



Amadeus Air Reservation

Note: This module contains Amadeus Air Reservation functions, updated in Jun 2019.

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Welcome

Welcome to your Amadeus Basic Course.

This course is designed for travel agents who are not familiar with Amadeus Reservation System or have recently joined the travel industry.

It can also be used by travel agents who are converting from a GDS to Amadeus.

Happy Learning!

Course Objectives

- Upon completion of this course, participants will be able to:
- Run Amadeus Selling Platform
- Know different Front office products and its benefits
- Encode and Decode
- Display Amadeus Information Pages
- Display airline's availability, schedule and timetable
- Create a Basic PNR
- Add optional elements to the PNR
- Retrieve and modify PNR
- Work with Amadeus Queues

What is GDS?

A computer reservations system (CRS) is a computerized system used to store and retrieve information and conduct transactions related to air travel.

Originally designed and operated by airlines, CRSes were later extended for the use of travel agencies. Major CRS operations that book and sell tickets for multiple airlines are known as global distribution systems (GDS).

Airlines have divested most of their direct holdings to dedicated GDS companies, who make their systems accessible to consumers through Internet gateways.

Modern GDSes typically allow users to book hotel rooms and rental cars as well as airline tickets. They also provide access to railway reservations in some markets although these are not always integrated with the main system.

Who is Amadeus?

Amadeus was originally created as a neutral global distribution system (GDS) by Air France, Iberia, Lufthansa and SAS in 1987 in order to connect providers' content with travel agencies and consumers in real time; it is a leading transaction processor for the global travel and tourism industry, providing transaction processing power and technology solutions to both travel providers (including airlines, airports, car rental companies, hotels, railways, cruise lines, ferry operators, insurance companies and tour operators) and travel agencies (both online and offline) and Amadeus becomes the first European company to operate in the new European Currency Unit (ECU), doing to introduction of the Euro.

The company acts both as a worldwide network connecting travel providers and travel agencies through a highly effective processing platform for the distribution of travel products and services (through our distribution business), and as a provider of a comprehensive portfolio of IT solutions which automate certain mission-critical business processes, such as reservations, inventory management and operations for travel providers (through our IT solutions business).

Did you know about Amadeus?

Amadeus is the largest distributor of leisure packages worldwide.

- With 435 carriers implemented and 174 markets deployed
- Over 124 of the world's leading airlines use the Amadeus e-commerce Airline Suite in more than 110 markets. 400,000 Users of Amadeus selling Platform
- Amadeus services over 11,000 corporations worldwide such as Phillip Morris International, Nokia Solutions and Networks, and Nordea Bank. 217 Markets worldwide
- Over 80% of air bookings made by travel agencies through the Amadeus system globally came from carriers having signed content agreements with Amadeus
- No1 on e-ticketing
- 693 airlines storing flight schedules in Amadeus
- Presently, travel agencies using Amadeus can make bookings with more than 80 low cost carriers.
- **195** countries served by Amadeus and its **70** local Amadeus Commercial Organizations (ACOs)

Market divisions for airlines

The market has been divided into three main categories mentioned below considering financial aspects as well:

- **Amadeus users** are the airlines who have a contract with Amadeus and the used GDS in their own offices is also Amadeus; hence there is no difference in received RLOC and Amadeus and airline RLOC are the same
- **Participating carriers** are the ones who have a different GDS in their own offices; accordingly, the received RLOC is different rather than the Amadeus one. Yet they give full access to Amadeus for any transaction.
- **Non-participating carriers** are the ones who do not have any kind of contract with Amadeus and no access is given to Amadeus even to show their flight availabilities.

Where are Amadeus main offices?

- Corporate Headquarters located in Madrid/Spain
- Operations and Data Center located in Erding Germany
- Service Management Centers (SMC) and Help Desks located in Bangkok/Thailand, Sydney/Australia, London/England, Nice/France, Miami/USA

INTRODUCTION

Before You Start

Purpose of This Document

This document explains how to use Amadeus Selling Platform Connect.

It describes the web-based booking functionalities offered by Selling Platform Connect, covering the entire booking flow from defining customer profiles through to searching, comparing, booking and e-ticketing.

Audience

This document is intended for travel agents who use Selling Platform Connect.

Getting Started

How to Start With Amadeus Selling Platform Connect

Air

How to Book a Flight

Where to Go for Help

Online Help is available for Selling Platform Connect. To access it, click on the Help menu at the top of the main screen of the application.

Using Selling Platform Connect

Getting Started With Selling Platform Connect

Managing 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.

Note: 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 that can be enabled for signing in. TFA is used to demonstrate that you have access to the same email address 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. This registers the browser you are using.

How to Sign In

1. Enter your sign in details in the **Sign In** section of the login page.

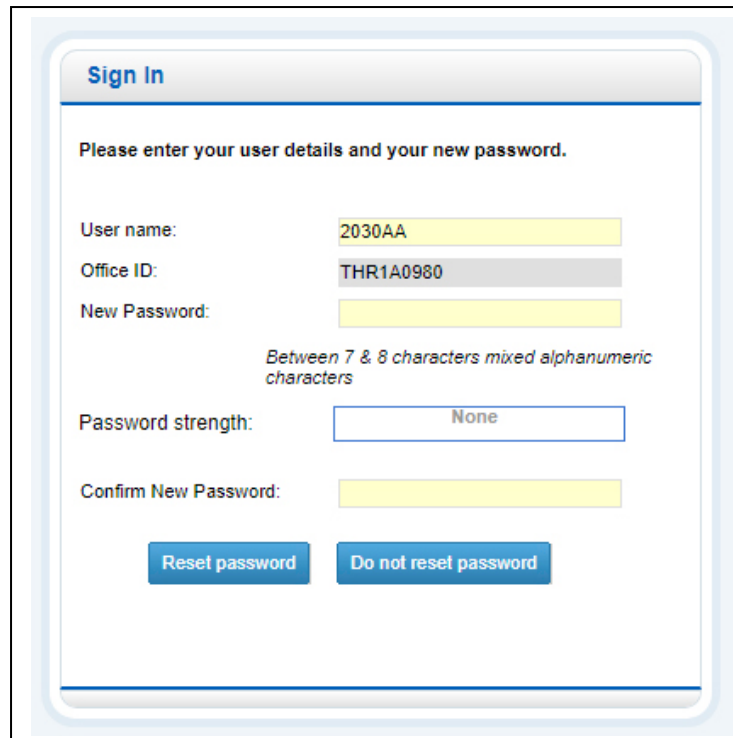
If you forgot your password, see How to Reset a Forgotten Password below.

2. 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 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.



The screenshot shows a 'Sign In' form with the following fields and options:

- User name:** 2030AA
- Office ID:** THR1A0980
- New Password:** (empty field)
- Between 7 & 8 characters mixed alphanumeric characters*
- Password strength:** None
- Confirm New Password:** (empty field)
- Reset password** (button)
- Do not reset password** (button)

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

How 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 Sign Out

1. Click on **File > Sign Out**.
2. In the Sign Out pop-up window, click on **Sign Out** to confirm the action.

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

Air

Getting Started With Air

What Is Air?

Air is a web-based graphical flight reservation tool within Selling Platform Connect that allows you to search for and book flights using the following options:

- Availability
- Schedule
- Timetable
- Direct sell
- Ghost, passive and information segment sell

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

The screenshot shows the 'Your Air Search Options' interface. The search criteria are: From: LON, To: NYC, Date: 18JUN18, Time: 18:00, Airline(s): AF, DL, BA, Cabin Class: Via. The search results are displayed in a table below.

Flight	Class	Dep. City	Arr. City	Dep. Time	Arr. Time	Stop(s)	Duration	Aircraft
1. BA 185	A- J- C- D- R- W- E- Y- B- H- K- M- L- V- S- N- O- G-	LHR5	EWRB	10:50	13:40	0	07:50	777
2. BA 173	F- A- J- C- D- R- I- W- E- T- Y- B- H- K- M- L- V- S- N- G-	LHR5	JFK7	11:20	14:05	0	07:45	744
3. VS:DL 4413	J8 C3 D0 I0 Z0 P0 A0 G0 W9 Y9 B9 M9 H9 G9 K9 L2 U0 T0 X0 V0 E0	LHR3	JFK4	11:50	14:50	0	08:00	346

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. Click on **Search**.
7. To access extra flights matching your criteria other than the ones listed in the initial availability display, click on **View the Remaining Flights**.
8. To book a seat on a waitlist or with any other specific action code, click on **Book with More Option(s)**.
9. To view the available flights for the previous day or the next day, click on **Previous Day** or **Next Day**.
10. To view flight information, click on the **flight number** in the Flight column.

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**.

Note: 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.

Example: Direct Access Display

a Direct access to EK: Emirates inventory

i You have 2:57 to book this results. After this time has elapsed, you need to perform a new Direct access request.

EK: Emirates - Direct Access Availability for DXB - FCO, Wed 01AUG, 1 Seat(s) - 24 flight(s)

Flight	Class	Dep.City	Arr.City	Dep.Time	Arr.Time	Stop(s)	Duration	Aircraft
1. EK 099	F4 A4 J7 C7 I7 O7 PC Y9 E9 R9 W9 M9 B9 U9 K9 H9 Q9 L9 T9 V9 X9	DXB	FCO	03:20	07:25	0	06:05	77W
2. EK 097	F4 A4 J7 C7 I7 O7 PC Y9 E9 R9 W9 M9 B9 U9 K9 H9 Q9 L9 T9 V9 X9	DXB	FCO	09:10	13:25	0	06:15	388
3. EK 095	F4 A4 J7 C7 I7 O7 PC Y9 E9 R9 W9 M9 B9 U9 K9 H9 Q9 L9 T9 V9 X9	DXB	FCO	15:45	20:05	0	06:20	77W
4. EK 901	F4 A4 J7 C7 I7 O7 PC Y9 E9 R9 W9 M9 B9 U9 K9 H9 Q9 L9 T9 V9 X9	DXB	AMM	07:30	09:35	0	09:05	77W
RJ 101	J9 C9 D9 Z2 I6 Y9 B9 P9 H9 W9 K9 R9 M9 L9 V9 S9 N9 Q9 O9	AMM	FCO3	11:45	14:35	0		320
5. EK 129	F4 A4 J7 C7 I7 O7 PC Y9 E9 R9 W9 M9 B9 U9 K9 H9 Q9 L9 T9 V9	DXB	ZAG	08:30	12:35	0	10:35	77W

[Book with more options](#) 1 seat(s) [Book](#)

How to Book a Flight Using Direct Access

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

Note: 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**.

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 show both available flights and closed flights/classes.

Example: Using a Schedule Search

The screenshot shows the Amadeus Booking File 1 interface. The search criteria are as follows:

- From: LON, To: NYC, Date: 06AUG10, Airline(s): AF, DL, BA, Cabin Class: Via
- From: NYC, To: LON, Date: 03SEP10, Airline(s): AF, DL, BA, Cabin Class: Via

Global Flight Search Options: Non-Stop flights

Search by: Schedule (SN)

Search results for LON-NYC, Mon 06AUG, 1 Seat(s) - 10 flight(s) found:

Flight	Class	Dep. City	Arr. City	Dep. Time	Arr. Time	Stops	Duration	Aircraft
1. BA 117	F5 A5 J9 C9 D9 R9 I9 W9 E9 T3 Y9 B9 H9 K9 M9 L9 V9 C9 NC OC OC GL	LHR5	JFK7	08:20	11:10	0	07:40	744
2. VS DL 4370	F9 J9 C9 D9 I9 Z0 P9 A9 Q9 W0 Y9 B9 M9 H9 Q9 K9 L9 U9 T9 X9 V8 E0	LHR3	JFK4	09:00	11:45	0	07:45	333

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. Click on **Search**.

7. To access flights matching your criteria other than the ones listed in the initial schedule display, click on View the Remaining Flights.
8. To book a seat on a waitlist or with any other specific action code, click on Book with **More Option(s)**.
9. To view flights for the previous day or the next day, click on **Previous Day** or **Next Day**.
10. To view flight information, click on the **flight number** in the Flight column.
11. To filter the results based on in-policy and out-policy, use the Show drop- down menu.

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

The screenshot shows the Amadeus Timetable Search interface. The search criteria are: From: LON, To: NYC, Date: 08AUG18. The search is performed using the 'Timetable (TN)' option. The results show 100 flights found for the week of 08AUG18 to 12AUG18.

Flight	Operational Days	Dep. City	Arr. City	Dep. Time	Arr. Time	Start Date	End Date	Duration	Aircraft
1. DY 7013	M T W T F S S 06 07 08 09 10 11 12	LGW	JFK	05:35	08:35	31MAR18	20OCT18	08:00	789
2. DY 7013	M T W T F S S 06 07 08 09 10 11 12	LGW	JFK	05:50	08:50	28MAR18	26OCT18	08:00	789
3. DY 7013	M T W T F S S 06 07 08 09 10 11 12	LGW	JFK	06:05	09:00	27MAR18	23OCT18	07:55	789
4. DY 7013	M T W T F S S 06 07 08 09 10 11 12	LGW	JFK	06:45	09:45	29MAR18	25OCT18	08:00	789
5. DY 7013	M T W T F S S 06 07 08 09 10 11 12	LGW	JFK	07:00	10:00	25MAR18	21OCT18	08:00	789
6. UA 883	M T W T F S S 06 07 08 09 10 11 12	LHR	EWB	07:55	10:55	25MAR18	27OCT18	08:00	764
7. UALH 7625	M T W T F S S 06 07 08 09 10 11 12	LHR	EWB	07:55	10:55	01AUG18	27OCT18	08:00	764
8. BA 117	M T W T F S S 06 07 08 09 10 11 12	LHR	JFK	08:30	11:10	25MAR18	27OCT18	07:40	748

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.

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

The screenshot shows the 'Your Air Search Options' panel in the Amadeus Booking File. The 'Select Search Type' is set to 'Direct Sell (SS)'. The 'Open Segment' checkbox is unchecked. A table displays the search criteria:

Flight Number	Class	From	To	Date	
BA117	Y	LON	JFK	02.JUL.15	Remove

Below the table, there is an 'Add 1 segment' section with 'Seats: Booking Action Code' and a dropdown menu set to '1'. At the bottom right, there are 'Clear' and 'Book' buttons.

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**.

Example: Adding Ghost, Passive or Information Segments to a Booking File

The screenshot shows the 'Your Air Search Options' panel in the Amadeus Booking File. The 'Select Search Type' is set to 'Ghost, Passive & Information Segment Sell'. The 'Select Segment Type' is set to 'Ghost, Passive' (selected), with 'Information (ARIK)' and 'Information' options also visible. A table displays the search criteria:

Flight Number	Class	From	To	Dep. Date	Arr. Date	Departure Time	Arrival Time	Rec Locator	
BA117	Y	LON	JFK	02.JUL.15					Remove

Below the table, there is an 'Add 1 segment' section with 'Seats: Passenger Association' and 'Booking Action Code' dropdown menus. The 'Booking Action Code' is set to 'Ghost Confirmed (GK)'. At the bottom right, there are 'Add' and 'Book' buttons.

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**.

Booking File

Getting Started With 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.

Table: Booking File Information

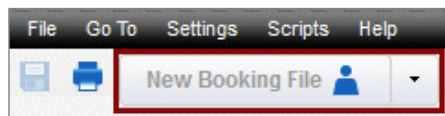
Display	Description
TSM History	A Transitional Stored Miscellaneous document (TSM) is created automatically when a TASF element is entered.
Cryptic Display	Shows a cryptic display of the current Booking File.
TST History	The TST history contains information on all the modifications that have been made to a TST. Each time a TST is created or data in the TST is updated or deleted, this information is added to the TST history. The TST history also allows you to see information on the current TST status such as pricing information, issuing status and segment or passenger association.
Booking File History	The Booking File History window displays every modification made to the Booking File since it was created in a chronological list.
Request Received From (RF)	You can directly edit the RF field of the Booking File.
Set Ticketing Arrangement or Ticket Time Limit (TK TL)	The ticket time limit is added to a Booking File by clicking on Set Ticketing Arrangement and selecting a date. The date can be updated by clicking on the TK link and selecting a new date.
Group Booking Details	This section contains the group name, group size and any group contact details.
Passenger Details	This includes the names of the passengers booked for a trip. For each passenger, additional information is displayed such as their contact information.

Display	Description
Itinerary Details	<p>The Itinerary Details section includes information such as:</p> <ul style="list-style-type: none"> • Product (Air, Car, Hotel, Rail, and Miscellaneous) • Itinerary • Class/Options • Status • Passenger • Duration • Aircraft <p>You can also print, email or fax itinerary details, manage Extended Travel Records (ETRs), and rebook air GDS segments.</p>
Itinerary Basket	<p>The Itinerary Basket panel:</p> <ul style="list-style-type: none"> • Displays a summary of Air, Car, Hotel, Rail, and Miscellaneous (Integrated Partners) segments. • Allows you to cancel an itinerary segment.
Services (SSR and SVC)	<p>This allows you to add specific details to a Booking File in relation to the following:</p> <ul style="list-style-type: none"> • Meal • Seat Map • Seat Preference • FFP Number • API • Form of Identification
Remarks, OSI and SK	<p>A remark element in a Booking File contains additional comments or information concerning passengers and their bookings.</p> <p>Other Service Information (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.</p>
Form of Payment	<p>You can add and edit a form of payment directly from the Booking File and share this information with all currently available booking tools in GUI mode (Air, Car, Hotel, Rail) so that the payment field in their booking flows is prefilled.</p> <p>You can add up to three forms of payment to a Booking File.</p> <p>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.</p>
Fare Elements	<p>This section displays:</p> <ul style="list-style-type: none"> • Passengers and segments associated with the current fare element. • Fare element type. • Fare element details.

Display	Description
Stored Fares (TST & TSM)	Actions that are possible from this section include: <ul style="list-style-type: none"> • Create, modify and delete TSTs and TSMs.
Tickets, EMD	Actions that are possible from this section include: <ul style="list-style-type: none"> • Void and refund e-tickets, EMDs . • Reissue e-tickets using ATC. • Print, email or fax a document receipt.
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: <ul style="list-style-type: none"> • 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.

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, expand the **Retrieve Booking File** menu on the Main page, 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**.

Note: A maximum of four Booking Files can be open at once.


How to Save and Confirm a Booking File

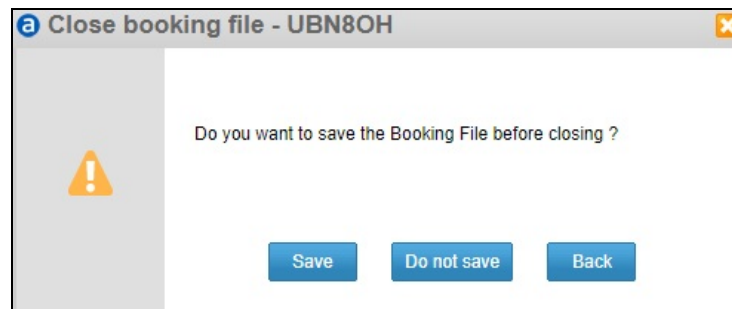
After the Booking File has been updated (ensuring that all mandatory fields have been completed), click on **Save and Confirm (ER)** in the lower-right corner and select the relevant save option.

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

Note: 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 a Booking File

1. In the Booking File, click on **Copy Booking File (RRN)**.
2. Click on **Continue** in the pop-up window to confirm that the information in the existing Booking File can be saved and copied.
3. Click on **OK**. The copied Booking File is displayed.

Managing 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**.

The screenshot displays the 'Group Booking File - BUSINESS (0/12) [12]' interface. The 'Group & Contact Information' section is active, showing fields for 'Group Name' (BUSINESS), 'Group Size' (12), 'Passenger names' (0), and 'Non-assigned seats' (12). A 'General Phone Number (AP)' field contains '0012344556677'. Below this, there are 'Add a contact' and 'Remove' buttons. The 'Booking File Information' section shows 'Request received from (RF)', 'Responsible Agent', 'Responsible Office THRI1A0090', and 'Ticketing Office THRI1A0090'. The 'Passenger and Contact Details' section is expanded, showing a list of actions: 'Retrieve a Profile', 'Add/Update passenger', 'Air Booking', 'Car Booking', 'Hotel Booking', 'Add Seats and Services', 'Add a Remark', 'Add an Other Service Information', 'Add a Form of Payment', 'Add manual E-Ticket (FHE)', 'Add manual EMD (FHE)', and 'Australian Visa Application'.

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

1. In the **Passenger and Contact Details** section of the Booking File, click on **Add/Update**.
2. Enter the passenger information.
3. To add additional passengers, click on **Add Passenger** and enter the passenger information.
4. Click on **Save**.

Passenger and Contact Details

[Add/Update](#)
[Delete](#)
[Split Booking File](#)
[Retrieve Profile](#)
[Import Data in booking file from Profile](#)
[Download template file](#)
[Import from file](#)

Last Name	First Name	Title	PTC	Contact
<input type="text"/>	<input type="text" value="First Name"/>	<input type="text" value="Title"/>	<input type="text" value="ADT"/>	<input type="text" value="AP"/>

[Add Passenger](#)
[Add Infant](#)

[Add Contact for P1](#)

General contact (example: Assistant, Travel Agency)

[Add General contact](#)

[Save](#)
[Do not 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 General Contact**.
2. 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

Note: 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, click on **Delete** beside the passenger that you want to 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. Values: MR, MRS, MS, MASTER, or MISS.
PTC	Optional. 3 characters.
Gender	Mandatory for DOCS. M - Male F - Female
Date of birth	Optional, but: - Mandatory for Infant and Child. - Mandatory for DOCS. Date format: DDMMYY.
Passport last name	Mandatory for DOCS. Maximum 30 characters, including spaces.
Passport first name	Mandatory for DOCS. Maximum 30 characters, including spaces.
Passport number	Mandatory for DOCS. 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: DDMMYY.
Visa number	Mandatory for DOCO. 25 digits, including spaces.

Element	Description
Visa type	Mandatory for DOCO. One-digit values: V – Visa R – Redress K – Known traveler
Visa issue date	Mandatory for DOCO. Date format: DDMMYY.
Place of birth	Optional. Maximum of 35 characters, including spaces.
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**.

Note: 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?

It 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

Note: 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 **Import from 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 Passenger Itinerary

1. In the **Itinerary Details** section of the Booking File, click on **Print/Email/Fax 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

Print / Email / Fax Itinerary

Itinerary Type Joint Itinerary Individual Itinerary

<input checked="" type="checkbox"/> Passenger	PTC	Segments
<input checked="" type="checkbox"/> 1 SMITH / Adams	ADT	ALL

Document Remarks(0)

Document Language Settings

Print / Email / Fax Options

<input checked="" type="checkbox"/> Print	<input type="checkbox"/> Email	<input type="checkbox"/> Send by Fax
Local Printer (PRT) Printers From Another Office	<input type="checkbox"/> Booking File Emails View Emails	<input type="checkbox"/> Booking File Faxes View Faxes
<input type="checkbox"/> Define Printer	<input type="checkbox"/> Other Emails Add Email	<input type="checkbox"/> Other Faxes Add Fax

Managing Passenger Associations

How to Display a Passenger Association

Go to the **Itinerary Details** section of the Booking File that you want to display the passenger association for.

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 Seats

The **Services (SSR)** section is only displayed in the Booking File if it contains information.

Using the Seat Map

How Are Prices Per Seat and Per Passenger Displayed?

Prices per seat and per passenger are displayed in a tooltip when you mouseover over each seat that is marked as chargeable.

Prices per 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.

Example: Seat Map

The screenshot displays the 'Seats and Services Catalogue' interface. On the left, a sidebar lists various services like Seats, Baggage, Meals, Pets, Travel Services, Lounge, Passenger Assistance, In-flight Entertainment, Ground Transportation, Carbon Offset, Store, Mileage Accrual, Standby, Upgrades, Passenger Information, and Other. The main area shows flight segments (S 1: KL1264 Y 20AUG17 NCE-AMS 12:15 14:20; S 2: KL1021 Y 20AUG17 AMS-LHR 15:50 16:15) and a 'Passengers' list (P 1: BEST / Mathieu, P 2: BEST / Negar, P 3: BEST / Oana). A 'Seat Map' section shows a grid of seats (A-F, 6-15) with a tooltip for seat 6A. The tooltip details the seat's characteristics, purchase conditions, and price per passenger (14.00 EUR).

Flight Segment	Carrier	Class	Origin	Destination	Departure	Arrival
S 1	KL1264	Y	20AUG17	NCE-AMS	12:15	14:20
S 2	KL1021	Y	20AUG17	AMS-LHR	15:50	16:15

Passenger	Name
P 1	BEST / Mathieu
P 2	BEST / Negar
P 3	BEST / Oana

Explanation	Icon
Selected seat	
Available	
Seat occupied by passenger 1	
Occupied seat	
Seat blocked by the airline	
Chargeable seat	
Exempted seat	
Lavatory	
Exit	
Galley	
Facility	
Exit	

Feature	Description
Click to highlight these features on the seat map	
<input type="checkbox"/>	Seat suitable for unaccompanied minors

Property	Value
Purchase Conditions	Refundable Exchangeable P1P2P3
Seat Characteristics	Chargeable seat Economy Comfort Seat is vacant
Seat Occupation	
Price per passenger	14.00 EUR P1P2P3

How to Reserve a Seat Using the Seat Map

1. In the **What do you want to do next?** Section of the Booking File, click on **Add Seats and Services**.
2. In the **Seats and Services Catalogue**, click on **Seats**.
3. In the **Seat Map** section, update the passenger and flight segment selection if required.
4. To highlight certain seat features on the seat map, such as a seat suitable for an unaccompanied minor, use the filter options in the **Features** section.
5. If you are reserving a seat for a passenger associated with an infant, you can request a bassinet by selecting the **Request Bassinet** check box.
6. If there is more than one deck on the aircraft, select either **Upper** or **Lower**.
7. To reserve a single seat, click on a seat or enter the seat number in the text field provided and click on **Add SSR**.
8. To reserve multiple seats:
 - Click on an available seat for each passenger.
 - Alternatively, enter the seat numbers in the text field provided and click on **Add SSR**. Ensure that the number of seats entered matches the number of passengers selected.

When a seat is selected, the passenger number appears in the seat icon.

How to Modify a Seat Selection

1. In the **Services (SSR)** section of the Booking File, click on the segment that you want to modify the seat selection for.
2. To modify the selection, select a new seat on the seat map.

Alternatively, enter the new seat number in the text field provided.

3. Click on **Close**.

How to Delete a Seat

In the **Services (SSR)** 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.

Working With Remarks and Other Service Information

The **Remarks, Other Service Information (OSI), Special Keywords (SK)** section is only displayed in the Booking File if it contains 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**.
2. Select the **Type**, **Passenger Association** and **Segment Association**.
3. Enter the remark in the text box and click on **Add Remark**.
4. Click on **OK**.

Passenger	Segment	Type	Details	Delete All
ALL	ALL	Generic (RM)	CHECK VISA	Delete

How to Modify a Remark

1. In the **Remarks, OSI, and SK** section of the Booking File, click on **Add/Update Remark**.
Alternatively, click on **Add a Remark** in the **What do you want to do next?** section.
2. Select the remark that you want to modify, update the remark in the text box and click on **Modify Remark**.
3. Click on **OK**.

How to Delete a Remark

In the **Remarks, OSI, and SK** section of the Booking File, click on **Delete** beside the remark that you want to delete.

How to Add an OSI

1. In the **What do you want to do next?** section of the Booking File, click on **Add an 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**.

Passenger	Airline	Details	Delete All
1 SMITH / Adam	LH	CTCT YEG 780-424-8310 GEO TRAVEL	Delete
1 SMITH / Adam	YY	RLOCMUC1A7QWE5R	Delete

How to Modify an OSI

1. In the **Remarks, OSI, and SK** 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 an OSI

In the **Remarks, OSI, and SK** section of the Booking File, click on **Delete** beside the OSI that you want to delete.

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
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

How to Print Command Page Content

- 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**.
- Follow the standard printing process for your printer.

Which Command Page Settings Can Be Changed?

- Graphical or cryptic TST display.
- Font colour and background colour.
- Speedmode activation and deactivation.
- Option to show or hide the button for dynamic switch between the Command page types.

How to Change the Command Page Settings

- On the main Selling Platform Connect menu, click on **Settings**.
Alternatively, on the **main accordion** menu, click on **Personal Settings**.
- Click on **Command Page**.
- Change the settings as required and click on **Save Your Settings**.

Splitting the Command Page Screen

What Are the Screen Split Options?

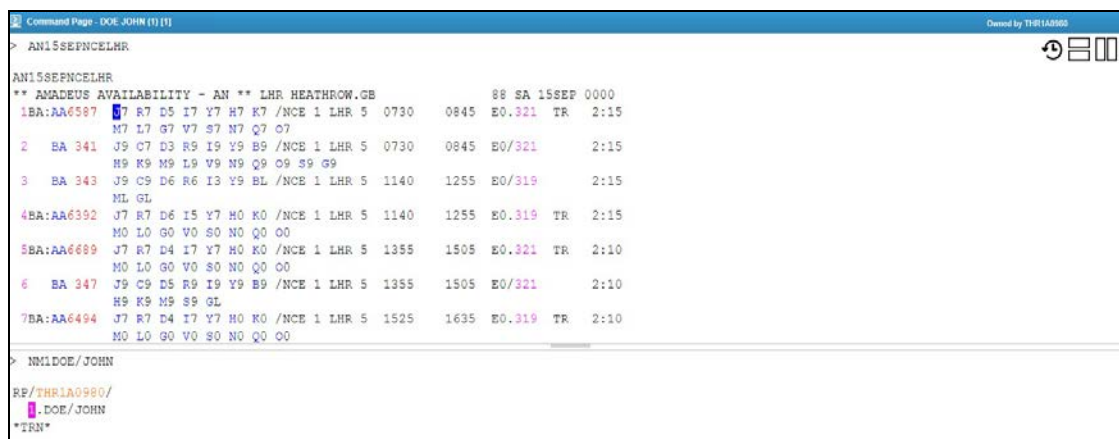
You can split the Command page screen vertically or horizontally. Within these splits, you can do a secondary horizontal or vertical split so that the screen is divided into four sections. Each split screen has separate prompts and commands.

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.



```

Command Page - DOE JOHN (1) [1]
> AN15SEPNCLEHR
AN15SEPNCLEHR
** AMADEUS AVAILABILITY - AN ** LHR HEATHROW.GB          88 SA 15SEP 0000
1BA:AA6587  07 R7 D5 I7 Y7 H7 K7 /NCE 1 LHR 5 0730 0845 E0.321 TR 2:15
M7 L7 G7 V7 S7 N7 Q7 O7
2  BA 341  J9 C7 D3 R9 I9 Y9 B9 /NCE 1 LHR 5 0730 0845 E0/321 2:15
H9 K9 M9 L9 V9 N9 Q9 O9 S9 G9
3  BA 343  J9 C9 D6 R6 I3 Y9 BL /NCE 1 LHR 5 1140 1255 E0/319 2:15
ML GL
4BA:AA6392  J7 R7 D6 I5 Y7 H0 K0 /NCE 1 LHR 5 1140 1255 E0.319 TR 2:15
M0 L0 G0 V0 S0 N0 Q0 O0
5BA:AA6689  J7 R7 D4 I7 Y7 H0 K0 /NCE 1 LHR 5 1355 1505 E0.321 TR 2:10
M0 L0 G0 V0 S0 N0 Q0 O0
6  BA 347  J9 C9 D5 R9 I9 Y9 B9 /NCE 1 LHR 5 1355 1505 E0/321 2:10
H9 K9 M9 S9 GL
7BA:AA6494  J7 R7 D4 I7 Y7 H0 K0 /NCE 1 LHR 5 1525 1635 E0.319 TR 2:10
M0 L0 G0 V0 S0 N0 Q0 O0

> NN1DOE/JOHN
RP/THR1A0980/
. DOE/JOHN
*TRN*
  
```

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**.

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.

You highlight and select items on the display and send the command requests using either the mouse or a keyboard action.

Where is Speedmode Available?

Display	Description
Air availability response	Speedmode is triggered by the AN command. The following elements are highlighted: <ul style="list-style-type: none"> • Line number • Airline code • Flight feature • Flight number • Aircraft code • Class of service
Queues	Speedmode is triggered by the QT command and commands starting with QC . The category number is highlighted.
RT screen	Speedmode is triggered by the RT command. The line number is highlighted.
PNR	The office ID and segment number of each item in the PNR is highlighted. Speedmode is available for the following PNR items: <ul style="list-style-type: none"> • 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) • Ticket element (TK) • Fare element (FA, FB, FP, FV) • SSR remark element (SSR) • OSI remark element (OSI) • Generic element

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.

```

Command Page - DOE JOHN (1) [1]
> AN10AUGATLBKK
AN10AUGATLBKK
** AMADEUS AVAILABILITY - AN ** BKK BANGKOK.TH          52 FR 10AUG 0000
1 DL 032 9 C9 D9 I9 Z4 W9 Y9 /ATL I LHR 3 2157 1105+1E0/332
  B9 M9 H9 Q9 K9 L9 U9 T9 X9 V9 E9
  TG 911 C9 D9 2 ZL IL Y9 B9 /LHR 2 BKK 1230+1 0545+2E0/773 20:48
  M9 HL GR
EDL:RL6069 J9 C9 D9 I9 Z4 Y9 B9 /ATL I LHR 3 2157 1105+1E0/332
  M9 U9 K9 H9 L9 Q9 T9 N9 R9 V9
  TG 911 C9 D9 J2 ZL IL Y9 B9 /LHR 2 BKK 1230+1 0545+2E0/773 20:48
  M9 HL GR
3 QR2326 J9 C9 D9 I9 R9 Y9 B9 /ATL I DOH 2050 1715+1E0/77W
  H9 K9 M9 L9 V9 S9 N9 Q9 T9 O9 W9
  QR2905 J9 C9 D9 I9 R9 Y9 B9 /DOH BKK 1820+1 0520+2E0/788 21:30
  H9 K9 M9 L9 V9 S9 N9 Q9 T9 O9 W9
4 QR2326 J9 C9 D9 I9 R9 Y9 B9 /ATL I DOH 2050 1715+1E0/77W
  H9 K9 M9 L9 V9 S9 N9 Q9 T9 O9 W9
  QR2434 J9 C9 D9 I9 R9 Y9 B9 /DOH BKK 1820+1 0520+2E0/788 21:30

```

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.

```

Command Page - DOE JOHN (1) [1]
> AN10AUGATLBKK*18AUG
AN10AUGATLBKK*18AUG
** AMADEUS AVAILABILITY - AN ** BKK BANGKOK.TH          52 FR 10AUG 0000
1DL:AF3553 9 C9 D9 I9 Z4 Y9 B9 /ATL I LHR 3 2157 1105+1E0/332
  M9 U9 K9 H9 L9 Q9 T9 N9 R9 V9
  TG 911 C9 D9 2 ZL IL Y9 B9 /LHR 2 BKK 1230+1 0545+2E0/773 20:48
  M9 HL GR
2 DL 032 J9 C9 D9 I9 Z4 W9 Y9 /ATL I LHR 3 2157 1105+1E0/332
  B9 M9 H9 Q9 K9 L9 U9 T9 X9 V9 E9
  TG 911 C9 D9 J2 ZL IL Y9 B9 /LHR 2 BKK 1230+1 0545+2E0/773 20:48
  M9 HL GR

** AMADEUS AVAILABILITY - AN ** ATL ATLANTA.USGA        60 SA 18AUG 0000
11 TC 409 9 D9 J9 Z9 I6 Y9 B9 /BRK SIN 1 1625 1940 E0/359
  M9 H9 Q9 GR T9 K9 S9 X9 V9 W9
  0X9060 9 D9 I9 U9 Y9 W9 T9 /SIN 2 JFK 4 2055 1310 E0/738
  B9 K9 L9 M9
  DL2449 9 P9 A6 G4 W9 Y9 B9 /EWR B ATL S 1730 2004 E0/717 14:39
  M9 H9 Q9 K9 L9 U9 T2 X0 V0 B9

```

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.

Table: 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.
Mouseover	Displays a pop-up window with the additional information about the element under the cursor (if additional information is available). <ul style="list-style-type: none"> - To close the pop-up window, left-click outside the pop-up window.

Table: Mouse Actions

Mouse Action	Result
Single left-click	Displays a pop-up window with the available Speedmode command for the clicked element. <ul style="list-style-type: none"> - 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.

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.

Note: 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**.

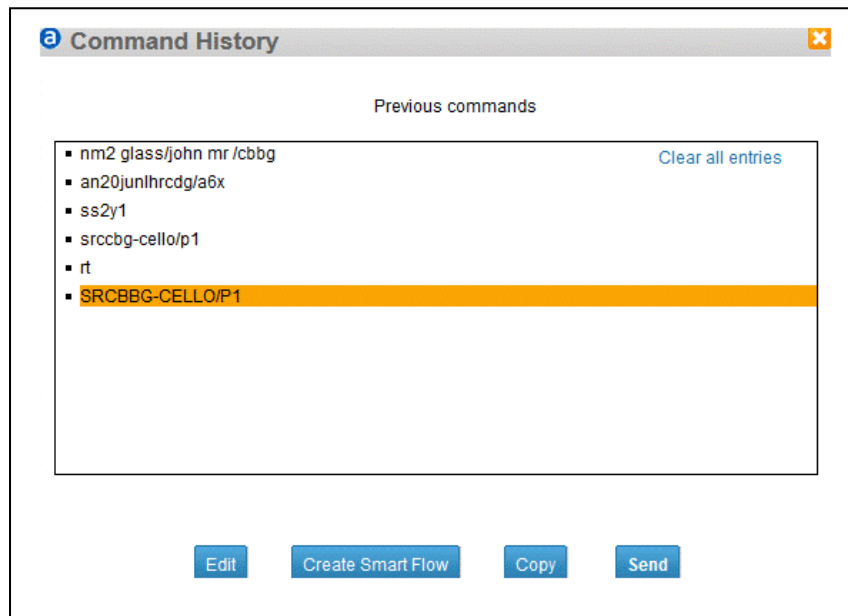
You can also double-click on the command.

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

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.

How to Remove All Commands in Command History

1. Display command history.
2. Click on **Clear all entries** in the **Command History** pop-up window.

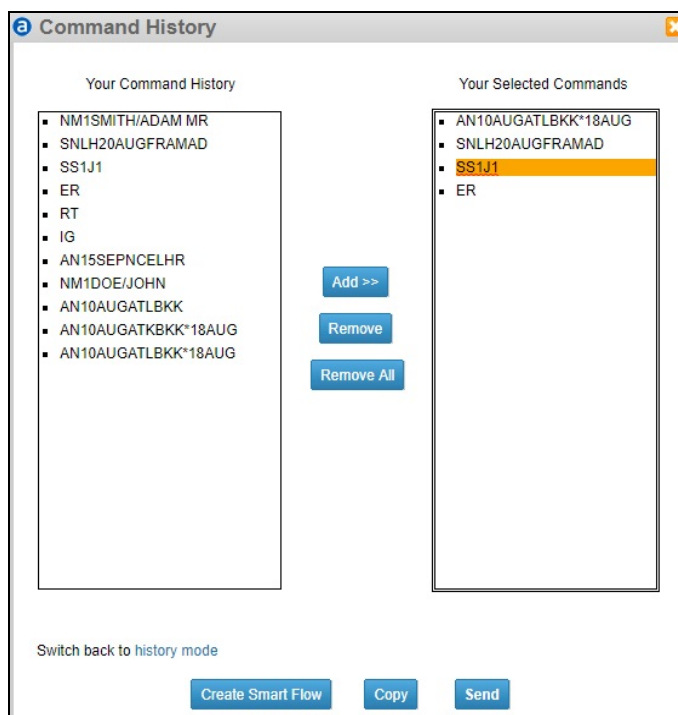
How to Edit Command History

1. Display command history.
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.
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 **Create Smart Flow**.
 - 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**.

Image: Editing Command History



How to Exit Command History

Click on the **Close** button in the **Command History** pop-up window or press **Esc**.

Queues

Getting Started With 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

Queues				
Queue List				
0857 19JUN				
QUEUE . . . THR1A0980	Q/TTL . . .	ADDS . . .	LQC . . .	IN
Q 1 . CONFIRM	C 0	7 .	219 .	0 . 212
.
Q 2 . CONF-ML	C 0	2 .	2 .	0 . 0
.
Q 3 . OPTION	C 0	9 .	16 .	0 . 7
.
Q 8 . TKTING	C 21	108 .	137 .	0 . 29
KAMYAR
Q12 . EXPTL	C 0	17 .	40 .	0 . 23
.

How to Access the Queues Module

On the **Main** page, click on the **Queues** menu to expand it.

The screenshot shows the 'Main Page' navigation menu. The 'Queues' menu item is highlighted in yellow and expanded. Below the menu, there is a 'Display Queue List' button and a form with three input fields: 'Queue', 'Category', and 'Date Range'. A 'Start Queue' button is also visible below the form.

How to Display a Queue List

On the **Queue** page, enter the queue number 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 Start a Queue

1. On the **Queue** page, enter the queue number in the **Queue** field.

Note: 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**.

Place PNR on Queue

Office ID: THR1A0980

Queue and Category

Queue: 20 Category: 2

Category Nickname

Date and Hour

Date: 20JUN18 Hour: e.g. 17

Date Range

OK Cancel

Note: 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

Note: 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.

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.

How to Optionally Select an Element in the Speedmode Display

- Place the cursor on the element in the display and press **Control + Space**.

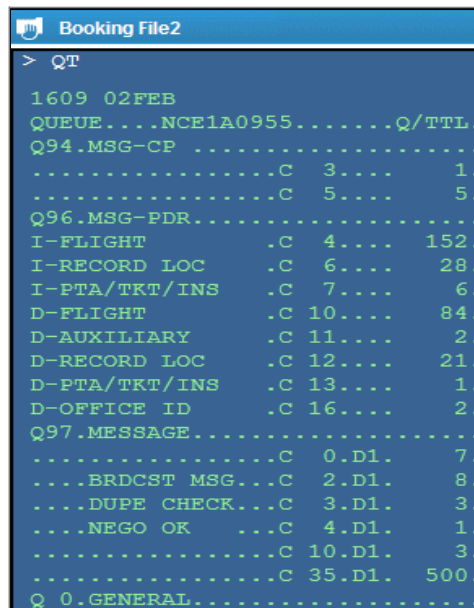
Or:

- Press **Control** and click on the element.

How to Display a Queue Count

Note: 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.



```
Booking File2
> QT
1609 02FEB
QUEUE...NCE1A0955.....Q/TTL.
Q94.MSG-CP .....
.....C 3.... 1.
.....C 5.... 5.
Q96.MSG-PDR.....
I-FLIGHT .C 4.... 152.
I-RECORD LOC .C 6.... 28.
I-PTA/TKT/INS .C 7.... 6.
D-FLIGHT .C 10.... 84.
D-AUXILIARY .C 11.... 2.
D-RECORD LOC .C 12.... 21.
D-PTA/TKT/INS .C 13.... 1.
D-OFFICE ID .C 16.... 2.
Q97.MESSAGE.....
.....C 0.D1. 7.
....BRDCST MSG...C 2.D1. 8.
....DUPE CHECK...C 3.D1. 3.
....NEGO OK ...C 4.D1. 1.
.....C 10.D1. 3.
.....C 35.D1. 500.
Q 0.GENERAL.....
```

Smart Flows

Getting Started With Smart Flows

What Is the Smart Flows Tool?

The Smart Flows tool in Selling Platform Connect allows a user or office administrator to build and launch predefined, customizable workflows.

Smart Flows are triggered on request to help users complete repetitive booking and fulfillment 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 Two Types of Editor in Smart Flows?

Smart Flow Editor

The **Smart Flow 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

The **Advanced Language Editor** is only available to office administrators.

It allows you to create a Smart Flow using a specific language defined for Smart Flows.

You can also test a Smart Flow directly from the **Advanced Language Editor** before saving it.

When is it Possible to Switch 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.

How Is Credit Card Information Stored in Smart Flows?

If credit card information is entered directly with a cryptic command, this information is not stored in an encrypted format in the database. Therefore, you should not include credit card information directly in a Smart Flow.

This does not apply to Smart Flows that accept credit card information at run time using command-based questions or the **ask** command. In this case, the value is sent to the central system immediately and stored in an encrypted format.

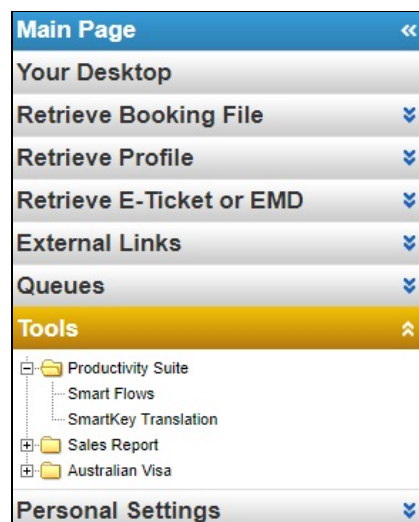
What Are the Prerequisites for Accessing Smart Flows?

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**.



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**.

The screenshot shows the 'Tools - Productivity Suite - Smart Flows' interface. The main window is titled 'Smart Flow Editor - Personal Smart Flow'. It contains the following elements:

- Name:** A text input field containing 'Bell Booking 1'.
- Activate this Smart Flow:** A checked checkbox.
- Description:** An empty text area.
- Command based mode:** A link 'Switch to advanced language mode (switch is permanent)'.
- Command List:** A text area containing the following commands:


```
RISJMDamount
RM*MS900s*VNPROCESSINGFEES*TT11*TFamount
NMlname
TKOK
AP
RU1AHKpaxKINdate/surcharge
RIUfop
RM*UD14*ticket
RM*MS900s*VNGCT TAX*TT17*TFgct
RISJMDbase2-surcharge BASE
RISJMDgct2-GCT
RFagentname
ER
```
- How to write command based Smart Flows:** A link on the right side.
- Create new question:** A blue button on the right side.
- Not saved:** A status indicator at the bottom right.
- Save:** A red button at the bottom right.
- Close:** A blue button at the bottom right.

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.

Note: For security reasons, do not enter credit card information in a Smart Flow

5. To test the Smart Flow before saving it, click on **Run in a New Command Page**.
6. When complete, click on **Save**.

Reference: Smart Flow Advanced Language Syntax

Statement	Description	Examples
ask	<p>Prompts the user with a question. The answer must be assigned to a variable.</p> <p>The string in quotes between ask and assign to is the question that appears in the prompt when the Smart Flow is running.</p> <p>The string after assign to is the name of the variable to which the answer is assigned.</p> <p>You can also use a specific set of HTML tags in an ask statement to format the appearance of the question.</p>	<p>ask "What is your first name?" assign to firstname</p> <p>ask "<h1>What is your first name?</h1>" assign to firstname</p> <p>ask "What is your last name?" assign to lastname</p>
mandatory ask	<p>Same as the ask statement except that the user must answer the question.</p> <p>If no answer is entered, the user receives an error message when the Smart Flow is running.</p>	mandatory ask "What is your last name?" assign to lastname
ask email	<p>Prompts the user with a question where the answer must be an email address.</p> <p>If an incorrect email address format is entered, the user receives an error message when the Smart Flow is running.</p> <p>You can also use a specific set of HTML tags in an ask email statement to format the appearance of the question.</p>	ask email "What is your email address?" assign to customeremail
mandatory ask email	<p>Same as the ask email statement except that the user must answer the question.</p> <p>If no answer is entered, the user receives an error message when the Smart Flow is running.</p>	mandatory ask email "What is your email address?" assign to customeremail
ask number	<p>Prompts the user with a question where the answer must be a number.</p> <p>If a number is not entered, the user receives an error message when the Smart Flow is running.</p> <p>You can also use a specific set of HTML tags in an ask email statement to format the appearance of the question.</p>	ask number "What is your age?" assign to age

Statement	Description	Examples
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: <ul style="list-style-type: none"> • 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.	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
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?" assign to returndate with format DDMON
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?" assign to returndate with format DDMON

Statement	Description	Examples
ask with format	<p>Prompts the user with a question where the answer must match the format defined by a regular expression.</p> <p>If the answer is not entered in the required format, the user receives an error message when the Smart Flow is running.</p> <p>You can also use a specific set of HTML tags in an ask with format statement to format the appearance of the question.</p>	<p>ask "What is your cost centre?" with format "\D{2}\d{3}" assign to costcentre</p>
mandatory ask with format	<p>Same as the ask with format statement except that the user must answer the question.</p> <p>If no answer is entered, the user receives an error message when the Smart Flow is running.</p>	<p>mandatory ask "What is your cost centre?" with format "\D{2}\d{3}" assign to costcentre</p>
send	<p>Send the cryptic entries.</p>	<p>send "NM1SMITH/JOHN" send "NM1" + lastname + "/" + firstname</p>
capture	<p>Capture part of the cryptic screen. The capture instruction is followed by three parameters, separated by commas:</p> <ul style="list-style-type: none"> • 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. <p>The string after assign to is the name of the variable in which the captured string is stored.</p>	<p>capture line:2, column:3, length:10 assign to lastname</p>

Statement	Description	Examples
if, else	<p>Perform different actions depending on whether a condition is true or false.</p> <p>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.</p> <ul style="list-style-type: none"> • 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. <p>If the condition is true, the first block of instructions that is delimited by the curly brackets is executed.</p> <p>If the condition is false, the second block of instructions that is delimited by the word else and curly brackets is executed.</p>	<pre>ask "What is your destination?" assign to destination if (destination == "PAR") { send "rm ok" } else { send "rm no" }</pre>
ask until	<p>Asks a question until a particular answer is reached.</p> <p>The string with quotes between ask and until are the instructions that appear in the prompt when a Smart Flow is running.</p> <p>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.</p> <p>You can also use a specific set of HTML tags in an ask until statement to format the appearance of the instructions.</p>	<pre>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" } }</pre>
mandatory ask until	<p>Same as the ask until statement except that the user must answer the question.</p> <p>If no answers are entered, the user receives an error message when the Smart Flow is running.</p>	

Statement	Description	Examples
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. Note: A Smart Flow using the lastCommand variable should be hidden so that users cannot launch the Smart Flow manually. Caution: To prevent the possibility of an infinite loop, do not use lastCommand in the last action of a Smart Flow.	send lastCommand
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.	choose "Do you want to" { 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" } } }

Statement	Description	Examples
group	<p>The group instruction is used to group several questions in the Smart Flow prompt that are defined by the ask or select instructions.</p> <p>This allows you to include several questions in the same Smart Flow prompt rather than having separate prompts for each ask instruction.</p> <p>The group instruction can only contain ask and select instructions; it cannot contain any other instructions.</p>	<pre>group { ask "Enter first name" assign to name ask "Enter last name" assign to lastname ask date "Enter DOB" assign to dob }</pre>
call	<p>The call instruction is used to call another Smart Flow from the running Smart Flow.</p> <p>The call instruction is followed by the name of the Smart Flow to call.</p> <p>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.</p>	<pre>ask "What is the passenger last name?" assign to lastname call "mySmartFlow" send "RM" + lastname call office "mySmartFlow" call personal "mySmartFlow"</pre>
select	<p>Allows the user to select one option from a drop-down list of predefined options.</p> <p>The string with quotes between the words select and from is the question that appears in the prompt when a Smart Flow is running.</p> <p>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.</p> <p>A comma is used to separate the options. There is no limit to the number of options you can provide.</p> <p>The string after the words assign to is the name of the variable in which the answer is stored.</p> <p>You can also use a specific set of HTML tags in a select statement to format the appearance of the question.</p>	<pre>select "What is the passenger title?" from "MR,MRS,DR" assign to title select "What is the passenger title?" from "MR,MRS,DR" assign to title</pre>

Statement	Description	Examples
append	<p>Used to append variables by text or variable name.</p> <p>The value between the words append and to can be a concatenation of different strings and variables.</p> <p>The string after the word to is the name of the variable to store.</p> <p>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.</p>	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

Example: Smart Flow

The following Smart Flow prompts the user to enter passport information for each passenger in the Booking File.

Note: 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.

Note: 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 variable5
  ask "<span style='font-weight:bold'>This is bold text</span>" assign to variable6
  ask "<i>This is some italic text</i>" assign to variable7
  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 variable9
  select "<p style='text-decoration:underline'>This is also underlined text</p>" from "option 1,option 2,option 3" assign to variable10
}
choose "<b><i>This is some bold italic text</i></b>" {
  when ("option1") {
    send "rm1"
  }
  when ("option2") {
    send "rm2"
  }
}
```

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.

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.

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.

Note: If the selected commands have not been run, the **Command History** pop-up window is empty and all buttons are unavailable.

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).

How to Edit Command History

1. Display command history.
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.
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 **Create Smart Flow**. See also *How to Create a Smart Flow Using Command History* below.
 - 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**.

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. See also *How to Edit Command History* above.

1. 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.

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.

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

Note: 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

Note: 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.

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.

Example: Hidden and Visible Smart Flows in the Smart Flows List

Name	Description	Created in	Status
Add baggage		This office	Visible
Add credit card		This office	Visible
Add SmartFlow remark	RM SMARTFLOW REMARK	This office	Visible
Add validating carrier		This office	Visible
Copy PNR		This office	Hidden
Create PNR		This office	Visible

Buttons: New, Show in "Your Smart Flows", Delete, Copy to New, Open

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**.

The screenshot shows the 'Smart Flow Editor - Personal Smart Flow' window. At the top, the name is 'Bell Booking' and there is a checked box for 'Activate this Smart Flow'. Below the name is a description field. The main area contains a list of command-based modes, with 'amount' highlighted in orange. To the right, there is a 'Create new question' button. Below that, the 'Label' field contains 'amount' and the 'Question' field contains 'ENTER AMOUNT OF SERVICE FEE WITHOUT GCT'. At the bottom right, there are 'Not saved', 'Save', and 'Close' buttons.

How to Edit a Question

Note: 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

Note: 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.

Example: Command Page Output Section of Smart Flow Window

The screenshot shows the 'Smart Flow' window. The left pane is titled 'Running Smart Flow:' and contains the following text: 'Select single flight', 'Select class', and 'Select flight number'. Below these are two input fields and two buttons labeled 'Next' and 'Stop'. The right pane is titled 'Command Page Output' and shows the following text:

```

> AN26APRNCCEPAR/AAF
AN26APRNCCEPAR/AAF (1A)
** AMADEUS AVAILABILITY - AN ** PAR PARIS.FR          39 SA 26APR 0000
DD
1  AF6249  J9 W9 S9 A9 Y9 B9 M9 /NCE 2 ORY W 0600 0725 EO/320 1:25
   U7 K9 H6 L9 Q9 T9 E9 N9 R9 GR
2  AF6201  J9 W9 S9 A9 Y9 B9 M9 /NCE 2 ORY W 0630 0755 EO/319 1:25
   U7 K9 H6 L9 Q9 T9 E9 GR
3  AF6203  J9 W9 S9 A9 Y9 B9 M9 /NCE 2 ORY W 0700 0825 EO/319 1:25
   U7 K9 H6 L9 Q9 T9 E9 GR
4  AF7711  J9 W9 S9 A9 Y9 B9 M9 /NCE 2 CDG2F 0710 0845 EO/320 1:35
   U9 K9 H8 L9 GR
5  AF6205  J9 W9 S9 A9 Y9 B9 M9 /NCE 2 ORY W 0910 1035 EO/319 1:25
   U7 K9 H6 L9 Q9 T9 E9 N9 GR
6  AF7705  J9 W9 S9 A9 Y9 B9 M9 /NCE 2 CDG2F 0930 1105 EO/320 1:35
   U9 K9 H9 L9 GR
7  AF6207  J9 W9 S9 A9 Y9 B9 M9 /NCE 2 ORY W 1000 1125 EO/320 1:25
   U7 K9 H5 L9 Q9 T9 E9 N8 GR
8  AF7701  J9 W9 S9 A9 Y9 B9 M9 /NCE 2 CDG2F 1045 1220 EO/319 1:35
   U9 K9 H9 L9 GR
9  AF6213  J9 W9 S9 A9 Y9 B9 M9 /NCE 2 ORY W 1100 1225 EO/319 1:25
   U7 K9 H5 L9 Q9 T9 E8 GR
>

```

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.

Note: You can only stop a Smart Flow when there is a prompt available.

Smart Key Translation

Getting Started With 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.

Note: 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**.

Understanding Smart Key Translation

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
<IF THEN ELSE> <if then else>	If then else instruction
[Optional prompt
<%	Add an embedded Smart Key

How to Translate a Smart Key to a Smart Flow

- Copy the Smart Key that you want to translate and paste it in the **Smart Key to Translate** column of the Smart Key Translator.
- Click on **Translate**.
The Smart Key appears as a Smart Flow in the **Translated Smart Flow** column and it can be edited if needed.
- 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.

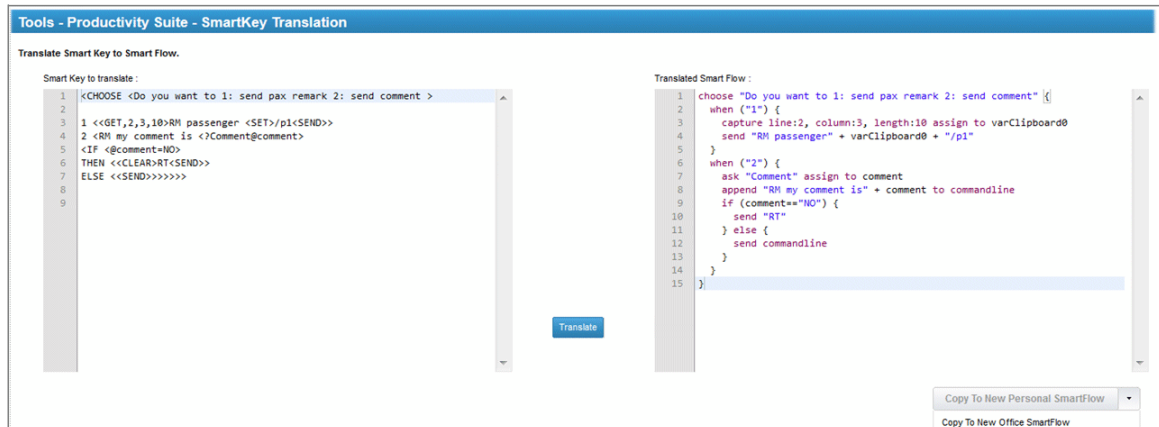
Note: You must be an office administrator to copy a translated Smart Flow to a new office Smart Flow.

 - 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 command line** syntax.

The value inserted between 'append' and 'to' is placed in the command line while waiting to be modified or executed.

Australian Visa

Getting Started With Australian Visa

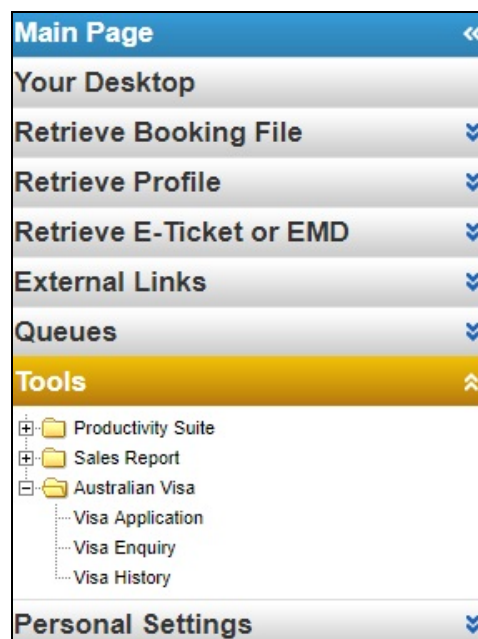
What Is Australian Visa?

The Australian Visa module allows you to:

- Request an Australian visa from the Electronic Travel Authority System (ETAS).

How to Access Australian Visa

On the main page of Selling Platform Connect, expand the **Tools** menu.



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**.

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 Accessing Timatic?

- Timatic content must be activated by your administrator.
- You must have IATA credentials.

How to Request IATA Credentials

1. On the Timatic login page, click on **Register now**.
2. Enter the required details.
3. To add an additional user, click on **Add user** and enter their details.
4. 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.

Searching for Travel Information

What Are the Two 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.

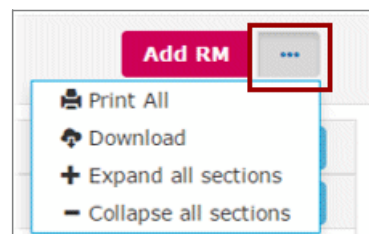
Search with an Active Booking File

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.

How to Search for Travel Information without an Active Booking File

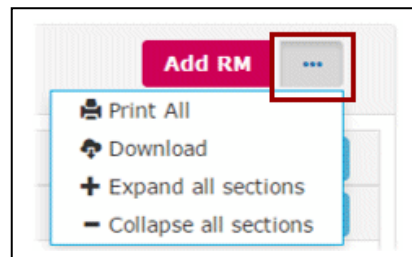
1. Sign in to Timatic using your IATA credentials.
2. Complete the mandatory fields, which are marked in red.
3. To add additional information, click on **Itinerary and traveler details** in the **Actions** section and enter the required details.
 - If a passenger's nationality is different from their country of residence, you need to select their residence document type.
 - Some destinations have an additional field for passenger gender.
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.



How to Search for Travel Information With an Active Booking File

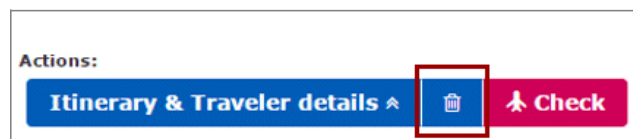
1. Retrieve the Booking File.
2. Sign in to Timatic using your IATA credentials.
3. Click on **Load PNR** to transfer the details from the Booking File.
4. Ensure that all mandatory fields are completed, which are marked in red.
5. To add additional information, click on **Itinerary and traveler details** 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.
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.
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.



How to Clear the Search Results

Click on the **Delete** icon in the **Actions** section to clear the previous search results and start a new search.



Explanation: Timatic Travel Information

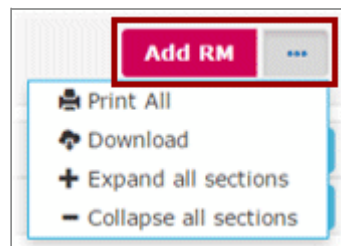
Category	Description
Geographical Information	Provides general information about the destination country.
Passport	Provides information about document validity, additional passport information, and possible warnings in case of particular types of the document. The following field can influence the search results: <ul style="list-style-type: none"> • Document held.
Visa	Provides information about visa requirements and possible warnings, such as onward ticket requirements. The following fields can influence the search results: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • Destination. • Transit points. • Countries visited in the last 6 days.
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: <ul style="list-style-type: none"> • 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.

Which Countries Require Gender Information?

- Afghanistan
- Bahrain
- Benin
- Egypt
- Hong Kong
- Iran
- Jordan
- Lebanon
- Namibia
- Oman
- Singapore
- Saudi Arabia
- Syria
- United Arab Emirates


Travel Information Follow-up Actions

Use the Add RM button and Follow-up Actions drop-down menu in the Check Results panel to perform additional 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**.

CHAPTER 1: CONVERSION FUNCTIONS

At the end of this chapter, you will be able to:

1. Define encoding and decoding
2. Encode cities, airports, countries, states and airlines
3. Decode cities, airports, countries, states and airlines
4. Make mathematical conversions
5. Make time calculations
6. Make date calculations
7. Make metric conversions

Encoding and Decoding

HE CONVERT

The airline industry uses a system that identifies each city, airport, country, state or airline by a unique code. With these codes, which are administered by the International Air Transport Association (IATA) and the International Standards Organization (ISO), you can identify cities, airports, countries, states and airlines quickly and efficiently.

Many cities have the same name, but are located in different countries, like Rome:

ROM C	ROME			/IT
A	CIA - CIAMPINO	-	14K	/IT
A	FCO - FIUMICINO	-	22K	/IT
H	ZRR - FIUMICINO HARBOUR	-	25K	/IT
R	IRR - OSTIENSE RAILWAY STN	-	3K	/IT
R	XRJ - TERMINI RAILWAY STN	-	0K	/IT
R	IRT - TIBURTINA RAILWAY STN	-	4K	/IT
RMG C	ROME			/USGA
A	RMG - RICHARD B RUSSELL RGNL	-	0K	/USGA
RME C	ROME			/USNY
A	RME - GRIFFISS INTL	-	0K	/USNY
REO C	ROME			/USOR
A	REO - STATE	-	0K	/USOR

Many major cities such as New York have more than one airport. Each airport has its own three-letter code.

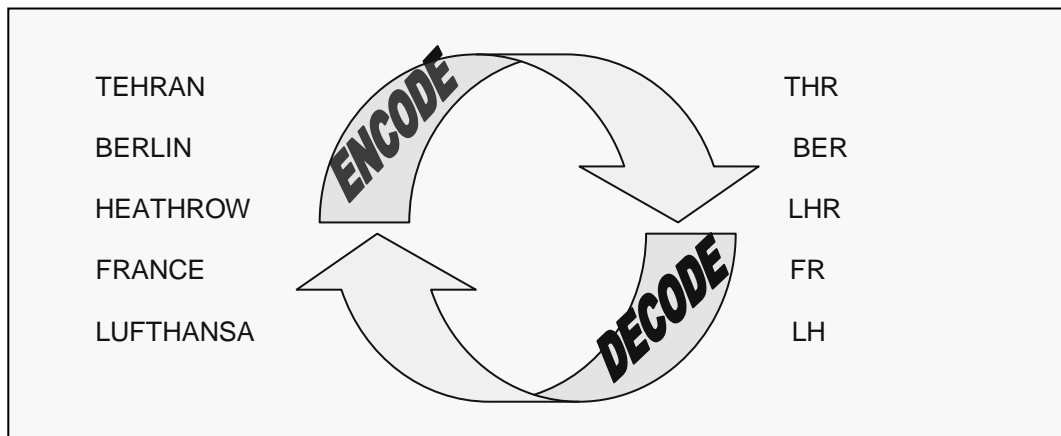
NYC C	NEW YORK			/USNY
A	NBP - BATTERY PK CITY FERRY	-	4K	/USNY
A	NES - EAST 34ST FERRY	-	4K	/USNY
A	JFK - JOHN F KENNEDY INTL	-	24K	/USNY
A	LGA - LAGUARDIA	-	8K	/USNY
A	EWR - NEWARK LIBERTY INTL	-	20K	/USNJ
A	NWS - PIER 11 WALL ST FERRY	-	20K	/USNY
A	NYS - SKYPORTS SPB	-	4K	/USNY
A	SWF - STEWART INTERNATIONAL	-	80K	/USNY
H	JRB - DOWN MANH HPT	-	91K	/USNY
H	TSS - EAST 34TH HPT	-	4K	/USNY
H	JRA - WEST 30TH HPT	-	4K	/USNY
P	XNY - 39TH STREET FERRY	-	4K	/USNY
R	ZRP - NEWARK NJ PENN RAIL ST	-	20K	/USNJ
R	ZYP - PENN RAILWAY STATION	-	20K	/USNY

In the United States, Australia, Canada, Argentina and Brazil, two-letter state codes are included to correctly identify the city and the state where the airport is located. Identical city names in other countries can be distinguished by their two-letter country code:

YP2 G	PARIS			/FR
PHT C	PARIS			/USTN
A	PHT - HENRY COUNTY	-	OK	/USTN

Since it is impossible for you to remember all the codes, Amadeus provides you a function to encode and decode them.

Encode means to convert a full name to its code but decode means to convert a code to its full name.



Amadeus provides you with the ability to encode and decode:

- Airline codes and names
- Airport and city codes and names
- State codes and names
- Country codes and names
- Aircraft equipment codes and names
- Hotel and car rental companies

It also provides you with a calculator allowing you to make:

- Mathematical calculations
- Time calculations
- Date calculations
- Metric conversions

Encoding City and Airports Names

To display three-letter codes for a city or airport, enter:

DAN PARIS

System Response

A:APT	B:BUS	C:CITY	G:GRD	H:HELI	O:OFF-PT	R:RAIL	S:ASSOC	TOWN
PAR	C	PARIS						/FR
A	BVA	BEAUVAIS	TILLE		- 67K			/FR
A	XCR	CHALONS	VATRY		-138K			/FR
A	CDG	CHARLES DE GAULLE			- 22K			/FR
A	LBG	LE BOURGET			- 14K			/FR
A	ORY	ORLY			- 16K			/FR
A	POX	PONTOISE	CORMEILLES		- 33K			/FR
A	TNF	TOUSSUS LE NOBLE			- 20K			/FR
A	VIY	VILLACOUBLAY	VELIZY		- 14K			/FR
H	JDP	ISSY LES MOULINEAUX	HP		- 6K			/FR
H	JPU	LA DEFENSE	HELIPORT		- 0K			/FR
B	XEX	AEROGARE DES INV	BUS		- 0K			/FR
B	XTT	ARC DE TRIOMPHE	BUS ST		- 0K			/FR
B	XGB	MONT-PARNASSE	BUS STN		- 0K			/FR
R	XHP	GARE DE L'EST	RAIL STN		- 1K			/FR
R	XPG	GARE DU NORD	RAIL STN		- 1K			/FR
R	XJY	MASSY TGV	RAIL STATION		- 17K			/FR
YP2	G	PARIS						/FR
PHT	C	PARIS						/USTN
A	PHT	HENRY COUNTY			- 0K			/USTN

Code	Explanation
A:APT	Airport
B:BUS	Bus/Coach station
C:CITY	City code
G:GRD	Ground transportation
H:HELI	Heliport
R:RAIL	Railway station
O:OFF-PT	A town with an IATA code but without any sub-locations (Airport, Bus station, Ground transport or Railway) but linked to an IATA location. For example : Antibes/France
S:ASSOC TOWN	A location with or without its own IATA code but linked to an IATA location. For example : Irvine/Canada

Component	Explanation
PAR	City code
C	City code indicator
PARIS/FRANCE	City name and country name
/FR	ISO country code
A	Airport code indicator
CDG	Airport code
CHARLES DE GAULLE	Name of airport
22K	Number of Miles/Kilometers from the city
/FR	ISO country code

Additional Entries:

Entry	Explanation
DAN SIN*	Encode all cities start with SIN
DAN LONDON/GB	Specify country
DAN PARIS/USTX	Specify country and state
DAN EUSTON/R	Train station called Euston
DAN ANTIBES/S	Associated Locations
DAN BOSTON/N	To display a list of the ten nearest airports to an IATA location
DAN C/DE	To display all cities starting with "C" letter in a specific country

Decoding City or Airport Codes

To display the name for a three-character city or airport code, enter:

DAC SFO

System Response

```
A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL S:ASSOC TOWN
CITY :
  SFO C  SAN FRANCISCO           /USCA:CALIFORNIA
AIRPORT-HELIPORT :
  SFO A  SAN FRANCISCO INTL     /USCA    -    0K
```

Note: the asterisk (*) next to SFO shows that SFO is a city code served by more than one airport and SFO is also the code of one of the airports.

Encoding and Decoding Country Name

To display two-letter code for a country name or country name for a two -letter code, enter:

DC JAPAN

-or-

DC JP

System Response:

```
JP   JAPAN/ASIA REGION           TC3
JPY  JAPANESE YEN                LOCAL/INTL PUBLISHED
JPN  JAPAN CITIZEN
```

The following table describes the components of the response:

Component	Identifies
JP	ISO code
JAPAN/ASIA	Country name and location
TC3	IATA traffic conference area
JPY JAPANESE YEN	Currency code and currency name
LOCAL/INTL PUBLISHED	The currency published is local and international
JPN	Citizen code

Encoding and Decoding States and Provinces

To encode a state or province, enter:

DNS TEXAS

System Response:

```
US TX TEXAS/UNITED STATES OF AMERICA
```

The following table describes the additional entries you can make:

Entry	Explanation
DNS US CA	Decode a state
DNS AU	List of all states for a specific country

Encoding and Decoding Airlines

To display two-character code for an airline name, or airline name from two-character code, enter:

DNA LUFTHANSA -or- DNA LH

System Response:

```
LH/DLH 220 LUFTHANSA
```

The following table describes the components of the response:

Component	Identifies
LH/DLH	Two-character and three-character airline code
220	Three-digit ticket code
LUFTHANSA	Name of the airline

Note: You can also use the airline's three-numeric ticket code.

DNA 220

Encoding and Decoding Equipment

To display equipment names for three-letter equipment codes, or list of equipments for equipment name, enter:

DNE AB3 -or- DNE AIRBUS

System Response:

DNE AB3	
AB3 W AIRBUS INDUSTRIE A300	JET 181-317

Mathematical Conversions

Amadeus helps you to do mathematical conversions. The table below explains the different entries:

Entry	Explanation
DF 58.13;40.56	Add
DF 500.87*8767	Multiply
DF 500.67/13	Divide
DF 46.12-23.98	Subtract

Metric Conversions

Entry	Explanation
DKKM100	Convert 100 Kilometers to Mileage
DKMK150	Convert 150 Miles to Kilometer
DKKP10	Convert 10 Kilograms to Pound
DKPK15	Convert 15 Pounds to Kilogram

Date and Time Calculations

The following entries describe the date and time calculations you can make:

Entry	Displays
DD	Displays Universal time (Zulu Time)
DDMAD	Current date and time in a specific city
DDSYD1500/PAR	The date and time in the second city, corresponding with the time given for the first city
DDZZZ2134/THR	Convert Zulu time to local time
DDTYO/MEL	The time difference between two cities
DD08MAR/14	Number of days after a specific date
DD22DEC/-14	Number of days before a specific date
DD20MAY/06JUN	Number of days between two specific dates
DD25AUG	The day of the week

Note: The time should be entered in a four-digit number (9 AM: 0900)

CHAPTER 2: INFORMATION

At the end of this chapter, you will be able to:

1. Explain Amadeus Information System (AIS)
2. Find a list of topics available in AIS
3. Access to countries' information
4. Access to airports' information
5. Access to airlines' information
6. Access to weather' information
7. Access to ACOs' information
8. Access to any topic in AIS
9. Find Minimum Connecting Time (MCT) for airports
10. Find suitable connections for a city pair

Amadeus Information System (AIS)

HE AIS

The Amadeus Information System (**AIS**) is a central source of reference information. There are two types of information in AIS:

- Information provided and maintained by Amadeus
- Information provided and maintained by external providers

Million pages are available in AIS. Categories, subjects, and pages organize the information in AIS.



To display a list of all topics in AIS, enter:

GG AIS

To move to the page that you want to display, you use special short commands called QUICKPATHS.

Scrolling Commands

Entry	Explanation
MD	Move Down
MU	Move Up
MT	Move Top
MB	Move Bottom
MP	Redisplay a cleared screen
MS102	Move to a specific line number
GP18	Go to a specific page

Country Information

Country Information is maintained by Amadeus. To display the list of countries, start with letter A, enter:

GGCOUA

System Response

COUNTRY	ENTER
-----	-----
AFGHANISTAN	GGCOU AF
ALBANIA	GGCOU AL
ALGERIA	GGCOU DZ
AMERICAN SAMOA	GGCOU AS
ANDORRA	GGCOU AD
ANGOLA	GGCOU AO
ANGUILLA	GGCOU AI
ANTIGUA AND BARBUDA	GGCOU AG
ARGENTINA	GGCOU AR
ARMENIA	GGCOU AM
ARUBA	GGCOU AW
AUSTRALIA	GGCOU AU
AUSTRIA	GGCOU AT
AZERBAIJAN	GGCOU AZ

To display specific country, enter for example:

GGCOUIR

Airport Information

Airport Information is maintained by Amadeus. To request the airport information display, enter:

GGAPT

To display specific airport information, enter for example:

GGAPTIKA

System Response

IMAM KHOMEINI INTERNATIONAL AIRPORT (IKA)			

IRAN IR			
POSITION OF AIRPORT : 28 MLS / 45 KMS S.W OF TEHRAN			
ENQUIRIES PHONE NUMBER: +98 (21) 51001			
FLIGHT INFORMATION NO : +98 (21) 51007009 - 12			
TERMINALS DECODING : MS 23			
AIRPORT TAX : NONE			

TOPIC	ENTER	OR	PAGE

CAR PARKING	GG APT IKA PARK		GP2
CHECK IN INFORMATION	GG APT IKA CHECK		GP3
FACILITIES	GG APT IKA FACIL		GP4
SURFACE TRANSPORTATION	GG APT IKA SURF		GP5

Shortcut entries

Entry	Explanation
GG APT xxx CHECK	Terminal name or number, and names of airlines departing and arriving from that terminal.
GG APT xxx SURF	Surface facilities including transportation to and from the city.
GG APT xxx FACIL	Terminal facilities, including banks, lounges, post office and other facilities.
GG APT xxx PARK	Facilities available for parking

Airline Information

Airline Information is maintained by each airline, not by Amadeus. To request airline information pages, enter:

GGAIR

To request information for a specific airline, enter for example:

GGAIRLH

To request specific subject related to an airline, enter:

GGAIRLHMEDICAL

System Response

GGAIRLHMEDICAL			EN	3FEB16 1736Z
****CONTACTS FOR MEDA CASES AND PRM'S SEE >MS281****				
THE DEADLINE FOR A MEDA REQ WITH LH EQUIPMENT IS 48 HOURS !				
TABLE OF CONTENTS	UPDATE:	ENTER:		
-----	-----	-----		
DEFINITION OF MEDICAL CASE PASSENGERS.....	14AUG14	>MS29		
ACCEPTANCE OF MEDICAL CASE PASSENGERS.....	14AUG14	>MS42		
TRAVEL AUTHORISATION.....	14AUG14	>MS49		
EMBARGOS.....	14AUG14	>MS66		
HANDLING ADVICE.....	14AUG14	>MS73		
STRETCHER.....	14AUG14	>MS81		
EXTRA SEAT X2 (2 EXTRA SEATS).....	03FEB16	>MS151		
OXYGEN ON LH FLIGHTS.....	14AUG14	>MS166		
OWN OXYGEN AND POC ON LH FLIGHTS.....	14AUG14	>MS192		
VARIOUS PAX OWN MEDICAL EQUIPMENT.....	14AUG14	>MS214		
FREMEC.....	14AUG14	>MS228		
BLIND / DEAF PASSENGERS.....	14AUG14	>MS237		
PASSENGERS WITH A SERVICE/THERAPEUTIC DOG..	14AUG14	>MS257		

Note: There are airlines which have not AIS pages.

Weather Information

To obtain a 5-day weather forecast for a specific city, enter:

GGWEATHR

System Response

EN 4NOV17 0628Z		TEHRAN		
TEHRAN		IR/	UPDATED ON 04NOV 07:28Z	
DATE	CELSIUS MIN/MAX	FARENHEIT MIN/MAX	CONDITIONS	
SAT 04 NOV	13/ 23	55/ 73	CLOUDY (AM AND PM)	
SUN 05 NOV	13/ 23	55/ 73	SUNNY	
MON 06 NOV	13/ 23	55/ 73	MOSTLY CLOUDY	
TUE 07 NOV	13/ 24	55/ 75	SUNNY	
WED 08 NOV	14/ 24	57/ 75	INTERMITTENT CLOUDS	

Minimum Connecting Time (MCT)

HE MCT

The minimum connect time is the minimum time passengers must allow to make a connection between flights at an airport or city. You can enter:

DM NCE

System Response

```

NCE STANDARD MINIMUM CONNECTING TIMES
NCE-NCE FROM - TO D/D D/I I/D I/I
CC FLTN-FLTR ORGN EQPTM-CC FLTN-FLTR DEST EQPTM HMM HMM HMM HMM
1- 1 035 045 045 045
2- 1 100 100 100 100
1- 2 100 100 100 100
2- 2 035 045 045 045
CK SPECIFIC CARRIER FOR EXCEPTIONS TO STANDARD CONNECTING TIMES
PRECLEARANCE MAY APPLY

```

The following table describes the fourth line of the response:

Component	Identifies
CC	Airline code column
FLTN	First flight number in range of flight numbers column
FLTR	Last flight number in a range of flight numbers column
ORGN	Origin column
EQP	Equipment column
TM	Terminal column
DEST	Destination column
HMM	Hour and minute column
D/D	Transfer Type – Domestic / Domestic
D/I	Transfer Type – Domestic / International
I/D	Transfer Type – International / Domestic
I/I	Transfer Type – International / International

The following table describes some of the additional entries you can make:

Entry	Displays the MCT
DMLGW-LHR	MCT between two airports in a multi-airport city
DMBA/SIN/AC	MCT between specific airlines (Inbound & outbound) at a specific airport
DMAF/CDG2A-ORYW/LH	MCT between different airline, different airport, different terminal
DM1/2	MCT Between two air segments

Displaying Connecting Points

You use the DRT transaction to display the following information for a city pair:

- Maximum elapsed flying time
- Number of routes generated
- Mileage (neutral DRT only)
- Possible connect points.

DRTTHRANC

DRT
THR ANC

Transaction code
City pair

System response

THR-ANC MEFT 75:00						
1A NEUTRAL DISPLAY						
NB	MIN-EFT	MILEAGE	CX1	CX2	CX3	CX4
01	19:55	9627	DXB	SEA		
02	18:46	8852	AMS	SEA		
03	19:30	8889	FRA	SEA		
04	19:55	8977	LON	SEA		
05	20:30	9533	FRA	CHI		
06	22:15	10344	BJS	SEA		
07	22:41	10537	LON	LAX		
08	21:55	9609	IST	CHI		
09	23:35	10858	DXB	CHI		
10	23:36	11444	DXB	LAX		
11	23:06	10482	IST	LAX		
12	18:09	9200	AMS	MSP		
13	19:22	9064	AMS	PDX		
14	21:10	9543	LON	CHI		
15	26:05	10955	IST	HOU		

Here you can find some options:

Entry	Explanation
DRT08MARPARSFO/AAF	Display information for specific date and specific carrier
DRTPARSFO/AAF,DL	Display information for several airlines

CHAPTER 3: AMADEUS AIR

At the end of this chapter, you will be able to:

1. Display Amadeus neutral timetable
2. Display Amadeus neutral availability
3. Display Amadeus neutral schedule
4. Display airline access and functional level
5. Display seven days search
6. Display carrier preferred display
7. Display Amadeus dual availability
8. Display airline direct access availability
9. Display planned and operational flight information

Amadeus Neutral Timetable Display

HE TIME TABLE

Amadeus timetable is a display of flights operating during a specified one-week period. The display contains flights of all airlines that submit schedule information and have a sales agreement with Amadeus.

Amadeus stores flights up to 361 days in the future and three days prior to the current date.

Amadeus sorts out the flights in the following order:

1. **Non-Stop flights**
2. **Direct flights**
3. **Connecting flights**

To display an Amadeus Neutral Timetable for a city pair, enter:

TN01NOVIKAIST0600

TN	Transaction code
01NOV	Departure date
IKA IST	City pair
0600	Departure time

System Response

TN18NOVIKAIST0600										
** AMADEUS TIMETABLE - TN ** IST ISTANBUL.TR										
									18NOV17	25NOV17
1	TK 873	D	IKA	IST I	0505	0805	0	29OCT17	21MAR18	32B 3:30
2	TK:IR1873	D	IKA	IST I	0505	0805	0	29OCT17	21MAR18	32B 3:30
3	KK1185	D	IKA	IST	0600	0855	0	30OCT17	21MAR18	321 3:25
4	TK:IR1899	D	IKA	SAW	0620	0910	0	30OCT17	21MAR18	73H 3:20
5	TK 899	D	IKA	SAW	0620	0910	0	30OCT17	21MAR18	73H 3:20
6	IR 719	135	IKA	IST I	0730	1030	0	30OCT17		320 3:30
7	TK:IR1879	D	IKA	IST I	0745	1040	0	29OCT17	21MAR18	333 3:25
8	TK 879	D	IKA	IST I	0745	1040	0	29OCT17	21MAR18	333 3:25
9	TK 871	D	IKA	IST I	1520	1825	0	29OCT17	21MAR18	321 3:35
10	TK:IR1871	D	IKA	IST I	1520	1825	0	29OCT17	21MAR18	32B 3:35
11	IR 715	7	IKA	ESB	1700	1925	0	CONNECT	ESB	320
	TK2979	7	ESB	SAW	2055	2200	0	29OCT17	18MAR18	738 5:30

Note: The display includes flights departing one hour before the time specified.

The following table describes the components of the timetable display:

Component	Identifies
** AMADEUS TN **	Amadeus system identifier and the type of display
IST ISTANBUL.TR	Three-letter code and full name of destination and two-letter code of the country of destination
18NOV17 25NOV17	Date range of the display
1	Timetable line number
TK873	Two-letter airline code and flight number
D	Day(s) of operation The days of operation can be displayed in the following way: <u>Display</u> <u>Operates</u> D Daily 2 Tuesdays only X7 Every day except Sundays
IKA	Departure city code
IST I	Arrival city code and terminal information
0505 0805	Departure and arrival times
0	Number of stops en route
29OCT17 21MAR18	Effective and discontinued dates <i>Note:</i> The three dashes sign (---) appearing in the discontinued date column indicates that the flight operates indefinitely.
32B	Equipment type code
3:30	Elapsed journey time

The following table describes additional timetable entries you can make:

Entry	Requests
TN13MARMUCFRA0900/MO	A timetable display for a specific day of the week (MO)
TN13MARMUCFRA0900/ALH	A timetable display for a specific airline (LH)

Amadeus Neutral Availability Display

HE AN

Amadeus availability display shows all flights with at least one seat available for sale or waitlist.

Availability displays contain flights for airlines that have a sales agreement with Amadeus.

Amadeus stores flights up to 361 days in the future and up to three days in the past. Flights in the past display only the class of service codes without an availability status codes.

To request an Amadeus Neutral Availability, you may enter:

AN25NOVIKAFRA0300

AN	Transaction code
25NOV	Departure date
IKAFRA	City pair
0300	Departure time

System Response

```

** AMADEUS AVAILABILITY - AN ** FRA FRANKFURT.DE                20 SA 25NOV 0300
1LH:IR1601  J9 C9 I9 Y9 V9 Q9 M9 /IKA  FRA 1  0230    0525  E0/744    5:25
              N9 L9
2  LH 601  J9 C9 D9 Z9 P9 I9 G9 /IKA  FRA 1  0230    0525  E0/744    5:25
              E9 N9 R9 Y9 B9 M9 U9 H9 X9 Q9 V9 W9 S9 T9 L9 K9
3  IR 721  J9 C9 I9 Y9 S9 V9 Q9 /IKA  FRA 1  0715    1030  E0/AB6    5:45
              K9 M9 W9 N9 X9 L9 E
4  OS 872  J9 C9 D9 Z9 I3 Y9 B9 /IKA  VIE   0350    0600  E0/319
              M9 U9 H9 X9 Q9 V9 W9 S9 T9 L9 K9
OS:LH6331  J9 C9 D9 Z9 Y9 B9 M9 /VIE  FRA 1  0710    0850  E0/321    7:30

```

The following table explains above display:

Component	Identifies
FRA FRANKFURT.DE	Destination city code, full name and country code
24	Number of days between the current date and the departure date
SA 25NOV	Two-letter code for departure day of the week and departure date
0300	Departure time
1	Availability line number
LH 601	Airline code and flight number

Component	Identifies
J9 C9 D9 Z9 P9 I9 G9	Class of service code and number of seats available <u>Codes</u> 1,2,...,9 Number of seats available 0, L Waitlist open R On request C Closed S Sold out X Cancelled
/	Last seat availability indicator
IKA	Departure city three letter code
FRA	Arrival city three letter code
1	Arrival terminal
0230 0525	Departure and arrival times expressed in the local time of the respective cities
E	Electronic Ticketing candidate
0	Number of stops en route
/	Airline access indicator <u>CODES</u> / Amadeus full access . Amadeus sell access : Amadeus update access * Amadeus Direct access Blank Amadeus standard access
744	Aircraft equipment type code
TR	Flight notes <u>Codes</u> IR Irregularity TR Traffic restriction
5:25	Elapsed journey time from origin to destination, displayed in hours and minutes

The different flight type symbols are shown below. They appear between the availability line number and the airline code.

Flight Type	Type of Marketing Agreement
Indicator (*)	The flight is operated by one airline on behalf of another. The marketing airline sells the seats using its own airline code and flight number. The aircraft and/or crew are hired from the operating airline.
Indicator (:)	Both the operating airline and the marketing airline sell seats from the same aircraft under their own airline code and flight number.

Here you can find examples:

** AMADEUS AVAILABILITY - AN ** AMS AMSTERDAM.NL											66 WE 10JAN 0000		
1	LH2300	J9	C9	D9	Z9	I8	Y9	B9	/MUC 2 AMS	0640	0815	E0/319	1:35
		M9	U9	H9	X9	Q9	V9	W9	S9 T9 L9 K9				
2	KL1790	J9	C9	D9	I9	Z9	Y9	B9	/MUC 1 AMS	0700	0850	E0/73H	1:50
		M9	U9	K9	W9	H9	S9	L9	A9 Q9 T9 E9 N9 R9 V9 X9				
	3KL:9W8707	C9	J9	Z9	I9	P9	Y9	M9	/MUC 1 AMS	0700	0850	E0/73H TR	1:50
		T9	U9	N9	L9	Q9	S9	K9	H9 V9 O9 W9				
	4CL*LH2302	J9	C9	D9	Z7	IL	Y9	B9	/MUC 2 AMS	0845	1020	E0/E95	1:35

Note: If the airline provides Amadeus with the information, the operating airline code is displayed immediately before the Code Share indicator (* or :).
If the operating airline does not have its own commercial airline code, a blank space is displayed before the (* or :).

Amadeus Neutral Schedule Display

HE SN

A schedule display contains flights for all airlines that submit schedule data to Amadeus. They are ordered in the same hierarchy as availability displays. Amadeus Schedule displays all class of services even if they are closed for sale.

To request an Amadeus Neutral Schedule Display, enter:

SN12NOVIKALHR

SN Transaction code
12NOV Departure date
IKALHR City pair

System response

```

SN12NOVIKALHR
** AMADEUS SCHEDULES - SN ** LHR HEATHROW.GB              7 SU 12NOV 0000
1  IR 711  J9 C6 IS ZS DS Y9 US /IKA  LHR 3  0740    1045  E0/AB6    6:35
      S9 V9 GS Q9 K9 M9 W9 N9 HR X9 L9 E  RS TS BS
2  BA 152  J9 C9 D9 R9 I9 W9 E9 /IKA  LHR 5  0900    1155  E0/777    6:25
      T5 Y9 B9 H9 K9 M9 L9 V9 S9 N9 Q9 O9 G9
3  OS 874  J6 C5 D4 Z2 PC IL Y9 /IKA  VIE   1725    1935  E0/320
      B9 M9 U9 H9 XL Q9 V9 W6 SC TC LC KC
      OS 457  J6 C5 D4 Z2 PC IL Y9 /VIE  LHR 2  2005    2125  E0/320    7:30
      B9 M9 U9 H9 XL Q9 V9 W6 SC TC LC KC
  
```

Note: Airlines that do not have an availability and sales agreement with Amadeus are not shown in the display. To request a schedule for these airlines, you must add the option /Ayy to the end of your schedule display entry.

SN20NOVTHRMHD/Ayy

System Response

```

** AMADEUS SCHEDULES - SN ** MHD MASHHAD.IR              15 MO 20NOV 0000
1  B9 964  Y                THR 2 MHD    0525    0700    0 M82    1:35
2  EP 850  Y                THR 4 MHD    0600    0755    0 722    1:55
3  EP 600  Y                THR 4 MHD    0725    0855    0 722    1:30
4  B9 968  Y                THR 2 MHD    0830    1000    0 M82    1:30
5  I35213 Y                THR 2 MHD    0900    1015    0 M83    1:15
6  Y97069 R  D  V  Q  M  N  T  THR 0 MHD    0920    1030  E0 M82    1:10
      W  G
7  NV2602 Y                THR 2 MHD    1240    1410  E0 100    1:30
8  I35211 Y                THR 2 MHD    1430    1545    0 M83    1:15
9  B9 960  Y                THR 2 MHD    1745    1915    0 M82    1:30
  
```

Access Indicators

	Access type	Availability	Sell	Status	Guarantee
Blank	Standard	OLD	AFTER ET	SS	NO
*	Direct(before ACL)	OLD	AFTER ET	SS	NO
	Direct(after ACL)	NEW	AFTER ET	LK,LL	YES
.	Access sell	OLD	NEW	HK,HL,HN	YES
:	Access update	NEW	AFTER ET	SS	NO
/	Full access	NEW	NEW	HK,HL,HN	YES

Availability Options

Option	Explanation	Entry
/A	Specific airline	AN22AUGIKALAX/ALH AN22AUGIKALAX/AEK,LH
/C	Booking class	AN10AUGIKAIST/CV AN10AUGIKADXB/CV,Q
/F	Flight type N: Non stop D: Direct C: Connecting point	AN11JULIKAFRA/FN
/X	Connecting point	AN10JANIKAYYZ/XFCO

Scrolling Commands

Entry	Explanation
MN	Move to the next day
MY	Move to the yesterday

Seven Day Search

You can look up the flights for a 7-day range from date you specify in the availability, for example:

AN/11JULIKAAMS/CJ/AKL
SN/11JULIKAAMS/CJ/AKL

AN or SN	Transaction code
/	Seven day search indicator
11JUL	Search date
IKAAMS	City pair
CJ	RBD
AKL	Airline code

Carrier Preferred Display

You can request availability or schedule display that is controlled by a target airline. You can do this for any airline that has a carrier-preferred display agreement with Amadeus.

The display can also include flight connections or routings that are not normally shown on a neutral availability display due to long elapsed flying times or excessive mileage, this type of availability is useful when the customer wants to travel only on a selected airline, or on other airlines or flights selected by the target airline.

To request a carrier-preferred availability or schedule display, include the airline code after the transaction code. For example:

ANQR11JUNIKAYYZ
SNQR11JUNIKAYYZ

AN or SN	Transaction code
QR	Airline code
11JUN	Departure date
IKA YYZ	Departure and destination

Partial system response

```

** QATAR AIRWAYS - SN ** YYZ LESTER B. PEARS.CAON                218 MO 11JUN 0000
APIS REQD// CHK GGAIQRNEWS FR US TRVL
 1  QR 491  J9 C9 D9 I9 R9 Y9 B9 /IKA  DOH   0535   0610  E0/333
      H9 K9 M9 L9 V9 S9 N9 Q9 T9 O9 W9
      QR 203  J9 C9 D9 I9 R7 Y9 B9 /DOH  ATH   0715   1145  E0/333
      H9 K9 M9 L9 V9 S9 N9 Q9 T9 O2 WS
AC:A33068  Y4 B4 M4 H4 Q4 V4 W4 /ATH  YYZ 1  1305   1700  E0/763   19:55

```


Dual City Pair Display

You can request availability for a dual city pair by making a single entry.

AN20NOVIKAMXP*25NOV
SN20NOVIKAMXP*25NOV

AN or SN	Transaction code
20NOV	Departure date (Outbound)
IKAMXP	City pair
*	Dual city pair indicator
25NOV	Departure date (Inbound)

This is useful to deal with:

- Round-trips
- Open Jaws or 2 different city pairs

System Response

```

AN20NOVIKAMXP*25NOV
** AMADEUS AVAILABILITY - AN ** MXP MALPENSA.IT          15 MO 20NOV 0000
 1  OS 874  J8 C8 D8 Z7 P5 I5 Y9 /IKA  VIE    1725    1935  E0/320
      B9 M9 U9 H9 X5 Q9 V9 W9 S9 T9 L9 K9
      OS 517  J8 C8 D8 Z7 P5 I5 Y9 /VIE  MXP 1  2015    2140  E0/319      6:45
      B9 M9 U9 H9 X5 Q9 V9 W9 S9 T9 L9 K9
 2  IR 661  J9 C9 Y9 S9 V9 Q9 K9 /IKA  BEY    0545    0720  E0/310
      M9 W9 N9
      ME 235  J9 C9 D9 I9 Z9 Y9 B9 /BEY  MXP 1  0805    1105  E0/320      7:50
      M9 U9 K9 H9 L9 Q9 T9 N9 R9

** AMADEUS AVAILABILITY - AN ** IKA IMAM KHOMEINI I.IR    20 SA 25NOV 0000
11  LH 253  J9 C9 D9 Z9 P9 I9 Y9 /MXP 1  FRA 1  1425    1540  E0/32A
      B9 M9 U9 H9 X9 Q9 V9 W9 S9 T9
      LH4186 J9 C9 D9 Z9 P7 I5 G9 /FRA 1  IKA    1700    2320  E0/744      6:25
      E9 N9 R8 Y9 B9 M9 U9 H9 X9 Q9 V9 W9 S9 T5
12  LH 253  J9 C9 D9 Z9 P9 I9 Y9 /MXP 1  FRA 1  1425    1540  E0/32A
      B9 M9 U9 H9 X9 Q9 V9 W9 S9 T9
      LH4194 J9 C9 D9 Z9 P7 I5 G9 /FRA 1  IKA    1700    2320  E0/744      6:25
      E9 N9 R8 Y9 B9 M9 U9 H9 X9 Q9 V9 W9 S9 T5

```

Features of the above display are as below:

- Outbound flights are shown on the upper section of the display, inbound flights on the lower section.
- Outbound flights begin with line number **1**, and inbound flights begin with line number **11**.

- Each availability display has a header line detailing the type of the display, number of days between current date and departure date, day of the week, date and time.

More examples of dual city availability are as follows:

Entry	Explanation
AN11JULIKAMUC*	Day Return
AN22OCTIKAFRA/ALH*1JAN	Departure on 22OCT by LH and return on 1JAN
AN11JULIKALON*15JUL	Departure on 11JUL and return on 15JUL
AN9JULIKAMAD*23JULBCNIKA	Open-jaw (different date)

Note that when you use the scrolling entries to request additional screen displays, both displays are modified.

Scrolling Commands

Entry	Explanation
MNF	Move to the next day on first part (outbound flight)
MNS	Move to the next day on second part (inbound flight)
MYF	Move to yesterday day on first part (outbound flight)
MYS	Move to yesterday day on second part (inbound flight)
MDF	Move down on first part (outbound flight)
MDS	Move down on second part (inbound flight)

Direct Access

HE DIR

Most airlines offer a higher level of access called Direct Access. If an airline offers direct access, you should always book the seat(s) from the direct access display, the seats are then guaranteed. If you book from a normal Amadeus display, the seats are sold in standard access and not guaranteed.

You can find out if an airline supports Direct Access by entering:

GGPCAAZ

GG	Transaction code
PCA	Participating Carrier Agreement
AZ	Airline two-letter code

System Response

```

PARTICIPATING CARRIER ACCESS AND FUNCTION LEVEL
AZ - ALITALIA S.A.I. S.P.A.

                                ALTEA RESERVATION :
ACCESS INDICATOR : /           RECORD LOCATOR RETURN : ALL
LAST SEAT AVAIL INDIC : /     CARRIER PREFERRED DISP :
STANDARD ACCESS :             BOOKING RANGE IN DAYS : 340
AMADEUS ACCESS SELL : YES     INTERACTIVE SEAT MAP : YES
DYNAMIC SCHEDULE UPD : YES    INTERACTIVE ASR : YES
NUMERIC AVAIL UPDATE :       ASR DAYS/HOURS : 337/02
AMADEUS DYNAMIC AVAIL : YES  BP ISSUE DAYS/HOURS : 000/00
DIRECT ACCESS : AVL SCH PNR FAR FLI SMP MIS

PASSIVE SEGMENT: Y           PASSIVE NOTIFY: Y           PNR CLAIM:
SERVICE SEGMENT:           DELETE SEGMENT:           TICKETLESS:
MEAL VALIDATION:           FREQUENT FLYER:           EPAY:

FOR DECODING ENTER :       E-TKT NBR TRANSMISSION:ALL
GGPCALDEC (FOR MENU)       PAPER TKNB TRANSM. VIA FA:IND. ONLY
GGPCALDEC1 (FOR ACCESS)    PAPER TNB TRANSM. VIA FHA/FHM:ALL
GGPCALDEC2 (FOR FUNCTION)  OPERATIONAL MVT/DIV FLIFO:

```

When you are already aware of the direct access agreement of an airline with Amadeus, enter the number 1 followed by the two-letter airline code and the transaction code to request an availability display or change availability.

Both examples:

ACL2 (After Availability Display)

1AZAN10JUNIKAYYZ (Direct Entry)

System Response

```

** AZ - ALITALIA S.A.I. S.P.A. **          217 SU 10JUN 0000
10JUN  SUN   IKA/Z$4.5   YYZ/EDT-8.5
NO MORE AZ
21  AZ 765   J7  C7  E7  D7  I0  IKA FCO 0545   0830   0 320
      Y7  B7  M7  H7  K7  V7  T7  N7  S7  Q7  X0
      L0  O0  F0  G0
      AZ 650   J7  C7  E7  D7  I0  FCO YYZ 1515   1905   0 330
      P7  A5  Y7  B7  M7  H7  K7  V7  T7  N7  S7
      Q7  X0  L0  O0  F0  G0

```

Note: Line numbers start from **21** in Direct Access Availability.
Direct Access Availability is valid for three minutes only. After three minutes you are in Amadeus Standard Access again.

The following table explains special scrolling command for Direct Access:

Entry	Moves
1AZMD	Down in a Direct Access display
1AZMU	Up in a Direct Access display
1AZMN	Move next day in a Direct Access display
1AZMY	Move yesterday in a Direct Access display

Note: In direct access dual city pair cannot be used.

Flight Information

HE DO

Flight information is categorized into:

- Planned flight information
- Operational flight information

The information available in FLIFO is provided to Amadeus by Airline.

Planned Flight Information

Planned flight information includes:

- Stop en route
- Meals
- Class of service
- Traffic restriction

To request flight information, enter **DO** followed by line number from Amadeus availability and schedule display or flight number if you know.

DO5 (After an availability or schedule)

DOLH600/20DEC

DO Transaction code
LH600 Flight number
/20DEC Slash followed by departure date

System Response

```

DOLH600/20DEC
*1A PLANNED FLIGHT INFO*           LH 600   45 WE 20DEC17
APT ARR   DY DEP   DY CLASS/MEAL     EQP  GRND  EFT  TTL
FRA              1340 WE JCDZPIGENRY/M   744              4:50
                    BMUHXQVWSTL/M
                    K/M
IKA 2100 WE                                  4:50

COMMENTS-
1.FRA IKA - DEPARTS TERMINAL 1
2.FRA IKA - ET/ ELECTRONIC TKT CANDIDATE
3.FRA IKA - PLS INSERT PSGR CTC ALSO FOR RETURN FLIGHT
4.FRA IKA - FULLY FLAT BED IN BUSINESS CLASS. SEE WWW.LH.COM
5.FRA IKA - C67E32M272
6.FRA IKA - CO2/PAX* 285.80 KG ECO, 571.60 KG PRE
(*) :SOURCE:ICAO CARBON EMISSIONS CALCULATOR

CONFIGURATION-
          744 C 67 E 32 M 272
  
```

Below table explain different parts:

Component	Identifies
1A	Amadeus GDS indicator
APT FRA IKA	Airport column and the three-letter codes of the airports en route
DEP 1340	Departure time column and the departures times at the respective airports (Local time)
DY WE	Arrival day of the week column and the two-character day-of-the week indicator
JCDZPIGENRY/M BMUHXQVWSTL/M K/M	Classes of service and meal code column indicating the classes of service available on that leg of the flight and the meals that are served The meal codes are: B Breakfast K Continental Breakfast L Lunch D Dinner S Snack O Cold Meal H Hot Meal M Meal (non-specific) R Refreshment C Alcoholic Beverages, Complimentary F Food for Purchase P Alcoholic Beverages for Purchase Y Duty Free Sales Available N No Meal Service
EQP 744	Equipment type column and the equipment code
GRND	Ground time column and the ground time at that respective airport, expressed in hours and minutes
EFT 4:50	Elapsed flying time column and the elapsed flying time of each leg of the flight
ARR 2100	Arrival time column and the arrival times at the respective airports (Local time)
TTL 4:50	Total journey time column, which includes the elapsed flying times and the ground times

Operational flight information

Operational flight information includes information for specific flight, during and after departure. The information available in FLIFO is provided to Amadeus by the airline.

Flight Information displaying date range is between 3days before and 360days after flight date or current date.

DOLH600/30OCT

System Response

```

DOLH600/3NOV
* OPERATIONAL FLIGHT INFO *           LH 600  -2 FR 03NOV17
CITY INFO                               HOUR (LOCAL)
FRA ESTIMATED TIME OF DEPARTURE         1355
    LEFT THE GATE                        1356
    TOOK OFF                              1417
    ESTIMATED TIME OF ARRIVAL            2107      IKA
IKA AIRCRAFT LANDED                     2108
    ARRIVED                              2117

*1A PLANNED FLIGHT INFO*              LH 600  -2 FR 03NOV17 ASM
APT ARR  DY DEP  DY CLASS/MEAL         EQP  GRND  EFT  TTL
FRA           1340 FR JCDZPIGENRY/M    744           4:50
                BMUHXQVWSTL/M
                K/M
IKA 2100  FR                               4:50

COMMENTS-
1.FRA IKA - DEPARTS TERMINAL 1
2.FRA IKA - ET/ ELECTRONIC TKT CANDIDATE
3.FRA IKA - PLS INSERT PSGR CTC ALSO FOR RETURN FLIGHT
4.FRA IKA - FULLY FLAT BED IN BUSINESS CLASS. SEE WWW.LH.COM
5.FRA IKA - C67E32M272

```

CHAPTER 4: BASIC PNR

At the end of this chapter, you will be able to:

1. Define a PNR and its mandatory fields
2. Sell flight segments from Amadeus Neutral Availability
3. Sell flight segments from Amadeus Dual Availability
4. Sell flight segments from Amadeus Direct Access
5. Sell flight segments by long sell entry
6. Sell waitlist segments
7. Enter open segments
8. Enter Information segments
9. Enter arrival unknown segment (ARNK)
10. Understand the concept of Married Segments
11. Enter name elements
12. Enter contact elements
13. Enter ticketing arrangement elements
14. Save PNR (End transaction)
15. Find other airlines locator

PNR (Passenger Name Record)

HE NAME

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

The items of information that make up a PNR are called elements. A PNR can contain maximum of 999 elements. These elements can be mandatory or optional. Mandatory elements are:

- **Itinerary**
Contains flight segment, hotel, car, cruise, tour or ground transportation
- **Name**
Contains first name and surname of passengers
- **Contact**
Contains contacts of passengers or travel agency such as phone, email, fax
- **Ticketing Arrangement**
Determines the date when the ticket is going to be issued or applying ticketing time limit
- **Received From**
Determines who has done the changes in PNR

Some unique features of the Amadeus PNR are:

- All elements are numbered consecutively, making modifications easier.
- All names are displayed individually, even though two passengers may have the same family name.
- All names are displayed in alphabetical order by family name, regardless of the way they were entered during PNR creation.

The following table describes item and character limits of the mandatory PNR elements:

Elements	Maximum Items	Maxim Characters
Name	9 99 for a group	59 51 for a group
Itinerary	99	N/A
Contact	127	90
Ticketing Arrangement	127	14 of free-flow text
Received From	1	69

Selling an Air Segment

HE SELL

The Amadeus system provides you with two methods for selling an air segment:

- **Short Sell** This method requires you to first display availability or schedule before selling. Then you should sell the air segment using the corresponding line number.
- **Long Sell** This method requires you to provide all the details of flight
- **Short Sell**

You can make a short sell entry when you have availability or schedule display on your screen.

```

** LUFTHANSA - SN ** FRA FRANKFURT.DE                               4 FR 10NOV 0000
1  LH 601  J9 C9 D9 Z9 P9 I3 G9 /IKA  FRA 1  0230   0525  E0/744   5:25
      E9 N9 R3 Y9 B9 M9 U9 H9 X9 Q9 V9 W9 S9 T9 L9 K9
2  OS 874  J9 C9 D9 Z9 P5 I5 Y9 /IKA  VIE   1725   1935  E0/320
      B9 M9 U9 H9 X9 Q9 V9 W9 S9 T9 L9 K9
      OS 127 J9 C9 D9 Z9 P5 I5 Y9 /VIE  FRA 1  2010   2145  E0/321   6:50
      B9 M9 U9 H9 X9 Q9 V9 W9 S9 T9 L9 K9

```

To sell three seats, C class, from flight number LH 601, line1, enter:

SS3C1

SS	Transaction code
3	Number of seats
C	Class of service
1	Line number

System Response

```

RP/THR1A0980/
1  LH 601 C 10NOV 5 IKAFRA HK3           0230 0525   744 E 0 M
      PLS INSERT PSGR CTC ALSO FOR RETURN FLIGHT
      FULLY FLAT BED IN BUSINESS CLASS. SEE WWW.LH.COM
      SEE RTSVC

```

Following table explains different elements in the system response:

Element	Explanation
RP/THR1A0980	Responsible office
1	Element number
LH 601	Flight number
C	Class of service
20SEP	Departure date
4	Day of the week
IKAFRA	Origin and destination
HK3	Segment status and number of seats Status HK Holding Confirm LK Holding Confirmed (Direct Access) HL Have Listed LL Waitlist (Non Amadeus carrier) HN Holding Need HS Have Sold NN Need Segment SS Sold
0300	Departure time in local time of departure city
0550	Arrival time in local time of arrival city
744	Equipment
E	Eligible for electronic ticketing
0	Stops en- route
M	Meal (Codes displayed in flight information)

Additional entries you can make are:

Entry	Explanation
SS1MC1	Sell 1 seat in M class on the first segment and in C class on the second segment from line 1 of an availability display
SS1FY2	Sell 1 seat in F class on the first segment and Y class on the remaining segments from line 2 of an availability display
SS1MMC1	Sell 1 seat in M class on the first, M class on the second and C class on the third segment from line 1 of an availability display
SS1C1*11	Dual sell- Sell 1 seat in C class from line 1 of the first availability and 1 seat in the same class from line 11 of second availability

Long Sell

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

To make a long sell entry, enter:

SSLH601H20FEBIKAFRANN2	
SS	Transaction code
LH601	Flight number
H	Class of service
20FEB	Departure date
IKAFRA	Origin and destination
NN	Need segment (Optional)
2	Number of seats

System Response

```
RP/THR1A0980/
1 LH 601 H 20FEB 2 IKAFRA HK2          0230 0525 744 E 0 M
  PLS INSERT PSGR CTC ALSO FOR RETURN FLIGHT
  FULLY FLAT BED IN BUSINESS CLASS. SEE WWW.LH.COM
  SEE RTSVC
```

Waitlist Segment

The Amadeus availability displays indicate the availability of different classes on a particular flight. If the class you want to sell has an indicator of **0** or **L**, this indicates that the class is not available, but the waitlist for the flight is open.

You can use either the short sell or long sell entry to request a waitlisted flight. The action code **PE** is used to identify that you wish to request a waitlist.

The following table describes the entries you can make:

Entry	Explanation
SS1H2/PE	Short sell (After an availability display)
SSLH601H20DECIKAFRAPE2	Long sell (Without an availability display)

System Response

```
RP/THR1A0980/
1 LH 601 H 20DEC 3 IKAFRA HL2          0230 0525 744 E 0 M
  PLS INSERT PSGR CTC ALSO FOR RETURN FLIGHT
  FULLY FLAT BED IN BUSINESS CLASS. SEE WWW.LH.COM
  SEE RTSVC
```

OPEN SEGMENT

HE OPEN

When a passenger does not know the exact time or date of travel, you can enter an open segment in the itinerary. Open segments maintain segment continuity, and can be used for pricing and ticketing.

An Amadeus PNR cannot be completely composed of open segments. If the first segment in the PNR is an open segment, it must include a date.

The following table describes the entries you can make:

Entry	Explanation
SOLHHFRAIKA	Without a date

System Response

RP/THR1A0980/	
1	LH 601 H 10MAR 6 IKAFRA HK2 0230 0525 744 E 0 M PLS INSERT PSGR CTC ALSO FOR RETURN FLIGHT FULLY FLAT BED IN BUSINESS CLASS. SEE WWW.LH.COM SEE RTSVC
2	LHOPEN H FRAIKA

Information Segment

HE SI

Information segments contain details of a flight that is a part of a passenger's itinerary and that was not booked in Amadeus. To create an information segment, enter:

SICZ384Y11JANDXBCANHK1/0155 1245

SI	Transaction code
CZ384	Airline code and flight number
Y	Class of Service
11JAN	Departure date
DXBCAN	Departure and arrival cities
HK	Status code (HK, HL)
1	Number of seats
/0155	Departure time
1245	Arrival Time

System Response

```

---RLR---
RP/THR1A0900/THR1A0900          SH/SU  06NOV17/0557Z   S2P2VX
THR1A0980/9113SH/THR1A0980
 1.PRESTON/MIKE MR
 2  EK 978 M 10JAN 3 IKADXB HK1          0055 0335   *1A/E*
 3  CZ 384 Y 11JAN 4 DXBCAN HK1          0155 1245   *I*
 4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
 5 TK OK06NOV/THR1A0980

```

Note: In the retrieved PNR, Information segment is flagged by *I*

Note: You can not price or ticket an Information segment.

Note: If segment belongs to ALTEA carriers, you can use GHOST segment (HE Ghost)

Arrival Unknown Segment

An arrival unknown segment is an information segment you enter in the PNR to maintain segment continuity. Arrival unknown means that the method of transportation from the destination of one segment to the origin of the next segment is not known.

You enter the arrival unknown indicator **ARNK** with the segment information transaction code:

Entry	Description
SIARNK	Creates an Arrival Unknown Segment

System Response

```
RP/THR1A0980/
1  LH 601 H 10JUN 7 IKAFRA HK1          0300 0550   744 E 0 M
   PLS INSERT PSGR CTC ALSO FOR RETURN FLIGHT
   FULLY FLAT BED IN BUSINESS CLASS. SEE WWW.LH.COM
   SEE RTSVC
2  ARNK
3  LH 105 V 21JUN 4 MUCFRA HK1          2  1200 1300   320 E 0 S
   SEE RTSVC
4  LH 600 V 21JUN 4 FRAIKA HK1          1  1405 2125   744 E 0 M
   PLS INSERT PSGR CTC ALSO FOR RETURN FLIGHT
   FULLY FLAT BED IN BUSINESS CLASS. SEE WWW.LH.COM
   SEE RTSVC
```

The system automatically places the arrival unknown segment at the first point in the itinerary where segment continuity does not exist. If the system cannot determine where to place the **ARNK** segment, it places it at the end of the itinerary.

If your itinerary does not have segment continuity at end of transaction, the system displays the warning message:

```
WARNING: CHECK SEGMENT CONTINUITY - SEGMENT 2/3
```

To file a PNR without segment continuity, you need to make the end transaction entry twice.

Married Segments

HE MARRIED

Some flight segments may be restricted for use as part of connecting flights only, due to a legal requirement concerning traffic restrictions.

When segments are sold together in this way, they are known as married segments.

If segments are married to other segments in the itinerary, it may not be possible to cancel, price, or ticket a segment individually.

If a PNR contains a married segment, a header tag **-MSC-** is displayed.

```

--- MSC SFP ---
RP/THR1A0980/
  1 AF 755 T 10MAR 6 IKACDG HK1 0755 0855 1240 332 E 0 M
    APIS DEST PAX DATA REQUIRED SSR DOCS
    SEE RTSVC
  2 AF 076 T 10MAR 6 CDGLAX HK1 1745 2E 1845 2135 772 E 0 BM
    APIS DEST PAX DATA REQUIRED SSR DOCS
    SEE RTSVC
  
```

To display air segments only including married segment indicator, enter:

RTAM

System Response

```

RP/THR1A0980/
  1 AF 755 T 10MAR 6 IKACDG HK1 0755 0855 1240 *1A/E*
                                         A01
  2 AF 076 T 10MAR 6 CDGLAX HK1 1745 2E 1845 2135 *1A/E*
                                         A01
  
```

A married segment indicator can be one of the followings:

Indicator	Explanation
M	Marriage due to Amadeus rules
T	Marriage due to traffic restriction
A,B,R	Marriage established by the airline

Name Element

HE NAME

Single Family Name Element

To create a single family name element, enter:

NM1AMADEUS/MOTZART MR

NM	Transaction code
1	Number of passengers
AMADEUS	Passenger's surname
/MOTZART MR	Slash followed by passenger's first name and title

System Response

```
RP/THR1A0980 /
1.AMADEUS/MOTZART MR
```

Additional Entries

Entry	Explanation
NM2PRESTON/MIKE MR/CATHY MRS	More than one passenger with the same family name
NM1JONES/TOM MSTR (CHD/20MAR14)	Child passenger with date of birth
NM2HOBART/JAMES MR/SARA MISS(CHD/20AUG15)	Adult passenger and a child with the same family name with date of birth
NM1WATSON/TOM MR (INF/JOHN/24OCT17)	Infant associated to an adult with the same family name, with date of birth
NM1BROCH/ KARIN MRS(INFLEWIS/CAROL/01JUN17)	Infant associated to an adult with different family name

Note: When entering a child or infant name, the system automatically creates an SSR element.

Multiple Family Name Elements

You can add multiple names to a PNR at one time using the multiple name entry.

NM1PRESTON/MIKE MR1WATSON/CATHY MS

System Response

```
RP/THR1A0980/
1.PRESTON/MIKE MR 2.WATSON/CATHY MS
```

Example:

You can enter the following passengers with a single entry:

1. Tom Wills
2. Sara Ericsson
3. John Wills Child 10AUG14
4. Cathy wills Infant 01OCT17

NM2WILLS/TOM MR/JOHN MSTR(CHD/10AUG14)1ERICSSON/SARA MRS(INFWILLS/CATHY/01SEP17)

System Response

```
--- RLR ---
RP/THR1A0980/THR1A0980                   SH/SU   6NOV17/0629Z   S2RVDT
THR1A0980/9113SH/6NOV17
 1.ERICSSON/SARA MRS(INFWILLS/CATHY/01SEP17)
 2.WILLS/JOHN MSTR(CHD/10AUG14)   3.WILLS/TOM MR
 4 AF 755 H 14JUN 4 IKACDG HK3 0810   0910 1240   *1A/E*
 5 AF 738 H 27JUN 3 CDGIKA HK3 1120 2E 1220 2020   *1A/E*
 6 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
 7 TK OK06NOV/THR1A0980
 8 SSR CHLD AF HK1 10AUG14/P2
 9 SSR INFT AF HK1 WILLS/CATHY 01SEP17/S4/P1
10 SSR INFT AF HK1 WILLS/CATHY 01SEP17/S5/P1
```

Note: Amadeus sorts all passengers according to surname in alphabetical order.

Contact Element

HE CONTACT

A PNR must include a contact element (to indicate where passengers can be contacted) before you make an end of transaction during PNR creation or after PNR retrieval.

Every passenger in the PNR must be covered by a contact element. A PNR can contain a maximum of 127 contact elements.

You can enter your travel agency contact number from your Amadeus profile by a simple entry:

AP

System Response

```
RP/THR1A0980/
1 AP THR +98 21 85760 - HELP DESK/ ACO OFFICE - A
```

It is recommended that the contact element for passengers be entered in the following structure:

APS-THR 85760-B/P1

APS	Transaction code
-THR	Dash followed by city code
85760	Telephone number
-B	Dash followed by contact type
	H for Home contact
	B for Business contact
/P1	Passenger Association

System Response

```
RP/THR1A0980/
1.PRESTON/MIKE MR 2. WATSON/CATHY MS
3 APS THR 85760-B/P1
```

Airlines usually need to know which office and who has made the PNR at a glance. So it is advised that you put your reference in AP format too as follow:

APS-THR 8706601 ABC TRVL RF JOHN

APS	Transaction code
-THR	Dash followed by city code
8706601	Office telephone number
ABC TRVL	Office name
RF JOHN	Responsible person

You can enter your customer email address by following entry:

APE-PRESTON@GMAIL.COM

Ticketing Arrangement Element

HE TK

The ticketing arrangement element is used to indicate what the current ticketing arrangement is.

The following table describes the ticketing indicators you can utilize:

Indicator	Explanation
TL	Ticketing Time Limit Ticket time limit is used to request ticket issuance on a specific date and time. If you use this option, the PNR is placed on the time limit queue (Q8) at the date and time specified.
XL	Automatic Cancellation of Itinerary This identifier enables the itinerary to be automatically cancelled when the date entered in the TK element is reached. There is no queue placement after a TKXL.
OK	Ticketed The reservation has been ticketed.

The following table illustrates some of the ticketing arrangement entries you can make:

Entry	Explanation
TKTL11SEP/1400	Ticketing time limit for a specific date and time
TKTL10JAN/TEXT	Ticketing time limit for a specific date with free-flow text
TKOK	Ticketed element
TKTL10NOV/P1	Ticketing time limit element for a specific passenger
TKXL12NOV/1800	Automatic cancellation of the itinerary on a specific date and time

Received from Element

HE RECEIVED

The received from element identifies the person making, or modifying a reservation. It is free-flow text and you can enter a maximum of 69 characters. During PNR creation, the received from element is displayed as the second line in the PNR. After you end transaction, the received from element is no longer stored on the face of the PNR, but moved to PNR history.

A received from element is required when creating a new PNR, or modifying an existing one. To create the received from element, enter:

RF JOHN

System Response

```
RP/THR1A0980/  
RF JOHN  
1.MOTZART/AMADEUS MR  
2 LH 601 J 10JUN 7 IKAfra HK1          0300 0550    744 E 0 M  
  PLS INSERT PSGR CTC ALSO FOR RETURN FLIGHT  
  FULLY FLAT BED IN BUSINESS CLASS. SEE WWW.LH.COM  
  SEE RTSVC  
3 LH 600 J 20JUN 3 FRAIKA HK1          1 1405 2125    744 E 0 M  
  PLS INSERT PSGR CTC ALSO FOR RETURN FLIGHT  
  FULLY FLAT BED IN BUSINESS CLASS. SEE WWW.LH.COM  
  SEE RTSVC
```

End Transaction

HE END

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

To end transaction and get Amadeus 6-character record locator, enter:

ET

System Response

```

RP/THR1A0980/
RF SHAHBAZI
1.MOTZART/AMADEUS MR
2 LH 600 J 20JUN 3 FRAIKA HK1      1 1405 2125  744 E 0 M
  PLS INSERT PSGR CTC ALSO FOR RETURN FLIGHT
  FULLY FLAT BED IN BUSINESS CLASS. SEE WWW.LH.COM
  SEE RTSVC
3 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
4 TK TL01JUN/THR1A0980
>ET
END OF TRANSACTION COMPLETE - RY5WHQ → Amadeus Locator

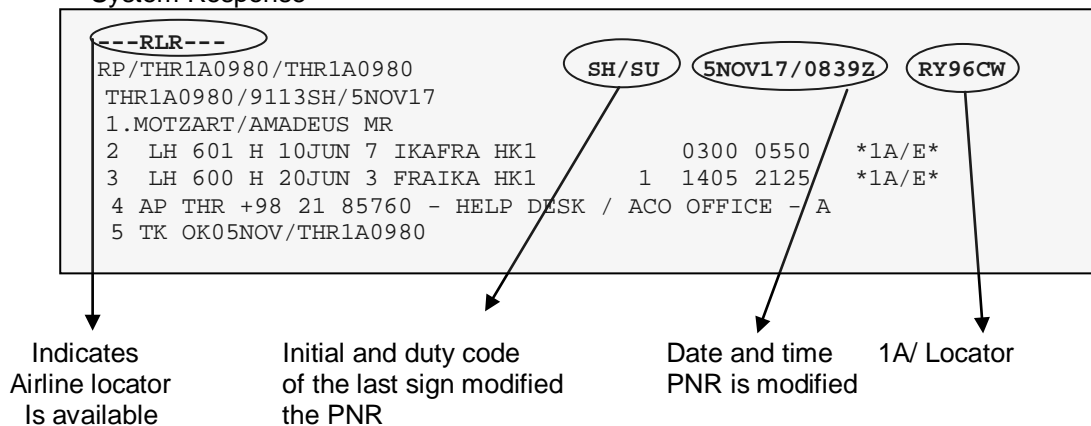
```

You need to retrieve your PNR using **RT** entries.

You can use other entry to save and retrieve your PNR together:

ER

System Response



Note: You can ask Amadeus user airlines such as LH, BA, AF, QR and etc to retrieve your PNR using Amadeus locator but non-Amadeus user airlines need their own locator.

Note: If you did not receive airline's RLOC, it means that the reservation is not made on target airline.

You can find other airlines locator by:

RL

System Response

THR1A0980/THR1A0980	AM/GS	10NOV17/1247Z	RY5WFN
EK/CVNTQW	MX/VHMCA3	LH/R5WFN	

You can ignore your PNR any time during PNR creation or modification by:

IG

Ignore PNR

IR

Ignore and retrieve PNR

CHAPTER 5: PNR HANDLING

At the end of this chapter you will be able to:

1. Retrieve a PNR
2. Modify PNR elements
3. Rebooking entries
4. Change status codes
5. Cancel elements
6. Cancel whole itinerary
7. Split a PNR
8. Display PNR history
9. Print/email the PNR

Retrieving a PNR

HE RT

You can retrieve PNRs made at your office, up to 3 days after the departure of last flight in the PNR. To retrieve a PNR that has been filed in the Amadeus, you need either a passenger surname or a record locator.

The following table describes the entries you can make:

Entry	Retrieves
RTZET67B	A PNR by record locator
RT/SMITH	A PNR by family name
RT/SMITH/A MR	A PNR by family name, given name, and title
RT/B	A list of PNRs beginning with a specific letter
RT1	A name from the similar name list
RTLH600/23DEC-GIBSON	Retrieve by Flight number, Departure date and Family name

Note: To redisplay the name list retrieved before, enter RT0

Canceling PNR Elements

When you cancel an existing PNR element, the system automatically transfers the information to PNR history.

You use the transaction code **XE** to cancel any element.

The following table describes the entries you can make:

Entry	Cancels
XE3	Individual element
XE5,6	Individual elements in the same category, separated by a comma
XE3-6	A range of elements, separated by a dash
XE3,5,8-12	A combination of individual and a range of elements

Some points to remember when canceling PNR elements:

- The system automatically cancels any SSR elements that are associated with the segment or name being cancelled.
- When canceling SSR requests, the system automatically changes the status code to **XX**.
- When canceling a range of elements, you must enter the element numbers in an ascending order.

You may cancel the entire itinerary by making a single entry:

XI

System Response

```

--- RLR ---
RP/THR1A0980/THR1A0980          SH/SU   6NOV17/0831Z   S32225
THR1A0980/9113SH/6NOV17
  1.MOTZART/AMADEUS MR
  2 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  3 TK OK06NOV/THR1A0980

```

Note: Once the whole itinerary is cancelled, name, contact and ticketing arrangement elements remain.

Note: Never ever activate cancelled PNRs.

Modifying PNR Elements

To modify PNR elements, you use the element number from the PNR as the reference.

When you are modifying segments or special service requests, you need to know what the following advice and status codes indicate.

These codes are used in a variety of cases, like the following:

- The passenger cancels a segment directly with the airline.
- The flight is canceled by the airline.
- The agent has not respond to an earlier request for a ticket number to confirm ticketing.

The following table demonstrates the advice codes you can see in a segment or in a special service request.

Code	Explanation	Action Required
KK	Confirming	Change element to HK
KL	Confirming from waitlist	Change element to HK
LK	Link confirmed (Direct Access)	Automatically changes to HK after end transaction
SS	Standard Sell	Automatically changes to HK after end transaction
TK	Time change in confirmed segment	Change element to HK
TL	Time change in a waitlisted segment	Change element to HL
US	Unable to accept sale – have waitlisted	Change element to HL
UU	Unable to confirm have waitlisted	Change element to HL
UC	Unable flight closed, have not waitlisted	Delete element
UN	Unable – does not operate	Delete element
NO	No Action Taken	Delete element
HX	Holding cancelled	Delete element

The following table describes the status codes:

Code	Explanation
HK	Holding Confirmed
HL	Holding Waitlist
HN	Holding Need (have requested)

The following table describes some of the entries you can make to modify a PNR:

Entry	Explanation
ETK / ERK	Automatically end transaction & changing advice codes/ end transaction & changing advice codes & redisplay
DL7	Delete an inactive segment
3/HK	Change the status code of a flight segment
5/NCE 04 92 94 56 78-H	Change a telephone contact element
6/OK	Change a time limit element to ticketed
7/12DEC	Change a ticketing element to a new time limit
1/(INF/JIM/10JAN17)	Add an Infant to a specific name
1/	Remove an Infant from passenger one
2/(CHD/10DEC14)	Add a child to a specific name
3/2	Increase or decrease the number of booked seats Note: This can only be done on a PNR during creation and prior to end transaction.
5/P1	Add or change passenger association for a PNR element
3/P	Delete passenger association
5/S3	Add or change segment association

Rebooking a Segment

HE SB

You can rebook existing segments in a PNR to change:

- A class of service in one or more segments
- A date in one or more segments

You can use these entries while creating a PNR, or from a retrieved PNR.

The **SB** (Should Be) entry follows the same booking guidelines with respect to Amadeus Access Sell and Direct Access links.

This entry cancels the existing segments and resells the segments using the new information. If the class of service and/or date is not available, the system automatically displays a warning message and an availability display.

The system automatically deletes all elements that were segment associated with the segment(s) being changed.

The following table describes the entries:

Entry	Changes
SBY	Booking class on all segments
SBC2	Booking class on a specific segment
SBC2,5	Booking class on individual segments
SBY3-6	Booking class on a range of segments
SBY2/C4/M5	Booking class on various segments
SB19JUN	Date on all segments
SB18AUG4	Date on a specific segment
SB14MAY2,4	Date on individual segments
SBY19OCT3	Booking class and date on individual segments
SBEK972*K27DEC2	Flight number and booking class and date change on specific segment

Splitting a PNR

HE SPLIT

Once you have created a PNR and one of the passengers would like to change their itinerary, you need to split that passenger into their own PNR.

As splitting a PNR is a very critical action, you must follow the following steps without applying any itinerary changes. Once you have retrieved the new PNR, make sure that the airline has sent you a new record locator, and then try to change any segments in the new PNR.

So always take the following steps into consideration in order to split a PNR:

- | | |
|--------------------|--|
| 1. SP1 | Split passenger 1 |
| 2. RF PAX | Received from |
| 3. EF | End and file |
| 4. RF PAX | Received from |
| 5. ET | End Transaction |
| 6. RTXXXXXX | Retrieve New PNR |
| 7. RL | To make sure airline has sent a new record locator |

System Response

```

--- AXR RLR ---
RP/THR1A0980/THR1A0980          SH/SU  6NOV17/1104Z  S3CLJ8
THR1A0980/9113SH/6NOV17
1.MOZART/CATHY MS
2 LH 601 H 20NOV 1 IKA FRA HK1      0230 0525  *1A/E*
3 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
4 TK OK06NOV/THR1A0980
* SP 06NOV (SHSU) THR1A0980 -S3CLL9
  
```

Indicates there are some PNRs associated together

Splitting date

Sign which has done the splitting

Associated or Parent PNR reference

Displaying PNR History

HE RH

PNR history records the creation, additions, modifications, cancellations, and deletions that are subsequently made to a PNR. The system updates the PNR history of each end transaction.

PNR history consists of a list of numbered elements. The number associated to each element indicates when that action was performed.

Actions associated with the creation of a PNR are numbered **000**; actions for the first modification are number **001**, from the second **002**, and so on. Each retrieval and modification is called a 'step'.

When an element is modified, canceled, or deleted, it appears in history with two numbers. The first number indicates the step that the data was originally entered in the PNR. The second number indicates when the modification, cancellation or deletion was made. Every time a modification is made the system automatically records the agent sign, duty code, and the date and time the modification was made.

The following table describes the entries you can make:

Entry	Requests
RH	History for a retrieved PNR (without transaction done for queue)
RH/ALL	History for a retrieved PNR (also with transaction done for queue)
RHS3	History for a specific segment
RH049	Display history by step number
RHA	History for Air segments
RHG	History for general facts (SR,SK,OS)
RHN	History for name elements
RHQ	history for queue

Here is an example of PNR history:

```

000 ON/MOZART/AMADEUS MR MOZART/CATHY MS
000 OS/LH 601 H 20NOV 1 IKAFRA LK2 0230 0525/NN *1A/E*
000 OP/AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
000 OT/TKOK 06NOV/THR1A0980
000 RF-JOHN CR-THR1A0980 00000000 SU 9113SH 06NOV1117Z
001 SP/MOZART/AMADEUS MR -S3DFH4
001 RF-JOHN CR-THR1A0980 00000000 SU 9113SH 06NOV1118Z
000/002 XS/LH 601 H 20NOV 1 IKAFRA HK1 0230 0525/NN *1A/E*
002 AS/LH 601 H 22NOV 3 IKAFRA LK1 0230 0525/NN *1A/E*
002 RF-JOHN CR-THR1A0980 00000000 SU 9113SH 06NOV1118Z

```

Indicates element created in 000
is modified in 002

indicates who has done
changes in 000

A two-letter code indicates
what has been done in 000

Note: To find a list of all two-letter codes used in history, refer to:

**HE RH
GPCOD
MS22**

Print/email a PNR

HE PRINT

Remember to make the following entries to print your PNR:

Entry	Prints
WRA/RT	Print PNR as displayed on screen
IEP	To print a graphical itinerary
IED	To display the extended itinerary enter IED
IEP-EML-AMADEUS@GMAIL.COM	Email an itinerary

CHAPTER 6: OPTIONAL ELEMENTS

At the end of this chapter, you will be able to:



1. Put general remarks in PNR
2. Put confidential remarks in PNR
3. Put an option for a specific date
4. Send Other Service Information (OSI) to airlines
5. Request Special Service Request (SSR) from airlines
6. Request special type of seats for passengers from airlines
7. Request specific seat for passengers from airlines
8. Send passengers frequent flyer number to airlines

Remarks

HE REMARK

Remark elements contain additional comments or information concerning passengers and their reservations.

The Amadeus System provides you with two types of remarks that can be entered in the PNR. They are:

-  General Remark (**RM**)
-  Confidential Remark (**RC**)

Note: Remarks are not transmitted to airlines.

Note: Remarks can not be used to send information to non-Amadeus user airlines.

General Remark

You use the general remark element to enter remarks in a PNR. Any Amadeus user that has access to the PNR can read the general remarks.

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

To create a general remark element, enter RM followed by your remark text:

RM PSGR ADV XNCL PENALTY

System Response

```
RP/THR1A0980/  
1 RM PSGR ADV XNCL PENALTY
```

Confidential Remark

You use the confidential remark to enter information that can only be viewed in your office, or other branch offices that can view your PNRs. You can add up to three additional office identifications in your entry.

To create a confidential remark, enter:

RC UNLISTED PHONE PAR 78401838

System Response

```
RP/THR1A0980/
1 RC THR1A0980-W/UNLISTED PHONE PAR 78401838
```

Option

HE OPTION

You may use option to remind yourself something about the PNR in a specific date. Your PNR would be placed on Queue 3, Category 0 on the date specified.

Use following entry to put an option for 12th of December:

OP12DEC/ CHECK WITH PAX

OP	Transaction code
12DEC	Date
/CHECK WITH PAX	Slash by free flow text

System Response

```
RP/THR1A0980/THR1A0980          SH/SU  21OCT17/0921Z  6NQ97Q
THR1A0980/9113SH/21OCT17
1.AMADEUS/BEST
2 LH 601 B 22JAN 6 IKAFRA HK1          0300 0550  *1A/E*
3 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
4 TK TL19JAN/0800/THR1A0980

5 OP THR1A0980/12DEC/CHECK WITH PAX
```

Communicating with Airlines

There are two ways of communication:

1. Other Service Information (OSI)

- Information only
- No action from airline side (No status code in element)
- Free text

System Response

```

--- RLR ---
RP/THR1A0980/THR1A0980          SH/SU   6NOV17/0643Z   S2SP8G
THR1A0980/9113SH/6NOV17
  1.MOTZART/AMADEUS MR
  2  LH 601 J 10JUN 7 IKAFRA HK1          0300 0550   *1A/E*
  3  LH 600 J 20JUN 3 FRAIKA HK1          1  1405 2125   *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK OK06NOV/THR1A0980
  6 OSI LH PAX IS VIP

```

2. Special Service Requests (SSR)

- Request services
- Need action from airline side (Status code in element)
- Fixed format (AIRIMP formats)

System Response

```

RP/THR1A0980/THR1A0980          SH/SU   2NOV17/1318Z   ZHLX7S
THR1A0980/9113SH/2NOV17
  1.MOZART/AMADEUS MR
  2  LH 601 H 03NOV 3 IKAFRA HK1          0300 0555   *1A/
  3  LH 600 H 08NOV 1 FRAIKA HK1          1  1405 2125   *1A/
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK OK02NOV/THR1A0980
  6 SSR VGML LH HK1/S2
  7 SSR VGML LH HK1/S3

```

Other Service Information

HE OSI

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

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

You use the transaction code **OS** to enter other service information.

The table below describes some of the entries you can make:

Entry	Explanation
OS BA CTCH THR 8706601-H	To advise a specific airline of a passenger's home telephone contact
OS YY PAX IS VIP BMW CORP/P2	To advise all airlines in the itinerary that passenger 2 is VIP

System Response

```

--- RLR ---
RP/THR1A0980/THR1A0980          SH/SU   6NOV17/0643Z   S2SP8G
THR1A0980/9113SH/6NOV17
  1.MOTZART/AMADEUS MR
  2  LH 601 J 10JUN 7 IKAFRA HK1          0300 0550   *1A/E*
  3  LH 600 J 20JUN 3 FRAIKA HK1          1 1405 2125   *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK OK06NOV/THR1A0980
  6 OSI YY PAX IS VIP BMW CORP

```

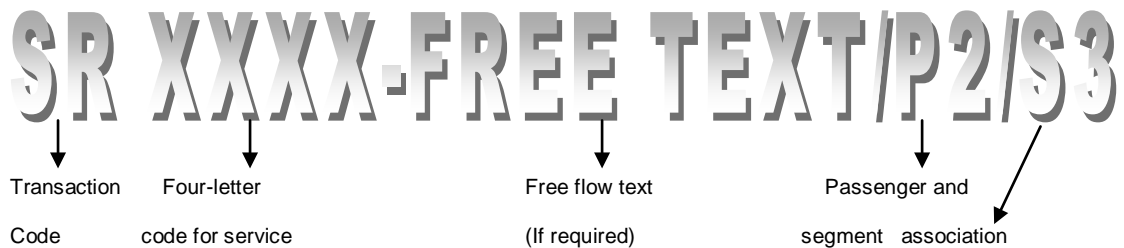
Special Service Request

HE SR

The Special Service Request (SSR) element is used to request special services for a passenger. The special service request differs from the other service information element as it requires a reply from the airline.

The special service codes are four-letter codes that are standard across the travel industry. Most special service codes refer to specific services and do not allow free flow text. Other codes are generic and require free flow text to describe the service.

You use the following structure to request a special service for your passenger:



The table below describes some of the entries you can make:

Entry	Explanation
SRVGML	Requests a special meal for all passengers, all flights
SRBBML/P1	Request baby meal for an infant accompanied by an adult passenger
SRSPML-NO GARLIC ADDED	Request a special meal adding free-flow text
SRWCHR/P2/S3	Request a special service (Wheelchair) for a specific passenger and segment
SROTHS KL-FREE FLOW TEXT	Request a special service that does not have a four-character code to define the service requested
SRMAAS-ELDERLY PERSON/P2	Request Meet And Assist for passenger 2 on all segments

Note: Any service for infant must be requested for accompanying adult.

Passport Information

HE APIS

To create an SSR for APIS (Advance Passenger Information System) passport/identity card information, enter for example:

SRDOCS BA HK1-P-GBR-012345678-GBR-08MAR78-M-14APR25-JOHNSON-SIMON--H/P1/S3

Entry	Explanation
SR	Transaction code (mandatory)
DOCS	SSR code for travel document (Mandatory)
BA	Airline code where message to be sent
HK	Action code (HK only) (mandatory)
1	Number of services requested (mandatory)
-P	Dash, travel document type: F - for approved identity document AC - for crew member certificate A - for identity card C - for identity card I - for identity card IP - for passport card P - for passenger passport
-GBR	Dash, travel document issuing country
-012345678	Dash, travel document number
-GBR	Dash, passenger/crew nationality
-08MAR78	Dash, date of birth in ddmmyy-format
-M	Dash, gender indicator: M for male F for female MI for male infant FI for female infant U for undisclosed gender
-14APR25	Dash, travel document expiry date
-JOHNSON	Dash, travel document surname
-SIMON	Dash, travel document first given name
-	Dash, travel document second name (optional)
-H	Dash, passport holder indicator
/P1	Passenger association (mandatory for a multi-Passenger PNR)
/S3	Segment association (optional)

Example of a PNR with SSR

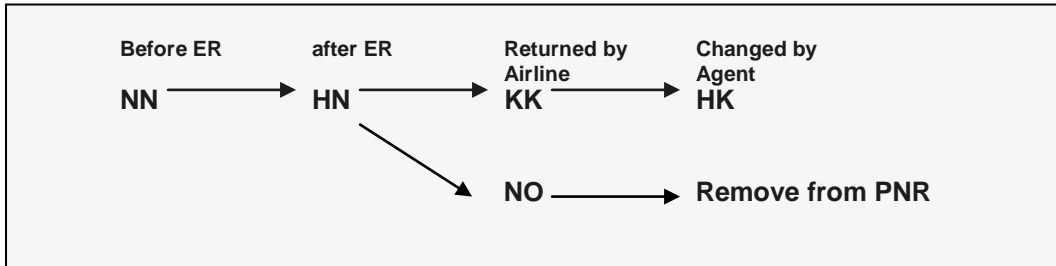
```

--- RLR MSC ---
RP/THR1A0980/THR1A0980          SH/SU  6NOV17/0820Z  S2Z7WE
THR1A0980/9113SH/6NOV17
1.PRESTON/MIKE MR
2  AZ 757 N 10NOV 5 IKAFCO HK1          0410 0655  *1A/E*
3  AZ 316 N 10NOV 5 FCOCDG HK1          1  0800 1010  *1A/E*
4  AZ 319 N 20NOV 1 CDGFCA HK1          2F 1100 1305  *1A/E*
5  AZ 756 N 20NOV 1 FCOIKA HK1          1  1925 0245+1 *1A/E*
6 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
7 TK OK06NOV/THR1A0980
8 SSR WCHS AZ KK1 PAX IS 90YRS/S2
9 SSR WCHS AZ KK1 PAX IS 90YRS/S3
10 SSR WCHS AZ KK1 PAX IS 90YRS/S4
11 SSR WCHS AZ KK1 PAX IS 90YRS/S5
12 SSR MAAS AZ NO1 ELDERLY PERSON/S2
13 SSR MAAS AZ NO1 ELDERLY PERSON/S3
14 SSR MAAS AZ NO1 ELDERLY PERSON/S4
15 SSR MAAS AZ NO1 ELDERLY PERSON/S5
    
```

Status Code
Not confirmed by airline
 Must be removed from PNR

Status Code
Confirmed by airline
 Must be changed to **HK**

Note: Status codes hierarchy is as below:



Advance Seat Assignment

HE SEAT

Through the Amadeus system you can request and confirm an advance seat assignment for a passenger under the following conditions:

- For a maximum of nine passengers per request for an itinerary
- For confirmed flights only
- For up to five segments per airline, per request
- For classes which airline has filed the seat map in Amadeus which mentioned in **GGAIRXXSEATS**
- Within the airline time limit which mentioned in **GGAIRXXSEATS**

There are two types of seat assignment:

- Seat Request
- Seat Wish

Seat Request

Some airlines have seat map agreements with Amadeus. It is mentioned in **GGPCAXX** where **XX** is airline two-letter code.

GG PCA LH

System Response

```

PARTICIPATING CARRIER ACCESS AND FUNCTION LEVEL
LH - LUFTHANSA

ACCESS INDICATOR : /          ALTEA RESERVATION : YES
LAST SEAT AVAIL INDIC : /    RECORD LOCATOR RETURN : ALL
STANDARD ACCESS :           CARRIER PREFERRED DISP : ALL
AMADEUS ACCESS SELL : YES   BOOKING RANGE IN DAYS : 361
DYNAMIC SCHEDULE UPD : YES  INTERACTIVE SEAT MAP : YES
NUMERIC AVAIL UPDATE : YES  INTERACTIVE ASR : YES
AMADEUS DYNAMIC AVAIL : YES  ASR DAYS/HOURS : 361/00
DIRECT ACCESS :           BP ISSUE DAYS/HOURS : 000/00

PASSIVE SEGMENT:           PASSIVE NOTIFY:           PNR CLAIM:
SERVICE SEGMENT:         DELETE SEGMENT:           TICKETLESS:
MEAL VALIDATION:         FREQUENT FLYER: Y         EPAY:

FOR DECODING ENTER :           E-TKT NBR TRANSMISSION:ALL
GGPCALDEC (FOR MENU)         PAPER TKNB TRANSM. VIA FA:IND. ONLY
GGPCALDEC1 (FOR ACCESS)     PAPER TNB TRANSM. VIA FHA/FHM:ALL
GGPCALDEC2 (FOR FUNCTION)   OPERATIONAL MVT/DIV FLIFO:Y
  
```

You can request a seat map either from availability display as well as from a PNR.

To request a seat map from availability, enter:

SM/1/H

SM

/1

/H

Transaction code

Slash followed by line number

Slash followed by RBD

To request a seat map from the following PNR, enter:

```

--- RLR ---
RP/THR1A0980/THR1A0980          SH/SU   6NOV17/0831Z   S32225
THR1A0980/9113SH/6NOV17
  1.MOTZART/AMADEUS MR
  2 LH 601 H 10MAY 4 IKAFRA HK1          0300 0550   *1A/E*
  3 LH 600 H 20MAY 7 FRAIKA HK1          1 1405 2125 *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK OK06NOV/THR1A0980
  
```

SM2**SM
2**Transaction code
Line number

System Response

```

SM LH 0601/H/10MAYIKAFRA /S002/
SM LH 0601 H 10MAY IKAFRA 744
M
00 0 0
23 4 5
901234567890123456789012345678
< E > EE
K /// ///////////////////C/////////////////
K
J //////////////////////////////////////
J
H //////////////////////////////////////
H

G // ///HHHH///C/////////////////
G
F // //////////////////////////////////////
F
E // //////////////////////////////////////
E
D // //////////////////////////////////////
D

C //////////////////////////////////////
C
. AVAILABLE <> WING F GEN FACI K GALLEY E EXIT C COT
+ OCCUPIED - LAST OFF H HANDICAP Q QUIET G GROUPS P PET
/ RESTRICTED B BULKHEAD V PREF.SEAT X BLOCKED L LEGROOM U UMNR
() SMOKING D DEPORTEE UP UP-DECK Z NO FILM I INFANT R REAR
Y CHARGEABLE

```

Note: Amadeus shows seat maps directly from airline system. Amadeus System user airlines seat map are in horizontal format by default. If you would like to display the seat map in vertical format, enter:

SMLH 0601/H/10MAYIKAFRA/V**SM
LH0601
/H
/10MAY
/IKAFRA
/V**Transaction code
Flight number
Slash by RBD
Slash by departure
Slash city pair
Slash by vertical Indicator

System Response

```

SM LH 0601/H/10MAYIKAFRA/V                               /S002/
SM LH 0601 H 10MAY IKAFRA                               744
      A B C      D E F G      H J K
M 29 < / / / / / / / / / / / / > 29 M
    30 < / / / / / / / / / / / / > 30
    31 < / / / / / / / / / / / / > 31
    32 <E / / / / / / / / / / / / E> 32
    33 < / / / / / / / / / / / / > 33
    34 < / / / / / / / / / / / / > 34
    35 < / / / / / / / / / / / / > 35
    36 < / / / / / / / H / / / / > 36
    37 / / / / / / / H / / / / 37
    38 / / / / / / / H / / / / 38
    39 / / / / / / / H / / / / 39
    40 / / / / / / / / / / / / 40
    41 / / / / / / / / / / / / 41
      A B C      D E F G      H J K
. AVAILABLE <> WING F GEN FACI K GALLEY E EXIT C COT
+ OCCUPIED - LAST OFF H HANDICAP Q QUIET G GROUPS P PET
/ RESTRICTED B BULKHEAD V PREF. SEAT X BLOCKED L LEGROOM U UMNR
() SMOKING D DEPORTEE UP UP-DECK Z NO FILM I INFANT R REAR
Y CHARGEABLE
    
```

Following table explains various entries to request specific seats:

Entry	Explanation
ST/12A/P1/S2	Request seat 12A for passenger 1 for a specific segment
ST/23DEFG/P1-4/S5	Request four seats in same row for passengers 1 to 4 for specific segment

ST/10A/S2/P1

System Response

```

--- RLR ---
RP/THR1A0980/THR1A0980          SH/SU  6NOV17/0831Z  S32225
THR1A0980/9113SH/6NOV17
  1.MOTZART/AMADEUS MR
  2 LH 601 H 10MAY 4 IKAFRA HK1          0300 0550  *1A/E*
  3 LH 600 H 20MAY 7 FRAIKA HK1          1 1405 2125  *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK OK06NOV/THR1A0980
  6 SSR RQST LH HK1 IKAFRA/10AN,P1/S2  SEE RTSTR
    
```

Note: You can cancel all elements relating to seat request in the PNR by entering:

SX/S2,3

SM
/S2,3

Transaction code
Segment line number

Seat Wish

If an airline does not have seat map agreement with Amadeus, or passenger would like to indicate a preference only, you can use seat wish.

The following table describes the seat wish request indicators:

Indicator	Requests
NSST	Non-smoking seat
RQST	Specific seat number (including seat number in entry)
NSSA	Non-smoking aisle seat
NSSB	Non-smoking bulkhead seat
NSSW	Non-smoking window seat

The following table describes some of the entries you can make:

Entry	Requests
ST/NSST	Non-smoking seats for all passengers and all segments
ST/NSSW/P1	Non-smoking window seat for a specific passenger and all flight segments
ST/NSST/P1/S4	Non-smoking for specific passenger and segment

Frequent Flyer

HE FREQUENT

Many airlines offer frequent flyer programs for passengers traveling frequently on their airline. These programs vary from airline to airline.

Some airlines maintain their frequent flyer program on Amadeus. Check **GGPCAXX** for this purpose, where XX is airline two-letter code:

GGPCALH

System Response

```

PARTICIPATING CARRIER ACCESS AND FUNCTION LEVEL
LH - LUFTHANSA

                                ALTEA RESERVATION : YES
ACCESS INDICATOR : /           RECORD LOCATOR RETURN : ALL
LAST SEAT AVAIL INDIC : /     CARRIER PREFERRED DISP : ALL
STANDARD ACCESS :             BOOKING RANGE IN DAYS : 361
AMADEUS ACCESS SELL : YES     INTERACTIVE SEAT MAP : YES
DYNAMIC SCHEDULE UPD : YES    INTERACTIVE ASR : YES
NUMERIC AVAIL UPDATE : YES    ASR DAYS/HOURS : 361/00
AMADEUS DYNAMIC AVAIL : YES   BP ISSUE DAYS/HOURS : 000/00
DIRECT ACCESS :

PASSIVE SEGMENT:              PASSIVE NOTIFY:              PNR CLAIM:
SERVICE SEGMENT:            DELETE SEGMENT:              TICKETLESS:
MEAL VALIDATION:             FREQUENT FLYER: Y            EPAY:

FOR DECODING ENTER :        E-TKT NBR TRANSMISSION:ALL
GGPCALDEC (FOR MENU)        PAPER TKNB TRANSM. VIA FA:IND. ONLY
GGPCALDEC1 (FOR ACCESS)    PAPER TNB TRANSM. VIA FHA/FHM:ALL
GGPCALDEC2 (FOR FUNCTION)  OPERATIONAL MVT/DIV FLIFO:Y
  
```

Indicates that Amadeus has an access to airline's frequent flyer database

If an airline maintains its frequent flyer program on Amadeus, you can find who the owner of a frequent flyer card number is, by:

FFDLH- 5232018622223333

FFD

Transaction code

LH

Airline two-letter code

-5232018622223333

Dash followed by Frequent flyer number

System Response

```

5232018622223333
DONY/ILONA MRS
  
```

You can start creating your PNR with the following entry in order to enter name and frequent flyer number automatically:

FFALH- 5232018622223333

System Response

```
RP/THR1A0980/
1.DONY/ILONA MRS
2 *SSR FQTV YY HK/ LH5232018622223333/1
```

If the name element is already entered in the PNR, you can create an SSRFQTV automatically by using the FFN transaction.

FFNEK-980763/P2

System response

```
--- RLR ---
RP/THR1A0980/THR1A0980          SH/SU    6NOV17/0929Z    S364LE
THR1A0980/9113SH/6NOV17
1.WATSON/JOHN MR    2.WATSON/SAR MS
3  EK 978 V 03DEC 7 IKADXB HK2          0055 0335    *1A/E*
4  EK 975 V 08DEC 5 DXBIKA HK2          3  0225 0410  *1A/E*
5 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
6 TK OK06NOV/THR1A0980
7 SSR FQTV EK HK/ EK980763/P2
```

Many airlines hold bilateral agreements to allow the use of each other's FF schemes. To check frequent flyer agreement, use VFFD like below.

VFFDLH

System Response

```
FF AGREEMENTS                                LH AGREEMENTS: 040
-----
LH. / AC. AI. AV. A3. BR. CA. CM. CO. DE. EN. ET. EW. JJ. JP.
     KC. KM. LG. LO. LR. LX. MS. NH. NZ. OS. OU. OZ. O6. PZ.
     SA. SK. SN. SQ. TA. TG. TK. TP. UA. ZH. 4U. 9W.
```

Note: If you wish to use LH frequent flyer card in the PNR which contains TK segments, use FFN like below.

FFNLH-454665656, TK

CHAPTER 7: QUEUES

At the end of this chapter you will be able to:

1. Define queue
2. Define category and date range in Amadeus queue
3. Define special and dual queue
4. Display a list of all queues
5. Display a list of active queues
6. Start each category and date range
7. Handel PNRs in queues
8. Adding Queues

Queues

HE QUEUE

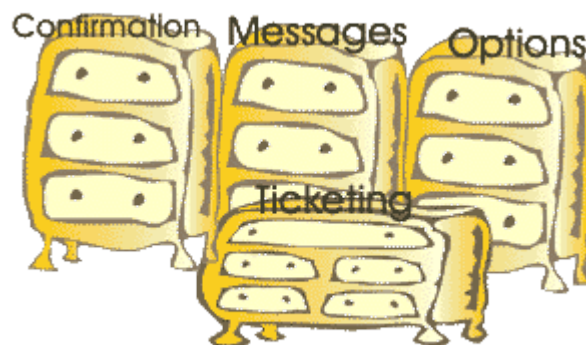
Travel agents use SSR and OSI formats to communicate with airlines and to inform them about various information and requests of passengers.

If any changes are made in the status codes of PNR elements; PNRs will be placed on office queues. So you would be informed about the latest changes in your PNRs and must do the proper action on them.

PNRs can require action for the following reasons:

- Confirmation of segments, services, options or seats from the waitlist
- Change of flight schedule
- Expiration of a ticketing time limit

There is a queue bank in each single office, consisting of different queues. A specific queue is assigned to each single action required in the PNR. So each PNR would be placed on a queue according to the action required.



Since there are different elements with status codes in a PNR such as air, hotel, car, SSR, etc. each queue is divided into sub-divisions in order to organize the queue.

Also each category is capable of being divided in to date ranges according to the date the action is required.

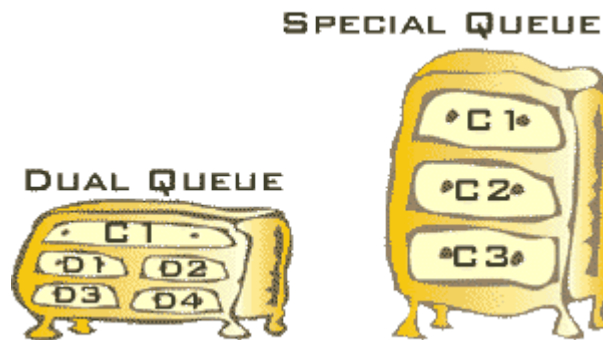
Note: Each category can be divided in to the maximum of four date range.

The queue system sorts PNRs and messages into three areas:

1. **Queue Numbers** Queue numbers are assigned automatically by the system.
2. **Categories** Queue categories are a sub-division in the same queue corresponding to the action required. (Shown with "C")
3. **Date Ranges** Date ranges distribute PNRs in the same queue and category according to the date the action is required. (Shown with "D")

The Amadeus queue bank is divided into two types of queues:

1. **Special Queues** Divided into categories only
2. **Dual Queues** Divided into categories and date ranges



Note: We must know in which queue, in which category and which date range a PNR is placed in order to read it.

Note: We cannot refer to a PNR in a queue only by queue number.

The following queue bank is automatically activated for travel agencies:

Queue Number	Name	Type
0	General	Special
1	Confirmation	Dual
2	Waitlist Clearance	Dual
3	Options	Special
4	Responsibility Change	Special
7	Schedule Change	Dual
8	Ticketing/Time Limit	Dual
12	Expired TKTL	Special
25	Multi list	Special
87	Group PNR s	Dual
96	Message - Past Date Record	Special
97	Message	Dual
DLY/DAT - DLY/TIM	Delay Date/Time	N/A

The following table is an example of how the categories are shown for the queue number one:

Queue Number	Category Number	Explanation
1	0	Confirmation - (Default category)
	1	Confirmation – Air
	2	Confirmation – Hotel
	3	Confirmation – Car
	4	Confirmation – Tour
	5	Confirmation – General
	6	Confirmation - Special Services
	7	OPW – TTL (segment will be automatically canceled by ATL)
	8	OPC – TTL (segment has been automatically canceled by ATL)

Date Ranges

The categories of dual queues are divided into four date ranges. The date ranges divide each category into four sections. When your queue bank is activated, the date ranges are determined by the system as follows:

Date Range	Dates Covered	Example
D1	Today plus two days	01SEP - 03SEP
D2	Three to five days, from current date	04SEP - 06SEP
D3	Six to eight days, from current date	07SEP - 09SEP
D4	Nine days and beyond, from current date	10SEP onwards

Queue Handling

HE QUEUE

You can make the following queue count entries:

- QT** Display total workload
- QS** Start a specific queue

In addition, Amadeus provides you with a queue count planner that details all the PNRs for the ticketing, option, and delay queues.

System Response to the **QTQ** entry: (Display a list of all queues, active or non-active)

1026 07NOV				
QUEUE....THR1A0980.....Q/TTL..ADDS...LQC....IW				
....DLY/DAT.....	0.....			
....DLY/TIM.....	0.....			
Q94.MSG-CP	0. 0. 0. 0			
Q95.C1	0. 0. 0. 0			
Q96.MSG-PDR.....	0. 32. 0. 32			
Q97.MESSAGE.....	0. 43. 0. 43			
Q 0.GENERAL.....	0. 1287. 0. 1287			
Q 1.CONFO	4.42153. 0.42149			
Q 2.KL	0. 720. 0. 720			
Q 3.OPTION	21. 3597. 12. 3588			
Q 4.RPCHNG	0. 278. 0. 278			
Q 5.RATES	0. 0. 0. 0			
Q 7.SKEDCHG.....	3. 1878. 0. 1875			
Q 8.TKTG	9.14099. 0.14090			
Q 9.OA CTRL.....	0. 30. 0. 30			
Q12.XTL	8.17844. 7.17843			
Q15.HOSEINI.....	0. 221. 0. 221			
Q23.RQR	0. 1. 0. 1			
Q25.	0. 0. 0. 0			
Q26.MLIST	0. 0. 0. 0			
Q30.IBE	0. 0. 0. 0			
Q31.	0. 0. 0. 0			
Q80.PTA	0. 0. 0. 0			
Q87.GRPS	0. 123. 0. 123			
.....				

Note: Q/TTL section shows how many PNRs are in each queue.

System response to the **QT** entry: (Showing active queues with category and date ranges)

```
QUEUE....THRI42105.....Q/TTL...ADDS...LQC...IW
Q 1.CONFO .....
....SPCL SVC ...C 6.D4.    3. 7175.    0. 7172
Q 3.OPTION .....
.....C 0....    21. 3597.    12. 3588
Q 7.SKEDCHG.....
....ASC      ...C 1.D4.    3. 1407.    0. 1404
Q 8.TKTG .....
....TIME LIMIT...C 1.D1.    14.14063.    0.14049
Q12.XTL .....
.....C 0....    8.17844.    7.17843
```

Queue Start Entries

The queue start (QS) entries place you in queue mode and begin to handle a specific queue.

The table below describes the entries you can make:

Entry	Starts
QS97	A specific queue
QS2C1	A specific queue and category
QS8C1D1	A specific queue, category, and date range

Queue Handling Entries

You use the queue handling entries when you are in queue mode to display PNRs or messages in that specific queue.

Entry	Explanation
QN	Queue next removes the current PNR or message from queue and displays the next PNR or message
QD	Queue delay ignores the current PNR or message, places it at the end of the queue, and displays the next PNR or message on queue
QD1300	Queue delays a PNR to a specific time
QD23JUN	Queue delays a PNR to a specific date
QI	Ignores the current PNR or message, places it at the bottom of the queue, and exits queue mode
QU	Redisplays a queue message

Adding Queues

HE ADD QUEUE

You can customize the queue bank provided by Amadeus to fit the needs of your office by adding additional queues.

The two steps required when adding a queue:

1. Create a queue with a queue number
2. Add the queue identity

When you add queues to the queue bank, the system does not automatically place PNRs on those queues, you must do it manually.

To create special queue 30, includes 2 categories, enter:

QA30C2

System response

QUEUE ACTIVATED

To add, change, or delete queue identification, after a new queue is activated, use the **QAQ** entry.

To add queue identification (BITA) on queue 30, enter:

QAQ30BITA

Note: a queue identity can be up to seven characters long.

To delete a queue identity for queue 30, enter:

QAQ30

To delete a queue 30, enter:

QK30

To place a PNR on specific queue message, enter:

QE30

