

# **Amadeus Passenger Name Record**

## **User Guide**

## **What's New In This User Guide?**

The information in this document is taken directly from the Amadeus Online Help. It contains more detailed explanations than the previous edition and includes one or more example entries where appropriate.

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# Before You Start

This user guide is intended for Amadeus Commercial Organizations (ACO) and system user airline staff attending Amadeus functionality training courses.

The information in this document is very brief. We give you an introduction to each of the major features of the product or area concerned and tell you which entry to make to obtain detailed information in the Amadeus Online Help. The entry is indicated on the first line after the topic title (and where necessary in the text). For example:

**HE PRO**

If you are required to make two entries, one to access a help subject area and the second to display a specific page, we indicate the page after a comma as follows:

**HE PRO, GP PNE**

**Note:** Spacing between the components of an entry is optional unless otherwise specified. It is used in this guide to improve clarity and readability.





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## Chapter 1

# Creating a PNR

A Passenger Name Record (PNR) contains the details of a passenger's reservation and other information related to a passenger's trip. PNRs can also contain information to assist airline personnel with passenger handling.

The items of information that make up a PNR are called elements. A PNR can contain a maximum of 999 elements. These PNR elements can either be mandatory or optional. Here we describe the basic steps for creating a PNR, the mandatory and optional elements and the basic entries for creating these elements. We also show you where to look in the Amadeus Online Help for more information.

## Steps for Creating a PNR

### HE STEPS, GP PN1

To create a basic PNR, follow these steps:

1. Sell air segment from availability by number of passengers, class of service and line number

**SS1Y1**

2. Enter name fields using one of the following entries:

- Different last names

**NM1SMITH/MIKEMR1DIAZ/MARIAMRS**

- Same last name

**NM2KRAMER/ANDYMR/KATEMRS**

3. Enter phone field with passenger association:

**APLAX 213 555-2364-H/P1**

4. Enter ticketing field:

**TKTL23JAN**

You now have the essential elements for creating a PNR.

For more information, see *Mandatory Elements* on page 4 and *Optional Elements* on page 13. For information about storing or ignoring a PNR, see *End Transaction* on page 19 and *Ignore Transaction* on page 22.

# Mandatory Elements

## HE PNR

The mandatory elements are:

- **Name**
- **Itinerary**
- **Contact**
- **Ticketing**
- **Received From**

After you have entered the five mandatory elements, you use an end transaction entry to file the record in the distribution system. When a PNR is filed in the system, it is assigned a 6-character code called a record locator. The record locator is used to retrieve a previously created and filed PNR.

PNRs remain active in the distribution system for four days after the date of the last active or inactive segment in the itinerary. Once a PNR is purged, you can retrieve it up to five years in the past.

When creating a PNR you can enter the elements in any order. As the system accepts each element, it assigns it a number and places it in the proper sequence.

These are some of the unique features of PNRs in Amadeus:

- All elements are numbered consecutively, making modifications easier.
- All names are displayed individually, even though two passengers may have the same family name.
- By default the system arranges the names in a PNR in alphabetical order by family name. However, an office can choose to display names in the order in which they were entered. This requires an office profile update.
- Each name is numbered according to its display order. This numbering is used for reference when it is necessary to add passenger association to other PNR elements.
- All PNR elements are combinable with each other.

## Name Element

### HE NM

The name entry is used:

- To insert names for individual passengers into a PNR during creation
- To add individual name elements for a group

At least one name element is mandatory for the creation of a PNR and to end transaction on a retrieved PNR.

By default the system arranges the names in a PNR alphabetically by surname. However an office can choose to display names in the order in which they were entered. This requires an office profile update.

Each name is numbered according to its display order. This numbering is used for reference when it is necessary to add passenger association to other PNR elements.

The name transaction can be combined in the same entry with other passenger data elements that do not include passenger association.

### Single Family Name Element

To enter a name element for a single passenger, you enter the transaction code **NM** followed by 1 (to indicate the number of passengers with this surname) followed by the passenger's surname, a slash, and the given name or initial. You can also add a title, preceded by a space. Enter for example::

**NM1WATSON/JOHN MR**

<b>NM</b>	Name element transaction code
<b>1</b>	Number of passengers with the same family name, occupying a seat
<b>WATSON/JOHN MR</b>	Passenger family name, given name separated by a slash, and title

System response:

1 . WATSON / JOHN MR
----------------------

**Note:** The surname must contain a minimum of two characters and can contain up to 57 characters (60 - 3 characters for number in party, delimiter and first name initial).

The system automatically:

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

To create more than one passenger with the same family name, enter:

**NM2MEYERS/HANS MR/HEIDI MRS**

### Passenger Type Codes

You can add three-letter passenger type codes to the name to indicate the type of passenger. The system uses the passenger type codes for fare pricing and to create OSI or SSR elements that identify the status of certain passengers.

You enter the passenger type code between parentheses immediately after the first name or title. Here is an example entry using the YTH passenger type code to indicate that the passenger is a youth:

**NM1JONES/TOM(YTH)**

In general, you can enter only one type code per passenger. The exceptions are the infant and ID codes, which you can combine with another passenger type code, for example:

**NM1AMADEUS/WMR(INFSTRAUSS/J/01JUN06)(ADT)**

Both the child (CHD) and infant (INF) passenger codes can be used in conjunction with the bookable staff travel (BKB) or the standby staff travel (SBY)

codes. However in that case the CHD or INF codes must precede the BKB or SBY codes, for example:

**NM1TCHAIKOVSKY/P(INFBRAHMS/J/18MAY06)(BKB)**

For a complete list of ATPCO passenger type codes, enter:

**HE PTC**

### Family with an Infant

There is a special passenger type code (INF) for infants traveling with an adult passenger. This type code is exceptional as it is entered with the accompanying adult passenger. The date of birth (DOB) of INF/CHD must always be included.

Enter for example:

**NM1LEAVEY/PATRICK(INF/MICHAEL/01JUN06)**

<b>NM</b>	Transaction code
<b>1</b>	Number of passengers with this surname, who are occupying seats
<b>LEAVEY/PATRICK</b>	Passenger surname, slash, given name
<b>(</b>	Open bracket delimiter for the passenger type code (PTC)
<b>INF</b>	PTC for infant
<b>/</b>	Slash delimiter, mandatory if the name or date of birth is included
<b>MICHAEL</b>	Infant's given name (optional)
<b>/01JUN07</b>	Slash, date of birth (obligatory)
<b>)</b>	Close bracket

System response:

```
1.LEAVEY/PATRICK(INFT/MICHAEL/01JUN06)
2.  OK 654 Y 18SEP 2 PRGSTN HK1          N1 0730 0830  319 EOS
   SEE RTSVC
3.SSR INFT OK NN1 LEAVEY/MICHAEL 01JUN06/S2
```

If the infant's surname differs from the name of the adult, enter the surname immediately after INF, for example:

**NM1BROWN/SIOBHAN(INFBIGG/HANNAH/10JAN06)**

**Note:** It is not possible to enter the infant's surname without a given name.

To enter the DOB of the infant but not the name, enter:

**NM1BROWN/SIOBHAN(INF//10JAN06)**

When the INF PTC is included in the name field, the system creates an INFT SSR element for each air segment in the itinerary, but only after the air segment has been created.

The INFT SSR includes the infant's name and DOB, as it appears in the name element after 'INF':

- If you have not specified the infant's surname, the adult's surname is used.

- If you have not specified the name, because you entered (INF//18MAY06), the adult's name is used.

It is obligatory to enter the DOB of the infant. The INFT SSR element is sent to the airline at the end of transaction.

### Infant with a Seat

A specific passenger type code (INS) applies to infants occupying a seat. This can be specified either in the name field or in the pricing request. However, if not specified in the name field, a manual OSI should be added. Pricing and ticketing will be in accordance with the passenger type code. Enter for example:

**NM1BROWN/JANE(INS)**

### Child Passenger

For child passengers between the ages of 2 and 11, you must use the type code CHD. CHD is not an ATPCO passenger type code, so you can use it in the PNR name element only. The date of birth of CHD/INF must always be included.

When you enter CHD, once the air segment has been created, the system generates an SSR element to inform the airline that the passenger is a child. enter, for example:

**NM1SIMPSON/MAGGIE(CHD/05APR06)**

System response:

```
1. SIMPSON/MAGGIE(CHD/05APR06)
2  LH3267 C 19SEP 3 PRGFRA HK1    0525 N2 0610 0720    32S EOS
   SEE RTSVC
3. SSR CHLD LH HK1 05APR06
```

### Multiple Passengers with same Surname

If several passengers with the same surname are traveling together, then you only need to enter the surname once. This is useful for family parties, etc.

Enter NM followed by the number of passengers sharing the surname, followed by a slash and the given name and title of each passenger, with each passenger separated by a slash. Enter:

**NM3CARR/ERIC MR/JAN MRS/CECIL MR**

System response:

```
.....
1.CARR/ERIC MR  2.CARR/JAN MRS  3.CARR/CECIL MR
```

Amadeus indexes for retrieval the first 20 characters of the original name entered for PNRs that have multiple passengers with the same surname, for example:

**NM3JOHNSON/MARTIN/SARAH/PETER**

For more information, see **HE NM**.

## Itinerary Element

### HE PNR, GP SEG / HE PNR, GP AUX

An itinerary element is called a segment. A PNR can contain the following segments:

- Air segments
- Segments for associated travel services like a hotel, a rental car, a ferry crossing, a cruise, a tour and ground transportation.

### Air Segments

The segment sell transactions reserve seats on flights for particular classes and dates. The two forms of sell entry are:

- Direct sell (long entry)
- Sell from availability (short entry)

To sell from availability you must first have requested an availability or schedule display. You can sell up to 361 days in the future (less for some airlines). If you wish to add a segment for a date beyond the airline's valid range, you can create a ghost segment.

If you attempt to sell space for an airline which is not an Amadeus participating carrier, the system displays the segment you have requested followed by the message 'call XX', where XX is the airline code.

**Note:** You cannot sell more than 9 seats from a direct access display. This applies to the group sell action code SG.

Each time you make a sell entry, the system displays the response as an element in the PNR with the appropriate action code for the airline's sales agreement with Amadeus.

You must use specific action codes when requesting space for special passengers. These codes are as follows:

Passenger Type	Code
Unaccompanied minors	UM
Stretcher passengers	ST
Groups	SG

For short sell entries, you can only use these action codes if you are selling from an Amadeus availability or schedule display. The system uses these codes to automatically process these reservations.

In a PNR, the itinerary element follows the name, and is numbered consecutively. Here is an example of itinerary element in a PNR:

RP/NCE1A0900/									
1.	BURNS/ROBERT MR	2.	HAINES/ALICE MISS						
3	IB3163 C 19JUN 7	LHRMAD HK2		1145 1455	320	0	L		
4	TP 701 C 21JUN 2	MADLIS SS2	I	0820 0925	737	0	S		
5	AF1201 C 23JUN 4	LISCDG HK2	1020	1120 1345	737	0	M		
6	LH4393 C 25JUN 6	CDGMUC HK2		0925 1055	320	0	M		
7	LH4086 C 28JUN 2	MUCLHR HK2		0740 0840	320	0	M		
>									

If your office is using the extended air segment display, air segments will contain arrival date, airline record locator, and married segment information in addition to the data found in all air segments.

To help distinguish what type of access was used by the airline when making a segment sell, Amadeus displays a status code at the time of segment sell.

See **GG CODE** for the complete list of codes.

## Short Sell Entry

**HE SS**

This entry refers to flight details from an availability or schedule display:

5	EI	154	C4	S4	M4	H4	L4	DUB	LHR	0820	0930	0*737	1:10
---	----	-----	----	----	----	----	----	-----	-----	------	------	-------	------

Use the following entry to book single segments and connections with the same class:

**SS2C5**

<b>SS</b>	Segment sell transaction code
<b>2</b>	Number of seats
<b>C</b>	Class of service
<b>5</b>	Availability or schedule line number

You can include multiple class indicators in an entry to denote connections with different classes. For more information, see **HE SS**.

When a segment is eligible for electronic ticketing, the letter **E** is appended to the segment. For example:

RP/FRAL12127/													
1	LH	400	C	10FEB	3	FRAJFK	HK1		1030A	105P	747	<b>E</b>	M
>													

## Long (Direct) Sell Entry

**HE SS**

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

To make a long sell entry, enter, for example:

**SSLH969C23SEPMUCFRA1**

<b>SS</b>	Segment sell transaction code
<b>LH969</b>	Airline code and flight number
<b>C</b>	Class of service
<b>23SEP</b>	Departure date
<b>MUCFRA</b>	Origin and destination airport codes
<b>1</b>	Number of seats requested

System response:

```
RP/NCE1A0900/
 1  LH 969 C 23SEP 4 MUCFRA HK1      1035 1135    32S E
>
```

The action code **NN** is optional, but you can add it to your entry:

**SSLH969C23SEPMUCFRANN1**

**Note:** If the flight number contains a letter, you must enter a slash (/) between the flight number and the class of service.

For more information, see **HE SS**.

## Extended Air Segment Display

**HE PNR, GP SS2**

If your office is using the extended air segment display, air segments will contain arrival date, airline record locator, and married segment information in addition to the data found in all air segments.

## Segment Status Codes

**HE PNR, GP SS2**

To help distinguish what type of access was used by the airline when making a segment sell, Amadeus displays a status code at the time of segment sell.

See **GG CODE** for the complete list of input and output action codes.

## Contact Element

**HE AP**

The contact element is used as a point of contact for passengers. It can be any of the following:

- Home, business or mobile telephone number
- E-mail address
- Fax number

This enables you to contact passengers if changes occur to their itinerary, or to advise them of other important information.

It is recommended that the contact element be entered in the following order:

**APFRA 069 221 356-H**

<b>AP</b>	Contact transaction code
<b>FRA</b>	City code of the telephone number
<b>069 221 356</b>	Telephone number
<b>-H</b>	Dash and the telephone location indicator



System Response:

```
RP/FRALH0900/
 1 AP FRA 069 221 356-H
>
```

For more information, see **HE PNR**, **GP PHO**.

## Ticketing Element

**HE TK**

The ticketing element indicates the type of ticketing arrangement made to provide tickets to a passenger. It indicates when and where the tickets are to be issued. A PNR can contain up to 127 ticketing elements.

Here is an example of an entry to enter a ticketing element in the PNR:

**TKTL19SEP/1200/MADIB0230**

<b>TK</b>	Ticketing element transaction code
<b>TL</b>	Ticketing arrangement indicator
<b>19SEP</b>	Date
<b>/1200</b>	Slash and the time
<b>/MADIB0230</b>	Slash and the identification of the office where the tickets are to be issued

System Response:

```
RP/MADIB0900/
 1 TK TL19SEP/1200/MADIB0230
>
```

There are some important points to remember when adding a date, time, or office identification to your entry:

- The date is mandatory when you use the **XL** ticketing arrangement. If you do not enter a date for the other ticketing arrangements, the system assumes the current date. The date you enter in the ticketing element can indicate:
  - When the passenger wants the ticket to be issued.
  - The last date the ticket can be issued.
  - The date the ticket was actually issued.
- When you enter a time, the system regards this time as local time for that office identification.
- The office identification is optional. If you omit the office identification, the system assumes the office identification associated to the terminal.

For more information, see **HE TK**.

## Received From Element

### HE RF

The received from (RF) element indicates who has made or updated a reservation. The RF element is mandatory. After you create or modify a PNR, you cannot file the PNR unless an RF element is present.

To create the received from element, enter:

#### RF MRMEYER

<b>RF</b>	Received from transaction code
<b>MRMEYER</b>	Free-flow text

System Response:

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

**Note:** Spaces are optional when you enter the free-flow text. When the received from element is displayed in the PNR, the system removes all spaces.

The RF element only appears in the PNR during the current session and is recorded in PNR history when the PNR is filed at the end of transaction. There is no limit on the number of times you can enter or change an RF element when you are creating or modifying a PNR.

For more information, see **HE RF**.

## Combining PNR Elements

### HE PNR, GP MUL

You can enter all the PNR elements in a single transaction by separating them with a semi-colon (or pound sign depending on your market) or a carriage return. Each element in the entry must begin with its own transaction code. A multiple element entry can contain up to 470 characters. For example:

**NM1KELLY/JOEMR;APLON0712723422;TKOK;RFPASSENGER;SSEI374C23F  
EBSNNLHR1;ER**

## Optional Elements

Next to the mandatory elements, a PNR can include a variety of optional elements, as follows:

### Special Service Request

This is an application to an airline to provide a particular facility for a passenger or passengers.

To create SSR elements for all flight segments in an Amadeus PNR, you enter SR followed by a four-character service code. For example:

#### SRVGML

This immediately generates an SSR element for each segment in the itinerary, as shown in the following response:

```
SSR VGML LH NN9/S10
SSR VGML AF NN9/S11
```

For more information, see **HE PNR, GP SSR**.

### Other Service Information

This is information regarding a passenger or passengers in the PNR that is sent to the airlines that appear in the itinerary.

To create an OSI element, enter for example:

#### OS AF VIP COMPANY PRESIDENT/P2

<b>OS</b>	Transaction code
<b>AF</b>	Specified recipient airline for the OSI message
<b>VIP COMPANY PRESIDENT</b>	OSI text
<b>/P2</b>	Slash and passenger association to specify that the message refers to the passenger concerned

For more information, see **HE PNR, GP OSI**.

### General, Confidential and Corporate Remarks

A remark element in a PNR contains additional comments or information concerning passengers and their bookings.

Here are the possible types of remark:

- Corporate (**RX**)
- Confidential (**RC**)
- General remarks and special remarks for Accounting Interface Record (**RM**)
- Quality control (**RQ**)

The entry you use to add the remark is shown in parentheses above. Here is an example of the entry format for a confidential remark:

**RC(office ID)-W,(office ID)/(free flow text)**

For more information, see **HE PNR, GP REM**.

## Option

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.. For example, enter:

**OP/TEXT**

<b>OP</b>	Transaction code
<b>/TEXT</b>	Optional slash and free-flow text

System response:

```
RP/OSLBA2327 /  
1 . JONES/MR  
2 OP OSLBA2327/6DEC/TEXT
```

For more information, see **HE PNR, GP OPT**.

## Mailing and Billing Address

The mailing address is where you want the travel documents mailed, and the billing address is where you want the invoice sent. A setting in your office profile determines whether the mailing and billing addresses are automatically printed on the itinerary. For more information, see **HE PNR, GP BIL**.

A PNR can contain up to 127 mailing remarks and 127 billing remarks, each with a maximum of 126 characters.

The transaction codes are:

AM: Mailing address transaction code

AB: Billing address transaction code

When you enter a mailing or billing address, you need to separate the lines of information with a comma (.). Both entries can contain a maximum of 90 characters of free-flow text. If you exceed this number, the system automatically wraps the text to the next line. When you use a carriage return before the end of a line, you must begin the next line with a dash (-) followed by the text.

Only the first line of text is assigned a PNR element number.

For a mailing address, enter for example:

**AM MR SVEN HANSEN,HOLBERGSGATEN 30,0166 OSLO 1**

## System Response:

```

--- RLR ---
RP/OSLSK0900/OSLSK0900          WG/SU          2MAY04/1250Z
AAG4DR
  1.HANSEN/SVEN MR      2.HANSEN/INGRID MRS
  3  SK 509 C 23SEP 5 FBULHR HK2          1500 1610    *1A/
  4 AP OSL 456 890-H
  5 TK OK02MAY/OSLSK0900
  6 AM MR SVEN HANSEN,HOLBERGSGATEN 30, 0166 OSLO 1
>

```

For a billing address, enter:

**AB IBM CORP,4 ARLINGTON RD,LONDON,NW1 4JX**

## System Response:

```

--- RLR ---
RP/OSLSK0900/OSLSK0900          WG/SU          2MAY04/1250Z
AAG4DR
  1.HANSEN/SVEN MR      2.HANSEN/INGRID MRS
  3  SK 509 C 23SEP 5 FBULHR HK2          1500 1610    *1A/
  4 AP OSL 456 890-H
  5 TK OK02MAY/OSLSK0900
  6 AM MR SVEN HANSEN,HOLBERGSGATEN 30, 0166 OSLO 1
  7 AB IBM,4 ARLINGTON RD,LONDON,NW1 4JX
>

```

## Frequent Flyer Information

You can add information in an SSR element about a frequent flyer. This information can be used by the system for mileage accrual or service upgrade for the customer concerned.

The following table describes the transactions you use for frequent flyer (FF) passengers to create SSRs automatically:

**Table: Transactions to Create Frequent Flyer SSRs**

Use this entry:	To:
<b>FFD</b>	Display the name of a passenger as it is stored in the frequent flyer database of an airline
<b>FFA</b>	Create a name element and enter a frequent flyer SSR FQTV element for mileage accrual
<b>FFN</b>	To enter the SSR FQTV element for mileage accrual if the name element for the frequent flyer has already been entered in the PNR
<b>FFR</b>	To redeem accrued mileage by entering the name element and an SSR FQTR element
<b>FFU</b>	To request an upgrade for a passenger

The FF number and also the name in the case of the FFN transaction are checked when:

- The airline has a full FF database in Amadeus
- The airline has a partial database and the transaction is entered at an office belonging to an alliance member.

If the number is stored in the database, the SSR FQT element is preceded with an asterisk (\*).

If the number is not in the database, an error message is displayed.

In other cases, for example if the airline does not store its FF database in Amadeus, or if there is a partial database but the transaction is not entered at an office belonging to an alliance member, the number is not checked. The SSR is created as invalidated, and the SSR FQT element is not preceded with a \*.

### Displaying Frequent Flyer Agreements between Airlines

Many airlines hold bilateral agreements to allow the use of each other's FF schemes. This means that passengers can collect points or mileage and redeem awards with an airline other than the card-owning airline.

For example, a passenger can accrue mileage on his Air France card when flying Delta Airlines. To display the table of airlines that have agreements, enter:

**VFFD**

Note: Airlines that do not appear in the table may be subject to special processing but may still provide points or mileage. Refer to the **GGAIRXX** pages for more information.

### Displaying Frequent Flyer Agreements for a Specific Airline

To display the agreements for a specific airline, enter for example:

**VFFDIB**

<b>VFFD</b>	Transaction code
<b>IB</b>	Airline code

For more information, see **HE PNR**, **GP FRE**.

## Individual PNR Security

### **HE PNR**, **GP SEC**

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

These individual PNR security rules may allow access to a PNR even when there are no other special agreements in place. The rules generally override Extended Ownership Security (EOS) agreements when these exist, except in the case of PNR claim and reverse access claim.

Unlike change of ownership, individual PNR security allows you to share PNR viewing and/or updating and ticketing functionalities without your losing control of the PNR.

If a travel agency office requires access to a PNR that was created outside Amadeus, the system user airline whose segments are in the PNR must retrieve the PNR and create an individual PNR security agreement to allow access for the travel agency.

To create a PNR security element, enter, for example:

**ES/GPARWL21\*\*-B,\*\*\*WL2\*\*\*-R**

<b>ES</b>	Transaction code
<b>/G</b>	Slash, receiver type (optional)
<b>PARWL21**</b>	Office ID 1
<b>-B</b>	Dash, access mode given to office ID 1
<b>,***WL2***</b>	Comma, office ID 2
<b>-R</b>	Dash, access mode given to office ID 2

**Note:** Up to five office IDs can be included in one entry

For more detailed information, see **HE PNR, GP SEC**.

## Ticketless Booking Information

**HE PNR, GP TKL**

An airline, such as a low-cost carrier, can use ticketless bookings. This practice is entirely separate from the concept of electronic ticketing.

Airlines offering ticketless bookings are identified by the letter 'Y' in the EPAY field of the airline's **GG PCA** page.

Additionally, an indicator "T" will appear in the header of an availability display to indicate that the carrier offers a ticketless payment option.

Standard Amadeus availability displays are used to make ticketless bookings. When you make a booking, you must enter electronic payment information (SSR EPAY) before you can make an end transaction entry.

The airline processes the payment information and sends a booking confirmation number using an SSR OTHS element.

Once the airline has confirmed the booking, the airline segments are validated and further modifications to the PNR are subject to restrictions.

## Passenger and Segment Association

**HE PNR, GP ASC**

You can associate specific PNR elements to a specific passenger or segment, using passenger or segment association. When a PNR element is not associated, it applies to all segments in the PNR.

Most association is performed automatically by the system. However, you must associate certain PNR elements. Some of these are:

- Ticketing elements
- SSR requests that apply only to specific segments
- Advance seat request

To passenger associate contact information, enter for example:

**AP PAR 16122344553/P3**

<b>AP</b>	Contact element transaction code
<b>PAR 16122344553</b>	Contact element information
<b>/P3</b>	Passenger name element number

To segment associate a special service request, enter for example:

**SRVGML/S2**

<b>SR</b>	Service request element transaction code
<b>VGML</b>	Service request element information
<b>/S2</b>	Segment element number

**Note:** You can only segment associate a ticketing element when a TST exists for that segment.



## End Transaction

**HE ET**  
**HE ER**

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

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

To end transaction and file the PNR in the system, enter:

**ET**

System Response:

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

The system response is **END OF TRANSACTION COMPLETE**, followed by a unique 6-character record locator. You use the record locator to retrieve the PNR after it has been filed in the system.

When you end transaction, the PNR is stored in the system. You must retrieve the PNR again to make any modifications or to perform any other actions.

When you want to end transaction on a PNR and have it redisplayed on your screen, enter:

**ER**

This ends transaction and redisplay the PNR on your screen in an active status.

You make an **ER** entry on the following PNR:

```
RP/MUCLH0900/
RF MRCUTHBERT
 1.CUTHBERT/ALAN MR
 2 LH 117 C 23DEC 3 MUCFRA HK1          0650 0800   310   0 V
 3 AP MUC 875 390-H
 4 TK OK10AUG/MUCLH0900
>
```

## System Response:

```

--- RLR ---
RP/MUCLH0900/MUCLH0900          WG/SU      10AUG03/1217Z   DRMCEH
1.CUTHBERT/ALAN MR
2  LH 117 C 23DEC 3 MUCFRA HK1          0650 0800   *1A/
3  AP MUC 875 390-H
4  TK OK10AUG/MUCLH0900
>

```

The retrieved PNR is different from the PNR during creation in four ways:

- The received from field no longer appears in the PNR, but is transferred to PNR history.
- Information tags, in this case an **--- RLR ---** tag, is the first line of information.
- The header line includes additional information.
- The itinerary element indicates \*1A/, for flights that were booked using Amadeus Access, and the letter E, if the flight segment is eligible for electronic ticketing.

When any air segment in the itinerary is controlled by an airline that participates in Amadeus Access Sell or Amadeus Record Locator Return an **--- RLR ---** tag is appended to the header line.

**Note:** When you create PNRs in Practice Training, the **--- RLR ---** tag does not appear, as the PNRs are not actually sent to the airline's reservation system.

The PNR below illustrates the indicators that can be appended to itinerary segments after end transaction.

```

--- RLR ---
RP/NCE1A0900/NCE1A0900          WG/SU      22FEB04/0852Z   ZVUI49
1.GREEN/WENDY
2  AF1070 Y 19NOV 1 CDGLHR HK1   0630 2F 0700 0710   *1A/E*
3  PK 758 Y 01DEC 6 LHLRHE HN1    3  2000 0750+1
4  PK 303 Y 02DEC 7 LHEKHI HN1    1100 1245
5  IC 632 D 05DEC 3 KHIBOM HK1    0240 0445   *I*
6  AI 102 Y 09DEC 7 LHRBOM HK1    3  0945 2255   *AI*
7  AI 111 Y 10DEC 1 BOMDEL HK1    2  0355 0545+1 *AI*
8  AP NONE
9  TK OK22FEB/NCE1A0900

```

**Table: Itinerary Segment Indicators**

Indicator	Explanation
*1A/	Amadeus Access
*1A/E	Candidate for e-ticketing
*AI*	Amadeus Direct Access
(blank)	Standard Access
*I*	Information segment

You can end transaction and change advice codes in the PNR by adding the letter **K** to the end of your **ET** or **ER** entry. This entry changes the advice codes in the air, hotel, car, auxiliary segments, and any SSR elements.

Elements that contain the inactive advice codes **NO**, **UN**, and **UC** are automatically transferred to the history section of the PNR.

The PNR below illustrates this entry.

```

RP/LISLH0900/LISLH0900          WG/SU          9MAY04/1222Z
AA4KBZ
  1.ALCOTT/LOUISE MRS
  2  TP 452 C 19JUN 7 LISLHR KL1          1110 1245
  3  LG 404 C 19JUN 7 LHRLUX HK1          2  1345 1550
  4LGLH6307 C 22JUN 3 LUXFRA HK1          1840 1920
  5  LH4658 C 25JUN 6 FRALIS HK1          1330 1625    *1A/
  6 AP LIS 345 906-B
  7 TK TL17JUN/LISLH0900
  8 SSR VGML TP UC1/S2
  9 SSR VGML LG KK1/S3
 10 SSR VGML LG KK1/S4
 11 SSR VGML LH HK1/S5
>

```

When you make the entry to end transaction and redisplay the PNR, the system automatically:

- Changes elements **2**, **9**, and **10** to **HK**
- Moves element **8** to PNR history

# Ignore Transaction

**HE IG**  
**HE IR**

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

The entry is:

**IG**

System Response:

```
>IG  
IGNORED  
>
```

If you use the ignore transaction when modifying an existing PNR, the system ignores the updates, returns the PNR to its original form, and files it in the system. The system response automatically displays the PNR record locator after the ignored message. For example:

```
>IG  
IGNORED - J77VFT  
>
```

When you want to ignore current updates to an existing PNR and have the PNR redisplayed on your screen in its original form, enter:

**IR**

If you make the ignore and redisplay entry on a PNR during creation, the system responds with the following message:

```
>IR  
RESTRICTED : PNR NOT FINISHED  
>
```

**Note:** A PNR that is left inactive for 180 minutes is automatically ignored by the system.

---

## Chapter 2

# Amadeus Advance Seat Reservation

### HE PNR, GP ADV

Through the distribution system you can request and confirm an advance seat assignment for a passenger. Advance seat assignments can be requested under the following conditions:

- The maximum number of passengers allowed in a seat request is nine, with the exception of seat requests for airlines with a SEAT exchange agreement (SSR SEAT message format), where the maximum number of passengers is seven.
- For confirmed flight segments only.
- For up to five flight segments per airline, per request.

Each airline has a time limit within which advance seat requests are possible. Conditions vary from airline to airline. Check Amadeus Information Pages (GG AIR) for the specific procedure for each airline.

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

## Seat Wish

### HE ST

An advance seating request is sent to an airline to reserve specific seating at booking time for a passenger or passengers. Advance seating request entries can only be made for flight segments with one of the following status codes: HK, RR, KK, TK, LK, SS.

The following table shows the codes you use to specify a preferred seat location or seat orientation; and to request a cot to be provided for an infant passenger:

**Table: Area Preferences and Passenger Types**

Area Code	Description
W	Window
A	Aisle
B	Bulkhead
C	Cot

Area Code	Description
<b>R</b>	Rear-facing
<b>P</b>	Upper deck
<b>F</b>	Front of aircraft
<b>T</b>	Tail of aircraft

To request a window seat for example, enter:

**ST/W**

When you make a basic seating request entry, this generates seating SSR elements for the first five air segments of each airline in an itinerary that does not have associated seating.

The following table shows the codes you can use to indicate a specific passenger type:

**Table: Seat Request Passenger Types**

Passenger Type Code	Description
<b>I</b>	Infant
<b>U</b>	Unaccompanied minor
<b>H</b>	Handicapped
<b>M</b>	Medically fit for travel

To request an aisle seat for handicapped passenger 3 on all segments, enter:

**ST/S/AH/P3**

**Note:** Requests for **M** and **H** passengers require an additional SSR MEDA element to indicate the nature of the passenger's medical condition.

For more information, see **HE ST**.

## Name Change Entry

**HE NU**

Names that have associated SSR seat elements can be modified using the **NU** entry. For example:

**NU3/1SMITH/HANS MR**

Alternatively use the segment number and a slash. For example:

**3/1SMITH/HANS MR**

Some airlines allow seating elements to be retained following a change of name in the PNR. If the airline does not allow this, you must cancel all seating elements and re-request them when you change a passenger name.

However, for some carriers with seat agreements, when a request for updating or changing a passenger name is issued, corresponding seats must be released and you must then re-request and re-associate each of them to the updated passenger.

# Seat Map Displays

## HE SM

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.

You can request a seat map in three ways:

- Without a PNR
- From a PNR display
- From an availability or schedule display, including Amadeus Direct Access

Here we use the following PNR to illustrate a seat map request.

1	DOHERTY/CLAIRE								
2	LH 772 F 30MAR	1	FRASIN	HK1	2120	2150	1600+1		
3	LH 773 F 3APR	5	SINFRA	HK1	2330	2359	0645+1		
4	AP PAR 22344581								
5	TKOK31JUL/MUCLH0100								>

To display a seat map for flight segment number two, enter:

**SM2**



---

## Chapter 3

# Special Segments

The following fall into the category of 'special segments':

- Married segments
- Waitlist segments
- Open flight segments
- Arrival unknown segments
- Information segments
- Passive segments
- Ghost segments
- Service segments
- Reconfirmation segments
- Auxiliary segments

Here we briefly explain each of them and show you where to look in the Amadeus Online Help for more information.

# Married Segments

## HE MARRIED

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 if they are sold as individual flight segments. In addition, some flight segments may be restricted for use as part of connecting flights only. When segments are sold together in this way, they are known as 'married segments'. If segments are 'married' in this way to other segments in the itinerary, it may not be possible for you to cancel, price, or ticket this segment individually.

When a PNR contains a married segment, a special tag - MSC - is displayed in the PNR header line.

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

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

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

**RTIM**

To display only married air segments, enter:

**RTAM**

# Waitlist Segment

## HE WAITLIST

When an availability display shows a zero (**0**) or an **L**, you have the ability to waitlist a passenger on a flight. The processing of your waitlisted segment is airline specific, and subject to the regulations and operating procedures of each individual airline. You can also waitlist a flight from an Amadeus Direct Access availability display.

The priority waitlist action code is P, followed by either A, C, D or E. Amadeus access airlines use PA, PC, PD or PE. You may not be authorized to use all of these action codes. The PA action code is normally used by those agents responsible for inventory control, as it stands for the highest level of priority waitlist. PE is the standard, non-group priority action code.

You must use the PE action code for short sell entries from a direct access availability display if the class shown is O, L or W. For example, enter:

**SS1L21/PE**

# Open Flight Segments

## HE OPEN

When a passenger does not know the exact time or date of travel, you can enter an open segment in the itinerary. Open segments maintain segment continuity, and can be used for pricing and ticketing. You can enter an open segment with or without a date.

Segment continuity is defined as the logical progression of a passenger's itinerary. When segments are dated, the system automatically arranges the segments in date order and by city pair.

Here is an example of the entry to book an open segment specifying only airline, class of service and arrival city, with passenger association:

**SOBAC25NOVLHRJFK/P2**

<b>SO</b>	Transaction code
<b>BA</b>	Airline code
<b>C</b>	Class of service
<b>25NOV</b>	Departure date. This is optional unless it is the first segment to be ticketed; in which case it is mandatory.
<b>LHR</b>	Departure city (optional). The system takes by default the city attached to your terminal.
<b>JFK</b>	Arrival city
<b>/P2</b>	Passenger association (optional)

System response:

1 BAOPEN C 25NOV 2 LHRJFK/P2
------------------------------

# Arrival Unknown Segment

## HE ARNK

An arrival unknown segment is an information segment you enter in the PNR to maintain segment continuity.

The ARNK segment indicates that it is not known how the passenger proceeds from the arrival city of the previous segment to the departure city of the next segment. You enter the arrival unknown indicator **ARNK** with the segment information transaction code **SI** as follows:

### SIARNK

If you know the arrival date, you can add this to your entry. You can also add passenger association. To do this, enter for example:

### SIARNK16MAY/P2

<b>SI</b>	Segment information transaction code
<b>ARNK</b>	Arrival not known indicator
<b>16MAY</b>	Arrival date
<b>/P2</b>	Slash and passenger association

The system automatically places the ARNK segment between the non-sequential segments if you do not enter a date.

# Information Segment

## HE PNR, GP INF

Information segments contain details of a flight that is part of a passenger's itinerary and that was not booked in Amadeus. These segments can optionally be used to ensure that the PNR contains as much detail as possible concerning the passenger's itinerary. Information flight segments can be included in group and non-group PNRs.

An information flight segment gives details of a non-Altéa flight that has not been booked through Amadeus.

You can enter information segments for any non-distribution system user airline. Entering this segment may or may not generate a message to the airline involved, depending on whether any other element for action by the same airline is entered in the PNR during the same or a subsequent transaction. This could be an actively booked flight, or an SSR or an OSI element. The information segment is not recognized by the system for pricing or ticketing. Information flight segments can be included in group and non-group PNRs.

Class of service, status code, number of seats and times are mandatory when entering information segments. When required, day change indicators must be added as well. Here is an example entry:

**SISV219Y20MAYJEDISTHK1/0815 1645**

<b>SI</b>	Transaction code
<b>SV219</b>	Airline code and flight number
<b>Y</b>	Class of service
<b>20MAY</b>	Departure date
<b>JED</b>	Departure city
<b>IST</b>	Arrival city
<b>HK</b>	Status code (must be HK, HL or HN)
<b>1</b>	Number of seats
<b>/0815</b>	Slash and departure time
<b>1645</b>	Arrival time

## Passive, Service and Ghost Segments

The entry format is the same for passive, service or ghost segments. To create the required segment, use one of the following status codes:

**Table: Status Codes used When Creating Passive, Service and Ghost Segments**

Status Code	Description
<b>PK</b>	Passive segment confirmed
<b>PL</b>	Passive segment waitlisted
<b>HK</b>	Service segment confirmed
<b>GK</b>	Ghost segment confirmed
<b>GL</b>	Ghost segment waitlist
<b>GN</b>	Ghost segment waitlist

Here is an example of a long entry to create a confirmed ghost segment:

**SSTW123C12JUNLHRJFKGK1/12001900/ABC123**

<b>SS</b>	Transaction code
<b>TW123</b>	Airline code and flight number
<b>C</b>	Class of Service
<b>12JUN</b>	Departure date
<b>LHRJFK</b>	Departure and arrival cities
<b>GK1/</b>	Status code, slash
<b>12001900/</b>	Departure and arrival times, slash
<b>ABC123</b>	Agent identifier or record locator (seven characters maximum)

Here we explain each type of segment in more detail.

### Passive Segments

#### HE PASSIVE

When a flight segment is confirmed from a source other than the distribution system, you can enter it in the PNR. This enables you to maintain a passenger's complete itinerary, and allows you to price and ticket the segments.

If possible, try to claim the PNR where the segment has been booked in another system to convert it into a PNR for Amadeus. If you do this, you do not have to create any passive segments and you can issue the ticket as normal.

It is recommended that you use passive segments only when it is absolutely necessary. Before entering a passive segment, you should consider the following alternatives:

- If you want to ticket a PNR including flight segments booked in a system other than Amadeus, and the airline supports it, use PNR Claim.

- If you want to add service information, either as a special service request (SSR) or as other service information (OSI), and the airline supports it, use a service segment.
- If you want to price an itinerary without creating an actual booking, use ghost segments. These can be used for any type of itinerary and do not generate a message to the airline.

## Service Segments

### HE PNR, GP PAS

You can create service segments by using either the long sell, or the short sell segment entry. Both entries must include the agent sign or record locator, if booked in another system. You must include the times in your entry when the flight does not exist in Amadeus.

The advantage of service segments over passive segments is that with service segments you can request SSR and OSI items for supplementary services, including seat requests.

## Ghost Segments

### HE GHOST

You use ghost segments to be able to produce a quotation for an itinerary without actually booking any segments.

Ghost segments differ from standard IATA passive segments in that:

- They may be used with all airlines, including system user airlines.
- Information is never sent to the relevant airline.

You can use ghost segments for pricing an itinerary, but not for ticketing. In order to issue a ticket for a ghost segment, you must change it to a service segment or a standard IATA passive segment, using a change of status entry (PK). You can only do this if the airline allows the use of service segments or standard IATA passive segments.

You can also use ghost segments to create a booking that is beyond the airline's date range. The segment is stored in the PNR with the date, year and any ghost status code. For example, to sell a segment 15 months away (current date being 12JUL07):

**SS LH4716 C 12OCT08 MUCSTN GK1 /17251815 /ABC123**

System response:

```
RP/FRAWL2100/  
1 LH4716 C 12OCT07 MUCSTN GK1 1655 1725 1815 FUTURE  
PASSIVE FLIGHT/CLASS DOES NOT MATCH PUBLISHED SCHEDULE
```

**Note:** The day of the week has been replaced by the year information. A warning line and the future tag are added to the segment.



# Reconfirmation Segment

HE PNR, GP SEG

You can confirm a flight segment that was originally booked in the distribution system, or create a reconfirmation segment for a flight that was not booked in the distribution system.

## Reconfirming a Segment Booked in the Distribution System

You can reconfirm a segment that was originally booked in the Amadeus distribution system. You can only use this entry for segments with confirmed status codes. Enter, for example:

**3/RR**

<b>3/</b>	Segment number, followed by slash
<b>RR</b>	Status code for reconfirmed segment

## Reconfirming a Segment Booked Outside Amadeus

You can create a reconfirmed segment for a PNR that was not booked through the distribution system, or for any airline that is not an Amadeus Altéa Reservation user. You cannot enter a reconfirmed segment for a non-participating airline. You can only enter a reconfirmed segment with the direct or long sell entry, using the status code RR.

Here is an example of a direct sell entry:

**SSDL071C12JUNCPHJFKRR1**

<b>SS</b>	Transaction code
<b>DL071</b>	Airline code and flight number
<b>C</b>	Class of service
<b>12JUN</b>	Departure date
<b>CPHJFK</b>	Departure and arrival cities
<b>RR1</b>	Status code and number of seats

**Note:** Not all participating airlines accept reconfirmed segments, contact the airline directly.

# Auxiliary Segments

## HE PNR, GP AUX

You can use manual auxiliary segments to request specific services from an airline that already has an air segment in the PNR. These services are:

- Air taxi
- Car
- Hotel
- Tour

At end of transaction, a teletype message is sent to the airline, which processes it, using its specific status codes. If the airline accepts the request, it will book the required service for you and send back a confirmation.

In addition to the above segments, you can use memo segments to handle products booked outside Amadeus. You can create segments for dates from one day in the past to 361 days in the future.

To create an air taxi auxiliary segment, enter for example:

**AU XX NN1 SCQVGO 21JUL/VIP NEED JET THX**

<b>AU</b>	Transaction code
<b>XX</b>	Airline code of the airline to take action
<b>NN</b>	Action code
<b>1</b>	Number in party
<b>SCQ</b>	Board-point city
<b>VGO</b>	Off-point city
<b>21 JUL</b>	Requested date
<b>/</b>	Slash and up to 178 characters of free-flow text

The above entry sends a request to an airline, which will in turn contact air taxi services.

System response, if the airline accepts the request:

2 ATX XX HN1 SCQVGO 21JUL-VIP NEED JET THX
--

If the airline rejects the request, the response is:

3 ATX IB UC1 SCQVGO 21JUL-VIP NEED JET THX
--

---

## Chapter 4

# Special Passenger Needs

Amadeus provides comprehensive functionalities to handle the following special passenger needs:

- Unaccompanied minor
- Stretcher passenger
- Cabin baggage
- Extra seat

# Unaccompanied Minor

## HE MINOR

Unaccompanied minors require special handling when travelling. You cannot include any other passenger type in the same PNR with an unaccompanied minor.

To sell a segment for an unaccompanied minor, you add the **UM** action code and the passengers ages to the direct sell or sell from Amadeus availability entry (not valid for direct access availability). The upper age limit for an unaccompanied minor is 12 years. The system only accepts unaccompanied minor sell transactions for available flights.

If you do not use the **UM** action code in your segment sell entry, you must add the unaccompanied minor SSR element manually after you have ended transaction. For information on how to do this, see **HE SR**.

Do not use the child (CHD) passenger type in the name when booking an unaccompanied minor. **UM** cannot be combined with any other action code in a single PNR: this applies to currently active segments and to canceled segments in PNR history.

Here is an example direct sell entry:

**SSAF343L10JULNCELHRUM3/5,6,9**

<b>SS</b>	Transaction code
<b>AF343</b>	Airline code and flight number
<b>L</b>	Class of service
<b>10JUL</b>	Departure date
<b>NCELHR</b>	Board point and off point
<b>UM</b>	Unaccompanied minor action code
<b>3</b>	Number of passengers
<b>/5, 6, 9</b>	Slash and passengers' ages separated by a comma

# Stretcher Passenger

## HE PNR, GP SEG

Airlines must provide a special service to those passengers who require a stretcher during the flight. Normally, a stretcher passenger must be accompanied by another passenger. You can request both reservations in the same PNR.

To sell a segment for a stretcher passenger, add the **ST** action code to the direct sell, or sell from the Amadeus availability entry (not valid for direct access availability displays). You can book one stretcher passenger in each PNR. You make only one stretcher request for each sell entry containing the **ST** action code, regardless of the number of passengers specified.

Here is an example direct sell entry:

**SSBA343L10JULNCELHRST2**

<b>SS</b>	Transaction code
<b>BA343</b>	Airline code and flight number
<b>L</b>	Class of service
<b>10JUL</b>	Departure date
<b>NCELHR</b>	Board point and off point
<b>ST</b>	Stretcher action code

## Extra Seat for Cabin Baggage

### HE STEPS, GP CBB

You can book an extra seat for cabin baggage using the SSR element and a name element. You may only book one extra seat per passenger. Depending on the airline, you may have to issue a separate ticket for the cabin baggage.

To advise the airline that cabin baggage is requested, use the **SR** entry and the **CBBG** service code. For example:

#### **SR CBBG-ONE CELLO/P1**

<b>SR</b>	Transaction code
<b>CBBG</b>	Cabin baggage service code
<b>- ONE CELLO</b>	Free-flow text describing the type of baggage
<b>/P1</b>	Slash and passenger association to the passenger travelling with the cabin baggage

For pricing or ticketing details, see **GGAIRXX** (where **XX** is the two-letter airline code) or contact the airline directly.

Before making a reservation for a passenger who is carrying cabin baggage that will occupy a seat, you must find out if the airline requires that you issue a separate ticket for that baggage.

If the airline requires only one ticket for both passenger and baggage, you must include the cabin baggage ID code in the name field element.

For more information about other important points to remember when booking an extra seat, see **HE PNR, GP SR2**.

# Extra Seat for Comfort

**HE PNR, GP SR2**

**HE STEPS, GP XST**

To book an extra seat for personal comfort you use the **SR** entry. For example:

## **SR EXST-PERSONAL COMFORT/P1**

<b>SR</b>	Transaction code
<b>EXST</b>	Extra seat service code
<b>-PERSONAL COMFORT</b>	Dash, free-flow text explaining the reason for the extra seat
<b>/P1</b>	Slash, passenger association to the passenger requiring the extra seat

Note the following when booking an extra seat for personal comfort:

- Include the appropriate details in the name element entry, for example using the extra seat ID code:

## **NM2WILLIAMS/ALEX MR(IDEXST)/EXST**

- The extra seat information must be in the same name element entry as the passenger, because the system automatically links the EXST Airimp code to the actual passenger name element.
- Do not use a title for the EXST name element. When a title is entered the system assumes it is an actual name and does not allow passenger association of the SSR element.
- You cannot modify an existing EXST name element. You can only update the first name if the surname is also changed.
- The **NU** entry can only be used to change an existing family name, first name and/or title. Therefore if you use the **NU** entry, you must re-enter the EXST information without the ID code information, for example:

## **NU1-2/WILLIAMS/ALEXANDER MR/EXST**

- You cannot price or issue a separate ticket for the extra seat. The system creates only one TST for the passenger. For pricing or ticketing details, see **GGAIRXX** (where **XX** is the two-letter airline code) or contact the airline directly.
- You must include the appropriate ticket designator 'EX' for extra seat in the fare basis of the TST. For more information, see **HE TTI**.
- You must include the cost of the extra seat as a Q surcharge in the fare calculation line of the TST. For information, see **HE Q SURCHARGE**.

# Miscellaneous Charge Order (MCO)

## HE PNR, GP MCO

A miscellaneous charges order (MCO) is a document issued by travel agents and airlines to collect travel-related fees such as service fees, hotel accommodation, area type air fares when an MCO is required by a carrier's tariff rule, including tours, excess baggage charges, car hire, deposits, refundable balances and other types of collections when standard air transportation tickets are not suitable.

To create an automated MCO in Amadeus, you must enter an MCO element into the PNR. You can enter it in a PNR that already contains itinerary segments, or you can create a PNR specifically for the MCO.

When you enter an MCO element in the PNR, the system automatically creates a transitional stored miscellaneous document (TSM) and appends it to the PNR. You can subsequently update the TSM, and print it.

To be able to issue an automated MCO, The MCO indicator in your office profile must be set to yes.

To create an MCO element in a PNR and include all the information necessary to print an MCO document, enter:

**IMC M E/IBPAR27FEB/EUR38/P1**

<b>IMC</b>	Transaction code
<b>M</b>	MCO element type
<b>E</b>	Reason for Issuance code (optional). See below.
<b>/IB</b>	Slash and the two-letter airline code
<b>PAR</b>	City code
<b>27FEB</b>	Date
<b>/EUR38</b>	Slash, currency code and the total value of the MCO
<b>/P1</b>	Passenger association (mandatory if there is more than one passenger name in the PNR)

**Reason for issuance:** The reason for issuance (or reason for charge) code is associated to a specific type of service, stored in the system. When you enter a reason for issuance code, the system automatically inserts the corresponding description of the type of service in the MCO element and in the TSM.

For more information, see **HE PNR, GP MCO**.



# Excess Baggage

## HE PNR, GP XSB

To collect excess baggage charges, airlines or travel agents may issue an automated excess baggage document (XSB). An automated excess baggage document (XSB) may be issued by airlines or travel agents to collect excess baggage charges.

To create an automated XSB in Amadeus, you must enter an XSB element into the PNR. You can enter it in a PNR that already contains itinerary segments, or you can create a PNR specifically for the XSB.

When you enter an XSB element in the PNR, the system automatically creates a transitional stored miscellaneous document (TSM) and appends it to the PNR. You can subsequently update the TSM, and print it.

You can only issue an automated XSB if central ticketing is implemented in your market, and if your office profile XSB indicator is set to yes.

To create an XSB element in a PNR, enter, for example:

**IMCXP/LHFRA27FEB/EUR380/P1**

<b>IMC</b>	Transaction code
<b>X</b>	XSB element type
<b>P</b>	Reason for Charge code (optional)
<b>/LH</b>	Slash and the two letter airline code
<b>FRA</b>	City code where excess baggage charge was issued
<b>27FEB</b>	Date of issuance of the XSB document
<b>/EUR380</b>	Slash, currency code and the total cost of the excess baggage charge
<b>/P1</b>	Passenger association (mandatory if there is more than one passenger name in the PNR)

An XSB element cannot apply to more than one passenger. However you can associate several automated documents to the same passenger.



---

## Chapter 5

# Working with PNRs

Here we describe the following tasks and show you where to look in the Amadeus Online Help for more information:

- Retrieving a PNR
- Claiming a PNR
- Searching for a PNR
- Copying a PNR
- Modifying a PNR
- Printing a PNR

For information about:

- Creating a PNR, see *Creating a PNR* on page 3.
- Storing a PNR, see *End Transaction* on page 19.
- Ignoring a PNR, see *Ignore Transaction* on page 22.

# Retrieving a PNR

## HE PNR RETRIEVE

You can retrieve a PNR using the details of a flight or auxiliary segment for a current date, future date, or past date. A PNR can be retrieved after the departure date of the last segment booked, even if the itinerary has been canceled. You can also retrieve a PNR while in temporary ticketing mode.

PNR retrieval is controlled by the security package, and is dependent on your user identification, office type, and office identification. The security package regulates PNR retrieval for system user airlines, participating carriers, travel agencies, providers, and help desks. You can also retrieve a PNR if your office identification is specified in a security agreement within the PNR.

In some cases a PNR may be locked or set to read mode to safeguard its integrity, or following a failure in the nightly purge process. In that case the PNR can be retrieved but not modified.

You use the RT transaction code to retrieve a PNR. Here we show you some example entries:

To retrieve a PNR:

- By record locator, enter:

**RTW4RQL4**

- By name of partial name, enter:

**RT/SMITH/J**

- By name and date, enter:

**RT/21SEP-SMITH**

- From a name list:

**RT2**

- Retrieve PNR with active segment only:

**RT/SMIT\*A**

For more information, **HE PNR RETRIEVE**.

## Claiming a PNR

### HE CLAIM

The PNR Claim for Amadeus functionality allows you to take responsibility for PNRs that were originally created and booked in another airline system, provided that the airline has an agreement with Amadeus to allow their PNRs to be claimed.

Once you have claimed responsibility for the PNR, you can update it as you would any retrieved PNR.

Claiming a PNR consists of two steps:

1. First you use the RO entry, which causes the PNR to be displayed in its original format. For example, to claim a PNR by record locator, enter:

**RO CO ABC123**

At this point, the PNR is still the responsibility of the original office or airline.

2. To claim responsibility for the PNR, entry:

**ET**

This transfers the responsibility for the PNR from the original office or airline.

# Searching for a PNR

## HE SEARCH and HE LM

Here we briefly explain how to search for PNRs and show you where to look in the Amadeus Online Help for more information.

## By Flight

### HE LM

Search by flight allows you to request a list of PNRs for a specific flight on a specific date. By adding search options, you can customize your display to list only the PNRs that contain certain elements. The system also provides you with the ability to make negative searches, requesting PNRs that do not have a specific element. The same security principles apply as for normal PNR retrieval.

Here is an example showing how you can list all PNRs for a flight on a specific date, enter the date after the flight number.

### LM/BA902/10JUN

<b>LM</b>	Transaction code
<b>/BA902</b>	Slash and the airline code and flight number
<b>/10JUN</b>	Slash and the date

System response:

```
LM/BA902/10JUN
LHRFRA
001 01FRIEDMANN      Y58LWE C HK 01MAR SWI1G      OSY
002 *01ROBERTSON      X76Z8O V HK 19MAR LONBA06CS OT
003 01TOENGES         X782SZ Q HK 13DEC KSFL1211D FIOT
END OF DISPLAY
>
```

An asterisk (\*) next to a passenger name in the list indicates a code-share PNR that is indexed on the operating flight number. The operating flight number for the above example is BA902.

The search process includes PNRs with passive and ghost segments, and can also be performed on flights that have been previously canceled, up to 3 days following cancellation.

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

For more information, see **HE LM**.

## By Office

### HE SEARCH

The search by office entry lets you search through PNRs that you control and produces a list of them that can be displayed on your terminal, sent to a printer, placed on a queue, or further sorted manually.

PNR retrieval rules are explained in detail in **HE RT**. Search operations are performed in batch or delay mode, usually overnight.

You can display all PNRs that your office is permitted to retrieve, or you can narrow your search by specifying options.

Search by office only applies to PNRs that contain active or passive segments. The search does not consider past date, flown, information, open or cancelled segments.

To search for PNRs by office, enter for example:

**LMB-NCE1A0990-A(AF)B(CPH)/Q29C2**

<b>LM</b>	Transaction code
<b>B</b>	Search type 'batch'. For a delayed search this is <b>D</b> .
<b>-NCE1A0990</b>	<p>Dash and office ID of the office to be searched. It is optional to enter the office ID. If you do not specify an office ID the system assumes you are searching your own office.</p> <p>Here you can enter the ID of the office you want to search for, or you can widen your search by using asterisks (*) as wild cards to replace the office number. For example, if you enter <b>PARAF0***</b> for the office ID, the system searches for all Air France offices in Paris.</p> <p>If you do not enter any office ID, the system assumes your own office ID by default.</p>
<b>-A(AF)</b>	Dash and first search option (mandatory), first search option parameters (optional) in brackets.
<b>-B(CPH)</b>	<p>Dash and second search option (optional), second search option parameters (optional) in brackets.</p> <p>You can include as many search options as you want in the search, except for 'ALL', which you must enter on its own.</p> <p>If you include more than one search option, the search results show all the PNRs that include all the options specified. For example, if you enter:</p>

**LMB-A(SK)O(CPH)**

	The system will list all PNRs that include an SAS segment and that have Copenhagen as an off point.
<b>/Q29C2</b>	<p>Slash, <b>Q</b> (optional), queue number and category.</p> <p><b>Note:</b> The queue to which the PNRs are sent must be empty at the time the entry is made.</p> <p>If you enter <b>Q</b> only, the PNRs are placed on Queue <b>0</b> Cat. <b>1</b> by default. If this queue or category is not available or already contains PNRs, the following error message will be displayed: 'RESTRICTED QUEUE CATEGORY'.</p> <p>If you have specified the ID of another office in your search, you can place the search result on the queue of that office by entering <b>QO</b> instead of <b>Q</b>, for example <b>/QO29C2</b>. You cannot use this if you used wildcards characters (asterisks) in the office ID.</p>

Once you have entered your search, the system assigns a slot to the search in the processing table. It returns a message indicating the slot used, for example:

*OK ASSIGNED DELAY 02
-----------------------

The batch process runs overnight. The result of your search will be available by 0800 hour local time.

# Copying a PNR

## HE PNR COPY

With the Copy PNR function, you can:

- Use the **RRN** entry to copy data (including passive, service and ghost segments) from a retrieved PNR in order to create a new PNR.
- Use the **RRA** entry to create an AXR record linking the original and the copied PNR.
- Use the **RRI** entry to copy itinerary information only, from one PNR to another.
- Use the **RRP** entry to copy passenger information only, from one PNR to another.

For example to create a new PNR based on the currently displayed PNR, enter:

### RRN

System response:

-IGNORED DMDVVN-							
RP/MUC1A0701/							
1	LH4366	V	02SEP 1	FRAORY HK3	0730 0845	737	0 M
	NON-SMOKING FLIGHT						
	SEE RTSVC						
2	ARNK						
3	LH3519	V	09SEP 1	MXPFRA HK3	1005 1130	737	0 M
	FLIGHT ARRIVES TERMINAL 1						

This response indicates that the source PNR has been ignored but the system has copied most of the PNR elements. You can now add names and contact details to this copied PNR and end transaction to create a new PNR with a new record locator.

**Note:** Individual name elements and associated elements are not copied with the **RRN**, **RRA**, and **RRI** transactions, unless otherwise specified.

For more information, see **HE PNR COPY**.



## Modifying a PNR

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

You can also modify certain types of segment without using the cancel and rebook transactions.

Here we describe these tasks and show you where to look in the Amadeus Online Help for more information about each modification.

## Canceling Elements

### HE PNR CANCEL

PNR elements are divided into three categories:

- Name Elements
- Flight Segments
- Other

## Modifying a Passenger Name

### HE CHANGE NAME

You can modify the name of a passenger in an Amadeus PNR as follows:

- Updating a Name Element

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

- Changing a Name

You can completely replace an existing name with a new name, or add, change, or delete a passenger type. When you change a name, the system retains the itinerary, fare elements, and some seat assignments.

- Amadeus Name Change Controller

The Amadeus Name Change Controller is an application available to airlines (both system user airlines and non-system users) to establish rules that determine when a name in a PNR can be changed. For more information, see **GG PCAL NCC**.

### Updating a Name

To update a given name and/or family name and/or title, enter, for example:

**NU2/1SMITH/HANS MR**

To update a given name and/or title, enter, for example:

**NU3/JANE MRS**

With both of the above entries, passenger association is maintained.

## Changing a Name

We will use the following PNR to illustrate how to change a name:

```

-----
RP/MUC1A0701/MUC1A0701          BM/PR  20JUN98/0949Z    DMDVVN
1.BECKER/MICHAEL MR      2.FOUGERES/ELIANE MS
3.TOMASINI/MARCO MR
4  LH4366 V 02SEP 1 FRAORY HK3          1  0730 0845    *1A/
5  ARNK
6  LH3519 V 09SEP 1 MXPFRA HK3          1005 1130    *1A/
7 AP FRA 1234 5678/P1-2
8 TK OK20JUN/MUC1A0701
-----

```

To change MR MARCO TOMASINI to MR JOHN LEE, enter:

**3/1LEE/JOHN MR**

<b>3</b>	Name element to be changed
<b>/1</b>	Slash, number of passengers with the same family name
<b>LEE/JOHN MR</b>	Family name, slash, the given name and title

System response:

```

-----
RP/MUC1A0701/MUC1A0701          BM/PR  20JUN98/0949Z    DMDVVN
1.BECKER/MICHAEL MR      2.FOUGERES/ELIANE MS
3.LEE/JOHN MR
4  LH4366 V 02SEP 1 FRAORY HK3          1  0730 0845    *1A/
5  ARNK
6  LH3519 V 09SEP 1 MXPFRA HK3          1005 1130    *1A/
7 AP FRA 1234 5678/P1-2
8 TK OK20JUN/MUC1A0701
-----

```

## Modifying Other Elements

### HE PNR CHANGE

You can make modifications to all PNR elements before end transaction. After end transaction, you can only modify PNR elements that do not cause the system to generate a teletype message.

The basic entry to change element data is:

**ENTRY: 4/NEW DATA**

<b>4</b>	The element number
<b>/</b>	Separator
<b>NEW DATA</b>	The new data to replace the previous data

For example, let's assume that the contact data in the following PNR is incorrect and needs to be changed:

```
RP/NCE1A0900/
RF AGENT
1.GELLER/GARNET MRS      2.KELLOG/SALLY MRS
3.OTTENHEIMER/BRENDA MRS  4.WALLACE/RENEE MRS
5.WHITE/CAROL MRS
6  LH4465 C 11SEP 4 CDGFRA HK5  0630 1  0700 0820  *1A/
7  AF1457 C 13SEP 6 FRACDG HK5  0705 2  0725 0835  *1A/
8  AP PAR 1 16 55 33 77-B
9  TK OK01OCT/NCE1A0900
```

To change the business telephone number to Par 1 16 55 33 77, make the following entry:

**8/PAR 1 16 55 44 77-B**

System response:

```
RP/NCE1A0900/
RF TRAINING
1.GELLER/GARNET MRS      2.KELLOG/SALLY MRS
3.OTTENHEIMER/BRENDA MRS  4.WALLACE/RENEE MRS
5.WHITE/CAROL MRS
6  LH4465 C 11SEP 4 CDGFRA HK5  0630 1  0700 0820  *1A/
7  AF1457 C 13SEP 6 FRACDG HK5  0705 2  0725 0835  *1A/
8  AP PAR 1 16 55 44 77-B
9  TK OK01OCT/NCE1A0900
```

Element 8, contact element (AP), has been updated.

For further information, see **HE PNR CHANGE**.

## Rebooking Flights, Classes, and Dates

### HE REBOOK

The rebooking entry enables you to rebook existing segments in a PNR. You make this entry to change the following:

- A class of service in one or several segments
- A date in one or several segments
- A flight number in one or several segments
- A combination of class, date, and flight number you can rebook segments from a displayed PNR or from an availability display for the same city pair.

You can make changes to both new and retrieved PNRs. You can rebook segments in group PNRs, as long as the group has fewer than 9 passengers, and as long as the airline owning the segment is not hosted in Amadeus Altéa reservation airline. You cannot rebook open segments, information segments, non-participating carrier segments, or passive segments.

The entry cancels existing segments and resells the segments using the new details. The original PNR data is replaced only if an exact confirmed sale is received.

We will use the following PNR to illustrate the rebook entry:

1.	STEWART ANDY	2.	CROWTHER LESLIE	3.	DRAKE CHARLIE				
4	IB3402	M	23NOV	1	MADORY	HK3		0730	0920 *1A/
5	AF 804	K	24NOV	2	CDGLHR	HK3	2D	0730	0740 *1A/
6	BA 902	S	25NOV	3	LHRFRA	HK3	1	0725	1000
7	LH3052	C	27NOV	5	FRAARN	HK3		0950	1155 *1A/
8	AY 642	D	29NOV	7	ARNHEL	HK3		1330	1525 *1A/
9	AY871	T	02DEC	3	HELCDG	HK3		0815	1020 *1A/
10	IB3405	V	04DEC	5	ORYMAD	HK3		1405	1555 *1A/
11	AP EL PRADO								
12	TK OK05APR/MUC1A0701								

To change the class in segment 6, flight BA902 from S to Y, enter:

**SBY6**

<b>SB</b>	Transaction code
<b>Y</b>	New class for the segment
<b>6</b>	Number of the segment being changed

System response:

1.	STEWART ANDY	2.	CROWTHER LESLIE	3.	DRAKE CHARLIE				
4	IB3402	M	23NOV	1	MADORY	HK3		0730	0920 *1A/
5	AF 804	K	24NOV	2	CDGLHR	HK3	2D	0730	0740 *1A/
6	BA 902	Y	25NOV	3	LHRFRA	HK3	1	0725	1000
7	LH3052	C	27NOV	5	FRAARN	HK3		0950	1155 *1A/
8	AY 642	D	29NOV	7	ARNHEL	HK3		1330	1525 *1A/
9	AY871	T	02DEC	3	HELCDG	HK3		0815	1020 *1A/
10	IB3405	V	04DEC	5	ORYMAD	HK3		1405	1555 *1A/
11	AP EL PRADO								
12	TK OK05APR/MUC1A0701								

To change the flight number in a segment, enter for example:

**SB BD194 \*3**

<b>SB</b>	Transaction code
<b>BD194</b>	New flight number for the segment
<b>*</b>	Asterisk
<b>3</b>	Number of the segment being changed

**Note:** You can rebook by flight number for the same city pair only.

To change the flight number in a segment, enter for example:

**SB28NOV7**

<b>SB</b>	Transaction code
<b>28NOV</b>	New date for the segment
<b>7</b>	Number of the segment being changed

For more information, see **HE PNR REBOOK**.

## Transferring PNR Ownership

### HE PNR RESPONSIBLE

Ownership of a PNR can be transferred from one Amadeus office (the responsible office) to another.

Ownership can be transferred by two methods:

1. The office owning the PNR can transfer it.
2. It can be transferred by the Amadeus Service Management Centre.

When you change the responsible office, you can also change the other elements that contain office identifications to the new responsible office, namely, the ticketing, queuing, and option elements.

A newly created PNR includes the indicator RP followed by your office identification. This indicates that your office is responsible for the PNR. For example:

```
RP/PARAF0100/
1.DUBOIS/CLAUDE
```

After retrieval, the header line contains additional information concerning the PNR:

```
RP/PARAF0100/PARAF0100  BM/SU  1OCT04/0912Z  AAF2IR
```

The following table describes each item in the above system response.

Item	Description
<b>RP/PARAF0100</b>	RP indicator and the office ID of the responsible office
<b>/PARAF0100</b>	Queuing office identification. This may be different from the responsible office identification
<b>BM/SU</b>	Initials and duty code of the agent who created the PNR or last updated it.
<b>1OCT04/0912Z</b>	The date and time that the PNR was created or last updated
<b>AAF2IR</b>	The PNR record locator

To change the identification of the responsible you make an **RP** entry. For example:

### RP/MADAF0002

**RP/** Transaction code, slash  
**MADAF0002** ID of the new responsible office

Once the office of responsibility has been changed, the header lines in the retrieved PNR will appear as follows:

```
RP/MADAF0002/PARAF0100  OG/SU  22OCT04/0912Z  AAF2IR
PARAF0100/1234BM/1OCT04
```

The new responsible office and queuing office are indicated in the first header line, along with the initials and duty code of the agent who performed the transfer, and the transfer date. The original office ID, the sign of the agent who created the PNR and the creation date are moved to a second PNR header line.

The following restrictions apply to changing PNR ownership:

- You may only change ownership of a PNR if you are the responsible office for that PNR or if the appropriate EOS security agreement is in place for your office.
- The responsible office identification can only be changed; it cannot be cancelled or deleted.
- An entry to change the responsible office cannot be included in a multiple element entry.
- You cannot change the responsible office for a PNR created outside of Amadeus. Such a PNR must first be retrieved by a system user airline who has segments in the PNR. The airline must then add an ES agreement allowing you to access the PNR.

For more information, see **HE PNR RESPONSIBLE**.

## Changing the Queuing Office

### **HE PNR, GP REC**

You can change the queuing office in a PNR without changing the responsible office by using the **RF** transaction. Changing the queuing office is controlled by Amadeus security, and the new office identification is automatically verified by the system.

When you enter the first element in a newly created PNR, the system automatically enters a heading with the identification of the responsible office (RP) at the top of the PNR.

At the end of transaction, the system adds the identification of the office that created the RF element to the RP identification as queuing office. The queuing office is where the system sends any messages it receives concerning the PNR.

Amadeus Altéa reservation airline agents can change the queuing office identification for a PNR by including the new office identification in the **RF** entry.

For example, the original header is as follows:

RP/MUC1A0701/MUC1A0701
------------------------

To change the queuing office to MUC1A0702, enter for example:

**RF JOHN SMITH/MUC1A0702**

Next time you retrieve the PNR the header will be as follows:

RP/MUC1A0701/MUC1Q0702
------------------------

For more information, see **HE PNR, GP REC**.

## Non-homogeneous Condition

### HE PNR NON

A non-homogeneous condition occurs in a PNR when:

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

The system automatically appends the \*\*\* **NHP** \*\*\* tag to the top of the PNR.

You must passenger-associate the segments that create the non homogeneous condition. If you attempt to end transaction without passenger association, the system displays the warning message:

```
NEED PASSENGER ASSOCIATION
>
```

Here is an example of a non-homogeneous condition where the number of seats booked within the air segments is not equal.

Before any names are entered, two segments are booked which do not contain the same number of seats.

```

***  NHP  ***
RP/NCE1A0900/
1  LH1830 C 13MAR  5  DUSZRH HK4          0715 0825  737 0 M
2  LH1815 C 14MAR  6  ZRHDUS SS3  2005    2035 2145  73T 0 M
```

Then four names are added and the PNR looks like this:

```

***  NHP  ***
RP/NCE1A0900/
1. JOHNSON/G  2. WILLIS/P  3. SMEDLEY/H  4. MAKEPIECE/D
5  LH1830 C 13MAR  5  DUSZRH HK4          0715 0825  737 0 M
6  LH1815 C 14MAR  6  ZRHDUS SS3  2005    2035 2145  73T 0 M
```

In order to resolve the non-homogeneous condition, you must add passenger association to segment 6 before end of transaction is possible. To do so, make the entry:

**6/P1-3**

For more information, see **HE PNR NON**.

## Splitting a PNR

### HE PNR SPLIT

A PNR is split in the following ways:

- Automatically by the system as a result of a non-homogeneous condition during PNR creation.
- Manually by an agent to a retrieved PNR.

The system automatically:

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

To split one or more name elements, enter the transaction code **SP** followed by the name element numbers.

For a single name element, enter for example:

**SP7**

For multiple name elements, enter for example:

**SP3,4,5 or SP5-7**

The system displays an associate PNR for the name elements that you have split from the original PNR. This includes:

- The split names
- Air itinerary elements both flown and future date
- Other PNR elements common to all passengers

Elements that were passenger associated with the split names in the original PNR are transferred to the split PNR.

You must specify the auxiliary elements to be split, in your entry. Auxiliary segments marked as past are duplicated in the associate PNR. The system temporarily identifies the split PNR as the -ASSOCIATE PNR- and automatically creates a split party (\*SP) element. See the following example:

```
-ASSOCIATE PNR-
RP/NCE1A0900/NCE1A0900      BM/SU      3AUG91/0642Z  XXXXXX
1.SMITH/JOHN  2.SMITH/MARY
3 KL 153  C  12OCT  6  AMSMAN  HK2  0820  0935
4 AP NO
5 AP 1234567/P2
6 TK OK03AUG/NCE1A0900
* SP 03AUG/NESU/NCE1A0900-AEBOT1
```

The split party element always appears as the last line in the PNR and is not numbered.



The split party element consists of the following items:

<b>SP</b>	Split party element identifier
<b>03AUG</b>	The date on which the split was made
<b>NESU</b>	Sign of the agent who performed the split
<b>/NCE1A0900</b>	The identification of the office where the split was made
<b>-AEBOT1</b>	The record locator of the original PNR from which the associate PNR was split

Each split entry that is made on a PNR that has already been split generates an extra \*SP element in both the parent PNR and the new associate PNR.

The header line of the associate PNR is the same as that of the original PNR except that it contains XXXXXX instead of a record locator. The system assigns a record locator to the PNR after the split is completed.

While the associate PNR is displayed on screen, you can modify elements. For more information, see **HE PNR SPLIT**.

To complete the split of the associate PNR, you must make a received from entry **RF** followed by **EF** which is the entry to end transaction and file the PNR.

The system automatically displays the original PNR from which the names were split. This includes the -PARENT PNR- identifier and a split party (SP) element on the last line.

```
-PARENT PNR-
RP/NCE1A0900/NCE1A0900      BM/SU      3AUG91/0642Z      AENTB3
1.JONES/DAVID  2.JONES/TERESA
3 KL 153  C  12OCT  6  AMSMAN  HK2      0820      0935
4 AP NO
5 TK OK03AUG/NCE1A0900
* SP 03AUG/NESU/NCE1A0900-AENTCF
```

The PNR is shown with the remaining name elements and the reduced number of seats in the air segments. All elements that were directly associated with split names are removed from the PNR.

While the parent PNR is displayed on screen, you can modify it. For more information, see **HE PNR SPLIT**.

To complete the split of the parent PNR, you must make a received from entry **RF** followed by the end of transaction entry **ET**.

The system displays an end of transaction message followed by a record locator for both the parent and associate PNRs.

```
END OF TRANSACTION COMPLETE - AENTB3      SP - AENTCF
```

## Canceling Itinerary for AXR-Linked PNRs

### HE PNR CANCEL

You can cancel the complete itinerary for all PNRs that are linked through the same AXR record (associated cross-reference). Itineraries can be canceled from:

- A retrieved unmodified PNR
- An AXR display (when you have an active PNR in the AAA)
- A retrieved unmodified PNR displayed from queue

When you have an AXR-linked PNR in your AAA, you must enter a received from element first, before you can use the entries to cancel the itinerary. The received from element is mandatory regardless of what has been set up in your office profile.

You can cancel the complete itinerary for all PNRs that are linked through the same AXR record, using the **ETX** or **ERX** entries.

You can use these entries from:

- A retrieved unmodified PNR
- An AXR display (when the PNR in the AAA is unchanged)
- A retrieved unmodified PNR displayed from queue

**Note:** You must enter a received from element before you attempt to use the **ETX** or **ERX** entries, regardless of the options specified in your office profile (see **HE RF**).

The following message is displayed:

**WARNING: ITINERARY OF ALL PNRs LINKED WILL BE CANCELED.**

Press enter once more, and the system will cancel the itinerary of all PNRs in the AXR, end transaction, and update the history. The system then retrieves the next PNR from the AXR and makes the same updates. This process is repeated until all of the PNRs in the AXR have been successfully processed.

If you make these entries from a PNR from queue:

- **ERX** displays the AXR record.
- **ETX** displays the next PNR on queue.

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

If one of the PNRs in the AXR is already being modified (by another user or by a teletype reply message), or you do not have retrieval and/or update rights to the PNR, the PNR is ignored, and the next PNR in the AXR is processed.

After all PNRs have been processed with the **ERX** or **ETX** entry, the AXR record is displayed. All PNRs that have had their itinerary cancelled are displayed with 'ITINCNLD' in place of the record locator.

PNRs for which the itinerary could not be cancelled are shown with their record locator, and secured or purged PNRs are shown with the appropriate tag.

**Note:** Subsequent AXR displays will be normal. 'ITINCNLD' will not be shown.

For more information, see **HE PNR CANCEL**.

# Printing a PNR

## HE PNR PRINT

You can print a PNR to a printer in the current local network, a printer in another Amadeus office, or any printer for which you know the seven-character IATA teletype address.

To print an existing PNR on your default printer, enter the print transaction code **WR** followed by either an **A** (all) or **S** (screen), and then by the retrieval entry. The PNR is sent directly to the printer and is not displayed on the screen.

To print the entire PNR CIJBI1 for example, enter:

**WRA/RTCJBI1**

To print the currently displayed screen, enter:

**WRS/RTCJBI1**

You can print a PNR or a PNR screen on:

- Your default printer.
- Another printer in your office.
- A printer in another Amadeus office.
- Any airline printer where printers are defined in the Amadeus PSDB database.
- Any printer with a printer mnemonic, where queue-to-queue
- Destination addresses are used to send the print results.
- Any airline printer for which you know the seven-character IATA teletype address.

When the system has sent the PNR to the printer, it displays one of the following messages on screen:

SENT
------

This indicates that the printer address has been validated and the print request has been sent for processing.

SENT TO SYSTEM FOR PRINTING
-----------------------------

This message indicates that the network ID is not validated in the Amadeus PDSB database. The print request has been sent for queue-to-queue processing, without validating the printer address.

All restrictions that normally apply to PNR retrieval also apply to printing.

For more information, see **HE PNR PRINT**.



---

## Chapter 6

# Purged PNRs

### HE PDR

Amadeus provides a procedure to recall a PNR that was previously purged from the system. This is known as a purged PNR or past date record (PDR).

Here we show you where to look in the Amadeus Online Help for information about:

- Recalling a PDR
- Displaying a PDR
- Printing a PDR

## Retrieving Purged PNRs

### HE PDR

You can retrieve a past-date PNR when necessary. A past-date PNR is also known as a Past-date Record (PDR). The retrieval procedure depends on the date of the PNR. Here we give a brief explanation of each procedure and show you where to find more information in the Amadeus Online Help pages.

### PNRs Purged Before April 2004

#### HE PDR, GP PUR

To retrieve a PNR that was purged before April, 2004, you make the **REP** entry. Here is an example:

**REP/NCEAF0101/AF9876/23SEP92-MILLER\*QVHA16**

<b>REP/</b>	Transaction code, slash
<b>NCEAF0101/</b>	Office ID where the response should be sent to (this option is not available to travel agencies)
<b>AF9876/</b>	Flight number, slash
<b>23SEP94</b>	Date of flight
<b>MILLER*</b>	Passenger's name, asterisk delimiter
<b>QVHA16</b>	Amadeus record locator (not mandatory)

If a past-dated record is found, the PNR will be placed on queue 96 of the office included in the entry. If a still-active record is found the PNR will be placed on queue 14.

For more information, see **HE PDR**.

## PNRs Purged After April 2004

### HE PDR

To retrieve a PNR that was purged after April, 2004, use one of the following procedures:

- Recalling a purged PNR interactively
- Recalling a purged PNR in deferred mode

### Recalling a Purged PNR Interactively

#### RPP

Using an online request, you can recall a purged PNR by referring to an air segment in the original PNR. You must also indicate the date of the segment, for example:

**RPP/AF7708/16DEC03**

<b>RPP/</b>	Transaction code, slash
<b>AF7708/</b>	Mandatory airline code and flight number, slash
<b>16DEC03</b>	Mandatory flight date

This request will recall records that contain an AF7708 segment on 16DEC03. The result will be displayed on your terminal. If more than one past-date record is found, a list of PDRs showing the names of all passengers in each PDR, is displayed:

PDR LIST 00028		
PDR LIST 00069		
NCE1A0950/0001AAS/SU		05MAR2004/0924Z
RPP/AF7708/16DEC03		
001 AIGNER/S	ZH9HS3 AF7708	16DEC03_PARAF0100
002 BERNARDOS/E	ZH9HS3 AF7708	16DEC03_PARAF0100
003 GARDINER/C	ZH9HS3 AF7708	16DEC03_PARAF0100
004 NOGUCHI/H	ZH9HSN AF7708	16DEC03_PARAF0100
005 PERIDON/O	ZH9HSO AF7708	16DEC03_PARAF0100

For more information, see **HR RPP**.

## Recalling a Purged PNR in Deferred Mode

### HE RPD

Using an offline request, you can recall a purged PNR by airline code only, as long as the date range does not exceed two days. For example:

**RPD/LH/02JUL04-03JUL04/BPAR-HART/JOHN\*T(TEXT)**

<b>RPD</b>	Transaction code to recall a PDR in deferred mode
<b>/LH</b>	Slash, airline code (mandatory)
<b>/02JUL04</b>	Slash, flight departure date (mandatory), or date range
<b>-03JUL04</b>	(optional, two days maximum)
<b>/BPAR</b>	Slash, boarding indicator and board point (optional)
<b>-HART</b>	Dash, family name (optional)
<b>/JOHN</b>	Slash, given name (optional - must be in conjunction with family name)
<b>*T</b>	Asterisk, target output display (optional) (T for terminal, Q for queue, or P for print)
<b>(TEXT)</b>	Parentheses containing up to 30 characters of free-flow text for identification (optional)

This request will recall PDRs owned by your office that contain an LH segment in the specified date range. The PDR list will show, for the requested passenger name, the first LH segment found in the PDR for that date range.

For more information, see **HE RPD**.



## Displaying and Printing a Purged PNR

### HE PDR, GP DIS

When you make a request to recall a purged PNR (past date record), the system adds it to your office request list. You can display the list to check the status of all the requests submitted in your office and display or print a record when it becomes available to you.

## Using the Office Request List

### HE PDR, GP DIS

When you make a new request to recall purged PNRs, the system adds it to the office request list. You can display a past-date PNR on the office request list. To display the office request list, enter:

#### RLD

System response:

PAST DATED RECORD REQUEST LIST NCE1A0950: 10				
1	RPP/AF7708/16APR04	05JUN	ONLINE	T
2	RPP/AF7708/15APR04	05JUN	PENDING	P
3	RPD/AF7711/15APR04	04JUN	OFFLINE	T
4	RPP/CUS-AZX45Y/AF386/01MAY04	04JUN	PROCESSED	T
5	RPD/CCRZE/01MAY04*T	04JUN	RT 05JUN	Q
6	RPP/HHLHI/01MAY04	04JUN	ONLINE	TR

The total number of requests made is indicated in the header. The requests are numbered from the latest to the oldest.

For more information, see **HE PRD, GP DIS**.

## Printing a Purged PNR

When a past date record (PDR) is displayed on your terminal, you can send it to the printer that is cross-referenced to your terminal. For example, to print either the list of PDRs or, if only one PDR exists, to print the PDR itself, enter:

#### WRA/RPP

This entry prints up to 999 lines of data. To reduce the scope of the print, use one of the partial PDR display options. For example, to print the PDR history, enter:

#### WRA/RPP/RH

**Note:** To print a PDR to the printer that is cross-referenced to your office ID, make the **RPPP** entry.

For more information on displaying and printing a PDR, refer to **HE PDR, GP DIS**.



---

## Chapter 7

# PNR History

**HE RH**

Every PNR that is created in the distribution system has associated historical information. The historical information is a record of the creation of the PNR and of any additions, modifications, cancellations, and deletions that are subsequently made to it. The system updates PNR history at each end of transaction entry.

Every PNR has historical information relating to:

- Original Segment
- Received From
- Booking Office Identification
- Agent Sign
- Agent Duty Code
- Time and Date of Original PNR Creation

Each time a modification is made, the modified data is stored in PNR history. For each modification, history records the office identification, agent sign, duty code, and the date and time of the modification. If the modification is made using remote office logging, the IATA and office ID for both the originating and the emulated branch are included.

Here we explain how to display both full and partial PNR history.

# Displaying Full PNR History

**HE RH**

To display the entire history of the current PNR, without queue history, enter:

**RH**

The PNR header line appears at the top of the history. Subsequently, each activity in the PNR is listed as a numbered element. The number for each element indicates when that activity was performed. Activities that are associated with the creation of a PNR are numbered 000, activities from the first retrieval of the PNR are numbered 001, from the second retrieval 002, and so on. Each retrieval and set of modifications is called a step.

At end of transaction during PNR creation, the following elements are added to PNR history, under step number 000: Original names, air segments, auxiliary segments, OSI and SSR elements, option elements, received from reference, and a communications reference.

**Note:** Any other PNR element created before the first end of transaction will not appear in PNR history step 000.

Here is an example:

```
000 ON/BLAKE S/MS JACKSON M/MR STOYLE D/MR
000 OS/LH 401 F 20SEP 5 JFKFRA LK3 530P 715A+1/NN *1A/E*
000 OS/CAR SK NN1 FRA 20SEP-21SEP ECAR/CF-/NN
000 RF-PAX CR-MUC1A0701 SU 0001AA 28FEB/1009Z
```

In addition to the step number, each element in history is marked with a two-letter code, indicating the type of change that was made:

- ON is the code for Original Names. These are the names that were entered when the PNR was created.
- OS is the code for Original Segments. These are the segments that were entered when the PNR was created.
- RF is the code for Received From. RF is followed by the name entered by the agent in the RF entry, the office ID, sign, date and time.

For a full list of these codes, see **GP COD**.

When an element is modified, canceled or deleted, it appears in history with two numbers. Here is an example:

```
001/003 CS/NW1799M 10DEC 4 MIADEN HK4 1315 1705/KK
```

The first number (001) indicates the stage at which the item was originally entered in the PNR. The second number (003) indicates when the modification, cancellation or deletion was made.

## Displaying Partial PNR History

### HE RH

You can display a partial PNR history, to make it easier for you to read only the type of history elements that you are interested in.

To view a partial display, enter **RH** followed by the code for the type of element you want to see. You can combine codes to display several elements together.

For example, to display the name, phone and remark elements, enter:

**RHN,J,R**

The following table lists example entries showing the available PNR history codes:

**Table: PNR History Codes**

Enter:	To Display:
<b>RH099</b>	PNR history by step number
<b>RHA</b>	Air segments
<b>RHB</b>	Invoice and itinerary remarks
<b>RHC</b>	Car segments
<b>RHE</b>	Extended ownership agreements
<b>RHF</b>	Fare elements
<b>RHFR</b>	Historical fare record
<b>RHG</b>	General facts (SR, SK, OS)
<b>RHH</b>	Hotel segments
<b>RHI</b>	Itinerary segments
<b>RHJ</b>	Phone elements (AB, AM, AQ, AP)
<b>RHK</b>	Ticketing elements
<b>RHM</b>	MCO and XSB elements
<b>RHN</b>	Name elements
<b>RHO</b>	Option elements
<b>RHP</b>	Passenger data (except name, itinerary and option)
<b>RHQ</b>	Queue
<b>RHR</b>	All remarks: general, confidential and corporate
<b>RHR*</b>	Category remarks (where * is a letter from A to Z)
<b>RHS*</b>	Segment number (where * is an active segment number)
<b>RHT</b>	Tour segments
<b>RHX</b>	Auxiliary segments (air taxi, car, hotel, tour, memo)
<b>RHY</b>	Accounting remarks (RM*, AI, FZ)
<b>RHZ</b>	Rail segments

For more information, see **HE RH**.



---

## Chapter 8

# Amadeus Group PNR

### HE GROUP PNR

To handle bookings for large parties of up to 99 passengers, a special type of PNR, a group PNR, has to be used. The group PNR must contain the following elements:

- A special group name element
- At least one group air segment
- A group fare SSR element
- The other elements mandatory for normal PNRs (contact element, ticketing element, received from, end transaction).

# Creating a Group PNR

## HE STEPS, GP PN4

Here we explain the steps for creating a group PNR. In each step we indicate where to find more information in the Amadeus Online Help.

To create a group PNR:

1. Enter the group name element. For example:

**NG15EUROPE TOUR**

See **HE GRO, GP NAM**.

2. Sell a group segment from availability by number of passengers, class of service and line number:

To sell a group segment, enter for example:

**SS15Y1/SG**

To waitlist a group, enter for example:

**SS15Y1/PG**

See **HE GRO, GP SEG**.

3. Enter contact information, for example a home phone number:

**APNCE 92947011-H**

See **HE AP**.

4. Enter a ticketing element:

**TKTL10FEB**

See **HE TK**.

5. Enter a group SSR element. For example:

**SRGRPF-GV15**

You now have the essential elements. You can move to step 10, or you can add the following options:

See **HE GRO, GP SRG**.

6. Enter a special service request segment, and associate it to a passenger. For example:

**SRVGML/P3**

See **HE SR**.

7. Enter other service information, with passenger association. For example:

**OS AA FIRST TIME FLYER/P6**

See **HE OS**.



8. Enter remarks needed for ticketing:

To indicate the form of payment, enter for example:

**FP CHECK**

To indicate commission, enter for example:

**FM10**

See **HE FP** and **HE FM**.

9. Enter a Frequent Flyer Number and associate it to a passenger. For example:

**FFNAA-123456789/P8**

See **HE FFN**.

10. Enter a received from element. For example:

**RFMICHAEL**

See **HE RF**.

11. Transmit a group name to non distribution system user airlines:

**NT**

See **HE NT** and **HE PK**.

12. End transaction:

**ET**

See **HE ET**.

**Note:** Specific rules apply for passive, service, and group segments (specifically in the case of non-Altéa Reservation airlines).

You can create passive segments in a group PNR; however SSR or OSI elements are not allowed in passive segments for group PNRs (SSR GRPF is the only exception). You cannot use service segments in a group PNR.

Here are some other Amadeus Online Help pages that you may need to refer to:

- Group seat requests: **HE GRO, GP SEA**.
- Group name transmission: **HE GRO, GP TRA**.
- Non-homogeneous condition: **HE GRO, GP NON**.
- AXR record: **HE GRO, GP NON**.
- Deleting and cancelling names: **HE GRO, GP NAM**.
- Splitting an Amadeus Group PNR: **HE GRO, GP NON**.



---

## Chapter 9

# Timatic

### HE TIMATIC

Timatic is a comprehensive travel information system that you can access through Amadeus. It covers the following areas:

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

You can access the information in Timatic in three ways.

- From a PNR
- In Guided Mode
- In Expert Mode

**Note:** Amadeus is not responsible for the accuracy of the information presented in Timatic.

For more information, see **HE TIMATIC**.



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