Amadeus Selling Platform PNR

Note: This module contains Amadeus Selling Platform Fares, updated in March, 2013.

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Before You Start

Introduction

This user guide describes Amadeus PNR, one of the key modules of Amadeus Selling Platform. It explains how to use Amadeus PNR from an end-user point of view.

Objectives

After you have read this user guide, you will be able to:

- Create a new PNR and open existing PNRs

- Add elements to a PNR and modify or cancel the elements

- Split a PNR to modify the itinerary for one or more passengers

- Claim a PNR that was originally sold by an airline

- Recall a PNR that has been archived as a Past Date Record (PDR)

- Use traveller information in a profile to create a PNR or create a profile from the information defined in a PNR

- Use the Check My Trip web site to access a PNR itinerary.

Where Do I Go for Help?

Amadeus Selling Platform online help provides you with task-based help at screen level. Press F1 in a screen to display instructions on how to perform a task, related tasks and background information.

Chapter 1

Introduction to Amadeus PNR

A Passenger Name Record (PNR) contains the details of a passenger's reservation and other information related to the trip.

You choose the PNR module to create new PNRs, retrieve and open existing ones, to claim PNRs that originate from an airline, and to recall inactive PNRs.

The PNR module includes the following tabs: New, From Profile, Open, Claim and Inactive PNR.

New Tab

You use the New tab to create a new PNR before or after you book the itinerary.

Open Tab

You use the Open tab to retrieve an existing PNR by entering different types of search criteria such as the passenger's name, record locator or flight information.

From Profile Tab

You use the From Profile tab to create a PNR by transferring information from a traveller or company profile to the PNR.

Claim Tab

You use the Claim tab to claim passenger bookings made directly with an airline by entering your customer's record locator or flight information.

Note: Some airlines place restrictions on PNRs you claim from them, so if you need information about specific conditions when claiming PNRs, check with the airline directly.

Inactive PNR Tab

You use the Inactive PNR tab to recall archived PNRs. PNRs are archived after the last flight segment has been flown. Archived PNRs are stored for three years.

Chapter 2

Creating a PNR

You use the New tab within the PNR module to create a new PNR. You can also create a PNR by copying an existing PNR.
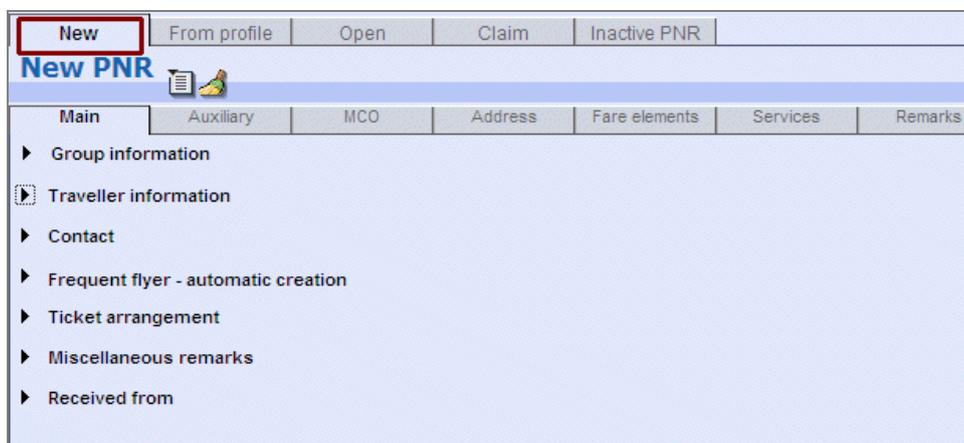
You can start to create a PNR either before or after you book air, car, hotel or other itinerary segments.

Note: You can use the From Profile tab to create a PNR by transferring information from a traveller or company profile to the PNR.

Creating a New PNR

To create a new PNR:

1. In the PNR module, click on the New tab to create a new PNR.

The New tab is not displayed if another PNR is currently open. In this case you have to save or ignore the open PNR first:

-   To save, click on the arrow next to 💾 in the PNR toolbar which opens the PNR Save Window dialog box. Select the Save Changes, Remove option and click on Send.

-   To ignore, click on the arrow next to 🖊 which opens the PNR Ignore Window dialog box. Select the Ignore Changes, Remove option and click on Send.

2. Add elements to the PNR.
3. Save the PNR.

Copying an Existing PNR

To create a PNR by copying an existing PNR:

1. Retrieve the PNR that you want to copy.

See *Opening a PNR* **Error! Bookmark not defined.** for more information.

2.   Click on the arrow next to ![save icon] in the PNR toolbar to open the PNR Save Window dialog box. Select the Save Changes, Create A New Copy option and click on Send.

The new PNR is displayed.

3.   Add elements to the PNR.

4.   Save the PNR.

PNR Display Explanation

The following sections describe the information displayed in an active PNR.

PNR Header

The PNR header contains important information about the PNR, including where and when it was booked, who booked it, and the record locator.

The following header tags can appear:

Header	Explanation
--- TST ---	At least one TST (Transitional Stored Ticket) has been created. You can display the TST by clicking on --- TST --- in the PNR header. If the system finds more than one active TST or a deleted TST, a list is displayed.
--- NHP ---	Indicates a non-homogeneous condition, which occurs when the number of seats booked in a flight segment is different from the number of name elements in the PNR, or when two or more flight segments with a different number of seats are booked in the same PNR
--- AXR ---	The PNR is cross-referenced to one or more other PNRs after PNR split or replication. Click on the link to display the cross-referenced PNRs.

Header	Explanation
--- RLR ---	At least one flight segment is controlled by an airline that has sent a record return. The airline's system record locator is displayed in the PNR Header section. Click on ▶ if it is collapsed.
--- HFR ---	One or more historical fare records are stored. To display the records, click on the arrow next to ▨, then click on the Historical Fare Record tab.
--- MSC ---	The itinerary includes Married Segments.
--- RLP ---	The PNR was created from a profile.
--- * ---	The PNR contains at least one confidential TST.
--- RLR CLM ---	The PNR has been claimed by an agent using another CRS.
--- RLR C** ---	The PNR is locked while an agent is in the process of claiming it using another CRS.

For more information on the header tags, enter HE PNR HEADER in the Command Page area.

PNR Sections

The PNR tree view shows all the elements that have been added to the PNR.
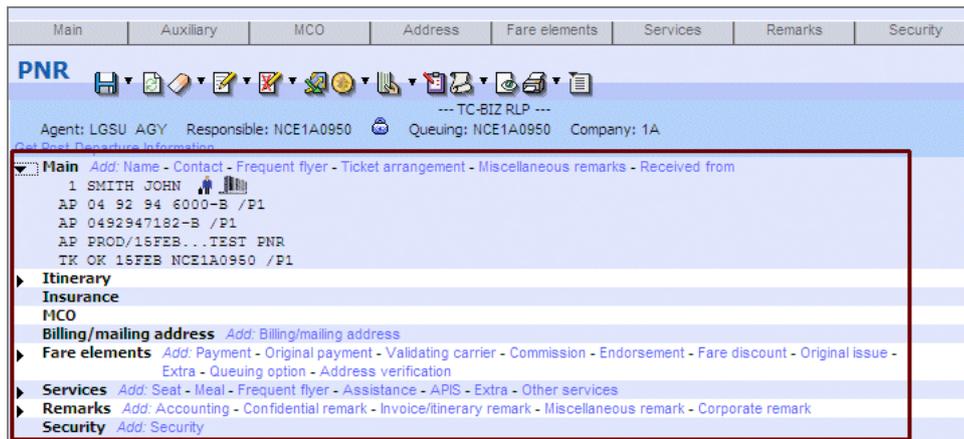
You can:

- Click on ▶ to expand or collapse a section.

- Add new elements by clicking on the hyperlinks displayed in each section. Alternatively, click on the appropriate tab at the top of the PNR screen.

- Modify an element by double-clicking on it.

- Cancel or delete an element.

The PNR is divided into the following sections:

Section	Explanation
Main	Contains the main elements of the PNR, including the names of the passengers booked on this trip, the passenger's phone and email contact information, frequent-flyer and ticket-arrangement information, as well as miscellaneous remarks.
	When two or more passengers are travelling, a number is added to each passenger name. Use this number to associate the name to a specific PNR element, such as a frequent-flyer number or special meal.
	To add an element to this section, click on the relevant link to the right of the Main section.
	To modify any of the elements in the Main section, double-click on the applicable element in the PNR. For example, double-click on the passenger's name to perform a name change.
Itinerary	Contains the flight, rental car, hotel, services (not related to a flight segment) or manual segment bookings, which are identified by the icon to the left of each segment.
Insurance	Contains insurance elements that have been priced or booked for the passenger.
Billing/Mailing Address	Contains address information, such as the passenger's mailing and billing addresses if you added them to the PNR.
	To add an address, click on the text link. To modify the current information, double-click on the address element in the PNR.
Fare elements	Contains fare and queuing information. It also contains information that is printed on the ticket, including form of payment, commission, and other applicable information, such as endorsements, tour code, and original issue.
	To add a queuing option or fare data, click on the corresponding link next to Fare elements. To modify the current information, double-click on the fare element in the PNR.
Services	Contains seat and special meal information, plus any other requests and needs that the passenger might have.
	To add a seat, meal, assistance, or other services, click on the corresponding link next to Services. To modify the current information, double-click on the services element in the PNR.
	Mandatory group PNR and advanced passenger information (required by the customs officials of certain countries) is added using the Extra link of this section.
Remarks	Contains accounting, invoice/itinerary, and confidential remarks. To add a remark, click on the corresponding link next to Remarks. To modify a remark, double-click on the remark in the PNR.
Security	Contains office IDs for locations authorized to view or modify the PNR, or both. To add a security element, click on the Security link. To modify the current information, double click on the security element in the PNR.

Section	Explanation
Check my trip	Check My Trip is an e-travel web service that displays a user-friendly view of a PNR itinerary.

PNR Toolbar Icons

Click on the icons and links in the PNR toolbar to perform tasks such as displaying the PNR history, printing the PNR, sending it to a queue, and other tasks.

Icon	Explanation
	Open the PNR error list.
	Save the PNR (End Transaction). To display other save options, such as save changes and redisplay, click on the arrow next to .
	Refresh - update the PNR with the latest information.
	Ignore the PNR. To display other ignore options, click on the arrow next to .
	Open the Modify window that corresponds to the element you have selected.
	Delete the lines that you have selected. To display other delete options, such as delete itinerary, click on the arrow next to .
	Open the Rearrange Segments/Elements window. Before you click on the icon, you must select a segment or element.
	Split a PNR.
	Price the PNR (the itinerary and any chargeable services). If you click on the arrow next to , you can choose between: • Price Itinerary to price the itinerary only • Go To Price Itinerary Input Screen • Price Services to price the chargeable services in the PNR only.
	Issue tickets and documents. To display the Ticket and Documents input screen click on the arrow next to .
	Create a traveller or company profile from information in the displayed PNR.
	Open the Queue Options window so you can place the PNR on a specific queue.
	Display the PNR history. To display other PNR history options, such as historical fare records or PNR segment history, click on the arrow next to .
	PNR print preview. From the window that opens you can copy or print the PNR.

Icon	Explanation
🖨	Print the PNR. To display other Print PNR options, such as Print PNR History, click on the arrow next to 🖨.
📑	Expand and collapse the PNR display.

PNR Segment Status Codes

Segment status codes are codes that travel providers use to send you information about your bookings and special service requests.

Advice codes are the most commonly used status codes. When a travel provider confirms a segment, does not confirm a segment, or changes a segment (usually flight time or flight number), the provider inserts an advice code in the PNR and places it on your queue.

When you see an advice code in a segment, you must take action in some way. The list below contains some common advice codes, what they mean, and the action you should take.

Advice Code	Means...	Agent Action
HX	Holding cancelled	Delete segment
NO	No action taken (by airline)	Delete segment
UC	Unable; flight closed, not waitlisted	Delete segment
UN	Unable; does not operate	Delete segment
KK	Confirming	Change to HK
KL	Confirming from waitlist	Change to HK
TK	Confirming; advise passenger of new flight times	Change to HK
TL	Waitlisted; advise passenger of new flight times	Change to HL
TN	Holding needed; advise passenger of new flight times	Change to HN
US	Unable to accept sale, waitlisted (by airline)	Change to HL
US	Waitlisted (by airline)	Change to HL

Chapter 3
Opening a PNR

You use the Open tab within the PNR module to retrieve existing PNRs. You can use different types of data as search criteria.

You can choose from the following search options:

- By Name
- By Record Locator
- By Service Information
- By Frequent Flyer
- By Account Number
- By Customer Profile
- By Ticket Number
- By Booking Source/Marketing Airline Record Locator.

If more than one PNR matches your search criteria, a list is displayed. Select the PNR you want to open and click on Send to display the PNR in the PNR entry screen.

If only one PNR matches your search criteria, the PNR entry screen will be opened directly.

Retrieving a PNR by Name

To retrieve a PNR using the name of the traveller:

1. In the Open tab of the PNR module, click on the By Name option.

2. In the Last Name field, enter the customer's last name.

    Example: Johnson

3. In the First Name field, enter the customer's first name.

    Example: Robert

4. In the Office ID field, enter your agency's 9-character office identification code.

    Example: THRI42500

5. To search for a specific segment in the PNR:

    -   Select a service type from the Service drop-down list. **Example**: AIR

    -   In the Airline/Provider field, enter the 2-letter airline code or 3-letter provider code.

        Example: BA (airline code) or PCL (cruise provider code)

>   If you do not know the code, enter the name and click on ···, then double-click
>   on the relevant code.

- **-**   In the In Date field, enter the date on which the service begins. **Example:**
    03JUN

- **-**   In the Out Date field, enter the date on which the service ends. **Example:**
    10JUN

6.   To open a PNR that has not been cancelled, select the Active Segment Only
    check box.

7.   To search for split PNRs only, select the Associated Cross Reference check box.

8.   Click on Send to retrieve the PNR.

Retrieving a PNR by Record Locator

To retrieve a PNR by record locator:

1.   In the Open tab of the PNR module, click on the By Record Locator option.
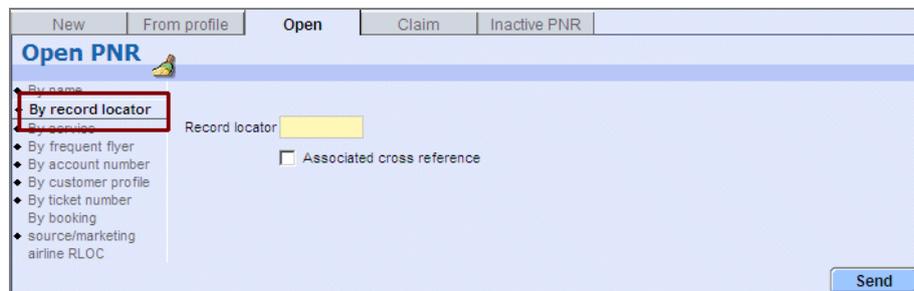
2.   In the Record Locator field, enter the 6-character record locator of the PNR.

    Example: 64B8PM

3.   To display a list of split PNRs associated to the record locator you specified,
    select the Associated Cross Reference check box.

4.   Click on Send to retrieve the PNR.

Retrieving a PNR by Service Information

To retrieve a PNR by service information:

1.   In the Open tab of the PNR module, click on the By Service option.
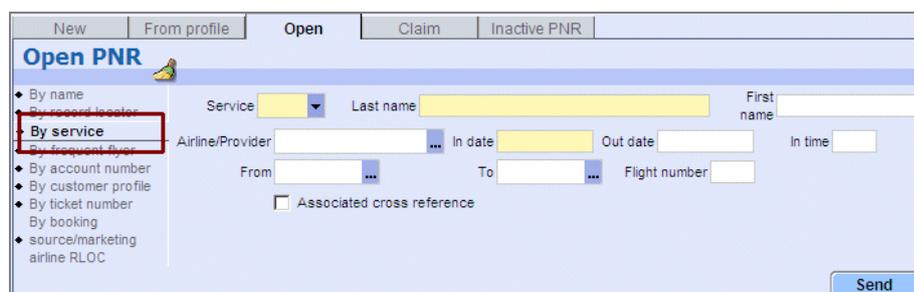
2.   From the Service drop-down list, select a service type that corresponds to any
    segment or element in the PNR.

Example: AIR

3. In the Last Name field, enter the customer's last name.

   Example: Johnson

4. In the First Name field, enter the customer's first name.

   Example: Robert

5. In the Airline/Provider field, enter the 2-letter airline code.

   Example: BA (airline code)

6. In the In Date field, enter the date on which the service begins. **Example:** 03JUN

7. In the Out Date field, enter the date on which the service ends. **Example:** 10JUN

8. If you selected an AIR service, you can enter the following additional information to refine your search:

   - In the In Time field, enter the flight departure time. **Example:** 1300

   - In the From field, enter the 3-letter airport code for the departure airport. **Example:** LON

     If you do not know the code, enter the name and click on ▪▪▪, then double-click on the relevant code.

   - In the To field, enter the 3-letter airport code for the arrival airport, or enter the name and click on ▪▪▪. **Example:** STO

   - In the Flight Number field, enter the flight number. **Example:** 776

9. To search for split PNRs only, select the Associated Cross Reference check box.

10. Click on Send to retrieve the PNR.

Retrieving a PNR by Frequent Flyer Number

To retrieve a PNR by frequent flyer number:

1. In the Open tab of the PNR module, click on the By Frequent Flyer option.

2. In the Airline field, enter the 2-letter code for the airline. **Example:** BA

   If you do not know the code, enter the name and click on ▪▪▪, then double-click on the relevant code.

3. In the Card Number field, enter your customer's frequent flyer membership number.

   Example: 64B8PM

4. Click on Send.

Retrieving a PNR by Customer Profile

To retrieve a PNR by customer profile:

1. In the Open tab of the PNR module, click on the By Customer Profile option.

2. To retrieve the PNR by profile name (traveller profile only):
   - In the Last Name field, enter the customer's last name.
   - In the First Name field, enter the customer's first name.

3. To retrieve the PNR by profile record locator (company or traveller profile):
   - In the Record Locator field, enter the 6-character record locator of the customer profile that was used to create the PNR you are looking for.

   Example: AX79N2

4. Click on Send to retrieve the PNR.

Retrieving a PNR by Ticket Number

To retrieve a PNR by ticket number:

1. In the Open tab of the PNR module, click on the By Ticket Number option.

2. In the Airline field, enter the 2-letter airline code.

3. In the Ticket Number field, enter the 10-digit ticket number.

4. Click on Send to retrieve the PNR.

Retrieving a PNR by Booking Source / Marketing Airline Record Locator

To retrieve a PNR by booking source or marketing airline record locator:

1. In the Open tab of the PNR module, click on the By Booking Source/ Marketing Airline RLOC option.

2. In the Booking Source or Marketing Airline field, enter the 2-letter airline code.

3. In the Record Locator field, enter the 6-character record locator of the marketing airline or the booking source.

Click on Send to retrieve the PNR.

Chapter 4

Adding Elements to a PNR

Each PNR consists of a collection of elements. The following five elements are mandatory:

- Name

- Itinerary

- Contact

- Ticketing arrangement

- Received From

When you have entered the five mandatory elements, you can save the PNR. The Amadeus system automatically assigns a six-character record locator.
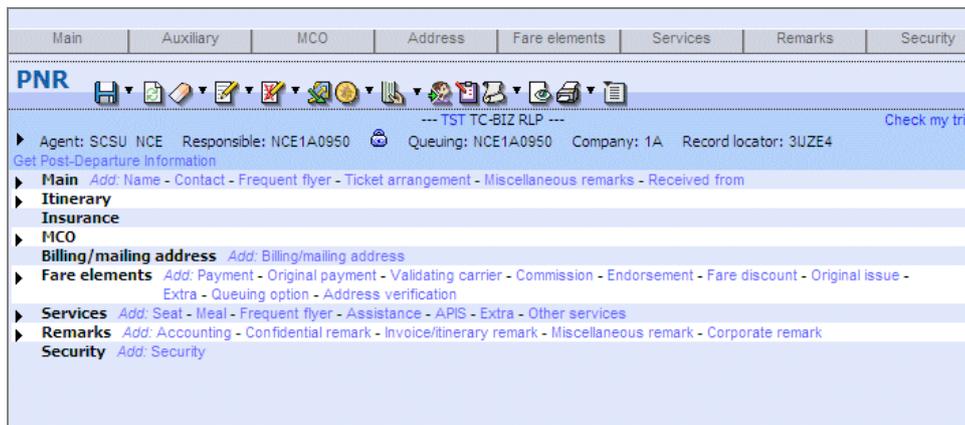
If you have already booked segments in command environment, you can click on the PNR tab to display the PNR entry screen. The segments you have booked will be displayed in the Itinerary section.

Adding Main Elements to a PNR

The Main tab within the PNR entry screen allows you to quickly create the basic elements of your PNR.
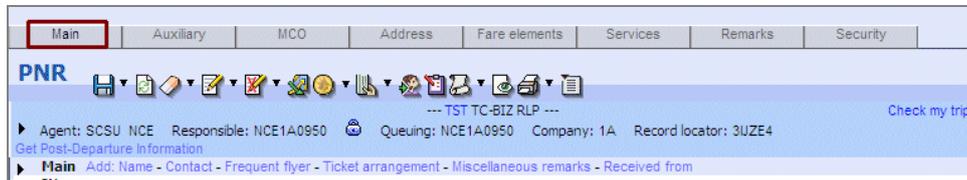
You fill in the applicable fields, then click on the OK button to add all the elements to the PNR at once. When elements already exist in the PNR, the ✅ icon appears next to the corresponding sections.

You use the Main tab to add the following elements:

- Group information
- Traveller information
- Contact details
- Notification
- Frequent flyer information
- Ticket arrangements
- Miscellaneous remarks
- Received from elements

Adding a Group to a PNR

If you are doing a booking for more than nine passengers, you must create a group PNR. To do this, you must provide information about the group of travellers.

To add a group of travellers to a PNR:

1. If the Group Information section is collapsed, click on ▶ to expand it.
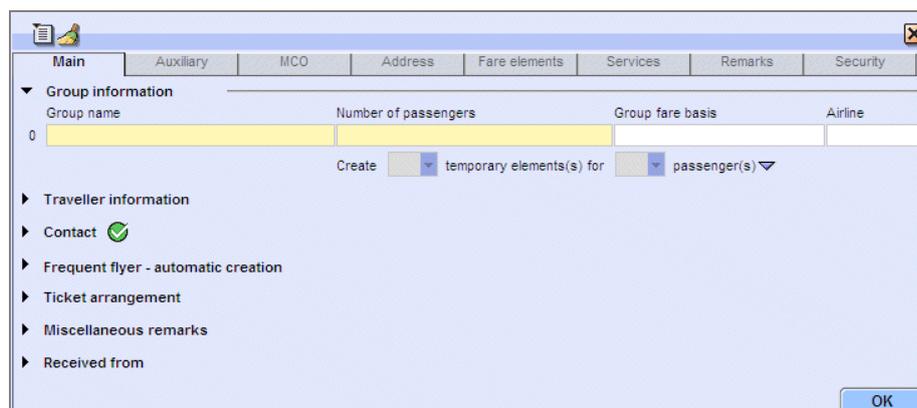
2. Enter a name for the group and the number of travellers in the group.

   Example of a group name: EnerGix Conference Group.

3. For group PNRs, you must enter the fare basis for all passengers in the group using the group fare element (SSR GRPF).

Each airline in the PNR must be associated to a group fare element, or, if the same fare basis applies to all airlines, you can use YY (all airlines). You can do this now or enter it later in the Services section of the PNR.

To do this now, enter the group fare basis and the airline code in the areas provided.

Examples: Y2RT BA, C7OW YY.

4. If all passengers in the group are on exactly the same itinerary, move to step 5.

If any of the passengers in the group are to have a different itinerary, you need to either enter all the passenger names (if known), or create no-name elements, or perhaps a combination of both. In this case, all passengers must either have their name entered or be assigned to a no-name element. If there are any non-assigned passengers, the PNR will be non-homogenous and you will not be able to save it.

You add names in a group PNR in the same way as a normal PNR.

No-name elements: Usually, you associate the segments to the passenger names. However, if you don't have the passenger names then you must create no-name elements for the passengers. (These are temporary elements and must be replaced by the passenger names before ticketing and well before departure.) A single no-name element can be created for one or many passengers. You create one no-name element for every distinct set of passengers that share the same segment. This will allow you to associate the required passengers to their segments.

To create a no-name element, enter the number of no-name elements and the number of passengers. To add another line click on ▾. The no-name elements are created in the PNR when you click on OK.

Example: There are 20 passengers flying one-way. Three of them fly earlier and one of them flies later. You need to add three lines to create the temporary no-name elements: one for the three passengers flying earlier, one for the passenger flying later, and one for the remaining 16 passengers.

-   Create 1 temporary element for 3 passengers

-   Create 1 temporary element for 1 passenger

-   Create 1 temporary element for 16 passengers

5. Click on OK to add the information to the PNR.

Tip: You do not need to provide the names of all travellers to complete the group booking. However, the airline will require the names of all travellers some time before ticketing and well before departure. For a group PNR, add names in the same way as for a normal PNR.

Adding Names to a PNR

To add names to a PNR:

1. If the Traveller Information section is collapsed, click on ▶ to expand it.

2. In the Last Name field, enter the customer's last name.

    Example: Johnson

    Note: You can also add names via the Frequent Flyer section.

3. In the First Name and Title field, enter the customer's first name (the title is optional). **Example:** Robert Mr.

4. In the Traveller Type field, enter the 3-letter passenger type code or click on ▼ to select it from the list that appears.

    Example: Military confirmed passenger (MIL)

5. In the Passenger ID field, enter passenger identification information, such as a frequent flyer number.

    Example: AF9876543

6. If the passenger is travelling with an infant, click on 🔎 to display additional input fields.

    Select the Accompanying Infant check box and enter the infant's date of birth, last name and first name. Click on OK to close the dialog box.

7. If the passenger is a child or if a second seat is required for comfort or for baggage, click on 🔎, then enter this information in the additional input fields.

8. To add another passenger name, click on ▼ to add a new row, then repeat steps 2 to 7. If the last name of this passenger is different, simply overwrite the name in the Last Name field.

9. Click on OK to add the information to the PNR.

Adding Contact Information to a PNR

You can add one or more contact elements such as home and business telephone numbers, mobile number and email address.

To add contact information to a PNR:

1. If the Contact section is collapsed, click on ▶ to expand it.

2. In the Type field, click on the arrow and select the type of contact to add from the list that appears.

   Example: Customer - business (APB)

3. In the Information field, enter a telephone number or email address. When you add an email address, you specify whether the address should be read only or read and modify by clicking the More Input Options icon beside the Passenger field and selecting the appropriate security setting. You can also restrict access based on office ID masks so that only selected offices can see the email address.

4. In the Transmission field, enter X or S, or click on the arrow to select your contact transmission preference from the list that appears.

   Example: Disable contact transmission (X)

5. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

   If no selection is made, the information is associated to all passengers.

6. To add another contact element, click on ▼ and repeat steps 2 through 5.

7. Click on OK to add the information to the PNR.

Adding Frequent Flyer Information to a PNR

The frequent flyer information you enter here is checked against the airline's frequent flyer database. If the entries can be validated, passenger name and/or frequent flyer SSR elements are automatically added to the PNR.

To manually create frequent flyer SSR elements in the PNR without a database check, for example if the airline does not maintain a frequent flyer database in the system, follow the For Frequent Flyer Manual Creation link on the right of the Frequent Flyer section.

To add frequent flyer information to a PNR:

1. If the Frequent Flyer section is collapsed, click on ▶ to expand it.

2. From the Type drop-down list, select the type of request.

    Example: Create name and SR FQTV to earn miles (FFA)

3. In the Airline field, enter the 2-letter code for the airline whose program your customer belongs to.

    Example: LH

    If you do not know the code, enter the name and click on [...], then double-click on the relevant code.

4. In the Card Number field, enter the card/membership number.

    Example: H12E29K

5. In the Partner Airlines field, enter the partner airline's 2-letter code.

    Example: BA, IB

6. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on [...] to select them.

    If no selection is made, the information is associated to all passengers.

7. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on [...] to select the applicable segments.

8. Depending on the request type you have selected, you can open another dialog box to enter additional information about the request by clicking on ⌕.

Enter the information in the additional input fields and click on OK to close the dialog box.

9. To add another type of frequent flyer option, click on ▼.

10. Click on OK to add the information to the PNR.

Adding Ticket Arrangement Information to a PNR

To add ticket arrangement or time limit information to a PNR:

1. If the Ticket Arrangement section is collapsed, click on ▶ to expand it.

2. In the Type field, click on ▪▪▪ and select the appropriate ticketing arrangement from the drop-down list.

    Example: Time Limit (TL)

3. In the Date field, enter the date that you want to issue the ticket or perform another ticketing function.

    Example: 22FEB

4. In the Time field, enter the time at which you want the PNR to be placed on the ticketing queue, using the 24-hour format.

    Example: 0800

5. In the Information field, enter up to 14 characters of free-flow ticketing instructions.

6. In the Office ID field, enter the office ID of the agency that will issue this ticket.

    Example: MIA1S0123

    Note: This is necessary only if your agency is not the one issuing the ticket.

7. In the Grouping field, select the passenger grouping type by entering PAX or INF.

    Alternatively, click on ▪▪▪ to select it.

Example: All Adults in the PNR (PAX)

Note: If the information pertains to all passengers, or if you already selected
the passengers in the Passenger field, make no selection here.

8.   If more than one person is travelling, associate the information to the appropriate
     passengers by entering the passenger numbers in the Passenger field or by
     clicking on ⋯ to select them.

     If no selection is made, the information is associated to all passengers.

9.   If the information applies only to certain segments, enter the segment numbers in
     the Segment field or click on ⋯ to select the applicable segments from the Select
     Segment(s) dialog box.
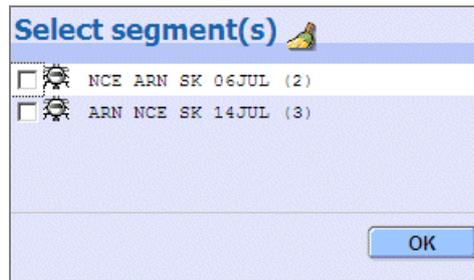
10. Click on 🔍 to open the dialog box to display additional input fields.
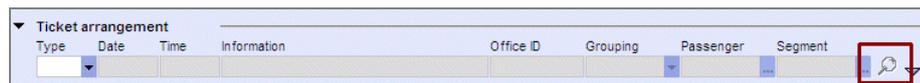
     Enter the information in the fields and click on OK to close the dialog box.
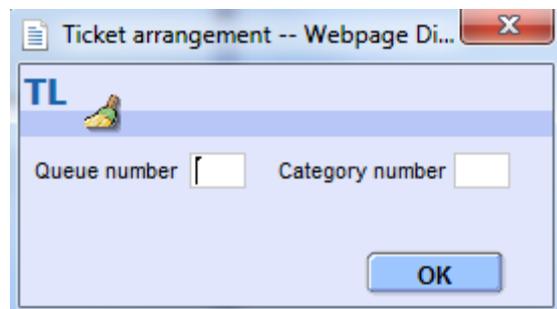
     -    In the Queue Number field, enter the number of the queue where you want to
          place the PNR. **Example:** 8

     -    In the Category Number field, enter the category number you are directing
          the PNR to. **Example:** 0

11. Click on OK to add the information to the PNR.

Adding Miscellaneous Remarks to a PNR

To add miscellaneous remarks to a PNR:

1. If the Miscellaneous Remark section is collapsed, click on ▶ to expand it.

2. In the Category field, enter a letter to help categorize your remark.

    Example: If the remark pertains to a car rental, you might enter C, for Car.

3. In the Remark field, enter the miscellaneous remark.

    Example: Passenger prefers automatics.

4. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

    If no selection is made, the information is associated to all passengers.

5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments from the Select Segment(s) dialog box.

6. To add another miscellaneous remark, click on ▼.

7. Click on OK to add the information to the PNR.

Note: You can also add miscellaneous remarks to a PNR through the Remarks tab within the PNR area.

Adding a Received From Element to a PNR

To add a Received From element to the PNR:

1. If the Received From section is collapsed, click on ▶ to expand it.

2. In the Information field, enter the name of the person requesting the reservation or changes to the reservation.

    Example: Johnson

3. Enter your agent sign.

    Example: M5

4. Enter the 9-character office ID of your agency.

    Example: THRI42500

5. Click on OK to add the information to the PNR.

Adding Auxiliary Elements to a PNR

You use the Auxiliary tab in the PNR entry screen to add auxiliary elements to a PNR.

Manual Auxiliary Segments allow you to request specific services from an airline that has an air segment in the PNR.

These services include:

*   Air Taxi segment

*   Car segment

*   Hotel segment

*   Service (SVC) segment

*   Miscellaneous segment

*   Surface segment

- Tour segment

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

Adding Address Information to a PNR

You use the Address tab in the PNR entry screen to add address information to a PNR.

To add address information to the PNR:

1. Click on the Address tab.

2. From the Type drop-down list, select the type of billing or mailing address input format that you prefer in the PNR.

   Example: Billing - free text with commas (AB)

3. In the Line 1 field, enter the street address or other information.

   Example: 1141 Peachtree Lane or Pick up check.

4. In the Line 2 field, enter additional address information or other information.

   Example: Suite 200 or Deliver by noon.

5. In the Zip Code field, enter the zip code. **Example:** 30327

6. In the City field, enter the name of the city. **Example:** Atlanta

   Note: The information in the City, State, and Zip Code fields is printed on the same line of the invoice.

7. In the State field, enter the state or other information. **Example:** GA

8. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ··· to select them.

   If no selection is made, the information is associated to all passengers.

9. Click on ▷ to display additional input fields.

   - In the Company field, enter the customer's company name. **Example:** ABCD Corp.

   - In the Name field, enter your customer's name. **Example:** John Smith

   - In the P.O. Box field, enter the post office box number. **Example:** 35

- In the Country field, enter the name of the country. **Example:** France

10. Click on OK to add the information to the PNR.

Adding Special and Other Services to a PNR

You use the Services tab in the PNR entry screen to add special service requests (SSR segments) to a PNR.
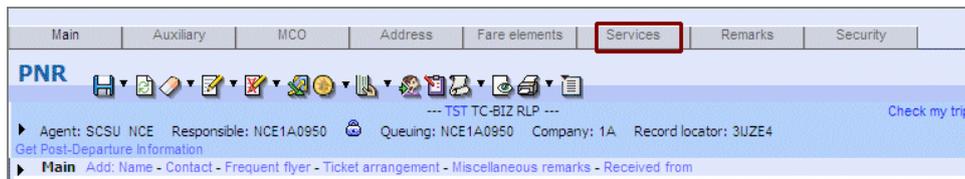
In this tab, you can add the following service requests to an active PNR:

- Seat assignment

- Frequent flyer information

- APIS information

- Other services (OSI)

- Special meals

- Extra seats

- Extra air services (for example, for group PNR service elements or for requests concerning animals, baggage, assistance or special equipment)

Note: Depending on your settings, some of these options may not be available.

When you add an SSR containing free-form text, the system checks the price to assess whether the free-form text impacts the price displayed. If the text added affects the price, a pop-window displays that states the price has changed, shows the new price and prompts you to confirm if you want to add the service.

Adding a Seat Assignment to a PNR

To add an air seat assignment request to the PNR:

1. Click on the Services tab and then on the Seat tab.
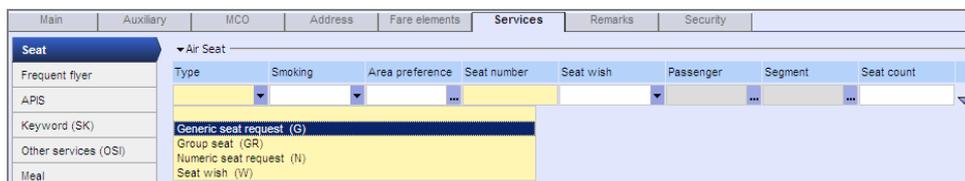
2. From the Type drop-down list, select a seat type.

Type	Explanation
Generic Seat Request (G)	Allows you to request an advanced seat request with no seat data.
Group Seat (GR)	Allows you to request an advanced seat request for groups (for PNRs with more than 9 passengers).
Numeric Seat Request (N)	Allows you to request an advanced seat request with seat data.
Seat Wish (W)	Allows you to request a preferred seat, when a seat request is not allowed.

3. If you selected Generic Seat Request (G):

    -   From the Smoking drop-down list, select a smoking preference. **Example:** Non-smoking

    Note: Many flights are non-smoking flights. To determine if smoking is allowed, look at the seat map, or check with the airline.

4. If you selected Group Seat (GR):

    -   In the Seat Number field, enter the range of seats that you are requesting for the whole or part of the group. **Example:** 14A -16E

    -   In the Seat Count field, enter the number of seats you are requesting.

5. If you selected Numeric Seat Request (N):

    Enter the seat number that you are requesting for your customer in the Seat Number field. **Example:** 14A

6. If you selected Seat Wish (W):

    -   Enter the seat number that you are requesting for your customer in the Seat Number field. **Example:** 14A

    -   From the Seat Wish drop-down list, select the seating type. **Example:** Non-smoking Aisle (NSSA)

7. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

    If no selection is made, the information is associated to all passengers.

8. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

9. To add another seat assignment, click on ▼.

10. Click on OK to add the information to the PNR.

Adding Frequent Flyer Information to a PNR

You can create manual frequent flyer elements without a database validation, for example if the selected airline does not maintain a frequent flyer database in the system.

Note: You can enter frequent flyer elements with automatic validation.

To add frequent flyer information to the PNR:

1. Click on the Services tab and then on the Frequent Flyer tab.

2. From the Type drop-down list, select the type of SSR element you want to create.

    Example: Earn miles (FQTV)

3. In the Card Number field, enter the card or membership number. **Example:** H12E29K

4. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ... to select them.

    If no selection is made, the element is associated to all passengers.

5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ... to select the applicable segments.

6. In the Airline field, enter the 2-letter code for the airline you are sending the information to.

    Example: QF

    If you do not know the code, enter the name and click on ..., then double-click on the relevant code.

7. In the Partner Airlines field, enter the partner airline's 2-letter code.

    Example: BA, IB

8. Depending on the request type you have selected, you can open another dialog box to display additional input fields by clicking on 🔍.

    Enter the additional information about the request and click on OK to close the dialog box.

9. To add another frequent flyer element, click on ▼.

10. Click on OK to add the information to the PNR.

Adding APIS Information to a PNR

Some destinations, such as the USA and Canada, require you to enter additional passenger information for the APIS (Advance Passenger Information System). This is done via DOCS, DOCO or DOCA special service requests:

- **Primary travel document information DOCS** - used for providing information such as passport or national ID card details.

- **Secondary travel document information DOCO** - used for providing visa information, for example.

- **Passenger address information DOCA** - used for providing the destination or residence address, as required by the destination customs officials.

You can add this information to the PNR in the following ways:

- **Using the APIS tab**

    You use the APIS tab under Services to open an input screen that provides dedicated fields to help you enter the required information.

    1. Click on the Services tab and then on the APIS tab.

    2. In the input screen, fill in the fields as required. If you need more information, place the mouse over a field to display its tooltip.

    3. To add another service element, click on ▼.

    4. Click on OK to add the information to the PNR.

- **Using the Extra Air Services tab**

    You use the Extra Air Services tab under Services if you are familiar with the input format and you prefer to enter the required information in a single entry:

    1. Click on the Services tab and then on Extra Air Services.

    2. Select the passenger and the appropriate flight segments.

    3. Select one of the following SSRs from the list:

        DOCA - Passenger address information - for providing the destination or residence address, as required by the destination customs officials.

        DOCO - Secondary travel document information - for providing visa information, for example.

        DOCS - Primary travel document information - for providing information such as passport or national ID card details.

    4. Enter the required information in the available fields. Refer to the tooltips for the correct format.

    5. Click on More Options and enter the airline code.

This allows the system to check if the entered informational text is compliant with the airline's format.

6. Click on OK to add the information to the PNR.

- **Using the Extra (Old) tab**

Depending on your settings, you may still be able to use the Extra (Old) tab:

1. Click on the Services tab and then on the Extra tab.

Type	Information	Passenger
DOCA		

2. From the Type drop-down list, select one of the following service types:

    Passenger address information DOCA - for providing the destination or residence address, as required by the destination customs officials.

    Secondary travel document information DOCO - for providing visa information, for example.

    Primary travel document information DOCS - for providing information such as passport or national ID card details.

3. In the Information field, enter the required information. Refer to the tooltip for the correct format.

4. Enter the passenger number, segment number and airline code.

5. In the Num. Services field, enter the number of passengers requesting this service.

6. To add another service element, click on ▼.

7. Click on OK to add the information to the PNR.

Adding Other Services Information to a PNR

To add additional service information to a PNR:

1. Click on the Other Services tab.

Main	Auxiliary	MCO	Address	Fare elements	Services	Remarks	Security

Seat	Airline	Information	Passenger
Frequent flyer			
APIS			
Keyword (SK)			
Other services (OSI)			

2. In the Airline field, enter the 2-letter code for the airline that you are sending the information to.

    Example: AF

    If you do not know the code, enter the name and click on ▪▪▪, then double-click on the relevant code.

3. In the Information field, enter the other service information.

    Example: Fearful flyer

4. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ▪▪▪ to select them.

    If no selection is made, the information is associated to all passengers.

5. To add another information message, click on ▼.

6. Click on OK to add the information to the PNR.

Adding Meal Information to a PNR

You can add special meal requests to a PNR in the following ways:

- **Using the Meal Tab**

    1. Click on the Services tab and then on the Meal tab.

2. Select the passengers and the itinerary segments for which you want to request a special meal.

3. Select a meal from the list. **Example:** LSML Low Salt Meal Request

    If you selected Special (SPML) as a type of meal, enter the special instructions about your request in the field provided. **Example:** No red meat

4. Click on OK. The meal request is added to the SSRs in the PNR.

Note: Click on More Options only if you did not select any passengers or segments. You can then enter the number of times you want this service. Enter an airline only if you want to book an airline-specific meal.

- **Using the Meal (Old) Tab**

    Depending on your settings, you may still be able to use the Meal (Old) tab:

    1. Click on the Services tab and then on the Meal (Old) tab.

2. From the Type drop-down list, select the type of meal needed.

    Example: Vegetarian/Non-dairy (VGML)

    If you selected Special (SPML) as a type of meal, enter the special instructions about your request in the Information field.

    Example: No red meat

3. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ▦ to select them.

    If no selection is made, the element is associated to all passengers.

4. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

5. In the Airline field, enter the 2-letter code for the airline you are sending the special meal request to.

    Example: QF

    If you do not know the code, enter the name and click on ⋯, then double-click on the relevant code.

6. To add another meal type, click on ▼.

7. Click on OK to add the information to the PNR.

Adding Extra Seats to a PNR

To add additional seats to a PNR:

1. In the PNR, click on the Services tab and then on Extra Seat.
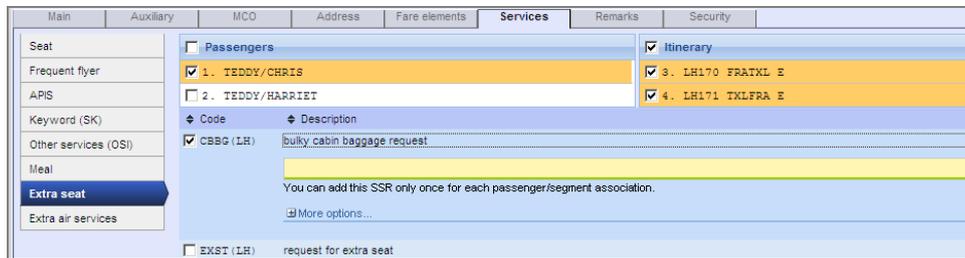
2. Select the passenger and the flight segments for which you want to book an extra seat.

3. Select the appropriate SSR and fill in any informational text in the field provided.

4. Click on OK to add the service request to the PNR.

Adding Extra Air Services to a PNR

Airlines offer a variety of additional services that may be chargeable or not, for example, requests for special equipment, animals, assistance or special baggage.

You can also enter service requests for ticketless access carriers, for example, to provide payment information (EPAY) or to request additional services.

About Chargeable Services

Depending on the airline, some of the service requests may be chargeable.

Chargeable service requests are displayed with an additional label 'may be chargeable'. This label changes to 'paid' once the virtual MCO is issued and there is an FA line associated to the SSR (The FA line is associated to the SSR via /E followed by the line number of the SSR.)

If your PNR contains chargeable SSRs, you need to price the services in order to create TSMs: In the PNR or PNR Summary, either click on 🪙 to price both the itinerary and the chargeable SSRs, or click on the arrow next to 🪙 and select Price Services to price the services only.

Depending on your settings, you can add extra services as follows:

*   **Using the Extra Air Services Tab**

    1. Click on the Services tab and then on the Extra Air Services tab.

2. Select the passengers and the flight segments to which the service request applies.

    If you want to book without passenger or segment association, see below.

3. From the list of service, select the type of service needed.

    Example: LANG - Languages

    If the service is chargeable, the price is shown.

4. In the Information field, enter the extra information that may be needed by the airline in order to provide this extra service. Refer to the tooltip for the correct format.

    Example: Speaks Russian only

5. Select any other SSRs you want to add for your current passenger and segment association.

6. Click on OK to add the information to the PNR.

Alternatively, if you want to book an SSR without passenger and segment association:

1. Do not select any passengers or flight segments.

2. Select the SSR you want to book.

3. Click on More Options.

4. Enter the number of passengers who need the SSR.

5. If required, enter the airline code.

6. Click on OK to add the information to the PNR.

- **Using the Extra (Old) Tab**

    Depending on your settings, you may still be able to use the Extra (Old) tab:

    1. Click on the Services tab and then on the Extra (Old) tab.

    2. From the Type drop-down list, select the type of service needed.

Example: Excess baggage (XBAG) or Languages (LANG)

3. In the Information field, enter the extra information that may be needed by the airline in order to provide this extra service. Refer to the tooltip for the correct format.

   Example: Speaks Russian only

4. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⬚ to select them from the Select Passenger (s) dialog box.

5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⬚ to select the applicable segments.

6. In the Airline field, enter the 2-letter code for the airline you are sending the extra service request to.

   Example: QF

   If you do not know the code, enter the name and click on ⬚, then double-click on the relevant code.

7. In the Num. Services field, enter the number of people requesting this service.

8. To add another extra service request, click on ▼.

9. Click on OK to add the information to the PNR.

Adding Chargeable Services Using Customize the Trip

If you don't know which chargeable airline services are available for your customer's itinerary, you can use Customise the Trip to help you create the correct SSRs.

You need to price the PNR before you can access this option.

1. Click on the Services tab and then on the Customise the Trip button.

   A window opens, displaying a list of SSRs available for the passengers and segments of the current PNR.

2. By default, all segments and all passengers of the PNR are selected. Modify the selection if you want to see the available SSRs for the individual passengers and/or segments.

3. Select the service category you are looking for on the left-hand side of the window. **Example:** Baggage or Meals

    A list of available SSRs is displayed, together with the price in the selected currency.

4. If you want to change the currency, enter the three-letter currency code in the Currency field, then click on OK to recalculate the prices.

5. Click on an SSR to expand it, then select the segments and enter any text in the field provided. In the Number of Services field, enter the number of times your customer needs this service.

6. Click on Add to add the SSR to the PNR.

    The SSR is displayed in the list of services at the bottom of the window and the total price is updated.

7. Close the window when you have added all the chargeable SSRs.

Adding Group Service Elements to a PNR

For group PNRs, you must:

*   Indicate the number of passengers in the group who will be flying with each airline using the common identity group element (SSR GRPS).

*   Enter the fare basis for all passengers in the group for each airline using the group fare element (SSR GRPF).

You must either enter one service element for each airline or, if the same information applies to all airlines, enter one service element with airline YY.

Example: GRPS TCP 17 AF indicates to airline AF that 17 of the group will be flying with them.

Example: GRPF Y2RT YY indicates to all airlines that the fare basis for all passengers in the group is Y2RT.

Depending on your settings, you can either add these group service elements in the Extra Air Services tab or in the Extra (Old) tab.

*   **Using the Extra Air Services Tab**

    1. In the PNR, click on the Services tab and then on Extra AirServices.

    2. Do not select any passengers or flight segments.

    3. Select GRPS in the list of SSRs and enter TCP followed by the number of passengers in the group in the field provided. **Example:** TCP 17

        Click on More Options and enter the airline code.

    4. Select GRPF and enter the fare basis code for all passengers in the group. **Example:** Y2RT

        Click on More Options and enter the airline code or leave YY for all airlines.

    5. Click on OK.0.

*   **Using the Extra (Old) Tab**

    1. Click on the Services tab and then on the Extra (Old) tab.

Type	Information	Passenger	Segment	Airline	▷
GRPS ▼		...	...	...	▽

2. From the Type drop-down list, select Common Identity GRPS or Group Fare Element GRPF.

3. In the Information field, depending on the type you selected, enter the following information:

    Common Identity GRPS: Enter the code TCP followed by the number of passengers in the group.

    Group Fare Element GRPF: Enter the fare basis.

4. Associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

    If no selection is made, the information is associated to all passengers.

5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

6. In the Airline field, enter the 2-letter code for the airline.

7. To add another group service element, click on ▽ and repeat the above instructions.

8. Click on OK to add the information to the PNR.

Adding Assistance Information to a PNR

You can create service requests for special assistance, for example, for unaccompanied minors or for passengers requiring a wheelchair.

Depending on your settings, you can either do this in the Extra Air Services tab or in the Assistance tab:

-   **Using the Extra Air Services Tab**

    1. In the PNR, click on the Services tab and then on Extra Air Services.

    2. Select the appropriate passenger and flight segments.

    3. From the list of SSRs, select the type of assistance needed.
        Example: WCHC - All the way to seat

    4. Enter additional information in the field provided. **Example:** 10 years old

    5. Click on OK.0.

-   **Using the Assistance Tab**

    1. Click on the Services tab and then on the Assistance tab.

2. From the Type drop-down list, select the type of service needed.

    Example: All the way to seat (WCHC)

3. In the Information field, enter the assistance information.

4. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

    If no selection is made, the information is associated to all passengers.

5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

6. In the Airline field, enter the 2-letter code for the airline you are sending the special assistance request to.

    Example: QF

    If you do not know the code, enter the name and click on ⋯ , then double-click on the relevant code.

7. To add additional information messages, click on ▼.

8. Click on OK to add the information to the PNR.

Adding Fare Elements to a PNR

You use the Fare Elements tab in the PNR entry screen to add payment and fare-related information to a PNR.

The following ticketing elements are mandatory to issue tickets or payment documents:

*   Form of Payment

*   Validating Carrier

*   Commission

*   Tour Code (where appropriate)

Adding Payment Information

To add payment information to the active PNR:

1. Click on the Fare Elements tab and then on the Payment tab.
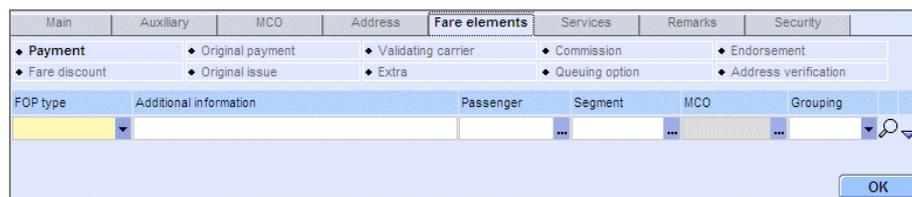
2. From the FOP Type drop-down list, select the form of payment.

    Example: Credit Card (CC).

    You can enter more than one form of payment (FOP) in the PNR. You can do this in two different ways:

    - Multiple forms of payment: each form of payment is entered on a different line. To add another FOP, click on ▼. You can associate different passengers, segments, MCOs or groupings to each form of payment.

    - Combine two forms of payment by clicking on 🔍 to display the associated dialog box.

Enter the required information in the additional input fields, and then click on OK to close the dialog box.

The combined form of payment will have the same passenger, segment or grouping association.

3. In the Additional Information field:

    If you selected Credit Card (CC), enter the credit card company code, credit card number and expiry date (and the manual approval code if necessary).

    Example: AX371449635311004/0907.

    If you selected another form of payment, for example Cash (CA), this field is optional.

    If you use multiple forms of payment, you must also enter the payment amount (for the second and subsequent FOP lines) in this field.

    Example:

    FOP Type - Additional Information

    Cash -

    CC - AX371449635311004/0907/AUD400

    CC - CA5499830000000015/0906/AUD350

    Note: The exact form of payment formats differ from market to market. Consult your market-specific manual or help desk for the correct format.

4. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

    If no selection is made, the information is associated to all passengers.

5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

6. If the FOP applies to a certain type of passenger, select the grouping type from the Grouping drop-down list.

    Example: All Adults in the PNR (PAX).

    Note: If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.

7. Click on OK to add the information to the PNR.

Adding Original Payment or Payment Difference Information

To add original form of payment or payment difference information to the active PNR:

1. Click on the Fare Elements tab and then on the Original Payment tab.

2. From the FOP Type drop-down list, select the form of payment.

    Example: Credit Card (CC)

    You can enter more than one form of payment (FOP) in the PNR. You can do this in two different ways:

    -   An additional form of payment: click on [icon].

    -   Combine two forms of payment: click on [icon] to display the associated dialog box.

3. In the Additional Information field:

    -   If you selected Credit Card (CC), enter the credit card company code, credit card number and expiry date (and the manual approval code if necessary).
        Example: AX371449635311004/0907

    -   If you selected another form of payment, for example Cash (CA), this field is optional.

    Note: The exact form of payment formats differ from market to market. Consult your market-specific manual or help desk for the correct format.

4. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on [icon] to select them.

    If no selection is made, the information is associated to all passengers.

5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on [icon] to select the applicable segments.

6. If you want to associate the form of payment to a Miscellaneous Charge Order (MCO), click on [icon] to select the MCO.

7. If the FOP applies to a certain type of passenger, select the grouping type from the Grouping drop-down list.

    Example: All Adults in the PNR (PAX).

    Note: If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.

8. Click on OK to add the information to the PNR.

Adding Validating Carrier Information

To add validating carrier information to the active PNR:

1. Click on the Fare Elements tab and then on the Validating Carrier tab.

2. In the Airline field, enter the 2-letter code of the airline that you are validating this ticket for.

   Example: BD

   If you do not know the code, enter the name and click on ![...], then double-click on the relevant code.

3. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ![...] to select them.

   If no selection is made, the information is associated to all passengers.

4. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ![...] to select the applicable segments.

5. From the Grouping drop-down list, select the passenger grouping type.

   Example: All Adults in the PNR (PAX)

   Note: If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.

6. Click on OK to add the information to the PNR.

Adding Commission

To add commission details to the active PNR:

1. Click on the Fare Elements tab and then on the Commission tab.

2. In the Commission field, enter the commission percentage or amount.

   Example: 8 (percentage) or 114.54 (amount)

3. If you entered an amount in the Commission field, select the Amount check box.

4. If necessary, select the Net Remit check box.

   Note: In certain markets, you are required to add a net remit commission type indicator to the FM element to comply with reporting requirements.

5. In the Cap Amount field, enter the commission cap amount.

6. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

    If no selection is made, the information is associated to all passengers.

7. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

8. If you want to associate the commission to a Miscellaneous Charge Order (MCO), click on ⋯ to select the MCO.

9. Click on ▷ to display additional input fields.

10. From the Grouping drop-down list, select the passenger grouping type.

    Example: All Adults in the PNR (PAX)

    Note: If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.

11. If this is an exchange transaction, enter the commission percentage or amount of the original ticket in the Original Commission field.

    Example: 8 (percentage) or 114.54 (amount)

12. If you entered an amount in the Original Commission field, select the Amount check box.

13. Click on OK to add the information to the PNR.

Adding Endorsement Information

To add endorsement information to the active PNR:

1. Click on the Fare Elements tab and then on the Endorsement tab.

2. In the Information field, enter the endorsement information.

    Example: Non-refundable

3. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

    If no selection is made, the information is associated to all passengers.

4. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

5. From the Grouping drop-down list, select the passenger grouping type.

    Example: All Adults in the PNR (PAX)

    Note: If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.

6. Click on OK to add the information to the PNR.

Adding Fare Discount Information

To add fare discount information to the active PNR:

1. Click on the Fare Elements tab and then on the Fare Discount tab.

2. From the Discount Code drop-down list, select the correct code for your passenger.

   Example: Senior Citizen

3. In the Information field, enter additional information regarding the fare discount, such as the age of a child.

   Example: 03YRS

4. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

   If no selection is made, the information is associated to all passengers.

5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

6. From the Grouping drop-down list, select the passenger grouping type.

   Example: All Adults in the PNR (PAX)

   Note: If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.

7. Click on OK to add the information to the PNR.

Adding Original Issue (Ticket Exchange) Information

Note: The information requested below is found on the original ticket being exchanged. If the original ticket has already been exchanged, it will be printed in the exchange line on the ticket now being exchanged.

To add original issue information to the active PNR:

1. Click on the Fare Elements tab and then on the Original Issue tab.

2. Click on the Structured Data button to enter the information into predefined fields.

   Note: To enter original issue information with free-flow text, click on the Free Flow Data button. Free-flow text cannot be entered if you are using Amadeus Central Ticketing.

3. In the Airline field, enter the 3-digit numeric code of the airline of validation on the original ticket.

   Example: 005

4. In the Ticket Number field, enter the ticket number of the original ticket.

   Example: 3702678596

5. In the Check field, enter the check digit of the original ticket.

   Example: 1

6. In the Coupon field, enter the coupon numbers of the original ticket that are being exchanged.

   Example: 234

7. If you are using an Electronic Ticket Refund and Exchange Authority Print form for this exchange, select the E check box.

8. In the Conjunction field, enter the last two digits of the conjunction ticket of the original ticket.

   Example: 97

9. In the Check field, enter the check digit of the original ticket.

   Example: 1

10. In the Coupon field, enter the coupon numbers of the original ticket.

    Example: 234

11. If you are using an Electronic Ticket Refund and Exchange Authority Print form for this exchange, select the E check box.

12. In the City field, enter the 3-digit code of the city where the original ticket was issued.

    Example: LON

13. In the Date field, enter the date that the original ticket was issued.

    Example: 12SEP

14. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

    If no selection is made, the information is associated to all passengers.

15. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

16. Click on ▷ to display additional input fields.

17. From the Grouping drop-down list, select the appropriate option to specify whether the information being provided is relevant either to the adults or the infants in the PNR.

    Note: If the information is relevant to all passengers, or if you have associated the passengers in the Passenger field, make no selection here.

18. In the Information field, enter additional ticket issue information if necessary.

    Example: *B300.00/X26.00/C50.0

19. Click on OK to add the information to the PNR.

Adding Extra Fare Information to a PNR

You use the Extra tab within the Fare Elements tab in the PNR entry screen to add additional fare information to the active PNR.

You can add the following information to the active PNR:

- Manual Document

- Tour Code

- Miscellaneous or Miscellaneous Printing

- Fare Override

Adding Manual Document Information

To add manual document information to the active PNR:

1. Click on the Extra tab and then on the Manual Document button.

2. In the Airline field, enter the 2-letter airline code.

   If you do not know the code, enter the name and click on ⋯, then double-click on the relevant code.

3. In the Ticket Number field, enter the ticket number.

   Example: 5555444333

4. In the Check field, enter the check digit.

   Example: 6

5. In the Conjunction field, enter the last two digits of the conjunction ticket.

   Example: 34

6. In the Check field, enter the check digit of the conjunction ticket.

   Example: 4

7. In the Information field, enter any additional information you want to provide with the manual document number.

   Example: INV-0000612345

8. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

   If no selection is made, the information is associated to all passengers.

9. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

10. Click on OK to add the information to the PNR.

Adding Tour Code Information

To add tour code information to the active PNR:

1. Click on the Extra tab and then on the Tour Code button.

2. From the Tour Type drop-down list, select a tour type code.

   Example: Inclusive Tour (IT)

3. In the Year field, enter the last digit of the year in which the tour code became effective.

   Example: 7

4. In the Airline field, enter the 2-letter airline code of the sponsor.

   Example: IB

5. In the Approval field, enter the 1-digit conference area approval code.

   Example: 1

6. In the Information field, enter additional information that may be required with the tour code.

   Example: ABC Tour Co.

7. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

   If no selection is made, the information is associated to all passengers.

8. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

9. Click on ▷ to display additional input fields.

10. From the Grouping drop-down list, select the passenger grouping type.

    Example: All Adults in the PNR (PAX)

    Note: If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.

11. Click on OK to add the information to the PNR.

Adding Miscellaneous or Miscellaneous Printing Information

To add miscellaneous or miscellaneous printing information to the active PNR:

1. Click on the Miscellaneous or the Miscellaneous Printing button.

2. Enter additional information for ticket printing in the Information field.

   Example: Ticket paid by ABC Corporation

3. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ··· to select them.

   If no selection is made, the information is associated to all passengers.

4. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ··· to select the applicable segments.

5. From the Grouping drop-down list, select the passenger grouping type.

   Example: All Adults in the PNR (PAX)

   Note: If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.

6. Click on OK to add the information to the PNR.

Adding Fare Override Information

To add fare override information to the active PNR:

1. Click on the Extra tab and then on the Fare Override button.

2. If you are issuing a bulk fare ticket, select the Bulk check box and move to step 7.

3. In the Base field, enter the base fare.

   Example: 280.56

4. If the fare was paid in a currency other than the local currency, click on the Equivalent field and enter the currency code and amount paid.

   Example: GBP175.19

5. In the Tax 1, 2, and 3 fields, enter the tax amount followed by the appropriate tax code.

   Example: 45.70 US

6. In the Total field, enter the total fare.

    Example: 303.00

7. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

    If no selection is made, the information is associated to all passengers.

8. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

9. Click on ▷ to display additional input fields.

10. From the Grouping drop-down list, select the passenger grouping type.

    Example: All Adults in the PNR (PAX)

    Note: If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.

11. Click on OK to add the information to the PNR.

Adding a Queuing Option

You use the Queuing Option tab to automatically place the PNR on a specific queue on a specific date.

Authorized airline offices that use the Enforce Ticket Time Limit option (ETTL) can also use this tab to create confidential option elements that automatically place the PNR on queue or automatically cancel itinerary segments.

To add a queuing option to the active PNR:

1. Click on the Fare Elements tab and then on the Queuing Option tab.
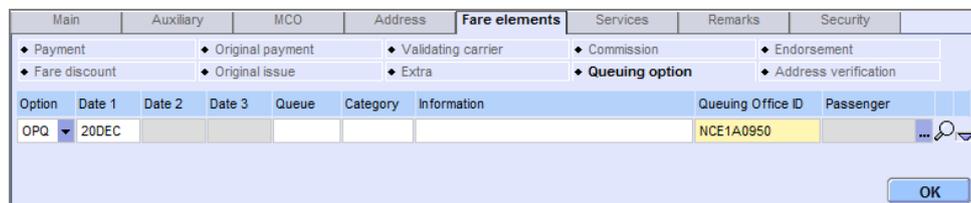
2. From the Option drop-down list, choose the type of action, then fill in the required fields:

    -   **Queue Place (OP)** to automatically place the PNR on queue on a specified date.

        Enter up to three dates and specify the queue number and category.

        In the Information field, enter details about future tasks to be completed as free-flow text. **Example:** Run boarding passes

3. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

    If no selection is made, the information is associated to all passengers.

4. Click on OK to add the option elements to the PNR.

Note: If the owner of the PNR removes the related air elements or cancels the whole itinerary, the confidential option elements will be removed automatically when the PNR is saved.

Adding Verification Address Information

You use the Address Verification tab under the Fare Elements tab, to add verification address information to a PNR.

If the address in the Billing Address screen matches the customer's billing address filed with the credit card company, follow these steps:

1. Select the Billing check box in the From field.

2. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

   If no selection is made, the information is associated to all passengers.

3. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

4. Click on OK to add the information to the PNR.

To manually enter the credit card billing address, follow these steps:

1. Make sure that the From Billing check box is deselected.

2. In the Line 1 field, enter the billing address for the credit card.

   Example: 1555 Wilkes Drive

3. In the City field, enter the city of the credit card billing address.

   Example: Atlanta

4. In the Zip Code field, enter the zip or postal code of the credit card billing address.

   Example: 30331

5. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

   If no selection is made, the information is associated to all passengers.

6. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

7. Click on OK to add the information to the PNR.

Requesting a Credit Card Approval Code

When you enter a credit card form of payment, an approval code must be obtained before you can issue the ticket.

Before you can request a credit card approval code you must ensure that a TST has been created and a validating carrier entered in the PNR.

To request a credit card approval code:

1. Select the credit card form of payment line in the PNR.

   Note: The credit card check can be made for single or multiple forms of payment.

2. From the PNR toolbar click on ☑.

3. If the credit card check is successful and an approval code has been obtained, the approval code is appended to the FP line in the PNR and a system message confirming authorization is displayed.

4. Click on OK.

   The PNR is redisplayed.

Adding Remarks to a PNR

You use the Remarks tab within the PNR entry screen to add remarks to a PNR.

You can add the following types of remarks:

- Back office remarks

- Confidential remarks

- Invoice/itinerary remarks

- Miscellaneous remarks

- Corporate remarks.

Adding Confidential Remarks

To add a confidential remark to the active PNR:

1. Click on the Remarks tab and then on the Confidential tab.
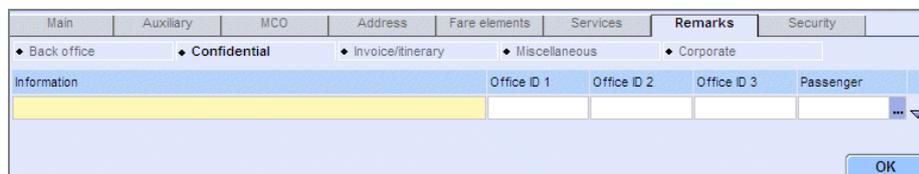
2. In the Information field, enter the remark.

   Example: 972 123-4567 Unlisted Phone

3. In the Office ID 1, 2, or 3 field, enter the office ID of the agency allowed to view this information.

   Example: DAL1S0123

4. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

    If no selection is made, the information is associated to all passengers.

5. To add another confidential remark, click on ▽ and repeat steps 2 through 4.

6. Click on OK to add the information to the PNR.

Adding Invoice/Itinerary Remarks

To add an invoice/itinerary remark to the active PNR:

1. Click on the Remarks tab and then on the Invoice/Itinerary tab.

Main	Auxiliary	MCO	Address	Fare elements	Services	**Remarks**	Security
◆ Back office		◆ Confidential		◆ **Invoice/itinerary**	◆ Miscellaneous	◆ Corporate	

Type	Information	Passenger	Segment
		⋯	⋯ ▽

	OK

2. From the Type drop-down list, select the type of invoice/itinerary remark that you are entering in the PNR.

    Example: Free-flow itinerary remark (R)

3. In the Information field, enter the invoice/itinerary remark.

    Example: Have your valid photo ID available at airport check in.

4. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

    If no selection is made, the information is associated to all passengers.

5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

6. To add another invoice/itinerary remark, click on ▽ and repeat steps 2 through 5.

7. Click on OK to add the information to the PNR.

Adding Miscellaneous Remarks

To add miscellaneous remarks to the active PNR:

1. Click on the Remarks tab and then on the Miscellaneous tab.

Main	Auxiliary	MCO	Address	Fare elements	Services	**Remarks**	Security
◆ Back office		◆ Confidential		◆ Invoice/itinerary	◆ **Miscellaneous**	◆ Corporate	

Information	Category	Passenger	Segment
		⋯	⋯ ▽

	OK

2. In the Information field, enter the miscellaneous remark.

    Example: Passenger prefers automatics.

3. In the Category field, enter a letter to help categorize your remark.

    Example: If the remark pertains to a car rental, you might enter C, for Car.

4. If more than one person is travelling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on ⋯ to select them.

    If no selection is made, the information is associated to all passengers.

5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on ⋯ to select the applicable segments.

6. To add another miscellaneous remark, click on ▽ and repeat steps 2 through 5.

7. Click on OK to add the information to the PNR.

Note: You can also add miscellaneous remarks to a PNR through the Main tab within the PNR entry screen.

Adding Corporate Remarks

Corporate remarks are useful since anyone in the corporation can add, modify and delete these remarks, regardless of the office they are in.

To add a corporate remark to the active PNR:

1. Click on the Remarks tab and then on the Corporate tab.
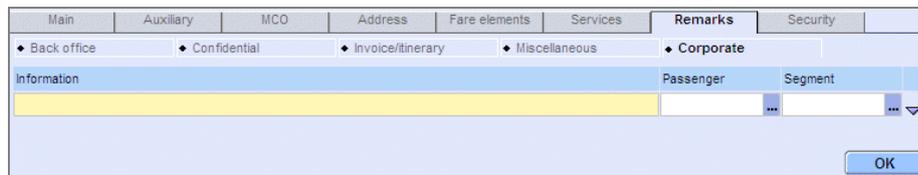
2. In the Information field, enter the remark.

3. Optionally, if there are multiple passengers, you can associate the remark to one or more passengers by entering the passenger numbers or clicking on ⋯ to select them.

    If no selection is made, the information is associated to all passengers.

4. Optionally, you can associate the remark to one or more segments by entering the segment numbers or clicking on ⋯ to select them.

    If no selection is made, the information is associated to all segments.

5. To add another remark, click on ▽ and repeat steps 2 through 4.

6. Click on OK to add the information to the PNR.

Note: You can also add corporate remarks to a PNR through the Main tab within the PNR entry screen.

Adding Security Information to a PNR

You use the Security tab within the PNR entry screen to specify which agencies can view or modify a PNR.
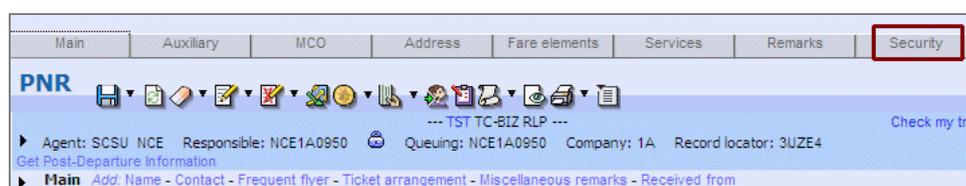
To add security information to the active PNR:

1. Click on the Security tab.
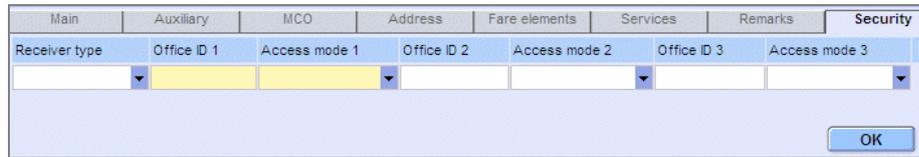
Main	Auxiliary	MCO	Address	Fare elements	Services	Remarks	**Security**
Receiver type	Office ID 1	Access mode 1	Office ID 2	Access mode 2	Office ID 3	Access mode 3	▷

OK

2. From the Receiver Type drop-down list, select how you will identify the office you are allowing to view your PNR.

    Example: Global core (G)

3. In the Office ID fields, enter the office ID of the agency that you are giving PNR access to.

    Example: LON1A0123

4. From the Access Mode drop-down lists, select the level of access for each office ID.

    Example: Read only (R)

5. To specify additional office IDs, click on ▷.

    Click on OK to add the information to the PNR.

Chapter 5

Saving a PNR

When you have entered the mandatory PNR elements, you can save the PNR. This is also referred to as 'end of transaction'.

The distribution system then automatically assigns a six-character record locator, which you can use to later retrieve the PNR.

1. Click on the links in the PNR entry screen to complete the PNR with any remaining mandatory elements.

   Mandatory elements are:

   - Name

   - Itinerary, for example a flight, car or hotel segment

   - Contact

   - Ticketing

   - Received From

2. Click on ▼ next to the Save icon 💾 and select the ET or ER option to end transact the PNR and confirm the reservation.

A confirmation message with the PNR record locator is displayed.

Chapter 6

Modifying PNR Elements

You can modify selected PNR elements from the PNR entry screen by clicking on the
icon in the toolbar.
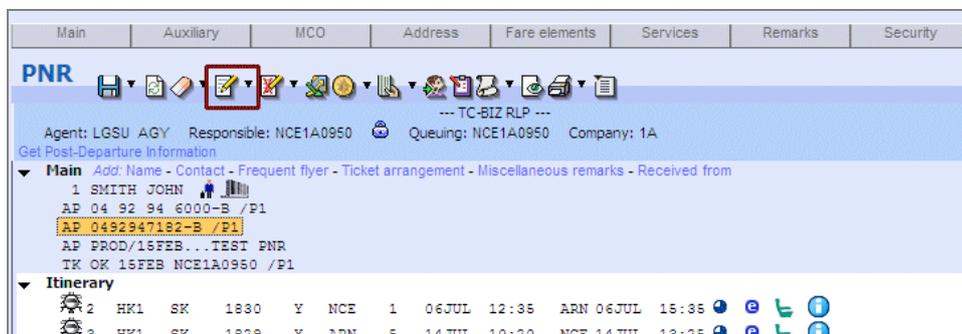
You can also modify selected PNR elements from the Summary PNR area in other
modules such as Air or Car.
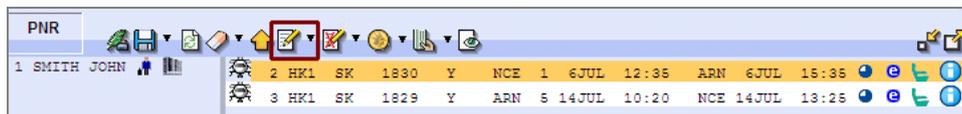
In an active PNR, you can modify the following elements:

- Group element

- Name element

- Other PNR elements

- Air, Car, Hotel and Manual segments

You can also register a manual ticket or miscellaneous change order.

If you click on the arrow to the right of the icon, you can choose from the following
options:

- Rebook All Air Segments

- Modify Selected Lines

Modifying a Group Element

If you have a group PNR, you can modify the group name or number of travellers in the group.

To modify a group element in the active PNR:

1.   Select the group name and click on ![edit icon] .

     You can also modify the group by double-clicking on it.

2.   In the Modification window, enter a new group name or change the number of travellers, as needed.
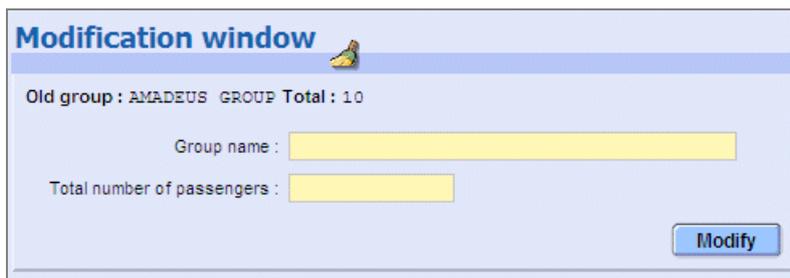
3.   Click on Modify to close the window and update the PNR.

     Note: You can also modify the traveller names in the same way as in a normal PNR.

Modifying a Name Element

Note: Changes to the Name element are subject to flight availability and airline policies.

To modify a name element in the active PNR:

1.   Select the passenger that you want to modify and click on ![edit icon] .

     You can also modify the passenger name by double-clicking on it.
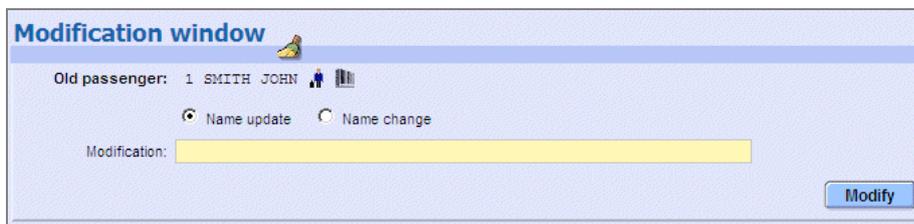
2.   In the Modification window, choose either Name Update (if the same passenger is travelling, but whose name needs to be updated) or Name Change (if another passenger is travelling in place of the original passenger).

3.   In the Modification field, enter the new name information in one of the following formats:

     1JOHNSON/TOM (MIL) (first and last name with passenger type)

     1JOHNSON/TOM (first and last name)

     TOM (MIL) (first name with passenger type)

TOM (first name only)

(MIL) (passenger type only)

4.   Click on Modify to close the window and update the PNR.

Modifying Other PNR Elements

You can modify the following elements in a PNR:

- **Contact:** All phone and address elements

- **Ticket:** Ticketing arrangement, queuing option (except the free-flow text), and fare data (except the ticket number and invoice number elements)

- **Services:** Some special and other services (only SSR with free-flow text and OSI elements).

    Note: The free-flow text of an SSR can only be modified before EOT (end of transaction), and you must add a dash (-) before the new text. To modify an OSI, you must enter the carrier code before the new text.

- **Remarks:** All remarks, except the office ID in confidential remarks

To modify other PNR elements in the active PNR:

1.   Select the element that you want to modify, then click on .

     You can also modify the segment by double-clicking on it.

2.   In the Modification window, enter the new values in the available fields.
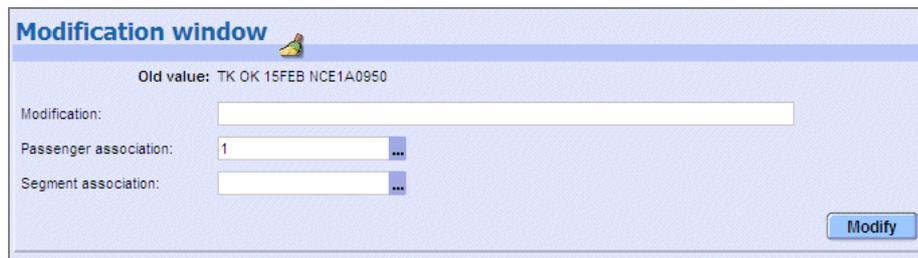
3.   Click on Modify to close the window and update the PNR.

Modifying Air, Car, Hotel and Manual Segments

To modify air, car, hotel or manual segments in the active PNR:

1.   Select the segment that you want to modify, then click on .

     You can also modify the segment by double-clicking on it.

2.   In the Modification window, choose which areas of the segment you want to modify, and enter the new information.

3.   Click on Send to close the window and update the PNR.

Rebooking Air Segments

To rebook an air segment, you must ensure that you have a PNR present with at least one air segment booked.

Note: Rebook cannot be used for:

- Open segments

- Information segments

- Passive segments

Rebooking a Single Air Segment

To modify a single air segment:

1. In the PNR module or in the PNR summary area in the Air module, select the air segment that you want to rebook and click on the ⬚ Modify icon.
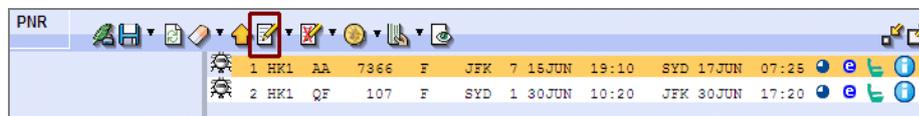
    Note: You can also rebook an air segment by double-clicking on it.

2. In the window that appears enter the new flight information.

3. Click on Send.

    -    If the rebook is successful the air segment is updated and the PNR is redisplayed.

    -    If the rebook is unsuccessful, the air segment is highlighted with this indicator: ⊗.

Rebooking Multiple Air Segments

To modify multiple air segments:

1. In the PNR module or in the PNR summary area in the Air module, click on the arrow to the right of the ⬚ Modify icon and select Rebook All Air Segments.
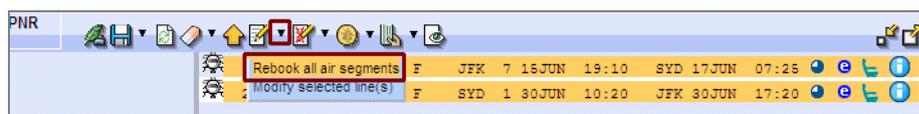
2. In the window that appears you will see each air segment listed.

If the rebook request is the same for several segments, for example, you want to change all flights from C class to Y class, enter Y in the class field, and click on ⬇. The information is then added to each segment automatically.
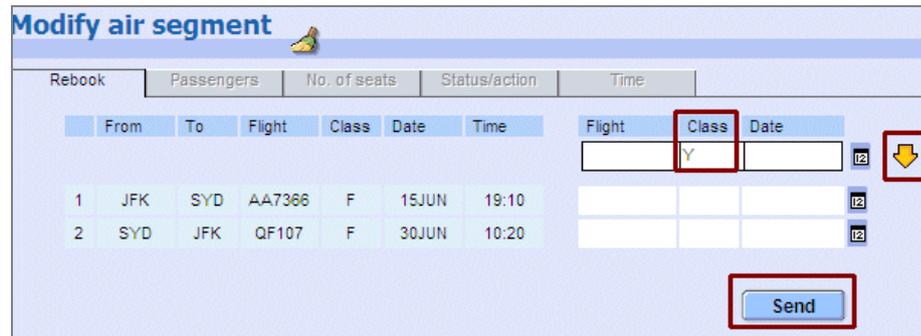
3. If the rebook request is a combination of information, for example, change of class for one segment and a change of date for another, enter the information in the appropriate fields for each segment.

4. Click on Send.

   - If the rebook is successful the air segments are updated and the PNR is redisplayed.

   - If the rebook is unsuccessful, the air segments which failed the rebook are highlighted with this indicator: ❌.

Rebooking from an Air Availability Display

To modify the air segment:

1. To rebook from an air availability display, check that the city pair is the same, and that the new booking class is the same for all segments.

2. From the PNR summary area, select the air segment that you want to rebook.

3. From the availability display, click on the class of service for the flight you want to book.

4. Click on 📝 on the PNR summary toolbar.
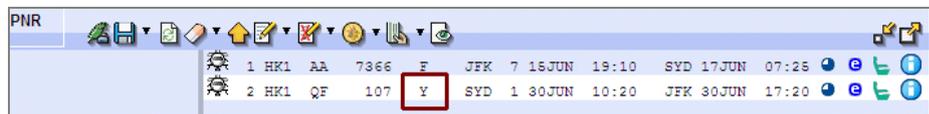
The PNR is automatically updated with the new flight information.

Rearranging PNR Segments

To rearrange segments in a PNR:

1. Click on one of the segments in the PNR.

2. Click on ![icon] to display the PNR Rearrange Segments / Elements window.
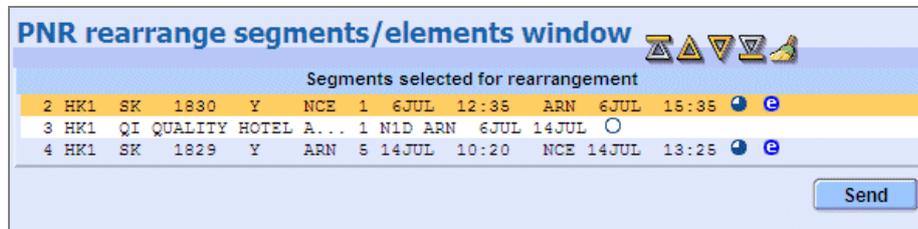
3. In the window that appears, select the segment to be rearranged.

4. Click on the appropriate arrow in the toolbar to move the segment up or down in the list.

   Click on Send to close the window and update the PNR.

Chapter 7

Cancelling PNR Elements

You can cancel selected PNR elements from the PNR entry screen by clicking on the ⬚ icon in the toolbar.
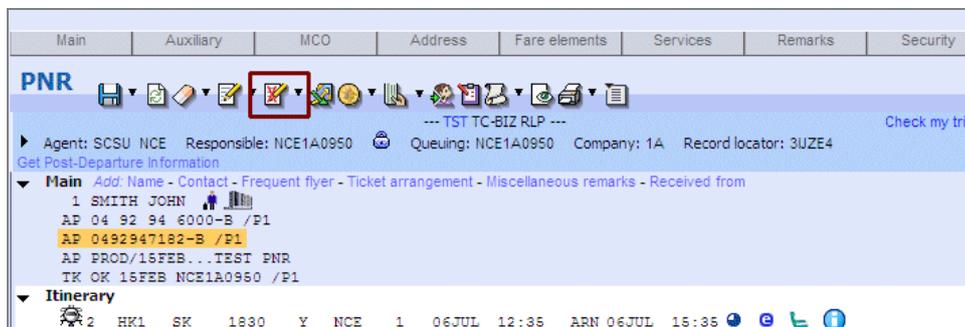
You can also cancel selected PNR elements from the Summary PNR area in other modules such as Air or Car.
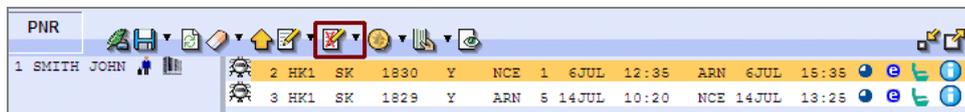
If you click on the arrow to the right of the ⬚ icon, the PNR Cancel/Delete window will open.
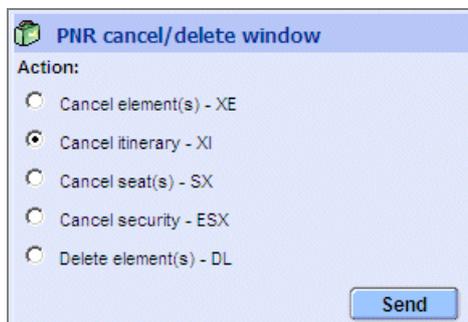
From this window, you can choose from the following options:

- Cancel elements
- Cancel itinerary
- Cancel seats

- Cancel security
- Delete elements.

Cancelling PNR Elements

To cancel an element in the active PNR:

1. Click on the segment or segments that you want to cancel.
2. Click on ![icon] to cancel all selected lines.

Note: If you delete a traveller in a group PNR, you can choose whether to retain the group size (to add another traveller later).

Cancelling All Seats for a Segment

To cancel all seats for a segment in the active PNR:

1. Click on the segment or segments for which you want to cancel the seats.
2. Click on the arrow to the right of ![icon].
3. Choose Cancel Seats.
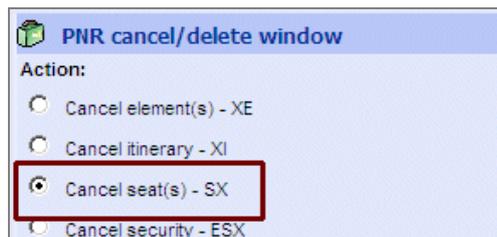
4. Click on Send to close the window and update the PNR.

Cancelling the Itinerary

Note: You can only cancel the itinerary for a retrieved PNR.

To cancel the itinerary in the active PNR:

1. Click on the arrow to the right of ![icon].
2. Choose Cancel Itinerary.
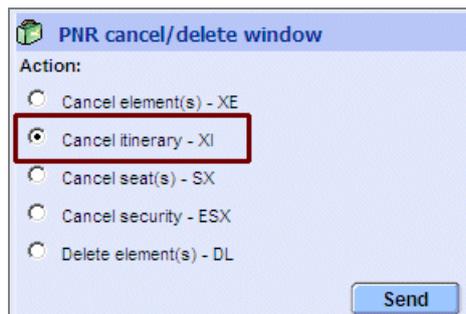
3. Click on Send to close the window and update the PNR.

Cancelling Security Elements

To cancel security elements in the active PNR:

1. Click on the arrow to the right of 🖊.

2. Choose Cancel Security.
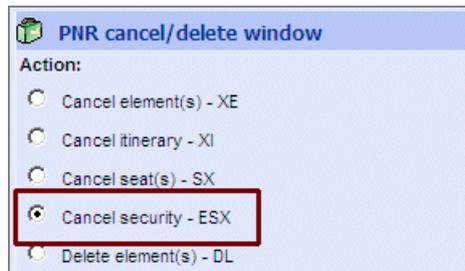
3. Click on Send to close the window and update the PNR.

Deleting Elements

Note: You can only delete elements that have an inactive status code, such as UN, NO, UC, or HX. Otherwise you will need to cancel them.

To delete elements in the active PNR:

1. Click on the segment or segments that you want to delete.

2. Click on the arrow to the right of 🖊.

3. Choose Delete Elements.
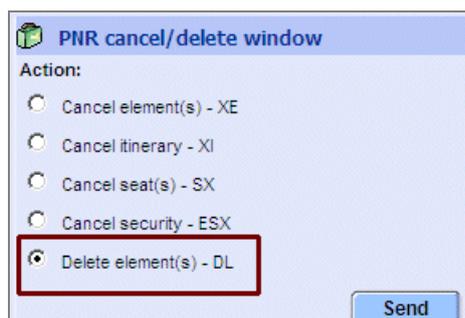
Click on Send to close the window and update the PNR.

Chapter 8

Splitting a PNR

If you only wish to modify the itinerary for one or more passengers but not all, you must split the PNR. This is because all passengers in a PNR must have identical itineraries.

You split a PNR by clicking on the ⊞ icon when you wish to modify an itinerary for one or more passengers. The ⊞ icon is only available in the toolbar when the PNR has a record locator and includes at least two passengers.
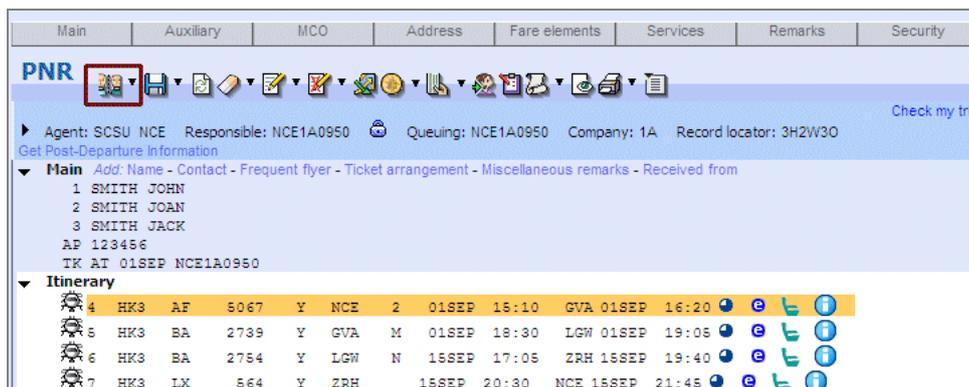
As the word 'split' implies, when you split a PNR, you create two separate PNRs, the original or parent PNR, and the associate PNR.

If you click on the arrow to the right of the ⊞ icon, for elements that are not passenger- or segment-associated, you can choose from the drop-down list of each element whether you want to duplicate the information for both parent and associate PNRs, transfer the element to the associate PNR, or retain the element in the parent PNR.

The difference between a split PNR and a non-homogeneous PNR is that a non-homogeneous condition is always temporary, and is automatically resolved by the system at end of transaction.

Note: All passengers in a PNR must have identical flight itineraries.

Splitting Passengers in a Non-group PNR

Before you can split a PNR you must ensure that your PNR includes at least two passengers and has a record locator assigned.

To split passengers in a non-group PNR:

1. Split the names in the PNR by clicking on .

2. In the window that appears, select the passenger or passengers to be split and click on OK.

A PNR for the name elements that you have just split is displayed. This PNR is temporarily identified as the Associate PNR.

3. Click on to enter a Received From element.

4. Click on to save the associate PNR. You are strongly advised to save and file the associate PNR before making any changes to it.

    The original PNR is displayed with the temporary identifier Parent PNR.

5. Click on ![leaf icon] to enter a Received From element.

6. To complete the split of the PNR, click on ![save icon] to save.

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

Splitting Other Elements in a Non-group PNR

To split other elements in a PNR, such as elements that are not passenger- or segment-associated:

1. Click on the arrow to the right of the ![icon] icon to display the PNR Split window.

2. In the window that appears, select the elements you wish to split, and click on Send.

3. Another window is displayed.
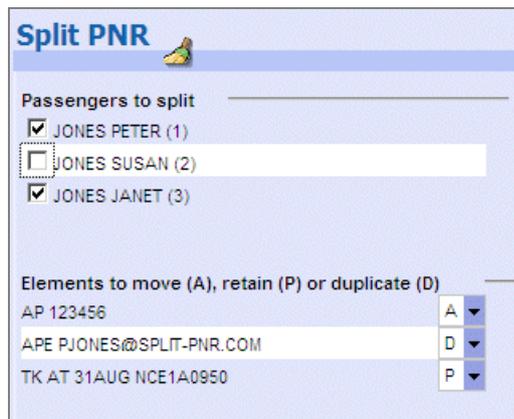
   From this window you can:

   - Split passengers; to do this select the appropriate passenger name or names.

   - Split PNR elements that are not passenger- or segment-associated.

     From the drop-down list of each element you can select:

     D to duplicate the information for both parent and associate PNRs

     A to transfer the element to the associate PNR

     P to retain the element in the parent PNR

   A PNR for the elements that you have just split is displayed. This PNR is temporarily identified as the Associate PNR.

4. Click on ![leaf icon] to enter a received from element.

5. Click on to save the associate PNR. You are strongly advised to save and file the associate PNR before making any changes to it.

    The original PNR is displayed with the temporary identifier Parent PNR.

6. Click on to enter a received from element.

7. To complete the split of the PNR, click on to save.

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

Splitting a Group PNR

Before you can split a group PNR you must ensure that your PNR includes at least two passengers and has a record locator assigned.

To split a group PNR:

1. Click on the arrow to the right of the icon.

2. In the window that appears, select the elements you wish to split, and click on Send.

3. Another window is displayed. From this window you can:

    -   Split unassigned names; to do this enter the appropriate number in the Split box.

    -   Split individual name elements; to do this select the appropriate passenger name or names.

    -   Specify how many seats (confirmed or waitlisted) you wish to split.

        Note: Enter this information in the Segments/Services section.

4. The bottom area of the window refers to PNR elements that are not passenger- or segment-associated.

    From the drop-down list of each element you can select:

    -   **D** to duplicate the information for both parent and associate PNRs

    -   **A** to transfer the element to the associate PNR

    -   **P** to retain the element in the parent PNR

    A PNR for the elements that you have just split is displayed. This PNR is temporarily identified as the Associate PNR. The system also adds an SSR GRPS element to the associate and parent PNRs to indicate the group name and the original size of the group.

5. Click on to enter a Received From element.

6. Click on to save the associate PNR. You are strongly advised to save and file the associate PNR before making any changes to it.

    The original PNR is displayed with the temporary identifier 'Parent PNR'.

7. Click on to enter a Received From element.

8. To complete the split of the PNR, click on to save.

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

Accessing a Cross-Referenced PNR (After a PNR Has Split)

From any PNR that has been split, click on the AXR link in the PNR toolbar.

A dialog box will open displaying the list of passengers from all cross-referenced PNRs.
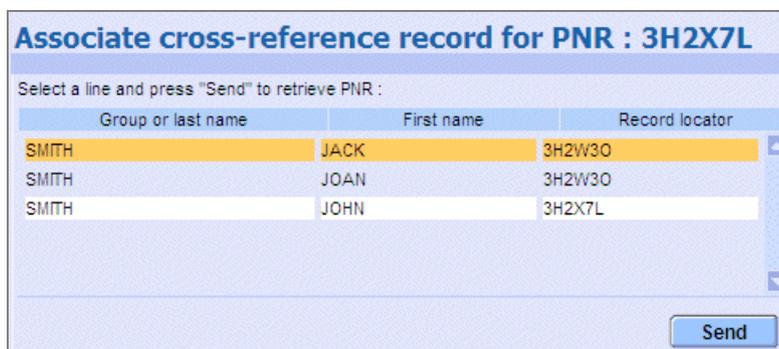
These passengers were originally in a single PNR that was split. You can open each PNR in the list by selecting it and clicking on Send.

Chapter 9

Claiming a PNR

You use the Claim tab within the PNR module to claim a PNR that was originally sold by an airline.

In this tab, you can claim a PNR by record locator or by flight number.

Claiming a PNR by Record Locator

To claim a PNR by record locator:

1. In the Claim tab of the PNR module, click on the By Record Locator option.

2. In the Airline field, enter the 2-letter airline code.

   Example: BA

   If you do not know the code, enter the name and click on [...], then double-click on the relevant code.

3. In the Record Locator field, enter the airline's record locator.

   Example: XHYPOP

4. Click on Send to claim the PNR.

Claiming a PNR by Flight Number

To claim a PNR by flight number:

1. In the Claim tab of the PNR module, click on the By Flight option.

2. In the Airline field, enter the 2-letter airline code.

    Example: BA

    If you do not know the code, enter the name and click on ⋯, then double-click on the relevant code.

3. In the Flight Number field, enter the airline flight number.

    Example: 512

4. In the Last Name field, enter the passenger's last name.

    Example: Johnson

5. In the Travel Date field, enter the date of travel.

    Example: 03JUN

6. To narrow down your request, enter the departure and arrival airport codes in the From and To fields.

    Example: LON and AMS

    Alternatively, enter the names and click on ⋯.

Click on Send to claim the PNR.

Chapter 10

Recalling a PNR

You use the Inactive PNR tab within the PNR module to recall a PNR that has been archived as a Past Date Record (PDR).

In the New Request tab within the Inactive PNR tab, you can make a request to recall a PNR.

You can choose from the following search options:

- By flight/date segment

- By auxiliary segment

- By PNR record locator

- By PTA record.

In the Display Request List tab within the Inactive tab, you can see all requests made by the current office to recall purged PNRs. You can also use the list to check the status of requests made by the office.

Recalling a PNR by Flight/Date Segment

To recall a PNR by flight/date segment:

1. In the Inactive PNR tab of the PNR module, click on the New Request tab and then on the By Flight/Date Segment option.

2. In the Airline field, enter the 2-letter airline code.

    Example: BA

3. In the Flight Number field, enter the airline flight number.

    Example: 513

4. In the Flight Date field, enter the date of the flight.

    Example: 16JUL04

5. In the Board Point field, enter a 3-letter city or airport code.

    Example: CDG

6. In the Destination field, enter a 3-letter city or airport code for the destination city.

    Example: JFK

7. In the Last Name field, enter the customer's last name (this field is mandatory if First Name is given).

    Example: Smith

8. In the First Name field, enter the customer's first name.

    Example: John

9. Click on Send to recall the PNR.

Recalling a PNR by PNR Record Locator

To recall a PNR by PNR record locator:

1. In the Inactive PNR tab of the PNR module, click on the New Request tab and then on the By PNR Record Locator option.

2. In the Record Locator field, enter the 6-character record locator of the PNR.

    Example: XBHYUP

3. In the Date on Which the PNR Was Live field, enter any date between the creation date and purge date of the PNR.

4. Click on Send to recall the PNR.

Displaying the Office Request List

When you make a request to recall a purged PNR, the system adds the request to the office request list. You can use this list to check the status of all requests made in the current office. You can display the result of a request by double-clicking on it.

To display a request list:

1. In the Inactive PNR tab of the PNR module, click on the Display the Request List tab to display the request list. The first page of results is displayed in a table.

New	From profile	Open	Claim	Inactive PNR
	New request		Display request list	

```
PNR RECALL REQUEST LIST NCE1A0950: 57
1     RPD/PTA-4564564545456               29MAY PROCESSED  T
2     RPD/CCRAA/16JUN04/BPAR              29MAY PROCESSED  T
3     RPD/AF1234/16JUN04-JOHN/SMITH       29MAY PROCESSED  T
4     RPD/PTA-3216549871321               29MAY RT 29MAY   T
5     RPD/RLC-AF1234/16MAY05              29MAY RT 02JUN   T
6     RPD/RLC-AF1234/16MAY06              29MAY PROCESSED  T
```

2. Double-click on a row to display the details of a request.

   The PNR is displayed.

New	From profile	Open	Claim	Inactive PNR
	New request		Display request list	

```
PDR * READ MODE *
```
                                                          [< Back to list]
                                                          [Print]

                                                          [Display PTA record]
                                                          [Display history]
                                                          [Display DCS info]
                                                          [Display TST data]
                                                          [Display TSM data]
                                                          [Display HFR]
                                                          [Display TST history]
                                                          [Display TSM history]
                                                          [Display RY]
```
NCE1A0950/0001AA/SU                     29MAY08/1330Z
RPD/PTA-4564564545456
NO MATCH FOUND FOR PDR REQUEST
```

3. Click on the Print button to print the PNR, or display the following PNR information as required:

   - Prepaid Ticket Advice (PTA) Record

   - History

   - Departure Control System (DCS) Information

   - Transitional Stored Ticket (TST) Data

   - Transitional Stored MCO (TSM) Data

   - Historical Fare Record (HFR)

   - Transitional Stored Ticket (TST) History

   - Transitional Stored MCO (TSM) History

Chapter 11

Using Profiles with PNRs

You use the From Profile tab within the PNR module to create a new PNR using information transferred from a traveller profile or company profile.
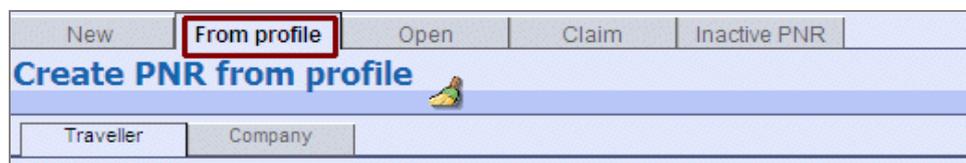
Creating a PNR from a Traveller Profile

You use the Traveller tab within the From Profile tab to create a new PNR using information transferred from a traveller profile.
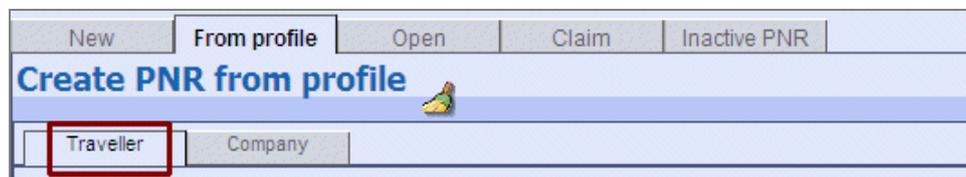
You can use different types of data as search criteria to find the traveller profile you want to use to create the PNR.

You can choose from the following search options:

- By name
- By frequent flyer number
- By record locator
- By index
- By corporate ID.

If more than one profile is found that matches your search criteria, a list is displayed. Select the profile you want to open and click on Send to create the new PNR using the profile data.

If only one profile matches your search criteria, a new PNR will be created directly and the PNR entry screen will be displayed.

Retrieving a Traveler Profile by Name

To retrieve a traveller profile by name:

1. In the From Profile tab of the PNR module, click on the Traveller tab and then on the By Name option.

2. In the Last Name field, enter the customer's last name.

   Example: Johnson

3. In the First Name and Title field, enter the customer's first name and title (optional).

   Example: Robert Mr.

4. In the Company field, enter the company name.

   Example: ABC Corporation

5. To search for an exact match to the profile name that you entered, select the Exact Match check box.

6. To search for a profile beginning with the same two letters as the name you entered, select the Two Character Search check box.

7. To copy the associated company profile information with the traveller profile information, select the Include Data from Company Profile check box.

8. Select the Include Booking Merged Data check box to display information from all active profiles within an organization that is relevant for the booking (minimum profile 1, maximum 11).

9. From the drop-down list, select the data to transfer from the profile to the PNR.

   Example: Transfer all data

10. Click on Send.

Retrieving a Traveller Profile by Frequent Flyer Number

To retrieve a traveller profile by frequent flyer number:

1. In the From Profile tab of the PNR module, click on the Traveller tab and then on the By Frequent Flyer Num. option.

2. In the Airline field, enter the 2-letter travel industry code for the airline.

    Example: BA

    If you do not know the code, enter the name and click on , then double-click on the relevant code.

3. In the Frequent Flyer Number field, enter your customer's frequent flyer membership number.

    Example: H12E29K

4. In the Corporate ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the fourth, fifth, and sixth digits of the office ID.

    Example: 1S1

5. If you want to copy the associated company profile information with the traveller profile information, select the Include Data from Associated Profile check box.

6. Select the Include Booking Merged Data check box to display information from all active profiles within an organization that is relevant for the booking (minimum profile 1, maximum 11).

7. From the drop-down list, select the data to transfer from the profile to the PNR.

    Example: Transfer all data

8. Click on Send.

Retrieving a Traveller Profile by Record Locator

To retrieve a traveller profile by record locator:

1. In the From Profile tab of the PNR module, click on the Traveller tab and then on the By Record Locator option.

2. In the Record Locator field, enter the 6-character record locator of the profile you want to copy information from.

   Example: AX79N2

3. If you want to copy the associated company profile information with the traveller profile information, select the Include Data from Associated Profile check box.

4. Select the Include Booking Merged Data check box to display information from all active profiles within an organization that is relevant for the booking (minimum profile 1, maximum 11).

5. From the drop-down list, select the data to transfer from the profile to the PNR.

   Example: Transfer all data

6. Click on Send.

Retrieving a Traveller Profile by Index

To retrieve a traveller profile by index:

1. In the From Profile tab of the PNR module, click on the Traveller tab and then on the By Index option.

2. In the Global Index field, enter the index name that is unique to this profile.

   Example: KAC1093

3. In the Corporate ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the fourth, fifth, and sixth digits of the office ID.

   Example: 1S1

4. If you want to copy the associated company profile information with the traveller profile information, select the Include Data from Associated Profile check box.

5. Select the Include Booking Merged Data check box to display information from all active profiles within an organization that is relevant for the booking (minimum profile 1, maximum 11).

6. From the drop-down list, select the data to transfer from the profile to the PNR.

    Example: Transfer all data

7. Click on Send.

Retrieving a Traveller Profile by Corporate ID

To retrieve a traveller profile by corporate ID:

1. In the From Profile tab of the PNR module, click on the Traveller tab and then on the By Corporate ID option.

2. In the Last Name field, enter the customer's last name.

    Example: Johnson

3. In the First Name and Title field, enter the customer's first name and title (optional).

    Example: Robert Mr.

4. In the Corporate ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the fourth, fifth, and sixth digits of the office ID.

    Example: 1S1

5. In the Company field, enter the company name.

    Example: ABC Corporation

6. In the City field, enter the 3-letter city code. The city is represented by the 1st, 2nd, and 3rd digits of the office ID.

    Example: HOU

    If you do not know the code, enter the name and click on ⋯, then double-click on the relevant code.

7. In the Country field, enter the 2-letter code for the country the office ID belongs to, or enter the name and click on ⋯.

    Example: US.

8. To search for an exact match to the profile name that you entered, select the Exact Match check box.

9. If you want to copy the associated company profile information with the traveller profile information, select the Include Data from Associated Profile check box.

10. Select the Include Booking Merged Data check box to display information from all active profiles within an organization that is relevant for the booking (minimum profile 1, maximum 11).

11. Click on the drop-down list to select the data to copy from the profile to the PNR.

    Example: Transfer all automatic data

12. Click on Send.

Creating a PNR from a Company Profile

You use the Company tab within the From Profile tab to create a new PNR using information transferred from a company profile.

You can use different types of data as search criteria to find the company profile you want to use.

You can choose from the following search options:

- By name

- By record locator

- By index

- By corporate ID.

If more than one profile is found that matches your search criteria, a list is displayed. Select the profile you want to open and click on Send to create a new PNR.
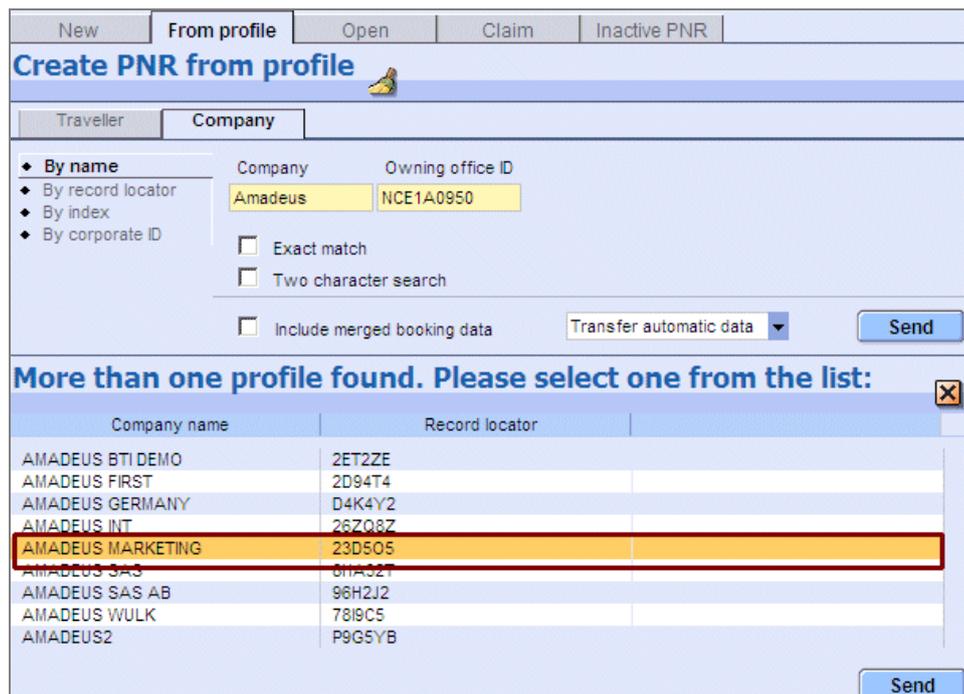
If only one profile matches your search criteria, a new PNR will be created directly and the PNR entry screen will be displayed.

Retrieving a Company Profile by Name

To retrieve a company profile by name:

1. In the From Profile tab of the PNR module, click on the Company tab and then on the By Name option.

2. In the Company field, enter the company name.

    Example: ABC Corporation

3. To search for an exact match to the profile name that you entered, select the Exact Match check box.

4. To search for a profile beginning with the same two letters as the name you entered, select the Two Character Search check box.

5. Select the Include Booking Merged Data check box to display information from all active profiles within an organization that is relevant for the booking (minimum profile 1, maximum 11).

6. From the drop-down list, select the data to transfer from the profile to the PNR.

    Example: Transfer all data

7. Click on Send.

Retrieving a Company Profile by Record Locator

To retrieve a company profile by record locator:

1. In the From Profile tab of the PNR module, click on the Company tab and then on the By Record Locator option.

2. In the Record Locator field, enter the 6-character record locator of the profile you want to transfer information from.

    Example: AX79N2

3. Select the Include Booking Merged Data check box to display information from all active profiles within an organization that is relevant for the booking (minimum profile 1, maximum 11).

4. From the drop-down list, select the data to transfer from the profile to the PNR.

   Example: Transfer all data

5. Click on Send.

Retrieving a Company Profile by Index

To retrieve a company profile by index:

1. In the From Profile tab of the PNR module, click on the Company tab and then on the By Index option.

2. In the Global Index field, enter the index name that is unique to this profile.

   Example: KAC1093

3. In the Corporate ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the fourth, fifth, and sixth digits of the office ID.

   Example: 1S1

4. Select the Include Booking Merged Data check box to display information from all active profiles within an organization that is relevant for the booking (minimum profile 1, maximum 11).

5. From the drop-down list, select the data to transfer from the profile to the PNR.

   Example: Transfer all data

6. Click on Send.

Retrieving a Company Profile by Corporate ID

To retrieve a company profile by corporate ID:

1. In the From Profile tab of the PNR module, click on the Company tab and then on the By Corporate ID option.

2. In the Company field, enter the company name.

Example: ABC Corporation

3. In the Corporate ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the fourth, fifth, and sixth digits of the office ID.

    Example: 1S1

4. In the City field, enter the 3-letter city code. The city is represented by the first, second, and third digits of the office ID.

    Example: HOU

    If you do not know the code, enter the name and click on ![icon], then double-click on the relevant code.

5. In the Country field, enter the 2-letter code for the country the office ID belongs to, or enter the name and click on ![icon].

    Example: US

6. Select the Include Booking Merged Data check box to display information from all active profiles within an organization that is relevant for the booking (minimum profile 1, maximum 11).

7. From the drop-down list, select the data to transfer from the profile to the PNR.

    Example: Transfer all data

8. Click on Send.

Transferring PNR Information to a Profile

You can create a traveller or company profile from an existing PNR.

Creating a Traveller Profile from a PNR

To create a traveller profile from an existing PNR:

1. In the PNR module, display the PNR.

2. In the PNR entry screen, select the traveller by clicking on the traveller name.

3. Click on all of the elements in the PNR that you would like to transfer to the profile to select them.

    Note: To automatically select all of the common transfer elements, click on ![icon], then choose Show Auto-Transferable Lines.

4. Click on ![icon], then choose Create Traveller Profile.

    The new profile will be displayed.
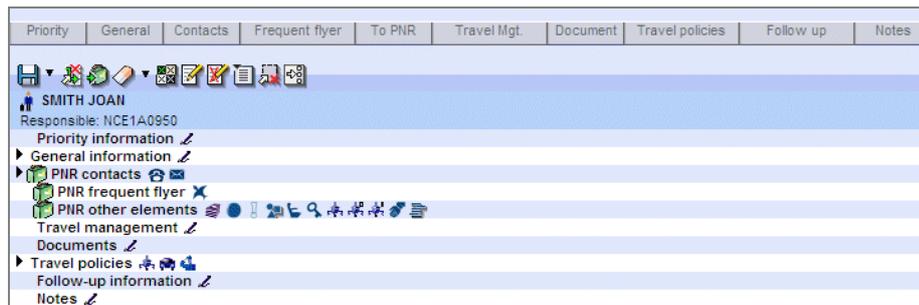
Creating a Company Profile from a PNR

To create a company profile from an existing PNR:

1. In the PNR module, display the PNR.

2. Click on the PNR tab.

3. Click on all of the elements in the PNR that you would like to transfer to the profile to select them.

   Note: To automatically select all of the common transfer elements, click on , then choose Show Auto-Transferable Lines.

4. Click on , then choose Create Company Profile.

   The new profile will be displayed.

Chapter 12

Printing or Copying a Screen

You use the Print Preview icon [icon] to print or copy the current display.
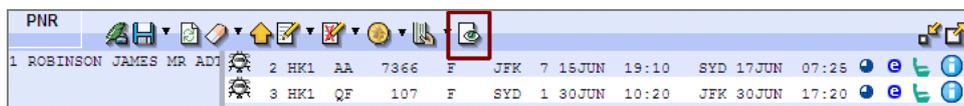
The print/copy preview is displayed.
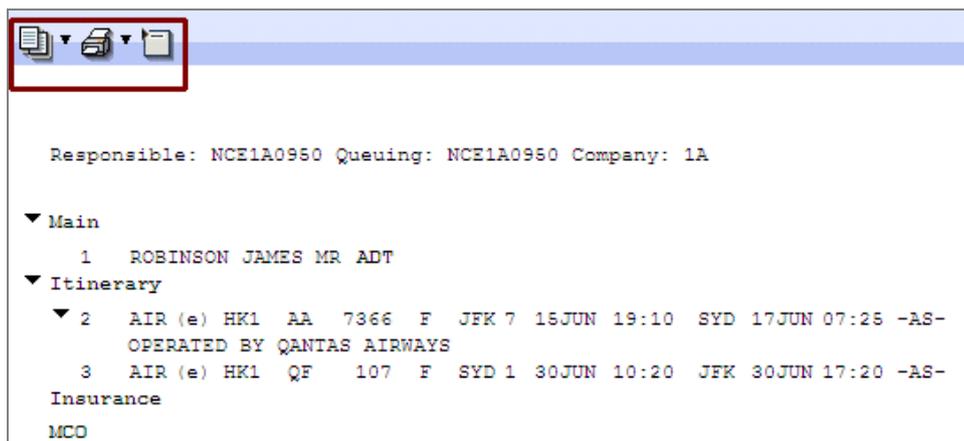
The following toolbar icons are provided:

Icon	Explanation
[icon]	Copies the information to the clipboard. The information can then be pasted into a Word document or an email, for example. To display other copy options, click on the arrow next to [icon].
[icon]	Prints to a local printer. To display other print options, click on the arrow next to [icon].
[icon]	Expands and collapses the current display.
[icon]	Closes the Preview window.

Appendix A

Using Amadeus checkmytrip.com

Amadeus checkmytrip.com is an e-travel Web service that displays a user-friendly view of a PNR itinerary.

Within the checkmytrip.com web site you can also access trip tools. These provide useful information such as local events, subway maps, currency information, and airport links.

To access checkmytrip.com you must ensure that you have a retrieved PNR containing a passenger name and record locator.

You can open checkmytrip.com by clicking on the checkmytrip.com hyperlink on the PNR header. When you do this, the web site opens in a separate window, displaying your itinerary in an easy-to-read format. At this point you can either print the itinerary or e-mail it.

Note: checkmytrip.com does not support Group PNRs.