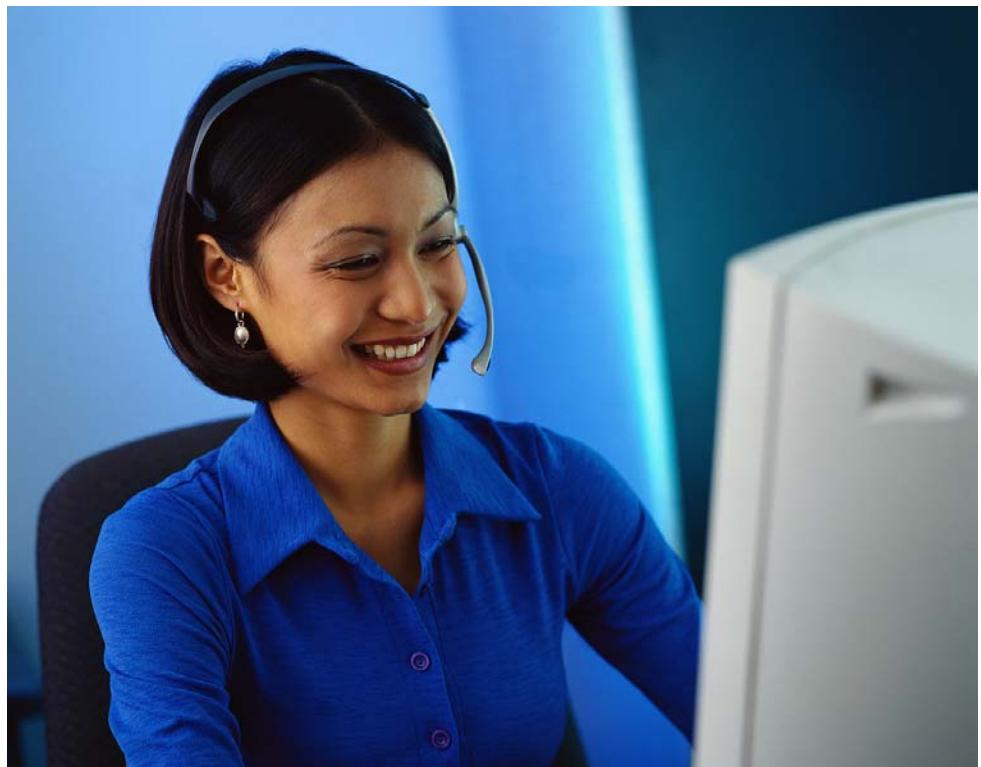
>FQDIAHLHR/D12DEC
FQDIAHLHR/D12DEC
AA AC AF AI AT AY AZ BA BD XF MAY APPLY
CO CP DL EI EK FI GH IB KL 3.10XA/7XY EXCLUDED
KU LH LO LX LY LZ MH MS NW OTHER TAX MAY APPLY
OA OK OS PA PK RO SK SN SURCHG MAY APPLY-CK RULE
SQ SR SU SV TK TW UA US VS
WO /YY*AA AC AF AK AZ BA CO
C6 C9 DL DY D2 FF FL FP FR
F9 GX G3 HP JD JJ JM KL LH
LL LO LX NW NZ OS OV RG RV
RY R3 SK SN SP SR TW TX UA
UK US U2 VB VK VS WW XF XS
YC ZH 2D 6Q 7A 9B 9G
ROE 1.000000 NEAREST 1.00 USD
```

There are many uses for Smart Keys. A great way to learn to program Smart Keys is to click on in the Smart Key Editor. There, you can learn the syntax and commands that make up the Smart Key language. Then you can use it to customize your own Smart Keys and enhance your productivity. You can also learn how to modify and delete existing Smart Keys.

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PAGE NO.32

Amadeus Basic Functionality Course



Signing In and Signing Out

HE JI

To sign in to Amadeus, you use a unique code or sign. Your sign is created for you by your Local Amadeus Security Administrator. The security administrator assigns attributes to your sign which control what functions you are allowed to perform. The Security Administrator can also set your sign so that you have to enter a password before you sign in.

The Amadeus System requires each user to sign in and identify themselves so that the users sign-in code can be recorded in the reservation records. The sign-in entry is often referred to as 'Jump In' as a result of the transaction code **JI**.

There are two duty codes used in the **JI** command. They are: General Sales (**GS**) and Supervisor (**SU**). Duty codes restrict access to certain Amadeus transactions. If you have only one duty code assigned to your sign, you can sign in without entering your duty code.

To access the Amadeus System, enter:

JI6604SS/GS

JI	Sign-in transaction code
0001AA	Agent sign
/SU	Slash followed by the duty code

System Response:

```
A-SIGN COMPLETE/11APR/SU
**AMADEUS PRODUCT NEWS**      *MORE INFORMATION: SEE GGNEWS*
EXTENDED PNR SEARCH BY FQTV NUMBER          GGNEWSPNR
AIR LITHUANIA (TT), NEW DIRECT ACCESS CARRIER  GGNEWSAIR
>
```

The following table explains the components of the response:

Component	Identifies
A	First active work area letter identifier
-SIGN COMPLETE	Sign-in complete message
/11APR	Current date
/SU	Duty code

After the Amadeus Product News you can see messages displayed from travel industry providers such as airlines, car companies and hotel companies.

Practice Training

During this course, you will be using the Practice Training system.

The Practice Training system is a part of the Amadeus System where you can simulate transactions. In this way, you can experience working in the Amadeus System without affecting flight inventory or actual Passenger Name Records (PNRs).

In Practice Training, the message ***TRN*** is displayed on your screen after you make an entry.

To sign in to Practice Training, enter:

JJagent sign/duty code

System Response:

```
A-OUT B-SIGN COMPLETE/29JUL/SU
WELCOME TO THE AMADEUS PRACTICE TRAINING SYSTEM
-----
FOR INFORMATION ON THE PRACTICE TRAINING SYSTEM REFER
TO THE FOLLOWING ON-LINE HELP PAGES:

HE TRAINING
OR
HEJJ
*TRN*
>
```

To leave Practice Training and return to the production system, use the move between work area (**JM**) entry.

To sign out of Practice Training, enter:

JO

When you are signed in to Practice Training, this is reflected in the **JD** display:

090A2936		NCE1A0900		PSEUDO CITY : NCE		
AREA	TM	MOD SG/DT.LG	TIME QCAT ACT.Q	STATUS	NAME	
B-IN		TRN WG/SU.EN	24 022	SIGNED		
A-OUT		PRD WG/SU.EN	24 022	SIGNED		
C				NOT SIGNED		
D				NOT SIGNED		
E				NOT SIGNED		
F				NOT SIGNED		
>						

Amadeus Work Areas

Amadeus provides six work areas which you can sign in to. These work areas are known as Agent Assembly Areas (AAAs). The work areas can be considered as six separate connections to Amadeus, where you can create or modify reservations. The six work areas are each given an identifier **A** through **F**. To display the status of each work area after you have signed in, enter:

JD

System Response:

090A1236		NCE1A0900		PSEUDO CITY : NCE				
AREA	TM	MOD	SG/DL.G	TIME	QCAT	ACT.Q	STATUS	NAME
E-IN		TRN	AA/GS.FR	12 000			PNR CREATE	ABOU/RMR
A-OUT	05M	PRD	RL/SU.EN	24 000			PNR CREATE	WEST/L
B-OUT	15M	PRD	RL/SU.EN	24 000			PNR DISPLAY	TEST/MRT
C-OUT	14M	PRD	RL/SU.EN	24 000			SIGNED	
D-OUT	04M	PRD	AA/SU.NO	12 000	97C00	SIGNED		
F-OUT	03M	PRD	MI/SU.GE	12 049	97C49	SIGNED		
>								

The following table explains the components of the display:

Component	Identifies
090A1236	Network identifier (09), terminal LNIATA (0A1236) and office identification
NCE1A0900	Pseudo city code, or actual city code of the terminal location
AREA	Work area columns A , B , C , D , E , and F
TM	Time column, and the elapsed time since the last transaction was performed in that work area, expressed in minutes (05M)
MOD	Mode column, indicating whether the work area is signed in to the production system (PRD), or Practice Training (TRN)
SG	Sign column, and last two characters of the agent sign
/DT	Duty code column, and the agent's duty code
.LG	Language preference column, and the signed-in language preference
TIME	System time display (24 or 12 -hour clock)
QCAT	Queue category column used for sort by agent sign
ACT.Q	Active queue and active category column, indicating that the agent is currently accessing that queue and category
STATUS	Status column and the status of the work area
NAME	Name of the first passenger in the PNR, when a PNR is active in that area

The work areas are automatically signed-out when there has been no activity for a three-hour period. Any PNRs not saved in that work area are automatically ignored by the system.

The following table describes the other options you can make using the sign in and sign out function:

Entry	Explanation
JI*1234AB/GS	Sign into all six work areas in a single entry
JMB	Move from the current work area to another work area
JO	Sign out of the current work area only
JOA	Sign out of a specific work area
JO*	Sign out of all work areas
JB	Redisplay the Amadeus sign-in message
JXF	Sign in to another area, if you are already signed in to one area

Displaying the Mini-Office Profile

Your mini-office profile contains information that is specific to your office.

The first part of the office profile contains the location and ticketing information can and can only be updated by your local help desk. The second part contains remark information that is printed on the invoice and itinerary. You can update the remarks in the mini-office profile at any time.

To display your own office profile, enter:

PV

System Response:

```
PROFILE DATA      - OFFICE I.D. NCE1A0900
NS OFFICE ID     - NCE1A0900
IATA NUMBER      - 12345675 PRIMARY
NAME             - AMADEUS TRAINING OFFICE - ADMINISTRATION
ADDRESS          - 155 ROUTE DU PIN MONTARD
MISC. ADDRESS    - BOITE POSTALE 69
CITY             - 06902 SOPHIA ANTIPOlis CEDEX
COUNTRY          - FRANCE
PHONE (PRIMARY)  - 33.92.94.63.79
PHONE (SECONDARY)- 
FAX (PRIMARY)    - 
FAX (SECONDARY)  - 
PVF FREE FLOW TEXT
1.
2.
DESIGNATED TKT CARRIER - NONE
PROHIBITED TKT CARRIER - NONE
DESIGNATED ETKT CARRIER- NONE
PROHIBITED ETKT CARRIER- NONE
PERMIT NETTREM CARRIER - NONE
AUTH NON-PART CARRIER - NONE
* * * * * * * * * * ITINERARY/INVOICE MESSAGES * * * * *
) >
```

Two important pieces of information in your mini-office profile are:

1. Office Identification
2. IATA Number

IATA stands for International Air Transport Association. In order to print tickets, an agency needs an IATA number so that the tickets issued can be recorded for the Bank Settlement Plan (BSP). The office identification is used to record the sales and commissions for the travel agency.

Entry	Explanation
PV/KHIPK2101	Display by Amadeus Office ID
PV/27300000	Display by IATA number

Amadeus Information Pages



Amadeus Information System (AIS)

The Amadeus Information System (AIS) is a central source of reference information.

There are two types of information stored in AIS:

- Information provided and maintained by Amadeus
- Information provided and maintained by other providers

You can request information from AIS any time even if you are not signed in to the system. When you are already working in the system, you can display information from AIS and then continue with your previous activity.

The information stored in AIS is referenced using a structure consisting of three levels: category, subject and page.

The transaction code to access the AIS pages is **GG** and is often referred to as 'Go Get'.

The following table gives you examples of the information contained in AIS:

Entry	Requests
GGAIS	The AIS main menu
GGAIR	Airline information for a specific airline
GGAIRBA	
GGAIRBA BAGS	
GGCOUPK	Country information for a specific country
GGAMAPK	Amadeus NMC & ACO information for a specific country
GGAPTKHI	Airport information for a specific airport
GGWEAISB	Weather information for a specific city
GGCODE	Airline industry codes for a specific letter of the alphabet
GGCOPDE S	
GGCODE W	
GGCODE N	
GGCAR	Car rental information for a specific company in a specific city
GGHTL	Hotel information for a specific hotel chain
GGNEWS	AIS news information on system enhancements and updates

AIS Scrolling Commands

The following table describes the scrolling commands you use to move through the AIS pages:

Entry	Request
MS102	Move to a specific screen line number
MD	Move down
MU	Move up
MT	Move top
MB	Move bottom
GP1	Go to a specific page

Online Help System



What is Amadeus Online Help?

Online help contains a detailed description of all the entries that can be used in the Amadeus System. It explains how to use them, gives you examples and describes the responses these entries generate.

The information in online help is updated as soon as a functional enhancement is made to the system.

You may use the online help function at any time. After accessing help, you can continue with your previous activity.

If the system displays an error message for the format you entered, you can request the online help for that transaction code by typing:

HE/

The system displays the online help screen for that transaction code.

To request online help for the sign-in function, enter:

HE SIGN -or- **HE JI**

System Response:

SIGNING IN		EN 25MAY98 0944Z
FOR AN EXPLANATION, PLEASE ENTER:	MS64	
FOR INFORMATION ON LOCAL SECURITY AND AGENT PREFERENCES, PLEASE ENTER	HE LSA	
TASK	FORMAT	REFERENCE
SIGN-IN	JI2345XY/GS	MS106
SIGN IN TO ONE AREA	JIA0394TY/GS	MS190
SIGN IN TO MORE THAN ONE WORK AREA	JIB/C0394TY/GS	MS190
SIGN IN TO ALL AREAS	JI*0394TY/GS	MS190
SIGN IN TO ANOTHER WORK AREA	JXB	MS190
CHECK STATUS OF ALL WORK AREAS	JD	MS190 >MD
>		

The date in the header line advises you of the last date a change was made to this online help topic. The remainder of the display explains the task, shows you the proper format and then instructs you what line number you need to move to if you require further information.

You can either use the move screen (**MS**) entry or you can double click on the move screen information to access the information on that line number.

The following table gives you examples of the information contained in AIS:

Entry	Requests
HE AIS	Online help relating to AIS entries
HE B	Online help for topics beginning with a specific letter of the alphabet

Online Help Scrolling Commands

Code	Action	Code	Action
MD	Move down	MB	Move bottom
MU	Move up	MS102	Move screen to a specific line number
MT	Move top	GP2	Go to a specific page



Exercise

1. Is it possible to sign in without appending a duty code?

2. Sign in production into all areas:

3. Move from the current working area to area B?

4. Sign out from all areas in one entry?

5. What is your training office identification?

6. How many work areas does Amadeus provide, and can you sign in to them with one entry?

7. Your sign is 0001AA. Write the entry to sign you in to the Amadeus System as a Supervisor?

8. Are all pages in AIS updated by Amadeus?

9. What is the weather like in Sydney for this week?

10. What is the transaction code to sign in to Practice Training?

Encoding and Decoding

Amadeus uses codes to represent locations, companies and equipment in the entries you use in Amadeus and the displays that are returned to you. Therefore, you need to be able to interpret the codes you see and use.

The process used to convert a full name into a code is referred to as Encoding. Decoding is the reverse process and displays the full name or description of the code.

Amadeus provides you with the ability to encode and decode:

- Airline Codes and Names
- Airport and City Codes and Names
- State & Province Codes and Names
- Country Codes and Names
- Aircraft Equipment Codes and Names
- Hotel and Car Rental Companies

It also provides you with a calculator allowing you to make:

- Mathematical Calculations
- Time Calculations
- Date Calculations
- Metric Conversions
- Temperature Conversions

Encoding City and Airport Names

To display the three-letter code for a city or airport, enter:

DAN PARIS

DAN HYDERABAD/PK

System Response:

A:ARPT	B:BUS	C:CITY	D:DUAL	H:HELIPORT	O:OFF-PT	R:RAIL	S:ASSOC.
PAR C	PARIS/FRANCE						
A	CDG - CHARLES DE GAULLE			-	0M		/FR
A	LBG - LE BOURGET			-	0M		/FR
A	ORY - ORLY			-	0M		/FR
A	TNF - TOUSSUS LE NOBLE			-	0M		/FR
H	JDP - HELIPORT DE PARIS			-	0M		/FR
H	JPU - LA DEFENSE HPT			-	0M		/FR
R	XDT - PARIS CDG TGV RAIL			-	0M		/FR
PHT	C PARIS/TENNESSEE						/USTN
A	PHT - HENRY COUNTY			-	0M		/USTN
PRX	C PARIS/TEXAS						/USTX
A	PRX - COX FIELD			-	0M		/USTX
>							

The following table explains the components of the second and third line of the display:

Component	Explanation
PAR	City code
C	City code indicator
PARIS/FRANCE	City name and country name
/FR	ISO country code
A	Airport code indicator
CDG	Airport code
CHARLES DE GAULLE	Name of airport
0M	Number of miles from the city <i>Note:</i> Currently not used.
/FR	ISO country code

Decoding City and Airport Codes

To display the name for a three-character city or airport code, enter:

DAC SFO

System Response:

```
A:ARPT B:BUS C:CITY D:DUAL H:HELIPORT O:OFF-PT R:RAIL S:ASSOC.  
CITY :  
SFO*C SAN FRANCISCO /USCA:CALIFORNIA  
AIRPORT-HELIPORT :  
EMB A EMBARKADER /USCA - OM  
SFO A SAN FRANCISCO INTL /USCA - OM  
JCC H CHINA HPT /USCA - OM  
>
```

The response contains the same information as in an encode response, but in some cases it is located in different positions.

Entry	Requests
DAC LHR/ALL	All affiliated locations

Encoding and Decoding Countries

To display the two-character code for a country name or the country name from the two-character code, enter:

DC JAPAN -or- **DC JP**

System Response:

```
JP JAPAN/ASIA TC3  
JPY JAPANESE YEN LOCAL/INTL PUBLISHED  
>
```

The following table describes the components of the response:

Component	Identifies
JP	ISO code
JAPAN/ASIA	Country name and location
TC3	IATA traffic conference area
JPY JAPANESE YEN	Currency code and currency name
LOCAL/INTL PUBLISHED	The currency published is local and international

Decoding States and Provinces

To decode a state or province, enter:

DNS FLORIDA

System Response:

```
DNS FLORIDA
US FL FLORIDA/UNITED STATES OF AMERICA
>
```

The following table describes the additional entries you can make:

Entry	Explanation
DNS US CA	Encode a state or province
DNS AU	List of all states/provinces for a specific country

Encoding and Decoding Airlines

To display the two-character code for an airline name or the airline name from the two-character code, enter:

DNA IBERIA -or- **DNA IB**

System Response:

```
IB/IBE 075 IBERIA
>
```

The following table describes the components of the response:

Component	Identifies
IB/IBE	Two-character and three-character airline code
075	Three-numeric ticket code
IBERIA	Name of the airline

You can also use the airline's three-numeric ticket code.

Encoding and Decoding Equipment

To display the equipment type from the three-letter code or the list of equipment from an equipment name, enter:

DNE AB3 -or- **DNE AIRBUS**

System Response:

```
DNE AB3
AB3 W AIRBUS INDUSTRIE A300 (ALL SERIES) * JET * 181-317
>
```

Encoding and Decoding Car Companies

To display the two-character code car rental company code from the name or the full company name from the two-character code, enter:

DNC AVIS -or- **DNC ZI**

System Response:

```
DNC ZI
ZI   AVIS RENT-A-CAR      - VARIOUS          (COMPLETE ACCESS)
      MORE INFORMATION GGCARZI
>
```

Encoding and Decoding Hotel Chains

To display the two-character hotel chain code from the name or the hotel chain name from the two-character code, enter:

DNH SHERATON -or- **DNH SI**

System Response:

```
DNHSI
SI   SHERATON
>
```

Minimum Connecting Time

If you need to know the connecting time between terminals at a specific airport, enter:

DM NCE

System Response:

```
DMNCE
NCE  STANDARD MINIMUM CONNECTING TIMES
NCE-NCE    FROM      -           TO      D/D D/I I/D I/I
CC  FLTN-FLTR ORGN EQPTM-CC  FLTN-FLTR DEST EQPTM HMM HMM HMM HMM
      -                  -          020 100 100 100
      1-                  1-          035 045 045 045
      1-                  1-          100 100 100 100
      2-                  2-          100 100 100 100
      2-                  2-          035 045 045 045
CK SPECIFIC CARRIER FOR EXCEPTIONS TO STANDARD CONNECTING TIMES
PRECLEARANCE MAY APPLY
>
```

The following table describes the fourth line of the response:

Component	Identifies
CC	Airline code column
FLTN	Flight number column
-FLTR	Flight range column
ORGN	Origin column
EQP	Equipment column
TM	Terminal column
DEST	Destination column
HMM	Hour and minute column

The following table describes some of the additional entries you can make:

Entry	Displays the MCT
DM LGW-LHR	Between two airports in a multi-airport city
DMBA/LHR	Specific airlines
DM1	From an availability or a schedule display

Date and Time Calculations

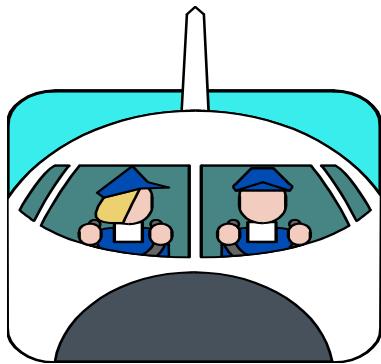
The following table describes the basic date and time calculations you can make:

Entry	Displays
DDMAD	Current date and time in a specific city
DDSYD1500/PAR	The date and time between two cities from a specific time
DDZZZ2134/PAR	The Universal Time Coordinated to the local time in a specific city
DDTYO/MEL	The time difference between two cities
DD22DEC/-14	A specific number of days before a specific date
DD22DEC/14	A specific number of days after a specific date
DD20MAY/06JUN	The number of days between two specific dates
DD25AUG	The day of the week
DD	Display system current date and time

Amadeus Air



Availability Displays



An Amadeus availability display shows all flights with at least one seat available for sale or waitlist.

Availability displays contain flights for airlines that have a sales agreement with Amadeus.

Amadeus stores flights up to 361 days in the future and up to three days in the past. Flights in the past display only the class of service codes without an availability status.

The Amadeus system provides different types of airline availability displays. The availability type determines the order in which flights are displayed.

The following table describes the availability entries you can make:

Entry	Displays
AN 19OCT CDG LHR 0900 (transaction code)(departure date) (origin city code)(destination city code) (departure time)	A neutral availability display for flights departing one hour before the time specified in your entry. Direct and connecting flights appear in order by the shortest elapsed flying time.
AD 15AUG FRA CPH 0800 (transaction code)(departure date) (origin city code)(destination city code) (departure time)	An availability by departure time for flights departing one hour before the time specified in your entry.
AA 20JUL LHR MAD 1600 (transaction code)(departure date) (origin city code)(destination city code) (arrival time)	An availability display by arrival time. The system displays the flights by arrival time order, including flights that arrive up to two hours before the time specified in your entry.

You make the following availability entry:

AN 19SEP CDG LHR 0900

System Response:

** AMADEUS AVAILABILITY - AN **				153	MO	19SEP	0900
1	AF 806	C9 M9 K9 T9 V9/CDG LHR 0820	GR	0830	0/AB3	IR	1:10
2	AF 808	C9 M9 K9 T9 GR/CDG LHR 0900		0910	0/320		1:10
3	BD 172	C4 D4 M4 S4 L4 CDG LHR 0935		0945	0*734		1:10
4	AF 810	C9 M9 K9 T9 V9/CDG LHR 1030	Q4 V4 GR	1040	0/AB3		1:10
>							

The following table explains the components of the response:

Component	Identifies
153	Number of days between the current date and the departure date
MO 19SEP	Two-letter code for the departure day of the week and the date
1	Availability line number
AF 806	Airline code and flight number
C9 M9 K9 T9 V9 GR	Class of service code and number of seats available
/	Last seat availability indicator
CDG LHR	Origin and destination airport codes
0820 0830	Departure and arrival times expressed in the local time of the respective cities
0	Number of stops en route
/	Airline access indicator
AB3	Aircraft equipment type code
IR	Flight irregularity code
1:10	Elapsed flying time from origin to destination, expressed in hours and minutes

Three different symbols can appear between the availability line number and the airline code. They are:

Flight Type	Type of Marketing Agreement
Code-Share Indicator (*)	A marketing agreement between two airlines that allows both to appear as having direct or online connecting service between two cities, when only one airline has traffic rights for that route.
Joint-Venture Indicator (SKSR)	Flights that represent a marketing agreement between two airlines that compete over the same route.
Leased/Blocked Space Indicator (:)	A flight where the operating airline leases seats to one or more airlines, and all airlines participating in the agreement sell their seats using their own two-letter airline code.

Access Indicators

Airlines in Amadeus availability have an access level. The access level is shown on the availability screen by an access indicator.

Indicator	Access Type	Explanation
/	Amadeus Access	Amadeus Access can be divided into two main options, Amadeus Access Update and Amadeus Access Sell. These two options are offered to airlines either combined or separately. When an airline chooses both options, the indicator is a slash (/). Both options provide the highest degree of connectivity with actual seat availability and immediate confirmation.
:	Amadeus Access Update	Amadeus Access Update allows an airline to keep its availability displays in Amadeus fully synchronized with those in its own system. Schedule changes and confirmations are immediate, and last seat availability is offered.
.	Amadeus Access Sell	Amadeus Access Sell offers a fully secured sale for each seat. When a request to book a seat is made, Amadeus checks the flight in the airline's own inventory system. According to the status, the sale is confirmed, waitlisted, or rejected immediately.
*	Amadeus Direct Access	Direct Access provides a real-time link to the airline system to display an accurate availability, at the time the request is made. This link is created through the use of Direct Access entries.
(Blank)	Standard Access	Standard access offers flight availability and schedules that are updated once a week by tape. Availability levels are updated by standard AIRIMP messages. When you book a seat on a standard access airline, a teletype message is generated to that airline at end transaction.

Availability Options

The following table describes the options you can add to an availability entry:

Option/Indicator	Use To Display	Entry Example
Specific Airline /A	Availability for specific airline(s)	AN19JUNLHRMAD0800/AIB AN19JUNLHRMAD0800/AIB,AF
Number of Seats /B	Availability for a specific number of seats	AN15MAYCDGNCE0800/B8
Class of Service /C	Availability for class(es) of service	AN19DECROMGVA1600/CY AN19DECROMGVA1600/CY,M,L
Flight Type /F	Display availability limited to: non-stop (N), direct (D), or connecting (C) flights	AN19DECROMGVA1600/FD
Connecting Point /X	Display availability over a specific connecting point	AN13MAYNCEMIA1200/XCDG

Availability Scrolling Commands

The following table explains the scrolling commands for an availability display:

Entry	Explanation
MD	Move Down
MU	Move Up
MT	Move Top
MB	Move Bottom
MO	Move Original to the first screen of the availability display
MN	Move Next to an availability display for the next day
MY	Move Yesterday to an availability display for a previous day
MPAN	Move to the previous availability display to redisplay a cleared screen

Dual-City Pair

You can request a dual-city pair availability in one entry. The system searches for any combination of non-stop, direct or connecting flights for each half of the dual-city routing. You can use any one of the four availability or schedule transaction codes.

To request a round-trip availability, enter an asterisk (*) and the return date at the end of your entry:

AN 23SEP CDGLHR * 25SEP

System Response:

** AMADEUS AVAILABILITY - AN **						
1	AF 804	C9 M9 K9 T9	GR/CDG LHR 0730	0740	0/320	1:10
2	BD 170	C4 D4 M4 S4	I4 CDG LHR 0740	0750	0*D93	1:10
		Q4 V4				
3	BA 301	C4 D4 M4 S4	B4/CDG LHR 0740	0755	0.767	1:15
		L4 Q4 V4				
4	AF 806	C9 M9 K9 T9	V9/CDG LHR 0820	0830	0/AB3	1:10
		GR				
** AMADEUS AVAILABILITY - AN **						
11	AF 801	C9 M9 K9 T9	V9/LHR CDG 0630	0735	0/320	1:05
		GR				
12	AF 803	C9 M9 K9 T9	V9/LHR CDG 0725	0830	0/320	1:05
		GR				
13	BA 304	C4 D4 M4 S4	B4/LHR CDG 0730	0840	0.767	1:10
		L4 Q4 V4				
14	AF 805	C9 M9 K9 T9	V9/LHR CDG 0830	0935	0/320	1:05
>		GR				

Features of the display are:

- Outbound flights are shown on the upper section of the display, inbound flights on the lower section.
- Outbound flights begin with line number 1, and inbound flights begin with line number 11.
- Each availability display has a header line detailing the type of display, number of days between current date and departure date, day of the week, date, and time.

The following table describes the additional dual-city pair availability entries:

Entry	Displays
AN23SEPCDGLHR*	Round-trip availability for the same date
AN12OCTMADLHR*MANBCN	Availability between two different city pairs, for the same date
AN12OCTMADLHR*15OCTMANBCN	Availability between two different city pairs, with different dates
AN12OCTCDGFRA*MUC	Open-jaw availability for the same date <i>Note:</i> The system displays a CDG/FRA availability and a MUC/CDG availability.
AN12OCTCDGFRA*15OCTMUC	Open jaw availability with different dates

Direct Access

Direct Access provides you with direct access to the reservation systems of major airlines. Using standard Amadeus entries, you can obtain current information on the availability of seats through a connection between Amadeus and the airline.

By accessing the reservation system of another airline directly, you can sell the last seat available on a flight, without the airline rejecting the booking after end transaction. Flights can be sold even if they are on a request basis or showing waitlist status on other types of Amadeus displays. You can see up to a maximum of 26 classes of service in a Direct Access display.

All Amadeus Access Airlines and Amadeus Travel Agents have the ability to directly access the inventory systems of the airlines that have a Direct Access agreement with Amadeus. An asterisk (*) appears between the number of stops and the equipment type code.

When you know that the airline has a Direct Access agreement with Amadeus, enter the number **1** followed by the two-letter airline code. You can only use the availability by departure time (**AD**) transaction code.

From the availability screen you can access direct access by double clicking with your mouse on the two-letter airline code.

1TWAD14SEPORDMCI0900

System Response:

ITWAD14SEPORDMCI0900											
** TW - TRANS WORLD **											
21	TW	485	F9	Y9	B9	Q9	K9	ORD	MCI	0940	146 SU 14SEP
			V9	T9	H9	S2				1249	1 M80
22	TW	323	F9	Y9	B9	Q9	K9	ORD	MCI	1713	2021 1 72S
			V9	T9	H9	S9					
23	TW	363	F8	Y9	B9	Q9	K9	ORD	STL	1114	1226 0 D9S
			V9	T9	H9	S9					
	TW	411	F9	Y9	B9	Q9	K9	STL	MCI	1305	1413 0 72S
			V9	T9	H9	S9					
>											

After requesting a Direct Access display, you have three minutes in which to book a seat. If you exceed this time, and attempt to sell from the Direct Access display, the system displays the following warning message:

REQUEST NEW AVAILABILITY (city pairs)
>

When you request a Direct Access availability display from a normal availability display, the system automatically clears your screen and only displays the Direct Access information.

This action prevents any possibility of overlapping a Direct Access display with a normal availability display.

To change to another Direct Access display for a different airline, enter:

1UA/

You use the Direct Access change entries to modify an initial direct access display:

Entry	Changes
ACL2	Flight on availability line number two to a Direct Access display
ACL1/2	Connecting flight on availability line number one to a Direct Access display
1QFACR12DEC	To a return availability display for a specific date
1QFAC18MAY	The current display to a different date
1QFAC25AUG/CY	The current display to a different display and a class preference

If you first request direct access, then switch to an Amadeus availability or schedule display, the following entry allows you to return to the Direct Access display previously shown. For example:

1YY/

The following table describes the Direct Access scrolling commands:

Entry	Moves
1QFMD	Down in a Direct Access display
1QFMU	Up in a Direct Access display
1QFMT	Top in a Direct Access display
1QFMB	Bottom in a Direct Access display
1QFMN	Tomorrow availability or availability for next day
1QFMY	Yesterday availability

Schedule Display

A schedule display contains flights for all airlines that submit schedule data to Amadeus. They are ordered in the same hierarchy as availability displays.

The transaction code for a schedule display is **S**. You can use the same options offered with the availability function, with the exception of the **/B** option.

The following features are unique to a schedule display:

- Airlines that have an availability and sales agreement with Amadeus display the classes of service even when they are closed for sale.
- Airlines that do not have an availability and sales agreement with Amadeus are not shown in the display. To request a schedule for these airlines, you must add the option **/AYY** to the end of your schedule display entry.

To request a schedule display, enter:

SN19OCTCDGLHR0900

System Response:

```
>SN19OCTCDGLHR0900/v-off
** AMADEUS SCHEDULES - SN **
1 AF1170 C9 D9 Z2 Y9 S9/CDG LHR 0815 0825 0/320 1:10
   K9 H9 T9 ML VS LS XS QS WS IS GR BR
2 AF1270 C9 D9 Z2 Y9 S9/CDG LHR 0915 0925 0/321 1:10
   K9 H9 T9 M9 V9 L9 X9 Q9 W9 I9 GR BR
3 BD 172 C4 D4 S4 K4 L4 CDG LHR 0945 1000 0*733 1:15
   M4 V4 Q4
4 AF1370 C9 D9 Z2 Y9 S9/CDG LHR 1015 1025 0/320 1:10
   K9 H9 T9 M9 V9 L9 X9 Q9 WS IS GR BR
>
```

The following table describes the additional schedule displays you can request:

Entry	Displays
SD 19JUN MAD LIS 0800	Departure time schedule display
SA 9FEB ROM BOM 1600	Arrival time schedule display
SN AF 13MAY PAR LON	Carrier preferred schedule
SN 23SEP CDG LHR * 25SEP	Round-trip schedules
SN 23SEP MAD LIS * BCN CDG	Dual-city pair schedules
SN23SEPMADLIS/AIB	Specific airline schedules
SN23SEPPARBOM/AYY	Schedules for airlines that do not have a sales agreement with Amadeus

Timetable Displays

Timetable displays contain flights of all airlines between a specific city pair for a one-week period. The display shows you the frequency of flights between two airports and the airlines that operate on a particular day of the week.

The timetable display includes details of the period of operation of flights by their effective and discontinue dates. They are ordered in the same hierarchy as availability displays.

Timetable displays only contain flights for participating carriers. If you want the display to include non-participating carriers, you must add the /A option to your entry.

Timetable display entries are in the same format as availability and schedule displays. You access them using the letter **T** for the transaction code.

The following table describes the entries you can make:

Entry	Displays
TN 19OCT CDG LHR 0900	Neutral timetable display
TD 19JUN MAD LIS 0800	Departure time timetable display
TA 9FEB ROM BOM 1600	Arrival time timetable display

You make the following entry:

TN 19MAY LHR MUC 0900

System Response:

```
** AMADEUS TN **
1 LH4017 D LHR 2 MUC 0925 1205 0 05APR9x 19OCT9x 320 01:40
2 LH4095 D LHR 2 MUC 1125 1410 0 31MAR9x 24OCT9x 735 01:45
3 BA 950 X7 LHR 1 MUC 1130 1415 0 27OCT9x --- 757 01:45
4 LH4049 D LHR 2 MUC 1225 1505 0 05APR9x 24OCT9x 320 01:40
5 BA 952 D LHR 1 MUC 1315 1600 0 30MAR9x --- 757 01:45
6 LH4071 D LHR 2 MUC 1515 1800 0 05APR9x 19OCT9x 733 01:45
7 BA 954 D LHR 1 MUC 1725 2010 0 29MAR9x --- 757 01:45
8 LH4077 D LHR 2 MUC 2000 2240 0 01MAY9x 31JUL9x 321 01:40
9 BA 956 X6 LHR 1 MUC 2015 2300 0 31MAR9x --- 757 01:45

TO DISPLAY CONNECTIONS ENTER -MD-
>
```

Here is the first two lines of the display:

```
** AMADEUS TN **
1 LH4017 D LHR 2 MUC 0925 1205 0 05APR9x 19OCT9x 320 01:40
```

The following table describes the components of the timetable display:

Component	Identifies								
** AMADEUS TN **	Amadeus system identifier and the type of display								
19MAY9X 26MAY9X	Date range of the display								
1	Timetable line number								
LH4017	Two-letter airline code and flight number								
D	Days of operation The days of operation can be displayed in the following way: <table style="margin-left: 20px;"> <tr> <td><u>Display</u></td> <td><u>Operates</u></td> </tr> <tr> <td>D</td> <td>Daily</td> </tr> <tr> <td>2</td> <td>Tuesday only</td> </tr> <tr> <td>X7</td> <td>Every day except Sunday</td> </tr> </table>	<u>Display</u>	<u>Operates</u>	D	Daily	2	Tuesday only	X7	Every day except Sunday
<u>Display</u>	<u>Operates</u>								
D	Daily								
2	Tuesday only								
X7	Every day except Sunday								
LHR 2	Departure city code and terminal information								
MUC	Arrival city code								
0925 1205	Departure and arrival times								
0	Number of stops en route								
05APRX 19OCT9X	Effective and discontinue dates Note: When three dashes (---) appear in the discontinue date column, this indicates that the flight operates indefinitely.								
320	Equipment type code								
01:40	Elapsed flying time								

The following table describes additional timetable entries you can make:

Entry	Requests
TN13MARMUCFRA0900/MO	A timetable display for a specific day of the week (MO)
TN13MARMUCFRA0900/ALH	A timetable display for a specific airline (LH)

The timetable change entries are used as follow-up entries after you have made an initial timetable request.

Entry	Changes
TCR	Return timetable same date

Flight Information

The flight information stored and displayed in Amadeus provides the most up-to-date information about the operation of a particular flight before and after departure. The flight information available in Amadeus is provided by the airlines.

You can request flight information using the basic entry or by shortcut entries from a PNR, availability or schedule display.

To request the flight information for the current date, enter:

DO LH127

System Response:

```
DOLH127/11APR/MUCFRA
* PLANNED FLIGHT INFO *
APT ARR    DY DEP    DY CLASS/MEAL      LH 127    25 FR 11APR
MUC          0855   FR CDHBLGYTW/R      EQP     GRND    EFT    TTL
                           734           1:00
FRA 0955   FR                               1:00

COMMENTS-
1.MUC FRA - ARRIVES TERMINAL 1
2.MUC FRA - 9/ NON-SMOKING

CONFIGURATION-
>           734 C 141
```

After the system repeats your entry, it displays the header line. This indicates the planned flight information, airline code and flight number. The number of days prior to departure that the flight information was requested for the day of the week for the departure and the date of departure.

The following table explains the components of the remainder of the display.

Component	Identifies
APT MUC FRA	Airport column and the three-letter codes of the airports en route
ARR 0955	Arrival time column and the arrival times at the respective airports
DY FR	Arrival day of the week column and the two-character day-of-the week indicator
DEP 0855	Departure time column and the departures times at the respective airports
DY FR	Departure day of the week column and the two-character day of the week indicator

Flight information explanation continued:

Component	Identifies
CLASS/MEAL CDHBLGYTW/R	Classes of service and meal code column indicating the classes of service available on that leg of the flight and the meals that are served The meal codes are: B Breakfast K Continental Breakfast L Lunch D Dinner S Snack O Cold Meal H Hot Meal M Meal (non-specific) R Refreshment C Alcoholic Beverages, Complimentary F Food for Purchase P Alcoholic Beverages, for Purchase Y Duty Free Sales Available
EQP 734	Equipment type column and the equipment code
GRND	Ground time column and the ground time at that respective airport, expressed in hours and minutes
EFT 1:00	Elapsed flying time column and the elapsed flying time of each leg of the flight
TTL 1:00	Total flying time column, which includes the elapsed flying times and the ground times

When the airline uses Amadeus to store its operational flight information after departure, the display looks as follows:

DOLH147	* OPERATIONAL FLIGHT INFO *			LH 147	0 MO 17MAR
CITY INFO				HOUR (LOCAL)	
MUC LEFT THE GATE				1337	
TOOK OFF				1346	
ESTIMATED TIME OF ARRIVAL				1424	FRA
FRA AIRCRAFT LANDED				1424	
ARRIVED				1431	
* PLANNED FLIGHT INFO *				LH 147	0 MO 17MAR
APT ARR	DY	DEP	DY CLASS/MEAL	EQP	GRND EFT TTL
MUC	1345	MO	CDHBLGYTW/R	321	1:00
FRA	1445	MO			1:00
COMMENTS-					
1.MUC FRA - ARRIVES TERMINAL 1					
2.MUC FRA - 9/ NON-SMOKING					
CONFIGURATION-					
321 C 182					
>					

The following table describes the additional flight information entries you can make:

Entry	Requests Flight Information
DOQF001/15OCT	For a specific flight and date
DOSK4030/07MAR/ARNCPH	For a specific flight, date and city pair
DO3	From a line number in a PNR, availability, or schedule display

TIMATIC

TIMATIC is a comprehensive travel information system that you can access through Amadeus. TIMATIC offers you information about:

- Visa Requirements
- Health Requirements
- Customs
- Currency
- Geography
- Passport
- Tax

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)
```

You use the Tab key to enter the information in 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.

The following table describes some of the other TIMATIC entries you can make:

Entry	Displays
TIFV	Fill-in template for visa information only
TIFH	Fill-in template for health information only
TINEWS	Current news for TIMATIC users
TIRULES	Updated TIMATIC rules
TIDFT/CDG/CS	Customs information at specific airport
TIDFT/BKK/TX	Airport tax in a specific city
TIRA/NAUS/S4-6	Health and visa information, for a specific nationality, from PNR flight segments
TILCC/ITALY	List of cities in a country
TIRGL	Group in Timatic
TIRGL/SCHS	Specific group from the group list



Exercise

1. What is the access indicator for American Airlines?

2. What are the main two differences between an Availability display and a Schedule display?

3. What is the entry to display all non-participating carrier between Chicago and Detroit on March 01?

4. What is the entry to display an availability display between London and Paris, for the September 20, on British Airways?

5. Where can you find information about the frequency of flight for a given city pair?



Exercise

1. Is it possible to access online help at any time in Amadeus?

2. If your entry was incorrect, what is the entry to access online help for that transaction code?

3. What is the entry to display an alphabetical online help index for the letter C?

4. In what country is the airport code SVO?

5. What is the city code for Milan?

6. What is the chain code for Marriott Hotels?

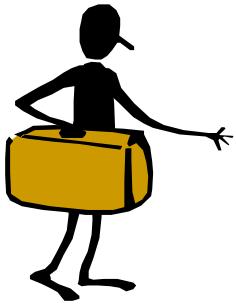
7. What is the minimum connecting time in Amman between domestic flights?

8. What is the local currency code in Chile?

9. What is the name of the state SK in Canada?

10. How many city codes are listed under the country China?

Passenger Name Record (PNR)



A Passenger Name Record (PNR) is a reservations record stored in Amadeus that contains the details for a particular passenger or group of passengers.

A PNR must contain at least one of each of the mandatory elements:

- ☺ **Name Element**
- ✈ **Itinerary Element**
- ☎ **Telephone Contact Element**
- ☒ **Ticketing Arrangement Element**
- ☛ **Received From Element**

The itinerary section of the PNR can contain air, hotel, car or memo segments.

An Amadeus PNR is held in the database up to three days after the last flight segment of the PNR is flown or canceled. Then the PNR is automatically purged from the system.

→ Itinerary Elements (Selling an Air Segment)

The Amadeus system provides you with two methods for selling an air segment. They are:

1. **Short Sell** This method requires you to first display an availability or schedule display before selling. You then sell the air segment using the corresponding line number.
2. **Long Sell** This method requires you to provide all the details of the flight. This includes airline code, flight number, class of service, date, origin and destination cities and the number of seats.

Short Sell

To sell one coach class seat from line three of an availability display, enter:

SS1Y3

System Response:

```
RP/NCE1A0900/
1 AF1070 Y 19DEC 6 CDGLHR HK1      2B 0715 0725 320 0 B
ATTN NEW TEMPO CHALLENGE SVCE/SEE AF INFO PAGE MEDIUM HAUL
SEE RTSVC
>
```

Additional entries you can make are:

Entry	Sells
SS2YM5	2 seats in Y and M class from line 5 of a connecting flight availability display
SS1C1*11	1 seat in C class from lines 1 and 11 of a dual-city pair availability display
SS2V3*K4	2 seats in V class and 2 seats in K class of a dual-city pair availability display

Long Sell

When you know all the details for a specific flight, you can book a seat using a long sell entry. A long sell entry is also called a direct sell entry. The long sell entry does not refer to an availability or schedule display.

To make a long sell entry, enter:

SSLH131C23SEPMUCFRA1

SS Segment sell transaction code
LH131C Airline code, flight number and class of service
23SEP Departure date
MUCFRA Origin and destination airport codes
1 Number of seats requested

System Response:

```
RP/ZRHSR0900/
1 SR 920 C 23SEP 3 ZRHGVA HK1      0830 0915
```

Waitlist Segment

The Amadeus availability displays indicate the availability of different classes on a particular flight. If the class you want to sell has an indicator of **O** or **L**, this indicates that the class is not available, but the waitlist for the flight is open.

You can use either the short sell or long sell entry to request a waitlisted flight. The action code **PE** is used to identify that you wish to waitlist the flight.

The following table describes the entries you can make:

Entry	Sells
SS1Y2/PE	Short sell
SSQF545L13MARBNESYDPE2	Long sell

System Response:

```
RP/NCE1A0900/
 1 QF 545 L 13MAR 4 BNESYD LL2      D 1645 1910 734      0
 SEE RTSVC
>
```

Open Segment

When a passenger does not know the exact time or date of travel, you can enter an open segment in the itinerary. Open segments maintain segment continuity and can be used for pricing and ticketing.

An Amadeus PNR cannot be completely composed of open segments. If the first segment in the PNR is an open segment it must include a date.

Enter the transaction code **SO** to create an open segment.

The following table describes the entries you can make:

Entry	Creates an Open Segment
SOLHCFRAMUC	Without a date
SOLHC5AUGFRA MUC	With a date

System Response:

```
RP/LONLH0900/
 1 LH4043 C 15JUL 5 LHRFRA HK1      0900 1130 AB3 0 M
 2 LHOPEN C   FRAMUC
 3 BA 951 C 30JUL 6 MUCLHR HK1      1535 1630
>
```

Arrival Unknown Segment

An arrival unknown segment is an information segment you enter in the PNR to maintain segment continuity. Arrival unknown means that the method of transportation from the destination of one segment to the origin of the next segment is not known.

You enter the arrival unknown indicator **ARNK** with the segment information transaction code:

Entry	Creates an Arrival Unknown Segment
SIARNK	Without a date
SIARNK8MAY	With a date

System Response:

```
RP/LONAF0900/
1 AF 801 C 19JUN 7 LHRCDG HK1 0600 2 0630 0835 320 0 S
2 ARNK
3 LH 117 C 22JUN 3 MUCFRA HK1 0645 0750 737 0 M
4 IB3106 C 24JUN 5 MADLIS HK1 1220 1330 320 0 S
>
```

The system automatically places the arrival unknown segment at the first point in the itinerary where segment continuity does not exist. If the system cannot determine where to place the **ARNK** segment, it places it at the end of the itinerary.

If your itinerary does not have segment continuity at end transaction, the system displays the warning message:

```
CHECK SEGMENT CONTINUITY
>
```

To file a PNR without segment continuity, you need to make the end transaction entry twice.

Ghost Segment

GK Status Used for Pricing or PNR Itinerary Information

A ghost segment (**GK**) is used for pricing or itinerary information. The information is not sent to the airline.

The following table describes the status codes that you can use and gives you example of the entries.

Code	Explanation	Entry Example
GK	Confirmed	SSBA10S15JULBKKLHRGK1/HGYT7J -or- SS1Y2/GK/HGYT7J
GL	Waitlisted	SSBA10S15JULBKKLHRGL1/HGYT7J -or- SS1Y2/GL/HGYT7J
GN	Requested	SSBA10S15JULBKKLHRGN1/HGYT7J -or- SS1Y2/GN/HGYT7J

Rearranging Segments

You can use the rearrange segment entry in a PNR during creation or after retrieval. You can move segments individually or in a group.

The following table describes the entries you can make:

Entry	Rearranges
RS4,6	An individual segment
RS2,4-5	More than one segment

Elements can only be rearranged within their group. For example, you can rearrange itinerary elements within itinerary elements, but cannot insert an SSR within a group of itinerary elements.

⌚ Name Element

The name element is used to enter the names of the people who are traveling. You enter the **NM** transaction code followed by the number of passengers having the same family name.

The following table describes the entries you can make:

Entry	Explanation
NM1JONES/M MR	Single passenger
NM2JONES/R MR/T MRS	Two passengers with the same family name
NM1JONES/R MR1SMITH/J MR	Two passengers with different family names
NM1JONES/R MSTR(CHD)	Single child passenger
NM1JONES/R MRS(INF/JANE)	An adult passenger with an infant, same family name
NM1GRANT/A MRS(INSMITH/LISA)	An adult passenger with an infant, different family names

System Response:

```
RP/NCE1A0900/  
1.JONES/M MR  
>
```

The system automatically:

- Appends the office identification to the PNR header line
- Numbers the name element
- Begins PNR creation

☎ Telephone Contact Element

The telephone contact element is used to store the telephone numbers of the passenger or passengers in the PNR.

Telephone contacts entered in the PNR, except for the agency's telephone contact, are not sent to the airlines in the itinerary and therefore are entered for the agency's information only.

If you want to send the telephone contact information to the airline you must enter it using an OSI (Other Service Information) element.

You enter the **AP** transaction code followed by the telephone contact information and the type of contact. The following are the indicators you can use:

- **H** Home Contact
- **B** Business Contact
- **A** Travel Agency Contact
- **F** Fax Number

If you make the **AP** entry without any additional information, the system automatically creates a telephone contact element for the travel agency based on the information contained in the agency's profile.

The following table illustrates some of the contact entries you can make:

Entry	Explanation
AP	Agency information from office profile
AP NCE 04 92 49 65 78-H	Home telephone contact in Nice
AP MUC 89 456 234-B	Business contact in Munich
AP LON 181 459 56 56-H/P1	Home contact in London for passenger number one
AP LON 181 456 34 45-B/P3,4	Business contact in London for passengers three and four

☒ Ticketing Arrangement Elements

The ticketing arrangement element is used to indicate the current ticketing.

You enter the **TK** transaction code followed by a ticketing arrangement indicator. If you do not enter a date and/or time, the system defaults to the current date and time. You can also add up to 14 characters of free-flow text to the ticketing arrangement element.

The following table describes the ticketing indicators you can use:

Indicator	Explanation
TL	Ticketing Time Limit The day and time, if applicable, that the PNR will be ticketed. If you use this option, the PNR is placed on the time limit queue (Q8) at the date and time specified.
XL	Automatic Cancellation of Itinerary The system cancels the itinerary when the date in the entry is reached. The cancellation takes place at 00:00 GMT time. If you add a date and time, the cancellation takes place at local time. The date is mandatory, and the TKXL can only be used at PNR creation time. You can modify the information at any time or change the TKXL to another ticketing arrangement. There is no queue placement after a TKXL .
OK	Ticketed The reservation has been ticketed.

The following table illustrates some of the ticketing arrangement entries you can make:

Entry	Explanation
TKTL10DEC	Ticketing time limit for a specific date
TKTL11SEP/1400	Ticketing time limit for a specific date and time
TKTL10JAN/-TEXT	Ticketing time limit for a specific date with free-flow text
TKOK	Ticketed element
TKTL10NOV/P1	Ticketing time limit element for a specific passenger
TKXL12NOV/1800	Automatic cancellation of the itinerary on a specific date and time

Received From Element

The received from element identifies the person making or modifying a reservation. It is free-flow text and you can enter a maximum of 69 characters. During PNR creation, the received from element is displayed as the second line in the PNR. After you end transaction, the received from element is no longer stored on the face of the PNR, but moved to PNR history.

A received from element is required when creating a new PNR or modifying an existing one. To create the received from element, enter:

RF MRMEYER

System Response:

```
RP/NCE1A0900/  
RF MRMEYER  
>
```

Spaces are optional when entering the free-flow text. When the received from element is displayed in the PNR, the system removes all spaces.

End Transaction

When you have entered the five mandatory elements to create a PNR, you must end transaction to file the record in the system.

The table below describes the entries you can make:

Entry	Explanation
ET	Ends transaction and files the PNR
ER	Ends transaction and redisplays the PNR
ETK	Ends transaction, files the PNR and changes the advice codes
ERK	Ends transaction, redisplays the PNR and changes the advice codes

Below is an example of a PNR after end transaction.

```
RP/MADIB0230/  
RF MRSANTIAGO  
1.SANTIAGO/JUAN MR  
2 IB3162 C 23SEP 3 MADLHR HK1 0920 1030 320 0  
3 IB3163 C 25SEP 5 LHRMAD HK1 1145 1445 320 0  
4 AP MAD 4503810-H  
5 TK TL01SEP/MADIB0230  
>ET  
END OF TRANSACTION COMPLETE - CO4ECJ  
>
```

Ignore Transaction

You can ignore a PNR at any time during creation or modification. When you ignore a PNR during creation, all elements are ignored and any flight, hotel or car bookings are returned to inventory.

The table below describes the entries you can make:

Entry	Explanation
IG	Ignores the PNR and all additions or modifications
IR	Ignores the PNR and redisplays the PNR in its original form

System Response:

```
>IG  
IGNORED  
>
```

Combining PNR Elements

The Amadeus System allows you to enter many different PNR elements in a single transaction. You do this by separating each transaction code with a semi-colon (;). For example, you could enter:

NM1SHARP/PMR;SS1Y1;APNCE 04 92 94 56 78-H;TKOK;RFMR SHAW;ET

System Response:

```
>NM1SHARP/PMR;SS1Y1;APNCE 04 92 94 56 78-H;TKOK;RFMR SHAW;ET  
END OF TRANSACTION COMPLETE - 6CVNGR  
2 FF 037 Y 01SEP 2 ORYJFK SS1 S 1110 1310 747 0 LS  
SEE RTSVC  
>
```

The system automatically displays the itinerary information so you can verify the status of the flight segment.

If you want to see the entire PNR, use the **ER** entry instead of **ET**.



Exercise # 01

Please make the following reservation.

Mr. Pierre LaCroix contacts you to make the following reservation.

- He will be traveling business class on all of the flights.
- He would like a morning flight from Karachi (KHI) to Dubai (DXB) on September 12, returning back to Karachi the evening of the 15 of September. He would like to fly Emirates.
- Enter your office telephone number and your contact name.
- His business telephone contact is (021) 87 45 87 34.
- His home telephone contact is (021) 45 67 12 98.
- Please enter a ticketing time limit for September 09.

Enter a received from element, end transaction and enter the record locator here:

Exercise # 02

Please make the following reservation.

- Mrs Rosa Rosario contacts you to make a booking for herself, her 3 year old daughter Lisa and infant Joe, five months.
- She would like to travel from Sydney to London (Heathrow Airport) on September 12 in Y class and return on September 20 in the same class.
- Enter your office telephone number and your contact name.
- Mrs Rosa's home telephone contact is Sydney 3 59 65 23.
- She will purchase her tickets a month before departure.

Enter a received from element, end transaction and enter the record locator here:

Combining PNR Elements

Retrieving a PNR

To retrieve a PNR that has been filed in the Amadeus System, you need either a passenger family name or a record locator.

The following table describes the entries you can make:

Entry	Retrieves
RT/SMITH	A PNR by family name
RT/SMITH/A MR	A PNR by family name, given name and title
RT/SMITH*A	All active PNRs for a specific name
RT/B	A list of PNRs beginning with a specific letter
RT/RT	A more detailed similar name list
RT1	A name from the similar name list
RT0	The last similar name list
RTKHIPK2101-BROWN	A PNR from a branch office
RTZMNQAS	A PNR by record locator

Retrieval within a PNR

When you have a PNR retrieved there are additional retrieval entries you can make. The following table describes these entries:

Entry	Displays
RT	A current retrieved PNR to refresh or from a cleared screen
RTA	Only the air segments
RTG	The general facts
RTN	The name elements
RTP	The passenger information only
RTSVC	The flight service details for a specific flight
RL	The airline(s) record locator(s)

Search by Flight

Amadeus Search by Flight allows you to request a list of PNRs for a specific flight on a specific date.

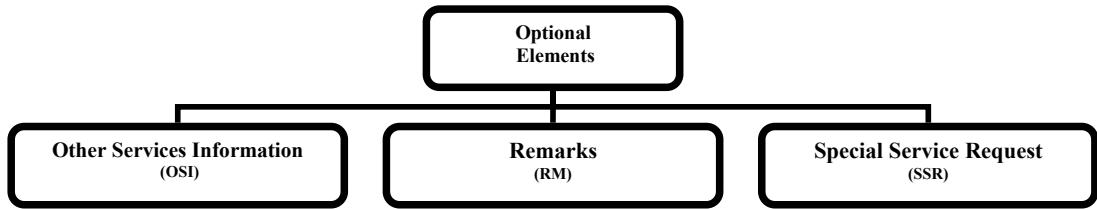
The search process includes PNRs with passive and ghost segments and they may also be performed on flights that have been previously canceled, up to three days following cancellation.

You can display the list on your screen or send it to a printer.

The entries you can make are:

Entry	Explanation
LM/TG933/18AUG	Displays a list of passengers on a specific flight and date
LM/SQ026/19AUG/SINJFK	Displays a list of passengers on a specific flight, date and city pairs
LM/SQ026/19AUG/AMS	Displays PNRs for passengers boarding in a particular city
LM/BA010/19OCT/SYDLHR-D	Displays a list of passengers on a specific flight, date and city pairs
LM/BA010/19OCT/SYDLHR-P	Prints a list of passengers on a specific flight, date and city pairs
LM/BA010/19OCT/SYDLHR-Q	Queues a list of passengers on a specific flight, date and city pairs <i>Note:</i> The system automatically places the PNRs on either queue 25 or 26. If these queues are not activated, the system defaults to queue 0.
LM001	Retrieve a PNR from a search by flight display
LM0	Redisplay the flight search list.

Other / Optional PNR Elements



Other Service Information

The Other Service Information (OSI) element is primarily used to advise airlines personnel of special information to assist in passenger handling.

The other service information element is an information message only and does not require a response from the airline.

You use the transaction code **OS** to enter other service information.

The table below describes some of the entries you can make:

Entry	Explanation
OSBACTCH NCE 04 87 65 67 34-H	To advise a specific airline of a passenger's home telephone contact
OSYYCTCH NCE 04 87 65 67 34-H	To advise all airlines in the itinerary of a passenger's home telephone contact
OSYY1CH/08 YRS/P2	Advise all airlines that a specific passenger is a child and the child's age
OSANTKNO 09036101234555	Advise a specific airline of a ticket number

Here is an example of how another service element appears in a PNR:

```
RP/NCE1A0900/
 1 OSI AF VIP BMW CORP
 >
```

Every new PNR that is created by a travel agency has an **OSI CTCT** element automatically created by the system. This contact element contains the IATA city code, telephone number and agency name.

Remark Elements

Remark elements contain additional comments or information concerning passengers and their reservations.

The Amadeus System provides you with three types of remarks that can be entered in the PNR. They are:



General Remark (**RM**)



Confidential Remark (**RC**)



Itinerary Remark (**RIR**)

General Remark

You use the general remark element to enter remarks in a PNR. Any Amadeus user that has access to the PNR can read the general remarks.

A PNR can contain a maximum of 127 general remarks and each remark can have up to 124 characters.

To create a general remark element, enter:

RM PSGR ADV XNCL PENALTY

System Response:

```
RP/NCE1A0900/  
1 RM PSGR ADV XNCL PENALTY  
>
```

Confidential Remark

You use the confidential remark to enter information that can only be viewed in your office, or other branch offices that can view your PNRs. You can add up to three additional office identifications in your entry.

To create a confidential remark, enter:

RC UNLISTED PHONE PAR 78401838

System Response:

```
RP/NCE1A0900/  
1 RC NCE1A0900/UNLISTED PHONE PAR 78401838  
>
```

Below is an example adding an office identification:

RPCPARAF0203/CONFIDENTIAL TRIP

Itinerary Remark

You use the itinerary remark to enter additional information to be printed on the itinerary.

Itinerary remarks added to the PNR, that are segment associated, appear underneath their associated segment on the itinerary. Unassociated itinerary remarks are printed at the bottom of the itinerary below all of the flight segments.

You use the transaction code RIR followed by free flow text. For example:

RIR FREE LIMOUSINE TRANSFER TO THE HOTEL

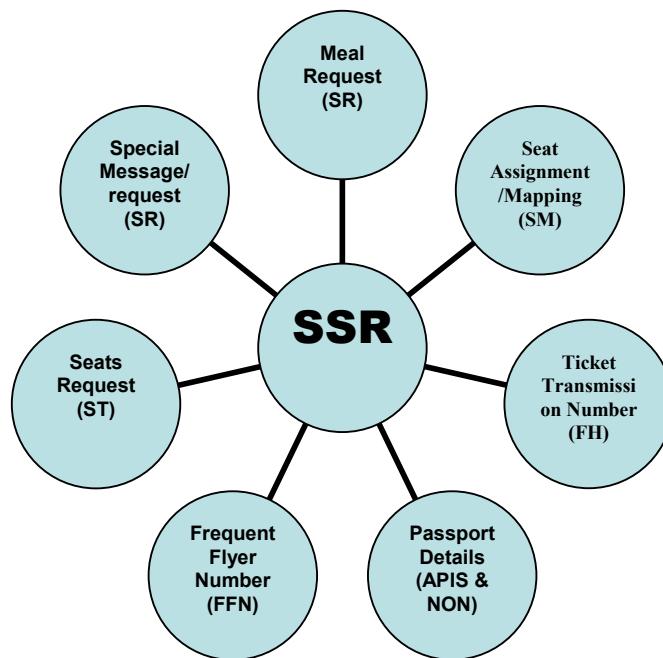
Special Service Request

The Special Service Request (SSR) element is used to request special services for a passenger. The special service request differs from the other service information element as it requires a reply from the airline.

The special service codes used in your entry are four-letter codes that are standard across the travel industry. Most special service codes refer to specific services and do not allow free flow text. Other codes are generic and require free flow text to describe the service.

You use the transaction code **SR** to enter a special service request.

To display a list of the four-letter SSR codes, enter: **HE SR**



1. Meal Request:

HE MEAL

The table below describes some of the entries you can make:

Entry	Explanation
SRVGML	Requests a special meal for all passengers, all flights
SR*VGML	Create a temporary special service request for the generic airline code At end transaction, or when you make a manual SSR explosion entry, all the required individual SSR items are created for the itinerary. If you modify or add a segment to a booking after an SSR explosion has been entered, you need to enter EX to do a manual explosion.
SRBBML/P1	Request a special meal for a specific passenger
SRVGML/S4/P1	Request a special meal for a specific passenger for a specific segment

2. Special Message:

HE SR

The following example illustrates how to enter fee-flow test after the SSR request code:

Entry	Explanation
SRSPML-NO BEEF/P1	Special request for meal
SRBLND-PLS ASSIST/P1	Special request for Blind passenger
SRBSCT/P1	Baby bassinet request
SROTHSXX-IMP PSGR US AMBASSADOR	Entering free-flow text in an SSR XX = Airline code
SRWCHR-OLD AGE/P1	Wheel chair request for passenger number 01 due to old age
SR MAAS-ELEDERLY PERSON/P1	MEET AND ASSIST, Specify Details Such As Elderly Person, Handicapped Passenger or Pregnant Lady

3. Advance Seat:

HE ST

Through the Amadeus System you can request and confirm an advance seat assignment for a passenger.

Each airline has a time limit in which advance seat requests are possible. Conditions vary from airline to airline. Check AIS (**GG AIR**) for the specific procedure for each airline.

You can also request seat maps for Amadeus Access Airlines and airlines that have an advance seat agreement with Amadeus.

There are two types of seat assignment requests. They are:

1. Seat Wish
2. Seat Request

Seat Wish

You use the seat wish when the passenger does not want to reserve a specific seat, but would like to indicate a preference. It can also be used when you cannot obtain a specific seat number for a passenger.

The following table describes the seat wish request indicators:

Indicator	Requests
NSST	Non-smoking seat
SMST	Smoking seat
RQST	Specific seat number (include seat number in entry)
NSSA	Non-smoking aisle seat
SMSA	Smoking aisle seat
NSSB	Non-smoking bulkhead seat
SMSB	Smoking bulkhead seat
NSSW	Non-smoking window seat
SMSW	Smoking window seat

The following table describes some of the entries you can make:

Entry	Requests
ST/NSST	Non-smoking seats for all passengers and all segments
ST/NSSW/P1	Non-smoking seat for a specific passenger and all flight segments
ST/NSST/P1/S4	Non-smoking seat for a specific passenger and segment

Seat Request

The recommended way to request an advance seat assignment is to let the system make the selection for you. The basic Advance Seat Request (ASR) entry automatically requests a non-smoking seat.

To request a seat, enter:

ST

System Response:

```
RP/MADIB0700/  
RF MRCASTELLANO  
1. CASTELLANO/JOSE MR  
2 IB3162 C 30AUG 7 MADLHR HK1      0920 1030    320    0  
3 SSR NSST IB HK1 MADLHR/03A,P1/s2  
>
```

You can specify additional options in your entry to further define the seat request. The following table describes the options you can enter.

Option	Requests	Option	Requests
/A	Aisle Seat	/I	Passenger with an Infant
/B	Bulkhead Seat	/M	Medically Approved
/C	Crib	/U	Unaccompanied Minor Seat
/H	Handicapped Passenger Seat	/W	Window Seat

The table below describes some of the entries you can make:

Entry	Requests
ST/P1	Non-smoking seat, all segments for passenger one
ST/S/S3	Smoking seat, all passengers for segment three
ST/A/S4/P2	Non-smoking aisle seat on segment four for passenger two

You can request a specific seat number. The following table describes the entries you can make:

Entry	Requests
ST/2A	Specific seat number
ST/2A/S2	Specific seat number and segment association
ST/2A-D	Range of seat numbers
ST/2ABCD	Range of seat numbers
ST/4K/6K	More than one specific seat number
ST/12A-5/S5	Multiple seats in adjacent columns of the same row
ST/12ABCD/S5	Multiple seats in adjacent columns of the same row

4. Seat Maps

HE SM

You can request seat maps from a PNR, from an availability or schedule display or with all the flight information.

Seat maps can appear in two formats. They can be in the Amadeus format for Amadeus airlines or for non-Amadeus airlines, in the format that is received from the airline.

The table below describes the entries you can make to request a seat map:

Entry	Requests a Seat Map
SM3	From a booked flight segment
SM/4	From an availability or schedule display
SMLH131/C/19AUGMUCFRA	Using all the flight information

Below is an example of an Amadeus airline seat map:

```

SM AF 0006/Y/19SEP CDGJFK
SM AF 006 Y 19SEP CDGJFK          741
Y
1   2           3           4           5
789012 5678 9012345 0123456789012345
E     >>      E
L   I/+ /+ /+++/+ /+++/+ /+++/+ //FF---+-I/I-
K   +/+/+ /+++. /+++++/ //FF---+----+
J   +/+/+ /+++/+ /+++/+ //FFUUU+-+
K   L       K
H   /++/+/ /+ /+ ./. / -//FFFF///-
G   /+ ./+ /- /+ ./. / -//FFFF///-
F   /-+/+ /- /++/./ -//FFFF///-
E   /H/+ /- /- /++/+/ -//FFFF///H
K   L       K
C   +/+/+ /+++/+ /+++/+ FF//FUUUU-
B   -/+ /+ /+++/+ /+++/+ /FF//F-----+
A   I/+ /+ /+++/+ /+++/+ /FF//F---I-I-I-
. 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 TOILET  U UMNR
( ) SMOKING    D DEPORTEE  UP UP DECK  Z NO FILM  I INFANT
) >

```

Below is an example of a non-Amadeus airline seat map:

```

** BA - BRITISH AIRWAYS **
01 BA0117 13JAN99 74L SEATPLAN FOR LHR-JFK * CON 14/64/298
----- *TOILETS* -----
      EXIT          FILM          EXIT
NFLM N ... . CRW      COT COT      CRW ... . N NFLM
NFLM N ... . . . . . . . . . . . . . . . . . . N NFLM
WING N ... . . . . . . . . . . . . . . . . . . N WING
NWDW N ... . . . . . . . . . . . . . . . . . . N NWDW
WING N ... . . . . . . . . . . . . . . . . . . N WING
WING N ... . . . . . . . . . . . . . . . . . . N WING
WCHR N ... . . . . . . . . . . . . . . . . . . N WCHR
WING N ... . . . . . . . . . . . . . . . . . . N WING
WING N ... . . . . . . . . . . . . . . . . . . N WING
WING N 35A 35B 35C 35D 35E 35F 35G 35H 35J 35K N WING
WING N 36A 36B 36C 36D 36E 36F 36G 36H 36J 36K N WING
WING N ... . . . . . . . . . . . . . . . . . . N WING
N 38A 38B 38C 38D 38E 38F 38G 38H 38J 38K N WING
N 39A 39B W/ROBE CREW REST N
DOOR        GALLEY DOOR
>

```

5. Frequent Flyer:

HE FFN

Many airlines offer frequent flyer programs to passengers who travel often on their airline. These programs vary from airline to airline, each offering special features to their frequent flyers.

There are four frequent flyer transaction codes:

Entry	Explanation
FFD	Displays the name from the frequent flyer database
FFN	Creates an SSR element in the PNR, for mileage accrual
FFA	Creates the name and an SSR element in the PNR, for mileage accrual <i>Note:</i> This entry is valid only for airlines who maintain their frequent flyer database in Amadeus.
FFR	Creates an SSR element in the PNR, for a redemption journey

The table below describes the entries you can make

Entry	Explanation
FFDTG-ZD20423	Displays the passenger name information for a specific airline frequent flyer number.
FFALH-765467	Creates the name and SRFQTV element using the passenger's frequent flyer number.
FFNQF-0527984	Creates the SRFQTV element for an airline that maintains its frequent flyer database in Amadeus.
FFNQF-0527984/P1	Creates the SRFQTV element, for an airline that maintains its frequent flyer database in Amadeus, for a specific passenger.
FFNAF-1990901462,UA	Creates the SRFQTV element for a passenger when the passenger is using an airline that has a frequent flyer agreement with another airline.
SRFQTVKL-KLFREE-FLOW TEXT/P1	Create Manual Frequent Flyer SSR Element to Accrue Mileage

Below is an example of the **SRFQTV** element in a PNR:

```
RP/NCE1A0900/
1.NGUYEN/JAMES MR
2 *SSR FQTV AF HK/ AF1990901462/3
>
```

6. Passport Information:

HE APIS

SSR For Passport Information (Non-Apis)

To create an SSR containing NON-APIS passport information (SR PSPT), you must use the approved IATA format.

SRPSPT BAHK1-123456-GB-24FEB45-LEWIS/EDWARD MR-M-H.FREETEXT/P1

SR	TRANSACTION CODE (MANDATORY)
PSPT	SSR CODE (MANDATORY)
BA	AIRLINE CODE WHERE MESSAGE TO BE SENT MANDATORY)
HK	ACTION CODE (HK ONLY) (MANDATORY)
1	NUMBER OF SERVICES REQUESTED (MANDATORY)
-123456	DASH, PASSPORT NUMBER (MANDATORY)
-GB	DASH, COUNTRY CODE (MANDATORY)
-24FEB45	DATE OF BIRTH (MANDATORY)
-LEWIS/EDW...	DASH, FULL NAME OF PASSENGER (MANDATORY)
-M	DASH, GENDER INDICATOR (MANDATORY - M FOR MALE, F FOR FEMALE, MI FOR MALE INFANT, FI FOR FEMALE INFANT)
-H	DASH, PASSPORT HOLDER INDICATOR MANDATORY IF THE PASSENGER IS THE PASSPORT HOLDER)
.FREETEXT	PERIOD, FREE-FLOW TEXT (OPTIONAL)
/P1	PASSENGER ASSOCIATION (MANDATORY)

APIS New SSR DOCS/DOCO/DOCA

Currently the US, Canadian and certain other customs API (Advanced Passenger Information) programs require airlines to submit Passport, Visa and flight information to customs. Today, this can be handled in the PNR with the SSR PSPT. The rest of the information can be collected by the airlines at check-in time.

However, US customs has also requested airlines to send additional data, including destination address in the US, and additional information concerning travel documents. In order to support these additional APIS data requirements within reservation systems an IATA industry standard has defined 3 new SSRS (**DOCS, DOCO, and DOCA**).

The three new SSR elements **DOCS, DOCO AND DOCA** will passenger associated (mandatory) and optionally segment associated. The SSR transmission to the airline will follow the approved industry (AIRIMP) formats:

DOCS - for primary travel document information (e.g. passport, national ID card)
the passport information for the first passenger:

SRDOCS BA HK1-P-GBR-012345678-GBR-30JUN73-M-14APR09-JOHNSON-SIMON-PAUL-H/P1/S3

SR	TRANSACTION CODE (MANDATORY)
DOCS	SSR CODE FOR APIS PRIMARY TRAVEL DOCUMENT
BA	AIRLINE CODE WHERE MESSAGE TO BE SENT
HK	ACTION CODE (HK ONLY) (MANDATORY)
1	NUMBER OF SERVICES REQUESTED (MANDATORY)
-P	P FOR PASSENGER PASSPORT
-GBR	DASH, USE THE 3-LETTER AIRIMP COUNTRY CODE
-012345678	DASH, TRAVEL DOCUMENT NUMBER (*)
-GBR	DASH, PASSENGER NATIONALITY IN THE 3 LETTER COUNTRY CODE
-30JUN73	DASH, DATE OF BIRTH IN DDMMYY-FORMAT (*)
-M	DASH, GENDER (*)-M FOR MALE,F FOR FEMALE,MI & FI FOR INFANT
-14APR09	DASH, TRAVEL DOCUMENT EXPIRY DATE (*)
-JOHNSON	DASH, TRAVEL DOCUMENT SURNAME (*)
-SIMON	DASH, TRAVEL DOCUMENT FIRST GIVEN NAME (*)
-PAUL	DASH, TRAVEL DOCUMENT SECOND NAME
-H	DASH, PASSPORT HOLDER
/P1	PASSENGER ASSOCIATION
/S3	SEGMENT ASSOCIATION (OPTIONAL)

DOC0 - for secondary travel document information e.g. visa information for the first adult, not precising the issue date and the country in which it applies:

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

SR	TRANSACTION CODE (MANDATORY)
DOCO	SSR CODE (MANDATORY)
BA	AIRLINE CODE
HK	ACTION CODE (HK ONLY) (MANDATORY)
1	NUMBER OF SERVICES REQUESTED (MANDATORY)
-MANCHESTER GBR	DASH, PASSENGER PLACE OF BIRTH
-V	DASH, TRAVEL DOCUMENT VISA DATA V ONLY)
-17317323	DASH, VISA NUMBER
-LONDON GBR	DASH, VISA PLACE OF ISSUE
-18JUN04	DASH, VISA ISSUE DATE IN DDMMYY-FORMAT
-USA	DASH, COUNTRY/STATE WHERE THE VISA APPLIES
-I	DASH, INFANT INDICATOR
/P1	PASSENGER ASSOCIATION
/S3	SEGMENT ASSOCIATION (OPTIONAL)

DOCA - for passenger address information (either residence or destination address depending on particular customs requirement)

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

SR	TRANSACTION CODE (MANDATORY)
DOCA	SSR CODE (MANDATORY)
BA	AIRLINE CODE WHERE MESSAGE TO BE SENT
HK	ACTION CODE (HK ONLY) (MANDATORY)
1	NUMBER OF SERVICES REQUESTED (MANDATORY)
-D	TYPE OF ADDRESS (*) - D FOR DESTINATION, R FOR RESIDENCE
-USA	DASH, COUNTRY (*)- USE THE THREE-LETTER AIRIMP COUNTRY CODE FORMAT
-301 PARK AVENUE	DASH, ADDRESS DETAILS (OPTIONAL)
-NEW YORK	DASH, CITY (*)
-NY	DASH, STATE/PROVINCE/COUNTRY
-10022	DASH, ZIP CODE/POSTAL CODE (OPTIONAL)
-I	DASH, INFANT INDICATOR (MANDATORY FOR INFANTS NOT OCCUPYING A SEAT)
/P1	PASSENGER ASSOCIATION (MANDATORY FOR A MULTI-PASSENGER PNR)
/S3	SEGMENT ASSOCIATION (OPTIONAL)

For a list of the three-letter country codes, please enter
GGCOUNTRYCODE

The above three new SSR will be implemented as bilateral SSR and therefore will not be supported by all airlines. Please enter **GGAPIS** to view the list of airlines supporting those SSR in Amadeus.

For further information please refer to **HEAPIS** and **GGAPIS**. You may also contact Amadeus office for any assistance in this regard.

7. Manual Ticket Number:

HE FH

The manual ticket number (FH) entry is necessary for either of the following reasons:

- Ticket has not been issued by the system automatically.
- Ticket has been issued automatically but you to reenter ticket number.

Entry	Explanation
FH 176-4401123456/P1	Basic Entry with the passenger association
FH176-4401123456-57/P1	Conjunction Number
FH176-44011234560	Check digit number
FH176-44011234560-571	Conjunction ticket with the check digit number
FH INF 176-4401123879	Passenger type entry (for INFANT)
FH 176-4401123567/S2-7/P1	Passenger associations
SR OTHS PR - TKNA 217-4408482192-93	Manual Ticket number entry for (PR) Philippine Airlines only.
SR OTHS AT - TKNM 217-4401123456	Manual Ticket number entry for (AT) Royal Air Maroc only.

Address Elements

The address elements are used to enter the different types of address information in the PNR for the passenger.

There are two types of address elements:

Transaction Code	Explanation
AB	Address Billing AM MR SVEN HANSEN,HOLBERGSGATEN 30,0166 OSLO 1
AM	Address Mailing AB IBM CORP,4 ARLINGTON RD,LONDON,NW1 4JX

Option Element

You use the option element to place a newly created or retrieved PNR on the option queue, in a specific office and/or for a specific date. You can queue a PNR to any office that has authority to retrieve it.

To create an option element, enter:

OP22SEP,30SEP/SEE RMKS

System Response:

```
RP/NCE1A0900/
 1 OP NCE1A0900/22SEP/SEE RMKS
 2 OP NCE1A0900/30SEP/SEE RMKS
>
```

You can enter up to three dates in your entry. The system automatically adds the office identification associated to your terminal.

When you want to place the PNR on the option queue, in an office other than the one associated to your terminal, enter:

OPMADIB0230/15DEC/SEND BROCHURE

System Response:

```
RP/NCE1A0900/
 1 OP MADIB0230/15DEC/SEND BROCHURE
>
```

You can also specify a different queue and category, if you do not want the PNR to default to the option queue. For example, enter:

OP14FEB/20C2



Exercise

Mr. Fritz Mueller contacts you to make a reservation for himself.

March 16, Sydney to Bangkok

March 28, Bangkok to Sydney

April 13, Sydney to Dubai

April 15, Dubai to Karachi

Now, add the following information:

- Enter your office telephone number
- Enter his business telephone number in Bangkok (No of your choice).
- Enter information to airline that passenger is VIP belongs to American Embassy.
- Enter Remarks that ticket must be delivered 2 days prior to departure at mailing address
- Enter his mailing address in Sydney
- Book an Non Smoking Aisle seats on all segments.
- Book an Asian Vegetarian meal on all segments.
- Set up a time limit for 06th March.

Enter a received from element, end transaction, and enter the record locator here:

_____.



Exercise

1. How many mandatory elements are required to end transaction on a PNR?

2. How would you send an airline a passenger's telephone contact?

3. If you enter a TKTL ticketing arrangement, is it automatically placed on queue?

4. Once you end transaction, where is the received from information stored?

5. What is the entry to end transaction, confirm all the advice codes and redisplay the PNR?

6. What is the entry to display the other airline record locators?

7. What is the difference between another service information element and a special service request?

8. What is the entry to request Baby Bassinet for infant traveling with passenger number 01?

9. What is the entry to request a seat map from flight segment number four in a PNR?

10. What is the entry to request seat 12A for all the flights in the itinerary?

Modifying a PNR



You can modify or cancel existing PNR elements. When you modify a PNR, the system transfers the original elements to PNR history at end transaction.

When making any modification, you must enter a received from element before end transaction.

Every time a PNR is modified, the PNR header line reflects the date and time the modification was made.

The PNR elements are numbered sequentially beginning at number one. This allows you to cancel or modify any element easily. For example:

```
RP/FRA1A0900/FRA1A0900          WG/SU 20AUG98/1453Z K62GN7
1 WALLACE/RENEE MS
2 LH4644 C 19SEP 6 FRALHR HK1 0655 1 0725 0800 *1A/
3 LH4579 C 25SEP 5 LHRFFRA HK1 1105 2 1135 1405 *1A/
4 AP FRA 069 2765 786 - ABC TRAVEL - A
5 AP FRA 069 2554 789-H
6 AP FRA 069 2554 600-B
7 TK TL20AUG/NCE1A0900
8 SSR FQTV LH HK/ LH675645
9 SSR VGML LH HN1/S2
10 SSR VGML LH HN1/S3
11 OSI LH CTCH 069 2554 789
>
```

Canceling PNR Elements

When you cancel an existing PNR element, the system automatically transfers the information to PNR history.

You use the transaction code **XE** to cancel.

The following table describes the entries you can make:

Entry	Cancels
XE3	Individual element
XE5,6	Individual elements in the same category, separated by a comma
XE3-6	A range of elements in the same category, separated by a dash
XE3,5,8-12	A combination of individual and a range of elements in the same category

Some points to remember when canceling PNR elements:

- The system automatically cancels any SSR elements that are associated to the segment or name being canceled.
- When canceling SSR requests, the system automatically changes the status code to **XX**.
- You must cancel OSI elements that no longer apply to the canceled segments.
- When canceling a range of elements, you must enter the element numbers in ascending order.

To cancel the entire itinerary using one entry, enter:

XI

Modifying PNR Elements

To modify PNR elements, you use the element number from the PNR as the reference.

When you are changing segments or special service requests, you need to know what the following advice and status codes indicate.

The following table describes the advise codes you can see in a segment or a special service request;

Code	Explanation	Action Required
KK	Confirming	Change element to HK
KL	Confirming from waitlist	Change element to HK
LK	Link confirmed (Direct Access)	Automatically changes to HK after end transaction
SS	Sold (non last seat availability)	Automatically changes to HK after end transaction
TK	Time change in confirmed segment	Change element to HK
TL	Time change in a waitlisted segment	Change element to HL
UC	Unable to confirm waitlist closed	Delete element (DL entry)
US	Unable to accept sale – have waitlisted	Change element to HL
UU	Unable to confirm have waitlisted	Change element to HL
UN	Unable – does not operate	Delete element (DL entry)

The following table describes the status codes:

Code	Explanation
HK	Holding Confirmed
HL	Holding Waitlist
HN	Holding Need (have requested)

The following table describes some of the entries you can make to modify a PNR:

Entry	Explanation
5/NCE 04 92 94 56 78-H	Change a telephone contact element
6/OK	Change a ticketing element to ticketed
7/TK12DEC	Change a ticketing element to a new time limit
2/ALBERTS/H MR	Change a name
2/B MR	Change a name to a new initial
2/(CHD)	Add a child status to a specific name element
3/2	Increase or decrease the number of booked seats <i>Note:</i> This can only be done on a PNR during creation and prior to end transaction.
3/HK	Change the status code of a flight segment
3/RR	Reconfirm a flight segment
5/090013000	Change the times on a flight segment
5/P1	Add or change passenger association for a PNR element
3/P	Delete passenger association
5/S3	Add or change segment association
5/S	Delete segment association
DL7	Delete an inactive segment
RS2,4-5	Rearrange flight segments in an itinerary

Updating a Name

You can update an existing name field in a PNR. When you update a name, the system retains all passenger-associated elements.

The following table explains the name update entries:

Entry	Updates
NU2/1SMITH/HANS MR	The family name, given name and retains passenger association
NU3/JANE MRS	The given name and retains passenger association

Rebooking a Segment

You can rebook existing segments in a PNR to change:

- A class of service in one or more segments
- A date in one or more segments
- A combination of both class and date

You can use these entries while creating a PNR or from a retrieved PNR.

You cannot make changes to open segments, information segments, non-participating airline segments, memo segments, group PNRs and passive segments

The **SB** (Should Be) entry follows the same booking guidelines with respect to Amadeus Access Sell and Direct Access links when generating the segment sell message, that it does when duplicating a PNR.

This entry cancels the existing segments and resells the segments using the new information. If the class of service and/or date is not available, the system automatically displays a warning message and an availability display.

The system automatically deletes all elements that were segment associated to the segment(s) being changed.

The following table describes the entries:

Entry	Changes
SBY	Booking class on all segments
SBC2	Booking class on a specific segment
SBC2,5	Booking class on individual segments
SBY3-6	Booking class on a range of segments
SBY2/C4/M5	Booking class on various segments
SB19JUN	Date on all segments
SB18AUG4	Date on a specific segment
SB14MAY2,4	Date on individual segments
SB18APR3-5	Date on a range of segments
SB3AUG2/4AUG3	Dates on various segments
SBY10JUN	Booking class and date on all segments
SBF19DEC4	Booking class and date for a specific segment

Splitting a PNR

Once you have created a PNR and one of the passengers would like to change their itinerary, you need to split that passenger into their own PNR.

Here are the PNR split entries you can make:

Entry	Splits
SP3	One name from a retrieved PNR
SP1,3,5	Individual names from a retrieved PNR
SP3-6	A range of names from a retrieved PNR
SP1,3,5-8	Individual and a range of names from a retrieved PNR

The system automatically:

- Transfers all PNR elements that are passenger associated to the passengers being split.
- Duplicates all elements that are not passenger associated or contain status or advice codes.

After you make the split transaction, the system response is a new PNR for the name element numbers in the entry. The system tags this PNR as the - **ASSOCIATE PNR**. Two entries are required to file the associate PNR. They are:

- Received from
- End and file the record

To end and file the record, enter:

EF

The system automatically files the associate PNR and displays the original PNR which it tags the -**PARENT PNR**. To file the parent PNR, you must enter a received from element and end transaction.

Here is the procedure to split a PNR:

1. Retrieve the PNR to be split (**SP1**)
2. Split the required name field (**RF AGT**)
3. Enter a received from element and end transaction and file the associate PNR. (**EF than RF AGT**)
4. From the parent PNR, enter a received from element and end transaction (**ET**).

PNR History

PNR history records the creation, additions, modifications, cancellations and deletions that are subsequently made to a PNR. The system updates the PNR history of each end transaction.

PNR history consists of a list of numbered elements. The number associated to each element indicates when that action was performed.

Actions associated with the creation of a PNR are numbered 000, actions for the first modification are number 001, from the second 002 and so on. Each retrieval and modification is called a 'step'.

When an element is modified, canceled or deleted, it appears in history with two numbers. The first number indicates the step that the data was originally entered in the PNR. The second number indicates when the modification, cancellation or deletion was made. Every time a modification is made the system automatically records the agent sign, duty code, and the date and time the modification was made.

The following table describes the entries you can make:

Entry	Requests
RH	History for a retrieved PNR
RHS3	History for a specific segment

Here is an example of PNR history:

```
RP/PARAF0800/PARAF0800          WG/SU 18MAR9x/0818Z   LBU75T
    000 ON/RAVEL/MAURICE MR
    000 OS/AF1114 C 15MAY 4 CDGMAD LK1 1000 1200/NN *1A/
    000 OS/AF1123 C 29MAY 4 MADCDG LK1 0720 0920/NN *1A/
    000 RF- CR-PARAF0800 SU 6434WG 18MAR/0802Z
    000/001 XS/AF1123 C 29MAY 4 MADCDG HK1 0720 0920/NN *1A/
    001 RF-P CR-PARAF0800 SU 6434WG 18MAR/0812Z
    000/002 CP/AP PAR 45 78 45 89-H
    000/002 AP/AP PAR 33 89 45 01-H
    002 RF-MRRAVEL CR-PARAF0800 SU 6434WG 18MAR/0818Z
    003 SA/SSR VGMIAFNN1/AF1114 C 15MAY CDGMAD
    003 RF-MRRAVEL CR-PARAF0800 SU 6434WG 18MAR/0818Z
>
```

History Options

You can display specific elements of PNR history. The following table describes the option codes that you can add to the **RH** transaction code:

Indicator	Displays
RHA	Air Elements
RHC	Car Elements
RHE	PNR Security Elements
RHFR	Historical Fare Record
RHG	OSI, SSR, RM, RC, AM, AB Elements
RHH	Hotel Elements
RHJ	Telephone Elements
RHK	Ticketing Elements
RHN	Name Elements
RHO	Option Elements
RHP	Passenger Data (Telephone, Ticketing, Remark Elements)
RHR	General and Confidential Remark Elements
RHT	Tour Elements
RHX	Non-Air Elements
RHZ	Rail Elements

History Codes

Here is a list of history codes that identify the actions taken during PNR creation or modification:

Code	Identifies
AB	Added billing address
AE	Added PNR security element
AF	Added fare element
AI	Added identification or passenger type code in the name element
AM	Added mailing address element
AN	Added name element
AO	Added option element
AP	Added phone element
AR	Added general/confidential remark element
AS	Added element containing status code (except SSR)
AT	Added ticketing arrangement element
CB	Changed billing address element
CF	Changed fare element
CI	Changed identification or passenger type code in the name element
CM	Changed mailing address element
CN	Changed name element
CO	Changed option element
CP	Changed contact element
CR	Changed remark element
CS	Changed status code
CT	Changed ticketing arrangement element
CW	Changed waitlist priority
DL	Deleted element

History codes continued:

Code	Identifies
NT	Names transmitted (groups only)
OA	Added OSI element
OC	Changed OSI element
ON	Original name element
OS	Original segment
OX	Canceled OSI element
QA	Queue update, automatic
QU	Queue update, manual
RP	Changed responsible office
SA	Added SSR element
SP	Split party
SX	Canceled SSR element
TC	Time change
XB	Canceled billing address element
XE	Canceled PNR security element
XF	Canceled fare element
XM	Canceled mailing address element
XN	Canceled name element
XO	Canceled option element
XP	Canceled phone element
XR	Canceled general/confidential remark element
XS	Canceled element containing status code (except SSR)

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Amadeus Advance Functionality



Unaccompanied Minor

Unaccompanied minors require special handling when traveling. You cannot include any other passenger type in the same PNR with an unaccompanied minor. The identifier **UM** and the minor's age is added to the end of a short or long sell entry.

Short sell: **SS1C3/UM5**

Long sell: **SSBA2464C19JUNLGWMADUM1/5**

The system automatically enters the SSR element for the unaccompanied minor.

When there is more than one unaccompanied minor in the same PNR, you must separate their ages with a comma (,).

Short sell: **SS2C3/UM5,7**

Long sell: **SSLH118C18JULFRAMUCUM2/5,7**

When entering the name element for an unaccompanied minor, do not include the passenger type **CHD** in your entry. If you attempt to enter another passenger type in an unaccompanied minor PNR, the system displays the warning message:

ACTION CODE NOT COMBINABLE

>

Non-Homogeneous PNR

Amadeus has a unique feature called non-homogeneous PNR, which allows you to create a PNR where the passengers can be traveling on different dates or different flights.

A non-homogeneous condition occurs when:

- The number of seats in the air segment is not equal to the number of passenger names.
- The number of seats booked within the air segments is not equal.

A non-homogeneous condition can be created intentionally to accommodate passengers who do not want to share the same itinerary. For example, a family wants to travel together on the same outbound flight, but wants to return on different flights and dates. When the reservations are made for different return journeys, the PNR enters a non-homogeneous condition.

A non-homogenous condition is temporary and remains until you perform an end transaction. At end transaction, the system automatically splits the original PNR and creates a separate PNR for each passenger that shares the same itinerary. Record locators for these PNRs are displayed in a AXR record at end transaction.

To retrieve AXR records from a PNR, you enter **RTAXR**. You can also view the AXR PNRs merged together by using the **RV** entry from one of the PNRs.

Before you end transaction, you must passenger associate each segment containing fewer be included in the segment sell entry or added to existing segments.

Here is an example of a non-homogeneous PNR.

*** NHP ***									
RP/NYC1A0900/									
RF JORDAN									
1.JORDAN/BERT MR 2.LEWIS/ARTHUS MR									
3 CO 015 J 19SEP 6 EWRHNL HK2	C 0810 1245 D10 0 BS								
SEE RTSVC									
4 CO 014 J 25SEP 5 HNLEWR HK1	M 1910 1025+1 D10 0 DS								
/P1									
SEE RTSVC									
5 CO 014 J 27SEP 7 HNLEWR HK1	M 1910 1025+1 D10 0 DS								
/P2									
SEE RTSVC									
6 AP NYC 215 679 4598 - HAPPY TRAVEL - A									
7 AP NYC 215 678 1000-B									
8 TK TL21AUG/NYC1A0900									
9 OSI CO CTCB 215 678 1000-B									
>									

Here is an example of an AXR record:

AXR FOR PNR: 1.JORDAN/BERT - 1 >	***NHP*** 21AUG 1102 6LY2R7 2.LEWIS/ARTHUS- 1 6LY2SB
--	---

Copying a PNR

The copy PNR function allows you to copy information from an existing PNR to a new PNR. The system copies all air segments, non-associated phone contact elements, non-associated ticketing elements (except **TKTL**, **TKXL**, **TKPT**), general remarks and some fare elements.

The table below describes the entries you can make:

Entry	Copies
RRA	Information and cross references the PNRs <i>Note:</i> This creates an AXR record and you can use the entries RTAXR and RV .
RRN	Information but does not cross reference the PNRs
RRP	Passenger data information only
RRI	Itinerary information only
RRN/DP3	Information plus three days for the date
RRN/DM4	Information minus four days for the date
RRN/3	Information increasing or decreasing the number of
RRN/CY	Information changing the class of service

Creating a Group PNR

To create a group PNR in Amadeus, you must use a special name element called a group name, and a group segment sell transaction, as well as a group fare element. The remaining mandatory PNR elements are identical to the ones you use when creating a non-group PNR.

Five important points to remember when creating a group PNR are:

1. You can create it for a maximum of 99 passengers.
2. You can enter the PNR elements in any order.
3. You can only change a group name element prior to end transaction.
4. You can enter individual names before or after end transaction.
5. All group PNRs appear on queue 87.

To enter a group name:

NG15EUROPE TOUR

Group Sell

When making a group sell transaction, you must include a special action code. The action codes you can enter are:

- SG Sell Group
- PG Waitlist Group

The short sell segment entry is: **SS15G3/SG**

Group SSR Element

In addition to the mandatory PNR elements, you must enter a group fare SSR element. This SSR element indicates the type of group fare being used. The entry is:

SRGRPF-GV15

Non-Homogeneous Condition

When a group PNR contains a non-homogeneous condition, you must enter a **NONAME** element. This name element provides you with the ability to passenger associate the segment that created the non-homogeneous condition.

The partial PNR below illustrates the **NONAME** entry. The number of seats booked in segment one (20) is unequal to the number of seats booked in segment two (15):

```
*** NHP ***
RP/NCE1A0900/
0. 20TRAININGTEAM NM: 0
    1 BA 175 J 19OCT 3 LHRJFK HN20      4 1100 1340    747   0 M
    2 BA 178 J 26OCT 3 JFKLHR HN15      BA 1030 2110    744   0 M
>
```

To create the **NONAME** element for segment two, enter: **NP15**

System Response:

```
*** NHP ***
RP/NCE1A0900/
0. 20TRAININGTEAM NM: 0
    1.15NONAME
    2 BA 175 J 19OCT 3 LHRJFK HN20      4 1100 1340    747   0 M
    3 BA 178 J 26OCT 3 JFKLHR HN15      BA 1030 2110    744   0 M
>
```

- To create several **NONAME** elements, enter: **NP2,3,5**
- The **NONAME** element provides the name element number to passenger associate segment three: **3/P1**
- After end transaction, the PNR is divided into two homogeneous PNRs and the **NONAME** element is removed from the PNR.
- To cancel all **NONAME** elements, enter: **NP0**

Deleting Names

In a group PNR, you can delete a passenger name without reducing the number of seats booked in the air segment. The individual name counter is decreased and the unassigned name counter is increased.

When you delete a name, it is removed from the name element, and any associated OSI or SSR elements are automatically canceled by the system.

To delete a name, without reducing the space, enter: **1G**

To delete several names, without reducing space, enter: **1-4/7G**

You separate a range of names with a dash (-) and individual names with a slash (/).

Cancelling Names

You must cancel unassigned names and individual names separately.

For unassigned names, enter: **XE0.10**

To cancel an assigned name, enter: **XE2**

Splitting Names in a Group PNR

The process for splitting names in a group PNR is the same as for a regular PNR. You can split a group PNR for unassigned names or for a combination of unassigned and assigned names. The following table explains the entries:

Entry	Splits
SP0.10	Unassigned names
SP1,3	Assigned names
SP0.5,3-5	Both unassigned and assigned names

When splitting individual names, you must make the **RTN** entry to obtain the specific name element numbers.

The same entries to finish the split process for a regular PNR apply to a group PNR. For example, the original group booking was for 20 people on the London Tour. Five unassigned names were split from the group. If you enter **RTN** entry the system response is as follows:

```
RP/FRALH0980/
0. 13LONDONTOUR NM: 2
BKD:20 CNL: 0 SPL: 5
1.HERNANDEX/LEWIS MR 2.ROMOER/ARTHUR MR
>
```

The response indicates:

- The total number of the group in this PNR is 15. Thirteen unassigned names (**13LONDONTOUR**) and two assigned names (**NM: 2**).
- The original number of passengers booked was 20 (**BKD:20**).
- No names have been canceled (**CNL: 0**).
- Five names have been split (**SPL: 5**).

An asterisk (*) following the booked indicator indicates that the seats have been split from a parent PNR

```
RP/FRALH0980/
0. 5LONDONTOUR NM: 0
BKD: 5* CNL: 0 SPL: 0
>
```

Printing an Itinerary

The Amadeus System provides you with the ability to print itineraries on a printer or display them on your screen.

There are two types of itineraries that you can print or display. They are:

- | | |
|-----------------|--|
| Basic | Contains the basic passenger and segment information. |
| Extended | The same information plus additional information such as seat requests and special requests. |

The following table describes the entries you can make to print itineraries:

Entry	Prints
IBP	Basic itinerary for each passenger
IBPJ	Basic itinerary for all passengers in the PNR
IEP	Extended itinerary for each passenger
IEPJ	Extended itinerary for all passengers in the PNR

The following table describes the entries you can make to display an itinerary on your screen

Entry	Displays
IBD	Basic itinerary for each passenger
IED	Extended itinerary for each passenger

Printing A PNR

The PNR printing entries allow you to print either the entire PNR or what would appear on the first screen of the PNR. The PNR print entries you can make are:

- WRA** Print the entire PNR
WRS Print the first screen of the PNR display

The table below describes the additional entries you can make:

Entry	Explanation
WRA/RT	Prints the entire PNR from a retrieved PNR
WRA/RTA9YCFX	Retrieves the PNR and prints the entire PNR
WRA/RH	Prints the PNR history for a retrieved PNR
WRS/RT	Prints the first screen of a retrieved PNR
WRS/RTA9YCFX	Retrieves the PNR and prints the first screen
WRS/RH	Prints the first screen of history for a retrieved PNR

Website of NMC Pakistan:

Amadeus' NMC in Pakistan is pleased to announce the launch of its website www.pk.amadeus.com the main theme of the website is to communicate Amadeus global strength at a local level. Since Amadeus is a customer focused organization, the NMC has tried to offer all travel-related solutions to its valued customers through their website. A few such examples are:

- ❖ Customer support survey
- ❖ Customers interviews
- ❖ Training programmed
- ❖ Products offer according
- ❖ To the customers needs etc.

Check my Trip

Travelers can log onto Checkmytrip.com for their personalized travel Web site to view real-time graphical and destination information on every detail of their individual travel plans booked by an Amadeus travel agent. Checkmytrip.com provides travelers with an easy and convenient way to access customized travel information anytime, anywhere, while also enabling Amadeus valued users to offer more effective customer service and more efficient travel planning. The traveler can obtain their travel plan details at anytime by logging onto the Web site www.checkmytrip.com using the public Internet.

Avoid multiple entries in single EOT (e.g. split, rebook):

Multiple transactions should be done separately while modifying a PNR. Example: Split (SP) and modify (split and segment change) in one transaction might result in delay in PNR processing resulting in late response from the airlines host system. Similarly, every time a segment is cancelled with the purpose of rebooking (suppose with a different date), the agent must receive & end (RFAGT; ER) the cancelled segment and then rebook the segment and receive & end it again, in order to save all the changes accurately in the airline system.

Besides name, air segment, reference and ticketing elements, contact number and the person responsible for booking should be inserted into a PNR in the FH field. This could be done via following FH entry,

FH 176- 4401123456/S2-3/P1

This practice will assist you to extend quality service to your customers, exhibiting real sense of responsibility and professionalism, which would also be according to the airlines requirements and comfort, in our mutual benefit.

Past Date PNR Retrieval

- ❖ Retrieves by flight, date, family name and record locator
REP/EK603/25DEC04-IMRAN-ABCTR1
- ❖ Retrieves by flight, date and family name
REP/EK603/25DEC04-QURESHI
- ❖ Retrieving a PDR by flight, date, name, and record locator
REP/AF9876/23SEP98-MILLER*QVHA16(TEXT)

Claiming a PNR consists of two steps:

The initial step causes the PNR to be displayed in its original format. At this point, the PNR is still the responsibility of the original office or airline. In order to retrieve the PNR, the following entries can be made:

- ❖ **RO GF HMO123**
Where **RO** : Transaction code
 GF : Airline code
 HMO123 : Airline PNR
- ❖ **RO GF751/25JANKHIBAH-AHMED**
Where **RO** : Transaction code
 GF751 : Airline code
 25JAN : Date
 KHIBAH : Board-Point and Off-Point
 AHMED : Passenger Name

- The second step consists of performing an end of transaction entry. This transfers the responsibility for the PNR from the original office airline.

The entries are:

RF AGT

ER or ET

The PNR will now be displayed as an Amadeus PNR.

Responsible office

Transfer ownership of pnr

RP/MADAF0002

Transfer ownership of AXR-linked PNRS

RPS/MADAF0002

Transfer ownership of PNR and change :

Queuing office

RP/MADAF0002/Q

Option element id

RP/MADAF0002/OP

TK, Q and OP

RP/MADAF0002/ALL

Married Segment

If your office is using the extended air segment display, you can see straight away which segments are married, as they are flagged with an asterisk before the board and destination points, as shown in the following example:

4 UA 815 A 02JAN 5*LAXSYD DK1 1040P 815A 04JAN E 0 744 LL

On the other hand, there is no married segment asterisk in the standard air segment display. If you want to know which actual segments are married, you have to make a specific entry. To display an entire itinerary with married segment indicators, enter:

RTIM

To display only married air segments, enter:

RTAM

Note: these entries also indicate which segments are candidates for electronic ticketing. (For more information, see the help page: HEAVA, GPDSP).

PNR Security

Amadeus individual PNR security allows you to set up special security rules so that a PNR can be accessed by one or several other offices.

The PNR security functions may allow access to a PNR even when there are no other special agreements in place and can override agreements that are contained in the current security tables. PNR security allows you to share PNR viewing and/or updating capabilities, without changing PNR accordingly.

Creating A PNR Security Element

The individual PNR security element is an un-numbered and can only be created by the responsible office.

R = For read only access: it is possible to view the pnr, but no updates are allowed. In this case the agent is given an error message at the time any pnr update entry is attempted.

B = For both read and write access: full pnr update is allowed, except for change of ownership.

N = For no access: the office id specified cannot retrieve this PNR via extended security agreements. (This overrides EOS)

Note: valid access modes for IATA numbers or pseudo office ids are B & N.

To create a PNR security agreement using the Read Mode

ESKHIPK2101-R

To create a PNR security using Read & Write both

ESKHIPK2101-B

Display a PNR security agreement

ESD

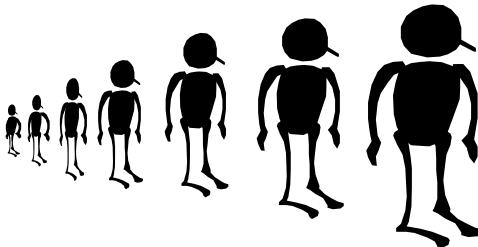
Deleting or modifying a PNR security Elements

ESX

Amadeus Queues



Queues



Amadeus Queues gives airlines, travel agencies and providers the ability to send and receive PNRs that require action and to send and receive messages.

Using queues you can communicate with other offices and organize the workload in your own office by accessing and creating queues for the different tasks you have to perform.

PNRs can require action for the following reasons:

- Confirmation of segments, services, options or seats from the waitlist
- Change of responsible office
- Change of flight schedule
- Change in the ticketing arrangement
- Expiration of a ticketing time limit
- Changes in a group PNR

The queue system sorts PNRs and messages into three areas:

1. **Queue Numbers** Queue numbers are assigned automatically by the system. They correspond to the type of action required in the PNR.
2. **Categories** Queue categories are a sub-division that divide PNRs in the same queue corresponding to the exact action required in the PNR.
3. **Date Ranges** Date ranges divide PNRs in the same queue and category according to the date the action is required.

The Amadeus queue bank is divided into two types of queues:

1. **Special Queues** Divided into categories only
2. **Dual Queues** Divided into categories and date ranges

You can customize your queue bank. The categories can be deleted or increased and the date ranges can be deleted or changed accordingly. You can also delete an entire queue if it is not needed by your office. Queue 0, 97 and the delay queue cannot be deleted. Although not mandatory, it is recommended that you also have queues 1 and 3.

The following queue bank is automatically activated for travel agencies:

Queue Number	Name	Type
0	General	Special
1	Confirmation	Dual
2	Waitlist Clearance	Dual
3	Options	Special
4	Responsibility Change	Special
5	Rates	Special
7	Schedule Change	Dual
8	Ticketing/Time Limit	Dual
9	Other Airline Control	Dual
12	Expired TKTL	Special
23	RQR	Special
25	Multilist	Special
26	Multilist	Special
80	Prepaid Ticket	Special
87	Groups	Dual
94	Message - Customer Profile	Special
95	Message (to be defined)	Special
96	Message - Past Date Record	Special
97	Message	Dual
DLY/DAT - DLY/TIM	Delay Date/Time	N/A

The following table is an example of how the categories are shown for queue number one.

Queue Number	Category Number	Explanation
1	0	Confirmation - (default category)
	1	Confirmation – Air
	2	Confirmation – Hotel
	3	Confirmation – Car
	4	Confirmation – Tour
	5	Confirmation – General
	6	Confirmation - Special Services

Date Ranges

The categories of dual queues are divided into four date ranges. The date ranges divide each category into four sections. When your queue bank is activated, the date ranges are determined by the system as follows:

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

Here is an example of a queue with four date ranges:

```
1437 21JAN
QUEUE....MADUL2410.....Q/TTL...ADDS...LQC...IW
Q 1.CONFO ..23JAN-26JAN-29JAN.
>
```

Queue Handling

Queue Count Entries

You can make the following queue count entries:

QT Display total workload

QC Display workload in specific categories

In addition, Amadeus provides you with a queue count planner that details the PNR totals for the ticketing, option and delay queues.

System Response to the **QTQ** entry:

```
0932 17AUG
QUEUE....CDGAF0010.....Q/TTL.
....DLY/DAT.....0.
....DLY/TIM.....0.
Q94.MSG-CP .....0.
Q95. ....0.
Q96.MSG-PDR.....0.
Q97.MESSAGE .....62.
Q 0.GENERAL.....1.
Q 1.CONFO .....2.
Q 2.KL .....0.
Q 3.OPTION .....1.
Q 4.RPCHNG .....0.
Q 7.SKEDCHG.....2.
Q 8.TKTG .....0.
Q12.XTL .....0.
Q14.PURGED .....0.
Q23.RQR .....0.
Q25.MLIST .....0.
Q26.MLIST .....0.
Q80.PTA .....0.
Q87.GRPS .....0.
)>
```

System Response to the **QT** entry:

```
0933 17AUG
QUEUE....CDGAF0010.....Q/TTL.
Q97.MESSAGE.....
....      .C 0.D1.    1.
....SUPERVISOR..C 1.D1.    40.
....BRDCST MSG...C 2.D1.    20.
....DUPE CHECK..C 3.D1.    1.
Q 0.GENERAL.....
....          .C 0....  1.
Q 1.CONFO .....
....AIR       .C 1.D1.    1.
....SPCL SVC  .C 6.D1.    1.
Q 3.OPTION .....
....          .C 0....  1.
) >
```

Queue Start Entries

The queue start (**QS**) entries place you in queue mode and begin the processing of a specific queue.

The table below describes the entries you can make:

Entry	Starts
QS97	A specific queue
QSC1	A specific queue and category
QS8C1D1	A specific queue, category, and date range

Queue Processing Entries

You use the queue processing entries when you are in queue mode to action PNRs or message in that specific queue.

Entry	Explanation
QN	Queue next removes the current PNR or message on queue and displays the next PNR or message
QD	Queue delay ignores the current PNR or message, places it at the end of the queue and displays the next PNR or message on queue
QD1300	Queue delays a PNR to a specific time
QD23JUN	Queue delays a PNR to a specific date
QI	Ignores the current PNR or message, places it at the bottom of the queue and exits queue mode
QF	Ends transaction on the PNR and exits queue mode
QU	Redisplays a queue message

Queue Print Entries

The queue print (**QP**) entries allow you to print the PNRs or messages on queue.

If you use the **QP** transaction code without the **R** option, all items are automatically removed from the queue when printed.

The following table describes the entries you can make:

Entry	Prints
QP1C1D1	All PNRs from a specific queue, category and date range
QPR8C1D1	All PNRs from a specific queue, category, date range and retains the PNRs on queue

Queue Placement

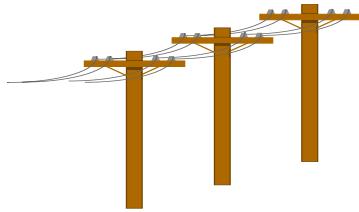
The queue place (**QE**) entry allows you to manually place PNRs and messages on a queue. You can specify a queue number, category and date range.

When using the **QE** entry to place PNRs on queue, you must first retrieve the PNR. When you place a message on queue it must be displayed on your screen.

The following table describes the entries you can make:

Entry	Places
QE8	A PNR on a specific queue
QE8C1	A PNR on a specific queue and category
QE8C1D1	A PNR on a specific queue, category and date range
QE/NCE1A0900/8C1D1	A PNR on another office's queue, category and date range

Sending a Queue Message



The message queue is a special queue that allows you to send messages to your office or to another office. A message queue comprises informational messages and does not contain any PNR information.

Here is the procedure for sending a message:

1. Press the Pause/Break key to clear your screen.
2. At the > prompt, type the transaction code **QE/** followed by the office identification, a slash and queue 97.
3. Type your message using the Tab key to move to a new line on the screen.
4. At the end of the message type two slashes (**//**) to indicate to the system that this is the end of the message.
5. Press the Enter key.

Below is an example of the message format:

```
>QE/NCE1A0900/97
BONJOUR NICE
CAN YOU HELP ME WITH SOME BROCHURES FOR HOTELS
IN CANNES AND NICE THAT ARE REASONABLE.
PLEASE ADVISE AS SOON AS POSSIBLE
REGARDS ALICIA//
```



Exercise

1. What is the maximum number of date ranges that a category can have?

2. What entry would you use to display a queue count of only those queues that have PNRs or messages on them?

3. If your category number is 25, what is the entry to display your category with items for action only?

4. What is the entry to delay the PNR on queue to August 15?

5. Is queue 97 a mandatory queue?

6. What is the entry to place a PNR on queue 3, category 1 and date range 2?

7. Can you send a queue message to anyone with an Amadeus System?

8. What is the transaction code to print a queue without removing the PNRs?

9. What is the entry to remove a PNR from queue and display the next one?

10. What is the entry to place a PNR or message at the bottom of the queue and exit queue mode?

Amadeus Fare Quote and Informative Pricing



Help

If you want more information on a subject, consult the central system online help pages. Enter **HE** followed by a quick path, for example a transaction code:

HE FQD

HE FQP

HE FXP

You can also enter **HE** followed by a keyword, for example:

HE FARE

HE FARE DISCOUNT

Fare Quote Display

The Amadeus Fare Quote (**FQD**) display allows you to display fares for a requested city pair. The **FQD** entries display published fares. They are not used to price PNR itineraries.

To request a fare quote display between tow cities, enter:

FQDKHIDXBX

System Response:

FQDKHIDXBX										
CX	EK	GF	KQ	KU	LH	/YY*AK	C6	TAX	MAY	APPLY
C9	DY	D2	E6	FL	FP	FR	F9	GI		
GX	G3	G5	IT	JD	LL	LQ	OV	QH		
RY	R3	R8	SB	SP	UK	UR	U2	VB		
VK	WW	W7	XF	X5	YC	4U	6Q	7A		
9B	9G	9Q								
ROE 58.849000 UP TO 10.00 PKR										
12OCT04**12OCT04/YY KHIDXBX/NSP;EH/TPM 740/MPM 888										
LN FARE BASIS OW PKR RT B PEN DATES/DAYS AP MIN MAX R										
01	F		19730		+	-	-	-	-	- M
02	F			37540	+	-	-	-	-	- M
03	C		16610		+	-	-	-	-	- M
04	C			31540	+	-	-	-	-	- M
05	Y		13850		+	-	-	-	-	- M
06	Y			26290	+	-	-	-	-	- M
07	YEE4M			22950	+	-	-	-	7+	+M

The top half of the display identifies the airlines that participate in these fares, and the right-hand section of the display has remarks for additional charges that may apply to these fares.

The second half of the display indicates the rate of exchange (ROE) and the rounding rule.

The following table describes the next line of the display:

Entry	Explanation
12OCT04**12OCT04	Dates the fares are valid for
YY KHIDXBX	Common fares and the cities they apply to
NSP;EH	Normal & special fares, Global indicator
TPM 740	Maximum ticketed point miles
MPM 888	Maximum permitted miles

Here are the next two lines of the display:

LN	FARE	BASIS	OW	PKR	RT	B	PEN	DATES/DAYS	AP	MIN	MAX	R
01	F		19730		+	-	-	-	-	-	-	- M

The table below describes the components of these two lines:

Component	Explanation
LN 01	Fare line number column and the line number
FARE BASIS R	Fare basis column and the fare basis code
OW PKR RT 19730 37540	Fare column, the one-way and round trip applicable fares for this fare basis and the currency code
B +	Class of service booking indicator that this fare must be booked in
PEN	Penalty information that applies to this fare
DATES/DAYS	Validity dates
AP	Advance purchase information
MIN	Minimum stay requirements for the fare
MAX	Maximum stay requirements for the fare
R M	Routing information, whether the fare is based on the mileage principle (M) or on a specific routing (R)

The following table describes the codes that can appear in the dates/days column:

Code	Indicates
+	More restrictions apply
)	Seasonality applies to outbound travel
(Seasonality applies to inbound travel
S	Seasonal
L	Ticket only on this date
A	Ticket on or after this date
B	Ticket on or before this date
E	Travel effective on or after date
O	Originate travel on or before this date
F	Final travel must start by this date

Fare Quote Display Options

You can add options to the basic fare quote display. They are:

Option	Explanation
/A	Airline - Display fares for a specific airline and common fares
/A-	Airline - Display specific airline fares only
/C	Class of Service - Display fares for a specific class of service only
/D	Date - Display fares for a specific date or month
/R,	Fare Request Types - Display specific fare types
/S	Shoppers Guide - Displays fares for all airlines from low to high
Entry	Requests
FQDKHIDXBX/AEK	Common fares and fares for a specific airline
FQDKHIDXBX/A-EK	Fares for a specific airline only
FQDKHIDXBX/D21DEC	Fares for a specific future date
FQDKHIJFK/CM/A-EK	Fares for a specific class of service
FQDFRAMEX/R, -CH-IN	Fares for a specific fare type
FQDLONMAD/S	A shoppers display for fares from low to high
FQDKHIDXBX/AEK/R,AT	Fare Including Taxes
FQDKHIDXBX/AEK/CV	Fare for a specific class of service

Requesting a Fare Type

To request just a list of inclusive tour fares, enter:

FQDSYDMEL/AQF/R, -GIT or FQDKHIJNB/AEK/R,-GRP

System Response:

FQDSYDMEL/AQF/R, -GIT																				
AO	TAX MAY APPLY																			
ROE 1.444329 UP TO 1.00 AUD	SURCHG MAY APPLY-CK RULE																			
12OCT04**12OCT04/QF SYDMEL/GIT;EH/TPM	429/MPM																			
** ONEWORLD VISIT AUSTRALIA/NEW ZEALAND PASS **																				
** SEE INFO NOTE 0100/0101**																				
LN	FARE BASIS	OW	AUD	RT	B PEN	DATES/DAYS	AP	MIN	MAX	R										
01	MITP XO	171		342	M NRF	-	-	+	+	-										
02	MITANO	150		300	M NRF	-	-	+14+	-	-										
03	LITP XO	140		280	L NRF	-	-	+	+	-										
04	LITANO	126		252	L NRF	-	-	+14+	-	-										
05	VITP XO	101		202	V NRF	-	-	+	+	-										
06	VITANO	84		168	V NRF	-	-	+14+	-	-										
07	SITS XO	80		160	S NRF	-	-	+	+	-										
08	OITS XO	67		134	O NRF	-	-	+	+	-										

The following table describes some of the fare type option codes you can specify:

Option Code	Explanation
APX	APEX fares
CD -OR- YS	Senior citizen discount
CH	Normal child/normal dependant child fares
EX	Excursion, adult fares
EXC	Excursion, adult and child fares, APEX and PEX
EXN	Excursion, adult and child fares
GIT	Inclusive tour fare
GRP	Group fares
IT	Individual inclusive tour, adult fares
NLX	Normal and excursion, adult fares
NML	Normal fares
NSP	Normal and special fares
PEX	PEX fares
SD	Student, confirmed fares
UM	Unaccompanied minor
ZZ	Youth

For a display of all the fare type request codes, see online help: **HE FARE REQ**

You can also request a breakdown of the fare and tax for a specific fare. You use the transaction code **FQK** followed by the line number of the fare you want to breakdown. For example:

FQK2

Fare Quote Notes

Fare quote notes contain the rules, regulations and conditions that apply to a specific fare. You can also display tax information for a specific country.

You can request fare notes from a fare quote display by:

- Line Number
- Fare Note Number

You can also use your mouse by clicking on the **FQN** button on the toolbar, then double clicking on the requested line number. To request fare quote notes, enter: **FQN4**

System Response:

```
FQN4
** RULES DISPLAY **                                XF MAY APPLY
                                                    6XY/2.00XA EXCLUDED
                                                    OTHER TAX MAY APPLY
                                                    SURCHG MAY APPLY-CK RULE
26AUG98**26AUG98/YY NYCLON/NSP;AT/TPM 3458/MPM 4149
LN FARE BASIS    OW   USD   RT   B PEN   DATES/DAYS   AP MIN MAX R
04 Y1OW          1315    2630 + - - - - - - M
FCL: Y1OW        TRF: 101 RULE: 2100 BK: Y
PTC: ADT-ADULT.   FTC: EU -ECONOMY UNRESTRICTED
OPTION LIST
CD.CHILD DISCOUNTS           TC.TOUR CONDUCTOR
AD.AGTS DISCOUNTS            SO.STOPOVERS
TF.TRANSFERS/RTGS             SU.SURCHARGES
RU.RULE APPLICATION          CO.COMBINABILITY
***** SELECT CATEGORIES *****
>                                         PAGE  1 / 1
```

The following table indicates the additional fare quote note entries you can make:

Entry	Explanation
FQN4*SO,SU	Displays specific fare quote note paragraphs
FQN4	Redisplays the fare note index
FQN998	Displays fare quote notes for a specific rule number
FQN5-1	Displays the fare notes for multiple fare components
FQNTAX/US	Tax information for a specific country

Fare Quote Routing

You use the fare quote routing entry to display the applicable routing for a particular fare shown on a fare quote display. You can also access the information using the mouse. To do this, double click on the **R** on the right-hand side of the display.

To request routing information for a specific fare, enter:

FQR1

System Response:

```
FQR1
ALSO SEE LAXEWR                                XF MAY APPLY
CO CX DL FF F9 HP NW PA TW                      SURCHG MAY APPLY-CK RULE
TZ UA US YX ZZ
26AUG98**26AUG98/AA LAXNYC/NSP
LN FARE BASIS    USD   PEN   DATES   DAYS AP MIN MAX RTG
01 F            1956.88 - - - - - - 2
1 * LAX-BNA/DFW/CHI-NYC
2 * LAX-DFW/CHI-WAS-NYC
>                                         PAGE  1 / 1
>
```

Currency Conversion

You can convert from one currency to another, from NUCs to local currency and from local currency to NUCs.

The rates used to convert the currency are:

- **S** Bankers Selling Rate (BSR)
- **B** Bankers Buying Rate (BBR)
- **C** IATA Clearing House (ICH)
- **A** All the above rates

The table below describes the entries you can make to convert currencies. If you do not use a rate code, the system automatically defaults to the Bankers Selling Rate (BSR).

Entry	Converts
FQCGBP/AUD	Great Britain pound sterling to Australian dollars, using the BSR rate
FQC1240FRF/DEM	A specific amount of French francs to Deutschemarks, using BSR rate
FQC500FRF/AUD/B	A specific amount of French francs to Australian dollars, using the BBR rate
FQC562USD/GBP/A	A specific amount of U.S. dollars to Great Britain pound sterling, using all rates
FQC500DEM/NUC	A specific amount of Deutschemarks to NUCs
FQC500NUC/FRF	A specific amount of NUCs to French francs
FQCGBP/AUD/10MAR98	A specific amount of Deutschemarks to Australian dollars using the BSR rate for a specific date

IATA Rates of Exchange

You can also display the current rates of exchange and applicable dates using the **FQA** transaction code. If you do not specify currency code or country name, the system automatically defaults to the city associated to your terminal. To request IATA rates of exchange, enter:

FQA

Entry	Displays IATA ROE For a Specific Country By
FQAGERMANY	Country name
FQA*DE	Country code
FQAGBP	Currency code
FQA*LAX	Specific airport or city code
FQATHB/10MAR98	Currency code for a past date <i>Note:</i> You can request a past date for up to 363 days in the past.

Mileage Calculation

The **FQM** transaction allows you to calculate the miles for an itinerary, up to a maximum of 29 city or airport codes. In addition to the origin, destination and stopover cities, you can add a date, route code, and surface sector indicators.

The system also calculates the:

- Cumulative mileage to each city
- Excess mileage surcharge
- Difference between the cumulative mileage and the maximum permitted mileage
- Mileage deduction when extra mileage is applicable

To calculate the mileage between specific cities, enter:

FQM PAR STO LON DEL BOM SIN

The following table explains the column headers of the mileage display:

Code	Explanation
TPM	Ticketed point mileage between each city pair
CUM	Cumulative total TPM from the point of origin
MPM	Maximum permitted mileage
LVL	The mileage surcharge level applicable for a break point. The levels can be: 5M, 10M, 15M, 20M, 25M. (read the figures as percent, for example increase 5%)
<HGL	Higher level mileage, indicates the number of miles available before reaching the next surcharge level
>LWL	Lower level mileage, indicates the number of miles over the previous surcharge level
25M	Indicates the total number of miles the TPM can be increased, before exceeding the limit
XTRA	Indicates the number of extra miles allowance

The following table describes the options you can add to the **FQM** entry:

Entry	Explanation
FQM ZRHLONFRA/VEHSYD	Indicates a global routing with mileage between Zurich and Sydney, via London and Frankfurt, using the Eastern Hemisphere routing
FQM LONFRA- -MUCROM	Indicates a surface segment, between Frankfurt and Munich
FQM*LONLAX	Displays a mileage surcharge table

You can also request the Ticketed Point Mileage (TPM) and Maximum Permitted Mileage (MPM) for all existing global routes between specified city pairs, using the **FQO** transaction. To request a display for the current day, between specific city pairs, enter:

FQOFRASYD

You can also add a date to your entry. For example:

FQOFRASYD/15NOV

Excess Baggage Charges

To calculate the excess baggage charges, enter:

FQXLONAKL/5

Entry	Displays
FQXLONAKL/26MAR04/5	Excess baggage charges for a specific city pair, date and weight
FQXLONAKL/5/SK	Excess baggage charges for a specific city pair, weight and airline
FQXLONAKL/26MAR04/5/SK	Excess baggage charges for a specific city pair, date, weight and airline

Informative Pricing

The Amadeus Informative Pricing transaction (FQP) is a fare calculation tool that allows you to estimate the fare for an itinerary. You may calculate discount fares, including cumulative discounts. From a pricing response, you are able to:

- Display fare rules
- Display reservation requirements
- Request a list of airlines that have carrier fares
- Select a fare from a fare list
- Request a full breakdown of the taxes included

The table below describes the types of journeys you can price:

Journey Type	Limits
A round or circle trip can contain a maximum of:	16 flight segments, or 14 flight segments and 2 surface segments, or 15 flight segments and 1 surface element, or 15 fare break points
A one-way trip can contain a maximum of:	15 flight segments, or 13 flight segments and 2 surface segments, or 14 flight segments and 1 surface element, or 14 fare break points

PRICING AN ITINERARY

You can perform informative pricing on an itinerary by entering the transaction code **FQP**, followed by a city pair, or several city pairs.

To request informative pricing between Paris and Kuala Lumpur, enter:

FQP PARKULPAR

System Response:

FQP PARKULPAR							
*	FARE BASIS	*	DISC	*	PTC	*	FARE<FRF>
01	F	*		*	1	*	44945
02	C	*		*	1	*	31950
03	Y	*		*	1	*	26990
04	YEE6M	*		*	1	*	14535
05	YPX3M	*		*	1	*	9705
*5*RES NEEDED ON SEG 1,2							
1-3							
4 EXCURSION FARE							

The following table describes the components of the response:

Component	Explanation
FARE BASIS	Indicates the fare basis for the fares shown
DISC	Discount code column, if applicable
PTC	Passenger type code column, if applicable
FARE<FRF>	Fare column and currency code the fares are shown in
* MSG	Message column and the applicable message codes The codes you can see are: RB Reservation Booking Designator RE Reservation conditions RO Booking Designator Override SR Sales Restrictions Apply FL Flight Number Restrictions FQ Frequency
*T	Tax column, and applicable tax code The codes you can see are: Y Tax Included N Tax Not Included E Tax Exempt

From the fare display, you can display the ticket image. To display the ticket image for the fare on line number 5, enter: **FQQ5**

System Response:

```

FQQ5
05 YPX3M * * 1 * 9705 *RB *Y
-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
PAR
KUL YY Y Y 01SEP YPX3M 01SEP01SEP 20
PAR YY Y Y YPX3M 01SEP01SEP 20

FRF 9550 01SEP98PAR YY KUL801.37YY PAR801.37NUC
1602.74END ROE5.95850SITI
FRF 61QX XT FRF 35FR FRF 58MY
FRF 1FR
FRF 93XT
FRF 9705
> PAGE 2 / 2
>

```

You can also display the booking code information. For example:

FQS5

Adding Options

You can make your search for fares more narrow and precise, by including options in your entry. Place options that relate to a segment between the city codes and options that relate to the whole itinerary at the end of the entry.

The table below describes the options you can add:

Request	Option	Position
Specific airline	/A BA	Between cities
Same airline all segments	/O BA	End of entry
Date	/D 02JUN	Between cities
Booking code (RBD)	/C C	Between cities
Fare break point	/B	Between cities
Turnaround point	/T	Between cities
Global route indicator	/V PO	Between cities
Create a mask	/S	End of entry
Display fares and mask	/P	End of entry
Lowest priced ticket image	/L	End of entry
Mirror image	/M	End of entry
Passenger discount	/R ZZ	End of entry
Passenger type code	/R MIL	End of entry
Passenger type code only	/R MIL,*PTC	End of entry
Companion passenger	/RCMP,W	End of entry
Point of sale override	/R,LON	End of entry
Ticketing city override	/R,.LON	End of entry
Tax exemption	/R,ET	End of entry
Expanded parameters	/R,*NAP	End of entry
Rules source override	/R,IATA	End of entry
Stopover indicator	-	Between cities
Surface sector indicator	--	Between cities
Stopover and surface sector	---	Between cities
Night fare option	/H	Between cities
Aircraft type	/E 320	Between cities

The following table describes the expanded parameter codes you can indicate:

Code	Explanation
NAP	No Advance Purchase Information
NDA	No Day or Time Information
NMX	No Maximum Stay Information
NMN	No Minimum Stay Information
NPE	No Penalty Information
PE	Penalty Information
NR	No Restriction
NMM	No Minimum and no Maximum Fare
NRF	Non-Refundable Fares
RF	Refundable Fares

Here are some examples of using the options:

FQPLONPARLON/R,BNE/OAF/L	Display the lowest price for Air France with point of sale in Buenos Aires
FQPSYDSINSYD/RCH*IN	Pricing request for a child and an infant discount
FQPBNE/D15MAR/AQFSINLON---PARLON/VEH/D31MARSYDBNE-/R,*RF	Pricing request departing Brisbane on March 15 with Qantas to Singapore, stopping over in Singapore and London, with a surface sector London to Paris, Eastern Hemisphere route from London to Brisbane and for only refundable fares
FQPSTO/D10JUN/ASKFRA/D20JUN/ASKSTO/L	Request the lowest price from Stockholm on June 10 on SAS to Frankfurt, returning June 20 on SAS to Stockholm
FQPLON/10AUG/ABA/CSFRA/D20AUG/ALF/CSMUC/D27AUG/ALH/CSLON	Pricing request departing London on August 10 on British Airways to Frankfurt, then on August 20 on Lufthansa to Munich, then on August 27 on Lufthansa to London, all in S class
<u>Specific Airline:</u>	FQP DOH /A QR LON
<u>Same Airline for all Segments:</u>	FQP DOHBAHLON/O GF
<u>Specific Date:</u>	FQP DOH / D14 MAY DXB
<u>Specific Booking Code (RBD):</u>	FQP DOH/C J DXB
<u>Specific Fare Break Point :</u>	FQP DOH LON PAR / B MUC
<u>Specific Prohibit Fare Break Point:</u>	FQP LON DXB / N ISB KHI
<u>Specific Turnaround point:</u>	FQP DOH LON /T PAR DOH
<u>Specific Global Routing :</u>	FQP LON / V EH SIN
<u>Display Lowest Fare:</u>	FQP DOH PAR DOH / L
<u>Display Mirror Image of Fare:</u>	FQP DOH PAR LON / M
<u>Display Passenger Discount:</u>	FQP DOH DXB DOH/R ZZ
<u>Display Cumulative passenger Discount:</u>	FQP DOH DXB DOH / RSC-ZZ
<u>Display Multiple Passenger Discounts:</u>	FQP DOH DXB DOH/ RCH*IN*ZZ
<u>Display Passenger Type Code:</u>	FQP DOH DXB DOH / R MIL
<u>Display past Date Fare:</u>	FQP DOH LON DOH / R, 01FEB02
<u>Point of Sale Override:</u>	FQP DOH DXB DOH /R, BAH
<u>Ticketing city Override:</u>	FQP DOH LON DOH /R,,LON
<u>Display Foreign Currency:</u>	FQP DOH BKK DOH /R, FC-THB
<u>Display Expanded Parameters:</u>	FQP DOH LON DOH / R,*NAP,*RF,*NPE
<u>Stopover Indicator:</u>	FQP DOH LON PAR - MUC DOH
<u>No Stopover Indicator:</u>	FQP DOH LON PAR-
<u>Surface Sector Indicator:</u>	FQP DOH LON - - MUC DOH
<u>Stopover and Surface Sector:</u>	FQP DOH LON --- MUC DOH
<u>Display Fare without all taxes:</u>	FQP DOH LON DOH / R,WT
<u>Display Fare Exempt All taxes:</u>	FQP DOH CAI DOH / R,ET
<u>Display Fare Exempt all Taxes for a Tax code on a Ticket:</u>	FQP DOH MUC FRA MUC DOH / R,ET-DE

Itinerary Pricing

The Amadeus Itinerary Pricing function allows you to price a specific itinerary in a PNR. The table below describes the types of itineraries you can price:

Journey Type	Limits
A round or circle trip can contain a maximum of:	12 flight segments, or 10 flight segments and 2 surface segments, or 11 flight segments and 1 surface element, or 11 fare break points
A one-way trip can contain a maximum of:	11 flight segments, or 9 flight segments and 2 surface segments, or 10 flight segments and 1 surface element, or 10 fare break points

The following table describes the two transaction codes that you can use to price an itinerary:

Entry	Prices
FXP	The itinerary and creates a TST
FXX	The itinerary and does not create a TST

Pricing Follow-Up Transactions

The following table describes the entries you can use to request additional information after a pricing response:

Entry	Requests
FQQ	Fare components
FQN	Fare rules
FQS	Reservation requirements

Pricing an Itinerary and Creating a TST

To price an itinerary and create a TST, you use the **FXP** transaction code.

Pricing Options

You can add options to further define your pricing requirements. The options apply equally to the **FXP** and **FXX** transaction codes. The following is a list of options indicators:

Entry	Explanation
FXP/B2	Indicate a fare break point at the destination of segment 2
FXP/BT-3	Indicate a fare turnaround point at the destination of segment 3
FXP/P3,5-7	Price the itinerary for passenger 3, and 5 through 7
FXP/RIN	Price a fare with an infant discount
FXP/RIN/P2	Price the infant, who is traveling with passenger 2
FXP/P2/PAX/RYTH//INF	Price the adult passenger 2 with a youth discount, and include the accompanying baby
FXP/R,*NPE	Price using expanded parameters (no penalties)
FXP/S2PO	Price using the tariff for global routing PO
FXP/S3	Price only segment 3 of the itinerary
FXP/S3,5.7	Price a selection of segments
FXP/S3-9	Price a range of segments
FXP/S4X	Price and indicate segment 4 as a transfer point
FXP/S4X/S6X	Price and indicate segments 4 and 6 as transfer points
FXP/R,FRA	Price and indicate the point of sale and ticketing as FRA
FXP/R,FRA.PAR	Price and indicate that the point of sale is FRA, and point of ticketing is PAR
FXP/R,ET	Price and exempt all taxes
FXP/R,11JUL98	Price at a past validation date
FXP/R,VC-AA	Price and specify the validating carrier AA. Apply the PFC absorption applicable to that airline
FXP/S4X,PO	Price all segments at the tariff of the global route PO, and indicate segment 4 as a transfer
FXP/S2,4,7/S9EH	Price segments 2,4, 7, and 9, via the global route EH
FXP/P1-2/S2-4/S8X,PO/S9	Price passengers 1 and 2, segments 2 through 4, and segments 8 and 9. Indicate a transfer for segment 8, and request pricing for the global route PO
FXP/P1,2/S5X/R,LON.FRA	Price all segments for passengers 1 and 2, indicate segment 5 as a transfer. The point of sale is LON and point of ticketing is FRA

Pricing by Fare Basis

The following table contains some examples, and explanations:

Entry	Explanation
FXP/L-YAP	Price all segments in a PNR with the fare basis code YAP
FXP/L-YAP*6OCT5NOV	Price all segments in a PNR, with the fare basis code YAP and add 'not valid before' and 'not valid after' dates
FXX/S2-4/L-YAPTP/S2-S4/L-YAP	Price or ticket separate segments in a PNR
FXP/L2,4-YZZ/L5-YAP3M	<p>Pricing segments with a different fare basis code</p> <p><i>Note:</i> A comma in between segment numbers indicates 'through'. In this example, segments 2 through 4 are selected (2, 3 and 4).</p>
FXX/L2-Y6/L3-Y6/L5-YAP	Pricing a whole itinerary with different fare basis codes, without assuming a through fare, and the fare is broken at all specified points.
FXP/S2-4/L2,3-YAP1M/L4-LZZ	<p>Pricing parts of an itinerary, applying different fare basis codes, and assuming a through fare</p> <p><i>Note:</i> When you choose parts of an itinerary to be priced by fare basis, you must segment select (S2,4) as well as refer to the different segment numbers after the identifier L.</p>
FXX/L-GHWGV/RGRP	<p>Pricing or ticketing by fare basis for group fares</p> <p><i>Note:</i> Currently you may only use this option for fares filed in Automated Rules format. The system does not validate conditions of the group fare rules; TSTs created with this option are considered manual.</p>

Selecting a Fare and Creating a TST

Select the fare from the list and create the TST. Here is an example of a list of fares.

FARE BASIS	DISC	PSGR	FARE<FRF>	MSG	T
01 HR	*	P1	*	19425	*Y
02 HLE6M	*	P1	*	6650	*Y

To select the fare on line 2, enter:

FXT2

The following table describes the additional entries you can make:

Entry	Selects
FXT2/P3	The fare shown on a specific line for a specific passenger only
FXT2/P1,3	The fare shown on a specific line for more than one passenger
FXT1/P1//2/P2//3/P3	A different fares for individual passengers

Best Buy

The following table describes the entries you can make:

Entry	Explanation
FXB	Price an itinerary, automatically rebook the itinerary with the lowest available fare, and create the TST
FXA	Price the itinerary with the lowest possible fare, with no automatic rebook
FXU	Select a fare from an FXA display, rebook the itinerary in the required class of service, and create the TST
FXL	Display the lowest possible fare, regardless of availability
FXR	Price an itinerary, automatically rebook the itinerary with the lowest available fare, and do not create the TST
FXZ	Select a fare from an FXA display, rebook the itinerary in the required class of service, and do not create the TST

Automatic Pricing and Rebooking

The **FXB** entry allows you to price and rebook an itinerary at the lowest fare available and creates a TST. The following PNR illustrates this procedure.

RP/NCE1A0900/NCE1A0900 1 .MEYERS/RALPH MR 2 LH 462 H 19NOV 4 FRAMIA HK1 0910 1 0950 1405 *1A/ 3 LH 463 H 01DEC 2 MIAFRA HK1 1510 1555 0645+1 *1A/ 4 AP FRA 567 487-B 5 TK OK08SEP/NCE1A0900	WG/SU 8SEP98/0951Z NC845D
--	---------------------------

To price and rebook this itinerary, enter: **FXB**

FXB 01 MEYERS/RALPH* ITINERARY REBOOKED ----- AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG FRA MIA LH 0462 G *M 19NOV 0950 GLXAPUS 19NOV19NOV PC FRA LH 0463 G *M 01DEC 1555 GLXAPUS 01DEC01DEC PC DEM 1119.00 19NOV98FRA LH MIA314.89LH FRA314.89NUC FRF 3755 629.78END ROE1.77680SOTO FRF 69RA XT FRF 36XY FRF 30YC FRF 12XA FRF 72US FRF FRF 26DE 72US FRF 18XF MIA3 FRF 240XT FRF 4090 RATE USED 1DEM=3.35320FRF 250.00 DEM PENALTY APPLIES ENDOS CHANGE OF RESERVATION RESTRICTED PAYMT NONREF-
--

The system rebooked the itinerary, changing the class of service to **G**. Here is an example of the PNR again:

RP/NCE1A0900/NCE1A0900 1 .MEYERS/RALPH MR 2 LH 462 G 19NOV 4 FRAMIA HK1 0910 1 0950 1405 742 0 M 3 LH 463 G 01DEC 2 MIAFRA HK1 1510 1555 0645+1 742 0 M 4 AP FRA 567 487-B 5 TK OK08SEP/NCE1A0900 6 FE PAX CHANGE OF RESERVATION RESTRICTED/S2-3 >	WG/SU 8SEP98/0951Z NC845D
---	---------------------------

If you used the **FXR** transaction, the system would go through the same procedure, but would not create a TST.

Pricing and Manual Rebooking

The **FXA** transaction allows you to request a list of lower fares. When you have selected the fare you want, you can rebook the selected fare using the **FXU** transaction. If you do not want to create a TST, use the **FXZ** transaction.

The following PNR illustrates this procedure.

RP/NCE1A0900/NCE1A0900 1 .MEYERS/RALPH MR 2 LH 462 H 19NOV 4 FRAMIA HK1 0910 1 0950 1405 *1A/ 3 LH 463 H 01DEC 2 MIAFRA HK1 1510 1555 0645+1 *1A/ 4 AP FRA 567 487-B 5 TK OK08SEP/NCE1A0900	WG/SU 8SEP98/0951Z NC845D
--	---------------------------

To request a list of fares, enter: **FXA**

FXA		* FARE BASIS * DISC		* PSGR		* FARE<FRF>		* MSG		*T	
01	HR	*		*	P1	*	19425	*		*Y	
02	HLE6M	*		*	P1	*	6650	*		*Y	
03	BLXPX6M	*		*	P1	*	5295	*		*Y	
04	GLXAPUS+L*	*		*	P1	*	4340	*		*Y	
05	GLXAPUS	*		*	P1	*	4090	*		*Y	

To price the itinerary at the fare on line 5, enter:

FXU5

FXU5											
05	GLXAPUS	*		*	P1	*	4090	*		*Y	
ITINERARY REBOOKED											
		AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG
FRA	MIA	LH	0462	G	*M	19NOV	0950	GLXAPUS	19NOV19NOV	PC	
FRA	LH	0463	G	*M	01DEC	1555		GLXAPUS	01DEC01DEC	PC	
DEM	1119.00					19NOV98FRA	LH	MIA314.89LH	FRA314.89NUC		
FRF	3755					629.78END	ROE1.77680SOTO				
FRF	69RA					XT	FRF 36XY	FRF 30YC	FRF 12XA	FRF 72US	FRF
FRF	26DE					629.78END	ROE1.77680SOTO				
FRF	240XT										
FRF	4090										
RATE USED 1DEM=3.35320FRF											
250.00 DEM PENALTY APPLIES											
ENDOS CHANGE OF RESERVATION RESTRICTED											
PAYMT NONREF-											

The system rebooked the itinerary at the fare you selected.

Displaying the Lowest Possible Fare

You use the **FXL** entry to display the lowest possible fare for an itinerary.

RP/NCE1A0900/NCE1A0900	WG/SU	10SEP98/0958Z	NNLKKV
1 MYERS/RALPH MR			
2 KL 837 S 12SEP 6 AMSSIN HK1		2020 1455+1	*1A/
3 KL 844 S 20SEP 7 SINAMS HK1	1	0040 0745	*1A/
4 AP AMS 564 78 890-H			
5 TK OK10SEP/NCE1A0900			

To request the lowest fare possible, enter: **FXL**

FXL											
01	MYERS/RALPH*										
LOWEST SOLD OUT//TRY WAIT LIST											
		AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG
AMS	SIN	KL	0837	B	*M	12SEP	2020	BHPX3MI	12SEP12SEP	20	
AMS	KL	0844	B	*M	20SEP	0040		BHPX3MI	20SEP20SEP	20	
NLG	2300.00					12SEP98AMS	KL	SIN574.33KL	AMS574.33NUC		
FRF	6835					1148.66END	ROE2.00232SOTO				
FRF	57RN										
FRF	24NL										
FRF	52SG										
FRF	6968										
RATE USED 1NLG=2.97110FRF											
SUBJ TO CANCELLATION/CHANGE PENALTY											
ENDOS FARE RESTRICTIONS APPLY											
PAYMT NONREF/PEX											

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Amadeus Email



Setting up your terminal

To set up your terminal for Amadeus Email. Enter the following command in each of your agency terminal.

WM/

Sending an Email with Free Flow Text Message

(* means tab OR ctrl + enter) (^ means enter)

WMP*

EML Amadeus@cyber.net.pk;*

FREE FLOW TEXT*

LLLL/SEND^

Response..... ESL message send

[The system will pick up the default heading of YOUR TRAVEL INFORMATION]

Specifying Email Title

WMP*

EML Amadeus@cyber.net.pk;*

/TIT EMAIL TITLE*

FREE FLOW TEXT*

LLLL/SEND^

Email Itinerary

--- RLP ---

RP/KHIPK2101/KHIPK2101	AA/SU	24AUG00/0627Z	YU9G35
1 .ABID/AMR			
2 GF 751 J 23JAN 2 KHIBAH HK1	0800	0905	*GF*
3 GF 003 J 23JAN 2 BAHLHR HK1	1240	1725	*GF*
4 AP KHI 92 21 567 4683 - PREMIER AVIATION SERVICES - A			
6 TK OK24AUG/KHIPK2101			

IEP-EML-amadeus@cyber.net.pk^

In order to append the document in Amadeus E-mail queue:

--- RLP ---

RP/KHIPK2101/KHIPK2101	AA/SU	24AUG00/0627Z	YU9G35
1 .ABID/AMR			
2 GF 751 J 23JAN 2 KHIBAH HK1	0800	0905	*GF*
3 GF 003 J 23JAN 2 BAHLHR HK1	1240	1725	*GF*
4 AP KHI 92 21 567 4683 - PREMIER AVIATION SERVICES - A			
6 TK OK24AUG/KHIPK2101			

IEP-EML^

Response: ITINERARY EMAIL READY TO SEND- ENTER WM/MSG

Email Contact Element (APE) Stored in the PNR

To send a document using the APE element stored in the PNR, enter

IEP-EMLA

Sending Amadeus display (The FWD Command)

WM/FWD/EML Amadeus@cyber.net.pk/RTYU9G35^

In order to append the document in Amadeus Email queue.

WM/GET/RTYU9G35^

Requesting a Detailed display

The detailed display of Amadeus Queue is linked to the Amadeus email identifications number, which is linked to the terminal (or in some cases, to the agent sign).

To show the detailed display for the current user, enter:

WM/MSG

Sending Appended Documents

WM/MSG^

The Amadeus e-mail queue is displayed:

OFFICE ID -	KHIPK2101	MESSAGES FOR -	00030969	
MSG.	TIME	DATE	FROM	MSG TYPE
1*	915	4 AUG	AMADEUS@	ACC
2	933	4 AUG	AMADEUS@	ACC
3	55	5 AUG	AMADEUS	APD
4	056	5 AUG	GGWEAKHI	APD

WMP*

EML Amadeus@cyber.net.pk;*

FREE FLOW TEXT(optional)*

LLLL/SEND/APPEND-3,4^

Displaying a Particular Message

WM/DIS/MSG-2

Deleting a Particular Message

WM/DEL/MSG-2

Adding a Reply-to address

WM/ADD/RPY/email address^

Display a reply to Address

WM/DIS/RPY^

Deleting a Reply-to Address

WM/DEL/RPY^

If no reply-to address has been specified, then the email address stated in the office profile is used by default. However, if the office profile does not include an email address, the following message appears at the top of the email:

**THIS DOCUMENT IS AUTOMATICALLY GENERATED.
PLEASE DO NOT RESPOND TO THIS MAIL**

Message Log

Amadeus email keep a log of all emails (and fax) messages sent within the past seven days. The log also displays messages that are pending. that is, messages that are still being processed by the email server and have not yet been sent out over the internet.

To view the message log, enter:

WM/LOG

Amadeus Email Directory

(a) Create a nickname

WM/ADD/NIC/EML/nickname/email address ^

It is possible to associate up to 16 email addresses to a nickname:

WM/ADD/NIC/EML/clientsUK/client1@uk.com,*

Eml **Client2@uk.com,***

Eml **Client3@uk.com^**

(b) Delete a nickname

WM/DEL/NIC/EML/nickname^

(c) Display directory

WM/DIS/NIC^

OFFICE ID - KHIPK2101 NICKNAMES FOR - 00030969		
NICKNAME	TYPE	REAL ADDRESS
ISB	EML	AMADEUS@ISB.APOLLO.NET.PK
LHE	EML	AMADEUS@PAKNET4.PTC.PK
PEW	EML	AMADEUS@BRAIN.NET.PK

Sending an E-MAIL using nick name

WM/FWD/EML ISB/RTYU9G35^

Printing a Message

WM/PRT/MSG-4-8^

Amadeus Hotels



Hotel

Encoding and Decoding a Hotel Chain

Entry	Explanation
DNH SHERATON	Encodes a hotel chain name
DNH SP	Decodes a hotel chain's two-character code

Amadeus Information Pages

Entry	Displays
GGHTL	General reference pages for hotels
GG HTL XX GG HTL IC	Information for a specific hotel chain (xx = hotel chain two-character code)
GG HTL INFO	Information pages providing a summary of all changes and additions to the hotel system

Requesting Help

If you want more information on a subject, consult the central system online help pages. Enter **HE** followed by a quick path. For example a transaction code:

HE HA

You can also enter **HE** followed by a keyword. For example:

HE hotel

You can find all quick paths that exist for fare quote in **HE HOTEL QPS**. If you cannot find information in online help, contact your local help desk.

If you are unsuccessful with an entry, and the system informs you to **CK FORMAT**, enter **HE** followed by a slash. The system then routes you to the appropriate help page for that entry. For example, enter:

HE/

Hotel List Display

The hotel list display provides you with a complete list of hotels in a specific city in alphabetical order. The display contains the hotel name, chain code, area location and recommended type of transportation from the airport to the hotel.

To request a hotel list for Paris, enter: **HL PAR**

System Response:

					SEE ALSO: ORY CDG XED	
AR	TR	CTY	HOTEL NAME	ALL	FR	PAR
AA	S	T	PAR	HW/ABEROTEL MONTPARNASSE		
AB	D	T	PAR	AT ABOTEL ACROPOLE -EXPO		
AC	D	T	PAR	AT ABOTEL ALMA ELYSEES		
AD	D	T	PAR	AT ABOTEL APOLLINAIRE		
AE	D	T	PAR	AT ABOTEL ATLANTIDE		
AF	D	T	PAR	AT ABOTEL BEAUGENCY		
AG	D	T	PAR	AT ABOTEL BELLOY ST GERMAIN		
AH	D	T	PAR	AT ABOTEL BERRI		
AI	D	T	PAR	AT ABOTEL BLACKSTON		
AJ	D	T	PAR	AT ABOTEL BOUQUET DE LONGCHAMP		
AK	D	T	PAR	AT ABOTEL CONCORDE RESIDENCE		
AL	D	T	PAR	AT ABOTEL DE BEAUNE		
AM	D	T	PAR	AT ABOTEL ELYSEE KLEBER		
AN	D	T	PAR	AT ABOTEL GARDEN OPERA		
AO	D	T	PAR	AT ABOTEL HOTEL D'ALBE		
AP	D	T	PAR	AT ABOTEL ORANGE OPERA		
AQ	D	T	PAR	AT ABOTEL PALMON OPERA		
AR	D	T	PAR	AT ABOTEL REGINA OPERA		
AS	D	T	PAR	AT ABOTEL RESIDENCE MONTPARNASSE		
MORE						
>						

Component	Identifies
SEE ALSO: CDG ORY XED	The other airport or city codes that you can enter for a list of hotels in that area
AA	Line identifier
AR	Area location column and the area identifier
S	
TR	Transport column and the recommended form of transport from the airport
T	
CTY	City column and the three letter city or airport code where the hotel is located
PAR	
HOTEL NAME	Hotel name column, hotel chain code and hotel name
AT/ABEROTEL	
MONTPARNASSE	
ALL	That the hotel list is for all area locations
FR PAR	Country code and city code of the hotels

The following table describes the additional entries you can make:

Entry	Requests a List of Hotels
HLSIN-HN-REGENT	In a specific city for a specific hotel name
HLLAX/CO-HI/AR-D	In a specific city, for a specific hotel chain code and a specific area of town
HLBWUSCA	By chain code, for a specific country and state code
HLMEL/AD-COLLINS	In a specific city with a specific word in their address
HLNCE/ZP-06520	In a specific city with a specific postal code
HL/CO-UI	For a specific hotel chain code

The area locations you can request are:

Code	Area Location	Code	Area Location
A	Airport	N	North of Downtown
D	Downtown	S	South of Downtown
E	East of Downtown	R	Resort
W	West of Downtown		

Hotel Availability and Rates Display

Amadeus hotel availability and rates display is information that is available for entire hotel chains, as well as for individual hotel properties. There are many rates, such as weekend and promotional rates that are automatically available to all agents using Amadeus Hotels.

There are three types of hotel availability displays:

- Multi-property display
- Single-property display
- CA+ (Complete Access Plus) single-property display

The access levels are:

Indicator	Explanation
+	CA+ All displays automatically default to a CA+ display. You can request an Amadeus Central System single-property display, by prefixing the entry with 11A: 11aha xxpar123
:	CA+ All displays automatically default to an Amadeus Central System display. You can request a CA+ single-property display by prefixing the HA entry with 3xx, where xx is the chain code: 3XXHA XXPAR123
/	Complete Access chain The single-property display is always an Amadeus Central System display.
(Blank)	If there is no indicator, the chain is standard access. The single-property display is always an Amadeus Central System display.

Multi-Company Availability and Rates Display

A multi-property hotel availability display shows, for each property listed, the lowest room/rate combination found and also the highest.

To request a multi-company display for unqualified rates in Paris (PAR), enter:

HAPAR15SEP-19SEP -OR- HAPAR15SEP-4

FR PAR ALL	MO 15SEP9x-19SEP9x) END
** SINGLE OCCUPANCY RATES **		
1 WI/THE TRIANON PALACE	PARTRI W TAXI	FRF CHECK HF
1A) C1QRAC A G 900.00	1B) S1KRAC A G	3000.00 PKG
2 UI/TIMHOTEL SAINT GEORGES	PARGEO D TAXI	FRF O
1A) A1TCOR A 6 467.00	1B) A1DRAC A 6	538.00 COR
3 UI/TIMHOTEL ELYSEES	PARCAM D TAXI	FRF O
1A) A1TCOR A 6 673.00	1B) A2TRAC A 6	760.00 COR
4 UI/TIMHOTEL EUROPE ST LAZARE	PARIMH D RCAR	FRF O
1A) A1TCOR A 6 572.00	1B) A1DRAC A 6	648.00 COR
5 UI/TIMHOTEL FROCHOT	PARFRO D TAXI	FRF O
1A) A1TCOR A 6 467.00	1B) A1DRAC A 6	538.00 COR
6 UI/TIMHOTEL LE LOUVRE	PARLEL D RCAR	FRF O
1A) A1TCOR A 6 572.00	1B) A1DRAC A 6	648.00 COR
MORE >		

Here are the first two lines of the response:

FR PAR	ALL	MO	15SEP9x-19SEP9x) END
** SINGLE OCCUPANCY RATES **				CHECK HF

The following table explains the components:

Component	Identifies
FR PAR	Country code and airport code
HLZRH	Area location (ALL - all areas associated to the city/airport code)
ALL	The area locations are: <u>Letter</u> <u>Location</u> A Airport D Downtown E East of Downtown W West of Downtown N North of Downtown S South of Downtown R Resort
MO	Two-character day of the week indicator that corresponds to the check-in date
15SEP9X-19SEP9X	Check-in and check-out dates
)END	End of column indicator
** SINGLE OCCUPANCY RATES **	Type of rate
CHECK HF	Check hotel features display

Here is the availability and rates information:

2	UI/TIMEHOTEL SAINT GEORGES	PARGEO	D TAXI	FRF	O
1A)	AITCOR A 6	467.00	1B) A1DRAC A 6	538.00	COR

The following table describes the components:

Component	Identifies
2	Hotel line number
UI/	Two-letter chain code, and access-level indicator There are four types of access level: + Complete Access Plus by default. : Complete Access Plus functionality available by adding the prefix 3xx (where xx is the chain code), but has Complete Access functionality as the default. / Complete Access. If there is no indicator, the chain is standard access.
TIMEHOTEL SAINT GEORGES	Hotel name
PARGEO	Six-character property code
D	Hotel area location
TAXI	Recommended transportation between the airport and hotel
FRF	Currency code
O	Categories to be checked in the hotel features display The categories are: <u>Code</u> <u>Category</u> O Others Y F.E.M.A. fire safety compliance

Explanation continued:

2 UI/TIMEHOTEL SAINT GEORGES 1A) A1TCOR A 6	PARGEO D TAXI 467.00	FRF O 1B) A1DRAC A 6	538.00
		COR	

The following table explains the components:

Component	Identifies
1A)	Column identifier
A1TCOR	Room type/rate code <i>Note:</i> When a hotel does not want to specify a room type, it will replace the three-character room-type code with the letters ROH, which means 'run of the house, or any available room-type. For example: ROHCOR
A	Availability status code, which can be: <u>Code</u> <u>Room Status</u> A Available R Request only C Closed for sale X No new reservation for this check-in date <i>Note:</i> By default, only available (A) and on-request (R) rooms are displayed.
6	Rate indicators and information specific to that rate. The rate indicators you can see are: <u>Code</u> <u>Explanation</u> B Breakfast M Meal D Deposit G Guarantee CD Corporate discount 1-9 Hold until time
467.00	Room rate
COR	Rate categories which have been loaded for the property, and to which the agent has security access. You will sometimes see an asterisk (*) and a & sign: The rates that appear before the (*) asterisk are unqualified. The rates after the (*) asterisk are qualified rates. The & sign shows that more rate categories are available. Although up to 13 rate categories including RAC can be loaded, the maximum number of rate codes that can be shown on this line is 10.

Room-Type Codes

Room Description	Code	Accommodation Level
Room with bath	A	Superior
	B	Moderate
	C	Standard
	D	Minimum
Room with shower	E	Superior
	F	Moderate
	G	Standard
	H	Minimum
Room without bath/shower	I	Superior
	J	Moderate
	K	Minimum
Non-smoking	N	N/A
Executive suite	P	N/A
Suite	S T U	N/A
Room at weekend rate	W	N/A

Bed-Type Codes

Code	Bed Type	Code	Bed Type
T	Twin	Q	Queen
S	Single	W	Water
D	Double	P	Pull-out
K	King		

In addition, you may see the following codes and characters:

Code	Explanation
ROH	Run of the House
A*K	An asterisk (*) in the second position indicates that the number of beds vary
A1*	An asterisk (*) in the third position indicates that the bed type varies
A**	Two asterisks (**) indicate that the number of beds and bed type vary

Rate-Type Codes

Code	Explanation
CON	Convention Rates
COR	Corporate Rates
FAM	Family Rates
GOV	Government Rates
MIL	Military Rates
PKG	Package Rates
PRO	Promotional Rates
RAC	Standard RAC Rates
SRS	Senior Citizen Rates
STP	Stopover Rates
TUR	Tour Rates
TVL	Travel Industry Rates
WKD	Weekend Rates

Single-Property Display

If you know the two-letter code for a particular hotel chain, you can request an availability and rates display just for that chain only, by adding the chain code immediately after the **HA** transaction code. To request Hilton Hotels in London, check-in November 2nd for a two-night stay, enter:

HAHLLON2NOV-2

You can request a single-property display in one of three ways.

Method	Entry/Example
Specifying the chain code and property identifier	HAXXPAR123
Referencing a property line number on a multi-property availability and rates display	HA1
Referencing a PNR hotel segment that contains the property required	HAS2

System Response:

GB LON DOWNTOWN	SU 02NOV9x-04NOV9x	CHECK HF				
** SINGLE OCCUPANCY RATES **						
HL/HILTON INTERNATIONAL KENSINGTO	LON212 D TAXI	GBP O				
-A-						
-B-						
CAT	TYPE	INFO	RATE	TYPE	INFO	RATE
COR	1) ROHCOR	A G	185.00 /	ROHGOV	A	105.00
GOV	2) P2TGOV	A	130.00 /	A2TRAC	A G	185.00
RAC	3) A1DRAC	A G	185.00 /	B2TRAC	A G	160.00
	4) B1DRAC	A G	160.00 /			
	5) C1DRAC	A G	150.00 /	C2TRAC	A G	150.00
	6) P1DRAC	A G	185.00 /	P2TRAC	A G	185.00
G:GNT	1-9:1-9PM HOLD		D:DEP	B:BFST	M:MEAL	C:CD
END OF DISPLAY						
>						

Here is the first line of the display:

GB LON DOWNTOWN	SU 02NOV9x-04NOV9x
-----------------	--------------------

The following table explains the components:

Component	Identifies
GB LON	Country and city/airport code
DOWNTOWN	Where the hotel is located, in relation to city/airport
SU 02NOV9x-04NOV9x	Day of check-in (Sunday), followed by check-in and check-out dates

Here are the second and third lines of the display:

** SINGLE OCCUPANCY RATES **	CHECK HF	
HL/HILTON INTERNATIONAL KENSINGTO	LON212 D TAXI	GBP O

The following table explains the components:

Component	Identifies
** SINGLE OCCUPANCY RATES	Type of rate
**	
CHECK HF	Check hotel features column
HL/	Two-letter chain code, and access-level indicator
HILTON INTERNATIONAL	Hotel name
KENSINGTO	
LON212	Six-character property code
D	Hotel area location
TAXI	Recommended transportation between the airport and hotel
GBP	Currency code
O	Categories to be checked in the hotel features display

All the lines that follow show the room-type and rate information, arranged in two columns, **A** and **B**:

-A-			-B-		
CAT	TYPE	INFO	RATE	TYPE	INFO
COR	1) ROHCOR	A G	185.00 /		

The following table explains the rate information:

Component		Identifies
-A-		Headers for columns A and B.
CAT		Column headers for the information that follows, where: <u>Header Indicates</u> CAT Category of rate TYPE Room-type/rate code INFO Availability status RATE Rate
COR		The rate type
ROHCOR		Room type/rate code <i>Note:</i> When a hotel does not want to specify a room type, it will replace the three-character room-type code with the letters ROH, which means 'run of the house', or any available room-type. For example: ROHCOR
A		Availability status code, which can be: <u>Code</u> <u>Room Status</u> A Available R Request only C Closed for sale X No new reservation for this check-in date <i>Note:</i> By default, only available (A) and (R) on-request rooms are displayed.
G		Rate indicators <i>Note:</i> Indicators are decoded from the legend at the bottom of the display.
185.00		Room rate

Hotel Availability Option Codes

Option	Explanation/Example
/AR-	Area Identifier Use to do one of the following: Restrict the display to between 1 and 3 specific areas: /AR-D-S-E Expand the display to include all properties in associated cities and airports (because of the large number of properties this entry finds, combine /AR-ALL with other search options): /AR-all Change the current display from "all associated cities and airports" to target city/airport only: /AR-*
/BT-	Bed Type Use to specify a bed type. You can enter a maximum of two bed-type codes. /BT-K-Q
/CO-	Company Use to specify a hotel chain. You can enter a maximum of three hotel chain codes. /CO-UI-SI-HL To change a single-company display to a multi-company display, enter: HA/CO-YY
/DT-	Check-In Date Use to change the check-in date in your existing display. /DT-16JUL

Hotel availability option codes continued:

Option	Explanation/Example
/DD-	Check-Out Date Use to change the check-out date in your existing display. /DD-15NOV
/FC-	Foreign Currency Use to show rates in a currency other than the currency of the city in your entry. You can use either the currency code or the ISO country code. /FC-DEM -or- /FC-DE
/FC-*	Foreign Currency Change Use to change the rates to currency of hotel location when the rates are stored in a different currency, or after using option /FC-. /FC-*
/HN-	Hotel Name Search Use to search for a specific hotel name. You can include a minimum of two characters and a maximum of 40 characters, including spaces in your entry. /HN-SOFITEL /HN-*M
/LO-	Location Use to change the location of your existing display. Options you entered in your initial entry are retained in your new display. /LO-PAR
/QU-	Rate Limit/Range Use to limit the display to show only the rates above or below a certain value, or between two values. /QU-100 Below a specified value /QU-H100 Above a specified value /QU-100-150 Between two values <i>Note:</i> The system displays all rates within 10% of the amount(s) specified.
/RT-1	Rates for Single Occupancy (system default)
/RT-2	Rates for Double Occupancy
/SR-	Special Rate Use to request special rates, or to change an existing display to request special rates. A maximum of three rate-type codes can be specified. /SR-COR /SR-COR-GOV-MIL
/ST-	Status Use to request rooms by availability status. The statuses you can request are: /ST-ALL All statuses /ST-* Available and on request only /ST-A Available only <i>Note:</i> The /ST- option does not apply to Complete Access Plus displays, which always show available and on request rooms only.
/TR-	Transportation A maximum of two types of transport can be specified. The transport codes are: <u>Code</u> <u>Type</u> T TAXI R RCAR F FREE L LIMO /TR-F-L
/ZP-	Postal/Zip Code Use to search for hotels in a specific postal or zip code. /ZP-06570

Availability and Rates Display From a PNR

You can request a hotel availability display based on a flight or car segment in the PNR. The PNR below illustrates this entry.

RP/NCE1A0900/NCE1A0900	WG/GS 26AUG9x/1332Z	CFP1UZ
1 .RAVEL/MAURICE MR		
2 AF2307 C 15NOV 7 NCECDG HK1	2 0940 1110	*1A/
3 AF 808 C 17NOV 2 CDGLHR HK1	2D 0900 0910	*1A/
4 BA 342 C 25NOV 3 LHRNCE HK1	1 0855 1150	
5 AP NCE 92 94 56 78-B		
6 TK TL01NOV/NCE1A0900		
>		

To request a hotel availability display for hotels in London (**LHR**), enter:

HAS3

Hotel Features Display

The hotel features display provides a complete description of a specific hotel property.

To request the hotel features for a hotel property on a specific line of an availability display, enter:

HF5

The following table describes the additional entries you can make:

Entry	Requests Hotel Features
HF	From a single-property display
HFS4	From a hotel segment in a PNR
HFAA	From a hotel list display

Hotel Terms Display

A hotel terms display gives you information about a specific rate that includes:

- The terms of entitlement
- What the rate includes (meals, taxes, etc.)
- Other rate specific information (commission)

You cannot request a hotel terms display for a CA+ hotel chain. The following table describes the entries you can make:

Entry	Requests Hotel Terms
HT21A	From a multi-company availability and rates display
HT2B	From a single-property display
HTS3	From a hotel segment in the PNR

Hotel Pricing And Features Display

Request the hotel pricing and features display:

HP3

Hotel Rate Change Display

Hotels vary the rates that they charge for different periods during the year. When the length of a hotel stay falls into two different rate periods, it is indicated on the hotel availability and rates display by a rate change indicator (*). This indicator directly follows the hotel availability indicator.

To display the rate change information for the hotel on a specific line from an availability and rates display, enter:

HR6

Hotel Sell

Short sell

You use the short sell entry to book a hotel from either a multi-property display, or a single-property availability display.

The following hotel availability and rates display is used to illustrate the hotel sell entry.

GB LON ALL	WE 06MAR9x-07MAR9x) END
** SINGLE OCCUPANCY RATES **		
1 TI/ROYAL HORSEGUARDS THISTLE HOTE	LONRHO E RCAR GBP	CHECK HF D O
1A) B1TCOR A	120.00 1B) A2TRAC A	190.00 COR
2 XL/ROYAL LANCASTER HOTEL	LONRYL N RCAR GBP	O
1A) B1DCOR A	120.00 1B) A1DRAC A	195.00 COR
3 UI/ROYAL NORFOLK HOTEL	LONROY D RCAR GBP	O
1A) A1TCOR A	60.00 1B) A1DRAC A	90.00 COR
4 TI/ROYAL SCOT HOTEL	LONRST D TAXI GBP	D O
1A) B1TCOR A	70.00 1B) A2TRAC A	95.00 COR
5 TI/ROYAL TRAFALGAR THISTLE HOTEL	LONRSF D RCAR GBP	D O
1A) B1TCOR A	105.00 1B) A2TRAC A	145.00 COR
6 SV RUBENS HOTEL	LONRUB D RCAR GBP	DSO
1A) B1TCOR A	105.00 1B) A1QRAC A	150.00 COR
MORE		
>		

To request a **B1TCOR** rate at the Rubens Hotel, enter:

HS61A

System Response:

RP/NCE1A0900/
1 HHL SV SS1 LON IN06MAR OUT07MAR 1B1TCOR GBP105.00 DLY RUB
RUBENS HOTEL/BS-12345675/CF-.....
>

It contains the following components:

Component	Identifies
1	PNR element number
HHL	Hotel element code
SV	Hotel-chain code
SS1	Action code and number of rooms
LON	City code that the hotel is requested in
IN06MAR	Check-in date
OUT07MAR	Check-out date
1B1TCOR	Single occupancy and room-type code
GBP105.00 DLY	Currency code and room rate per night
RUB	Last three characters of the property code
RUBENS HOTEL	Hotel name
/BS-12345675	Booking source indicator and booking source number
/CF-.....	Confirmation indicator and confirmation number

The following table describes the other hotel sell entries you can make:

Entry	Sells From
HS2A	A single-property display
HS3	A CA+ single-property display
HS2	A hotel inventory display
HS1A	A hotel rate change display
HSAB5JAN-4/RT-A1D/SR-COR	A hotel list display

Hotel Sell Option Codes

You can add the following option codes to the hotel sell entry:

Option	Explanation/Example
/AO-	Amount Override Use this option to override a stored rate with a specific negotiated rate. The currency code is mandatory. /AO-DEM156.00
/AP-	American Plan You can request up to three meals per day, per person, indicating price per meal and number of meals. The currency code is optional. /AP-USD25.00-1
/BS-	Booking Source Mandatory and system generated, but you can replace it with another IATA number. /BS-32123455
/CD-	Customer Corporate Identification Number /CD-123456HG6E
/CR-	Crib Use this option when a passenger requires a crib in the room, indicating the extra charge and number of cribs. /CR-15.00-1 (15.00 extra charge, 1 number of cribs)
/DT-	Check-In Date Use this option to change the check-in date when it is different from the one in your availability and rates display. /DT-17OCT
/DD-	Check-Out Date Use this option to change the check-out date when it is different from the one in your availability and rates display. /DD-19OCT
/DP-	Deposit Use this option to enter the form of payment of the passenger's deposit. This is a mandatory option if specified as a requirement in the hotel features display. /DP-CHECK
/EX-	Extra Person in Room Use this option to enter the number of extra people in a room and the extra charge. /EX-80.00-1
/FA-	Family American Plan Use this option to request meals for all family members at the same daily rate. You include the daily rate and the number of people. The currency code is optional. /FA-USD80.00-3

/FM-	Family Modified American Plan Use this option to request two full meals per day, for all family members, and at the same rate. You specify the rate and the number of family members. The currency code is optional. /FM-USD70.00-4
/G-	Guarantee Arrival The booking source number is automatically appended. /G-BS
/ID-	Customer Identification Use to enter the passenger's own hotel supplied identification number. /ID-1234KL56
/MA-	Modified American Plan Use this option to specify two full meals per day at the adult rate. The currency code is optional. /MA-USD66.00-2 <i>Note:</i> The two at the end of the entry indicates the number of people.
/NR-	Number of Rooms to be Booked /NR-3
/RA-	Adult Rollaway Bed Use this option when the passenger requires a rollaway bed. Indicate the extra charge and the number of beds. /RA-75.00-1
/RC-	Child Rollaway Bed Use this option when the passenger requires a child's rollaway bed. Indicate the extra charge and the number of beds. /RC-50.00-1
/RO-	Room Override Use this option to request a room type that is not stored in an Amadeus availability display. The letters OVR replace the room type, and are preceded by the occupancy level. /RO-S1K
/RQ- /CF-	Rate Quote and Confirmation Number You must include this option when the room is booked directly with the hotel. This element automatically generates a GK status code, and a message is not generated. /RQ-SEK900.00/CF-334123456309
/RT-	Room Type Use this option when making a long sell hotel booking request. /RT-A1K /RT-2A1K/SR-WKD
/SI-	Supplementary Information Free-flow text for you to add extra information, minimum 2 characters and a maximum of 45 characters. /SI-NON SMOKING ROOM
/SR-	Special Rate Use to request special rates, or to change an existing display to request special rates. You can specify a maximum of three rate-type codes. /SR-COR /SR-COR-GOV-MIL
/**-	Agency Accounting Use this option to enter accounting information. The information is stored in the PNR, but the system does not generate a message to the hotel company. /**-BILL COMPANY DIRECTLY

Modifying a Hotel Element

You can modify an existing hotel element using the options outlined earlier.

In standard access the options are divided as follows:

The critical option codes are **/DT-** (check-in date), **/DD-** (check-out date) and **/RT-** (room type).

The following table describes the entries you can make for the critical options:

Entry	Changes
3/RT-B1D	Room type for a hotel segment
5/DT-17MAY	Check-in time for a hotel segment
4/DD-05JUN	Check-out date for a hotel segment

The following table describes the entries you can make for the non-critical options:

Entry	Changes
3/SI-NON-SMOKING ROOM	Supplementary information for a hotel booking
3/CD-BW55690	Corporate identification for a hotel element

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Amadeus Cars



Cars



The Amadeus Cars function offers detailed information regarding car availability and rates for car rental companies worldwide. Amadeus also has agreements with major car rental companies to rent cars directly from their reservation systems. These agreements are known as Amadeus Complete Access.

Encoding and Decoding a Car Company

The following table describes the entries you can make to encode and decode car rental companies or their two-character code.

Entry	Explanation
DNCHERTZ	Encodes a car company
DNCEP	Decodes a car rental company's two-character code

Amadeus Information System (AIS) Pages

The following table describes the Amadeus Information System (AIS) pages that you can access to display information on car rental companies.

Entry	Displays
GGCAR	Car rental companies available in Amadeus
GGCARxx	Information for a specific car rental company (xx = car rental company's two-character code)
GGCARZI	
GGCARxxxx	Information for a specific car rental company in a specific city (xx = car rental company's two-character code and yyy = three-character city code)
GGCARZISYD	

Requesting Help

If you want more information on a subject, consult the central system online help pages. Enter **HE** followed by a quick path. For example a transaction code:

HE CA

You can also enter **HE** followed by a keyword, for example:

HE CAR

You can find all quick paths that exist for fare quote in **HE CAR QPS**. If you cannot find information in online help, contact your local help desk.

If you are unsuccessful with an entry, and the system informs you to **CK FORMAT**, enter **HE** followed by a slash. The system then displays the appropriate help page for that entry. For example, enter:

HE/

Car Location List Display

A car location list display shows all rental locations available in the Amadeus database. You can limit the car location list display to a specific area, car company, or country.

To request a car location list display for Paris, enter:

CLPAR

System Response:

COMPANY	VICINITY	CITY: PAR	CNTRY: FR
AA ZD/BUDGET	CDG-T	CHARLES DE GAULLE AIRPORT	20166
AB ZD/BUDGET	ORY-T	PARIS/ORLY AIRPORT	
AC ZD/BUDGET	PARC06	16 RUE DE PARIS	
AD ZD/BUDGET	PARC05	3 RUE ABEL PARIS	
AE ZD/BUDGET	PARC04	71 BLVD GOUVIO MAILLOT	
AF ZD/BUDGET	PARC03	160 RUE LAFAYE PARIS	
AG ZD/BUDGET	PARC02	AVE FRANKLIN PARIS	
AH ZD/BUDGET	PARC01	159 RUE BLOM PARIS	
AI ZT THRIFTY	ORY-O	220/222 AVE STALINGRAD 94250 CHEVILLY	
AJ ZT THRIFTY	CDG-O	5 RUE HOUDART 95700 ROISSY FRANCE	
AK EP/EUROPCAR	CDG-T	CHARLES DE GAULLE AIRPORT	
AL EP/EUROPCAR	ORY-T	ORLY OUEST AIRPORT	
AM EP/EUROPCAR	PARC01	145 AVENUE MALAKOFF	
AN EP/EUROPCAR	PARC02	TERMINAL AIR FRANCE	
AO EP/EUROPCAR	PARC03	48 RUE DE BERRY	
AP EP/EUROPCAR	PARC04	STA ELF 2 AV DE LA PORTE DE ST CLOUD	
AQ EP/EUROPCAR	PARC05	GARE DE LYON - 193 RUE DE BERCY	
AR EP/EUROPCAR	PARC06	14 BOULEVARD DE VAUGIRARD	
AS EP/EUROPCAR	PARC07	16 RUE DES DEUX GARES	
AT EP/EUROPCAR	PARC08	98 BIS BOULEVARD GALLIENI	
AU EP/EUROPCAR	PARC09	75 AVENUE MARCEAU	
)>			

Here is an explanation of one line in the display:

AC ZD/BUDGET	PARC06 16 RUE DE PARIS
--------------	------------------------

Component	Identifies
AC	Line identifier
ZD/BUDGET	Car company code and name
PARC06	City code and vicinity code for non-airport location
16 RUE DE PARIS	Company address

The text that follows the vicinity code is free flow and normally contains the company address.

The vicinity code is a combination of the city code (**PAR**), the vicinity code (C) and a two-digit numeric code (**06**).

When the car company is located at the airport, the display will show the **O** (off-terminal) or **T** (terminal) indicator.

The table below lists the vicinity codes that may appear in the car location list display:

Vicinity Code	Indicates
A	Airport
C	City
E	East of City Center
H	Hotel
N	North of City Center
O	Off-Terminal
P	Port/Ferry
R	Resort Location
S	South of City Center
T	Terminal
W	West of City Center
X	Rail

Car Availability and Rates Display

A car availability and rates display shows you the availability status, and rates, of the car types carried at a specified location.

You can request a car availability and rates display for a:

- Multi-Company
- Single-Company

A multi-company display lists availability and rate information for all companies at a specific airport location.

A single-company display shows availability and rate information for one company only at various locations.

You must specify an arrival time and a return time. You can include the return time in the /ARR- option, or enter it separately using the /RT- option.

The car companies available in Amadeus are divided into two groups.

Indicator	Access Levels
/	Complete Access When you book a Complete Access car company, the request is sent immediately to the car company via a high speed communication link. The car company returns a confirmation number within 4 to 8 seconds.
Blank	Automated Standard Access When you book a car in Automated Standard Access, the booking is sent to the car company via teletype link, and the confirmation number is returned via teletype, using an automated process in the car company's system. Manual Standard Access When you book a car in Manual Standard Access, the booking is sent to the car company via teletype link, and the booking is handled manually by the car company to issue the confirmation number.

Multi-Company Display

A multi-company display shows you the lowest rates available for each rental car company at the airport code you specify in your entry. The system automatically displays the rates from lowest to highest.

For a car availability request, you must enter the airport code and arrival and return times. Times can be entered in either 24-hour or 12-hour clock format. The dates are optional. When you do not specify a date, the system assumes the current date and a one-day rental period.

To request a multi-company display, enter:

CALHR/ARR-1000-1800

System Response:

LHR LONDON/GB:HEATHROW	ARRIVAL:TU17DEC9x/10:00	RETURN:WE18DEC9x/18:00	CURRENCY:DEM
EXTRA CHARGES MAY APPLY			CHECK POLICIES
A TYPE	DAILY-DEM	KM/M	CHRG
1T ZE/HERTZ	MCMN 82.10@*	UNL .00	
2T EP/EUROPCAR IR	ECMN 100.07@*	UNL .00	
3T ZD/BUDGET	MCMN 125.70@*	UNL .00	
4T ZI/AVIS	ECMN 143.20@*	000M 1.64	
5T ED EUROCENTER R FDMN	325.61@	UNL .00	
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY			
NO MORE ITEMS			
>			

The first line of the response displays the three-character airport code, city name, country code, and airport name, followed by the type of currency the rates are displayed in.

When a city name is different from the airport name entered, or a state code is applicable, you see the following:

JFK NEW YORK/NY/US:JOHN F KENNEDY

The second line displays the arrival and return information, showing the two-character day of the week indicator, and the pick-up and drop-off dates and times.

The third line is an informational line instructing you that extra charges may apply and that you should check the policies of the individual car rental company. It is important to check the car company's policy pages, as they advise you of information regarding the rate. This information can inform you of whether the rates include tax, and whether there are additional charges for insurance.

Here are the first two lines of the availability and rates information:

1T	ZE/HERTZ	A TYPE MCMN	DAILY-DEM 82.10@*	KM/M UNL	CHRG .00
----	----------	----------------	----------------------	-------------	-------------

The following table describes the availability and rates information:

Component	Identifies
1T	Line number and location of the car company office The letters indicate: T Terminal building O Off the terminal premises
ZE/	Car company code and the Complete Access indicator When there is a space between the car company code and the company name, it indicates that this car company is standard access.
HERTZ	The full car company name
A TYPE MCMN	Availability status, car-type column When a blank appears in the availability status column, it indicates that the car is available. The letter R in this column, indicates that the car is on request. Car types with a closed status are not displayed. The car-type column displays the four-character car type for this rate.
DAILY-DEM 82.10	Rate plan, currency code, rate The rate plan is based on the rental period specified in your entry, and can be daily, weekly, monthly, or weekend. Using AmadeusPro Tempo you could sell directly from this screen by double clicking with the mouse on the rate.
@	Rate indicator The @ sign indicates that the rates have been converted. Rates are converted: <ul style="list-style-type: none"> • If you are viewing rates for a location in your own country, but they have been loaded in the system using another currency. • If you use the /FC- option to change the rates.
*	Additional charge indicator The asterisk (*) appears next to the rate to indicate that extra charges, either by the hour or the day, can apply to the rate.
KM/M UNL	Kilometer or mileage column and the number of kilometers or miles allowed for that rate UNL indicates unlimited. When a specific number of kilometers or miles apply to that rate, the number is entered here followed by either K (kilometers) or M (miles).
CHRG .00	Charge column and the additional charge for extra kilometers or miles

The remainder of the display shows the lowest rate for each of the other car companies at this airport.

The last line of the display indicates 'no more items'. If there are additional car companies to display, the word **MORE** appears at the bottom of the screen. You use the **MD** scrolling entry to view the additional screens of information.

You can also add a date to your entry. You can specify a specific drop-off date, or the number of rental days. The table below gives you examples of the entries you can make:

Entry	Requests
CALAX15NOV-20NOV/ARR-1400-1800	A specific pick-up and drop-off date
CALAX15NOV-5/ARR-0800-1800	A specific pick-up date and number of rental days

Single-Company Display

You use the two-letter car rental company code to request a car availability and rates display for a specific company. The resulting display includes all car types supported by the requested company at the specified location. For a single-company display, you can only enter an airport code. The rates are displayed from lowest to highest.

To request availability for Hertz (**ZE**), enter:

CAZEFRA10DEC-2/ARR-0900-0900

System Response:

ZE/HERTZ	FRA-T	OPENING HOURS:	00:01 -01:00	
FRANKFURT/DE:INTL		CURRENCY:DEM	06:00 -23:59	
ARRIVAL:WE10DEC9x/09:00	RETURN:FR12DEC9x/09:00			
EXTRA CHARGES MAY APPLY		CHECK POLICIES	GGCARZEFRA	
TYPE A DAILY-DEM	KM/M	CHRG	ADV RCODE	
1 ECMN 86.09	UNL	.00	RRX	
2 ECMN 99.00	UNL	.00	RRG	
3 CDMN 103.48	UNL	.00	RRX	
4 CCMN 103.48	UNL	.00	RRX	
5 CDMN 119.00	UNL	.00	RRG	
6 CCMN 119.00	UNL	.00	RRG	
7 IDMN 120.87	UNL	.00	RRX	
8 ICMN 120.87	UNL	.00	RRX	
9 IWBN 129.57	UNL	.00	RRX	
10 IXMN 129.57	UNL	.00	RRX	
11 CDAN 129.57	UNL	.00	RRX	
12 CCAN 129.57	UNL	.00	RRX	
13 FFMN 135.00	UNL	.00	DTE1	
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY				
MORE				
>				

Here is the first line of the display:

ZE/HERTZ	FRA-T	OPENING HOURS:	00:01 -01:00
			06:00 -23:59

The following table describes the components of the first line:

Component	Identifies
ZE/HERTZ	Car company code, Complete Access indicator, and car company name
FRA-T	Airport code and location of the car company office
OPENING HOURS: 00:01 -01:00 06:00 -23:59	Hours of operation <i>Note:</i> If required, this information can be displayed on 2 lines.

The next two lines are identical to the information shown in a multi-company display.

TYPE	A	DAILY-DEM	KM/M	CHRG	ADV	RCODE
1	ECMN	86.09	UNL	.00		RRX

The following table explains the above two lines of rate information:

Component	Identifies
TYPE 1 ECMN	Car-type column, display line number and the four character car-type code
A	Availability status column When a blank appears in the availability status column, it indicates that the car is available. The letter R in this column, indicates that the car is on request. Car types with a closed status are not displayed.
DAILY-DEM 86.09	Rate plan, currency code and the rate The rate plan is based on the rental period specified in your entry, and can be daily, weekly, monthly, or weekend.
KM/M UNL	Kilometer or mileage column and the number of kilometers or miles allowed for that rate UNL indicates unlimited. When a specific number of kilometers or miles applies to that rate, the number is entered here followed by either K (kilometers) or M (miles).
CHRG .00	Charge column and the additional charge for extra kilometers or miles
ADV	Advance booking requirement column A blank indicates that an advance booking time limit is not a requirement. When the rate is subject to advance booking, the column can show 7D for the number of days or 12H for the number of hours.
RCODE RRX	Rate code column and the applicable rate code

You can request a single company display directly from a multi-company car availability and rates display. For example:

FRA FRANKFURT/DE:INTL		CURRENCY:DEM
ARRIVAL:MO12MAY9x/10:00	RETURN:WE14MAY9x/20:00	
EXTRA CHARGES MAY APPLY	CHECK POLICIES	
A TYPE DAILY-DEM	KM/M	CHRG
1T SX/SIXT BUDGET ECMN 66.96	UNL	.00
2T ZE/HERTZ ECMN 86.09	UNL	.00
3T EP/EUROPCAR IR EBMN 103.47	UNL	.00
4T ZI/AVIS ECMN 121.74 *	UNL	.00
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY		
NO MORE ITEMS		
>		

To request a single company display for Hertz, enter:

CA2

System Response:

ZE/HERTZ	FRA-T	OPENING HOURS:	00:01 -01:00
FRANKFURT/DE:INTL		CURRENCY:DEM	06:00 -23:59
ARRIVAL:MO12MAY9x/10:00	RETURN:WE14MAY9x/20:00		
EXTRA CHARGES MAY APPLY	CHECK POLICIES	GGCARZEFRA	
TYPE A DAILY-DEM	KM/M	CHRG	ADV RCODE
1 ECMN 86.09	UNL	.00	RRX
2 ECMN 99.00	UNL	.00	RRG
3 CDMN 103.48	UNL	.00	RRX
4 CCMN 103.48	UNL	.00	RRX
5 CDMN 119.00	UNL	.00	RRG
6 CCMN 119.00	UNL	.00	RRG
7 IDMN 120.87	UNL	.00	RRX
8 ICMN 120.87	UNL	.00	RRX
9 IWMN 129.57	UNL	.00	RRX
10 IXMN 129.57	UNL	.00	RRX
11 CDAN 129.57	UNL	.00	RRX
12 CCAN 129.57	UNL	.00	RRX
13 FFM R 135.00	UNL	.00	DTE1
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY			
MORE			
>			

Car Availability and Rates from a Flight Segment

You can request a car availability and rates display for a multi or single-company by referring to a flight segment in a PNR. This can be done before or after end transaction (ET).

```
-- RLR --
RP/MUC1A0701/MUC1A0701          AA/SU 17DEC9x/1548Z JI6AY9
1 .ANDERSEN/HANS MR
2 LH4020 C 02DEC 2 MUCLHR HN1 1000 1030 1130
3 LH4113 C 05DEC 5 LHRMUC HN1 0725 2 0755 1040
4 AP MUC 89 652 900-B
5 TK OK17DEC/MUC1A0701
>
```

To request a car availability and rates display for a multi-company display in London, enter:

CAS2

System Response:

```
> LHR LONDON/GB:HEATHROW          CURRENCY:DEM
ARRIVAL:TU02DEC9x/11:30   RETURN:FR05DEC9x/06:55
EXTRA CHARGES MAY APPLY           CHECK POLICIES
                                  A TYPE DAILY-DEM      KM/M  CHRG
10 ZT THRIFTY      MDMN 30.79@  UNL   .00
20 AB ALL AMERICA ECMN 34.12@* UNL   .00
30 CC TOWN COUNTR EDMN 34.38@  UNL   .00
40 KN KENNING      MCMN 37.71@  UNL   .00
50 RR RENT RITE    ECAN 56.45@* UNL   .00
6T ZI/AVIS         ECMN 58.57 * UNL   .00
7T AL/ALAMO        CCMN 61.58@  UNL   .00
8T ZD/BUDGET       MCMN 89.80@* UNL   .00
9T EP/EUROPCAR IR PXAN 130.86@ UNL   .00
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY
NO MORE ITEMS
>
```

The system automatically applies the pick-up and drop-off dates to the car availability and rates display as follows:

- The pick-up date is the date of the flight arrival.
- The drop-off date is the date of departure of the following flight segment.

When a flight segment does not follow, the system automatically assumes a one-day rental. You must add the return time to your entry, and a drop-off date if applicable.

Car-Type Codes

Each car-type code consists of four letters, one letter from each of the following categories: class, type, gearshift, and air-conditioning.

Code	Class	Code	Type
M	Mini	B	Two-Door
E	Economy	C	Car
C	Compact	W	Station Wagon
S	Standard	V	Van
I	Intermediate	L	Limousine
F	Full Size (4-door)	R	Recreational
P	Premium	S	Sports Car
L	Luxury	F	Four-Wheel Drive
X	Special	T	Convertible
		X	Special
		D	Four-Door
		J	All Terrain
		P	Pick Up
		K	Truck

Code	Gearshift	Code	Air-Conditioning
A	Automatic	R	Yes
M	Manual	N	No

Car Availability Options

The following table describes some of the options that you can add to your car availability and rates display to request a more detailed display.

Option	Explanation/Example
/CO-	<p>Company</p> <p>Use this option to change a multi-company display to a single company display.</p> <p>/CO-EP -or- /CO-EP-ZI (up to five car company codes)</p> <p>To change a single-company display to a multi-company display, enter: CA/CO-YY</p>
/DD-	<p>Drop-Off Date</p> <p>You use this option to change the drop-off date in your existing display.</p> <p>/DD-19NOV</p> <p><i>Note:</i> Can only be used in a re-option entry.</p>
/DO-	<p>Drop-Off Location</p> <p>Use this option to change the drop-off location in your existing display.</p> <p>/DO-FRA IATA code</p> <p>/DO-NCEC01 Amadeus location code</p> <p>/DO-FRPAR607* Car company specific location code</p> <p>/DO-AB Item number from a car location list display</p>
/DT-	<p>Pick-Up Date</p> <p>Use this option to change the pick-up date in your existing display.</p> <p>/DT-14SEP</p> <p><i>Note:</i> Can only be used in a re-option entry.</p>
/FC-	<p>Foreign Currency</p> <p>Use this option to show rates in a currency other than the currency of your location. You can use either the ISO country code or the currency code.</p> <p>/FC-DE -or- /FC-DEM</p>
/LO-	<p>Location</p> <p>Use this option to change the location of your existing display. Options you entered in your initial entry are retained in the new display.</p> <p>/LO-CDG -or- /LO-AB -or- /LO-PARC01</p>

Car availability option codes continued:

Option	Explanation/Example
/RC-	<p>Rate Code</p> <p>Use this option to request a rate category and rental period. (two – eight characters)</p> <p>/RC-PW-</p>
/VT-	<p>Vehicle Type</p> <p>Use this option to request a specific vehicle type.</p> <p>/VT-ECMN -or- /VT-E -or- /VT-ECMN-**M</p> <p>Notes: You can enter the full four-letter code or just the first letter of the vehicle type.</p> <p>of You can request up to five specific vehicle types, or elements of the vehicle type, where asterisks (*) replace a letter to indicate all.</p> <p>Trailing blanks are treated as asterisks, so **M is the same as **M*.</p>

Car Terms

You use the car terms display to verify the rules for a rental from a car availability and rates display, or directly from a car element in the PNR.

To display car terms from a specific line in a car availability and rates display, enter:

CT5

System Response:

```
**AMADEUS CARS CAR TERMS**
RULE VERIFIED
EP/FRA STANDARD WEEKEND EBMN
HOURS 12DEC9x 06:00 - 00:30 HOURS 15DEC9x 06:00 - 00:30
RATE: 86.08/.00 UNL CURR: DEM /RC-SE-STE
EXTRA DAY: 73.39/.00 UNL DEM
A. RATE CODE DESCRIPTION:
STANDARD WEEKEND UNLIMITED RATES
D. MINIMUM/MAXIMUM/PICKUP/RETURN:
P/U DAY TUE THU FRI SAT SUN
MIN DAYS 002 001 001 001
MAX DAYS 005 004 003 002
EARLY PU 12:00
LATE RET 09:00
G. REMARKS
- NOT DISCOUNTABLE / TAX NOT INCLUDED
- DOMESTIC ONE-WAY ALLOWED
- INTERNATIONAL ONE-WAY NOT ALLOWED
- RATE APPLIES TO ANY RENTAL BETWEEN PICK UP FRI 12H00
AND DROP OFF MONDAY 09H00
MORE
>
```

Car Sell

You can make a car sell entry in the following ways:

- Referencing a specific line number in a car availability and rates display
- Referencing a specific line number in a car location list display
- Referencing a PNR flight segment
- Direct sell entry

You can sell a car either in Complete Access or standard access, depending on the car company.

Complete Access enables you to make real time bookings in the participating car company's system. The reservation is simultaneously created in both systems, Amadeus and the car company. The confirmation number for the booked car segment is immediately returned.

Car companies that participate in Amadeus Complete Access are identified by a slash (/) following the company code. The PNR must contain a name element before you can make a sell entry. If more than one name exists in the PNR, passenger association is required.

When you book a car for a car rental company using standard access, the confirmation field is left blank, until it is received from the car company.

Short Sell

To request a car from a specific line in a car availability and rates display, enter:

CS8

Complete Access Response:

```
RP/NCE1A0900/
1 .ANDERSEN/HANS MR
2 CCR ZI HK1 LHR 11SEP 13SEP ECMN/BS-12345675/ARR-1000
 /DO-LHR*/NM-ANDERSEN HANS MR/RC-EFI/RQ-*ZI*FRF310.00DY UNL
 .00MI 3DY BASE RATE 930.00 UNL/RT-1800/CF-24531783FR3 *ZI/
 **** AVIS ****
 TO GET EXP SERVICES INPUT WIZARD NBR IN /ID- FIELD
 AVIS ANNOUNCES *NEW* TRAVEL PARTNERS-SEE GGCARZI FREQUENT
 >
```

Here is an explanation of the car element:

Component	Identifies
2	PNR element number
CCR	Car element code
ZI	Car company code
HK1	Action code and number of cars
LHR	Airport code where the car was requested
11SEP 13SEP	Pick-up and drop-off dates
ECMN	Car-type code
/BS-12345675	Booking source indicator and identification number
/ARR-1000	Arrival information indicator and arrival time
/DO-LHR*	Drop-off information and the drop-off location
/NM-ANDERSEN HANS MR	Name indicator and the passenger name
/RC-EFI	Rate code indicator, with the car rental companies rate code
/RQ-*ZI*FRF310.00DY UNL .00MI 3 DY BASE RATE 930.00 UNL	Rate quote indicator and the rate information
/RT-1800	Return time indicator and the return time
/CF-24531783FR3	Confirmation indicator and confirmation number
*ZI/	Complete Access indicator and the car company code
**** AVIS ****	Car rental company name followed by any marketing information

The **/RC-** and **/RQ-** fields are added automatically by the system when the car is sold from a car availability and rates display.

Car Sell Options

The following table describes the options you can add to a car sell display:

Option	Explanation/Example
/BS-	<p>Booking Source Mandatory and system generated, but you can replace it with another IATA number. /BS-98765436</p>
/CD-	<p>Customer Corporate Identification Number Use this option to enter the customer's corporate identification number, if available. /CD-3456HJ90</p>
/DD-	<p>Drop-Off Date You use this option to change the drop-off date in your existing display. /DD-19NOV <i>Note:</i> Can only be used in a re-option entry.</p>
/DO-	<p>Drop-Off Location Use this option to change the drop-off location in your existing display. /DO-FRA IATA code /DO-NCEC01 Amadeus location code /DO-FRPAR607* Car company specific location code /DO-AB Item number from a car location list display</p>
/DT-	<p>Pick-Up Date Use this option to change the pick-up date in your existing display. /DT-14SEP <i>Note:</i> Can only be used in a re-option entry.</p>
/FP-	<p>Form of Payment Use this option to enter the form of payment for the car voucher. The credit card approval code can also be entered in this field, prefixed with the letter N. /FP-CASH -or- /FP-CCAX47876528987610005 EXP039xN22</p>
/FT-	<p>Frequent Traveler Use this option to add the identification of a person belonging to an airline frequent traveler program. /FT-P45098</p>

Car sell options continued:

Option	Explanation/Example
/G-	<p>Guarantee</p> <p>This option allows you to guarantee bookings for specific vehicle types, rate plans, or booking codes.</p> <p>/G-CASH -or- /G-CHECK -or- /G-CCAX37465648756EXP039x /G-VOUCHER -or- /G-MCO(MCO number) /G-BS(booking source) -or- /G-CD(corporate discount) /G-ID(customer identification)</p>
/ID-	<p>Customer Identification</p> <p>Use this option to enter the passenger's own car company's identification number.</p> <p>/ID-5698GH12</p>
/PUP-	<p>Pick-Up Location</p> <p>Use this option to enter the pick-up location, if other than an airport location, for locations not listed in Amadeus.</p> <p>/PUP-FRPAR607* Car company location code</p>
/RC-	<p>Rate Code</p> <p>Use this option to request a rate category and rental period. (two – eight characters)</p> <p>/RC-PW-</p>
/RQ-	<p>Rate Quoted</p> <p>Use this field to enter the rate that was quoted when creating a passive car segment.</p> <p>/RQ-FRF229.00- UNL DY</p>
/SI-	<p>Supplementary Information</p> <p>Use this option to enter supplemental information in free-flow text for the rental car.</p> <p>/SI-RED CAR REQUIRED</p>
/SQ-	<p>Special Request</p> <p>Use this option to request a special service or a specific type of equipment. You can specify a maximum of 3 special equipment codes.</p> <p>/SQ-PHN -or- /SQ-PHN-CST</p> <p><i>Note:</i> Not all codes are accepted by all car companies.</p>
/TK-	<p>Tracking</p> <p>Use this option to enter any promotional coupon information, authorization numbers, voucher information, or other miscellaneous information.</p> <p>/TK-PC57309567</p>

Car sell options continued:

Option	Explanation/Example
/VT-	<p>Vehicle Type</p> <p>Use this option to request a specific vehicle type.</p> <p>/VT-ECMN -or- /VT-E -or- /VT-ECMN-**M</p> <p><i>Notes:</i> You can enter the full four-letter code or just the first letter of the vehicle type.</p> <p>You can request up to five specific vehicle types, or elements of the vehicle type, where asterisks (*) replace a letter to indicate all.</p> <p>Trailing blanks are treated as asterisks, so **M is the same as **M*.</p>
/**-	<p>Agency Accounting Information</p> <p>Provides the ability to include agency accounting information for the car segment. This information is displayed in the car segment, but is not sent to the car company.</p> <p>CS3B/**-ACCOUNT 34</p>

Special Equipment

You can decode all of the above special equipment codes using the **CE** transaction.

To decode a three-letter special equipment code, enter:

CE PHN

System Response:

```
PHN - MOBILE PHONE  
>
```

To see a list of special equipment codes, enter the **CE** transaction code followed by the letter of the alphabet you want the list to start at. For example to look up the code for a child seat:

CEC

The following is a list of optional equipment that you can request using the **/SQ-** option. This equipment is subject to availability and local charges. You can specify a minimum of 3 and a maximum of 15 characters.

Code	Explanation	Code	Explanation
ABS	Anti-lock Braking System	LUG	Luggage Rack
AIR	Air Conditioning	NSK	Non Smoker Car
ATD	Anti-Theft Device	PAB	Power-Assisted Brakes
BYC	Bicycle Rack	PAS	Power-Assisted Steering
CAL	Car Alarm	PAX	Number of Passengers
CBR	CB Radio	PDL	Power Door Locks
CCT	Cruise Control	PHN	Mobile Phone
CLS	Central Locking System	PWS	Power Windows
CSB	Baby Seat	RAD	Radio
CSI	Infant Seat	RSB	Rear Seat Belt
CST	Child Seat	SKR	Ski Rack
DAB	Drive Side Airbag	SKV	Ski Equipped Vehicle
DSL	Diesel	SNO	Snow Chains
FMR	FM Radio	STR	Winter Tires
FRT	Front-Wheel Drive	SUR	Sun Roof
HCH	Hatchback	TAP	Cassette Player
HCL	Left-hand Drive	TEL	Telephone
HCR	Right-hand Drive	TRH	Trailer
ICS	Integrated Child Safety Seat	TSW	Tilt Steering Wheel
LDP	Laser Disc Player	TVI	Television
LFF	Lead Free Fuel		

Modifying a Car Element

You can modify or delete elements of car segments that have already been created. You can modify, delete, and add data to an existing car element using the options outlined earlier in this module.

Modifications with options that determine the status, or the rate in a car segment, are more critical than others.

The options concerned are as follows:

Option	Identifies
/DT-	Pick-Up Date
/DD-	Drop-Off Date
/VT-	Vehicle Type
/RT-	Return Time
/LO-	Location Code
/RC-	Rate Code

When a car element originally booked in standard access is modified, the system attempts to resell the segment performing all availability status and rate rule validations.

If the check is successful, the modification is accepted and the segment resold. If the check is unsuccessful a car availability and rates display is returned based on the parameters in the affected segment. The confirmation number is erased and depending on the car company either a new confirmation number is returned or the same previous confirmation number is used.

All changes are processed via Complete Access, if the original booking was made in Complete Access.

The following table describes entries that you can make:

Entry	Explanation
3/VT-ECMN	Changes the car type
5/DD-15AUG	Changes the drop-off date
2/SI-RED CAR REQUIRED	Changes or adds supplementary information

To cancel a car element, you use the transaction code **XE** followed by the element number in the PNR.

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Amadeus

Customer Profile



Amadeus Customer Profiles Course

Accessing and Exiting Profile Mode

Entry	Explanation
PM	Accesses customer profile mode
PME	Exits profile mode

Profile End Transaction

Entry	Explanation
PE	End transaction and file the profile
PER	End transaction and redisplay the profile
PEE	End transaction, file the profile and exit profile mode

Profile Ignore

Entry	Explanation
PI	Ignore the profile
PIR	Ignore and redisplay the profile
PIE	Ignore the profile and exit profile mode

CREATING A CUSTOMER PROFILE

Creating a Traveler Profile

NM1LEWIS/ARTHUR MR

AP

TKOK

SR*VGML

OSYY KHI 009221- 5660000 -B

FFNEK-123456XX

PER

PNR Sections:

SR*VGML

ST

SSAF004J/CDGJFK1

SOLHNCEFRA

Displaying Customer Profiles

Entry	Explanation
PDN/-LEWIS	Displays a traveler profile
PD2	Displays a traveler profile from a similar name list
PD	Redisplays the traveler profile
PDL	Return to the list

Creating a Company Profile

You can create a company profile in mode using a unique three-character transaction code.
To create the company name, enter:

PCN/WORLD BANK

Displaying a Customer Profile by Record Locator

The following table describes the entries you can make to retrieve a customer profile by record locator:

Entry	Explanation
PDRT/A6HYUE	Displays a traveler profile by record locator
PDRC/JFU7GH	Displays a company profile by record locator
PDC	Redisplay company profile only
PDT	Redisplay Traveler profile only
PDM	Redisplay merged PNR

Creating a Profile From A PNR

Entry	Creates A
PC/-1	Traveler profile for a specific passenger in the PNR
PC/BMW CORP	Company profile
PC/BMW CORP-1	Traveler profile associated to a company for a specific passenger in the PNR
PC/-1,4,9-12	Traveler profile for a specific passenger, transferring specific PNR elements, 4 and 9 through 12
PC/BMW CORP, 4,9-12	Company profile transferring specific PNR elements, 4 and 9 through 12
PC/BMW CORP-1,4,9-12	Traveler profile associated to a company for a specific passenger, transferring specific PNR elements, 4 and 9 through 12

Creating A PNR From A Profile

Displayed Profile

The following table describes the entries you can make:

Entry	Creates a PNR and Transfers
PT	All automatic elements
PT*	All transferable elements
PT2-5	A range of elements
PT1,5,8	Individual elements
PT1,3,5-8	Individual and a range of elements
PTX4,7	All elements except for specific elements
PT*9,11	All automatic elements and specific selectable elements
PT*X11	All automatic elements except a specific element

Document Information Section

You use the documents section to store information about a passenger's documents. You can only store documents in a traveler profile. The types of documents you can store are:

- | | |
|--------------------------|------|
| • Passport | PAS/ |
| • Visa | PIV/ |
| • Driving License | PCE/ |
| • Identity Cards | PID/ |

The following table gives you examples of the entries you can make:

Document	Entry
Passport	PAS/CO-PK/NR-G123455/IS-20AUG2000/EX-19AUG2005
Visa	PIV/CO-IN/NR-RZ589383773/IS-01JUL2003/EX-01DEC2003
Identity Card	PID/CO-ES/NR-Y575647464/IS-01JAN2002/EX-31DEC2007
Follow-Up Section	PFO/VERIFY EXP DATE VISA/04FEB9X
Follow-Up List	PLF
Priority Elements	PPR/CHECK SEAT PREFERENCE
Hotel Preference	PPH/C-RT/RT-A1K/SR-COR/DN-FR
Airline preference	PPA/A -CO/C -Y/DN-US
Profile history	PH

Displaying a List of Companies

You can display a list of company profiles that are associated to your office or for another office when security permits. To request a list of companies, enter:

PLC -OR- PLC/NCE1A0900
PD3
PDL

Displaying a List of Travelers

PLT -OR-
PLT/NCE1A0900

Displaying a List of Travelers Associated to a Company

PLT//AMADEUS -OR-
PLT/NCE1A0900/AMADEUS

Deactivating a Displayed Profile

Entry	Blind Deactivate by
PX	To deactivate the profile, enter:
PX3	Deactivate a profile from a similar name list
PLX	Display the deactivated profile

Reactivating a Customer Profile

To reactivate a profile that is displayed on your screen, enter:

PR
PR6

Accessing and Exiting Profile Notes

Before creating profiles notes, you must enter profile notes mode. After you have completed the profile notes section, you must exit profile notes mode.

Entry	Explanation
PN	Access profile notes mode
PNE	Exit profile notes mode

Amadeus

Travel Assistant



Amadeus Travel Assistant

Provider List

Entry	Explanation
IL	List of insurance companies available for a travel agency

Insurance Products List

Entry	Explanation
II	List of AIG insurance products from the provider list
IIAIG	List of insurance products for the insurance company AIG

Product Features

Entry	Explanation
IF1	Features of product from the products list
IFAIG/SILV	Features of Silver Plan of AIG

Insurance Sell

Commands	Explanation
AIG	Provider code
XXX	Product code
14SEP-30SEP	Insurance start - end dates (extracted from itinerary if any) Instead of end date, the duration (in nights !!) can be entered
ZN-	Zone of destination – Contain the country code of destination (extracted from itinerary if any)
FD-	Reduction code – only code accepted is “PF” for family policies
AM-	Subscriber’s address
AE-	Subscriber phone number
NB-	Beneficiary name + relationship with subscriber + phone number. Format must be : /NB-name – relationship – phone number
BD-	Date of birth (format DDMMYYYY)
PI-	Number – Format : /PI-PP... where ... is the passport number
SI-	Relationships with the subscriber – Possible values are PRIMARY (for the subscriber himself), SPOUSE or CHILD.

For Individual Policy

ISAIG/PPS/14SEP-30SEP/ZN-FR/AM-METROPOLE SADDAR KARACHI/AE-**
5652006/**NB-ALI-BROTHER-0300222222/BD-14AUG1975/PI-PP H231488****

For Family Policy

ISAIG/PPS/14SEP-30SEP/FD-PF/ZN-FR/AM-METROPOLE SADDAR KARACHI/AE-**
5652006/**NB-ALI-BROTHER-0300222222****

4/BD-16AUG1975/PI-PP H23433342/P1

4/BD-01SEP1978/PI-PP H2555248/P2

4/BD-31JAN2000/PI-PP H2555248/P3

4/SI-PRIMARY/P1

4/SI-SPOUSE/P2

4/SI-CHILD/P3

4/HK

RFAGT

ER

Information adding/modification of an informative pricing

Note: 1- In the examples below, INS is the element number 3 in the PNR.

2- Apart from the provider and product codes, all the data can be modified as long as the INS element is not confirmed (NN status)

Entry	Explanation
3/15JUN	Change departure date
3/-01JUL	Change arrival date
3/-15	Change duration of the trip (duration is a number of nights)
3/15JUN-01JUL	Change departure and arrival date
3/15JUN-15	Change arrival date and duration
3/AE-33492946400	Change / add the phone number
3/AE-	Remove the phone number
3/BD-12JUL1942/P1	Change / add birth date for passenger 1
3/BD-10JAN1980/P2	Change / add birth date for passenger 2

Confirm the insurance pricing (from the informative pricing screen)

Entry	Explanation
3/HK	Confirm the insurance pricing appearing as segment 3 of the PNR
3/AE-492972512/HK or 3/BD-4APR1972/HK/P2	Add/Change and confirm at same time the insurance pricing

Cancellation:

AIG doesn't allow the cancellation of a policy. Travel agents have to call AIG for any cancellation

Print / Display Insurance

To issue an insurance certificate

Entry	Explanation
IVP	Print an insurance certificate
IVP/S6	Print an insurance certificate with segment selection
IVP/COPY	Print an insurance certificate duplicita

To display the layout of an insurance certificate on the screen:

Entry	Explanation
IVD	Display the layout of an insurance certificate
IVD/S5	Display the layout of an insurance certificate with segment selection

Information Pages

Entry	Explanation
HE INS	General insurance help pages
GGINSAIGPK	AIG specific information pages
GGINS	Generic information pages about Amadeus Travel Assistance

Central Ticketing Course

(CTS)



amADEUS
Your technology partner

Ticketing Table

Area Reporting Plan

To display an alphabetical list of the countries participating in all settlement/reporting plans, enter:

TGBD-XX (XX= Country Code)

TGBD-PK

System response:

```
--BSP/ARP PLAN FOR: PK PAKISTAN
AF BA CX EK EY GF KL LH
LX MH PK QR SQ SV TG UL
```

Ticketing Agreement Table:

To display a master list of all carriers for which Amadeus maintains interline ticketing agreements, enter:

TGAD

You can request a list of interline agreements for a particular airline. To display the list of airlines that airline xx has interline agreements with, enter:

TGAD-EK

To check the agreement between two specific airlines, include both airline codes but do not add an asterisk. The airline you enter first is the validating or issuing airline.

TGAD-EK/BA

Itinerary Pricing

The Amadeus Itinerary Pricing function allows you to price a specific itinerary in a PNR. The following table describes the two transaction codes that you can use to price an itinerary:

Entry	Explanation
FXP	The itinerary and creates a TST

Pricing Follow-Up Transactions

The following table describes the entries you can use to request additional information after a pricing response:

Entry	Explanation
FQQ	Fare components
FQN	Fare rules
FXT	To select the same fare for all passengers in the PNR
FXV	Pricing Overrides

Pricing an Itinerary and Creating a TST

To price an itinerary and create a TST, you use the **FXP** transaction code.

Pricing Options

You can add options to further define your pricing requirements. The options apply equally to the **FXP** transaction codes. The following is a list of options indicators:

Entry	Explanation
FXP	Price the itinerary for all passengers
FXP/P1	Price the itinerary for passenger 1
FXP/P1-2	Price the itinerary for passenger 1 and 2
FXP/P3,5-7	Price the itinerary for passenger 3, and 5 through 7
FXP/S3	Price only segment 3 of the itinerary
FXP/S3,5,7	Price a selection of segments
FXP/S3-9	Price a range of segments
FXP/S4S	Price and indicate segment 4 as a stopover point
FXP/S4S,S6S	Price and indicate segments 4 and 6 as stopover points
FXP/R,FRA	Price and indicate the point of sale and ticketing as FRA
FXP/L-VEE4MPK1	Price all segments in a PNR override RBD with the fare basis code VEE4MPK1
FXP/S2RW	Round the world fare for the complete Itinerary

Selecting a Fare and Creating a TST

Select the fare from the list and create the TST. Here is an example of a list of fares.

FXP	* FARE BASIS * DISC * PSGR * FARE<FRF> * MSG *T
01 HR * * P1 * 19425 * *Y	
02 HLE6M * * P1 * 6650 * *Y	

To select the fare on line 2, enter:

FXT2

The following table describes the additional entries you can make:

Entry	Explanation
FXT2/P3	The fare shown on a specific line for a specific passenger only
FXT2/P1,3	The fare shown on a specific line for more than one passenger
FXT1/P1//2/P2//3/P3	A different fares for individual passengers
FXV2/P1	Override RBD of the fare shown on a specific line for a specific passenger only
FXT/P1,3	Override the fare shown on a specific line for more than one passenger
FXT1/P1//2/P3	Override a different fares for individual passengers

Stopover and transfer point information:

HE FQP than **GPIN2.211**

Fare Remarks Elements

The following table describes the entries you can make:

Entry	Explanation
FM	Travel agency Commission Amount
FV	Validating Carrier
FP	Form of Payment
FE	Endorsement and Restriction
FA	Automated Ticket Number
FB	Automatic Amadeus Interface Record Sequence Number
FD	Fare Discount
FN	Transmission Control Number
FT	Tour Code

Mandatory Elements for a PNR

Published Fare:

1. **SS** (Seat Sell)
2. **NM1** (Name Elements)
3. **AP** (Contact Elements)
4. **TK** (Ticketing Arrangement)
5. **RF** (Received Form)
6. **ER** (Save/ End of Transaction)
7. **FP** (Form of Payment)
8. **FV** (Validating Carrier)
9. **FM** (Travel agency Commission Amount)
10. **FXP** (PNR pricing)
11. **TP** (Printing a Ticket)

Validating Form

Entry	Explanation
FV XX	Validating Carrier (XX= Airline Code)

Travel Agency Commission

Entry	Explanation
FM9	Travel agency commission 9%
FM7	Travel agency commission 7%
FM0	No commission given to passenger
FMPAX7	Travel agency commission only for ADULT & CHILD
FMINF3	Travel agency commission only for INFANT

Form of Payment

Entry	Explanation
FP CASH	single form of payment cash
FPCHECK	single form of payment cheque or
FP CHEQUE	single form of payment cheque
FP AGT	single form of payment by agent
FPCCVI4550230600202005/1007	single form of payment by credit card
FPCASH+CCVI4550230600202005/1007/PKR17800	form of payment through cash + credit card (followed by the amount of the second FOP)
FPCHEQUE+CCVI4550230600202005/1007/PKR17800	form of payment through cheque + credit card (followed by the amount of the second FOP)
FPPAX CASH	form of payment cash for adult & child only
FPINF CASH	form of payment cash for infant only

Endorsement & Restriction

The endorsement/restriction element (FE) is used to identify any restrictions, airline comments, or rules that may apply to a ticket. The endorsement is printed on the ticket in the endorsement box.

The endorsement element can be:

- **Automatically created by the fare server, or**
- **Manually entered by the agent entry is:**

Entry	Explanation
FE XXXXXXXX	Manual endorsement if you want to insert in a PNR (XXXXX = FREE FLOW TEXT)

Tour Code

Entry	Explanation
FT*QR27	Tour Code for published fare Ticket
FTPAX*QR27	Tour code for only ADULT & CHILD
FTINF*QRIN	Tour code only for INFANT

Net Remit Fare:

1. **SS** (Seat Sell)
2. **NM1** (Name Elements)
3. **AP** (Contact Elements)
4. **TK** (Ticketing Arrangement)
5. **RF** (Received Form)
6. **ER** (Save/ End of Transaction)
7. **FP** (Form of Payment)
8. **FV** (Validating Carrier)
9. **FT** (Tour Code)
10. **FE** (Form of Endorsement)
11. **FM** (Travel agency Commission Amount)
12. **FXP** (PNR pricing)
13. **TTK/NF-** (To add Net remit Fare in TST)
14. **TPP** (Printing a Ticket)

Validating Form

Entry	Explanation
FV XX	Validating Carrier (XX= Airline Code)

Travel agency Commission amount (FM)

Entry	Explanation
FM7N	Travel agency commission on Net Remit Fare is 7%
FM0	Travel agency commission on Net Remit Fare is 0

Tour Code

Entry	Explanation
FTNRQRIN	Tour Code for Net Remit Ticket
FTPAXNRQR27	Tour Code for Net Remit Ticket for only Adult & Child

Form of Payment

Entry	Explanation
FPNR+ AGT/PKR25470	form of payment by agent (selling amount + taxes)
FPNR+ CASH/25470	form of payment by Cash (selling amount + taxes)PKR is optional
FPNR+CCVI4550230600202 005/1007/PKR17800	form of payment through credit card (selling amount + taxes)
FPNR+CHECK/PKR25470	form of payment cash through cheque (selling amount + taxes)

Endorsement & Restriction

The endorsement/restriction element (FE) is used to identify any restrictions, airline comments, or rules that may apply to a ticket. The endorsement is printed on the ticket in the endorsement box.

The endorsement element can be:

- **Automatically created by the fare server, or**
- **Manually entered by the agent entry is:**

Entry	Explanation
FE XXXXXXXX	Manual endorsement if you want to insert in a PNR (XXXXXX = FREE FLOW TEXT)

* **Manual Ticket number**

Entry	Explanation
FH176-4401123456	Ticket transmission number Manually

* **Automatic ticket number**

The system enters the ticket number (FA) element in the PNR automatically when a ticket is issued.

The system first creates a unique ten-digit interface record sequence number for each transitional stored ticket (TST). This number is stored in an FB element. 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

* **Automatic Amadeus Interface record sequence**

The FB element is automatically entered in the PNR by the system when you issue the ticket. It contains the ten- digit Amadeus interface record sequence number, the entry used to generate the Amadeus interface record, the passenger and the segment association. The FB element is a permanent record in the PNR.

* **Transmission Control Number**

The FN element is automatically entered in the PNR by the system when you issue the ticket, and it contains the Amadeus provider code and the 11 digit transmission control number. When the ticketing system returns the ticket number the FN element will be moved to the PNR history.

Transitional Stored Ticket

Displaying a TST

One PNR can have multiple TSTs attached to it. The **TQT** transaction provides you with the ability to view an individual TST from a list of TSTs. When a PNR has a TST attached to it, the system displays the **--- TST ---** tag at the top of the PNR display.

You can display a TST in two modes:

- **Cryptic/Expert Mode**

This mode displays the TST similar to a PNR. When you are in this mode, you use cryptic entries to modify the information.

When you make one of the entries to format your TST in a specific mode, it remains the default mode every time you display a TST.

The following table describes the entries you can make:

Entry	Explanation
TQT	Display a TST or a list of TSTs if there is more than one
TQT/T2	Display a specific TST from a TST list

Throughout this manual, the TSTs have been displayed in panel mode.

Here is an example of a TST in cryptic mode:

TST00001 NCE1A0900 WG/08SEP I OD FRAFRA SI SOTO 1.MEYERS/RALPH MR 1 FRA LH 462 H 19NOV 0950 OK HLE6M 19MAY PC 2 O MIA LH 463 H 01DEC 1555 OK HLE6M 22NOV19MAY PC FRA FARE F DEM 1883.00 EQUIV FRF 6315 TAX X FRF 69RAAD X FRF 26DESE X FRF 36XYAD TAX X FRF 30YCAE X FRF 12XACO X FRF 72USTR TAX X FRF 72USVE X FRF 18XF TOTAL FRF 6650 BSR 3.35320 FRA LH MIA529.88LH FRA529.88NUC1059.76END ROE1.77680 XF MIA3 >

Canceling a TST

The **TTE** transaction allows you to cancel a single, multiple, or all TSTs.

The following table describes the entries you can make:

Entry	Explanation
TTE/T3	A specific TST
TTE/ALL	All TSTs
TTE/S2-3	The TST for specific segments
TTE/P3	The TST for a specific passenger
TTE/P1/T2	A specific passenger from a TST

Displaying TST History

Cancelled TSTs are transferred to TST history. Before you can display history, you must display the PNR. After you retrieve the PNR and make the **TQT** entry the system responds with the following display:

T	P/S	NAME	TOTAL	FOP
SEGMENTS				
1	.1	MEYERS/RALPH MR	FRF	6650
2-3				
DELETED TSTS				
1	A	MEYERS/RALPH MR	FRF	6650
>				

It indicates that there is a deleted TST, therefore there is TST history. To display TST history, enter:

TTH

System Response:

```
** CURRENT HISTORY DOES NOT EXIST
** HISTORY A

XN MEYERS/RALPH MR
XT I
XS FRA LH 462 H 19NOV98 0950 OK
XV XX 19MAY FRA LH 462 H 19NOV98 0950 OK
XA PC FRA LH 462 H 19NOV98 0950 OK
XB HLE6M FRA LH 462 H 19NOV98 0950 OK
XS MIA LH 463 H 01DEC98 1555 OK
XO MIA LH 463 H 01DEC98 1555 OK
XV 22NOV 19MAY MIA LH 463 H 01DEC98 1555 OK
XA PC MIA LH 463 H 01DEC98 1555 OK
XB HLE6M MIA LH 463 H 01DEC98 1555 OK
XD FRAFRA
XF/F DEM1883.00/EFRF6315/XFRF69RAAD/XFRF26DESE/XFRF36XYAD/
XFRF30YCAE/XFRF12XACO/XFRF72USTR/XFRF72USVE/XFRF18XF/
TFRF6650
XK 3.35320
XP
XC FRA LH MIA529.88LH FRA529.88NUC1059.76END ROE1.77680 XF MI
)>
```

If there is more than one TST, you need to specify the number in your entry. For example:

TTH/T2

Confidential TST

The **TTE** transaction allows you to cancel a single, multiple, or all TSTs. The following table describes the entries you can make:

Entry	Explanation
TTD	To make all the TSTs existing in a PNR confidential
TTD/T1	If the PNR contains more than one TST and you want to make a specific TST confidential, include the TST number in your entry.
TTD/X	To remove the flag from all the TSTs existing in a PNR
TTD/X/T1	Remove the Confidential Flag from a specific TST.

Updating TST

Entry	Explanation
TTK/X500SP	Add a new Tax
TTK/F25000	Entry to Add Fare(Selling OR Published)
TTK/L2X,3X	Transfer Indicator
TTK/L3,4/V16OCT11DEC	Entry to add Validity of Ticket
TTK/L2/VXX11DEC	Entry to add Not Valid After Option
TTK/L1,2X/VXX11DEC/L3,4X/V18 OCT11DEC	Both/To Enter Not Valid After OR Not Valid Before e
TTK/C+*XXXXXXXXXX	Free Flow Text enter after the fare calculation
TTK/C+XF LAX3 JFK4.5	Add US PFC taxes after the fare calculation
TTK/C+XF LAX3 JFK4.5*XXXXX	Entry to add US PFC taxes together with the free flow text after a fare calculation

Issuing Tickets

Entry	Explanation
TTP	Basic entry to print the ticket document
TTP/TKT	The system checks all information contained in the TSTs and the Amadeus Interface Records on both Amadeus and your ticketing system side.
TTP/TKT/CRT	To display the ticket image before send the print job.
TTP/S2-4	Issue tickets for specific segments
TTP/S2,3	Issue tickets for specific segments
TTP/P1-4	Issue tickets for a range of passengers.
TTP/P1-4/S32-4	Issue tickets for a specific Segments & Passengers
TTP/PAX	Issue tickets for an ADULT & CHILD
TTP/INF	Issue tickets for an INFANT
TTP/T3/P1	Issue ticket for a specific TST number

Document Bank

Display Document Bank

Entry	Explanation
TSD	Display the document Bank

Registration Ticket Stock

Entry	Explanation
TSM/A1/3702601001C1- 200 OR TSM/A1/3702601001C1- 3702601200	Register Ticket Stock number ion the document Bank C1= Is the check digit number , 200 = followed by the number of document
TSM/A1/3702601001C1- 3702601200/X	To Remove one current stock and update with new ticket stock number serial
TSM/A1/A-20	Alert Number –Use this option to assign a specific amount of documents. if you assign an alert amount ,the system issues a warring .when printing documents that the number of documents available for printing has reached that amount.
TSM/A1/A-0	Alert Number –Use this option to assign a specific amount of documents. if you assign an alert amount ,the system issues a warring .when printing documents that the number of documents available for printing has reached that amount.

Ticket Stock Next

Entry	Explanation
TSN/A1/503/V	The next document to print is number 501.Due to printer or stock problems, you must adjust the next document number to 503, voiding document number 501 and 502.To do this .

Deleting the Document Bank

Entry	Explanation
TSX/A1/X	To delete the current stock number 1

Sales Report

Display the Daily Report

Entry	Explanation
TJD	To display the daily report for your own agent sign

Display Query Report

Entry	Explanation
TJQ	To display the query report for all documents issued on the current date by your own agent sign
TJQ/SOF	For all agents in the office
TJQ/SAS-1234AB	For another agent within the same office
TJQ/D-05AUG OR TJQ/SOF/D-05AUG	For a specific date or date range up to 75 days in the past.

Displaying the Transaction Report

Entry	Explanation
TJT/I-10	You can display a transaction report from the query report (TJQ) or by the document number. To display a transaction report from the query report.
TJT/TK-1234567810	If you have the documents number in front of you. You can display the transaction report by entering the document number.

Display the Net Remit Report

Entry	Explanation
TJN	To display the net remit report for all documents issued today by your own agent sign.
TJN/SOF	For all agents in the office
TJN/SAS-12345AB	For another agent within the same office.
TJN/D-05AUG TJN/D-05AUG10AUG	For a specific date or date range up to 75 days in the past.

Display the item Sales Period Report

Entry	Explanation
TJI	The item sales period report provides a list of all documents issued within the current sales period with the cash and credit totals against each item. The report is split in two main sections: sales and refunds.

Display the Summary Sales Period Report

Entry	Explanation
TJS	To display the summary Sales period report for your own agent sign.
TJS/SOF	For all agents in the office
TJS/SAS-1234AB	For another agent within the same office.
TJS/H-1/SOF	For closed sales periods by period number 1 is the recent report. for all agents in the office.

Manual Document Registration

Registering a cancellation of an inventory type Document

Entry	Explanation
TV/CANX	Canceling an Unused or Spoilt ticket

To Cancel a Sale

Entry	Explanation
TRDC/45	You can cancel any item from a query report (TJQ) report
TRDC/L6	From a PNR. If there is more than one document number in a PNR, you must specify the PNR line number of the document you want to cancel.
TRDC/TK-1234567890	You can cancel a sale with the TRDC entry by document number.

Reinstating a Cancelled Sale

Entry	Explanation
TRDR/45	To reinstate item number 45
TRDR/L6	From a PNR-To reinstate the cancelled sale.
TRDR/TK-1234567890	To reinstate a cancelled sale with the TRDR entry by document number.

Print Queue

Display items on the Print Queue

Entry	Explanation
PQD/A1	You can display the print queue to verify how many items you have sent to print.
PQO/A1	Opening the Print Queue
PQC/A1	Closing the print Queue
PQR/A1/5/2	Re-arranging items on the print Queue , Slash 5 followed by the items you want to move & /2 followed by the position to which you want to move the item.
PQX/A1/5	Deleting items from the Print Queue. /5 followed by the item number you want to delete.
PQN/A1/3	Printing specific item on the Queue. /3 followed by the item you want to print next

Ticket Delivery Mechanism

Entry	Explanation
TZD	Display TDM
TZSTOP	Stop the TDM
TZSTART	Start the TDM
TZPURGE	Purge the existing item from the TDM.

Ticket Quota

Entry	Explanation
TOQD	The ticket quota system (TQS) table for your office.

Amadeus Electronic Ticketing (ETKT)



Help Pages

When issuing or modifying e-ticket you can consult	HE ETT
To display information on e-ticketing policy or market for specific airline	HE ETT XX
Complete Specific Airline Information	GG AIR XX

E - Ticketing Agreement Table

Display airlines of a specific country	TGETD-PK
To find agreement for specific carrier:	TGAD-BA
To find agreement between specific carrier:	TGAD-BA/CO

Issuing E – Ticket

Main Elements for Fares

The following table describes the entries:

Entry	Explanation
FM	Travel agency Commission Amount
FV	Validating Carrier
FP	Form of Payment
FE	Endorsement and Restriction
FA	Automated Ticket Number
FT	Tour Code
FB	Automatic Amadeus Interface Record Sequence Number
FD	Fare Discount
FN	Transmission Control Number

Published Fares

Form of Payment

The following table describes the entries:

Entry	Explanation
FP CASH	Single form of payment cash
FPCHECK	Single form of payment cheque or
FP CHEQUE	Single form of payment cheque
FP AGT	Single form of payment by agent
FPCCVI4550230600202005/1007	Single form of payment by credit card
FPCASH+CCVI4550230600202005/1007/PKR1 7800	Form of payment through cash + credit card (followed by the amount of the second FOP)
FPCHEQUE+CCVI4550230600202005/1007/PK R17800	Form of payment through cheque + credit card (followed by the amount of the second FOP)
FPPAX CASH	Form of payment cash for adult & child only
FPINF CASH	Form of payment cash for infant only

* Cash amount should be equal or higher than taxes.

** If Credit Card is charged passenger may not be able to trace approval code generated by Amadeus for 2 weeks, they can just see that the amount has been blocked.

Tour Code

The following table describes the entries:

Entry	Explanation
FT*QR27	Tour Code for published fare Ticket
FTPAX*QR27	Tour code for only ADULT & CHILD
FTINF*QRIN	Tour code only for INFANT

Travel Agency Commission

The following table describes the entries:

Entry	Explanation
FM O	No Commission given to passenger
FMPAX9	Travel agency commission 9% for passenger
FMINF3	Travel agency commission 3% for infant

Net Remit Fares

Net remit ticketing is associated to a published fare. It is an agreement between the airline and the agent to report another value (net fare) than the published fare.

Form of Payment

The following table describes the entries:

Entry	Explanation
FPNR+ AGT/PKR25470	form of payment by agent (selling amount + taxes)
FPNR+ CASH/25470	form of payment by Cash (selling amount + taxes)PKR is optional
FPNR+CCVI4550230600202005/1007/PKR17800	form of payment through credit card (selling amount + taxes)
FPNR+CHECK/PKR25470	form of payment cash through cheque (selling amount + taxes)

Tour Code

The following table describes the entries:

Entry	Explanation
FTNR QR27	Tour Code with Net Remit identifier
FTNRPAX*QR27	Tour code for only ADULT & CHILD
FTINF*QRIN	Tour code only for INFANT
FTPAXNRQR27	Tour Code for Net Remit Ticket for only Adult & Child

Travel Agency Commission

The following table describes the entries:

Entry	Explanation
FM0N	If airline is not giving commission on net remit fares
FM7N	Travel agency commission 3% on Net Remit fare

Conditions to Issue E Ticket:

- * When display availability by **AN** or **DO** if the E indicator is not displayed that means the airline does not permit E ticketing for that specific sector or market.
- ** PNR should have the other airlines R/LOC.
- *** You should not be in TY Mode.
- **** RCI – Record Confirmation No. is sent by airline as they accept the air segments. Some airlines may require Form of Identification – FOID: **HE FOID**

To check policies of a specific airline **GG AIR XX**

Example of valid Two – Letter ID Codes: (FOID Codes)

CN – Confirmation NB or Record Locator
DL – Driver's License
ID – Locally defined ID number
PP – Passport

CC – Credit Card
FF – Frequent Flyer
NI – National Identity
TN – Ticket Number

Note: These examples may not apply to all airlines please check the airlines AIS pages for specific information.

TTP

When Issue E ticket 4 additional coupon are printed:

AGENT COUPON
PASSENGER COUPON
CREDIT CARD COUPON

When the ticket is issued the above coupons will be printed but the flight coupon will remain online in the system.

He TTP

Entry	Explanation
TTP	Basic Entry to print an E Ticket
TTP/ITR	Ticket, itinerary, receipt
TTP/PT	To issue a paper ticket if your sign in by default is set to E ticket.
TTP/ET	To issue a E ticket if your sign in by default is set to Paper ticket.
TTP/IBP	Print Itinerary & Ticket
TTP/INV	Ticket & Invoice
TTP/INF	Print infant Ticket
TTP/T1-3	To print specific TST
TTP/F	To remove flag from TST

To Re print accounting Coupons:**He TTR**

Entry	Explanation
TTR/SN 0000015698	Re printing accounting Coupons by Amadeus Interface Record Sequence Number mentioned in the FB element
TTR/T/SN00000015698	Re printing coupons for tickets only
TTRSA0306/SN0000015698	Re print at a specific printer
TTR/T/SN0000015698/C-UI	Re print specific coupon
TTR/T/SN0000015698/P1-4	Re print coupons for specific passengers
TTRSA0306/SN000123564/C-I/P1-4	Combined options for reprinting
TTR/L6/P1	Re print specific Line and passenger

Types of accounting coupons:

U	AUDIT COUPON
I	AGENT COUPON
F	CREDIT CARD CHARGE FORM
X	PASSENGER RECEIPT/ ITINERARY

To display E – Ticket Record

To display E-ticket by different options:

He TWD

Entry	Explanation
TWD/TKT005-1234567890	To display by Ticket No. (if conjunction tickets use first ticket no.)
TWD/VSQ/FT1127315/12SEP	By Frequent Flyer No. & first active traveling date
TWD/VDL/FOPCCVI444433322221111/20AUG-SAJID/HUSSAIN	By Form of Payment, first traveling date & name as per itinerary
TWD/VSQ/TVL08SEPBKKSIN-KHAN/MOHAMMAD	By Traveling date and sector
TWD/VSQ/FOID-FF12345678	By FOID Element
TWD/L3	BY FA Line no.
RT*E	To display PNR from E ticket
TWDRL	To redisplay a list of E – Ticket
TWDRT	To recall latest E – ticket record
TWH	To display History

* Last E-TKT Record remains active for 60 minutes.

** Always put phone no. in AP element in numeric character

*** Issue ITR with ticket or will be deleted from system after 7 days.

To Void E – Ticket**He TWX**

Entry	Explanation
TWX	Void E Ticket
TWX/N	Void E ticket in the Sales Report

Steps to be followed:

- * Check on the E-ticket if the status is changed to V (VOID)
- ** FA segment should be changed to EV than ET
- *** TJQ report should show CANX
- **** If in the TJQ report shows TKTT than TWD and than TWX/N. (to sync the TJQ Report)

Flight Status Codes:

Entry	Explanation
A	Airport Controls
C	Checked in
E	Exchanged
F	Flown/ Used
G	Passenger must be routed due to flight interruption
I	Irregular Operations
L	Lifted/ Boarded
O	Open for use
P	Printed
Q	Revoked
R	Refunded
S	Suspended
V	Voided
X	Print Exchanged

To print by ITR**He ITR**

Entry	Explanation
ITR	Print E – Ticket ITR
ITR/P1,3-5	To print ITR by specific passengers
ITR/F10	To print by FB element
ITR/LP FR	To print by specific language
TTP/ITR	To print Ticket and ITR
ITR/LP854624	To print on specific Printer

Revalidation

If passenger requests for a change in flight, date of traveling, airport within the same city, fares or taxes, the E ticket will have to be re validated:

- * TWD – Always display E ticket before revalidation
- ** TWD/L5 – Display E Ticket by FA Line No.
- *** FXX
- **** FXX/R, past date (original date of issue)
- ***** TTP/ETRV/L6/S3/E2
- L – Line no.
- S – Segment no
- E – Coupon no.
- ***** EOT

FXX is done to retain FA Element. If new fare is added another FA segment will be added to the PNR. If we update the PNR we have to update the same in the E ticket option. Some airlines do not support/ accept revalidation so need to void the e-ticket and issue another e-ticket

Splitting

When split PNR, on the E ticket the PNR will be the same. SO when you display PNR from E ticket that will display the original PNR not the split PNR. When we revalidate the E Ticket the split PNR will reflect in the display.

Change ticket status to Refund

Steps to be followed:

- *
- ** TWD – to display e ticket
- ** TWREF –
- *** SAC - Settlement Authorization Code will be displayed if not check with airline.
Once system displays “PROCESS REFUND MANUALLY” you will get refund slip.

To confirm whether ticket status has been changed:

- *
- ** TWDRT – to check whether Status in E ticket is R.
In FA element it would show ER than ET.

To reprint the refund slip:

- *
- ** TWR/REA – Only if the record locator is available.