



## Web Services User's Guide

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# PNR\_Retrieve 14.2

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## Preface

### 1 Purpose of this document

The purpose of this document is to provide basic functional overview descriptions and relevant examples for a better understanding of the functions.

### 2 Intended Audience

This document is aimed at those who implement this function.

### 3 Associated Documents

This document has to be combined to its corresponding Technical Reference Guide and possibly to Product specifications.

### 4 Structure of this document

This document is composed of the following parts:

- the functional description: overview, supported operations, limitations, unsupported operations, prerequisites and possibly reference to product specifications
- the detailed description to build the query and to retrieve data from the reply
- a set of relevant examples

## PNR\_Retrieve

This function retrieves a PNR and/or its contents. This function also retrieve a list of PNRs.



## Function: PNR\_Retrieve.

### 1 Overview

The function Retrieve is used to retrieve and display an active passenger name record (PNR) or to redisplay a PNR during the current user session.

#### 1.1 Supported Operations

The PNR Retrieve function allows for the following operations:

##### Re-retrieval of the PNR

The active PNR can be redisplayed at any time.

##### Retrieval of associated PNR list (Split PNRs)

A list of all PNRs associated to one another from the result of Split PNR operations can be requested.

##### Merge of Split PNRs

Itinerary and data elements for all passengers listed in an associated split display can be merged into one retrieval reply. This operation can be performed directly on the active PNR if it is, itself, an associated PNR to other split records.

##### Retrieve by Record Locator

Each record created and stored in the Amadeus system has a record locator which can be used to retrieve its associated data.

##### Re-retrieval

The specific PNR can be retrieved with the specification of its associated record locator.

##### With name

If multiple records exist for the same passenger name, it is possible to retrieve the specific record by specifying the system record locator and the specific name.

##### With Name and Ticket Number

It is possible for any airline system to retrieve a PNR, regardless of who made the reservation, by specifying the three key elements of record Locator, passenger name, and ticket number.

##### Retrieve by name

When retrieving records with a name specification, a surname is mandatory. Optionally, a first name may be specified to narrow the search request.

If more than one PNR matches the criteria requested, a list of matching PNRs is returned in each operation instance.

##### For Default Office

Specifying only the name in the retrieval request will result in the retrieval of all PNRs containing the name specified that are associated to the requesting office.

#### With specific Office ID

Specifying the name with an office ID allows for the retrieval of all PNRs containing the name specified for a specific office. This is of particular interest if the requesting agency has associations with other agencies.

Wildcard (asterisks - \*) may be substituted when specifying an office ID. For example, MIA6X0111 may be detailed as MIA6X\*\*\* to provide a list of all PNRs for the passenger name in any associated agencies that begin with MIA6X. Note: Only PNR from agencies with security agreements will be displayed.

#### With Date

Specifying the name with a specific date will result in the retrieval of all PNRs for the associated name with flight segments containing a departure date of that specified.

#### With Date and only active PNRs

Specifying the name with a specific date and only requesting active PNRs will result in the retrieval of all PNRs that contain segments not yet past date for the associated name with segment containing a departure date of that specified.

The list of PNRs will not include PNRs that are still in the system but whose last segment has already been traveled.

### [Retrieve by Service and Name](#)

Specifying service information in combination with a passenger name will retrieve Amadeus system records.

#### With Flight Number

Specifying an airline carrier code and flight number in conjunction with a passenger name may retrieve a record. If a departure date is not specified, the default date of the current date will be used.

#### With Board Point

In addition to specifying a flight number, a board point for the flight number may be specified. This is mandatory, when the flight contains more than one leg or involves a change of gauge or a change of date.

#### With Board Point and Off Point

In addition to specifying a flight number and a board point for the flight number, and off point may be specified. This is of particular interest in the case where the flight contains more than one leg or involves a change of gauge or a change of date.

#### For Auxiliary Segments

A record may be retrieved by specifying the type of auxiliary segment in conjunction with a passenger name. If a date is not specified, the default of the current date will be used.

### [Retrieve by Frequent Traveler Information](#)

Specifying a frequent flyer or bonus number that appears in a valid frequent traveler information field may retrieve a PNR.

The retrieval by frequent flyer number will only work for airlines that store their frequent flyer data base within the Amadeus system for validation processing. If the airline does not store the frequent flyer database within

Amadeus system, the frequent flyer number may be stored in the PNR without validation but may not be used for retrieval processes. The attempt to use the frequent flyer number in the retrieval in such a case will result in the following error: "No Database from Airline".

If multiple PNRs contain the same frequent traveler information specified, a list of all matching PNRs will be returned.

### Retrieve by Account Number

If an account number was stored as an accounting remark in the PNR, it is possible to retrieve the PNR by that account number. Specifying the account number will result in the return of a list of all PNRs containing a matching account number to the one specified in the retrieval request.

### Retrieve by Customer Profile

Specifying the customer profile record locator may retrieve a list of all active PNRs that were created using a customer profile.

If more than one active PNR that uses the specified customer profile record locator is found, a list of all matching PNRs will be returned.

## 1.2 Limitations

The function Retrieve will only work on on active PNRs in the context or completed reservations. The completed reservation must have been assigned a system record locator to be acknowledged in the retrieval process.

It is not possible to retrieve a PNR by specifying segment information for a segment that is past its departure date. In addition, any PNR that has a completion date greater than three days is no longer available in the system for retrieval.

The following operations are not available from within this function:

- Partial PNR element retrievals
- Retrieval of group PNRs with individual names returned
- Displaying Airline System record locators
- Retrieval of PNRs by specifying MCO information
- Retrieval of PNR elements applicable to a specific passenger
- Retrieval of PNR by a Customer or Product Number
- Retrieval of PNR AIR element detailed information only
- Retrieval of PNR CAR element detailed information only
- Retrieval of PNR HOTEL element detailed information only
- Retrieval of merged split PNR elements direct with specification of record locator.

## 1.3 Unsupported Operations

None

## 1.4 Prerequisites

Prior to using the function operations, it is necessary to have ( either depending on the type of operation) an active PNR in the session or stored records in the system.

## Retrieval Rules

### System User Airlines and User Airline Help Desks

These users may retrieve the following:

- Any PNR containing at least one active or inactive segment operated by the airline.
- Any PNR for which the airline has responsibility, regardless of whose air segments are included.
- Any PNR that the airline can access by agreement with the responsible office.
- Any PNR by record locator and surname.
- Any PNR by the date of any segment in the PNR.

### Travel Agencies

All agencies have the ability to retrieve any PNRs for which they are responsible for.

In addition, any bookings made by another office for which they have an end of sale agreement with may be retrieved provided that the office is properly identified within the system security profile of the agency requesting the retrieval.

### Service Providers

Any PNR containing an auxiliary segment that includes the provider's two-character identification code can be retrieved.

### Wholesalers

A wholesaler representing other service providers can retrieve any PNRs that include active segments belonging to the companies that they represent.

### Amadeus Participating Carriers

Any PNR containing an active segment belonging to the airline can be retrieved.

### Amadeus Help Desk

All PNRs residing in the Amadeus system can be retrieved.

### National Marketing Company Help Desks

All PNRs residing in the Amadeus system, except those belonging to System User Airlines can be retrieved.

### Prepaid Ticket Advice Retrievals

The following can only retrieve all PNRs containing prepaid ticket advice information:

- The selling office
- The ticketing office
- An Airport ticket office/city ticket office attached to the same airline as the selling or ticketing office
- The travel agency or one of its associated offices, which created the prepaid record.

## 2 Building A Query

### Specify Retrieval Type

Retrieval Type	
1	Re-retrieve
2	Retrieve by record locator
3	Retrieve by office and name
4	Retrieve by service and name
5	Retrieve by frequent traveler
6	Retrieve by account number
7	Retrieve by customer profile
8	Retrieve by Insurance policy number
9	Retrieve by numeric record locator

### Specify Retrieval Option

Retrieval Option	
A	Active PNRs only
V	Retrieve merged split PNRs
X	Retrieve associated split PNR list

### Applicable Code Sets

The following code sets may be utilized when building a query with this function:

PNR Segment or Element Name	
AIR	Airline segment
ATX	Air taxi segment
SUR	Surface transportation segment
MIS	Miscellaneous segment
HTL	Manual hotel segment
HHL	Automated hotel segment
CAR	Manual car segment
CCR	Automated car segment
MCO	Miscellaneous charges order

INS	Insurance
TUR	Tour segment
TTO	Tour source segment
CRU	Cruise segment
FRR	Ferry segment
IU	Non-automated service auxiliary segment
Class of Service	

It should be noted that the Class of Service is a mandatory field if any pricing entry or itinerary is made on a newly created PNR or an existing PNR.

## 2.1 Query Sub Structure: Retrieve by reservation number

### 2.1.1 Description

This is the syntax to retrieve a PNR by reservation number "12345678" from provider 7X

### 2.1.2 Xml Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>2</type>
    </retrieve>
    <reservationOrProfileIdentifier>
      <reservation>
        <companyId>7X</companyId>
        <controlNumber>12345678</controlNumber>
        <controlType>I</controlType>
      </reservation>
    </reservationOrProfileIdentifier>
  </retrievalFacts>
</PNR_Retrieve>
```

### 3 Receiving A Reply

Generally, there are only two types of replies applicable for the PNR Retrieve function:

- Single PNR content
- Multiple PNR index list

#### 3.1 Reply Sub Structure: Retrieve by reservation number

##### 3.1.1 Description

In the reply structure of a retrieve by reservation number, the record locator and the reservation number are displayed.

This is the reply structure of a retrieve by reservation number with single PNR content

##### 3.1.2 Xml Structure

```
<PNR_Reply xmlns="http://xml.amadeus.com/PNRACC_14_2_1A" >
  <pnrHeader>
    <reservationInfo>
      <reservation>
        <companyId>1A</companyId>
        <controlNumber>ABCDEF</controlNumber>
        <date>181012</date>
        <time>850</time>
      </reservation>
    </reservationInfo>
  </pnrHeader>
  <pnrHeader>
    <reservationInfo>
      <reservation>
        <companyId>7X</companyId>
        <controlNumber>1234-5678</controlNumber>
        <controlType>I</controlType>
      </reservation>
    </reservationInfo>
  </pnrHeader>
  <securityInformation>
    <responsibilityInformation>
      <typeOfPnrElement>RP</typeOfPnrElement>
      <agentId>AASU</agentId>
      <officId>SEL7X7777</officId>
    </responsibilityInformation>
    <queueingInformation>
      <queueingOfficId>SEL7X7777</queueingOfficId>
    </queueingInformation>
    <cityCode>SEL</cityCode>
    <secondRpInformation>
      <creationOfficId>SEL7X7777</creationOfficId>
      <agentSignature>0001AA</agentSignature>
    </secondRpInformation>
  </securityInformation>
</PNR_Reply>
```

```

    <creationDate>181012</creationDate>
    <creationTime>0850</creationTime>
  </secondRplInformation>
</securityInformation>
<freetextData>
  <freetextDetail>
    <subjectQualifier>3</subjectQualifier>
    <type>P12</type>
  </freetextDetail>
  <longFreetext>--- RLR ---</longFreetext>
</freetextData>
<pnrHeaderTag>
  <statusInformation>
    <indicator>RLR</indicator>
  </statusInformation>
</pnrHeaderTag>
<sbrPOSDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>SEL7X7777</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>7X</companyId>
      <locationId>SEL</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
  <sbrPreferences>
    <userPreferences>
      <codedCountry>KR</codedCountry>
    </userPreferences>
  </sbrPreferences>
</sbrPOSDetails>
<sbrCreationPosDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>SEL7X7777</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>E</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>7X</companyId>
      <locationId>SEL</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
</sbrCreationPosDetails>

```



```

</sbrSystemDetails>
<sbrPreferences>
  <userPreferences>
    <codedCountry>KR</codedCountry>
  </userPreferences>
</sbrPreferences>
</sbrCreationPosDetails>
<sbrUpdatorPosDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>SEL7X7777</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>E</originatorTypeCode>
  </sbrUserIdentificationOwn>
<sbrSystemDetails>
  <deliveringSystem>
    <companyId>7X</companyId>
    <locationId>SEL</locationId>
  </deliveringSystem>
</sbrSystemDetails>
<sbrPreferences>
  <userPreferences>
    <codedCountry>KR</codedCountry>
  </userPreferences>
</sbrPreferences>
</sbrUpdatorPosDetails>
<technicalData>
  <enveloppeNumberData>
    <sequenceDetails>
      <number>2</number>
    </sequenceDetails>
  </enveloppeNumberData>
  <lastTransmittedEnvelopeNumber>
    <currentRecord>1</currentRecord>
  </lastTransmittedEnvelopeNumber>
  <purgeDateData>
    <dateTime>
      <year>2013</year>
      <month>2</month>
      <day>28</day>
    </dateTime>
  </purgeDateData>
</technicalData>
<travellerInfo>
  <elementManagementPassenger>
    <reference>
      <qualifier>PT</qualifier>
    </reference>
  </elementManagementPassenger>
</travellerInfo>

```

```

    <number>1</number>
  </reference>
  <segmentName>NM</segmentName>
  <lineNumber>1</lineNumber>
</elementManagementPassenger>
<passengerData>
  <travellerInformation>
    <traveller>
      <surname>ISA</surname>
      <quantity>1</quantity>
    </traveller>
    <passenger>
      <firstName>ISA</firstName>
      <type>ADT</type>
      <identificationCode>ID1</identificationCode>
    </passenger>
  </travellerInformation>
</passengerData>
<enhancedPassengerData>
  <enhancedTravellerInformation>
    <travellerNameInfo>
      <quantity>1</quantity>
      <type>ADT</type>
    </travellerNameInfo>
    <otherPaxNamesDetails>
      <nameType>UN</nameType>
      <referenceName>Y</referenceName>
      <displayedName>Y</displayedName>
      <surname>ISA</surname>
      <givenName>ISA</givenName>
    </otherPaxNamesDetails>
  </enhancedTravellerInformation>
</enhancedPassengerData>
</travellerInfo>
<originDestinationDetails>
  <originDestination> </originDestination>
  <itineraryInfo>
    <elementManagementItinerary>
      <reference>
        <qualifier>ST</qualifier>
        <number>1</number>
      </reference>
      <segmentName>AIR</segmentName>
      <lineNumber>2</lineNumber>
    </elementManagementItinerary>
    <travelProduct>
      <product>

```

```

    <depDate>280213</depDate>
    <depTime>1400</depTime>
    <arrDate>280213</arrDate>
    <arrTime>1810</arrTime>
  </product>
  <boardpointDetail>
    <cityCode>ICN</cityCode>
  </boardpointDetail>
  <offpointDetail>
    <cityCode>CDG</cityCode>
  </offpointDetail>
  <companyDetail>
    <identification>7X</identification>
  </companyDetail>
  <productDetails>
    <identification>901</identification>
    <classOfService>Y</classOfService>
  </productDetails>
  <typeDetail>
    <detail>ET</detail>
  </typeDetail>
</travelProduct>
<itineraryMessageAction>
  <business>
    <function>1</function>
  </business>
</itineraryMessageAction>
<itineraryReservationInfo>
  <reservation>
    <companyId>7X</companyId>
    <controlNumber>ABCDEF</controlNumber>
  </reservation>
</itineraryReservationInfo>
<relatedProduct>
  <quantity>1</quantity>
  <status>HK</status>
</relatedProduct>
<flightDetail>
  <productDetails>
    <equipment>744</equipment>
    <numOfStops>0</numOfStops>
    <weekDay>4</weekDay>
  </productDetails>
  <arrivalStationInfo>
    <terminal>2E</terminal>
  </arrivalStationInfo>
</flightDetail>

```

```

    <selectionDetails>
      <selection>
        <option>P2</option>
      </selection>
    </selectionDetails>
    <mar7XrRailTour> </mar7XrRailTour>
  </itineraryInfo>
</originDestinationDetails>
<dataElementsMaster>
  <mar7Xr2> </mar7Xr2>
  <dataElementsIndiv>
    <elementManagementData>
      <reference>
        <qualifier>OT</qualifier>
        <number>2</number>
      </reference>
      <segmentName>AP</segmentName>
      <lineNumber>3</lineNumber>
    </elementManagementData>
    <otherDataFreetext>
      <freetextDetail>
        <subjectQualifier>3</subjectQualifier>
        <type>5</type>
      </freetextDetail>
      <longFreetext>THIS IS A STANDARD AP WITH PHONE 01234567</longFreetext>
    </otherDataFreetext>
  </dataElementsIndiv>
  <dataElementsIndiv>
    <elementManagementData>
      <reference>
        <qualifier>OT</qualifier>
        <number>3</number>
      </reference>
      <segmentName>TK</segmentName>
      <lineNumber>4</lineNumber>
    </elementManagementData>
    <tic7XtElement>
      <tic7Xt>
        <indicator>OK</indicator>
        <date>280213</date>
        <officId>SEL7X7777</officId>
      </tic7Xt>
    </tic7XtElement>
  </dataElementsIndiv>
</dataElementsIndiv>
  <elementManagementData>
    <reference>

```

```

    <qualifier>OT</qualifier>
    <number>11</number>
  </reference>
  <segmentName>OPW</segmentName>
  <lineNumber>5</lineNumber>
</elementManagementData>
<optionElement>
  <optionElementInfo>
    <mainOffice>SEL7X7777</mainOffice>
    <date>301112</date>
    <queue>1</queue>
    <category>7</category>
    <freetext>7X REQUIRES TICKET ON OR BEFORE 02DEC</freetext>
  </optionElementInfo>
</optionElement>
<referenceForDataElement>
  <reference>
    <qualifier>ST</qualifier>
    <number>1</number>
  </reference>
</referenceForDataElement>
</dataElementsIndiv>
<dataElementsIndiv>
  <elementManagementData>
    <reference>
      <qualifier>OT</qualifier>
      <number>10</number>
    </reference>
    <segmentName>OPC</segmentName>
    <lineNumber>6</lineNumber>
  </elementManagementData>
  <optionElement>
    <optionElementInfo>
      <mainOffice>SEL7X7777</mainOffice>
      <date>021212</date>
      <queue>1</queue>
      <category>8</category>
      <freetext>7X CANCELLATION DUE TO NO TICKET</freetext>
      <time>1800</time>
    </optionElementInfo>
  </optionElement>
  <referenceForDataElement>
    <reference>
      <qualifier>ST</qualifier>
      <number>1</number>
    </reference>
  </referenceForDataElement>

```

```
</dataElementsIndiv>  
</dataElementsMaster>  
</PNR_Reply>
```

## 4 Error Messages

Error Code	Error Text
15	INVALID
1959	NEED PNR
1978	RESTRICTED PRIOR TO EOT
1958	AXR DOES NOT EXIST
1931	NO MATCH FOR RECORD LOCATOR
85	NO NAME
9305	NO NAME OR SECURED
284	SECURED PNR
1929	INVALID RECORD LOCATOR
0001	CHECK FORMAT
2574	AIRLINE CODE REQUIRED
0008	CHECK DATE
0007	CHECK FLIGHT NUMBER
2367	NO OP ON GIVEN DATE
3608	CHECK BOARDING OR DISEMBARKATION POINT
0042	CHECK LINE NUMBER
1533	INVALID OFFICE IDENTIFICATION CODE
1914	OFFICE RESTRICTED
32700	INVALID INPUT DATA
1932	NO ELEMENT FOUND

### 4.1 Error Reply

```
<soap:Fault>
  <faultcode>soap:Server</faultcode>
  <faultstring>1931|Application|NO MATCH FOR RECORD LOCATOR</faultstring>
  <faultactor>SI:Backend</faultactor>
</soap:Fault>
```

## 5 Operations

### 5.1 Operation: Merge of Split PNR

This example request the merge of split PNRs (Option = V). The reply structure returned is a Single PNR Content structure but will contain all contents of every PNR associated by a Split operation.

#### 5.1.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>1</type>
      <option1>V</option1>
    </retrieve>
  </retrievalFacts>
</PNR_Retrieve>
```

#### 5.1.2 Reply Structure

#### 5.1.3 Possible Errors

##### 1978 - RESTRICTED PRIOR TO EOT

Prior to merging split PNR data elements, one of the split PNRs or the list of associated split PNRs must be retrieved. If no PNR has been retrieved prior to the merge request, the system assumes that the Split PNR operations have been performed on the active PNR in the session and has not yet been ended and will return a restricted error response.

End transaction on the Split PNR operations if it is currently active, retrieve the appropriate split PNR or the list of associated split PNRs.

##### 1958 - AXR DOES NOT EXIST

The retrieval of merged split PNR data elements is only applicable to PNRs that, of course, contain associations to split PNRs.

Check that the active PNR actually has split PNR associations. Possibly re-retrieve the PNR or the list of associated split PNRs and retry the entry.



---

## 5.2 Operation: Re-Retrieval of Active PNR

The reply structure returned is a Single PNR Content reply. However, due to the fact that it is not necessary for the record to be completed and stored in the Amadeus System prior to the use of this operation, it is possible that an incomplete record structure will be returned.i.e., only the elements that exist can be returned.

### 5.2.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>1</type>
    </retrieve>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.2.2 Reply Structure

---

### 5.2.3 Possible Errors

For the re-retrieval of an active PNR, it is necessary for a PNR to be active in the session. If no PNR is found, the Amadeus system will consider the request for record retrieval to be invalid.

15 - INVALID

Create an active PNR in the session or retrieve the record by record locator.

### 5.3 Operation: Retrieval of Associated PNR List

The reply structure returned is a Multiple PNR index list of PNRs associated to each other via a split operation. However, only the following elements are returned in the reply:

- Passenger Name
- Number of passengers in the record
- Record Locator

The following is an example of the reply structure that will be returned:

PNR List - Data element	Value
/citypair/travellerInformationSection[1]/travellerInformation/traveller/ surname	CHILDS
/citypair/travellerInformationSection[1]/travellerInformation/passenger/ firstName	BENJA
/citypair/travellerInformationSection[1]/relatedProduct/ quantity	1
/citypair/travellerInformationSection[1]/travelProduct/productDetails/ identification	OPEN
/citypair/travellerInformationSection[1]/reservationInfo/reservation/ companyId	1A
/citypair/travellerInformationSection[1]/reservationInfo/reservation/ controlNumber	YCHZD6
/citypair/travellerInformationSection[1]/messageAction/business/ function	1
/citypair/travellerInformationSection[2]/travellerInformation/traveller/ surname	CHILDS
/citypair/travellerInformationSection[2]/travellerInformation/passenger/ firstName	WILLI
/citypair/travellerInformationSection[2]/relatedProduct/ quantity	1
/citypair/travellerInformationSection[2]/travelProduct/productDetails/ identification	OPEN
/citypair/travellerInformationSection[2]/reservationInfo/reservation/ companyId	1A
/citypair/travellerInformationSection[2]/reservationInfo/reservation/ controlNumber	YCHZD2
/citypair/travellerInformationSection[2]/messageAction/business/ function	1

#### 5.3.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
```

```
<retrievalFacts>
  <retrieve>
    <type>1</type>
    <option1>X</option1>
  </retrieve>
</retrievalFacts>
</PNR_Retrieve>
```

### 5.3.2 Reply Structure

### 5.3.3 Possible Errors

Prior to retrieving a list of associated split PNRs, a PNR with split associations must be active in the session.

1959 - Need PNR

Retrieve a PNR with split Associations and retry the association list retrieval request.

---

## 5.4 Operation: Retrieve By Account Number

The account number specified must be contained within the PNR as an "account remark" and not as an interface account number that is transmitted to back office systems. Verify that the account number entered and retry the entry.

The reply structure returned is a Single PNR Content reply or a Multiple PNR Index List.

### 5.4.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>6</type>
    </retrieve>
    <accounting>
      <account>
        <number>12345</number>
      </account>
    </accounting>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.4.2 Reply Structure

---

### 5.4.3 Possible Errors

#### 9305 - NO NAME OR SECURED

If the system finds no PNRs containing the account number specified, it will be assumed that there are no records created with that account number or that the records created are secured and not available to the requestor, and the following error will be returned.

---

## 5.5 Operation: Retrieve By Customer Profile

The reply structure returned is a Single PNR Content reply or a Multiple PNR Index List.

### 5.5.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>7</type>
    </retrieve>
    <reservationOrProfileIdentifier>
      <reservation>
        <controlNumber>4CV3E5</controlNumber>
      </reservation>
    </reservationOrProfileIdentifier>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.5.2 Reply Structure

---

### 5.5.3 Possible Errors

#### 9305 - NO NAME OR SECURED

If the system finds no PNRs created using the profile number specified, it will be assumed that there are no records created or that the records created are secured and not available to the requestor, and the following error will be returned. Be sure that the profile number specified is the correct profile number and retry the entry.

---

## 5.6 Operation: Retrieve By Frequent Traveller Information

The reply structure returned is a Single PNR Content reply or a Multiple PNR Index List.

### 5.6.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>5</type>
    </retrieve>
    <frequentFlyer>
      <frequentTraveller>
        <companyId>LH</companyId>
        <membershipNumber>992222899525661</membershipNumber>
      </frequentTraveller>
    </frequentFlyer>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.6.2 Reply Structure

---

### 5.6.3 Possible Errors

#### 9304 - NO NAME OR SECURED

If the system finds no PNRs containing the frequent traveller number specified, it will be assumed that there are no records created or that the records created are secured and not available to the requestor, and the following error will be returned. Verify the frequent traveller number and retry the entry.

---

## 5.7 Operation: Retrieve By Name - Default Office

The reply structure returned is either a Single PNR Content reply or a Multiple PNR Index List.

### 5.7.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>3</type>
    </retrieve>
    <personalFacts>
      <travellerInformation>
        <traveller>
          <surname>childs</surname>
        </traveller>
      </travellerInformation>
    </personalFacts>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.7.2 Reply Structure

---

### 5.7.3 Possible Errors

#### Similar name list

If no PNRs matching the exact name are found, the system will return a list of similar names found for the requesting office. The index will be in the format of the valid reply given above.

#### 85 - NO NAME

If no names are found matching the exact name and no similar names can be found either, the system returns an error. Check the spelling of the name and retry the entry

---

## 5.8 Operation: Retrieve By Name - Specific OfficeID

The reply structure returned is either a Single PNR Contentreply or a Multiple PNR Index List.

### 5.8.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>3</type>
      <office>MIA1S213F</office>
    </retrieve>
    <personalFacts>
      <travellerInformation>
        <traveller>
          <surname>childs</surname>
        </traveller>
      </travellerInformation>
    </personalFacts>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.8.2 Reply Structure

---

### 5.8.3 Possible Errors

See "Error Messages" Section.



---

## 5.9 Operation: Retrieve By Name With Date

The reply structure returned is a Single PNR Content reply or a Multiple PNR Index List.

### 5.9.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>3</type>
    </retrieve>
    <personalFacts>
      <travellerInformation>
        <traveller>
          <surname>childs</surname>
        </traveller>
      </travellerInformation>
      <productInformation>
        <product>
          <depDate>150301</depDate>
        </product>
      </productInformation>
    </personalFacts>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.9.2 Reply Structure

---

### 5.9.3 Possible Errors

#### 85 - NO NAME

If the system does not find a match on a PNR for the name and date specified it is assumed that no record exists containing that name and departure date with active elements remaining. Check the name and date specified and retry the entry.

## 5.10 Operation: Retrieve By Name With Date and Only Active PNRs

The reply structure returned is a Single PNR Content reply or a Multiple PNR Index List.

### 5.10.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>3</type>
      <option1>A</option1>
    </retrieve>
    <personalFacts>
      <travellerInformation>
        <traveller>
          <surname>childs</surname>
        </traveller>
      </travellerInformation>
      <productInformation>
        <product>
          <depDate>280301</depDate>
        </product>
      </productInformation>
    </personalFacts>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.10.2 Reply Structure

### 5.10.3 Possible Errors

#### 85 - NO NAME

If the system does not find a match on a PNR for the name and date specified it is assumed that no record exists containing that name and departure date with active elements remaining. Check the name and departure dates specified and retry the entry or try the entry request without the specification for only PNRs with active elements remaining.

---

## 5.11 Operation: Retrieve by Record Locator

The reply structure returned is a Single PNR Content reply.

### 5.11.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>2</type>
    </retrieve>
    <reservationOrProfileIdentifier>
      <reservation>
        <controlNumber>YCHZD6</controlNumber>
      </reservation>
    </reservationOrProfileIdentifier>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.11.2 Reply Structure

---

### 5.11.3 Possible Errors

#### 1931 - NO MATCH FOR RECORD LOCATOR

The Amadeus system has no match for the record locator requested for retrieval. Check the record locator entered:retrievalFacts/reservationOrProfileIdentifier/reservation/controlNumber

## 5.12 Operation: Retrieve By Record Locator With Enhanced Flight Info 1

The following information is only displayed if the extended PNR\_Reply option is activated

In this example the additional information are:

- Duration
- Mileage
- Cabin Code
- CheckIn Carrier (no airline code)
- Flight operated by (franchise)

### 5.12.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>2</type>
    </retrieve>
    <reservationOrProfileIdentifier>
      <reservation>
        <controlNumber>YFDC4T</controlNumber>
      </reservation>
    </reservationOrProfileIdentifier>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.12.2 Reply Structure

```
<PNR_Reply xmlns="http://xml.amadeus.com/PNRACC_14_2_1A" >
  <pnrHeader>
    <reservationInfo>
      <reservation>
        <companyId>1A</companyId>
        <controlNumber>YFDC4T</controlNumber>
        <date>051110</date>
        <time>958</time>
      </reservation>
    </reservationInfo>
  </pnrHeader>
  <securityInformation>
    <responsibilityInformation>
      <typeOfPnrElement>RP</typeOfPnrElement>
      <agentId>BMPR</agentId>
      <officeId>MUC1A6X01</officeId>
    </responsibilityInformation>
    <queueingInformation>
      <queueingOfficeId>MUC1A0701</queueingOfficeId>
    </queueingInformation>
    <cityCode>DAP</cityCode>
```

```

<secondRpInformation>
  <creationOfficId>MUC1A6X01</creationOfficId>
  <agentSignature>1234BM</agentSignature>
  <creationDate>051110</creationDate>
  <creationTime>0958</creationTime>
</secondRpInformation>
</securityInformation>
<freetextData>
  <freetextDetail>
    <subjectQualifier>3</subjectQualifier>
    <type>P12</type>
  </freetextDetail>
  <longFreetext>--- RLR ---</longFreetext>
</freetextData>
<sbrPOSDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>MUC1A6X01</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>1A</companyId>
      <locationId>MUC</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
  <sbrPreferences>
    <userPreferences>
      <codedCountry>DE</codedCountry>
    </userPreferences>
  </sbrPreferences>
</sbrPOSDetails>
<sbrCreationPosDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>MUC1A6X01</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>1A</companyId>
      <locationId>MUC</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
  <sbrPreferences>

```

```

    <userPreferences>
      <codedCountry>DE</codedCountry>
    </userPreferences>
  </sbrPreferences>
</sbrCreationPosDetails>
<sbrUpdatorPosDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>MUC1A6X01</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>1A</companyId>
      <locationId>MUC</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
  <sbrPreferences>
    <userPreferences>
      <codedCountry>DE</codedCountry>
    </userPreferences>
  </sbrPreferences>
</sbrUpdatorPosDetails>
<technicalData>
  <enveloppeNumberData>
    <sequenceDetails>
      <number>1</number>
    </sequenceDetails>
  </enveloppeNumberData>
  <lastTransmittedEnvelopeNumber>
    <currentRecord>0</currentRecord>
  </lastTransmittedEnvelopeNumber>
  <purgeDateData>
    <dateTime>
      <year>2010</year>
      <month>12</month>
      <day>20</day>
    </dateTime>
  </purgeDateData>
</technicalData>
<travellerInfo>
  <elementManagementPassenger>
    <reference>
      <qualifier>PT</qualifier>
      <number>1</number>
    </reference>

```

```

    <segmentName>NM</segmentName>
    <lineNumber>1</lineNumber>
  </elementManagementPassenger>
  <passengerData>
    <travellerInformation>
      <traveller>
        <surname>WRIGHT</surname>
        <quantity>1</quantity>
      </traveller>
    <passenger>
      <firstName>JOHN</firstName>
    </passenger>
    </travellerInformation>
  </passengerData>
  <enhancedPassengerData>
    <enhancedTravellerInformation>
      <travellerNameInfo>
        <quantity>1</quantity>
      </travellerNameInfo>
      <otherPaxNamesDetails>
        <nameType>UN</nameType>
        <referenceName>Y</referenceName>
        <displayedName>Y</displayedName>
        <surname>WRIGHT</surname>
        <givenName>JOHN</givenName>
      </otherPaxNamesDetails>
    </enhancedTravellerInformation>
  </enhancedPassengerData>
</travellerInfo>
<originDestinationDetails>
  <originDestination/>
  <itineraryInfo>
    <elementManagementItinerary>
      <reference>
        <qualifier>ST</qualifier>
        <number>1</number>
      </reference>
      <segmentName>AIR</segmentName>
      <lineNumber>2</lineNumber>
    </elementManagementItinerary>
  <travelProduct>
    <product>
      <depDate>201210</depDate>
      <depTime>1023</depTime>
      <arrDate>201210</arrDate>
      <arrTime>1121</arrTime>
    </product>
  </travelProduct>
</itineraryInfo>
</originDestinationDetails>

```

```

<boardpointDetail>
  <cityCode>SEA</cityCode>
</boardpointDetail>
<offpointDetail>
  <cityCode>GEG</cityCode>
</offpointDetail>
<companyDetail>
  <identification>CO</identification>
</companyDetail>
<productDetails>
  <identification>8039</identification>
  <classOfService>Y</classOfService>
</productDetails>
<typeDetail>
  <detail>ET</detail>
</typeDetail>
</travelProduct>
<itineraryMessageAction>
  <business>
    <function>1</function>
  </business>
</itineraryMessageAction>
<itineraryReservationInfo>
  <reservation>
    <companyId>CO</companyId>
    <controlNumber>BXS8BH</controlNumber>
  </reservation>
</itineraryReservationInfo>
<relatedProduct>
  <quantity>1</quantity>
  <status>HK</status>
</relatedProduct>
<flightDetail>
  <productDetails>
    <equipment>EM2</equipment>
    <numOfStops>0</numOfStops>
    <duration>0058</duration>
    <weekDay>1</weekDay>
  </productDetails>
  <mileageTimeDetails>
    <flightLegMileage>223</flightLegMileage>
    <unitQualifier>M</unitQualifier>
  </mileageTimeDetails>
</flightDetail>
<cabinDetails>
  <cabinDetails>
    <classDesignator>M</classDesignator>

```



```

    </cabinDetails>
  </cabinDetails>
  <selectionDetails>
    <selection>
      <option>P2</option>
    </selection>
  </selectionDetails>
  <itineraryfreeFormText>
    <freeTextQualification>
      <textSubjectQualifier>3</textSubjectQualifier>
    </freeTextQualification>
    <freeText> OPERATED BY SUBSIDIARY/FRANCHISE</freeText>
  </itineraryfreeFormText>
  <itineraryfreeFormText>
    <freeTextQualification>
      <textSubjectQualifier>CKI</textSubjectQualifier>
    </freeTextQualification>
    <freeText>SEA GEG - CHECKIN /CHECK IN WITH UNITED</freeText>
  </itineraryfreeFormText>
  <legInfo>
    <markerLegInfo/>
    <legTravelProduct>
      <flightDate>
        <departureDate>201210</departureDate>
        <departureTime>1023</departureTime>
        <arrivalDate>201210</arrivalDate>
        <arrivalTime>1121</arrivalTime>
      </flightDate>
      <boardPointDetails>
        <trueLocationId>SEA</trueLocationId>
      </boardPointDetails>
      <offpointDetails>
        <trueLocationId>GEG</trueLocationId>
      </offpointDetails>
      <companyDetails>
        <operatingCompany>UA</operatingCompany>
      </companyDetails>
      <flightIdentification>
        <flightNumber>6225</flightNumber>
      </flightIdentification>
    </legTravelProduct>
    <interactiveFreeText>
      <freeTextQualification>
        <textSubjectQualifier>OPC</textSubjectQualifier>
      </freeTextQualification>
      <freeText>COMMERCIAL DUPLICATE - OPERATED BY UNITED EXPRESS/SKYWEST
AIRLINES</freeText>

```

```

        </interactiveFreeText>
    </legInfo>
    <markerRailTour/>
</itineraryInfo>
</originDestinationDetails>
<dataElementsMaster>
    <marker2/>
    <dataElementsIndiv>
        <elementManagementData>
            <reference>
                <qualifier>OT</qualifier>
                <number>5</number>
            </reference>
            <segmentName>AP</segmentName>
            <lineNumber>3</lineNumber>
        </elementManagementData>
        <otherDataFreetext>
            <freetextDetail>
                <subjectQualifier>3</subjectQualifier>
                <type>5</type>
            </freetextDetail>
            <longFreetext>MUC - AMADEUS DEFAULT OFFICE - A</longFreetext>
        </otherDataFreetext>
    </dataElementsIndiv>
    <dataElementsIndiv>
        <elementManagementData>
            <reference>
                <qualifier>OT</qualifier>
                <number>6</number>
            </reference>
            <segmentName>TK</segmentName>
            <lineNumber>4</lineNumber>
        </elementManagementData>
        <ticketElement>
            <ticket>
                <indicator>OK</indicator>
                <date>051110</date>
                <officeId>MUC1A6X01</officeId>
            </ticket>
        </ticketElement>
    </dataElementsIndiv>
</dataElementsMaster>
</PNR_Reply>

```

### 5.12.3 Possible Errors

See "Error Messages" section.

## 5.13 Operation: Retrieve By Record Locator With Enhanced Flight Info 2

The following information is only displayed if the extended PNR\_Reply option is activated

In this example the additional information are:

- Duration
- Mileage
- Cabin Code
- Aircraft Owner
- Meal Code

### 5.13.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>2</type>
    </retrieve>
    <reservationOrProfileIdentifier>
      <reservation>
        <controlNumber> YFDMDR</controlNumber>
      </reservation>
    </reservationOrProfileIdentifier>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.13.2 Reply Structure

```
<PNR_Reply xmlns="http://xml.amadeus.com/PNRACC_14_2_1A" >
  <pnrHeader>
    <reservationInfo>
      <reservation>
        <companyId>1A</companyId>
        <controlNumber>YFDMDR</controlNumber>
        <date>051110</date>
        <time>1222</time>
      </reservation>
    </reservationInfo>
  </pnrHeader>
  <securityInformation>
    <responsibilityInformation>
      <typeOfPnrElement>RP</typeOfPnrElement>
      <agentId>BMPR</agentId>
      <officeId>MUC1A6X01</officeId>
    </responsibilityInformation>
    <queueingInformation>
      <queueingOfficeId>MUC1A6X01</queueingOfficeId>
    </queueingInformation>
    <cityCode>DAP</cityCode>
```

```

<secondRpInformation>
  <creationOfficId>MUC1A6X01</creationOfficId>
  <agentSignature>1234BM</agentSignature>
  <creationDate>051110</creationDate>
  <creationTime>1222</creationTime>
</secondRpInformation>
</securityInformation>
<freetextData>
  <freetextDetail>
    <subjectQualifier>3</subjectQualifier>
    <type>P12</type>
  </freetextDetail>
  <longFreetext>--- RLR ---</longFreetext>
</freetextData>
<sbrPOSDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>MUC1A6X01</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>1A</companyId>
      <locationId>MUC</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
  <sbrPreferences>
    <userPreferences>
      <codedCountry>DE</codedCountry>
    </userPreferences>
  </sbrPreferences>
</sbrPOSDetails>
<sbrCreationPosDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>MUC1A6X01</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>1A</companyId>
      <locationId>MUC</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
  <sbrPreferences>

```

```

    <userPreferences>
      <codedCountry>DE</codedCountry>
    </userPreferences>
  </sbrPreferences>
</sbrCreationPosDetails>
<sbrUpdatorPosDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>MUC1A6X01</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>1A</companyId>
      <locationId>MUC</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
  <sbrPreferences>
    <userPreferences>
      <codedCountry>DE</codedCountry>
    </userPreferences>
  </sbrPreferences>
</sbrUpdatorPosDetails>
<technicalData>
  <enveloppeNumberData>
    <sequenceDetails>
      <number>1</number>
    </sequenceDetails>
  </enveloppeNumberData>
  <lastTransmittedEnvelopeNumber>
    <currentRecord>0</currentRecord>
  </lastTransmittedEnvelopeNumber>
  <purgeDateData>
    <dateTime>
      <year>2010</year>
      <month>12</month>
      <day>20</day>
    </dateTime>
  </purgeDateData>
</technicalData>
<travellerInfo>
  <elementManagementPassenger>
    <reference>
      <qualifier>PT</qualifier>
      <number>1</number>
    </reference>

```

```

    <segmentName>NM</segmentName>
    <lineNumber>1</lineNumber>
  </elementManagementPassenger>
  <passengerData>
    <travellerInformation>
      <traveller>
        <surname>WRIGHT</surname>
        <quantity>1</quantity>
      </traveller>
    <passenger>
      <firstName>JOHN</firstName>
    </passenger>
    </travellerInformation>
  </passengerData>
  <enhancedPassengerData>
    <enhancedTravellerInformation>
      <travellerNameInfo>
        <quantity>1</quantity>
      </travellerNameInfo>
      <otherPaxNamesDetails>
        <nameType>UN</nameType>
        <referenceName>Y</referenceName>
        <displayedName>Y</displayedName>
        <surname>WRIGHT</surname>
        <givenName>JOHN</givenName>
      </otherPaxNamesDetails>
    </enhancedTravellerInformation>
  </enhancedPassengerData>
</travellerInfo>
<originDestinationDetails>
  <originDestination/>
  <itineraryInfo>
    <elementManagementItinerary>
      <reference>
        <qualifier>ST</qualifier>
        <number>1</number>
      </reference>
      <segmentName>AIR</segmentName>
      <lineNumber>2</lineNumber>
    </elementManagementItinerary>
  <travelProduct>
    <product>
      <depDate>201210</depDate>
      <depTime>0825</depTime>
      <arrDate>201210</arrDate>
      <arrTime>1035</arrTime>
    </product>
  </travelProduct>
</itineraryInfo>
</originDestinationDetails>

```

```

<boardpointDetail>
  <cityCode>CDG</cityCode>
</boardpointDetail>
<offpointDetail>
  <cityCode>JFK</cityCode>
</offpointDetail>
<companyDetail>
  <identification>AF</identification>
</companyDetail>
<productDetails>
  <identification>22</identification>
  <classOfService>C</classOfService>
</productDetails>
<typeDetail>
  <detail>ET</detail>
</typeDetail>
</travelProduct>
<itineraryMessageAction>
  <business>
    <function>1</function>
  </business>
</itineraryMessageAction>
<itineraryReservationInfo>
  <reservation>
    <companyId>AF</companyId>
    <controlNumber>YFDMR</controlNumber>
  </reservation>
</itineraryReservationInfo>
<relatedProduct>
  <quantity>1</quantity>
  <status>HK</status>
</relatedProduct>
<flightDetail>
  <productDetails>
    <equipment>772</equipment>
    <numOfStops>0</numOfStops>
    <duration>0810</duration>
    <weekDay>1</weekDay>
  </productDetails>
  <departureInformation>
    <departTerminal>2E</departTerminal>
  </departureInformation>
  <arrivalStationInfo>
    <terminal>1</terminal>
  </arrivalStationInfo>
  <mileageTimeDetails>
    <flightLegMileage>3635</flightLegMileage>

```

```

        <unitQualifier>M</unitQualifier>
    </mileageTimeDetails>
    <timeDetail>
        <checkinTime>725</checkinTime>
    </timeDetail>
    <facilities>
        <entertainment> M</entertainment>
        <entertainmentDescription>BM</entertainmentDescription>
    </facilities>
</flightDetail>
<cabinDetails>
    <cabinDetails>
        <classDesignator>C</classDesignator>
    </cabinDetails>
</cabinDetails>
<selectionDetails>
    <selection>
        <option>P2</option>
    </selection>
</selectionDetails>
<legInfo>
    <markerLegInfo/>
    <legTravelProduct>
        <flightDate>
            <departureDate>201210</departureDate>
            <departureTime>0825</departureTime>
            <arrivalDate>201210</arrivalDate>
            <arrivalTime>1035</arrivalTime>
        </flightDate>
        <boardPointDetails>
            <trueLocationId>CDG</trueLocationId>
        </boardPointDetails>
    </legTravelProduct>
    <interactiveFreeText>
        <freeTextQualification>
            <textSubjectQualifier>ACO</textSubjectQualifier>
        </freeTextQualification>
        <freeText>AIRCRAFT OWNER AIR FRANCE</freeText>
    </interactiveFreeText>
</legInfo>
    <markerRailTour/>
</itineraryInfo>
</originDestinationDetails>
<dataElementsMaster>
    <marker2/>
    <dataElementsIndiv>
        <elementManagementData>

```



```

    <reference>
      <qualifier>OT</qualifier>
      <number>10</number>
    </reference>
    <segmentName>AP</segmentName>
    <lineNumber>3</lineNumber>
  </elementManagementData>
  <otherDataFreertext>
    <freertextDetail>
      <subjectQualifier>3</subjectQualifier>
      <type>5</type>
    </freertextDetail>
    <longFreertext>MUC - AMADEUS DEFAULT OFFICE - A</longFreertext>
  </otherDataFreertext>
</dataElementsIndiv>
<dataElementsIndiv>
  <elementManagementData>
    <reference>
      <qualifier>OT</qualifier>
      <number>11</number>
    </reference>
    <segmentName>TK</segmentName>
    <lineNumber>4</lineNumber>
  </elementManagementData>
  <ticketElement>
    <ticket>
      <indicator>OK</indicator>
      <date>051110</date>
      <officeId>MUC1A6X01</officeId>
    </ticket>
  </ticketElement>
</dataElementsIndiv>
<dataElementsIndiv>
  <elementManagementData>
    <reference>
      <qualifier>OT</qualifier>
      <number>15</number>
    </reference>
    <segmentName>OPW</segmentName>
    <lineNumber>5</lineNumber>
  </elementManagementData>
  <optionElement>
    <optionElementInfo>
      <mainOffice>MUC1A6X01</mainOffice>
      <date>101210</date>
      <queue>1</queue>
      <category>7</category>
    </optionElementInfo>
  </optionElement>
</dataElementsIndiv>

```

```

        <freetext>AF REQUIRES TICKET ON OR BEFORE 12DEC</freetext>
    </optionElementInfo>
</optionElement>
<referenceForDataElement>
    <reference>
        <qualifier>ST</qualifier>
        <number>1</number>
    </reference>
</referenceForDataElement>
</dataElementsIndiv>
<dataElementsIndiv>
    <elementManagementData>
        <reference>
            <qualifier>OT</qualifier>
            <number>14</number>
        </reference>
        <segmentName>OPC</segmentName>
        <lineNumber>6</lineNumber>
    </elementManagementData>
</optionElement>
    <optionElementInfo>
        <mainOffice>MUC1A6X01</mainOffice>
        <date>131210</date>
        <queue>1</queue>
        <category>8</category>
        <freetext>AF CANCELLATION DUE TO NO TICKET</freetext>
    </optionElementInfo>
</optionElement>
<referenceForDataElement>
    <reference>
        <qualifier>ST</qualifier>
        <number>1</number>
    </reference>
</referenceForDataElement>
</dataElementsIndiv>
</dataElementsMaster>
</PNR_Reply>

```

### 5.13.3 Possible Errors

See "Error Messages" section.

## 5.14 Operation: Retrieve By Record Locator With Enhanced Flight Info 3

The following information is only displayed if the extended PNR\_Reply option is activated

In this example the additional information are:

- Duration
- Mileage
- Cabin Code
- 2 legs
- Meal Code

### 5.14.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>2</type>
    </retrieve>
    <reservationOrProfileIdentifier>
      <reservation>
        <controlNumber> YFDP93</controlNumber>
      </reservation>
    </reservationOrProfileIdentifier>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.14.2 Reply Structure

```
<PNR_Reply xmlns="http://xml.amadeus.com/PNRACC_14_2_1A" >
  <pnrHeader>
    <reservationInfo>
      <reservation>
        <companyId>1A</companyId>
        <controlNumber>YFDP93</controlNumber>
        <date>051110</date>
        <time>1350</time>
      </reservation>
    </reservationInfo>
  </pnrHeader>
  <securityInformation>
    <responsibilityInformation>
      <typeOfPnrElement>RP</typeOfPnrElement>
      <agentId>BMPR</agentId>
      <officeId>MUC1A6X01</officeId>
    </responsibilityInformation>
    <queueingInformation>
      <queueingOfficeId>MUC1A6X01</queueingOfficeId>
    </queueingInformation>
    <cityCode>DAP</cityCode>
```

```

<secondRpInformation>
  <creationOfficId>MUC1A6X01</creationOfficId>
  <agentSignature>1234BM</agentSignature>
  <creationDate>051110</creationDate>
  <creationTime>1350</creationTime>
</secondRpInformation>
</securityInformation>
<freetextData>
  <freetextDetail>
    <subjectQualifier>3</subjectQualifier>
    <type>P12</type>
  </freetextDetail>
  <longFreetext>--- RLR ---</longFreetext>
</freetextData>
<sbrPOSDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>MUC1A6X01</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>1A</companyId>
      <locationId>MUC</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
  <sbrPreferences>
    <userPreferences>
      <codedCountry>DE</codedCountry>
    </userPreferences>
  </sbrPreferences>
</sbrPOSDetails>
<sbrCreationPosDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>MUC1A6X01</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>1A</companyId>
      <locationId>MUC</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
  <sbrPreferences>

```

```

    <userPreferences>
      <codedCountry>DE</codedCountry>
    </userPreferences>
  </sbrPreferences>
</sbrCreationPosDetails>
<sbrUpdatorPosDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>MUC1A6X01</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>1A</companyId>
      <locationId>MUC</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
  <sbrPreferences>
    <userPreferences>
      <codedCountry>DE</codedCountry>
    </userPreferences>
  </sbrPreferences>
</sbrUpdatorPosDetails>
<technicalData>
  <enveloppeNumberData>
    <sequenceDetails>
      <number>1</number>
    </sequenceDetails>
  </enveloppeNumberData>
  <lastTransmittedEnvelopeNumber>
    <currentRecord>0</currentRecord>
  </lastTransmittedEnvelopeNumber>
  <purgeDateData>
    <dateTime>
      <year>2010</year>
      <month>12</month>
      <day>22</day>
    </dateTime>
  </purgeDateData>
</technicalData>
<travellerInfo>
  <elementManagementPassenger>
    <reference>
      <qualifier>PT</qualifier>
      <number>1</number>
    </reference>

```

```

    <segmentName>NM</segmentName>
    <lineNumber>1</lineNumber>
  </elementManagementPassenger>
  <passengerData>
    <travellerInformation>
      <traveller>
        <surname>WRIGHT</surname>
        <quantity>1</quantity>
      </traveller>
    <passenger>
      <firstName>JOHN</firstName>
    </passenger>
    </travellerInformation>
  </passengerData>
  <enhancedPassengerData>
    <enhancedTravellerInformation>
      <travellerNameInfo>
        <quantity>1</quantity>
      </travellerNameInfo>
      <otherPaxNamesDetails>
        <nameType>UN</nameType>
        <referenceName>Y</referenceName>
        <displayedName>Y</displayedName>
        <surname>WRIGHT</surname>
        <givenName>JOHN</givenName>
      </otherPaxNamesDetails>
    </enhancedTravellerInformation>
  </enhancedPassengerData>
</travellerInfo>
<originDestinationDetails>
  <originDestination/>
  <itineraryInfo>
    <elementManagementItinerary>
      <reference>
        <qualifier>ST</qualifier>
        <number>2</number>
      </reference>
      <segmentName>AIR</segmentName>
      <lineNumber>2</lineNumber>
    </elementManagementItinerary>
  <travelProduct>
    <product>
      <depDate>221210</depDate>
      <depTime>2135</depTime>
      <arrDate>241210</arrDate>
      <arrTime>0610</arrTime>
      <dayChangeIndicator>2</dayChangeIndicator>
    </product>
  </travelProduct>
</itineraryInfo>
</originDestinationDetails>

```

```

</product>
<boardpointDetail>
  <cityCode>LHR</cityCode>
</boardpointDetail>
<offpointDetail>
  <cityCode>SYD</cityCode>
</offpointDetail>
<companyDetail>
  <identification>BA</identification>
</companyDetail>
<productDetails>
  <identification>9</identification>
  <classOfService>F</classOfService>
</productDetails>
<typeDetail>
  <detail>ET</detail>
</typeDetail>
</travelProduct>
<itineraryMessageAction>
  <business>
    <function>1</function>
  </business>
</itineraryMessageAction>
<itineraryReservationInfo>
  <reservation>
    <companyId>BA</companyId>
    <controlNumber>NOSYNC</controlNumber>
  </reservation>
</itineraryReservationInfo>
<relatedProduct>
  <quantity>1</quantity>
  <status>HK</status>
</relatedProduct>
<flightDetail>
  <productDetails>
    <equipment>744</equipment>
    <numOfStops>1</numOfStops>
    <duration>2135</duration>
    <weekDay>3</weekDay>
  </productDetails>
  <departureInformation>
    <departTerminal>3</departTerminal>
  </departureInformation>
  <arrivalStationInfo>
    <terminal>1</terminal>
  </arrivalStationInfo>
  <mileageTimeDetails>

```

```

    <flightLegMileage>10607</flightLegMileage>
    <unitQualifier>M</unitQualifier>
  </mileageTimeDetails>
  <facilities>
    <entertainment>M</entertainment>
    <entertainmentDescription>M</entertainmentDescription>
  </facilities>
</flightDetail>
<cabinDetails>
  <cabinDetails>
    <classDesignator>F</classDesignator>
  </cabinDetails>
</cabinDetails>
<selectionDetails>
  <selection>
    <option>P2</option>
  </selection>
</selectionDetails>
<legInfo>
  <markerLegInfo/>
  <legTravelProduct>
    <flightDate>
      <departureDate>221210</departureDate>
      <departureTime>2135</departureTime>
      <arrivalDate>231210</arrivalDate>
      <arrivalTime>1540</arrivalTime>
    </flightDate>
    <boardPointDetails>
      <trueLocationId>LHR</trueLocationId>
    </boardPointDetails>
    <offpointDetails>
      <trueLocationId>BKK</trueLocationId>
    </offpointDetails>
    <companyDetails>
      <operatingCompany>BA</operatingCompany>
    </companyDetails>
    <flightIdentification>
      <flightNumber>009</flightNumber>
    </flightIdentification>
  </legTravelProduct>
</legInfo>
<legInfo>
  <markerLegInfo/>
  <legTravelProduct>
    <flightDate>
      <departureDate>231210</departureDate>
      <departureTime>1705</departureTime>

```



```

        <arrivalDate>241210</arrivalDate>
        <arrivalTime>0610</arrivalTime>
    </flightDate>
    <boardPointDetails>
        <trueLocationId>BKK</trueLocationId>
    </boardPointDetails>
    <offpointDetails>
        <trueLocationId>SYD</trueLocationId>
    </offpointDetails>
    <companyDetails>
        <operatingCompany>BA</operatingCompany>
    </companyDetails>
    <flightIdentification>
        <flightNumber>009</flightNumber>
    </flightIdentification>
    </legTravelProduct>
</legInfo>
<markerRailTour/>
</itineraryInfo>
</originDestinationDetails>
<dataElementsMaster>
    <marker2/>
    <dataElementsIndiv>
        <elementManagementData>
            <reference>
                <qualifier>OT</qualifier>
                <number>10</number>
            </reference>
            <segmentName>AP</segmentName>
            <lineNumber>3</lineNumber>
        </elementManagementData>
        <otherDataFreetext>
            <freetextDetail>
                <subjectQualifier>3</subjectQualifier>
                <type>5</type>
            </freetextDetail>
            <longFreetext>MUC - AMADEUS DEFAULT OFFICE - A</longFreetext>
        </otherDataFreetext>
    </dataElementsIndiv>
    <dataElementsIndiv>
        <elementManagementData>
            <reference>
                <qualifier>OT</qualifier>
                <number>11</number>
            </reference>
            <segmentName>TK</segmentName>
            <lineNumber>4</lineNumber>

```

```
</elementManagementData>  
<ticketElement>  
  <ticket>  
    <indicator>OK</indicator>  
    <date>051110</date>  
    <officeId>MUC1A6X01</officeId>  
  </ticket>  
</ticketElement>  
</dataElementsIndiv>  
</dataElementsMaster>  
</PNR_Reply>
```

### 5.14.3 Possible Errors

See "Error Messages" section.

## 5.15 Operation: Retrieve By Record Locator With Enhanced Flight Info 4

The following information is only displayed if the extended PNR\_Reply option is activated

In this example the additional information are:

- Duration
- Mileage
- Cabin Code
- CheckIn Carrier (with airline code)

The airline code is parsed from the free text that contains the check in carrier. It can be performed when the airline code is right before the slash in the free text.

### 5.15.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>2</type>
    </retrieve>
    <reservationOrProfileIdentifier>
      <reservation>
        <controlNumber> YFDWTG</controlNumber>
      </reservation>
    </reservationOrProfileIdentifier>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.15.2 Reply Structure

```
<PNR_Reply xmlns="http://xml.amadeus.com/PNRACC_14_2_1A" >
  <pnrHeader>
    <reservationInfo>
      <reservation>
        <companyId>1A</companyId>
        <controlNumber>YFDWTG</controlNumber>
        <date>051110</date>
        <time>1555</time>
      </reservation>
    </reservationInfo>
  </pnrHeader>
  <securityInformation>
    <responsibilityInformation>
      <typeOfPnrElement>RP</typeOfPnrElement>
      <agentId>BMPR</agentId>
      <officeId>MUC1A6X01</officeId>
    </responsibilityInformation>
    <queueingInformation>
      <queueingOfficeId>MUC1A6X01</queueingOfficeId>
    </queueingInformation>
  </securityInformation>
</PNR_Reply>
```

```

<cityCode>DAP</cityCode>
<secondRpInformation>
  <creationOfficId>MUC1A6X01</creationOfficId>
  <agentSignature>1234BM</agentSignature>
  <creationDate>051110</creationDate>
  <creationTime>1555</creationTime>
</secondRpInformation>
</securityInformation>
<freetextData>
  <freetextDetail>
    <subjectQualifier>3</subjectQualifier>
    <type>P12</type>
  </freetextDetail>
  <longFreetext>--- RLR ---</longFreetext>
</freetextData>
<sbrPOSDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>MUC1A6X01</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>1A</companyId>
      <locationId>MUC</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
  <sbrPreferences>
    <userPreferences>
      <codedCountry>DE</codedCountry>
    </userPreferences>
  </sbrPreferences>
</sbrPOSDetails>
<sbrCreationPosDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>MUC1A6X01</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>1A</companyId>
      <locationId>MUC</locationId>
    </deliveringSystem>
  </sbrSystemDetails>

```

```

<sbrPreferences>
  <userPreferences>
    <codedCountry>DE</codedCountry>
  </userPreferences>
</sbrPreferences>
</sbrCreationPosDetails>
<sbrUpdatorPosDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>MUC1A6X01</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>1A</companyId>
      <locationId>MUC</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
  <sbrPreferences>
    <userPreferences>
      <codedCountry>DE</codedCountry>
    </userPreferences>
  </sbrPreferences>
</sbrUpdatorPosDetails>
<technicalData>
  <enveloppeNumberData>
    <sequenceDetails>
      <number>1</number>
    </sequenceDetails>
  </enveloppeNumberData>
  <lastTransmittedEnvelopeNumber>
    <currentRecord>0</currentRecord>
  </lastTransmittedEnvelopeNumber>
  <purgeDateData>
    <dateTime>
      <year>2010</year>
      <month>12</month>
      <day>2</day>
    </dateTime>
  </purgeDateData>
</technicalData>
<travellerInfo>
  <elementManagementPassenger>
    <reference>
      <qualifier>PT</qualifier>
      <number>1</number>
    </reference>
  </elementManagementPassenger>
</travellerInfo>

```

```

    </reference>
    <segmentName>NM</segmentName>
    <lineNumber>1</lineNumber>
  </elementManagementPassenger>
  <passengerData>
    <travellerInformation>
      <traveller>
        <surname>WRIGHT</surname>
        <quantity>1</quantity>
      </traveller>
    </passenger>
    <firstName>JOHN</firstName>
  </passenger>
</travellerInformation>
</passengerData>
<enhancedPassengerData>
  <enhancedTravellerInformation>
    <travellerNameInfo>
      <quantity>1</quantity>
    </travellerNameInfo>
    <otherPaxNamesDetails>
      <nameType>UN</nameType>
      <referenceName>Y</referenceName>
      <displayedName>Y</displayedName>
      <surname>WRIGHT</surname>
      <givenName>JOHN</givenName>
    </otherPaxNamesDetails>
  </enhancedTravellerInformation>
</enhancedPassengerData>
</travellerInfo>
<originDestinationDetails>
  <originDestination/>
  <itineraryInfo>
    <elementManagementItinerary>
      <reference>
        <qualifier>ST</qualifier>
        <number>1</number>
      </reference>
      <segmentName>AIR</segmentName>
      <lineNumber>2</lineNumber>
    </elementManagementItinerary>
  <travelProduct>
    <product>
      <depDate>021210</depDate>
      <depTime>1000</depTime>
      <arrDate>021210</arrDate>
      <arrTime>1100</arrTime>
    </product>
  </travelProduct>
</itineraryInfo>
</originDestinationDetails>

```

```

</product>
<boardpointDetail>
  <cityCode>ETZ</cityCode>
</boardpointDetail>
<offpointDetail>
  <cityCode>NTE</cityCode>
</offpointDetail>
<companyDetail>
  <identification>6X</identification>
</companyDetail>
<productDetails>
  <identification>2866</identification>
  <classOfService>C</classOfService>
</productDetails>
<typeDetail>
  <detail>ET</detail>
</typeDetail>
</travelProduct>
<itineraryMessageAction>
  <business>
    <function>1</function>
  </business>
</itineraryMessageAction>
<relatedProduct>
  <quantity>1</quantity>
  <status>HK</status>
</relatedProduct>
<flightDetail>
  <productDetails>
    <equipment>ER4</equipment>
    <numOfStops>0</numOfStops>
    <duration>0100</duration>
    <weekDay>4</weekDay>
  </productDetails>
  <mileageTimeDetails>
    <flightLegMileage>384</flightLegMileage>
    <unitQualifier>M</unitQualifier>
  </mileageTimeDetails>
</flightDetail>
<selectionDetails>
  <selection>
    <option>P2</option>
  </selection>
</selectionDetails>
<itineraryfreeFormText>
  <freeTextQualification>
    <textSubjectQualifier>CKI</textSubjectQualifier>
  </freeTextQualification>
</itineraryfreeFormText>

```

```

        <companyId>I9</companyId>
      </freeTextQualification>
      <freeText>ETZ NTE - CHECK-IN I9/AT ALITALIA DESK </freeText>
    </itineraryfreeFormText>
    <markerRailTour/>
  </itineraryInfo>
</originDestinationDetails>
<dataElementsMaster>
  <marker2/>
  <dataElementsIndiv>
    <elementManagementData>
      <reference>
        <qualifier>OT</qualifier>
        <number>10</number>
      </reference>
      <segmentName>AP</segmentName>
      <lineNumber>3</lineNumber>
    </elementManagementData>
    <otherDataFreetext>
      <freetextDetail>
        <subjectQualifier>3</subjectQualifier>
        <type>5</type>
      </freetextDetail>
      <longFreetext>MUC - AMADEUS DEFAULT OFFICE - A</longFreetext>
    </otherDataFreetext>
  </dataElementsIndiv>
  <dataElementsIndiv>
    <elementManagementData>
      <reference>
        <qualifier>OT</qualifier>
        <number>11</number>
      </reference>
      <segmentName>TK</segmentName>
      <lineNumber>4</lineNumber>
    </elementManagementData>
    <ticketElement>
      <ticket>
        <indicator>OK</indicator>
        <date>051110</date>
        <officId>MUC1A6X01</officId>
      </ticket>
    </ticketElement>
  </dataElementsIndiv>
</dataElementsMaster>
</PNR_Reply>

```



### 5.15.3 Possible Errors

See "Error Messages" section.

---

## 5.16 Operation: Retrieve by Record Locator With Name

The reply structure returned is a Single PNR Content reply.

### 5.16.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>2</type>
    </retrieve>
    <reservationOrProfileIdentifier>
      <reservation>
        <controlNumber>YA76F8</controlNumber>
      </reservation>
    </reservationOrProfileIdentifier>
    <personalFacts>
      <travellerInformation>
        <traveller>
          <surname>childs</surname>
        </traveller>
      </travellerInformation>
    </personalFacts>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.16.2 Reply Structure

---

### 5.16.3 Possible Errors

See "Error Messages" Section.

## 5.17 Operation: Retrieve by Record Locator With Name and Ticket Number

The reply structure returned is a Single PNR Content reply.

### 5.17.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>2</type>
    </retrieve>
    <reservationOrProfileIdentifier>
      <reservation>
        <controlNumber>YA76F8</controlNumber>
      </reservation>
    </reservationOrProfileIdentifier>
    <personalFacts>
      <travellerInformation>
        <traveller>
          <surname>childs</surname>
        </traveller>
      </travellerInformation>
      <ticket>
        <airline>057</airline>
        <ticketNumber>7024209573</ticketNumber>
      </ticket>
    </personalFacts>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.17.2 Reply Structure

### 5.17.3 Possible Errors

See "Error Messages" Section.

## 5.18 Operation: Retrieve By Service And Name With Flight Number

The reply structure returned is a Single PNR Content reply or a Multiple PNR Index List.

### 5.18.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>4</type>
      <service>AIR</service>
    </retrieve>
    <personalFacts>
      <travellerInformation>
        <traveller>
          <surname>childs</surname>
        </traveller>
      </travellerInformation>
      <productInformation>
        <product>
          <depDate>280301</depDate>
        </product>
        <company>
          <code>6X</code>
        </company>
        <productDetails>
          <identification>6201</identification>
        </productDetails>
      </productInformation>
    </personalFacts>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.18.2 Reply Structure

### 5.18.3 Possible Errors

#### 9305 - NO NAME OR SECURED

If no record containing the matching criteria is found, it is assumed that no names exist or that the records are not available to the requesting office. Check the flight number, date and name specified and retry the entry. Take special attention to the date specified, as if no date is entered the default date of the current date will be used. It is not possible to eliminate the date field in anticipation of a list for all PNRs with the specific flight number for all dates and will result in the above error if no flights for the current date are found.

## 5.19 Operation: Retrieve For Auxiliary Segments

The reply structure returned is a Single PNR Content reply or a Multiple PNR Index List.

### 5.19.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>4</type>
      <service>CCR</service>
    </retrieve>
    <personalFacts>
      <travellerInformation>
        <traveller>
          <surname>childs</surname>
        </traveller>
      </travellerInformation>
      <productInformation>
        <product>
          <depDate>280301</depDate>
        </product>
      </productInformation>
    </personalFacts>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.19.2 Reply Structure

### 5.19.3 Possible Errors

#### 9305 - NO NAME OR SECURED

If the system finds no PNRs containing a matching auxiliary element for the date and name specified, it will be assumed that there are no records created or that the records created are secured and not available to the requestor, and the following error will be returned. Verify the auxiliary element code, date, and name specified and retry the entry. Take special attention to the date specified, as if no date is entered the default date of the current date will be used. It is not possible to eliminate the date field in anticipation of a list for all PNRs with the specific auxiliary element for all dates and will result in the above error if auxiliary elements for the current date are not found.

## 5.20 Operation: Retrieve PNR containing PDI Data

The Purpose of this verb is to retrieve the DCS details information together with the PNR information.

The pure DCS information, i.e. the delivery data information (PDI), is generated by the updates that are performed on the CPR during the DCS window or at check-in time. For example: customer acceptance status, baggage, delivered cabin code and seat number...

This DCS information is referred to as “detailed DCS information” and is displayed to authorized agents only (RES-DCS agent).

Such detailed DCS information are stored in PDS and PDL Edifact elements. Note that DCS details can also be displayed via the RTDCS cryptic entry.

Data that are retrieved/ displayed :

City pair

Infant indicator

RES customer Acceptance status

Cabin Code

Cabin Regrade Type

Has Checked Bags

Customer Record Status

Cancellation reason code

Amount of Compensation (PFS) or Compensation Type (Altea DCS)

Acceptance Channel

Seat Delivery Information

Passenger association

### 5.20.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>2</type>
    </retrieve>
    <reservationOrProfileIdentifier>
      <reservation>
        <controlNumber>ZTRJ2A</controlNumber>
      </reservation>
    </reservationOrProfileIdentifier>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.20.2 Reply Structure

```
<PNR_Reply xmlns="http://xml.amadeus.com/PNRACC_14_2_1A" >
  <pnrHeader>
    <reservationInfo>
      <reservation>
        <companyId>1A</companyId>
        <controlNumber>ZTRJ2A</controlNumber>
        <date>210212</date>
        <time>0823</time>
      </reservation>
    </reservationInfo>
  </pnrHeader>
  <securityInformation>
    <responsibilityInformation>
      <typeOfPnrElement>RP</typeOfPnrElement>
      <agentId>GTGS</agentId>
      <officeId>LON6X0NGR</officeId>
      <iataCode>91496716</iataCode>
    </responsibilityInformation>
    <queueingInformation>
      <queueingOfficeId>LON6X0NGR</queueingOfficeId>
    </queueingInformation>
    <cityCode>LON</cityCode>
    <secondRpInformation>
      <creationOfficeId>LON6X0NGR</creationOfficeId>
      <agentSignature>1234AA</agentSignature>
      <creationDate>210212</creationDate>
      <creatorIataCode>91496716</creatorIataCode>
      <creationTime>0819</creationTime>
    </secondRpInformation>
  </securityInformation>
  <freetextData>
    <freetextDetail>
      <subjectQualifier>3</subjectQualifier>
      <type>P12</type>
    </freetextDetail>
    <longFreetext>--- RLR ---</longFreetext>
  </freetextData>
  <sbrPOSDetails>
    <sbrUserIdentificationOwn>
      <originIdentification>
        <originatorId>91496716</originatorId>
        <inHouseIdentification1>LON6X0NGR</inHouseIdentification1>
      </originIdentification>
      <originatorTypeCode>A</originatorTypeCode>
    </sbrUserIdentificationOwn>
  </sbrPOSDetails>
</PNR_Reply>
```

```

<sbrSystemDetails>
  <deliveringSystem>
    <companyId>6X</companyId>
    <locationId>LON</locationId>
  </deliveringSystem>
</sbrSystemDetails>
<sbrPreferences>
  <userPreferences>
    <codedCountry>GB</codedCountry>
  </userPreferences>
</sbrPreferences>
</sbrPOSDetails>
<sbrCreationPosDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <originatorId>91496716</originatorId>
      <inHouseIdentification1>LON6X0NGR</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>6X</companyId>
      <locationId>LON</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
  <sbrPreferences>
    <userPreferences>
      <codedCountry>GB</codedCountry>
    </userPreferences>
  </sbrPreferences>
</sbrCreationPosDetails>
<sbrUpdatorPosDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <originatorId>12345675</originatorId>
      <inHouseIdentification1>NCE1A0955</inHouseIdentification1>
    </originIdentification>
    <originatorTypeCode>A</originatorTypeCode>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>1A</companyId>
      <locationId>NCE</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
  <sbrPreferences>

```



```

    <userPreferences>
      <codedCountry>FR</codedCountry>
    </userPreferences>
  </sbrPreferences>
</sbrUpdaterPosDetails>
<technicalData>
  <enveloppeNumberData>
    <sequenceDetails>
      <number>6</number>
    </sequenceDetails>
  </enveloppeNumberData>
  <lastTransmittedEnvelopeNumber>
    <currentRecord>5</currentRecord>
  </lastTransmittedEnvelopeNumber>
  <purgeDateData>
    <dateTime>
      <year>2012</year>
      <month>2</month>
      <day>22</day>
    </dateTime>
  </purgeDateData>
</technicalData>
<travellerInfo>
  <elementManagementPassenger>
    <reference>
      <qualifier>PT</qualifier>
      <number>1</number>
    </reference>
    <segmentName>NM</segmentName>
    <lineNumber>1</lineNumber>
  </elementManagementPassenger>
  <passengerData>
    <travellerInformation>
      <traveller>
        <surname>GLAHNNX</surname>
        <quantity>1</quantity>
      </traveller>
      <passenger>
        <firstName>KEN</firstName>
      </passenger>
    </travellerInformation>
  </passengerData>
  <enhancedPassengerData>
    <enhancedTravellerInformation>
      <travellerNameInfo>
        <quantity>1</quantity>
      </travellerNameInfo>
    </enhancedTravellerInformation>
  </enhancedPassengerData>
</travellerInfo>

```

```

    <otherPaxNamesDetails>
      <nameType>UN</nameType>
      <referenceName>Y</referenceName>
      <displayedName>Y</displayedName>
      <surname>GLAHNNX</surname>
      <givenName>KEN</givenName>
    </otherPaxNamesDetails>
  </enhancedTravellerInformation>
</enhancedPassengerData>
</travellerInfo>
<originDestinationDetails>
  <originDestination/>
  <itineraryInfo>
    <elementManagementItinerary>
      <reference>
        <qualifier>ST</qualifier>
        <number>1</number>
      </reference>
      <segmentName>AIR</segmentName>
      <lineNumber>2</lineNumber>
    </elementManagementItinerary>
    <travelProduct>
      <product>
        <depDate>220212</depDate>
        <depTime>1420</depTime>
        <arrDate>230212</arrDate>
        <arrTime>1100</arrTime>
        <dayChangeIndicator>1</dayChangeIndicator>
      </product>
      <boardpointDetail>
        <cityCode>LHR</cityCode>
      </boardpointDetail>
      <offpointDetail>
        <cityCode>NRT</cityCode>
      </offpointDetail>
      <companyDetail>
        <identification>6X</identification>
      </companyDetail>
      <productDetails>
        <identification>7</identification>
        <classOfService>Y</classOfService>
      </productDetails>
      <typeDetail>
        <detail>ET</detail>
      </typeDetail>
    </travelProduct>
  </itineraryMessageAction>

```

```

    <business>
      <function>1</function>
    </business>
  </itineraryMessageAction>
  <relatedProduct>
    <quantity>1</quantity>
    <status>HK</status>
  </relatedProduct>
  <flightDetail>
    <productDetails>
      <equipment>744</equipment>
      <numOfStops>0</numOfStops>
      <weekDay>3</weekDay>
    </productDetails>
    <departureInformation>
      <departTerminal>4</departTerminal>
    </departureInformation>
    <arrivalStationInfo>
      <terminal>1</terminal>
    </arrivalStationInfo>
  </flightDetail>
  <selectionDetails>
    <selection>
      <option>P2</option>
    </selection>
  </selectionDetails>
  <markerRailTour/>
</itineraryInfo>
</originDestinationDetails>
<dataElementsMaster>
  <marker2/>
  <dataElementsIndiv>
    <elementManagementData>
      <reference>
        <qualifier>OT</qualifier>
        <number>12</number>
      </reference>
      <segmentName>AP</segmentName>
      <lineNumber>3</lineNumber>
    </elementManagementData>
    <otherDataFreetext>
      <freetextDetail>
        <subjectQualifier>3</subjectQualifier>
        <type>5</type>
      </freetextDetail>
      <longFreetext>JGE</longFreetext>
    </otherDataFreetext>
  </dataElementsIndiv>
</dataElementsMaster>

```

```

</dataElementsIndiv>
<dataElementsIndiv>
  <elementManagementData>
    <reference>
      <qualifier>OT</qualifier>
      <number>8</number>
    </reference>
    <segmentName>AP</segmentName>
    <lineNumber>4</lineNumber>
  </elementManagementData>
  <otherDataFreetext>
    <freetextDetail>
      <subjectQualifier>3</subjectQualifier>
      <type>5</type>
      <status>S</status>
    </freetextDetail>
    <longFreetext>NCE0492940005-B</longFreetext>
  </otherDataFreetext>
</dataElementsIndiv>
<dataElementsIndiv>
  <elementManagementData>
    <reference>
      <qualifier>OT</qualifier>
      <number>11</number>
    </reference>
    <segmentName>TK</segmentName>
    <lineNumber>5</lineNumber>
  </elementManagementData>
  <ticketElement>
    <ticket>
      <indicator>OK</indicator>
      <date>210212</date>
      <officId>LON6X0NGR</officId>
    </ticket>
  </ticketElement>
</dataElementsIndiv>
</dataElementsMaster>
<dcsData>
  <markerPax/>
  <markerSegment/>
  <segmentSection>
    <elementManagementStructData>
      <elementReference>
        <qualifier>OT</qualifier>
        <number>29</number>
      </elementReference>
      <segmentName>PDS</segmentName>
    </elementManagementStructData>
  </segmentSection>
</dcsData>

```

```

</elementManagementStructData>
<referenceForStructDataElement>
  <reference>
    <qualifier>PT</qualifier>
    <number>1</number>
  </reference>
  <reference>
    <qualifier>ST</qualifier>
    <number>1</number>
  </reference>
</referenceForStructDataElement>
<dcsSegmentInfo>
  <booking/>
  <paxType>
    <referenceDetails>
      <type>PAX</type>
    </referenceDetails>
  </paxType>
</dcsSegmentInfo>
</segmentSection>
<markerLeg/>
<legSection>
  <elementManagementStructData>
    <elementReference>
      <qualifier>OT</qualifier>
      <number>30</number>
    </elementReference>
    <segmentName>PDL</segmentName>
  </elementManagementStructData>
  <referenceForStructDataElement>
    <reference>
      <qualifier>PT</qualifier>
      <number>1</number>
    </reference>
    <reference>
      <qualifier>ST</qualifier>
      <number>1</number>
    </reference>
  </referenceForStructDataElement>
  <dcsLegInfo>
    <legPosition>
      <itemNumber>1</itemNumber>
    </legPosition>
    <leg>
      <origin>LHR</origin>
      <destination>NRT</destination>
    </leg>
  </dcsLegInfo>
</legSection>

```

```
<paxType>
  <referenceDetails>
    <type>A</type>
  </referenceDetails>
</paxType>
<seatDelivery>
  <seatDetails>
    <seatNumber>019E</seatNumber>
  </seatDetails>
</seatDelivery>
<paxStatus>
  <statusDetails>
    <indicator>CAC</indicator>
    <type>CAS</type>
  </statusDetails>
  <statusDetails>
    <indicator>BDD</indicator>
    <type>BDS</type>
  </statusDetails>
  <statusDetails>
    <indicator>NRG</indicator>
    <type>RGS</type>
  </statusDetails>
  <statusDetails>
    <indicator>REC</indicator>
    <type>CRS</type>
  </statusDetails>
  <statusDetails>
    <indicator>NBG</indicator>
    <type>CBS</type>
  </statusDetails>
  <statusDetails>
    <indicator>NFL</indicator>
    <type>TPS</type>
  </statusDetails>
  <statusDetails>
    <indicator>NCW</indicator>
    <type>WLS</type>
  </statusDetails>
</paxStatus>
<regradeCabin>
  <cabinCode>M</cabinCode>
</regradeCabin>
<acceptanceChannel>
  <acceptanceOrigin>
    <originatorTypeCode>A</originatorTypeCode>
  </acceptanceOrigin>
```

```
<applicationType>  
  <applicationDetails>  
    <internalId>JFE</internalId>  
  </applicationDetails>  
</applicationType>  
</acceptanceChannel>  
</dcsLegInfo>  
</legSection>  
</dcsData>  
</PNR_Reply>
```

### 5.20.3 Possible Errors

## 5.21 Operation: Single PNR Reply

When a reply to the operation query contains only the information pertaining to a single PNR, the entire record content is returned directly. Below is a classic example received in the single PNR Content reply structure for a PNR containing the following elements

- 1 name
- 2 flight segments
- 1 non-automated service auxiliary segment
- 1 car segment
- 1 hotel segment
- 1 auxiliary tour segment
- 1 phone
- 1 ticket

### 5.21.1 Query Structure

```
<PNR_Retrieve xmlns="http://xml.amadeus.com/PNRRET_14_2_1A" >
  <retrievalFacts>
    <retrieve>
      <type>2</type>
    </retrieve>
    <reservationOrProfileIdentifier>
      <reservation>
        <controlNumber>YCHVA9</controlNumber>
      </reservation>
    </reservationOrProfileIdentifier>
  </retrievalFacts>
</PNR_Retrieve>
```

### 5.21.2 Reply Structure

```
<PNR_Reply xmlns="http://xml.amadeus.com/PNRACC_14_2_1A" >
  <pnrHeader>
    <reservationInfo>
      <reservation>
        <companyId>1A</companyId>
        <controlNumber>YCHVA9</controlNumber>
        <date>300101</date>
        <time>1032</time>
      </reservation>
    </reservationInfo>
  </pnrHeader>
  <securityInformation>
    <responsibilityInformation>
      <typeOfPnrElement>RP</typeOfPnrElement>
      <agentId>AASU</agentId>
      <officeId>MUC1A0701</officeId>
    </responsibilityInformation>
  </securityInformation>
</PNR_Reply>
```



```

<queueingInformation>
  <queueingOfficelId>MUC6X0701</queueingOfficelId>
</queueingInformation>
<cityCode>DAP</cityCode>
<secondRpInformation>
  <creationOfficelId>MUC6X0701</creationOfficelId>
  <agentSignature>1234AA</agentSignature>
  <creationDate>300101</creationDate>
</secondRpInformation>
</securityInformation>
<freetextData>
  <freetextDetail>
    <subjectQualifier>3</subjectQualifier>
    <type>P12</type>
  </freetextDetail>
  <longFreetext>--- RLR ---</longFreetext>
</freetextData>
<sbrPOSDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <originatorId>23498915</originatorId>
      <inHouseIdentification1>MUC6X0701</inHouseIdentification1>
    </originIdentification>
  </sbrUserIdentificationOwn>
  <sbrSystemDetails>
    <deliveringSystem>
      <companyId>6X</companyId>
      <locationId>MUC</locationId>
    </deliveringSystem>
  </sbrSystemDetails>
</sbrPOSDetails>
<sbrCreationPosDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>uid1</inHouseIdentification1>
    </originIdentification>
  </sbrUserIdentificationOwn>
</sbrCreationPosDetails>
<sbrUpdatorPosDetails>
  <sbrUserIdentificationOwn>
    <originIdentification>
      <inHouseIdentification1>uid2</inHouseIdentification1>
    </originIdentification>
  </sbrUserIdentificationOwn>
</sbrUpdatorPosDetails>
<travellerInfo>
  <elementManagementPassenger>

```

```

<reference>
  <qualifier>PT</qualifier>
  <number>1</number>
</reference>
<segmentName>NM</segmentName>
<lineNumber>1</lineNumber>
</elementManagementPassenger>
<passengerData>
  <travellerInformation>
    <traveller>
      <surname>CHILDS</surname>
      <quantity>1</quantity>
    </traveller>
    <passenger>
      <firstName>LISA</firstName>
    </passenger>
  </travellerInformation>
</passengerData>
<enhancedPassengerData>
  <enhancedTravellerInformation>
    <travellerNameInfo>
      <quantity>1</quantity>
    </travellerNameInfo>
    <otherPaxNamesDetails>
      <nameType>UN</nameType>
      <referenceName>Y</referenceName>
      <displayedName>Y</displayedName>
      <surname>CHILDS</surname>
      <givenName>LISA</givenName>
    </otherPaxNamesDetails>
  </enhancedTravellerInformation>
</enhancedPassengerData>
</travellerInfo>
<originDestinationDetails>
  <originDestination/>
  <itineraryInfo>
    <elementManagementItinerary>
      <reference>
        <qualifier>ST</qualifier>
        <number>3</number>
      </reference>
      <segmentName>IU</segmentName>
      <lineNumber>2</lineNumber>
    </elementManagementItinerary>
    <travelProduct>
      <product>
        <depDate>110301</depDate>

```

```

    </product>
    <companyDetail>
      <identification>6X</identification>
    </companyDetail>
    <productDetails>
      <identification>PENF</identification>
    </productDetails>
  </travelProduct>
  <itineraryMessageAction>
    <business>
      <function>47</function>
    </business>
  </itineraryMessageAction>
  <relatedProduct>
    <quantity>1</quantity>
    <status>HK</status>
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### 5.21.3 Possible Errors