The Complete Amadeus Manual

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Sign In/ Sign Out HEJI

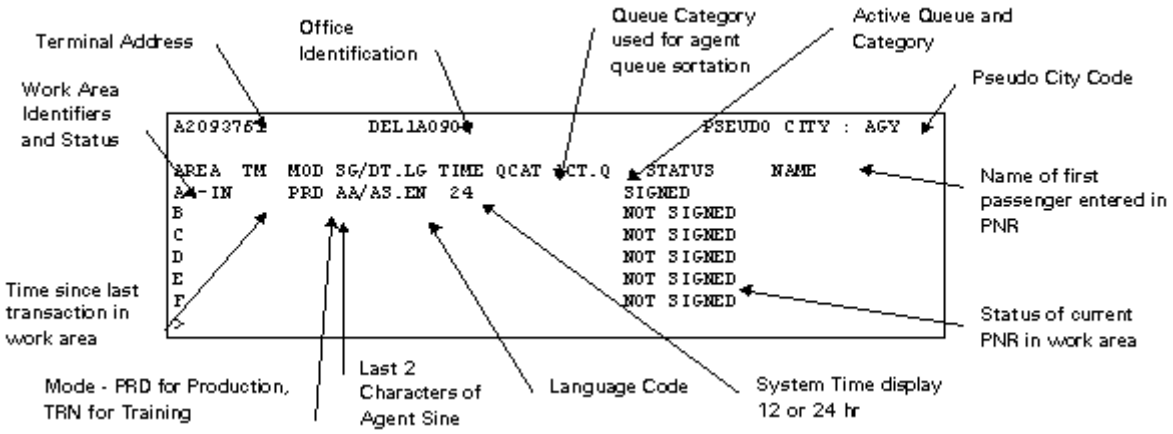
Amadeus Work Areas

Amadeus provides six (6) work areas in which a travel agent may sign-in to. These work areas are known as Agent Assembly Areas (AAA's). The work areas could be considered as six separate connections to Amadeus where you can create or modify reservations. The six work areas are each given an identifier A through F.

The command to display the status of the work areas is:

JD

Screen Display



Any work area will automatically sign-out if left idle for a 3-hour period. Any data pending in that work area will be ignored.

Sign In/Sign Out Command

The Amadeus system requires each user to sign-in and identify themselves so that the users sign-in code can be recorded in reservations. The sign-in command is often referred to as "Jump In" due to the command identifier **JI.**

There are two duty codes used in the **JI** command, Agent Sell (travel agents only) (**AS**) and Supervisor (**SU**).

Command Format

JI*<Agent Sign / Duty Code>*

Example

JI1234AB/AS

Other Commands and Options

JI*1234AB/AS	Sign into all six work areas A, B, C, D, E, F.
JD	Display your work area status.
JMB	Move from current work area to work area B.
JO	Sign out of current work area only
JOA	Sign out of specific work area A (Jump Out)
JO*	Sign out of all work areas A/B/C/D/E/F
JXC	Move to work area C with existing Sign in by default

Practice Training HEJJ

The Practice Training system is a part of the Amadeus Central System where you can simulate transactions. In this way, you can experience working in the Amadeus Central System without affecting real flight inventory.

The system appends the notation ***TRN*** to your screen displays to indicate that you are using Practice Training.

The Practice Training system sign in command identifier is **JJ**.

Command Format

JJ*<Agent Sign> / <Duty Code>*

Command Example

JJ1234AB/AS	Sign next available work area into Practice Training system

Screen Display

```
A-SIGN COMPLETE/04AUG/AS
WELCOME TO THE AMADEUS PRACTICE TRAINING SYSTEM
-----------------------------------------------
FOR INFORMATION ON THE PRACTICE TRAINING PLEASE REFER
ON-LINE HELP PAGES:

HE TRAINING
OR
HEJJ
*TRN*
```

Other Commands and Options

JMA	Move from current work area (using Practice Training) to work area A.
JO	Sign out of current work area.
JD	Display work area status

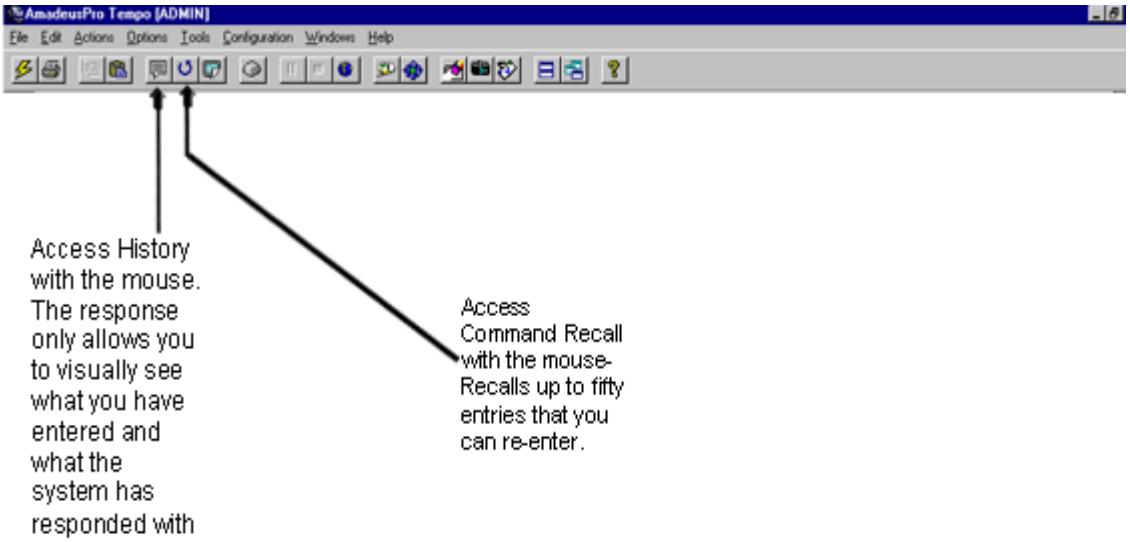
Command Recall/History

Command Recall is a function that allows you to re-display your previous entries.

You may have received an error response and need to re-enter your entry .

You may edit and re-enter with the command recall function key.

The history function key allows you to visually see what entries you have imputed and what the system has responded, however you are unable to edit it



You can also access Command Recall with the following commands:

Hold down the **ALT** key and the **ARROW** up button, this is another version which allows you to run through various commands you entered by using your arrow keys.

Recall Entry

You can recall the last entry or entries , you have made in the Amadeus Central System.

RE	To recall your last entry.
RE2	To recall the entry made before last entry.
RE/LONG	To recall the entry that is too long for your terminal.

Amadeus Information System (AIS)

The Amadeus Information System (AIS) is a central source of reference information, which is maintained by Amadeus and service providers. The information stored in AIS is referenced using a structure consisting of 3 levels: Category, Subject & Page.

The command identifier for AIS is **GG** and is often referred to as "Go Get".

Command Format

GG<*Category*><*Topic*><*Sub-topic*>

Command Examples

GGAIS	Display AIS Main Menu
GGA	Alphabetical list of all categories in AIS, starting with A
GGPCAAF	Display information on access and function level of Air France
GGPCALFUN	Display information on function level for all airlines
GGPCALACC	Display information on access level for all airlines
GGPCALCOU	List of carriers with origin country.
GGAIRBA	Display airline information specifically for British Airways
GGPCALCOU	Display list of users with origin country
GGHTLUI	Display hotel information specifically for Utell
GGCARZI	Display car information specifically for Avis
GGCARZDLON	Display information for Budget Car Rental in London
GGCOUFR	Display country information for France
GGAPTNRT	Display airport information for Narita Airport in Tokyo
GGWEADEL	Display present weather information for Delhi
GGCODEW	Display airline industry codes beginning with the letter W
GGNEWS	Display AIS news information, system enhancements and updates
GN	Display the AIS update summary panel for today and yesterday
GN7	Display update summary panel for today and the last 7 days
GGAMAIN	Display Amadeus helpdesk information for the national marketing company in India
GGAMAINTRA	Display training schedules
GGAUXIN	Display of IVS package "Source" (on subscription only)
GGFQT	Display of Fare related information
GGCAL98DEC	Display of Calendar for requested Year and Month.
GGAMAINQRG	Quick reference guide for Reservation entries
GGAMAINQRT	Quick reference guide for Ticketing entries
GGALLIANCES	Display information on airline alliances
GGAIRBAINDIA	Newly created information page for British Airways for India (also for AF , AC , SQ)
GGRAIIN	Indian Railways Pages

GGAMAINTKT	Displays the pages of ticketing guidelines created by Indian NMC
GGAMAINLCL	Displays the local contacts of airlines
GGAMAINUSE	Displays useful information like airline queue addresses

AIS Scrolling Commands

MD	Move Down
MU	Move Up
MT	Move to Top
MB	Move to Bottom
MP	Move Previous, last information can be redisplayed
MPGG	Move to Previous to the last AIS screen display.
GP1	Go to Page 1
MS49	Move to Screen line number 49

Help System HEHE

The Amadeus Help System is an automated reference guide to the functions of the Amadeus Central System. Help contains explanations and examples of all aspects of Amadeus commands.

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

Command Format **HE**

Command Example

HEAIS then **GPDIS**	Display help regarding the access to Amadeus Information System (AIS)

Screen Display

```
                        INDEX TO AIS          EN  14MAY97 1028Z

HE AIS

FOR INFORMATION ABOUT:  ENTER:   FOR INFORMATION ABOUT:  ENTER:
----------------------  ------   ----------------------  ------
INTRODUCTION            GP INT   DELETING PAGES          GP CRE
KEYWORDS OR QUICKPATHS  GP QPS   DISPLAYING PAGES        GP DIS
OFFICE BRIEFING         GP OFF   EDITING PAGES           GP EDI
COPYING PAGES           GP COP   MOVING PAGES            GP MOV
CREATING PAGES          GP CRE   PRINTING PAGES          GP PRI
MODIFYING PAGES         GP CRE   SCROLLING PAGES         GP DIS



                      ** END OF DISPLAY **
```

Command Examples

HE HELP	Display help on help
HE	Display help subject index
HE N	Display help index on subjects beginning with N
HEJI	Display help relating to the Sign -in command JI.
HE/	Display online help for your attempted command when you receive a format error.
HESTEPS	Step wise guide for key Amadeus functionalities

Help System Scrolling Commands

MU	Move Up
MD	Move Down
MT	Move to the Top
MB	Move to the Bottom
MS104	Move to Screen line number 104
GP4	Go to Page 4.

Print AIS and Help HEGL

GL	Print an entire page
GL/30	Print a specific number of lines (30) starting from the first line currently displayed on the screen
GL4-18	Print a range of lines (4 through 18)

Encode/Decode HE CONVERT

The travel industry and Amadeus use codes to represent various unique items. The most typical is the use of IATA location codes to cities and airports. e.g. SYD = Sydney, Australia.

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

City/Airport

The Amadeus system provides two variations to the same command to display a location. The first by entering a name of location and the second by entering a city/airport code.

DANBHUBANESWAR	Display City Name Bhubaneshwar (Encode the city name)

Screen Display

```
DANBHUBANESWAR
A:ARPT B:BUS C:CITY D:DUAL H:HELIPORT O:OFF-PT R:RAIL S:ASSOC.
BBI C  BHUBANESWAR/INDIA                                  /IN
    A  BBI - BHUBANESWAR            -  OK                 /IN
```

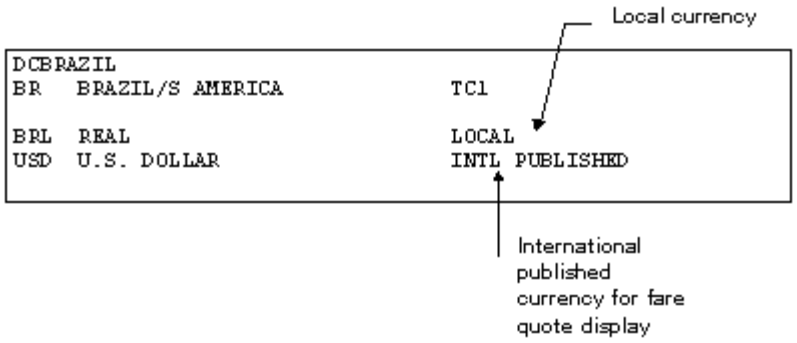
Command Examples

DANMAHABALIPURAM/S	Display associated airport for a location that does not have an IATA airport/city code
DACHND	Decode Airport Code HND
DACTYO	Decode City Code TYO

Country / Currency

DCBRAZIL	Encode Country name Brazil
DCBR	Decode Country code BR

Screen Display



State / Province

DNSQUEBEC	Display Name State (encode) Quebec
DNSARKANSASUS	Display Name State Arkansas in USA
DNSUSTN	Display Name State (decode), country code US, state code TN
DNSAU	Display Name States within country code AU

Airline

The airline decode/encode consists of one command that accepts either the airline name or airline carrier code.

DNALUFTHANSA	Display Name Airline Lufthansa
DNALH	Display Name Airline LH
DNA 220	Display Name Airline with iata ticketing code

Equipment

DNEAIRBUS	Display Name Equipment AIRBUS.
DNE777	Display Name Equipment 777

Car Company

DNCAVIS	Display Name Car AVIS
DNCZI	Display Name Car ZI

Hotel Chain

DNHSHERATON	Display Name Hotel SHERATON
DNHSI	Display Name Hotel SI

Conversions

Metric and Temperature Conversions HEDK

DKMK95	Convert miles to kilometers
DKKM120	Convert kilometers to miles
DKPK100	Convert pounds to kilograms
DKKP40	Convert kilograms to pounds
DKCF37	Convert Celsius to Fahrenheit
DKFC96	Convert Fahrenheit to Celsius

Date and Time Calculations HEDD

DDMAD	Display current date and time in Madrid (MAD)
DD19JAN01	Display Day of the Week
DDLAX1500/MUC	Display the date and time in Munich when it is 1500 hours in Los Angeles
DDOSA/DEL	Display time difference between Osaka and Delhi
DDNCE1800/SYD0500+2	Display calculated elapsed flying time for a flight
DD12APR/-35	Determine the date a number of days before a specific date
DD15MAR/21	Determine the date a number of days after a specific date

Mathematical Calculations HEDF

DF134;55;21	Addition
DF324-257	Subtraction
DF152*8	Multiplication
DF5115/82	Division
DF513P10	Percentage

CREDIT CARD APPROVAL HEDE

REQUEST MANUAL APPROVAL	DECCAX371431003456784 / 0601 / INR 55600 / AF Take an approval on American Express Card whose validity is June 2001 for Rs 55600 on AF.

Note:- Approval code is not saved in the system and cannot be retrieved or cancelled.

CARD CODES **HECC . 190**

AX	American Express
VI	Visa
CA	Master Card
DC	Diners Club
CX	Choice
DS	Discover
EC	Euro Card

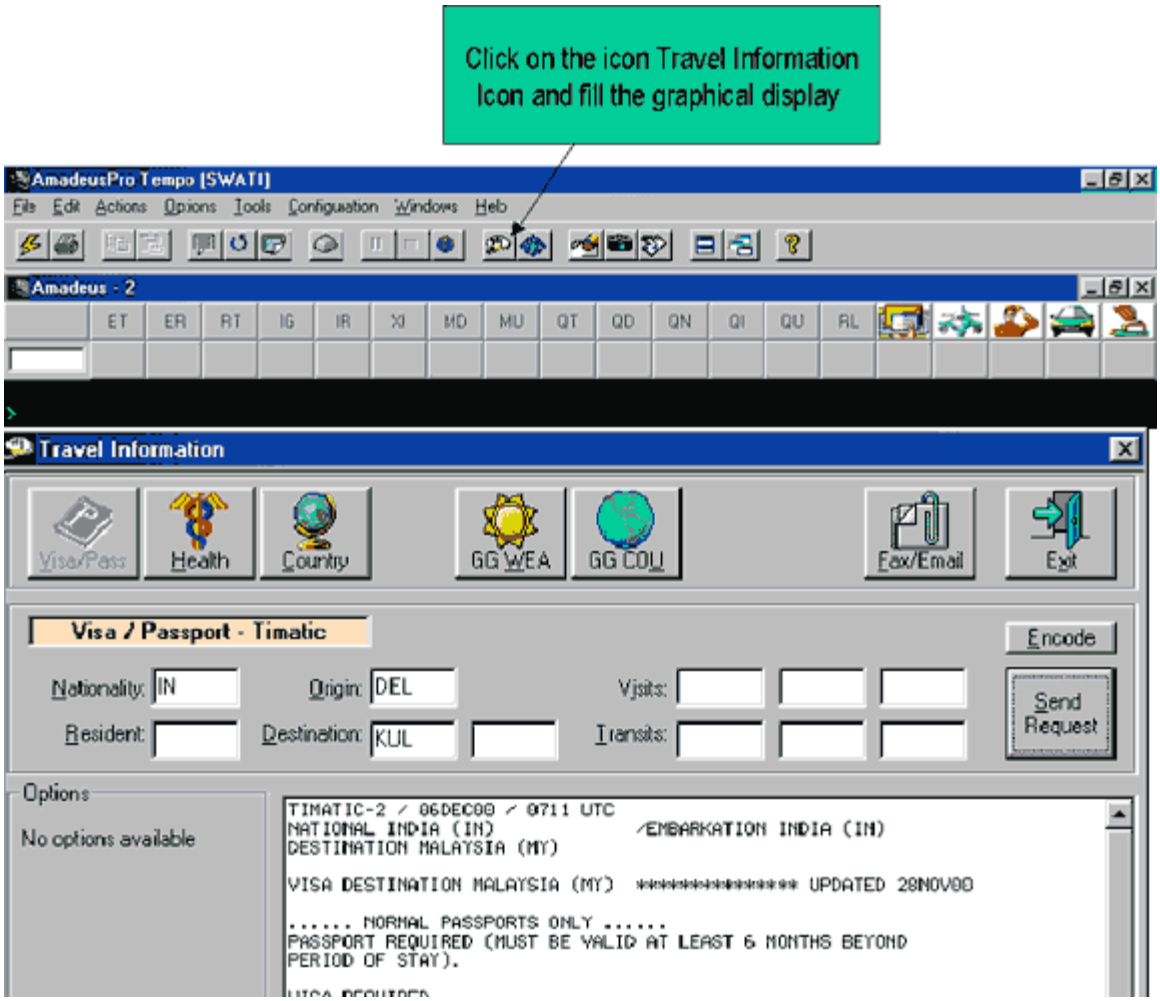
Timatic HETI

The Timatic system is an automated version of the Travel Information Manual (TIM) and can be used to view Health and Visa information.

The commands to display health and visa information masks are:

TIFV	Visa information
TIFH	Health information
TIFA	Both visa and health information

Screen Display




```
>TIRA
NA
AR
EM
DE
TR
VT
NA-PASSENGER'S NATIONALITY. ADD /SEMN IN CASE OF SEAMAN
AR-ALIEN RESIDENTS
EM-EMBARKATION POINT    / TR-TRANSIT/TRANSFER POINT(S)
DE-DESTINATION POINT(S) / VT-COUNTRIES VISITED THE LAST 6 DAYS
(USE 3-LETTER CITY/AIRPORT CODE OR 2-LETTER ISO COUNTRY CODE)
```

Example

A passenger is a resident of India who is departing from Singapore visiting London, transiting Dubai, and final destination New York

Sample Screen Display

```
>TIRA
NAMAA
AR
EMSIN
DELON/NYC
TRDXB
VT
NA-PASSENGER'S NATIONALITY. ADD /SEMN IN CASE OF SEAMAN
AR-ALIEN RESIDENTS
EM-EMBARKATION POINT    / TR-TRANSIT/TRANSFER POINT(S)
DE-DESTINATION POINT(S) / VT-COUNTRIES VISITED THE LAST 6 DAYS
(USE 3-LETTER CITY/AIRPORT CODE OR 2-LETTER ISO COUNTRY CODE)
```

Other Command Formats

TIHELP	How to use Timatic
TINEWS	Display current news for Timatic users
TIRULES	Display of updated Timatic rules
TIRGL	Display group codes
TIRGL/SCHS	Display member countries for Group code (e.g. SCHS = Schengen States)
TILCC/ITALY	Display list of city codes for the country Italy
TIDFT/KIX/CS	Display custom information for airport code KIX (available subjects CS=Customs, CY=Currency, GE=Geography, HE=Health, PA=Passport, TX=Local Airport Taxes, VI=Visa)
TIRH/S4-6	Display health information for segments four to six from a PNR

Timatic Scrolling Commands

MD/MU	Move Down to next / Move Up to previous Timatic page
MB	Move to Bottom of Timatic pages
MP	Move to Previous Timatic page (redisplay)

Timatic in PNR

You can request information about a passenger's travel requirements using the existing information in itinerary segments by using one of the following transaction codes:

TIRV	Visa information
TIRH	Health information
TIRA	Health and visa information

Passenger's nationality is required only if you ask for visa information; and the air segment is always mandatory.

Command Format

<Timatic transaction code>/NA<Country Code>/S<Air Segment No.>

Note: When displaying information for multiple segments, timatic interprets all intermediate destinations as transit points, regardless of dates.

Availability Displays HEAN

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

Availability Types

Type Code	*Description*
A	**Availability by Arrival** Displays flights in arrival time order, including flights that arrive up to two hours prior to time specified.
D	**Availability by Departure** Flight availability is displayed in departure time order and starts with flights departing up to one hour before the specified time.
N	**Neutral Availability** Displays flights departing one hour before the time specified in your entry. Non-stop flights are displayed in order of departure time. Direct and connecting flights appear in order of shortest elapsed flying time.

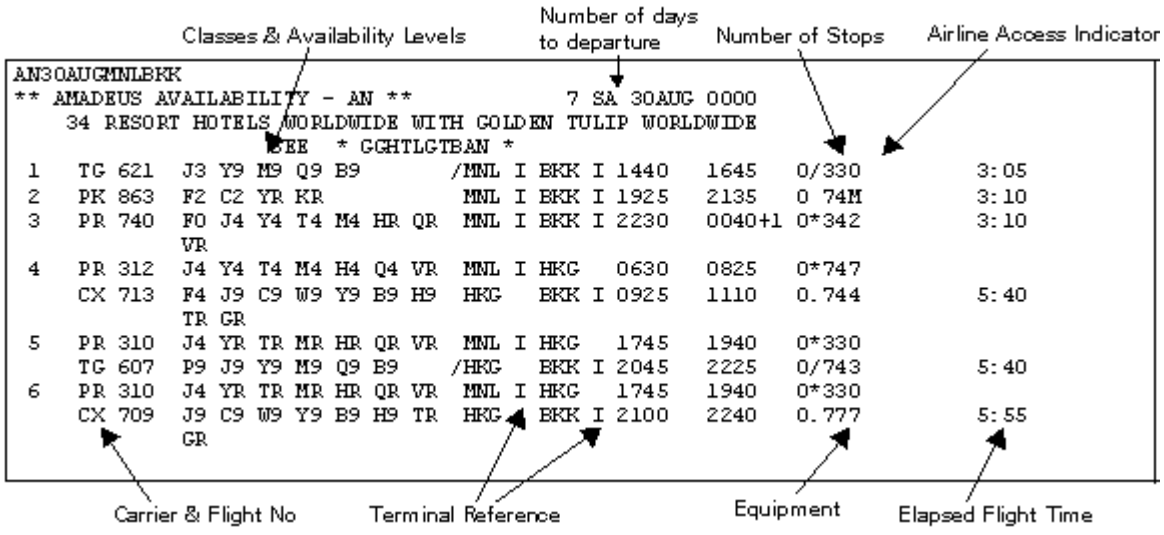
Command Format

A<*Type Code*><*Date*><*Origin*><*Destination*><*Optional Entries....*>

Command Example

AN30AUGMNLBKK

Screen Display



Airline Access Indicators

Indicator Sign	*Description*
:	**Amadeus Access Update** • Real-time schedule information including flight irregularities is shown in Amadeus principal displays. • Seat counts are fully numeric: 9 stands for 9 or more seats available and any figure below 9 indicates the actual number of seats left. • Sales will be limited to the sales quota per class of service indicated by the participating airline. • Booking action code: **SS** (seat sold).
.	**Amadeus Access Sell** • Seats sold from any Amadeus display are immediately confirmed or rejected by the airline. So booking confirmations are guaranteed. • The airline's own record locator is sent to Amadeus and included in the PNR through the Record Return function. • Booking action code: **HK** (holding confirmed).
/	**Amadeus Full Access** • Amadeus Full Access is the combination of Amadeus Access Update and Amadeus Access Sell. • Amadeus always mirrors the exact status of the airline's inventory regarding availability and schedules. • Bookings made are transmitted immediately to the airline and simultaneously decreased from the airline's own inventory. • The airline's own record locator is sent back through the Record Return function. • Seat confirmations are guaranteed. • Booking action code: **HK** (holding confirmed).
*****	**Direct Access** • Connects users to the airline's own flight inventory on a secondary, carrier-specific display. • Gives immediate, up to date information on seat availability, flight schedules as well as flight information and seat maps. • Sales are reported to the target airline in a teletype message sent after EOT. • Seat sales made are guaranteed (no reject permitted). • The airline's own record locator may optionally be sent to Amadeus and included in the PNR through the Record Return function. • Booking action code: **LK** (holding confirmed), **NK** (Holding confirmed awaiting record locator Return).
Blank	**Standard Access**

	• Flight schedules and availability are updated weekly via tape or teletype message. • Sales reported to the target airline via teletype message after EOT. • A booking is considered as accepted after 24 hours unless the airline returns with an acceptance or a denial message within 24hours. • Booking action code: **SS** (seat sold).

Access Table

Connectivity Indicators	*Standard Access* (blank)	*Direct Access* DR (*)	*Direct Access Record Return* DRR (*)	*Amadeus Access Sell* 1AS (.)	*Amadeus Access* 1A (/)
Do I need to Link Up	NO (not possible)	YES	YES	NO (although possible)	NO (although possible)
Guaranteed Confirmation	YES, 24 hrs after receipt of sell TTY message	YES	YES	YES	YES
Sell Status	NN	LK	LK	LK	LK
Other Carrier Reloc Available	Dependant if record return carrier	NO	YES (once HK enter RL)	YES (enter RL)	YES (enter RL)

Please refer to **GGPCA YY** (**YY** = Airline code) for more details on carrier specific access and function levels.

Optional Availability Entries

Option	*Explanation*
0700 or 7P	**Time**
/A	**Airline** Display flights with specified airline preference eg. /ASQ
/A-	**Exclude Airline** Display flights excluding specified airline preference e.g. /A-UA
/B	**Number of Seats Required** Display flights with minimum specified seats. e.g. /B4
/C	**Class of Booking** Display flights with a class preference. e.g. /CQ
/K	**Cabin Type** Display flights with a specific cabin as (F) First, (C) Business, (Y) Economy e.g. /KF

/F	**Flight Type** Display flights with a preference of (N) Non-stop, (D) Direct or (C) Connecting. e.g.. /FN
/X	**Connection point** Display flights that connect via the specified point eg. /XBKK
/X-	**Exclude Connection Point** Display flights that connect excluding the specified viapoint. e.g. /X-AUH.
/O	**On-line Connection** Display flights with connections on the same airline

Command Examples

AD13JUNDEBOM0700/AAI	Display availability by departure for nominated date, city pair, departure time with specific airline
AN29AUGLONBOM/ABA/CB	Display availability for nominated date, city pair, airline preference BA and class preference B
AA5OCTLAXSYD/XHNL/ADL,QF	Display availability arriving on a nominated date, city pair and connection point HNL on DL and QF (connection point option must precede airline option)
AN/15DECBOMNBO/AAI	Display availability for seven day search for nominated city pair and airline AI
AN15DECBOMAUH/CJ/B3	Display neutral availability for nominated city pair, class and number of seats required.
ANSA/MAASIN	Display neutral availability for specific day (Saturday) of the week
AN6/HKGBOM	Display neutral availability for specific day (Saturday) of the week
AN*A7JULAMSBKK	Display Star Alliance by adding the code *A in the availability or schedule entry (i.e for AC , AN , LH , NZ , RG , SK , TG and UA)(cannot combine with /A- &/x-options), refer GGALLIANCES.
ANOW19NOVBRUMIA	Display one world by adding the code OW (i.e for AA,Ay,BA(inc DI,IJ),CP,CX,IB(inc.AX)and QF(cannot combine with /A- & /X- options),refer GGONEWORLD

Availability Change Entries

The availability change entries are used as follow-up entries after you have entered an initial availability entry. The identifier for availability change commands is **AC**.

Command Examples

ACSYD	Change departure city
AC//PAR	Change destination city
AC09FEB	Change date
AC5	Change date to five days later
AC-3	Change date to three days earlier
AC1500	Change Time
AC/ALH	Change Airline preference
AC/AYY	Change display to all Airlines
AC/CS	Change preferred class
ACR	Change to return availability same date
ACR6	Change to return six days later
ACR15FEB0700	Change to return availability, specified date and time
ACSN	Change availability to Schedule Neutral display
ACFQ	Change availability to Fare Quote display
ACL4	Change Amadeus Availability display to Direct Access for the airline on line 4 of availability display
ACL1/2	Change connecting flights on line 1 to Direct Access for leg 2

Availability Scrolling Commands

MD	Move down to the next screen of information
MU	Move up to the next screen of information
MT	Move to Top
MB	Move to Bottom
MO	Move original to the first screen of the availability request
MN	Move next, to an availability for the next date
MY	Move yesterday, to an availability display for yesterday
MPAN	Move previous Availability Neutral, to redisplay a cleared screen

Dual City Pair Availability

The Dual City Pair Availability command allows the user to display two city pairs on the one screen display. The "*" character is used to separate the criteria for the two city pairs.

You may use any of the availability types as part of your Dual City Pair Availability entry.

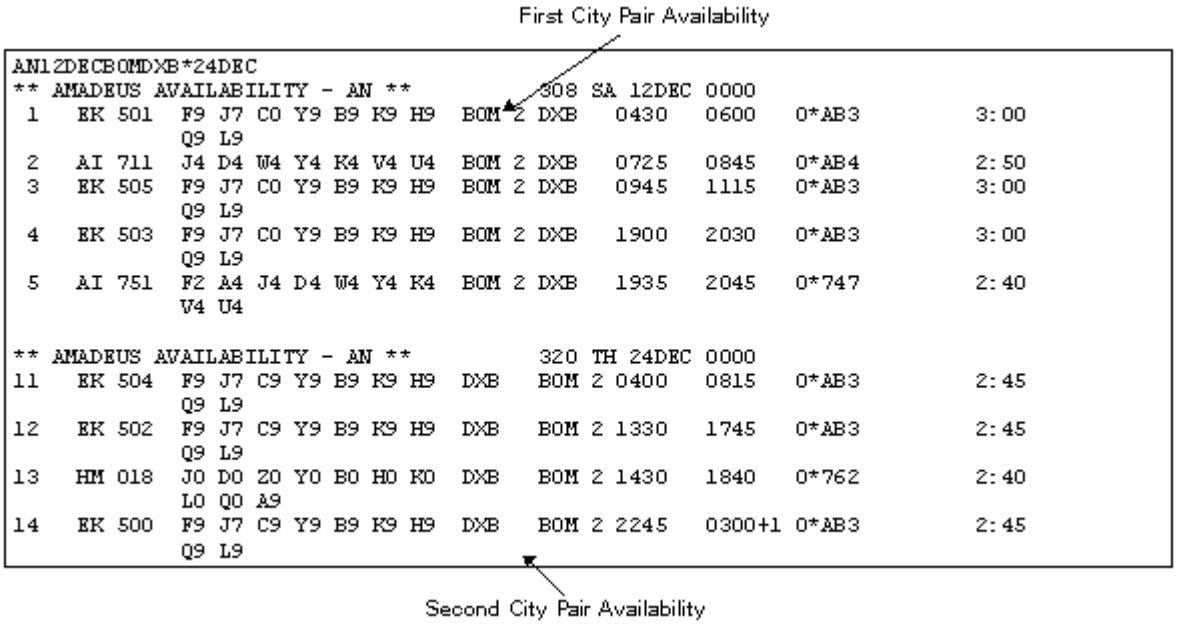
Any of the optional availability entries may be used with the Dual City Pair Availability.

Please note these commands are not available in Direct Access.

Command Example

AN12DECBOMDXB*24DEC	Display neutral availability departing 12DEC from BOM to DXB, returning 24DEC from DXB to BOM

Screen Display



Other Command Examples

AN26AUGMAABOM/A9W*	Dual City Pair, same day return
AN03MARCCUSIN*15MAR	Dual City Pair return 15 Mar
AN04DECDELFRA*08DECMUCPAR	Dual City Pair, different dates and city pairs
AN15MARDELSIN/ASQ/CM*20MARSINSFO/AUA	Dual City Pair, different dates, city pairs and airline preferences

Dual City Pair Change Command Examples

ACBLR*	Change first city pair origin point
AC//NYC*	Change first city pair destination point
AC*NYC	Change second city pair origin point
AC*//LAX	Change second city pair destination point
AC12SEP*22SEP	Change both first and second city pair dates
AC*	Change a single availability to dual city pair return

Dual City Pair Scrolling Commands

MDF	Move Down first city pair
MDS	Move Down second city pair

MUF	Move Up first city pair
MUS	Move Up second city pair

Direct Access Availability

The Direct Access Availability entries can be used to display the Last Seat Availability for carriers that participate in Amadeus as Direct Access carriers (*), as well as Amadeus Access Sell (.) and some Amadeus Access(/)(see GGPCAYY , replace YY with airline code). The availability shown comes directly from the carriers own system.

When you sell a seat from a Direct Access availability you receive a special status code which indicates that the sale was made directly from the carrier's own flight inventory.

You may enter a Direct Access availability either by using an initial Direct Access entry or by converting from a Neutral, Departure, or Arrival availability.

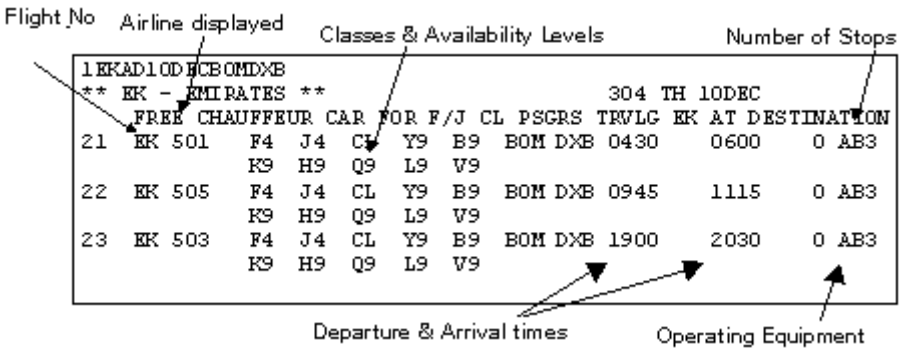
If using Direct Access as an initial command you simply prefix the AD or AN command with the number 1 followed by the airlines Carrier Code. e.g. 1EK

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

Command Example

1EKAD10DECBOMDXB	Display Direct Access availability from the EK reservations system
1YY/	Redisplay Direct access availability
HE DIR YY	Direct Access entries supported by an airline where YY is the airline code.

Screen Display



Other Command Examples

1SQAD03NOVSINBKK1600	Direct Access into SQ request departure time 1200
1MHAD22OCTKULMAA	Direct Access into MH

Direct Access Change Commands

The Direct Access change entries are used to modify an initial Direct Access Availability command.

1EKACR12DEC	Change EK Direct Access display to return on 12 DEC.
1SQAC8NOV0800	Change SQ Direct Access Availability departure date to 08 NOV with specific departure time.
1MHAC25OCT	Change MH Direct Access Availability departure date preference

Direct Access Scrolling Commands

1XXMD	Move Down in an airline Direct Access display
1XXMU	Move Up in an airline Direct Access display
1XXMT	Move to Top of an airline Direct Access Display
1XXMB	Move to Bottom of an airline Direct Access display

XX = Changeable airline code

Schedule Display HESN

The Amadeus Schedule display allows you to display flights for airline carriers, as well as those who do not provide reservations access to their flights in Amadeus.

There are two differences between an availability and a schedule display:

1. By default Amadeus displays all participating airlines flights scheduled for the requested city pair, even when they are closed for sales.
2. In order to display flights for airlines that have no sales agreement with Amadeus, the option **/AYY** is mandatory. The flights are displayed without a posting level after the class code.

The Schedule command allows the same types and options as used with the Amadeus Availability commands. The command identifier for Schedules is **S**.

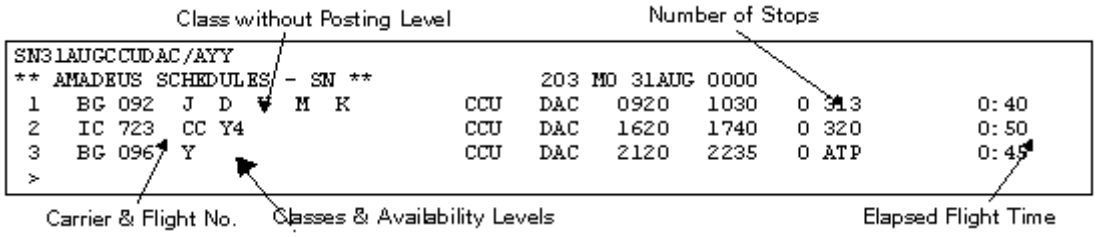
Command Format

S*<Type Code><Date><Origin><Destination>/<Optional Entries....>*

Command Example

SN10DECDELDXB
SN31AUGCCUDAC/AYY

Screen Display



Schedule Display Change Commands

The Schedule display change entries are used as follow-up entries after you have entered an initial availability entry. The identifier for schedule change commands is SC.

Command Examples

SCSYD	Change departure city
SC//PAR	Change destination city
SC09FEB	Change date
SC1500	Change Time

SC/ALH	Change Airline preference
SCR	Change to return schedule same date
SCR15FEB0700	Change to return schedule, specified date and time
SCAN	Change schedule to Availability Neutral display
SCTN	Change schedule to Timetable display

Schedule Scrolling Commands

MD	Move down to the next screen of information
MU	Move up to the next screen of information
MT	Move to Top
MB	Move to Bottom
MO	Move original to the first screen of the schedule request
MN	Move next, to a schedule display for the next date
MY	Move yesterday, to a schedule display for yesterday
MPSN	Move previous Schedule Neutral, to redisplay a cleared screen

Timetable Display HETN

The Amadeus Timetable displays flights operating during a specified one-week period. The display contains flights of all airlines for which schedule is submitted to Amadeus.

To display flights of airlines that do not have a sales agreement with Amadeus, add the airline preference option **/AYY** to the end of your command.

The Timetable command allows the same types and options used in the Amadeus Availability commands. The command identifier for Timetables is **T**.

Command Format

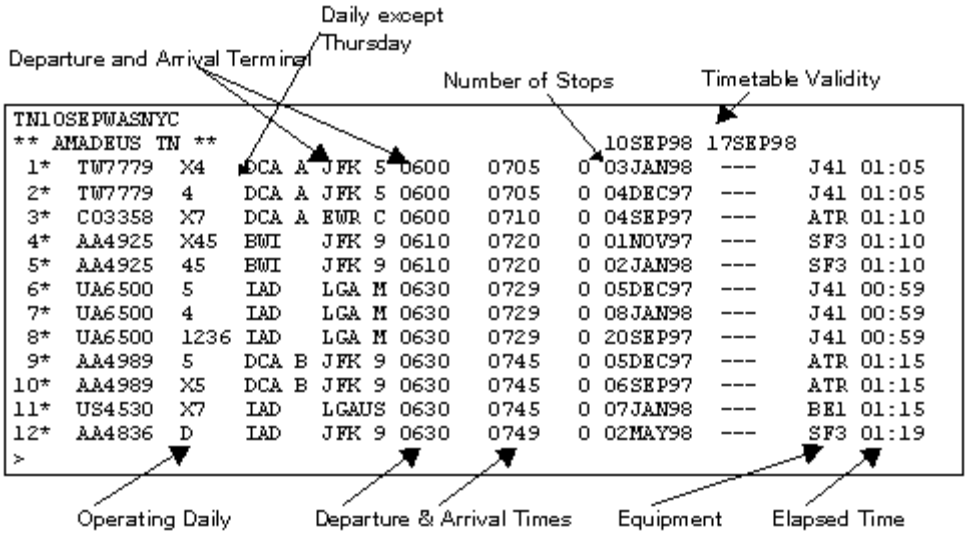
T<*Type*><*Date*><*Origin*><*Destination*>/<*Optional Entries....*>

Command Example

TN10SEPWASNYC

TN01SEPDACCCU/AYY

Screen Display



Operating Day Codes

Code	*Explanation*
1 through to **7**	Flight operates on specified day(s) of the week, where Monday = Day 1
D	Flight operates Daily
X	Flight operates Daily Except for specified Days

Timetable Display Change Commands

The Timetable display change entries are used as follow-up entries after you have entered an initial timetable entry. The identifier for timetable change commands is **TC**.

Command Examples

TCSYD	Change departure city
TC//PAR	Change destination city
TC09FEB	Change date
TC1500	Change Time
TC/ALH	Change Airline preference
TCR	Change to return timetable same date
TCR15FEB0700	Change to return timetable, specified date and time
TCSN	Change timetable display to Schedule Neutral display
TCAN	Change timetable display to Availability Neutral display

Timetable Scrolling Commands

MD	Move down to the next screen of information
MU	Move up to the next screen of information
MT	Move to Top

MB	Move to Bottom
MO	Move original to the first screen of the timetable request
MN	Move next, to a timetable display for the next date
MY	Move yesterday, to a timetable display for yesterday
MPTN	Move previous Timetable Neutral, to redisplay a cleared screen

Flight Information HEDO

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

The flight information can be displayed using the standard command or by using a short-cut command from a Passenger Name Record (PNR), Availability or Schedule display.

Command Format

DO*<Flight No>/<Optional Date>/<Optional City Pair>* **If past date required can only access up to three days**

or

DO*<Line number from a PNR, an availability or a schedule display>*

Command Example

DOLH760/08FEB/FRADEL

Screen Display

```
DOLH760/08FEB/FRADEL
* OPERATIONAL FLIGHT INFO *            LH 760   -1 SU 08FEB
CITY INFO                                       HOUR (LOCAL)
FRA  ESTIMATED TIME OF DEPARTURE                1325
     LEFT THE GATE                              1325
     TOOK OFF                                   1341
     ESTIMATED TIME OF ARRIVAL                  0055  DEL
DEL  AIRCRAFT LANDED                            0102
     ARRIVED                                    0106

* 1A PLANNED FLIGHT INFO *              LH 760   -1 SU 08FEB
APT ARR   DY DEP   DY CLASS/MEAL          EQP  GRND  EFT   TTL
FRA          1305  SU FCDHBLGYTW/M        744         7:45
DEL 0120  MO                                                7:45

COMMENTS-
 1.FRA DEL   - DEPARTS TERMINAL 1
 2.FRA DEL   - ARRIVES TERMINAL 2
 3.FRA DEL   - CLASSES SHOWN FCDHBLGYTW
 4.ENTIRE FLT- PLS INSERT PSGR CTC ALSO FOR RETURN FLIGHT
```

Other Command Examples

DOUA001	Display Operating information for UA001, no date

	specified(default date is today)
DOUA001/15OCT	Display Operating information for UA001 on the 15th Oct
DO3	Display Operating information for flight appearing on line 3 of availability, schedule or PNR display

AmadeusPro Minim Flight Information

You can quickly obtain the same flight information received when you use the DO command by using your mouse in the AmadeusPro Minim environment

Procedure

1. Display an Availability, Schedule or PNR.
2. Move your mouse pointer to the flight number, then double-click the left mouse button.

Minimum Connecting Times HEDM

On the Amadeus system use this transaction to show the minimum time passengers must allow to make a connection between flights at an airport or city.

You can request a minimum connection time (MCT) display for :

- Speicfic airline(s) at a particular city
- Connections between terminals
- Multiple airports serving the same city

Your entry can contain a maximum of two airline codes and two airport codes.

Command Examples

DM2/4	Display minimum connecting time for two flight segments in a PNR
DMJFK	Display minimum connection time for specific airport
DMLON	Display minimum connection time table for multi-airport city
DMLGW-LHR	Display minimum connection time between specific airports
DMSIN1	Display minimum connection time for specific terminal
DM3	Display minimum connection from line 3 of an availability
DMQF/HKG/CX	Display minimum connection from one airline to another via a transit point
DMORYW-CDG2B	Display minimum connection time for specific terminals at different airports

Connection Codes

Code	*Explanation*
D/D	Domestic to Domestic
D/I	Domestic to International
I/D	International To Domestic
I/I	International to International

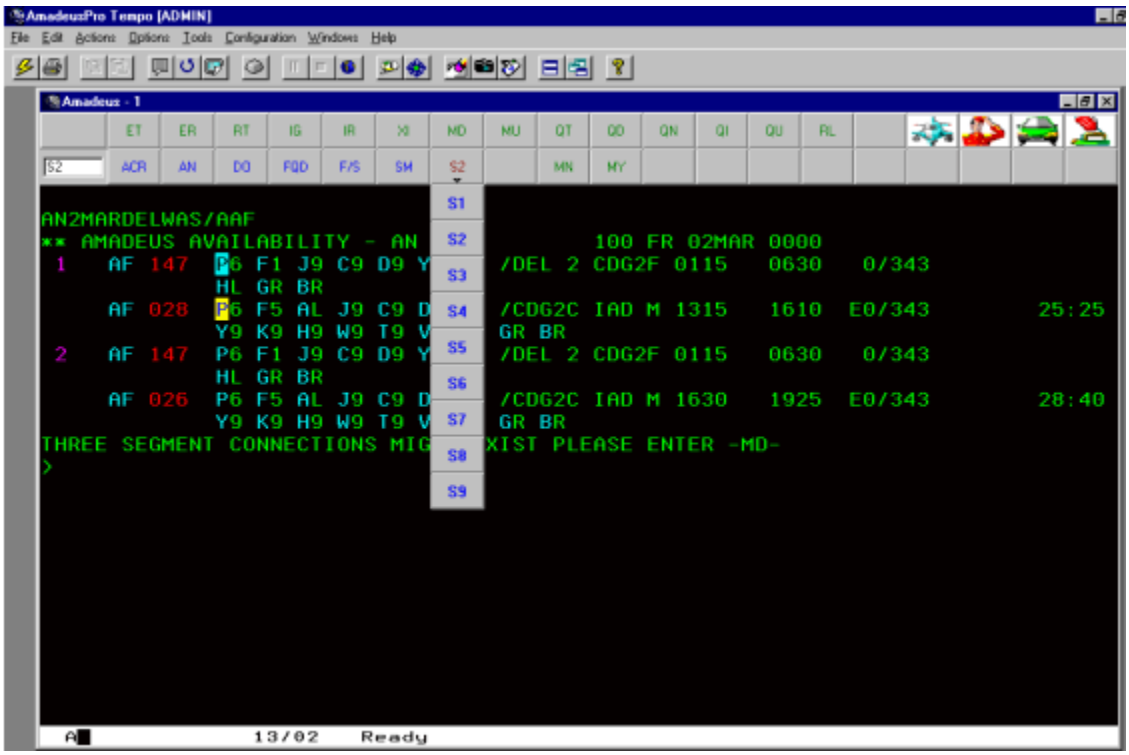
Sell Air Segment HESS

The systems provide two main command methods of selling an air segment.

1. **Short Sell** This method requires the user to first display an Amadeus availability display before selling using line numbers from the availability display as a reference

2. **Long Sell** This method requires that the user provide the flight number, departure date, origin point, destination point and number of seats required into the command entry.

The command identifier for sell is **SS**.



Short Sell

Command Format

SS*<No of Seats><Class><Availability Line No>*

Command Example

SS1Y1	Sell 1 Y class seat from line 1 of availability display.

Other Command Examples

SS2DC3	Sell 2 seats, D class on first leg and C class on secon d leg from flights shown on line 3 of availability display
SS1C1*11	Sell 1 C class seat on line 1 of Dual City Pair Availability display and sell same class from line 11

SS2F3*C11	Sell 2 F class seats from line 3 of Dual City Pair A vailability display and sell 2 C class seats from line 11

AmadeusPro Minim Short Sell

In AmadeusPro Minim you can use your mouse to sell 1 or more seats from an availability display.

Procedure to Sell 1 Seat

1. Display an Availability.

2. Move your mouse pointer to the class you wish to sell, then Double Click the left mouse button.

Procedure to Sell More Than 1 Seat

1. Display an Availability.
2. Move your mouse pointer to the short sell button shown as S1 on the AmadeusPro Minim Speed Mode Button Bar. Click the left mouse button.
3. A list from 1 to 9 will display representing the number of seats that you wish to book.
4. Move your mouse pointer to the button with the number of seats you wish to book, then Click the left mouse button.
5. Move your mouse pointer to the class that you wish to book, then double-click the left mouse button.

Long Sell (Direct Sell)

Command Format

SS*<Carrier><Flight No><Class><Date><Origin><Destination><No of Seats>*

Command Example

SSNZ102Y12OCTSYDAKL2

Screen Display

```
RP/DEL1A0900/
  1  NZ 102 Y 12OCT   SYDAKL HK2          0950 1540
     THIS IS A NON-SMOKING FLIGHT
     SEE RTSVC
>
```

Waitlist Segment

The Amadeus availability displays indicate the availability of different classes on a particular flight. If the class you wish to book has an availability indicator of 0 (zero) or L, this indicates that the class is not available but the flight waitlist is open.

You may use either the Short Sell or Direct Sell commands to waitlist a flight. The action code **PE** is used to identify in the command that you wish to waitlist the flight.

Command Examples

SS1Y2/PE	Waitlist 1 seat Y class for the flight shown on line 2 of availability display using Short Sell command
SSBA142L20SEPDELLHRPE2	Waitlist 2 seats L class on specified flight using Long Sell command

Screen Display

```
RP/DEL1A0900/
  1  BA 142 L 20SEP 7 DELLHR PE1       2  0005 0455   742   0
     SEE RTSVC
```

Open Segment HESO

The Open Segment command is used if a client wishes to purchase a journey but does not wish to reserve a specific flight or date. This is most commonly used where a client requires a return ticket but wants to leave the return open dated. An Amadeus PNR **cannot** be composed purely of open segments. If the first segment in the PNR is an open segment it must include a date.

The command identifier for Open Segments is **SO** and is often referred to as "Sell Open".

Command Format

SO*<Carrier Code><Class><Origin><Destination>*

Screen Display

```
RP/DEL1A0900/
  1  AZ 769 Y 12MAY 2 BOMFCO HK1          0315 1030   767   1
  2  AZOPEN Y         ROMBOM
>
```

Command Examples

SOAZYBOMROM	Create Open Segment for carrier AZ and class Y between BOM and ROM
SOAZY05NOVROMBOM	Create Open Segment for carrier AZ in Y class and between ROM and BOM for specified date

Arrival Not Known Segment HESI

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.

If you know the arrival date, you can add this in your entry, you can also add passenger association.

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

Command Examples

SIARNK

SIARNK20NOV/P2

Screen Display

```
RP/SYD1A0980/
  1  QF 040 Y 08MAY 4 AKLSYD HK1       I  0645 0810   763   0 B
  2  ARNK
  3  QF 141 Y 19MAY 1 BNEAKL HK1       I  0730 1425   763   0 B
     SEE RTSVC
>
```

If the passenger is holding a ticket , you can add his flight details to maintain continuity in the PNR Command SIKL171C28JUNAMSCPHHK2/08501120

SCREEN DISPLAY

RP / DEL1A0980

1. AF/35 J 08MAY 4 BOMPAR HK1 2310 2 0210 0805 343 0 SB
2. SR 711 C 11MAY 4 PAR ZRH
3. SR 192 C 15MAY 1 ZRH BOM HK1 A 1210 2355 M11 0 L5

Passive Segment, Service Segment & Ghost Segment

PK status is used for Ticketing.

Passive Segment **"PK"** is used to insert a flight segment that has been reserved in a system other than Amadeus. When you enter a Passive Segment you use a special status code in a sell command. The special code ensure that seats are not sold again from the airline's inventory, but a message is sent to the airline to verify that the reservation exists in the airline system. However, different participating airlines have different policies in handling, of which you can find the information on GGPCAXX page for each of them. Moreover, you can neither enter a Passive Segment on a non-participating carrier nor on an Amadeus system user airline. For the latter you must contact the carrier and arrange to take over the booking.

HK status is used for Ticketing and Service Request (OSI & SSR).

Service Segment **"HK"** is similar to the passive segment. The significant differences are that the status code is HK instead of PK and you can enter OSI and SSR elements associated to this segment. Nevertheless, not all airlines support this function level. It cannot be used with a system-user airline either. You can also find the information of the service segment function level of each participating airline on the GGPCAXX page.

GK status is used for either Pricing or PNR/Itinerary information.

"GK" segment is essentially used for pricing or itinerary information. The information is never sent to the relevant airline. Ghost segment can also be used for Amadeus system and non-system user airlines.

Passive / Service / Ghost Segment Status Codes

Code	*Explanation*
PK/	Passive Segment, confirmed status in external system
PL/	Passive Segment, waitlisted status in external system
HK/	Service Segment, confirmed status in external system
GK/	Ghost Segment, confirmed status in external system
GL/	Ghost Segment, waitlisted status in external system
GN/	Ghost Segment, requested status in external system

Command Format

SS*<Flight No><Class><Date><Origin><Destination><Status Code><No of Seats>***/***<Optional Departure and Arrival Time>***/** *<Booking Record Locator>*

When the passive segment is a published scheduled flight, inputting times is not necessary, as the system will append these automatically.

Command Examples

SSAC863J15JULDELYYZHK1/JG305Z	Sell Service Segment for flight PR730, F Class departing 15JUL from MNL to FRA, 1 seat, and record locator JG305Z
SS1Y2/PK/GJJU8K	Sell Passive Segment, 1 seat Y class Line 2 and booking held with a record locator of GJJU8K
SS2Y4/GK/BAC99K	Sell Ghost Segment, 2 seats Y class Line 4

Memo Segment

The Memo Segment can be used to handle products booked outside of Amadeus. You can use them for any purpose within your own organization, for example booking local tours,hotels,cars or travel insurance.These will appear on the itinerary displays and prints.

Command Format

RU1A*<Action Code><Number of Services Required><City Code><Date>/<199-character free-flow text. >*

Command Example

RU1AHK1BOM12SEP/THEATER TICKETS BOOKED, TO BE DELIVERED TO PAX HOTEL.

Memo segments are not placed automatically on a queue.You have to manually queue a PNR that contains a MemoSegment . The agent working on that queue will be able to update the status code (provided the required security access has been placed in the PNR), and queue the PNR back to the requesting agent. The following status code changes can be performed:

From	To
HN	KK ,HK, UC, NO, UN
KK	HK, UC, NO ,UN
HK	UC, NO, UN

Note: You can request a Memo Segment in a PNR that does not contain any other segment, thereby creating a "Memo PNR"

Passenger Name Record HEPNR

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

A completed PNR must contained at least one of each of the following mandatory elements:

Name Element (NM)

Itinerary Element (SS)

Telephone Element (AP)

Ticketing Arrangement Element (TK)

Received From Element (RF)

The itinerary component of the PNR may consist of Air, Hotel or Car segments, or a combination thereof.

Screen Display of PNR

```
--- RLR ---
RP/DEL1A0900/DEL1A0900            NS/AS   9FEB98/1250Z   MOKQMR
  1.ANAND/ANIL MR   2.ANAND/KAVITA MRS(INF/SHARAD)
  3.ANAND/PARO(CHD)(ID 09YRS)
  4  AI 111 J 23MAR 1 DELLHR HK3       2  0715 1130   *AI*
  5  ARNK
  6  AF 148 D 30MAR 1 CDGDEL HK3  0940 2A 1015 2225   *1A/
  7 AP DEL 5551122-B/P1
  8 AP DEL 6742314-R
  9 TK TL20MAR/DEL1A0900
 10 OSI YY 1CHD/P3
>
```

An Amadeus PNR is held in the database up to three days after the last flight segment of the PNR has flown or cancelled.

Name Element HENM

The Name element is used to add the names of the passengers who are represented in the PNR.

Command Format

NM<*Number of Names With the Same Surname*><*Surname*>/<*First Name or Initial*><*Title*>

Command Examples

NM1BIRLA/K K MR	Add single name element for 1 passenger surname BIRLA, initial K K and title MR.
NM2KHANNA/JATIN MR/RADHA MRS	Add two passenger names, same surname.
NM1SHARMA/AJAY MR1GUPTA/RAKESH MR	Add two passenger names, different surnames
NM1AHUJA/PUNEET MSTR (CHD)(ID08YRS)	Add single name element for a child aged 08 years.An OS message is sent automatically to the airline.
NM1BHATIA/RENU MRS (INF/JANE)	Add adult name and associated infant named Jane. Used where infant does not occupy a seat

Screen Display

```
RP/DEL1A0900/
  1.KHANNA/JATIN MR   2.KHANNA/RADHA MRS
>
```

Complex Example

NM2MENON/A MR/B MRS(INF/ANU)2JONES/C MRS/G MSTR(CHD)(ID06YRS)

Telephone (Contact) Element HEAP

The Telephone (Contact) element is used to store the contact telephone information for the passengers on the PNR.

Telephone contacts entered into the PNR do not generate to the airlines and therefore are entered for the travel agent's information only.

If you wish to send these contact details in a message to an airline, the information must be entered into an OSI element.

OSI elements are discussed later.

You can append to the telephone element, an indicator that describes what type of telephone contact is shown.

Recommended Contact Indicators

Indicator	*Explanation*
H	Passengers Home / Hotel Contact
B	Passengers Business Contact
A	Travel Agency Contact
M	Mobile Contact

Command Format

AP<*Text of Telephone Number*>- <*Contact Indicator*>

Command Examples

AP	If you make the AP entry alone without any additional data, the system automatically creates a contact element for the agency based on the data contained in the travel agents office profile (see HEPV)
APDEL 91 11 335 1155 - B	Add Business contact in Delhi
APBOM 91 22 496 0704 - H/P1	Add Home telephone number for Passenger displayed in name element 1 of PNR.
APCCU91 33 280 5349 - H/P1-3,5	Add Home telephone number for

	Passengers displayed in name elements 1 through to 3 and 5
AP DEL 91 3321122 BEFORE 8AM AFTER 8PM-H	Add Home Telephone number with free flow message

Screen Display

```
RP/DELLA0900/
  1.KHANNA/JATIN MR   2.KHANNA/RADHA MRS
  3 AP DEL 91 11 335 1155 - B/P1
  4 AP DEL 91 11 642 7654 - H
>
```

Ticketing Arrangement Element HETK

The Ticketing Arrangement element (TK) is used to indicate what the current ticketing arrangement status is of the PNR.

Ticketing Arrangements entered into the PNR do not generate to the airlines and therefore are entered for the travel agent's information only.

If you wish to send these details in a message to an airline, the information must be entered into an OSI/FH element.

The TK element has codes that are used to indicate the changing ticketing status of the PNR.

Ticketing Arrangement Codes

Code	*Explanation*
TL<Date></Time><- Free Flow>	**Ticketing Time Limit** The day and local time that the PNR will be ticketed. If you use this option the PNR will be appear on the Time Limit reminder queue (Q8C1) for the date and time specified. You can add upto 14 characters of Free Flow text to TK element
OK	**Ticketing is OK** The booking has been ticketed.
DO<Date>	Ticketing is Domestic (Time Limit).Itinerary where all flights are within the same country. Automatic Queue Placement to Q8C3
IN<Date>	Ticketing is International (Time Limit). Itinerary where all flights are not within the same country. Automatic Queue placement to Q8C5.

Command Format

TK<*Ticketing Arrangement Code*>

Command Examples

TKTL11SEP/0800	Add ticketing time limit date and time (time is

	optional)
TKOK	Add ticketing arrangement, PNR is Ticketed.
TKTL10NOV/0700/P1	Add ticketing time limit for passenger appearing in name element 1
TKTL12NOV/- HOLDINGTKT	Add ticketing time limit and free flow text HOLDING TKT

Screen Display

```
RP/DEL1A0900/
  1.KHANNA/JATIN MR   2.KHANNA/RADHA MRS
  3 AP DEL 91 11 335 1155 - B/P1
  4 AP DEL 91 11 642 7654 - H
  5 TK TL10MAR/1100/DEL1A0900/-HOLDINGTKT
>
```

Received From Element HERF

The Received From element is used to store the name of the person who creates or modifies a PNR. After the PNR has been stored using the End Transaction command, the RF element is transferred to the PNR History

Command Format

RF<*Text*>

Command Example

RFMR KHANNA	Add received from element, Mr Khanna is the person requesting the creation or modification of a PNR

Screen Display Example

```
RP/DEL1A0900/
RF MRKHANNA
  1.KHANNA/JATIN MR   2.KHANNA/RADHA MRS
  3 AP DEL 91 11 335 1155 - B/P1
  4 AP DEL 91 11 642 7654 - H
  5 TK TL10MAR/1100/DEL1A0900/-HOLDINGTKT
>
```

End Transaction HEET

The End Transaction is the last mandatory entry for creating a new PNR or modifying a retrieved PNR.

When you make this entry, the system checks the PNR to ensure that all the mandatory elements are present and correct, and that there are no inconsistencies.

Command Examples

ET	End transaction and exit current PNR.

ER	End transaction and Retrieve the PNR again.
ETK	End transaction, update the active advice codes and move the inactive advice codes to PNR history.
ERK	End transaction, update the active advice codes and move the inactive advice co des to PNR history and redisplay PNR.

Screen Display

```
RP/DEL1A0900/
RF MRKHANNA
  1.KHANNA/JATIN MR   2.KHANNA/RADHA MRS
  3 BA 142 J 15MAR 7 DELLHR HK2       2  0045 0510   742   0
     SEE RTSVC
  4  AI 112 J 19MAR 4 LHRDEL LK2       3  0845 2230   744   0 --
     SEE RTSVC
  5 AP DEL 91 11 335 1155 - B/P1
  6 AP DEL 91 11 642 7654 - H
  7 TK TL10MAR/1100/DEL1A0900/-HOLDINGTKT
>ET
END OF TRANSACTION COMPLETE - M05MGX
>
```

AmadeusPro Minim ET/ER

To perform the **ET** or **ER** Commands in AmadeusPro Minim, you may also use the **ET** and **ER** buttons located on the Speed Mode Button Bar

To do this, move your mouse pointer the **ET** or **ER** button, then Click the left mouse button.

Ignore PNR HEIG

The Ignore (IG) command is used to ignore and discard any additions or modifications to a new or existing PNR.

Command Examples

IG	Ignore PNR, discard all additions or modifications.
IR	Ignore and Retrieve PNR. You cannot use it with a newly created PNR.

Screen Display

```
RP/BOM1A0980/
RF MRABROWN
  1.BROWN/AMR
  2  NZ 072 Y 15MAY   SYDAKL HK1          0840 1335
     THIS IS A NON-SMOKING FLIGHT
     SEE RTSVC
  3 AP BOM 91 22 490 3989 - AMADEUS TRAVEL - A
  4 TK TL03APR/BOM1A0980
>IG
IGNORED
```

AmadeusPro Minim Ignore

To perform the **IG** or **IR** Commands in AmadeusPro Minim, you may also use the **IG** and **IR** buttons located on the Speed Mode Button Bar

To do this, move your mouse pointer to the **IG** or **IR** button, then Click the left mouse button.

Combining PNR Elements

The Amadeus system enables you to add many different PNR elements as you wish in a single transaction. This is accomplished by separating each command with a semi-colon (;)

Command Example

NM1SHAH/P MR;APAMD 91 79 499 3987- H;TKOK;RFMR SHAH

PNR Retrieval HERT

To retrieve a stored PNR you will require either the passenger name or PNR Record Locator.

The command identifier for PNR Retrieval is **RT**. To display a full list if all of the possible PNR Retrieval options use the **HERT** command entry.

Command Examples

RT/B	Retrieve PNR for surname beginning with the letter B
RT/HARRIS	Retrieve PNR for passenger surname HARRIS.
RT/ANAND/A MR	Retrieve PNR for passenger surname ANAND, initials A and title MR.
RT/RT	Display more details on PNR retrieval Name List
RT1	Retrieve PNR shown on line 1 of PNR Name List
RT0	Return to PNR Name List
RTM05MGX	Retrieve PNR using PNR record locator M05MGX
RTAI701/15DECBOM-BROWNS	Retrieve PNR by flight and name
RT / DELI22167 - ANAND	Retreive PNR by name for another office when extended security agreement is in place.
RT / SINGH * A	Retreive PNR by name with active segments only.

Retrieval Within a PNR HERT

Command Examples

RT	Redisplay current retrieved PNR
RTA	Display Air segments only of PNR
RTI	Display of Itinerary only of PNR
RTG	Display General Facts (OS,SR,AB,AM,RC,RM) elements only of PNR
RTN	Display Name Elements only of PNR

RTP	Display Passenger Data only of PNR
RTH,C	Display Hotel and Car segments of a PNR
RTK,J	Display Ticketing elements and Contact elements of a PNR
RTSVC	Retrieve service details for all flight in displayed PNR
RTSVC3	Retrieve service details for segment 3 of displayed PNR
RL	Display airline Record Locator.

RETRIEVE A MULTI LIST HELM

To retrieve a multilist of a flight, of the passengers that booked through your office you would enter the following :

Command Examples

LM/BA142/15OCT/DELLON-D	Display Passenger list on BA142
LM3	Display record of the third passenger on the list
LM0	Redisplay the multilist
LM/BA142/15OCT/DELLON-P	Print Passenger list on BA142

SEARCH BY OFFICE HELMB

To search through PNRs that you control and produce a list.They can be displayed on your terminal, sent to a printer, or placed on a queue.

Command Examples

LMB - A(AF)/Q0C0	Place all PNRs that contain the airline code AF on Q0C0
LMB - DELI22197 - A(AF)/Q0C1	Search for PNRs belonging to another office identification
LMB - A(AF)C(P)/Q0C2	For more than one search option
LMB/PS	Display the search table, i.e. the Processing Status
LMB/X2	Status table is full, to request another search you can delete one request in the status table
LMB/XALL	Status table is full, to request another search you can delete all the requests in the status table

Some options you can use are:

Code	*Explanation*	*Example*
A	Airline Code	**LMB-A(AF)** **LMB-A(AF,LH,BA)**
B	Boarding Point	**LMB-B(DEL)**

		LMB-B(DEL,BOM)
C	Class of service	**LMB-C(F)** **LMB-C(F,P)**
D	Travel date, or date ranges	**LMB-D(15MAY)** **LMB-D(15MAY-20MAY)**
K	Creation date, or date ranges	**LMB-K(15FEB)** **LMB-K(15FEB-20FEB)**
N	Auxiliary segments	**LMB-N(CAR)** **LMB-N(CAR,HHL)**
T	Ticketed PNRs (TKOK,FH)	**LMB-T(TKOK)** **LMB-T(FH)**
V	Without ticketing information (without FH)	**LMB-V(FH)**
W	Segment status code	**LMB-W(HL)** **LMB-W(*K)**
Y	Unticketed PNRs (no TKOK element)	**LMB-Y(TL14MAR)** **LMB-Y(TL14MAR- 17MAR)**
Z	Frequent flyer number	**LMB-Z(IB-465576)**

Other Service Information Element HEOS

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

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

As an airline industry practice, cancellation of "OSI" is not generated to an airline.

Command Format

OS*<Carrier Code><Message Text>*

Command Examples

OSLHCTCBDEL 91113351155	Add OS message to PNR to advise Lufthansa airline onl y of passengers home contact in Delhi.
OSYYCIP MD COCA COLA	Add OS message advising all airlines (YY) of CIP passenger
OS RA TKNO 285 0123456789/P1	Add OS message to PNR to advice Royal Nepal the ticket number for passenger 2 in the PNR.

Screen Display

```
RP/CCU1A0980/
  1 OSI LH CTCB DEL 91 11 335 1155
  2 OSI YY CIP MD COCA COLA
>
```

Special Service Request Element HESR

The Special Service Request (SR) element is used to request a special service for a passenger(s). The SR element differs from the OS element . It is a special service that requires a reply from the airline.

The special services used in the SR command consist of a four letter code standardized across the international travel industry. Most special service codes refer to specific service and others require extra text to be added to accurately define the request.

To access the help pages on the SR codes use the command HE SR, and to display a list of four letter codes go to MS314.

Command Format

SR<*Special Service Code*>
or
SR<*Special Service Code*>-<Message text>

Command Examples

SRVGML	Request Vegetarian Meal (VGML) for all passengers and all flight segments of PNR
SR*VGML	Create temporary single SSR with YY carrier code. At End Transaction,all the necessary individual SSR items are created for the itinerary. If you modify or add a segment to a booking after an SSR explosion has been entered you need to enter in the command **EX** to do a manual explosion.
SRBBML/P1	Request Baby Meal (BBML) for passenger 1 only for all flight segments.
SRSPML-NO ONION	Request Special Meal (SPML) for all passengers and all flight segments, requires text to define actual requirements.
SRXBAG-1BOX 90X75X60CMTTL 54KG/P2/S3	Request for Excess Baggage with Free Flow information for passenger 2 and flight segment 3 only.
SROTHS-FREE TEXT	Request for specific action to be taken by any carrier in the PNR. (For carriers that are not system users, this can be used to queue information to them). If it is applicable for only one carrier, you may segment and passenger associate this SSR.

Remark Elements HERM

The Amadeus system provides two types of remarks that may be added to a PNR.

The remark types are:

General Remark (RM)

Confidential Remark (RC)

Itinerary Remark (RIR)

General Remark

The General Remark command is used to load remarks in a PNR, any Amadeus user that has access to the PNR can read all general remarks.

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

Command Example

RM PLS MAIL TKTS TO PAX	Add general remark to PNR

Confidential Remark

A Confidential Remark is a comment in a PNR that can only be viewed when the PNR is retrieved in the office where the message was entered.

Command Example

RC VISIT IS CONFIDENTIAL	Add confidential remark to PNR

Itinerary Remark

The Itinerary Remark, as its name suggests, is used to add remarks to the PNR that will appear on the clients printed itinerary.

Itinerary remarks added to the PNR that can be segment associated, and will appear just below their associated segment of the printed itinerary. They may only be associated to flight segments however. Unassociated itinerary remarks print at the bottom of the itinerary below all of the segments.

Command Examples

RIR THANK YOU FOR CHOSSING AMADEUS TRAVEL	Add an Itinerary Remark
RIR LIMOUSINE TRANSFER FROM AIRPORT TO HOTEL/S3	Add an Itinerary Remark associated to segment 3 of PNR. The comment will print below the segment that it is associated to, on the itinerary.

Option Element HEOP

You can use the Option element to place a newly created or retrieved PNR to a specific office, on for a specified date.

You can queue a PNR to any office that has authority to retrieve it. Upto 8 option elements can be included in each PNR.

The most common use of the Option element is to set reminders so that the booking will appear on the Option Queue for the date(s) specified.

Command Format

OP<*Date*>/<*Text*>

Command Example

OP15MAY/CHECK SUPPORTING DOCUMENTS FOR VISA APPLICATION

Other Command Examples

OP22AUG,30AUG/SEE PNR REMARKS
Add Option element to PNR so that it will be placed on the Option Queue on 22AUG and 30 AUG.

OPDELI23711/17JUL/ARRANGE FOR CAR PICKUP FROM DEL APT
Queue PNR to specified office on specified date.

Address Elements HEAB AM

The address elements are used to record the different types of address information for the passenger in the PNR.
The address appears on the itinerary.

There are two types of address elements and take upto 126 characters of free flow text . Enter a comma(,) to indicate each
new line of information.

Address Elements

Command	*Explanation*
AB<Text>	**Address Billing** The client billing address.
AM<Text>	**Address Mailing** The client mailing address

Command Examples

AB MR J KHANNA, COCA COLA, 32A ROHIT HOUSE, TOSLTOY MARG, NEW DELHI 110001	Add billing address to PNR.
AM MR M HARRIS, 10 JANPATH, NEW DELHI 110001	Add mailing address to PNR

Seat Assignment HEST

The Amadeus system provides you with the ability to place seat requests into PNR for your passengers. This is often known as Advance Seat Reservation because you would normally obtain your seat allocation when at the airport.Advance seat Request entries can only be made for flight segments with one of the following status codes - HK , RR , KK , TK , LK , SS , KL.

There are three types of seat assignment requests:

- **Basic Seat Request**
- **Specific Seat Request**
- **Seat Wish**

Basic Seat Request

Command Format

ST *(for non-smoking seat request)*
ST/S *(for smoking seat request)*

Area Options

Code	*Explanation*
B	Bulkhead Seat
W	Window Seat
A	Aisle Seat

Specific Passenger Options

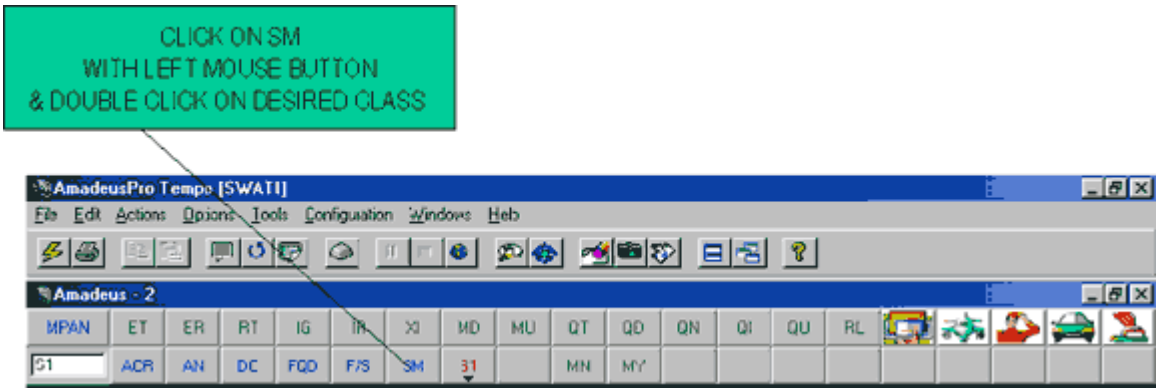
Code	*Explanation*
I	Infant
U	Unaccompanied Minor
H	Handicapped
M	Medically OK for travel

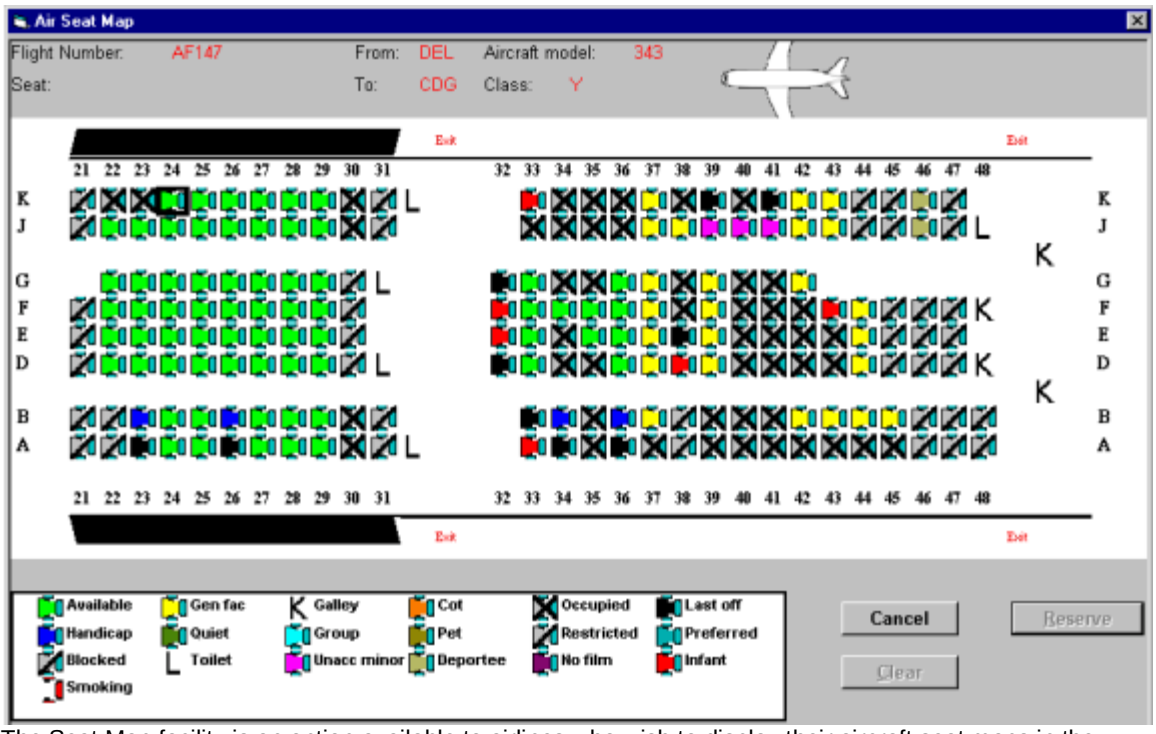
Command Examples

ST/P3	Request a non-smoking seat for Passenger no.3
ST/S/A/S2	Request smoking aisle seats for all passengers on Air Segment no.2
ST/WU	Request non-smoking window for unaccompanied minor
ST/S/S5/P2-4	Request smoking seats for Passenger no. 2 to 4 on Air Segment no.5
ST/W/P1,3/S4,6	Request two non-smoking window seats for Passenger no.1 & 3 on Air Segment no.4 & 6

Seat Map

HESM





The Seat Map facility is an option available to airlines who wish to display their aircraft seat maps in the Amadeus system. The seat maps show allocated and available seats.
Seat maps can be displayed using a PNR air element or by using a command entry containing the specific flight details.
The Seat Map can also be displayed with the mouse by double clicking on the Class Code.

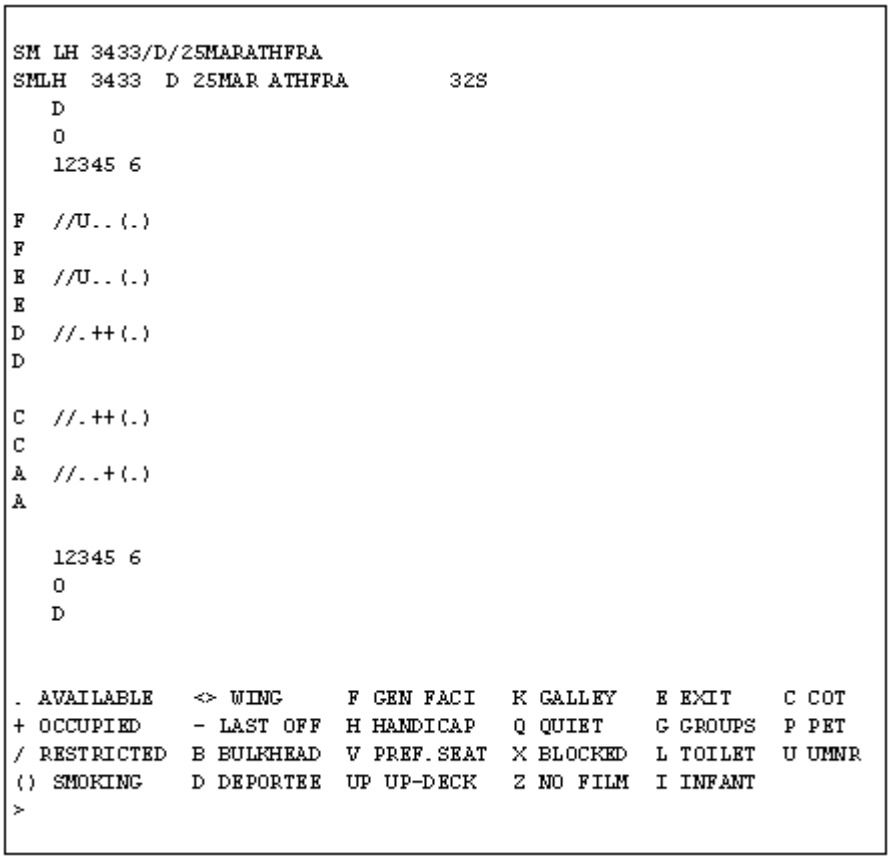
Command Format

SM*<PNR Airline Element No>*
or
SM*<Flight No>/<Class>/<Date><Origin><Destination>*

Command Examples

SM3	Display seat map for flight and class shown on element 3 of PNR
SMLH3433/D/25MARATHFRA	Display seat map for specific flight and class, no PNR present.
SM/2/C	Display seat map of specific class for specific flight on line no.2 from the availability display
SM/3/2/C	Display seat map of specific class for the connecting flight on line no.3 from the availability display

Screen Display



Specific Seat Request

Because of the two types of Seat Maps available in Amadeus there are two ways of requesting a seat and the system responses on the Advance Seat Reservation segments will differ.
Most Airlines will not allow access to their seat maps outside of a 30-day period before flight departure. It is advisable to check the GGPCAXX page regarding Advance Seat Reservation requirements for each individual airline.
On the previous page you have a display of a direct access seat map. Please note that each Airline decides on the design of their seat map.
The Seat Request facility is used when a passenger wishes to request a specific seat number. This is most commonly used with the seat map facility, which shows allocated and available seats.

Command Format

ST/*<Seat No>*

Command Examples

ST/12A	Request specific seat number for all passengers and all segments of PNR
ST/11A-D	Request range of seats
ST/33H/S2	Request seat 33H for segment 2 of PNR only
ST/4K/S4/P1	Request seat 4K for segment 4 and passenger 1 only
ST/4K/6K	Request non-consecutive seats

Seat Wish

When advance seat reservation (ASR) (using either Basic or specific Seat request) are not possible, for example if the departure date of the flight is outside the date range that is set by the airline, you can indicate seating preference using a seat wish entry.

Seat Preference Codes

Code	*Explanation*
NSSA	Non-Smoking Aisle Seat
NSSB	Non-Smoking Bulkhead Seat

NSST	Non-Smoking Seat
NSSW	Non-Smoking Windows Seat
SMSA	Smoking Aisle Seat
SMSB	Smoking Bulkhead Seat
SMST	Smoking Seat
SMSW	Smoking Window Seat

Command Format

ST/*<Seat Preference Code>*

Command Examples

ST/SMST	Request Smoking Seat for all passengers and all flights of PNR
ST/NSSW/P1	Request Non-Smoking Window seat for passenger 1 only and all flight segments of PNR
ST/NSST/P1/S4	Request Non-Smoking seat for passenger 1 and segment 4 only.

Frequent Flyer HEFF

Airlines in the pursuit of customer loyalty have created many varied loyalty programs generally known as Frequent Flyer. The name given to these programs may differ between each airline but the process of advising the passenger's frequent flyer number is the same.

The following are frequent flyer related commands:

Frequent Flyer Commands

Command	*Explanation*
FFA*<Carrier Code>-<Membership No>* This entry can only be used for Frequent Flyers who are members of a system user airline scheme, IE : LH, AF, TG, IB etc, see GGPCALFUN to verify the list	**Frequent Flyer Add** This command automatically creates a Name element and an SSRFQTV element for a frequent flyer. This command is only available for airlines that maintain their frequent flyer database in Amadeus.
FFD*<Carrier Code>-<Membership No>*	**Frequent Flyer Display** This command simply displays the name of the person who holds the specified membership no. for verification. This command is only available for airlines that maintain their frequent flyer database in Amadeus.
FFN*<Carrier Code>-<Membership No>*	**Frequent Flyer Number** This command inserts the frequent flyer into the PNR for transmission to the airline.

Command Examples

FFDAF-1990901462	Display name of member whose membership number with AF is 1990901462
FFATG-ZD20423	Create Name element and SRFQTV element from TG frequent flyer database for membership ZD20423.
FFNPR-P039023	Create SRFQTV element for PR membership

	number
FFNPR-P038945/P1	Create SRFQTV element for passenger 1 only
FFNAF-1990901462,CO,DL	Create SRFQTV element where AF Frequent Flyer member is travelling on affiliated airline CO & DL
VFFD	Display frequent flyer agreements between airlines
VFFDIB	Display frequent flyer agreements for one airline (Iberia)

Screen Display

```
RP/DEL1A0900/DEL1A0900            NS/GS  10FEB98/1031Z   MXNLGN
  1.NGUYEN/JAMES MR
  2  AF 147 J 20MAR 5 DELCDG HK1  2310 2  0110 0615   *1A/
  3  DL 119 C 25MAR 3 CDGJFK HK1       2C 1040 1300   *1A/
  4  DL 118 C 28MAR 6 JFKCDG HK1       3  1935 0950+1 *1A/
  5  AF 148 J 30MAR 1 CDGDEL HK1  0940 2A 1015 2225   *1A/
  6 AP DEL 91 11 653 1243-H
  7 TK OK10FEB/DEL1A0900
  8 *SSR FQTV DL HK/ AF1990901462
  9 *SSR FQTV AF HK/ AF1990901462/3
>
```

Unaccompanied Minor HEUM

The Amadeus system provides special command options that allows you to create PNR's for Unaccompanied Minors (UMNR). Unaccompanied Minors require special handling by the Passenger Services staff at the airline.

Unaccompanied Minors must be reserved on their own PNR and therefore other passenger types are not permitted.

Procedure

1	Create a new PNR containing the mandatory elements including child name and age. e.g. **NM1MORRIS/JAMES MSTR(ID08YRS)**
2	Sell a flight itinerary in any of the following manners: **Short Sell:** **SS1Y1/UM8** Book a seat for an 8-year old child **SS2Y1/UM7,10** Book two seats for 7 and 10-year old children **Long Sell:** **SSAF1055Y20APRZRHCDG UM1/8**

	SSLH744Y20APRFRABKK UM2/7,10
3	Add OS elements to the airline to advise the details of the responsible person who will be dropping off the UMNR at the originating airport and who will be collecting them at the destination airport.
4	Check handling procedures of each particular airline on GGAIRXX page.
5	Use the **ET** or **ER** command to store the PNR.

Special Note

Please check with your local airline office regarding other specific information that may be required for UMNR processing.

PNR Modification

Modify PNR Element

When making modifications to an Amadeus PNR it is important to understand the way in which the elements are displayed.

The PNR elements are displayed in a pre-determined order. The elements themselves are numbered sequentially beginning at element number 1.

Screen Display

```
--- RLR ---
RP/DEL1A0900/DEL1A0900            NS/GS  10FEB98/1056Z   MVR6J3
  1.KHANNA/JATIN MR   2.KHANNA/RADHA MRS
  3  BA 142 J 15MAR 7 DELLHR HK2       2  0045 0510   *1A/
  4  AI 112 J 19MAR 4 LHRDEL HK2       3  0845 2230   *AI*
  5 AP DEL 91 11 335 1155 - B/P1
  6 AP DEL 91 11 642 7654 - H
  7 TK TL10MAR/1100/DEL1A0900/-HOLDINGTKT
  8 SSR NSST BA HN2 DELLHR/B/S3
  9 SSR NSST AI HN2 LHRDEL/B/S4
 10 SSR SPML BA HN1 NO ONION NO GARLIC/S3/P1
 11 SSR SPML AI HN1 NO ONION NO GARLIC/S4/P1
 12 SSR VGML BA HN1/S3/P2
 13 SSR VGML AI HN1/S4/P2
 14 OSI YY CTCB DEL 91 11 335 1155/P1
 15 OSI YY CTCH DEL 91 11 642 7654
>
```

It is simple to modify or cancel any PNR element, regardless of its type by referencing the element number from the display. You simply use the element number from the PNR as a reference.

When altering itinerary or **SR** elements you need to understand the special codes that are used to indicate the status of these elements (see GGCODE: Output Action Codes).

Air/SR Element Advice Codes

Code	*Meaning*	*Action Required*

KK	Confirming from HN or HK	Change element to **HK**
KL	Confirming from Waitlist	Change element to **HK**
LK	Link Confirmed (Direct Access)	Automatically changes to **HK** at ET
NK	Holding Confirmed, awaiting Record Locator Return (Direct Access)	Automatically changes to **HK** after ET and airline's record locator returns
SS	Sold (Non Last Seat Availability)	Automatically changes to **HK** at ET
TK	Time Change on Confirmed segment	Change element to **HK**
TL	Time Change on Waitlisted segment	Change element to **HL**
TN	Time Change on Requested segment	Change element to **HN**
NO	No Action Taken	Delete element (Use DL)
UC	Unable to confirm, flight closed	Delete element (Use DL)
UN	Unable, does not operate	Delete element (Use DL)
US	Unable to accept sales, have waitlisted	Change element to **HL**
UU	Have waitlisted	Change element to **HL**

Air/SR Status Codes

Code	***Explanation***
HK	Holding Confirmed
HN	Holding Need (Requested)
HL	Holding Listed (Waitlist)
HX	Holding Cancelled

Command Format

<Element No>/<New Text or Code>

Command Examples

5/BOM 91 22 340 6199-H	Changes element 5, a phone contact, to new details
5/OK	Change element 5 (a ticketing arrangement element) to OK (Ticketed)
6/TL12DEC/0700	Change element 6 (a ticketing arrangement element) to a new time limit of 12 DEC.
3/2	*Change and reduce number of seats booked on element 3 to 2 seats while creating a PNR
3/HK	Change status of element 3 (an Air or SR element) to Holding Confirmed (HK)
4/HL	Change status of element 4 (an Air or SR element) to Holding Waitlisted (HL)
5/09001300	Change times on flight segment for element 5
5/09001800+1	Change times on flight segment 5, arriving +1 day
5/09001210-1	Change times on flight segment 5, arriving -1 day
5/P1	Add or change passenger relation for element 5

8/P1-3	Add passenger multiple passenger association for element 8
3/P	Remove passenger association for element 3
5/S	Remove segment association for element 5
6/S3	Add segment association to element number 6

*The increase/decrease may only be done upon initial PNR creation, and is not possible for for Direct Access booking.

CANCEL, DELETE & REARRANGE PNR ELEMENT HEXE, DL, RS

The cancel element command removes the PNR element (name, itinerary and non-itinerary) from the PNR and transfers this information to the PNR history. By canceling a name element on a retrieved PNR the system cancels all associated elements to the name and reduces the number of booked seats. The cancel element command identifier is **XE**.

The delete element command removes the PNR element with inactive advice codes to the PNR history without generating teletype message to the concerned airlines at end transaction. You can delete an itinerary segment with the advice codes HL, HN, UN, HX, NO and UC. You can delete an SSR element with the advice codes HL, HN US, UN, NO, XX, HN and UC. Before deleting an inactive segment, you are required to cancel all related passenger or segment associations. HN and HL advice codes can only be deleted for non-Amadeus System Users. The delete transaction code is **DL**.

The rearrange element command allow you to rearrange the order of PNR elements in the following cases:

- to rearrange itinerary segments which cannot be arranged automatically by the system
- to rearrange certain non-itinerary elements within their own group.
- to insert certain non-itinerary elements at a specific location within their own family in a PNR.

You cannot rearrange names, seat elements, option elements. The rearrange command entry is **RS**.

Command Format

XE or **DL** or **RS**<*Element No*>

Command Examples

XE2	Cancel PNR element 2
XE5,6	Cancel PNR elements 5 and 6
XE3-6	Cancel PNR elements 3 through to 6
XE3,4,7-9	Cancel PNR elements 3, 4 and 7 through to 9
XI	Cancel entire itinerary (PNR)
ETX	Cancel itinerary for all PNRs in the AXR
DL7	Delete inactive segment 7
RS10,8	Switch PNR element 8 with 10
RS11, 7-9	Rearrange PNR element 11 to precede element 7, 8 & 9

Segment Re-book (SB) HESB

The segment re-book commands are also known as the "Should Be" commands due to their command identifier **SB**.

You may re-book existing segments in a PNR to change a:

- Class of service in one or more segments
- Date in one or more segments
- Combination of both class and date

You cannot make changes to open segments, information segments, non-participating airline segments, passive segments and group PNR's. The SB command cancels the existing segments and re-sells the segment using the new information. The system automatically cancels all elements that were segment associated to the segment(s) being re-booked. If the system is unable to confirm the new flight it will automatically display an availability screen for the date requested.

Command Examples

SBY	Re-book entire itinerary in Y Class
SBC2	Re-book PNR element 2 only in C class
SBC2,5	Re-book PNR elements 2 and 5 in C class.
SBY3-6	Re-book PNR Elements 3 through to 6 in Y class
SBY2/C4/M5	Re-book element 2 in Y, element 4 in C and 5 in M class
SB19JUN	Re-book entire itinerary for the specified date
SB18AUG4	Re-book element 4 for the specified date
SB14MAY2,4	Re-book elements 2 & 4 for the date specified
SB18APR3-5	Re-book elements 3 to 5 for the specified date
SB23AUG2/24AUG3	Re-book element 2 and 3 for different specified dates
SBY10JUN	Re-book entire itinerary specified class and date
SBF19DEC4	Re-book element 4 for specified date and class

Split (Divide) PNR HESP

The Split PNR commands are used when you want to divide a filed PNR. After a successful split, the split parties are stored under different PNR Record Locators.

Command Format

SP<*Name Element No*>

Command Examples

SP2	Split passenger in name element 2 from PNR
SP1,3,5	Split multiple passenger name elements from PNR
SP2-4	Split range of passenger name elements from PNR

Procedure

1. Retrieve PNR to be split.
2. Use the **SP** command to split the required passengers from the PNR. e.g. **SP2**
3. The split passengers will be transferred to an Associate PNR and displayed on screen.
4. Enter a Received From **(RF)** element and the End and File **(EF)** command. e.g. **RFMR BROWN;EF**
5. The Parent PNR, with the remaining passengers, will display on the screen.
6. Enter a Received From **(RF)** element then the End Transaction **(ET)** command. e.g. **RFMR BROWN;ET**

If you wish to abort the split process at any stage, before using End Transaction **(ET)**, use the Ignore **(IG)** command.

Copy PNR (RRA/RRN) HERRN

The copy PNR facility allows you to copy information from an existing PNR to a new PNR.
The commands copy all air segments, non-associated phone contact elements, general remarks and the ticketing element, with the exception of TKTL.
It is advisable to send an OSI to the Airlines regarding cross reference associated PNRS.

Copy all information & cross-reference

RRA	
RTAXR	Retrieve Associated Cross Reference (AXR) name list
RV	Retrieve Associated PNRS in a visual merge format

Copy information but do not cross reference

RRN

Copy information plus 3 days

RRN/DP3

Copy information minus 4

RRN/DM4

Copy information Passenger Data only

RRP

Copy information Itinerary only

RRI

Copy information and change class of service

RRN / CY

For further options please check HERRN (Help Pages)

Non-Homogeneous PNR

The Amadeus system has a unique feature called Non-Homogenous PNR, which allows you to create a PNR where the passengers may be travelling on different flights.

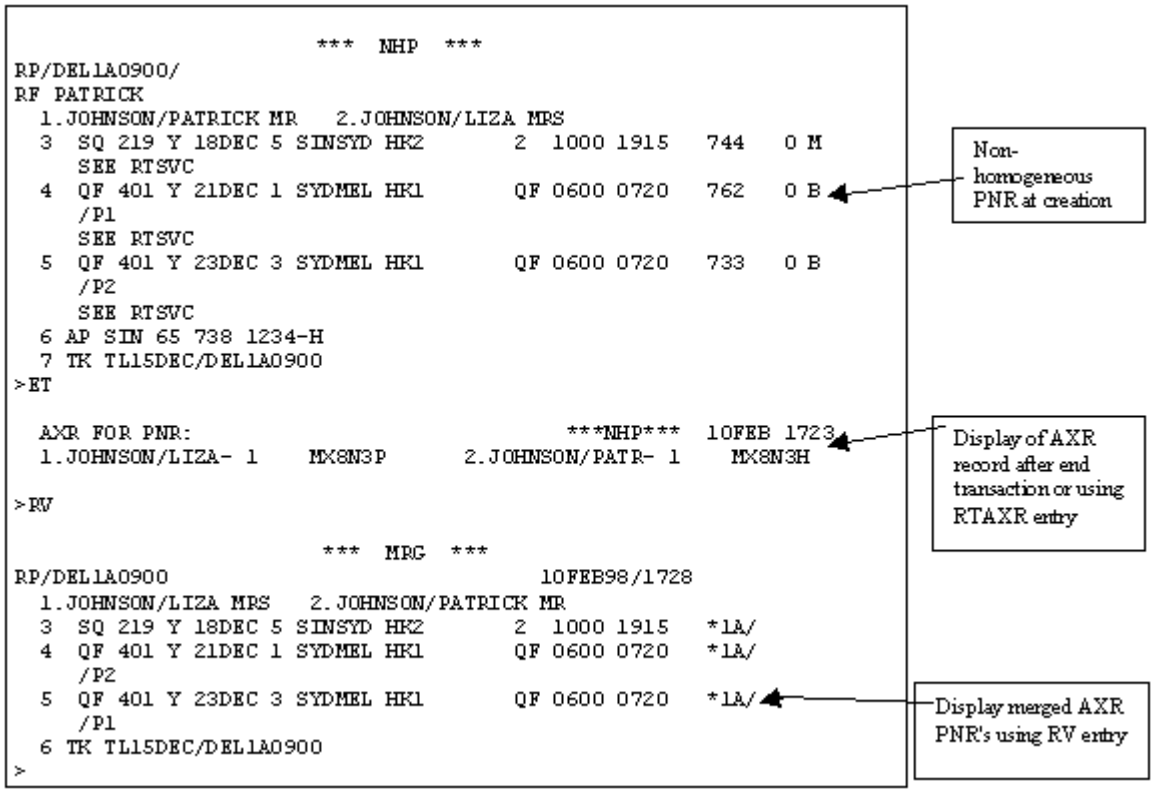
A non-homogeneous condition occurs in a non-group PNR when:

- A flight segment is booked for a number of seats that is not equal to the number of name elements in the PNR

- Two or more air segments that do not contain the same number of seats are booked in the same PNR.

A non-homogeneous condition can be created intentionally to accommodate passengers who do not wish to share the entire itinerary. For example, a family may be booked to travel together on the same outbound flight but decide to return on different flights. When the reservations are made for different return journeys, the PNR enters a non-homogeneous condition.
The non-homogeneous condition is temporary and only exists until end of transaction.
At end of transaction, the system splits the original PNR and creates a separate PNR for each passenger or party that shares the same itinerary. Record Locators of these PNR's are displayed in the AXR (Associated Crossed Reference) record at end of transaction. To retrieve AXR records from a PNR, type **RTAXR**. You may also view the AXR PNR's merged together by using the **RV** command from one of the PNR's.
To make end of transaction possible each segment containing less seats than the number of name elements in the PNR must include passenger association. Passenger association can be included in the segment sell entry, or can be added to existing segments. e.g. 5/P1

Screen Display



Cancel Itinerary for all PNR's in the AXR

You can cancel the complete itinerary for all PNR's which are linked through the same AXR record, using the **ETX** or **ERX** entries. You must enter an RF element before attempting to do an ETX or ERX transaction.

Individual PNR Security HEES

Amadeus PNR security allows you to set up special security rules so that one or more offices can access a PNR.

The PNR security functions may allow access to a PNR even when there are no other special agreements in place, and can override agreements that are contained in the current security tables.

PNR security allows you to share PNR viewing and/or updating capabilities, without changing PNR ownership.

Creating a PNR Security Element

The PNR security element is unnumbered, and can only be created or modified by the responsible office. You can store up to five security agreements per PNR per entry, each of these containing an office identification and the access mode to be applied to the office.

The following table describes the access modes you can use:

Code	*Access Mode*
R	**Read Access** This code is for read access only. With this mode you are able to only retrieve and view the PNR, but no updates are allowed.
B	**Read/Write Access** This code is for read and write access. With this mode you are able to retrieve PNR's, view them, and make any required updates.
N	**No Access** This code is for no access. With this mode you cannot retrieve any PNR, regardless of an extended security agreement.

Command Format

ES *<Office ID>-<Access Mode Code>*

Command Examples

ES DELD42123-B, CCUI22543-R	Create security agreements for a PNR to be accessed by two offices in different access modes
ESD	Display a PNR security agreement
ESX	Delete a PNR security agreement

PNR History HERH

The PNR History records the creation, additions, modifications, cancellations and deletions that are subsequently made to a PNR. The system updates PNR history at each End of Transaction entry.

The PNR History consists of a list numbered elements. The number against each element indicates when that action was performed. Actions associated with the creation of a PNR are numbered 000, actions 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'.

When an element is modified, cancelled or deleted, it appears in history with two numbers.

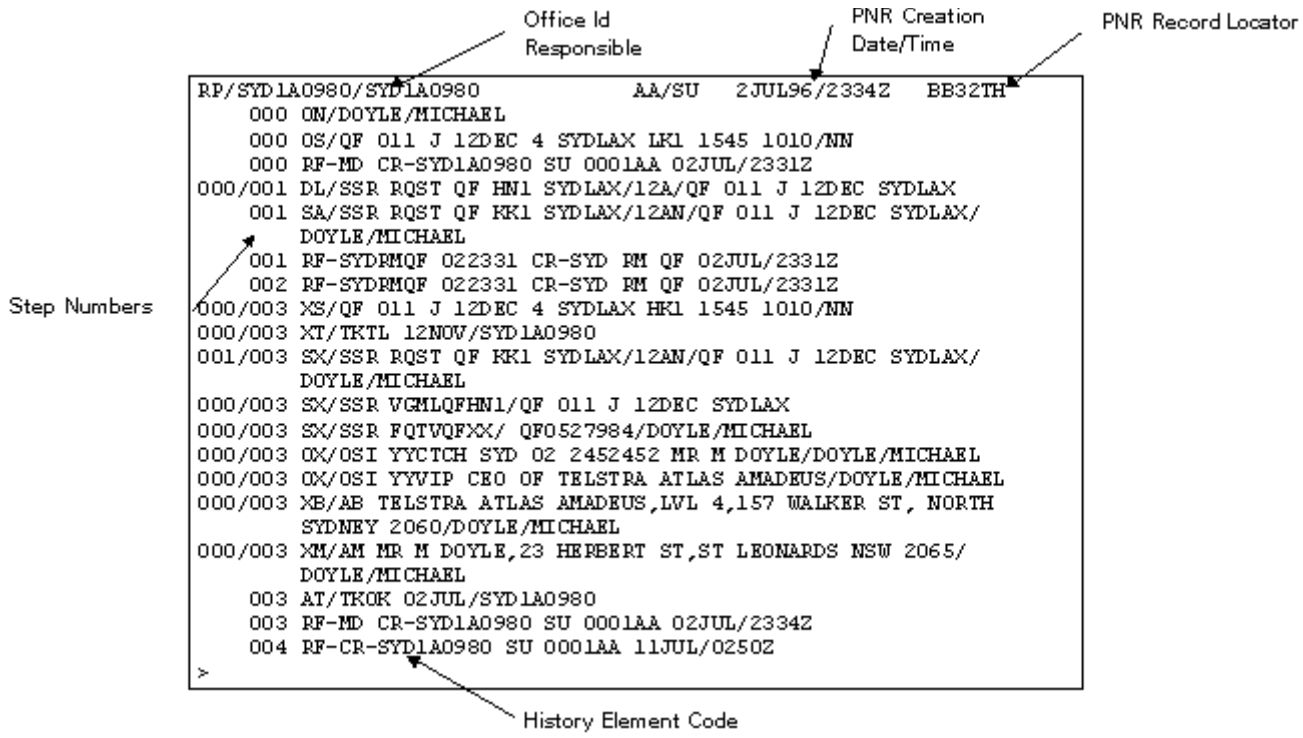
The first number indicates the step at which the item was originally entered in the PNR. The second number indicates when the modification, cancellation or deletion was made.

Command Format

RH	Display History of retrieved PNR
RHS3	Display History for segment 3 only
RHA	Display History of Air Segments
RHN	Display History of Name Elements

RHJ,R	Display History of Phone and Remark Elements
RHK	Display History of Ticketing Elements
RHG	Display History of General Facts (AB, AM, RC, RM, SR, OS)
RHP	Display History of Passenger Associated Data
RHQ	Display History of Queue Updates
RHH,C	Display History of Hotel and Car Segments

Screen Display



History Element Codes

Code	*Explanation*
AB	Added Billing Address
AE	Added Individual Security Element
AF	Added Fare Element
AM	Added Mailing Address Element
AN	Added Name Element
AO	Added Option Element
AP	Added Phone Element
AQ	Added Address Verification Element
AR	Added Remark/Confidential Remark Element

AS	Added Element Containing Status Code, Except SSR
AT	Added Ticketing Arrangement Element
CB	Changed Billing Address Element
CE	Changed Individual Security Element
CF	Changed Fare Element
CM	Changed Mailing Address Element
CN	Changed Name Element
CO	Changed Option Element
CP	Changed Phone Element
CQ	Changed Address Verification Element
CR	Changed Remark Element
CS	Changed Status Code
CT	Changed Ticketing Arrangement
CW	Changed Waitlist
DL	Deleted Element
NT	Name Transmitted, Groups Only
OA	Added OSI Element
OC	Changed OSI Element
OE	Original Security Element
ON	Original Name Element
OS	Original Air Segment
OX	Cancelled OSI Element
QU	Queue Update
RP	Changed Responsibility
SA	Added SSR Element
SP	Split Party
SX	Cancelled SSR Element
TC	Time Change
XB	Cancelled Billing Address Element
XE	Cancelled Individual PNR Security Element
XF	Cancelled Fare Element
XM	Cancelled Mailing Address Element
XN	Cancelled Name Element
XO	Cancelled Option Element
XP	Cancelled Phone Element
XQ	Cancelled Address Verification Element
XR	Cancelled Remark/Confidential Remark Element

XS	Cancelled Element Containing Status Code, Except SSR
XT	Cancelled Ticketing Arrangement Element

Queues HEQT

Introduction

The Amadeus Queue system is an electronic diary that helps you to manage your travel office's messages and reservations. The Queue system sorts reservations and messages into three divisions

1. Queue Numbers
Queue Numbers are assigned automatically by the system. They correspond to the type of action required in the PNR.

2. Categories
Queue Categories are a sub-division that divide PNRS in the same queue corresponding to the exact action required in the PNR.

3. Date Ranges
Date ranges divide PNRS in the same queue in the same category according to the urgency of the action required.

Queue Numbers

Queue	*Purpose*
0.GENERAL	Miscellaneous queue. When a specific queue is not specified PNRs automatically placed on the general queue.
1.CONFO	Confirmation on segments and/or services. Advice codes KK UU UN NO UC US Status codes HK HL DL DL DL HL
2.KL	Confirmation from Waitlist. Advice codes KL Status codes HK
3.OPTION	Option elements entered in the PNR.
4.RPCHNG	PNRs whose office responsibility has been transferred to your office.
7.SKEDCHG	Schedule Change advised from an airline.
8.TKTG	Ticketing/Time Limit on date mentioned in the TK element.
12.XTL	Expired Time Limit i.e. from previous day/days on which no timely action has been taken. PNR will not get cancelled if the time limit has expired.
9.OA CTRL	Queuing field on the PNR is that of the airline.
23.RQR	If segment still shows HN status code after 24Hrs.
94.MSG-CP	Follow up messages stored in Customer Profiles
96.MSG-PDR	Past Dated Records
97.MESSAGE	Messages

However the queue bank can be customized: the categories can be deleted or increased, the date ranges can be deleted or changed according to the agency workload.

Date Range Codes

Date Range Code	*Explanation*
D1	**Date Range 1** Today plus two days
D2	**Date Range 2** Three to five days, from current date
D3	**Date Range 3** Six to eight days, from current date
D4	**Date Range 4** Nine days and beyond, from current date

Example

```
RP/BOM1A0980/BOM1A0980            NS/GS  11MAR97/0319Z   KBGMYF
  1.VANDAMME/JC MR
  2 CCR ZT HK1 SYD 15JUL 18JUL ECMR/BS-00090650/ARR-0900
    /RC-SD-8314/RG-AUD 45.00- .00 UNL DY 45.00- UNL XD/RT-1800
    /CF-
  3 AP BOM 91 22 499 3989 - AMADEUS TRAVEL - A
  4 TK OK11MAR/BOM1A0980
```

From the above example you will have to wait for a confirmation reply from the car rental company if today is the 11th March.. The system will automatically place this PNR on Queue 1, which is the confirmation Queue, Date range 4, which is the date range for nine days and beyond the current date.

Queue Processing

Queue Count Commands

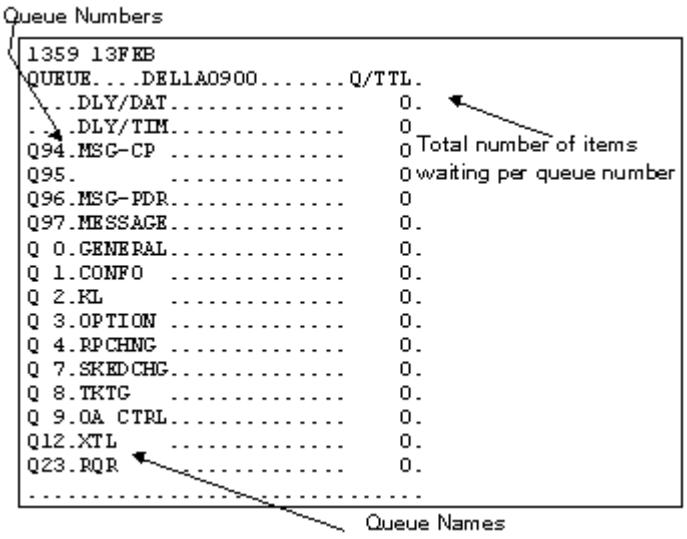
The Queue Count commands are used to discover how many items are waiting on the office queues for action.

You have two option with the queue count. You may view a list of all queue types regardless of whether they contain items for action or not. The other option is to display only those queue numbers that contain items for action.

The queue count commands simply tell you what is waiting so that you can see which queues require your action.

QTQ	Display count of all active queues regardless of whether they contain items for action.
QT	Display count of all active queues that contain items for action.
QC97	Display count of specific queue
QC1C0	Display count of specific queue and specific category
QC1CA	Display count of specific queue, all active categories
QC1CE	Display count of specific queue, all existing categories

Screen Display - QTQ



Queue Start Command

The Queue Start (QS) command takes you into Queue Mode and begins the processing of a particular queue.

Command Examples

QS97	Start queue processing of queue 97 in Queue Mode
QS1C1D1	Start queue processing of queue 1, category 1 and date range 1 in Queue Mode

Queue Processing Commands

The queue processing commands are used once you have entered Queue Mode and wish to process the items contained in a particular queue.

QN	Queue Next, remove current message/PNR from queue and displays next message/PNR
QD	Queue Delay, ignores current message/PNR, place at end of queue and display next message/PNR
QDF	Place current message/PNR at end of queue and exit Queue Mode.
QD1500	Delay a PNR to a specific time of the current date on DELAY/TIME Queue
QD20SEP	Delay a PNR to a specific date on DELAY/DATE Queue
QD20SEP/LMTC	Delay a PNR to a specific date on DELAY/DATE Queue with a remark "Left Message To Contact"
QI	Ignore current queue message/PNR, place it at the bottom of queue and exit Queue Mode
QF	End transaction and exit Queue Mode
QU	Redisplay a queue message

The message * Queue Cycle Complete * is displayed when you have processed or viewed all of the messages contained in a particular queue.

Queue Print / Placement

Queue Print Command

The Queue Print (**QP**) commands allow you to print the contents of an entire queue.

If you use the **QP** command without the **R** (Retain) option all items are automatically removed from the queue when printed.

Command Examples

QP1C1D1	Print all PNR's in Q1, category 1 and date range 1. This entry removes all PNR's from queue.
QPR8C1D1	Print all PNR's in Q8, category 1, date range 1. This entry prints and retains the PNR's in the queue.

Queue Placement

The Queue Placement (**QE**) command allows you to manually place a message or PNR onto a queue.

You may specify a queue number, category and date range in your entry.

When using the **QE** entry to place PNR's on queue you must first retrieve the PNR that you wish to manually place on queue.

Command Examples

QE8	Place current PNR on Queue 8
QE8C1D1	Place current PNR on Queue 8, Category 1 and Date Range 1
QE/DELI22342/8C1D1	Place current PNR on Queue 8, Category 1 and Date Range for Office Id specified.

Send Message Queue

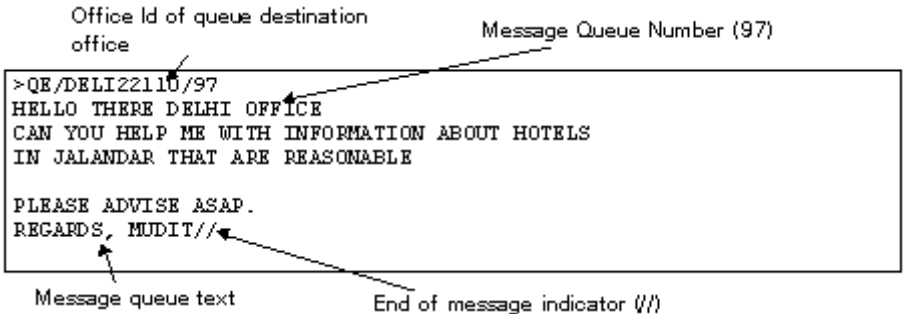
The message queue is a special queue that allows you to send messages typed on the screen to your own office's or another office's message queue.

A message queue item is purely text and does not contain PNR elements.

Procedure

1. Press the **Pause/Break** key to clear the screen.
2. At the > prompt type the command **QE**/*<Office ID>*/**97** then press the **Tab** key to move to the next line.
3. Type your message, remember to use the **Tab** key to move to a new line on the screen.
4. Once you have finished typing the message text type // (two slashes), then press the **Enter** key.

Screen Display



PNR Printing HEWRA

The PNR Printing commands will allow you to print either the entire PNR or what would normally appear on the first screen of a PNR display.

The two host PNR printing entries you can use are:

1. **WRA** Prints the entire PNR
2. **WRS** Prints the first screen of PNR display.

Command Examples

WRA/RT	Print entire PNR that has been retrieved
WRA/RTA9YC6X	Retrieve and Print entire PNR
WRA/RH	Print entire History for retrieved PNR
WRAO DELI22179/RTA9YC6X	Print entire PNR to another Amadeus location
WRS/RT	Print first screen of retrieved PNR
WRS/RTA9YC6X	Retrieve and Print first screen of PNR

Print Screen

In addition to the above host printing commands you also have the ability to Print Screen from your AmadeusPro Minim Menu Bar.

Procedure

1. Move your mouse pointer to the **File** menu item, then Click the left mouse button.

2. Move your mouse pointer to the item **Print** on the **File** menu list, then click the left mouse button

The output from this command will be sent to your printer as defined in Windows.

Itinerary Printing HEIE

The Amadeus Central System provides the facility for you to either print or display on screen the customer readable itinerary from the PNR

The itineraries are offered in two formats:

1.	**Basic**	Contains basic passenger and segment information
2.	**Extended**	Contents of Basic Itinerary plus additional information such as Seating and Special Requests

Command Formats

IBP	Print Basic Itinerary, one copy per passenger.
IBPJ	Print Basic Itinerary, one copy per PNR.
IBD	Display Basic Itinerary on screen
IEP	Print Extended Itinerary, one copy per passenger
IEP/P1-2	Print Extended Itinerary for passenger 1 & 2
IEPJ	PrintExtended Itinerary, one copy per PNR
IEP/T012	Print Extended Itinerary in 12hr clock
IED	Display Extended Itinerary on screen.

Sample Itinerary Print

The sample below is an Extended Itinerary.

AMADEUS INDIA TRAINING
BARAKAMBA ROAD
3 GH HANSALAYA BUILDING
NEW DELHI 110 001
INDIA
TELEPHONE: 91 11 332 5353

DATE 13FEBRUARY98
BOOKING REF NSIQYZ

SANCHEZ/ROBERTO MR

SERVICE	DATE	FROM	TO	DEPART	ARRIVE
LUFTHANSA	18SEP	DELHI	FRANKFURT	0230	0730
LH 761 C	FRI	INDIRA GANDHI INTL			
		TERMINAL 2	TERMINAL 1	CHECK-IN 0030	
		MEAL		NON STOP	
AIRCRAFT:742		RESERVATION CONFIRMED		8:30 DURATION	
		NO SMOKING SEAT REQUESTED		FOR SANCHEZ/ROBERT	
		VEGETARIAN MEAL, NON-DAIRY		REQUESTED	
DELTA AIR LINES	20SEP	FRANKFURT	BRUSSELS	1730	1830
DL 2706 C	SUN	INTL	NATIONAL		
SN 414		FLIGHT OPERATED BY SABENA			
NON SMOKING		TERMINAL 2			
		SNACK		NON STOP	
AIRCRAFT:737		RESERVATION CONFIRMED		1:00 DURATION	
		NO SMOKING SEAT REQUESTED		FOR SANCHEZ/ROBERT	
		VEGETARIAN MEAL, NON-DAIRY		REQUESTED	
DELTA AIR LINES	20SEP	BRUSSELS	NEW YORK	1930	2140
DL 2737 C	SUN	NATIONAL	JOHN F KENNEDY		
SN 547		FLIGHT OPERATED BY SABENA			
NON SMOKING		TERMINAL 3			
		SNACK		NON STOP	
AIRCRAFT:340		RESERVATION CONFIRMED		8:10 DURATION	
		NO SMOKING SEAT REQUESTED		FOR SANCHEZ/ROBERT	
		VEGETARIAN MEAL, NON-DAIRY		REQUESTED	
UNITED AIRLINES	25SEP	NEW YORK	DELHI	1900	2300
UA 2 C	FRI	JOHN F KENNEDY	INDIRA GANDHI		26SEP
NON SMOKING		TERMINAL 7	TERMINAL 2		
		DINNER/SNACK		1 STOP	
AIRCRAFT:763		RESERVATION CONFIRMED		18:30 DURATION	
		NO SMOKING SEAT REQUESTED		FOR SANCHEZ/ROBERT	
		VEGETARIAN MEAL, NON-DAIRY		REQUESTED	

SANCHEZ/ROBERTO MR 220 7654321421

LH FREQUENT FLYER LH5232026077778868
UA FREQUENT FLYER LH5232026077778868

HAVE A NICE FLIGHT

Currency Conversion HEFQC

You can convert from one currency to another, from NUC's to local currency, and from local currency to NUC's using the FQC command.

The rate used to convert currencies is requested using the rate codes below

Currency Conversion - Rate Codes

Code	*Explanation*
S	Bankers Selling Rate (BSR)
C	IATA Clearing House Rate (ICH)
A	All of the above rates

If no rate code is used in your command, the Bankers Selling Rate (BSR) is used as the default.

Command Examples+-

FQCGBP/DEM	Convert GBP to DEM using default BSR
FQC2400/USD	Convert 2400 INR (local currency assumed) to USD using BSR
FQC560USD/DEM/A	Convert 562USD to DEM using all rates
FQC500FRF/NUC	Convert 500 FRF to NUC's
FQC150.43NUC/HKD	Convert 150.43 NUC's to HKD

IATA Rates of Exchange HEFQA

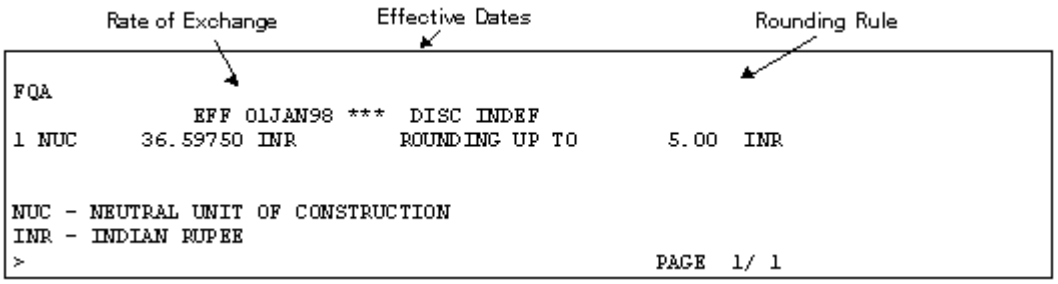
The IATA Rates of Exchange command (FQA) allows you to request rates of exchange (ROE) between Neutral Units of Construction (NUC's) and a designated currency.

You may use the country name, currency code or city code in your command to display a given rate of exchange.

Command Example

FQA	Display IATA Rate of Exchange for local currency

Screen Display



Other Command Examples

FQAFRANCE	Display IATA ROE for country name France
FQA*DE	Display IATA ROE for country code DE
FQAGBP	Display IATA ROE for currency code GBP
FQA*ZRH	Display IATA ROE for city/airport code ZRH
FQADEM/18OCT96	Display IATA ROE for currency code DEM for a past date (up to 363 days in the past)

Mileage Calculation HEFQM

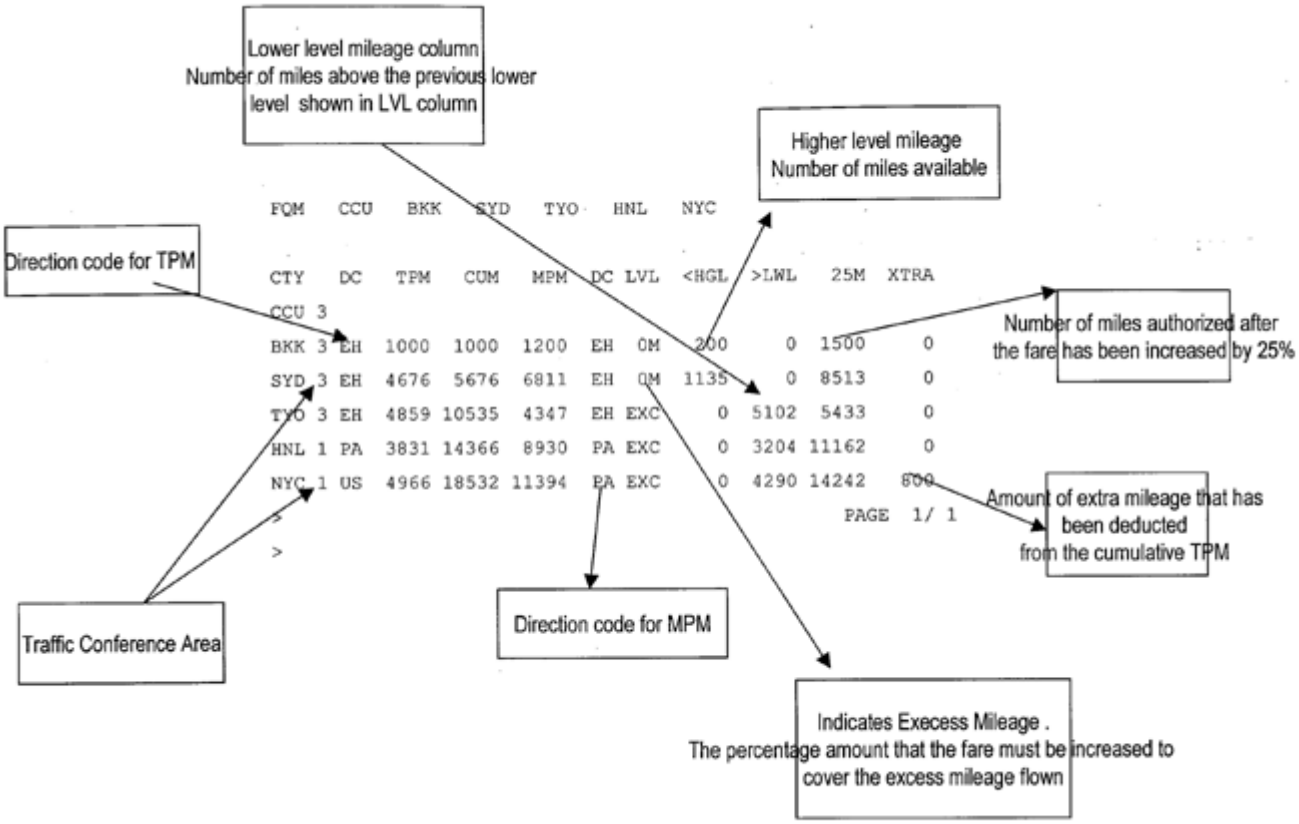
The FQM command allows you to calculate the miles for an itinerary, up to a maximum of 29 city or airport codes.

In addition to the origin, destination and stopover cities, you can add a date, route code and surface sector indicators.

Command Example

FQMDELBOMROMLONNYC	Calculate mileage for specified cities

Screen Display



Other Command Examples

FQMZRHFRA / VEH SYD	Calculate mileage between ZRH and SYD via FRA- with routing (/V) via (EH)
FQMLONFRA--MUCROM	Calculate mileage between LON and ROM with a surface segment (--) between FRA and MUC

Excess Baggage Charges HEFQX

You can request the charges for excess baggage between two cities using the FQX command only for itineraries where the weight concept is used.

If it is a piece concept you have to check the GGAIR pages for the relevant carrier.

Command Format

FQX<*City Pair*><*Excess Amount*>

Command Example

FQXLONSYD/10	Display excess baggage charge for 10 kilos of excess baggage between London and Sydney

Screen Display

```
FQX LONSYD/13FEB98/10/YY/GBP
   RATE   /RC/KILOS/  TOTAL   /
     22.56/AP/ 10.0/       226/
     21.44/KH/ 10.0/       214/
     22.56/TS/ 10.0/       226/
>                                                  PAGE  1/ 1
```

Other Command Examples

FQXDELLON/02JAN/10	Display excess baggage charge specify day, city pair and amount
FQXROMBOM/10/AZ	Display excess baggage charge specifying city pair, excess amount and airline code
FQXSTOTPE/26MAR00/5/SK	Display excess baggage specifying city pair, past date , excess amount and airline code

Fare Quote Display HEFQD

The Amadeus Fare Quote Display (**FQD**) command allows you to display fares for a requested city pair. The **FQD** commands simply displays published fares, they are not used to price PNR itineraries.

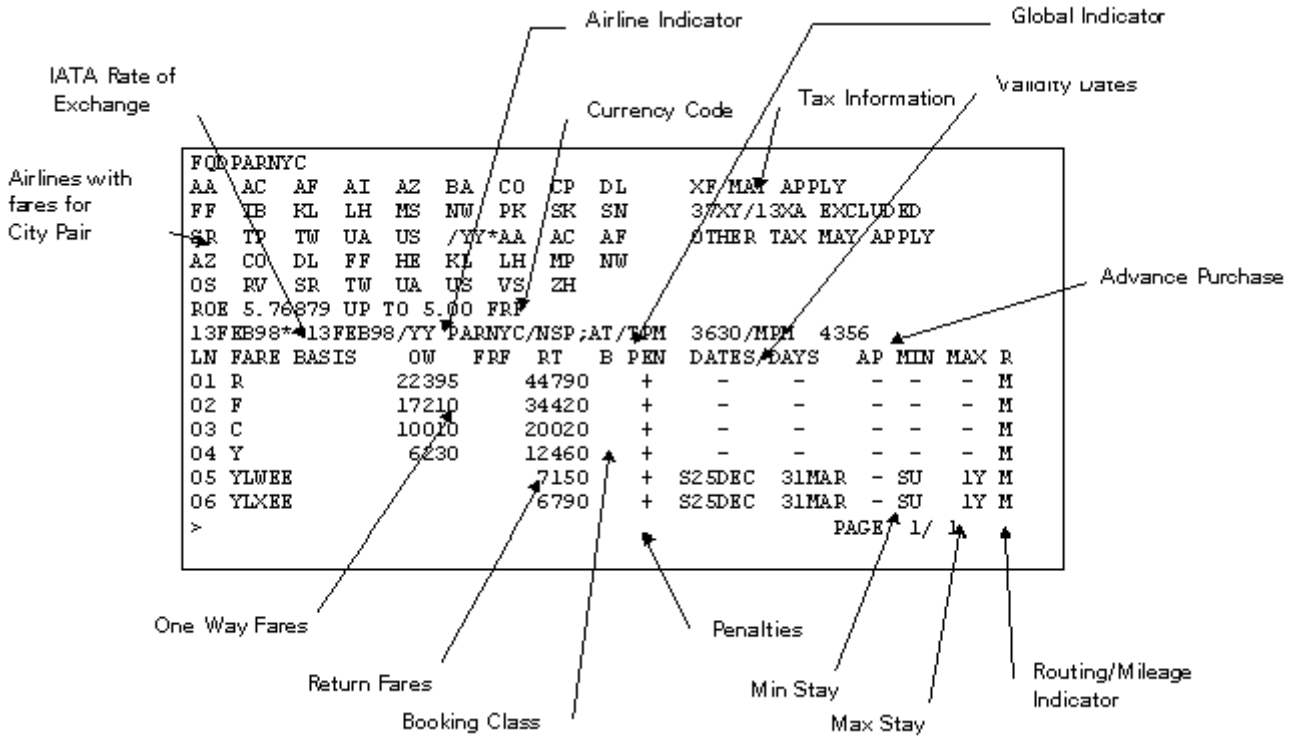
Command Format

FQD*<Origin><Destination>/ <Optional Date><Optional Entries...>*

Command Example

FQDPARNYC

Screen Display



Optional Fare Quote Display Entries

Option	*Explanation*
/A	**Airline** Display fares for specified airline and common fares. e.g. /AQF
/C	**Class** Display fares for a specific booking class. e.g. /CY
/I	**Itinerary** You may ask for one-way (/IO), return (/IR), or half journey (/IH) fares /IR.
/D	**Date** You may either display for a specific date, or a specific month. You can ask for forward dates, or back dates to eleven months.
/R,	**Request Fare Type or Passenger Discount** (see HE FARE REQ) Or request for tax inclusion (AT) or exclusion (WT)
/S	**Shoppers Guide** Display fares for all airlines in low to high format.

Other Command Examples

FQDBOMSFO/D12DEC	Display fares for specific city pair and date
FQDBOMSFO/DDEC	Display fares for specific city pair and month
FQDPARHKG/AAF	Display AF specific and YY fares for specified city pair
FQDPARHKG/A-AF/CP	Display AF specific fares only for

	specified city pair for booking class P
FQDPARHKG/VAP	Display fares for specific city pair with global indicator
FQDLAXWAS/AUA,CO	Display fares for specified city pair, airline preference UA and CO
FQDSINSYD/IO	Display one-way fares (O) only (R = return fares, H = half round trips)
FQDDELDXB/S	Display Shoppers Guide fare display for specified city pair and valid for today
FQDSINAMS/D21DEC01/R,15NOV01	Display fares for specific date of travel followed by date of ticketing
FQDSYDBKK/AQF/D*12NOV/R,AT	Display QF fares for specified city pair with exact inbound travel date, including all taxes. (ET = exempt taxes, WT = withhold taxes)
FQK1	Display breakdown of Fare and Tax on Line 1
FQDJKTAMS/D21JUL*15OCT	Display fares for specific city pair for exact travel dates
FQDFRAMNL/D12DEC15JAN**	Display fares for specific city pair and travel start date range.
FQDMUCLON/D21JAN7D**	Display fares for specific city pair and start date for a 7 day period.
FQDROMBKK/D21JAN3M**	Display fares for specific city pair and start date for a 3 month period.
FQDBKKAKL/ANZ/D03SEP**	Display fares for a specific city, airline from today to a future date.
FQDAKLLAX/AUA/R,-PXA	Display UA fares for specified city pair, fare type PEX and APEX. (NSP = normal & special fares, EXC = excursion fares, SPL = special fares, GIT = group inclusive tours)
1BA FQD DELLON 25SEP	Display fares in direct access for specific date

Fare Quote Display Change Entries

The change entries below are used when you have already displayed an Amadeus Fare Quote Display.

Command Examples

FQDN	Change fare display to NUC amounts or with the mouse double click on the currency code
FQDL	Change fare display to local currency
FQDR	Change fares for the city pair in the opposite direction
FQDC/ABA	Change fare display to display specific airline BA and YY fares
FQDC/D09AUG	Change fare display date to 09 August
FQDC/AQF/R,-GIT	Change fare display to specific carrier and display GIT (Inclusive Tour) fares

FCAN	Change the fare display into an Availability display
ACFQ	Change from Availability to Fare display

The dates and days column in FQD might have the following fields:

+/@	More restrictions apply
S	Seasonal
)	Seasonality applies to outbound travel
(	Seasonality applies to inbound travel
L	Ticket only on this date
A	Ticket only on or after this date
B	Ticket only on or before this date
F	Final travel must start by this date
C	Complete all travel by this date
X	Fare Cancelled on this date
M	Modified fare
T	Ticket / Travel future effective date change

Days of the week are represented as 1=Monday, 2=Tuesday and so on.

Fare Quote Scrolling Commands

MD	Move Down
MU	Move Up
MT	Move Top
MB	Move Bottom
MPFQD	Move to Previous Fare Quote Display

Fare Quote Notes HEFQN

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

You can request fare notes from a Fare Quote Display by:

- Line Number from the Fare Quote Display
- Fare Note Number

Or with your **mouse** you can click on FQN button on the toolbar and double click on the requested line number.

Command Format

FQN*<Line No or Fare Note Number>*

Command Example

FQN5	Display fare notes for the fare displayed on 5 of Fare Quote Display

Screen Display

With the **right** button of the **mouse** you can highlight the various notes you would like to access and then with the **left** button of the **mouse** double click on the last note you request.

```
FQN5

FARE DATES
    EFF: 15JAN97       DIS:
OPTION LIST
   MX.MAX STAY                      SE.SEASONS
   BO.BLACKOUTS                     SR.SALES RESTRICT
   TR.TVL RESTRICTION               AP.ADVANCE RES/TKT
   CD.CHILD DISCOUNTS               OD.OTHER DISCOUNTS
   SO.STOPOVERS                     EL.ELIGIBILITY
   AC.ACCOMPANY TVL                 PE.PENALTIES
   RU.RULE APPLICATION              CO.COMBINABILITY
   VI.VISIT ANOTHER COUNTRY
         ****** SELECT CATEGORIES ******
>                                                  PAGE  1/ 1
```

Command Examples

FQN5*AP, PE	Display Advance Purchase & Penalties information of fare quote note 5
FQN5	Redisplay the fare note index of fare quote note 5
FQNK998	Display fare quote notes for rule number K998
FQNTAX/US	Display tax information for country code US

Fare Quote Routing — HEFQR

The Fare Quote Routing command is used to display the applicable routing for a particular fare shown on a Fare Quote Display. You can also access the information with the **mouse** by double clicking on the **"R"** on the right hand side of the display

Command Format

FQR*<Line number from Fare Quote Display>*

Command Example

FQR11	Display routing information for the fare shown on line 11 of Fare Quote Display

Screen Display

```
FQR11
CO  DL  HP  NW  TW  UA  US  W7  YX     TAX INCLUSION ESTIMATED
                                       XF MAY APPLY
                                       US/ZP TAX INCLUDED
13FEB98**13FEB98/AA LAXWAS/NSP
LN FARE BASIS    USD      PEN      DATES     DAYS AP  MIN MAX R
01 F            1987.00   -    -      -       -   -   -   -  R
  1 * LAX-DFW/CHI-WAS
  2 * LAX-DFW/CHI-NYC-WAS
>                                                  PAGE  1/ 1
```

Informative Pricing — HEFQP

The Informative Pricing (FQP) command allows you to produce a fare quote itinerary without creating a PNR.

There are two methods of using the FQP command:

1. Pricing an itinerary without a mask (template or fill-in format)
2. Pricing an itinerary using a mask (template or fill-in format)

From the pricing response you are able to:

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

Informative Pricing Without Mask HEFQP

When pricing an itinerary without using a mask (template) you must provide all relevant information in your command line entry. It is possible from the pricing to display a ticket image using the FQQ command

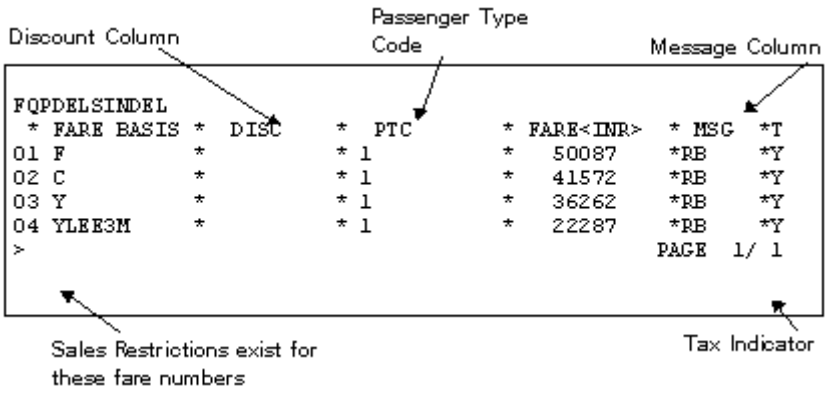
Command Format

FQP*<City/Airport code.....>/<Pricing Options>*

Command Example

FQPDELSINDEL	Request informative price display for return journey DEL-SIN- DEL

Screen Display



FQQ4	Display ticket image on line number 4

Fare Message Codes

Code	*Explanation*
FL	Flight number restriction applies
FQ	Frequency (no flights on the date indicated)
RB	Check Reservations Booking Designator (RBD) (Class Code)

RE	Reservation conditions apply
RO	Higher booking class required
SR	Sales restrictions apply

Tax Indicator Codes

Code	*Explanation*
Y	Tax Included
N	Tax Not Included
E	Exempt Of Tax

Informative Pricing Options (Used between each city code in command entry)

Option	*Explanation*
-	**Stopover**
--	**Surface Segment**
---	**Stopover and Surface Segment**
/A<*Airline Code* >	**Airline** Used to display fares for a nominated airline on each segment. e.g. FQPLON**/AAF**SINLON
/B<*City Code*>	**Fare Break Point** Used to designate a fare break point. e.g. FQPLON**/B**HEL
/C<*Class*>	**Class Code** (Reservations Booking Designator) Used to display fares for a specific class code. e.g. FQPLON**/CY**SINLON
/D<*Date*>	**Travel Date** Used to display fares for a specific travel date. e.g. FQPSYD**/D15MAR**SIN**/D20APR**LON
/H<*Time*>	**Night Fares** Used to request night fares. e.g. FQPPER/AAN**/H2300**SYD
/V<*Code*>	**Global Routing** Used to request fares for a specific global routing. e.g. FQPLON**/VEH**SINLON

Informative Pricing Options (Must be used at the end of command entry)

Option	*Explanation*
/L	**Lowest Fare** Displays lowest fare without displaying a list of applicable fares. e.g. FQPDELFRALONPARDEL**/L**
/M	**Mirror Image Return** Displays price for an Open return as a mirror image of the outbound segment(s). e.g. FQPLONSIN**/M**
/O<*Carrier Code*>	**One Airline** Price itinerary for same airline on all segments. e.g. FQPKULDELKUL**/OMH**

/R<*Discount Code*>	**Passenger Discount** (see HE FARE REQ) e.g. FQPBOMHKGLAXHKGBOM**/RCH**
/R,<*City Code*>	**Point of Sale Override** Used to override the point of sale of the fare. e.g. FQPLONSINLON**/R,MAD**
/R,.<*City Code*>	**Ticketing City Override** Used to override the ticketing city of the fare. e.g. FQPCCUSINLONHKGCCU**/R,.LON**
/R,ET	**Exempt of All Taxes** Used to display fares as completely tax exempt. e.g. FQPLONSINLON**/R,ET**
/R , FC-USD	**Foreign Exchange** Used to display fares in USD e.g:- FQP LON DXB DEL/R, FC-USD.

Other Command Examples

FQPDELDXB-LON-DXBDEL	Display pricing with stopover in DXB and LON
FQPLONPAR--MADLON	Display pricing with surface segment between PAR and MAD
FQPBOMROM---MILROMBOM	Display pricing with stopover in ROM and surface segment between ROM and MIL
FQPMAACMBMAA/RCH*IN	Display pricing request child and infant discount
FQPDEL/D10AUG/AAF/CTPAR /D20AUG/ALH/CYFRA/D27AUGDEL	Display pricing departing DEL on 10 August with AF to PAR in T class, then 20 August on LH in Y class to FRA, and 27 August on LH in Y class back to DEL
FQPLHR/ABA/CJ/D15MARJFK/AAA /CC/D20MARIAD--JFK/ABA/CJ /D20APRLHR	Display pricing departing LHR on 15 March on BA class J to JFK and in AA class C on 20 March to IAD. Returning from JFK in BA on class J on 20 April to LHR

Informative Pricing With Mask HEFQP

The Informative Pricing **(FQP)** command provides a second method of entering your requirements for an informative pricing display. This method displays a mask (fill-in format) to allow to enter your requirements into fields on the display.

The entry fields of the mask are marked by the **"."** (full stop) character.

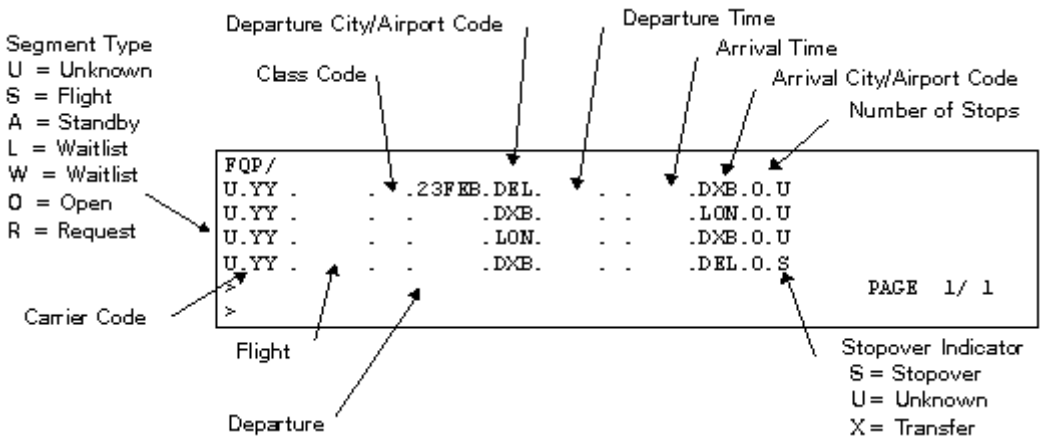
To display Informative Pricing Mask **(/S)**

Command Examples

FQPDELDXBLONDXBDEL/S	Display informative pricing mask for DEL-

	DXB-LON-DXB-DEL

Screen Display



Completing the Informative Pricing Mask

When the informative pricing mask is displayed, you may type your requirements into the appropriate fields. To navigate to these fields you **CANNOT** use the **TAB** key. To move to the various fields, use your arrow keys located either on the numeric key pad or to the right of the **ENTER** key.

Procedure

1. With the informative pricing mask displayed, press the Home key to position your cursor at the top of the screen.

```
FQP/
U.YY . . .23FEB.DEL. . . .DXB.0.U
U.YY . . .DXB. . . .LON.0.U
U.YY . . .LON. . . .DXB.0.U
U.YY . . .DXB. . . .DEL.0.S
PAGE 1/ 1
>
```

2. Using your **UP**, **DOWN, LEFT, RIGHT** keys, to navigate to each field and enter your requirements.

```
FQP/
U.EK . .Y .07MAR.DEL. . . .DXB.0.X
U.YY . . .DXB. . . .LON.0.U
U.YY . . .LON. . . .DXB.0.U
U.YY . . .DXB. . . .DEL.0.S
PAGE 1/ 1
>
```

3. When you have completed all applicable fields, place the cursor to the last line of the mask, then press the **CTRL + DELETE** key. (this will position the cursor at the end of the line)

```
FQP/
U.EK .      .C .07MAR.DEL.     . .     .DXB.0.X
U.EK .      .J .07MAR.DXB.     . .     .LON.0.U
U.BA .      .J .15MAR.LON.     . .     .DXB.0.U
U.EK .      .C .18MAR.DXB.     . .     .DEL.0.S
PAGE  1/ 1
>
```

4. Press the **ENTER** key

Please remember not to use the **DELETE** key, and your **INSERT** mode should be off.

Fare Components HEFQQ

From a list of fares produced by the FQP command you can view the components of a specific fare. The Fare Components command allows you to display the image of the fare as it would appear on a Ticket.

Command Format

FQQ*<Line Number>*

Command Example

FQQ4	Display fare components for fare shown on line 4 of pricing display

Screen Display

```
FQPBOMROMBOM/RCH*ZZ*IN

 * FARE BASIS *  DISC     *  PTC       * FARE<INR>  * MSG  *T
01 F          * CH       * 1         *     61803  *RB    *Y
02            *          * 2         *     92081  *RB    *Y
03            * IN       * 3         *      9630  *RB    *Y
04 C          * CH       * 1         *     45928  *RB    *Y
05            *          * 2         *     68381  *RB    *Y
06            * IN       * 3         *      7260  *RB    *Y
07 Y          * CH       * 1         *     40023  *RB    *Y
08            *          * 2         *     59566  *RB    *Y
09            * IN       * 3         *      6375  *RB    *Y
10 YLEE4M     * CH       * 1         *     25758  *RB    *Y
11            *          * 2         *     38276  *RB    *Y
12            * IN       * 3         *      4245  *RB    *Y
*2,5,8,11**DISCOUNT(S) NOT APPLICABLE
*10-12* EXCURSION FARE
>FQQ4
```

```
FQQ4


04 C          * CH       * 1          *     45928  *RB    *Y


------------------------------------------------------------
     AL FLGT  BK T DATE  TIME  FARE BASIS      NVB  NVA   BG
 BOM
 ROM YY       C  C 23FEB       C/CH33                     30
 BOM YY       C  C             C/CH33                     30

INR    45265      23FEB98BOM YY ROM618.36YY BOM618.36NUC
                  1236.72END ROE36.59750SITI
INR      500FT
INR      163IT

INR    45928
                                                 PAGE  2/ 2
```

When you want to go back to the **FQP** after **FQQ**, you simply type **MUFQP**, or **MT**

Reservations Booking Designator HEFQS

From a fare display or pricing display, you can request a display of the class codes used by each individual airline for a specific fare.

Command Format

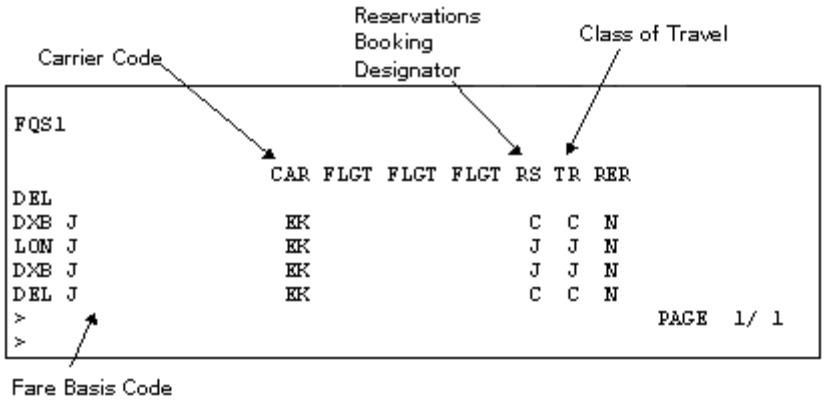
FQS<*Line Number*>

Command Example

FQS1	Display Reservations Booking Designator information for fare shown on line 1 of pricing display

Screen Display

```
FQPDEL/CCDXBLONDXBDEL/OEK

*NO FARES/RBD/CARRIER/PASSENGER TYPE
*ATTN VERIFY BOOKING CLASS SEE FQS
 * FARE BASIS *  DISC    *  PTC       * FARE<INR>  * MSG   *T
01 J           *          * 1         *     96490  *RB     *Y
02 Y           *          * 1         *     83730  *RB     *Y
03 YE3M+YEE3M  *          * 1         *     72840  *RB     *Y
*ATTN CHANGE TO NO STOPOVER MAY VARY FARE
>                                                  PAGE 1/2
>FQS4
```



PNR Itinerary Pricing HEFXP

The Amadeus PNR Itinerary Pricing functions allows you to obtain a fare for a specific PNR.

The Amadeus PNR Itinerary Pricing facility has the following restrictions regarding the number of segments that can be priced.

- **Round Trip, Circle Trip** - Maximum of 12 flight segments, or 11 flight segments and 1 surface segment, or 10 flight segments and two surface segments
- **One Way Journey** - Maximum 11 flight segments with a maximum of 2 surface segments

The two standard PNR Itinerary Pricing commands are:
1. Price PNR Itinerary and Create TST------ FXP
This command allows you to price the PNR and creates a Transitional Stored Ticket (TST) which is stored with the PNR and can be later used to produce an automated ticket.
2. Price PNR Itinerary no TST Creation ------ FXX
This command allows you to price the PNR but does not create nor store a TST.

PNR Pricing Follow Up Transactions

After you receive a pricing response you can request :

- fare components **(FQQ)**
- fare rules **(FQN)**
- reservation requirements **(FQS)**

Price PNR Itinerary and Create TST HEFXP

As mentioned earlier, the FXP command allows you to price the PNR and creates a Transitional Stored Ticket (TST) which is stored with the PNR and is later used to produce a ticket from the PNR.

The FXP command response is a display of the fare components when a single fare is applicable to the itinerary. If more than one fare are applicable, the response is a list of fares from which to choose.

The TST is stored with the PNR.

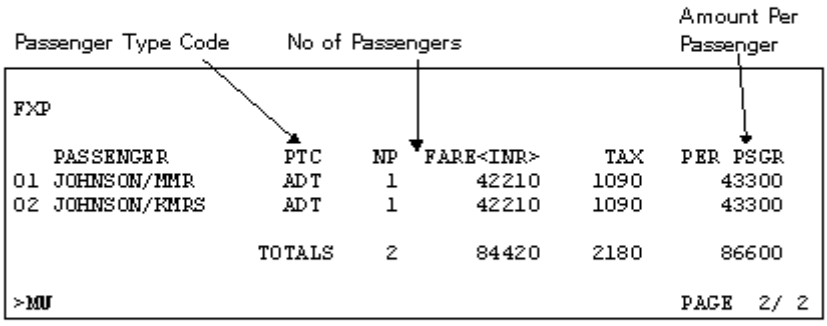
At End of transaction the TST tag is appended to the PNR.

Command Format

FXP</*Itinerary Pricing Options...*>

Screen Display

```
--- RLR ---
RP/DEL1A0980/DEL1A0980            NS/GS  23FEB98/0827Z   JUNSEZ
DEL1A0980/1508NS/23FEB98
  1.JOHNSON/M MR   2.JOHNSON/K MRS
  3  LH 761 B 20NOV 5 DELFRA HK2  0115 2  0315 0730   *1A/
  4  LH 760 B 29NOV 7 FRADEL HK2  1225 1  1305 0120+1 *1A/
  5 AP DEL 91 11 335 1155 - AMADEUS INDIA - A
  6 TK TL11NOV/DEL1A0980
>FXP
```




```
FXP

 * FARE BASIS *  DISC    *  PSGR      * FARE<INR>  * MSG  *T
01 BLEE4M     *          * P1-2       *     43300  *      *Y
>                                                 PAGE  1/ 2
```

PNR Itinerary Pricing Options

Option	*Explanation*
/B<*Segment No(s)*>	**Fare Break Point** Examples **FXP/B2** Price PNR with segment 2 as break point **FXP/B3,5** Price PNR with segments 3 and 5 as break points
/P<*Passenger*	**Passenger Select**

No(s)>	Examples **FXP/P3** Price PNR for passenger 3 only **FXP/P2,4,6** Price PNR for passengers 2, 4 and 6 only **FXP/P1/1-3** Price PNR for passengers 1 through 3 only
/R<*Discount Code*>	**Passenger Discount** Examples **FXP/RIN** Price with passenger discount code IN (Infant) **FXP/RIN/P2** Price with infant discount with passenger association to name element 2 **FXP/P3/RCH** Price passenger 3 as child (not required if name element has the (CHD) code attached)
/R,<*City Code*>	**Point of Sale Override** Examples **FXP/R,LON** Price PNR and override sale city to LON
/R,.<*City Code*>	**Ticketing City Override** Examples **FXP/R,.LON** Price PNR and override ticketing city to LON **FXP/R,LON.PAR** Price PNR and override sale city to LON and ticketing city to PAR
/S<*Segment No(s)*>	**Segment Select & Transfer Indicator** Examples **FXP/S3** Price segment 3 of PNR only **FXP/S3,5,7** Price segments 3, 5 and 7 of PNR only **FXP/S3-5** Price segments 3 through 5 of PNR only **FXP/S3X** Price whole PNR, indicate segment 3 as transfer **FXP/S3X,5X** Price whole PNR, indicate segments 3 and 5 as transfers

Select Fare and Create TST — HEFXT

When pricing a PNR if the system displays a list of applicable fares, to select one fare the FXT transaction has to be used. This will store the TST automatically.

Command Format

FXT<*Line No></Optional Passenger No.....>*

Command Example

FXT2/P1-2	Select fare shown on line 2 of pricing display and create TST for passengers 1 and 2 of PNR

Screen Display

```
FXP

 * FARE BASIS *  DISC     *  PSGR      * FARE<INR>  * MSG   *T
01 Y          *           * P1-2      *     36262  *       *Y
02 YEE3M      *           * P1-2      *     22287  *       *Y
>                                                  PAGE  1/ 1
>FXT2/P1-2
```

```
FXT2/P1-2


   PASSENGER          PTC    NP  FARE<INR>     TAX   PER PSGR
01 MAYALL/RMR         ADT     1      21440     847      22287
02 MAYALL/JMRS        ADT     1      21440     847      22287

                    TOTALS    2      42880    1694      44574
>                                                  PAGE  2/ 2
>
```

Other Command Examples

FXT2/P3	Select fare price shown on line 2 of display for passenger 3 only
FXT1/P1//2/P2//3/P3	Select fare 1 for passenger 1, fare 2 for passenger 2, fare 3 for passenger 3 and create TST's

PNR Itinerary Pricing-No TST Created HEFXX

The **FXX** command allows you to price the PNR **without** automatically storing a TST.

If there is more than one fare, the **FXX** command responds with a list of fares applicable for the PNR, from which you may select the fare with the FQQ .

The same command options used with the **FXP** command may also be used with the FXX command.

Command Format

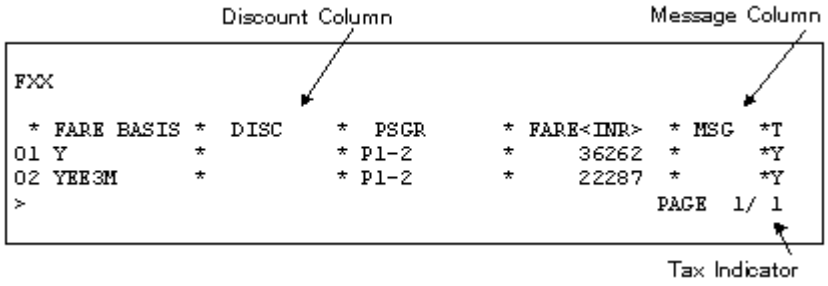
FXX</*Itinerary Pricing Options...*>

Command Example

FXX	Price PNR itinerary but do not automatically create TST

Screen Display

```
RP/DEL1A0980/DEL1A0980            NS/GS  23FEB98/0846Z   JUUBYF
DEL1A0980/1508NS/23FEB98
  1.MAYALL/RMR   2.MAYALL/JMRS
  3  SQ 407 Y 20NOV 5 DELSIN HK2       2  2315 0705+1 *1A/
  4  SQ 408 Y 29NOV 7 SINDEL HK2       2  1845 2135   *1A/
  5 AP DEL 91 11 335 1155 - AMADEUS INDIA - A
  6 TK TL15NOV/DEL1A0980
>
>FXX
```



Customer Profile

A customer profile is a record, which contains useful information about a traveller, or company that can assist you while making reservations in the Amadeus system.

Customer profile are divided into three categories:

- Traveller profile which contain information on the individual passenger.
- Company profiles which contain information about a company
- Traveller profiles that are associated to a company profile

You can create, modify, deactivate or reactivate a customer profile using format entries. This function is known as Customer Profile - Expert Mode. To do this you must first access profile expert mode.
You can perform all other customer profile functions such as display, print and transfer in or outside profile expert mode.

Access/Exit Profile Expert Mode HEPM

When you access profile expert mode the flag *PE MODE* is shown after each command to indicate that you are working in profile expert mode

Command Formats

PM	Access profile expert mode
PMP	Exit profile expert mode temporarily (Pause), use PM to return to profile expert mode
PME	Exit profile expert mode

Profile End Transaction HEPE

PE	End transaction and file the profile
PER	End transaction, file and redisplay the profile
PEE	End transaction, file and exit profile mode

Profile Ignore HEPI

PI	Ignore profile
PIR	Ignore the updates and redisplay the profile

PIE	Ignore and exit Profile mode

Create a Traveller Profile

In Profile Expert Mode you can create a traveller profile, a company profile and a traveller associated to a company profile.

All profile create entries can be made after you have accessed expert mode using the PM command.

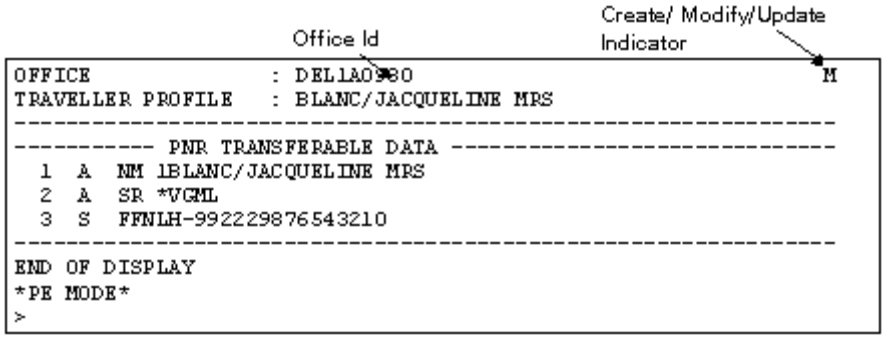
To create a traveller profile in Expert Mode, you use the standard PNR name element, and other PNR formats.

First you have to go into Profile Mode: PM <ENTER**>**

Command Example

NM1BLANC/JACQUELINE MRS

Screen Display



The PNR elements can be entered in any order as the system automatically sequences the elements and numbers them just like a PNR.

Command Example

NM1BLANC/JACQUELINE MRS	Add name element
APDEL 91 11 335 1166-B	Add phone element
RM DELIVER TCKETS TO TRAVEL DEPARTMENT	Add general remark
OS YY CTCB 91 11 335 1166	Add OSI message
SR*VGML	Add SSR meal request
FFNLH- 992229876543210	Add frequent flyer element
RIR NO VISA REQUIRED	Add itinerary remark
AB3GH HANSALYA BUILDING,15 BARAKHAMBA ROAD,NEW DELHI 110001	Add billing address
AM HOUSE NBR 356,GOLFLINKS,NEW DELHI	Add mailing address

SS LH761H/DELFRA1	Add standard flight segment in long sell format, with a slash (/) replacing the date
SO LHHFRADEL	Add open segment
SI ARNK	Add information segment

Type **PER** to **END** and **Redisplay** the profile:

```
OFFICE              : DEL1A0980
TRAVELLER PROFILE   : BLANC/JACQUELINE MRS                KIGZS9
-------------------------------------------------------------
---------- PNR TRANSFERABLE DATA -----------------------------
  1  A  NM 1BLANC/JACQUELINE MRS
  2  A  AP DEL 91 11 335 1166-B
  3  A  SR *VGML
  4  A  OS YYCTCB 91 11 335 1166
  5  A  AB 3GH HANSALYA BUILDING,15 BARAKHAMBA ROAD,NEW DELHI 11
        0001
  6  A  AM HOUSE NBR 356,GOLFLINKS,NEW DELHI
  7  S  FFNLH-992229876543210
  8  S  RM DELIVER TICKETS TO TRAVEL DEPARTMENT
---------- GENERAL INFORMATION -------------------------------
  9  PCR/ 1508NS
-------------------------------------------------------------
END OF DISPLAY
*PE MODE*
```

PNR Transferable Indicators

As you start to create a profile, the PNR elements appear preceded by a letter **A** or **S** that is called transfer indicators:

A	Automatic	When a profile is transferred to a PNR all A elements are always transferred
S	Selectable	When a profile is transferred to a PNR it is up to the end user to select these elements

You can change all transfer indicators in a customer profile (see **Modify a Profile**).

A SR or ST element, with the exception of the SR* explosion, can cause a reject at transfer time if an airline segment is not present or when the system cannot find an exact match.

Priority Section

The Priority section allows you to store important information in the customer profile. You may enter up to a maximum of 5 priority elements.

The maximum number of characters is 54.

This section is displayed only when it contains information.

Command Example

PPR/WILL NOT TRAVEL IN SMALL	Add priority information to profile

AIRCRAFT	You can add 5 priority messages.

Screen Display

```
OFFICE              : DEL1A0980                                        M
TRAVELLER PROFILE   : BLANC/JACQUELINE MRS                          KIGZS9
ASSOCIATED COMPANY  : CITIBANK
-------------------------------------------------------------------------
---------- PNR TRANSFERABLE DATA -------------------------------
  1  A  NM 1BLANC/JACQUELINE MRS
  2  A  AP DEL 91 11 335 1166-B
  3  A  SR *VGML
  4  A  OS YYCTCB 91 11 335 1166
  5  A  AB 3GH HANSALYA BUILDING,15 BARAKHAMBA ROAD,NEW DELHI 11
           0001
  6  A  AM HOUSE NBR 356,GOLFLINKS,NEW DELHI
  7  S  FFNLH-992229876543210
  8  S  RM DELIVER TICKETS TO TRAVEL DEPARTMENT
---------- PRIORITY ----------------------------------------------
  9  PPR/ WILL NOT TRAVEL IN SMALL AIRCRAFT
---------- GENERAL INFORMATION -----------------------------------
 10  PCN/ CITIBANK
 11  PCR/ 1508NS
-------------------------------------------------------------------------
END OF DISPLAY
*PE MODE*
>
```

General Information Section

The general information system is used to record the following information:

Code	*Explanation*
PCN/	**Profile Company Name** The company name is automatically entered when you create a company profile or associate a traveller to a company profile.
PIN/	**Profile Index Field** The index field creates a unique system for filing and referencing your company and traveller profiles.
PBC/	**Profile Billing Contact** The name of the person to contact regarding billing.
PBP/	**Profile Billing Phone** The telephone number of the person to contact regarding billing.
PCO/	**Profile Country Code** The two-character code of the passenger's nationality or the location of the company.
PCR/	**Profile Created By** This information is automatically appended by the system. It shows the agency sine of the agent who originally created the customer profile
PBD	**Date of Birth** The travellers date of birth can be entered in the profile.

Command Examples

PCN/CITIBANK	Add profile company name association

PIN/CIT001	Add profile index field
PBC/MR ARTHUR LUTHUR	Add profile billing contact
PBP/91 11 373 9966	Add profile billing contact number
PCO/IN	Add profile country code India
PCR/1508NS	Profile creation information
PBD / 01 JUL 49	Add date of birth

Document Information Section

The Document Information section is used to store information about a passenger's documents. You can only store documents in a traveller profile.

The types of documents you can store are:

Code	*Explanation*
PAS/	**Profile Passport** The traveller's passport number, country code, issued date and expiry date
PIV/	**Profile Visa Information** The traveller's visa information, country code, issued date and expiry date
PCE/	**Profile Certificates (Driving License)** The traveller's driving license information, country code, issue date
PID/	**Profile Identity Card** The traveller's identity cards

Each document must contain at least one of the following items:

- Country
- Document Number
- Issue Date
- Expiration Date

Command Examples

PAS/CO-IN/NR-K2699393/IS-10NOV97 /EX - 09NOV97 **CO - Country , NR - Number IS-Date of issue , EX Date of expiry**	Add passport number for country code IN with issue and expiry date
PIV/CO-US/NR-Z589383773/IS-01DEC99/EX-30NOV04	Add visa number for the United States, no issue date, and an expiry date
PCE/CO - INTERNATIONAL/NR - 12 424100/IS - 08DEC99/EX-08 NOV05	Add drivers license number for International license with issue date

PID/CO - NZ/NR - Y57647/ IS - 01JAN97 / EX - 31DEC07	Add identity card for country NZ, card number, issue date and expiry date

Screen Display

```
OFFICE              : DEL1A0980                                    M
TRAVELLER PROFILE   : BLANC/JACQUELINE MRS                  KIGZS9
ASSOCIATED COMPANY  : CITIBANK
-------------------------------------------------------------------
---------- PNR TRANSFERABLE DATA -------------------------------
  1  A  NM 1BLANC/JACQUELINE MRS
  2  A  AP DEL 91 11 335 1166-B
  3  A  SR *VGML
  4  A  OS YYCTCB 91 11 335 1166
  5  A  AB 3GH HANSALYA BUILDING,15 BARAKHAMBA ROAD,NEW DELHI 11
        0001
  6  A  AM HOUSE NBR 356,GOLFLINKS,NEW DELHI
  7  S  FFNLH-992229876543210
  8  S  RM DELIVER TICKETS TO TRAVEL DEPARTMENT
---------- PRIORITY --------------------------------------------
  9  PPR/ WILL NOT TRAVEL IN SMALL AIRCRAFT
---------- GENERAL INFORMATION ---------------------------------
 10  PCN/ CITIBANK
 11  PCR/ 1508NS
---------- DOCUMENTS -------------------------------------------
 12  PAS/ IN             /K2699393       /10NOV97/09NOV07
 13  PIV/ UNITED STATES  /Z589383773     /       /01DEC99
-------------------------------------------------------------------
END OF DISPLAY
*PE MODE*
```

Follow Up Section

The Follow up section allows you to place a company or traveller profile on a list for action to be taken at a later date. You may set a maximum of three follow up items per profile.

Every 24 hours the system scans the profile database to check if there are profiles in your office's follow up list. If there are, the system sends a message to queue 94 to remind you to check the follow-up list (**PLF**).

The command identifier for follow-up is **PFO**.

Command Example

PFO/CHECK WORK PERMIT RENEWAL /04FEB99	Add follow up note for 04 February 1998, maximum 2 years in the future.
PFO/CHECK PASSPORT DETAILS WITH PASSENGER	Add follow up note to today's follow up list

Screen Display

```
OFFICE              : DEL1A0980                                    M
TRAVELLER PROFILE   : BLANC/JACQUELINE MRS                  KIGZS9
ASSOCIATED COMPANY  : CITIBANK
-------------------------------------------------------------------
---------- PNR TRANSFERABLE DATA ------------------------------
  1  A  NM 1BLANC/JACQUELINE MRS
  2  A  AP DEL 91 11 335 1166-B
  3  A  SR *VGML
  4  A  OS YYCTCB 91 11 335 1166
  5  A  AB 3GH HANSALYA BUILDING,15 BARAKHAMBA ROAD,NEW DELHI 11
          0001
  6  A  AM HOUSE NBR 356,GOLFLINKS,NEW DELHI
  7  S  FFNLH-992229876543210
  8  S  RM DELIVER TICKETS TO TRAVEL DEPARTMENT
---------- PRIORITY -------------------------------------------
  9  PPR/ WILL NOT TRAVEL IN SMALL AIRCRAFT
---------- GENERAL INFORMATION --------------------------------
 10  PCN/ CITIBANK
 11  PCR/ 1508NS
---------- DOCUMENTS ------------------------------------------
 12  PPA/ IN             /K2699393       /10NOV97/09NOV07
 13  PIV/ UNITED STATES  /Z589383773     /       /01DEC99
---------- FOLLOW UP ------------------------------------------
 12  PEO/ CHECK WORK PERMIT RENEWAL                    /04FEB99
-------------------------------------------------------------------
END OF DISPLAY
*PE MODE*
>
```

Create a Profile from a PNR

You may quickly create a traveller profile from an existing PNR in the Amadeus system using the Profile Create command (**PC**).

To use the PC command you must retrieve a PNR in the Amadeus system.. The PC command automatically enters PE Mode and displays the newly created profile. If you do not specify what PNR elements you want transferred in your entry, the system transfers all appropriate elements.

Command Formats

PC/-1	Create new traveller profile for passenger 1 of PNR
PC/-1,8,10-12	Create new traveller profile for passenger 1, selecting PNR elements 8 and 10 through 12 to be transferred.
PC/-1,X6-8	Create new traveller profile for passenger 1, exclude elements 6 through 8 from transfer
PC/CITIBANK-1	Create new traveller profile for passenger 1 and associate to existing company profile name CITIBANK
PC/CITIBANK-1,6,7-11	Create traveller profile for passenger 1, associate to company and transfer elements 6 and 7 through 11

Create a PNR from a Profile

You can create a PNR directly from a traveller or company profile. This process is known as Profile Transfer.

When you have a profile displayed on your screen, you can create a PNR from it.

You have the option of just transferring all the automatic PNR elements, all the automatic and selectable PNR elements, or to select specific elements to be transferred.

Command Examples

PT	Transfer all automatic elements to new PNR
PT*	Transfer all transferable elements to new PNR
PT1-3	Transfer range of elements to new PNR
PT1,5,8	Transfer individual element numbers
PT1,3,5-7	Transfer elements 1, 3 and 5 through 7
PTX4,7	Transfer all elements except 4 and 7
PT*9,11	Transfer all automatic data and only selectable elements 9 and 11
PT*X13	Transfer all automatic data and all selectable date except element 13
PT2*28JAN*,3*29JAN*,5	Transfer flight segments 2 and 3, appending dates, and element 5
PTO	Transfer all mandatory and automatic elements to an existing PNR.

Create Company Profile

To create a new company profile in Expert Mode, you use the command PCN to add the company name. The company name may contain a maximum of 25 characters

Command Example

PCN/CITIBANK	Create new company profile

Screen Display

```
OFFICE              : DEL1A0980
COMPANY PROFILE     : CITIBANK                                VA0OWR
------------------------------------------------------------------
---------- GENERAL INFORMATION -------------------------------
  1  PCN/ CITIBANK
  2  PCR/ 1508NS
------------------------------------------------------------------
END OF DISPLAY
*PE MODE*
```

Associate Traveller to Company

In expert mode you can associate a traveller to a company profile. **The company profile must already exist before associating it to a traveller.**

To associate a traveller to a company create a new or retrieve an existing traveller profile, then use the **PCN** command to associate it.

Command Example

PCN/CITIBANK

Screen Display

```
OFFICE              : DEL1A0980                                    M
TRAVELLER PROFILE   : BLANC/JACQUELINE MRS                  KIGZS9
ASSOCIATED COMPANY  : CITIBANK
-------------------------------------------------------------------
----------- PNR TRANSFERABLE DATA -------------------------------
  1  A  NM 1BLANC/JACQUELINE MRS
  2  A  AP DEL 91 11 335 1166-B
  3  A  SR *VGML
  4  A  OS YYCTCB 91 11 335 1166
  5  A  AB 3GH HANSALYA BUILDING,15 BARAKHAMBA ROAD,NEW DELHI 11
        0001
  6  A  AM HOUSE NBR 356,GOLFLINKS,NEW DELHI
  7  S  FFNLH-9922298765432l0
  8  S  RM DELIVER TICKETS TO TRAVEL DEPARTMENT
---------- GENERAL INFORMATION -----------------------------------
  9  PCN/ CITIBANK
 10  PCR/ 1508NS
-------------------------------------------------------------------
END OF DISPLAY
*PE MODE*
```

Display Customer Profile

Display by Traveller Name

PDN/-BLANC	Profile Display by Name, traveller name Blanc
PD2	Display profile shown on line 2 of profile name list display
PD	Redisplay retrieved profile

Display by Company Name

PDN/CITIBANK	Profile Display by Name, company name Citibank
PDN/CITIBANK-BLANC	Profile Display by Name, traveller name Blanc, company name Citibank
PDT/-LARSON	Display traveller profile associated to the company profile already displayed
PDM/- LARSON	Merge a traveller profile with the company profile displayed

Display by Record Locator

PDR/KIGZS9 or **PDRT/KIGZS9**	Traveller Profile Display by Record Locator, record locator KIGZS9
PDRC/XYKIGZ	Company Profile Display by Record Locator, record locator XYKIGZ

Display by Index Field

PDI/CIT001	Profile Display by general information i.e. Index Field, PIN is CIT001

Profile List Generation

You can display a list of profiles for:

- A list of companies
- A list of travellers
- A list of travellers associated to a company

You can request these lists for your office or for another office if security permits
To print a list you prefix your list generation command with **WRA/** and the entire list will be sent to your defined printer, e.g. WRA/PLC

List Companies

PLC	Display list of company profiles for your office
PD3	Display profile shown on line 3 of company list

List Travellers

PLT	Display list of traveller profiles for you office

List Travellers Associated to a Company

PLT//CITIBANK	Display list of travellers associated to company Citibank

Profile List Scrolling Commands

When you request a list, the maximum number of names displayed is 120. When the list exceeds 120 names, the remainders of the names are stored in additional blocks of 120 names. To view additional blocks of names, or to move between screens of names, you use the scrolling entries below.

Command Examples

PDL	Redisplay profile list
MD	Move Down
MU	Move Up
MB	Move to Bottom
MT	Move to Top

Modifying a Profile HEPRO

You can cancel and modify the following elements in a company or traveller profile using expert mode:

- PNR Transferable Elements
- General Information Elements
- Priority Elements

To cancel PNR Transferable Elements you use the same cancel element (**XE**) command that is used with PNR's.
To modify a PNR Transferable Elements you use the element number, a slash and then the new information.
At the end of all modifications, you need to type PE to end transaction.

Command Examples

XE4	Cancel element 4 in a profile
XE3,6,9	Cancel multiple elements
XE4-8	Cancel a range of elements
3/DEL 91 11 459 6734-H	Change the phone number in the contact element
2/FORD FINANCE	Change a company name
8/VERIFY CARD NUMBER	Change a follow up element

8//19JUL98	Change a date in the follow up element
9/VERIFY MEAL PREFERENCE	Change a priority element
7/*S	Chang transfer indicator to for element 7 to S
6/*A	Change transfer indicator for element 6 to A

Deactivate & Reactivate a Profile HEPX, HEPR

You can deactivate a displayed customer profile in expert mode. When you deactivate a profile, it is placed on a Deactivated Profile List (DPL) for 30 days. If you do not reactivate the profile in 30 days, it is deleted from the system and the list.

Command Format

PX	Deactivate a displayed profile
PLX	Request a list of deactivated profiles (DPL)
PD<*List Line No*>	Display a deactivated profile from DPL
PR	Reactivate a profile displayed from DPL
PR<*List Line No*>	Reactive a profile directly from DPL

Amadeus Hotels HEHTL

The Amadeus Hotel package offers you detailed information on room availability, rates and hotel features, for an extensive number of properties in cities all over the world. Amadeus also has agreements with hotel companies to sell rooms directly through their reservation systems known as Amadeus Complete Access.

Encode/Decode Hotel Chain HE CONVERT

DNHSHERATON	Display Name Hotel chain Sheraton (Encode)
DNHSI	Display Name Hotel chain SI (Decode)

Hotel Chain Information

GGHTL	Display AIS hotel information
GGHTLH	Display information on hotel chain beginning with letter H
GGHTLSI	Display AIS information for hotel chain SI
HEHTLFE	Display and specific requirements for hotel chain FE

Hotel List Display HEHL

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

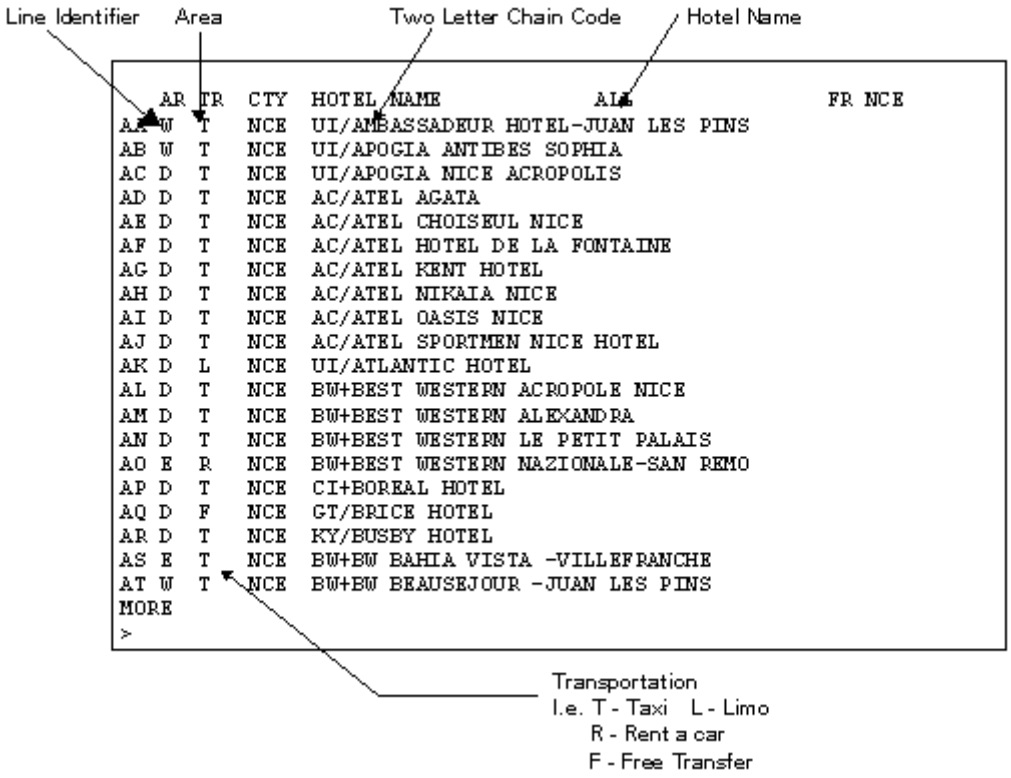
Command Format

HL<*City Code*><*Optional Entries...*>

Command Example

HLNCE

Screen Display



Other Command Examples

HLSIN/HN-REGENT	List hotels in Singapore search for hotel name Regent
HLLAX/CO-HI/AR-D	List hotels in Downtown area specified company andcity.
HLMEL/AD-COLLINS	List the hotel properties in Melbourne with Collins in their address

Hotel List Follow-up Entries HEHL

Command Examples

HL/CO-UI	Hotel list display company preference UI
HLLON/CO-FE	Hotel list London, display company preference FE

Hotel List Scrolling commands

MU	Move Up

MD	Move Down
MT	Move Top
MB	Move to Bottom
MPHL	Move to previous Hotel List

Hotel Availability Display HEHA

The Hotel Availability commands allow you to display the availability of hotels worldwide.

There are two types of hotel availability displays:

1. Hotel Multi-Property Availability

Displays availability for all hotels in a given city location and date range. Hotels are displayed in a non-biased order

2. Hotel Single Property Availability

Displays availability for a specific property.

By default the system displays a Single Occupancy rate.

Hotel Multi-Property Availability

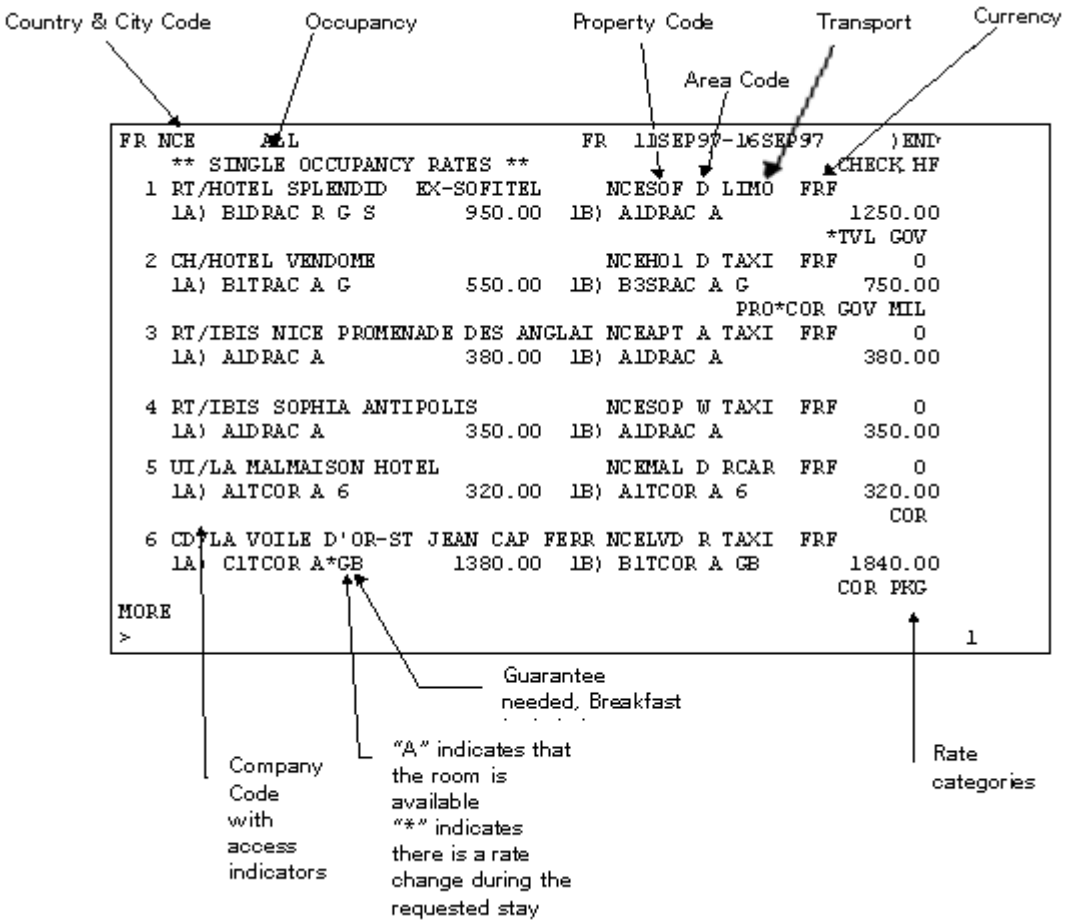
Command Format

HA*<City Code><In Date>- <Out Date or No of Nights>/<Optional Entries....>*

Command Example

HANCE11SEP-16SEP

Screen Display



Other Command Examples

HALON/FF-SWI-JAC-MEE	List the Hotel Properties in LON with the following features: swimming pool, a jacuzzi and a meeting room. To access a list of these facilities, please type HEHF

Hotel Room Type Codes

The hotel room types shown in an availability display are a three-alpha/numeric code. The first character indicates the room category, the second indicates the number of beds in the room and the third indicates the bed type.

For example, a room type of A1K represents a Superior Room with bath and 1 King Bed.

Room Category Codes

Room Description	*Code*	*Accommodation Level*
Room with bath	**A**	Superior
	B	Moderate
	C	Standard
	D	Minimum

Room with shower	**E**	Superior
	F	Moderate
	G	Standard
	H	Minimum
Room without bath/shower	**I**	Superior
	J	Moderate
	K	Minimum
Executive suite	**P**	
Suite	**S**	Moderate
	T	Standard
	U	Minimum
Non-smoking	**N**	
Room at weekend rate	**W**	

Bed Type Codes

Code	*Bed Type*	*Code*	*Bed Type*
T	Twin	**K**	King
S	Single	**Q**	Queen
D	Double	**W**	Water

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

Code	*Explanation*
A*K	An asterisk (*) in the second position indicates the number of beds vary
A1*	An asterisk (*) in the third position indicates the bed type varies
A**	Two asterisks (**) indicate the number of beds and bed type vary
COR	Corporate rate category
GOV	Government rate category
MIL	Military rate category

Predefined Rate Codes

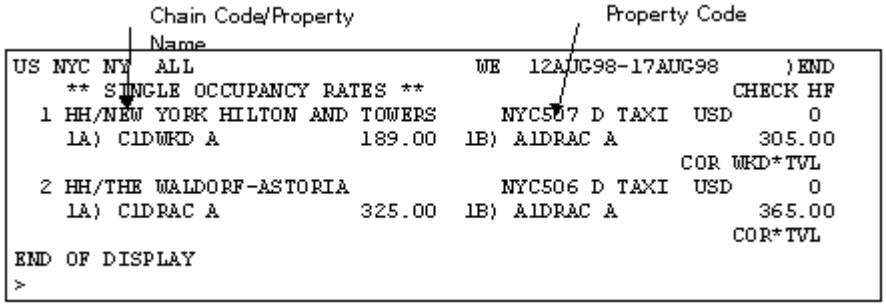
The industry rate code consists of three letters. It defines the type of rate that is offered for the room.

Code	*Explanation*	*Code*	*Explanation*
CON	Convention Rate	**STP**	Stop Over Rate
COR	Corporate Rate	**GOV**	Government Rate
FAM	Family Rate	**TUR**	Tour Rate
PKG	Package Rate	**TVL**	Travel Industry Rate
PRO	Promotional Rate	**WKD**	Weekend Rate
SRS	Senior Citizen Rate	**RAC**	Standard RAC Rate
MIL	Military Rate	**SRB**	Summer Rate Break
WOS	World of Savings		

Hotel Single Property Display HEHA

In order to display all of the rooms and rates for a specific property you must use the single property availability and rates display. To display a single property availability you use the HA command and the line reference number from a Hotel Multi-Property Display.

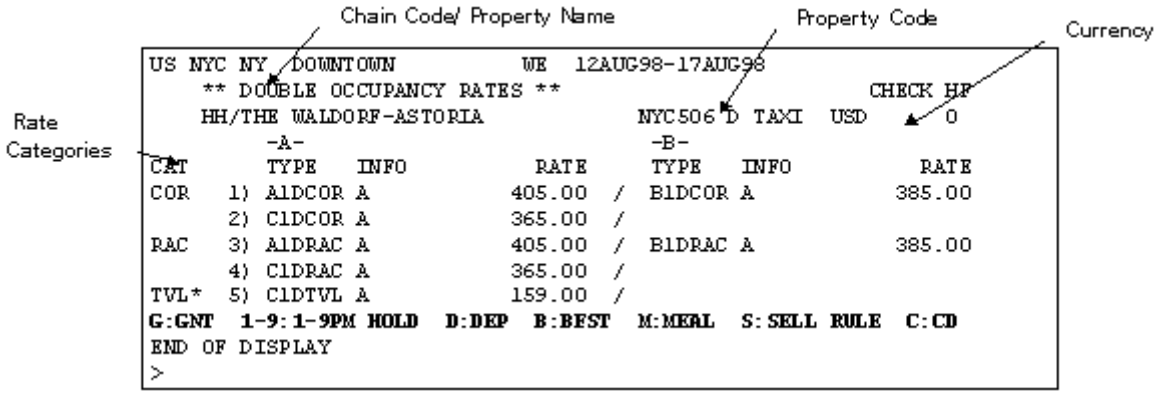
Example - Hotel Multi-Property Display



Command Example

HA2/RT-2	Display single hotel property availability for property shown on line 2 of multi-property display with double occupancy rate
HAHHNYC50612AUG-5	Direct entry command single property availability, chain code HH, property code NYC506, check in 12AUG and 5 night stay

Screen Display



Hotel Availability Optional Codes (HE HOTOPT)

Code	*Explanation*
/AR-	**Area Identifier** Used to specify the area code within a city, e.g. /AR-A. You can enter a

	maximum of 3 location codes. Codes **A** , Airport **D** , Downtown **E** , East **N** , North **S** , South **W** , West
/CO-	**Company** Used to specify a hotel chain code. You may enter a maximum of three hotel chain codes. e.g. /CO-SP
/DT-	**Check-In Date** Used to change the check-in date in your existing display. e.g. /DT-16JUL
/DD-	**Check-Out Date** Used to change the check-out date in your existing display. e.g. /DD-08AUG
/FC-	**Foreign Currency** (use the ISO country code or the currency code) Used to show rates in a currency other than the currency of the city in your entry. e.g. /FC-DEM or FC- DE
/FC-*	**Foreign Currency Change** Used to change the rates to the currency of hotel location when rates are stored in a different currency, or after using option /FC-.
/FF-	**Hotel Facility** Used to restrict the display to only those hotels that have all the facilities requested, with a maximum of 3 codes. /FF-SWI-JAC-CAS (See HE HOTOPT. 232 for all facility codes.)
/HN-	**Hotel Name** Used to search for a specific hotel name. The name may be minimum 2 and maximum 40 characters, including spaces. e.g. /HN-NOVOTEL
/LO-	**Location** Used to change the location of your existing display. e.g. /LO-PAR
/QU	**Rate Limit Range** /QU-100 Rates below a specified amount /QU-H100 Rates above a specified amount /QU-100-150 Rates between two values specified
/RT-	**Occupancy Level or Room Type** /RT-1 Room for single occupancy /RT-2 Room for double occupancy You can also include a room type code. e.g. RT-A1T (single occupancy) RT-2A1T (double occupancy)
/SR-	**Special Rate** Used to request special rates or to change an existing display to request special rates. A maximum of three rate-type codes may be specified. e.g. /SR-COR /SR-COR-GOV-MIL
/ST-	**Status** Used to change the availability status default. The default is to show only rooms that are available (A), or request (R). /ST-ALL View all rooms regardless of availability status /ST-A View available rooms only /ST-* Reset to display default
/TR-	**Transportation**

	A maximum of two types of transport can be specified. e.g. /TR-F Codes **T**, Taxi **R**, Rent a Car **F**, Free (Courtesy) **L**, Limousine
/AD-	**Address** Mention the street you are looking for accommodation in that city (1-10 Characters), e.g. /AD-CHAMPS
/BT-	**Bed Type** You can enter a maximum of two bed type code, e.g. /BT-K-Q
/HC-	**Hotel Category** Can specify up to 2 codes, e.g. /HC-L Codes **L**, Luxury **F**, First Class **S**, Standard **T**, Tourist
/PH-	**Phone Number** e.g. /PH-3010101
/ZP-	**Zip/Postal Code** e.g. /ZP-110001

Other Command Examples

HASYD22MAY-27MAY/CO-HI	Display hotel availability for specified dates and chain preference HI
HANYC08APR-7/HN-WALDORF	Display hotel availability for specified date, number of days and hotel name
HALAX14JUN-18JUN/RT-2/AR-A	Display hotel availability for specified date, double occupancy and located at the airport
HALAX11JUL/AR-A/TR-F	Display hotel availability for 1 night, located at the airport and provides free transport
HABKK11JUL/AR-A/RT-2/FC - AUD	Display hotel availability for 1 night, double rate located at the airport in Australian dollars

Scrolling Entries

MU	Move Up
MD	Move Down
MT	Move Top
MB	Move to Bottom
ML	Move left

MR	Move right
MPHM	Move to previous Hotel Multi-Property Display
MPHA	Move to previous Hotel Single-Property Display

Hotel Availability & Rates from a PNR HEHA

You may also request a hotel availability and rates display based on a flight or car segment in a PNR.

Command Format

HAS*<PNR Segment No>/<Optional Entries...>*

Example PNR Display

```
RP/DEL1A0900/DEL1A0900            NS/GS  26FEB98/0601Z   KQREWR
  1.RAVEL/MAURICE MR
  2  KL 472 S 10AUG 1 DELAMS HK1       2  0055 0610   *1A/
  3  BA 423 S 10AUG 1 AMSLHR HK1          0715 0735   *1A/
  4  BA 426 S 15AUG 6 LHRAMS HK1       4  0700 0910   *1A/
  5  KL 475 S 15AUG 6 AMSDEL HK1          1040 2215   *1A/
  6 AP DEL 91 11 332 5353 - AMADEUS TRAVEL - A
  7 TK TL07AUG/DEL1A0900
>
```

Command Example

HAS3	Display availability for arrival point of segment 3, in this case the system takes the airport code or car pick up point as hotel location.

Other Command Examples

HAS5/CO-SI	Display hotel availability referencing segment 5 of PNR and specifying chain code SI
HAS4/SR-COR/RT-2	Display hotel availability referencing segment 4 of PNR and specifying COR special double rates.
HAS3/QU-150	Display hotel availability referencing segment 2 of PNR and requesting rates below specified amount.

Hotel Features Display HEHF

The hotel features display provides a complete description of a specific hotel property. The hotel features display can be requested from either a multi-property or single property availability.

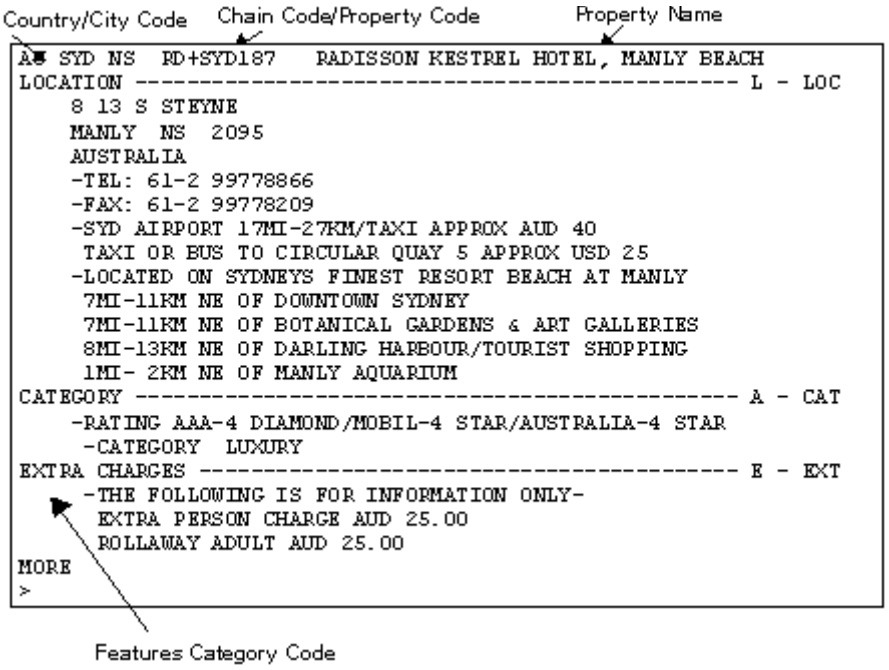
Command Format

HF<*Optional Line number from Multi-Property Display*>

Command Examples

HF2	Display hotel features for property shown on line 2 of hotel multi-property availability.
HF	Display hotel features from single property availability display.
HFS4	display hotel features for the property of the hotel on segment 4 of the PNR.
HFAA	Display hotel features from a hotel list display.

Screen Display



Hotel Features Category Codes

The hotel features can consist of up to 16 categories. The number of topics displayed depends on the information provided by the hotel companies.

You can request a specific category display by adding the category(s) codes to your entry. You may add a maximum of three categories, using either a one-letter or three-letter category code.

Category Code	*Category Code*	*Explanation*
L	**LOC**	Location
A	**CAT**	Category
E	**EXT**	Extra charges
P	**POL**	Policies
G	**GNT**	Guarantee
D	**DEP**	Deposit
S	**STA**	Minimum/Maximum stay
F	**FAC**	Facilities
R	**ROO**	Room

N	**DIN**	Dining
M	**MEE**	Meeting Facilities
C	**COM**	Commission
Q	**FRE**	Frequent Stay
T	**TRA**	Transportation
Y	**SFY**	Safety Features
O	**OTH**	Other charges

Command Examples

HF2-D	Display hotel features deposit category, from hotel on line 2 of multi-property display
HF5-E-FAC	Display hotel features extra charges and facility categories, from hotel on line 5 of multi-property display
HF-F-D-G	Display features, deposits and guarantee categories, from single property availability display

Hotel Pricing HEHP

The Hotel Pricing **(HP)** display shows you:

- Detailed information about a specific room/rate listed on a **COMPLETE ACCESS**+ single property hotel availability display, or included in a COMPLETE ACCESS+ hotel segment in a PNR.

- Information about the property at which the room/rate is availability.

This information is similar to the information on a hotel features display.
The information on HP display is supplied directly from the hotel chain's own reservation system.
The following steps are to request a Hotel Pricing Display:

Example

HASYD12NOV-15NOV/HN-RADISSION

```
AU SYD NS  ALL                        TH  12NOV98-15NOV98     )END
    ** SINGLE OCCUPANCY RATES **  SIMILAR NAMES FOUND   CHECK HF
  1 RD+RADISSON KESTREL HOTEL, MANLY  SYD187 R TAXI  AUD      0
    1A) ROHSPC A           169.00  1B) A2TRAC A           239.00
                                                    COR PRO*GOV
```

HA1

```
**** RADISSON HOTELS WORLDWIDE ****
AU SYD NS                          THE 12NOV98-15NOV98       *SGL*
 RD+RADISSON KESTREL HOTEL, MANLY  SYD187  R  TAXI  AUD
RADISSON-THIS MUST BE THE PLACE-
  1)179.00       CORPORATE RATE-SOUTH TOWER
    ROHCOR   G
  2)199.00       CORPORATE - BEACHFRONT-BALCONY-MINIBAR-SOFABED
    ROHCOR
```

HP1 Display Hotel Pricing

```
**** RADISSON HOTELS WORLDWIDE ****
AU SYD NS                          TH 12NOV98-15NOV98       *SGL*
 RD+RADISSON KESTREL HOTEL, MANLY  SYD187  R  TAXI  AUD
----------------------SELL INFORMATION-----------------------
1)179.00       CORPORATE RATE-SOUTH TOWER COR
    ROHCOR   G
                HTL/BC-IA00215
----------------------PRICE INFORMATION----------------------
         179.00 PER NIGHT STARTING 12 NOV FOR 3 NIGHTS
INCLUDES TAX  INCLUDES GRATUITY              1 ADULT
----------------------LOCATION-LOC---------------------------
KINGSFORD-SMITH INTERNATIONAL            HOTEL 28 KM-35 MINUTE
-TAXI FROM AIRPORT TO HOTEL- APPROX 40 AUD ONE WAY -TAXI TO
 CIRCULAR QUAY- APPROX 25 AUD ONE-WAY- THEN FERRY OR JETCAT TO
 HOTEL- 5 AUD ONE-WAY -MANLY BUS SVC AVAILABLE -15 AUD ONE WAY
-SITUATED ON MANLY BEACH   -5 MINUTE WALK TO MANLY WHARF
-DRIVE EAST FROM HIGHWAY 1 -PACIFIC HIGHWAY- FOLLOW SIGNS TO MA
```

Hotel Rate Change Display — HEHR

Hotels vary the rates that they charge for different periods during the year. When the length of a hotel stay falls into two different rate periods, it is indicated on the hotel availability and rates display by a rate change indicator **(*)**. This indicator appears between the status code and the rate amount of each room type.

To see the date on which the rate change occurs, you must retrieve the hotel rate change display.

The entry to display the hotel rate change information is based on the line number of the availability and rates display.

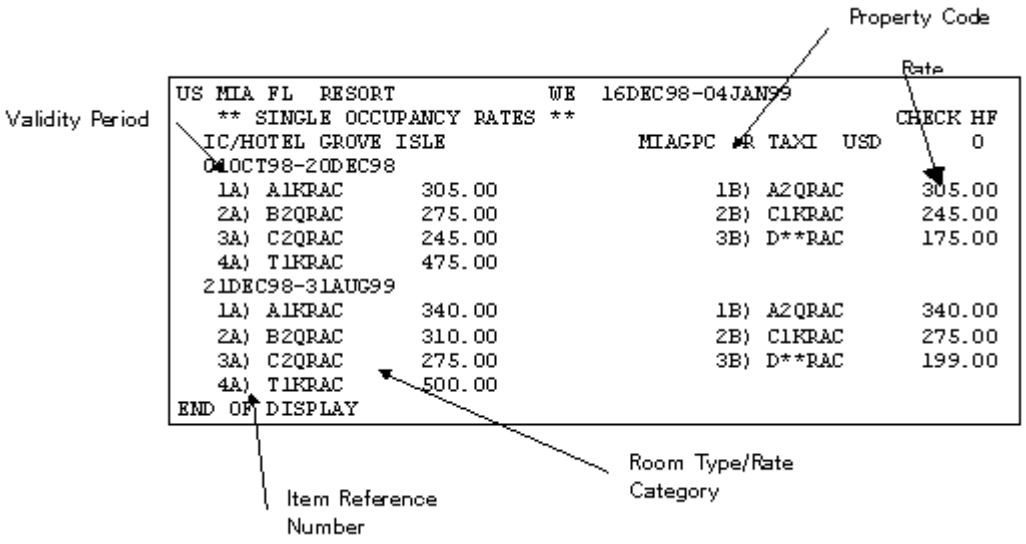
Command Format

HR<*Optional Line Number from Multi-property display*>

Command Example

HR2	Display hotel rate change display for property on line 2 of multi-property display
HR	Display hotel rate change display from single property display

Screen Display



Hotel Terms HEHT

Hotel terms give information about a specific rate.

- The terms of entitlement
- What the rate includes (for example, meals and tax)
- Other rate-specific information like how much commission you receive for selling the rate

The display may also contain policy, guarantee or deposit information that applies to the hotel at which the rate is available. This information comes from the relevant hotel features display.
Hotel Terms display cannot be requested from Complete Access Plus availability display, or Hotel Pricing and Features display.

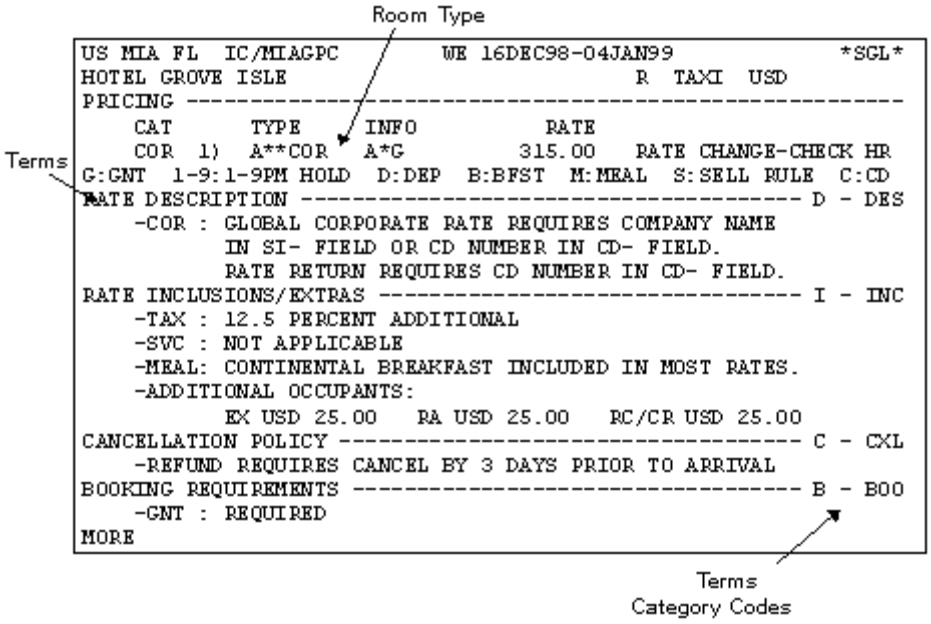
Command Format

HT<*Optional Line Number and Rate Number from Multi-property display*>

Command Example

HT21A	Display hotel terms for property on line 2, rate 1A of multi-property display

Screen Display



Other Command Examples

HTS3	Display hotel terms on segment 3
HT2A	Display hotel terms for rate on line 2 column A from single property display
RTSVCH	Retrieve service details for hotel segments in displayed PNR

Hotel Sell HEHS

You can sell a hotel room from any of the following displays:

- Availability and Rates Display
- Hotel Rate Change Display
- Hotel List Display
- Hotel Inventory Display

The hotels available in Amadeus are divided into three groups:

Hotel Access Levels

Indicator	*Explanation*
Blank	**Standard Access Hotel Chains** When you book a standard access hotel, the system automatically generates a booking message to the hotel chain at end transaction. The hotel chain either generates a confirmation number back to Amadeus via teletype, or updates the PNR directly.
/	**Complete Access Hotel Chains** When you book a complete access hotel, the request is sent immediately to the hotel chain via a high-speed communication link. The hotel company returns a confirmation number within four to eight seconds.
+	**Complete Access Plus Hotel Chains** Complete Access Plus offers all of the features of Complete Access as well as the ability to obtain data directly from the hotel's own reservation system.

In complete access, you can only sell one room per transaction. If your PNR contains more than one passenger, **you must passenger associate the hotel sell entry.**

The format for the hotel sell entry is the same whether you are requesting a hotel through standard access or complete access.

Command Format

HS*<Optional Line Number><Column Identifier>/<Optional Sell Entries...>*

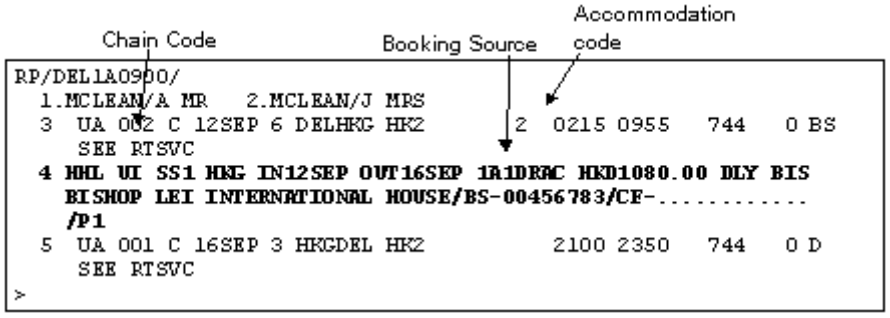
Command Example

HS61A/P1	Sell room type shown on line 6, column 1A, of multi-property display, for passenger one.

Screen Display - Hotel Multi-Property

```
HK HKG     ALL                        SA  12SEP98-16SEP98     )END
    ** SINGLE OCCUPANCY RATES **                          CHECK HF
  1 RZ+THE RITZ-CARLTON HONG-KONG     HKGHON D TAXI  HKD
    1A) C1KCOR A G        2565.00   1B) P1KRAC A G        4200.00
                                                            COR
  2 UI/WESLEY HOTEL HONG KONG         HKGWES D TAXI  HKD       0
    1A) B1DRAC A D        1600.00   1B) A1DRAC A D        1950.00

  3 UI/WHARNEY HOTEL                  HKGWHA D RCAR  HKD       0
    1A) C1SRAC A 6 S      1700.00   1B) A1SRAC A 6 S      2000.00

  4 WW/WINDSOR HOTEL -HONG KONG       HKGWIN D TAXI  HKD       0
    1A) C1QRAC A D        1400.00   1B) A2TRAC A D        1800.00

  5 SR+B P INTERNATIONAL HOUSE - HONG HKGBRI D TAXI  HKD
    1A) C1DSPC A GB        868.70   1B) P2SRAC A G        2000.00
                                                       COR PRO*GOV
  6 UI/BISHOP LEI INTERNATIONAL HOUSE HKGBIS D TAXI  HKD
    1A) A1DRAC A 6        1080.00   1B) S2TRAC A 6        3800.00

MORE
>
```

Screen Display - Hotel Segment




```
RP/DEL1A0900/
  1.MCLEAN/A MR   2.MCLEAN/J MRS
  3  UA 002 C 12SEP 6 DELHKG HK2        2  0215 0955   744   0 BS
     SEE RTSVC
  4 HHL UI SS1 HKG IN12SEP OUT16SEP 1A1DRAC HKD1080.00 DLY BIS
    BISHOP LEI INTERNATIONAL HOUSE/BS-00456783/CF-............
    /P1
  5  UA 001 C 16SEP 3 HKGDEL HK2          2100 2350   744   0 D
     SEE RTSVC
>
```

Hotel Sell Optional Entries (HE HS.337)

Option	*Explanation*
/BS-	**Booking Source** 5-8 Digits IATA number / TIDS number. e.g. /BS-00000000
/CD-	**Customer Corporate Identification Number** Of a passenger to avail the corporate rates offered by the hotel. e.g. /CD-123456HG6E
/DP-	**Deposit** You use this option to enter the form of payment of the passenger's deposit. This is a mandatory option if specified as a requirement in the hotel features display. e.g. /DP-CHECK
/EX-	**Extra Person in Room** You use this option to enter the number of extra people in a room and the extra charge. e.g. /EX-FRF80.00-1
/RA-	**Roll - Away bed for Adult (/RA-) & Child (/RC-)**

/RC-	Additional number of beds. Give the currency, price and quantity. e.g. /RA-USD20-1
/G-	**Guarantee Arrival** The form of payment used to guarantee arrival. e.g. /G-CCVI45678167663999EXP0697
/ID-	**Customer Identification** Use to enter the passenger's own hotel supplied identification number. e.g. /ID-1234KL56
/NR-	**Number of Rooms to be booked** e.g. /NR-3 For a Complete Access property only one room can be sold per transaction.
/FT -	**Frequent traveller** Used for hotel loyalty program or for the pax may be entitled to air miles by staying at a qualifying hotel e.g:- /FT - 11A 32 BCC
/SI-	**Supplementary Information** Free form text for you to add extra information, minimum two characters and a maximum of 45 characters. e.g. /SI-NON SMOKING ROOM
/DT-	**Check In Date** When making direct / long sell. e.g. /DT-16JUL
/DD-	**Check Out Date** When making direct / long sell. e.g. /DD-20JUL
/RT-	**Room Type** When making direct / long sell. e.g. /RT-2A1D
/SR-	**Special Rates** Used to sell the special rates offered by a hotel. e.g. /SR-WKD
/-**	Agency Internal Accounting Information Free Flow

Other Hotel Short Sell Command Examples

HS61A/G-CCAX371449635311004EXP0697
Sell from line 6 of hotel multi-property display, column 1A and provide credit card as guarantee.

HS1A/DP-CHEQUE/P1
Sell from single property display room on line 1 column A, deposit by cheque and relate to passenger 1 of PNR.

HS21B/SI-NON SMOKING ROOM/EX-90.00-1/P2
Sell from line 2 of mult**ECK/P1**i-property display room displayed in column 1B; specify supplementary information, extra person in the room, indicating the extra charge, number of beds required and passenger relate to passenger 2 of PNR

If complete access sell is downgraded to standard access

If you try to make a sell entry for a complete access hotel company and the link between Amadeus and the hotel company's system is down, the complete access sell is downgraded to a standard access sell. When this occurs, you see the message:

*** STANDARD ACCESS BOOKING***

You can upgrade the request to complete access. Enter:

HN4

HN	"Up Grade Hotel Sell" transaction code
4	Number of the segment you want to upgrade

Please note, you must make the entry before end of transaction.

Hotel Auxillary Segment HE HU.127

You can request that an airline which has an air segment in the PNR to book a hotel for your customer example:

HU LHNN1FRA01SEP-03SEP/NEED ROOM AT LE MERIDIAN PARK HOTEL

You can use auxilliary hotel segment to enter hotels booked outside amadeus. This is for information only and the message
does not got to the airline.

HU 1A HK1 MOW 14AUG - 18AUG / Room Booked At OBEROI

Hotel Element Modification

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

For modification purposes, the hotel option codes are divided into two categories, critical and non-critical

In standard access the options are divided as follows:

- The critical option codes are
  /DT- (check-in date),
  /DD- (check-out date)
  /RT- (room type)
- The remaining option codes are considered non-critical

For complete access, all modifications are done in real time, and you receive an instant reply from the hotel. Options that are regarded as **critical** result in a cancel/rebook of the hotel segment. When a cancel/rebook takes place, the hotel company sends a cancellation number which is stored in the PNR as a remark element, and places the new confirmation number in the hotel segment element.
The **non-critical** options do not affect the status code in the PNR, but are treated as a cancel/rebook which is reflected in PNR history.
The help pages for each hotel chain (i.e. HEHTLYY where YY is the hotel chain code) displays information and specific requirments for the hotel chain. Please see CRITICAL OPTIONS listed there as modifications on those will result in cancel/rebook of the hotel segment.

Command Examples - Critical Options

3/RT-B1D	Change room type of hotel segment 3 of PNR
5/DT-17MAY	Change check-in date for hotel element 5 of PNR
4/DD-05JUN	Change check-out date for hotel element 4 of PNR

Command Options - Non-Critical Options

3/SI-NON SMOKING ROOM	Add/Change supplementary information for hotel segment 3 of PNR
2/DP-	Delete deposit information for hotel element 2 of PNR
1/CD-BW55690	Add/Change corporate identification number for hotel element 1 of PNR

Amadeus Cars

The Amadeus Car package offers detailed information regarding car availability and rates for car rental companies worldwide.

Amadeus also has agreements with major car rental companies to rent cars directly from their reservation systems known as Amadeus Complete Access.

Encode/Decode Car Company HECONVERT

DNCAVIS	Display Name Car company name AVIS (Encode)
DNCZD	Display Name Car ZD (Decode)

Car Company Information

GGCAR	Display car companies available in Amadeus
GGCARCTCA	Display contact name for car companies beginning with A
GGCARA	Display information for car company beginning with letter A
GGCARZD	Display AIS information for car company with code ZD
GGCARZIBOM	Display AIS information for car company and city code
GGCARZESYD.650	Display page number 650 re: vehicle types for car company and city code
GGCARZESYD.550	Display page number 550 re: tax information for car company and city code
HECARZD	Display specific requirements for car company ZD

Car List Display HECL

The car location list provides you with a complete list of car rental companies and their office addresses in a specific city.

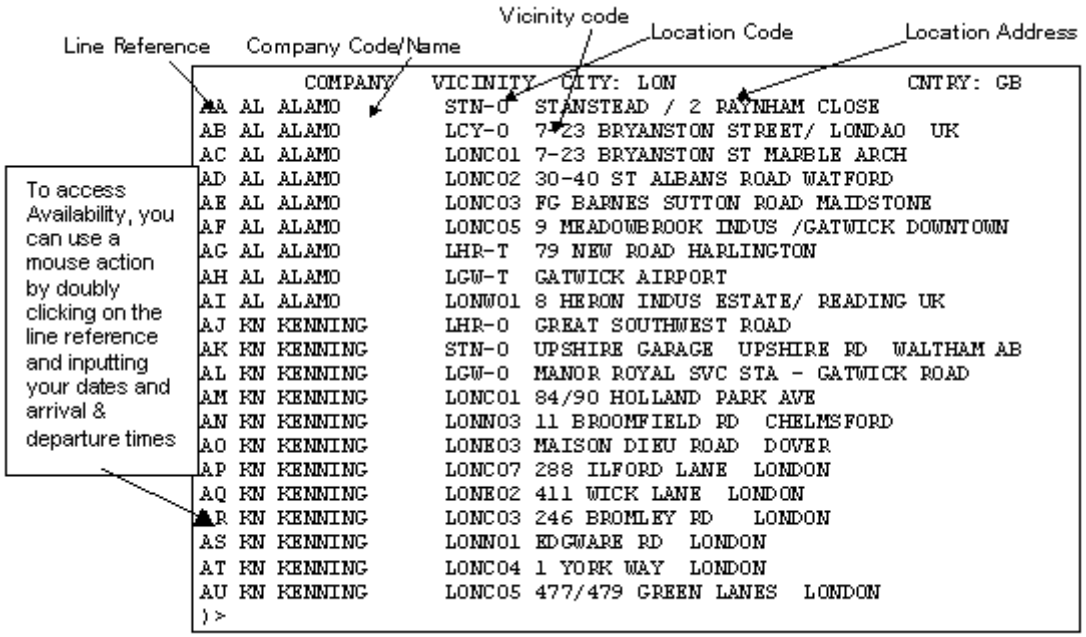
Command Format

CL<*City Code*>

Command Example

CLLON	Display rental location list for London

Screen Display



The display sequence is at random order

Other Command Examples

CLZISYD	Display car location list for company code ZI
CLLAX-T	Display in terminal locations in Los Angeles
CLZEUSCA-C	Display city locations for car company ZE in California a state of the United States

Car Availability & Rates Display HECA

Car availability information is displayed by Company for each airport.

You can request a car availability and rates display for:

- Multiple-companies: which displays availability and rates for all companies at a specific location.
- Single-companies: which displays availability and rates for one company at a specific location.

Car Multi-Company Display

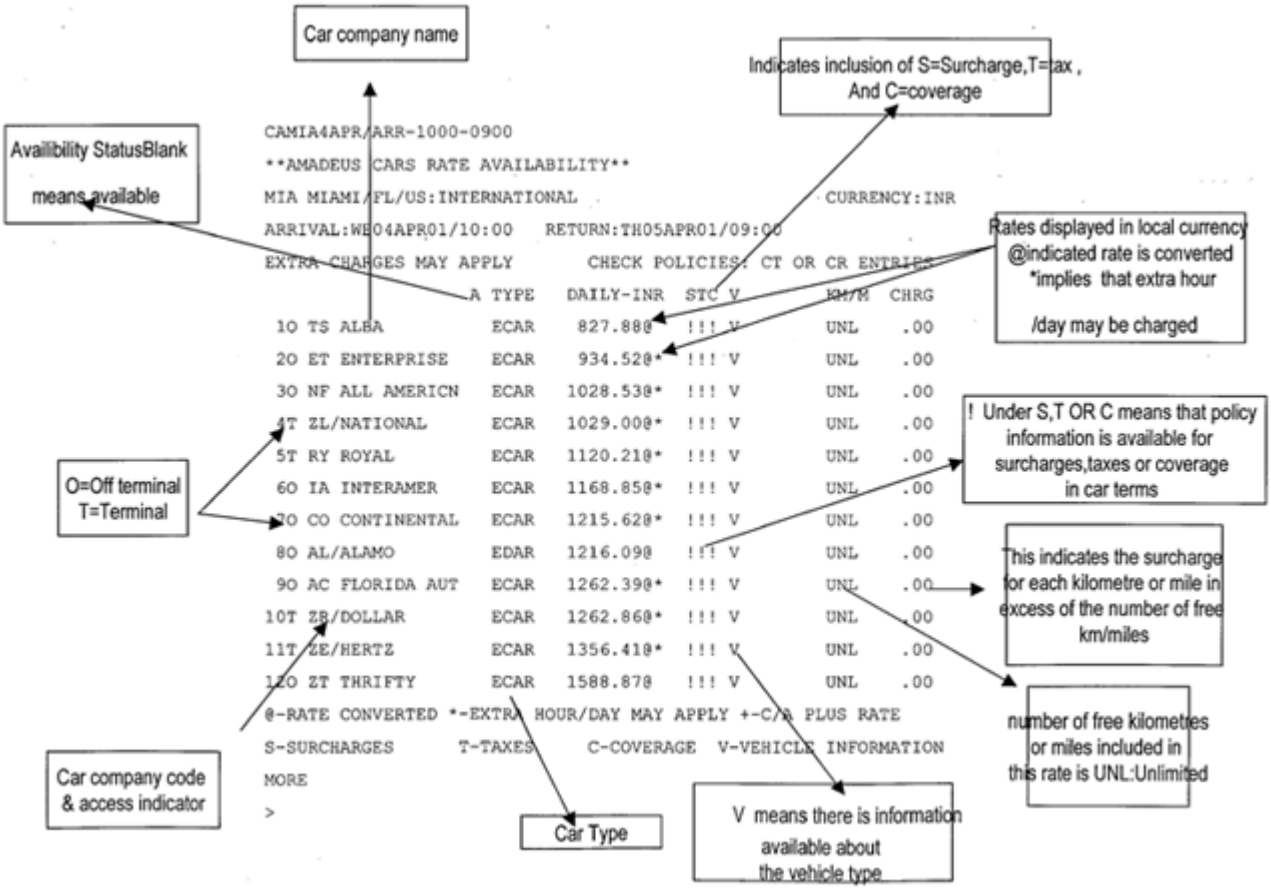
Command Format

CA*<Airport Code><Pick-up Date>-<Drop-off Day/Date>/ ARR-<Arrival time >-<drop off time>*

Command Example

CALAX15NOV-18NOV/ARR-1400-1800

Screen Display



Car Type Codes **HECARCOD.43**

The car type codes consist of four elements that describe the Class, Type, Transmission and Air-conditioning of a particular vehicle type.

For example, an ECMN car type defines an economy, car, manual transmission without air-conditioning.

Car Class Codes

Code	*Explanation*
M	Mini
E	Economy
C	Compact
S	Standard
I	Intermediate
F	Full Size (4-door)
P	Premium
L	Luxury
X	Special

Car Type Codes

Code	*Type*
B	2-Door
C	Car
W	Station Wagon

V	Van
L	Limousine
R	Recreational
S	Sports Car
F	4-Wheel Drive
T	Convertible
X	Special
D	4-Door
J	All Terrain
P	Pick Up
K	Truck

Transmission Codes

Code	*Shift*
A	Automatic
M	Manual

Air-Conditioning Codes

Code	*Air-Conditioning*
R	Air-conditioned (Refrigerated)
N	Not Air-conditioned

Location Codes

Code	*Location*
C	City
N	North of City Center
S	South of City Center
E	East of City Center
W	West of City Center
R	Resort Location
T	Terminal
O	Off-Terminal

Status Codes

Code	*Car Status*
A	Available
R	Request Only
C	Closed for Sale

Car Single Company Display

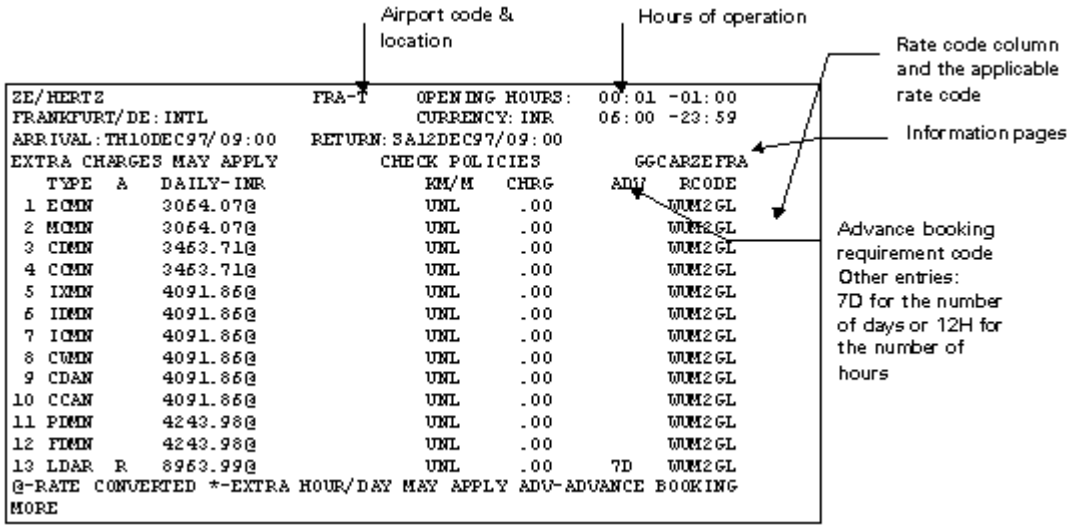
The car single company availability can be displayed from an initial entry or by changing a multi-company display to a single company display.
The single company display uses the same scrolling commands used with a multi-company display.

Command Example

CAZEFRA10DEC-2/ARR-0900-1700	Display single company availability for

	requested rental period.
CAZECDG16JUN-5/ARR-0600-1700/VT-ECMN	Display single company availability for requested dates, times and vehicle type.

Screen Display



Car Availability Optional Entries (HECA.GPOPT)

Option	*Explanation/Example*
/CO-	**Company** You use this option to change a multiple-company display to a single company display. e.g. /CO-EP To change a single-company display to a multiple-company display, enter: CA/CO-YY
/DT-	**Pick-Up Date** You use this option to change the pick-up date in your existing display. e.g. /DT-14SEP
/DD-	**Drop-Off Date** You use this option to change the drop-off date in your existing display. e.g. /DD-19NOV
/FC-	**Foreign Currency** You use this option to show rates in a currency other than the currency of the city in your entry. You can only use the ISO country code. e.g. /FC-DE
/LO-	**Location** You use this option to change the location of your existing display. Options you entered in your initial entry are retained in the new display. e.g. /LO-CDG
/DO-	**Drop off Location** Use this option to change the drop off location in your existing display /DO-FRA or /DO-GBLON* Note: you can only enter an Amadeus location code or a

	car company location code with an asterisk.
/RC-	**Rate Code** You use this option to request a rate category and rental period. e.g. /RC-PW-
/VT-	**Vehicle Type** You use this option to request a specific vehicle type. e.g./VT-ECMN To specify one of the elements of vehicle type replace the other letters with asterisks. e.g. /VT-**M* is for cars with manual transmission.
/ARR-	**Arrival Time** You use this option to change the pick-up time in your existing display. e.g. /ARR-1200
/RT-	**Return Time** You use this option to change the drop-off time in your existing display. e.g. /RT-1700

Other Command Examples

CASYD14NOV-3/ARR-0900-1700/VT-CCAR
Display car availability in Sydney pickup date 14 November, 3 day rental and request
CALHR02JUL-2/ARR-0900-1400/RC-COR
Display car availability in London for specified rental period, requesting Corporate rates
CA/CO-CC
Change multi-company availability to single company availability for company CC.

Scrolling Commands

MD	Move Down
MU	Move Up
MT	Move Top
MB	Move Bottom
MN	Move to Next day
MY	Move to Yesterday, previous day
MPCA	Move to Previous Car Availability display

Car Rate Categories

Code	*Category*	*Explanation*
A	Association	This category applies to members of associations that have special rates. i.e., Master Card holders, AAA
B	Business	This category applies to basic discounted rates for customers showing their business cards at the rental location.
C	Corporate	This category applies to contracts or percentage discounts for corporate clients.
G	Government	This category applies to government departments. i.e., Department of Defense, Military
I	Industry	This category includes special rates for travel industry personnel.
K	Package	This category applies to car rentals in conjunction with other travel products.
L	Inclusive	This rate includes coverage, or coverage and other billable items such as special equipment.
P	Promotional	This category applies to rates with restrictions such as

		free rental days, minimum number of rental days, special discounted rates for specific locations and/or specific car types.
R	Credential	Client must provide what rate specifies: for example coupon, or ID.
S	Standard	This is the default category, when no other category is specified. Rates are included without restrictions, except advance booking requirements.
U	Consortium	This category applies to special rates for travel consortiums or groups.
V	Convention	This category includes specific rates for conventions.

Rate Category Codes

Code	*Rental Plan*	*Explanation*
D	Daily	This plan applies for one or more rental days. It can also apply for extra rental days for monthly, weekly, and weekend plans.
E	Weekend	This plan includes a daily or flat rate based on a rental period for at least one day on a Friday, Saturday, or Sunday.
M	Monthly	This plan has a daily or fixed rates based on a rental period of at least 28 days.
W	Weekly	This plan has a fixed rate based on a rental period of approximately 4 to 7 days.

Car Terms Display HECT

You can use car terms to verify the restrictions and requirements for the rates shown on a car availability display, or a Standard Access car segment in a PNR.

Note: You cannot request CT from a Complete Access segment.

Command Format

CT<*Segment Number or Line number from Car Display*><*Optional Term Topic*>

Command Examples

CT5	Display car terms from line reference 5 from availability display

Screen Display

```
**AMADEUS CARS CAR TERMS**
RULE VERIFIED
ZE/FRA    STANDARD          DAILY       DXMN
HOURS  10DEC98 00:01  - 01:00   HOURS  12DEC98 00:01  - 01:00
               06:00  - 23:59                    06:00  - 23:59
RATE:          186.96/     .00  UNL    CURR: DEM /RC-SD-WUM2GL
A. RATE CODE DESCRIPTION:
   EURO STD UM WALK IN
C. RESTRICTED ONE WAY ALLOWED
D. MINIMUM/MAXIMUM/PICKUP/RETURN:
   P/U DAY    MON    TUE    WED    THU    FRI    SAT    SUN
   MIN DAYS   003    003    003    003    003    003    003
   MAX DAYS   004    004    004    004    004    004    004
F. RATE GUARANTEED  60 DAYS FROM BOOKING
   VALID UNTIL 27APR98 IF BOOKED TODAY
G. REMARKS
    99 DAYS MAXIMUM RENTAL PERIOD
   REGULAR UNLIMITED DAILY   RUDI
   INCLUDED TAX AND UNLIMITED MILEAGE
   MUST BE SOLD WITHIN GERMANY
   NATIONAL DROPOFF ALLOWED WITHOUT FEES EXCEPT SYLT
   DM175.00. INTERNATIONAL DROPOFF ALLOWED WITH FEES
   ADVANCE BOOKING MIN 1 HOUR. AVAIL AT ALL LOCATIONS
   DISCOUNTABLE YES.  COMMISSION 10 PERCENT
   DM 28- SERVICE CHARGE / INCL TAX/ APPLICABLE FOR
   RENTALS STARTING AT AIRPORTS AND RAILWAY STATIONS
NO MORE ITEMS
```

Car Term Topics

Topic	*Keyword*	*Explanation*
A.	**DES**	Rate code description
B.	**ADV**	Advance booking requirements
C.	**ONE**	One-way rental
D.	**MIN** **MAX** **PIC** **RET**	Minimum number of rental days required Maximum number of rental days allowed Earliest/latest pick-up time Latest return time
E.	**DEP**	Deposit requirement
F.	**GUA**	Rate guarantee conditions
G.	**REM**	Remarks

Other Command Examples

CTS3	Display car terms for car segment 3 of PNR
CT4/GUA	Display car terms from line 4 of availability display, specifying guarantee topic
CT4/DES/DEP/GUA	Display car terms from line 4 of availability display, specifying description, deposit and guarantee topics

Car Sell HECS

You can sell a car directly from an availability and rate display, car list display and car inventory display.

The car companies available in Amadeus are divided into two groups:

Car Access Levels

Indicator	*Explanation*
Blank	**Automated Standard Access Car Companies** When you book a standard access car company, the system automatically generates a booking message to the car company at end transaction. The car company returns a confirmation number to Amadeus via teletype, or updates the PNR directly using an automated process in the car company's system.
Blank	**Manual Standard Access Car Companies** Manual Standard Access differs from Automated Standard Access in that the reservation is manually handled by the car company and therefore the confirmation number is returned after manual processing
/	**Complete Access Car Companies** When you book a complete access car company, the request is sent immediately to the car company via a high-speed communication link. The car company returns a confirmation number within four to eight seconds.

The responses vary for each car company participating in Amadeus Complete Access. In addition:

- You can only book one car at a time
- You must enter the name element in the PNR before selling the car
- The entry is directly sent to the car company database before a confirmation is returned
- When confirmed the car segment shows an HK status code
- If more than one passenger in the PNR, you must passenger associate the car sell entry.

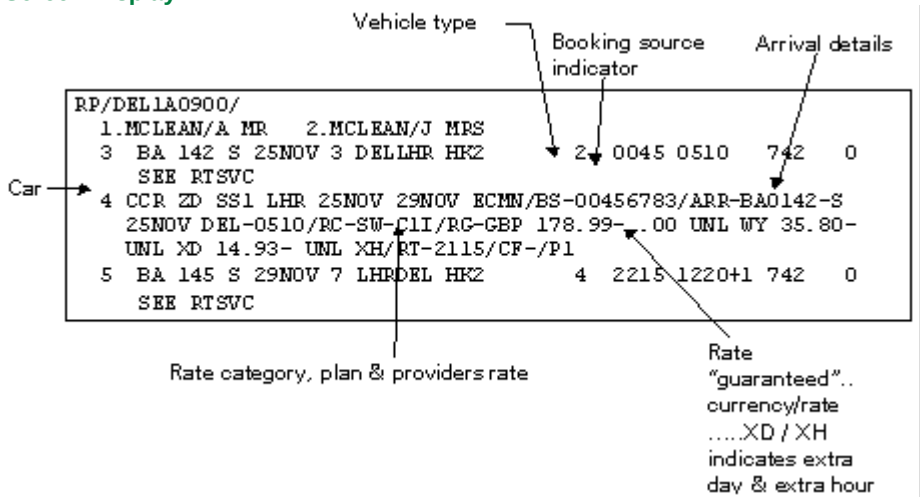
Command Format

CS<*Line Reference from Display*>

Command Example

CS2/P1	Sell car shown on line reference 2 of availability display, for passenger 1.

Screen Display



Car Sell Optional Entries (HECS.295)

Option	*Explanation/Example*
/CD-	**Customer Corporate Identification Number** e.g. /CD-3456HJ90
/RQ-	**Rate Quoted** Use this field to enter the rate that was quoted to the passenger e.g. / RQ-FRF229.00-UNL DY
/ID-	**Customer Identification** You use this option to enter the passenger's own car companies identification number. e.g. /ID-5698GH12
/FT-	**Car Frequent Traveller** You use this option to add the identification of a person belonging to a frequent traveller program. e.g. /FT-QFP45098
/SI-	**Supplemental Information** You use this option to enter supplemental information in free flow text for the rental car./SI-RED CAR REQUIRED
/SQ-	**Special Request** You use this option to request a specific type of equipment. e.g. /SQ-PHN
/G-	**Guarantee** This option allows you to guarantee bookings for specific vehicle types, rate Plans or booking codes. /G-CASH or /G-CHEQUE or /G-CCAX3745648756EXP039x /G-VOUCHER or G-MCO /G-BS(booking Source) or /G-CD(corporate discount) /G-ID(customer identification)
/COL-	**Pick Up Location** You use this option only in a direct sell entry when pick up is other than airport. Vicinity code to be taken from Car List display. Please remember to affix an asterisk (*) after the vicinity code in the car sell entry. e.g. CSZINCE17APR-3/ARR-1200-0900/VT-ECMN/PUP-NCEE23*
/DO-	**Drop Off Location** You use this option only in a direct sell entry when drop off is other than airport. Vicinity code to be taken for Car List display. Please remember to affix an asterisk (*) after the vicinity code in the car sell entry. e.g. CSZILHR09AUG-4/ARR-1600-1200/VT-ECMN/DO-LONC05*
/RC-	**Rate Code** Added automatically by the system when the car is sold directly from the car availability and rates display. Entered manually to request a specific rate category and rate plan. e.g. CSZDMAD29OCT-2/VT-ECMN/RC-SD-
/BS -	**Booking Source Number** Used to enter agency control number , IATA or TID number, e.g. /BS - 1430284 (5 - 8 characters)
/FP -	**Form of payment** You can enter any of the following CASH, CHEQUE, CREDIT CARD e.g. /FP - CCAX374908467641018 EXP 0301 N452

	(Approval code)
/CO -	**COLLECTION** This is the address from where the car will be collected e.g. /CO - Free flow text upto 60 characters

The following is a list of optional equipment that you can request using the /SQ- option.
This equipment is subject to availability and local charges. A minimum of 3 and a maximum of 15 characters can be specified.

/SQ-<enter one of the codes below if required>

Special Equipment Request Codes

Code	*Explanation*	*Code*	*Explanation*
ABS	Anti-Blocking System	**TSW**	Tilt Steering Wheel
CSI	Infant Seat	**BYC**	Bicycle Rack
ATD	Anti-Theft Device	**CBR**	CB Radio
RSB	Rear Seat Belt	**CCT**	Cruise Control
HCH	Hatchback	**DSL**	Diesel
PAB	Power-Assisted Brakes	**LDP**	Laser Disc Player
FRT	Front-Wheel Drive	**LFF**	Lead Free Fuel
CST	Child Seat	**LUG**	Luggage Rack
RAD	Radio	**PAS**	Power Assisted Steering
CLS	Central Locking System	**PAX**	Number of Passengers
HCR	Right-Hand Drive	**SKR**	Ski Rack
HCL	Left-Hand Drive	**SKV**	Ski Equipped Vehicle
PHN	Mobile Phone	**SNO**	Snow Chains
TVI	Television	**STR**	Winter Tires
FMR	FM Radio	**SUR**	Sun Roof
TEL	Telephone	**TAP**	Cassette Player
CSB	Baby Seat	**TRH**	Trailer

Other Command Examples

CS8/G-CCAX123456789101123EXP0997/SQ-SUR

Short Sell car segment from reference 8 from availability display, form of payment credit card and special request for a sunroof.

You can decode all of the above special equipment codes using the CE transaction.

To decode a three-letter code, enter:

CEPHN

Response

```
**AMADEUS CARS   SPECIAL EQUIPMENT**
CODE   EQUIPMENT
PHN - MOBILE PHONE
```

If complete access sell is downgraded to standard access

If you try to make a sell entry for a complete access car company and the link between Amadeus and the car company's system is down, the complete access sell is downgraded to a standard access sell. When this occurs, you see the message:

***STANDARD ACCESS BOOKING ***

You can upgrade the request to complete access. Enter:

CN4

CN "Upgrade Car Sell" transaction code

4 Number of the segment you want to upgrade

Please note you must make the entry before end of transaction.

Car Auxillary Segment

To request that an airline participating in the PNR book a car for your customer, the entry is:

CU LHNN1FRA12SEP-14SEPECAR/PLEASE PROVIDE BABY SEAT

To enter in the PNR , a car booked outside amadeus CU1A HK1 BWN 14AUG - 18AUG ECAR / CF - 210 / P1

Modify Car Element

The car segment change transaction enables you to modify or delete elements or car segments that have already been created. You can modify, delete and add data to an existing car element using the options outlined earlier in this course.

Modifications with options that do determine the status of the rate in a car segment are more critical than the others.

The options concerned are as follows:

Option	*Explanation*
/DT-	Pick-Up Date
/DD-	Drop-Off Date
/VT-	Vehicle Type
/LO-	Location Code
/RC-	Rate Code

When a car element originally booked in standard access is modified, the system attempts to resell the segment performing all availability status and rate rule validations.

If the check is successful, the modification is accepted and the segment resold. If this check is unsuccessful an availability and rates display is returned based upon the parameters in the affected segment. The confirmation number is erased and depending on the car company either a new confirmation number is returned or the same previous confirmation number is used. All changes are processed via complete access if the original booking was made in complete access.

Command Examples

3/VT-ECMN	Change car type reserved on car segment 3 of PNR
5/DD-15AUG	Change drop of date for car segment 5 of PNR.
2/SI-REQUIRE RED CAR	Add or change supplementary information for car element 2 of PNR

The End