Amadeus Selling Platform Connect

User Guide

amadeus.com

For Amadeus Selling Platform Connect

FE 0714

Published by:

Customer Learning Services

servicehub.travelchannels@amadeus.com

October 2022

Contents

Before you start

Purpose of this guide

This guide explains how to use the web-based booking features offered by Selling Platform Connect. It covers the entire booking flow from defining customer profiles to searching, comparing, booking and e-ticketing.

Audience

This document is intended for travel agents.

Related reference material

Product e-learning videos and other reference material are available on Amadeus Service Hub.

Some markets have access to Local mid-office and other administration applications within Selling Platform Connect. For more information on Amadeus Tour Market (TOMA), refer to the Local Content User Guide.

Latest version of this guide

1. Go to the following link:
   https://servicehub.amadeus.com/c/portal/view-solution/957695/en_US/
2. If you are asked to log in, select **Travel Agencies** and enter your **Office ID**, **User name** and **Password**.
   If you are a new user, click on **Register** to get access to Service Hub.
3. To print, download or view the guide in full screen, click on .
4. To receive an email alert each time the guide is updated, click on . (You can set notification preferences from **My Account > Notification Preferences**.)

Feedback on this guide

Your feedback is important, and it will help us to improve this document.

Email your comments and suggestions to:

servicehub.travelchannels@amadeus.com

What's New

Release	Area	New or Changed Features
N/A Oct2022	Australian Visa	According to the Australian government, you can now only apply for an Australian visa through the Australian Electronic Travel Authority (ETA) app. As a result, the **Australian Visa** options under the **Tools** menu have been made unavailable.
25.4	NDC	For NDC bookings, you can now add non-seat services after you issue a ticket. For details on adding seats and services, see *How to add seats and services for NDC bookings* on page 133.
25.3	Inflow search	Inflow search has been enhanced: • If the pop-up article shown during a search cannot help you, and you then click on **Contact support**, you instantly end up in step 3 of the Digital Support Flow, with your topic category prefilled. • For some error messages that you may receive, you can now click on **More on this topic** to view the pop-up article that explains possible error causes and resolutions.
25.3	Safe travel	• A new **Itinerary requirements and restrictions** tab is available in the **Covid 19 Travel Companion** window. In this tab, you can check Covid-19 requirements by vaccination status at every stage of the journey. • From the **Itinerary requirements and restrictions** tab, you can provide instant feedback to Amadeus on the usefulness of this tab. For more information, see *Booking safe travel* on page 24.

<table>
<tr><th>Release</th><th>Area</th><th>New or Changed Features</th></tr>
<tr><td>25.3</td><td>Booking file</td><td>The booking file has been enhanced for better usability.

The following enhancements are for all content sources:

The Request received from field is prefilled with the user login of the travel agent.
The search experience in the Booking file history window has improved. For example, you can search in the full PNR history.
When the PNR contains an SSR CTC element for passenger contact information shared with the airline, the related details are displayed in the Passenger and contact details section.
The Option Queues section has moved to close to the top of the booking file.

For details on the booking file, see What is a booking file? on page 27.
The following enhancements are for NDC only:

The Ticketing arrangement fields are prefilled with the ticket time limit value and the date of the first weekday before the OPC date.
The Ticketing arrangement window has been redesigned.
The Ticketing office field in the booking file header has been renamed Creating office.

For details on the NDC booking file, see How to book flights on page 130.
</td></tr>
<tr><td>25.3</td><td>All Fares</td><td>
The Results page has been redesigned to show more results on one page. Additionally, the flight number and the number of remaining seats are shown. See Understanding the Results page on page 117.
Three new fields in the comparison matrix allow you to compare the source specifics for the same recommendation coming from different content sources:

Accepted forms of payment
Mandatory booking information
Post-issuance options

See How to compare fares on page 119.
</td></tr>
</table>

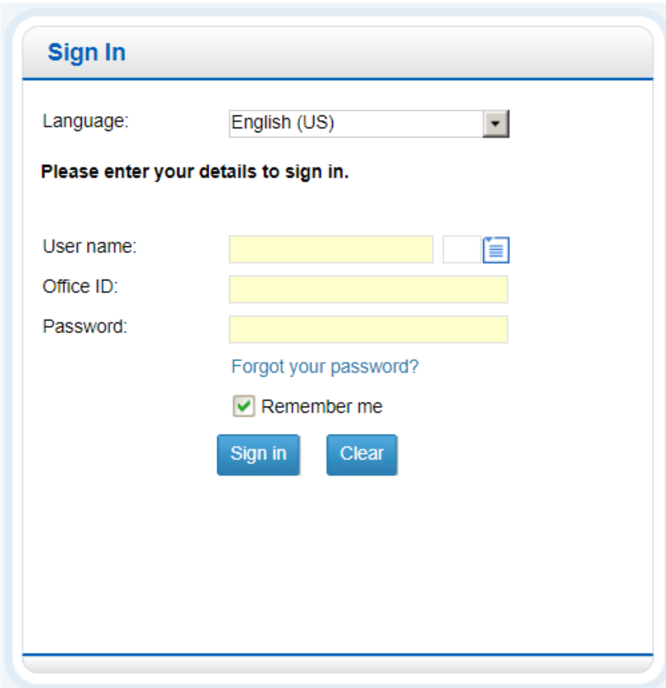
<table>
<tr><th>Release</th><th>Area</th><th>New or Changed Features</th></tr>
<tr><td>25.3</td><td>NDC</td><td>When you open an NDC PNR in cryptic mode, you are no longer automatically redirected to graphic mode.
The Fare Family name and icons representing related in-flight services are immediately available when the Results page opens. You no longer need to click on an active link to see this information.
If a reduced price is available, the original price is struck through and the reduced price is shown.</td></tr>
<tr><td>25.3</td><td>Command page</td><td>Seat map command responses can now be read out loud by the JAWS screen reader when column navigation is used.</td></tr>
<tr><td>25.3</td><td>Hotel</td><td>The following features are now available in the new design of the Amadeus Hotels user interface.
The search has been improved for better performance and user experience:
For every hotel supplier, the cheapest rate is retrieved and shown first.
Only the first found hotels are shown, with a Show more hotels button underneath.
The total number of hotels in the searched destination is shown.
For more information, see Viewing the search results on page 166.
An ad banner is now displayed.</td></tr>
</table>

1. Getting Started

Signing in

How to sign in

1. Go to https://sellingplatformconnect.amadeus.com
2. Enter your sign in details in the **Sign In** panel.
   - To change the default language, see *How to change the language* on page 21.
   - Complete the **User name**, **Office ID** and **Password** fields.
     To change the default duty code, see *How to change the duty code* on page 22.

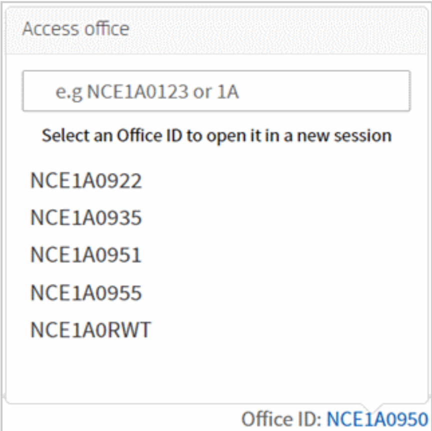


   If you forgot your password, see *How to reset a forgotten password* on page 20
3. Click on **Sign In**.
   - If monosign is activated and you are already signed into another session, select the **Force Sign In** check box to close your other session and continue to sign into a new session.
   - If you are prompted for two-factor authentication, enter the one-time password that was sent to your email address, re-enter your password and click on **Sign In**.

How to switch between offices after signing in

A multiple office support parameter must be enabled for this feature.

1. Click on the **Office ID** in the lower right-hand corner of the task bar.
   An **Access office** pop-up window is displayed with a list of available offices.



2. Offices accessible using guest authentication are displayed in the same pop-up window.
   For more information, see *What is multiple office sign in?* below.
3. To filter the list of offices, enter part of the office ID in the text field of the pop-up window to display only the offices matching that part of the ID.
4. Click on the office ID that you want to change to.
   - A new session for that office opens in another window or another tab of the same window without the need to sign in again.
   - The new office ID is displayed in the lower right-hand corner of the screen and in the browser tab.
   - If you have logged into a guest office, this is displayed in the upper right-hand corner of the screen next to your login details.

What is multiple office sign in?

If enabled, multiple office sign in grants you access to several different offices. This allows you to work on bookings for different offices during the same login session.

You may not have access to all features of Selling Platform Connect when signed into another office. Refer to your local Amadeus contact for more information.

You can choose a different office before you sign in, or after you sign in.

Changing the office ID changes your permission settings to those associated with that office.

Which offices you can sign into depends on your login area:

- **Standard Login Area**

  You can switch to available offices that are within the same organization only. You can continue to switch between any of these offices during your Selling Platform Connect session.
- **Guest Login Area**

  You can switch to available guest offices within the same organization or in another organization. After switching to a guest office, you can either switch back to the original office, or switch to any other available office.

How to sign out

1. Click on **File > Exit**.

   Alternatively, click on the **Sign out** link in the upper-right corner of the screen next to your username.
2. In the **Sign Out** pop-up window, click on **Sign Out** to confirm the action.

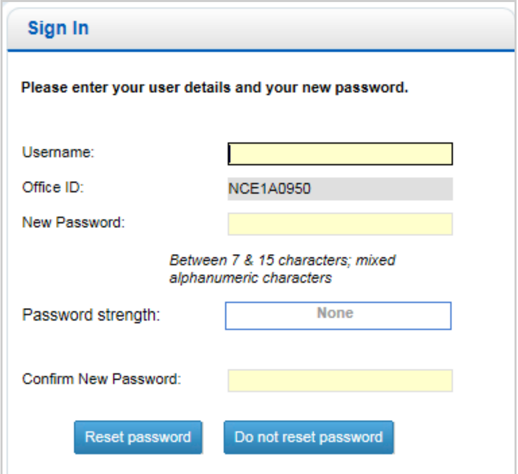
When a user session is locked due to inactivity for a prolonged period of time, the user is automatically logged out of the application.

Changing your password, language and duty code

How to reset a forgotten password

1. Click on the **Forgot your password?** link on the login page.
2. If you entered your office ID on the login page, it is displayed in the **Office ID** field. Otherwise, enter your office ID and click on **Next**.
3. Enter your user details, enter and confirm your new password, and click on **Reset Password**.

   This sends an email with a link to confirm your new password.

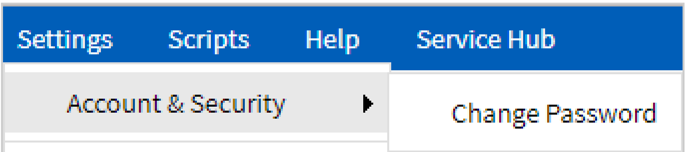


4. Click on the link in the email and confirm your new password.

How to change your password

A site parameter must be enabled to allow you to change your password.

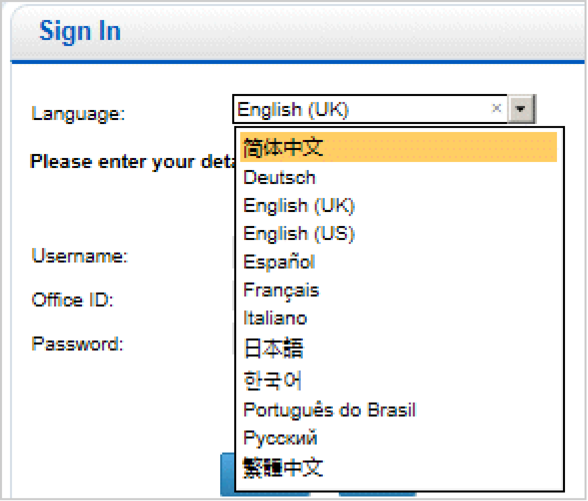
1. Click on **Settings** > **Account & Security** > **Change Password**.



2. In the **Change Password** dialogue box, enter your first and last name, your username and your current password.
3. Enter your new password, confirm your new password and click on **Change Password**.

How to change the language

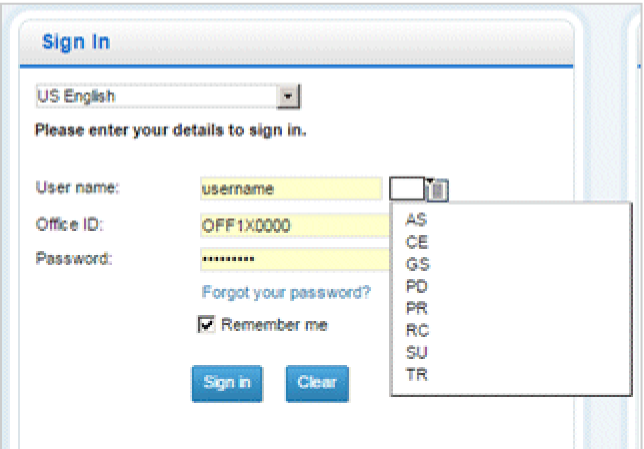
To change the default language, select the language from the **Language** drop-down list on the **Welcome** page before you sign in.



To change the language after you have signed in, you need to sign out and select the new language before signing back in.

How to change the duty code

Select the duty code from the **Duty Code** drop-down list on the **Welcome** page (or type the new code in the **Duty Code** field) before you sign in.



Understanding user access

How are user sessions managed?

User sessions are managed using monosign functionality that prevents you from logging on to more than one session at the same time. Monosign is activated at user level.

If you try to log on to a second session using the same login credentials, you are notified that you are already logged in and the pre-existing session is highlighted.

You can then choose to enter different login credentials, or you can choose to force your sign in. If you force your sign in, the pre-existing session will be automatically closed with notification and you will be signed in to your new session.

Any unsaved work will be lost in the pre-existing session if you force your sign in to a new session.

What is two-factor authentication?

Two-factor authentication (TFA) is an additional security factor for signing in. TFA is used to validate that you have access to the same email address or mobile number that is registered in the system.

After you enter your main credentials on the Welcome page, you must then enter a one-time password that was sent to your email address or mobile number. This registers the browser that you are using.

Your administrator can choose one of two means of TFA message delivery:

- Email
- SMS

What is Digital DNA?

Digital DNA (DDNA) is a type of two-factor authentication based on the device (computer, mobile, and so on) that you use. The authentication works through the registration of your device in Amadeus Logon and Security Server (LSS), and a browser plugin (or extension).

What is DDNA self-registration?

DDNA self-registration allows you to register a device to your Selling Platform Connect login without requiring the office administrator to access this device.

If your device is not already registered, you will be prompted to request a one-time password when signing in. A password is then sent to your office administrator, who should forward this to you.

You enter this password and then sign in as usual. The device is then registered with your login credentials for future sessions.

DDNA self-registration must be activated for this process to occur.

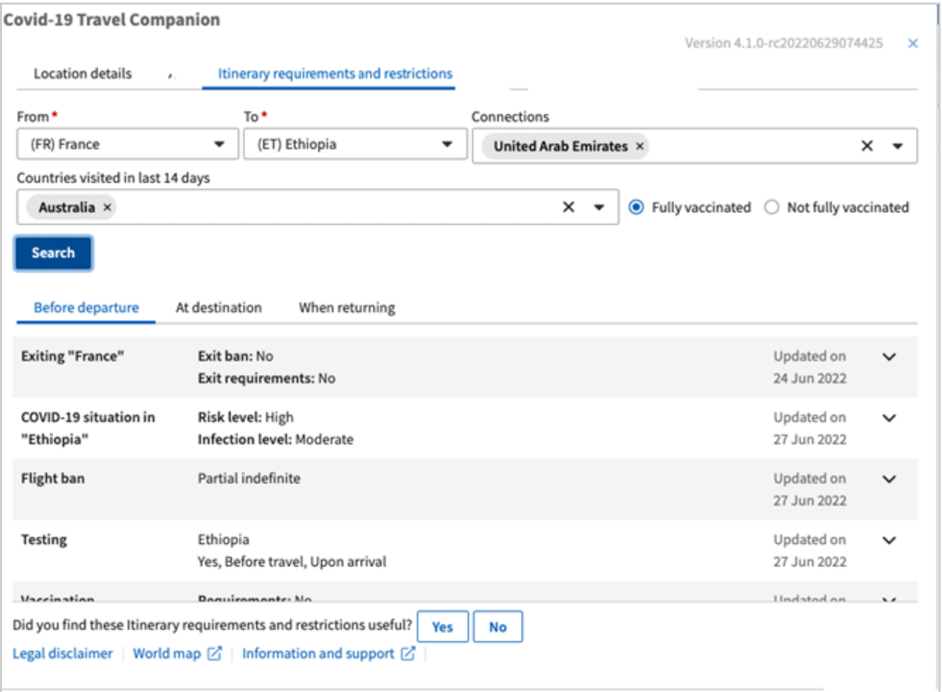
Booking safe travel

The following features are available to help you book safe travel and monitor risks:

1	Covid-19 World Map	Opens an interactive map displaying global Covid-19 travel risks, restrictions and requirements. You can also access maps for specific countries.
2	Covid-19 Portal	Opens a search portal in which you can find and check Covid-19 travel risks, restrictions, requirements and other relevant information for specific countries and regions.
3	Safe Travel Companion	When you click on the **Covid-19** button in a booking file or in an air search, the **Covid-19 Travel Companion** window opens. The **Location details** and **Itinerary requirements and restriction** tabs in this window display the travel risks, restrictions and requirements for a trip, at every stage of the journey.

For detailed information on how to use these features, see the *How to book safe travel in Amadeus Selling Platform Connect* article on ASH.

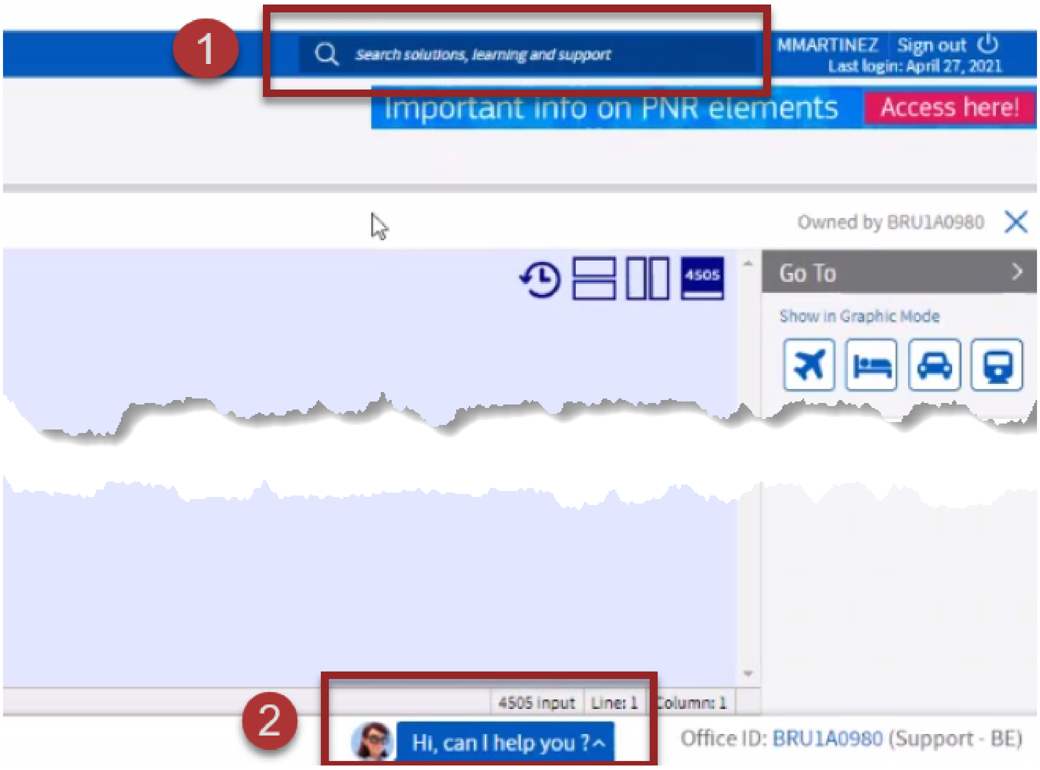
Example: Covid-19 Travel Companion



Where to go for help

If you need help on a specific topic or task, the following features are available:

❶	Inflow search field	Enter a term or question to find the related how-to and troubleshooting articles, cryptic entry information, and answers from the user community. The **More support & learning** drop-down provides links to go to Amadeus Service Hub, to find trainings, to contact support or to ask a new question to the user community. For detailed information on inflow search, see the *Search Solution, Learning and Support* quick card on ASH.
❷	Amanda chatbot	Ask a question to our chatbot. Through human-like conversation, Amanda will try to answer and guide you to the required information. **Note:** Enter a clear and concise question or statement. Avoid using acronyms, abbreviations or single words. Whenever possible, Amanda will also provide links to related articles, user guides and videos in Amadeus Service Hub. For detailed information on Amanda, see the *Amanda Chatbot in Amadeus Selling Platform Connect* quick card on ASH.



How to display legal information

On the login page of Selling Platform Connect, click on the **Legal Notices** link at the bottom of the page.

Or:

After you have logged on, click on **Help > Legal Notices** on the main menu.

2. Booking File

What is a booking file?

A booking file contains a passenger's reservation details and any other information relating to their trip.

In addition to storing and displaying information, a booking file also allows you to add, modify and delete specific details about the passenger's travel information. An item of information in a booking file is called an element. A booking file can contain up to 999 mandatory or optional elements.

A booking file remains active in the distribution system for four days after the date of the last active or inactive segment in the itinerary. After a booking file has been purged, it is available for retrieval for a period of three years.

Display	Description
Booking File Information section	
Booking File History window	Displays every modification made to the PNR since its creation, in chronological order. You can use the filters to narrow your search results.
TST History	Contains information on all the modifications that have been made to a TST. Each time a TST is created or data in the TST is updated or deleted, this is added to the TST history. The TST history also displays information on the current TST status such as pricing information, issuing status and segment or passenger association.
Cryptic Display	Shows a cryptic display of the current booking file.
View TSM History	A Transitional Stored Miscellaneous document (TSM) is created automatically when a TASF element is entered.
Request Received From (RF)	Prefilled with the user login of the travel agent. You can modify this field.
Ticketing Arrangement	The ticket time limit is added to a booking file by clicking on **More options** and selecting a ticketing arrangement type.
Group Booking Details	Contains the group name, group size and any group contact details.

<table>
<tr><th>Display</th><th>Description</th></tr>
<tr><td colspan="2">Other sections</td></tr>
<tr><td>Passenger and Contact Details</td><td>Names of the passengers booked for a trip, with extra information, such as passenger contact information.
Passenger contact details that were shared with the airline and added in the SSR CTC element are also shown here.</td></tr>
<tr><td>Itinerary Details</td><td>The Itinerary Details section includes information such as:
Product (Air, Car, Hotel, Rail, and Miscellaneous)
Itinerary
Class/Options
Status
Passenger
Duration
Aircraft
You can also print, email or fax itinerary details, manage Extended Travel Records (ETRs), and rebook air GDS segments.</td></tr>
<tr><td>Itinerary Basket</td><td>The Itinerary Basket panel:
Displays a summary of Air, Car, Hotel, Rail, and Miscellaneous (Integrated Partners) segments.
Allows you to cancel an itinerary segment.</td></tr>
<tr><td>Special Service Requests (SSRs) and Auxiliary Services (SVCs)</td><td>This allows you to add specific details to a booking file in relation to the following:
Meal
Seat Map
Seat Preference
FFP Number
API
Form of Identification
Indian GST</td></tr>
<tr><td>Remarks, Other Service Information and Special Keyword</td><td>A remark element in a booking file contains additional comments or information concerning passengers and their bookings.
OSI elements contain special information regarding a passenger or passengers in the booking file that is sent to the airline and that appears in the itinerary.</td></tr>
</table>

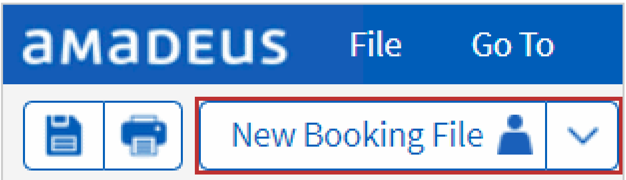
Display	Description
Form of Payment	You can add and edit a form of payment directly from the booking file and share this information with all currently available booking tools (Air, Car, Hotel, Rail) so that the payment field in their booking flows is prefilled. You can add up to three forms of payment to a booking file. You can also reissue a form of payment, delete payments, view manual payments to a supplier, view and add travel agency payments, void supplier and travel agency payments, and issue payment receipts.
Fare Elements	This section displays: • Passengers and segments associated with the current fare element. • Fare element type. • Fare element details.
Stored Fares (TST & TSM)	Actions that are possible from this section include: • Create, modify and delete TSTs and TSMs.
Tickets, EMD and TASF	Actions that are possible from this section include: • Void and refund e-tickets, EMDs and TASFs. • Reissue e-tickets using ATC. • Print, email or fax a document receipt.
Rail Fares	This section displays details such as: • Passenger name. • Train number. • Trip segments. • Seat reservations, if any. • Ancillary services, if any. • Surcharges, if any. You can access a detailed fare breakdown by using the link on the fare price to open the **Fare Details** pop-up window. You can access the after-sales actions, such as issuing tickets, on the **Confirmation** page of Rail using the **After Sales** button.
Rail Tickets	This section displays ticket information for rail trips that have tickets issued. It includes information such as: • Ticket number. • Passenger name. • Train number. • Trip segments. You can access the after-sales actions on the **Confirmation** page of Rail using the **After Sales** options.

Display	Description
Sales	This section enables you to do booking and sales-related actions within the same view.
Documents	This section displays all issued documents. It also contains attachments to the booking file.
What do you want to do next?	This section provides links to perform actions such as: • Retrieve a profile. • Add an Air, Car, Hotel, or Rail booking. • Add a remark or service. • Create a TST or TSM. • Add a form of payment. • Add an attachment. • Apply for an Australian visa.

Working with booking files

How to create a booking file

1. Click on **New Booking File**.



   Alternatively, click on **File > New Booking File** and select the booking file type.
2. Enter the required details, click on **Save and Confirm (ER)** in the lower-right corner, and select the relevant save option.
   Alternatively, click on the **Save** button or **File > Save and Confirm**.

How to retrieve a booking file

1. Enter a name or reference number in the search box and click on **Retrieve**.

   Alternatively, on the **Main Page**, expand the **Retrieve Booking File** menu, enter the search criteria and click on **Retrieve**.

One or more booking files appear in a list.

2. Select a booking file from the list and click on **Open Booking File**.

A maximum of four booking files can be open at the same time.

How to save and confirm a booking file

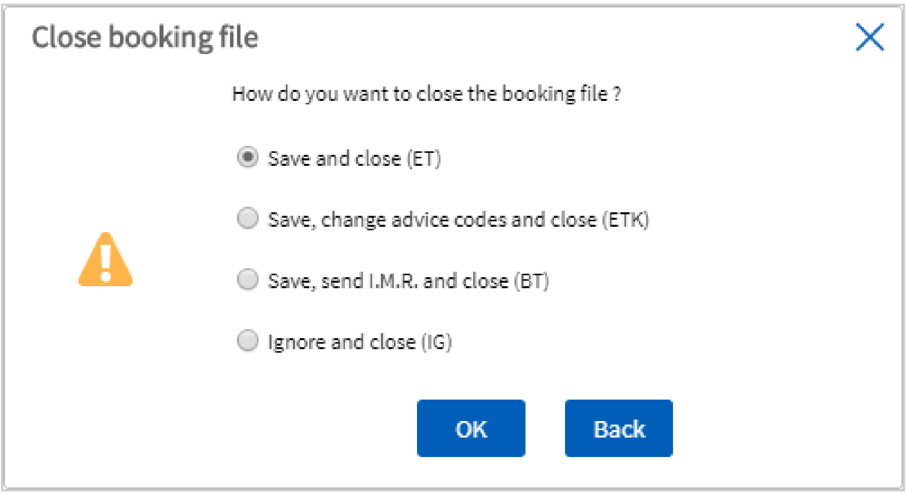
After the booking file has been updated (ensuring that all mandatory fields have been completed), click on **Save and Confirm (ER)** in the lower-right corner and select the relevant save option.

Alternatively, click on the **Save** button or **File > Save and Confirm (ER)**.

If you want to ignore changes and revert to the previously saved version of the booking file, click on **Ignore (IG)** in the lower-right corner instead.

How to close a booking file

1. Click on the **Close** button or click on **File > Close** or **Close All**.
2. In the **Close Booking File** pop-up window, select how you want to close the booking file and click on **OK**.



How to copy information to a new booking file

1. In the **Booking File Information** section, click on the relevant copy option:
   - **Copy booking file (RRN)**
   - **Copy booking file with AXR link (RRA)**

  - **Copy passenger data only (RRP)**
  - **Copy itinerary elements only (RRI)**
2. In the **Copy** pop-up window, click on **Continue** to confirm that the information in the existing booking file can be saved and copied.
3. Click on **OK**.

   The current booking file is closed and the new booking file is displayed.

How to rebook an air GDS segment

1. In the **Itinerary Details** section of the booking file, click on **Rebook (SB)** or double-click on the air GDS segment.
2. Update the class, flight number, or date of the segment as required and click on **Apply changes**.

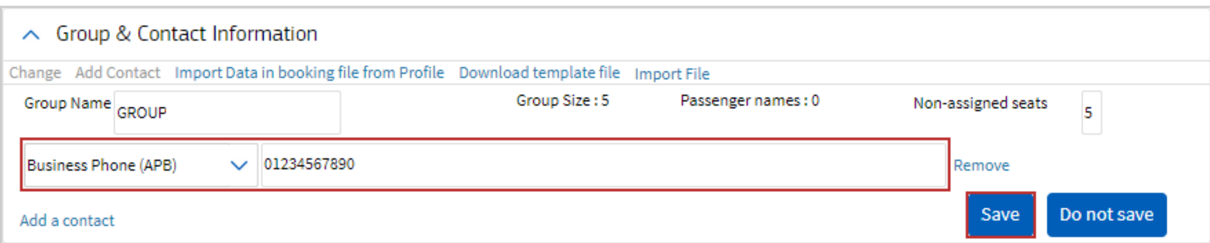
Working with group bookings

How to create a group booking

1. Click on **File > New Group Booking File**.
2. Select whether you want to start a new group booking file by group name or by air search.
3. Enter the group name and group size.
4. Click on **Create**.

How to add contact details to a group booking

1. In the **Group & Contact Information** section of the booking file, click on **Add Contact**.
2. Enter the contact details and click on **Save**.



How to add a passenger name to a group booking

1. In the **Passenger and Contact Details** section of the booking file, click on **Add/Update**.
2. Enter the passenger name and click on **Save**.

How to modify the name or size of a group booking

1. In the **Group & Contact Information** section of the booking file, click on **Change**.
2. Modify the group name or decrease the group size and click on **Save**.

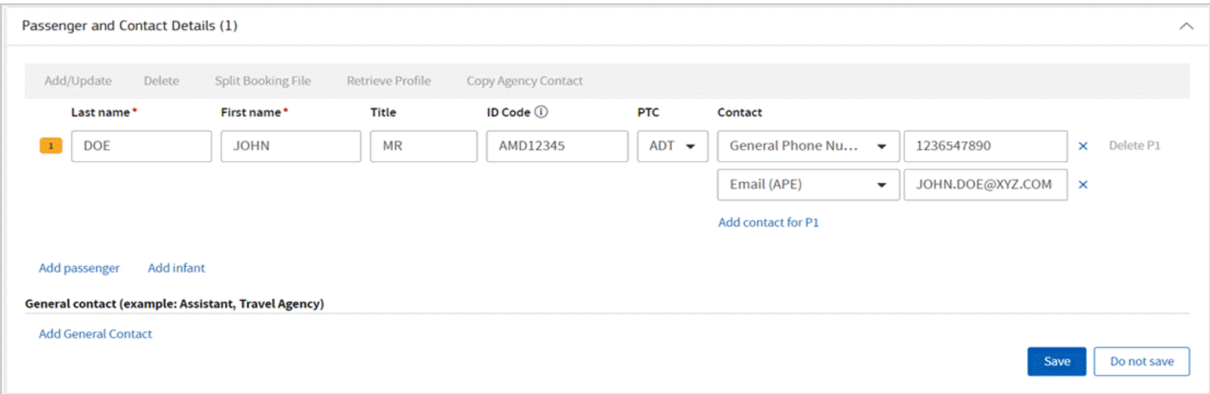
> **Note:** The group size can be modified indirectly by decreasing the number of non-assigned seats.

Working with passenger information

Creating and modifying passenger information

How to add a passenger to a booking file

1. In the **Passenger and Contact Details** section of the booking file, click on **Add/Update**.
2. Complete the required passenger information fields.



3. To add additional passengers, click on **Add Passenger** and enter the passenger information.
4. Click on **Save**.

How to add contact details for a passenger

1. In the **Passenger and Contact Details** section of the booking file, click on **Add/Update**.
2. Click on **Add Contact for P**.

3. Select the contact type, enter the contact details and click on **Save**.

How to add a general contact

1. In the **Passenger and Contact Details** section of the booking file, click on **Add/Update**.
2. Click on **Add General Contact**.
3. Select the contact type, enter the contact details and click on **Save**.

How to modify passenger information

1. In the **Passenger and Contact Details** section of the booking file, click on **Add/Update**.
2. Modify the passenger information and click on **Save**.

How to delete a passenger from a booking file

You can only delete a passenger if there is more than one passenger remaining in the booking file.

In the **Passenger and Contact Details** section of the booking file, select the passenger you want to delete and click on **Delete**.

Importing, exporting and sending passenger information

Which elements are mandatory when importing passenger information from a file?

Element	Description
Last name	Mandatory. Optional for Infant or Child (must be added after Adult).
First name	Mandatory.
Title	Optional. The possible values are: MR, MRS, MS, MASTER, or MISS.
PTC	Optional. Passenger Type Code. 3 characters.
ID Code	Optional. Passenger ID.

Element	Description
Gender	Mandatory for DOCS. The possible values are: • M - Male • F - Female • FI - Female infant • MI - Male infant • U - Undisclosed • X - Unspecified
Date of birth	Optional, but: • Mandatory for Infant and Child. • Mandatory for DOCS. Date format: DDMMMYY.
Passport last name	Mandatory for DOCS. Maximum 30 characters, including spaces.
Passport first name	Mandatory for DOCS. Maximum 30 characters, including spaces.
Passport number	Optional. 15 digits, including spaces.
Passport nationality	Optional. Two- or three-letter AIRIMP country format.
Passport issue country	Optional. Two- or three-letter AIRIMP country format.
Passport expiry date	Optional. Date format: DDMMMYY.
Visa number	Mandatory for DOCO. 25 digits, including spaces.
Visa type	Mandatory for DOCO. One-digit values: V – Visa R – Redress K – Known traveler
Visa issue date	Mandatory for DOCO. Date format: DDMMMYY.
Place of birth	Optional. Maximum of 35 characters, including spaces.

Element	Description
Visa place of issue	Mandatory for DOCO. Maximum of 35 characters, including spaces.
Visa country of application	Mandatory for DOCO. Two- or three-letter AIRIMP code
Address type	Mandatory for DOCA. One-digit values: D – Destination R – Residence
Address country	Optional. Two- or three-letter AIRIMP country format.
Address details	Optional. Maximum of 35 characters, including spaces.
Address city	Optional. Maximum of 35 characters, including spaces.
Address state	Optional. Maximum of 35 characters, including spaces.
Address zip code	Optional. Maximum of 17 digits, including spaces.
FQTV carrier 1	Mandatory for Frequent Flyer. Carrier code with two digits.
FQTV number 1	Mandatory for Frequent Flyer. Two-character code, followed by the number.
FQTV carrier 2	Mandatory for Frequent Flyer. Carrier code with two digits.
FQTV number 2	Mandatory for Frequent Flyer. Two-character code, followed by the number.
FQTV carrier 3	Mandatory for Frequent Flyer. Carrier code with two digits.
FQTV number 3	Mandatory for Frequent Flyer. Two-character code, followed by the number.

How to import passenger information from a file

1. In the **Passenger and Contact Details** section or **Special Service Request** section of the booking file that you want to import information into, click on **Import from file**.

   If you are importing information into an empty booking file, click on **Download Template File** to download an empty template.
2. Browse to the Excel file and click on **Open**.

The file format must adhere to a specific template.

3. In the **Import** pop-up window, select which information to import:
   - **Passenger names**
   - **DOCS** (passport information)
   - **DOCA** (destination/residence address information)
   - **DOCO** (visa information)
   - **FQTV** (frequent flyer) special service requests
4. Click on **Import selected data**.

How to export passenger information to a file

1. If the booking file contains at least one passenger, click on **Export File from Booking File** in the **Passenger and Contact Details** section.

   If the booking file does not contain any passengers, click on **Download Template File**.
2. Choose either **Save** or **Open** in the **File Download** pop-up window.

Why import profile information into a booking file?

This allows you to import Advanced Passenger Information (APIS) from a profile that cannot be transferred from a profile (for example, the passport number).

How to import profile information into a booking file

A passenger must already exist in the booking file before you can import profile information.

1. In the **Passenger and Contact Details** section of the booking file that you want to import information into, click on **Import from profile**.

   The **ImportFrom Profile** pop-up window displays the list of passengers that are in the booking file.
2. Optionally, enter the office ID in which you want to search.

   If you do not enter an office ID, the search is done in the office ID where you are logged in.
3. Click on the passenger name to search for the profile.

   Any matching profiles and their corresponding Record Locators are displayed in the **Matching Profiles** section.

   If no matching profiles are found, it could be that:

   a. The profile does not exist. In this case, you need to create the profile.

   b. The profile is not in the office that you are searching in. In this case, you need to change the office using the **Office ID** field.
4. Click on **Details** for the matching profile to preview the information that will be imported:

  - **Passenger names**
  - **DOCS** (passport information)
  - **DOCA** (destination/residence address information)
  - **DOCO** (visa information)
  - **FQTV** (frequent flyer) special service requests
5. Click on **Import all eligible data.**

   When the import is complete, the profile is no longer highlighted in the **Matching Profiles** section.
6. If there is more than one passenger in the booking file that you want to import profile information for, click on the passenger name and follow the above steps in the **Import From Profile** pop-up window.

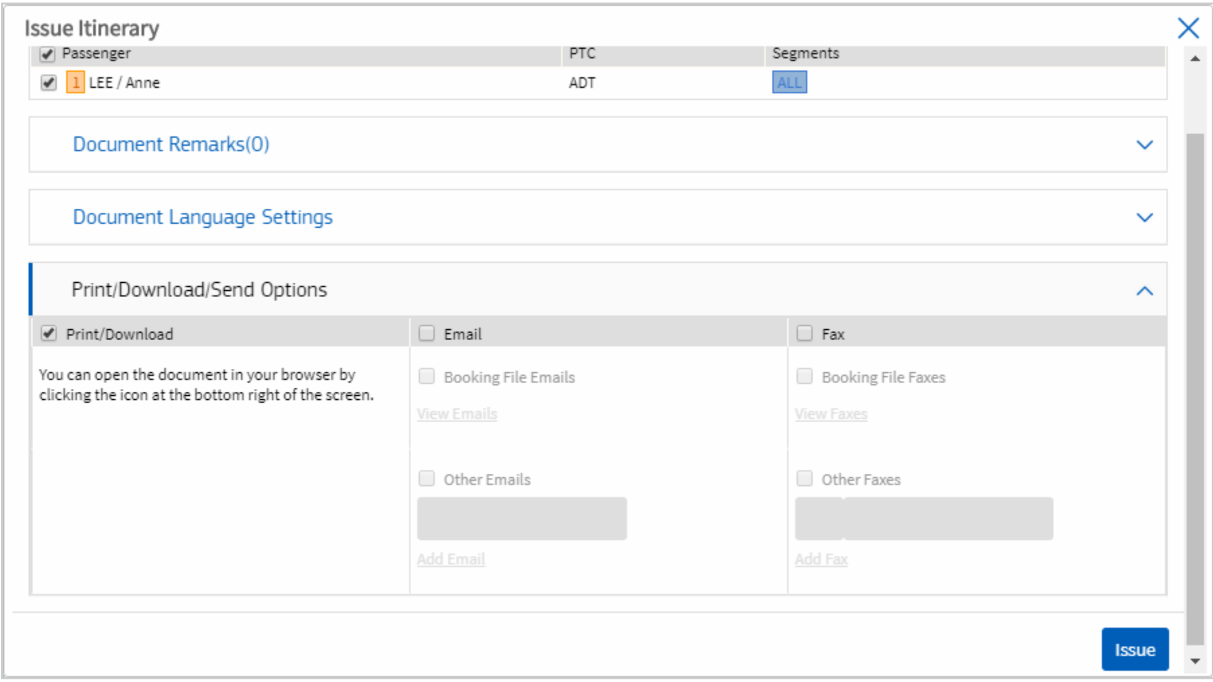
   Otherwise, close the **Import From Profile** pop-up window to return to the booking file.

   The passenger name in the **Passenger and Contact Details** section is now an active link that you can click on to directly access their profile from the booking file.

How to print, email or fax a passenger itinerary

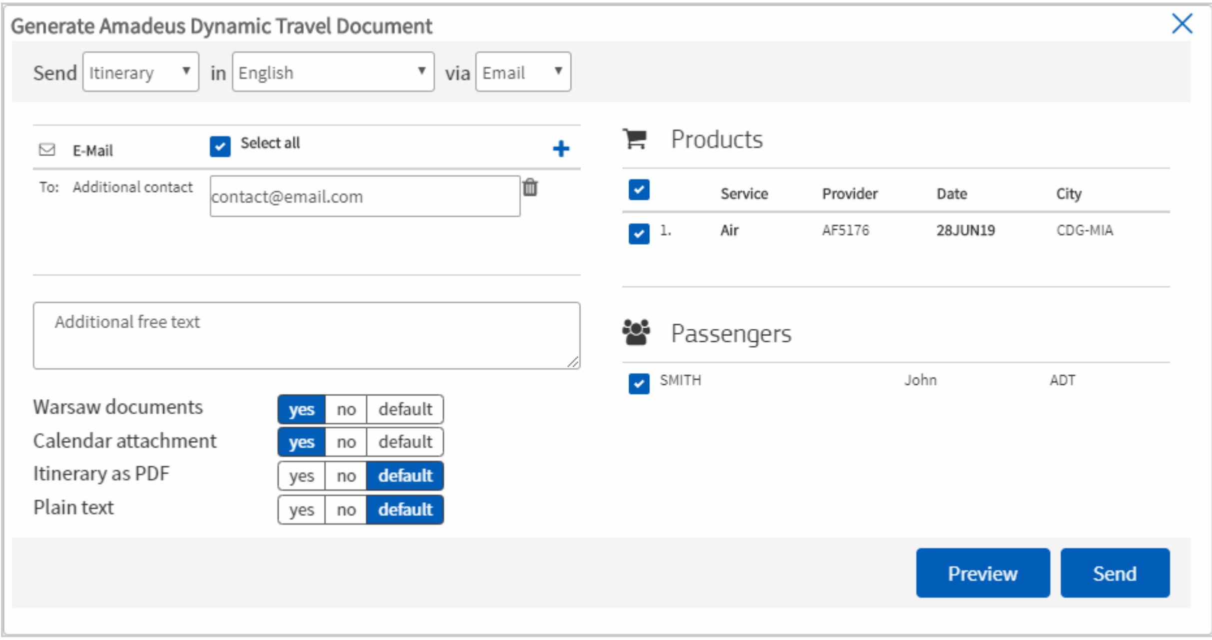
1. In the **Itinerary Details** section of the booking file, click on **Issue Itinerary**.
2. Select the itinerary type.
3. Select the passengers.
4. Select the language for the document.
5. Select the delivery method and click on the corresponding button to:

- Print
- Email
- Fax



How to generate Amadeus Dynamic Travel Documents

1. In the **Itinerary Details** section of the booking file, click on **Generate ADTD**.
   Alternatively, click on **Generate documents** in the **What do you want to do next?** section.
2. In the **Generate Amadeus Dynamic Travel Documents** dialogue box, select the required details.
3. Deselect any segments you want to exclude from the itinerary (optional).
4. For itineraries sent by email, click on **Preview** to check how the itinerary PDF document will look (optional).
5. For itineraries sent by SMS, enter the default text that will appear at the top of every text message (optional).
6. Click on **Send**.



Managing passenger associations

How to display a passenger association

Go to the **Itinerary Details** section of the booking file for which you want to display the passenger association.

Passenger associations are displayed for each segment with an association. However, if a segment is associated to all passengers, the individual passenger associations are not displayed.

How to add a passenger association

1. In the **Itinerary Details** section of the booking file, expand the **Details** section.
2. Click on **Associate to Passenger** and enter the passenger association.

How to edit a passenger association

1. In the **Itinerary Details** section of the booking file:
   - Click on **Edit** beside the passenger association you want to edit.

     Or:
   - Expand the **Details** section of the segment and click on **Associate to Passenger**.
2. Enter the new passenger number or name, or select the new passenger association from the **Associate To** drop-down list.

How to remove a passenger association

In the **Itinerary Details** section of the booking file, click on the **Delete** icon beside the passenger name.

How to associate an infant to a passenger

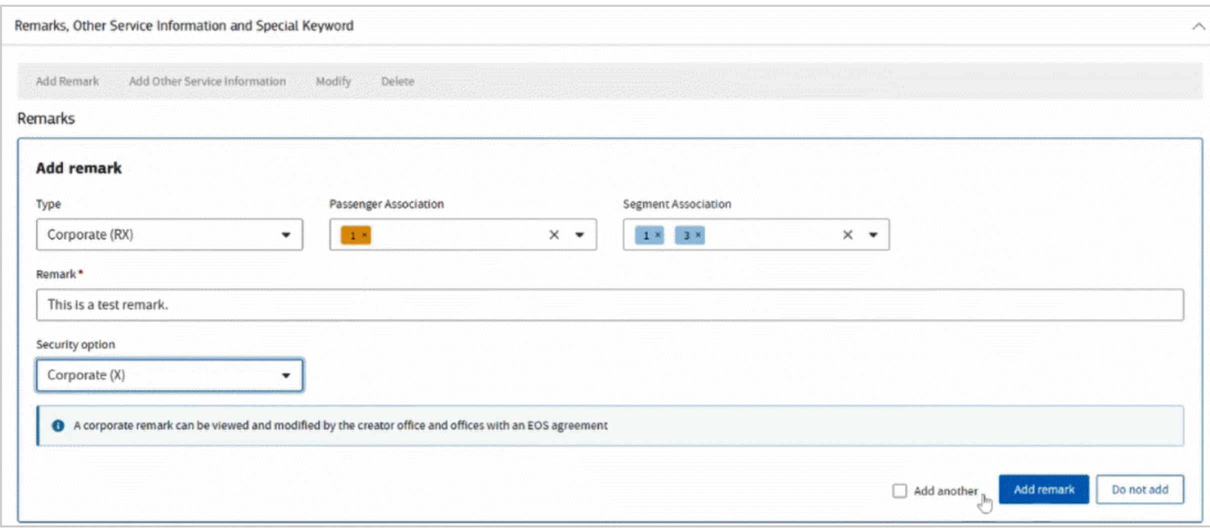
1. In the **Passenger and Contact Details** section of the booking file, click on **Add Infant** and enter the infant details.

   By default, the last name of the previous passenger entry is pre-populated in the infant **Last Name** field and the infant is associated to this passenger.
2. To change the passenger association, select a different passenger from the **Travelling With** drop-down list.
3. Click on **Save**.

Working with remarks and other service information

How to add a remark

1. In the **What do you want to do next?** section of the booking file, click on **Add a Remark**. The **Remarks, Other Service Information and Special Keyword** section is displayed, if the booking file contains information.
2. Select the **Type**, **Passenger Association** and **Segment Association** for the remark.
3. Depending on the remark type, select a category and security option.
4. Enter the remark in the **Remark** text box.

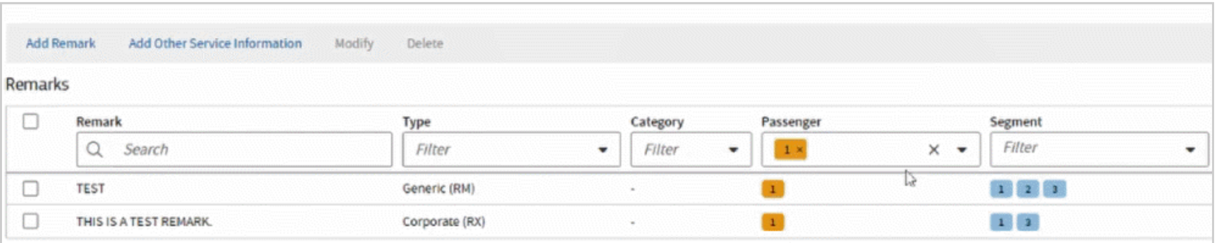


5. If you want to immediately add another remark, select the **Add another** check box to keep the **Add remark** panel open.

6. Click on **Add Remark**.

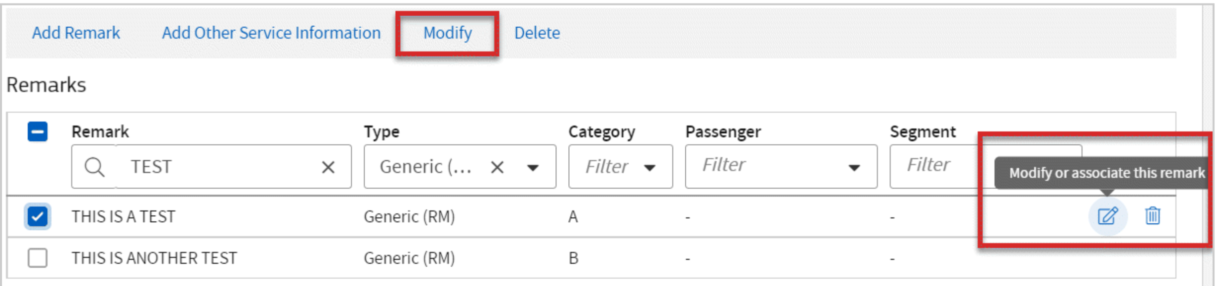
How to find a remark

In the **Remarks, Other Service Information and Special Keyword** section of the booking file, use the **Remark** search field and the filters to find the required remark.



How to modify a remark

1. In the **Remarks, Other Service Information and Special Keyword** section, you have the following options:
   - Select the remark you want to modify and then click on **Modify**.
   - Hover your mouse pointer over the remark and then click on the **Modify** icon.

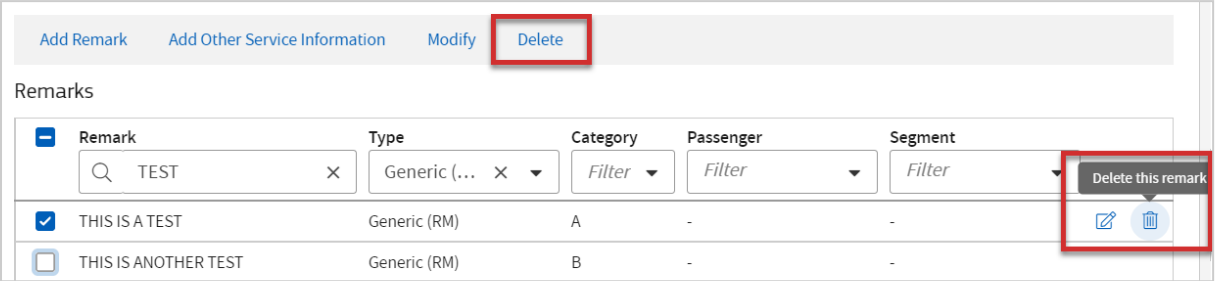


2. Update the remark.
3. Click on **Modify Remark**.

How to delete a remark

In the **Remarks, Other Service Information and Special Keyword** section of the booking file, you have the following options:

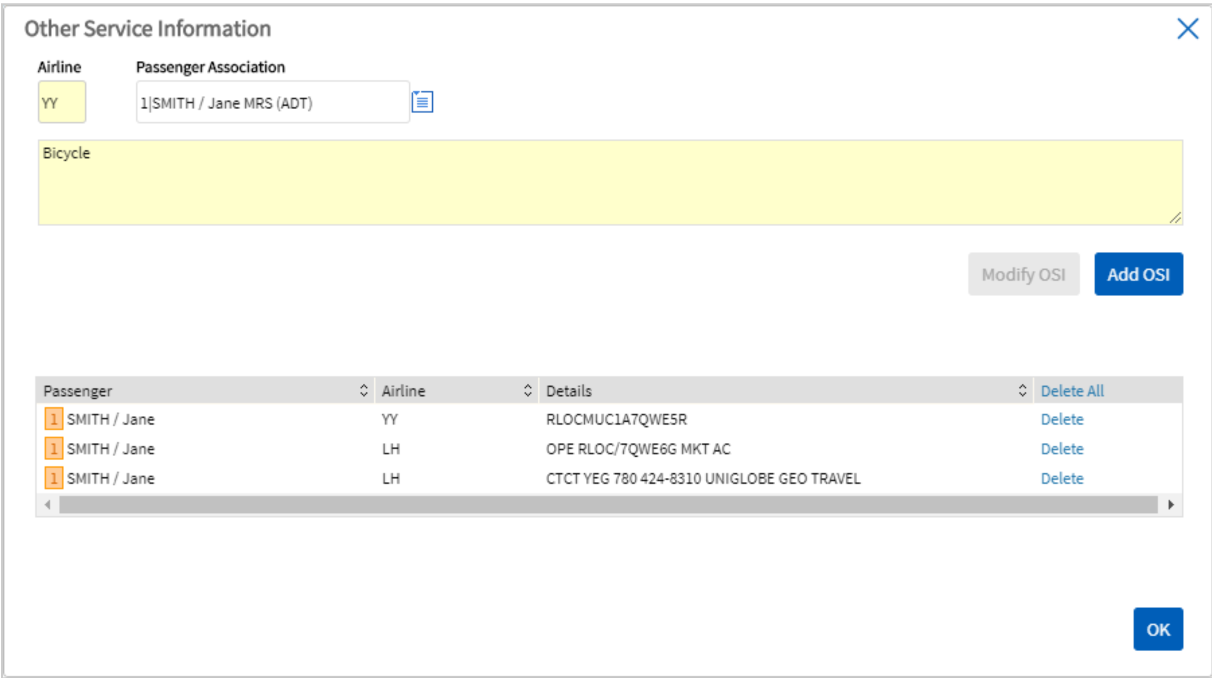
- Select the remark you want to delete and then click on **Delete**.
- Hover your mouse pointer over the remark and then click on the **Delete** icon.



Note: To delete multiple remarks in a single action, select the required remarks and click on **Delete**.

How to add other service information

1. In the **What do you want to do next?** section of the booking file, click on **Add Other Service Information**.
2. Enter the airline code and select a passenger association.
3. Enter the **OSI** details in the text box and click on **Add OSI**.
4. Click on **OK**.



How to modify other service information

1. In the **Remarks, Other Service Information and Special Keyword** section of the booking file, click on **Add/Update OSI**.

   Alternatively, click on **Add an Other Service Information** in the **What do you want to do next?** section.
2. Select the OSI that you want to modify, update the OSI details in the text box and click on **Modify OSI**.
3. Click on **OK**.

How to delete other service information

In the **Remarks, Other Service Information and Special Keyword** section of the booking file, click on **Delete** beside the OSI that you want to delete.

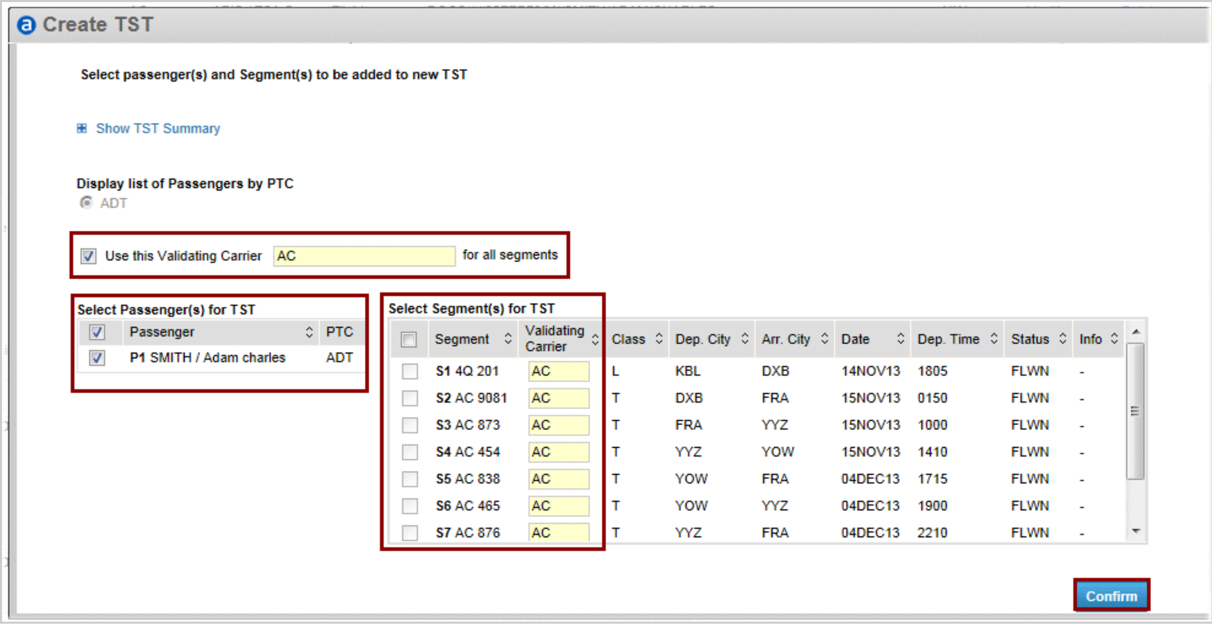
Creating Transitional Stored Tickets (TSTs)

How to manually create a TST

1. In the **Stored Fares (TST & TSM)** section, click on **Create TST**.

   Alternatively, click on **Create TST** in the **What do you want to do next?** section of the booking file.
2. Select the required passengers and segments for the TST.
3. If you want to use the same validating carrier for all segments in the TST, select the **Use this Validating Carrier** check box and enter the airline code or name in the corresponding text field.

   The same airline then appears in the **Validating Carrier** field for each segment of the TST.
4. Click on **Confirm**.



How to create a TST from the command page

The booking file must contain at least one passenger and one air segment.

1. Enter the TTC command.
   - A new graphic TST pop-up window opens with the passenger and segment details displayed.
   - You should only use the TTC command to create a new TST. To open an existing TST, use the TQT command. Otherwise, you will overwrite the existing TST.
2. Add the remaining information and click on **Update and Save**.
   - For a single passenger and single air segment, a single TST is created.
   - For multiple passengers and a single air segment, a single TST is created that contains both passengers.
   - For a single passenger and multiple air segments, a single TST is created that contains both segments.
   - For multiple passengers and multiple air segments, a single TST is created that contains all passengers and segments.

Modifying TSTs

How to display TST history

In the **Stored Fares (TST & TSM)** section, click on **View TST History**.

How to delete a TST

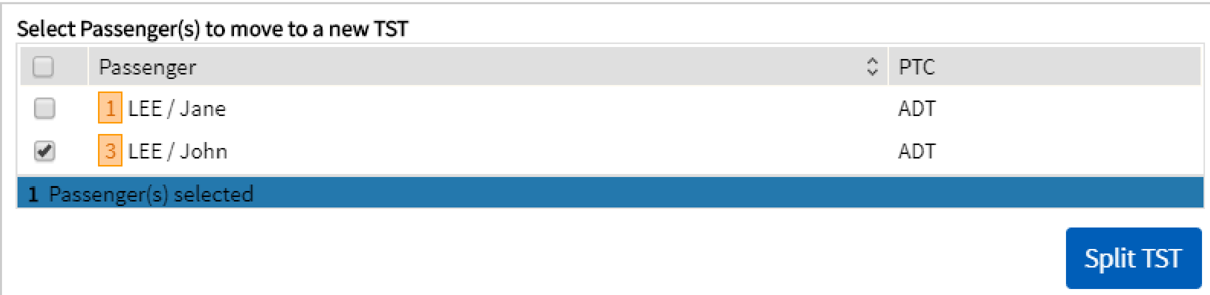
1. In the **Stored Fares (TST & TSM)** section, click on **Delete** beside the TST that you want to delete.

   If you want to delete all TSTs, click on **Delete All**.
2. To confirm the deletion, click on **OK**.

How to split a TST

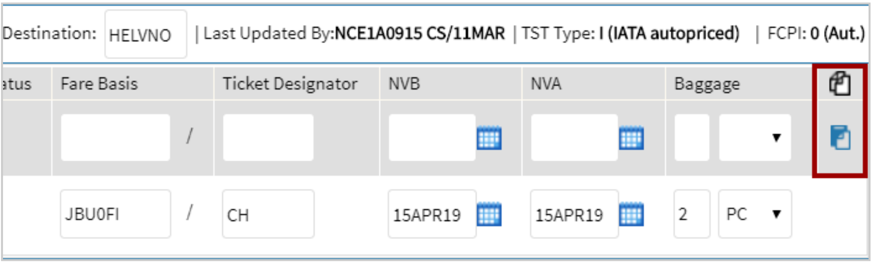
1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the TST header, click on **Split TST**.

   The **Split TST** link is only available if there is more than one passenger associated with the TST.
3. Select the passengers to be split from the TST and click on **Split TST**.



How to modify TST information

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST** for the TST that you want to update.
2. Modify the information as required. For example:
   - To automatically build fare calculation, click on the **Create Automatically** link in the **Additional Information** section of the **TST** window.
   - To add or remove commission, see *How to add or remove commission for a TST* on the next page.
   - To automatically copy TST fields for multiple flight segments, click on the **Show blank segment** icon to create a new row and then click on the **Copy to all** icon at the end of the new row.



3. Click on **Update and Save**.

How to add or remove commission for a TST

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the **Additional Information** section of the TST window, enter or remove commission for the TST using the **Commission** field.
3. Use the **Apply Commission** check box to apply the previously entered commission to all the TSTs in the booking file or to a specific subset of TSTs (including the one you are modifying).

   To apply commission to specific TSTs, click on the **All TSTs** link and select the TSTs to apply the commission to.
4. Click on **Update and Confirm**.

How to add or remove a form of payment for a TST

You can only remove the FOPs that are exclusively associated to the TST being updated. If a FOP is associated to several documents, it is not possible to remove it from the TST pop-up. This must be done from the general FOP section in the booking file.

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the **Form of Payment Summary** section of the **TST** window, add or remove the FOP as required:

   To add a new FOP:

   a. Click on **Add a New Form of Payment**. This link is only available if the issuing status of the TST is other than reissue.
   b. Select the number of FOPs (up to a maximum of three), select the payment type, and enter the payment details.
   c. Click on **Add**.

   To remove a single FOP:

   - Click on **Remove from TST**.

     For global FOPs, the FOP is no longer associated with the current TST.

     For a FOP associated with the current TST, the FOP is deleted.

   To remove all FOPs:

   - Click on **Remove All from TST**.

How to manage a form of payment for TST manual reissue

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the **Form of Payment Summary** section of the **TST** window, click on **Manage Form of Payment for Reissue**.

   The option to manage a form of payment for reissue is only available when the TST has an issuing status of reissue.
3. Select the old FOP.

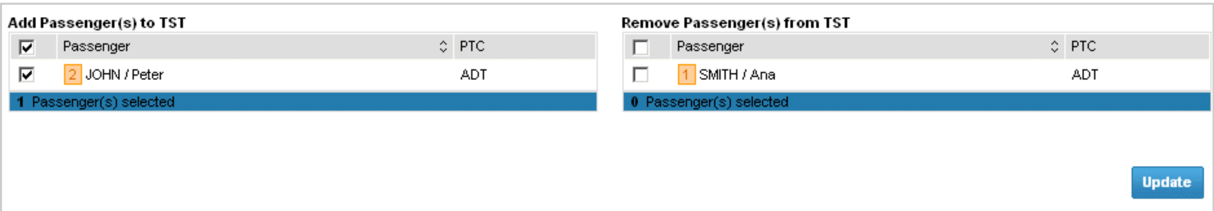
   If you choose to manually create an old FOP, select the old FOP type from the drop-down list.
4. Enter the FOP details and click on **Add**.

How to prepare a TST for manual reissue

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. Click on **Set TST for Manual Reissue**.

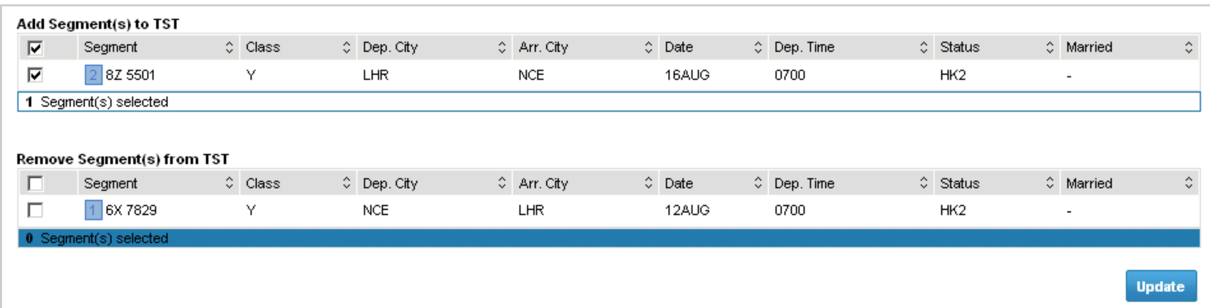
How to add or remove a passenger

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the TST header, click on **Add/Remove Passengers**.
3. Select the passenger that you want to add or remove and click on **Update**.



How to add or remove a segment

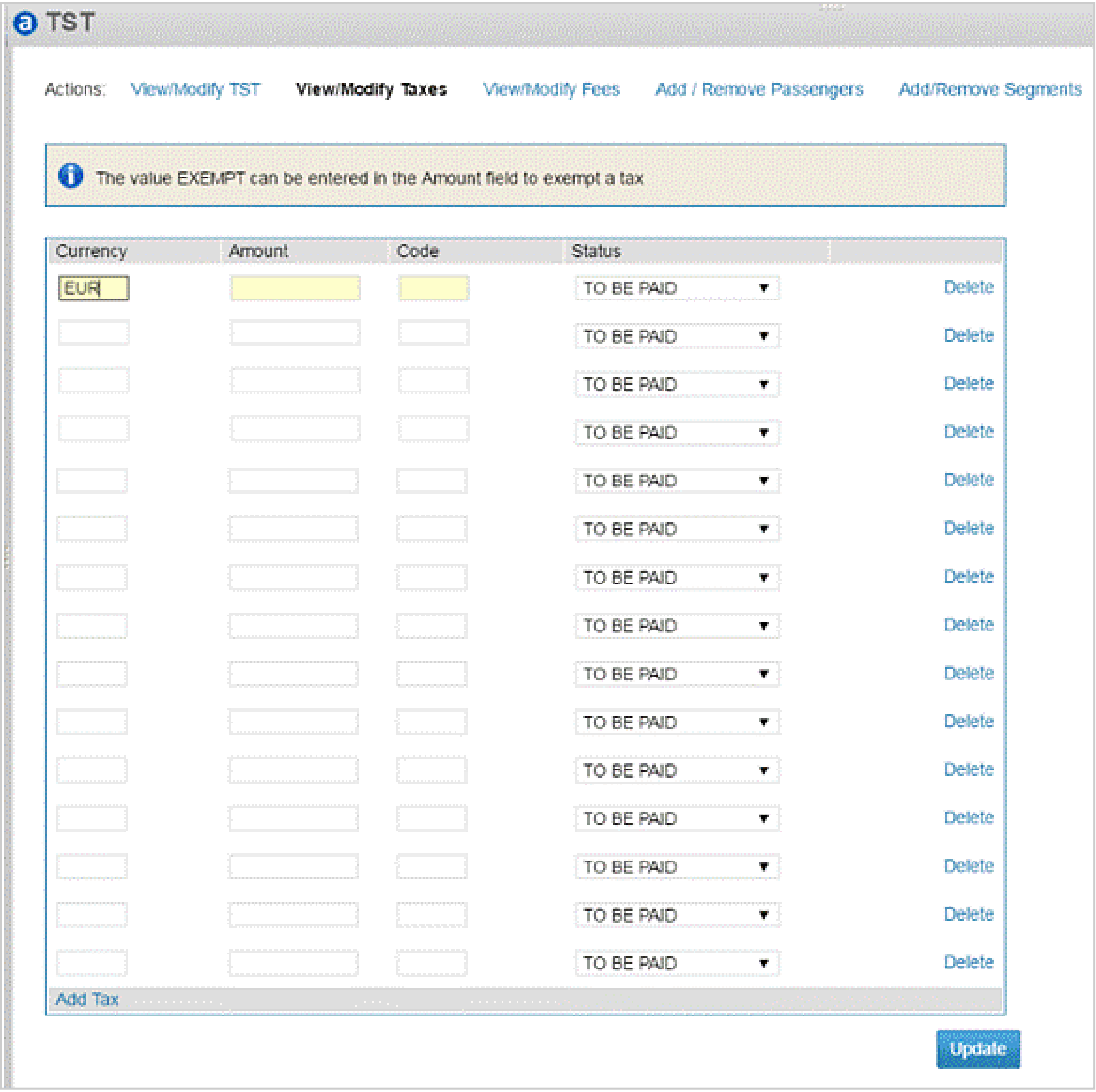
1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the TST header, click on **Add/Remove segments**.
3. Select the segment that you want to add or remove and click on **Update**.



How to add or modify TST taxes

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the TST header, click on **View/Modify Taxes** or click on the **Taxes** hyperlink in the **Fare Information** section.
3. Complete the tax details or modify the tax details already present.

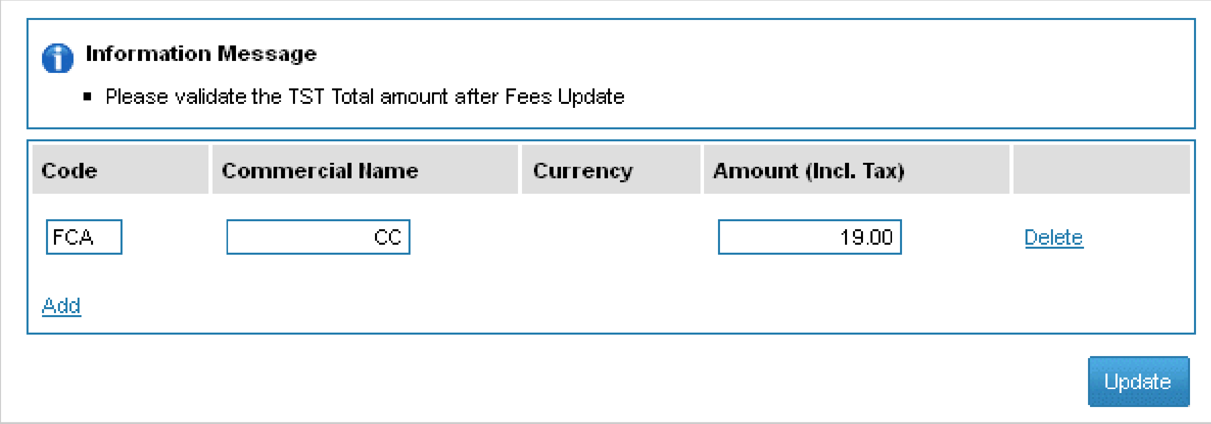
   By default, you can add 15 taxes. To add additional taxes, click on **Add Tax** and enter the tax details.
4. Click on **Update**.



How to add or modify TST fees

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TST**.
2. In the TST header, click on **View/Modify Fees**.

3. To add fees, click on **Add** and enter the fee details, or modify the fee details already present.
4. Click on **Update**.



Working with Transitional Stored Miscellaneous documents (TSMs)

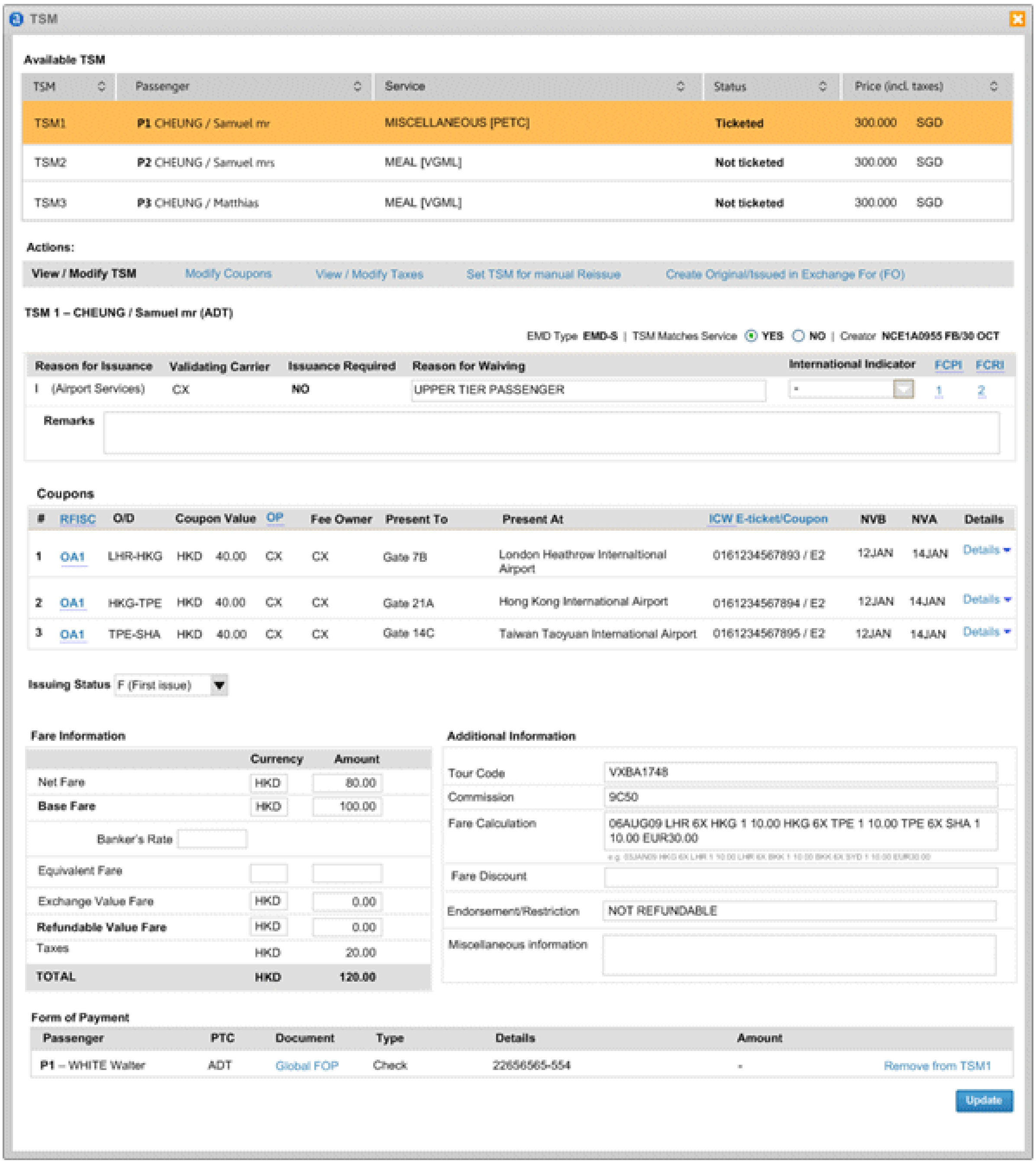
How to create a TSM

The booking file must contain at least one special service request (SSR) or an auxiliary service (SCV) before you can create a TSM.

1. In the **Stored Fares (TST & TSM)** section, click on **Create TSM**.

   Alternatively, click on **Create TSM** in the **What do you want to do next?** section of the booking file.
   - If you are only creating one TSM and there are no existing TSMs in the booking file, a TSM pop-up window is displayed with the TSM details.
   - If you are creating multiple TSMs or there are existing TSMs in the booking file, a list of available TSMs is displayed in the pop-up window.
2. Click on **Update**.

Example: TSM



How to display TSM history

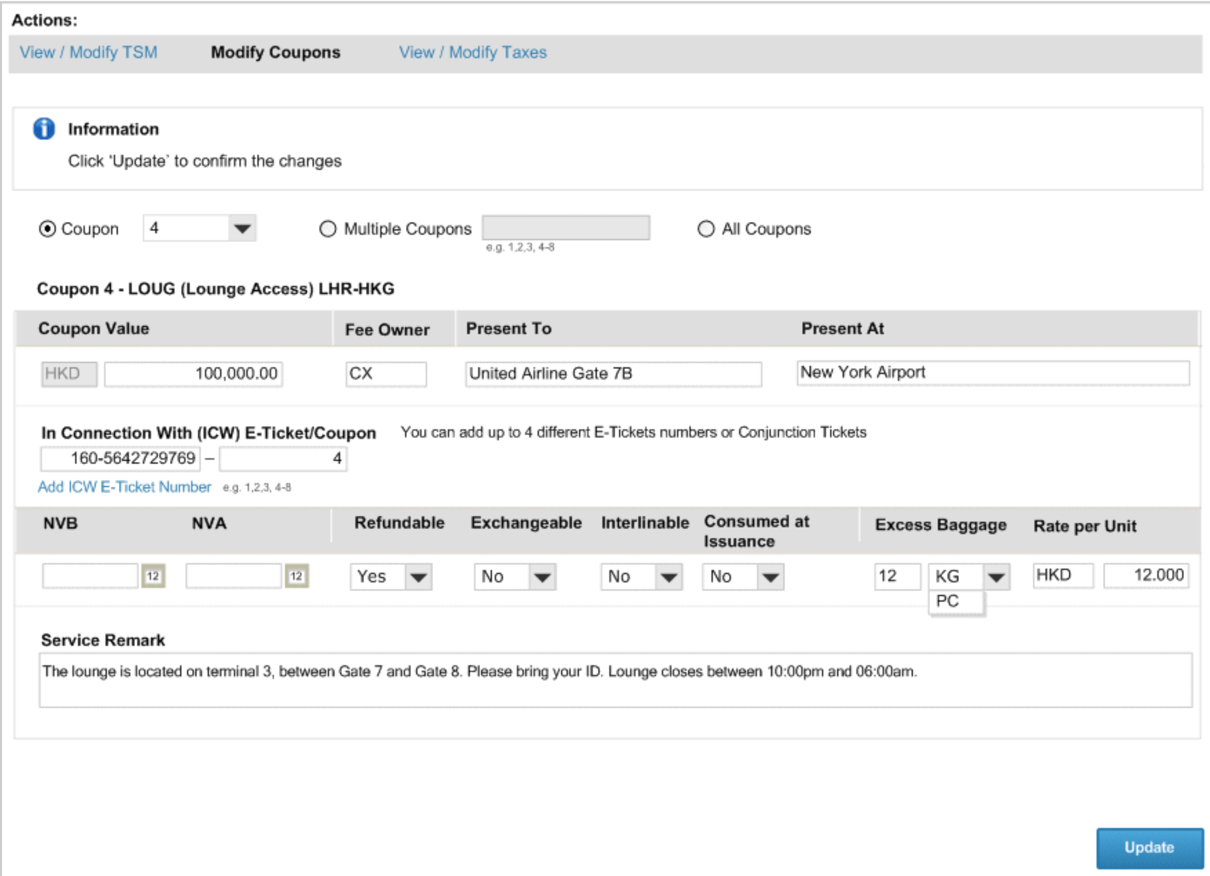
In the **Stored Fares (TST & TSM)** section, click on **View TSM History**.

How to modify TSM information

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TSM** beside the TSM that you want to modify.
2. Modify the information as required and click on **Update**.

How to modify TSM coupons

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TSM** beside the TSM that you want to modify coupons for.
2. In the **TSM** pop-up window, click on **Modify Coupons**.
3. Modify the coupon information and click on **Update**.



How to add or remove a form of payment for a TSM

You can only remove the FOPs that are exclusively associated to the TSM being updated. If a FOP is associated to several documents, it is not possible to remove it from the TSM pop-up. This must be done from the general FOP section in the booking file.

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TSM**.
2. In the **Form of Payment Summary** section of the **TSM** window, add or remove the FOP as required:

   To add a new FOP:

   a. Click on **Add a New Form of Payment**.
   b. Select the number of FOPs (with a maximum of three), select the payment type and enter the payment details.
   c. Click on **Add**.

   To remove a single FOP:

   - Click on **Remove from TSM**.

     For global FOPs, the FOP is no longer associated with the current TSM.

     For a FOP associated with the current TSM, the FOP is deleted.

   To remove all FOPs:

   - Click on **Remove All from TSM**.

How to manage a form of payment for TSM manual reissue

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TSM**.
2. In the **Form of Payment Summary** section of the **TSM** window, click on **Manage Form of Payment for Reissue**.

   The option to manage a form of payment for reissue is only available when the TSM has an issuing status of reissue.
3. Select the old FOP.

   If you choose to manually create an old FOP, select the old FOP type from the drop-down list.
4. Enter the FOP details and click on **Add**.

How to prepare a TSM for manual reissue

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TSM** beside the TSM that you want to modify.
2. Click on **Set TSM for Manual Reissue**.

How to add or modify TSM taxes

1. In the **Stored Fares (TST & TSM)** section, click on **View/Modify TSM** beside the TSM that you want to add taxes to.
2. In the **TSM** pop-up window, click on **View/Modify Taxes**.

3. Click on **Add Tax** and enter the tax details, or modify the tax details as required.
4. Click on **Update**.

How to delete a TST

1. In the **Stored Fares (TST & TSM)** section, click on **Delete** beside the TST that you want to delete.
   If you want to delete all TSTs, click on **Delete All**.
2. To confirm the deletion, click on **OK**.

Managing Travel Agent Service Fees (TASFs)

How to create a TASF

The booking file must contain at least one passenger before you can create a TASF.

1. In the **Tickets, EMD & TASF** section, click on **Create TASF**.
   Alternatively, click on **Create TASF** in the **What do you want to do next?** section of the booking file.
   You cannot add any remarks to the TASF when you first create it. Remarks can only be added when you modify an existing TASF.
2. Check the passenger and fare information and update if required.
3. Select any necessary transaction information such as Reason for Issuance Code (RFIC).
4. Add or remove any required taxes.
5. Click on **Create TASF**.

How to view or modify a TASF

The only updates that can be made to a TASF is the addition of remarks and miscellaneous information.

1. In the **Tickets, EMD & TASF** section, click on **View/Modify TASF** beside the TASF that you want to view or modify.
2. Add any additional information and click on **Update**.
3. If you are not making any updates, click on the **Close**button  to exit.

How to view TASF taxes

1. In the **Tickets, EMD & TASF** section, click on **View/Modify TASF** beside the TASF that you want to view taxes for.
2. Click on **Taxes**.
3. To return to the booking file, click on the **Close**button .

How to issue a single TASF

1. In the **Tickets, EMD & TASF** section, click on **Issue TASF** beside the TASF that you want to issue.
2. In the **Issue TASF** pop-up window, click on **Issue**.

How to issue multiple TASFs

1. In the **Tickets, EMD & TASF** section, click on **Issue**.
2. In the **Issue** pop-up window, select the elements that you want to issue.
   You can combine the issuance of TASFs with other elements such as TSTs and TSMs.
3. Click on **Issue**.

How to delete a TASF

1. In the **Tickets, EMD & TASF** section, click on **Delete** beside the TASF that you want to delete or click on **Delete All** to delete all TASFs in the booking file.
2. To confirm the deletion, click on **OK**.

How to void a single TASF

1. In the **Tickets, EMD and TASF** section, click on **Void TASF** beside the TASF that you want to void.
2. Click on **Void**.

How to void multiple TASFs

You can void multiple TASFs in combination with e-tickets and EMDs.

1. In the **Tickets, EMD and TASF** section, click on **Void E-ticket/EMD/TASF**.
2. Select the documents you want to void and click on **Void**.

Managing E-tickets and Electronic Miscellaneous Documents (EMDs)

Issuing EMDs

How to issue a single EMD

There must be at least one TSM available in the booking file before you can issue an EMD.

1. In the **Tickets, EMD & TASF** section, click on **Issue EMD** beside the appropriate TSM.
2. In the **Issue EMD** pop-up window, select the **Issue Directly on Airline Stock** check box if you want to issue the EMD directly on airline stock.

   This option is only available if you can directly issue the EMD.
3. Click on **Issue**.

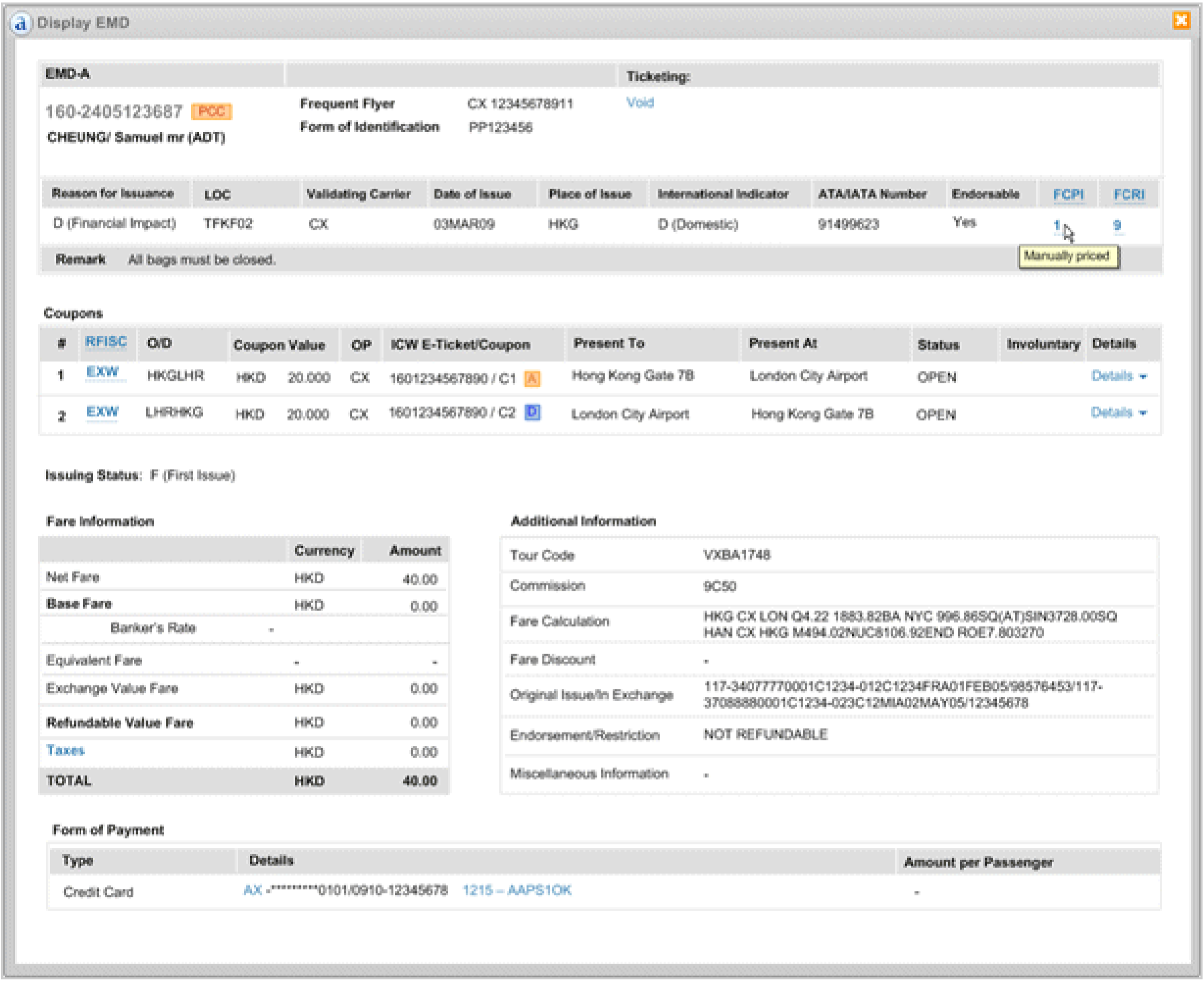
How to issue multiple EMDs

There must be at least one TSM available in the booking file before you can issue an EMD.

1. In the **Tickets, EMD & TASF** section, click on **Issue**.
2. Select the elements that you want to issue.

   Some elements may be preselected depending on their ticketing status. If you select different elements, the corresponding check boxes are systematically selected irrespective of their ticketing status.
3. If you want to issue the EMDs directly on airline stock, select the **Issue Directly on Airline Stock** check box.

   This option is only available if you can directly issue the EMD on airline stock.
4. Click on **Issue**.



How to send an A.I.R. for EMD to the back-office system

In the **Tickets, EMD and TASF** section, click on **Send A.I.R. EMD (TTM/BTK)**.

An A.I.R. (Amadeus Interface Record) is created and sent to the Back-Office system without issuing the EMD.

Voiding EMDs

How to void a single TASF

1. In the **Tickets, EMD and TASF** section, click on **Void TASF** beside the TASF that you want to void.
2. Click on **Void**.

How to void multiple EMDs

You can void multiple EMDs in combination with e-tickets and TASFs.

1. In the **Tickets, EMD and TASF** section, click on **Void E-ticket/EMD/TASF**.
2. Select the documents you want to void.
3. Select the **Void directly on airline stock** check box if you want to void e-tickets or EMDs issued on airline stock.
4. Click on **Void** to confirm the action.

Issuing e-tickets

How to issue a single e-ticket

There must be at least one TST available in the booking file before you can issue an e-ticket.

1. In the **Stored Fares (TST & TSM)** section, click on **Issue** beside the relevant TST.
2. Select the **Issue Directly on Airline Stock** check box if you want to issue on airline stock.
   This option is only available if you can directly issue the e-ticket on airline stock.
3. Click on **Issue**.

How to issue multiple e-tickets

There must be at least one TST available in the booking file before you can issue an e-ticket.

1. In the **Stored Fares (TST & TSM)** section, click on **Issue**.
2. Select the elements you want to issue.
   Some elements may be preselected depending on their ticketing status. If you select different elements, the corresponding check boxes are systematically selected irrespective of their ticketing status.
3. Select the **Issue Directly on Airline Stock** check box if you want to issue on airline stock.
   This option is only available if you can directly issue the e-ticket on airline stock.
4. Click on **Issue**.

How to send an A.I.R. for e-ticket to the back-office system

In the **Tickets, EMD and TASF** section, click on **Send A.I.R. E-ticket (TTP/BTK)**.

An A.I.R. (Amadeus Interface Record) is created and sent to the Back-Office system without issuing the e-ticket.

Voiding e-tickets

How to void a single e-ticket

1. In the **Tickets, EMD and TASF** section, click on **Void E-ticket** beside the e-ticket that you want to void.

2. In the **Void E-ticket** pop-up window, select the **Void directly on airline stock** check box if you want to void an e-ticket issued on airline stock.
3. Click on **Void**.

   The e-ticket is displayed in the **Tickets, EMD and TASF** section with status 'Voided'.

How to void multiple e-tickets

You can void multiple e-tickets in combination with EMDs and TASFs.

1. In the **Tickets, EMD and TASF** section, click on **Void E-ticket/EMD/TASF**.
2. Select the documents you want to void.
3. Select the **Void directly on airline stock** check box if you want to void e-tickets or EMDs issued on airline stock.
4. Click on **Void**.

   The voided e-tickets are displayed in the **Tickets, EMD and TASF** section with status 'Voided'.

Associating e-tickets and EMDs to a booking file

How to manually associate an e-ticket to a booking file

1. In the **Tickets, EMD and TASF** section, click on **Add Manual E-ticket (FHE)**.
2. Enter the e-ticket number in the text field and select a passenger and segment association for the e-ticket.
3. Click on **Save**.

How to manually associate an EMD to a booking file

1. In the **Tickets, EMD and TASF** section, click on **Add Manual EMD (FHD)**.
2. Enter the EMD reference in the text field and select a passenger and segment association for the e-ticket.
3. Click on **Save**.

Retrieving e-tickets and EMDs

How to retrieve an e-ticket

1. On the **Main Page**, expand the **Retrieve E-ticket or EMD** menu and click on the e-ticket option to display the search panel.
2. Enter the search criteria and click on **Search E-ticket**.

   If only a single record is returned in the search results, the e-ticket pop-up is displayed.

- To open the booking file associated with the e-ticket, click on **Open Booking File**.
  If several records are returned, the results are listed in the **Search** panel.
- To display a specific e-ticket, select the e-ticket and click on **Display E-ticket**. Alternatively, double-click on the e-ticket.
- To open the booking file associated with the e-ticket, click on **Open Booking File**.

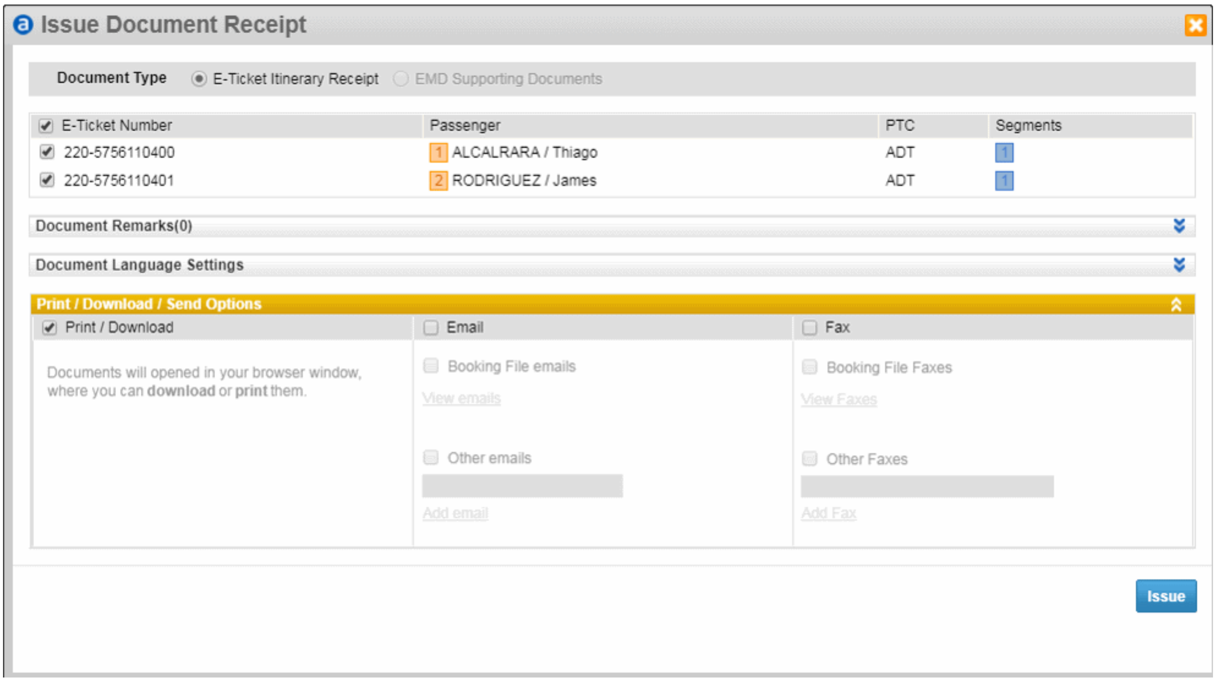
How to retrieve an EMD

1. On the **Main Page**, expand the **Retrieve E-ticket or EMD** menu and click on the **EMD** option to display the **Search** panel.
2. Enter the search criteria and click on **Search EMD**.
   If only a single record is returned in the search results, the **EMD** pop-up is displayed.
   - To open the booking file associated with the EMD, click on **Open Booking File**.
     If several records are returned, the results are listed in the **Search** panel.
   - To display a specific EMD, select the EMD and click on **Display EMD**. Alternatively, double-click on the EMD.
   - To open the booking file associated with the EMD, click on **Open Booking File**.

Printing and sending an e-ticket or EMD receipt

How to print, email or fax an e-ticket or EMD receipt

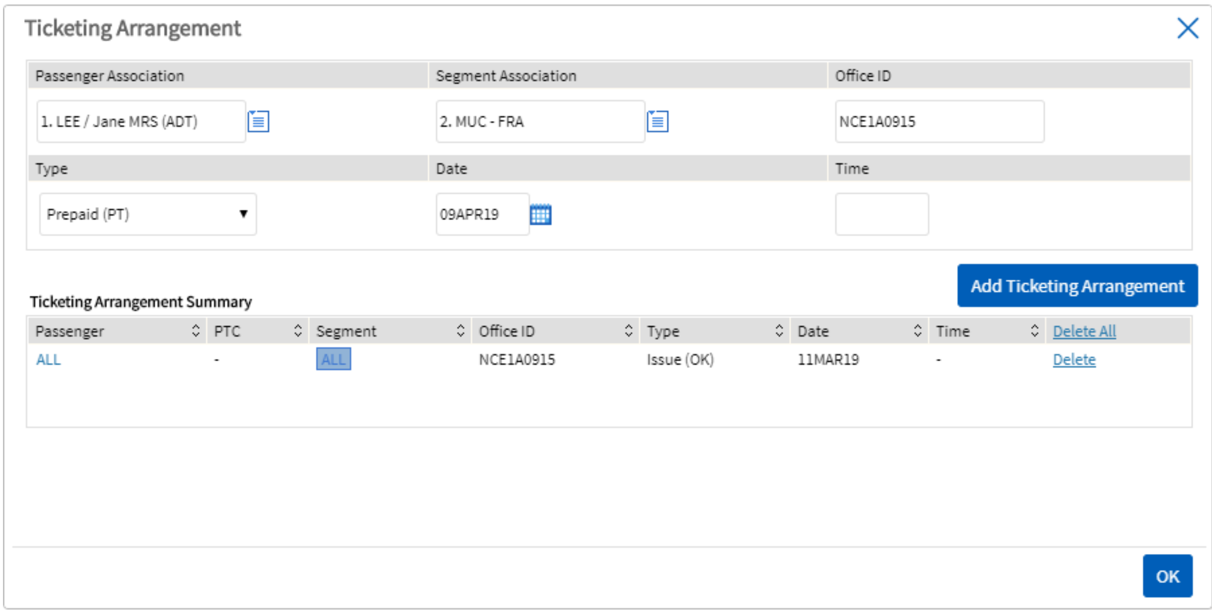
1. In the **Tickets, EMD and TASF** section, click on **Issue Document Receipt**.
2. Select the document type.
3. Select the e-ticket or EMD.
4. Select the language for the document.
5. Select the delivery method and click on the corresponding button to:
   - Print
   - Email
   - Fax



Setting a ticketing arrangement

How to set a ticketing arrangement

1. Click on **Set Ticketing Arrangement** in the **Tickets, EMD and TASF** section.
2. Enter the required details in the **Ticketing Arrangement** pop-up window and click on **Add Ticketing Arrangement**.
3. Click on **OK**.



A time limit ticketing arrangement can also be entered directly using the **Set Ticketing Arrangement** calendar field in the **Booking File Information** section.

Creating an original issued document (FO)

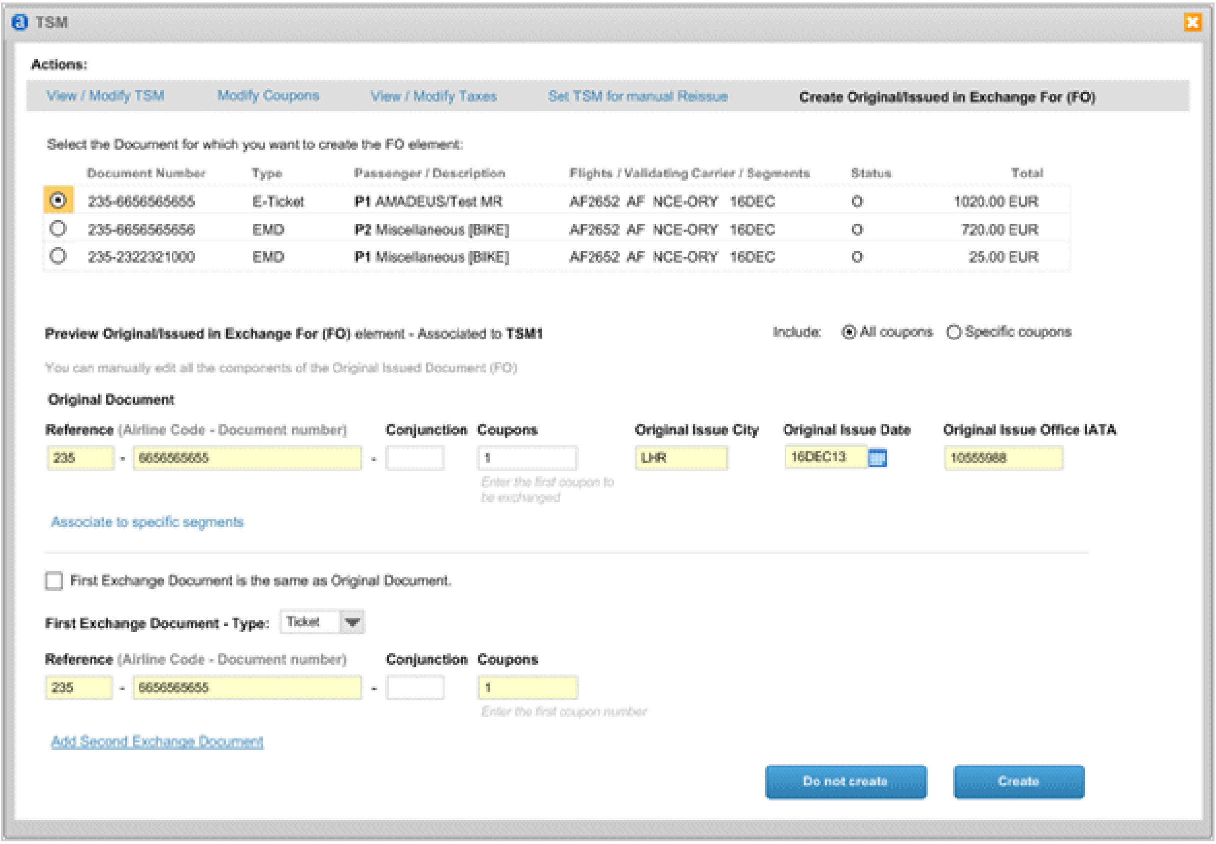
How to create an original issued document (FO)

1. In the **Tickets, EMD and TASF** section, click on the link entitled **Create Original/Issued in Exchange For**.

   There must be at least one e-ticket or EMD in the booking file to see this option.

   Alternatively, click on **Create Original/Issued in Exchange For (FO)** in the TST pop-up window.
2. Select the document for which you want to create the FO element and modify the original document number if required.
3. Select whether you want to include all coupons or only specific coupons for FO element creation. Only coupons with an Open status will be included.
   - If you choose to include all coupons, the **Coupon** field in the **Original Document** section will be prefilled with a value of 1.
   - If you choose to include only specific coupons, you must manually enter the corresponding coupon numbers in the **Coupon** field and separate them by a comma or dash.
4. To add segment association:
   a. Click on **Associate to Specific segments**.
   b. Enter the segment ID in the text box.
   c. Select the required segments.

   By default, the details of the first and second exchange documents are hidden.
   - To display or update the first exchange document, deselect the check box entitled **First Exchange Document is the Same as Original Document**.
   - To add or update the second exchange document, click on **Add Second Exchange Document**.
5. Click on **Create**.



Issuing car e-vouchers

How to issue a car e-voucher

To issue a car e-voucher, a car segment must be active within the booking file and include a contact point (AP element) and ticketing information (TK element).

1. Click on the **Car E-Voucher** tab in the **Tickets, EMD and TASF** section.
2. Enter the required details in the **Issue E-Voucher** pop-up window and click on **Issue**.

Working with manual bookings

Understanding manual bookings

What is a manual booking?

A manual booking is a graphic representation of an Extended Travel Record (ETR), a feature of a Total Travel Record (TTR). It allows you to store bookings that are made on non-GDS external booking systems in a structured and standardised format.

Manual bookings can be added to a booking file as new segments, which are displayed together with GDS segments in chronological order to allow a full trip view in the **Itinerary Details** section.

Examples of manual bookings include a flight that is booked through the airline's website or a taxi journey that is booked directly with the taxi provider.

Any changes or cancellations to manual bookings must be done directly with the provider outside of Selling Platform Connect.

What are the types of manual booking?

- Activities Miscellaneous
- Air
- Car
- Cruise
- Excursion
- Hotel
- Insurance
- Meeting
- Move Miscellaneous
- Parking
- Rail
- Service Miscellaneous
- Show and Event
- Sleep Miscellaneous
- Taxi
- Transfer
- Urban Transportation
- Visa

What are the booking states of a manual booking?

- HK (Confirmed)
- HL (Waitlisted)
- HX (Cancelled)
- HN (On Request)
- TT (Time to Think)
- NB (Not Booked)

Managing manual bookings

How to add a manual booking to a booking file

You need to first create the booking with the provider before adding it as a manual booking to the booking file.

1. In the **Itinerary Details** section of the booking file, click on **Add manual booking** and select the booking type.

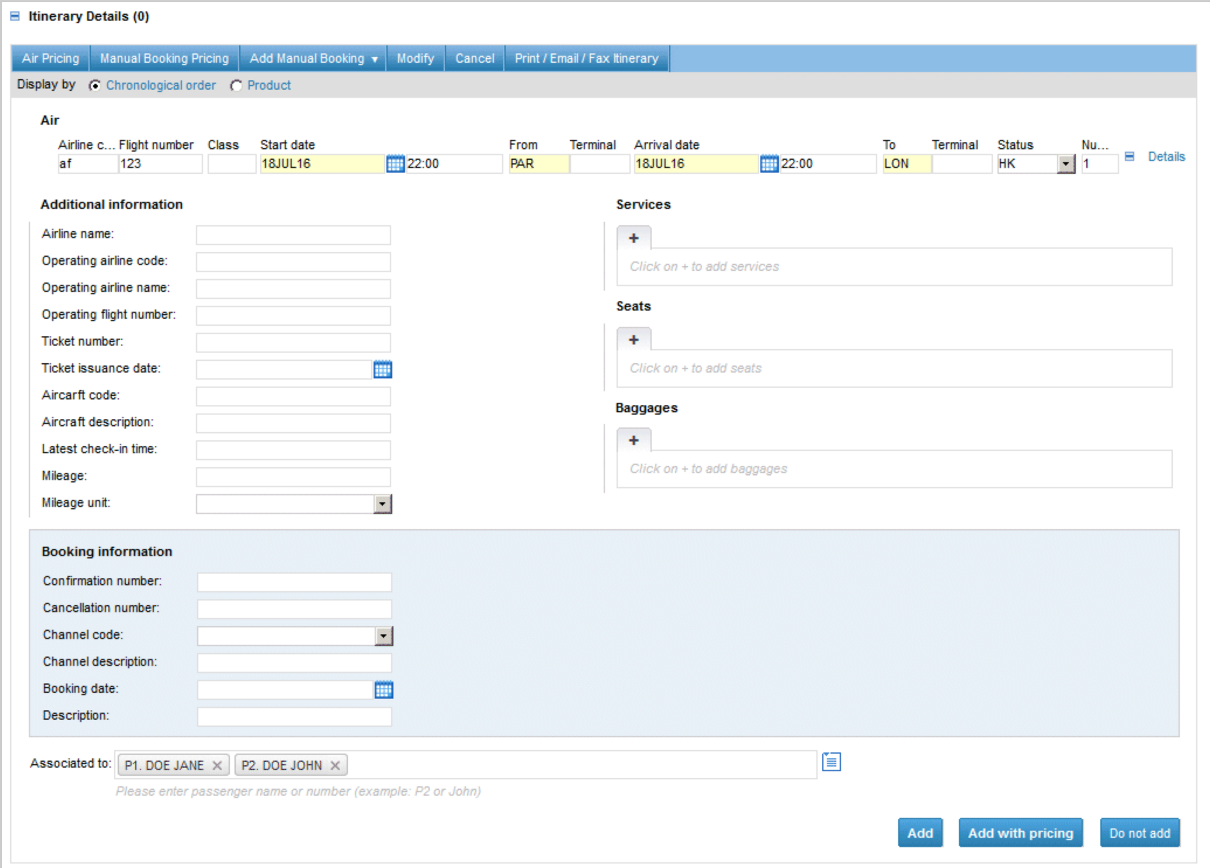
   Or:

   In the **What do you want to do next?** section of the booking file, click on **Add manual booking**, select the booking type, and click on **Add**.
2. Enter any summary information for the booking, including passenger association. See *Associating passengers with a manual booking* on page 67.
3. Expand the **Details** section to enter more comprehensive information for the booking.
4. To add the booking to the booking file, click on **Add**.
5. To associate a purchase price to the booking before adding it to the booking file, click on **Add with pricing**.
   a. In the **Create manual booking price** pop-up window, check the manual booking details and define the necessary pricing information.

      The passengers who are associated with the manual booking are displayed in the **Passenger Association** section. Passenger association is mandatory for adding a purchase price. See *Adding a purchase price to a manual booking* on page 67.
      - You can select which passengers in the manual booking to associate with the pricing. To add other passengers that are not listed, you need to close the pop-up and add them to the manual booking.
      - You can define either the global price for the booking and all of the associated passengers, or just the price per passenger.

   b. Click on **Create**.

Adding an air manual booking



How to modify a manual booking

1. In the **Itinerary Details** section of the booking file, select the manual booking segment and click on **Modify**.

   To change the booking status of a manual booking, see *How to modify the booking status of a manual booking* below.

   To modify the passenger association of a manual booking, see *How to modify the passenger association of a manual booking* on the next page
2. Update the information as required and click on **Modify**.

How to modify the booking status of a manual booking

Changing the status of a manual booking to cancelled (HX) does not cancel the non-GDS booking with the provider and it does not delete it. The booking must be cancelled directly with the provider.

1. In the **Itinerary Details** section of the booking file, select the manual booking that you want to modify and click on the **Modify** button.
2. Select the new booking status from the **Status** drop-down list and click on **Modify**.

How to remove a manual booking from a booking file

To cancel the booking, you must cancel it directly with the provider.

1. In the **Itinerary Details** section of the booking file, select the manual booking that you want to remove and click on **Cancel**.
2. To confirm, click on **Cancel segments**.

   The manual booking is removed from the booking file.

Associating passengers with a manual booking

When can passengers be associated with a manual booking?

- When you are adding the manual booking to a booking file. See *How to add a manual booking to a booking file* on page 65.
- When you are modifying the manual booking. See *How to modify a manual booking* on the previous page and *How to modify the passenger association of a manual booking* below.

How to modify the passenger association of a manual booking

1. In the **Itinerary Details** section of the booking file, select the manual booking segment and click on **Modify** or the **Edit** link next to the passenger.
2. To delete a passenger association, click on the **Delete** icon next to the passenger.

   Alternatively, select the passenger and press the **Delete** or **Backspace** key.

   You can only delete passengers who have not yet been associated with a manual booking price.
3. To add a new association, start to type the passenger name or number, including the letter P (for example, P1 for passenger 1), in the **Associated to** field and select the passenger from the autocomplete options.

   You can only associate passengers that are already in the booking file. If a passenger is not available in the autocomplete options, you need to first add them to the booking file.
4. Click on **Modify**.

Adding a purchase price to a manual booking

When can a purchase price be added to a manual booking?

- When you are adding the manual booking to the booking file. See *How to add a manual booking to a booking file* on page 65.
- When the manual booking already exists in the booking file. See *How to add a purchase price to a manual booking* on the next page.

How to add a purchase price to a manual booking

The relevant site parameters must be configured and activated before you can add a price to a manual booking.

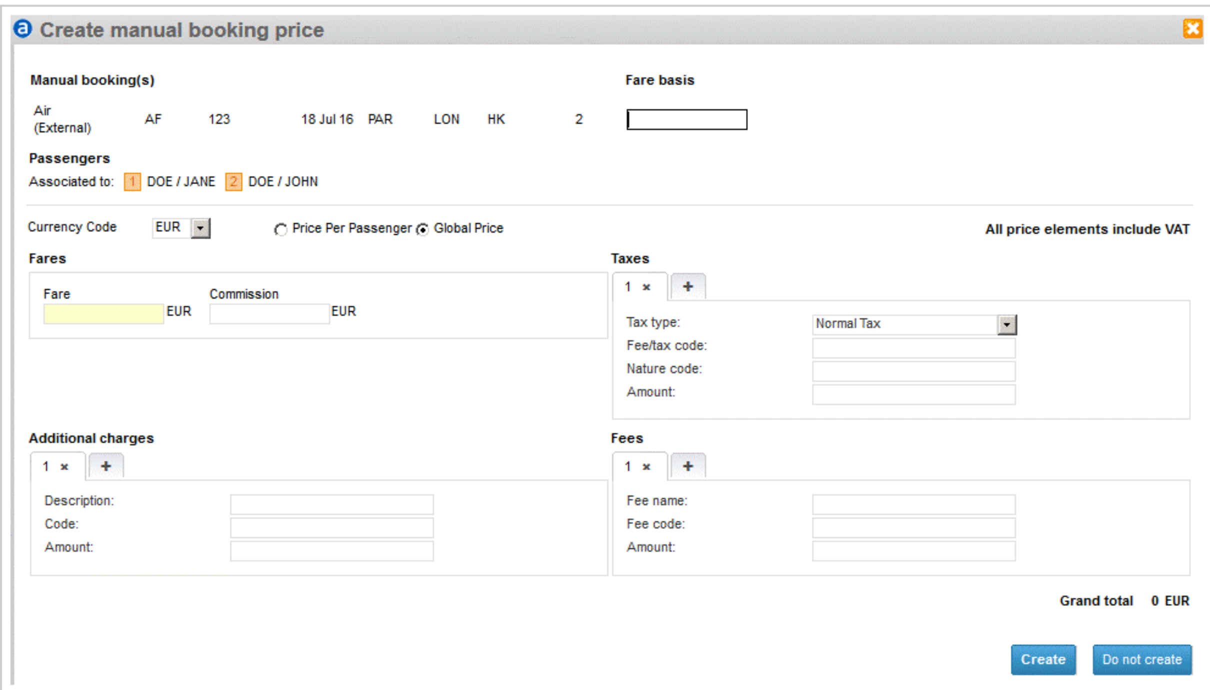
1. In the **Itinerary Details** section of the booking file, select the manual booking that you want to add a price to and click on **manual booking Pricing**.

   You can add a purchase price to several Air or Rail manual bookings at the same time by using the Ctrl button when selecting them.
2. In the **Create manual booking price** pop-up window, check the manual booking details and define the necessary pricing information.

   Passenger association is mandatory for adding a purchase price.
   - You can select which passengers in the manual booking to associate with the pricing. See *How to modify the passenger association of a manual booking* on the previous page.
   - To add other passengers that are not listed, you need to close the pop-up and add them to the manual booking.
   - You can define either the global price for the booking and all of the associated passengers, or just the price per passenger.

   An infant cannot be associated to a purchase price.
3. Click on **Create**.

Adding a purchase price for an air manual booking



How to modify the purchase price of a manual booking

1. In the **manual booking Prices** section of the booking file, select the manual booking and click on **Modify**.
2. In the **Modify manual booking price** pop-up window, check the booking details and update the pricing information as required.

   For an existing purchase price, the passenger association cannot be modified. To change this information, you need to:

   a. Cancel the manual booking.

   b. Create a new manual booking with the correct passenger selection for the purchase price creation.

   c. Add a price to the new manual booking.
3. Click on **Modify** to save the changes.

Working with offers

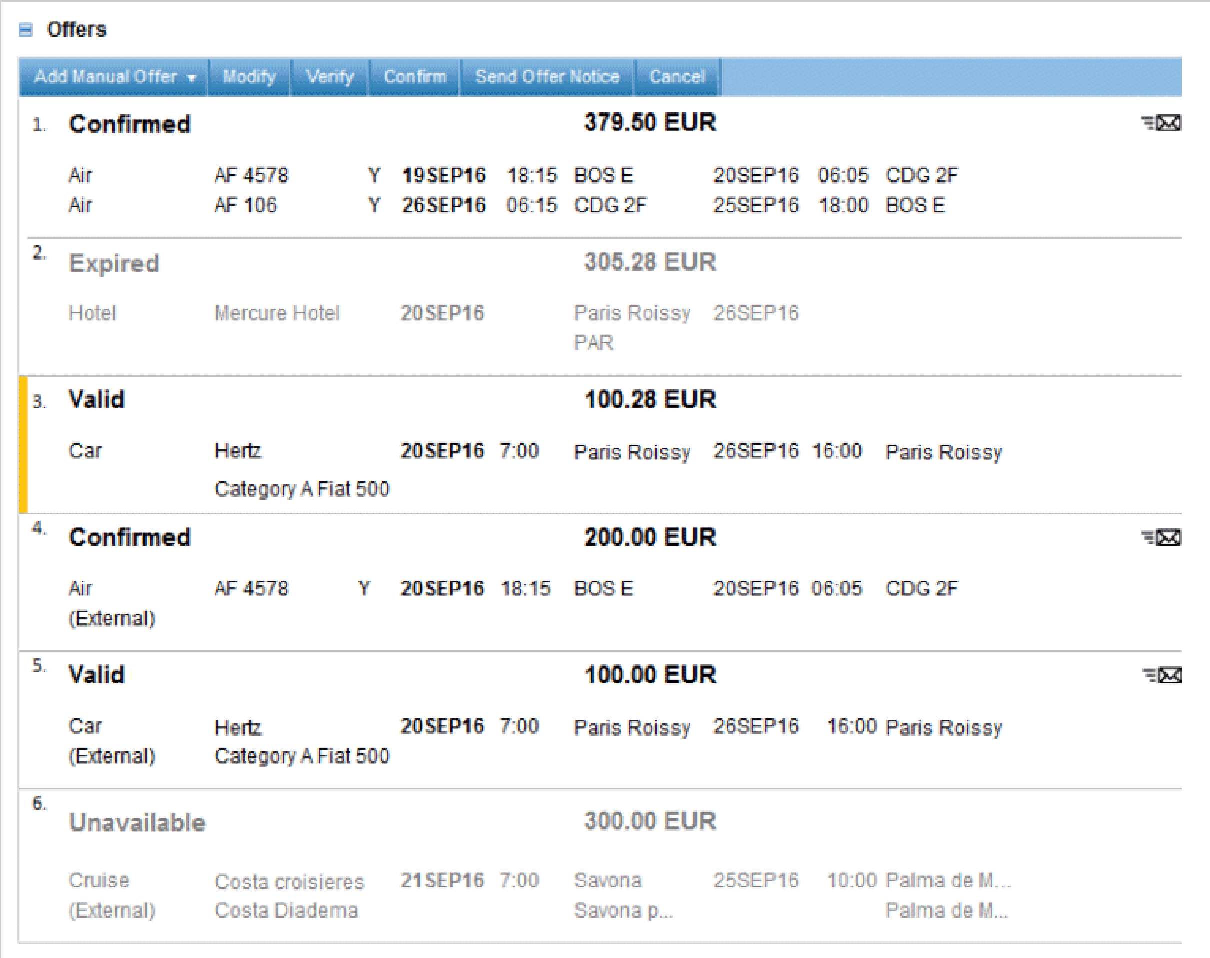
Understanding offers

What are offers?

Offers are trip quotations where you price the different elements of the itinerary for your customer before booking any segments.

After an offer is manually confirmed in the **Offers** section of the booking file, it is converted to segment information in the **Itinerary Details** section.

Example: Offers section in the booking file



What are the types of manual offer?

- Activities Miscellaneous
- Air
- Car
- Cruise
- Excursion
- Hotel
- Insurance
- Meeting
- Move Miscellaneous
- Parking
- Rail
- Service Miscellaneous
- Show and Event

- Sleep Miscellaneous
- Taxi
- Transfer
- Urban Transportation
- Visa

Managing offers

How to add a manual offer to a booking file

1. In the **What do you want to do next?** section of the booking file, click on **Add manual offer**, select the offer type, and click on **Add**.

   If an offer was already added to the booking file, you can also click on **Add manual offer** in the **Offers** section of the booking file and select the offer type.
2. Complete the required information and click on **Add**.

How to modify a manual offer

You can only modify a manual offer with a **Valid** status, and you cannot modify a manual offer that has already been sent by email.

1. In the **Offers** section of the booking file, select the manual offer and click on **Modify**.
2. Update the information as required and click on **Modify**.

How to verify a GDS offer

1. To verify if an Air or Hotel GDS offer is still valid, select the offer in the **Offers** section of the booking file and click on **Verify**.

   A message confirms whether the offer is still valid or not.
2. Click on **OK** or the **Close** button to close the pop-up message.

How to confirm an offer

1. In the **Offers** section of the booking file, select the offer and click on **Confirm**.

   A pop-up message is displayed to indicate whether the confirmation was successful or not.
2. Click on **OK** or the **Close** button to close the pop-up message.

   If the offer is successfully confirmed, it appears in the **Offers** section (with a **Confirmed** status), **Itinerary Details** section and, if activated, in the **Sales** section.

- When a GDS offer is confirmed, it is converted into a GDS segment.
- When a manual offer is confirmed, it is converted to a manual booking and also displayed in the **manual booking Prices** section of the booking file. The booking must be confirmed directly with the provider.

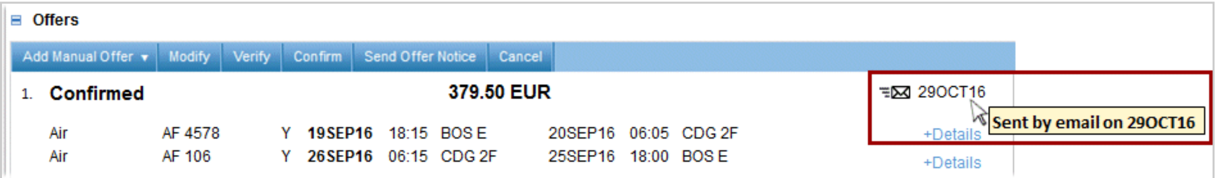
How to send an offer notice by email

1. Select the offer in the **Offers** section of the booking file and click on **Send Offer Notice**.

   You can select more than one offer to send.
2. In the **Send offer notice** pop-up window, the email address is prefilled with the first email address (APE) from the general contact that is stored in the current booking file. Enter a new address if required and click on **Send**.

   A confirmation pop-up message is displayed to indicate whether the offer notice was successfully sent or not.

   If the notice was successfully sent, each of the selected offers in the notice will display an email icon with the date that the notice was sent.



How to cancel an offer

1. In the **Offers** section of the booking file, select the offer that you want to cancel.

   You can select more than one offer.
2. Click on **Cancel offers**.
3. In the **Confirmation** pop-up window, confirm the cancellation.

Working with sales information

Understanding sales information

What are sales items?

Sales items are financial items resulting from bookings made through the Amadeus GDS (such as Air, Car, and Hotel) and manual bookings that are added directly to the booking file.

All sales items are displayed together with manual (non-GDS) bookings in the **Sales** section of the booking file, where you can do all booking- and sales-related actions in the same view.

The **Sales** section is only displayed in the booking file when sales item information is available in the Total Travel Record (TTR).

When are sales items created?

Booking Type	Sales Item Creation
Manual bookings	When the Quotation Purchase element is available.
Air GDS bookings	When the TST exists.
Car, Hotel, and other GDS bookings	When the corresponding segment is available in the TTR.
EMD bookings	When the TSM exists.

What are the types of sales item?

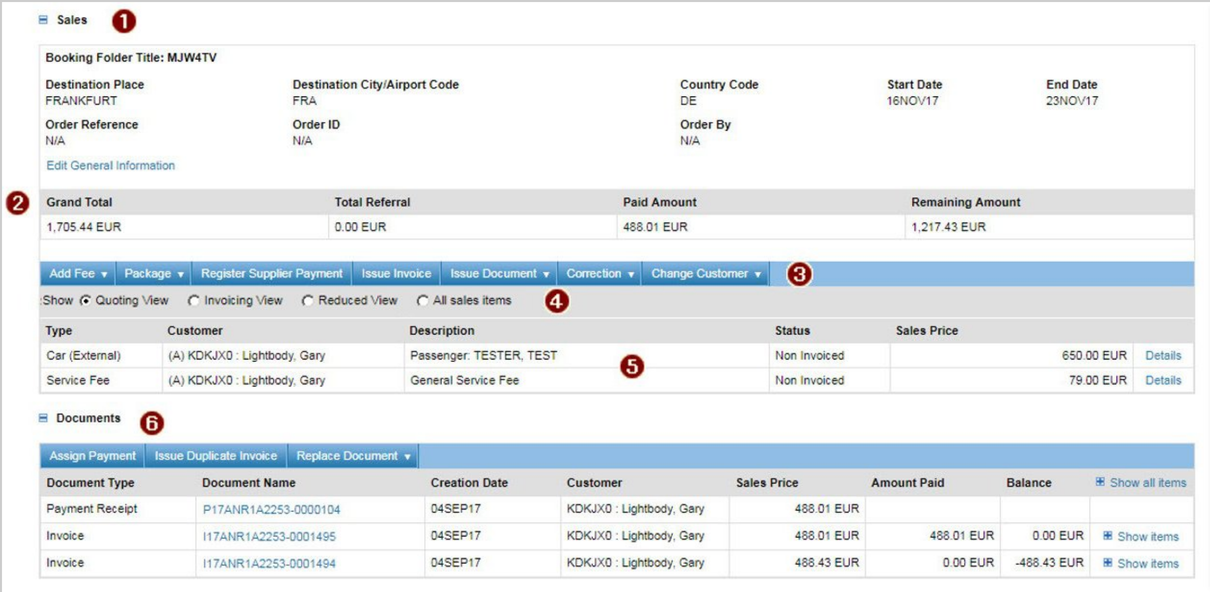
Sales Item	Description
Air	GDS and manual (non-GDS) air booking.
Ancillary Service	Ancillary service booking through GDS EMD.
Car	GDS and manual car booking.
Cruise	Manual cruise booking.
Excess Baggage	Excess baggage booking through GDS EMD.
Food	Food booking through GDS EMD.
Hotel	GDS and manual hotel booking.
Insurance	GDS insurance booking.
Other	General item type that is displayed when no other supported item type is appropriate.
External (manual)	The following types of manual booking are specified as external: • Rail • Transfer • Excursion • Taxi • Activities miscellaneous • Service miscellaneous
Package	Package is the parent item for a bundle of sales items.
Service Fee	Sales item created using the **Sales** section dedicated to a service fee.
Show and Event	Manual ticket booking for shows and events.

What are the states for a sales item?

State of Sales Item	Description
ACT	An active sales item. However, this state abbreviation is never displayed. All items with no other status abbreviation are active by default.
OFF	A non-confirmed offer item. This type can have attached fees and can be bundled in a package.
CAN	A cancelled item with the original amount. This type is usually available as a pair together with a refunded item. Cancelled and refunded sales items are usually the result of an auto-correction process that is triggered by a segment change after invoicing.
COR	A corrected item with the original amount. This type is usually available as a pair together with a correct item with a reverse amount. Corrected items are usually the result of a manual sales item correction after invoicing.
CR2	A corrected item with the reverse amount. This type is usually available as a pair together with a correct item with an original amount. Corrected items are usually the result of a manual sales item correction after invoicing.
IGN	These items are displayed in grey with a strikethrough price if they still have a link to an active child item. Otherwise, they are not displayed in the **Sales** section.
RFN	A refunded item with the reverse amount. This type is usually available as a pair together with a cancelled item. Cancelled and refunded sales items are usually the result of an auto-correction process that is triggered by a segment change after invoicing.

Explanation: Sales and Documents section

The **Sales** and **Documents** section is not displayed if your Office ID did not create the booking file. For example, your Office ID is ticketing for another Office ID.



1	The general sales information section displays the trip summary. You can also directly edit the details in this section using the **Edit General Information** link.
2	The price Information table displays: • **Grand total**: Sum of all GDS and ETR bookings, including referral amounts. Offer items are not included. • **Total referral**: Sum of all GDS and ETR bookings paid as referrals. Offer items are not included. • **Paid amount**: Sum of all paid amounts. This includes all UATP payments (to the travel agency and to the supplier). Referral amounts are not taken into account. • **Remaining amount**: Sum of items to be paid to the travel agency. Referral amounts are not taken into account.
3	The **Sales** table action bar enables you to perform sales actions on one or more selected items.
4	The filter section enables you to switch between: • **Quoting view** of only offer items and non-invoiced items. • **Invoicing view** of only the items that need to be invoiced. • **Reduced view** of only the active items. • **All items view**, except ignored (IGN) items.

5	The **Sales** table enables you to select and access the details of each sales item that is listed. The default customer that is displayed for each item is based on how the booking file was created. • The first company profile that is entered in the booking file is the default customer. • If there is no company profile, then the default is the first customer profile that is entered in the booking file. • If there is no customer profile, then nothing is displayed in the **Customer** column. It is possible to change the default customer that is displayed in the **Sales** table. See *Changing customer associations* on page 88.
6	The **Documents** section displays all issued documents. See *What are the types of sales document?* on page 78. The **Amount Paid** and **Balance** fields are only filled for invoice documents. The **Balance** is the **Amount Paid** minus the **Sales Price:** • If the **Balance** is zero, the invoice is fully paid. • If the **Balance** is a negative value, the invoice is not yet fully paid and the value displayed is the remaining amount due.

What sales details can be modified?

The sales details that are displayed depend on the sales item.

The currency refers to the currency used for the sale.

The fields that can be modified depend on the item status:

- For invoiced sales items, no modification is possible and a correction process must be applied if a modification is needed.
- For non-invoiced sales items, the sales information can be modified but the booking information (GDS and manual bookings) cannot be modified.
- For corrected items with the original amount (COR) or reverse amount (CR2), no modification is possible.

Displaying and modifying sales information

How to display sales information

1. In the **Sales** section of the booking file:
    - Click on **Show items** beside a document to expand all items belonging to that document only.

      Or:
    - Click on **Show all items** to expand all items belonging to all documents.

2. Click on the **Details** link of a sales item.
3. In the **Details** pop-up window, click on the relevant tab to display the required details.

What price details can be modified?

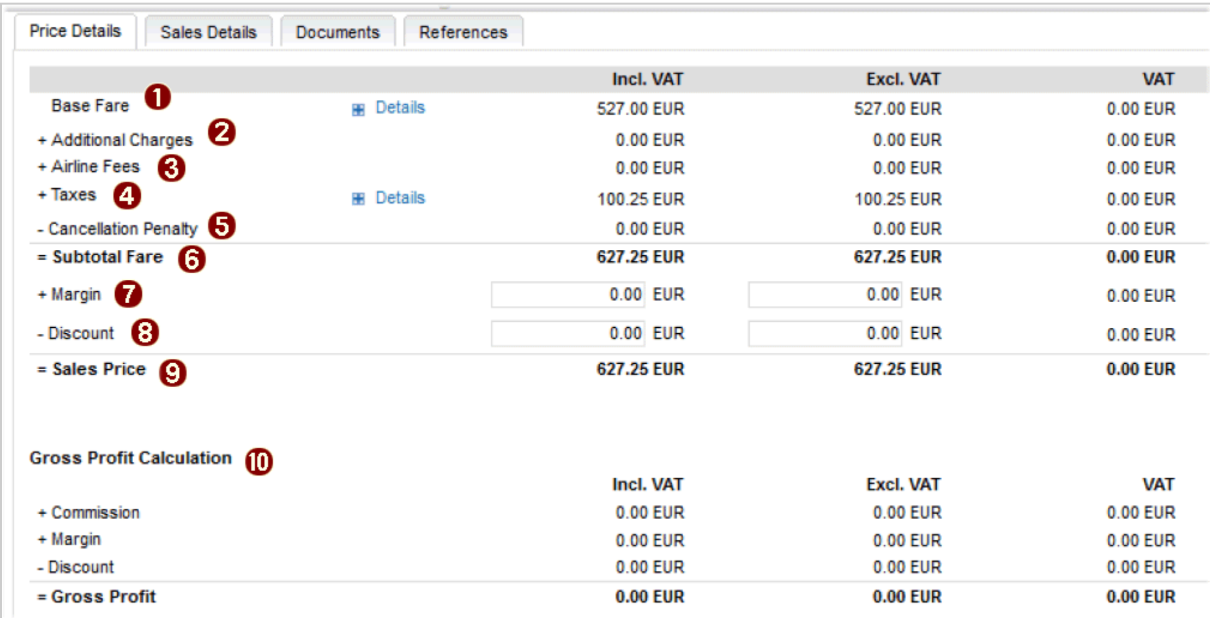
You can only edit the purchase price information for Fee and Package items.

You can edit the margin and discount information for all sales items provided they have not yet been invoiced.

You can enter positive and negative values in all editable price fields.

The **Cancellation Penalty** is displayed in read-only mode for GDS and manual bookings. It can only be edited for refunded items.

Explanation: Price Details display



1	The **Base Fare** value summarises all applied base fares. For non-invoiced packaged items, use the **Details** link to display and edit the detailed fare information and add or remove a base fare.
2	The **Additional Charges** value summarises all applied additional charges. For non-invoiced packaged items, use the **Details** link to display and edit the detailed charges information and add new charges.
3	The **Airline Fees** value summarises all applied airline fees for Air sales items.

4	The **Taxes** value summarises all applied base taxes. For non-invoiced packaged items, use the **Details** link to display and edit detailed tax information and add or remove taxes.
5	The **Cancellation Penalty** is displayed in read-only mode for GDS and manual bookings. The cancellation penalty can only be edited for refunded (RFN) items.
6	The **Subtotal Fare** represents the calculated sum on all purchase price components of one sales item.
7	The **Margin** refers to the mark-up for the travel agency. This field is displayed in edit mode for non-invoiced items only.
8	The **Discount** refers to the rebate granted by the travel agency. This field is displayed in edit mode for non-invoiced items only.
9	The **Sales Price** is calculated based on the subtotal fare plus the margin and minus the discount.
10	The **Gross Profit Calculation** is the calculation of the travel agency's gross profit based on the available values for commission, margin, and discount.

How to modify price details

1. In the **Sales** section of the booking file, click on the **Details** link of the sales item you want to modify.
2. In the **Details** pop-up window, click on the **Price Details** tab.
3. Modify the price details as required and click on **Update**.

How to modify sales details

1. In the **Sales** section of the booking file, click on the **Details** link of the sales item you want to modify.
2. In the **Details** pop-up window, click on the **Sales Details** tab.
3. Modify the sales details as required and click on **Update**.

To change the customer association for a sales item, see *Changing customer associations* on page 88.

Displaying and issuing documents and invoices

What are the types of sales document?

- Invoice
- Credit note
- Quotation (offer)
- Payment receipt

What are the prerequisites for issuing sales documents and invoices?

- At least one sales item must be selected.
- If you are selecting several sales items, each item must belong to the same customer.
- The selected items cannot contain any ignored items.
- If a trip package or supplement is selected, all items in the package or supplement must be selected.
- Any new active or refunding items cannot be invoiced before the correcting item. They must be issued together.

How to display the details of a sales document

In the **Documents** section of the booking file, click on the link in the **Document Name** column for the document you want to display.

Or:

1. In the **Sales** section of the booking file, click on the **Details** link of the sales item you want to display.
2. In the **Details** pop-up window, click on the **Documents** tab.
3. Click on the link in the **Document Name** column for the document you want to display.

How to preview a sales document before issuing

1. In the **Sales** section of the booking file, select the item that you want to preview the document for.
2. Click on **Issue Document** and select the document type from the drop-down list.
3. In the expanded **Documents** section, click on **Preview** to display the document as a PDF in a new window.

How to issue a sales document

1. In the **Sales** section of the booking file, select the items that you want to issue a document for.
2. Click on **Issue Document** and select the document type from the drop-down list.
3. In the expanded **Documents** section, complete the relevant information.
4. When complete, click on one of the following:
   - **Preview:** to preview the document in PDF format.
   - **Issue and Display:** to issue the document and display it in a new browser window.
   - **Issue:** to issue the document directly without displaying it.

   The document appears in the **Documents** tab of the **Details** pop-up window and also in the **Documents** section of the booking file.

   See *How to display the details of a sales document* above.

How to preview an invoice before issuing

1. In the **Sales** section of the booking file, select the item that you want to preview the invoice for.
2. Click on **Issue Invoice**.
3. In the expanded **Invoice** section, click on **Preview** to display the invoice as a PDF in a new window.

How to issue an invoice

1. In the **Sales** section of the booking file, select the items that you want to issue the invoice for.

   You can select several items for the same issue action. However, you can only issue an invoice document once.
2. Click on **Issue Invoice**.
3. In the expanded **Invoice** section, complete the relevant information.
4. If payment options are not yet registered in the booking file, click on **Add Payment** and enter the necessary payment details.
5. If you want to remove a newly added manual payment, click on **Remove**.

   You cannot remove existing payments. You can only remove a manual payment before it is saved. You can select or clear an existing payment. If it is not used, it is still available in the booking file.
6. If you do not want to issue a travel agency payment receipt, clear the **Issue Payment Receipt** check box.
7. When complete, click on one of the following:

- **Preview:** to register the payment and preview the invoice or document in PDF format.
- **Issue and Display:** to issue the invoice and display it in a new browser window.
- **Issue:** to issue the invoice directly without displaying it.

  A link to the issued document is displayed in the **Status** column.

  The document appears in the **Documents** tab of the **Sales Information** pop-up window and also in the **Documents** section of the booking file.

  See *How to display the details of a sales document* on the previous page.

What is a duplicate invoice?

A duplicate invoice synchronises payments that are collected after the original invoice was issued.

You issue a duplicate invoice to show that the invoice has been paid when payment is received after initial invoicing.

A duplicate invoice contains the same information as the original invoice with the exception of the document name and updated payment information.

How to issue a duplicate invoice

1. In the **Documents** section of the booking file, select the invoice that you want to issue a duplicate of.

   You can only select one invoice. You cannot select multiple invoices for the same duplicate action.
2. Click on **Issue Duplicate Invoice**.
3. Enter the invoice and email options and any remarks that you want to have printed on the document.
4. When complete, click on one of the following:
   - **Preview:** to preview the duplicate invoice in PDF format.
   - **Issue and Display:** to issue the duplicate invoice and display it in a new browser window.
   - **Issue:** to issue the duplicate invoice directly without displaying it.

   You can create a duplicate invoice several times.

   A duplicate invoice is not stored in the archive, and it will not create a new document entry in the **Documents** section.

Managing travel agency fees

How to add a travel agency fee to a sales item

1. In the **What do you want to do next?** section of the relevant booking file, click on **Add Fee**. The booking file must have been previously saved to add a fee using this option.

   Or:

   In the **Sales** section of the booking file, click on **Add Fee** and select **General**.
2. The fee type is selected as **Service Fee**.
3. Enter the fee amount and complete any other required details.
4. Click on **Add General Fee**.

How to void a travel agency fee

1. In the **Sales** section of the booking file, select the fee item.
2. Click on **Correction** and select **Void Fees**.

   For non-invoiced items:
   - The item status changes to **IGN** (ignored).
   - The item is no longer visible in the **Sales** table unless it is linked to a product item such as Air, Car, or Hotel.

For invoiced items:

- A link to the item appears in the **Status** column, followed by the status **COR** in brackets.
- A new item with the reverse amount is created with a status of **Non-Invoiced (CR2)**. The item type is prefixed with the word **Corrective**.

Invoiced item with voided fees

Type	Customer	Description	Status	Sales Price	
Corrective Service Fee	(M) 5483QF : Meier, Martin	General Service Fee 24/7 Service	Non Invoiced (CR2)	-50.00 EUR	Details
Service Fee	(M) 5483QF : Meier, Martin	General Service Fee 24/7 Service	I16ANR1A2253-0001302 (COR)	50.00 EUR	Details

Managing forms of payment (FOP)

What are the different forms of payment?

Payment	Description
Automatic supplier payment	Relates to any GDS booking paid by credit card (global FOP). The travel agency does not receive any payment from the customer; the booking is paid directly to the supplier. This is indicated on the invoice as 'already paid'.
Manual supplier payment	Relates to manual bookings. These payments must be manually created to ensure that the invoice document correctly shows that it has already been paid. These payments appear in the **Manual Payment to Supplier** sub-section of the **Form of Payment** section of the booking file.
Travel agency payments	Created during or after invoicing to indicate the amount due to the travel agency. These payments appear in the **Payment to Travel Agency** sub-section of the **Form of Payment** section of the booking file.

Example: Form of Payment section

Form of Payment

Add a Form of Payment Reissue a Form of Payment

Passenger	PTC	Document	Type	Details	Amount per Passenger	Delete All
ALL	-	Global FOP	Credit card	AX - ***********0023 / 1219	-	Delete

Manual Payments to Supplier

Date	From	To	Method	Details	Amount Paid	
10NOV16	Customer	Stage Entertainment	**Credit card:** Credit card	**Company:** American Express	150.00 EUR	Void Payment

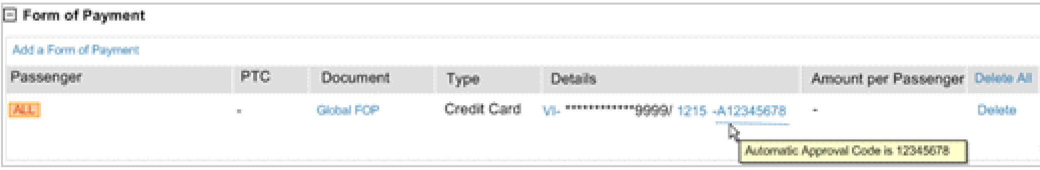
Payments to Travel Agency

Date	From	To	Method	Details	Amount Paid	
10NOV16	VJPDWN : Basak, Test	6GV3QJ : Amadeus	**Cash**		50.00 EUR	Issue payment receipt Void Payment

What is a credit card approval code?

An approval code is a credit card authorization and validation number that is received from the bank. The code is an optional entry (activated by a site parameter) when adding a credit card form of payment to a booking file. After the form of payment is added, the approval code is displayed in the **Form of Payment** section of the booking file starting with either the letter A for automatic or the letter N for manual.

Credit card approval code



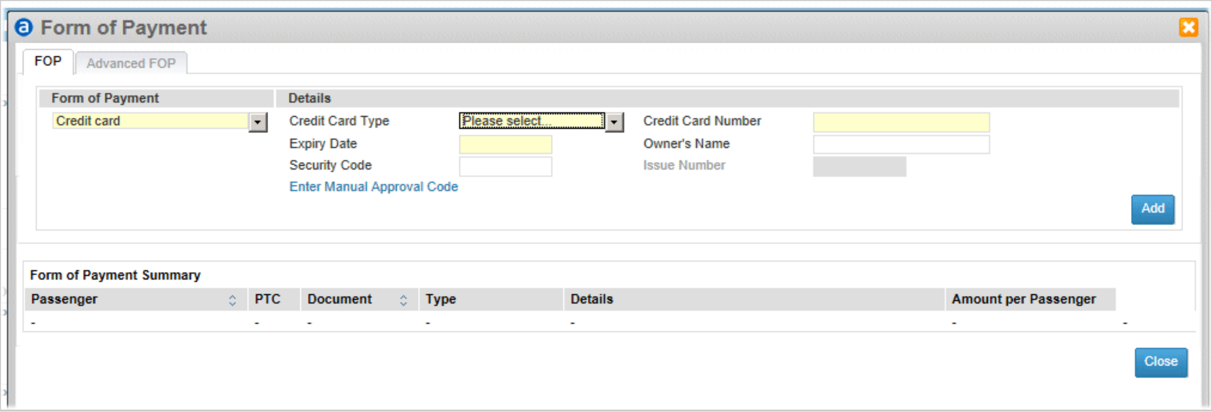
How to add a global form of payment to a booking

A global form of payment is valid for all documents (such as TSTs and TSMs) that do not have an associated form of payment. This is also valid if documents are created after the form of payment is entered.

1. In the **What do you want to do next?** section or the **Form of Payment** section of the booking file, click on **Add a Form of Payment**.
2. In the **FOP** tab of the **Form of Payment** pop-up window, select the form of payment from the drop-down menu.

   If you select **Credit Card**:

   - Enter the credit card details.
   - If activated at site level, enter an optional approval code.
   - For AirPlus UATP cards, click on **Add/Modify DBI** to either add Descriptive Billing Information, or modify the DBI that was prefilled based on RM*/DBI remarks in the traveler profile.
3. Enter the payment details and click on **Add**.
4. To return to the booking file, click on **Close**.



How to delete a form of payment

In the **Form of Payment** section of the booking file:

- Click on **Delete** beside the form of payment that you want to delete.

  Or:
- Click on **Delete All** to delete all forms of payment.

How to reissue a form of payment

1. In the **Form of Payment** section of the booking file, click on **Reissue a Form of Payment**.
2. Select the form of payment to reissue.

   If you select a global form of payment:
   - The **FOP** tab is displayed. Click on **Reissue**.

   If you select an associated form of payment:
   - The **Advanced FOP** tab is displayed with the passenger and document associations preselected. Click on **Reissue**.

   If you choose to manually create a form of payment:

   a. Select the old form of payment.

   b. Select either a global or advanced form of payment.

   c. Select the new form of payment and enter the details.

   d. Click on **Reissue**.

Managing payments

How to add a travel agency payment to an invoice before issuing

1. When you have selected the sales item for issuing, enter the payment options as required.

2. If payment options are not yet registered in the booking file, click on **Add Payment** and enter the necessary payment details.

   The payment details will also be available in the archived invoice.
3. If you want to remove a newly added payment, click on **Remove**.

   You cannot remove existing payments. You can only remove a payment before it is assigned. However, you can select or clear existing payments.
   - **Preview:** to register the payment and preview the invoice in PDF format.
   - **Issue:** to register the payment without displaying the invoice, link the payment to the new invoice, and issue the invoice.
   - **Issue and Display:** to register the payment, display the invoice, link the payment to the new invoice, and issue the invoice.
4. When complete, click on one of the following:

How to add a travel agency payment to an issued invoice

1. In the **Documents** section of the booking file, select the invoice and click on **Assign Payment**.
2. Enter the payment options as required.

   The payment details will not be available in the archived invoice.
3. If you want to remove a newly added payment, click on **Remove**.

   You cannot remove existing payments. You can only remove a payment before it is assigned. However, you can select or clear existing payments.
4. If you do not want to issue a travel agency payment receipt, clear the **Issue Payment Receipt** check box.
5. Any previously registered payments are displayed. Select a registered payment if you want to use it.
6. To add a new payment, click on **Add Payment**.

   A new payment line is displayed to allow you to enter the payment details.
7. When complete, click on **Assign Payments**.

How to issue a travel agency payment receipt

1. Under **Payments to Travel Agency** in the **Form of Payment** section of the booking file, click on **Issue Payment Receipt** next to the item that you want to issue a receipt for.
2. You can also issue a payment receipt when:
   - Issuing an invoice.
   - Adding a travel agency payment using the **Form of Payment** section.
   - Adding a travel agency payment to an issued invoice.
     See *How to issue an invoice* on page 80.
3. Enter the email options and click on one of the following:

- **Preview:** to preview the receipt in PDF format.
- **Issue and Display:** to issue the receipt and display it in a new browser window.
- **Issue:** to issue the receipt directly without displaying it.

The payment receipt document is archived and a new document entry for the receipt is displayed in the **Documents** section.

You can only issue a payment receipt once for a payment.

How to register a supplier payment

1. In the **Sales** section of the booking file, click on **Register Supplier Payment**.
2. Enter the supplier payment options, and click on **Register Supplier Payment**.

How to void a supplier or travel agency payment

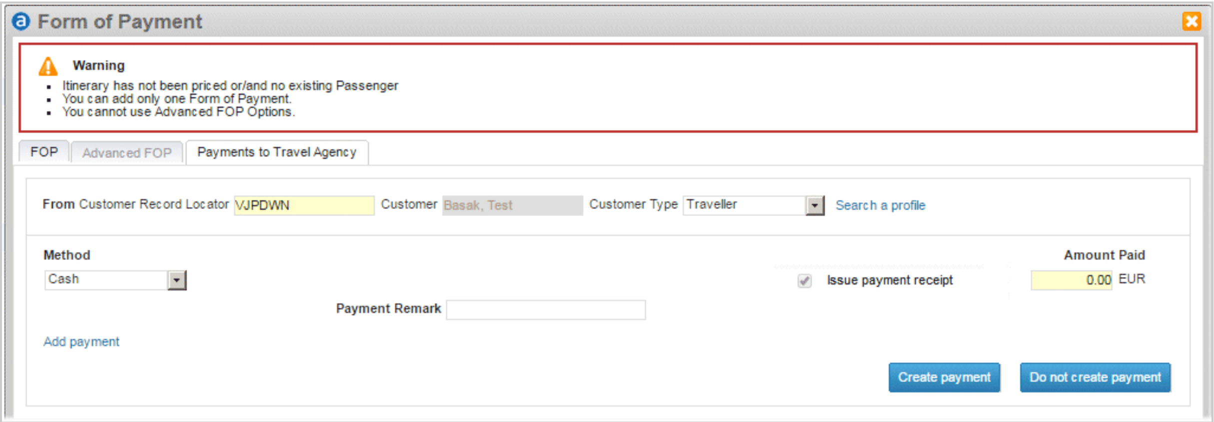
In the **Form of Payment** section of the booking file, click on **Void Payment** beside the supplier or travel agency payment that you want to void.

The **Void Payment** link is only available if the payment has not yet been used in an invoice or payment receipt.

How to add a travel agency payment using the Form of Payment section

1. In the **Form of Payments** section, click on **Add a Form of Payment**.
2. In the **Payments to Travel Agency** tab of the **Form of Payment** dialogue box, enter the required details.
3. To search for a profile, click on **Search a Profile**.
   a. In the **Search Active Profile** pop-up window, enter the search criteria and click on **Retrieve**.
   b. Select the profile in the results list and click on **Select**.
4. To add a new payment, click on **Add Payment**.
   A new payment line is displayed to allow you to enter the payment details.
5. If you do not want to issue a travel agency payment receipt, clear the **Issue Payment Receipt** check box.
6. When complete, click on **Create Payment**.

Adding a travel agency payment using the form of payment dialogue box



Handling trip packages

What is the purpose of a trip package?

A trip package is used to structure the content that is displayed on the invoice.

All item details are listed separately, but only one summary package price is shown for all of these items. Therefore, if you add a mark-up to a trip package, this specific price is not displayed on the invoice.

How to create a trip package

1. In the **Sales** section of the booking file, select the items you want to add to the trip package.
2. Click on the **Package** button and select **Create Package**.
3. Enter any optional information for the package.

   If you enter an end date for the package in the **To** field, you must also enter an earlier start date in the **Date From** field.
4. Click on **Create Package**.

   A new sales item, of the type **Package**, appears in the **Sales** section in addition to each individual item that is included in the package. All items will be displayed in the printed document.

How to add items to a trip package

1. In the **Sales** section of the booking file, select the items you want to add to the trip package.

   Any selected items that are linked to other items (for example, linked fees) are added to the package with their parent item.

2. Click on the **Package** button in the action bar.

   A list of existing packages is displayed.
3. Click on the package name you want to add the items to, which is prefixed by 'Add to Package'.

   If the selected items already belong to another package, they are removed from the original package and added to the selected package.

How to remove items from a trip package

1. In the **Sales** section of the booking file, select the items you want to remove from the trip package.
2. Click on the **Package** button and select **Remove From Package**.
   - The selected items are redisplayed as individual items in the **Sales** section and are no longer associated with the parent trip package.
   - If you remove all items from a trip package, the package is ignored and removed from the **Sales** section.

How to delete a trip package

1. In the **Sales** section of the booking file, select the package item.
2. Click on **Correction** and select **Delete Packages**.

   All child items are removed from the package and the status of the package item changes to Ignored (IGN).

If all child items are selected and removed from the package, then the package automatically disappears due to its status of Ignored (IGN).

Changing customer associations

How is the default customer defined for sales items?

Provided the sales item did not have a change of customer association, the default customer is defined as follows:

- The first company profile that was entered in the booking file.
- If no company profile is available, the first customer profile that was entered in the booking file.
- If there is no customer profile, then nothing is displayed in the **Customer** column.

This default customer is prefixed by the letter A (Automatic).

If you manually change the customer association, the customer is prefixed by the letter M (Manual).

Which sales items allow a change of customer association?

You can only change the customer association for an item that is active and not yet invoiced.

Refund items must have the same customer as the item they refund.

An item that has already been refunded can have a change of customer association provided the item is active and not yet invoiced. The customer association of the related refund item changes automatically.

What are the ways to change the customer association for a sales item?

- Using the **Sales Details** tab of the **Details** pop-up window, you can:
  - Directly enter the customer record locator.
  - Select a previously linked profile from another sales item.
  - Search for a profile provided that the profile is not linked to another item. See *Searching for profiles from sales items* on the next page.
- Using the **Change Customer** menu in the Action bar in the **Sales** section of the booking file, you can:
  - Select a previously linked profile from another sales item.
  - Search for a profile provided that the profile is not linked to another item. See *Searching for profiles from sales items* on the next page.

How to change the customer association for a sales item

1. In the **Sales** section of the booking file, select the sales items and click on **Change Customer**.

   A list of all passengers in the booking file is displayed. Any profiles that are already linked to the booking file are also displayed (prefixed by their record locator).
2. Select the customer or profile from the list.
3. To link a new profile to the booking file, search for the profile directly from the **Change Customer** menu. See *Searching for profiles from sales items* on the next page.

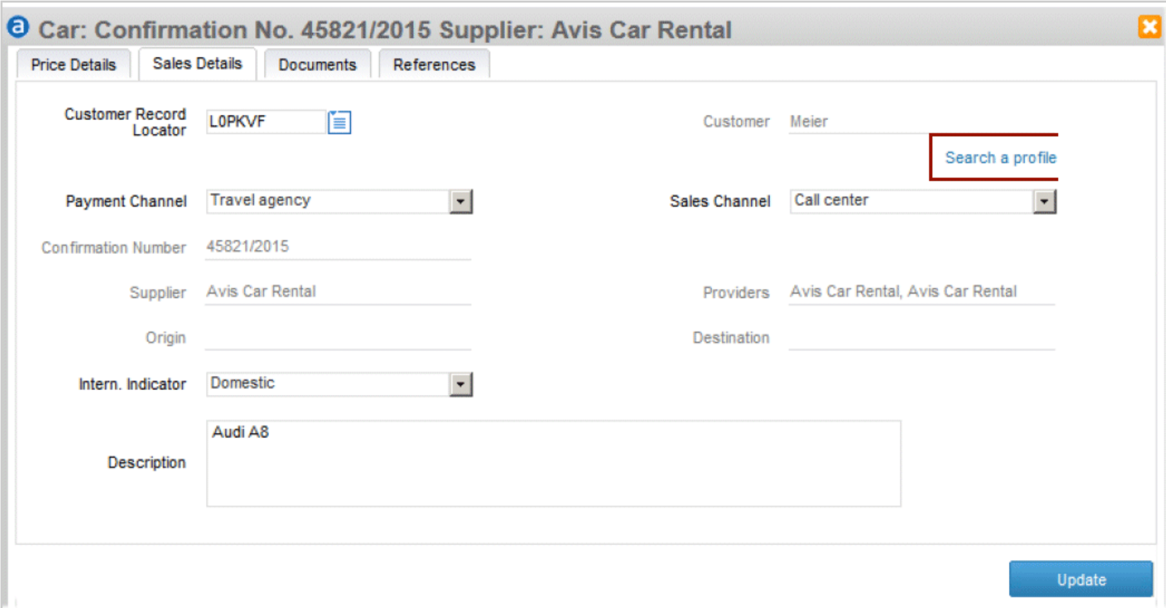
   Or:
4. In the **Sales** section of the booking file, click on the **Details** link of the sales item you want to modify.
5. In the **Details** pop-up window, click on the **Sales Details** tab.
6. Enter the customer record locator in the **Customer Record Locator** field.

   The name of the customer is displayed in the **Customer** field.
7. If there is already a profile linked to other sales items in the booking file, you can display the profile using the drop-down box for the **Customer Record Locator** field.
8. To link a new profile to the sales item, click on **Search a Profile**. See *Searching for profiles from sales items* on the next page.
9. Click on **Update**.

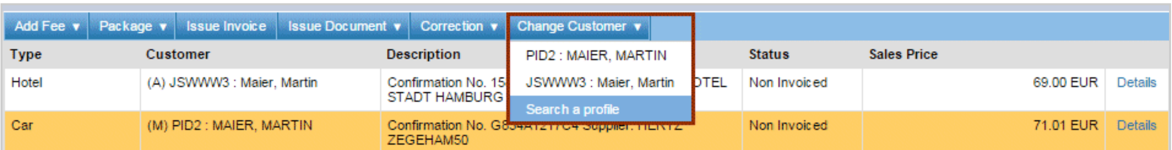
Searching for profiles from sales items

What are the ways to search for a profile from a sales item?

- Using the **Search a Profile** link in the **Sales Details** tab of the **Details** pop-up window.



- Using the **Change Customer** menu in the Action bar in the **Sales** section of the booking file.



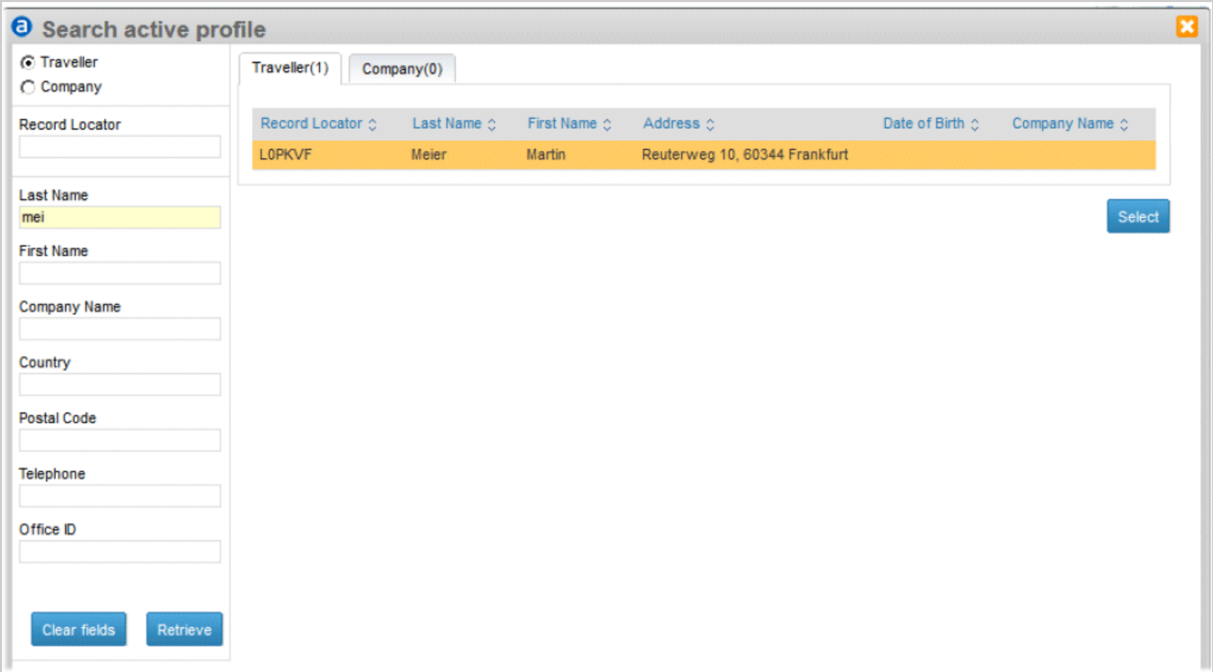
How to search for a profile from a sales item

1. In the **Sales** section of the booking file, select the sales items, click on **Change Customer** and select **Search a Profile**.

   Or:

   In the **Sales** section of the booking file, click on the **Details** link of the sales item and click on the **Sales Details** tab.
2. Click on **Search a Profile**.
3. In the **Search Active Profile** pop-up window, enter the search criteria and click on **Retrieve**.
4. Select the profile in the results list and click on **Select**.
5. Click on **Update**.

Example: Search active profile window



Managing attachments

How to add an attachment

You should save the booking file before adding an attachment.

You must have Internet Explorer Version 10 or higher to add an attachment.

1. If an attachment has not yet been added to the booking file, click on **Add attachment** in the **What do you want to do next?** section.

   If attachments have already been added to the booking file, you can either:

   - Click on **Add attachment** in the **What do you want to do next?** section.

     Or:

   - Click on **Add attachment** in the **Documents** section.
2. You are prompted to either continue to add the attachment, or to save your changes to the booking file before adding the attachment.
   - If you have not yet saved the booking file, click on **Do not add attachment** to exit the workflow and save the booking file.
   - If you want to continue, click on **Add attachment**.
3. Click on **Choose file** and browse to the attachment that you want to add.
4. Enter any other relevant details and click on **Add attachment**.

How to delete an attachment

You should save the booking file before deleting an attachment.

1. Click on **Delete attachment** in the **Documents** section.
2. You are prompted to either continue to delete the attachment, or to save your changes to the booking file before deleting the attachment.
   - If you have not yet saved the booking file, click on **Do not delete attachment** to exit the workflow and save the booking file.
   - If you want to continue, click on **Delete attachment**.

Managing service recommendations

Understanding service recommendations

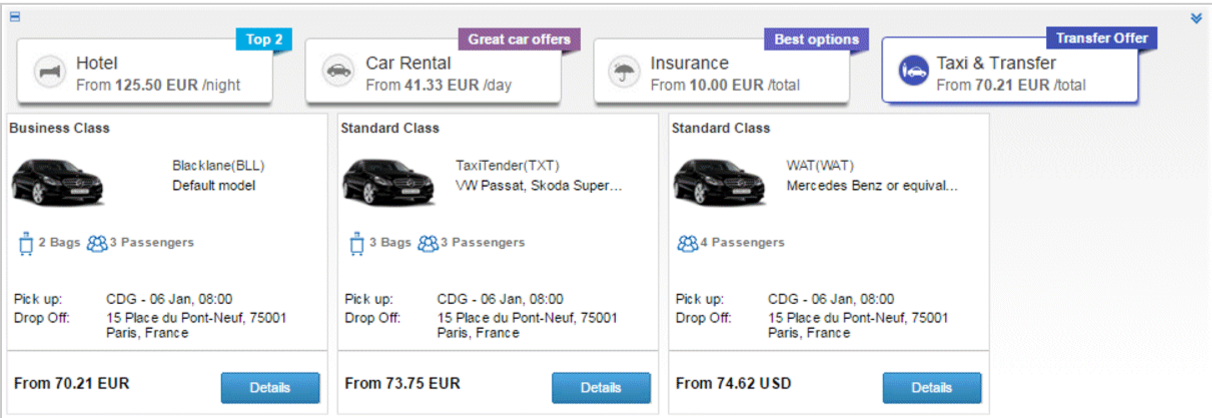
What are service recommendations?

Service recommendations are tailored proposals for services, such as car rental, transfers, hotel, insurance, or baggage that are displayed in Command Page or the booking file when the relevant site parameter is enabled.

Initially, the graphical recommendations appear in a preview panel at the bottom of the page to ensure they do not interfere with any ongoing tasks.

If you want to see details of a proposal, you can then expand the proposal window where you can proceed to select and book it.

Example: Expanded recommendations view



What service recommendations are available?

- Insurance
- Cars
- Hotels
- Transfers
- Baggage and seats

What triggers the recommendations process?

- Retrieve an eligible booking file.
- Show an eligible booking file.
- Save and Confirm (ER).
- Save and Change Status (ERK).
- Save and Send IMR (BT/RT).

How to expand or collapse recommendations

- To minimise or maximise the teaser view of the recommendations panel, click on the minimise icon .
- To expand a recommendation, click on the **Expand** icon in the **Recommendations** panel.

  Alternatively, click on the tab for the recommendation.
- To collapse a recommendation, click on the **Collapse** icon in the **Recommendations** panel.

  Alternatively, click anywhere on the Command Page.

How to navigate recommendations

If there are too many recommendations to fit on the screen, click on the **Left** and **Right** arrows on each side of the **Recommendations** panel to navigate the recommendations.

Booking recommendations

How to book a hotel recommendation

1. Expand the **Recommendations** panel.

   Each hotel recommendation includes a guest rating based on sentiment analysis.

   Hover the mouse over the icons on the right corner to display the reason behind each recommendation.
2. To view the details of a recommendation, click on the price button of a hotel recommendation.

- ○ If there is more than one passenger, you are prompted to select the number of rooms and their respective occupancy.
- ○ Depending on your site parameter settings, either the graphic Hotel module or the Command Page opens on the details page for the hotel. From here, you can review full details of the recommendation and complete the booking.

3. To view more hotel options, click on **Show More Hotels**.
   - ○ If there is more than one passenger, you are prompted to select the number of rooms and their respective occupancy.
   - ○ Depending on your site parameter settings, either the graphic Hotel module or the Command Page opens on the availability page. From here, you can continue to check for availability and complete a booking.

How to book a car recommendation

Expand the **Recommendations** panel and click on the **Select** button of a car recommendation.

- For GDS recommendations (and depending on your site settings), either:
  a. The graphic Car module opens with the selected recommendation displayed, in addition to alternatives for the same date and destination from the same provider. From here, you can complete the booking.

     Or:

  b. The cryptic command to book the selected car is triggered in the Command Page, in addition to alternatives for the same date and destination from the same provider. From here, you can complete the booking.
- For non-GDS recommendations, the car provider website opens where you can complete the booking.

How to book an insurance recommendation

Expand the **Recommendations** panel and click on the **Book** button of an insurance recommendation.

This triggers the cryptic command to book the selected recommendation in the Command Page.

How to book a transfer recommendation

1. Expand the **Recommendations** panel.
2. To access the **Transfers** module and book a recommendation, click on the **Details** button of a transfer recommendation.

Smart Content must be enabled and configured correctly for the **Details** button to display the Transfers module.

In the Transfers module, the location is not completed automatically.

How to book a bag or seat recommendation

1. Expand the **Recommendations** panel.
2. Click on the relevant bag or seat recommendation.
   - Click on the **Details** button for baggage to open the Seats and Services Catalog in the **Baggage** section.
   - Click on the **Details** button for seats to open the Seats and Services Catalog in the **Seat Map** section. A seat option only appears when a seat map is available and when the booking does not already contain a seat reservation.
3. Complete the request in the Seats and Services Catalog.

Accessing integrated partners and smart content

What are integrated partners and smart content?

Integrated Partners and Smart Content are booking tools that allow you to access global, regional, or local non-GDS travel products for ground transportation, events, and entertainment from within a booking flow.

These products can be booked through the external provider’s booking tool that is integrated in Selling Platform Connect. The newly booked segment is automatically added to the itinerary.

How to access and exit integrated partners and smart content

1. Click on the **Down** arrow on the **New Booking File** button in the main tool bar.

   Or:

   If a booking file is already open, click on the **More Products** button in the **Go To** panel.
2. Select the required booking option from the drop-down list.
3. To return to the booking file, click on **Show Booking File** in the **Go To** panel.

3. Profiles

What is a profile?

A profile is a record containing useful information about an individual traveler, group of travelers, company, or agency that can help you when you make a reservation.

Each time you make a booking, you can load information from a profile, eliminating the need to manually enter the information each time.

The Profiles module allows you to search for, display, transfer, create and modify your customers' profiles. You can also define follow-up actions for each profile, as a reminder of tasks that you need to complete.

More information

For information on how to use the Profiles module, see the following guides:

- *Profile Management in Amadeus Selling Platform Connect*
- *Amadeus Profile Manager*

4. Air

Understanding Fare Families

What is a Fare Family?

A Fare Family is a category of fares that is grouped by fare conditions and optional services.

Access to Fare Families allows you to:

- See the name of the airline Fare Family per bound.
- See what is included in a fare, such as baggage, meal, and seat selection services.

How is Fare Family information displayed?

The Fare Family name and important attributes, such as whether the fare is exchangeable or refundable, are displayed in the **Available Fares** section of **Itinerary Pricing** after any pricing transaction. The applicable meal, baggage and seat assignment details are also displayed.

The full Fare Family description is displayed by clicking on the link entitled **See Full Description**.

Managing travel policies in Air

What is Travel Preference Manager?

Travel Preference Manager (TPM) is used to manage travel policies in Air, Car, and Hotel.

Note: TPM policies are currently only supported by the following Air searches:

- Availability (AN)
- Schedule (SN)

Travel policies are defined through rules that are grouped as either preferences or exclusions.

Policies can be defined at three levels:

- traveler
- Company
- Agency

If the site parameter for air policies is enabled, policy information is applied to the flight display without any biasing of results.

How is policy information displayed?

Search page

If an agency profile was created for the office and a traveler profile is loaded, a **Policy** panel is displayed on the **Search** page for all search types.

This panel contains the traveler, company and agency profile data.

The panel also contains the **Trip Reason** and **Apply Policies** options if the corresponding site parameters are activated.

Search results page

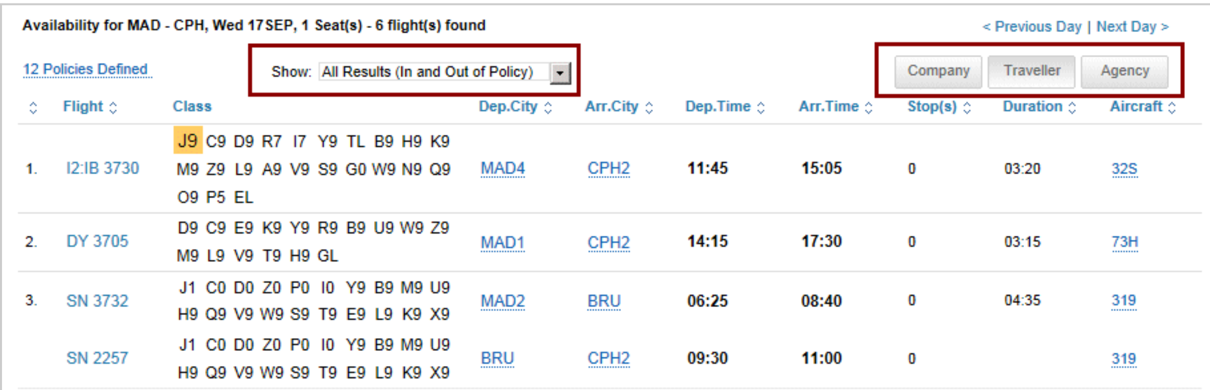
Policies can be applied to an airline, booking class or airport.

Any recommendations that are out of policy are greyed out.

You can choose to filter the search results according to company, traveler or agency policies.

You can also choose to show all results (both In and Out of Policy) or show only the results that are preferred or in policy.

Search results with policy filters


Availability for MAD - CPH, Wed 17SEP, 1 Seat(s) - 6 flight(s) found

< Previous Day | Next Day >

12 Policies Defined

Show: All Results (In and Out of Policy)

Company Traveller Agency

	Flight	Class	Dep.City	Arr.City	Dep.Time	Arr.Time	Stop(s)	Duration	Aircraft
1.	I2:IB 3730	J9 C9 D9 R7 I7 Y9 TL B9 H9 K9 M9 Z9 L9 A9 V9 S9 G0 W9 N9 Q9 O9 P5 EL	MAD4	CPH2	11:45	15:05	0	03:20	32S
2.	DY 3705	D9 C9 E9 K9 Y9 R9 B9 U9 W9 Z9 M9 L9 V9 T9 H9 GL	MAD1	CPH2	14:15	17:30	0	03:15	73H
3.	SN 3732	J1 C0 D0 Z0 P0 I0 Y9 B9 M9 U9 H9 Q9 V9 W9 S9 T9 E9 L9 K9 X9	MAD2	BRU	06:25	08:40	0	04:35	319
	SN 2257	J1 C0 D0 Z0 P0 I0 Y9 B9 M9 U9 H9 Q9 V9 W9 S9 T9 E9 L9 K9 X9	BRU	CPH2	09:30	11:00	0		319

Finding flights using All Fares

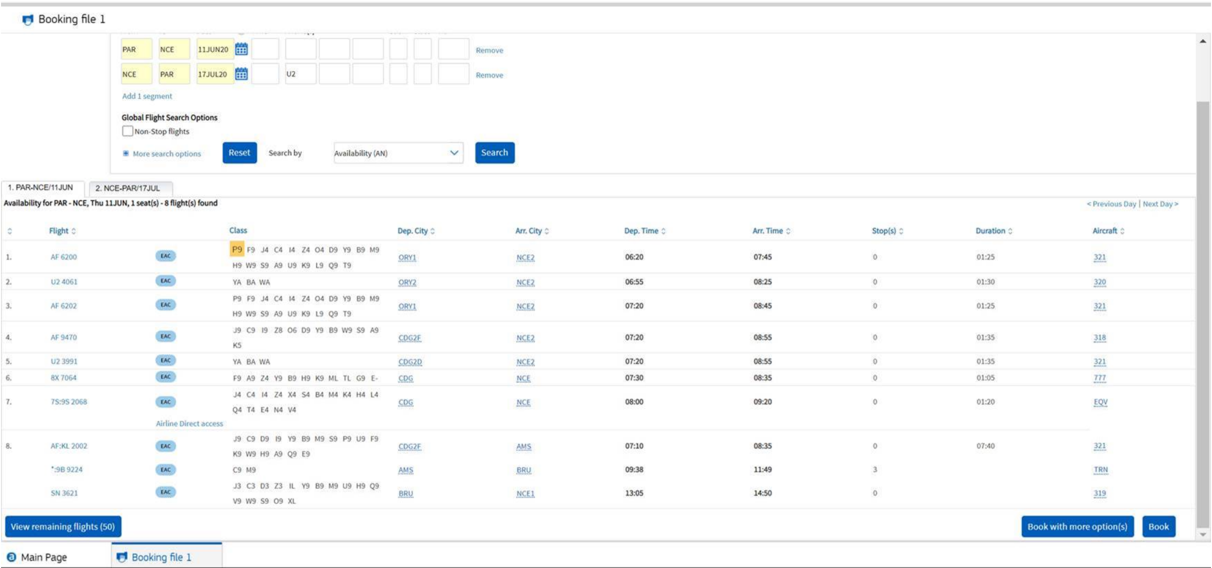
For more information on All Fares, see *What is All Fares?* on page 113.

Finding flights using an availability search

What is an availability search?

An availability search displays a list of available or scheduled flights for up to 16 city pairs on given dates. You can define additional search options to help return the most accurate results for your search.

Example: Using an availability search



How to find flights using an availability search

1. Select the **Availability (AN)** option in the **Search By** drop-down list.
2. Enter the search criteria.
3. Using the autocomplete functionality from the drop-down box, specify the cabin class. You can either enter the one-letter cabin class code or the first letter of the cabin class name. For example, to specify a cabin class for Business, you can either enter C (the class code for Business) or B (the first letter of the class name):
   - **F - First**
   - **C - Business**
   - **Y - Economy including Economy Premium**
   - **W - Economy Premium**
   - **M - Economy without Economy Premium**
4. To search for direct flights only, select the **Non-Stop Flights** check box.
5. To refine your search, such as the number of seats you are searching for, request a 7-day search or sort the results display, click on **More Search Options** and choose the additional search criteria.

6. If a traveler profile is loaded and an agency profile was created for the office, a **Profile** panel is displayed on the **Search** page.

   Choose the trip reason and select the **Apply Policies** check box in the **Profile** panel to apply policies to the search.

   To apply policies, the AIR POLICIES site parameter must be activated.
7. Click on **Search**.
8. To access extra flights matching your criteria other than the ones listed in the initial availability display, click on **View the Remaining Flights**.
9. To book a seat on a waitlist or with any other specific action code, click on **Book with More Option(s)**.
10. To view the available flights for the previous day or the next day, click on **Previous Day or Next Day**.
11. To view flight information, click on the flight number in the **Flight** column.
12. To view policy information, mouseover the **Policies Defined** link.
13. To filter the results based on in-policy and out-policy, use the **Show** drop-down menu.
14. To apply filters based on profile type, click on the **Company**, **traveler** or **Agency** tab.

Booking flights using Direct Access

What is Direct Access?

Direct Access allows you to access the real-time seat availability display of airlines that have a direct access agreement.

You can see the last available seat for a flight. Therefore, you can avoid an airline rejecting a booking when you click on **Save and Confirm**.

When you request a direct access display, you only have three minutes to complete the booking. A timer is displayed to show the remaining time while you are making the booking.

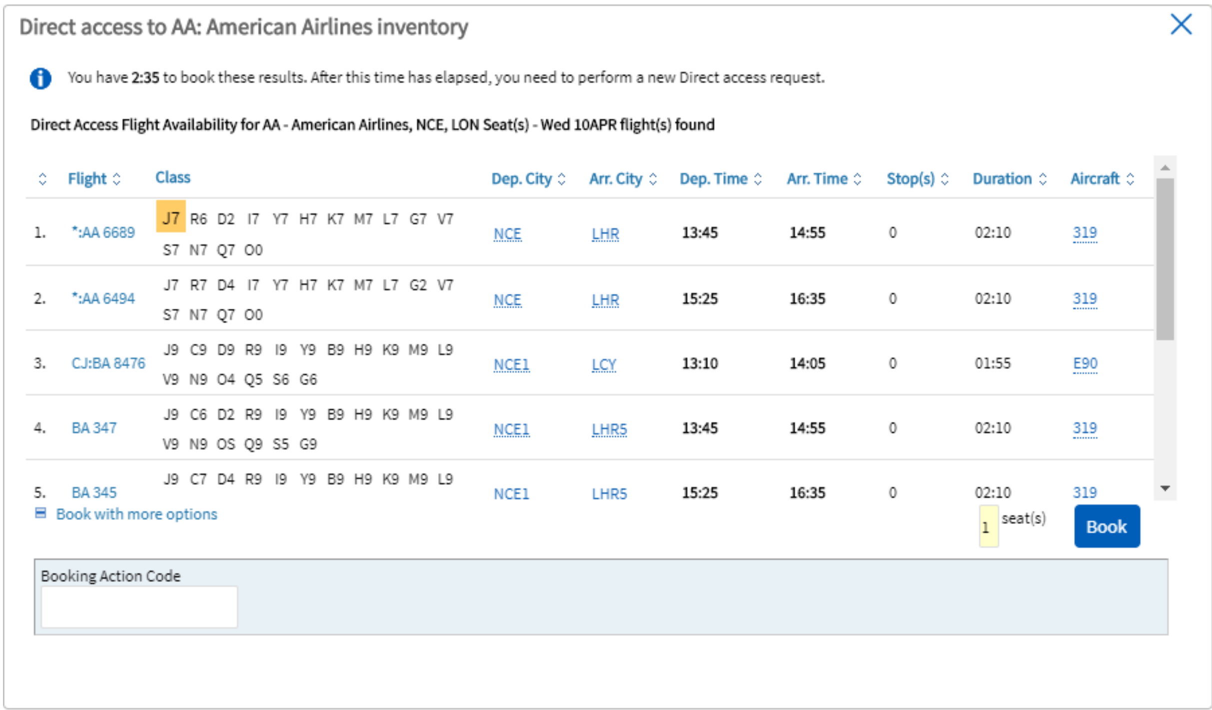
How to book a flight using Direct Access

1. Click on the **Airline Direct Access** link for the chosen flight in an **Availability** display.

   The **Direct Access** link is only available for airlines that have a direct access agreement.
2. Select the booking class.
3. If needed, update the number of seats.

   By default, the number of seats displayed corresponds to the number of passengers in the booking file. If there are no passengers in the booking file, the number is set to 1.
4. To add or update the booking action code, click on **Book with More Options** and enter the new code.
5. Click on **Book**.

Example: Direct Access display

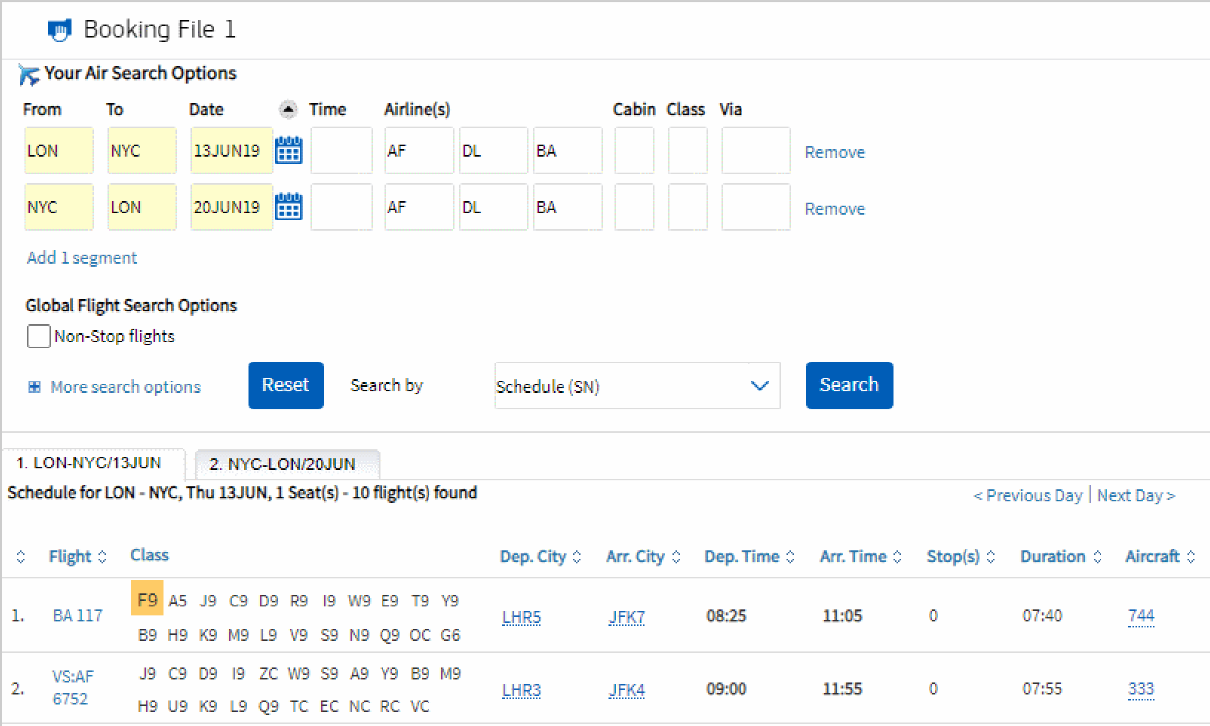


Finding flights using a schedule search

What is a schedule search?

A schedule search returns all possible flights operated by all airlines matching the requested search criteria. The results of a schedule search shows both available flights and closed flights/classes.

Example: Using a schedule search



How to find flights using a schedule search

1. Select the **Schedule (SN)** option in the **Search By** drop-down list.
2. Enter the search criteria.
3. Using the autocomplete functionality from the drop-down box, specify the cabin class. You can either enter the one-letter cabin class code or the first letter of the cabin class name. For example, to specify a cabin class for Business, you can either enter C (the class code for Business) or B (the first letter of the class name):
   - **F - First**
   - **C - Business**
   - **Y - Economy including Economy Premium**
   - **W - Economy Premium**
   - **M - Economy without Economy Premium**
4. To search for direct flights only, select the **Non-Stop Flights** check box.
5. To refine your search, such as the number of seats you are searching for, request a 7-day search or sort the results display, click on **More Search Options** and choose the additional search criteria.
6. If a traveler profile is loaded and an agency profile was created for the office, a **Profile** panel is displayed on the **Search** page.

Choose the trip reason and select the **Apply Policies** check box in the **Profile** panel to apply policies to the search.

To apply policies, the AIR POLICIES site parameter must be activated.

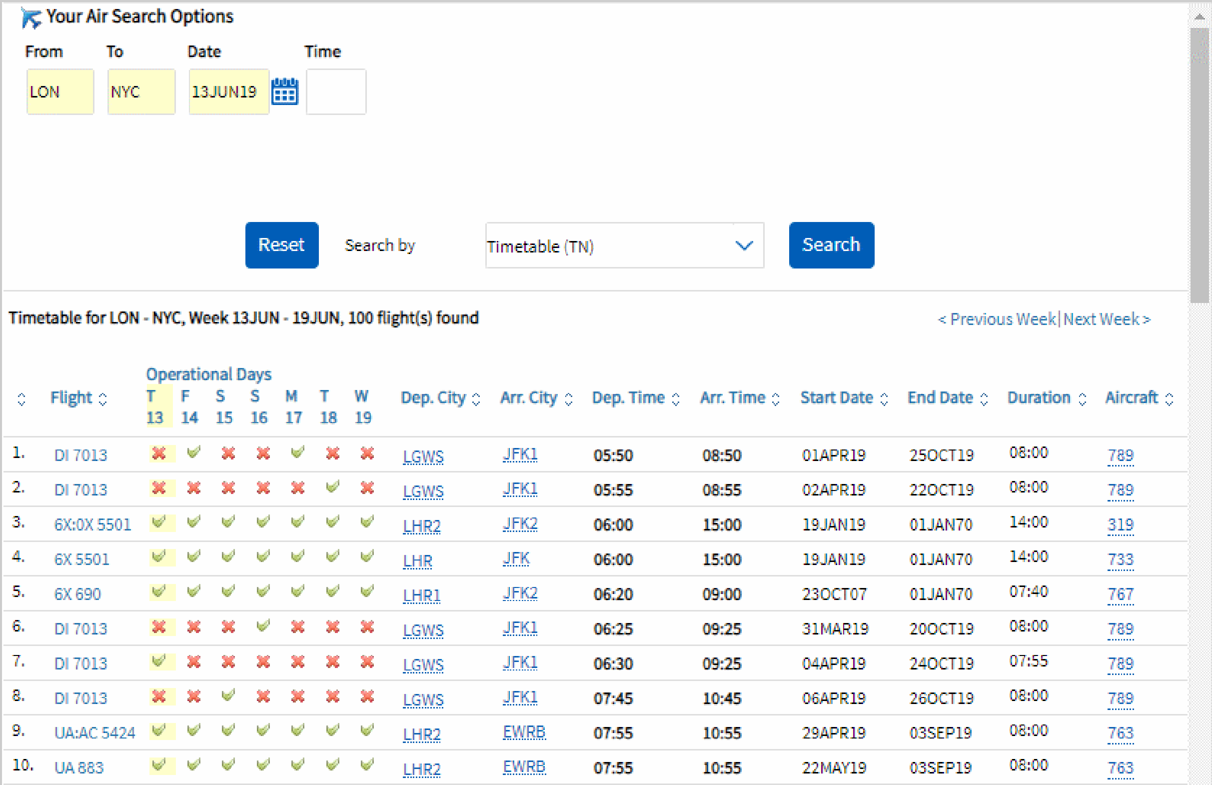
7. Click on **Search**.
8. To access flights matching your criteria other than the ones listed in the initial schedule display, click on **View the Remaining Flights**.
9. To book a seat on a waitlist or with any other specific action code, click on **Book with More Option(s)**.
10. To view flights for the previous day or the next day, click on **Previous Day or Next Day**.
11. To view flight information, click on the flight number in the **Flight** column.
12. To view policy information, mouseover over the **Policies Defined** link.
13. To filter the results based on in-policy and out-policy, use the **Show** drop-down menu.
14. To apply filters based on profile type, click on the **Company**, **traveler** or **Agency** tab.

Finding flights using a timetable search

What is a timetable search?

A timetable search returns a list of flights and airlines for a specific origin and destination on a given date. The results show a list of flights for seven days from the date specified in the search. For each day, a green tick shows the availability or a red cross shows the unavailability of the flight corresponding to that day.

Example: Using a timetable search



Your Air Search Options

From	To	Date	Time
LON	NYC	13JUN19	

Reset Search by Timetable (TN) Search

Timetable for LON - NYC, Week 13JUN - 19JUN, 100 flight(s) found

< Previous Week | Next Week >

	Flight	T 13	F 14	S 15	S 16	M 17	T 18	W 19	Dep. City	Arr. City	Dep. Time	Arr. Time	Start Date	End Date	Duration	Aircraft
1.	DI 7013	✗	✓	✗	✗	✓	✗	✗	LGWS	JFK1	05:50	08:50	01APR19	25OCT19	08:00	789
2.	DI 7013	✗	✗	✗	✗	✗	✓	✗	LGWS	JFK1	05:55	08:55	02APR19	22OCT19	08:00	789
3.	6X:0X 5501	✓	✓	✓	✓	✓	✓	✓	LHR2	JFK2	06:00	15:00	19JAN19	01JAN70	14:00	319
4.	6X 5501	✓	✓	✓	✓	✓	✓	✓	LHR	JFK	06:00	15:00	19JAN19	01JAN70	14:00	733
5.	6X 690	✓	✓	✓	✓	✓	✓	✓	LHR1	JFK2	06:20	09:00	23OCT07	01JAN70	07:40	767
6.	DI 7013	✗	✗	✗	✓	✗	✗	✗	LGWS	JFK1	06:25	09:25	31MAR19	20OCT19	08:00	789
7.	DI 7013	✓	✗	✗	✗	✗	✗	✗	LGWS	JFK1	06:30	09:25	04APR19	24OCT19	07:55	789
8.	DI 7013	✗	✗	✓	✗	✗	✗	✗	LGWS	JFK1	07:45	10:45	06APR19	26OCT19	08:00	789
9.	UA:AC 5424	✓	✓	✓	✓	✓	✓	✓	LHR2	EWRB	07:55	10:55	29APR19	03SEP19	08:00	763
10.	UA 883	✓	✓	✓	✓	✓	✓	✓	LHR2	EWRB	07:55	10:55	22MAY19	03SEP19	08:00	763

How to find flights for a city pair using a timetable search

1. Select the **Timetable (TN)** option in the **Search By** drop-down list.
2. Enter the search criteria and click on **Search**.
3. To view the available flights for the previous day or the next day, click on **Previous Day or Next Day**.
4. To view flight information, click on the flight number in the **Flight** column.

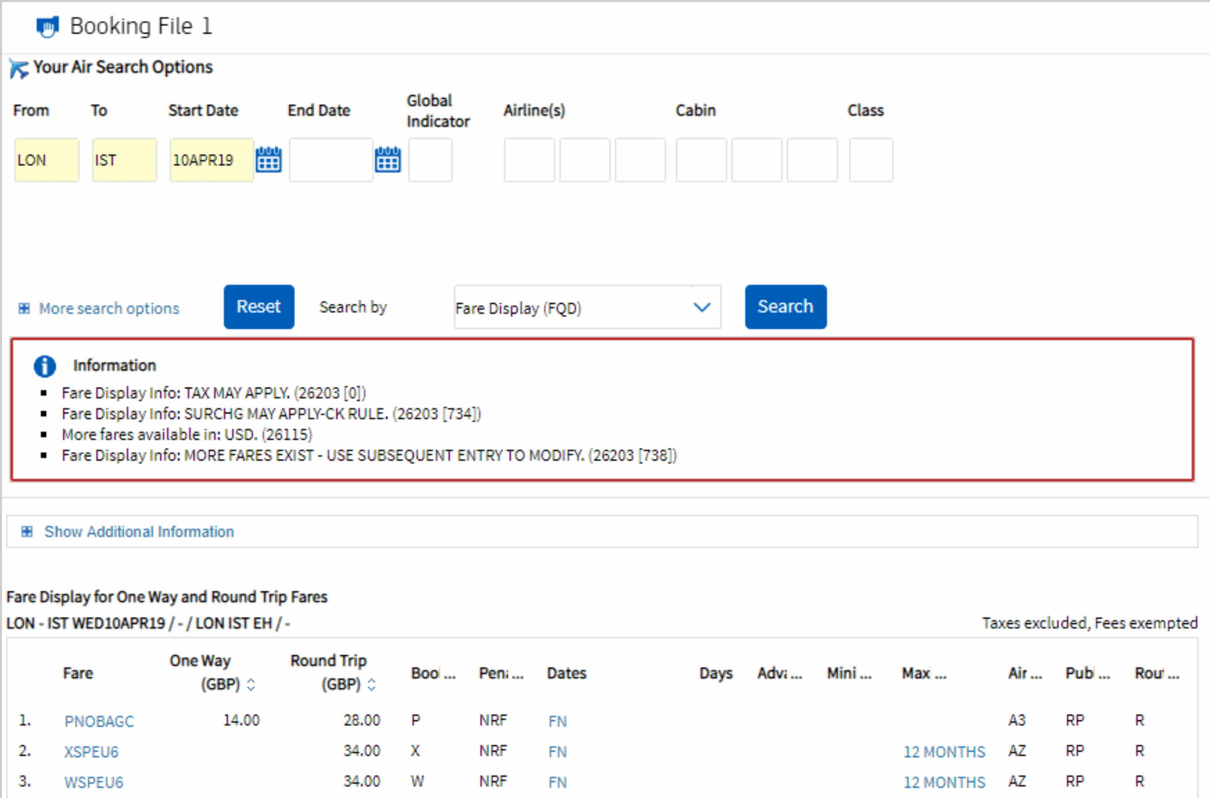
Displaying available fares for a city pair

What is a fare display?

A fare display allows you to display the available fares for a city pair. You can access YY fares and published fares and view the fare conditions and price breakdown for each fare.

> **Note:** YY fares have been rescinded starting from 31 October 2018, and are no longer processed. However, they will remain available in the system until 31 October 2020, for reissuing/refunding purposes.

Example: Fare display



How to display available fares for a city pair

1. Select the **Fare Display (FQD)** option in the **Search By** drop-down list.
2. Enter the search criteria.
3. Using the autocomplete functionality from the drop-down box, specify the cabin class. You can either enter the one-letter cabin class code or the first letter of the cabin class name. For example, to specify a cabin class for Business, you can either enter C (the class code for Business) or B (the first letter of the class name):
    - **F - First**
    - **C - Business**
    - **Y - Economy including Economy Premium**
    - **W - Economy Premium**
    - **M - Economy without Economy Premium**
4. If you want to display the fares for a specific airline only, enter the airline code. Up to three airlines can be specified for a search.

   If you do not enter an airline, the results will show the available fares for all airlines provided you do not request YY fares.
5. To request YY fares, select the **YY Fares** check box under **More Search Options**.

6. To refine your search, add a fare request type or specify any fare restrictions, taxes or fees, select the additional search options under **More Search Options**.
7. Click on **Search**.

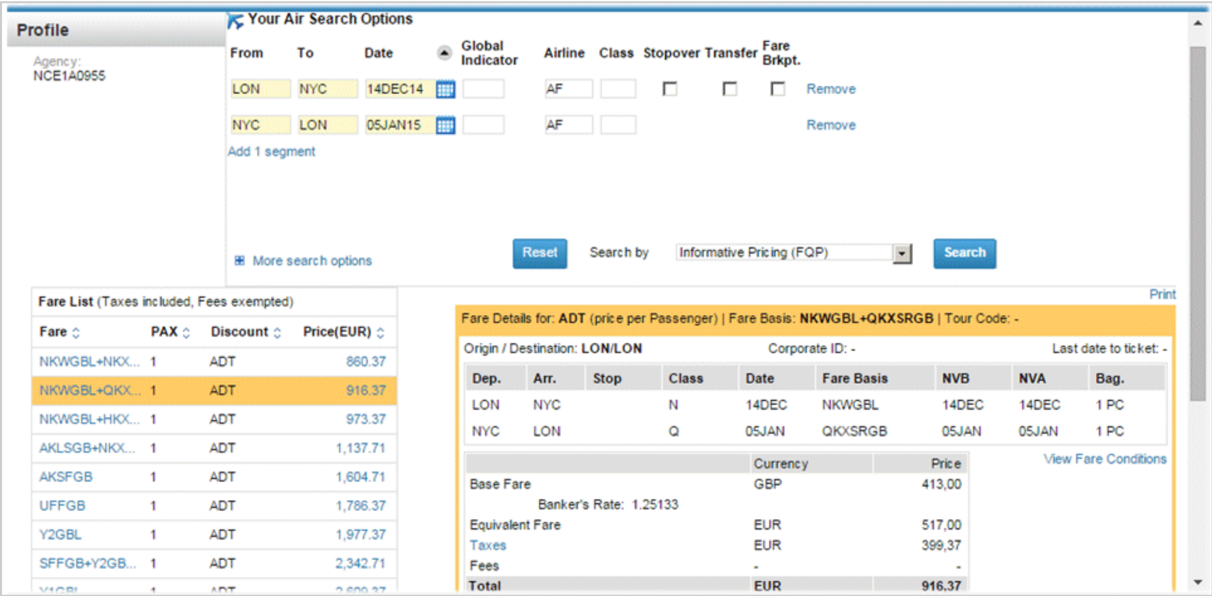
Pricing an itinerary using informative pricing

What is informative pricing?

Informative pricing enables you to price an itinerary without having a segment or passenger in the booking file. You can view the fare conditions and price breakdown for each fare on the search results page.

If TLA carriers are returned when performing an informative pricing, you will only be able to view the fare conditions. Any credit card fees and onward booking (OB) fees will not be displayed for these fares.

Example: Informative pricing



How to price an itinerary using informative pricing

1. Select the **Informative Pricing (FQP)** option in the **Search By** drop-down list.
2. Enter the search criteria.
3. To refine your search, such as add a passenger type, fare type, taxes or fees, click on **More Search Options** and select the additional search options.
4. Click on **Search**.
5. Select a fare to display its ticket image.

Pricing an itinerary using itinerary pricing

What is itinerary pricing?

Itinerary pricing enables you to price an itinerary with a list of applicable fares based upon your search criteria where one or more passengers are present, along with at least one segment in the booking file.

The itinerary can also be priced with no passengers present in the booking file, if this option is enabled.

You can view the passengers and segments in the **Air Pricing Options** page.

What are the different pricing modes in itinerary pricing?

Pricing Mode	Description
Price - No TST (FXX)	Prices the segments in the booking file and their associated passengers in the best available fare for the given booking class. If the **Price Without Passenger** site parameter is enabled, you can price the itinerary even if: • There is no passenger in the booking file. • There is a passenger in the booking file but you do not select them.
Lower Fares - No TST (FXA)	Requests any cheaper fares that are available with a rebook option. It also allows you to request a specific cabin in the pricing. If the **Price Without Passenger** site parameter is enabled: • You can price the itinerary even if there is no passenger in the booking file. • However, if there is a passenger in the booking file, they must be selected to allow the pricing.
Lowest Possible Fare - No TST (FXA/LO)	Requests the lowest fare possible with the **Best Pricer** function. It also allows you to request a specific cabin in the pricing. Returns one fare recommendation per passenger type that can be selected and confirmed. If the cheapest fare is not available, it also returns the lowest fare possible per passenger type but that is not available. If the **Price Without Passenger** site parameter is enabled: • You can price the itinerary even if there is no passenger in the booking file. • However, if there is a passenger in the booking file, they must be selected to allow the pricing.

Pricing Mode	Description
Price - With TST (FXP)	Prices the segments in the booking file and their associated passengers without specifically requesting the cheapest fare. If only one fare applies, the TST is automatically created and a message is displayed to confirm this. If there is no passenger in the booking file, pricing is not possible.
Book Lowest Fare - With TST (FXB)	Requests the lowest available fare with the **Best Pricer** function. Automatically rebooks the itinerary in the booking classes corresponding to the fare and creates a TST. If there is no passenger in the booking file, pricing is not possible.
Book Lowest Fare - Without TST (FXR)	Requests the lowest available fare with the **Best Pricer** function. Automatically rebooks the itinerary in the booking classes corresponding to the fare but no TST is created. If the **Price Without Passenger** site parameter is enabled: • You can price the itinerary even if there is no passenger in the booking file. • However, if there is a passenger in the booking file, they must be selected to allow the pricing.

How to price an itinerary using itinerary pricing

1. Select the passengers (if available) or the segments to price.
2. Specify any advanced options such as **Fare Type**, **Taxes**, **Surcharges**, **Fee** or **Baggage Included** to further narrow the pricing options.
3. Select the Pricing Mode to Apply, for example: Price - No TST (FX).

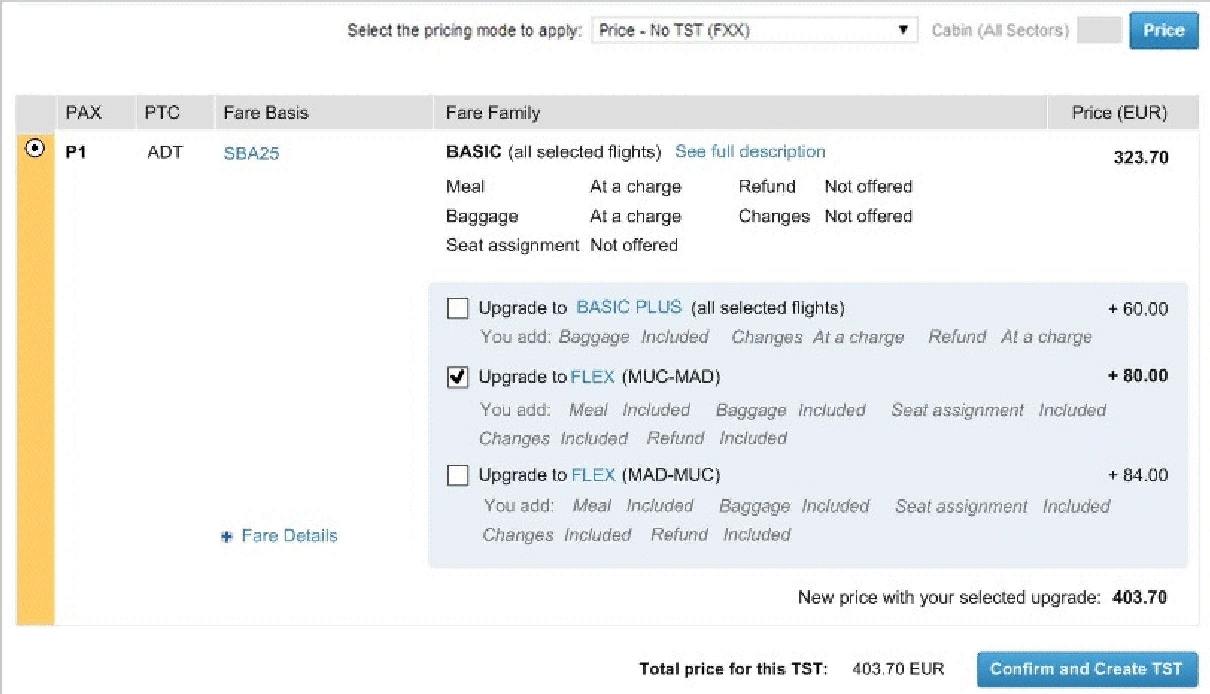
   If you are pricing segments in an itinerary without any passengers present (if this option is available to you), you will not be able to confirm or store the priced itinerary in a TST.
4. Click on **Price**.
5. Select a fare to display its ticket image.
6. Display and propose any available upgrades.

   See also *How are upgrade offers displayed in itinerary pricing?* below.
7. If required, rebook the itinerary.
8. Click on **Confirm and Create TST** to book the flights in the new booking class (if applicable) and to generate a TST in the booking file.

How are upgrade offers displayed in itinerary pricing?

After you price an itinerary, any upgrade offers are displayed in the **Available Fares** section beside the corresponding Fare Family.

Example: Upgrade offers in itinerary pricing



What are the prerequisites for upgrade offers?

- A Fare Family must be available in the pricing results.
- All passengers must be priced in the same Fare Family.

For more information, see *Understanding Fare Families* on page 97.

How to rebook an itinerary upgrade

The booking file must contain at least one passenger and all passengers must be upgraded to the same Fare Family.

1. After you price an itinerary, select the chosen upgrade.
2. Click on **Confirm and Create TST**.

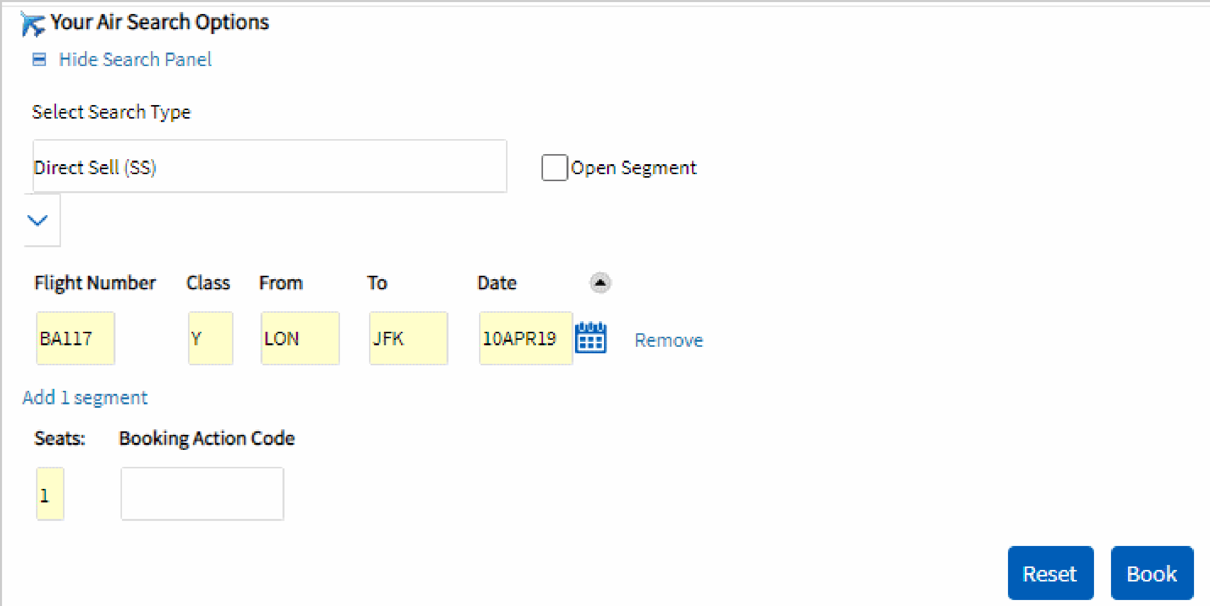
   You are redirected to the booking file and the itinerary details reflect the upgrade.

Booking a flight using Direct Sell

What is Direct Sell?

Direct Sell allows you to directly enter flight information to book flights without having to use an availability display.

Example: Direct Sell



How to book a flight using Direct Sell

1. Select the **Direct Sell (SS)** option in the **Search By** drop-down list.
2. Enter the flight information.

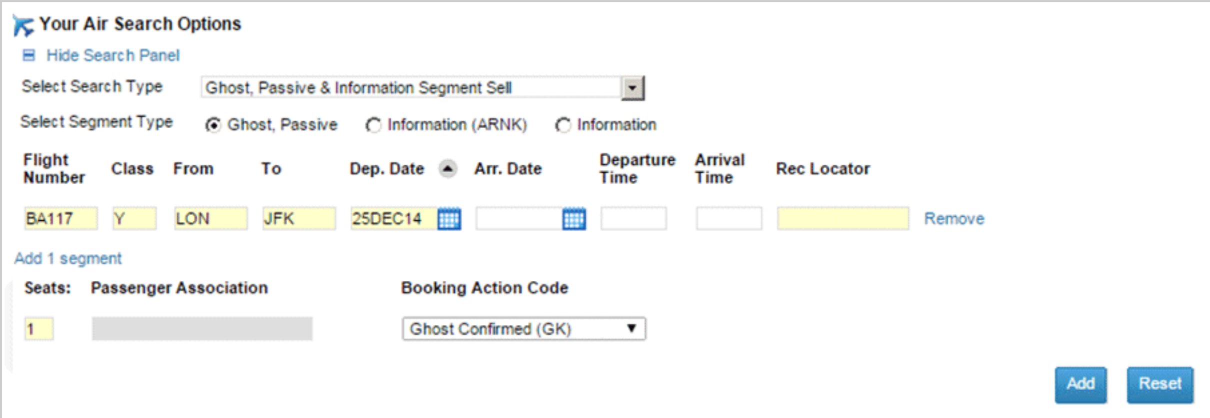
   If you have chosen to book an open segment, you must enter the airline code rather than the flight number.
3. Click on **Book**.

Adding ghost, passive, and information segments to an air booking

What is ghost, passive and information Segment Sell?

A ghost, passive, and information Segment Sell enables you to directly enter informative segments and associate a specific segment to passengers in an active booking file.

Example: Adding ghost, passive or information segments to a booking file



How to add a ghost, passive or information segment to a booking file

1. Select the **Ghost, Passive and Information Segment Sell** option in the **Search By** drop-down list.
2. Select the segment type that you want to add to the booking file:
   - Ghost, passive
   - Information (ARNK)
   - Information
3. Enter the itinerary details (mandatory information highlighted in yellow).
4. Click on **Add**.

Adding non-air content and ancillary services to an air booking

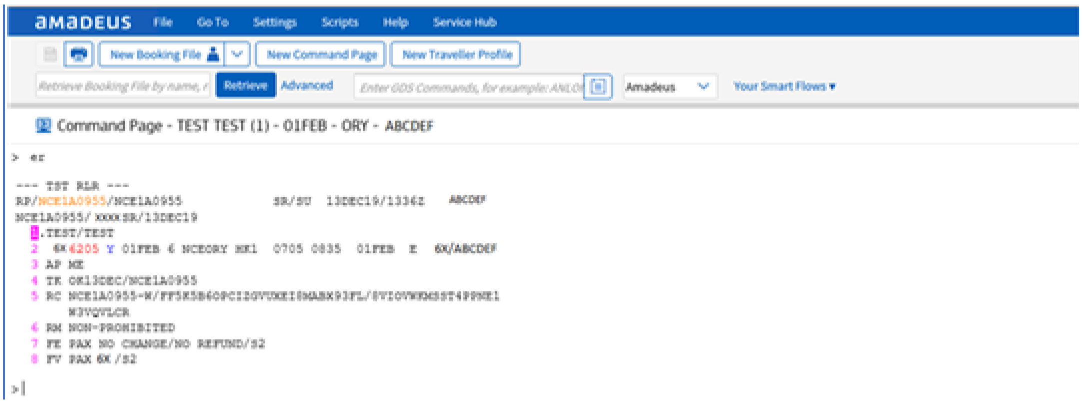
What is Cross-Sell?

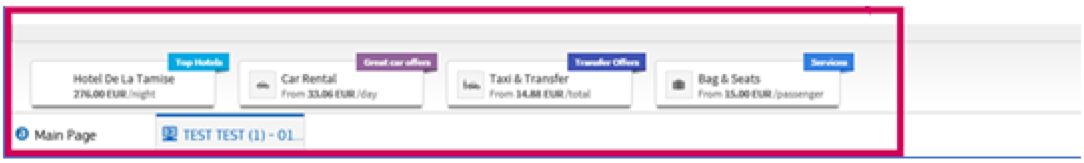
Cross-Sell is a feature that automatically presents additional, relevant non-air content and ancillary services, for example, hotels, transfer, and ancillary services, after an air booking is confirmed in Sell Connect. This allows your agency to do more cross-selling of other products and increase profits.

The Cross-Sell banner appears in the command page or booking file after an air segment is booked and confirmed. Based on the air segments, Cross-Sell displays a teaser banner showing only eligible and customized upsell and ancillary services, such as hotel, car, baggage or seat reservation.

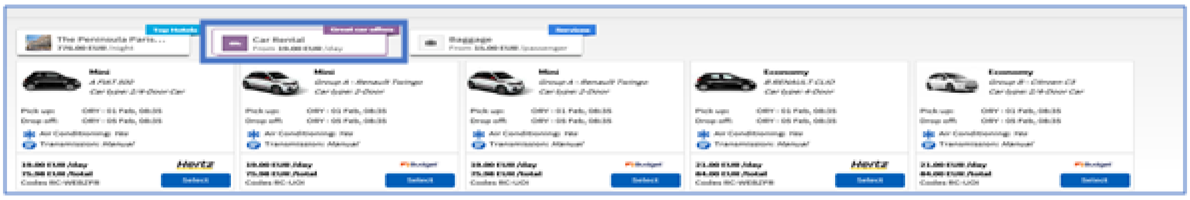
After an air segment is booked and confirmed, the cross-sell banner appears as follows:

Example: Cross-Sell recommendations for non-air content and ancillary services

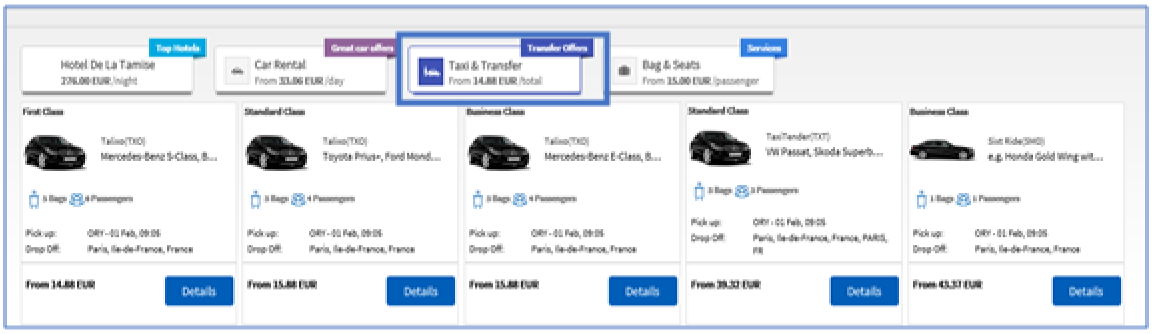




Example: Cross-Sell push for cars



Example: Cross-Sell push for Transfers



5. All Fares

What is All Fares?

All Fares is an Air search, display and booking tool in Selling Platform Connect that combines the following GDS and non-GDS content sources: E-ticket, EAC, LTC and NDC.

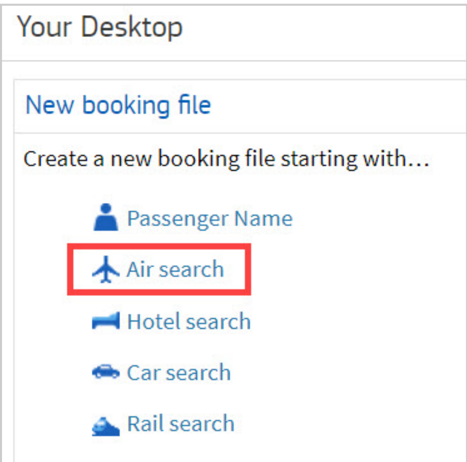
You can search for the following fare types:

- Amadeus fare types: Fares that are available through the Amadeus GDS. They include public fares and private fares. Any light ticketing fares distributed through the Amadeus GDS are also included.
- Other fare types: Fares that are not available through the Amadeus GDS. These fares can either be accessed by any travel agent (public fares) or be restricted to registered travel agencies where credentials are required (negotiated fares).

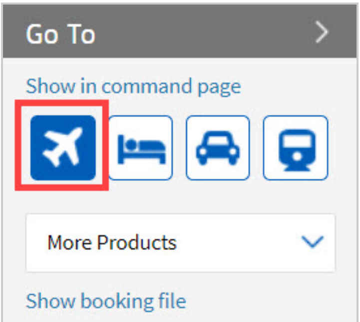
How to access All Fares

You have different ways to open All Fares.

From **New booking file**, select **Air search**.

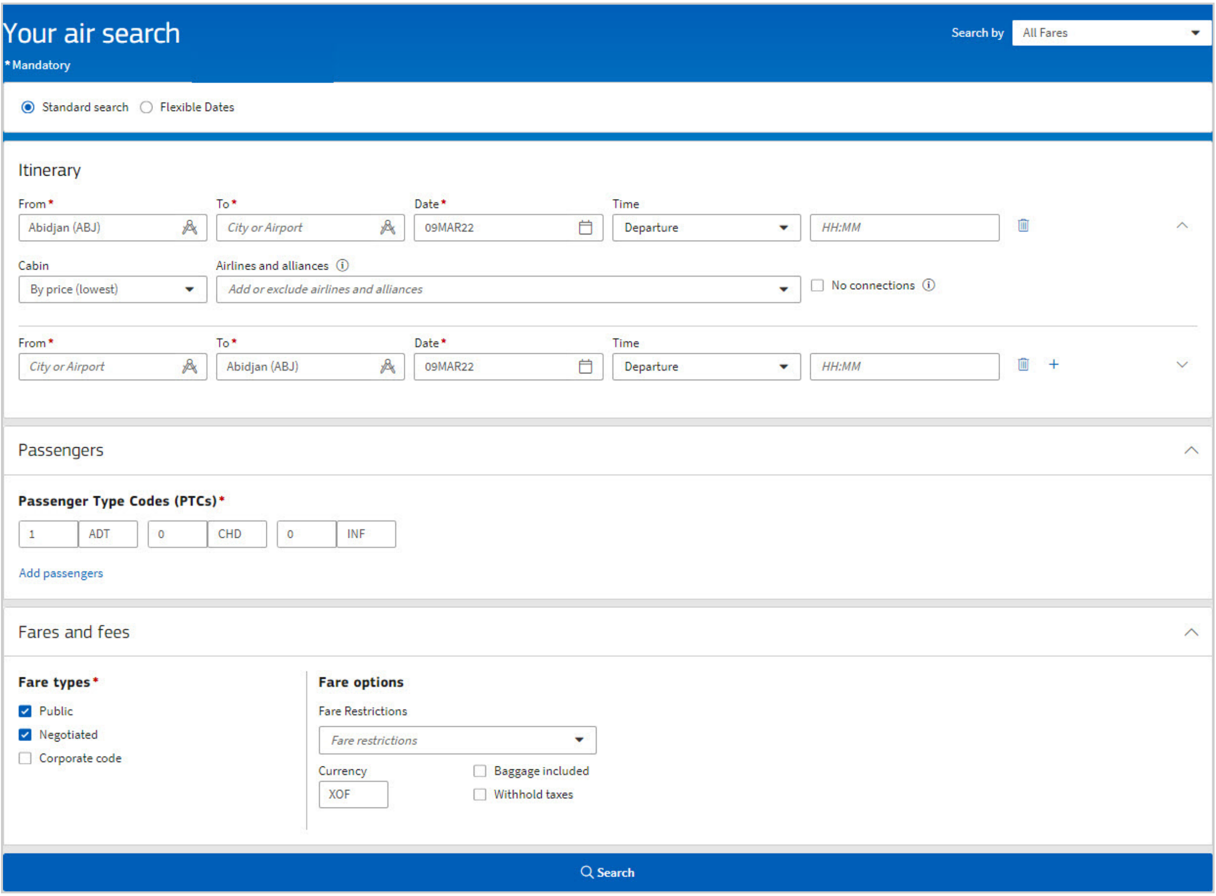


Alternatively, from the **Command** page, click on the aircraft icon in the **Go to** section.



The **All Fares** page opens.

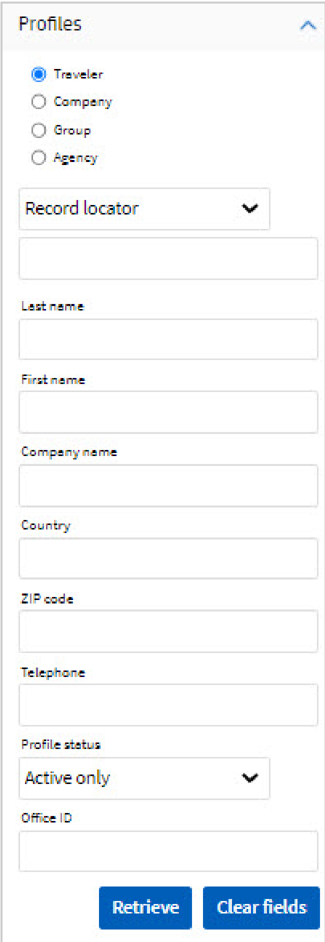
The **Itinerary**, **Passenger** and **Fares and fees** sections can be set up to be collapsed or expanded by default.



Making a booking in All Fares

How to retrieve the traveler profile

1. Click on **Profiles** in the **Main Page** and select **Traveler**.



2. Enter the traveler's last name.
3. Click on **Retrieve**.

   If there is only one profile with the specified name, this profile is displayed. If several profiles are linked to the name, you need to select the traveler profile from the list. All linked information, for example, passport number and telephone number, is automatically retrieved.

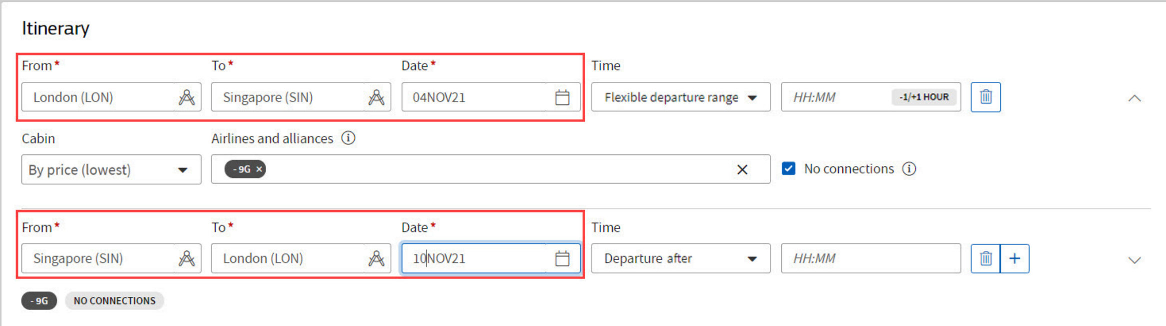
4. In the displayed profile, click on **Transfer** and select **Transfer all data** or **Selective transfer**.

   The profile is linked to the booking file.

For more information on profiles, see *Getting started with Profiles*.

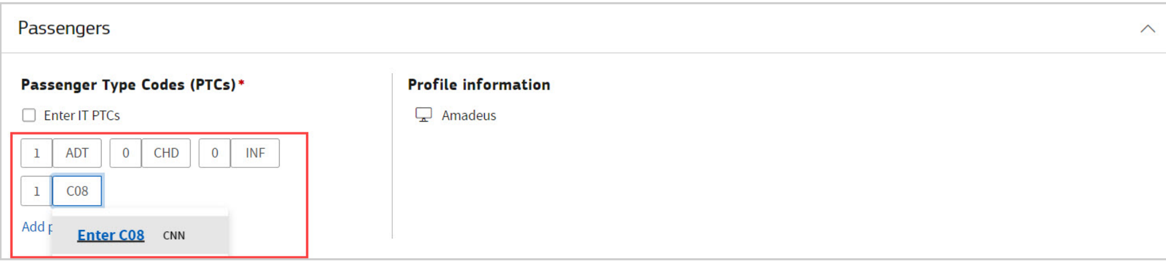
How to search for flights

1. In the **Itinerary** section, fill in all mandatory fields (marked with *) and other required fields, such as travel time, cabin type and wished or excluded airlines.

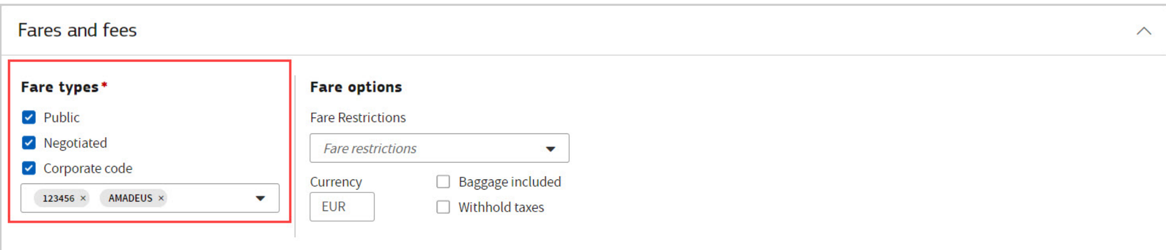


> **Note:** To exclude an airline, in the **Airlines and alliances** field, type a minus sign (–) and select the airline from the drop-down list.

2. In the **Passengers** section, select the number for each passenger type. If you need to book any other passenger type, click on **Add passengers**, start writing the passenger type code and select one from the list.



3. In the **Fares and fees** section, select the fare types you need. You can enter up to 6 corporate codes or corporate names.

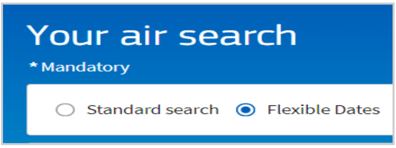


4. Click on **Search**.

   The **Results** page opens. See *Understanding the Results page* on the next page.

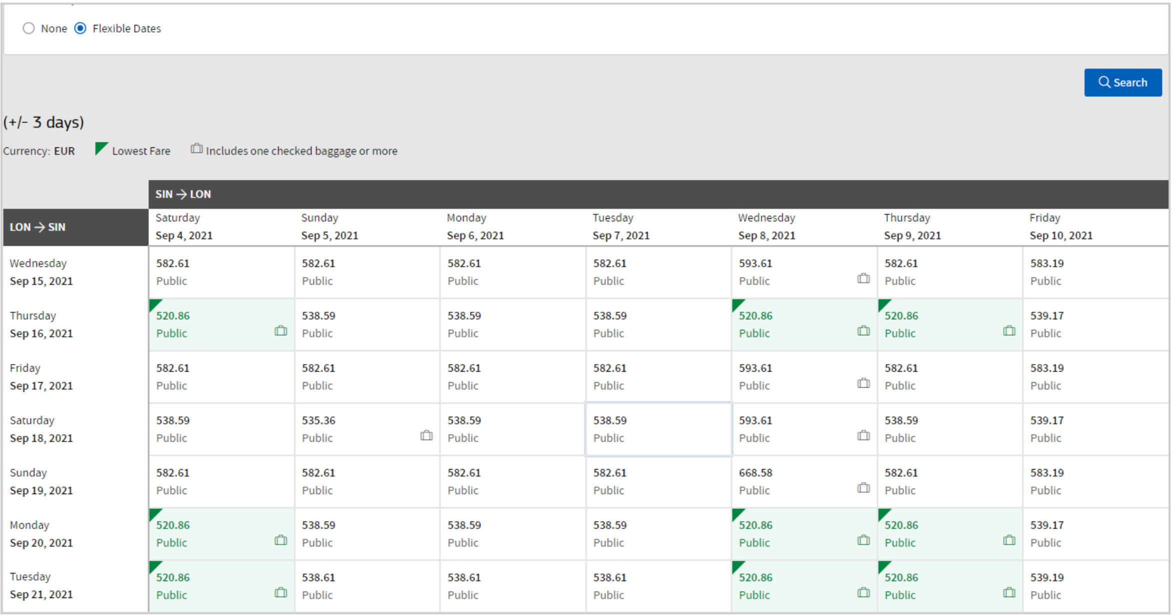
How to search with flexible dates

1. In the search page, select **Flexible dates** if you want to search within a range of -/+ 3 days.



2. Click on **Search.**

   The calendar opens, offering an overview of prices for departure and return dates 3 days before and 3 days after the specified dates.



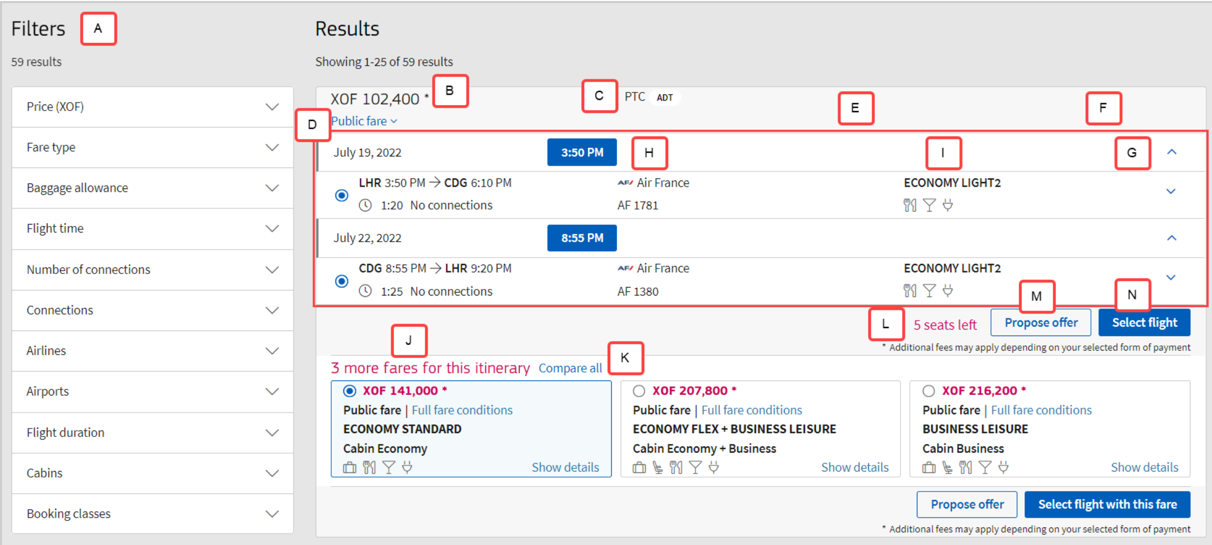
LON → SIN	SIN → LON Saturday Sep 4, 2021	Sunday Sep 5, 2021	Monday Sep 6, 2021	Tuesday Sep 7, 2021	Wednesday Sep 8, 2021	Thursday Sep 9, 2021	Friday Sep 10, 2021
Wednesday Sep 15, 2021	582.61 Public	582.61 Public	582.61 Public	582.61 Public	593.61 Public	582.61 Public	583.19 Public
Thursday Sep 16, 2021	520.86 Public	538.59 Public	538.59 Public	538.59 Public	520.86 Public	520.86 Public	539.17 Public
Friday Sep 17, 2021	582.61 Public	582.61 Public	582.61 Public	582.61 Public	593.61 Public	582.61 Public	583.19 Public
Saturday Sep 18, 2021	538.59 Public	535.36 Public	538.59 Public	538.59 Public	593.61 Public	538.59 Public	539.17 Public
Sunday Sep 19, 2021	582.61 Public	582.61 Public	582.61 Public	582.61 Public	668.58 Public	582.61 Public	583.19 Public
Monday Sep 20, 2021	520.86 Public	538.59 Public	538.59 Public	538.59 Public	520.86 Public	520.86 Public	539.17 Public
Tuesday Sep 21, 2021	520.86 Public	538.61 Public	538.61 Public	538.61 Public	520.86 Public	520.86 Public	539.19 Public

3. Select the preferred set of dates and click on **Continue**.

   The **Results** page opens. See *Understanding the Results page* below.

Understanding the Results page

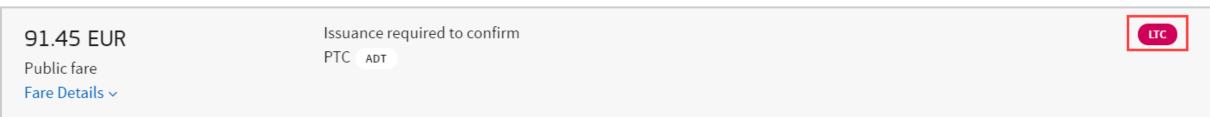
The search results are displayed with the cheapest fare at the top.



A	Filters to narrow down the search results.
B	Total price including taxes.
C	Passenger type code (PTC), for example, ADT (adult).
D	Fare type giving access to the price breakdown, the fare details for each passenger and the full fare conditions.
E	Flight recommendation.
F	N/A.
G	Arrow to expand the selected flight and show the schedule, carrier and Fare Family.
H	Airline and flight number.
I	Fare Family indication, with icons referring to the services that are included, for example, power, beverage, free baggage allowance or a meal.
J	Fare Family upgrade options.
K	**Compare all** button, opening the comparison matrix and allowing you to compare the services offered by each Fare Family.
L	Remaining seats.
M	**Propose offer** button to propose the recommendation.
N	**Select flight** button to book the flights.

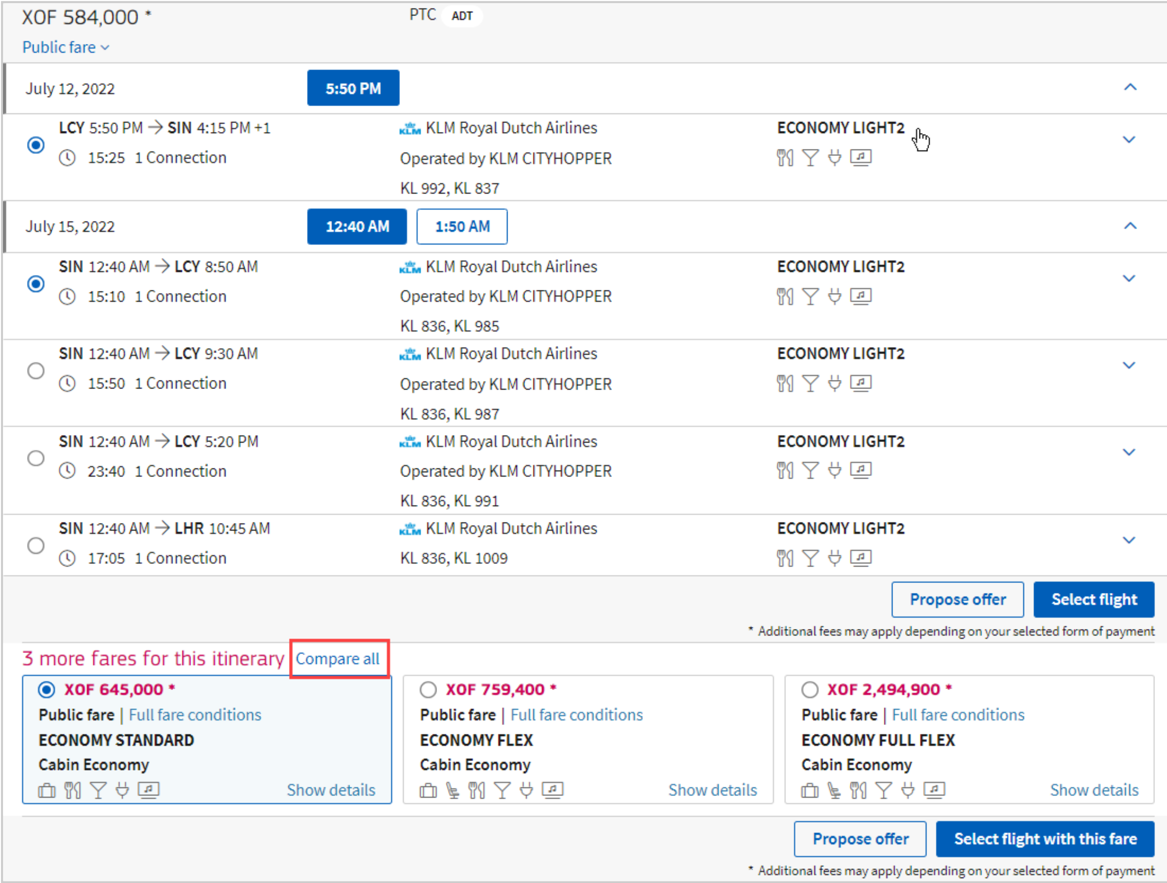
For some airlines, the content source will be identified by a special badge, such as NDC, EAC or LTC.

Example:



How to compare fares

1. In the **Results** page, click on **Compare all**.



The **Compare your fares** matrix is displayed. It contains the services offered by each Fare Family or a comparison of the same recommendation from different content sources (GDS and EAC, or LTC and EAC).

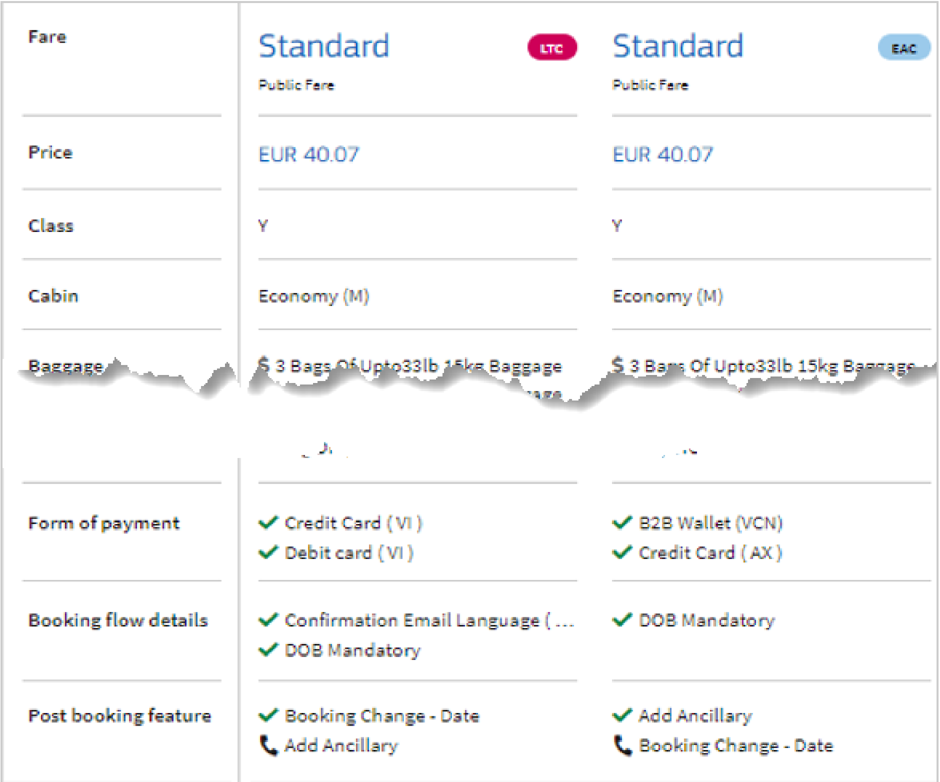
‹ Back to results

Compare your fares ⓘ Legend LCY → SIN SIN → LCY ⓘ

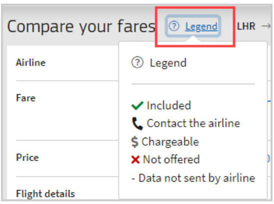
Fare	Economy Light2 Public Fare	Economy Standard Public Fare	Economy Flex Public Fare	Economy Full Flex Public Fare
Price	XOF 584,000	XOF 645,000	XOF 759,400	XOF 2,494,900
Class	L + N	L + N	L + N	Y
Cabin	Economy (M)	Economy (M)	Economy (M)	Economy (M)
Baggage	$ Checked Bag 1pc Of 23kg 158cm	✓ ADT 1pc (All Itinerary)	✓ ADT 1pc (All Itinerary)	✓ ADT 1pc (All Itinerary)
Seat selection	$ Choice Of Standard Seat	$ Choice Of Standard Seat	✓ Choice Of Standard Seat	✓ Choice Of Standard Seat
Meals	✓ Meal	✓ Meal	✓ Meal	✓ Meal
Refund	✗ Refundable Ticket	✗ Refundable Ticket	✓ Refundable Ticket	✓ Refundable Ticket
Ticket changes	-	✓ Changeable Ticket	✓ Changeable Ticket	✓ Changeable Ticket
Upgrades	-	-	-	-
Frequent flyer	-	-	-	-
Last ticketing date	-	-	-	-
Others	✓ Snack ✓ Beverage $ Upgrade Eligibility	✓ Snack ✓ Beverage $ Upgrade Eligibility	✓ Snack ✓ Beverage $ Upgrade Eligibility	✓ Snack ✓ Beverage $ Upgrade Eligibility
Form of payment	-	-	-	-
Booking flow details	-	-	-	-
Post booking feature	-	-	-	-

Note: When the same recommendation is available through GDS and EAC, or LTC and EAC, the comparison matrix contains these recommendations side by side. The last three fields **Form of payment**, **Booking flow details** and **Post booking feature** contain the content source-specific details.

For example:



2. To check the meaning of the icons, click on **Legend**.



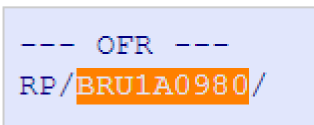
3. To go back to the results, click on the **Back to results** button.

How to make an offer

1. In the **Results** page, click on **Propose offer**.

   > Proceed the same way for all flights you want to include in the offer.

2. Under the **Go to** section, click on **Show in command page** to see the offer.

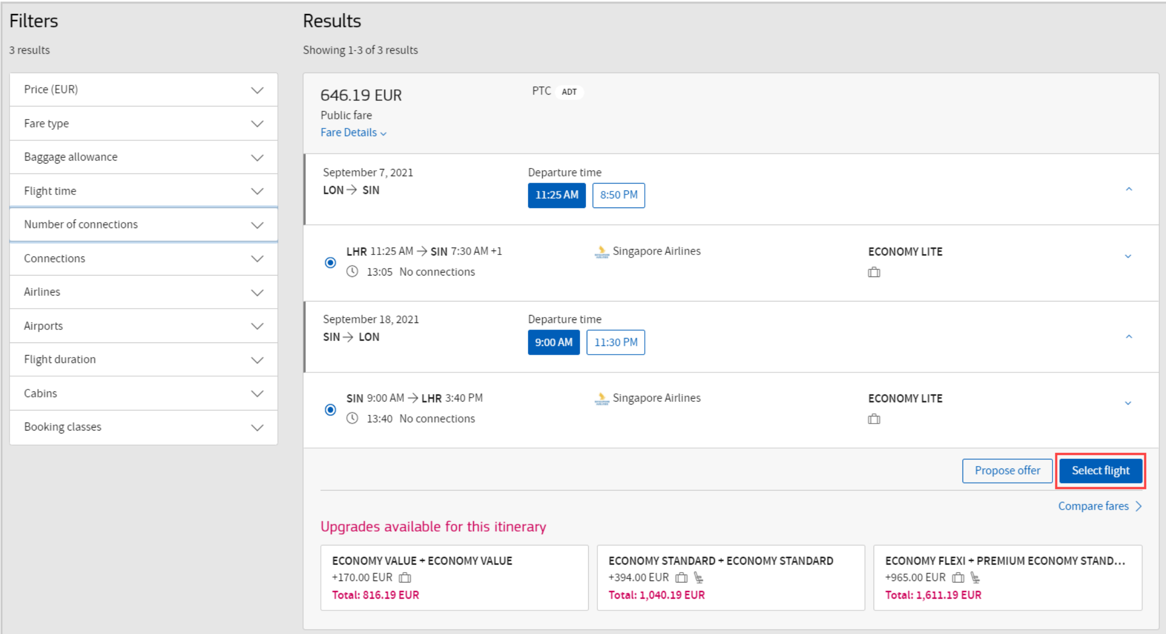


3. Enter RTOF to display the flights included in the offer.

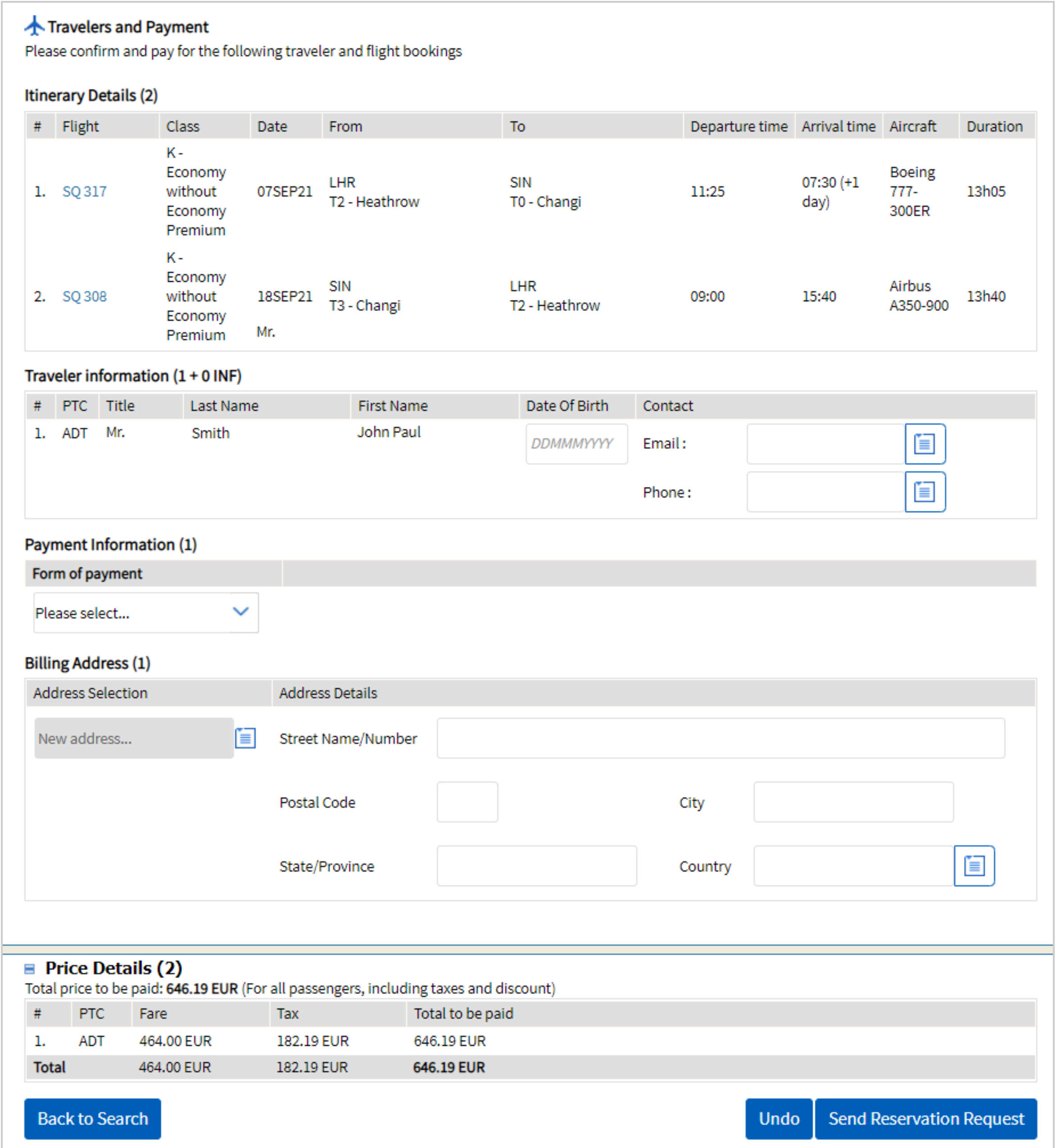
```
> RTOF

RP/BRU1A0982/
   1 OFFER                                          TOTAL     550.88 EUR
     1 BA 011 O 07SEP   LHRSIN 001             1955 1605+1 E
     2 BA 016 O 18SEP   SINLHR 001             2235 0505+1 E
   2 OFFER                                          TOTAL     635.52 EUR
     1 SQ 305 K 07SEP   LHRSIN 001             0925 0530+1 E
     2 SQ 306 K 18SEP   SINLHR 001             0110 0745   E
```

How to book flights

1. In the **Results** page, click on **Select flight**.

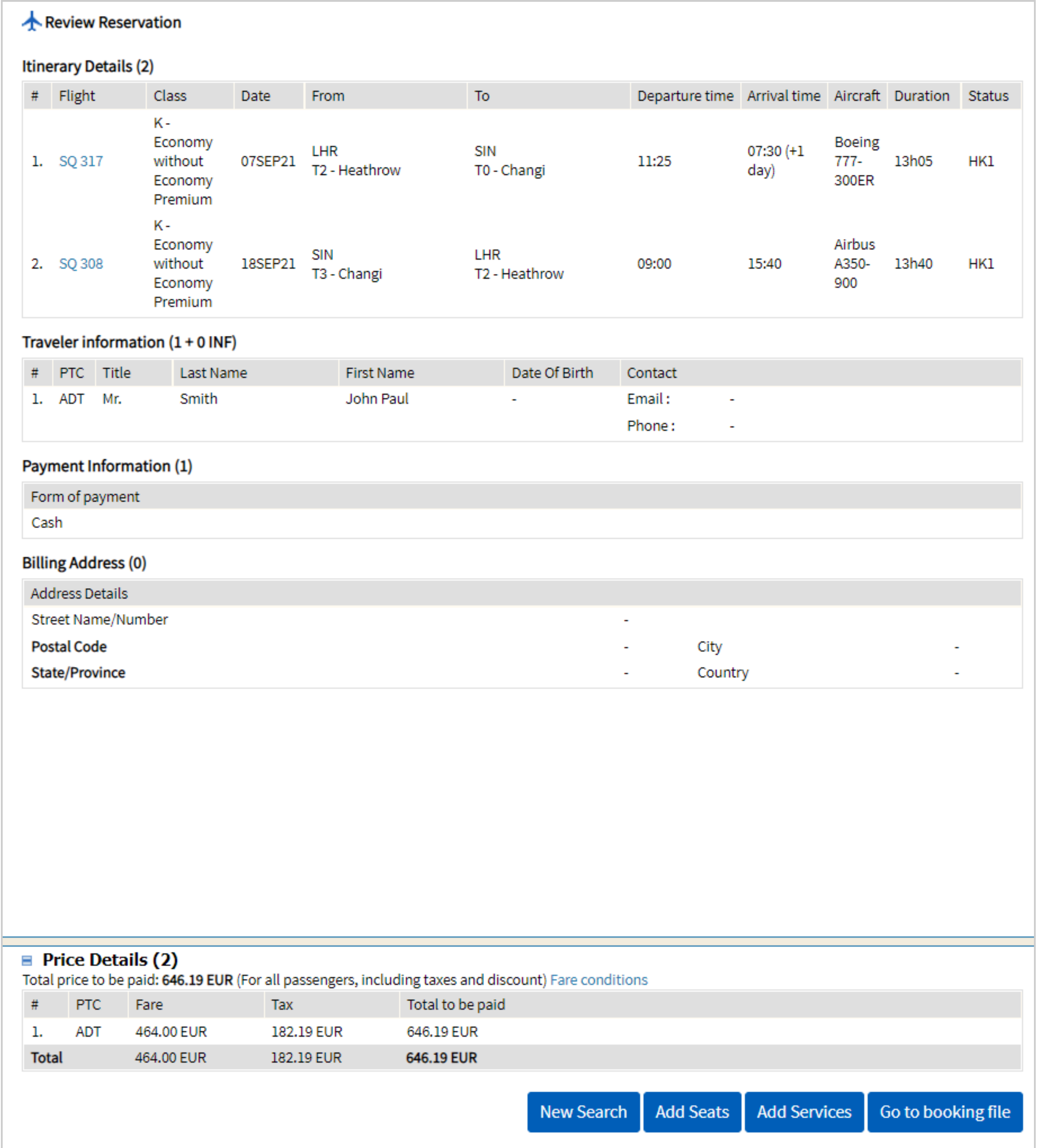


The **Travelers and Payment** page is displayed.



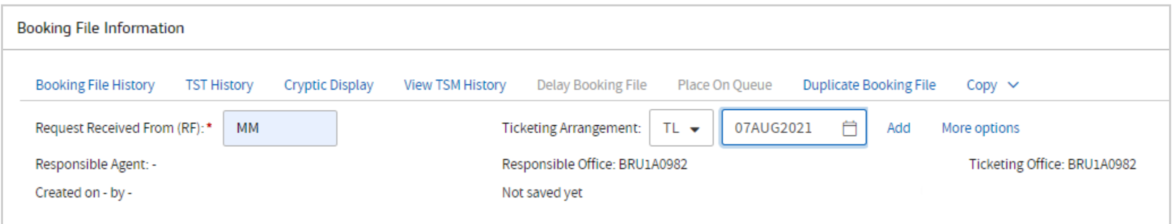
2. In the **Form of payment** section, select the form of payment and enter the necessary details.
3. Fill in the billing details in the **Billing address** section, if required.
4. Click on **Send reservation request** to confirm the booking.

   The **Review Reservation** page is displayed.



5. Click on **Go to booking file**.

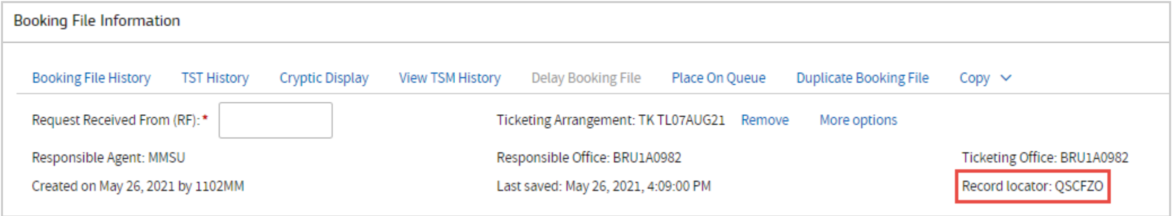
   The **Booking File Information** page is displayed.



6. If required, modify the **Request received from (RF)** field. By default, this field is prefilled with your user login.

7. To add the ticketing arrangement, click on **Add**.
8. To finalize the booking, click on **Save and confirm (ER)**.

   The **Record locator** code confirms the booking.



6. NDC

What is NDC?

NDC (New Distribution Capability) offers travel agencies more airline content, richer fare bundles, ancillary services and upsell opportunities in Selling Platform Connect in real time.

The following features are supported:

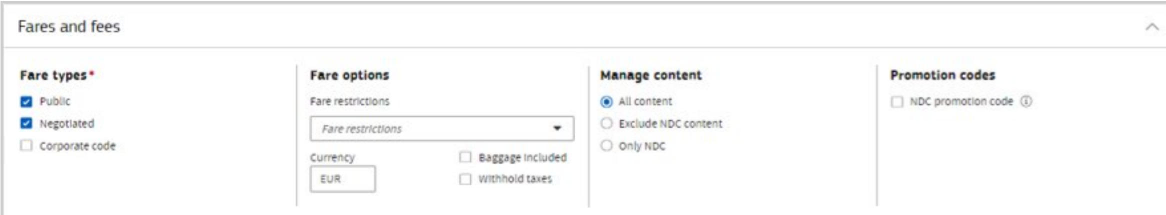
- NDC content can only be searched and booked in graphic mode using All Fares.
- Seats can be added in every stage of the booking flow, even after payment. Other ancillaries can only be added after booking and before payment.
- Payment and issuance is done through the booking file. Cash and credit card payments are possible.
- NDC content can only be mixed with hotel and car content in the same PNR and miscellaneous segments.
- Cancellations are only possible before issuance. Voiding and refunding are possible.
- Exchanges are possible.
  - Schedule driven exchange is available for Farelogix carriers.
  - Exchange Shopper is available for Altea carriers.
- PNR context and history are available. PNR context (with or without Profile) is considered and prefilled in the All Fares shopping flow.
- Remarks can be added from the booking file.
- No comparison of recommendations is possible.

How to search for flights

1. In the **What do you want to do next?** section, click on or on **Air booking**.
2. Click on **Search**.

   The **Your Air Search** page is displayed.
3. In the **Itinerary** section, complete all mandatory fields and other required information.
4. In the **Passengers** section, select the number for each passenger type. You can search by Discount Pass, Corporation Id and Frequent Flyer number.
5. In the **Fares and fees** section, select the type of fares, such as public or negotiated.

   You can add multiple corporate codes or an NDC-specific airline promotion code (only valid for SQ for the moment). You can search for NDC content only or exclude NDC content in **Manage content**. Through SmartScript, you can have search options **Corporate code**, **Exclude NDC content** and **NDC promotion code** prefilled.



Note:

The corporate codes that were stored in the Agency or Company profile are automatically available in the **Search** page, with their airline associations. A maximum of six can be selected to be sent to the airlines.

Corporate codes that were not stored in the Agency or Company profile, can be entered manually in this screen but without airline associations. A maximum of six can be selected. Because there is no airline association, the codes are sent to all airlines (except to Air France, which does not accept codes without airline association).

If you selected six corporate codes and the airline accepts less, only the first codes from the selection are sent.

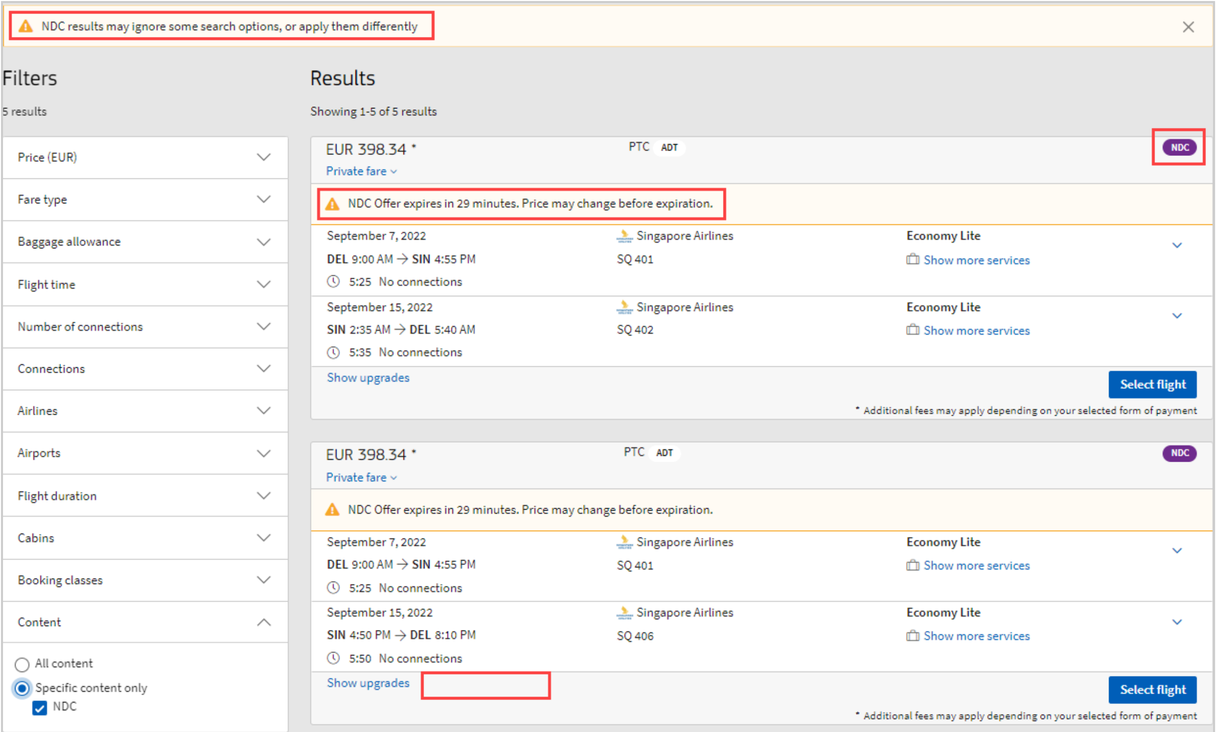
6. Click on **Search**.

   The **Results** page is displayed.

Understanding the NDC Results page

In the **Results** page, you can use filters to refine the results. The following elements indicate that you are looking at NDC content:

- Warning message.
- NDC badge.
- Time limit.
- No **Compare all** button leading to the comparison matrix.

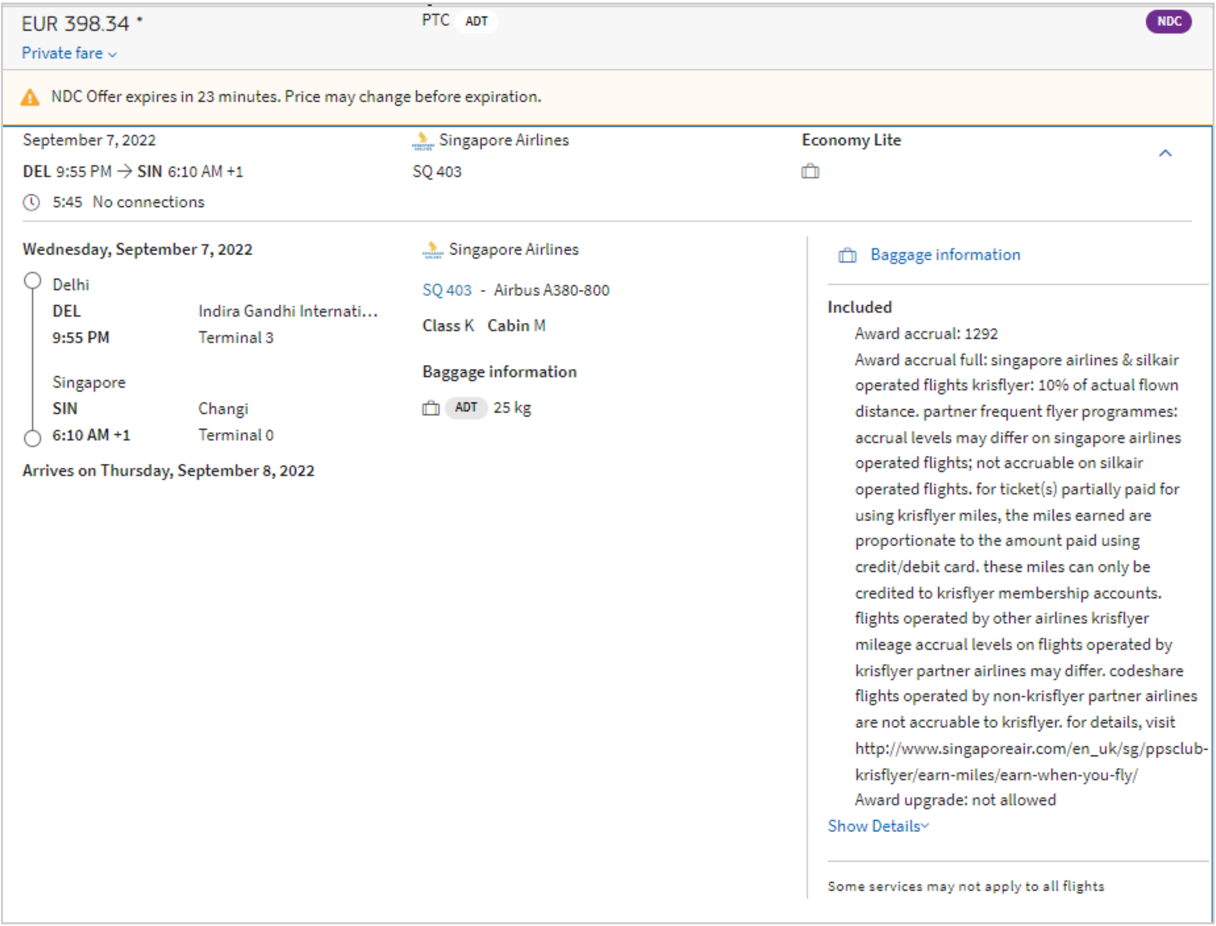


The **Content** filter allows you to include only NDC content in the search results.

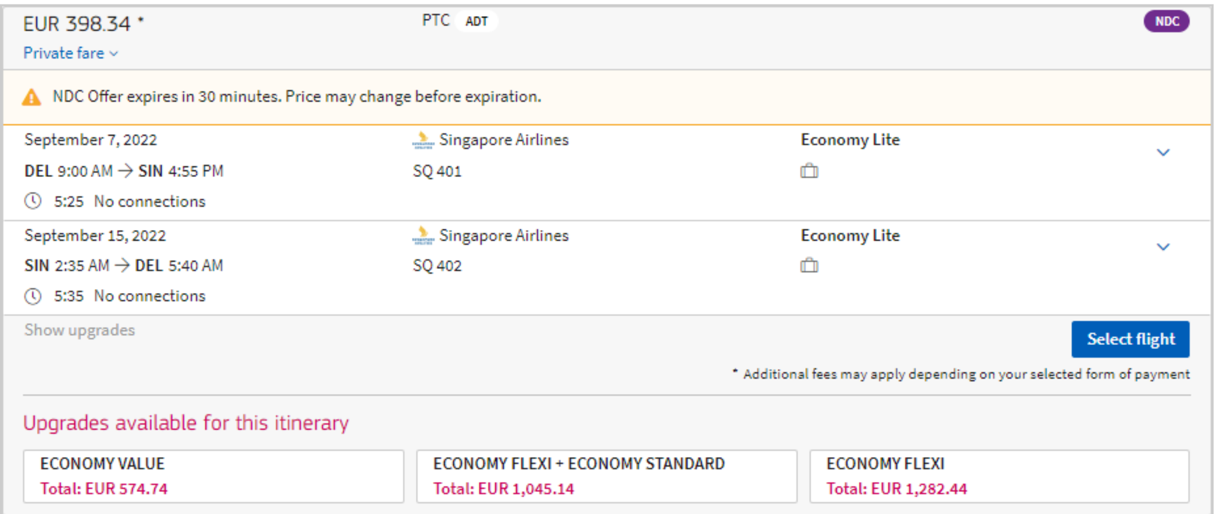
When available, the discounted price is shown and the original price is struck through.

When you expand the fare type, the Corporate identifier number (CLID) is displayed in the **Fare** line, if available in the PNR context.

The airline, flight number, Fare Family and baggage allowance icons are displayed. Click on **Show more services** to see the latest flight, baggage and services information provided by the airline.



To see the upsell cards, click on **Show upgrades**.



How to book flights

1. In the **Results** page, click on **Select flight**.

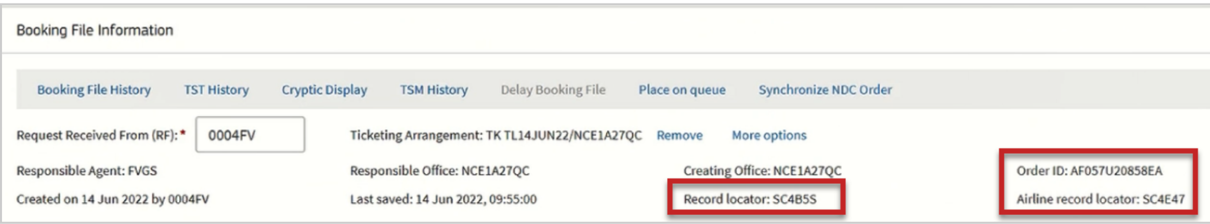
   The **Booking summary** page is displayed. It shows the itinerary details, the passenger information, the contact information and the price details. See *Understanding the NDC booking summary page* below.
2. If needed, add the passport or the frequent flyer information in the **Passenger information** section.

   > **Note:** This information cannot be added later in the process.

3. In the **Price details** section, click on **Book**.

   The booking file is displayed. See *Understanding the NDC booking file* on page 133.
4. If required, modify the following information in the **Booking File Information** section:
   - **Request received from (RF)** . This field is prefilled with your user login.
   - **Ticketing arrangement**. By default, these fields are prefilled with the ticket time limit value and the date of the first weekday before the OPC date. To change this, click on **More options**.
5. If required, add a hotel booking.
6. Click on **Save & confirm (ER)** to finalize the booking.

   The NDC order ID number, Amadeus record locator and airline record locator are displayed in the **Booking File Information** section.



Understanding the NDC booking summary page

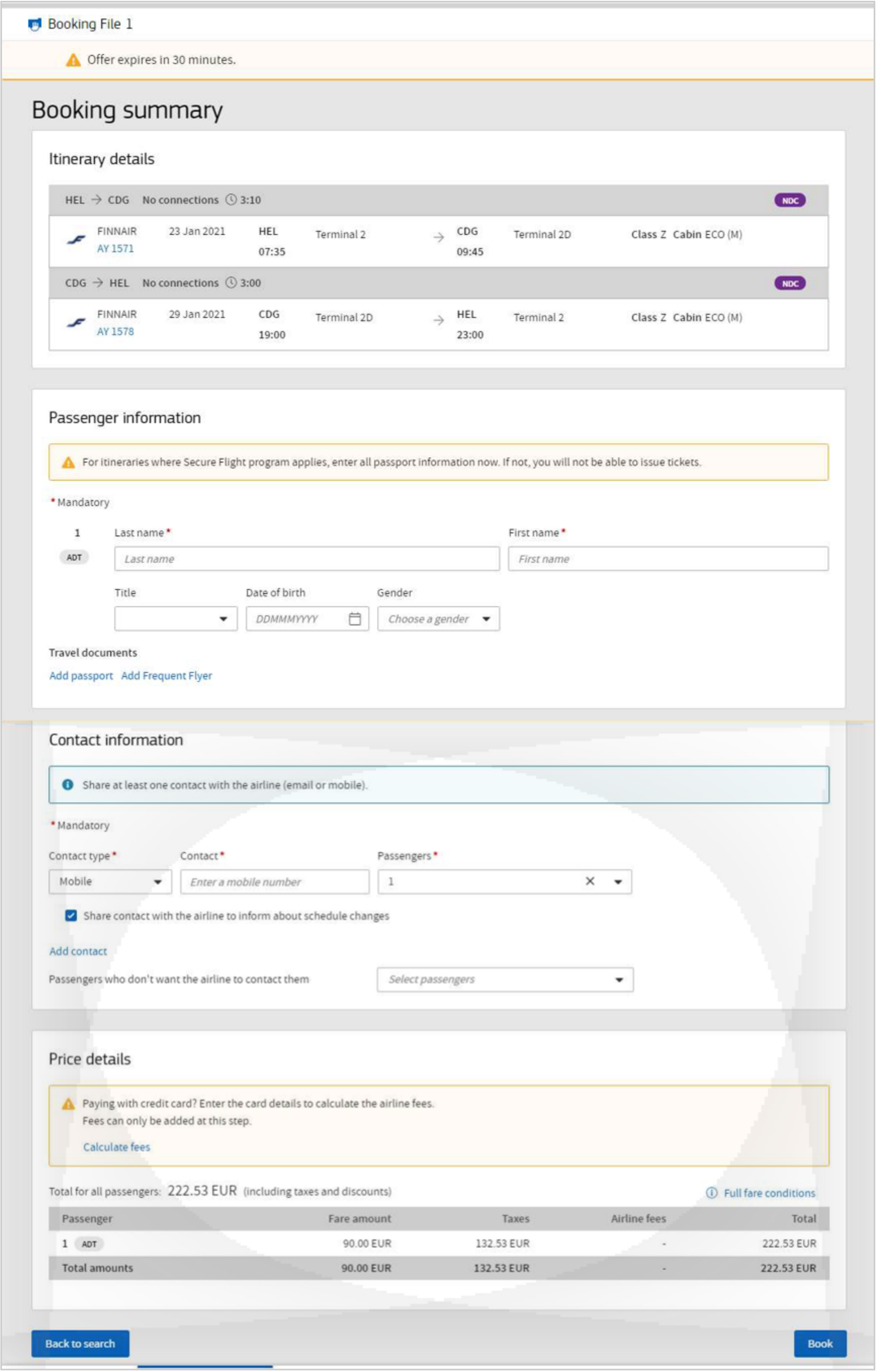
- In the **Booking summary** page, you can create the NDC order.
- The offer time limit is rebooted and displayed.
- The fields may be prefilled with information from the PNR context or can be added in the session (Date of birth and gender from the SR DOCS element).
- In the **Passenger information** section, the **Date of birth** and **Gender** fields are mandatory when the itinerary contains a secured flight.

In Latin America, the **Tax identifier** and **Fiscal number** fields are also available.

- A warning message recommends you to enter secured flight information when no information is returned by the airline.
- You can share the traveller information with the airline.
- You can enter a frequent flyer number and a passport number.
- Indian GST is supported. The GST number and company name are mandatory when GST information is entered.
- If there is a credit card in the PNR, the OB fees are calculated automatically before the creation of the NDC order.

  The OB fee calculator allows you to calculate OB fees by entering the 6 first digits of the credit card number or by selecting a prefilled FOP from the context.

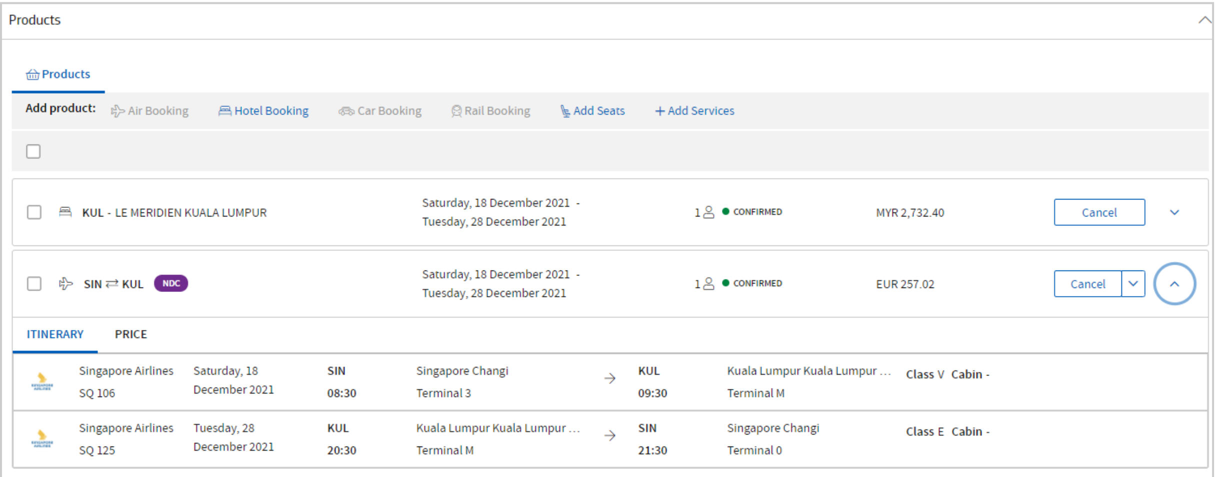
  OB fees are added to the total price and displayed in the airline fees column.
- The corporate identifier is displayed in the **Price breakdown** section.


Booking File 1
Offer expires in 30 minutes.
Booking summary
Itinerary details
HEL → CDG No connections 3:10
NDC
FINNAIR AY 1571 23 Jan 2021 HEL 07:35 Terminal 2 → CDG 09:45 Terminal 2D Class Z Cabin ECO (M)
CDG → HEL No connections 3:00
NDC
FINNAIR AY 1578 29 Jan 2021 CDG 19:00 Terminal 2D → HEL 23:00 Terminal 2 Class Z Cabin ECO (M)
Passenger information
For itineraries where Secure Flight program applies, enter all passport information now. If not, you will not be able to issue tickets.
* Mandatory
1
ADT
Last name *
Last name
First name *
First name
Title
Date of birth
DDMMMYYYY
Gender
Choose a gender
Travel documents
Add passport Add Frequent Flyer
Contact information
Share at least one contact with the airline (email or mobile).
* Mandatory
Contact type *
Mobile
Contact *
Enter a mobile number
Passengers *
1
Share contact with the airline to inform about schedule changes
Add contact
Passengers who don't want the airline to contact them
Select passengers
Price details
Paying with credit card? Enter the card details to calculate the airline fees.
Fees can only be added at this step.
Calculate fees
Total for all passengers: 222.53 EUR (including taxes and discounts)
Full fare conditions
Passenger Fare amount Taxes Airline fees Total
1 ADT 90.00 EUR 132.53 EUR - 222.53 EUR
Total amounts 90.00 EUR 132.53 EUR - 222.53 EUR
Back to search
Book

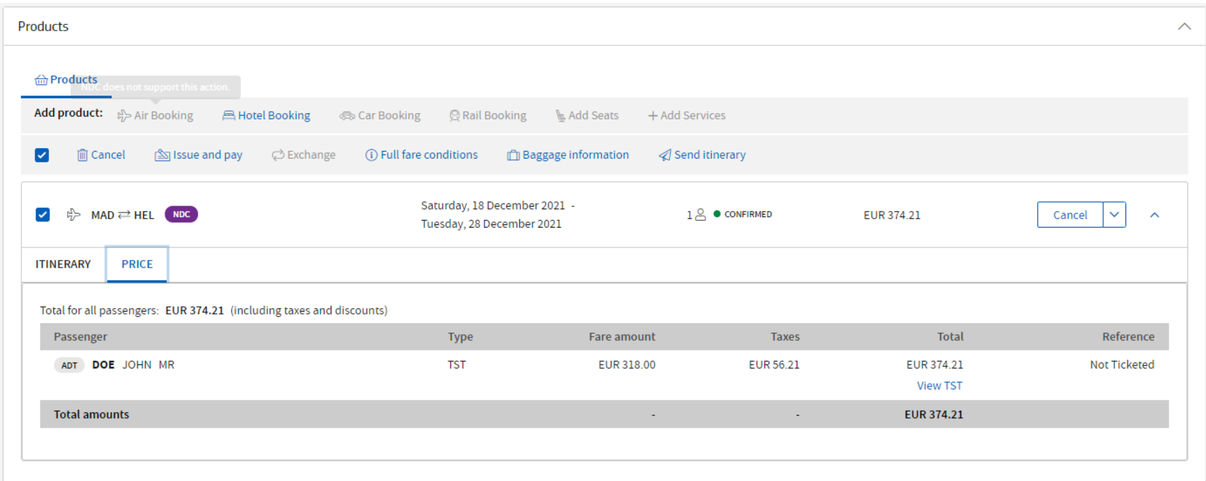
Understanding the NDC booking file

The booking file for NDC shows the itinerary, fare, ticket and EMD information in the **Products** section. Depending on where you are in the booking flow, different options and actions become available.

You can expand a flight trip in the **Products** section to view the details for each segment part of the flight in the **Itinerary** tab.



The **Price** tab shows each passenger in the booking, with the fare details.

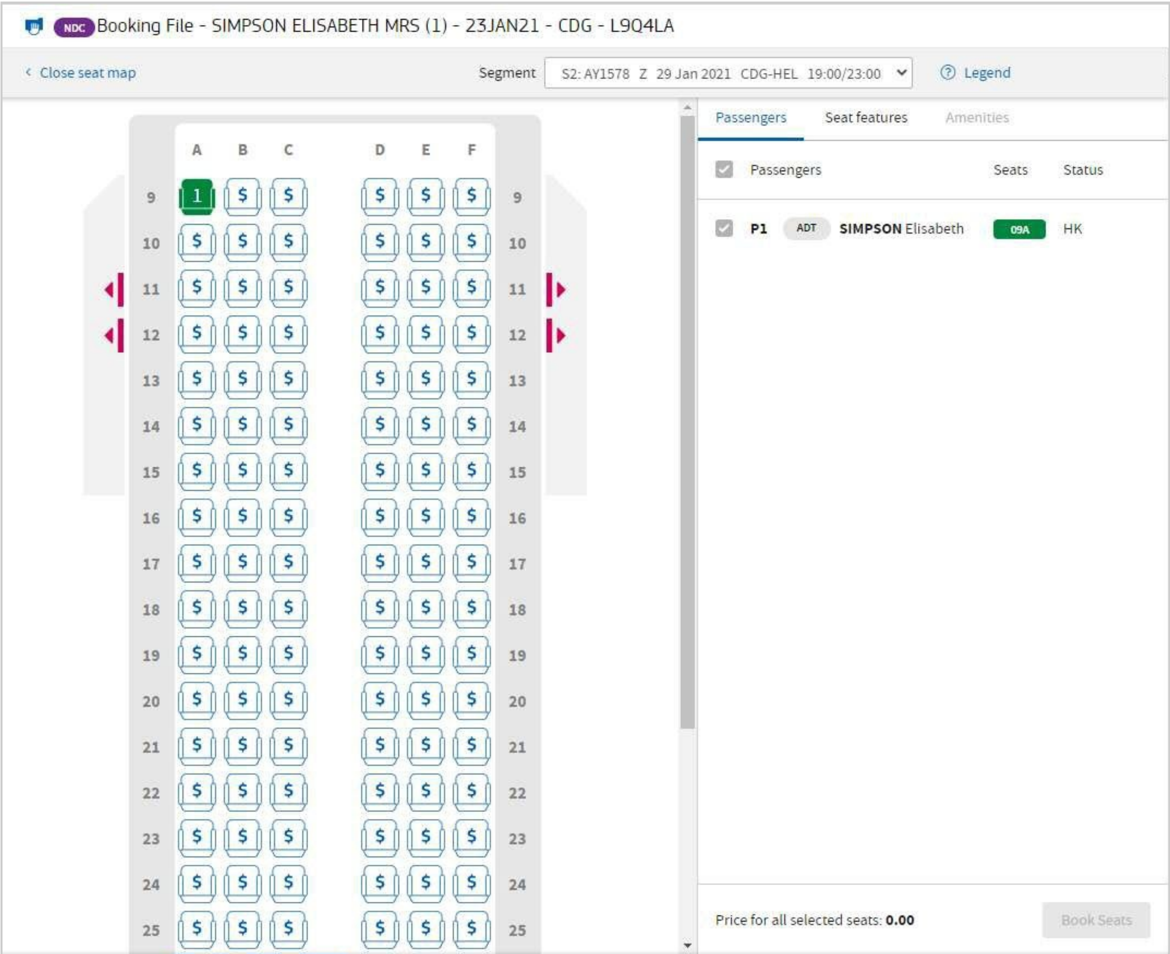


For a hotel booking, the **Details** and **Price** tabs are displayed in the **Products** section.

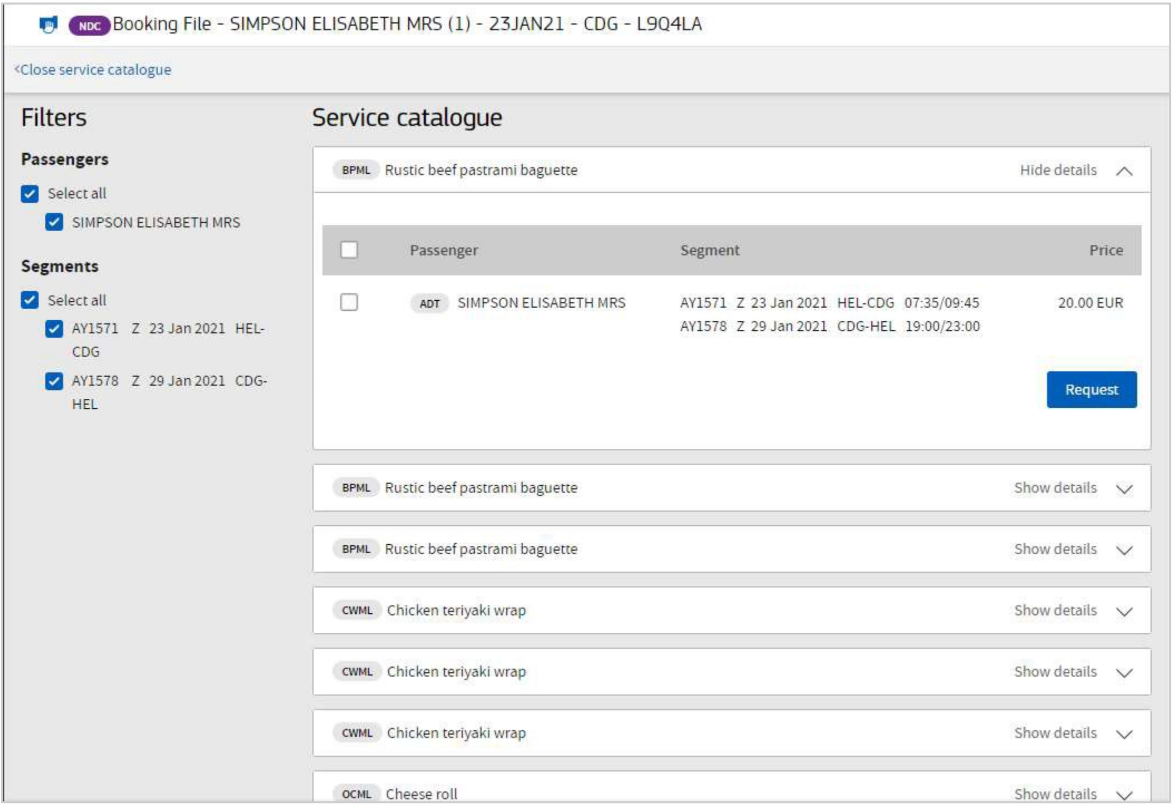
How to add seats and services for NDC bookings

See *How to add seats and services*. Specific for NDC are the following features:

- Chargeable and free seats can only be added after booking and before ticket issuance and payment.
- You can add services before or after you issue a ticket. You can book and pay for multiple services in one payment transaction.
- Seats and services are booked independently.



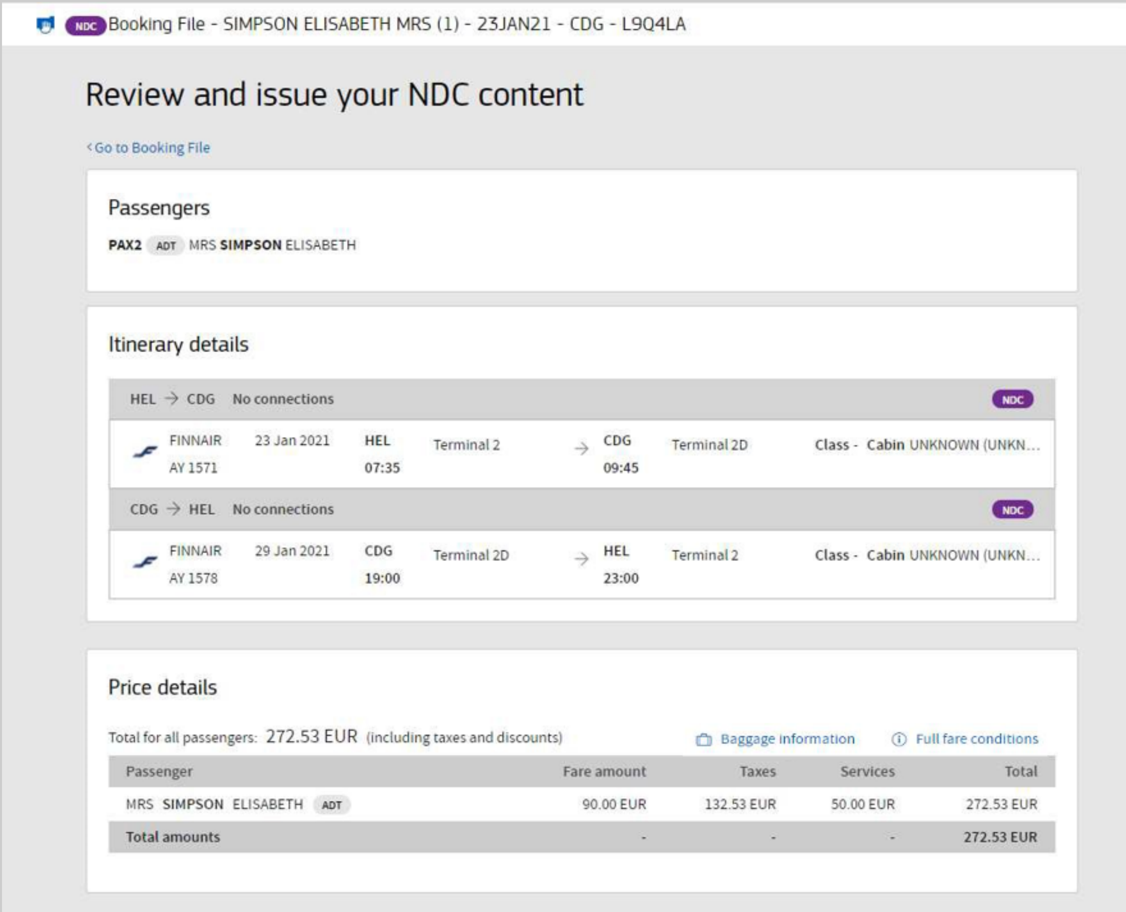
- You select and book services from the service catalogue.



How to pay and issue the ticket

> **Note:** Before issuing the ticket, review the flight details.

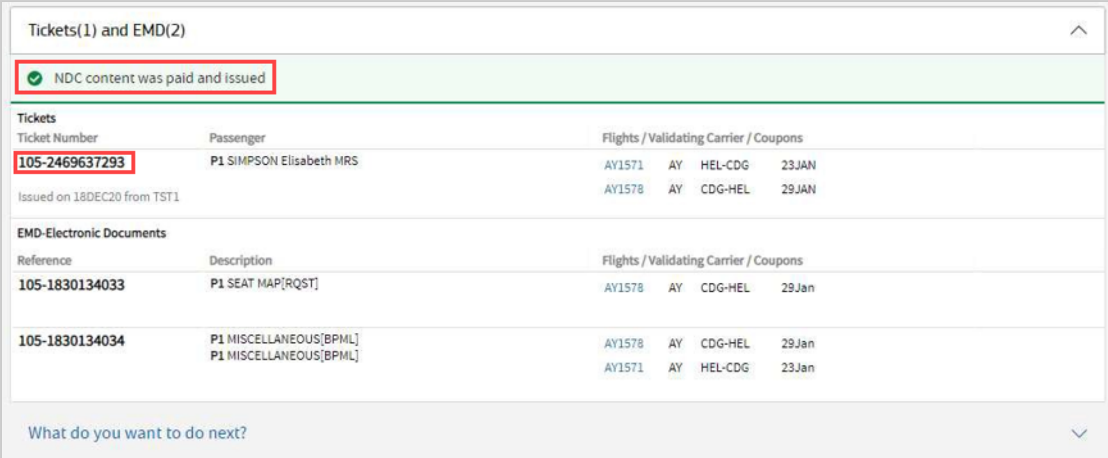
1. Retrieve the booking file.
2. In the **Products** section, select the flight and click on **Issue and pay** or select **Issue and pay** from the drop-down list.
   The **Review and Issue Your NDC Content** page is displayed.



3. Select the **Create invoice** check box if you are a Central Invoice user and you want the invoice to be issued at the same time as the ticket.
4. In the **Form of Payment** section, select the payment type (Cash or Credit card) and complete the information if you selected a credit card payment. The supported credit cards are Visa, American Express, MasterCard, AirPlus, JCB and Diners Club, depending on the market. It is recommended to use the same credit card as the one used for the OB fee calculation.
5. Click on **Issue and pay** again.

   NDC tickets and EMDs are displayed in the booking file.

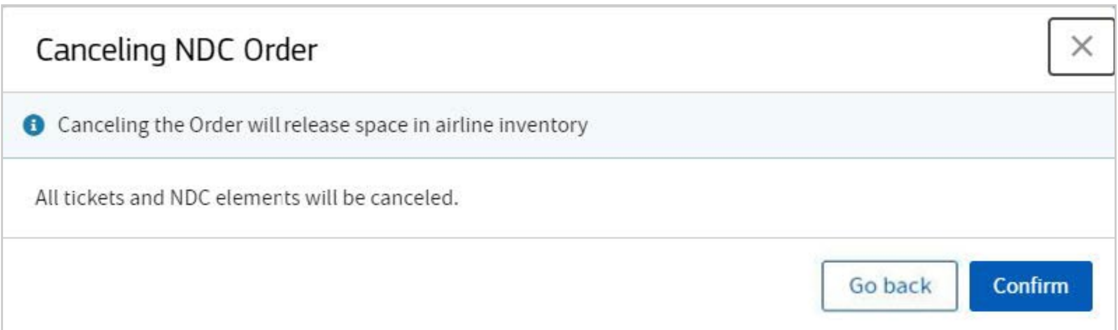
A message and the new ticket number confirm that NDC content was paid and issued.



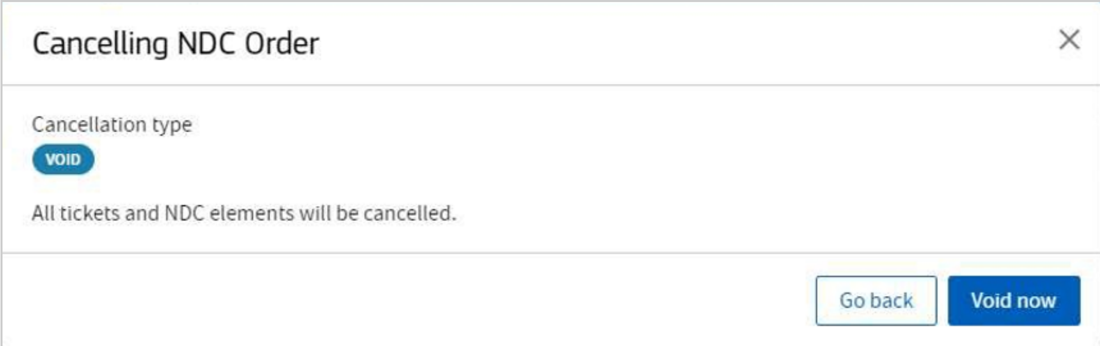
How to cancel an NDC booking

Note: The PNR needs to be saved before you can cancel a booking.

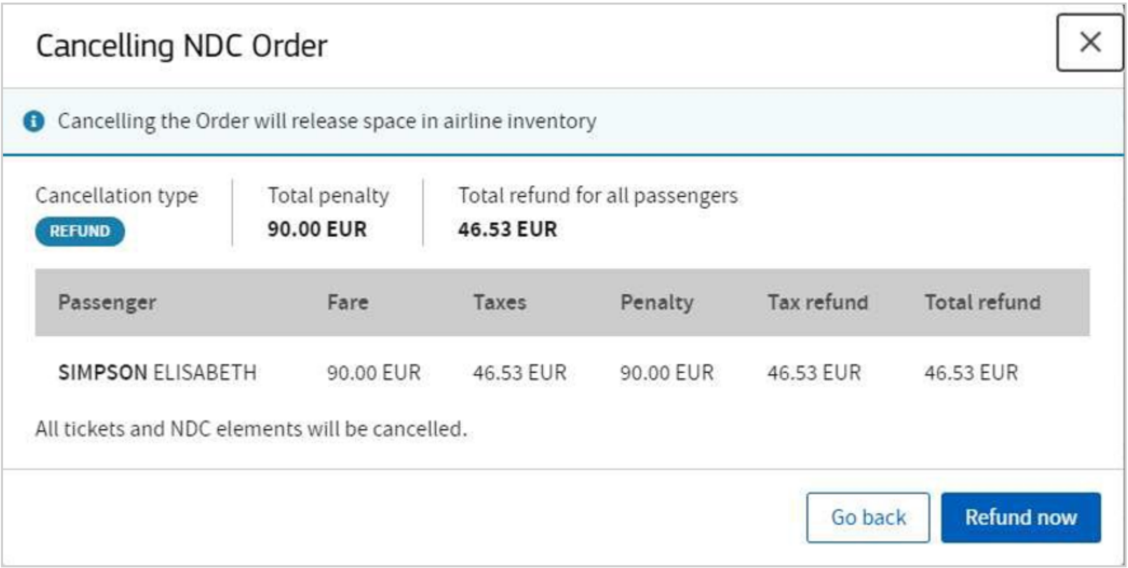
1. Retrieve the booking file.
2. In the **Products** section, select the flight you want to cancel.
   All segments of the flight are automatically selected.
3. Click on **Cancel** or select **Cancel** from the drop-down list.
   Depending on the situation and the airline, the order is cancelled, refunded or voided.
   - If no ticket has been issued, the order is cancelled.



   - If the airline considers the cancellation to be a void, it cancels the itinerary.



- If the airline considers it to be a refund, the refundable amount is displayed.



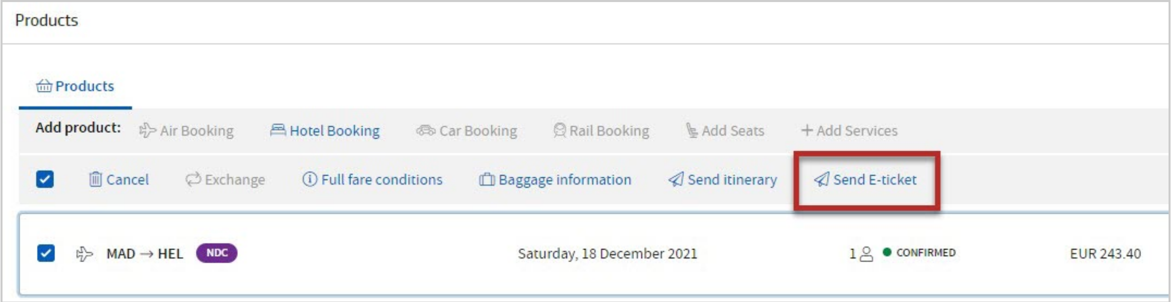
Note: For an IAG airline, the cancellation type is NOT PROVIDED instead of VOID or REFUND.

4. Click on **Confirm**, **Void now** or **Refund now** to finalize the cancellation.

How to send an e-ticket receipt

> **Note:** E-ticket receipts (ITR) for NDC bookings can only be issued after the ticket issuance or exchange.

1. Retrieve the booking file.
2. In the **Products** section, select the flight and click on **Send E-ticket**.



3. In the **Issue Document Receipt** pop-up window, select the required options.
   For more information, see *Printing and sending an e-ticket or EMD receipt* on page 60.

Exchanging an NDC ticket

What are the exchange flows?

Depending on the airline, two exchange flows are possible:

- In the schedule driven exchange flow, you need to specify the exact changes to be done to the order. The provider will return an offer that corresponds to the new flights.
- In the fare driven exchange flow, you need to specify the new itinerary. The provider will return a set of offers that meet the changed itinerary.

How to exchange an NDC ticket

1. Retrieve the booking file.
2. In the **Products** section, select the flight to be exchanged.
3. Click on **Exchange**.
   Depending on the airline, one or several options will be displayed.
   - The airline returns one option that meets the changed date and details (schedule driven flow).
   - The airline returns several options that meet the changed itinerary, allowing you to compare and select the best option (fare driven flow).
4. Select the new flight date and details.

   > **Note:** When the fare driven flow applies, it is highly recommended to specify the desired cabin in this step of the exchange, even if the traveller does not want a change. If the cabin is not specified, the provider may return the cheapest available offers, which could lead to an undesired downgrade.

5. When you are using the schedule driven flow, the **Waiver code** field is available. If your airline allows for waiving the exchange fee, enter the code that you received.

6. Click on **Reprice** to know the conditions of the change.
7. Click on **Confirm** to save the changes.
8. Click on **Reissue**.

   The booking is automatically updated with the new flight details.

Working with queues for NDC content

Understanding NDC queues

There are dedicated queue categories for NDC order change notifications:

- QAC0c256-258
- QAC1c256-258
- QAC7c256-258

For more information on queues, see *Understanding queues* on page 326.

When is queue placement triggered?

- Flight time change:
  - The flight segment time is updated in record and the status changed to TK.
  - The record is queued in Q7C257.
- Involuntary flight schedule change:
  - The cancelled segment status is updated to UN and a new flight segment is added with status TK.
  - The record is queued in Q7C257.
- Involuntary schedule cancellation:
  - The cancelled segment status is updated to UN.

    The record is queued in Q7C257.

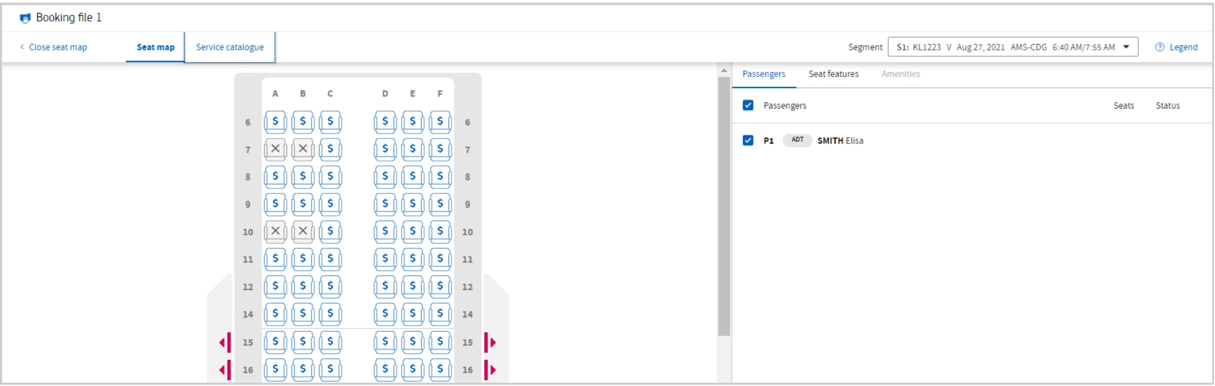
- Voluntary exchange or cancellation:
  - The cancelled segment status is updated to UN and the newly added segment to TK.
  - The record is queued in Q7c257.
- Cancellation due to expiry of the payment time limit:
  - The cancelled segment status is updated to UN.
  - The record is queued in Q7C257.
- Ancillary services (including seat) status change (waitlisted or pending to be confirmed, pending to be waitlisted, pending, waitlisted or confirmed to be cancelled):
  - The supported status codes are HK, HD, HI, KK, KD, HN, UN.
  - The record is queued in Q1C257 after the update.
- Ancillary Services (including seat) addition, update or cancellation:
  - The cancelled ancillary services status is updated to UN and the newly added service or updated service will have status KK.
  - The record is queued to Q1C257 after the update.

7. Seats and Services

Working with the Seats map and Services catalog

What are the Seats map and the Services catalog?

The **Seats map** allows you to check the details of a selected seat, to highlight seats with certain features and to reserve a seat. It also displays the purchase conditions for each seat, such as options for refund or exchange.



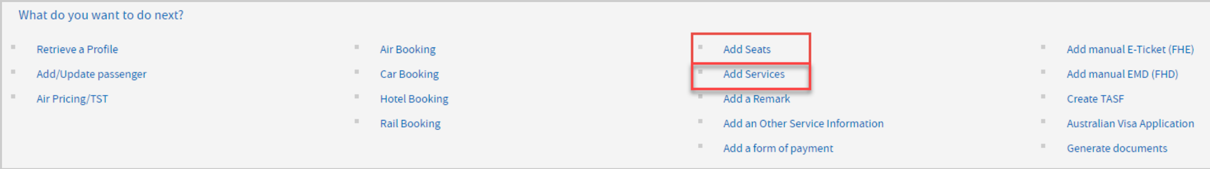
The **Services catalog** allows you to add non-chargeable (standard) and chargeable services. It also displays the purchase conditions for a service, such as options for refund or exchange, and additional information about the product or service that has been provided by the airline.

You can specify which passengers are holders of a passport using the **Passenger Information** tab of the catalog.

Some seats and services display images when you hover your mouse over them, but this depends on the airline information that is provided.

How to open the Seats map or Services catalog

In the **What do you want to do next?** section of the booking file, click on **Add seats** or **Add services**.



You can also open the catalog on the **Confirmation** page of All Fares.

For information on how to reserve seats and services, see *Reserving seats using the Seat map* below and *Managing services using the Services catalog* on page 146.

How to switch between a graphical and cryptic seats and services catalog

1. On the **Main Page** menu, click on **Personal Settings > Command Page**.

   Alternatively, on the main Selling Platform Connect menu, click on **Settings > Command Page**.
2. Select whether you want to display the graphical or cryptic services catalog, and click on **Save Your Settings**.

What is a service pack?

A service pack is a pre-defined set of ancillary services that are grouped together to allow for easier booking.

If filed by an airline, they are booked from the **Packs** section of the Seats and Services catalog and are then displayed in the **Special Service Requests (SSRs) and Auxiliary Services (SVCs)** section of the booking file.

You can modify or delete a booked pack in the same way as any other service.

When a pack is deleted, all of the seats or services within the pack are also deleted.

Reserving seats using the Seat map

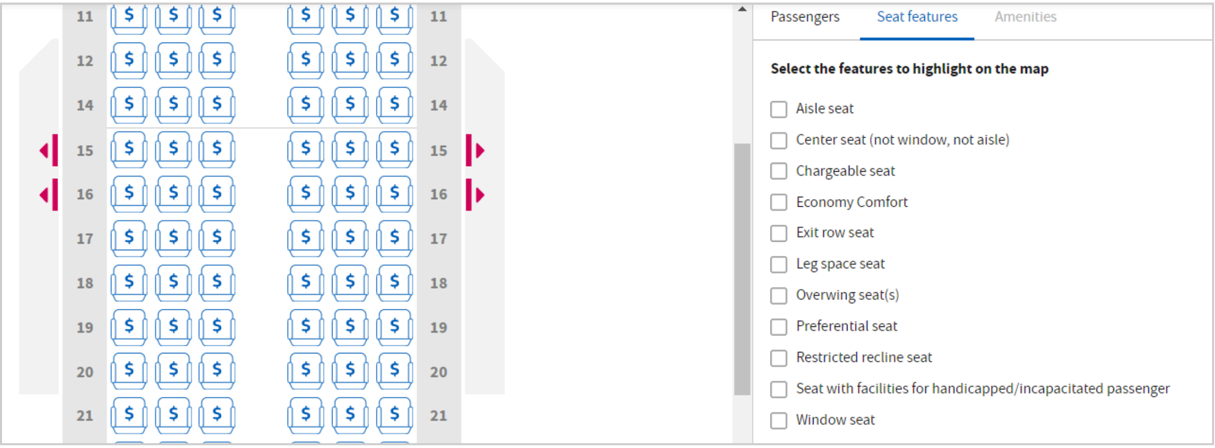
How are prices by seat and by passenger displayed?

Prices by seat and by passenger, as well as seat discounts and commercial names, are displayed in a tooltip when you hover over each seat that is marked as chargeable.

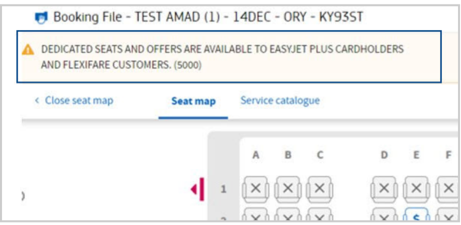
Prices by seat are informative and can only be displayed if a passenger name is added to the booking file. Depending on the airline, itinerary pricing may be required before seat prices are displayed.

How to reserve a seat

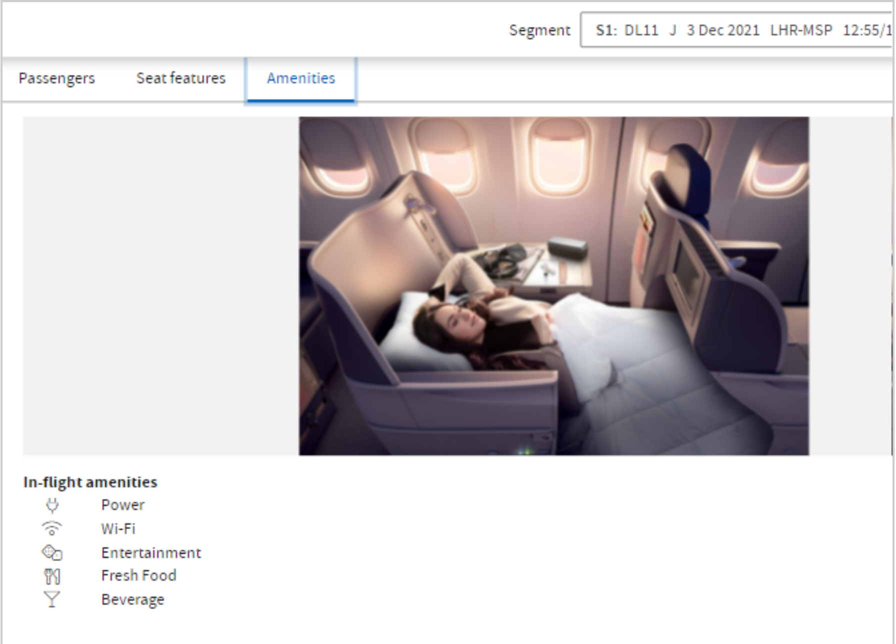
1. In the **What do you want to do next?** section of the booking file, click on **Add seat**.
   The **Seat map** is displayed.
2. Use the filter options in the **Seat features** section to highlight certain seat features, for example, seats with extra leg space.



Note: For easyJet, a message is shown containing the advantages for easyJet Plus cardholders and Flexifare customers.

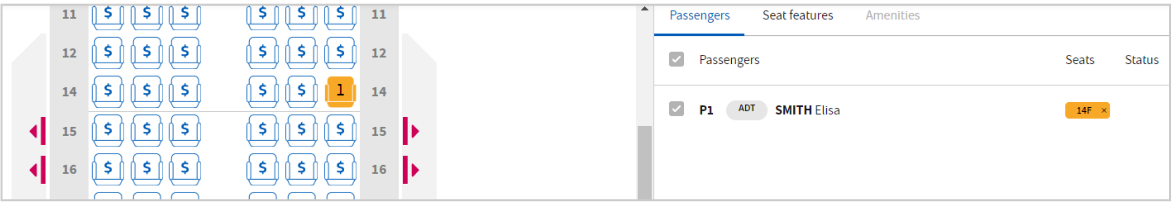


3. If there is more than one deck on the aircraft, select either **Upper** or **Lower**.
4. Click on **Amenities** to see the onboard services, if available.



5. Hover over a seat to display the seat details.
6. To reserve a seat for a passenger, click on the seat.

   When a seat is selected, the passenger number appears in the seat icon, and the selected seat will be displayed in the **Passengers** section.



   To reserve multiple seats, select another passenger and then click on an available seat. Ensure the number of seats entered matches the number of passengers selected.
7. Click on **Book Seats** to finalize the seat reservation.

   The status of the seats will change to **Confirmed**.

How to modify a seat selection

1. In the **Special Service Requests (SSRs) and Auxiliary Services (SVCs)** section of the booking file, click on **Modify** for the passenger you want to modify the seat selection for.

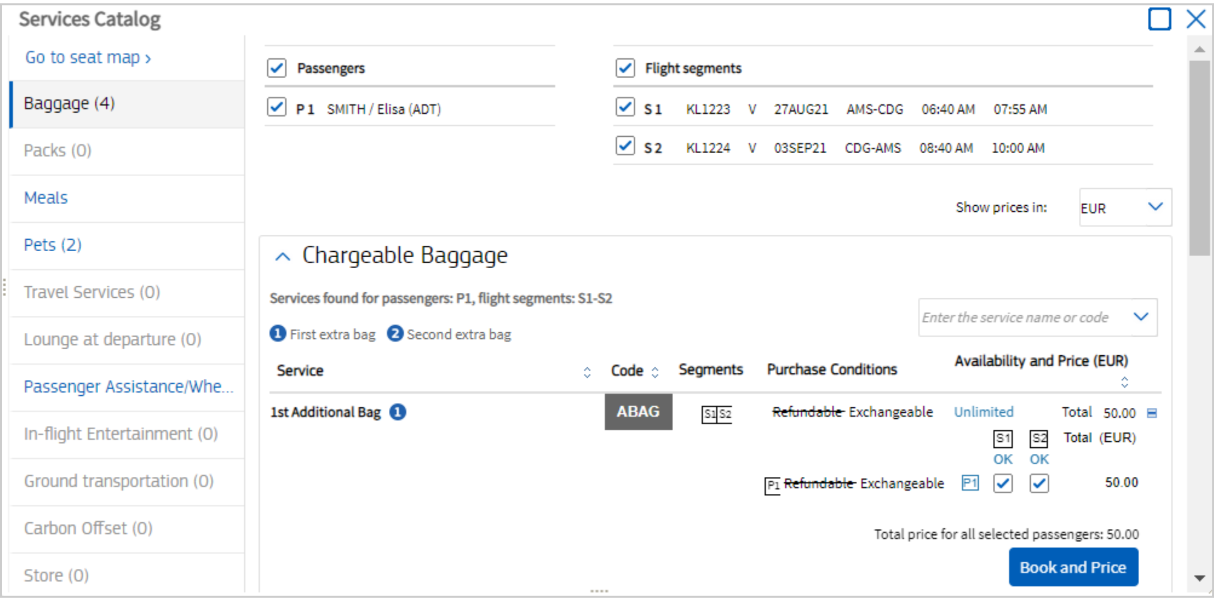
   In the **Seat map**, the selected seat is highlighted.
2. Cancel the booked seat.
3. Select and book a new seat.

Managing services using the Services catalog

How to add a service

1. In the **What do you want to do next?** section of the booking file, click on **Add services**.
   The **Services catalog** tab opens, displaying the service categories available for the booked flight.
   The number of chargeable services is displayed after each category. A category without any chargeable services is greyed out.
2. Click on the service category requested by the passenger to know the price and to book.
3. Select the service details for the required passengers and segments. Click on the plus sign (+) to expand a service.
   If it is a chargeable service, you can see the cumulative price for each passenger and the total price for all passengers. You can also see quota information. For more details on quota information display, see *How is service quota information displayed?* on the next page.

Example: Services catalog



4. If you change the passenger and segment association for a chargeable service, click on **Update price** to see the new price.
5. If the service requires more information, enter the information in the **Additional details** section. Make sure all mandatory fields highlighted in yellow are completed.
6. Click on **Book and price**.
   The price is displayed in the **Services catalog** and in the **Special Services Request (SSR)** section of the booking file.

> **Note:** The **Special Services Requests (SSR)** section is only displayed in the booking file if it contains information.

How to price all services

1. In the **Special Service Requests (SSRs) and Auxiliary Services (SVCs)** section of the booking file, click on **Services Pricing**. This action also runs the FXG/ALL cryptic command that prices all services.

   A **Services Pricing** pop-up window displays the pricing results.
2. Click on **OK** to update the booking file with the pricing.

How to delete services

- In the **Special Service Requests (SSRs) and Auxiliary Services (SVCs)** panel of the **Services catalog**:
  a. Click on **Delete** beside the service you want to delete or click on **Delete All** to delete all services.
  b. Click on **Close**.

Or:

- In the **Special Service Requests (SSRs) and Auxiliary Services (SVCs)** section of the booking file, click on **Delete** beside the service that you want to delete or click on **Delete All** to delete all services.

How is service quota information displayed?

Service quota information displays the availability of a service in real time. The level of service availability is indicated by an quota status or availability number in the **Availability** column of the **Seats and Services Catalog**.

Quota information is only displayed for the airlines that provide this information, and it may not be provided for all services from the same airline.

Quota information is not displayed for standard services. It is only displayed for chargeable services.

8. Ticketing After-Sales

Refunding e-tickets

What are the refund types for e-tickets?

Refund Type	Description
Basic	Allows you to refund fully open or partially flown e-tickets. All remaining open coupons (coupons with status O: Open or A: Airport Control) can be refunded.
Basic Full	Allows you to process the refund of fully open e-tickets without displaying the refund record first.
No Report	Allows you to process the refund with the airline without displaying the refund record first.
Tax Only	Allows you to refund the tax only.
Zero	Allows you to process a refund with a total refund equal to zero. For example, you can refund an e-ticket with its TST total set to zero.
ATC Basic	An automated refund that automatically populates the refund record with refund data. Unlike ATC Full, you must then process the refund record.
ATC Full	Similar to ATC Basic but the refund is processed directly. You cannot update the refund record before processing. This type of refund is only applicable to fully open e-tickets.

How to refund a single e-ticket

1. In the **Tickets, EMD and TASF** section of the booking file, click on the e-ticket number of the e-ticket that you want to refund.
2. In the **E-ticket** window, click on **Refund**.
3. In the **Refund** window, select the refund type.
   - If the refund type is Basic, Tax Only, Zero or ATC Basic:
     i. Click on **Continue to Refund Record**.
     ii. Update the record if necessary and when you are ready to process the refund, click on **Save and Confirm**.
   - If the refund type is Full, No Report or ATC Full:
     Click on **Refund Now**.

How to refund multiple e-tickets

1. In the **Tickets, EMD and TASF** section of the booking file, click on **Refund**.
2. In the **Refund** window, select **E-tickets** as the document type.
3. Select the refund type: **(Manual) Full**, **(Manual) No Report** or **(ATC) Full Refund**.
4. Select the e-tickets that you want to refund and click on **Refund Now**.

Revalidating e-tickets

When can e-tickets be revalidated?

Revalidation can only be performed on e-tickets that are associated with the current retrieved booking file, which contains at least one flight segment that is not in the past.

Instead of reissuing an e-ticket when segments have been modified, you can revalidate the e-ticket if the segment has one the following:

- Different flight number.
- Different flight date or time.
- Different arrival or departure airport within the same city.
- Different airline (if allowed, within the same airline group).
- Same fare.
- Status A or O.

How to revalidate a single e-ticket

1. In the **Tickets, EMD and TASF** section, click on the e-ticket that you want to revalidate.
2. In the **E-ticket** pop-up window, click on **Revalidate**.
3. Select the modified segments and select the e-ticket coupons to revalidate.
4. Click on **Revalidate**.

How to revalidate multiple e-tickets

1. In the **Tickets, EMD and TASF** section, click on **Revalidate**.

   You can also click on **Revalidate E-tickets** if you receive an **Information** pop-up message in the booking file when e-ticket revalidation is recommended.

2. Select the passengers for each e-ticket that you want to revalidate and click on **Next step**.
3. Select the modified segments and e-ticket coupons to revalidate.
4. Click on **Revalidate**.

Changing an itinerary and exchanging e-tickets using ATC

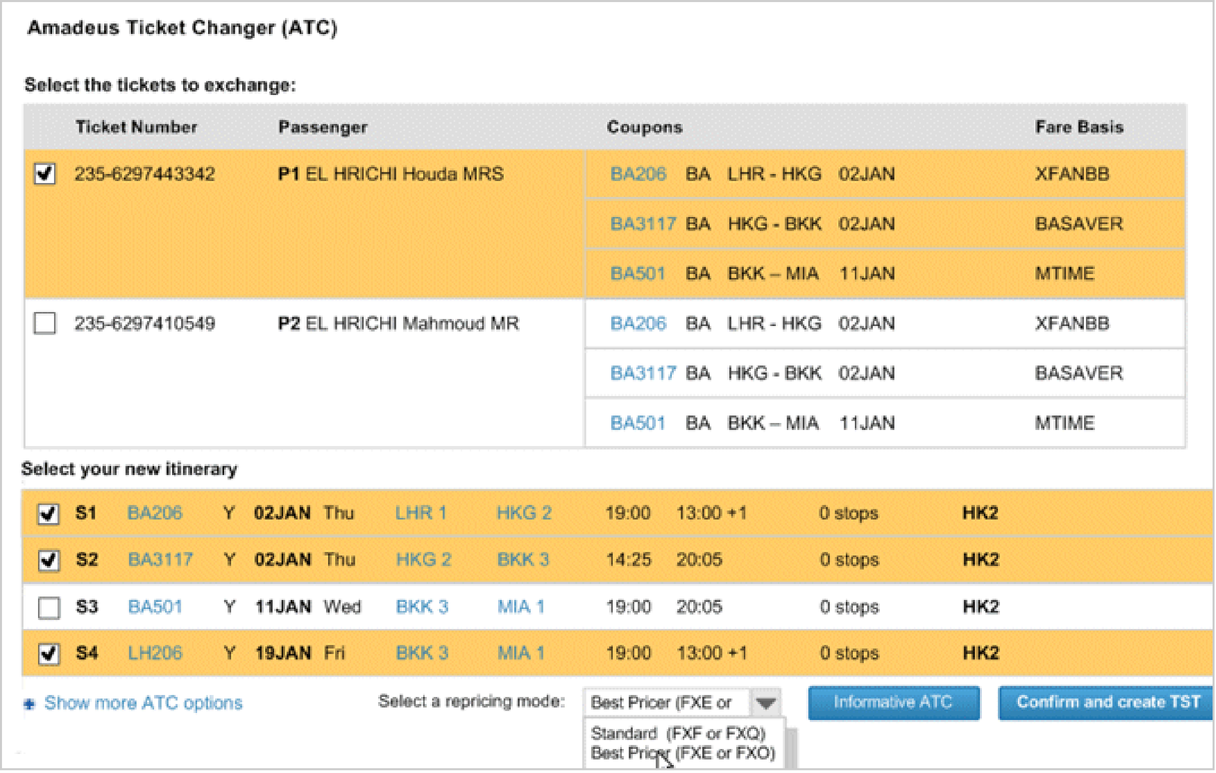
What is ATC?

Amadeus Ticket Changer (ATC) allows you to exchange or revalidate e-tickets and create or update the relevant documents (such as TSTs and TSMs). It determines the re-pricing details between the original and new itinerary to include:

- Additional amount to be paid or refunded
- Penalty
- Grand total for the re-pricing solution

ATC does not apply to group booking files. You can re-price for multiple passengers but they must all have the same itinerary.

Example: ATC



Which itinerary changes is ATC used for?

- Travel date
- Flight numbers
- Booking class
- Routing (domestic or international)
- Past date of segments that have not yet been flown

How to exchange an e-ticket using ATC

> **Note:** To access ATC, the booking file must contain at least one e-ticket.

1. In the **Tickets, EMD and TASF** section, click on **ATC Reissue**.
2. If there are multiple e-tickets, select the e-tickets you want to reissue.
3. To view the flight information, click on the active link for the operating carrier in the **Coupons** column.
4. Select your new itinerary. You can select multiple segments.

5. To define additional options, click on **Show More ATC Options**. The options include private fares, public fares, corporate codes, exclude basic economy fares, point of ticketing and point of sale. Any of these options can be combined.
6. Select a re-pricing mode of either **Standard** or **Best Pricer**.

   If you choose the **Best Pricer** mode, the itinerary may be re-priced in a different booking class from the class originally chosen.
7. To display the price details and fare conditions, click on **Informative ATC** (optional).

   Using Informative ATC does not make any change to the booking file.
8. Click on **Confirm and Create TST**.

   The TSTs for the exchanged tickets are deleted. As required, ATC creates new elements for the additional collection, residual value, and change penalty. Price details and fare conditions are also displayed in the **ATC Results Summary** panel.
9. Click on **View/Modify FOP** to proceed to the form of payment.
10. In the **Form of Payment** pop-up window, select the form of payment to reissue or create a new form of payment.

    See also *Managing forms of payment (FOP)* on page 82.
11. Review the passenger and payment details and click on **Reissue**.
12. As necessary, add a form of payment for the automatically created TSMs corresponding to residual values or change penalties. Every TSM must have a form of payment.

    See *Working with Transitional Stored Miscellaneous documents (TSMs)* on page 50.
13. To complete the reissue, jointly issue the automatically created stored fares:
    a. Click on **Issue** in the **Stored Fares (TST & TSM)** section.
    b. Select the document you want to issue and click on **Issue**.

How to perform an ATC involuntary exchange

> **Note:** An involuntary exchange is needed when a disruption caused by an airline occurs. For voluntary exchanges with ATC, see *How to exchange an e-ticket using ATC* on the previous page.

1. In the **Tickets, EMD and TASF** section, click on **ATC Involuntary**.
2. If there are multiple e-tickets, select the e-tickets you want to reissue.
3. Click on **ATC Involuntary (FXI)**.
   New TSTs are created.
4. Click on **Back to Booking File** to issue new tickets from the booking file.
   See *Issuing e-tickets* on page 58.

Refunding EMDs

What are the refund types for EMDs?

Refund Type	Description
Basic	Allows you to refund fully open or partially used EMDs. All remaining open coupons (coupons with status O: Open or A: Airport Control) can be refunded.
Full	Allows you to process the refund of fully open EMDs without displaying the refund record first.
Zero	Allows you to process a refund with a total refund equal to zero.

How to refund a single EMD

1. In the **Tickets, EMD and TASF** section of the booking file, click on the EMD that you want to refund.
2. In the **Display EMD** window, click on **Refund**.

How to refund multiple EMDs

1. In the **Tickets, EMD and TASF** section of the booking file, click on **Refund**.
2. In the **Refund** window, select EMD as the document type.
3. Select the refund type.
4. Select the EMDs that you want to refund and proceed as required for the chosen refund type.
    - If the refund type is Basic or Zero:
        i. Click on **Continue to Refund Record**.
        ii. When you are ready to process the refund, click on **Save and Confirm**.
    - If the refund type is Full:
      Click on **Refund Now**.

Replacing invoiced sales items

What is the purpose of replacing an invoiced item?

The replacement of an invoiced item automatically creates a reversing credit sales item and a new, non-invoiced, copy of the original invoiced item.

The reversing credit item is not changeable but you can make any necessary corrections to the new debit item.

How to replace an invoiced item from the Sales section

1. Select the invoiced item.

   You can replace any invoiced item regardless of the item type.
2. Click on **Correction** and select **Replace Invoiced Items**.
   - A link to the item appears in the **Status** column, followed by the status COR in brackets.
   - A new item with a reversing amount and a state of **Non Invoiced (CR2)** is created and its item type is prefixed with the word **Corrective**.
   - A new active item with the same amount is created with a state of **Non Invoiced** that can be edited to correct the original item.

Replaced invoiced car item

Type	Customer	Description	Status	Sales Price	
Corrective Car	(M) 5483QF : Meier, Martin	Passenger: MEIER, MARTIN	Non Invoiced (CR2)	-47.73 EUR	Details
Car	(M) 5483QF : Meier, Martin	Passenger: MEIER, MARTIN	Non Invoiced	47.73 EUR	Details
Car	(M) 5483QF : Meier, Martin	Passenger: MEIER, MARTIN	I16ANR1A2253-0001304 (COR)	47.73 EUR	Details

How to replace an invoiced item from the Documents section

1. Select the invoiced item.
2. Click on **Replace document**.
   - To replace the item and issue a credit note, select **Replace Invoice and issue credit note**.
   - Otherwise, select **Replace invoice**.

What are the invoicing options for replaced invoiced items?

All new sales items resulting from correction should be invoiced to ensure that they are in a correct financial state.

For the two new, non-invoiced, corrected items, the following invoicing options are available:

- Invoice the items separately. This creates two documents: a credit note and new invoice document.

- Invoice both items together. This creates one common credit note or invoice document for the difference:
  - If the document price is zero or positive, an invoice document is issued.
  - If the document price is negative, a credit note is issued.

Automatic correction of sales items

What prompts automatic correction of sales items?

- The removal of a passenger triggers the automatic correction of all sales items associated with that passenger.
- The removal of a car or hotel segment triggers the automatic correction of all sales items associated with that segment.
- The removal of the TST/TSM/QT pricing element triggers the automatic correction of all sales items associated with that element (TST/QT for AIR GDS, TSM/QT for EMD, and QT for ETRs).

How does automatic correction affect invoiced sales items?

If a committed segment/passenger/pricing element (TST/TSM/QTP) is removed and the sales item is already invoiced, which implies that the sales item is restricted, and it has an Active (ACT) status:

- The status of the sales item is updated to Cancelled (CAN).
- A new sales item is created with a Refund (RFN) status. This new sales item is identical to the original sales item created with a negative price sign.

You can edit the new refund item with Margin/Discount information.

Invoicing the new refund item results in a credit note document.

How does automatic correction affect non-invoiced sales items?

If a committed segment/passenger/pricing element (TST/TSM/QTP) is removed and the sales item is not invoiced, which implies that the sales item is not restricted, and it has an Active (ACT) status:

- The status of the sales item is updated to Ignored (IGN).
- The sales item is no longer displayed in the **Sales** section.

- The link between the sales item and the deleted element is cancelled.

How does automatic correction affect ticketing after invoicing?

If the ticket is issued after the invoice was already created:

- The status of the original sales item is updated to Cancelled (CAN).
- A new sales item is created with a Refund (RFN) status. This new sales item is identical to the original sales item created but it has a negative price sign.
- Another new active sales item is created containing the new price and the ticket number.

You can now edit the new refund and the new active sales item with Margin/Discount information.

Invoicing the new refund item results in a credit note. Invoicing the new sales item results in a new invoice containing the ticket number.

9. Hotels

Getting started with Amadeus Hotels

What is Amadeus Hotels?

Amadeus Hotels is a graphic module that lets you search for and book hotels from a large variety of hotel providers.

You can search for hotel content from independent hotels, hotel chains, and aggregators. Content from multiple enabled sources will be merged into a common search results display without duplication.

You can select the aggregators of your choice and register with them online. See *Registering with aggregators* on the next page.

In Amadeus Hotels you can:

- Search for availability within hotel chains and aggregator hotels in a city, at an airport, on a specific street, or close to a landmark.
- Display search results based on your customer's criteria, with real-time rate and room availability.
- Sort hotels according to criteria such as price and distance.
- Filter hotels and rates based on criteria such as hotel star rating, hotel amenities, traveler’s budget, and form of payment accepted.
- Choose and book a hotel directly from a map (for example, road map or aerial view) based on its proximity to a landmark.
- Retrieve previous searches and bookmark up to ten favorite hotels.
- Display and email detailed information about the hotel, including real-time availability and rates, descriptive information, photos, and location on the map.
- Retrieve and print booking confirmations.
- Cancel bookings.

> **Note:** The features described in this guide are based on the new design of the Amadeus Hotels user interface. To switch to this improved user experience, click on **Try our new design**.
>
> All Amadeus Hotels features are available in the new design, except:
>
> - Company policies and Traveler preferences (TPM).
> - Non-identical multiple room search.
> - 'GDS only' search.
> - Registration for aggregator content.
>
> If you need to access these features, click on **Return to previous version**.

What types of hotel content are available?

There are three types of hotel content:

- Hotel chain
- Aggregator
- Amadeus Value Hotels

Registering with aggregators

What are aggregators?

Aggregators are hotel content providers who gather content from multiple sources. Each aggregator provides access to a range of hotels. You can access several aggregators, and you can enable or clear a specific aggregator at any time on the aggregator registration page.

The aggregator registration page displays all aggregators and their current status in the context of your Office/Company. For example:

- **Office-level registration**: The aggregator has been registered at the office level and is included in your searches.
- **Multiple-corporation registration**: The aggregator includes multiple credentials. You can select the relevant corporation name in the **Corporation Name** field when you are searching for hotels.

How to register for aggregator content

> **Note:** To access this feature, click on **Return to previous version** first.

1. Click on **Aggregators**.
2. Click on **Register Now** for the aggregator.

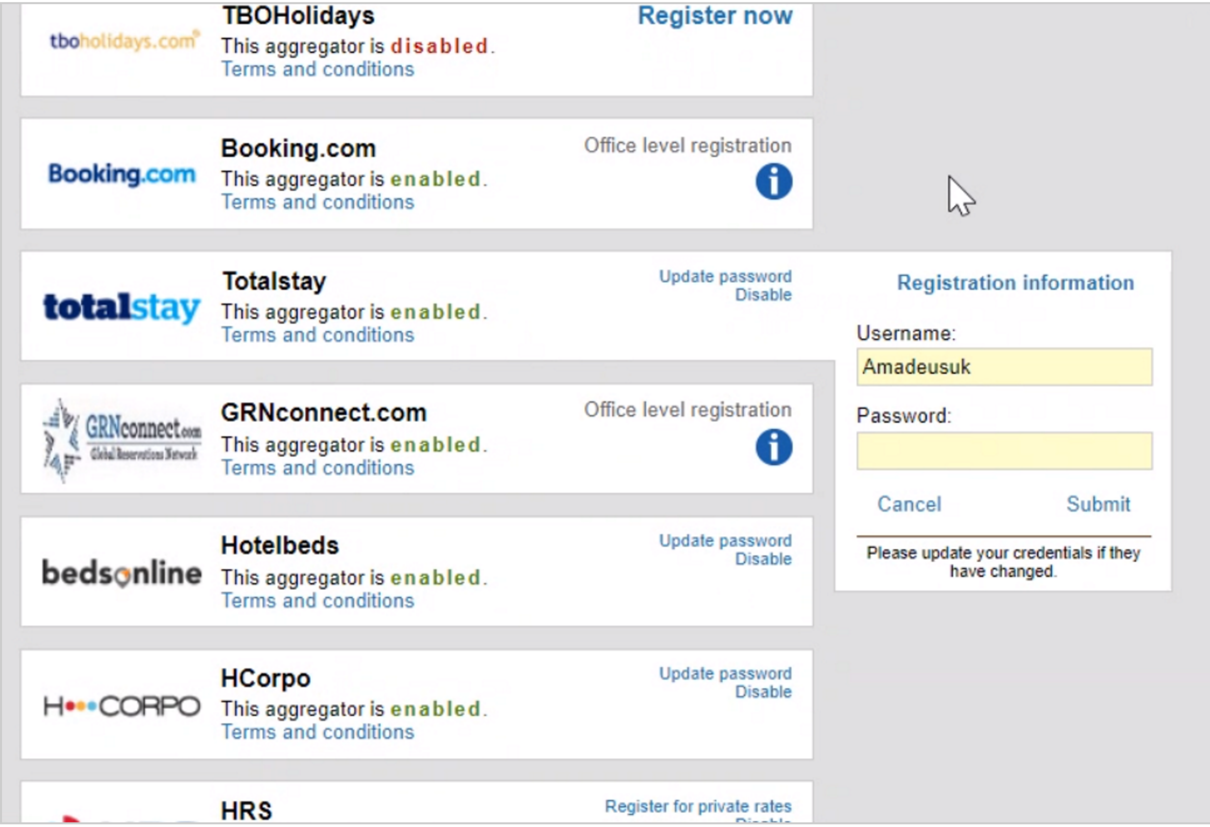
3. Click on **No Account Yet? Create It!**
4. Complete and submit the registration form.

   You receive an email with your login credentials from the aggregator.

   > **Note:** Some aggregators do not require credentials. For more information on aggregator options, see *What are the other aggregator registration actions?* below.

5. Click on **Register Now**.
6. Complete the login fields.
7. Click on **Submit**.

Example: Registering with aggregators



Video: How to register with aggregators

Launch video

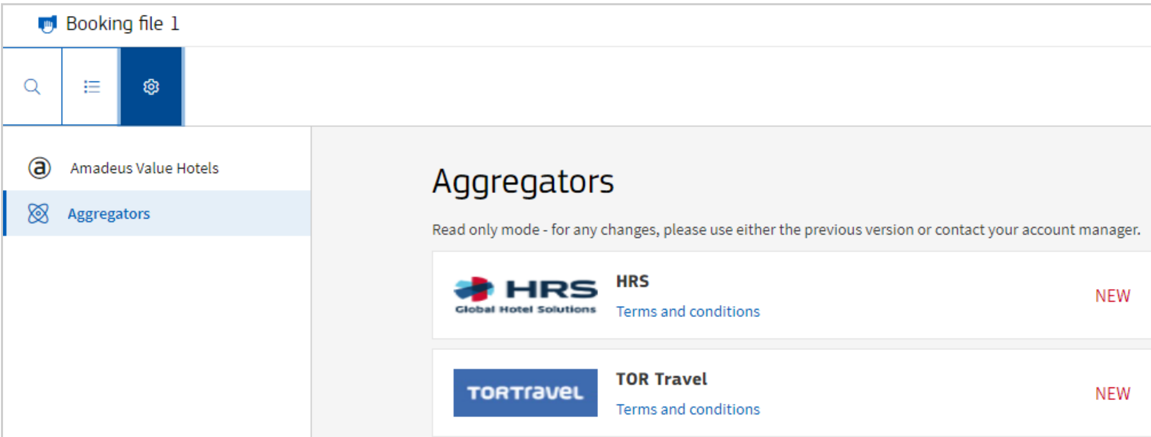
What are the other aggregator registration actions?

Depending on the aggregator and activation approach (user level or mass activation) the following actions are available in the aggregators list after the registration is completed:

Action	Description
Enable / Disable	Select this option to enable or disable the display of the contents of a specific aggregator hotel in your search results.
Update password	Select this option to update the credentials for a specific aggregator.
Enable public rates	Select this option to view rates available to everybody. Some aggregators give you the option of choosing between rates available to everybody and rates available only to you. No login credentials are required.
Register for private rates	Select this option to view the rates that are available only to you. For private rates, you need login credentials for the aggregators page.

How to view aggregator registration details

1. In the booking file, click on the **Settings** tab.
2. Click on **Aggregators**.
   The available aggregators are shown with their registration status.



> **Note:** If you want to register for an aggregator or change any registration details, mail your request to service.bureau@amadeus.com, or click on **Return to previous version** and take your registration action there. See *How to register for aggregator content* on page 158.

Using Amadeus Value Hotels

What is Amadeus Value Hotels?

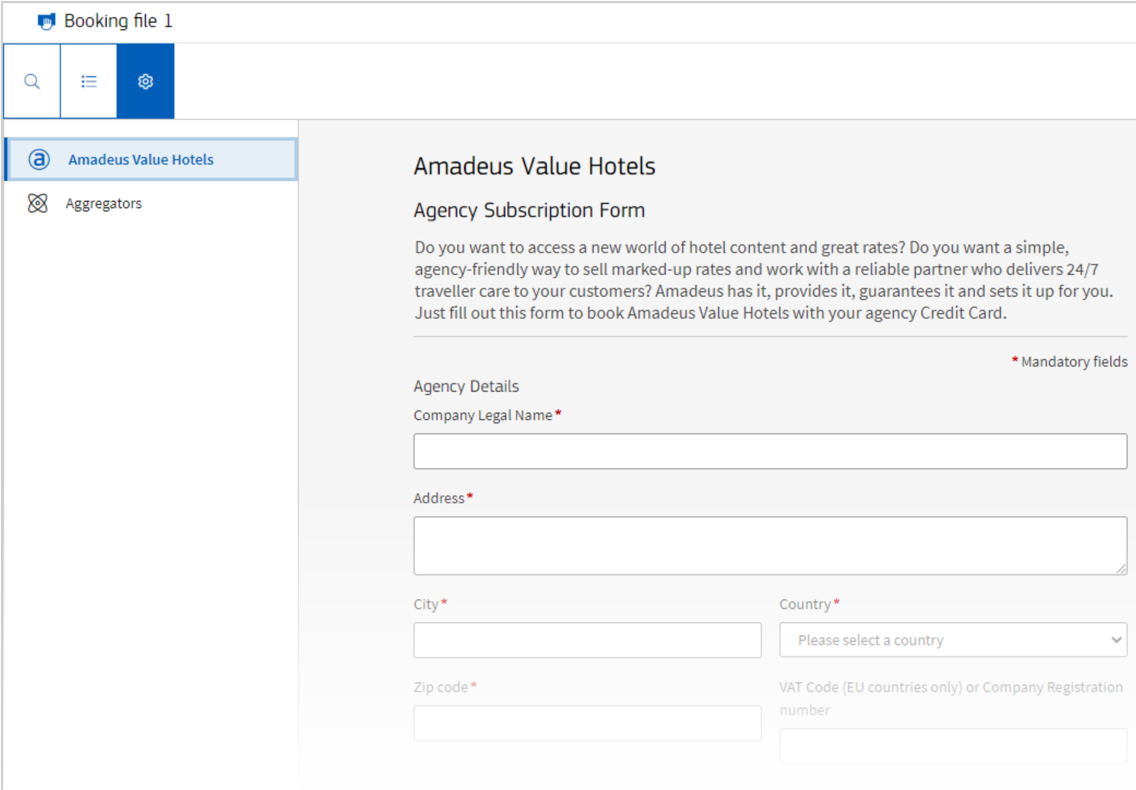
Amadeus Value Hotels is a hotel offering that is fully sourced by Amadeus and priced by travel agencies. Through its competitive net rates, travel agencies can manage the content, decide their mark-up and sell the offers to their customers.

What are the benefits of Amadeus Value Hotels?

Amadeus Value Hotels offers prepaid rates in more than 500,000 major chains and properties worldwide. It allows travel agents to apply their own mark-up or commissions. It also offers flexibility in booking hotels through the new **Pay later** option.

How to register for Amadeus Value Hotels

1. In the booking file, click on the **Settings** tab.
2. Click on **Amadeus Value Hotels**.
   Depending on how Amadeus Value Hotels (AVH) is configured for your agency, different information is displayed:
   - If AVH is activated with a credit line, the available credit is shown.
   - If AVH is activated with credit card payments only, contact details are shown to ask for other payment options when needed.
   - If AVH is not activated yet, a registration form is displayed.
3. Complete the required fields in the **Agency Subscription Form**.



4. Click on **Send application**.
   When the setup is done, you receive a confirmation email.

> **Note:** If want to register for AVH from the older version of Amadeus Hotels, you need to complete the affiliate agreement form and send it with your logo and account setup form to service.valuehotels@amadeus.com. After the affiliate agreement form is validated, Amadeus issues the SEPA mandate* and sends the form back by email.
>
> **The SEPA Direct Debit (SDD) allows a creditor (Amadeus Content Sourcing, S.A.U.) to collect funds from a debtor's account. A mandate is signed by the debtor to authorize the creditor to collect a payment and to instruct the debtor's bank to pay those amounts.*

Understanding the hotel booking flow

The user interface guides you through the complete booking flow. Each step in the flow is presented on a separate page.

The steps are:

1. Search: Specify the search criteria, including location and dates of stay.
   See *Searching for hotels* on the next page.
2. Browse: Display hotel details and select a hotel.
   See *Browsing the hotel room search results* on page 166.

3. Booking: Enter the traveler and payment details.

   See *Booking a room* on page 174.

4. Confirmation: Complete the booking file by entering all the required booking file elements and save it.

   See *Confirming a hotel booking* on page 180.

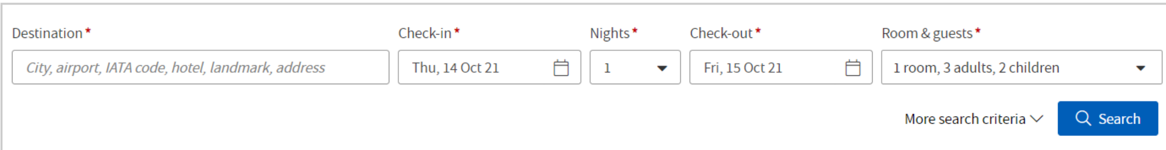
Searching for hotels

What are the different search options?

- City
- Airport
- IATA code
- Address
- Landmark (including islands)
- Hotel name

How to search for a hotel

1. In the **New Booking** tab of the **Search** window, complete the **Destination** field.

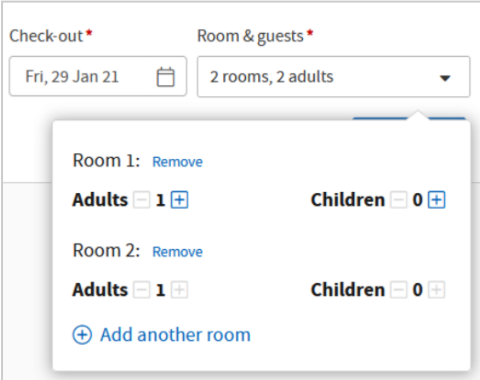


   When you start typing, an autocomplete list of suggested locations, addresses, or registered landmarks beginning with the entered letters is displayed. If the destination you want does not appear, continue typing until you have entered the full destination.

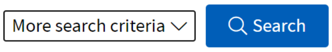
   > **Tip:** When you search for a specific hotel, enter the hotel name.

2. Select the check-in and check-out dates.
3. Select the number of guests and rooms.
   - You can choose up to 9 identical occupancy rooms, 9 adults, and up to 4 children in each room.
   - When a child is added, you need to select the age, from 1 to 18.

- You can select only identical rooms.
- When you change the occupancy for the first room, occupancies for all the added rooms are adjusted automatically.
- If the provider does not support the multiple room search, rates will not be available for this provider.



4. Use the **More search criteria** section to refine your search.



- **Meal plan**: Search only rates with one chosen meal plan. There are 5 meal plans: Room only, Breakfast, Half board, Full board, All-inclusive.
- **Negotiated rates**: The rates can be prefilled in the drop-down list based on the agency profile preferences. The rates added here will be displayed in the results, if available, but it does not exclude all other possible rates from search results. Negotiated rates can be chosen from a drop-down list or entered manually as an alphanumeric 3-character code in the same field. The maximum number of rates, including prefilled from profile and added manually, is 8.
- **Accessibility** options: Choose up to 3 accessibility options to only get the hotels compliant with the traveler's needs.
- **Providers**: Choose specific hotel providers or any combination of providers.
- **Aggregators only**: Request only aggregator content. When selected, the **Providers** filter is not available.
- **Amenities**: Request only hotels with specific amenities. You can choose up to 3 amenities.
- **Hotel star rating**: Narrow down the search to the hotels of a specific category or star rating. For the hotels that do not have star ratings, categories are mapped to the corresponding star ratings based on the following logic:
  - 1&2 stars - Tourist
  - 3 stars - Standard

    - 4 stars - First
    - 5 stars – Luxury
  - **Corporation**: If multiple credentials are registered for an aggregator in your agency, you can select the relevant corporation name from the **Corporation name** drop-down list. Otherwise, this field is not displayed.
  - **Nationality**: Send the travelers' nationality in a search request to the providers who support the nationality value. If the nationality value is not filled in, the Office ID default country code is transferred to the providers who support it.
5. Click on **Search**.

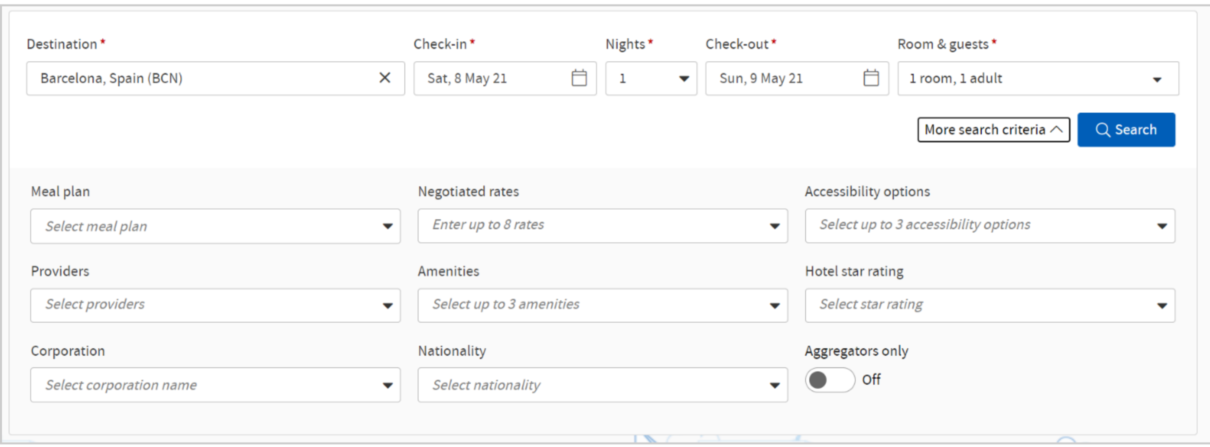
   The **Hotels** page displays the results of your search. See *Viewing the search results* on the next page.

How to search for a hotel with an active booking file

1. Go to the Booking File module to retrieve an existing booking file or create a new one.
2. Go to **Hotels** to search for a hotel using the **New booking** tab.
   - If you have already booked a flight using the city or airport, the dates and length of stay are taken from the flight segment and automatically loaded in the **Search** page.
   - If you have loaded a traveler profile that contains traveler preferences, these preferences automatically fill the related fields in the **Search** page.
3. Continue with your hotel booking process as usual.

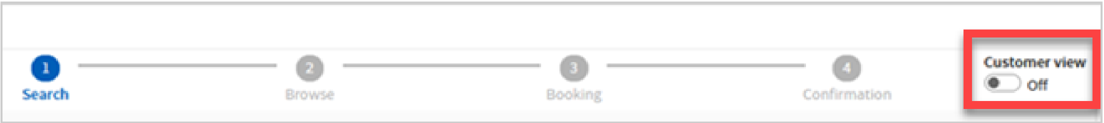
   If traveler information is already available in the booking file, it is filled in automatically when you are asked to enter traveler details.

Example: Searching for a hotel



Preventing customers from seeing financial information

By switching on the **Customer view**, you can prevent customers from seeing financial information, such as markup and estimated earnings, during the booking flow.



Depending on the LSS setup defined for your office, the customer view might be switched on by default.

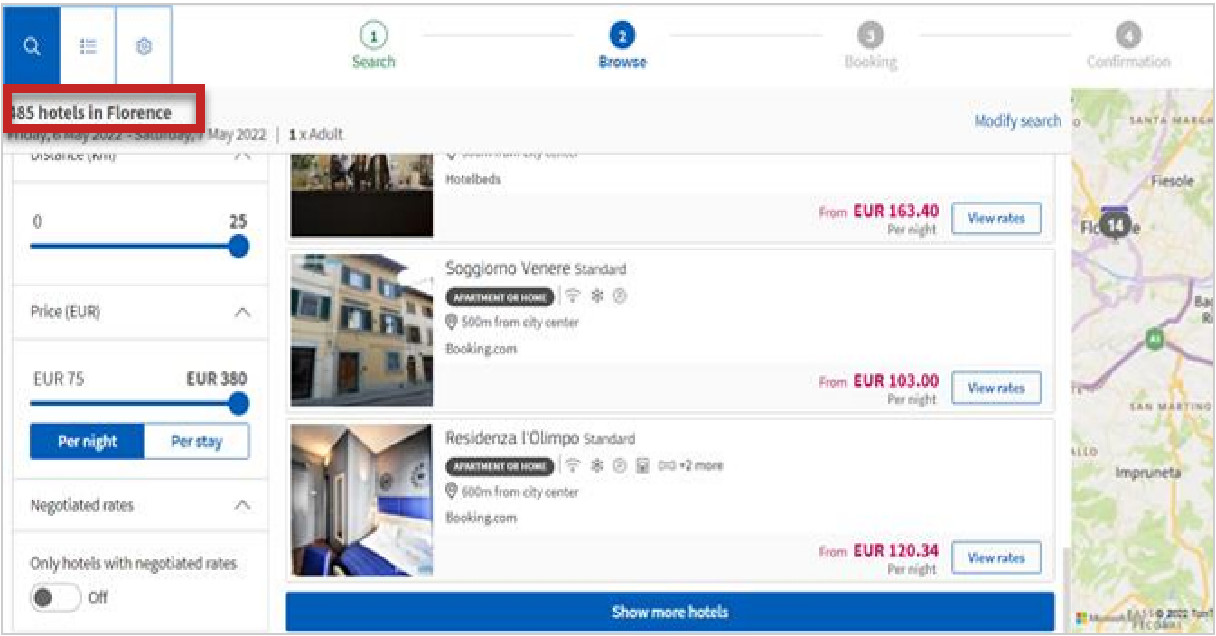
Browsing the hotel room search results

Viewing the search results

For every hotel supplier matching the search criteria, the lowest rate is retrieved and shown first. Click on **View rates** to find other rates.

Only the first found hotels are shown. Click on **Show more hotels** to find more.

The total number of hotels available in the searched destination is shown on top, as in the following example:



Using filters to find hotels

You can apply filter options in the search results to narrow down the selection. In the **Filter** panel on the left-hand side, select the filters you want to apply. If necessary, click on to expand the filter option values.

See *What are the filter options?* below.

Only the hotels corresponding to the applied filters are displayed. The number of matching hotels is indicated on top of the **Hotels** list, for example:

1 out of 7 found hotels

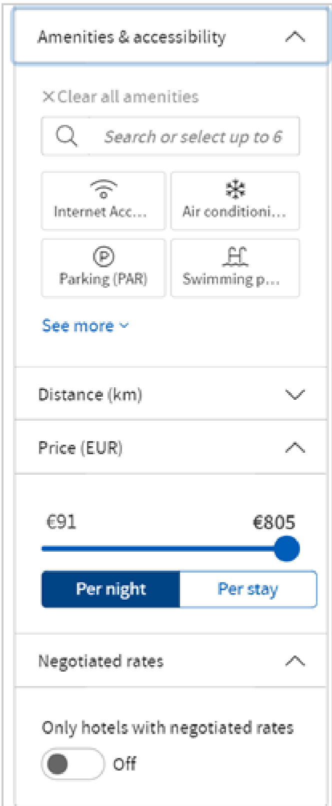
You can click on the total number of the hotels found to view the hotels. Clicking on this number resets the applied filter.

What are the filter options?

Filter Name	Description
Preferred hotels	Turn on the **Show only preferred hotels** toggle switch to show only hotels that are defined as preferred in your agency profile.
Meal plan	Select the customer's preferred meal plan: Breakfast, Half Board, Full Board, All inclusive.
Payment	Specify one or more preferred payment types. The lowest price for the selected payment type is updated for the hotel in the results, and only hotels that offer rates with the selected payment types are displayed.
Hotel rating	Specify the star rating. If the changed parameters are part of the initial search, the result is shown without a new search. If the applied filter options are not a part of the initial search, a new search is done.
Providers	Specify any preferred hotel chain or aggregator. If the changed parameters are part of the initial search, the result is shown without a new search. If the applied filter options are not a part of the initial search, a new search is done.
Hotel name	Specify any preferred hotel name.
Amenities & accessibility	Specify any preferred facilities. Property is displayed if it has all of the chosen amenities. You can choose up to 6 options. If the changed parameters are part of the initial search, the result is shown without a new search. If the applied filter options are not a part of the initial search, a new search is done.

Filter Name	Description
Distance (km)	Specify the distance of the hotel from a location entered in the **Destination** field, for example, a city centre. A different maximum radius is used depending on the destination type: • Airport: 5 km • City: 25 km • Business/location/landmark (incl. islands): 3 km
Price	Specify the maximum budget value in your preferred currency. Select **Per Stay** to specify the total cost of a stay. If you select **Per Night** for a stay of multiple nights, the price displayed is the average price.
Negotiated rates	Turn on the toggle switch to display only hotels with the negotiated rates.

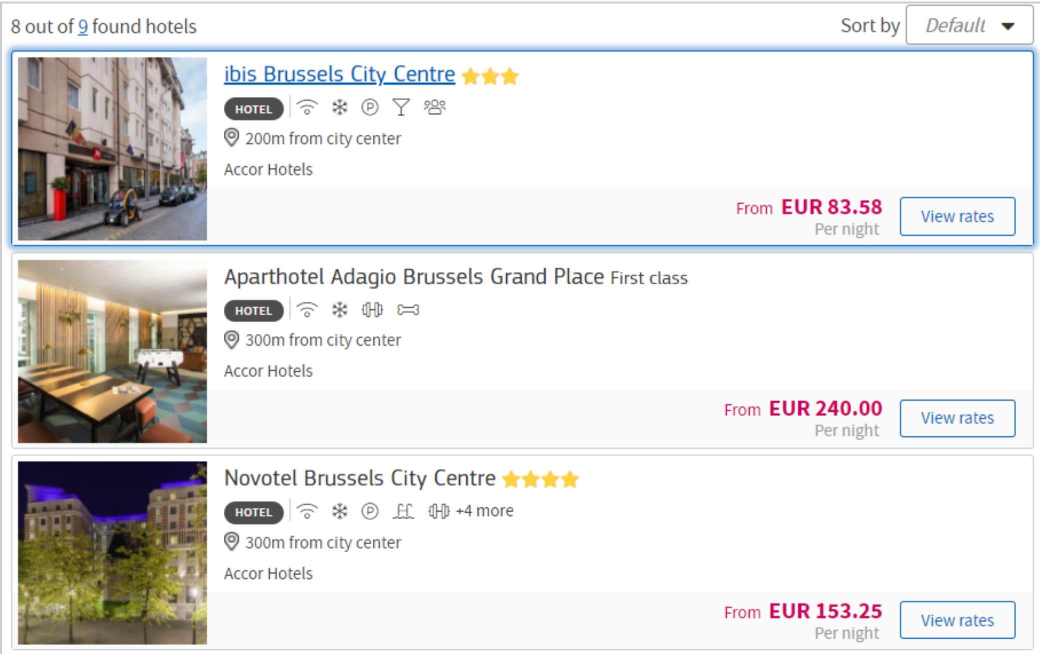
Example: Selecting the filter options



Viewing the hotel room search results

How to display the detailed hotel description

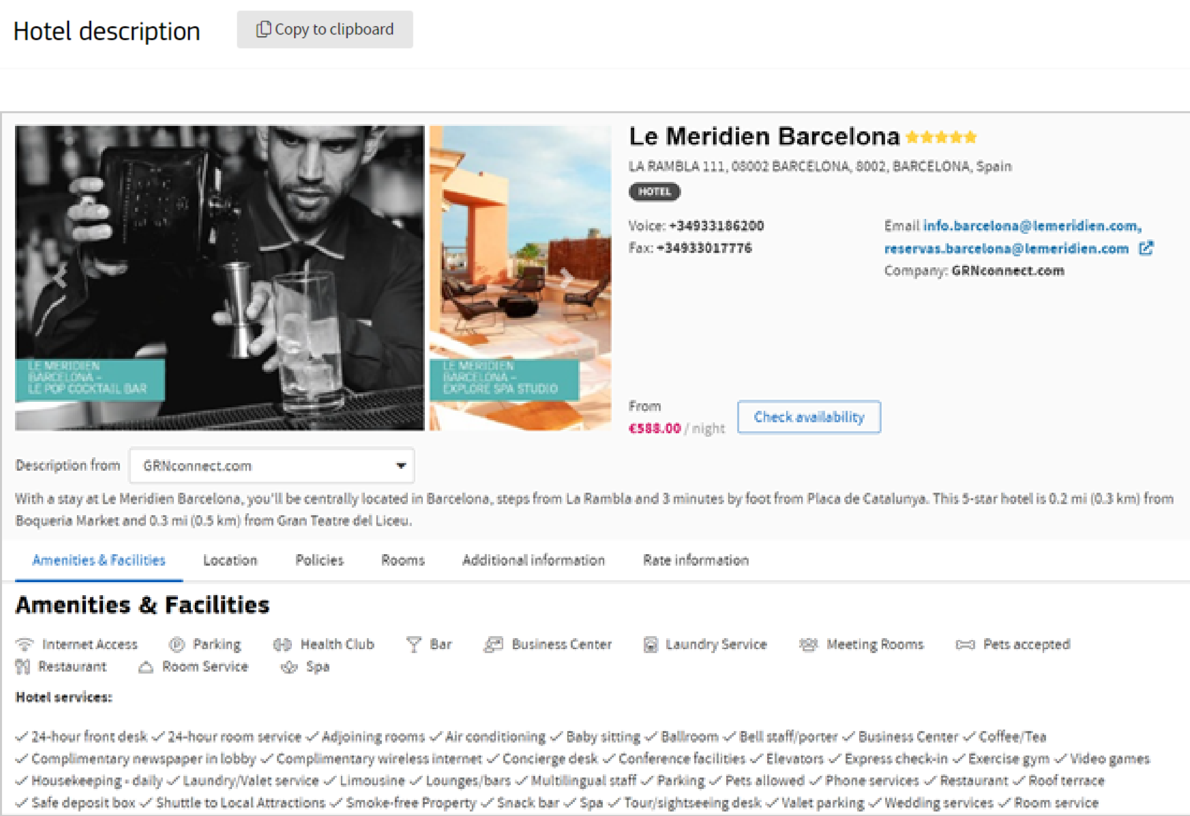
In the **Hotels** list, click on the hotel name.



The **Hotel Description** page is displayed. It contains the full property description, including contact details, amenities and facilities, and hotel policies.

The descriptive content provider can be selected from the providers list.

Example: Hotel Description page



By default, the descriptive information is displayed from the provider who proposed the lowest price rate within the search results.

> **Note:** Using the **Copy to clipboard** button, you can copy and paste the hotel description into an email or document.

The hotel descriptive information is shown in six tabs:

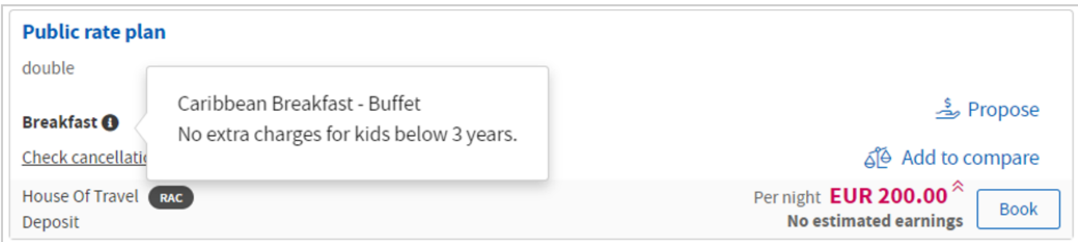
- **Amenities & Facilities**: Includes all data that is related to amenities and facilities provided by the hotel. It does not include room level facilities.
- **Location**: Gives information about the hotel location.
- **Policies**: Contains all the policies received from a provider, for example, time of check-in and check-out, cancellation conditions, tax, payment, additional guests, pets.
- **Rooms**: Contains information about the room types of the hotel.
- **Additional information**: Contains any additional information provided on top of the above.
- **Rate information**: Leads to the **Rates** list with filters panel and the possibility to book a rate.

How to display rate details

1. In the **Hotels** list, click on the **View rates** button. This applies to single room searches only.

   A list of available rate types is shown. For each rate, information as in the following example is displayed.

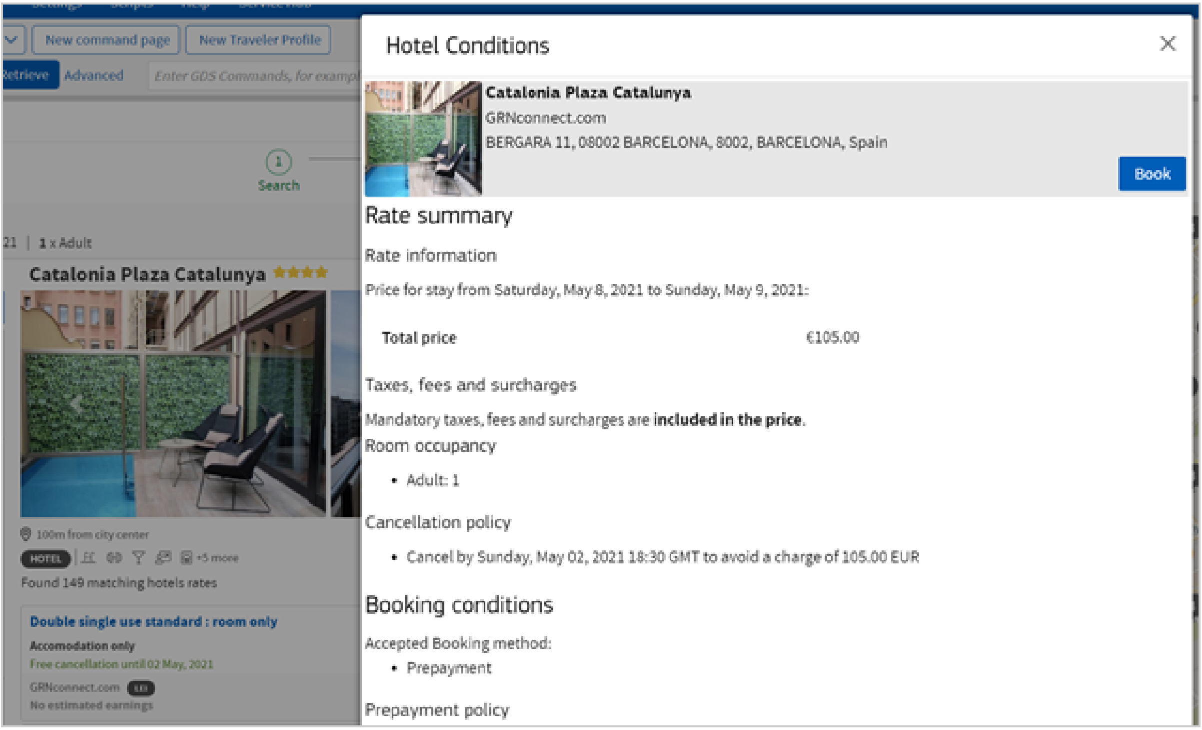
   > **Tip:** You can view the meal plan description by hovering over the information icon.



2. If required, use the filter options on the left-hand side to narrow down the search results. For example, turn on the **Show only preferred rates** toggle switch to show only rates from hotels defined as preferred in your agency profile.

3. Click on the rate name to see the detailed rate information.
   For an example, see *Example: Viewing rate details* on the next page.

Example: Viewing rate details



What are the different rate types offered by hotels chains?

The rates available for hotel chains are:

- Negotiated Rates
- BAR rates (Best Available Rates)

Negotiated rates are indicated in the availability display by the  icon.

You can store any negotiated rates in your sign preferences, and use them automatically when you search for hotel availability.

The BAR program acts as a guarantee that the rates available are the best public rates for:

- Rack Rates
- Non-negotiated Rates
- Corporate Rates
- Weekend Rates
- Lowest Unrestricted Rates

  This is the lowest rate available to the general public, on a particular day for a particular stay. These rates do not require prepayment, and do not impose cancellation and change penalties or fees, other than those resulting from the hotel property's normal cancellation policy.

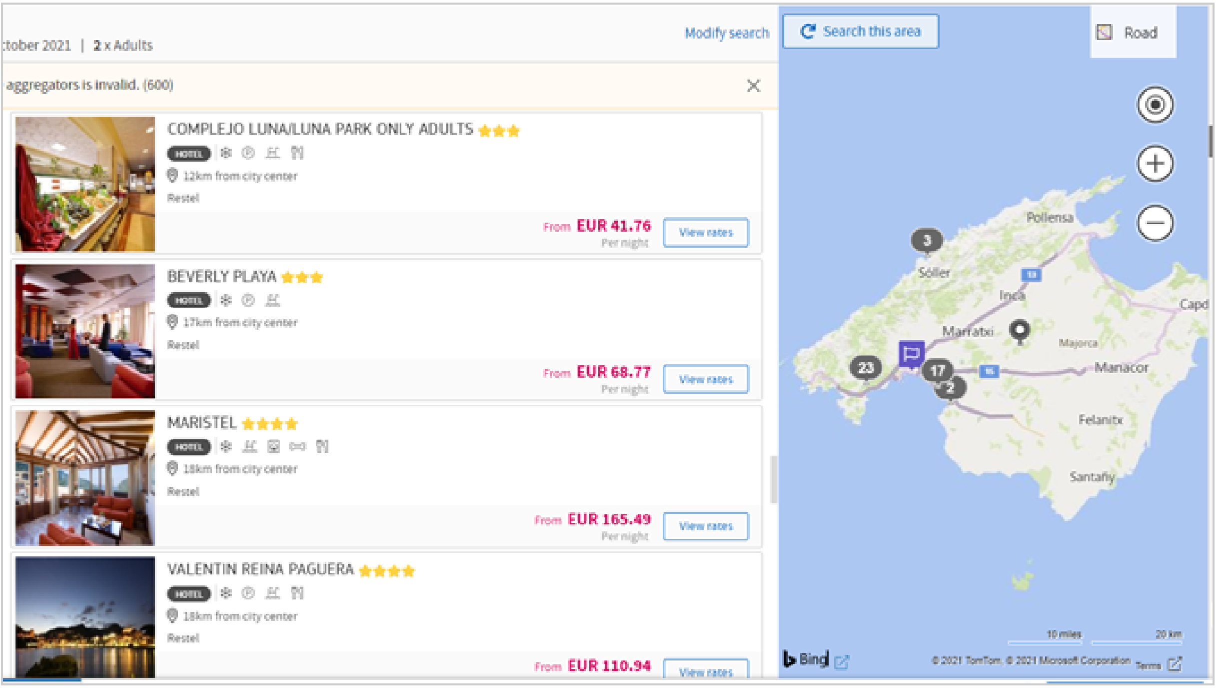
- Promotional/Special Rates

Viewing hotel search results using the map view

What are the map types?

Map Type	Description
Road	The road map displays the hotel in a normal road map view. This is the default display.
Aerial	The aerial map displays an aerial photo of the hotel location.
Bird's eye	A different angle to the aerial map.

Example: Hotel location on the map



Using the map view

When you click on a particular hotel in the **Hotels** list, the map marker indicates its location on the map. Only hotels that returned availability for the search request are displayed on the map.

When two or more hotel markers are too close on the map, they are aggregated into marker clusters with the number of hotels in this small area. To divide a marker cluster into hotel markers, zoom in on the map. You cannot click on the hotel cluster marker.

You can click on a single hotel marker to see:

- hotel name.
- star rating.
- cheapest rate per night in the client's currency.
- **View rates** button, which opens the **Rates** list page of this hotel.

When you return to the **Hotels** list from the **Rates** list by clicking on **Back to list**, the map is reset to the previous zoomed-out state.

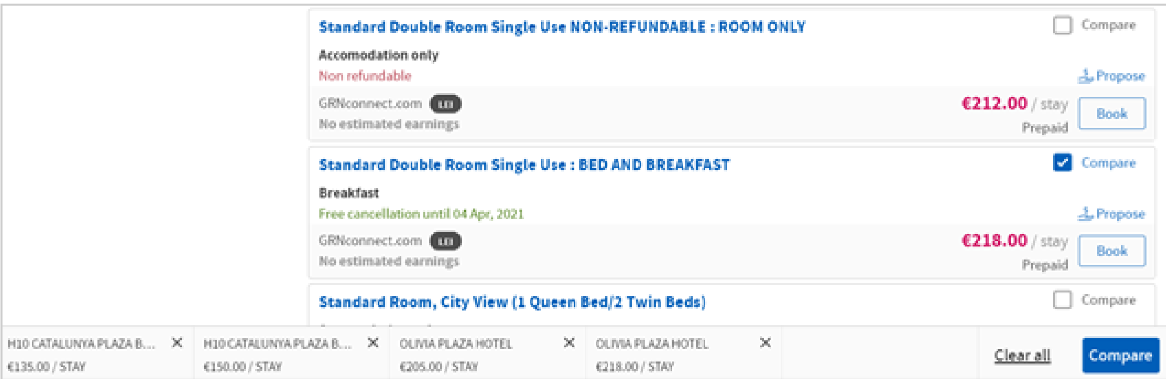
> **Note:** To search for hotels in a specific area, move the map to the required area, then click on the **Search this area** button.

Clicking on the total number of found hotels clears all the applied filters and zooms the map out to the default search zoom to fit all the found hotels on the map.

Comparing and saving hotel details

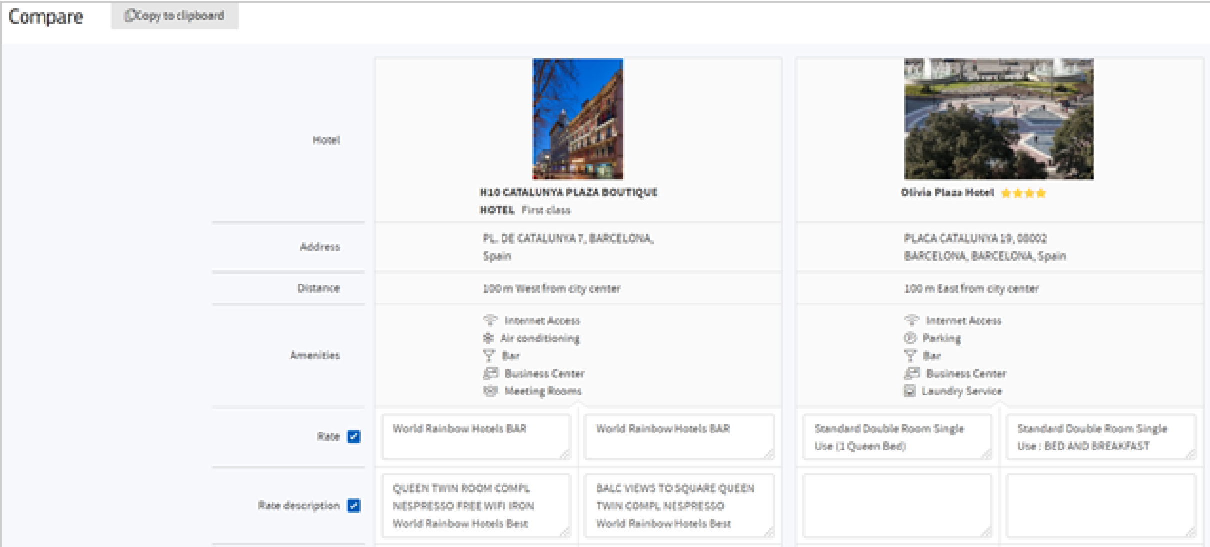
How to compare rates using the comparison feature

1. In the **Rates** list, click on a specific hotel rate and click on **Add to compare**.
   The rate is added to the **Comparison** bar.
   Up to 5 rates from the same search request can be added to the comparison tool.



2. Click on **Compare**.
3. In the **Comparison tool** page, edit the rate information and add any necessary comments to the comparison. You can clear certain fields to remove them from the comparison.
4. Click on Copy to clipboard to copy the comparison display to the clipboard. From the clipboard, you can paste the comparison display to any other application, for example, text editor or email client. The fields that were cleared will not be copied to the clipboard.

Example: Comparison tool

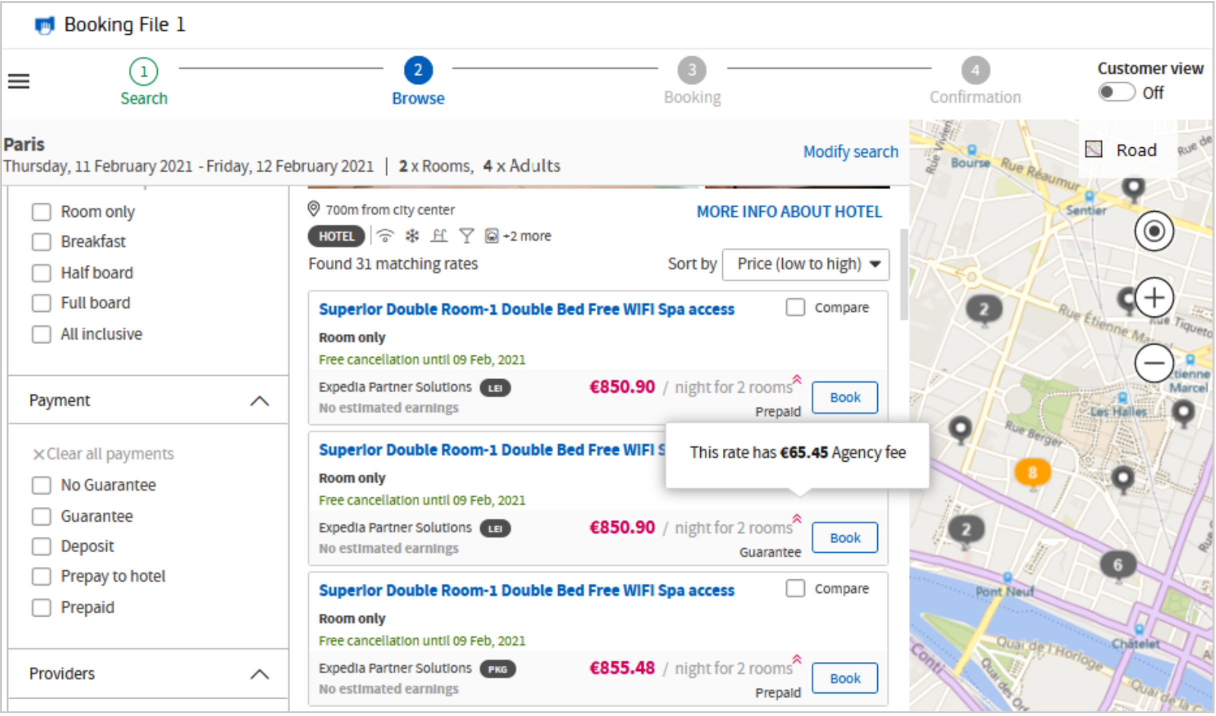


Booking a room

How to book a room

1. In the **Hotels** list, click on the **View rates** button.
2. Click on **Book** next to the room and rate that you want to book.

Example: Booking a room



Entering traveler and payment details for a hotel booking

What is the booking page?

The **Booking** page is where you enter the traveler and payment details. The information requested varies depending on whether you are booking with a chain or an aggregator.

If traveler information is already available in the booking file, the related fields are automatically completed.

If you have retrieved a profile, some of the fields may already be completed with the traveler's preferences.

If no data has been loaded, you need to manually complete the fields.

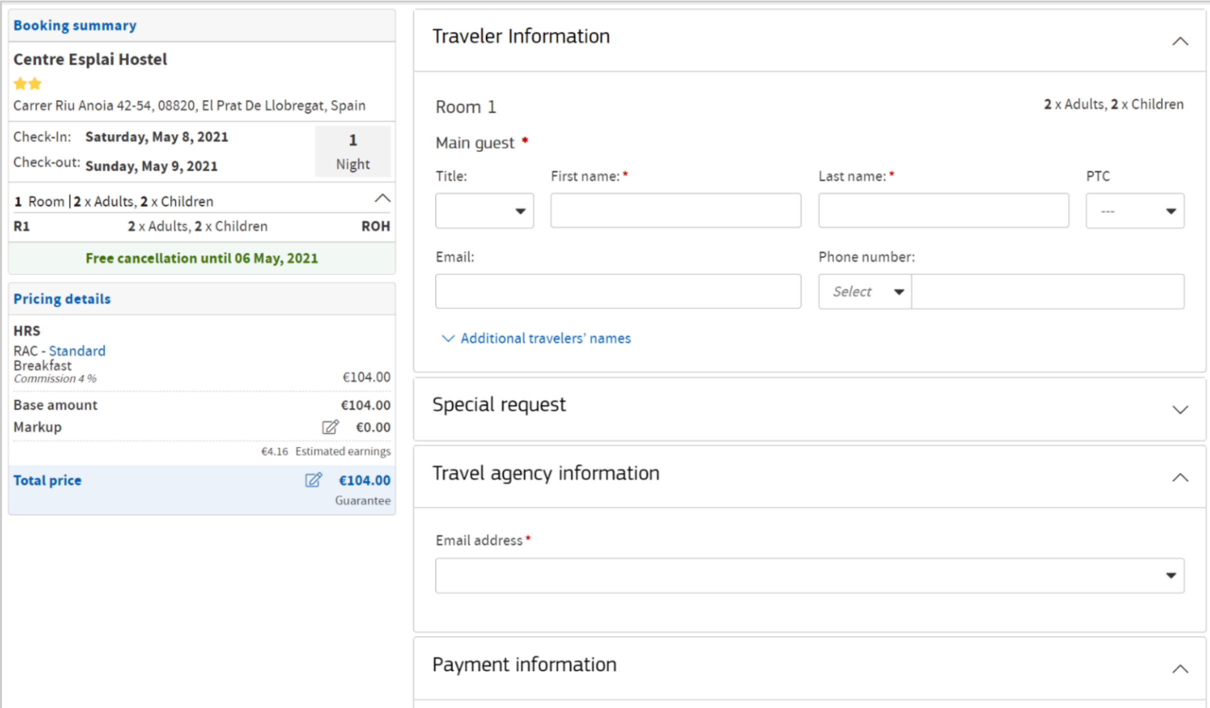
How to complete a hotel booking

1. In the **Traveler Information** section of the **Booking** page, enter the details of the main traveler and any additional travelers.
   - If the details of the main traveler and any additional travelers are already in the booking file, you can select these from the corresponding drop-down menu. However, you cannot add another name to the booking.

   - If the main traveler details are already in a profile, you can select these from the autocomplete box that is displayed. You can also add a new traveler name.
2. In the **Supplementary Information** field of the **Special request** section, specify any preferences or special requests, such as a non-smoking room, early or late check-in or other available requests. The **Supplementary Information** field is not displayed if the selected aggregator does not support supplementary information.
3. In the **Payment Information** section, enter the payment details or select the method of payment from the drop-down list.

   The method of payment for hotel chains is predefined.
4. If the payment method is **Agency Account**, and the rate is not set to non-refundable, you can set your booking to be confirmed later by selecting the **On Hold** option and by selecting the date at which the booking is automatically cancelled if it has not been confirmed.
5. For aggregator bookings, enter a travel agency email address where the aggregator can send the booking documentation such as a voucher or confirmation email.
6. Review the hotel and pricing details.
7. To view the **Rate summary** including booking conditions and cancellation policies, click on the rate link in the **Pricing Details** section.
8. Click on **Send reservation request**.
   - For hotel chain bookings, you are prompted to perform an end transaction on the booking file.
   - For aggregator bookings, the booking file is automatically saved (ER) by the system. When the booking is confirmed by the aggregator, the **Confirmation** page is displayed, showing full details of the hotel booking. If a booking file was not created initially, a booking file is created containing the hotel segment. A **Name** element is also added if it was not already present.

Example: Booking page



What are the payment requirements for an aggregator booking?

For aggregators, most bookings are made in a prepaid model. This means that the booking is paid for by the traveler at the agency.

You select the method of payment in the **Booking** page.

The method of payment depends on the aggregator, and may vary if you have a specific agreement with the aggregator, for example, Agency Account.

Some aggregators allow you to reserve a room at a given rate for a certain time with an option to pay later. You can do this through the **Book now, pay later** option.

If this option is available, it is also displayed with the rate conditions during the booking flow. The time limit for payment is also provided.

If you choose this payment option, you receive an email notification of the payment deadline 3 days before the payment is due. If the payment is not made before the deadline, the booking is automatically cancelled.

For information on how to make the payment before the reservation expires, see *Confirming a hotel booking* on page 180.

Putting a booking on hold with an automatic cancellation date

You can put a booking on hold for it to be confirmed at a later date.

On the **Booking** page, the **On Hold** option is visible for eligible rates when you select **Agency Account** as method of payment. When you select this option, you need to set a date at which it is automatically cancelled if the booking has not been confirmed. The date chosen must comply with the cancellation policy for the booking.

You will receive daily reminders of the automatic cancellation starting 3 days before the set date.

Entering traveler and payment details for a hotel booking

What is the booking page?

The **Booking** page is where you enter the traveler and payment details. The information requested varies depending on whether you are booking with a chain or an aggregator.

If traveler information is already available in the booking file, the related fields are automatically completed.

If you have retrieved a profile, some of the fields may already be completed with the traveler's preferences.

If no data has been loaded, you need to manually complete the fields.

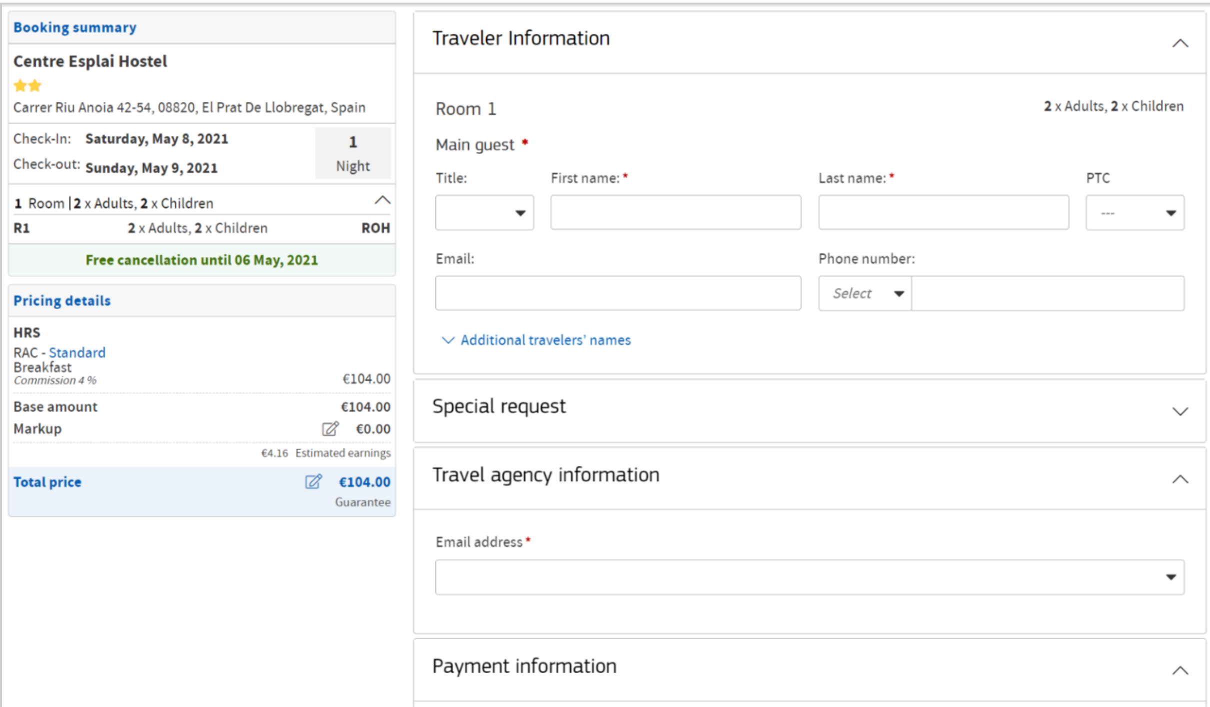
How to complete a hotel booking

1. In the **Traveler Information** section of the **Booking** page, enter the details of the main traveler and any additional travelers.
   - If the details of the main traveler and any additional travelers are already in the booking file, you can select these from the corresponding drop-down menu. However, you cannot add another name to the booking.
   - If the main traveler details are already in a profile, you can select these from the autocomplete box that is displayed. You can also add a new traveler name.
2. In the **Supplementary Information** field of the **Special request** section, specify any preferences or special requests, such as a non-smoking room, early or late check-in or other available requests. The **Supplementary Information** field is not displayed if the selected aggregator does not support supplementary information.
3. In the **Payment Information** section, enter the payment details or select the method of payment from the drop-down list.

   The method of payment for hotel chains is predefined.

4. If the payment method is **Agency Account**, and the rate is not set to non-refundable, you can set your booking to be confirmed later by selecting the **On Hold** option and by selecting the date at which the booking is automatically cancelled if it has not been confirmed.
5. For aggregator bookings, enter a travel agency email address where the aggregator can send the booking documentation such as a voucher or confirmation email.
6. Review the hotel and pricing details.
7. To view the **Rate summary** including booking conditions and cancellation policies, click on the rate link in the **Pricing Details** section.
8. Click on **Send reservation request**.
   - For hotel chain bookings, you are prompted to perform an end transaction on the booking file.
   - For aggregator bookings, the booking file is automatically saved (ER) by the system. When the booking is confirmed by the aggregator, the **Confirmation** page is displayed, showing full details of the hotel booking. If a booking file was not created initially, a booking file is created containing the hotel segment. A **Name** element is also added if it was not already present.

Example: Booking page



What are the payment requirements for an aggregator booking?

For aggregators, most bookings are made in a prepaid model. This means that the booking is paid for by the traveler at the agency.

You select the method of payment in the **Booking** page.

The method of payment depends on the aggregator, and may vary if you have a specific agreement with the aggregator, for example, Agency Account.

Some aggregators allow you to reserve a room at a given rate for a certain time with an option to pay later. You can do this through the **Book now, pay later** option.

If this option is available, it is also displayed with the rate conditions during the booking flow. The time limit for payment is also provided.

If you choose this payment option, you receive an email notification of the payment deadline 3 days before the payment is due. If the payment is not made before the deadline, the booking is automatically cancelled.

For information on how to make the payment before the reservation expires, see *Confirming a hotel booking* below.

Putting a booking on hold with an automatic cancellation date

You can put a booking on hold for it to be confirmed at a later date.

On the **Booking** page, the **On Hold** option is visible for eligible rates when you select **Agency Account** as method of payment. When you select this option, you need to set a date at which it is automatically cancelled if the booking has not been confirmed. The date chosen must comply with the cancellation policy for the booking.

You will receive daily reminders of the automatic cancellation starting 3 days before the set date.

Confirming a hotel booking

Understanding booking confirmation

Booking type	Details
Hotel chain booking	• Your booking is only fully confirmed after the booking file has been completed and saved. • You can do this in either the booking file module or the Command page. • You can still modify or cancel the booking after it has been confirmed. However, it is important to first read the hotel's or the aggregator's conditions to check if any penalties apply.
Aggregator booking	• The hotel booking is automatically confirmed at the time of booking. • You can cancel the booking after it has been confirmed. It is important to first read the hotel's or the aggregator's conditions to check if any penalties apply. • All the modifications need to be done through cancel and rebook.

How to confirm an aggregator booking with a pay-later option

1. Retrieve the booking.

   See *Retrieving hotel booking confirmations from the booking list* on page 184.

   You can select the status of **Pending Payment** in the **Search bookings** panel to refine the search.
2. Click on the **Add Payment** button on the **Confirmation** screen.
3. Enter the payment details and click on **Make Payment**.

How to confirm a booking on hold

1. Retrieve the booking.

   See *Retrieving hotel booking confirmations from the booking list* on page 184.

   You can select the status of **Pending Confirmation** in the **Search Bookings** panel to refine the search.

   > **Note:** If you missed the automatic cancellation date set for the booking on hold, the booking has been cancelled automatically and is not returned by the search.

2. Click on the **Confirm Now** button in the **Booking Retrieval** screen.

How to confirm a hotel booking in the Booking File module

1. Go to the **Booking File** module.

   Some of the elements that are mandatory in a booking file are already completed from the information you entered in the hotel booking, for example, the Name element and the hotel segment.
2. Complete the booking file with any remaining mandatory elements:
   - Contact
   - Received From
   - Ticketing Arrangement
3. End transact the booking file to confirm the hotel booking.

   The booking file is assigned a record locator, which you can use to retrieve the booking file if required.

How to confirm a hotel booking in the Command Page

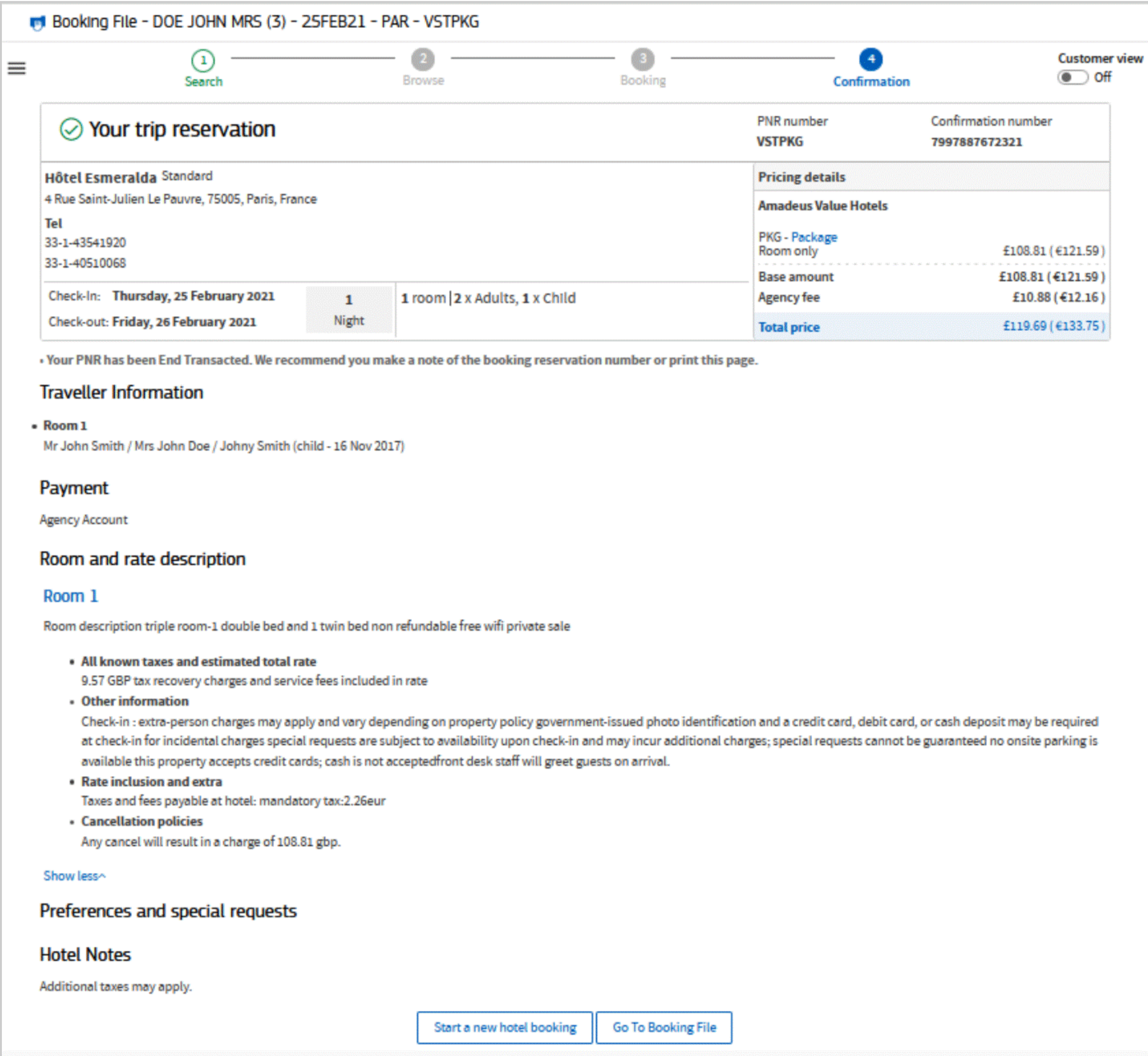
1. Go to the **Command Page**.
2. Use the `RT` transaction entry to retrieve the active booking.

   Some of the elements that are mandatory in a booking file are automatically completed using the information you entered in the booking, for example, the `NM` - Name element and the hotel segment.
3. Complete the booking file with any remaining mandatory elements:
   - `AP` - Contact
   - `RF` - Received From
   - `>TK` - Ticketing Arrangement

   > **Tip:** Enter `HE BOOKING FILE` for help on how to complete a booking file using cryptic transaction entries.
4. Use either the `ET` or `ER` transaction entry to save (end transact) the booking file and confirm the booking.

   The booking file is assigned a record locator, which you can use to retrieve the booking file if required.

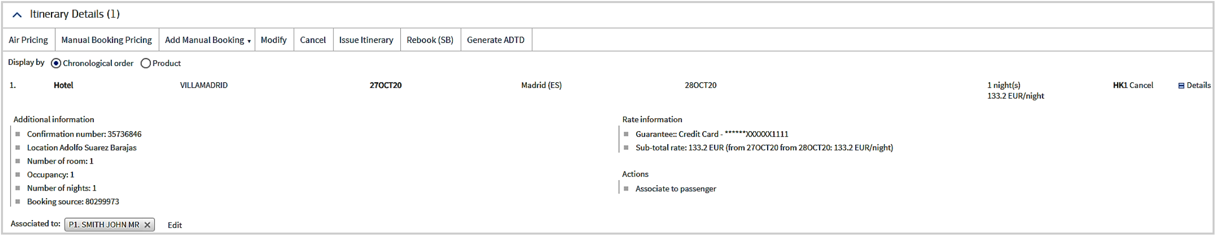
Example: Booking confirmation



How to display the hotel booking in the Booking File module

1. Click on **Go to Booking File** from the **Confirmation** page.
2. Click on **Itinerary Details** to see the hotel booking.

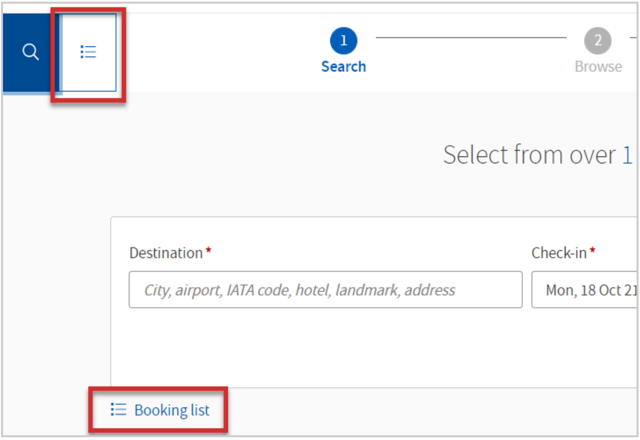
Example: Hotel booking in the Booking File module



Retrieving hotel booking confirmations from the booking list

How to retrieve a booking confirmation using a general search

1. In the **Search** window, click on the ☰ tab or on **Booking list**.

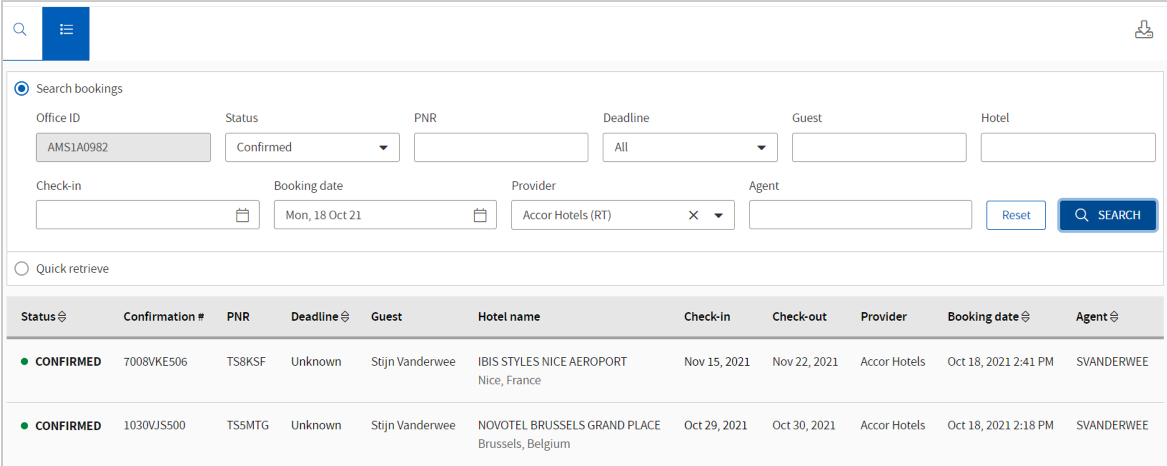


The **Search bookings** panel is displayed. The office you are logged into is shown by default in the **Office ID** field. The search is based on this office.

> **Note:** You cannot update the **Office ID** field for a search. To search for bookings made by a different office, you must sign into that office and search from there.

2. Complete the required search fields and then click on **Search**.

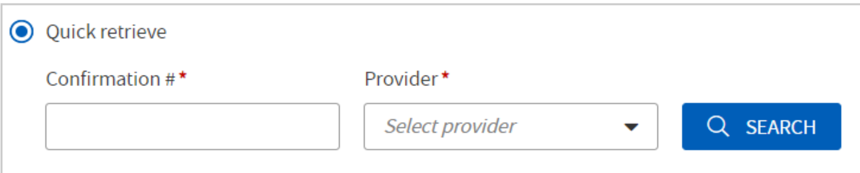
All active bookings that match your search criteria are displayed, up to a maximum of 200.



3. To retrieve a booking using the confirmation number and provider, even if the booking was made by a different office, see *How to retrieve a booking confirmation using the confirmation number and provider* below.
4. To display the details of a booking and access the print and cancel follow-up actions, click on the booking in the search results list.

How to retrieve a booking confirmation using the confirmation number and provider

1. In the **Search** window, click on the tab or on **Booking list**.
   The **Search bookings** panel is displayed.
2. Select the **Quick Retrieve** option button.
   The **Confirmation number** and **Provider** fields are displayed.



> **Tip:** You can retrieve a booking that was made by an office other than the office you are signed into, provided that you have the security rights for that office.

3. Enter the search criteria and click on **Search**.
4. To display the details of the booking and access the print and cancel follow-up actions, click on the booking in the search results list.

How to export the booking list as an Excel file

1. In the **Search** window, click on the tab or on **Booking list**.
2. Retrieve the required bookings.
   See *Retrieving hotel booking confirmations from the booking list* on the previous page.
3. Click on the **Export** icon .
   The booking list is downloaded as an Excel file to your local drive.

Cancelling a hotel booking

How to cancel a confirmed hotel booking

1. Retrieve and display the booking that you want to cancel.

   See *Retrieving hotel booking confirmations from the booking list* on page 184.
2. Click on **Cancel**.

   The cancellation policy is displayed in the **Cancel Booking** pop-up window so that you can review the policy details before completing the cancellation.
3. To confirm the cancellation, click on **Yes**.

   The booking file is updated to reflect the cancellation.

How to cancel a confirmed hotel booking in the Booking File module

1. Before you cancel a confirmed hotel booking, read the hotel's cancellation policies to check if any penalties apply.
2. Retrieve the booking file and select the hotel segment you want to cancel.
3. Click on **Cancel** to open the **Cancel** window.
   - To cancel the selected hotel segment only, select the **Cancel Element(s) - XE** option.
   - To cancel the whole itinerary, select the **Cancel Itinerary - XI** option.

> You can click directly on **Cancel All** to cancel the whole itinerary without opening the **Cancel** window.

How to cancel an unconfirmed hotel booking

Unless you save the booking file after you make your hotel booking, your booking is unconfirmed.

To cancel an unconfirmed hotel booking, ignore the booking file by clicking on **Ignore (IR)**.

10. Cars

Getting started with Amadeus Cars

What is Amadeus Cars?

Amadeus Cars is a reservation tool designed to guide you through the entire reservation process using a predefined sequence of steps:

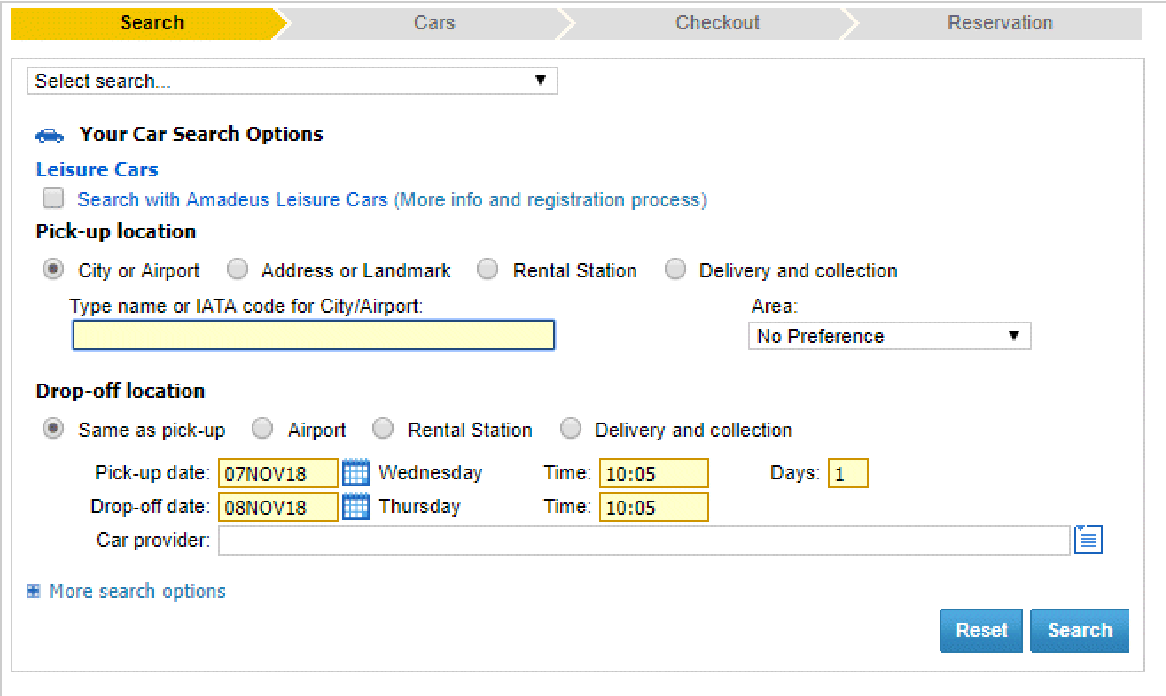
Workflow: Booking a car

Step	Description
Searching for a car	In the **Search** page, you specify the car search criteria. See *Searching for a car* on the next page.
Booking a car	In the **Cars** page, you select and book a car. See *Selecting and booking a car* on page 193.
Entering traveler and payment details	In the **Checkout** page, you enter the traveler and payment details as well as any additional requests such as special equipment. See *Entering traveler and payment details for a car booking* on page 198.
Confirming your reservation	In the **Reservation** page, you check your booking and traveler details, and save the reservation to the booking file. See *Confirming, modifying, and cancelling a car booking* on page 200.

Searching for a car

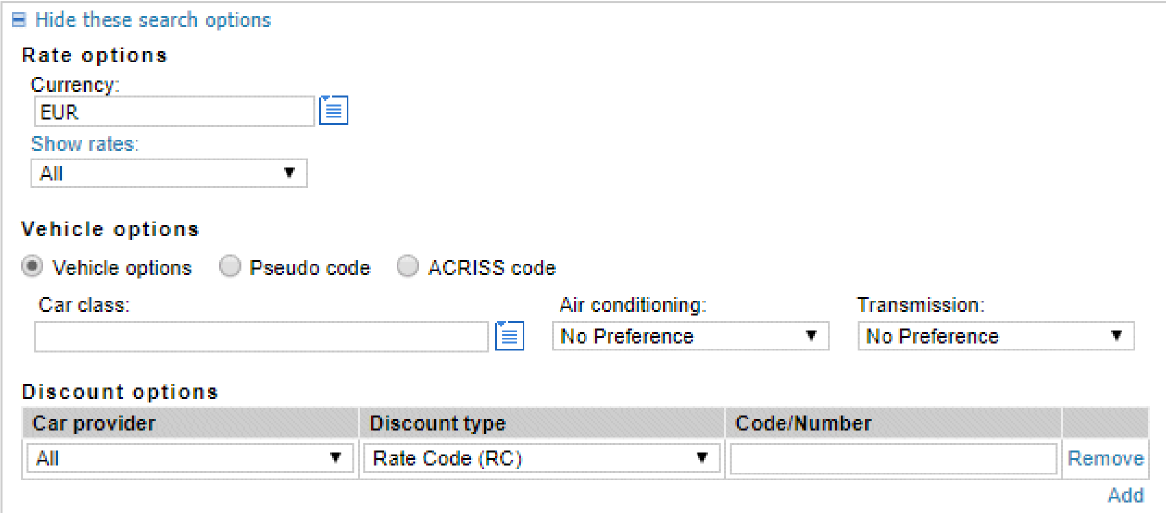
How to search for a car

1. In the **Search** page, enter the basic search criteria.



   a. If you want to include Leisure Cars in your search, select the **Search with Amadeus Leisure Cars** check box. See *Working with Leisure Cars* on page 191.
   b. Enter the **Pick-up location** and **Drop-off location**.

      Type in the first letters of the location name to view a pop-up list.
   c. Define the date and time for pick-up and drop-off.
   d. If you are not including Leisure Cars in your search, you can enter a **Car Provider**. Click on the lookup button to choose from a list.
2. Optionally click on **More search options** to define additional search criteria.



a. Under **Rate options** you can:

   i. Select the **Currency** to be displayed.

   ii. Select **Prepaid** or **Non-prepaid** from the **Show Rates** drop-down list. See *What is a special rate?* below.

b. Under **Vehicle options,** you can specify one of the following to restrict your search:

   - **Vehicle options**: Specify car class, air conditioning and other options. You can enter up to five car classes.
   - **Pseudo Code**: Used to group sets of car features in your search. Example: All hybrid vehicles
   - **ACRISS code**: A four-letter code used to specify any combination of category, type, transmission/drive and fuel/air conditioning. You can use up to five ACRISS codes during a search. Each ACRISS code must be separated by commas. You can use * as a wildcard. Example: ECMN,CC.

c. Under **Discount options** You can add a discount code by selecting the **Car provider** and **Discount type**, and entering a discount **Code** then clicking on **Add.**

You can also set these up beforehand as defaults. See *What are the discount types?* on the next page.

When you do a search, the discount rate appears in the **Listing view** in the search results, under the **Special Rate** column. You can add up to four corporate discounts codes for each car provider.

3. Click on **Search**.

What is a special rate?

Special rates apply to different types of customers. Special rates are agreed between the travel agency and the car provider, and they are displayed if specific discount codes are used in the search.

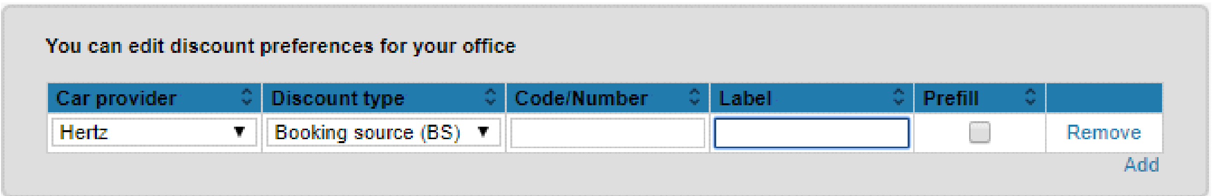
Rate	Description
Non-prepaid rate	This rate is intended for corporate customers. The corporate rate is flexible and allows booking modification and cancellation.
Prepaid rate	This rate is intended for leisure customers. This rate is fully inclusive, which means that it usually includes unlimited mileage.

What are the discount types?

You can access different discount types for each provider. The discount types that are available depend on the provider that you select in the search.

Discounts types are identified by discount codes. These codes are subject to change, and you can add them or remove them as required.

To set up default discount types, click on the **Preferences** button (Preferences) on the left of the **Search** panel. Enter the details in the pop-up.



Example discount types

Discount Type	Description
Booking source	The **Booking Source** enables you to store new booking codes that you can use to retrieve negotiated rates. The booking codes are stored by the office ID, which means that you can share the stored booking codes with your colleagues, provided that you are connected to the same server. The car providers can identify you by means of your predefined booking codes. When you store a booking source, you can view your booking codes in the **Search** page under **More search options**.
Corporate rate	This rate is granted to specific companies or travel agencies.
Rate code	This rate is negotiated between the car provider and the travel agency.
Customer ID	This rate is granted by the car provider to an individual traveler.
Promotional code	This rate is offered by the car provider.

Working with Leisure Cars

What is Leisure Cars?

Leisure Cars is an additional search option that displays rates and availability for leisure rental.

Your travel agency must be registered with the Leisure Cars program before you can book a car using this option.

There are no cancellation fees if the booking is cancelled up to 48 hours before the rental is due to commence. However, bookings that are cancelled within 48 hours of collection are charged 100%.

When a booking is confirmed, a pre-paid car rental voucher is issued as a proof of payment and emailed to the customer. Therefore, an email address for a car voucher is mandatory when confirming a Leisure Cars booking in the **Checkout** page.

What are the two rate packages for Leisure Cars?

Rate Package	Description
Standard	Includes all mandatory inclusions that a customer is required to pay before driving their rental car.
Inclusive	Includes all mandatory inclusions plus additional cover, known as Super CDW. This cover significantly reduces or waives any excess that the customer is required to pay in the event of damage to the vehicle. Inclusive cover is arranged with the car rental supplier that provides the rental vehicle so that the customer: • Is not required to leave a large deposit. • Will not be offered additional cover at the counter. • Will not be required to claim from a third party in the event of damage to the vehicle. Inclusive rates are indicated by a crown icon .

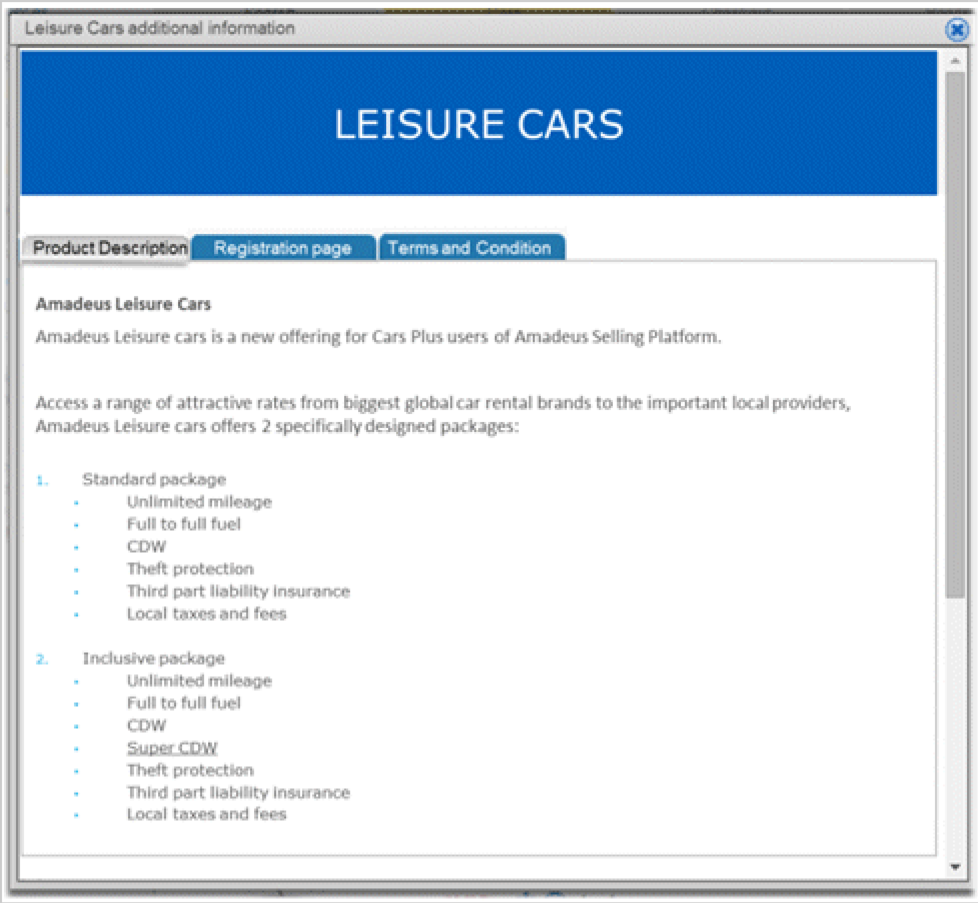
How to register with Leisure Cars

You can register with Leisure Cars throughout the booking flow in the **Search**, **Cars,** or **Checkout** pages.

1. Click on the **More info and registration process** link for Leisure Cars.
2. In the **Leisure Cars** pop-up window, click on the **Registration Page** tab.
3. Complete the information as required and click on **Register**.

How to display rate information for Leisure Cars

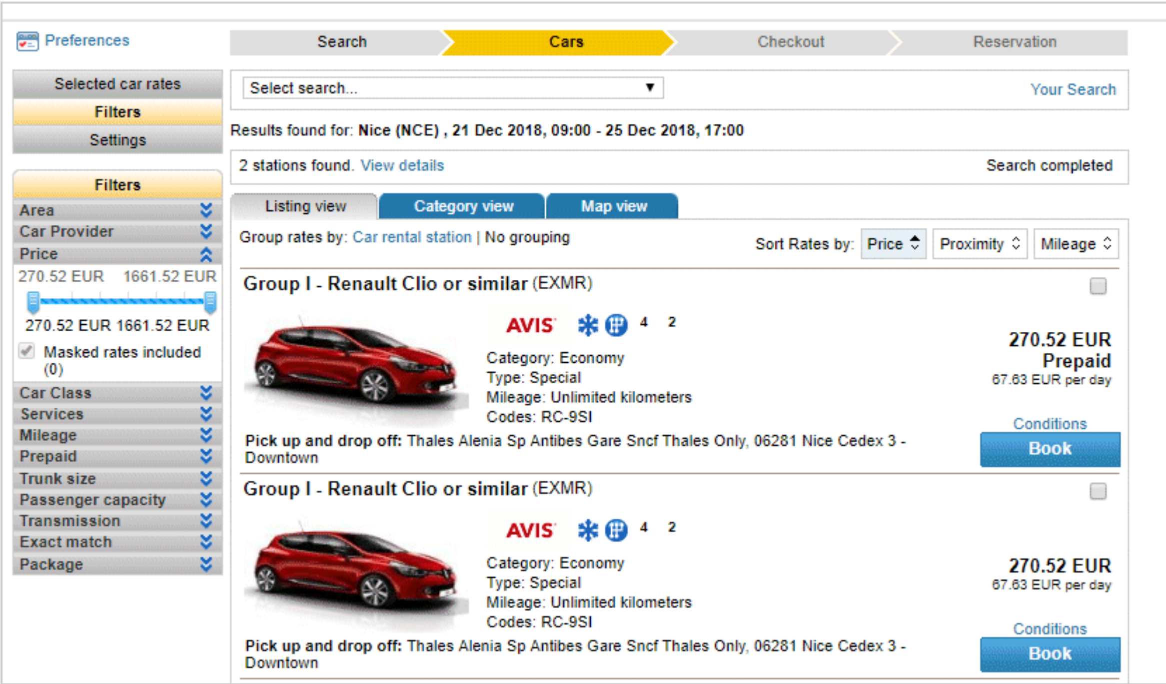
1. Click on the **More info and registration process** link for Leisure Cars.
2. In the **Leisure Cars** pop-up window, click on the **Product Description** tab.



Selecting and booking a car

How to select and book a car

1. Review the results of your car search.



2. You can view the results in different ways by clicking on the following tabs.

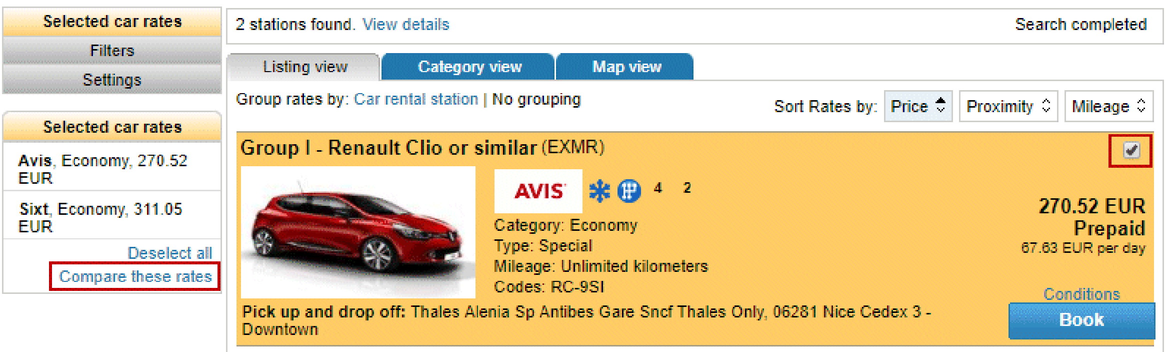
Tab	Description
Listing View	This view shows the offers with the lowest estimated price for each provider: • To group results by car rental station, click on **Group rates by: Car rental station**. This will show only the best rate for each provider. To view all the offers for a provider click on **More Rates**. • To view the provider conditions summary, click on the **Conditions** link.
Category View	This view displays a table with all the rates with the cars organised by category. Note that the car image is a generic one, not the actual car.

Map View	This view displays a map with the car rental stations. • Green markers indicate the car rental stations that are geocoded. If you select a car provider in the list, its marker turns blue. • Hover over a marker to view the car details. • Click on **Road** to display the car rental station on a normal road map view. This view is the default. • Click on **Aerial** to display a satellite photo of the rental station location. **Note:** The map view is only available if at least one geocoded car rental station is present in the selected location.

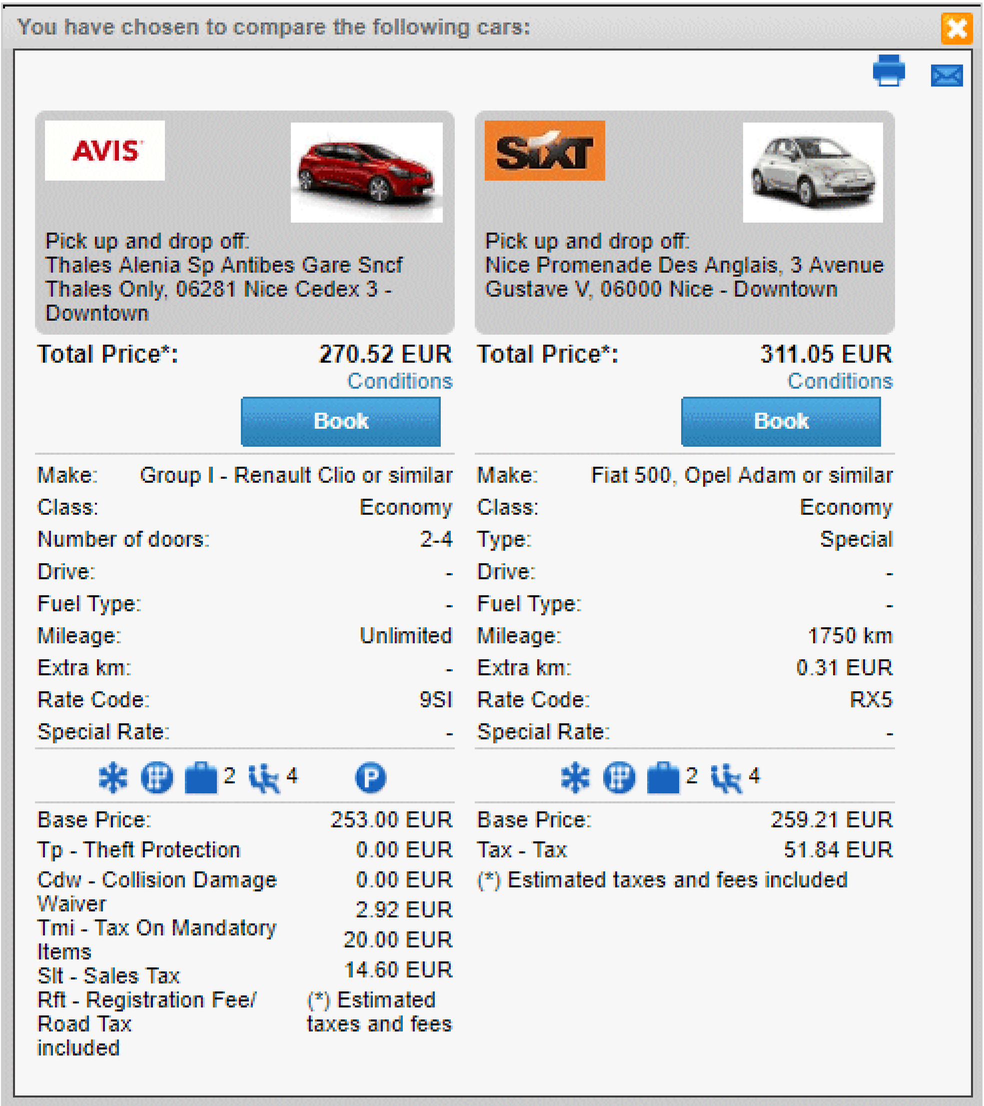
3. To narrow the search results, click on any of the **Filters** and enter filter criteria.
   See [Filtering your search results](Filtering your search results.md).
   The search results page updates and displays only cars that meet your criteria.
   For Leisure Cars results, the travel agent commission is displayed, as well as an icon for any available packages. You can filter on packages in the **Filter** section.
4. Select a car and click on **Book** to complete the rental.

How to compare car offers

1. In the **Listing** view or **Category** view, select two or more cars by clicking the check box on the right corner.



   The **Selected Car Rates** panel is shown on the left.
2. Click on **Compare these rates**.
   The selected cars are shown side-by-side in a pop-up window.



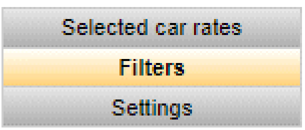
3. Use the **Print** and **Email** icons to print or email the page.

   For Leisure Rates, the commission is not printed.
4. Click on **Book** to go to the **Checkout** page and complete the booking.

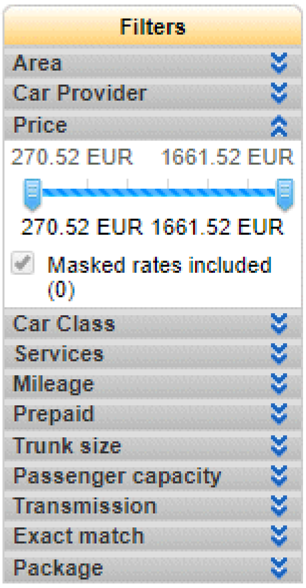
Filtering the car search results

How to filter car search results

1. Click on **Filters**.



2. Set all the filters that apply.



The search results page updates and displays only cars that meet your criteria.

The filter settings apply in all three views: **Listing view**, **Category view** and **Map view**.

If a search returns masked rates, the check box **Masked rates included** appears in the **Price** filter. By default, this check box is selected and the number of masked rates is shown. If the search returns only masked rates, the price slider is greyed out and the masked rate details are displayed.

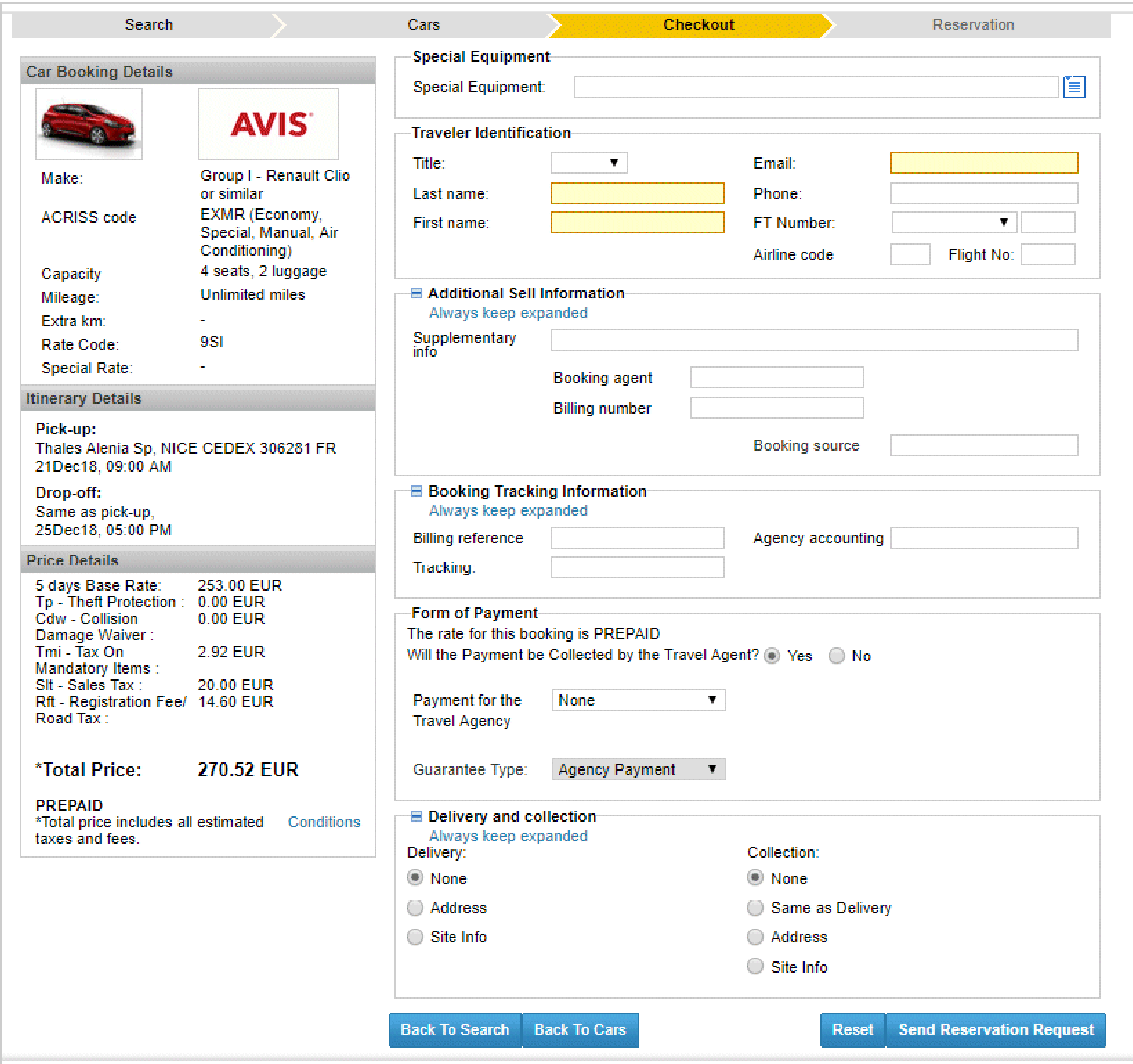
What are the filter options?

Filters	Description
Distance	Use the slider to define the maximum distance from the searching centre. This filter is only displayed when you search using the Address or Landmark option.
Area	Choose between the different areas linked to your search location.
Car Provider	Choose to display all car providers or select specific car providers.
Price	Use the slider to define the price range and select whether to display masked rates.
Car Class	Select the car categories that you want to display.
Shuttle Information	Select the type of shuttle service required. This filter is only displayed for terminal and off-terminal locations and when at least one of them has associated shuttle information.
Services	Select whether to have Delivery or Collection services.
Mileage	Select to display vehicles with limited or unlimited mileage or both.
Prepaid	Select to display only prepaid rates or non-prepaid rates or both.
Trunk Size	Select the boot size requirements for the luggage.

Passenger Capacity	Define a rate according to the passenger capacity of the vehicle.
Transmission	Select whether you want automatic or manual transmission rates.
Exact Match	Select the rates that have an exact match with the request selection. If the vehicle ACRISS code matches the vehicle options criteria from the search, a check box is displayed to allow you to select the rates with an exact match.
Package	This filter option is specific to Leisure Cars only. See *Working with Leisure Cars* on page 191.

Entering traveler and payment details for a car booking

Example: Checkout page



How to complete the checkout page

1. Check that the car booking details are accurate.
2. Request any special equipment in the **Special Equipment** section as follows:
   - Enter the name or code.

   Or:

   - Click on to select special equipment from a list.

   You can enter a maximum of three special equipment names or codes. Use a comma to separate each item.

3. In the **traveler Identification** section, enter the name of the driver.

   If the booking file already contains the traveler's details, select the name of the driver from the list or select **New traveler** to add a new traveler.

4. In the **Additional Sell Information **section, enter additional information and issue an e-voucher if applicable (for non-prepaid rates only).

   For more information on issuing an e-voucher, see *How to issue an e-voucher during checkout* below.

5. In the **Form of Payment** section, select the form of payment.
   - If your agency collects the payment or guarantee information, this information is sent to the agency's mid or back office.
   - If the car provider collects the payment or guarantee information, this information is sent to the car provider.

   For Leisure Cars, this section is called **Agency Payment**.

6. Select the guarantee type from the **Guarantee Type** drop-down list for non-prepaid rates.

   A guarantee is not required for prepaid rates.

7. Specify the delivery and collection point, if it differs from the car provider rental location.

8. Click on **Send reservation request** to display the **Confirmation** page and complete the reservation.

   You can also click on:
   - **Reset** to reset all the fields in the page with the default values.
   - **Back To Search** to return to the **Search** page.
   - **Back To Cars** to display the **Car availability** page.

How to issue an e-voucher during checkout

1. In the **Checkout** page, complete the **Additional Sell Information and e-Voucher** section.

   E-vouchers can only be issued for non-prepaid rates.

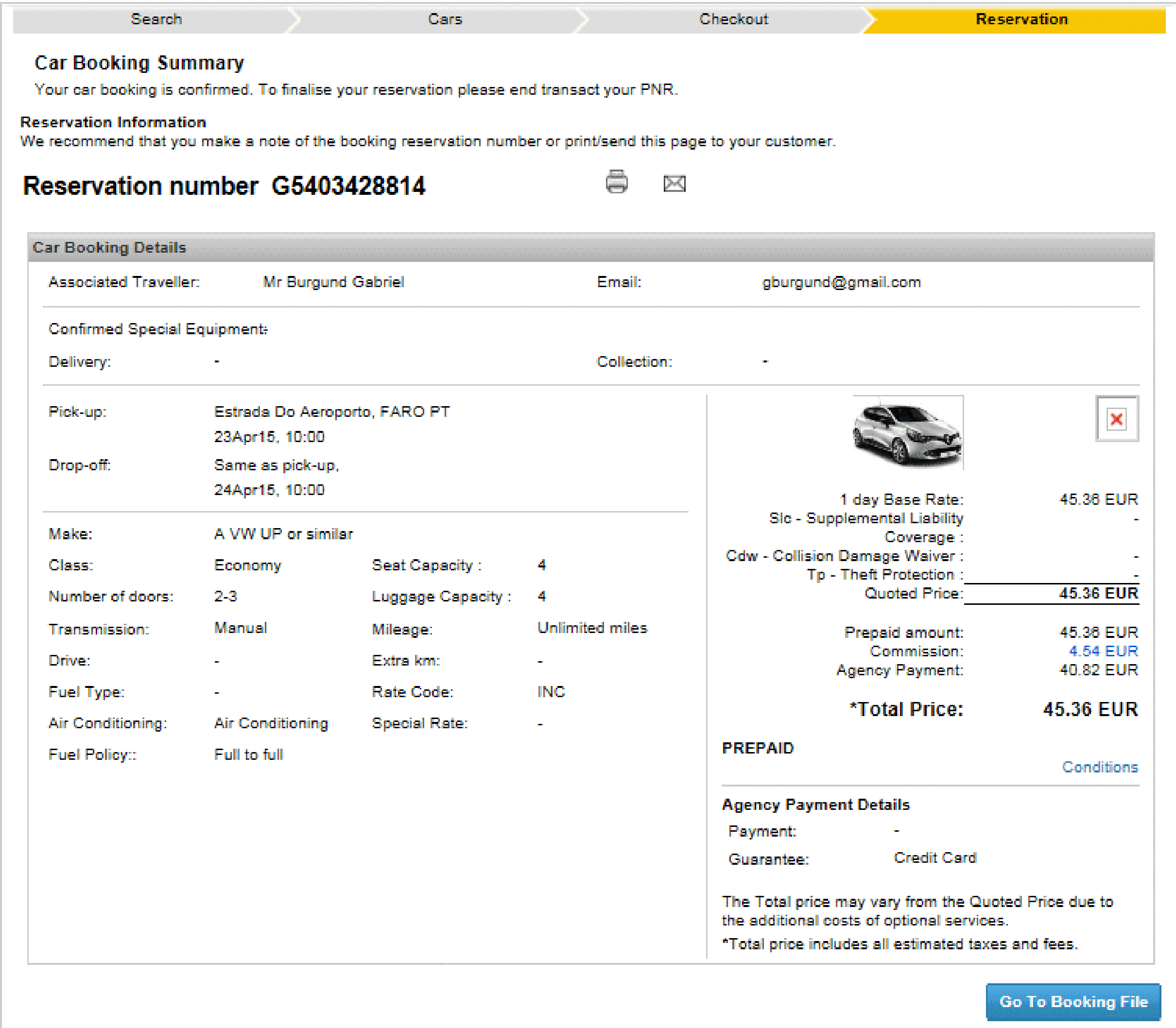
2. Specify either a **Booking source** or a **Billing number**.
3. Select the voucher value in the **Voucher value** drop-down list.
4. Select the **Issue e-voucher and end-transact Booking File** box to complete the payment.

   The booking file record locator number is displayed. Note down this number for future reference.

When you issue an e-voucher, the booking is automatically confirmed.

Confirming, modifying, and cancelling a car booking

Example: Reservation page



How to confirm a car booking

1. Click on **Conditions** to review your car provider's rate details, rate rules and station policies.
2. Click on **Save and Confirm (ER)** to confirm and save your booking to the booking file.

   If you do not click on **Save and Confirm** within 30 minutes, your booking is cancelled.

How to modify a car booking from the booking file

1. Click on **Go to Booking File**.
2. Click on **Modify** in the **Itinerary details** section.
   The **Modification** window is displayed.
3. Enter the required modifications.
4. Click on **Send Modification Request** to save your changes.
5. To ensure that your changes have been saved, click on **Back to Booking File**.

How to cancel an unconfirmed car booking

Click on **Ignore (IG)** in the **Reservation** page.

How to cancel a confirmed car booking

1. Click on **Go to Booking File**.
2. Click on **Cancel** in the **Itinerary Details** section.
   When you cancel a booking you can choose between:
   - Cancelling a car segment
   - Cancelling the whole itinerary
3. Click on **Save and Confirm (ER)** to save the booking cancellation.

11. Rail

Getting started with Amadeus rail

What is Amadeus rail?

Rail is a web-based rail-booking tool that is designed to guide you through the complete booking flow.

Rail enables you to:

- Book one-way, round-trip or multi-destination rail trips (open jaw) for corporate and leisure passengers using real-time availability and fares.
- Share content with the Profiles Plus and Booking File modules.
- Indicate a seat or berth preference.
- Select multiple proposals and display a Trip Comparison table prior to booking.
- Add or cancel a bound from an existing Booking File.
- Modify, cancel, or reprice rail segments for specific carriers.
- Issue tickets for all train segments in the Booking File.
- Refund all issued rail tickets from a retrieved Booking File.
- Exchange tickets from an existing Booking File.

How to save default settings for rail

1. On the main Selling Platform Connect menu, click on **Settings > Rail**.
   Alternatively, on the **main accordion** menu, click on **Personal Settings > Rail**.
2. Select your preferences as required and click on **Save.**

Workflow: booking a rail trip

Step	See
1. Enter passenger details.	*How to enter passenger details* on page 208
2. Search for availability and fares.	*Searching for a rail fare* on page 212
3. Select a fare.	*Selecting a rail fare* on page 215
4. Book your trip.	*Booking your rail trip* on page 220
5. Confirm and save your booking.	*Saving a rail booking* on page 225
6. Issue tickets.	*Issuing rail tickets* on page 232

What are the post-booking / reservation management options?

You can perform the following actions after booking but before issuing tickets:

Action	See
Modifying, cancelling, and repricing segments.	*Modifying, cancelling, and repricing Swedish rail and SNCF rail segments* on page 227. *Cancelling other distributor rail segments* on page 229.
Modifying passenger details before issuance.	*Modifying passenger details before ticket issuance (SNCF distributor)* on page 230.
Issuing tickets.	*Issuing rail tickets* on page 232.

What are the after-sales options?

You can perform the following actions after issuing tickets:

Action	See
Refunding tickets and releasing bookings.	*Refunding tickets* on page 234. *Releasing a booking or seat (SNCF and Swedish rail)* on page 237.
Voiding SNCF Tickets.	*Voiding SNCF tickets* on page 238.
Exchanging tickets.	*Exchanging Swedish rail tickets* on page 239. *Exchanging SNCF rail tickets* on page 241.

Accessing rail

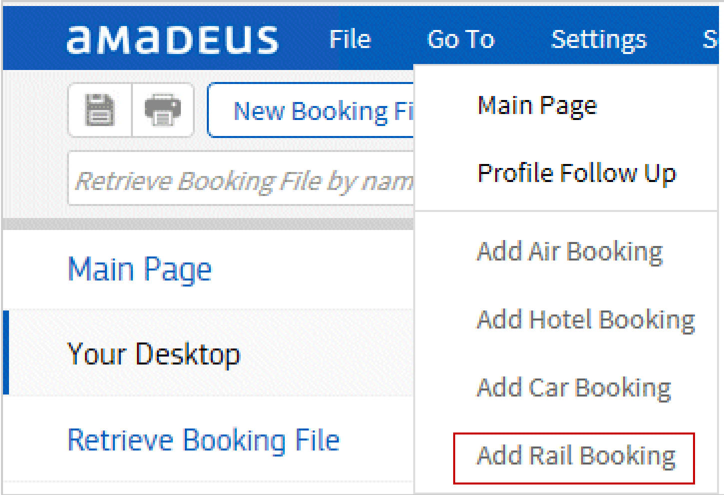
You can access Rail in either of the following ways:

- From an existing booking file.
- By starting a new booking file.

How to access rail from an existing booking file

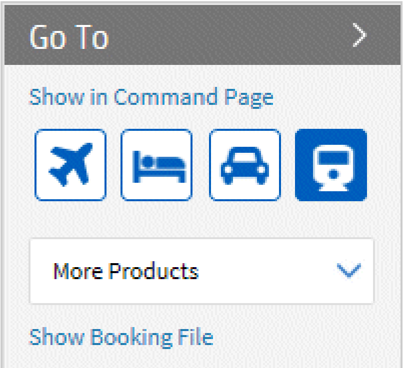
Retrieve a booking file and do one of the following:

- Select **Go To > Add Rail Booking**.



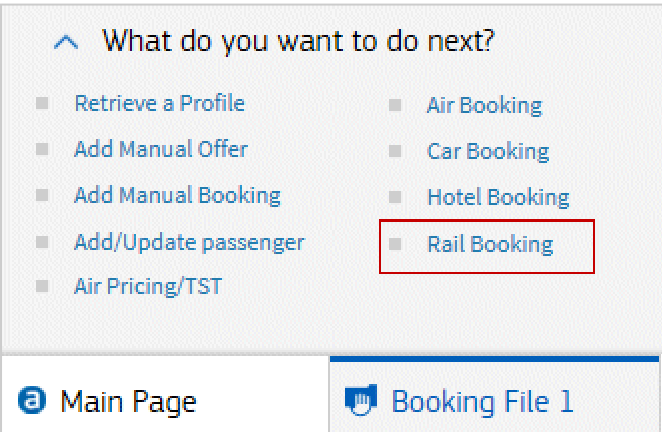
OR

- Click on the **Rail** icon in the **Go To** panel on the right of the screen.



OR

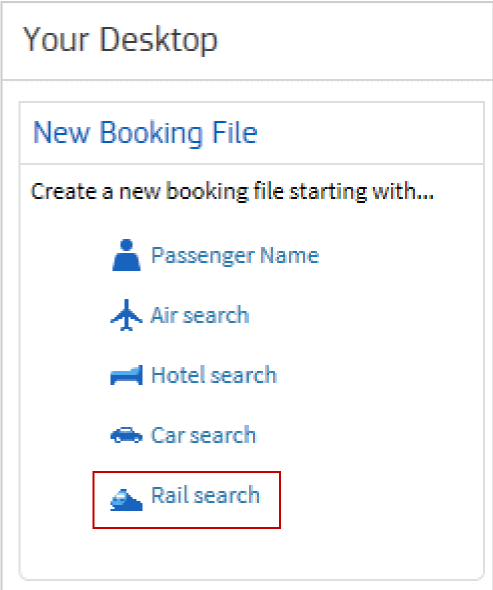
- Click on the **Rail Booking** link in the **What do you want to do next?** section.



How to access rail by starting a new booking file

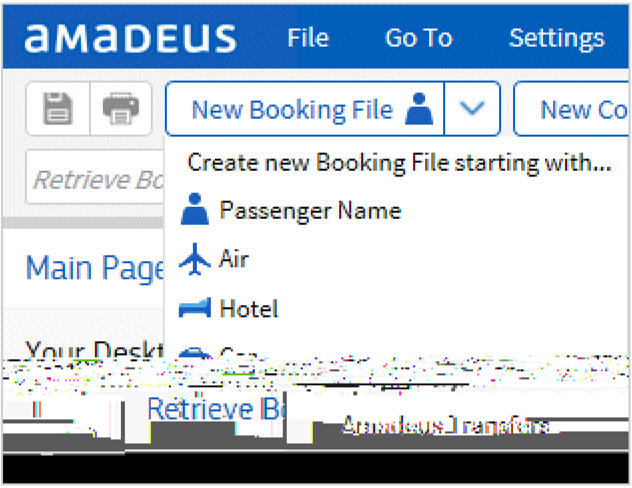
If you do not already have a booking file, you can create one by doing one of the following:

- In the **Your Desktop** area, click on **Rail search**.



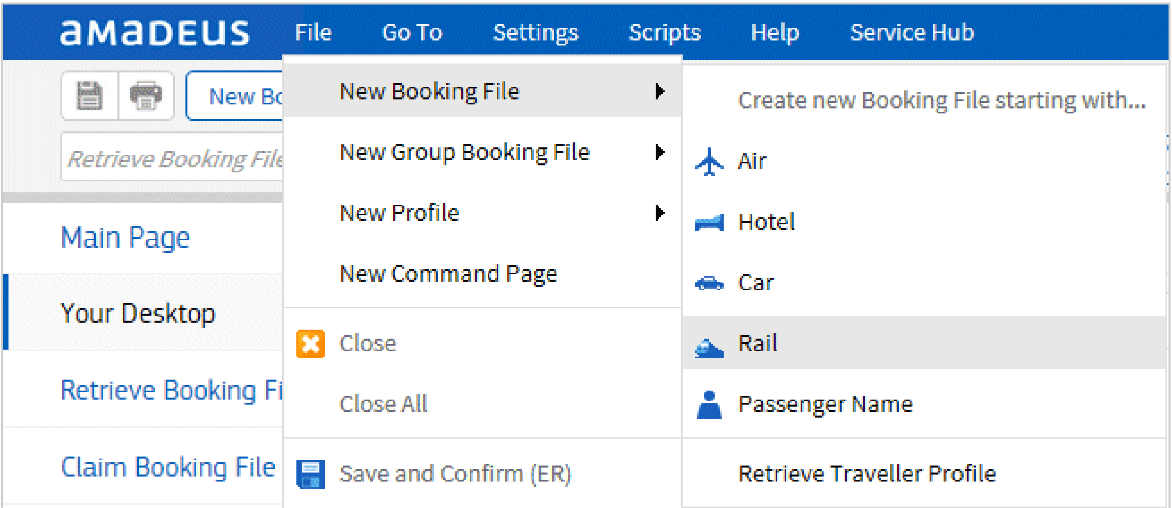
OR

- Click on the drop-down arrow on the **New Booking File** button and select **Rail**.



OR

- Select **File > New booking file > Rail**.

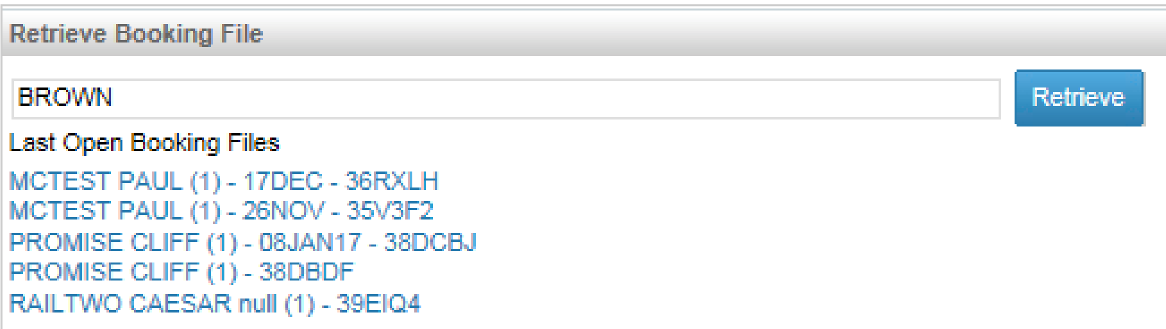


How to retrieve a booking file

1. Enter a name or reference number in the search box on the main toolbar of Selling Platform Connect.
2. Click on **Retrieve**.

   Alternatively, expand the **Retrieve Booking File** tab on the **Main Page** menu of Selling Platform Connect, enter the search criteria and click on **Retrieve**.

   One or more booking files appear in a list.



3. Select a booking file from the list and click on **Open Booking File**.

A maximum of four booking files can be open at once.

Navigating the shopping and booking screen

The Shopping and Booking screen consists of various sections. You can scroll between them using the scroll bar on the right, or by using the buttons on the Navigation bar.

Clicking on the first three buttons (from left to right) will take you to the respective sections of the booking screen:

- **Passenger Details** button

  Clicking on this button scrolls to the **Your Passengers** panel, where you enter the passenger's details.

  The number in parenthesis indicates the number of passengers in the booking.
- **Shopping Basket** button

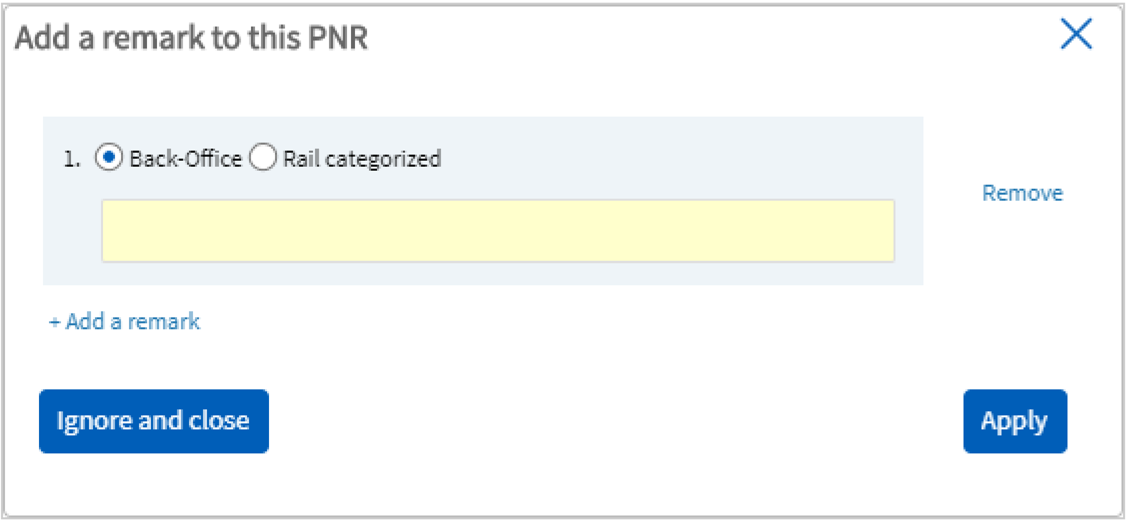
  Clicking on this button scrolls to the **Your Trips** panel, where you manage the trip content, ancillary services, accommodations, delivery mode and booking.

  The number in parenthesis indicates the number of trips in the basket.
- **Search Results** button

  Clicking on this button scrolls to the **Search Results** panel. This panel contains a summary of the selected trip(s).

How to add remarks to the pnr

Clicking on the button on the right of the Navigation bar opens the following window, which lets you add up to 10 remarks to the PNR.



You can add either an accounting remark (RM), or a rail-categorized remark (RMR).

Managing profiles

How are profiles transferred to rail?

You cannot transfer a profile directly to Rail. You must either:

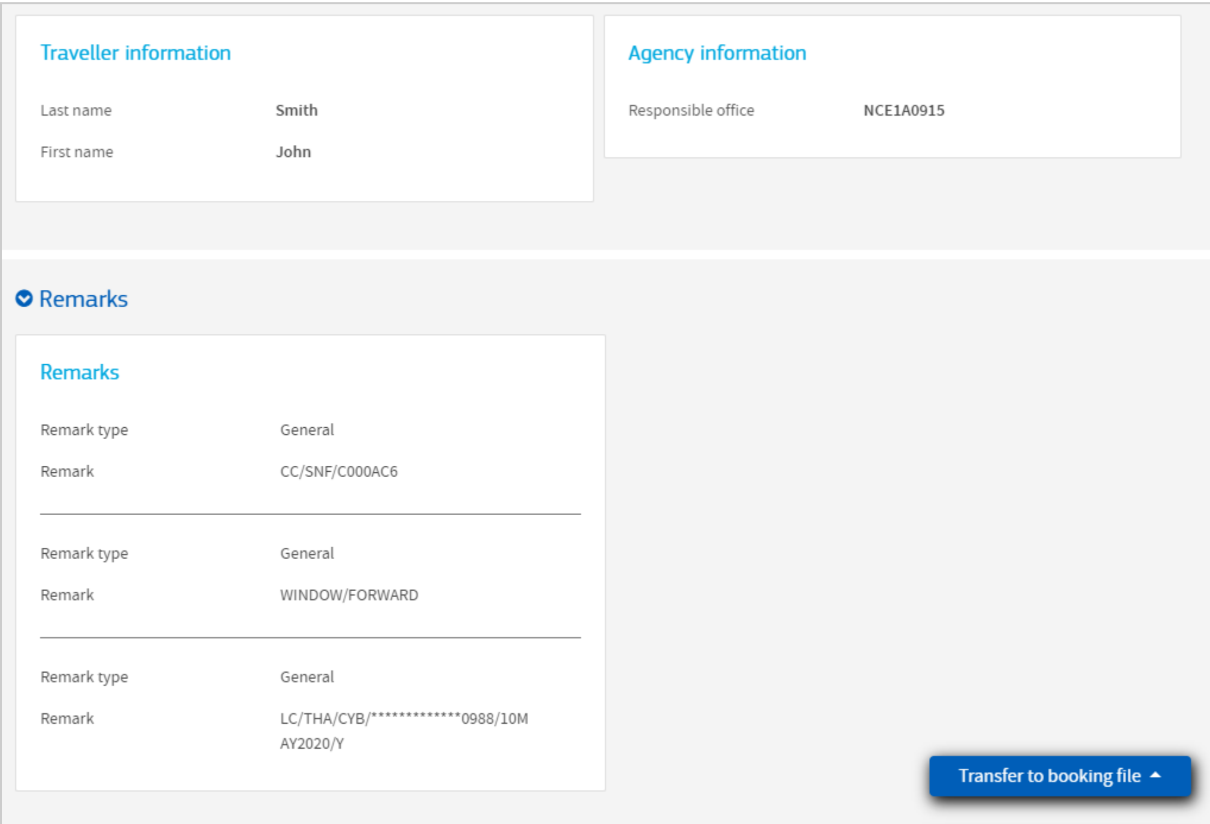
- Transfer the profile to a rail booking file before starting a rail booking flow.
  See *Transferring profiles to a booking file* on page 1.

  > **Note:** It is not possible to transfer only rail remarks in the profile. If you do a selective transfer and choose to include remarks, all remarks in the booking file are transferred.

- Create a new profile using the Profiles module.
  See *How to create a profile* on page 1.

How is rail information displayed in profiles?

Rail remarks can be entered in cryptic format and displayed in the **Remarks** section of a profile.



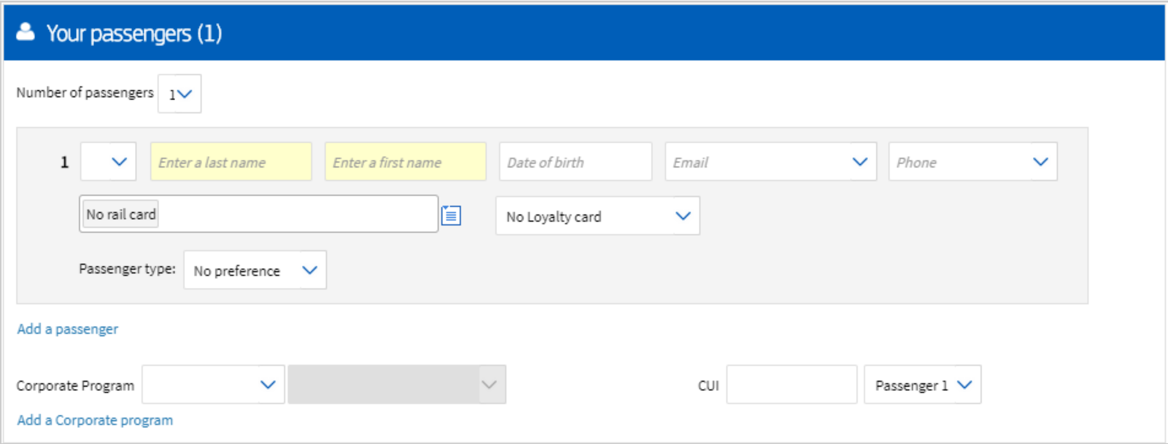
Entering passenger details

How to enter passenger details

> **Note:** You can choose to leave the passenger details unfilled and add them later. In this case, skip to *Searching for a rail fare* on page 212.

1. Open Rail.

   See *Accessing rail* on page 203.



2. In the **Your passengers** panel, specify the number of passengers using the **Number of passengers** drop-down or by clicking on **Add a passenger**.
3. Either:

   Retrieve a profile (see *Managing profiles* on page 207.)

   Or:

   Enter the following information:

   - **Last name** and **First name**. (*SNCF:* If you enter a name, you can still change it when issuing the tickets.)
   - **Date of birth** in the order Day-Month-Year (for example, `04nov85` or `041185`).
     - *SNCF* (including Eurostar, Thalys and Lyria): The date of birth is mandatory to retrieve age-related fares.
     - *Swedish Rail*: The date of birth allows the retrieval of special passenger type fares.
   - **E-mail**.
   - **Phone**.

   SNCF: If a DV already exists (for example, where a booking has been made via a self-booking tool), you can claim it. See *How to claim a dossier voyage (SNCF)* on the next page.
4. If the passenger has a rail card, click on the **Rail Card** icon .
   - From the **Rail Card Selection** window, select the rail provider and the appropriate rail card type(s).

     > **Note:** If rail card information has been transferred from the company or traveler profile it will be pre-filled. The **Rail card** field may also be pre-filled if this information has been added to the PNR using the Command Page.

Any fare reductions allowed by the selected card will be displayed in the **Search Results** panel. For details on selling SNCF rail cards, see *Selling rail cards (SNCF)* on page 243.

5. If the passenger has a loyalty card, enter the details in the **Loyalty card** fields.

   Notes:

   - If loyalty card information has been transferred from the company or traveler profile, it will be pre-filled. The **Loyalty code** field may also be pre-filled if this information has been added to the PNR using cryptic.
   - *Swedish Rail:* For trips on MTRX, it is possible to add the Club Xpress card. Select MTRX as the carrier, select Club Xpress as the card type and enter the card number. There is a limit of one card per passenger.
   - *SNCF*: You can enter FCT (Facilité de Circulation Tiers) card information in the passenger details section, or import it from the traveler profile. The following FCT fares require a card check: GC50, GC52, GC54, GC93.

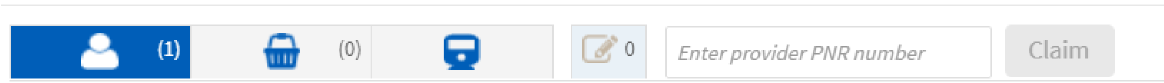
6. You can specify the passenger type, if desired.
7. If the passenger is a member of a corporate programme, select the provider from the **Corporate Programme** drop-down list, and enter the programme number. For more details see *What is a corporate programme?* on the next page.

Note: Depending on the selected provider, various other search options may be available.

Provider	Option	Description
Swedish Rail	**Campaign Code**	A campaign code allows you to access discounted and reduced rail fares where applicable.
SNCF	**CUI code**	A CUI code is an advantage code that enables individual passengers to benefit from discounted and reduced fares.

How to claim a dossier voyage (SNCF)

1. Enter the PNR number of the SNCF DV and click on **Claim**.



   The following information from the DV is loaded and a confirmation message is shown.

   - Passenger date of birth, contact email, and loyalty card
   - Supplements
   - Fare discount elements (corporate code)

   No fare discount element (FD) is created for rail cards.

2. When you end-transact your booking, an Amadeus PNR number is created and displayed.

You can now perform any service action on the booking, such as issuance, passenger modifications, add, reprice, and so on.

> **Note:** If the issuance mode was set on the DV at the time of booking, it is not possible to change it at issuance.

Once a DV has been claimed, the Amadeus PNR is kept synchronized with the SNCF DV, in case of modification outside the Amadeus system, such as a change of travel dates, or addition or deletion of a segment.

What is a corporate programme?

A corporate programme represents an agreement or a contract between a company and the rail provider.

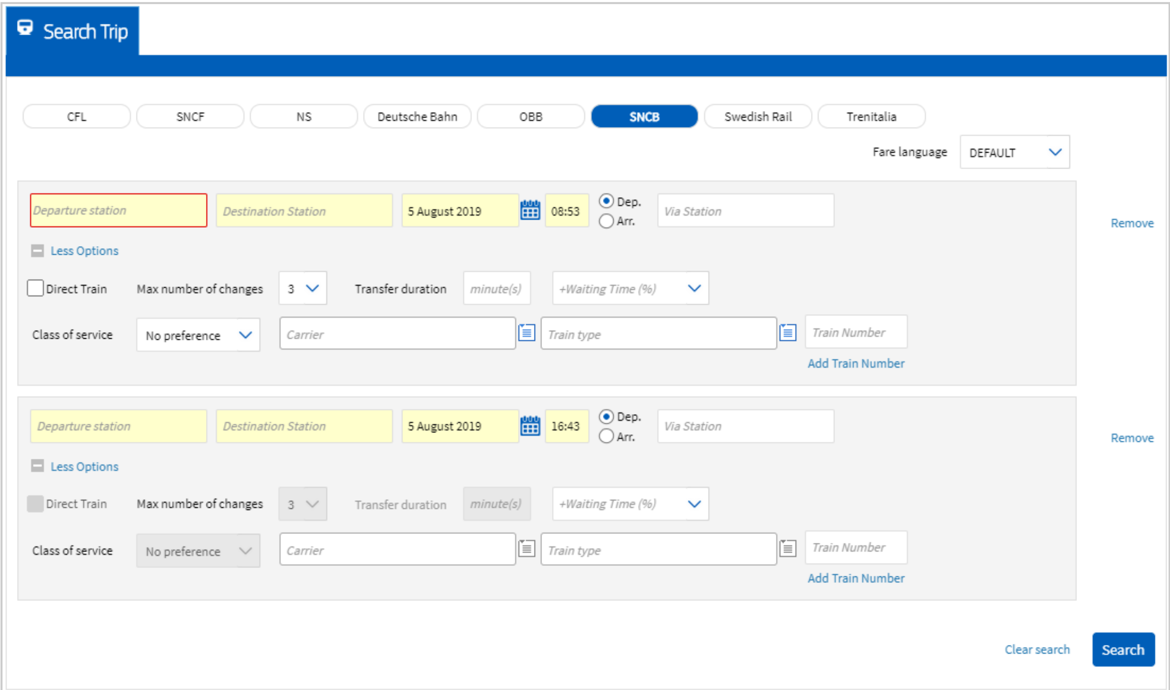
Rules

- If a corporate programme code is entered for a multi-passenger booking, the code will apply to all passengers. If the code should not apply to all passengers, you must create two separate bookings: one for passengers who have a corporate code and one for passengers who do not have a code.
- Corporate programme information is pre-filled in the **Search Trip** panel if the information is available in the Company profile or booking file.
- In the **Shopping Results** panel, search results include both standard fares and corporate fares. Corporate fares are indicated by the  icon.
- You cannot edit the corporate programme information after the initial booking.
- If a Corporate Code has been used at booking time, the Corporate Code information will be conserved for any future add and exchange actions, and automatically retrieved at add and exchange time.

Searching for a rail fare

How to search for a fare

1. Scroll to the **Search Trip** section.



2. Select your train Distributor (if your Office ID only has an agreement in place with one Distributor no alternatives will be displayed).
3. Enter the name of the **Departure** and **Destination** stations.

> **Tip:** To display a pop-up list of stations, enter the first few characters of the station name.

SNCF: A station alias name is also shown for each station, such as FRPAR for Paris. You can enter the appropriate alias name instead of the first characters.

4. Select the **Date** and **Time** of departure.
5. If you wish to book:
   - A return trip, select the **Date** and **Time** of return.
   - A one-way trip, remove the return trip by clicking on **Remove** to the right of the trip.
6. If desired, select any of the other options, such as whether you want to search only for a **Direct Train**, or if you want to limit results based on a **Maximum number of changes**, or the preferred **Class of service**.
7. Depending on the selected Distributor, various other search options may be available.

Table: Provider-specific search options

Provider	Option	Description
Deutsche Bahn, Swedish Rail	**Add Via, Stopover**	Click on the **Add Via** link to add a second Via Station option to both the outbound and inbound trips. You can also specify the minimum stopover time for each **Via Station** option.
Deutsche Bahn, Swedish Rail	**Transfer duration**	This allows you to specify a minimum change time between trains for trips that involve a change of train. This is only available if **Direct Train** is not selected.
Deutsche Bahn, Swedish Rail	**Equipment Type**	Allows you to select train types.
Swedish Rail	**Carrier**	Allows you to specify the carrier.
Swedish Rail	**Passenger Type**	Allows you to specify the passenger type.
SNCF	**Open date ticket**	This allows you to book open-date trips. This check box is only enabled for bounds containing at least one segment for which seat reservation is not mandatory (for example, TER). If this check box is selected for a bound, it is still possible to modify seat preferences for any segment for which seat reservation is mandatory (for example, TGV), but not for other segments. The word **Open** is shown for open-date segments in the **Confirmation** page or in the booking file instead of departure or arrival times. This check box is only enabled if you have chosen **E-ticket** or **ATB-agency pick up** for **Issuing Mode**. Note that Rail does not show details of time limits on the ticket, if any.
SNCF	**Display RIT fares**	This option provides access to SNCF special fares. These are inclusive fares that are sold with tour packages. These options are activated at office ID level in agreement with SNCF. This check box is selected by default if you have activated this option. See *Selling rail cards (SNCF)* on page 243.

Provider	Option	Description
SNCF	**Advanced Fare Options**	This allows you to specify a booking class code, fare code, fare name, and passenger type. ◦ If you select **Fare Code** from the **Fare type** drop down, you can enter a Congé Annuel fare code, such as CA52. This enables the Cheque-Vacances method of payment. ◦ FCT SNCF Preferential fares are available. ▪ **With Card Check:** GC50, GC52, GC54, GC93 ▪ **Without card check:** GC14, GC15, GC16, GC18, GC55, GC56, GC57, GC58, GC59, GC92, GC95 ◦ You can use fare codes for pets: ▪ CH98 for a small pet (animal in a container, weighing less than 6 kg). ▪ CH50 for a large pet (animal on a leash, weighing more than 6 kg).
SNCF, Swedish Rail	**Display fully booked trains**	Fully booked trains are greyed out with a sold out description in the **Shopping Results** panel. **Swedish Rail**: It is possible to see fully booked fares.

8. Click on **Search**.

   The fares are shown in the **Search Results** panel.

Automatically splitting a PNR at the passenger level (Swedish rail)

You can automatically split a multi-passenger PNR at the passenger level if the corresponding feature is activated by default at the office ID level. When the feature is activated, an individual PNR is created for each passenger.

You can manually deactivate automatic PNR splitting at the passenger level, with the following limitations:

- For bookings with both adult and child passengers, the child fare does not apply when automatic PNR split is activated. At split time and at booking time, the child fare is automatically changed to a youth fare. To avoid this, you must deactivate the feature which allows automatic PNR splitting.

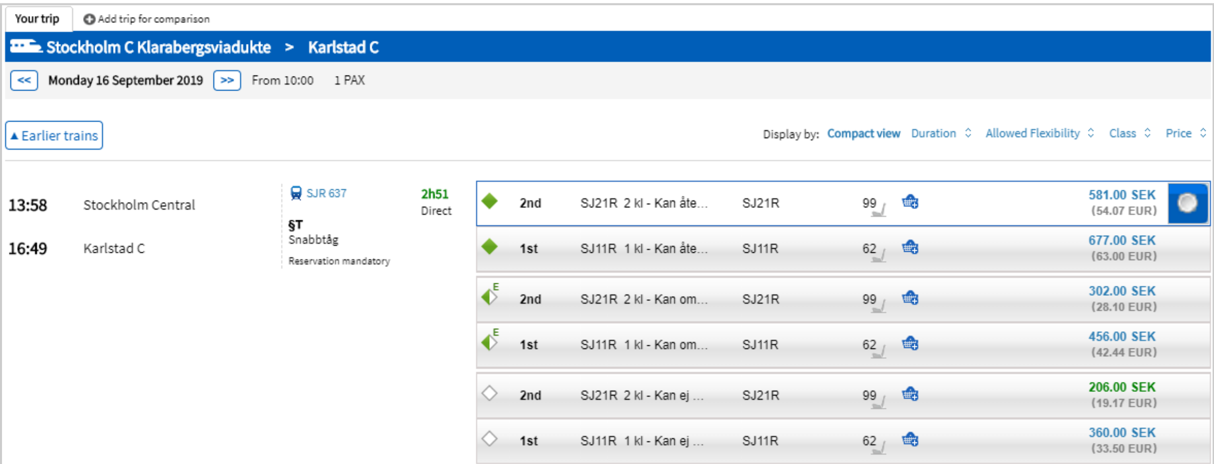
- You cannot split a multi-passenger hotel PNR. When performing an end transaction after completing the rail booking, an error message is displayed. To avoid this:
  - Split the hotel PNR before adding the rail booking.

    or
  - Manually deactivate automatic PNR splitting.
- If you add a rail booking to an existing air booking, automatic PNR splitting at the passenger level is disabled.

Selecting a rail fare

How to select a fare

The **Shopping Results** panel shows a selection of fares and itineraries that match your search criteria.



1. Select the appropriate fare by either:
   - Double-clicking the fare line.
   - Placing the mouse over the fare and selecting the button that appears next to it.

   The fare line is added to the shopping basket.
2. For a return trip, select the appropriate fare for both outbound and inbound trips.

   The selected trip(s) will be automatically be added to the basket
3. Scroll to the **Your Trips** panel, to see a summary of the trip.

   You can delete or change your selections using the **Clear** and **Change** links.

Notes:

- On the left of each fare line is a diamond-shaped icon that indicates the flexibility. Hover the mouse over the icon to see details of the flexibility. See *Explanation: Fare Collection Display Icons* below.
- The shortest trips and the lowest fares per trip are both displayed in green.
- Click on **View more fares** to see additional fares.
- You can sort the fares by clicking on the criteria headers (**Compact View** (default), **Duration**, **Flexibility**, **Class**, **Price**).
- Click on the fare price to see the fare details.
- Click on the train service number to display more service information such as train equipment and on-board services.
- Click on **Earlier trains** or **Later trains** above and below the time display to see earlier or later trains.
- If the fare is displayed in a different currency from your own, you can display the equivalent price by clicking on the currency drop-down menu and selecting your currency. The price in the provider's currency is shown in blue, and the equivalent price in the selected currency is shown in grey between brackets. (The equivalent price is for information purposes only.)
- To compare multiple trips for a single-passenger booking, refer to *How to compare multiple rail trips* on page 219.
- *SNCF:* For non-direct trips, click on the **Change** link to display a journey summary that includes the list of stops, departure and arrival times, and train details.

Explanation: Fare Collection Display Icons

Understanding the icons in the Fare Collection Display

Icons	Description
	Indicates the most flexible fare (depending on the rail provider's regulations/conditions).
	Indicates a semi-flexible fare.
	Indicates a fare that is not flexible. No refund or exchange is allowed.
E	Appears next to one of the above flexibility icons, to indicate the fare is also exchangeable.
	Indicates the exact number of seats still available at booking time.

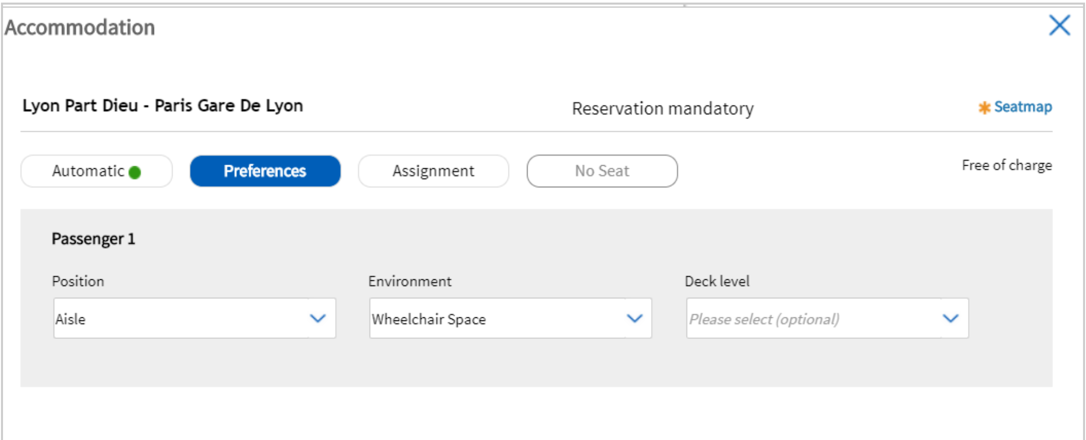
Icons	Description
	When coloured red, this icon indicates that there are ten or less seats available.
	Indicates that no information on seats is currently available. Booking is possible.
	Indicates that a reduction is available for discount card holders.
	Indicates a return fare.
	Indicates that a reduction linked to a corporate code is available.
	Indicates that a reduction is available depending on the passenger type, for example, student.
	Indicates that ancillary services are available. Click on the icon to view the available services. Ancillary services can be added in the **Your Trips** panel.
CO2: 12kg/pax	**SNCF:** Indicates the level of carbon-dioxide emissions per passenger for the selected train journey.
OB	*SNCF:* This icon indicates an overbooked proposal.
	SNCF: This icon indicates that the train has an unconfirmed schedule. This means the method of delivery will require contact information. Hover over the icon to see tooltip information, or select the train details to see more information.

Explanation: SNCF special fares icons

Understanding the rail card selection icons

The following are special fares and must be selected from the list in the **Rail Card Selection** dialog. See *Selling rail cards (SNCF)* on page 243.

Icons	Description
	Indicates a Forfait Bambin fare. This fare is displayed if one of the passengers is under four years old.
	Indicates a Enfant+ fare. This fare must be booked for both infant and parent: different prices will be returned for the child and the adult.

Icons	Description
	Indicates a Enfant Famille fare. This fare must be booked for both infant and parent: different prices are returned for the child and the adult.
	Indicates a Carte d’Invalidité or Carte d'Invalidité Accompagnateur fare. Wheelchair space is automatically selected. This is set in the **Preferences > Environment** option in the **Accommodation** window. (See *Booking your rail trip* on page 220.)  Even if the second passenger (trips with a disabled passenger are limited to two passengers maximum) is not using a disabled rail card, the wheelchair space accommodation type will automatically be selected for both passengers.
	Indicates an RIT fare. This allows inclusion of RIT fares in the full booking flow. After-sales operations (for example, refund, exchange and void) are possible with RIT fares.

Note: To access SNCF RIT fares, your Office must eligible to sell RIT Fares and the check box **Display RIT Fares** must be selected in the **Search Trip** panel.

Note: When you book a standalone regional TER train, the booking may be performed via SNCF’s PAO system, depending on the specific region. There are currently some limitations for standalone TER bookings via PAO:

- Input of a loyalty card and FEC is not supported.
- PAO and non-PAO bounds must be booked in separate PNRs.
- Post-booking modifications, including modifying passenger, method of delivery and repricing are not possible.
- Voiding PAO bounds is not possible.
- You can only perform cancellation per bound.

How to compare multiple rail trips

> **Note:** You can only use Trip Comparison for single-passenger bookings with a maximum of four proposals per comparison.

1. To select a fare, place the mouse over the fare and select the button that appears next to it.

2. In the **Search Trips** panel, click on **Add trip for comparison**.

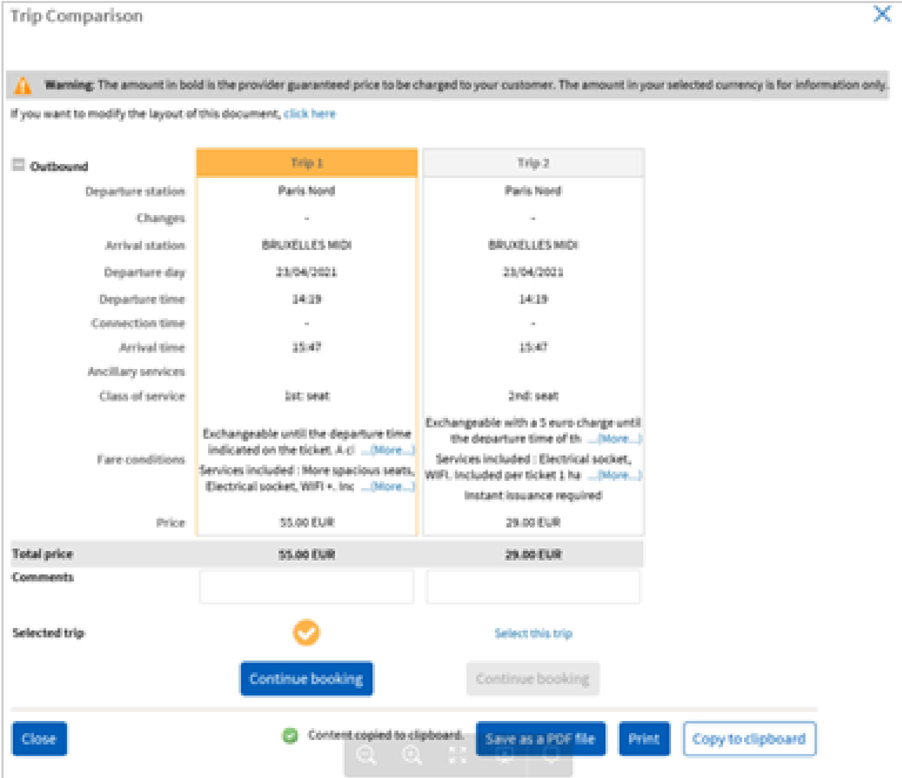
3. From the list, select another fare.

   The trip selected for comparison is added as a new **Your trip** tab.
4. You can add up to four trips.
5. Click on **Compare**.

   The details of the selected trips are displayed side-by-side in the **Trip Comparison** window.
6. You can print or copy this summary page, or save it as a PDF.

   Before printing or copying, you can choose to hide particular sections, such as the price, by modifying the layout using the link at the top of the window, or add comments in the **Comments** fields.

   > **Tip:** By using the **Copy to clipboard** button, you can copy and paste the trip comparison information into an email or document.

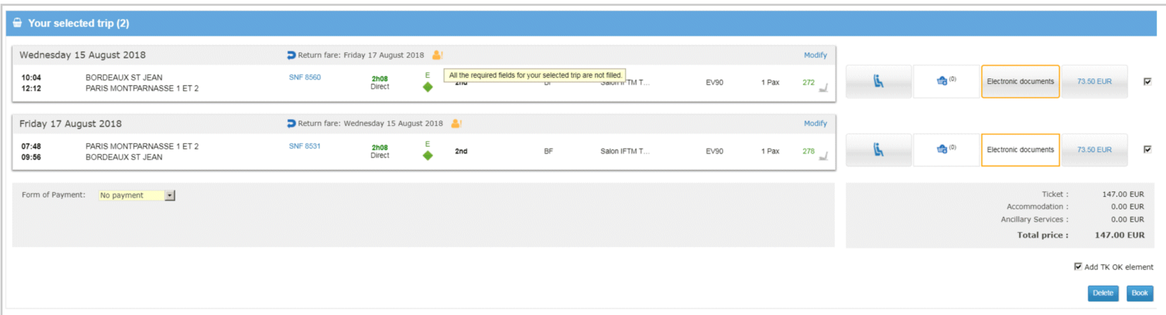


7. To book one of the trips, click on **Continue booking** under the relevant column.

Booking your rail trip

How to book your trip

1. Scroll to the **Your selected trips** panel.



2. From the **Form of Payment** drop-down select the form of payment.

   The available forms of payment vary per provider, and depending on the type of ticket selected. For more details see *Payment*.

   You can confirm the booking without a form of payment by selecting the **No Payment** option. When issuing the ticket, you can then add a form of payment using the Command Page.

Deutsche Bahn: If you select **Credit Card** as the form of payment, you are notified that a specific payment transaction fee may apply at ticketing time.

Deutsche Bahn: If you select **Credit Card** as the form of payment, and you select UATP/Airplus as the credit card type, you must enter some additional billing information. Click on **Billing Information** to enter this.

3. Optionally specify the seating arrangement. See *How to specify seating* below.
4. Specify the method of delivery. See *How to specify method of delivery* on page 224.

> **Note:** If there is missing information in the **Your passengers** panel, an orange border is displayed on the **Issuing mode / method of delivery** button and a warning icon is displayed in the basket .

5. *Swedish Rail:* To enable the passenger to request a VAT exemption, select the **VAT exemption** check box. This is applicable for international journeys (by train or with an international flight connection) where a Swedish border is crossed. It is the responsibility of the traveler to ensure they meet VAT exemption conditions. Note that a warning will be displayed on booking.
6. To automatically add a ticketing arrangement to the booking file, select the **Add TK OK element** check box.
7. Click on **Book** to confirm the booking.

   The booking is done on the provider side and the **Confirmation** page is displayed, indicating the **Provider record locator**.

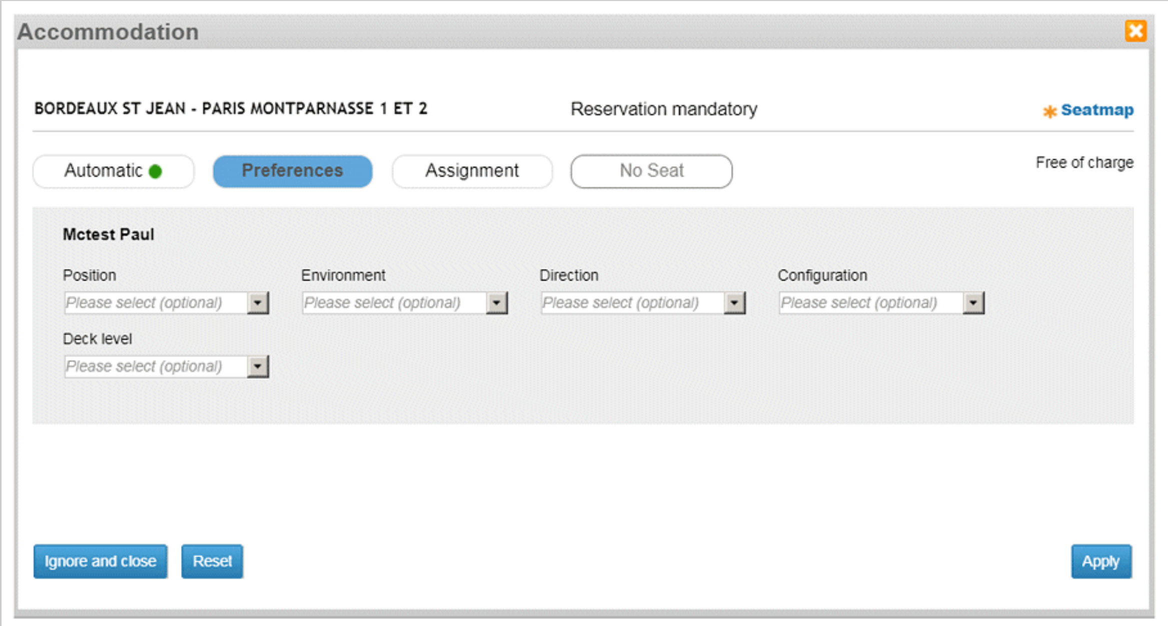
You can now save your booking to the booking file. See *Saving a rail booking* on page 225.

How to specify seating

1. If you wish change the automatic seat selection for each bound, click on the **Accommodation** button .

   > **Note:** This button is not available for an open ticket segment.

   The **Accommodation** window opens.



- To have the system automatically assign a seat for you, select **Automatic**.
- To specify general seat type preferences, select **Preferences**.

  This lets you choose either a window or aisle seat, and depending on the provider, a choice of environment, such as a quiet zone. You can also specify a wheelchair accessible seat in the **Profile** drop-down.
- To choose a specific seat, select **Assignment**. You can also specify a seat using the Seat Map. See *Selecting seats using the seat map* below.

> **Notes:**
> - You can only select seats in a single deck or coach at a time.
> - You must select seats for all members of a party.
> - Train direction is not indicated.

2. Click on **Apply** to apply your selections, or **Ignore and Close**.

Selecting seats using the seat map

An interactive Seat Map is supported by SNCF (TGV) and Swedish Rail. This enables a user to assign an 'available seat'. A selected seat can be cancelled, reset or confirmed.

Seats that match seat preferences are marked with a star icon.

- *SNCF:* SNCF (currently) only returns seat map information for TGV and 1st Class fares.
- *Swedish Rail:*
  - Not all Swedish Rail trains have Seat maps, in such cases an error message is displayed.
  - Seats for disabled passengers are marked by a wheelchair icon.

1. Click on the **Seat Map** link.
2. Select the assigned seats in the seat map.
3. Select the preferred seat(s) and click on **Confirm**.

Image: SNCF seat map

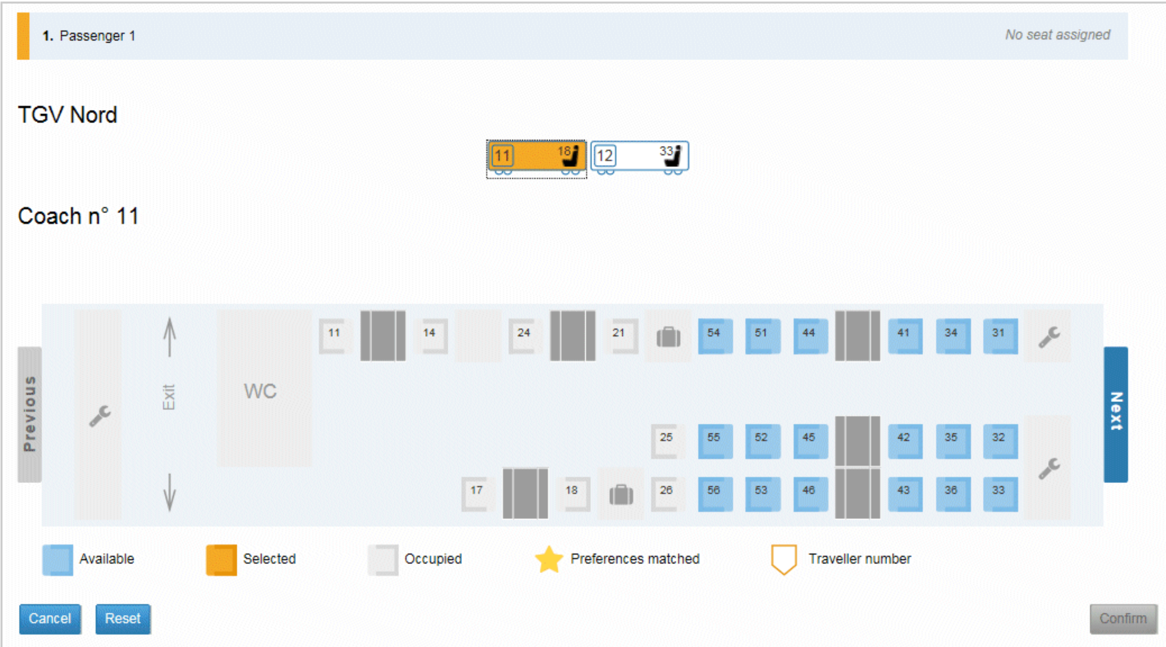
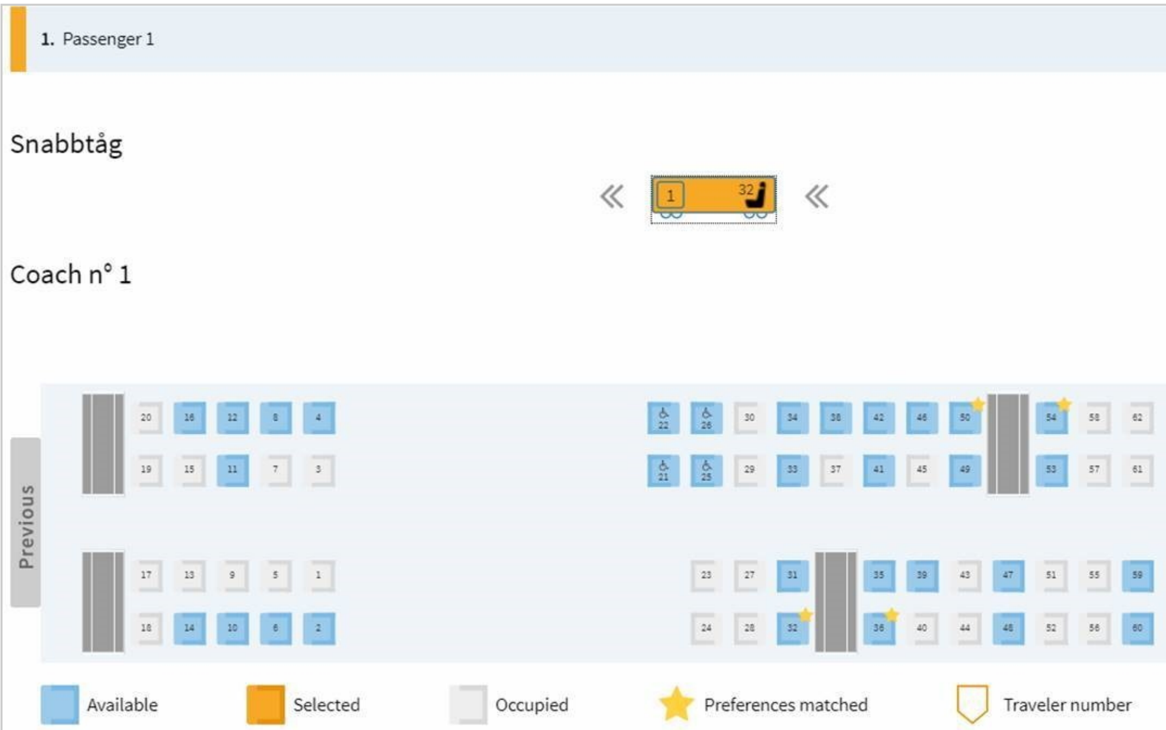


Image: Swedish rail seat map

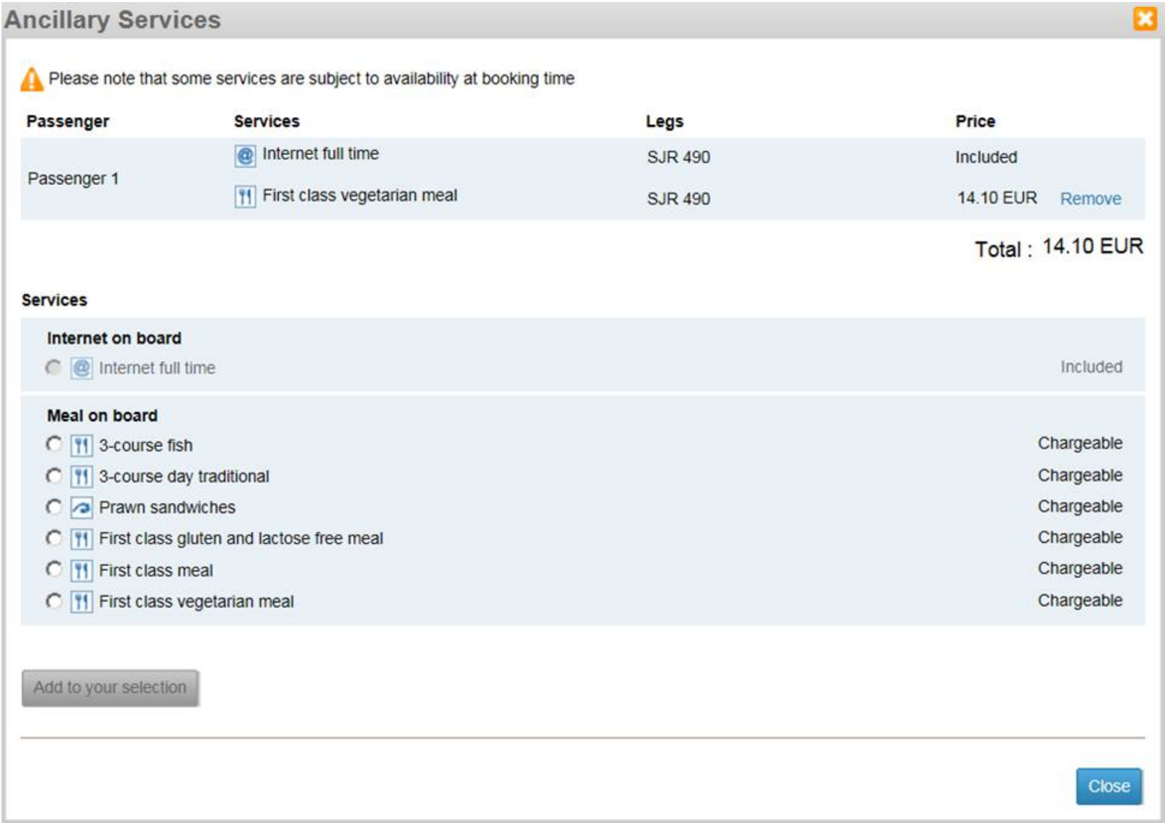


Note: Seat or berth selection does not guarantee seat allocation.

How to specify ancillary services

1. If you wish to add ancillary services, click on the **Add Services** button (0).

   The **Ancillary Services** section expands to show the available services.

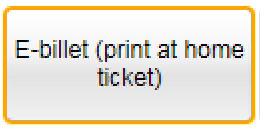


Swedish Rail: The **Ancillary Services** section allows you to add, delete or modify an ancillary service. Select any required ancillary services and click on **Add to your selection**.

SNCF: Currently, you cannot modify ancillary services as they are already included in the fare (Espace Pro Premiere).

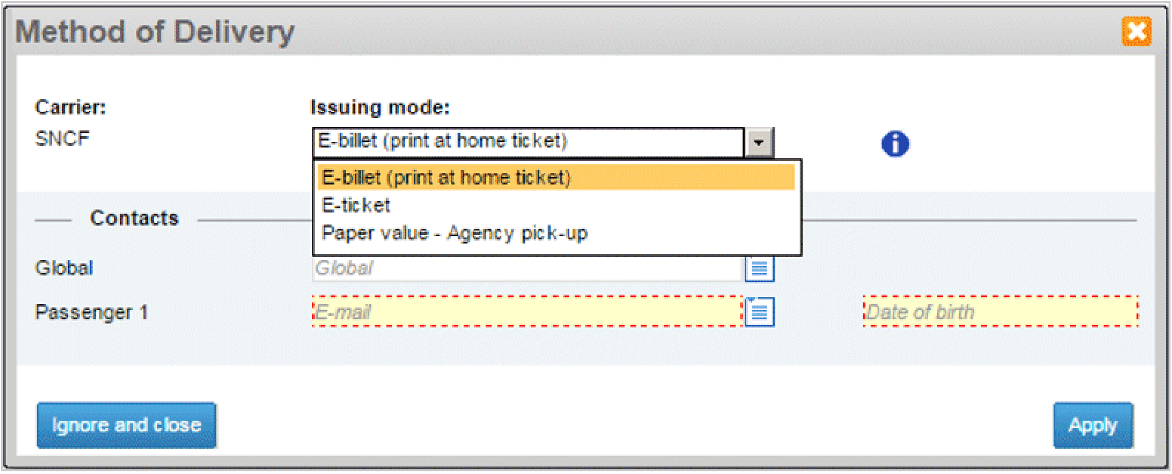
How to specify method of delivery

1. Click on the **Issuing Mode** button to add the necessary information. A default one is automatically selected.

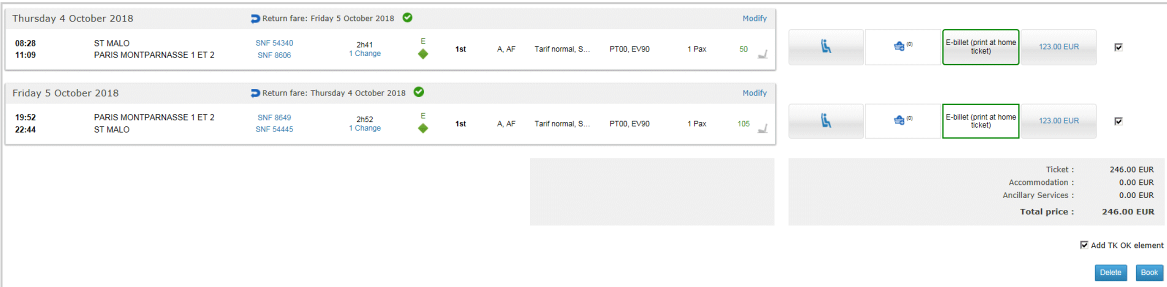


2. From the **Issuing Mode** drop-down, select the type of ticket issued, and click on **Apply**.

   The choices available depend on the rail provider, and in some cases the type of fare.



Once the panel has been filled correctly for the MOD, the status of the basket is updated, the issuing mode is displayed with a green border, and a green check mark is displayed in the basket ✅.

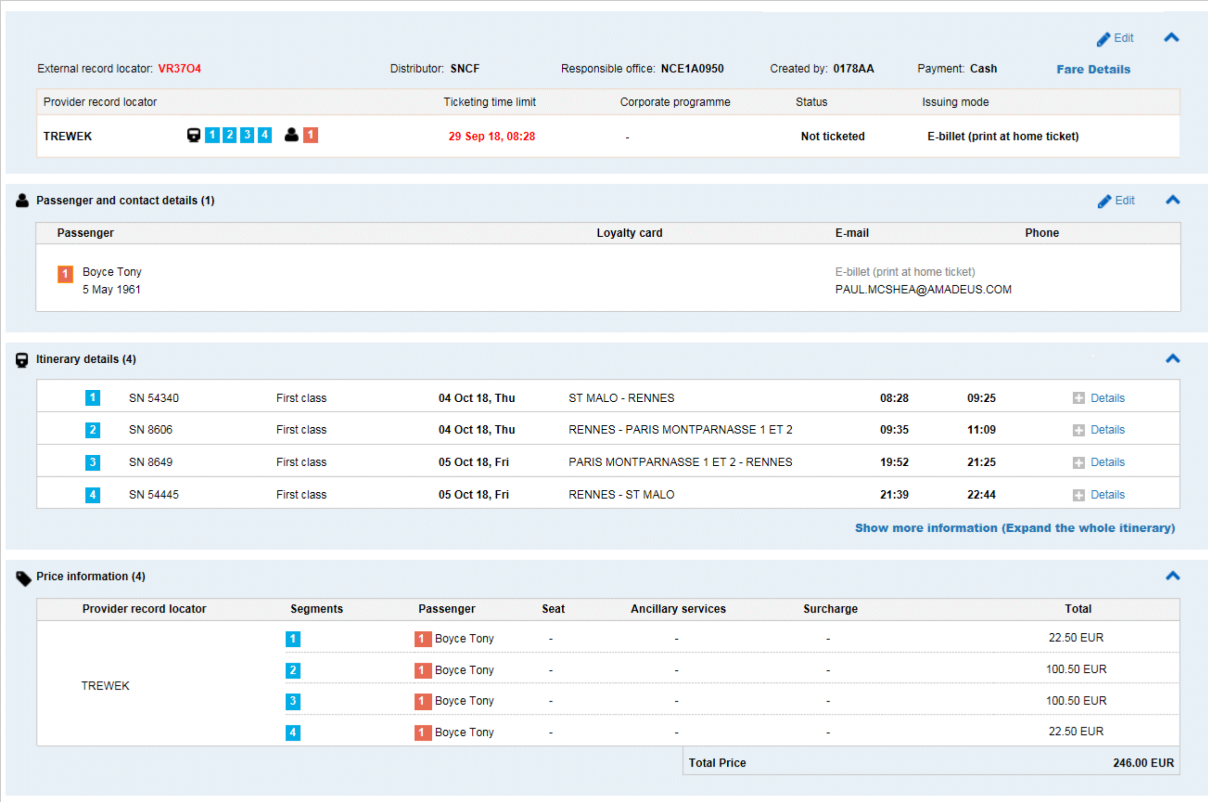


3. Click on **Book** to confirm your reservation.

Saving a rail booking

How to save your booking

1. Once you have booked your trip, the **Confirmation** window displays the booking confirmation with the **Provider record locator**.



2. To save your booking to the booking file, do one of the following:
   - Click on **Save, confirm and stay on this page**.
   - Click on **Save and Confirm (ER)** in the **Itinerary** panel on the right or enter an ER command in the Command Page.

   The **Confirmation** window is refreshed, with the **Amadeus record locator** displayed and the **Issue Tickets** link enabled.

   > **Note:** To print or copy the booking confirmation, click on the **Print** or **Copy** icon at the top of the window. By copying the confirmation information, you can paste it into an email or document.

3. Before issuing tickets, you can perform some reservation management tasks:
   - Modify or cancel rail segments. See *Modifying, cancelling, and repricing Swedish rail and SNCF rail segments* on the next page and *Cancelling other distributor rail segments* on page 229.
   - Change method of delivery (SNCF).
   - Modify passenger details. See *Modifying passenger details before ticket issuance (SNCF distributor)* on page 230.

Modifying Rail Bookings Before Issuance

Modifying, cancelling, and repricing Swedish rail and SNCF rail segments

This section refers only to Swedish Rail and SNCF. For details on how to cancel segments for other carriers, see *Cancelling other distributor rail segments* on page 229.

How to add a rail segment to an existing booking

> **Note:** This option is only available for reservations that have been confirmed (by an EOT) but not yet ticketed.

1. Retrieve the Booking File.

   The existing bounds are displayed in the **Itinerary Details** section in the **Confirmation** page.
2. Under **Reservation management**, click on **Add a bound**.

   SNCF: Any rail card used in the initial booking is retrieved from the profile and displayed, along with any rail card available in the traveler profile.
3. For existing reservations, you can choose to either:
   - Create a new reservation for the bound
   - Merge the new bound into an existing reservation.
4. In the **Search** panel, search for a new rail trip.
   - You can choose to create open-jaw or multi-passenger segments.
   - You can optionally specify a new corporate code or loyalty card.
5. Select the rail trip from the **Search Results** panel.
6. Click on **Book** to confirm the booking with the rail provider and add the booking to the Booking File.

   SNCF: You cannot change the method of delivery or form of payment when adding a trip to an existing SNCF reservation.

   Swedish Rail: The method of payment, contact details and ticketing options cannot be modified. You can only add to other Swedish Rail reservations.

   The bound is added for all passengers in the Booking File.

How to cancel a rail segment from an existing booking

> **Note:** This option is only available for reservations that have been confirmed (by an EOT) but not yet ticketed, and that contain at least one cancellable segment, or a segment with a ticketing time limit.

1. Retrieve the Booking File.

   The existing bounds are displayed in the **Itinerary Details** section in the **Confirmation** page.
2. Under **Reservation Management**, click on **Cancel segment(s)**.
3. In the **Cancellation** mode pop-up window, select the rail segments that you want to cancel.

   You can select and cancel specific rail segments using the drop-down button.
4. Click on **Confirm Cancellation**.
5. To save the booking, click on **Save and Confirm** or use ET in the Command Page.
   - **Partial cancellation**: If you did not select all segments for cancellation (and the cancellation is successful), you are returned to the **Confirmation** page. The segments that were selected for cancellation are no longer displayed. They are deleted from the booking file, and the fares are updated.
   - **Full cancellation**: If you selected all segments for cancellation (and the cancellation is successful), you are returned to the **Search** panel. Any information that is not linked to a bound remains pre-filled in the search fields, such as travelers and contact points.

How to reprice a rail segment in an existing booking

> **Note:** This option is only available for reservations that have been confirmed (by an EOT) but not yet ticketed (either fully or partially).

1. Retrieve the Booking File.

   The existing bounds are displayed in the **Itinerary Details** section in the **Confirmation** page.
2. Under **Reservation Management**, click on **Reprice**.

   > **Note:** It is not possible to use a CUI or corporate program, or add a loyalty card during the reprice.
3. Using the **Reservation** drop-down arrow in the **Reprice reservation** pop-up window, select the reservation that you want to reprice.

   All segments in the reservation are displayed.
4. Click on **Reprice this segment** next to the relevant segment.

   For an individual segment and per passenger, you can modify the:
   - **Booking class**: This field must be filled.
   - **Fare code**: This field can be left empty, in which case the segment is priced at the most expensive fare by the provider.
   - **Passenger type**: This field must be filled.
5. Click on the selector button  next to each field to display a list of valid entries.
6. If you want to replicate your changes for all segments, click on the selector button to select the segments.

7. Click on **Replicate changes to selected segments**.
8. Click on **Confirm reprice**. This sends the request to the provider to reprice the selected reservation.

Handling a lost repriced SNCF rail segment

After a reprice, the price of the SNCF reservation can be lost. A warning icon is displayed next to the reservation record locator, and in the price information section, for the segments corresponding to the reservation with no price.

You can either cancel the reservation, ticket it, or reprice it again. The ticketing will result in the assignment of a new price.

Cancelling other distributor rail segments

This section refers to carriers other than Swedish Rail and SNCF. For details on how to cancel segments for those carriers, see *Modifying, cancelling, and repricing Swedish rail and SNCF rail segments* on page 227.

How to cancel a rail segment from an existing booking before issuing tickets

1. Retrieve a Booking File.

   The existing segments are displayed in the **Itinerary Details** section in the **Confirmation** page.
2. Select the rail segments that you want to cancel and click on **Cancel**.

   Or:

   In the **Itinerary Basket** panel of the booking file, click on **Cancel** for the rail segments that you want to cancel.
3. Click on **Cancel segments** to confirm the cancellation of the segments.

How to cancel all rail segments before issuing tickets

1. Retrieve a Booking File.
2. Under **Reservation Management**, click on **Cancel Bound(s)**.

   The **Cancellation mode** panel is displayed.
3. Click on **Confirm Cancellation**.
4. Do one of the following:
   - Save the booking using ET in the Command Page or click on **Save and Confirm**.

     Or:
   - Click on **Abort Cancellation**.

Modifying passenger details before ticket issuance (SNCF distributor)

What can you modify?

Before you issue tickets you can modify certain passenger details:

- Passenger name (SNCF)
- Email address
- Loyalty card number and details
- Date of Birth (SNCF)

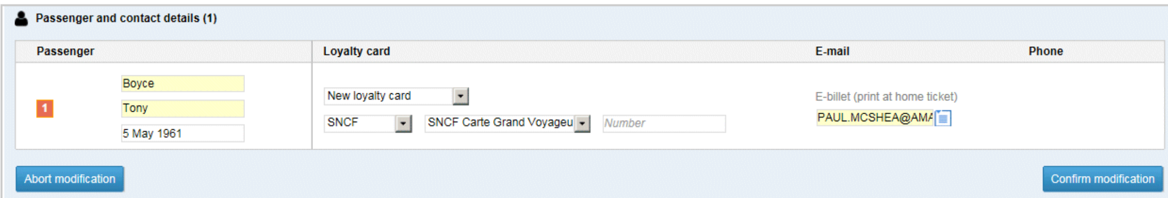
This allows you, for example, to create a booking where not all the passenger details are available at booking time, and to add these at a later date prior to ticketing.

> **Note:** Name changes are only made in Rail and are not possible for multi-modal reservations. Also, if a valid loyalty card is used, any name change is made only in the Amadeus system, not in SNCF.

> **Note:** Reprice is not automatic after a change of date of birth. So, for example, if you change the passenger type from Adult to Child, you will have to perform the reprice manually and enter the correct passenger type.

How to modify passenger details

1. In the **Confirmation** page, in the **Passenger and contact details** section, click on **Edit**.
2. Modify the passenger details as necessary.



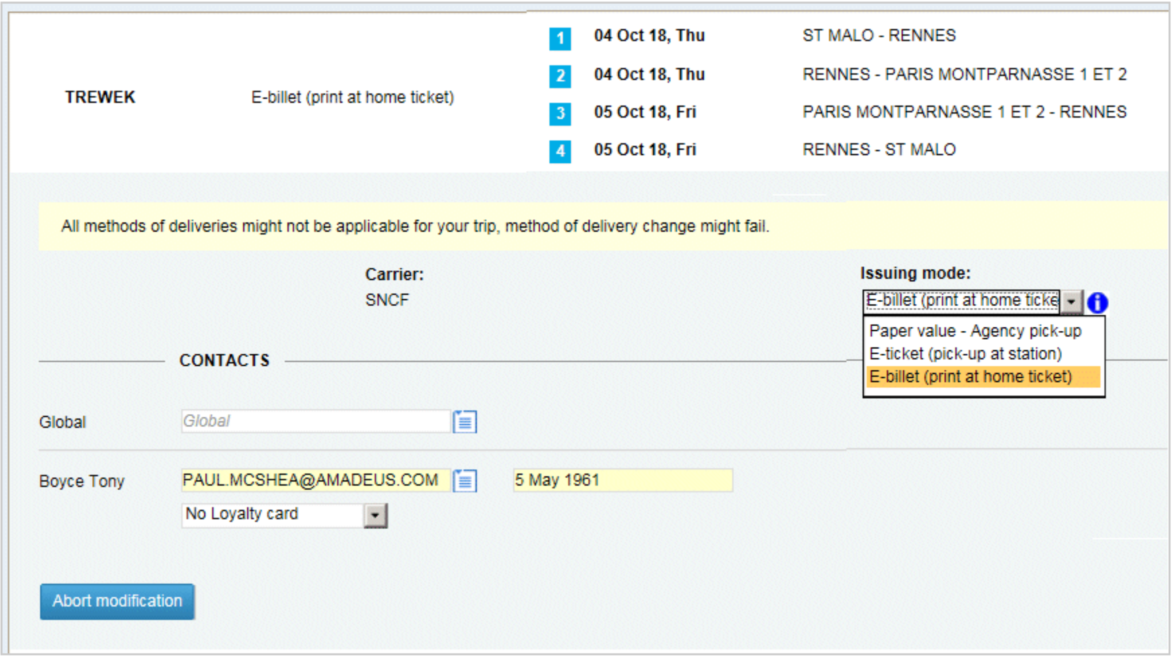
3. Click on **Confirm modification**.

Modifying method of delivery for SNCF distributor bookings

How to change the method of delivery for SNCF bookings

1. Click on the method of delivery:

2. Select a different method of delivery and update and mandatory field (highlighted in yellow):



When you change the method of delivery you can also modify:

- Email address
- Loyalty card number and details
- Date of Birth (SNCF)

This allows you, for example, to create a booking where not all the passenger details are available at booking time, and to add these at a later date prior to ticketing.

> **Note:** Name changes are only made in Rail and are not possible for multi-modal reservations. Also, if a valid loyalty card is used, any name change is made only in the Amadeus system, not in SNCF.

> **Note:** Reprice is not automatic after a change of date of birth. So, for example, if you change the passenger type from Adult to Child, you will have to perform the reprice manually and enter the correct passenger type.

Issuing rail tickets

Before you can issue a ticket, the booking file must be end-transacted, contain a form of payment and have a rail segment.

For information about the ticketing options available, see *What are the Ticketing Options?*.

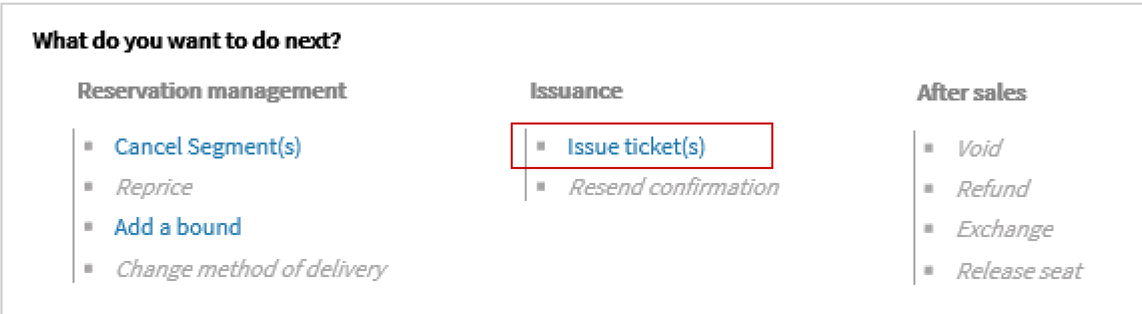
How to access the confirmation page of an existing rail booking

1. Retrieve a Booking File.
2. In the **Itinerary details** section, click on **Details** to expand the rail segment.
3. Click on **After Sales**.

   The **Confirmation** page opens.

How to issue rail tickets

1. Under **What do you want to do next?**, click on **Issue ticket(s)**.



The **Ticketing Mode** dialogue box is displayed and all rail segments are selected.

> **Note:** You can request a partial issue.

SNCF: If you wish, you can change or add the issuing mode prior to confirming ticketing by clicking on **Change method of delivery**. Note that not all methods of delivery may be valid for your booking, in which case Rail will not allow the change.

a. Click on the **Issuing mode** link for any DV, then select the new **Issuing mode** from the drop-down list.

   You can also change the email address, date of birth or loyalty card details at this point.

b. Click on **Confirm Modification**.

The modification is made locally in Rail. No modification of the SNCF DV is performed until the ticketing is confirmed.

> **Notes:**
> - Only one method of delivery per PNR (DV) is allowed.
>   It is not possible to change the method of delivery if there have been voided tickets on the DV.
> - You cannot change the method of delivery form of payment when adding a trip to an existing SNCF reservation.
> - The method of delivery can only be changed for PNTs created after 23 March 2017.

SNCF: You can change or add the corporate program code prior to confirming ticketing, if necessary:

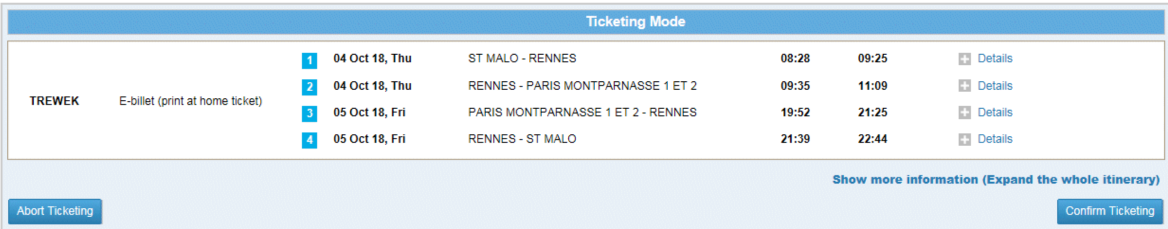
a. Click on the **Edit** link Edit in the reservation header section.

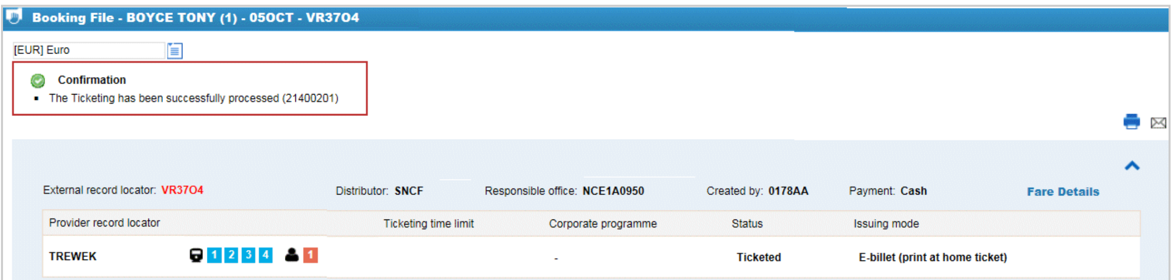
b. Enter a new code in the **Corporate programme** field.

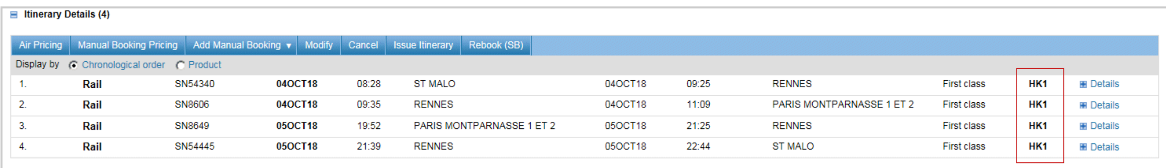
c. Click on **Confirm modification**.

A **Reprice reservation** dialog is shown; to benefit from any negotiated fare code allowed by the corporate programme, enter the **Fare Code** field and click on **Confirm Reprice**.

2. In the **Ticketing Mode** dialogue box, click on **Confirm Ticketing**.







Resending e-tickets (Swedish rail)

The availability of this feature depends on your Selling Platform environment settings.

Resending is only available for Swedish Rail bookings. See *Provider-specific Features* for more information.

When should you resend a ticket?

The **Resend** feature allows you to resend a ticket that is identical to the original ticket issued. This feature is useful if, for example:

- A passenger has lost the paper ticket or the device on which the e-ticket is stored.
- You want to make changes to the ticket's issuing mode, language or contact information. For example, if there is an error in the passenger's email address, you can reissue a corrected ticket.

What are the requirements for resending e-tickets?

- The PNR contains one or more issued E-tickets.
- The PNR is saved.
- The tickets are issued, exchanged, or refunded.

How to resend e-tickets

1. On the **Confirmation** page, under **Issuance**, click on **Resend Confirmation**.

   A pop-up window opens, allowing you to change the ticket type and recipient emails or phone number. By default, this window displays the passenger email or phone number provided when the ticket was booked.
2. Click on **Confirm resend** to resend the tickets.

Refunding tickets

What are the requirements for refunding tickets?

Ticket refunds are limited to rail bookings for which tickets have already been issued.

The following rules apply:

- You must refund all bounds included in one ticket.
- If the booking contains rail segments from multiple providers, you must refund each segment separately.

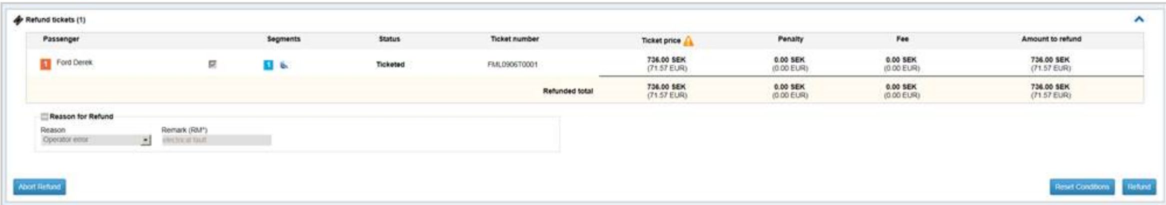
Trenitalia, Swedish Rail, and Deutsche Bahn allow you to refund a non-refundable ticket in case of an operator error.

- Exceptionally, SNCF allows you to refund a non-refundable ticket in case of a strike.

How to refund tickets

1. Retrieve a Booking File that has ticketed rail segments.
2. In the **Itinerary Details** section, click on **Details** to expand the rail segment.
3. Click on **After Sales**.

   The **Confirmation** page opens.
4. Under **What do you want to do next?** click on **Refund**.
5. In the **Refund Tickets** panel, select the tickets for the journeys you wish to refund.

   SNCF: If the booking is for multiple passengers, you can choose to perform a refund for a specific passenger. Select the check box next to the passenger name. There will be an automatic split on provider side with a new SNCF DV number created, and the original PNR is updated accordingly (that is, the segments that are refunded are removed from the PNR).
   For other Distributors, if the ticket is for multiple passengers, all passengers are selected automatically.
6. Select a refund reason if applicable. This can be performed if the refund is not triggered by the passenger. For example, a strike is taking place.
7. Click on **Get Conditions**.

   The ticket details are displayed, including the amount to be refunded and any associated penalties and fees.

   Deutsche Bahn: A possible payment transaction fee is displayed as a separate ticket with a special icon.
8. Click on **Refund**.

   The **Confirmation** page is updated to show that the tickets have been refunded. If you refunded only one of two tickets, the **Status** field of the **Confirmation** page changes to **Mixed**.

> **Note:** Refund per bound is not applicable to all providers.

How to refund SNCF tickets due to a strike

This applies to SNCF only.

1. Retrieve a Booking File that has ticketed rail segments.
2. In the **Itinerary Details** section, click on **Details** to expand the rail segment.
3. Click on **After Sales**.

   The **Confirmation** page opens.
4. Under **What do you want to do next?**, click on **Refund**.
5. Click on the **Exceptional Refund** link.
6. Select **Strike** as the reason for the refund.
7. In the **Refund Tickets** section, select the tickets for the journeys you wish to refund.

   > **Note:** If the ticket is for multiple passengers, all passengers are selected automatically.
8. Click on **Get Conditions**.

   The ticket details are displayed, including any associated penalties and fees.
9. Click on **Refund**.

   The **Confirmation** page is updated to show that the tickets have been refunded.

Refunding SNCF tickets under garantie voyage

SNCF provides a 'Garantie Voyage' offer which allows refund without penalties under the following conditions:

- The train is delayed (by a minimum of 1 hour).
- The train is cancelled.
- The train departure is early by at least one minute.

If the passenger has been notified by SNCF of a delay or cancellation and is requesting a refund, check on the SNCF website to confirm that the train falls under Garantie Voyage.

This refund applies to TGV, Intercity and international trains operated by SNCF or European partners.

The refund covers the whole trip, including pre or post connections sold with the ticket, for example, a TER connection with the TGV, Intercity or international trip falls within the scope of Garantie Voyage.

Releasing a booking or seat (SNCF and Swedish rail)

What is a release booking?

In the case where the traveler wishes to cancel the booking and receive a refund, but is not able to physically return the paper ticket when requesting a refund, you can perform a Release Booking, and perform the refund later when the traveler is able to return the paper ticket.

You can release a booking for specific bounds or passengers, as well as for a booking for a bound that is linked to a return fare.

Limitations

- This feature is only available for SNCF and Swedish Rail bookings. However, it is not possible to allow the release of bookings made with a mixture of providers.
- **SNCF**: It is not possible to allow the release of one bound for one passenger and the release of a different bound for a different passenger within the same request.
- **Swedish Rail**:
  - It is not possible to release one ticket from one sales order ID and another ticket from different sales order ID in same request.
  - It is not possible to perform an exchange for released tickets.
  - It is not possible to release seat via cryptic.

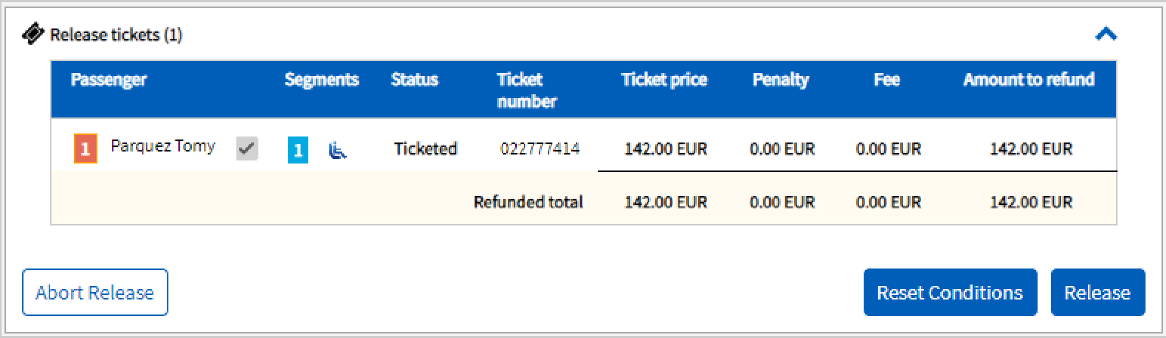
How to release a booking

1. Retrieve a Booking File.

   The segments for each bound are displayed in the **Confirmation** page.
2. Under **After Sales**, click on **Release Seat**.

   The **Release tickets** panel shows the tickets that were issued, along with their ticket number and price. All check boxes are unchecked by default.
3. Select the segments you wish to release.
4. To check the conditions, click on **Get Conditions**.

   The **Release tickets** panel appears, showing the conditions of the refund.
5. Click on **Release** to confirm the seat release.



In the **Confirmation** window, in the **General information** panel, the **Status** displays '`Seat released`' if the global booking file status is 'Released' (that is, all seats are released), otherwise it displays '`Mixed`'.

An example of mixed status might be where two tickets have a status of 'Seat Released' and the other two tickets are 'Ticketed'.

6. Click on **Save, confirm and stay on this page**.

   A confirmation message is shown.

Voiding SNCF tickets

What is a voided ticket?

Tickets that have been issued can be voided during the same day. The void is different from a refund, since there is no transaction and therefore no penalties or fees. All types of tickets can be voided.

A voided ticket can be modified if necessary, and reissued.

How to void SNCF tickets

1. Retrieve a Booking File that has ticketed rail segments.
2. In the **Itinerary Details** section, click on **Details** to expand the rail segment.
3. Click on **After Sales**.

   The **Confirmation** page opens.
4. Under **What do you want to do next?**, click on **Void**.

   A **Void tickets** panel appears, displaying a list of tickets for this trip. Only voidable tickets can be selected.

If several tickets are associated to different bounds, each ticket can be voided separately. However, if several tickets apply to the same bound and different passengers, all tickets must be voided together; in other words, in the case of multi-passengers, all tickets related to the same bound cannot be voided separately.

5. Select the ticket you want to void and click on **Confirm Void**.

   If the void is successful, the **Confirmation** page is refreshed, with the status of the tickets changed to **Voided**.

   If the void is not successful, a message is displayed.

How to reissue a voided ticket

Once a ticket has been voided, the **Issue Tickets** link is enabled, allowing you to reissue the ticket.

Click on **Issue Tickets** to select the itineraries corresponding to the voided tickets.

Exchanging Rail Tickets

Exchanging Swedish rail tickets

What are the requirements for exchanging Swedish rail tickets?

- The Booking File must contain one or more issued Swedish Rail tickets.
- You can exchange one or more issued tickets for one new ticket.
- A Swedish Rail ticket can only be exchanged for another Swedish Rail ticket. Cross-provider exchange is not possible.
- If a ticket contains several passengers, the exchange must be done for all passengers. It is not possible to exchange individual passengers on the same ticket.

How to identify exchangeable Swedish rail tickets

Exchangeable tickets have the letter E in the **Fare Collection View** icon.

Table: ticket exchange icons

Icon	Description
	This icon is only shown for Swedish Rail. It indicates a semi-flexible fare that can be exchanged with a fee.

How to exchange Swedish rail tickets

1. Retrieve a Booking File that has ticketed rail bounds.
2. In the **Itinerary Details** section, click on **Details** to expand the rail bound.
3. Click on **After Sales**.

   The **Confirmation** page opens.
4. Under **What do you want to do next?**, click on **Exchange**.
5. Select the tickets that you want to exchange and click on **Exchange Selection**.

   The **Your Passengers** section is pre-filled with the passengers in the Booking File.
6. Complete the **Change Your Trips** section as required and click on **Search**.

   > **Note:** You cannot change the provider from Swedish Rail.
7. Select the new proposal in the **Availability** page and click on **Continue**.

   Only exchangeable proposals are displayed.
8. Review the passenger and purchase information.

   Any exchange penalties or fees are displayed in the **Exchange Tickets** section.
   - If the new reservation amount is greater than the original amount, the difference to be paid is displayed in the **Amount to Collect** column.
   - If the new reservation amount is less than the original amount, the residual amount is lost and will not be refunded. A zero value is displayed in both the **Amount to Collect** and **Amount to Refund** columns.
9. Click on **Book**.
10. Review the new itinerary in the **Confirmation** page and click on **Confirm Exchange**.
11. Click on **Yes** to confirm the exchange.

    The **Confirmation** page is refreshed with the new ticket details, and the ticket status is updated.
12. If **Ticketless Phone** has been selected as the issuing mode and an exchange is performed, an SMS is sent immediately after Exchange confirmation.

Exchanging SNCF rail tickets

What are the requirements for exchanging SNCF tickets?

1. The Booking File must contain one or more issued SNCF tickets.
2. All SNCF content (Thalys, Eurostar, Lyria, Gala and Alleo) is supported, except for Hermes tickets.
3. Any number of tickets can be exchanged for any other number of tickets. For example: 1 ticket to 1 ticket; 1 ticket to multiple tickets; multiple tickets to 1 ticket, and so on.
4. Multi-carrier exchange is not supported. For example, SNCF tickets can only be exchanged for SNCF; Eurostar tickets can only be exchanged for Eurostar, and so on.
5. It is not possible to exchange return fare tickets. Only individual bounds can be exchanged.

How to identify exchangeable SNCF rail tickets

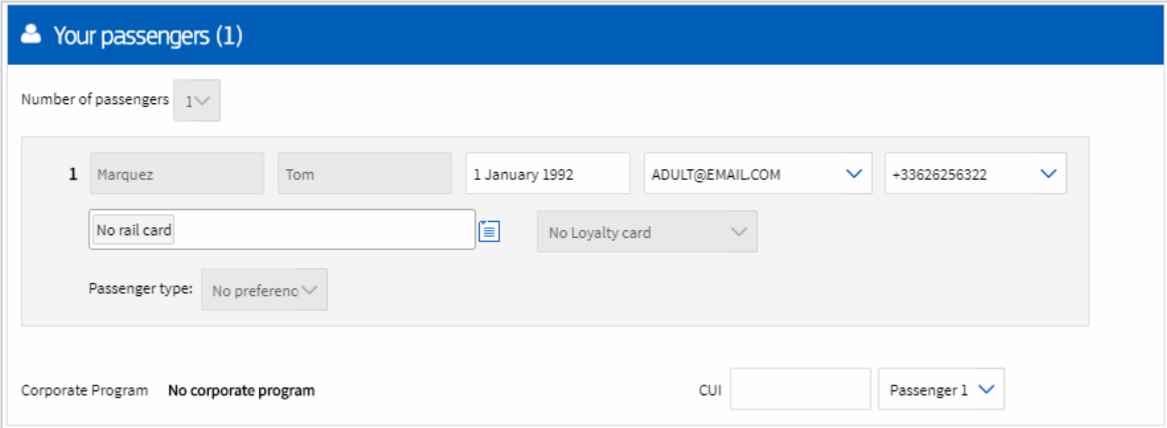
Exchangeable tickets are indicated by an icon containing the letter E in the **Availability** page. Hover the mouse over the icon to see the flexibility conditions.

Table: ticket exchange icons

Icon	Description
	Indicates a fully flexible fare that can be exchanged.
	Indicates a semi-flexible fare that can be exchanged.

How to exchange SNCF rail tickets

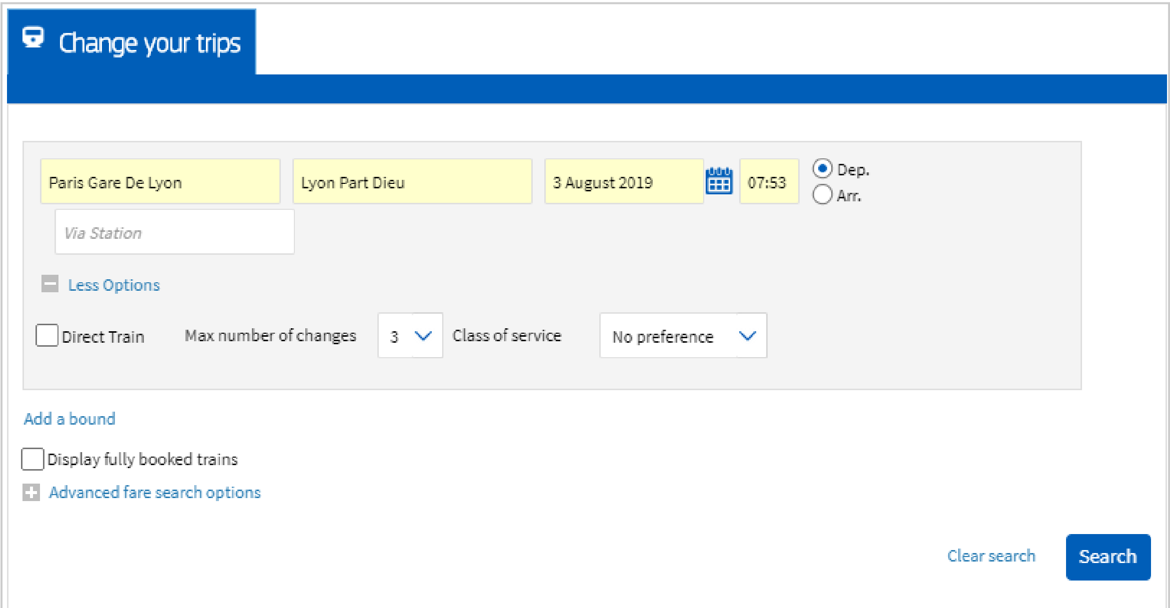
1. Retrieve a Booking File that has ticketed rail bounds.
2. In the **Itinerary Details** section, click on **Details** to expand the rail bound.
3. Click on **After Sales**.
   The **Confirmation** page opens.
4. Under **What do you want to do next?**, click on **Exchange**.
5. Select the segment you want to exchange and click on **Exchange selection**.
   The **Search** page opens with the **Your Passengers** panel pre-filled with the passengers in the Booking File.



> **Note:** The **CUI** field is not pre-filled, even if a CUI was used in the previous reservation. You must enter the previous CUI or a new one.

SNCF: If a PNR contains multiple bounds, you can choose to exchange specific tickets within the PNR.

6. Complete the information in the **Change Your Trips** section as required and click on **Search**.



You cannot change the provider from SNCF.

7. Select the new proposal in the **Availability** page and click on **Continue**.

   Only exchangeable proposals are displayed.

8. Review the passenger information.

> **Note:** If a Loyalty card was entered in the previous reservation, it cannot be changed. If there was no loyalty card in the previous reservation, you cannot add a new one.

9. Review the other information, and click on **Continue**.

10. Review the new itinerary on the **Confirmation** page.
11. Click on **Confirm Exchange**.
12. Click on **Yes** to confirm the exchange.

    The **Confirmation** page is refreshed with the new ticket details, and the ticket status is updated.

Selling Rail Cards

Selling rail cards (SNCF)

What types of SNCF rail card can be sold?

You can sell coupons for the following types of SNCF rail card in Rail, either together with a rail card for new subscribers, or on their own as renewals for existing subscribers:

SNCF subscription rail cards

- Abonnement Forfait Ligne à Grande Vitesse
- Abonnement Forfait sur Ligne Classique

SNCF commercial rail cards

- Carte Liberté TGV inOUI
- Carte Avantage Senior
- Carte Avantage Jeune
- Card Avantage Adulte

What are the limitations on SNCF rail cards?

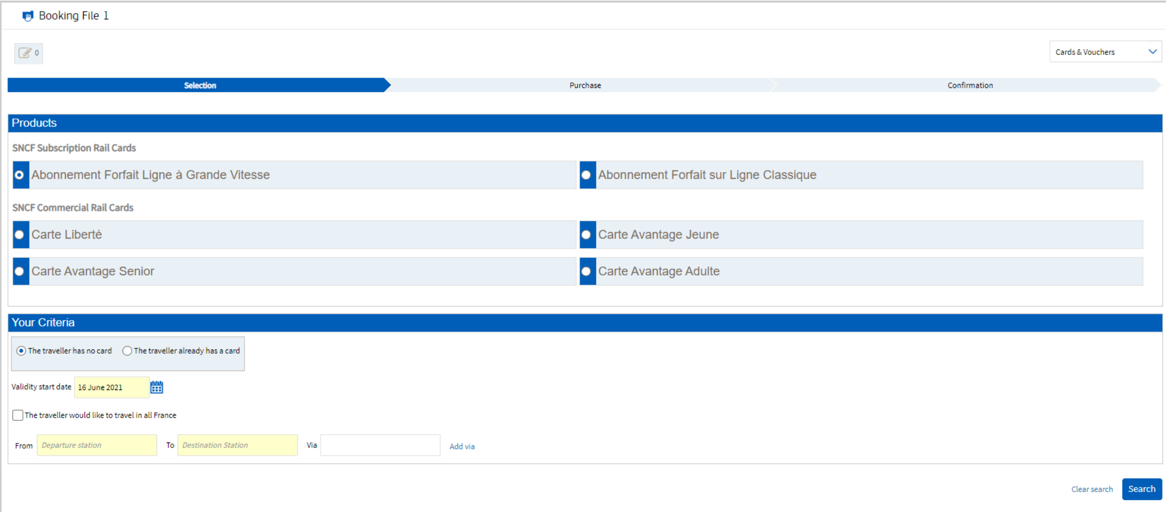
You cannot do any of the following:

- Sell rail cards without a coupon.
- Combine a rail reservation and rail card purchase in the same booking file.
- Buy multiple coupons in the same flow, either for a single passenger or for multiple passengers.
- Exchange a rail card.
- Re-ticket a rail card following a void.

How to sell a SNCF rail card

1. On the right of the Navigation bar, select **Cards & Vouchers** from the drop-down.

2. In the **Selection** page, select the rail card product you want to purchase.



3. Under **Your Criteria**, select one of these options:
   - **The traveler has no card**. This is a first-time rail card purchase. Selecting this option assumes that the traveler does not already own a card.
   - **The traveler already has a card**. This is for the renewal of a subscription. In this case, enter the traveler's card number, first name, and date of birth. If the booking file already contained a traveler profile, then these fields are pre-filled. If the traveler has more than one card you can select one from the list.
4. Enter the validity start date.
5. For subscription cards, enter the **Departure** and **Destination** stations.

> **Note:** For Fréquence rail cards, you can specify all stations by selecting the check box entitled: **The traveler would like to travel in all France**.

6. Click on **Search**.
   - **Subscription rail cards:** In the case of a first-time purchase, a list of subscription coupon options is displayed showing the prices by duration and class of service. For example, 3-month, annual, first or second class, and so on. In the case of a renewal, a list of coupon prices is shown based on the subscription valid for the entered stations. Since the exact price depends on the traveler's profile, it is necessary to obtain a quote.
7. Select a coupon type and click on **Continue**.

8. In the **Purchase** page, enter the traveler's contact details in the **traveler Information and Contact Details** section. If the booking file already contained a traveler profile, then these fields are pre-filled. If the traveler has more than one card you can select one from the list.
9. In the **Payment and Delivery** section, select the form of payment and the method of delivery.
10. The **Your selection** section shows a summary of the selected subscription.
    - For Abonnement Fréquence, click on the price to display a pop-up with the fare conditions.
    - For annual subscriptions, click on the card icon to display the fare conditions.
11. Click on **Quote**.

    The **Confirmation** page show a summary of your purchase, including a provider record locator and rail card number.
12. Click on **Save, confirm and stay on this page**.

    This performs an end transaction. The page is refreshed and the Amadeus record locator is displayed. The **Issue Rail card** link is now enabled.
13. Click on the **Issue Rail card** link.
14. Click on **Confirm ticketing**.

    The **Confirmation** page is refreshed and:
    - A **Ticket details** section is displayed, showing the status as ticketed.

      In the case of a first-time purchase, two lines are shown; one for the rail card and one for the coupon.

      > **Note:** Unlike rail reservations, an email is not sent to the traveler.
    - A **Refund** link is activated in the **After sales** section.

How to cancel the purchase of a SNCF rail card coupon

> **Note:** You can only cancel the purchase of a rail card coupon if you have not yet issued the coupon. If you have issued it, you can void it instead.

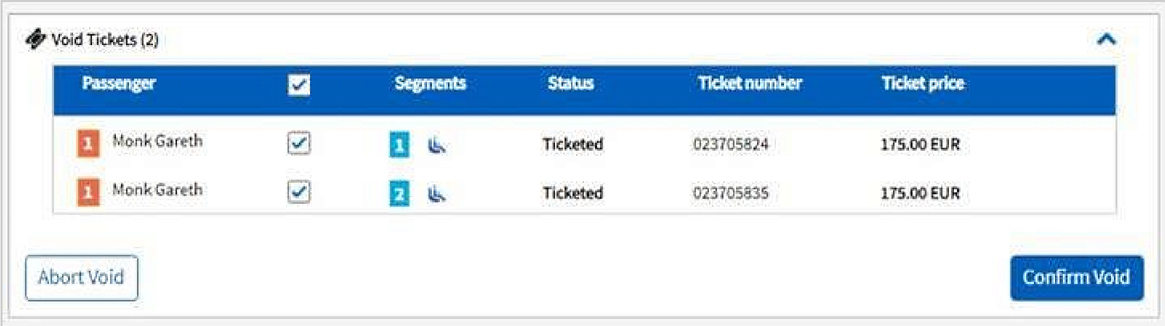
1. In the **Confirmation** page, click on **Cancel**.
2. Click on **Confirm Cancel** to return to the **Selection** page.

How to void a SNCF rail card coupon

> **Note:** It is not possible to re-ticket or refund a voided coupon.

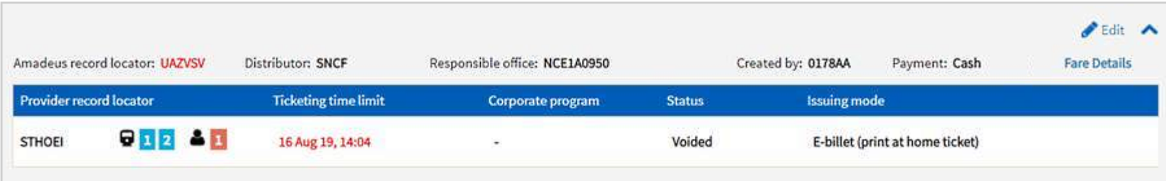
1. On the **Confirmation** page, under **What do you want to do next?**, click on **Void**.

   A **Void Tickets** section appears, displaying a list of coupons that can be voided.



2. Select the coupon you want to void and click on **Confirm Void**.

   If the void is successful, the **Confirmation** page is refreshed, with the status of the reservation changed to **Voided**.



   If the void is not successful, a message is displayed.

Selling rail cards (Swedish rail)

What types of SJ rail card can be sold?

You can search for and book SJ annual rail cards and multi-ride tickets:

Annual rail cards

- Årskort Guld.
- Årskort Guld med Resplustillägg.
- Årskort Silver.
- Årskort med Resplustillägg.
- Årskort Silver Plus.
- Årskort Silver Plus med Resplustillägg.

Multi-ride tickets

- Endagsbiljett Regional ToR.
- 10-biljett Regional & Highspeed (Snabbtåg).
- 50-biljett Regional & Highspeed (Snabbtåg).
- SJ InterCity/Regional (Månadsbiljett) & Highspeed (Snabbtåg).

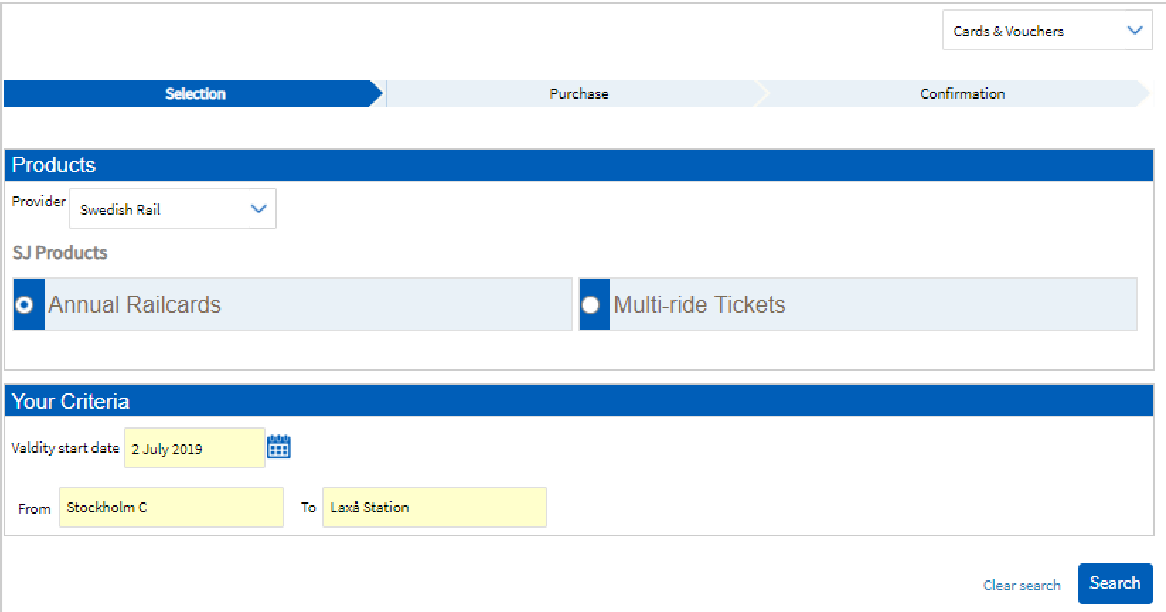
Multi-ride tickets availability depends on the origin and destination.

What are the limitations on SJ rail cards?

- You cannot sell more than one card per passenger for each PNR.
- You must enter passenger information, the form of payment and the method of delivery before booking.
- You must complete ticketing before 23:59 of the booking day.
- You cannot void SJ Rail Cards.
- The provider does not send PDFs for 10- and 50-biljett multi-ride tickets.
- You cannot renew an existing annual rail card. Instead, SJ will create and send a new card and reference number.
- You can use an existing SJ Prio card or an annual card to earn points.

How to sell a SJ rail card

1. On the right of the Navigation bar, select **Cards & Vouchers** from the drop-down.
2. In the **Selection** page, select the rail card product you want to purchase.



3. For annual rail cards, under **Your Criteria**, select one of these options:
   - **The traveler has no card**. This is a first-time rail card purchase. Selecting this option assumes that the traveler does not already own an SJ Prio or annual card.
   - **The traveler already has a card**. In this case, enter the traveler's card number, first name, and date of birth. If the booking file already contained a traveler profile, then these fields are pre-filled. If the traveler has more than one card you can select one from the list.
4. Enter the validity start date.
5. For mult-ride tickets, enter the **Departure** and **Destination** stations.
6. Click on **Search**.

A list of subscription card options with prices and the conditions of the selected card type are displayed.

7. Select a card and click on **Continue**.
8. In the **Purchase** page, enter the traveler's contact details in the **traveler Information and Contact Details** section. If the booking file already contained a traveler profile, then these fields are pre-filled.
9. In the **Payment and Delivery** section, select the form of payment and the method of delivery.
10. The **Your selection** section shows a summary of the selected subscription.

    Click on the price to display a pop-up with the description of the card.
11. Click on **Book**.

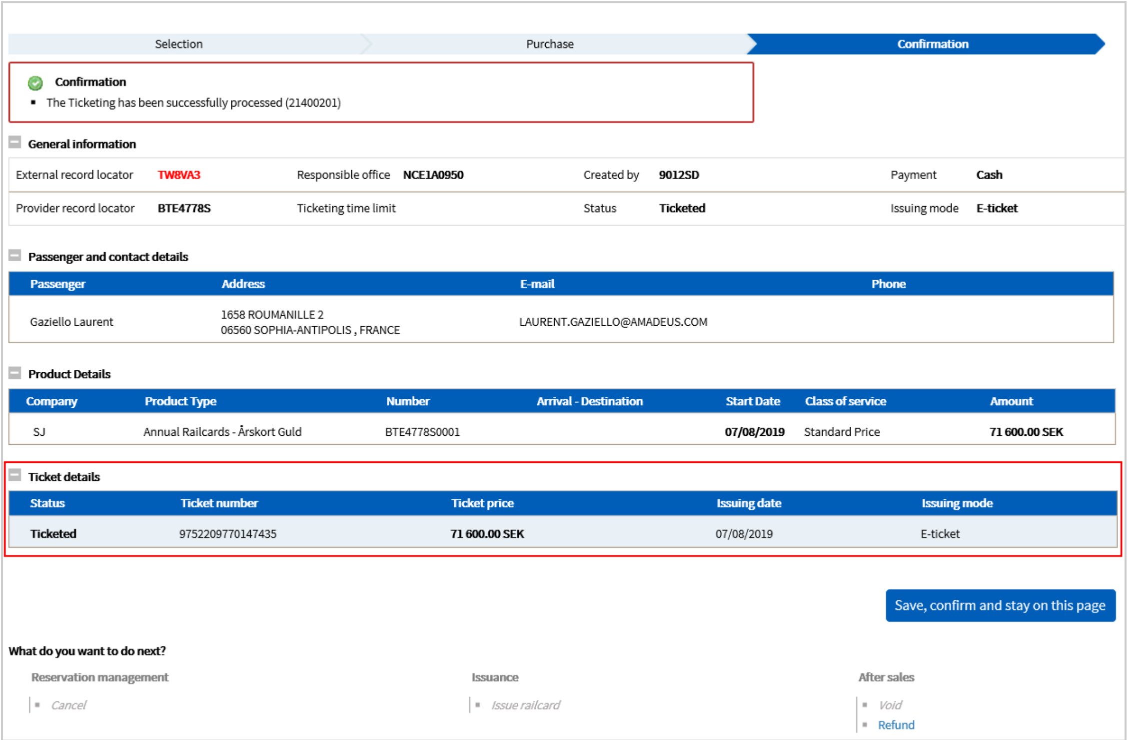
    The **Confirmation** page shows a summary of your purchase, including a provider record locator.
12. Click on **Save, confirm and stay on this page**.

    This performs an end transaction. The page is refreshed and the Amadeus record locator is displayed. The **Issue Rail card** link is now enabled.
13. Click on the **Issue Rail card** link.
14. Click on **Confirm ticketing**.

    The **Confirmation** page is refreshed and:
    - A **Ticket details** section is displayed, showing the status as ticketed.
    - Ticket details display the card number to be used for booking tickets.

      > **Note:** For 10- and 50-biljett tickets, an email is not sent to the traveler.

- ◦ Refund is only available through the Cryptic command page.



How to cancel the purchase of an SJ annual rail card or multi-ride ticket

> **Note:** You can only cancel the purchase of a rail card if you have not yet issued the card. If you have issued it, you can refund it instead.

1. In the **Confirmation** page, click on **Cancel**.
2. Click on **Confirm Cancel** to return to the **Selection** page.

Retrieving Session Information

What is session information?

Rail maintains information about the current browser session. When creating an IR for the Amadeus second level help desk, you must include this information. The session information includes the following details:

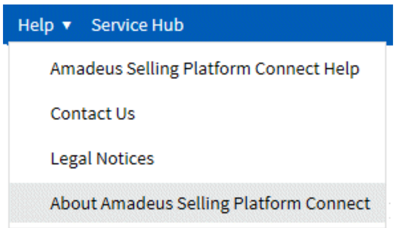
- **JSession ID**

  The Jsession ID is a key element which allows the help desk to retrieve traces from the Service Integrator logs of the request or reply. The help desk can then diagnose the cause of the problem in the Rail application.
- **General information**

  This indicates information about your environment.

How to retrieve session information

1. From the **Help** menu, select **About Amadeus Selling Platform Connect**.



2. In the dialogue box that appears, click on **See details** to see the JSession ID.
3. Copy and paste the string into the incident record (IR).

12. Margin Manager

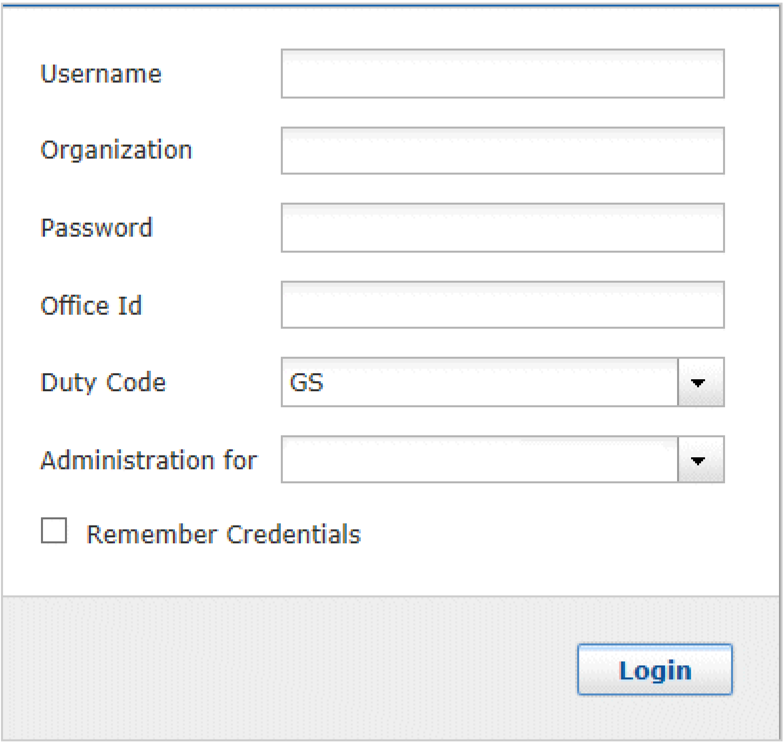
Getting started with Margin Manager

How to log in to the Margin Manager Administration module

1. In Selling Platform Connect, click on the **Margin Manager** link in the **Tools** section.
   In your web browser, enter the Margin Manager URL provided by Amadeus.
2. In the login screen, enter your LSS credentials.

   > **Note:** The username is a 10-digit user ID code.

3. In the **Administration for** field select **Amadeus Margin Manager**.



4. Click on **Login**.
   The **Margin Manager Administration** window opens.

Understanding margin rules

A margin is an extra fee that is added to the booking cost. In Margin Manager, you create rules that define how margins are calculated based on the booking details. For example, you can specify that a margin is added for all flights booked on a particular airline, in a specific booking class, or during certain dates.

A margin rule allows a specific margin to be automatically calculated and applied when booking or cancelling a reservation or reissuing or refunding a ticket in ATC. These are the types of margin rule:

- *Mark-up rule*: This is used to add a margin to increase the price per component or total price of the booking. The mark-up is included in the total price of the booking and is not displayed to the customer as a separate line item. To use a mark-up rule, the travel agent needs to be the merchant of the record (collector of the payment).
- *Product fee rule or Service fee rule*: This rule adds a margin for a specific service to the cost of the booking. It is displayed to the customer as a separate line item. Service fees are shown during the search and on documents.
- *Discount rule*: This rule reduces the total price of the booking. At search time, it is integrated into the mark-up field. In other steps of the flow, it is displayed to the travel agent as a separate line item. On customer-facing documents, it can be either hidden or shown as a separate line.
- *Fee on fee rule*: This rule allows you to display the credit card fees separately in the mid and back office and in customer documents. See*Creating rules for credit card fees* on page 259.
- *QT Mark-up rule*: This rule is used for NDC content only. It is a secondary mark-up level that is integrated in the amount of the fares, to build the selling amount. It will be directly added to the fare amount and will be included in the TST. It is not visible and cannot be modified by the travel agent. It can be combined with a *Mark-up rule*.

When you create a margin rule, you specify:

- The content, such as Air, Car, Hotel, Ancillary Services or Manual Booking (except Air, Car, Hotel).
- The margin amount, for example, the flat fee or percentage, or both.
- A description, such as the reason for the margin.
- The criteria, also known as rule conditions, under which the rule is applied, for example, the origin and destination, validating carrier or booking class.

Note: Margin rules apply per TST, TSM for Air content or segment for non-Air content. To add a global service fee at the PNR level, a manual service fee is needed.

Note: You can deactivate a rule when it no longer applies and reactivate it when needed.

Note: Contrary to FareXpert where the mark-up is part of the fare definition (Selling Price) and reported to airlines through BSP or ARC, the mark-up calculated by Margin Manager is not visible to the airlines. Therefore, the travel agency must be the merchant and be able to issue its tickets. Non-merchant travel agents can only use Margin Manager for service fees as they already collect them manually.

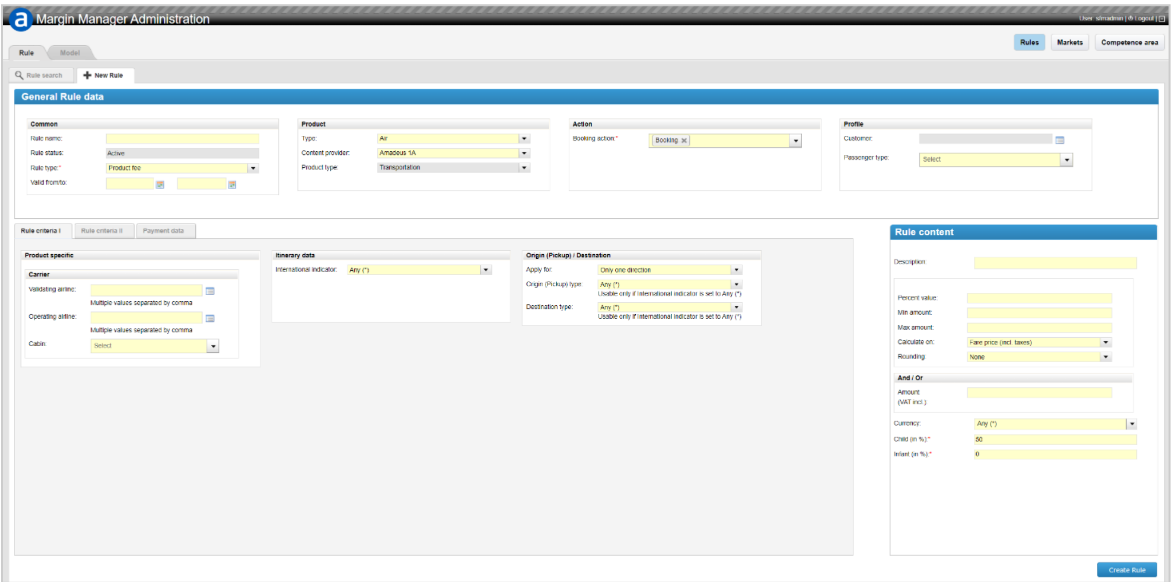
Note: Margin data is available in the Amadeus Back Office A.I.R feed. To receive the data, customers need to ensure that the customization key is enabled.

Working with rules

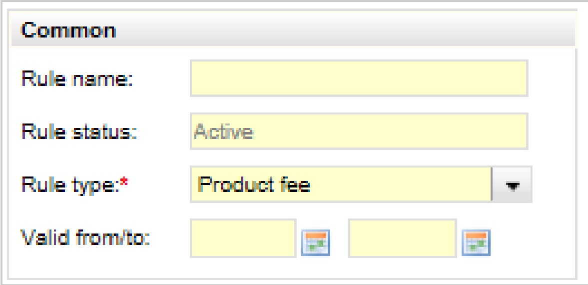
How to create a rule

1. In the **Rules** page, select the **New Rule** tab.

   The **New Rule** page opens.



2. In the **Common** panel, specify the general information about the rule, such as its name, rule type and validity period.

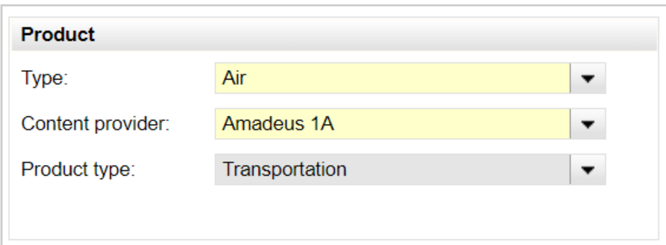


- The rule name does not have to be unique. Each rule is assigned a unique ID on creation.
- By default, the rule status is active. You can change the status to inactive only after the rule is created.
- Rule type: Mark-up, product fee, discount or fee on fee.

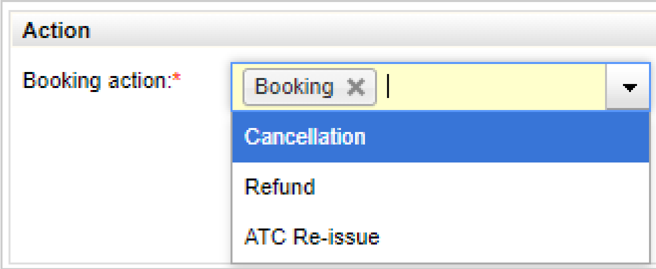
> **Note:** The fee on fee is based on the product fee and is used to cover credit card fees. See *Creating rules for credit card fees* on page 259.

- Validity period.

3. In the **Product** panel, specify:
   - **Type:** Air, Car, Hotel, Ancillary Services, or Manual bookings (except Air, Car, Hotel).
   - **Content provider**:
     - Amadeus 1A: Applies to any GDS content.
     - NDC: Must be defined separately.
     - Non-GDS: Applies to manual bookings for Air, Car and Hotel.
   - **Product type** is automatically assigned, depending on the selected content:
     - Transportation (Air)
     - Rental (Car)
     - Accommodation (Hotel)
     - Ancillary (all Ancillary services)
     - Others (for manual bookings not yet included in the AIR)



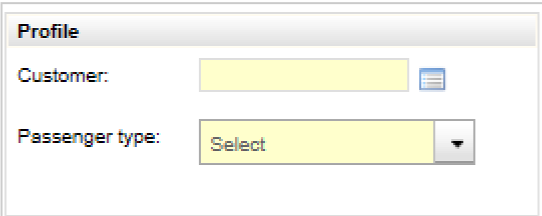
4. In the **Action** panel, select one or more booking agent options that will trigger this rule. You can choose from **Booking**, **Cancellation**, **Refund** and **ATC Re-issue**.



If you are creating an offer, select the **Booking** option. Fee or mark-up rules created for this action type are also applied to offers. When the offer is confirmed, the fee and mark-up of the offer are replaced by those of the new booking.

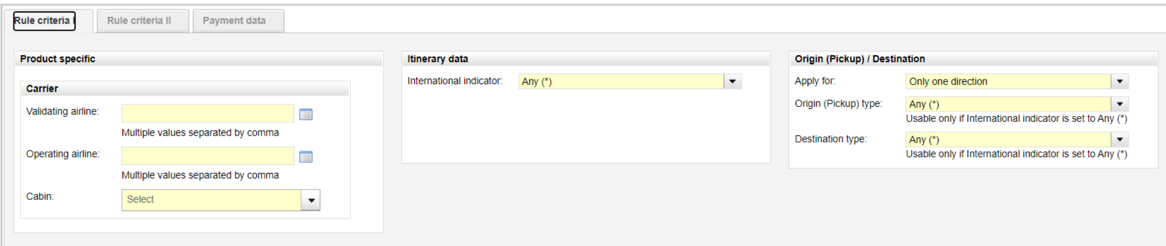
5. In the **Customer** field of the **Profile** panel, specify the customer to which the rule applies.

   The rule can apply to customers from a specific company or to an individual customer. See *Working with rules* on page 253.

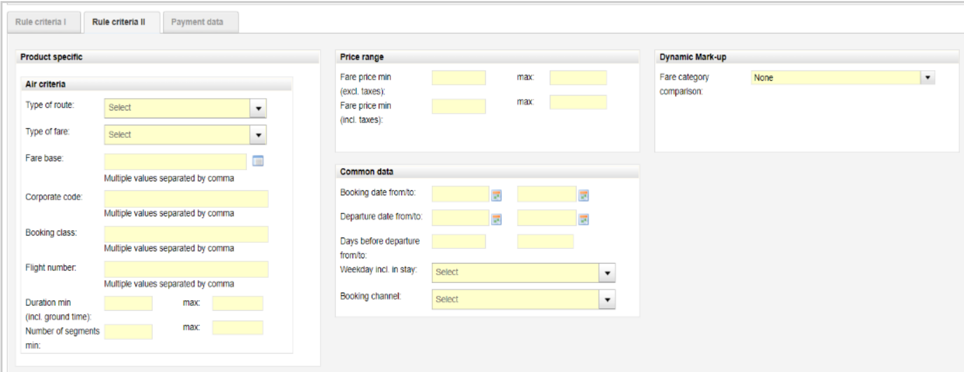


Alternatively, in the **Passenger type** field, select a specific passenger type for the rule. For example, you could select child passengers in cases where you want to apply a different fee scheme for children.

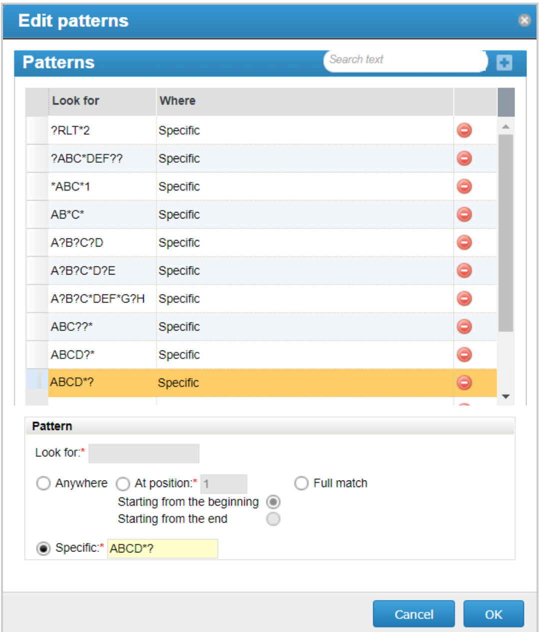
6. In the **Rule Criteria I**, **Rule Criteria II**, and **Payment Data** tabs, specify the combination of rule conditions that, if met, trigger the application of this rule.



You can specify rules on the entire fare basis or only on parts of it by using the **Fare base** field on the **Rule Criteria II** tab.



Access the **Edit Patterns** dialogue box by clicking on the icon next to the **Fare base** field to define rules on parts of the fare base.

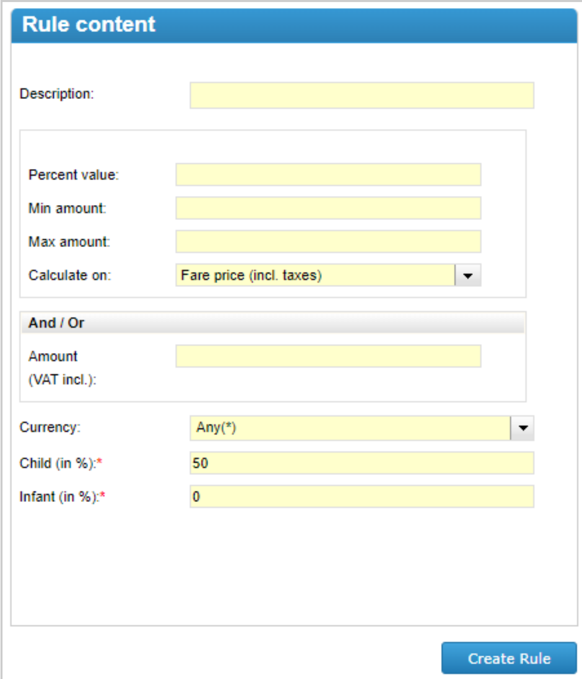


If you are specifying a rule for an Air product and want it to be triggered by particular flight numbers, you can specify the numbers in the **Flight number** field on the **Rule Criteria II** tab, with each number. Flights must be entered without spaces. For example, a flight displayed in cryptic as `LH 002` must be entered as `LH0002`.

Flight ranges cannot be entered.

For information on itinerary data, and origin and destination, see *Working with markets* on page 265.

7. In the **Rule Content** panel, enter the amount that will be applied to the booking if the rule conditions in the **Product Data I** and **Product Data II** tabs are met.



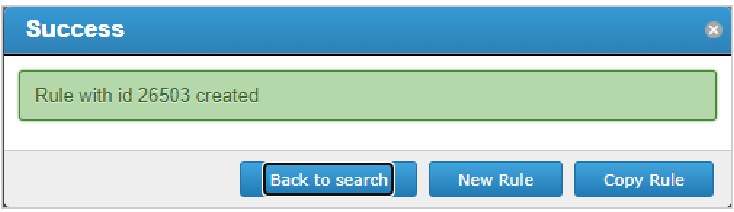
You can enter values to define a flat amount, a percentage or both.

The rule content created is the default content that will be used in the model. For more details, refer to *Working with models* on page 269.

> **Note:** If you enter an amount and click on **Create rule** without entering any other data, the rule will always be used during the margin calculation unless a more specific rule is applicable.
>
> **Note:** If you select **Any** as the Currency, the Travel Agency Currency (DFC) for your office ID is used, even if the flight is booked in another currency.
>
> **Note:** The **Rounding** field determines whether a value is rounded to the next number. This is useful especially when a percentage value is set. A value can be rounded up or down, commercially and numerically.

8. Click on **Create rule** to create the rule.

   If the rule has been created successfully, a confirmation message is displayed. The rule is automatically available.



> **Caution:** At search time, there is a cache mechanism that stores the result of previous calls. To test a new or updated rule, it is recommended to start a new search with different criteria, for example, a date change. The alternative is to wait for approximately 5 minutes.

9. If you wish to continue creating more rules, select the rule type and click on **New rule** or **Copy rule**. If you copy the rule, all the values stay the same, but a new rule ID is created.
10. To return to the **Rule Search** tab, click on **Back to search**. The new rule is displayed in the search results list.

Reference: Description of rule criteria

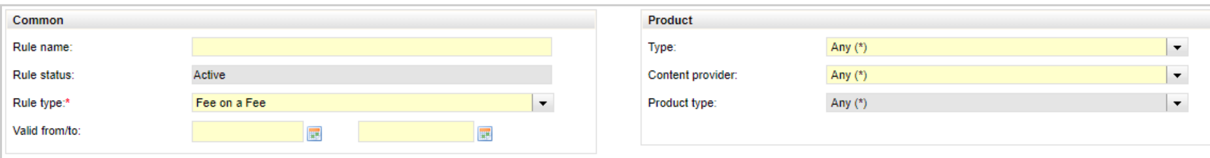
The following list contains search criteria that need some explanation.

Criterion	Description
Type of route	To determine the type of route, airports in the same city are considered as the same location. When all ticketed points in the trip are in the same country, the trip is considered to be domestic. • Origin city of airport of first segment = destination city of airport of last segment = Return. • All other cases = One way. When at least one of ticketed point is in a different country, the trip is considered as international. • City gap in segment sequence (destination of segment is in another city than origin of next segment) = Open jaw. • Origin city of airport of first segment = destination city of airport of last segment = Return. • Origin country of airport of first segment = destination country of airport of last segment = Open jaw. • All other cases = One way. There is no dependency on the location of the office ID.
Corporate code	6-digit number, entered to price a PNR.
Booking channel	Needs to be manually entered in the command page. It is only automated for 'Travel agency office' and 'Web' for specific criteria in the office ID.
Credit card	Only available at booking time. The data comes from the FP element.
Flight number	If a flight number has less than 6 characters, the leading zeros need to be entered in the criteria, for example, LH3 becomes LH003.

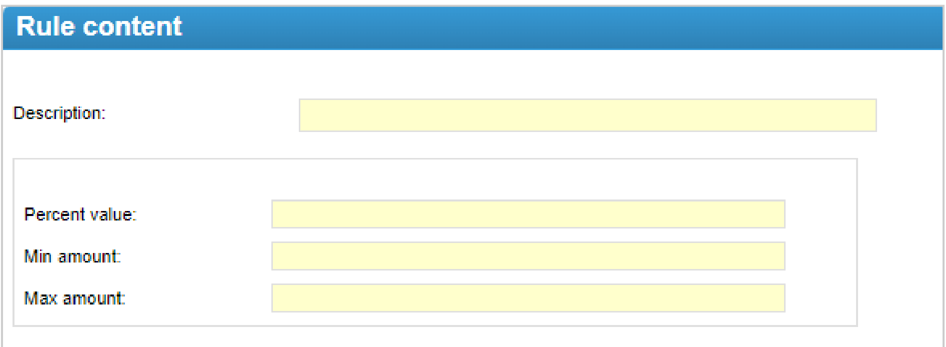
Criterion	Description
Apply for One direction Both directions	• Only one direction: Select this option if you want the rule to apply to flights that depart from AND arrive in the origin or destination specified in the rule. • Both directions: Select this option if you want the rule to apply to flights that depart from OR arrive in the origin or destination specified in the rule.
Passenger type	The passenger type is useful to have distinct rules for adults and children. For instance, the mark-up may be different for an unaccompanied child and for an adult.
Amadeus customer profile (CSX)	All offices linked to the competence area are by default member offices. The EOS settings should allow all profiles from the member offices to be used by the competence owner office. The EOS settings determine whether profiles from member offices can be added in the rules. The transfer of the CSX profile to the PNR is enough to trigger the correct model. The traveller profile is not transferred to the back end during the search, but only at booking time.

Creating rules for credit card fees

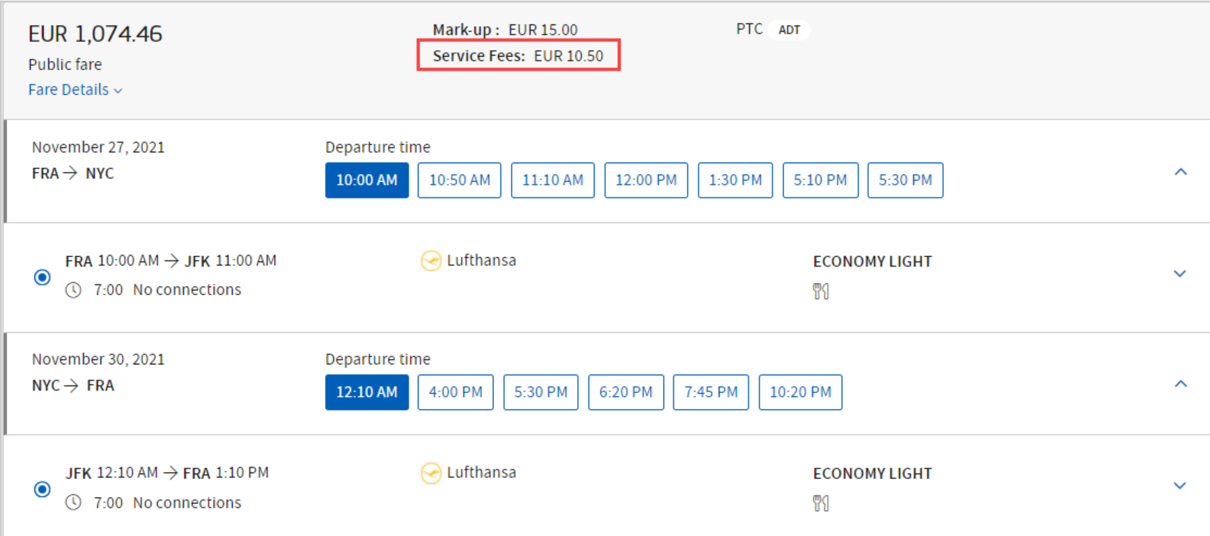
To ensure that a credit card fee applied to a service fee is shown separately to the customer, you can use rule type Fee on fee. In the **Product** panel, set all the fields to Any(*).



The fee on fee is a percentage of the service fee. In the **Rule Content** panel, enter the percentage that will be applied to the service fee if the rule conditions in the **Product Data I** and **Product Data II** tabs are met.



The fee on fee is integrated in the service fee amounts in the booking flow. For example, the service fee rule is set to 10 EUR and the fee on fee rule is defined as 5%. The total service fee will be 10.5 EUR.



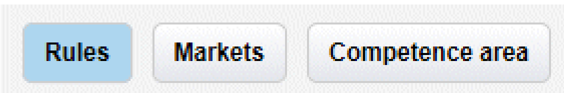
In the booking flow, the sales view and EPD/FI, the fee on fee is not shown separately.

In the mid and back office, the service fee and fee on fee are split. In customer documents, the credit card fee can be shown separately.

> **Note:** When the service fee is updated manually, the existing fee on fee is not updated and will be ignored. If required, it needs to be recalculated manually.

How to search for rules

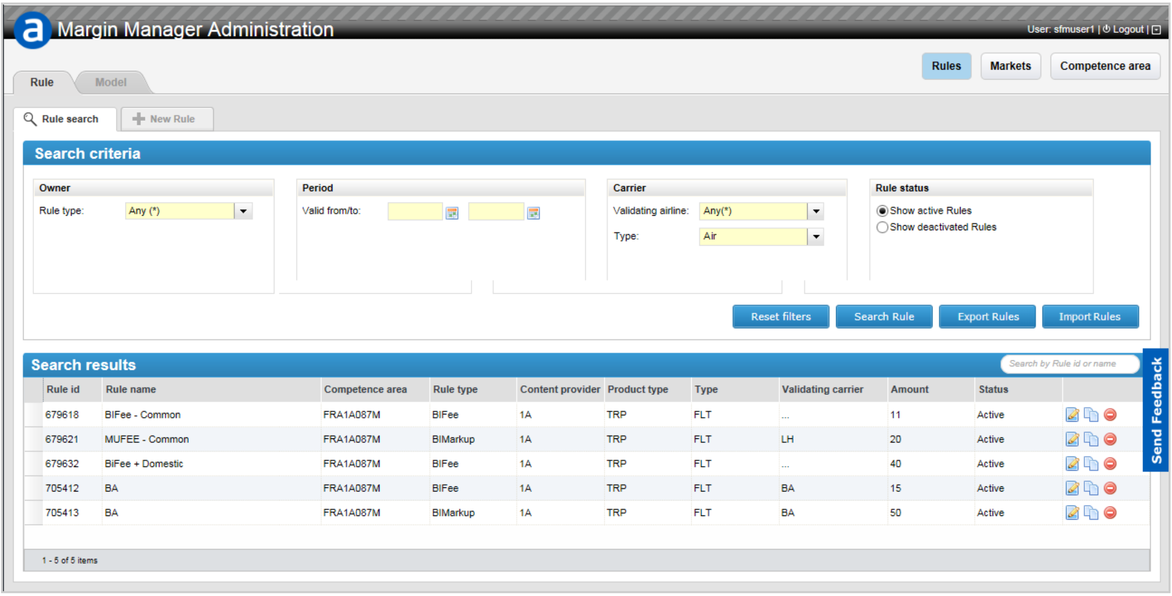
1. In the **Margin Manager Administration** page, click on the **Rules** button.

2. Select the **Rule** tab, and the **Rule Search** sub-tab.
3. Specify your search criteria and check the rule status.

   To filter your search by a rule type, select **Mark-up**, **Discount**, **Service fee** or **Fee on fee** from the **Rule type** drop-down.
4. Click on **Search rule**.

   The list of rules matching your criteria is displayed.



5. To filter the search results more, enter one or more characters in the **Search by rule Id or name** field in the **Search results** header.

The header supports expressions with the following formats:

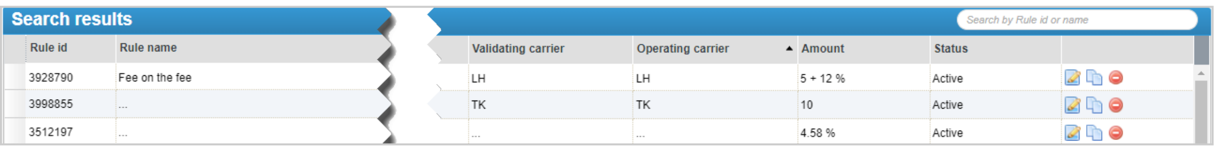
- Column name: It is not necessary to enter the full column name, any string of the header can be used, for example, 'mo:5' will show all the rules with an amount containing a 5. The search is not case sensitive, for example, both 'val:lh' and 'VAL:LH' will show rules with LH as a validating carrier.
- Column index, numbering all columns from Rule Id (1) to Amount (9): '8:LH' will also show rules with LH as a validating carrier (column 8).

It is possible to filter by multiple rules using '&' between filter expressions, for example, 'type:FL&prov:N'.

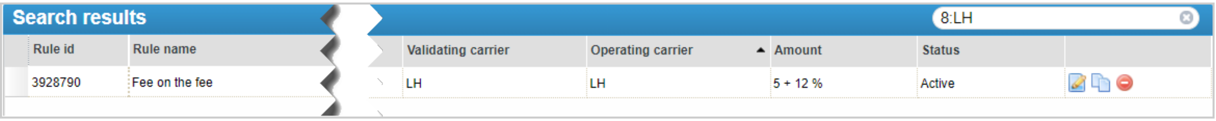
To sort the results, click on the table header, for example, **Rule type** or **Rule name**.

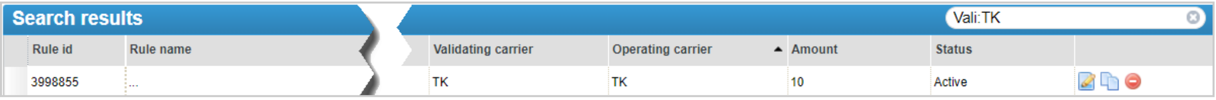
Example: Filtering search results

Search results before filtering:



Search results with filters:





How to export rules to .CSV

1. Search for rules based on your selected criteria. See *How to search for rules* on page 260.
2. Click on **Export rules** to export all the rules matching the selected criteria.
3. Select a location to save the generated .CSV file and click on **Save**.

> **Note:** The Export/Import feature lets you update fees offline. After exporting the rules, make the changes in the exported .CSV file and reimport it. The rule ID and content ID of the exported rule file are the only fields that cannot be modified.

How to import rules from .CSV

1. In the **Search criteria** table, click on **Import rules**.
2. Browse to your saved .CSV file and click on **Open**.
3. Refresh your Margin Manager browser to see the changes in the table.

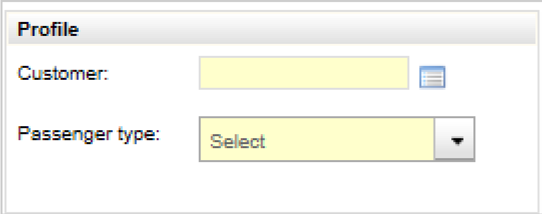
> **Note:** You cannot add new rules or new content with the import feature.

How to link a rule or model to a customer profile

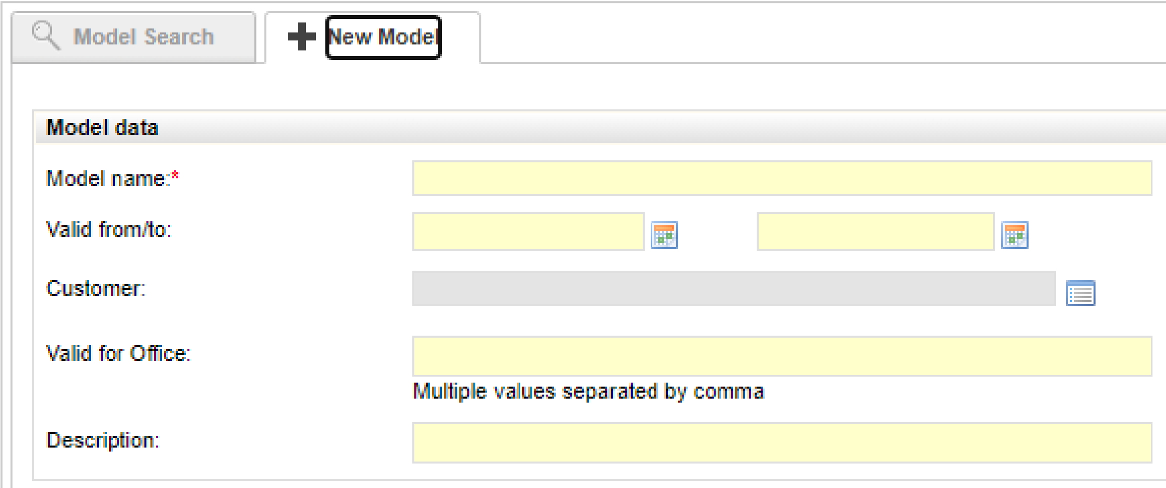
You can specify that a rule or a model applies to travelers from a specific company or to specific travelers.

If you decide to use models for your basic and customer-specific setup, link customer profiles to your models, not to the rules. For more information on models, see *Working with models* on page 269.

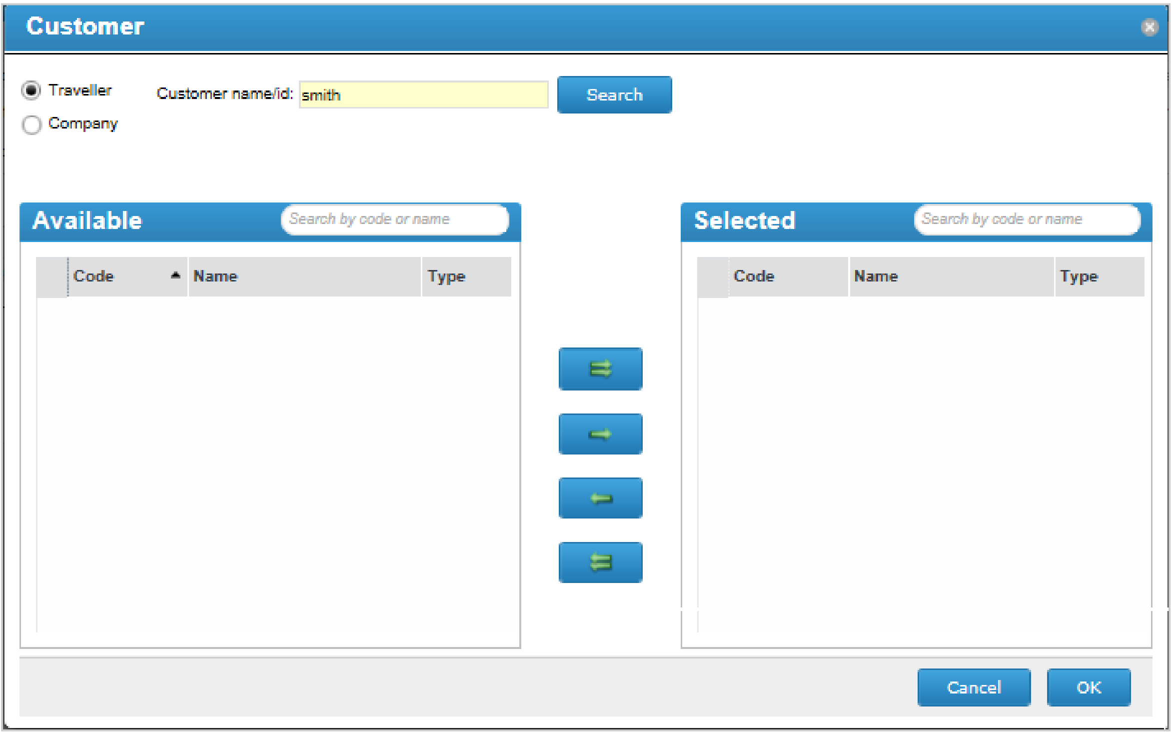
1. When creating a new rule or model, click on the lookup icon next to the **Customer** field. In the **New Rule** window this field is in the **Profile** panel.



In the **New Model** window this field is in the **Model data** panel.



The **Customer** window opens.



2. Specify whether the rule or a model applies to travellers from a specific company (**Company**) or to specific travellers (**Traveller**).

3. Search for one or more company or traveler profiles within your organization by entering text in the **Customer name** field. Wildcards can be used, for example, AMA*.
4. Move one or more customers from the **Available** panel to the **Selected** panel using the arrows.

   The **Type** column will show a C for company profiles or T for traveller profiles.
5. Click on **OK** to return to the main window.

How to edit a rule

1. In the **Rules** page, search for an existing rule and click on the **Edit** icon.
2. Modify the rule settings, as described in *How to create a rule* on page 253.
3. Click on **Save rule**.

> **Note:** You cannot change the rule type when editing a rule. Instead, you would have to copy the rule and create a different rule type.

How to copy a rule

1. In the **Rules** page, search for an existing rule and click on the **Copy** icon .
2. Complete the rule settings, as described in *How to create a rule* on page 253.
3. Click on **Save rule**.

How to deactivate a rule

> **Note:** It is not allowed to have two active rules that overlap (that is, they have identical criteria). If you wish to create a new rule that overlaps with an existing one, you must deactivate the existing rule first. This feature can be useful, for example, if you have certain promotions that you wish to activate periodically without using the valid from/to date.
>
> **Note:** A rule must be removed from all models it is part of before it can be deactivated.

1. In the **Rules** page, search for a rule, making sure that **Show active rules** is selected in the **Rule status** section. See *How to search for rules* on page 260.
2. Select the rule you wish to deactivate and click on the **Deactivate rule** icon .
3. Click on **Yes** to confirm the deactivation.

How to reactivate a rule

1. Search for a rule, making sure that **Show deactivated rules** is selected in the **Rule status** section. See *How to search for rules* on page 260.

   The list of deactivated rules matching your criteria is displayed.
2. Select the rule you wish to reactivate and click on the **Reactivate** icon .

Note: Consider including the reactivated rule into a model, where applicable.

How to delete a deactivated rule

1. Search for a rule, making sure that **Show deactivated rules** is selected in the **Rule status** section. See *How to search for rules* on page 260.

   The list of deactivated rules matching your criteria is displayed.
2. Select the rule or rules that you want to delete.
3. Click on **Delete rules** and click on **Yes** in the **Delete rules** dialogue window. The rules will be permanently deleted.

Working with markets

What is a market?

A market is composed of one or more geographical locations (regions, countries, states, cities and airports). The geographical locations are based on the IATA standard representation.

Margin Manager has a default market, World, that cannot be modified or deleted.

A market must be unique within an administrative office. In other words, you cannot create two markets that are exactly the same.

When you define markets, you can include and exclude locations to suit your margin requirements.

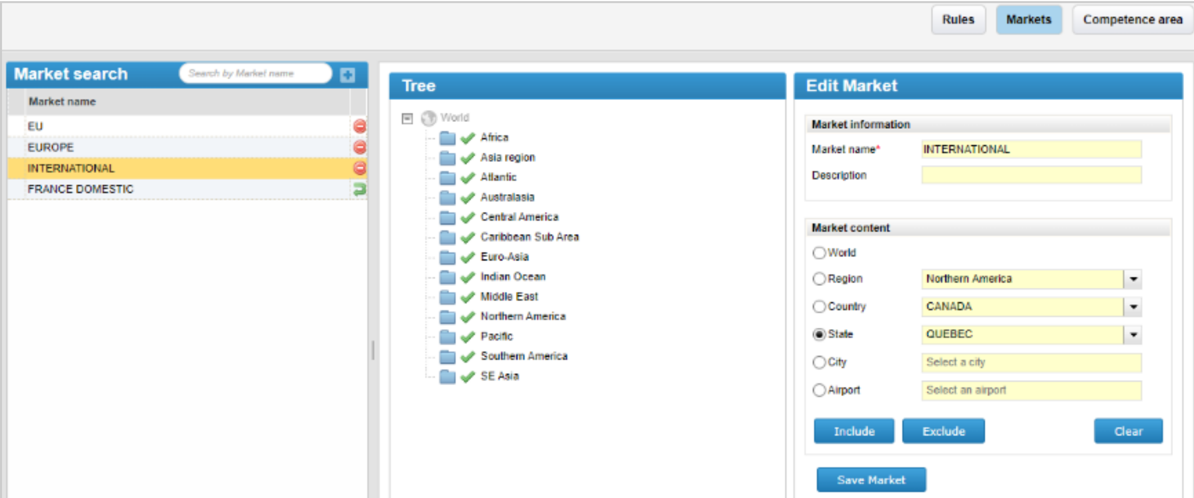
For example:

- Paris: Only the city Paris is included.
- North America and Central America: Includes the regions North America and Central America. All countries, cities and airports in North and Central America are automatically included in this market.
- World excluding North America: Automatically includes all regions, countries, states, cities and airports in the World apart from those in North America.

You can define rules for a market, based on origin or destination.

How to define or modify a market

If you want a rule to apply to a specific market, define the relevant markets that will be available in the **Origin type** and **Destination type** drop-down fields in the **Rule Criteria I** tab. See *How to create a rule* on page 253.



1. In the **Margin Manager Administration** page, click on the **Markets** button to open the **Market Search** screen.
2. In the **Market search** panel, click on the plus sign to create a new market. Enter a market in the search field if you are modifying an existing market.
3. In the **New market** panel, complete the **Market name** and **Description** fields.
4. Under **Market content**, select the option that describes the market content:
   - For **Region**, **Country** or **State**, select an appropriate value from the drop-down list.
   - For **City** or **Airport**, enter the IATA city code.
5. Click on **Include** to add the market to the **Tree** panel.
6. To exclude a market from a higher-level market, use the **Exclude** buttons. For example, if you want to create a Europe market but do not want to include Switzerland:
   - Select **Region** and select **Europe**, then click on **Include**.

     Europe is shown in the **Tree** panel.
   - Select **Country** and select **Switzerland**, then click on **Exclude**.

     Switzerland is shown as an excluded item from the Europe market.

7. Click on **Save market**.

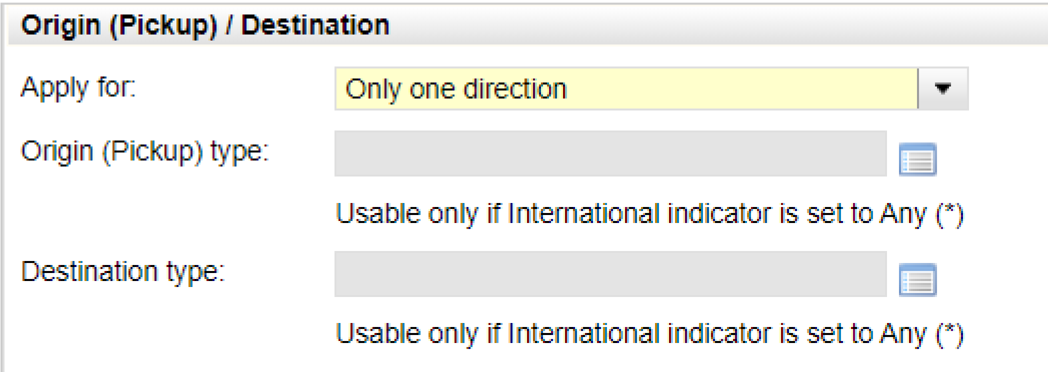
   You can now apply rules to the market created. This market is available in the **Origin type** and **Destination type** fields in the **Rule Criteria I** tab when defining a rule.

   You cannot delete a market if it is linked to a rule.

Caution: The size of the market is not considered in the rule selection process. If the only criterion to differentiate one rule from another is the market, the first rule created is selected. For this reason, we recommend that you do not have overlapping markets.

How to define a rule for a market

1. In the **Rule Criteria I** tab, select **Any** from the **International indicator** field.
2. In the **Origin (Pickup)/Destination** section, click on the button next to the **Origin (Pickup) type** or **Destination type** field.



   The **Origin (Pickup) Type** or **Destination Type** page is displayed.

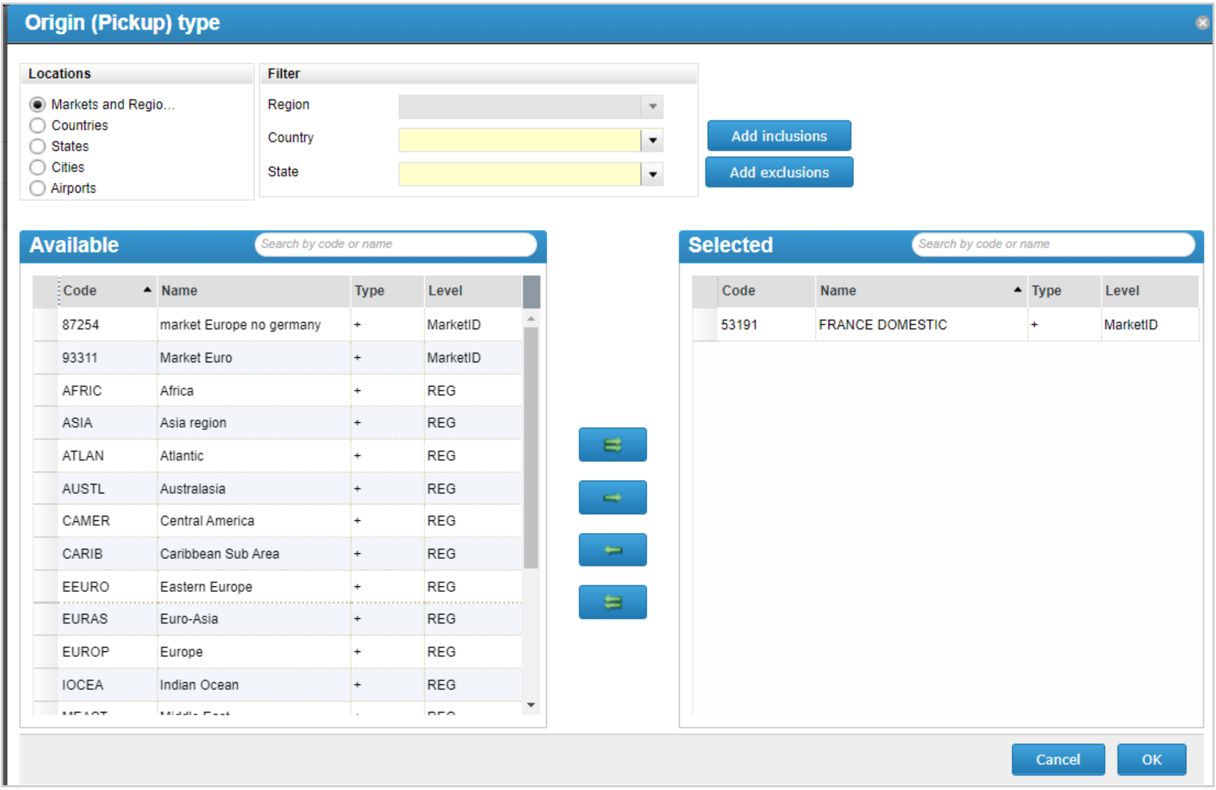
3. In the **Locations** section, select **Markets and regions**.
4. In the **Filter** section, click on the **Add inclusions** or **Add exclusions** button.

   The available markets and regions are displayed.

   Note: You must have already defined the relevant markets for them to be available in the list. See *How to define or modify a market* on the previous page.

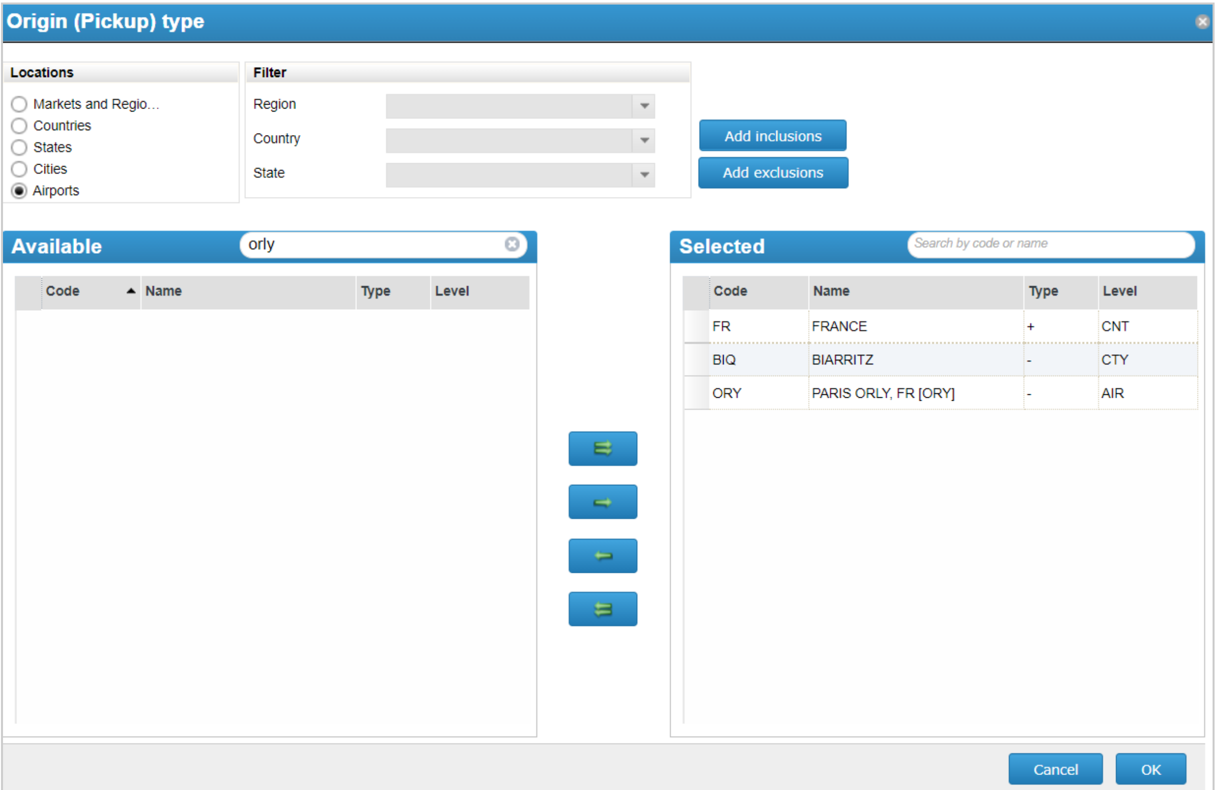
5. From the list, select a market and click on the arrow .

   The market is added to the **Selected** section. A '+' sign in the **Type** column indicates that the market is included, a '-' sign is an indication for exclusion.



Note: Rules based on origin or destination can be defined for a mix of markets, regions, countries, states, cities and airports. They can be a mix of inclusions and exclusions.

For example:



Caution: There is no validation on the included and excluded locations. It is possible to enter inconsistent data, for example, include France and exclude Barcelona.

Note: You can use World as a region. The market ID will be shown and not the market name.

Working with models

What is a model?

The concept of a model is based on the generic rules that always apply, whatever the Amadeus Customer Profiles (CSX) profile and whatever the office IDs. In many cases, the same rules need to be applied with different amounts or percentages depending on the CSX profile or the office ID.

Using models, you can group your generic rules according to your need and just adapt the amount or percentage. This reduces the number of rules to create and maintain.

Models help you to apply a set of rules for a company (per customer profile), for another office ID or for a specific period of time.

Note: If two or more models have the same criteria, an overlap error is shown.

Workflow: Setting up models

1. Create all rules you need for your business.
2. Include all of them into a so-called 'standard model' or 'free rules model', regardless in which other models these rules are also used.
3. Create all your models and include any rules as you need.
4. Adapt the rule content in your models as required.

> **Note:** If later you create additional rules, remember to also include them in your 'standard model'.

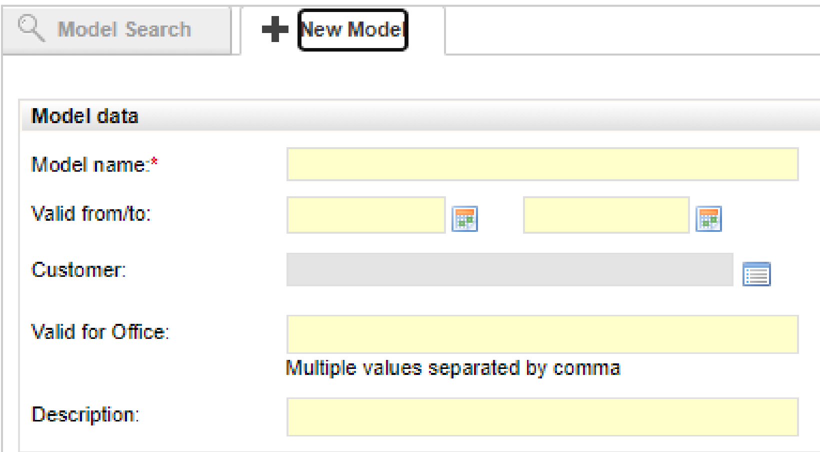
What is a default model ID?

Administrators for several office IDs can define a model and assign it to one or several office IDs and then use it as a default model. Default models always take precedence over models linked to customer profiles.

> **Note:** If you want to apply models linked to customer profiles, do not combine models linked to customer profiles and models linked to a specific office in your setup.

How to create or copy a model

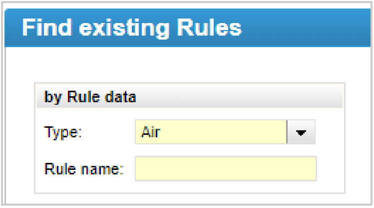
1. In the **Rule** page, click on the **Model** tab.
2. Click on the **New model** tab, or search for an existing model and click on the **Copy** icon .



3. Enter a name and description for the new model. If needed, link it to a company profile or an office ID, or enter a validity period.

> **Note:** A rule with a specified customer **cannot** be assigned to a model. You must remove the customer link first, then link the model to the customer if desired.

4. Select rules from the right panel or search for specific rules by entering the full name in the **Search** field.

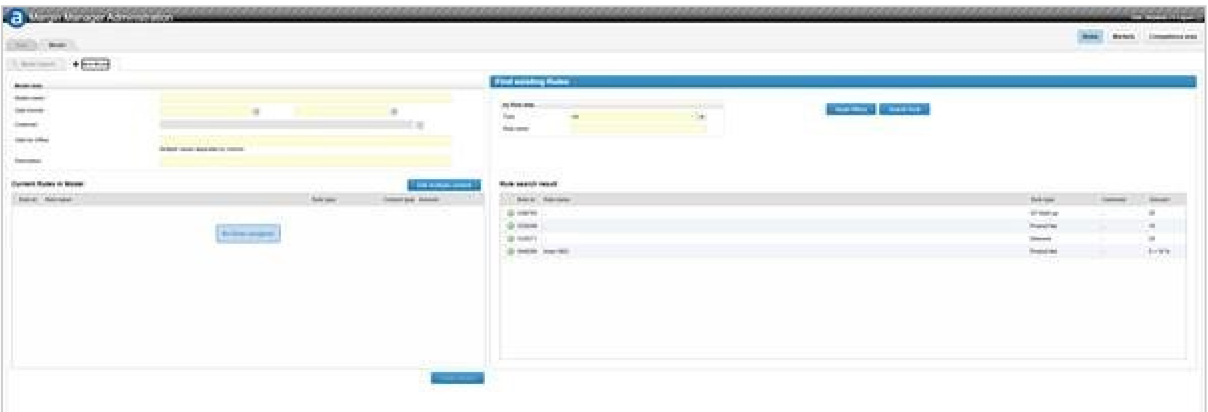


> **Note:** You can create a model without linking rules to it. However, during the fee calculation process, only active rules linked to a model are considered.

5. Click on the **Search rule** button to display the list of rules matching your criteria
6. Double-click on one or more of the rules in the list, or click on the **Add rule to model** icon, to add the group to the model.

   To delete a rule from the model, in the **Current rules in model** panel, click on the **Remove rule from model** icon.
7. Click on **Create model** if this is a new model, or **Save model** if you are editing one.

   You can then create your rule content for the new model. If you include a rule, you can edit your rule content to make it specific to the model.

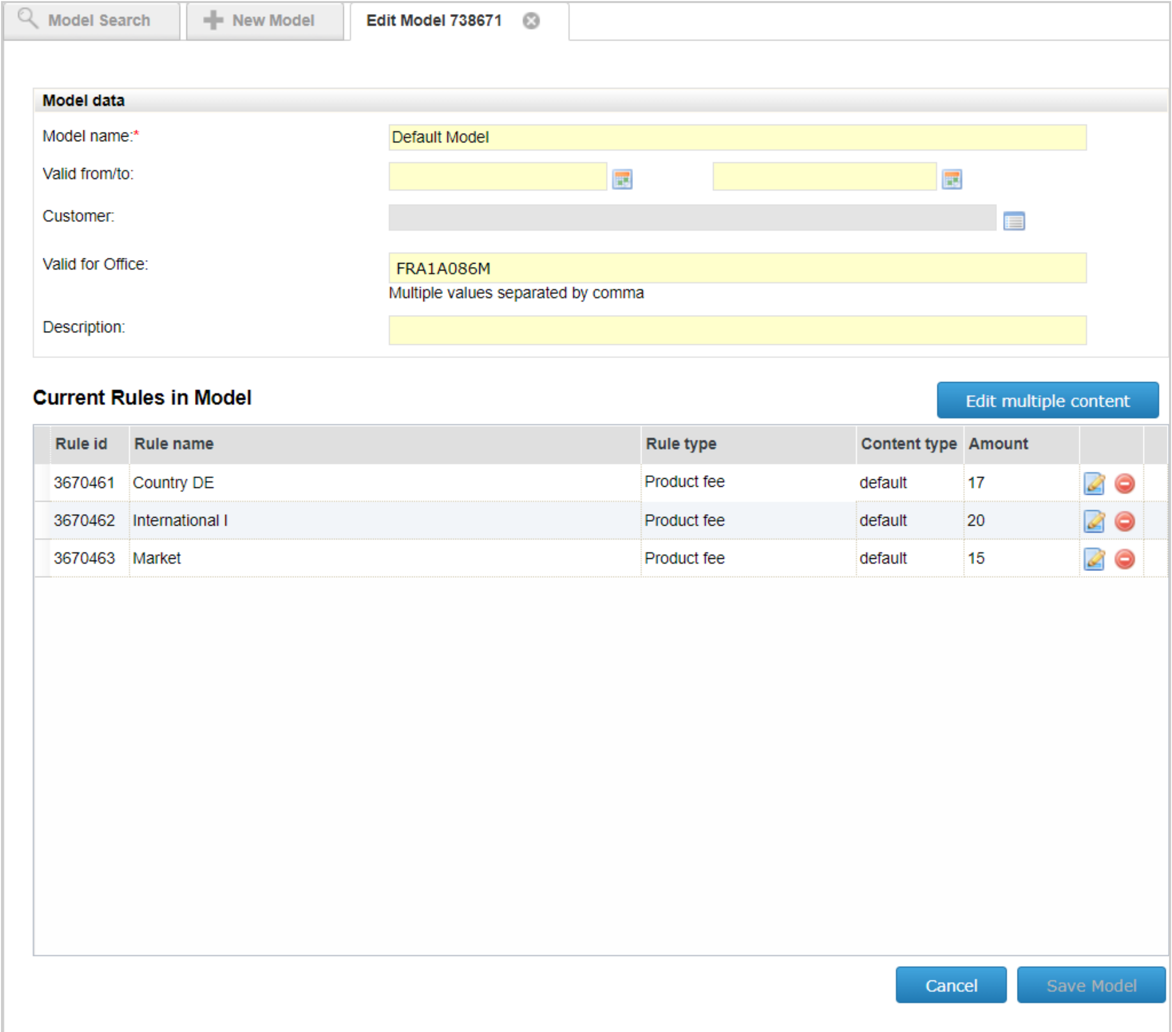


> **Note:** In the All Fares search, you can enter the model ID that must be applied. If you select **0-Virtual Model**, the applicable model is automatically selected.

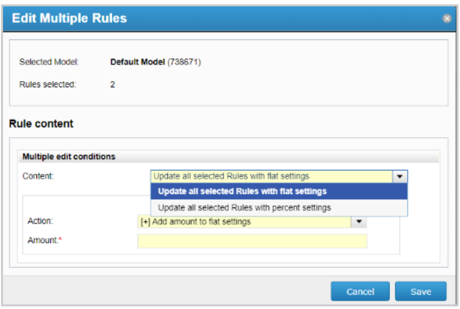
How to change the default amount or percentage for a model

When the rules have been added to the model, the administrator can add specific values to be applied only when this model is selected.

1. In the **Model Search** page, click on the **Edit** icon of the model you want to modify.
2. In the **Edit Model** tab, click on the **Edit** icon of the rule you want to modify. Alternatively, select multiple rules and click on **Edit multiple content**.

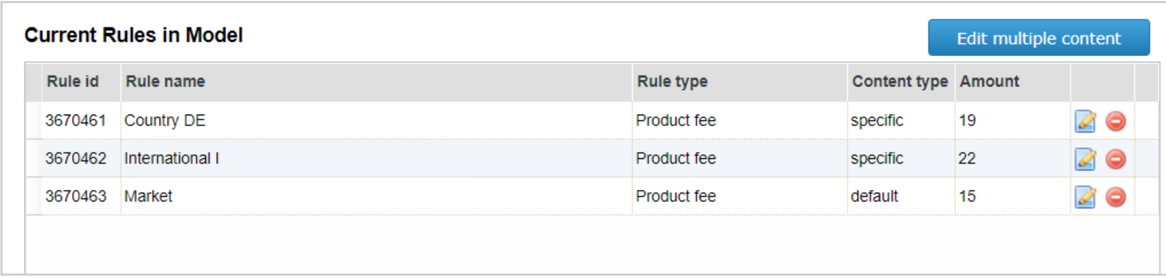


3. In the **Edit Multiple Rules** page, define whether you want to apply an amount or a percentage, whether the amount or percentage must be added or subtracted, and add the amount or percentage to be added or subtracted.



4. Click on **Save**.

The rules are modified for this model and the content type has changed from 'default' to 'specific'.



Current Rules in Model

Edit multiple content

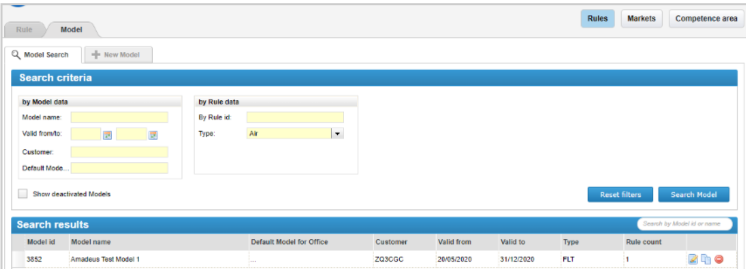
Rule id	Rule name	Rule type	Content type	Amount
3670461	Country DE	Product fee	specific	19
3670462	International I	Product fee	specific	22
3670463	Market	Product fee	default	15

> **Note:** To go back to the initial amount or percentage, remove the rule and add it again.

How to search for, edit and copy models

1. Select the **Model** tab and then the **Model Search** sub-tab.
2. In the **Model Search** page, enter the criteria to retrieve a specific model.

   The list of existing models is displayed in the **Search results** list.



3. To edit or copy a model, select it and click on the **Edit** or **Copy** icon.

> **Note:** If you do not see the model you are looking for, select 'Any' in the **Type** field of the **By rule data** section.

How to deactivate a model

1. Locate the model in the **Models** page. See *How to search for, edit and copy models* above.
2. Select the model you want to deactivate and click on the **Deactivate rule** icon .
3. Click on **Yes** to confirm deactivation.

How to reactivate a model

1. Select the **Show deactivated models** button and locate the model in the **Model** page. See *How to search for, edit and copy models* on the previous page.
2. Select the model you want to reactivate and click on the **Reactivate** icon .

> **Note:** Removing a model is not yet supported.

How are rules for a model applied?

In a cryptic window, you can select a model in your PNR by using the command TFL to see a list of all models, and TFU/1234 to force a specific model.

Models are checked in the following order:

1. Model selected with TFP entry. It always takes precedence over any other model. No other models are checked.
2. Models linked to the office ID. It always takes precedence over any other model, including models linked to customer profiles. No other models are checked.
3. Models linked to the customer profile. All models linked to the customer profile are checked, then all other applicable models, then rules linked to this customer profile, at the end any other remaining free rules.
4. Models without any criteria. All applicable models are checked.
5. Other remaining 'free rules' are checked.

   > **Note:** A 'free rule' is a rule that it not attached to a model or a customer profile.

When a matching rule is found in a model, this rule is applied. No other model or free rules are checked. The process applies to each revenue type, which means that models are checked separately for product fees (service fees), mark-ups and discounts.

The model selected with the TFP entry is only used if the criteria match.

- If you select a model linked to a customer profile, but the customer in your PNR does not belong to this company, the model does not apply, no other model is checked and no margins at all are calculated.
- If you select a model linked to an office ID, but you are not logged into that office ID, the model does not apply.

Example: How are rules for a model applied?

The administrator creates two models:

- Model 111 for Amadeus Customer Profiles (CSX) profile A includes a rule of 10 EUR product fee and no rule for a mark-up.
- Model 222 includes a rule of 12 EUR product fee and a mark-up of 3 EUR.

Case A

The agent selects model 111 with the TFP entry.

- 10 EUR product fee is attached to the product.
- No mark-up applies, because only the rules of the selected model are checked.

Case B

The agent makes a booking with CSX profile A, not selecting any model.

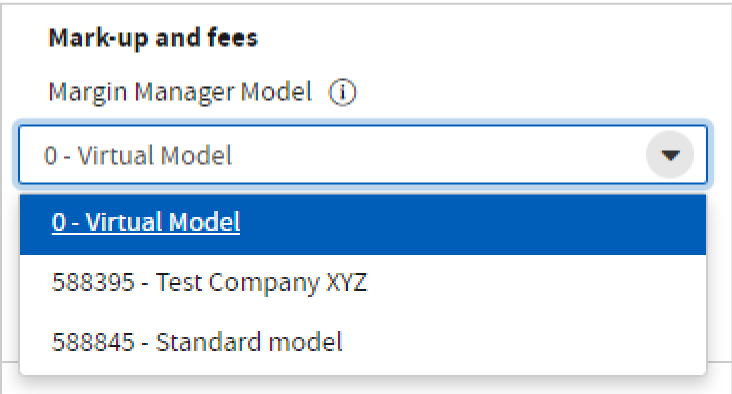
- 10 EUR product fee is taken from model 111.
- 3 EUR mark-up is taken from model 222.

To avoid this specific logic, include the mark-up rule also in model 111 and set the amount to 0 EUR.

How are models applied in All Fares?

In All Fares, the list of models available for the office is shown. However, not all models shown are applicable.

Select a specific model or select '0-Virtual Model' for Margin Manager to decide which model applies.



The selection of a model linked to a customer profile is not yet supported in All Fares Search & Pricing, even if you have transferred the profile to the PNR before. You will find the applicable margins after you have made the reservation in the All Fares booking flow.

Working with competence areas

What is a competence area?

A competence area is the name given to the group of point-of-sales offices that can use the rules you create. These offices can be part of your agency chain or corporation, or they can be any offices for which you are the designated rules administrator.

Your administration office is responsible for a single competence area. To maintain the competence area, you add or delete offices or groups of offices as required:

- If your administration office is also a point-of-sale office, remember to include the office in your competence area.
- If you become responsible for a new point-of-sale office, add the office to your competence area if it is not already part of one of your office groups.
- If an office is no longer eligible to use the rules in your competence area, make sure that you remove it from your competence area.

How to view and modify office IDs included in a competence area

In the **Margin Manager Administration** page, click on the **Competence area** button at the top right-hand corner of the screen.

The list of existing areas is shown in the **Competence area details** panel.

- To add a single office to the competence area:
    a. In the **New detail** panel, click on the **Office** tab and enter the office details. Mandatory fields are marked with an asterisk.
    b. Click on **Save**.

       A new detail line appears in the **Competence area details** panel.
- To add multiple offices to the competence area:
    a. In the **New detail** panel, click on the **Mask** tab, and enter a **Corporate ID**.
    b. Click on **Save**.

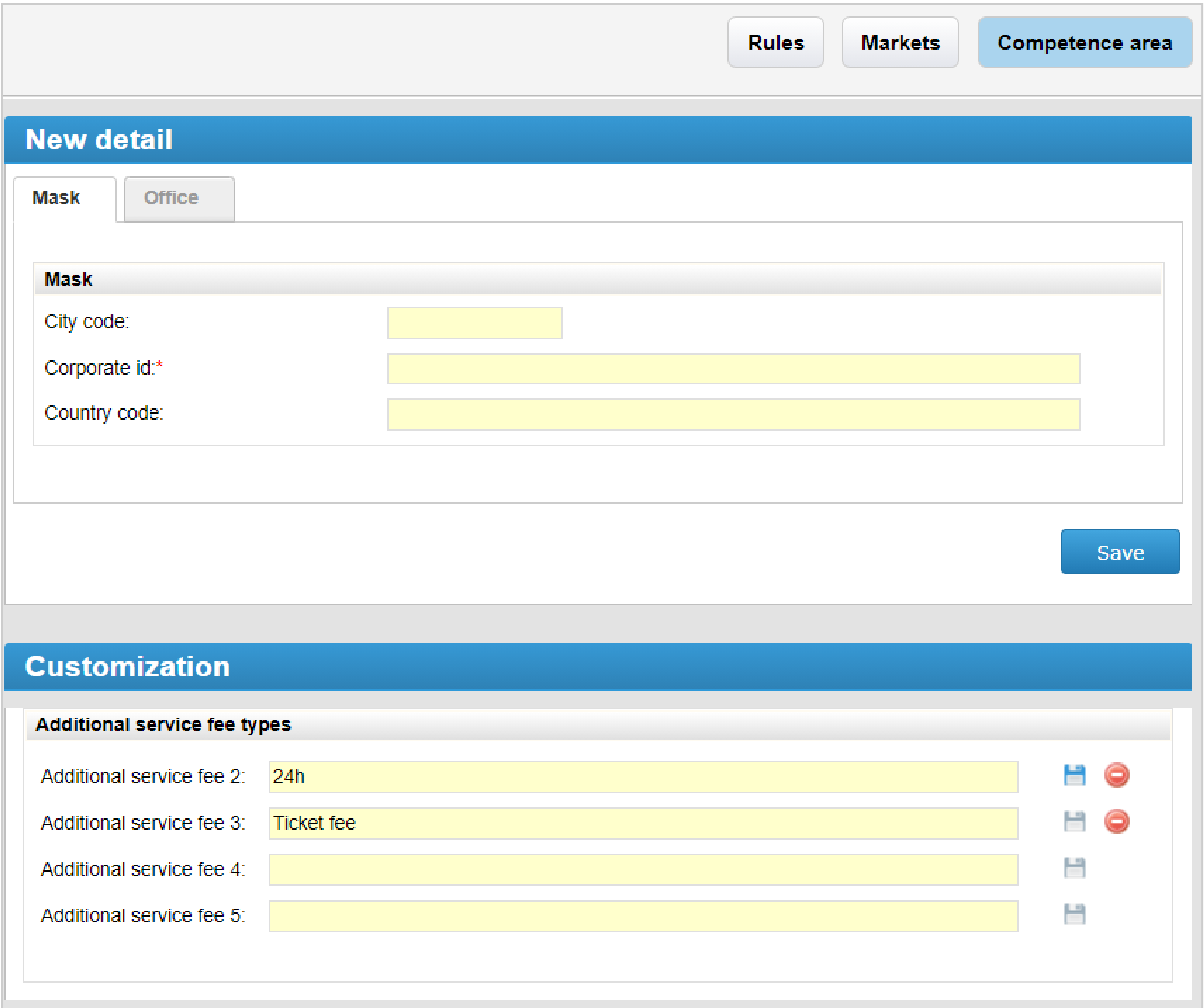
       A new detail line appears in the **Competence area details** panel.
- To delete a detail line:
    a. Select the check box on the left of the detail line 

.
    b. Click on the **Delete selection** icon .
    c. Click on **Yes** to confirm deletion.

How to add a custom rule type

1. In the **Margin Manager Administration** page, click on the **Competence area** button at the top right-hand corner of the screen.
2. Enter a name in one of the **Additional service fee 2-5** fields under **Customization**.
3. Click on to save the custom rule type.
   This rule will be available in the **Rule type** drop-down list. See *Creating rules* on page 1.

You can click on to deactivate a rule, or click on to reactivate a deactivated rule. You cannot deactivate a custom rule type that is already used by an active rule.



Working with the Margin Manager Light Administration module

What is the Margin Manager Light Administration module?

The Margin Manager Light Administration module was designed to cover the needs of small and medium travel agencies. It provides smaller agencies with a simpler way to administrate the rules.

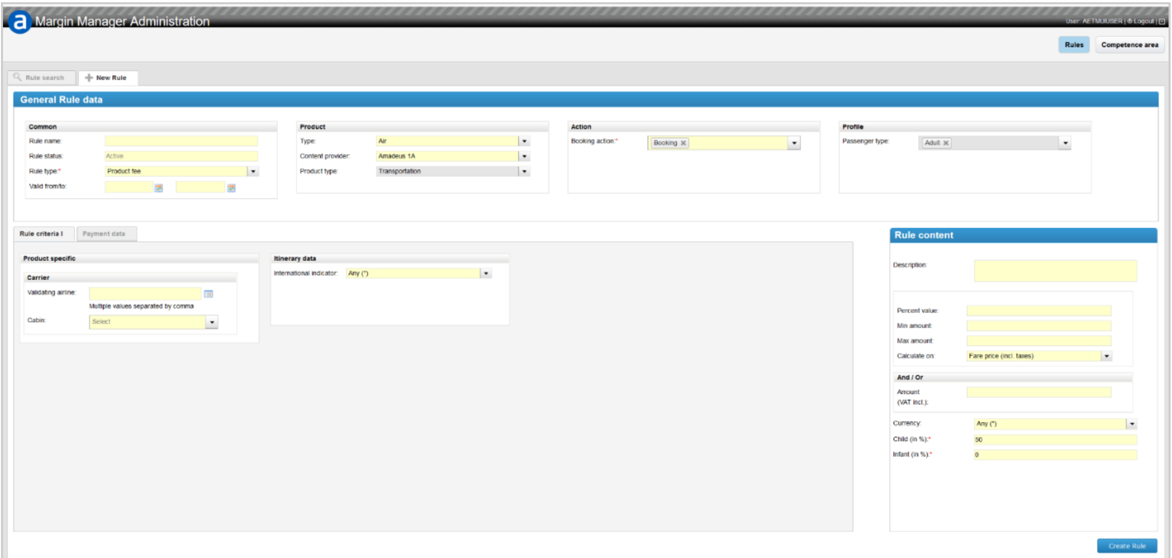
Its basic rules allow a limited number of product types, passenger type and criteria. In addition, you cannot define models, nor associate a rule to a customer profile.

Fees will always be applied in the same way, regardless of the Margin Manager version you are using. See *Applying fees to bookings* on page 280.

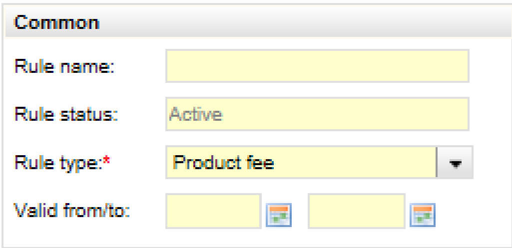
How to create a rule in the Margin Manager Light Administration module

1. In the **Rules** page, select the **New Rule** tab.

   The **New Rule** page opens.



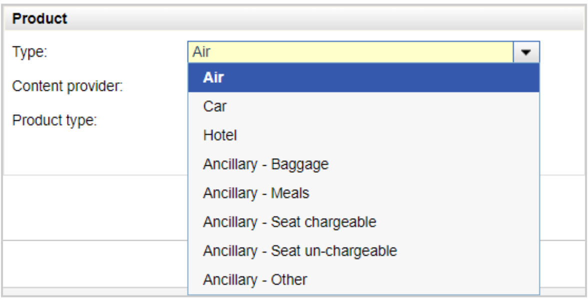
2. In the **Common** panel, specify the general information about the rule, such as its name, rule type and validity period.



Notes:

- The rule name does not have to be unique. Each rule is assigned a unique ID on creation.
- You can only create active rules. Therefore, you cannot modify the **Rule status** field. You can change a rule to inactive after it is created.

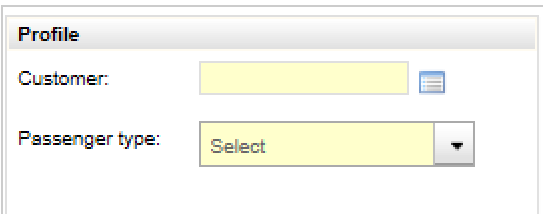
3. In the **Product** panel, specify:
   - Information about the product to which this rule applies, such as the provider.
   - The type of product, such as Transportation.
   - Any sub-type, such as Air, Hotel, Ancillary, and so on.



4. In the **Action** panel, select one or more booking agent actions that will trigger this rule. You can choose from **Booking**, **Cancellation** and **Refund**.

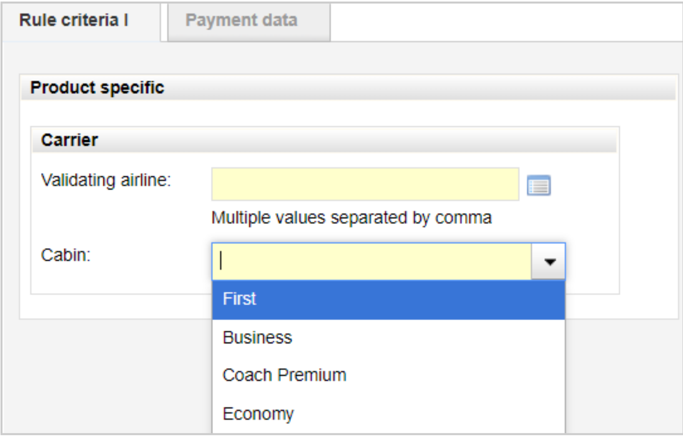
   Note: If you are creating an offer, select the **Booking** action. Fee or mark-up rules created for this action type are also applied to offers. When the offer is confirmed, the fee and mark-up of the offer are replaced by those of the new booking.

5. In the **Customer** field of the **Profile** panel, specify the customer to which the rule applies. The rule can apply to customers from a specific company or to an individual customer.



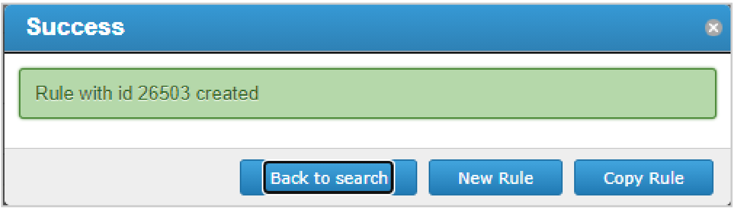
   Alternatively, in the **Passenger** type field, select a specific **Passenger** type for the rule. For example, you could create a rule specifically for child passengers.

6. In the **Rule Criteria I** tab, add the airline(s) and type of cabin to which the rule applies.



7. In the **Itinerary data** section, select the flight indicator to which the rule applies.
8. In the **Payment data** section, select the form of payment targeted.
9. Click on **Create rule** to create the rule.

   If the rule has been created successfully, a pop-up appears.



10. If you want to create more rules, select the rule type and click on **New rule** or **Copy rule**. If you copy the rule, all the values stay the same, but a new rule ID is created.
11. To return to the **Rule Search** tab, click on **Back to search**. The new rule is displayed in the search results list.

Applying fees to bookings

How to request the total sales price (Cryptic)

1. Create the booking and do a pricing using one of the regular pricing commands such as FXX, FXP, FQQ, FXT, FXV, FXA, FXA/L0, FXZ, FXR, FXL or FXB.

   This shows the total fare price including all calculated margin.

```
FXB

01 AMADEUS/TEST
NO REBOOKING REQUIRED FOR LOWEST AVAILABLE FARE

------------------------------------------------------------
     AL FLGT  BK T DATE  TIME  FARE BASIS      NVB  NVA    BG
 NCE
 FRA LH  1065 L  L 19JUL 1855  LEUCLSP3                    1P
 NCE LH  1068 L  L 23JUL 2120  LEUCLSP3        22JUL       1P

EUR   130.00      19JUL21NCE LH FRA78.35LH NCE78.35NUC156.70
                  END ROE0.829537
EUR    18.00-YQ   XT EUR 4.66-FR EUR 8.20-FR EUR 1.13-IZ EUR
EUR    19.00-YR   1.50-O4 EUR 6.17-QX EUR 12.88-OY EUR 9.95
EUR    71.55-XT   -DE EUR 27.06-RA
EUR   238.55
FARE FAMILIES:    (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
FARE FAMILY:FC1:1:CLASSIC
FARE FAMILY:FC2:2:CLASSIC
FXU/TS TO UPSELL CLASSIC-FLEX FOR 50.00EUR
 EUR   268.55 TOTAL INCL  25.00 AGT FEE  & 5.00 AGT MU
 FEE PARTIALLY BASED ON VC=LH AND TT=ET
 TICKET STOCK RESTRICTION
 BG CXR: LH/LH
 TICKETS ARE NON-REFUNDABLE
 ENDOS FARE RESTRICTION MAY APPLY
```

Example:

```
EUR   268.55 TOTAL INCL  25.00 AGT FEE  & 5.00 AGT MU
```

2. To display the total sales price including margin calculation details, enter the command:
   EPD/FI
   This displays the total sales price and gives a breakdown of any added mark-up and fees.

```
>epd/fi
BOOKING FILE - GLOBAL OVERVIEW

TOTAL SALES PRICE:        268.55 EUR
TOTAL GROSS PROFIT:        30.00 EUR
TOTAL REFERRAL:             0.00 EUR

ID  PRODUCT          STATUS PRICE DETAILS                  SALES PRICE
------------------------------------------------------------------------------
1   AIR              ACT    PURCHASE PRICE:        238.55 EUR       243.55 EUR
    AMADEUS/TEST            DISCOUNT:                0.00 EUR
                            MARK-UP:                 5.00 EUR
2   SERVICE FEE      ACT    FEE:                    25.00 EUR        25.00 EUR
                            DISCOUNT:                0.00 EUR
```

A ticket that has been cancelled (TRDC action) is shown as IGN in the financial items. The rules with action **Cancellation** are applied.

A ticket that has been refunded (TRF action) is shown as `CAN` in the financial items. The ticket issuance is no longer valid.

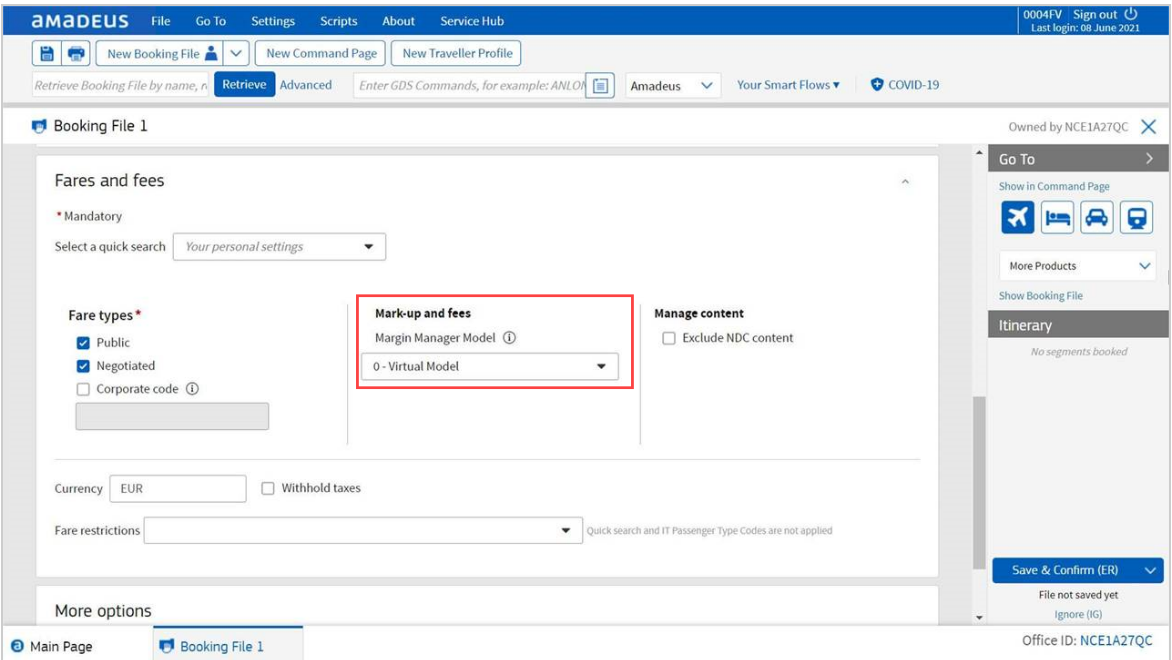
A refunded ticket is shown as a new financial item with status `RFN`. The rules with action **Refund** are applied.

> **Note:** Financial items are only visible for the creator office. Other offices that have access to the PNR (via PNN EOS, ES, RP) will not see the financial items. Financial items are created after a TST is created. Entering `EPD/FI` after an `FXX` entry will generate an error.

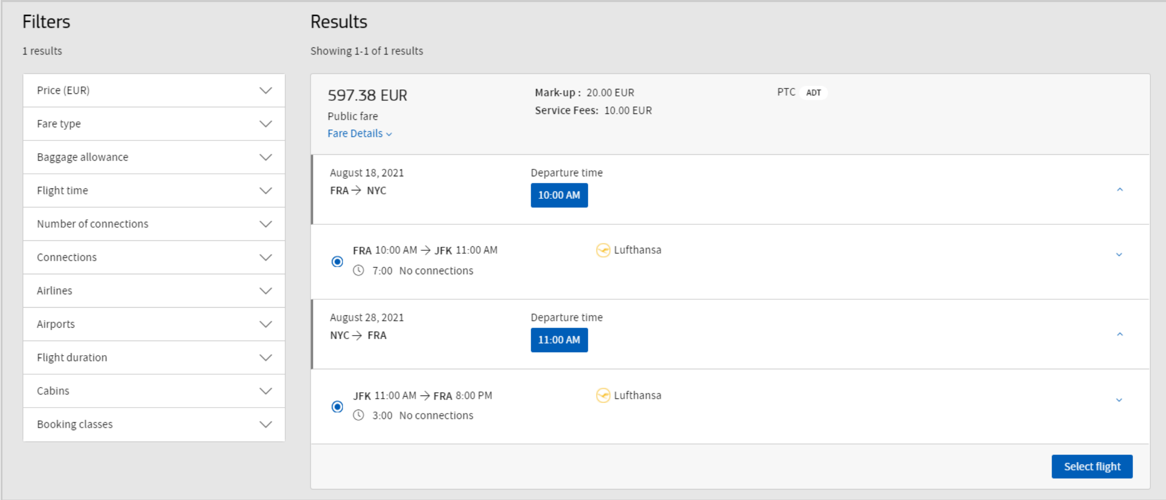
> **Tip:** If the margins calculated are incorrect, you need to identify which rule was applied, using the `EPD/FI/Fn` entry where the model ID and rule ID are shown. Then, you need to compare the applied and expected rules to detect which criteria causes the discrepancy. If there are no margins calculated, removing criteria will help detect which one is causing the issue.

How to request the total sales price (Selling Platform Connect)

1. Create the booking and do a pricing using the regular process from the booking file with the All Fares flow. The applicable model is automatically selected ('Virtual Model').

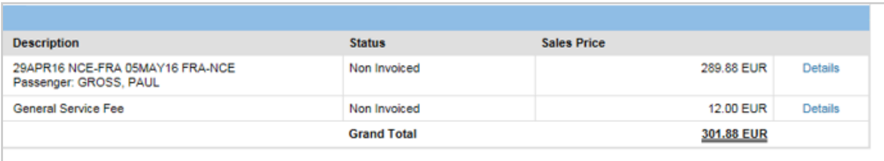


Example of a result with mark-up and services fees:



2. Click on **Show booking file**.
3. Scroll to the **Sales** section.

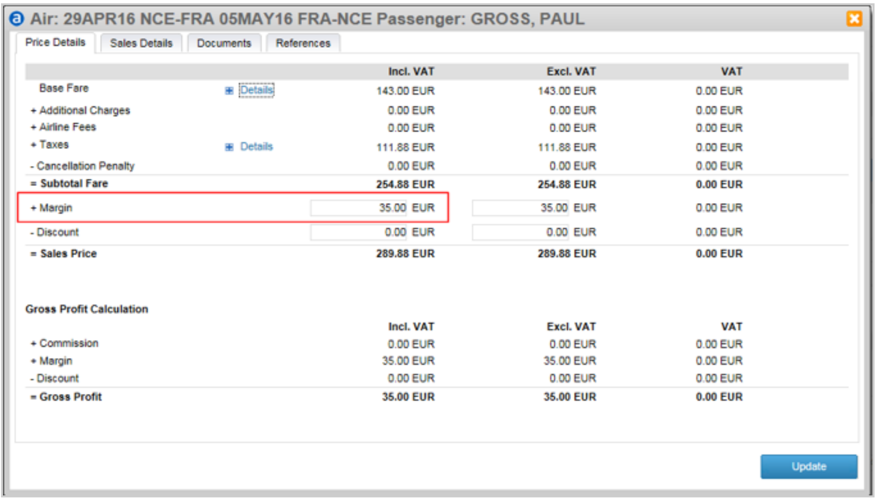
   The **Sales price** column shows the total sales price including the automatically added margin. The service fee is shown in a separate line while the mark-up and discount are included in the segment details.



Description	Status	Sales Price	
29APR16 NCE-FRA 05MAY16 FRA-NCE Passenger: GROSS, PAUL	Non Invoiced	289.88 EUR	Details
General Service Fee	Non Invoiced	12.00 EUR	Details
	Grand Total	301.88 EUR	

   To see details of the margin, click on **Details**.

   A window is displayed showing you full sales details of the PNR.



> **Note:** You can add other fees manually, by clicking on **Add Fee** under **What can you do next?** at the bottom of the **Sales** section, and selecting either of the following:
>
> - **General**, for fees relating to non-travel product related items, such as visas sending and so on.
> - **Linked**, for fees related to a travel product, such as a cancellation fee.

How to adjust a fee after it has been added

Cryptic

To override an automatically calculated fee or mark-up, use the TFA command, for example,

`TFA/0.00/F1`

This sets the mark-up and discount to 0 for the first entry. The following example shows no mark-up or discount for line 1:

```
> tfa/0/f1

 BOOKING FILE - GLOBAL OVERVIEW

 TOTAL SALES PRICE:        263.55 EUR
 TOTAL GROSS PROFIT:        25.00 EUR
 TOTAL REFERRAL:             0.00 EUR

 ID  PRODUCT          STATUS PRICE DETAILS                        SALES PRICE
 ------------------------------------------------------------------------------
 1   AIR              ACT    PURCHASE PRICE:       238.55 EUR       238.55 EUR
     AMADEUS/TEST            DISCOUNT (M):           0.00 EUR
                             MARK-UP (M):            0.00 EUR
 2   SERVICE FEE      ACT    FEE:                   25.00 EUR        25.00 EUR
                             DISCOUNT:               0.00 EUR
```

Booking file

To override an automatically calculated fee or mark-up, create a fee or mark-up manually in the **Sales** section of Selling Platform Connect.

1. Click on **Show booking file** in the right-hand panel.
2. In the **Sales** section, click on the **Details** link for the Air line or Service fee line.
3. Click on the **Margin amount** field in the dialogue box and click on **Update**.

How to set the booking channel

Cryptic

To set the booking channel, enter: `TFU/BC-nn`

Selling Platform Connect

You can set the booking channel in the **Sales** section in Selling Platform Connect.

How to display the financial item details

For investigation purposes, you can display the financial item details. The display contains the product, the associated passengers and segments, the TST or TSM number, the ticket number, the rule and model IDs. To display the financial item details:

1. Retrieve the PNR.
2. Enter `EPD/FI` to display the financial item list.
3. Enter `EPD/FI/Fn` to display a specific financial item line.

```
BOOKING FILE - FI 1

PRODUCT:       AIR
PASSENGERS:    P1.AMADEUS/TEST
SEGMENTS:      S2-3
TST:           00001         TKT:           220-1231231234

DETAILS                 MODEL               RULE              PRICE
---------------------------------------------------------------------
PURCHASE PRICE:                                          238.55 EUR
DISCOUNT (M):                                              0.00 EUR
MARK-UP (M):            608431              2949589        0.00 EUR

ID  STRUCTURE                   STATUS                  SALES PRICE
---------------------------------------------------------------------
1   AIR                           ACT                    238.55 EUR
2   --SERVICE FEE                 ACT                     25.00 EUR
---------------------------------------------------------------------
TOTAL:                                                   263.55 EUR
```

What are the most frequently used Margin Manager cryptic commands?

Entry	Request
`EPD/FI`	Display the list of financial items in the PNR.
`EPD/FI/F1`	Follow-up transaction to display the details of the specified financial item.
`TFL`	Display the Margin Manager model list.
`TFA`	Adjust the margin. Example: `TFA/0/P1`, to set the amount to zero.

Entry	Request
TFU	Set the booking channel at PNR level. Example: TFU/BC-EMA/P2, to set booking channel 'email' for passenger 2.
TFP/1234	Select a model ID for a PNR.
TFP/0	Remove the linked model ID from a PNR.

Scenarios

Scenario 1: Creating a generic margin rule

Scenario

Create a generic rule that applies a product fee of 50 Euros to every flight in the world.

> **Note:** This scenario can be performed with both the standard and the light versions of Margin Manager.

Solution

1. On the **Rules** page, click on the **New Rules** tab and set the rule as follows:

Panel/Field	Setting
General Rule data	
Common panel	
Rule name	<name>
Rule type	Product fee
Valid from/to	Not set (always applicable)
Product panel	
Type	Air
Content Provider	Any
Product type	Transportation
Action panel	
Booking action	Booking
Rule Criteria I tab	
Itinerary data panel	
International indicator	Any
Origin type	Empty
Destination type	Empty
Rule Content	
Amount (VAT incl.)	50
Currency	Any

2. Click on **Create rule**.

Scenario 2: Creating margin rules per itinerary

Scenario

Create three standard itinerary rules that apply the following flat margins:

- 20 euros for all domestic flights
- 30 euros for European flights
- 40 euros for international flights

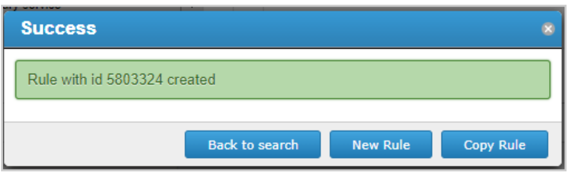
> **Note:** This scenario can be performed with both the standard and the light versions of Margin Manager.

Solution

1. On the **Rules** page, click on the **New Rules** tab and set the rule as follows:

Panel/Field	Setting
General Rule data	
Common panel	
Rule name	<name>
Rule type	Product fee
Valid from/to	Not set (always applicable)
Product panel	
Type	Air
Content provider	Any
Product type	Transportation
Action panel	
Booking action	Booking
Rule Criteria I tab	
Itinerary data panel	
International indicator	Domestic
Origin type	Any
Destination type	Any
Rule Content	
Amount	20
Currency	Euros

2. Click on **Create rule**.
3. In the **Success** dialog, select **Copy rule**.



4. Change the settings for the European flights, as follows:

Panel/Field	Setting
General Rule data	
Common panel	
Rule name	<name>
Rule Criteria I tab	
Itinerary type panel	

Panel/Field	Setting
International indicator	EU
Rule Content	
Amount	30

5. Click on **Create rule**.
6. In the **Success** dialog, select **Copy rule**.
7. Change the settings for international flights, as follows:

Panel/Field	Setting
General Rule data	
Common panel	
Rule name	<name>
Rule Criteria I tab	
Itinerary type panel	
International indicator	International
Rule Content	
Amount	40

8. Click on **Create rule**.

Scenario 3: Creating a mark-up rule based on carrier and class

Scenario

Create a rule that applies a flat mark-up of 50 Euros for:

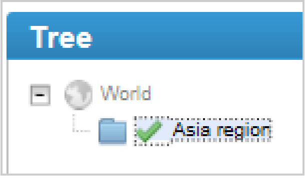
- One-way flights from PAR to Asia.
- On validating carrier AF.
- In business class.

> **Note:** This scenario can be performed only with the standard version of Margin Manager.

Solution

1. If the Asia market does not already exist, you must create it. On the **Rules** page, click on **Markets**.
2. Click on the  icon.
3. In the **New Market** panel, enter the name of the new market, such as 'Asia region'.
4. In the **Market Content** pane, for the **Region** option, select **Asia region** and click on **Include**.

   The region is available in the market tree:



5. Click on **Save market**.

   For more details, see *How to define or modify a market* on page 266.
6. Click on the **Rules** button.
7. In the **Rules** page, click on the **New Rules** tab.
8. Set the rule as follows:

Panel/Field	Setting
General Rule data	
Common panel	
Rule name	<name>
Rule type	Mark-up
Valid from/to	Not set (always applicable)
Product panel	
Type	Air
Content Provider	Any
Product type	Transportation
Action panel	
Booking action	Booking
Rule Criteria I tab	
Product Specific > Carrier panel	
Validating airline	AF
Cabin	Business
Itinerary data panel	
International indicator	Any
Origin (Pickup)/Destination panel	
Origin type	City
Location	PAR
Destination type	Market
Market	<Asia market name>
Rule Criteria II tab	
Product specific > Air criteria panel	
Type of route	Oneway

Panel/Field	Setting
Rule Content	
Amount	50
Currency	Any

9. Click on **Create rule**.

Frequently asked questions

Question	Answer
How do I set a rule for EAC?	There is no distinction between an EAC rule and a standard GDS rule in Margin Manager. The rule applies only when a TST is created.
How can I prevent the margins from being updated?	Margins are automatically updated when you enter the EPD/FI command or you display the Sales View. This means that the amounts might unintentionally change when you work on the booking file (PNR) and could be different from what you have communicated to your customer. To ensure that the initial margins are kept as long as the booked segment exists in the PNR, contact your Amadeus representative.
How can I block the manual update of financial items?	If the situation requires it, agents can manually update the margins that have been applied by Margin Manager, either by using the cryptic TFA entry or by amending the margin in the Sales View. To block the agent from doing this, contact your Amadeus representative.
Is it possible to hide service fees or mark-up from the travel agent?	No, it is not possible.
In which languages is the Margin Manager admin UI available ?	Margin manager is available in English only. Some web browsers integrate translation feature. The translation is not perfect, but it can help the admin user.

13. Cryptic Magic

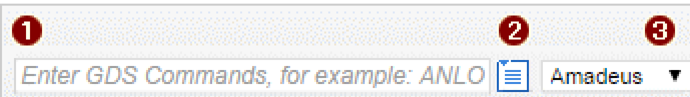
Getting started with Cryptic Magic

What is Cryptic Magic?

Cryptic Magic provides a text field from within the graphic workflow into which you can enter a limited number of cryptic commands that will populate the booking file. See *Using Cryptic Magic commands* below.

How to access Cryptic Magic

The **Cryptic Magic** entry line is available from anywhere in the application:



1	This is the **Cryptic Magic** text field. Enter cryptic commands here.
2	By clicking on this symbol, a history of recent commands will be displayed. These can be edited and re-entered.
3	Use this drop-down list to select another GDS provider.

What are the features of Cryptic Magic?

The **Cryptic Magic** entry line has the following features:

- A cryptic command can be typed directly into the **Cryptic Magic** text field.
- After a command is recognised, the background changes to green.
- If a command is not recognised, you are prompted to switch to the Command Page.

Using Cryptic Magic commands

Cryptic Magic can be used to enter a variety of commands, including (but not limited to) availability and scheduling, fare quote display, fare notes, flight information, short sell and pricing commands for Amadeus. You can also use some Sabre commands with Cryptic Magic.

Cryptic Magic Availability and Scheduling Commands

Request	Entry
One-way routing, specified date, city pair, time	AN11JULHOULAX1430
Local time if today is 11JUL, or 0000 in the future	AN11JULHOULAX
Current day departure, specified time	ANMIAATL1130
Departure city is the same as the office profile	AN11JULNYC1130
Current location and current day departure, local time	ANATL
Seven-day search	AN/11JULMADNYC1430
Round-trip routing, specified dates and times	AN11JULMADCPH8A*23AUG2P
Round trip, returning on the same day	AN11JULMADCPH*
Departure on current day, local time	ANMADSCL*11JUL1200
Seven-day search	AN/11JULMADBKK*29JUL7A
Dual city pair display, specified dates	AN9JULFRAMAD*23JULBCNDUS
Second pair a number of days later A	AN11JULMADCPH*+4STOBCN
Same day availability	AN9JULMADFRA*DUSBCN
Open-jaw availability	AN12OCTFRAMAD*BCN
Seven-day search	AN/8FEBANCNOU*//3MARPPTANC
	AD23OCTPDXOMA7A
	AA23OCTSEASFO11A
	AD23OCTPDXORD/AUA
Airline preference (maximum six)	AN11JULMADCPH13/ASK,IB
Availability for a specific flight number	AN11JULATHROM/AAZ717
Number of seats (maximum nine)	AN11JULSINFRA/B3
Specified cabin type (maximum two)	AN11JULSINSYD/KF,C
Specified classes (maximum three)	AN11JULLHRBOM/CF
Specified classes on all segments	AN15SEPJFKAMS/CF-Y
Connecting cities (up to two)	AN11JULLONTYO14/XBKKHKG
Non-stop flights only	AN11JULLAXNYC/FN

Cryptic Magic Fare Quote Display Commands

Request	Entry
Origin city different from CRT location, today	FQDFRAMNL
Origin city and CRT location same, today	FQDMNL
Specific airline only	FQDFRAMNL/A-LH
Multiple airlines (maximum of three)	FQDFRAMNL/ALH,PR,KL
Common fares only	FQDFRAMNL/AYY
Three-month display, starting in April	FQDFRAMNL/DAPR

Request	Entry
Specific date	FQDFRAMNL/D11APR
Exact outbound travel dates	FQDFRAMNL/A-LH/D26NOV*
Range of travel start dates	FQDFRAMNL/D21JUL**14AUG
From a specific date to seven days ahead	FQDFRAMNL/D21JAN**7D
From a specific date to three months ahead	FQDBCNMNL/AIB/D21JAN**3M
Fares from today's date to a specific date	FQDFRAMNL/D**3MAR
Specific past date	FQDFRAMNL/ALH/D23JAN09
Different travel and ticketing dates	FQDPARFRA/D5JUN08/AAF/R,06APR08
Travel date (with date range) different from ticketing dates	FQDHELNBO/D15AUG08**/R,10MAY08
Front cabin position (first class)	FQDFRAMNL/KF
Front cabin position (business class)	FQDFRAMNL/KC
Rear cabin position (economy class)	FQDFRAMNL/KY
Rear cabin (economy and premium class)	FQDFRAMNL/KW
Rear cabin (economy class, excluding premium)	FQDFRAMNL/KM
One-way fares	FQDFRAMNL/IO
Round-trip fares	FQDFRAMNL/IR
Fares in NUC	FQDFRAMNL/R,NUC
Add tax (if not included by default)	FQDFRAMNL/R,AT
Withhold tax (if included by default)	FQDFRAMNL/R,WT
Fare request types, APEX, PEX and MILITARY (maximum of three codes)	FQDFRAMNL/ALH/R,-APX-PEX-MIL
Expanded parameters, fares with no penalty	FQDNYCLON/ABA/R,*NPE
Expanded parameters, fares with a percentage penalty	FQDNYCPAR/AAF/R,*PE25P
Round-the-world (RTW) or Circle Trip (CT) fares	FQDLONLON/AQF/VRW, FQDSYDSYD/AQF/VCT
Unifares	FQDNYCMAD/R,U
Unifares for a corporate contract	FQDNYCMAD/R,U364477
Unifares by corporate name	FQDNYCMAD/R,UU*IBM
Unifares for a specific airline	FQDNYCSFO/AUS/R,U
Negotiated fares for a corporate contract	FQDNYCMAD/R,C364477

Cryptic Magic Fare Notes Commands

Request	Entry
Fare notes	FQN3

Cryptic Magic Flight Information Commands

Request	Entry
From an availability or schedule display (line two), maximum two	DO2
From an availability display, third flight from line one (multi segment)	DO1/3

Cryptic Magic Informative Display Commands

Request	Entry
Display a list of fares	FQPLONSINLON
View the ticket image for the fare on line 3	FQQ3
Different airlines, each segment	FQPLON/ABASINJKT/ASQBKK
Same airline for all segments	FQPNCE/AAFMIAPARNCE
Same airline for all segments	FQPNCEMIAPARNCE/OAF
Travel dates	FQPLON/D04SEPSIN/D18OCTLON
Past travel and validation date (maximum six months for US and Canada and 12 months for the rest of the world)	FQPMUC/D01APRPARMAD/R,07JUN08
Fare break point at the next city	FQPLON/BPARHEL
Inhibit fare break point at the next city	FQPLON/BPARHEL
Global routing via the eastern hemisphere	FQPLON/VEHSINLON
Global routing round-the-world (RTW)	FQPLON/ABA/VRWCHIHNLSYDBKKLON
Passenger discount	FQPMADPARMAD/RCH
Multiple discounts (maximum six codes)	FQPMADPAR/RCH**ZZ**IN
Passenger type code	FQPLAX/AYXNYC/RMIL
Booking codes	FQPLON/CFSIN/CYLON
Return as a mirror of outbound segments	FQPLONSIN/M
Expanded parameters, fares with no maximum stay	FQPPARSYDPAR/R,*NMX
Expanded parameters, multiple restrictions	FQPNYC/AAAMIABOS/R,*NPE-NAP
Point-of-sale override	FQPMADPARMAD/R,LON
Ticketing city override	FQPMADPARMAD/R,.FRA
Point-of-sale and ticketing city override	FQPMADPARMAD/R,LON.FRA
Price in a foreign currency	FQPLONSIN/R,FC-USD
Stopover sector	FQPLONFRA-MUCDUSLON
Stopover and surface sector	FQPLONFRA---MUCDUSLON
Transfer at all points before the hyphen (FRA and MUC)	FQPLONFRAMUCGVA-
Tax exemption, all taxes	FQPMADPARMAD/R,ET
Add taxes	FQPBOG/ACOMIA-EWR-BOG/R,AC-US

Request	Entry
Withhold taxes	FQPPAR/AAFFRA-LON-PAR/R,WC-DE
Withhold surcharges	FQPNYC/AAARIO/R,WQ
Withhold all taxes	FQPLONNCELON/R,WT
Unifares	FQPNCE/ABALHRNCE/R,U
Unifares for a corporate contract	FQPNCE/ABALHRNCE/R,U364477
Negotiated fares for a corporate contract	FQPNCE/ABALHRNCE/R,C364477

Cryptic Magic Long Sell, Ghost, Passive, Information Commands

Request	Entry
Sell one seat	SSEI154C12JULDUBLHR1
Departure date is today	SSBA352C/LHRNCE1
Unaccompanied minors	SSBA343L10JULNCELHRUM2/5,6
Stretcher	SSBA343L10JULNCELHRST2
Interline passenger with a reservation	SSAF2402C10JULNCEORYID1
Reconfirm segment booked outside Amadeus	SSDL071C12JUNCPHJFKRR1
Cancel a segment booked outside Amadeus	SSAC111C19DECYULYVRIX1
Create passive segment	SS1G2/PK/ABC123
Create service segment	SS1G2/HK/ABC123
Create ghost segment	SS1G2/GK/ABC123
Create passive segment from dual city pair display	SS1L5/PK/ABCDE*12/PK/ABCDE
Add airline record locator to passive segment	3/*ABC123
Create flight segment for information	SIKL171C28JUNAMSCPHHK2/08501120
Arrival unknown	SIARNK
Create open segment specifying only airline, class, departure and arrival cities, for one passenger	SOBAC25NOVLHRJFK/P2
Two airline codes	SOSKBA/C20SEPSTOLHR

Cryptic Magic Pricing Commands

Request	Entry
Price a PNR without creating a TST	FXX
View the ticket image for the fare on line 3	FQQ3
View the fare calculation for the fare on line 3	FQH3
Global routing round-the-world (RW), whole itinerary	FXX/S2RW

Request	Entry
Global routing Round-the-World (RW), selected segments	FXX/S2,RW,3-7,10
Global routing circle trip (CT), whole itinerary	FXX/S2CT
Global routing circle trip (CT), selected segments	FXX/S2,CT,3-7,10
Passenger type codes (maximum six codes)	FXX/RMIL*CD*CH
Price passenger type code, military only	FXX/RMIL,*PTC
Expanded parameters, fares with no restrictions	FXX/R,*NR
Expanded parameters, multiple restrictions	FXX/R,*NPE-NAP
Expanded parameters, penalty with percentage	FXX/R,*PE25P
Point-of-sale override	FXX/R,LON
Ticketing city override	FXX/R,.FRA
Point-of-sale and ticketing city override	FXX/R,LON.FRA
Pricing in a foreign currency	FXX/R,FC-USD
Tax exemption, all taxes	FXX/R,ET
Tax exemption, all FR taxes	FXX/R,ET-FR
Tax exemption, SE type of FR tax	FXX/R,ET-FRSE
Add taxes (maximum four)	FXX/R,AC-US-GB
Withhold taxes (maximum four)	FXX/R,WC-DE-FR
Unifares	FXX/R,U
Unifares for a corporate contract	FXX/R,U123001
Unifares for up to six corporate codes or names	FXX/R, U000001-000002-*IBM
Negotiated fares	FXX/R,NEGO
Negotiated fares for a corporate contract	FXX/R,C123001
Price a new or retrieved PNR, without TST	FXA
Price a PNR without creating a TST	FXA
Price passenger 1	FXA/P1
Price passengers 1,2, and 5	FXA/P1,2,5
Price passengers 1 to 3	FXA/P1-3
Price only infants	FXA/INF
Price only non-infants	FXA/PAX
Same discount for all passengers	FXA/RDG
Multiple discounts	FXA/RCH*ZZ*CD
Passenger discount for passenger 1	FXA/P1/RDG
Passenger discount for passengers 1 and 3	FXA/P1,3/RDG
Different discounts for specified passengers	FXA/P1/RCH/P2/RZZ//P3/RCD
Passenger type codes (maximum six codes)	FXA/RMIL*CD*CH
Price passenger type code, military only	FXA/RMIL,*PTC

Request	Entry
Expanded parameters, fares with no restrictions	FXA/R,*NR
Expanded parameters, multiple restrictions	FXA/R,*NPE-NAP
Expanded parameters, penalty with percentage	FXA/R, *PE25P
Point-of-sale override	FXA/R,LON
Ticketing city override	FXA/R,.FRA
Point-of-sale and ticketing city override	FXA/R,LON.FRA
Pricing in a foreign currency	FXA/R,FC-USD
Price segment 4	FXA/S4
Price segments 4 and 5	FXA/S4,5
Price segments 4 to 6	FXA/S4-6
Tax exemption, all taxes	FXA/R,ET
Tax exemption, all FR taxes	FXA/R,ET-FR
Tax exemption, SE type of FR tax	FXA/R,ET-FRSE
Add taxes (maximum four)	FXA/R,AC-US-GB
Withhold taxes (maximum four)	FXA/R,WC-DE-FR
Unifares	FXA/R,U
Unifares for a corporate contract	FXA/R,U123001
Unifares for up to six corporate codes or names	FXA/R,U000001-000002-*IBM
Negotiated fares	FXA/R,NEGO
Negotiated fares for a corporate contract	FXA/R,C123001
Specify the cabin class	FXA/KC
Price a new or retrieved PNR, without TST	FXA/LO
Price a PNR without creating a TST	FXA/LO
Price passenger 1	FXA/LO/P1
Price passenger 1, 2 and 5	FXA/LO/P1,2,5
Price passengers 1 to 3	FXA/LO/P1-3
Price only infants	FXA/LO/INF
Price only non-infants	FXA/LO/PAX
Same discount for all passengers	FXA/LO/RDG
Multiple discounts	FXA/LO/RCH*ZZ*CD
Passenger discount for passenger 1	FXA/LO/P1/RDG
Passenger discount for passengers 1 and 3	FXA/LO/P1,3/RDG
Different discounts for specified passengers	FXA/LO/P1/RCH//P2/RZZ//P3/RCD
Passenger type codes (maximum six codes)	FXA/LO/RMIL*CD*CH
Price passenger type code, military only	FXA/LO/RMIL,*PTC
Expanded parameters, fares with no restrictions	FXA/LO/R,*NR
Expanded parameters, multiple restrictions	FXA/LO/R,*NPE-NAP

Request	Entry
Expanded parameters, penalty with percentage	FXA/LO/R,*PE25P
Point-of-sale override	FXA/LO/R,LON
Ticketing city override	FXA/LO/R,.FRA
Point-of-sale and ticketing city override	FXA/LO/R,LON.FRA
Pricing in a foreign currency	FXA/LO/R,FC-USD
Price segment 4	FXA/LO/S4
Price segments 4 and 5	FXA/LO/S4,5
Price segments 4 to 6	FXA/LO/S4-6
Tax exemption, all taxes	FXA/LO/R,ET
Tax exemption, all FR taxes	FXA/LO/R,ET-FR
Tax exemption, SE type of FR tax	FXA/LO/R,ET-FRSE
Add taxes (maximum 4)	FXA/LO/R,AC-US-GB
Withhold taxes (maximum 4)	FXA/LO/R,WC-DE-FR
Unifares	FXA/LO/R,U
Unifares for a corporate contract	FXA/LO/R,U123001
Unifares for up to 6 corporate codes or names	FXA/LO/R,U000001-000002-*IBM
Negotiated fares	FXA/LO/R,NEGO
Negotiated fares for a corporate contract	FXA/LO/R,C123001
Select the fare on line 3 for all passengers, rebook and create a TST	FXU3
Select different fares for selected passengers, rebook and create TST	FXU1/P1,3//5/P2

Cryptic Magic Short Sell Commands

Request	Entry
Sell one seat on line 2 in C class	SS1C2
Sell two seats on line 1, in C class for first flight, remaining flights in B class	SS2CB1
Sell seats from dual availability display, same class	SS1Y2*11
Sell seats from dual availability display, different class	SS1Y3*C12
Stretcher	SS2C3/ST
Interline passenger with a reservation	SS2C3/ID
Waitlist	SS1D3/PE
Reconfirm segment booked in Amadeus	3/RR

Cryptic Magic Timetable Commands

Request	Entry
One-way routing, specified date, city pair, time	TN11JULCPTCAI0830
Departures from 0000 for a date in the future	TN11JULCPTCAI
Current day, specified time	TNCPTCAI0830
Departure city is the same as the office profile	TN11JULRIO0830
Current day, local time	TNMIARIO
Departure city is the same as the office profile, current day	TNRIO
Flights operating on a specific day of the week	TN29AUGHOUMEX1430/WE

Sabre Cryptic Magic Commands

Request	Entry
Local time if today is 11JUL, or 0000 in the future	123OCTPDXOMA
Current day departure, specified time	123OCTPDXOMA7A
Departure city is the same as the office profile	123OCTSEASFO/11A
Current location and current day departure, local time	123OCTPDXORD‡UA
Seven-day search	01C2
Round-trip routing, specified dates and times	01C1B2
Round trip, returning on the same day	WP
Departure on current day, local time	WPN1.1
Seven-day search	WPS4/5

14. Command Page

Getting started with the command page

How to open a new command page

On the main Selling Platform Connect menu, click on **File > New Command Page**.

What are the command page shortcuts?

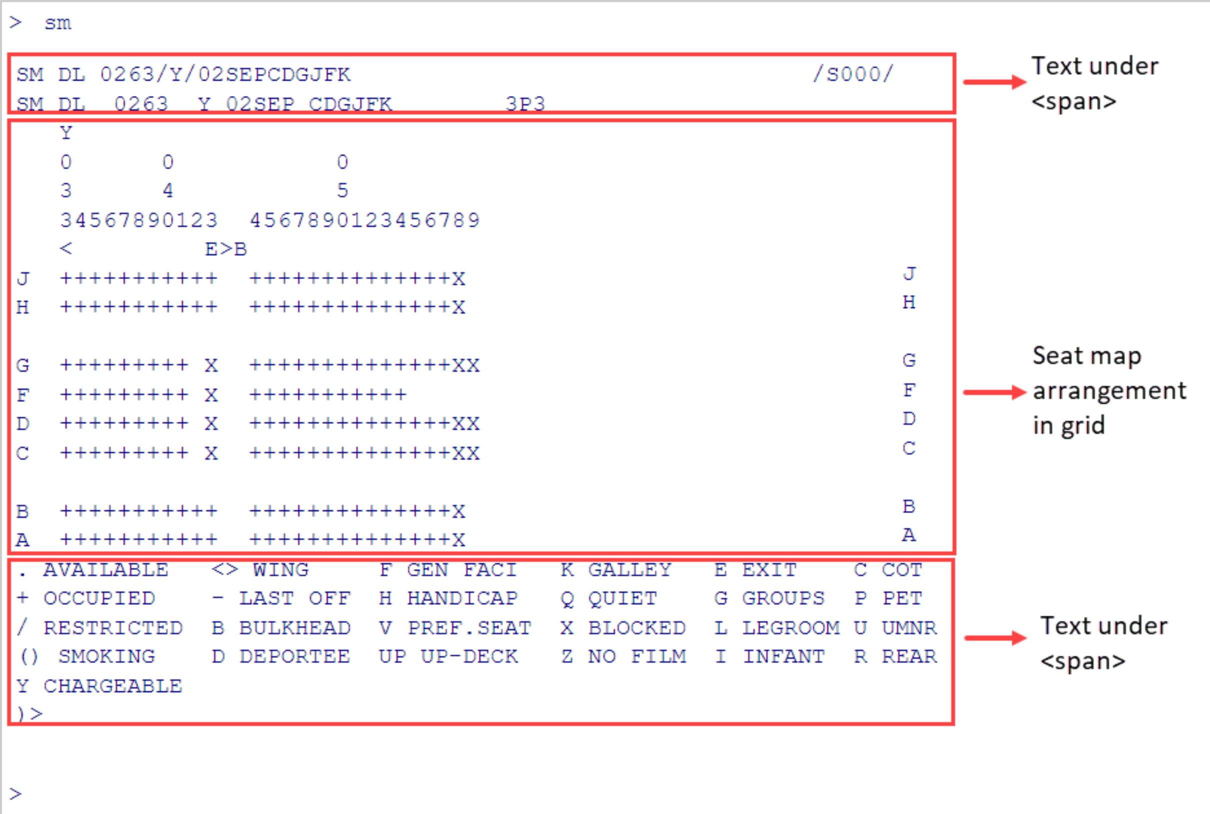
	Action	Entry
General	Scroll between previously entered commands	**Alt + up arrow and down arrow**
	Move up	**F7**
	Move down	**F8**
	Clear screen without erasing previous entries	**Pause**
	Clear screen while erasing previous entries	**Pause + Shift**
	View and edit command history	**Alt + right arrow**
Screen reader: FXD (pricing) and TWD (ticket display)	Read next line	**Down arrow**
	Read previous line	**Up arrow**
	Read next character to the right	**Right arrow**
	Read next character to the left	**Left arrow**
	Read next word to the right	**Insert + Right arrow**
	Read next word to the left	**Insert + Left arrow**

	Action	Entry
Screen reader: SM (seat map)	**Navigation outside the grid (span)***	
	Read next line	**Down arrow**
	Read previous line	**Up arrow**
	Read next character to the right	**Right arrow**
	Read next character to the left	**Left arrow**
	Read next word to the right	**Insert + Right arrow**
	Read next word to the left	**Insert + Left arrow**
	Navigation inside the grid (grid)*	
	Read next cell in row	**Alt + Ctrl + right arrow**
	Read previous cell in row	**Alt + Ctrl + left arrow**
	Read cell below in column	**Alt + Ctrl + down arrow**
	Read cell above in column	**Alt + Ctrl + up arrow**

* See *What are the grid and span areas?* on the next page.

Note: The JAWS screen reader can be used to read out loud the most common FXD (pricing), SM (seat map) and TWD (ticket display) command responses through row navigation. The SM (seat map) entries also support column navigation. For a list of the command extensions, see *Appendix: Supported Extended Commands for JAWS* on page 324.

What are the grid and span areas?



How to print command page content

1. Select the content that you want to print and do one of the following:
   - On the main Selling Platform Connect menu, click on **File > Print** or click on the **Print** icon .

     Or:
   - Right-click the selected text and select **Print**.
2. Follow the standard printing process for your printer.

Which command page settings can be changed?

- Graphical or cryptic view of:
  - TST
  - TSM
  - Refund
  - Seat map
  - Services catalog
- Font colour and background colour.
- Font size.

- Font style (bold and italics).
- Speedmode activation and deactivation.
- Default option of either 4505 or 3270 for new Command Pages.
- Option to show or hide the button for dynamic switch between the Command Page types.

How to change the command page settings

1. On the main Selling Platform Connect menu, click on **Settings > Command Page**. Alternatively, on the **main accordion** menu, click on **Personal Settings > Command Page**.
2. Change the settings as required and click on **Save**.

Splitting the command page screen

What are the screen split options?

You can split the Command Page screen vertically or horizontally. Within these splits, you can do a secondary horizontal or vertical split so that the screen is divided into four sections. Each split screen has separate prompts and commands.

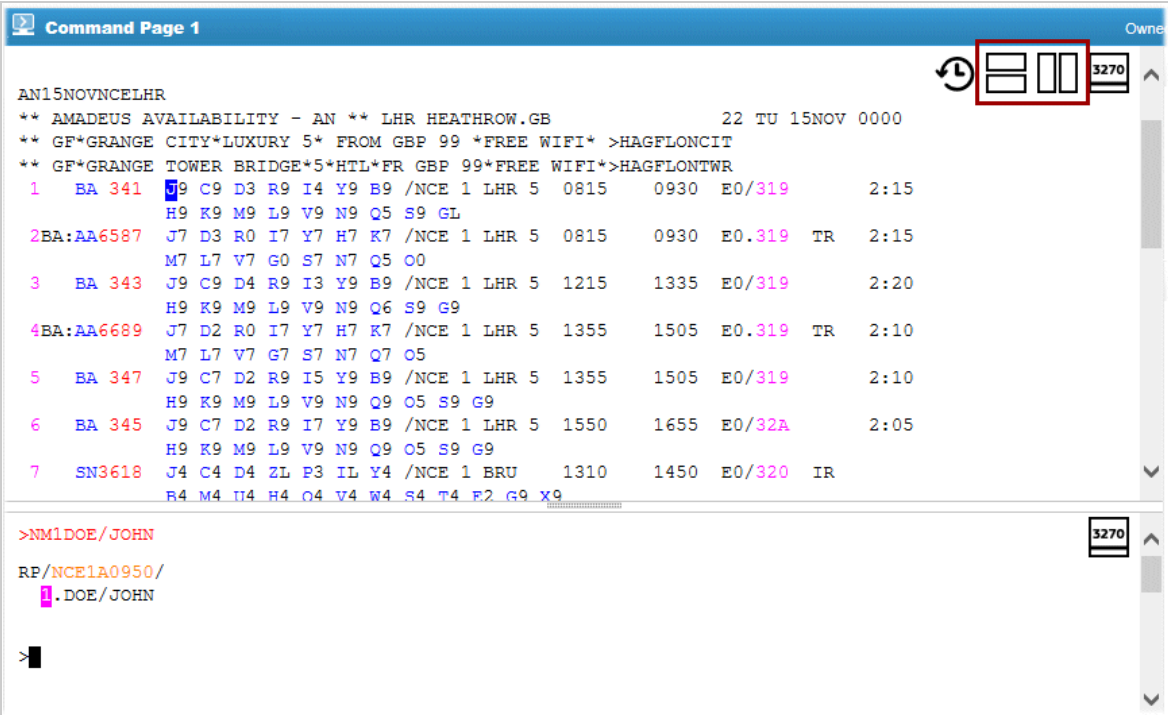
How are commands saved for screen splits?

All commands are saved when a split is closed. When the same split is opened again in the same session, all commands in the history are retrieved. Up to 10 commands are stored for each of the four splits.

How to split the screen

- To split the screen vertically, click on the **Vertical Split** icon in the upper right-hand corner of the screen.

- To split the screen horizontally, click on the **Horizontal Split** icon.



How to reverse a split screen

- To reverse a horizontal split, click on the **Horizontal Split** icon.
- To reverse a vertical split, click on the **Vertical Split** icon.

How to resize a split screen

- To resize a screen that is split horizontally, drag the horizontal split bar to the required location.
- To resize a screen that is split vertically, drag the vertical split bar to the required location.

Switching between the command page and graphic mode

What are the options for switching from the command page?

Switch From Command Page	Result
Go to booking file	If there is no PNR in cryptic, the booking file is empty. If there is a PNR in cryptic, the details are in the booking file.
Go to Booking Tool/Air	If an Air availability search has not been done, or it has been reset, the **Search** page is displayed. If an Air availability search was already done, the last search result is displayed.

How to switch between the command page and graphic mode

1. When on the Command Page, click on **Show in Graphic Mode** in the side panel.
2. To return to the Command Page, click on **Show in Command Page**.

What are ticketing hotkeys?

Ticketing hotkeys refer to the display of the ticketing number as a link in the Command Page. By clicking on this link, you open a graphical **E-ticket Display** pop-up window that shows the details of the e-ticket as it appears in the booking file.

Which graphical displays can be opened using commands?

Graphical Display	Commands that Open the Display
TST	TQT TQT/Tn (n = TST number) TQT/Pn (n = passenger number) TQT/Sn (n = segment number) TQT/Sm-n (m, n = segment numbers)
Refund	TRF command followed by one of the following: • Document number • Booking File line number • Query report

Graphical Display	Commands that Open the Display
Seats and Services Catalog	SM opens the graphic catalog with the **Seat Map** section displayed (except if it is followed by a flight number). If a graphic seat map is not available for an airline, you can continue with the cryptic seat map. If you close the graphic catalog, the cryptic catalog remains open.
	FXK opens the graphic catalog. FXK/G-BG opens the graphic catalog with the Baggage section displayed.
TSM	TQM TQM/M1 TQM/P1

Working with Speedmode

What is Speedmode?

Speedmode is a functionality that allows you to access a list of predefined shortcut commands based on the last cryptic response that was displayed. If the classic (4505) Command page display contains rail or low-cost segments, Speedmode can be used with these.

You highlight and select items on the display and send the command requests using either the mouse or a keyboard action.

How to activate and deactivate Speedmode

1. On the main Selling Platform Connect menu, click on **Settings > Command Page**. Alternatively, on the main accordion menu, click on **Personal Settings > Command Page**.
2. Select or deselect the **Speedmode activation** check box.
3. Click on **Save**.

Where is Speedmode available?

Display	Description
Air availability response	Speedmode is triggered by the `AN` command. The following elements are highlighted: • Line number • Airline code • Flight feature • Flight number • Aircraft code • Class of service
Car availability	Speedmode is triggered by the `CA` command. The following elements are highlighted: • Line number • Airline code • Company code • Car rate
Queues	Speedmode is triggered by the `QT` command and commands starting with `QC`. The category number is highlighted.
Itinerary pricing	Speedmode is triggered by the `FXA, FXB, FXP, FXR`, and `FXX` commands. The line number is highlighted.
Fare selection with TST creation	Speedmode is triggered by the `FXT` command. The line number is highlighted.
Ticketing: TST	Speedmode is triggered by the `TQT` command. The TST number is highlighted.

Display	Description
PNR	The office ID and segment number of each item in the PNR is highlighted. Speedmode is available for the following PNR items: • Office ID • Passenger name • Air segment • Car segment (CCR) • Rail segment (TRN) • Hotel segment (HHL) • Contact element (AP) • Remark element (RC, RM, RX, RQ, AB, AM) Adding two dots before a remark entry allows the launch of the associated command when you click on the entry. • Ticket element (TK) • Fare element (FA, FB, FP, FV) • SSR remark element (SSR) • OSI remark element (OSI) • Generic element
Fare Quote Display	Speedmode supports all screen displays returned by any command starting with `FQD`. Speedmode is available for the following Fare Quote Display items: • List of airline codes. • List of fares.
Fare Notes	Speedmode is available for the following `FQN` items: • List of categories. • List of paragraphs.
Informative Pricing	There are two types of `FQP` screens: • List of fares (the line number of each fare is highlighted). • List of airline codes (all airline codes are highlighted).
Informative Pricing Index Table	There is one `FQU` screen that displays a list of fares. The line number of each fare is highlighted.
Routing Information	Speedmode is available for the following `FQR` items: • List of fares. • List of airline codes.
RT screen	Speedmode is triggered by the `RT` command. The line number is highlighted.

Explanation: speedmode cursor highlighting

Usually, only one cursor highlight box is displayed on the cryptic display. However, you can also have multiple and permanent cursor highlighting depending on the context.

Multiple cursors

Multiple cursors are displayed when you navigate the **Class of Service** elements.

When you place the cursor on a **Class of Service** element, every identical **Class of Service** element in the following segment of the same availability display is also highlighted.

```
AN10AUGATLBKK18AUG
** AMADEUS AVAILABILITY - AN ** BKK BANGKOK.TH                18 TU 10AUG 0000
** SHANGRI-LA'S RATE BREAK*SAVE UP TO 40% ON RATES AT TRADERS
** AND SHANGRI-LA *VALID TILL 31/08/04 *TO BK >GGHTLSG
 1   AF 307  P7 F7 A3 J9 C9 D9 I9 /ATL S CDG2C  2135    1150+1E0/772
             Z9 Y9 B9 K9 H9 W9 T9 V9 L9 GR UR
     TG 931  F9 A9 P9 C9 D9 J9 Z9 /CDG 1 BKK 1  1350+1   0605+2 0/744      21:30
             Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9                            2XMILES
 2AF:DL8517  F4 C7 D7 I7 Y7 B7 M7  ATL S CDG2C  2135    1150+1E0/772
             H7 Q7 K7 L7 U7 T7
     TG 931  F9 A9 P9 C9 D9 J9 Z9 /CDG 1 BKK 1  1350+1   0605+2 0/744      21:30
             Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9
```

Permanent cursors

For the **Class of Service** elements in two-way availability displays, multiple cursors are replaced by permanent cursors. The first **Class of Service** element and all of its equivalents are marked by a permanent cursor. The same applies to the return flights section.

Permanent cursors remain on the display while you navigate it.

```
AN10AUGATLBKK*18AUG
** AMADEUS AVAILABILITY - AN ** BKK BANGKOK.TH                18 TU 10AUG 0000
** SHANGRI-LA'S RATE BREAK*SAVE UP TO 40% ON RATES AT TRADERS
** AND SHANGRI-LA *VALID TILL 31/08/04 *TO BK >GGHTLSG
 1   AF 307  P7 F7 A3 J9 C9 D9 I9 /ATL S CDG2C  2135    1150+1E0/772
             Z9 Y9 B9 K9 H9 W9 T9 V9 L9 GR UR
     TG 931  F9 A9 P9 C9 D9 J9 Z9 /CDG 1 BKK 1  1350+1   0605+2 0/744      21:30
             Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9                            2XMILES
 2AF:DL8517  F4 C7 D7 I7 Y7 B7 M7  ATL S CDG2C  2135    1150+1E0/772
             H7 Q7 K7 L7 U7 T7
     TG 931  F9 A9 P9 C9 D9 J9 Z9 /CDG 1 BKK 1  1350+1   0605+2 0/744      21:30
             Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9
** AMADEUS AVAILABILITY - AN ** ATL ATLANTA.USGA              26 WE 18AUG 0000
11KE:DL7918  C7 D7 I7 Y7 B7 M7 H7  BKK 1 ICN    0120     0840    0/744  TR
             Q7 K7 L7 U7 T7
  KE:DL7851  C7 D0 I0 Y7 B0 M0 H0  ICN   ATL N  1000     1050    0/744      20:30
             Q0 K0 L0 U0 T0
12   KE 654  C4 I4 W4 Y4 K4 M4 L4  BKK 1 ICN    0120     0840    0/744
             S4 T4 H4 X4 Q4 B4 N4 V4
     KE 035  J4 C4 IR W4 Y4 K4 MR  ICN   ATL N  1000     1050    0/744      20:30
             TR HR LR SR XR QR BR VR GR ER NR
```


What are the navigation options in speedmode?

You navigate Speedmode using keyboard and mouse actions with the cryptic response, and a highlighted box shows the current focus.

Keyboard actions

Keyboard Action	Result
Up Arrow	Selects the next element of the same type above the current element. If there is no line above, the new selection is done starting from the last line until finding one with the same element.
Down Arrow	Selects the next element of the same type below the current element. If there is no line below, the new selection is done starting from the first line until finding one with the same element.
Left Arrow	Selects the previous element on the same line. If there is no other element before, the new selection is the last element of the previous line.
Right Arrow	Selects the next element on the same line. If there is no other element after, the new selection is the first element of the following line.
Tab	Same as the Right Arrow but selects the next element with a different type to the current element.
Shift+Tab	Same as the Left Arrow but selects the previous element with a different type to the current element.
Home	Selects the first element of the displayed response.
End	Selects the last element of the displayed response.
Single Space	Displays the available Speedmode commands for the selected element. Closes the pop-up window that is displayed with a mouseover action or single left-click.
Double Space	Places a permanent cursor on the selected element. A permanent cursor only applies to a two-way availability response, where you can only interact with a **Class of Service** element if it is first marked with a permanent cursor.
Enter	Directly sends the default shortcut command corresponding to the selected element.
Escape	Removes the Speedmode highlighting.
Shift + Escape	Restores the Speedmode highlighting.

Mouse actions

Mouse Action	Result
Mouseover	Displays a pop-up window with the additional information about the element under the cursor (if additional information is available). • To close the pop-up window, left-click outside the pop-up window.
Single left-click	Displays a pop-up window with the available Speedmode command for the clicked element. • To send the selected command, left-click on the command. • To close the pop-up window, left-click outside the pop-up window.
Double left-click	Triggers the default Speedmode command for the clicked element.

Explanation: Optional selection of elements

You can interact with the Speedmode display by optionally selecting elements, which allows you to select more than one element.

How to optionally select an element in the Speedmode display

- Place the cursor on the element in the display and press **Control** + **Space**.
  Or:
- Press **Control** and click on the element.

Working with 3270 command page

What is 3270 command page?

3270 Command Page is an independent page that is a combination of the existing 4505 Command Page and the IBM 3270 terminal.

You can modify a cryptic response and send new requests. Speedmode is not supported for low-cost or rail-only availability displays. See also *Working with Speedmode* on page 307.

You can switch between 4505 and 3270 Command Page. You can also display both 4505 and 3270 Command Page at the same time by splitting the screen. See *Splitting the command page screen* on page 304.

The 3270 Command Page option is only available if it has been activated. You must have administrator rights to activate 3270 Command Page.

How to switch between 4505 and 3270 command page

Click on the **3270 Command Page** icon .

Explanation: 3270 command page screen

Each cell on the screen can contain one character and the cells are grouped into different colour-coded fields. You can change the colour scheme using the **Command Page** settings. Refer to *Getting started with the command page* on page 301.

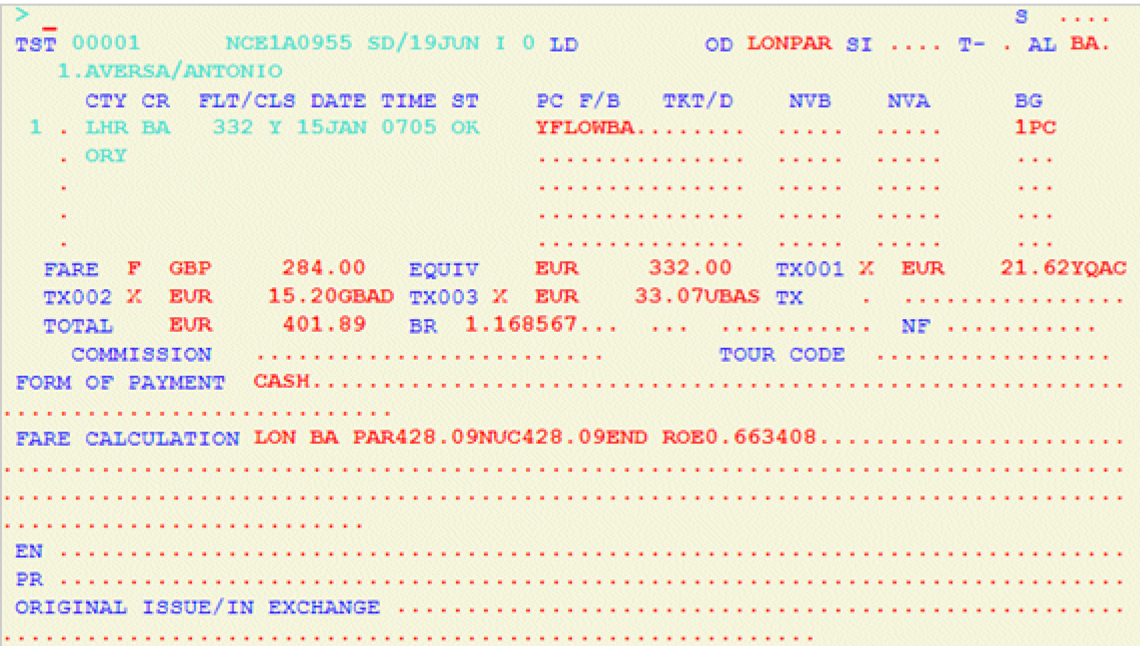
The **3270 Command Page** screen is a mixture of display and interactive fields:

- Display fields cannot be edited.
- Interactive fields can be edited.

Some fields are specifically numeric, which means only a valid numeric entry is allowed (numbers from 0 to 9, '.' and '-').

You can cut or copy from the 3270 Command Page and paste to an external location. You can also cut or copy from an external location and paste to the 3270 editable panel.

3270 command page



What are the keyboard options in 3270 command page?

Key Type	Keys	Result
Action	Up Arrow	Moves the cursor up the panel line by line. If the cursor is on the first line, it will move to the last line.
	Down Arrow	Moves the cursor down the panel line by line. If the cursor is on the last line, it will move to the first line.
	Right arrow	Moves the cursor right cell by cell. If the cursor is on the last cell of the line, it will move to the first cell of the next line.
	Left Arrow	Moves the cursor left cell by cell. If the cursor is on the first cell of the line, it will move to the last cell of the previous line.
	Tab	Moves the cursor to the next editable field when reading left to right and top to bottom.
	Shift + Tab	Moves the cursor to the previous editable field.
	Home	Moves the cursor to the first editable field of the 3270 panel.
	End	Moves the cursor to the last editable field of the 3270 panel.
	Ctrl + Enter	Moves the cursor to the first editable cell of the following line.
	Ctrl + Left Arrow	Moves the cursor to the first character of the previous word.
	Ctrl + Right Arrow	Moves the cursor to the first character of the following word.
	Enter	Submits an action to the 3270 server.
	Pause	Clears an action from the 3270 server.
	Page Up	Sends a program function, PF7, to the 3270 server.
	Page Down	Sends a program function, PF8, to the 3270 server.
	Alt + Right Arrow	In **Normal** mode only, opens the **Command History** pop-up window.
	Alt + Up Arrow	In **Normal** mode only, displays the previous cryptic command in the history if the field is editable.
	Alt + Down Arrow	In **Normal** mode only, displays the next cryptic command in the history if the field is editable.
Input Value	An input value key will modify the content of the cell where the cursor is located in the 3270 panel only if the associated field is editable.	

Key Type	Keys	Result
	Delete	Deletes the content at the cursor position.
	Backspace	Moves the cursor to the left until the next editable cell and deletes its content.
	Ctrl + Z	Cancels a modification in the cell and retrieves the previous content.
	Any Latin1 character key	Deletes the editable cells of the selection, places the cursor on the first editable cell, and changes its value to the typed character.
	Insert	Switches the cursor between overtype mode and insert mode. • Overtype mode is the default mode. It overwrites any text that is present in the current cursor location. The cursor is represented by a block in overtype mode. • Insert mode inserts a character at the current cursor location, and moves all characters after it one position further. The cursor is represented by an underline in insert mode.

What are the mouse options in 3270 command page?

A single left click of the **3270 Command Page** icon switches the page between 4505 and 3270 mode.

A single left click inside the 3270 panel places the cursor on the clicked cell.

You can select multiple cells by holding the left-click button.

What are the different screen modes?

When you modify a response, the request can be interpreted in either **Inline Mode** or **Panel Mode**.

Inline mode

Only the fields that have been edited are part of the request, and the response is returned in a completely new context.

For example, you modify a HE response to send an availability request.

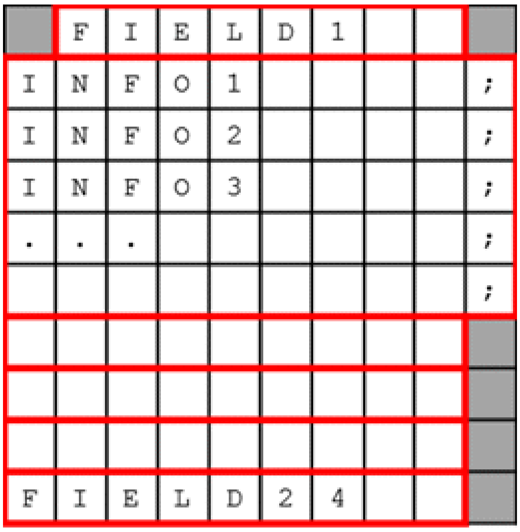
```
ENPOSP                                  DAP   CAT:HEL SUB:IND PGE:INT
                        INTRODUCTION TO HELP  EN   9SEP08 1218Z
  1
  2 THESE ARE THE WAYS YOU CAN FIND THE HELP YOU NEED:
  3
  4 TYPE OF HELP                 ENTRY                  EXAMPLE
  5 ------------                 -----                  -------
  6 SPECIFIC SUBJECT             HE(SUBJECT NAME)       HE HOTELS
  7
  8 SPECIFIC TRANSACTION         HE(TRANSACTION CODE)   HE HA
  9 anparnce_
 10 HELP ON YOUR LAST ENTRY      HE/
 11
 12 WHAT'S NEW IN HELP           HE UPDATES
 13
 14 HELP ON HELP                 HE HELP
 15
 16 COMPLETING TASKS IN HELP     HE STEPS
 17
 18 LIST OF KEYWORDS OR          HE (SUBJECT NAME)     HE TICKETING
 19 QUICKPATHS FOR A SUBJECT     FOLLOWED BY GP QPS    GP QPS
 20
>
```

The command is interpreted as a completely new request that is unrelated to the existing HE screen.

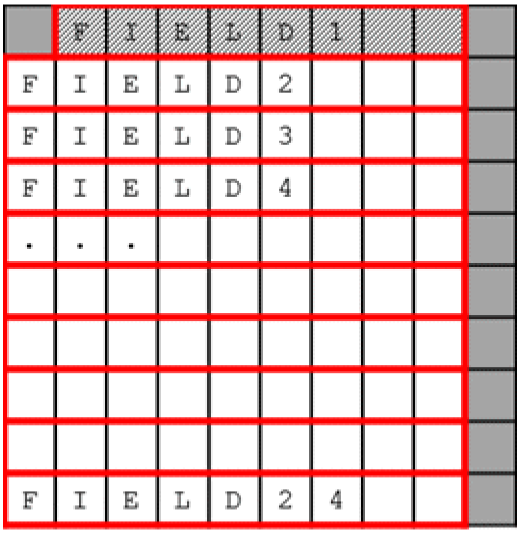
```
ANPARNCE (1A)
** AMADEUS AVAILABILITY - AN ** NCE NICE.FR                        0 MO 03FEB 1725
DD
 1   AF6234  J  W  S  A  Y  B  M  /ORY W NCE 2  1630    1750  E0/319        1:20
             U  K  H  L  Q  T  E  N  R  V  X  G
 2   7S1006  Y  S  B  R  K  V  L  /ORY W NCE 2  1700    1820  E0/320        1:20
             U  M  H  X  Q  A  W  E  N  T  I  G
 3   7S2006  Y  S  B  R  K  V  L  /ORY W NCE 2  1700    1820  E0/320        1:20
             U  M  H  X  Q  A  W  E  N  T  I  G
 4   AF6222  J  W  S  A  Y  B  M  /ORY W NCE 2  1725    1845  E0/320        1:20
             U  K  H  L  Q  T  E  N  R  V  X  G
 5   AF6236  J9 W9 S9 Y9 B9 M9 K9 /ORY W NCE 2  1800    1920  E0/318        1:20
             L9 Q9 T9 X9 GR
 6   6X3850  C9 D9 I9 UL Y9 B9 H9 /CDG   NCE    1815    1945  E0/321        1:30
             K9 M9 L9 N9 O9 Q9 GL X9 E
 7   AF7708  J9 W9 S9 Y9 K9 L9 Q9 /CDG2F NCE 2  1830    2000  E0/319        1:30
             T9 X1 GR
 8   AF6248  J9 W9 S9 Y9 B9 M9 K9 /ORY W NCE 2  1835    1955  E0/318        1:20
             L9 Q9 T9 X9 GR
 9   AF6238  J9 W9 S9 Y9 B9 K9 L9 /ORY W NCE 2  1915    2035  E0/320        1:20
             Q9 T9 N9 X9 GR
>_
```

Inline Full Screen Mode is a combination of **Inline Mode** and **Panel Mode**.

Screen format for inline mode - full screen



Screen format for inline mode - normal



Panel mode

The request is interpreted as part of the existing screen that was modified and so the response is returned in the same context.

For example, you enter the following commands in 3270 Command Page:

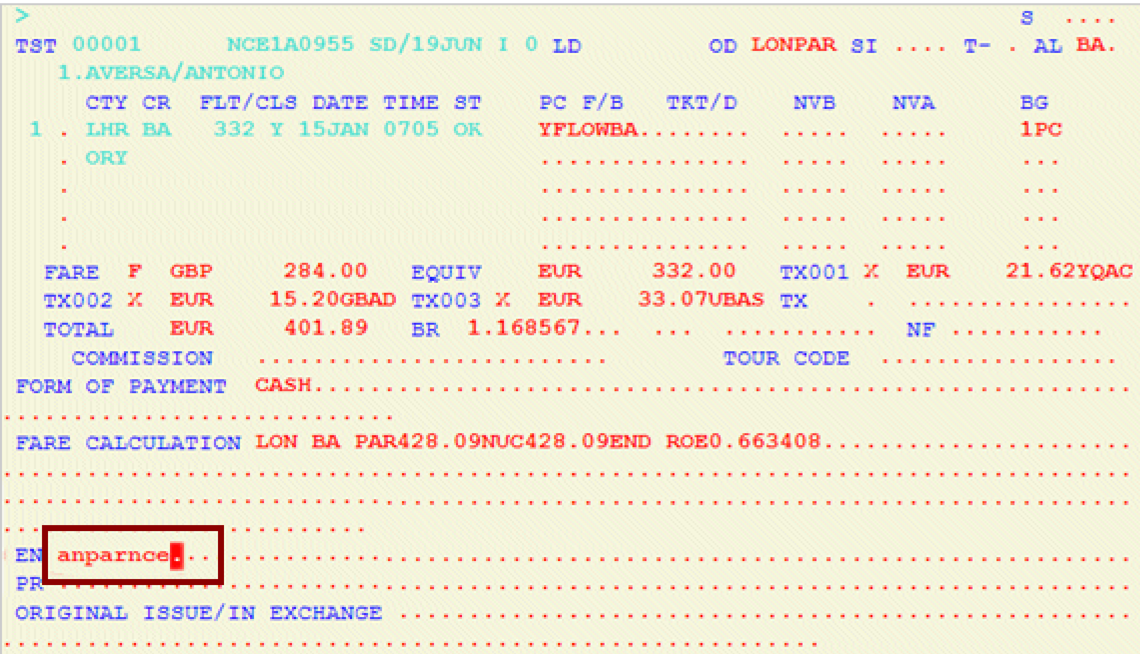
- NM1AVERSA/ANTONIO
- ANPARLON/ABA
- SS1Y1
- AP

- FPCASH
- TKOK
- RFTEST
- ER
- FXP
- ER
- TQT

All commands are sent in **Inline Mode**, which means each command is executed in its own context.

However, the TQT response is a separate screen. Therefore, the page switches to **Panel Mode**.

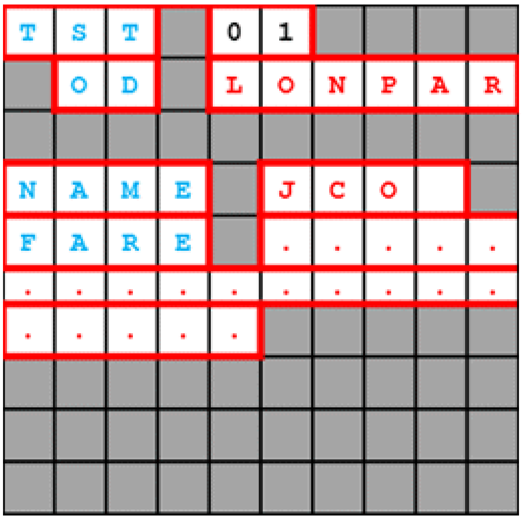
If you send an availability request from within the TQT response, it is interpreted as a simple update of the TQT response.



Therefore, the response is returned within the TQT screen.

To send any more commands, you must exit the TQT screen.

Screen format for panel mode



How to display 3270 command page history

Use the scrollbar to see the previous command requests.

All fields previously modified in a response are highlighted in red.

What is the user key buffer?

The 3270 Command Page is not available while a request is being processed. The page only becomes available again after the response is displayed.

The user key buffer allows you to keep working while a request is being processed. All keyboard strokes that are typed during the processing of a request are stored in the buffer.

When the response is displayed, all stored keyboard strokes are then executed in chronological order.

All keys stored in the buffer are displayed under the last panel on the 3270 Command Page.

How are input keys represented in the user key buffer?

Input Key	Buffer Representation
Up Arrow	↑
Down Arrow	↓
Left Arrow	←
Right Arrow	→
Tab	Tab
Shift + Tab	BackTab

Input Key	Buffer Representation
Home	Home
End	End
Ctrl + Enter	NxtLn
Ctrl + Left Arrow	PrevWord
Ctrl + Right Arrow	NextWord
Enter	Send
Pause	Pause
Page Up	PgUp
Page Down	PgDown
Delete	Del
Backspace	BckSpc
Ctrl + Z	Clear
Insert	Insert

Using the You Select feature

What is the You Select feature?

The **You Select** feature allows you to select text in the Command Page and send it as a cryptic command. It is:

- Available for both 4505 and 3270 Command Page.
- Available on the Speedmode display. However, the Speedmode interaction related to the highlighted elements has priority over the **You Select** feature.
- Available for previous commands that were sent, which you can access by using the scrollbar.
- Useful for help screens that involve numerous follow-up entries.

What are the ways of using the You Select feature?

Action	Result
Double-click on a piece of text.	Sends the text as a cryptic command. For example, if you double-click on a page reference, it displays the page.
Press **Ctrl+Shift+S** on a piece of text selected using the mouse.	Sends the selected text as a cryptic command.
Ctrl+Shift+C on a piece of text selected using the mouse.	Writes the selected text in the input line.

Any **You Select** interaction will not remove the text already added to the command prompt but will append the selected text to the input. In 3270 Command Page, the text will be added starting from the position of the cursor (prior to the double click).

Example: You select in HE pages

If you double-click on `HA` in the example below, **You Select** sends the command `HE HA`.

You can also select `HE HA` and press **Ctrl+Shift+S** to achieve the same result.

```
> he

ENPOSP                                  DAP   CAT:HEL SUB:IND PGE:INT
                            INTRODUCTION TO HELP  EN   9SEP08 1218Z
  1
  2 THESE ARE THE WAYS YOU CAN FIND THE HELP YOU NEED:
  3
  4 TYPE OF HELP               ENTRY                  EXAMPLE
  5 ------------               -----                  -------
  6 SPECIFIC SUBJECT           HE(SUBJECT NAME)       HE HOTELS
  7
  8 SPECIFIC TRANSACTION       HE(TRANSACTION CODE)   HE HA
  9
 10 HELP ON YOUR LAST ENTRY    HE/
 11
 12 WHAT'S NEW IN HELP         HE UPDATES
```

Using command history

How to display command history

In the Command Page of a booking file, press **Alt+right-arrow** or click on the **Command History** icon to display the previously entered commands.

There is no limit to the number of commands that you can display using the command history.

If the selected commands have not been run, the **Command History** pop-up window is empty and all buttons are unavailable.

How to run a command from command history

In the **Command History** pop-up window, select the command that you want to run and click on **Send** or press **Enter**.

You can also double-click on the command.

What are the navigation options in command history?

Action	Result
Up-arrow **Down-arrow**	Navigate up and down the command list.
Shift+mouse click **Shift+up-arrow** **Shift+down-arrow**	Select multiple commands sequentially.
Ctrl+mouse click **Ctrl+up-arrow+space bar** **Ctrl+down-arrow+space bar**	Select multiple commands non-sequentially
Enter	Run a command in standard display mode or edit mode.
Ctrl+Space	Select or deselect a command.
Shift+Space **Single left click**	Select a command and deselect all previous selections.
Ctrl+left click	Select or deselect a command and keep all previous selections.
Shift+left click	Select a list of commands based on the last command focus.
Shift+Enter	Add a new line to a selected command when command history is in edit mode (the right column of the **Command History** pop-up window for editing selected commands).
Ctrl+Enter	Add a new line to insert a new command when command history is in edit mode (the right column of the **Command History** pop-up window for editing selected commands).
Tab	Move the focus of selection in the **Command History** pop-up window.

How to create a Smart Flow using command history

See *Creating Smart Flows using command history* on page 362.

How to remove all commands in command history

1. Display command history. See *How to display command history* on the previous page.
2. Click on **Clear all entries** in the **Command History** pop-up window.

How to edit command history

1. Display command history. See *How to display command history* on the previous page.
2. Click on **Edit** in the **Command History** pop-up window.

The window splits into two columns: a left column that displays the previously run commands in the command history, and a right column to edit the chosen commands.

3. Select a command in the left history column and click on **Add** to move the command to the editing column.

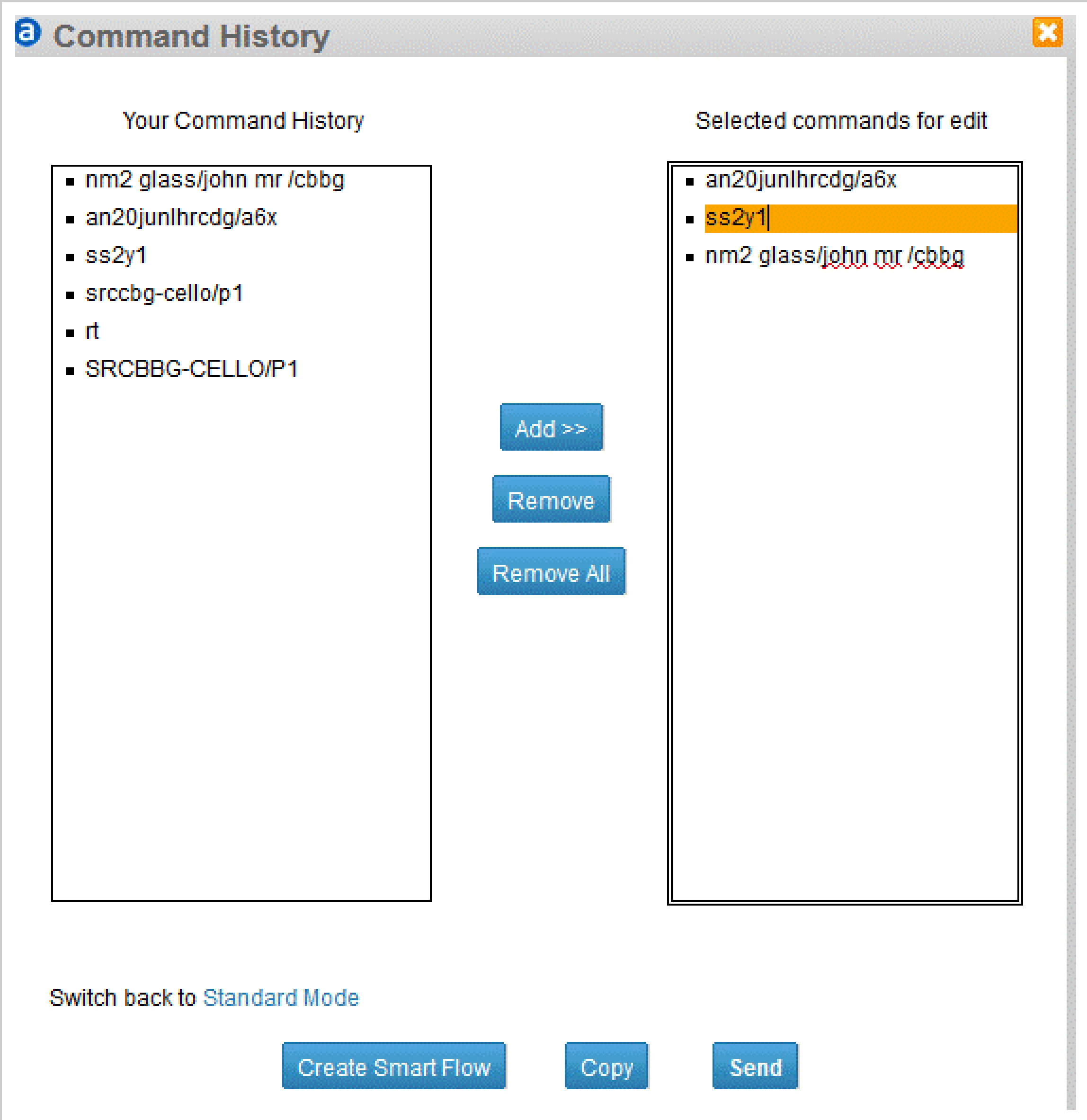
   See also *What are the navigation options in command history?* on the previous page.

4. Edit the selected command as required.
   - To run the edited commands, click on **Send** or press **Enter**.
   - To copy and paste the edited commands to the Command Page, select the commands and click on **Copy**.
   - To create a Smart Flow from the edited commands, click on *How to create a Smart Flow using command history* on the previous page. See also *How to create a Smart Flow using command history* on the previous page
   - To remove a command from the editing column, select the command and click on **Remove** or click on **Remove All** to remove all commands.

5. To return to the standard display mode, click on **Standard Mode**.

6. To close the **Command History** pop-up window, click on **Close** or press **Esc**.

Editing command history



How to exit command history

Click on the **Close** button in the **Command History** pop-up window or press **Esc**.

Appendix: Supported Extended Commands for JAWS

This list contains the most common extended commands that can be read by JAWS:

FXD	SM	TWD
Command	Command	Command
FXDJFK/D15JUNMIA//PT -Paper ticket	SM -Display seat map for a single segment itinerary	TWD -From a retrieved PNR
FXDJFK/D15JUNMIA//ET -E-ticket	SM4 -For a specified segment	TWD/L10 -From a retrieved PNR by FA/FHE element line number
FXDJFK/D15JUNMIA//EP -Either paper or e-ticket	SM LH4231/J/FRAJFK -For flight, class, current date	TWD/TKT005-1234567890 -Without a retrieved PNR by e-ticket number
FXDJFK/D15JUNMIA//PB300 -Price to beat	SM IB123/C/14AUGMADCDG -For flight, class, date	
FXDJFK/D15JUNMIA//VY -Ticketability check	SM SK862/ /28SEPSTOLHR -For flight, all classes, date	
FXDJFK/D15JUNMIA//R,V-AA -Validating carrier with BSP/ARC check(where AA is the two-character code of the validating carrier)	SM BA123/ C/14AUGMADCDG/ V -Vertical seat map for flight, class, date	
FXDJFK/D15JUNMIA//R,T-AA -Validating carrier without BSP/ARC check(where AA is the two-character code of the validating carrier)	SM BA123/C/14AUGMADCDG/ H -Horizontal seat map for flight, class, date	
FXD2JFK/D15JUNMIA/RYTH -Passenger type code	SM/1 -For an availability or schedule flight line, all classes	
FXD4JFKMIA -Number of seats	SM/1/Y-For an availability or schedule flight line, specified class	
FXDJFK/D15JUNMIA -Date	SM/4/2/Y -For the second flight in flight line 4, specified class	
FXDJFK/D15JUN/TD0900MIA -Time of departure	SM RG75/Y/15AUGGIGLHR/L -Display seatmap, show legend	
FXDJFK/D15JUN/TA1100MIA -Time of arrival		
FXDJFK/D15JUN/ADLMIA/D25JUNJFK -Airline (segment)(where DL is the two-character airline code)		
FXDJFK/D15JUNMIA/D25JUNJFK//ADL -Airline (itinerary)(where DL is the two-character airline code)		
FXDJFK/D15JUN/FNMIA/D25JUNJFK -Flight category (segment)		
FXDJFK/ D15JUNMIA/D25JUNJFK//FN -Flight category (itinerary)		
MPFXD -Redisplay the groups of recommendations		

15. Queues

Understanding queues

What is a queue?

A queue is a holding area for booking files or messages that require further action at a later date or time. It is identified by a number from 1 to 99. Each queue can be divided into categories, which are numbered from 0 to 254. Some queues may also be further divided into four date ranges.

Some queue numbers are predetermined by Amadeus because of industry standards. booking files and messages are automatically placed in these predetermined queues by airlines, hotel companies, car companies, other providers and Amadeus.

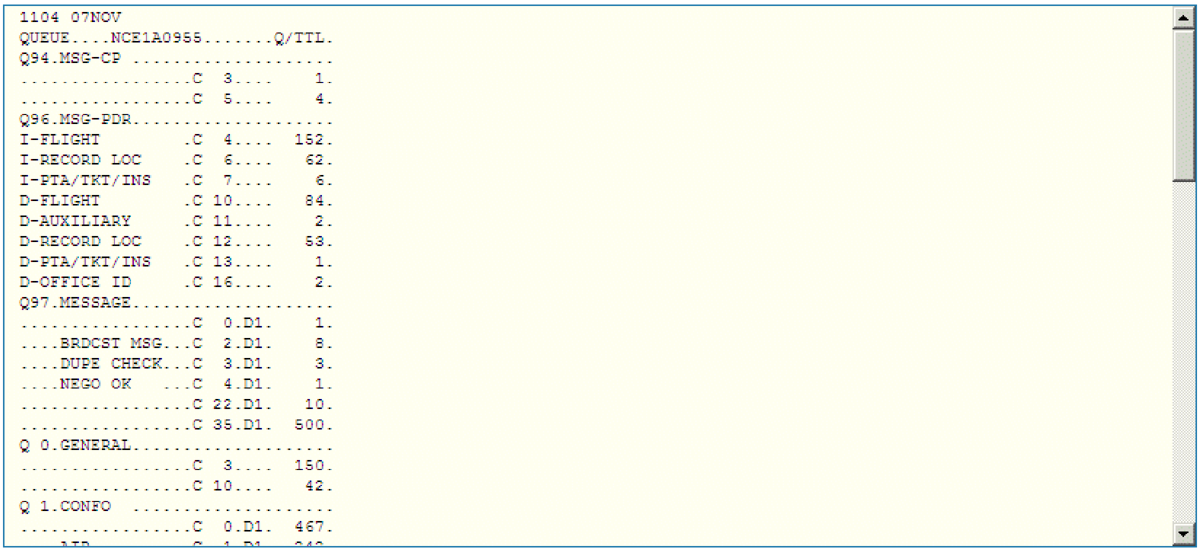
Every office has its own queue bank. Travel agencies are automatically provided with 16 predefined queues and airline offices with 19 queues.

You can create additional queues where you can manually place booking files and messages that require follow-up. You can also select one category to be associated to your Amadeus sign, so that any booking files or messages you create will be placed in the appropriate queue in your assigned category.

What is a queue list?

A queue list displays all queues corresponding to the travel agent's office ID and contains some or all of the following details:

- Queue number
- Flight number
- Record locator
- PTA/TKT/INS
- Auxiliary
- Office ID
- Message
- General



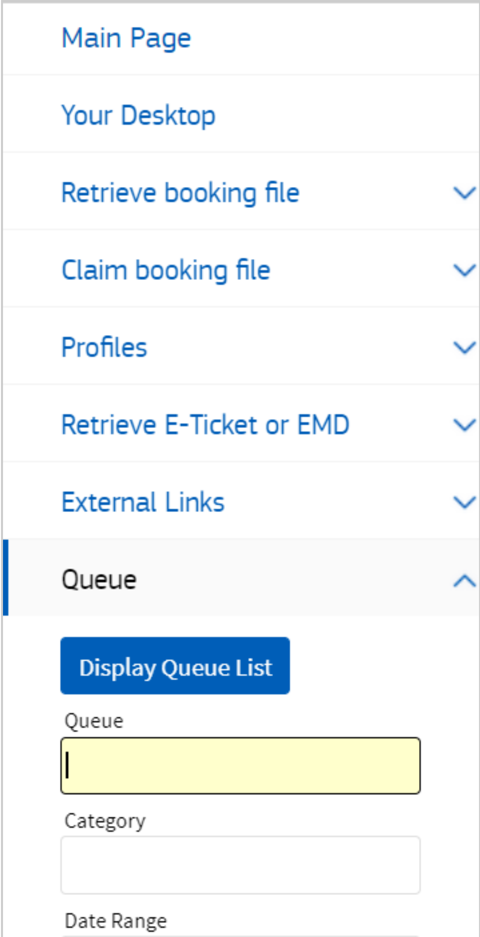
Queue List

```
1104 07NOV
QUEUE....NCE1A0955.......Q/TTL.
Q94.MSG-CP ....................
.................C  3....     1.
.................C  5....     4.
Q96.MSG-PDR....................
I-FLIGHT        .C  4....   152.
I-RECORD LOC    .C  6....    62.
I-PTA/TKT/INS   .C  7....     6.
D-FLIGHT        .C 10....    84.
D-AUXILIARY     .C 11....     2.
D-RECORD LOC    .C 12....    53.
D-PTA/TKT/INS   .C 13....     1.
D-OFFICE ID     .C 16....     2.
Q97.MESSAGE....................
.................C  0.D1.     1.
....BRDCST MSG...C  2.D1.     8.
....DUPE CHECK...C  3.D1.     3.
....NEGO OK   ...C  4.D1.     1.
.................C 22.D1.    10.
.................C 35.D1.   500.
Q 0.GENERAL....................
.................C  3....   150.
.................C 10....    42.
Q 1.CONFO  ....................
.................C  0.D1.   467.
```

Working with queues

How to access the queues module

On the **Main Page**, click on the **Queue** menu to expand it.



How to display a queue list

On the **Queue** page, enter the queue number in the **Queue** field and click on the **Display Queue List** button.

How to display a queue message

On the **Queue** page, enter a queue message number in the **Queue** field and click on **Start Queue**.

How to remove a message from the queue

1. Display a queue message. See *How to display a queue message* above.
2. Select **Remove from Queue** from the message's drop-down list.
3. Click on **Apply**. The message is deleted from the queue and the next message in the queue is displayed.

In Cryptic mode, this option is equivalent to the QN command. See *Working with queues in cryptic mode* on page 331.

How to move a message to the bottom of the queue

1. Display a queue message. See *How to display a queue message* on the previous page.
2. Select **Delay from Queue** from the message's drop-down list.
3. Click on **Apply**.
4. Click on **OK** in the **Delay Message** pop-up window. The message is moved to the bottom of the queue.

In Cryptic mode, this option is equivalent to the QD command. See *Working with queues in cryptic mode* on page 331.

How to ignore a message and exit the queue

1. Display a queue message. See *How to display a queue message* on the previous page.
2. Select **Ignore and Exit** from the message's drop-down list.
3. Click on **Apply**. The message is closed.

In Cryptic mode, this option is equivalent to the QI command. See *Working with queues in cryptic mode* on page 331.

How to start a queue

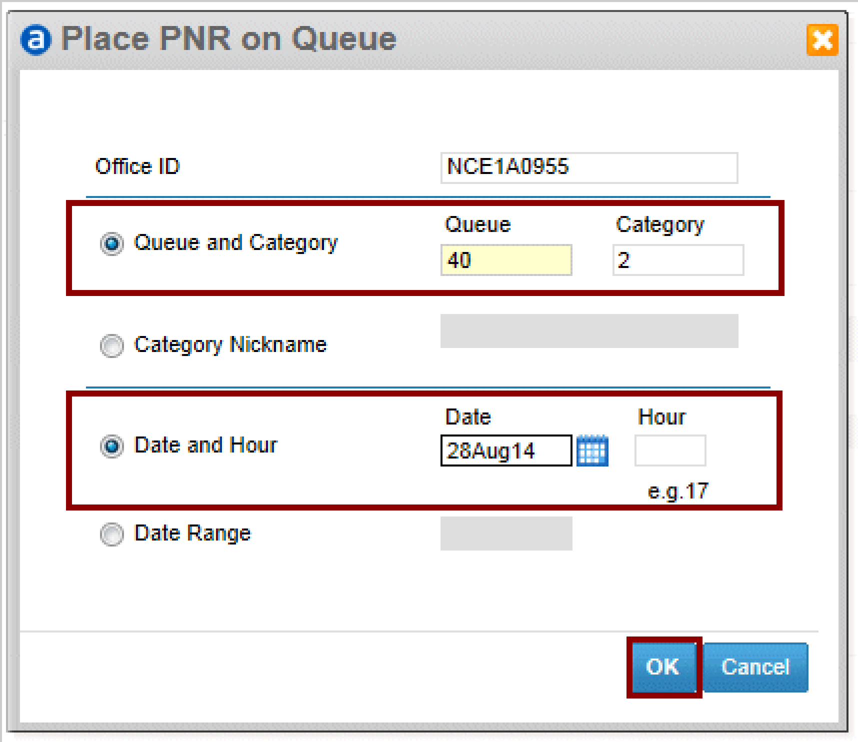
1. On the **Queue** page, enter the queue number in the **Queue** field.

   The **Category** and **Date Range** fields are optional and all fields in yellow must be completed.
2. Click on **Start Queue**.

Working with queues and the booking file

How to place a booking file in a queue

1. On the **Booking File** page, click on **Place on Queue** in the **Booking File Information** panel.
2. Add the queue number and category or the category nickname.
3. Add the date and hour or the date range.
4. Click on **OK**.

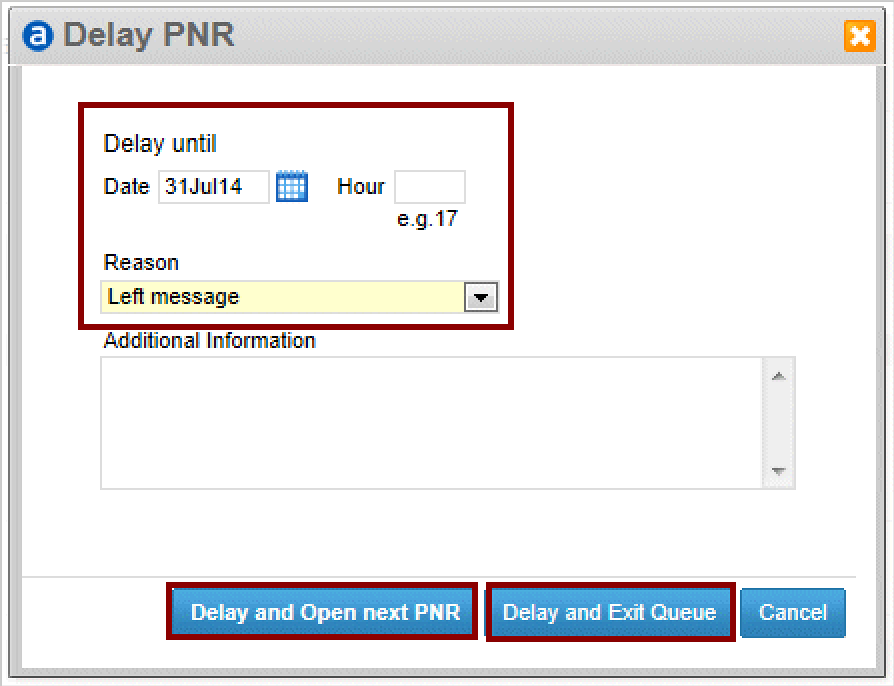


If the date range is not specified, the booking file is placed on the queue immediately.

How to delay a booking file in a queue

A booking file can only be delayed from within an open booking file.

1. On the booking file page, click on **Delay booking file** in the **Booking File Information** panel.
2. Fill in the date and time in the **Delay Until** fields.
3. Select a reason from the **Reason** drop-down list.
4. Click on **Delay and Open next PNR**, or **Delay and Exit Queue**.



How to end a transaction in a queue

1. On the **Booking File** page, click on **Save and Confirm (ER)**.
2. To save changes, select a **Save** option in the **Save Changes** panel and enter the caller's details.

   Alternatively, select an option from the **Other Actions** panel.
3. Click on **OK**.

Working with queues in cryptic mode

What is Speedmode?

Speedmode is a functionality that allows you to access a list of predefined shortcut commands based on the last cryptic response that was displayed. If the classic (4505) Command page display contains rail or low-cost segments, Speedmode can be used with these.

You highlight and select items on the display and send the command requests using either the mouse or a keyboard action.

Which queue commands trigger speedmode?

`QT` and commands starting with `QC` (for example, `QC1C0` and `QC1CE`).

Which queue commands are supported in speedmode?

Command	Description
QC	Display all queue counters.
QS	Start queue.
QSB	Start queue browse.
QT	Queues count total.
QD	Delay to bottom of queue.
QN	Remove from queue and display next.
QI	Ignore and exit queue.
QU	Redisplay message from queue.

How to optionally select an element in the Speedmode display

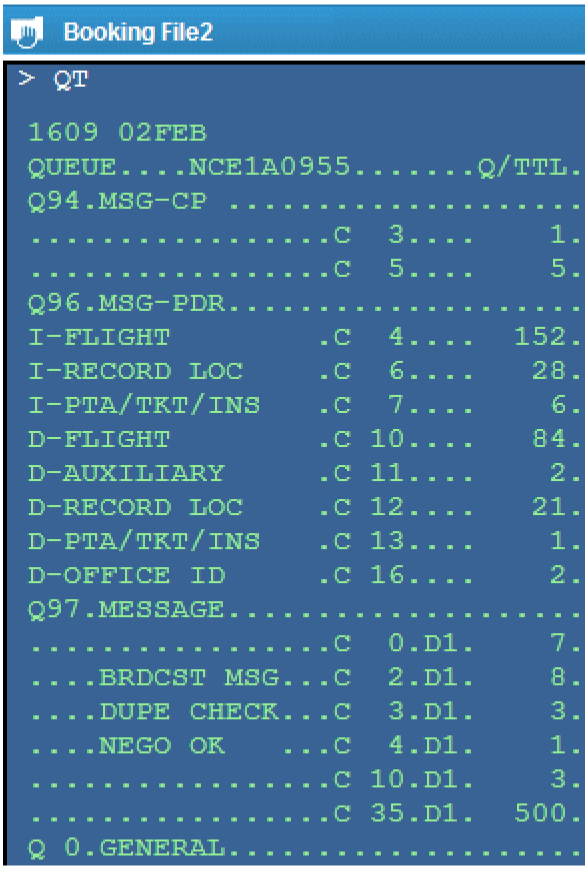
- Place the cursor on the element in the display and press **Control** + **Space**.
  Or:
- Press **Control** and click on the element.

How to display a queue count

The queue count functionality is only available using cryptic entries. See HE QUEUES in cryptic mode for more information on cryptic entries for queues.

1. On the **Booking File** page, click on the **Cryptic Mode** button in the side panel.
2. Enter the required queue count command. For example, enter QT to display total

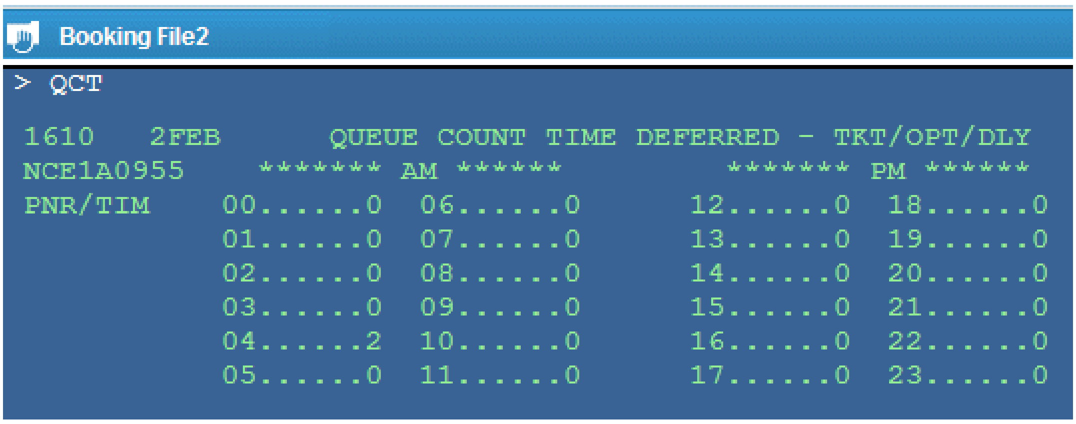
workload.



How to display a queue planner

The queue planner functionality is only available using cryptic entries. See HE QUEUES in cryptic mode for more information on cryptic entries for queues.

1. On the **Booking File** page, click on the **Cryptic Mode** button in the side panel.
2. Enter the required queue planner command. For example, enter QCT to display the summary planner for time-deferred PNRs.



How to access queue administration

The queue administration functionality is only available using cryptic entries. See HE QUEUES in cryptic mode for more information on cryptic entries for queues.

1. On the **Booking File** page, click on the **Cryptic Mode** button in the side panel.
2. Enter the required queue administration command. For example, enter QA40C2 to add a special queue with two categories.

16. Productivity Suite

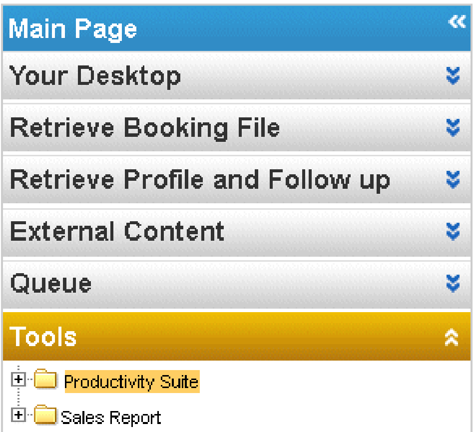
Getting started with productivity suite

What is productivity suite?

Productivity Suite is a suite of tools that increases the quality of the booking file (or PNR in cryptic mode) by streamlining the overall booking flow. Each tool can be activated or deactivated individually, which means each agency can choose only the tools it requires.

How to access productivity suite

On the **Main Page**, expand the **Tools** menu.



What user roles are available in productivity suite?

Role	Description
User	This role is assigned by default to any agent who requires access to Selling Platform Connect. Any user can perform the following actions with Productivity Suite tools: • Run Smart Flows. • Create and manage personal Smart Flows.

Role	Description
Office Administrator	This role is assigned specifically to an office administrator. An office administrator can perform the following actions with Productivity Suite tools: • Create and manage File Finishing rules. • Create and manage personal and office Smart Flows. • Create and manage Smart Triggers. • Create and manage Quality Monitor rules. • Share or stop sharing items. An office administrator can be granted the rights to manage all the Productivity Suite tools or to manage individual tools only.

Explanation: main list page

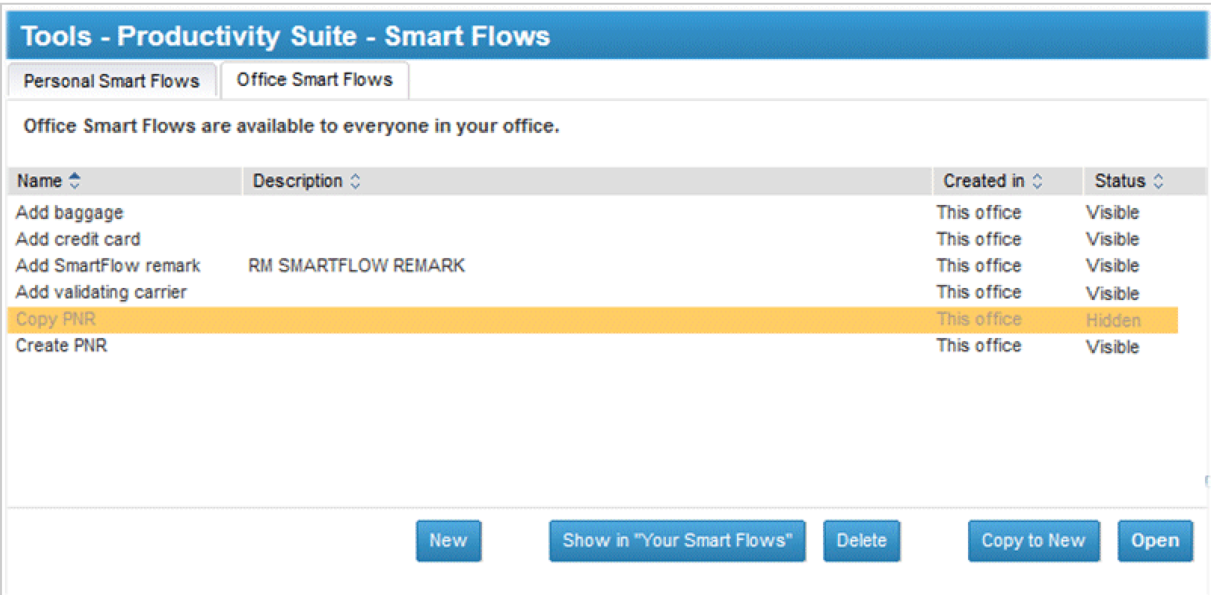
The **Main List** page is the default page for Productivity Suite tools. It displays all the items that have been created at user or office level.

For each item, the **Created in** column shows the office in which the item was created. Items can be shared with other offices. For more information, see *Sharing items in productivity suite* on the next page.

You can sort the columns in the list by clicking on the title bars.

The action buttons at the bottom of the list allow you to manage items, depending on the tool you are using.

Main list page for Smart Flows



If you are an office administrator, the **Switch to Sharing View** link also appears at the bottom of the list of office-level items.

How is credit card information stored in productivity suite?

Credit card information is stored in a non-encrypted format. Therefore, you should not add credit card numbers to any content in Productivity Suite.

Some Smart Flows accept input during run time. If the required input is a credit card number, this information is sent to the central system and encrypted immediately.

However, you should not store any credit card number as source code of the Smart Flow because this is not encrypted.

Sharing items in productivity suite

What is sharing?

Sharing allows **Productivity Suite** items to be shared between offices.

What are the prerequisites for sharing?

You must be the office administrator for all the offices that want to share an item.

Which items can be shared?

You can share office-level File Finishing rules, Quality Monitor rules, Smart Flows and Smart Triggers.

Sharing restrictions

- An item can only be shared and edited from the office in which it was created.
- After it is shared, an item cannot be renamed.

Activating and deactivating shared items

If applicable, you can activate and deactivate a shared item in an individual office without affecting its status (active or deactivated) in the other offices.

Deleting shared items

- You can only delete a shared item from the office where it was created.
  If a sharing office does not want to use the shared item, it can be deactivated or hidden in that office.
- When a shared item is deleted, it is deleted in all the offices that share it.

How to view the sharing status of an item

1. In the **Main List** page, click on **Switch to Sharing View**.

   For each item in the list:

   - The **Created in** column shows the office in which the item was created.
   - The **Shared with** column shows the office with which the item is currently shared or the number of sharing offices, when there is more than one.

2. Click on **Back to Managing View** to return to the **Main List** page.

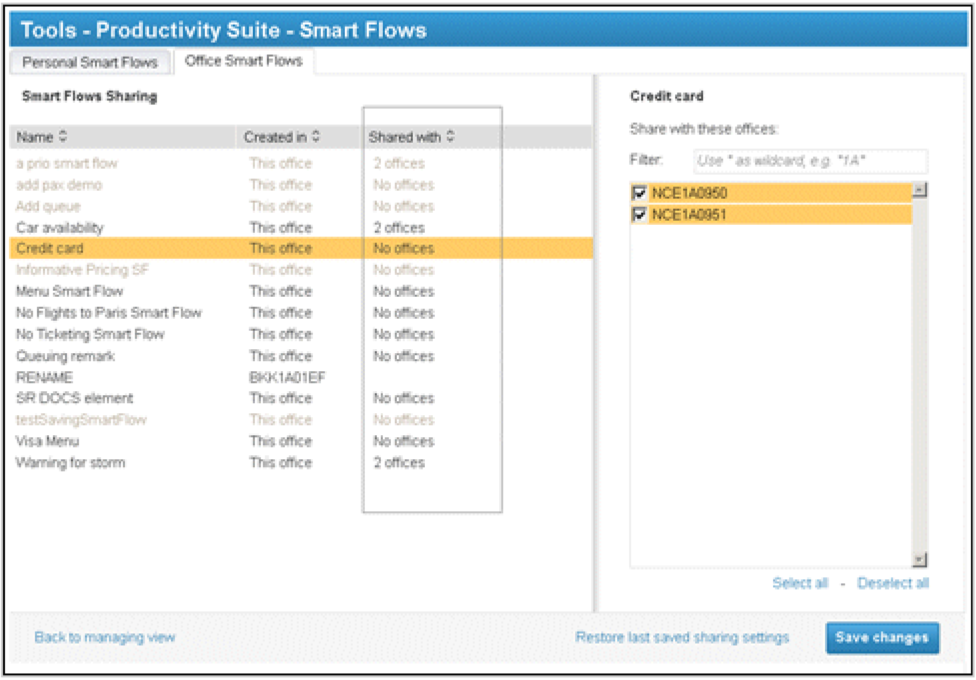
How to share or stop sharing an item

1. Select the item that you want to share on the **Main List** page.

   You must have created the item that you want to share or stop sharing.

2. Click on **Switch to Sharing View**.
3. Select or clear the offices that you want to share or stop sharing the item with.

   These are all the offices to which you currently have login access.



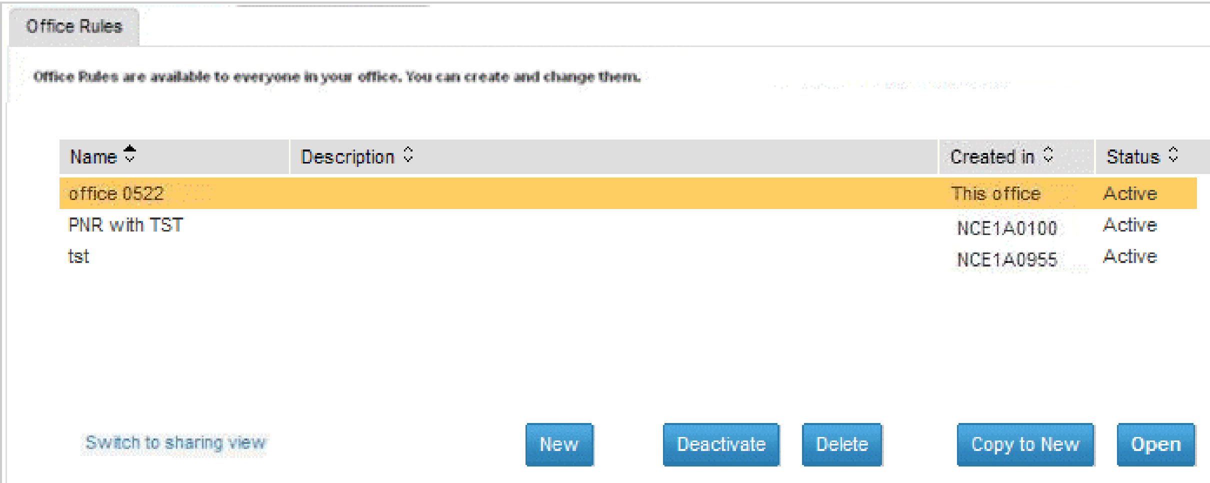
4. To filter the list of offices displayed, use the **Filter** field.
5. To confirm your selection, click on **Save Changes**.
6. Click on **Back to Managing View** to return to the **Main List** page.

Adding missing elements using file finishing

What is file finishing?

The File Finishing tool in **Productivity Suite** allows an office administrator to build business rules that add missing elements to a booking file.

When File Finishing rules are executed, the relevant mid- and back-office information is added to the booking file without any action from the user.



When are file finishing rules executed?

File Finishing rules are executed when a user enters one of the following in the Command Page or its graphical equivalent in the booking file:

- ET
- ER
- ERK
- ETK

The user will then see the results of the File Finishing rules in the Command Page or booking file.

If the **Intelligent rule sending** feature for File Finishing is activated, and a booking file is saved multiple times, File Finishing only executes the matching rules once. If **Intelligent rule sending** is not activated, File Finishing executes all the matching rules every time the booking file is saved.

File finishing and automated queueing

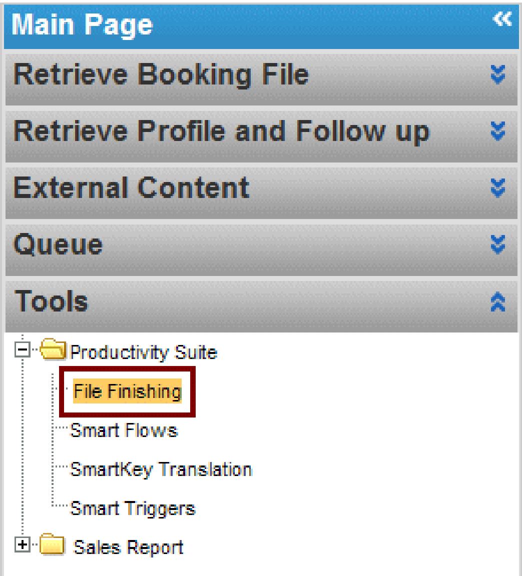
Because File Finishing rules typically run before the booking file is saved to the PNR in the Amadeus reservation system, File Finishing for automated queueing is not supported.

What are the prerequisites for managing file finishing rules?

The optional **Productivity Suite** module must be activated by a site parameter before you can access the tool to manage File Finishing rules.

How to access file finishing rules management

On the **Tools** menu of Selling Platform Connect, expand **Productivity Suite** and click on **File Finishing**.



Creating file finishing rules

What are the elements of a file finishing rule?

Element	Description
Condition	
If	You can select shortcuts from the drop-down list or enter them manually. Each shortcut is a name that corresponds to a variable in the booking file. For example, **traveler's email address** is the email address entered in the booking file. For more information, see *Reference: Variables Used in File Finishing Rules* on page 345.

Element	Description
Operator	The operator is used to compare the shortcut to a variable or another shortcut. Examples include: • EQUALS • LESS THAN • GREATER THAN • NOT EQUALS • CONTAINS
Variable	The variable can be entered as free-flow text or selected from the predefined **Variable** drop-down list.
Action	
Command	Commands are executed at the end of transaction stage. A minimum of one command is required for a rule and you can enter up to three command lines. You can enter more than one command in the same line by separating them with a semicolon (;). For commands that do not work with a semicolon, you must use the **Add Command** link to add multiple command lines. If there is more than one command line, the sequential numbering of each command line indicates the sequence in which the commands are executed. You can use predefined shortcuts when entering commands. You can display the list of shortcuts by typing **<** in the **Command** field.

How to create a file finishing rule

1. In the **File Finishing Rules** list, click on **New**.

   The **File Finishing Editor** opens and allows you to complete the required fields for the rule.

2. Enter a name and first command as a minimum. The name of the rule must be unique.

   For details about adding conditions to a rule, refer to *why add conditions to a file finishing rule?* on the next page and *How to add conditions to a file finishing rule* on the next page.

3. To execute the rule when a booking file (or PNR in cryptic mode) is saved, select the **Activate This File Finishing Rule** check box.

4. When complete, click on **Save**.

The new rule is added to the **File Finishing Rules** list. By default, the rule is saved with a deactivated status.

How to create a new file finishing rule from an existing rule

1. In the **File Finishing Rules** list, select the rule that you want to copy and click on **Copy to New**.

   The new rule opens in the **File Finishing Editor**. The name field contains the string "Copy of <name of the selected rule>" and the other fields are prefilled with data from the existing rule.
2. Edit the rule as required.
3. Click on **Save**.
4. To return to the **File Finishing Rules** list, click on **Close**.

why add conditions to a file finishing rule?

You add a condition to a rule to enable the execution of what is in the action field under limited conditions (for example, if only a certain airline is found in the booking file/PNR). A condition is unique, and the data it is compared to can be either free text or a shortcut.

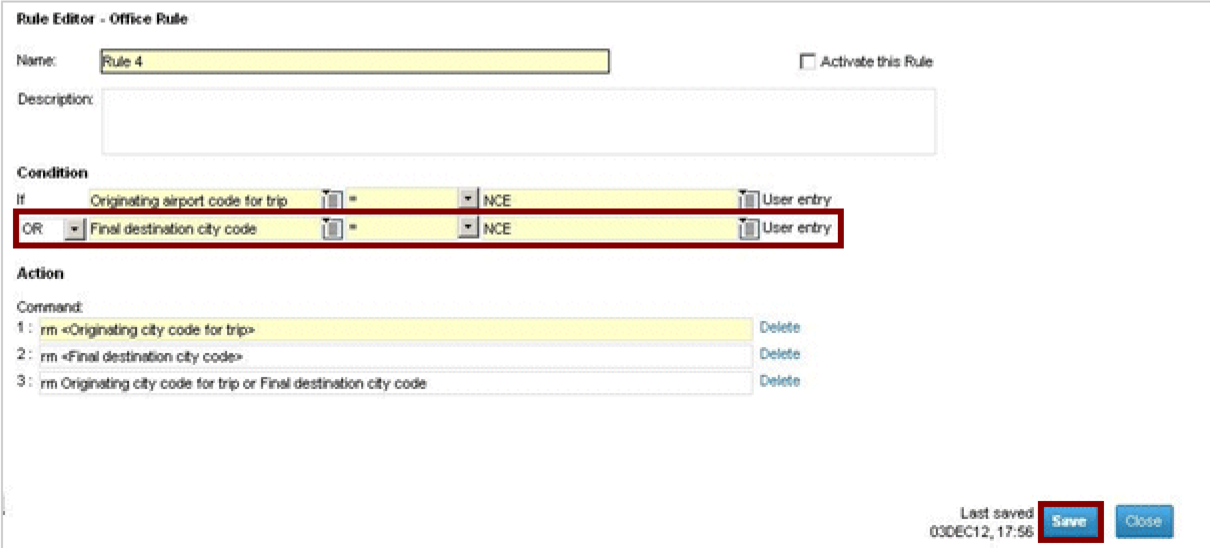
You can add a second condition to a rule. The second condition is linked to the first condition by an **AND** or **OR** operator.

You can build rules without any conditions if you want to add an element to every booking file that is processed.

How to add conditions to a file finishing rule

1. With the rule open in the **File Finishing Editor**, and ensuring that the rule has a name and command, enter a variable, operator and value for the condition.
2. To add a second condition, select either **AND** or **OR** in the **Add Condition** drop-down list.

3. Enter a variable, operator and value for the second condition.
4. Click on **Save**.



If a cryptic command is used to add credit card information to a rule, this information is not encrypted. Therefore, you should not add credit card information directly to a File Finishing rule.

Managing file finishing rules

What is the rule logic of file finishing?

The **if;then** logic of File Finishing allows you to build relevant rules in a graphical way.

A rule consists of conditional tests and associated actions. When conditions are verified in a booking file (or PNR in cryptic mode) at the end of transaction stage, all listed commands are executed. The results are reflected graphically in the relevant areas in addition to the Command Page.

Rules can contain a maximum of two conditions, linked by the operators **AND** or **OR**, and a maximum of three lines of commands.

How to open a file finishing rule

1. In the **File Finishing Rules** list, select the rule that you want to open.
2. Click on **Open**.

   Alternatively, double-click on the rule.

How to edit a file finishing rule

To edit a rule, you must be logged into the same office that created it.

1. Open the rule you want to edit.

   See *How to open a file finishing rule* above.
2. Update the rule as required and click on **Save**.

If you are deleting commands from a rule, at least one command must be present.

How to activate a file finishing rule

1. Select the non-active rule in the **File Finishing Rules** list.
2. Click on **Activate**.

   The activated rule is then applied to a booking file at the end of transaction stage.

You can also activate a rule in the **File Finishing Editor** by selecting the **Activate This File Finishing Rule** check box.

How to deactivate a file finishing rule

1. Select the active rule in the **File Finishing Rules** list.
2. Click on **Deactivate**.

   The deactivated rule is greyed out in the **File Finishing Rules** list and ignored at the end of transaction stage.

You can also deactivate a rule in the **File Finishing Editor** by clearing the **Activate This File Finishing Rule** check box.

How to delete a file finishing rule

1. Select the rule in the **File Finishing Rules** list.
2. Click on **Delete**.
3. In the **Delete Rule** pop-up window, click on **Delete**.

If you delete a shared rule, it is deleted from all offices that it was shared with.

Reference: Variables Used in File Finishing Rules

Shortcut Name	Variable Description	Variable Type	Category in GUI
Accounting client reference	The accounting client reference added to the PNR.	STRING	MID_ BACK_ OFFICE
Accounting company number	The accounting company name added to the PNR.	STRING	MID_ BACK_ OFFICE
Accounting cost center	The accounting cost centre added to the PNR.	STRING	MID_ BACK_ OFFICE
Accounting number	The accounting number added to the PNR.	STRING	MID_ BACK_ OFFICE
Accounting tax details	The accounting tax details added to the PNR.	STRING	MID_ BACK_ OFFICE
Air booking split ticket	True or false depending on whether the PNR contains multiple TSTs.	BOOLEAN	AIR
Air payment credit card number	The number of the credit card used to pay for the air booking.	STRING	AIR
Air payment credit card type	The company code of the credit card used to pay for the air booking.	STRING	AIR
Air price quoted to user	The price of the air booking that was quoted to the user.	STRING	AIR
Air trip is international	True or false depending on whether the air booking is international or not.	BOOLEAN	AIR

Shortcut Name	Variable Description	Variable Type	Category in GUI
Airports in the itinerary	The codes of all the airports included in the trip.	STRING	AIR
Destination country code	The code of the destination country where the maximum amount of time is spent.	STRING	AIR
Fare basis list	The fare basis codes for all of the air bookings.	STRING	AIR
Final destination airport code	The airport code of the trip destination.	IATA	AIR
Final destination city code	The city code of the trip destination.	IATA	AIR
First airline in the reservation	The code of the first airline included in the trip.	STRING	AIR
First fare basis	The fare basis code of the first air booking in the trip.	STRING	AIR
List of car air conditioning codes	The air conditioning codes of all car bookings in the trip.	LIST_ STRING	CAR
List of car city IATA codes	The codes of all the cities where cars are booked in the trip.	LIST_IATA	CAR
List of car classes	The car class codes of all car bookings in the trip.	LIST_ STRING	CAR
List of car company codes	The company codes of all car bookings in the trip.	LIST_ STRING	CAR
List of car estimated total prices	The estimated total prices of all car bookings in the trip.	LIST_ STRING	CAR
List of car rate codes	The rate codes of all car bookings in the trip.	LIST_ STRING	CAR
List of car rate plans (dy, wy, etc.)	The rate plans of all car bookings in the trip.	LIST_ STRING	CAR
List of car rates in local currency	The car rates in the local currency for all car bookings in the trip.	LIST_ STRING	CAR

Shortcut Name	Variable Description	Variable Type	Category in GUI
List of car status codes	The status codes of all car bookings in the trip.	LIST_ STRING	CAR
List of car transmissions	The transmission type codes of all car bookings in the trip.	LIST_ STRING	CAR
List of car type codes	The car type codes of all car bookings in the trip.	LIST_ STRING	CAR
List of carrier codes	The codes of all the airlines included in the trip.	LIST_ STRING	AIR
List of confidential remarks	All of the confidential remarks (RC) entered in the PNR.	LIST_ STRING	REMARKS
List of general remarks	All of the general remarks (RM) entered in the booking.	LIST_ STRING	REMARKS
List of hotel city IATA codes	The city codes of all the hotels booked in the trip.	LIST_IATA	HOTEL
List of hotel location IATA codes	The location codes of all the hotels booked in the trip.	LIST_ STRING	HOTEL
List of hotel names	All of the hotel names included in the trip.	LIST_ STRING	HOTEL
List of hotel rate codes	The rate codes of all the hotel bookings in the trip.	LIST_ STRING	HOTEL
List of hotel rates in local currency	All of the hotel room rates in the trip, in local currency.	LIST_ STRING	HOTEL
List of invoice and itinerary remarks	All the invoice and itinerary remarks (RI) entered in the PNR.	LIST_ STRING	REMARKS
List of other service information	All of the other service information included in the air bookings.	LIST_ STRING	AIR
Number of air segments	The number of air segments in the trip.	INTEGER	AIR
Number of car products	The number of car products included in the trip.	INTEGER	CAR
Number of hotel products	The number of hotel products included in the trip.	INTEGER	HOTEL

Shortcut Name	Variable Description	Variable Type	Category in GUI
Origin country code	The country code of the trip origin.	STRING	AIR
Originating airport code for trip	The airport code of the starting point of the trip.	IATA	AIR
Originating city code for trip	The city code of the starting point of the trip.	IATA	AIR
TSA Applicable	True or false depending on whether the PNR contains an air segment to which the Transportation Security Administration (TSA) check applies.	BOOLEAN	AIR
Tour code	The tour code, as entered using the FT command.	STRING	AIR
traveler's complete e-mail address	The traveler's email address.	STRING	PROFILE
traveler's first name	The first name of the traveler.	STRING	PROFILE
traveler's last name	The last name of the traveler.	STRING	PROFILE
traveler's mobile phone 1	The traveler's mobile phone number.	STRING	PROFILE
traveler's mobile phone 2	The traveler's additional mobile phone number.	STRING	PROFILE
User Identification	The sign of the Selling Platform Connect user.	STRING	OTHER

Smart Flows

What is the Smart Flows tool?

The Smart Flows tool allows a user or office administrator to build and launch predefined, customisable workflows.

Smart Flows are triggered on request to help users complete repetitive booking and fulfilment tasks.

You can create Smart Flows at the following levels:

- **Personal**

  The Smart Flow is only available to the user who creates it. Any user can create and edit a personal Smart Flow.
- **Office**

  The Smart Flow can be made available to other users in the same office. You must have the office administrator role to create, share and edit an office Smart Flow.

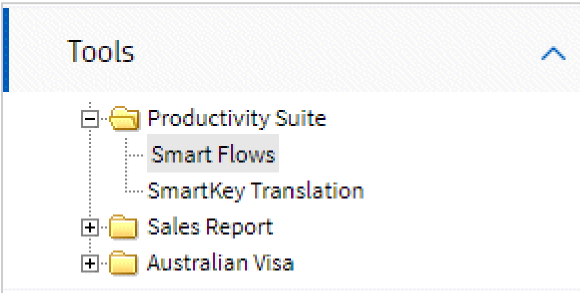
What are the prerequisites for accessing Smart Flows?

The optional **Productivity Suite** module must be activated by a site parameter before you can access Smart Flows.

How to access Smart Flows

To manage Smart Flows:

1. On the **Tools** menu of Selling Platform Connect, expand **Productivity Suite**.
2. Click on **Smart Flows**.



For information about running Smart Flows, see *Running and stopping Smart Flows* on page 367.

What are the two types of editor in Smart Flows?

There are two editors:

- **Smart Flow Editor**

  This editor is available to users and office administrators.

  It allows you to enter cryptic commands and easily add questions and variables to these commands.
- **Advanced Language Editor**

  This editor is only available to office administrators.

  It allows you to create a Smart Flow using a specific language defined for Smart Flows. For more information, see *What is the Smart Flow advanced language?* on the next page.

You can also test a Smart Flow directly from the **Advanced Language Editor** before saving it. See *Creating and testing Smart Flows* below.

Switching between editors

You can only switch between editors if you are an office administrator.

When you first create a new Smart Flow that has not yet been saved, you can switch from the **Smart Flow Editor** to the **Advanced Language Editor** by clicking on the **Advanced Language Editor** link. Provided you have not saved any changes in the **Advanced Language Editor**, you can undo the switch and return to the **Smart Flow Editor** by clicking on **Undo Changes and Go Back to Smart Flow Editor**. However, you will lose any changes you made in the **Advanced Language Editor**.

When you reopen an existing Smart Flow, it opens in the editor that it was last saved in. If it opens in the **Advanced Language Editor**, you can no longer switch between editors.

What is the Smart Flow advanced language?

The Smart Flow advanced language is a logical syntax language that is compiled by structuring specific statements in basic sentence format. It is used to create Smart Flows in the **Advanced Language Editor**, and it is an alternative to the default **Smart Flow Editor** that uses commands to build Smart Flows.

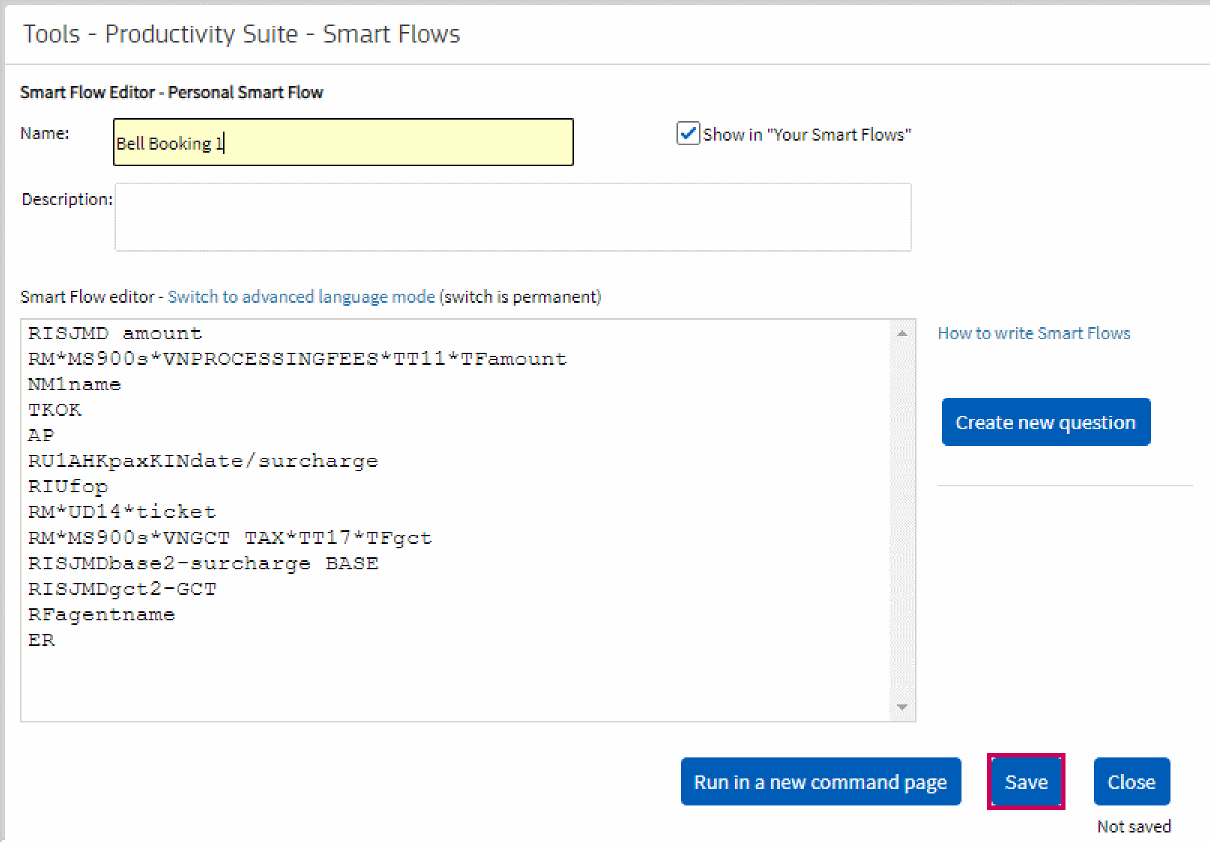
You can only use the Smart Flow advanced language using the **Advanced Language Editor** if you are an office administrator.

For more information about using the Smart Flow advanced language, see *Reference: Smart Flow advanced language syntax* on page 353.

Creating and testing Smart Flows

How to create a Smart Flow in the Smart Flow editor

1. In the **Smart Flows** list, click on **New**.
2. For details on how to write commands for Smart Flows, mouseover the link entitled **How to Write Command Based Smart Flows**.
3. Enter a name, an optional description, the content of your Smart Flow and click on **Save**.



How to create a Smart Flow in the advanced language editor

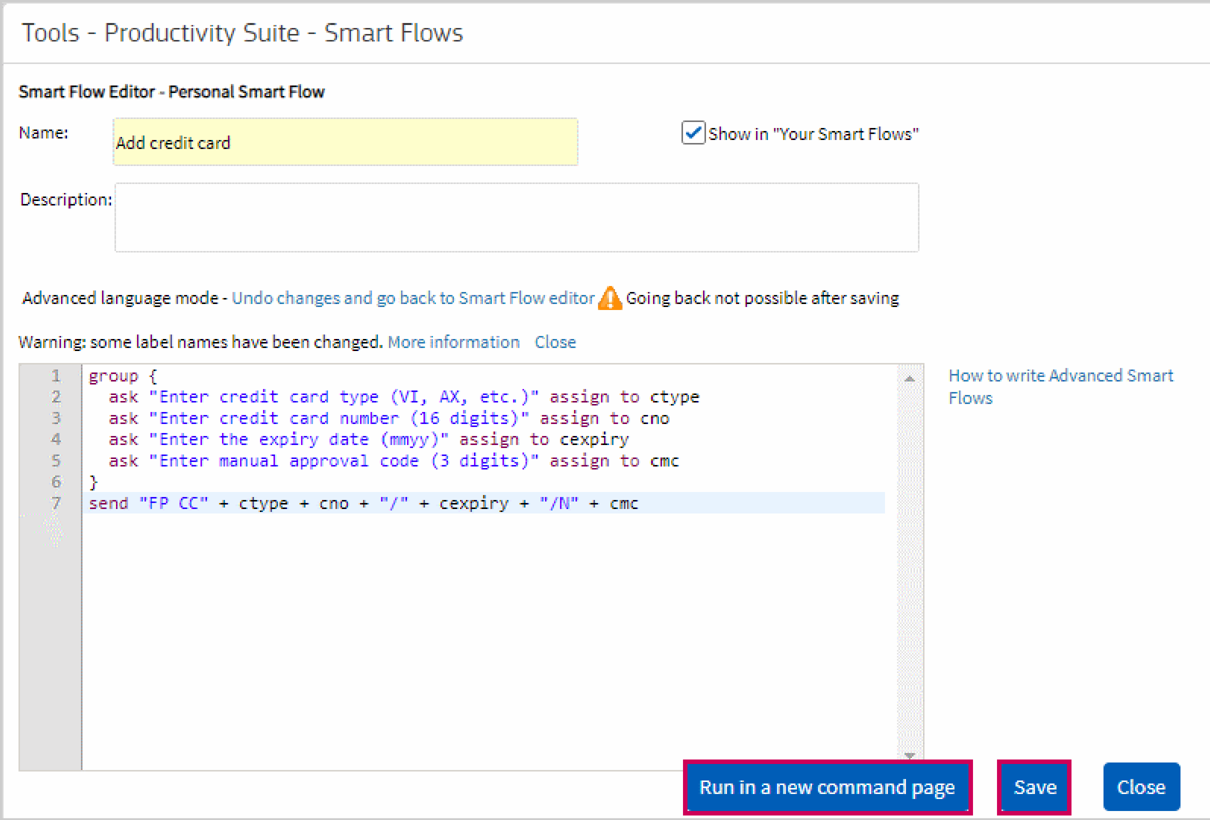
> **Note:** You must be an office administrator to create a Smart Flow in the **Advanced Language Editor**.

1. In the **Smart Flows** list, click on **New**.
2. Click on **Switch to Advanced Language Editor**.
3. For details on how to write advanced Smart Flows, mouseover the link entitled **How to Write Advanced Smart Flows**.
4. Enter a name, an optional description, and the definition of your Smart Flow.

   You can define a Smart Flow question to accept a specific format only. For example, the Smart Flow for a date must be in the format DDMMYYYY. See also *Smart Flows* on page 348.

   > **Note:** For security reasons, do not enter credit card information in a Smart Flow. For more information, see *Getting started with productivity suite* on page 335.

5. To test the Smart Flow before saving it, click on **Run in a New Command Page**.
6. When complete, click on **Save**.



How to create a new Smart Flow from an existing Smart Flow

1. In the **Smart Flows** list, select the Smart Flow that you want to copy.
2. Click on **Copy to New**.

   The new Smart Flow opens in the same editor that it was originally created in (either the **Smart Flow Editor** or **Advanced Language Editor**). The name field contains the string "Copy of <*name of the selected Smart Flow*>" and all other fields are prefilled with data from the existing Smart Flow.

Why test a new Smart Flow?

Testing a new personal or office Smart Flow allows you to run it before saving it, without impacting any other users.

How to test a Smart Flow

When you have created the Smart Flow, click on **Run in a New Command Page**.

The Smart Flow runs in an unsaved mode.

Reference: Smart Flow advanced language syntax

Statement	Description	Examples
ask	Prompts the user with a question. The answer must be assigned to a variable. The string in quotes between *ask* and *assign to* is the question that appears in the prompt when the Smart Flow is running. The string after *assign to* is the name of the variable to which the answer is assigned. You can also use a specific set of HTML tags in an *ask* statement to format the appearance of the question. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on page 360.	ask “What is your first name?” assign to firstname ask “ What is your first name? ” assign to firstname ask “What is your last name?” assign to lastname
mandatory ask	Same as the *ask* statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.	mandatory ask “What is your last name?” assign to lastname
ask email	Prompts the user with a question where the answer must be an email address. If an incorrect email address format is entered, the user receives an error message when the Smart Flow is running. You can also use a specific set of HTML tags in an *ask email* statement to format the appearance of the question. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on page 360.	ask email “What is your email address?” assign tocustomeremail
mandatory ask email	Same as the *ask email* statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.	mandatory ask email “What is your email address?” assign to customeremail

Statement	Description	Examples
ask number	Prompts the user with a question where the answer must be a number. If a number is not entered, the user receives an error message when the Smart Flow is running. You can also use a specific set of HTML tags in an *ask email* statement to format the appearance of the question. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on page 360.	`ask number “What is your age?” assign to age`
mandatory ask number	Same as the *ask number* statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.	`mandatory ask number “What is your age?” assign to age`
ask date	Prompts the user with a question where the answer must be in an accepted date format. The accepted formats are: • *DDMON* (example: 19APR) • *DDMONYY* (example: 19APR15) • *DDMONYYYY* (example: 19APR2015) • *DDMM* (example: 1904) • *DDMMYY* (example: 190415) • *MMYY* (example: 0415) If an accepted date format is not entered, the user receives an error message when the Smart Flow is running. You can also use a specific set of HTML tags in an *ask date* statement to format the appearance of the question. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on page 360.	`ask date “What date do you want to return?” assign to returndate`
mandatory ask date	Same as the *ask date* statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.	`mandatory ask date “What date do you want to return?” assign to returndate`

Statement	Description	Examples
ask date with format	Same as the *ask date* statement except that you can define the exact date format that the user must enter. For example: Only the date format of *DDMON* is acceptable. If a date in any other format is entered, the user receives an error message when the Smart Flow is running.	`ask date “What date do you want to return?” with format DDMON assign to returndate`
mandatory ask date with format	Same as the *ask date with format* statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.	`mandatory ask date “What date do you want to return?” with format DDMON assign to returndate`
ask with format	Prompts the user with a question where the answer must match the format defined by a regular expression. If the answer is not entered in the required format, the user receives an error message when the Smart Flow is running. For more information about using regular expressions, see *Reference: Syntax used in regular expressions* on page 406. You can also use a specific set of HTML tags in an *ask with format* statement to format the appearance of the question. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on page 360.	`ask What is your cost centre?” with format “\D{2}\d{3}” assign to costcentre`
mandatory ask with format	Same as the *ask with format* statement except that the user must answer the question. If no answer is entered, the user receives an error message when the Smart Flow is running.	`mandatory ask “What is your cost centre?” with format “\D{2}\d{3}” assign to costcentre`
send	Send the cryptic entries.	`send “NM1SMITH/JOHN”` `send “NM1” + lastname + “/” + firstname`

<table>
<tr><th>Statement</th><th>Description</th><th>Examples</th></tr>
<tr><td>capture</td><td>Capture part of the cryptic screen. The capture instruction is followed by three parameters, separated by commas:
Line: and a number to indicate which line of the screen the beginning of the string is captured.
Column: and a number to indicate which column of the screen the beginning of the string is captured.
Length: and a number to indicate the length of the string that is captured.
The string after assign to is the name of the variable in which the captured string is stored.</td><td><code>capture line:2, column:3, length:10 assign to lastname</code></td></tr>
<tr><td>if, else</td><td>Perform different actions depending on whether a condition is true or false.
The if instruction is always followed by an expression that is between parenthesis. The expression is a comparison between two terms that can be a variable or a constant.
The == operator verifies whether the two terms are equal.
The != operator verifies whether the two terms are different.
The > operator verifies whether the first term is greater than the second term.
The < operator verifies whether the first term is less than the second term.
The >= operator verifies whether the first term is greater than or equal to the second term.
The <= operator verifies whether the first term is less than or equal to the second term.
If the condition is true, the first block of instructions that is delimited by the curly brackets is executed.
If the condition is false, the second block of instructions that is delimited by the word else and curly brackets is executed.</td><td><code>ask “What is your destination?”</code>
<code>assign to destination</code>
<code>if (destination == “PAR”) {</code>
<code>send “rm ok”</code>
<code>} else {</code>
<code>send “rm no”</code>
<code>}</code></td></tr>
</table>

Statement	Description	Examples

ask until	Asks a question until a particular answer is reached.
	The string with quotes between *ask* and *until* are the instructions that appear in the prompt when a Smart Flow is running.
	The string after the word *until* is the value of the answer that stops the iteration of the block of instructions. The string after the word *when* determines the action.
	You can also use a specific set of HTML tags in an *ask until* statement to format the appearance of the instructions. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on page 360.
		ask “Do you need to include visa information?”
		1 : Yes - ESTA for the USA
		2 : Yes - other countries
		3 : No - continue”
		until “3” {
		when(“1”) {
		send “RIR for travel to the USA, an ESTA (online visa) is required”
		}
		when(“2”) {
		send “RM no visa required”
		}
		}

mandatory ask until	Same as the *ask until* statement except that the user must answer the question. If no answers are entered, the user receives an error message when the Smart Flow is running.	
today	The *today* variable is a global variable that is used to get the value of the date when executing a Smart Flow. The date is in the IATA format (DDMMM).	send “rm visa information added on” + today
lastCommand	If the Smart Flow is executed by a Smart Trigger, you can use the *lastCommand* variable to re-use the triggering command within the Smart Flow. A Smart Flow using the *lastCommand* variable should be hidden so that users cannot launch the Smart Flow manually. For more information, see *Showing and hiding Smart Flows* on page 364. Caution:To prevent the possibility of an infinite loop, do not use lastCommand in the last action of a Smart Flow.	send lastCommand

Statement	Description	Examples

choose	Prompts the user with a limited choice where only one choice is possible.
	The string within the quotes that follow the *choose* statement is the question that is asked when the Smart Flow is run.
	The *when* statements are the options that are provided for the question. The first *when* statement is the default.
	The user can only choose one *when* statement by either selecting the option button in the prompt or using the keyboard shortcuts from letters A to Z.
	When the user makes a choice, the content of the *when* statement is executed and the flow exits the *choose* block.
	You can also use a specific set of HTML tags in a *choose* statement to format the appearance of the question. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on page 360.
		`choose “Do you want to” {`
		`when (“send pax remark”) {`
		`send “rm 1”`
		`}`
		`when (“send comment”) { send “rm 2”`
		`}`
		`}`
		
		`choose “<b><i>Do you want to</i></b>” {`
		`when (“Send pax remark”) {`
		`send “rm 1”`
		`}`
		`when(“Send comment”) { send “rm 2”`
		`}`
		`}`

choose until	Similar to the *choose* statement except the prompt continues to loop when the Smart Flow is run.
	The exit option is represented by the *until* statement. The user can also exit by pressing the *X* key on the keyboard.
	When the user makes a choice, the content of the *when* statement is executed, after which the flow returns to the *choose until* loop unless the user exits.
		`choose “Do you want to” until “end” {`
		`when (“Send pax remark”) {`
		`send “rm pax”`
		`}`
		`when (“Send comment”) {`
		`send “rm comment”`
		`}`
		`}`

group	The *group* instruction is used to group several questions in the Smart Flow prompt that are defined by the *ask* or *select* instructions.
	This allows you to include several questions in the same Smart Flow prompt rather than having separate prompts for each *ask* instruction.
	The *group* instruction can only contain *ask* and *select* instructions; it cannot contain any other instructions.
		`group {`
		`ask “Enter first name” assign to name`
		`ask “Enter last name” assign to lastname`
		`ask date “Enter DOB” assign to dob`
		`}`

Statement	Description	Examples

call	The *call* instruction is used to call another Smart Flow from the running Smart Flow.
	The *call* instruction is followed by the name of the Smart Flow to call.
	
	You can also explicitly call either an office Smart Flow or a personal Smart Flow with the same name by defining either *office* or *personal* in the call syntax.
		`ask “What is the passenger last name?” assign to lastname`
		`call “mySmartFlow”`
		`send “RM” + lastname`
		
		`call office “mySmartFlow”`
		`call personal “mySmartFlow”`

select	Allows the user to select one option from a drop-down list of predefined options.
	The string with quotes between the words *select* and *from* is the question that appears in the prompt when a Smart Flow is running.
	The comma-separated string with quotes between the words *from* and *assign to* defines the predefined list of options from which the user can choose.
	A comma is used to separate the options. There is no limit to the number of options you can provide.
	The string after the words *assign to* is the name of the variable in which the answer is stored.
	You can also use a specific set of HTML tags in a *select* statement to format the appearance of the question. For more information, see *Reference: HTML Tags in the Smart Flow Advanced Language* on the next page.
		`select “What is the passenger title?” from “MR,MRS,DR” assign to title`
		
		`select “<b>What is the passenger title?</b>” from “MR,MRS,DR” assign to title`

Statement	Description	Examples
append	Used to append variables by text or variable name. The value between the words *append* and *to* can be a concatenation of different strings and variables. The string after the word *to* is the name of the variable to store. The first character of this variable name should be a lowercase letter [a-z] and the other characters should be a number or letter [a-zA-Z0-9] or an underscore character. If the variable is not empty, the value is appended to the variable.	`append “name” + var1 + “toto” to var2`
comment	Allows you to enter comments in the *Advanced Language Editor*.	`// your comments`

Reference: HTML Tags in the Smart Flow Advanced Language

Only the HTML tag elements included in the following table are supported in Smart Flows.

Element	Type
b	Tag
br	Tag
color	Attribute
color	SubAttribute
div	Tag
font	Tag
font-size	SubAttribute
font-weight	SubAttribute
h1	Tag
h2	Tag
h3	Tag
i	Tag
p	Tag
size	Attribute
span	Tag
style	Attribute
text-decoration	SubAttribute
u	Tag

For an example of using these HTML tag elements, see *Example Smart Flows* below.

Example Smart Flows

Example: Smart Flow

The following Smart Flow prompts the user to enter passport information for each passenger in the booking file.

This example shows a Smart Flow defined by an office administrator in the **Advanced Language Editor**.

```
ask "Enter P to enter Passport information per passenger and then enter 'X' to Exit" until "X" {
  when ("P") {
    group {
        ask "Enter Carrier Code e.g: BA" assign to CarrierCode
        ask "Enter issuing Country e.g: USA, GBR" assign to IssuingCountry
        ask "Enter Passport number" assign to PassportNumber
        ask "Enter Nationality e.g: USA, GBR" assign to Nationality
        ask date "Enter Birth Date e.g: 02AUG58" with format  DDMONYY assign to DoB
      //ask "Enter Birth Date e.g: 02AUG58" assign to DoB
        ask "Enter Gender: M for Male, F for Female, MI for Male Infant, FI for Female Infant" assign to Gender
        ask date "Enter Expiration Date e.g: 07DEC19" with format  DDMONYY assign to ExpDate
      //ask "Enter Expiration Date ie: 07DEC19" assign to ExpDate
        ask "Enter Last Name" assign to LastName
        ask "Enter First Name" assign to FirstName
      //ask "Enter passenger number if multipassenger PNR e.g: 2, 3" assign to PaxNumber
        ask number "Enter passenger number if multipassenger PNR e.g: 2, 3" assign to PaxNumber
    }
    if (PaxNumber! = "") {
        send "SRDOCS" + CarrierCode + "HK1-P-" + IssuingCountry + "-" + PassportNumber + "-" + Nationality + "-" +
DoB + "-" + Gender + "-" + ExpDate + "-" + LastName + "-" + FirstName + "/P" + PaxNumber
    } else {
        send "SRDOCS" + CarrierCode + "HK1-P-" + IssuingCountry + "-" + PassportNumber + "-" + Nationality + "-" +
DoB + "-" + Gender + "-" + ExpDate + "-" + LastName + "-" + FirstName
    }
  }
}
```

Example: Smart Flow With HTML Tags

The following Smart Flow uses HTML tags to format the questions defined in **ask**, **mandatory ask**, **select** and **choose** statements.

This example shows a Smart Flow defined by an office administrator in the **Advanced Language Editor**.

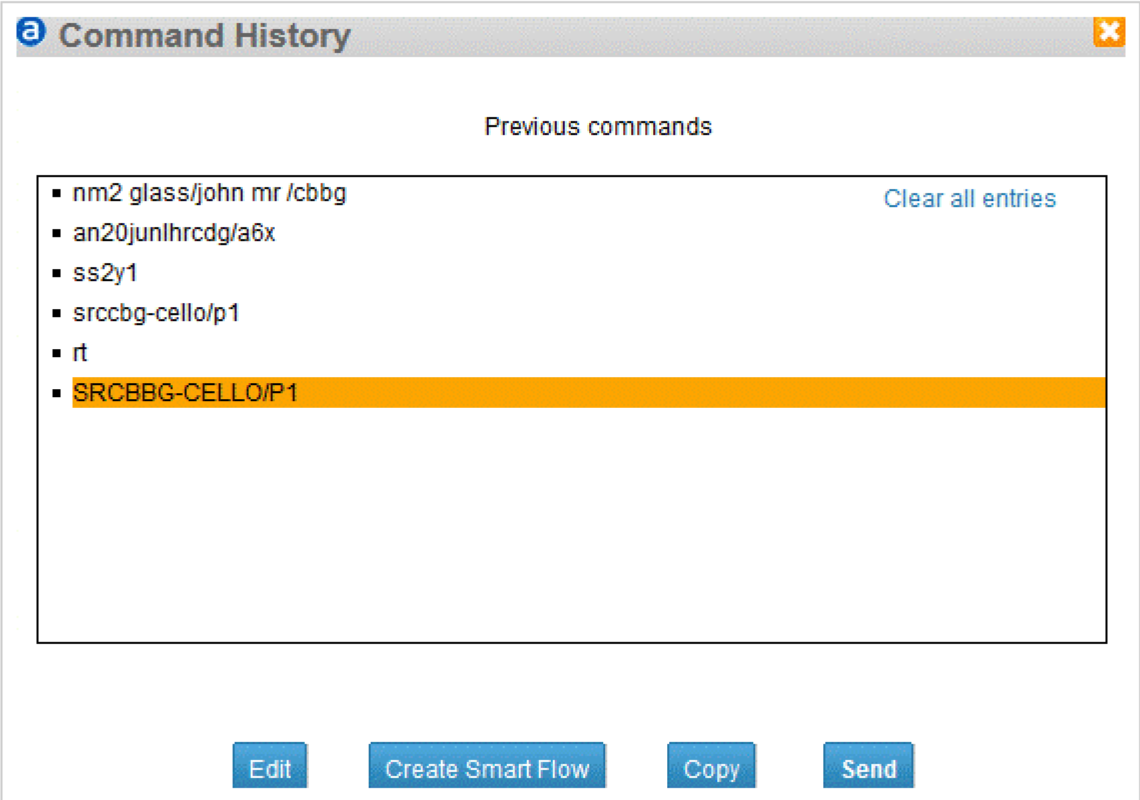
```
group {
    ask "<h1>Header 1 of first question (bolded and bigger text)</h1>
    part of the same question on a next line <font color=\"red\">this text will be red</font>" assign to variable1
    //the above question has a header and a normal line. it uses HTML to color the text.
    ask "<span style=\"color:red\">this text will also be red</span>" assign to variable2
    //the above question uses CSS to color the text.
    mandatory ask "<font size=\"2\" color=\"purple\">This is purple text above a mandatory field</font>" assign to variable3
    ask "<font size=\"3\" color=\"green\">This is some  bigger green text</font>" assign to variable4
    select "<b>This is bold text</b>" from "option1, option2" assign to variable8
    ask "<span style=\"font-weight:bold\">This is bold text</span>" assign to variable8
    ask "<i>This is some italic text</i>" assign to variable8
    ask "<u><font color=\"red\">This is some underlined red text</font></u>" assign to variable8
    ask "<u><i>This is some underlined italic text</i></u>" assign to variable8
    select "<p style=\"text-decoration:underline\">This is also underlined text</p>" from "option 1,option 2,option 3" assign to variable9
  }
choose "<b><i>This is some bold italic text</i></b>" {
     when ("option1") {
                send "rm1"
          }
     when ("option2") {
                send "rm2"
          }
  }
```

Creating Smart Flows using command history

Note: For more details on Command History, see *Using command history* on page 321

How to create a Smart Flow using command history

1. Display command history.
2. Select the commands in the **Command History** pop-up window that you want to use in the Smart Flow.
3. If you want to edit the commands before creating the Smart Flow, click on **Edit** and update as required.
4. Click on **Create Smart Flow**.



The application automatically switches to the **Smart Flow Editor**.

The selected commands are pasted from the **Command History** pop-up window to the **Smart Flow Editor**, where you can edit, save, or add questions to the commands. For more information, see *Using questions in the Smart Flow editor* on page 365.

What happens when command history is used to create a new Smart Flow?

if the Smart Flows list is open:

- The application automatically switches to the **Smart Flow Editor**.
- The definition text area displays the cryptic commands that were sent when creating the new Smart Flow.

If the Smart Flow editor is open:

- If there are any unsaved changes for the previous Smart Flow, you are prompted to choose either the **Save**, **Do Not Save**, or **Keep Editing** option.
- If there are no unsaved changes for the previous Smart Flow, a new Smart Flow is created and the definition text area displays the commands from the **Command History** pop-up window.

Managing Smart Flows

How to open a Smart Flow

1. In the **Smart Flows** list, select the Smart Flow that you want to open.
2. Click on **Open**.

   Alternatively, double-click on the Smart Flow.

How to edit a Smart Flow

You must be an office administrator to edit an office Smart Flow. If the Smart Flow is shared, you must be logged into the office in which it was created before you can edit it and you cannot rename a shared Smart Flow.

1. Open the Smart Flow. See *How to open a Smart Flow* above.

   A Smart Flow is opened in the editor that it was last saved in.
2. Update the fields as required and click on **Save**.

How to delete a Smart Flow

You must be an office administrator to delete a shared or office Smart Flow. If you delete a shared Smart Flow, it is deleted from all offices that it was shared with.

> **Caution:** Before you delete a Smart Flow, make sure it is not being used by another Smart Flow, a Smart Trigger or Quality Monitor. Otherwise, you risk blocking a user's booking flow.

1. Select the Smart Flow that you want to delete in the **Smart Flows** list.
2. Click on **Delete**.
3. In the **Delete Smart Flow** pop-up window, click on **Delete** to confirm the deletion.

Showing and hiding Smart Flows

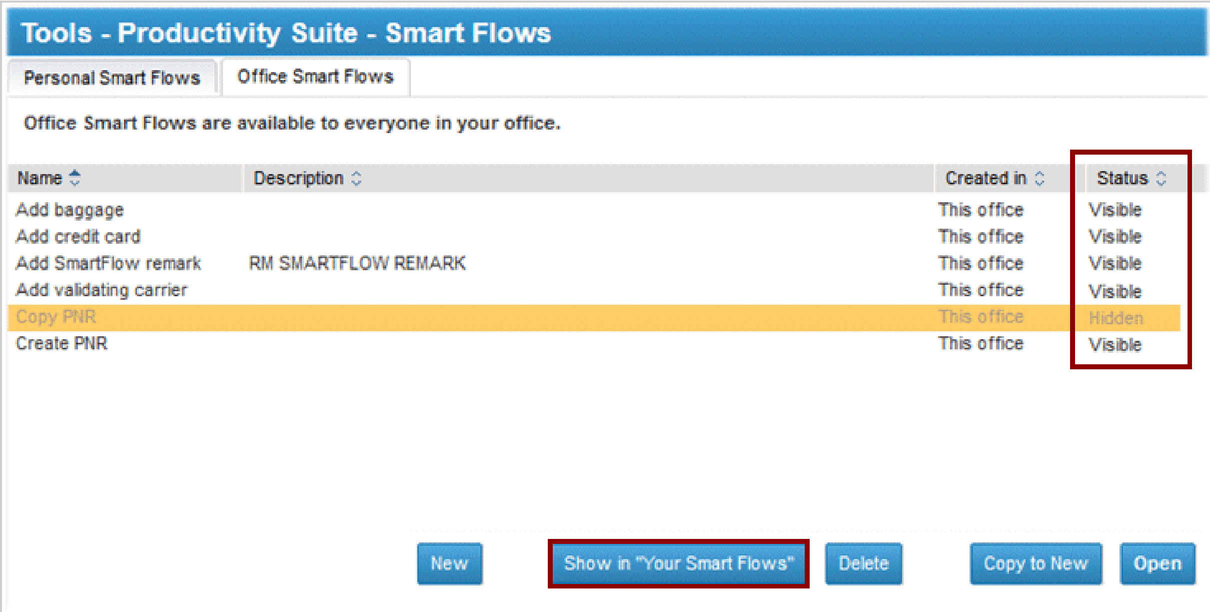
Understanding hidden Smart Flows

As a user or office administrator, you can choose to hide or show Smart Flows in the **Your Smart Flows** menu.

See also *Running and stopping Smart Flows* on page 367.

A hidden Smart Flow can still be called by other Productivity Suite tools. For example, the Smart Flow can still be executed by Quality Monitor and Smart Triggers.

Hidden and visible Smart Flows in the Smart Flows list



How to hide a Smart Flow in your Smart Flows

1. In the **Smart Flows** list, select the Smart Flow that you want to hide.
2. Click on **Hide from Your Smart Flows**.

   Alternatively, clear the **Show in Your Smart Flows** check box in the editor.

   The Smart Flow is no longer available in **Your Smart Flows** in the main toolbar and you cannot run it. However, it can still be launched by other Smart Flows, Smart Triggers and Quality Monitor.

How to show a Smart Flow in your Smart Flows

1. In the **Smart Flows** list, select the Smart Flow that you want to show.
2. Click on **Show in Your Smart Flows**.

   Alternatively, select the **Show in Your Smart Flows** check box in the editor.

   The Smart Flow is now available in **Your Smart Flows** in the main toolbar and can be run.

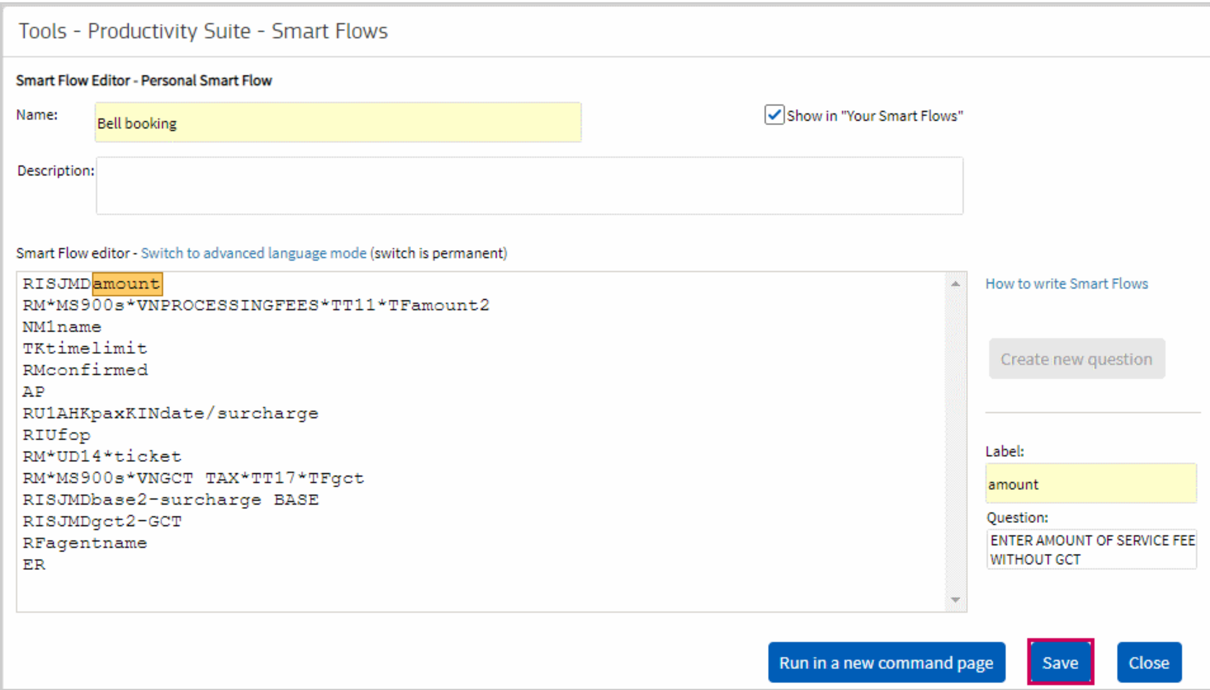
Using questions in the Smart Flow editor

What is the purpose of creating questions?

Questions define the prompt that is displayed during the execution of a Smart Flow. Cryptic commands are sent with the answers that are provided. A colour-highlighted rectangle indicates which sections of a command have a question associated with them. The highlight is orange when the question is active and the highlight is blue when the question is selected but not active.

How to create a question

1. Open or create a Smart Flow in the **Smart Flow Editor**.
2. Select the part of the command that you want to create a question for.
3. Click on **Create New Question**.
4. Enter a title for the question in the **Label** field.
5. Enter the question in the **Question** field.
6. Click on **Save**.



How to edit a question

Changes made to a question are saved automatically even if you do not click on **Save**. Therefore, if you edit a question and activate another question, the changes to the first question are saved automatically.

1. Activate the question in command mode by clicking on the section of the command that the question relates to. Alternatively, use the keyboard arrows to navigate to the command.

   The question is activated when the **Label** and **Question** fields are prefilled with the question details and the section of the command in the definition field is highlighted in orange.
2. Edit the question as required.

How to delete a question

Ensure that the question is not active because an active question cannot be deleted.

Place the cursor at the beginning of the label of the coloured rectangle for the question and press **Delete**.

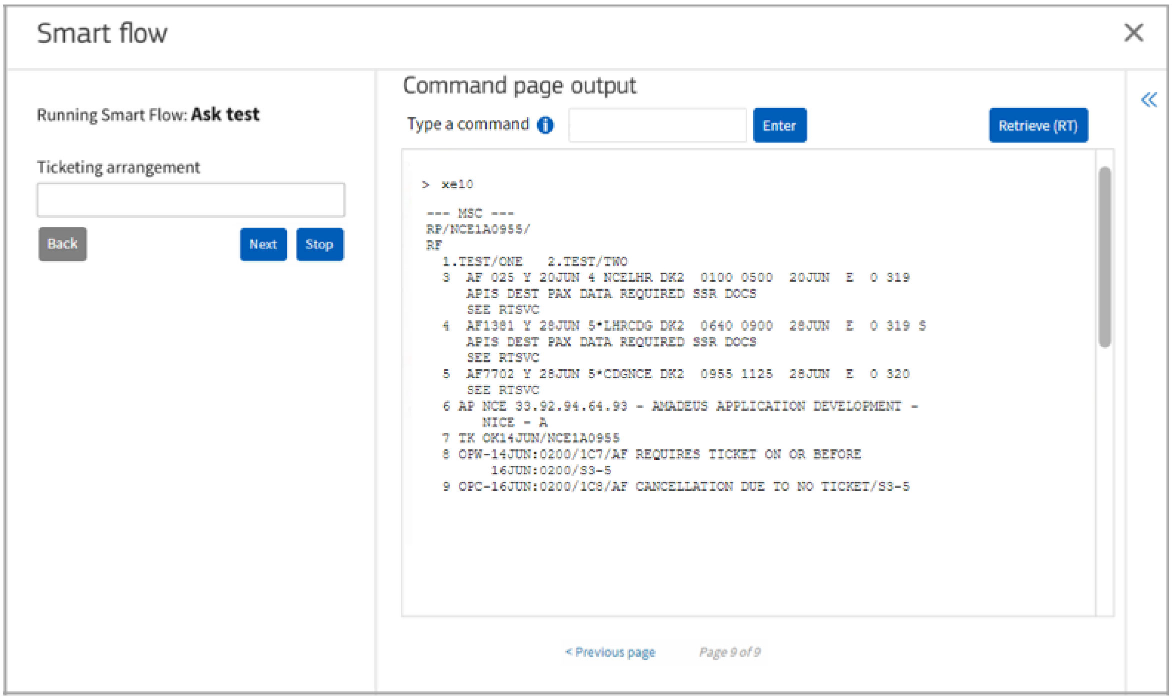
Alternatively, place the cursor at the end of the label of the coloured rectangle for the question and press **Backspace**.

Running and stopping Smart Flows

What happens when you run a Smart Flow?

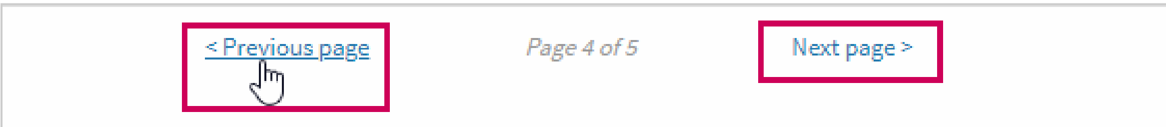
- If the Smart Flow contains questions or instructions, you can enter the responses in the **Smart Flow** pop-up window using free text. If there is a list of options to choose from, you can select the correct response using the keyboard or mouse.
- The commands that are sent by the Smart Flow are echoed in the Command Page.
- If several booking files are open when you run a Smart Flow, the Smart Flow only affects the current booking file.
- When you run a Smart Flow from graphic mode, the cryptic response is displayed in the **Command Page Output** section of the **Smart Flow** pop-up window. This cryptic display is read-only and cannot be edited.
- You can expand or collapse this **Command Page Output** section using the **Expand** and **Collapse** arrows.

Command page output section of Smart Flow window



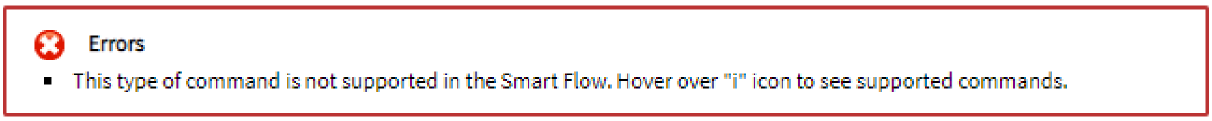
- If there is more than one page of **Command Page Output**, you can use the **Previous Page** and **Next Page** options to navigate from one page to another.

Navigation links in command page output



- You can use the **Retrieve (RT)** button to view PNR elements while the Smart Flow is running.
- To launch a corrective cryptic command while a Smart Flow is running:
  - Enter the command in the cryptic input field in **Command Page Output**.
  - Click on **Go** to launch the command.
- When a cryptic command is not supported, an error message appears, showing how to find the list of supported commands.

Error message when command not supported



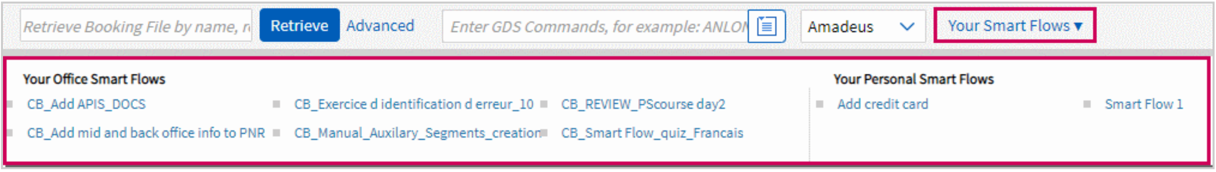
How to run a Smart Flow

1. Click on **Your Smart Flows** on the main toolbar of Selling Platform Connect to display the list of Smart Flows.

   If you have both personal and office Smart Flows, the **Your Smart Flows** panel is divided into **Office Smart Flows** and **Personal Smart Flows**.

2. Click on the link for the Smart Flow that you want to run.

Your Smart Flows



How to stop a Smart Flow

1. Run a Smart Flow. See *How to run a Smart Flow* above.

   A prompt appears to confirm that the selected Smart Flow is running.

2. Click on **Stop** or the icon.

You can only stop a Smart Flow when there is a prompt available.

Smart Key Translation

What is the Smart Key Translator?

The Smart Key Translator allows you to translate Smart Keys from Amadeus Selling Platform to personal or office Smart Flows in Selling Platform Connect.

Any user can save Smart Key translations as personal Smart Flows but you must be an office administrator to save Smart Key translations as office Smart Flows.

How to Access the Smart Key Translator

On the main page of Selling Platform Connect, expand the **Tools** menu and click on **Smart Key Translation**.

Translating smart keys to Smart Flows

How to translate a smart key to a Smart Flow

1. Copy the Smart Key that you want to translate and paste it in the **Smart Key to Translate** column of the Smart Key Translator.
2. Click on **Translate**.

   The Smart Key appears as a Smart Flow in the **Translated Smart Flow** column and it can be edited if needed.
3. You can copy the translated Smart Flow either to a new personal Smart Flow or a new office Smart Flow using a **Copy to New** memory button. The previous selection is retained and displayed on the memory button for the duration of the session. To display the copy options, click on the drop-down arrow on the **Copy to New** memory button.

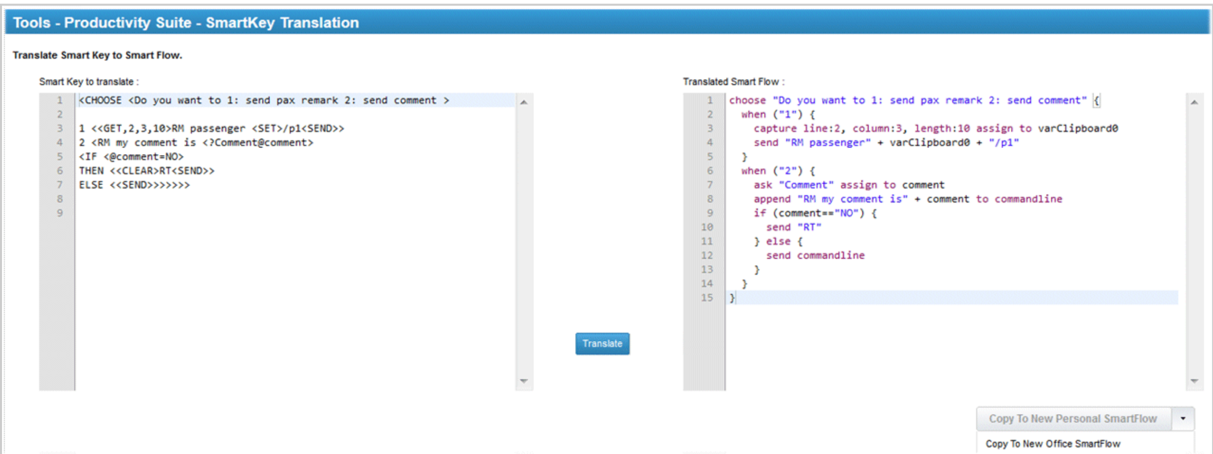
   You must be an office administrator to copy a translated Smart Flow to a new office Smart Flow.

   a. To copy to a new personal Smart Flow, click on **Copy to New Personal Smart Flow**.

      The **Advanced Language Editor** opens and displays the personal Smart Flow.

   b. To copy to a new office Smart Flow, click on **Copy to New Office Smart Flow**.

      The **Advanced Language Editor** opens and displays the office Smart Flow.
4. Click on **Save**.



What if the smart key does not contain command code?

If you are translating a Smart Key that does not contain any command code and contains only text, insert the Smart Key between the **append.... to commandline** syntax.

The value inserted between 'append' and 'to' is placed in the command line while waiting to be modified or executed.

Append to... command line

Translated Smart Flow :

```
choose "Do you want to 1: send pax remark 2: send comment" {
  when ("1") {
    capture line:2, column:3, length:10 assign to varClipboard0
    send "RM passenger" + varClipboard0 + "/p1"
  }
  when ("2") {
    ask "Comment" assign to comment
    append "RM my comment is" + comment to commandline
    if (comment=="NO") {
      send "RT"
    } else {
      send commandline
    }
  }
}
```

Reference: which smart keys can be translated to Smart Flows

Command Code	Command Description
`<SEND` `<send`	Send command
`<?`	Prompt action
`<CHOOSE` `<choose`	Choose command
`<@`	Use variable
`<TODAY>` `<today>`	Today date value
`<SET>` `<set>`	Paste the save value
`<GET>` `<get>`	Copy selected text
`<REPEAT UNTIL` `<repeat until`	Repeat until instruction
`<*`	Add a comment

Command Code	Command Description
`<IF THEN ELSE>` `<if then else>`	If then else instruction
`[`	Optional prompt
<%	Add an embedded Smart Key

Smart Triggers

What is the Smart Triggers tool?

Smart Triggers is a tool that launches extensions such as scripts or Smart Flows in Selling Platform Connect. For example, a Smart Trigger can be a rule that triggers the launch of a script when a certain command is entered in the prompt of the Command Page.

The different types of extensions that can be run are:

- Smart Flows
- Plus scripts
- Server-side scripts
- Smart Tools

Smart Flows and server-side scripts are advanced options that must be enabled by a site parameter.

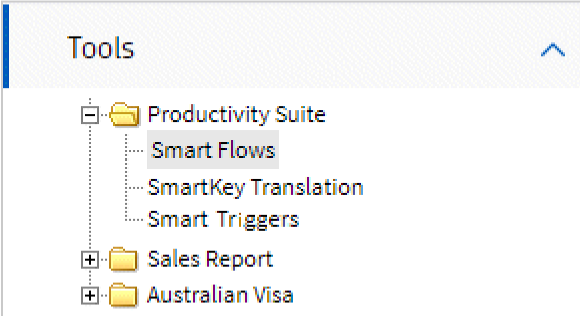
You must be an office administrator to define rules using the Smart Triggers tool.

What are the prerequisites for accessing Smart Triggers?

The optional **Productivity Suite** module must be activated by a site parameter before you can access Smart Triggers.

How to access Smart Triggers

On the **Tools** menu of Selling Platform Connect, expand **Productivity Suite** and click on **Smart Triggers**.



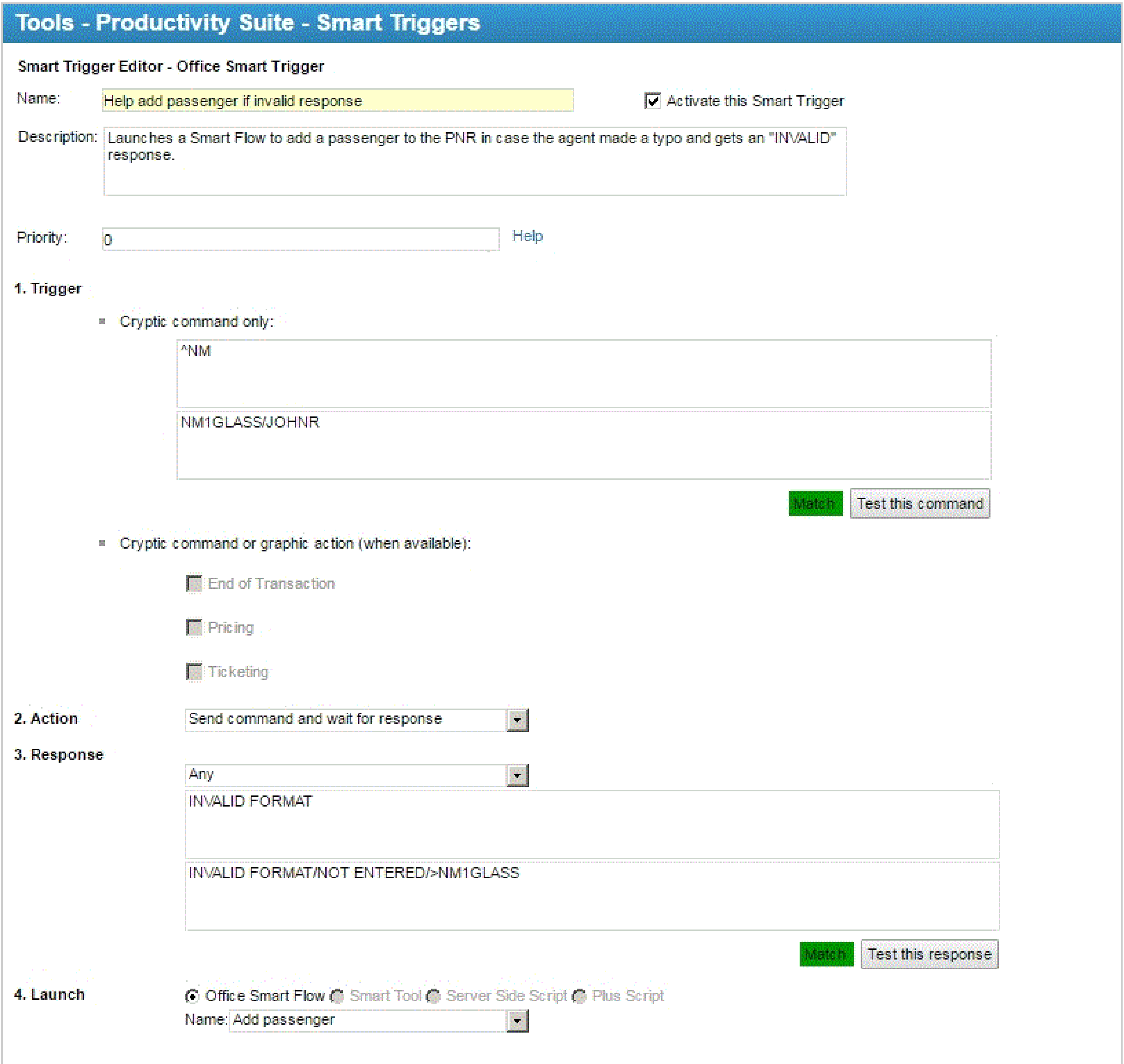
What are the different types of Smart Triggers?

Smart Trigger Type	Description
Smart trigger on command match	These Smart Triggers are used to launch a script instead of the standard response of a cryptic command. They intercept the command and launch the script. There is no response match on these Smart Triggers because there is no response from the Amadeus central system.
Smart trigger on response match	These Smart Triggers are used to launch a script in addition to the standard response of a cryptic command. They do not intercept the command but launch the script in addition to the result of the cryptic command. When creating this trigger type, the cryptic commands are filtered depending on response type and response match. For more information see *Creating smart triggers* on page 375.

You can also create a Smart Trigger that combines both types of trigger: command match and response match.

Example: Smart trigger

In this example, the Smart Trigger intercepts any cryptic command beginning with **NM**. If the response in the Command Page contains the words **INVALID FORMAT**, the Smart Trigger launches an office Smart Flow to help the user add a passenger using the correct format.



In this example, the command and response matches have been successfully tested using the **Test this command** and **Test this response** options.

Working with smart triggers

Running smart triggers

A Smart Trigger runs its associated flow or script according to the way you define the Smart Trigger using the **Smart Trigger Editor**. For more information, see *How to edit a smart trigger* on the next page.

If multiple Command Pages are open, a Smart Trigger only impacts the Command Page where the user enters the triggering command.

Stopping smart triggers

You cannot stop a Smart Trigger at run time.

However:

- If the Smart Trigger launches a Smart Flow, you can stop it, as long as there is a prompt available to stop it.
- If the Smart Trigger launches a script, you can stop it, as long as the script allows itself to be stopped.

How to activate a smart trigger

Select the deactivated Smart Trigger in the **Smart Triggers** list, and click on **Activate**.

You can also activate a Smart Trigger in the editor by selecting the **Activate this Smart Trigger** check box.

An active Smart Trigger can be run.

How to deactivate a smart trigger

Select the active Smart Trigger in the **Smart Triggers** list, and click on **Deactivate**.

You can also deactivate a Smart Trigger in the editor by clearing the **Activate this Smart Trigger** check box.

A deactivated Smart Trigger cannot be run.

What is the Smart Trigger Editor?

The **Smart Trigger Editor** is displayed when you click on the **New** or **Open** buttons at the bottom of the **Smart Triggers** list.

You use the **Smart Trigger Editor** to perform the following tasks:

- Create a new Smart Trigger.
- Copy or edit an existing Smart Trigger.
- Activate or deactivate a Smart Trigger.
- Handle errors.

A Smart Trigger with Error 2401 can be saved in the Smart Triggers list, but it cannot be activated.

How to edit a smart trigger

To edit a shared Smart Trigger, you must be logged into the same office that created it.

1. Select a Smart Trigger in the **Smart Triggers** list and click on **Open**.
2. In the **Smart Trigger Editor**, modify the necessary fields and click on **Save**. See *Creating smart triggers* below.
3. Click on **Close**.

If you enter a new name for an existing Smart Trigger, it is overwritten, rather than creating a copy. White spaces included before and after a Smart Trigger name are removed at save time.

How to delete a smart trigger

If you delete a shared Smart Trigger, it is deleted from all offices that it was shared with. You cannot delete a Smart Trigger that was created in an office other than the one you are logged into.

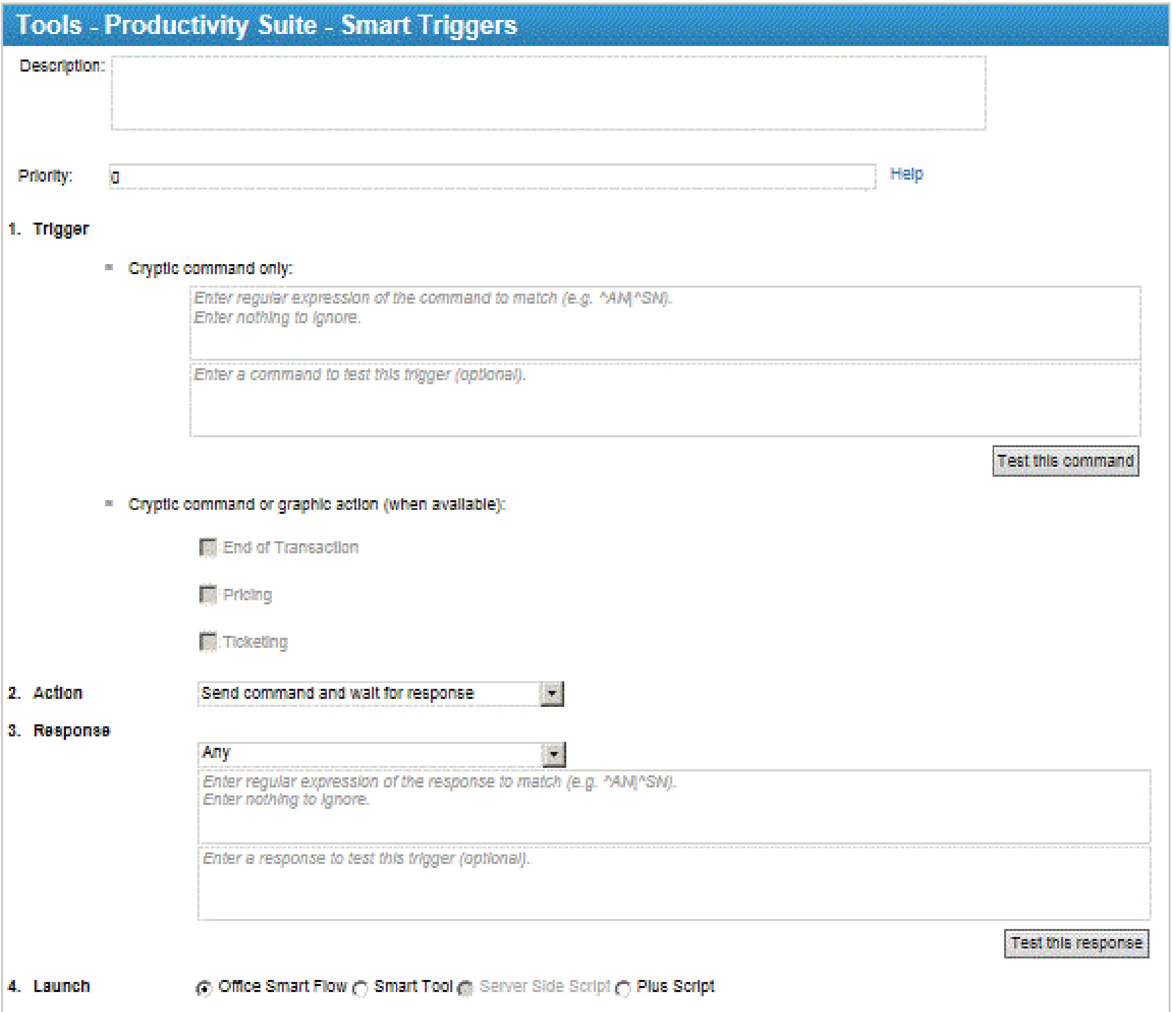
1. Select a Smart Trigger in the **Smart Triggers** list, and click on **Delete**.
2. A pop-up confirmation is displayed. Click on **Delete**.

Creating smart triggers

How to create a new smart trigger

1. In the **Smart Triggers** list, click on **New**.

   The **Smart Triggers Editor** opens.



2. Complete the required fields for the trigger.

   Refer to *explanation: smart trigger editor fields* on the next page and *Reference: Syntax used in regular expressions* on page 406.

   For security reasons, do not enter credit card information in Smart Triggers. For more information, see *Getting started with productivity suite* on page 335.
3. Click on **Save**.

How to create a smart trigger from an existing smart trigger

1. Select a Smart Trigger in the **Smart Triggers** list, and click on **Copy To New**.

   The **Smart Trigger Editor** page is displayed showing a copy of the selected alarm.
2. Modify the required fields and click on **Save**.
3. Click on **Close**.

explanation: smart trigger editor fields

Smart Trigger Editor Field	Explanation
Name	You must enter a name for the Smart Trigger.
Activate This Smart Trigger	Select this option to activate the Smart Trigger from the **Smart Trigger Editor**.
Description	This field allows you to enter an optional description for the Smart Trigger.
Priority	There can be multiple Smart Triggers for the same command. Use this field to determine which trigger is run first. The lower the number you enter in the field for each Smart Trigger (zero is the lowest), the higher the priority. Triggers that intercept commands always run before triggers without interception. **Note:** When there are two triggers that intercept the same command, only the trigger with the lower number (higher priority) runs. For more information, *Smart Triggers* on page 371.

<table>
<tr><th>Smart Trigger Editor Field</th><th>Explanation</th></tr>
<tr><td>Cryptic Command Only</td><td rowspan="2">Use either or both of these fields to define the commands or actions that run the Smart Trigger.
• In the Cryptic Command Only field, enter a regular expression that you expect the command to match.
For example, a regular expression of ^AN causes the Smart Trigger to launch a Smart Flow or script every time the user enters a command starting with AN in the Command Page.
• In the Cryptic Command or Graphic Action, When Available field, select the command family and command that you expect to match. This includes the cryptic command and its equivalent graphical action.
For example, if you select End of Transaction and ER, the Smart Trigger launches a Smart Flow or script every time the user enters ER in the Command Page or clicks on Save and Confirm (ER) in the booking file.
The command families and commands available are the same as those available for Quality Monitor. See Understanding checks and trigger commands on page 407.
Both of these fields can be left empty if a match is only needed on the response type. In this case, you must define a regular expression to match the response of the command in the Response field.</td></tr>
<tr><td>Cryptic Command or Graphic Action, When Available</td></tr>
<tr><td>Test This Command</td><td>Use this field to test the regular expression entered in the Cryptic Command Only field.
1. Enter a command.
2. Click on Test This Command.
Match or No Match is displayed to confirm whether or not the regular expression matches the command you entered.</td></tr>
<tr><td>Action</td><td>This drop-down list allows you to define how the Smart Trigger is run.
If you want the Smart Trigger to intercept the command and run the Smart Flow or script, select Immediately Launch. In this case, there will be no response to match.
If you want the Smart Trigger to launch the Smart Flow or script in addition to the response of a cryptic command, select Send Command and Wait for Response.
Note: If you defined a graphical action and cryptic command to run the Smart Trigger, the only option available is Immediately Launch.</td></tr>
</table>

Smart Trigger Editor Field	Explanation
Response	This section only appears if you select **Send Command and Wait for Response** in the **Action** field. 1. Categorise the response type. Select **Any Type** or select a specific response category. 2. Enter the regular expression that you want the response to match. You can also set the Smart Trigger to match a command only and leave this field empty.
Test This Response	Use this field to test the regular expression entered in the **Response** field. 1. Enter a response. 2. Click on **Response Test**. **Match** or **No Match** is displayed to confirm whether or not the regular expression matches the command you entered.
Launch	Select the type of action that you want to trigger and select from the **Name** drop-down list. **Note:** Only office-level Smart Flows can be used with Smart Triggers.

Quality Monitor

What is Quality Monitor?

Quality Monitor uses rules, defined by an office administrator, to check that the booking file complies with the correct booking process.

It displays blocking, warning and information messages that prompt the user to apply corrections before completing a booking.

Quality Monitor is executed when the user:

- Enters a cryptic command or its equivalent graphical action that is defined in a rule as a trigger for Quality Monitor checks.
  Or:
- Clicks on **Check All** in the Quality Monitor checklist.

For more information, see *Managing checks and trigger commands* on page 413.

What is the Quality Monitor editor?

The **Quality Monitor Editor** is used to create and edit rules and add checks to these rules. You can also activate and deactivate rules in the editor.

For more information, see *Creating and managing Quality Monitor rules* below and *Managing checks and trigger commands* on page 413.

See also *Getting started with productivity suite* on page 335.

For information on the autocomplete functionality, refer to *Using autocomplete* on page 415.

What is the Quality Monitor language?

The Quality Monitor language is used to write the check definitions of a Quality Monitor rule. The first instruction of a check definition can be an **if** instruction or a **choose** instruction.

For specific examples of Quality Monitor rules, refer to *Creating and managing Quality Monitor rules* below.

What are the prerequisites for accessing Quality Monitor?

The optional **Productivity Suite** module must be activated by a site parameter before you can access Quality Monitor.

How to access Quality Monitor

On the **Tools** menu of Selling Platform Connect, expand **Productivity Suite** and click on **Quality Monitor**.

Creating and managing Quality Monitor rules

What are the elements of a Quality Monitor rule?

Element	Explanation
Name	The name of the Quality Monitor rule.
Description	An optional description of the rule.
Trigger	The cryptic command or its equivalent graphical action that triggers the Quality Monitor checks defined in the rule. Each command or action belongs to a specific triggering command family. For example, TTP belongs to the Ticketing family.
Global variable name	The name of the global variable created for a Quality Monitor rule. For each rule, you can add up to five global variables which can be used in multiple checks with the **send** and **send auto** statements.
Global variable element	A drop-down list of elements supported in Quality Monitor.

Element	Explanation
Global variable property	A drop-down list of properties available for each selected element.
Global variable condition	A field where you can enter a condition for the creation of your variable.
Check name	The name of each check. This name is displayed in the Quality Monitor checklist.
Check message	An optional generic message that can provide more information for each check. This message is displayed in the check overlay.
Check definition	The set of conditions and instructions that define the behaviour of each check. You create check definitions using the Quality Monitor Language.

For more information, see *Managing checks and trigger commands* on page 413.

How to create a Quality Monitor rule

1. In the **Quality Monitor Rules** list, click on **New**.

   The **Quality Monitor Editor** opens and allows you to complete the required fields for the rule.
2. Enter a name and first check as a minimum. The name of the rule must be unique.

   For details on checks, refer to *Managing checks and trigger commands* on page 413.

   For security reasons, do not enter credit card information in Quality Monitor. For more information, see *Getting started with productivity suite* on page 335.
3. To activate the rule, select the **Activate this Rule** checkbox.

   Activation allows the rule to be applied to a booking file when a cryptic command or its equivalent graphical action from their corresponding trigger family is used or the next time the **Check All** link in the Quality Monitor checklist is clicked.

   By default, the rule will be saved with a deactivated status.
4. Click on **Save**.

   The new rule is added to the **Quality Monitor Rules** list.

How to create a new Quality Monitor rule from an existing rule

1. In the **Quality Monitor Rules** list, select the rule that you want to copy and click on **Copy to New**.

   The new rule opens in the **Quality Monitor Editor**. The name field contains the string "Copy of <name of the selected rule>" and the other fields are prefilled with data from the existing rule.
2. Edit the rule as required.

3. Click on **Save**.
4. To return to the **Quality Monitor Rules** list, click on **Close**.

How to open a Quality Monitor rule

1. In the **Quality Monitor Rules** list, select the rule that you want to open.
2. Click on **Open**.

How to edit a Quality Monitor rule

1. Select the rule in the **Quality Monitor Rules** list and click on **Open**.
2. Update the rule as required and click on **Save**.

If you are deleting commands from a rule, at least one command must be present.

How to activate a Quality Monitor rule

1. Select the non-active rule in the **Quality Monitor Rules** list.
2. Click on **Activate**.

You can also activate a rule in the **Quality Monitor Editor** by selecting the **Activate this Rule** check box.

The activated rule is then applied to a booking file when a cryptic command or its equivalent graphical action from their corresponding trigger family is used or the next time the **Check All** link in the Quality Monitor checklist is clicked.

How to deactivate a Quality Monitor rule

1. Select the active rule in the **Quality Monitor Rules** list.
2. Click on **Deactivate**.

The deactivated rule is greyed out in the **Quality Monitor Rules** list. The checks in the rule will not appear in the Quality Monitor checklist, and they will not be executed when a command or graphical action from their corresponding trigger family is used or when the **Check All** link in the Quality Monitor checklist is clicked.

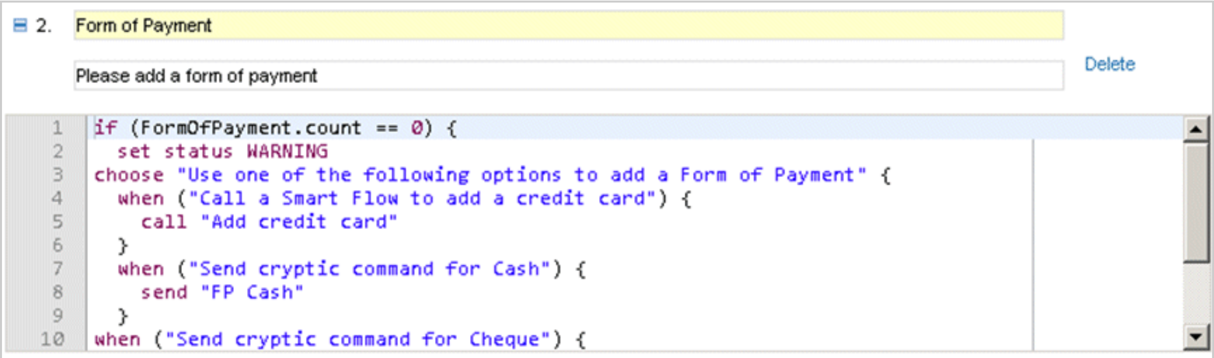
How to delete a Quality Monitor rule

You must be an office administrator to delete a shared or office rule. If you delete a shared rule, it is deleted from all offices that it was shared with.

1. Select the rule in the **Quality Monitor Rules** list.
2. Click on **Delete**.
3. In the **Delete Rule** pop-up window, click on **Delete**.

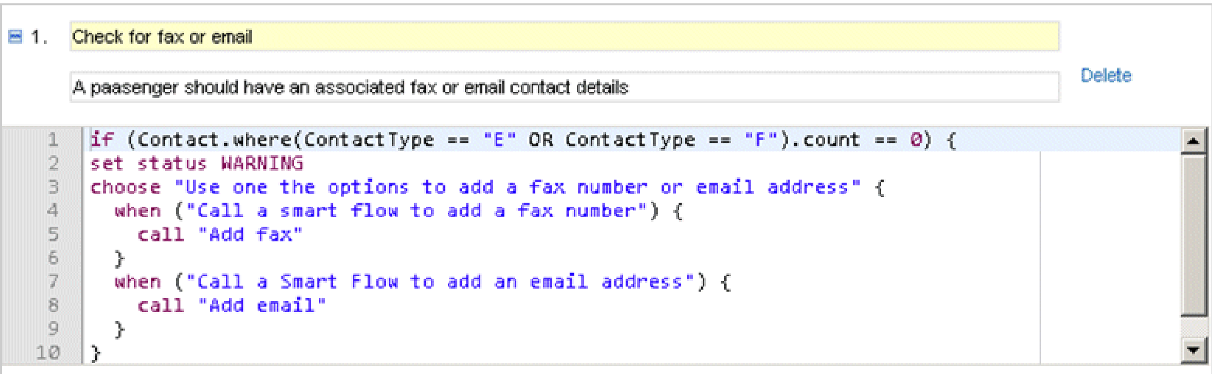
Example Quality Monitor rules

example: Quality Monitor rule for form of payment



This rule checks for an FOP element in the PNR. If no FOP is found, a warning is displayed with options to send cryptic commands to add a FOP either as cheque or as cash. Alternatively, the user can also add a credit card by calling a Smart Flow.

example: Quality Monitor rule for fax or email contact



This rule checks for an email address or fax contact element in the PNR. If no contact is found, a warning is displayed with options to either call a Smart Flow to add a fax number or call a Smart Flow to add an email address.

After a contact is added for the passenger, the **if** condition becomes false and the check is successful.

Example: Quality Monitor rule using a global variable

In this example, the rule uses a global variable to send a dynamic OSI element when the destination and airline conditions are met. The airline for the OSI element is dynamically selected using the global variable created at an earlier stage. See *Creating and managing Quality Monitor rules* on page 380.

example: Quality Monitor rule using a global variable with a condition

In this example, the rule compares two properties and adds a dynamic remark that a passport is required if a segment is international. See *Creating and managing Quality Monitor rules* on page 380.

example: Quality Monitor rule for esta warning

Rule purpose

If the origin of an air segment is FR and the destination is US, automatically send a remark warning that a valid ESTA is required for entry to the US.

Rule definition

```
if (Airsegment.where(BoardPointCountryState=="FR").count>0 AND Airsegment.where
(OffPointCountryState CONTAINS "US").count>0) {

set status WARNING send auto "RIR REMEMBER YOU WILL NEED A VALID ESTA TO ENTER THE
US" }
```

example: Quality Monitor rule for hotel booking suggestion

Rule purpose

If there is at least one air segment, no hotel segments and no remark indicating that hotel booking is not required, ask the user if hotel booking is required.

- When the answer is Yes, prompt the user to search for hotels.
- When the answer is No, send a remark indicating that hotel booking is not required.

Rule definition

```
if (Airsegment.count>=1 AND Hotelsegment.count==0 AND
    GeneralRemark.where(FreeFlow CONTAINS "Hotel no needed").count==0 {
    set status WARNING choose "Does your traveler need accommodation?" {
      when (''Yes - Please search for available hotels using the Hotels module in
Sell Connect") { }
      when ("No") { send "RM Hotel not needed" }
    }
}
```

Reference: Quality Monitor language statements

Statement	Definition

if (condition)
{
instructions
}
	• CONDITION is used in the **if** instruction, and it is evaluated during the execution of a check.
	• The operators **AND** and **OR** are used in checks for multiple conditions.
	• INSTRUCTIONS are a single optional **choose** instruction and a mandatory single **set status** instruction.
	• There must be a **set status** instruction for every check. A **set status** instruction without an **if** condition will prevent a success status for a check in the Quality Monitor checklist and result in a syntax error.
	• INSTRUCTIONS cannot be empty.

foreach (instance of Element) {
if (condition)
{ instructions
}
}
	• The **foreach** statement loops through a specific type of element in a PNR.
	• INSTANCE is a predefined keyword that reflects the information of the selected element in each iteration.
	• CONDITION is used in the **if** instruction, and it is evaluated during the execution of a check.
	• INSTRUCTIONS cannot be empty.
	• You can only use one **foreach** statement per check.

choose "Do you want to"
{
when ("send pax remark")
{
send "rm1"
}
when ("call Smart Flow")
{
call "my Smart Flow"
}
}
	• The string within the quotes that follow **choose** is the question that is asked in the overlay. See *Understanding checks and trigger commands* on page 407.
	• The **choose** instruction should contain at least one **when** statement.
	• The **when** statement can only contain **send** or **call** instructions.

call	The **call** instruction calls an office Smart Flow from the overlay. The Smart Flow must exist at office level and have exactly the same name (including capitalization) that you use in the **call** instruction. Otherwise, the call will fail.

Statement	Definition
call smart tool	The **call smart tool** instruction calls a Smart Tool from the overlay. The Smart Tool must be already be available in the user's office and have exactly the same name (including capitalization) that you use in the **call** instruction. Otherwise, the call will fail.
send	The **send** instruction is used to manually send a cryptic command. The user can edit the command, if required, before it is sent.
send auto	The **send auto** instruction is used to automatically send a cryptic command. This means that the command is sent without any user interaction, as long as the corresponding **if** condition is true.
set status	The mandatory **set status** instruction allows you to define the status of a check if the condition is evaluated as true. There are three possibilities: • **INFO:** This status is displayed as information for the user. It does not block the user's booking flow and can be ignored. • **WARNING:** This status is displayed as a non-blocking error. It advises the user to complete specific actions but can be ignored. • **BLOCKING:** This status is displayed as a non-blocking error or a blocking error, depending on whether the rule is run from the **Check All** link in the Quality Monitor checklist or the corresponding trigger command family. For more information, see *Understanding checks and trigger commands* on page 407.

Examples

For examples of how to use Quality Monitor Language statements in rules, see *Example Quality Monitor rules* on page 383 and *Example Quality Monitor rules* on page 383.

Reference: operators used in conditions

Operator	Definition
==	Used in conditions and property closures and used with numbers, Booleans and strings. In strings, it means 'exact match'.
!=	Used in conditions and property closures and used with numbers, Booleans and strings. In strings, it checks if the strings are not an exact match.

Operator	Definition
>	Used in conditions and property closures. Used mainly with numbers but can be used with Booleans and strings. In strings, it is based on alphabetical order. In Booleans, true > false.
<	Used in conditions and property closures. Used mainly with numbers but can be used with Booleans and strings. In strings, it is based on alphabetical order. In Booleans, true > false.
>=	Used mainly with numbers but can be used with Booleans and strings. In strings, it is based on alphabetical order.
<=	Used mainly with numbers but can be used with Booleans and strings. In strings, it is based on alphabetical order.
CONTAINS contains	Used only in property closures and with strings. Example: Check if there is one or more general remarks containing the term 'non smoker'. `if GeneralRemark.where(FreeFlowText contains "NON SMOKER").count >= 1`
DOESNOTCONTAIN doesnotcontain	Used only in property closures and with strings.

MATCHES
matches
	Used only in property closures and with strings.
	Examples: Check if a booking file/PNR element matches a specific regular expression pattern:
	`Airsegment.where(BoardPointCountryState matches “US|CA”)`
	• matches any air segment where departure point is located in North America.
	`Airsegment.where(DepartureDate matches “0\dDEC)`
	• matches any air segment where departure date is during the first nine days of December.
	For more information about writing regular expressions, see *Reference: Syntax used in regular expressions* on page 406.

Operator	Definition
DOESNOTMATCH doesnotmatch	Used only in property closures and with strings. Example: Check if a booking file element does not match a specific regular expression pattern: `if GeneralRemark.where(FreeFlowText DOESNOT MATCH "Non smoking flight").count >0`
AND and	Used only between conditions. This is the logical `&&` between Booleans.
OR or	Used only between conditions. This is the logical || between Booleans.
where	Used to find one or several properties of an insert variable. Example: Check if there is more than one air segment where the airline is Air France and the destination is Nice: `airsegment.where((airline == "AF") AND (destination == "NCE")).count > 1`
count	Used to count the number of insert variables or the number of properties that satisfy the given conditions. Example: Check if there is no contact information for the passenger: `contact.count == 0`

Reference: count operator examples

Example	Explanation
`Airsegment.count >=2`	Checks that there are *AT LEAST* two air segments.
`GeneralRemark.where(FreeFlow contains "abc".count ==1`	Checks that there is *EXACTLY* one general remark containing the text "abc".
`Airsegment.where(Airline =="AF").count <3`	Checks that there are *LESS THAN* three AF air segments.
`GeneralRemark.where(FreeFlow contains "abc".count <=1`	Checks that the number of general remarks containing the text "abc" is *LESS THAN OR EQUAL* to one.
`Airsegment.where(Airline =="AF").count >0`	Checks that the number of AF air segments is *GREATER THAN* zero.
`GeneralRemark.where(FreeFlow contains "abc").count >=1`	Checks that the number of general remarks containing the text "abc" is *GREATER THAN OR EQUAL TO* one.
`Airsegment.where(Airline=="AF").count <7 AND Airsegment.where (Airline=="AF").count >4`	Checks that there are *BETWEEN* four and seven AF air segments. The number of segments must be *GREATER THAN* four but *LESS THAN* seven.

Reference: Insert variables used in conditions

Insert Variable	Description	Properties of the Insert Variable	Description
Accounting	Accounting (AI) elements	AccountNumber	Returns the account number.
		CostCentre	Returns the cost centre of the Accounting (AI) element.
		IATACompanyNumber	Returns the IATA company number of the Accounting (AI) element.
		ClientReference	Returns the client reference of the Accounting (AI) element.
		PassengerAssociation	Returns the passenger sequence number associated to the Accounting (AI) element.

Insert Variable	Description	Properties of the Insert Variable	Description
AirItinerarysegments	Examines the air segments as a whole instead of looking at one air segment at a time. Most of the properties are calculated dynamically.	DestinationCountryState	Extracts destination country or state code. For example, FR or USNY.

Insert Variable	Description	Properties of the Insert Variable	Description
		DestinationAirport	CDG, for example. If it is a round trip, this is the airport for the longest stop-over segment. Otherwise, it is the airport of the last segment.

Insert Variable	Description	Properties of the Insert Variable	Description
		OriginCountryState	Extracts origin country or state code for the first segment. For example, FR or USNY.

Insert Variable	Description	Properties of the Insert Variable	Description
		RoundTrip	True if this is a round trip.
		OriginAirport	Origin airport. For example: LHR.
		ArrivalDate	Returns the arrival date of the last air segment of the booking file.
		DepartureDate	Returns the departure date of the first air segment of the booking file.
		International	True if the itinerary has at least one segment where the country of departure city is different from the country of arrival city.
		DaysStayDuration	Returns the total number of days spent at the destination point.
		OpenDatesegments	Checks the presence of an open segment in the PNR. Returns 0 when there is no open segment, and 1 if there is at least one open segment.
		DaysAdvancePurchase	Returns the number of days between the current date and the date of departure for the first segment.

Insert Variable	Description	Properties of the Insert Variable	Description
Airsegment	A single air segment element	ElementNumber	Returns the PNR number of the booked air segment.
		Airline	Airline code.
		Class	Class.
		OffPoint	Destination airport of the segment.
		BoardPoint	Origin airport of the segment.
		OffPointCountryState	Country or state of the destination airport. For example, USNY for JFK or FR for CDG.
		BoardPointCountryState	Country or state of the origin airport. For example, USNY for JFK or FR for CDG.
		DepartureDate	Departure date.
		ArrivalDate	Arrival date.
		OffPointCity	City of the destination airport. For example, NYC for JFK or PAR for CDG.
		BoardPointCity	City of the originating airport.
		NumberOfPassengers	Number of passengers on the specific air segment.
		StatusCode	Returns the status code of the booked air segment.
		FlightNumber	Returns the flight number of the booked air segment.

Insert Variable	Description	Properties of the Insert Variable	Description
Carsegment	CCR elements	ElementNumber	Returns the PNR number of the booked car segment.
		Company	Vendor code for each car segment.
		Location	Location of the car.
		PickUpDate	Date for the car pick up.
		DropOffDate	Date for the car drop off.
		TotalCurrencyCode	Currency code (for example, EUR or USD).
		VoucherValue	Returns the voucher value of the booked car segment.
		TotalRate	Total price for the car rental.
		BillingReference	Returns the billing reference of the booked car segment.
		StatusCode	Returns the status code of the booked car segment.
		CustomerID	Returns the customer ID of the booked car segment.
		CorporateID	Returns the corporate ID of the booked car segment.

Insert Variable	Description	Properties of the Insert Variable	Description
Contact	AP elements	ContactType	Type of phone elements which corresponds to the third letter of the tag when present (for example, B for APB, E for APE, or X for APX) or empty string when the tag is simply AP (that is, there is no third letter).
		ContactText	Free-flow text following the third letter of the tag when present or equal to the current 'Free flow' property when the tag is simply AP.
		FreeFlow	Returns the whole free flow message starting after the AP text (and until the passenger or segment information).
FormOfPayment	FP items	FormOfPaymentText	Text after the FP command without passenger or segment associations.
		CreditCardCompany	Credit card company (for example, AX, VI, or CA).
		ManualApprovalCode	Manual approval code for the credit card form of payment (if any).

Insert Variable	Description	Properties of the Insert Variable	Description
Remark	RM, RC, RX, RIF, RII, RIR, RIZ and RQ items	Category	Category of the remarks (for example, for category H it is 'RM H').
		FreeFlow	Whole text of the general remark, after the category information, excluding the passenger and segment associations.
		PassengerAssociation	Returns the passenger sequence number associated to the Remark element.
GeneralRemark	RM	ElementNumber	Returns the line number of the General remark element.
FreeFlowInvoiceRemark	RIF	ElementNumber	Returns the line number of the Invoice remark element.
FareMiscTktInfoElement	FS	Text	Returns the text data that is present after the element name (FS) and before the passenger association.

Insert Variable	Description	Properties of the Insert Variable	Description
Hotelsegment	HHL elements	ElementNumber	Returns the PNR number of the booked hotel segment.
		ChainCode	Code for the hotel chain.
		CheckInDate	Date of the hotel check in.
		CheckOutDate	Date of the hotel check out.
		PropertyName	Name of the property.
		TotalRate	Total price.
		TotalCurrencyCode	Currency code that the rate is expressed in (for example, EUR or USD).
		City	Returns the city code of the booked hotel segment.
SpecialServiceRequest	SSR elements	SsrElementCode	For example, VGML, XBAG, or INFT.
		AirlineCode	Airline code of the element.
		FreeFlow	Text after the status code excluding the passenger or segment associations.
		StatusCode	Status code for the element (for example, HN or HK).
		MembershipNumber	Returns the membership number if it is a SSRFQTV.
		FrequentFlyerAirline	Returns the frequent flyer airline if it is a SSRFQTV.

Insert Variable	Description	Properties of the Insert Variable	Description
TourCode	FT elements	Text	Text after the FT command, excluding the passenger or segment associations.
TransitionalStoredTicketing	Allows the querying of TST items	TotalCollection	Total fare value of each TST in the booking file.
		TotalCollectionCurrency	Currency of each total collection (for example, EUR or USD).
		IssueIndicator	Returns the issue indicator from the TST (F for first and R for Reissue).
ValidatingCarrier	FV elements	Carrier	Airline code.
		FreeText	Free text of FV element in the PNR.
OtherServiceInformation	OSI elements	FreeFlow	Text of the OSI to transmit to the airline.
		AirlineCode	Airline concerned by the OSI.

Insert Variable	Description	Properties of the Insert Variable	Description
Miscellaneoussegment	Includes HU, TU, RU, SU, IU, CU, and AU segments	Company	Returns the company in charge of the miscellaneous segment. Can be airline or organizations.
		ElementNumber	Returns the PNR number of the booked miscellaneous segment.
		StartingCity	Returns starting and pickup city.
		StartingDate	Returns starting date of the segment with the format DDMMYY.
		EndingDate	Returns ending date of the segment with the format DDMMYY.
		StatusCode	Returns the status code of the segment.
		Type	Returns the type of miscellaneous segment.
		FreeFlow	Returns the FreeFlow of miscellaneous segment.

Insert Variable	Description	Properties of the Insert Variable	Description
Commission		Value	Extracts the commission from the FM line. When the commission is entered as a percentage, it returns the percentage (for example, 9 for FM 9). When the commission is entered as a fixed amount, it returns the fixed amount without the A indicator (for example, 100.00 for FM 100.00A).
		Type	Returns the commission type (FM). Returns A if it is a flat amount, and returns nothing if it is a percentage.
Ticket	Ticket arrangement	Date	Returns the date of the TK line.
		StatusCode	Returns the status code of the TK element (OK, TL).
		FreeFlow	Returns the free flow of the TK element (the dash is mandatory).

Insert Variable	Description	Properties of the Insert Variable	Description
PNRHeader		OfficeOfResponsibility	The office ID of the office responsible for the booking file.
		QueuingOffice	Returns the office in which the booking file is queued.
		Tags	Returns the list of tags attached to the booking file.
ServiceFeeAir	RIS	FreeFlow	The free flow of ServiceFeeAir.
		Currency	The currency of ServiceFeeAir (RIS).
		Text	Returns the content of the Service FeeAir element.
		ElementNumber	Returns the line number of the ServiceFeeAir element.
AutoTicketNumber		Text	Returns the content of the AutoTicketNumber (FA) element.

Insert Variable	Description	Properties of the Insert Variable	Description
ManualTicketNumber		Type	Returns the type of the ManualTicketNumber (FH) element.
		Text	Returns the text data available after the element name and before the associations of the ManualTicketNumber (FH) element.
		TicketNumber	Returns the ticket number (10 figures) of the ManualTicketNumber (FH) element.
MailingAddress		FreeFlow	Returns the text starting after the element name (AM), until the passenger association (if it exists).
		PassengerAssociation	Returns the passenger sequence number associated to the MailingAddress element.

Insert Variable	Description	Properties of the Insert Variable	Description
FareDiscount		FreeFlow	Returns the text starting after the element name (FD), until the passenger association (if it exists).
		DiscountCode	Returns the discount code of the FareDiscount (FD) element.
		PassengerAssociation	Returns the passenger sequence number associated to the FareDiscount (FD) element.
Endorsement		FreeFlow	Returns the free flow of the endorsement element (FE).
Passenger		ElementNumber	Returns the PNR number of the name element (NM).
		Surname	Returns the surname of the passenger.
		FullName	Returns the full name of the passenger and the title if provided.
		ID	Returns the passenger ID.
		Type	Returns the passenger type code.
OriginalIssue		Text	Returns the full text of the FO line (except prefix and suffix).

Insert Variable	Description	Properties of the Insert Variable	Description
OptionQueue		OfficeID	Returns the exact office ID contained in the option element.
		QueueData	Returns the queue number and category. The format used is <number>C<category number>.
		Text	Returns the full text of the OP line (except prefix and suffix).

Reference: Syntax used in regular expressions

Character	Description
\	Marks the next character as either a special character, a literal, a back reference, or an octal escape. For example, 'n' matches the character "n". '\n' matches a new line character. The sequence '\\' matches "\" and "\(" matches "(".
^	Matches the position at the beginning of the input string. If the **RegExp** object's **Multiline** property is set, ^ also matches the position following '\n' or '\r'.
$	Matches the position at the end of the input string. If the **RegExp** object's **Multiline** property is set, $ also matches the position preceding '\n' or '\r'.
*	Matches the preceding sub expression zero (or more) times. For example, zo* matches "z" and "zoo". * is equivalent to {0,}.
+	Matches the preceding sub expression one or more times. For example, 'zo+' matches "zo" and "zoo", but not "z". + is equivalent to {1,}.
?	Matches the preceding sub expression zero or one time. For example, "do (es)?" matches the "do" in "do" or "does". ? is equivalent to {0,1}.
{n}	n is a nonnegative integer. Matches exactly n times. For example, 'o{2}' does not match the 'o' in "Bob," but matches the two o's in "food".
{n,}	n is a nonnegative integer. Matches at least n times. For example, 'o{2,}' does not match the "o" in "Bob" and matches all the o's in "foooood". 'o{1,}' is equivalent to 'o+'. 'o{0,}' is equivalent to 'o*'.

Character	Description
{n,m}	m and n are nonnegative integers, where n<=m. Matches at least n and at most m times. For example, "o{1,3}" matches the first three o's in "foooood". 'o{0,1}' is equivalent to 'o?'. Note that you cannot put a space between the comma and the numbers.
?	When this character immediately follows any of the other quantifiers (*, +, ?, {n}, {n,}, {n,m}), the matching pattern is non-greedy. A non-greedy pattern matches as little of the searched string as possible, whereas the default greedy pattern matches as much of the searched string as possible. For example, in the string "oooo", 'o+?' matches a single "o", while 'o+' matches all 'o's.
.	Matches any single character except "\n". To match any character including the '\n', use a pattern such as '[.\n]'.
x|y	Matches either x or y. For example, 'z|food' matches "z" or "food". '(z|f)ood' matches "zood" or "food".
[xyz]	A character set. Matches any one of the enclosed characters. For example, '[abc]' matches the 'a' in "plain".
[^xyz]	A negative character set. Matches any character not enclosed. For example, '[^abc]' matches the 'p' in "plain".
[a-z]	A range of characters. Matches any character in the specified range. For example, '[a-z]' matches any lowercase alphabetic character in the range 'a' through 'z'.
[^a-z]	A negative range characters. Matches any character not in the specified range. For example, '[^a-z]' matches any character not in the range 'a' through 'z'.
\b	Matches a word boundary, that is, the position between a word and a space. For example, 'er\b' matches the 'er' in "never" but not the 'er' in "verb".
\B	Matches a non-word boundary. 'er\B' matches the 'er' in "verb" but not the 'er' in "never".
\cx	Matches the control character indicated by x. For example, \cM matches a Control-M or carriage return character. The value of x must be in the range of A-Z or a-z. If not, c is assumed to be a literal 'c' character.
\d	Matches a digit character. Equivalent to [0-9].
\D	Matches a non-digit character. Equivalent to [^0-9].
\f	Matches a form-feed character. Equivalent to \x0c and \cL.

Understanding checks and trigger commands

What is a check?

A check verifies if a condition in a booking file is true or false during the execution of Quality Monitor.

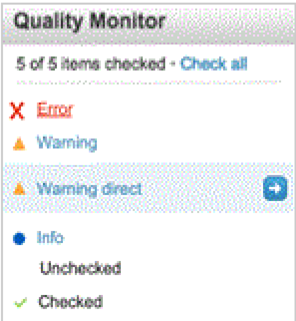
The check can also define the corrective action when the condition is true. After Quality Monitor is executed, the booking flow is interrupted by a message or blocked, in which case the user must perform the corrective action in the booking file or Command Page.

You can also define checks for information purposes only. These checks have no conditions so they are always true for every booking file.

What is the Quality Monitor checklist?

In the booking file and Command Page, all the active checks are displayed to the user in the Quality Monitor checklist.

For example:



The checks are ordered according to their status severity, starting with the most severe. The current status of each check is indicated by icon and colour. For more information, see *What are the statuses of a check?* on page 411.

If an error occurs during Quality Monitor execution, the top of the checklist shows:

- An error message.
- The name of the relevant check, as a link. You can click on this link to display the corresponding check overlay.

What is a trigger command?

A trigger command is a cryptic command or equivalent graphical action that is used to trigger a rule. Each trigger and its equivalent action belong to a specific trigger command family, and only specific commands and actions are defined for each family.

The trigger family is defined in the **Trigger** field of the **Quality Monitor Editor**.

When a trigger command is entered or its equivalent graphical action performed, only the rules defined for that trigger command are executed.

Any rules defined for other command families are not executed. Therefore, these rules remain in the same state as they were prior to the execution of the trigger command. You must click on the **Check All** link in the Quality Monitor checklist to see the most recent state of the checks.

What are the trigger commands in cryptic and graphic?

Command Family	Command	Graphical Equivalent	Description
End of Transaction	BT	Not yet available.	Create IMR.
	ER	Click on **Save and Confirm (ER)** or click on the **Save** icon at the top of the booking file.	Save and Redisplay.
	ERK	Click on **Save and Confirm (ER)** and select **Save and Change Status (ERK)**.	Save, Changes code, Redisplay.
	ET	Click on the **Close** button of the booking file and then click on **Save** in the **Close** pop-up window.	Save, Remove.
	ETK	Click on the **Close** button of Command Page and then select **Change advice codes (ETK)** in the **Close Command Page** pop-up window.	Save, Change code, Remove.
	QE	Click on **Place on Queue** and then click on the **OK** button in the **Place PNR on Queue** pop-up window.	Place on queue.
	QF	Not yet available.	Save, Remove from queue.
	QFR	Not yet available.	Save, Remove from queue, Retrieve.
	QM	Not yet available.	Place on multiple queues.

Command Family	Command	Graphical Equivalent	Description
Ticketing	TTP	Click on **Issue** for an e-ticket selection.	Issue tickets.
	TTR	Not yet available.	Reprint coupons.
	TTM	Click on **Issue** for an EMD selection.	Print MCO.
	INE	Not yet available.	Print invoice, extended.
	INV	Not yet available.	Print invoice.
	IMP	Click on **Issue Itinerary** in the **Itinerary** section of the booking file.	Print itinerary.
	ITR	Click on **Issue Document Receipt** in the **E-ticket and EMD** section of the booking file.	E-ticket itinerary receipt.
	TRDC	Click on the **Void** button in the **Void E-ticket** or **Void E-ticket/EMD/TASF** pop-up window.	Cancel ticket refund.
	TRFP	Click on the **Refund Now** button in the **Refund** pop-up window or click on **Continue to Refund Record** in the **Refund** pop-up window and then click on the **Save and Confirm** button.	Process and print ticket refund.
Pricing	FXP	Selection of **Price with TST (FXP)** in the Air Pricing page.	Price PNR and create TST.
	FXU	Choice of a lower fares option (for example, FXA) in the **Air Pricing** page, selection of a fare and click on **Create and Confirm TST**.	Re-book using specific fare, Create TST.
	FXB	Selection of **Book Lowest Fare with TST (FXB)** in the **Air Pricing** page.	Re-book using lowest fare, Create TST.

During the load of Quality Monitor rules, selected cryptic trigger commands are unable during a default period of 90 seconds. The lock duration can be updated following the needs of the agency.

What are the statuses of a check?

Status Severity	Status	Description
1	Blocking	If the condition for the check is true when Quality Monitor is executed, the check is displayed with a Blocking status. The state varies between Warning and Blocking depending on whether or not a trigger has been sent. A warning only turns into a blocking state when a trigger command (such as ET or ETK) from the trigger family is entered. A blocking state check will block the booking file. Therefore, the user must correct it before continuing with the associated trigger command. For example, if the check is defined for a pricing trigger command, the user cannot price until the blocking state is fixed. If the user mouseovers the Blocking state check, an overlay is displayed. If the user clicks on the check, the **Validate** button on the overlay display can be used to launch corrective actions. In the Quality Monitor checklist, checks with a Blocking status appear in red and are preceded by the icon. If a check has the Blocking status when the user tries to save a booking file, an error message also appears advising the user to check the Quality Monitor checklist.
2	Warning	In the editor, a check is defined as a warning using the **set status** instruction. If the condition for the check is true when Quality Monitor is executed, the check is displayed with a Warning status. A Warning state is also called a Non-blocking state, which means that this check will not block the booking file. Therefore, the user can continue with the booking without having to take any immediate action. If the user mouseovers the Warning state check, an overlay is displayed. If the user clicks on the check, the **Validate** button on the overlay display can be used to launch corrective actions. Refer to *What are the corrective actions for a check?* on the next page. In the Quality Monitor checklist, checks with a Warning status appear in blue and are preceded by the icon.

Status Severity	Status	Description
3	Information	If the condition for the check is true when Quality Monitor is executed (or there is no condition in the check), the check is displayed with an INFO status. This state will not block the booking file. If the user mouseovers the Information state check, an overlay is displayed. If the user clicks on the check, the **Validate** button can be used to launch corrective actions. In the Quality Monitor checklist, checks with an Information status appear in blue and are preceded by the icon.
4	Unchecked	This is the state of a check immediately after the user opens a booking file and before Quality Monitor is executed for the first time. It is also the state of a check if the checklist is refreshed by an Ignore or End Transaction. If the booking file is empty and the user click on the **Check All** link in the Quality Monitor checklist, every check remains in an unchecked state.
5	Success	This is the state of a check when its condition is evaluated as false during the last execution of Quality Monitor. In the Quality Monitor checklist, checks with a Success status are preceded by the icon.

What are the corrective actions for a check?

Manual corrective action

If the state of a check for a booking file is Information, Warning or Blocking, corrective actions are displayed when the user clicks on or mouseovers the check.

The actions only appear if you use the **choose... when** statements when defining the check.

You can choose to:

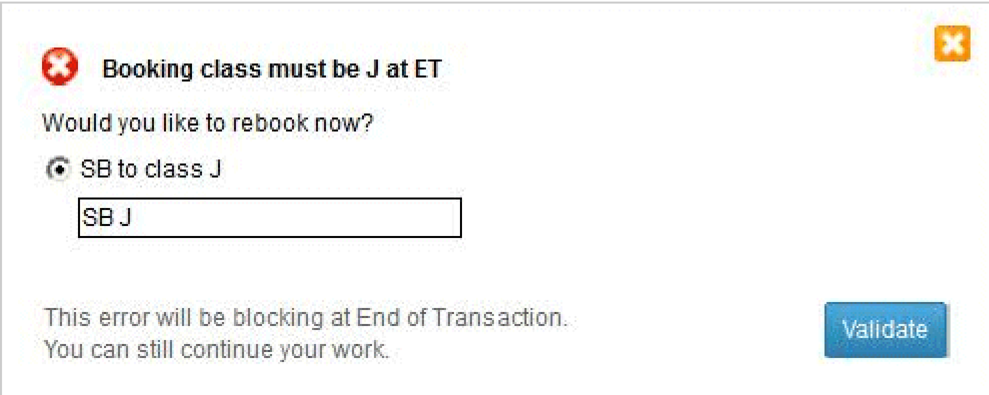
- Call an existing office Smart Flow (a personal Smart Flow cannot be called).
- Call an existing Smart Tool (the Smart Tool must already be available in Selling Platform Connect).
- Send an editable cryptic command.

When a corrective action is performed, Quality Monitor is not triggered automatically. The user must perform a manual check by clicking on the **Check All** link in the Quality Monitor checklist to refresh the state of each check.

Editing a cryptic command for a manual corrective action

The command that was included in inverted commas after the **send** instruction appears in the editable text field of the corrective action overlay. The user can edit this command before sending it.

However, if the text field is left empty after editing, no cryptic command is sent when the user clicks on **Validate** in the overlay.



Automatic corrective action

Corrective actions can also be launched automatically if you use a **send auto** statement when creating the rule.

The relevant cryptic command is automatically sent during Quality Monitor execution, and each command that is sent is displayed with its cryptic response in the Command Page.

Managing checks and trigger commands

How to launch a corrective action for a check

If there is only one corrective action possible for the check

In the Quality Monitor checklist, click on the icon for the check.

If there are multiple corrective actions possible for the check

1. In the Quality Monitor checklist, click on the check.
2. Choose a corrective action in the overlay:
1. Call an existing office Smart Flow. If you try to call a personal or non-existing Smart Flow, you will receive an error.

- Call an existing Smart Tool. If you try to call a Smart Tool that is not available in Selling Platform Connect, you will receive an error.

- Send a cryptic command. Before you send the command, you can edit it using the field provided.

1. Click on **Validate**.

How to add checks to a new Quality Monitor rule

1. In the **Quality Monitor** list, click on **New**.
2. In the **Quality Monitor Editor**, complete the required fields for the new rule.

For each check you want to add:

1. Click on the **Add Check** link.
2. Enter the check name and message.

   The check name will be displayed in the Quality Monitor checklist and the message will be displayed on the check overlay.
3. Enter the check definition.

   To add variables in your definition, use the Autocomplete feature. See *Using autocomplete* on the next page.

   For examples of defining checks in Quality Monitor rules, see:
   - *example: Quality Monitor rule for form of payment* on page 383
   - *example: Quality Monitor rule for fax or email contact* on page 383
   - *example: Quality Monitor rule for esta warning* on page 385
   - *example: Quality Monitor rule for hotel booking suggestion* on page 385

You can add up to 10 checks to a rule. To define more than 10 checks, split them between two rules.

How to add checks to an existing Quality Monitor rule

1. In the **Quality Monitor** list, select the rule you want to add a check to and click on **New**.

For each check you want to add:

1. In the **Quality Monitor Editor**, click on the **Add Check** link and enter the check name and message.
2. Enter the check definition.

To add variables in your definition, use the Autocomplete feature. See *Using autocomplete* on the next page.

You can add up to 10 checks to a rule. To define more than 10 checks, split them between two rules.

How to change the order of checks for a Quality Monitor rule

If you change the order of checks for a rule, it changes the order in which the checks are displayed and executed in Quality Monitor.

1. Open the rule in the **Quality Monitor Editor**. See *Creating and managing Quality Monitor rules* on page 380.
2. These options are available for both expanded and collapsed checks.

   Mouseover the check to see the **Up** and **Down** options.
3. Click on **Down** for the check you want to move down and click on **Up** for the check you want to move up in the checklist.

   The check that has been moved is highlighted briefly.
4. Click on **Save**.

The order of the checks is updated in the Quality Monitor checklist.

How to delete a check from a Quality Monitor rule

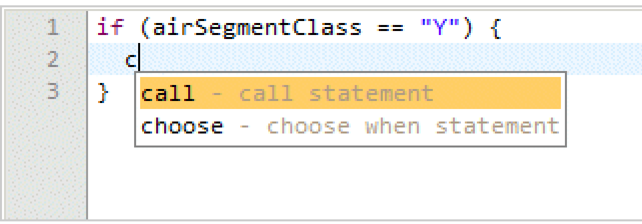
With the rule open in the **Quality Monitor Editor**, click on **Delete** beside the rule you want to delete.

If there is only one check for the rule, you cannot delete it because a single check is mandatory for all rules.

Using autocomplete

What is autocomplete?

Autocomplete is a feature that automatically completes the statements you are typing in the **Advanced Language Editor** or **Quality Monitor Editor**. Inside the editor you can display a list of available proposals and select the appropriate statement instead of manually typing it.



Where can I find information on autocomplete?

In the **Advanced Language Editor**, click on **How to Write Advanced Smart Flows**.

How to display autocomplete

1. Place the cursor on a line in the editor.
2. Press **Ctrl+space bar**.
3. To display more specific proposals based on alphabetical filtering, enter the first letter of the statement and press **Ctrl+space bar**.

   The available autocomplete proposals are displayed.

How to select a proposed statement in autocomplete

1. To highlight a proposal, press the **up-arrow** or **down-arrow** key.
2. To select a proposal, press **Enter** when the proposal is highlighted.

   Alternatively, use the mouse to highlight and select a proposal.

How does autocomplete work with insert variables?

You can display autocomplete for an insert variable and for the property of the insert variable.

Example Instruction:`if (Airsegment.where(Airline == ”AF”).count>=1`

In this example, autocomplete is available for the 'Airsegment' insert variable and the 'Airline' property of that variable.

How to display autocomplete for insert variables

1. Place the cursor within the brackets of the **if** condition and press **Ctrl+space bar**.

   All supported insert variables are displayed.
2. Select a variable.
3. Place the cursor within the brackets after the 'where' clause of the variable and press **Ctrl+space bar**.

   All properties associated with the insert variable are displayed.

How to exit autocomplete

- Press **Esc** or the **left-arrow** or **right-arrow** key.

  Or:
- Click outside the autocomplete suggestion area.

  Or:
- Select a proposal.

Reference: Smart Flow statements supported by autocomplete

Statement	Text Inserted When Selected
if	**if** (condition) { }

if else	**if** (condition) {
	}
	else {
	}

else	**else** { }
when	**when** (“”) { }

choose when	**choose** “” {
	when (“”) {
	}
	when (“”) {
	}
	}

choose until when	**choose** “” **until** “” {
	when (“”) {
	}
	when (“”) {
	}
	}

send	**send** “COMMAND”
ask	**ask** “question” **assign to** variable
mandatory ask	**mandatory ask** “question” **assign to** variable
ask email	**ask email** “question” **assign to** variable
mandatory ask email	**mandatory ask email** “question” **assign to** variable
ask number	**ask number** “question” **assign to** variable
mandatory ask number	**mandatory ask number** “question” **assign to** variable
ask date	**ask date** “question” **assign to** variable
mandatory ask date	**mandatory ask date** “question” **assign to** variable
ask date with format DDMM	**ask date** “question” with format DDMM **assign to** variable
mandatory ask date with format DDMM	**mandatory ask date** “question” with format DDMM **assign to** variable

Statement	Text Inserted When Selected
ask date with format DDMMYY	**ask date** “question” with format DDMMYY **assign to** variable
mandatory ask date with format DDMMYY	**mandatory ask date** “question” with format DDMMYY **assign to** variable
ask date with format DDMON	**ask date** “question” with format DDMON **assign to** variable
mandatory ask date with format DDMON	**mandatory ask date** “question” with format DDMON **assign to** variable
ask date with format DDMONYY	**ask date** “question” with format DDMONYY **assign to** variable
mandatory ask date with format DDMONYY	**mandatory ask date** “question” with format DDMONYY **assign to** variable
ask date with format DDMONYYYY	**ask date** “question” with format DDMONYYYY **assign to** variable
mandatory ask date with format DDMONYYYY	**mandatory ask date** “question” with format DDMONYYYY **assign to** variable
ask date with format MMYY	**ask date** “question” with format MMYY **assign to** variable
mandatory ask date with format MMYY	**mandatory ask date** “question” with format MMYY **assign to** variable
ask with format	**ask** “question” with format “regular expression” **assign to** variable

group ask	**group** {
	ask “question” **assign to** variable1
	ask “question” **assign to** variable2
	}

group mandatory ask	**group** {
	mandatory ask “question” **assign to** variable1
	mandatory ask “question” **assign to** variable2
	}

ask until	**ask** “question” **until** “exit” {
	when (“”) {
	}
	}

Statement	Text Inserted When Selected

mandatory ask until	**mandatory ask** "question" **until** "exit" {
	when ("") {
	}
	}

call	**call** "name"
capture	**capture** line:1, column:1, length:1 **assign to** variable
select	**select** "question" from "option 1, option 2, option 3" **assign to** variable

Reference: Quality Monitor statements supported by autocomplete

Statement	Text Inserted when Selected
if	**if** (condition) { }
when	**when** ("") { }

choose when	**choose** "" {
	when ("") {
	}
	when ("") {
	}
	}

send	**send** "COMMAND"
send auto	**send auto** "COMMAND"
call	**call** "NAME"
set status	**set status** "WARNING" **Note:** The statuses (INFO, WARNING, BLOCKING) are also supported by Autocomplete.

17. Agency Manager Inside

Getting started with Agency Manager Inside

What Is Agency Manager Inside?

Agency Manager Inside, also referred to as AMI, is a module in Amadeus Selling Platform Connect that allows the user to check the availability and quality of data to be transferred to Agency Manager. For example, when the cost centre is a requirement in Agency Manager, the user is prompted to add it if it is not present.

Agency Manager Inside can be customized to define:

- Whether each check is activated or not.
- The events in the booking flow (Profile Transfer, booking file save, Ticketing) that trigger a specific check.
- Whether the check should prevent the user from continuing the booking flow, or only provide a warning.

A warning is provided only if a check has been bypassed using the **Bypass References Check** checkbox.

What are the Agency Manager Inside checks?

When activated, the following AMI checks become available in the Quality Monitor checklist:

- AGM customer number.
- AGM customer credit limit.
- AGM customer references validity.
- AGM customer savings validity.
- Link booking file to AGM dossier.

Working with the AMI checks

What is the AGM customer number?

The AGM internal customer number or customer code is used to identify who pays for a trip. The AGM customer number needs to be known by AMI because most of the checks relate to a dedicated customer.

The AGM customer number check in Quality Monitor verifies whether a valid AGM customer number exists in a PNR. If no AGM customer number is available or the number is invalid, the check is marked red.

How to link a valid AGM customer number to a booking file

Transfer a profile that stores AGM customer number information to your booking file. The booking file is updated with remarks from the profile.

For more information on how to transfer a profile, see the *Profiles* guide.

Or:

Add the AGM customer number manually, using the corresponding remark ACECLN.

For more information on adding remarks, see the *Booking file* section in the *Using Selling Platform Connect* guide.

For more information on AGM remarks, see the *Agency Manager Remarks Reference User Guide* in the AGM Customer Centre.

Depending on the setup, transferring the CSX profile of an AGM customer can automatically trigger all AMI checks. For example, if the profile already has the customer number and the customer references stored as remarks, AMI will automatically validate the corresponding checks and display a green check mark next to **AGM customer number validity**, and a blue dot next to **AGM customer references validity**.

What is the AGM customer credit limit?

A customer credit limit check is activated to inform the travel agent when the customer is about to reach the credit limit or has already reached it when creating a new booking file. The end of transaction is blocked if the credit limit has already been reached. The credit limit check is based on the credit limit set up in the customer profile in AGM.

What are the statuses of the AGM customer credit limit check?

- If the customer credit limit percentage (ratio between amount of open items in AGM and amount of global credit limit in AGM) is below the maximum credit limit percentage for this customer, no message is displayed and a green check mark appears next to **Check AGM customer credit limit** in Quality Monitor.
- If the customer credit limit percentage is between the maximum credit limit percentage and 100%, the check is set to warning and a message is displayed when clicking on it.
- If the customer credit limit percentage is equal to or more than 100% of the credit limit defined in AGM, the check is set to blocking and a message is displayed when clicking on it. The user cannot continue processing the booking file, and must ignore it.

How to link a booking file to an AGM dossier

You can link a booking file to an existing AGM dossier to keep AGM from creating a new dossier for every new booking in Selling Platform Connect:

1. Click on the arrow next to **Link booking file to AGM Dossier** in Quality Monitor. A pop-up window opens.

   If the specific site parameter is activated, the **Passenger name** search field is prefilled with name of the first passenger in the booking file.
2. Enter the name or the AGM customer number and click on **Filter**.

   If no search criteria is entered, the search retrieves all AGM dossiers belonging to this environment.
3. Click on the desired AGM dossier from the list to select it.
4. Click on **Select**. The booking file is updated with corresponding remarks.
5. To link to a different AGM dossier, redo steps 1 to 4.

What are customer references?

Customer references are data relating to a cost centre. They contain information that a corporate customer needs to see on the invoice, to decide where to assign travel expenses. They can also be used in customer statistics, for example, to get an overview of travelling habits.

Customer references can refer to the employee number, the department code, the project name, the cost centre code, etc. They are defined in AGM, therefore, the field label and all possible valid values come from the setup in AGM.

How to add AGM customer references for all passengers

1. Click on the **AGM customer references validity** Quality Monitor line. The **Customer References** pop-up window opens.
2. Select **Common for all passengers**.
3. Fill in the customer reference information following the format indicated in the fields, for example:
    - Cost Centre (CC).
    - Department (DEPT).
    - (EC).
    - Employee Identifier (EMP).
    - (ONE).
    - Project number (PROJ).

    The fields can be prefilled with values from the PNR or default valid values configured in the AGM setup. If a list of valid values was defined in AGM, a **Select valid value** field appears next to the customer reference input field.
4. Click on the **Select valid value link** next to the **Travel Reason (TR)** field. **The Valid Values for Travel Reason (TR)** pop-up window opens.
5. To search for a specific valid value, enter a reference value code or a description and click on **Filter**. Alternately, click on an entry in the list of all valid values and click on **Select**.

Only 50 entries are displayed at a time. To display more entries, click on the **Load next results** link.

How to add AGM customer references individually (per passenger)

1. Click on the **AGM customer references validity** Quality Monitor line. The **Customer References** pop-up window opens.
2. Select the **Individual per passenger** option.
3. Fill in the customer reference information for each passenger. See *How to add AGM customer references for all passengers* above.

How to bypass the AGM customer reference check

1. Click on the **AGM customer references validity** Quality Monitor line. The **Customer References** pop-up window opens.
2. Select the **Bypass References Check** checkbox. The AGM customer references validity check in Quality Monitor displays a warning.

The **Bypass References Check** checkbox for the customer reference check is only available if the option is configured in the AMI Site Manager parameter setup.

What are customer savings?

Customer savings are data related to the fare or rate used for a booked segment compared to the values of the normal fare/rate, lowest fare/rate, extra fare/rate 1 and extra fare/rate 2.

You can configure in AGM whether savings data corresponding to a booking will be transferred to AGM, and if so, which part of this data.

The customer savings validity check is only supported by air, hotel and car segments.

How to update customer savings

1. Click on the **AGM customer savings validity** Quality Monitor line. The **Customer Savings** pop-up window opens.
2. If AGM customer savings are available in the PNR, the values are prefilled in the pop-up window.
3. Fill in the fare values and select the corresponding reason code for each fare.
4. Enter the lowest fare airline.
5. Click on **Update**.

Valid field values are the ones defined in AGM dynamically, per customer.

Customer savings for air segments are displayed per TST. If several TSTs exist in the PNR, you can enter different values per TST. Customer savings for hotel or car segments are displayed per segment.

How to bypass the AGM customer savings check

1. Click on the **AGM customer savings validity** Quality Monitor line. The **Customer Savings** pop-up window opens.
2. Select the **Bypass Savings Check** checkbox. The AGM customer savings validity check in Quality Monitor displays a warning.

The **Bypass Savings Check** checkbox for the customer savings check is only available if the option is configured in the AMI Site Manager parameter setup.

Agency Manager Handoff Handler status

What is Agency Manager Handoff Handler

Agency Manager Handoff Handler (HOH) is a module in Agency Manager that receives and processes booking data files such as Amadeus Interface Records (AIR) or the Total Travel Record (TTR) data feed. Further processing of the files in Agency Manager includes creating dossiers to bundle bookings for one trip, product creation, customer invoice creation, and so on.

What are the prerequisites to access the Agency Manager HOH status

Agency Manager Handoff Handler Status is only available under **Tools** if a site parameter is activated.

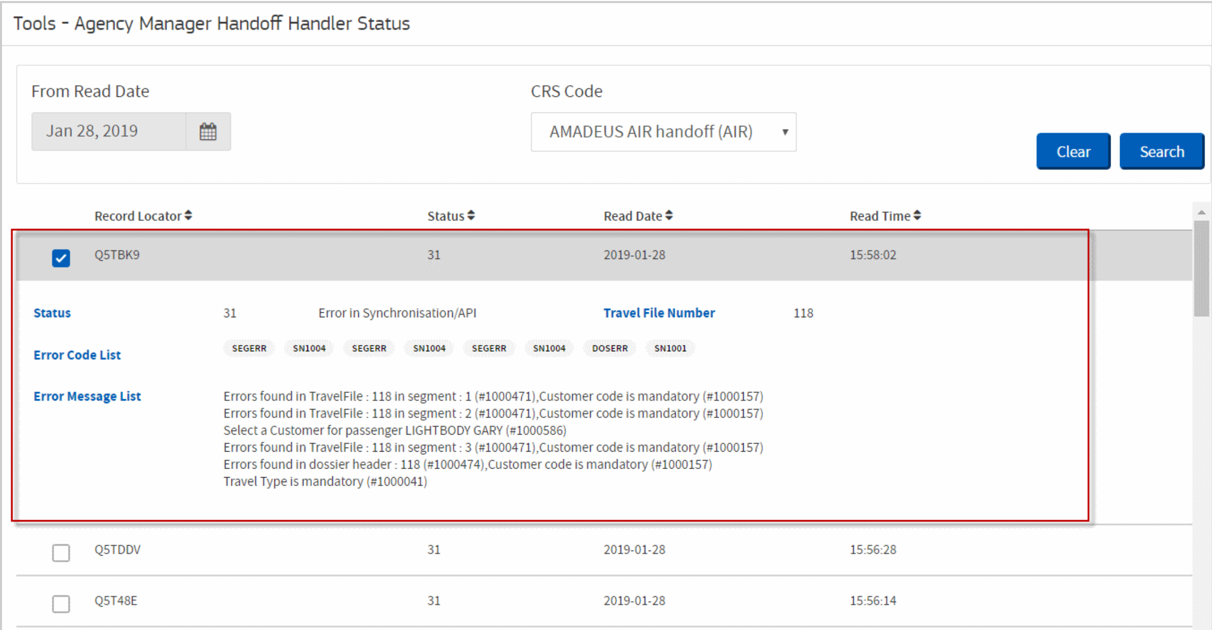
What are files with status 31?

If a handoff file reaches AGM, but is not successfully synchronised, automatic processes such as dossier, product and customer invoice creation are blocked, and the file gets status 31. You can display invalid AGM handoff files in Amadeus Selling Platform Connect and correct the related trip data. After the data is corrected, a new AIR handoff file is automatically sent to AGM, and HOH synchronization continues.

How to search for HOH files with status 31

1. Expand the **Tools** menu on the Main page of Selling Platform Connect and click on **Agency Manager Handoff Handler Status**.
2. Click on the calendar to select the search start date.
3. Select a code defined in AGM from the **CRS Code** drop-down list.
4. Click on **Search**. All invalid handoff files corresponding to the filters are listed.
5. Select the check box next to a file name to display the details. See *Reference: Invalid handoff file details* on the next page.

Reference: Invalid handoff file details



Field	Description
Status	The status of the Agency Manager Handoff Handler file. An Agency Manager Handoff Handler file in Amadeus Selling Platform Connect can only have status 31.
Travel File Number	The number of the related travel file in Agency Manager.
Error Code List	A list of all the error codes returned by Agency Manager.
Error Message List	Error messages for the found errors.

18. Amadeus Form Wizard

Getting started with Amadeus Form Wizard

What is Amadeus Form Wizard?

The Amadeus Form Wizard provides a quick and easy way to create the standard information forms that must be handed out to the traveler before booking a package tour or linked travel arrangements.

The creation of these forms is part of the EU Package Travel Directive. The Form Wizard helps you find out whether a form is required for the trip offered and if so, which one. The form is created as a PDF document and can be easily printed, sent or transferred to a signature pad for digital signing.

How to change the Amadeus Form Wizard interface language

1. In **Tools**, click on **Amadeus Form Wizard**.
2. In the Amadeus Form Wizard, click on the settings button .
3. In the **Agency Details** tab, select the desired language from the **Language** drop-down list.

By default, the Amadeus Form Wizard opens in the language selected when signing into Amadeus Selling Platform Connect.

For more information on changing the language, see the *Getting Started* guide.

Setting up the Amadeus Form Wizard

How to set up the agency details

1. In the Amadeus Form Wizard, click on the settings button .
2. In the **Agency Details** tab, fill in or select the following information:
    - The name of the travel agency. This is pre-filled, but you can overwrite it.
    - The language of the **Amadeus Form Wizard** interface.
    - The relevant insolvency insurance from the **Insolvency Insurance** drop-down list (optional).
    - The relevant insolvency assessor from the **Insolvency Assessor** drop-down list (optional).

- An insolvency certificate for linked travel arrangements and own packages (optional).
- Whether the travel agency acts as carrier of passengers (optional).

3. Click on the **Save** button.

How to add a provider

1. In the Amadeus Form Wizard, click on the settings button.
2. In the **Our Providers** tab, click on **Add Provider**. A pop-up window opens.
3. In the **Tour Operator** field, enter the name of the provider.
4. Select the headquarters country from the **Country** drop-down list.
5. Select the relevant insolvency insurance from the **Insolvency Insurance** drop-down list (optional). If you cannot find it in the list, you may enter it manually.
6. Select the relevant insolvency assessor from the **Insolvency Assessor** drop-down list (optional).
7. Click on the **Save** button. The new provider is added to the list of providers.
8. Use the button to edit and the button to delete a saved provider from the list.

How to add insolvency insurance for a provider

1. In the Amadeus Form Wizard, click on the settings button.
2. In the **Our Insolvency Protection** tab, click on **Add Insurance respectively Assessor**. A pop-up window opens.
3. Select either **Insolvency Insurance** or **Insolvency Assessor**.
4. Fill in the contact information (all fields are mandatory).
5. Click on the **Save** button.
6. Use the button to edit and the button to delete a saved insolvency insurer/assessor from the list.

How to set up the agency details

1. In the Amadeus Form Wizard, click on the settings button.
2. In the **Agency Details** tab, fill in or select the following information:
   - The name of the travel agency. This is pre-filled, but you can overwrite it.
   - The language of the **Amadeus Form Wizard** interface.
   - The relevant insolvency insurance from the **Insolvency Insurance** drop-down list (optional).
   - The relevant insolvency assessor from the **Insolvency Assessor** drop-down list (optional).

   - An insolvency certificate for linked travel arrangements and own packages (optional).
   - Whether the travel agency acts as carrier of passengers (optional).
3. Click on the **Save** button.

How to add a provider

1. In the Amadeus Form Wizard, click on the settings button.
2. In the **Our Providers** tab, click on **Add Provider**. A pop-up window opens.
3. In the **Tour Operator** field, enter the name of the provider.
4. Select the headquarters country from the **Country** drop-down list.
5. Select the relevant insolvency insurance from the **Insolvency Insurance** drop-down list (optional). If you cannot find it in the list, you may enter it manually.
6. Select the relevant insolvency assessor from the **Insolvency Assessor** drop-down list (optional).
7. Click on the **Save** button. The new provider is added to the list of providers.
8. Use the button to edit and the button to delete a saved provider from the list.

How to add insolvency insurance for a provider

1. In the Amadeus Form Wizard, click on the settings button.
2. In the **Our Insolvency Protection** tab, click on **Add Insurance respectively Assessor**. A pop-up window opens.
3. Select either **Insolvency Insurance** or **Insolvency Assessor**.
4. Fill in the contact information (all fields are mandatory).
5. Click on the **Save** button.
6. Use the button to edit and the button to delete a saved insolvency insurer/assessor from the list.

Working with the guided mode

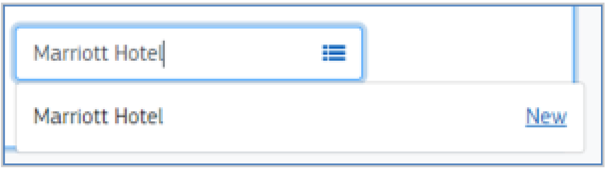
What is the guided mode?

The guided mode lets you enter key information about the travel services offered, helping you create a relevant form or decide whether a form is needed or not.

How to create a form in guided mode

1. Change the **Country** of the point of sale if needed. The law according to which the form is produced and the type of form are dependant on this selection.

   The traveler's nationality and the travel destination are not relevant when selecting the country.
2. Select the form **Language**. Depending on the selected country, you may be able to choose from several available languages.
3. Start typing the name of the provider and select the provider from the list.
   - If the provider is not in the list, enter the full name and click on **New**.

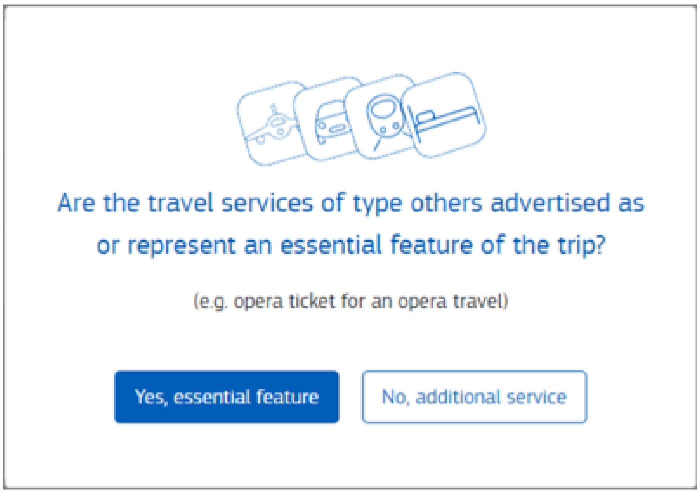
   - If you are entering the provider of a package holiday, you must also add the insolvency insurance. See *How to add insolvency insurance for a provider* on the previous page.
   - Select the option **Travel Agency Acts as Tour Operator** if you are bundling travel services and selling them as a package under one invoice.
4. If the service offered is a package, check the **Package Holiday** check box.
5. If the service offered is not a package, enter the price and select the type of service and the time of booking.
6. To add more than four travel services, click on **Add Further Travel Service**.
7. Click on **Create Form**. The Amadeus Form Wizard uses the data you have entered to determine what type of form is needed.
8. If you have offered the customer additional services in the last 24 hours, a pop-up window is displayed.

Either:

- Click on **In a targeted manner** if the additional service(s) have been offered in a targeted manner. The services you are currently adding will form a linked travel arrangement.

  Or:
- Click on **Initiated by the traveler** if the additional booking is made at the traveler's initiative. This means that, legally, two individual services are offered.

9. If you have selected **Others** from the type of service drop-down list in combination with only one other service type, and the other services represent less than 25% of the total price, a pop-up window is displayed.



Either:

- Click on **Yes, essential feature** if the other service is essential for the trip.

  Or:
- Click on **No, additional service** if the other service is not essential for the trip.

Working with the expert mode

What is the expert mode?

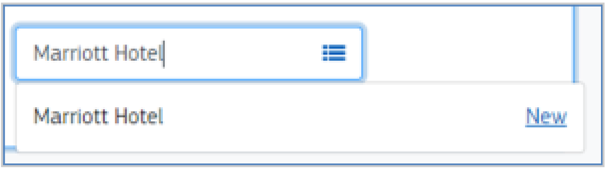
The expert mode lets you create a form for a package holiday or a linked travel arrangement in one step, without having to manually add information about the travel services.

How to create a form in expert mode

1. Change the **Country** of the point of sale if needed. The law according to which the form is produced and the type of form are dependent on this selection.

The traveler's nationality and the travel destination are not relevant when selecting the country.

2. Select the form **Language**. Depending on the selected country, you may be able to choose from several available languages.
3. Start typing the name of the provider and select the provider from the list.
   - If the provider is not in the list, enter the full name and click on **New**.

     If you are entering the provider of a package holiday, you must also add the insolvency insurance. See *How to add insolvency insurance for a provider* on page 429.
   - Select the option **Travel Agency Acts as Tour Operator** if you are bundling travel services and selling them as a package under one invoice.
4. Click on **Create Form**.

19. Sales Reports

Getting started with sales reports

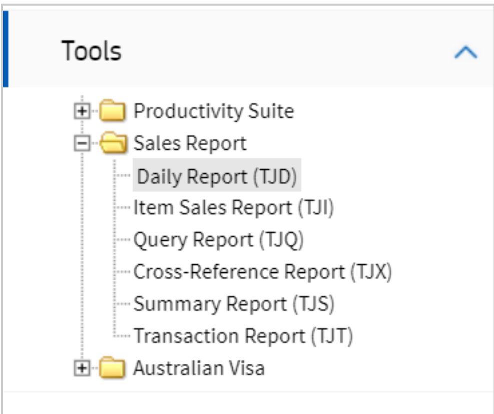
What are sales reports?

Sales reports allow you to display sales information and accounting statistics about the transactions that are stored in the document database. Sales report data is stored for a maximum of 62 days.

Several types of report are available. The output of each report is defined using report options.

How to access sales reports

Expand the **Tools** menu on the **Main Page** and click on **Sales Report**.



How to display a report

1. In the **Sales Report** menu, click on the report that you want to display.
2. If the report information is not displayed by default, enter the required information. If you want to modify the report display, refer to *How to modify the report display* on the next page.
3. Click on **Display Report**.

How to export a report as an excel file

1. In the **Sales Report** menu, click on the report that you want to export.
2. In **Your Report Options**, click on **Export Report to Excel File**.

How to modify the report display

1. In **Your Report Options**, click on **Add** or **Change Your Report Options**.
2. Select or clear the relevant options and click on **Apply These Options**.
3. Enter the required information and click on **Display Report**.

Understanding the types of sales report

Query report

What is the Query report?

The Query report contains a list of all documents that were issued or refunded for a single date or date range.

The report includes the total fare, taxes, fees and commission.

Explanation: Query report

```
AGY NO - 12345675          QUERY REPORT 06JUN               CURRENCY EUR
OFFICE - NCE1A0955         SELECTION:
AGENT  - 9012SD                                              06 JUN 2012
--------------------------------------------------------------------------
SEQ NO A/L DOC NUMBER TOTAL DOC    TAX    FEE    COMM FP PAX NAME AS RLOC    TRNC
--1---2----3--------------------------------------4---------5--------6-
000235*125 9562519002    598.51  53.51   0.00    0.00 CA TEST/ALE SD 5R2YYR TKTT
000236*125 9562519003    598.51  53.51   0.00    0.00 CC TEST/ALE SD 5R3GOQ TKTT
000237*125 9562519004    598.51  53.51   0.00    0.00 CC TEST/ALE SD 5R3H2T TKTT
```

1	The document sequence number of the transaction, from 00001 to 99999. An asterisk after the sequence number indicates that the sale has been confirmed.
2	The three-character code for the validating airline of that document.
3	The 10-digit document number.
4	The form of payment: either **CA** for cash or check, **CC** for credit card payment, **MX** for multiple forms of payment (cash and credit card), or **NR** for net remit.

5	The last two characters of the agent sign of the issuing agent.
6	The four-character transaction code.

Net Remit report

What is the Net Remit report?

The Net Remit report provides a list of all documents that were issued using an incentive ticketing method such as nego, IT/BT or net remit. The report shows all documents issued for a single day or date range. The selling fare, net fare, commission and the remit amount are included in the report.

Explanation: Net Remit report

```
SYSTEM RESPONSE:

AGY NO  - 91206041        NET/NEGO REPORT 26FEB        CURRENCY EUR
OFFICE  - BCNU1235E         SELECTION:
AGENT   - 0001AA                                        26 FEB 2010
---------------------------------------------------------------
SEQ NO A/L DOC NUMBER  SELLING    NET   COMM TOUR CODE REMIT AMT
---1---2---3-----------------------------------4---------5---
000968*057 9163471884   465.00 420.00 25.00 IT4MAD170    395.00
000969*057 9163471885   405.00    N/A  0.00  BT4AB123       N/A
000971 057 9163471887   281.00    N/A 22.68        IT       N/A
       057 9163471888                                       CNJ
000975 057 9163471892   405.00    N/A 33.84        IT       N/A
```

1	The document sequence number of the transaction, from 00001 to 99999. An asterisk after the sequence number indicates that the sale has been confirmed.
2	The three-character code for the validating airline of that document.
3	The 10-digit document number.
4	The tour code. If a sale has been cancelled, this field remains blank.
5	The remit amount, which is the difference between the net amount and the commission amount. If the net amount is zero, then 'N/A' is displayed. If a sale has been cancelled, this field remains blank. A conjunction ticket is displayed with blanks in all columns except for the REMIT AMT amount column where CNJ for conjunction ticket is displayed. If the selling or the net amount exceeds 10 characters, the system truncates the amount and displays a T for truncated in the last position of the field. The same applies for the commission and remit amounts if they exceed nine characters.

Transaction report

What is the Transaction eport?

The Transaction report provides additional ticketing information for any document that is listed in the Query report. You must first obtain the document number from the Query report before you can display a Transaction report for that document.

The Transaction report displays the credit, tax, cash and commission amounts from the Query report.

Explanation: Transaction report

```
                                                    598.51 CREDIT
AGENCY   - 12345675            06JUN12                0.00 CASH
OFFID/AS- NCE1A0955 SD SD  ITEM - 000237             53.51 TAX
DOC TYPE ELEC TKT SALE     CURR - EUR                 0.00 FEES
AL/PROV  125 - FR        STATUS - CONFIRMED           0.00 COMM
DOCUMENT- 9562519004-       ELEC TKT SALE            PNR 5R3H2T

 PASSENGER : TEST/ALEX
      TOUR :                      INVOICE :
      FOP1 : CC       598.51 CAXXXXXXXXXXXX9998    1213 SAPS1OK
      FOP2 :
      FOP3 :
       TAX :      28.00YQ      10.63QX      14.88XT
    ORIGIN :
 PURCHASER :
 FARE CALC : NCE BA LON718.54NUC718.54END ROE0.758475XT1.00IZ4.
 AUTOMATED   24FR9.64FR
  PRICED

     V.A.T :    0.00                                MESCOMP :
```

1	The document type can be: OPATB SALE — (OP)ATB Ticket Sale CANX SALE — Cancelled Sale MAN TKT SALE — Manual (OP)TAT Ticket Sale ELEC TKT SALE — Electronic Ticket Sale TOUR ORDER — Manually Registered Tour Order MAN PTA — Manually Registered PTA MAN MCO — Manually Registered MCO AUTO MCO — Automated MCO AUTO XSB — Automated Excess Baggage Ticket MAN XSB — Manually Registered Excess Baggage Ticket ACM — Agent Credit Memos ADM — Agent Debit Memos RECALL COM — Recall Commission Statement REFUND NOTICE — Refund with Refund Exchange Notice MAN REN — Refund without Refund Exchange Notice AUTO DEDUCT — Agent Automated Deduction
2	Airline numeric code and stock provider.
3	The credit, cash, tax, fees and commission amounts from the Query report.

Daily report

What is the Daily report?

The Daily report provides a summary of all sales that were collected and refunded during a single day.

The sales, refunds and resulting balance are reported by cash, credit and combined cash/credit totals, and also by individual form-of-payment type. Adjustment totals are also displayed in some markets. The report also shows the number of documents issued and cancelled by document type.

Explanation: Daily report

```
AGY NO - 23205980        DAILY REPORT 09MAY         CURRENCY EUR
OFFICE - NCE1A098R              1
AGENT  - 0102BE                                      09 MAY 2009
---------------------------------------------------------------
PAYMENTS X DOCUM           SALES 2       REFUNDS 3        BALANCE 4
---------------------------------------------------------------
FARE  AMOUNT CA 5        21433.00         2285.00-       19148.00
TAX   AMOUNT CA            543.84          106.72-         437.12
FEE   AMOUNT CA              0.00            0.00            0.00
DOC   AMOUNT CA          21976.84         2391.72-       19585.12
COMM  AMOUNT CA            883.43-         109.25          774.18-
REMIT AMOUNT CA          21093.41         2282.47-       18810.94
---------------------------------------------------------------
FARE  AMOUNT CC 6         3279.00            0.00         3279.00
TAX   AMOUNT CC             80.00            0.00           80.00
FEE   AMOUNT CC             20.00            0.00           20.00
DOC   AMOUNT CC           3379.00            0.00         3379.00
COMM  AMOUNT CC            143.74-           0.00          143.74-
REMIT AMOUNT CC            163.74-           0.00          163.74-
---------------------------------------------------------------
FARE  AMOUNT TOT 7       24712.00         2285.00-       22427.00
TAX   AMOUNT TOT           623.84          106.72-         517.12
FEE   AMOUNT TOT            20.00            0.00           20.00
DOC   AMOUNT TOT         25355.84         2391.72-       22964.12
COMM  AMOUNT TOT          1027.17-         109.25          917.92-
REMIT AMOUNT TOT         20969.67         2282.47-       18687.20
---------------------------------------------------------------
---------------------------------------------------------------
FORM OF PAYMENTS 8          SALES         REFUNDS         BALANCE
CA/CASH                  16824.12         2391.72-       14432.40
CA/CHECK                  5152.72            0.00         5152.72
CC/CCDC                   3379.00            0.00         3379.00
---------------------------------------------------------------
---------------------------------------------------------------
DOCUMENT VOLUME 9 ISSUED  CANCELLED       SOLD   AMT DOC SOLD
AUTO MCO                 2          0          2         135.00
RFND                     3          1          2        2391.72
ELECTRONIC              11          0         11       25220.84
MANUAL TKT               1          1          0           0.00
---------------------------------------------------------------
>
```

1	Report header
2	Sales values
3	Refunds values
4	Balance (sales minus refunds)

5	Breakdown by cash (cash and cheques)
6	Breakdown by credit (all credit cards)
7	Breakdown totals (combined cash and credit)
8	Breakdown by individual form-of-payment types
9	Number of documents issued and cancelled, by document type

For detailed information about each field in the report, enter **HE TJD** in the Amadeus Information Pages.

Summary Sales Period report

What is the Summary Sales Period report?

The Summary Sales Period report provides a summary of all sales that were collected and refunded during a sales period.

The sales, refunds and resulting balance are reported by cash, credit and combined cash/credit totals, and also by individual form-of-payment type. Adjustment totals are also displayed in some markets. The report also shows the number of documents issued and cancelled by document type.

Explanation: Summary Sales Period report

```
AGY NO - 23205980      SUMMARY REPORT ***          CURRENCY EUR
OFFICE - NCE1A098R        SALE PERIOD  1
AGENT   - 0102BE            CURRENT                   09 MAY 2009
---------------------------------------------------------------
PAYMENTS X DOCUM            SALES 2       REFUNDS 3       BALANCE 4
---------------------------------------------------------------
FARE   AMOUNT CA 5       21433.00         2285.00-       19148.00
TAX    AMOUNT CA           543.84          106.72-         437.12
FEE    AMOUNT CA             0.00            0.00            0.00
DOC    AMOUNT CA         21976.84         2391.72-       19585.12
COMM   AMOUNT CA           883.43-         109.25          774.18-
REMIT  AMOUNT CA         21093.41         2282.47-       18810.94
---------------------------------------------------------------
FARE   AMOUNT CC 6        3279.00            0.00         3279.00
TAX    AMOUNT CC            80.00            0.00           80.00
FEE    AMOUNT CC            20.00            0.00           20.00
DOC    AMOUNT CC          3379.00            0.00         3379.00
COMM   AMOUNT CC           143.74-           0.00          143.74-
REMIT  AMOUNT CC           163.74-           0.00          163.74-
---------------------------------------------------------------
FARE   AMOUNT TOT 7      24712.00         2285.00-       22427.00
TAX    AMOUNT TOT          623.84          106.72-         517.12
FEE    AMOUNT TOT           20.00            0.00           20.00
```

```
DOC   AMOUNT TOT         25355.84        2391.72-       22964.12
COMM  AMOUNT TOT          1027.17-        109.25          917.92-
REMIT AMOUNT TOT         20969.67        2282.47-       18687.20
---------------------------------------------------------------
---------------------------------------------------------------
FORM OF PAYMENTS 8          SALES         REFUNDS        BALANCE
CA/CASH                  16824.12        2391.72-       14432.40
CA/CHECK                  5152.72           0.00         5152.72
CC/CCDC                   3379.00           0.00         3379.00
---------------------------------------------------------------
---------------------------------------------------------------
DOCUMENT VOLUME 9  ISSUED  CANCELLED        SOLD   AMT DOC SOLD
AUTO MCO                 2          0          2          135.00
RFND                     3          1          2         2391.72
ELECTRONIC              11          0         11        25220.84
MANUAL TKT               1          1          0            0.00
---------------------------------------------------------------
>
```

1	Report header
2	Sales values
3	Refunds values
4	Balance (sales minus refunds)
5	Breakdown by cash (cash and cheques)
6	Breakdown by credit (all credit cards)
7	Breakdown totals (combined cash and credit)
8	Breakdown by individual form-of-payment types
9	Number of documents issued and cancelled, by document type

Item Sales Period report

What is the Item Sales Period report?

The Item Sales Period report lists all documents issued in a sales period, with the cash and credit totals against each item. The report is split into three main sections: sales, refunds and non-issued documents.

Explanation: Item Sales Period report

```
AGY NO - 38200201              ITEM REPORT ***              CURRENCY EUR
OFFICE - ROMAL2117             SALE PERIOD  1
AGENT  - 0001AA                 CURRENT                       02 APR 2009
--------------------------------------------------------------------------
DOCNUM     PAYMENT              CREDIT       CASH    TAX        FEE     COMM
```



```
-------------------------------------------------------------------------
SALES ②
-----
4117069177 CASH                 0.00   323.31  31.31    0.00  15.91
4117069178 E 220-4117069049     0.00   100.00   0.00    0.00   1.00
-       179 CASH
4117069180 CHECK                0.00   738.60  43.60    0.00   6.95
4117069181 XXXXXXXXXXXX2402   190.76     0.00  21.76   10.00  14.31
4117069182 CASH                 0.00   338.95  27.95    0.00  16.95
4117069183 XXXXXXXXXXXX1004   190.76     0.00  21.76   10.00  14.31
4117069184 CANCELLED            0.00     0.00   0.00    0.00   0.00
-------------------------------------------------------------------------
SALES     !   CREDIT       381.52         TAX        146.38
TOTALS    !     CASH      1500.56   COMMISSION       -69.43
FEE          20.00
-------------------------------------------------------------------------
REFUNDS ③
-------
4117069176 CASH                 0.00   656.20  26.20   0.00
-------------------------------------------------------------------------
REFUNDS   !   CREDIT         0.00         TAX         26.20
TOTALS    !     CASH       656.20   COMMISSION         0.00
-------------------------------------------------------------------------
REPORT ④ !   CREDIT       381.52         TAX        120.18
TOTALS    !     CASH       844.36   COMMISSION       -69.43
FEE          20.00
-------------------------------------------------------------------------
NON ISSUED DOCUMENTS ⑤
-------------------------------------------------------------------------
4117069150   4117069152   4117069153   4117069154   4117069156
4117069160   4117069161   4117069163   4117069164   4117069165
>
```

1	Report header
2	Sales details and totals
3	Refunds details and totals
4	Report totals
5	Non-issued documents

Cross-reference report

What is the Cross-reference report?

The Cross-reference report cross-references ticket numbers against invoice numbers (for (OP)TAT and (OP)ATB tickets) or stock control numbers (for (OP)ATB only), and vice versa.

The report also shows the PNR record locator and amount associated with the ticket number.

You can report on a specific ticket number, stock control number or invoice number, or on all numbers issued on a particular day or date rate.

By default, the system reports data created by all agents in an office, not only your own sign.

The Cross-reference report is only available for airlines or markets that print (OP)ATB tickets, or that print invoices and have the ticket invoice cross-referencing field (**CRF**) set to YES in the office profile.

Explanation: Cross-reference report

```
AGY NO - 19490471     XREF REPORT   02APR          CURRENCY EUR
OFFICE - HELAT2120          1
AGENT  - ALL                                        02 APR 2009
---------------------------------------------------------------

2 DOC NUM      3  INVOICE          PNR REC LOC     AMOUNT
2144219673      0000001000          2XAPS5         373.69
2144219674 E    0000001001          2X7XBN         347.56
2144219675 E    0000001002          2X7XBN         347.56
2144219676 E    0000001003          2SMSWG         293.89
2144219677      0000001004          2VM7AQ          41.96
2144219678      0000001005          2VM7AQ          41.96
2144219679 E    0000001006           NOPNR         362.56
2144219680 E    0000001007           NOPNR         362.56
2144219681      0000001008           NOPNR         962.56
2144219682
2144219683      0000001009           NOPNR         362.56
2144219684      0000001010          2WICFR         316.59
2144219685      0000001011          2YDJFL         318.89
2144219686      0000001012          2WICFR         316.59
2144219687      0000001013          2YBMTQ         229.68
2144219688      0000001014          2V73RM         229.68
2144219689      0000001015          2V73RM         229.68
>
```

1	Report header
2	Ticket number
3	Invoice number

Refunding in sales reports

Which items are refunded in sales reports?

- E-tickets
- EMDs
- TASFs

How to refund an item

The sale must have been confirmed to allow a refund. This is indicated by an asterisk after the sequence number of the item in the Query report.

1. Display the Query report and select the item that you want to refund.
   The item must have a transaction code of TTKT, EMDA or EMDS.
2. Click on **Refund**.
3. In the **Refund** window, select the refund type. The refund type depends on whether you are refunding an EMD or an e-ticket.
   - If you select Basic, Tax Only, Zero or ATC Basic Refund:
     i. Click on **Continue to the Refund Record** to review the refund details and update if necessary.
     ii. When you are ready to process the refund, click on **Save and Confirm**.
     iii. Click on **Close** to return to the Query report.
   - If you select Basic Full, No Report or ATC Full Refund:
     i. Click on **Refund Now**.
        The **Refund** window is updated with confirmation of the refund.
     ii. Click on the **Close** button to return to the Query report.

   The transaction code of the refunded item changes to RFND.

How to display a refund

1. Select the item in the Query report that you want to display a refund for.
   The transaction code for the item must be RFND to indicate that it has been refunded.
2. Click on **Display Refund**.
   The **Display Refund** button is only available if the item has been refunded.

Or:

In the **Tickets, EMD and TASF** section of the booking file, click on the **Display Refund** link under a refunded item.

You can print the displayed refund record if your office allows it.

How to update a refund

1. Click on the refund item in the report that you want to update.
   The transaction code for the item must be RFND to indicate that it has been refunded.
2. Click on **Display Refund**.
   The Refund record opens in edit mode.
3. Update the information as required and click on **Save and Confirm**.

Voiding items in sales reports

Which items are voided in sales reports?

- E-tickets
- EMDs
- TASFs
- Refunds

How to void an item

You cannot void an item if the sale has been confirmed.

1. Select the item in the Query report that you want to void and click on Void.
   The item must have a transaction code of TTKT, EMDA, EMDS.
2. To confirm the void, click on **Void** in the pop-up window.

20. Australian Visa

What is the Australian Visa module?

The Australian Visa module allows you to:

- Apply for an Australian visa from the Electronic Travel Authority (ETA) system.
- Check if a passenger has previously been granted an Australian visa.
- View all Australian visas that have been requested by your office.

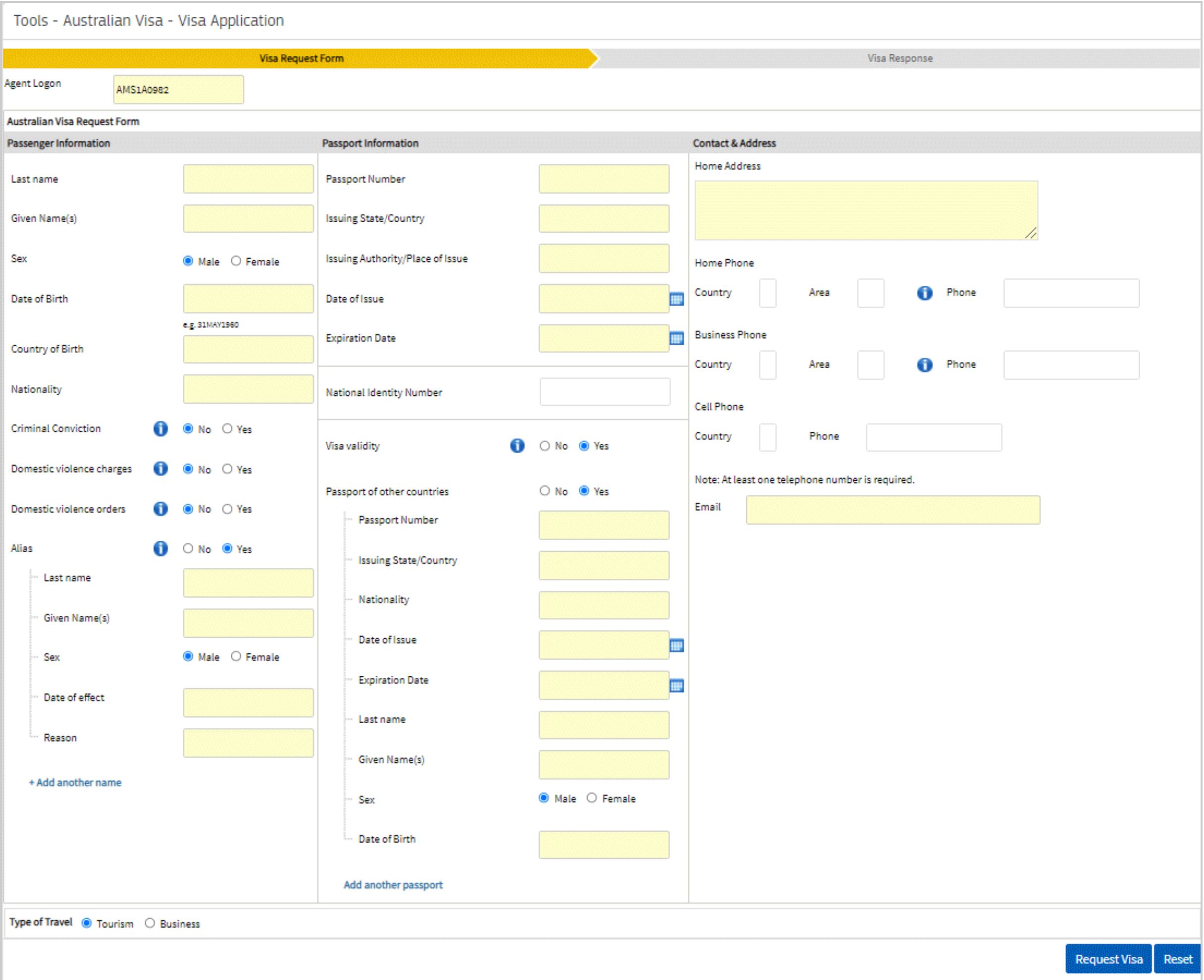
How to apply for a visa

> **Note:** According to the Australian government, you can only apply for an Australian visa through the Australian Electronic Travel Authority (ETA) app. As a result, the **Australian Visa** options under the **Tools** menu are currently unavailable.

1. In the **Main Page** menu, under the **Tools** menu, expand **Australian Visa** and click on **Visa Application**.
2. Alternatively, click on **Australian Visa Application** in the **What do you want to do next?** section of an open booking file.
3. In the **Visa Request Form**, complete the mandatory fields and select the mandatory option buttons.

   > **Tip:** Hover over the information icon to see more details on a specific field or option.

4. Select the type of travel.
5. Click on **Request Visa**.
   The visa response informs you if the visa is accepted or rejected.
6. To request another visa, click on **Request Next Visa**. Otherwise, click on **Close**.



How to enquire about a visa status

1. In the **Tools** menu, expand **Australian Visa** and click on **Visa Enquiry**.
2. Enter the search criteria and click on **Search**.

How to view the visa history

In the **Tools** menu, expand **Australian Visa** and click on **Visa History**.

21. Timatic

Getting started with Timatic

What is Timatic?

Timatic is a graphical application that replaces the Amadeus Timatic cryptic entries.

It allows you to check travel requirements directly in the IATA database using your IATA credentials.

To search for and check travel information, you can either:

- Manually add the passenger and itinerary details.
  Or:
- Load the passenger and itinerary details from a booking file before adding any additional information.

What are the prerequisites to access Timatic?

- Timatic content must be activated by your administrator.
- You must have IATA credentials. You can request credentials from the Timatic login page:
  a. On the login page, click on **Register now**.
  b. Enter the required details.
  c. Confirm that you have read the Terms and Conditions, and click on **Submit**.
  Alternatively, contact your regular IATA consultant.

How to access Timatic

1. On the main Selling Platform Connect menu, click on **Scripts** and select **Timatic**.
2. Sign in using your IATA credentials.

For more information, see *Searching for travel information* on the next page.

Searching for travel information

What are the ways of searching for travel information?

- **Search without an active booking file**

  Without having an active booking file open, you can perform a basic itinerary search, which retrieves visa and passport requirements.

  If you need to enter additional information regarding the passenger or itinerary, you need to do this manually because there is no option to load a booking file in this mode.

  See *How to search for travel information without an active booking file* below.

- **Search with an active booking file**

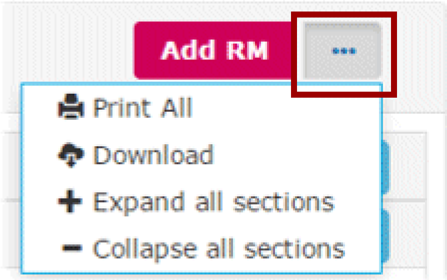
  If you already have an active booking file open when you access Timatic, you can load the passenger and itinerary details from the booking file before you search.

  You can also manually add any additional search criteria that were not automatically loaded from the booking file.

  See *How to search for travel information with an active booking file* on the next page.

How to search for travel information without an active booking file

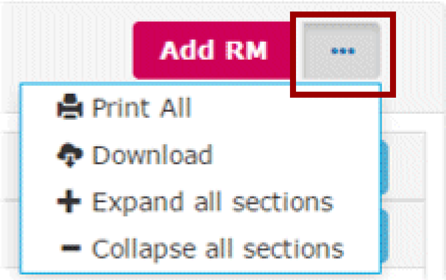
1. Sign in to Timatic using your IATA credentials.
2. Complete the mandatory fields, which are marked in red.
3. To add additional information, click on **Itinerary and traveler details** in the **Actions** section and enter the required details.
   - If a passenger's nationality is different from their country of residence, you need to select their residence document type.
   - Some destinations have an additional field for passenger gender. For a list of these destinations, see *Which countries require gender information?* on page 1.
4. Click on **Check** to display the travel information.
5. Use the **Follow-up Actions** drop-down menu in the **Check Results** panel to perform additional actions such as expanding or collapsing the travel information sections.



For more information on the follow-up actions, see *Travel information follow-up actions* on page 451.

How to search for travel information with an active booking file

1. Retrieve the booking file.
2. Sign in to Timatic using your IATA credentials.
3. Click on **Load PNR** to transfer the details from the booking file.
   - This option does not transfer the exact booking file data to Timatic. You may still need to define some customer preferences after the information is loaded.
   - For round-trips, the **Departure** and **Destination** airports are the same after the information is loaded from the booking file.
4. Ensure that all mandatory fields are completed, which are marked in red.
5. To add additional information, click on **Itinerary and traveler details** in the **Actions** section and enter the required details.
   - If a passenger's nationality is different from their country of residence, you need to select their residence document type.
   - Some destinations have an additional field for passenger gender. For a list of these destinations, see *How to search for travel information with an active booking file* above.
   - To add transit points, click on **Select** for this field and select a maximum of five arrival airports. A transit point is defined as a stop-over of less than 24 hours, whereas a destination is defined as an airport stop that exceeds 24 hours.
6. Click on **Check** to display the travel information.
   - If the booking file contains multiple passengers, the information for each passenger is displayed on separate tabs.
   - If you selected transit points, the information for the arrival airport of each transit point is also displayed on separate tabs.
7. Use the **Follow-up actions** drop-down menu in the **Check results** panel to perform additional actions such as expanding or collapsing the travel information sections.



For more information on the follow-up actions, see *Travel information follow-up actions* on the next page

Explanation: Timatic travel information

Category	Description
Geographical Information	Provides general information about the destination country.
Passport	Provides information about document validity, additional passport information, and possible warnings in case of particular types of the document. The following field can influence the search results: • **Document held**
Visa	Provides information about visa requirements and possible warnings, such as onward ticket requirements. The following fields can influence the search results: • **Nationality** • **Document held**
Health	Provides general health information, such as vaccination requirements. To receive more detailed and accurate information, you should enter additional search criteria in addition to the mandatory fields. The following fields can influence the search results: • **Destination** • **Transit points** • **Countries visited in the last 6 days**

Category	Description
Airport Tax	Provides airport tax information, such as the conditions under which airport tax is levied on passengers. The following fields can influence the search results: • **Destination** • **Purpose of Stay** • **Transit points** (if the passenger will not depart within 24 hours or has an intention to leave the airport).
Customs	Provides sub-sections referring to export regulations, special services, and baggage clearance.
Currency	Provides information about the currency of the destination country.

Travel information follow-up actions

How to print the travel information

To print all of the travel information, click on **Print All** in the **Follow-up actions** drop-down menu.

You can also print only individual sections using the Print icon on the corresponding result section.

How to download the travel information

To download and save the travel information, click on **Download** in the **Follow-up Actions** drop-down menu.

How to add travel information remarks to the booking file

1. Click on **Add RM** in the **Check Results** panel.
2. Enter the details in the message box, and click on **Save in PNR**.

22. Document Management

Document Management is an online storage system for documents created in Selling Platform Connect. All document types, such as IATA documents, itineraries or generic documents are automatically stored as PDFs as soon as they are issued.

You can print or download any document immediately after you issue it without leaving your session. Alternatively, you can retrieve, print and download your documents later using the Document Management interface.

For the *Document Management* user guide and more information, see the Document Management entry point on ASH.