

Amadeus Selling Platform Training Manual



Before You Start

Introduction

This training module describes the Amadeus Selling Platform Graphical User Interface (GUI), and its main features. It explains how to use the Selling Platform from an end-user point of view, including the non-air products, Cars and Hotels. This module also provides information about the Command page, where distribution system expert users can enter cryptic entries, and create or run Smart Keys.

Objectives

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

- Provide an overview of the Selling Platform, including its purpose and the user interface.
- Work in the Command page, and create Smart Keys.
- Display and use the Amadeus Online Help.
- Request Amadeus Information Pages information.
- Request flight availabilities, flight information and book seats.
- Display the PNR summary and modify or delete segments.
- Create, modify and split a PNR.
- Place PNRs on queue, retrieve and interpret queues.
- Display and interpret a fare display, request an informative pricing or price your itinerary.
- Create, modify and delete a TST.
- Issue a ticket, an invoice, and an itinerary.
- Void, refund and reissue tickets and refund tickets through Amadeus Automated Refunds.
- Display hotel availabilities, lists, rates, terms and features.
- Book a rental car from an availability display and request car information.
- Create, display and modify profiles.
- Create profiles with travel policies and understand the various displays.

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Introduction to the Amadeus Selling Platform

The Graphic page provides intuitive access to familiar Amadeus host functionality for any agency. To complete a transaction, just click on a button and fill in the blanks. You can book and price flights, reserve hotel rooms and cars, and view information on a full range of travel services. Pop-up instructions and explanations guide the user.

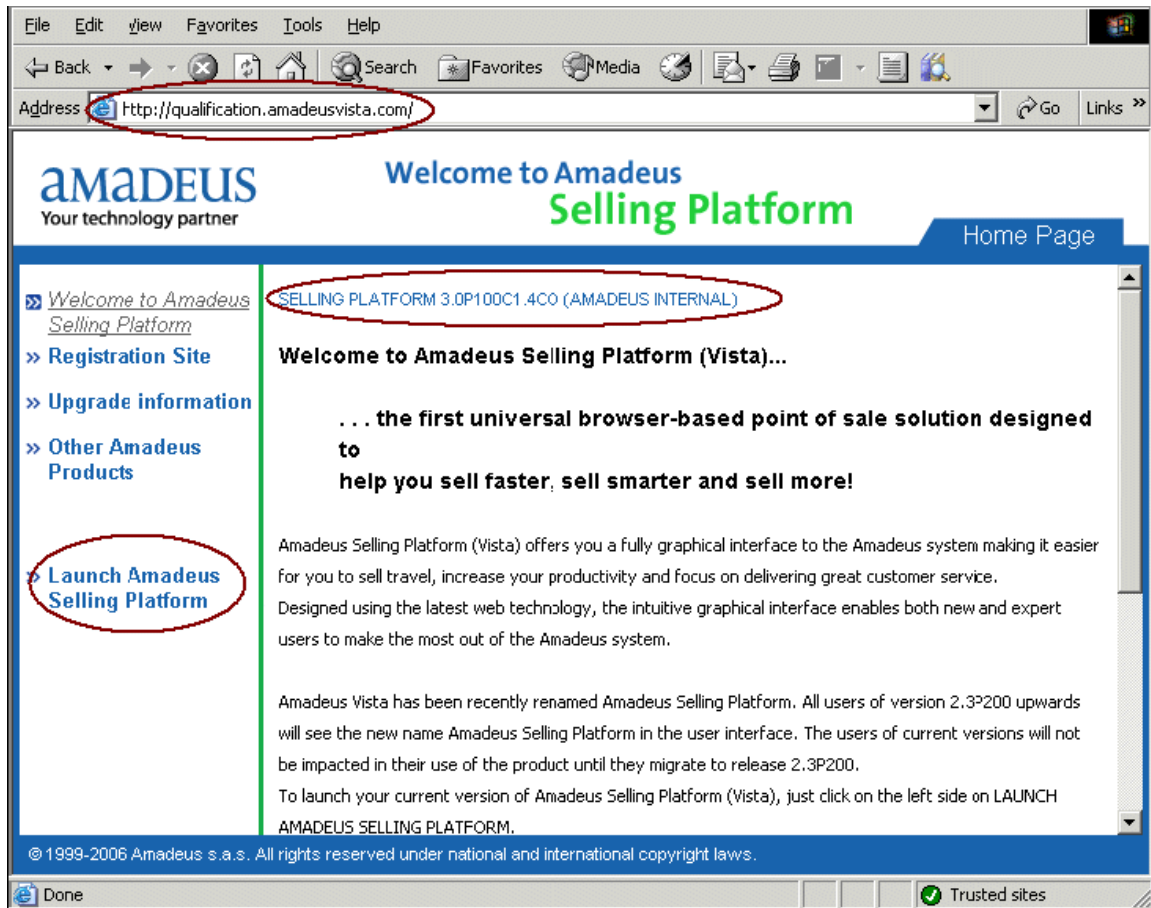
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2 HKL LH 969 N MUC 2 15FEB 10:35 FRA 15FEB 11:45																																																																															
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Insurance																																																																															
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Billing/Mailing address Add : Billing/Mailing address																																																																															
Fare elements Add : Payment Original payment Validating carrier Commission Endorsement Fare discount Original issue Extra Queuing option Address verification																																																																															
Services Add : Seat Meal Assistance Extra Other services																																																																															
Remarks Add : Accounting Confidential remark Invoice/Itinerary remark Miscellaneous remark Corporate remark																																																																															
Security Add : Security																																																																															

Note: The screen displays in this document have mainly been captured from PNRs created in practice training. Therefore, certain information such as airline record locators or provider confirmation numbers do not appear.

Signing In

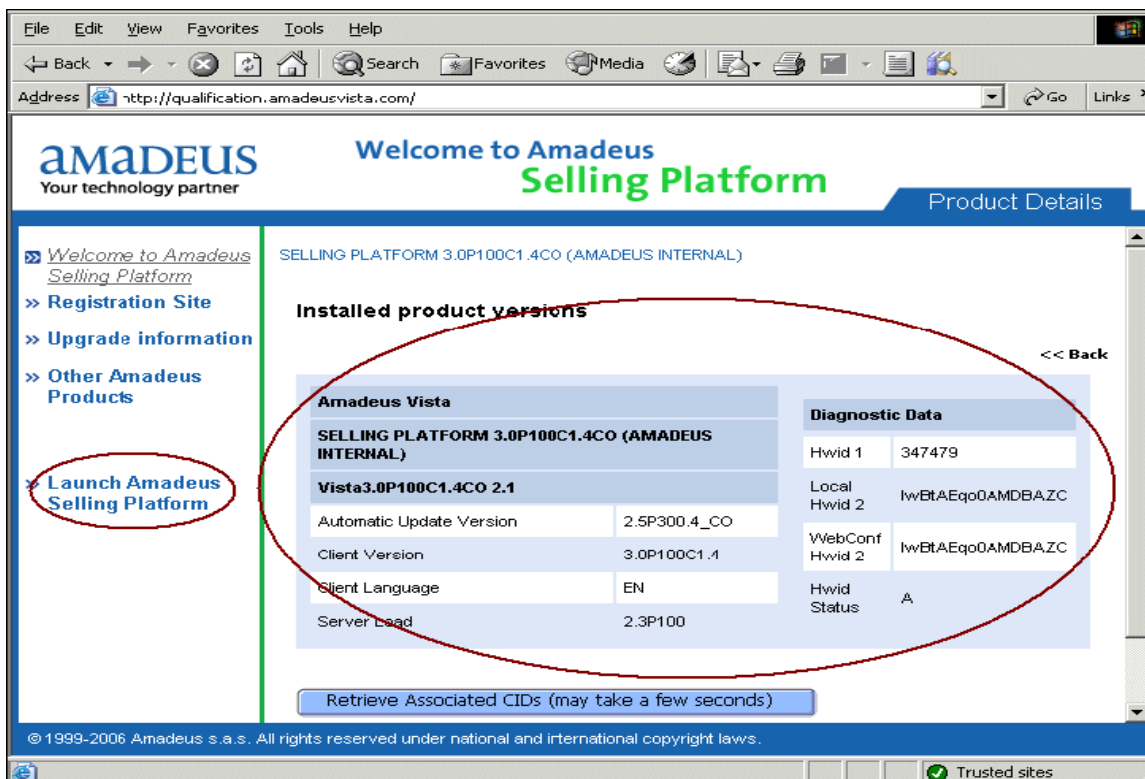
To launch the Amadeus Selling Platform, start Internet Explorer and enter the URL provided to you by your local Amadeus office.

The welcome page is displayed.



Note: The example shows access to the URL of the qualification site. The site you should use to access the welcome page depends on your region and is provided to you by your local Amadeus office.

The product version is displayed at the top. If you click on the product version, additional information on the product version, certificate, office and terminal is displayed.



Click on the Launch Selling Platform link at the left of the screen to start the application and sign in.

In the Sign-In window, enter your agent sign details and password, if you have one. Choose the work areas you want to sign in to and click on Sign In. You can also sign into practice training or into a remote office.

Sign in

Your office ID is **NCE1A0950**. [Help ?](#)

Agent sign: 0001 AA SU

Password:

New password:

Work areas: ☒ A ☐ B ☐ C ☐ D ☐ E ☐ F ☐ All

☐ Practice training

☐ Remote office

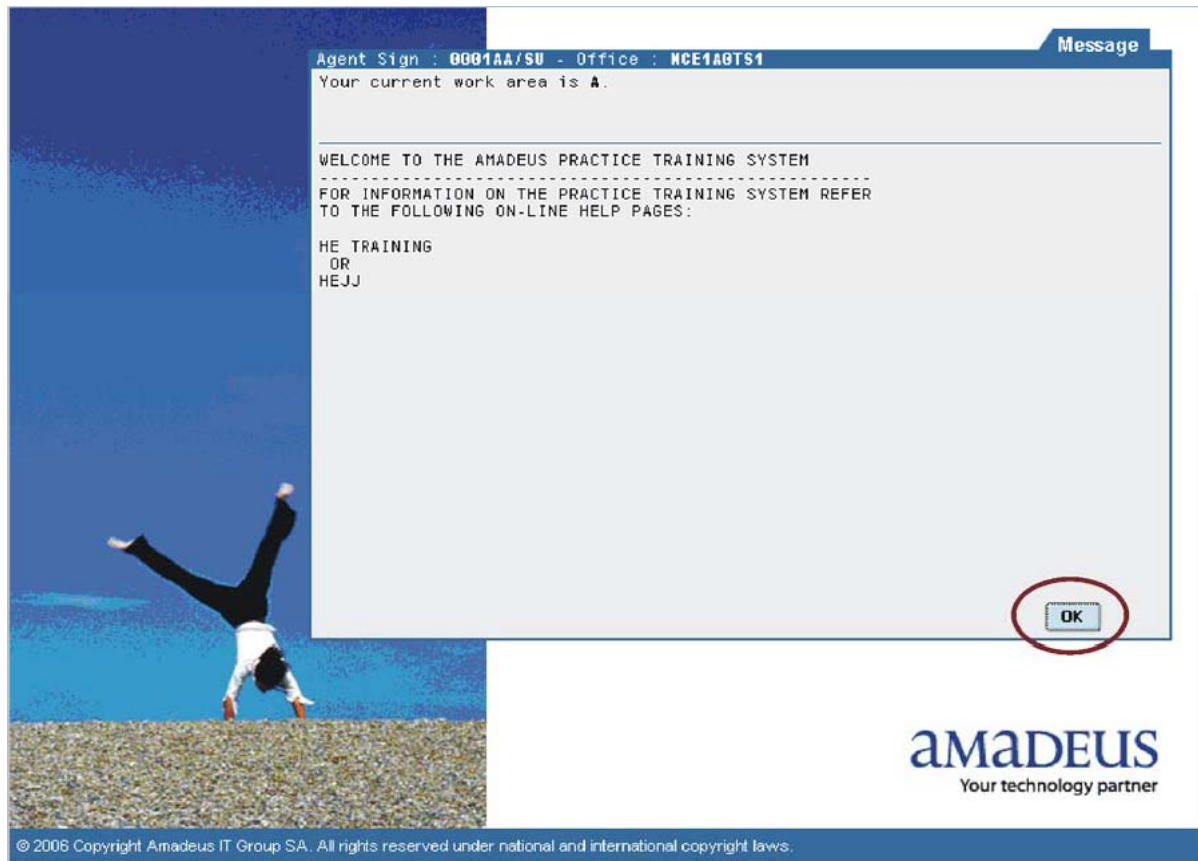
Office ID:

Terminal ID:

Sign In

The next time you sign in, your agent sign is automatically displayed on this screen to make signing in quicker and easier.

Click on OK to start working.

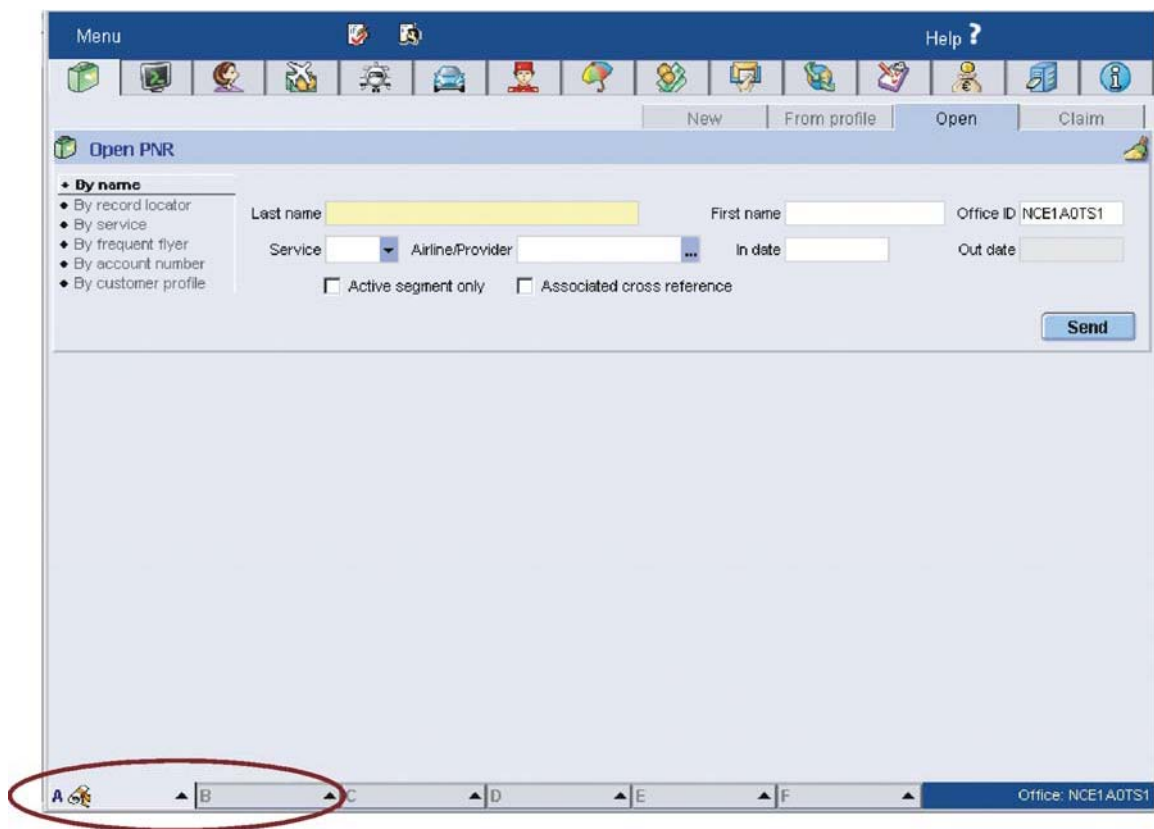


The Graphic Page

The Graphic page allows you to work with the distribution system in a point-and-click environment. The Graphic page is displayed by default when you start. This section describes various features of the Graphic page.

Work Area

The work area tabs at the bottom of the Graphic page indicate the areas where you are signed in. The areas where you are not signed in are grey. A symbol indicates if you have signed into Practice Training.



Tabs

Click on a graphical tab at the top of the screen to choose the part of the distribution system you want to work with. Tabs are also used to select the type of information you want to request or enter.

The screenshot shows the Amadeus interface with a top bar containing a 'Menu' icon (circled in red) and a 'Help ?' button. Below the menu bar is a row of icons representing different functions. The main area has a tabbed interface with tabs: 'Main', 'Auxiliary', 'MCO', 'Address' (circled in red), 'Fare elements', 'Services', 'Remarks', and 'Security'. Below these tabs is a form with fields: 'Type' (dropdown), 'Line 1', 'Line 2', 'Zip code', 'City', 'State', and 'Passenger'. An 'OK' button is at the bottom right. Below the form is a section with a 'Responsible' field (NCE1A0TS1), a 'Queuing' field (NCE1A0TS1), and a 'Company' field (1A). Below this is a 'Main' section with a list of items: '1 SMITH GEORGE'. Below the 'Main' section is an 'Itinerary' section with a list of items: '2 HK1 6X 341 C NCE 1 27MAR 07:45 LHR 27MAR 09:00'. Below the 'Itinerary' section are several sections: 'Insurance', 'MCO', 'Billing/Mailing address' (with a sub-section 'Add: Billing/Mailing address'), 'Fare elements' (with a sub-section 'Add: Payment - Original payment - Validating carrier - Commission - Endorsement - Fare discount - Original issue - Extra - Queuing option - Address verification'), 'Services' (with a sub-section 'Add: Seat - Meal - Assistance - Extra - Other services'), 'Remarks' (with a sub-section 'Add: Accounting - Confidential remark - Invoice/Itinerary remark - Miscellaneous remark - Corporate remark'), and 'Security' (with a sub-section 'Add: Security').

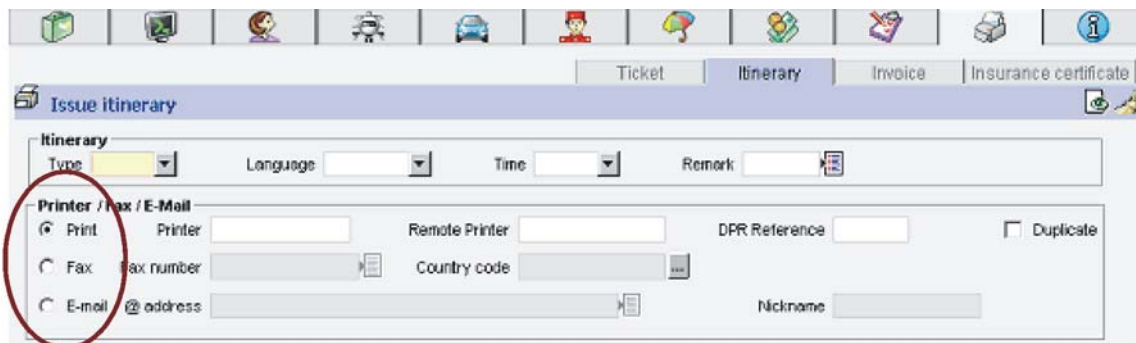
Fields

You fill in fields to request or enter information. Mandatory fields are yellow, optional fields are white and disabled fields are grey.

The screenshot shows a flight search form with a 'Direct sell' tab selected. The form has a header row with fields: 'From', 'To', 'Date', 'Airline', 'Flight number', and 'Class'. Below this is a row of input fields: 'VCE' (yellow), '...' (white), '...' (white), '12' (white), '...' (white), and '...' (white). Below this is a row of input fields: 'No. seats' (yellow), 'Passenger' (white), 'Action' (white), 'UM ages' (grey), 'Dep time' (white), 'Arr time' (white), and 'Passive seg ref' (grey). A 'Sell' button is at the bottom right.

Option Button

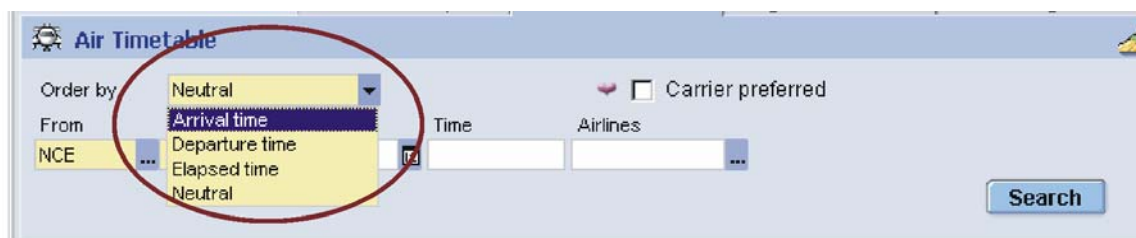
A round option button indicates that you can choose only one of the possible options. One is selected by default, and when you click on another one, the Application automatically deselects the previous one.



The screenshot shows the 'Issue itinerary' window. In the 'Printer / Fax / E-Mail' section, there are three radio buttons: 'Print', 'Fax', and 'E-mail'. The 'Print' radio button is selected and circled in red. Other fields include 'Printer', 'Remote Printer', 'DPR Reference', 'Fax number', 'Country code', 'E-mail @ address', and 'Nickname'.

Drop-down Lists

Drop-down lists allow you to choose from a predefined list of options.



The screenshot shows the 'Air Timetable' window. The 'Order by' drop-down list is open, showing options: 'Neutral', 'Arrival time', 'Departure time', 'Elapsed time', and 'Neutral'. The 'Arrival time' option is highlighted. A red circle is drawn around the drop-down list. Other fields include 'From', 'Time', 'Airlines', and a 'Search' button.

To remove an option from the list, select the blank line at the top of the list:



The screenshot shows the 'Booking Tracking Information' window. In the 'Other Sell Options' section, there is a drop-down list with a blank line at the top, circled in red. Below it are fields for 'Supplementary Info' and 'Estimated Distance'.

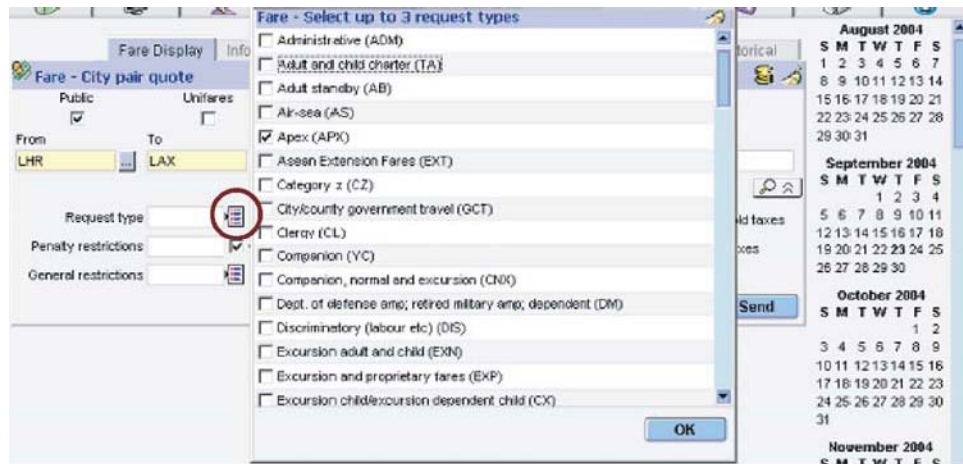
Check Boxes

Check boxes allow you to select a particular type of information.



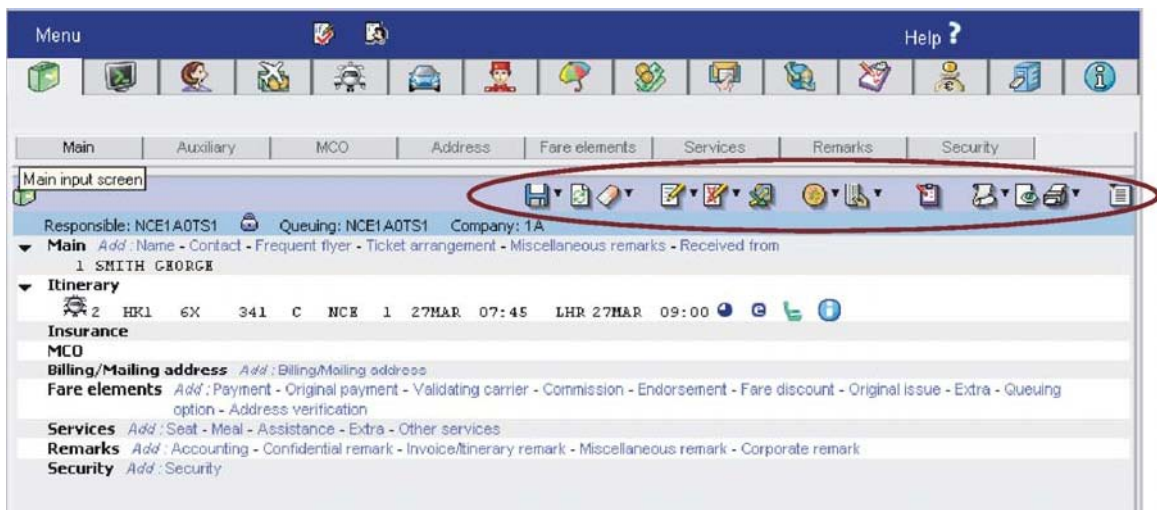
The screenshot shows the 'Hotel search' window. In the 'Location preferences' section, there is a check box labeled 'Amadeus Travel Preferences Management', which is circled in red. Other fields include 'Location', 'State', 'Country', 'Area', 'Landmark name', 'Search radius', and 'Landmark category'.

A list icon indicates when you can display a selection check box window to select multiple items.



Toolbar and ToolTips

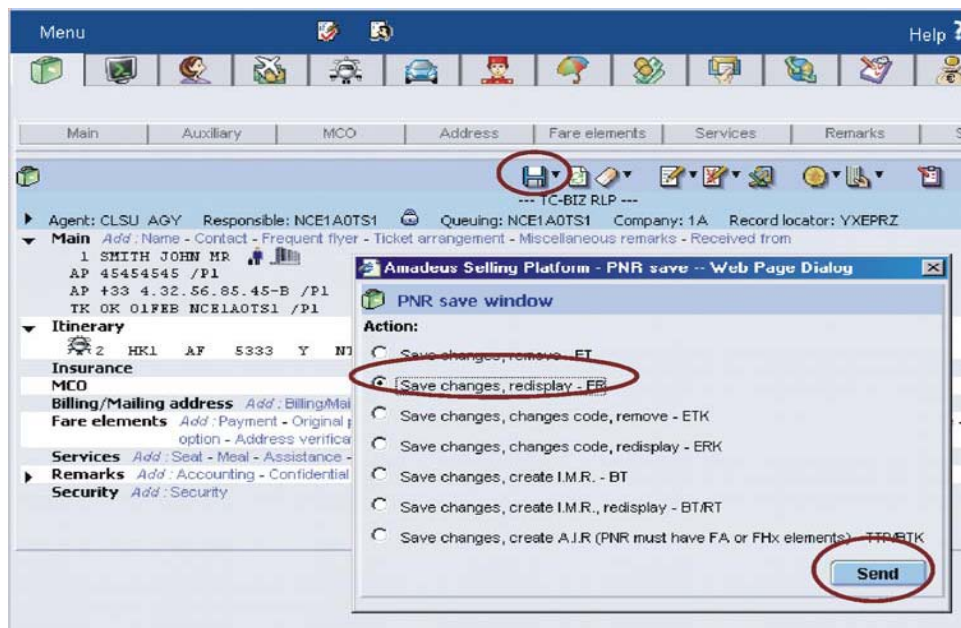
The icons on the toolbar are useful for performing tasks in the active screen.



You can display the Tool tip to find out what an icon represents by moving your cursor over the icon.



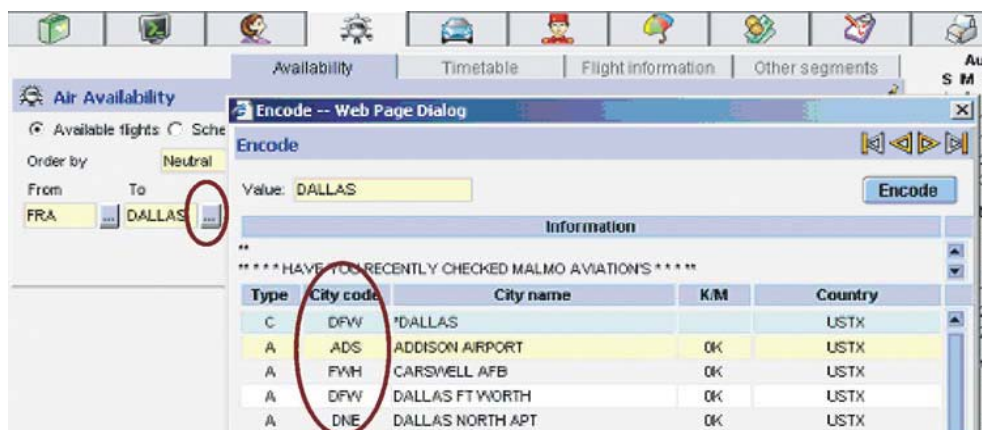
Some icons have a small arrow to their right. Click on the arrow to display further the options in a further window. Choose the option and click on Send.



When you have made a request, you can return to the input window to modify the parameters in your request. The values you have already requested are displayed so that you can modify only those you need to.



The Encode icon allows you to enter a full name when you do not know the code. Click on the icon to display the Encode window. Double-click on the code you want in the Encode window, and it will appear in the field.



The Clear icon allows you to clear all input fields when you want to make a completely new request.

The screenshot shows the 'Air availability' section of the Amadeus interface. At the top, there are several icons representing different travel services. Below them are tabs for 'Availability', 'Timetable', 'Flight information', and 'Other segments'. The 'Availability' tab is selected. Under this tab, there are options for 'Available flights' (selected) and 'Scheduled flights'. A dropdown menu shows 'Neutral' under 'Order by'. There is a checkbox for 'Amadeus Travel Preferences Manager' and a '7 day search' option. A 'Direct access' link is also visible. A red circle highlights a 'Clear' icon (a small circle with a diagonal line) in the top right corner of the section.

Buttons

The Application allows you to make the most commonly used requests by default. However, if you need to add further options to your request, you can click on the More Input Options button to display an expanded input screen.

The screenshot shows the 'Fare - City pair quote' section of the Amadeus interface. At the top, there are several icons representing different travel services. Below them are tabs for 'Fare display', 'Informative pricing', 'Price PNR', 'Value Pricer', 'TST', and 'Historical'. The 'Fare display' tab is selected. Under this tab, there are options for 'Public' (selected), 'Unifares', and 'Corporate'. There are input fields for 'From' (NCE), 'To', 'Date', 'Return date', 'Airlines', and 'Class'. A 'Shopping list' checkbox is present. A red circle highlights a 'More Input Options' button (a small circle with a diagonal line) in the bottom right corner of the section.

The additional options are displayed below the fields originally shown.

This screenshot shows the expanded input screen for the 'Fare - City pair quote' section. The 'More Input Options' button from the previous screenshot is now expanded, revealing additional input fields. These include 'Penalty restrictions' (with a percentage field), 'General restrictions', 'Request type', 'Currency select', 'Currency convert', 'Common fares', 'Add taxes', 'Withhold taxes', 'One way', 'Return', and 'Cabin'. A red circle highlights the 'More Input Options' button and the expanded area.


When you are satisfied with your input, click on Send or press Enter to send your request to the distribution system.

User Messages

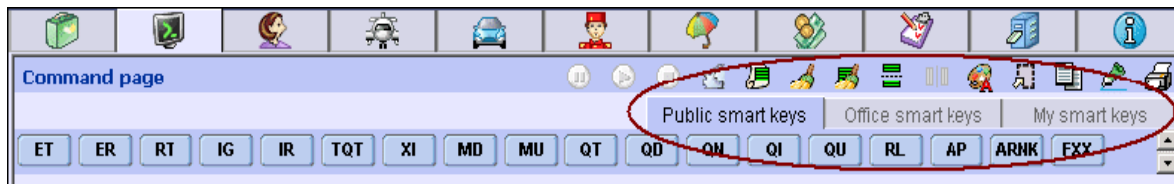
User messages are displayed in a separate window. The message number is shown to the right of the message. Note the message number if you experience a problem and need to contact your local help desk.

To close the message window and continue working, click on OK or press Enter.

The Command Page

Since not all Amadeus functionality is available in the Graphic page, you can access the Command page to make cryptic entries. To access the Command page, click on .

In the Command page, the tabs allow you to work with scripts, or with public, office or personal smart keys.



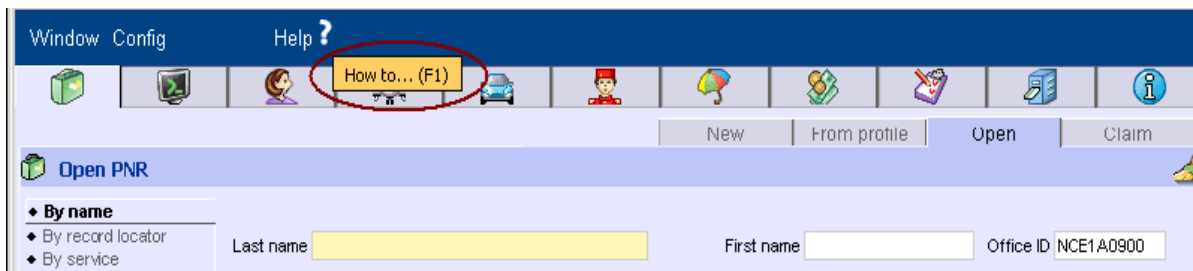
To return to the Graphic Page, click on one of the other area tabs.



Online Help

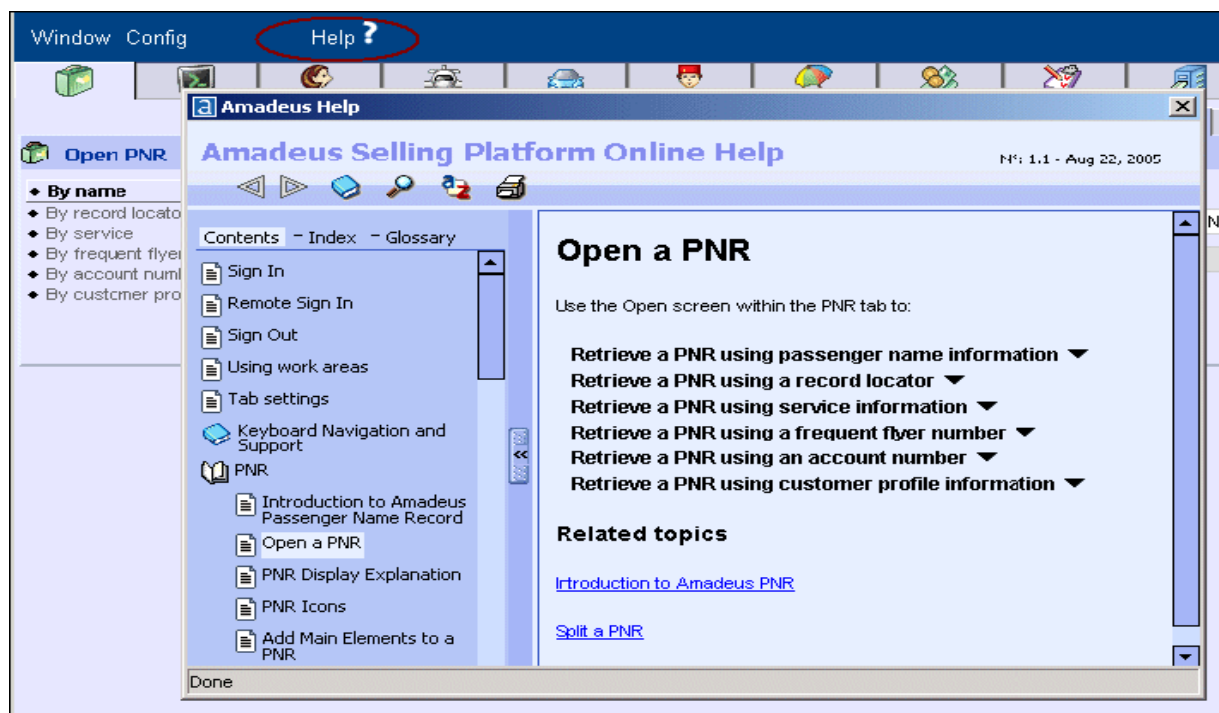
You can access the online help at any time to help you perform tasks.

There are several types of help: How To..., Glossary, Table of Contents and Index. Help is available from the Help menu.



How To...

How to help provides steps on how to complete a task for the area you are working in. To display it, choose How To... on the help menu, or press F1:



Glossary

To display a glossary of travel industry, computer and Web terms, click on Glossary.

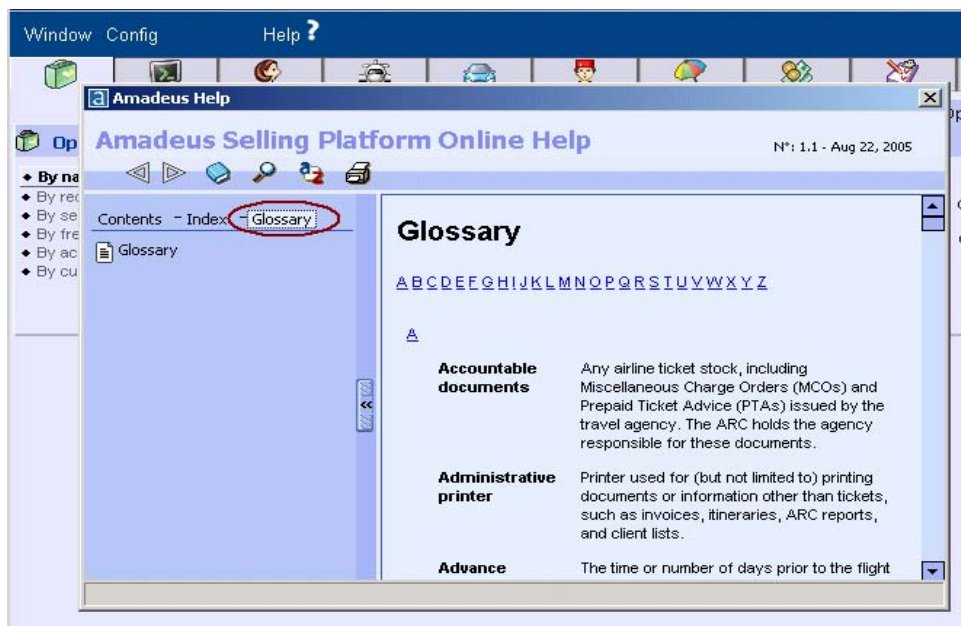
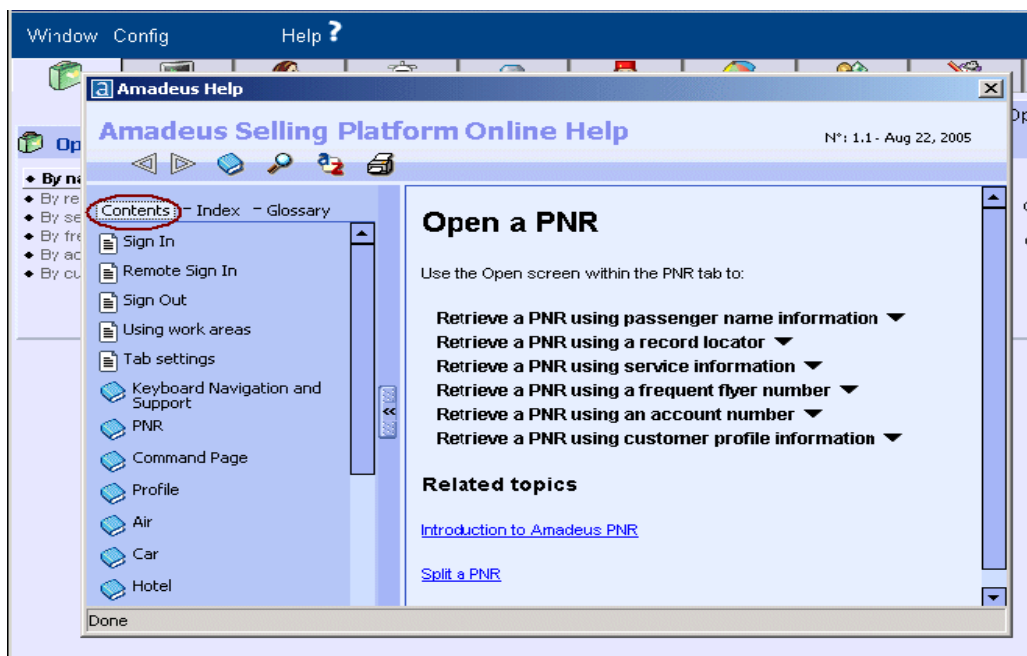


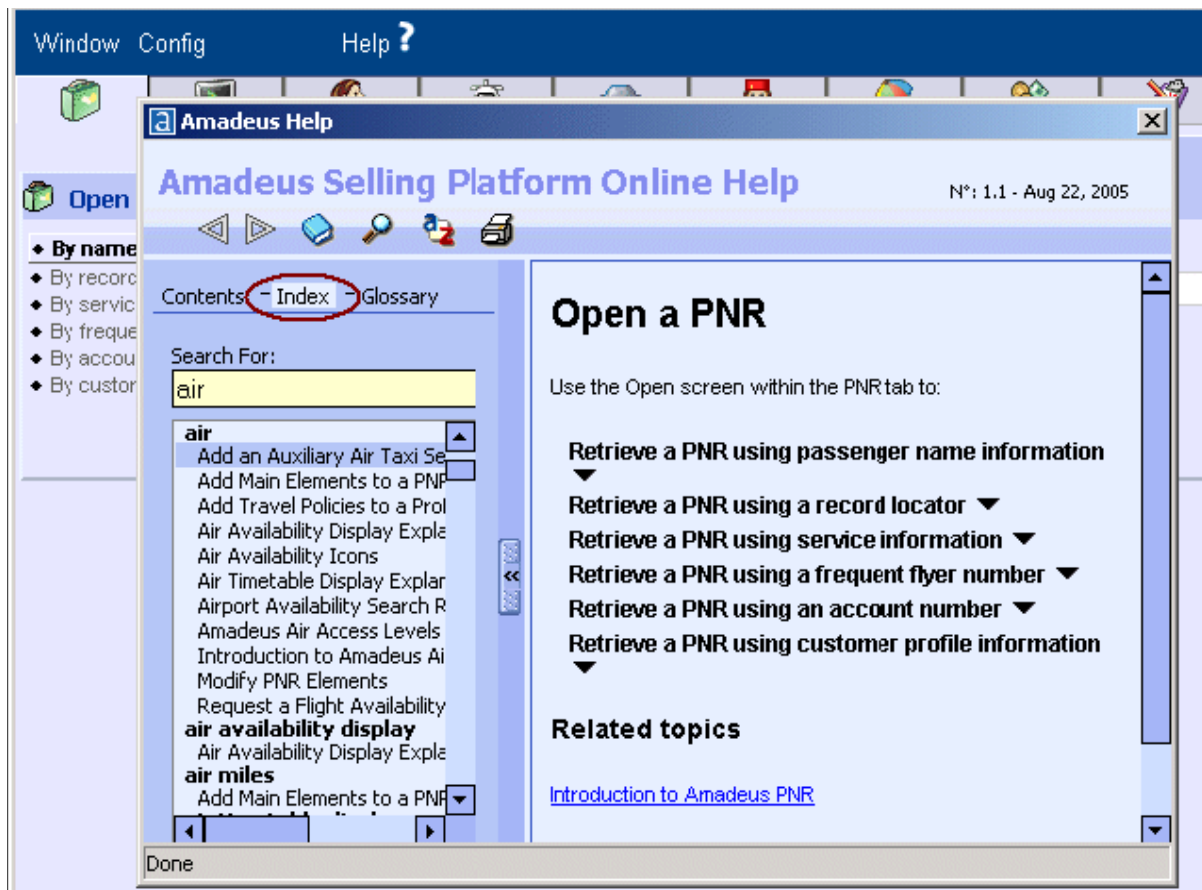
Table of Contents

The Help Table of Contents is displayed each time you request "How To..." help. To display help from the table of contents click on the help topic item.



Online Help Index

The help Index allows you to perform a search by keyword. To make a search, enter a keyword, or simply the first letter of a word, in the Search For field. A list is then displayed automatically in alphabetical order. To display the help, click on the help topic item of your choice.



Signing Out

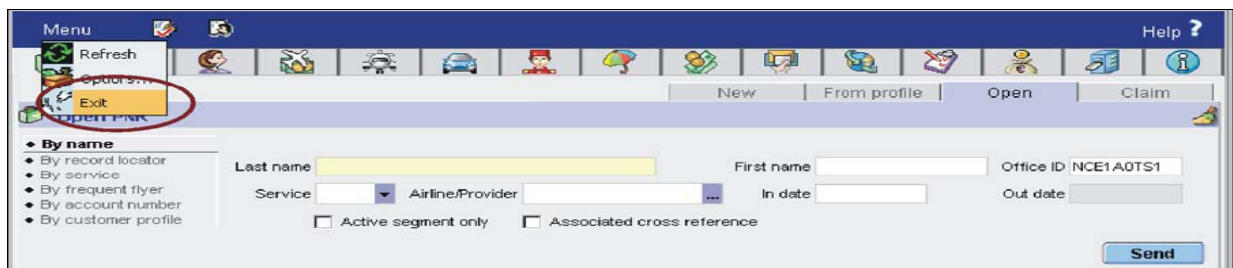
To sign out, right-click on the tab at the bottom of the screen for the area you are working in and select Sign-out



You cannot sign out if you have an active PNR in your work area.

Closing the Application

To exit, click on the application menu and select Exit.



Cryptic Entries

If you prefer to use cryptic entries in the Command page area, here is a list of help quick paths that will enable you to find the cryptic entries most useful for accessing the Selling Platform and finding Help pages.

Signing In and Signing Out

Topic	Help Quick path
Signing in and out of production	HE JI
Signing in and out of practice training	HE JJ
Scrolling in different help pages	HE SCROLL

Getting Help

Topic	Help Quick path
Main subject index	HE
Help on the last transaction entered	HE/
Help on a specific topic	HE PNR SPLIT
Help on a specific transaction	HE NM
Help index by letter	HE A
Step-by-step instructions for common tasks	HE STEPS
List of updates to Amadeus Online Help	HE UPDATES

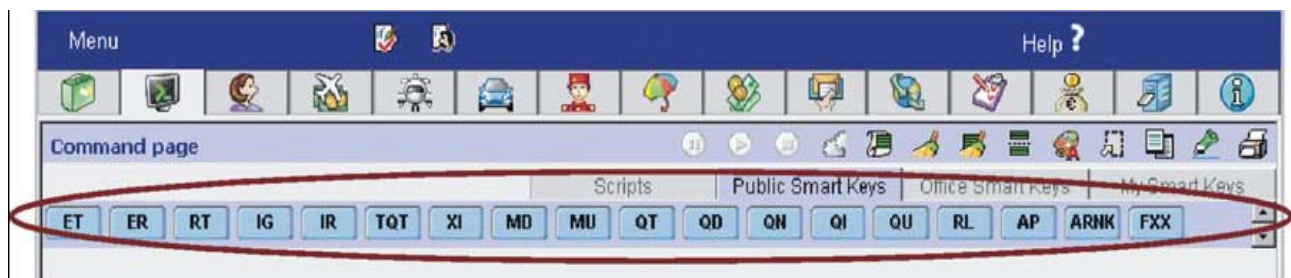
Chapter 2

The Command Page

The Command page has several useful features to make your work in cryptic mode easier. These include the smart keys, speed mode, and split window.

Smart Keys

Smart keys allow you to enter Amadeus cryptic entries by clicking on an icon. The Public Smart Keys tab on the Command page contains a set of smart keys available to all users.



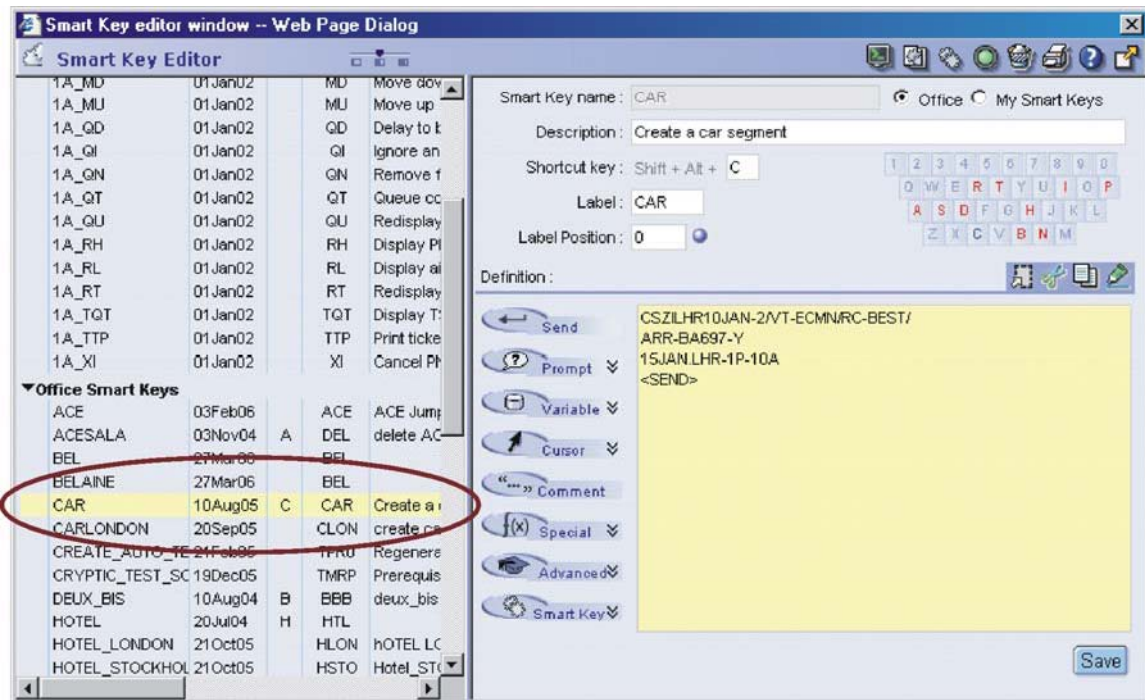
You can also create your own smart keys for your personal or office use using the Smart Key Editor.

Smart Key Editor

To access the Smart Key Editor from the Command page, click on the Open Smart Key Editor icon.



Here is the Smart Key Editor window. It shows how an office smart key has been created to book a car segment.



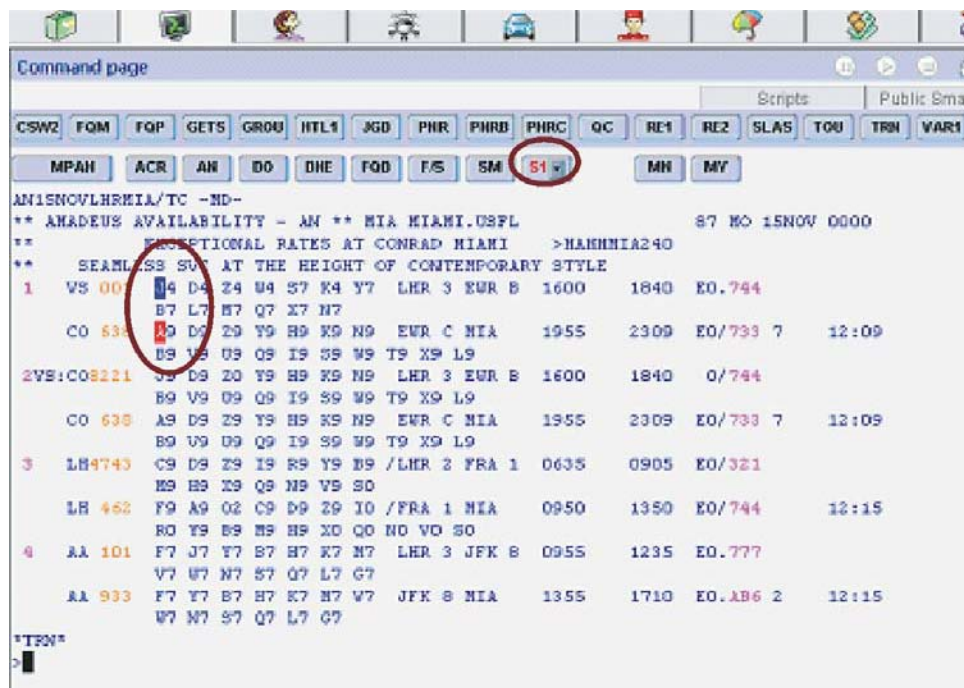
The smart key is available to all agents in the office when they click on the Office Smart Keys tab.



In order to create smart keys for your office, you must be signed in with the SU duty code.

Speed Mode

Speed mode allows you to make Amadeus entries by clicking on highlighted parts of the Amadeus display. For example, from an availability display you can request an airline-specific availability display, a fare display and flight information, or you can display the equipment type. You can sell seats by clicking on the flight and class you want to sell.



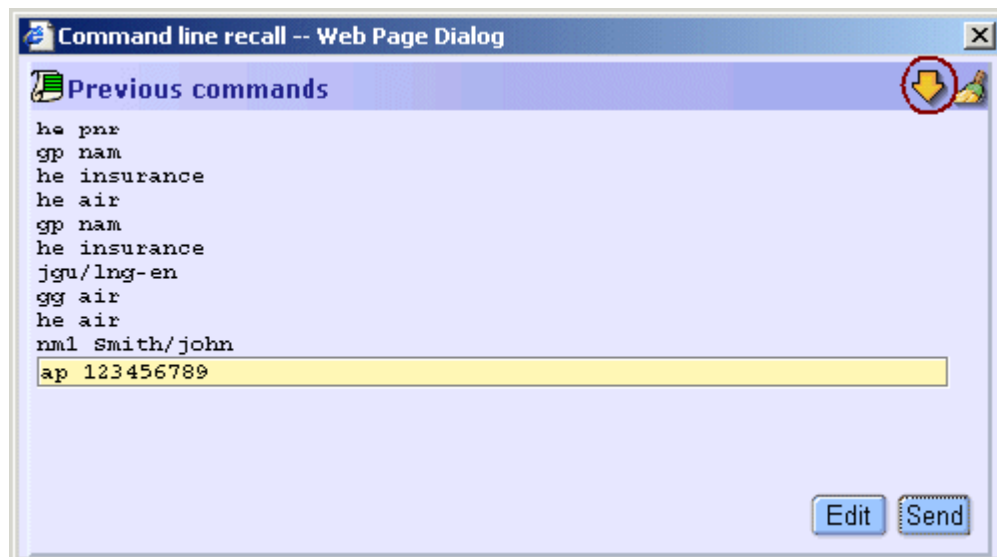
Note: The keys on the toolbar change according to the type of display on the screen.

Previous Commands

To re-enter a command, click on the Previous Commands icon



Up to 200 previous entries are displayed. Double-click on a command to send it or click on the arrow icon to edit it.



Alternatively, if you want to modify the entry before sending it to the system, select the command and click on Edit.

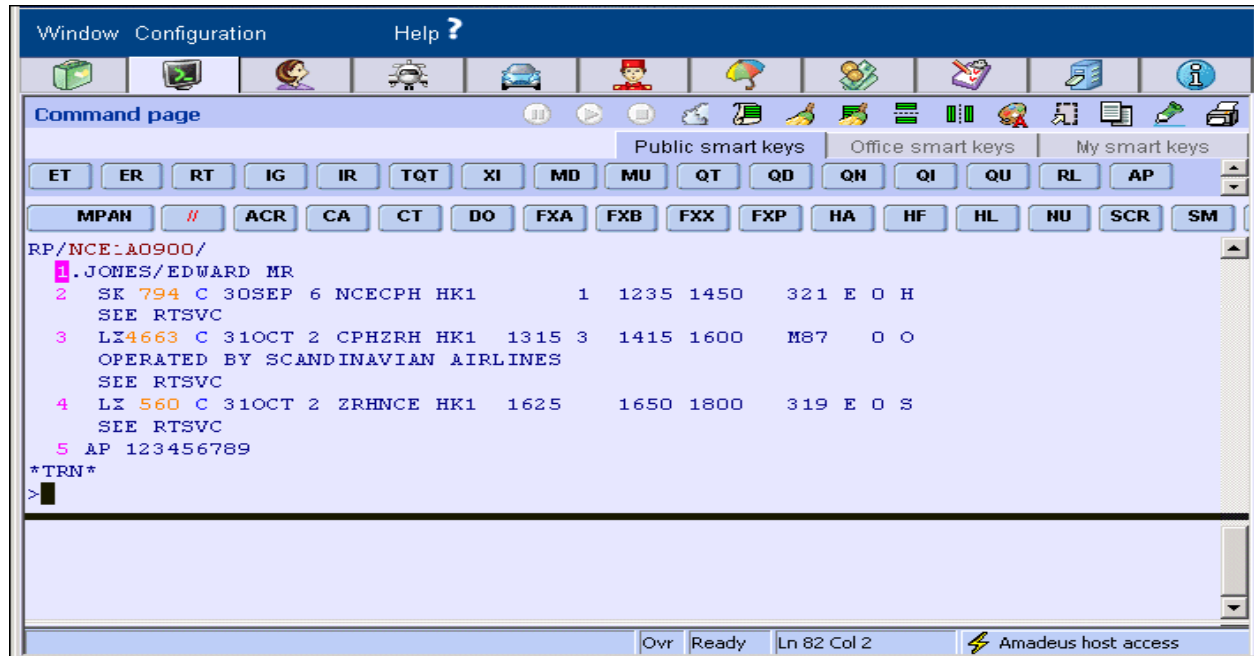


Edit the command and click on Send.

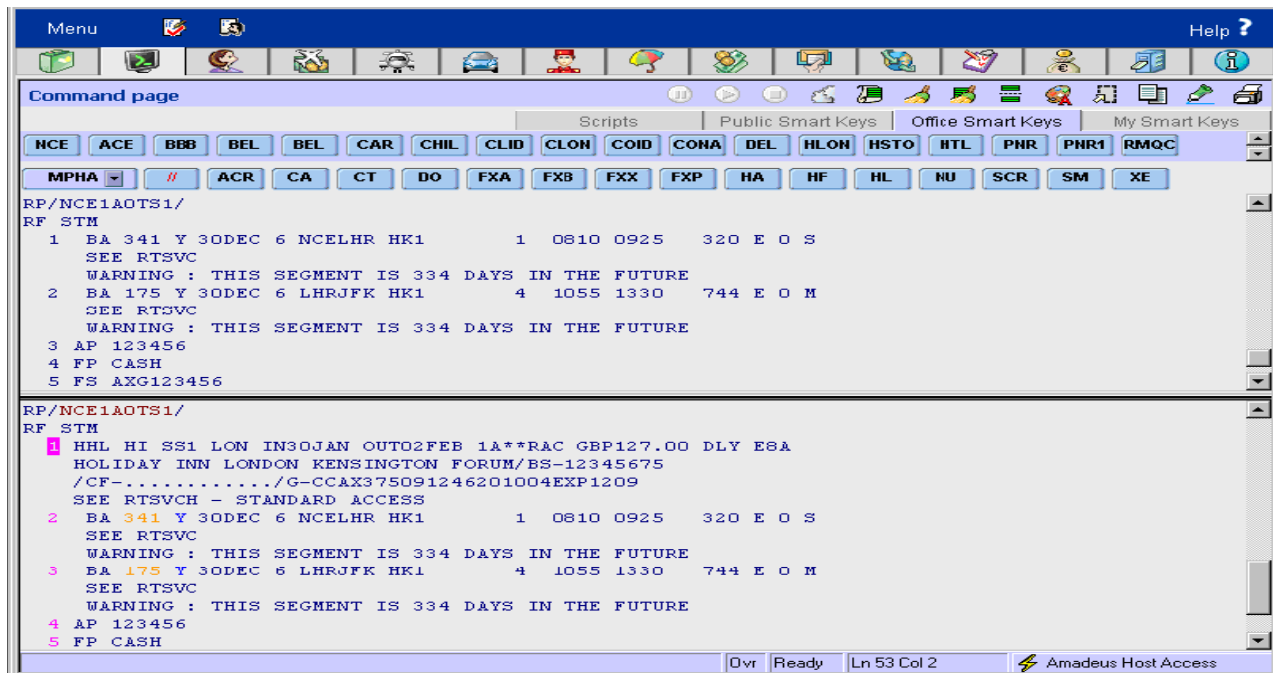


Split Window

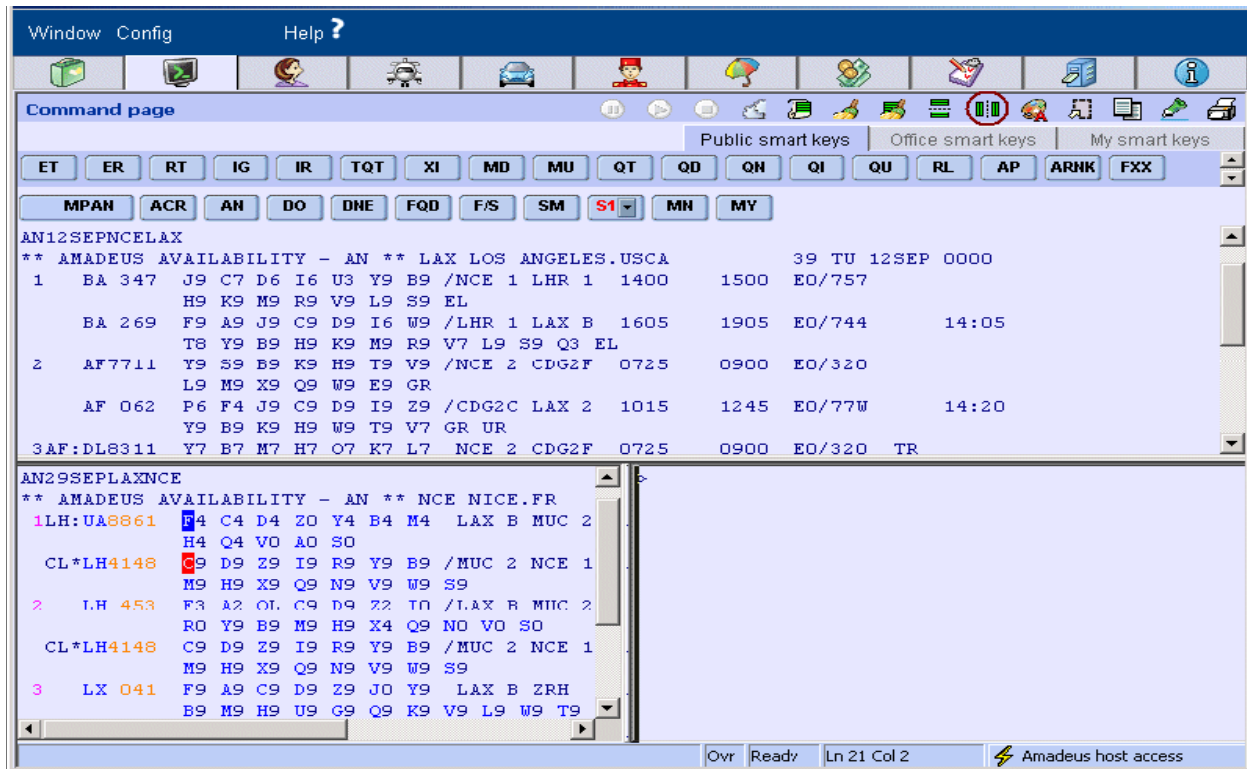
You can split the Command page window into two parts and work in each part by clicking on the Horizontal Split Window icon. Move the screen divider to the position you want, then click to activate split window mode.



To work in the other part of the window, click inside it to make it active.

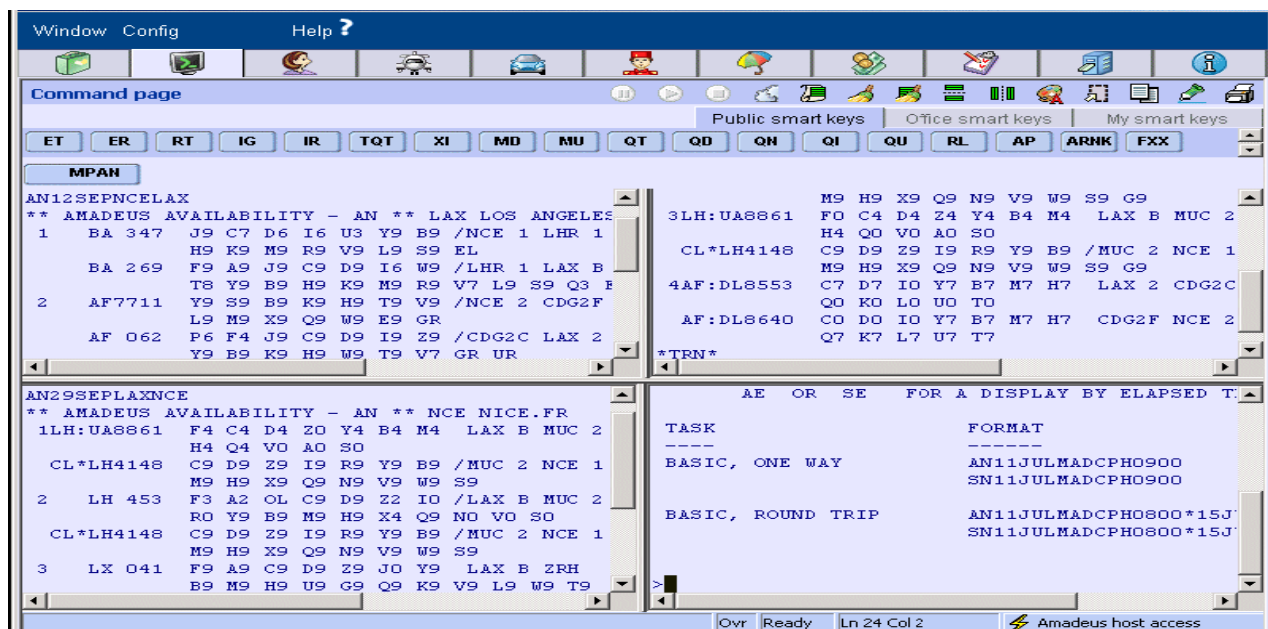


You can split each part of the window further by clicking on the Vertical Split Window icon.

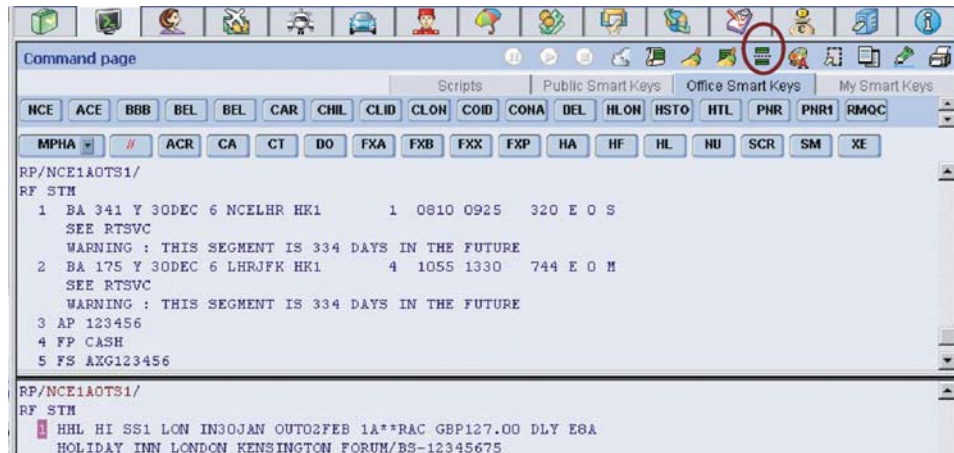


Position the screen divider as you did for the horizontal split.

You can vertically split both parts of the window, so that you can have up to four active parts of the window open on the Command page.



To return to the full-size window, click on the relevant split window icon again:

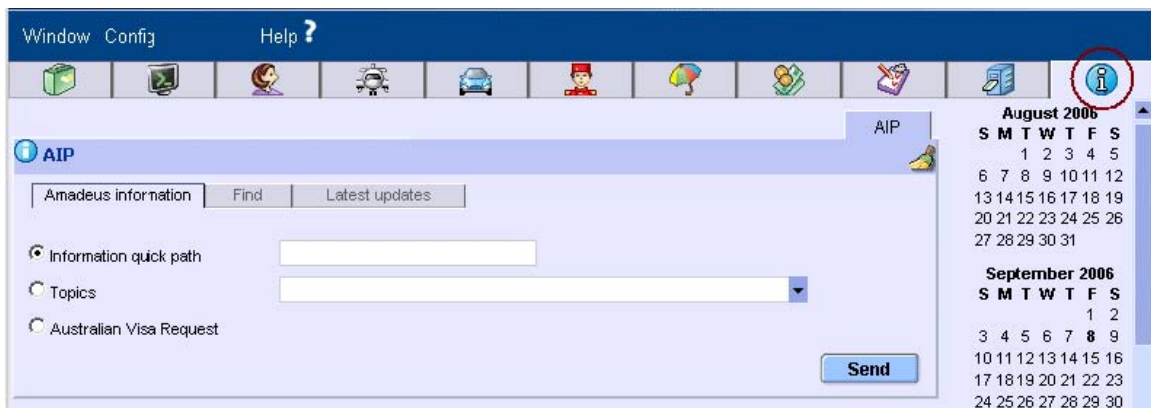


Chapter 3

Amadeus Information Pages

Amadeus Information Pages is a central source of reference information available in the system. Some parts of Amadeus Information Pages are updated by Amadeus, and other parts are maintained and updated by providers such as airlines, car companies, or hotel chains.

Click on the Amadeus Information Pages tab to work with Amadeus Information Pages.

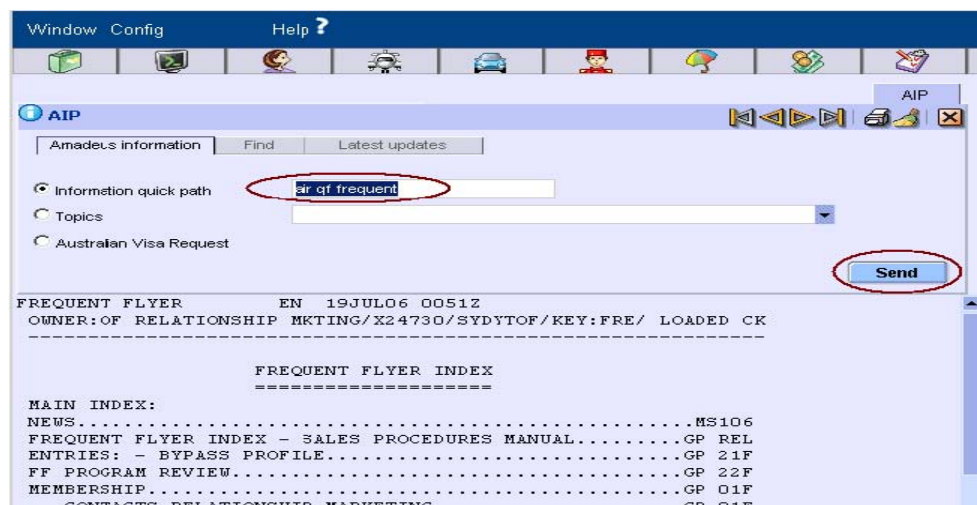


You can display information from Amadeus Information Pages by entering a quick path. You can enter:

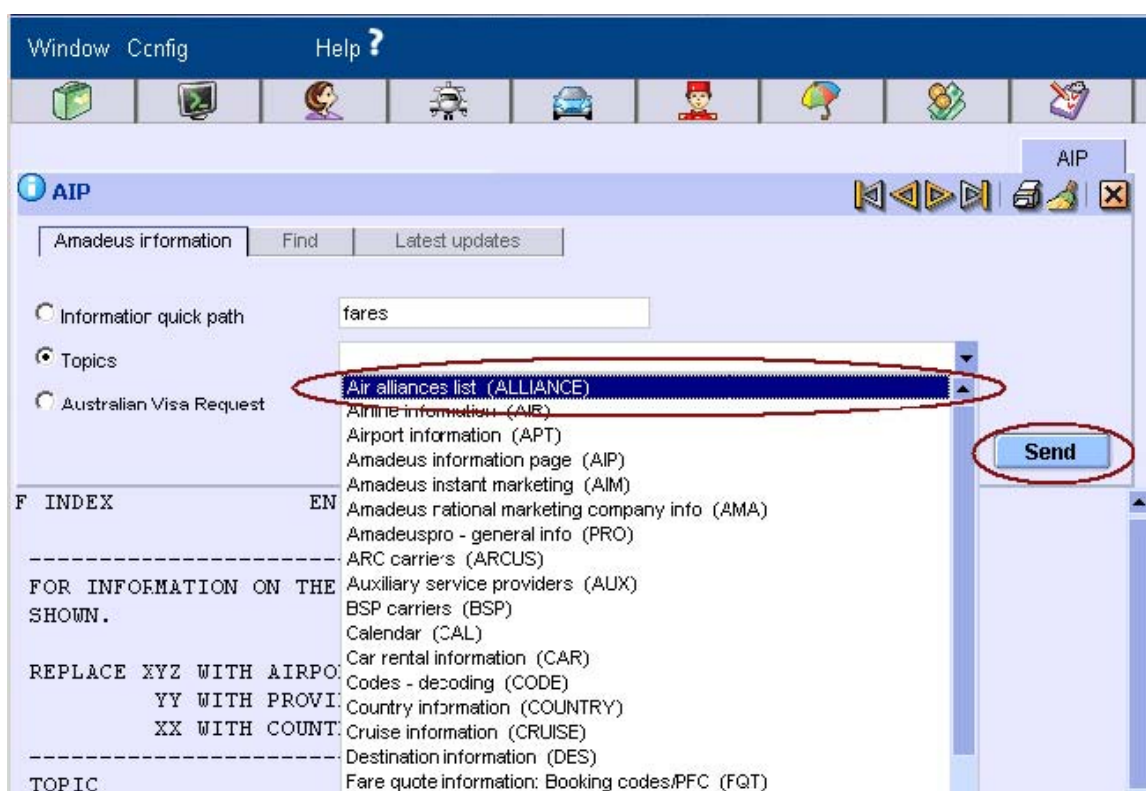
- a subject
- a subject and topic
- a subject, topic, and keyword.

Subject	Subject/Topic	Subject/Topic/Keyword
AIR	AIR QF	AIR QF FREQUENT
HTL	HTL HL	HTL HL NEW

Here is an example of displaying Amadeus Information Pages by entering the quick path AIR QF FREQUENT:



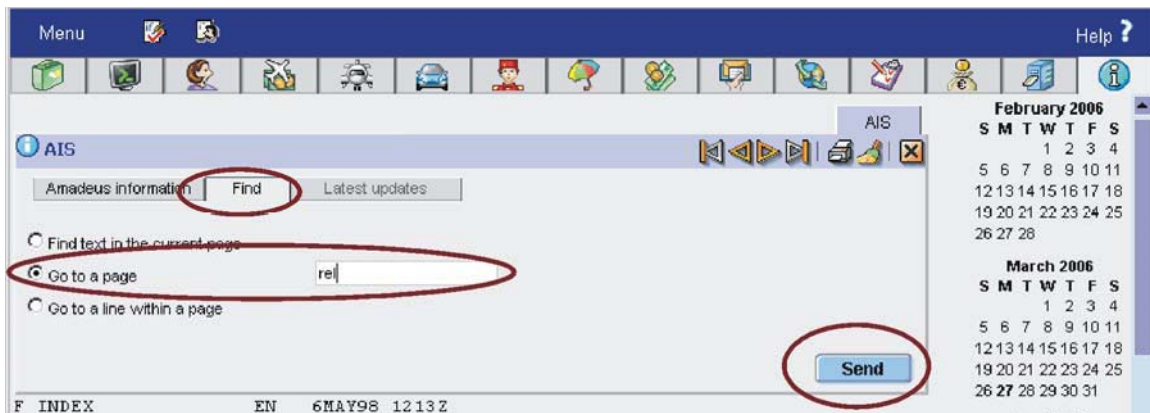
Alternatively, you can select a subject from the Topics menu. The quick path for the topic you select is automatically entered in the Information Quick path field.



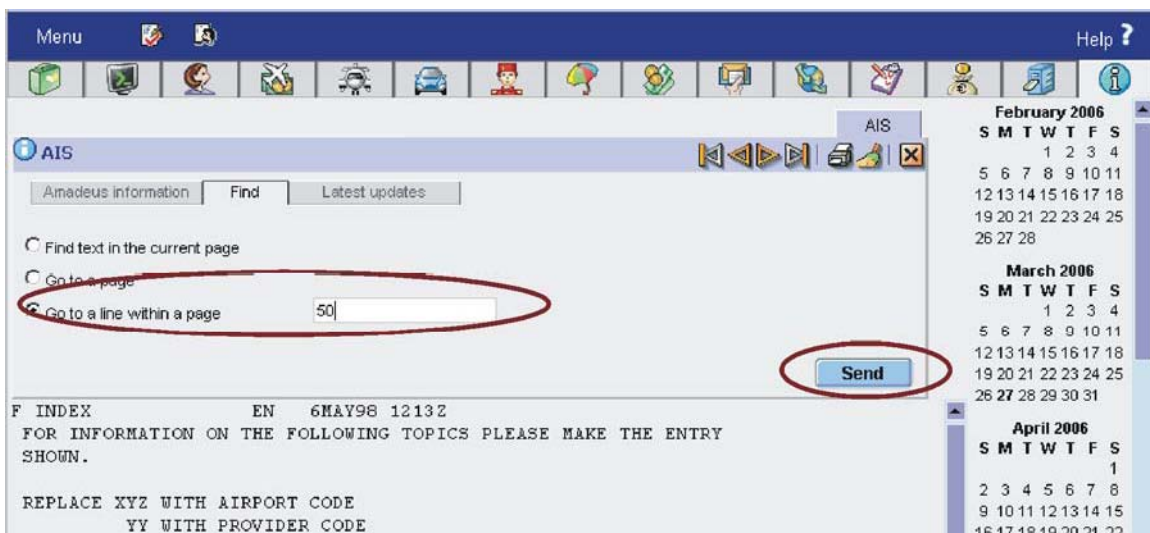
Amadeus Information Pages is designed to be displayed by page name and by line number.

A reference to another page is preceded by GP (Go Page). A reference to a line number in the current page starts with MS (Move Screen).

The Find tab allows you to move to another page, move to a line number, or finds text in the current page.



You can also double-click on the GP reference to display the page. You can also go to a line number within a page.



Alternatively, double-click on the MS reference to move to the line number.

Cryptic Entries

If you prefer to use cryptic entries in the Command page area, here is a list of help quickpaths that will enable you to find the cryptic entries most useful for finding information pages.

Topic	Help Quickpath
Category list of information pages	GO
Index of airline information for participating carriers in Amadeus	GG AIR
Air alliances list	GG ALLIANCE
Amadeus Car Reservation index page	GG CAR
Amadeus Hotel Reservation index page	GG HTL -or-GG HOTEL
Amadeus input and output action codes	GG CODE
Product announcements in Amadeus	GG NEWS
Amadeus training schedule	GG TRAINING
Weather forecast for a specific city	GG WEA LON

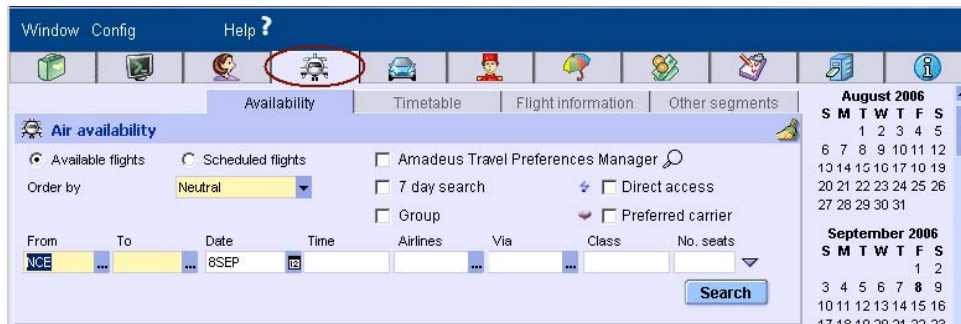
Chapter 4

Amadeus Air

Amadeus Air allows you to display and book flights as well as display timetables and flight information.

Availability displays include all airlines that have a sales agreement with Amadeus. Flights are stored in the system 361 days in the future and up to 3 days in the past.

Click on the Air tab to work with Amadeus Air.



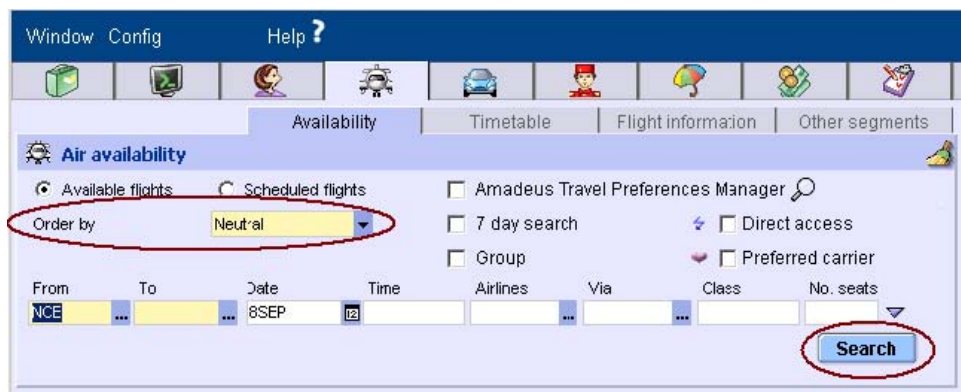
Availability and Schedule Display

When working in the Availability tab you can choose the type of display you want for the city pair and options in your entry. The displays are as follows:

Available Flights: This shows all flights with at least one seat available for sale or waitlist.

Scheduled Flights: This shows flight schedules and includes flights and classes that are closed for sale.

To display flights, first select the type of display you want from the option buttons. Enter a city pair and optionally a date, or other options. Click on Search.



Available Flights Display

Here is an Available Flights display from Brussels to New York:

Availability										
Single Neutral availability Sunday 15 October 06										
** AMADEUS AVAILABILITY - AN ** NYC NEW YORK.USNY 76 SU 15OCT 0000										
Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
CO 61	BRU	09:50	EWB	12:00		8:10		764		J4 D4 Z4 Y7 H4 K4 N4 B4 O4 V4 U4 Q4 I4 S4 W4 T4
SN 8003	BRU	10:10	JFK	12:20		8:10		763		J4 C4 D4 Y4 M4 L4 H4 K4 V4
AA 171	BRU	10:10	JFK	12:20		8:10		763		J7 D7 Y7 B7 H7 K7 M7 V7 W7 S7 L7 G7
DL 141	BRU	11:30	JFK	13:45		8:15		767		J7 D7 I7 Y7 B7 M7 H7 Q7 K7 L7 U7 T7
SN 5393	BRU	12:10	LHR	12:25				320		J4 C4 D4 Y4 M4 L4 H4 K4 T4 B4 W4 V4
BA 177	LHR	13:40	JFK	16:10		10:00		744		F9 A3 J9 C9 D1 I4 W9 T9 Y9 B9 H9 K9 M9 R9 V9 N9 L9 S9 Q9 EL
BA 393	BRU	12:10	LHR	12:25				320		J9 C9 D9 I9 U4 Y9 B9 H9 K9 M9 R9 Y9 N9 L9 S9 Q9 O6 X4 EL
BA 177	LHR	13:40	JFK	16:10		10:00		744		F9 A3 J9 C9 D1 I4 W9 T9 Y9 B9 H9
No. seats 1 Passenger <input type="text"/> <input type="button" value="Sell"/> <input type="button" value="Sell with options ..."/> <input type="button" value="Modify search"/>										

Scheduled Flights Display

Here is a Scheduled Flights display from London to Frankfurt. Notice that flights and classes that are no longer available for sale are also included.

Availability										
Single Neutral scheduled flights Friday 13 October 06										
** AMADEUS SCHEDULES - SN ** FRA FRANKFURT.DE 74 FR 13OCT 0000										
Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
LH 4743	LHR	06:25	FRA	08:55		1:30		321		C9 D9 Z9 I9 R9 Y9 B9 M9 H9 X9 Q9 N9 V9 W9 U9 S9 G9 K9 L9 T9 E9
BD 3193	LHR	06:25	FRA	08:55		1:30		321		C4 D4 J4 Y4 B4 S4 M4 H4 K4 Q4 V4 G4 W4 T4
LH 4745	LHR	07:15	FRA	09:45		1:30		321		C9 D9 Z9 I4 R2 Y9 B9 M9 H9 X9 Q9 N9 V9 W9 U9 S9 GC KC LC TC EC
BD 3195	LHR	07:15	FRA	09:45		1:30		321		C4 D4 J0 Y4 B4 SC M4 HC KC QC VC GC WC TC
7X 3602	LHR	07:15	FRA	09:55		1:40		767		J9 D9 I9 U9 Y9 B9 H9 K9 M9 L9 S9 Y9 O9 Q9 N9 G9 T9 X9 E9
6X 902	LHR	07:15	FRA	09:55		1:40		767		C9 D9 I9 U9 Y9 B9 H9 K9 M9 L9 V9 N9 O9 S9 Q9 G9 X9 E9
QF 3602	LHR	07:25	FRA	10:05		1:40		757		J9 C9 D9 I5 U5 Y9 B9 H9 K9 M9 R9 L9 V9 S9 N9 Q9 O9 GL TS X5
No. seats 1 Passenger <input type="text"/> <input type="button" value="Sell"/> <input type="button" value="Sell with options ..."/> <input type="button" value="Modify search"/>										

Here are the available flights for that day

Availability											
Single Neutral availability Wednesday 10 May 06											
** AMADEUS AVAILABILITY - AN ** CAS CASABLANCA.MA 34 WE 10MAY 1335											
Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes	
AF 3376	NCE	13:35	CMN	14:20		2:45		735		Y9	S9 B9 K5 H9 R9 M9 T9 Q9 V9 L9
										X9 UR W9 E5 A9 N9 GR	
AF 4416	NCE	13:40	LIS	15:10				ER4		C4 D4 Z4 Y9 S9 B9 K9 R9 M9 Q9 U9	
										W9 A9 E9 N9	
AT 9117	LIS	16:20	CMN	17:00		5:20		BE1		Y4 B4 M4 Q4 K4	
AF 4416	NCE	13:40	LIS	15:10				FR4		C4 D4 Z4 Y9 S9 B9 K9 R9 M9 Q9 U9	
										W9 A9 E9 N9	
NI 3231	LIS	16:20	CMN	17:00		5:20		BEH		Y4 M4 L4 H4 K4 B4 T4	
AF 6217	NCE	14:05	ORY	15:30				319		Y9 S9 B9 K9 H9 T9 V9 L9 R9 M9 X9	
										Q9 U9 W9 E9 A9 N9 GR	
AT 765	ORY	16:50	CMN	17:45		5:40		738		C9 O9 D9 Z9 Y9 E9 B9 M9 Q9 K9 H9	
										W9 T9 V9 X9 L9 NR SR GR	
AF 6227	NCE	18:05	ORY	19:30				320		Y9 S9 B9 KL HL TL GR	
AT 751	ORY	21:05	CMN	22:00		5:55		321		C9 O9 D9 Z9 Y9 E9 B9 M9 Q9 K9 H9	
Nbr Seats <input type="text" value="1"/> Passenger <input type="text" value=""/> <input type="button" value="Sell"/> <input type="button" value="Sell with options ..."/> <input type="button" value="Modify search"/>											

Air Toolbar

When you have requested a display, you can use the toolbar to perform tasks for the display in the area below the toolbar. For example, you can display the next or previous page, display flights for the next or previous day, or print out the display. To modify your request, click on Modify input.

Availability											
Single Neutral availability Wednesday 10 May 06											
** AMADEUS AVAILABILITY - AN ** CAS CASABLANCA.MA 34 WE 10MAY 1335											
Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes	
AF 3376	NCE	13:35	CMN	14:20		2:45		735		Y9	S9 B9 K9 H9 R9 M9 T9 Q9 V9 L9
										X9 UR W9 E9 A9 N9 GR	
AF 4416	NCE	13:40	LIS	15:10				ER4		C4 D4 Z4 Y9 S9 B9 K9 R9 M9 Q9 U9	

Booking a Flight

You can book a flight from the Available Flights or Scheduled Flights display. Display the availability or schedule for the city pair, date and airlines you want. Click on the class of service for the flight you want to book. Ensure that the number of seats you want to book is correct. Click on Sell.

Alternatively, double-click on the class of service to sell it.

The screenshot shows the 'Single Neutral availability Thursday 02 November 06' window. The flight list includes:

Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
6X 341	NCE	07:45	LHR	09:00		2:15	320			C9 D9 I9 U9 Y9 B9 H9 K9 M9 L9 V9
6X 343	NCE	08:00	LHR	09:15		2:15	319			C9 D9 I9 U9 Y9 B9 H9 K9 M9 L9 V9
7X 3413	NCE	08:00	LHR	09:15		2:15	319			J9 D9 I9 U9 Y9 B9 H9 K9 M9 L9 S9
BA 341	NCE	08:15	LHR	09:25		2:10	319			J9 C6 D6 I5 U3 Y9 B9 H9 K9 M9 R9
6X 430	NCE	08:45	LHR	10:00		2:15	767			J9 D9 I9 U9 Y9 B9 H9 K9 M9 L9 V9
6X 138	NCE	09:00	LHR	11:15		3:15	767			J9 D9 I9 U9 Y9 B9 H9 K9 M9 L9 V9
6X 440	NCE	09:15	LHR	11:30		3:15	767			J9 D9 I9 U9 Y9 B9 H9 K9 M9 L9 V9

At the bottom, the 'No. seats' is set to 1, and the 'Sell' button is highlighted. The 'Passenger' field is empty.

The flight segment is displayed in the PNR Summary area at the bottom of the screen.

The screenshot shows the PNR Summary area at the bottom of the screen. The flight segment is displayed as:

1 JONES EDWARD MR 2 HK1 6X 430 Y NCE 1 2NOV 08:45 LHR 2NOV 10:00

The calendar on the right shows the months of August, September, October, and November, with the date 02 November 06 highlighted.

As you have now started to create a PNR, the PNR icon is displayed on your work area tab on the bottom of the screen.



The PNR summary is described in more detail The PNR Summary on page 46.

Booking a Round Trip Flight

From the Availability tab, enter the outbound flight details, then click on the down arrow icon to add a new row.

A screenshot of the 'Air availability' search form. The form has a blue header with 'Window Config' and 'Help ?'. Below the header is a toolbar with icons for a green box, a monitor, a person, a plane, a car, a person in a red hat, an umbrella, a green box, and a notepad. The main area has tabs for 'Availability', 'Timetable', 'Flight information', and 'Other segments'. The 'Availability' tab is active. It contains a section for 'Air availability' with radio buttons for 'Available flights' (selected) and 'Scheduled flights'. There are checkboxes for 'Amadeus Travel Preferences Manager', '7 day search', 'Group', 'Direct access', and 'Preferred carrier'. A dropdown menu for 'Order by' is set to 'Neutral'. Below this is a table with columns: From, To, Date, Time, Airlines, Via, Class, and No. seats. The first row has 'NCE' in 'From', 'MIA' in 'To', '8SEP' in 'Date', '12' in 'Time', and '2' in 'No. seats'. A red circle highlights a down arrow icon to the right of the 'No. seats' column. A 'Search' button is at the bottom right.

Note: You can book a return flight, an open jaw, or a different itinerary with different city pair. The Amadeus Travel Preferences Manager and Amadeus Direct Access options are disabled when you request a dual availability display.

Enter the return flight details, then click on Search.

A screenshot of the 'Air availability' search form, similar to the previous one, but with two rows of flight details. The first row is 'NCE' to 'MIA' on '8SEP' at '12' with '2' seats. The second row is 'MIA' to 'NCE' on '8SEP' at '12' with '2' seats. A red circle highlights an up arrow icon to the right of the second row's 'No. seats' column. The 'Search' button is at the bottom right.

From the dual availability display that is returned, click on the classes of service for the flights that you want to book. Ensure that the number of seats you want to book is correct, then click on Sell:

Dual Neutral availability

** AMADEUS AVAILABILITY - AN ** LHR HEATHROW.GB 81 FR 20OCT 0000

Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
6X 341	NCE	07:45	LHR	09:00		2:15	320			C9 D9 I9 U9 Y9 B9 H9 K9 M9 L9 V9 N9 O9 S9 Q9 G9 X9 E9
BA 341	NCE	08:00	LHR	09:10		2:10	757			J9 C9 D6 U3 Y9 B9 H9 K9 M9 R9 V9 N9 L9 S9 Q9 O9 X9 EL
7X 3413	NCE	08:00	LHR	09:15		2:15	319			J9 D9 I9 U9 Y9 B9 H9 K9 M9 L9 S9 V9 O9 Q9 N9 G9 T9 X9 E9
6X 343	NCE	08:00	LHR	09:15		2:15	319			C9 D9 I9 U9 Y9 B9 H9 K9 M9 L9 V9 N9 O9 S9 Q9 G9 X9 E9

** AMADEUS AVAILABILITY - AN ** NCE NICE.FR 94 TH 02NOV 0000

Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
QF 3573	LHR	07:55	NCE	10:50		1:55	757			J9 C9 D9 IL Y9 B9 H9 K9 M9 R9 L9 V9 S9 N9 Q9 O9 GL
BA 342	LHR	07:55	NCE	10:50		1:55	757			J9 C9 D5 U3 Y9 B9 H9 K9 M9 R9 V9 N9 L9 S9 Q9 O9 X9 EL

No. seats: 1 Passenger:

The PNR Summary

The PNR summary area at the bottom of the screen displays the segments you have booked, and any passenger names if you have already entered them.

Dual Neutral availability

** AMADEUS AVAILABILITY - AN ** MIA MIAMI.USFL 55 TU 12OCT 0000

Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
EA 207	LHR	09:40	MIA	13:50		9:10	744			F9 A9 Z9 J9 C9 D9 J9 W7 T3 Y9 B9 H9 K9 M9 R9 V9 N9 L9 S9
A4 57	LHR	10:20	MIA	14:40		9:20	777			F7 J7 Y7 B7 H7 K7 M7 Y7 W7 N7 S7 Q7 L7 G7
V5 5	LHR	11:30	MIA	16:30		10:00	346			J4 D4 Z4 Y7 B7 L7 M7 Q7 X7

** AMADEUS AVAILABILITY - AN ** LHR HEATHROW.GB 77 WE 03NOV 0000

Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
6X 206	MIA	16:50 (+22)	LHR	06:20 (+23)		8:30	744			F9 A9 Z9 J9 D9 I9 U9 W9 T9 R9 H9 X9 E9
BA 206	MIA	17:10 (+22)	LHR	06:20 (+23)		8:10	744			F9 A9 J9 C9 D9 J9 W9 T8 Y9 B9 H9 K9 M9 R9 V9 N9 L9 X9

No. seats: 2 Passenger:

PNR Summary

1	BOOY ALLISON MRS	3	BA	207	C	LHR	3	12OCT	09:40	MIA	12OCT	13:50
2	MORRISON ANDREW MR	4	BA	206	C	MIA	3	3NOV	17:10	LHR	4NOV	06:20

Office: NZ1AB050

The toolbar allows you to quickly enter commands for your PNR, such as entering a Received From element, ending transaction, or ignoring the PNR.



You can collapse or expand the PNR summary area by clicking on these two buttons:



Flight Information

Flight information shows facts such as aircraft type, departure and arrival terminals, and meal information. You can display flight information in three ways.

Method 1: From an Availability Display

Click on the flight number on an Available Flights or Scheduled Flights display.

Availability													
Dual Neutral availability													
** AMADEUS AVAILABILITY - AN ** LHR HEATHROW.GB 81 FR 20OCT 0000													
Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes			
6X 341	NCE	07:45	LHR	09:00		2:15		320		C9 D9 I9 U9 Y9 B9 H9 K9 M9 L9 V9			
										N9 O9 S9 Q9 G9 X9 E9			
BA 341	NCE	08:00	LHR	09:10		2:10		757		J9 C7 D6 I6 U3 Y9 B9 H9 K9 M9 R9			
										Y9 N9 L9 S9 Q9 O9 X9 EL			
7X 3413	NCE	08:00	LHR	09:15		2:15		319		J9 D9 I9 U9 Y9 B9 H9 K9 M9 L9 S9			
										U9 O9 S9 Q9 G9 X9 E9			

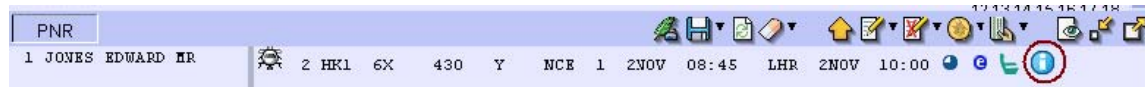
Method 2: Using the Flight Info Tab

Click on the Flight Info tab and enter the flight number and date. Click on Send.

Availability				Timetable		Flight information		Other segments	
Flight information									
By flight number					By flight time				
Flight	Date	From	To						
BA341	20OCT2006								
				Send					

Method 3: From the PNR Summary

Select the flight segment and click on the information icon.



Air Flight Information is displayed in a separate window.



Cryptic Entries

If you prefer to use cryptic entries in the Command page area, here is a list of help quick paths that will enable you to find the cryptic entries most useful in the Air Area.

Topic		Help Quickpath
General index to Air entries		HE AIR
General index to calculation, encoding or decoding		HE CONVERT
Availability and schedule display		HE AN
Timetable display		HE AIR followed by GP NEU
Entries for changing Air information		HE AIR followed by GP CHD
Flight information		HE DO
Connecting points		HE AIR followed by GP DX
Minimum connecting time		HE DM
Direct access		HE DIR GEN
These entries are for availability displays in Amadeus Direct Access. Except for AXXSCAD (change to availability from schedule display), they also apply to schedule displays in Amadeus Direct Access; simply replace 1XXAD with 1XXSD. In all cases, replace XX with the two-letter airline code. Note also that some Amadeus Direct Access entries are not supported by all airlines. To view Amadeus Online Help for Amadeus Direct Access airlines, enter HEDIRXX, where XX is the airline code.		
Segment sell	HE SS	
Information segment	HE SI	
Open segments	HE SO	

Chapter 5

PASSENGER NAME RECORD

PNR

A passenger name record (PNR) contains the details of a passenger's reservation and other information related to the trip.

Each PNR consists of a collection of elements. The following five elements are mandatory:

- Name
- Itinerary
- Contact
- Ticketing
- Received From

When you have entered the five mandatory elements, you can save the PNR. The distribution system automatically assigns a six-character record locator.

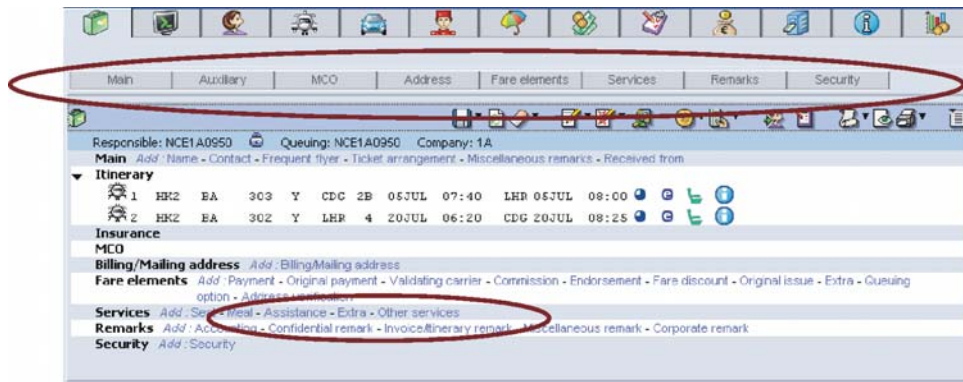
Click on the PNR tab to start working with a PNR.

The screenshot shows a software interface for opening a Passenger Name Record (PNR). At the top, a 'Menu' bar contains various icons, with the PNR icon (a green cube) circled in red. Below the menu is a toolbar with buttons for 'New', 'From profile', 'Open', and 'Claim'. The main area is titled 'Open PNR' and features a sidebar with search criteria: 'By name' (selected), 'By record locator', 'By service', 'By frequent flyer', 'By account number', and 'By customer profile'. The 'By name' section includes input fields for 'Last name', 'First name', 'Service' (a dropdown menu), 'Airline/Provider' (a text field), 'In date', 'Out date', and 'Office ID NCE1A0950'. There are also checkboxes for 'Active segment only' and 'Associated cross reference', and a 'Send' button at the bottom right.

Creating a New PNR

You can start to create your PNR before or after you book a flight using Amadeus Air. If you have already booked air segments, they are displayed in the Itinerary section.

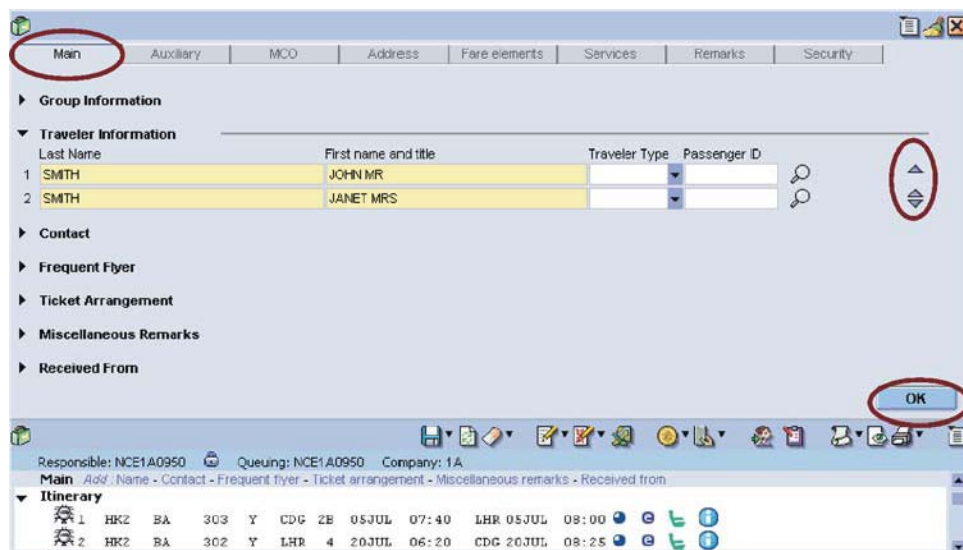
Here is the PNR display. To enter PNR elements, click on the PNR tabs or click on the links in the PNR display area.



Main PNR Elements

Click on the Main tab to begin entering the main PNR elements.

In a single window you can enter the passenger names, contact details, frequent flyer, ticket arrangement, miscellaneous remarks and received from element. To enter more than one line for each type of element, such as two passenger names, click on the icon to add a new row. When you have entered all these elements, click on OK or press Enter.



Here is the same PNR after the main elements have been created.

Responsible: NCE1A0950 Queuing: NCE1A0950 Company: 1A

▼ **Main** Add: Name - Contact - Frequent flyer - Ticket arrangement - Miscellaneous remarks - Received from

1 SMITH JOHN MR
2 SMITH JANET MRS

▼ **Itinerary**

3	HK2	BA	303	Y	CDG	ZB	05JUL	07:40	LHR	05JUL	08:00	
4	HK2	BA	302	Y	LHR	4	20JUL	06:20	CDG	20JUL	08:25	

Insurance

MCO

Billing/Mailing address Add: Billing/Mailing address

Fare elements Add: Payment - Original payment - Validating carrier - Commission - Endorsement - Fare discount - Original issue - Extra - Queuing option - Address verification

Services Add: Seat - Meal - Assistance - Extra - Other services

Remarks Add: Accounting - Confidential remark - Invoice/Itinerary remark - Miscellaneous remark - Corporate remark

Security Add: Security

If you return to the Main tab and collapse the main PNR elements display, the Application indicates which elements you have already created by a check mark.

Main Auxiliary MCO Address Fare elements Services Remarks Security

► Group Information

► Traveler Information ☒

► Contact

► Frequent Flyer

► Ticket Arrangement

► Miscellaneous Remarks

► Received From

OK

Ticketing Elements

The following ticketing elements are mandatory to issue tickets:

- Form of Payment
- Validating Carrier
- Commission
- Tour Code (where appropriate)

To start entering these elements, click on the Fare Elements tab or the appropriate link in the PNR display.

The screenshot shows the Amadeus interface with the 'Fare elements' tab selected in the top menu. The 'Payment' tab is active in the main content area. The 'Fare elements' section is also highlighted in the left sidebar. The 'Payment' tab contains fields for 'Original payment', 'Validating carrier', 'Commission', 'Endorsement', 'Fare discount', 'Original issue', 'Extra', 'Queueing option', and 'Address verification'. The 'Fare elements' section in the left sidebar is also highlighted.

Form of Payment

The Payment tab is displayed by default. Enter the form of payment type and click on OK.

The screenshot shows the Amadeus interface with the 'Payment' tab active. The 'FOP Type' field is highlighted with a red oval, and the 'OK' button is also highlighted with a red oval. The 'FOP Type' field contains the value 'CC' and the 'Additional information' field contains the value 'AX371449635311004/0906'.

Validating Carrier

Click on the Fare Elements tab, then on the Validating Carrier tab. Enter the validating carrier and click on OK.

The screenshot shows the Amadeus interface with the 'Validating carrier' tab active. The 'Validating carrier' field is highlighted with a red oval, and the 'OK' button is also highlighted with a red oval. The 'Validating carrier' field contains the value 'BA'.

Commission

Click on the Fare Elements tab, then on the Commission tab. Enter the commission and click on OK. The commission value is a percentage by default. To enter an amount, select the Amount check box.

The screenshot shows the 'Fare elements' tab selected. Within it, the 'Commission' sub-tab is active. A table with columns 'Commission', 'Cap amount', 'Passenger', 'Segment', and 'MCO' is visible. The first row has '9' in the 'Commission' column. Below the table are checkboxes for 'Amount' and 'Net remit'. An 'OK' button is at the bottom right.

Tour Code

If you need to enter a tour code, click on the Fare Elements tab, then on the Extra tab. Click on Tour Code.

Enter the tour code details and click on OK.

The screenshot shows the 'Fare elements' tab selected, with the 'Extra' sub-tab active. The 'Tour code' sub-tab is selected within 'Extra'. A table with columns 'Tour type', 'Year', 'Airline', 'Approval', 'Information', 'Passenger', 'Segment', 'MCO', and 'Grouping' is shown. The first row contains 'IT', '2', 'BA', '3', 'ABC123'. An 'OK' button is at the bottom right.

Service Elements

You can enter service requests in a similar way from the Services tab.

Seat Request

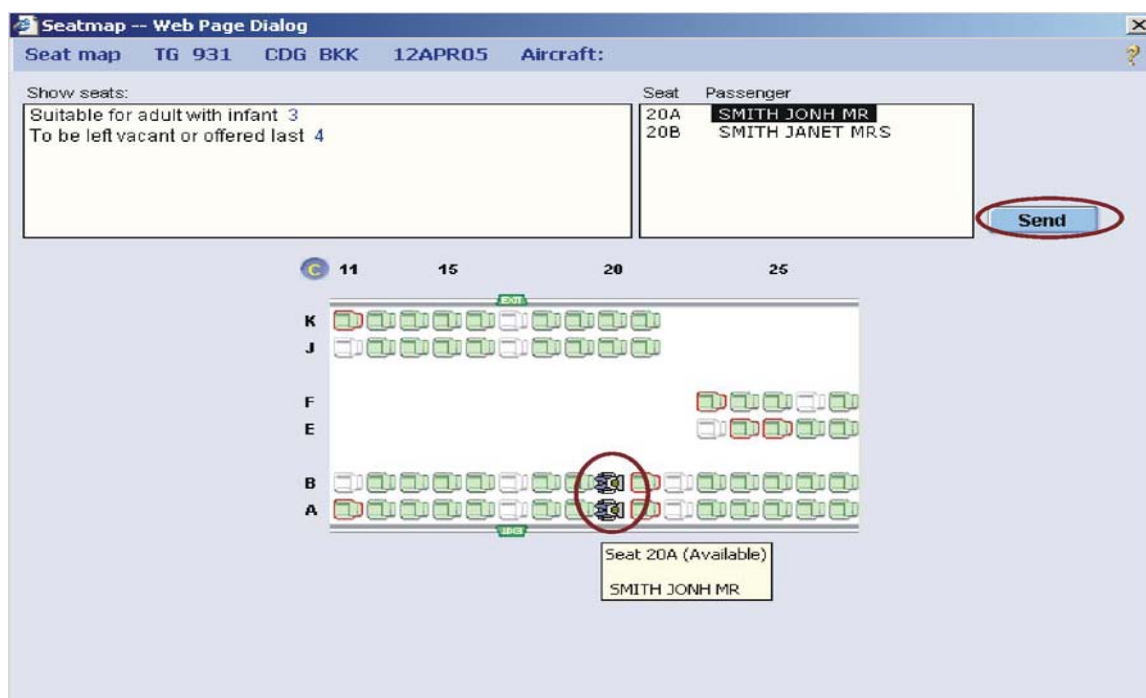
There are two ways to make a seat request. Click on Seat, enter the preferred seat type, and click on OK.

The screenshot shows the 'Services' tab selected. Within it, the 'Seat' sub-tab is active. A table with columns 'Type', 'Smoking', 'Area preference', 'Seat number', 'Seat wish', 'Passenger', 'Segment', and 'Seat count' is visible. The first row has 'G' in the 'Type' column. An 'OK' button is at the bottom right.

Alternatively, if the airline permits, you can display the seat map and choose the seats from there. To display the seat map, click on the Seat Map icon on the flight segment.



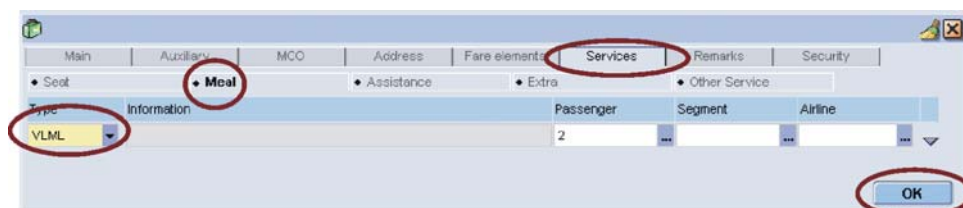
In the Seat Map window, select the seats you want to request then click on Send.



Meal Request

To request special meals click on the Services tab, then on Meal.

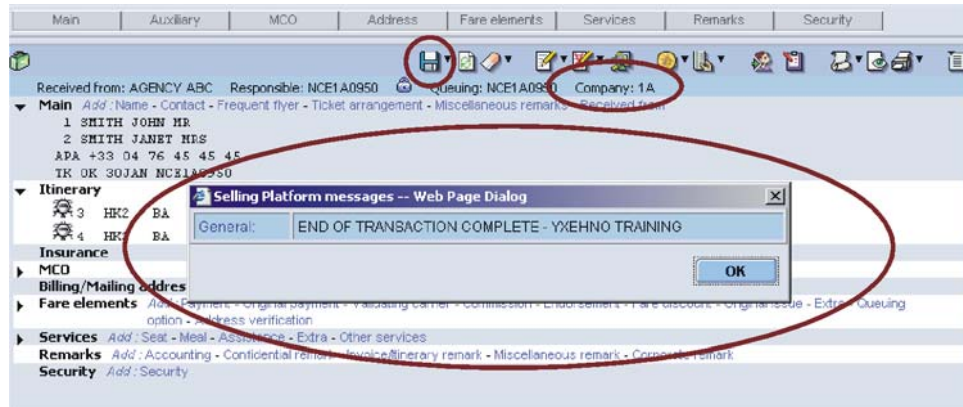
Select the type of meal from the drop-down list. Remember to select a passenger if the meal request is not for all passengers in the PNR. Click on OK.



End of Transaction

When you have entered all the elements into your PNR, click on the link to enter a Received From element, then click on OK.

The PNR record locator is displayed. Click on OK to close the window and return to the Open PNR tab.



Opening a PNR

Click on the Open tab to retrieve an existing PNR. Select the method you want to use to find your PNR.

Open PNR

By name

Last name: [] First name: [] Office ID: NCE1A0950

Service: [] Airline/Provider: [] In date: [] Out date: []

☐ Active segment only ☐ Associated cross reference

Send

For example, to retrieve a PNR by passenger name, enter the name and click on Send or press Enter.

Open PNR

By name

Last name: SMITH First name: [] Office ID: NCE1A0950

Service: [] Airline/Provider: [] In date: [] Out date: []

☐ Active segment only ☐ Associated cross reference

Send

If there are several PNRs for the name, a list is displayed. To open the PNR, select the name and click on Send or press Enter, or double-click on the name.

More than one PNR found. Please select one from the list:

Group or last name	First name	Record locator	Segment information
SMITH	BANGBANG	YXENKG	AIR BA 342 H 01 SEP LHR NCE
SMITH	JANETHRS	YXEHNO	MIS BA 31 JUL ***
SMITH	JOHAMP	YXEHNO	MIS BA 31 MAY ***
SMITH	JOHNNECODE	YXENIS	AIR AF 6615 P 14 JUL NCE ORY

Send

The PNR is displayed. You can now add or modify elements in the PNR.

Main Auxiliary MCO Address Fare elements Services Remarks Security

Agent: DGSU NCE Responsible: NCE1A0950 Queuing: NCE1A0950 Company: 1A Record locator: YXEHNO

Main Add: Name - Contact - Frequent flyer - Ticket arrangement - Miscellaneous remarks - Received from

1 SMITH JOHN MR

2 SMITH JANET MRS

APA +33 04 76 45 45 45

TK OK 30CAN NCE1A0950

Itinerary

3 HK2 BA 303 Y CDG 2B 05JUL 07:40 LHR 05JUL 08:00

4 HK2 BA 302 Y LHR 4 20JUL 06:20 CDG 20JUL 08:25

Insurance

MCO

Billing/Mailing address Add: Billing/Mailing address

Fare elements Add: Payment - Original payment - Validating carrier - Commission - Endorsement - Fare discount - Original issue - Extra - Queuing option - Address verification

Services Add: Seat - Meal - Assistance - Extra - Other services

Remarks Add: Accounting - Confidential remark - Invoice/Itinerary remark - Miscellaneous remark - Corporate remark

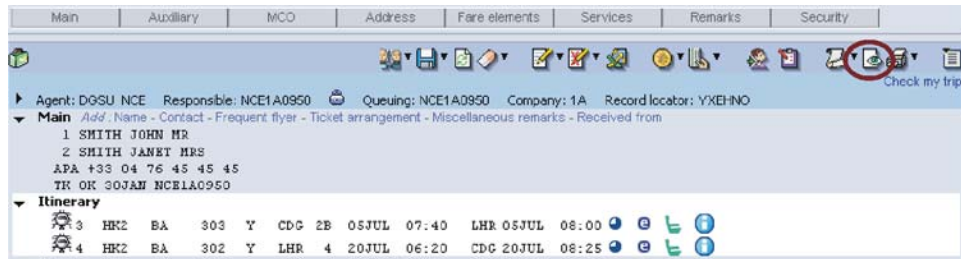
Security Add: Security

Printing or Copying a PNR

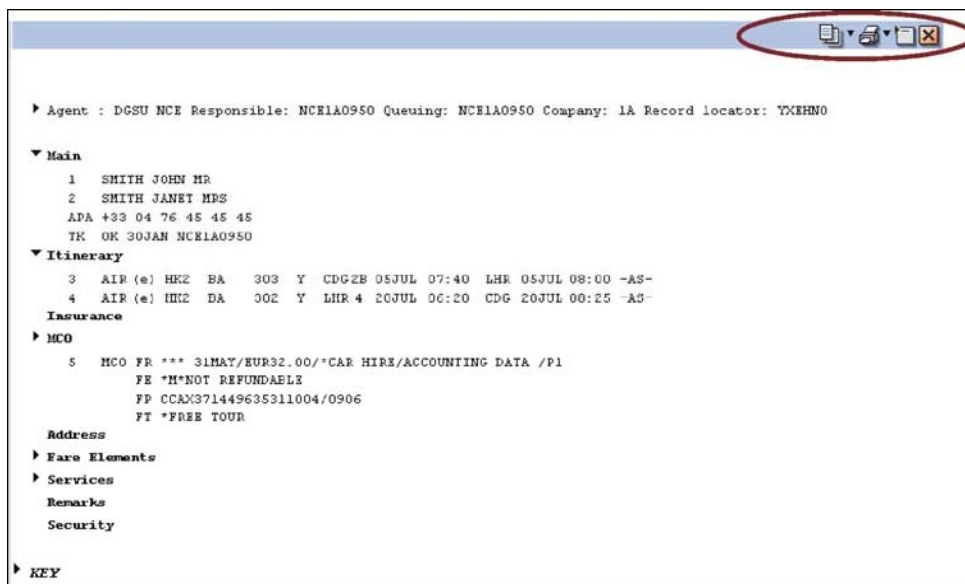
You can print or copy PNR information. You can print or copy information from the following areas:

- PNR display
- Air availability, timetable and schedule displays
- Car availability: multiple availability and single availability display
- Hotel availability: availability display, hotel lists and hotel rate or features

To print or copy a PNR display, click on the PNR Preview icon.



The print/copy preview is displayed. By using the icons on the toolbar you can copy and paste the information into a Word document or an email, or print to a local printer.

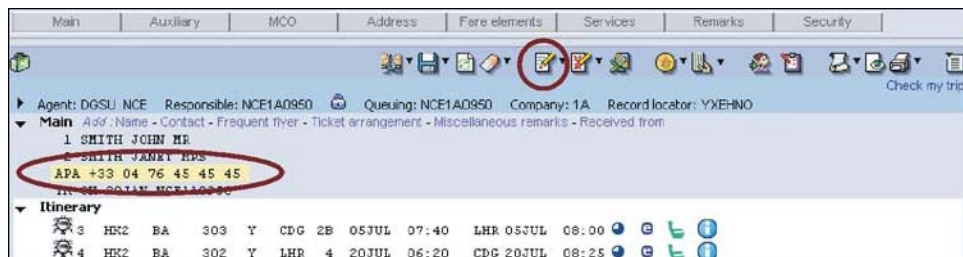


Modifying a PNR

You can make modifications in an existing PNR. You can:

- Rearrange elements
- Modify elements
- Cancel elements
- Change PNR ownership

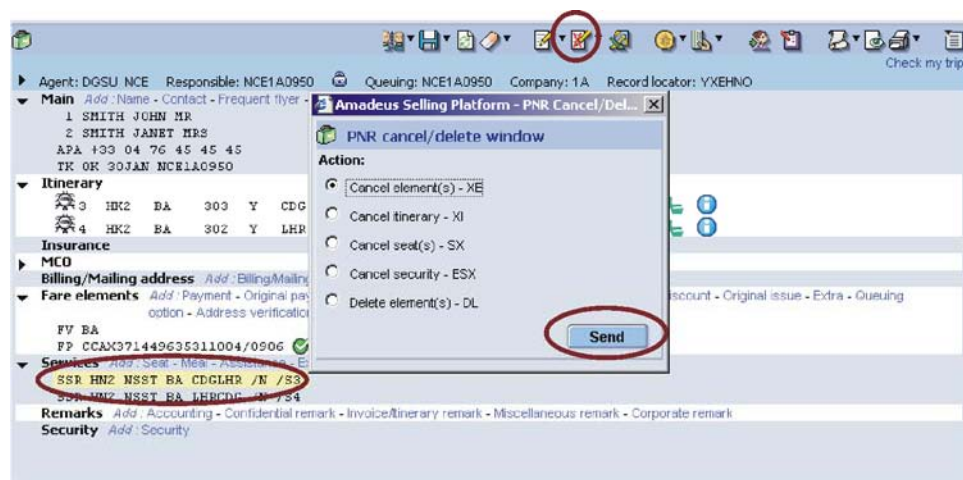
For example, to modify a line, select the line and click on the Modify icon or double-click on the line:



The PNR modification window is displayed. Enter the new details and click on Modify.



To display the Cancel options, select the line and click on the down arrow to the right of the Cancel icon. A pop-up menu allows you to select the type of cancellation you want to make. Click on Send.



When you have finished modifying the PNR, enter a Received From element and end transaction.

If you want to ignore the PNR and discard your changes, click on the Ignore icon.

Agent: DGSU NCE Responsible: NCE1A0950 Queuing: NCE1A0950 Company: 1A Record locator: YXEHNO

Main Add: Name - Contact - Frequent flyer - Ticket arrangement - Miscellaneous remarks - Received from

1 SMITH JOHN MR
2 SMITH JANET MRS
APA +33 04 76 45 45 45
TK OK 30JAN NCE1A0950

Itinerary

Segment	Carrier	Class	Status	Origin	Destination	Flight	Class	Date	Time
3	HK2	EA	303	Y	CDG	2B	05JUL	07:40	LHR 05JUL 08:00
4	HK2	EA	302	Y	LHR	4	20JUL	06:20	CDG 20JUL 08:25

Rebooking an Air Segment

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

- Rebook a single air segment
 - Rebook multiple air segments
- from the:
- PNR tab
 - Air Tab PNR Summary area

From the PNR Tab

To rebook a single air segment, select the air segment that you want to rebook and click on the Modify icon or double-click on the line.

Agent: DGSU NCE Responsible: NCE1A0950 Queuing: NCE1A0950 Company: 1A Record locator: YXEHNO

Main Add: Name - Contact - Frequent flyer - Ticket arrangement - Miscellaneous remarks - Received from

1 SMITH JOHN MR
2 SMITH JANET MRS
APA +33 04 76 45 45 45
TK OK 30JAN NCE1A0950

Itinerary

Segment	Carrier	Class	Status	Origin	Destination	Flight	Class	Date	Time
3	HK2	EA	303	Y	CDG	2B	05JUL	07:40	LHR 05JUL 08:00
4	HK2	EA	302	Y	LHR	4	20JUL	06:20	CDG 20JUL 08:25

Insurance

MCO

Billing/Mailing address Add: Billing/Mailing address

The Modify Air Segment window is displayed. Enter the new flight information and click on Send.

Modify Air Segment

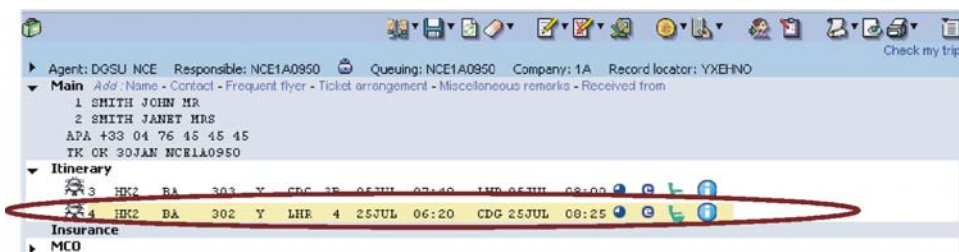
Rebook Passengers Seats Status/Action Time


From	To	Flight	Class	Date	Time
4	LHR	CDG	BA302	Y	20JUL 06:20

Flight	Class	Date
		25 JUL

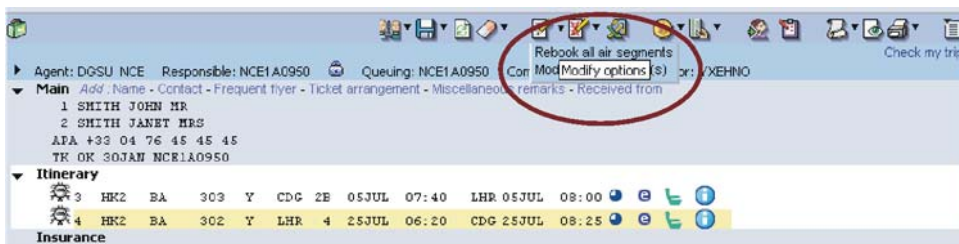
Send


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

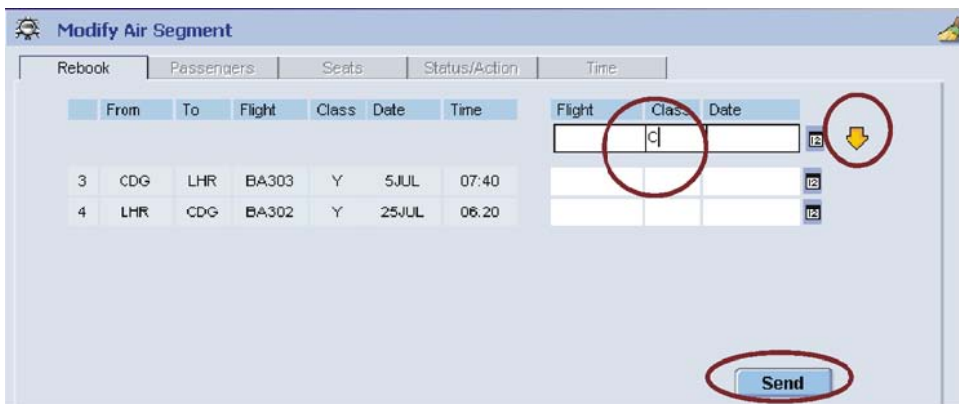


If the rebook is unsuccessful, the air segment in the Modify Air Segment window is highlighted with this indicator: 

To rebook multiple air segments, click on the arrow to the right of the Modify icon and select Rebook All Air Segments.



The Modify Air Segment window is displayed. If the rebook request is the same for several segments, for example, you want to change all flights from Y class to C class, enter the new class, click on , then click on Send.



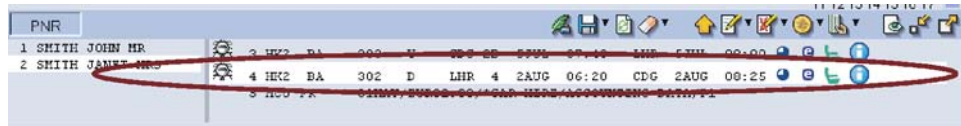
If the rebook is a combination of information, for example, a change of class for one segment and a change of date for another, enter the information in the appropriate fields for each segment and click on Send.

From the Air Tab

When you rebook from the PNR Summary area in Air, you must ensure that the city pair and the new booking class are the same for all segments.

1. To rebook from the PNR Summary area, display the availability for the date you want.
2. From the availability display, click on the class of service for the flight you want to book.
3. From the PNR Summary area, select the air segment that you want to rebook.
4. Click on the Modify icon.

The PNR Summary area displays the new booking class and airline and the PNR is automatically updated with the new flight information.



Splitting a PNR

You must split a PNR when you modify an itinerary for one or more passengers. As the word split implies, two separate PNRs are created the original, or parent PNR and the associate PNR.

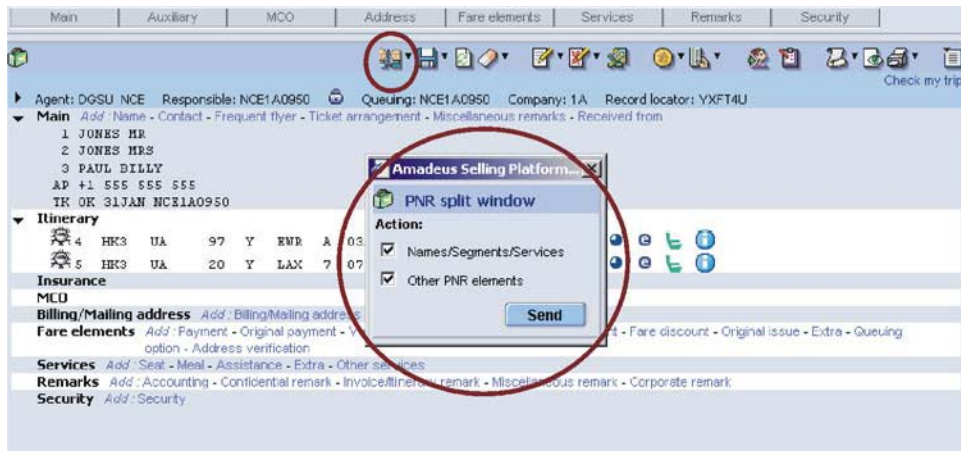
The difference between a split PNR and a non-homogenous PNR is that a non-homogenous condition is always temporary and is automatically resolved by the system at end of transaction.

Note: When you split a PNR, all passengers must have identical flight itineraries.

The Split icon is available from the toolbar only when your PNR has a record locator and includes at least two passengers.

To split a PNR with only two passengers and with no passenger- or segment-associated PNR elements, click on the Split PNR icon.

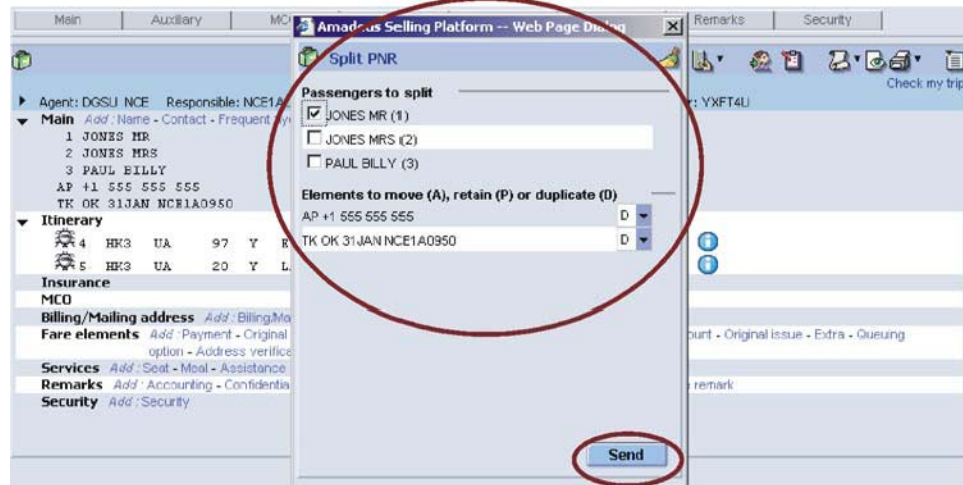
To split a PNR with more than two passengers, or when you need to split some PNR elements, click on the arrow to the right of the Split PNR icon. A pop-up menu allows you to select the type of split you want to make. Click on Send.



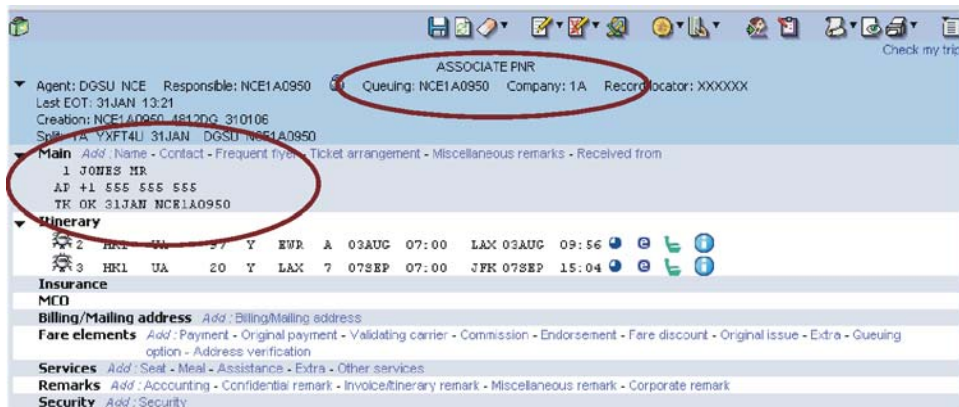
The system displays the Split PNR window. Select the passenger or passengers to be split.

For elements that are not passenger or segment associated, you can choose from the drop-down list of each element whether you want to duplicate the information for both parent and associate PNRs (D), transfer the element to the associate PNR (A), or retain the element in the parent PNR (P).

Once you have made your selection, click on Send.



The system displays a PNR for the name elements you have chosen to split. This PNR is temporarily identified as the 'Associate PNR'.



To save the Associate PNR, click on the Received From link, provide the required information, then click on the Save icon.



Note: You are strongly advised to save and file the Associate PNR before making any changes to it.

Once you have saved the Associate PNR, the original PNR is displayed with the temporary identifier 'Parent PNR'.

The screenshot shows the Amadeus PNR screen for a 'Parent PNR'. The title bar at the top says 'PARENT PNR'. Below the title bar, the status bar shows 'Queueing: NCE1A0950 Company: 1A Record locator: YXFT4U'. The main area displays the PNR details, including the agent (DGSU NCE), responsible (NCE1A0950), and creation date (31JAN 13:21). The 'Main' section shows the passenger list: 1 JONES MRS, 2 PAUL BILLY, and the fare basis (AP +1 555 555 555). The 'Itinerary' section shows the flight details: 3 HK2 UA 97 Y EWR A 03AUG 07:00 LAX 03AUG 09:56, and 4 HK2 UA 20 Y LAX 7 07SEP 07:00 JFK 07SEP 15:04. The 'Insurance' section shows 'MCO'. The 'Billing/Mailing address' section shows 'Add: Billing/Mailing address'. The 'Fare elements' section shows 'Add: Payment - Original payment - Validating carrier - Commission - Endorsement - Fare discount - Original issue - Extra - Queuing option - Address verification'. The 'Services' section shows 'Add: Seat - Meal - Assistance - Extra - Other services'. The 'Remarks' section shows 'Add: Accounting - Confidential remark - Invoice/Itinerary remark - Miscellaneous remark - Corporate remark'. The 'Security' section shows 'Add: Security'.

To save the Parent PNR, again click on Received From and then the Save icon.

The screenshot shows the Amadeus PNR screen for a 'Parent PNR'. The title bar at the top says 'PARENT PNR'. Below the title bar, the status bar shows 'Queueing: NCE1A0950 Company: 1A Record locator: YXFT4U'. The main area displays the PNR details, including the agent (DGSU NCE), responsible (NCE1A0950), and creation date (31JAN 13:21). The 'Main' section shows the passenger list: 1 JONES MRS, 2 PAUL BILLY, and the fare basis (AP +1 555 555 555). The 'Itinerary' section shows the flight details: 3 HK2 UA 97 Y EWR A 03AUG 07:00 LAX 03AUG 09:56, and 4 HK2 UA 20 Y LAX 7 07SEP 07:00 JFK 07SEP 15:04. The 'Insurance' section shows 'MCO'. The 'Billing/Mailing address' section shows 'Add: Billing/Mailing address'. The 'Fare elements' section shows 'Add: Payment - Original payment - Validating carrier - Commission - Endorsement - Fare discount - Original issue - Extra - Queuing option - Address verification'. The 'Services' section shows 'Add: Seat - Meal - Assistance - Extra - Other services'. The 'Remarks' section shows 'Add: Accounting - Confidential remark - Invoice/Itinerary remark - Miscellaneous remark - Corporate remark'. The 'Security' section shows 'Add: Security'.

The system displays a window containing an end of transaction message followed by a record locator for both Parent and Associate PNRs.

The screenshot shows the Amadeus PNR screen for a 'Parent PNR'. The title bar at the top says 'PARENT PNR'. Below the title bar, the status bar shows 'Queueing: NCE1A0950 Company: 1A Record locator: YXFT4U'. The main area displays the PNR details, including the agent (DGSU NCE), responsible (NCE1A0950), and creation date (31JAN 13:21). The 'Main' section shows the passenger list: 1 JONES MRS, 2 PAUL BILLY, and the fare basis (AP +1 555 555 555). The 'Itinerary' section shows the flight details: 3 HK2 UA 97 Y EWR A 03AUG 07:00 LAX 03AUG 09:56, and 4 HK2 UA 20 Y LAX 7 07SEP 07:00 JFK 07SEP 15:04. The 'Insurance' section shows 'MCO'. The 'Billing/Mailing address' section shows 'Add: Billing/Mailing address'. The 'Fare elements' section shows 'Add: Payment - Original payment - Validating carrier - Commission - Endorsement - Fare discount - Original issue - Extra - Queuing option - Address verification'. The 'Services' section shows 'Add: Seat - Meal - Assistance - Extra - Other services'. The 'Remarks' section shows 'Add: Accounting - Confidential remark - Invoice/Itinerary remark - Miscellaneous remark - Corporate remark'. The 'Security' section shows 'Add: Security'. A 'Web Page Dialog' window is open, displaying the message 'END OF TRANSACTION COMPLETE - YXFT4U 3P-YXFUPX'.

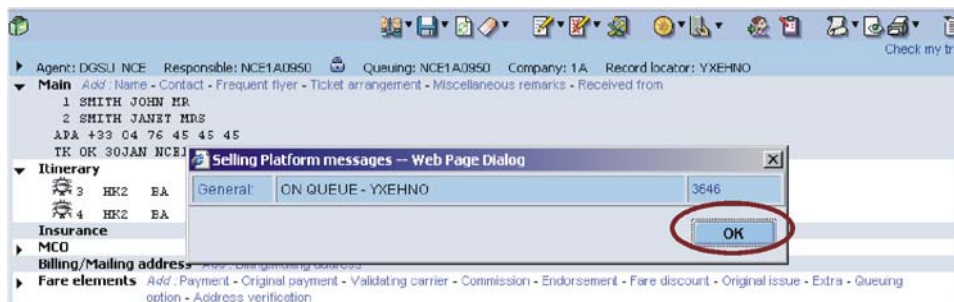
Placing a PNR on a Queue

Once you have opened a PNR, you can place a PNR on a queue by clicking on the Place On Queue icon.

The system displays a window for you to enter the queue details. Click on Send or press Enter to end transaction and place the PNR on the queue.



The confirmation message and the PNR record locator are displayed. Click on OK to close the message window.



Cryptic Entries

If you prefer to use cryptic entries in the Command page area, here is a list of help quickpaths that will enable you to find the cryptic entries most useful in the Air Area.

Topic	Help Quickpath
Generic PNR index	HE PNR
PNR name element	HE PNR NAM
PNR contact element	HE PNR PHO
Multiple PNR entries	HE PNR MUL
Received from element	HE PNR REC
Ticketing	HE TK
Ending transactions	HE PNR END
Ignoring transactions	HE PNR IGN
Service elements	HE PNR OSI or HE PNR SSR
Remarks	HE PNR REM
Frequent flyer	HE PNR FRE
Retrieving PNR information	HE PNR RET
Claims	HE PNR CLM
Copying PNRs	HE PNR COP
Splitting PNRs	HE PNR SPL
For a step-by-step procedure on PNR split, enter HE STEPS, GP PN3.	
Cancelling or deleting PNRs	HE PNR CAN
Modifying PNRs	HE PNR CHA
Rebooking PNRs	HE PNR REB
PNR history	HE PNR HIS
Seating arrangements	HE PNR SEA

Chapter 6

Amadeus Queues

Every office has its own queue bank. Amadeus Queues can be used as a storage facility for PNRs requiring further action. They can also be used to receive and send messages from providers regarding the status of booked segments or special requests.

Amadeus allows a total of 60 queues per office ID. In addition to system-defined queues that are used to identify specific actions (for example, schedule changes or expired ticket time limits), you can create additional queues for your own personal use.

Click on the Queue tab to work with Amadeus Queues.



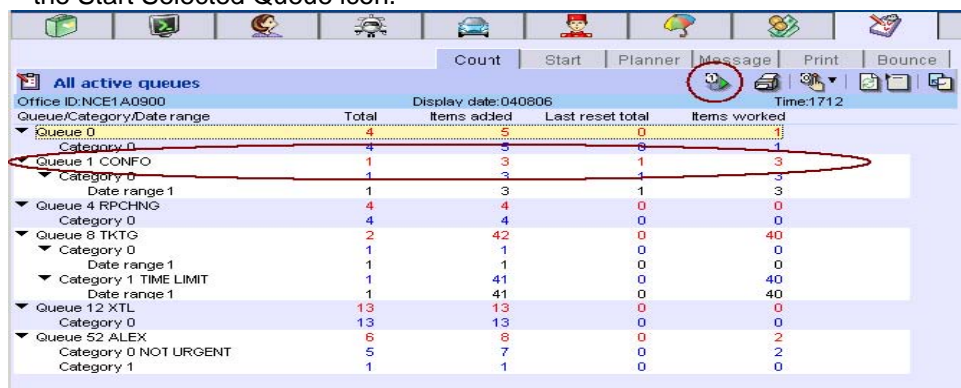
Queue Count

The Queue Count feature allows you to display a list of queues in your office and the number of items on each queue. You can display a specific queue only, all active queues, or all existing queues. You can also display only those queues associated to your agent sign.

To display all active queues in your office, click on Send without filling in any fields.

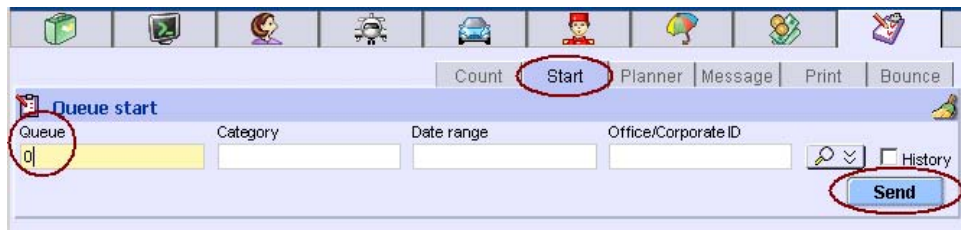


To begin working with a queue from the queue count display, select the queue and click on the Start Selected Queue icon.



Queue Start

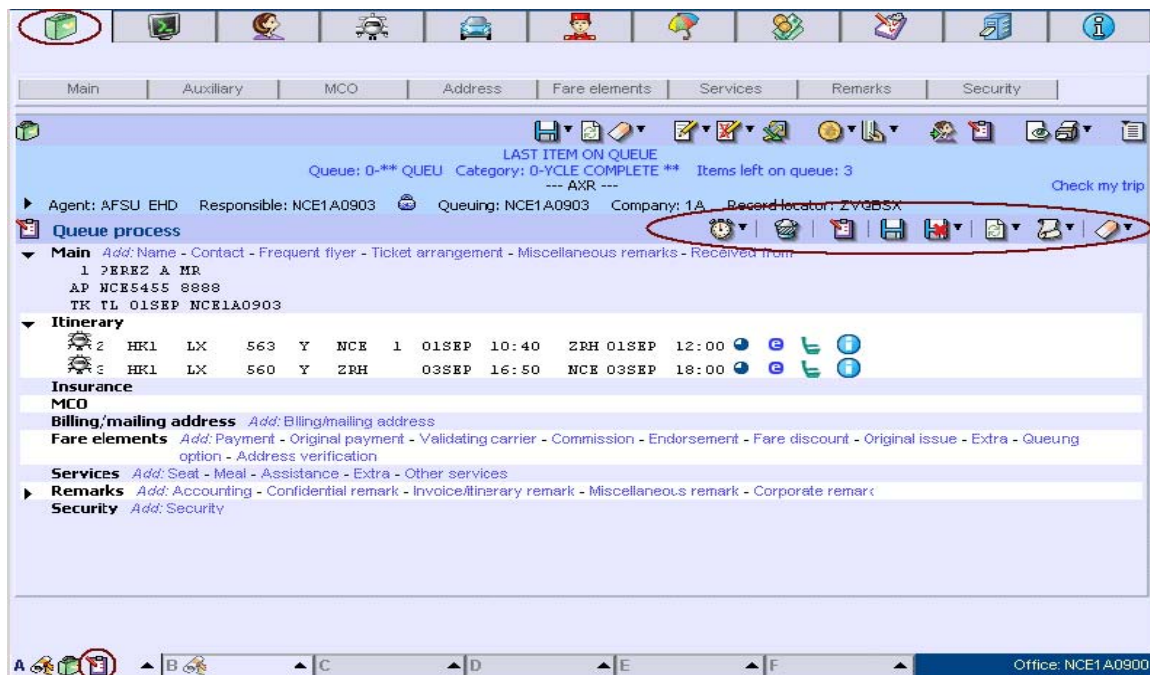
You can also start a queue by clicking on the Start tab and entering the queue number. Click on Send.



The screenshot shows the 'Queue start' form. At the top, there is a toolbar with icons for various functions. Below the toolbar, there are tabs: 'Count', 'Start', 'Planner', 'Message', 'Print', and 'Bounce'. The 'Start' tab is selected and circled in red. Below the tabs, there are input fields for 'Queue', 'Category', 'Date range', and 'Office/Corporate ID'. The 'Queue' field contains the number '01' and is circled in red. To the right of these fields, there is a 'History' checkbox and a 'Send' button, which is also circled in red.

When you display a PNR from a queue you are back to the PNR tab and the display has two toolbars.

The toolbar placed higher on the page is related to the PNR; the one placed lower down to the queue.



The screenshot shows the PNR display for agent AFSU EHD. At the top, there is a toolbar with icons for various functions. Below the toolbar, there are tabs: 'Main', 'Auxiliary', 'MCO', 'Address', 'Fare elements', 'Services', 'Remarks', and 'Security'. The 'Main' tab is selected. Below the tabs, there is a 'Queue process' section. The 'Queue process' section contains a 'Queue' field with the value '0-** QUEU' and a 'Category' field with the value '0-YCLE COMPLETE **'. Below these fields, there is a 'Queue process' section with a 'Queue process' button and a 'Queue process' button. The 'Queue process' button is circled in red. Below the 'Queue process' section, there is an 'Itinerary' section. The 'Itinerary' section contains a table with flight details. The table has columns for flight number, carrier, class, status, date, time, and location. The first row shows flight 2 HK1 LX 563 Y NCE 1 01SEP 10:40 ZRH 01SEP 12:00. The second row shows flight 3 HK1 LX 560 Y ZRH 03SEP 16:50 NCE 03SEP 18:00. Below the 'Itinerary' section, there are sections for 'Insurance', 'MCO', 'Billing/mailling address', 'Fare elements', 'Services', 'Remarks', and 'Security'. The 'Queue process' button is circled in red.

Queue Message

Queue 97 in your office is used to send and receive messages.

To send a message, click on the Message tab. Enter the message text and the details of where you want to send the message. To send a message to multiple addresses, click on the list icon. Click on Send.

Cryptic Entries

If you prefer to use cryptic entries in the Command page area, here is a list of help quickpaths that will enable you to find the cryptic entries most frequently used when working with Queues.

Topic	Help Quickpath
Starting or displaying queues	HE QUEUES STR
Deleting or ignoring PNRs in queues	HE QUEUES NXT
Exiting queues	HE QUEUES NXT
Delaying a PNR in queue	HE QUEUES EXT
Deleting queues	HE QUEUES DEL
Adding queues	HE QUEUES ADD
Queue nicknames	HE QUEUES NIC
Queue counts	HE QUEUES COU
Placing PNRs and messages in queues	HE QUEUES PLA
Removing PNRs and messages from queues	HE QUEUES REM
Printing queues	HE QUEUES PRI

Chapter 7

Amadeus Fares and Pricing

There are several features for Amadeus Fares and Pricing. You can look at fare displays, price a PNR in several ways, and create TSTs (Transitional Stored tickets). If it is available in your office, you can use Amadeus Value Pricer to display itinerary and price recommendations.

Click on the Fare tab to work with Amadeus Fares and Pricing.

Menu

Fare Display Informative Pricing Price PNR Value Pricer TST Historical

Fare - City pair quote

Public ☒ Unifares ☐ Corporate ☐

From: NCE To: Date: Return date: Airlines: Class:

☒ Shopper list **Send**

Fare Display

Click on the Fare Display tab to display fares for a city pair.

Enter the city pair. As the distribution system stores many fares, you are advised to display the full options window and refine your request to show exactly the type of fare you are looking for. Click on Send.

Fare display Informative pricing Price PNR Value Pricer TST Historical

Fare - City pair quote
















Public ☒ Unifares ☐ Corporate ☐

From: NCE To: MEX Date: 23OCT Return date: Airlines: Class:

Penalty restrictions: % ☒ Request type: Currency select: Currency convert: Common fares: Add taxes: Withhold taxes: One way: Return: Cabin:

☒ Shopping list **Send**

Here is the list of fares for the above request. To display the fare note, click on the fare basis.

Fare Display		Informative Pricing		Price PNR		Value Pricer		TST		Historical	
Fare - Single City-Pair Quote NCE-MEX											
ALSO SEE NCETLC						TAX MAY APPLY SURCHG MAY APPLY-CK RULE					
AC AF AK AM CS C9 DL DY D2 FL FP FR F9 GX G3 JD JM LL RV RY R3 SP TX UK U2 VE VK VWW XF XS YC ZH 2D 2L BQ 7A 9B 9G											
ROE C.837469 UP TO 1.00 EUR											
23OCT06*23OCT08 / NCEMEX / NSF ; AT / TPM / MPM 7304 /											
Fare basis	OW (EUR)	RT (EUR)	B	Pen.	Dates	Days	AP	Min	Max	AL	F R
 VAKRCFRW		470		NRF	\$ 31 OCT T 13 APR		14	SU	9M	LH	R
 VAKRCFRW		470		NRF	\$ 31 OCT T 13 APR		7	SU	9M	UA	R
VKRCFRW		505		NRF	\$ 31 OCT		14	7	2M	MX	R
VKZZFRW		505		NRF	\$ 31 OCT			7	12M	MX	R
VKZZFRW		510		NRF	\$ 31 OCT		7	<u>SU</u>	12M	LH	R
VKZZFRW		510		NRF	\$ 31 OCT		7	SU	12M	UA	R
LK5AP30		520		NRF	\$ 15 DEC			SU	1M	AA	M
LK5BAP10		520		NRF	\$ 15 DEC		10	10	1M	AA	M
 XK3PD4W		520		NRF	\$ 15 DEC T 13 APR			SU	1M	CO	R
					\$ 15 DEC						

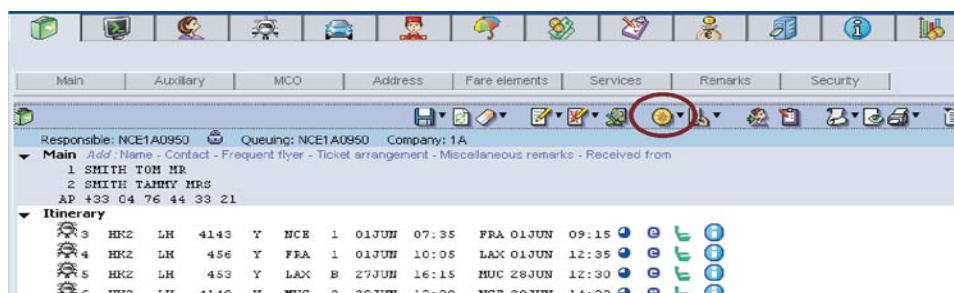
Fare Notes

Here is the Fare Notes window. Click on any of the section headings at the top of the window to display a particular section of the note. Close the Fare Notes window to return to the fare display.

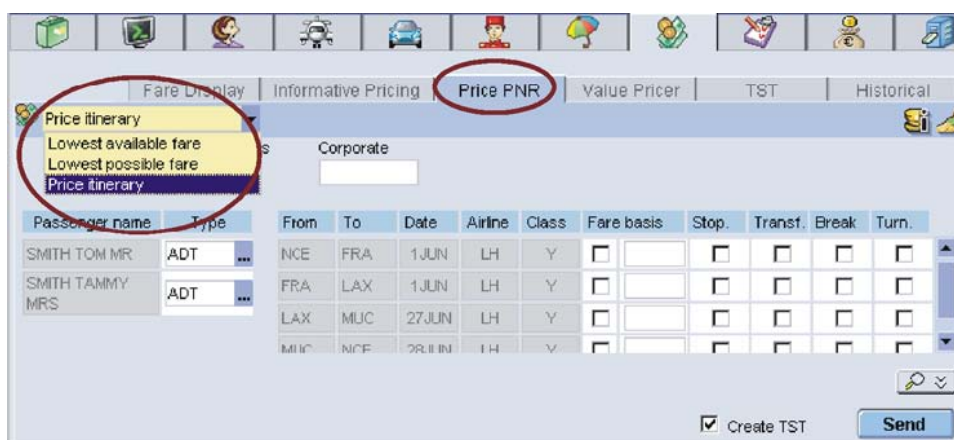
Fare notes -- Web Page Dialog	
Fare notes	
RULE APPLICATION MIN STAY MAX STAY SEASONS SALES RESTRICT ADVANCE RES FLT APPLICATION CHILD DISCOUNTS TOUR CONDUCTOR AGTS DISCOUNTS OTHER DISCOUNTS STOPOVERS TRANSFERS SURCHARGES TKT ENDORSEMENT PENALTIES COMBINABILITY HIGHER INTERMEDIATE	
Fare class: WKRCFRW Tariff: 27 Rule: W450 Booking class: W Passenger type: ADT-ADULT Net amount: Public amount: Publisher: Fare type: XPF-INSTANT PURCHASE	
RULE APPLICATION PEX FROM FROM EUROPE TO MEXICO AND CENTRAL AMERICA. APPLICATION AREA THESE FARES APPLY FROM EUROPE TO MEXICO/CENTRAL AMERICA. CLASS OF SERVICE THESE FARES APPLY FOR ECONOMY CLASS SERVICE. TYPES OF TRANSPORTATION FARES GOVERNED BY THIS RULE CAN BE USED TO CREATE ROUND-TRIP/OPEN-JAW JOURNEYS. FARES ONLY APPLY IF PURCHASED BEFORE DEPARTURE. CAPACITY LIMITATIONS	

Pricing a PNR

There are two ways in which you can price a PNR. You can price an itinerary from the PNR area by clicking on the Price Itinerary icon.



You can also click on the Price PNR tab from the Fares and Pricing area. The pricing methods are displayed in a drop-down list. The flight segments are displayed on the screen.



You can choose from several PNR pricing methods.

PNR Pricing Method	Description	Rebooks the Class
Price Itinerary	Prices the class as booked in the PNR.	No
Lowest Possible Fare	Displays the lowest possible fare for the airline and itinerary, even if it is not available. A system message informs you if the fare is available or not. If the fare is available, choose the Rebook With Lowest Fare function to rebook in the correct classes.	No
Lowest Available Fare	Displays the lowest available fare for the airline and itinerary. If the fare is available, choose the rebook option in the correct classes.	No

Choose the pricing method and any other options. Price itinerary allows you to create a TST. Ensure that the Create TST check box is selected to save the TST. Click on Send.

Price itinerary

Public ☒ Unifares ☐ Corporate ☐

Passenger name	Type	From	To	Date	Airline	Class	Fare basis	Stop.	Transf.	Break	Turn.
SMITH TOM MR	ADT	NCE	FRA	1JUN	LH	Y					
SMITH TAMMY MRS	ADT	FRA	LAX	1JUN	LH	Y					
		LAX	MUC	27JUN	LH	Y					
		MUC	NCE	28JUN	LH	Y					

☒ Create TST

If there is more than one fare for the itinerary chosen, choose the fare you want and click on Price. If you want to see the ticket image before that, click on Display Details.

Fare - Price PNR - Select fares from the list to display the pricing summary or ticket image.

#	Fare basis	Discount	Passengers	Fare	Tax
<input checked="" type="checkbox"/> 01	YR	ADT	1-2	EUR 4645.42	Y
<input type="checkbox"/> 02	YFLEX8+Y1US/W	ADT	1-2	EUR 4791.02	Y
<input type="checkbox"/> 03	Y+YR	ADT	1-2	EUR 5341.18	Y

If there is more than one passenger, you first need to select which ticket image you want to display from a list. Select the passenger and click on Display Details.

The ticket image for the fare is displayed.

Fare - Price PNR

Passengers	Information																																																							
SMITH TOM MR	LAST TICKET DATE 1JUN2006																																																							
<table border="1"> <thead> <tr> <th>Cities</th> <th>Carrier</th> <th>Flight</th> <th>Class</th> <th>Date</th> <th>Time</th> <th>Fare basis</th> <th>Tkt designator</th> <th>NVB</th> <th>NVA</th> <th>Baggage</th> </tr> </thead> <tbody> <tr> <td>NCE FRA</td> <td>LH</td> <td>4140</td> <td>Y</td> <td>1JUN</td> <td>07:35</td> <td>YR</td> <td></td> <td></td> <td></td> <td>PC</td> </tr> <tr> <td>X FRA LAX</td> <td>LH</td> <td>456</td> <td>Y</td> <td>1JUN</td> <td>10:05</td> <td>YR</td> <td></td> <td></td> <td></td> <td>PC</td> </tr> <tr> <td>X LAX MUC</td> <td>LH</td> <td>453</td> <td>Y</td> <td>27JUN</td> <td>16:15</td> <td>YR</td> <td></td> <td></td> <td></td> <td>PC</td> </tr> <tr> <td>X MUC NCE</td> <td>LH</td> <td>4148</td> <td>Y</td> <td>28JUN</td> <td>13:00</td> <td>YR</td> <td></td> <td></td> <td></td> <td>PC</td> </tr> </tbody> </table>	Cities	Carrier	Flight	Class	Date	Time	Fare basis	Tkt designator	NVB	NVA	Baggage	NCE FRA	LH	4140	Y	1JUN	07:35	YR				PC	X FRA LAX	LH	456	Y	1JUN	10:05	YR				PC	X LAX MUC	LH	453	Y	27JUN	16:15	YR				PC	X MUC NCE	LH	4148	Y	28JUN	13:00	YR				PC	
Cities	Carrier	Flight	Class	Date	Time	Fare basis	Tkt designator	NVB	NVA	Baggage																																														
NCE FRA	LH	4140	Y	1JUN	07:35	YR				PC																																														
X FRA LAX	LH	456	Y	1JUN	10:05	YR				PC																																														
X LAX MUC	LH	453	Y	27JUN	16:15	YR				PC																																														
X MUC NCE	LH	4148	Y	28JUN	13:00	YR				PC																																														
Fare	Fare Calculation																																																							
EUR 4207.00	NCE LH X/FRA LH LAX M2511.73LH XMUC LH NCE M2511.73NLC5023.46END																																																							
Taxes	ROE0.837469																																																							
EUR 7.57 QX	XF LAX 4.50																																																							
EUR 160.00 YQ																																																								
EUR 3.92 FR																																																								
EUR 7.45 FR																																																								
EUR 22.56 RA																																																								
EUR 13.08 DE																																																								
EUR 4.11 YC																																																								
EUR 11.92 US																																																								
EUR 11.92 US																																																								
EUR 4.11 XA																																																								
EUR 5.75 XY																																																								
EUR 2.05 AY																																																								
EUR 3.70 XF																																																								
Total																																																								

To return to the previous screen to select another passenger click on the Back to Input icon.



Return to your PNR and add any final information.

Here is an example of pricing the same PNR with the Lowest Available Fare option.

The screenshot shows the 'Fare - Price PNR' screen with the title 'Fare - Price PNR - Select one passenger from the list to display ticket image'. It displays a table with pricing details for two passengers. A 'Display details' button is located at the bottom right.

Passenger name	Type	Fare (EUR)	Tax (EUR)	Total amount (EUR)	Information
SMITH TOM MR	ADT	388.00	258.14	646.14	
SMITH TAMMY MRS	ADT	388.00	258.14	646.14	
Totals		776.00	516.28	1292.28	

The system displays the lowest available fare for the airline and the itinerary.

To display the ticket image of the lowest available fare, select the passenger and click on Display Details.

This screenshot is identical to the previous one but includes red annotations. A red oval highlights the first two rows of the table (SMITH TOM MR and SMITH TAMMY MRS), indicating the selection of a passenger. Another red oval highlights the 'Display details' button at the bottom right.

Passenger name	Type	Fare (EUR)	Tax (EUR)	Total amount (EUR)	Information
SMITH TOM MR	ADT	388.00	258.14	646.14	
SMITH TAMMY MRS	ADT	388.00	258.14	646.14	
Totals		776.00	516.28	1292.28	

The ticket image shows the lowest available fare (no longer in Y class but in W class).

Fare Display		Informative Pricing		Price PNR		Value Pricer		TST		Historical	
Fare - Price PNR											
Passengers				Information							
SMITH TOM MR				LAST TICKET DATE 9APR2006							
Cities	Carrier	Flight	Class	Date	Time	Fare basis	Tkt designator	NVB	NVA	Baggage	
NCE FRA	LH	4143	W	1JUN	07:35	WMRCFRW		10DEC	10DEC	PC	
X FRA LAX	LH	456	W	1JUN	10:05	WMRCFRW		10DEC	10DEC	PC	
LAX MUC	LH	453	W	27JUN	16:15	WMRCFRW		27JUN	27JUN	PC	
X MUC NCE	LH	4148	W	28JUN	13:00	WMRCFRW		28JUN	28JUN	PC	
Fare				Fare Calculation							
EUR 388.00				NCE LH X/FRA LH LAX231.65LH XMUC LH NCE231.65NUC463.30END ROE0.837469							
Taxes				XF LAX 4.50							
EUR 7.57 QX											
EUR 160.00 YQ											
EUR 3.92 FR											
FI IR 7.45 FR											
EUR 22.56 RA											
EUR 13.08 DE											
EUR 4.11 YC											
EUR 11.92 US											
EUR 11.92 US											
EUR 4.11 XA											
EUR 5.75 XY											
EUR 2.05 AY											
EUR 3.70 XF											
Total											
PNR											
1 SMITH TOM MR				3 HK2 LH 4143 Y NCE 1 1JUN 07:35 FRA 1JUN 09:15							
2 SMITH TAMMY MRS				4 HK2 LH 456 Y FRA 1 1JUN 10:05 LAX 1JUN 12:35							
				5 HK2 LH 453 Y LAX B 27JUN 16:15 MUC 28JUN 12:30							
				6 HK2 LH 4148 Y MUC N 28JUN 13:00 NCE 28JUN 14:20							

TST (Transitional Stored Tickets)

A TST is a record containing all the ticketing information attached to a PNR. The distribution system automatically takes information about the fare and the ticket and creates the TST. More than one TST can exist per passenger or PNR and Amadeus assigns numbers to the TSTs.

To work with TSTs, you must be working in a PNR. If a TST has already been created and an end of transaction has been made on the PNR, the PNR header includes the transitional stored ticket (TST) indicator.

Main	Auxiliary	MCO	Address	Fare elements	Services	Remarks	Security
Agent: DGSU NCE Responsible: NCE1A0950 Queuing: NCE1A0950 Company: 1A Record locator: ZEFZAW Main Add: Name - Contact - Frequent flyer - Ticket arrangement - Miscellaneous remarks - Received from 1 SMITH TOM MR 2 SMITH TAMMY MRS AP +33 04 56 45 46 47 TK OK 06APR NCE1A0950							
Itinerary 3 HK2 LH 4143 Y NCE 1 01JUN 07:35 FRA 01JUN 09:15 4 HK2 LH 456 Y FRA 1 01JUN 10:05 LAX 01JUN 12:35 5 HK2 LH 453 Y LAX B 27JUN 16:40 FRA 28JUN 14:15 6 HK2 LH 4136 Y FRA 1 28JUN 15:25 NCE 28JUN 17:05							
Insurance MCO Billing/Mailing address Add: Billing/Mailing address Fare elements Add: Payment - Original payment - Validating carrier - Commission - Endorsement - Fare discount - Original issue - Extra - Queuing - Address verification Services Add: Seat - Meal - Assistance - Extra - Other services Remarks Add: Accounting - Confidential remark - Invoice/Itinerary remark - Miscellaneous remark - Corporate remark Security Add: Security							

To display a TST you can either click on the TST indicator in the PNR header, or click on the TST tab from the Fares and Pricing area. To display an existing TST, click on Send.

The screenshot shows the 'TST Maintenance' window. At the top, there are tabs: 'Fare Display', 'Informative Pricing', 'Price PNR', 'Value Pricer', 'TST', and 'Historical'. The 'TST' tab is active. Below the tabs, there's a 'Maintenance' section with a tree view containing 'Open', 'New', and 'Update'. The 'Open' option is selected. To the right of this is a 'TST number:' label followed by an empty text box. On the far right, there is a 'Send' button.

If there is only one TST, it is displayed. If there is more than one TST for different passenger types or segments, the system displays a list. Select a TST and click on Send. Here is an example of a TST. It has been automatically priced.

The screenshot shows the 'TST -- Web Page Dialog' window. It contains a table with flight details and a pricing section. The flight details table has columns: #, Stop, City, Carrier, Flight, Class, Date, Time, Status, Fare basis, Tkt Desig., NVB, NVA, and Baggage. The flight is NCE1A0950 DG/6APR. The passenger is 1 SMITH/TOM MR. The pricing section shows a base fare of EUR 4207.00, taxes of EUR 260.92, and a total of EUR 4467.92. The 'Send' button is visible at the bottom right.

#	Stop	City	Carrier	Flight	Class	Date	Time	Status	Fare basis	Tkt Desig.	NVB	NVA	Baggage
1	O	NCE	LH	4143	Y	1JUN	07:35	OK	YR				PC
2	X	FRA	LH	456	Y	1JUN	10:05	OK	YR				PC
3	O	LAX	LH	451	Y	27JUN	18:40	OK	YR				PC
4	X	FRA	LH	4136	Y	28JUN	15:25	OK	YR				PC

Base fare: EUR 4207.00
Taxes: EUR 260.92
Total: EUR 4467.92

Creating a Manual TST

It is easy to creating a manual TST.

Create your PNR. Book the flights and enter the passenger details. Click on the Fare tab, then on the TST tab. Select New and click on Send.

The screenshot shows the 'TST Maintenance' window with several elements circled in red. The 'New' button in the 'Maintenance' section is circled. The 'Send' button on the right is circled. The 'For each passenger' checkbox is checked. The 'TST' tab is active.

The TST window is displayed with the itinerary and passenger details filled in.

TST -- Web Page Dialog

TST 1 Change Loc., sign, date NCE1A0900 AA/3AUG Type M Orig/dest NCENCE TKT type Valid carrier

Last date to ticket Passenger 1.SMITH/TOM MR

#	Stop	City	Carrier	Flight	Class	Date	Time	Status	Fare basis	TKT desig.	NVB	NVA	Baggage
1	<input type="radio"/>	NCE	LH	4143	C	1OCT	07:35						
2	<input type="radio"/>	FRA	LH	456	C	1OCT	10:05						
3	<input type="radio"/>	LAX	DL	8553	C	31OCT	15:35						
4	<input type="radio"/>	CDG	DL	8640	C	1NOV	12:35						

NCE

Base fare Normal issue(F) Banker's rate

Taxes

Total Net fare

Commission

Form of payment

Fare calculation

☐ Build

Endorsements / restrictions

Payment restrictions

Original issue/in exchange

Update Update segments Delete Exchange Create MCO

Enter the details of the fare in the white fields. To enter the same fare basis on each line, enter the fare basis in the top line and click on the arrow icon.

TST

TST 1 Change Loc., sign, date NCE1A0950 DG/3APR Type M Orig/dest NCENCE Tkt type Valid carrier

Last date to ticket Passenger 1.MATTHEWS/BEN MR

#	Stop	City	Carrier	Flight	Class	Date	Time	Status	Fare basis	Tkt Desig.	NVB	NVA	Baggage
1	<input type="radio"/>	NCE	KL	1260	T	5JUN	06:10	OK	YRTFR				20
2	<input type="radio"/>	AMS	KL	1263	T	15JUN	07:10	OK	YRTFR				20

NCE

Base fare 708.00 Normal Issue(F) Bankers rate

Equivalent

Taxes

Enter the fare before taxes (the base fare).

1	<input type="radio"/>	NCE	KL	1260	T	5JUN	06:10	OK
2	<input type="radio"/>	AMS	KL	1263	T	15JUN	07:10	OK

NCE

Base fare 708.00 Normal Issue(F) Bankers rate

Equivalent

Taxes

Display tax information by country, click on the Display Tax icon. Enter a country and click on Send.

TST -- Web Page Dialog

TST 1 Change Loc., sign, date NCE1A0900 AA/3AUG Type M Orig/dest NCENCE TKT type Valid carrier

Last date to ticket Passenger 1.SMITH/TOM MR

#	Stop.	City	Carrier	Flight	Class	Date	Time	Status	Fare basis	TKT desig.	NVB	NVA	Baggage
1	O	NCE	LH	4143									
2	O	FRA	LH	456									
3	O	LAX	DL	8553									
4	O	CDG	DL	8640									
		NCE											

Base fare EUR 7088 Norm

Equivalent

Taxes

Total EUR 7088

Commission

Form of payment

Fare calculation

Build

Endorsements / restrictions

Payment restrictions

Original issue/in exchange

Tax information -- Web Page Dialog

Tax information

Country FRANCE Send

Information

** TAXES COLLECTABLE ON TICKET **

CODE AMOUNT

1. AVIATION CIVILE TAX FR VARIABLE

2. FISCAL TAX FR EUR 4.57

3. FRENCH AIRPORT TAX FR VARIABLE

4. VAT ADJUSTMENT TAX UI VARIABLE

5. PASSENGER SERVICE CHARGE INTERNATIONAL QX VARIABLE

DOMESTIC QW

---> SEE FGNPSC/FR <---

6. SOLIDARITY TAX EFFECTIVE 01JUL06 IZ VARIABLE

---> SEE FGNTAXIZ <---

Update Update segments Delete Exchange Create MCO

To add taxes, click on the Tax Breakdown icon.

Base fare	708.00	Normal Issue(F)
Equivalent		Bookers rate
Taxes		

Enter the taxes and click on OK.

List of taxes -- Web Page Dialog

Taxes

#	Currency	Amount	Code	Type	Paid
1	EUR	7.33	QX	AP	<input type="checkbox"/>
2	EUR	3.93	FR	SE	<input type="checkbox"/>
3	EUR	6.48	FR	IT	<input type="checkbox"/>
4	EUR	11.85	RN	DP	<input type="checkbox"/>
5	EUR	1.00	VV	MU	<input type="checkbox"/>
6					<input type="checkbox"/>
7					<input type="checkbox"/>
8					<input type="checkbox"/>
9					<input type="checkbox"/>
10					<input type="checkbox"/>

OK Cancel

The taxes are entered and the total fare is calculated. Click on Update.

Base fare	708.00	Normal Issue(F)	
Equivalent		Bankers rate	
Taxes	EUR 30.59		
Total	738.59	Net Fare	
Commission			Tour code
Form of payment			
Fare Calculation			
Endorsements / Restrictions			
Payment restrictions			
Original issue/in exchange			
		Update	Delete

To create a fare calculation line, click on the Fare Calculation Outline icon. An outline in the Fare Calculation field is added. Enter the appropriate fare calculation in the outline.

Loc., sign, date		NCE1A0950 DG/3APR		Type	M	Orig/Dest	NCENCE	Tkt type		Valid. carrier
Passenger		1.MATTHEVYS/BEN MR								
Flight	Class	Date	Time	Status	Fare basis	Tkt Desig.	NVB	NVA	Baggage	
1260	T	5JUN	06:10	OK	YRTFR					
1263	T	15JUN	07:10	OK	YRTFR					
		Normal Issue(F)								
		Bankers rate								
		Net Fare								
		Tour code								
NCE KL AMS Q5.00 410.63 KL NCE Q5.00 410.63NUC 831.26 END ROE0.852344										

When the TST is complete, click on Update. Here is a completed manual TST. Notice that the pricing indicator is M for manual.

TST -- Web Page Dialog

TST 1 Change Loc., sign, date NCE1A0900 AA/3AUG Type **M** Orig/dest NCENCE TKT type Valid carrier

Last date to ticket Passenger 1.SMITH/TOM MR

#	Stop.	City	Carrier	Flight	Class	Date	Time	Status	Fare basis	TKT desig.	NVB	NVA	Baggage
1	<input type="radio"/>	NCE	LH	4143	C	1OCT	07:35		CR				
2	<input type="radio"/>	FRA	LH	456	C	1OCT	10:05		CR				
3	<input type="radio"/>	LAX	DL	8553	C	31OCT	15:35		CRWB				
4	<input type="radio"/>	CDG	DL	8640	C	1NOV	12:35		CRWB				
NCE													

Base fare EUR 7088 Normal issue(F)

Equivalent Banker's rate

Taxes EUR 226.09

Total EUR 7314.09 Net fare

Commission Tour code

Form of payment

Fare calculation

☐ Build

Endorsements / restrictions Fare calculation

Payment restrictions

Original issue/in exchange

Return to your PNR and add any final information.

Cryptic Entries

If you prefer to use cryptic entries in the Command page area, here is a list of help quickpaths that will enable you to find the cryptic entries most frequently used when working with fares and pricing.

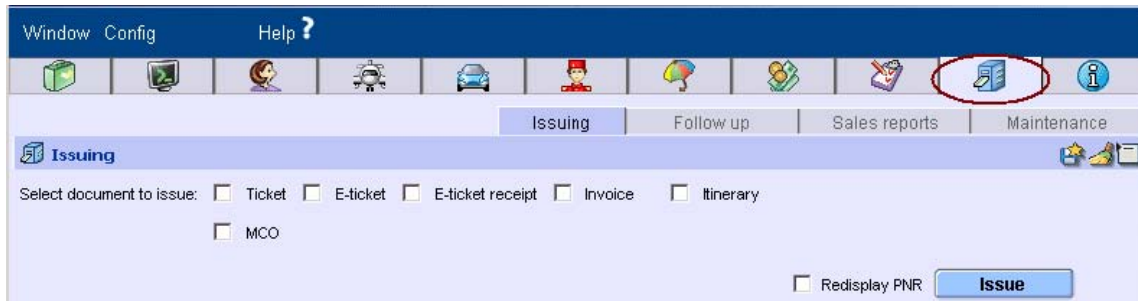
Topic	Help Quickpath
Generic information on fares and pricing	HE FARES
Information on currencies and rates of exchange	HE FARE CUR
Mileage information	HE FARE CAL
Pricing itineraries	HE FARE PRI
Informative pricing	HE FARE INF
Displaying fares	HE FARE DIS
Booking codes	HE FARE BOO
Routing information	HE FARE ROU
Best buy information	HE FARE BES
Value pricer	HE FARE VAL
Fare discount elements	HE FARE DSC
Fare request type codes	HE FARE REQ

Chapter 8

Ticketing and Printing Documents

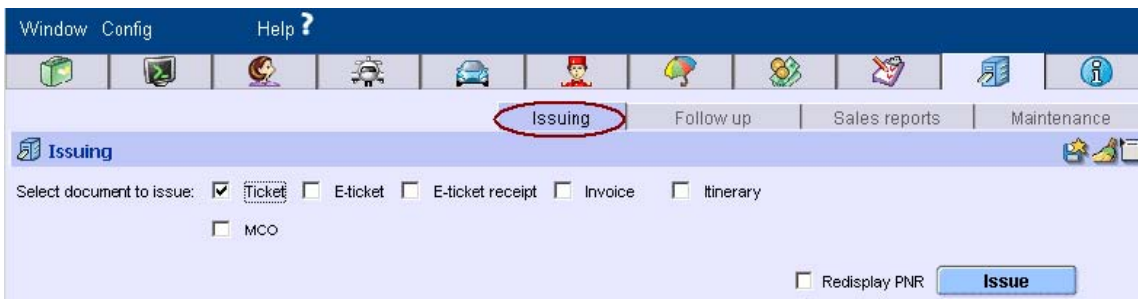
You can print tickets, issue e-tickets, and print itineraries and invoices. Certain markets can also print boarding passes.

When your PNR is complete and you are ready to print a document, click on the Document Print tab:



Printing a Ticket

The Issuing tab is displayed by default.



The Tickets and Documents area now includes four main sub-tabs:

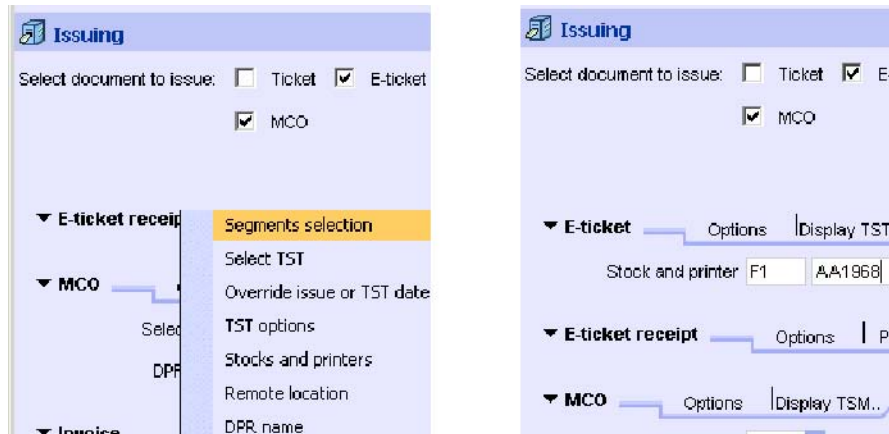
- Issuing** All documents can now be issued from a single tab at the same time: paper tickets or e-Tickets, e- ticket receipts, Miscellaneous Charge Orders, Invoices, Insurance Certificates and Itineraries. Shortcuts to Tickets and Documents are available from the PNR or PNR Summary area. An option to redisplay the PNR after issuing a document is available. Issuing options can be customized and saved.
- Follow-up** Validate, cancel or refund documents
- Sales reports** Generate and check sales reports
- Maintenance** Perform ticket printer maintenance, document bank and stock management, ticket delivery mechanism and print queue functions

The screenshot shows the 'Issuing' sub-tab interface. At the top, there are four tabs: 'Issuing', 'Follow up', 'Sales reports', and 'Maintenance'. The 'Issuing' tab is active. Below the tabs, there is a section titled 'Select document to issue:' with checkboxes for 'Ticket', 'E-ticket', 'E-ticket receipt', 'Invoice', 'Itinerary', and 'MCO'. The 'E-ticket receipt' checkbox is selected. To the right of these checkboxes is a 'Redisplay PNR' checkbox and an 'Issue' button. Below this, there are five expandable sections: 'E-ticket', 'E-ticket receipt', 'MCO', 'Invoice', and 'Itinerary'. Each section has a 'Options' tab and a 'Display TST...' or 'Preview' button. The 'MCO' section is expanded, showing a 'Select MCO' dropdown, a 'Remote office ID' dropdown, a 'DPR name' dropdown, and a 'Validate without issuing' checkbox. The 'Invoice' section is expanded, showing a 'Type' dropdown with 'INV' selected. The 'Itinerary' section is expanded, showing a 'Type' dropdown with 'IBP' selected.

The screenshot shows the main interface with the 'Main' tab selected. The interface includes a top toolbar with various icons, a middle section with tabs for 'Main', 'Auxiliary', 'Address', 'Fareelements', 'Services', 'Remarks', and 'Security', and a bottom section with a status bar. The status bar displays 'Responsible: NCEA12210' and 'Company: 1A'. Below this, there is a list of items: 'Main', '1 HADDOCK ARCHIBALD CPT', and '10 MCO TRI - INTERNAL TEST/DEMO NOA EP - 1'. A tooltip is visible over the status bar, containing the text 'Issue tickets and documents' and 'Go to issuing input screen'.

Issuing Documents

Prior to issuing documents, the user can set issuing options for documents based on Office Profile indicators. Issuing options can be set per document from a drop-down list of corresponding controls.



Use the Issuing screen within the Ticket and Documents tab to issue the following travel documents depending on your settings):


- Paper tickets
- Electronic tickets
- E-ticket itinerary receipts
- Invoices
- Itineraries

You can also issue the travel documents from the mini PNR.

Important: A PNR must be active and contain at least one segment to be issued. The documents that you're authorized to issue vary according to your office profile settings. When you select passengers or segments from the mini PNR, the system adds them automatically to your print request for each of the selected travel documents.

Issuing the Travel Documents

To issue the customer's travel documents, follow these steps:

1. Select the check boxes corresponding to the documents that you want to issue.
2. Click on  from the toolbar to save your selection. The next time you open the application, the same documents will be selected by default. The Redisplay PNR check box is always available.
3. Fill in at least the mandatory fields that are highlighted in yellow for each document that you selected. To learn more about print options, refer to Managing Print Options below.
4. Select the Redisplay PNR check box to redisplay the PNR after issuing the documents.
5. Click on Issue.

The documents are issued in order: paper ticket, e-ticket, e-ticket receipt, invoice, and itinerary. When the document is being printed, the system displays a status message (for example, Ticket in progress). Once the document has been issued, the system displays another message (for example, Ticket issued) until the last document has been processed.

Managing Print Options

You can easily customize your screen by displaying only the print options that you use most to issue the customer's documents. To add or remove options:

1. Click on the Options tab of the document for which you want to set issuing options.
2. Click on the options that you want to add from the drop-down menu that appears.
3. The options already in use are ticked on the list. You can remove an option by clicking again on it from the menu.
4. The corresponding fields are added to your screen display.

Mandatory fields are highlighted in yellow.

Follow-up Transactions

The new Follow-up tab features a graphical interface for performing post-sales activities to modify a sale, such as displaying, refunding, voiding, canceling and revalidating documents.

Automated refunds can be easily handled in the new graphical interface in several different ways:

- From the Follow-up tab by Ticket number
- From the PNR ticketing element by double-clicking on the element
- From the Modify PNR option
- From the Sales Report tab by displaying a report
- E-Tickets can be displayed and post-sale actions performed without having to switch to the Command page.

Web Page Dialog
Electronic ticket display

TKT: 057 2239763561 Conjunction ticket: SI FCM: 0 CRS: 1A CFM: PDI: CAI DCI: 03JUN07 LOC: YZVJRI
OP: CAICAI Passenger: SALDHAHMED CHD

Agent: OQPR EHD Responsible: CAIA098
Main: Add Home - Confirmed - Frequent flyer
AS CAS 00 20 2 4801122 - ATAD
TK OR 03JUN CAIA0980 KT AF

Itinerary
Stop City origin City destination Airline Flight number Class Date Time Status Fare basis Coupon status Involuntary indicator Not valid before Not valid after Baggage information
1 O CAI CDG AF 0521 J 20JUL 0240 OK PARTCH O 2PC
2 O CDG CAI AF 0508 P 30JUL 1340 OK PARTCH O 2PC

Insurance
MCO
Billing/mailing address: Add Billing/mailing address
Access: 1
FA PAX 057-2239763561/ETAF/RO
PS BAX 03000003239 TTV RT OR N
PV AP
FP CASH

Services Add Sell - Meal - Assistance -
Remarks Add Accounting - Confidential - Security Add Security

Fare calculation
CAI AF PAR761 32AF CAU761 82NJC1523 648ND ROES 899100XT802 00YGSD 00JK
67 000H6 00EG11 00XL104 00GK309 00Z54 00FR68 00FR

Commission	Form of payment	Oldchew	Type	Amount	Company	Credit card number	Tour code	Exp. Date	Approval code
	New		CASH						

Endorsements / payment restrictions:

ETicket History Refund Full refund Refund taxes Void Revalidation Exchange Display PNR

SELLING PLATFORM
Window Config Help ?

Issuing Follow up Sales reports Maintenance

Follow up

Electronic ticket
Display e-ticket by ticket number Ticket number Display

Paper ticket
Ticket number Void Reinstate
Ticket number Refund Full refund Refund taxes

PNR

Voiding, Reinstating, Re-issue, Revalidation and Other Follow-up Actions

Paper ticket

Voiding a Paper Ticket

- **By the ticket number**
 1. In the Ticket Number field (under the follow-up tab), enter the 10-digit airline ticket number. Example: 4410586619.
 2. Click on Void.
 3. Click on OK from the confirmation pop-up window.

A message is displayed to confirm that the ticket has been voided successfully.

- **From the sales report**
 1. In the sales report tab under the Tickets and document, display the sales report.
 2. Click on the ticket you want to void
 3. Click on void in the tabs on the right.

A message is displayed to confirm that the ticket has been voided successfully.

Reinstating a Paper Ticket

- **By the ticket number**

After you've voided a ticket, you can reinstate the ticket

1. In the Ticket Number field, enter the 10-digit airline ticket number.
2. Example: 4410586619.
3. Click on Reinstate.
4. Click on OK from the confirmation pop-up window.

A message is displayed to confirm that the ticket has been voided successfully.

- **From the sales report**
 1. In the sales report tab under the Tickets and document, display the sales report.
 2. Click on the ticket you want to reinstate.
 3. Click on Reinstate in the tabs on the right.

A message is displayed to confirm that the ticket has been voided successfully.

Reissuing a paper ticket

- 1 Retrieve the PNR and click on TST
- 2 Click on Exchange

The basic fare will be marked as R (for re-issue).

The taxes will all be marked as paid (in the taxes box).

The screenshot shows the TST interface with the following details:

- TST 1** | Change | Loc., sign, date: CAI1A0980 RM/19JUN | Type: M | Orig/dest: CAI | TKT type: | Valid carrier: AF
- Last date to ticket: | Passenger: 1.ELMESHAVIRANA MS
- Flight Segments:**

#	Stop.	City	Carrier	Flight	Class	Date	Time	Status	Fare basis	TKT desig.	NVB	NVA	Baggage
1	O	CAI	AF	521	C	15AUG	02:40		C9RT				2PC
2	O	CDG	AF	508	C	20AUG	13:40		C9RT				2PC
- Fare Calculation:**

Base fare EGP	9660.00	Re-issue(R)
Equivalent		Banker's rate
Taxes		
Total EGP	0.00	Net fare
- Commission:** 01
- Form of payment:** O/CASH+/CASH
- Fare calculation:** CAI AF PAR847.50AF CAI847.50NUC1695.00END ROE5.699100
- Build** (checkbox)
- Endorsements / restrictions:**
- Payment restrictions:**
- Original issue/in exchange:**

Buttons at the bottom: Update, Update segments, Delete, Exchange, Service fee

- 3 In the basic fare, enter the *New Basic Fare* of the ticket.
- 4 In the total field remove it and enter the New total amount you'll get from the passenger.
- 5 Enter the Not Valid After for all segments
- 6 In the form of payment field enter the old and the new form of payment:
 - o/cash+/cash
 - o/cash+/ccvi123456789123456/0808
 - o/MS+/cash
- 7 In the original issue/exchange enter the old ticket and its details as follows:

077-1234567890C12CAI12JUN07/9020000

077-1234567890C23-91C1CAI12JUN07/9020000 (CONJUNCTION)

Where:

077-1234567890	The original ticket number
C	C stands for coupon
12	The numbers of the unused coupons in the original tkt
CAI	The place of issue

12JUN07	The date of issue
/9020000	The IATA number that issued the ticket

- 8 Click on update
- 9 Click on OK
- 10 Close the TST

Notes:

Before you issue the ticket, please make sure you're issuing the correct TST and that all your new segments are included in the TST. If the segments aren't all included please do the following two actions:

- i. Display the TST and click on 'update segments'
- ii. Go back to the command page and perform:

TTF/ALL

Now, you're ready to issue the new ticket.

Electronic ticket

Voiding an E-Ticket

- 1 In the ticket number field (under the follow-up tab), enter the 3-digits code of the airline then the 10-digit ticket number.
- 2 Click on Display

OR

- Double click on the ticket number in the PNR
- 3 The Electronic ticket record will be displayed.
- 4 Click on 'void' at the bottom of the record.

Reinstating an E-Ticket

An E-Ticket once voided cannot be reinstated.

Reissuing an Etk

- 1 Retrieve the PNR and click on TST
- 2 Click on Exchange

The basic fare will be marked as R (for re-issue).

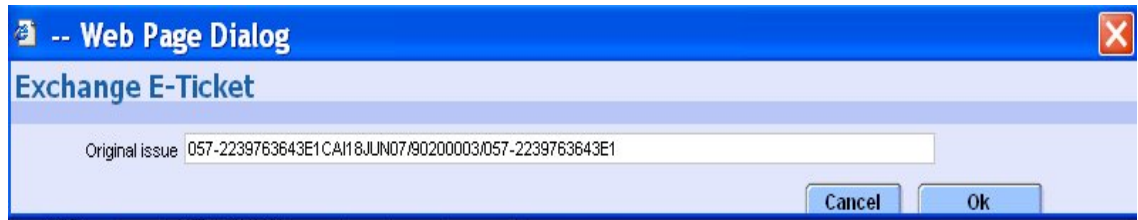
The taxes will all be marked as paid (in the taxes box).

TST														
TST	1	Change	Loc., sign, date		CAI1AD980 RM/19JUN		Type	M	Orig./dest	CAI	TKT type		Valid carrier	AF
Last date to ticket			Passenger 1.ELMENSHAVI/RANA MS											
#	Stop.	City	Carrier	Flight	Class	Date	Time	Status	Fare basis	TKT desig.	NVB	NVA	Baggage	
1	O	CAI	AF	521	C	15AUG	02:40		C9RT				2PC	
2	O	CDG	AF	508	C	20AUG	13:40		C9RT				2PC	
		CAI												
Base fare EGP		9660.00		Re-issue(R)										
Equivalent		Banker's rate												
Taxes														
Total EGP		0.00		Net fare										
Commission 01										Tour code				
Form of payment O/CASH+/CASH														
Fare calculation CAI AF PAR847.50AF CAI847.50NLC1695.00END ROE5.699100														
<input type="checkbox"/> Build														
Endorsements / restrictions														
Payment restrictions														
Original issue/in exchange														
<input type="button" value="Update"/> <input type="button" value="Update segments"/> <input type="button" value="Delete"/> <input type="button" value="Exchange"/> <input type="button" value="Service fee"/>														

- 3 In the basic fare, enter the *New Basic Fare* of the ticket.
- 4 In the total field remove it and enter the New total amount you'll get from the passenger.
- 5 Enter the Not Valid After for all segments
- 6 In the form of payment field enter the old and the new form of payment:
 - o/cash+/cash
 - o/cash+/ccvi123456789123456/0808
 - o/MS+/cash
- 7 Click on update
- 8 Click on OK
- 9 Close the TST
- 10 Double click on the ticket number in the PNR
- 11 The Electronic ticket record will be displayed.

- 12 Click on 'Exchange'.

A window message will appear with the ticket in exchange



- 13 Click on ok and close the e-tkt record
- 14 Save the PNR

Now, you're ready to issue the new ticket.

Notes:

Before you issue the ticket, please make sure you're issuing the correct TST and that all your new segments are included in the TST. If the segments aren't all included please do the following two actions:

- iii. Display the TST and click on 'update segments'
- iv. Go back to the command page and perform:

TTF/ALL

Revalidating an E-Ticket

1. In the ticket number field (under the follow-up tab), enter the 3-digits code of the airline then the 10-digit ticket number.
2. Click on Display

OR

- Double click on the ticket number in the PNR
3. The Electronic ticket record will be displayed.
4. Click on 'Revalidation'.

A dialogue box with the steps required for revalidation will appear as follows:

Passenger
ELMENSHAWMRANAMS ADT

STEP 1: Select the segment(s) modified in PNR

#	City origin	City destination	Airline	Flight number	Class	Date	Time	Status
2	CAI	CDG	AF	521	Y	15AUG	02:40	HK
3	CDG	CAI	AF	508	Y	20AUG	13:40	HK

STEP 2: Select the associated electronic ticket coupon(s) to be revalidated

Electronic ticket
057 2239763643

#	Stop	City origin	City destination	Airline	Flight number	Class	Date	Time	Status	Fare basis	Coupon status	Involuntary indicator	Not valid before	Not valid after	Baggage information
1	O	CAI	CDG	AF	0521	Y	13AUG	02:40	OK	YRT1	O				2PC
2	O	CDG	CAI	AF	0508	Y	20AUG	13:40	OK	YRT1	O				2PC

Close
Revalidation

5. When finished with the two steps click 'Revalidation'.

A message will appear to confirm the revalidation at the bottom of the window box.

Sales Reports

Sales reports can now be generated directly from the Tickets and Documents area. Authorized agents can choose a report and selected criteria to display it, and then take action such as:

- Print
- View details
- Void transactions
- Reinstate
- Refund
- View other reports

Sales Report

Select a report: Query report (TJQ) Display Report

Criteria Select

All Agents ☒ From 31JAN05 To 5APR2005

AGY NO - 00527100 OFFICE - NCEA12210 AGENT - ALL

QUERY REPORT 31JAN-05APR CURRENCY EUR

SELECTION: 06 APR 2005

SEQ NO	A/L	DOC NUMBER	TOTAL DOC	TAX	COM1	FP	PAX NAME	AS	RLOC	TRNC
000008	125	4100001000	439.52	30.52	28.63	CA	TEST/GAET	AA	270ICD	TKTB
000009	125	4100001000	-289.52	-30.52	-12.95	CA	TEST/GAET	AA	270ICD	RFXK
000010	125	4100001000	-439.52	-30.52	-28.63	CA	TEST/GAET	AA	270ICD	RFXK
000011	954	4100001001								CANN
000012	954	4100001002								CANN
000013	954	4100001003								CANN
000014	954	4100001004								CANN
000015	954	4100001005								CANN
000016	125	4100001006	439.52	30.52	28.63	CA	TEST/GAET	AA	270SB7	TKTT
000017	125	4100001007	1150.00	150.00	70.00	CA	LUCIE/MISS	AA	270R83	TKTT
000001	057	1812800000	323.31	25.31	20.86	CA	LUCIE/MISS	AA	27073Y	TKTT
000002	057	1812800001	323.31	25.31	20.86	CA	LUCIE/MISS	AA	27073Y	TKTB

PNR

Office: NCEA12210

Working with Sales Reports

Amadeus Central Ticketing transactions generate the storage of data in the Document database. Sales report data is stored in the system for two months, and you can display sales reports up to two months in the past from the current date. However, depending on your market:

- The storage time and sales reporting periods may vary.
- Sales and refunds can be confirmed on a daily basis.
- The sales reports available for display and print are different.
- The layout of the reports may also be different.
- Reinstating a cancelled sale may be restricted.

You can request reports and queries of the Document database, which include statistics for office accounting, statistics for the completion of sales reports, and ticketing activity data generated during the current sales period.

Use the Sales Reports screen within the Ticket and Documents area to display sales reports.

Select a report from the drop-down list.

1. From the Criteria section, click on Options to display a drop-down menu showing all search options to apply to the report.


Select as many options as you want by clicking on them one by one. The options listed in the Advanced Options sub-menu (such as the transaction type or the client ID) are mutually exclusive, which means that you can only select one advanced option from the list.

Note: The list of available options varies according to the selected sales report. The options that you selected are memorized and used as your default search criteria the next time you start the application.

2. Fill in the search criteria fields.
3. Click on Display Report.

A link at the bottom of the report allows you to display the next page up to the end of the report.

4. Click on Print to print the report. The system prints the full report, not only the page displayed on your screen.

Note: If you want to print the report on a printer other than the default printer, enter the printer reference.  Example: EB7356. Alternatively, click on to display the list of available printers.

Maintenance

The Maintenance tab includes new enhancements for administration and services. Stock, Printer Queue, Ticket Delivery and Printer List can be easily managed and administered from the graphical interface. Four options are available from the Maintenance tab:

Options	Description
Stock	Renew, adjust and refresh stock.
Stock Reference	Create, modify, delete and transfer.
Pre-register Stock	Display or hide, allocate to stock reference, pre-register and delete.
Tools	Print queue, ticket delivery mechanism and dashboard.

Stock

Maintenance | Stock | Stock reference | Pre-registered stocks | Tools

Issuing | Follow-up | Sales reports | Maintenance

Stocks

Owner office: NCEA12210

Stock F1 - Allocated to printer AA1968 (OPATR2) - Pin 1
- From 1400000000 - To 1430000000 - Next 1400000000 - Remaining 100

Troubleshooting

Click on "Restart" to resume the ticketing process **Restart**

Advanced troubleshooting options: **Dashboard**

PNR

1 LUCIE MISS

2 HK1 AF 7712 Y NCR 2 15JAN 06:40 CDC 15JAN 09:15

3 HK1 AAI FR 181 15JAN-15JAN 1P-EUR100.CO CP-AC0C58556 /P1

Office: NCEA12210

Renew stock - F1

▼ Document range to register

Click on "Retrieve" to get next coupon number automatically

From document

Number of documents

To document

Retrieve

▼ Remaining documents 10

☒ Delete (document numbers can be used later)

☐ Void (document numbers can not be reused)

☐ Unallocate (put document numbers in pre-registered stock)

▼ Stock restricted to

Agent Sign

Provider

Sale indicator

OK **Cancel**


Renewing a Stock

Important:

- At least one allocated stock must exist in the Document Bank in order to renew the stock in your ticket printer.
- If there is a physical stock left in the printer, you should specify what to do with the remaining documents: void, delete or unallocate them.
- When you renew a stock, you can set restrictions at different levels: agent sign, provider, or domestic or international use.

Note: This registration may be partially automated for ATB two-way printers.

To renew a stock, follow these steps:

1. Select a stock from the Stocks section in the Maintenance screen. To do so, simply click on its line once.
2. From the Stock drop-down menu, select Renew. Alternatively, click on  from the Stocks section toolbar.
3. Fill in the fields in the Renew Stock pop-up window that appears.
4. Click on OK to validate the stock renewal or on Cancel to close the window.


The Document Bank window is refreshed to reflect the new stock information.

Adjusting a Stock

Important:

- At least one allocated stock must exist in the Document Bank in order to adjust the stock in your ticket printer.
- Stock adjustment is used if you need to realign the Document Bank next document number with the next physical document number in the printer, after a print error has occurred for example.
- You can only adjust allocated stocks.
- If you need to adjust the next document forwards, for example because some documents have been damaged, you must specify whether the system deletes or voids the unused stock.

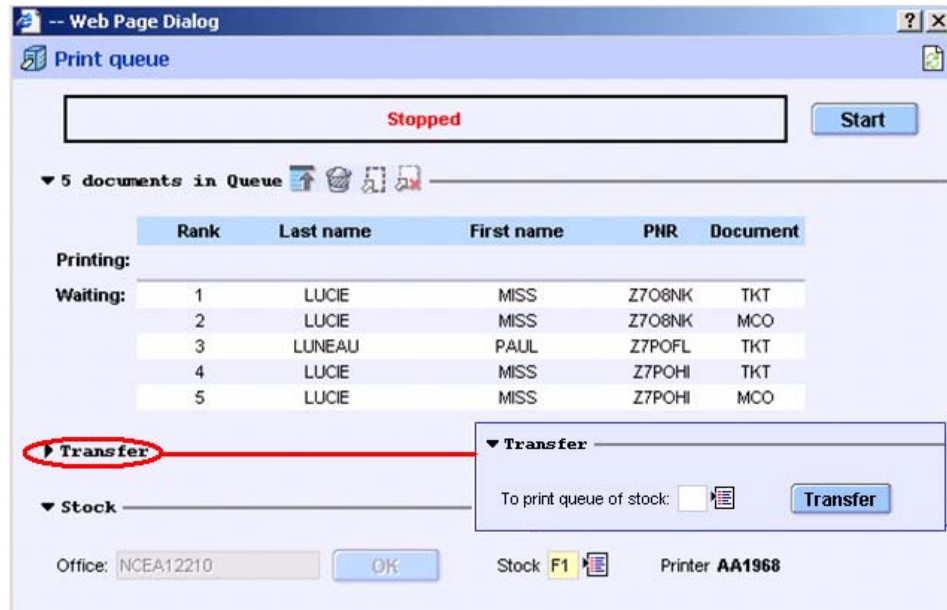
To adjust a stock, follow these steps:

1. Select a stock from the Stocks section in the Maintenance screen. To do so, simply click on its line once.
2. From the Stock drop-down menu, select Adjust. Alternatively, click on  from the Stocks section toolbar.
3. Fill in the fields in the Adjust Stock pop-up window that appears.
4. Click on OK to validate the stock adjustment, or on Cancel to close the window.

The Document Bank window is refreshed to reflect the new stock information.

Tools - Printing Queue

From the Tools menu, the Printing Queue option provides an easy way to troubleshoot and manage the printing queue. A status bar is displayed with a Start/Stop button. Stock can be transferred and selected.



Working with Print Queues

The system automatically creates a print queue for each stock range reference. There is one print queue per ticket printer and therefore per stock range. Only allocated stock ranges have an associated print queue. If you're authorized, you can work in the print queue for a remote office. The print queue is open by default.

A print queue contains Tickets that were ordered to print

All items in the print queue are waiting to be physically printed in the office printers. They are sent one by one from the print queue to the TDM (Ticket Delivery Mechanism), which drives the printing process when you use Amadeus Central Ticketing.

To display the Print Queue window:

1. Select the Maintenance screen from the Ticket and Documents tab.
2. Click on Tools from the menu bar.
3. Select Printing Queue.

The Print Queue window is automatically displayed.

You can perform the following actions: display, start or stop the print queue, arrange or delete print queue items and transfer print queue items to another queue.

Displaying the Print Queue

Use the Stock section from the Print Queue window to display the print queue and verify how many items you have sent to print.

1. In the Office ID field, enter the remote Office ID for which you want to display the print queue. Example: NCEA12210. By default, your own Office ID is selected. The field is disabled if remote ticketing is not allowed in your office.
2. In the Stock field, enter the stock range reference owning the print queue.

Example: F2. Alternatively, click on  to display the list of allocated stocks.

The printer associated to this stock reference is automatically displayed.

Starting or Stopping the Print Queue

- The queue must be opened to let the system deliver the ticketing items that are waiting to the printer.
- To open the queue, click on Start at the top of the window. To close the queue, click on Stop.

When you start the print queue that contains ticketing items, the system automatically:

- Shows the status of the print queue as started.
- Deletes the sequence number for the item that was sent to print, and renumbers the remainder of the items. The item is completely removed when the entire ticket has been printed.
- Shows the status of the first item as printing.


If you want to stop the delivery of items to the ticket printer, you can manually close the print queue. If a printer failure is detected, the print queue is stopped automatically. The items stay on the print queue with a waiting status.

When you close a print queue that contains ticketing items, the system automatically:

- Shows the status of the print queue as stopped.
- Shows the status of all items as waiting.




Arranging Print Queue Items

If you want to print the items in a different order from that processed by the system, you can rearrange an item on the queue. You must stop the print queue before you rearrange items. You can only move one item at a time.

1. Click on the item that you want to move to the top of the queue.
2. Click on  from the toolbar.

Deleting Print Queue Items


You can delete one item, a range of items, or all items on a print queue. You must close the print queue before you can delete items. You can delete a range of items only if they follow each other in the queue.

1. Click on the items that you want to delete. To select all the items in the queue, click on . To cancel the selections, click on .
2. Click on  from the toolbar.
3. To place a deleted item back in the queue, for example a ticket, you must retrieve the PNR and re-issue the ticket.

Transferring Print Queue Items to another Queue

If your office has more than one printer, you can transfer all items or a specific item from one print queue to another. You can transfer as many items as you like, provided that the number of items on the target queue does not exceed 100. The system places the items at the bottom of the target queue. Before you can transfer items from one print queue to another, the source and target print queues must be stopped. You can move either one single item, or all items from the source print queue.

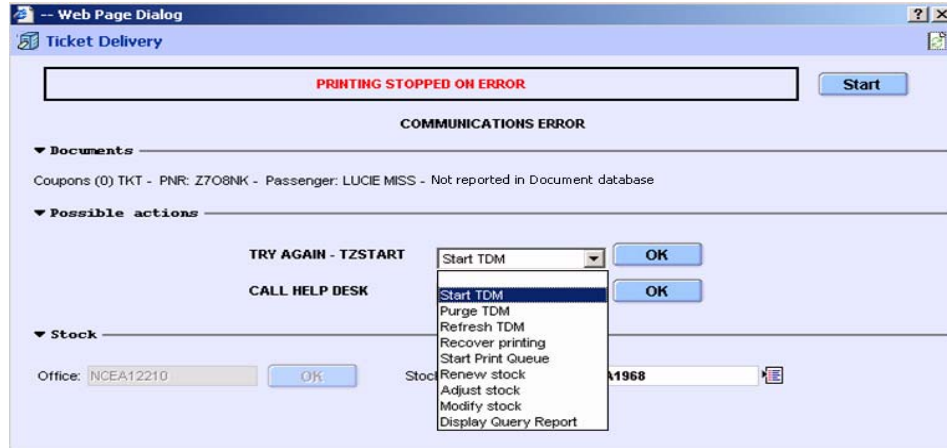
Use the Transfer section to select the stock reference to which the target print queue belongs.

1. Click on the item that you want to transfer, or click on  to select all the items.
2. Enter the target stock range reference in the To Print Queue of Stock field.

Example: F2. Alternatively, click on  to display the list of print queues.

Tools – Ticket Delivery

The Ticket Delivery option provides an easy way to troubleshoot and manage ticket delivery. A status bar is displayed with a Start-Stop button. Stock can be transferred and selected. Document information is available with possible actions to take.



Working with the Ticket Delivery Mechanism

Between the print queue and the printer is the Ticket Delivery Mechanism (TDM). One item at a time is sent through the TDM. You can display the status of the TDM at any time. The TDM display contains information about the item that is currently in the delivery mechanism, a status message, an error message, if applicable and the possible actions to take to restart the delivery process.

The TDM indicates if the item has been reported or not. If a problem occurs, the TDM stops automatically. The first step to take when a ticket is not printing, or has only partially printed, is to display the TDM. In many cases, you must intervene manually to fix a problem, before you can attempt to restart printing.

Use the Ticket Delivery Mechanism window to:

- Identify where the printing process was stopped
- Start and stop the TDM
- Check the properties of the document being issued as well as its status
- Select an action from the list of proposed solutions
- Choose a different stock range reference and display the corresponding TDM

To display the Ticket Delivery Mechanism window:

1. Select the Maintenance screen from the Ticket and Documents tab.
2. Click on Tools from the menu bar.
3. Select Ticket Delivery.

The Ticket Delivery Mechanism window is automatically displayed.

Documents Section

You cannot edit this section. The following information about the document being issued is displayed:

- The document type, for example a ticket
- The record locator of the PNR
- The passenger name
- The status of the document, for example to inform you that it's not been reported in the Document database


Depending on the status of the TDM, you have to click on Start to re-launch the printing process, or on Stop to manually stop the printing process.

Possible Actions Section

This section displays one or several possible actions, depending on the printing problem that has been identified.

Select an action from the drop-down list, and click on OK to launch the proposed solution.

Note: In many cases you must intervene manually to fix a problem, before you can attempt to restart



printing. Once you have fixed any physical or hardware problems, click on  from the main toolbar to refresh the TDM display and check whether the error messages remain or not. If the problem persists, you must now select one or several recovery actions to print your document.

You can choose between the following common actions:

Action	Description
Start TDM	The TDM has been stopped either automatically or manually. When you manually stop the TDM, the system continues to print the current ticket, and stops at the next ticket to be printed. When you start the TDM, the system checks the Document database to verify whether the item that is currently in the TDM has been reported or not. Although the system reprints the current item from the beginning, it does not report it a second time. In some markets, if it has been reported, the system reuses the same ticket numbers.
Purge TDM	It may be necessary to remove an item from the TDM, for example if you've fixed any issue with the printer and the ticket still doesn't print. The printing must be stopped to purge the TDM. This action has no impact on the sales report. •If the sale has been reported, you must manually cancel the sale because the Document Bank is automatically incremented when the sale is reported. •You then retrieve the PNR and reprint the ticket. •You must click on Start to open the TDM and start reprinting.
Reprint	The system will reprint the entire ticket using a new ticket number, when a ticket has been partially printed, or not printed at all. However, when a ticket has been partially printed, The system will resume printing from the coupon number you add to the entry. This action is only available when the sale has been reported. You must cancel the sale manually from the sales report. The advantage of this entry over the Purge action is that you do not have to go back to the PNR to re-issue the ticket.
Refresh	The TDM display will be updated with the new information. Alternatively, you can click on from the main toolbar.
Recover Printing	This action is only available to ATB 2-way printers, and when the document has already been reported in the sales report. The system will resume printing from the coupon number you add to the entry. Only one ticket number is involved and you do not have to cancel anything on the sales report.
Renew Stock	You need to allocate new ticket stock to the printer. By selecting this action, The system will display the Document Bank to renew the ticket stock.
Adjust Stock	Your document may be damaged and you must cancel it. You have to display the Document Bank to adjust the ticket stock, if there is a discrepancy between the physical stock and the next logical document number to be printed. Sometimes, the ticket stock only needs to be repositioned correctly in the printer. In this case, click on Start once you've unloaded and reloaded the stock.
Modify Stock	You have to display the Document Bank to modify the ticket stock. Sometimes, you only need to change the stock bin.
Start Printing Queue	The system will automatically open the print queue that was closed.
Display Query report	The document has been reported in the Document database but not printed. The system will automatically open the Query report, where you must cancel the document. Once it is canceled, click on Start to open the TDM again.

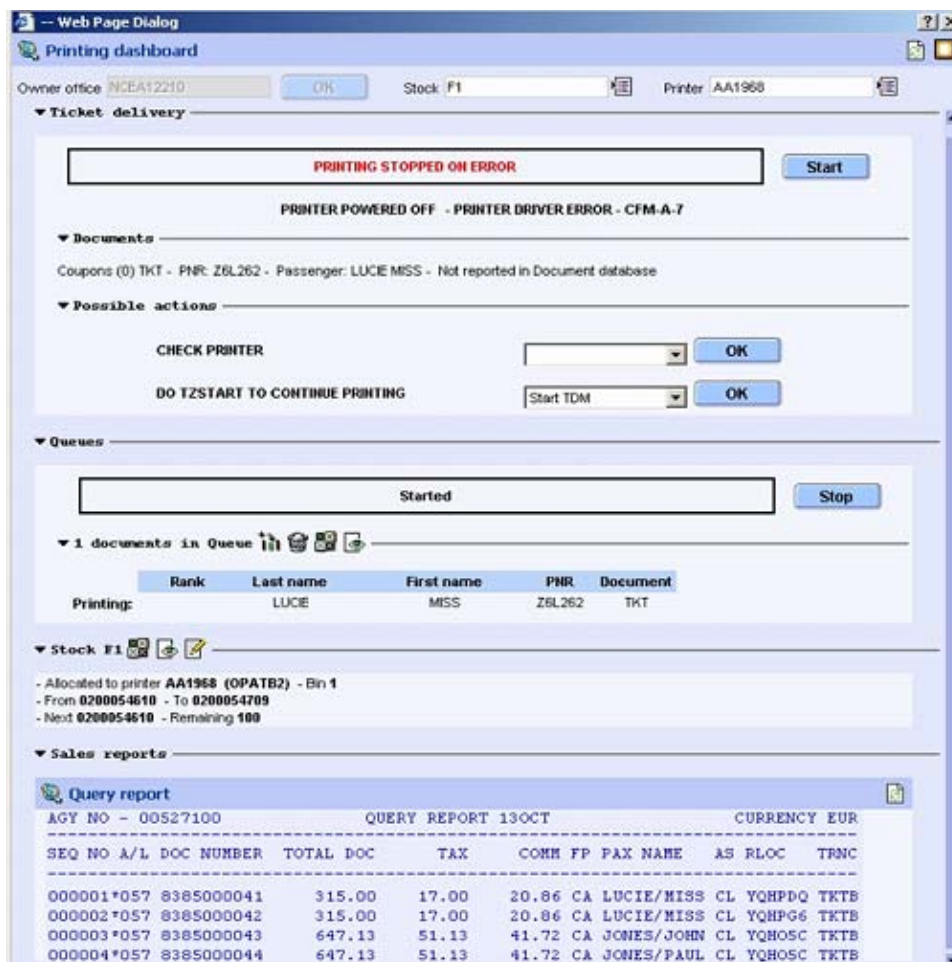
Stock Section

Use the Stock section to select another stock and display the corresponding TDM.

- In the Office ID field, enter the remote Office ID for which you want to display the TDM.
Example: NCEA12210. By default, your own Office ID is selected. The field is disabled if remote ticketing is not allowed in your office.
- In the Stock field, enter the stock range reference owning the TDM.
Example: F2. Alternatively, click on  to display the list of allocated stocks. The printer associated to this stock reference is automatically displayed. You can also select another printer by clicking on .

Tools – Dashboard

From the Tools menu the Dashboard option provides a comprehensive view and way of troubleshooting and managing all aspects of the Maintenance tab.



The screenshot shows a web application window titled "Printing dashboard". At the top, there are input fields for "Owner office" (NCEA12210), "Stock" (F1), and "Printer" (AA1968), each with a corresponding "OK" button. Below these fields, the interface is divided into several sections:

- Ticket delivery:** A red box displays the message "PRINTING STOPPED ON ERROR". Below it, a status bar indicates "PRINTER POWERED OFF - PRINTER DRIVER ERROR - CFM-A-7". A "Start" button is present.
- Documents:** A section showing "Coupons (0) TKT - PNR: Z6L262 - Passenger: LUCIE MISS - Not reported in Document database".
- Possible actions:** Two buttons are available: "CHECK PRINTER" and "DO TZSTART TO CONTINUE PRINTING". Each button has a dropdown menu and an "OK" button.
- Queues:** A section showing a "Started" status with a "Stop" button. Below it, a table lists "1 documents in Queue":

Rank	Last name	First name	PNR	Document
Printing:	LUCIE	MISS	Z6L262	TKT
- Stock F1:** A section showing allocation details: "Allocated to printer AA1968 (OPATB2) - Bin 1", "From 0200054610 - To 0200054709", and "Next 0200054610 - Remaining 100".
- Sales reports:** A section with a "Query report" button.

At the bottom, a "Query report" table is displayed, showing a list of documents with columns: SEQ NO, A/L, DOC NUMBER, TOTAL DOC, TAX, COMM FP, PAX NAME, AS RLOC, and TRNC. The table contains four rows of data.

Troubleshooting with the Dashboard

The Dashboard contains all the information you need to troubleshoot the most common problems occurring during the document printing process with the Amadeus Central Ticketing Server (CTS).

To display the Dashboard, use the Maintenance screen under the Ticket and Documents tab, either by:

- Selecting Dashboard from the Tools drop-down menu
- Clicking on Dashboard from the Troubleshooting section of the Maintenance screen

The window is split between different sections: Ticket Delivery, Queues and Stocks.

Ticket Delivery

Between the print queue and the printer is the Ticket Delivery Mechanism (TDM). One item at a time is sent through the TDM. The TDM indicates whether the item is printing without any problems, and whether it has been reported or not. If a problem occurs, the TDM stops automatically and an error message is displayed, together with possible actions to solve the problem.

Use the Ticket Delivery Mechanism window to:

- Identify where the printing process was stopped
- Start and stop the TDM
- Check the properties of the document being issued as well as its status
- Select an action from the list of proposed solutions
- Choose a different stock range reference and display the corresponding TDM

To open the Ticket Delivery Mechanism window, click on 

Queues

The system automatically creates a print queue for each range reference. The print queue is open by default. You can control the items on the print queue by:

- Displaying the print queue
- Opening and closing the print queue
- Rearranging items on queue
- Deleting items on queue
- Transferring items from one print queue to another

To open the Print Queue window, click on 

Stocks

Before you can print a document, you must create the Document Bank for your office by registering the stock types and document numbers. This section displays the Document Bank that has been created.

To open the Document Bank window, click on 

Cryptic Entries

If you prefer to use cryptic entries in the Command page area, here is a list of help quickpaths that will enable you to find the cryptic entries most frequently used concerning printing.

The ticketing arrangements entries are described in PNR on page 51.

Topic	Help Quickpath
Generic information concerning cryptic entries for printing	HE PRINT
Manually entered PNR fare elements	HE FH
Tour codes	HE FT
Validating airlines	HE FV
Forms of payment	HE FP
Printing tickets and electronic tickets	HE TTP
TSTs	HE TST
Updating itineraries	HE TTU
Electronic ticketing	HE TICKET ETT
Invoicing	HE INVOICE

Chapter 9

Amadeus Hotels

Amadeus Hotels provides you with access to complete and up-to-date information on several hundred hotel companies and brands. You can make reliable hotel reservations at thousands of properties worldwide. Amadeus Hotels offers you real-time room availability, rate information and a guaranteed confirmation at time of booking. A hotel availability display shows all necessary information required to make a sale, including room types, rates, availability and price.

Click on the Hotel tab to work with Amadeus Hotels.

Window Config Help ?

Hotel search Hotel rates Book

Amadeus Travel Preferences Management

Location preferences

Location: CDG Country: State: Area: Include associated cities Landmark category: Landmark name: Search radius:

Stay details

Check-in date: 20SEP2006 Check-out date: 22SEP2006 Number of nights: 2 Number of guests:

Rate preferences

Rate code(s): Return public rates Minimum price: Maximum price: Currency: EUR

Hotel requirements

Hotel availability List of hotels Find landmark(s)

You can customize any input screen under the Hotel tab by clicking on .

The pop-up window that appears allows you to select which sections and fields you want to use in your requests.

Landmarks

The Find Landmarks button allows you to find a landmark or point-of-reference that you can use in your availability request. This could be a building, monument, or any other landmark considered important enough to be used as a criterion when searching for and booking hotels. For example, Harrods in London, or the Eiffel Tower in Paris.

To display a list of landmarks for a location, enter at least the IATA location code, or the country code. When you work in a PNR, the location is taken from the PNR. You can modify it if necessary.

You can refine your request by selecting a landmark category from the drop-down list. Click on Find Landmarks to search for the landmarks in the requested location.

Hotel Search: Data Entry

Amadeus Travel Choice

Location: LON

Country:

Area:

Landmark Name:

Search Radius:

Landmark Category:

Include Associated Cities:

Check-in date:

Check-out date: 15JUN2006

Number of nights:

Number of Guests: 1

Return Public Rates:

Maximum Price:

Hotel Availability List of hotels Find Landmark(s)

Status: Category related to the Landmark name

The landmarks are displayed.

Hotel Search: Data Entry

Hotel Landmark Display list

GB	LON	Attractions	BRUMLEY MUSEUM	Church Hill , Orpington Br6 0 - Kent
GB	LON	Attractions	BT MUSEUM OF TELECOMMUNICATIONS	145 Queen Victoria Street , London Ec4v4 - London
GB	LON	Attractions	BUCKINGHAM PALACE	London Sw1a1 - London
GB	LON	Attractions	BUSH THEATRE	Shepherds Bush Green , London Wt2 8 - London
GB	LON	Attractions	BUTLERS WHARF	41 Shad Thames , London Se1 2 - London
GB	LON	Attractions	CABINET WAR ROOMS	King Charles Street , London Sw1a2 - London
GB	LON	Attractions	CABOT HALL	Cabot Square , London E14 4 - London
GB	LON	Attractions	CAFE THEATRE	45 Shelton Street , London Wc2h9 - London
GB	LON	Attractions	CAMBRIDGE THEATRE	Mercer Street , London Wc2h9 - London
GB	LON	Attractions	CAMDEN MARKET	Camden Lock Place , London Nw1 6 - London
GB	LON	Attractions	CAMDEN PEOPLES THEATRE	52 Hampstead Road , London Nw1 2 - London

More results

Hotel Availability List of Hotels

To see more landmarks, click on More Results. Select the landmark by clicking on the selection button on the left, then click on Hotel Availability. Otherwise, close the window to return to the previous screen.

Hotel Availability

Hotel availability displays show available properties and options allow you to view only the data that is relevant to your customers' needs. You can also display closed properties.

The Hotel Search tab is open by default. When you work in a PNR, the location and dates from the first segment are automatically displayed in the fields. You can modify them if necessary. Click on Hotel Availability.

Menu Help ?

Hotel Search: Data Entry

☐ Amadeus Travel Choice

Location Preferences

Location: Country:
State: Area:
☐ Include Associated Cities Landmark Name:
Landmark Category: Search Radius:

Stay Details

Check-in date: Check-out date:
Number of nights: Number of Guests:

Rate Preferences

Rate Code(s): ☐ Return Public Rates
Minimum Price: Maximum Price:
Currency: EUR

Hotel Requirements

The hotel availability is displayed below the input screen. Use the icons from the toolbar to move up and down between the pages, to expand or collapse the screen, to print it out, or to close it and return to the input screen.

Menu Help ?

Hotel Search: Data Entry

Stay Details

Check-in date: 30MAR2006 Check-out date: 31MAR2006
Number of nights: 1 Number of Guests:

Rate Preferences

Rate Code(s): ☐ Return Public Rates
Minimum Price: Maximum Price:
Currency: EUR

Hotel Requirements

Availability for PAR FR, 30 MAR 06 to 31 MAR 06

Room Occupancy:

Hotel	Chain	Access Level	Category	IATA	Area	Currency	Min. Rate	Max. Rate
Lo Prince De Galles Champs Ely	Sheraton	O	Luxury	PAR	Downtown	EUR	329.00	610.00

Status: Please select a hotel from the list

PNR

If you wish to choose a hotel from the list, click on it, then click on any of the available buttons, Rates, Hotels Info, or Map (if your office is configured for it).

Hotel List

Hotel lists return a list of properties for a location, without taking the room availability into account.

From the Hotel Search tab, enter at least the location details. When you work in a PNR, the location and dates are taken from the PNR. You can modify them if necessary. Click on List to send the request.

The hotel list is displayed below the input screen. Use the icons from the toolbar to move up and down between the pages, to expand or collapse the screen, to print it out, or to close it and return to the input screen.

The screenshot shows the 'Hotel Search: Data Entry' screen. The 'Stay Details' section includes 'Check-in date: 30MAR2006', 'Check-out date: 31MAR2006', 'Number of nights: 1', and 'Number of Guests:'. The 'Rate Preferences' section includes 'Rate Code(s):', 'Minimum Price:', 'Maximum Price:', and 'Currency: EUR'. The 'Hotel Requirements' section is empty. Below these sections are buttons for 'Hotel Availability', 'List of hotels', and 'Find Landmark(s)'. The 'Hotel Property List for PAR' section is highlighted with a red oval. It shows a table with columns: Hotel, Chain, Access Level, Category, IATA, and Area. The table contains one row: 'Lc Prince De Galles Champs Ely', 'Sheraton', 'O', 'Luxury', 'PAR', 'Downtown'. Below the table are buttons for 'Hotel Rates', 'Hotel Info', 'Hotel Map', and 'Area Map'. The 'Status' bar at the bottom says 'Page 1 of 1. Please select a hotel from the list.' and 'PNR'.

Hotel	Chain	Access Level	Category	IATA	Area
Lc Prince De Galles Champs Ely	Sheraton	O	Luxury	PAR	Downtown

If you wish to choose a hotel from the list, click on it, then click on any of the available buttons, Rates, Hotels Info, or Map (if your office is configured for it).

Multi-property Availability Display

This is the multi-property availability display. Select a property name, then click either on Rates to display the availability and rates, or on Hotel Info to display hotel information.

Menu Help ?

Hotel Search Hotel Rates Book

Hotel Search: Data Entry

☐ Amadeus Travel Choice

Location Preferences

Location: LON State: Country: Area: Landmark Name:

☐ Include Associated Cities

Hotel Availability List of hotels Find Landmark(s)

Hotel Property List for LON GB

Alternate city locations: LHR LGW LTN STN LON

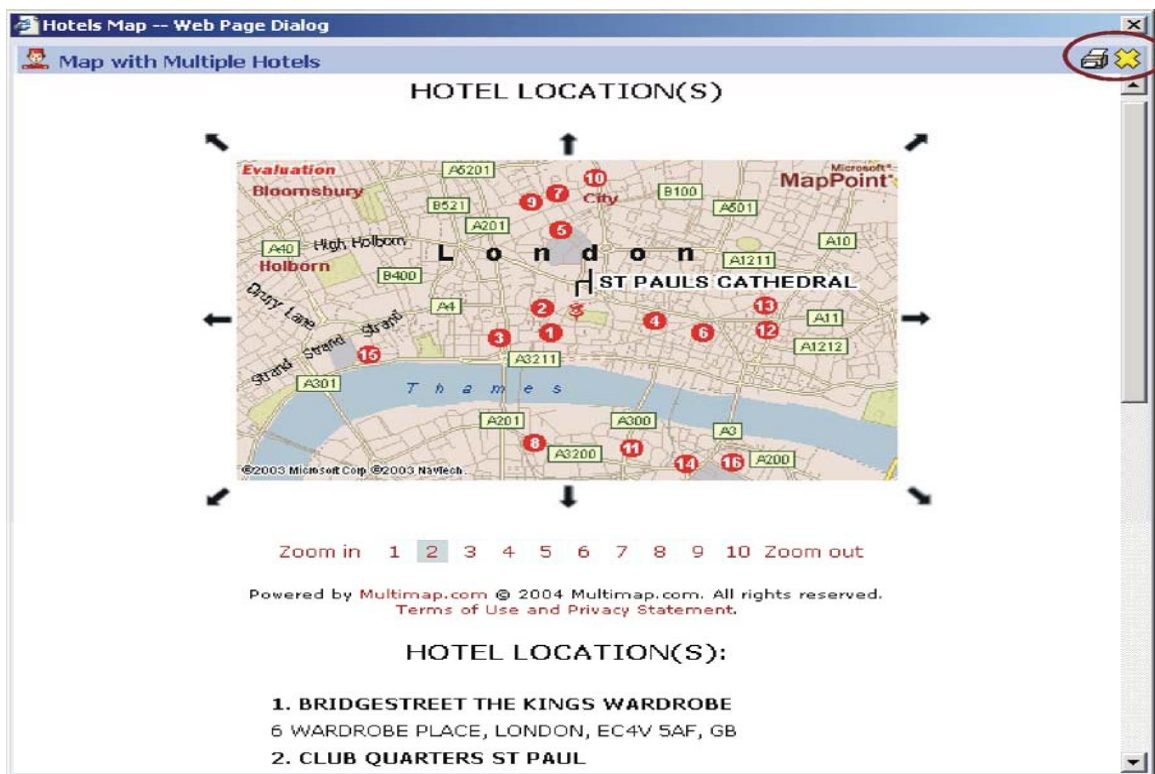
Hotel	Chain	...	Category	IATA	Area
The Park Lane Hotel	Sheraton	<input type="radio"/>	Luxury	LON	Downtown
Lc Sheraton Park Tower	Sheraton	<input type="radio"/>	Luxury	LON	Downtown
Lc The Lanesborough	Sheraton	<input type="radio"/>	Luxury	LON	North
Sheraton Belgravia Hotel	Sheraton	<input type="radio"/>	Luxury	LON	Downtown

Hotel Rates Hotel Info Hotel Map Area Map

Status OK

PNR

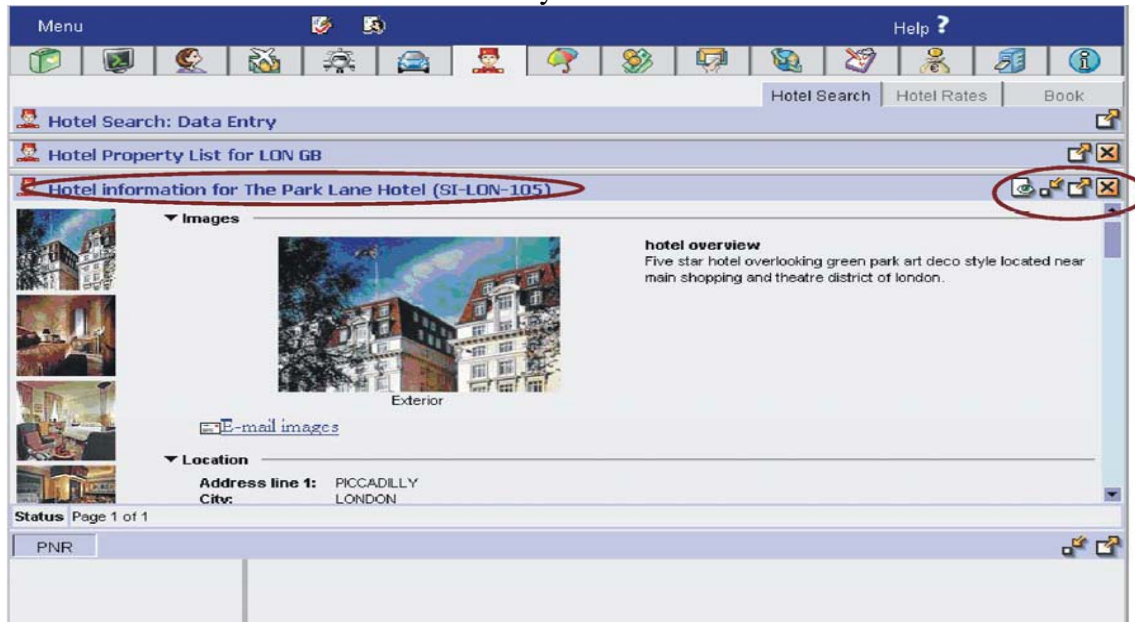
If your office is configured for it, you can display and print out a map showing all the properties location and address from the availability display:



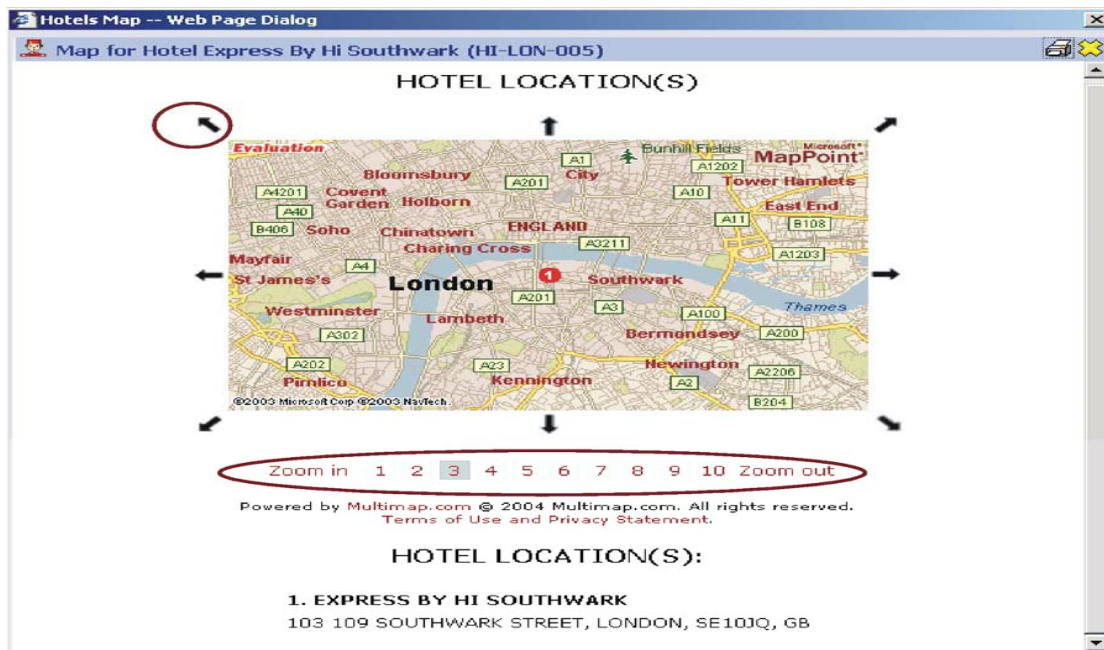
Hotel Information

From the multi-property display select a hotel and click on Hotel Info.

The hotel information screen is displayed below the availability display. Use the icons from the toolbar to switch between screens if you need to:



You can print out the hotel features if you need to. If your office is configured for it, the Images tab with hotel pictures is also available and the Property Map button enables you to print out a map with directions to the hotel.



Use the arrows in the corners to navigate within the map. To move in and out, use the toolbar or click anywhere inside the map.

Single-property Availability Display

A single-property display lists all rates for a specific hotel. From the multi-property display select a hotel and click on Rates.

You are taken to the Rates Rules tab, where you can further refine your rate request, then click again on Rates.

Menu Help ?

Hotel Search Hotel Rates Book

Hotel Rates: Data Entry

▼ **Stay Details**

Chain & Property Code: Check-in date:
Check-out date: Number of nights:
Number of Guests:

▼ **Rate Preferences**

Rate Code(s):
Minimum Price: Maximum Price:
Currency: ☐ Return Public Rates

Status

Only the rates and room types corresponding to your criteria are displayed.

Menu Help ?

Hotel Search Hotel Rates Book

Hotel Rates: Data Entry

▼ **Stay Details**

Chain & Property Code: Check-in date:
Check-out date: Number of nights:
Number of Guests:

▼ **Rate Preferences**

Rate Code(s):
Minimum Price: Maximum Price:
Currency: ☐ Return Public Rates

Rates for HI-LON-005, 30MAR2006 to 31MAR2006

Hotel Name: EXPRESS BY HOLIDAY INN SOUTH PARK Room Occupancy: 1 Currency: EUR Access Level:

Status	Room Type	Room	Rate Code	Rate amount	Rate Plan	Condition	Sell Rule
<input checked="" type="radio"/>	B1S	Room w. bath - Moderate 1 bed(s) Single type	RAC	174.28	Daily	Guarantee	Y E
<input type="radio"/>	N1S	Non-smoking 1 bed(s) Single type	RAC	165.57	Daily	Guarantee	Y E

To select a room type, click on the line.

Click either on Rate Rules to request more information about the rate, or click on Book to send the booking request.

The terms or pricing information includes the rate details, the cancellation policy, the booking requirements and the room and rate description.

The screenshot shows a software interface for hotel rates. At the top is a blue menu bar with icons and a 'Help ?' link. Below the menu bar are three tabs: 'Hotel Search', 'Hotel Rates', and 'Book'. The main area is titled 'Hotel Rates: Data Entry' and contains a section for 'Rates for HI-LON-005, 30MAR2006 to 31MAR2006'. Below this is a 'Hotel Rate Rules Display for Express By Holiday Inn Southwark (HI-LON-005), 300306 to 310306'. The rules are organized into expandable sections: 'Meal information' (MEAL: INCLUDES BREAKFAST), 'Commission' (Commission payment, COMMISSIONABLE RATE: YES-10 PERCENT), 'Minimum / Maximum stay' (STAY: 1 DAY MINIMUM 99 DAY MAXIMUM), 'Cancellation policy' (REFUND REQUIRES CANCEL BY 6 AM DAY OF ARRIVAL), and 'Hold information and guarantee'. A 'Book' button is located at the bottom right of the rules section.

Close the screen to return to the rate display and book the room.

Booking a Hotel

Hotel bookings are made from a single-property display. Click on the room type you want to book, then click on Book.

The screenshot shows a software interface for hotel rates. At the top is a blue menu bar with icons and a 'Help ?' link. Below the menu bar are three tabs: 'Hotel Search', 'Hotel Rates', and 'Book'. The main area is titled 'Rates for HI-LON-005, 30MAR2006 to 31MAR2006'. Below this is a section for 'Hotel Name: EXPRESS BY HOLIDAY INN SOUTHWARK Room Occupancy: 1 Currency: EUR Access Level:'. Below this is a table with columns: Status, Room Type, Room, Rate Code, Rate amount, Rate Plan, Condition, and Sell Rule. The table contains two rows: one for 'B1S Room w. bath - Moderate 1 bed(s) Single type' with a rate of 174.28, and one for 'N1S Non-smoking 1 bed(s) Single type' with a rate of 165.57. A 'Book' button is located at the bottom right of the table, circled in red.

Status	Room Type	Room	Rate Code	Rate amount	Rate Plan	Condition	Sell Rule
✓	B1S	Room w. bath - Moderate 1 bed(s) Single type	RAC	174.28	Daily	Guarantee	Y E
✓	N1S	Non-smoking 1 bed(s) Single type	RAC	165.57	Daily	Guarantee	Y E

The Booking Summary is displayed under the Book tab. Add any sell options, such as the number of rooms to book for example. If the guarantee is mandatory, the system requests the guarantee details before continuing.
Enter the guarantee details and click on Sell.

Book: Data Entry

☐ Amadeus Travel Choice ☐ Book Selected Rate
☐ Confirm Rate Rules

Rate Rules:
Rate Amount:

Hotel Name:
Current:
Access Level:

Stay Details

Chain & Property Code: LON 005
Check-in date: 30MAR2006
Check-out date: 31MAR2006
Number of nights: 1
Number of Guests: 1
Number of Rooms:

Other Preferences

Room type: B1S ☐ FEMA Fire Safety Certification

Guarantee or Deposit

Traveler /Customer Identification

Rate Extra Options

Rate Code: RAC
Rate type:
Saving amount:
Amount override:
Room rate override:

Sell

Status Hotel Property Code - Chain Part. Example: HI (Holiday Inn). Length is 2 characters

The system displays full details of the hotel booking, including the confirmation number, room type, rate, and price. The hotel segment is displayed in the PNR Summary area.

PNR

1 HENDERSON HENRY MR

2 HK1 BA 206 C MIA 190CT 16:55 LHR 200CT 06:35

3 HK1 HI EXPRESS BY HI S... 1 B1S LON 200CT 260CT Daily GBP 120.00 /P1

4 HK1 BA 342 C LHR 1 260CT 08:05 NCE 260CT 11:00

The hotel segment is also added to the PNR.

Responsible: NCE1A0950 Company: 1A

Main

1 HENDERSON HENRY MR

Itinerary

2 HK1 BA 206 C MIA 190CT 16:55 LHR 200CT 06:35

-ARRIVES LHR TERMINAL 03

3 HK1 HI EXPRESS BY HI S... 1 B1S LON 200CT 260CT Daily GBP 120.00 /P1

Confirmation number: 67660047
Booking source: 12345675
Guarantee: Credit Card - Vendor: AX, Number: 373731623811006, Expiration: 1205
Supplementary information: FLIGHT ARRIVAL BA206 FROM MIA AT 06 35
Tax information: INCLUDES TAX
Service charge information: INCLUDES SERVICE CHARGES
Total rate: GBP720.00
Night(s): 06
Pricing Information: 200CT 120.0006
Cancellation policy: EFFECTIVE 1600 HTL TIME 200CT FIRST NT CANCEL OR NOSHOW FEE APPLIES
**** HOLIDAY INN **** ALTERNATE RATE CONFIRMED THANK YOU FOR BOOKING HOLIDAY INN EXPRESS THIS GUEST IS CONFIRMED
ROOM UNKNOWN OR INVALID ARC/IATA NUMBER

4 HK1 BA 342 C LHR 1 260CT 08:05 NCE 260CT 11:00

-DESIGNATED NON-SMOKING SERVICE

Double-click on the hotel segment if you want to modify it.

The modification window is displayed. Make your modifications and click on Send.

Modification window -- Web Page Dialog

Modify hotel segment

Options

Booking source

Check-in date

Check-out date

Guarantee method Card type and number Expiration date

Associated Passenger

Room Type # rooms

Special rate

Supplementary information

Send

Cryptic Entries

If you prefer to use cryptic entries in the Command page area, here is a list of help quickpaths that will enable you to find the cryptic entries most frequently used concerning hotel reservation.

Topic	Help Quickpath
Generic information on hotels	HE HOTEL
Hotel Availability	HE HA
Hotel terms	HE HT
Hotel location list	HE HL
Hotel features	HE HF
Hotel pricing and features	HE HP
Hotel inventory	HE HI
Hotel Sell	HE HS
Biased displays	HE HZ

Chapter 10

Amadeus Cars

Amadeus Cars provides you with access to complete and up-to-date information and the ability to make reliable car reservations for car rental companies at thousands of locations worldwide.

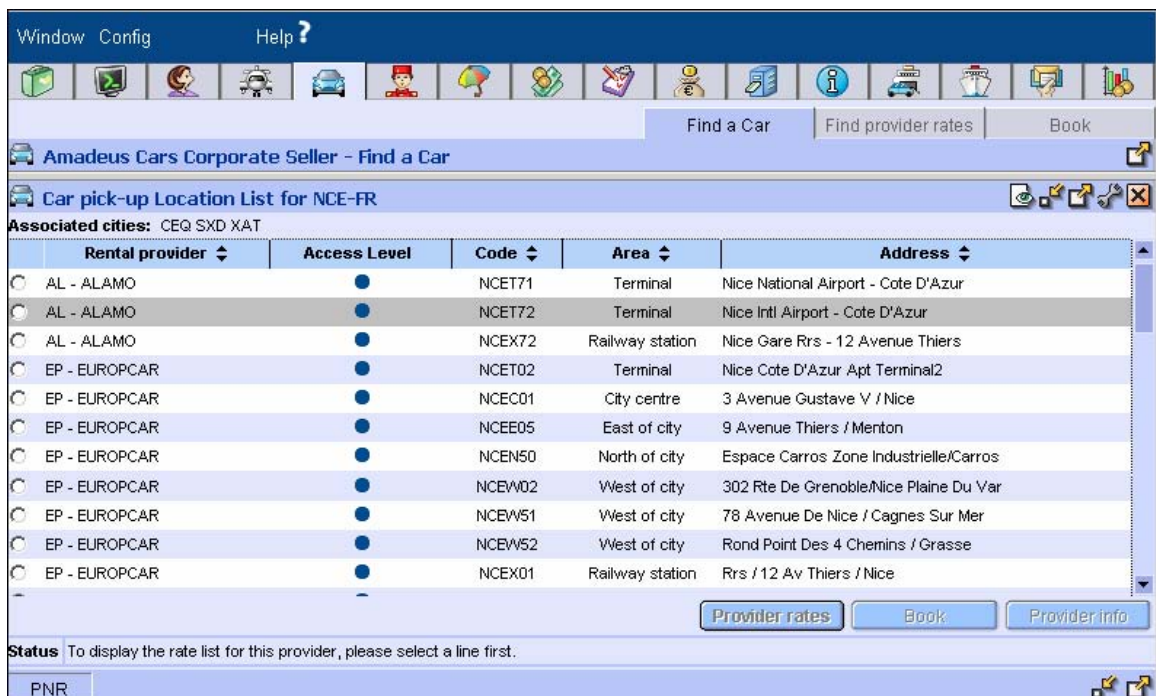
Click on the Car tab to work with Amadeus Cars.



Car Rental Location List

You can display a list of car companies that are available at a specific location by clicking on List Car Rental Locations.

Details of each rental office are displayed on the Car Pick-up Location List.



Car Availability and Rates

You can display car availability for multiple providers or for a single provider.

Availability for Multiple Providers

From the Find a Car tab fill in the mandatory fields, such as airport code, and the pick-up and drop-off dates and times. If you have already created a PNR for an air booking the relevant information is prefilled in these fields.

You can optionally enter the vehicle type that you require.

Window Config Help ?

Amadeus Cars Corporate Seller - Find a Car

Find a Car Find provider rates Book

Amadeus Cars Easy Shopper

Pick-up location preferences

City or airport code: NCE Country: State:

Area: Drop off at different location

Rental period

Pick-up date: 25MAR2007 Time: 10:00 Drop-off date: 26MAR2007 Time: 10:00

Provider, vehicle and rate preferences

Rental provider(s): Vehicle type(s): Access Level:

Display rates for all chosen vehicle types for each provider (VTA)

Mileage: Rate category: Rate plan:

Currency: EUR Fully Inclusive Rates

Traveller/customer identification

Availability for airport List car rental locations Provider rates

Click on Availability for Airport.

You can only display availability for multiple providers at airports. To display available cars for a city you must first select a city location and car provider.

Window Config Help ?

Amadeus Cars Corporate Seller - Find a Car

Find a Car Find provider rates Book

Amadeus Cars Corporate Seller Airport availability

Pick-up location: NCE Pick-up date: 25MAR2007 at 10:00

Drop-off location: Drop-off date: 26MAR2007 at 10:00

Rate category: Standard Rate plan: Daily Currency: EUR

OTHER APPLICABLE RATES MAY EXIST - CHECK DAILY PLANS

Rental provider	Avail...	Acces...	Estimated total	Preview	Vehicle type	Class	Type	Transmi...	Air c...
HA - HOLIDAYAUTO	✓	●	68.03		ECMN	Economy	2-door	Manual	No
ZR - DOLLAR	✓	●	68.93		ECMN	Economy	2- or 4-door	Manual	No
AL - ALAMO	✓	●	70.63		MCMN	Mini	2- or 4-door	Manual	No
ZD - BUDGET	✓	●	87.00		ECMN	Economy	2- or 4-door	Manual	No
ZL - NATIONAL	✓	●	93.35		MCMN	Mini	2- or 4-door	Manual	No
SX - SIXT	✓	●	103.88		ECMR	Economy	2- or 4-door	Manual	Yes

Complete access plus - real-time confirmation Provider rates Book Rate rules Provider info

Status: Select a rate from the list to enable this button.

PNR

1 SCHNEIDER JUDITH

Office: NCE1A0950

The estimated total - if provided by the car company at availability time - provides you with an idea of the whole price, including taxes and other charges for the rental car. This enables you to compare prices between different car providers.

Availability and Rates for a Single Provider

To request more available corporate rates for one of the car providers, click on Provider Rates. You can also request this display directly from the Find Provider Rates tab.


The available corporate rates for a single provider are displayed. If you did not select a vehicle type, rates for different vehicle types are displayed.

Window Config Help ?

Find a Car Find provider rates Book



Amadeus Cars Corporate Seller - Find provider rates

Amadeus Cars Corporate Seller Provider rates



Rental provider: SIXT (SX)
Pick-up location: NCEAPT*
Pick-up location address: TERMINAL 1/TERMINAL 2
Drop-off location: NCEAPT*
Rate category: Standard
Currency: EUR Access level: Complete access plus - real-time confirmation

Pick-up date: 25MAR2007 at 10:00
Drop-off date: 26MAR2007 at 10:00
Rate plan: Weekend

Avail...	Estimated total	Preview	Vehicle type	Class	Type	Transmi...	Air c...	Mileage	Rate code
<input checked="" type="radio"/>	103.88		ECMR	Economy	2- or 4-door	Manual	Yes	250 K / 0.21	CXA
<input type="radio"/>	107.88		EDMR	Economy	4-door	Manual	Yes	250 K / 0.21	CXA

Book Rate rules

Status Page 1 of 1. Please select a rate from the list

PNR

Car Policy Information

Click on Provider Info from either the Car Pick-up Location List, the Airport Availability Display or the Find Provider Rates tab to request car policy information. This display includes information on surcharges, taxes and coverage.

Window Config Help ?

Find a Car Find provider rates Book

Amadeus Cars Corporate Seller - Find provider rates

Car policy for SIXT (SX) at NCE

Surcharge

ADDITIONAL DRIVER SURCHARGE	18.29 EUR
AIRPORT SURCHARGE	14.79 EUR
REGISTRATION FEE/ ROAD TAX	1.91 EUR

Tax

VAT

Tax percentage 19.60

Coverage

Policy name	Car types	Curr.	/Day	/Week	/Month	/Rental	Excess	Liability
ATI - ACCESSORY THEFT INSURANCE	FDMN	USD				999.99		
ALI - ADDITIONAL LIABILITY INSURANCE	FDMN	USD				999.99		
API - ADDITIONAL PROTECTION INSURANCE	FDMN	USD				999.99		
BAGA - BAGGAGE COVERAGE	FDMN	USD				999.99		
CDI - COLLISION DAMAGE INSURANCE	FDMN	USD				999.99		
CDW - COLLISION DAMAGE WAIVER	FDMN	USD				999.99		
CDWP - COLLISION DAMAGE WAIVER PLUS	FDMN	USD				999.99		
CDWRL - COLLISION DAMAGE WAIVER REDUCED LIABILITY	FDMN	USD				999.99		
CCP - COMPLETE COVER PACKAGE	FDMN	USD				999.99		

More information (Driver License & Age, ...)

Status OK

PNR

Rate Rules

You can display rate rules for a corporate rate from either the Airport Availability display (multiple providers) or the Provider Rates display (single provider). Different sections describe how the rate has been calculated and what is included.

Window Config Help ?

Find a Car Find provider rates Book

Amadeus Cars Corporate Seller - Find provider rates

Amadeus Cars Corporate Seller Provider rates

Rate rules for provider SIXT (SX), location NCEAPT*, car type ECMR

Rate information

Plan rate 63.55 EUR Weekend Rate guaranteed

Per kilometre 0.21

Free kilometres 250

Surcharge AIRPORT SURCHARGE 21.40

Surcharge REGISTRATION FEE / ROAD TAX 1.91

Tax TAX 17.02

Base rate 63.55 EUR

Number of days 1

Estimated total 103.88 EUR

Rate code information

CXA - ** STANDARD PUBLIC RATE **

Surcharges

AIRPORT SURCHARGE Included in estimated total 21.40 EUR Per rental

REGISTRATION FEE / ROAD TAX Included in estimated total 1.91 EUR Per rental

Coverage

Status OK

PNR

Booking a Car with a Corporate Rate

You can book a car from an Airport Availability display (multiple providers) or a Provider Rates display (single provider). Select the car rate and click on Book. The system then displays the booking screen where you can specify the options you require.

Alternatively, you can directly access the Book tab (or select a car provider and location on the Car Pick-up Location List display and click on Book) and enter all necessary data to make a direct sell.

Window Config Help ?

Find a Car Find provider rates Book

Amadeus Cars Corporate Seller - Book

☐ Amadeus Cars Easy Shopper (leisure prepaid rates)
☐ Amadeus Travel Preferences Manager
☒ Book selected rate

Plan rate: 63.55
Estimated total: 103.88
Rate category: Standard

Currency: EUR
Access Level: Complete access plus
Rate plan: Weekend

▼ Pick-up location preferences

Pick-up location: NCE Delivery: Provider Location Code: NCEAPT*
☐ Drop off at different location

▼ Rental period

Pick-up date: 25MAR2007 Time: 10:00 Drop-off date: 26MAR2007 Time: 10:00
Arrival flight number:

▼ Provider, vehicle and rate preferences

Rental provider: SX Vehicle type: ECMR
Rate code: CXA Promotional rates:

▼ Guarantee/form of payment

Guarantee: Form of payment:

Status 2-letter for the Airline Code.. Example: DL (Delta). Length is 2 characters

PNR

Book

Enter the payment details and click on Book to proceed to the Sell Information screen.

Window Config Help ?

Find a Car Find provider rates Book

Amadeus Cars Corporate Seller - Book

Sell information

The following car has been booked for: SCHNEIDER JUDITH

▼ General information

Confirmation number: 4740320642
Company: SX
Access level: Complete access plus - real-time confirmation
Status: HK
Type: ECMR - Economy, 2/4-Door, Manual, Air conditioning
Booking source: 12345675
Warning message: IF NO /DC-, CHECK DROP POLICY

▼ Rate rules

Rate code: CXA
Estimated total: 103.88 EUR Estimated total number of days: 1
General rate information: Weekend
Rate guaranteed: 63.55 EUR Daily Per kilometre: 0.21
Plan rate: 63.55 EUR Rental period in days: 1

▼ Pick-up information

Amadeus location code: NCE

Status OK

PNR

1 SCHNEIDER JUDITH 2 HK1 SX ECMR NCEAPT 25MAR 10:00 NCEAPT 26MAR 10:00 /P1

Office: NCE1A0950

The Sell Information screen provides you with a summary of the booking details. If the connectivity level of the car provider is Complete Access or Complete Access Plus the confirmation number returned by the car provider is also displayed.

The car segment is displayed in the PNR Summary area.

Click on the PNR tab to display the car segment in the full PNR display.

The screenshot shows the Amadeus PNR display interface. The top menu bar includes 'Window', 'Config', and 'Help?'. Below it is a toolbar with various icons. The main area is divided into tabs: 'Main', 'Auxiliary', 'MCO', 'Address', 'Fare elements', 'Services', 'Remarks', and 'Security'. The 'Main' tab is active, displaying the following information:

- Responsible: NCE1A0950, Queuing: NCE1A0950, Company: 1A
- Main: Add: Name - Contact - Frequent flyer - Ticket arrangement - Miscellaneous remarks - Received from
- 1 SCHNEIDER JUDITH
- Itinerary:
 - 2 COR HK1 SX ECHR NCEAPT 25MAR 10:00 NCEAPT 26MAR 10:00 /P1
 - Pick-up location: NCEAPT
 - Drop-off location: NCEAPT
 - Confirmation number: 4740320642
 - Rate code: CXA
 - Rate guaranteed: Amount: 63.55, Currency: EUR, Rate plan: DY, Mileage charge per km: 0.21, Free mileage in Km: 250
 - Base rate: Amount: 63.55, Currency: EUR, Rental period in days: 1
 - Estimated total: Amount: 103.88, Currency: EUR, Number of days: 1
 - Booking source: 12345675
 - Arrival flight information: 1000
 - Name: SCHNEIDER JUDITH
 - FREE ONE-WAY RENTALS WITHIN GERMANY!!!
 - THANK YOU FOR BOOKING SIXT
 - ** WWW.SIXTPTS.DE **
- Insurance
- MCO
- Billing/mailling address: Add: Billing/mailling address
- Fare elements: Add: Payment - Original payment - Validating carrier - Commission - Endorsement - Fare discount - Original issue - Extra - Queuing option - Address verification
- Services: Add: Seat - Meal - Assistance - Extra - Other services
- Remarks: Add: Accounting - Confidential remark - Invoice/itinerary remark - Miscellaneous remark - Corporate remark
- Security: Add: Security

The bottom status bar shows 'Office: NCE1A0950'.

Modifying or Cancelling a Car Booking

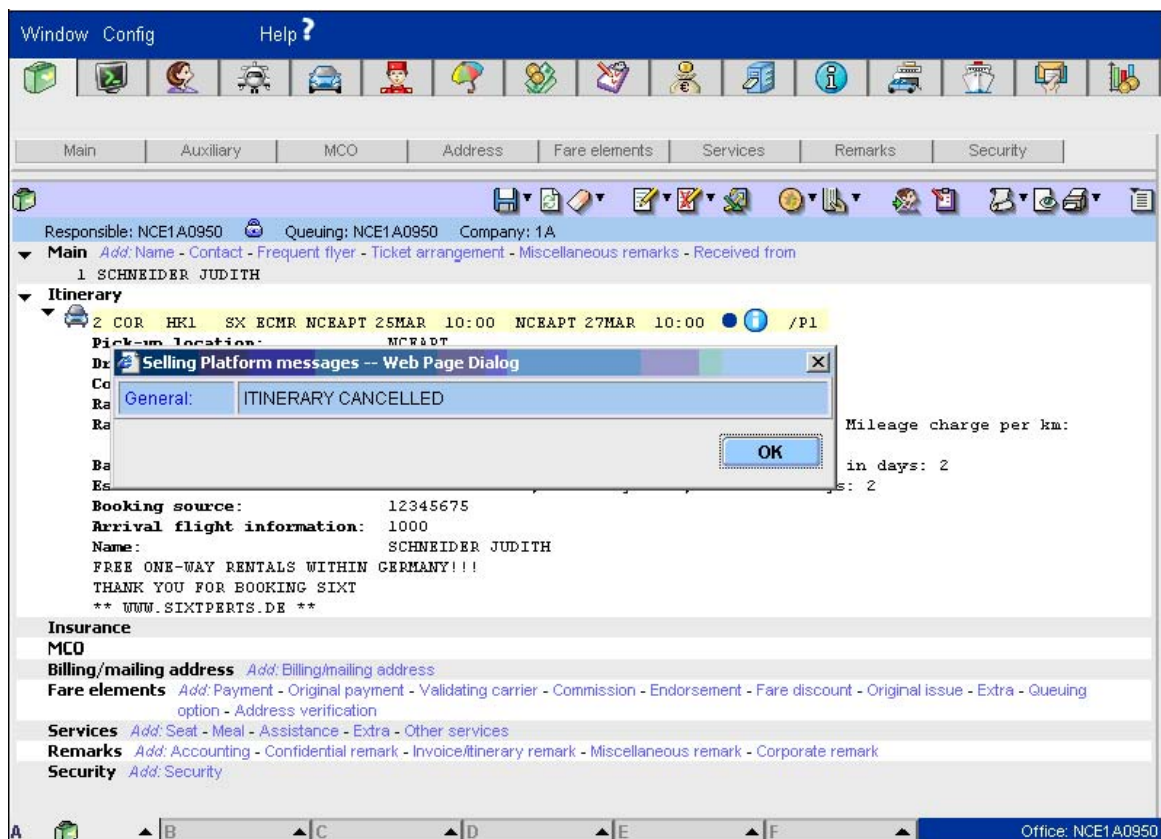
To modify the car segment, double-click on the segment to display a modification window. Make your modifications and click on Modify.

The screenshot shows the 'Amadeus Cars Corporate Seller - Modify car segment' window. It contains the following sections:

- Pick-up location preferences:** Pick-up location: NCE, Delivery: [empty]
- Drop-off location preferences:** [empty]
- Rental period:** Pick-up date: 25MAR2007, Time: 10:00, Drop-off date: 27MAR2007, Time: 10:00, Arrival flight number: [empty]
- Provider, vehicle and rate preferences:** Vehicle type: ECHR, Rate code: CXA
- Provider, vehicle and rate:** Rental provider: SX
- Guarantee/form of payment:** Guarantee: [empty], Form of payment: [empty], Credit card: [empty], Voucher type: [empty], Voucher value: [empty], Booking source: 12345675
- Traveller/customer identification:** Passenger association: [empty], Customer ID number: [empty], Corporate ID number: [empty], Frequent traveller number: [empty]
- Booking tracking information:** [empty]
- Other sell options:** [empty]

A 'Modify' button is located at the bottom right. The status bar at the bottom says: 'Status: Enter the date in the field or choose a date by using the calendar icon..'

To cancel the car segment, select the segment and click on the corresponding icon either in the PNR or mini PNR view .



Cryptic Entries

If you prefer to use cryptic entries in the Command page area, here is a list of help quick paths that will enable you to find the cryptic entries most frequently used with Amadeus Cars.

Topic	Help Quickpath
Generic information concerning cars	HE CAR
Car availability	HE CA or HE CAR AVA
Car location list	HE CL or HE CAR LOC
Car terms	HE CT or HE CAR TER
Car rate features	HE CR or HE CAR RAT
The Car rates features display is only available for Cars Complete Access Plus companies, and for rates that have been returned from the car company when a rate availability has been requested.	
Car sell	HE CS or HE CAR CAVA
For a complete list of car codes, enter HE CAR CODES. For the full list of equipment codes, enter CEA. To see which options a company supports, enter CE/CO-XX (where XX is the company code).	
Car voucher	HE CVD or HE CAR VOU
Car Easy Shopper	HE CAR EASY or HE CAR followed by GP EAS

Chapter 11

Profiles

Amadeus Profiles allow you to securely store information applicable to a traveler, company, or agency. You can access profiles to make reservations and can share profiles across offices or agency chains. Information you can store includes travel preferences, payment details, corporate travel policies and text.

Click on the Profile tab to work with Amadeus Profiles.



Displaying a Profile

When you begin working with profiles, the Open Profile tab is displayed by default. You can open a traveler, company or agency profile.

To display a list of existing profiles, enter a partial name and click on Send.



Here is a list of traveler profiles beginning with P in the office. To display a profile in the list, select it and click on Send.

Open profile

Traveler Company Agency

By name

By frequent flyer num.

By record locator

By index

By corporate ID

Last name First name and title Company Owning office ID

P

Exact match

Two character search

Booking merged display

Send

More than one profile found. Please select one from the list:

Last name	First Name	Traveler Locator	Company Name	Company Locator
PARK	FERGUS	2D94RX		
PEMBERTON	SALLY ANN MRS	546F3C		
PEREZ	LUISA	2C0709	103 TRAVEL SYSTEMS LTD	N78PV2
PEREZ	LUISA	884ZKF		
PEREZ	LUISA MS	22C38R		
PERSON	ALPHA	Y6MPJ2		
PETR	CECH	8P6C39	AMADEUS	P9G5YB
PICKUP	ANGELA MRS	27PU88	WOOD CREATIONS	27PY29
POLESE	FREDERIC MR	ZQKQOE	TEST	4KIYVK
POTTER	JAMES	3SOV74		
PRESTON	MIKE	24T07Y	PRESTON BOOKS	24T06J

Send

The selected profile is displayed. A toolbar is displayed for working with the profile.

Priority General Contacts Frequent Flyer To PNR Travel Mgt. Document Travel policies Follow up Notes

PARK FERGUS [ADT]

Responsible: NCE1A0950 Record locator: 2D94RX

Priority information

General information

Traveler name: PARK FERGUS (ADT)

PNR contacts

AP Phone element E-Mail: GDGHDRF@HDFH.NET

AP Phone element Business: 4538543645 EXT 423445

AP Phone element Home: 4532564566

PNR frequent flyer

FF Frequent flyer number BA 4234532535 Active

FF Frequent flyer number AF 3236464748 Active

FF Frequent flyer number LX 3564646747 Active

PNR other elements

TK Ticketing arrangement TL

Travel management

Default home airport: NCE

Document delivery method: HA

Department contact name: JANET

Authorizations: Electronic ticket, Travel request, Trip approval

Documents

Travel policies

Air policies

Car policies

Hotel policies

Follow-up information

Creating a Traveler Profile

To create a new traveler profile, click on the New tab, then on the Traveler tab. Enter the main passenger details. If you enter a company name, and the company profile has already been created, the traveler profile is automatically associated to the company profile.

Click on Send.

Window Config Help ?

New Open

New profile

Traveler Company Agency

Last name: Jones First name and title: Jane Passenger type: Passenger ID: Company name: WOOD C REATION

Infant last name: Infant first name: Country: Index: Owning office ID: NCE1A0900

Citizenship: 08 Country of birth: Language spoken: Birthdate: 27 JAN 1964

Global Search and Update keywords

1	2	3	4	5	6

Send

A profile is divided into sections, each marked with a tab.

You can add information to the profile by clicking on one of the tabs, or on the corresponding shortcut icon in the profile display area.

Priority General Contacts Frequent Flyer To PNR Travel Mgt. Document Travel policies Follow Up Notes

JONES JANE associated to WOOD CREATIONS

Responsible: NCE1A0900 Record locator: 29VW2W Company record locator: 29VW29

Priority information

General information

PHR contacts

PHR frequent flyer

PHR other elements

Travel management

Documents

Travel policies

Follow-up information

Notes

Enter the passenger's contact information and click on Send:

Priority General **Contacts** Frequent Flyer To PNR Travel Mgt. Document Travel policies Follow Up Notes

Phone

Address

Transfer indicator	Contact type	Location, Phone number, E-mail or Fax	Asso.
Default	Business	33 4 82 94 70 11	<input type="checkbox"/>
Default	E-Mail	JANEJONES@WOODCREATIONS.NET	<input type="checkbox"/>

Send

JONES JANE associated to WOOD CREATIONS
 Responsible: NCE1A0900 Record locator: 29VVW2W Company record locator: 29VVW29

Priority information
 General information
 PNR contacts
 PNR frequent flyer
 PNR other elements
 Travel management
 Documents
 Travel policies
 Follow-up information
 Notes

Enter information to transfer to the PNR. You can select the type of information from the list on the left of the screen. Click on Send to add this information to the profile.

Priority General Contacts Frequent Flyer **To PNR** Travel Mgt. Document Travel policies Follow Up Notes

Accounting
 Fares
 Other request
 Remarks
 Seat
 Security
 Segments
 Special service
 Ticket

Transfer indicator	Explosion indicator	SSR code	Airline code	Free text information	Asso.
Default	<input checked="" type="checkbox"/>	Vegetarian (Non-dairy)		...	<input type="checkbox"/>

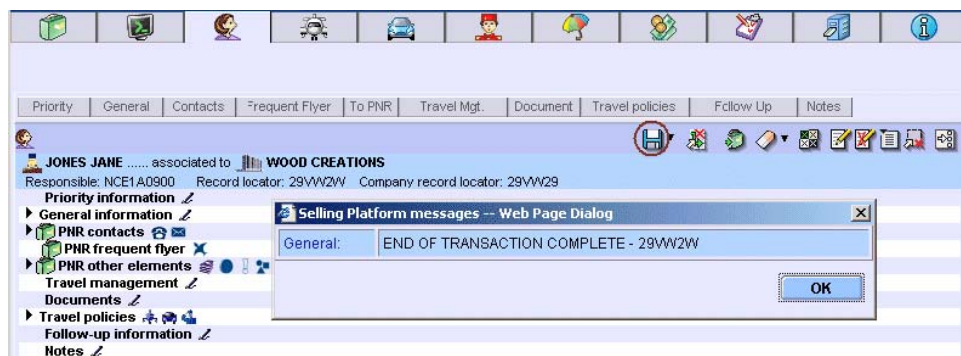
Send

JONES JANE associated to WOOD CREATIONS
 Responsible: NCE1A0900 Record locator: 29VVW2W Company record locator: 29VVW29

Priority information
 General information
 PNR contacts
 PNR frequent flyer
 PNR other elements
 Travel management
 Documents
 Travel policies
 Follow-up information
 Notes

Select/Unselect all selectable elements

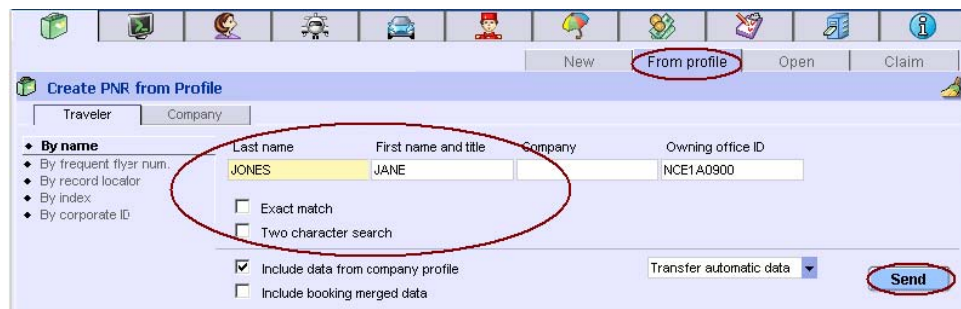
When you have finished, click on the Save icon to end transaction and leave the profile. The profile record locator is displayed.



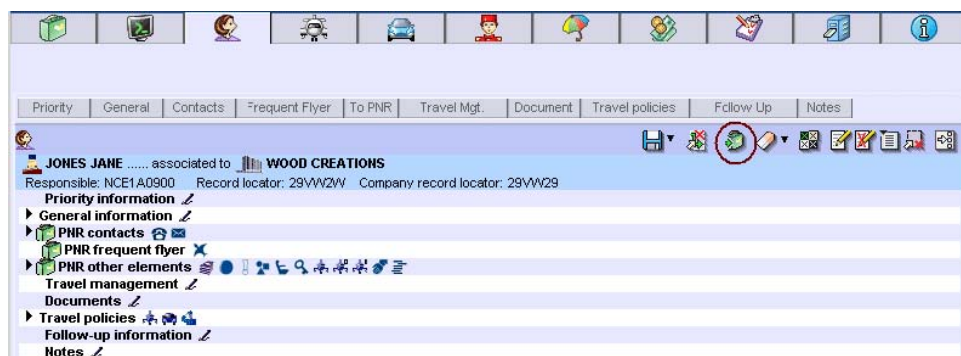
Creating a PNR from a Profile

You can create a new PNR from a profile to save you time when creating the PNR.

Open the PNR tab and click on the From Profile tab. Enter the name of the passenger who already has a profile and click on Send.



Alternatively, open the traveler profile and click on the Transfer to PNR icon.



The system creates the PNR with the relevant information from the profile.

If any of the mandatory elements are missing, the system displays the main PNR screen and indicates which type of information is already in the PNR.

The passenger name element is displayed in the PNR Summary area. The PNR header indicates that the PNR was created from a profile.

Group information

Traveller information ✓

Contact ✓

Frequent flyer

Ticket arrangement

Miscellaneous remarks

Received from

OK

--- TC-BIZ RLP ---

Responsible: NCE1A0900 Queuing: NCE1A0900 Company: 1A

Main Add: Name - Contact - Frequent flyer - Ticket arrangement - Miscellaneous remarks - Received from

1 JONES JANE

AP 33 4 92 94 70 11-B /P1

APE JANEJONES@WOODCREATIONS.NET /P1

Itinerary

Insurance

MCO

Billing/mailling address Add: Billing/mailling address

Fare elements Add: Payment - Original payment - Validating carrier - Commission - Endorsement - Fare discount - Original issue - Extra - Queuing

Make the reservations for the passenger's trip. The complete PNR is displayed below:

Man Auxiliary MCO Address Fare elements Services Remarks Security

--- TC-BIZ RLP ---

Responsible: NCE1A0900 Queuing: NCE1A0900 Company: 1A

Main Add: Name - Contact - Frequent flyer - Ticket arrangement - Miscellaneous remarks - Received from

1 JONES JANE

AP 33 4 92 94 70 11-B /P1

APE JANEJONES@WOODCREATIONS.NET /P1

Itinerary

2 HK1 LH 4143 D NCE 1 110CT 07:35 FRA 110CT 09:15

3 HK1 8X 161 D FRA 1 120CT 07:00 NCE 120CT 08:30

Insurance

MCO

Billing/mailling address Add: Billing/mailling address

Fare elements Add: Payment - Original payment - Validating carrier - Commission - Endorsement - Fare discount - Original issue - Extra - Queuing option - Address verification

Services Add: Seat - Meal - Assistance - Extra - Other services

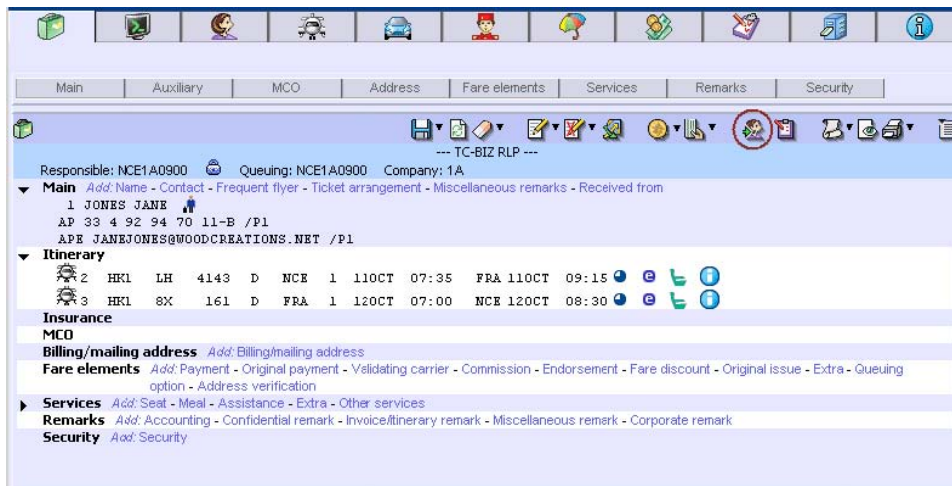
Remarks Add: Accounting - Confidential remark - Invoice/itinerary remark - Miscellaneous remark - Corporate remark

Security Add: Security

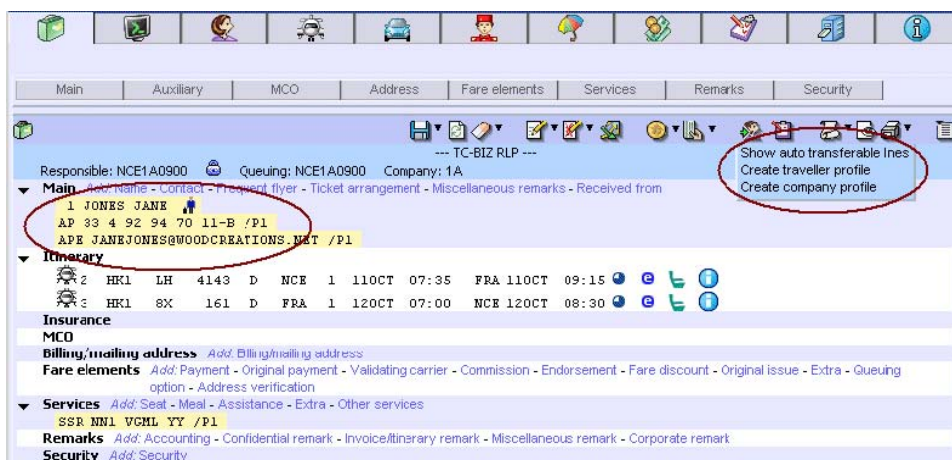
Creating a Profile from a PNR

If you have created a PNR and want to store some of the information for future bookings for the passenger, you can create a profile from the PNR.

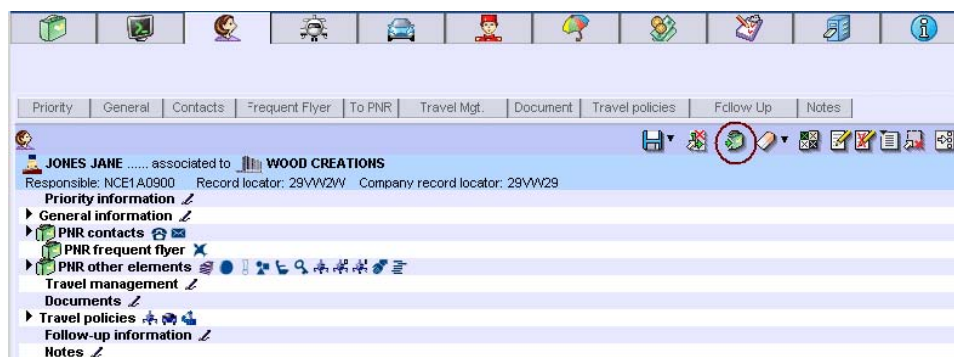
Display the PNR and click on the Transfer to Profile icon.



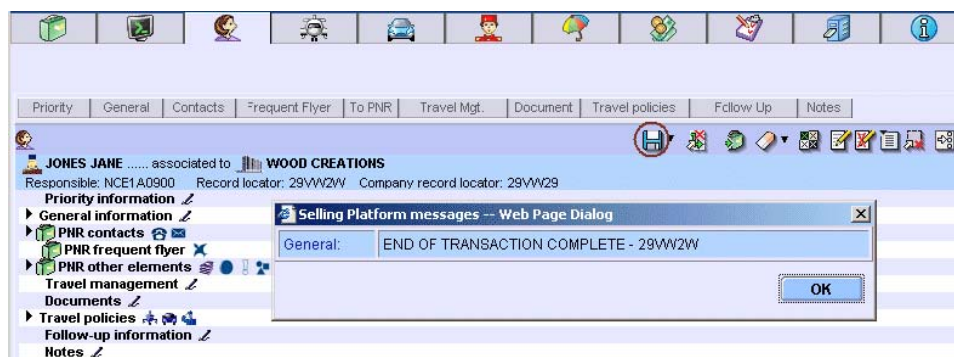
Select the first option displayed when you click on the Transfer to Profile icon. The system highlights the PNR element that will be transferred to the profile. Then, select Create Traveler Profile using the same icon.



The system takes the transferable data from the PNR and creates a traveler profile. You may want to edit, delete, or add data at this point.



Click on the Save icon to end transaction and leave the profile. The profile record locator is displayed.



Cryptic Entries

If you prefer to use cryptic entries in the Command page area, here is a list of help quick paths that will enable you to find the cryptic entries most frequently used concerning profiles.

Topic	Help Quickpath
Generic information on profiles	HE PROFILE
Access profile mode	HE PM
Working with traveller profiles	HE PROFILE TRA
Working with agency profiles	HE PROFILE AGY
Working with company profiles	HE PROFILE COM

Chapter 12

Amadeus Automated Refund

HEREFUND
HETRF

Explanation:

- Amadeus automated refunds allow you to refund paper and electronic tickets **quickly and easily** for tickets issued **400 days** in the past.
- The refund data you enter search for data stored in the central ticketing server's document database. If the data is still available, the system uses it to create a refund record.

- You can process three types of refunds:

1-Full – to refund all coupons of the ticket

2-Partial – to refund only some coupons of the ticket

3-Manual – the full or partial refund which is entered by the travel agent when the data is no longer available in the system. (Data is stored in the system for **6 months for paper tickets** and **13 months for electronic tickets**).

You can process a refund by the ticket number, from the PNR, or from the sales report:

From the PNR: (E-tickets only)

Click on the PNR tab and open a PNR.

Window Config Help ?

New From profile Open Claim

Open PNR

By name

- By record locator
- By service
- By frequent flyer
- By account number
- By customer profile

Last name: [text box] First name: [text box] Office ID: CA1A0980

Service: [dropdown] AirlineProvider: [dropdown] In date: [text box] Out date: [text box]

☐ Active segment only ☐ Associated cross reference

Send

Click on the FA element in the PNR that contains the ticket number

SELLING PLATFORM

Window Config Help ?

Main Auxiliary MCO Address Fare elements Services Remarks Security

PNR

Agent: OCPH BHD Responsible: CA1A0980 Queuing: CA1A0980 Company: 1A Record locator: YZVJX

Main Add Name - Contact - Frequent flyer - Ticket arrangement - Miscellaneous remarks - Received from

1 SALEN AHMED CHD

AP CAI 00 20 2 4801122 - AMADUS EGYPT HELP DESK - A

TR OK 03JUN CA1A0980 ET AF

Itinerary

FL	2	HK1	AF	521	J	CAI	1	20JUL	02:40	CDG	20JUL	06:30
FL	3	HK1	AF <td>508</td> <th>P</th> <th>CDG</th> <th>2C</th> <th>30JUL</th> <th>13:40</th> <th>CAI</th> <th>30JUL</th> <th>19:05</th>	508	P	CDG	2C	30JUL	13:40	CAI	30JUL	19:05

Insurance

MCO

Billing/mailing address Add Billing/mailing address

Fare elements Add Payment - Fare element - Marketing codes - Commission - Endorsement - Fare discount - Original issue - Extra - Queuing option - Address verification

FA PAC 057-2239763561/RTAF/EGP10775.00/QUUM07/CA1A0980/90200003 /P1/P2,3

FR 1

FV AF

FP CASH

Services Add Seat - Meal - Assistance - Extra - Other services

Remarks Add Accounting - Confidential remark - Invoice/Itinerary remark - Miscellaneous remark - Corporate remark

Security Add Security

A Pop-up will appear displaying the ticket

SELLING PLATFORM

Window Config Help ?

Main Auxiliary MCO

PNR

Agent: OCFR EHD - Responsible: CAI1A090

1 SALEH AHMED CHD

AP CAI 00 20 2 4801122 - AMAD

TK OK 03JUN CAI1A0990 BT AF

Itinerary

#	Stop	City origin	City destination	Airline	Flight number	Class	Date	Time	Status	Fare basis	Coupon status	Involuntary indicator	Not valid before	Not valid after	Baggage information
1	O	CAI	CDG	AF	0521	J	20JUL	02:40	OK	P9RTACH	O				2PC
2	O	CDG	CAI	AF	0508	P	30JUL	13:40	OK	P9RTACH	O				2PC

Fare

Fare	F	EGP	8684.00
Tax	EGP	300.00EO	
Tax	EGP	300.00XK	
Tax	EGP	1491XT	
Total	EGP	10775.00	

Fare calculation

CAI AF PAR761 82AF CA761 82MUC1523 64END ROE5 699100XT802 00YQ50 00JK

87 00GH6 00EO11 00KL104 00X309 00Z54 00FR68 00FR

Commission

Form of payment

Old/new	Type	Amount	Company	Credit card number	Exp. Date	Approval code
New	CASH					

Endorsements / payment restrictions

1 Refund 2 Full refund 3 Refund taxes

ETXT History Refund Full refund Refund taxes Void Revalidation Exchange Display PNR

Office: CAI1A090

- 1- **Refund**: displays the refund record and allows you to modify or to refund directly.
- 2- **Full refund**: proceeds with the refund without displaying the refund record.
- 3- **Refund taxes**: displays the refund record and allows you to refund the taxes.

By the ticket number:

- Click on the Ticket and Documents tab then 'follow up'

Window Config Help ?

Issuing Follow up Sales reports Maintenance

Follow up

Electronic ticket

Display e-ticket

by ticket number

Ticket number

Display

Paper ticket

Ticket number

Ticket number

Void

Reinstatement

Refund

Full refund

Refund taxes

- Enter the ticket number.
- Click on display in case it's an E-TKT

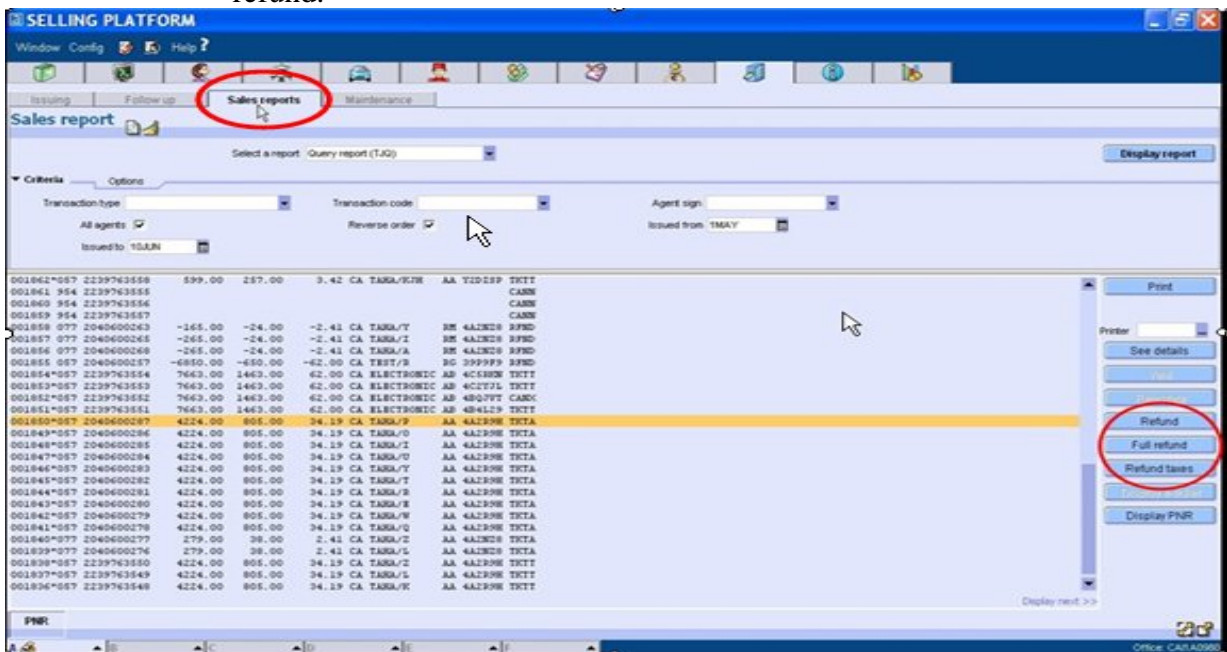
OR

- Click on the appropriate tab on the right in case it's a paper ticket

From the sales report:

- Click on the Ticket and Documents tab then 'Sales reports'.
- Display the sales report
- Click on the ticket you want to refund and click Refund from the tabs on the right.

Note: In case it's an Etkt you must click on 'Display E-Tkt' first and then click refund.



Refund record

Refund record

Enter values to modify the refundable record:

1 Agent code: 90200003 2 Agent sign: RM/11JUN2007 3 Refund number:

4 Date of issue: 11JUN2007 5 Refund table: F

6 Passenger's name: TEST/AUTO

7

Document number		Coupon				
Airline code	TKT	Check digit	1	2	3	4
First ticket:	057	2239763588	6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8 TKT: Yes
9 Itinerary: International
10 Tour code: 36284
11 Authorization: 0571106082409

12 Fare paid: EGP 9660.00
13 Fare used: EGP 0.00
14 Fare refund: EGP 9660.00
15 Net refund:
16 Tax refund: EGP 923.00
17 Total refund: EGP 10583.00
18 Exchange ticket: 0572239763587CAI11JUN0790200003
19 Remarks:

20 Commission: 1.00 Amount %
21 Cancellation fee: Amount %
22 Canx fee commission: Amount %
23 Miscellaneous fee:

24

Type	Amount
Form of payment CASH	10583.00

Cancel refund Save changes Process refund

Ignore refund Save Refund

See the explanation of the refund record on the next page.

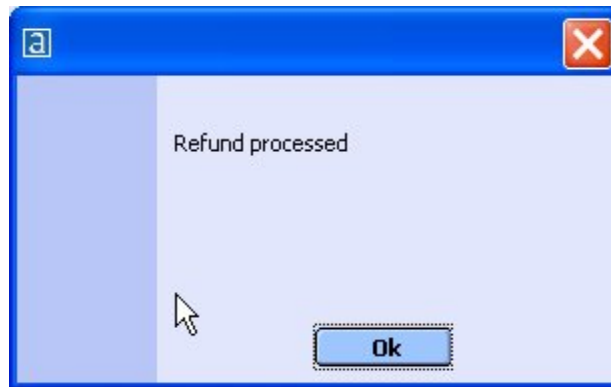
Field no	Explanation	Notes
1	IATA code of the agent	
2	Agent sign/date displaying the refund record.	
3	Refund number	Is updated automatically after the refund is processed.
4	Date of ticket issuance	
5	Refund Table	<ul style="list-style-type: none"> F: Automatic data capture M: Manual data capture L: Mixed data capture
6	Passenger's name	
7	Coupons' table to be refunded.	

8	Ticket type	Identifies whether or not there's a document coupon to refund.
9	Type of itinerary	Either domestic or international
10	Tour code of the ticket	
11	Authorization number	
12	The Basic Fare paid by the passenger.	
13	The fare that was actually used by the passenger.	
14	Fare refund is the amount that will be refunded to the passenger.	
15	Net refund is the amount of the unused net remit.	
16	The tax amount to be refunded.	<ul style="list-style-type: none"> • The box next to the tax field allows you to modify taxes. • Note: Taxes that are deleted cannot be reinserted, in case of a mistake, the refund process must be restarted.
17	Total refund is the amount that will be paid back to the passenger.	
18	The ticket in exchange (in case of a reissue)	
19	Extra remarks to be added to the refund notice	
20	Commission (percent/amount)	
21	Cancellation penalty to be paid (amount/percent)	Note: when you refund a ticket with a cancellation penalty and you do not specify amount, <i>the system consider the default to always be a percentage</i>
22	Canx fee commission	
23	Miscellaneous fee	For any other additional fees
24	Form of payment	Multiple forms of payment can exist if the ticket is a reissue.

Important Remarks:

- You can process a full refund for the ticket, and in this case, you only can modify the cancellation penalty if needed.
- When you request a partial refund, the system displays the refund record on your screen. You have to manually change the ticket data in the refund record. You must delete the unused taxes from the refundable tax record before processing the refund record.

A message will appear to confirm the refund.



Notes:

- In case of no modifications, you can simply process with a full refund by clicking 'process refund'.
- If you need to ignore the refund for the moment, click 'ignore'.
- In case there's a cancellation penalty or any other modification, simply insert your mouse on the appropriate field, modify the value and click 'save changes'.
- You can 'save changes', then 'ignore refund' and process with the refund later.
- After modifications you can process with the refund with 'process refund'.

Electronic Ticket Refund conditions:

- You can refund e-ticket coupons that have an "**OPEN: O**" status. Status indicators are received from the airline along with the Electronic ticket Settlement Authorization Code (**ESAC**). Both the status indicator and ESAC are used by the system to create the refund record.
- For a partial refund, no update of the coupon field is allowed since the ET refund record will allow the refund only for the coupons **open for use**.
- Refunded coupons are indicated as refunded in the e-ticket record and in the airline system where the e-ticket record is stored
- Please note that you must display the e-ticket record by **TWD** entry before initiating the refund for an e-tkt.
- After clicking 'Refund' the system prints automatically the refund notice (two copies of refund notice, one for the airline and one for the travel agent). If you refund the ticket again; the system simply reprints the refund notice.

Note: you cannot modify a refund record after processing it.

Manual Refund **For E-TKTS and Paper tickets**

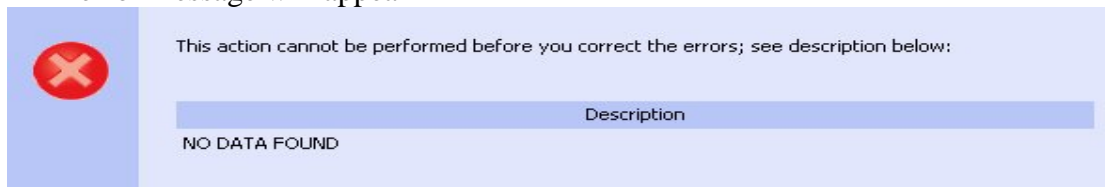
If the ticket data is still available in the Document database, the system uses it to create a refund record. If the data is no longer available you enter details of the refund into a blank refund record. The fields that you are allowed to change depend on the refund table for your stock provider.

To process with a Manual Refund:

- 1- Click on the ticket and document tab



- 2- Click on the Follow up tab
- 3- In the paper ticket part, insert the 3 digit airline code and the 10-digit ticket number of the ticket you want to refund and click on refund.
- 4- An error message will appear



- 5- Close the error message window and a blank refund record will appear

Refund record

Enter values to modify the refundable record:

Agent code: Agent sign: RM/20JUN2007 Refund number:
Date of issue: Refund table: M
Passenger's name:

Document number			Coupon			
Airline code	TKT	Check digit	1	2	3	4
First ticket: 077	6734673647	9	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TKT: Yes
Itinerary:
Tour code:
Authorization:

Fare paid: EGP 0.00
Fare used: EGP 0.00
Fare refund: EGP 0.00
Net refund:
Tax refund: EGP 0.00
Total refund: EGP 0.00
Exchange ticket:

Commission: Amount ☐ %
Cancellation fee: Amount ☐ %
Canx fee commission: Amount ☐ %
Miscellaneous fee:

Form of payment	Type	Amount

Remarks:

Cancel refund Save changes Process refund

- 6- Now, you're to fill the blank document with the details of the ticket you want to refund. When you're finished, click on Refund.

Cryptic Entries

If you prefer to use cryptic entries in the Command page area, here is a list of help quick paths that will enable you to find the cryptic entries most frequently used concerning profiles.

Topic	Help Quickpath
General information on refund	HE REFUND
Open a refund record	HE TRF
Update a refund record	HE TRFU
Refund process	HE TRFP
Refund ignore	HE TRFIG

System Warning Messages

Here are some of warning messages you might have after refund transactions and their description.

"ALREADY REFUNDED"

THE DOCUMENT THAT YOU ARE TRYING TO REFUND HAS ALREADY BEEN REFUNDED. A DOCUMENT CAN ONLY BE REFUNDED ONCE.

"AUTOMATED REFUND PROCESSED - UPDATE NOT PERMITTED"

THE REFUND HAS ALREADY BEEN PROCESSED, YOU CAN NO LONGER UPDATE THE REFUND RECORD.

"CANCELLATION DISALLOWED – REFUND REPORTED"

YOU CANNOT CANCEL A REFUND THAT HAS ALREADY BEEN REPORTED TO THE BSP.

"CHECK DATE OF ISSUE - FUTURE DATES NOT ALLOWED"

THE DATE OF ISSUE OF THE DOCUMENT TO BE REFUNDED MUST BE EQUAL TO OR PREVIOUS TO THE CURRENT DATE.

"COMMISSION UPDATE NOT PERMITTED"

YOU ARE NOT ALLOWED TO UPDATE THE COMMISSION, IF THE FARE USED IS ZERO.

"FORM OF PAYMENT AMOUNT UPDATE NOT PERMITTED"

THE SUM OF THE FORM OF PAYMENT AMOUNTS MUST EQUAL THE REFUND TOTAL, AND THE FORM OF PAYMENT AMOUNT OF A REFUND MUST NOT BE GREATER THAN THE FORM OF PAYMENT AMOUNT OF THE ORIGINAL DOCUMENT.

"INVALID FARE USED TO REFUND"

THE FARE USED MUST BE LESS THAN OR EQUAL TO THE FARE PAID AMOUNT.

"INVALID ITINERARY INDICATOR"

THE ITINERARY INDICATOR MUST BE 'D' FOR DOMESTIC OR I FOR INTERNATIONAL ITINERARIES.

"INVALID NET FARE AMOUNT"

THE NET FARE AMOUNT MUST BE LESS THAN OR EQUAL TO THE FARE TO BE REFUNDED.

"INVALID TICKETING CARRIER - RE-ENTER TICKETING CARRIER"

YOU CAN ONLY PROCESS A REFUND FOR A TICKETING CARRIER THAT YOU HAVE ITS PLATE.

"NEED CHECK DIGIT(S)"

YOU MUST INCLUDE THE CHECK DIGIT WHEN YOU ENTER THE DOCUMENT NUMBER TO BE REFUNDED.

"NEED DOCUMENT COUPONS TO REFUND"

THE REFUND RECORD MUST CONTAIN THE TRANSPORTATION COUPONS OF THE TICKET TO BE REFUNDED.

"NEED FARE USED FOR PARTIAL REFUND"

THE FARE USED MUST BE GREATER THAN ZERO WHEN YOU DELETE COUPON NUMBERS FROM THE CPNS FIELD OF THE REFUND RECORD.

"NEED ITINERARY INDICATOR"

YOU MUST ENTER AN ITINERARY INDICATOR BEFORE; ENTER 'D' FOR DOMESTIC OR I FOR INTERNATIONAL ITINERARIES.

"NEED ORIGINAL ISSUE/EXCHANGE TICKET FORM OF PAYMENT"

FOR REFUND OF EXCHANGE/REISSUE DOCUMENTS, YOU MUST ENTER THE FORM OF PAYMENT, AND THE FORM OF PAYMENT AMOUNTS, IF ANY, OF THE ORIGINAL DOCUMENT.

"NEED PASSENGER NAME"

THE REFUND RECORD MUST CONTAIN A PASSENGER NAME BEFORE YOU CAN PROCESS IT.

"NEED REFUND RECORD"

YOU CAN ONLY PROCESS A REFUND WITH AN EXISTING REFUND RECORD.

"NEED TAX DATA"

WHEN YOU DISPLAY A REFUND FROM THE DOCUMENT DATABASE AND THE REFUND RECORD CONTAINS NO TAX DATA WITH THE EXCEPTION OF THE TOTAL TAX INDICATOR 'XT', YOU MUST ENTER THE TAX BREAKDOWN (INDIVIDUAL TAX AMOUNTS AND TAX CODES) MANUALLY.

"NET FARE UPDATE NOT PERMITTED"

YOU CAN ONLY UPDATE THE NET FARE AMOUNT FOR A PARTIAL REFUND. IN THIS CASE THE 'FARE USED' AMOUNT MUST BE GREATER THAN ZERO.

YOU ARE NOT ALLOWED, HOWEVER, TO ADD A NET FARE AMOUNT TO A REFUND RECORD THAT DID NOT PREVIOUSLY CONTAIN ONE.

"NO DATA FOUND"

THE DOCUMENT DATABASE WAS UNABLE TO RETRIEVE ANY DATA FOR THIS DOCUMENT.

"NO DECIMAL IN CURRENCY"

CHECK THE CORRECT PLACEMENT OF THE DECIMAL FOR THE CURRENCY USED IN THE FARE PAID FIELD AND CORRECT.

"NO REFUND RECORD PRESENT"

THERE IS NO ACTIVE REFUND RECORD TO REDISPLAY ON YOUR SCREEN.

"REFUND RECORD PENDING - ACTION OR IGNORE"

YOU MUST EITHER PROCESS OR IGNORE AN ACTIVE REFUND RECORD BEFORE YOU CAN DISPLAY THE NEXT ONE.

"REFUND REJECTED - DOCUMENT CONFIRMED CANX"

YOU CANNOT REFUND A CANCELED SALE, IF THE CANCELLATION IS ALREADY CONFIRMED (REPORTED TO THE LOCAL BSP).

"TAX UPDATE NOT PERMITTED"

YOU CAN ONLY UPDATE TAXES FOR PARTIAL REFUNDS. YOU CAN EITHER REDUCE OR DELETE USED TAXES.

"VERIFY CHECK DIGIT"

THE CHECK DIGIT THAT YOU HAVE ENTERED FOR THE DOCUMENT IS INCORRECT. CHECK AND CORRECT.