

Quick Card

Request a chauffeur drive service

Here is the request entry format:

Data	Comment	Ex
Command Code	Surface Transportation - SU	SU
Airline code	Emirates airline code - EK	EK
Action Code	Need - NN	NN
Number in party	Number of cars requested	2
Airport	Airport code of the airport where the service is to be provided (it must match the arr. or dep. airport of the corresponding air segment)	DXB
Date and Month	Local date when the service is to be provided	25FEB
Transport. type	CHFD for EK Chauffeur Drive	CHFD
Slash	/	/
Dep/Arr. Indicator	D or A (depending on whether the service is to be provided on departure or arrival)	D
Segment association	PNR element number of the air segment the service is associated to	2
Double slash	//	//
Free Flow Text	Other characters than alphanumerics, dash, slash and dot are replaced by a blank	HOTEL IN DUBAI
Pax Association (conditional)	/P followed by the PNR element number(s) of the passenger name(s)	/P1,3

2 cars same drop off point for a PNR of 2 passengers

▶ SU EK NN2 DXB 22APR CHFD/A4//FREE TEXT

1 car on departure same pick up point for 4 pax (pax asso. mandatory – please put any passenger for the association)

▶ SU EK NN1 SIN 22APR CHFD/D3//FREE TEXT/P1

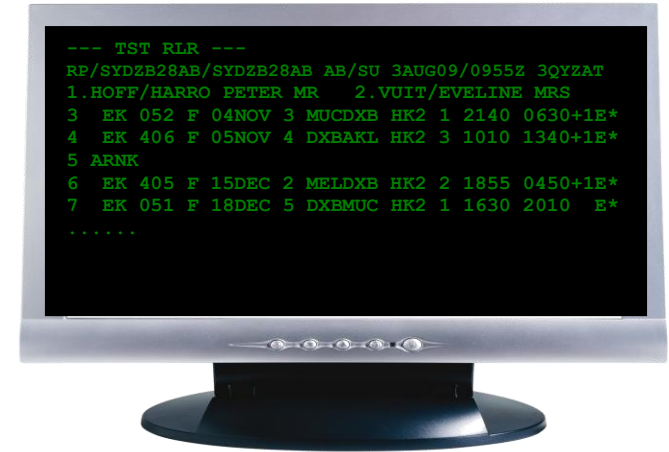
2 cars same drop off point for 3 pax for a PNR of 5 passengers (passenger association is mandatory – please put 2 names, 1 for each car)

▶ SU EK NN2 DXB 22APR CHFD/A6///FREE TEXT/P2,5

At end of transaction, the Amadeus system automatically forwards the request to Emirates

Display of a requested chauffeur drive service

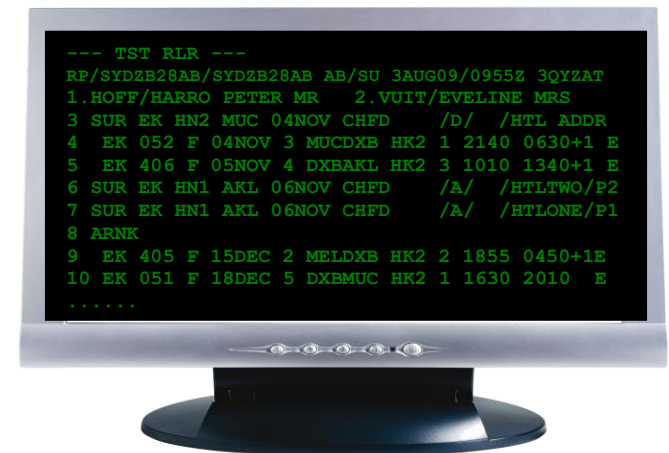
We consider the following PNR:



You have to book 2 cars same pick up point for departure in Munich and 2 cars separate drop off point for arrival in AKL. You will need the following three entries:

- SU EK NN2 MUC 04NOV CHFD/D3//HTL ADDR
- SU EK NN1 AKL 06NOV CHFD/A5//HTLONE/P1
- SU EK NN1 AKL 06NOV CHFD/A5//HTLTWO/P2

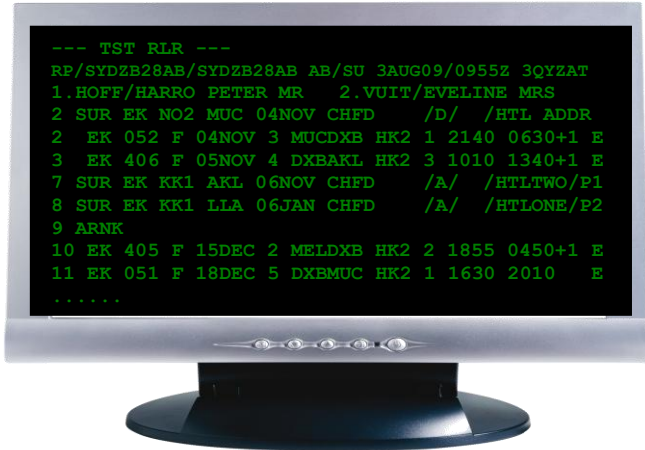
Here is the resulting display:



Get the answer from Emirates

The response from Emirates is reflected in Amadeus system by a change of status code of the surface element.

- when Emirates confirmed, the element status is KK
- when Emirates denied, the element status is NO, UN, UC or HX



If the request is made enough in advance, in a city where Emirates offers the service and that the passenger is eligible for it (class of service...etc), the Emirates answer occurs within some seconds. In other cases (request closed to flight departure), manual work is required on Emirates side and the response may not be immediate.

Cancel a chauffeur drive service

To cancel a chauffeur drive service request usual Amadeus functionalities must be used. You can do it as part of a cancel element(s) action or a cancel itinerary one.

Cancel of a segment with an associated chauffeur drive service

You cannot end transact a PNR where at least one surface segment does not have its corresponding flight arrival or departure. Amadeus answers **INVALID ITINERARY** in that case and you must cancel it explicitly together with the air segment(s).

Troubleshooting

Error text	Explanation
CHECK NUMBER/NAMES	You requested a service for less passengers than the PNR number in party and you did not enter the passenger association
CHECK ITINERARY	The airport and(or) the departure/arrival indicator does not match with the segment association
INVALID CITY/AIRPORT CODE	Your airport code is not a valid location
INVALID SEGMENT ARRIVAL/DEPARTUR E	You selected a wrong element number for the air segment association
PASSENGER DATA NOT VALID	You selected a wrong element number for the passenger association
INVALID TRANSPORTATION TYPE	You did not enter a valid transportation type
CHECK ACTION CODE	You did not enter NN as action code
PASSENGER DATA NOT VALID	You entered wrong passenger associations