

## Using the Advanced Search

If you want to get more relevant results, you can search for phrases or multiple keywords using the Advanced Search option under the search area:

You have the following possibilities:

- **All of these words:** search for ALL the keywords you enter.
- **This exact phrase:** if you're looking for a solution to an error message, copy and paste the error message into this field.
- **One or more of these words:** search for one or more keywords.
- **Number of results:** defines the maximum number of results to be displayed on each page.

## Searching for Cryptic Entries

If you want to find a cryptic entry, or its meaning, click on the cryptic entries shortcut in the homepage, or the cryptic entries tab after a search:

You can search for a cryptic entry code or a keyword.

### Cryptic entries

Code	Description
<input type="text" value="Code"/> <input type="button" value="Q"/>	<input type="text" value="Description"/> <input type="button" value="Q"/>
AB (+)	Add billing address
AC (+)	Change air display type
AC (one-way) (+)	Change availability display
AC,ACR (round trip, dual city pair) (+)	Change availability display
AI (+)	Add accounting information (Amadeus Invoice)
AM (+)	Add mailing address

- Click on **[+]** to display all sub-entries.
- Click on **[-]** to hide all sub-entries.
- Click on **[Print]** to convert the displayed entries into a PDF document.
- You can also display only cryptic entries related to a specific topic:

### Filter by topic

## Browsing Solutions

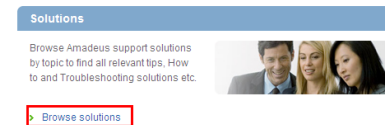
Knowledge solutions such as Videos, "How to" and Troubleshooting solutions, Tips, Info pages and Product Information are grouped under common travel industry topics familiar to most travel agents. You can access "Browse solutions" directly from the homepage.



Or from the Support Services menu

[Support](#)

### Support Services



## Browsing Reference Materials

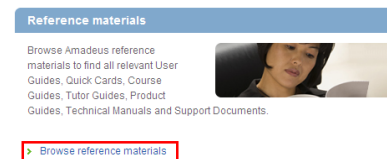
Reference materials such as user guides, quick cards, product guides, course guides, tutor guides, support documents and technical manuals are also grouped under travel industry topics. You can access "Browse reference materials" from the homepage.



Or from the Learning Services menu:

[Learning](#)

### Learning Services



**NB:** The same knowledge solution can be found in more than one topic.

# Amadeus e-Support Centre

Release 6.0

*Search and Browse  
Quick Card*

## Welcome to Amadeus e-Support Centre

Amadeus e-Support Centre provides a single access point to learning and support content such as user and product guides, quick cards, course guides, technical manuals and videos. It offers a range of information and services such as troubleshooting, real-time alerts, tips, product news and rollouts. This self-service web-based support tool is designed specifically for travel agents. It is accessible from Amadeus Selling Platform, or from your web browser via a URL.

To access Amadeus e-Support Centre from Amadeus Selling Platform, select the Amadeus e-Support Centre smart tab:



To access Amadeus e-Support Centre from a web browser, enter the following URL: <http://mye-supportcentre.amadeus.com>

## Searching for Knowledge Solutions

You can search the knowledge base for keywords or error messages from the homepage.



Enter a question, a keyword or a set of keywords that describe the information you want to find, and then click on the search button.

**Tip:** The search finds solutions containing **any** or **all** of the words in your query.

**Tip:** The search also looks for **synonyms**. For example, "sell" or "vista" may return results with "Amadeus Selling Platform".

**Tip:** Searching for an error message for investigation and potential resolution steps? **Copy** and **paste** the error message into the search field, then click on search.

## Managing Your Search Results

Search results are displayed in different tabs:

- Solutions
- Reference materials
- Training [if Amadeus Learning Centre is deployed in your market]
- Cryptic entries

For each tab, solutions are listed with the most relevant ones at the top. Those that contain your keywords in the title are usually displayed first, and those that include the greatest number of keyword occurrences or synonyms are displayed next.

Click on each tab to see the different types of search results.

Search results

Solutions Reference materials Cryptic entries

Results 71-80 of 139 Pages Previous 6 7 8 9 10 Next

Agency Manager (AGM): What to do if the ticket number is not picked up in the BSP/Supplier matching table  
Troubleshooting steps when dossier has been invoiced and ticket number has not been picked up in the...

XX ETKT:E400 - DUPLICATE TICKET NUMBER  
Are you getting this error message? If you are, click here

What does ALL mean in the Ticket Transmission Number indicator  
Explanation of the 'ALL' value in the Ticket Number Transmission indicator in the GGPCA pages.

How to revalidate an e-Ticket  
Procedure to revalidate an e-Ticket using the TTP/ETRV entry or the Amadeus Selling Platform (market- and...)

Click on the knowledge solution title to open it.

Each search result includes a short summary and an icon indicating what type of solution it is.

## Refining your Search Results

If your initial search produces more results than you need, you can use the filters in the right-hand column to narrow down the list.

Filter by type

Choose a type

Choose a type

Product information

How to

Tip

Error message

Troubleshooting

Specify a type of solution

Filter by topic

Choose a topic

Choose a topic

Altea suite

Amadeus Selling Platform

Mid and Back office

Amadeus Travena

Ticketing

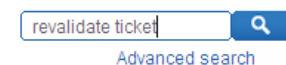
PNR

Fares and Pricing

Air

Specify a topic

Alternatively, enter a new keyword in the search field to launch a new search.



## Using a Knowledge Solution

Some solutions may apply to both cryptic and graphical applications. If this is the case, click on the appropriate tab:



In the right-hand column you can:

- Click on to highlight the searched keywords (and synonyms) and quickly see how relevant the solution is to your question.
- Click on to open the solution as a PDF document in a new window (e.g. for easy printing).
- Click on to add the solution to your favorites so that you can access it directly from the "My account > My bookmarks" page
- Click on to copy the URL of the solution to the clipboard, so that you can, for example, paste it into an email.
- Click on to log a case to your Amadeus Help Desk. *The ability to contact the Help Desk may or may not be available depending on your market.*

At the bottom of the page, you can provide feedback on a Knowledge Solution and also rate it.

### Help us provide better services

Please note you will not receive an answer from us. However, we will carefully record your feedback. In order to protect your privacy please do not include your contact information in your feedback.

How can we make this article better?

How would you rate this article?

Select from 1 to 5 stars for this article

You have 500 chars left.

Submit your feedback

Your feedback will be used to improve the content of the article.

You should not ask questions through the feedback form as you will not receive an answer from Amadeus.