

## TOOLS

**MD** – Move down to next screen

**MU** – Move up to previous screen

**MB** – Move bottom of display

**MT** – Move top of the display

**MN** – Move next day (Availability)

**MY** – Move yesterday (Availability)

**ALT+↑** - To show the last input (or CTRL)

Keyboard scrolling entries

**F7** - Move up to next screen

**F8** – Move down to previous screen

*J112345/SU-password – Live*

*JJ -training*

*JO – sign out JO\* (all areas)*

*JD – Jump display*

*JOB – from specific area (B)*

### **AMADEUS HELP and GG PAGES**

**HE-STEPS, FARES, GROUPS,NM**

**GG AIR BT or BA** – Airline related info

**GG APT RIX** – Airport related info

**GG COU DE** – Country related info

**GG WEA LIS** – Weather info for specific city

**GG ALIANCE** – Info about airline alliances

**GG AMA** +country code – Info about Amadeus

**TIMATIC – TIFV – for VISA//TIFH - for HEALTH //TIFA - all**

## DECODE & ENCODE

**HE CONVERT or HE CODE** – Help pages

**DAC TXL** – Decode 3-letter-codes

**DNA 651** (first 3 numbers from tqt) – To decode from ticket number

**DB LIS** – Decode by 3-letter-code of a city or airport

**DC GB** – Decode country (ISO-Code)

**DNA AIR BERLIN** – Decode Airline 2-letter code

**DNA AB** – Decode Airline

**DNE 747** – Decode Aircraft Type

**DNS US or DNS VIRGINIA** – Decode states/Provinces

**DAN BERLIN** – Encode location/city 3-letter-codes

**DAN BERL\*** - Encode location/city with partial name

**DAN MO\*/UY** – Encoding a city using the first letters and the country code (Montevideo in Uruguay)

**DB LISBON** – Encode by name of city or airport

**DC GERMANY** – Encode country (ISO-code)

**DAN PARIS/N** – Nearest 10 Airports

**DAC LON/N** – Display 10 airports closest to the city

**DD HNL** – Determine the time for Hnl

**DD FRA 1200/SYD** – Calculate the time in SYD when its 1200 in FRA

**DD 19JUL +YEAR IF NEEDED** – Determine the day of the week for a specific date

**DM LHR** – Minimum connection time for a specific airport (*CC- Airline code/FLTN-Flight nr,first flight number if we use more flights/ FLTR- Flight nr of the last, if we use more/ ORGN -country or city code of departure destination/EQPTM – Aircraft type , TRN for train/ DEST -country, city code of final destination/ DD - Domestic to Domestic/ DI – Domestic to International transfer / ID – International to domestic / II – International to international*)

**DM LHR-LGW** – MCT between airports

**DM LHR/BA** – MCT for a specific Airport & Airline

**DM8/9** – MCT for a specific segment in a PNR

**FQC** – Currency calculation

**FQC100GBP/EUR** – Convert currencies

**DK PK 50** – Convert pounds to kilograms

**DF ; (+) / \*(x)** – Calculator

**PV/officecode** – To see the office that issued tkt

## RETRIEVE PNR & SEARCH TOOLS

**HE RT** – Help retrieve

**RT-** Retrieve an active PNR

**RTBA969/25DEC - FAMILYNAME** – Retrieve an PNR with a flight number & surname

**RT record locator** – Retrieve by booking reference nr

**RT/ZERNE** – Retrieve by Family name (works only if PNR was created in your Office)

**RTTKT/745-2310912551** – Retrieve by Ticket number

**RT OA/\*\*-123YRX** – Retrieve by record locator of 3 party system \*\*=system code (1S for Sabre)

**RT-13YSRT-FULLASTNAME** – If system response – SECURED PNR

### *Display only parts of PNR*

**RTN** – Display names

**RTA** – Display Air/Flight segments

**RTTN** – Display tickets in Amadeus PNRs

**RTG** – Display SSR/OSI elements (Special services  
Wchr,Seats,Umnr,Pets)

**RTX** – Display SVC Elements (Special Services  
Xbag,Upgrades)

**RTR** – Display Remarks

**RTM** – Display MCO-elements (paper EMD)

**RTF** – Display fare elements

### *Similar name list entries*

**RT 3** – Retrieve PNR on line 3 of the displayed list

**RT 0** – Return to previous similar name list

## FLIGHT LISTS HE LP

**LP/BA969/23OCT** – Passenger list

**LP2** – To display Specific PNR From the List

**LP0** – To redisplay the list

**LP/E/BA969/23OCT** – Connections

**LP/I/BA969/23OCT** – Inbounds

**LP/L10/BA969/23OCT** – List of last 10 pax booked (starting with the last) or /(10)

**LP/\*SWCHR/BA969/23OCT** – List of SSR

**LX/BA969/23OCT** – Cancelled bookings

**LX15** – To display specific PNR from the list

**DOBA969/23OCT** – Flight info for a specific flight

**LL/BA969/23OCT** – Loading list figures for specific flight

**LL/S/BA969/23OCT** – Availability of special services for a particular flight (QUO-available/CNT-confirmed/AVL-available)

LP/CODE/FLIGHT NUMBER/DATE

FOLLOWING CODES EXIST

**\*C(C)** – By cabin

**E** – with outbound segment (dep 24h after arrival)

**E(S7)** – with and outbound segment operated by S7

**\*E(4)** - with and outbound segment and DEP up to 4 hours after arrival

**\*F(GOLD)** – all FQTV with a tier level Gold

**G(C)** -Groups / corporate group name only

**G** – all pax traveling as a group and their corporate name

**G(N)** – all pax traveling as a group with individual names

**I** - inbound segment (ARR 24h before departure)

**I(EY)** – with and inbound segment operated by EK

**K** – With a confirmed status – HK/KK/KL/RR/TK/FK/GK

**\*K** – with a keyword (SK) element

**\*K(VIPS)** – with a word VIPS as a keyword element

**N(S)** – names starting with a specific letter

**\*O** – with OSI element

**\*O(ABCP)** – with a special OSI element

**\*S** – With SSR element

**\*S(VGML)** with vegetarian meal SSR elements

## RETRIEVE ELECTRONIC TICKET (HE ETT)

**TWD/L100** – to retrieve the ticket using line number in booking

**TWD/TKT125-000000000** – to retrieve with ticket number

**TWD/VBA/TVL23OCTHAMLHR-NAME** – according to route, date and name

**TWD/FAMILYNAME/FIRSTNAME**

**TWH** – to display history (after twd)

**TWD/XT** – to display extended history

**TWD/07** – to display a specific ETKT record from ET list  
(**TWDRL** – To go back to list)

**RT\*E** - an ETKT record displayed on your terminal

**DO BA0963/18JAN** – flight information for specific flight

**DO +** flight information from a pnr, availability

### PNR EXTENSION

*By adding options its possible to search for specific info*

*Find old PNR 's*

**RU 1A HK1 HAM 28AUG**

RU – Transaction code , 1A vendor code (always) , HK – status code , 1 – number of seats 11 months from today



## AVAILABILITY

1. Direct flights non-stops by departure time 2. Direct flights with stop(s) by elapsed flight time  
3. Connecting flights by elapsed flight time. TH – Day of departure, E – Airline using electronic  
ticketing system. / - Indicator to Amadeus system. If there is . Amadeus access sell but need to  
receive a confirmation (record locator from airline)

**AN HAM LHR 0900** – With Operating airline on same day  
(possible to time specification)

**AN 23 OCT HAM LHR** -Operating airline, specified date

**AN 1A 23OCT HAM LHR** – Availability for other airlines

**AN 1A 23OCT HAM LHR/ALH** – For a specific Airline

**AN23OCTHAMLON** – Display by arrival time (AD-by  
departure time)

**AN LON/CM** – Specific class

**AN LON /B4** – Specific number of seats

**AN LON / KC** – According Cabin

**AN LON /XMAD** – Transfer in MAD

Dual Availability display

**AN23OCTATH LON/AKL\*30NOV**

**AN23OCTATH FRA\*25DEC FRA AMS**

**ANHAMLHR\*25DEC** – For today

**ACR** – Availability change return – Change of the  
previous AN for a return trip. Adds the routing on the  
same date, airport, carrier

**ACR23OCT** – Change of previous AN to a return trip on another date

**AC5** – Change of previous AN for 5 days later

**AC-2** – Change the previous AN for 2 days earlier

**AC/AKL** – Change of the Airline

**AC/XZRH** – Change of connecting point

**ACSKG** – Change of departure city

**AC//PAR** – Change of destination city

### *TIMETABLE DISPLAY*

*Displays the frequency of of flights for a specific city pair. Without information of on available reservation classes*

**TN23OCTHAMLHR** – Display weekly schedule for the routing HAM LHR

**TN23OCTHAMMIL/ABA** – Basic Entry for BA Flights

**TN1A23OCTHAMMIL** – Basic Entry for all Flights

### **AIS – AMADEUS INFORMATION SYSTEM**

**HELP, ITA** – interline agreement

**TGAD-BA** – Will display the airlines that have agreement

**TGAD-BA/KL** – Between 2 specific airlines

**GGAIRBA** – Information page of airline

## STATUS

**A** – airport control, Coupon under operating carrier control or its handling agent

**C** – Checked in

**L** – lifted, boarded – passenger accepted on board

**N** – Notification (some airlines may be shown as informative only)

**I** – Irregular operation (for example changed to train in irregularity)

**S** – Suspended (Blocked for use – e.g fraud prevention CC theft)

**U** – unavailable, blocked for use as additional charge required

**Y** – refund tax only

**E** - Exchanged – for a new ticket

**G**- Exchanged to FIM (flight interruption manifest)

**P** – Printed – coupon changed for paper (only US market)

**X** – print exchanged, coupon is changed for paper

**F** – flown/used (a flight is used and accounted, coupon used)

**R** – Refunded

**Z** – Closed (as per validating carrier action, coupon cannot be used and closed for further use)

**HX** – Holding canx

**NO** – no action taken

**UC** – unable flight closed (have no waitlist)

**HK** – holding confirmed

**KK** – confirming

**To change coupon status** – **TWA/FCS/E1***coupon that needs to opened*/**S** – **O/Z-**  
**shortcomment**

## NAME ELEMENT

**NM1 LAST NAME / FIRST NAME PROF DR MR**

**NM1 LASTNAME/FIRSTNAME (CHD/28AUG16)** for child 2-11 years old

**NM1 LASTNAME/FIRSTNAME MR (INF/BABYNAME/01JAN17)**  
Adult with an infant 0-2 years old

**NM1 LASTNAME/FIRSTNAME MR  
(INFBABYLASTNAME/BABYNAME/01JAN17)**

**2/(CHD/20NOV16)** - To update data in brackets for CHD or INF

**3/(INF/NEWBABYNAME/16JUL17)**

**2/** - to remove brackets of CHD or INF

**NU1/NAME MRS** – to update name before selling a ticket

**NU1/1NEWSURNAME/NAME MR MRS MRSTR**

**NU1SURNAME**

## CONTACT ELEMENT

AP

H=HOME

B= BUSINESS

M=MOBILE

F=FAX

APE = EMAIL ADDRESS

5 goes for element line SVC/3712200220202 to change contact

5 goes for element line SVC /P2-3 to change passenger association

## FQTV

**FNN** – Frequent flyer number consists of a-action code b-airline code c-card number

**FNN 12334333223**

**FNN OA-12333322233 /P1** with pax association with the same flight and airline

**FNN LH 99999999 , A3** - the card belongs to LH but reservation is on A3 (FNN interline)

**SR FQTV BA-2321112222/P1** - some airlines require SSR

**FFD AB-2332221111** – Frequent flyer display

## SEAT REQUESTS

**ST / NA** – for an aisle

**ST / NSSA / P1** - for a specific pax

**ST / NW** – for a window

**ST/ NSSW/P1 /S4** - specific pax & segment

**SM3** - to open seat map for segment 3

**ST/11B**

**ST/12AB/P1-2/S3-4** multiple seat requests for specific pax and segments

**FXG/L20** - to price seat SSR line if it's not for free

**SM<sub>segment</sub>** – to choose seat for a specific segment

**ST/20ABC** - rawseats /S<sub>segment</sub>

To open seat map without reservation

**SMBA0965/C/15JUNHAMLHR** - seat map of flight BA..cabin C and date

## SPLIT BOOKING

SP

*paxline*

EF

RFZER →ER

MB or RTAXR\_ to find the split pax

## SWITCH BOOKING SB

HE SB to change the booking class/and or date

SB **23OCT 5** – change date for segment 5 of the PNR

SB **C** – change booking class for the entire itinerary

## SSR

WCHR,**S,C**/P**1**/S<sub>segment</sub>

SRPETC-DOG5KGSOFTBAG45X45X60/P**1**

## VOID

**TKT – TRDC/L1***ticketline*

**EMD – TJQ/SOF → TRDC/L12***emdlne*

**TWD/L ...** to Void tkt

**TWX** – to void in ticket mask or if not working

**TWA/FCS/E1/S-O status open/Z** -short comment

**EWA** - for EMDs

## ASSOCIATE & DE-ASSOCIATE EMD'S

To associate after FXI or FXO (HE EMD)

**FHD***123-23392237***EMDnr/E23***line nr from SSR*

To disassociate EMD from TKT when Pax checked in.

**TWD** – To open EMD in TKT

**EWA/DSC/E6***emdlne number***/TKT125-**

*99292222***ticketnr/E1***coupon from TKT*

## WARNINGS

Check segment error – **SIARNK**

To confirm SSR status – **ERK**

Need SROTHS - **SROTHSZZ-comment**

TST previous overlap – **TTE/ALL**

Tour operator code – **FT\*BA/...**

## When booking to US...

**SR DOCS YY HK1 - - - - - 23OCT91 -F- - SURNAME -  
NAME/P1**

## COMMENTS

**RM**free text – Everyone can see in reservation

**RC**free text – Only our office

**RX**free text – to the airline offices

**OSYY**free text – all systems/airlines

**RIR**free text – to put remark to flight info IED

**RIZ**free text – to put remark to ticket ITRD



## RECEIPT to EMAIL

### ITRD (TKT)

**ITR-EMLA/L11***ticketline*- sends ticket to existing email in pnr

**ITR-EML-zesolvita@gmail.com/L11***ticketline*

### IED (flight info)

**IEP-EMLA/L11***docline* - sends INFO to existing email in PNR

**IEP-EML-zesolvita@gmail.com/L11***docline*

**IBPJ-EML-zesolvita@gmail.com/L11***docline* - sends INFO for whole family at once

### EMD

**EMR/EPR-EMLA/L11***docline* - sends EMD to existing email in pnr

**EMR/EPR-EML-zesolvita@gmail.com/L11**

### TO COMPANY

**AA//CY-companyname/NA-zernesolvita/A1-strasse/ZP-  
zipcode/CI-citycode/CO-countrycode(DE)**

## TO ASSOCIATE OR PRICE INFANT TICKETS

*\*not accepted in JFE , to associate in booking if there's a ticket in booking. Preferably choose pax with same surname.*

**1/***for passenger line*(INF**SURNAME/NAME/16SEP16**)

**FHE INF 125-000000***ticketnumber*/**C1-2***coupons*/**S3-**

**4***segments*/**P1***paxassociat*

### TO PRICE/SELL INF TICKET

**FXA/S2-3** segments needed

**FXU** – To take the INF price

**FP INF M** - to add FP for INF

**TTP/T2/RT** - To issue INF tkt

## FXO (VOLUNTARY REROUTING)

AN...

SS<sub>seats</sub>Y<sub>class&segmentline</sub>

RFZER → ER

XE2 - to delete old segment if need.

FXO/S1-2 saves & stores the price in tqt & tqm

FXF/S1-2 Just an info

FXQ - to take the price

RFZER → ER → RTF – to find and delete/add new FP

FP O/CCVI+<sub>oldFP</sub>/M<sub>newFP</sub>

F<sub>line</sub>65/0/CCAX+/M

MS+ for unknown FP

RFZER → ER → TQM - to save and to add FP in EMD

TMI/M1/FP-M

TTP/T1/TTM/M1/RT – to issue together tqt & tqm

When double value, old FP also needs to be added in TQM!

TMI/M2/FP-O/M

TMI/M1/FP-O/CCA+/M

## FXI (INVOLUNTARY REROUTING)

AN...

**SS***seats***Y***class&segmentline*

**RFZER → ER**

**RTF** – to find ticket line number

**TWD/L22** – To find coupons that need to be exchanged.  
Only the ones that will be rebooked

**FXI/T22***ticketline in pnr* **F1-2***coupons in tkt* **/S2-3***new segments in pnr*

**RFZER → ER → TQT** – to open new TST mask and issue  
0.00 ticket

**TTP/T1***line in tqt with 0.00 amount* **/IVI/RT**

**SKPROTBA** – to protect existing pnr

**RM** – comment why rebooked. – DT CANX BA963 on  
23JUN17

**RFZER → ER**

## OPERATING PNR

**FXI/TKT123-0000000/F1-2/S3-4**

**TTP/T1/IVI/RT**

**RM** - remark of old PNR and why rebooked

**SR DOCS YY HK1 - - - - 23OCT91 -F- - SURNAME -  
NAME/P1**

## BOOKING PNR

**AN ...**

**SS***seatnr***Y***segmentline*

**FXA** – Informatic price

**FXA/RCH** – Price for child

**FXB** – Cheapest price (takes price automatically)

**FXP** – For a specific fare

**FQQ1** – to see the mask of ticket, bag info

**FXU1** – to take the price

**\*NM1 ZERNE/SOLVITA MR (MRS)**

**NM1 ZERNE/SOLVITA(CHD/10OCT14)** – to book child 2-11y

To create adult ticket with infant

**NM1 ZERNE/SOLVITA MRS (INFBABYNAME/28JUN17)**

**\*APM** – 00000 , **APE** – email@email.com

**RFZER** → **ER**

**FP-M**

**CC****VI**00CARDNUMBER00/1223DATEOFVALIDITY\*643SECURE (VISA)

**CC****CA**00CARDNUMBER00/1223DATEOFVALIDITY\*643SECURE (MASTER)

**CC****AX**00CARDNUMBER00/1223DATEOFVALIDITY\*643SECURE (AMEX)

**TKOK** → **TTP/RT** to issue ticket

## TO ISSUE TICKET TO POSCAB

**NU1FAMILYNAME/NAME** - name needs to be updated  
first

**1/FAMILYNAME/NAME**

**TTP/RT**

**TQT → VALUE 0**

**TTK/FEURO**

**TTP/ET/RT**

**RM – INFO FROM THE BAGDE NUMBER**

## REVALIDATION

**RTS** – look for fare families indicator

(SK PRDB BA HK1 FARE FAMILIES -PLUS/S2)

- IF SAME CLASS REVALITE
- IF DIFFERENT CLASS.SET CUSTOMER AS NOT ACCEPTED
- BOOK A NEW SEGMENT IN Y CLASS
- SEND QUEUE - QE/LONBA0709/50

**AN...** - for availability

**SS***seatnr***Y***segmentline*

**RFZER** → **ER**

**TTP/ETRV/S***new segment line*/**E***coupons to be exchanged*/**L***ticket line in PNR*

**TTP/ETRV/L66/E1/S3/RT**

## LOST & FOUND

**WM DOF.TNBA0000**bagtagnr – search with bag tag

**WM AHL HAMB/M**

**.NM** – NAME SURNAME

**.IT** – INITIALS SZ

**.PT** – MS/SOLVITA

**.PS** – CLASS

**.TN** – TAG NUMBER

**.FD** – FLIGHT NUMBER/DATE BA966 15APR

**.RT** – ROUTING STARTING FROM FIRST POINT

**.PC** – N

**BW** *TYPE OF SUITCASE* – **1***AMOUNT*/**20** *KG*

**TK - ETKT**

**BI** – BRAND

**KKN**

**KTO** – OVERNIGHT KIT

**IN** – INSURANCE - **IN-N** OR **IN-Y**

**CCN**

**PA** – PERMANENT ADDRESS



**CO** – COUNTRYCODE (DE,US)

**PN** – PHONE NUMBER 00 ....

**CP** – CELLPHONE NR

**AMN**

**TA** – TEMPORARY ADRESS

**AMN**

**DV** – HOW LONG STAYS IN TEMPORARY ADDRESS

**LD** – FREE TEXT COMMENT

**.AGZER** AND THEN ENTER

## TICKET RULES

**FQD HAM LHR/ABA/D15JAN/R,UP** - to search specific fare

**FQN** *line*

**FQN** *line* //PE - to see penalties

**FQR** *line*

## EMDs

### TO CREATE AND ISSUE AN EMD FOR RESERVATIONS CHANGE FEE

IUBAHK1PENHAMLHR

TMC/L

\* service element line

TMI/FEUR**150**

TMI/CV-150

\* coupon value

TMI/CR -CHANGE FLT DATE TO **BA969 12MAY**

TMI/IC-TKT**125000000000E1** \* in conjunction wt tkt

TMI/FP-M

TTM/RT

## **AIRPORT FACILITIES NUMBERS**

**DRK – 3353**

**LOUNGE – 2772**

**SECURITY – 6110**

**PIER SERVICE – 1861**

**INFO – 99**

**GEPACK KELLER – T1(6033) T2(2541)**

**LOST&FOUND – 7247**

**ANNOUNCEMENT CENTRALE – 1605**

**POLICE – 86151 (86202 FOR WEAP)**

**BELT ISSUES – 6061**

**C/I – 7... , GATES 66, 65**

**GROUNDOPS – 6070**

**OVERSIZE LUGG – 7500, 7600**

**MONITOR ISSUES – 5000**

**BUS CENTRALE – 1608**

**RAMP AGENT / 6025**

DRK/**3353**

LOUNGE/**2772**

SECURITY/**6110**

PIER/**1861**

INFO/**99**

GEPACK KELLER/**T1(6033)T2(2541)**

LOST&FOUND/**7247**

ANNOUNCMENS/**1605**

POLICE/**86151(86202WEAP)**

BELT ISSUE/**6061**

GROUNDOPS/**6070**

OVERSIZE LUGG/**7500, 7600**

MONITOR ISSUES/**5000**

BUS CENTRALE/**1608**

RAMP AG/**6025**