Sign In

Use the Sign In screen to:

Sign In to Amadeus Vista ▲

1. In the Agent Sign field, enter the 4-digit agent sign assigned to you by your administrator. **Example:** 1234
2. In the Initials field, enter the 2-letter initials of your name. **Example:** AB
3. From the Duty Code drop-down list, select your duty code. **Example:** GS-General Sales Agent
4. If you normally sign in with a password, enter the password assigned to you by your administrator in the Password field.
5. **Example:** BLYATS
6. Select the work area(s) that you want to sign in to (A, B, C, D, E, F). Select one or multiple work area(s).
7. If you want to sign in to Amadeus Vista's practice training system, select the Practice Training check box.
8. Click on Sign In.
9. A window appears displaying your office ID, current work area, and marketing information.
10. Click on OK.

Change Your Password ▲

Depending on your office setup, you may occasionally need to change your password.

1. In the Agent Sign field, enter the 4-digit agent sign assigned to you by your administrator.
2. In the Initials field, enter the 2-letter initials of your name. **Example:** 1234 AB
3. From the Duty Code drop-down list, select your duty code. **Example:** GS-General Sales Agent
4. In the Password field, enter your current password. **Example:** BLYATS
5. In the New Password field, enter your new password. **Example:** ILAND
6. Click on Sign In.

Sign In to a Remote Terminal ▲

1. Click on the Remote Logon arrow to the left of your screen.
2. In the Office ID field, enter the remote office ID. **Example:** LON1A2151
3. In the Terminal ID field, enter a terminal ID (**Example:** 0A2936). If left blank, the system uses the characteristics, such as default city, of the first terminal on the list at the remote location.

   Note: The sign you use must be in the remote location's sign bank. It cannot be the same sign that you use in your own office.

4. Click on Sign In.

Related topics

Sign Out

Sign Out

To sign out of the work session and return to the Sign In screen, click on the Amadeus Vista menu, then select Exit from the menu.

Close your browser and shut down or turn off your computer according to procedures set up by your office.

Note: If you are signed in to a remote location, click on the Command page tab. Enter JO* to sign out of the work areas, then enter JUO to sign out of the remote location.

Related topics

Sign In

Navigate using work area tabs

In Vista, you use up to six different work areas at one time with each work area containing an active PNR or queue. The work area tabs are located at the bottom of the screen, and are labeled A through F.

To switch to another work area, click on the appropriate tab. If you have not yet signed into that work area, the system automatically signs you in.

The tab also can contain an indicator depending on the status of that work area, such as:

Indicator	Meaning
	The work area contains an active PNR
	The work area contains an active message or PNR queue
	The work area is currently signed into practice training

Additionally, by right-clicking on a tab, you can:

- Sign in to or out of a work area
- Suspend the work area
- Enter or exit practice training
- Display the properties of the work area

Tab settings

Use the Options screen to:

Rearrange the Tab Display Order

You can choose in which order the tabs are displayed by changing the rank of the tabs. The tab with a rank of 1 displays first then 2, 3, and so on.

To change the order, select a tab, then click on to give this tab a higher rank or to give it a lower rank.

Tabs positioned below the green line appear in the second row

To display your settings and keep the Tab settings screen open, click on Apply.

To display your settings and close the Tab settings screen, click on OK.To reset to default settings, click on Reset.

Choose Default Tab Settings

You can select which tab is the first one displayed by default after you sign in. Select the radio button that corresponds to the tab you want to see first.

To display your settings and keep the Tab settings screen open, click on Apply.

To display your settings and close the Tab settings screen, click on OK.To reset to default settings, click on Reset.

Tab settings

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To display your settings and keep the Tab settings screen open, click on Apply.

To display your settings and close the Tab settings screen, click on OK.To reset to default settings, click on Reset.

Graphic Page Keyboard Shortcuts

Within Amadeus Vista you can use your keyboard to navigate quickly as well as accomplish a whole range of tasks. Below you will see a list of keyboard shortcuts along with an explanation of what each one does.

Common Shortcut Keys

Press	To
F1	Display Help for a selected field. If no field has been selected, Help for the first mandatory field will be displayed.
TAB	Select the next screen item, for example, field, icon, button.
SHIFT + TAB	Select the preceding screen item, for example, field, icon, button.
SHIFT + F10 or the CONTEXTUAL MENU KEY	Display items from the toolbar as a contextual menu.
HOME	Scroll to the top of the screen.
END	Scroll to the end of the screen.
ESCAPE	Close any pop-up window as well as the Help window.
PAGE UP	Open the More Options screen section.
PAGE DOWN	Close the More Options screen section.
ENTER	Activate the selected button or function.

SPACE	Activate the selected icon. This also checks and unchecks a check box.
DOWN ARROW	Open the Encode window associated to a particular field.
CTRL + J	Toggle between the Command page and the Graphic page.
CTRL + TAB	Move the focus to the toolbar.
ALT + LETTER	Move to a specific work area.
CTRL + W	Close Amadeus Vista.
CTRL + INSERT	Add a new row. This shortcut applies to the Quick PNR area and Amadeus Insurance only.
CTRL + DELETE	Remove a new row. This shortcut applies to the Quick PNR area and Amadeus Insurance only.

Navigating from One Area Tab to Another

Press	To
ALT + 0	Open the Amadeus Vista menu.
ALT + 1 **(don't use the numeric pad)**	Open a specific work area tab, or a specific Vista tab from the front row. Enter the letter or number that appears inside each tab. For example, if an A appears next to the Air tab, enter A to open it.
ALT + SHIFT + 1 **(don't use the numeric pad)**	Open a specific work area tab, or a specific Vista tab from the back row. Enter the letter or number that appears inside each tab. For example, if an A appears next to the Air tab, enter A to open it.

Navigating in the Quick PNR Area

Press	To
CTRL + INSERT	Add a new row.
CTRL + DELETE	Remove a new row.
DOWN ARROW	Moves to the corresponding field one row down.
UP ARROW	Moves to the corresponding field one row up.
CTRL + UP ARROW	Move to the previous section of the screen. **Note:** This shortcut also works in the Profiles treeview and within the Amadeus Insurance area.
CTRL + DOWN ARROW	Move to the next section of the screen. **Note:** This shortcut also works in the Profiles treeview and within the Amadeus Insurance area.

Text Shortcut Keys

Press	To
CTRL + RIGHT ARROW	Move the cursor one word to the right.
CTRL + LEFT ARROW	Move the cursor one word to the left.

SHIFT + HOME	Extend a selection to the beginning of a line.
SHIFT + END	Extend a selection to the end of a line.
SHIFT + RIGHT ARROW	Extend the selection one character to the right.
SHIFT + LEFT ARROW	Extend the selection one character to the left.
SHIFT + CTRL + RIGHT	Extend the selection one word to the right.
SHIFT + CTRL + LEFT	Extend the selection one word to the left.
CTRL + C	Copy text to the clipboard.
CTRL + X	Cut the selected text to the clipboard.
CTRL + V	Paste the clipboard contents.

Drop-Down List Shortcut Keys

Press	To
DOWN ARROW or RIGHT ARROW	Move the cursor to the next item in the list.
UP ARROW or LEFT ARROW	Move the cursor back one item in the list.
PAGE UP	Move up one screen.
PAGE DOWN	Move down one screen.
HOME	Move the cursor to the first item in the list.
END	Move the cursor to the last item in the list.
SPACEBAR	Select the item and close the list.
ENTER	Activate the selected function and close the menu.
ESCAPE	Close the menu.

Contextual Menu Shortcut Keys

Press	To
UP ARROW	Select the previous menu item.
DOWN ARROW	Select the next menu item.
ESCAPE	Close the menu.
ENTER	Activate the selected function and close the menu.

Option Button Shortcut Keys

Press	To
UP ARROW or LEFT ARROW	Select the previous option button within a group of buttons.
DOWN ARROW or RIGHT ARROW	Select the next option button within a group of buttons.
TAB	Select the next screen item outside a group of buttons.

Command Page Keyboard Shortcuts

You can use the following keyboard shortcuts either in History Mode or Panel Mode. In History Mode, you can scroll back to previous displays; in Panel Mode, you cannot.

Keys	History Mode	Panel Mode
HOME	Go to beginning of line	Go to beginning of screen
CTRL + HOME	Go to first prompt* (beginning of history)	Go to beginning of screen
END	Go to end of line	Go to end of screen
CTRL + END	Go to last prompt (end of history)	Go to end of screen
ENTER	Send	Send
CTRL + ENTER	Go to next line (This does not insert a new line, except when the cursor is inside the history on the command area after the prompt)	Go to next line (This never inserts a new line)
PAUSE	Clear current page	Clear current page
SHIFT + PAUSE	Clear all pages	N/A
F3	Clear current page **Note**: This key is linked to the standard 3270 emulator settings.	Clear current page
SHIFT + F3	Clear all pages **Note**: This key is linked to the standard 3270 emulator settings.	N/A
CTRL + PGUP	Go to previous prompt	N/A
CTRL + PGDN	Go to next prompt	N/A
`(US ONLY)	Insert "FQD" at the beginning of last prompt	Insert "FQD" at the beginning of last prompt
`(US ONLY)	Insert a prompt at the current cursor position	Insert a prompt at the current cursor position
ALT + UP ARROW	Redisplay the previous command	Redisplay the previous command
ALT + DN ARROW	Redisplay the next command	Redisplay the next command
ALT + RIGHT ARROW	Open the Command Line Recall window	Open the Command Line Recall window
CTRL + P	Open the Print Options window	Open the Print Options window
CTRL + K	Open the Smart Key Editor	Open the Smart Key Editor
CTRL + S	Split the screen	N/A
CTRL + F6	Switch from one split screen to the other	N/A

CTRL + Z	Open the Customization window	Open the Customization window
CTRL + A	Select all	Select all
CTRL + C	Copy	Copy
CTRL + V	Paste	Paste

Note: Shortcut keys can vary depending on the market.

'Prompt' refers to the start of the message, which is represented by the character '>'.

Navigating from One Area Tab to Another

Press	**To**
ALT + 0	Open the Amadeus Vista menu.
ALT + 1 **(don't use the numeric pad)**	Open a specific work area tab, or a specific Vista tab from the front row. Enter the letter or number that appears inside each tab. For example, if an A appears next to the Air tab, enter A to open it.
ALT + SHIFT + 1 **(don't use the numeric pad)**	Open a specific work area tab, or a specific Vista tab from the back row. Enter the letter or number that appears inside each tab. For example, if an A appears next to the Air tab, enter A to open it.

Related topics

Smart Keys Keyboard Shortcuts

Introduction to Amadeus PNR

Choose the PNR tab to create PNRs and retrieve or claim them. The PNR tab includes the following five screens:

Screen	**Function**
New	Create a PNR before or after you book the itinerary
From Profile	Transfer information from a traveler or company profile to the PNR
Open	Retrieve a PNR by entering the passenger's name, record locator, or flight information
Claim	Claim passenger bookings made directly with an airline by entering your customer's record locator or flight information. Some airlines place restrictions on PNRs you claim from them, so if you need information about specific conditions when claiming PNRs, check with the airline directly.
Redisplay	Redisplay a PNR in the Graphic Page when the PNR is open in the Command Page

Related topics

Transfer PNR Information to a Profile

Open a PNR

Use the Open screen within the PNR tab to:

Retrieve a PNR using passenger name information

1. Click on the By Name tab.
2. In the Last Name field, enter the customer's last name. **Example:** Johnson
3. In the First Name field, enter the customer's first name. **Example:** Robert
4. In the Office ID field, enter your agency's 9-character office identification code. **Example:** LON1A1234
5. To search for a specific segment in the PNR, select a service type from the Service drop-down list. **Example**: AIR
6. In the Airline/Provider field, enter the 2-letter airline code or 3-letter provider code code in the itinerary. **Example:** BA**Note:** If you don't know the code, enter the airline or provider name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
7. In the In Date field, enter the date on which the service begins. **Example:** 03JUN
8. In the Out Date field, enter the date on which the service ends. **Example:** 10JUN
9. To open a PNR that has not been canceled, select the Active Segments Only check box.
10. To search for split PNRs only, select the Associated Cross-Reference check box.
11. Click on Send.

Retrieve a PNR using a record locator

1. Click on the By Record Locator tab.
2. In the Record Locator field, enter the 6-character record locator of the PNR. **Example:** AX79N2
3. To display a list of split PNRs associated to the record locator you specified, select the Associated Cross-Reference check box.
4. Click on Send.

Retrieve a PNR using service information

1. Click on the By Service tab.
2. From the Service drop-down list, select a service type that corresponds to any segment or element in the PNR. **Example**: AIR
3. In the Last Name field, enter the customer's last name. **Example:** Johnson
4. In the First Name field, enter the customer's first name. **Example:** Robert
5. In the Airline/Provider field, enter the 2-letter airline code or 3-letter provider code code in the itinerary. **Example:** BA (airline code) or PCL (cruise provider code)
6. In the In Date field, enter the date on which the service begins. **Example:** 03JUN
7. In the Out Date field, enter the date on which the service ends. **Example:** 10JUN
8. If you selected an AIR service, you can enter the following additional information to refine your search:

In the In Time field, enter the flight departure time. **Example:** 1300

In the From field, enter the 3-letter airport code for the departure airport. **Example:** LON.

Note: If you don't know the code, enter the airline name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

In the To field, enter the 3-letter airport code for the arrival airport. **Example:** STO. If you don't know the code, follow the note above.

In the Flight Number field, enter the flight number. **Example:** 776

1. To search for split PNRs only, select the Associated Cross-Reference check box.
2. Click on Send.

Retrieve a PNR using a frequent flyer number

1. Click on the By Frequent Flyer tab.
2. In the Airline field, enter the 2-letter code for the airline. **Example:** BA

Note: If you don't know the code, enter the airline name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

1. In the Card Number field, enter your customer's frequent flyer membership number. **Example:** H12E29K
2. Click on Send.

Retrieve a PNR using an account number

1. Click on the By Account Number tab.
2. In the Account Number field, enter your customer's account number which is stored in the PNR as a back-office account number remark element (AI-AN). **Example:** 12345
3. Click on Send.

Retrieve a PNR using customer profile information

1. Click on the By Customer Profile tab.

2. In the Record Locator field, enter the 6-character record locator of the customer profile that was used to create the PNR you wish to open. **Example:** AX79N2
3. Click on Send.

Related topics

Introduction to Amadeus PNR

Split a PNR

PNR Display Explanation

The PNR header contains important information about the PNR, including where and when it was booked, who booked it, and the record locator. If a TST has been created you can display the TST by clicking on the TST tag in the PNR header. If the system finds more than one active TST or a deleted TST a list is displayed.

Here is an explanation of each section of the PNR:

Main Contains the main elements of the PNR, including the names of the passengers booked on this trip, the passenger's phone and e-mail contact information, frequent flyer and ticket arrangement information, as well as miscellaneous remarks.

When two or more passengers are traveling, a number is added to each passenger name. Use this number to associate the name to a specific PNR element, such as a frequent flyer number or special meal.

To add an element to this section, click on the relevant icon to the right of the **Main** section:

Add a passenger name (before you end a PNR)

Add a phone / e-mail contact element

Add a frequent flyer element

Add a ticket arrangement element

Add a miscellaneous remark

Add a received from element

To modify any of the elements in the Main section, double click on the applicable element in the PNR. For example, double click on the passenger's name to perform a name change.

Itinerary Contains the flight, rental car, hotel, or manual segment booking, which are specified by the icon to the left of each segment.

Insurance Contains insurance elements that have been priced or booked for the passenger.

Address Contains address information, such as the passenger's mailing and billing addresses if you added them to the PNR.

To add an address, click on next to **Address**. To modify the current information, double click on the address element in the PNR.

Fare elements	Contains fare and queueing information. It also contains information that prints on the ticket, including form of payment, commission, and other applicable information, such as endorsements, tour code, and original issue. To add a queueing option or fare data, click on the corresponding icon next to **Fare elements**. To modify the current information, double click on the fare element in the PNR.
Services	Contains seat and special meal information, plus any other requests and needs that the passenger might have. To add a seat, meal, assistance, or other services, click on the corresponding icon next to **Services**. To modify the current information, double click on the services element in the PNR.
Remarks	Contains accounting, invoice/itinerary, and confidential remarks. To add a remark, click on the corresponding icon next to **Remarks**. To modify a remark, double click on the remark in the PNR.
Security	Contains office IDs for locations authorized to view or modify the PNR, or both. To add a security element, click on . To modify the current information, double click on the security element in the PNR.
Check my trip	Check My Trip is an e-travel Web service that displays a user-friendly view of a PNR itinerary. Within the Check My Trip Web site you can also access trip tools. Trip tools provide useful information such as local events, subway maps, currency information, and airport links. To access Check My Trip you must ensure that you have a retrieved PNR containing a passenger name and record locator. You can open Check My Trip by clicking on the Check My Trip hyperlink on the PNR header. When you do this, the Check My Trip Web site opens in a separate window, displaying your itinerary in an easy-to-read format. At this point you can either print the itinerary or e-mail it. **Note:** Check My Trip does not support Group PNRs.

PNR Icons

Click on the icons in the PNR toolbar to perform tasks such as displaying the PNR history, printing the PNR, and sending it to a queue.

Click On:	**To:**
	Open the PNR error list.
	Save the PNR (End Transaction). To display other save options, such as save changes and redisplay, click on the arrow next to .
	Create a traveler or company profile from information in the displayed PNR.
	Open the Queue Options window so you can place the PNR on a specific queue.
	Ignore the PNR. To display other ignore options, click on the arrow next to .
	Open the Rearrange Segments/Elements window. Before you click on the icon, you must select a segment or element.
	Open the Modify window that corresponds to the element you have selected.

Delete the lines that you have selected. To display other delete options, such as delete itinerary, click on the arrow next to .

Refresh - update the PNR with the latest information.

Display the PNR history. To display other PNR history options, such as air segment history, click on the arrow next to .

Print the PNR. To display other Print PNR options, such as Print PNR History, click on the arrow next to .

Expand and collapse the PNR display.

Split a PNR

Price an itinerary. To display the Price Itinerary input screen click on the arrow next to .

PNR print preview. From the window that opens you can copy or print the PNR.

Add Fare Information to a PNR

Add an Auxiliary Miscellaneous Segment to a PNR

Add Address Information to a PNR

Add an Auxiliary Tour Segment to a PNR

Add an Auxiliary Hotel Segment to a PNR

Cancel PNR Elements

Add Special and Other Services to a PNR

Add an Auxiliary Car Segment to a PNR

Transfer PNR Information to a Profile

Introduction to Amadeus PNR

Add Security Information to a PNR

Add Remarks to a PNR

Add Main Elements to a PNR

Add an Auxiliary Air Taxi Segment to a PNR

Add an Auxiliary Surface Segment to a PNR

Add Queuing Option Information to a PNR

Split a PNR

Request a Credit Card Approval Code

Add Main Elements to a PNR

The Main screen within the PNR tab allows you to quickly create the basic elements of your PNR. Fill in the applicable fields, then click on the Send button to add all the elements to the PNR at once. When elements already exist in the PNR, the icon appears next to the corresponding sections of the screen.

Use the Main screen to:

Add names to a PNR

1. If the Traveler Information section is collapsed, click on to expand it.
2. In the Last Name field, enter the customer's last name. **Example:** Johnson
3. In the First Name and Title field, enter the customer's first name (the title is optional). **Example:** Robert Mr.
4. In the Traveler Type field, enter the 3-letter passenger type code or click on to select it from the list that appears. **Example:** Military confirmed passenger (MIL)
5. In the Passenger ID field, enter passenger identification information, such as a frequent flyer number. **Example:** AF9876543
6. If the passenger is traveling with an infant, click on , then select the Accompanying Infant check box and enter the infant's name in the Infant Last Name and Infant First Name fields.
7. If the passenger requires two seats for comfort, select the Extra Seat option. If the second seat is for baggage, select the Cabin Baggage option.

   Note: If you select either of these options, you have to fill in the Information, Airline, and Segment fields.

8. To add another passenger name, click on to add a new row, then repeat steps 2 to 7. If the last name of this passenger is different, simply overwrite the name in the Last Name field.
9. Click on Send to add this information to the PNR straight away, or fill in additional fields, if you need to, in the Main screen, then click on Send.

Add phone and e-mail contact information to a PNR

1. If the Phone / E-mail section is collapsed, click on to expand it.
2. In the Type field, enter the 1-letter type code corresponding to the agency or customer phone contact that you are providing for your customer. Alternatively, click on to select it. **Example:** Customer - business (B)
3. In the Information field, enter a telephone number or e-mail address. **Example:** 312 555-1234
4. In the Airline Transmission field, enter X or S, or click on to specify your contact transmission preference. **Example:** Disable contact transmission (X)
5. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
   If no selection is made, the information is associated to all passengers.
6. To add another contact element, click on and repeat steps 2 through 5.
7. Click on Send to add this information to the PNR straight away, or fill in additional fields, if you need to, in the Main screen, then click on Send.

Add frequent flyer information to a PNR

1. If the Frequent Flyer section is collapsed, click on to expand it.
2. In the Type field, enter the 4-letter frequent flyer option code, or click on to select it. **Example:** Frequent flyer - redeem miles (FQTR)

3. In the Airline field, enter the 2-letter code for the airline whose program your customer belongs to. **Example:** LH

   Note: If you don't know the code, enter the airline name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
4. In the Card Number field, enter the card/membership number. **Example:** H12E29K
5. In the Partner Airlines field, enter the partner airline's 2-letter code. **Example:** BA, IB
6. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
   If no selection is made, the information is associated to all passengers.
7. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
8. Depending on the request type you have selected, you may enter additional information about the request by clicking on .
9. To add another type of frequent flyer option, click on .
10. Click on Send to add this information to the PNR straight away, or fill in additional fields, if you need to, in the Main screen, then click on Send.

Add ticket arrangement information to a PNR

1. If the Ticket Arrangement section is collapsed, click on to expand it.
2. Select the type of ticketing arrangement by clicking on . **Example:** Airport Pick-up (AT)
3. In the Date field, enter the date that you want to issue the ticket or perform another ticketing function. **Example:** 22FEB
4. In the Time field, enter the time at which you want the PNR to be placed on the ticketing queue, using the 24-hour format. **Example:** 0800
5. In the Information field, enter up to 14 characters of free-flow ticketing instructions. **Example:** Pax.will.PU. Include periods in between words to indicate spaces.
6. In the Office ID field, enter the office ID of the agency that will issue this ticket (**Example:** MIA1S0123). This is necessary only if your agency is not the one issuing the ticket.
7. In the Passenger Grouping field, select the grouping type by entering PAX or INF. Alternatively, click on to select it. **Example:** All Adults in the PNR (PAX)
   Note: If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, make no selection here.
8. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
   If no selection is made, the information is associated to all passengers.
9. If the information applies only to certain segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
10. Click on to display additional input fields.
11. In the Queue Number field, enter the number of the queue where you want to place the PNR. **Example:** 30
12. In the Category Number field, enter the category number you are directing the PNR to. **Example:** 19
13. Click on Send to add this information to the PNR straight away, or fill in additional fields, if you need to, in the Main screen, then click on Send.

Add miscellaneous remarks to a PNR

1. If the Miscellaneous Remark section is collapsed, click on to expand it.
2. In the Category field, enter a letter to help categorize your remark. For example, if the remark pertains to a car rental, you might enter C, for Car.
3. In the Information field, enter the miscellaneous remark. **Example:** Passenger prefers automatics.
4. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
   If no selection is made, the information is associated to all passengers.

5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
6. To add another miscellaneous remark, click on and repeat steps 2 through 5.
7. Click on Send to add this information to the PNR straight away, or fill in additional fields, if you need to, in the Main screen, then click on Send.

Note: You can also add miscellaneous remarks to a PNR through the Remarks option within the PNR tab.

Add a Received From element to the PNR

1. If the Received From section is collapsed, click on to expand it.
2. Enter the name of the person requesting the reservation or changes to the reservation. Example: Ann Barry
3. Enter the 9-character office ID of your agency. **Example:** HOU1S0123
4. Select your agent sign. **Example:** M5
5. Click on Send to add this information to the PNR straight away, or fill in additional fields, if you need to, in the Main screen, then click on Send.

Related topics

PNR Icons

Introduction to Amadeus PNR

Add Address Information to a PNR

Modify PNR Elements

Add Fare Information to a PNR

Self-Service Ticketing

Add Remarks to a PNR

Cancel PNR Elements

Add Address Information to a PNR

1. Click on the Address tab.
2. From the Type drop-down list, select the type of billing or mailing address input that you prefer in the PNR. **Example:** Billing - free text with commas (AB)
3. In the Line 1 field, enter the street address or other information. **Example:** 1141 Peachtree Lane or Pick up check.
4. In the Line 2 field, enter additional address information or other information. **Example:** Suite 200 or Deliver by noon.
5. In the Zip Code field, enter the zip code. **Example:** 30327
6. In the City field, enter the name of the city. **Example:** Atlanta
   Note: The information in the City, State, and Zip Code fields print on the same line of the invoice.
7. In the State field, enter the state or other information. **Example:** GA
8. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
   If no selection is made, the information is associated to all passengers.
9. In the Company field, enter the customer's company name. **Example:** ABCD Corp.
10. In the Name field, enter your customer's name. **Example:** John Smith
11. In the P.O. Box field, enter the post office box number. **Example:** 35
12. In the Country field, enter the name of the country. **Example:** France

13. Click on Send.

Related topics

Introduction to Amadeus PNR

PNR Icons

Add Main Elements to a PNR

Cancel PNR Elements

Modify PNR Elements

Add Fare Information to a PNR

Use the Fare Elements tab within PNR to add the following information to a PNR:

Add Payment Information to a PNR

1. Click on the Payment tab.
2. From the FOP Type drop-down list, select the correct form of payment. **Example:** Credit Card (CC).

   Note: You can enter multiple FOP (up to three forms of payment) for the same PNR. Each form of payment is entered on a different line. The second and third FOP lines are preceded by .

3. If you use a single form of payment and:

   - If you selected Credit Card (CC) in step 2, enter the credit card company code, credit card number, and expiry date (and the manual approval code if necessary) in the Additional Information field. **Example:** VI187346986/1205.
   - If you selected another form of payment in step 2, for exemple Cash (CA), the Additional Information field is optional.

4. If you use multiple forms of payment, you must enter the amount of the second and third forms of payment in the Additional Information field.

   Example:

	FOP Type	Additional Information
	Cash	
	CC	VI187346986/1205/AUD400

   Note: The form of payment formats differ from market to market. Please consult your market-specific manual or help desk for the correct format.

5. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
6. If no selection is made, the information is associated to all passengers.
7. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
8. From the Passenger Grouping drop-down list, select the grouping type. **Example:** All Adults in the PNR (PAX)

Note: If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.

9. Click on Send.

Add Original Form of Payment Information to a PNR

1. Click on the Original Payment tab.
2. From the FOP Type drop-down list, select the correct original form of payment. **Example:** Credit Card (CC).

   Note: You can enter multiple FOP (up to three forms of payment) for the same PNR. Each form of payment is entered on a different line. The second and third FOP lines are preceded by .

3. If you used a single original form of payment and:

   - If you selected Credit Card (CC) in step 2, enter the credit card company code, credit card number, and expiry date (and the manual approval code if necessary) in the Additional Information field. **Example:** VI187346986/1205.
   - If you selected another form of payment in step 2, for exemple Cash (CA), the Additional Information field is optional.

4. If you used multiple original forms of payment, you must enter the amount of the second and third forms of payment in the Additional Information field.

   Example:

	FOP Type	Additional Information
	Cash	
	CC	VI187346986/1205/AUD400

   Note: The form of payment formats differ from market to market. Please consult your market-specific manual or help desk for the correct format.

5. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
6. If no selection is made, the information is associated to all passengers.
7. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
8. From the Passenger Grouping drop-down list, select the grouping type. **Example:** All Adults in the PNR (PAX)

   Note: If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.

9. Click on Send.

Add Validating Carrier Information to a PNR

1. Click on the Validating Carrier tab.
2. In the Airline field, enter the 2-letter code for the airline that you are validating this ticket on. **Example:** BD

   Note: If you don't know the code, enter the airline name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

3. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
4. If no selection is made, the information is associated to all passengers.
5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
6. From the Passenger Grouping drop-down list, select the grouping type. **Example:** All Adults in the PNR (PAX)
7. **Note:** If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.
8. Click on Send.

Add Commission to a PNR

1. Click on the Commission tab.
2. In the Commission field, enter the commission percentage or amount. **Example:** 8 (percentage) or 114.54 (amount)
3. If you entered an amount in the Commission field, select the Amount check box.
4. In the Cap Amount field, enter the commission cap amount. **Example:** 50
5. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
6. If no selection is made, the information is associated to all passengers.
7. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
8. Click on to display additional input fields.
9. From the Passenger Grouping drop-down list, select the grouping type. **Example:** All Adults in the PNR (PAX)

   Note: If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.

10. If this is an exchange transaction, enter the commission percentage or amount of the original ticket in the Original Commission field. **Example:** 8 (percentage) or 114.54 (amount)
11. If you entered an amount in the Original Commission field, select the Amount check box.
12. Click on Send.

Add Endorsement Information to a PNR

1. Click on the Endorsement tab.
2. Enter the endorsement information in the Information field. **Example:** Non-refundable
3. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
4. If no selection is made, the information is associated to all passengers.
5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
6. From the Passenger Grouping drop-down list, select the grouping type. **Example:** All Adults in the PNR (PAX). **Note:** If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.
7. Click on Send.

Add Fare Discount Information to a PNR

1. Click on the Fare Discount tab.
2. From the Discount Code drop-down list, select the correct code for your passenger. **Example:** Military confirmed (MIL)

3. In the Information field, enter additional information regarding the fare discount, such as the age of a child. **Example:** 03YRS
4. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
5. If no selection is made, the information is associated to all passengers.
6. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
7. Click on Send.

Add Original Issue (Ticket Exchange) Information to a PNR

Note: The information requested below is found on the original ticket being exchanged. If the original ticket has already been exchanged, it will be printed in the exchange line on the ticket now being exchanged.

1. Click on the Original Issue tab, then click on the Structured Data button.
2. In the Airline field, enter the 3-digit numeric code of the airline of validation on the original ticket. **Example:** 005
3. In the Ticket Number field, enter the ticket number of the original ticket. **Example:** 3702678596
4. In the Check field, enter the check digit of the original ticket. **Example:** 1
5. In the Coupon field, enter the coupon numbers of the original ticket that are being exchanged. **Example:** 234
6. If you are using an Electronic Ticket Refund and Exchange Authority Print form for this exchange, select the E check box.
7. In the Conjunction field, enter the last two digits of the conjunction ticket of the original ticket. **Example:** 97
8. In the Check field, enter the check digit of the original ticket. **Example:** 1
9. In the Coupon field, enter the coupon numbers of the original ticket. **Example:** 234
10. If you are using an Electronic Ticket Refund and Exchange Authority Print form for this exchange, select the E check box.
11. In the City field, enter the 3-digit code of the city where the original ticket was issued. **Example:** LON
12. In the Date field, enter the date that the original ticket was issued. **Example:** 12SEP
13. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
14. If no selection is made, the information is associated to all passengers.
15. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
16. Click on to display additional input fields.
17. From the Passenger Grouping drop-down list, select the appropriate option to specify whether the information being provided is relevant either to the adults or the infants in the PNR.
18. If the information is relevant to all passengers, or if you have associated the passengers in the Passenger field, make no selection here.
19. In the information field, enter additional ticket issue information if necessary. **Example:** *B300.00/X26.00/C50.0
20. Click on Send.

Note: To enter original issue information with free-flow text, click on the Free Flow Data button, and enter the information in the fields provided. Note that free-flow text cannot be entered if you are using Amadeus Central Ticketing

Add Extra Information to a PNR

Click on the Extra tab to add the following information to the PNR:

- Fare Discount
- Manual Document
- Shadow Destination
- Miscellaneous Printing
- Tour Code
- Fare Override

Add Queueing Option Information to a PNR

Use the Queuing Option within the PNR Fare Elements tab to add queuing option information to a PNR as follows:

1. Click on the Queuing Option tab.
2. In the Date 1, 2, or 3 field, enter the date for queuing. **Example:** 22FEB
3. In the Queue field, enter the number of the queue where you want to place the PNR. **Example:** 3
4. In the Category field, enter the category number you are directing the PNR to. **Example:** 19
5. In the Information field, enter details about future tasks to be completed. **Example:** Run boarding passes
6. In the Office ID field, enter the office ID of the agency that is allowed to view or modify the PNR. **Example:** MIA1S0123
7. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
8. If no selection is made, the information is associated to all passengers.
9. Click on Send.

Add Verification Address Information to a PNR

1. Click on the Fare Elements tab, then the Address Verification button.
2. Select the Billing check box in the From field to indicate that the address in the Billing Address screen matches the customer's billing address filed with the credit card company, and move to step 9.
3. To manually enter the credit card billing address, make sure that the From Billing check box is deselected.
4. In the Line 1 field, enter the billing address for the credit card. **Example:** 1555 Wilkes Drive
5. In the City field, enter the city of the credit card billing address. **Example:** Atlanta
6. In the Zip Code field and enter the zip or postal code of the credit card billing address. **Example:** 30331
7. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
8. If no selection is made, the information is associated to all passengers.
9. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
10. Click on Send.

Add Payment Difference to a PNR

1. Click on the Original Payment tab.
2. From the FOP Type drop-down list, select the correct original form of payment. **Example:** Credit Card (CC).

   Note: You can enter multiple FOP (up to three forms of payment) for the same PNR. Each form of payment is entered on a different line. The second and third FOP lines are preceded by .

3. If you used a single original form of payment and:

   - If you selected Credit Card (CC) in step 2, enter the credit card company code, credit card number, and expiry date (and the manual approval code if necessary) in the Additional Information field. **Example:** VI187346986/1205.
   - If you selected another form of payment in step 2, for exemple Cash (CA), the Additional Information field is optional.

4. If you used multiple original forms of payment, you must enter the amount of the second and third forms of payment in the Additional Information field

   Example:

FOP Type	Additional Information
Cash	

CC VI187346986/1205/AUD400

Note: The form of payment formats differ from market to market. Please consult your market-specific manual or help desk for the correct format.

5. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
6. If no selection is made, the information is associated to all passengers.
7. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
8. From the Passenger Grouping drop-down list, select the grouping type. **Example:** All Adults in the PNR (PAX)

Note: If the information pertains to all passengers, or if you already selected the passengers in the Passenger field, leave this field blank.

9. Click on to display the fields to enter the new forms of payment.
10. To enter the new forms of payment, repeat steps 2 through 4.
11. Click on Send.

Related topics

Add Main Elements to a PNR

Modify PNR Elements

PNR Icons

Introduction to Amadeus PNR

Cancel PNR Elements

Reissue a Ticket

Request a Credit Card Approval Code

Add Special and Other Services to a PNR

Use the Services screen within the PNR tab to:

Add a seat assignment to a PNR

1. Click on the Seat tab.
2. From the Type drop-down list, select a seat type:

Generic Seat Request: An advanced seat request with no seat data
Numeric Seat Request: An advanced seat request with seat data
Seat Wish: A preferred seat, when a seat request is not allowed

3. If you selected Generic seat request (G):

1. From the Smoking drop-down list, select a smoking preference. **Example:** Non-smoking

   Note: Many flights are non-smoking flights. To determine if smoking is allowed, look at the seat map, or check with the airline.

2. From the Area preference drop-down list, select the area preference (a maximum of 2).

   Example: Aisle (A)

4. If you selected Numeric seat request (N), enter the seat number that you are requesting for your customer in the Seat number field. **Example:** 14A
5. If you selected Seat wish (W):
   1. In the Seat number field, enter the seat number that you are requesting for your customer.
      Example: 14A
   2. From the Seat wish drop-down list, select the desired seating type.
      Example: Non-smoking Aisle (NSSA)
6. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
   If no selection is made, the information is associated to all passengers.
7. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
8. To add another seat assignment, click on .
9. Click on Send.

Add meal information to a PNR

1. Click on the Meal tab.
2. From the Type drop-down list, select the type of meal needed. **Example:** Vegetarian/Non-dairy
3. If you selected Special as a type of meal, enter the special instructions about your request. **Example:** No red meat
4. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
6. In the Airline field, enter the 2-letter code for the airline you are sending the special meal request to. **Example:** QF

   Note: If you don't know the code, enter the airline name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
7. To add another meal type, click on .
8. Click on Send.

Add assistance information to a PNR

1. Click on the Assistance tab.
2. From the Type drop-down list, select the type of service needed. **Example:** All the way to seat
3. In the Information field, enter the assistance information. **Example:** 10 years old
4. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
   If no selection is made, the information is associated to all passengers.
5. If the information applies only to certain flight segments, associate the information to the appropriate segment by clicking on the segment within the displayed PNR.
   The Segment field is automatically filled in with the relevant segment number.
6. To add additional information messages, click on .
7. Click on Send.

Add extra information to a PNR

1. Click on the Extra tab.
2. From the Type drop-down list, select a type of extra service. **Example:** Excess baggage (XBAG)
3. In the Information field, enter the extra information that may be needed by the airline in order to provide this extra service.
   Example: Speaks Russian only
4. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
6. In the Airline field, enter the 2-letter code for the airline you are sending the extra service request to. **Example:** QF

   Note: If you don't know the code, enter the airline name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
7. Enter the number of people requesting this service. **Example:** 2
8. To add another extra service request, click on .
9. Click on Send.

Add other services information to a PNR

1. Click on the Other Services tab.
2. In the Airline field, enter the 2-letter code for the airline that you are sending the information to. **Example:** AF.

   Note: If you don't know the code, enter the airline name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
3. In the Information field, enter the other service information. **Example:** Fearful flyer.
4. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
   If no selection is made, the information is associated to all passengers.
5. To add another information message, click on and repeat steps 2 through 4.
6. Click on Send.

Related topics

Introduction to Amadeus PNR

PNR Segment Status Codes

Cancel PNR Elements

Modify PNR Elements

PNR Icons

Add Remarks to a PNR

Use the Remarks screen within the PNR tab to:

Add back office remarks to a PNR

1. Click on the Back Office tab.
2. From the ID 1 drop-down list, and ID 2, 3 and 4 if necessary, select the type of back office accounting information that you are providing. **Example:** Account number (AN)
3. In the Data 1 field, and Data 2, 3 and 4 if necessary, enter the account number or cost center number. **Example:** IBM0105

4. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
If no selection is made, the information is associated to all passengers.
5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments..
6. To add another back office remark, click on and repeat steps 2 through 5.
7. Click on Send.

Add confidential remarks to a PNR

1. Click on the Confidential tab.
2. In the Information field, enter the remark. **Example:** 972 123-4567 Unlisted Phone
3. In the Office ID 1, 2, or 3 field, enter the office ID of the agency allowed to view this information. **Example:** DAL1S0123
4. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
If no selection is made, the information is associated to all passengers.
5. To add another confidential remark, click on and repeat steps 2 through 4.
6. Click on Send.

Add invoice/itinerary remarks to a PNR

1. Click on the Invoice/Itinerary tab.
2. From the Type drop-down list, select the type of invoice/itinerary remark that you are entering in the PNR. **Example:** Free-flow itinerary remark (R)
3. In the Information field, enter the invoice/itinerary remark. **Example:** Have your valid photo ID available at airport check in.
4. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
If no selection is made, the information is associated to all passengers.
5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
6. To add another invoice/itinerary remark, click on and repeat steps 2 through 5.
7. Click on Send.

Add miscellaneous remarks to a PNR

1. Click on the Miscellaneous tab.
2. In the Information field, enter the miscellaneous remark. **Example:** Passenger prefers automatics.
3. In the Category field, enter a letter to help categorize your remark. For example, if the remark pertains to a car rental, you might enter C, for Car.
4. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
If no selection is made, the information is associated to all passengers.
5. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
6. To add another miscellaneous remark, click on and repeat steps 2 through 5.
7. Click on Send.

Note: You can also add miscellaneous remarks to a PNR through the Main screen within the PNR area.

Related topics

Cancel PNR Elements

Modify PNR Elements

Introduction to Amadeus PNR

PNR Icons

Add Main Elements to a PNR

Add Security Information to a PNR

Use the Security screen within the PNR tab to specify which agencies can view or modify a PNR:

1. From the Receiver Type drop-down list, select how you will identify the office you are allowing to view your PNR. **Example:** Global core (G)
2. In the Office ID fields, enter the office ID of the agency that you are giving PNR access to. **Example:** LON1A0123
3. From the Access Mode drop-down lists, select the level of access for each office ID. **Example:** Read only (R)
4. To specify additional office IDs, click on .
5. Click on Send.

Related topics

Cancel PNR Elements

Modify PNR Elements

Introduction to Amadeus PNR

PNR Icons

PNR Segment Status Codes

Segment status codes are codes that travel providers use to send you information about your bookings and special service requests.

Advice codes are the most commonly used status codes. When a travel provider confirms a segment, does not confirm a segment, or changes a segment (usually flight time or flight number), the provider inserts an advice code in the PNR and places it on your queue.

When you see an advice code in a segment, you must take action in some way. The list below contains some common advice codes, what they mean, and the action you should take.

Advice Code	Means...	Agent Action
HX	Holding cancelled	Delete segment
NO	No action taken (by airline)	Delete segment
UC	Unable; flight closed, not waitlisted	Delete segment
UN	Unable; does not operate	Delete segment
KK	Confirming	Change to HK
KL	Confirming from waitlist	Change to HK
TK	Confirming; advise passenger of new flight times	Change to HK

TL	Waitlisted; advise passenger of new flight times	Change to HL
TN	Holding needed; advise passenger of new flight times	Change to HN
US	Unable to accept sale, waitlisted (by airline)	Change to HL
US	Waitlisted (by airline)	Change to HL

Related topics

Add Special and Other Services to a PNR

Introduction to Amadeus PNR

Cancel PNR Elements

Rearrange PNR Segments

To rearrange segments in a PNR:

1. Click on one of the segments in the PNR.
2. Click on .
3. In the window that appears, select the segment to be rearranged.
4. Click on the appropriate arrow in the toolbar to move the segment up or down in the list.
5. Click on Send.

Modify PNR Elements

In an active PNR, you can:

Modify a name element

Note: Changes to the Name element are subject to flight availability and airline policies.

1. Select the PNR tab.
2. Select the passenger that you want to modify and click on . You can also modify the passenger name by double-clicking on it.
3. Choose either Name Update (if the same passenger is traveling, but whose name needs to be updated) or Name Change (if another passenger is traveling in place of the original passenger).
4. In the Modification field, enter the new name information in one of the following formats:

   1JOHNSON/TOM (MIL) (first and last name with passenger type)
   1JOHNSON/TOM (first and last name)
   TOM (MIL) (first name with passenger type)
   TOM (first name only)
   (MIL) (passenger type only)

5. Click on Modify.

Modify other PNR elements

1. Select the PNR tab.
2. Select the element that you want to modify, then click on . You can also modify the segment by double-clicking on it. The following elements can be modified:

   Contact All phone and address elements

Ticket Ticketing arrangement, queuing option (except the free-flow text), and fare data (except the ticket number and invoice number elements)
Services All special and other services (SSR and OSI elements)
Remarks All remarks, except the office ID in confidential remarks

3. Click on send.

Modify air, car, hotel, and manual segments

1. Select the PNR tab.
2. Select the segment that you want to modify, then click on . You can also modify the segment by double-clicking on it.
3. Choose which areas of the segment you want to modify, and enter the new information.
4. Click on Send.

Related topics

Add an Auxiliary Surface Segment to a PNR

Add an Auxiliary Miscellaneous Segment to a PNR

Add Queuing Option Information to a PNR

Add Remarks to a PNR

Add an Auxiliary Hotel Segment to a PNR

Add Security Information to a PNR

Add an Auxiliary Tour Segment to a PNR

Add an Auxiliary Car Segment to a PNR

Add Address Information to a PNR

Add Special and Other Services to a PNR

Add Main Elements to a PNR

Add an Auxiliary Air Taxi Segment to a PNR

Add Fare Information to a PNR

Cancel PNR Elements

Split a PNR Cancel PNR Elements

In an active PNR, you can:

Cancel PNR Elements

1. Click on the PNR tab.
2. Click on the segment or segments that you want to cancel.
3. Click on .

Cancel All Seats for a Segment

1. Click on the PNR tab.
2. Click on the segment or segments for which you want to cancel the seats.
3. Click on the arrow to the right of .
4. Choose Cancel Seats.
5. Click on Send.

Cancel the Itinerary

Note: You can only cancel the itinerary for a retreived PNR.

1. Click on the PNR tab.
2. Click on the arrow to the right of .
3. Choose Cancel Itinerary.
4. Click on Send.

Cancel Security Elements

1. Click on the PNR tab.
2. Click on the arrow to the right of .
3. Choose Cancel Security.
4. Click on Send.

Delete Elements

Note: You can only delete elements that have an inactive status code, such as UN, NO, UC, or HX. Otherwise you will need to cancel them.

1. Click on the PNR tab.
2. Click on the segment or segments that you want to delete.
3. Click on the arrow to the right of .
4. Choose Delete Elements.
5. Click on Send.

Related topics

Add an Auxiliary Hotel Segment to a PNR

Add an Auxiliary Surface Segment to a PNR

Add an Auxiliary Miscellaneous Segment to a PNR

Add an Auxiliary Car Segment to a PNR

Introduction to Amadeus PNR

Add Remarks to a PNR

PNR Icons

Split a PNR

Add an Auxiliary Tour Segment to a PNR

Add Queuing Option Information to a PNR

Add Security Information to a PNR

Add Main Elements to a PNR

Add Special and Other Services to a PNR

Add an Auxiliary Air Taxi Segment to a PNR

Modify PNR Elements

Add Fare Information to a PNR

Add Address Information to a PNR

PNR Segment Status Codes

Rebook Air Segments

To rebook an air segment, you must ensure that you have a PNR present with at least one air segment booked.

Rebook a Single Air Segment

1. Select the air segment that you want to rebook and click on . You can also rebook an air segment by double-clicking on it.
2. In the window that appears enter the new flight information.
3. Click on Send.

If the rebook is successful the air segment is updated and the PNR is redisplayed.

If the rebook is unsuccessful, the air segment is highlighted with this indicator: .

Note: Rebook cannot be used for:

- Open segments
- Information segments
- Passive segments

Rebook Multiple Air Segments

1. Click on the arrow to the right of and select Rebook All Air Segments.
2. In the window that appears you will see each air segment listed. If the rebook request is the same for several segments, for example, you want to change all flights from C class to Y class, enter Y in the class field, and click on . The information is then added to each segment automatically.
3. If the rebook request is a combination of information, for example, change of class for one segment and a change of date for another, enter the information in the appropriate fields for each segment.
4. Click on Send.

If the rebook is successful the air segments are updated and the PNR is redisplayed.

If the rebook is unsuccessful, the air segments which failed the rebook are highlighted with this indicator: .

Note: Rebook cannot be used for:

- Open segments
- Information segments
- Passive segments

Rebook from the Mini PNR Area in Air

In order to rebook from the mini-PNR area in Air, you must ensure that the city pair is the same, and the new booking class is the same for all segments.

1. From the PNR summary area, select the air segment that you want to rebook.
2. From the availability display, click on the class of service for the flight you want to book.
3. Click on on the PNR summary toolbar. The PNR is automatically updated with the new flight information.

Related topics

Introduction to Amadeus PNR

PNR Icons

Cancel PNR Elements

Request a Credit Card Approval Code

When you enter a credit card form of payment, an approval code must be obtained before you can issue the ticket.

Before you can request a credit card approval code you must ensure that a TST has been created and a validating carrier entered in the PNR.

To request a credit card approval code:

1. Select the credit card form of payment line in the PNR.

   Note: The credit card check can be made for single or multiple forms of payment.

2. From the PNR toolbar click on .
3. If the credit card check is successful and an approval code has been obtained, the approval code is appended to the FP line in the PNR and a system message confirming authorization is displayed. Click on OK.
4. The PNR is redisplayed.

Print or Copy a PNR

Use the Print Preview icon to print or copy a PNR display.

In the window that appears you will see the print/copy preview.

Click on the appropriate icon on the toolbar to either:

Copy. The information copied can then be pasted into either a Word document or an e mail. To display other copy options, click on the arrow next to .

Print to a local printer. To display other print options, click on the arrow next to .

Expand and collapse the PNR display.

Close window.

Tell me more about this.

- You can print or copy information from the following areas:
- PNR display
- Air availability
- Air timetable
- Car availability: multiple availability and single availability display
- Hotel availability: multiple availability, single availability display, and hotel features

Split a PNR

You split a PNR when you wish to modify an itinerary for one or more passengers. As the word split implies, you then create two separate PNRs, the original or parent PNR, and the associate PNR.

The difference between a split PNR and a non-homogeneous PNR is that a non-homogeneous condition is always temporary, and is automatically resolved by the system at end of transaction.

Note: All passengers in a PNR must have identical flight itineraries.

Split a non group PNR

Before you can split a PNR you must ensure that your PNR includes at least two passengers and has a record locator assigned.

1. To split the names in a PNR click on . To split further elements in a PNR, such as elements that are not passenger-or-segment associated, follow steps 1-6 from the Split a Group PNR explanation below.
2. In the window that appears, select the passenger or passengers to be split, and click on OK.
3. Amadeus Vista displays a PNR for the name elements that you have just split. This PNR is temporarily identified as the Associate PNR.
4. Click on to enter a received from element.
5. Click on to save the associate PNR. You are strongly advised to save and file the associate PNR before making any changes to it.
6. The original PNR is displayed with the temporary identifier 'Parent PNR'.
7. Click on to enter a received from element.
8. To complete the split of the PNR, click on to save.
9. The system displays a window containing an end of transaction message followed by a record locator for both the parent and associate PNRs.

Split a group PNR

Before you can split a group PNR you must ensure that your PNR includes at least two passengers and has a record locator assigned.

1. To split a group PNR click on the arrow to the right of .
2. In the window that appears, select the elements you wish to split, and click on Send.

3. Another window is displayed. From this window you can:
   - Split unassigned names; to do this enter the appropriate number in the Split box.
   - Split individual name elements; to do this select the appropriate passenger name or names.
   - Specify how many seats (confirmed or waitlisted) you wish to split. **Note:** Enter this information in the Segments/Services section.
4. The bottom area of the window refers to PNR elements that are not passenger- or segment-associated. From the drop-down list of each element you can select:
   - D to duplicate the information for both parent and associate PNRs
   - A to transfer the element to the associate PNR
   - P to retain the element in the parent PNR
5. Amadeus Vista displays a PNR for the elements that you have just split. This PNR is temporarily identified as the Associate PNR. The system also adds an SSR GRPS element to the associate and parent PNRs to indicate the group name and the original size of the group.
6. Click on to enter a received from element.
7. Click on to save the associate PNR. You are strongly advised to save and file the associate PNR before making any changes to it.
8. The original PNR is displayed with the temporary identifier 'Parent PNR'.
9. Click on to enter a received from element.
10. To complete the split of the PNR, click on to save.
11. The system displays a window containing an end of transaction message followed by a record locator for both the parent and associate PNRs.

Related topics

Introduction to Amadeus PNR

Transfer PNR Information to a Profile

Introduction to Auxiliary Segments

Cancel PNR Elements

Add Special and Other Services to a PNR

Add Main Elements to a PNR

Add Fare Information to a PNR

Redisplay a PNR from the Command Page

Add Address Information to a PNR

PNR Icons

Open a PNR

Introduction to Auxiliary Segments

Manual Auxiliary Segments allow you to request specific services from an airline that has an air segment in the PNR. These services include: Air Taxi, Car, Hotel, Miscellaneous, Surface, and Tour.

At end of transaction, a message is sent to the airline, who then processes it, using specific action codes. If the airline accepts the request, it will book the required service for you and send back a confirmation.

Action codes

Code	Definition
FS	Forced sale
HK	Service segment confirmed. No teletype message is generated.
HN	Holding needed
IX	If holding, cancel this request. Generates a teletype and queue message if activated.
KK	Confirming Automatic queue placement to the agent.
NN	Need segment Generates a teletype and queue message is activated
NO	No action taken Automatic queue placement to the agent.
OX	Cancel only if requested segment is available. Generates a teletype message.
UC	Unable, have not waitlisted Automatic queue placement to the agent
XX	Cancel confirmed or requested. Generates a teletype and queue message is activated

Related topics

Add an Auxiliary Hotel Segment to a PNR

Add an Auxiliary Car Segment to a PNR

Add an Auxiliary Tour Segment to a PNR

Add an Auxiliary Surface Segment to a PNR

Introduction to Amadeus PNR

Add an Auxiliary Air Taxi Segment to a PNR

Add an Auxiliary Miscellaneous Segment to a PNR

Split a PNR

Transfer PNR Information to a Profile

You can create a traveler or company profile from a PNR.

To create a Traveler profile From a PNR

1. Click on the PNR tab.
2. Click on a traveler name.
3. Click on all of the elements in the PNR that you would like to transfer to the profile.
4. **Note:** To automatically select all of the common transfer elements, click on , then choose Show Auto-Tranferable Lines.
5. Click on , then choose Create Traveler Profile.
6.

To create a Company Profile From a PNR

1. Click on the PNR tab.
2. Click on all of the elements in the PNR that you would like to transfer to the profile.
3. **Note:** To automatically select all of the common transfer elements, click on , then choose Show Auto-Tranferable Lines.
4. Click on , then choose Create Company Profile.

Related topics

Transfer Profile Information to a PNR

PNR Icons

Introduction to Amadeus PNR

Split a PNR

Transfer Traveler Profile Information

Use the Traveler option within the From Profile tab in PNR to transfer information from a traveler profile to a PNR.

You can transfer information from a traveler profile located in one of the following ways:

By Name

1. Click on the By Name tab.
2. In the Last Name field, enter the customer's last name. **Example:** Johnson
3. In the First Name and Title field, enter the customer's first name and title (optional). **Example:** Robert Mr.
4. In the Company field, enter the company name. **Example:** ABC Corporation
5. To search for an exact match to the profile name that you entered, select the Exact Match option.
6. To search for a profile beginning with the same two letters as the name you entered, select the Two Character Search check box.
7. To copy the associated company profile information with the traveler profile information, make sure that the Include Data from Associated Profile check box is selected.
8. Select the Include booking merged data check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
9. From the drop-down list, select the data to transfer from the profile to the PNR. **Example:** Transfer all data.
10. Click on Send.

By Frequent Flyer Number

1. Click on the By Frequent Flyer Num. tab.
2. In Airline field, enter the 2-letter travel industry code for the airline. **Example:** BA

Note: If you don't know the code, enter the city or airport name, then click on ... . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

1. In the Frequent Flyer Number field, enter your customer's frequent flyer membership number. **Example:** H12E29K
2. In the Corporate ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the 4th, 5th, and 6th digits of the office ID. **Example:** 1S1
3. If you want to copy the associated company profile information with the traveler profile information, make sure that the Include Data from Associated Profile check box is selected.
4. Select the Include booking merged data check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
5. From the drop-down list, select the data to transfer from the profile to the PNR. **Example:** Transfer all data.
6. Click on Send.

By Record Locator

1. Click on the By Record Locator tab.
2. In the Record Locator field, enter the 6-character record locator of the profile you want to copy information from. **Example:** AX79N2
3. If you want to copy the associated company profile information with the traveler profile information, make sure that the Include Data from Associated Profile check box is selected.
4. Select the Include booking merged data check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
5. From the drop-down list, select the data to transfer from the profile to the PNR. **Example:** Transfer all data.
6. Click on Send.

By Index

1. Click on the By Index tab.
2. In the Global Index field, enter the index name that is unique to this profile. **Example:** KAC1093
3. In the Corporate ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the 4th, 5th, and 6th digits of the office ID. **Example:** 1S1
4. If you want to copy the associated company profile information with the traveler profile information, make sure that the Include Data from Associated Profile check box is selected.
5. Select the Include booking merged data check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
6. From the drop-down list, select the data to transfer from the profile to the PNR. **Example:** Transfer all data.
7. Click on Send.

By Corporate ID

1. Click on the By Corporate ID tab.
2. In the Last Name field, enter the customer's last name. **Example:** Johnson
3. In the First Name and Title field, enter the customer's first name and title (optional). **Example:** Robert Mr.
4. In the Corporate ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the 4th, 5th, and 6th digits of the office ID. **Example:** 1S1
5. In the Company field, enter the company name. **Example:** ABC Corporation
6. In the City field, enter the 3-letter city code. The city is represented by the 1st, 2nd, and 3rd digits of the office ID. **Example:** HOU

Note: If you don't know the code, enter the city name, then click on ... . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

1. In the Country field, enter the 2-letter code for the country the office ID belongs to. **Example:** US. If you don't know the code, follow the note in step 6.
2. To search for an exact match to the profile name that you entered, select the Exact Match check box.
3. If you want to copy the associated company profile information with the traveler profile information, make sure that the Include Data from Associated Profile check box is selected.
4. Select the Include booking merged data check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
5. Click on the drop-down list to select the data to copy from the profile to the PNR. **Example:** Transfer all automatic data.
6. Click on Send.

Related topics

Transfer Company Profile Information

Introduction to Amadeus PNR

Transfer Company Profile Information

Use the Company screen within the From Profile tab in PNR to transfer information from a company profile to a PNR.

You can transfer information from a company profile located in one of the following ways:

By Name

1. Click on the By Name tab.
2. In the Company field, enter the company name. **Example:** ABC Corporation
3. To search for an exact match to the profile name that you entered, select the Exact Match check box.
4. To search for a profile beginning with the same two letters as the name you entered, select the Two Character Search check box.
5. Select the Include booking merged data check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
6. From the drop-down list, select the data to transfer from the profile to the PNR. **Example:** Transfer all data
7. Click on Send.

By Record Locator

1. Click on the By Record Locator tab.
2. Click on the Record Locator field and enter the 6-character record locator of the profile you want to transfer information from. **Example:** AX79N2
3. Select the Include booking merged data check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
4. From the drop-down list, select the data to transfer from the profile to the PNR. **Example:** Transfer all data
5. Click on Send.

By Index

1. Click on the By Index tab.
2. In the Global Index field, enter the index name that is unique to this profile. **Example:** KAC1093
3. In the Corporate ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the 4th, 5th, and 6th digits of the office ID. **Example:** 1S1
4. Select the Include booking merged data check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
5. From the drop-down list, select the data to transfer from the profile to the PNR. **Example:** Transfer all data

6. Click on Send.

By Corporate ID

1. Click on the By Corporate ID tab.
2. In the Corporate ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the 4th, 5th, and 6th digits of the office ID. **Example:** 1S1
3. Click on the Company field and enter the company name. **Example:** ABC Corporation
4. In the City field, enter the 3-letter city code. The city is represented by the 1st, 2nd, and 3rd digits of the office ID. **Example:** HOU
5. **Note:** If you don't know the code, enter the city name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
6. In the Country field, enter the 2-letter code for the country the office ID belongs to (**Example:** US). If you don't know the code, follow the note in step 4.
7. Select the Include booking merged data check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
8. From the drop-down list, select the data to transfer from the profile to the PNR. **Example:** Transfer all data
9. Click on Send.

Related topics

Transfer Traveler Profile Information

Introduction to Amadeus PNR

Claim a PNR

Use the Claim screen within the PNR tab to claim a PNR that was originally sold by an airline. In this screen, you can:

Claim a PNR by record locator

1. Click on the By Record Locator tab.
2. In the Airline field, enter the 2-letter airline code. **Example:** BA

   Note: If you don't know the code, enter the city or airport name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

3. In the Record Locator field, enter the airline's record locator. **Example:** AX79N2
4. Click on Send.

Claim a PNR by flight number

1. Click on the By Flight tab.
2. In the Airline field, enter the 2-letter airline code. **Example:** BA

   Note: If you don't know the code, enter the city or airport name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

3. In the Flight Number field, enter the airline flight number. **Example:** 512
4. In the Last Name field, enter the passenger's last name. **Example:** Johnson
5. In the Travel Date field, enter the date of travel. **Example:** 03JUN

6. To narrow down your request, enter the departure and arrival airport codes in the From and To fields (**Example:** LON and AMS). If you don't know the codes, follow the note in step 2.
7. Click on Send.

Related topics

Introduction to Amadeus PNR

Redisplay a PNR from the Command Page

If you have a PNR open in the Command Page and want to display it in the Graphic Page, you can transfer it simply by clicking on the PNR Redisplay tab.

Related topics

Introduction to Amadeus PNR

Split a PNR

Reissue a Ticket

Reissue a ticket when an airline, reservation, or routing has changed after a ticket has been issued, but before the journey has been completed. Here are some ticket reissue examples:

Scenario 1: Even Exchange with Penalty

The customer, after purchasing a ticket, decides to change the itinerary. The new ticket is equal to the old. There is a penalty of $75.00. You can take a $25.00 commission on the penalty amount.

Old Ticket		**New Ticket**	
Fare	500.00	Fare	500.00
Taxes	53.00	Taxes	53.00
Commission	40.00 (8P)	Commission	40.00 (8P)
Penalty	n/a	Penalty	75.00
CM on penalty	n/a	CM on penalty	25.00

Scenario 2: Additional Collection

Same as Scenario 1, except the new ticket is more expensive than the old. There is a penalty of $75.00. You can take a $25.00 commission on the penalty amount.

Old Ticket		**New Ticket**	
Fare	500.00	Fare	600.00
Taxes	53.00	Taxes	66.00
Commission	40.00 (8P)	Commission	48.00 (8P)
Penalty	n/a	Penalty	75.00
CM on penalty	n/a	CM on penalty	25.00

Scenario 3: Non-refundable Ticket Plus Penalty

The customer purchases a ticket, changes the itinerary, and the new ticket is less expensive than the old. The old ticket is non-refundable, and there is a $75.00 penalty. You can keep the commission earned on the old ticket, plus you can take a $25.00 commission on the penalty amount.

Old Ticket		**New Ticket**	
Fare	500.00	Fare	400.00
Taxes	53.00	Taxes	40.00
Commission	40.00 (8P)	Commission	32.00 (8P)
Penalty	n/a	Penalty	75.00
CM on penalty	n/a	CM on penalty	25.00

Scenario 4: Refundable Ticket, Penalty for Changes, Refund Issued as MCO

Same as above, except the ticket is refundable. The residual (fare difference less penalty) is issued as an MCO for future travel.

Old Ticket		**New Ticket**	
Fare	500.00	Fare	400.00
Taxes	53.00	Taxes	40.00
Commission	40.00 (8P)	Commission	32.00 (8P)
Penalty	n/a	Penalty	75.00
CM on penalty	n/a	CM on penalty	25.00

MCO amount: $38.00

To Reissue a ticket, follow these steps:

1. Display the PNR.
2. Click on the Fare Elements tab within the PNR tab, then click on the Original Payment tab.
3. From the FOP Type drop-down list, choose the old form of payment. **Example:** Cash
4. If you chose Credit Card, Freeflow, or Government as the old form of payment, enter the details in the Additional Information field.
5. Click on Send.
6. Click on the Original Issue tab, then click on the Structured Data button.
7. In the Airline field, enter the numeric code for the validating airline of the original ticket. **Example:** 057
8. In the ticket number field, enter the ticket number of the original ticket.
9. In the check field, enter the check digit of the original ticket. This is optional unless coupon numbers from the original ticket are being provided.
10. If you are only exchanging certain coupons, enter the coupon numbers being exchanged in the Coupon field. **Example:** 234
11. If you are exchanging electronic tickets, select the E check box.
12. If the original ticket is a conjunction ticket, enter the last two digits of the conjunction document in the Conjunction field. Then enter the check digit and coupon numbers, if applicable.
13. If the conjunction ticket is an electronic ticket document, select the E check box.
14. In the City field, enter the city code where the ticket was originally issued.
15. In the date field, enter the date of the original issue.
16. If more than one person is traveling, associate the information to the appropriate passengers by entering the passenger numbers in the Passenger field or by clicking on to select them. **Example:** 4
    If no selection is made, the information is associated to all passengers.
17. If the information applies only to certain flight segments, enter the segment numbers in the Segment field or click on to select the applicable segments.
18. Click on to display additional input fields.
19. From the Passenger Grouping drop-down list, select the appropriate option to specify whether the information being provided is relevant either to the adults or the infants in the PNR.
    If the information is relevant to all passengers, or if you have associated the passengers in the Passenger field, make no selection here.

20. In the information field, enter additional ticket issue information if necessary. **Example:** *B300.00/X26.00/C50.0
21. Click on Send.

Note: To enter original issue information with free-flow text, click on the Free Flow Data button, and enter the information in the fields provided. Note that free-flow text cannot be entered if you are using Amadeus Central Ticketing

Related topics

Add Fare Information to a PNR

Issue a Ticket

Work in the Command Page

To access the Command page click on  .

For details of how to work in the Command page, click on the following links:

Connecting Through Another Host Emulation ▲

To select another host emulation:

1. Click on the connection area of the status bar (symbolized by ) in the lower right-hand corner of the screen.
2. Select the host that you want to connect to, and sign in as usual.

Using the Toolbar ▲

Use the icons to perform tasks such as printing the current screen, and accessing the Smart Key editor. A brief description of the icons also appears if you place the cursor on each icon in the toolbar.

To:	Click on:
Stop the current Smart Key	
Pause the current Smart Key	
Resume the current Smart Key	
Open the Smart Key editor	
Display a list of Amadeus commands that you sent to the host	
Clear the current screen	
Clear all pages	
Split the host window into two working areas	

Customize your screen colors/font settings, and activate or deactivate services or Graphic page displays	
Select all pages	
Copy	
Paste	
Print the current screen*	

Note: If you want to print only certain text, or all pages, select the text then click on .

Using the Tabs

Four types of tabs display in the Host Window: Scripts, Public Smart Keys, Office Smart Keys, and My Smart Keys. However, these can vary depending on your market, or your configuration.

Each tab contains buttons that can automatically enter commands in the Host Window.

To find out more information about what a button does, view the tooltip by holding the mouse cursor over the button.

Using the Command Page

The host window works in the same way as a standard emulator window, except that you can:

- Go back to previous displays by moving the scroll bar at the right-hand side of the workspace up or down. For example, if you requested an availability display, then requested an Amadeus system help screen, you can scroll back to the availability display.

  Note: For some displays, you cannot scroll back to previous displays.

- Split the window into two working areas. For more information, see Splitting the Host Window.

You can perform the following special functions in the host window:

To:	Do This:
Select specific data	Hold down the mouse button, slowly drag the cursor over the text that you want to select, then release the button.
Select all data	Either hold down the Ctrl key and press A, or right click and choose Select All from the menu that appears.
Copy data	Either hold down the Ctrl key and press C, or right click and select Copy from the menu that appears.
Paste data	Either hold down the Ctrl key and press V, or right click and select Paste from the menu that appears.
Move to a new line	Hold down the Ctrl key and press Enter.

(for Queue messages, etc.)	

Note: For a list of scrolling entries that you can perform in the host window, enter HE SCROLL.

Splitting the Command Page Window

To split the host window into two views of the same session, click on . A horizontal bar appears. Move the bar to the position of your choice, then click on it to split the screen, or press Enter.

Note: You can only split the screen in History mode; in Panel mode, the icon is disabled. History mode refers to the screens in which you can scroll back to previous displays; Panel mode refers to the screens in which you cannot scroll back.

To remove the split, double click on the horizontal bar or click again on .

To move the focus from one area to the other, simply click in the other area, or press Ctrl and F6.

Note: You cannot print both screens at once; instead, the window currently in focus is printed.

Understanding the Status Bar

The status bar at the bottom of the Command page contains the following five columns:

Col.	Status
1	This column is initially blank. It is used to display error messages.
2	**Ovr**: Overwrite mode, which is selected by default. **Ins**: Insert mode, which is selected if you press the Insert key.
3	**Ready**: No command is being sent to, or received from, the host. **Busy**: A command is being sent to, or received from, the host. **Locked**: No connection to the host exists, or the host has locked the keyboard.
4	**Ln 24, Col 2**: The cursor position, indicated by the line number (Ln) and column number (Col)
5	Displays the name of the emulator that you are currently using to connect. If displays to the left of the emulator name, you are currently connected. However, if displays, you are not currently connected.

Recalling Commands

Click on to display a list of the commands that you previously sent to the host. Up to 200 commands can be recalled.

Note: To configure the number of commands that are recalled, click on , then on the Configuration tab.

To:	Do This:

Resend a single command	Double click on the command. Alternatively, click on the command, then click on Send.
Resend multiple commands	Hold down Ctrl and click on the commands, then click on Send. To select a group of commands, click on the first command, then press Shift and click on the last command.
Edit a command	Click on the command, then click on or press Ctrl + E to send the entry to the host window. Edit the command, then press Enter.
Delete all entries	Click on .
Close the window	Click on .

Using 'You Select'

The 'You Select' feature enables you to select any screen data and send it to the host. It is particularly useful when, for certain reasons, Speed Mode highlighting is not available.

You can use 'You Select' in four different ways, as illustrated below:

1. Double click on text to send text directly to the host. For example, if you click on a page reference, the system displays the page.
2. Double click on selected text (using the mouse) to send selected text directly to the host.
3. Press Shift and double click on text to edit a line of text on the command line before sending it. Edit the text, then press Enter.
4. Press Shift and double click on selected text to edit the selected text on the command line before sending it. Edit the text, then press Enter.

Note:

- You can only select text on a single line of the display.
- To deselect any selected text, click anywhere on the display outside the selected area.
- If the text begins with the prompt symbol (>), the symbol is ignored. For example, if you double click on >MPAN, only MPAN is sent to the host.

Printing from the Command Page

To print only the current screen:

1. Click on , or click on the right-hand mouse button anywhere in the workspace, and select Print from the task menu.
2. In the Print window that appears, click on OK.

To print only selected text, or to print all the screens that you have accessed:

1. Hold down the left-hand mouse button, and slowly drag it over the text that you want to select.

   Note: If you want to select all pages, click on .

2. Click on , or click on the right-hand mouse button, and select Print from the task menu.
3. In the Print Range options, leave the Selection radio button selected, and click on OK.

To print invoices, itineraries, and so on, enter the standard formats. For a complete list, enter HE PRINT.

Working with Speed Mode ▲

Click on the following links to display help on Speed Mode:

Work with Speed Mode

Speed Mode Displays

Setting Preferences ▲

You can set the following preferences within the Command page:

To change screen colors and fonts:

1. Click on to display the Customization window. The Customization tab opens by default.
2. Select a color combination from the Background/Foreground Colors drop-down menu.
3. Click on Change Font, select your font preferences, then click on OK.
4. Click on Save.

Note: To close the Customization window without saving your changes, click on .

To activate/deactivate services or Graphic page displays:

1. Click on to display the Customization window. Click on the Configuration tab.

   Each check box is selected by default.

2. To deactivate, for example, Speed Mode, deselect the Speed Mode check box under Services. Or to deactivate, for example, a seat map being displayed in graphical page format, deselect the Seat Map check box under Graphical Displays.

   Note: The following graphical display preferences are available from the Command Page: Stored Ticket (TST), seat map, and car availability or list.

3. Click on OK.

Working with Scripts ▲

Scripts guide you through the process of retrieving or sending information to the Amadeus System. This is ideal for new users and an aid to experienced users who may have forgotten seldom-used Expert Mode entries.

When you open a script, your cursor appears in the first field requiring information. Help appears for each current field, on the status bar at the bottom of each script window. Make your Expert Mode entries, then press the tab key to go to the next field. You must fill in the yellow fields to be able to press the OK button and send the information to the host.

Click on the following links to display help on the different scripts:

Travel Information

Travel Information gives you easy access to Timatic and Amadeus Information Systems (AIS) through a Windows interface.

Itinerary and Booking

Itinerary and Booking is a simple method of emailing or faxing itineraries or confirmation messages to passengers and providers.

Fax and Email

Fax/Email enables you to fax, email or print information about passenger's trips.

Getting Help

Related topics

Command Page Keyboard Shortcuts

Smart Keys Keyboard Shortcuts

Command Page Keyboard Shortcuts

You can use the following keyboard shortcuts either in History Mode or Panel Mode. In History Mode, you can scroll back to previous displays; in Panel Mode, you cannot.

Keys	History Mode	Panel Mode
HOME	Go to beginning of line	Go to beginning of screen
CTRL + HOME	Go to first prompt* (beginning of history)	Go to beginning of screen
END	Go to end of line	Go to end of screen
CTRL + END	Go to last prompt (end of history)	Go to end of screen
ENTER	Send	Send
CTRL + ENTER	Go to next line (This does not insert a new line, except when the cursor is inside the history on the command area after the prompt)	Go to next line (This never inserts a new line)
PAUSE	Clear current page	Clear current page
SHIFT + PAUSE	Clear all pages	N/A
F3	Clear current page **Note**: This key is linked to the standard 3270 emulator settings.	Clear current page
SHIFT + F3	Clear all pages **Note**: This key is linked to the standard 3270 emulator settings.	N/A
CTRL + PGUP	Go to previous prompt	N/A
CTRL + PGDN	Go to next prompt	N/A
`(US ONLY)	Insert "FQD" at the beginning of last prompt	Insert "FQD" at the

		beginning of last prompt
`(US ONLY)	Insert a prompt at the current cursor position	Insert a prompt at the current cursor position
ALT + UP ARROW	Redisplay the previous command	Redisplay the previous command
ALT + DN ARROW	Redisplay the next command	Redisplay the next command
ALT + RIGHT ARROW	Open the Command Line Recall window	Open the Command Line Recall window
CTRL + P	Open the Print Options window	Open the Print Options window
CTRL + K	Open the Smart Key Editor	Open the Smart Key Editor
CTRL + S	Split the screen	N/A
CTRL + F6	Switch from one split screen to the other	N/A
CTRL + Z	Open the Customization window	Open the Customization window
CTRL + A	Select all	Select all
CTRL + C	Copy	Copy
CTRL + V	Paste	Paste

Note: Shortcut keys can vary depending on the market.

'Prompt' refers to the start of the message, which is represented by the character '>'.

Navigating from One Area Tab to Another

Press	To
ALT + 0	Open the Amadeus Vista menu.
ALT + 1 **(don't use the numeric pad)**	Open a specific work area tab, or a specific Vista tab from the front row. Enter the letter or number that appears inside each tab. For example, if an A appears next to the Air tab, enter A to open it.
ALT + SHIFT + 1 **(don't use the numeric pad)**	Open a specific work area tab, or a specific Vista tab from the back row. Enter the letter or number that appears inside each tab. For example, if an A appears next to the Air tab, enter A to open it.

Related topics

Smart Keys Keyboard Shortcuts

Command Page Icons

Click on the icons to perform tasks such as displaying previous entries and displaying the Amadeus System Help. A brief description of the icons also appears if you place the cursor over each icon in the toolbar.

Click On:	To:
	Pause the Smart Key
	Resume the Smart key
	Stop the Smart Key
	Open the Smart Key Editor
	Display the Command Line Recall window containing your latest entries
	Clear the page
	Clear the host work area and all buffers
	Split the Command page window
	Display the Customization window
	Select all pages
	Copy
	Paste
	Print the current screen
?	Display help on using the Command page **Note:** A format-sensitive help is also available from any host display. Whenever **?** appears while you point your mouse over certain text of the display, press the right mouse button to get detailed information.

Related topics

Command Page Smart Keys

Command Page Keyboard Shortcuts

Command Page Smart Keys

Click on the smart keys at the top of the command page to enter formats and send them to the Amadeus System.

If you click on a button in the top row (for example, ET) it is sent directly to the host. If you click on a button in the bottom row (for example, RF) the command is sent to the screen because you need to add information to most of these commands before they can be processed. Add the information to the command as specified in table below, then press Enter.

Key	Function	Key	Function
ET	Ends transaction	**RF**	Adds a Received From element
ER	Ends transaction and redisplays the PNR	**XE**	Cancels an element (add element number)
RT	Redisplays the current PNR	**RH**	Displays history
IG	Ignores the PNR	**FXX**	Prices a PNR without creating a TST
IR	Ignores the PNR and redisplays it	**FQD**	Displays fares (add city pairs)
XI	Cancels the itinerary	**TTP**	Prints a ticket (add invoice info, airline validation, etc.)
MD	Moves down	**GG**	Accesses AIS (add topic information)
MU	Moves up	**SM**	Displays a seat map (add segment or flight information)
QT	Displays a queue count	**DO**	Displays Flifo (add flight or segment number)
AP	Adds the agency phone contact	**QS**	Starts queue processing (add queue number)
ARNK	Adds an ARNK segment	**QE**	Places PNR on queue (add queue number)

Related topics

Work in the Command Page

Command Page Icons

Smart Keys Keyboard Shortcuts

Use 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.

What are Smart Keys?

Smart Keys are automated scripts that you can use to quickly perform your most commonly used tasks. Using Smart Keys, you can send many commands to the Amadeus system with just one click or keystroke. Smart Keys work like macro-commands that you can can record, edit, store and run by assigning them to a button icon or to a keyboard shortcut.

Smart Keys have been designed to be very simple and easy to use. They consist of text that combines Amadeus host entries and control keywords. The host entries follow the exact syntax of Amadeus formats, while control keywords are explicit statements such as <SEND&gt. When you run a Smart Key, the entries are sent to the Amadeus sytem as if they were being typed in.

Create a New Smart Key

To create a completely new Smart Key, follow these steps:

Note: Fields highlighted in yellow are mandatory.

1. Click on .
2. In the Smart Key Name field, enter the name (up to 32 characters) of your Smart Key. **Example:** NEWS

   Note: Special characters, blanks, and spaces are not allowed.

3. To the right of the Smart Key Name field, select whether this Smart Key is for use by your entire office, or is one of your personal Smart Keys.

   Note: To create an Office Smart Key, you must be signed in with a supervisor (SU) sign.

4. In the Description field, enter a description (up to 64 characters) of what the Smart Key does. **Example:** Displays GGNEWS
5. To select a keyboard mapping, either enter the character (number or letter) that you want assigned to your Smart Key in the Shortcut Key field (**Example:** N), or select a character from the keyboard. Characters that are already assigned are in red.

   Note: You can run a Smart Key from the keyboard by pressing the Shift and Alt keys for Office Smart Keys, or the Ctrl and Alt keys for the User Smart Keys, plus the character assigned to the Smart Key (**Example:** Shift+Alt+N).

6. To create a toolbar button for your Smart Key, enter the Toolbar Label (up to four characters).

   Example: NEWSThen, enter the Position in which you want it to display on the toolbar. For example, you can decide that all Smart Keys for Air are numbered from 1-100, all the ones for Cars are numbered from 101-200, and so on. The Smart Key with the highest number appears on the left hand side of the toolbar. The other Smart Keys are ordered in a descending sort. This way, the buttons on the toolbar display in the order that best suits you.

7. In the Definition field, type the formats and programming information to send when the Smart Key is run or click on the Definition Buttons to automatically include the formats. **Example:** GGNEWS.

   Note: represents the Enter key, and sends the information to be processed.

8. Click on Save.

Copy an Existing Smart Key

To create a Smart Key based on an existing one, follow these steps:

Note: Fields highlighted in yellow are mandatory.

1. Select an existing Smart Key from the list on the left.
2. Click on .
3. In the Smart Key Name field, enter the name (up to 32 characters) of your Smart Key. Blank spaces are not allowed. **Example:** NEWS
4. To the right of the Smart Key Name field, select whether this Smart Key is for use by your entire office, or is one of your personal Smart Keys.

   Note: To create an Office Smart Key, you must be signed in with a supervisor (SU) sign.

5. In the Description field, enter a description (up to 64 characters) of what the Smart Key does. **Example:** Displays GGNEWS

6. To select a keyboard mapping, either enter the character (number or letter) that you want assigned to your Smart Key in the Shortcut Key field (**Example:** N), or select a character from the keyboard. Characters that are already assigned are in red.

   Note: You can run a Smart Key from the keyboard by pressing the Shift and Alt keys for Office Smart Keys, or the Ctrl and Alt keys for the User Smart Keys, plus the character assigned to the Smart Key (**Example:** Shift+Alt+N).

7. To create a toolbar button for your Smart Key, enter the Toolbar Label (up to four characters).

   Example: NEWSThen, enter the Position in which you want it to display on the toolbar. For example, you can decide that all Smart Keys for Air are numbered from 1-100, all the ones for Cars are numbered from 101-200, and so on. The Smart Key with the highest number appears on the left hand side of the toolbar. The other Smart Keys are ordered in a descending sort. This way, the buttons on the toolbar display in the order that best suits you.

8. In the Definition field, update the formats and programming information to send when the Smart Key is run or click on the Definition Buttons to automatically include the formats. **Example:** GGNEWS.

   Note: represents the Enter key, and sends the information to be processed.

9. Click on Save.

Modify a Smart Key

1. Select the Smart Key that you want to modify from the list by double-clicking on it.
2. Enter the new information in the appropriate fields.
3. When you have completed the updates, click on Save.

Run a Smart Key

Run a Smart Key from the Smart Key Editor:

1. Select the Smart Key from the list that you want to run by double-clicking on it.
2. Click on from the Smart Key Editor toolbar.

Run a Smart Key from the keyboard:

1. To run an Office Smart Key, press the Shift and Alt keys plus the key that you assigned to the macro. **Example:** Shift+Alt+N
2. To run a My Smart Key, press the Ctrl and Alt keys plus the key that you assigned to the macro. **Example:** Ctrl+Alt+N

Run a Smart Key from the toolbar:

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

To terminate a Smart Key before it is finished:

1. Click on the button at the top right of the dialog box in which the Smart Key is running.
2. At the prompt, click on Yes.

Delete a Smart Key

Note: You can only delete Smart Keys created at your level.

1. To delete one Smart Key, select it from list by clicking on it. The line highlights in yellow.
2. To delete more than one Smart Key, select each one from list by clicking in the select column to the left of the Smart Key name. A check mark appears to the left of each item selected.

   Note: You can also deselect a Smart Key by clicking on it again.

3. Click on on the Smart Key Editor toolbar.
4. At the prompt, click on Yes to confirm the deletion.

Print a Smart Key

1. To print one Smart Key, select it from list by clicking on it. The line highlights in yellow.
2. To print more than one Smart Key, select each one from list by clicking in the select column to the left of the Smart Key name. A check mark appears to the left of each item selected.

   Note: You can also deselect a Smart Key by clicking on it again.

3. Click on on the Smart Key Editor toolbar.
4. When the Print window appears, modify the settings if necessary, then click on OK.

Change the Way the Smart Keys are Sorted

- To sort by the last modified date, click on the Date heading at the top of the column.
- To then sort again by the Smart Key name, click on then Name heading at the top of the column.

Definition Buttons

By using the definition buttons located to the left of the Smart Key Text window, you can easily create Smart Keys without having to know the programming language.

The following describes each button, and what it is used for:

Button	Explanation
Send	Inserts the Send command, which sends the information to the system.
Prompt	Inserts a user prompt, which asks the user for information needed to make an entry. When you click on this button, another windows pops up that asks you for the prompt text that is shown to the user, and the name of the variable where the user's response is stored. This information can then be used later on within the Smart Key through the Variable button. If you select the Optional Prompt Bypass checkbox, the user will have the option to not enter information for the prompt, in case the information is not available or not relevant. **Note:** When you press the Prompt button, the current Smart Key is paused. When you validate the prompt, the Smart Key is resumed. In the meantime (after the Smart Key is paused and before it is resumed), you can work in the Command Page.
Variable	Once you have created a variable using a prompt, you can insert the variable name again in the same Smart Key.
Cursor	Inserts commands that affect the position of the cursor.
Comment	Inserts a comment into the Smart Key, for informational purposes only.
Special	Inserts special keys on the keyboard, such as PF1.

Advanced	Inserts advanced commands, such as CLEAR and TODAY.
Smart Key	Inserts another Smart Key to be run within this Smart Key.

Smart Key Language

The following is a list of the syntax that is available with the Smart Key Language:

Syntax	Function	Example
<SEND>	Represents the Enter key, and sends the information to be processed	JI1234AA/GS<SEND>
<? @ >	Marks the beginning, text, optional variable separator, and end of a user prompt	JI<?Enter your agent sign@agentsign>/SU<SEND>
[<? @ >]	Marks the beginning, text, optional variable separator, and end of an optional bypass prompt	ANNCEPAR[1A<?Enter the 2-letter airline code@aircode>]
<@ >	Marks the beginning and end of a variable	<@agentsign>
<**>	Marks the beginning and end of a comment	<*This section is to display availability*>
<% , >	Marks the beginning and end of an embedded Smart Key	<%PUB_ET, AMAPUBLIC>
< >	Sends a pre-defined key to the system	<F8>

The following is a list of the available commands:

Syntax	Function
<BACKSPACE>	Move the cursor back one space, deleting the character
<BOL>	Go to the beginning of the line
<BOS>	Go to the beginning of the response screen
<CLEAR>	Clears the screen
<CLEAR TO EOL>	Clears to the end of the line
<COLUMN,1>	Go to column number 1
<DELETE>	Deleted the character at the cursor position
<DOWN ARROW>	Move the cursor down one line
<EOL>	Move to the end of the line
<EOS>	Move to the end of the screen
<GET,3,2,15>	Copies data to the clipboard, starting on line 3, column 2, and for a length of 15 characters. This is to re-use information in a response received from the system.
<LEFT ARROW>	Move the cursor left one character

&ltLINE,3>	Go to line 3
<NEWLINE>	Move to the first editable field on the next line. Also inserts a new line when used with a prompt.
<NEXT FIELD>	Move to the next editable field on the screen
<PREVIOUS FIELD>	Move to the previous editable field on the screen
<RIGHT ARROW>	Move the cursor right one character
<SET>	Pastes the data from the clipboard into the Smart Key
<SWITCH WINDOW>	Moves to the other window when the windows are split
<TODAY>	Inserts the current date in the format DDMMM
<UP ARROW>	Move the cursor up one line
<WAIT FOR "OK",3>	Waits until a response string is received from the system, up to three timeout periods (the default timeout period is 10 seconds). If the timeout is reached, the system displays the message: TIMEOUT. DO YOU WANT TO CONTINUE?

The following table shows the same syntax and commands categorized by action:

Action	**Example**
Send cryptic entries to the host	abcdefgh <SEND> <WAIT FOR "string,timeout>
Prompt users for parts of entries	<?prompt> [prefix<?prompt>suffix]
Capture data from Amadeus displays	<GET,line,col,len> <GET,pattern,lenght>
Exchange data with other applications (Copy & Paste)	<GET,line,col,len> <GET,pattern,lenght> <SET> CTRL+V to paste into prompts
Reuse text strings with variables	<?prompt@variable> <@variable> [@]

Running a Smark Key from another one (nesting)	<%smartkey,office>
Control cursor movement	Character: <LINE,n> <COLUMN,n> <UP ARROW> <DOWN ARROW> <LEFT ARROW> <RIGHT ARROW> <BACKSPACE> <DELETE> Field (unprotected): <NEXT FIELD> <PREVIOUS FIELD> <NEW LINE> Line: <BOL> <EOL> <CLEAR TO EOL> Screen: <BOS> <EOS> <CLEAR> <SWITCH WINDOW>
Other useful tools	<TODAY,n> <*comment*,n> <PAx> <PFn>

Note: The following characters are special characters, and as such they are reserved: < > \ [ ] @ %.

If you want to use one of these characters in a user prompt or in free-flow text, add a backslash \ before the character. **Example:** \ >.

Smart Key Toolbar Buttons

The following table describes the buttons on the Smart Key Toolbar:

Button	Explanation
	Views - Click to the left of this icon to expand the editing area, the right to enlarge the Smart Key list, and the center to view both. You can also click and drag the vertical bar in the center of the screen to change the size of each section.
	Copy an Existing Smart Key - First select a Smart Key on the left, then click on this button to use the existing Smart Key as the basis for a new one.
	New Smart Key - Click on this button to create a completely new Smart Key.
	Run - To run a Smart Key, select a Smart Key on the left, then click on this button. If you are currently editing a Smart Key, you can also click on this button to run what is currently in the text area.
	Delete - To delete a Smart Key, select a Smart Key on the left, then click on this button.
	Print - Click on this button to print the selected Smart Keys.
	Help - Click on this button to access the online help for the Smart Key editor.

Related topics

Work in the Command Page

Smart Keys Keyboard Shortcuts

You can use the following keyboard shortcuts to manage the Smart Keys.

Press	To	Icon
CTRL + K	Launch the Smart Key editor.	
SHIFT + ALT + [X]	Launch a Smart Key in the Public Smart Keys or the Office Smart Keys folder. **Note:** [X] is the character assigned to the shortcut key.	N/A
CTRL + ALT + [X]	Launch a Smart Key in the My Smart Keys folder. **Note:** [X] is the character assigned to the shortcut key.	N/A
CTRL + N	Copy the Smart Key.	

CTRL + W	Create a new Smart Key.	
CTRL + R	Run the Smart Key.	
CTRL + D	Delete the selected items.	
CTRL + P	Print the selected items.	
F1	Launch the contextual Help.	N/A
CTRL + H	Launch the Smart Key Help.	
CTRL +A	Select all (when text exists).	
CTRL + X	Cut the selected text.	
CTRL + C	Copy the selected text.	
CTRL + V	Paste the selected text.	
CTRL + M	Insert a carriage return and start a new line (when there is text in the edit area).	N/A
ALT +S	Launch the Send tag.	Send
ALT + P	Launch the Prompt tag.	Prompt
ALT + V	Launch the Variable tag.	Variable
ALT + C	Launch the Cursor tag.	Cursor
ALT + O	Launch the Comment tag.	Comment
ALT + L	Launch the Special tag.	Special
ALT + A	Launch the Advanced tag.	Advanced
ALT + K	Launch the Smart Key tag.	Smart Key
CTRL + Y	Close the Smart Key editor, and save the current Smart Key if it is in edit mode.	N/A
CTRL + K	Switch to the Command page without closing the Smart Key editor.	N/A

Related topics

Command Page Keyboard Shortcuts

Work with Speed Mode

Introduction to Speed Mode

Speed Mode is designed to make your work with the host window quicker and more efficient. To get help in Speed Mode, press Spacebar + F1.

You work with Speed Mode by using a combination of buttons on the Speed Mode toolbar and highlighted items on the Amadeus display. There is a button for each transaction code available for the current display, and the default transaction code (most likely to be used next) is highlighted in red.

To use Speed Mode, you must first request an Amadeus display in Expert Mode such as AN (Availability Neutral) followed by the date and airport code, if required. After sending this Expert Mode request, an Availability display appears in the host window.

You can then send requests to the Amadeus system by highlighting and selecting items on the display and clicking the appropriate transaction code button. You can select a transaction code button first, and then select one or more of the highlighted items. You can also select the item first and then select a transaction code button.

When you select a transaction code, Speed Mode highlights certain items on the display. The selected transaction code and the highlighted items always go together.

Activate or Deactivate Speed Mode

To turn Speed Mode on or off, click on , this displays the Preference window. Next, click on the Configuration tab. To deactivate Speed Mode, for example, deselect the Speed Mode checkbox under Services and then click on OK.

When Speed Mode is active, a toolbar appears below the Smart Keys toolbar, containing Speed Mode transaction codes. Depending upon the last action performed, the code most likely to be used next will be highlighted. When Speed Mode is not active, the toolbar and all the Speed Mode features are removed from the display.

You can temporarily deactivate Speed Mode by pressing Esc. It becomes active again from the next display that you request.

Navigate in Speed Mode

You can move the cursor between items or transaction codes by clicking on the item or the transaction code using your mouse.

- Pressing the Ctrl key and clicking the left mouse button, or
- Pressing the spacebar twice. You might do this, for example, to specify a particular hotel provider and a particular hotel vicinity when requesting a Hotel List.
- To deselect an item, move the cursor to it, then press the Ctrl key and click the left mouse button, or press the spacebar twice.

You can also use the keyboard to move the cursor as follows:

Tab	To move forwards to the next group of items, for example from Flight No. to Class of Service.
Shift + Tab	To move backwards to the previous group of items, for example from Class of Service to Flight No.
Up and Down Arrow keys	To move to the nearest selectable item in the line above or below.

Left and Right Arrow keys	To move to the nearest selectable item to right or left.
Home	To move to the first selectable item on the display.
End	To move to the last selectable item on the display.
Spacebar	To move to the default transaction code on the toolbar

Use the Speed Mode Toolbar ▲

The Speed Mode toolbar is displayed below the Smart Keys toolbar and consists of:

- A row of variable code buttons which change according to the current Amadeus display. Refer to Speed Mode Displays for more information.
- A Return Code drop-down list which displays your previous Speed Mode displays. For example, it might show MPCA if the last display that you asked for was Car Availability. If the last display that you requested was an FXA, FXI, FXP, or FQP, the return button might show MUFXI. This is located on the far left of the toolbar.

To turn Speed Mode on or off, click on , this displays the Preference window. Next, click on the Configuration tab. To deactivate Speed Mode, for example, deselect the Speed Mode checkbox under Services and then click on OK.

Speed Mode Displays ▲

Click here for a list of Speed Mode displays.

Selecting a Transaction Code from the Toolbar ▲

When you open a Speed Mode display, one button is selected and highlighted. This is the default transaction code, which you can send by pressing Enter.

You can select a different transaction code button by clicking on it with the mouse. To select a transaction code with the keyboard, follow these steps:

1. Press the spacebar.
2. Use the left and right arrow keys to highlight the transaction code you want on the toolbar.
3. Press Enter to select the transaction code.
4. When you select a transaction code, the display changes as follows:

- Only items on the display that are suitable for the selected code remain highlighted and can be selected.
- The transaction code becomes the default; the letters turn red, and you can send the command to Amadeus either by clicking on the button again, or by pressing Enter.
- The cursor moves to the first highlighted item.

If the cursor is already on a suitable item, then it does not move.

You can then select the item or items on the display that you require, and send the command to Amadeus.

Some transaction codes allow you to select more than one item on the display, so you can make a more specific request. For example, you may wish to specify a particular hotel provider and a particular hotel vicinity when requesting a Hotel List.

You can issue any Amadeus System transaction code directly from the > prompt (SOE) in the host window, as if you were working in Expert Mode.

Modify Speed Mode Commands

If additional information is needed to complete a basic entry, Speed Mode displays the incomplete format next to the > prompt (SOE). You can then add the required information and send it to AmadeusYou may need to change a part of the entry, or add options to it. For example, you may want to change the number of seats of a sell entry, or to add a specified currency to a Hotel Availability request.

To do this:

1. Select the transaction code and items that you want on the display.
2. Press Shift + Enter, or press Shift and double click on the item with the left mouse button.

This makes the entry appear next to the > prompt (SOM), so you can change it or add options. When you have made the changes, press Enter to send the request to Amadeus.

Additional Information with Speed Mode

You can view additional information from a Speed Mode display by running your mouse over the screen and right-clicking when you see **?** appear. If you click on a flight number for example, a pop-up window will appear displaying flight information. To clear the information, press 'Esc' on your keyboard.

Work with Queues in Speed Mode

You can use the Speed Mode Queues feature to:

- Display the count total
- Send the PNR or message to the bottom of the queue and display the next one
- Delete the current item and display the next
- Ignore changes to the PNR and exit queues
- Display the message if the screen is cleared
- Display the queue count
- Start queues

When you request a Queue Count Total you get a highlighted display from which you can select items and send requests to the host using Queue command buttons on the Speed Mode toolbar.

For example:

1. To display the Queue Count Total: click once on the QT button. Category 0 in the General Queue (Queue 0) is highlighted by default. To change the highlighted category, move your cursor to another category and click your left mouse button once.
2. Double click on the QS button to start the queue.
3. The first PNR is retrieved ready for you to work in.

Speed Mode Displays

The following displays are available in Speed Mode. Click on a category, then click on the display name to see a list of transaction codes that you can send.

General

PNR Display

Queues

Air

Dual City Pair Availability Display

Flight Availability or Schedule Display

Seat Map Display

Similar Names List

Hotels

Hotel Availability Display: Multi-Property

Hotel Availability Display: Single Property

Hotel Availability Display: Single Property Complete Access Plus

Hotel Features Display

Hotel List Display

Hotel Points of Interest

Hotel Pricing and Features - No Rate

Hotel Pricing and Features Display

Hotel Rate Change Display

Hotel Terms

Hotel Terms - No Rate

Cars

Car Rate Availability Display: Single Company

Car Rate Complete Access Plus

Cars Terms

Car Billing Number Display

Car Location List

Car Rate Availability Display: Multiple Company

Car Rate Display - No Rate

Fare Quote

Itinerary Pricing

Fare Driven Availability

Ticketing

Fare Notes

Best Buy

Best Buy FQQ Display

Best Buy FXA Display

Best Buy FXA Single

Best Buy FXR Display

FQD

FQD - Euro

FQD - No Alternate Airline

FQD - No Alternate Airline - Euro

FQD - No Alternate Airline - NUC

FQD - NUC

FQD - Quick Quote Display - Euro

FQD - Quick Quote Display - NUC

FQD Display

FQD Display with no Proposed Fare

FQD Quick Quote Display

Fare Routing Displays

Fare Routing

Fare Routing - Empty

Fare Routing - No Alternate Airline

Fare Routing - Quick Quote Display

Negotiated Fares

Negotiated Fares - International Airline Display

Negotiated Fares - International Airline Display - Euro

Negotiated Fares - International Airline Display - NUC

Negotiated Fares - International Airline Routing Display

Negotiated Fares - International Single Airline - Euro

Negotiated Fares - International Single Airline - NUC

Negotiated Fares - International Single Airline Display

Negotiated Fares - International Single Airline Routing Display

Informative Pricing

Informative Pricing Display

Informative Pricing Display with Carrier Selection

Informative Pricing Display with Mask

Informative Pricing Index Table

Itinerary Pricing Display

Introduction to Vista Scripts

The Vista common scripts, for example Travel Information, +QC, Ticket Writer, etc and the scripts created by your agency are available from the Command page tab, under the Scripts screen.

If your office is configured for it, you can also access these scripts from anywhere in Vista, without going back to the Command page, by opening the Script menu in the Vista header.

To launch a script, follow these steps:

1. Click on the Script menu title, or press ALT + 2.

   A menu list appears.

2. Click on the script name.

   The script is automatically launched on top of the Vista main screen.

Notes:

Depending on the type of script, you may continue to work on Vista while the script is running, and you may be allowed to launch the same script a second time.

Alternatively, press the keyboard shortcut ALT + [X] to launch the script, [X] being the corresponding script keyboard shortcut if it exists. However, keyboard shortcuts only work if you've previously worked in the Command page tab during the current session.

Related topics

Graphic Page Keyboard Shortcuts

Command Page Keyboard Shortcuts

Printing

You have the following print options:

Print the Current Screen ▲

To print the current screen:

1. Click on , or right click anywhere in the host window and select Print from the task menu that appears.
2. In the Print window that appears, click on OK.

Print Selected Text ▲

To print selected text:

1. Hold down the mouse button, and slowly drag the cursor over the text that you want to select.
2. Click on , or right click anywhere in the host window and select Print from the task menu that appears.
3. In the Print Range options, leave the Selection radio button selected, then click on OK.

Print All Screens ▲

To print a maximum of 20 screens that you previously accessed:

1. Click on to select all.
2. Click on , or right click anywhere in the host window, then select Print from the Task menu.
3. Click on OK in the Print window that appears.

Print Invoices, Itineraries, and so on ▲

To print invoices, itineraries, and so on, enter the standard formats. For a complete list, enter HE PRINT.

Copy and Paste

You have the following copy and paste options:

Copy and Paste Selected Text. ▲

1. Hold down the mouse button and drag the cursor over the text that you want to copy.
2. Click on (the copy icon), or right click anywhere in the host window and select Copy from the task menu that appears.
3. You can paste the information within the host window by clicking on . Alternatively, you can paste the information into either a word document or an e mail by doing CTRL + V.

Copy and Paste a Screen. ▲

1. Click on (the select all icon), or right click anywhere in the host window and select Select All from the task menu that appears.
2. Click on (the copy icon), or right click anywhere in the host window and select Copy from the task menu that appears.
3. You can then paste the information within the host window by clicking on . Alternatively, you can paste the information into either a word document or an e mail by doing CTRL + V.

Windows Basics

If you are unfamiliar with Windows, click on the following headings for more information:

Using the Mouse

Here are the most commonly used terms when referring to the mouse:

Term	Explanation
Click	Press the left mouse button briefly, then release it.
Double click	Press the left mouse button twice in quick succession, then release it.
Right click	Press the right mouse button, then release it. This action displays a menu containing a list of tasks that you can perform on the screen.

Moving a Window

To move a window around the screen, drag the title bar to where you want it, then release the mouse button. Dragging a window also brings it to the front of other windows.

Minimizing, Maximizing, and Closing Windows

b

Use the Minimize, Maximize, and Close buttons at the top right-hand side of the window to transform it as follows:

Click On:	To:
	Minimize the window. The window remains active, but is reduced to a button on the taskbar at the bottom of your screen. To restore the window, click again on the button.
	Maximize the window so that it takes up the entire screen.
	Close the window.

Sign In

Sign Out

Navigate using work area tabs

Tab settings

Keyboard Navigation and Support

- Graphic Page Keyboard Shortcuts
- Command Page Keyboard Shortcuts

PNR

- Introduction to Amadeus PNR
- Open a PNR
- PNR Display Explanation
- PNR Icons
- Add Main Elements to a PNR
- Add Address Information to a PNR
- Add Fare Information to a PNR

Create a Traveler Profile

Important: If you are a Vista +ACE user, you must follow a specific process, which is described in Profiles in Vista +ACE**.**

Use the Traveler option within the New tab in Profiles to create a traveler profile as follows:

1. In the Last Name field, enter the customer's last name. **Example:** Smith
2. In the First Name & Title field, enter the customer's first name and title (optional). **Example:** David Mr
3. In the Passenger Type drop-down list, select the passenger type code for your customer. **Example:** Military confirmed passenger (MIL)
4. In the Passenger ID field, enter information that can be used to identify the passenger, such as a frequent flyer number. **Example:** IB9876543
5. In the Company Name field, enter the corporate or company name. **Example:** ABC Corporation
6. If your customer will always be traveling with an infant, enter the infant's last and first name in the Infant Last Name and Infant First Name fields.
7. In the Country field, enter the 2-letter code for the country where your customer lives. **Example:** ES

   Note: If you don't know the code, enter the country name, and click on ... . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

8. In the Index field, enter the index name or code you have created to identify this profile. **Example:** KAC1093
9. In the Citizenship field, enter the 2-letter code of the country your customer is a citizen of. **Example:** FR

   If you don't know the code, follow the note in step 7.

10. In the Country of Birth field, enter the 2-letter code of the country in which your customer was born. **Example:** DE

    If you don't know the code, follow the note in step 7.

11. In the Language Spoken field, enter your customer's native language by specifying the 2-letter code of the country in which that langauge is spoken. **Example:** DE

    If you don't know the code, follow the note in step 7.

12. In the Birthdate field, enter your customer's date of birth in the format DDMMMYYYY. **Example:** 15DEC1982
13. In the Global Search and Update Keywords field, enter the keywords that can be used to retrieve this profile. **Example:** Cruise
14. Click on Set.

Related topics

Create a Company Profile

Introduction to Amadeus Profiles

Create an Agency Profile

Create a Company Profile

Important: If you are a Vista +ACE user, you must follow a specific process, which is described in Profiles in Vista +ACE**.**

Use the Company option within the New tab in Profiles to create a company profile as follows:

1. In the Company Name field, enter the name of the company. **Example:** ABC Corporation
2. In the Country field, the 2-letter code of the country where the company is located. **Example:** AU

   Note: If you don't know the code, enter the country name, and click on ... . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

3. In the Index field, enter the index name or code you have created to identify this profile. **Example:** KAC1093
4. In the Global Search and Update Keywords field, enter the keywords that can be used to retrieve this profile. **Example:** Cruise
5. Click on Set.

Related topics

Introduction to Amadeus Profiles

Create an Agency Profile

Create a Traveler Profile

Create an Agency Profile

Use the Agency option within the New tab in Profiles to create an agency profile as follows:

1. In the Agency Name field, enter the agency name. **Example:** American Express
2. If you are creating an agency profile for another office, and you have the necessary Extended Ownership Agreements (EOS) to do so, enter the 9-character ID of that office in the Office ID field. **Example:** HOU1S0123
3. In the Global Search and Update Keywords field, enter the keywords that can be used to retrieve this profile. **Example:** Tours
4. Click on Set.

Related topics

Introduction to Amadeus Profiles

Create a Company Profile

Create a Traveler Profile

Open a Traveler Profile

Use the Traveler option within the Open tab in Profiles to:

Open a traveler profile by name

1. Click on the By Name tab.
2. In the Last Name field, enter the customer's last name. **Example:** Johnson
3. In the First Name and Title field, enter the customer's first name and title (optional). **Example:** Robert Mr
4. In the Company field, enter the company name. **Example:** ABC Corporation
5. To search for an exact match to the profile name that you entered, select the Exact Match check box.
6. To search for a profile beginning with the same two letters as the name you entered, click on the Two Character Search check box.
7. Select the Booking merged display check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
8. Click on Send.

Open a traveler profile by frequent flyer number

1. Click on the By Frequent Flyer Num. tab.
2. In the Airline field, enter the 2-letter code for the airline. **Example:** BA

Note: If you don't know the code, enter the airline name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

1. In the Frequent Flyer Number field, enter your customer's frequent flyer membership number. **Example:** H12E29K
2. In the Corporate ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the 4th, 5th, and 6th digits of the office ID. **Example:** 1S1
3. Select the Booking merged display check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
4. Click on Send.

Open a traveler profile by record locator

1. Click on the By Record Locator tab.
2. In the Record Locator field, enter the 6-character record locator of the profile you want to display. **Example:** AX79N2
3. Select the Booking merged display check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
4. Click on Send.

Open a traveler profile by index

1. Click on the By Index tab.
2. In the Global Index field, enter the index name that is unique to this profile. **Example:** KAC1093
3. In the Corporate ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the 4th, 5th and 6th digits of the office ID.
4. **Example:** 1S1
5. Select the Booking merged display check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
6. Click on Send.

Open a traveler profile by corporate ID

1. Click on the By Corporate ID tab.
2. In the Last Name field, enter the customer's last name. **Example:** Johnson
3. In the First Name and Title field, enter the customer's first name and title (optional). **Example:** Robert Mr
4. In the Corporate ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the 4th, 5th and 6th digits of the office ID. **Example:** 1S1
5. In the Company field, enter the company name. **Example:** ABC Corporation
6. In the City field, enter the 3-letter city code. The city is represented by the 1st, 2nd, and 3rd digits of the office ID. **Example:** HOU

Note: If you don't know the code, enter the city name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

1. In the Country field, enter the 2-letter code for the country the office ID belongs to (**Example:** US). If you don't know the code, follow the note in step 6.
2. To search for an exact match to the profile name that you entered, select the Exact Match check box.
3. Select the Booking merged display check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
4. Click on Send.

Related topics

Open an Agency Profile

Open a Company Profile

Introduction to Amadeus Profiles

Transfer Profile Information to a PNR

Open a Company Profile

Use the Company option within the Open tab in Profiles to:

Open a company profile by name

1. Click on the By Name tab.
2. In the Company field, enter the company name. **Example:** ABC Corporation
3. To search for an exact match to the profile name that you entered, select the Exact Match check box.
4. To search for a profile beginning with the same two letters as the name you entered, click on the Two Character Search check box.
5. Select the Booking merged display check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
6. Click on Send.

Open a company profile by record locator

1. Click on the By Record Locator tab.
2. In the Record Locator field, enter the 6-character record locator of the profile that you want to open. **Example:** AX79N2
3. Select the Booking merged display check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
4. Click on Send.

Open a company profile by index

1. Click on the By Index tab.
2. In the Global Index field, enter the index name that is unique to this profile. **Example:** KAC1093
3. In the Corp. ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the 4th, 5th, and 6th digits of the office ID. **Example:** 1S1
4. Select the Booking merged display check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
5. Click on Send.

Open a company profile by corporate ID

1. Click on the By Corporate ID tab.
2. In the Corporate ID field, enter the corporate ID to search all agencies belonging to the corporate ID for the profile that you want to display. The corporate ID is represented by the 4th, 5th, and 6th digits of the office ID. **Example:** 1S1
3. In the Company field, enter the company name. **Example:** ABC Corporation
4. In the City field, enter the 3-letter city code. The city is represented by the 1st, 2nd, and 3rd digits of the office ID. **Example:** HOU

Note: If you don't know the code, enter the city name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

1. In the Country field, enter the 2-letter code for the country the office ID belongs to (**Example:** US). If you don't know the code, follow the note in step 4.
2. Select the Booking merged display check box to display information from all active profiles within an organization that are relevant for the booking (minimum profile 1, maximum 11).
3. Click on Send.

Related topics

Introduction to Amadeus Profiles

Open a Traveler Profile

Open an Agency Profile

Transfer Profile Information to a PNR

Open an Agency Profile

Use the Agency option within the Open tab in Profiles to open an agency profile.

To open your agency profile, click on Send.

Select the Booking merged display check box to display information from all active profiles within an organization relevant for the booking (minimum 1 profile, maximum 11).

Note: When you request a booking merged display the system merges a subset of information from the different levels of an organization starting from the requesting profile up to the highest level in the hierarchy branch.

If you have an Extended Ownership Security (EOS) agreement with another office, you can open the agency profile of that office by entering the 9-character office ID.

Example: HOU1S0123

Related topics

Transfer Profile Information to a PNR

Introduction to Amadeus Profiles

Open a Traveler Profile

Open a Company Profile

Add PNR Information to a Profile

Once you have opened or created a profile, use the To PNR tab to add the following elements to a profile:

Add accounting information to a profile

1. Click on the Accounting tab.
2. From the Transfer Indicator drop-down list, select the transfer priority. **Example:** Default
3. In the Account Number field, enter the account number. **Example:** IBM0105
4. In the Cost Center field, enter the cost center number. **Example:** DV123
5. In the IATA Company Number field, enter your customer's IATA company number. **Example:** DEC038FR
6. Click on Set.

Add fare data to a profile

1. Click on the Fares tab.
2. Click on the button at the top of the screen for the type of fare information that you are entering (**Example:** Form of Payment). The Fare Code field is automatically filled in.
3. From the Transfer Indicator drop-down list, select the transfer priority. **Example:** Default
4. In the Description field, enter the appropriate fare information. **Example:** CASH (or *CASH in the US)
5. Click on Set.

Add other requests to a profile

1. Click on the Other Request tab.
2. From the Transfer Indicator drop-down list, select the transfer priority. **Example:** Default
3. In the Airline Code field, enter the 2-letter airline code. **Example:** SN

   Note: If you don't know the code, enter the airline name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
4. In the Free Text Information field, enter the necessary information. **Example:** CEO of major corporation
5. Click on Set.

Add remarks to a profile

1. Click on the Remarks tab.

2. Click on the button at the top of the screen for the type of remark that you are entering. **Example:** Invoice/Itinerary. The Code field is automatically filled in.
3. From the Transfer Indicator drop-down list, select the transfer priority. **Example:** Default
4. From the Category drop-down list, select the type of remark you are entering. **Example:** Free-flow invoice remark (F)
5. In the Remark Free Text field, enter the necessary information. **Example:** Remember your photo ID
6. Click on Set.

Add seat information to a profile

1. Click on the Seat tab.
2. From the Transfer Indicator drop-down list, select the transfer priority. **Example:** Default
3. From the Smoking Preference drop-down list, select the smoking preference. **Example:** Non Smoking
4. From the Seating Area drop-down list, select the appropriate area. **Example:** Window
5. From the Passenger Type drop-down list, select the appropriate passenger type. **Example:** Handicapped
6. Click on Set.

Add security information to a profile

1. Click on the Security tab.
2. From the Transfer Indicator drop-down list, select the transfer priority. **Example:** Default
3. From the Receiver drop-down list, select the type of agency that will be allowed to view the PNR. **Example:** Global Core (G)
4. In the Office 1, 2, 3, 4, 5 fields, enter the office IDs of the agencies you want to view your PNR . **Example:** ATL1S0123
5. From the Access drop-down lists, select the access level that you want the receiving agency to have to your PNRs. **Example:** Read only (R)
6. Click on Set.

To add SS segment information to a profile

1. Click on the Segments tab.
2. Click on the SS Segment button.
3. From the Transfer Indicator drop-down list, select the transfer priority. **Example:** Default
4. In the From field, enter the 3-letter airport code for the departure city. **Example:** LGW

   Note: If you don't know the code, enter the airport name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
5. In the To field, enter the 3-letter airport code for the arrival city (**Example:** CDG). If you don't know the code, follow the note in step 4.
6. In the Airline field, enter the 2-letter airline code (**Example:** BA). If you don't know the code, follow the note in step 4.
7. In the Number field, enter the flight number of the flight that you want to request. **Example:** 501
8. In the Class field, enter the service class code that you want. **Example:** F
9. In the # field, enter the number of seats that you want to request on this flight. **Example:** 4
10. In the Action field, enter the 2-letter action code (**Example:** HK). If you leave this field blank, the appropriate action code is selected based on airline agreements. **Note:** If you do select an action code, codes such as Passive and Ghost require additional information.
11. In the UM Ages field, enter the ages of any unaccompanied minors. **Example:** 8
12. In the Depart field, enter the departure time of the requested flight (**Example:** 1300). If you leave this field blank, the time is extracted from internally stored airline information.
13. In the Arrival field, enter the arrival time of the requested flight (**Example:** 1600). If you leave this field blank, the time is extracted from internally stored airline information.
14. From the V. drop-down list, select the date difference if the departure and arrival time are not on the same date. **Example:** +1
15. In the OA ID. field, enter the record locator or the agent sign of the airline that you received the information from. **Example:** RK9FS3
16. Click on Set.

To add SO segment information to a profile

1. Click on the Segments tab.
2. Click on the SO Open button.
3. From the Transfer Indicator drop-down list, select the transfer priority. **Example:** Default
4. In the From field, enter the 3-letter airport code for the departure city. **Example:** MRU

   Note: If you don't know the code, enter the airport name, and click on ... . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
5. In the To field, enter the 3-letter airport code for the arrival city (**Example:** VIE). If you don't know the code, follow the note in step 4.
6. In the Airline Code 1 field, enter the 2-letter airline code (**Example:** OS). If you don't know the code, follow the note in step 4.
7. Fill in the Airline Code 2 field if either:
   - The airline specified in the Airline Code 1 field is in a joint venture with another airline for this itinerary. For example, if Austrian Airlines (OS) is in a joint venture with Air Mauritius, enter the 2-letter code of Air Mauritius (MK).
   - The customer can book flights with one of two airlines (as the common fare is the same for both airlines), enter the 2-letter code of the second airline. **Example:** BA (British Airways)

   If you don't know the code, follow the note in step 4.

8. Click on Set.

To add SI segment information to a profile

1. Click on the Segments tab.
2. Click on the SI Information button.
3. From the Transfer Indicator drop-down list, select the transfer priority. **Example:** Default
4. In the From field, enter the 3-letter airport code for the departure city. **Example:** LGW

   Note: If you don't know the code, enter the airport name, and click on ... . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
5. In the To field, enter the 3-letter airport code for the arrival city (**Example:** CDG). If you don't know the code, follow the note in step 4.
6. In the Airline field, enter the 2-letter airline code (**Example:** BA). If you don't know the code, follow the note in step 4.
7. In the Number field, enter the flight number of the flight that you want to request. **Example:** 501
8. In the Class field, enter the service class code that you want. **Example:** F
9. In the # Seats field, enter the number of seats that you want to request on this flight. **Example:** 4
10. In the Action field, enter the 2-letter action code (**Example:** HK). If you leave this field blank, the appropriate action code is selected based on airline agreements.
11. Click on Set.

To add special service information to a profile

1. Click on the Special Service tab.
2. From the Transfer Indicator drop-down list, select the transfer priority. **Example:** Default
3. To indicate when you want passenger and segment association to take place, select the Explosion Indicator checkbox.
4. From the SSR Code drop-down list, select the type of service that the passenger is requesting. **Example:** Wheelchair needed
5. In the Airline Code field, enter the 2-letter code for the airline that you are sending the request to. **Example:** EI

   Note: If you don't know the code, enter the airline name, and click on ... . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
6. In the Free Text Information field, enter additional information that some SSR codes may require. **Example:** Elderly passenger
7. Click on Set.

To add ticketing information to a profile

1. Click on the Ticketing tab.
2. From the Transfer Indicator drop-down list, select the transfer priority. **Example:** Default
3. Click on the button indicating the ticketing type (**Example:** Ticket OK). The code OK or TL appears in the Ticket Arrangement Information field.
4. Click on Set.

Related topics

Introduction to Amadeus Profiles

Transfer Profile Information to a PNR

Important: If you are a Vista +ACE user, you must follow a specific process, which is described in Profiles in Vista +ACE**.**

To transfer traveler or company profile information to a PNR:

1. Click on the Profile tab.
2. Open the traveler or company profile.
3. Click on all of the elements that you would like to transfer to the PNR.
4. Click on , then choose the appropriate Transfer option.

Related topics

Open a Company Profile

Open an Agency Profile

Transfer PNR Information to a Profile

Open a Traveler Profile

What is a Booking Merged Display?

You can request a booking merged display from all profile retrieval screens, as well as from an individual profile display.

The booking merged display includes the following profile information from the different levels in an organization, starting from the requested profile up to the highest level in the hierarchy tree.

- PNR Data Elements
- Priority Information
- Profile Notes
- Preference Indicator

Note: An indicator appears at the beginning of each line of information indicating from which profile it originates.

From the booking merged display any of the profiles referenced can be retrieved; this allows you to view individual profile information not included in the booking merged display. When the individual profile is closed, the booking merged display is redisplayed automatically. Similarly, if a booking merged display is requested from an individual profile, the individual profile is automatically redisplayed when the display is closed.

Note: If a booking merged display is requested from an individual profile, the profile must not be in creation or update mode.

When more than one company and/or agency profile record locator is referenced in the booking merged display, this indicates that those profiles are part of an organization profile. To view the organization profile, click on either the company or agency organization icon.

The organization profile is displayed as a hierarchical tree, which can include up to five levels, and up to 1500 individual profiles.

The organization profile hierarchy is established from existing profiles so that profiles that are lower in the hierarchy can inherit the PNR elements and policies contained in the profiles that are higher up, thus reducing the maintenance of profile data across an organization.

When you request a booking merged display, the system displays by default, information that has been retrieved from the organization profile levels, including the traveler profile, the company profiles, and the agency profiles.

What is an Organization Profile?

An organization profile allows corporations or agencies that have subsidiaries or branches to better manage travel policies throughout the corporate structure.

Within the organization profile a hierarchy is established from existing profiles so that profiles that are lower in the hierarchy can inherit the preferences contained in the profiles that are higher up, thus reducing the maintenance of profile data across an organization.

The organization profile structure can include up to five levels, and up to 1500 individual profiles.

When using Travel Choice, the policy rules are retrieved first from the parent profile at the top level, then down to the level where the request originated. Only rules within the same branch of the organization are taken into account.

Introduction to Amadeus Air

Choose the Air tab to book flight segments and find flight information for your customers. The Air tab includes the following four screens:

Availability

You can fill in fields on the Flights screen to produce flight Availability or Schedule display.

Display options include:

- **Available flights** - Lists flights that are available and have seats that can be booked.
- **All flights (Schedule)** - Shows all flights operated by all airlines who submit schedule information to Amadeus, including flights that may not have seats available in a particular class, canceled flights, or flights not sold through Amadeus.

Timetable

The Timetable screen displays flights that operate during a specified one-week period. Timetable shows a flight's frequency of service, or its effective and discontinued dates, as well as flights operating during a 7-day period from the date you specify.

Flight Information

The Flight Information screen gives you facts that are important to your customer, such as airplane equipment, terminal, and meal information. You can request flight information by Flight Number or Flight Time.

Other Segments

If you have all the information you need to book a flight, you can sell the flight using the Other Segments screen. You can also use this screen to enter an open segment, information segment, or an arrival unknown segment (ARNK).

Direct sell options include:

- **Direct Sell** - To sell a one-way flight segment.
- **Arrival unknown or ARNK segment** - To be used when your customers make their own travel arrangements between two segments of a flight itinerary.
- **Information segment** - Helps ensure continuity in your customer's itinerary. Information segments provide information about a customer's travel plans; however, they do not actually book a flight segment. This is especially helpful if your customer is flying on an airline that is not listed in Amadeus.
- **Open** - To sell an open segment when your customers do not know the exact date or time they want to travel.

Related topics

Amadeus Air Access Levels

Request Flight Information

Air Availability Display Explanation

Sell Air Segments

Direct Sell a Segment

Request a Flight Display

Request a Specific Seat

Air Availability Icons

Amadeus Travel Choice

Amadeus Travel Choice provides a direct and interactive link between the booking process and your stored customer profiles. With Travel Choice, you can make reservations that automatically take into account your client's corporate and personal travel preferences as well as your own agency preferences.

The criteria used for Travel Choice is stored in the customer profiles. These include:

Trip Category	For corporations, trip purposes such as business, personal, or training can be used to take different criteria into account depending on the type of trip. For example, if an employee is traveling on business, the company policy may be that he fly business class, whereas if he is on training, the policy may require him to travel in economy class.
Traveler Category	The passenger may be, for example, the director, manager, or sales director of the company, and travel policies can be defined for each traveler category.
General Preferences	General preferences include preferred airlines, class of service, hotels, and car companies.

The following Travel Choice scenarios are possible, depending on whether a PNR or profile is open:

Profile open	If the active profile is associated to a company profile, either the company's or individual's preferences are taken into account, depending on whether the Trip Category is set to a business-related function or to a personal-related one.
PNR open	If the active PNR contains names that are associated to a profile (by transferring the names from a profile to the PNR), the traveler's preferences specified in the profile are taken into account.
Neither PNR nor profile open	If neither a PNR containing names associated to a profile nor a profile is open, the Travel Choice request is based on the agency profile.

Related topics

Request a Flight Availability Display

Request a Hotel Property List or Availability

Request a Car Availability

What is an Organization Display?

What is a Booking Merged Display?

Request a Flight Availability Display

Use the Availability screen within the Air tab to:

Request a Flight Availability Display

1. Click on the Available Flights option button.
2. To change the order in which flights are displayed select the appropriate option from the Order By drop-down list.
3. In the From field, enter a 3-letter city or airport code for the departure city. **Example:** JFK.

   Note: If you don't know the code, enter the city or airport name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code. To restrict availability to a single airport for a multi-airport city, add a plus sign (+) after the city code. **Example:** HOU+.

4. In the To field, enter a 3-letter city or airport code for the arrival city. **Example:** SYD.

   If you don't know the code, follow the note in step 2.

5. In the Date field, enter the departure date, or click on to select a date from the calendar. **Example:** 15JUN.

   If the field is left blank, the default is the current date.

6. To search for the first flight available for sale or waitlist within a 7-day period from the date you entered, select the 7 Day Search check box.
7. In the Time field, enter the departure time in either the 12- or 24-hour format. **Example:** 1P or 1300.

If the field is left blank, the default is midnight.

8. In the Airlines field, enter up to three 2-letter airline codes. To exclude an airline, add a minus sign (-) before the airline code. **Example:** -AF,CO,LH.

If you don't know the code, follow the note in step 2.
Note: If the airline has an agreement with Amadeus, you can choose either Direct Access , or Preferred-Carrier Access for that airline by clicking on the appropriate check box next to the icon.
You can also request an Alliance display. The Qualiflyer Group is available through direct access format. Select the check box next to , then enter *Q for Qualiflyer group.
The Star Alliance, Oneworld and SkyTeam are available through a carrier preferred display. Select the check box next to , then enter a two-character alliance code.

9. In the Via field, enter the connecting city or airport. **Example:** MIA.

If you don't know the 3-letter code, follow the note in step 2.

10. In the Class field, enter the classes of service. **Example:** F, Y.
11. In the Nbr Seats field, enter the number of seats. **Example:** 2.
12. To request a dual availability display, click on . From the new row that appears, enter the flight details.

Notes:

- By default, the system assumes that you are requesting a return flight. The second city pair is the same as the first city pair, and the From, To, Date, and Nbr Seats fields are filled in with the same values. However, you can modify the city pair and request either another onward flight, an open jaw, or a separate itinerary. **Example:** First city pair NYC-LHR and second city pair LAX-PAR.
- The Amadeus Travel Choice and Direct Access options are disabled when you request a dual air availability.
- To return to a single availability request, click on .

- Click on Search.

Request an All Flights (Schedule) Display

1. Click on the Scheduled Flights option button.
2. To change the order in which flights are displayed select the appropriate option from the Order By drop-down list.
3. In the From field, enter a 3-letter city or airport code for the departure city. **Example:** JFK.

Note: If you don't know the code, enter the city or airport name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code. To restrict availability to a single airport for a multi-airport city, add a plus sign (+) after the city code. **Example:** HOU+.

4. In the To field, enter a 3-letter city or airport code for the arrival city. **Example:** SYD.

If you don't know the code, follow the note in step 2.

5. In the Date field, enter the departure date, or click on to select a date from the calendar. **Example:** 15JUN.

If the field is left blank, the default is the current date.

6. To search for the first flight available for sale or waitlist within a 7-day period from the date you entered, select the 7 Day Search check box.
7. In the Time field, enter the departure time in either the 12- or 24-hour format. **Example:** 1P or 1300.

If the field is left blank, the default is midnight.

8. In the Airlines field, enter up to three 2-letter airline codes. To exclude an airline, add a minus sign (-) before the airline code. **Example:** -AF,CO,LH.

   If you don't know the code, follow the note in step 2.
   Note: If the airline has an agreement with Amadeus, you can choose either Direct Access , or Preferred-Carrier Access for that airline by clicking on the appropriate check box next to the icon.

9. In the Via field, enter the connecting city or airport. **Example:** MIA.

   If you don't know the 3-letter code, follow the note in step 2.

10. In the Class field, enter the classes of service. **Example:** F, Y.
11. In the Nbr Seats field, enter the number of seats. **Example:** 2.
12. To request a dual availability display, click on . From the new row that appears, enter the flight details.

Notes:

- By default, the system assumes that you are requesting a return flight. The second city pair is the same as the first city pair, and the From, To, Date, and Nbr Seats fields are filled in with the same values. However, you can modify the city pair and request either another onward flight, an open jaw, or a separate itinerary. **Example:** First city pair NYC-LHR and second city pair LAX-PAR.
- The Amadeus Travel Choice and Direct Access options are disabled when you request a dual air availability.
- To return to a single availability request, click on .

- Click on Search.

Make a Travel Choice Request

Note: The Amadeus Travel Choice option is only applicable to single availability displays.

To make a Travel Choice request:

1. Click on the Availability tab, then select the Amadeus Travel Choice check box.
2. Click on to display the Amadeus Travel Choice Settings window.
3. Choose one of the following from the Display Type drop-down list:

   Enriched: An Enriched Display shows neutral availability. The policies and preferences that are applicable to your availability request are not used to bias the display. In an air and car availability display, they are displayed for information only. You can take them into account at sell time.
   Preferred: A Preferred Display shows policy-compliant availability. The display is biased to reflect the policies and preferences that are applicable to your availability request.

4. Choose a Trip Category from the drop-down list. **Example:** Personal. This indicates what kind of trip the passenger is taking and which preferences to apply.
5. If there is more than one passenger in the active PNR, choose which passenger's preference you want to use by entering the relevant number (the number of the passenger name element in the PNR) in the Passenger Association field, or click on to select the passenger from the window that appears. **Example:** 2. The name of the selected passenger appears in the Travel Choice toolbar.
6. Click on Save, then complete the availability request screen as usual.

Related topics

Request a Timetable Display

Request Flight Information

Travel Choice

Air Availability Display Explanation

Sell Air Segments

Amadeus Air Access Levels

Direct Sell a Segment

Introduction to Amadeus Air

Air Availability Display Explanation

If you made an Amadeus Travel Choice request, the following type of availability display appears, depending on the option selected:

Enriched	An enriched display shows neutral availability. The policies and preferences that are applicable to your availability request are not used to bias the display. They are displayed for information purposes only. You can take them into account at sell time.
Preferred	A preferred display shows policy-compliant availability. The display is biased to reflect the policies and preferences that are applicable to your availability request.

Note: If there are no policies that apply to your travel choice request, or if there is no availability for the policies selected, the system returns an ordinary neutral availability display.

Highlighting is used to reflect the preferences specified in the reference profile and the agency profile. To view the preferences and policies applicable to your request, click on Selected Policies in the toolbar below the availability display.

The following highlighting may be used:

	Company or traveler preferences
	Agency preferences
	Both agency and company/traveler preferences
	Company or traveler exclusions
	Agency exclusions
	Both agency and company/traveler exclusions **Note:** You can still sell an air segment from a line that is grayed out.
	Specific company or traveler exclusions

Here is an explanation of each column and icon in the availability display:

Flight	The airline code and flight number. To request flight information, click on the flight number. The following icons may appear within this column: Electronic ticketing Code share Leased space Traffic restriction Irregularity
Dep	The 3-letter travel industry code for the departure airport.
Time	The departure time. A +1 indicates that the flight departs one day after the original departure date.
Arr	The 3-letter travel industry code for the arrival airport.
Time	The arrival time. A +1 indicates the flight arrives one day after the departure date.
T	The on-time performance rating. A 9 indicates the flight is on time 90-99% of the time. A 0 indicates there is no information available, N means new service, and U means the flight is unrated.
Dur	The duration of the flight or flights, including transfer time for connections.
S	The number of stops made before reaching the arrival city. For more details, check the flight information by clicking on the flight number from the availability display.
Typ	The aircraft code, for example, M11 is the code for a McDonnell Douglas MD-11 jet.
P	The airline's access level, which determines how your reservation request is sent to the airline, and how availability is updated: **Amadeus Access** The highest degree of connectivity between an airline and Amadeus. Reservations are immediately confirmed when you sell the segment, and availability is updated automatically. **Note:** An underlined symbol indicates that Last Seat Availability is displayed. **Amadeus Access Sell** Ensures a fully secured sale for each seat. When you sell a seat, Amadeus checks the flight in the airline's own inventory system. According to the status, the sale is confirmed, waitlisted, or rejected immediately. **Amadeus Access Update** With Amadeus Access Update schedules are synchronized with the airlines own system. If a seat is sold in this way it is assumed that the booking has been confirmed unless the airline rejects it within 12 hours. **Direct Access** A real-time link to the airline's inventory. To display availability and sell through the Direct Access link,

	you can either click on in the Air input screen, or click on next to the Direct Access indicator in the Air Availability display. A indicates that you have three minutes before the Direct Access link is broken. **Standard Access** Flight schedules are loaded into the Amadeus database once a week. If a seat is sold using Standard Access it is assumed that the booking is confirmed unless the airline rejects it within 12 hours.
Classes	Up to 26 classes of service are displayed. At least one class must be available to sell or waitlist for the flight to be included in the display. Codes for classes of service vary between airlines. The following status codes may appear beside a class: **N** Night flight or equivalent discount **R** On request only **O** or **L** Waitlist open **S** or **C** Waitlist closed

Related topics

Request a Flight Display

Amadeus Air Access Levels

Request a Specific Seat

Introduction to Amadeus Air

Air Availability Icons

Air Availability Icons

Click on the icons in the Availability Display toolbar to perform tasks such as moving up and down the availability display.

Click On:	To:
	Move to the previous page in the availability display
	Move to the next page in the availability display
	Display availability for the previous day
	Display availability for the next day
	Availability print preview. From the window that opens you can copy or print the availability.
	Close the availabilty display screen

Related topics

Introduction to Amadeus Air

Air Availability Display Explanation

Sell Air Segments

Amadeus Air Access Levels

Amadeus Air access levels include:

Amadeus Access Update

Schedules are fully synchronized with the airline system. Posting levels are maintained in Amadeus by the airline, via teletype messages. If the class is available, the booking is sent to the airline at end of transaction via a teletype message. The booking is assumed confirmed unless the airline rejects it within 12 hours.

Amadeus Access Sell

Schedules are loaded into the Amadeus database once a week. If the airline confirms the booking at segment sell time, a HK status code is returned. After end of transaction, the airline's own record locator is automatically appended to the PNR. If the airline does not confirm the booking, a UC or HL status code is returned.

Full Amadeus Access

A combination of Amadeus Access Update and Amadeus Access Sell. Full Access gives the highest degree of connectivity between an airline and Amadeus, including last-seat availability and immediate confirmation.

Direct Access

Provides you with direct access to an airline's reservation system. Last seat availability is guaranteed in a direct access display (also called a secondary display) because of a real-time link between Amadeus and the airline.

Standard Access

Schedules are updated in Amadeus once a week. Posting levels (the number of seats available per class) are maintained in Amadeus by the airline, via teletype messages. The booking is sent to the airline at end of transaction via a teletype message, and is assumed confirmed unless the airline rejects it within 12 hours.

Related topics

Request a Flight Display

Air Availability Display Explanation

Sell Air Segments

Introduction to Amadeus Air

Sell Air Segments

Once you have requested an air availability display, you can:

Sell Air Segments from a Single Availability Display

1. To select the flight that you want to book, scroll up or down the availability display by clicking on or .
2. To display the flights for the previous or the next day, click on or .
3. Click on the class of service for the flight that you want to book.

   Note: The selected class is highlighted in blue. If there is a connecting flight, the same class of service is also highlighted if it is available. Otherwise, check the class of service that the system highlighted, and change it if necessary by clicking on another class.

4. In the Nbr Seats field, enter the number of seats that you want to sell. **Example:** 2.
5. In the Passenger field, enter the relevant number for the passenger association, or click on to select the passenger from the window that appears. **Example:** 2.
6. To request a new availability display without selling the segments, click on Modify Input.
7. To add options, click on Sell with Options... From the dialog box that appears, select a sell or passenger status.

   Example 1: Passive segment confirmed (PK).
   If you select this action code, include the passive segment reference number
   Example 2: Unaccompanied minor (UM).
   If you select this action code, include the UM age or if more than one, their ages separated by a comma.

8. Click on Sell.

Sell Air Segments from a Dual Availability Display

1. To select the flights that you want to book on both availaibility displays, scroll up or down their respective pages by clicking on or .
2. To display the flights for the previous or the next day, click on or from the toolbar of the availability display that you want to modify.
3. Click on the class of service for the flights that you want to book.

   Note: The selected class is highlighted in blue. If there is a connecting flight, the same class of service is also highlighted if it is available. Otherwise, check the class of service that the system highlighted, and change it if necessary by clicking on another class.

4. In the Nbr Seats field, enter the number of seats that you want to sell. **Example:** 2.
5. In the Passenger field, enter the relevant number for the passenger association, or click on to select the passenger from the window that appears. **Example:** 2.
6. To request a new availability display without selling the segments, click on Modify Input.
7. To add options, click on Sell with Options... From the dialog box that appears, select a sell or passenger status.

   Example 1: Passive segment confirmed (PK).
   If you select this action code, include the passive segment reference number
   Example 2: Unaccompanied minor (UM).
   If you select this action code, include the UM age or if more than one, their ages separated by a comma.

8. Click on Sell.

Request Flight Information from an Availability Display

Flight Information includes information about the departure terminal, airplane configuration, flight time, meals, class of service, and the arrival terminal.

To display the flight information:

1. Click on the flight number in the display. **Example:** AF 3567.
2. Click on to return to the availability display.

Related topics

Request a Flight Display

Amadeus Air Access Levels

Request a Specific Seat

Introduction to Amadeus Air

Air Availability Icons

Direct Sell a Segment

Use the Other Segments screen within the Air tab to sell seats on a flight that you already have information for. In this screen, you can:

Direct Sell a Segment

1. Click on the Direct Sell tab.
2. In the From field, enter a 3-letter city or airport code for the departure city. **Example:** JFK.

   Note: If you don't know the code, enter the city or airport name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

3. In the To field, enter a 3-letter city or airport code for the arrival city. **Example:** SYD.

   If you don't know the code, follow the note in step 2.

4. In the Date field, enter the departure date, or click on to select a date from the calendar. **Example:** 15JUN.
5. In the Airline field, enter the 2-letter airline code. **Example:** CO.

   If you don't know the code, follow the note in step 2.

6. In the Flight Number field, enter the number of the flight that you want to book. **Example:** 1625.
7. In the Class field, enter the desired class of service. **Example:** F.
8. In the Nbr Seats field, enter the number of seats that you want to sell on this flight. **Example:** 4.
9. In the Passenger field, enter the passenger association, or click on to select the passengers from the list that appears. **Example:** 2,3-5.
10. From the Action drop-down list, select an action. **Example:** Frequent Flyer (FF).

    If the field is left blank, the appropriate action code is chosen based on airline agreements.

Note: If you select an action that requires additional information (**Example:** Ghost Waitlist (GL)), fill in the Dep Time, Arr Time, and Passive Seg Ref fields if they become active.

11. If you are booking unaccompanied minors, enter their ages in the UM Ages field. **Example:** 10, 12.
12. Click on Sell.

Direct Sell an Arrival Unknown Segment

1. Click on the ARNK tab.
2. In the Date field, enter the departure date, or click on to select a date from the calendar. **Example:** 15JUN.

   If the field is left blank, the default is the current date.

3. In the Passenger field, enter the passenger association, or click on to select the passengers from the list that appears. **Example:** 2,3-5.

   The Nbr Seats field is automatically updated.

4. Click on Sell.

Direct Sell an Information Segment

1. Click on the Information tab.
2. In the From field, enter a 3-letter city or airport code for the departure city. **Example:** JFK.

   Note: If you don't know the code, enter the city or airport name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

3. In the To field, enter a 3-letter city or airport code for the arrival city. **Example:** SYD.

   If you don't know the code, follow the note in step 2.

4. In the Date field, enter the departure date, or click on to select a date from the calendar. **Example:** 15JUN.
5. In the Airline field, enter the 2-letter airline code. **Example:** CO.

   If you don't know the code, follow the note in step 2.

6. In the Flight Number field, enter the number of the flight that you want to book. **Example:** 1625.
7. In the Class field, enter the desired class of service. **Example:** F.
8. In the Nbr Seats field, enter the number of seats. **Example:** 2.
9. In the Passenger field, enter the passenger association, or click on to select the passengers from the list that appears. **Example:** 2,3-5.
10. From the Action drop-down list, select an action code. **Example:** Holding Need (HN).

    If the field is left blank, the appropriate action code is chosen based on airline agreements.

11. In the Dep Time field, enter the departure time. **Example:** 1400.
12. In the Arr Time field, enter the arrival time.**Example:** 2000.
13. From the Day indicator drop-down list, select a day change indicator. **Example:** Arrival two days after (+2).
14. Click on Sell.

Direct Sell an Open Segment

1. Click on the Open tab.
2. In the From field, enter a 3-letter city or airport code for the departure city. **Example:** JFK

   Note: If you don't know the code, enter the city or airport name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

3. In the To field, enter a 3-letter city or airport code for the arrival city. **Example:** SYD.

   If you don't know the code, follow the note in step 2.

4. In the Date field, enter the departure date, or click on to select a date from the calendar. **Example:** 15JUN.

   If the field is left blank, the default is the current date.

5. In the Airlines field, enter the 2-letter airline code. You can enter up to two airline codes. **Example:** CO,LH.

   If you don't know the code, follow the note in step 2.

6. In the Class field, enter the desired class of service. **Example:** F.
7. In the Passenger field, enter the passenger association, or click on to select the passengers from the list that appears. **Example:** 2,3-5.

   The Nbr Seats field is automatically updated.

8. Click on Sell.

Related topics

Waitlist a Passenger

Introduction to Amadeus Air

Request a Flight Display

Create a Passive Segment

Request Flight Information

Create a Passive Segment

To create a passive segment, follow these steps:

1. Click on the Direct Sell option within the Other Segments tab in Air.
2. Fill in the mandatory fields
3. From the Action drop-down list, select the appropriate passive segment code. **Example:** Passive Segment Waitlist (PL)
4. Click on Sell.

Related topics

Direct Sell a Segment

Request Flight Information

Use the Flight Information screen within the Air tab to:

Request Flight Information by Flight Number

1. Click on the By Flight Number tab.
2. In the Flight Number field, enter the 2-letter airline code and the number of the flight. **Example:** CO1625
3. In the Date field, enter the departure date. **Example:** 14APR. If left blank, the default is the current date.
4. In the From field, enter the 3-letter departure city code. **Example:** MIA

   Note: If you don't know the code, enter the city or airport name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

5. In the To field, enter the 3-letter arrival city code. **Example:** BOS
6. Click on Send.

Request Flight Information by Flight Time

1. Click on the By Flight Time tab.
2. In the From field, enter a 3-letter city or airport code for the departure city. **Example:** JFK

   Note: If you don't know the code, enter the city or airport name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

3. In the To field, enter a 3-letter city or airport code for the arrival city. **Example:** SYD. If you don't know the code, follow the note in step 2.
4. In the Date field, enter either the departure date or arrival date. **Example:** 15JUN.

   Note: Depending on the date you entered, select the Departure date or Arrival date radio button.

5. In the Time field, enter the departure time, using either the 12- or 24-hour format. **Example:** 1P or 1300
6. In the Airline field, enter the 2-letter airline code. **Example:** CO. If you don't know the code, follow the note in step 2.
7. Click on Send.

Related topics

Introduction to Amadeus Air

Direct Sell a Segment

Request a Flight Display

Request a Specific Seat

Before you can request seats, you must enter passenger names in the PNR via the PNR tab. To request a seat assignment:

1. Click on on the flight itinerary in the mini PNR at the bottom of your screen, or in the PNR tab. The Seat Map screen appears.
2. Click on the passenger for whom you want to select a seat.
3. To see explanations of the various seats, move the cursor over the seat map.

   Note: If the airline has allocated seats for specific purposes (for example, seats that are suitable for

unaccompanied minors, or adults with children), these categories are listed in the Show Seats box. To view which seats have been allocated, click on a category. The relevant seats are highlighted in black.

4. Click on the seat that you want. The selected seat icon appears, and the Seat/Passenger box at the top right of the window displays the passenger name and the seat number that you selected.
Note: You can change a passenger's seat at anytime before sending by simply clicking on the passenger and choosing another seat.
5. To request seats for more than one passenger, repeat steps 2 through 4.
6. Click on Send. An SSR is created for your request.

Related topics

Air Availability Display Explanation

Sell Air Segments

Introduction to Amadeus Air

Waitlist a Passenger

To waitlist a passenger, follow these steps:

1. Click on the Direct Sell option within the Other Segments tab in Air.
2. Fill in the mandatory fields
3. From the Action drop-down list, select the appropriate waitlist code. **Example:** Priority Waitlist (PC)
4. Click on Sell.

Related topics

Direct Sell a Segment

Print or Copy an Air Availability Display

Use the Print Preview icon to print or copy an air availability display.

In the window that appears you will see the print/copy preview.

Click on the appropriate icon on the toolbar to either:

Copy. The information copied can then be pasted into either a Word document or an e mail.

Print to a local printer.

Close window.

Tell me more about this.

- You can print or copy information from the following areas:
- PNR display
- Air availability
- Air timetable
- Car availability: multiple availability and single availability display
- Hotel availability: multiple availability, single availability display, and hotel features

Print or Copy an Air Timetable Display

Use the Print Preview icon to print or copy an air availability display.

In the window that appears you will see the print/copy preview.

Click on the appropriate icon on the toolbar to either:

Copy. The information copied can then be pasted into either a Word document or an e mail.

Print to a local printer.

Close window.

Tell me more about this.

- You can print or copy information from the following areas:
- PNR display
- Air availability
- Air timetable
- Car availability: multiple availability and single availability display
- Hotel availability: multiple availability, single availability display, and hotel features

Introduction to Amadeus Cars

Choose the Car tab to make a rental car booking, or find information about rental cars at a specific location. The Car tab includes the following three screens:

Availability

When first accessed, the availability input screen defaults to today's date, one-day rental, all vehicle types. However, if air segments are present in the PNR, some input fields are automatically filled in based on these segments. For example, if you booked a round trip, the system retrieves the pick-up and drop-off location, date, and time information from the flight segments.

Rates are displayed in the currency of your location, but sold in whichever currency the rates were loaded in. For example, if you are a French travel agent viewing rates for New York's Kennedy airport, you'll see the rates in Euros, but when you make the sell request, the vehicle is sold in U.S. Dollars.

The availability display shows rates for car types that are available, or available on request. You can display availability for several companies or a single company. A multi-company availability shows the lowest rate for each car company at the airport location you specify. A single-company availability displays rates available at a specific rental car location. It does not have to be an airport.

Direct Sell

You can book a car using the Direct Sell screen if your customer has a corporate rate or prefers renting from a specific car company. To book from this screen, you need to enter a car code, such as ECAR for economy car, and a rental car company code, for example ZE, in the appropriate fields.

Car Policy

This screen allows you to obtain location policy information regarding tax, coverage, surcharge and vehicle type, without having to refer to an availability display. For example, you can request the location policy information for the company ZI at NCE airport. In addition, you can enter a car code to display information on a specific vehicle type at this location.

Related topics

Direct Sell a Car

Amadeus Car Access Levels

Request a Car Availability

Request Car Policy Information

Multiple Car Company Availability Explanation

Sell a Car

Amadeus Travel Choice

Amadeus Travel Choice provides a direct and interactive link between the booking process and your stored customer profiles. With Travel Choice, you can make reservations that automatically take into account your client's corporate and personal travel preferences as well as your own agency preferences.

The criteria used for Travel Choice is stored in the customer profiles. These include:

Trip Category	For corporations, trip purposes such as business, personal, or training can be used to take different criteria into account depending on the type of trip. For example, if an employee is traveling on business, the company policy may be that he fly business class, whereas if he is on training, the policy may require him to travel in economy class.
Traveler Category	The passenger may be, for example, the director, manager, or sales director of the company, and travel policies can be defined for each traveler category.
General Preferences	General preferences include preferred airlines, class of service, hotels, and car companies.

The following Travel Choice scenarios are possible, depending on whether a PNR or profile is open:

Profile open	If the active profile is associated to a company profile, either the company's or individual's preferences are taken into account, depending on whether the Trip Category is set to a business-related function or to a personal-related one.
PNR open	If the active PNR contains names that are associated to a profile (by transferring the names from a profile to the PNR), the traveler's preferences specified in the profile are taken into account.
Neither PNR nor profile open	If neither a PNR containing names associated to a profile nor a profile is open, the Travel Choice request is based on the agency profile.

Related topics

Request a Flight Availability Display

Request a Hotel Property List or Availability

Request a Car Availability

What is an Organization Display?

What is a Booking Merged Display?

Request Car Policy Information

Use the Car Policy screen within the Car tab to:

Request Policy Information by Location

1. In the Company field, enter the 2-letter code of the car rental company. **Example:** ZE

   Note: If you don't know the code, enter the car rental company name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
2. In the Location field, Enter the 3-letter code of the airport or the 6-character car location code for which you wish to display the car policy. **Example:** ORY002 (location code)

   To display a list of car rental locations for a city, click on to request a car location list.
3. Enter the 4-letter car code. **Example:** ICAR

   If you don't know the car code (vehicle type), select the options from the Car Class, Car Type, Transmission, and Air Conditioning drop-down lists. The Car Code field is automatically filled in with the corresponding code.
4. Click on Send.

Display a Car Location List

If you don't know a car location code, follow these steps:

1. Click on in the Car Policy input screen to request a car location list.
2. In the window that appears, enter either a 3-letter airport or city code in the Location field, or a 2-letter country code in the Country field.

   If you don't know the code, enter the name then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
3. Fill in the other fields if necessary.
4. Click on Send.
5. Double click on the relevant code from the list that appears.

   The Location field is automatically updated with the selected code.

Related topics

Request a Car Availability

Direct Sell a Car

Introduction to Amadeus Cars

Car Policy Display Explanation

The **Car Policy Information** screen displays the following car rental information:

Surcharge Additional charges applicable for this location such as airport service charge, age or additional driver surcharges, and various fees to be added to the car rental rate.

Tax The taxes to be added to the car rental rate.

Coverage An explanation of the insurance coverage that is included in the car rental, or available at an extra charge. Insurance coverage amounts can vary between car types.

Vehicle The make and model of car offered for the car codes that the company has available. For example, Avis at the Charles de Gaulle location offers a Renault Clio, or a similar model, for their car type EDMN. The make and model cannot be guaranteed.

Amadeus Car Access Levels

Amadeus Car access levels include:

- Complete Access - Automatically generates a booking message to the car company at end transaction. The car company either generates a confirmation message, or updates the PNR directly.
- Standard Access - Uses a high-speed communication link so that a confirmation number is returned by the car company within four to eight seconds.

Related topics

Multiple Car Company Availability Explanation

Sell a Car

Introduction to Amadeus Cars

Multiple Car Company Availability Explanation

If you made an Amadeus Travel Choice request, the following type of availability display appears, depending on the option selected:

Enriched An enriched display shows neutral availability. The policies and preferences that are applicable to your availability request are not used to bias the display. They are displayed for information purposes only. You can take them into account at sell time.

Preferred A preferred display shows policy-compliant availability. The display is biased to reflect the policies and preferences that are applicable to your availability request.

Note: If there are no policies that apply to your travel choice request, or if there is no availability for the policies selected, the system returns an ordinary neutral availability display.

Highlighting is used to reflect the preferences specified in the reference profile and the agency profile. To view the preferences and policies applicable to your request, click on Selected Policies in the toolbar below the availability display.

The following highlighting may be used:

- Company or traveler preferences
- Agency preferences
- Both agency and company/traveler preferences
- Company or traveler exclusions

Agency exclusions

Both agency and company/traveler exclusions

Note: You can still sell an car segment from a line that is grayed out.

Specific company or traveler exclusions

Here is an explanation of each column and icon in the multi availability display:

Code — The 2-letter travel industry car company code.

To display availability for a particular company, double click on the car company code or name.

Company — The car company name.

Access — The car company's access level, which determines how your car request is processed:

Complete Access

Bookings are sent to the car company via high-speed communication links when you click on Sell. On average, the car company returns a confirmation number in four to eight seconds, even before you save the PNR with the car segment.

Complete Access Plus

The confirmation number is sent at sell time. Rates displayed are directly from Car company databases. Double click on the icon to display a full list of available cars. (single display)

Standard Access

Bookings are sent to the car company via teletype when you save your PNR with the car segment. Car companies return confirmation numbers via teletype, or directly update the PNR.

Location — The location of the car rental:

Terminal indicates an airport location.

Off indicates a location very close to the airport (an off-terminal location).

For a list of all companies and locations for a city, click on to return to the Car Availability input screen, then click on . In the Car Location List screen that appears, click on Send.

Status — The car status:

The car type and rate are available for you to sell.

The car type and rate are on request only.

Car types and rates with a closed status are not shown in the availability.

Type — The 4-letter car type code. For example, ECAR represents an economy, 2- or 4-door car with automatic transmission and air conditioning.

Rate The car rate.

The least-expensive car type for each car company is displayed, starting with the lowest rate, in the currency of the country where your terminal is located. indicates that the original rate was converted to your currency. To display rates in a different currency, click on to return to the Car Availability input screen, and enter the currency code in the Currency field.

Mileage The free mileage included with each rate, for example, UNL for unlimited free mileage.

Some companies give limited free mileage then charge for additional miles. For example, if the rates are displayed in dollars, 400M/0.32 indicates 400 free miles and a charge of $0.32 for every mile after that.

Rate code The rate code used by car companies to identify each rate, especially when they share the same car type.

Policy indicators The 1-letter policy indicator, such as: Surcharge, Tax, Coverage, Vehicle information.

Displays general information such as the rental rate and deposit and extra charges.

From the Car Terms window that appears, either click on to return to the availability display, or click on Sell to sell the car. You should always check the car terms before selling a car.

Switches to a single-company display with all car types and rates listed for that company.

Note: You must first click on the car company to highlight the line in yellow.

Related topics

Introduction to Amadeus Cars

Request a Car Availability

Amadeus Car Access Levels

Single Car Company Availability Explanation

If you made an Amadeus Travel Choice request, the following type of availability display appears, depending on the option selected:

Enriched An enriched display shows neutral availability. The policies and preferences that are applicable to your availability request are not used to bias the display. They are displayed for information purposes only. You can take them into account at sell time.

Preferred A preferred display shows policy-compliant availability. The display is biased to reflect the policies and preferences that are applicable to your availability request.

Note: If there are no policies that apply to your travel choice request, or if there is no availability for the policies selected, the system returns an ordinary neutral availability display.

Highlighting is used to reflect the preferences specified in the reference profile and the agency profile. To view the preferences and policies applicable to your request, click on Selected Policies in the toolbar below the availability display.

The following highlighting may be used:

Company or traveler preferences

Agency preferences

Both agency and company/traveler preferences

Company or traveler exclusions

Agency exclusions

Both agency and company/traveler exclusions

Note: You can still sell an car segment from a line that is grayed out.

Specific company or traveler exclusions

Here is an explanation of each column and icon in the single availability display:

Type

The car status:

The car type and rate are available for you to sell.

The car type and rate are on request only.

Car types and rates with a closed status are not shown in availability.

The 4-letter car type code. For example, ECAR represents an economy, 2- or 4-door car with automatic transmission and air conditioning. All car codes offered by the car company are listed in a single-company availability display.

Rate

The lowest rate for the car type, in the currency of the country where your terminal is located.

indicates that the original rate was converted to your currency. To display rates in a different currency, click on to return to the Car availability input screen, and enter the currency code in the currency field.

Mileage

The free mileage included with each rate, for example, UNL for unlimited free mileage.

Some companies give limited free mileage then charge for additional miles. For example, if the rates are displayed in dollars, 400M/0.32 indicates 400 free miles and a charge of $0.32 for every mile after that.

Adv

The advanced booking requirements needed to qualify for the rate. For example, 2 hours indicates that the reservation must be made at least two hours before pick-up.

Rate code

The rate code used by car companies to identify each rate, especially when they share the same car type.

Policy indicators

The 1-letter policy indicator, such as: Surcharge, Tax, Coverage, Vehicle information.

EC

The extra charges that apply. Click on to display these charges, then click on to return to the availability display.

Displays general information such as the rental rate and deposit. From the Car Terms window that appears, either click on to return to the availability display, or click on Sell to sell the car. You should always check the car terms before selling a car.

Displays a mult-company display with all car types and rates listed for that company.

Note: You must first click on the car company to highlight the line in yellow.

Sell a Car

Once you have requested a multiple or single car company availability display, you can:

Sell a car with options

Note: Before you can sell a car, you must enter a passenger name in the PNR section of Amadeus Vista.

1. If you are in the Multiple Availability display, click on the car company you want to sell. If you are in the Single Availability display, click on the car type you want to sell.
   The line highlights in yellow.
2. Click on Options to sell with options.
3. In the Sell Options screen that appears, click on the button for an option that you want to sell the car with.
   Example: Pickup Location
4. Enter the information in the input field that appears.
5. To add other options, repeat steps 3 and 4.
6. Click on Sell.

For an explanation of the availability display, click on What's This from the Help menu.

Sell a car without options

Note: Before you can sell a car, you must enter a passenger name in the PNR section of Amadeus Vista.

1. If you are in the Multiple Availability display, click on the car company you want to sell. If you are in the Single Availability display, click on the car type you want to sell.
   The line highlights in yellow.
2. Click on Sell.

For an explanation of the availability display, click on What's This from the Help menu.

Request more information about a car rental

1. Click on for more information about a particular car company.
2. Click on the tabs for details about the car rental.
3. To return to the availability display, click on .

Related topics

Introduction to Amadeus Cars

Request a Car Availability

Amadeus Car Access Levels

Direct Sell a Car

Use the Direct Sell screen within the Car tab to sell a car without displaying availability. In this screen, you can:

Direct sell a car with options

Note: To sell a car based on a PNR segment, click on the appropriate segment in the PNR at the bottom of the screen, then click on . The Location, Date, and Time fields are automatically filled in. To fill in the remaining fields, follow steps 5 to 11 of the procedure below.

If there is no active PNR, direct sell a car as follows:

1. In the Pick-Up Location field, enter the 3-letter code of the city or airport where your customer will pick up the car. **Example:** PAR

   Note: If you don't know the code, enter the airport name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
2. In the Pick-Up Date field, enter the start date of the rental (**Example:** 30NOV). If left blank, the default is the current date.
3. Enter a Pick-Up and Drop-Off time, using either the 12- or 24-hour format. **Example:** 1P or 1300
4. Specify the length of the rental by entering the number of days in the # Days field, or by entering the return date in the Drop-Off Date field. If both fields are left blank, the rental is assumed to be for one day.
5. In the Company field, enter the 2-character car company code. **Example:** ZI
   If you don't know the code, follow the note in step 1.
6. Either enter the 4-letter car code in the Car Code field (**Example:** ICAR) or select the car preferences from the Car Class, Car Type, Transmission, and Air Conditioning drop-down lists.
7. Click on Options to sell with options, then click on Sell.
8. In the Sell Options screen that appears, click on the button for an option that you want to sell the car with. **Example:** Special Equipment
9. Enter the information in the input field that appears.
10. To add other options, repeat steps 8 and 9.
11. Click on Sell.

Direct sell a car without options

Note: To sell a car based on a PNR segment, click on the appropriate segment in the PNR at the bottom of the screen, then click on . The Location, Date, and Time fields are automatically filled in. To fill in the remaining fields, follow steps 5 to 8 of the procedure below.

If there is no active PNR, direct sell a car as follows:

1. In the Pick-Up Location field, enter the 3-letter code of the city or airport where your customer will pick up the car. **Example:** PAR

   Note: If you don't know the code, enter the airport name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

2. In the Pick-Up Date field, enter the start date of the rental (**Example:** 30NOV). If left blank, the default is the current date.
3. Enter a Pick-Up and Drop-Off time, using either the 12- or 24-hour format. **Example:** 1P or 1300
4. Specify the length of the rental by entering the number of days in the # Days field, or by entering the return date in the Drop-Off Date field. If both fields are left blank, the rental is assumed to be for one day.
5. In the Company field, enter the 2-character car company code. **Example:** ZI
   If you don't know the code, follow the note in step 1.
6. Either enter the 4-letter car code in the Car Code field (**Example:** ICAR) or select the car preferences from the Car Class, Car Type, Transmission, and Air Conditioning drop-down lists.
7. Click on Sell.

Display a Car Location List

If you don't know a car location code, follow these steps:

1. Click on in the Car Availablility input screen to request a car location list.
2. In the window that appears, enter either a 3-letter airport or city code in the Location field, or a 2-letter country code in the Country field.

   If you don't know the code, enter the name then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.
3. Fill in the other fields if necessary.
4. Click on Send.
5. Double click on the relevant code from the list that appears.

   The Location field is automatically updated with the selected code.

Related topics

Request a Car Availability

Introduction to Amadeus Cars

Request Car Policy Information

Print or Copy a Multiple Car Availability Display

Use the Print Preview icon to print or copy a multiple car availability display.

In the window that appears you will see the print/copy preview.

Click on the appropriate icon on the toolbar to either:

Copy. The information copied can then be pasted into either a Word document or an e mail.

Print to a local printer.

Close window.

Tell me more about this.

- You can print or copy information from the following areas:
- PNR display
- Air availability
- Air timetable
- Car availability: multiple availability and single availability display
- Hotel availability: multiple availability, single availability display, and hotel features

Print or Copy a Single Car Availability Display

Use the Print Preview icon to print or copy a single car availability display.

In the window that appears you will see the print/copy preview.

Click on the appropriate icon on the toolbar to either:

Copy. The information copied can then be pasted into either a Word document or an e mail.

Print to a local printer.

Close window.

Tell me more about this.

- You can print or copy information from the following areas:
- PNR display
- Air availability
- Air timetable
- Car availability: multiple availability and single availability display
- Hotel availability: multiple availability, single availability display, and hotel features

Print or Copy a Single Car Availability Display

Use the Print Preview icon to print or copy a single car availability display.

In the window that appears you will see the print/copy preview.

Click on the appropriate icon on the toolbar to either:

Copy. The information copied can then be pasted into either a Word document or an e mail.

Print to a local printer.

Close window.

Tell me more about this.

- You can print or copy information from the following areas:
- PNR display
- Air availability
- Air timetable
- Car availability: multiple availability and single availability display
- Hotel availability: multiple availability, single availability display, and hotel features

Introduction to Amadeus Hotels

Choose the Hotel tab to book a hotel, or obtain information about hotels at a specific location. To make a hotel booking, you can choose between:

- A step-by-step booking process, where you are taken from one screen to the next.

  This includes the Find POR, Hotel Search, Hotel Info, and Book screens.

- A Direct Sell screen, where you can direct sell an accomodation.

Here is a short description of the five Hotel screens:

Find POR

Start the booking process by retrieving a list of points-of-reference (POR) in a particular location where your customer wants to stay. If for example you are searching for accommodation in Madrid close to a museum, you can restrict your hotel search by displaying only the points-of-reference belonging to the POR category 'Attractions' (ATT). Once you've selected a POR name from the list, you are automatically taken to the next screen, Hotel Search.

Hotel Search

You can add search criteria such as the check-in and check-out dates, the room occupancy, the rate codes, the preferred chains, or the required facilities. If your customer wants a specific hotel, you can enter its name or some address details. You can then display either a Hotel Availability (multi-properties), or a Hotel List.

From the Availability or Property List display, click on Map to display an interactive map showing all properties from the list (if your office is configured for it). Click on Hotel Info to display the features of the property that you've selected from the list, and depending on your configuration, a map or some pictures of the hotel. Finally, click on Hotel Rates to display the rates for a selected property: you are automatically taken to the next screen, Hotel Info.

Hotel Info

Enter the rate codes that you want to book, or the maximum price that your customer is willing to pay to display only the rooms and rates corresponding to your criteria for the selected property. To display the pricing or terms details for a selected room, click either on Pricing or Terms, depending on the hotel's access level. To book a room, select a room, then click on Book.

Book

Finalize your booking by identifying the customer, and by adding the guarantee or deposit payment details. You can also add the extra charges, such as the meal plans, cribs, or rollaway beds. Other sell and rate options like the room rate override, or the voucher value can be added at this point of the booking process. Once it has been processed by the hotel provider, you receive a booking confirmation that you can print.

Direct Sell

If you are an expert user, you can quickly direct sell an accommodation by using the Direct Sell screen, where you need to know the code for the hotel chain, such as HI for Hilton, and the 6-character location and hotel property code, for example MIA71C.

Related topics

Select a Hotel Point-of-Reference

Request a Hotel Property List or Avalability

Request Hotel Rates and Information

Book a Hotel

Direct Sell a Hotel

Amadeus Hotel Access Levels

Amadeus Travel Choice

Amadeus Travel Choice provides a direct and interactive link between the booking process and your stored customer profiles. With Travel Choice, you can make reservations that automatically take into account your client's corporate and personal travel preferences as well as your own agency preferences.

The criteria used for Travel Choice is stored in the customer profiles. These include:

Trip Category	For corporations, trip purposes such as business, personal, or training can be used to take different criteria into account depending on the type of trip. For example, if an employee is traveling on business, the company policy may be that he fly business class, whereas if he is on training, the policy may require him to travel in economy class.
Traveler Category	The passenger may be, for example, the director, manager, or sales director of the company, and travel policies can be defined for each traveler category.
General Preferences	General preferences include preferred airlines, class of service, hotels, and car companies.

The following Travel Choice scenarios are possible, depending on whether a PNR or profile is open:

Profile open	If the active profile is associated to a company profile, either the company's or individual's preferences are taken into account, depending on whether the Trip Category is set to a business-related function or to a personal-related one.
PNR open	If the active PNR contains names that are associated to a profile (by transferring the names from a profile to the PNR), the traveler's preferences specified in the profile are taken into account.
Neither PNR nor profile open	If neither a PNR containing names associated to a profile nor a profile is open, the Travel Choice request is based on the agency profile.

Related topics

Request a Flight Availability Display

Request a Hotel Property List or Availability

Request a Car Availability

What is an Organization Display?

What is a Booking Merged Display?

Amadeus Hotel Access Levels

Amadeus Hotel access levels include:

Dynamic Access

Links the Amadeus Central System with the hotel company's own reservation system. The chain returns availability and rates seamlessly from its own system. You can make a booking only from a single-property availability display.The hotel company responds with a confirmation and other information within four to eight seconds.

Complete Access Plus

Links the Amadeus Central System with the hotel company's own reservation system. The reservation request is sent to the hotel chain by a high-speed communication link, and the hotel company immediately returns a confirmation number.

Complete Access

Automatically sends a booking message to the hotel chain at End Transaction. The hotel company responds with a confirmation and other information within four to eight seconds.

Standard Access

Sends a booking message to the hotel chain via teletype at End Transaction. The hotel company sends a confirmation message back via teletype or direct update to the PNR.

Related topics

Request a Hotel property List or Availability

Book a Hotel

Direct Sell a Hotel

Introduction to Amadeus Hotels

Manage Input Screen Window

You can customize all your Hotels input screens, by displaying only the sections that you need, and the fields under each individual section.

To customize your screens, follow these steps:

1. Click on to display the Manage Input Screen window.
2. From the Sections column, select the sections that you want to appear in the input screen.

   Note: When you select a section check box, all the fields under that section are selected by default. You can also select all the sections and fields by clicking on Select/Deselect All.

3. Deselect the fields that you don't need from the Input Elements column.
4. Click on OK to validate your request, or Cancel to ignore the changes and close the window.

Notes:

- If you don't want the Manage Input Screen window to appear every time you start Vista, select the 'Do not show this screen at start up' check box.
- To reset the default configuration, click on Restore Defaults.

Select a Hotel Point-of-Reference

Use the Find POR screen under the Hotels tab to select a point-of-reference near which your customer wants to stay.

A point-of-reference (POR) is a building, monument, or any other type of landmark considered important enough to be used as a criterion when searching for and booking hotels. Each POR is assigned to a category according to its nature. For example: an airport, a university, a sports stadium, or a tourist attraction.

Note: You can customize your search criteria fields by clicking on from the toolbar. The display may vary according to the settings that you make.

To display the list of points-of-reference, follow these steps:

1. Fill in at least the mandatory fields (highlighted in yellow).
2. Click on Send.

   The Hotel Points-of-Reference List appears at the bottom of your screen.

3. Select a POR from the list, then click on Hotel Search.

   The system automatically takes you to the Hotel Search screen, from which you can search for availabilities and rates from a list of properties.

To complete the fields in the various sections, follow these steps:

Location Preferences

- In the IATA Location Code field, enter the 3-letter airport or city code of the location where the customer wants to stay. **Example:** CDG (airport code) or PAR (city code).

  Note: If you don't know the code, enter the city or airport name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

- In the Country field, enter the 2-letter country code, or enter the country name then click on . **Example:** ES (Spain)
- If the country entered is the United States, Canada, or Australia, enter the state or province code in the State field, or enter a name then click on . **Example:** FL (Florida).

Point-of-Reference Search Criteria

- In the Category(ies) field, enter the 3-letter POR category code. You can enter up to three categories, separated by a comma. **Example:** APT,ATT,CTY (airports, attractions, cities).

  Note: Alternatively, click on to select the POR categories from the window that appears.

- In the POR Name field, enter a POR name. This could be a building, monument, or any other type of landmark considered important enough to be used as a criterion when searching for and booking hotels. **Example:** Harrods or Eiffel Tower.

Related topics

Introduction to Amadeus Hotels

Request a Hotel Property List or Availability

Request Hotel Rates and Information

Book a Hotel

Direct Sell a Hotel

Request a Hotel Property List or Availability

Use the Hotel Search screen under the Hotel tab to:

Request a Hotel Property List
Request a Hotel Availability Display

Learn how to complete the sections:

Note: You can customize your search criteria fields by clicking on from the toolbar. The display may vary according to the settings that you make.

Make a Travel Choice Request

If your office is configured for it, you can make a Travel Choice request:

1. Select the Amadeus Travel Choice check box, then click on to display the Amadeus Travel Choice Options window.
2. Choose one of the following from the Display Type drop-down list:

   Enriched: An Enriched Display shows neutral availability. The policies and preferences that are applicable to your availability request are not used to bias the display. You can take them into account at sell time.
   Preferred: A Preferred Display shows policy-compliant availability. The display is biased to reflect the policies and preferences that are applicable to your availability request.

3. Choose a trip category from the drop-down list. This indicates what kind of trip the passenger is taking and which preferences to apply. **Example:** Personal.
4. If there is more than one passenger in the active PNR, you will need to choose which passenger's preference you want to use. Enter the relevant number (the number of the passenger name element in the PNR) in the Passenger Association field, or click on to select the passenger from the window that appears. **Example:** 2. The name of the selected passenger appears in the Travel Choice toolbar.
5. Complete the Hotel List or Availability request screen as usual.

Location Preferences

- In the IATA Location Code field, enter the 3-letter airport or city code of the location where the customer wants to stay. **Example:** CDG (airport code) or PAR (city code).

  Note: If you don't know the code, enter the city or airport name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

- In the Non-IATA City Name field, you can request hotels located in a city whose code differs from the IATA city code under which they have been loaded. For example, to request a hotel list for hotels in San Mateo, California, loaded under the IATA city code for San Francisco (SFO), you enter San Mateo.
- In the Country field, enter the 2-letter country code, or enter the country name then click on . **Example:** ES (Spain)
- If the country entered is the United States, Canada, or Australia, enter the state or province code in the State field, or enter a name then click on . **Example:** FL (Florida).
- In the Area field, enter the 1-letter code of the areas that you would like to use for this request, or ALL for all associated cities. You can specify up to three areas, separated by commas. **Example:** D,R (downtown, resort).

  Alternatively, click on to select the areas from the window that appears.

- In the POR Name field, enter a point-of-reference name. This could be a building, monument, or any other type of landmark considered important enough to be used as a criterion when searching for and booking hotels. **Example:** Harrods or Eiffel Tower.
- From the POR Category drop-down list, select the category related to the selected point-of-reference. **Example:** APT (airports).
- The Search Radius field allows you to specify the maximum distance that the system should use when searching for hotels close to a particular point-of-reference, or to a city. Entering a distance will override the default distance of the particular POR category.
- From the Search Radius drop-down list, select whether the distance units are kilometers or miles.

Stay Details

- In the Check-in Date field, enter the date your customer will check in. **Example:** 28JUN.

  Alternatively, click on to select a date from the calendar. If you leave the field blank, the default is the current date.

- To specify the length of stay, enter either the number of nights in the Number of Nights field (**Example:** 5), or the departure date in the Check-out Date field (**Example:** 3JUL). Again, you can click on to select a date from the calendar. If both fields are left blank, the stay is assumed to be for one night.
- In the Number of Guests field, enter the number of people per room (up to two guests).

  Example: To request a single occupancy enter: 1. To request a double occupancy enter: 2. If you leave the field blank, the default is a single occupancy.
  Note: To enter up to nine guests, select an hotel property from your availability display, click on Rates, then fill in the Number of Guests field under the Hotel Info screen that appears. However, the hotel may not support multiple occupancy (more than two guests in a room), and you may receive an error message. In this case, you should book several rooms.

Rate Preferences

- In the Currency field, enter the 3-letter currency code or the 2-letter ISO country code for the currency in which you want the hotel rates to be displayed. **Example:** EUR (Euros), or FR (France).

  Note: If you don't know the code, enter the country name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

- In the Minimum Price, enter the minimum rate that your customer wants to pay. **Example:** 120. The system displays rates 10% above and below the amount you enter.
- In the Maximum Price, enter the maximum rate that your customer wants to pay. **Example:** 200.The system displays rates 10% above and below the amount you enter.
- In the Rate Code(s) field, enter the 3-letter rate codes that you would like to use for the request. You can specify up to eight rate codes, separated by commas. **Example:** COR,MIL,PRO (corporate rates, military rates, promotional rates).

  Note: If you don't know the code, enter the name of the rate, then click on . From the window that appears, click on the appropriate code. The field is automatically updated. Alternatively, click on to select the rate codes from the window that appears.

Hotel Requirements

- In the Preferred Chain(s), enter the 2-letter code of your customer's preferred hotel chain. **Example:** HI (Holiday Inn).

  Note: If you don't know the code, enter the name of the hotel chain, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code. You can enter up to sixty hotel chain codes, separated by commas.

- In the Transport field, enter the 1-letter code of the transport type that the customer will use to get to the hotel. **Example:** T (taxi).

  Alternatively, click on to select the rate codes from the window that appears. You can specify up to three types of transport, separated by commas.

- In the Required Facilities field, enter the 3-letter code of the facilities required by the customer. **Example:** HEA (health club).

  Alternatively, click on to select the facilities from the window that appears. You can specify up to three facilities, separated by commas.

- In the Category field, enter the 1-letter code of the hotel category. **Example:** L (luxury).

  Alternatively, click on to select the hotel categories from the window that appears. You can specify up to two categories, separated by a comma.

Specific Hotel Search

- In the Hotel Name field, enter either the full hotel name, or part of it. **Example:** Ban or Banastre.

  Note: You can enter several words, or parts of words, separated by spaces. The number of characters must be between 3 and 40. When the system doesn't find an exact match, you receive a list of similar names.

- In the Hotel Address field, enter either the full hotel address, or part of it. **Example:** John St. In the example, the name of the street is actually St John Street.

  Note: Any of the following text strings in the address field would have found the hotel: ST JOHN ST, ST JOHN, or JOHN. The search is not case sensitive.

- In the Hotel Phone field, enter the hotel phone number. **Example:** 44-1244 324024 (Chester Grosvenor).
- In the Hotel ZIP Code, enter the ZIP (postal) code of the hotel.

Other Preferences

- From the Status drop-down list, select either Available Hotels Only to limit the display to hotels with rooms available, or All Hotels to display all hotels regardless of room availability.
- Select the FEMA Fire Safety Certification check box to display only properties that are compliant with the Federal Emergency Management Agency (F.E.M.A.) fire rules.
- From the Access Level drop-down list, select a provider access level. **Example:** Dynamic Access.

Related topics

Select a Hotel Point-of-Reference

Request Hotel Rates and Information

Book a Hotel

Direct Sell a Hotel

Amadeus Hotel Access Levels

Print or Copy Hotel Information

Request Hotel Rates and Information

Use the Hotel Info screen under the Hotels tab to request the availabilities and rates for a selected property, as well as hotel information.

Request Availabilities and Rates for a Selected Hotel
Request Hotel Information

Learn how to complete the sections:

Note: You can customize your search criteria fields by clicking on from the toolbar. The display may vary according to the settings that you make.

Make a Travel Choice Request

If your office is configured for it, you can make a Travel Choice request:

1. Select the Amadeus Travel Choice check box, then click on to display the Amadeus Travel Choice Options window.
2. Choose one of the following from the Display Type drop-down list:

   Enriched: An Enriched Display shows neutral availability. The policies and preferences that are applicable to your availability request are not used to bias the display. You can take them into account at sell time.
   Preferred: A Preferred Display shows policy-compliant availability. The display is biased to reflect the policies and preferences that are applicable to your availability request.

3. Choose a trip category from the drop-down list. This indicates what kind of trip the passenger is taking and which preferences to apply. **Example:** Personal.
4. If there is more than one passenger in the active PNR, you will need to choose which passenger's preference you want to use. Enter the relevant number (the number of the passenger name element in the PNR) in the Passenger Association field, or click on to select the passenger from the window that appears. **Example:** 2. The name of the selected passenger appears in the Travel Choice toolbar.
5. Complete the Hotel Rates request screen as usual.

Stay Details

- In the Chain & Property Code fields, enter the 2-letter chain code, the 3-letter location code, and the 3-character property code. **Example:** HI (Holiday Inn) MIA (Miami) C43 (South Beach)
- In the Check-in Date field, enter the date your customer will check in. **Example:** 28JUN.

  Alternatively, click on to select a date from the calendar. If you leave the field blank, the default is the current date.

- To specify the length of stay, enter either the number of nights in the Number of Nights field (**Example:** 5), or the departure date in the Check-out Date field (**Example:** 3JUL). Again, you can click on to select a date from the calendar. If both fields are left blank, the stay is assumed to be for one night.
- In the Number of Guests field, enter the number of people per room (up to nine).

Rate Preferences

- In the Currency field, enter the 3-letter currency code or the 2-letter ISO country code for the currency in which you want the hotel rates to be displayed. **Example:** EUR (Euros), or FR (France).

  Note: If you don't know the code, enter the country name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

  - In the Minimum Price, enter the minimum rate that your customer wants to pay. **Example:** 120. The system displays rates 10% above and below the amount you enter.
  - In the Maximum Price, enter the maximum rate that your customer wants to pay. **Example:** 200.The system displays rates 10% above and below the amount you enter.
- In the Rate Code(s) field, enter the 3-letter rate codes that you would like to use for the request. You can specify up to eight rate codes, separated by commas. **Example:** COR,MIL,PRO (corporate rates, military rates, promotional rates).

  Note: If you don't know the code, enter the rate name, then click on . From the window that appears, click on the appropriate code. The field is automatically updated. Alternatively, click on to select the rate codes from the window that appears.

Other Preferences

- From the Status drop-down list, select either Available Hotels Only to limit the display to hotels with rooms available, or All Hotels to display all hotels regardless of room availability.
- Select the FEMA Fire Safety Certification check box to display only properties that are compliant with the Federal Emergency Management Agency (F.E.M.A.) fire rules.

Related topics

Amadeus Travel Choice

Select a Hotel Point-of-Reference

Request a Hotel Property List or Availability

Book a Hotel

Direct Sell a Hotel

Amadeus Hotels Access Levels

Print or Copy Hotel Information

Book a Hotel

Use the Book screen under the Hotels tab to sell hotel rooms.

Note: Before you can sell a hotel, you must enter at least one passenger name in the PNR tab.

To book a hotel, follow these steps:

1. Check the Booking Summary in the screen header.

   Note: If you want to edit the booking data, click on to display the Hotel Info screen.

2. In the Number of rooms to be booked field, enter the number of rooms of the same type to be booked (up to nine). **Example:** 2.
3. Fill in at least the mandatory fields (highlighted in yellow).
4. To specify other sell options, fill in the fields are required.
5. Click on Send.

Learn how to complete the sections:

Note: You can customize your search criteria fields by clicking on from the toolbar. The display may vary according to the settings that you make.

Guarantee or Deposit

- In the Booking Source field, enter the new 8-digit ARC/IATA number of the agency that made the booking. **Example:** 33864401.
- From the Guarantee or Deposit drop-down list, select the guarantee or deposit method that the customer wants to use. **Example:** CC (credit card).
- In the Credit Card fields, enter the customer's credit card details, as follows: **VI (Visa)** (credit card drop-down list) **5499830000000049** (credit card number) **1205** (credit card expiry date).
- In the MCO Number field, enter the MCO number. **Example:** 2701008103.

Traveler/Customer Identification

- In the Passenger Association field, enter the passenger number, or click on to select the passenger from the window that appears.
- In the Customer ID field, enter the customer's personal identification number. Personal ID numbers are issued by hotel chains to regular customers who have special contracted rates or services with them. **Example:** HI34572.
- In the Corporate ID field, enter the customer's corporate identification number. Corporate ID numbers are issued by hotel chains to large corporations or small businesses that have special contracted rates with them. **Example:** 5479083.
- If you have used the company name and address to guarantee the booking, enter the details in the Company Details field (up to 29 characters).
- In the Frequent Traveler Number field, enter the customer's frequent traveler number. **Example:** DL233418776.

Extra Charges

- In the Currency field of the Extra Charges options (crib, adult and child rollaway bed, extra person in the room, and meal plans), enter the 3-letter currency code or the 2-letter ISO country code for the currency in which you want the rate to be displayed. **Example:** USD (US Dollars), or US (USA).

  Note: If you don't know the code, enter the country name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

- Enter the price for the Extra Charges options (crib, adult and child rollaway bed, extra person in the room, and meal plans). **Example:** 0.00.

  Note: You must enter an amount even if the hotel does not make an extra charge. If there is no extra charge, enter the currency code followed by zeros.

Rate Extra Options

- If you booked the room directly (over the phone for example), enter the rate quoted by the hotel chain in the Rate Quote Currency and Amount fields. **Example:** EUR70.

Note: This option is only available when you sell a hotel segment with GK status. The 3-letter currency code is not mandatory.

- In the Rate Type field, enter up to 35 characters of free-flow text describing the rate. **Example:** Rate incl. continental breakfast.
- If you have agreed on a rate directly with the hotel, enter the currency and amount in the Room Rate Override fields. The value entered overrides the value of the hotel segment in the PNR. It is used for document print purpose only. **Example:** EUR135.00.

  Note: If you don't know the currency code, enter the country name, then click on ... . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

- In the Voucher Value field, enter the hotel voucher value.

  Example: EUR60.00 (currency and amount), or FC (Full Credit), or GDA (Group Days Apply).

- In the Saving Amount field, enter the manually calculated percentage or amount saved between the standard rate code (RAC) and the rate code booked. **Example:** 20%, or 10PCT, or EUR30.00.
- In the Amount Override fields, enter the currency (mandatory) and the amount of the rate that you agreed directly with the hotel, even though that rate is not loaded in the Amadeus Hotels database. **Example:** EUR135.00.

Other Sell Options

- In the Supplementary Info field, enter free-flow text (up to 100 characters) related to the booking. **Example:** Prefers quiet room.
- If you made the booking directly with the hotel chain, enter the confirmation number in the Confirmation Number field. **Example:** 90185741.
- In the Accounting Information field, enter the back-office ID used by the agency for accounting purposes. You can enter up to 25 characters. **Example:** 1234
- In the Written Confirmation field, enter free-flow text (up to 60 characters) to request a written confirmation of a hotel reservation, and to give instructions to the hotel provider. **Example:** CTC-AMANDA SMITH 25TH ST. 755.
- In the Billing Number field, enter the 6-character company profile record locator number. **Example:** AB34CD.

Related topics

Select a Hotel Point-of-Reference

Request a Hotel Property List or Availability

Request Hotel Rates and Information

Direct Sell a Hotel

Introduction to Amadeus Hotels

Amadeus Hotels Access Levels

Direct Sell a Hotel

Use the Direct Sell screen within the Hotel tab to sell a hotel without displaying availability.

To direct sell a hotel, follow these steps:

1. Fill in at least the mandatory fields (highlighted in yellow).
2. To specify other sell options, fill in the fields are required.
3. Click on Send.

Learn how to complete the sections:

Note: You can customize your search criteria fields by clicking on from the toolbar. The display may vary according to the settings that you make.

Stay Details

- In the Chain & Property Code fields, enter the 2-letter chain code, the 3-letter location code, and the 3-character property code. **Example:** HI (Holiday Inn) MIA (Miami) C43 (South Beach).
- In the Check-in Date field, enter the date your customer will check in. **Example:** 28JUN.

  Alternatively, click on to select a date from the calendar. If you leave the field blank, the default is the current date.

- To specify the length of stay, enter either the number of nights in the Number of Nights field (**Example:** 5), or the departure date in the Check-out Date field (**Example:** 3JUL). Again, you can click on to select a date from the calendar. If both fields are left blank, the stay is assumed to be for one night.
- In the Number of Guests field, enter the number of people per room. **Example:** 4.
- Enter the number of rooms of the same type to be booked (up to nine). **Example:** 2.

Other Preferences

- In the Room Type field, enter the code of the type of room required. **Example:** A1K (superior room with bath, and one king-size bed).

  Alternatively, click on to display the Hotel Room Type dialog box, then select your options from the available drop-down lists.

- Select the FEMA Fire Safety Certification check box to display only properties that are compliant with the Federal Emergency Management Agency (F.E.M.A.) fire rules.

Guarantee or Deposit

- In the Booking Source field, enter the new 8-digit ARC/IATA number of the agency that made the booking. **Example:** 33864401.
- From the Guarantee or Deposit drop-down list, select the guarantee or deposit method that the customer wants to use. **Example:** CC (credit card).
- In the Credit Card fields, enter the customer's credit card details, as follows: **VI (Visa)** (credit card drop-down list) **5499830000000049** (credit card number) **1205** (credit card expiry date).
- In the MCO Number field, enter the MCO number. **Example:** 2701008103.

Traveler/Customer Identification

- In the Passenger Association field, enter the passenger number, or click on to select the passenger from the window that appears.
- In the Customer ID field, enter the customer's personal identification number. Personal ID numbers are issued by hotel chains to regular customers who have special contracted rates or services with them. **Example:** HI34572.

- In the Corporate ID field, enter the customer's corporate identification number. Corporate ID numbers are issued by hotel chains to large corporations or small businesses that have special contracted rates with them. **Example:** 5479083.
- In the Company Details field, enter the name and address of the company that guarantees the booking (up to 29 characters).
- In the Frequent Traveler Number field, enter the customer's frequent traveler number. **Example:** DL233418776.

Extra Charges

- In the Currency field of the Extra Charges options (crib, adult and child rollaway bed, extra person in the room, and meal plans), enter the 3-letter currency code or the 2-letter ISO country code for the currency in which you want the rate to be displayed. **Example:** USD (US Dollars), or US (USA).

  Note: If you don't know the code, enter the country name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

- Enter the price for the Extra Charges options (crib, adult and child rollaway bed, extra person in the room, and meal plans). **Example:** 0.00.

  Note: You must enter an amount even if the hotel does not make an extra charge. If there is no extra charge, enter the currency code followed by zeros.

Rate Extra Options

- From the Special Rate drop-down list, select a non-standard rate code, or enter one manually. **Example:** GOV.
- If you booked the room directly (over the phone for example), enter the rate quoted by the hotel chain in the Rate Quote Currency and Amount fields. **Example:** EUR70.

  Note: This option is only available when you sell a hotel segment with GK status. The 3-letter currency code is not mandatory.

- In the Rate Type field, enter up to 35 characters of free-flow text describing the rate. **Example:** Rate incl. continental breakfast.
- If you have agreed on a rate directly with the hotel, enter the currency and amount in the Room Rate Override fields. The value entered overrides the value of the hotel segment in the PNR. It is used for document print purpose only. **Example:** EUR135.00.

  Note: If you don't know the currency code, enter the country name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

- In the Voucher Value field, enter the hotel voucher value.

  Example: EUR60.00 (currency and amount), or FC (Full Credit), or GDA (Group Days Apply).

- In the Saving Amount field, enter the manually calculated percentage or amount saved between the standard rate code (RAC) and the rate code booked. **Example:** 20%, or 10PCT, or EUR30.00.
- In the Amount Override fields, enter the currency (mandatory) and the amount of the rate that you agreed directly with the hotel, even though that rate is not loaded in the Amadeus Hotels database. **Example:** EUR135.00.

Other Sell Options

- In the Supplementary Info field, enter free-flow text (up to 100 characters) related to the booking. **Example:** Prefers quiet room.

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- In the Accounting Information field, enter the back-office ID used by the agency for accounting purposes. You can enter up to 25 characters. **Example:** 1234
- In the Written Confirmation field, enter free-flow text (up to 60 characters) to request a written confirmation of a hotel reservation, and to give instructions to the hotel provider. **Example:** CTC-AMANDA SMITH 25TH ST. 755.
- In the Billing Number field, enter the 6-character company profile record locator number. **Example:** AB34CD.

Related topics

Introduction to Amadeus Hotels

Travel Choice

Select a Hotel Point-of-Reference

Request Hotel Property List or Availability

Request Hotel Rates and Information

Book a Hotel

Request an Availability Display Based on a PNR Segment

If you have already booked a segment, use the mini-PNR information to fill in the fields in the hotel screen:

1. Click on the appropriate segment in the PNR at the bottom of the screen.
2. Click on  .

   The location and date fields are automatically filled in.

3. To specify other options, fill in the fields as required.
4. Click on Availability

Related topics

Select a Hotel Point-of-Reference

Request a Hotel Property List or Availability

Request Hotel Rates and Information

Book a Hotel

Direct Sell a Hotel

Amadeus Hotels Access Levels

Print or Copy Hotel Information

Use the Print Preview icon to print or copy a hotel display.

In the window that appears you will see the print/copy preview.

Click on the appropriate icon on the toolbar to either:

	Copy. The information copied can then be pasted into either a Word document or an e-mail.
	Print to a local printer.
	Close window.

Tell me more about this.

Print or Copy Hotel Information

Use the Print Preview icon to print or copy a hotel display.

In the window that appears you will see the print/copy preview.

Click on the appropriate icon on the toolbar to either:

	Copy. The information copied can then be pasted into either a Word document or an e-mail.
	Print to a local printer.
	Close window.

Tell me more about this.

You can print or copy information from the following Hotel displays:

- Point-of-Reference list
- Property list
- Availability display
- Hotel Information
- Hotel Rates
- Hotel Terms
- Pricing display
- Book Confirmation
- Maps (if your Office ID is configured for it)

Introduction to Amadeus Fares

Choose the Fares tab to find a fare, price a PNR, or store a fare. The Fares tab includes the following five screens:

Fare Display

Lets you request fares for any city pair, with or without specific dates, airlines, class of service or other options. You can also read the fare notes.

Informative Pricing

Lets you price up to 12 city pairs without booking a segment. You can obtain fares for a specific airline or display common (YY) fares as the default. You can also display an availability for the city pairs entered in your pricing request.

Informative Pricing options and conditions include:

- Fares are available for up to seven days in the past and 361 days in the future.
- A round trip or circle trip can contain a maximum of 12 flight segments, or 10 flight segments and two surface segments, or 11 flight segments and one surface segment, or 11 fare break points.
- A one-way trip can contain a maximum of 11 flight segments, or nine flight segments and two surface segments, or 10 flight segments and one surface segment, or 10 fare break points.

If you don't include any options in your request, the itinerary is priced using:

- An adult passenger type.
- The current date for the first segment, and an open date for all other segments.
- An open booking class. The lowest possible price for each class is displayed.
- IATA (YY) fares. For markets where there are no YY fares, you must specify an airline in your request.
- Stopovers at all cities.

Price PNR

Lets you price booked PNR segments using one of the following pricing options:

- Price Itinerary
- Prices the itinerary with the lowest fare for the class of service (booking code) in your flight segments.
- Lowest Applicable Fare
- Searches for the lowest fare available for any class of service on the flights in your itinerary. It does not rebook the flights.
- Rebook with Lowest Fare
- Same as the Lowest Applicable Fare option except that it rebooks the flights in the applicable class of service if different.
- Lowest Possible Fare
- Searches for the lowest fare possible for any class of service on the flights in your itinerary, whether the class of service is available or not. It does not change the class of service.

Stored Ticket

Lets you create a stored ticket. As always, it's your responsibility to verify all fare information with the airline when creating a stored ticket, as you are overriding the automated pricing system.

Historical

Lets you add informational text to a Historical Fare Record.

Related topics

Fare Display

Informative Pricing

Create a Historical Fare Record

Search for Low Fares

Work with a Stored Ticket

Price a PNR

Stored Ticket Display

A transitional stored ticket or TST, is a record containing all the ticketing information attached to a PNR. The system automatically stores information requested from the fare server in the TST. If more than one TST exists, the system numbers the TST and appends the TST creation date, office identification and agent sign to the TST.

A maximum of 10 TSTs can be created for each passenger provided that you select different segments for each TST, as segments cannot overlap. A TST record can apply to multiple passenger names if the air segments, fare elements and forms of payment are the same. If any information is changed for one passenger in a multiple passenger TST, a new TST is created for this passenger.

Price a City Pair

Use the Fare Display screen within the Fares tab to view a list of fares for a city pair.

1. Select the check box for the type of fares you want to be displayed. **Example:** Unifares.

   To display corporate fares, enter the passenger's corporate contract number in the Corporate field. **Note:** You can select all of these options if you wish.

2. In the From field, enter the 3-letter code for the departure city or airport. If you leave this field blank, the default is the city associated to your office profile. **Example:** STO.

   Note: If you don't know the code, enter the city or airport name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

3. In the To field, enter the 3-letter code for the destination city or airport. **Example:** LHR. If you don't know the code, follow the note in step 2.
4. In the Date field, enter the departure date. To display fares for a range of departure dates, enter the two dates, separated by an asterisk (*). If you leave this field blank, the default is the current date.**Example:** 15JUN*30JUN.
5. In the Return Date field, enter the return date. **Example:** 3JUL.
6. In the Airlines field, enter a maximum of three preferred 2-letter airline codes, separated by commas. **Example:** BA, SK, AY. If you don't know the code, follow the note in step 2.
7. In the Class field, enter a class of service. **Example:** Y.
8. Click on , and complete the fields for the options that your customer wants.
9. Click on Send.

Related topics

Informative Pricing

Introduction to Amadeus Fares

View Fare Notes and Routing

Fare Display Explanation

Here is an explanation of each column in the fares table:

Fare Basis	The fare basis shown applies to the city pair. A fare basis **VKWAP21**, for example, may be created as follows: **V**: Prime code, normally the booking code for the fare (V class) **K**: Seasonal code, K for shoulder season **W**: Part of the week code, W for weekend **AP21**: AP for advance purchase, and 21 for a 21-day advance purchase **Note:** To display the notes for a particular fare, click on the corresponding Fare Basis code.
OW	One way or half round trip (RT) fares.
RT	Round trip (RT) or return fares.
B	Booking class information.
Pen.	Penalty information. For example, **NRF** means that a ticket is non-refundable. If a appears in this column, click on it to see a full explanation in the fare notes.
Dates	Date restrictions. The dates may be preceded by a character or letter, for example: **S31OCT** The **S** means that this is a seasonal date. **+31OCT** The plus sign (**+**) means that more restrictions apply. **(31OCT** The open parenthesis **(** means that this date restriction applies to the outbound travel only. **E31OCT** The **E** means that the date is effective on or after 31 Oct. For additional information on date restrictions, check the fare notes. **M31OCT** The **M** means that the fare was modified. **X31OCT** The **X** means that the fare was canceled.
Days	The days on which your customer must travel to qualify for the fare. If a appears in this column, click on it to see a full explanation in the fare notes.
AP	The advance purchase requirements. For example, **21** means that your customer must buy the ticket 21 days in advance to qualify for the fare. If a appears in this column, click on it to see a full explanation in the fare notes.
Min	The minimum number of days that your customer must stay to qualify for the fare. For example, **7**

	means a minimum of seven days. If a appears in this column, click on it to see a full explanation in the fare notes.
Max	The maximum number of days that your customer can stay to qualify for the fare. For example, **1M** means a maximum stay of one month. If a appears in this column, click on it to see a full explanation in the fare notes.
AL	The 2-letter code of the airline that is offering the fare. Click on one of the airline codes to display the fare booking class.
F	The type of fare. For example, blank for public, N for nego.
R	An **R** in this column means a routing fare. Click on the appropriate **R** to see the intermediate point via which your customer can travel. An **M** in this column means that you are limited by an amount of mileage.

The remainder of the fares display may contain the following information:

ALSO SEE...	When a city has more than one airport, the fare can vary depending on the airport that you enter. In ALSO SEE... The system alerts you when there are fares for airports other than those entered in your fare request.
Fare Type	Common fares (also known as YY fares) which are published for use by more than one airline. Airline-specific fares. The list of 2-letter airline codes shows the airlines that have published their own fares for this city pair. Airlines choose whether they want to publish their own fares or participate in common fares.
Tax Message	The system can display up to four lines of tax information, containing three tax codes: XF, XA, and XY. When all of the tax information cannot be displayed, a generic message appears, such as 'other taxes may apply'.
23OCT00*01NOV00 **/LONGVA/NSP;** **EH/TPM466/MPM559**	**23OCT00*01NOV00** The date range that applies to the fares **LONGVA** The city pair specified in your fare request **NSP** Normal and special fares are included in this display. NLX means normal and excursion fares; CNX means companion, normal, and excursion fares **EH** The global routing for this display is via the eastern hemisphere

	TPM466 The ticketed point mileage (TPM) from London to Geneva is 466 **MPM559** The maximum permitted mileage (MPM) is 559
ROE...	The rate of exchange and currency used in the fare display. If you don't specify a currency, fares are displayed in the currency of the country where the flight originates.
PAGE 1/+	The fares display page number, where the plus sign (+) indicates that there are more pages in the display. To move between pages, use the arrow icons in the toolbar.

Price an Itinerary

Use the Informative Pricing screen within the Fares tab to price an itinerary without booking flight segments.

1. Select the check box for the type of fares you want to be displayed. **Example:** Unifares.

   To display corporate fares, enter the passenger's corporate contract number in the Corporate field.
   Note: You can select all of these options if you wish.

2. In the From field, enter a 3-letter city or airport code. **Example:** PAR.

   Note: If you don't know the code, enter the city or airport name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

3. In the To field, enter the 3-letter code for the destination city or airport. **Example:** CDG. If you don't know the code, follow the note in step 2.
4. In the Date field, enter the departure date. **Example:** 05JUN.
5. In the Airlines field, enter the preferred airline code. **Example:** EI. If you don't know the code, follow the note in step 2.
6. In the Class field, enter a class of service. **Example:** Y.
7. If the destination city of this segment is a stopover, select the Stopover check box. If the box is not selected, the system considers that all the cities are stopovers.
8. If the passenger will fly into one city and out of another, taking alternate transportation between the two, select the Surface check box.
9. Click on to add another row of fields for onward travel. To remove a row of fields, click on .
10. Click on , and complete the fields for the options that your customer wants.
11. Click on Send.

Related topics

Fare Display

Introduction to Amadeus Fares

Informative Pricing Display Explanation

Here is an explanation of the itinerary pricing display:

Passengers	This display contains fare information only, so a passenger name is not shown.
Information	The advance purchase ticketing requirements. These include the date when the ticket must be purchased.
Cities	The city pairs specified in the fare request.
Carrier	If you specified an airline in your fare request, the 2-letter airline code is displayed. Otherwise, the system displays common (YY) fares, which are fares published for the use of all airlines.
Flight	You cannot request fares for specific flights in this type of fare request, so flight information is not shown.
Class	The class of service (booking code) for the fare basis shown in this display. To obtain the fare, you must book seats in the class of service shown.
Date	If you specified dates in your fare request, they appear here.
Time	No specific flights are used to determine the fare, so flight times are not shown.
Fare Basis	The fare basis used to calculate the fare. The fare basis is a code created by the airline to identify the fare.
NV-Before, **NV-After**	If you specified dates in your fare request, the system displays 'not valid before' and 'not valid after' dates for all segments. The dates are calculated based on the fare basis rules. A ticket purchased at this fare cannot be used before or after these dates.
Baggage	The free baggage allowance for each segment in the itinerary.
Fare	The base fare or applicable fare for the itinerary, excluding taxes.
Taxes	The taxes that will be collected for this itinerary. Each tax is identified by a 2-letter tax code and, if applicable, a 2-letter tax type code, which further identifies the tax.
Total	Total amount of the fare and taxes.
Rate Used	Displays the bankers rate if the country where the ticket is to be purchased is different from the country where the flight originates. For example, if the flight originates in Great Britain, but the ticket is to be sold in the U.S., you will see something like: 1GBP=1.60952USD.
Fare Calculation	Tells you how the fare was calculated, including routing, airlines, fare basis codes, base fare amounts, surcharges, taxes, and mileage information.
Other Information	Could include information such as information about other fare restrictions.

Fare Calculation

The fare calculation is a linear calculation of the fare including routing, airlines, fare basis codes, base fare amounts, surcharges, taxes, and mileage information.

Example: PAR AF IST898.45NUC898.45END ROE6.277454

Within a stored ticket, you can enter the fare information yourself, or let the system create it automatically for you by clicking on . The Fare Calculation field is then updated with the routing and zeros where you enter the base fare amounts. Insert, delete, or update the information, and click on Send to save your fare calculation.

Fare Booking Class Explanation

Here is an explanation of each column in the Booking Class display:

City	3-letter city code
Fare Basis	Fare basis code
Carrier	2-letter airline code
Flight 1, 2, 3	Flight information. • A flight number in this column indicates that a booking code (RBD) applies to a specific flight or flights. • XXXX indicates that this reservation condition is not applicable on other flights. • If this column is blank, there are no specific restrictions.
R. Class	Booking Code (Reservation Booking Designator)
T. Class	Class of travel
Restr.	**Y** indicates that one or more of the following restrictions apply: • Confirmed reservation required • Change of reservation limited • Advance purchase required • Ticketing required at time of reservation **N** indicates that no restrictions apply.

Price a PNR

Use the Price PNR screen within the Fares tab to price flight segments.

Note: Before you can price a PNR, you must display the PNR, or sell the flight segments.

1. From the drop-down list in the toolbar, select the type of pricing that you want. **Example:** Rebook with Lowest Fare.
2. Select the check box for the type of fares you want to be displayed. **Example:** Unifares.

   To display corporate fares, enter the passenger's corporate contract number in the Corporate field.
   Note: You can select all of these options if you wish.

3. To eliminate passengers from pricing, deselect their names from the PNR Summary at the bottom of the screen. By default, all passengers are selected for pricing.
4. To specify Stopover, Transfer, Breakpoint, and Turnaround flight segments, select the appropriate check boxes next to the segment. If the box is not selected, stopovers, transfers, breakpoints, and turnarounds are automatically applied by the system.
5. To eliminate flight segments from pricing, deselect them from the PNR Summary at the bottom of the screen. By default, all flight segments are selected for pricing.
6. To create a stored ticket from this pricing request, select the Create Stored Ticket check box.
7. Click on  , and complete the fields for the options that your customer wants.
8. Click on Send.

Related topics

Create a Historical Fare Record

View Fare Details of a Priced PNR

Introduction to Amadeus Fares

Work with a Stored Ticket

Use the Stored Ticket screen within the Fares tab to:

Display an Active or Deleted Stored Ticket

Stored tickets are automatically numbered in the order that they are created. If you know the stored ticket number:

1. Click on the Open tab.
2. In the Stored Ticket Number field, enter the stored ticket number. **Example:** 2
3. Click on Send.

If you do not know the stored ticket number:

4. Click on the Open tab.
5. Click on Send. A list of active and deleted stored tickets appears.
6. To expand and collapse the list of active or deleted stored tickets, click on .
7. Click on the number of the stored ticket that you want to display.
8. Click on Send.

Create a New Stored Ticket

Before you can create a stored ticket, you must enter the passenger names and the itinerary in the PNR. Once these have been entered, create the stored ticket as follows:

1. Click on the New tab.
2. Click on the type of stored ticket that you want to create. **Example:** For all infants
3. Click on Send to open the Stored Ticket input screen.
4. If a list of stored tickets is displayed, choose a passenger, then click on Send.
5. Complete the Stored Ticket screen by first entering one or more fare basis codes in the Fare Basis field next to the corresponding flight segment. **Example:** BE14IP

   Note: If the same fare basis code applies to all segments, enter the code in the top Fare Basis field, then click on ↑ to update all fields.

6. To identify a stopover or connections, enter an X (connection) or O (stopover) in front of the city or airport code.
7. Enter the fare before taxes (the base fare) in the second Fare field. **Example:** 400.00

   Note: If the currency of the base fare is different from your local currency, enter the 3-letter currency code in the first Fare field. Enter the equivalent currency and base fare in the appropriate Equivalent fields.

8. Click on and enter the tax amount including decimals (**Example:** 20.00), and the 2-letter tax code (**Example:** US) for each tax. If necessary, also enter the tax currency and type.
9. To complete the Fare Calculation field, either:
   - Enter the fare calculation in the Fare Calculation field. **Example:** PAR AF IST898.45NUC898.45END ROE6.277454
   - Click on . The Fare Calculation field is then updated with the routing and zeros where you can enter the base fare amounts. Insert, delete, or update the information, and click on Send to save your fare calculation.

   Note: Verify with the validating airline how the fare calculation should appear for the stored ticket that you are creating, as optional and mandatory items differ from airline to airline.

10. Complete the fields for the other options that you want.
11. Click on Update to save the stored ticket.

Note: Stored tickets are automatically numbered in the order that they are created.

Update a Stored Ticket ▲

1. Click on the Update tab.
2. In the Stored Ticket Number field, enter the stored ticket number. **Example:** 2.

Note: Stored tickets are automatically numbered in the order that they are created. If you don't know the number, click on the Open tab then click on Send. The list of stored ticket numbers appears.
Return to the Update screen and enter the number in the Stored Ticket Number field.

3. Click on Send to update the stored ticket.
4. Update the necessary fields.
5. Click on Update to save the updates to the stored ticket.

If the system detects some errors in your inputs, it displays a pop-up window with the list of elements to be corrected. The TST will be updated only when all the elements are correct.

Update a Stored Ticket for Reissue ▲

1. Click on the Update tab.
2. In the Stored Ticket Number field, enter the stored ticket number. **Example:** 2.

Note: Stored tickets are automatically numbered in the order that they are created. If you don't know the number, click on the Open tab then click on Send. The list of stored ticket numbers appears.
Return to the Update screen and enter the number in the Stored Ticket Number field.

3. Click on Send to update the stored ticket.
4. Update the necessary fields.
5. Click on Exchange to update and save the stored ticket. The following changes are applied to the stored ticket when you click on Exchange:
   - The pricing indicator is converted to M (manual), with the following exception: When you exchange a negotiated fares stored ticket (F, G, or B type), the issue indicator is changed to R or Y. If the system is not '00' (Central Ticketing), the stored ticket indicator is changed to M, and all nego data is lost. However, for Central Ticketing offices ('00'), the stored ticket indicator is changed to B and nego data remains untouched.
   - The issue identifiers F/I/I are converted respectively into R/Y/W.
   - The equivalent amount currency is converted to 0 (blank) if present. There is no change if it is not present.
   - The Bankers rate is converted to 0 (blank) if present. There is no change if it is not present.
   - The new tax indicator X is converted to O (old).
   - The total amount is converted to 0. There is no change if it is already 0.
   - The total amount currency is converted into the default currency of the reissuing location. If the currency is the same, there is no change.
   - The form of payment becomes an old form of payment O/ followed by the original form of payment after the primary FP transaction.
   - In the fare calculation, any XF tax is automatically changed into PD XF Tax.

Delete a Stored Ticket ▲

1. Click on the Delete tab.
2. To delete a specific stored ticket, enter the stored ticket number in the Stored Ticket Number field. **Example:** 2
3. To delete all stored tickets, select the All checkbox and leave the Stored Ticket Number field blank.
4. Click on Send.

Related topics

Introduction to Amadeus Fares

Price a PNR

Search for Low Fares

Use the Value Pricer screen within the Fares tab to search for low fares with or without an active PNR.

Value Pricer With an Active PNR and Itinerary

1. Select the check box for the type of fares you want to be displayed. **Example:** Unifares.

   To display corporate fares, enter the passenger's corporate contract number in the Corporate field.
   Note: You can select all of these options if you wish.

2. In the Price to Beat field, enter the maximum amount that your customer wants to pay per person (including taxes).
3. To modify the segments information, click on , then modify the fields as required.

   Note: The passenger information is taken from the PNR and cannot be edited.

4. To eliminate flight segments from pricing, deselect them from the PNR Summary at the bottom of the screen, then click on to update the Value Pricer input panel. By default, all flight segments are selected for pricing.
5. Click on to display more input options, and complete the fields if necessary.
6. Click on Send.

Value Pricer Without an Active PNR

1. Select the check box for the type of fares you want to be displayed. **Example:** Unifares.

   To display corporate fares, enter the passenger's corporate contract number in the Corporate field.
   Note: You can select all of these options if you wish.

2. In the Traveler Type field, enter up to nine 3-letter traveler type codes separated by a comma. **Example:** MIL,AST,BRV. If none is selected, then the passengers are assumed to be adults.

   If you don't know the codes, click on . From the Cumulative Discount window that appears, enter or select the relevant passenger type codes, the infant type codes, then click on OK.

3. In the # Seats field, enter the number of passengers that are traveling. **Example:** 2.
4. In the Price to Beat field, enter the maximum amount that your customer wants to pay per person (including taxes).
5. In the From field, enter a 3-letter city or airport code for the departure city. **Example:** JFK.

   Note: If you don't know the code, enter the city or airport name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

6. In the To field, enter a 3-letter city or airport code for the arrival city. **Example:** SYD.

   If you don't know the code, follow the note in step 5.

7. In the Date field, enter the departure date for the trip. **Example:** 15JUN.

   If the field is left blank, the default is the current date.

8. In the Time field, enter the departure time for the trip. **Example:** 1000.

   If the field is left blank, the default is midnight.

9. Select the Arrival check box if the value entered in the Time field is the arrival time of the flight
10. If you want to search for flights before or after the time entered in the Time field, enter a number in the Range field. **Example:** 2 (to search for flights 2 hours before and after).
11. In the Airlines field, enter up to six 2-letter airline codes that you want to use in your request. **Example:** LH,AF.

    Alternatively, click on , enter the airline names, then click on . Select the appropriate check boxes if you want to exclude certain airlines from your request.

12. In the Flight Type field, enter up to three 1-letter flight types. **Example:** C,D (Connection portion of journey, Direct service).
13. In the Connection field, enter the 3-letter city or airport code where your customer would like to make a connection. **Example:** SIN.

    Alternatively, click on , enter the city or airport names, then click on . Select the appropriate check boxes if you want to exclude certain connecting points from your request.

14. To add an onward or return segment, click on and enter the flight details.
15. Click on to display more input options, and complete the fields as necessary.
16. Click on Send.

Value Pricer With an Active PNR Without an Itinerary

1. Select the check box for the type of fares you want to be displayed. **Example:** Unifares.

   To display corporate fares, enter the passenger's corporate contract number in the Corporate field. **Note:** You can select all of these options if you wish.

2. In the Price to Beat field, enter the maximum amount that your customer wants to pay per person (including taxes).
3. In the From field, enter a 3-letter city or airport code for the departure city. **Example:** JFK.

   Note: If you don't know the code, enter the city or airport name, and click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

4. In the To field, enter a 3-letter city or airport code for the arrival city. **Example:** SYD.

   If you don't know the code, follow the note in step 3.

5. In the Date field, enter the departure date for the trip. **Example:** 15JUN.

   If you leave this field blank, the default is the current date.

6. In the Time field, enter the departure time for the trip. **Example:** 1000.

   If you leave this field blank, the default is midnight.

7. Select the Arrival check box if the value entered in the Time field is the arrival time of the flight
8. If you want to search for flights before or after the time entered in the Time field, enter a number in the Range field. **Example:** 2 (to search for flights 2 hours before and after).

9. In the Airlines field, enter up to six 2-letter airline codes that you want to use in your request. **Example:** LH,AF.

   Alternatively, click on , enter the airline names, then click on . Select the appropriate check boxes if you want to exclude certain airlines from your request.

10. In the Flight Type field, enter up to three 1-letter flight types. **Example:** C,D (Connection portion of journey, Direct service).
11. In the Connection field, enter the 3-letter city or airport code where your customer would like to make a connection. **Example:** SIN.

    Alternatively, click on , enter the city or airport names, then click on . Select the appropriate check boxes if you want to exclude certain connecting points from your request.

12. To add an onward or return segment, click on and enter the flight details.
13. Click on to display more input options, and complete the fields as necessary.
14. Click on Send.

Related topics

Introduction to Amadeus Fares

Tax Information

To display tax information for a specific country, click on in one of the Fares screens, then enter one of the following formats in the window that appears:

Entry	Example
Country name	France
Two-character country code	FR
Two-character airport code	CDG
Tax code	QW

Introduction to Amadeus Queues

Choose the Queue tab to display your queue counts and perform a variety of queue functions. The Queue tab includes the following six screens:

Queue Count

When you request a queue count, you will receive a display containing the number of PNRs or messages in the queue. You can request a count for:

- One queue with all categories
- One queue and one category
- Queues for another agency
- Only queues that contain PNRs or messages
- Only queues with categories associated to your sign

Queue Start

You can use the Queue Start screen to view PNRs and messages currently on queue. Vista displays each PNR or message on queue in sequence.

Queue Planner

The Queue Planner screen lets you request a count of PNRs and messages that are not currently in the queue bank, but that will appear at a later time today or on a future date.

Queue Planner options include:

- Time deferred items
  Displays the number of PNRs at hourly intervals for the date you want.
- Date deferred items
  Displays the total number of date deferred PNRs on the ticketing, option, and delay queues, and their respective dates.
- Half-month totals
  Displays items in date ranges from the 1st through the 15th and the 16th through the end of the month.
- Items by record locator
  Displays a list of items by record locator instead of a total count of PNRs.

Queue Message

Use the Message screen to create a message and place it on the message queue.

Queue Print

You can print PNRs or messages on any queue, queue category, and from a date range. You can print some or all PNRs and messages on a printer in your office or at another location.

Queue Bounce

The Queue Bounce screen lets you transfer multiple PNRs and messages currently on queue to another queue. You can remove some or all PNRs and messages from the current queue and move them to another queue, or you can retain some or all PNRs and messages on the current queue and place a copy on another queue.

Related topics

Add Queuing Option Information to a PNR

What is a Queue?

Transfer PNRs and Messages

Queue Date Ranges

Queue Count Explanation

Request a Queue Count

Create a Queue Message

Start a Queue

Queue Planner by Time Explanation

Request a Future Queue Count

Print a Queue

What is a Queue?

A queue is a holding area for filing PNRs and messages, and is identified by a number from 1 to 99. Each queue is divided into categories, which are numbered from 0 to 254. Some queues may also be further divided into four date ranges.

Some queue numbers are predetermined by Amadeus because of industry standards. PNRs and messages are automatically placed in these predetermined queues by airlines, hotel companies, car companies, other providers, and by Amadeus.

You can create other queues where you can manually place PNRs and messages that require follow-up. And you can select one category to be associated to your Amadeus sign, so that any PNRs or messages you create will be placed in the appropriate queue in your assigned category.

PNRs and messages may be placed on queue because:

- You are waiting for confimation of segments, services, options, or seats from a waitlist.
- The agency that is responsible for the PNR has changed.
- The flight schedule has been changed.
- You are waiting for the ticketing date of the PNR.
- You are waiting for the expiration of a ticketing date.
- You are waiting for a rate quote from an airline.

Your office queue bank can contain up to 60 queues. For queue processing to function properly, the queue bank should include:

Queue	Type
0	General **Note:** This queue is mandatory and cannot be deleted.
1	Confirmation
3	Option
97	Message **Note:** This queue is mandatory and cannot be deleted.
DLY/DATE	Delay date
DLY/TIME	Delay time

Queue features include:

- Queue categories and sign sortation
  You can subdivide queues into categories by agent sign. The system sorts the PNRs by agent sign and automatically places them in each agent's assigned queue.
- Queue date ranges
  Queues subdivided by date range let you prioritize your PNRs. For more information, click on Related Topics and select Queue Date Ranges.
- Queue nicknames
  Instead of accessing queues, categories, and date ranges by number, you can assign a nickname to a particular queue for easier access.

- Queue monitor
  Using the queue monitor function, you can automatically have a message sent to your terminal whenever a new PNR is placed in your queue.
- Queue count planner
  Lets you preview the number of PNRs placed in the ticketing, delay, and option queues for up to 11 months.
- Queue history
  Records any transaction or system message that places or removes a PNR from a queue.

Sorting by Agent Sign

PNRs and messages can be sorted by agent sign so that when a PNR or message is placed on queue, the system checks the category and places it according to the agent sign associated with the category. The sign association belongs to the agent who created the PNR. Agent sign association overrides the system's normal automatic placement of PNRs and messages.

Agent sign association is not supported for queues 14, 25, 26, 94, 95, and 97 and it is limited to categories 20 through 254. Some manual queue placement entries ignore sortation by agent sign. The PNR is placed in the category specified in the entry, but if no category is specified, the PNR is placed in category 0. The queue sortation category is defined for an agent sign as part of the agent's Local Security Profile.

Related topics

Queue Date Ranges

Print a Queue

Introduction to Amadeus Queues

Queue Count Explanation

Request a Queue Count

Start a Queue

Transfer PNRs and Messages

Create a Queue Message

Queue Planner by Time Explanation

Request a Future Queue Count

Request a Queue Count

Use the Count screen within the Queue tab to request a count of PNRs and messages currently on queue. Follow these steps:

1. In the Queue field, enter the number or nickname of the queue you want a count for. **Example:** 8 or Tours
2. In the Category field, enter the category number you want a count for. **Example:** 41
3. In the Office/Corporate ID field, enter the 9-character office ID, or the 3-character corporate ID for the agency whose PNRs or messages you want a count for. **Example:** ATLUC2610 or UC2
4. To view a count of all queues and categories, including empty ones, select the All Existing check box.
5. To view a count of PNRs or messages in queues that are associated to your sign, select the By Sign Association check box.
6. Click on Send.

Related topics

Introduction to Amadeus Queues

What is a Queue?

Queue Count Explanation

Here is an explanation of each icon in the queue count toolbar:

- Starts the selected queue or queue category.
- Prints the selected queue or queue category.
- Resets the queue count to 0 for your office. To reset the queue count for a branch office, click on the arrow next to this icon and type the branch office ID in the dialog box that appears.
- Displays the queue count screen with updated information.
- Collapses or expands the current queue count display.
- Reopens the input window to request a different queue count. The current queue count will still be visible.

Here is an explanation of each entry in the queue count display for all existing queues:

Queue/Category/Date Range	The queue number and name, category, and date range that you requested a count for.
Total	The number of PNRs or messages to be worked.
Items Added	The number of PNRs or messages received since the queue was activated or reset. **Note:** This column appears only if you signed into Amadeus Vista with an SU duty code.
Last Reset Total	If the queue has never been reset, **0** appears in this column. Otherwise, the number represents the number of PNRs or messages in the total column when the queue count was last reset. **Note:** This column appears only if you signed into Amadeus Vista with an SU duty code.
Items Worked	Shows the number of PNRs or messages worked. **Note:** This column appears only if you signed into Amadeus Vista with an SU duty code.

Related topics

Introduction to Amadeus Queues

What is a Queue?

Sign In

Sign Out

Navigate using work area tabs

Tab settings

Keyboard Navigation and Support

- Graphic Page Keyboard Shortcuts
- Command Page Keyboard Shortcuts

Start a Queue

Use the Start screen within the Queue tab to view PNRs and messages currently on queue. Follow these steps:

1. In the Queue field, enter the number or nickname of the queue whose PNRs or messages you want to view. **Example:** 8 or Tours
2. In the Category field, enter the category number where the PNRs or messages are located. **Example:** 41
3. In the Date Range field, enter the date range number. **Example:** 3
4. In the Office/Corporate ID field, enter the 9-character office ID or the 3-character corporate ID for the agency whose PNRs or messages you want to view. **Example:** ATLUC2610 or UC2
5. To view only the PNR History when the PNR is displayed, select the History check box.
6. To specify which PNR or PNR history elements you want to be displayed, click on  then select the appropriate elements.
7. Click on Send.

Related topics

What is a Queue?

Introduction to Amadeus Queues

Queue Date Ranges

Queue Start Explanation

The top line of the Queue Start display shows information about the queue, including queue number and name, category, date range, and number of items left on the queue.

The message information includes the sending office, agent sign, date, and time the message was transmitted.

- Requeues the current message to the bottom of the queue and displays the next message.
  To requeue the message for a specific date or time, click on the arrow next to this icon, and enter the date or time in the dialog window that appears.
- Removes the current message from the queue and displays the next message.
  To remove the message and exit the queue, click on the arrow next to this icon, then select the Exit Queue check box.
- Places a message on another queue.
  Enter the queue information in the dialog window that appears.
- Ignores the message and exits the queue.

Request a Future Queue Count

Use the Planner screen within the Queue tab to request a count of PNRs and messages that are not currently on queue, but will appear in the future. In this screen, you can:

Request time-deferred items

1. Click on the Time Deferred Items tab.
2. Click on one of the types of planner: Summary, Ticketing, Option, or Delay.
3. In the Display Date field, enter the date you want displayed. **Example:** 10JUN
4. In the Queue field, enter the queue number or nickname you want to display a count for. **Example:** 4 or Tours
5. If you want to view another agency's time deferred items, enter the agency's 9-character office ID in the Office ID field. **Example:** ATLUC2610
6. Click on Send.

Request date-deferred items

1. Click on the Date Deferred Items tab.
2. Click on one of the types of planner: Summary, Ticketing, Option, or Delay.
3. If you want to view another agency's date deferred items, enter the agency's 9-character office ID in the Office ID field. **Example:** ATLUC2610
4. Click on Send.

Request half-month totals

1. Click on the Half-Month Totals tab.
2. Click on one of the types of planner: Summary, Ticketing, Option, or Delay.
3. In the Queue field, enter the queue number or nickname you want to display a count for. **Example:** 4 or Tours

4. If you want to view another agency's half-month totals, enter the agency's 9-character office ID in the Office ID field. **Example:** ATLUC2610
5. Click on Send.

Request items by record locator

1. Click on the Items by Record Loc. tab.
2. Click on one of the types of planner: Summary, Ticketing, Option, or Delay.
3. In the Display Date field, enter the date you want displayed. **Example:** 10JUN
4. If you want to view another agency's items, enter the agency's 9-character office ID in the Office ID field. **Example:** ATLUC2610
5. In the Record Locator field, enter the 6-character record locator. **Example:** NX23HM
6. In the Line Number field, enter the line number you want the record locator list to start on. **Example:** 10
7. To include the current date in the list of PNRs and messages, select the All Records Including Today check box.
8. Click on Send.

Related topics

Introduction to Amadeus Queues

What is a Queue?

Queue Date Ranges

Use date ranges only with dual queues, such as queue 1 (CONFO) and queue 2 (KL). Dual queues can have up to 255 categories, and each category can have four date ranges. Each date range functions as a separate sub-queue. Date ranges can be changed to meet the requirements of each individual office.

Date ranges set up by Amadeus are:

Date Range	Includes
1	Today plus two days
2	Today plus five days
3	Today plus eight days
4	Date range 3 onward

PNRs that require action are moved in sequence from date range 4, to date range 3, to date range 2, and eventually to date range 1. They remain there until you take action on them.

Related topics

Start a Queue

Create a Queue Message

Transfer PNRs and Messages

Print a Queue

Introduction to Amadeus Queues

What is a Queue?

Create a Queue Message

Use the Message screen within the Queue tab to place messages on the Message queue as follows:

1. In the text field, enter the message that you want to send. **Example:** Check the Super Summer Fares on Lufthansa to Germany.
2. In the Queue field, enter the number or the nickname of the queue that you want to place the message in. **Example:** 97 or Tours

   Note: If you want to send a queue message using the Corporate ID, you must enter the queue nickname in the Queue field.

3. In the Category field, enter the number of the category that you want to place the message in. **Example:** 41
4. In the Date Range field, enter the date range number that you want to assign to the message. **Example:** 3
5. In the Office/Corporate ID field, enter the 9-character office ID, or the 3-character corporate ID of the agency that you want to send the message to. **Example:** ATLUC2610 or UC2
6. To place the message on multiple queues, click on , and repeat steps 2 to 6.
7. Click on Send.

Related topics

Introduction to Amadeus Queues

What is a Queue?

Queue Date Ranges

Print a Queue

Use the Print screen within the Queue tab to print PNRs and messages currently on queue as follows:

1. In the Queue field, enter the queue number in which the PNRs or messages you want to print are located. **Example:** 8
   Note: You cannot print PNRs or messages using queue nicknames.
2. In the Category field, enter the category number. **Example:** 41
3. In the Date Range field, enter the date range number. **Example:** 3
4. If you want to print PNRs or messages that are in another agency's queue, enter the agency's 9-character office ID in the Queue Office ID field. **Example:** ATLUC2610
5. To print with or without the PNR history, click on the appropriate Data option.
6. To identify the printer you want the PNRs or messages to print from, click on the appropriate Printer option.
   If you select Remote Location, enter the 9-character office ID of the agency you want to print to. **Example:** ATLUC2610
   If you select Specific Printer, enter the name of the printer you want to print to. **Example:** S40141
7. To either remove the PNRs or messages from the queue, or retain them when printing, click on the appropriate Action option.
8. To select the number of PNRs or messages to be printed, click on the appropriate Printed Items option.
   If you click on Selected Number, enter the number of PNRs or messages you want to print in the field.
   Example: 10
9. Click on Send.

Related topics

Introduction to Amadeus Queues

What is a Queue?

Queue Date Ranges

Transfer PNRs and Messages

Use the Bounce screen within the Queue tab to transfer PNRs and messages currently on queue to other queues:

1. In the Source and Destination Queue fields, enter the numbers of the queues that you want to transfer PNRs or messages from and to. **Example:** 8 (Source), 7 (Destination)
   Note: You cannot transfer PNRs or messages using queue nicknames.
2. In the Source and Destination Category fields, enter the numbers of the categories that you want to transfer PNRs or messages from and to. **Example:** 41 (Source), 42 (Destination)
3. In the Source and Destination Date Range fields, enter the date range number that you want to transfer PNRs or messages from and to. **Example:** 3 (Source), 4 (Destination)
4. If you are working in another agency's queues, enter the 9-character office ID of the agency you want to transfer PNRs or messages from in the Source Office ID field. **Example:** ATLUC2610
5. If you want to transfer your source PNR or message to another agency, enter the 9-character office ID of the agency that you want to transfer PNRs or messages to in the Destination Office ID field. **Example:** DIJLF5039
6. To either remove the PNRs or messages from the queue or retain them when transferring, click on the appropriate Action option.
7. To select the number of PNRs or messages to be transferred, click on the appropriate Transferred Items option. If you clicked on Selected Number, enter the number of PNRs or messages that you want transferred.
8. Click on Send.

Related topics

Introduction to Amadeus Queues

What is a Queue?

Queue Date Ranges

Issue a Ticket

Click on the icons in the Ticket toolbar to perform tasks such as repricing a TST and pre-validation.


Issue a boarding pass


Reprice a TST and issue the ticket


Pre-validation - if ticketing information is correct, system displays 'OK to ticket'


Clear

Note: For some markets, the commission is automatically generated. The applicable fields vary depending on your market. Only yellow fields are mandatory.

1. From the Stored Ticket field, click on  to select the TSTs to be issued from the list that appears. You can also enter the numbers directly in the field. **Example:** 1,3.
2. In the Validating Carrier field, enter the validating carrier 2-letter code. If it is left blank, the system validates the ticket on the first qualifying airline in the itinerary. **Example:** AF.

Note: If you don't know the code, enter the carrier name, then click on . From the list that appears, click on the relevant code. The field is automatically updated with the selected code.

3. From the Passenger Grouping drop-down list, select either All Infants or All Passengers.
4. If this option is available on your market, select the Mini Itinerary check box if you want to issue a mini-itinerary with the ticket.
5. If necessary, fill in the other ticketing options on this screen.
6. To print an invoice or itinerary with the ticket, select an option from the Type drop-down list. **Example:** Basic individual (INV).
7. To display more options, click on and complete the fields where applicable.
8. Click on the appropriate ticket printer option. **Example:** ATB.
9. Select the Redisplay PNR check box if you want to redisplay the PNR after ticketing.
10. Click on Send.

Related topics

Issue a Boarding Pass

Reissue a Ticket

Add Fare information to a PNR

Introduction to Invoices and Itineraries

With Amadeus invoices and itineraries, you can provide your customer with a comprehensive and easy-to-read travel schedule as well as a receipt. Amadeus gathers all reservation and pricing information and prints it all in a single document.

Using Amadeus invoices and itineraries, you can:

- Display or print basic, extended, individual, and joint documents
- Print documents in 11 languages
- Choose from a variety of layouts (headers)
- Depending on the ticket stock you use, print filler strip itineraries or mini-itineraries
- Customize your documents using your office profile remark elements
- Manipulate or suppress fare amounts
- Send accounting information records (AIRs) to your back-office system for billing purposes

Basic Invoices

A basic invoice includes:

- Agency name, address, and telephone number
- Amadeus record locator
- Invoice issue date and number of pages
- Billing and mailing information
- Customer name
- Flight information including airline name(s), airline code and flight number, class of service, departure and arrival dates, departure and arrival cities, departure and arrival times, airport information, check-in time (if provided by the airline), frequent flyer information, seating information (if confirmed), free baggage allowance, record locator from airline, aircraft type, ticket number or electronic ticket confirmation number
- Hotel information including hotel name, address and phone number, check-in and check-out dates, confirmation number, booking code and service information (if applicable), and rate per night

- Rental car information including car rental agency name, city, phone and fax number, pick-up and drop-off dates, car type and price, confirmation number, rate quoted/guaranteed, and the base rate followed by base days
- Auxiliary segments
- Remarks

Extended Invoices

An extended invoice includes the same information as the basic invoice, plus:

- Additional flight information including meal information, special service requests, number of stops on direct flights, seating information (both confirmed and requested), flight duration, and whether it's a non-smoking or smoking flight
- Additional hotel information including extended address information, fax and telex numbers, room type, special requests, and fire-safety indicator
- Additional rental car information including the guarantee given, voucher value, special requests, and drop-off charges

Printing Invoices

An invoice is an accountable document that includes information from your office profile, the PNR, and from Amadeus database tables. An invoice provides pricing information and includes either a basic or extended itinerary, depending on the type you request on the print ticket or print invoice screen. You can customize an invoice by transferring remarks from your office profile or adding them directly to the PNR.

Before you can issue an invoice, you must have invoice numbers loaded in your stock master file. When you issue a ticket and invoice together, the sales report automatically cross-references the ticket and invoice numbers.

From the print ticket or print invoice screen in Amadeus Vista, you can select from these options:

Option	Prints...
Basic Individual	Ticket and basic invoice for each name in the PNR
Extended Individual	Ticket and extended invoice for each name in the PNR
Basic Joint	Ticket and basic invoice for all names in the PNR
Extended Joint	Ticket and extended invoice for all names in the PNR

Basic Itineraries

A basic itinerary includes:

- Agency name, address, and telephone number
- Amadeus record locator
- Itinerary issue date and number of pages
- Billing and mailing information
- Customer name
- Flight information including airline name(s), airline code and flight number, class of service, departure and arrival dates, departure and arrival cities, departure and arrival times, airport information, check-in time (if provided by the airline), frequent flyer information, seating information (if confirmed), free baggage allowance, record locator from airline, aircraft type, and ticket number or electronic ticket confirmation number
- Hotel information including hotel name, address and phone number, check-in and checkout dates, confirmation number, booking code and service information (if applicable), and the rate per night
- Rental car information including car rental agency name, city, phone and fax number, pick-up and drop-off dates, car type and price, confirmation number, rate quoted/guaranteed, and the base rate followed by base days

- Auxiliary segments
- Remarks

Extended Itineraries

An extended itinerary includes the same information as the basic itinerary, plus:

- Additional airline information including meal information, special service requests, number of stops on direct flights, seating information (both confirmed and requested), flight duration, and whether this is a non-smoking or smoking flight
- Additional hotel information including extended address information, fax and telex numbers, room type, special requests, and a fire safety indicator
- Additional rental car information including the guarantee given, voucher value, special requests, and drop-off charges

Printing Itineraries

The Amadeus itinerary is your customer's travel plan. It includes information from your office profile, from the PNR, and from Amadeus database tables. You can print an itinerary or display it on your screen. You can also customize the itinerary by transferring remarks from your office profile or adding them directly to the PNR.

From the print ticket or print invoice screen, you can select from these itinerary options:

Option	Function
Display basic individual	Displays a basic itinerary for each name in the PNR
Print basic individual	Prints a ticket and basic itinerary for each name in the PNR
Display extended individual	Displays an extended itinerary for each name in the PNR
Print extended individual	Prints a ticket and extended itinerary for each name in the PNR
Print basic joint	Prints a ticket and basic itinerary for all names in the PNR
Print extended joint	Prints a ticket and extended itinerary for all names in the PNR

Related topics

Issue an Invoice

Issue an Itinerary

Issue an Invoice

Use the Invoice screen within the Document and Print tab to issue an invoice as follows:

1. From the Type drop-down list, select an invoice type. **Example:** Basic Joint Invoice (INVJ).
2. From the Language drop-down list, select the language in which to issue the invoice. **Example:** English.
3. From the Time Display drop-down list, select the time format in which to issue the invoice. **Example:** 12 hours.
4. From the Stored Ticket field, click on to select the TSTs to be issued from the list that appears. You can also enter the numbers directly in the field. **Example:** 1,3.
5. In the Back Date Ticket Issue, enter the date to appear on the invoice, or click on to select a date from the calendar.

   Note: The date range that you can enter is from seven days before to three days after the current date.

6. In the Manual Invoice number, enter the invoice number, if it is different from the next automatic number to be issued.
7. In the Copy Invoice Number field, enter the number of the invoice that you want to issue a copy for.
8. If necessary, fill in the other invoicing options on this screen.
9. Click on an invoice preference. **Example:** Print
10. Click on and select any other applicable options.

    Note: Choosing an invoicing option only affects the current invoicing request. It does not change the overall defaults and preferences you chose when you first set up Amadeus Vista.

11. Select the Redisplay PNR check box if you want to redisplay the PNR after invoicing.
12. Click on Send.

Related topics

Introduction to Invoices and Itineraries

Issue an Itinerary

Issue an Itinerary

Use the Itinerary screen within the Document and Print tab to issue an itinerary as follows:

1. From the Type drop-down list, select an itinerary type. **Example:** Basic Joint Itinerary (IBPJ).
2. From the Language drop-down list, select the language in which to issue the itinerary. **Example:** English.
3. From the Time Display drop-down list, select the time format in which to issue the itinerary. **Example:** 12 hours.
4. In the Remark field, enter the itinerary remarks, or click on to select the remarks from the list that appears.
5. Click on an itinerary preference. **Example:** Print.

   Note: Choosing an itinerary option only affects the current request. It does not change the overall defaults and preferences you chose when you first set up Amadeus Vista.

6. Click on Send.

Related topics

Issue an Invoice

Introduction to Invoices and Itineraries

Issue an Insurance Certificate

Use the Insurance Certificate screen within the Document and Print tab to issue an insurance certificate as follows:

1. From the Language drop-down list, select the language in which to issue the insurance certificate. **Example:** English.
2. If you want to issue a copy of the insurance certificate, select the Copy check box.
3. Click on an insurance certificate preference. **Example:** Print.
4. Select the Redisplay PNR check box if you want to redisplay the PNR after certificate issuance.
5. Click on Send.

Related topics

Introduction to Amadeus Insurance

Issue a Boarding Pass

Use the Boarding Pass icon within the Ticket tab to:

- Issue a duplicate or infant boarding pass
- Issue a boarding pass on a remote printer, or a printer in your office not associated to your computer

To issue a boarding pass:

1. Click on the appropriate ticket stock option. **Example:** ATB
2. To print a duplicate boarding pass, select the Duplicate check box.
3. To print a boarding pass for an infant, select the Infant check box.
4. To use a different in-house printer, enter the printer address in the Printer field (**Example:** SA0145). If left blank, the boarding pass is printed from the printer associated to your computer.
5. To print the boarding pass at a satellite or remote location, enter the Distribution Profile Record (DPR) identifier in the Satellite field. **Example:** 22
6. Click on Send.

Related topics

Issue a Ticket

Issue a Boarding Pass

Use the Boarding Pass icon within the Ticket tab to:

- Issue a duplicate or infant boarding pass
- Issue a boarding pass on a remote printer, or a printer in your office not associated to your computer

To issue a boarding pass:

1. Click on the appropriate ticket stock option. **Example:** ATB
2. To print a duplicate boarding pass, select the Duplicate check box.
3. To print a boarding pass for an infant, select the Infant check box.
4. To use a different in-house printer, enter the printer address in the Printer field (**Example:** SA0145). If left blank, the boarding pass is printed from the printer associated to your computer.
5. To print the boarding pass at a satellite or remote location, enter the Distribution Profile Record (DPR) identifier in the Satellite field. **Example:** 22
6. Click on Send.

Related topics

Issue a Ticket

Display AIS Pages

Use the Amadeus Information screen within the AIS tab to display AIS pages in one of the following ways:

- If you know the page that you want to display, enter the quickpath next to Information Quickpath (**Example:** NEWS or AIRQFBAGS) then click on Send.
- To choose from a list of frequently-used pages, select one from the drop-down list next to Topics, then click on Send.

In the screen that appears, you can use the arrows in the toolbar to navigate up and down as well as move to the top and bottom of the page.

If a page contains a line or page reference (**Example:** MS106 or GPINT) you can double click on it to move to that page or line.

Related topics

Display Updated Pages

Find Information

Find Information

Use the Find screen within the AIS tab to navigate within an AIS topic in one of the following ways:

Move to another page within the current page

1. Click on the Find tab.
2. Click on the Go to a Page option, and enter the page reference. **Example:** 154
3. Click on Send.

Move to a specific line within the page

1. Click on the Find tab.
2. Click on the Go to a Line Within a Page option, and enter the line number. **Example:** 64
3. Click on Send.

Find information within a page

1. Click on the Find tab.
2. Enter the text that you are searching for in the field next to Find Text in the Current Page.
3. Click on Send.

Related topics

Display AIS Pages

Display Updated Pages

Use the Latest Updates screen within the AIS tab to display a list of recently updated pages as follows:

1. Enter the number of days to go back. **Example:** 3
2. Click on Send.

Related topics

Display AIS Pages

Encode

Depending on the field from which you click on the Encode button, ..., you can encode one of the following:

- An airport
- A city
- A country, state, or province
- A company (airline, car rental, hotel property)
- A currency

To encode one of the above:

1. Click on ...
2. In the Value field, enter the name that you want to encode.
   Example: Amsterdam
3. Click on Encode.
4. From the list that appears, click on the relevant code.
   The corresponding field is automatically updated with the selected code.

Decode

To decode a location, company, or equipment code, switch to the Command Page, and enter HE DECODE for a list of the corresponding entries.

```
>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
 GROUND TRANSPORT (G:GRD)
 ------------------------
 THE G CODE IS USED ONLY BY SK TO DISPLAY GROUND TRANSPORT
 NAMES.
 NOTE: THIS CODE IS USED FOR SWEDISH GROUND TRANSPORT, WHICH
       CAN ONLY BE SOLD IN SWEDEN.

 EXAMPLE:
 ----------------------------------------------------------------
 DANGOTEBORG
 A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL S:ASSOC
   GS2 G GOTEBORG CENTRUM         /SE
   GS5 G GOTEBORG CITY            /SE
   GH9 G GOTEBORGSHOTEL           /SE
 ----------------------------------------------------------------
   GS2        ALPHANUMERIC GROUND TRANSPORT CODE
   G          CODE FOR GROUND TRANSPORT
   GOTEBORG.. FULL NAME OF GROUND TRANSPORT
   /SE        COUNTRY CODE
                                                              >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
 ALL AFFILIATED LOCATIONS
 ------------------------
 WITH 'DAC' ENTRIES, YOU CAN EXPAND THE LIST TO INCLUDE ALL
 TYPES OF LOCATION ASSOCIATED TO THE IATA CODE YOU SPECIFY.
```

```
FOR EXAMPLE:  DAC NYC/ALL

THE DISPLAY LISTS THE LOCATIONS BY LOCATION-TYPE. HERE IS
PART OF THE DISPLAY YOU SEE WITH THE ENTRY:  DAC LON/ALL

-------------------------------------------------------------
A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL S:ASSOC
CITY :
  LON C  LONDON                  /GB:UNITED KINGDOM
AIRPORT-HELIPORT :
  LGW A  GATWICK                 /GB      -  0M
  LHR A  HEATHROW                /GB      -  0M
  LCY A  LONDON CITY APT         /GB      -  0M
-------------------------------------------------------------

                                                          >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
DAN/DAC DISPLAYS: CHANGING BETWEEN MILES AND KILOMETERS
-------------------------------------------------------
DISTANCES ON DAN AND DAC DISPLAYS CAN BE SHOWN IN EITHER MILES
OR KILOMETERS:

- TO CHANGE MILES TO KILOMETERS, ENTER: JGU/DIS-K

- TO CHANGE KILOMETERS TO MILES, USE THE SAME ENTRY BUT
  WITH AN M FOR MILES, INSTEAD OF K FOR KILOMETERS:  JGU/DIS-M

FOR HELP WITH OTHER JGU ENTRIES, ENTER: HE JGU









                                                          >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
ENCODING AND DECODING A COUNTRY, CURRENCY, AND TARIFF AREA
----------------------------------------------------------
USE THE DC ENTRY TO ENCODE A COUNTRY NAME, OR TO DECODE A 2- OR
3-LETTER COUNTRY OR NATIONALITY CODE. FOR EXAMPLE:

- TO FIND THE COUNTRY CODE FOR CANADA, ENTER: DC CANADA
- TO FIND THE COUNTRY FOR CODE CA, ENTER: DC CA

THE SYSTEM RESPONSE SHOWS THE ENTRY YOU MADE, FOLLOWED BY:

  CA   CANADA/N AMERICA   TC1
  CAD  CANADIAN DOLLAR    LOCAL/INTL PUBLISHED
  CAN  CANADIAN CITIZEN

  CA                       2-LETTER COUNTRY CODE
```

```
  CANADA/N AMERICA         COUNTRY/CONTINENT
  TC1                      IATA TRAFFIC CONFERENCE AREA
  CAD  CANADIAN DOLLAR     CURRENCY CODE, AND NAME
  CAN  CANADIAN CITIZEN    3-LETTER AIRIMP COUNTRY/CITIZEN CODE
                           AND NAME                        >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
 THE EUROPEAN MONETARY UNION
 ---------------------------
 ON JANUARY 1, 2002, THIRTEEN EUROPEAN COUNTRIES CHANGED TO THE
 SINGLE EUROPEAN CURRENCY, THE EURO, OTHER COUNTRIES MAY JOIN
 THE MONETARY UNION IN THE COMING YEARS.

 TO LIST THE COUNTRIES THAT PARTICIPATE IN THE EUROPEAN MONETARY
 UNION, ENTER:
                         DC EMU

 FOR MORE INFORMATION ON THE EURO, ENTER:  HE EURO









                                                              >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
 ENCODING AND DECODING A STATE OR PROVINCE
 -----------------------------------------
 YOU MAKE THE DNS ENTRY TO ENCODE THE NAME OR DECODE THE CODE
 OF A STATE OR PROVINCE. FOR EXAMPLE:

               DNS QUEBEC - ENCODE NAME OF PROVINCE
               DNS CA QC  - DECODE COUNTRY AND PROVINCE CODE

 THE SYSTEM RESPONSE SHOWS THE ENTRY YOU MADE, FOLLOWED BY THE
 LINE:         CA QC QUEBEC/CANADA

 WHEN YOU DECODE THE NAME OF A STATE OR PROVINCE THAT CONTAINS
 LESS THAN FIVE LETTERS, YOU MUST ADD AN ASTERISK (*) AT THE END
 OF THE NAME. FOR EXAMPLE:

               DNS IOWA*

 (YOU CAN ALSO ADD THE ASTERISK AFTER THE FIRST FOUR LETTERS OF
 LONGER STATE OR PROVINCE NAMES TO SAVE KEY STROKES.)
                                                              >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
 ENCODING AND DECODING AN AIRLINE
 --------------------------------
 YOU MAKE THE DNA ENTRY TO ENCODE AN AIRLINE NAME, OR DECODE
```

```
AN AIRLINE CODE. FOR EXAMPLE:

              DNA IBERIA - ENCODE AIRLINE NAME
              DNA IB     - DECODE AIRLINE CODE

THE SYSTEM RESPONSE SHOWS THE ENTRY YOU MADE, FOLLOWED BY:

IB/IBE 075 IBERIA

IB       2-LETTER AIRLINE CODE      (SOME AIRLINES HAVE ONLY
IBE      3-LETTER AIRLINE CODE       ONE CODE)
075      TICKET CODE
IBERIA   AIRLINE CODE

YOU CAN DECODE AIRLINE TICKET CODES WITH THE DNA ENTRY. FOR
EXAMPLE, DNA 005 WILL GIVE YOU DETAILS ABOUT CONTINENTAL
AIRLINES.                                                  >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
ENCODING AND DECODING AN AIRCRAFT TYPE
--------------------------------------
YOU MAKE THE DNE ENTRY TO ENCODE AND DECODE AN AIRCRAFT TYPE.
FOR EXAMPLE:

              DNE BOEING 747 - ENCODE AIRCRAFT NAME
              DNE 747        - DECODE AIRCRAFT CODE

SYSTEM RESPONSE TO DECODE ENTRY:

  747 W BOEING 747 ALL SERIES PASSENGER    * JET * 276-568

  747            AIRCRAFT CODE
  W              WIDE BODY (OR 'N' FOR 'NARROW BODY')
  BOEING 747...  AIRCRAFT NAME (AND TYPE, WHEN THERE IS MORE
                 THAN ONE TYPE OF AIRCRAFT WITH THIS NAME)
  * JET *        FORM OF PROPULSION
  276-568        MINIMUM AND MAXIMUM NUMBER OF SEATS

                                                           >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
NOTE: SOME AIRCRAFT NAMES HAVE MORE THAN ONE CODE. WHEN THIS IS
      THE CASE, ALL CODES FOR THAT AIRCRAFT NAME ARE LISTED.
```

```
                                                                >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
 ENCODING AND DECODING A CAR COMPANY
 -----------------------------------
 YOU USE THE DNC ENTRY TO ENCODE A CAR COMPANY NAME, OR DECODE
 A CAR COMPANY CODE. FOR EXAMPLE:

               DNC NATIONAL - ENCODE A CAR COMPANY NAME
               DNC ZL       - DECODE A CAR COMPANY CODE
               DNC ACE*

 NOTE: WHEN ENCODING A NAME, YOU CAN ENTER ANY NUMBER OF
          LETTERS EXCEPT 3. OTHERWISE AMADEUS ASSUMES YOU ARE
          DECODING A 3-CHARACTER RATE CODE. TO SPECIFY 3
          CHARACTERS OF A NAME, ADD AN ASTERISK TO MAKE THE
          NUMBER OF CHARACTERS 4 (AS IN THE EXAMPLE ABOVE).

                                                                >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
 WHEN YOU MAKE THE ENCODE/DECODE TRANSACTION, THE SYSTEM
 RESPONSE YOU RECEIVE CONTAINS THE FOLLOWING:

  - THE CAR COMPANY NAME AND CODE
  - THE AMADEUS ACCESS LEVEL
  - IF THE CAR COMPANY OPERATES UNDER DIFFERENT NAMES IN
    DIFFERENT COUNTRIES, A LIST OF ALL COMPANY NAMES WITH
    COUNTRY CODES.
  - THE AMADEUS INFORMATION PAGE REFERENCE FOR THE COMPANY (WHEN
    PROVIDED, AND WHEN YOU USE THE CAR COMPANY CODE IN THE
    ENTRY).

 THE NEXT SCREEN PROVIDES AN EXAMPLE OF A SYSTEM RESPONSE.

                                                                >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
 EXAMPLE OF A SYSTEM RESPONSE:
```

```
DNCZL
ZL   NATIONAL            - VARIOUS        (COMPLETE ACCESS)
     INTERRENT           - FI
     NIPPON              - JP
     TILDEN              - US
     MORE INFORMATION GGCARZL

THE RESPONSE GIVES THE FOLLOWING INFORMATION:

- ZL IS THE CODE FOR NATIONAL, WHICH IS A CARS COMPLETE ACCESS
  COMPANY.

- NATIONAL ALSO OPERATES UNDER THE FOLLOWING NAMES: INTERRENT
  IN FINLAND, NIPPON IN JAPAN, AND TILDEN IN THE USA.

- THE AMADEUS ONLINE HELP PAGES FOR NATIONAL ARE AVAILABLE IN
  GGCARZL.
                                                            >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
ENCODING AND DECODING HOTEL CHAIN NAMES OR CODES
------------------------------------------------
YOU USE THE DNH ENTRY TO ENCODE ANY HOTEL CHAIN NAME, OR TO
DECODE ANY HOTEL CHAIN CODE (BOTH SUB AND MASTER CHAINS).
FOR EXAMPLE:

- ENCODE HOTEL SUB CHAIN NAME:  DNH HOLIDAY INN
  RESPONSE:  HI HOLIDAY INN

- ENCODE HOTEL MASTER CHAIN NAME:  DNH CARLSON HOSPITALITY
  RESPONSE: MASTER CHAIN CODE : CW CARLSON HOSPITALITY
            (LIST OF SUB CHAINS)

- DECODE HOTEL SUB CHAIN CODE:  DNH HI
  RESPONSE:  HI HOLIDAY INN

- DECODE HOTEL MASTER CHAIN CODE:  DNH EH
  RESPONSE:  MASTER CHAIN CODE : EH  EVERY HILTON
             (LIST OF SUB CHAINS)
                                                            >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
ENCODING AND DECODING A HOTEL RATE
----------------------------------
YOU MAKE THE DNN ENTRY TO ENCODE A COMPANY NAME TO FIND ITS
RATE CODE, OR TO DECODE A RATE CODE TO FIND THE COMPANY
FOR EXAMPLE:

- DECODE RATE CODE:     DNN ABC
          RESPONSE:     DNN ABC
                        ABC  ABC REED TRAVEL GROUP

- ENCODE COMPANY NAME:  DNN ABB*
             RESPONSE:  ABM  ABB MANAGEMENT SERVICES
                        ABL  ABBOTT LABS
```

```
  NOTE: WHEN ENCODING A NAME, YOU CAN ENTER ANY NUMBER OF
        LETTERS EXCEPT 3. OTHERWISE AMADEUS ASSUMES YOU ARE
        DECODING A 3-CHARACTER RATE CODE. TO SPECIFY 3
        CHARACTERS OF A NAME, ADD AN ASTERISK TO MAKE THE
        NUMBER OF CHARACTERS 4 (AS IN THE EXAMPLE ABOVE).
                                                          >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
 ENCODING AND DECODING RAIL PROVIDERS
 ------------------------------------
 - TO GET A PROVIDER NAME FROM ITS CODE, ENTER: DNP 2V (WHERE 2V
   IS THE PROVIDER CODE)
 - TO GET A PROVIDER CODE FROM ITS NAME, ENTER: DNP AMTRAK
   (WHERE AMTRAK IS THE PROVIDER NAME)

 SYSTEM RESPONSE:   DNP2V
 ----------------------------------------------------------------
 PROVIDER : ALL              PROVIDER NAME
 ----------------------------------------------------------------
 2V -     : TRN - TRAIN      AMTRAK  US NATIONAL RAILROAD
 ----------------------------------------------------------------
 TOTAL NUMBER OF RECORDS : 0001
 ----------------------------------------------------------------

 NOTE: WHEN DECODING A PROVIDER NAME THAT HAS FEWER THAN FIVE
       LETTERS, YOU MUST ADD AN ASTERISK (*) AT THE END OF THE
       PROVIDER NAME, AS AMADEUS CAN ONLY RECOGNIZE A PROVIDER
       WITH A MINIMUM OF FIVE LETTERS. EXAMPLE: DNP SNCF*    >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
 ENCODING AND DECODING INSURANCE COMPANIES
 -----------------------------------------
 - TO GET A PROVIDER NAME FROM ITS CODE, ENTER: DNP AXA (WHERE
   AXA IS THE PROVIDER CODE)
 - TO GET A PROVIDER CODE FROM ITS NAME, ENTER: DNP AXA
   ASSISTANCE (WHERE AXA ASSISTANCE IS THE PROVIDER NAME)

 SYSTEM RESPONSE:   DNPAXA
 -----------------------------------------------------------------
 PROVIDER : ALL              PROVIDER NAME
 -----------------------------------------------------------------
 AXA- FR  : INS - INSURE     AXA ASSISTANCE
 -----------------------------------------------------------------
 TOTAL NUMBER OF RECORDS : 0001
 -----------------------------------------------------------------

 NOTE: WHEN DECODING A PROVIDER NAME THAT HAS FEWER THAN FIVE
       LETTERS, YOU MUST ADD AN ASTERISK (*) AT THE END OF THE
       PROVIDER NAME, AS AMADEUS CAN ONLY RECOGNIZE A PROVIDER
       WITH A MINIMUM OF FIVE LETTERS.                       >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
 ENCODING AND DECODING TOUR OPERATORS
```

```
 ------------------------------------
 -TO GET A PROVIDER NAME FROM ITS CODE, ENTER: DNP VIS (WHERE
  VIS IS THE PROVIDER CODE)
 -TO GET A PROVIDER CODE FROM ITS NAME, ENTER: DNP VISIT FRANCE
  (WHERE VISIT FRANCE IS THE PROVIDER NAME)

 SYSTEM RESPONSE:   DNPVIS
 ----------------------------------------------------------------
 PROVIDER : ALL              PROVIDER NAME
 ----------------------------------------------------------------
 VIS-     : TTO - CATOUR     VISIT FRANCE
 ----------------------------------------------------------------
 TOTAL NUMBER OF RECORDS : 0001
 ----------------------------------------------------------------
 NOTE: WHEN DECODING A PROVIDER NAME THAT HAS FEWER THAN FIVE
       LETTERS, YOU MUST ADD AN ASTERISK (*) AT THE END OF THE
       PROVIDER NAME, AS AMADEUS CAN ONLY RECOGNIZE A PROVIDER
       WITH A MINIMUM OF FIVE LETTERS.
                                                            >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
 ENCODING AND DECODING CRUISE LINES
 ----------------------------------
 LIST:
 -CODES ASSOCIATED TO A CITY            DBPAR              MS 85
 -STATES/PROVINCES FOR COUNTRY          DNSUS              MS106
 -CONNECTING POINTS                     DXLAXMRS           HE DX
 -TO GET A PROVIDER NAME FROM ITS CODE, ENTER: DNP PCL (WHERE
  PCL IS THE PROVIDER CODE)
 -TO GET A PROVIDER CODE FROM ITS NAME, ENTER: DNP PRINCESS
  CRUISES (WHERE PRINCESS CRUISES IS THE PROVIDER NAME)

 SYSTEM RESPONSE:   DNPPCL
 ----------------------------------------------------------------
 PROVIDER : ALL              PROVIDER NAME
 ----------------------------------------------------------------
 PCL-     : CRU - CRUISE     PRINCESS CRUISES
 ----------------------------------------------------------------
 TOTAL NUMBER OF RECORDS : 0001
 ----------------------------------------------------------------
                                                            >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z
 NOTE: WHEN DECODING A PROVIDER NAME THAT HAS FEWER THAN FIVE
       LETTERS, YOU MUST ADD AN ASTERISK (*) AT THE END OF THE
       PROVIDER NAME, AS AMADEUS CAN ONLY RECOGNIZE A PROVIDER
       WITH A MINIMUM OF FIVE LETTERS.
```

```
                                                                >MD

>md
                        ENCODE / DECODE       EN  21FEB07 1008Z

 DECODING CAR EQUIPMENT
 ----------------------
 IN CAR SELL ENTRIES, YOU CAN REQUEST SPECIAL EQUIPMENT USING
 THE /SQ- OPTION, BUT YOU MUST USE THE CORRECT 3-LETTER ACRISS
 CODES. FOR A LIST OF THESE CODES, ENTER: CEA

   CE  TRANSACTION CODE
   A   LETTER A TO INDICATE THAT YOU WANT A FULL LIST (LIST
       FROM LETTER A ONWARDS)

 YOU CAN ALSO:   START THE LIST FROM ANY TARGET LETTER:  CEP
                 DECODE A SPECIFIC CODE:                 CEPHN
                 (NOTE: NO SPACE BETWEEN CE AND THE CODE)

 NOT ALL CAR COMPANIES SUPPORT ALL CODES. TO CHECK WHICH CODES A
 CAR COMPANY SUPPORTS, ENTER: CE/CO-XX (WHERE XX IS THE CAR
 COMPANY CODE).


                    *** END OF DISPLAY ***
>


 FOR AN EXPLANATION, PLEASE ENTER: MS64

 TASK                                    FORMAT         REFERENCE
 ----                                    ------         ---------
 ENCODE LOCATION:                        DANLONDON          MS148
 -PARTIAL NAME                           DANLOND*           MS169
 -SPECIFIC COUNTRY ONLY                  DANLONDON/GB       MS190
 -TRAIN STATIONS CALLED...               DANEUSTON/R        MS190
 -NEAREST TEN AIRPORTS                   DANBOSTON/N        MS190
 -ONE COUNTRY, TRAIN STATIONS CALLED...  DANEUSTON/GB/R     MS190
 -ASSOCIATED LOCATIONS CALLED...         DANLONDON/S        MS253
 -SPECIFIED COUNTRY/STATE ONLY           DANROME/USGA       MS316
 -LOCATIONS THAT START WITH 'A' IN       DANA/FR            MS337
  A COUNTRY
 DECODE LOCATION                         DACLHR             MS148
 -ALL AFFILIATED LOCATIONS               DACLHR/ALL         MS463

 CHANGE DISTANCES ON DAN/DAC
  DISPLAY FROM KILOMETERS TO MILES       JGU/DIS-M          MS484
                                                              >MD
>
```

```
>gpgp enc

INVALID FORMAT
>gp enc
                        ENCODE / DECODE       EN  21FEB07 1008Z

 FOR AN EXPLANATION, PLEASE ENTER: MS64

 TASK                                    FORMAT         REFERENCE
 ----                                    ------         ---------
 ENCODE LOCATION:                        DANLONDON          MS148
 -PARTIAL NAME                           DANLOND*           MS169
 -SPECIFIC COUNTRY ONLY                  DANLONDON/GB       MS190
 -TRAIN STATIONS CALLED...               DANEUSTON/R        MS190
 -NEAREST TEN AIRPORTS                   DANBOSTON/N        MS190
 -ONE COUNTRY, TRAIN STATIONS CALLED... DANEUSTON/GB/R     MS190
 -ASSOCIATED LOCATIONS CALLED...         DANLONDON/S        MS253
 -SPECIFIED COUNTRY/STATE ONLY           DANROME/USGA       MS316
 -LOCATIONS THAT START WITH 'A' IN       DANA/FR            MS337
  A COUNTRY
 DECODE LOCATION                         DACLHR             MS148
 -ALL AFFILIATED LOCATIONS               DACLHR/ALL         MS463

 CHANGE DISTANCES ON DAN/DAC
  DISPLAY FROM KILOMETERS TO MILES       JGU/DIS-M          MS484
                                                              >MD
>md
                        ENCODE / DECODE       EN  21FEB07 1008Z

 TASK                                    FORMAT         REFERENCE
 ----                                    ------         ---------
 ENCODE/DECODE:
 -COUNTRY (& CURRENCY/TRAFFIC CONF)DCCANADA       DCCA     MS505
 -STATE OR PROVINCE                DNSQUEBEC      DNSCAQU  MS547
 -AIRLINE                          DNAIBERIA      DNAIB    MS568
 -AIRCRAFT                         DNEBOEING747   DNE747   MS589
 -CAR COMPANY                      DNCNATIONAL    DNCZL    MS631
 -HOTEL SUB OR MASTER CHAIN        DNHHILTON      DNHHL    MS694
 -HOTEL RATE                       DNNBEST        DNNBAB   MS715
 -RAIL COMPANY                     DNPAMTRAK      DNP2V    MS736
 -INSURANCE COMPANY             DNPAXA ASSISTANCE DNPAXA   MS757
 -TOUR OPERATOR                    DNPVISITFRANCE DNPVIS   MS778
 -CRUISE LINES                     DNPPRINCESS    DNPPLC   MS799

 LIST:
 -CODES ASSOCIATED TO A CITY       DBPAR                   MS 85
 -STATES/PROVINCES FOR COUNTRY     DNSUS                   MS106
 -LOCATIONS IN STATE/PROVINCE      DANA/US GA              MS127
                                                              >MD
>md
                        ENCODE / DECODE       EN  21FEB07 1008Z

 TASK                                    FORMAT         REFERENCE
 ----                                    ------         ---------
 DECODE CAR EQUIPMENT
 -LIST OF CODES, STARTING FROM LETTER P CEP                MS841
 -DECODE SPECIFIC CODE                  CEPHN              MS841
```

```
-DISPLAY EQUIPMENT CODES SUPPORTED BY  CE/CO-XX          MS841
 A CAR COMPANY

RELATEDTOPICS
--------------
EUROPEAN MONETARY UNION                                 MS526
EXPLANATION OF LOCATION DISPLAY                         MS358




                                                          >MD
>md
                        ENCODE / DECODE       EN  21FEB07 1008Z

EXPLANATION
-----------
AMADEUS USES CODES TO REPRESENT LOCATIONS, COMPANIES, AND
EQUIPMENT IN THE ENTRIES YOU USE IN AMADEUS AND THE DISPLAYS
THAT ARE RETURNED TO YOU. THEREFORE YOU NEED TO BE ABLE TO
INTERPRET THE CODES YOU SEE AND USE.

THE ENCODE AND DECODE TRANSACTIONS ALLOW YOU TO:
- DISPLAY THE CODE FOR A FULL NAME THAT YOU ENTER
- DISPLAY THE FULL NAME FOR A CODE THAT YOU ENTER
- IN SOME CASES, DISPLAY A FULL LIST OF CODES OF A CERTAIN TYPE

THERE ARE DIFFERENT ENCODE/DECODE TRANSACTIONS, ACCORDING TO
THE CODE/TYPE OF NAME YOU WANT TO LOOK UP.

YOU CAN ENCODE AND DECODE:
- LOCATIONS (COUNTRIES, CITIES, STATES)
- COMPANIES (AIRLINES, CARS, HOTELS, RAIL)
- EQUIPMENT (CARS, AIRCRAFT)
                                                          >MD
>md
                        ENCODE / DECODE       EN  21FEB07 1008Z

LISTING CODES ASSOCIATED TO A CITY
----------------------------------
TO LIST ALL THE CODES ASSOCIATED TO A TARGET CITY, ENTER DB
THEN THE CODE FOR THE CITY (OR ONE OF ITS AIRPORTS).
EXAMPLE: DB NYC

SYSTEM RESPONSE:  MULTI-AIRPORT
                  CITY: NYC   NEW YORK/NY/USA

                  ARPT: EWR   NEWARK INTL
                        JFK   JOHN F KENNEDY
                        JRA   WEST 30TH ST HP
                        JRB   DOWN MANH HPT
                        JRE   EAST 60TH HPT
                        LGA   LA GUARDIA
```

```
                                                                >MD
>md
                        ENCODE / DECODE       EN  21FEB07 1008Z

 LISTING STATES OR PROVINCES FOR A COUNTRY
 -----------------------------------------
 TO LIST THE STATES OR PROVINCES OF A COUNTRY, YOU ENTER  DNS
 FOLLOWED BY THE COUNTRY CODE. FOR EXAMPLE: DNS AU

 SYSTEM RESPONSE:  DNS AU
                   AU AUSTRALIA
                      AC AUSTRALIAN CAPITAL TERRITORY
                      NS NEW SOUTH WALES
                      NT NORTHERN TERRITORY
                      QL QUEENSLAND
                      SA SOUTH AUSTRALIA
                      TS TASMANIA
                      VI VICTORIA
                      WA WESTERN AUSTRALIA

 YOU CAN LIST THE STATES OR PROVINCES FOR THE FOLLOWING
 COUNTRY CODES:
   AR - ARGENTINA     BR - BRAZIL     US - USA
   AU - AUSTRALIA     CA - CANADA                            >MD
>md
                        ENCODE / DECODE       EN  21FEB07 1008Z

 LISTING LOCATIONS IN A STATE OR PROVINCE
 ----------------------------------------
 TO LIST LOCATIONS IN A STATE OR PROVINCE, YOU MAKE THE DAN
 ENTRY, FOLLOWED BY A LETTER OF THE ALPHABET, A SLASH, A COUNTRY
 CODE, AND A STATE OR PROVINCE CODE.

 FOR EXAMPLE, TO OBTAIN A LIST OF LOCATIONS BEGINNING WITH THE
 LETTER A IN THE STATE OF GEORGIA, USA, ENTER: DANA/US GA

 SYSTEM RESPONSE:

 DANA/USGA
 A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL S:ASSOC TOWN
 LOCATION NOT FOUND, SIMILAR NAMES DISPLAYED
   ABY*C  ALBANY                      -  OK              /USGA
   NAB A  ALBANY NAS                  -  OK              /USGA
   AHN C  ATHENS                      -  OK              /USGA
   AHN A  ATHENS                      -  OK              /USGA

                                                                >MD
>md
                        ENCODE / DECODE       EN  21FEB07 1008Z

 ENCODING AND DECODING A LOCATION
 --------------------------------
 - TO ENCODE AN IATA NAME:  DAN (IATA NAME)
                 EXAMPLES:  DAN LONDON   DAN HEATHROW
```

```
 - TO DECODE AN IATA CODE:  DAC (IATA CODE)
                 EXAMPLES:  DAC LON   DAC LHR

 IN BOTH CASES, THE RESPONSE LISTS ALL MATCHING:
 - IATA LOCATIONS (CITIES OR OFF-LINE POINTS, AN OFF-LINE POINT
   BEING A TOWN WITHOUT AN AIRPORT).
 - IATA SUB-LOCATIONS (AIRPORTS, HELIPORTS, RAILWAYS,
   BUS STATIONS).

 IF THE DNI ATTRIBUTE IN YOUR LOCAL SECURITY AGENT PROFILE IS
 SET TO YES, YOU CAN ALSO LIST ALL ASSOCIATED LOCATIONS WITH A
 DAN ENTRY. ASSOCIATED LOCATIONS DO NOT HAVE AN IATA CODE BUT
 ARE ASSOCIATED TO EITHER AN IATA LOCATION OR IATA SUB-LOCATION.
 HOWEVER, IF THE DNI ATTRIBUTE IN YOUR PROFILE IS SET TO NO, YOU
 NEED TO ADD /S TO THE END OF YOUR DAN ENTRY TO LIST ASSOCIATED
 LOCATIONS. FOR MORE INFORMATION, ENTER: HE JGU              >MD
>md
                        ENCODE / DECODE       EN  21FEB07 1008Z

 FOR ASSOCIATED LOCATIONS, THE DISTANCE FROM THE RELEVANT
 LOCATION OR SUB-LOCATION IS INDICATED, IF KNOWN.

 YOU CAN USE AN ASTERISK (*) AS A WILD CARD. FOR EXAMPLE, IF
 YOU DO NOT KNOW HOW TO SPELL "SINGAPORE" BUT YOU KNOW IT
 STARTS WITH "SING", YOU CAN LIST ALL LOCATIONS STARTING WITH
 "SING" BY ENTERING:  DAN SING*   THE RESPONSE IS AS FOLLOWS:

 A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL A:ASSOC
   SIN*C  SINGAPORE               /SG
   SGB A  SINGAUA                 /PG
   SGB C  SINGAUA                 /PG
   ZQA O  SINGEN                  /DE
   IXA A  SINGERBHIL              /IN
   SIQ C  SINGKEP                 /ID
   SIX A  SINGLETON               /AUNS
   SIX C  SINGLETON               /AUNS
 NOTE: THE ASTERISK (*) NEXT TO SIN SHOWS THAT SIN IS A CITY
       CODE SERVED BY MORE THAN 1 AIRPORT AND SIN IS ALSO THE
       CODE OF ONE OF THE AIRPORTS.                          >MD
>md
                        ENCODE / DECODE       EN  21FEB07 1008Z

 LOCATION OPTIONS
 ----------------
 WITH 'DAN' (BUT NOT 'DAC') YOU CAN RESTRICT THE DISPLAY BY:
 - COUNTRY CODE (OR COUNTRY/STATE CODE).
 - LOCATION TYPE, AS DEFINED IN THE LEGEND ON DAN DISPLAYS
   (A:ARPT B:BUS C:CITY, ETC)

 TO FIND                                     ENTER
 -------                                     -----
 ANY LOCATION CALLED LONDON, BRITAIN ONLY    DANLONDON/GB
 AIRPORTS CALLED HEATH                       DANHEATH/A
 NEAREST TEN AIRPORTS TO A LOCATION          DANBOSTON/N
 ASSOCIATED LOCATIONS CALLED IRVINE          DANIRVINE/S
   (SEE ALSO NEXT SCREEN: MD)
 RAILWAYS CALLED EUSTON                      DANEUSTON/R
```

```
 RAILWAYS CALLED EUSTON, BRITAIN ONLY      DANEUSTON/GB/R
   (COUNTRY CODE BEFORE TYPE CODE)

 NOTE: THE DISPLAY SHOWS ANY LOCATIONS CONTAINING THE LETTERS
       YOU GIVE. EXAMPLE: DANHEATH/A FINDS HEATHROW AIRPORT. >MD
>
```