



Amadeus Training

# Amadeus Advanced

## Document control

<b>Security level</b>				
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<b>Version</b>	<b>Date</b>	<b>Change</b>	<b>Comment</b>	<b>By</b>
V1.0	16/07/2009			

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# 1 SIGN IN PROCEDURES

For each terminal there are six work areas. If your terminal is uniquely yours, you can use all six-work areas. When you share a terminal, you can work independently in a certain area.

The basic entry to sign in is:

**JI 1234AB/SU**

```
A-SIGN COMPLETE/06JUL/SU
**AMADEUS PRODUCT NEWS**
** SEE GGNEWS **

UNIQUE RECORD LOCATOR FOR NEGOTIATED SPACE BLOCKS      GGNEWSAIR
DASHES EQUAL UNDERSCORES IN NEGO SPACE TOUR NAME      GGNEWSAIR1
RM- RAS FLUGGESELLSCHAFT MBH NOW AMADEUS SYSTEM USER    GGNEWSGEN
YM NEW AIS PARTICIPANT                                    GGNEWSAIS
```

In this case you will sign into the first available area. When you sign in, you will get a sign in message with information about news in Amadeus, airlines, hotels etc.

If you want to sign in to another available area:

**JXB**

```
A-OUT B-SIGN COMPLETE/06JUL/SU
**AMADEUS PRODUCT NEWS**
** SEE GGNEWS **

UNIQUE RECORD LOCATOR FOR NEGOTIATED SPACE BLOCKS      GGNEWSAIR
DASHES EQUAL UNDERSCORES IN NEGO SPACE TOUR NAME      GGNEWSAIR1
RM- RAS FLUGGESELLSCHAFT MBH NOW AMADEUS SYSTEM USER    GGNEWSGEN
YM NEW AIS PARTICIPANT                                    GGNEWSAIS
```

Both area A and B are now signed in and you are in area B.

To see which areas you have signed in, the entry is:

**JD**

5543E6C4	VNOLJ2902	PSEUDO CITY: AGY						
AREA	TM	MOD	SG/DT.LG	TIME	QCAT	ACT.Q	STATUS	NAME
B-IN		TRN	CC/SU	EN 24	027		SIGNED	
A-OUT	02M	PRD	CC/SU	EN 24	027		PNR CREATE	RIMSA/JULIUS
C							NOT SIGNED	
D							NOT SIGNED	
E							NOT SIGNED	
F							NOT SIGNED	

Explanation of the display:

<b>5543E64C</b>	IATA number of the terminal
<b>VNOLJ2902</b>	Office identification number
<b>PSEUDO CITY</b>	Airport or city code associated to the terminal
<b>AREA</b>	Work Area
<b>TM</b>	Time since last transaction in this area
<b>MOD</b>	PRD for production, TRN for training
<b>CC</b>	Last two characters of agent sine
<b>DT.LG</b>	Duty code and language code
<b>TIME</b>	System time display (24:24hr) (12:12hr)
<b>QCAT</b>	Queue category used for agent sine
<b>ACT.Q</b>	Active Queue and category
<b>STATUS</b>	Status of PNR currently in the area (create, display, modify)
<b>NAME</b>	Name of the first passenger entered in the PNR

To sign out of all work areas in one entry:

**JO\***

5543E6C4	VNOLJ2902	PSEUDO CITY: AGY
AREA	TM MOD SG/DT.LG TIME QCAT ACT.Q	STATUS NAME
A	24	NOT SIGNED
B		NOT SIGNED
C		NOT SIGNED
D		NOT SIGNED
E		NOT SIGNED
F		NOT SIGNED

You can sign in to all work areas in one entry:

**JI\*1234AB/SU**

A-IN A/B/C/D/E/F-SIGN COMPLETE/06JUL/SU	
**AMADEUS PRODUCT NEWS**	** SEE GGNEWS **
UNIQUE RECORD LOCATOR FOR NEGOTIATED SPACE BLOCKS	GGNEWSAIR
DASHES EQUAL UNDERSCORES IN NEGO SPACE TOUR NAME	GGNEWSAIR1
RM- RAS FLUGGESELLSCHAFT MBH NOW AMADEUS SYSTEM USER	GGNEWSEGEN
YM NEW AIS PARTICIPANT	GGNEWSAIS

To jump between signed in areas, use the JM entry and then the area letter:

**JMA**

Jump Move to area A.

If you want to read the sign in message again, you can use the entry:

**JB**

## 2 AMADEUS AIR

### 2.1 Displays by Neutral / Departure / Elapsed / Arrival time

Both schedule and availability can be displayed in four ways:

	Schedule	Availability
N - as neutral	<b>SN</b>	<b>AN</b>
D - by departure time	<b>SD</b>	<b>AD</b>
E - by elapsed time	<b>SE</b>	<b>AE</b>
A- by arrival time	<b>SA</b>	<b>AA</b>

Schedule display shows:

All flights or classes of airlines, which hold agreement with Amadeus, even if they are closed for sale.

Availability display shows only:

Flights and classes of airlines which hold agreements with Amadeus and which have at least one seat available for sale or waitlist.

All displays show the flights in the following order:

Non-stop flights

Direct flights

Connecting flights



Some examples of the difference in Neutral, Departure, and Elapsed time:

AN10JANCPHMEL10														
** AMADEUS AVAILABILITY - AN **										188 TH 10JAN 1000				
1	SK 973	A2 C9 D9 J9 Y9 B9 M9	/CPH 3	BKK 1	2230	1505+1	0/343							
		H9 Q0 V0 G0												
	QF 006	J9 D9 Y9 B9 H9 K9 M9	/BKK 2	MEL I	1720+1	0555+2	0/743						21:25	
		L9 S9 V6 O9 Q9 N9 X0 E												
2	SQ 351	C4 D4 Y9 B9 M9 W2 Q2	/CPH 2	SIN 2	1130	0640+1	0.777							
		N1 V1 H4 K4												
	QF 124	J9 D9 Y9 B9 H9 K9 M9	/SIN 1	MEL I	0920+1	1945+1	0/763						22:15	
		L9 S9 V0 O9 Q9 N0 X0 E												
3	SK 973	A2 C9 D9 J9 Y9 B9 M9	/CPH 3	BKK 1	2230	1505+1	0/343							
		H9 Q9 V9 G9												
	MH 783	F4 A4 C4 D4 Y4 B4 H4	BKK 1	KUL	1710+1	2015+1	0.772							
		M4 Q4 L4												
	MH 129	F4 A4 C4 D4 Y4 K4 B0	KUL	MEL I	2115+1	0645+2	0.744						22:15	
		M4 Q4												
4:	TG7973	C4 D9 Y4 B9 M4 H9 Q9	/CPH 3	BKK 1	2230	1505+1	0/343							
		V4 W9												
	MH 783	F4 A4 C4 D4 Y4 B4 H4	BKK 1	KUL	1710+1	2015+1	0.772							
		M4 Q4 L4												
	MH 129	F4 A4 C4 D4 Y4 K4 B0	KUL	MEL I	2115+1	0645+2	0.744						22:15	
		M4 Q4												

AD10JANCPHMEL10														
** AMADEUS AVAILABILITY - AD **										188 TH 10JAN 1000				
1:	SK3627	C4 D4 Y4 B4 M4 H4 Q4	/CPH 3	FRA 1	1030	1205	E0/313							
		V4 W4												
	TG 921	F9 A9 C9 D9 Y9 B9 M9	/FRA 1	BKK 1	1410	0620+1	0/747							
		H9 Q9 T9 K9 S9												
	TG 993	C9 D9 Y9 B9 M9 H9 Q9	/BKK 1	MEL M	0810+1	2255+1	1/773						26:25	
		T9 K9 S9 V0 W0												
2	LH3053	C9 D9 Y9 B9 M9 H9 Q9	/CPH 3	FRA 1	1030	1205	E0/314							
		V9 W9 S9												
	TG 921	F9 A9 C9 D9 Y9 B9 M9	/FRA 1	BKK 1	1410	0620+1	0/747							
		H9 Q9 T9 K9 S9												
	TG 993	C9 D9 Y9 B9 M9 H9 Q9	/BKK 1	MEL M	0810+1	2255+1	1/773						26:25	
		T9 K9 S9 V0 W0												
3	OS 302	J9 C9 D9 Z0 Y9 M9 L9	/CPH 3	VIE	1045	1240	0/F70							
		H9 K9 G9 B9 V9												
	BR 062	C4 NL Y7 L7 O2 K7 T7	VIE	BKK 2	1410	0530+1	0.M11							
		B7 V7 UL												
	TG 993	C9 D9 Y9 B9 M9 H9 Q9	/BKK 1	MEL M	0810+1	2255+1	1/773						26:10	
		T9 K9 S9 V0 W0												

AE10JANCPHMEL10														
** AMADEUS AVAILABILITY - AE **										188 TH 10JAN 1000				
1	SQ 351	C4 D4 Y9 B9 M9 W2 Q2	/CPH 2	SIN 2	1130	0640+1	0.777							
		N1 V1 H4 K4												
	QF 124	J9 D9 Y9 B9 H9 K9 M9	/SIN 1	MEL I	0920+1	1945+1	0/763						22:15	
		L9 S9 V0 O9 Q9 N0 X0 E												
2:	AN8351	J4 YR	CPH 2	SIN 2	1130	0640+1	0.777						TR	
:	AN8217	J4 Y4 Q4 M4 K4 VR LR	SIN 2	MEL I	0955+1	2005+1	0.744						22:35	
3	SQ 351	C4 D4 Y9 B9 M9 W2 Q2	/CPH 2	SIN 2	1130	0640+1	0.777							
		N1 V1 H4 K4												
	SQ 217	F4 A3 C4 D4 Y9 B9 V9	/SIN 2	MEL I	0955+1	2005+1	0.744						22:35	
		M9 W9 N9 Q9 H9 K9												
4	SQ 351	C4 D4 Y9 B9 M9 W2 Q2	/CPH 2	SIN 2	1130	0640+1	0.777							
		N1 V1 H4 K4												
	QF 032	F9 A7 J9 D9 Y9 B9 H9	/SIN 1	SYD I	0905+1	1930+1	0/744							
		K9 M9 L9 S9 V9 O9 Q9 N9 X9 E												
	AN 057	J4 D4 Y4 Q4 M4 K4 H4	SYDAN	MELAN	2100+1	2220+1E0.320							24:50	
		V4 L4 T4 N4												

Elapsed time is calculated from the desired departure time used in the entry to the actual flight departure, plus the actual flying time to the final destination, including stopover or connecting times for direct/connecting flights.

```

AE10JANCPHMEL10
** AMADEUS AVAILABILITY - AE **          188 TH 10JAN 1000
 1   SQ 351  C4 D4 Y9 B9 M9 W2 Q2 /CPH 2 SIN 2 1130  0640+1 0.777
        N1 V1 H4 K4
        QF 124  J9 D9 Y9 B9 H9 K9 M9 /SIN 1 MEL I 0920+1 1945+1 0/763      22:15
        L9 S9 V0 O9 Q9 N0 X0 E

```

(partial display)

Desired departure time (1)	10.00
Flight departs (2)	11.50
<hr/>	
Difference (1-2)	01.50
Plus actual flying time	07.30
<hr/>	
Elapsed time	09.20

The display shows the actual flying time from take-off, of the first flight to landing at final destination.

Example of Availability by Arrival:

```

AA10JANCPHMEL
** AMADEUS AVAILABILITY - AA **          188 TH 10JAN 0000
 1   SK 973  A2 C9 D9 J9 Y9 B9 M9 /CPH 3 BKK 1 2230-2 1505-1 0/343
        H9 Q0 V0 G0
        QF 006  J9 D9 Y9 B9 H9 K9 M9 /BKK 2 MEL M 1720-1 0555      0/743      21:25
        L9 S9 V9 O9 Q9 N9 X9 E
 2   OS 306  J9 C9 D9 Z0 Y9 M9 L9 /CPH 3 VIE      2000-2 2150-2 0/F70
        H9 K8 G2 B1
  *   OS3025  J9 C9 D9 Z3 Y9 M9 L9 /VIE      BKK 2 2240-2 1450-1E0/763
        H9 K9 G9 B0
        QF 006  J9 D9 Y9 B9 H9 K9 M9 /BKK 2 MEL M 1720-1 0555      0/743      23:55
        L9 S9 V9 O9 Q9 N9 X9 E
 3   OS 306  J9 C9 D9 Z0 Y9 M9 L9 /CPH 3 VIE      2000-2 2150-2 0/F70
        H9 K8 G2 B1
  *   OS3025  J9 C9 D9 Z3 Y9 M9 L9 /VIE      BKK 2 2240-2 1450-1E0/763
        H9 K9 G9 B0
 :   BA7336  Y9 B9 H9 K9 M9 L9 S9 /BKK 2 MEL      1720-1 0555      0/747      23:55
        V9 N9 O9 Q9

```

## 2.2 Options to Schedule and Availability

Options can be added to the entry for a more selective display:

<b>AN06JANVNOLAX/XLON</b>	<b>Connecting City</b> Connection required (X) via London A specific airport code can also be used.
<b>AN10JANVNOSYD/XFRABKK</b>	<b>Connecting Cities</b> You can enter maximum 2 connecting points.
<b>AN03JANVNONYC/XLHR240</b>	<b>Connecting time</b> Entered by number of minutes.
<b>AN27JANVNOSFO/X-LON</b>	<b>Excluding a connection point</b> No flights via London are shown.
<b>AN10JANVNOPAR/ALH</b>	<b>Availability by airline</b> Only flights of selected airline(s) are shown (up to 3)
<b>AN10JANVNOBOS/ABA,YY</b>	<b>Availability by airline</b> To be used in connections to show specific airline combined with any carrier.
<b>AN10JANVNOMEX/A-SK</b>	<b>Excluding airline(s)</b> All flights except SK are shown (Max. 3)
<b>AN08JANCPHPAR/ASK565</b>	<b>Availability by flight number</b> Only flight SK565 is shown (Max. 3 flight numbers)
<b>AN15JANVNOLON/CM</b>	<b>Availability by preferred class</b> Only flights with class M are shown (Max. 3 classes /CC,M,Y)
<b>AN04FEBVNOLON/B5</b>	<b>Availability by number of seats</b> Only flights with at least 5 seats available (bookable) are shown
<b>AN10FEBVNOLON/ALH/CM/B5</b>	<b>Combination of the above</b> Only LH flights with at least 5 seats available in M class are shown

AN04FEBVNOFRA/**KC****Cabin position**

This option display preferred class of travel. The cabin qualifiers are:

/K **F** for first class,

/K **C** for Business Class

/K **Y** for Economy.

(Max. 2 cabin qualifliers can be used).

AN20JANCPHSYD/A,TG/**KF**,+

The + allows to display connections when one segment does not have first class cabin.

AN/14MAYAPWNAN/AFJ/**CV****Availability using“7days search”**

First available flight(s) within a range of 7 days is shown

AN06MARCPHHOU/**O****Online connections only**

AN1/CPHSTO

**Availability per day of the week**

Display availability for first coming Monday (letters can also be used)

Options can be added to the entry in any order except, connections point does always have to be the first option added to your availability input.

If you want to display flights for airlines that do not have an agreement with Amadeus, you need to use the option /**AYY**:

**SN20JUNLONEDI**

```

SN20JUNLONEDI
** AMADEUS SCHEDULES - SN ** EDI EDINBURGH.GB          109 TU 20JUN 0000
1  BA2934  J9 C9 D9 I9 U9 Y9 B9 /LGW N EDI      0630      0755  E0/735      1:25
      H9 K9 M9 R9 V9 N7 L9 S9 Q9 O9 X9 EL
2BD:LH6510 C4 D4 Z4 Y4 B4 M4 H4 /LHR 1 EDI      0640      0810  E0/320      1:30
      Q4 V4 W4 S4
3  BD 050  C9 D9 J9 I9 R8 Y9 OS /LHR 1 EDI      0640      0810  E0/320      1:30
      S9 B9 K9 M9 H9 Q9 V9 G9 W9 T9 N9 E9 X9

```

**SN20JUNLONEDI/AYY**

SN20JUNLONEDI/AYY											
** AMADEUS SCHEDULES - SN ** EDI EDINBURGH.GB											
								109	TU	20JUN	0000
1	U2	701	Y				LGW S EDI	0625	0755	0 319	1:30
2	BA2934		J9 C9 D9 I9 U9 Y9 B9	/LGW N EDI	0630	0755	E0/735				1:25
			H9 K9 M9 R9 V9 N7 L9 S9 Q9 O9 X9	EL							
3	BD	050	C9 D9 J9 I9 R8 Y9 OS	/LHR 1 EDI	0640	0810	E0/320				1:30
			S9 B9 K9 M9 H9 Q9 V9 G9 W9 T9 N9 E9 X9								

As you can see the system displays flight and class codes for airline U2 – Easyjet. You cannot book or waitlist them through Amadeus it is only for information.

**GGPCAU2**

GGPCAU2  
THIS CARRIER IS NOT A VALID AMADEUS PARTICIPATING CARRIER

**2.3 Ticketless carriers**

Some carriers, such as low fare carriers, use the concept of ticketless bookings. When you make a booking through Amadeus for a such carrier, you must enter the electronic payment information at the time of reservation in order to secure the booking before you can end the transaction.

To enter this payment information, you must to create an SSR e-pay element. The airline process the payment transaction internally and sends the booking confirmation number using an SSR OTHS element.

Once the carrier has confirmed the booking, the ticketless air segment is validated and further modifications to the PNR are subject to restrictions. Modifications to the passenger name or air segment must be handled through the airline call center.

Ticketless airline bookings are often non refundable, so if you cancel a segment or name, the booking and the fee may be lost.

Before you attempt any of transactions for booking a ticketless carrier, please check the airline's specific pages on GGAIRXX( where XX indicates the airline code).

More information on ticketless carriers

**HE TICKETLESS**

## 2.4 Carrier - Preferred Displays

You can request an Availability Display that is controlled by a target airline. You can do this for any airline that has a Carrier Preferred Display agreement with Amadeus.

Carrier Preferred Availability shows flights the airline has chosen to display for the route you specify in your entry. This type of availability is useful when the customer wants to travel only on that airline, or on other airlines or flights selected by the target carrier.

You can use most of the Amadeus Availability Display options when requesting Carrier-Preferred Availability. Please note, that the display is not a neutral, but a display reflecting how Varig prefers to present their flights to you.

The format to request Carrier-Preferred Availability is

### ANRG10JANBLLRIO

ANRG10JANBLLRIO												
** VARIG - AN **												
									188 TH 10JAN	0000		
1:	AF8003	C9	D9	N9	Y9	S9	K9	H9	/BLL	CDG2B 1700	1840	0/737
		T9	M9	V9	L9	Q9	W9	I9				
	RG8723	F7	A7	O2	C7	D7	J7	I7	/CDG 1	GIG 2 2250	0745+1	0/763 17:45
		Y7	B7	M7	H7	Q7	L7	V7	W7 X7			
2	DM 235	C9	D9	J9	I9	Y9	B9	M9	/BLL	CDG2D 1700	1840	0/735
		H9	T9	G9	Q9	W9	V9	K9	L9 X9			
	RG8723	F7	A7	O2	C7	D7	J7	I7	/CDG 1	GIG 2 2250	0745+1	0/763 17:45
		Y7	B7	M7	H7	Q7	L7	V7	W7 X7			
3:	SK8405	C9	D9	J9	Y9	B9	M9	H9	/BLL	LGW S 1720	1755	0/735
		Q9	T9	V9	W9	K9	G9					
	RG8753	F6	A5	O1	C7	D7	J7	I7	/LHR 3	GIG 2 2200	0920+1	1/M11 19:00
		Y7	B7	M7	H7	Q7	L7	V7	W7 X7			
4	DM 209	C9	D9	J9	I9	Y9	B9	M9	/BLL	LGW S 1720	1755	0/735
		H9	T9	W9	Q9	G9	K9	V9	L9 X9			
	RG8753	F6	A5	O1	C7	D7	J7	I7	/LHR 3	GIG 2 2200	0920+1	1/M11 19:00
		Y7	B7	M7	H7	Q7	L7	V7	W7 X7			

## 2.5 Air Alliance Display

In addition to a carrier-preferred display for a specific airline, you can request an availability display that is controlled by an alliance of airlines and only shows flights operated by the alliance members.

To see list of the different alliance members: **GGALLIANCE**

You display the alliance display using the same entry as for a single carrier-preferred display but with the alliance code instead of the two-letter airline code or by using a direct access entry.

To have all the connections with member of Star Alliance, between Copenhagen and Mexico City on the 19JAN, enter:

**AN\*A19JANCPHMEX**

AN*A19JANCPHMEX													
** STAR ALLIANCE - AN **										197 SA 19JAN 0000			
WE NOW PROUDLY WELCOME BD AND MX													
AS NEW MEMBERS TO THE STAR ALLIANCE - THE NETWORK FOR EARTH													
1	LH3053	C9	D9	Y9	B9	M9	H9	Q9	/CPH 3 FRA 1 1030	1205	E0/314		
		V9	W9	S9									
	LH 498	F9	A9	C9	D9	Y9	B9	M9	/FRA 1 MEX	1340	1855	E0/744	15:25
		H0	Q0	V0	S0								
2:	SK3627	C4	D4	Y4	B4	M4	H4	Q4	/CPH 3 FRA 1 1030	1205	E0/313		
		V4	W4										
:	SK3243	F4	C4	D4	Y4	B4	M4	H4	/FRA 1 MEX	1340	1855	0/747	TR 15:25
		Q4	V4										
3	AC 883	J7	C7	Y7	M7	B7	H7	V7	CPH 3 YYZ 1 1045	1320	0.767		
		Q7	L7										
	MX 887	C2	D4	I4	Y9	B9	M9	S0	/YYZ 1 MEX	1520	1910	0.320	15:25
		H9	Q9	K9	V9	W9	L9	X9					
4	AC 883	J7	C7	Y7	M7	B7	H7	V7	CPH 3 YYZ 1 1045	1320	0.767		
		Q7	L7										
:	AC9704	Y7	H7	V7	Q7	L7			YYZ 1 MEX	1520	1910	0.320	15:25
>													

To see the same connection with The Sky Team:

**AN\*S19JANCPHMEX**

AN*S19JANCPHMEX												
** SKYTEAM - AN ** MEX MEXICO CITY.MX										4 SU 19JAN 0000		
SKYTEAM CARING MORE ABOUT YOU												
1	AF1751	C7	D6	O6	Y9	S9	K9	H9	/CPH 2 CDG2D	1000	1200	E0/735
		T9	M9	V9	L9	X9	Q9	I9	GR BR			
	AF:AM8038	J4	A4	Y4	B4	M4	S4	K4	CDG2C MEX	1330	1845	0/777 15:45
		Q4	N4	T0	L0							
2	AF1751	C7	D6	O6	Y9	S9	K9	H9	/CPH 2 CDG2D	1000	1200	E0/735
		T9	M9	V9	L9	X9	Q9	I9	GR BR			
	AF 438	P5	F5	A2	J9	C9	DL	ZL	/CDG2C MEX	1330	1845	0/777 15:45
		Y5	K4	H3	GR	BR						

## 2.6 Dual City Pair

The Dual city pair is a very handy option that gives you 2 flight-displays in one entry. It is indicated with an asterix after your city pair.

The basic entry is:

**AD10JANFRA/\***

```
AD10JANFRA*
** AMADEUS AVAILABILITY - AN ** FRA FRANKFURT.DE          252 FR 10JAN 0000
1  LH3373  C9 D9 I9 R9 Y9 B9 M9 /VNO  FRA 1 1325      1440  E0/735      2:15
      H9 X9 Q9 N9 V9 W9 S0
2LH:UA3795  C4 D4 Y4 B4 M4 H4 Q4  VNO  FRA 1 1325      1440  0.735  TR    2:15
      V4 W4 S4 T4 K4 L4 G4

** AMADEUS AVAILABILITY - AN ** VNO VILNIUS.LT          252 FR 10JAN 1800
11 LH3252  C9 D9 J9 I9 Y9 B9 M9 /FRA 1 VNO  1055      1400  E0/735      2:05
      H9 Q9 T9 V9 W9 K9 G9 X9
12 LH4570  C4 Y4 D4 M4 B4 L4 V4 /FRA 1 BRU   0710      0805  E0/737
      Q4 G4 E
SN:LH5382  C4 D4 Y4 B4 M4 H4 Q4 /BRU  VNO  1000      1340  E0/AR8      5:30
      V4 W4 S4
```

On the first half is outbound flights shown, an on the second half return flights. As no new date or city pair were added after the \*, the display shows return flights on the same date after 17.00 hours.

Some examples of Dual City Pair:

**AD22JANCPH\*24JAN16**

```
AD22JANCPH*24JAN16
** AMADEUS AVAILABILITY - AD ** CPH COPENHAGEN.DK      192 FR 22JAN 0000
1  BT 161  C8 D8 J7 Y9 S9 B9 E9 /VNO  CPH 3 0655      0730  E0/735      1:35
      M9 H9 Q9 V9 W9 U9 K9 L8 G8
2BT:SK9659  C4 D4 J4 Z4 Y4 S4 B4 /VNO  CPH 3 0655      0730  E0/735      1:35
      E4 M4 H4 Q4 V4 W4 U4 K4 L4
3BT:SK9665  C9 D9 J9 Z9 Y9 S9 B9 /VNO  CPH 3 1820      1855  E0/735      1:35
      E9 M9 H9 Q9 V9 W9 U9 K9 L9 T9
4  BT 165  C8 D2 J1 Y9 S9 B9 E9 /VNO  CPH 3 1820      1855  E0/735      1:35
      M9 H9 Q9 V9 W9 U9 K9 GL

** AMADEUS AVAILABILITY - AD ** VNO VILNIUS.LT          194 SU 24JAN 1600
11BT:SK9666  C4 D4 J4 Z4 Y4 S4 B4 /CPH 2 VNO  2030      2300  E0/735      1:30
      E4 M4 H4 Q4 V4 W4 U4 K4 L4
12  BT 166  C8 D8 J7 Y9 S9 B9 E9 /CPH 2 VNO  2030      2300  E0/735      1:30
      M9 H9 Q9 V9 W9 U9 K9 L8 G8
13  DY 994  D9 S9 K9 J9 Y9 R9 B9 /CPH 2 ARN 2 1500      1615  T0/738
      U9 W9 Z9 M9 L9 V9 T9 GL
      JZ 125  C9 D9 J9 Z9 R9 Y9 S9 /ARN 3 VNO  1755      2040  E0/F50      4:40
      B9 M9 H8 V4 Q7 W4 U4 K3 G9 L4 T2 X2
```



Outbound flight to London, return from Paris:

### AD21JANLON\*23JANPAR

AD21JANLON*23JANPAR									
** AMADEUS AVAILABILITY - AD ** LON LONDON.GB									
								191 TH 21JAN 0000	
1	EI 979	Y9 B9 H9 K9 M9 V9 N9	VNO LGW S	1225	1315	E0.320	2:50		
		L9 O9 Q9 X9 T9 S9 R9 W9 Z9 G9							
2	BT 352	C8 D8 J7 Y9 S9 O9 B9	/VNO RIX 0530	0625	E0/735				
		E9 M9 A9 Z9 H9 Q9 V9 P9 W9 U9 K9 L6 GL							
	BT 131	C9 D9 J9 Y9 S9 O9 B9	/RIX CPH 3 0700	0730	E0/733				
		E9 M9 A9 Z9 H9 Q9 V9 P9 W9 U9 K9 L9 GL							
	BA 811	J9 C9 D9 R9 I9 Y9 B9	/CPH 2 LHR 5 0815	0925	E0/319	5:55			
		H9 K9 M9 L9 V9 N9 Q9 O9 S9 G9							
** AMADEUS AVAILABILITY - AD ** VNO VILNIUS.LT									
								193 SA 23JAN 0000	
11	LH4237	J4 C4 D2 Z1 IL RL Y9	/CDG 1 FRA 1 0645	0805	E0/733				
		B9 M9 H9 X9 Q9 N9 V9 W9 S9 P9 G9 K9 L9 T5							
	OK 535	J8 C8 D7 I7 Z4 Y9 M9	/FRA 2 PRG 2 0925	1030	E0/320				
		B9 H9 K9 T9 A9 L9 X9 Q9 U9 V9 N9 E9 S9 W9 G9 RR							
	OK 872	J7 C5 D4 I3 Z2 Y9 M9	/PRG 2 VNO 1120	1400	E0/734	6:15			
		B9 H9 K9 T9 A9 L9 X9 Q9 U9 V9 N8 ER S3 RR							

Request a display to Prague :

### AD15JANPRG/AOK\*25JAN

AD15JANPRG/AOK*25JAN									
** AMADEUS AVAILABILITY - AD ** PRG PRAGUE.CZ									
								254 WE 15JAN 0000	
1	OK 873	C9 D9 Z9 Y9 M9 B9 T9	/VNO PRG 1550	1815	0/AT7	3:25			
		E9 L9 Q9 V9 I9							
** AMADEUS AVAILABILITY - AD ** VNO VILNIUS.LT									
								264 SA 25JAN 0000	
11	OK 870	C9 D9 Z9 Y9 M9 B9 T9	/PRG VNO 1905	2130	0/AT7	1:25			
		E9 L9 Q6 V4 IR							

The entry to book one seat in C class from line no.1 and 11 from the above display:

### SS1C1\*11

RP/VNOLJ2902/									
1	OK 873 C 15JAN 3	VNOPRG HK1	1550 1815	AT7	0 S				
	9/ NON-SMOKING								
2	OK 870 C 25JAN 6	PRGVNO HK1	1905 2130	AT7	0 S				
	9/ NON-SMOKING								

The entry to book in different classes, e.g. B-class VNO-PRG and M-class PRG-VNO:

## SS1B1\*M11

```
RP/VNOLJ2902/
 1 OK 873 B 15JAN 3 VNOPRG HK1          1550 1815    AT7    0 S
   9/ NON-SMOKING
 2 OK 870 M 25JAN 6 PRGVNO HK1          1905 2130    AT7    0 S
   9/ NON-SMOKING
```

## 2.7 Options used in Dual City Pair

When the second city pair is the strict reverse of the first one, the option entered is applied on both city pairs.

Request a display to Milan in M class, SK flights only:

### AN11JANCPHMIL/ASK/CM\*12JAN10

```
AN11JANCPHMIL/ASK/CM*12JAN15
** AMADEUS AVAILABILITY - AN ** MIL MILAN.IT          250 SA 11JAN 0000
 1 SK 683 M9 /CPH 3 MXP 1 0900 1110 E0/M80 2:10
 2 SK 687 M9 /CPH 3 MXP 1 1520 1730 E0/M80 2:10
 3 SK1689 M9 /CPH 3 LIN 1915 2125 E0/M80 2:10
 4 SK5507 M9 /CPH 1 LHR 3 1040 1140 E0/M80
 BD:SK9701 M4 /LHR 1 LIN 1335 1635 0/735 TR 5:55
 5 SK 507 M9 /CPH 3 LHR 3 1035 1150 E0/321
 BD:SK9701 M4 /LHR 1 LIN 1335 1635 0/735 TR 6:00
THREE SEGMENT CONNECTIONS MIGHT EXIST PLEASE ENTER -MD-

** AMADEUS AVAILABILITY - AN ** CPH COPENHAGEN.DK      251 SU 12JAN 1500
11 SK 688 M9 /MXP 1 CPH 3 1915 2120 E0/M80 2:05
```

The options will not be applied on the second city pair, if the city/airport codes are different.

### AN08JANCPHLON18/ABA/CC\*11JANMAN18

```
AN08JANCPHLON18/ABA/CC*11JANMAN18
** AMADEUS AVAILABILITY - AN **          186 TU 08JAN 1800
 1 BA 819 C9 /CPH 2 LHR 1 1820 1925 E0/319 2:05

** AMADEUS AVAILABILITY - AN **          189 FR 11JAN 1800
11 SK 542 C9 D9 J9 Y9 B9 M9 H9 /MAN 1 CPH 3 1855 2140 E0/M80 1:45
   Q9 T9 V9 W9 K9 G9
```

Any option specified on the second city pair will neutralize this default process.

When you do not want the options defined on the first one, to apply to the second city pair you may just enter:

**SN14JANCPHNYC/XLON/ABA/CC,J\*18JAN/AYY**

SN14JANCPHNYC/XLON/ABA/CC,J*18JAN/AYY									
** AMADEUS SCHEDULES - SN **									
					192	MO	14JAN	0000	
1	BA 815	C9		/CPH	2	LHR	1 1100	1200	E0/757
	BA 177	J9		/LHR	4	JFK	7 1330	1630	E0/747
									11:30
2	BA 815	C9		/CPH	2	LHR	1 1100	1200	E0/757
	BA 185	J9		/LHR	4	EWB	B 1325	1640	E0/777
									11:40
3	BA 811	C9		/CPH	2	LHR	1 0815	0920	E0/757
	BA 175	J9		/LHR	4	JFK	7 1100	1405	E0/747
									11:50
** AMADEUS SCHEDULES - SN **									
					196	FR	18JAN	0000	
11:	UA9364	C4 D4 Y4 B4 M4 H4 Q4	/EWR	B	CPH	3	1815	0755+1	0.763
		V4 W4 S0 T0 K0 L0 G0							7:40
12	SK 912	A6 C9 D9 J0 Y9 B9 M9	/EWR	B	CPH	3	1815	0755+1E0/767	7:40
		H9 Q9 TC V9 W9 K9 G9							
13*	SK 902	C9 D9 J9 Y9 B9 M9 H9	/EWR	B	CPH	3	2355	1315+1E0/332	7:20
		Q9 TC V9 W9 K9 G9							

You are also able to make a seven-day search in a dual city pair, enter:

**AN/10JANCAI/AKL/CV\*//15JAN**

AN/10JANCAI/AKL/CV*//15JAN									
<b>**NOT AVAILABLE 10JAN-14JAN** CPH CAI</b>									
** AMADEUS AVAILABILITY - AN **									
					193	TU	15JAN	0000	
1	KL1128	V4		CPH	2	AMS	1315	1440	0.737
	KL 553	V4		AMS	CAI	2	1940	0110+1	0.M11
									10:55
THREE SEGMENT CONNECTIONS MIGHT EXIST PLEASE ENTER -MD-									
<b>**NOT AVAILABLE 15JAN-21JAN** CAI CPH</b>									
** AMADEUS AVAILABILITY - AN **									
					200	TU	22JAN	0000	
11	KL 554	V4		CAI	2	AMS	0345	0755	0.M11
	KL1131	V4		AMS	CPH	3	1415	1540	0.737
									12:55
THREE SEGMENT CONNECTIONS MIGHT EXIST PLEASE ENTER -MD-									

## Scrolling entries in dual city display:

<b>MDF</b>	Move Down first part of display	(Outbound flight)
<b>MDS</b>	Move Down second part of display	(Return flight)
<b>MUF</b>	Move Up first part of display	(Outbound flight)
<b>MUS</b>	Move Up second part of display	(Return flight)

You can also use the same entry for **MN** (move next day) and **MY** (move yesterday).

## 2.8 Change entries to Schedule and Availability displays

It is possible to make changes to availability, schedule and timetable displays without retyping complete entries. To change your input:

- If you have started with a Availability, use **AC**
- If you have started with a Schedule, use **SC**

<b>SC 1800</b>	to change departure time
<b>SC 18JAN</b>	to change departure date
<b>SC 3</b>	to change the date 3 days ahead
<b>SC -5</b>	to change the date to 5 days earlier
<b>SC CPHFRA</b>	to change origin city and destination
<b>SC CPH</b>	to change origin city only
<b>SC // FRA</b>	to change destination only
<b>AC /XFRA</b>	to change or specify a connecting point
<b>AC /X FRA120</b>	to change or specify a connecting point and time
<b>AC /ADM</b>	to change preferred airline
<b>AC /CF</b>	to change to preferred class
<b>AC /KY</b>	to change to preferred cabin
<b>ACR 19JAN 1800</b>	to change to a return availability, specific date and time

<b>SC 2*</b>	to change number of days later of first city pair in a dual city entry.
<b>SC * -3</b>	to change number of days earlier of second city pair in a dual city entry.
<b>SC FQ</b>	to change from Schedule to a Fare display
<b>SC FQ2</b>	to change from Schedule to a Fare display for the airline in the Schedule display in line 2.
<b>FC SN</b>	to change from Fare display to Schedule display
<b>FC AN/CB</b>	to change from Fare display to Availability display with class option
<b>AC SN</b>	to change from Availability to Schedule neutral
<b>AC TN</b>	to change from Availability to Timetable neutral

## 2.9 List connecting points

It is possible to display the connecting points stored in Amadeus for a city pair.  
The connect points displayed can then be used in a Schedule or Availability display.

To display connecting points, enter for example:

**DRTVNO FRA**

DRTVNOFRA						
VNO-FRA MEFT 9:00						
1A NEUTRAL DISPLAY						
NB	MIN-EFT	MILEAGE	CX1	CX2	CX3	CX4
01	3:05	815	PRG			
02	3:25	963	RIX			
03	3:45	969	VIE			
04	3:00	803	WAW			
05	3:25	925	CPH			
06	3:55	1168	STO			
07	4:00	1350	HEL			
08	4:10	1362	OSL			
09	4:20	1237	TLL			
10	5:30	1762	MOW			
11	5:25	1948	DUB			
12	4:05	962	RIX	BER		
13	4:15	1023	RIX	HAM		
14	3:55	839	WAW	BER		
15	3:56	925	CPH	CPH		

MEFT 9:00

Maximum elapsed flying time in hours. This is used as a limit to avoid the system to build connections that take too long.

## 2.10 Minimum connecting time

You can display the minimum connecting time to show the minimum amount of time required to make connections between flights at airports, or between airports. You can request the minimum connecting times for:

- √ Specific airline(s) at a specific city
- √ Multiple airports serving the same city
- √ Different types of connections

To request the minimum connecting times at a specific airport, enter:

## DMNCE

```
DMNCE/06JUL02
NCE STANDARD MINIMUM CONNECTING TIMES
NCE-NCE FROM - TO D/D D/I I/D I/I
CC FLTN-FLTR ORGN EQPTM-CC FLTN-FLTR DEST EQPTM HMM HMM HMM HMM
1- 1 035 045 045 045
2- 1 100 100 100 100
1- 2 100 100 100 100
2- 2 035 045 045 045
CK SPECIFIC CARRIER FOR EXCEPTIONS TO STANDARD CONNECTING TIMES
PRECLEARANCE MAY APPLY
```

The system repeats your entry and then advises you that these are standard minimum connecting times for Nice.

Explanation of the highlighted above:

<b>CC</b>	Airline code
<b>FLTN</b>	Flight number
<b>FLTR</b>	Flight range
<b>ORGN</b>	Origin
<b>EQP</b>	Equipment
<b>TM</b>	Terminal
<b>DEST</b>	Destination
<b>HMM</b>	Hour and minute (Hours are shown in the format 100 for one hour, and 120 for one hour and twenty minutes)

Here is some additional minimum connecting times entries:

<b>DMLON</b>	A multi-airport city
<b>DMLGW-LHR</b>	Two different airports
<b>DMCDG2A</b>	A specific arrival terminal
<b>DMCDG-2B</b>	A specific departure terminal
<b>DMBA/LHR</b>	A specific inbound airline
<b>DMAF/CDG/AF</b>	On-line connections at a specific airport
<b>DMAF/CDG/LH</b>	Interline connections at a specific airport
<b>DMAF/CDG-ORY/LH</b>	Interline connections between two different airports

To check the minimum connecting time for a specific flight connecting in a PNR:

```
RP/VNOLJ2902/VNOLJ2902      ID/SU  3MAR09/1444Z  Y2V82A
1.DAPKUNAITE/INGEBORGA MRS
2  BT 651 C 16FEB 5 RIXLGW HK1      1135 1215  *1A/
3  BA 009 C 16FEB 5 LHRBKK HK1      4  2125 1540+1 *1A/E*
4 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
5 TK TL02FEB/VNOLJ2902
```

### DM2/3

```
DM2/3
LGW-LHR      FROM      -      TO
CC FLTN-FLTR ORGN EQPTM-CC FLTN-FLTR DEST EQPTM      HMM
                        -BA      I/I:300
ACTUAL CONNECTING TIME IS 8:10
```

See **HEDM** for more information



### 3 AMADEUS INFORMATION SYSTEM

The Amadeus Information System (AIS) is your central source of reference to help and provider information.

It is highly advisable to use the on-line HELP and provider information system as much as possible, since AIS is the only source of 100% updated information you have.

AIS is maintained by:

- v Amadeus
- v National Marketing Companies (SAVIA)
- v Airlines
- v Hotel chains
- v Car Rental companies

To get a list of recently updated AIS-pages, enter :

**GN**

EN	NEW UPDATES	14JUL09-13JUL09
GG AIRBTNEWS	BT NEWS	14JUL09
GG AIRAFNEWS	A F N E W S	13JUL09

The basic entry to get a list of main topics available is:

**GG AIS.**

GGAIS	AMADEUS INFORMATION	EN	06MAR03 1522Z
WELCOME TO THE AMADEUS INFORMATION SYSTEM (AIS).			
=====			
THE MAIN TOPICS OF INFORMATION AVAILABLE IN AIS ARE SHOWN			
BELOW ALONG WITH THE ENTRY THAT SHOULD BE MADE TO ACCESS			
THEM. AS NEW TOPICS ARE ADDED THIS LIST WILL BE UPDATED.			
** NOTE THAT XYZ = AIRPORT CODE, YY = PROVIDER CODE,			
XX = COUNTRY CODE			
-----			
TOPIC	ENTER		
-----			
AIRLINE INFORMATION	GG AIR		
AIRPORT INFORMATION	GG APT XYZ		
AMADEUS INSTANT MARKETING - AIM -	GG AIM		
AMADEUSPRO - GENERAL INFO	GG PRO		
ARC CARRIERS	GG ARCUS		
AUXILIARY SERVICE PROVIDERS	GG AUX		
AMADEUS NATIONAL MARKETING COMPANY INFO	GG AMA XX		
BSP CARRIERS	GG BSP		
CALENDAR	GG CAL		
CAR RENTAL INFORMATION	GG CAR		

For more information **Move Down** by entering **MD**

To return to the first page **Move Up** by entering **MU**

### 3.1 Airline Information

Most airlines have loaded extensive information on carrier service, phone numbers, fare information, etc. To find general information about the airline, the entry is:

#### GG AIR SK

```

SAS QUICKPATH INDEX  EN 27JUL09 1255Z
STOSK0984
* WELCOME TO SCANDINAVIAN AIRLINES INFO PAGES *

      SSSS      A      SSSS
      S      S      A A      S      S
      S S      A AA      S S
      S      AAAAAA      S
      S      S      A      AA      S      S
      SSSS      A      AA      SSSS

THERE ARE TWO WAYS TO FIND SAS INFO PAGES:

. TOPICS BY FIRST LETTER:          >GGAIRSK A      (A - Z)
. TOPICS IN ALPHABETICAL ORDER:    >MD
-----
THE OFFICE ID AT THE TOP OF A PAGE, E.G. STOSK0984 IS THE OFFICE
RESPONSIBLE FOR UPDATING THE INFORMATION.
-----
OBSERVATIONS AND SUGGESTIONS FOR IMPROVEMENT ARE ALWAYS WELCOME
A QUEUE MESSAGE FORMAT IS PREPARED FOR YOU >MB

```

On SAS pages you are able to choose topics by first letter, but this is different for each airline. If you want to know something about unaccompanied child on Lufthansa your input will be:

#### GG AIR LH C ( the C indicates that you are searching for a topic starting with C )

```

INDEX OF LH-TOPICS  EN 15JUN09 0844Z
TOPICS STARTING WITH - C -                                >GL106-147
-----
CABIN BAGGAGE          >GG AIR LH BAGS
CAR RENTAL (DEP. ON PFS) >GG AIR LH CARS
- CAR RENTAL (EUROPE)
- SIXT LH PROMOTION RATES >GG AIR LH SIXT
CHECK-IN/LOUNGES
U - AIRPORT            >GG AIR LH XYZ.175          (CITYCODE)
CHECK-IN FACILITIES
- HOTELS OR TRAIN STATIONS >GG AIR LH XYZ.425          (CITYCODE)
- TRAIN STATIONS (IC-TRAINS) >GG AIR LH DBLH
CHARTER REQUESTS        *>GG AIR LH CHARTER
CHILD MEAL              >GG AIR LH MEAL
CHILDREN TRAVELLING     >GG AIR LH MINORS
CITY CENTER (PARTNER-KONZEPT) >GG AIR LH 1CC - 7CC      (ONLY LH & LCC)
CITY INFO (GENERAL INFO) >GG AIR LH CITY
CITY INFO              >GG AIR LH XYZ          (CITYCODE)
CITY LINE INFO          >GG AIR LH CLH INFO
----->MD

```

Then you can choose your topic - CHILDREN TRAVELLING -.

## GG AIR LH MINORS

If you want a list of the access and function levels for a given airline you type GGPCAXX  
(XX = the two letter code of the airline)

To check the type of access and function levels for IB, enter:

## GG PCA IB

PARTICIPATING CARRIER ACCESS AND FUNCTION LEVEL		
IB - IBERIA		
ACCESS INDICATOR :	/	ALTEA RESERVATION : YES
LAST SEAT AVAIL INDIC :	/	RECORD LOCATOR RETURN : ALL
STANDARD ACCESS :		CARRIER PREFERRED DISP : YES
AMADEUS ACCESS SELL :	YES	BOOKING RANGE IN DAYS : 361
DYNAMIC SCHEDULE UPD :	YES	INTERACTIVE SEAT MAP : YES
NUMERIC AVAIL UPDATE :	YES	INTERACTIVE ASR : YES
AMADEUS DYNAMIC AVAIL :	YES	ASR DAYS/HOURS : 330/00
DIRECT ACCESS :		BP ISSUE DAYS/HOURS : 31/07
PASSIVE SEGMENT:	PASSIVE NOTIFY:	PNR CLAIM:
SERVICE SEGMENT:	DELETE SEGMENT:	TICKETLESS:
MEAL VALIDATION:	FREQUENT FLYER: Y	EPAY:
FOR DECODING ENTER :		
GGPCALDEC (FOR MENU)	TICKET NUMBER TRANSMISSION:ALL	
GGPCALDEC1 (FOR ACCESS)	GROUP TICKET NUMBER TRANSM:	
GGPCALDEC2 (FOR FUNCTION)	OPERATIONAL MVT/DIV FLIFO:Y	

If the space after the different access and function types is empty, it means that the airline does not support the given access or function.

As you can see, IB does not support passive segments.

## Move to previous page for AIS

Let us assume you have cleared your screen or have retrieved a PNR and now want to re-display your last AIS text, simply type:

## MP GG

**MP** Move to Previous

**GG** AIS transaction code

## 3.2 Local Amadeus information

To read information about Amadeus in a specific country, enter

**GG AMA LT** (LT is the ISO code for Lithuania)

```

QUICKPATHS                                EN  14JUL09 1324Z
WELCOME TO THE INFORMATION PAGES FOR
=====
=====
=====
GENERAL MANAGER   : KRISTINA STANEVICIENE
PRODUCT MANAGER  : RASA KLIMIENE
HELP DESK MANAGER: LINITA ZEBRAUSKIENE(MANAGER)GRAZINA KUKTIENE(CUSTOMER SUPPORT)
TRAINING MANAGER : ALMA ALEKSIEJUNIENE
                  TEL.370 5 2726869, FAX.370 5 2726870
                  QE/VNO1A0980/97, E-MAIL: AMADEUS@AMADEUS.LT
=====
=====
=====
TOPIC              ENTER              OR
=====
HELP DESK          >GGAMA LT HEL          >GPHEL
NEWS               >GGAMA LT NEW          >GPNEW
USEFUL HINTS       >GGAMA LT HIN          >GPHIN
TRAINING COURSES   >GGAMA LT TRA          >GPTRA
AMADEUS OFFICE ID  >GGAMA LT OFF          >GPOFF
=====
GEOGRAPHICAL CODES >GGAMA LT GEO          >GPGEO
AIRLINE CONTACTS   >GGAMA LT AIR          >GPAIR

```

You will always find the information in local language, also news information.

Other interesting topics :

**GGCAL**

**GGWEA** (+ city code)

**GGCOU** (+ country code)

**GGAPT** (+ airport code)

**GGHEALTH**

**GGBSP**

**GGCODE**

### 3.3 Functional help

There are several ways you can find the help you need.  
To search for a topic, enter:

#### HE OPEN

OPEN SEGMENT		EN 20APR99 0956Z
FOR AN EXPLANATION, PLEASE ENTER: MS22		
TASK	FORMAT	REFERENCE
----	-----	-----
OPEN SEGMENT	SOBAC25NOVLHRJFK/P2	MS64
OPEN SEGMENT WITH TWO AIRLINE CODES	SOLHDL/C20SEPFRAATL	MS85
RELATED TOPICS		
-----		
SYSTEM WARNING MESSAGES		MS106
OPEN SEGMENTS THAT QUALIFY FOR ELECTRONIC TICKETING		GGAIRXX
(XX = AIRLINE CODE)		
HOW TO ISSUE AN INFANT TICKET		HE STEPS, GPINF

As shown, basic entry is: **SO**

Do you need any more information, continue with **MS** and the page number.

#### Have the code but need details

HELP can be used in a reversed fashion as well. Assuming you want all details relating to copy a PNR (you remember the transaction code RRN):

#### HE RRN

COPYING A PNR			EN 26JUN01 1322Z
FOR AN EXPLANATION, PLEASE ENTER: MS85			
TASK	FORMAT	REFERENCE	
----	-----	-----	
COPY PNR	RRN	MS169	
COPY PNR AND CHANGE NO. OF PASSENGERS	RRN/6	MS232	
COPY PNR AND MOVE DATE FORWARD	RRN/DP21	MS274	
COPY PNR AND MOVE DATE BACKWARD	RRN/DM3	MS274	
COPY PNR AND CHANGE CLASS OF SERVICE	RRN/CY	MS337	
COPY PNR FOR CERTAIN PASSENGERS ONLY	RRN/P1-3,6	MS400	

### 3.4 Help from error messages

Help can be displayed on-line with reference to a previous entry. Assume the following entry that contains a format error has been made:

**SB M S3**

```
>SBMS3
NEED SEGMENT NUMBER
```

When the error is in this format, just enter:

**HE/**

REBOOK DATE/CLASSES EN 14DEC05 1117Z		
FOR AN EXPLANATION, PLEASE ENTER: MS43		
TASK	FORMAT	REFERENCE
----	-----	-----
CHANGE CLASS CODE IN ONE SEGMENT	SBY6	MS106
CHANGE CLASS CODE IN ALL SEGMENTS	SBF	MS148
CHANGE DATE IN ONE SEGMENT	SB28NOV7	MS190
CHANGE DATE IN ALL SEGMENTS	SB20APR	MS232
CHANGE CLASS AND DATE IN ONE SEGMENT	SBM28NOV7	MS274

The system verifies if the first two or three characters of the previous entry are a valid transaction code. When a valid transaction code is found, the system displays the help page for that transaction.

### 3.5 Encode/Decode

To encode name and find the tree-letter code for a city:

#### DAN TORONTO

DANTORONTO					
A:APT	B:BUS	C:CITY	G:GRD	H:HELI	O:OFF-PT R:RAIL S:ASSOC TOWN
YTO	C	TORONTO			/CAON
A	YKZ	-	BUTTONVILLE	-	OK /CAON
A	YYZ	-	PEARSON INTL	-	OK /CAON
A	YTZ	-	TORONTO ISLAND	-	OK /CAON
R	YBZ	-	DOWNTOWN RAIL ST	-	OK /CAON

The location types in the second line are as follow:

<b>A:APT</b>	Airport
<b>B:BUS</b>	Bus/coach station
<b>C:CITY</b>	City
<b>G:GRD</b>	Ground transport (this code is used for SK in Sweden only)
<b>H:HELI</b>	Heliport
<b>O:OFF-PT</b>	Off-line point. A city without an airport.
<b>R:RAIL</b>	Railway Station
<b>S:ASSOC</b>	A location without its own IATA code, but attached to an IATA location.

Instead of using the full name of the city, you can use an asterisk \* as a wild card. For example, if you don't know how to spell to Karachi, but you know it starts with KAR, you can list all locations starting with the name of the city, by using the entry:

#### DANKARA\*

DAN*KARA					
A:APT	B:BUS	C:CITY	G:GRD	H:HELI	O:OFF-PT R:RAIL S:ASSOC TOWN
LOCATION NOT FOUND, SIMILAR NAMES DISPLAYED					
KHI	C	KARACHI		-	OK /PK
KGF	C	KARAGANDA		-	OK /KZ
KGF	A	KARAGANDA		-	OK /KZ
PYK	C	KARAJ		-	OK /IR
QKC	O	KARAJ		-	OK /IR

(Partial display)

You can also insert the two-letter code for the country:

## DAN LONDON/GB

```
DANLONDON/GB
A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL S:ASSOC TOWN
LON C LONDON /GB
  A BQH - BIGGIN HILL - 0K /GB
  A ZLX - BRITISH RAIL TERM - 0K /GB
  A LGW - GATWICK - 0K /GB
  A LHR - HEATHROW - 0K /GB
  A LCY - LONDON CITY APT - 0K /GB
  A LTN - LUTON AIRPORT - 0K /GB
  A STN - STANSTED - 0K /GB
  R QQU - EUSTON RAILWAY STN - 0K /GB
  R QQK - KINGS CROSS RAIL - 0K /GB
  R QQP - PADDINGTON RAIL - 0K /GB
  R QQS - SAINT PANCRAS RAIL - 0K /GB
  R ZEP - VICTORIA RAIL - 0K /GB
  R QQW - WATERLOO RAILWAY STN - 0K /GB
```

You will then only see London in Great Britain.

To find associated three-letter code for a city:

## DAN BOCHUM/S

```
DANBOCHUM/S
A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL S:ASSOC TOWN
DUS S BOCHUM - 43K /DE
```

To find the three-letter code for a train station called:

## DAN ODENSE/R

```
DANODENSE/R
A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL S:ASSOC TOWN
ODE*C ODENSE /DK
  R ZBQ - ODENSE RAIL - 0K /DK
```



To decode the tree-letter code for a city, enter:

## DAC YUL

```
DACYUL
A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL S:ASSOC TOWN
CITY :
  YMQ C MONTREAL /CAQC:QUEBEC
AIRPORT-HELIPORT :
  YUL A DORVAL /CAQC - 0K
```

With DAC entries, you can expand the list to include all types of location associated to the IATA code you specify, for example:

## DAC YUL/ALL

```
DACYUL/ALL
A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL S:ASSOC TOWN
CITY :
  YMQ C MONTREAL /CAQC:QUEBEC
AIRPORT-HELIPORT :
  YUL A DORVAL /CAQC - 0K
  YMX A MIRABEL /CAQC - 0K
  YHU A SAINT HUBERT /CAQC - 0K
RAIL-BUS STATION :
  XAX R DORVAL RAIL STN /CAQC - 0K
  YMY R DOWNTOWN RAIL S /CAQC - 0K
ASSOCIATED LOCATIONS :
  YUL S ABBOTTSFORD /CAQC - 98K E
  YUL S ACTON VALE /CAQC - 78K NE
  YUL S ADAMSVILLE /CAQC - 82K SE
  YUL S ANGE GARDIEN ROUVILLE /CAQC - 86K
  YUL S ARTHABASKA /CAQC -194K NE
  YUL S ARUNDEL /CAQC -143K NW
```

(Partial display)

The DNS entry provides you with the ability to:

- √ Encode/decode a state or province
- √ List all states or provinces for a specific country

To encode/decode a state or province, enter:

## DNS CALIFORNIA or DNS USFL

```
DNSCALIFORNIA
US CA CALIFORNIA/UNITED STATES OF AMERICA
```

To list all the states provinces for a specific country:

**DNS CA**

```

DNSCA
CA CANADA
  AB ALBERTA
  BC BRITISH COLUMBIA
  MB MANITOBA
  NB NEW BRUNSWICK
  NF NEWFOUNDLAND
  NS NOVA SCOTIA
  NT NORTHWEST TERRITORIES
  NU NUNAVUT
  ON ONTARIO
  PE PRINCE EDWARD ISLAND
  QC QUEBEC
  SK SASKATCHEWAN
  YT YUKON TERRITORY

```

To encode/decode airline name, airline code or ticket code:

**DNA DRAGONAIR or DNA KA or DNA 043**

```

DNADRAGONAIR
KA/HDA 043 DRAGONAIR

```

For aircraft equipment your entry is:

**DNE 767 or DNEBOEING**

```

DNE767
767 W BOEING 767-200/300          JET 161-290

```

See **HE CONVERT** for more information

## 4 ADVANCED PNR

### 4.1 Passive segments

There are three types of “passive” segments:

Standard IATA passive segment (PK,PL)

Service segment (HK,HL)

Ghost segment (GK,GL)

A passive segment is an itinerary segment that you can enter in a PNR. It represents a segment, which has been confirmed from another system than Amadeus.

Amadeus sends the passive segment information to the airline. However, airlines can request that Amadeus does not send the passive segment.

When you enter a passive segment, which Amadeus will send to the airline, following message is displayed on the screen:

```
TELETYPE WILL BE SENT FOR PASSIVE BOOKING TO:- NN
```

Or

```
TELETYPE WILL BE SENT FOR PASSIVE CANCELLATION TO:- NN
```

Passive segments enable you to maintain a passengers complete itinerary in the Amadeus PNR. You can price and issue tickets for Standard passive segments and for Service segments.

Passive segments cannot be used on all airlines. To check if the airline support passive segments, use the entry:

**GG PCA XX (XX = airline code)**

## 4.2 Standard IATA Passive segments

You can enter the Standard IATA passive segment in two ways, by long sell:

**SS AZ129 C 20JAN CPHMIL PK1/11501400/ABC123**

```
RP/VNO1A0980/
1  AZ 129 C 20JAN 7 CPHMXP PK1      2  1150 1400   ABC123
SEE RTSVC
TELETYPE WILL BE SENT FOR PASSIVE BOOKING TO:- AZ
```

<b>SS</b>	Transaction code
<b>AZ129</b>	Flight number
<b>C</b>	class of service
<b>20JUL</b>	Departure date
<b>CPH</b>	Departure city code
<b>MIL</b>	Destination city code
<b>PK1</b>	Status code and number of seats
<b>11501405</b>	Departure and arrival times (optional if flight is known by the system)
<b>ABC123</b>	The airline booking number

You do not need to include departure and arrival times in passive segments, because the system reads what stored in Amadeus automatically. You can enter flights times, but are they different to those stored in Amadeus, the times you enter are accepted by the system as the correct ones.

You can also make a passive segment by short sell from an availability/schedule display:

**SS1C1/PK/ABC123**

```
RP/VNO1A0980/
1  AZ 129 C 20JAN 7 CPHMXP PK1      2  1150 1400   ABC123
SEE RTSVC
TELETYPE WILL BE SENT FOR PASSIVE BOOKING TO:- AZ
```

### 4.3 Service segments

The Service segment (status code HK,HL) is used if you want to add SSR and OSI elements to your segment. It is entered in the same way as the standard IATA passive segment. The Service segment cannot be used for group bookings.

**SS AC869 C 15JAN LONYYZ HK1/ABC123**

```
RP/VNO1A0980/
1 AC 869 C 15JAN 2 LHRYYZ HK1 3 0900 1155 ABC123
SEE RTSVC
```

### 4.4 Ghost segments

Ghost segments (status code GK,GL) are entered in the same way as for Standard IATA passive segments and Service segments, but they are never sent or reported to an airline.

The Ghost segments may be used with all participating carriers, but can only be used for pricing and invoicing, not for ticketing.

**SS SK967 C 17FEB CPHDEL GK1 /22401040+1/ABC123**

```
RP/VNO1A0980/
1 SK 967 C 17FEB 7 CPHDEL GK1 3 2240 1040+1 ABC123
SEE RTSVC
```

If you want to issue a ticket from a PNR with GK segments, you can do that in Temporary Ticketing Mode (\*TY\*).

## 4.5 Reconfirmation of a Flight Segment

Reconfirmation of flight segments is required by some airlines.  
It can only be done on confirmed segments.

Change status code HK to RR by referring to a segment line number:

### 5 / RR

If the flight is booked through another CRS (and the airline is participating in Amadeus) you can create segment in a PNR for reconfirmation purposes.

The segment has to be entered as a long sell entry with the status code RR. All other PNR element is as normal:

**SS KL877 C 20JAN AMSBKK RR1**

NM1STASAITIS/ARVYDAS MR

AP

TKOK

RF ALMA

ER

## 4.6 Memo segments and Memo PNR

With the transaction code RU it is possible to create a memo segment to handle products booked outside of Amadeus. It can be used for any purpose, for example booking local tours or travel insurance.

Memo segments can be requested in a PNR without any other services.

An example:

### RU 1A NN1 VNO 20JAN / PLS ISSUE INSURANCE

<b>RU</b>	Transaction code
<b>1A</b>	Vendor code (always 1A)
<b>NN1</b>	Action code and number of service required
<b>VNO</b>	City code
<b>20JAN</b>	Date for service required
<b>/</b>	Separator, followed by up to 199 characters of free text

```
RP/VNOLJ2902/
 1 MIS 1A NN1 VNO 20JAN-PLS ISSUE INSURANCE
```

To create a Memo PNR, the name, contact and ticketing element has to be entered and the End of Transaction:

```
RP/VNOLJ2902/VNOLJ2902          HN/SU   9JUL09/0749Z   ZOJ9JT
VNOLJ2902/3833HN/9JUL01
 1 JAUTAKAITE/GINTARE MRS
 2 MIS 1A NN1 VNO 20JAN-PLS ISSUE INSURANCE
 3 AP + 370 5 272 68 69 AMADEUS LITHUANIA
 4 TK OK09JUL/VNOLJ2902
```

Memo segments and PNR are not included in any Teletype messages. It can manually be queued and the agent working that queue will be able to update the status code:

For example:

## 2/KK

```
RP/VNOLJ2902/VNOLJ2902          HN/SU   9JUL09/0749Z   ZOJ9JT
VNOLJ2902/3833HN/9JUL05
1.JAUTAKAITE/GINTARE MRS
2 MIS 1A KK1 VNO 20JAN-PLS ISSUE INSURANCE
3 AP + 370 5 272 68 69 AMADEUS LITHUANIA
4 TK OK09JUL/VNOLJ2902
```

If you change the status code, you have to queue it back to its “owner”. It will not automatically be sent on confirmation queue.

The following status code changes may be performed:

TO		KK	HK	UC	NO	UN	OX
FROM	HN	*	*	*	*	*	.
	KK	.	*	*	*	*	*
	HK	.	.	*	*	*	*
	UC	.	.	.	.	.	.
	NO	.	.	.	.	.	.

\* = Allowed

. = Not Allowed

For further information, see **HE RU**



## 4.7 Remarks Confidential

Once entered, the office where the message was entered and a maximum of three other designated offices can only view this element. This also applies when the remarks element is purged to PNR history.

### RC PASAKYTA KAINA 1520 LTL

The creating office identification is automatically inserted in the RC element. Up to three other offices can be specified, separated by comma. Slash is then used to separate free text.

### RC VNOLJ2166-W,KUNLJ2155/LABAI SVARBUS KELEIVIS

## 4.8 Remark categories

It is possible to divide your general remarks into categories. You have to use the alphabet from A-Z, followed by a slash and the remark text. You can still passenger associate your remarks.

You are free to use the categories as you wish. For example, all remarks relating to hotels, you can call RMH.

RP/VNOLJ2902/VNOLJ2902	ID/SU	6JUL09/1025Z	ZG2DBF
1.MARCIULIONIS/SARUNAS MR			
2 LH3253 C 19FEB 1 VNOFRA HK1	1240	1325 1430	*1A/E*
3 LH3888 C 19FEB 1 FRAMXP HK1	1545 1	1615 1730	*1A/E*
4 LH3893 C 25FEB 7 MXPFRA HK1	0610 1	0700 0825	*1A/E*
5 LH3252 C 25FEB 7 FRAVNO HK1	0850 1	0920 1225	*1A/E*
6 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A			
7 TK TL02FEB/VNOLJ2902			
8 RM PSGR WILL PICK UP TKT IN LH APT OFFICE BEF DEP			

You can now see that your remark is inserted in alphabetical order.

## 4.9 Ticketing arrangement element

To indicate when and where the ticket will be issued or validated you have to enter a mandatory ticketing arrangement element. When you reach the ticketing date, your PNR will return to a ticketing queue for issuing. Only the TKOK element will not return to your queue.

Once the tickets have been issued, the ticketing action identifier in the TK element of the PNR is automatically changed to OK.

### TK TL 03JAN

<b>TK</b>	Ticketing arrangement transaction code
<b>TL</b>	Ticket arrangement identifier
<b>18JUL</b>	Ticketing date (optional), if omitted, the system assumes the current date

```
RP/VNOLJ2902/
1 TK TL03JAN/VNOLJ2902
```

The following ticketing arrangement identifiers can be used:

<b>OK</b>	Have been issued
<b>TL</b>	Time limit
<b>XL</b>	To be cancelled on a specific date
<b>TR</b>	To be revalidated
<b>MA</b>	To be mailed
<b>AT</b>	To be issued at an airport ticket office
<b>DO</b>	To be ticketed at the domestic ticket desk
<b>IN</b>	To be ticketed at the international ticket desk
<b>PT</b>	Prepaid ticket

If you want to change the ticketing element, use the following entry:

**7/TL08MAY** (line number / new ticketing identifiers and date)

You are also able to add free-flow text to your TK element. You can add up to 14 characters of free-flow text to the TK element. It is not possible to add free flow text to TKPT (PTA). You must add the free-flow text at the end of the entry, before passenger and segment association.

### TKTL03FEB/- ATIDUOTI DRAUDIMA

```
RP/VNOLJ2902/
1.LABUTIS/STASYS MR
2 SK 243 C 04JAN 5 CPHAAR HK1      1  0715 0755    M80 E 0 R
  SEE RTSVC
3 SK 264 C 04JAN 5 AARCPH HK1      1825 1905    DH4 E 0 R
  SEE RTSVC
4 TK TL03FEB/VNOLJ2902/-ATIDUOTI DRAUDIMA
```

## 4.10 Option element

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

To create an option element, enter:

### OP01DEC/INSERT PSGRS NAMES

<b>OP</b>	Option element transaction code
<b>01DEC</b>	Date the PNR is to be placed on queue
<b>/ INSERT PSGRS NAMES</b>	Slash followed by the free flow text

```
RP/VNOLJ2902/VNOLJ2902      ID/SU  20JUL09/1435Z  YHYZPT
0.  0LONDON SHOPPING  NM:0
11 TE 452 G 10DEC 2 VNOLGW HN10      1320 1515
12 TE 453 G 15DEC 7 LGWVNO HN10      N 1615 2000
13 AP VNO +370-5-272 68 69 - AMADEUS LITHUANIA - A
14 TK TL25NOV/VNOLJ2902
15 SSR GRPF YY GV10
16 OP VNOLJ2902/01DEC/INSERT PSGRS NAMES
```

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

### OP NCE1A0903/14MAR/SEND BROCHURE

```
RP/VNOLJ2902/
1.LARSEN/LARSMR
2 OP NCE1A0903/14MAR/SEND BROCHURE
```

## 4.11 PASSENGER TYPES

### Passengers travelling on youth and senior citizen fare

When a passenger qualifies for youth or senior citizen discount, the date of birth shall be included in the name element:

**NM1JONIKAITE/NERINGA(IDDOB12MAY82) 1JONIKA/VILIUS MR(IDDOB10MAR30)**

```
RP/VNOLJ2902/
1.JONIKA/VILIUS MR(IDDOB10MAR30)
2.JONIKAITE/NERINGA MISS (IDDOB12MAY82)
```

## 4.12 Modification of family name

Whether or not a name change is permitted is a matter of airline policy. Amadeus will check for Amadeus airlines and some other airlines with highest level of access.

**GGPCALNCC** – before name change always check airline control table

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  6JUL09/1054Z  ZG3M4O
1.BRAZAUSKAS/ALGIRDAS MR      2.BRAZAUSKIENE/JULIJA MRS
3  BT 161 C 20FEB 2 VNOC PH HK2          0640 0715  *1A/
4  BT 162 C 23FEB 5 CPHVNO HK2          3  0935 1205  *1A/
5 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
6 TK TL05FEB/VNOLJ2902
7 SSR RQST BT HN2 VNOC PH/01A,P1/01B,P2/S3
8 SSR VGML BT HN1/S3/P2
9 SSR VGML BT HN1/S4/P2
10 SSR SFML BT HN1/S3/P1
11 SSR SFML BT HN1/S4/P1
```

Mr. Algirdas wants his new wife to go instead of Mrs. Julija, so please change her name to Mrs. Kristina Brazauskiene.

Modification of family names can be made in two ways:

By entry that cancels all passengers associated elements.

## 2/1BRAZAUSKIENE/KRISTINA MRS

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  6JUL09/1054Z  ZG3M40
1.BRAZAUSKAS/ALGIRDAS MR    2.BRAZAUSKIENE/KRISTINA MRS
3  BT 161 C 20FEB 2 VNOC PH HK2          0640 0715  *1A/
4  BT 162 C 23FEB 5 CPHVNO HK2          3  0935 1205  *1A/
5 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
6 TK TL05FEB/VNOLJ2902
7 SSR RQST BT HN2 VNOC PH/01A, P1/01B, P2/S3
8 SSR SFML BT HN1/S3/P1
9 SSR SFML BT HN1/S4/P1
```

Mrs. Julija's special meal with /P2 has now been cancelled.

To keep the vegetarian meal, make the change by use of an entry that retains the passenger associated elements and starts with transaction code **NU** (=Name Update)

## NU2/1BRAZAUSKIENE/KRISTINA MRS

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  6MAR09/1054Z  ZG3M40
1.BRAZAUSKAS/ALGIRDAS MR    2.BRAZAUSKIENE/KRISTINA MRS
3  BT 161 C 20FEB 2 VNOC PH HK2          0640 0715  *1A/
4  BT 162 C 23FEB 5 CPHVNO HK2          3  0935 1205  *1A/
5 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
6 TK TL05FEB/VNOLJ2902
7 SSR RQST BT HN2 VNOC PH/01A, P1/01B, P2/S3
8 SSR VGML BT HN1/S3/P2
9 SSR VGML BT HN1/S4/P2
10 SSR SFML BT HN1/S3/P1
11 SSR SFML BT HN1/S4/P1
```

With the above entry all passenger-associated segments is maintained. Note that Mrs Kristina has her special request, add phone and remark segments.

## 4.13 Modification of first name and title

The same two ways above can be used to modify first name, initials and titles.

**2/SAULIUS MR**

or

**NU2/SAULIUS MR**

The **NU** transaction cannot be used to change or modify the passenger type in brackets so the only entry to change both first name and passenger type in brackets is:

**2/SAULIUS MR (INF/MARTYNAS/14JUL09)**

To only add or modify passenger type or ID codes in a name element, enter:

**3/(INFKAZLAUSKAS/JULIUS/16MAY09)**

To delete a passenger type or ID code, enter:

**3/**

## 4.14 Unaccompanied Minors

PNRs for unaccompanied minor(s) can be created using either by the short sell entry from an availability or schedule display, or by making a long sell entry.

A unique segment sell entry has to be performed when requesting a reservation for an unaccompanied minor. The sell entry includes a UM action code and the minor's age.

Reservations for an unaccompanied minor can only be booked on flights with an available status shown in the Amadeus availability/schedule display.

The PNR created for the unaccompanied minor(s), cannot contain reservations for any other type of passenger.

### AN25MAYCPHAM

AN25MAYHAM																
** AMADEUS AVAILABILITY - AN **																
323 SA 25MAY 0000																
1:	LH6239	C4	D4	Y4	B4	M4	H4	Q4	/CPH	3	HAM	4	0855	0950	E0/DH4	0:55
		V4	W4	S4												
2	SK 645	C9	D9	J9	I9	Y9	B9	M9	/CPH	3	HAM	4	0855	0950	E0/DH4	0:55
		H9	Q9	T9	V9	W9	K9	G9	X9							
3	SK 649	C9	D9	J9	I9	Y9	B9	M9	/CPH	3	HAM	4	1500	1555	E0/DH4	0:55
		H9	Q9	T9	V9	W9	K9	G9	X9							
4:	LH6069	C4	D4	Y4	B4	M4	H4	Q4	/CPH	3	HAM	4	1500	1555	E0/DH4	0:55
		V4	W4	S4												
5:	LH6241	C4	D4	Y4	B4	M4	H4	Q4	/CPH	3	HAM	4	1730	1825	E0/736	0:55
		V4	W4	S4												
6	SK 651	C9	D9	J9	I9	Y9	B9	M9	/CPH	3	HAM	4	1730	1825	E0/737	0:55
		H9	Q9	T9	V9	W9	K9	G9	X9							
7	SK 647	C9	D9	J9	I9	Y9	B9	M9	/CPH	3	HAM	4	2000	2055	E0/DH4	0:55
		H9	Q9	T9	V9	W9	K9	G9	X9							
8:	LH6057	C4	D4	Y4	B4	M4	H4	Q4	/CPH	3	HAM	4	2000	2055	E0/DH4	0:55
		V4	W4	S4												
TO DISPLAY CONNECTIONS ENTER -MD-																

The short sell entry to book two seats for unaccompanied minors on SK645 is:

### SS 2 C 2 / UM 6,5

<b>SS</b>	Segment sell transaction code
<b>2</b>	Number of seats required
<b>C</b>	Class of service
<b>2</b>	Availability line number
<b>/</b>	Slash as delimiter
<b>UM</b>	Unaccompanied minor action code
<b>6,5</b>	Minor's ages, comma as delimiter

```

RP/VNOLJ2902/
1  SK 645 C 25MAY 6 CPHHAM HK2      3  0850 0945   DH4 E 0 O
   SEE RTSVC
2  SSR UMRN SK NN2 UM05/06/S1

```

The reservation is confirmed and the system automatically creates an SSR element with the status code HK2 or NN2, indicating that the passengers are unaccompanied minors and their ages.

The long sell entry is:

**SS SK 646 C 01JUN HAMCPH UM 2 / 6,5**

```

RP/VNOLJ2902/
1  SK 645 C 25MAY 6 CPHHAM HK2      3  0850 0945   DH4 E 0 O
   SEE RTSVC
2  SK 646 C 01JUN 6 HAMCPH HK2      4  1305 1400   DH4 E 0 R
   SEE RTSVC
3  SSR UMRN SK NN2 UM05/06/S1
4  SSR UMRN SK NN2 UM05/06/S2

```

SK requests an additional ID entry in the name field:

**NM2VAISNORA/MARTYNAS (IDUM5) /LUKAS (IDUM6)**

The name, address and phone number of the responsible adult, in both departure and arrival cities has to be stated in the PNR:

**OS SK DEP CTCB CPH FATHER VAISNORA/JULIUS ROSKILDEVEJ 216 TUNE  
4000 ROSKILDE 4635 1789**

**OS SK ARR CTCH HAM MOTHER VAISNORIENE/DANGUOLE  
DAMTORSTRASSE 12 20354 HAMBURG 040/359260**

For some airlines it is mandatory to advise the date of birth in an OS element:

**OS LH DOB 14FEB02/P1**

**OS LH DOB 10JAN01/P2**

- and contact information have to be insert in OS element:

**OS LH EOD-** (departure contact)

**OS LH EOA-** (arrival contact)



Now enter the AP element, TKTL and End of Transaction:

```

RP/VNOLJ2902/VNOLJ2902          ID/SU  6JUL09/1124Z  ZHXB8M
1.VAISNORA/MARTYNAS (IDUM5)      2.VAISNORA/LUKAS (IDUM6)
3  SK 649 C 25FEB 7 CPHHAM HK2    3  1440 1530  *1A/E*
4  SK 648 C 01MAR 4 HAMCPH HK2    2  0655 0745  *1A/E*
5 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
6 TK TL05FEB/VNOLJ2902
7 SSR NSST SK HN2 CPHHAM/U/S3
8 SSR NSST SK HN2 HAMCPH/U/S4
9 SSR UMRN SK HN2 UM05/06/S3
10 SSR UMRN SK HN2 UM05/06/S4
11 SSR LANG SK HN2 SPEAKS LITHUANIAN ONLY/S3
12 SSR LANG SK HN2 SPEAKS LITHUANIAN ONLY/S4
13 OSI SK DEP CTCB CPH FATHER VAISNORA/JULIUS ROSKILDEVEJ 216
    TUNE ROSKILDE
14 OSI SK ARR CTCH HAM MOTHER VAISNORIENE/DANGUOLE
    DAMTORSTRASSE 12//
15 OSI SK ARR CTCH //20354 HAMBURG 040/359260
16 OSI SK DOB 14FEB00/P1
17 OSI SK DOB 10JAN99/P2

```

Individual carriers may require additional information to be included. Contact name and address at both the origin and destination of the flight are one of the standard requirements. Contact the carrier concerned, or check **GGAIRXX**

You can also book unaccompanied minors from at dual city availability display.

**AN12JUNCPHAAL\*22JUN17**

The sell entry is:

**SS1C1/UM7\*11/UM7**

On SAS information pages, you can check which flights are already closed for UM travel on SAS flights and SAS hosted flights. The entry to check flights on 01JUL is:

**GGAIR SK UM JUL07**

which will give you a list of closed flights.

## 5 PNR - COPY

It is possible to copy an already created PNR. There are four different transaction codes you can use:

<b>RRN</b>	Copy PNR
<b>RRA</b>	Copy PNR and create an AXR
<b>RRI</b>	Copy itinerary elements only
<b>RRP</b>	Copy passenger elements only

The transaction code **RRN** will copy all active/automated air, car, hotel and auxiliary segments and the following non-associated elements:

Phone fields

SSR elements (except seat)

OSI elements

Billing and mailing address

Remarks elements

Itinerary remarks

All Fare elements (except FD)

```
RP/VNOLJ2902/VNOLJ2902      ID/SU  6JUL09/1241Z  ZIYBN8
1.KIRKILAS/GEDIMINAS MR
2 LO 774 C 10FEB 6 VNOWAW HK1      0625 0650  *1A/
3 LO 281 C 10FEB 6 WAWLHR HK1      1 0800 0940  *1A/E*
4 LO 286 C 14FEB 3 LHRWAW HK1      1 0650 1010  *1A/E*
5 LO 771 C 14FEB 3 WAWVNO HK1      1 1145 1410  *1A/
6 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
7 TK TL15JAN/VNOLJ2902
8 RC VNO1A0980-W/PILNAS SVEIKATOS DRAUDIMAS
9 RC VNO1A0980-W/08 FEB NUNESTI I VOKIECIU 12-5//MOKES GRYNAS
```

Mr Kirkilas colleague, Mr Arturas Paulauskas will be travelling with him on the same flights .

Please copy the PNR:

## RRN

```
-IGNORED ZIYBN8-
RP/VNOLJ2902/
 1 LO 774 C 10FEB 6 VNOWAW HK1          0625 0650   AT7    0 M
   OPERATED BY EUROLOT
   SEE RTSVC
   WARNING : THIS SEGMENT IS 341 DAYS IN THE FUTURE
 2 LO 281 C 10FEB 6 WAWLHR HK1          1 0800 0940   734 E 0 M
   SEE RTSVC
   WARNING : THIS SEGMENT IS 341 DAYS IN THE FUTURE
 3 LO 286 C 14FEB 3 LHRWAW HK1          1 0650 1010   735 E 0 M
   SEE RTSVC
   WARNING : THIS SEGMENT IS 345 DAYS IN THE FUTURE
 4 LO 771 C 14FEB 3 WAWVNO HK1          1 1145 1410   AT7    0 M
   OPERATED BY EUROLOT
   SEE RTSVC
   WARNING : THIS SEGMENT IS 345 DAYS IN THE FUTURE
 5 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
 6 RC VN01A0980-W/PILNAS SVEIKATOS DRAUDIMAS
 7 RC VN01A0980-W/08 FEB NUNESTI I VOKIECIU 12-5//MOKES GRYN AIS
```

As you can see on the first line in the PNR, the original PNR (Mr Kirkilas) has been ignored. This remark is removed after End of Transaction:

```
RP/VNOLJ2902/VNOLJ2902          AA/SU    6MAR09/1326Z    ZJQGYC
 1.PAULASKAS/ARTURAS MR
 2 LO 774 C 10FEB 6 VNOWAW HK1          0625 0650   *1A/
 3 LO 281 C 10FEB 6 WAWLHR HK1          1 0800 0940   *1A/E*
 4 LO 286 C 14FEB 3 LHRWAW HK1          1 0650 1010   *1A/E*
 5 LO 771 C 14FEB 3 WAWVNO HK1          1 1145 1410   *1A/
 6 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
 7 TK OK06MAR/VNOLJ2902
 8 RC VN01A0980-W/PILNAS SVEIKATOS DRAUDIMAS
 9 RC VN01A0980-W/08 FEB NUNESTI I VOKIECIU 12-5//MOKES GRYN AI
```

If one or more segments cannot be replicated, then these are bypassed and the replication process continues.

When the replication is completed, a list of segments which could not be copied and the reason why, will be displayed on the screen.

## 5.1 Copy with associated cross reference

The system creates an AXR (Associated Cross Reference) link between the original and the copy PNR, when using the transaction code **RRA**.

The RRA entry is copying the same data, as the RRN entry.

```
RP/VNOLJ2902/VNOLJ2902      ID/SU    6JUL09/1330Z    ZJQMCA
1 .STARKEVICIUTE/MARGARITA MRS
2  LH3253 C 15FEB 4 VNOFRA HK1 1240      1325 1430    *1A/E*
3  LH2176 C 15FEB 4 FRALIS HK1 1805 1    1835 2030    *1A/
4  LH4537 C 28FEB 3 LISFRA HK1 0640      0710 1110    *1A/E*
5  LH3254 C 28FEB 3 FRAVNO HK1 1540 1    1610 1915    *1A/E*
6 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
7 TK TL02FEB/VNOLJ2902
8 SSR SFML LH HN1/S2
9 SSR SFML LH HN1/S3
10 SSR SFML LH HN1/S4
11 SSR SFML LH HN1/S5
```

Ms. Starkeviciute will be travelling with Mrs. Jelena Leontjeva. Please copy the PNR with an AXR link:

### RRA

```
-IGNORED ZJQMCA-
RP/VNOLJ2902/
1  LH3253 C 15FEB 4 VNOFRA HK1 1240      1325 1430    735 E 0 S
   SEE RTSVC
   WARNING : THIS SEGMENT IS 346 DAYS IN THE FUTURE
2  LH2176 C 15FEB 4 FRALIS HK1 1805 1    1835 2030    319   0 R
   OPERATED BY TAP PORTUGAL
   SEE RTSVC
   WARNING : THIS SEGMENT IS 346 DAYS IN THE FUTURE
3  LH4537 C 28FEB 3 LISFRA HK1 0640      0710 1110    AB6 E 0 S
   SEE RTSVC
   WARNING : THIS SEGMENT IS 359 DAYS IN THE FUTURE
4  LH3254 C 28FEB 3 FRAVNO HK1 1540 1    1610 1915    CR7 E 0 S
   OPERATED BY LUFTHANSA CITYLINE
   SEE RTSVC
   WARNING : THIS SEGMENT IS 359 DAYS IN THE FUTURE
5 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
* RR 06MAR/AASU/VNOLJ2902-ZJQODC
```

The new PNR is marked with - **IGNORED ZJQMCA** - in the first line, to show that the original PNR has been ignored. This remark is removed after End of Transaction.

The bottom line of the PNR indicates that the PNR is a copy, date it was copied, agents initials and duty code, office number and Record Locator the PNR being copied.

Now enter the name of Mrs. Leontjeva Jelena, ticketing information and make ER:

```

--- AXR ---
RP/VNOLJ2902/VNOLJ292          AA/SU    6JUL09/1332Z    ZJQQ4U
1.LEONTJEVA/JELENA MRS
2  LH3253 C 15FEB 4 VNOFRA HK1  1240      1325 1430    *1A/E*
3  LH2176 C 15FEB 4 FRALIS HK1  1805 1    1835 2030    *1A/
4  LH4537 C 28FEB 3 LISFRA HK1  0640      0710 1110    *1A/E*
5  LH3254 C 28FEB 3 FRAVNO HK1  1540 1    1610 1915    *1A/E*
6 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
7 TK OK06MAR/VNOLJ2902
* RR 06MAR/AASU/VNO1A0980-ZJQMCA

```

The first line of the PNR is now marked with --- **AXR** ---, which indicates a cross reference to another PNR.

To retrieve this cross-reference, enter:

## RTAXR

```

AXR FOR PNR:                      YXRY4E    6JUL 1336
1.LEONTJEVA/JE- 1                *          2.STARKEVICIUT- 1    ZJQMCA

```

An asterisk (\*) is displayed instead of the Record Locator of Mrs. Leontjeva, indicating that this PNR is still retrieved.

If you want to retrieve Ms Margarita Starkeviciute's PNR, use the entry:

## RT2

## 5.2 PNR Copy for passenger elements only

The **RRP** entry is to copy passenger data only, the system will then copy:

Name items

Phone fields

SSR elements

OSI elements

Billing and mailing address

Remarks elements

Itinerary remarks

All Fare elements

```
RP/VNOLJ2902/VNOLJ2902          ID/SU   6JUL09/1401Z   ZKIBLY
1.NUMAVICIUS/NERIJUS MR
2  LH3253 C 25FEB 7 VNOFRA HK1  1240      1325 1430   *1A/E*
3  LH3252 C 28FEB 3 FRAVNO HK1  0850 1   0920 1225   *1A/E*
4 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
5 TK TL10FEB/VNOLJ2902
6 SSR RQST LH HN1 VNOFRA/03A,P1/S2
7 SSR RQST LH HN1 FRAVNO/03F,P1/S3
8 SSR SFML LH HN1/S2
9 SSR SFML LH HN1/S3
10 RC VNO1A0980-W/VILNIAUS PREKYBA 213 33 33/TIK SU JUO ASMENIS
    KAI
11 RC VNO1A0980-W/TEIKIA PIRMENYBE SK/LH//TIESIOGINIAMS SKRYDZI
    AMS
```

Mr Nerijus is going to travel again 2 days after he returned to VNO, please make a passenger copy:

### RRP

```
IGNORED ZKIBLY-
RP/VNOLJ2902/
1.NUMAVICIUS/NERIJUS MR
2 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
3 SSR SFML YY NN1
4 RC VNO1A0980-W/VILNIAUS PREKYBA 213 33 33/TIK SU JUO ASMENIS
    KAI
5 RC VNO1A0980-W/TEIKIA PIRMENYBE SK/LH//TIESIOGINIAMS SKRYDZI
    AMS
```

The system has now made a copy on passenger data, from here you book his new segment(s) and then make End of Transaction.

## 5.3 PNR Copy for itinerary only

The last transaction code for PNR copy is the **RRI** entry.  
This entry will copy itinerary data only, such as:

Air segments

Car segments

Hotel segments

Auxiliary segments

RP/VNOLJ2902/VNOLJ2902	ID/SU	6JUL09/1408Z	ZKIN3U
1.KAZLAUSKAS/JONAS MR			
2 LH3253 C 18FEB 7 VNOFRA HK1	1240	1325 1430	*1A/E*
3 LH4136 C 18FEB 7 FRANCE HK1	1510 1	1540 1710	*1A/E*
4 LH4143 C 23FEB 5 NCEFRA HK1	0615 1	0715 0900	*1A/E*
5 LH3254 C 23FEB 5 FRAVNO HK1	1540 1	1610 1915	*1A/E*
6 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A			
7 TK TL02FEB/VNOLJ2902			

A friend of Mr. Kazlauskas would like to have the same reservations as him. Please make an itinerary copy.

### RRI

-IGNORED ZKIN3U-			
RP/VNOLJ2902/			
1 LH3253 C 18FEB 7 VNOFRA HK1	1240	1325 1430	735 E 0 S
SEE RTSVC			
WARNING : THIS SEGMENT IS 349 DAYS IN THE FUTURE			
2 LH4136 C 18FEB 7 FRANCE HK1	1510 1	1540 1710	735 E 0 S
SEE RTSVC			
WARNING : THIS SEGMENT IS 349 DAYS IN THE FUTURE			
3 LH4143 C 23FEB 5 NCEFRA HK1	0615 1	0715 0900	733 E 0 S
SEE RTSVC			
WARNING : THIS SEGMENT IS 354 DAYS IN THE FUTURE			
4 LH3254 C 23FEB 5 FRAVNO HK1	1540 1	1610 1915	CR7 E 0 S
OPERATED BY LUFTHANSA CITYLINE			
SEE RTSVC			
WARNING : THIS SEGMENT IS 354 DAYS IN THE FUTURE			

The system has now made an itinerary PNR copy. As you can see, the system has copied the air and car segments from Mr. Kazlauskas PNR. Now insert name, ticketing, contact and then End of Transaction.

## 5.4 Options to PNR copy

There are several options to the PNR COPY:

<b>RRN/4</b>	Copy the PNR for four passengers (valid for RRN, RRA, RRI)
<b>RRN/P3</b>	Copy the PNR for passenger no.3 (valid for RRN, RRA, RRP)
<b>RRN/DP5</b>	Copy the PNR plus five days from the original (valid for RRN, RRA, RRI)
<b>RRN/DM3</b>	Copy the PNR minus three days from the original (valid for RRN, RRA, RRI)
<b>RRN/CM</b>	Copy the PNR and change class of service to M (valid for RRN, RRA, RRI)
<b>RRN/S3,5-7</b>	Copy the PNR for segment 3,5,6 and 7 (valid for RRN, RRA, RRI)
<b>RRN/2/DP4</b>	Copy the PNR for two passengers four days ahead (valid for RRN, RRA, RRI)
<b>RRN/3/S2D3JUL/S3D8JUL</b>	Copy the PNR for three passenger 03JUL segment 2, 08JUL segment 3

See **HERRN** for more information



## 6 NON-HOMOGENEOUS CONDITIONS

When creating a PNR, you can process non-homogeneous conditions. A non-homogeneous condition exists when either:

The number of booked passengers in an air segment is not equal to the total number of names in the name element

The number of passengers booked per air segment is not equal to each other

Such conditions can occur:

- √ When you make a mistake
- √ When names are entered one by one
- √ When passengers itineraries are not equal to each other

In the latter case at the End of Transaction, the system:

- √ Splits the PNR with non-homogeneous conditions into two or more homogeneous PNRs and adds a split party indicator to each PNR
- √ Creates a permanent associated cross reference record (AXR) of the split PNR's, containing Record Locators of all created PNR's

With the visual merge feature, you can combine the associated PNR's into a single display for viewing.

Let's illustrate non-homogenous conditions through an exercise. We start by making a reservation for two passengers:

```
RP/VNOLJ2902/
1 AF1251 C 09JUN 7 CPHCDG HK2 0640 2 0710 0910 735 E 0 B
SEE RTSVC
```

The customers want to return 10JUN on AF1250. Let's book one seat only:

```
RP/VNOLJ2902/
*** NHP ***
1 AF1251 C 09JUN 7 CPHCDG HK2 0640 2 0710 0910 735 E 0 B
SEE RTSVC
2 AF1050 C 10JUN 1 CDGCPH HK1 1515 2F 1545 1740 735 E 0 M
SEE RTSVC
```

The system displays the \*\*\* NHP \*\*\* tag because the number of seats booked on the two segments is not equal.

Assume that it was a mistake to book only one seat on segment two. Add a seat to this segment i.e. change the total number of seats to two:

**2/2**

```
RP/VNOLJ2902/
1 AF1251 C 09JUN 7 CPHCDG HK2 0640 2 0710 0910 735 E 0 B
SEE RTSVC
2 AF1050 C 10JUN 1 CDGCPH HK2 1515 2F 1545 1740 735 E 0 M
SEE RTSVC
```

The number of seats on segment two is now equal to segment one, so a non-homogeneous condition no longer exists. As a result, the system removes the \*\*\* NHP \*\*\* tag.

Now let's enter Mr. Valinskas Arunas name to the PNR:

```

*** NHP ***
RP/VNOLJ2902/
1.VALINSKAS/ARUNAS MR
2 AF1251 C 09JUN 7 CPHCDG HK2 0640 2 0710 0910 735 E 0 B
  SEE RTSVC
3 AF1050 C 10JUN 1 CDGCPH HK2 1515 2F 1545 1740 735 E 0 M
  SEE RTSVC

```

The system displays the \*\*\* NHP \*\*\* tag again as the number of names does not equal the number of seats booked.

Add Mrs Inga Valinskiene to the PNR:

```

RP/VNOLJ2902/
1.VALINSKAS/ARUNAS MR 2.VALINSKIENE/INGA MRS
3 AF1251 C 09JUN 7 CPHCDG HK2 0640 2 0710 0910 735 E 0 B
  SEE RTSVC
4 AF1050 C 10JUN 1 CDGCPH HK2 1515 2F 1545 1740 735 E 0 M
  SEE RTSVC

```

The system removes the \*\*\* NHP \*\*\* tag since the number of names entered equals the number of seats booked on all segments, and the non-homogeneous condition no longer exists.

Make the ignore entry, **IG**

## 6.1 PNR with Non-Homogeneous condition

You are in the process of creation the following PNR:

```
RP/VNOLJ2902/
1.ADAMKIENE/ALMA MRS    2.ADAMKUS/VALDAS MR
3.BRAZAUSKAS/ALGIRDAS MR  4.BRAZAUSKIENE/KRISTINA MRS
5  BT 651 C 16APR 3 RIXLGW SS4          1135 1215    752    0 H
  ARRIVES TERMINAL S
  WARNING : THIS SEGMENT IS 341 DAYS IN THE FUTURE
6 AP VNO +370-5-272 68 69 - AMADEUS LITHUANIA - A
```

Mr Adamkus advises that the return flights are not the same for all the passengers. You can continue working with the same PNR and book the different segments for each of the passengers, using passenger association. This creates a PNR with non-homogeneous conditions.

You can include mandatory passenger association directly in your short or long sell entry or add it later, before End of Transaction.

Now make the following reservations in C-class:

18APR LON-RIX for Mr Adamkus and Mrs Adamkiene

19APR LON-RIX for Mr Brazauskas and Mrs Brazauskiene

Remember to indicate passenger relation e.g. /P1-2

```
*** NHP ***
RP/VNOLJ2902/
1.ADAMKIENE/ALMA MRS    2.ADAMKUS/VALDAS MR
3.BRAZAUSKAS/ALGIRDAS MR  4.BRAZAUSKIENE/KRISTINA MRS
5  BT 651 C 16APR 3 RIXLGW SS4          1135 1215    752    0 H
  ARRIVES TERMINAL S
  WARNING : THIS SEGMENT IS 341 DAYS IN THE FUTURE
6  BT 652 C 18APR 5 LGWRIX SS2          S  1310 1750    752    0 H
  /P1-2
  DEPARTS TERMINAL S
  WARNING : THIS SEGMENT IS 343 DAYS IN THE FUTURE
7  BT 652 C 19APR 6 LGWRIX SS2          S  1310 1750    752    0 H
  /P3-4
  DEPARTS TERMINAL S
  WARNING : THIS SEGMENT IS 344 DAYS IN THE FUTURE
8 AP VNO +370-5-272 68 69 - AMADEUS LITHUANIA - A
```

A \*\*\* NHP \*\*\* tag is displayed and the passenger association indicator /P1, /P2, /P3 and /P4 are shown below the return segments.

Now, we need the ticketing arrangement.

Mr. and Mrs Adamkai want their tickets on the 12APR, please make the entry.

**TKTL12APR/P1-2**

Mr. Algirdas Brazauskas wants to pick up her family tickets on 16 APR, make the entry:

**TKTL16APR/P3-4**

Mrs. Brazauskiene also wants vegetarian meal, make the entry:

**SR VGML/P4**

Now it is time to complete the PNR, make end of transaction.

**ER**

AXR FOR PNR:		***NHP***		30JUN 1227
1.ADAMKIENE/AL- 2	YXY39J	2.ADAMKUS/VALD- 2	YXY39J	
3.BRAZAUSKAS/A- 2	YXY39M	4.BRAZAUSKIENE- 2	YXY39M	

End of Transaction automatically splits the non-homogenous PNR into two separate PNR's. The system's response is a name list of passengers with associated PNR's called:

**AXR** - Associated Cross Reference record.

Each PNR contains only the information relevant to that passenger.

Passenger association is very important to ensure that the system splits the various elements into the correct PNR.

End of Transaction will be rejected if passenger association is not included.

Decoding of AXR record:

AXR FOR PNR:		***NHP***		30JUN 1227
1.ADAMKIENE/AL- 2	YXY39J	2.ADAMKUS/VALD- 2	YXY39J	
3.BRAZAUSKAS/A- 2	YXY39M	4.BRAZAUSKIENE- 2	YXY39M	

**31JAN 1227**

The current date and local time

**1.**

Passenger number, which can be used for retrieval

**ADAMKIENE/AL-**

Passenger name(s) in alphabetical order from left to

right (up to 12 characters are shown)

**2** Total number of passengers in the PNR

**YXY39J** Record Locator

Let us look at the individual PNR's in this AXR. The entries to retrieve PNR's from an AXR name list are identical to the retrieval entries from the similar name list.

Retrieve the PNR for Mrs Adamkiene from your AXR display.

## RT1

```

--- AXR ---
RP/VNOLJ2902/VNOLJ2902          AB/SU  30JUN09/1027Z  YXY39J
1.ADAMKIENE/ALMAMRS    2.ADAMKUS/VALDASMR
3  BT 651 C 16APR 7 RIXLHR HK2          1135 1215
4  BT 652 C 18APR 5 LHRRIX HK2          3  1310 1750
5 AP VNO +370-5-272 68 69 - AMADEUS LITHUANIA - A
6 TK TL12APR/VNOLJ2902
* SP 31JAN/ABSU/VNOLJ2902-NHP PROC
  
```

The system displays the PNR with an ---- AXR --- tag, which indicates the existence of an AXR record.

The bottom line of the PNR indicates that due to non-homogenous conditions, the PNR was automatically split at End of Transaction on 31JAN at VNO1A0980. This line is a permanent part of the PNR and cannot be changed or deleted.

You can display AXR record again by entering:

## RTAXR

```

AXR FOR PNR:                      YXY39J  30JUN 1232
1.ADAMKIENE/AL- 2      *          2.ADAMKUS/VALD- 2      *
3.BRAZAUSKAS/A- 2     YXY39M      4.BRAZAUSKIENE- 2     YXY39M
  
```

The \* in the AXR indicates that you know by RT will retrieve the PNR for passenger 1 and 2.

To retrieve the PNR for Mr Brazauskas , enter:

**RT3**

```

--- AXR ---
RP/VNOLJ2902/VNOLJ2902          AB/SU  30JUN09/1027Z  YXY39M
1.BRAZAUSKAS/ALGIRDASMR  2.BRAZAUSKIENE/KRISTINAMRS
3  BT 651 C 16APR 3 RIXLHR HK2          1135 1215
4  BT 652 C 19APR 6 LHRRIX HK2          3  1310 1750
5 AP VNO +370-5-272 68 69 - AMADEUS LITHUANIA - A
6 TK TL16APR/VNO1A0980
7 SSR VGML BT HN1/S3/P2
8 SSR VGML BT HN1/S4/P2
* SP 31JAN/ABSU/VNOLJ2902-NHP PROC

```

## 6.2 Cancel itinerary for all PNRs linked through an AXR

You can cancel the complete itinerary for all PNR's which are linked through the same AXR.

Retrieve Mr. August, Mr. Jarnvig, Mr. Pilgaard and Mr. Reichhardt again and enter:

**RF MR ADAMKUS** enter (in this case the RF is mandatory)

**ETX**

You will now receive a warning:

```

>ETX
WARNING: ITINERARY OF ALL PNRS LINKED WILL BE CANCELLED

```

To confirm the cancellation re-enter:

**ETX**

```

AXR FOR PNR:          XXXXXX  30JUN 1239
1.ADAMKIENE/AL- 2    ITINCNLD  2.ADAMKUS/VALD- 2    ITINCNLD
3.BRAZAUSKAS/A- 2    ITINCNLD  4.BRAZAUSKIENE- 2    ITINCNLD

```

You have now retrieved the AXR and cancelled the itineraries for all PNR's, which are linked through the AXR.

You can process a maximum of 10 PNR's associated to the AXR in a single entry. If the AXR contains more than 10 PNR's, you have to enter more **ETX** or **ERX** entries.

## 7 AMADEUS SEARCH

### 7.1 Amadeus search by flight

Amadeus Search by Flight enables the user to retrieve a list of PNR's for a specific flight and date. Only PNR's that the user is allowed to have access to, will be shown.

To list all PNR's for a flight today's date:

**LM/BT652**

To list all PNR's for a flight on a future date:

**LM/ SK743/15MAR**

```
SEARCH BY FLIGHT
LM/SK743/15MAR
VNOC PH
001 01ANDRIKIS          YUKLPJ B HK 08MAY VNOLJ2902 BOY
002 01ANDRIKYTE         YUKLPJ B HK 08MAY VNOLJ2902 BJOY
003 01SABONIENE         YCU2HR H HK 30APR VNOLJ2902 BESY
004 01SABONIS           YCU2HR H HK 30APR VNOLJ2902 BESY
005 01STOMBERGAS        YCU2HR H HK 30APR VNOLJ2902 BESY
006 01STOMBERGIE        YCU2HR H HK 30APR VNOLJ2902 BESY
END OF DISPLAY
```

To display a PNR from the list refer to the line number:

**LM1**

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  8JUL07/0945Z  YUKLPJ
1.ANDRIKIS/RIMASMR  2.ANDRIKYTE/SAULEMISS (CHD)
3  SK 743 B 15MAR 6 VNOC PH HK2          1340 1420  *1A/
4  SK 742 B 29MAR 6 CPHVNO HK2          3  1030 1300  *1A/
5 AP VNO +370-5-272 68 69 - AMADEUS LITHUANIA - A
6 TK TL07SEP/VNOLJ2902
7 OSI YY 1CHD/P2
```

After the retrieval of a PNR, you can scroll in the list by entering, LM3, LM4, LM5 etc.

After the retrieval of a selected PNR, the last displayed list can be redisplay, even if there has been made an ET or IG in the retrieved PNR, by entering:

**LM 0**



The system automatically displays the multiples PNRs on your screen. If you want to print them on the printer attached to your terminal, you have to add the **-P** option to the end of your entry. E.g.:

**LM/ SK973/ 01JUN/ CPHBKK-P**

```
SEARCH BY FLIGHT
LM/SK973/01JUN/CPHBKK-P
MULTILIST SENT TO PRINTER
```

If you want to place the multiples PNRs on queue, add the **-Q** option to the end of your entry:

**LM/SK973/ 01JUN/ CPHBKK-Q25C0**

```
SEARCH BY FLIGHT
LM/SK973/01JUN/CPHBKK-Q
00003 PNRS SENT TO QUEUE - Q25 CAT 000
```

## 8 MINI-OFFICE PROFILE

Your mini-office profile contains information about your office. It could be your office identification, IATA number, address, phone number etc.

To display your own office profile, enter:

**PV**

```

* * * * * PV OFFICE PROFILE * * * * *
AMADEUS OFFICE ID      - VNO1A0980    AMID - 045198
NATIONAL SYSTEM OFFICE ID - SK/VNO042CB0000
DATE/TIME              - 10AUG06/0909

* * * * * OFFICE IDENTIFICATION * * * * *
CIN*IATA NUMBER        - 00260002 - SECONDARY
ERN*ERSP NUMBER        - 00000000
* * * * * GENERAL DATA * * * * *
NAM*OFFICE NAME        - AMADEUS LITHUANIA
AD1*ADDRESS 1          - A.JUOZAPAVICIAUS 6/2
AD2*ADDRESS 2          - NONE
AD3*CITY NAME          - 09310 VILNIUS
CRP*CORPORATE IMPLANT- NONE
CST*CONSORTIUM CODES  - NONE
CTN*COUNTRY NAME       - LITHUANIA
PHO PHONE PRIMARY      - 370 5 2726869
PH2 PHONE SECONDARY    - NONE
FAX FAX PRIMARY        - 370 5 2726870
FA2 FAX SECONDARY      - NONE
EML EMAIL ADDRESS      - AMADEUS@AMADEUS.LT
OOH OPENING HOURS      - M(1): OPEN ALL DAY

```

If security allows you to, you can display the profile for another office using either the office identification or the IATA number.

To display the mini-office profile for another office-by-office i.d, enter:

**PV/VNOLJ2255**

```

* * * * * PV OFFICE PROFILE * * * * *
AMADEUS OFFICE ID      - VNOLJ2255    AMID - 069173
NATIONAL SYSTEM OFFICE ID - 1A/VNO053BU0897
DATE/TIME              - 15JUL09/0640

* * * * * OFFICE IDENTIFICATION * * * * *
CIN*IATA NUMBER        - 68320033 - PRIMARY
ERN*ERSP NUMBER        - 00000000
* * * * * GENERAL DATA * * * * *
NAM*OFFICE NAME        - MONDUS
AD1*ADDRESS 1          - PAMENKALNIO 5
AD2*ADDRESS 2          - NONE
AD3*CITY NAME          - VILNIUS
CRP*CORPORATE IMPLANT- NONE
CST*CONSORTIUM CODES  - NONE
CTN*COUNTRY NAME       - LITHUANIA
PHO*PHONE PRIMARY      - 370 5 2124444
PH2*PHONE SECONDARY    - 370 5 2125972
FAX*FAX PRIMARY        - 370 5 2791419
FA2*FAX SECONDARY      - NONE
EML*EMAIL ADDRESS      - TRAVEL@MONDUS.LT
OOH*OPENING HOURS      - M 1): OPEN ALL DAY

```

As you can see, when you display the office profile for another office, the remarks about invoice and itinerary will not be displayed.

You can also display the office profile, by using the IATA number, enter:

## PV/68320011

```

* * * * * PV OFFICE PROFILE * * * * *
AMADEUS OFFICE ID      - VNOLJ2150      AMID - 044952
NATIONAL SYSTEM OFFICE ID - 1A/VNOLJ2150
DATE/TIME              - 29JUN07/0851

* * * * * OFFICE IDENTIFICATION * * * * *
CIN*IATA NUMBER        - 68320011 - PRIMARY
ERN*ERSP NUMBER        - 00000000

* * * * * GENERAL DATA * * * * *
NAM*OFFICE NAME        - AAA WRISLIT
AD1*ADDRESS 1          - RUDININKU 18
AD2*ADDRESS 2          - NONE
AD3*CITY NAME          - VILNIUS
CRP*CORPORATE IMPLANT- NONE
CST*CONSORTIUM CODES   - NONE
CTN*COUNTRY NAME       - LITHUANIA
PHO PHONE PRIMARY      - 370 2 313206
PH2 PHONE SECONDARY    - 370 5 2122081
FAX FAX PRIMARY        - 370 5 2122098
FA2 FAX SECONDARY      - NONE
EML EMAIL ADDRESS      - WRISLIT@WRISLIT.LT
OOH OPENING HOURS      - M(1): OPEN ALL DAY

```

## 9 EXTENDED SECURITY

### 9.1 Individual PNR security

Amadeus individual PNR security allows you to set up special security rules so that one or several other offices can access a PNR. Unlike change of ownership, individual PNR security allows you to share PNR viewing and/or updating functionality's, without losing control of the PNR.

This is a very useful feature for Travel agents, whose tickets are issued by tour operators.

You can choose between following access modes:

- R** For read only access:  
It is possible to view the PNR, but no updates are allowed. In this case the agent is given an error message, at the time any PNR update entry is attempted.
- B** For both read and write access:  
Full PNR update is allowed, except for change of ownership
- N** For no access:  
Offices who normally have access to the PNR, (e.g. offices belonging to a certain chain.)

RP/VNOLJ2902/VNOLJ2902	ID/SU	7JUL09/0719Z	ZOU7MH
1.MASALSKIS/GIEDRIUS MR			
2 LO 774 C 22FEB 4 VNOWAW HK1		0625 0650	*1A/
3 LO 771 C 24FEB 6 WAWVNO HK1	1	1145 1410	*1A/
4 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A			
5 TK TL05FEB/VNOLJ2902			

We now want to give VNOLJ2154 access to both read and write above PNR:

## ES VNOLJ2190 - B

**ES** Transaction code (Extended Security)

**VNOLJ2190** Office ID (of the office that you want to give access)

**-B** Access mode (Both read and write)

```
RP/VNOLJ2902/VNOLJ2902      ID/SU  7JUL09/0719Z  ZOU7MH
1.MASALSKIS/GIEDRIUS MR
2 LO 774 C 22FEB 4 VNOWAW HK1      0625 0650  *1A/
3 LO 771 C 24FEB 6 WAWVNO HK1      1 1145 1410  *1A/
4 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
5 TK TL05FEB/VNOLJ2902
* ES/G B VNOLJ2190
```

If you want to give access to several offices:

## ES PAR1A0901-B, VNOLJ2190-R

```
RP/VNOLJ2902/VNOLJ2902      ID/SU  7JUL09/0719Z  ZOU7MH
1.MASALSKIS/GIEDRIUS MR
2 LO 774 C 22FEB 4 VNOWAW HK1      0625 0650  *1A/
3 LO 771 C 24FEB 6 WAWVNO HK1      1 1145 1410  *1A/
4 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
5 TK TL05FEB/VNOLJ2902
* ES/G B PAR1A0901
  R VNOLJ2190
```

When you make ER the PNR will look like this:

```
RP/VNOLJ2902/VNOLJ2902      ID/SU  7JUL09/0730Z  ZOU7MH
1.MASALSKIS/GIEDRIUS MR
2 LO 774 C 22FEB 4 VNOWAW HK1      0625 0650  *1A/
3 LO 771 C 24FEB 6 WAWVNO HK1      1 1145 1410  *1A/
4 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
5 TK TL05FEB/VNOLJ2902
* ES/G 07MAR/IDSU/VNOLJ2902
  PAR1A0901-B/VNOLJ2190-R
```

You can insert up to five offices in each PNR and they can be included in one entry.

However, you can use the so-called “wild cards”, in order to cover all or parts of a corporation.

**\*\*\*DA2\*\*\*** All Dantransport travel agencies starting with 2

**CPHBA2\*\*\*** All Bennett Travel agencies in Copenhagen

**AARWT2\*\*\*** All Carlson Wagonlit offices in Aarhus

For Amadeus corporate codes see : **GGCORP CODES**

To display the actual agreements, enter:

### RTE or ESD

```
RP/VNOLJ2902/VNOLJ2902      ID/SU   7JUL09/0730Z   ZOU7MH
* ES/G B PAR1A0901
  R VNOLJ2190
```

To display history, enter:

### RHE

```
RP/VNOLJ2902/VNOLJ2902      ID/SU   7JUL09/0730Z   ZOU7MH
001 AE/B PAR1A0901, R VNOLJ2190
001 RF- CR-VNOLJ2902 SU 0011ID 07JUL/0730Z
```

## 9.2 Modifying or deleting an individual PNR security element

To modify an existing agreement, you can create a new one, which overrides the current agreement.

Retrieve Giedrius Masalskis again.

To delete the current Individual PNR Security element use the following entry:

### ESX

RP/VNOLJ2902/VNOLJ2902	ID/SU	7JUL09/0730Z	ZOU7MH
1.MASALSKIS/GIEDRIUS MR			
2 LO 774 C 22FEB 4 VNOWAW HK1	0625 0650	*1A/	
3 LO 771 C 24FEB 6 WAWVNO HK1	1 1145 1410	*1A/	
4 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A			
5 TK TL05FEB/VNOLJ2902			

See **GGCORPCODES** for more information.

## 10 PNR

### 10.1 Enhanced retrieval function

The entry to retrieve PNRs by name has been enhanced.

When retrieving a PNR by passenger name, you can now use wildcards instead of a certain Amadeus office number. This function is very handy if you work in a chain of agency.

When retrieving PNRs by passenger name, you only get a list of PNRs belonging to your office number.

Please enter: **RT/AND**

```
RT/AND
1 ANDRIKIS/RIMASMR      BT  651  B  15SEP  RIXLON  2 YUKLPJ
2 ANDRIKYTE/SAULEMISS   BT  651  B  15SEP  RIXLON  2 YUKLPJ
3 ANDRIUKAITIENE/IRENA  LH  3373 Y  15AUG  VNOFRA  2 YF9KU4
4 ANDRIUKAITIS/VYTENIS  LH  3373 Y  15AUG  VNOFRA  2 YF9KU4
```

By entering the creating offices number, either completely or by using asterix (\*) instead, the system searches all branch offices within your cooperation.

**RT/\*\*\*1A0\*\*\* - ANDERSSON**

```
RT/***1A0***-ANDERSSON
OFFICE CPH1A0980
1 ANDERSSON/BENNYMR     AY  664  M  30AUG  CPHHEL  1 ZRWJPM
2 ANDERSSON/FREDERIKMR  SK  246  G  13JAN  AARCPH  1 ZM3IDX
3 ANDERSSON/LISAMS      SK  246  G  13JAN  AARCPH  1 ZM3IDX
OFFICE AAR1A0905
4 ANDERSSON/JENSMR      FR  713  S  20FEB  AARSTN  1 YC67RA
```

Please note, that if using wildcards, you must enter the exact family name of the traveler without first name. The wildcards maximum is 3 in a row.

If using this search function in large co-operations, many Amadeus offices has to be searched. The maximum for the system is 50 per entry. However, the system will prompt you to continue the search for the next 50 office numbers with the entry RT+.

```
MAXIMUM NUMBER OF OFFICE IDS REACHED - PLEASE USE RT+
```



You can also retrieve a PNR with a specific flight date booked.

Please enter: **RT/16DEC-CHOLINA**

RP/VNOLJ2902/VNOLJ2902				ID/SU	21JUN09/0750Z		YUORQC
1.CHOLINA/ANZELIKA MS				2.KORSUNOVAS/OSKARAS MR			
3	LH3253	C	12DEC 2	VNOFRA HK2	1240	1325 1430	*1A/E*
4	LH4580	C	12DEC 2	FRABRU HK2	1450 1	1520 1615	*1A/E*
5	LH4593	C	16DEC 6	BRUFRA HK2	0635	0705 0805	*1A/E*
6	LH3252	C	16DEC 6	FRAVNO HK2	0850 1	0920 1225	*1A/E*
7 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A							
8 TK TL22FEB/VNOLJ2902							

Please note, that the date requested is the flight date on segments 5-6.

In case of several PNRs containing the same passenger name and date, a PNR list will be displayed.

Some shortcuts to retrieve PNRs:

**RT/AND\*A**

Retrieves a PNR by name with active segments only

**RT/VNOLJ2190-JUCYS**

Retrieves PNR from other agency (EOS in place)

**RT DKGQTX** or

**RTAF003/23DEC-GRINIUS** Retrieves PNR from other office (ES in place)

A Travel Agency can retrieve PNRs where EOS ( Extended Ownership Security) permits, typically within a chain or partner agencies.

However, the ES (Extended Security) entries overrules the EOS. The Responsible office can not be overruled.

Amadeus Help Desk can retrieve all PNRs except those belonging to Amadeus partner airlines.

If a PNR is recognized by the system through a retrieval entry, but access is denied due to security, the response is:

SECURED PNR

## 10.2 Retrieval Options

When adding one or more of these options after the basic RT-entry, Amadeus display only the part of the PNR, you need to see.

<b>RTA</b>	Air segments
<b>RTB</b>	Invoice remarks
<b>RTC</b>	Car segments
<b>RTE</b>	PNR Security agreements
<b>RTF</b>	Fare elements
<b>RTG</b>	General facts (OSI/SSR)
<b>RTH</b>	Hotel segments
<b>RTI</b>	Itinerary
<b>RTJ</b>	Contact elements
<b>RTK</b>	Ticketing elements
<b>RTN</b>	Name field
<b>RTNR</b>	Names (As originally entered in the PNR)
<b>RTO</b>	Option elements
<b>RTP</b>	Passenger data
<b>RTR</b>	Remarks field
<b>RTT</b>	Tour segments
<b>RTW</b>	Group names

You can specify several display options together. The options are separated by a comma, and can be entered in any order.

The same display options apply for PNR history. To retrieve history for air segments only, enter RHA

See **HERT** for more details about retrieval possibilities.

## 11 Married segment control

In certain cases, airlines will offer a better level of availability on flight segments if these segments are sold as part of a connecting flight rather than as individual flight segments.

In addition, some flight segments may be restricted for use as part of connecting flights only, due to a legal requirement concerning traffic restrictions.

When segments are sold together in this way, they are known as married segments.

If segments are married to other segments in the itinerary, it may not be possible to cancel, price, or ticket this segment individually.

If a PNR contains married segments, a header tag - MSC - is displayed.

Below is an example of how it looks like in a PNR

```

--- MSC ---
RP/VNOLJ2902/VNOLJ2902          HB/SU  12JUL09/1319Z   YDB5JU
VNOLJ2902/1502HB/12JUL09
 1.DELTA/DENNIS MR   2.NORTHWEST/NORA MRS
 3  NW8428 V 03MAR 6 CPHAMS HK2      2  1315 1440  *1A/
 4  NW 047 V 03MAR 6 AMSDTW HK2      1640 1910  *1A/
 5  NW8009 V 07MAR 3 DTWIAH HK2      M  0640 0837  *1A/
 6  NW7621 V 07MAR 3 IAHMSY HK2      C  0937 1042  *1A/
 7  NW 864 Q 12MAR 1 MSYMEM HK2      1840 1957  *1A/
 8  NW8626 Q 12MAR 1 MEMAMS HK2      2030 1200+1 *1A/
 9  NW8431 Q 13MAR 2 AMSCPH HK2      1355 1520  *1A/
10 AP FAX/89698693/P1
11 AP EMAIL/MRNW*NW.COM/P1
12 AP B8986/P2
13 TK TL20FEB/VNOLJ2902/P2
14 TK TL21FEB/VNOLJ2902/P1
15 SSR NSST NW HN2 CPHAMS/S3
16 SSR NSST NW HN2 AMSDTW/S4
17 SSR NSST NW HN2 DTWIAH/S5
18 SSR NSST NW HN2 IAHMSY/S6
19 SSR NSST NW HN2 MSYMEM/S7

```

To display the MSC list , the entry is

## RTAM

RP/VNOLJ2902/VNOLJ2902				HB/SU	12JUL09/1319Z	YDB5JU
VNOLJ2902/1502HB/12JUL09						
3	NW8428	V	03MAR 6	CPHAMS HK2	2	1315 1440 *1A/ M01
4	NW 047	V	03MAR 6	AMSDTW HK2		1640 1910 *1A/ M01
5	NW8009	V	07MAR 3	DTWIAH HK2	M	0640 0837 *1A/ M02
6	NW7621	V	07MAR 3	IAHMSY HK2	C	0937 1042 *1A/ M02
7	NW 864	Q	12MAR 1	MSYMEM HK2		1840 1957 *1A/ M03
8	NW8626	Q	12MAR 1	MEMAMS HK2		2030 1200+1 *1A/ M03
9	NW8431	Q	13MAR 2	AMSCPH HK2		1355 1520 *1A/ M03

In this display, a married segment is indicated by the letter **M**, followed by a number.

Segments with the same number are married.

Other codes are:

<b>M</b>	For Marriage due to Amadeus Rules
<b>T</b>	For Marriage due to Traffic Restriction
<b>A</b>	For Marriage established by the Airline
<b>B</b>	For Marriage established by the Airline
<b>R</b>	For Marriage established by Airline Space Control
<b>N</b>	For linked Amadeus negotiated space segments

**HE MSC** for more information about married segments

## 12 ADVANCE SEAT REQUEST AND SEAT MAP

### 12.1 Advance Seat Request

Advanced seating entries and responses depend on seat reservation agreements, that have been made between Amadeus and the airlines, see **HEPNRADVANCESEAT**, **GGAIRYYSEAT** and **GGPCAXX**.

Advanced seat assignments can be requested and confirmed under the following conditions:

- v Flights that depart less than 362 days in the future
- v Until flight departure time depending on the individual airline's procedures
- v Maximum nine passengers (when Amadeus Airline) per request
- v Maximum seven passengers (when non Amadeus Airline or both) per request
- v Up to five segments of each airline per request
- v Confirmed air segments only

The most convenient way to request an advance seat assignment is to allow the system to make the selection.

**ST**     Seat request transaction code

The system assigns non-smoking seats.

You can specify additional options in your entry to further define the seat request.

Zone preference code:

**/S** Smoking seat

Area preference codes:

**/W** Window

**/R** Rear-facing

**/A** Aisle

**/P\*** Upper deck

**/B** Bulkhead

**/F\*** Front of aircraft

**/C** Cot

**/T\*** Tail of aircraft

Passenger type codes:

**/M** Medically approved to travel

**/H** Handicapped

**/I** Passenger with infant

**/U** Unaccompanied minor

**NOTE:** All requests for **/M** and **/H** passengers require an additional SSR element, to indicate the nature of the passenger's medical condition.

You can combine area and passenger type codes in advance seating requests. If you request a smoking seat, you must specify the smoking code first in your entry, all the other codes can be entered in any order.

Here are some examples of combining options:

**ST/S/AI** Smoking, aisle seat for a passenger travelling with an infant

**ST/W** Non-smoking, window seat

When the PNR contains several passengers, but not all require advance seat reservations, or prefer to be seated in different zones passenger association must be included.

**ST/S/P2** Passenger 2 only

**ST/P4-6** Passengers 4 through 6

**ST/AB/P1,3** Aisle, bulkhead, passengers 1 and 3 only

When a PNR contains more than one segment and the passenger does not want the same type of seat on all segments, the appropriate segment number must be added to the entry.

**ST/WB/S3** Non-smoking, window, bulkhead, segment 3

**ST/S/S4-6** Smoking, segments 4 through 6

**ST/S/W/S5,7-9** Smoking, window, segments 5 and 7 through 9

An adjacent seat(s) is automatically confirmed in a PNR with two or more passengers.

RP/VNOLJ2902/VNOLJ2902	ID/SU	7JUL09/0939Z	ZS4M7A
1.BRAZYS/ALGIRDAS MR			
2 BT 161 C 26FEB 1 VNOC PH HK1	0640 0715	*1A/	
3 BT 162 C 01MAR 4 CPHVNO HK1	3 0935 1205	*1A/	
4 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A			
5 TK TL15FEB/VNOLJ2902			

Mr Brazys prefers a non-smoking, an aisle, bulkhead seat.

**ST/AB**

It is also possible to make a seat request for a specified seat number.

**ST/12B**

This entry will request seat 12B for every segment (max 5 segments) in the PNR.

You can also specify segments and passengers.

The answer to a seat request, for a specified seat number depends on the agreements between Amadeus and the airlines concerned. If the system rejects the entry and responds with the system-warning message **CHECK FORMAT**, you can use the seat wish code RQST (=specific seat).

**ST/RQST/12C/S5/P3**

## 12.2 Seat Map displays

The display seat map entry shows the layout of the aircraft cabin for a particular flight and class. This is used to facilitate advance-seating requests.

Seat maps can be displayed for flights of Amadeus airlines and for other airlines that have seat map agreements with Amadeus. In some cases, an airline may not display a seat map for a particular flight. When this happens, the system displays an appropriate explanation message.

A seat map can be displayed for a flight segment in a retrieved PNR by referring to the segment number, or be displayed for any flight using the flight number, class, date of departure, and the departure and arrival cities.

## 12.3 Seat Map display from a PNR segment

A specific seat map can be requested for corresponding flight segments in a PNR display. Only the transaction code for a seat map is required when the PNR has one flight segment:

**SM**    Seat map transaction code

When more than one segment is present in the PNR, the specific element number of that segment is entered:

**SM2**

**SM**    Seat map transaction code

**2**      Segment number



```

RP/VNOLJ2902/VNOLJ2902          ID/SU   7JUL09/1249Z   ZV7R9M
1.SULIJA/NAGLIS MR
2  LO 001 B 10FEB 6 WAWORD HK1      1  1200 1515   *1A/E*
3  LO 004 B 14FEB 3 ORDWAW HK1      5  2155 1405+1 *1A/E*
4 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
5 TK TL15JAN/VNOLJ2902

```

Entry to display the seat map for segment two is:

## SM2

```

      M LO 0001/B/10FEBWAWORD                      /S002/
SM LO 001  B 10FEB WAWORD                      763
  B
  0      1      2      3
5678901245678901234567890123456789
      < EE      >
G -.....UU---.....
G
F C.....UU---..H.....H...
F
E -.....H      .....HUUU
E
D C.....      .....UU
D
C -.....H      .....HUUU
C
B C..... ..UU---..H.....H.U
B
A -..... ..UU---.....U
A
      < EE      >
5678901245678901234567890123456789
  0      1      2      3
. AVAILABLE  <> WING      F GEN FACI   K GALLEY   E EXIT     C COT
+ OCCUPIED   - LAST OFF  H HANDICAP   Q QUIET     G GROUPS   P PET
/ RESTRICTED B BULKHEAD  V PREF.SEAT X BLOCKED   L TOILET   U UMR
() SMOKING   D DEPORTEE  UP UP-DECK  Z NO FILM   I INFANT   R REAR

```

Seat maps for Amadeus airlines are displayed in a common format. At the bottom of the display there is a list of explanations for the indicators that are used to show the status of each seat in the seat map.

Seat maps from other airlines appear in the format that they are sent from the airline.

The response on the above display illustrates a LO seat map for flight number 0001, 10APR, WAWORD in the B class section and here are some explanations:

<b>SM</b>	Seat map transaction code
<b>LO0001</b>	Airline and flight number
<b>B</b>	Class booked
<b>10FEBWAWORD</b>	Date and city pair
<b>/S002/</b>	Segment No. from PNR

<b>0</b>	
<b>6789</b>	Row numbers 6 - 9

**G**  
**F**

**E**  
**D**  
**C**

<b>B</b>	
<b>A</b>	Seat identifiers

The following commands can be used to see more of a seat map display, which does not entirely fit on the screen.

<b>MD</b>	Move down
<b>MU</b>	Move up
<b>MDN</b>	Move down, N is the number of lines
<b>MUN</b>	Move up, N is the number of lines
<b>MB</b>	Move bottom
<b>MT</b>	Move top
<b>MP</b>	Redisplay page
<b>ML</b>	Move left
<b>MR</b>	Move right

## 12.4 Seat Request from a Seat Map

The entry to request a seat directly from the seat map is:

**ST/6G**

**ST**            Seat transaction code

**/6G**            Slash as delimiter and seat number

```
RP/VNOLJ2902/VNOLJ2902          ID/SU   7JUL09/1249Z   ZV7R9M
1.SULIJA/NAGLIS MR
2 LO 001 B 10FEB 6 WAWORD HK1      1  1200 1515   *1A/E*
3 LO 004 B 14FEB 3 ORDWAW HK1      5  2155 1405+1 *1A/E*
4 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
5 TK TL15JAN/VNOLJ2902
6 SSR RQST LO NN1 WAWORD/06G,P1/S2
```

(Seat numbers are not confirmed in the training system)

Multiple seats can also be requested.

**ST/5AB/7B**

**ST**            Seat transaction code

**/5AB/7B**       Slashes as delimiter and seat numbers (seat 5A, 5B and 7B)

## 12.5 Seat Map from a flight display

A seat map can be requested direct from a flight display:

AN19FEBCHI											
** AMADEUS AVAILABILITY - AN **											
225 TU 19FEB 0000											
1	SK 943	A5 C9 D9 J0 I9 Y9 B9	/CPH 3	ORD 5	1530	1740	E0/767			9:10	
		M9 H9 Q9 V9 W9 K9 G9 X9									
2:	UA9391	C4 D4 Y4 B4 M4 H4 Q4	CPH 3	ORD 5	1530	1740	0.763			9:10	
		V4 W4									
3	SK 402	C9 D9 J9 I9 Y9 B9 M9	/CPH 3	ARN 5	0820	0935	E0/M80				
		H9 Q9 T9 V9 W9 K9 G9 X9									
:	UA9359	C4 D4 Y4 B4 M4 H4 Q4	ARN 5	ORD 5	1010	1210	0.763			10:50	
		V4 W4									
4	SK 402	C9 D9 J9 I9 Y9 B9 M9	/CPH 3	ARN 5	0820	0935	E0/M80				
		H9 Q9 T9 V9 W9 K9 G9 X9									
	SK 945	A5 C9 D9 J0 I9 Y9 B9	/ARN 5	ORD 5	1010	1210	E0/767			10:50	
		M9 H9 Q9 V9 W9 K1 G0 X0									
5:	BD3891	C4 D4 S4 K4 M4 L4 V4	CPH 3	MAN 1	0900	0955	0*M87				
		Q4 W4									
	AA 055	F7 A7 J7 Y7 B7 H7 K7	MAN 3	ORD 5	1050	1330	E0.763			11:30	
		M7 V7 N7 S7 Q7 L7 G7									

Entry to retrieve the seat map for SK943 V class:

**SM/1/V**

**SM** Transaction code  
**/2** Slash as delimiter and line 1 from above display  
**/V** Slash as delimiter and V class

SM SK 0943/V/19FEB/CPHORD											
SK943/V/19FEB/CPHORD 767											
<1 2 > 3											
7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9											
H	.	.	.	.	.	.	.	.	.	.	H
G	.	.	.	.	.	.	.	.	.	.	G
	E	E									
F	.	.	.	.	.	.	.	.	.	.	F
E	.	.	.	.	.	.	.	.	.	.	E
D	.	.	.	.	.	.	.	.	.	.	D
	E	E									
B	.	.	.	.	.	.	.	.	.	.	B
A	.	.	.	.	.	.	.	.	.	.	A
7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9											
<1 2 > 3											
. AVAILABLE <> WING F GEN FACI K GALLEY E EXIT C COT											
+ OCCUPIED - LAST OFF H HANDICAP Q QUIET G GROUPS P PET											
/ RESTRICTED B BULKHEAD V PREF.SEAT X BLOCKED L TOILET U UMR											
() SMOKING D DEPORTEE UP UP-DECK Z NO FILM I INFANT R REAR											

## 13 OPERATIONAL FLIGHT INFORMATION

The Operational Flight information is showing details about the actual flight departure/arrival times. This function works from both a PNR with a flight status “Flown” , and from a Schedule display.

Not all airline loads Operational Flight information to Amadeus. To see which airlines use this function, check the GGPCA XX ( where XX is the airline code).

Make a Schedule display showing yesterdays flight CPH-LON.

```

SN06MARCPHLON
** AMADEUS SCHEDULES - SN ** LON LONDON.GB -2 MO 06MAR 0000
** *JT* JUMEIRAH ARRIVES IN NEW YORK - JUMEIRAH ESSEX HOUSE
** **JT** BOOK JT TODAY *JT* THINK JUMEIRAH THINK JT **JT**
 1  DM 113  Y S B H U K E /CPH 2 LGW S 0720 0815 0/737 1:55
    T M W Q V L X
 2  SK 509  FLT DEPARTED /CPH 3 LCY * 0750 0855 E0/DH4 2:05
3BA:QF3430 FLT DEPARTED /CPH 2 LHR 4* 0755 0915 E0/321 TR 2:20
 4  BA 811  FLT DEPARTED /CPH 2 LHR 4* 0755 0915 E0/321 2:20
 5  SK 501  FLT DEPARTED /CPH 3 LHR 3* 0845 0950 E0/321 2:05
6SK:BD3701 FLT DEPARTED /CPH 3 LHR 3* 0845 0950 0/321 2:05
 7  BA 813  FLT DEPARTED /CPH 2 LHR 4* 1045 1200 E0/321 2:15
8SK:BD3703 FLT DEPARTED /CPH 3 LHR 3* 1200 1305 0/M82 2:05
 9  SK 503  FLT DEPARTED /CPH 3 LHR 3* 1200 1305 E0/M80 2:05
10  DM 115  Y S B H U K E /CPH 2 LGW S 1245 1340 0/737 1:55
    T M W Q V L X
11  BA 815  FLT DEPARTED /CPH 2 LHR 4* 1315 1420 E0/319 2:05
12  SK 505  FLT DEPARTED /CPH 3 LHR 3* 1500 1555 E0/321 1:55

```

The Asterix (\*) right after the arrival terminal indicator shows, that Operational flight information has been reported to Amadeus.

To view, simply use the DO entry followed by line number.

```

DO5
* OPERATIONAL FLIGHT INFO *          SK 501 -2 MO 06MAR
CITY INFO                            HOUR (LOCAL)
CPH OFF                              OFF
    PLANE IS LATE (IN HOURS MINUTES) 0007
    AIRCRAFT FUELING / DEFUELING
    SI                               SI S

    ETA
LHR ARR                              ARR          ETA

* 1A PLANNED FLIGHT INFO *          SK 501 -2 MO 06MAR
APT ARR DY DEP DY CLASS/MEAL        EQP GRND EFT TTL
CPH          0845 MO CDJZI/B YS/K    321          2:05
          B/K EMHQVW/G
          UKLTGX/G

LHR 0950 MO                          2:05

COMMENTS-
1.FROM CPH - DEPARTS TERMINAL 3
2.TO LHR - ARRIVES TERMINAL 3
3.CPH LHR - 9/ NON-SMOKING

```

From a PNR, the entry format is the same.  
( Illustration only )

```

--- TST RLR ---
RP/VNOLJ2190/VNOLJ2190          RA/SU  22FEB09/1112Z  Y3VOXU
 1.KIBIRKSTYTE/JURATE MRS    2.VANAGAS/JONAS MR
 3 TE 452 V 22FEB 5 VNOLHR      FLWN
 4 SK 500 K 26FEB 2 LHRCPPH      FLWN
 5 SK 742 K 26FEB 2 CPHVNO      FLWN
 6 AP VNO 370-222 3116 - GINTARINE SALA - A
 7 TK OK04FEB/VNOLJ2190
 8 RC VNOS12154-W/222222 8 298 42227 JURATE
 9 RC VNOS12154-W/AP 08FEB
10 RM REBOOKED DUE SK743 CNLD
11 FA PAX 117-9618881313/CM-//72.00 /LTL1085.00/04FEB02/VNOLJ2190
    /68320070/S4-5/P1
12 FA PAX 117-9618881314/CM-//72.00 /LTL1085.00/04FEB02/VNOLJ2190

```

To view the Operational flight information, enter

## DO5

```

DO5
* OPERATIONAL FLIGHT INFO *          SK 742  -3 TU 26FEB
CITY INFO                           HOUR (LOCAL)
CPH ESTIMATED TIME OF DEPARTURE      1030
    DELAY LATE ARRIVAL OF AIRCRAFT
    LEFT THE GATE                    1032
    TOOK OFF                        1043
    PLANE IS LATE (IN HOURS MINUTES) 0007
    LATE ARRIVAL OF AIRCRAFT
    ESTIMATED TIME OF ARRIVAL        1307 VNO
VNO AIRCRAFT LANDED                  1250
    ARRIVED                         1255

* 1A PLANNED FLIGHT INFO *          SK 742  -3 TU 26FEB
APT ARR  DY DEP  DY CLASS/MEAL      EQP  GRND  EFT  TTL
CPH      1025  TU  CDJYBMHQTVW/O    M80           1:35
                        KG/O
VNO 1300  TU                               1:35

COMMENTS-
 1.FROM CPH - DEPARTS TERMINAL 3
 2.CPH VNO  - 9/ NON-SMOKING

```

Remember to check the date on top right side. It should display a date back in time, indicated with a dash before the weekday.

All Operational flight information is available maximum 3 days after flight arrival.

For further information see HEDO

## 14 SR-ELEMENTS WITH EXPLOSION

You can enter an SSR element in a way that indicates that it has to be exploded at ER.

To do so, you enter the SR with an asterix (\*) before the four letter code for the service requested.

The system temporarily creates a single SSR with 'YY' as the airline code.

After ET or ER, all the necessary individual SSR items are created and associated to each of the segments in the itinerary.

Please create a PNR using the following entries:

**NM1VESELIS/MARIUS MR**  
**AP**  
**TKTL**  
**SR\*XBAG-20X60X80 CMS 24KGS**

Then book some flights, make ER and observe, how the system creates all the SSR elements for you.

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  8JUL09/1009Z  Z7208E
1.VESELIS/MARIUS MR
2  BT 161 Q 16MAY 2 VNOC PH HK1      0645 0715  *1A/
3  SQ 351 Q 16MAY 2 CPH SIN HK1      3 1120 0530+1 *1A/E*
4  CX 712 C 20MAY 6 SIN BKK HK1      1 1330 1455  *1A/E*
5  TG 944 C 28MAY 7 BKK FCO HK1      1 0020 0650  *1A/E*
6  TE 475 C 28MAY 7 FCO VNO HK1      0950 1335  *1A/
7 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
8 TK TL08MAR/VNOLJ2902
9 SSR XBAG BT HN1 20X60X80CMS24KGS/S2
10 SSR XBAG SQ HN1 20X60X80CMS24KGS/S3
11 SSR XBAG CX HN1 20X60X80CMS24KGS/S4
12 SSR XBAG TG HN1 20X60X80CMS24KGS/S5
13 SSR XBAG TE HN1 20X60X80CMS24KGS/S6
```

If you use Customer Profiles in Amadeus, you can also enter all SSRs in the profiles with the explosion.

## 15 Past Date PNR

Amadeus provides a procedure to retrieve purged PNRs (known as Past Date Records or PDRs) from the Central System.

A PNR is purged 4 days after the last segment is flown or completed. This segment may be a booked or canceled segment.

PDRs are available in the system for 5 years after the last segment is flown or completed.

2 methods are available to you to recall a purged PNR;

- online, using the RPP transaction code.

In this case the request is processed interactively and the result is displayed within 2 to 3 seconds for an individual PDR or within 20 seconds for a list of PDRs.

- offline, using the RPD transaction code.

In this case the request is processed in deferred mode and the result is displayed within 48 hours.

You can retrieve a Past Date Record using a flight number or Non-Air provider identification; in each case you must also specify the date and a passenger name.

If possible, you should always include the Record Locator of the PNR in your entry, it is not mandatory but it speeds up the retrieval.

You cannot request a PDR using only the flight date and/or the PNR number only.

The format to request a PDR is

### **RPD/SK453/23FEB09**

<b>RPD/</b>	Transaction code followed by a slash.
<b>SK453/</b>	Airline code and flight number of the last flight in the PNR, followed by a slash.
<b>23FEB09</b>	Date in the format DDMMYYYY, again the last date, followed by a dash. You must specify the day, month, and year.



## Response from Amadeus

```
>REP/SK453/23FEB09-HANSEN/HANS MR
ACCEPTED
>
```

The PDR will appear on your Queue 96, typically after one workday, sometimes faster or slower.

You can display these messages using the standard Amadeus Queue commands.

Once the PDR request has been processed, it remains in the list for 5 days, and is then removed by the system.

You can display a list of requested PDRs. This list contains each request and their current processing status.

To check the status of a PDR-request, you can display a REPD list. The entry is

**REPD**

```
PAST DATE RECORD LIST CPH1A0980
1 REP/SA41/30MAR99-PODGURSKYP (CLM-PTR600435) 02JUL PROCESSED
2 REP/SK751/01JUN99-JUULCHRISTENSEN/T MR*ZWF 02JUL RQ 05JUL
3 REP/SK751/01JUN99-JUULCHRISTENSEN/T MR*ZWF 05JUL PROCESSED R
4 REP/HHLSX/28JUN99-BOUG/ARNE MR*Y3RDBV (THOM 06JUL PROCESSED
5 REP/SK751/01JUN99-JUULCHRISTENSEN/T MR (GIT 08JUL PENDING
```

On this list, you can see the whether your requests has been, or are about being processed.

Explanation to the REPD list:

**02JUL PROCESSED**

The request was processed and placed on Q96

**02JUL RQ 05JUL**

The request was processed and put back on Q96

**05JUL PROCESSED R**

The request was processed and additional restricted PDRs have been found

For more information, see **HERPP** or **HERPD**

## 16 AMADEUS QUEUES

### 16.1 Queue bank

Each office is automatically provided with a queue bank. For travel agents it consists of 16 systems defined queues.

There are two types of queues in The Amadeus Queue system. They are Special Queues and Dual Queues. Special Queues can have 256 categories. Dual Queues can have up to 256 categories and each category can have 4 date ranges.

QUEUE NUMBER	ID	PURPOSE
0 - Special	GENERAL	General Queue
1 - Dual	CONFO	Confirmation of segments and services
2 - Dual	KL	Confirmation from Waitlist
3 - Special	OPTION	Options
4 - Special	RPCHNG	Responsibility Change
5 - Special	RATES	Rates Queue
7 - Dual	SKEDCHG	Schedule Change
8 - Dual	TKTG	Ticketing Arrangement
9 - Special	OA CTRL	Other Airline Control
12 - Special	XTL	Expired Ticket Time Limit
23 - Special	RQR	Request for Reply
80 - Special	PTA	Prepaid Ticket Advice
87 - Dual	GRPS	Group Review
94 - Dual	MSG-CP	Message regarding Customer Profile
96 - Dual	MSG-PDR	Message - Past Date PNR
97 - Dual	MSG	Message
-	DLY/DAT	Delay Date
-	DLY/TIM	Delay Time

The queue bank can be reduced to two numbered queues:

Queue 0 and Queue 97

## Queue 3 Option:

Queue 3 will receive PNR's in which an option element has been entered. The queue is activated with 1 category (0) and no date ranges (special queue).

```
1532 08JUL
QUEUE....VNOLJ2902.....Q/TTL..ADDS...LQC....IW
Q 3.OPTION ..... 1. 28. 1. 28
```

**1532 08JUL**

**QUEUE VNO1A0980**

**Q/TTL**

**ADDS**

**LQC**

**IW**

Current local time and date

Queue count for office VNO1A0901

Number of PNRs to be worked for each queue.

Queue items added since last queue reset.

Last queue count

Items worked from queue

## Queue 8 TKTG:

Queue 8 is a ticketing arrangement queue. PNRs are placed on this queue as the result of the TK-element in the PNR. The queue is activated with date ranges (dual queue) and 12 categories.

0	Default
1	TKTL
2	TKTR
3	TKDO
4	TKDO rejects
5	TKIN
6	TKIN rejects
7	TKMA
8	TKMA rejects
9	TKAT
10	NHPTKT
11	NHPTKT rejects

```
1532 08JUL
QUEUE....VNOLJ2902.....Q/TTL..ADDS...LQC....IW
Q 8.TKTG ..... 0. 7. 0. 7
```

## 16.2 Working in Queue mode

A queue total can be displayed including all categories and date ranges with PNR/message activity. The entry to do so is:

### QT

```
1121 09JUL
QUEUE....VNOLJ2902.....Q/TTL...ADDS...LQC...IW
Q 3.OPTION .....
.....C 0.... 3. 6. 0. 3
Q 8.TKTG .....
.....C 0.... 1411. 1455. 0. 44
Q12.XTL .....
.....C 0.... 1647. 1668. 0. 21
```

Only queue with activity are shown.

The display may contain several pages, yet you will only be shown a partial display. Normal scrolling entries apply.

<b>MD</b>	Move down
<b>MU</b>	Move up
<b>MT</b>	Move top

You can action PNR's and messages for a specific queue number, either directly or from a Queue Total display.

### QS3C0

<b>QS</b>	Queue start
<b>3</b>	Queue number
<b>C0</b>	Category 0

```
OPTION - Q3 C0 (2)
RP/VNOLJ2902/VNOLJ2902 ID/SU 20JUL09/1107Z YG9ILG
0. 2AMSTERDAM TOUR NM:13
14 SK 551 G 23JUL 2 CPHAMS HN15 3 0905 1030 *1A/E*
15 SK 550 G 30JUL 2 AMSCPH HN15 0800 0920 *1A/E*
16 AP VNO +370-5-272 68 69 - AMADEUS LITHUANIA UAB - A
17 TK TL10JUL/VNOLJ2902
18 SSR GRPF YY SETTLED FARE
19 OP VNOLJ2902/15JUL/INSERT ALL NAMES
```

Look at the first line on your screen:

**OPTION Q3 C0 (2)**

This line tells you that you have entered the Option Queue - number 3 - Category 2. The (1) indicates how many more messages you have left on the queue.

To see the next message you enter:

## QN

**QN** Queue Next, removes the current PNR from queue and display the next one.

```

** QUEUE CYCLE COMPLETE **
RP/VNOLJ2902/VNOLJ2902          ID/SU  20JUL09/1107Z  YG9ILG
0.  2AMSTERDAM TOUR  NM:13
14  SK 551 G 23JUL 2 CPHAMS HN15      3  0905 1030  *1A/E*
15  SK 550 G 30JUL 2 AMSCPH HN15      0800 0920  *1A/E*
16  AP VNO +370-5-272 68 69 - AMADEUS LITHUANIA - A
17  TK TL10JUL/VNOLJ2902
18  SSR GRPF YY SETTLED FARE
19  OP VNOLJ2902/15JUL/INSERT ALL NAMES

```

Have a look at the first line of your screen

**\*\* QUEUE CYCLE COMPLETE \*\***

This message tells you that you have seen all the PNR's on the Queue.

If you have to interrupt the queue and retrieve another PNR, or make a new reservation, you must first exit the queue system.

With one entry, you can ignore a displayed PNR, return it to the bottom of the queue for later action and exit the queue system. The entry to do so is:

## QI

**QI** Queue Ignore transaction code

The response will be:

```

** QUEUE CYCLE COMPLETE **
OPTION -                        Q3 C0  (0)
RP/VNOLJ2902/VNOLJ2902          ID/SU  20JUL09/1107Z  YG9ILG
0.  2AMSTERDAM TOUR  NM:13
14  SK 551 G 23JUL 2 CPHAMS HN15      3  0905 1030  *1A/E*
15  SK 550 G 30JUL 2 AMSCPH HN15      0800 0920  *1A/E*
16  AP VNO +370-5-272 68 69 - AMADEUS LITHUANIA - A
17  TK TL10JUL/VNOLJ2902
18  SSR GRPF YY SETTLED FARE
19  OP VNOLJ2902/15JUL/INSERT ALL NAMES
IGNORED - OFF QUEUE

```

The PNR will return to the queue and you can display it later.

## 16.3 Queue Delay

When you want to delay action on a queue retrieved PNR or message, there are four possible entries to replace it on the same queue.

<b>QD</b>	Queue Delay transaction code - will return the PNR to the bottom of the queue, and display the next one.
<b>QD1500</b>	Appending a time, ignores and places the PNR temporarily on the DLY/TIM queue. The PNR will return to the former queue on the same day, at the time specified. If you make a QD1300 and the time is 1600, it will place the PNR on queue next day at 1300 hrs.
<b>QD12JUL</b>	Appending a date, ignores and places the PNR temporarily on the DLY/DAT queue.
<b>QD12JUL/1500</b>	Appending a date and local time, ignores and places the PNR temporarily on the DLY/DAT queue.

```

** QUEUE CYCLE COMPLETE **
OPTION -                      Q3 C0 (0)
RP/VNOLJ2902/VNOLJ2902      ID/SU 20JUL09/1107Z YG9ILG
0. 2AMSTERDAM TOUR NM:13
14 SK 551 G 23JUL 2 CPHAMS HN15      3 0905 1030 *1A/E*
15 SK 550 G 30JUL 2 AMSCPH HN15      0800 0920 *1A/E*
16 AP VNO +370-5-272 68 69 - AMADEUS LITHUANIA - A
17 TK TL10JUL/VNOLJ2902
18 SSR GRPF YY SETTLED FARE
19 OP VNOLJ2902/15JUL/INSERT ALL NAMES
>QD1500
OFF QUEUE

```

## 17 AMADEUS PRINTING OPTIONS

Almost all Amadeus displays can be printed.

The standard entry for Amadeus Print is WRA followed by a / and an option command.

If you use the Print Screen button on the keyboard, only the displayed part of a PNR will be printed. By using the WRA- entry, the full text will be send to your system printer.

A list of the most commonly used:

<b>WRA/RT</b>	Prints the full PNR displayed on your screen
<b>WRA/RH</b>	Print the entire PNR history
<b>WRA/QU</b>	Prints the entire PDR including history, after PDR was successfully processed and placed on queue.
<b>WRA/PLT</b>	Print a Traveler Profile
<b>WRA/PLC</b>	Print a Company Profile
<b>WRA/F</b>	Print Fare Quote displayed on the screen
<b>WRA/TQT</b>	Print the TST of displayed PNR
<b>WRA/TQT/T1</b>	Print specific TST
<b>WRA/HLLON/AR-D</b>	Print a Hotel list of London, Area Downtown
<b>WRA/CLCPH/CO-ZE</b>	Print a Car Location list, Copenhagen, Company Hertz
<b>GL</b>	Print the whole currently displayed AIS page
<b>GL1-43</b>	Print specific lines of the currently displayed AIS page
<b>GL/90</b>	Print 90 lines from top of current screen

The response from Amadeus will be

```
SENT TO SYSTEM FOR PRINTING
```

## 17.1 Amadeus Itinerary

The Amadeus Itinerary is a product within the Central System, so all agents are able to display and print Amadeus Itinerary. The Amadeus Itinerary does not contain the same information as the Amadeus Itinerary, but can be practical anyway.

```
RP/CPH1A0980/CPH1A0980      HB/SU   5JUL09/1202Z   ZHNA8Q
CPH1A0980/1502HB/5JUL09
1.FOSTER/MISS
2 ATX 1A HN1 RNNRNN 20MAR-TAXI AFGANG FRA MOELLELEVANGEN 9 KL
  0530
3 SK8450 C 20MAR 3 RNNCPH HK1          0700 0735   *1A/
4 SK1687 C 20MAR 3 CPHBLQ HK1          3  0850 1055   *1A/
5 HHL HI HK1 BLQ IN20MAR OUT30MAR 1A2TRAC EUR160.10* DLY 973
  HOLIDAY INN BOLOGNA-VIA EMILIA/BS-17490896/CF-.....
  /G-BS17490896
  SEE RTSVCH
6 TUR 1A HN1 BLQ 23MAR-SIGHTSEEING AFGANG KL 0800
7 CCR ZE HK1 BLQ 24MAR 30MAR CDMR/BS-17490896/ARR-1055
  /DO-MUC/RC-SW-BAA3EU/RG-EUR 358.00- 0.23 200K WY 51.14-
  0.23 200K XD /RT-1035/CF-
  **SEE RTSVCC**
8 ARNK
9 SK 662 C 30MAR 6 MUCCPH HK1          1135 1320   *1A/E*
10 DM 329 C 30MAR 6 CPHRNN HK1          1  1450 1525   *1A/
11 AP CPH 45-43327500 - AMADEUS DANMARK AS - A
12 AP EMAIL/MF*HOTMAIL.DK
13 AP MOBIL/896365
```

To retrieve an itinerary you have several options, which produce a single itinerary per passenger:

<b>IBD</b>	Itinerary Basic Display
<b>IED</b>	Itinerary Extended Display
<b>IBP</b>	Itinerary Basic Print
<b>IEP</b>	Itinerary Extended Print
<b>TTP/IEP</b>	Print Itinerary and Ticket at same time
<b>IBPJ</b>	Prints 1 single itinerary for all passengers in a PNR



Please enter **IBD**

AMADEUS DANMARK AS		DATE 05JULY09			
BANESTROEGET 13		BOOKING REF ZHNA8Q			
-----					
DK-2630 TAASTRUP		FOSTER/MISS			
TELEPHONE: 45-43327500					
FAX : 45-43717557					
EMAIL: N					
*TRAINING DOCUMENT*					
SERVICE	DATE	FROM	TO	DEPART	ARRIVE
AIR TAXI	20MAR	BORNHOLM	BORNHOLM		
	WED	BORNHOLM	BORNHOLM		
		TAXI AFGANG FRA MOELLELVANGEN 9 KL 0530			
SCANDINAVIAN AIRLINES	20MAR	BORNHOLM	COPENHAGEN	0700	0735
SK 8450 C	WED	BORNHOLM	COPENHAGEN APT		
NON SMOKING			TERMINAL 1		
				NON STOP	
DM 0320				0:35	DURATION
		RESERVATION CONFIRMED			
		FLIGHT OPERATED BY DM MAERSK AIR			
	AIRCRAFT:	BOEING 737-500			
		NO SMOKING SEAT REQUESTED FOR FOSTER/MISS			
SCANDINAVIAN AIRLINES	20MAR	COPENHAGEN	BOLOGNA	0850	1055
SK 1687 C	WED	COPENHAGEN APT	GUGLIELMO MARC		
NON SMOKING			TERMINAL 3		
				NON STOP	
				2:05	DURATION
		RESERVATION CONFIRMED			
		VEGETARIAN MEAL, NON-DAIRY REQUESTED			
	AIRCRAFT:	BOEING 737 ALL SERIES PASSENGER			
		SEAT 04F REQUESTED FOSTER/MISS			
HOTEL	20MAR	HOLIDAY INN BOLOGNA-VIA EMILIA			
	30MAR	VIA M. E. LEPIDO 203-214			
		BOLOGNA, 40132			
		ITALY			
		TELEPHONE: 39-051-409211			
		FAX: 39-051-405969			
		SINGLE ROOM-TWIN BED			
		RATE: RAC EUR 160.10 PER NIGHT			
		GUARANTEE GIVEN			
		CANCELLATION POLICY: MUST CANCEL RESERVATIONS			
		BY 1800 HOST HOTEL TIME UP TO 30 DAYS IN			
		ADVANCE TO AVOID BILLING			
TOUR	23MAR	BOLOGNA - GUGLIELMO MARCONI			
		SIGHTSEEING AFGANG KL 0800			
CAR	24MAR	HERTZ	BOLOGNA		
	30MAR				
		CDMR - FORD FOCUS TREND 1 6			
		RATE: EUR 358.00- 0.23 200K WY 51.14- 0.23			

(Partial Display)

Segments and/or Passenger options can be added, e. g. **IEP/S3-4/P2**

Should you need to make an Itinerary with the time indicated in a 12-hour format, you can add a TO-option:

**IBD/TO12**For more information see **HEIBP**

## 18 GRUPIŲ UŽSAKYMAS (trumpa apžvalga)

1. Segmentų rezervavimas grupinėms rezervacijoms:

Iš "availability" ekrano:

**SS15G1/SG**

Tiesioginis:

**SS SK415 G 28JUN STOC PH SG15**

2. Grupės pavadinimas:

**NG15HOLIDAY TOUR**

3. Grupinės kainos įvedimas:

**SR GRPF - GV15**

SR - komanda

GRPF - grupinės kainos indikatorius

GV15 - grupinės kainos tarifo bazė (gaunama iš aviakompanijos)

Jei neįvedam grupinės kainos, sistema automatiškai suformuoja SR elementą grupinėje rezervacijoje taip:

**SSR GRPF YY SELECTED FARE**

4. Jei grupė yra išskaidyta per keletą rezervacijų, reikia įvesti į kiekvieną rezervaciją bendrą grupės skaičių:

**SR GRPS YY TCP30**

TCP - The Complete Party

5. Pavardžių suvedimas.

Pavardės į grupinę rezervaciją suvedamos analogiškai, kaip į pavienių keleivių rezervacijas.

**NM1PAVARDE/VARDASMR1KITAPAVARDE/KITASVARDASMR...**

6. Rezervacijos pasižiūrėjimas:

**RTN** - parodys suvestų pavardžių sąrašą abėcėlės tvarka

**RTNR** - parodys pavardžių sąrašą tokia tvarka, kaip jos buvo vedamos

**RTW** - parodys visą rezervaciją su pavardėmis

7. Pavardžių keitimas:

**1/8-10G** - iš sąrašo išbraukiamos suvestos 1,8,9,10 pavardės

ER

Įvedamos naujos pavardės, kaip parodyta 5 punkte

8. Manual name transmission:

Aviakompanijoms, kurios nėra Amadeus vartotojos, reikia nusiųsti pavardžių sąrašą (kai pavardės daugiau nebus keičiamos) "manualy":

**NT** - visoms aviakompanijoms, esančioms rezervacijoje

**NTKL,OV** - nusiunčiamas sąrašas konkrečioms aviakompanijoms

9. Grupės dydžio mažinimas:

kai suvestos pavardės, nereikalingą keleivių anuliuojame pagal jo Nr. prie pavardės:

**XE5** - anuliuosis keleivis ir grupė sumažės viena vieta

kai pavardės į rezervaciją dar nesuvestos ir reikia sumažinti grupės skaičių pvz. 5 vietom:

**XE0.5**

10. Grupės splitinimas, dar nesuvedus pavardžių:

SP0.5 - atskiriam 5vietas į atskirą rezervaciją