Amadeus Air Reservation

Note: This module contains Amadeus Air Reservation functions, updated in October, 2010.

Table of Contents

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 is a leading transaction processor for the global travel and tourism industry, providing transaction processing power and technology solutions to both travel providers (including full service carriers and low-cost airlines, hotels, rail operators, cruise and ferry operators, car rental companies and tour operators) and travel agencies (both online and offline).

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?

- 120 airline's websites are powered by Amadeus

- 400,000 Users of Amadeus selling Platform

- 1000 corporates are using Amadeus online solution

- 217 Markets worldwide

- No1 on e-ticketing

- 155 airline users

CHAPTER 1: SIGN-IN

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

1. Have a good understanding of sign
2. Choose proper password for your sign
3. Have a good understanding of Production and Amadeus Training
4. Sign-in to Amadeus system
5. Sign-out of Amadeus system
6. Change your password
7. Define areas
8. Know the advantages of multiple areas
9. Display area status
10. Identify your Office ID and Terminal Address
11. Move between different areas

Office ID

Each office (Travel Agency, Airline, Hotel Provider and etc.) is known by a unique Office ID in Amadeus. The Office ID is a nine-character code consists of:

THR   **I42**   **AB5**

City Code

Corporate Code and Qualifier

Office Code
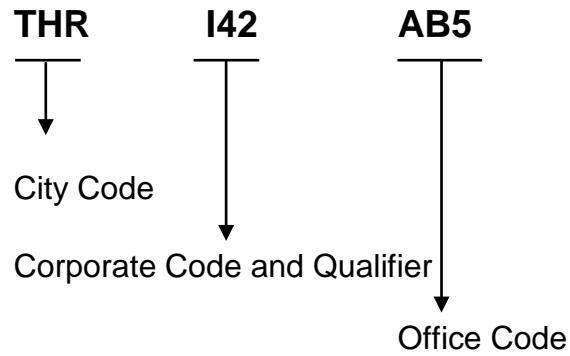
Terminal Address

Each terminal connected to Amadeus at each office is known by a unique eight-character code called Terminal Address such as:

58   **98**   **000A**

Unique Office ID

Specific Terminal Address

Specific Terminal Address   Specific Terminal Address
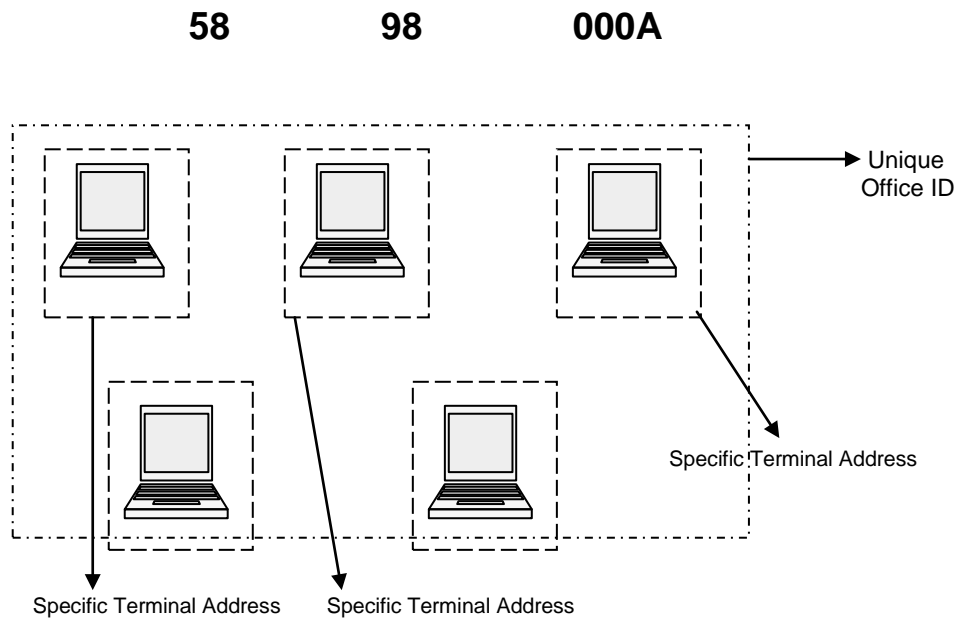
Sign Definition

Sign is a unique eight-character code at each office. Each sign has one duty code or several duty codes attached which defines rights and duties of the sign.

$$\textbf{8690} \qquad\qquad \textbf{AM} \qquad\qquad \textbf{SU}$$

← Agent Sign →

(Numeric)

(Alpha)   Duty Code
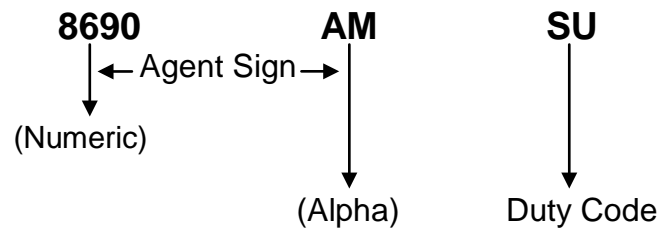
For more security, each sign is protected by a password. Passwords are required to be 5-8 characters and can be either alphabet or number or a combination of alphabet and number. Symbols such as /, \, :,;;",{ … can not be included in passwords. Also space is not allowed.

Examples

Password	Correct/Incorrect	Reason
Amadeus	Correct	No symbols- Proper character
amadeusIran	Incorrect	More that 8 characters
ama12ir	Correct	No symbols- Proper character
ama128ir5	Incorrect	More than 8 characters
125-ama9	Incorrect	Using"-" is not allowed
ama ir876	Incorrect	Using space is not allowed

Note: You can sign-in to Amadeus using graphical page or using cryptic entries.

Amadeus Training and Production Environment

There are two different environments in Amadeus:

-   Amadeus Production Environment
-   Amadeus Training Environment

We use Production environment. to make real bookings for passengers. We do not make fictitious bookings in Production mode since it imposes extra costs to airlines to maintain these bookings.
To launch Amadeus production, you should use the following URL:

http://amadeusvista.com/

Then click on "Launch Amadeus Selling Platform".

In order to learn and practice, we use Amadeus Training environment.
Amadeus Training is not a part of Production. It is a separate system, dedicated to delivering training. You may like to think of it as a clone of the Production system with a system date that is five weeks behind Production.

To launch Amadeus training, you should use following URL:

http://training.amadeusvista.com/

Work Areas

There are six work areas in Amadeus system, identified by letter A through F, associated with each terminal. You can sign into multiple work areas. Multiple work areas enable you to perform different transactions in different areas.

Sign-in Using Graphical Screen

When you run Amadeus, you can use graphical screen to sign into Amadeus.

Fill in each field according to the title and click on sign-in. An example is done below:

Sign-in Using Cryptic Entry

HE SIGN

You may wish to use cryptic entries to sign-in to Amadeus. The entry to sign-in to the first available area in Production Mode is:

JIA8690AM/SU-12345

JI	Transaction code
A	Area
8690	Agent sign (Numeric)
AM	Initial (Alpha)
/SU	Slash followed by duty code
-12345	Dash followed by password

System Response

```
A-SIGN  COMPLETE/20OCT/SU
*******   AMADEUS PRODUCT NEWS    *******      SEE GGNEWS
HTL - SPECIAL OFFER FOR AUTOMATED HOTEL COMMISSIONS    GGNEWSHTL
HTL1- VIP UPGRADES:INTERACTIVE CANCEL/SEAMLESS RTSVCH  GGNEWSHTL1
GEN3- AC ENJOYS AAU WITH DYNAMIC SCHEDULES ONLY        GGNEWSGEN3
AIS - CLUB AIR - 6P NEW AIS PARTICIPANT                GGNEWSAIS
```

Area which is signed   *   Date   *   Duty code

In order to sign-in to the multiple areas, make the following entry:

JIA/B/C8690AM/SU-12345

JI	Transaction code
A/B/C	Areas
8690	Agent sign
AM	Initial
/SU	Slash followed by duty code
-12345	dash followed by password

System Response

```
A-INA/B/C-SIGN COMPLETE/20OCT/SU
******   AMADEUS PRODUCT NEWS   ******       SEE GGNEWS
HTL - SPECIAL OFFER FOR AUTOMATED HOTEL COMMISSIONS    GGNEWSHTL
HTL1- VIP UPGRADES:INTERACTIVE CANCEL/SEAMLESS RTSVCH  GGNEWSHTL1
GEN3- AC ENJOYS AAU WITH DYNAMIC SCHEDULES ONLY        GGNEWSGEN3
AIS - CLUB AIR - 6P NEW AIS PARTICIPANT                GGNEWSAIS
```

Active area   *   Signed areas   *   Date   *   Duty code

Note: The area you are currently working is called active area.

To sign-in to Amadeus Training environment, enter the same **JI** as transaction code.

JIA8690AM/SU-12345

System Response

```
A-SIGN COMPLETE/25AUG/SU
WELCOME TO THE SKL NATIVE SYSTEM.
*TRN*
```

Changing Password

Passwords are valid for 90 days in Amadeus. After 90 days you will be asked to change your password although you may want to change your password any time you wish to. In order to change your password, sign out and then sign in with the following entry:

JI8690AM/SU-tourist/travel

JI	Transaction code
8690	Agent sign
AM	Initial
/SU	Slash followed by duty code
-tourist	Dash followed by old password
/travel	Followed by new password

Displaying Areas Status

You can find Amadeus Office ID, Terminal Address and each area status by a simple entry:

JD

System Response

```
8CB2AFD1      THRI42980                          PSEUDO CITY : AGY

AREA  TM  MOD  SG/DT.LG  TIME  QCAT  ACT.Q   STATUS        NAME
B-IN      PRD  KI/SU.EN  24                    PNR CREATE
A-OUT 01M PRD  SH/SU.EN  24                    PNR DISPLAY   AHMADI*
C                                              NOT SIGNED
D                                              NOT SIGNED
E-OUT 05M PRD  PA/SU.EN  24                    SIGNED
F                                              NOT SIGNED
```

Terminal   Office ID   Pseudo City Code
Address

Component	Explanation
AREA	Work area columns A,B,C,D,E,F
TM	Time column (Indicates how long the area is idle in minute)
MOD	Mode column, PRD or TRN
SG	Last two characters of sign (Initial) column
DT	Duty code column
LG	Language code Column
TIME	System time display. (24-24 hours or 12-12 hours)
QCAT	Queue category column
ACT.Q	Active queue column
STATUS	Work area status
NAME	Name of the first passenger in the PNR

Moving Between Areas

Look at the following screen capture of Amadeus:

```
8CB2AFD1         THRI42980                  PSEUDO CITY : AGY

AREA  TM  MOD SG/DT.LG TIME QCAT ACT.Q   STATUS      NAME
B-IN      PRD KI/SU.EN  24            SIGNED
A-OUT 01M PRD SH/SU.EN  24            SIGNED
C                                     NOT SIGNED
D                                     NOT SIGNED
E                                     NOT SIGNED
F                                     NOT SIGNED
```

An agent has signed into area "A" using "SH" as his/her initial and area "B" is being used by another agent with "KI" initial. The entry to move between these two areas is:

JMA

JM   Transaction code
A   Area

Sign Out

It is important to sign out of the system at the end of the day, or when leaving your terminal for an extended period of time. To sign out of an active area only:

JO

System Response   (If only one area had been signed before)

```
5898000A          THRI42980                        PSEUDO CITY : AGY

AREA  TM  MOD SG/DT.LG TIME QCAT ACT.Q   STATUS      NAME
A                          24             NOT SIGNED
B                                         NOT SIGNED
C                                         NOT SIGNED
D                                         NOT SIGNED
E                                         NOT SIGNED
F                                         NOT SIGNED
```

System Response   (If multiple areas had been signed before)

```
A-NOT SIGNED B-IN
```

If you have a PNR displayed in that area, the system displays the message
" PNR PRESENT-PLEASE FINISH OR IGNORE"

Note: Idle areas would be signed out after 30 minutes automatically.

Sign-In and Sign-Out Additional Entries

Entry	Explanation
JI*1212SH/SU-12345	Sign into all areas
JOC	Sign out of a specific area
JOC/D	Sign out of multiple areas
JO*	Sign out of all areas

Office Profile

The office profile is the security record which controls many functional features at office level. Your travel agent's information such as Name, Address, Tel, Fax, Email address, IATA code and much other useful information are take place at office profile. To display your own office profile, enter:

PV

Partial System Response

```
* * * * * * * * * * *  PV OFFICE PROFILE  * * * * * * * * * *
AMADEUS OFFICE ID         - THR1A0980     AMID - 090886
NATIONAL SYSTEM OFFICE ID  - 1A/THR1A0980
DATE/TIME                 - 30SEP12/0733

* * * * * * * * * * *  OFFICE IDENTIFICATION  * * * * * * * *
CIN*IATA NUMBER           - 00000000
ERN*ERSP NUMBER           - 00000000
* * * * * * * * * * *  GENERAL DATA   * * * * * * * * * * * *
NAM*OFFICE NAME     - HELP DESK / ACO OFFICE
AD1*ADDRESS 1       - NO 6,17TH ST,BUCHAREST ST,ARGENTINE SQ.
AD2*ADDRESS 2       - TEHRAN, 15138
AD3*CITY NAME       - TEHRAN
CRP*CORPORATE IMPLANT- NONE
CST*CONSORTIUM CODES - NONE
CTN*COUNTRY NAME    - IRAN
PHO*PHONE PRIMARY   - +98 21 85760
PH2*PHONE SECONDARY  - NONE
FAX*FAX PRIMARY     - +98 21 88706606
FA2*FAX SECONDARY   - NONE
EML EMAIL ADDRESS   - INFO@IR.AMADEUS.COM
OOH*OPENING HOURS   - M 1): OPEN ALL DAY
```

CHAPTER 2: POINT OF SALE

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

1. Features of Amadeus ProWeb, ProWeb Plus and Amadeus Selling Platform and it's benefits
2. Functionality of each icon in your system
3. Different toolbars in your system

Front Office Products

Amadeus offers several front office products to facilitate travel agents' daily working issues and to be more compatible with each office needs.

Amadeus Iran currently supports ProWeb, ProWeb Plus and Amadeus Selling Platform (Basic and Full Pack) as front office products.
But the recommended offer is Amadeus Selling Platform (Basic and Full Pack).

ProWeb

ProWeb is a web based front office product which supports command base system but it is not equipped with Ticket Writer. Proweb is suitable for offices with low internet speed.
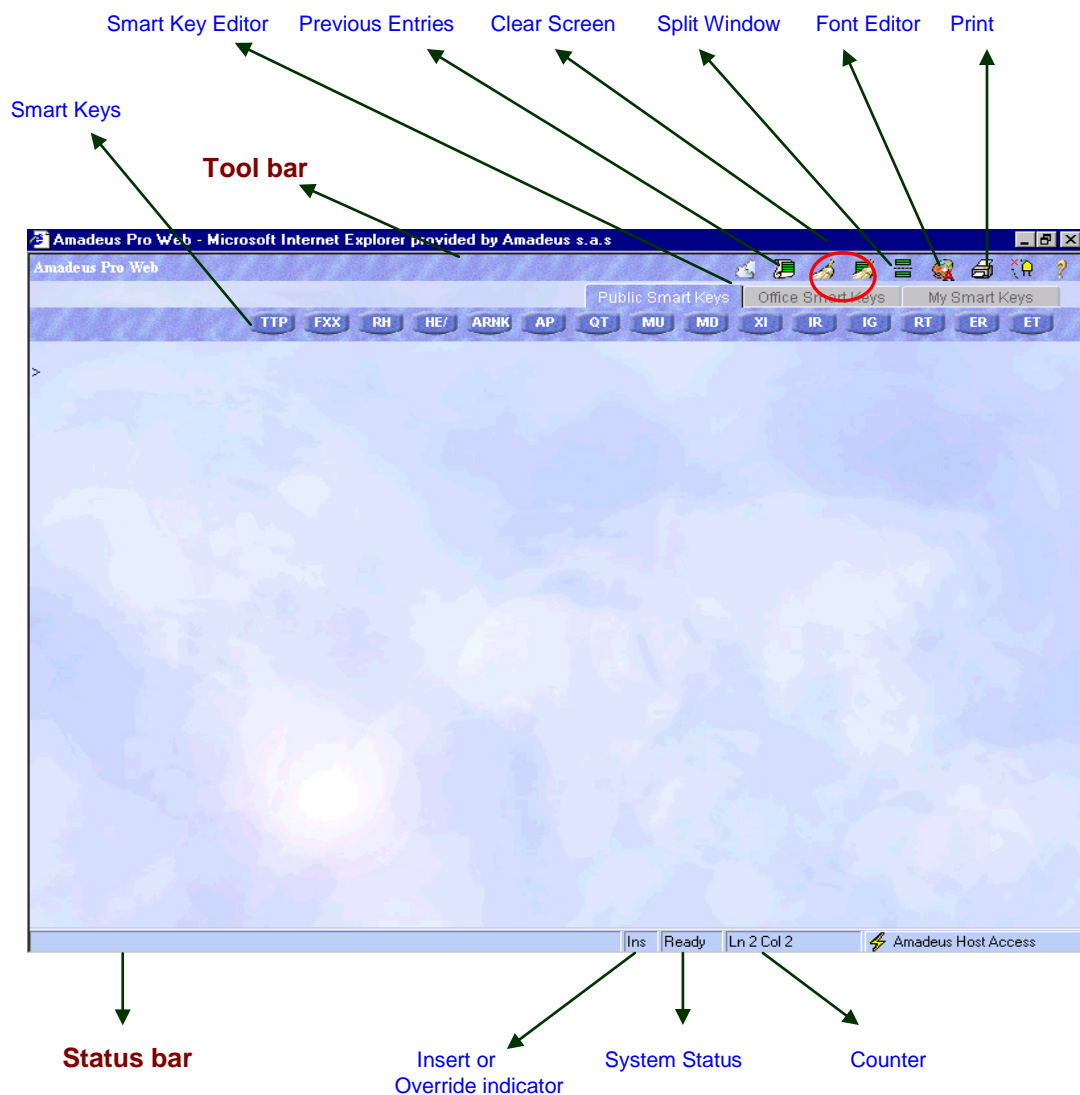
ProWeb Plus

ProWeb Plus is a sophisticated version of ProWeb which supports Ticket Writer too.

ProWeb Plus is also equipped with Speed Mode system which reduces number of key strokes by providing relevant shortcuts to your entry.

With the Ticket Writer you can easily print out your paper tickets and eliminate hand writing procedure.

Amadeus Selling Platform

Amadeus Selling Platform is the newest version of Amadeus front office products which supports graphic and command based system. It is also equipped with Ticket Writer and Speed Mode.
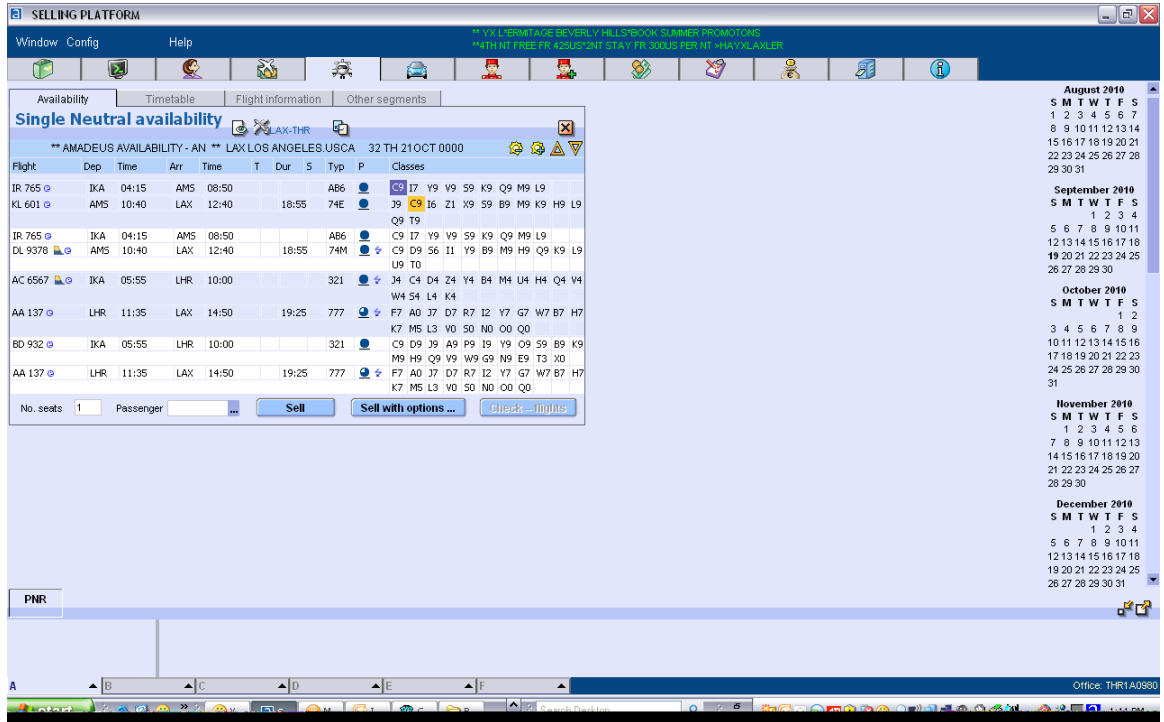
The Toolbar (Amadeus Selling Platform)

The toolbar, on the upper right side of the screen, contains several icons that allow the user to perform common tasks, access specific tools or customize the product.
A brief description of the icons (tooltip) as well as a shortcut key appears when placing the cursor on each icon.

Host Window	Description	Icon	Shortcut
Print all the pages	Local screen print is supported. The print icon will print all pages in the buffer. To print only a selection, it is necessary to first select the text, right-click, then left-click on Print.		Ctrl+P
Paste	Paste Icon		Ctrl+V
Copy	Copy Icon		Ctrl+C
Sellect	Sellect Icon.		Ctrl+A
Customize & Configure	To customize the screen colors (5 color palettes available) or font settings (size & type).		Ctrl+Z
Split Window	Split the window in two in order to view two different displays of the same session. The split window is activated or deactivated by clicking on the relevant icon		Ctrl+S
Clear All pages	Clear all pages i.e. all the displays saved in the buffer.		Shift+Pause
Clear Page	Clear the current screen only.		Pause
Command Line Recall	Diplays a list of commands previously sent to the Host. You can set upto 200 commands.		Ctrl+R
Smart Key Editor	Open the Smart Key Editor.		Ctrl+K

Status Bar

The status bar, located at the bottom of the screen, provides the user with useful information about the keyboard status, connection status, position of the cursor and the type of session used.

Smart Keys

Amadeus provides a way to quickly perform commands that are most commonly used.

Smart Keys can be defined as programmable keys that perform a series of transactions.

There are 3 types of Smart Keys, depending on the level at which they have been created:

- A **Public Smart Key** is a Smart Key created at Amadeus Globally.

- An **Office Smart Key** is a Smart Key that is created at Office ID level. It is automatically distributed to all users of that office.

- A **My Smart Key** is a Smart Key created at the User level. It is for one's use only.

The Smart Key Editor

Use the Smart Key Editor window to:

- Create, modify, and delete Smart Keys. You create Smart Keys using the Amadeus Smart Key language.

- Run your own Smart Keys, as well as Public and Office Smart Keys.

- Place Smart Keys on the toolbar to be run directly from the host window.

The smart key editor icon is: .
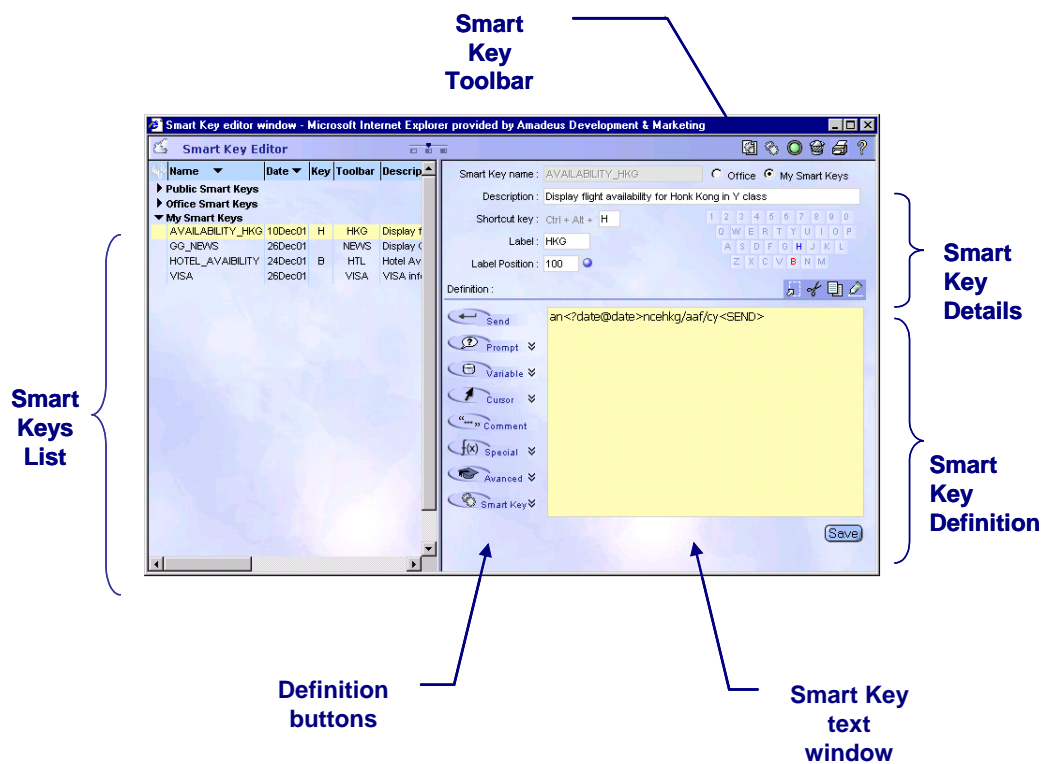
CHAPTER 3: CONVERSION FUNCTIONS

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 Paris:

```
PAR C  PARIS                                      /FR
     A  BVA - BEAUVAIS TILLE        -  OK         /FR
     A  POX - CERGY PONTOISE        -  OK         /FR
     A  CDG - CHARLES DE GAULLE     -  OK         /FR
     A  LBG - LE BOURGET            -  OK         /FR
     A  ORY - ORLY                  -  OK         /FR
     A  TNF - TOUSSUS LE NOBLE      -  OK         /FR
     A  VIY - VILLACOUBLAY          -  OK         /FR
     H  JDP - HELIPORT DE PARIS     -  OK         /FR
     H  JPU - LA DEFENSE HPT        -  OK         /FR
     B  XEX - AEROGARE DES INV BUS  -  OK         /FR
     B  XTT - ETOILE BUS SERVICE    -  OK         /FR
     R  XED - DISNEYLAND PARIS      -  OK         /FR
     R  XHP - GARE DE L'EST RAILWAY -  OK         /FR
PHT C  PARIS                                      /USTN
     A  PHT - HENRY COUNTY          -  OK         /USTN
PRX C  PARIS                                      /USTX
     A  PRX - COX FIELD             -  OK         /USTX
```

Many major cities such as Paris, London and 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       -  OK         /USNY
     A  NES - EAST 34 ST LANDING    -  OK         /USNY
     A  FLU - FLUSHING              -  OK         /USNY
     A  JFK - JOHN F KENNEDY        -  OK         /USNY
     A  LGA - LA GUARDIA            -  OK         /USNY
     A  QNY - MARINE AIR            -  OK         /USNY
     A  EWR - NEWARK LIBERTY INTL   -  OK         /USNJ
     A  NWS - WALL STREET SPB       -  OK         /USNY
     H  JRB - DOWN MANH HPT         -  OK         /USNY
     H  TSS - EAST 34TH HPT         -  OK         /USNY
     H  JRE - EAST 60TH HPT         -  OK         /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:

```
PAR C  PARIS                                                    /FR
PHT C  PARIS                                                    /USTN
PRX C  PARIS                                                    /USTX
```

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.
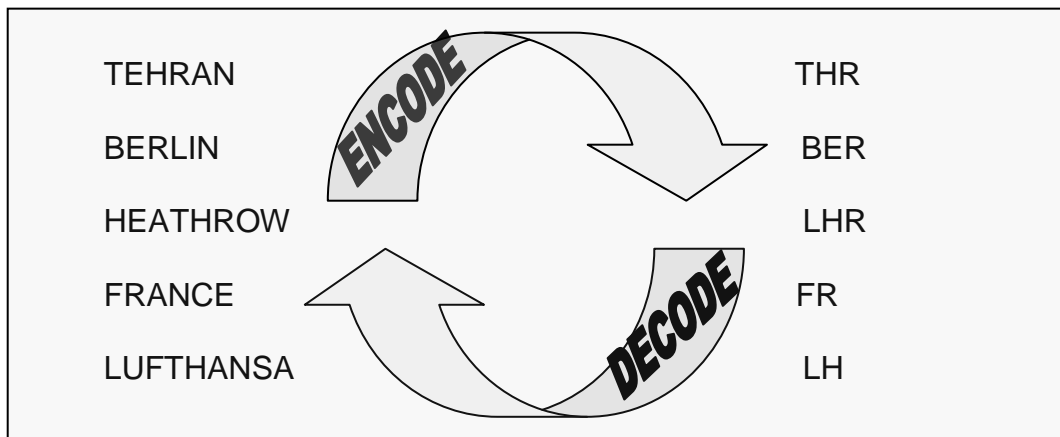
Amadeus provides you with the ability to encode and decode:

- 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            -  OK                /FR
    A   CDG - CHARLES DE GAULLE         -  OK                /FR
    A   ORY - ORLY                      -  OK                /FR
    A   TNF - TOUSSUS LE NOBLE          -  OK                /FR
    H   JDP - HELIPORT DE PARIS         -  OK                /FR
    H   JPU - LA DEFENSE HPT            -  OK                /FR
    B   XEX - AEROGARE DES INV BUS      -  OK                /FR
    B   XTT - ETOILE BUS SERVICE        -  OK                /FR
    R   XED - DISNEYLAND PARIS          -  OK                /FR
    R   XHP - GARE DE L'EST RAILWAY     -  OK                /FR
    R   XDT - PARIS CDG TGV RAILWAY     -  OK                /FR
PHT C   PARIS                                                /USTN
    A   PHT - HENRY COUNTY              -  OK                /USTN
PRX C   PARIS                                                /USTX
    A   PRX - COX FIELD                 -  OK                /USTX
```

Code	Explanation
A:APT	Airport
B:BUS	Bus station
C:CITY	City code
G:GRD	Ground transportation
H:HELI	Heliport
O:OFF-PT	The city has an IATA code that is not an airport. For example : Antibes/France
R:RAIL	Railway station
S:ASSOC TOWN	Airport code associated to a city

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
0K	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

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

SFO*C         SAN FRANCISCO                 /USCA:CALIFORNIA
AIRPORT-HELIPORT :
 EMB A      EMBARKADER                      /USCA   -  OK
 SFO A      SAN FRANCISCO INTL              /USCA   -  OK
 JCC H      CHINA HPT                       /USCA   -  OK
```

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                                            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 IBERIA   -or-   **DNA IB**

System Response:

```
IB/IBE 075 IBERIA
>
```

The following table describes the components of the response:

Component	Identifies
IB/IBE	Two-character and three-character airline code
075	Three-digit ticket code
IBERIA	Name of the airline

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

DNA 075

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
DD22DEC/14	Number of days after a specific date
DD20MAY/06JUN	Number of days between two specific dates
DD25AUG	The day of the week

CHAPTER 4: 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. Access to TIMATIC (Visa and Health information)
10. Find Minimum Connecting Time (MCT) for airports
11. Find suitable connections for a city pair

Amadeus Information System (AIS)

HE GG

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 outside providers

Million pages are available in AIS. Categories, subjects, and pages organize the information in AIS.
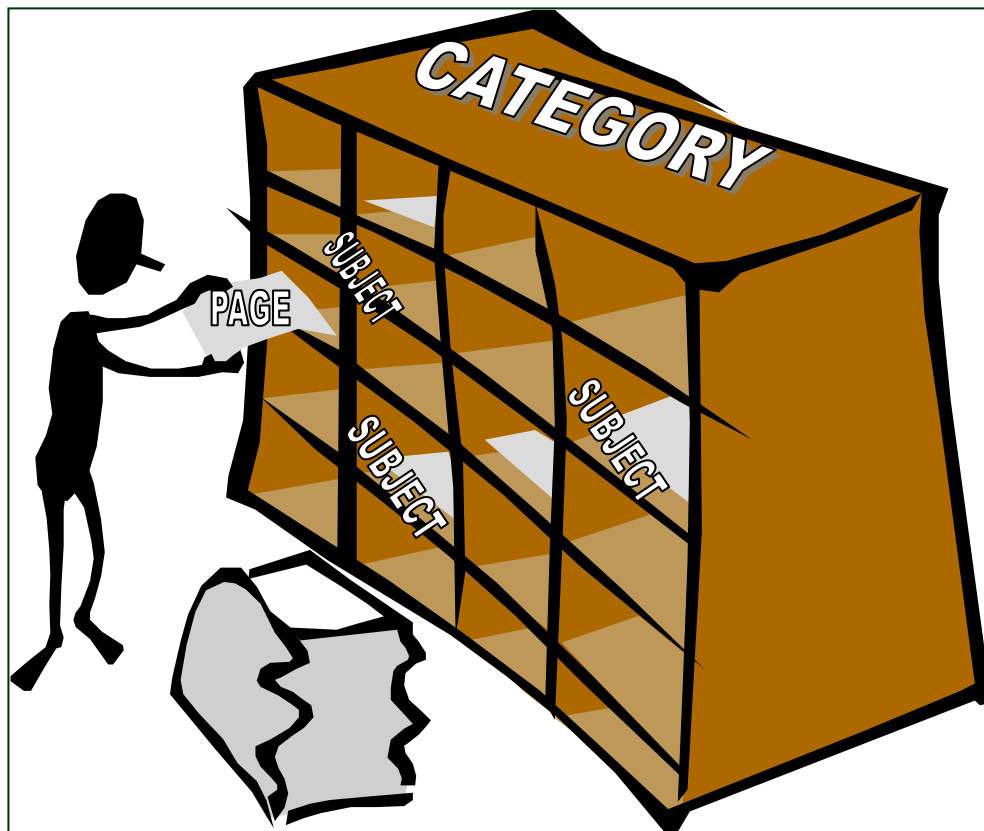
To display a list of all topics in AIS, enter:

GG AIS

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

```
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:

GGAIRAF

To request specific subject related to an airline, enter:

GGAIRAFBAGS

System Response

```
                B A G G A G E        EN  21OCT04 1724Z
                           UPDATED BY PARUGAF - JH.UG


AF BAGGAGE POLICY -ON FLIGHTS OPERATED BY AF-
*********************************************


** AF MARKETING FLIGHTS OPERATED BY OTHER CARRIERS, REFER
TO GGAIRAF XXPARTNER (XX : 2 LETTER CARRIER CODE)
** FREIGHT                            : GGAIRAFFREIGHT
** TRXAF CTC                          : GGAIRAFTRXAF
** GOODS PERMITTED OR PROHIBITED      : GGAIRAFDANGEROUS
** RULES APPLICATION EXCESS LUGGAGE   : GGAIRAFXBAG
** EXCESS AF LUGGAGE FARE :
- FROM AFRICA                         : GGAIRAFAFRXBAG
- FROM SOUTH AMERICA                  : GGAIRAFAMSXBAG
- FROM NORTH AMERICA                  : GGAIRAFAMNXBAG

```

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

```
                         TEHRAN                  EN   26SEP10 0506Z
   TEHRAN                          IR/          UPDATED ON 26SEP 05:06Z
   +------------+-----------+-----------+-----------------------+
        DATE         CELSIUS      FARENHEIT    CONDITIONS
                     MIN/MAX       MIN/MAX
   +------------+-----------+-----------+-----------------------+
     SUN 26 SEP    20/ 28       68/ 82      SUNNY
     MON 27 SEP    20/ 28       68/ 82      SUNNY
     TUE 28 SEP    20/ 27       68/ 81      SUNNY
     WED 29 SEP    18/ 27       64/ 81      MOSTLY SUNNY
     THU 30 SEP    20/ 26       68/ 79      SUNNY
   +------------+-----------+-----------+-----------------------+

```

ACO Information

ACO Information pages are updated by each ACO. There are practical information such as contact details, ACO and market news, tips and etc. To access ACO information pages, enter:

GGAMAIR

GG	Transaction code
AMA	Category reference
IR	Country two-letter code

System Response

```
*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*
*        W E L C O M E   T O   A M A D E U S   I R A N        *
*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*


GENERAL INFORMATION..........................GP2   OR   GGAMAIRGEN
WHO IS WHO....................................GP3   OR   GGAMAIRWHO
TRAINING COURSES.............................GP4   OR   GGAMAIRTRA
E-TICKET DIRECT..............................GP5   OR   GGAMAIRETD
PRICING......................................GP6   OR   GGAMAIRPRI
AIRLINES.....................................GP7   OR   GGAMAIRAIR
EMBASSIES....................................GP8   OR   GGAMAIREMB
TRAVEL AGENTS................................GP9   OR   GGAMAIRTRV
USEFUL INFORMATION...........................GP10  OR   GGAMAIRUSE
```

TIMATIC

TIMATIC is a comprehensive travel information system that you can access through Amadeus. It covers the following areas:

- Visa requirements
- Health requirements
- Customs
- Currency
- Geography
- Passport
- Tax

To request travel information for traveling to Iran, enter

TIDFT/IR or TIDFT/THR

System Response

```
TIMATIC-3 / 26SEP10 / 0727 UTC
ALL SECTIONS FULL TEXT FOR: IRAN (ISLAMIC REPUBLIC OF) (IR)

GEOGRAPHICAL INFORMATION ********

CAPITAL - TEHRAN (THR).

PASSPORT ********

PASSPORT REQUIRED.
```

To determine passenger already holds a valid visa for Australia, enter:

TIETAQ

System Response

```
>TIETAE                  VISA ENQUIRY
PASSPORT NUMBER   ..............  FROM PASSPORT TITLE PAGE
NATIONALITY       ...            1-3 CHARACTER CODE
DATE OF BIRTH     .........      DDMONYYYY/--MONYYYY/-----YYYY
SEX               .             M/F
FAMILY NAME       .......................
GIVEN NAMES       .......................
ARRIVAL DATE      .........      OPTIONAL-DDMON/DDMONYYYY
```

Visa Information Mask

To request mask for visa information, enter:

TIFV

System Response

```
TIRV
NA
AR
DE
TR
NA-PASSENGER'S NATIONALITY. ADD /SEMN IN CASE OF SEAMAN
       ADD /TYPE FOR OTHER THAN NORMAL PASSPORTS
AR-ALIEN RESIDENTS
DE-DESTINATION POINTS
TR-TRANSIT POINTS VIA OTHER COUNTRIES
(USE 3-LETTER CITY/AIRPORT CODE OR 2-LETTER ISO COUNTRY CODE)
```

Health Information Mask

To request mask for health information, enter:

TIFH

System Response

```
TIRH
EM
DE
TR
VT
EM-EMBARKATION POINT FOR THIS TRIP
DE-DESTINATION POINTS
TR-TRANSIT POINTS VIA OTHER COUNTRIES
VT-COUNTRIES VISITED WITHIN 6 DAYS BEFORE EMBARKATION (EM)
(USE 3-LETTER CITY/AIRPORT CODE OR 2-LETTER ISO COUNTRY CODE)
```

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

```
DMNCE
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
                      -                       020 100 100 100
                      1-                    1 035 045 045 045
                      1-                    2 100 100 100 100
                      2-                    1 100 100 100 100
                      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	Flight number column
-FLTR	Flight range column
ORGN	Origin column
EQP	Equipment column
TM	Terminal column
DEST	Destination column
HMM	Hour and minute column

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

Entry	Displays the MCT
DMLGW-LHR	Between two airports in a multi-airport city
DMQF/SIN/BA	Between specific airlines at a specific airport
DMAF/CDG2A-ORYW/LH	Different airline, different airport, different terminal

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	Transaction code
THR ANC	City pair

System response

```
THR-ANC MEFT 43:30

1A NEUTRAL DISPLAY

NB MIN-EFT   MILEAGE  CX1  CX2  CX3  CX4
01 17:44       8889    FRA  SEA
02 19:19       8848    AMS  SEA
03 19:09       8977    LON  SEA
04 19:39       9071    PAR  SEA
05 19:40       9558    LON  NYC
06 23:25      10970    DXB  NYC
07 18:15       8981    DEL  TPE
08 20:10       9607    PAR  NYC
09 19:02       9060    AMS  PDX
10 19:40       9561    FRA  NYC
11 19:00       9623    BKK  TPE
12 20:00       9550    LON  CHI
13 20:28       9198    AMS  MSP
14 19:50       9540    FRA  CHI
15 20:00       9565    MOW  NYC
```

Here you can find some options:

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

CHAPTER 5: 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

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 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:

> **TN28OCTAMSFRA0900**

TN	Transaction code
25OCT	Departure date
AMSFRA	City pair
900	Departure time

System Response

```
TN28OCTAMSFRA
** AMADEUS - TN ** FRA FRANKFURT.DE                    28OCT04 04NOV04
 1    LH4685  7   AMS 2 FRA 1  0705     0820    0 31OCT04 28NOV04 319  1:15
 2    LH4685  4   AMS 2 FRA 1  0705     0820    0 04NOV04 25NOV04 733  1:15
 3LH:UA9156  7   AMS 2 FRA 1  0705     0820    0 31OCT04 31OCT04 319  1:15
 4    LH4685  23  AMS 2 FRA 1  0705     0820    0 02NOV04 03NOV04 733  1:15
 5LH:UA9156  X1  AMS 2 FRA 1  0705     0820    0 02NOV04 27NOV04 733  1:15
 6LH:UA9156  1   AMS 2 FRA 1  0705     0820    0 01NOV04 01NOV04 320  1:15
 7LH:UA9156  56  AMS 2 FRA 1  0710     0815    0 08OCT04 30OCT04 320  1:05
 8   *KL1765  D   AMS 2 FRA 2  0850     1010    0 09SEP04 26MAR05 F70  1:20
```

The following table describes the components of the timetable display:

Component	Identifies
** AMADEUS TN **	Amadeus system identifier and the type of display
FRA FRANKFURT.DE	Three-letter code and full name of destination and two-letter code of the country of destination
28OCT04 04NOV04	Date range of the display
1	Timetable line number
LH4685	Two-letter airline code and flight number
7	Day(s) of operation The days of operation can be displayed in the following way: Display Operates D Daily 2 Tuesdays only X7 Every day except Sundays
AMS 2	Departure city code and terminal information
FRA 1	Arrival city code and terminal information
0705 0820	Departure and arrival times
0	Number of stops en route
31OCT04 28NOV04	Effective and discontinued dates *Note*: The three dashes sign (---) appearing in the discontinued date column indicates that the flight operates indefinitely.
319	Equipment type code
01:15	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

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.

To request an Amadeus Neutral Availability, you may enter:

AN20NOVTHRFRA0900

AN	Transaction code
20NOV	Departure date
THRFRA	City pair
0900	Departure time

System Response

```
** AMADEUS AVAILABILITY - AN ** FRA FRANKFURT.DE  19 SA 20NOV 0900
** SHERATON FRANKFURT* ALL CLASSIC RMS BRAND NEW FM 199 EUR
** INCL BFST - 15 MIN TO CITY OPPOSITE AIRPORT   >HASIFRA363
 1 IR 721   C9 ZR Y9 Q9 M9 V9 /THR 2 FRA 1 0800 1100  0/AB6       5:30
 2 W55060   C4 Y9 Q1 T1 VR    /THR 1 DUS   1500 1815  0*320
   LH 815   C9 D9 Z9 I9 R9    /DUS   FRA 1 1955 2050 E0/321       8:20
            M9 H9 X9 Q9 N9 V9 W9 S3 G9 K9 L9 T9
 3 IR 717   C9 ZR Y9 Q6 MR VR /THR 2 VIE   1000 1210  0/310
   LH3535   C9 D9 Z4 I4 R4 Y9 /VIE   FRA 1 1440 1610 E0/735       8:40
            M9 H9 X9 Q9 N9 V9 W9 SL
 4 IR 717   C9 ZR Y9 Q6 MR VR /THR 2 VIE   1000 1210  0/310
   OS7205   C4 D4 J4 Y4 B4 M4 /VIE   FRA 1 1440 1610 E0/735       8:40
```

The following table explains above display:

Component	Identifies
FRA FANKFURT.DE	Destination city code, full name and country code
19	Number of days between the current date and the departure date
SA 20NOV	Two-letter code for departure day of the week and departure date
0900	Departure time
1	Availability line number

IR 721	Airline code and flight number
C9 ZR Y9 Q9 M9 V9	Class of service code and number of seats available **Codes** **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
THR	Departure city three letter code
2	Departure terminal
FRA	Arrival city three letter code
1	Arrival terminal
0820 1100	Departure and arrival times expressed in the local time of the respective cities
0	Number of stops en route
/	Airline access indicator **CODES** **/** Amadeus full access **.** Amadeus sell access **:** Amadeus update access ***** Amadeus Direct access **Blank** Amadeus standard access
AB6	Aircraft equipment type code
TR	Flight notes **Codes** **IR** Irregularity **TR** Traffic restriction
5:30	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:

```
SN22JANFRAAMS
** AMADEUS SCHEDULES - SN ** AMS AMSTERDAM.NL                  32 SA 22JAN 0000
 1  *KL1762  J9 C9 I9 Z9 X9 S9 B9 /FRA 2 AMS   0655    0820  E0/E90       1:25
           M9 K9 H9 L9 Q9 T9 E9 N9 V9 G9
 2LH:UA9147  J4 C4 D4 Z4 Y4 B4 E4  FRA 1 AMS   0820    0930  E0.320  TR   1:10
           M4 U4 H4 Q4 VR WS SR TS LS K4 G4
 3   LH 986  J9 C9 D9 Z9 I9 R9 Y9 /FRA 1 AMS   0820    0930  E0/320       1:10
           B9 M9 H9 X9 Q9 N9 V9 W9 U9 S9 P9 G9 K9 L9 TC EC
```

Amadeus Neutral Schedule Display

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:

SN21NOVTHRLHR

SN	Transaction code
20NOV	Departure date
THRLHR	City pair

System response

```
SN21NOVTHRLHR -MN-
** AMADEUS SCHEDULES - SN ** LHR HEATHROW.GB     20 SU 21NOV 0000
1   IR 711   C9 ZR Y9 Q9 M9 V6 /THR 2 LHR 3 0800 1045 0/747    6:15
2KJ*BA6634   J9 C9 D9 I9 Y9 B9 /THR 2 LHR 4 0850 1205 0/321    6:45
             K9 M9 R9 L9 V9 S9 N9 Q9 O9
3   LH 601   F1 A1 O0 C9 D8 Z0 /THR 2 FRA 1 0300 0555 0/343
              R0 Y9 B9 M9 H3 X3 Q3 N3 V3 WC S0
 LH:BD321    C4 D4 J4 Y4 B4 SC /FRA 1 LHR 2 0730 0810 0/321    8:40
```

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                334 SU 20NOV 0000
 1   B9 970  Y                    THR 1 MHD   0600   0725   0 TU5      1:25
 2   EP 795  Y                    THR 4 MHD   0630   0800   0 100      1:30
 3   B9 960  Y                    THR 1 MHD   0805   0930   0 TU5      1:25
 4   ZV4075  Y                    THR 4 MHD   0830   0945   0 M83      1:15
 5   I35213  Y                    THR 4 MHD   1010   1125   0 M83      1:15
 6   B9 972  Y                    THR 1 MHD   1100   1225   0 TU5      1:25
 7   EP 587  Y                    THR 4 MHD   1230   1400   0 72S      1:30
 8   B9 966  Y                    THR 1 MHD   1300   1425   0 TU5      1:25
 9   B9 962  Y                    THR 1 MHD   1345   1510   0 TU5      1:25
10   EP 577  Y                    THR 4 MHD   1515   1645   0 100      1:30
11   I35211  Y                    THR 4 MHD   1520   1635   0 M83      1:15
12   B9 974  Y                    THR 1 MHD   1615   1740   0 TU5      1:25
```

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	**AN22AUGTHRLAX/AKL** **AN22AUGTHRLAX/AIR,KL**
/C	Booking class	**AN12AUGTHRDXB/CV** **AN12AUGTHRDXB/CV,K**
/F	Flight type **N:** Non stop **D:** Direct **C:** Connecting point	**AN10JULTHR BND/FN**
/X	Connecting point	**AN10JANTHRYYZ/XAMS**

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/23AUGTHRLAX/CI/AKL

AN	Transaction code
/	Seven day search indicator
23AUG	Search date
THRLAX	City pair
CI	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:

ANLH11AUGTHRYYC
SNLH11JULTHRYYC

AN or **SN**	Transaction code
LH	Airline code
11AUG	Departure date
THR YYC	Departure and destination

Partial system response

```
** LUFTHANSA - SN ** YYC CALGARY.CAAB                   354 TH 11AUG      0000
1   LH 601  F8 A8 OL J9 C9 D9 ZL /IKA   FRA 1  0310    0600   E0/346
            IL RL Y9 B9 M9 HL X5 Q9 N5 V9 WC UC SL LC
    LH 494  J9 C9 D9 ZL IL RL Y9 /FRA 1 YYC    0955    1135   E0/343
            B9 M9 HL X5 Q9 N5 V9 WC SL LC
```

Dual City Pair Display

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

AN20NOVCDGLHR*25NOV

AN	Transaction code
20NOV	Departure date (Outbound)
CDGLHR	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

```
AN20NOVCDGLHR*25NOV
** AMADEUS AVAILABILITY - AN ** LHR HEATHROW.GB  19 SA 20NOV 0000
1  AF2670  C9 D7 Z5 Y9 S9 B9 K9 /CDG2F LHR 2 0730 0750 E0/735 1:20
            H9 T9 V6 L6 R6 M6 GR
2  BA 303  J8 C8 D8 I7 Y9 B9 H9 /CDG2B LHR 4 0745 0815 E0/321 1:30
            K9 M9 R9 V9 N3 L9 S9 Q9 O9
3BA:QF3403 J9 C9 D9 Y9 B9 H9 K9 /CDG2B LHR 4 0745 0815 E0/321 1:30
            M9 L9 V9 S9 Q9 O9 GL
4 AF1170   C9 D9 Z9 Y9 S9 B9 K9 /CDG2F LHR 2 0800 0825 E0/321 1:25
            H9 T9 V9 L9 R9 M9 Q9 U9 W9 E9 A9 N9 GR

** AMADEUS AVAILABILITY - AN ** CDG CHARLES DE GAUL.FR 24 TH 25NOV  0000
11BA:QF3302J9 C9 D9 IL Y9 B9 H9 /LHR 4 CDG2B 0620 0825 E0/319 1:05
            K9 M9 L9 V9 S9 N9 Q9 O9 GL
12 BA 302  J9 C9 D9 I9 Y9 B9 H9 /LHR 4 CDG2B 0620 0825 E0/319 1:05
            K9 M9 R9 V9 N7 L9 S9 Q9 O9
13 AF2471  C9 D9 Z3 Y9 S9 B9 K9 /LHR 2 CDG2F 0645 0905 E0/320 1:20
          H9 T9 V9 L9 R9 M9 GR
```

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
AN11JULMADCPH*	Day Return
AN22OCTTHRFRA/ALH*1JAN	Departure on 22OCT by LH and return on 1JAN
AN11JULTHRLON*15JUL	Departure on 11JUL and return on 15JUL
AN9JULFRAMAD*23JULBCNDUS	Open-jaw (different date)

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

Direct Access

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.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 :          TICKET NUMBER TRANSMISSION:ALL
  GGPCALDEC    FOR MENU)       GROUP TICKET NUMBER TRANSM:
  GGPCALDEC1   FOR ACCESS)      OPERATIONAL MVT/DIV FLIFO:
  GGPCALDEC2   FOR FUNCTION)
```

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)

1AZ AN 23JUL IKALON (Direct Entry)

System Response

```
** AZ – ALITALIA **                              335 SA 23JUL
21  AZ 757    C7  D7  I7  Y7  B7  IKA FCO 0520     0910    0 320
              M7  H7  K7  V7  T7  N7  S7  L7  OC  WC  G0
    AZ 204    C7  D7  I7  Y7  B7  FCO LHR 1335     1525    0 321
              M7  H7  K7  V7  T7  N7  S7  Q7  L7  O7  X7
              W7  R7  G0
22  AZ 757    C7  D7  I7  Y7  B7  IKA FCO 0520     0910    0 320
              M7  H7  K7  V7  T7  N7  S7  L7  OC  WC  G0
    AZ2032    Y7  B7  M7  H7  K7  FCO LIN 1100     1210    0 320
              V7  T7  N7  S7  Q7  X7  W5  R7  L7  O7  G0
    AZ 230    C7  D7  I7  Y7  B7  LIN LHR 1535     1645    0 32S
              M7  H7  K7  V7  T7  N7  S7  Q7  L7  OC  X7
              W5  R6  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

To find more information about direct access functionalities for specific airline, you can use below entry:

HE DIR XY

Flight Information

Flight information is categorized into:

- Planned flight information
- Operational flight information

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 (or flight number if you know)

DO5   (After an availability or schedule)

DOIR721/20DEC

DO	Transaction code
IR721	Flight number
/20DEC	Slash followed by departure date

System Response

```
* 1A PLANNED FLIGHT INFO *               IR 721   49 MO 20DEC
APT ARR   DY DEP   DY CLASS/MEAL          EQP  GRND  EFT    TTL
THR          0800  MO CZYQMV/B            AB6         5:30
FRA 1100  MO
5:30

COMMENTS-
 1.FROM THR  - DEPARTS TERMINAL 2
 2.TO FRA    - ARRIVES TERMINAL 1
 3.FROM THR  -  9/ NON-SMOKING

CONFIGURATION-
           AB6  C  17   Y 231
```

Below table explain different parts:

Component	Identifies
APT **THR** **FRA**	Airport column and the three-letter codes of the airports en route
ARR **1100**	Arrival time column and the arrival times at the respective airports
DY **MO**	Arrival day of the week column and the two-character day-of-the week indicator
DEP **0800**	Departure time column and the departures times at the respective airports
DY **MO**	Departure day of the week column and the two-character day of the week indicator
CLASS/MEAL **CZYQMV/B**	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
EQP **AB6**	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 **5:30**	Elapsed flying time column and the elapsed flying time of each leg of the flight
TTL **5:30**	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.

DOLH601/25JUL

System Response

```
* OPERATIONAL FLIGHT INFO *              LH 601    0 TU 25JUL


CITY INFO                                      HOUR  LOCAL)
THR   LEFT THE GATE                            0210
      TOOK OFF                                 0222
      ESTIMATED TIME OF ARRIVAL                0543   FRA
FRA   AIRCRAFT LANDED                          0546
      ARRIVED                                  0551

* 1A PLANNED FLIGHT INFO *               LH 601    0 TU 25JUL
APT ARR   DY DEP   DY CLASS/MEAL          EQP  GRND  EFT   TTL
THR          0205  TU FAOCDZIRYBM/M       343         5:15
                      HXQNVWS/M
FRA 0550  TU                                                5:15

COMMENTS-
 1.THR FRA   - DEPARTS TERMINAL 2
 2.THR FRA   - ARRIVES TERMINAL 1
 3.THR FRA   -  9/ NON-SMOKING
 4.ENTIRE FLT- PLS INSERT PSGR CTC ALSO FOR RETURN FLIGHT

CONFIGURATION-

                  343  F   8   C  48   M 165
```

CHAPTER 6: 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)

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.

```
1 LH 960 C9 D9 Z9 I9 R9 Y9 B9 /FRA 1 MUC 2 0640 0740  E0/320 1:00
            M9 H9 X9 Q9 N9 V9 W9 S9 G9 K9 L2 T1
2 GV6260 Y0 M0 H0 N0         /FRA   MUC 2 0710 0805   0/320 0:55
3 LH 962 C9 D9 Z9 I9 R9 Y9   /FRA 1 MUC 2 0710 0810  E0/320 1:00
         M9 H9 X9 Q9 N9 V9 W9 S9 G9 K9 L4 T1
4 LH 964 C9 D9 Z9 I9 R9 Y9 B9 /FRA 1 MUC 2 0830 0930  E0/AB6 1:00
```

To sell three seats, C class, from flight number LH 960, line1, enter:

SS3C1

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

System Response

```
RP/THR1A0980/
1  LH 960 C 20JAN 4 FRAMUC HK3  0605 1  0635 0735   32S E 0 R
NON-SMOKING FLIGHT
SEE RTSVC
```

Following table explains different elements in the system response:

Element	Explanation
RP/THR1A0980	Responsible office
1	Element number
LH 960	Flight number
C	Class of service
20JAN	Departure date
4	Day of the week
FRAMUC	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**
0605	Check-in time (not for all airlines)
1	Departing terminal
0635	Departure time in local time of departure city
0735	Arrival time in local time of arrival city
32S	Equipment
E	Eligible for electronic ticketing
0	Stops en- route
R	Meal (Codes are explained in flight information on page 59)

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:

SSLH601H20FEBTHRFRANN3

SS	Transaction code
LH601	Flight number
H	Class of service
20DEC	Departure date
THRFRA	Origin and destination
NN	Need segment (Optional)
3	Number of seats

System Response

```
RP/THR1A0980/
1  LH 601 H 20FEB 7 THRFRA HK3  2400 2  0300 0545   340   0 M
NON-SMOKING FLIGHT
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)
SSLH601H20DECTHRFRAPE2	Long sell (Without an availability display)

System Response

```
RP/THR1A0980/
1   LH 601 H 20DEC 1 THRFRA HL3   2400 2  0300 0545   340   0 M
NON-SMOKING FLIGHT
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
SOLHHFRATHR	Without a date

System Response

```
RP/THR1A0980/
1   LH 601 H 20DEC 1 THRFRA HK3   2400 2  0300 0545   340   0 M
NON-SMOKING FLIGHT
SEE RTSVC
2   LHOPEN H          FRATHR
```

Information Segment

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:

SIIR711Y23DECTHRLHRHK1/08001050

SI	Transaction code
IR711	Airline code and flight number
Y	Class of Service
23DEC	Departure date
THRLHR	Departure and arrival cities
HK	Status code(HK,HL)
1	Number of seats
/0800	Departure time
1050	Arrival Time

System Response

```
RP/THR1A0900/THR1A0900            AA/SU  24NOV07/1313Z   4DEE8K
 1.PRESTON/MIKE MR
 2  IR 711 Y 23DEC 7 THRLHR HK1            0800 1050   *I*
 3  VS 023 K 23DEC 7 LHRLAX HK1      3  1510 1850   *1A/E*
 4 AP THR +9821 88505991-5 - AMADEUS IRAN TRAINING ROOM - A
 5 TK OK24NOV/THR1A0900
```

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

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

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 30MAR 3 THRFRA HK1  0005 2  0305 0550   340    0 M
2  ARNK
3  W55059 Y 31MAR 4 DUSTHR HK1            1130 1930   313    0
```

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
```

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

Married Segments

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 ---
RP/THR1A0980/
  1  KL 434 Q 04NOV 4 THRAMS HK1      1  0225 0605   767 E 0 SB
     IF RET FLT ADV LOCAL CTC IRAN
     DEPARTS TERMINAL 1
  2  KL 601 Q 04NOV 4 AMSLAX HK1         1120 1335   74E E 0 HS
    ARRIVES TERMINAL 2
```

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

RTAM

System Response

```
1  KL 434 Q 04NOV 4 THRAMS HK1       1  0225 0605   *1A/E*
                                                       A01
2  KL 601 Q 04NOV 4 AMSLAX HK1          1120 1335   *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

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/20NOV09)	Child passenger with date of birth
NM2HOBART/JAMES MR/SARA MISS(CHD/20NOV08)	Adult passenger and a child with the same family name with date of birth
NM1WATSON/TOM MR (INF/JOHN/24NOV10)	Infant associated to an adult with the same family name, with date of birth
NM1BROCH/ KARIN MRS(INFLEWIS/CAROL/01NOV10)	Infant associated to an adult with different family name

Note: When entering a child or infant name, the system automatically creates an OSI or 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   10AUG08
4. Cathy wills   Infant   01JAN10

NM2WILLS/TOM MR/JOHN MSTR(CHD/10AUG08)1ERICSSON/SARA MRS(INFWILLS/CATHY/01JAN10)

System Response

```
RP/THR1A0900/
  1.ERICSSON/SARA MRS(INFWILLS/CATHY/01JAN10)   2.WILLS/TOM MR
  3.WILLS/JOHN MSTR(CHD/10AUG08)
 4   KL 434 S 22DEC 6 IKAAMS HK3           0615 1000   332 E 0 MS
 5   KL1767 S 22DEC 6 AMSFRA HL3           1340 1455   100 E 0 M
 6 SSR CHLD KL HK1 10AUG08/P3
 7 SSR INFT KL NN1 WILLS/CATHY 01JAN10/S4/P1
 8 SSR INFT KL NN1 WILLS/CATHY 01JAN10/S5/P1
```

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

Contact Element

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 +9821 8505991-5 - HELP DESK/ NMC OFFICE – A
```

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

APS-THR 8727751-B/P1

APS	Transaction code
-THR	Dash followed by city code
8727751	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 8727751-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

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

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 AMINI

System Response

```
RP/THR1A0980/
 RF AMINI
1   LH 601 H 20DEC 1 THRFRA HL1  2400 2   0300 0545   340   0 M
NON-SMOKING FLIGHT
SEE RTSVC
WARNING - WAIT LIST
2   LH 600 H 28DEC 2 FRATHR HK1  1720 1   1800 0125+1 340   0 M
NON-SMOKING FLIGHT
SEE RTSVC
```

End Transaction

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 HANIFI
  1.MOTZART/AMADEUS MR
  2   LH 601 H 03NOV 3 THRFRA HK1  2400 2   0300 0545   340   0 M
  3   LH 600 H 07NOV 7 FRATHR HK1  1720 1   1800 0125+1 340   0 M
  4   AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
  5   TK OK02NOV/THR1A0980
>ET

END OF TRANSACTION COMPLETE - ZFF5O4        → **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

```
---RLR---
RP/THR1A0980/THR1A0980              SH/SU    2NOV04/0921Z    ZFTBIG
 THR1A0980/1212SH/2NOV04
 1.MOTZART/AMADEUS MR
 2  LH 601 H 03NOV 3 THRFRA HK1  2400 2  0300 0555   *1A/
 3  LH 600 H 07NOV 7 FRATHR HK1  1720 1  1800 0125+1 *1A/
 4 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
 5 TK OK02NOV/THR1A0980
```

Indicates	*	Initial and duty code	*	Date and time	*1A/ Locator
Airline locator	*	of the last sign modified	*	PNR is modified*	
Is available	*	the PNR	*	*	

Note: You can ask Amadeus user airlines such as LH, BA, AF,OS 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   1NOV04/1247Z   YTBXWE
EK/CVNTQW       MX/VHMCA3      RG/ECIE4V
```

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

IG   Ignore PNR
IR   Ignore and retrieve PNR

CHAPTER 7: 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
9. Send ticket number to airlines

Remarks

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-system 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 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              KI/SU  21DEC10/0921Z   6NQ97Q
THR1A0980/8080KI/21DEC10
  1.AMADEUS/BEST
  2  LH 601 B 22JAN 6 IKAFRA HK1  0140    0310 0615   *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

```
RP/THR1A0980/THR1A0980              SH/SU   2NOV04/1316Z   ZHLX7S
THR1A0980/1212SH/2NOV04
 1.MOZART/AMADEUS MR
 2  LH 601 H 03NOV 3 THRFRA HK1  2400 2  0300 0555   *1A/
 3  LH 600 H 08NOV 1 FRATHR HK1  1720 1  1800 0125+1 *1A/
 4 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
 5 TK OK02NOV/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)

```
RP/THR1A0980/THR1A0980              SH/SU   2NOV04/1318Z   ZHLX7S
THR1A0980/1212SH/2NOV04
 1.MOZART/AMADEUS MR
 2  LH 601 H 03NOV 3 THRFRA HK1  2400 2  0300 0555   *1A/
 3  LH 600 H 08NOV 1 FRATHR HK1  1720 1  1800 0125+1 *1A/
 4 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
 5 TK OK02NOV/THR1A0980
 6 SSR VGML LH HN1/S2
 7 SSR VGML LH HN1/S3
```

Other Service Information

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
OS YY TCP2 EK/BREYT	To Complete Party

System Response

```
RP/THR1A0980/THR1A0980              SH/SU   3NOV04/0548Z   ZK8MMC
 1.WATSON/JOHN MR
 2  LH 601 H 04NOV 4 THRFRA HK1  2400 2  0300 0555   *1A/
 3  LH 600 H 10NOV 3 FRATHR HK1  1720 1  1800 0125+1 *1A/
 4 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
 5 TK OK03NOV/THR1A0980
 6 OSI YY PAX IS VIP BMW CORP
```

Special Service Request

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:

SR XXXX-FREE TEXT/P2/S3

| Transaction * | Four-letter | * | Free flow text | * | Passenger and |
| Code | * code for service | * | (If required) | * | segment association |
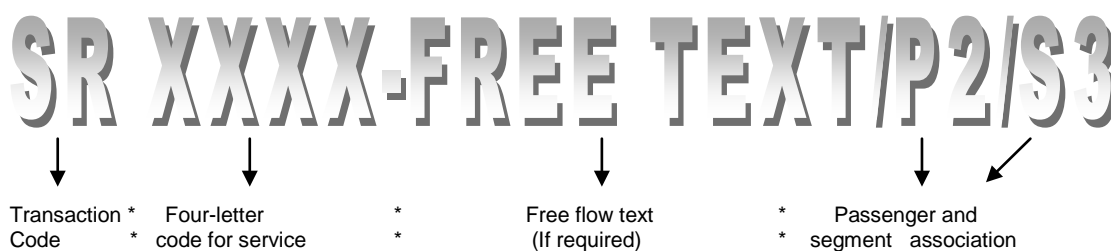
The table below describes some of the entries you can make:

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

To create an SSR for APIS passport/identity card information, enter for example:

SRDOCS BA HK1-P-GBR-012345678-GBR-30JUN73-M-14APR09-JOHNSON-SIMON-PAUL-H/P1/S3

Entry	Explanation
SR	Transaction code (mandatory)
DOCS	SSR code for APIS primary 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 non-standard Identity document **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
-30JUN73	Dash, date of birth in ddmmmyy-format
-M	Dash, gender indicator: **M** for male **F** for female **MI** for male infant **FI** for female infant,
-14APR09	Dash, travel document expiry date
-JOHNSON	Dash, travel document surname
-SIMON	Dash, travel document first given name
-PAUL	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

```
 1.PRESTON/MIKE MR
 2  KL 434 M 28NOV 7 THRAMS HK1        1   0225 0605   *1A/E*
 3  KL 601 M 28NOV 7 AMSLAX HK1            1120 1335   *1A/E*
 4  KL 602 M 28MAY 6 LAXAMS HK1        2   1610 1140+1 *1A/E*
 5  KL 433 M 29MAY 7 AMSTHR HK1            1620 0005+1 *1A/E*
 6 APS PELIKAN 8839821 RE
 7 APS 8706601-Amadeus Iran
 8 TK OK02NOV/THRI42173
 9 SSR NSST KL NO1 THRAMS/WB REQUESTED SEAT NOT AVAILABLE/S2
10 SSR NSST KL NO1 AMSLAX/WB REQUESTED SEAT NOT AVAILABLE/S3
11 SSR NSST KL NO1 LAXAMS/WB REREQUEST WITHIN 90 DAYS BEFORE
                   /// DEP./S4
12 SSR NSST KL NO1 AMSTHR/WB REREQUEST WITHIN 90 DAYS BEFORE
                   /// DEP./S5
13 SSR WCHR KL KK1 OLD PAX 90YRS/S2
14 SSR WCHR KL KK1 OLD PAX 90YRS/S3
15 SSR WCHR KL KK1 OLD PAX 90YRS/S4
16 SSR WCHR KL KK1 OLD PAX 90YRS/S5
```

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

Status Code
Not confirmed by airline
Must be removed from PNR

Note: Status codes hierarchy is as below:

Before ER	After ER	Returned by Airline	Changed by Agent
NN →	**HN** →	**KK** →	**HK**
		NO → Remove from PNR	
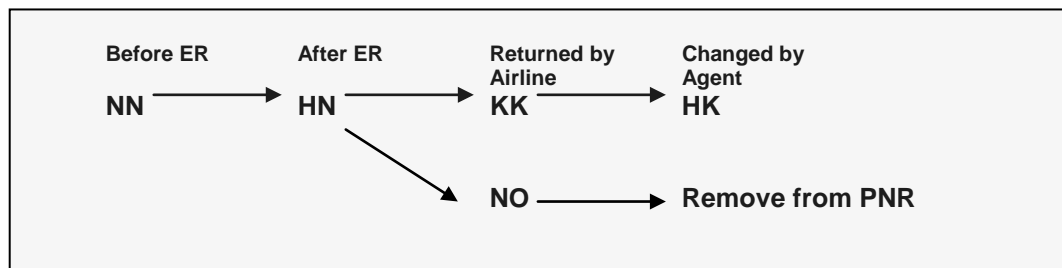
Advance Seat Assignment

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


                                ALTEA RESERVATION :  YES
      ACCESS INDICATOR :  /      RECORD LOCATOR RETURN :  ALL
LAST SEAT AVAIL INDIC :  /      CARRIER PREFERRED DISP :  YES
      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 :          TICKET NUMBER TRANSMISSION:ALL
  GGPCALDEC    FOR MENU)       GROUP TICKET NUMBER TRANSM:
  GGPCALDEC1   FOR ACCESS)      OPERATIONAL MVT/DIV FLIFO:Y
  GGPCALDEC2   FOR FUNCTION
```

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

To request a seat map from availability display, enter:

SM/1/H

SM	Transaction code
/1	Slash followed by line number
/H	Slash followed by RBD

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

```
RP/THR1A0980/THR1A0980            SH/SU   2NOV04/0921Z   ZFTAA9
 1.MOTZART/AMADEUS MR
 2  LH 601 H 03NOV 3 THRFRA HK1  2400 2  0300 0555   *1A/
 3  LH 600 H 07NOV 7 FRATHR HK1  1720 1  1800 0125+1 *1A/
 4 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
 5 TK OK02NOV/THR1A0980
```

SM3

SM	Transaction code
3	Line number

System Response

```
SM LH 0600/H/07NOVFRATHR                                        /S003/
 SM LH  600   H 07NOV FRATHR         343
    H
    2     3         4
    3456790123456 7890123456
    <    > E
K  VVV++ VU++++++.+.../.+.
H  VVV++ VU++++++..+../++.
G  VVV++C-U++H.....+.../.++
F    VV..--U........+
E  VVV..+-U........+.../.+.
D  VVV+++-U++H.....+.../.+/
C  VVV-- VU+++++++..../////
A  VVV-- VU++++.......////
    <    > E
    3456790123456 7890123456


. 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 TOILET  U UMNR
() SMOKING   D DEPORTEE  UP UP-DECK   Z NO FILM  I INFANT  R REAR
```

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 0600/H/07NOVFRATHR/V

SM	Transaction code
LH0600	Flight number
/H	Slash by RBD
/07NOV	Slash by departure
/FRATHR	Slash city pair
/V	Slash by vertical Indicator

System Response

```
SM LH 0600/H/07NOVFRATHR/V
SM LH  600   H 07NOV FRATHR        343
        A  C     D  E  F  G     H  K
H23 <   V  V     V  V     V     V  V   > 23H
 24 <   V  V     V  V  V  V     V  V   > 24
 25 <   V  V     V  V  V  V     V  V   > 25
 26 <   -  -     +  .  .  +     +  +   > 26
 27 <   -  -     +  .  .  +     +  +   > 27
 29              +  +  -  C            29
 30  E  V  V     -  -  -  -     V  V  E 30
 31     U  U     U  U  U  U     U  U    31
 32     +  +     +  .  .  +     +  +    32
 33     +  +     +  .  .  +     +  +    33
 34     +  +     H  .  .  H     +  +    34
 35     +  +     .  .  .  .     +  +    35
 36     .  +     .  .  .  .     +  +    36
 37     .  +     .  .  .  .     +  +    37
        A  C     D  E  F  G     H  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 TOILET   U UMNR
() SMOKING     D DEPORTEE   UP UP-DECK   Z NO FILM  I INFANT   R REAR
```

Following table explains various entries to request specific seats:

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

ST/37A/P1/S3

System Response

```
  RP/THR1A0980/THR1A0980            SH/SU   3NOV04/0833Z   ZFTAA9
  1.MOTZART/AMADEUS MR
  2   LH 601 H 03NOV 3 THRFRA HK1  2400 2  0300 0555   *1A/
  3   LH 600 H 07NOV 7 FRATHR HK1  1720 1  1800 0125+1 *1A/
  4 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
  5 TK OK02NOV/THR1A0980
  6 SSR RQST LH HK1 FRATHR/37A,P1/S3
```

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
SMST	Smoking seat
RQST	Specific seat number (including seat number in entry)
NSSA	Non-smoking aisle seat
SMSA	Smoking aisle seat
NSSB	Non-smoking bulkhead seat
SMSB	Smoking bulkhead seat
NSSW	Non-smoking window seat
SMSW	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

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:

<div align="center">

GGPCALH

</div>

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 :  YES
        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 :          TICKET NUMBER TRANSMISSION:ALL
  GGPCALDEC    FOR MENU)      GROUP TICKET NUMBER TRANSM:
  GGPCALDEC1   FOR ACCESS)     OPERATIONAL MVT/DIV FLIFO:Y
  GGPCALDEC2   FOR FUNCTION
```

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

```
RP/THR1A0980/THR1A0980              SH/SU   3NOV04/1008Z   ZMPGJB
 1.WATSON/SAR MS   2.WATSON/JOHN MR
 3  EK 978 V 03NOV 3 THRDXB HK2      2  2120 2355   *1A/
 4  EK 975 V 08NOV 1 DXBTHR HK2      1  0115 0255   *1A/
 5 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
 6 TK OK03NOV/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: 041
----------------------------------------------------------------
LH.  / AC. AI. A3. BD. CA. CO. C9. DE. EN. ET. JJ. JK. JP. JU.
     KC. KF. KM. LG. LO. LR. LX. MS. MX. NH. NZ. OS. OU. OZ.
     PZ. QR. SA. SK. SN. SQ. TA. TG. TK. TP. UA. US. 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

Ticket Number Transmission

HE TICKET NUMBER

Ticket number transmission is a facility offered by Amadeus so that you can pass ticket number to all airlines with a single entry.

Amadeus checks each airline table, and change your entry to suitable SSR or OSI element and sends it to airline.

The entry to check whether or not airline equipped with ticket number transmission facility is:

GGPCAAF

GG	Transaction code
PCA	Participation Carrier Agreement
AF	Airline two-letter code

System Response

```
PARTICIPATING CARRIER ACCESS AND FUNCTION LEVEL
AF  -  AIR FRANCE


                                  ALTEA RESERVATION :  YES
      ACCESS INDICATOR :  /       RECORD LOCATOR RETURN :  ALL
LAST SEAT AVAIL INDIC :  /       CARRIER PREFERRED DISP :  YES
       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 :  361/03
        DIRECT ACCESS :

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


FOR DECODING ENTER :          TICKET NUMBER TRANSMISSION:ALL

  GGPCALDEC    FOR MENU)        GROUP TICKET NUMBER TRANSM:
  GGPCALDEC1   FOR ACCESS)      OPERATIONAL MVT/DIV FLIFO:Y
  GGPCALDEC2   FOR FUNCTION)
```

The ticket number transmission could be set as follows:

- **ETKT :** Electronic Ticket numbers are reported to the airline.
- **AUTO:** Automatic Ticket numbers are reported to the airline.
- **MAN :** Manual Ticket numbers are reported to the airline.
- **ALL:** All Ticket numbers are reported to the airline.

Amadeus transmits all ticket numbers entered in the PNR to all the airlines that have signed an agreement to receive them.
You can send ticket number to airlines in your PNR by:

FHM220-44032007004/P1/S4-6

FHM	Transaction code
220	Airline three-digit code
-4403200700	Ticket number
4	Check digit (Optional)
P1	Passenger associate
S4-6	Segment associate

The following table explains different FHM entries:

Entry	Explanation
FHM 220-1234567890/P1/S4-6	Single ticket to airline for passenger one
FHM 220-1234567890-93/P1-4/S3,7	Four tickets for passenger one to four
FHM 220-1234567890-91/P2/S4,6-8	Conjunction tickets for passenger two
FHM INF 220-1234567890/P1/S3-6	Single ticket for infant passenger

CHAPTER 8: 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 5 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
1AZRTZBHJRT	Retrieve AZ PNRs
RTKL434/23DEC-GIBSON	Retrieve by Flight number, Departure date and Family name

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

```
RP/THR1A0980/THR1A0980              SH/SU   3NOV04/0548Z    ZK8MMC
THR1A0980/1212SH/3NOV04
  1.WATSON/JOHN MR
  2 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
  3 TK OK04NOV/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.

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 to confirm waitlist closed	Delete element (**DL** entry)
UN	Unable – does not operate	Delete element (**DL** entry)
NO	No Action Taken	Delete element (**DL** entry)
HX	Holding cancelled	Delete element (**DL** entry)

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
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/10JAN10)	Add an Infant to a specific name
1/	Remove an Infant from passenger one
2/(CHD/10DEC05)	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.
3/HK	Change the status code of a flight segment
3/RR	Reconfirm a flight segment
5/P1	Add or change passenger association for a PNR element
3/P	Delete passenger association
5/S3	Add or change segment association
DL7	Delete an inactive segment

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:

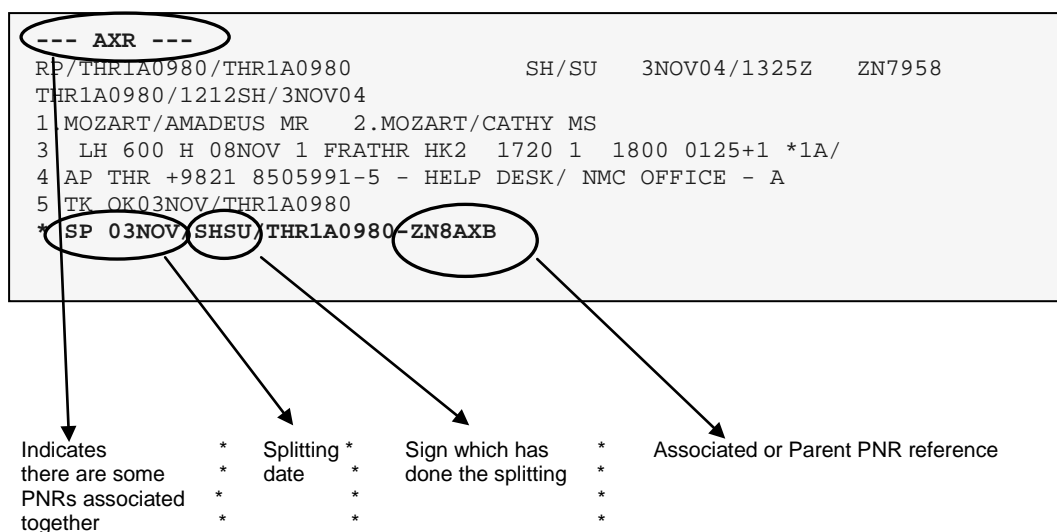| Entry	Changes
SBY	Booking class on all segments
SBC2	Booking class on a specific segment
SBC2,5	Booking class on individual segments
SBY3-6	Booking class on a range of segments
SBY2/C4/M5	Booking class on various segments
SB19JUN	Date on all segments
SB18AUG4	Date on a specific segment
SB14MAY2,4	Date on individual segments

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

```
--- AXR ---
RP/THR1A0980/THR1A0980            SH/SU   3NOV04/1325Z   ZN7958
THR1A0980/1212SH/3NOV04
1 MOZART/AMADEUS MR   2.MOZART/CATHY MS
3  LH 600 H 08NOV 1 FRATHR HK2  1720 1  1800 0125+1 *1A/
4 AP THR +9821 8505991-5 – HELP DESK/ NMC OFFICE - A
5 TK OK03NOV/THR1A0980
* SP 03NOV SHSU THR1A0980-ZN8AXB
```

Indicates	*	Splitting	*	Sign which has	*	Associated or Parent PNR reference
there are some	*	date	*	done the splitting	*	
PNRs associated	*		*		*	
together	*		*		*	

Displaying PNR History

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
RHS3	History for a specific segment

Here is an example of PNR history:

```
000 ON/MOZART/AMADEUS MR MOZART/CATHY MS WATSON/JOHN MR
000 OS/LH 600 H 08NOV 1 FRATHR LK3 1800 0125+1/NN *1A/
000 RF-JOHN CR-THR1A0980 SU 1212SH 03NOV/1325Z
001 SP/WATSON/JOHN MR -ZN8AXB
001 RF-JOHN CR-THR1A0980 SU 1212SH 03NOV/1325Z
000/002 XS/LH 600 H 08NOV 1 FRATHR HK2 1800 0125+1/NN *1A/
002 AS/LH 600 H 10NOV 3 FRATHR LK2 1800 0125+1/NN *1A/
002 RF-JOHN CR-THR1A0980 SU 1212SH 03NOV/1349Z
```

| 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	Actives PNR as displayed on screen
IBP	Prints a basic itinerary
IEP	Prints an extended itinerary
IEP-EML-AMADEUS@GMAIL.COM	Emails an itinerary

CHAPTER 9: 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. Send message to the message queue of other offices

Queues

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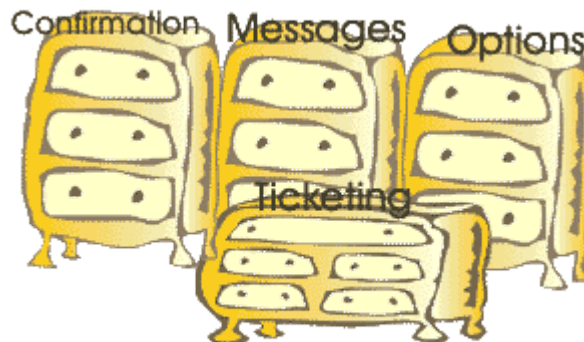
Since there are different elements with status codes in a PNR such as air, hotel, car, SSR, etc. each queue is divided into sub-divisions in order to organize the queue.

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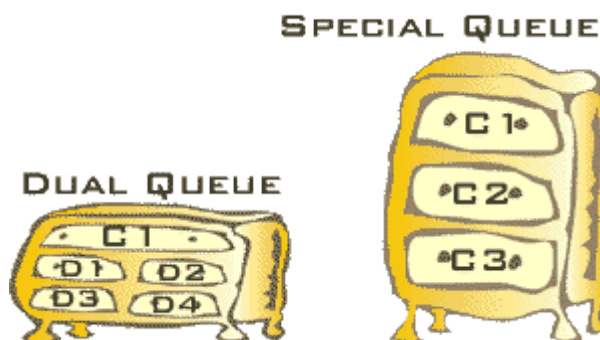
Note: We must know in which queue, in which category and which date range a PNR is placed in order to read it.

Note: We can not 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
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

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

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)

```
1000 04NOV
QUEUE....THR1A0980.......Q/TTL..ADDS...LQC....IW
....DLY/DAT.............   0..................
....DLY/TIM.............   0..................
Q94.MSG-CP .............   0.   0.   0.   0
Q95.        .............   0.   0.   0.   0
Q96.MSG-PDR.............   1.   0.   1.   0
Q97.MESSAGE.............   0.   0.   0.   0
Q 0.GENERAL.............   0.   0.   0.   0
Q 1.CONFO  .............  10.   2.   1.   3
Q 2.KL     .............   8.   0.   0.   0
Q 3.OPTION .............   5.   0.   0.   0
Q 4.RPCHNG .............   0.   0.   0.   0
Q 5.RATES  .............   0.   0.   0.   0
Q 7.SKEDCHG.............   2.   0.   0.   0
Q 8.TKTG   .............   7.   0.   0.   0
Q12.XTL    .............   1.   0.   0.   0
Q14.PURGED .............   0.   0.   0.   0
Q23.RQR    .............   0.   0.   0.   0
Q25.MLIST  .............   0.   0.   0.   0
Q26.MLIST  .............   0.   0.   0.   0
Q80.PTA    .............   0.   0.   0.   0
```

Indicates there are 10 PNRs in Confirmation Queue (Q1)

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)

```
Q 1.CONFO  ......................................
....AIR       ...C  1.D2.    1.    0.    1.    0
....SPCL SVC  ...C  6.D1.    3.    0.    3.    0
................C  6.D3.    2.    0.    2.    0
................C  6.D4.    4.    0.    4.    0
Q 2.KL        ......................................
................C  0.D1.    2.    0.    2.    0
................C  0.D3.    1.    0.    1.    0
Q 3.OPTION .......................................
................C  0....    5.    0.    5.    0
Q 8.TKTG   .......................................
....TIME LIMIT...C  1.D1.    6.    0.    6.    0
Q12.XTL    .......................................
................C  0....    1.    0.    1.    0
```

Indicates there are 2 PNRs in category 0, date range 1 of Queue KL, (Q2)

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

Note: Use **JD** entry to find if you are in queue mode.

System response

```
AREA   TM  MOD SG/DT.LG TIME QCAT  ACT.Q    STATUS      NAME
A-IN       PRD SH/SU.EN  24        01C01  PNR DISPLAY  AMININAJAFIA
B                                         NOT SIGNED
C                                         NOT SIGNED
D                                         NOT SIGNED
E                                         NOT SIGNED
F                                         NOT SIGNED
```

Indicates you are in queue mode   *   Name of the first passenger
Queue 1, Category 1   *   in the active PNR

Sending a Queue Message

The message queue is a special queue that allows you to send messages to your office or to another office. A message queue comprises informational messages and does not contain any PNR information.

Here is the procedure for sending a message:

1. Press the Pause/Break key to clear your screen.

2. At the > prompt, type the transaction code **QE/** followed by the office identification, a slash, and queue 97.

3. Type your message using the <Ctrl+Enter> key to move to a new line on the screen.

4. At the end of the message type two slashes (//) to mean that this is the end of the message.

5. Press the Enter key.

Below is an example of the message format:

```
>QE/NCE1A0900/97
BONJOUR NICE
CAN YOU HELP ME WITH SOME BROCHURES FOR HOTELS
IN CANNES AND NICE THAT ARE REASONABLE.
PLEASE ADVISE AS SOON AS POSSIBLE
REGARDS ALICIA//
```

Notes