



# **Amadeus For Supervisors**

**Note:** This module contains Amadeus Supervisory functions, updated in September, 2012.

---

Copyright © 2012, Amadeus-Iran

All rights reserved.  
Edition 2.0

---

Published by:

Amadeus-Iran  
Educational System and Service  
No.6, Shafagh (17<sup>th</sup>) St., Bokharest Ave.  
Tehran, Iran  
Fax: INT +9821 88706606

September, 2012

## Table of Contents

<b>Preface .....</b>	<b>1</b>
Welcome.....	1
Course Objectives.....	1
<b>Chapter 1: Amadeus Profile.....</b>	<b>3</b>
Profile Mode.....	5
Exiting Profile Mode.....	5
Traveler Profile.....	6
Company Profile.....	7
Associating a Traveler to a Company.....	7
Transferring Associated Travelers to another Company.....	8
Creating a Traveler Profile from a PNR.....	8
Creating a Company Profile.....	9
PNR Transferable Data Elements.....	10
Pre-stored Entries.....	11
Priority Section.....	12
General Information.....	12
Index Reference.....	13
Document Information.....	14
Displaying a Traveler Profile.....	15
Displaying a List of Companies.....	16
Creating a PNR from a Profile.....	17
Blind Transfer.....	18
Retrieving a PNR from a Profile Display.....	18
Canceling Elements.....	19
Deactivating a Profile.....	19
Reactivating a Profile.....	20
Printing a Profile.....	21
<b>Chapter 2: Queue Management.....</b>	<b>23</b>
Delay PNR/Message.....	24
Queue Planner.....	25
Queue Count Reset.....	29
Adding Queue.....	30
Print Queues.....	31

<b>Chapter 3: Amadeus Smart Keys.....</b>	<b>32</b>
Introduction.....	33
Smart Key Categories.....	33
Working with interface.....	35
The Tool bar.....	36
Smart key structure.....	37
Definition Buttons.....	38
How to run smart keys.....	38
How to print smart keys..	39
Smart key syntax .....	40
Advanced function.....	44
Smart key examples.....	49
<b>Chapter 4: Recall Purged PNR.....</b>	<b>51</b>
Recall Purged PNR.....	52
PDR sample.....	53
<b>Chapter 5: Amadeus Group PNR.....</b>	<b>54</b>
Amadeus Group PNR... ..	55
Steps to create Group PNR.....	55

# Welcome

Welcome to Amadeus for supervisors course.

This course is designed in a way that a supervisor be able to better manage travel agent's activity and will affect to travel agent's productivity. Participants attending this course should already be experienced users of Amadeus and should be working as a manager or supervisor in your office.

**Happy Learning!**

## Course Objectives

Upon completion of this course, participants will be able to:

- Understand the concept of profile and handling different type of profiles
- Enhance Queue management
- Use Smart Keys to quickly perform your most commonly used tasks
- Recall purged PNRs
- Make Group booking
- Passenger List search
- Familiar with our new products and services



---

## CHAPTER 1: AMADEUS PROFILE

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

1. Understand the concept of profile and different type of Amadeus profiles
2. Create Traveler/Company profile
3. Associate travelers to company
4. Work with PNR transferable data
5. Display list of Travelers/Company
6. Create a PNR from Profile and vv
7. Retrieve a PNR from displayed profile
8. Deactivate/Reactive profile
9. Print profile

## Introduction

A customer profile is a record containing useful information about a traveler, company, or agency that can assist you when making reservations in Amadeus. Profiles include the following:

- Traveler profiles that contain information about individual passengers
- Company profiles that contain information about companies
- Traveler profiles that are associated to company profiles
- Agency profiles that contain information about agencies

After you create a profile, it is stored and maintained in the system. You can update customer profile data when required. You can also create PNRs automatically from customer profiles.

## Profile Mode

### HE PM

You can create, modify, deactivate, or reactivate a profile using cryptic entries. To do this, you must first access profile mode.

In order to perform any function in profile mode, you must first enter profile mode. To do this, enter:

**PM**

System Response

```
>PM
WELCOME TO CUSTOMER PROFILE EXPERT MODE
FOR ON-LINE HELP TYPE HE PEMODE
*PROFILE MODE*
>
```

The indicator **\*PROFILE MODE\*** is displayed at the bottom of each response to remind you that you are working in profile mode. When you are in profile mode, you can only enter profile transaction codes entries. Any other transaction code results in an error response.

## Exiting Profile Mode

You can temporarily exit profile mode if you need to perform any other Amadeus transactions without first having to save the profile. To temporarily exit profile mode, enter:

**PMP**

System Response

```
PROFILE MODE SUSPENDED
>
```

To return to profile mode, type **PM**. If a profile is still active, the system automatically redisplay it. When you create a PNR from a profile displayed in profile mode, the system automatically exits profile mode and displays the newly created PNR.

It is recommended that you exit profile mode completely when all profile functions are finished. To exit profile mode, enter:

**PME**

System Response

```
PROFILE MODE EXITED
>
```

If you have made updates, the system responds with a message advising you to finish the last transaction. For example:

```
FINISH LAST TRANSACTION
*PROFILE MODE*
```

## Traveler Profile

**HE NM**

To create a traveler profile in profile mode, you use the standard PNR name element format.

To create the traveler name and begin to create the profile, for example enter:

**NM1LEWIS/ARTHUR MR**

System Response

```
*T* TRAVELER/PROFILE MR
----- PNR TRANSFERABLE DATA          THR1A0980 M
      1 A NM 1TRAVELER/PROFILE MR
END OF DISPLAY
*TRN*PROFILE MODE*
```

**Table: Explanation of System Response**

Component	Explanation
<b>*T*</b>	The type of profile that is displayed. <b>T</b> Traveler profile <b>C</b> Company profile <b>A</b> Agency profile
<b>TRAVELER/PROFILE MR</b>	The name of the passenger in this profile
<b>THR1A0980</b>	The office ID of the office creating the original profile. To the right of the office ID the system appends a letter. The letter in this column can be: <b>N</b> Indicating that free text information is being added, or exists in the notes section. <b>M</b> Indicating that the profile is being created, modified, or updated.
<b>--- PNR TRANSFERABLE DATA 1 A NM 1TRAVELER/PROFILE MR</b>	The PNR Transferable Data section of the PNR, containing the element number, the transfer indicator, the two-character transaction code for the PNR element, and the PNR element data. The transfer indicators you can see are: <b>A</b> Always transfer to PNR <b>S</b> Selectable data to be transferred to the PNR <b>M</b> Mandatory

You can end transaction, ignore a newly created traveler profile, or ignore any current updates to a retrieved profile.

**Table: Additional Profile Entries**

Entry	Explanation
<b>PE</b>	Ends transaction and files the profile
<b>PER</b>	Ends transaction, files, and redisplay the profile
<b>PI</b>	Ignores the profile
<b>PIR</b>	Ignores the updates and redisplay the profile

## Company Profile

**HE PCN**

A company profile is one kind of profile that contains useful information about a company that can help you when you make a reservation in Amadeus. You can update a company profile whenever you need, and you can also create a PNR automatically from a company profile and associate a traveler profile to a company profile.

You can create a company profile in profile mode using a unique three-character transaction code. To create the company name, for example enter:

**PCN/AMADEUS IRAN CO**

**PCN/** Company name transaction code  
**AMADEUS IRAN CO** Company name

System Response

```
*C* AMADEUS IRAN CO
----- GENERAL INFORMATION                                THR1A0980 M
      1 PCN/ AMADEUS IRAN CO
----- TRIP AND TRAVELLER CATEGORIES
      2 PTP/ BIZ/BUSINESS
END OF DISPLAY
*TRN*PROFILE MODE*
```

## Associating a Traveler to a Company

**HE TRA**

In profile mode, you can associate a traveler to a company profile. You must have a traveler profile displayed.

To associate the company profile, for example enter:

**PCN/AMADEUS IRAN CO**

## Transferring Associated Travelers to another Company

HE PA

You can change the company association for all traveler profiles from one company to another. For example, enter:

**PA/TRITON DEV/TRITON GROUP**

**PA** Transfer traveler transaction code  
**/TRITON DEV** Slash followed by the current company name  
**/TRITON GROUP** Slash followed by the new company name

### System Response

```
* WARNING * 108 TRAVELLERS
WILL BE REASSOCIATED TO
COMPANY TRITON GROUP
TYPE PE TO CONFIRM OR PI TO IGNORE
*PROFILE MODE*
>
```

If you confirm (**PE**) the transfer process, the system response is:

```
108 TRAVELLERS
REASSOCIATED TO COMPANY TRITON GROUP
*PROFILE MODE*
>
```

If you ignore (**PI**) the transfer process, the system response is:

```
IGNORED
*PROFILE MODE*
>
```

## Creating a Traveler Profile from a PNR

HE PC

To create a traveler profile from a PNR, you use the **PC/** transaction code, followed by a dash (-), and the passenger name element number.

The following PNR illustrates how to create a traveler profile:

```
THR1A0980/6503TA/27JUN11
 1.AHMADI/ALI MR(INF/TINA/01JAN11)
 2.AHMADI/REZA MSTR(CHD/10DEC00)   3.VAHDANI/MARYAM MRS
 4  EK 976 B 01SEP 4 IKADXB HK3      I  0505 0635   *1A/E*
 5  EK 362 B 01SEP 4 DXBCAN HK3      3  1040 2220   *1A/E*
 6  CZ3403 Y 05SEP 1 CANCTU HK3      0740 0955   *1A/E*
 7  ARNK
 8  EK 305 E 25SEP 7 PVGDXB HK3      2  0715 1205   *1A/E*
 9  EK 975 E 26SEP 1 DXBIKA HK3      3  0055 0235   *1A/E*
10 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
11 APS DXB0971 456788-B
12 APS THR11223344-H/P3
13 TK TL05AUG/THR1A0980
```

To create a traveler profile from a PNR, enter:

### PC/-3

System Response

```
*T* VAHDANI/MARYAM MRS
----- PNR TRANSFERABLE DATA                THR1A0980 M
      1  A  NM  1VAHDANI/MARYAM MRS
      2  A  AP  THR +98 21 88101140 - HELP DESK / ACO OFFICE -
          A
      3  A  AP  S-DXB0971 456788-B
      4  A  AP  S-THR11223344-H
      5  S  TK  TL
      6  S  OP  THR1A0980/CALL PAX TO BRING TWO PHOTOS
      7  S  RC  PAX HAS NOT SETTELED YET
      8  S  RM  PAX HAS NOT SETTELED YET
```

You can make any additional updates or modifications to the profile at this time.

## Creating a Company Profile

To create a company profile from a PNR, you use the **PC/** transaction code, followed by the company name. The following PNR illustrates how to create a company profile. First display a PNR:

```
RP/THR1A0980/THR1A0980                TA/SU 15MAY11/0556Z 5E5Z2A
THR1A0980/6503TA/15MAY11
1.AHMADI/ALI MR
2  EK 976 Y 01SEP 4 IKADXB HK1        I 0505 0635 *1A/E*
3  EK 751 Y 01SEP 4 DXBCMN HK1        3 0735 1155 *1A/E*
4 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
5 TK OK15MAY/THR1A0980
```

Then create a company profile from a PNR, enter:

### PC/BMW CORP

System Response

```
*C* BMW CORP
----- PNR TRANSFERABLE DATA                THR1A0980 M
      1  A  AP  THR +98 21 88101140 - HELP DESK / ACO OFFICE -
          A
      2  S  TK  OK
----- GENERAL INFORMATION
      3  PCN/ BMW CORP
----- TRIP AND TRAVELLER CATEGORIES
      4  PTP/ BIZ/BUSINESS
END OF DISPLAY
```

The system automatically transfers the PNR elements to the PNR transferable data section of the profile. It also creates the company name field (**PCN/**) in the general information section of the profile, as well as the business (**BIZ**) trip category. You can make any additional updates or modifications to the profile at this time.

## PNR Transferable Data Elements

**HE PRO, GP PNE**

The PNR Transferable Data and Itinerary sections of a traveler, company, or agency profile contain all elements that you can transfer to a PNR or that are automatically transferred by the system.

The type of information that you can enter can be as follows:

- Name element
- Contact element
- Ticketing elements
- Remark elements
- Other service information elements (OSI)
- Special service requests (SSR)
- Fare remark elements
- Address elements
- Advance seat requests
- Frequent flyer numbers
- Itinerary elements

You use the same formats to enter PNR elements in a profile that you use to create a PNR. The system applies the pre-set defaults for automatic, selectable, or mandatory data, unless you override the default by appending either a **\*A**, **\*S**, or **\*M** to the end of your entry. You cannot override the name element default.

Here is an example of a traveler profile containing the PNR transferable data elements:

```

*T* CHARMCHI/FARHAD MR      C RAZM                      B8T5UI
----- PNR TRANSFERABLE DATA                      THR1A0980
      1  A  NM  1CHARMCHI/FARHAD MR
      2  A  AP  S-THR 27654321 AMADEUS ZAMANZADEH
      3  A  APE -CHARMCHI@YAHOO.COM
      4  S  ST  /12A
      5  S  TK  OK
      6  S  SR  DBML
----- ITINERARY
      7  S  SS  BA6634J/THRLHR1
----- GENERAL INFORMATION
      C   8  PCN/ RAZM
END OF DISPLAY

```

When you override the transfer indicator using the **\*M**, **\*S**, or **\*A** at the end of your entry, the system automatically appends an asterisk (\*) in front of the transfer indicator. If you want to return the transfer indicator to automate, you can use the following entry:

**4/\*A**

## Pre-stored Entries

### HE PRO, GP PSE

You can store frequently-used or difficult-to-remember entries in the pre-stored entries section of a traveler, company, or agency profile.

## Adding Pre-stored Entries

### HE PPS

You can add any system entry to the pre-stored entries section of the profile. Each line that you add can contain one or more entries. You can add up to 15 lines, and each line can contain a maximum of 90 characters. For example, to store an availability entry, enter:

**PPS/SRDOCS..HK1-P-IRN-4535345-IRN-30JUN76-M-14APR19-CHARMCHI-FARHAD MR--H/P.**

System Response

```
*T* CHARMCHI/FARHAD MR      C RAZM                      B8T5UI
----- PNR TRANSFERABLE DATA                      THR1A0980 M
      1  A  NM  1CHARMCHI/FARHAD MR
      2  A  AP  S-THR 27654321 AMADEUS ZAMANZADEH
      3  A  APE -CHARMCHI@YAHOO.COM
      4  S  ST  /12A
      5  S  TK  OK
      6  S  SR  DBML
----- ITINERARY
      7  S  SS  BA6634J/THRLHR1
----- PRE-STORED ENTRIES
      8  PPS/ SRDOCS..HK1-P-IRN-4535345-IRN-30JUN76-M-14APR19-CH
          ARMCHI/FARHAD MR--H/P.
----- GENERAL INFORMATION
C      9  PCN/ RAZM
      END OF DISPLAY
```

## Transferring Pre-stored Entries

### HE PO

To transfer a pre-stored entry to the system, you select it from the displayed profile by line number. For example:

**PO8**

System Response

```
SRDOCS..HK1-P-IRN-4535345-IRN-30JUN76-M-14APR19-CHARMCHI/FARHAD MR--
H/P.
```

The system places the cursor at the beginning of the entry. You can change any information in the pre-stored entry by overtyping the current information.

To process the information, press ENTER.

You can transfer multiple lines of pre-stored entries by separating each line number with a comma. For example:

**PO3,5,7**

## Priority Section

### HE PPR

You use the priority section of the profile to store important information. You can store priority information in a traveler, company, or agency profile.

The priority elements are free-flow text and you can use any special characters.

A priority line cannot start with a dash (-).

You can enter up to a maximum of five priority elements in traveler, agency and (new) company profiles.

To record priority information, for example enter:

### PPR/CHECK SEATING PREFERENCES

**PPR/** Priority field transaction code  
**CHECK SEATING PREFERENCES** Free-flow text

System Response

```
*T*  CHARMCHI/FARHAD MR      C RAZM                      B8T5UI
----- PNR TRANSFERABLE DATA                      THR1A0980 M
      1  A  NM  1CHARMCHI/FARHAD MR
      2  A  AP  S-THR 27654321 AMADEUS ZAMANZADEH
      3  A  APE -CHARMCHI@YAHOO.COM
      4  S  ST  /12A
      5  S  TK  OK
      6  S  SR  DBML
----- ITINERARY
      7  S  SS  BA6634J/THRLHR1
----- PRIORITY
      8  PPR/ CHECK SEATING PREFERENCES
----- GENERAL INFORMATION
C     9  PCN/ RAZM
      END OF DISPLAY
```

**Note:** The maximum characters you can enter in a priority element are 54.

## General Information

### HE PRO, GP GEX

The following table shows the information displayed in the General Information section of a profile:

**Table: General Information**

Type	Transaction Code	Information
Company Name	PCN/	The company name is automatically entered when you: <ul style="list-style-type: none"> <li>• Create a company profile</li> <li>• Associate a traveler to a company profile</li> </ul>
Index	PIN/	The index is automatically entered when you create an index using the <b>PIN/</b> transaction.

Type	Transaction Code	Information
Country	<b>PCO/</b>	The two-character country code of the passenger's nationality or the location of the company.
Country of Birth	<b>PCB/</b>	The traveler's country of birth.
Country of Citizenship	<b>PCZ/</b>	The traveler's country of citizenship.
Language Spoken	<b>PLS/</b>	A language that the traveler speaks.
Date of Birth	<b>PBD/</b>	The date of birth of the traveler.

This section is for informational purposes only and cannot be transferred to the PNR. Below is an example of the General Information section:

```
*T* AMINI/BITA MRS C BMW CORP 6B57M4
----- PNR TRANSFERABLE DATA THR1A0900 M
1 A NM 1AMINI/BITA MRS
----- GENERAL INFORMATION
2 PCN/ BMW CORP
3 PIN/ 123456
4 PCO/ IR
5 PCZ/ IR
6 PCB/ IR
7 PLS/ IR,FR
8 PBD/ 01JUL1969
END OF DISPLAY
*PROFILE MODE*
```

## Index Reference

### HE PIN

The index reference field provides you with the ability to create a unique system for filing and referencing your company or traveler profiles. It is identified as **PIN/**.

You can use numbers, letters, or a combination of numbers and letters.

The index reference must be a minimum of 3 characters and a maximum of 20 characters. No blanks or special characters are allowed.

To create an index reference, enter:

**PIN/123456**

**PIN/** Index reference transaction code

**123456** Index reference

## Document Information

**HE PRO, GP DOE**

You use the documents section to store information about a passenger's documents. You can only store documents in a traveler profile. The types of documents you can store are:

- Passport
- Visa
- Driving License
- Identity Cards

Each document must contain at least one of the following items:

- Country
- Document Number
- Issue Date
- Expiration Date

Below is an example of the documents section for a profile displayed in profile mode:

```
*T* AMIRI/ALI MR 6B57M4
----- PNR TRANSFERABLE DATA THR1A0900 M
1 A NM 1AMIRI/ALI MR
----- DOCUMENTS
2 PAS/ IR /43341782/12AUG2010/12AUG2020
3 PIV/ US /RZ589383773 /01JUL2011/01DEC2012
4 PCE/ FR /GTR28374765 /15JAN1999/
5 PID/ ES /Y575647464 /01JAN2009/31DEC2013
END OF DISPLAY
*PROFILE MODE*
>
```

**Note:** You can store up to 10 document types per profile and the options can be entered in any order.

To store the passenger's passport number, for example enter:

**PAS/CO-DE/NR-DP341782/IS-19AUG2007/EX-19AUG2017**

<b>PAS</b>	Transaction code
<b>/CO-</b>	Country identifier
<b>DE</b>	ISO country code or full country name
<b>/NR-</b>	Document number identifier
<b>DP341782</b>	Document number
<b>/IS-</b>	Issue date identifier
<b>19AUG2007</b>	The issue date of the document
<b>/EX-</b>	Expiry date identifier
<b>19AUG2017</b>	The expiration date of the document

For more information, see **HE PRO, GP DOE**.

## Displaying a Traveler Profile

**HE PD**

To display a traveler profile, for example enter:

**PDN/-BRAUN/**

**PDN/** Display profile transaction code  
**-BRAUN/** Dash followed by the traveler name and slash (optional)

**Note:** If you do not include the slash, the system displays a similar name list of all the profiles that begin with the name you specify. If you include the slash (/), the system displays the profile that matches the name exactly.

## Displaying a Company Profile

**HE PD**

To display a company profile, for example enter:

**PDN/AMADEUS SAS/**

**PDN/** Display profile transaction code  
**AMADEUS SAS/** Company name and slash (optional)

**Note:** If you do not include the slash, the system displays a similar name list of all the profiles that begin with the name you specify. If you include the slash (/), the system displays the profile that matches the name exactly.

## Displaying a Profile by Index Reference

**HE PD**

When either a traveler or company profile is created with an index reference, you can display it by entering its index reference.

For example enter:

**PDI/BMW003**

## Displaying a Profile by Record Locator

**HE PDR**

You can display either a traveler or company profile using the six-character record locator.

To display a profile by record locator, for example enter:

**PDRT/A7WJ43 - or - PDRC/HGY7JU**

**PDRT/ - or - PDRC/** Display profile by record locator transaction code  
**T** Traveler profile  
**C** Company profile  
**A7WJ43 - or - HGY7JU** Record locator

## Displaying a List of Companies

### HE PLC

You can display a list of company profiles that are associated to your office or for another office when security permits.

To display the list for your own office, enter:

**PLC**

System Response

COMPANY NAME LIST	
COMPANY	RECLOC
1 IRAN KHODROW	DDCJD7
2 ACO IRAN	CW3HQ4
3 SAPCO	JN7XD6
4 HOMA INFORMATION TECH	GGBRNF

To display a profile from the list, you enter the profile display transaction **PD**, followed by the line number of the profile you want to display. For example:

**PD3**

To redisplay the list, enter:

**PDL**

## Displaying a List of Travelers

### HE PLT

You can display a list of traveler profiles that are associated to your office.

The system displays the traveler's name in the first column and the company name in the second column, when the traveler is associated to a company.

To request a list of travelers for your own office, enter:

**PLT**

System Response

TRAVELLER NAME LIST	
TRAVELLER	RECLOC COMPANY
1 ANDERSON/HANS MR YFGE9L	
2 BECKER/BORIS GH4MLP	
3 CLAPTON/ERIC DEG5RT	
4 MEYER/ HEINZ MR MLP5FR IBM	
5 SCHMIDT/KARL MR GFH7TY IBM	
6 WALSH/WALTER MR JDEFG	
7 WEBSTER/JOSEPH MR GFH3ML DIGITAL	

To display a profile from the list, you use the profile display transaction (**PD**), followed by the line number of the profile.

## Displaying a List of Travelers Associated to a Company

### HE PLT

You can display a list of travelers that is associated to a specific company profile. To display the list, for example enter:

**PLT//AMADEUS**

System Response

```
TRAVELLER NAME LIST FOR AMADEUS
TRAVELLER COMPANY
1 ARCHER/ALEX MR AMADEUS
2 GRAF/HEINZ MR AMADEUS
*PROFILE MODE*
>
```

To display a profile from the list, you use the profile display transaction (**PD**), followed by the line number of the profile.

## Creating a PNR from a Profile

You can create a PNR directly from a traveler profile, company profile. You can do this from a profile displayed on your screen, or without a displayed profile using blind transfer.

When you have a profile displayed on your screen, you can create a PNR from it. You have the option of transferring all the automatic PNR elements, all the automatic and selectable PNR elements, or selecting specific elements to be transferred. Example of Displayed Profile:

```
The *T* HALLSTROM/BERT MR C BMW CORP 6G6NZ2
----- PNR TRANSFERABLE DATA NCE1A0900
1 A NM 1HALLSTROM/BERT MR
2 A AP MUC 452 890-B
3 A AP MUC 456 875-H
4 A OS YY VIP BMW CORP
5 S TK OK
6 S FP CHECK
----- GENERAL INFORMATION
7 PCN/ BMW CORP
END OF DISPLAY
>
```

To transfer all the automatic PNR elements, enter:

**PT**

System Response

```
--- RLP ---
RP/NCE1A0900/
1.HALLSTROM/BERT MR
2 AP MUC 452 890-B
3 AP MUC 456 875-H
4 OSI YY VIP BMW CORP
>
```

Only the elements that were indicated with the mandatory **(M)** and automatic **(A)** transfer indicators were transferred to the PNR. When you want all the PNR transferable elements to be transferred to the PNR, enter:

**PT\***

When you have a profile displayed in profile mode, and you make the entry to create a PNR, the system automatically suspends profile mode and creates the PNR in reservations mode. To return to profile mode, enter **PM**.

When a profile is used to create a PNR, the record locators of the relevant profiles are stored in the PNR. The indicator -RLP- is displayed at the top of the PNR to let you know that the record locators of the source profile are available.

These record locators are displayed with passenger association, where appropriate. To retrieve the record locators, enter:

**RLP**

## Blind Transfer

### HE PBN

Blind transfer provides you with the ability to create a PNR from a profile, without first displaying the profile.

To specify use the blind transfer function, you must one of the following in your entry:

#### • Profile Name

- **Company**                    **PBN/AMADEUS**
- **Traveler**                    **PBN-/BRADLEY/M MR**

#### • Index Reference

**PBI/ABC123**

#### • Record Locator

- **Company**                    **PBRC/FGD6TY**
- **Traveler**                    **PBRT/FGD6TY**

When you specify a traveler or company name with the blind transfer function, you must enter a minimum of three characters.

When transferring data, the system default is only to transfer mandatory and automatic data. By appending an asterisk (\*) to your entry, you can request that all data both automatic and selectable be transferred to the PNR.

## Retrieving a PNR from a Profile Display

If you have a profile currently displayed on your screen, you can retrieve all active PNRs that were created using this profile. If there is only one active PNR that uses this profile, this PNR will be displayed.

If there are several PNRs, a multiple name list will be displayed. You can then retrieve the PNR you want from the name list by entering RT followed by the line number.

First display the profile:

```
*T* KULINSKI/ANGELA MRS 94LT69
----- PNR TRANSFERABLE DATA B NCE1A0990
1 A NM 1KULINSKI/ANGELA MRS
----- TRAVEL POLICIES - HOTEL
PPH/ CO:BW TP:PER
END OF DISPLAY
```

To retrieve a PNR created using this profile, enter:

**RTU**

System Response

```

--- RLR TC-PER RLP ---
RP/NCE1A0990/NCE1A0990 SS/SU 30MAR01/0655Z YF54D2
NCE1A0990/9844SS/30MAR01
1.KULINSKI/ANGELA MRS
2 BA 341 Y 15OCT 1 NCELHR HK1 1 0820 0925 *1A/E*
3 AP 6678
4 TK OK30MAR/NCE1A0990

```

## Canceling Elements

You can cancel profile elements by using the standard PNR modification entries. To cancel elements, use the **XE** transaction code followed by the element line number. With one entry, you can cancel individual elements or a range of elements. You cannot cancel the name but you can change it.

## Deactivating a Profile

**HE PX**

When you deactivate a profile, it is placed on a Deactivated Profile List (**DPL**) for 30 days. If you do not reactivate the profile in 30 days, it is deleted from the system and the list.

**Note:** Traveler profiles that have not been used over the past 700 days are purged from the Amadeus Customer Profiles database.

When you have a traveler, company, or agency profile displayed on your screen in profile mode, you can deactivate it by entering:

**PX**

System Response for traveler profile

```

TRAVELLER LEWIS/ALBERT MR
WILL BE DEACTIVATED
TYPE PE TO CONFIRM OR PI TO IGNORE
*PROFILE MODE*
>

```

The system automatically displays a message requesting that you confirm (**PE**) or ignore (**PI**) the deactivation process.

## Deactivated Profile List

**HE PLX**

To request a list of deactivated profiles for your own office enter:

**PLX**

System Response

```
DEACTIVATED PROFILES LIST
PROFILE NAME RELATED PROFILE NAME
04DEC11
1 T ARCHER/ALEX MR
2 C AMADEUS MARKETING
3 T GRAF/HEINZ MR C BMW CORP
05DEC11
4 T ARCHER/MIKE MR
*PROFILE MODE*
>
```

The list is displayed with two columns of information. The first column displays the last date that you can reactivate the profile and the profile name. The second column displays the names of the related profiles.

To display a profile from the list, you use the **PD** transaction code, followed by the list line number. For example:

**PD3**

The response is the deactivated profile, which you can now reactivate.

## Reactivating a Profile

**HE PR**

To reactivate a profile that is displayed on your screen, enter:

**PR**

You can also reactivate a profile directly from the deactivated profile list by adding the line number to your entry. For example:

**PR6**

System Response for a traveler profile

```
TRAVELLER LEWIS/ALBERT MR
WILL BE REACTIVATED
ENTER PE TO CONFIRM OR PI TO IGNORE
*PROFILE MODE*
>
```

The system automatically displays a message requesting that you confirm (**PE**) or ignore (**PI**) the reactivation process.

## Printing a Profile

### HE PRO, GP PRT

Using the **WRA** transaction code, you can print profiles, a list of profiles for an office, a list of travelers for a company, global search requests, follow-up lists, a list of deactivated profiles, and profile history.

To print a traveler profile associated to a company, for example enter:

**WRA/PDN/BMW-LEWIS**

<b>WR</b>	Print transaction code
<b>A</b>	Print all indicator
<b>/PDN</b>	Slash, traveler profile display transaction code
<b>/BMW</b>	Slash, company code
<b>-LEWIS</b>	Dash, traveler name

To print only the information on the screen, use **WRS** instead of **WRA**.  
For more information, see **HE PRO, GP PRT**.



## CHAPTER 2: QUEUE MANAGEMENT

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

1. Delay PNR/Message in Queue environment
2. Understand the concept of queue future placement by using Queue Planner
3. Display by time, date, or half-month and list of PNRs by record locator
4. Reset Queue Count
5. Add or delete queue
6. Print PNR/Message from queues

## Delay PNR/Message

### HE QD

Use the QD entry to re-queue the current PNR or message to the bottom of the queue and display the next PNR/MSG. If the current PNR or message is the last remaining item in the queue, the QD entry takes you out of the queue.

If you make modifications to a PNR, a QD (date), QD (time), or QD (date/time) entry will end transaction on the PNR and place it on queue at the date/time specified in your QD entry.

**Note:** when you delay a PNR to a specific time, that time must be at least 2 hour later than the current time.

You can also add either of the following remarks to your queue delay entry:

LMCB      Left Message Call Back  
UTC        Unable To Contact

Queue delay entries:

Entry	Explanation
<b>QD</b>	Ignore a PNR/MSG and place it at the bottom of the queue.
<b>QD1300</b>	Delay a PNR to a specific time
<b>QD20DEC</b>	Delay a PNR to a specific date
<b>QD20DEC/1300</b>	Delay a PNR to a specific date and time
<b>QD23MAY/UTC</b>	Delay a PNR to a specific date with the unable to contact remark appended
<b>QD1600/LMCB</b>	Delay a PNR to a specific time with the left message call back remark appended
<b>QD23MAY/1600/UTC</b>	Delay a PNR to a specific date and time with the unable to contact remark appended

## Queue planner

### HE QUEUE PLANNER

The queue count planner enables you to view future queue placement for ticketing, option, and delay queues.

The queue count planner consists of four parts. These are:

1. **Summary planner:**  
Total of all PNRs on the delay, ticketing, and option planners.
2. **Ticketing planner:**  
PNRs that are queued to the ticketing queue at a future date.
3. **Delay planner :**  
PNRs that have been delayed for action from the queue and that will be returned to the queue at a future time or date.
4. **Option planner:**  
PNRs that are queued to the option queue at a future date.

You can also request the display by time, date, or half-month intervals, as well as a list of PNRs by record locator.

## Time-deferred PNRs

Here are the entries to request the time-deferred PNRs for the four planners:

Entry	Explanation
<b>QCT</b>	Summary planner
<b>QCTT</b>	Ticketing planner
<b>QCTD</b>	Delay planner
<b>QCTO</b>	Option planner

To request time deferred summary planner, enter:

QCT

System Response

1004 01SEP	QUEUE COUNT TIME DEFERRED - TKT/OPT/DLY
THR1A09800 ***** AM *****	***** PM *****
PNR/TIM 00.....0	06.....0 12.....0 18.....0
	<b>01.....6 07.....6</b> 13.....0 19.....0
	02.....0 08.....0 14.....0 20.....0
	03.....0 09.....0 15.....0 21.....0
	04.....0 10.....0 16.....0 22.....0
	05.....0 11.....0 17.....0 23.....0

You can also add the date at the bottom of the entry.

QCT/10SEP

## Date-deferred PNRs

Here are the entries to request the date-deferred PNRs for the four planners:

Entry	Explanation
<b>QCD</b>	Summary planner
<b>QCDT</b>	Ticketing planner
<b>QCDD</b>	Delay planner
<b>QCDO</b>	Option planner

To request date deferred summary planner, enter:

QCD

System Response

1009	24AUG	QUEUE	COUNT	DATE	DEFERRED	-	TKT/OPT/DLY
THR1A0980	TKT/TTL	OPT/TTL	DLY/TTL	TTL			
ON QUEUE:	....17	.....5	.....0	....22			
TOTAL	...114	....25	.....0	...139			
25AUG	....14	.....1	.....0	....15			
26AUG	.....0	.....1	.....0	.....1			
27AUG	....16	.....0	.....0	....16			
28AUG	.....8	.....1	.....0	.....9			
29AUG	.....1	.....0	.....0	.....1			
30AUG	.....5	.....0	.....0	.....5			
1SEP	.....6	.....6	.....0	....12			
3SEP	.....4	.....1	.....0	.....5			
4SEP	.....4	.....3	.....0	.....7			
5SEP	.....1	.....1	.....0	.....2			
6SEP	.....3	.....2	.....0	.....5			
8SEP	.....2	.....0	.....0	.....2			
10SEP	.....8	.....2	.....0	....10			
11SEP	.....1	.....0	.....0	.....1			
14SEP	.....1	.....0	.....0	.....1			
15SEP	.....4	.....1	.....0	.....5			
18SEP	.....2	.....1	.....0	.....3			
19SEP	.....1	.....0	.....0	.....1			
20SEP	.....1	.....2	.....0	.....3			
22SEP	.....0	.....1	.....0	.....1			
31PLUS	....32	.....2	.....0	....34			

## Half-month totals

Here are the entries to request the half-month totals:

Entry	Explanation
<b>QCM</b>	Summary planner
<b>QCMD</b>	Delay planner
<b>QCMT</b>	Ticketing planner
<b>QCMO</b>	Option planner

To request half month summary planner, enter:

QCM

System Response

HALF MONTHLY SUMMARY						
QUEUE TYPES:TKT/OPT/DLY				OFFID: THR1A0980		
SEP 1-15....	50	JAN 1-15....	0	MAY 1-15....	0	
SEP 16-30....	12	JAN 16-31....	0	MAY 16-31....	0	
OCT 1-15....	16	FEB 1-15....	0	JUN 1-15....	0	
OCT 16-31....	5	FEB 16-29....	0	JUN 16-30....	0	
NOV 1-15....	5	MAR 1-15....	0	JUL 1-15....	0	
NOV 16-30....	2	MAR 16-31....	0	JUL 16-31....	0	
DEC 1-15....	2	APR 1-15....	0			
DEC 16-31....	0	APR 16-30....	0			

The system displays the totals by half-month increments for the next eleven months. You can also request the half-month totals for any of the PNR or messages queues. You do this by appending the queue number after the transaction code. For example, enter:

QCM/12

## Display by record locator

Here are the entries to display the PNRs by record locators:

Entry	Explanation
<b>QVR</b>	Summary planner
<b>QVRT</b>	Ticketing planner
<b>QVRD</b>	Delay planner
<b>QVRO</b>	Option planner

To request summary planer by record locator, enter:

QVR

Partial system response

-----								
TKT OPT AND DELAY SUMMARY : THR1A0980								
-----								
NUM	RLOC/FA	TYP	ITM	QUE	CAT	STA	DATE	TIME
-----								
00001	8CZC34	O	P	003	000	N	25AUG11	
00002	ZFLS8V	T	P	008	001	N	25AUG11	06:00
00003	ZKLTHY	T	P	008	001	N	25AUG11	06:00
00004	6662PH	T	P	008	001	N	25AUG11	06:00
00005	Z49A2J	T	P	008	001	N	25AUG11	06:00
00006	Z53YIM	T	P	008	001	N	25AUG11	06:00
00007	Z5344R	T	P	008	001	N	25AUG11	06:00
00008	Z46CHM	T	P	008	001	N	25AUG11	06:00
00009	Z6EYIG	T	P	008	001	N	25AUG11	06:00
00010	Z7KDRY	T	P	008	001	N	25AUG11	06:00
00011	3Y4L8H	T	P	008	001	N	25AUG11	06:00
00012	6KWFGO	T	P	008	001	N	25AUG11	06:00
00013	YNAWR8	T	P	008	001	N	25AUG11	06:00
00014	ZKKPIV	T	P	008	001	N	25AUG11	06:00
00015	2G9G7Z	T	P	008	001	N	25AUG11	06:00
00016	2G9HRK	T	P	008	001	N	25AUG11	06:00

Explanation of the columns in the response:

Column	Explanation
<b>NUM</b>	Number column and the number of the PNR or message
<b>RLOC/FA</b>	Record locator/message column and the PNR record locator or message address
<b>TYP</b>	Type column indicating whether this PNR or message was placed by the ticketing element (T), option element (O), or delay element (DO)
<b>ITM</b>	The item column indicating whether this item is a PNR (P) or a message (M)
<b>QUE</b>	Queue number
<b>CAT</b>	Queue category
<b>STA</b>	Status N - not yet placed on queue Q - placed on queue
<b>DATE</b>	Date
<b>TIME</b>	Time of queue placement in local time (if the time is equal to 00:00, it is left blank)

You can enter a date in any of the four entries. For example:

QVR/25JUN

## Queue Count Reset

### HE QCR

You can reset the queue count to zero and you can also recalculate the count for a specific queue.

Entry	Explanation
<b>QCR</b>	Resets all queues
<b>QCR8C1D1</b>	Resets the category 1 of queue 8 in the date range 1

Have a look to the following QT display:

1056 24AUG			
QUEUE....THR1A0980.....Q/TTL...ADDS...LQC...IW			
Q30.AMIN .....			
.....C 0....	22.16277.		0.16255
Q31.ELHAM .....			
.....C 0....	21.18958.		0.18937
Q33.MANI .....			
.....C 0....	3. 7466.		0. 7463
Q36.NIMA .....			
.....C 0....	9. 1624.		0. 1615

As shown in the example, the display has four columns titled 'TTL', 'ADDS', 'LQC', AND 'IW'.

Header	Explanation
<b>TTL</b>	Shows the number of PNRs or messages to be worked.
<b>ADDS</b>	Shows the number of PNRs or messages received since the queue was activated or since the last queue count reset (QCR).
<b>LQC</b>	Shows zero (0), if the queue count has never been re-set, or the number of PNRs or messages in the 'TTL' column when the queue count was last reset.
<b>IW</b>	Shows the number of PNRs or messages worked.

The system automatically sets the 'adds' and 'IW' columns to zero (0), and copies the 'TTL' column to the 'LQC' column.

To request to reset Q30, enter:

QCR30

Have a look to QT entry after QCR:

1101 24AUG			
QUEUE....THR1A0980.....Q/TTL...ADDS...LQC...IW			
Q30.AMIN .....			
.....C 0....	22.	0.	22.
Q31.ELHAM .....			
.....C 0....	22.18959.		0.18937
Q33.MANI .....			
.....C 0....	3. 7466.		0. 7463
Q36.NIMA .....			
.....C 0....	7. 1624.		0. 1617

## 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

## Print Queues

### HE PRINT QUEUE

You can replace the queue print (QP) transaction codes with any of the following:

Entry	Explanation
QPR	To print PNRs/MSGs and retain them on queue
QH	To print PNRs including history and remove them from the queue
QHR	To print PNRs including history and retain them on queue

To print PNRs and retain them on queue 8, enter:

QPR8

System Response

ALL PNRS/MSGs WILL BE PRINTED  
REENTER ENTRY TO CONFIRM

If you re-enter the entry system prints PNRs.



## CHAPTER 3: AMADEUS SMART KEYS

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

1. Have a good understanding of Smart Keys and its categories
2. Know how to work with Smart Key interface and relevant Tool bar
3. Create, Modify and delete Smart keys
4. Run Amadeus Smart Keys
5. Understand Smart key language
6. Print smart keys
7. Get familiar with some examples

## Introduction

Smart Keys are automated scripts that you can use to quickly perform your most commonly used tasks. Using Smart Keys, you can send many commands to the Amadeus system with just one click or keystroke.

You can record, edit, store and run smart keys by assigning them to a button icon or to a keyboard shortcut.

## The Command Page Toolbar

If you are using Amadeus Selling Platform, click first on the Command Page tab.



Only the first four Command Page toolbar buttons are applicable to the Smart Keys feature:



- ❶ Pause the current Smart Key. Alternatively, press Ctrl+G
- ❷ Resume the current Smart Key. Alternatively, press Shift+Ctrl+G
- ❸ Stop the current Smart Key. Alternatively, press Ctrl+O
- ❹ Open the Smart Key Editor. Alternatively, press Ctrl+K.

## Getting Help

If you need help on using the Smart Keys, click on  at the top-right corner of your smart key editor, or press F1.

## Smart Key Categories

The Amadeus Smart Keys are listed under the following three categories, with different access rights and permissions properties.

## **Public Smart Keys**

They are available for use by all users at the published level and all lower levels.  
They can be run, copied, printed, but not deleted or modified in the Smart Key editor.

## **Office Smart Keys**

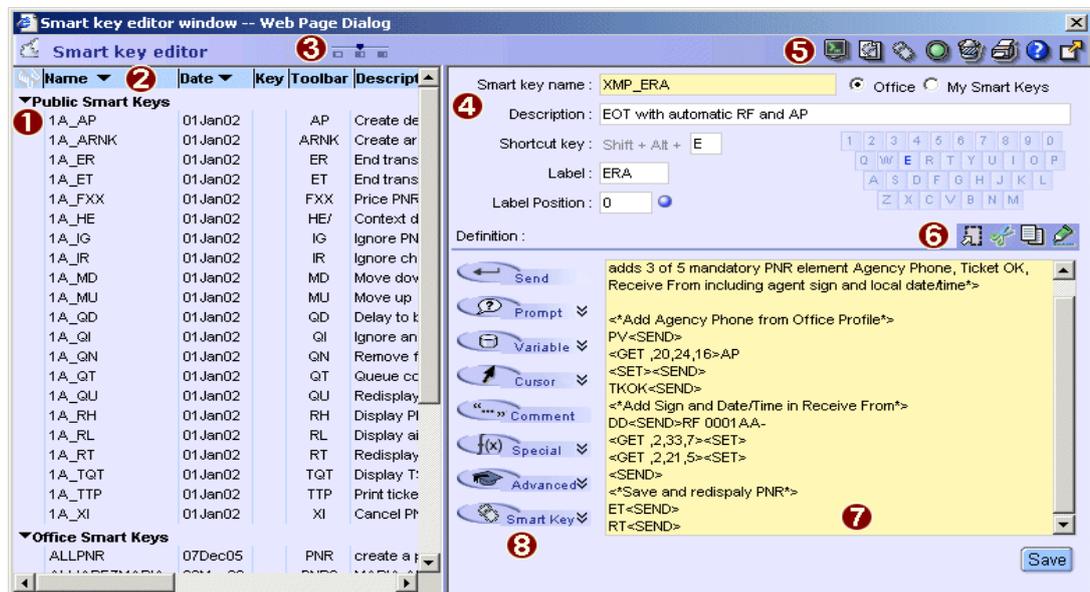
Office Smart Keys are created at office level by users whose duty sign code is SU.  
They are available for use by all users in this office.

## **My Smart Keys**

My Smart Keys are created at user level. Only the user who created these private Smart Keys can see, use, modify, or delete them.

## Working with the Interface

The Smart Key Editor:



- ❶ Selection Column
- ❷ Smart Keys List:
  - Public Smart Keys (created by Amadeus or the vendor)
  - Office Smart Keys (created by an office supervisor)
  - My Smart Keys (created by you)
- ❸ View Bar
- ❹ Header Panel
- ❺ Smart Key Editor Toolbar
- ❻ Text Window Toolbar
- ❼ Smart Key Text Window
- ❽ Definition Buttons

## The Toolbar

Icon	Explanation	Keyboard Shortcut
	Customizes the Smart Key Editor view. Click on one of the icons to choose your preferred display.	
	Copies an existing Smart Key.	<b>CTRL + N</b>
	Creates a new Smart Key	<b>CTRL + W</b>
	Runs a Smart Key	<b>CTRL + R</b>
	Deletes the selected items	<b>CTRL + Delete</b>
	Prints the selected items	<b>CTRL + P</b>
	Launches the Smart Key help	<b>CTRL + H</b>

## The Smart Key Structure

You create or modify the Smart Key structure in two panels: the Header panel, and the Definition panel.

### The Header Panel

In the Header panel, you enter basic information about the Smart Key, such as its name, its description, or the associated shortcut key. Mandatory fields are highlighted in yellow.

In This Field	Enter:
Smart Key Name	The name of your Smart Key (1 to 32 characters). Example: 1A_ARNK.
Level	Select either Office to create a Smart Key that can be used by all users in your office (only if your duty code is SU), or My Smart Keys to create your own Smart Key.
Description	A description of the Smart Key which explains its function. Example: EOT with automatic RF and AP.
Shortcut Key	The keyboard shortcut that will be used to launch this Smart Key from the Command Page. Alternatively, you can double-click on an available letter or number from the keyboard image.  <b>Note:</b> Letters and numbers that are already used are shown in red. There are two sets of shortcuts: Shift+Alt+x for Office Smart Keys, or Ctrl+Alt+x for My Smart Keys, x being any letter or number.
Label	The one- to four-characters button label identifying the Smart Key. You can easily run the Smart Key by pressing this button from the Command Page toolbar. Example: TKTL.
Label Position	The position of this Smart Key in the Command Page toolbar.  <b>Note:</b> To view the existing buttons and their position on the toolbar, click on  .

### The Definition Panel

You use the Definition panel to create or modify the syntax of the Smart Keys. It is composed of two main features: the Text window, and the Definition buttons.

#### Text Window

The Text window is an editor where you enter the Smart Key commands using the programming language. This section is mandatory. It corresponds to the actual body of the Smart Key.

The toolbar provides you with the following editing features: Select All, Cut, Copy, and Paste. When you click on the Save button, you store the Smart Key in the Smart Keys database. You can immediately see the new or modified Smart Key from the Smart Keys list at the left-hand side of the screen.

## Definition Buttons

By using the Definition buttons located to the left of the Text window, you can enter the most useful commands to create Smart Keys by clicking on the corresponding button. The following table describes each button:

Button	Explanation
Send	Inserts the Send command, which sends the information to the system.
Prompt	Inserts a user prompt, which asks the user for information needed to make an entry.
Variable	Once you have created a variable using a prompt, you can insert the variable name again in the same Smart Key.
Cursor	Inserts commands that affect the position of the cursor.
Comment	Inserts a comment into the Smart Key, for informational purposes only.
Special	Inserts special keys on the keyboard. Example: PF1.
Advanced	Inserts advanced commands. Example: CLEAR or TODAY.
Smart Key	Inserts another Smart Key to be run within this Smart Key.

## How to Run a Smart Key

There are three different ways of running a Smart Key:

### From the Editor

Click on the Smart Key that you want to run from the list, and then click on .

### From the Keyboard

If you assigned the Smart Key to a keyboard shortcut, press the Shift and Alt keys for Office Smart Keys, or the Ctrl and Alt keys for My Smart Keys, plus the character assigned to the Smart Key. Example: Ctrl +Alt +E.

### From the Toolbar

If you added the Smart Key to the toolbar, click on the button representing the Smart Key.

## How to Print a Smart Key

You can print a Smart Key listing that shows the Smart Key name, its description and security level, the keyboard shortcut assigned to it, the date when it was last modified or used, and its definition.

1. Click in the select column to the left of the name in the Smart Key list. A check mark appears to the left of each item selected. You can also deselect a Smart Key by clicking on it again.
2. Click on  .

Check the printer's settings, then click on OK

## Understanding the Smart Key Language

All the distribution system commands can be used to build the Smart Key language.

The system accepts both upper case and lower case.

Element	Rule
Smart Key name or Variable name	A Smart Key name or a variable name should only contain the following character set [A-Z] or [a-z] or [0-9] or underscore. Any other character is not accepted as part of a Smart Key name. <b>Note:</b> <i>The name must contain between 1 and 32 characters</i>
Prompt text	Prompt text must not contain special characters such as: < > \ [ ] @ % unless they are prefixed by a back slash (\) which converts them into a literal.
Special characters	The following characters are special characters, and as such they are reserved: < > \ [ ] @ %. If you want to use one of these characters in a user prompt or in a free-flow text, add a back slash (\) before the character. Example: \ >.

## The Smart Key Syntax

Syntax	Explanation
<SEND>	Sends the data preceding the <SEND> tag to the host. The data sent is either: <ul style="list-style-type: none"> <li>• Between the previous &lt;SEND&gt; and the &lt;SEND&gt; tag</li> <li>• Between the previous tag that generates a transmit or a clear command (Example: &lt;CLEAR&gt;, &lt;PAX&gt;, &lt;PFx&gt;, &lt;Attention&gt;) and the &lt;SEND&gt; tag</li> <li>• Between the beginning of the Smart Key and the &lt;SEND&gt; tag</li> </ul> <b>Example:</b> FP CASH<SEND> TK OK<SEND>

Syntax	Explanation
<?prompt>	<p>Allows data input from the user. The user prompt may display some text (in read-only mode) to guide the user through the data input process. Each user prompt is displayed in a separate input area.</p> <p><b>Example:</b> AN&lt;?Enter a date&gt;MIASEA</p> <p>If you don't want to write customized user prompts, you should at least use the following default text: "Enter data".</p> <p><b>Note:</b> <i>Entering data in a user prompt is mandatory unless prompt bypass is applied.</i></p> <p><b>Example:</b> AN&lt;?&gt;MIALON</p>
<?prompt @variable name>	<p>Allows a variable name to be associated to the data input.</p> <p>A variable name is mandatory when "@" is used in the Smart Key syntax. If the variable name is missing, the system returns an error message when you want to save the Smart Key.</p> <p>If the variable name exists already, only the last input is stored in the variable. The variable name can only be placed after the prompt text.</p> <p><b>Example:</b> AN&lt;?enter a city@city&gt; creates a variable called "city".</p> <p>AN&lt;?enter a city@&gt; is incorrect. It generates an error message: "Variable name missing".</p>

Syntax	Explanation
<p>[text&lt;?prompt&gt;] or [&lt;?prompt&gt;text] or [text&lt;?prompt&gt;text]</p>	<p>Allows either an optional entry or command to be created, or an entry with one or several optional fields.</p> <p><b>Note:</b> <i>Entering data in an optional bypass is not mandatory. If no data is entered, the entire text is bypassed.</i></p> <p>An optional bypass must contain only one user prompt. The text in an optional bypass can be placed before or after, or before and after the user prompt. (An optional bypass does not have to contain text.)</p> <p>Text can be free-flow text, or any tags (Example: &lt;SEND&gt; or &lt;TODAY&gt;). However, you can't insert the prompt tag, the imbedded Smart Key tag or the comment tag.</p> <p>Adding a variable name in an optional bypass prompt will apply the same behavior as a regular prompt.</p> <p><b>Example 1:</b></p> <p>[RM First remark &lt;?Enter additional info in remark&gt;] generates a remark if the user enters some additional info.</p> <p><b>Example 2:</b></p> <p>ANMIASEA[/A&lt;?Enter an airline code&gt;] generates ANMIASEA/Axx if an airline is entered. It generates ANMIASEA if there is no input.</p> <p><b>Example 3:</b></p> <p>[RM First remark &lt;?Enter car rules&gt;&lt;TODAY&gt;] generates RM First remark ONE WAY ALLOWED 31DEC if a car rule is entered (today's date being 31DEC).</p> <p><b>Example 4:</b></p> <p>AN[&lt;?&gt;]MIALON could be used when the date is optional.</p>

Syntax	Explanation
<@variable name>	<p>Uses a variable defined in a previous user prompt. The variable contains the data entered in the prompt. When variable names are similar, the variable will contain the last input data. When no variable is specified, the input associated to the last variable is used.</p> <p><b>Example 1:</b></p> <p>AN &lt;?Enter a date @depdate&gt;BRUSYD creates a variable called @depdate</p> <p>CASEA&lt;@depdate&gt;-2/ARR-9A-6P uses the variable called @depdate.</p> <p><b>Example 2:</b></p> <p>AN12JULBRU&lt;?Enter arrival city @arrcity&gt; creates a variable called @ARRCITY</p> <p>CA&lt;@&gt;/ARR-10A-10A uses the input from variable @arrcity</p> <p>The Smart Key syntax is checked when you want to save it. The system checks if the variable names exist, and displays a warning message if not. If you don't change the variable name, the system won't return any value when you run the Smart Key.</p>
<%Smart Key name,office>	<p>Embeds a Smart Key into another Smart Key, and executes the embedded Smart Key from the current Smart Key. If you embed a Public Smart Key, the owner office ID is automatically appended if you use the Smart Key Definition button. Otherwise, you have to enter the office ID in addition to the embedded Smart Key name.</p>
<*comment*>	<p>Adds comments into the Smart Key. These comments do not generate any command when the Smart Key is run.</p> <p><b>Example:</b></p> <p>&lt;*This section concerns the creation of a PNR for a group*&gt;</p>
<PAX> <ATTENTION> <PFx>	<p>Inserts a special key into the Smart Key, and executes it. Special keys are:</p> <ul style="list-style-type: none"> <li>• Program Attention key, where x comprises between 1 and 3.</li> <li>• Attention key</li> <li>• Program Function key PFx where x comprises between 1 and 24.</li> </ul> <p><b>Note:</b> <i>The Program Function keys are only available under 3270 emulation mode.</i></p>

## Cursor Handling

Syntax	Explanation
<BOL>	Moves to the beginning of the line where the cursor is inserted.
<BOS>	Moves to the beginning of the screen response where the cursor is inserted.
<EOL>	Moves to the end of the line where the cursor is inserted.
<EOS>	Moves to the end of the screen response where the cursor is inserted.
<NEXT FIELD>	<p>Tabs to the next editable field (Emulation mode).</p> <p>Moves to the next line (= field) without insert (History mode).</p>
<PREVIOUS FIELD>	<p>Tabs to the previous editable field (Emulation mode).</p> <p>Moves to the beginning of the previous line (= field) without insert (History mode).</p>
<COLUMN,n> <LINE,n>	<p>&lt;COLUMN,n&gt; moves the cursor to the "n" position of the line.</p> <p>&lt;LINE,n&gt; moves the cursor to the "n" line of the last output from the last transaction in the Distribution system, wherever the response fits on the screen.</p> <p><b>Note:</b> The system displays an error message when the number is not valid according to the current screen size. The user can either stop the Smart Key or proceed with its execution.</p>
<LEFT ARROW>	Moves the cursor one character to the left
<RIGHT ARROW>	Moves the cursor one character to the right.
<UP ARROW>	Moves the cursor one character up.
<DOWN ARROW>	Moves the cursor one character down.

## Advanced Functions

Syntax	Explanation
<NEWLINE>	<p>Moves to the first non-protected field of the next line that contains a non-protected field. It skips the lines in which there is no non-protected field.</p> <p><b>Note:</b> <i>This never inserts a new line except when the cursor is after any prompt inside the history on the Command Page (request area).</i></p>
<CLEAR>	Clears the current screen.
<SWITCH WINDOW>	Switches from one window to another split window.
<DELETE>	Deletes the character to the right of the cursor insertion point.
<BACKSPACE>	Deletes the character to the left of the cursor insertion point.
<CLEAR TO EOL>	Clears to the end of the line.
<TODAY>	<p>Gets the current system date using the standard Amadeus format DDMMM (today is 8th February 2005).</p> <p><b>Example:</b></p> <p>AN&lt;TODAY&gt;NCEPAR creates AN08FEBNCEPAR.</p>
<WAIT FOR "response string", timeout>	<p>Allows the Smart Key execution to be suspended until the "response string" string is received in response to a previous command. The default timeout is set to 10 seconds, but this time is configurable in the "timeout" parameter. When the timeout is reached, a warning message is displayed with the possibility to stop the Smart Key or proceed with its execution.</p> <p><b>Example:</b></p> <p>&lt;WAIT FOR "ALPHA 3 - MODE 3270",15&gt;</p> <p>Error message: Searched criteria not found in due time: Verify the search criteria and/or the timeout value.</p>

Syntax	Explanation
<GET,ln,col,len>	<p>Copies data from a specific position into the clipboard, either to be reused in the Smart Key or in another application. The data is copied from the last output from the last transaction to the distribution system wherever the response fits on the screen.</p> <p>The data is copied from a line number (ln), a column number (col), or a length (len). The maximum length is the one of the buffer from the given position of the line/col.</p> <p><b>Note:</b> An error message is displayed when the column or line numbers or length are not valid according to the current screen size. You can either stop the Smart Key or proceed with its execution.</p> <p><b>Example:</b></p> <pre>&lt;GET,3,10,15&gt;</pre> <p>Error message: INVALID COLUMN NUMBER # or INVALID LINE NUMBER # or INVALID LENGTH "length value"</p>
<SET>	<p>Pastes the last copied data from the clipboard into the Smart Key.</p> <p><b>Example:</b></p> <pre>FPC&lt;SET&gt;&lt;SEND&gt;</pre>
<CHOOSE>	<p>Creates a multiple choice statement. The user will select an option from the ones that you propose. When the user enters the option's keyword, the system launches the action that you defined.</p> <p>Keywords can contain 1 to 32 characters.</p> <p>The action can include conditional statements, embedded smart keys, comments, the send or any other command.</p> <p>If the user enters an incorrect keyword, the CHOOSE statement will restart and display the window text.</p> <p>To create the CHOOSE statement in guided mode, click on the Advanced button from the Smart Key editor. The Choose window appears.</p> <p><b>Syntax:</b></p> <pre>&lt;CHOOSE &lt;window text for choose statement&gt; keyword1 &lt;action if user enters keyword1&gt; keyword2 &lt;action if user enters keyword2&gt; keyword3 &lt;action if user enters keyword3&gt; &gt;</pre> <p><b>Example:</b></p> <pre>&lt;CHOOSE&lt;Select an option: Air: description for keyword 'Air' Car: description for keyword 'Car'&gt;</pre> <pre>Air &lt;AN&lt;enter date&gt;&lt;enter city pair&gt;&lt;send&gt;&gt; Car &lt;CA&lt;enter city&gt;&lt;enter dat&gt;&lt;enter number of days&gt;&lt;send&gt;&gt;&gt;</pre>

Syntax	Explanation
<REPEAT UNTIL>	<p>Creates a statement that repeats an action until the user enters the keyword that has been designed to stop the loop process.</p> <p>The loop also contains a multiple choice statement from which a user will enter a keyword to perform an action (like a CHOOSE statement).</p> <p>Keywords (whether to stop the REPEAT statement or to perform an action) can contain 1 to 32 characters.</p> <p>Each action can include conditional statements, embedded smart keys, comments, the send or any other command.</p> <p>If the user enters an incorrect keyword, the REPEAT statement will loop and display the window text.</p> <p><b>Syntax:</b></p> <pre>&lt;REPEAT UNTIL &lt;keyword to end loop&gt; &lt;window text to repeat&gt; keyword1 &lt;action if user enters keyword1&gt; keyword2 &lt;action if user enters keyword2&gt; keyword3 &lt;action if user enters keyword3&gt; &gt;</pre> <p><b>Example:</b></p> <pre>&lt;REPEAT UNTIL&lt;e&gt; &lt;Enter AIR for air availability or CAR for car availability or HTL for hotel availability or E to exit&gt; AIR &lt;&lt;%T_AIR&gt;&gt; CAR &lt;&lt;%T_ACAR&gt;&gt; HTL &lt;&lt;%T_HOTEL&gt;&gt; &gt;</pre>

Syntax	Explanation
<IF...THEN...ELSE...>	<p>Creates a true-or-false conditional statement so that different actions are performed when the condition is true and when it is false. If the condition is true, the action after THEN is performed. If the condition is false, the action after ELSE is performed. The ELSE statement is optional.</p> <p>The condition is a comparison between two elements using an operator, for example 22mar=@vardate.</p> <p>Operators can be: equal to (=), less than (&lt;), less than or equal to (&lt;=), greater than (&gt;), and greater than or equal to (&gt;=).</p> <p>You can use three types of elements in the condition statement: keywords (1-32 characters with no spaces and no special characters), variables (for example @date), and free-flow enclosed by double-quotes (for example "try again").</p> <p>The THEN and ELSE actions can contain any valid action or actions, including CHOOSE, REPEAT UNTIL SEND, comments and user-defined variables.</p> <p><b>Syntax:</b></p> <pre>&lt;IF &lt;condition&gt; THEN &lt;action or actions if true&gt; ELSE &lt;action or actions if false&gt; &gt;</pre> <p><b>Example:</b></p> <pre>&lt;IF&lt;@airline=AF&gt; THEN &lt;FM10&lt;send&gt;&gt; ELSE&lt;FM0&lt;send&gt;&gt;&gt;</pre>

Syntax	Explanation
<p>&lt;IF...THEN...ELSE...&gt; (continued)</p>	<p>Free text can be freely used in IF THEN ELSE statements but keywords cannot generally be used unless you embed a CHOOSE in an IF THEN ELSE statement, as in the following example:</p> <p><b>Example:</b></p> <pre>&lt;CLEAR&gt; ig&lt;SEND&gt; rm beginning of the SMK test for if then else&lt;SEND&gt; &lt;?enter a number equal or different than 10@number&gt;&lt;SEND&gt;  &lt;IF @number=10&gt; THEN &lt;rm number = ten&lt;SEND&gt;  &lt;CHOOSE &lt;A embedded B no embedded A : embedded to run B : no embedded to run&gt; A &lt;rm embedded remark&gt; B &lt;rm no embedded remark&lt;send&gt; rm second line for no embedded&lt;send&gt;&gt;&gt;&gt;  ELSE &lt;rm number not = ten&lt;SEND&gt;&gt;&gt;&gt;</pre> <p>In the same way, an IF THEN ELSE statement can be embedded in a CHOOSE statement.</p>

## Smart Key Examples:

### Completing a PNR

```
AP;
AP SINA TASLIM EXT 104;
APE-TRAINING\@IR.AMADEUS.COM;
RIZ *****AMADEUS WISHES YOU A NICE TRIP*****;
RIR*****FIND YOUR RESERVATION ON WWW.CHECKMYTRIP.COM*****;
RFST;
ER<SEND>
```

### Changing PNR Responsibility

```
RPS/<?OFFICE ID>/ALL<SEND>RFST;ER<SEND>
```

### Displaying number of stock allocated by a specific airline

```
TOQD/UNIX/T-<?AIRLINE CODE><SEND>
```

### Displaying range of stock allocated by a specific airline

```
DSL/D/J/<?3-DIGIT AIRLINE TKT CODE>/<?OFFICE ID><SEND>
```

### Entering SSR OK to Board for PAX get to Australia on EK

```
SROTHSEK- DUE TO TIETAQ VISA VALID TILL <?VISA EXPIRY DATE> OK TO BOARD/P<?PAX NO.><SEND>
```

### Request manual credit card approval

```
DECC<?TWO-LETTER CREDIT CARD COMPANY CODE><? CREDIT CARD ACCOUNT NUMBER>/<?CREDIT CARD EXPIRY DATE (MMYY)>/<?CURRENCY><?AMOUNT>/<?TWO-CHARACTER CODE OF THE VALIDATING AIRLINE><SEND>
```

### Entering passport information

```
SRDOCS<?AIRLINE CODE>HK1-P-<?TRAVEL DOCUMENT ISSUING COUNTRY CITIZEN CODE>-<?PASSPORT NUMBER>-<?PAX NATIONALITY CITIZEN CODE>-<?DATE OF BIRTH (DDMMYY)>-<CHOOSE <CHOOSE ONE OF THE FOLLOWING OPTIONS
M : MALE
F : FEMALE>
M <M>
F <F>>
-<?PASSPORT EXPIRY DATE (DDMMYY) >-<?FAMILY NAME>-<?GIVEN NAME>-[<?SECOND NAME>]
-[<?ENTER H IF PAX IS HOLDER>]/P<?PAX NO.><SEND>
```

## EK chauffeur drive service

```
SUEKNN<?Number of cars requested><?City in which chauffeur drive is
requested><?Date of Arr or Dep>CHFD/
<CHOOSE <Choose one of the following options
A : Arr point
B : Dep point>
A <A<?Segment No.>>
B <D<?Segment No.>>>
//<?Enter Address><SEND>
```

## EY chauffeur drive service

```
SRLIMONN<?NUMBER OF CARS REQUESTED>-<?POINT OF PICK UP/DROP OFF> <?ADDRESS MUST BE
IN THE FOLLOWING FORMAT (PU...pich up address...DO...drop off address...> MOB-
<?MOBILE NUMBER>/S<?SEGMENT NUMBER><SEND>
```

## Adding a Queue

```
QA<?NUMBER OF Q YOU WANT TO ACTIVATE IT@Q>C<?NUMBER OF CATEGORIES YOU WANT THE Q
HAS><SEND>
QAQ<@Q><?ADD NAME FOR THE Q><SEND>
QTQ<SEND>
```



## CHAPTER 4: RECALL PURGED PNR

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

1. Get familiar with PDR
2. Know what PDR contains
3. Retrieve PDR by using different methods

## Recall Purged PNRs

A PNR is purged 4 days after the start date of its last segment, whether that segment was canceled or not. Amadeus provides you a method to recall PNRs that were previously purged from system.

You can also retrieve a PDR using any of the following elements:

- Record locator
- Flight number/ Date/Family name
- Ticket number

**Note:** Past date records do not include other airline record locators (RLH).

It always contains the following data:

- A header line, containing a PDR tag, a read mode tag, the office ID indicating where the request was made, the sign and duty code of the agent who made the request, the time and date of the request, and the request itself.
- The face of the PNR
- The PNR history

The PDR may also contain the transitional stored ticket (TST).

**RPD/RLC-5BS6BQ\*Q**

System Response

ACCEPTED

This method is called offline and the result will be placed on queue 96, within 48 hours.

Here you can find a PDR that is placed in queue 96.

```

MSG-PDR -                               Q96 C0      (0)
THR1A0900/8081BA/SU                      12SEP11/0614Z
RPP/RLC-5BS6BQ*Q
--- TST RLR MSC ---
RP/THR1A0900/THR1A0900                   AA/SU      02OCT10/0618Z  5BS6BQ
 1.BAKHSHANDEH/HASSAN MR
 2  EK 914 L 03OCT10 7 DAMDXB HK1        FLWN
 3  EK 374 Q 03OCT10 7 DXBBKK HK1        FLWN
 4  EK 419 Q 09OCT10 6 BKKDXB HK1        FLWN
 5  EK 971 L 09OCT10 6 DXBIKA HK1        FLWN
 6 AP AMADEUS IRAN
 7 APS SAPCO
 8 APS CASH
 9 TK OK02OCT10/THR1A0900
10 FA PAX 176-2404215947/ETEK/IRR7730000/02OCT10/THR1A0900/00000
    000/S2-5
11 FB PAX 0200006920 TTP/T-EK/T1 OK ETICKET/S2-5
12 FE PAX NON-END/SKYWARDS FLEX//S2-5
13 FP CASH
20 FV PAX EK/S2-5

**** RH ****
 000 ON/BAKHSHANDEH/HASSAN MR
 000 OS/EK 914 L 01OCT 5 DAMDXB LK1 1745 2135/NN *1A/E*
 000 OS/EK 564 K 02OCT 6 DXBBLR LK1 0330 0900/NN *1A/E*
 000 OS/EK 565 T 06OCT 3 BLRDXB LK1 1025 1255/NN *1A/E*
 000 OS/EK 977 L 06OCT 3 DXBIKA LK1 1845 2025/NN *1A/E*
 000 RF-OP CR-THR1A0900 SU 8081BA 28SEP/0933Z
 001 AF/FP CASH
 001 RF-OP CR-THR1A0900 SU 8081BA 28SEP/0933Z
 002 AF/FM *C*9/EK 914 L 01OCT DAMDXB/EK 564 K 02OCT DXBBLR/E
    K 565 T 06OCT BLRDXB/EK 977 L 06OCT DXBIKA/BAKHSHANDEH
    /HASSAN MR

```

To retrieve PDR by using Flight number/ Date/Family name, enter for example:

**RPD/EK0914/03OCT10-AMINI/BITA MRS\*Q**

To retrieve PDR by using ticket number, enter for example:

**RPD/TKT-1762408212947\*Q**



## **CHAPTER 5: AMADEUS GROUP PNR**

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

1. Know the group Size and it's elements
2. Use passive segments in group PNR
3. Steps to create group PNR

## Amadeus Group PNR

Amadeus group Passenger Name Record (PNR) is a reservation functionality that allows authorized agents to handle parties of up to 99 passengers in a single PNR.

The group PNR must contain the following elements:

- A special group name element
- At least one group air segment
- A group fare SSR element
- The other mandatory elements like normal PNRs (contact element, ticketing element and etc)

You must add the individual passenger names by using the NM transaction, when they are available.

Amadeus transmits ticket numbers for group PNRs only to those airlines in the itinerary that have agreed to receive them. To find it, you can refer to GGPCAXY page.

### Steps to create a Group PNR:

1. NG20 EUROPE TOURS (20 is the number of passengers in the group)
2. SSKL434G22JANIKAAAMSSG20
3. SSKL433G30JANAMSIKASG20
4. AP ; TKOK
5. SR GRPF KL- GE3MIR5 (Group Fare Basis)
6. RF ..... ;ER
7. NM1AMIRI/NIMA MR (Add names of passengers using the same NM format)
8. RTN (To retrieve list of all names added to the group PNR)

Below you can find a group PNR:

```

RP/THR1A0980/THR1A0980                AZ/SU  25SEP11/0728Z  8NAB6Y
THR1A0980/8080AZ/25SEP11
0. 19EUROPETOURS  NM: 1
  2  KL 434 G 22JAN 7 IKAAMS HN20      I  0140 0505
  3  KL 433 G 30JAN 1 AMSIKA HN20      3  1530 2310
  4  AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  5  TK OK25SEP/THR1A0900
  6  SSR GRPF KL GE3MIR5

```

Follow the same steps to price and issue the ticket like a normal PNR.

**Note:** The mentioned example is designed for long sell segments. If you wish to sell short sell segments, you can use the following entry from an availability or schedule display:

**Short Sell:** SS20G1/SG

If you need to transmit the names to non-Amadeus system users, you can use NT transaction as below:

1. Retrieve the PNR
2. NT XY (NT followed by airline code)



## CHAPTER 6: PASSENGER LIST SEARCH

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

1. Display passenger list with different criteria
2. Retrieve PNR from passenger list
3. Print passenger list
4. Create advance list and display status table for requests
5. Delete all or some part of requests

## Passenger List

Passenger lists provide essential information on various aspects of a flight. They range from the most comprehensive passenger list depending on the data requested in your entry.

To List passengers on a specific Date and Flight Number, use below entry:

LP/LH601/17JAN

LP	Transaction code
/LH601	Slash, airline code and flight number
/17JAN	Slash, flight date

System Response

```

**PASSENGER NAME LIST**
LP/LH601/17JAN
IKAFRA
001 01JAFARI/KAMBAKSH 56FAID Z HK 18DEC THRI4210Z
002 01JONEIDI JAFARI/AH 7NEZS2 Z HK 23NOV THRI4210Z
003 01SHAHRIARI/SHADI M 56FUL6 Z HK 18DEC THRI4210Z
004 02JENABZADEH/ZOHREH 36NIM5 V HK 11DEC THRI4210Z
005 02NOVINSHOAR/FIROUZ 36NIM5 V HK 11DEC THRI4210Z
006 01SAFA/SEYEDJALAL M 4UG8IX V HK 14DEC THRI4210Z
007 01SHAHIDI/SIMA MRS 4UHC8G V HK 14DEC THRI4210Z
END OF DISPLAY

```

Note: If you do not mention any date in the above entry, the system consider the date in which you are, at the time of request.

In order to retrieve a PNR from the above Passenger Name List, enter:

LP003

LP	Transaction code
003	Line number in the list

You can send the Passenger Name List to a default printer, enter:

LP/LH601/17JAN-P

System Response

```

SENT TO SYSTEM FOR PRINTING

```

To send the passenger name list to the default queue (Q25C0), enter:

LP/LH601/17JAN-Q

System Response

**00006 PNRS SENT TO QUEUE - Q25 CAT 000**

You can use different search option codes in your entry as follows:

Search code	Explanation	Example
N(J)	List names starting with a specific letter	LP/N(J)/LH601/17JAN
J(CHD)	List passengers with specific Passenger Type Code (PTC)	LP/J(CHD)/EK976/07JAN
C(Z)	List passengers by booking class	LP/C(Z)/LH601/17JAN
Y	List passengers who have no TKOK	LP/Y/LH601/17JAN
V(FA-FH)	List passengers without FA or FH ticketing elements	LP/V(FA-FH)/LH601/17JAN

## Creating Advance List

There is also another search tool with wider option codes which you can use. For example, to search for all PNRs contain LH segment, enter:

	LPO/A(LH)
LPO	Transaction code
/A	Slash, airline search code (Mandatory)
(LH)	Open bracket, search criteria, close bracket

System Response

```
ACCEPTED - CHECK REQUEST STATUS WITH LPS/PS
```

When you submit an LPO search, the results appear in the passenger list status table. To display the status table, enter:

LPS/PS

System Response

```
PASSENGER LIST STATUS TABLE - THRI4210Z
1    LPO/A(LH)                                01JAN IN
PROGRESS
```

When the search status is "In progress", it means that the request is being processed, and when the request has finished without error, the status will be changed to "Complete", also the number of found PNRs will be mentioned.

```
PASSENGER LIST STATUS TABLE - THRI4210Z
1    LPO/A(LH)                                01JAN COMPLETE    195
PNRS
```

In order to display the Passenger/PNR list found during the search, enter:

LPS/D1

## System Response

```

PASSENGER LIST - SEARCH BY OFFICE
THRI4210Z/6503TA/SU          01JAN/1255Z
REQUESTED:01JAN
LPO/A(LH)
OFFICE THRI4210Z
001  AALAM SAMIMI/MOJGAN MRS  5SZKUU
002  ABDOLI/AHMAD DR MR      5AMBNC
003  ABDOLLAHIMOTLAGHSOMEHSA/M 6VXREM
004  AFRASIABI/HASSAN MR     2Y24ER
005  AFSHAR BAKESHLOO/LIDA MRS 8CQFCB
006  AFSHAR GHAHREMANKHANI/ALI 25KO4X
007  AFSHAR GHAHREMANKHANI/ARA ZYA4NT
008  AFSHARGHAHREMANKHANI/ALI  8CP4YE
009  AFSHARGHAHREMANKHANI/ARIA 8CQFCB
010  AHMADI SOBHANI/JALEH MS   2ASCHO

```

You can retrieve a PNR by referencing a passenger from the passenger list.  
Enter, for example:

LPS003

LPS	Transaction code
003	Passenger item number

The passenger list status table holds a maximum of 10 search requests at one time.  
Requests are automatically removed from the list after five days. However, if the status table is full and you want to request another search, you can delete searches from the list.

You can delete any search provided it does not have a status of 'IN PROGRESS'.  
To do this, enter, for example:

LPX/3-5,7

LPX	Transaction Code
/3-5,7	Slash, Request Item Numbers To Delete

To delete all requests, enter:

LPX/ALL

When you request an LPO search, you can also send the passenger name list to a printer or queue the result.

To send the passenger name list to your default printer, enter:

LPO/A(LH)-P

To send the passenger name list to the default queue (Q0C1), enter:

LPO/A(LH)-Q

You can also send the result to a specific queue, to do so, enter:

## LPO/A(LH)-Q13C1

Note: the queue must be empty at the time the entry is made.

You can use different search option codes in your entry as follows:

Search codes	Explanation	Example
ALL	Search for all PNRs	LPO/ALL
D(1JAN,5JAN-10JAN)	Travel date	LPO/A(LH)D(1JAN,5JAN-10JAN)
F(EK978,976)	Flight number	LPO/F(EK978,976)
P(IKAFRA)	City pairs	LPO/P(IKAFRA)
S(2014TA)	Agent sign	LPO/S(2014TA)
T(FA1DEC-05DEC)	Ticketed PNRs	LPO/T(FA1DEC-05DEC)
B(ZRH)	Board point	LPO/B(ZRH)

You can combine some of these search option codes with each other but none of them can be combined with 'ALL'.

For more information about search option code, you can refer to help pages:

HE LPO MS295

