Amadeus Selling Platform Training Manual

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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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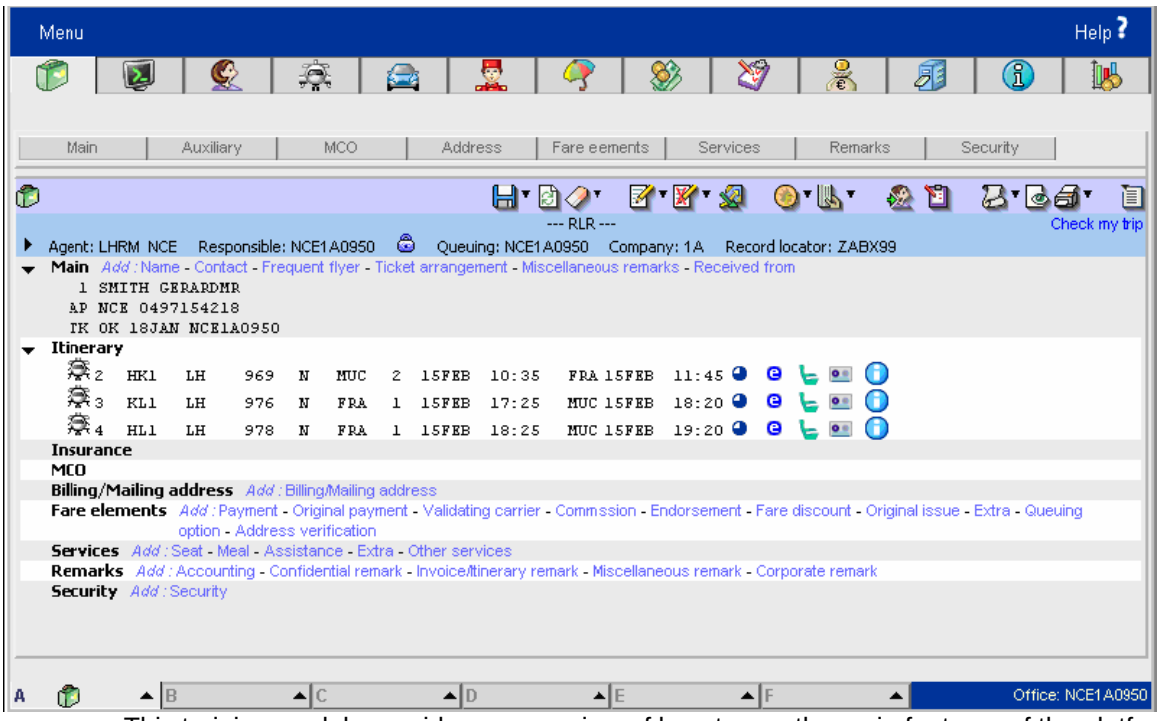
Chapter 1

Introduction to the Amadeus Selling Platform

The Amadeus Selling Platform is a comprehensive browser-based front office platform designed specifically for travel agents.

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.

The platform also provides advanced features such as interactive seat maps, Amadeus Travel Preferences Manager.



This training module provides an overview of how to use the main features of the platform. For more detailed information, refer to the online help (F1).

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.

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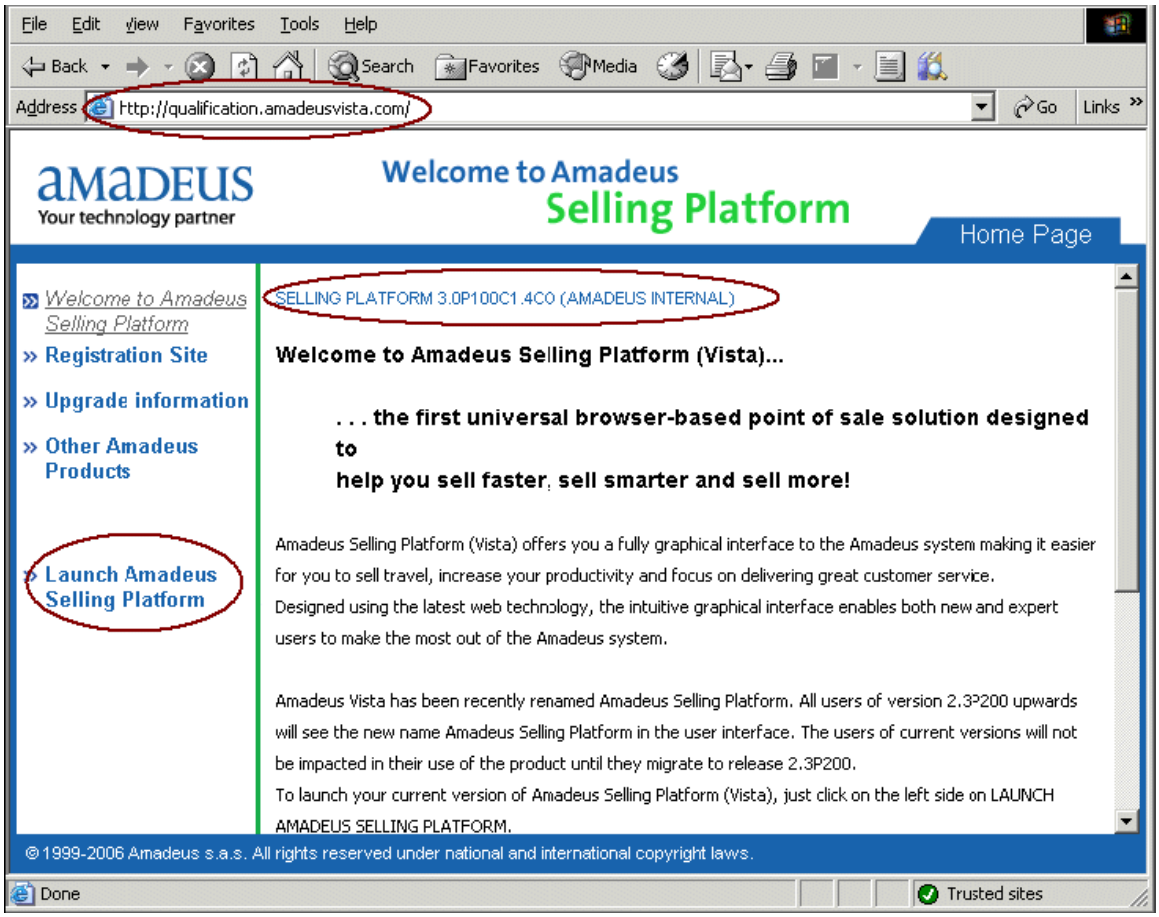
Signing In

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.

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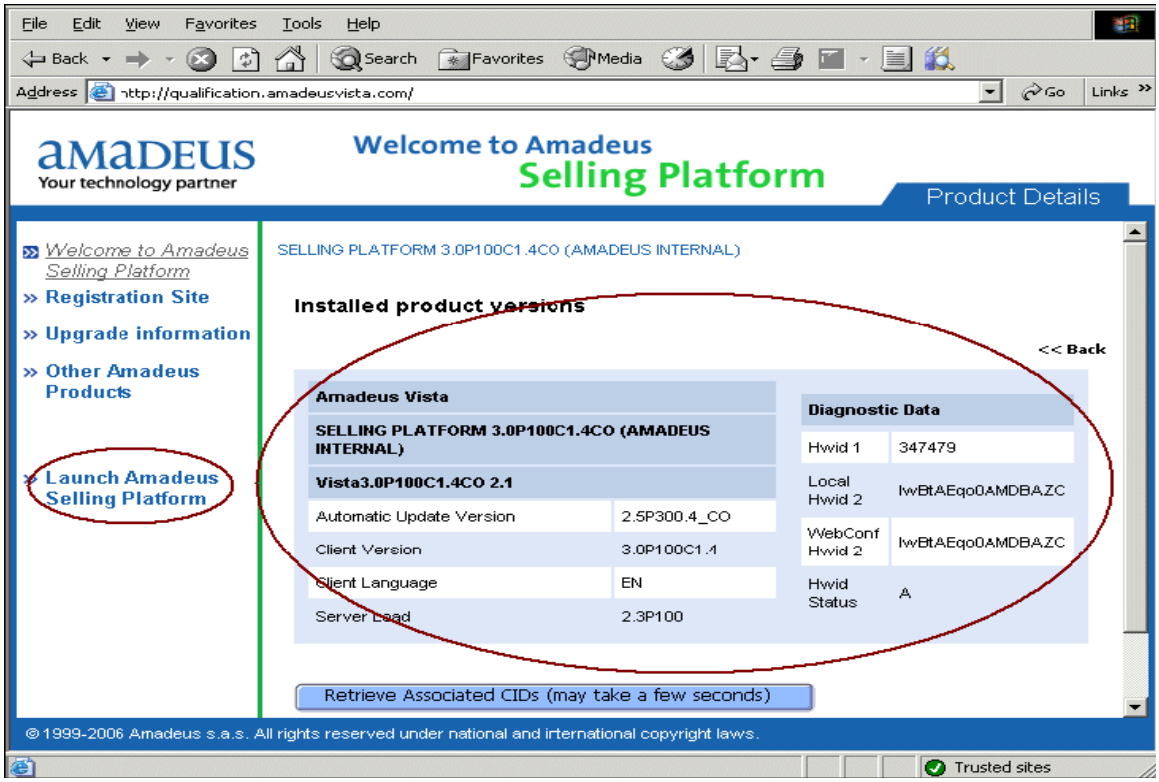
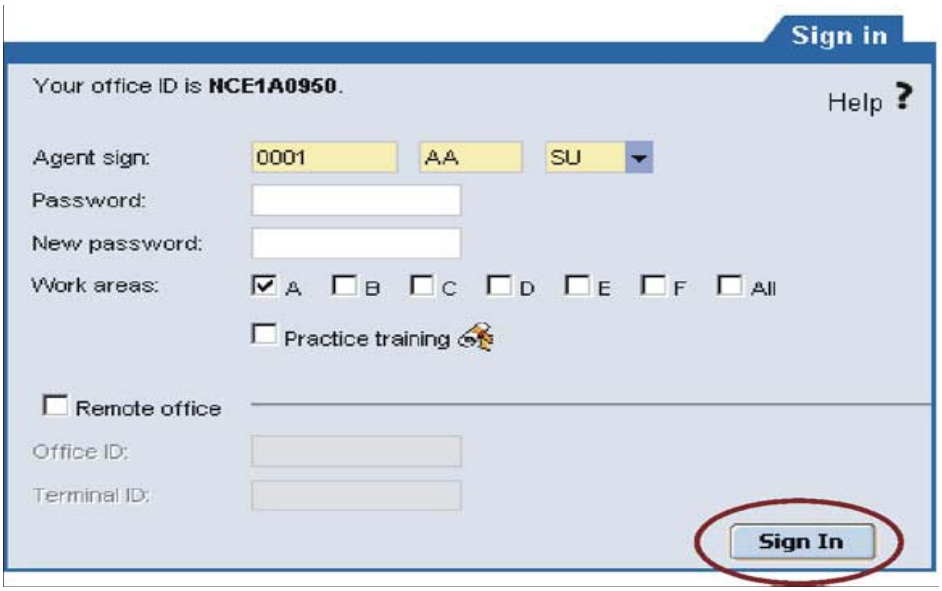
The product version is displayed at the top. If you click on the product version, additional information on the product version, certificate, office and terminal is displayed.



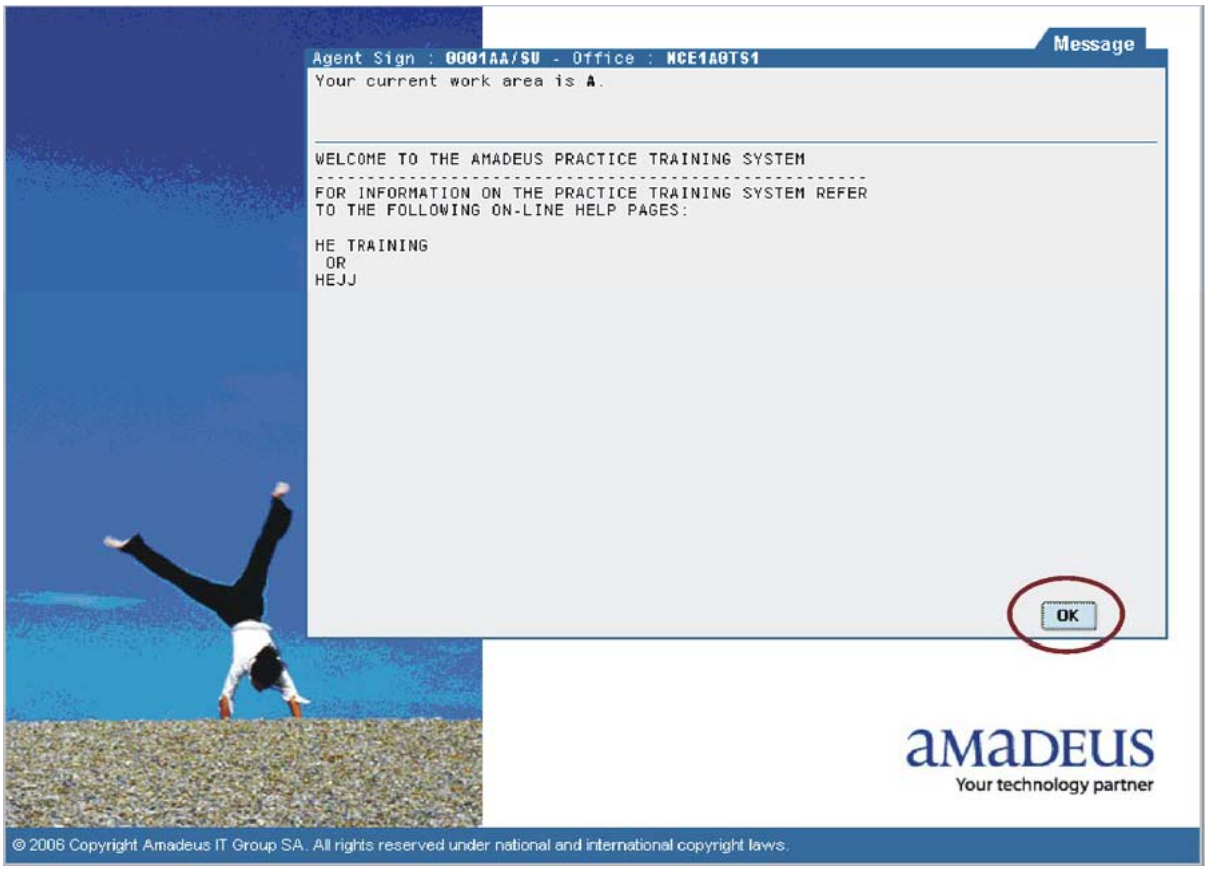
Click on the Launch Selling Platform link at the left of the screen to start the application and sign in.

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.



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.

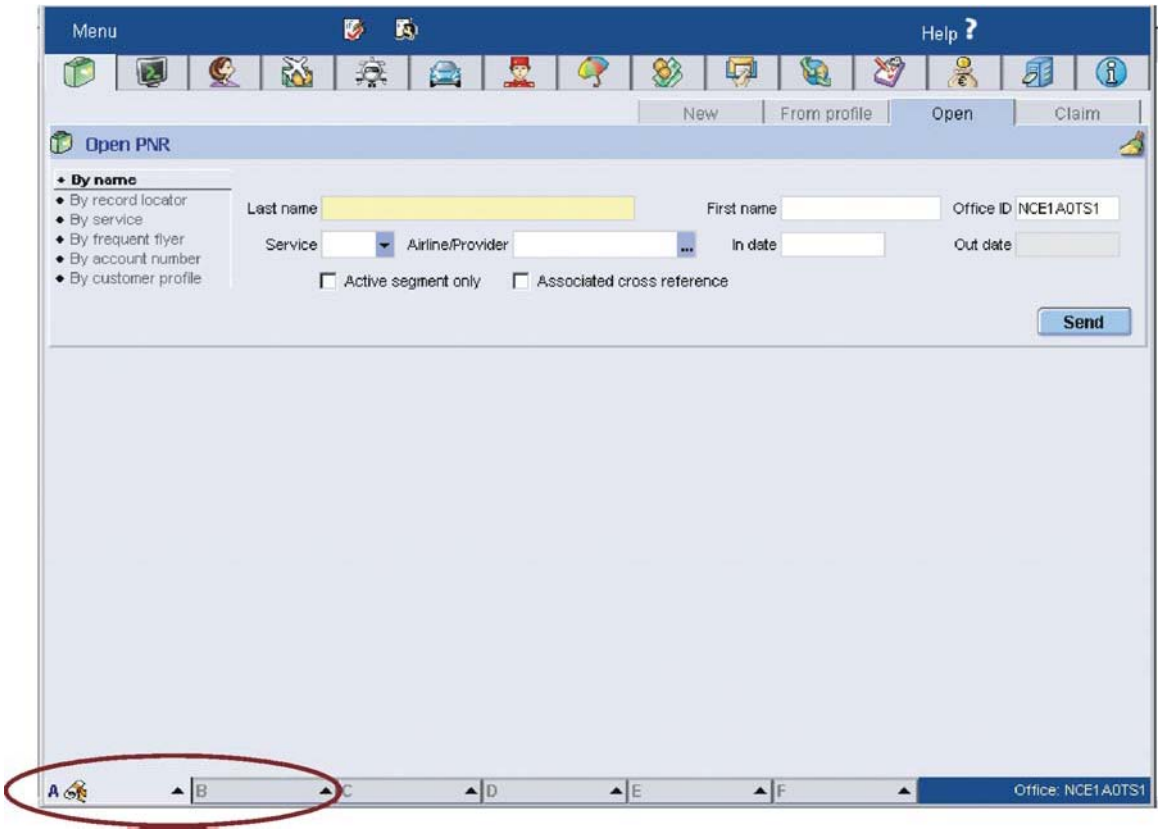


The Graphic Page

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.



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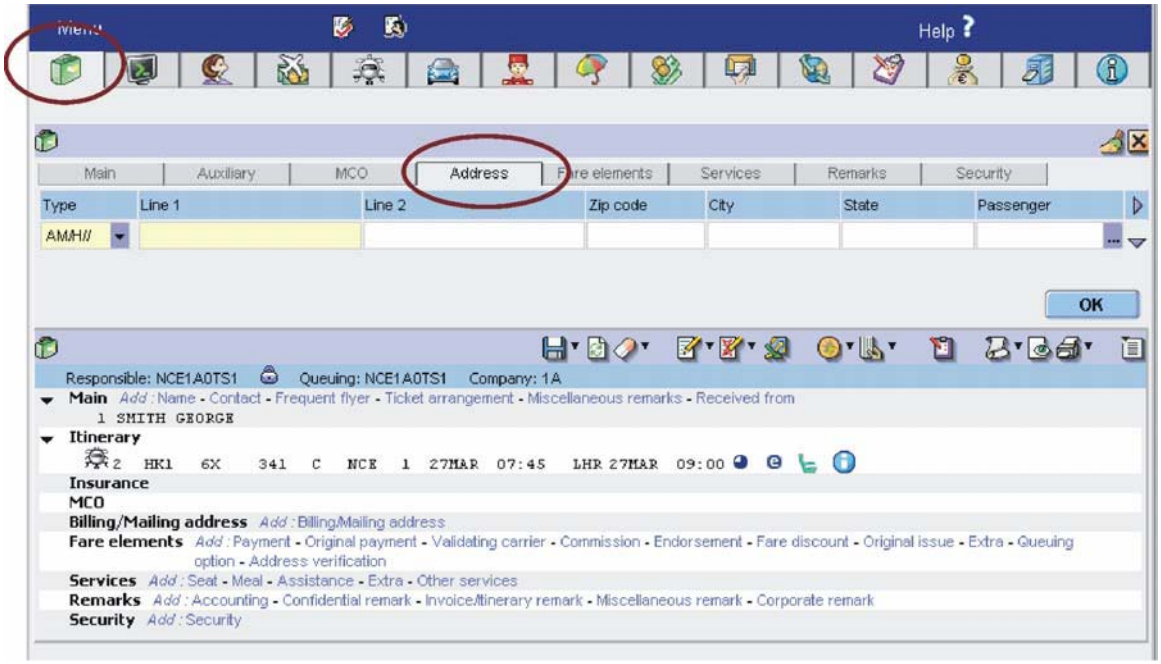
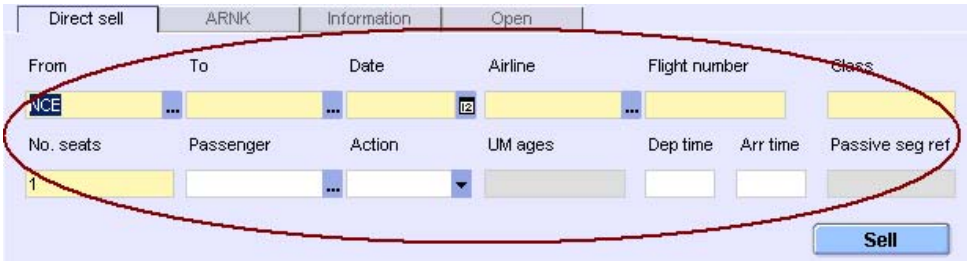
Tabs

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.



Fields

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



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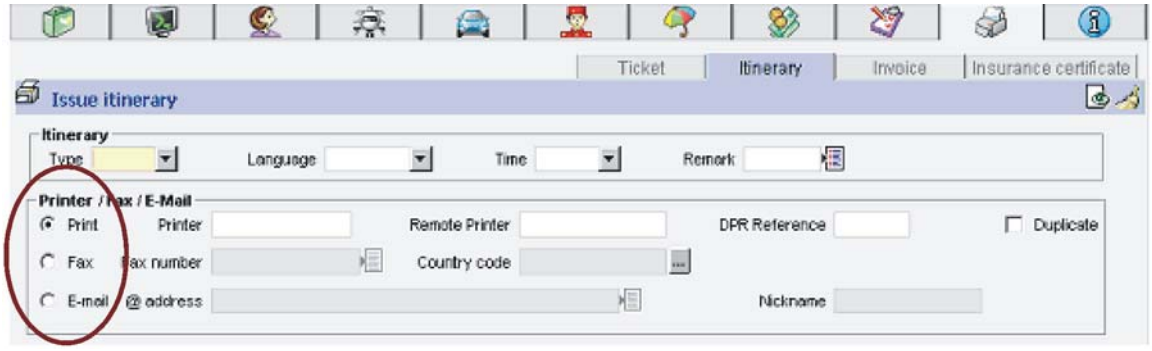
Option Button

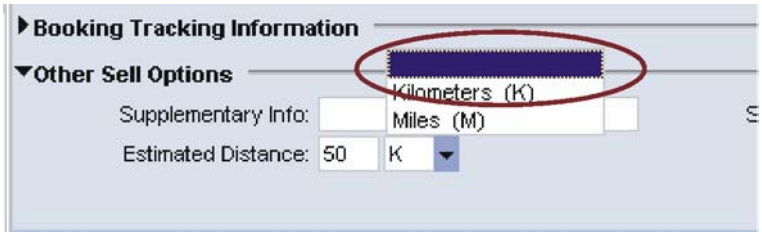
A round option button indicates that you can choose only one of the possible options. One is selected by default, and when you click on another one, the Application automatically deselects the previous one.



Drop-down Lists

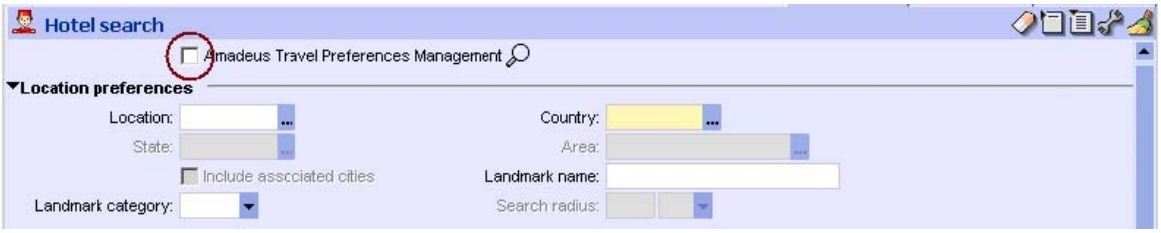
Drop-down lists allow you to choose from a predefined list of options.

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



Check Boxes

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



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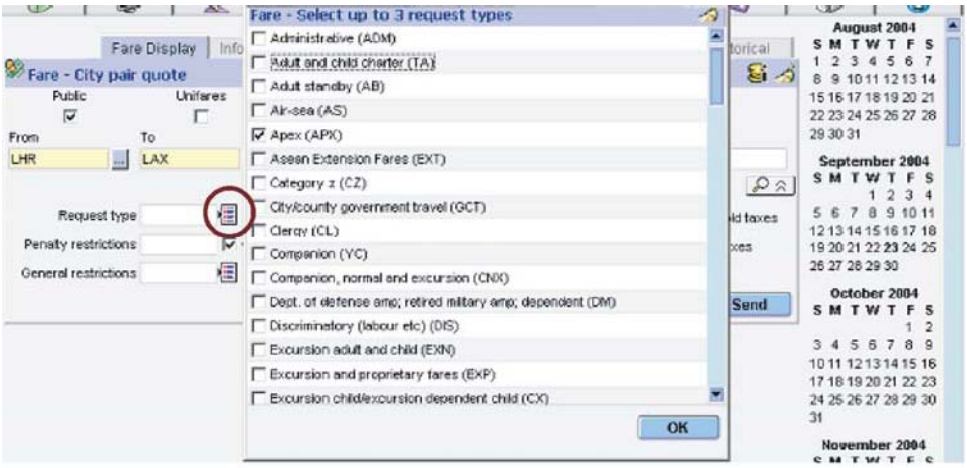
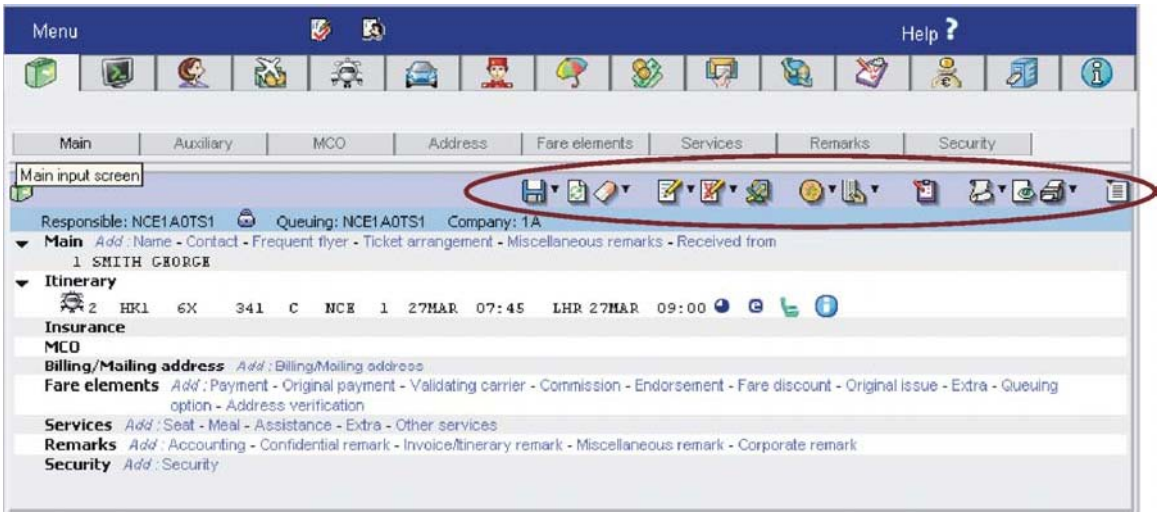
A list icon indicates when you can display a selection check box window to select multiple items.



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.

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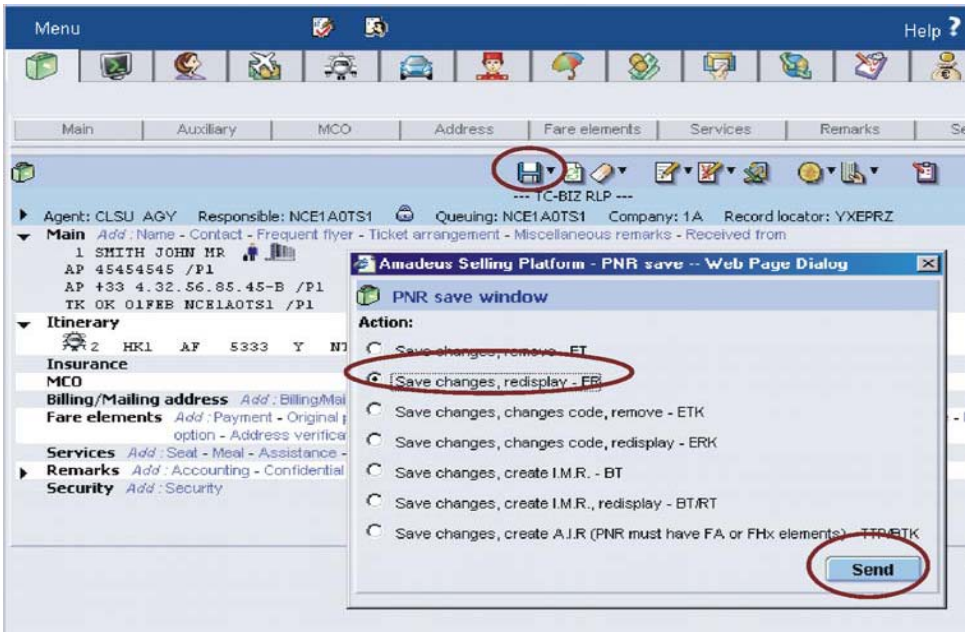
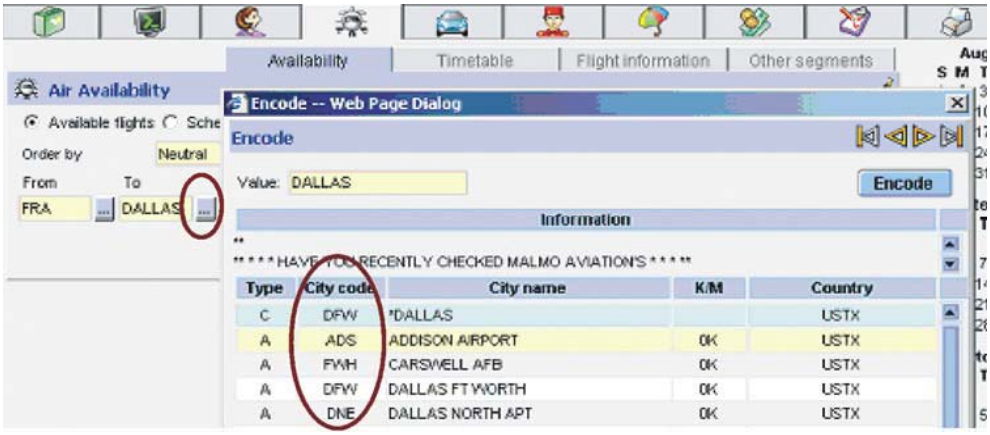
Some icons have a small arrow to their right. Click on the arrow to display further the options in a further window. Choose the option and click on Send.



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.



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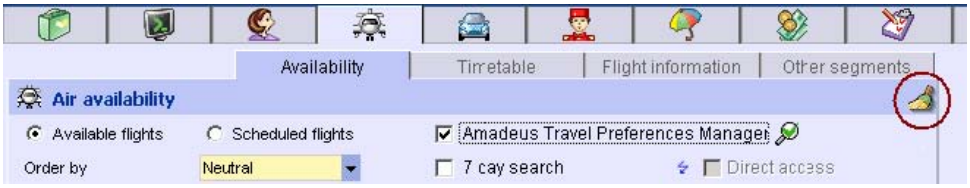
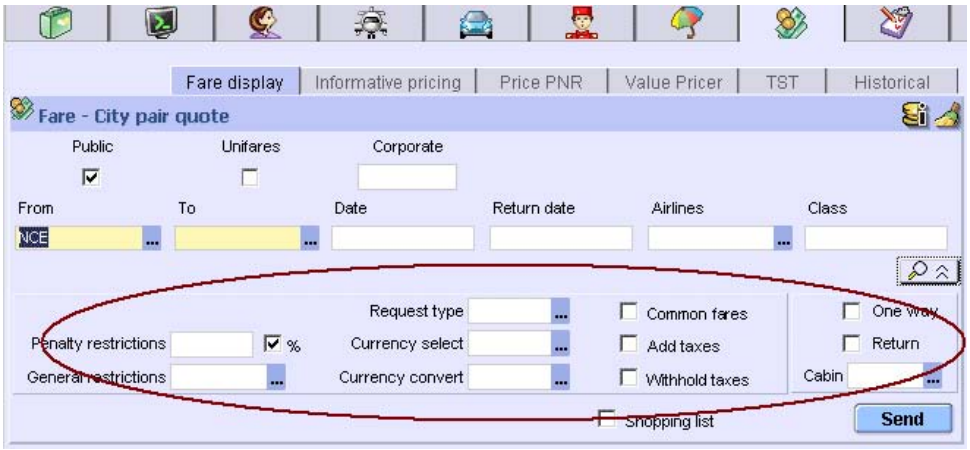
The Clear icon allows you to clear all input fields when you want to make a completely new request.



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 additional options are displayed below the fields originally shown.



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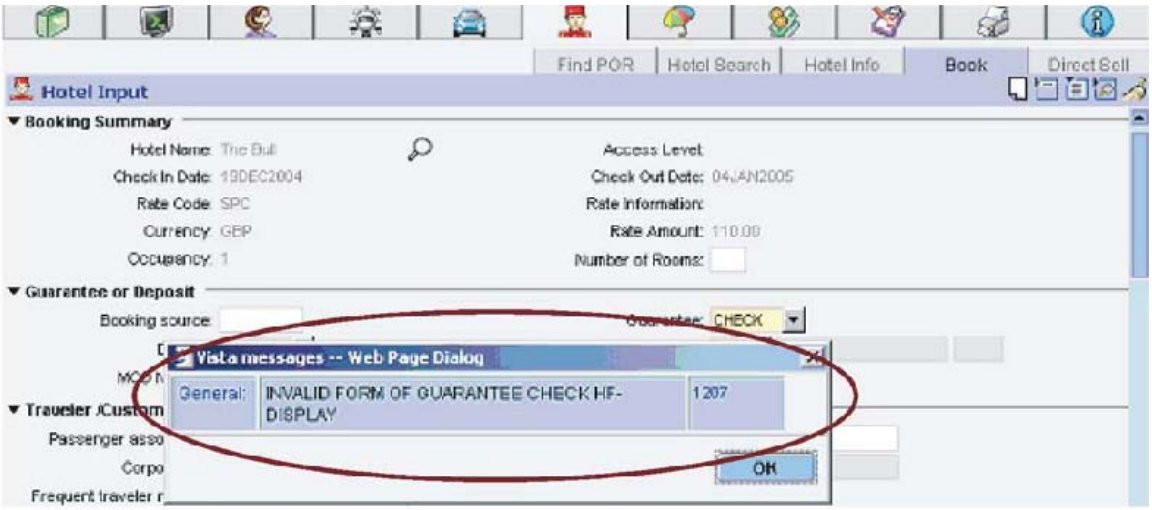
When you are satisfied with your input, click on Send or press Enter to send your request to the distribution system.

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.



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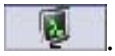
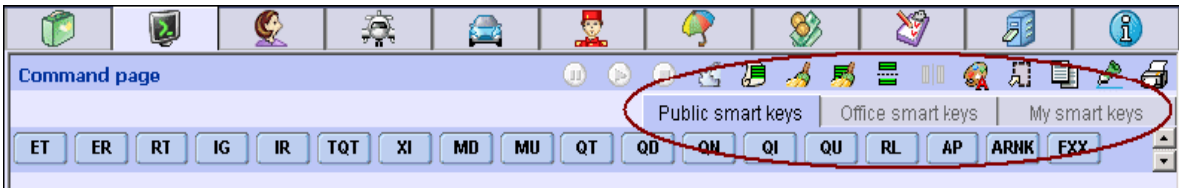
The Command Page

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.

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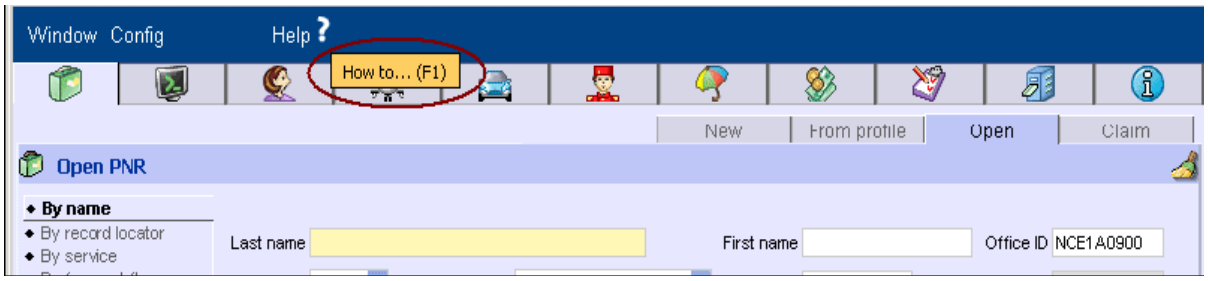
Online Help

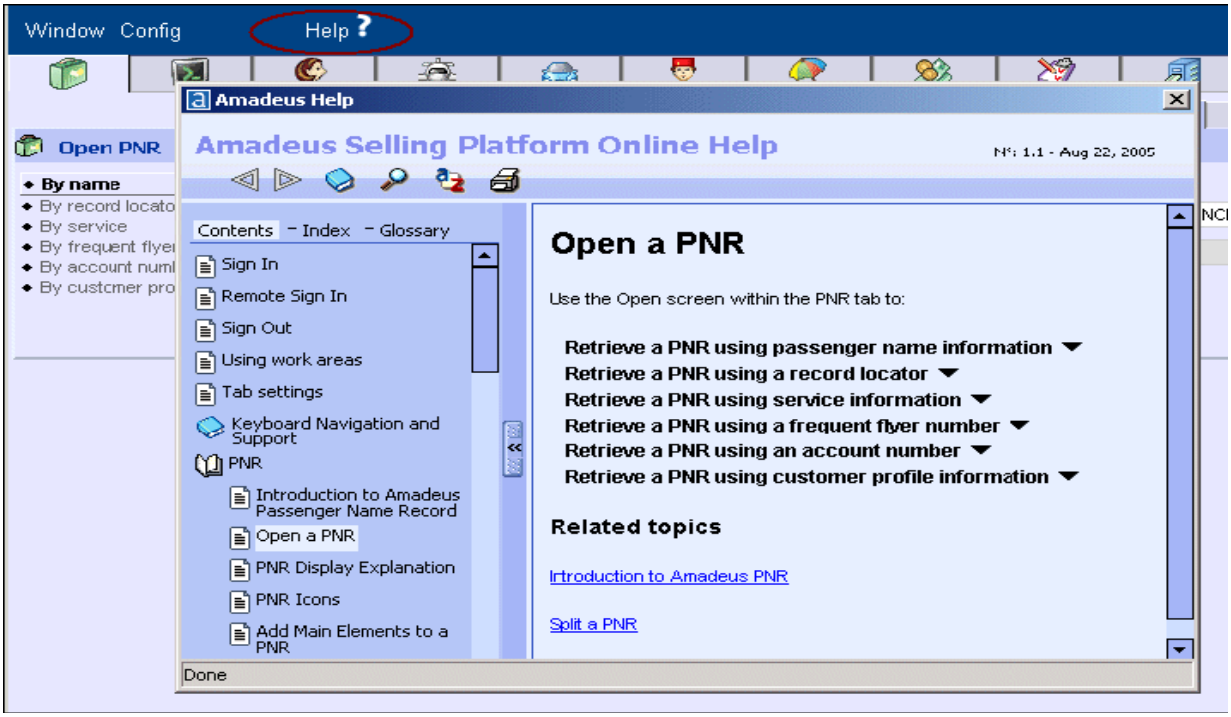
You can access the online help at any time to help you perform tasks.

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:



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Glossary

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

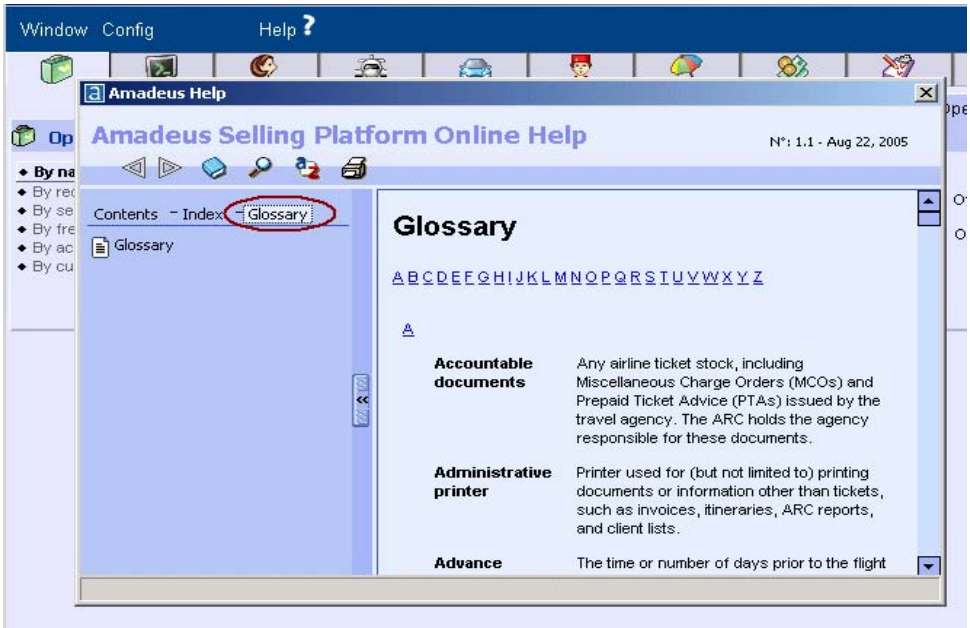
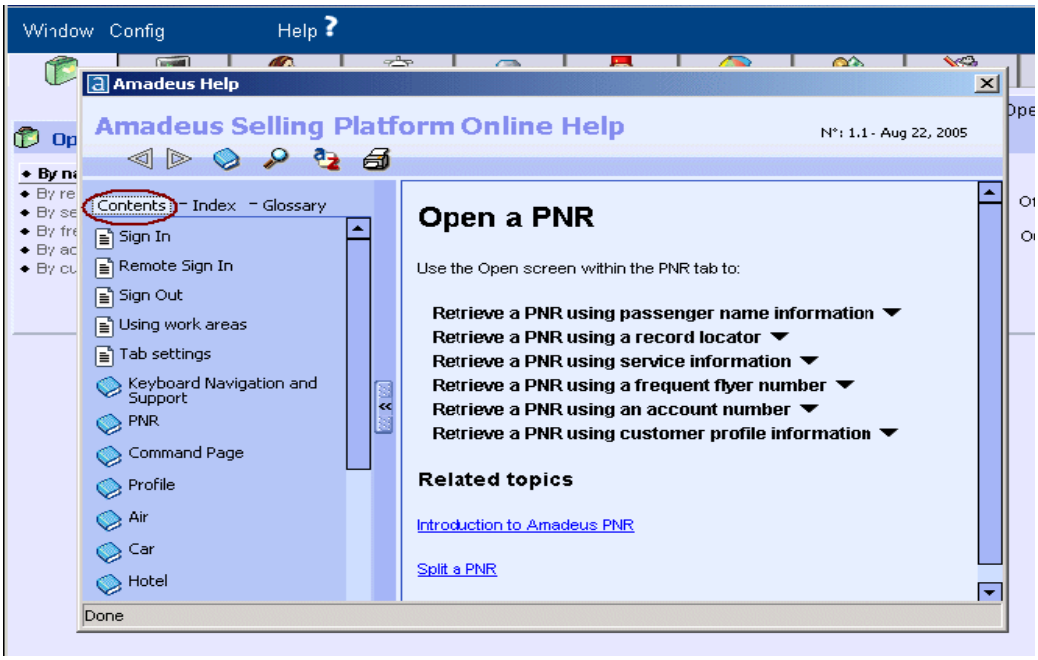


Table of Contents

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.



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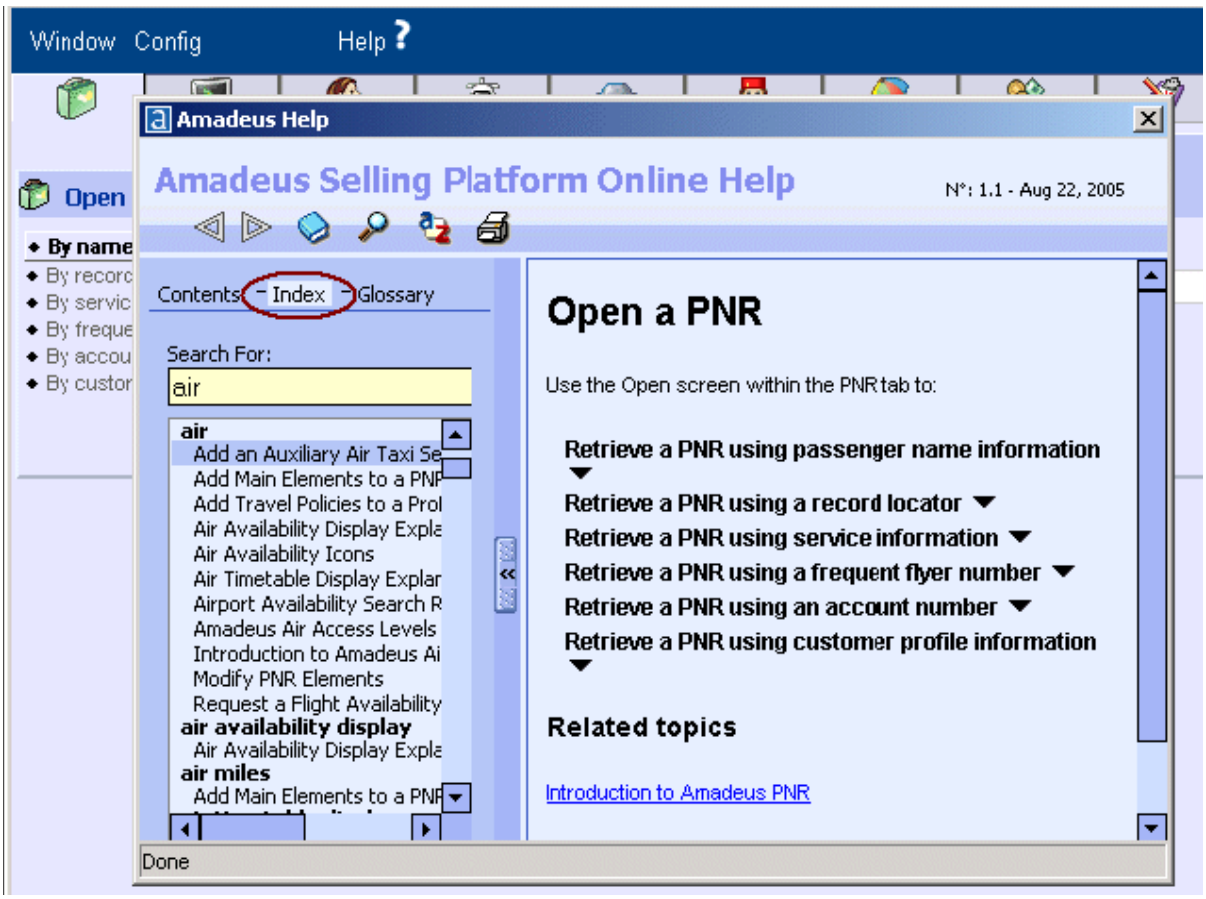
Online Help Index

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.



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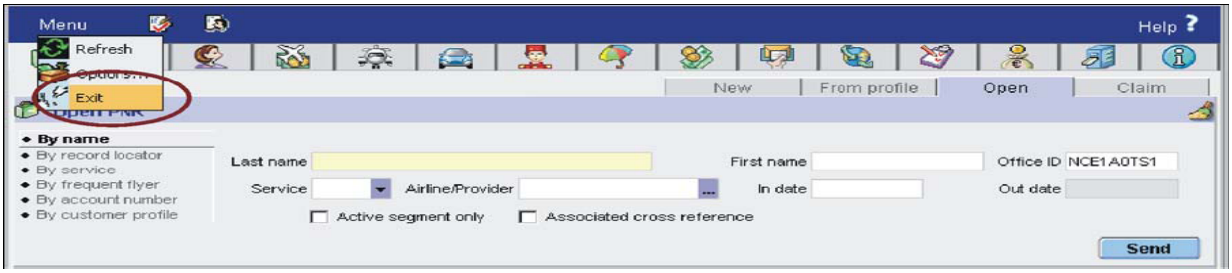
Signing Out

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.



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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

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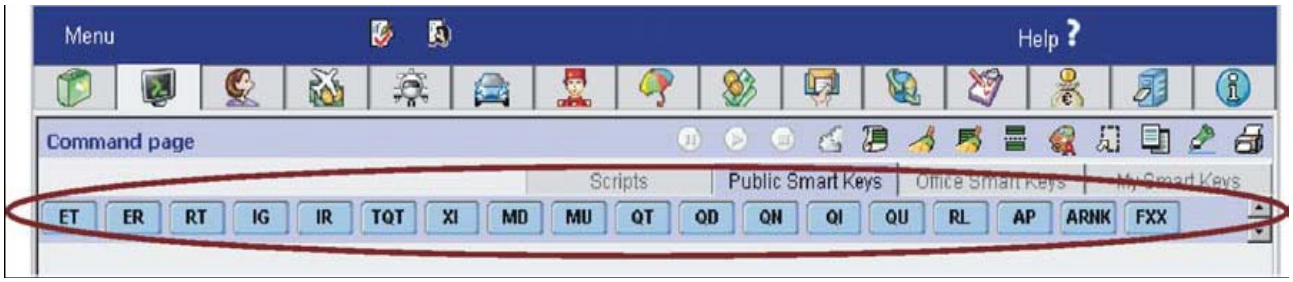
Chapter 2

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.

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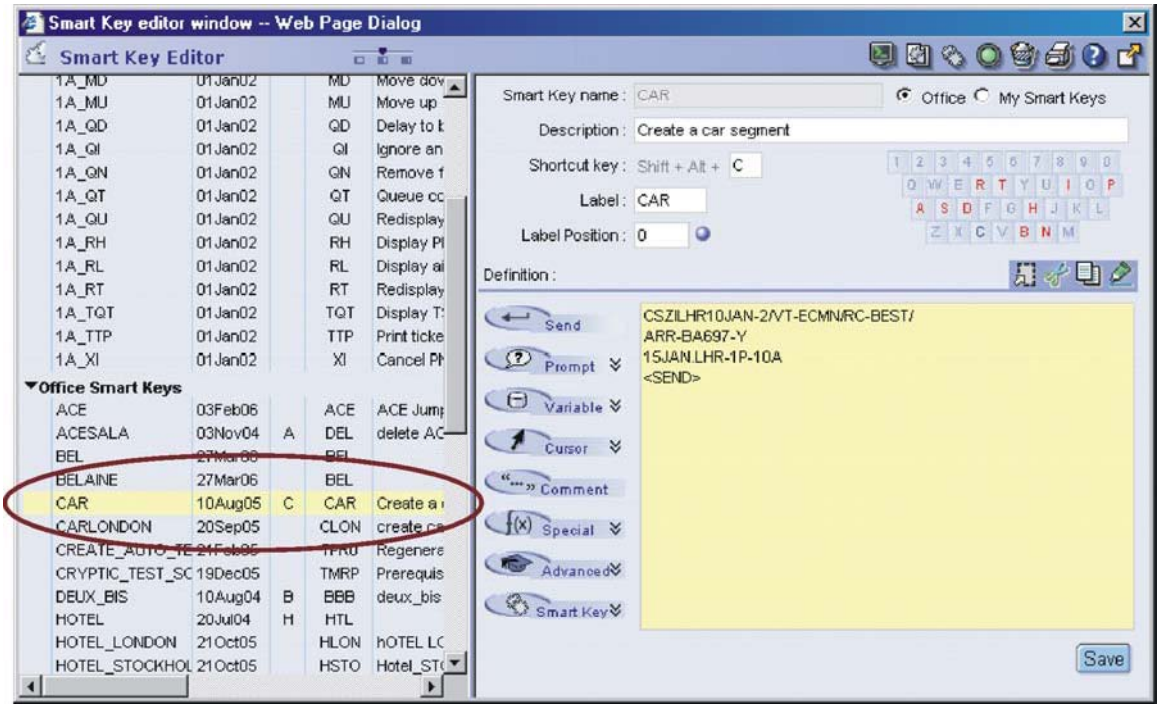
Here is the Smart Key Editor window. It shows how an office smart key has been created to book a car segment.



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.

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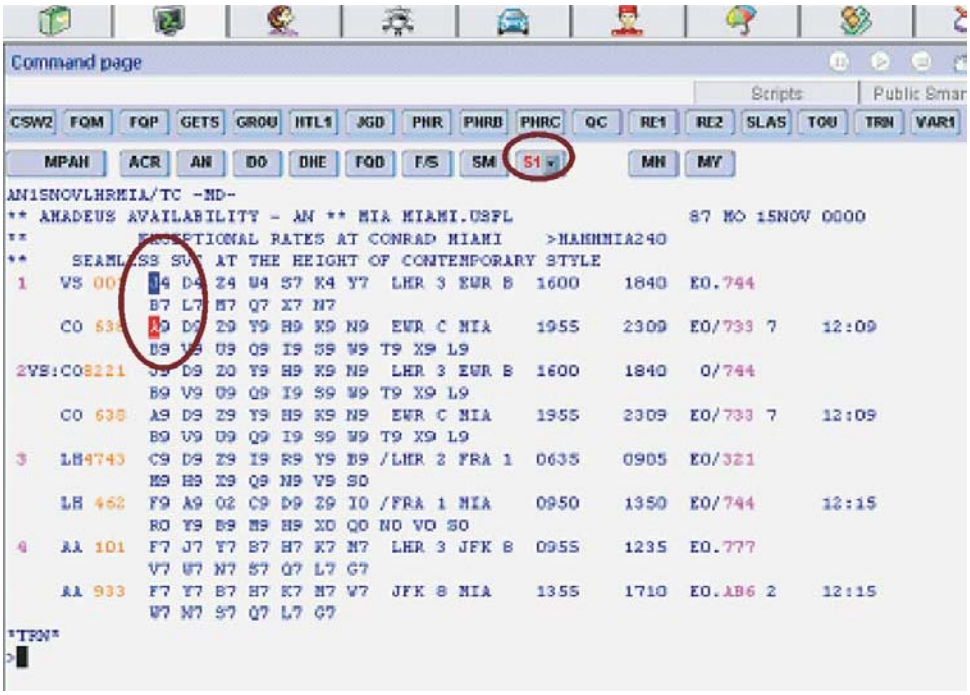
Speed Mode

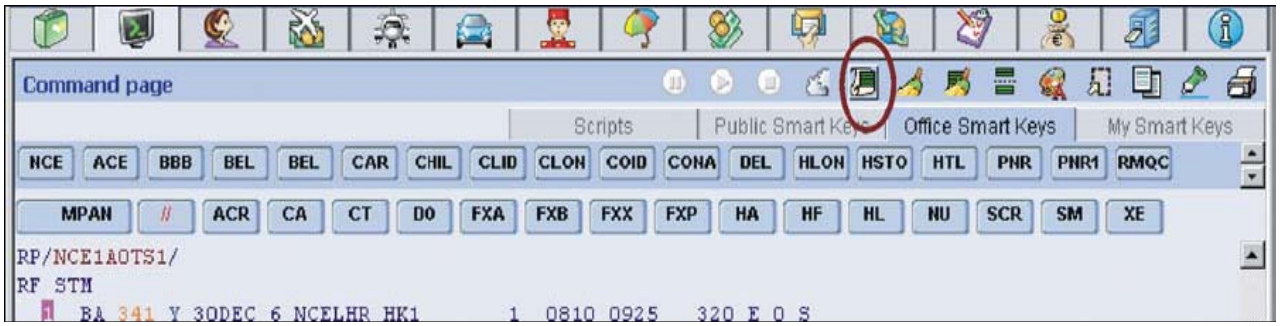
Speed mode allows you to make Amadeus entries by clicking on highlighted parts of the Amadeus display. For example, from an availability display you can request an airline-specific availability display, a fare display and flight information, or you can display the equipment type. You can sell seats by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



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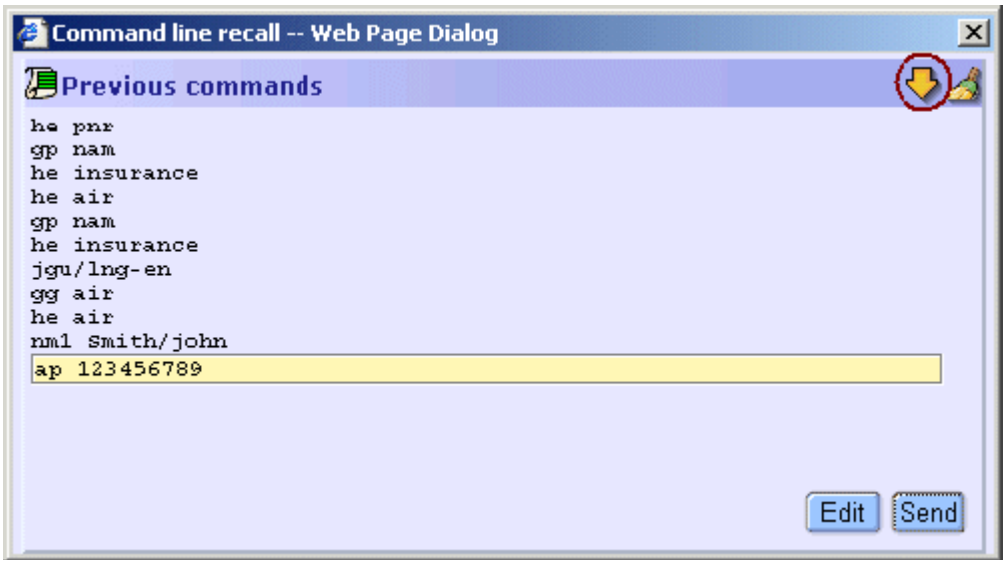
Up to 200 previous entries are displayed. Double-click on a command to send it or click on the arrow icon to edit it.



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.

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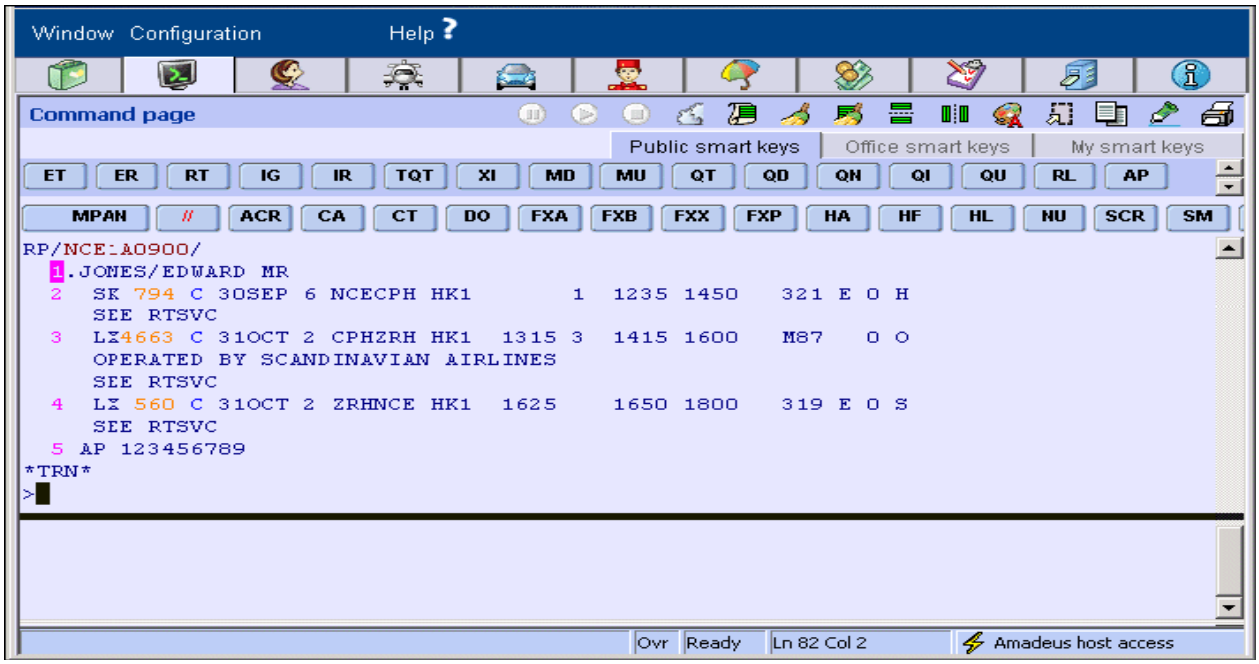
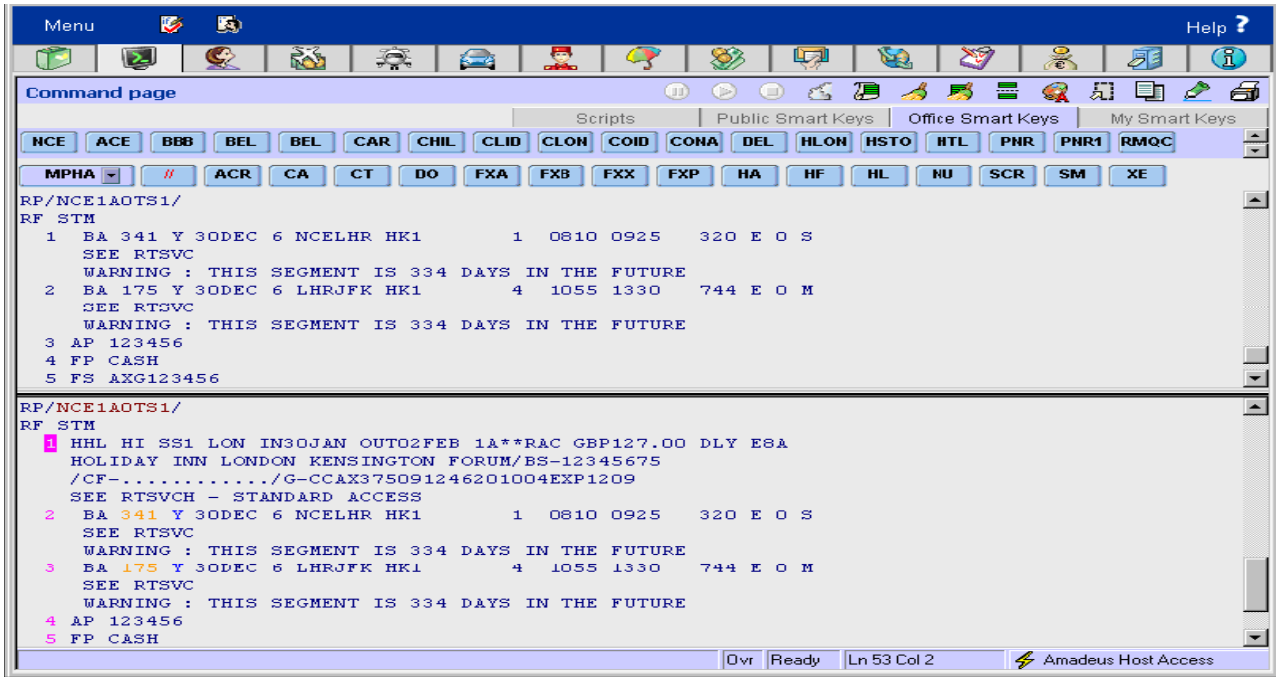
Split Window

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.



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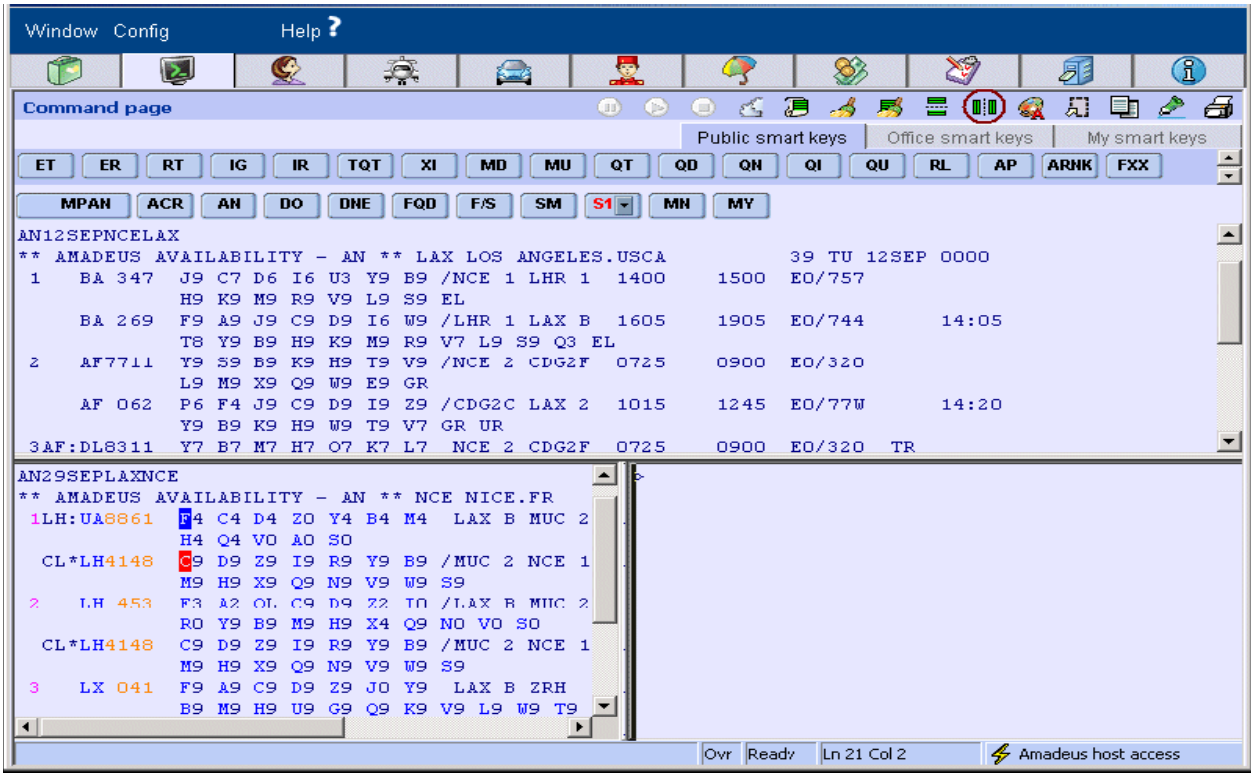
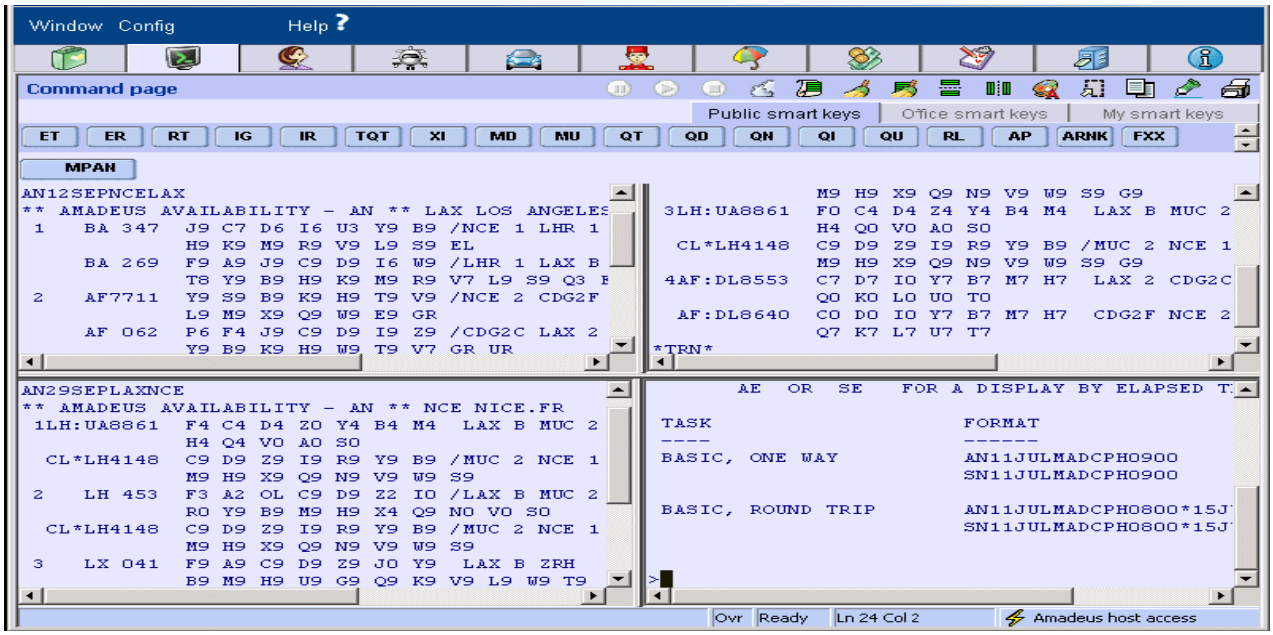
You can split each part of the window further by clicking on the Vertical Split Window icon.



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.



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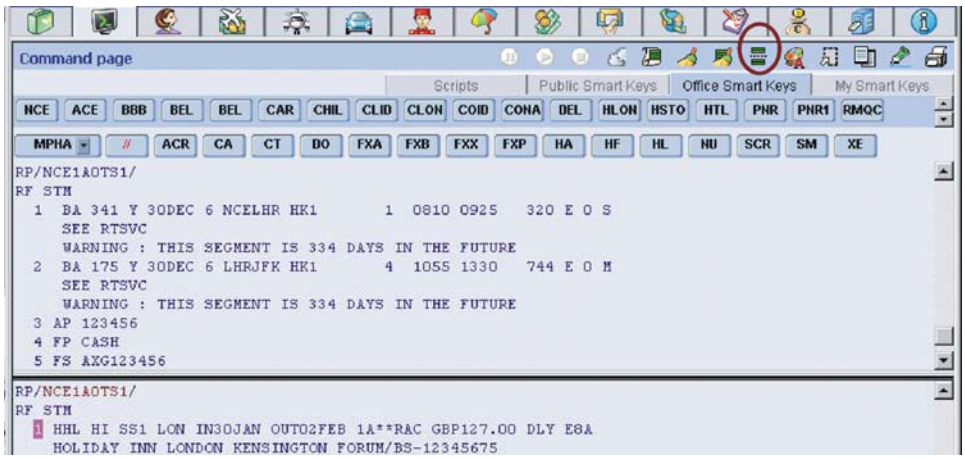
To return to the full-size window, click on the relevant split window icon again:



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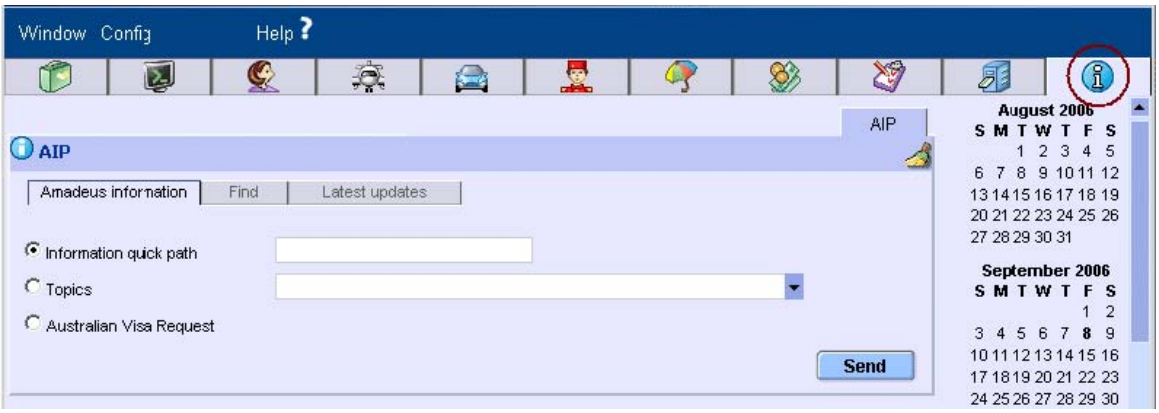
Chapter 3

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

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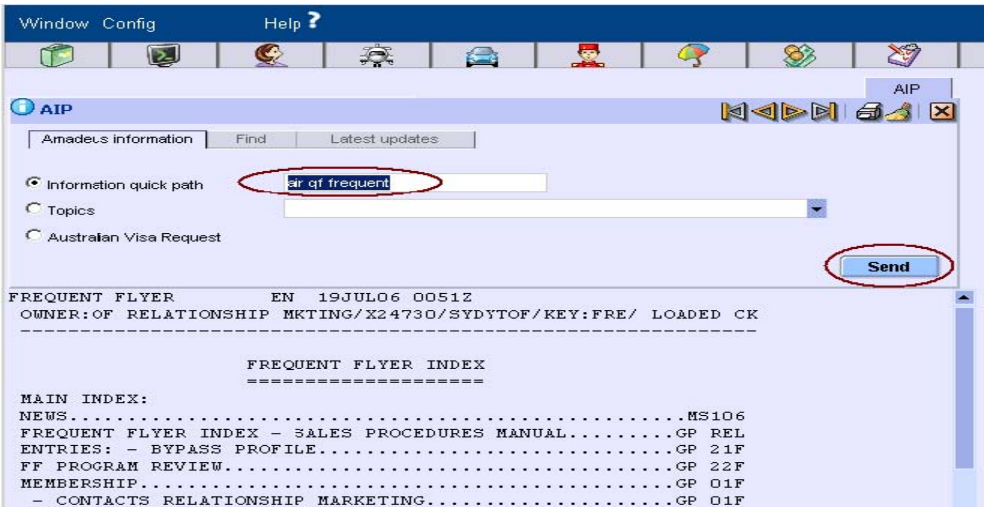
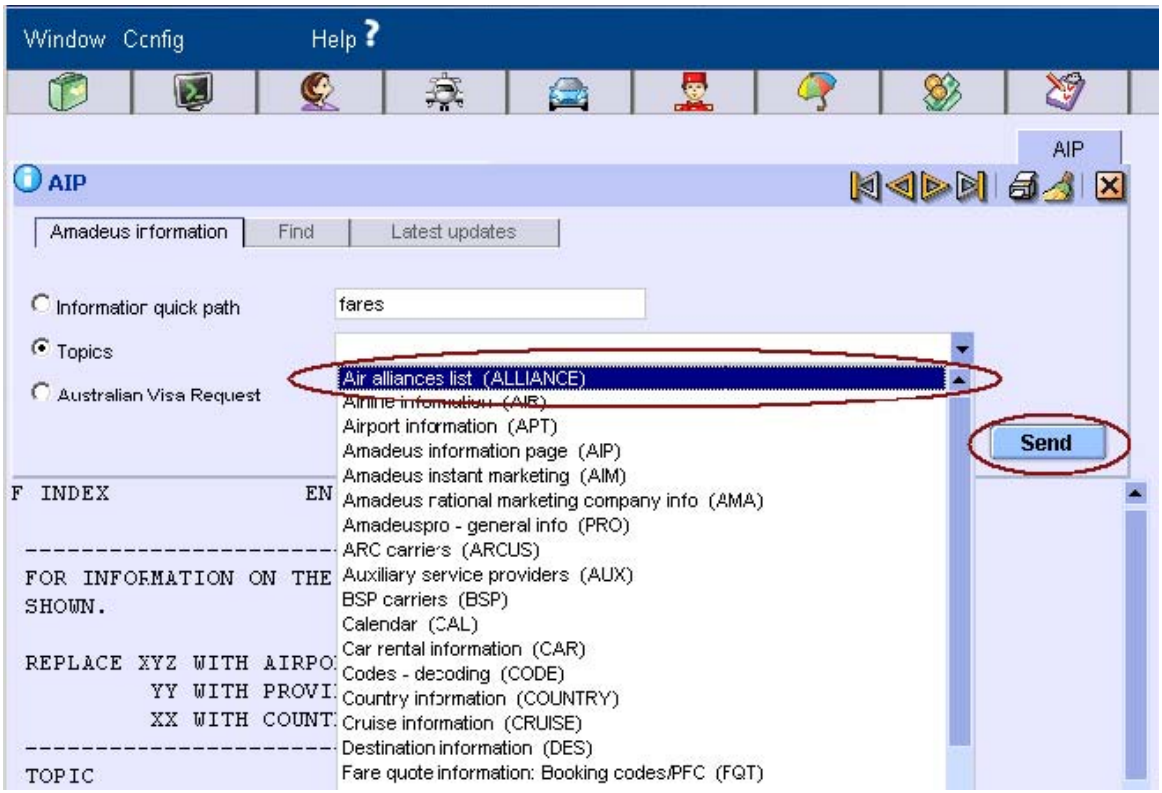
Here is an example of displaying Amadeus Information Pages by entering the quick path AIR QF FREQUENT:



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.



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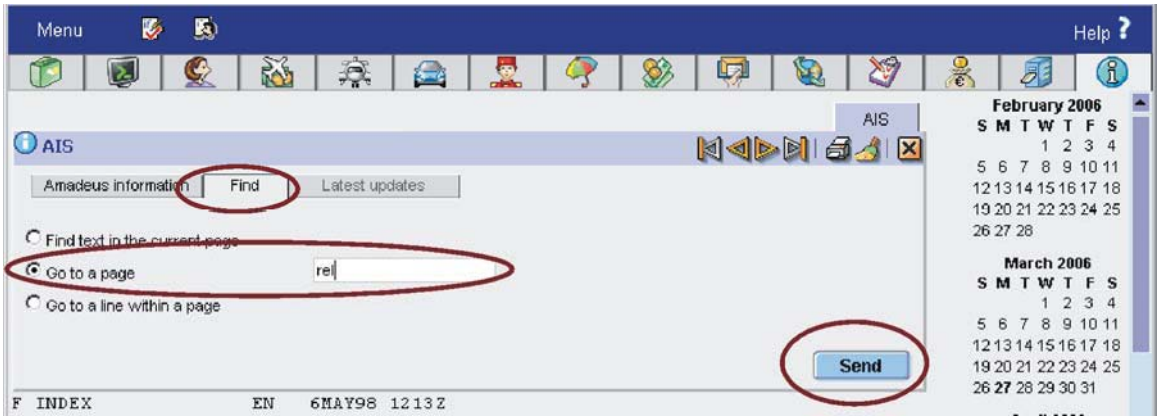
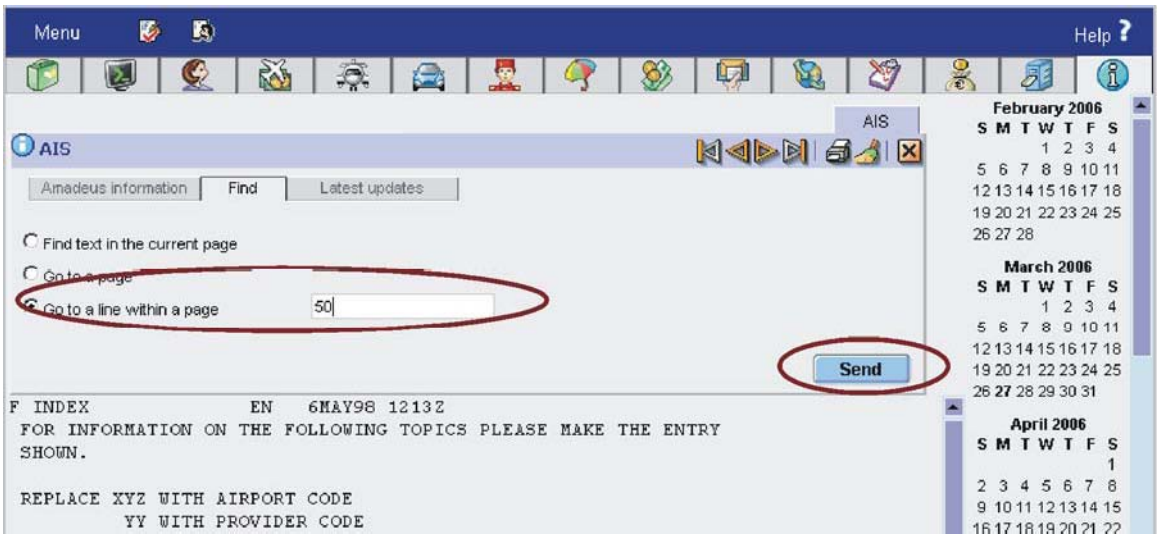
Amadeus Information Pages is designed to be displayed by page name and by line number.

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.

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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

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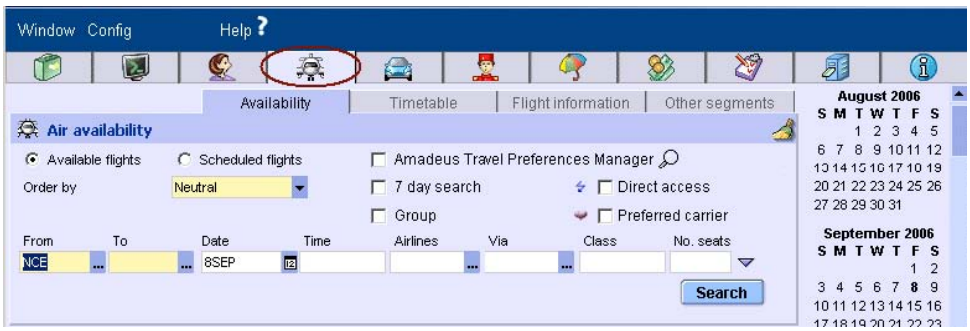
Chapter 4

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.

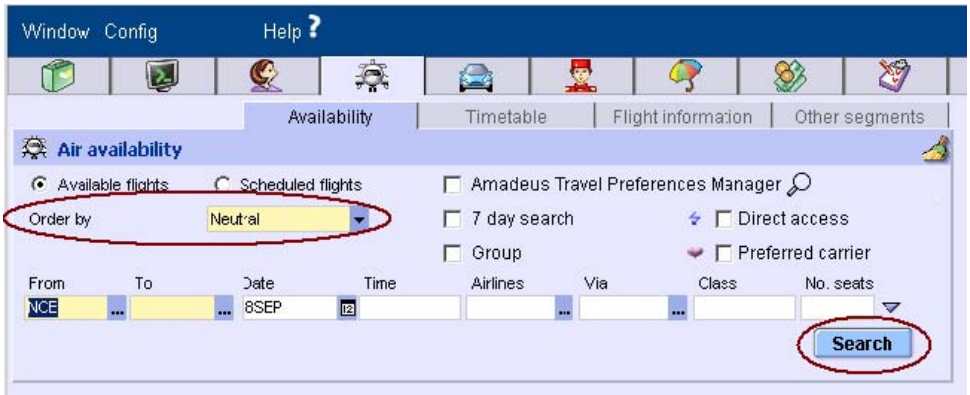


Availability and Schedule Display

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.



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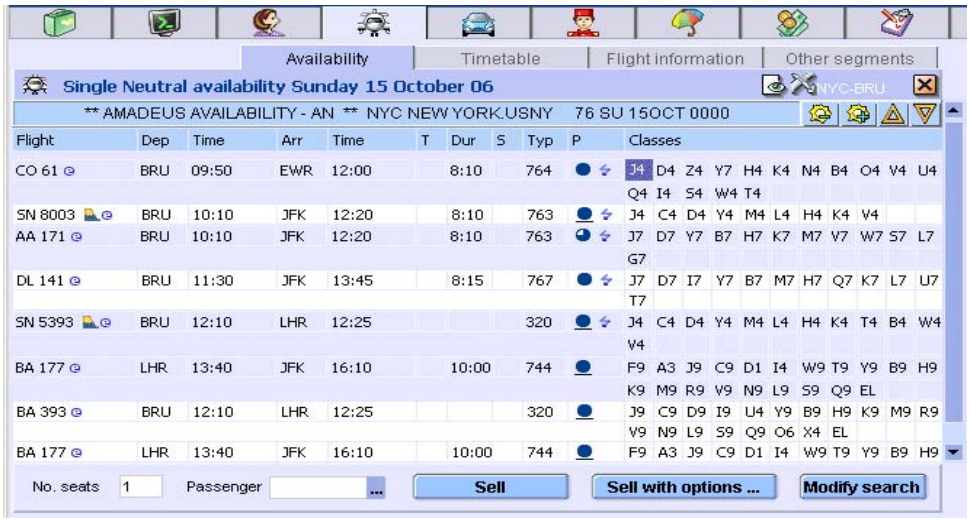
Available Flights Display

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



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.

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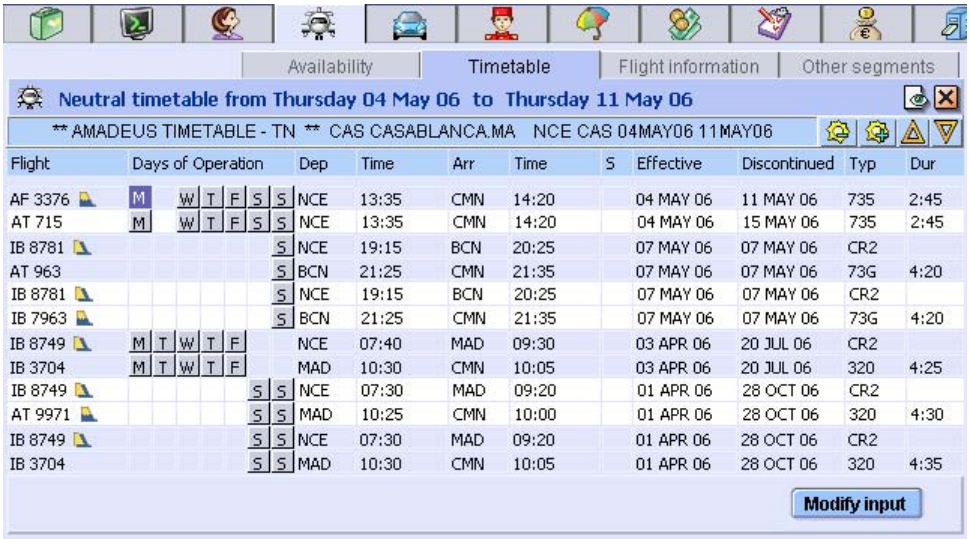
Timetable Display

Timetable shows days of operation over a period of one week. This display is for information only; you cannot book seats from this display.

Here is a Timetable display from Paris to Casablanca.



Flight	Days of Operation	Dep	Time	Arr	Time	S	Effective	Discontinued	Typ	Dur
AF 3376	M W T F S S	NCE	13:35	CMN	14:20		04 MAY 06	11 MAY 06	735	2:45
AT 715	M W T F S S	NCE	13:35	CMN	14:20		04 MAY 06	15 MAY 06	735	2:45
IB 8781	S	NCE	19:15	BCN	20:25		07 MAY 06	07 MAY 06	CR2	
AT 963	S	BCN	21:25	CMN	21:35		07 MAY 06	07 MAY 06	73G	4:20
IB 8781	S	NCE	19:15	BCN	20:25		07 MAY 06	07 MAY 06	CR2	
IB 7963	S	BCN	21:25	CMN	21:35		07 MAY 06	07 MAY 06	73G	4:20
IB 8749	M T W T F	NCE	07:40	MAD	09:30		03 APR 06	20 JUL 06	CR2	
IB 3704	M T W T F	MAD	10:30	CMN	10:05		03 APR 06	20 JUL 06	320	4:25
IB 8749	S S	NCE	07:30	MAD	09:20		01 APR 06	28 OCT 06	CR2	
AT 9971	S S	MAD	10:25	CMN	10:00		01 APR 06	28 OCT 06	320	4:30
IB 8749	S S	NCE	07:30	MAD	09:20		01 APR 06	28 OCT 06	CR2	
IB 3704	S S	MAD	10:30	CMN	10:05		01 APR 06	28 OCT 06	320	4:35

Click on the day of operation to display available flights for the selected day. Here are the available flights for that day.

Flight	Days of Operation	Dep	Time	Arr	Time	S	Effective	Discontinued	Typ	Dur
AF 3376	M W T F S S	NCE	13:35	CMN	14:20		04 MAY 06	11 MAY 06	735	2:45
AT 715	M W T F S S	NCE	13:35	CMN	14:20		04 MAY 06	15 MAY 06	735	2:45
IB 8781	S	NCE	19:15	BCN	20:25		07 MAY 06	07 MAY 06	CR2	
AT 963	S	BCN	21:25	CMN	21:35		07 MAY 06	07 MAY 06	73G	4:20
IB 8781	S	NCE	19:15	BCN	20:25		07 MAY 06	07 MAY 06	CR2	
IB 7963	S	BCN	21:25	CMN	21:35		07 MAY 06	07 MAY 06	73G	4:20
IB 8749	M T W T F	NCE	07:40	MAD	09:30		03 APR 06	20 JUL 06	CR2	
IB 3704	M T W T F	MAD	10:30	CMN	10:05		03 APR 06	20 JUL 06	320	4:25
IB 8749	S S	NCE	07:30	MAD	09:20		01 APR 06	28 OCT 06	CR2	
AT 9971	S S	MAD	10:25	CMN	10:00		01 APR 06	28 OCT 06	320	4:30
IB 8749	S S	NCE	07:30	MAD	09:20		01 APR 06	28 OCT 06	CR2	
IB 3704	S S	MAD	10:30	CMN	10:05		01 APR 06	28 OCT 06	320	4:35

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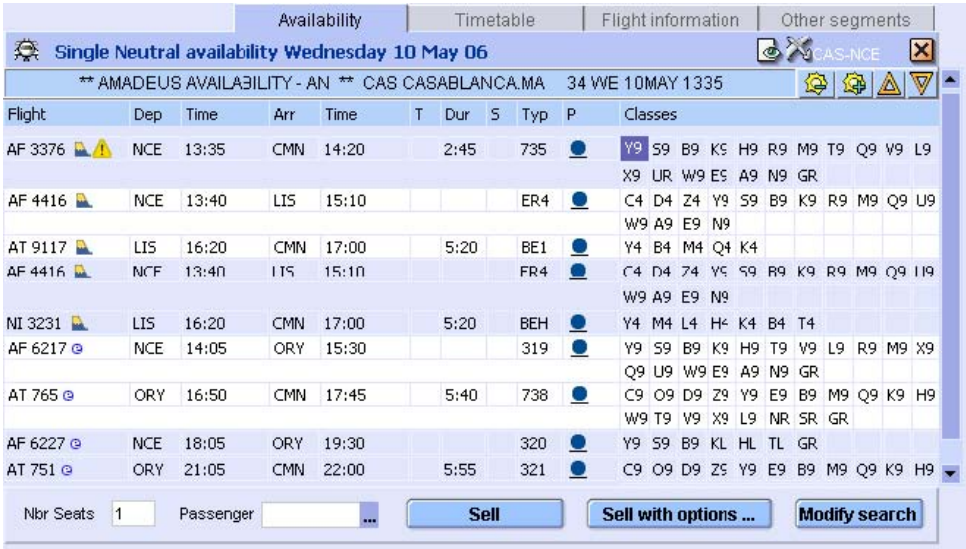
Here are the available flights for that day



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.

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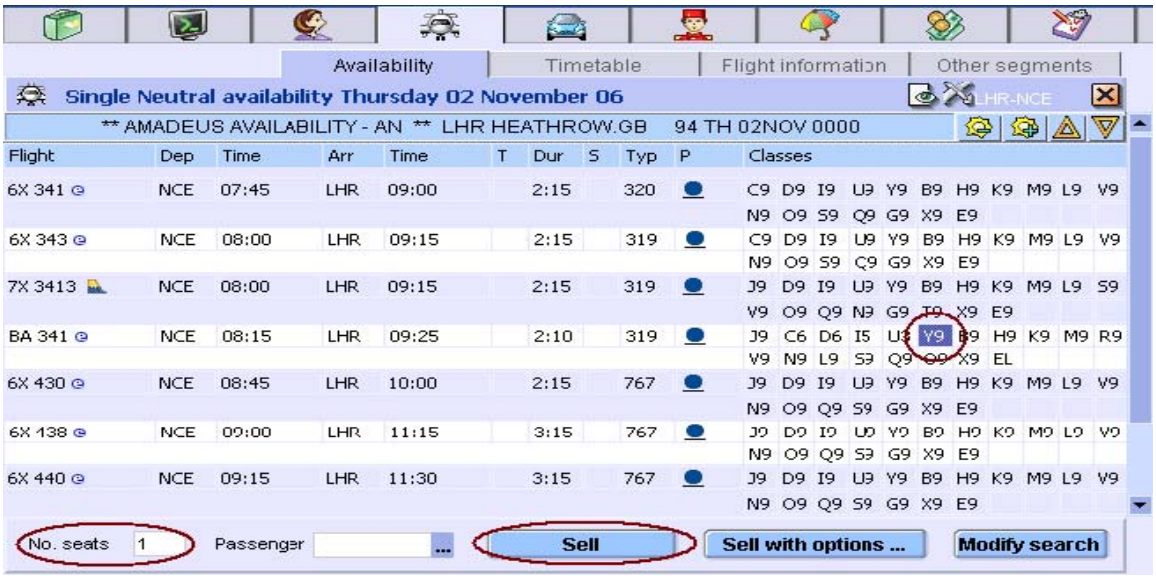
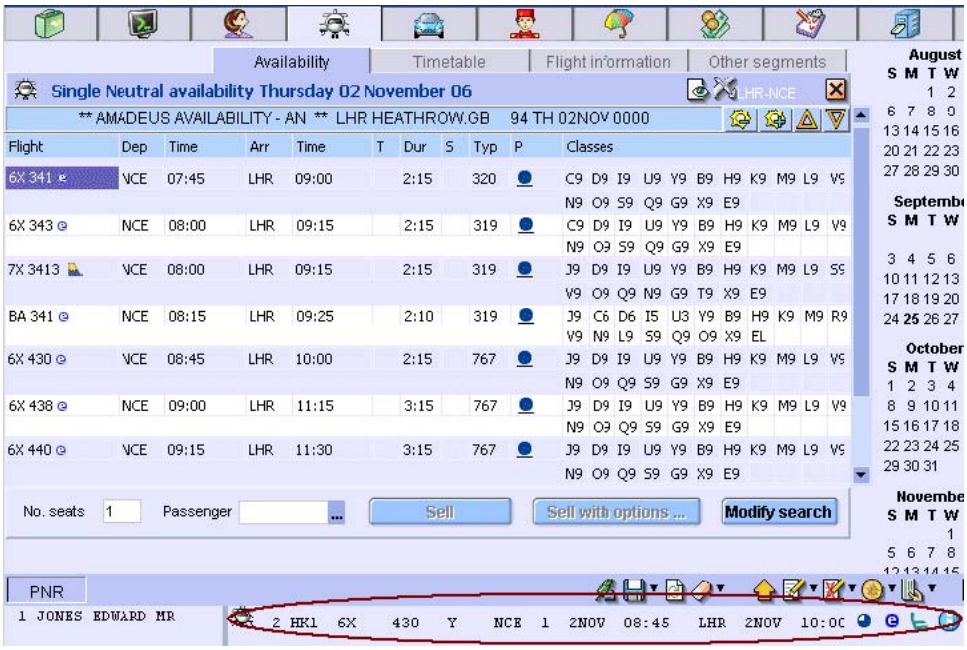
Booking a Flight

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



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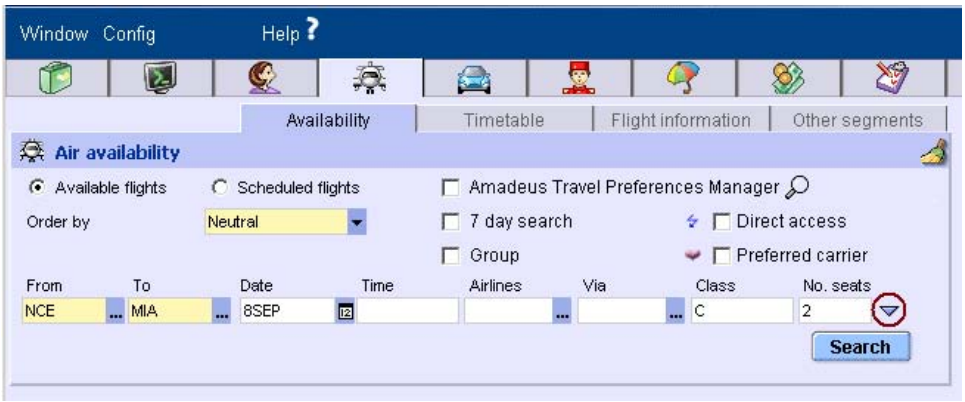
As you have now started to create a PNR, the PNR icon is displayed on your work area tab on the bottom of the screen.

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

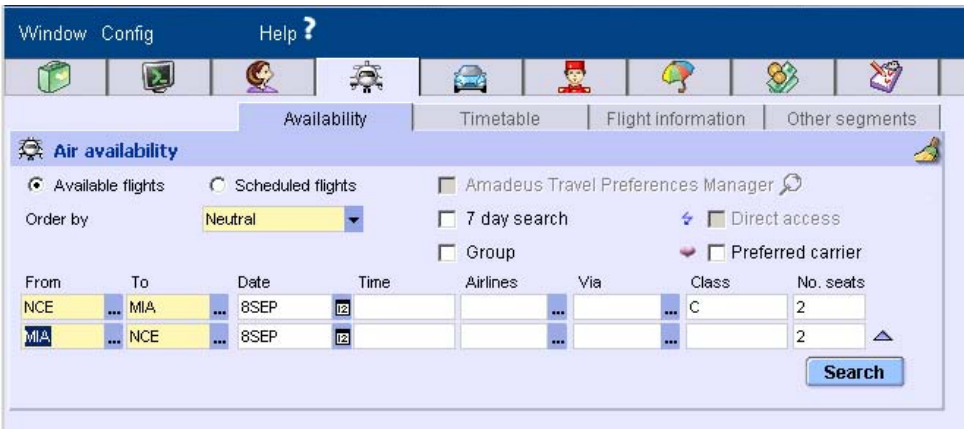
Booking a Round Trip Flight

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



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.



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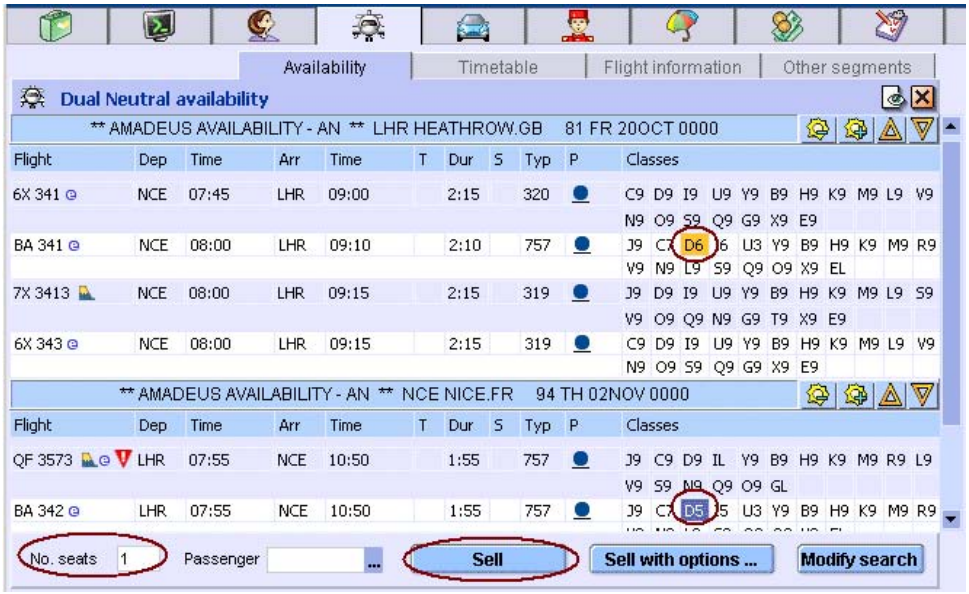
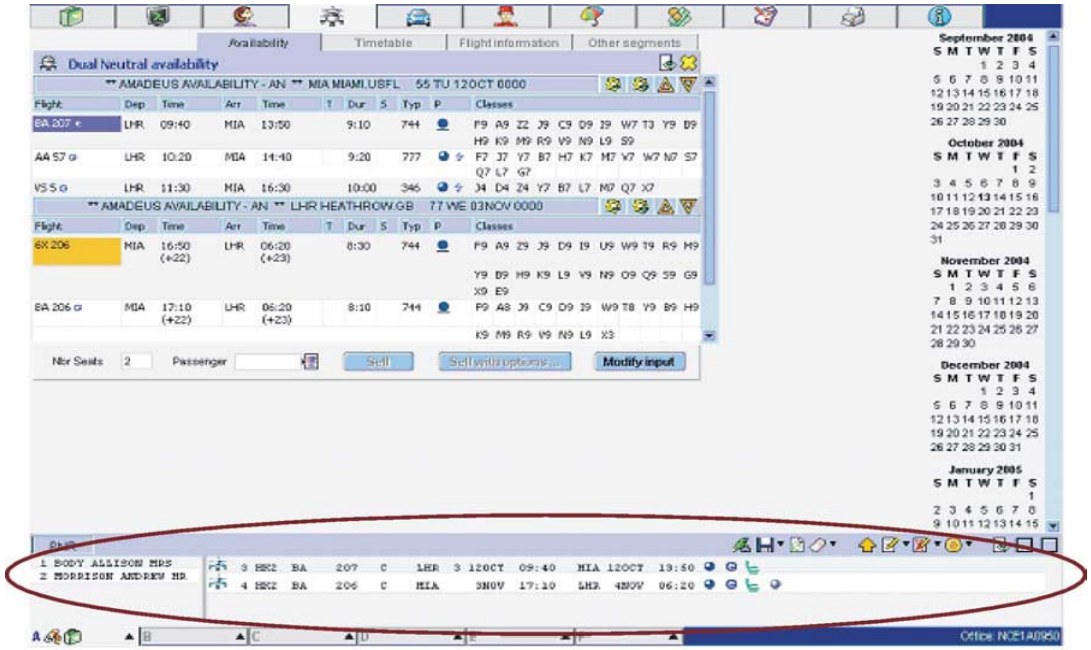
From the dual availability display that is returned, click on the classes of service for the flights that you want to book. Ensure that the number of seats you want to book is correct, then click on Sell:



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.



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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

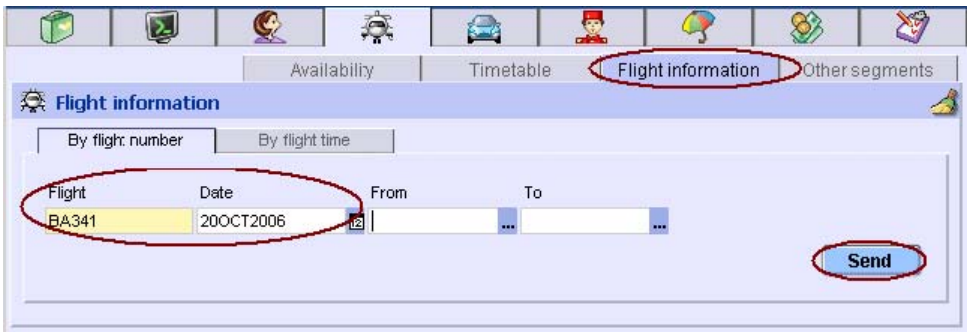
Flight information shows facts such as aircraft type, departure and arrival terminals, and meal information. You can display flight information in three ways.

Method 1: From an Availability Display

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

Method 2: Using the Flight Info Tab

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



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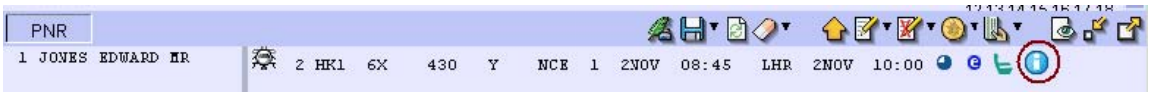
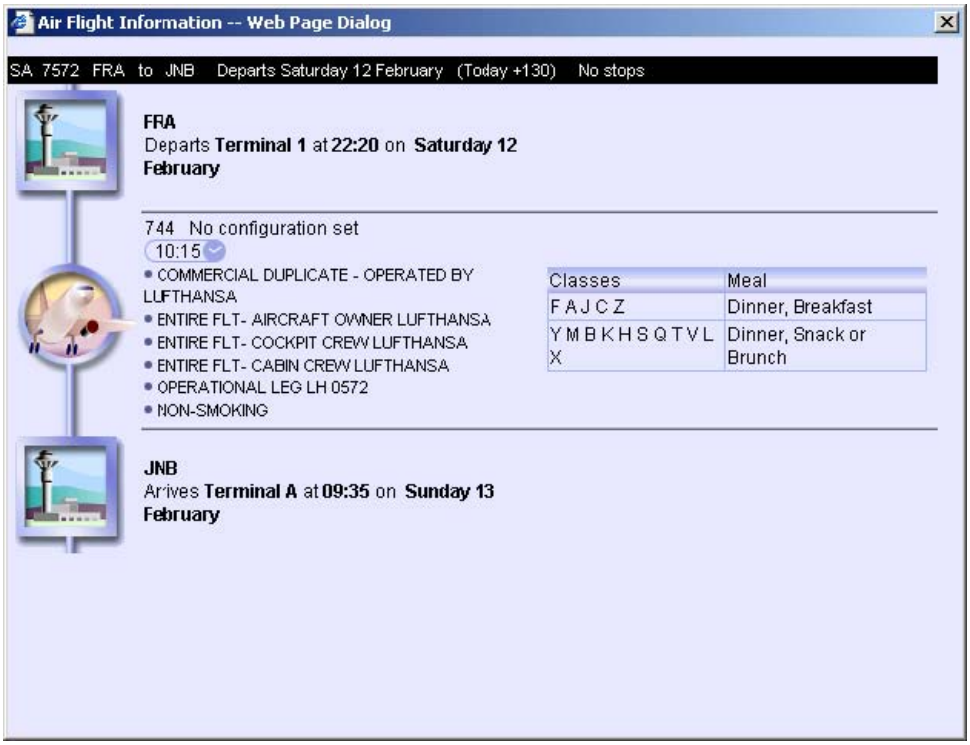
Method 3: From the PNR Summary

Select the flight segment and click on the information icon.



Air Flight Information is displayed in a separate window.



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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
Mininmum 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

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Chapter 5

PASSENGER NAME RECORD

PNR

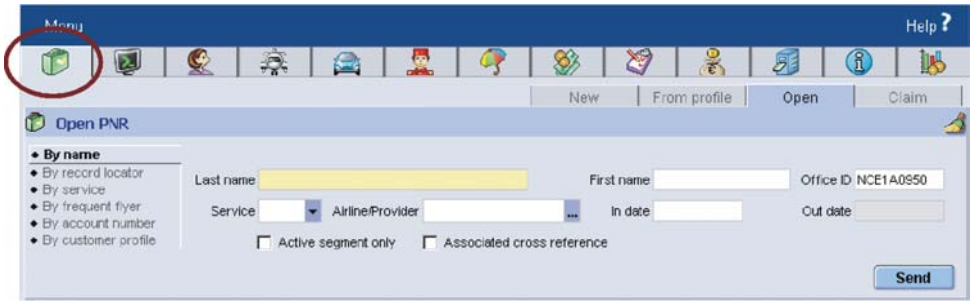
A passenger name record (PNR) contains the details of a passenger's reservation and other information related to the trip.

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.



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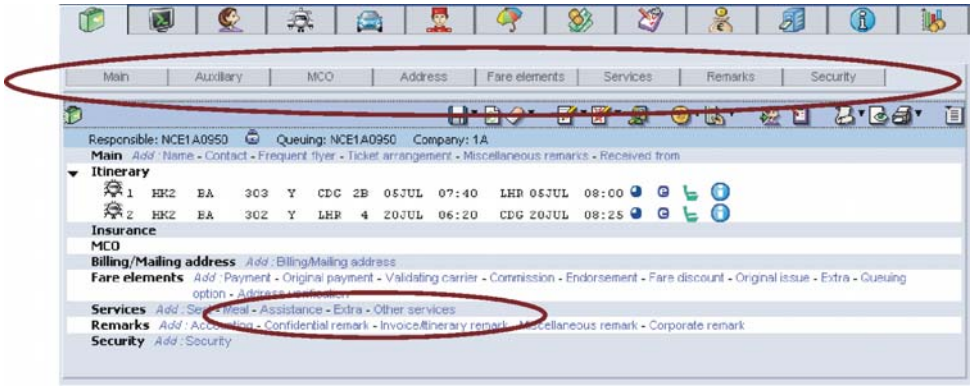
Creating a New PNR

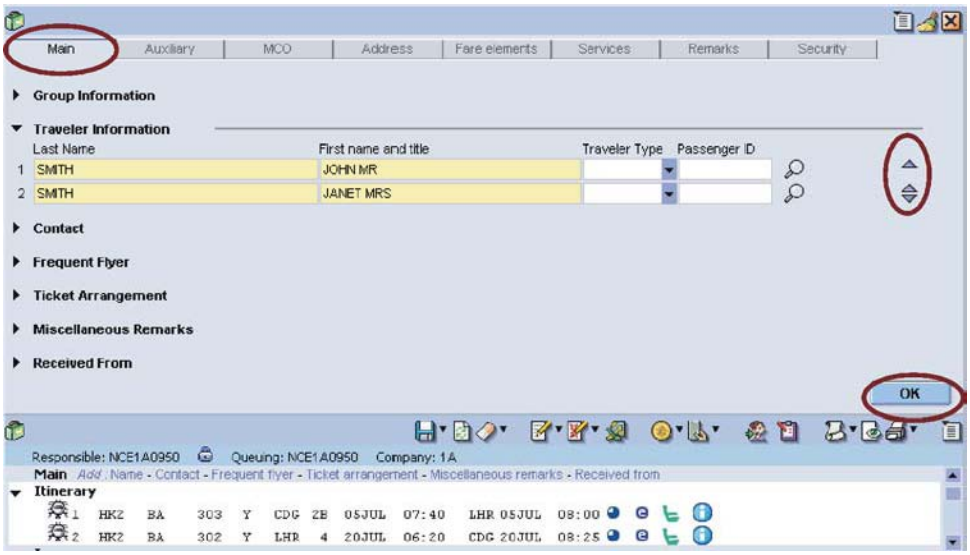
You can start to create your PNR before or after you book a flight using Amadeus Air. If you have already booked air segments, they are displayed in the Itinerary section.

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.



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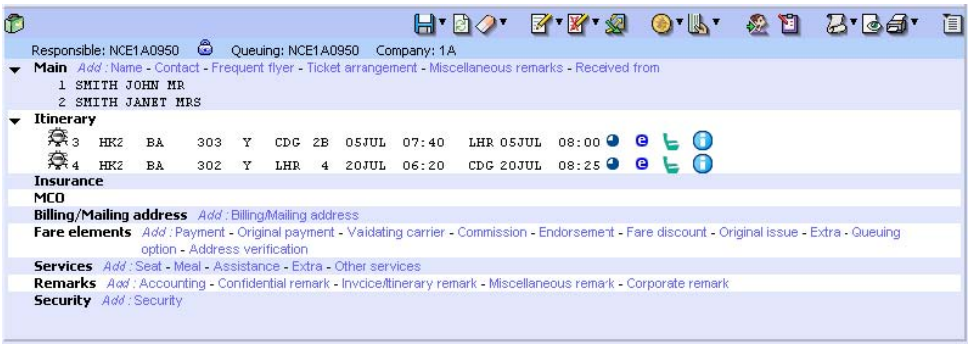
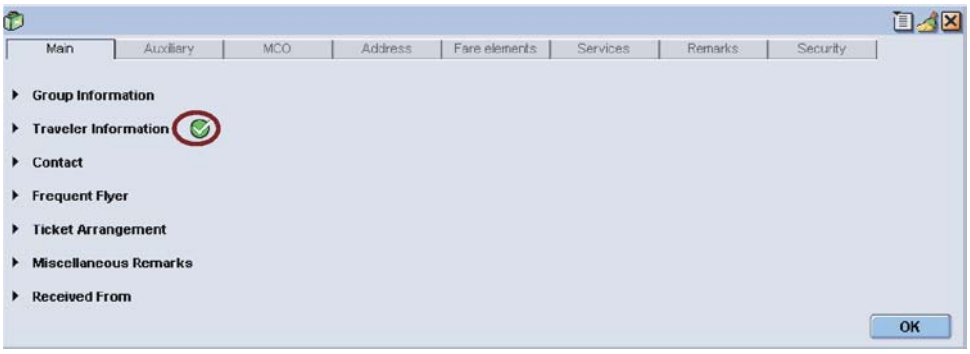
Here is the same PNR after the main elements have been created.



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.



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.

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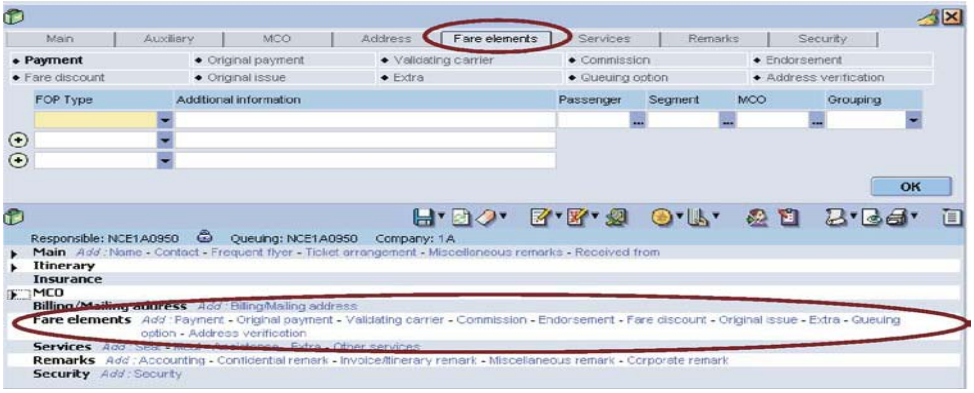
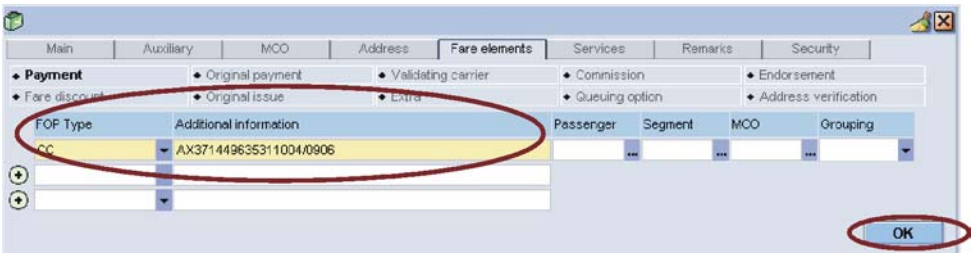


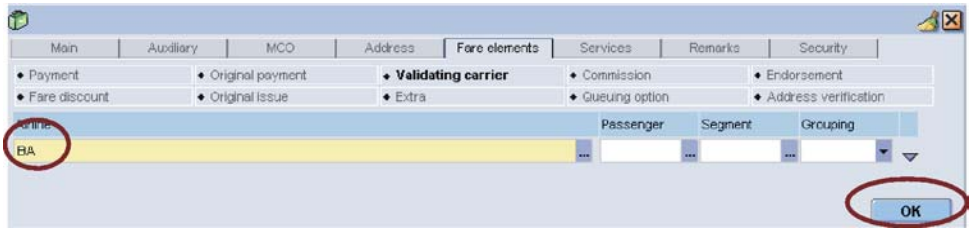
Form of Payment

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



Validating Carrier

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



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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.

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.

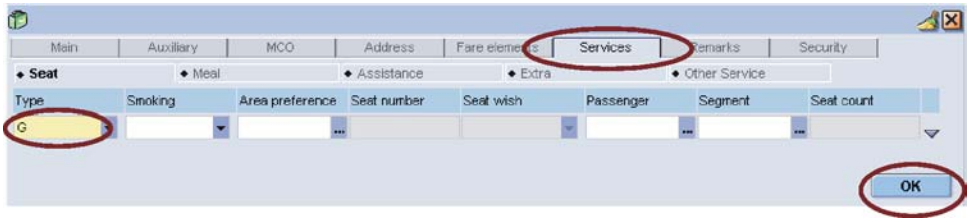
Enter the tour code details and click on OK.

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.



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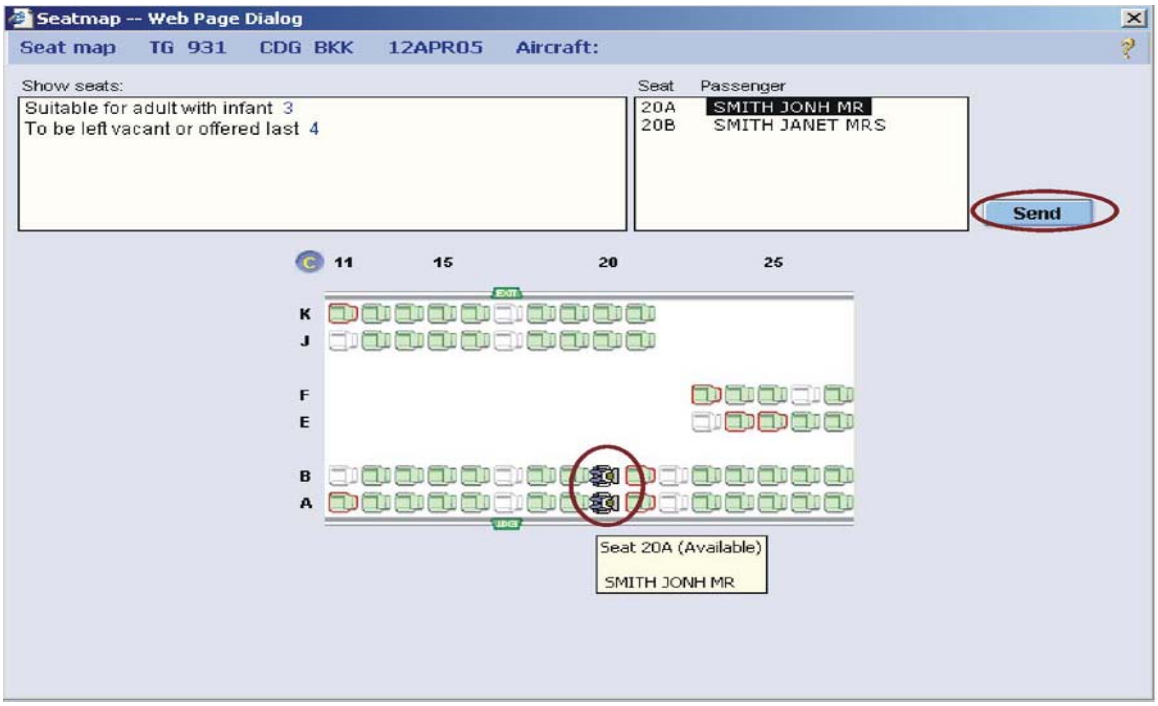
Alternatively, if the airline permits, you can display the seat map and choose the seats from there. To display the seat map, click on the Seat Map icon on the flight segment.

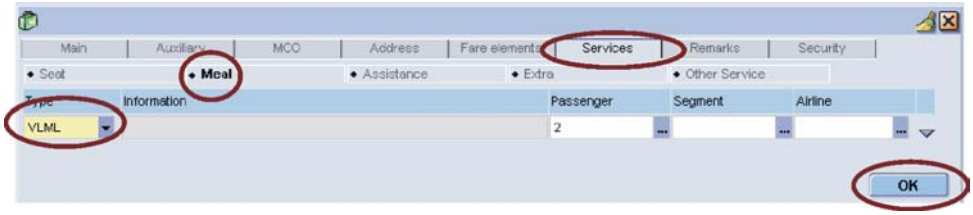
In the Seat Map window, select the seats you want to request then click on Send.



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.



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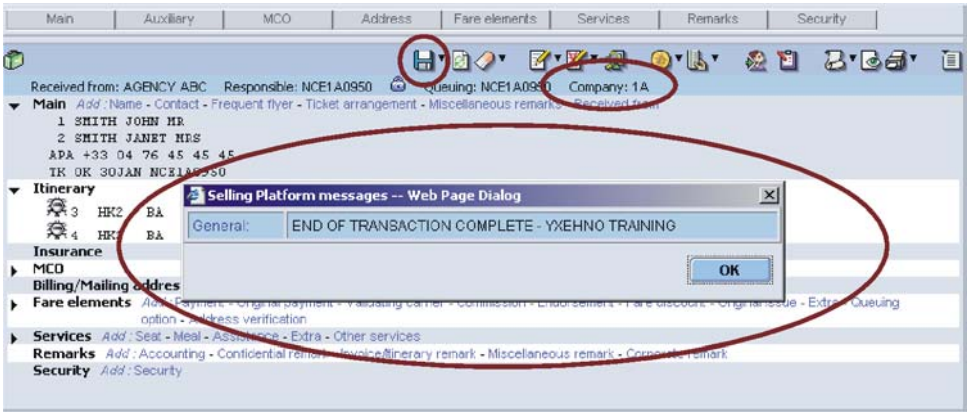
End of Transaction

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.



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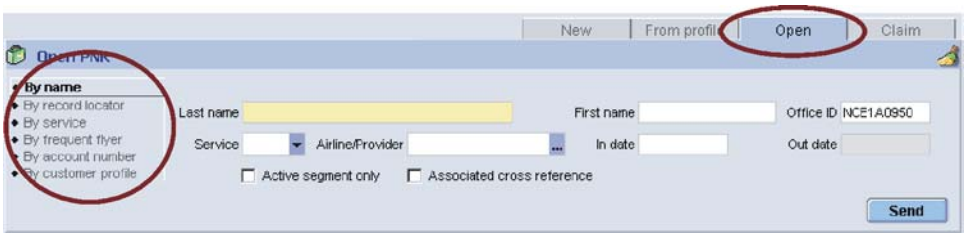
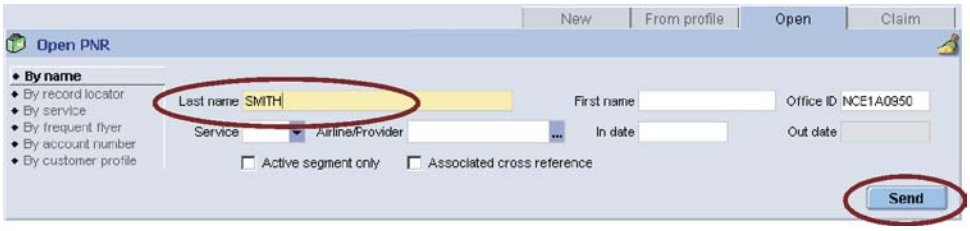
Opening a PNR

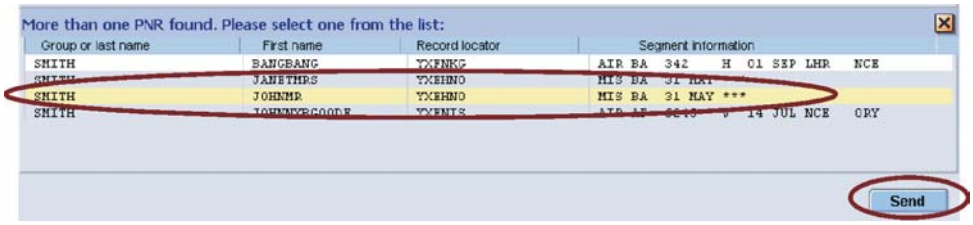
Click on the Open tab to retrieve an existing PNR. Select the method you want to use to find your PNR.



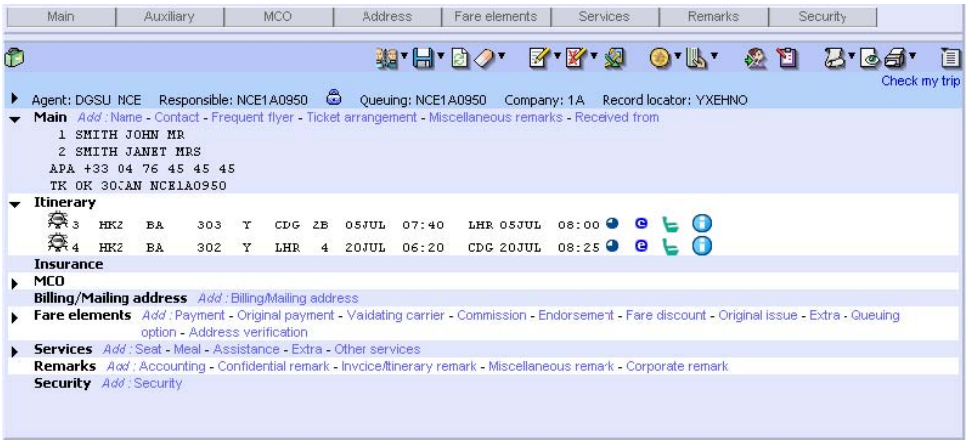
For example, to retrieve a PNR by passenger name, enter the name and click on Send or press Enter.



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.



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



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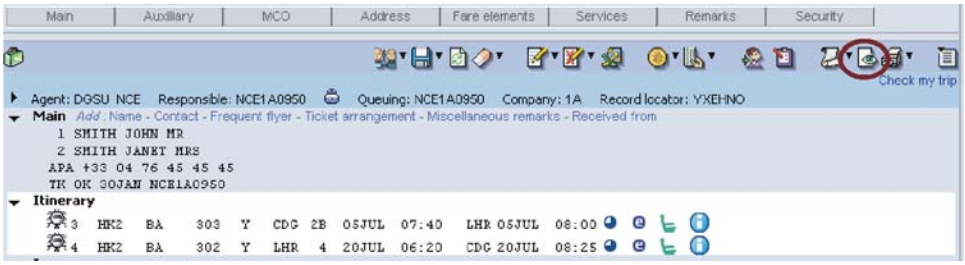
Printing or Copying a PNR

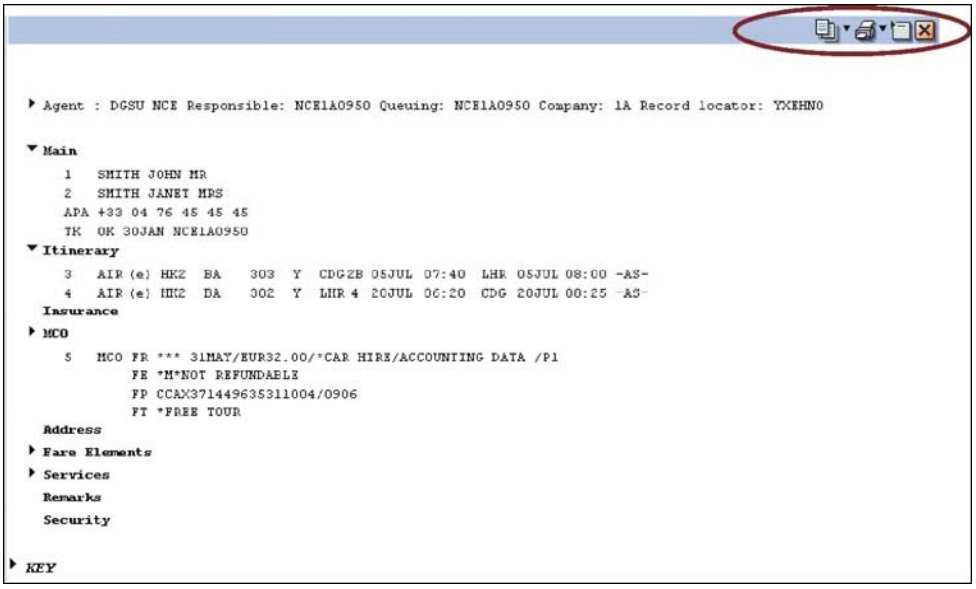
You can print or copy PNR information. You can print or copy information from the following areas:

- 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.



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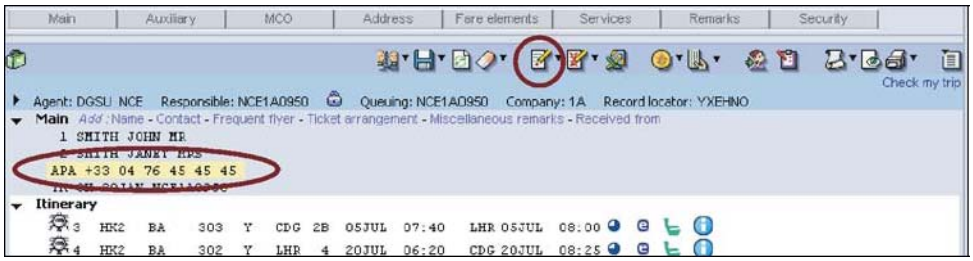
Modifying a PNR

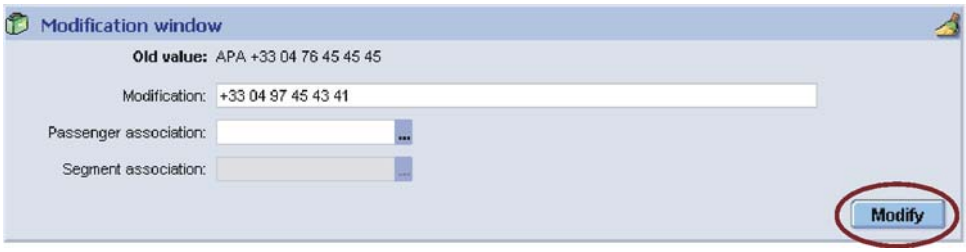
You can make modifications in an existing PNR. You can:

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

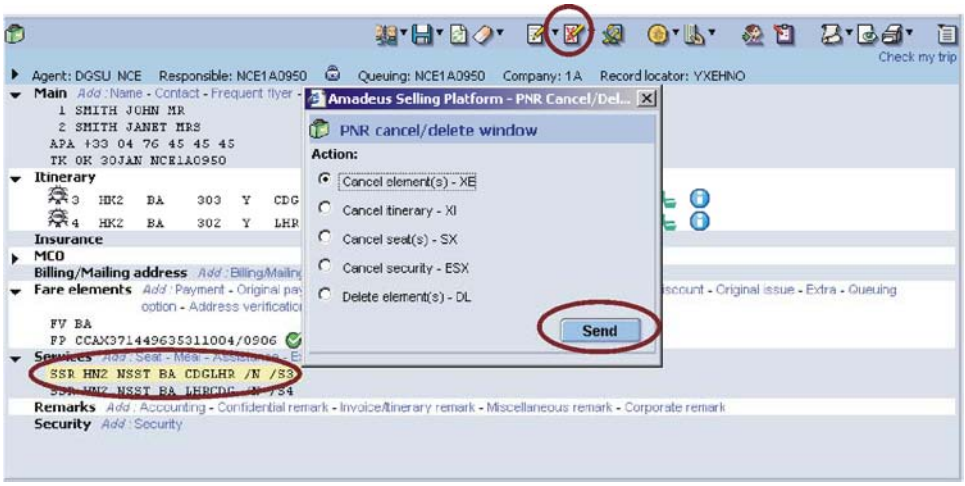
For example, to modify a line, select the line and click on the Modify icon or double-click on the line:



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.

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

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:

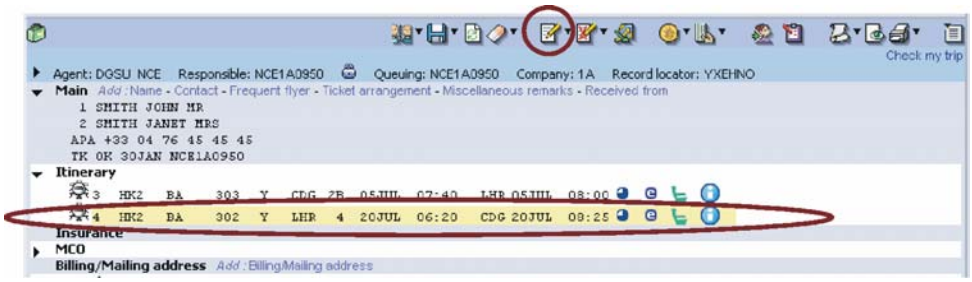
- Rebook a single air segment
- Rebook multiple air segments

from the:

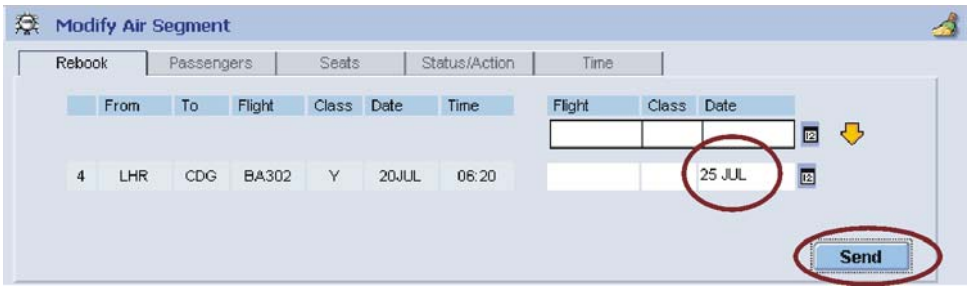
- PNR tab
- Air Tab PNR Summary area

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.



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



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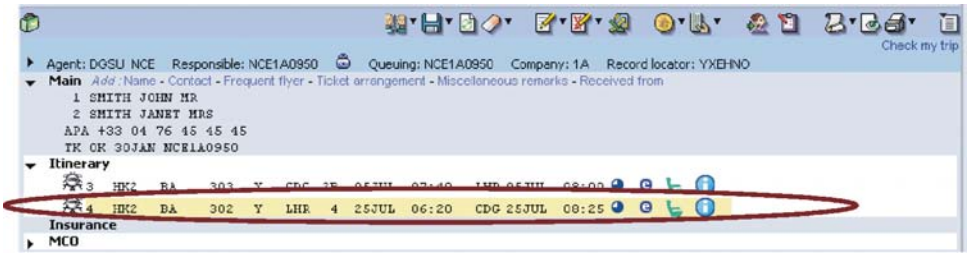
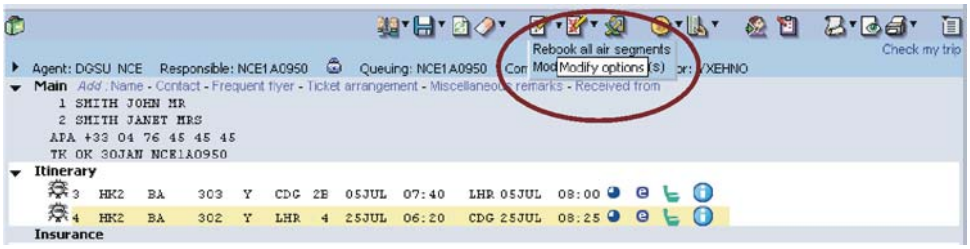
If the rebook is successful, the air segment is updated and the PNR is redisplayed.

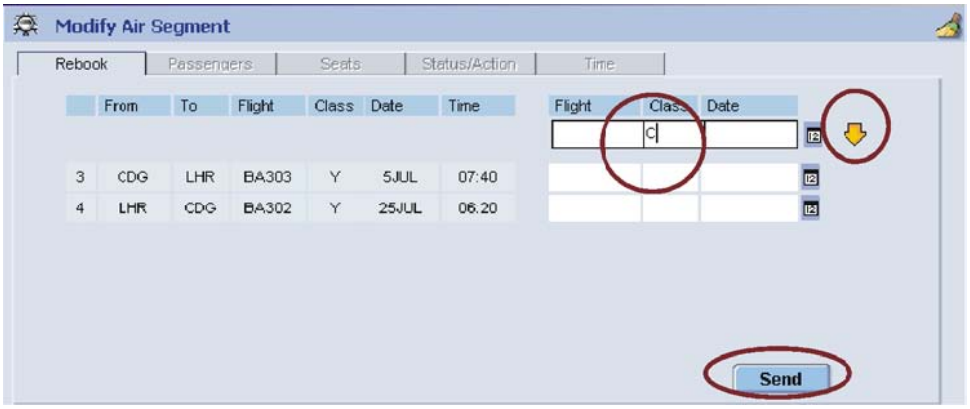


If the rebook is unsuccessful, the air segment in the Modify Air Segment window is highlighted with this indicator:

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.



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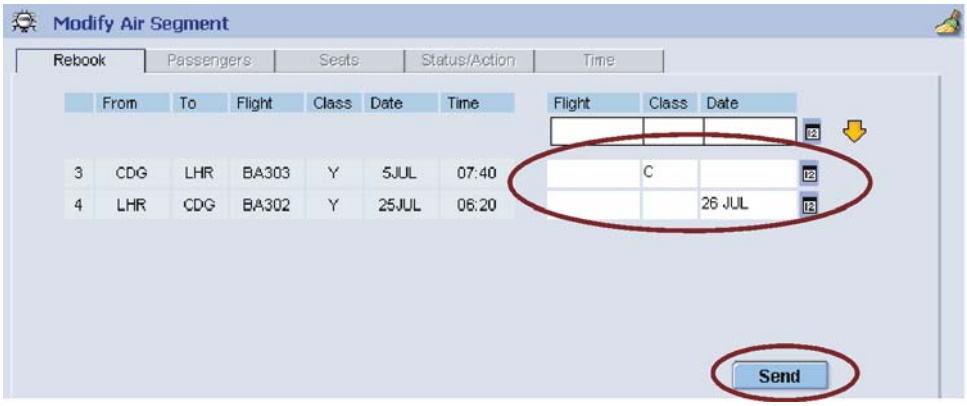
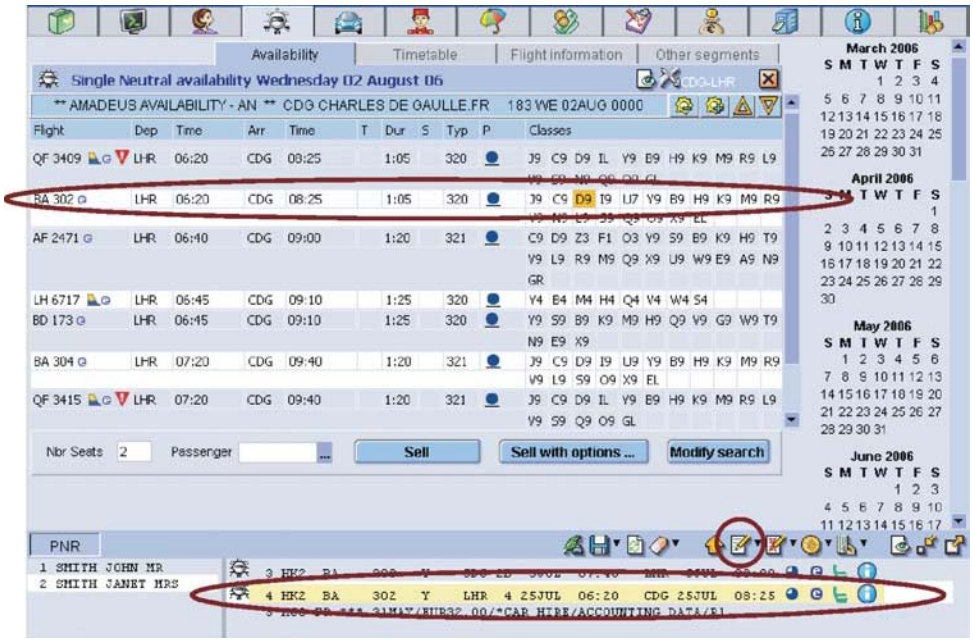
If the rebook is a combination of information, for example, a change of class for one segment and a change of date for another, enter the information in the appropriate fields for each segment and click on Send.



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.



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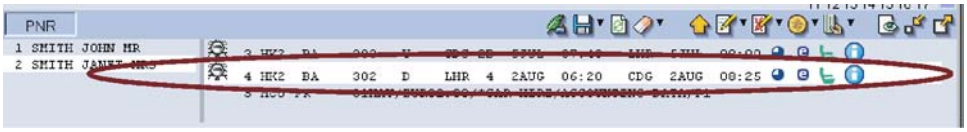
The PNR Summary area displays the new booking class and airline and the PNR is automatically updated with the new flight information.



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.

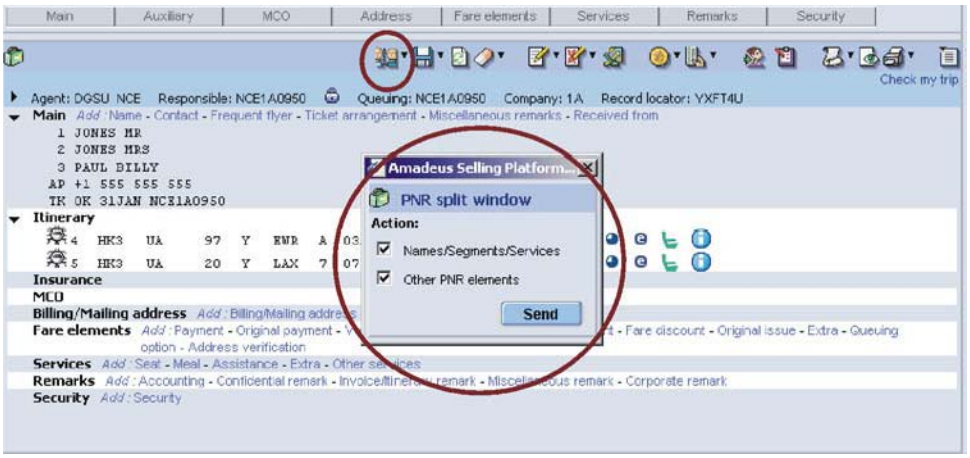
The difference between a split PNR and a non-homogenous PNR is that a non-homogenous condition is always temporary and is automatically resolved by the system at end of transaction.

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).

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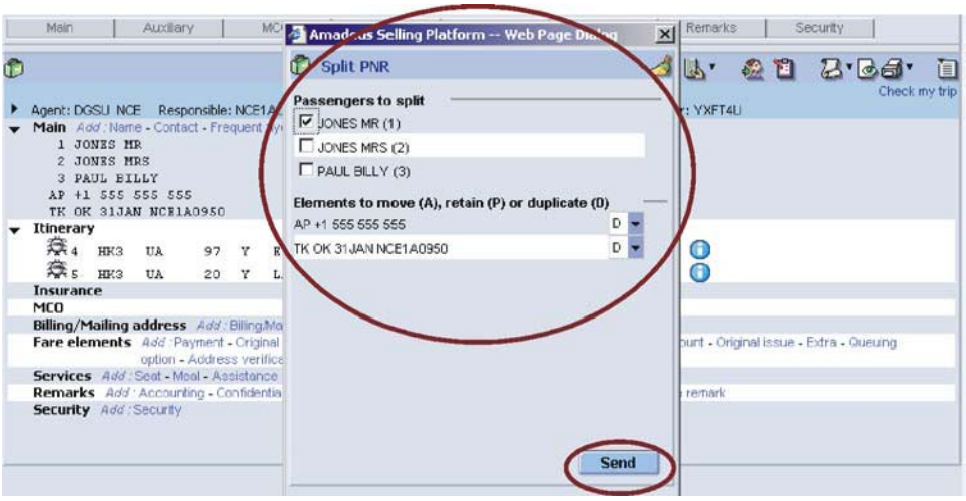
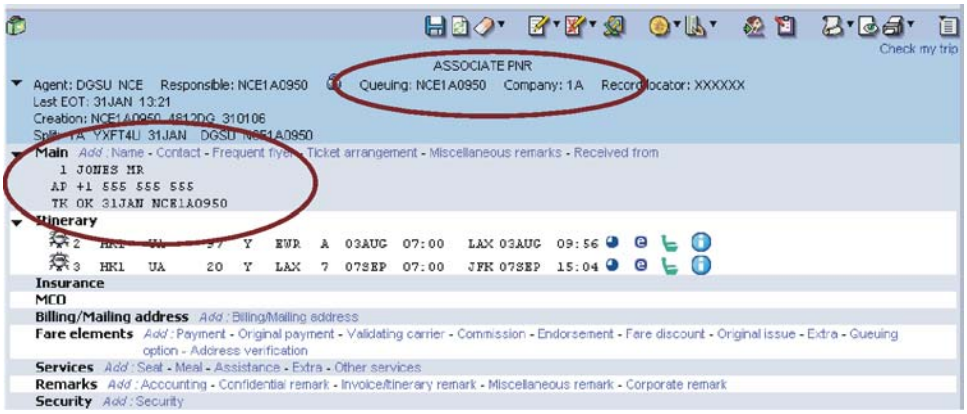
Once you have made your selection, click on Send.



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.

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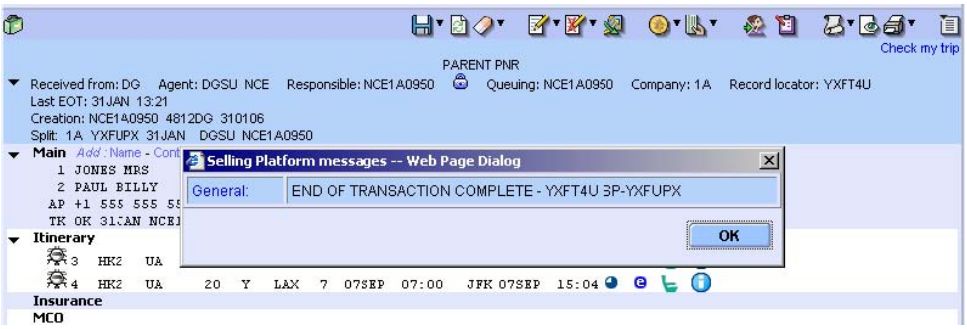
Note: You are strongly advised to save and file the Associate PNR before making any changes to it.

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

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

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



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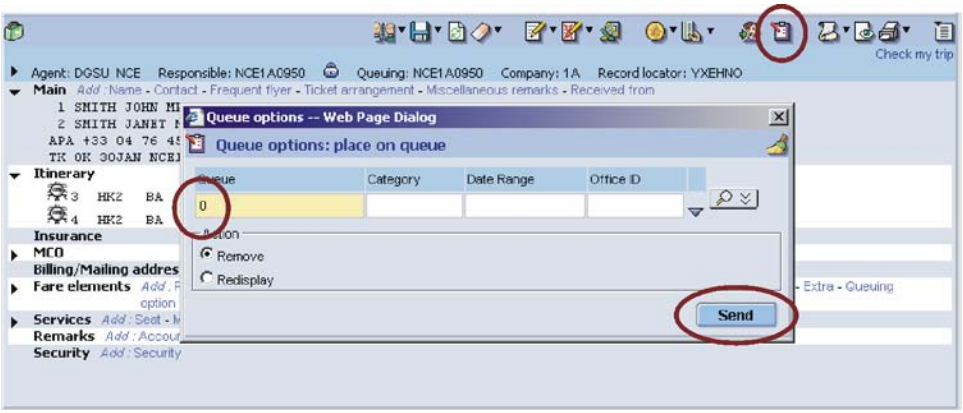
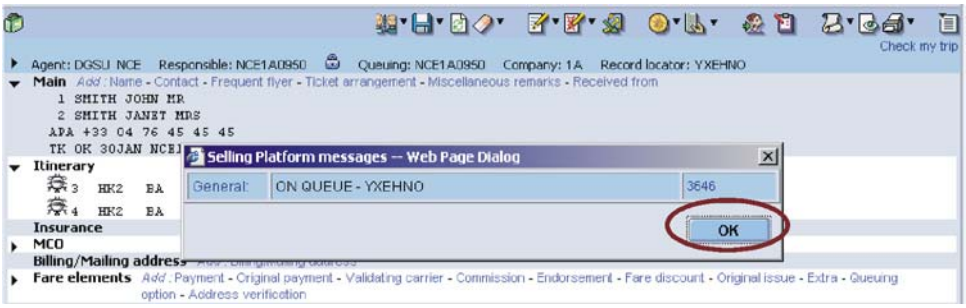
Placing a PNR on a Queue

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.



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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 inddex	HE PNR
PNR name element	HE PNR NAM
PNR contact element	HE PNR PHO
Multiple PNR entries	HE PNR MUL
Recived from element	HE PNR REC
Ticketing	HE TK
Ending transactions	HE PNR END
Ignoting 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

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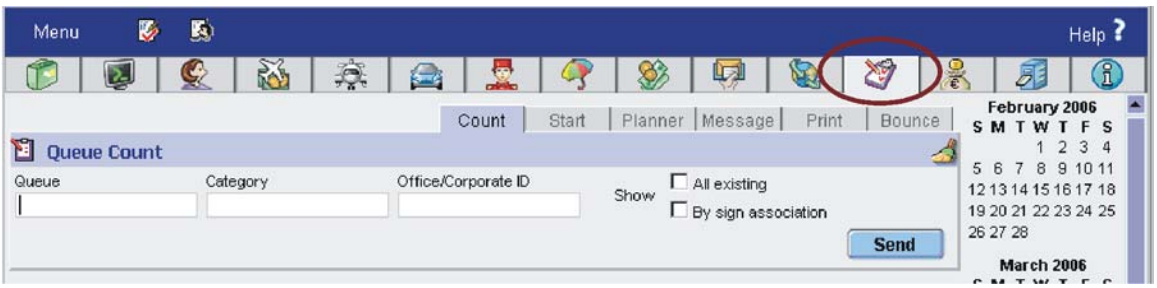
Chapter 6

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.

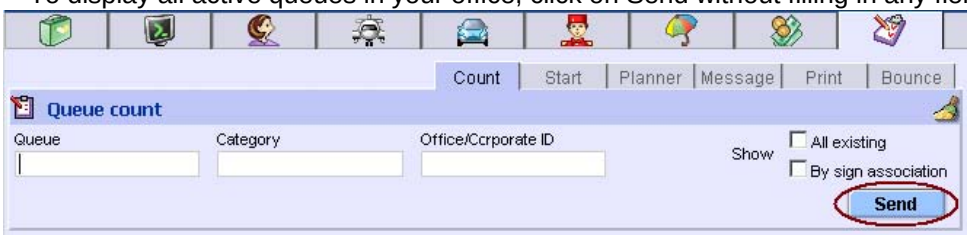
Click on the Queue tab to work with Amadeus Queues.



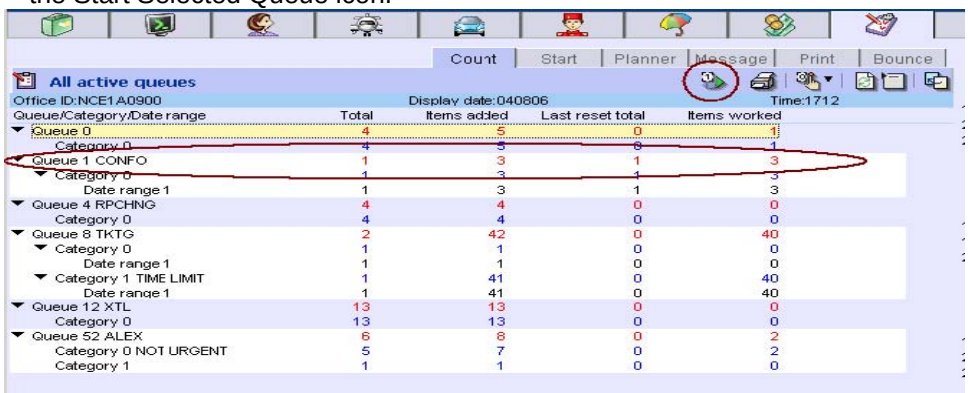
Queue Count

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.



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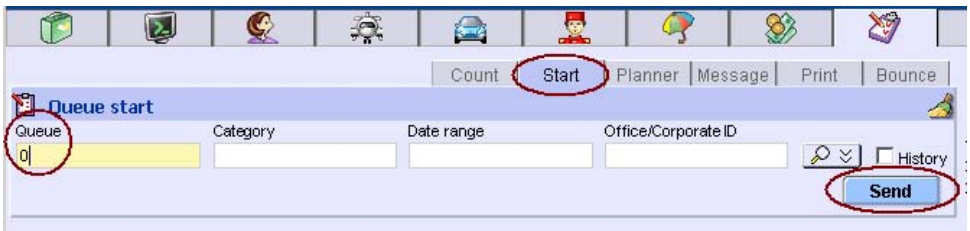
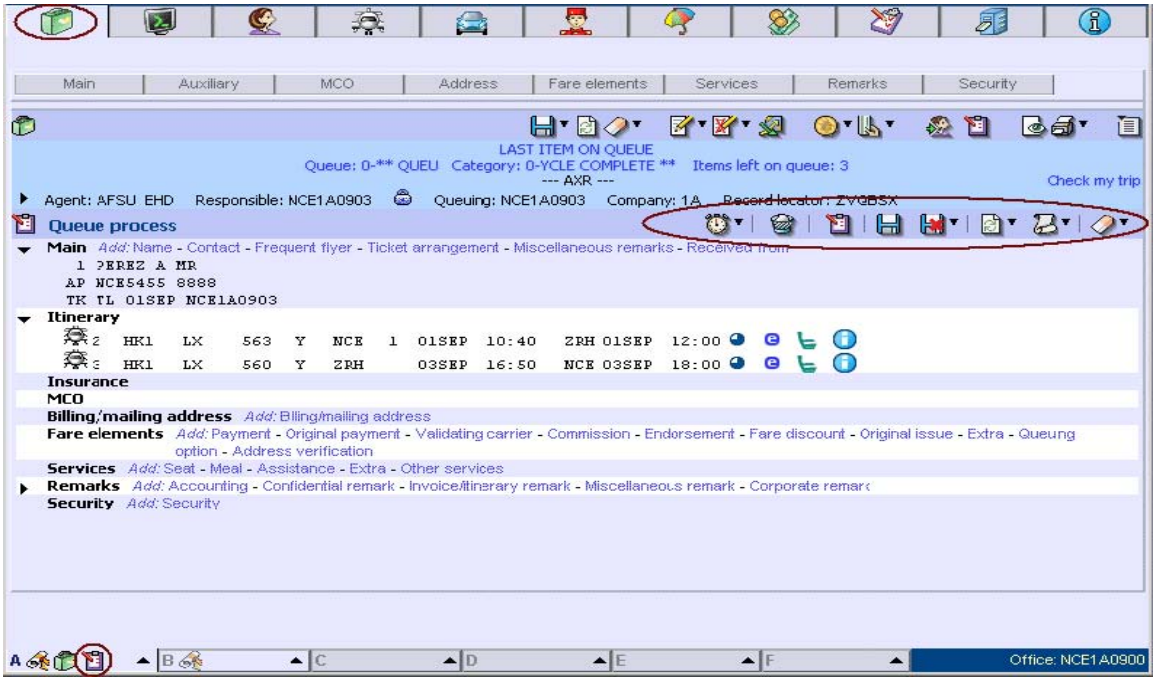
Queue Start

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



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.



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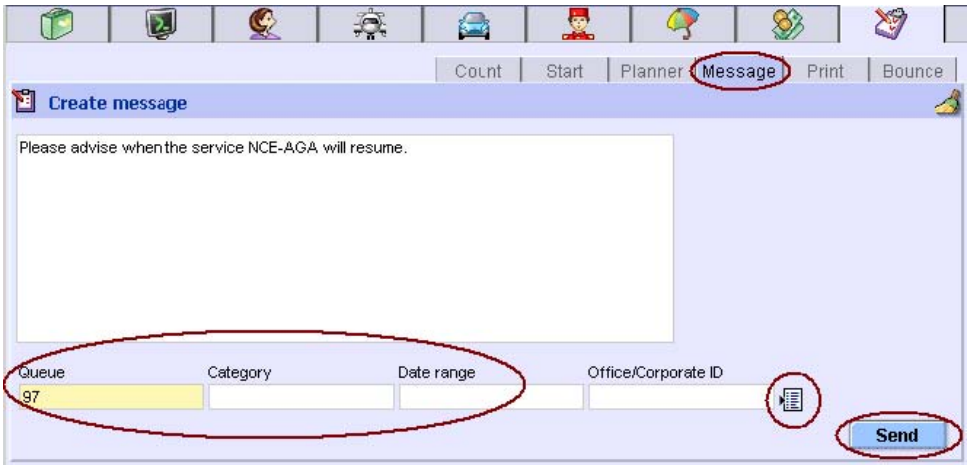
Queue Message

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

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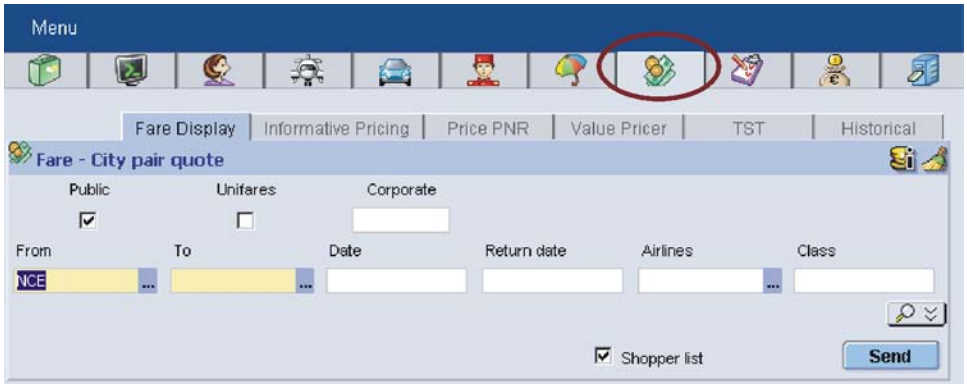
Chapter 7

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.



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.

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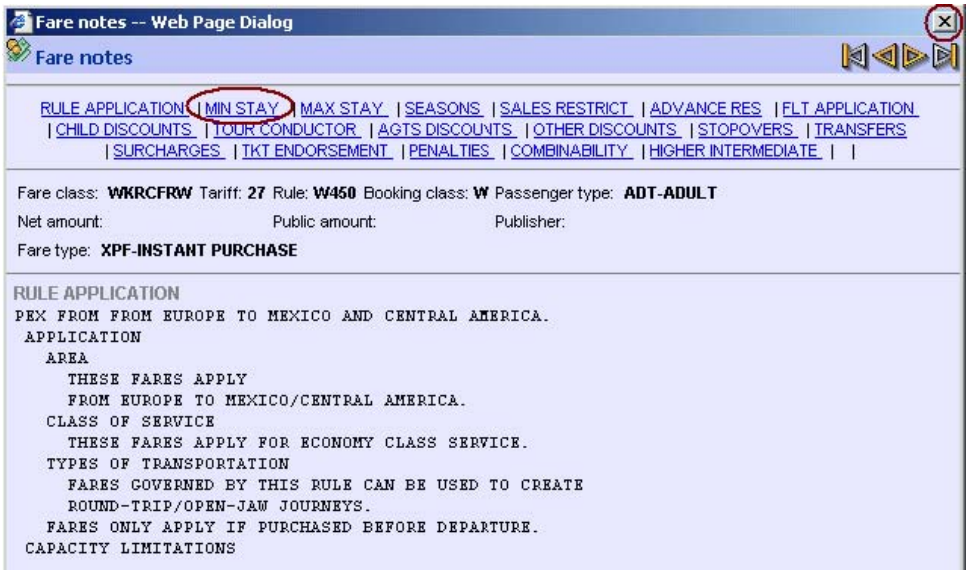
Here is the list of fares for the above request. To display the fare note, click on the fare basis.

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.



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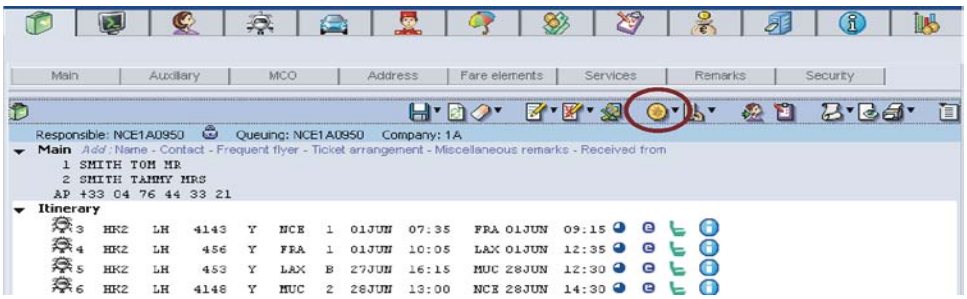
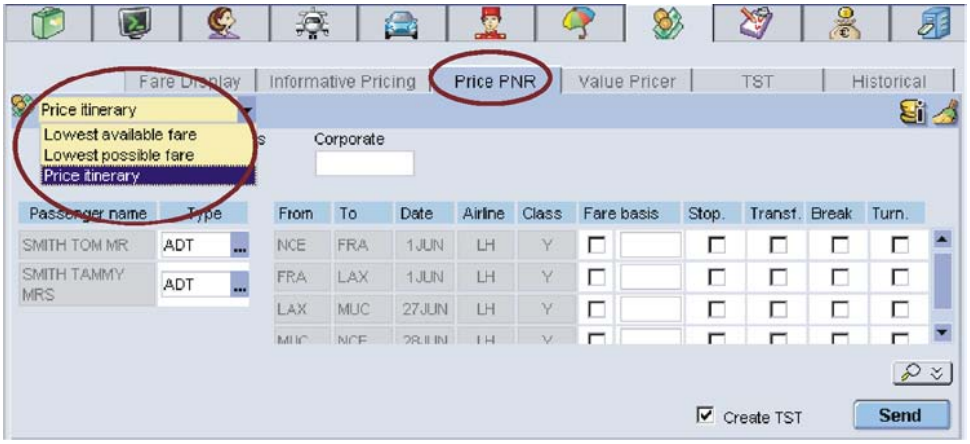
Pricing a PNR

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

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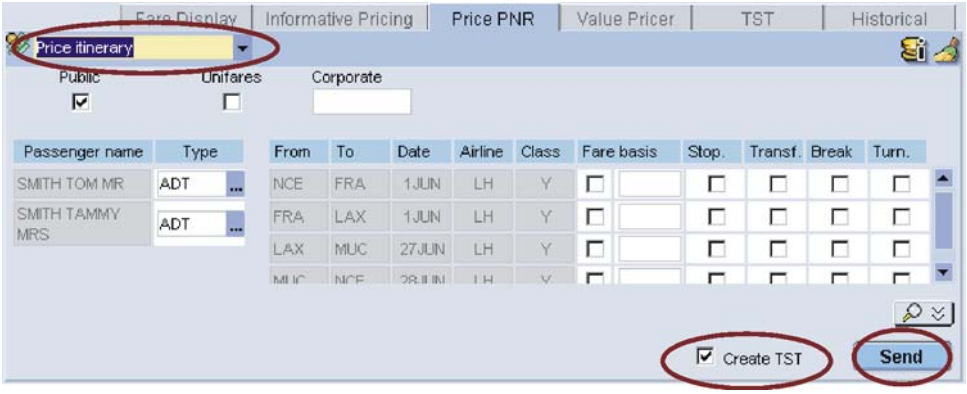
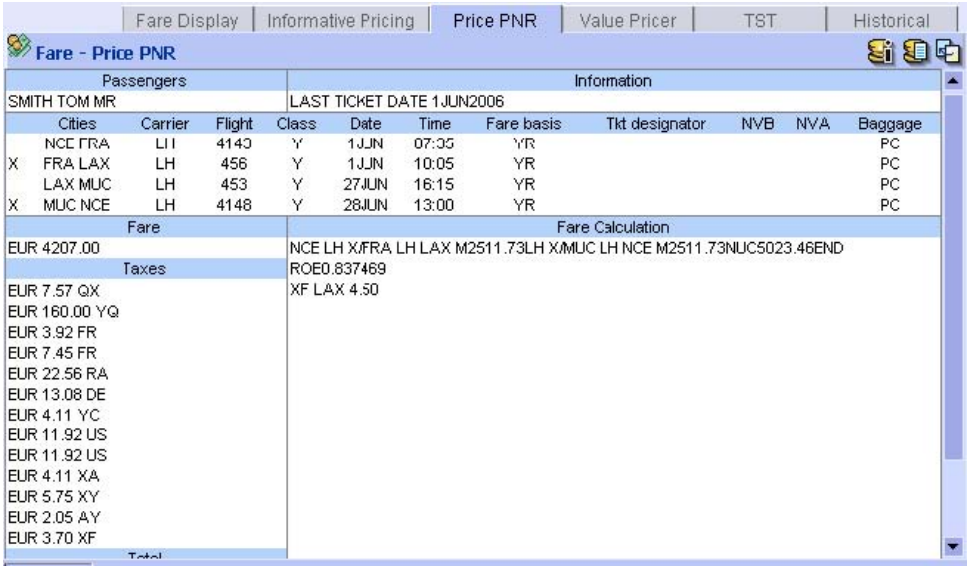
Choose the pricing method and any other options. Price itinerary allows you to create a TST. Ensure that the Create TST check box is selected to save the TST. Click on Send.



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.

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.



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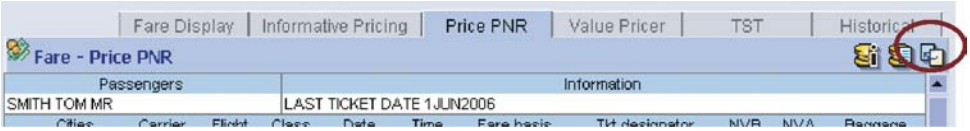
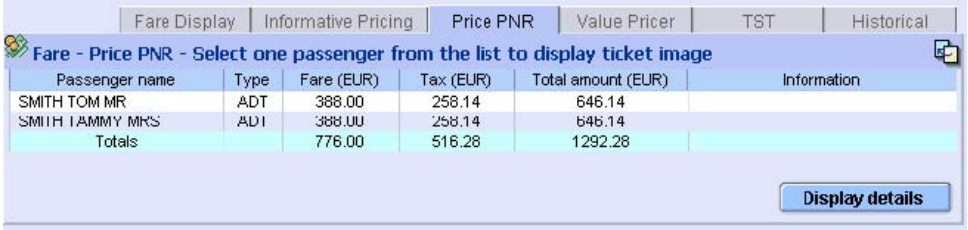
To return to the previous screen to select another passenger click on the Back to Input icon.



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 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.

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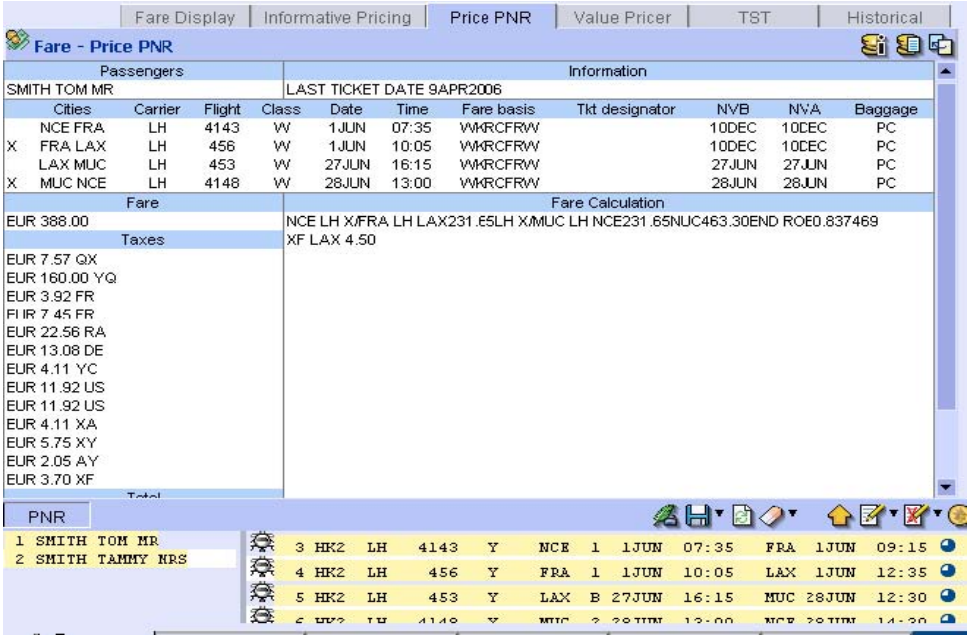
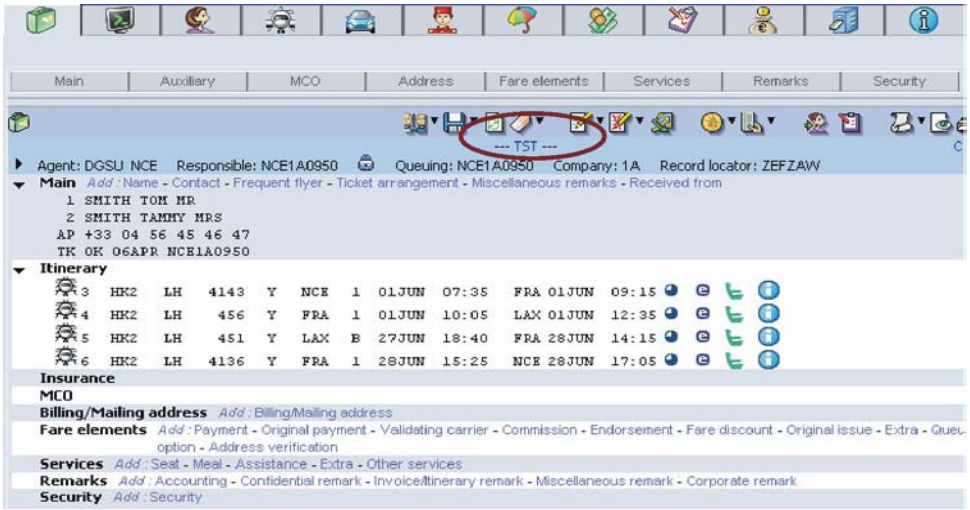
The ticket image shows the lowest available fare (no longer in Y class but in W class).



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.



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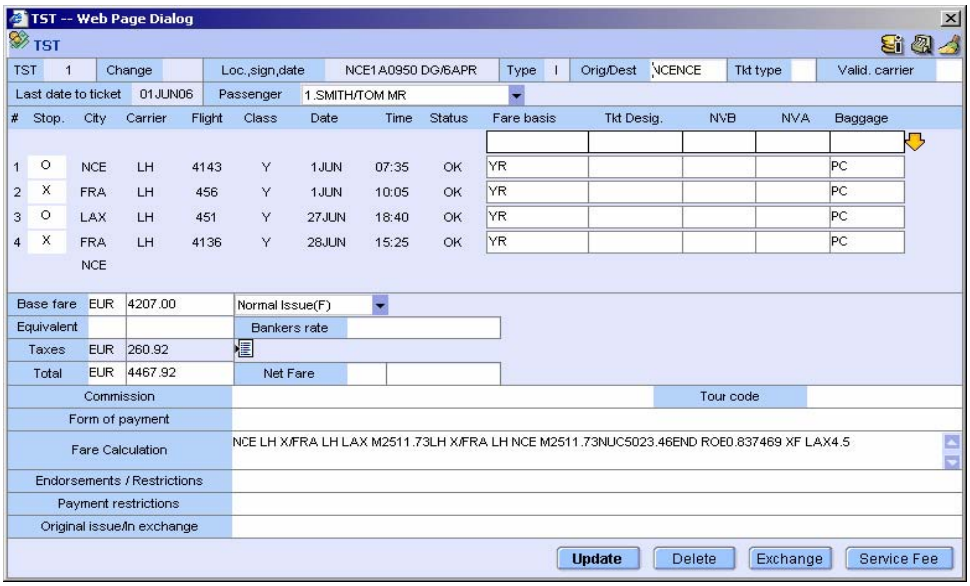
To display a TST you can either click on the TST indicator in the PNR header, or click on the TST tab from the Fares and Pricing area. To display an existing TST, click on Send.

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.



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.

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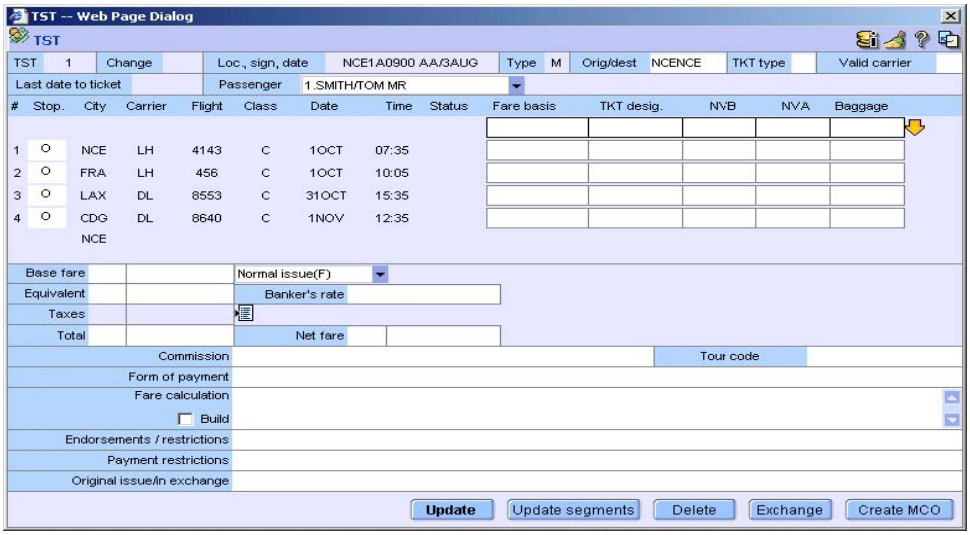
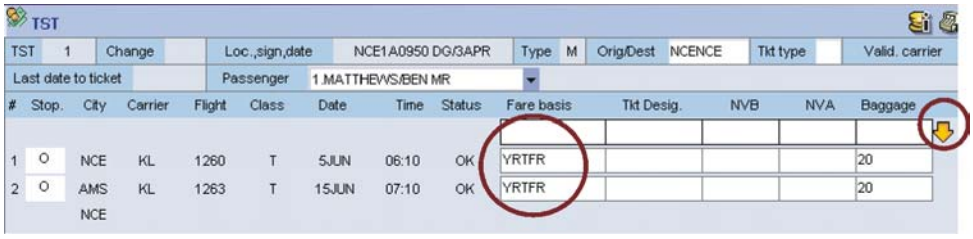
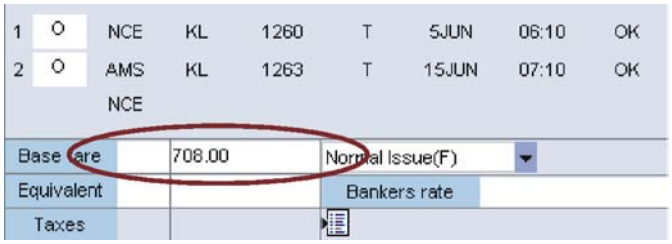
The TST window is displayed with the itinerary and passenger details filled in.



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.



Enter the fare before taxes (the base fare).



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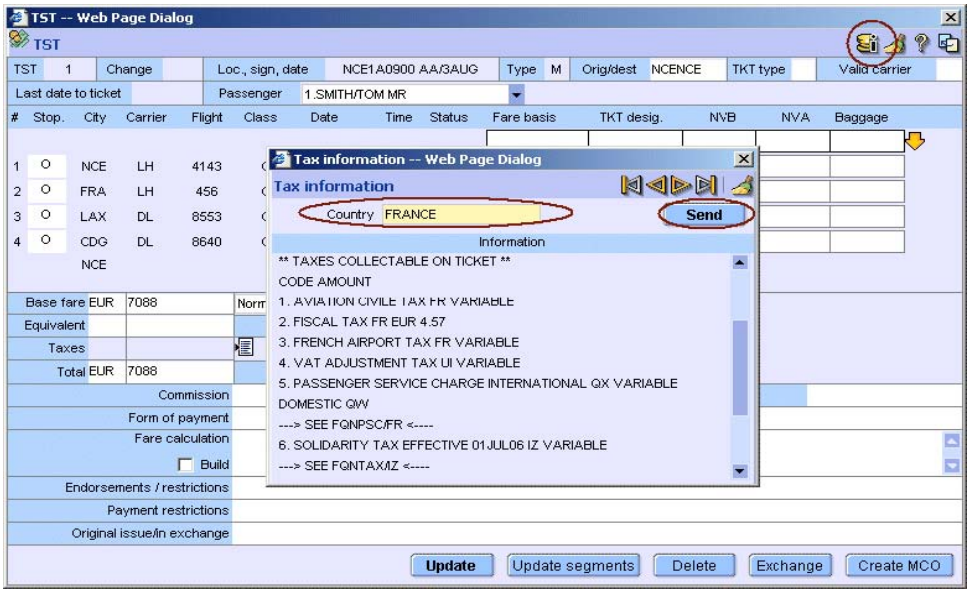
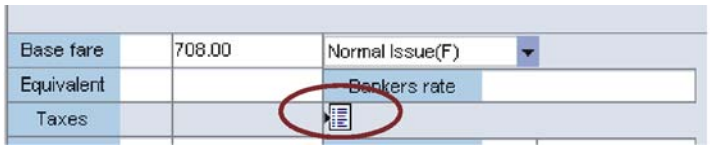
Display tax information by country, click on the Display Tax icon. Enter a country and click on Send.



To add taxes, click on the Tax Breakdown icon.



Enter the taxes and click on OK.

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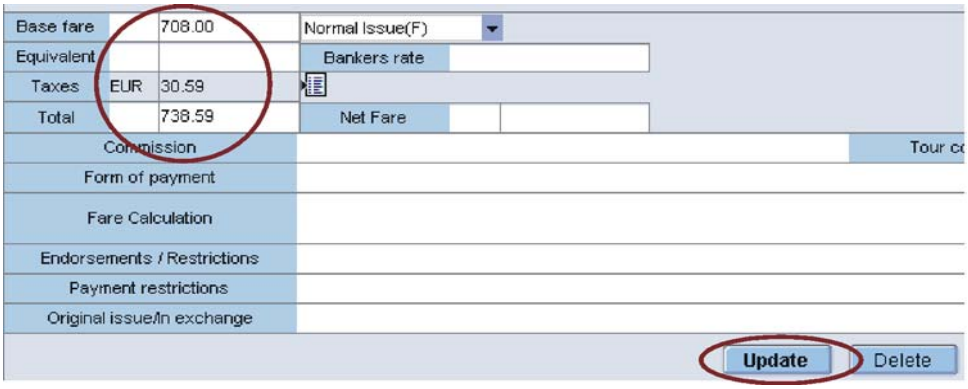
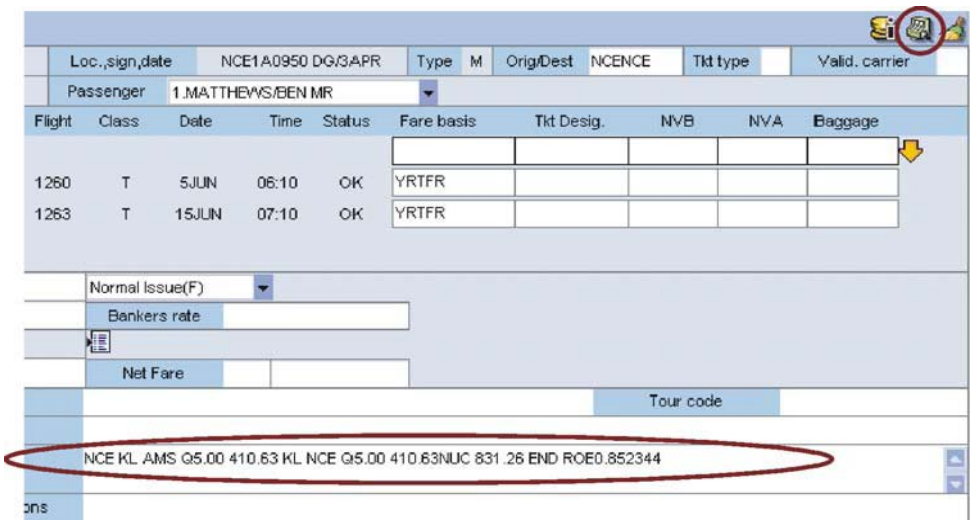
The taxes are entered and the total fare is calculated. Click on Update.



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.



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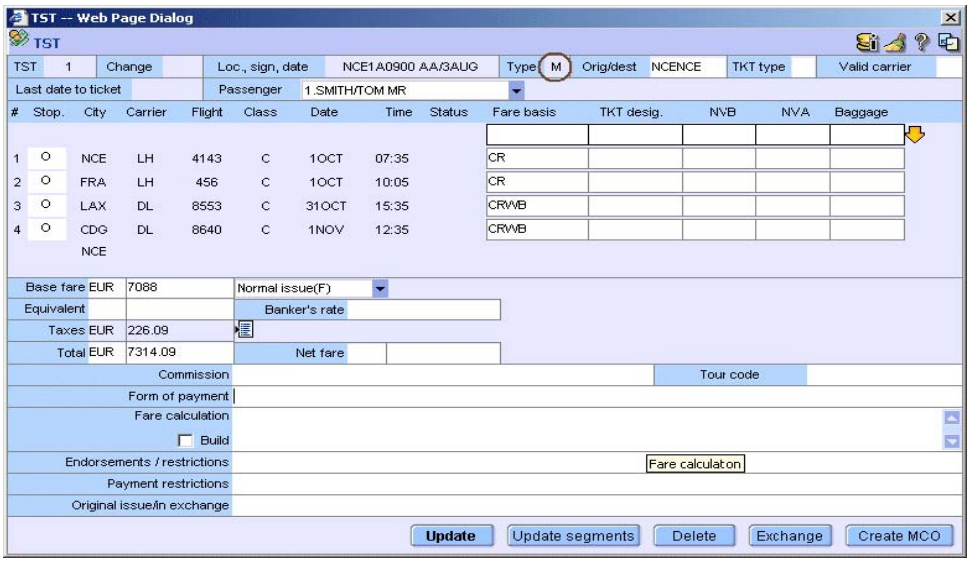
When the TST is complete, click on Update. Here is a completed manual TST. Notice that the pricing indicator is M for manual.



Return to your PNR and add any final information.

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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

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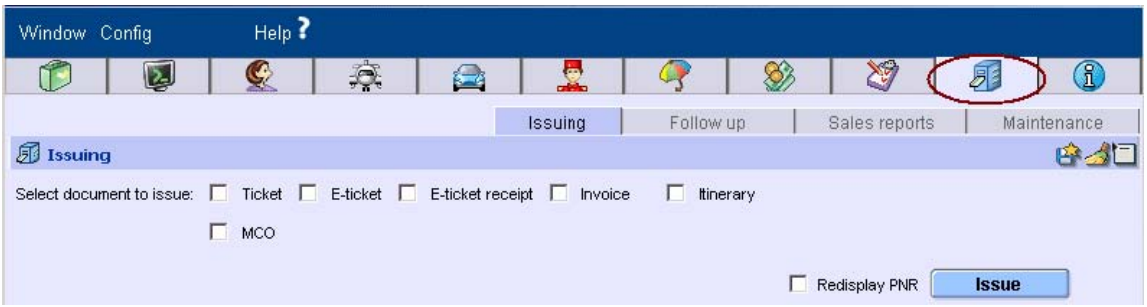
Chapter 8

Ticketing and Printing Documents

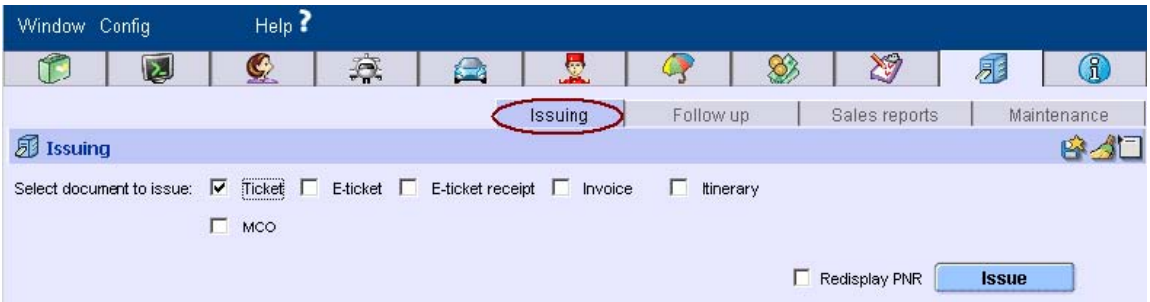
You can print tickets, issue e-tickets, and print itineraries and invoices. Certain markets can also print boarding passes.

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.



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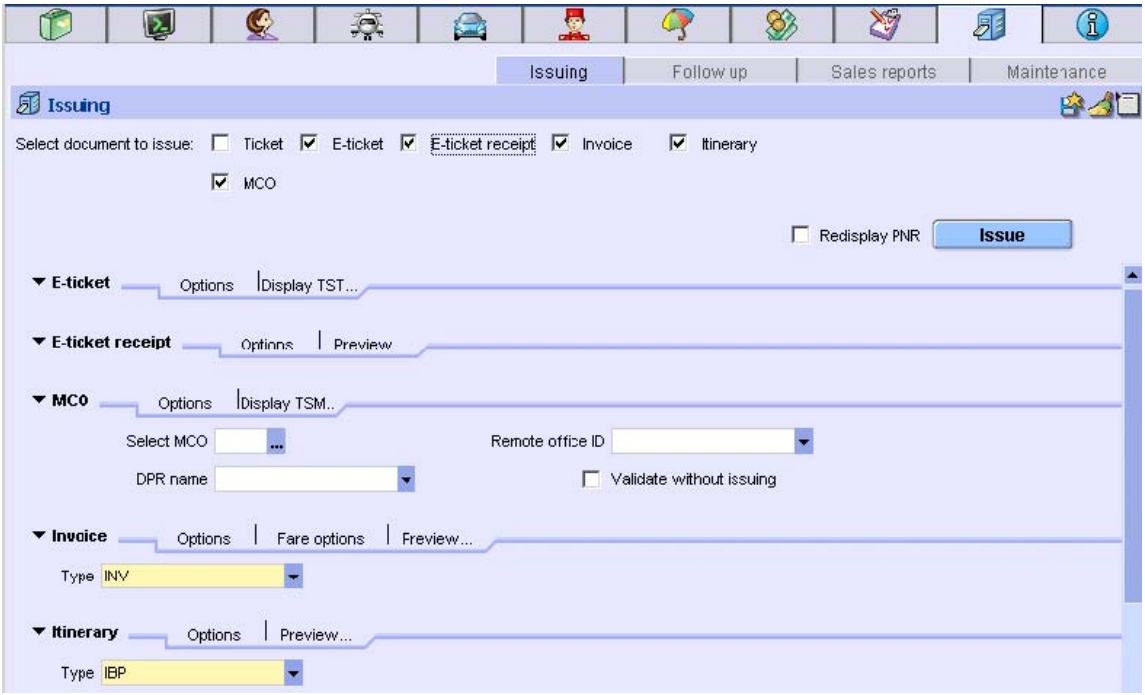
The Tickets and Documents area now includes four main sub-tabs:

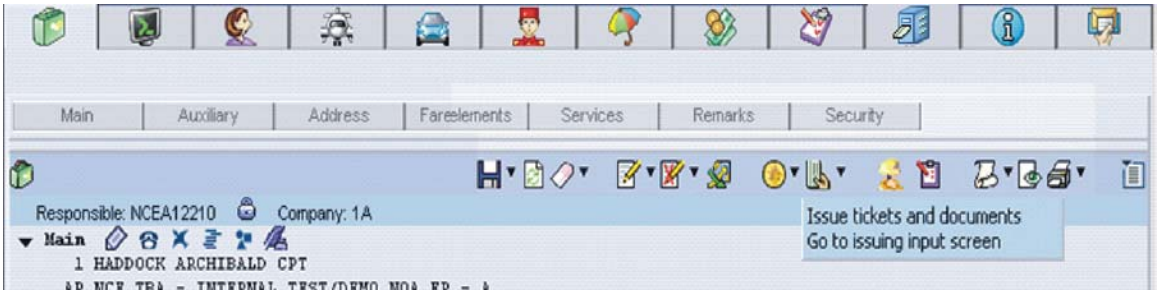
Issuing All documents can now be issued from a single tab at the same time: paper tickets or e-Etickets, e- ticket receipts, Miscellaneous Charge Orders, Invoices, Insurance Certificates and Itineraries. Shortcuts to Tickets and Documents are available from the PNR or PNR Summary area. An option to redisplay 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





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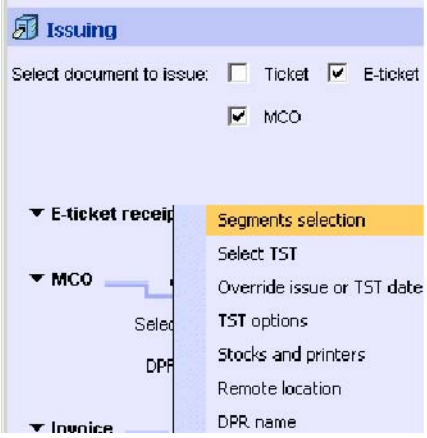
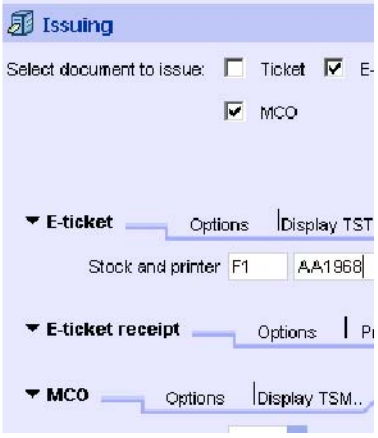
Issuing Documents

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.

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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.

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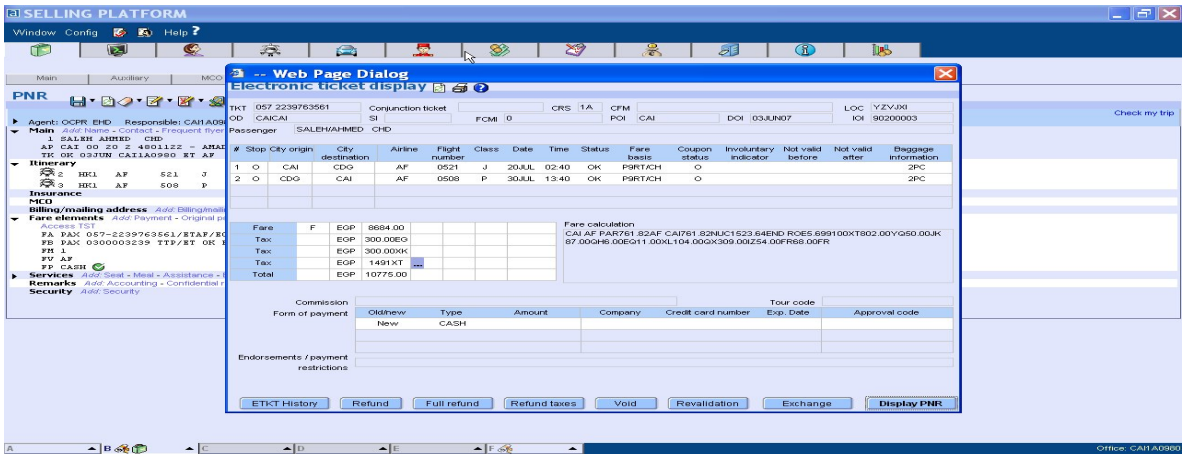
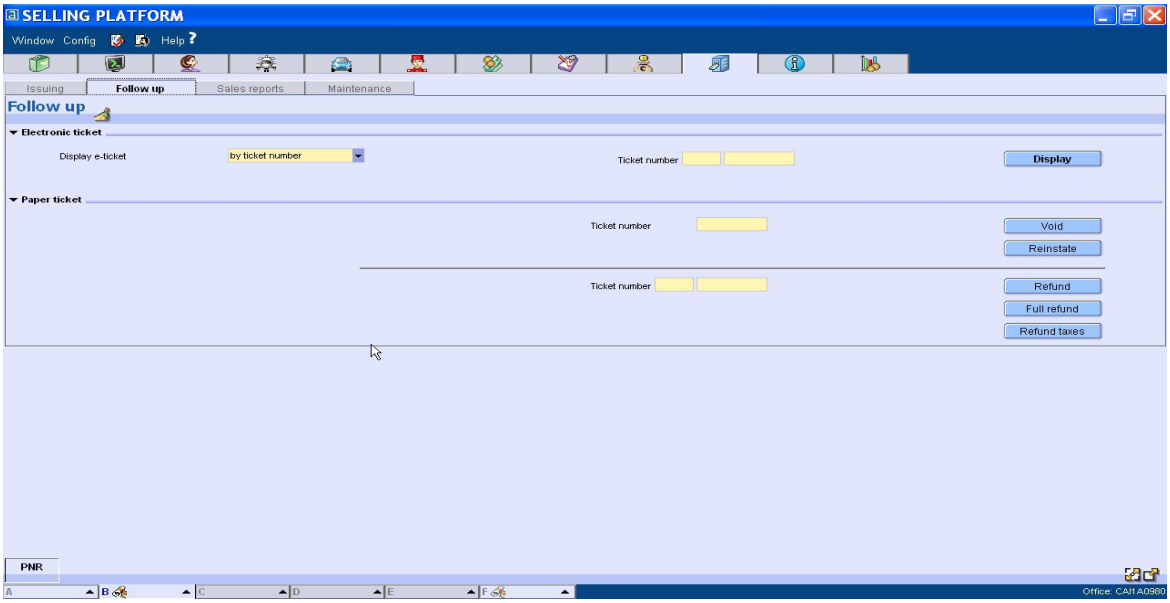
Follow-up Transactions

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.





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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.

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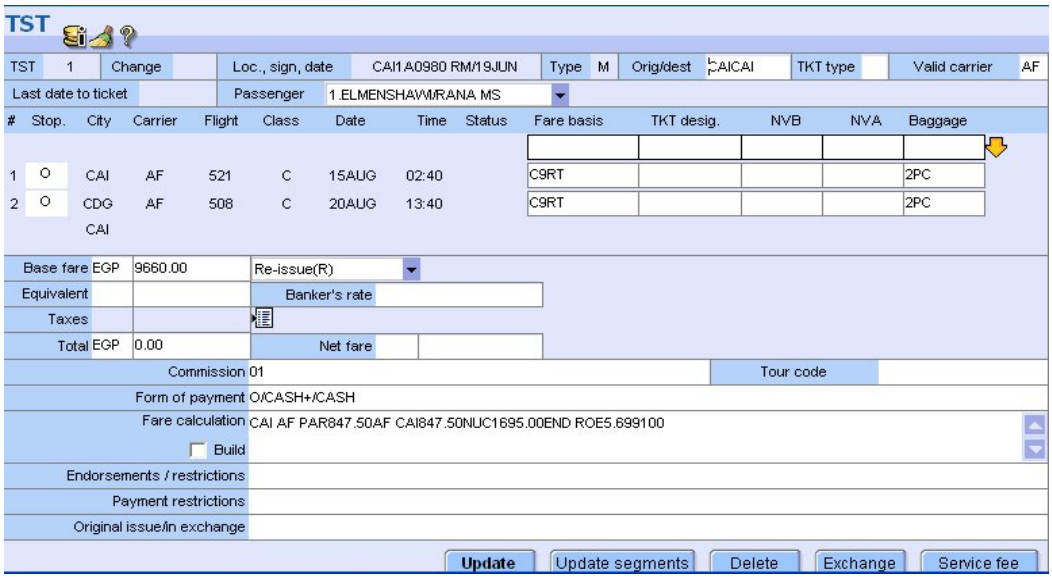
Reissuing a paper ticket

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).



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:
   077-1234567890**C**12**CAI**12JUN07/9020000
   077-1234567890**C**23-91**C**1**CAI**12JUN07/9020000 (CONJUCTION)

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

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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.

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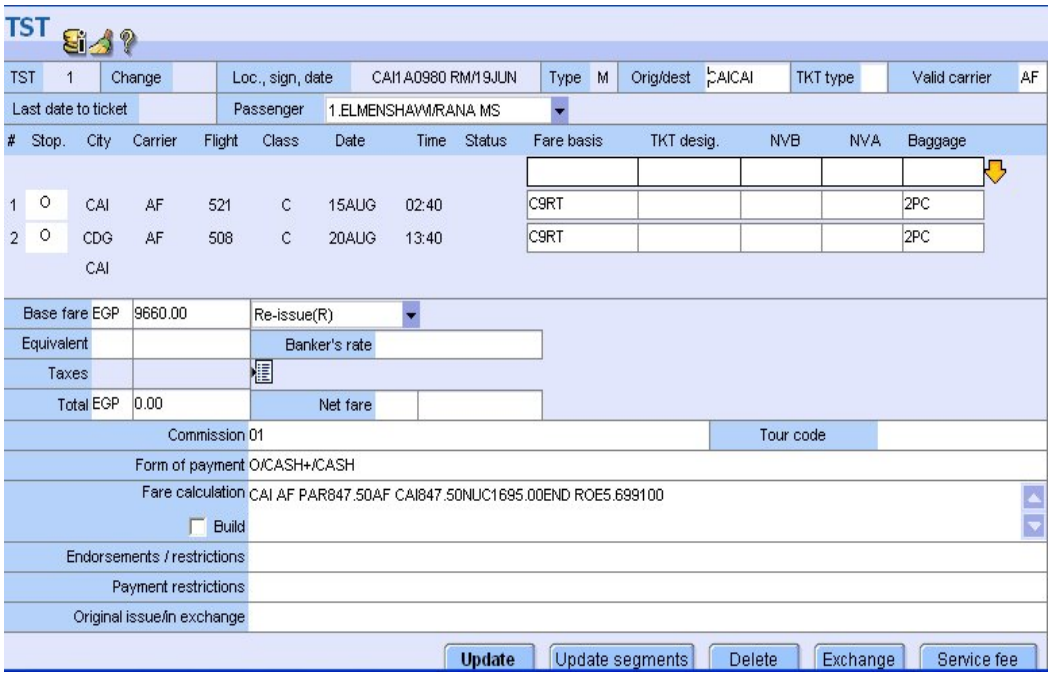
Reissuing an Etkt

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).



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.

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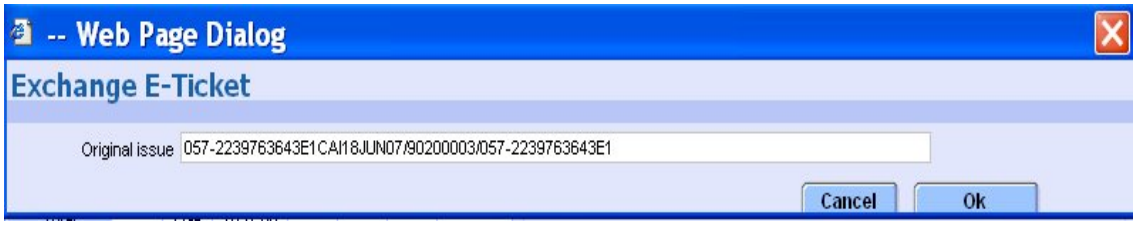
12 Click on ‘Exchange’.

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’.

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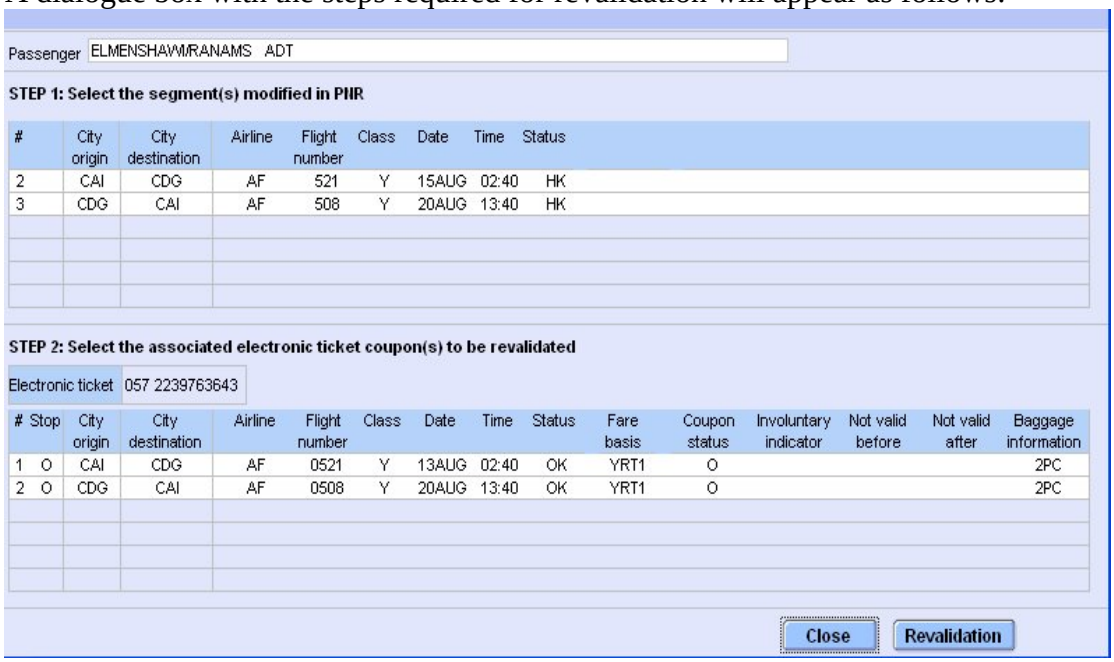
A dialogue box with the steps required for revalidation will appear as follows:



Passenger ELMENSHAWI/RANAMS 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.

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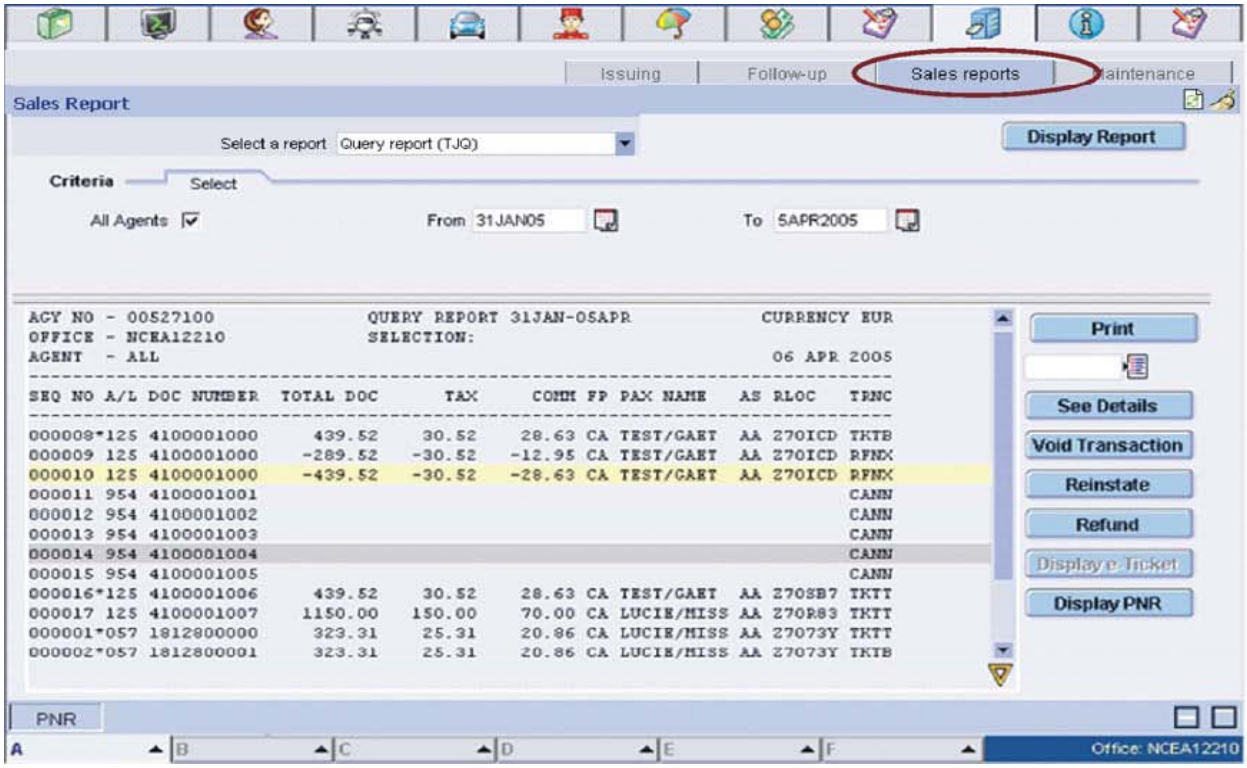
Sales Reports

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



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.

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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.

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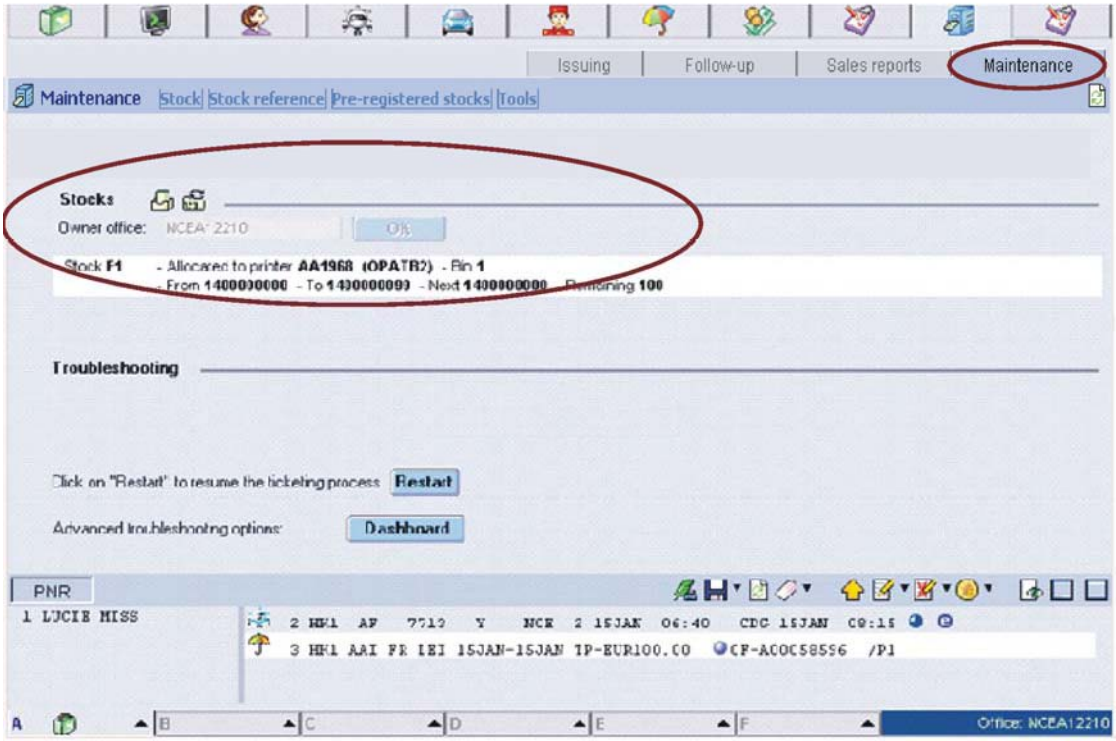
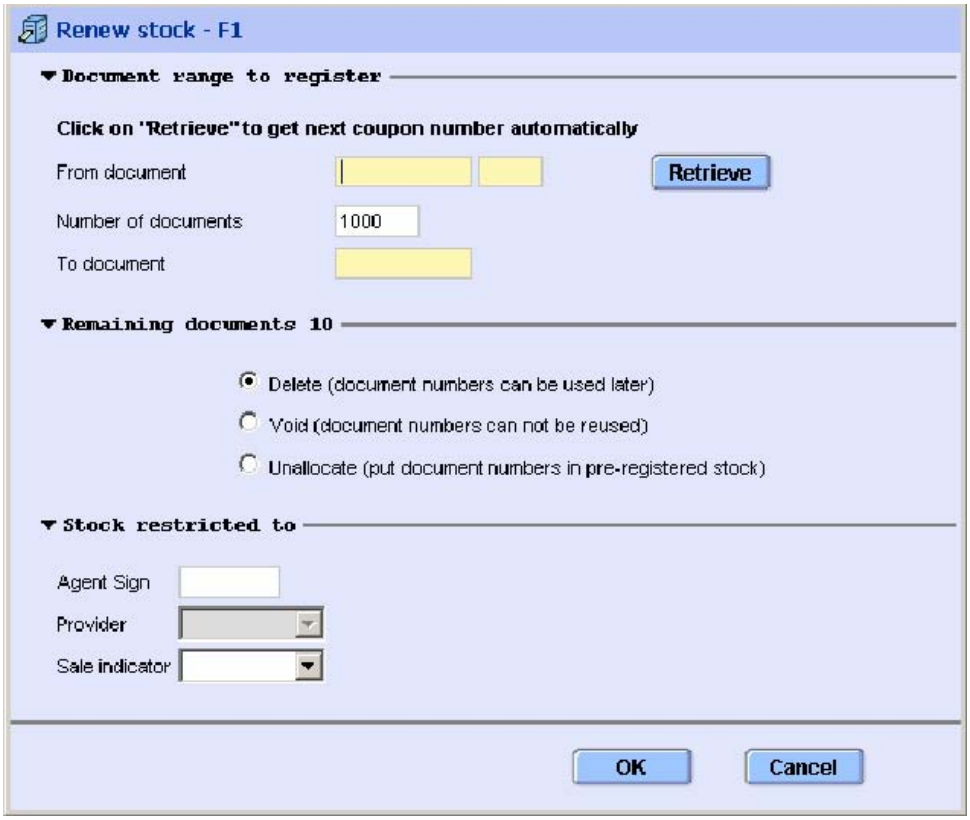
Stock





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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.

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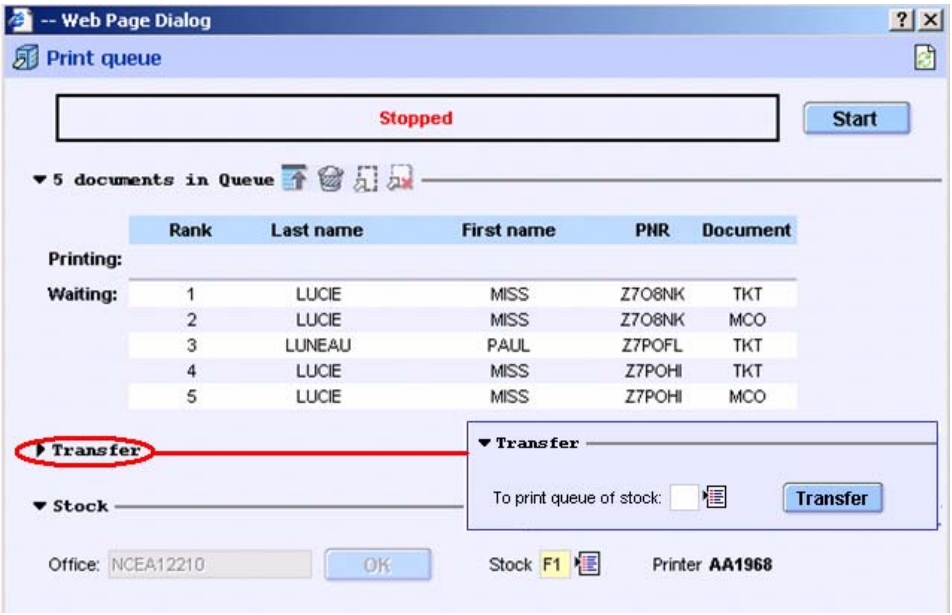
Tools - Printing Queue

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.

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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.

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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.

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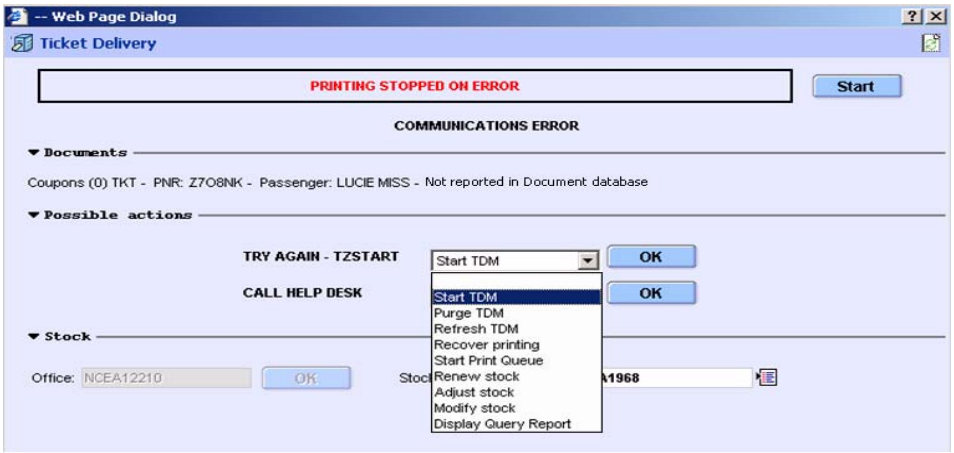
Tools – Ticket Delivery

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.

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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.

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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.

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Stock Section

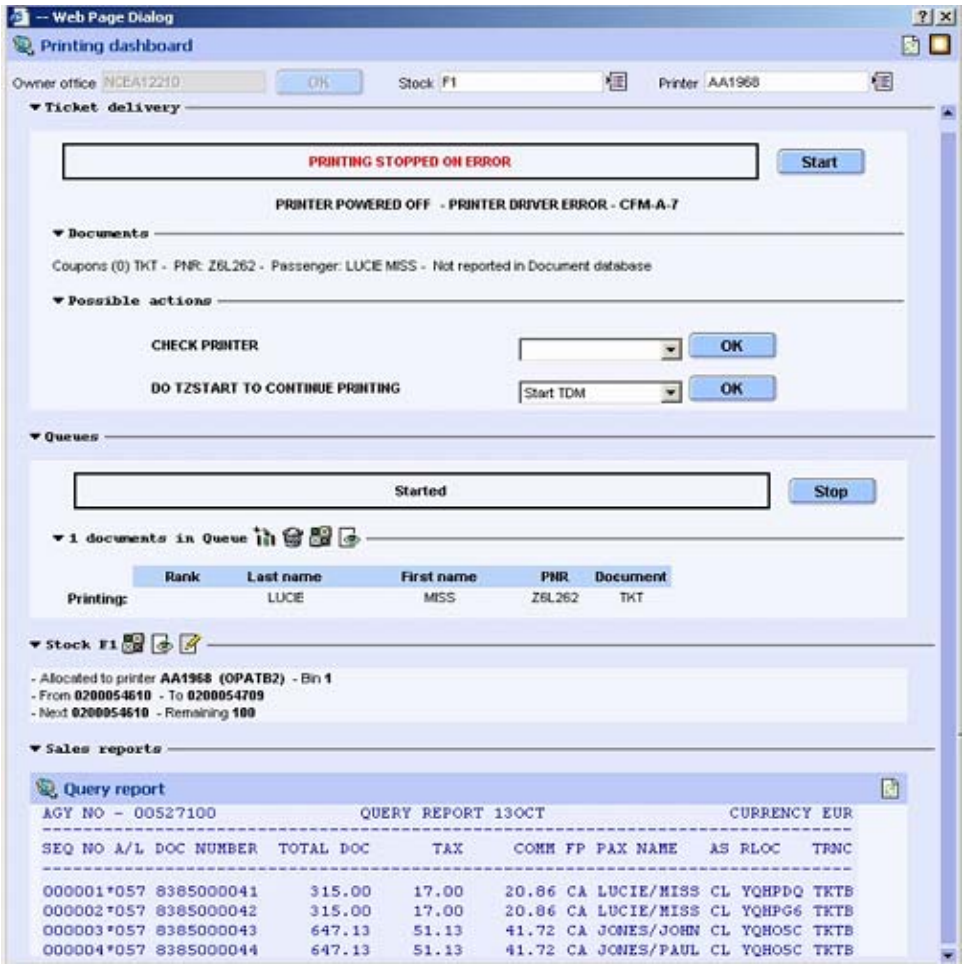
Use the Stock section to select another stock and display the corresponding TDM.

- 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.



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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

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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 concering 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

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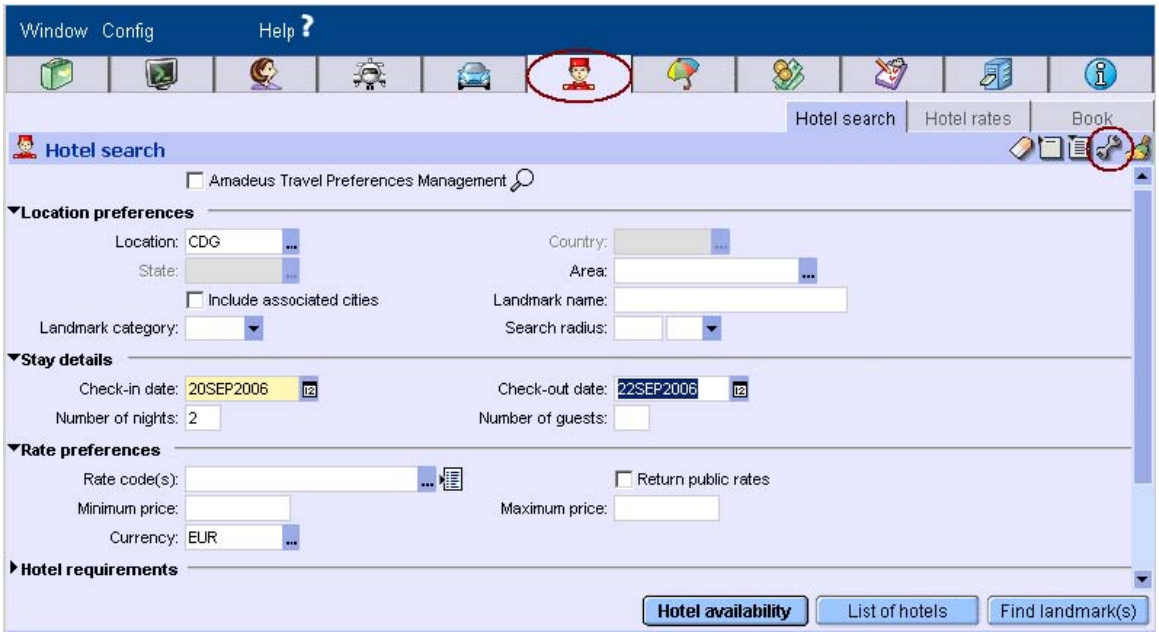
Chapter 9

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.



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.

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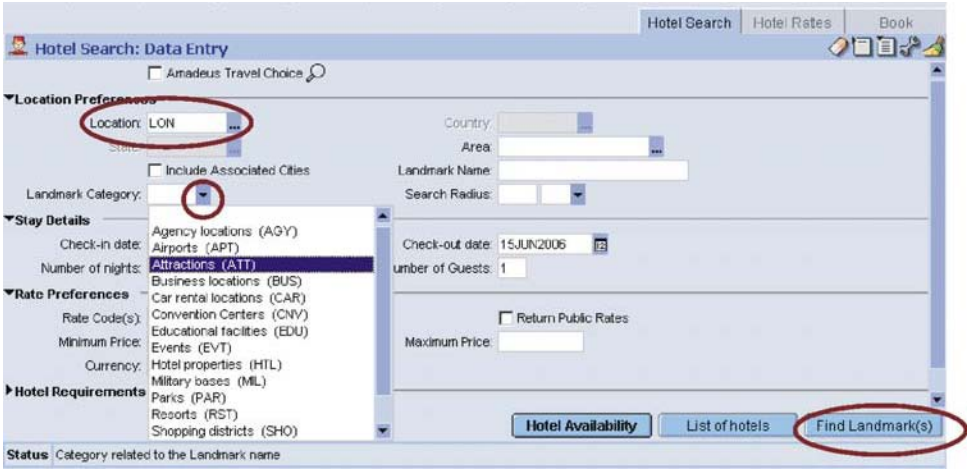
Landmarks

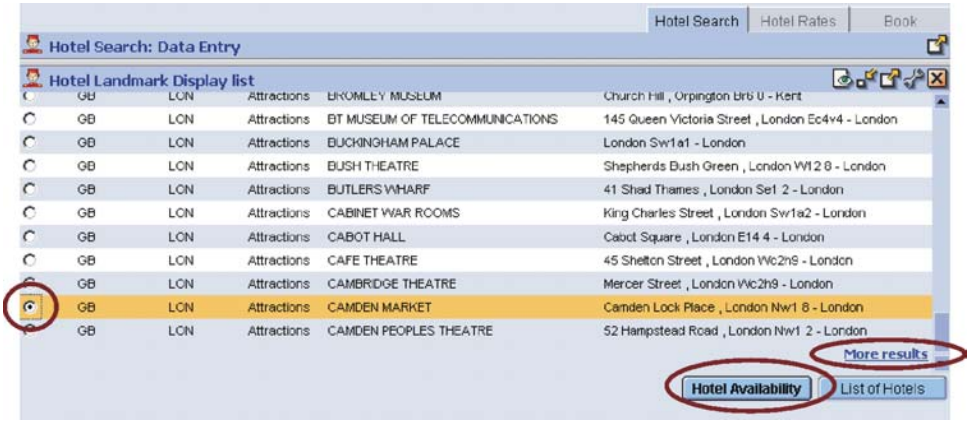
The Find Landmarks button allows you to find a landmark or point-of-reference that you can use in your availability request. This could be a building, monument, or any other landmark considered important enough to be used as a criterion when searching for and booking hotels. For example, Harrods in London,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



The landmarks are displayed.



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.

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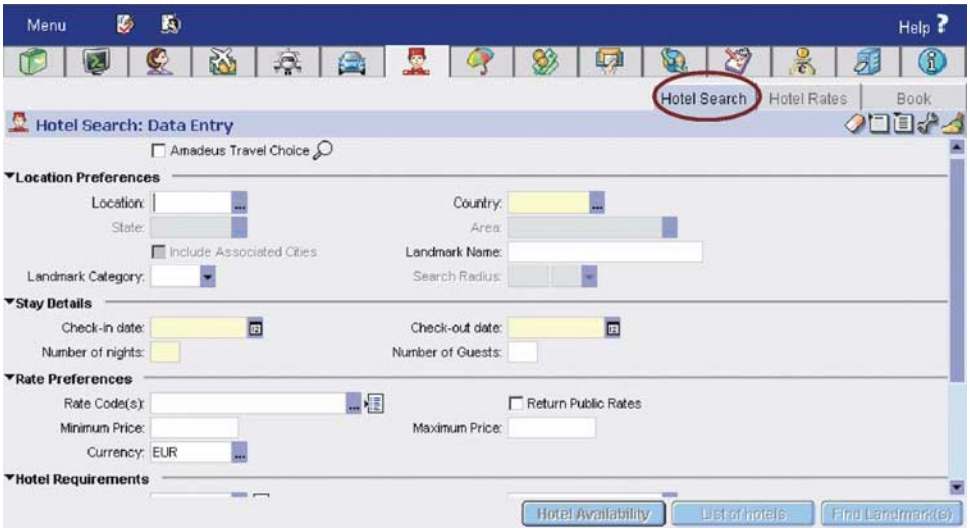
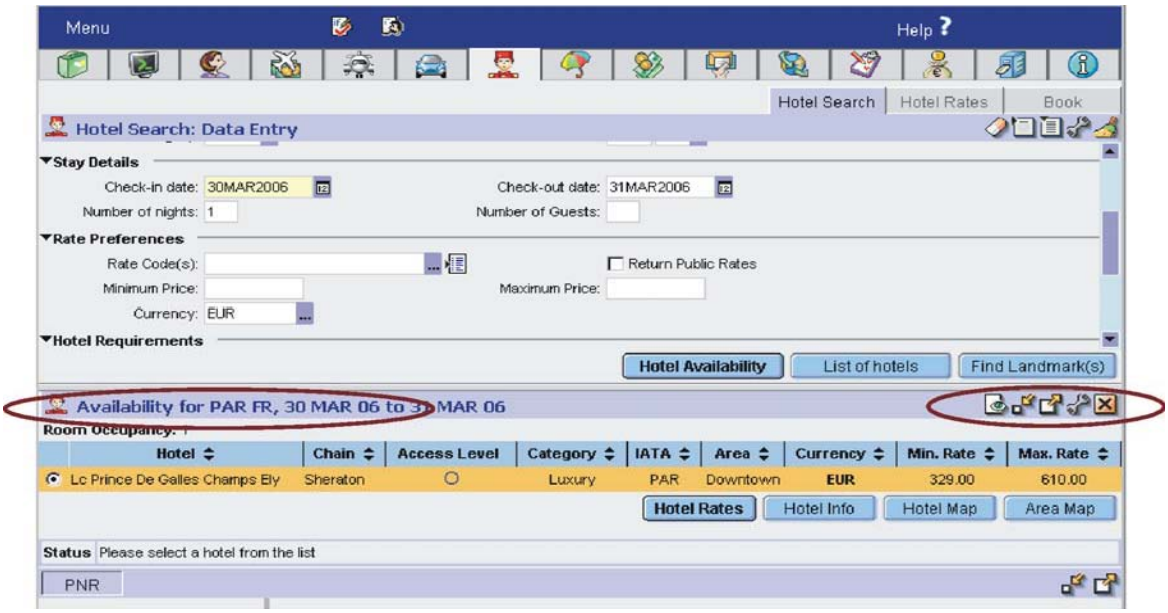
Hotel Availability

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.



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.



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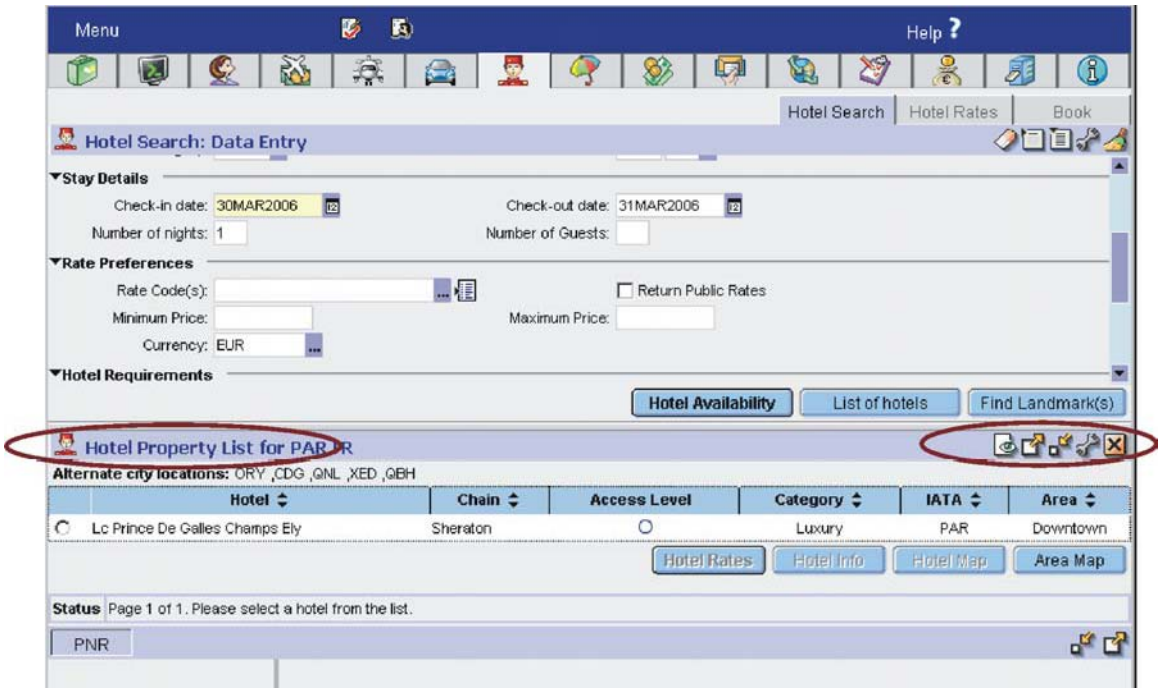
If you wish to choose a hotel from the list, click on it, then click on any of the available buttons, Rates, Hotels Info, or Map (if your office is configured for it).

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.



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).

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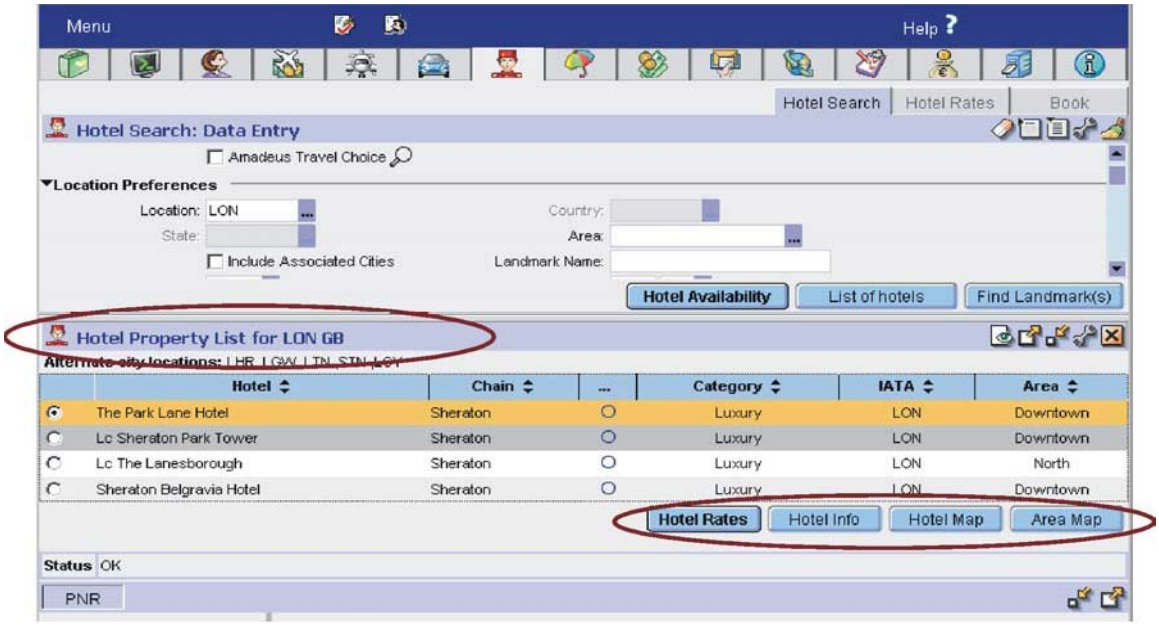
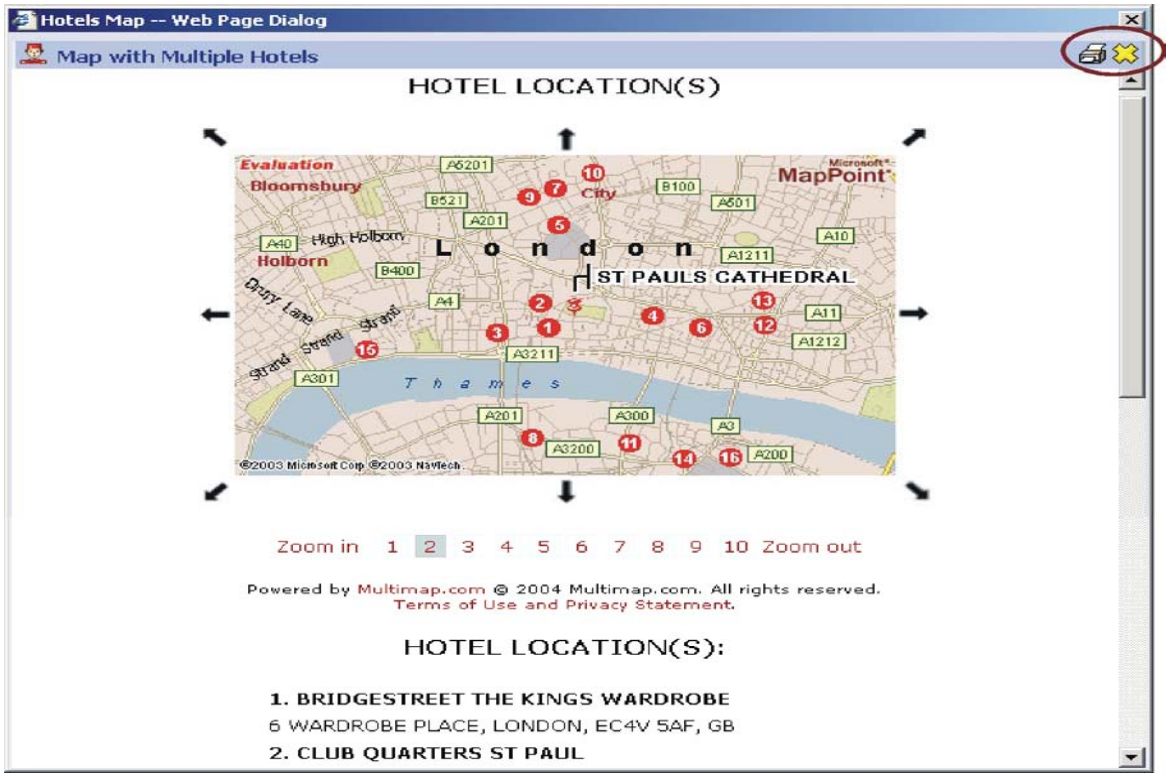
Multi-property Availability Display

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.

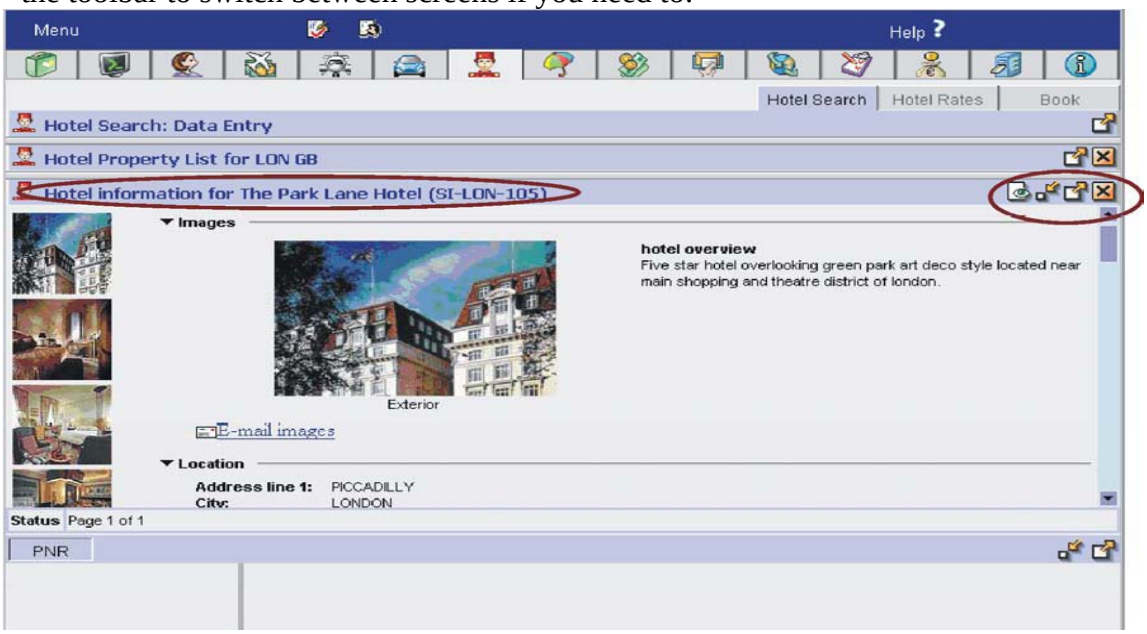


If your office is configured for it, you can display and print out a map showing all the properties location and address from the availability display:

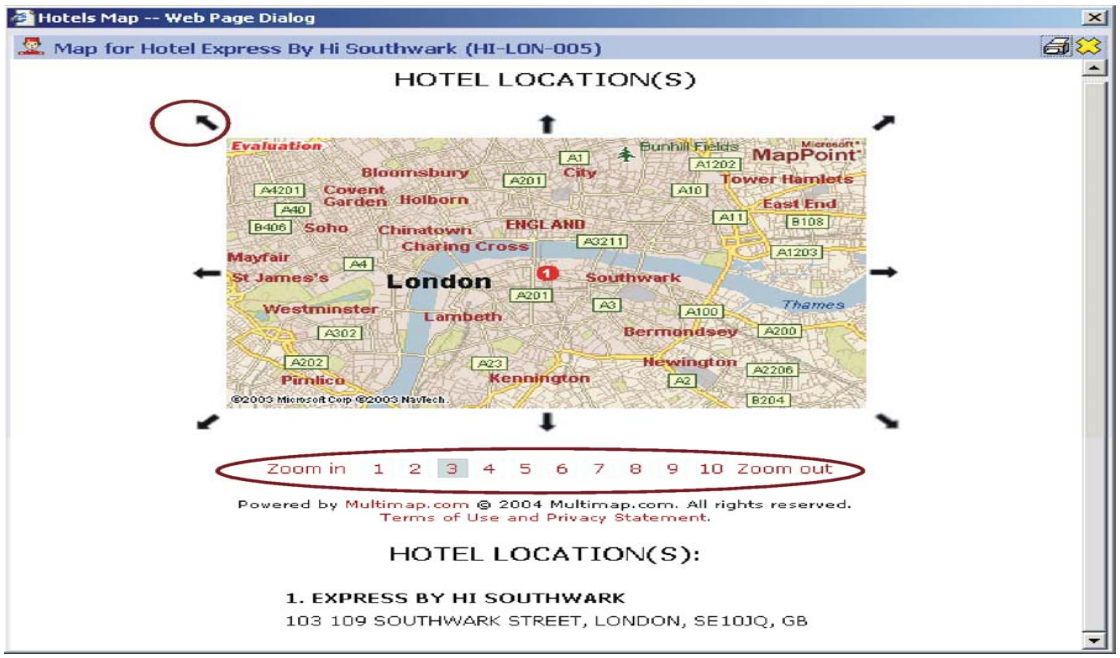


Hotel Information

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.

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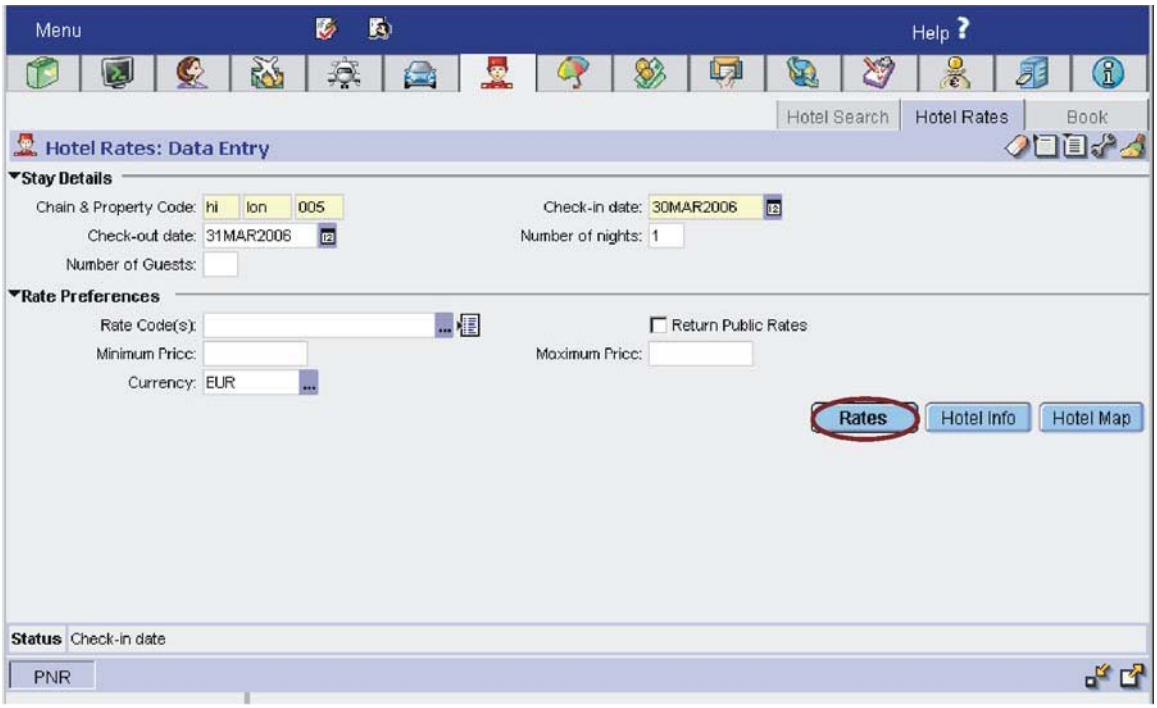
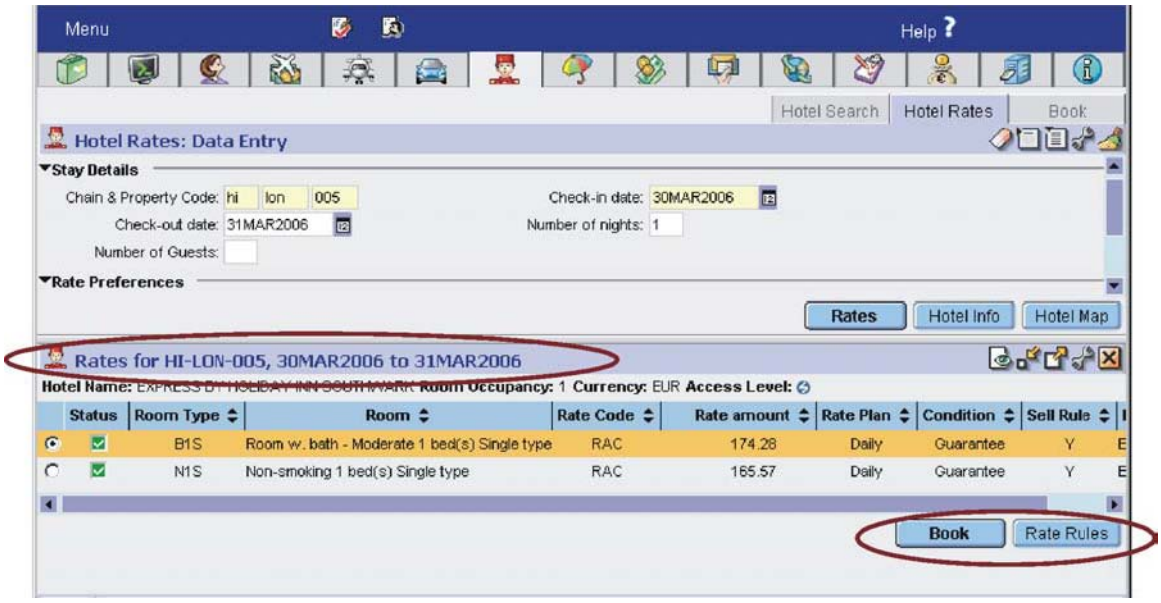
Single-property Availability Display

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.



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



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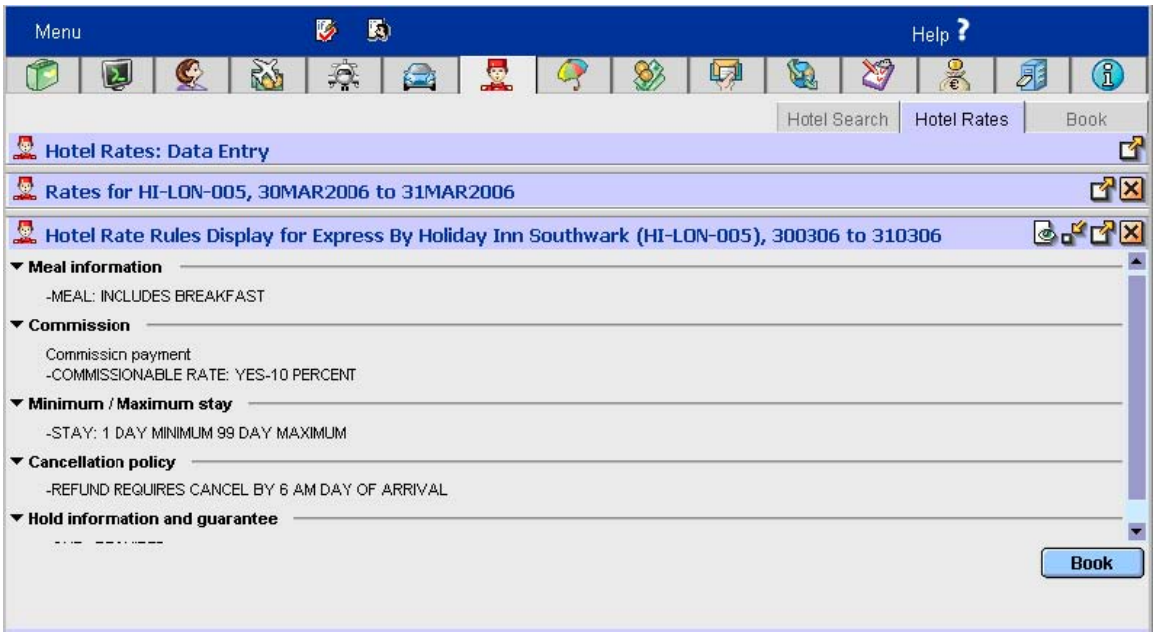
To select a room type, click on the line.

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.



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.

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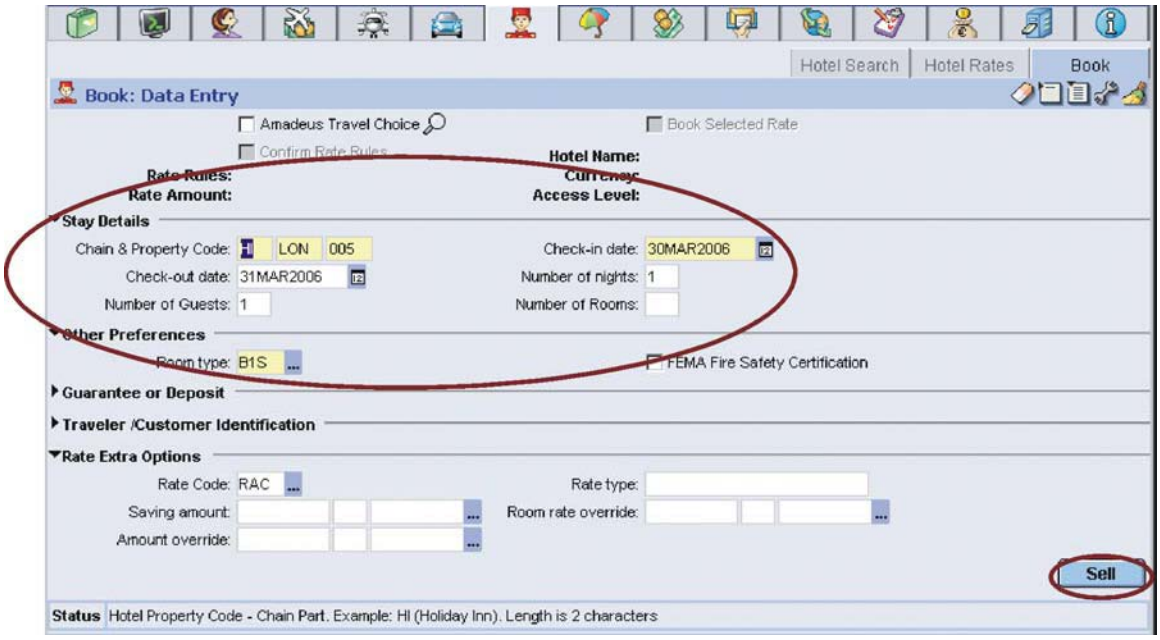
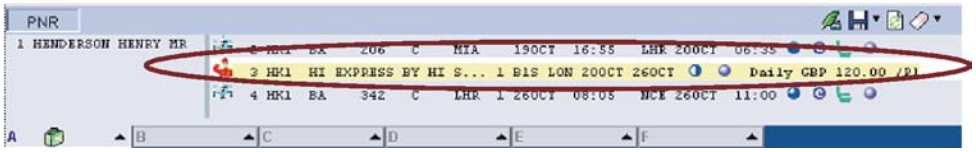
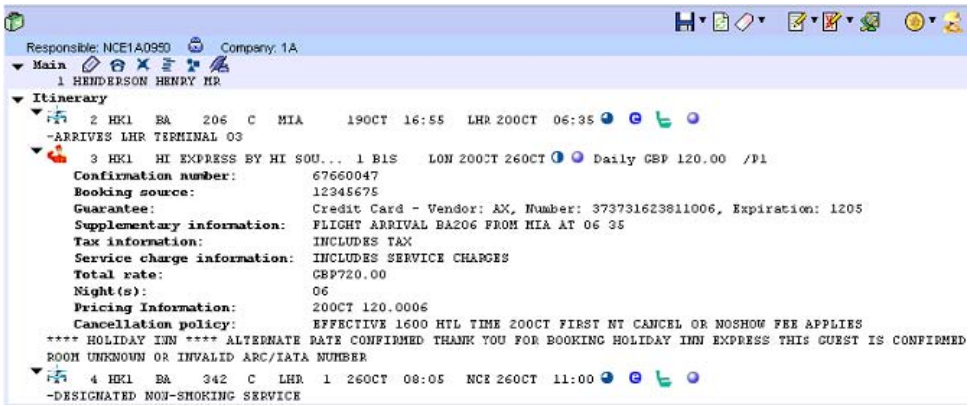
The Booking Summary is displayed under the Book tab. Add any sell options, such as the number of rooms to book for example. If the guarantee is mandatory, the system requests the guarantee details before continuing.
Enter the guarantee details and click on Sell.



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.



The hotel segment is also added to the PNR.



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

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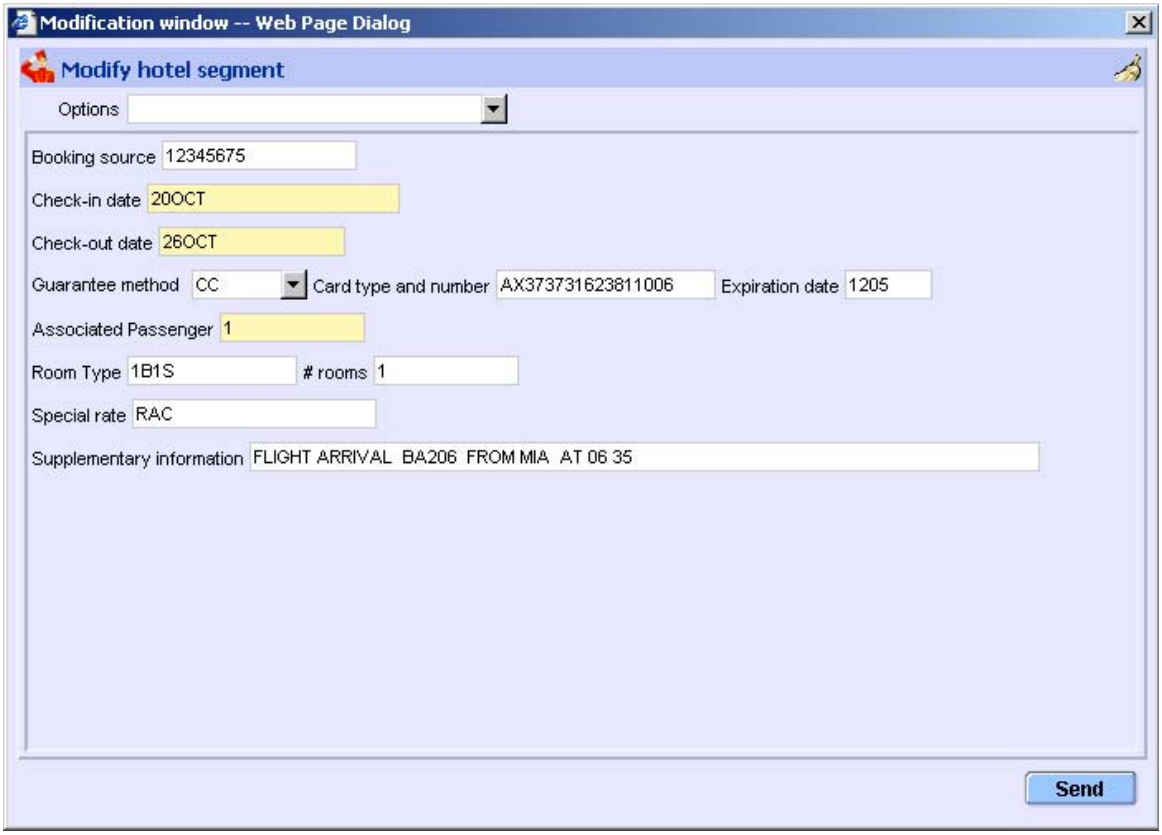
The modification window is displayed. Make your modifications and click on Send.



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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

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Chapter 10

Amadeus Cars

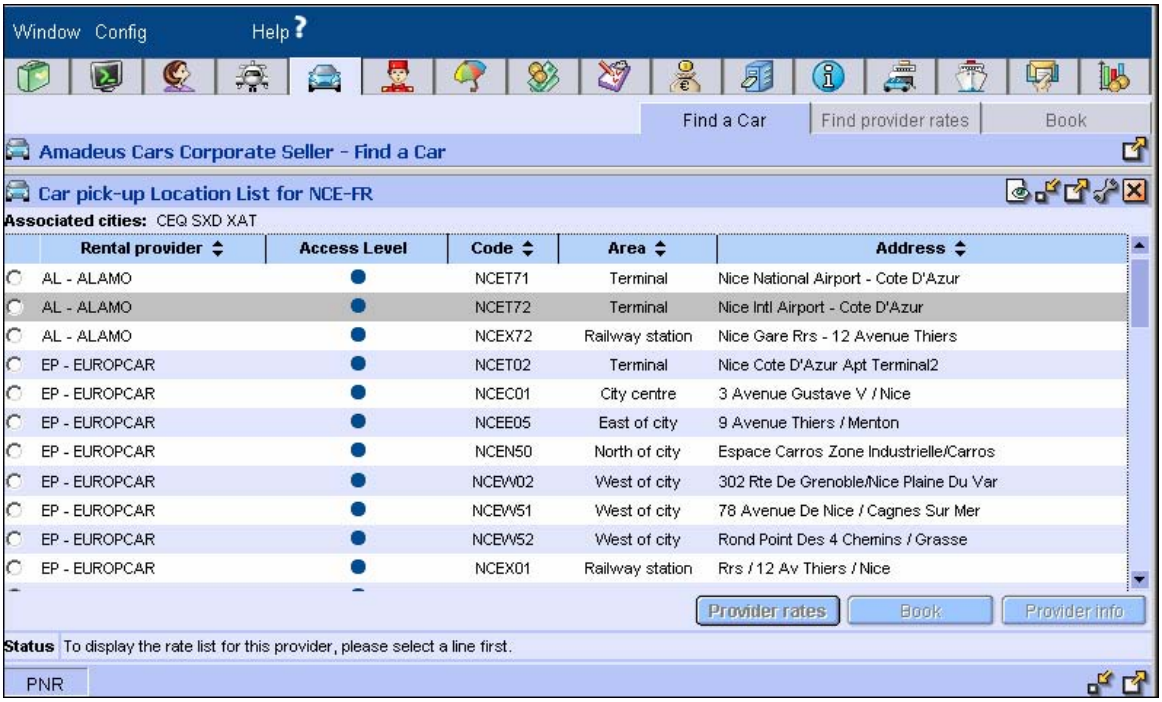
Amadeus Cars provides you with access to complete and up-to-date information and the ability to make reliable car reservations for car rental companies at thousands of locations worldwide.

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.



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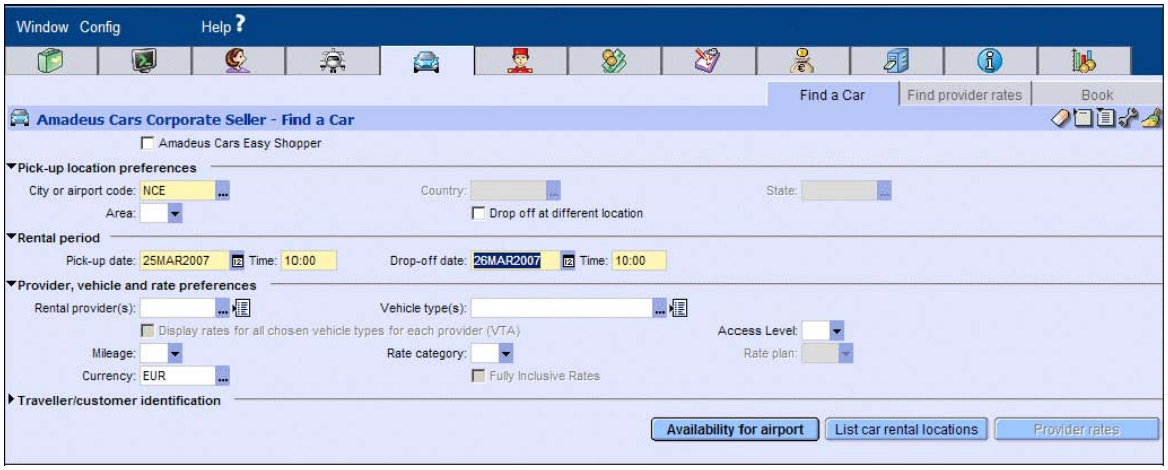
Car Availability and Rates

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

Availability for Multiple Providers

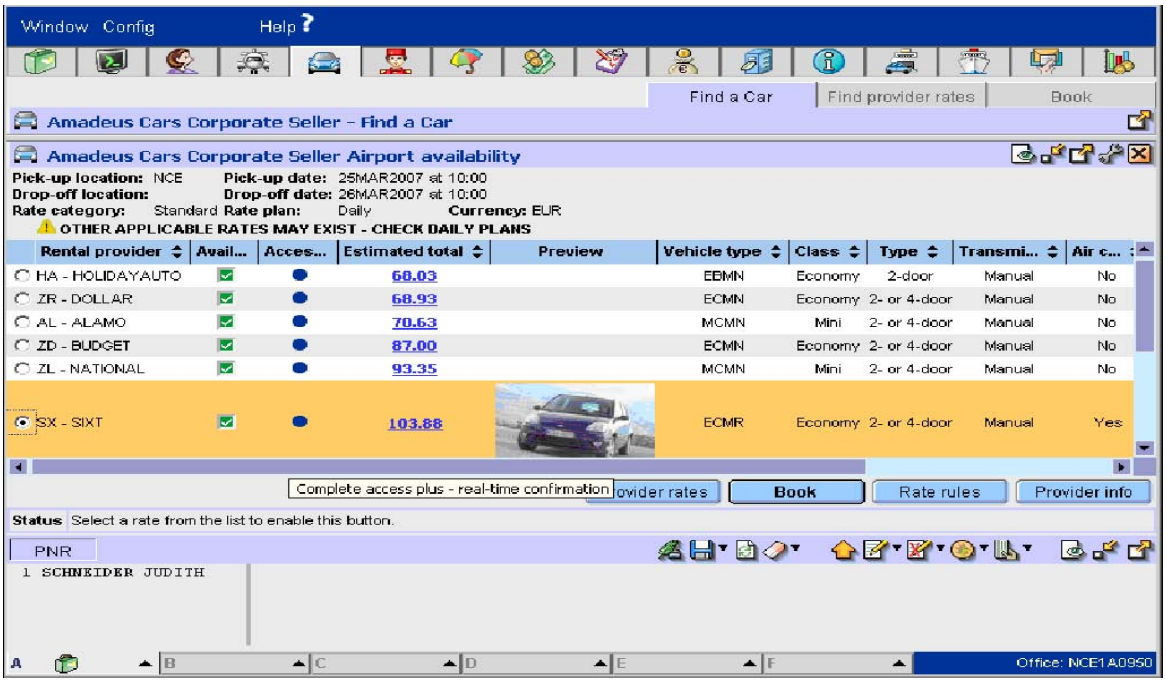
From the Find a Car tab fill in the mandatory fields, such as airport code, and the pick-up and drop-off dates and times. If you have already created a PNR for an air booking the relevant information is prefilled in these fields.

You can optionally enter the vehicle type that you require.



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.



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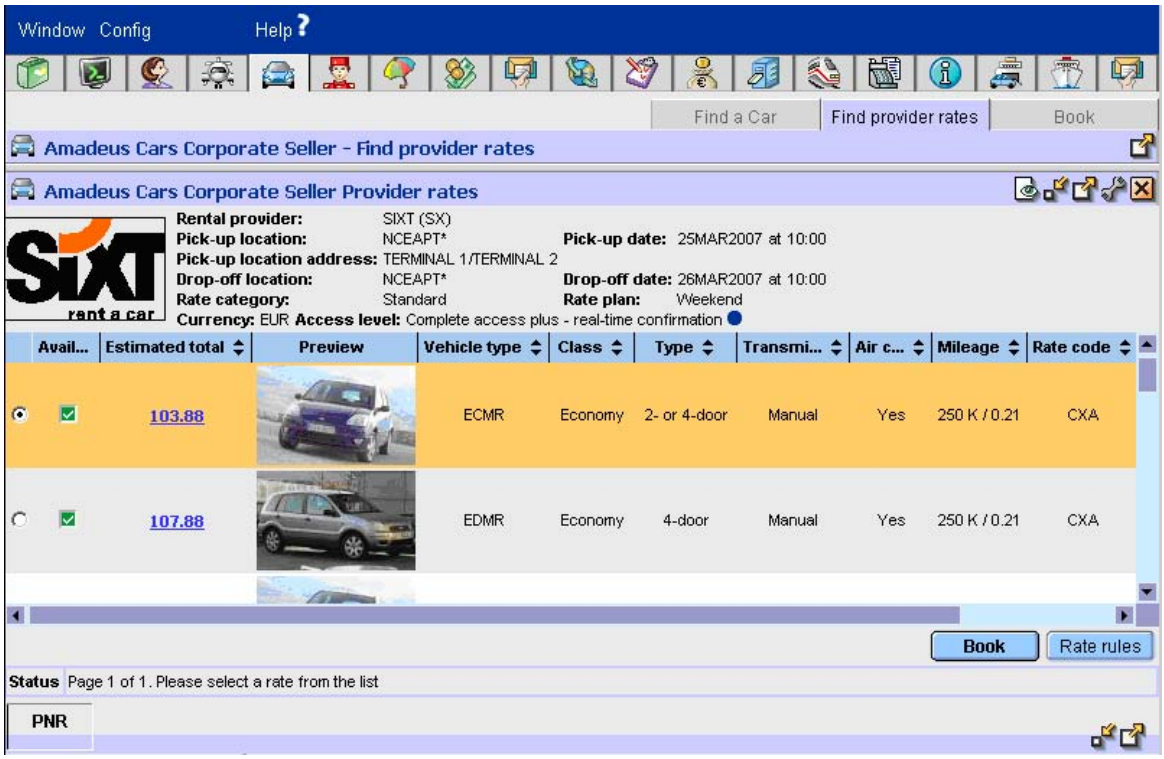
The estimated total - if provided by the car company at availability time - provides you with an idea of the whole price, including taxes and other charges for the rental car. This enables you to compare prices between different car providers.

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.



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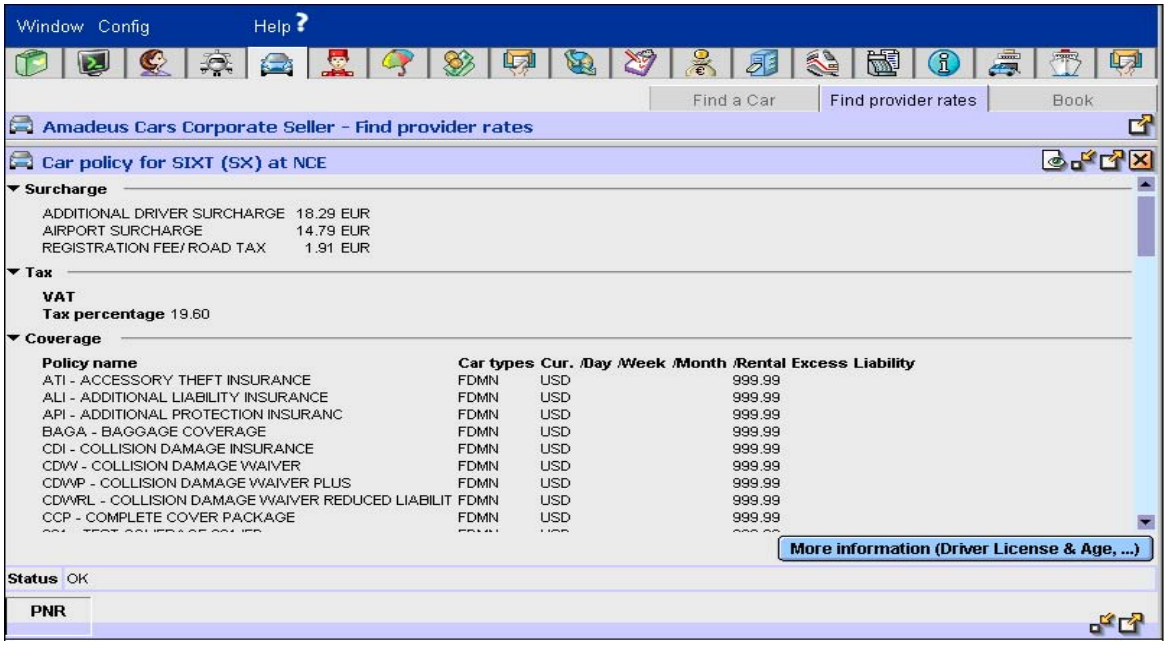
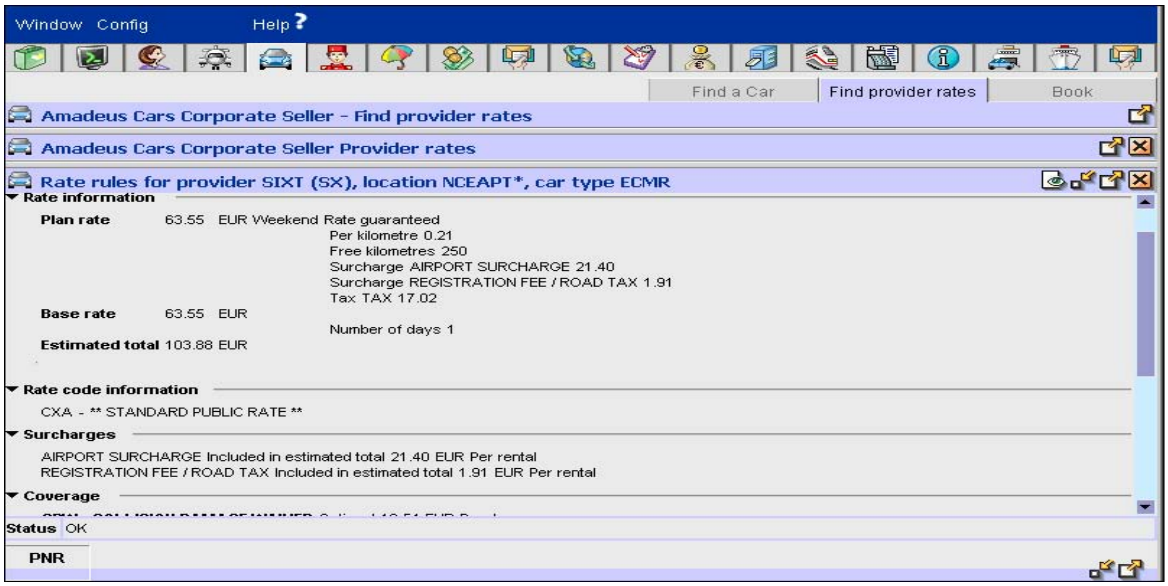
Car Policy Information

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.



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.



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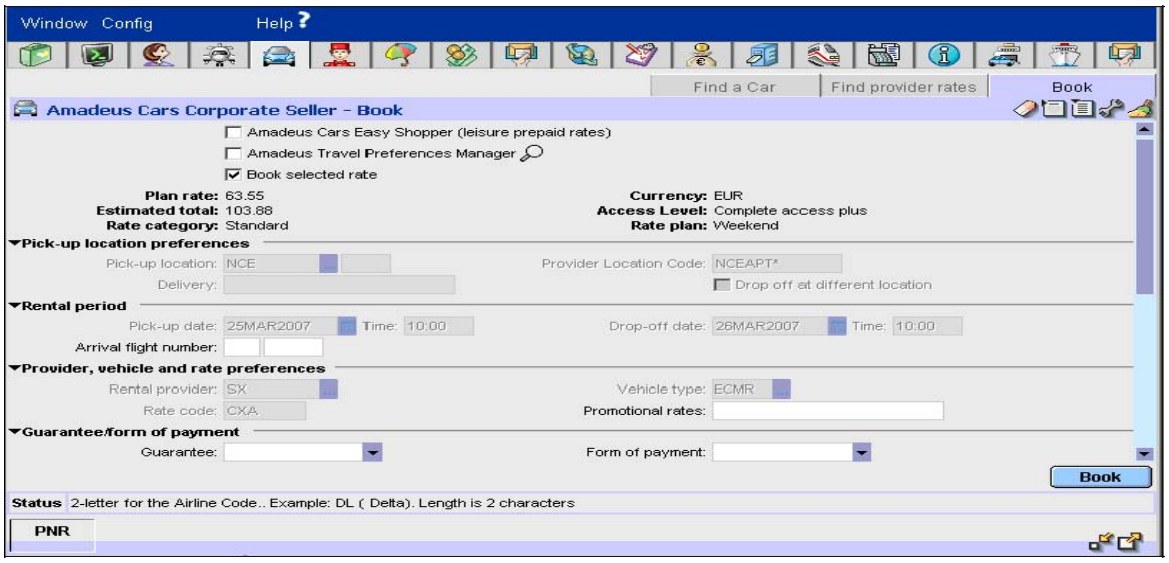
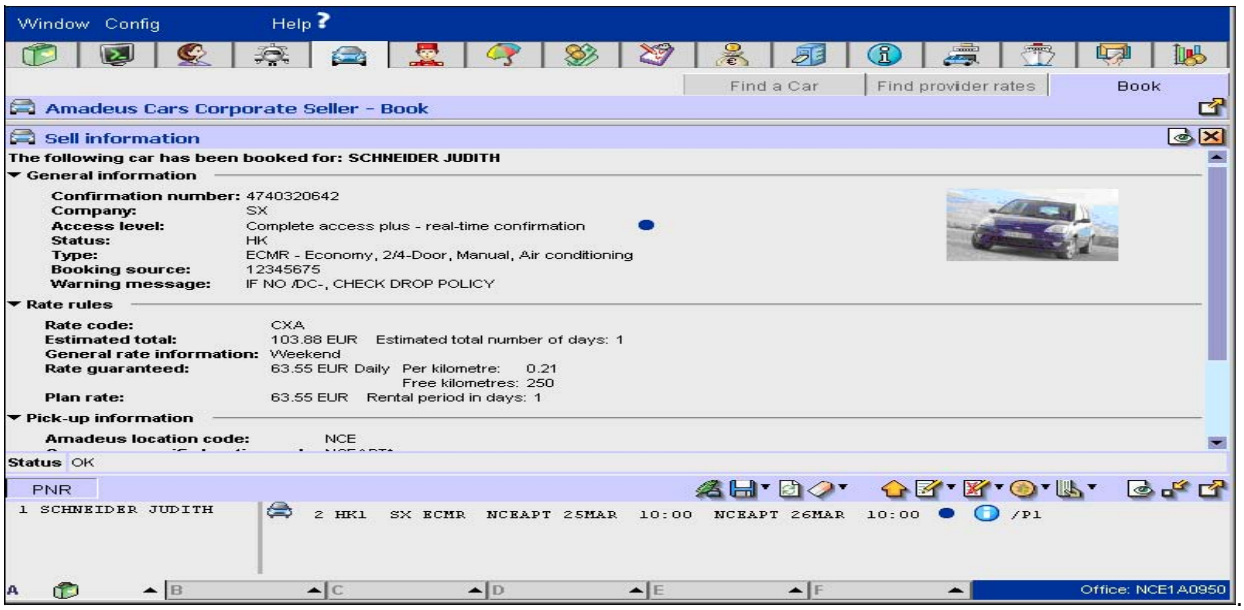
Booking a Car with a Corporate Rate

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.



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



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.

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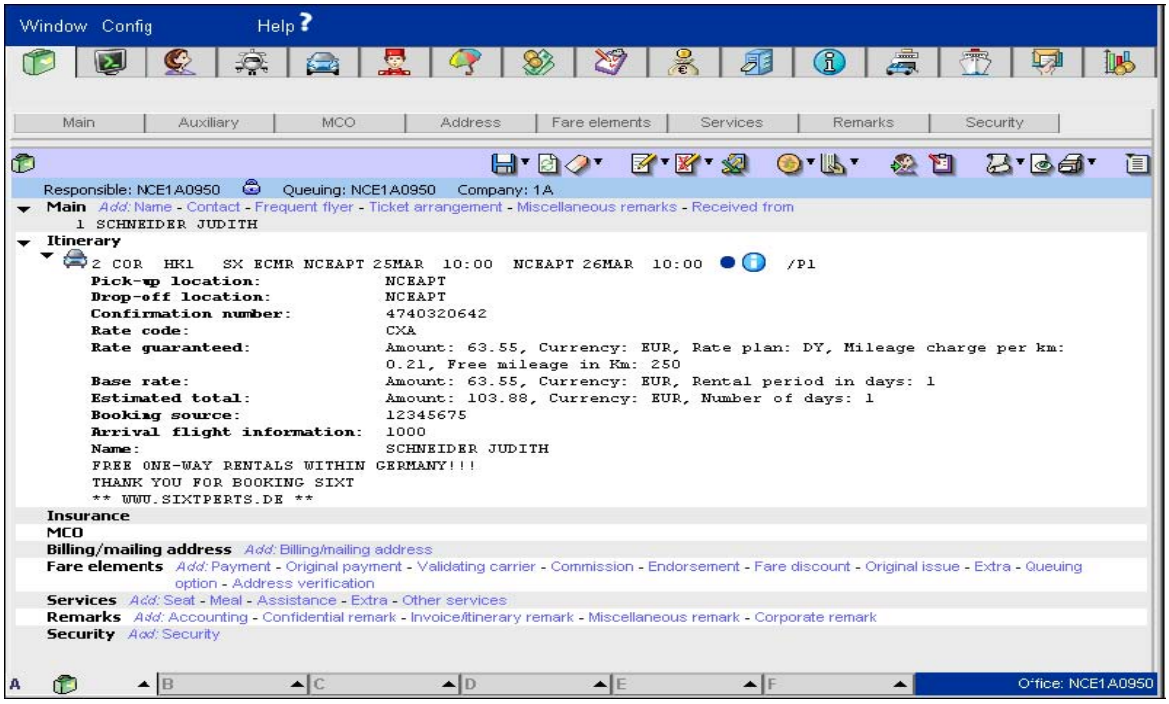
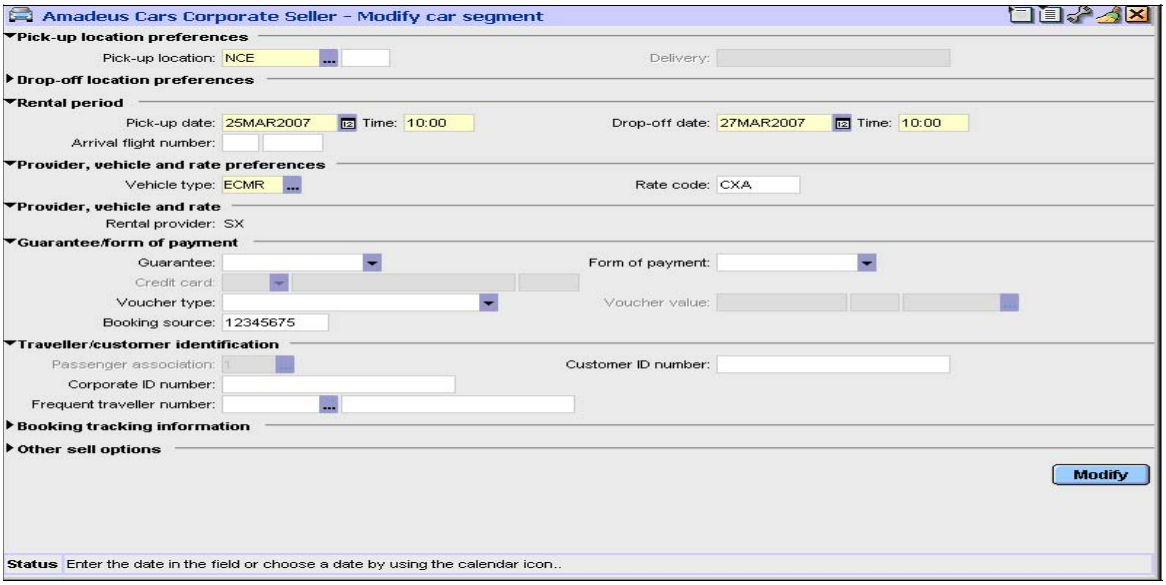
Click on the PNR tab to display the car segment in the full PNR display.



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.



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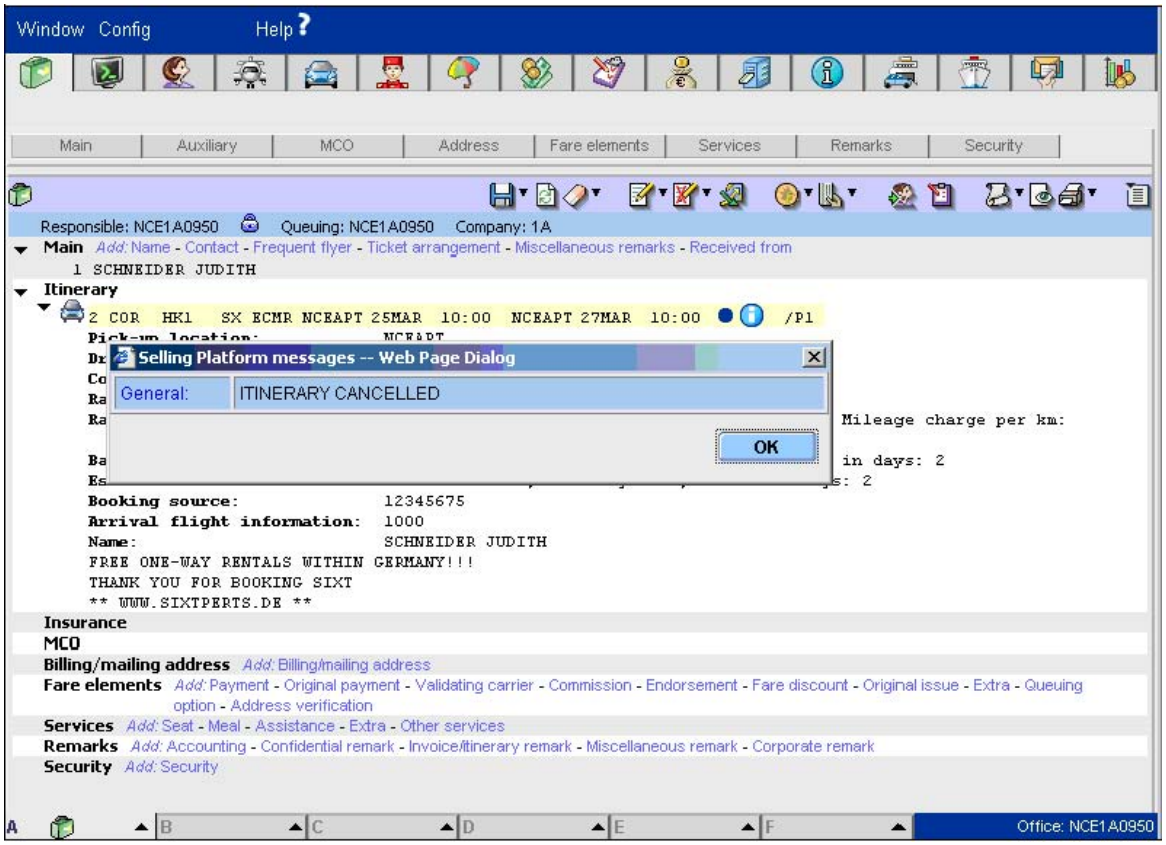
To cancel the car segment, select the segment and click on the corresponding icon either in the PNR or mini PNR view .



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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

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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.

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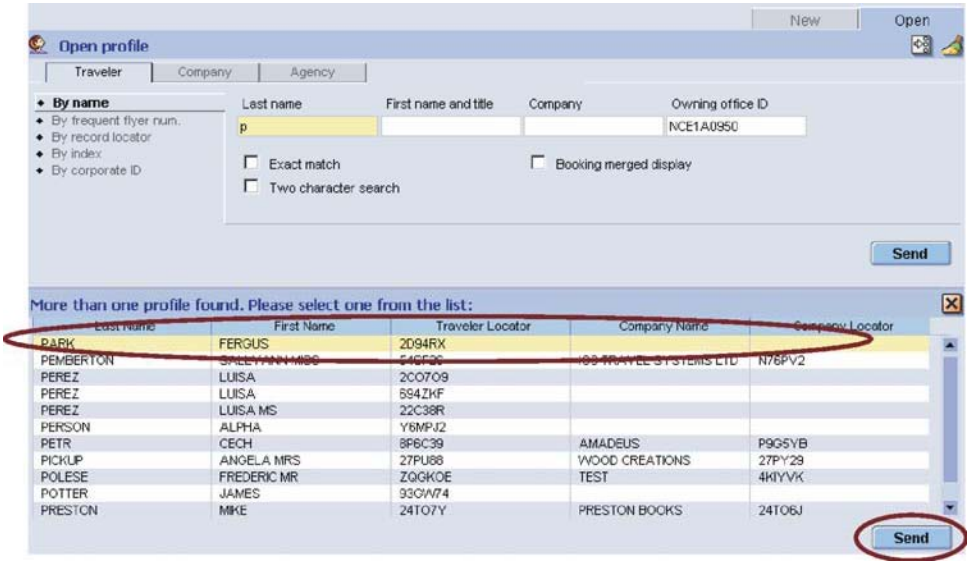
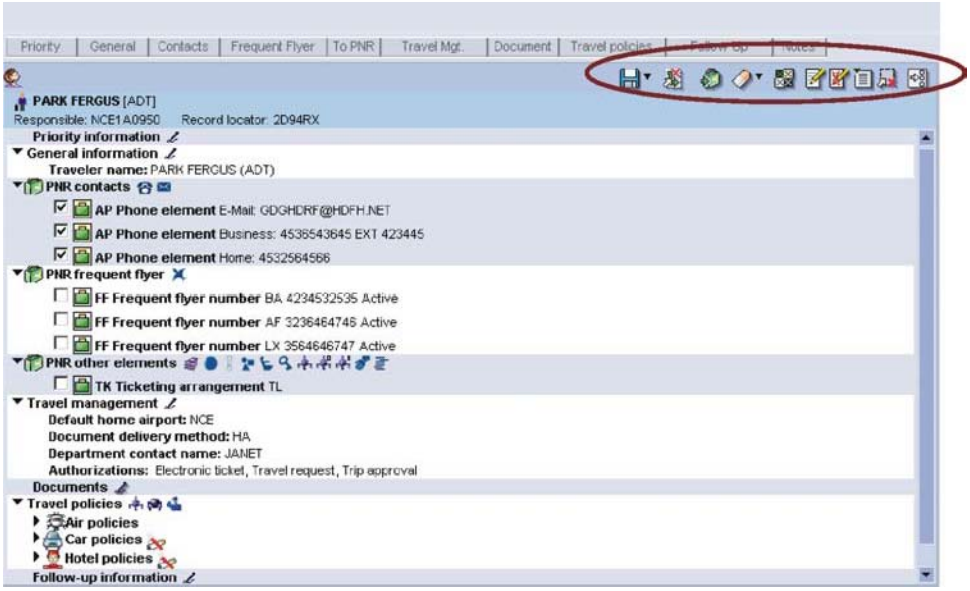
Here is a list of traveler profiles beginning with P in the office. To display a profile in the list, select it and click on Send.



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



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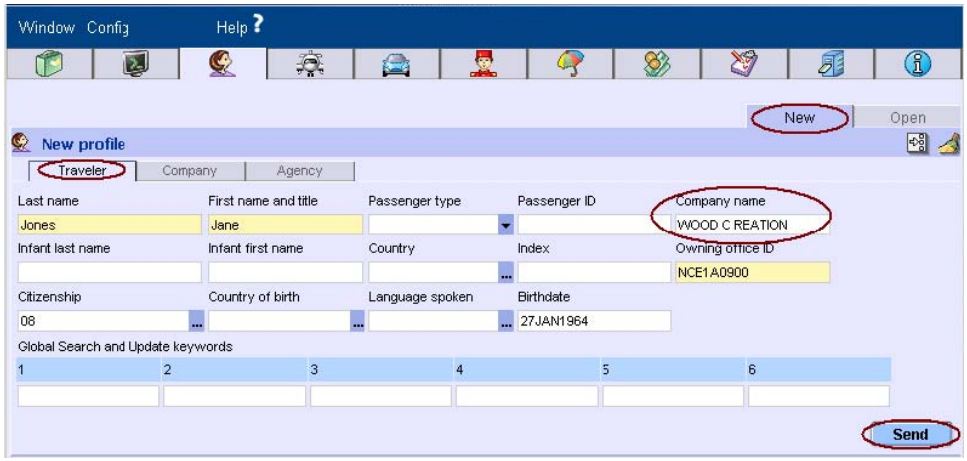
Creating a Traveler Profile

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.



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.

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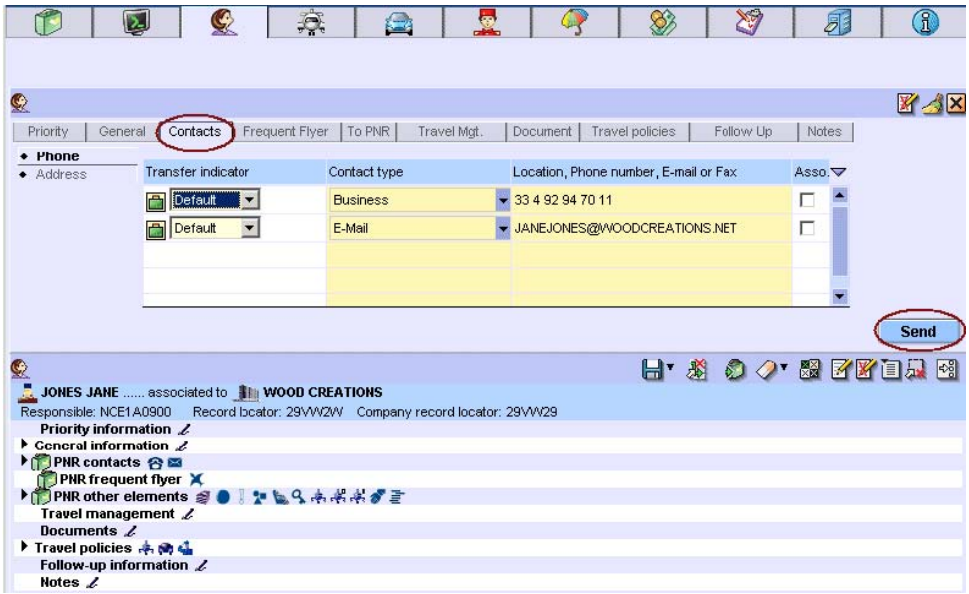
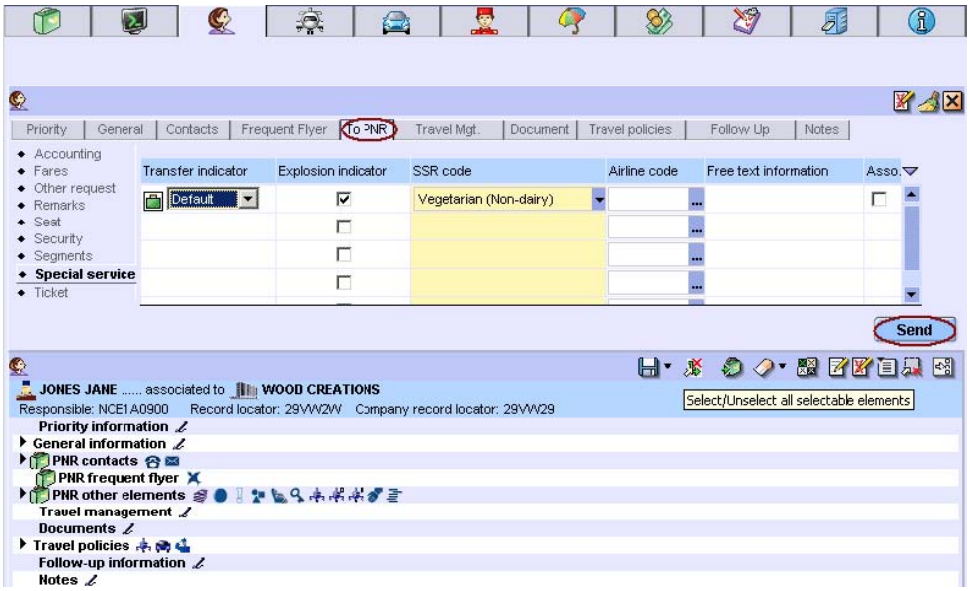
Enter the passenger's contact information and click on Send:



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.



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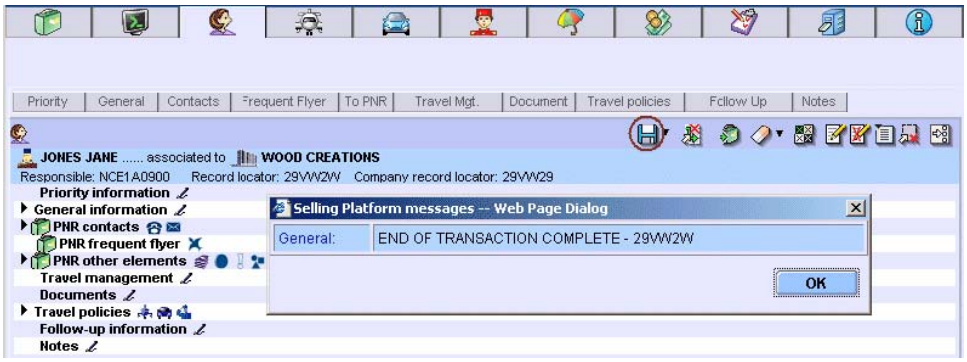
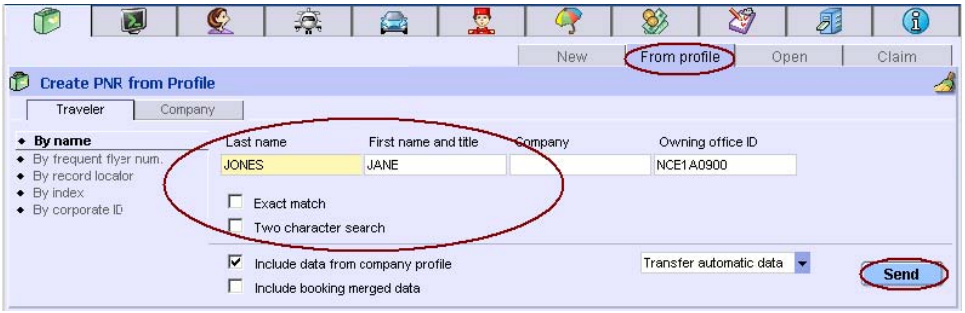
When you have finished, click on the Save icon to end transaction and leave the profile. The profile record locator is displayed.



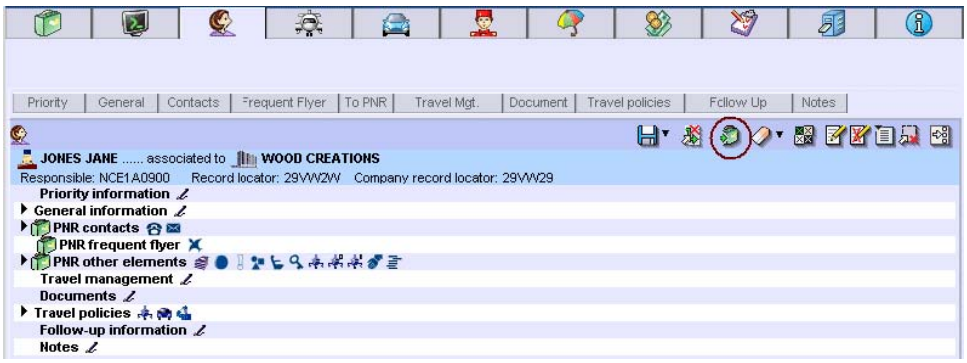
Creating a PNR from a Profile

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.

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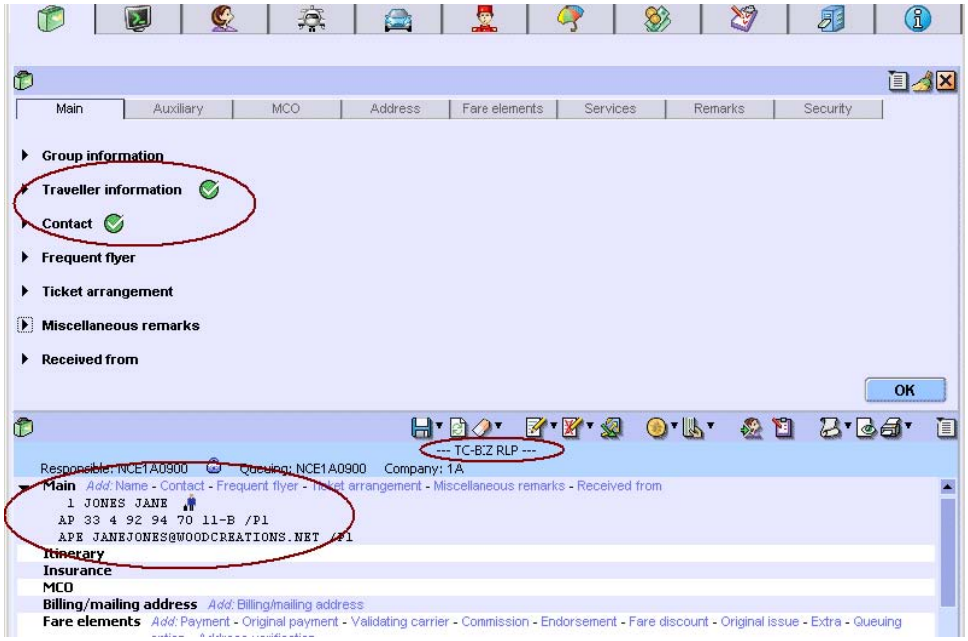
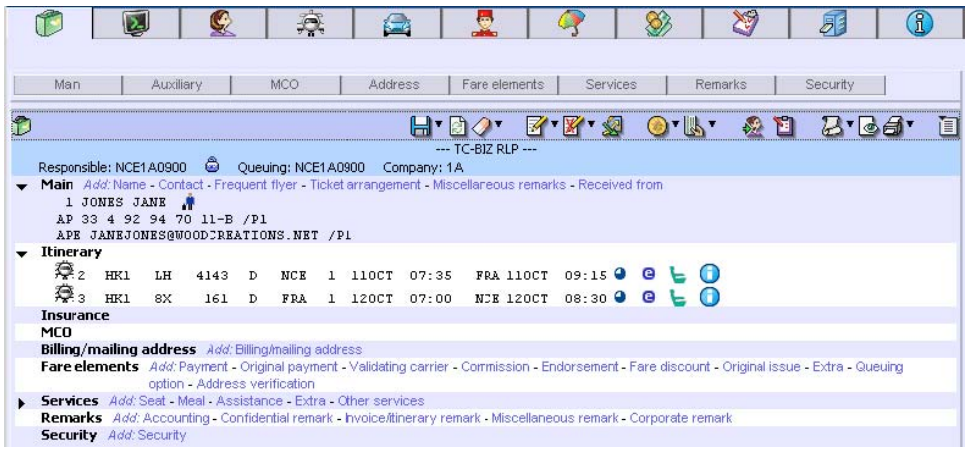
If any of the mandatory elements are missing, the system displays the main PNR screen and indicates which type of information is already in the PNR.

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



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



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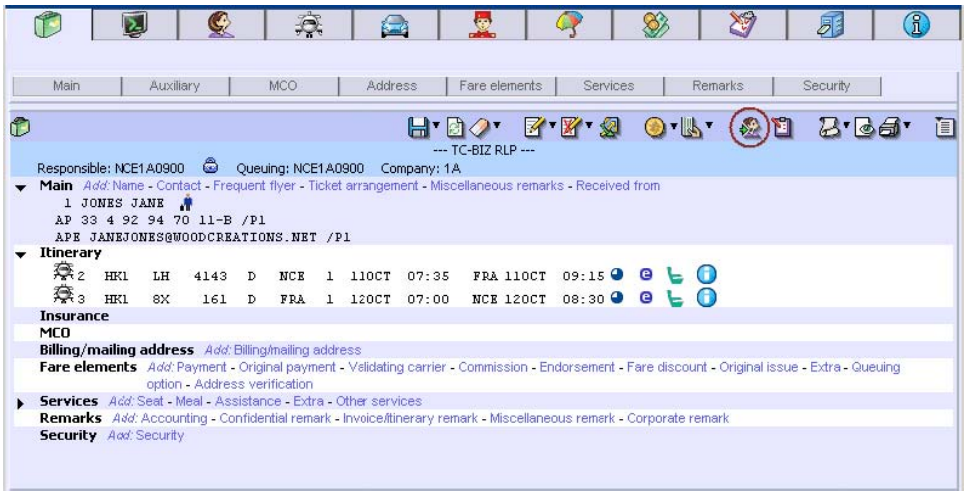
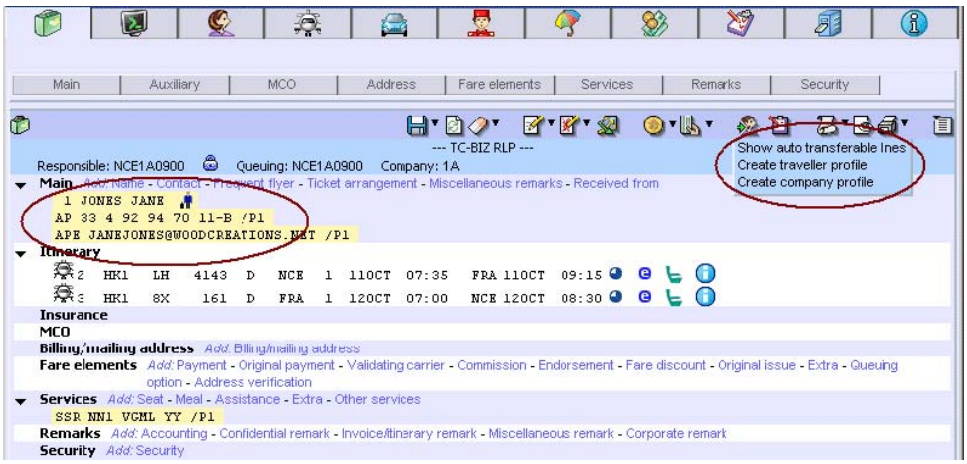
Creating a Profile from a PNR

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.



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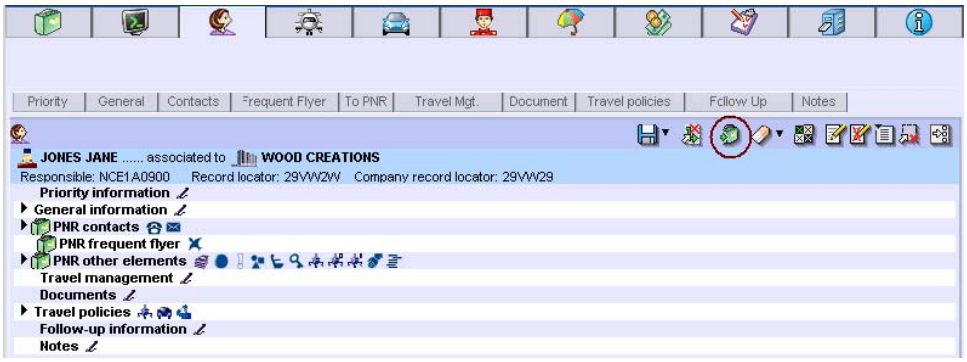
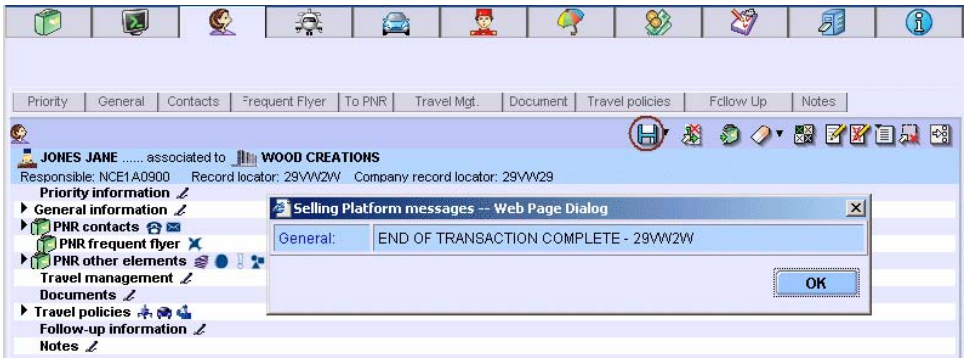
The system takes the transferable data from the PNR and creates a traveler profile. You may want to edit, delete, or add data at this point.



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



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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

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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)**.

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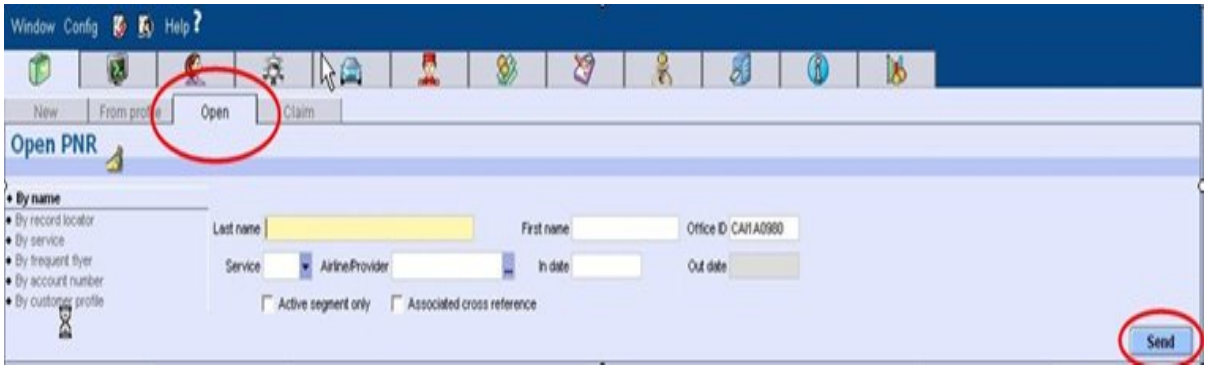
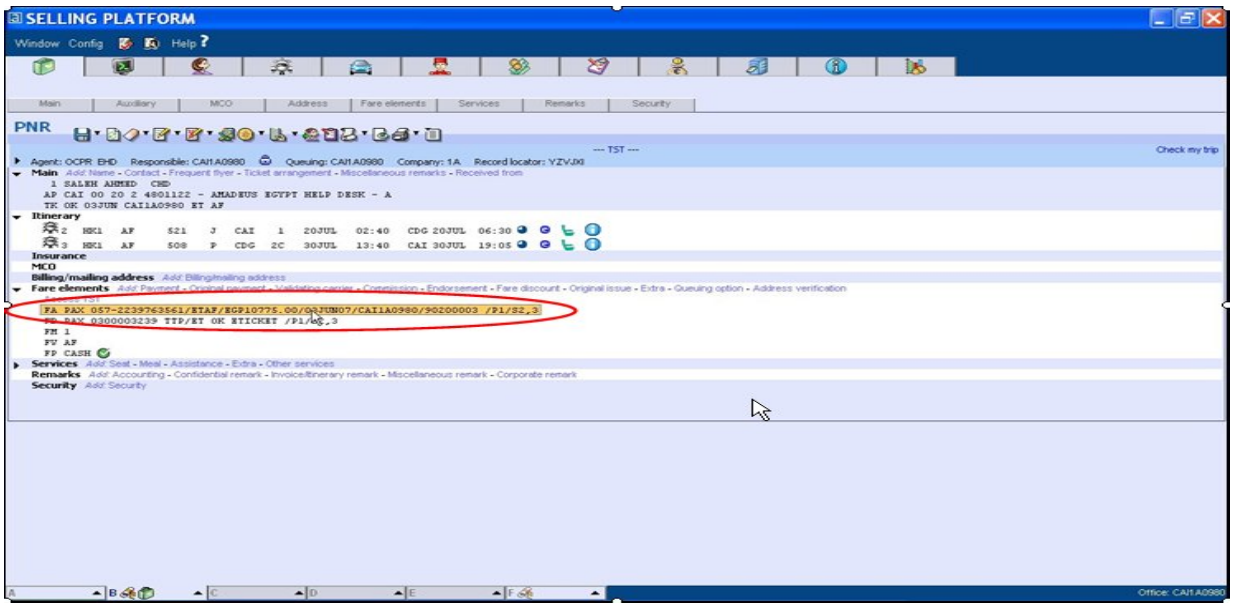
You can process a refund by the ticket number, from the PNR, or from the sales report:

From the PNR*: (E-tickets only)*

Click on the PNR tab and open a PNR.



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



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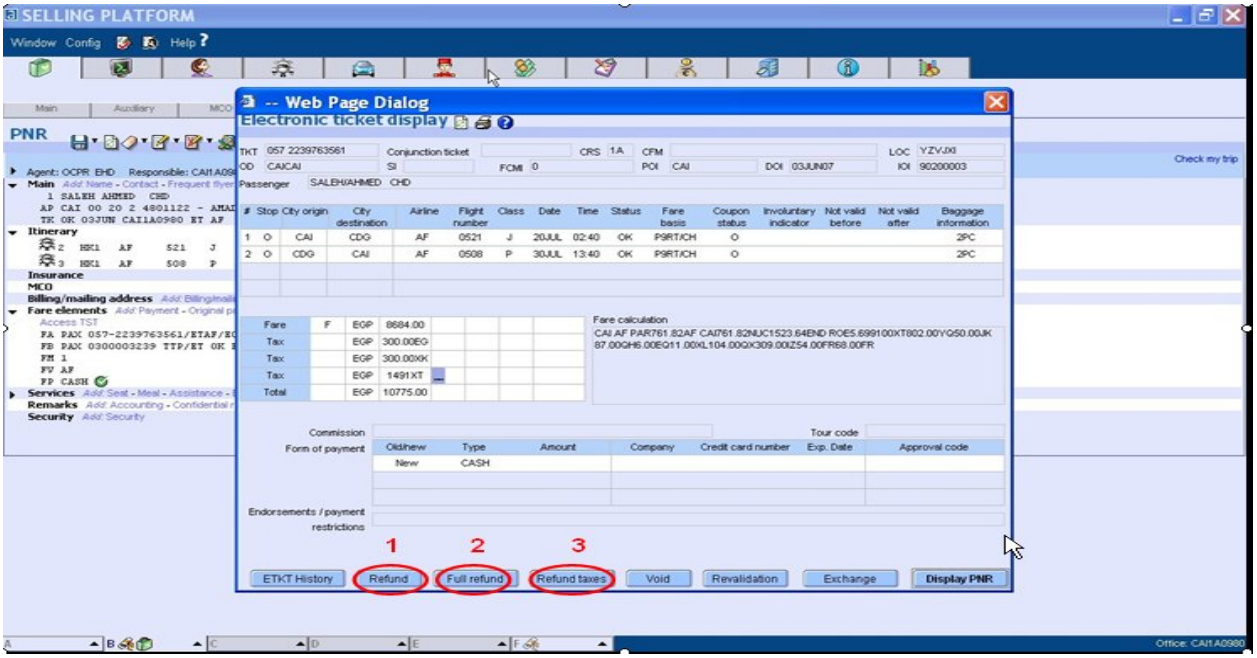
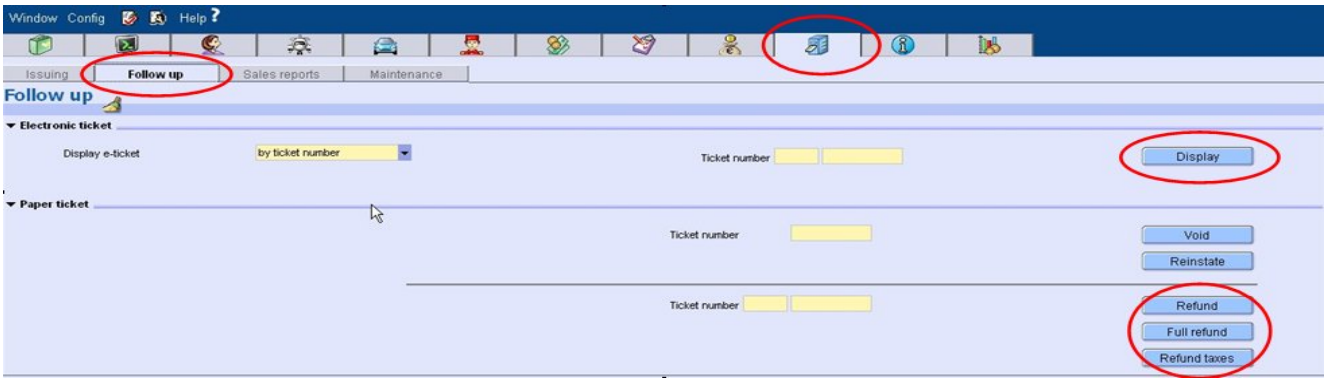
A Pop-up will appear displaying the ticket



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'



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

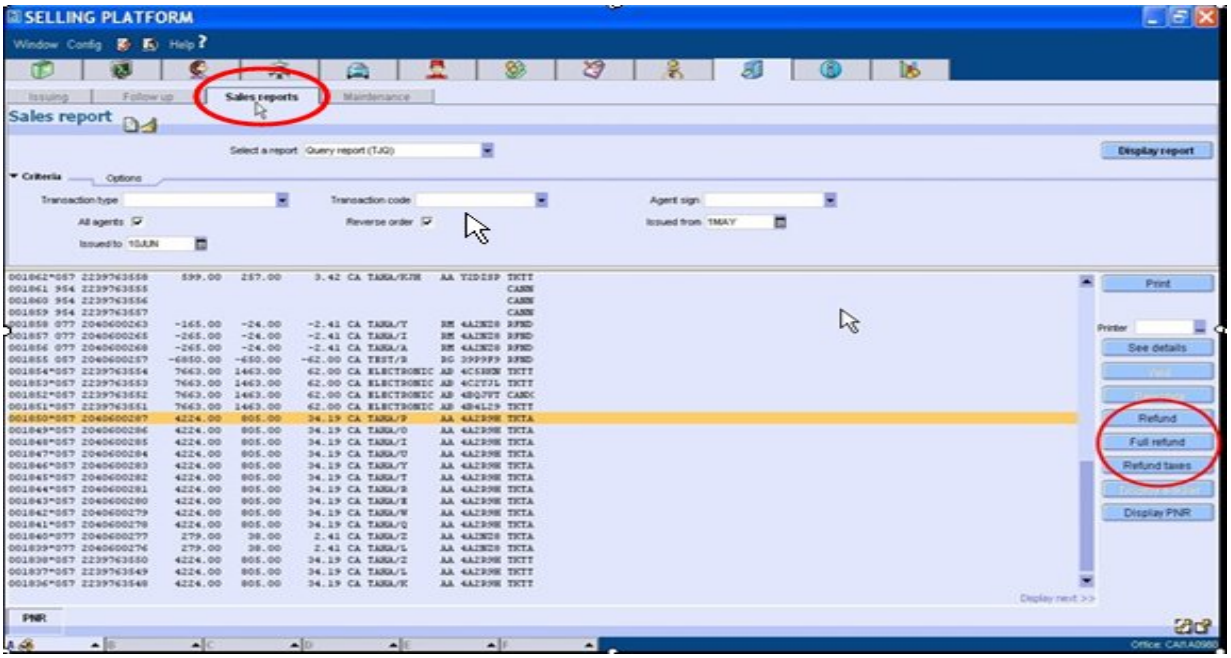
OR

- 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.



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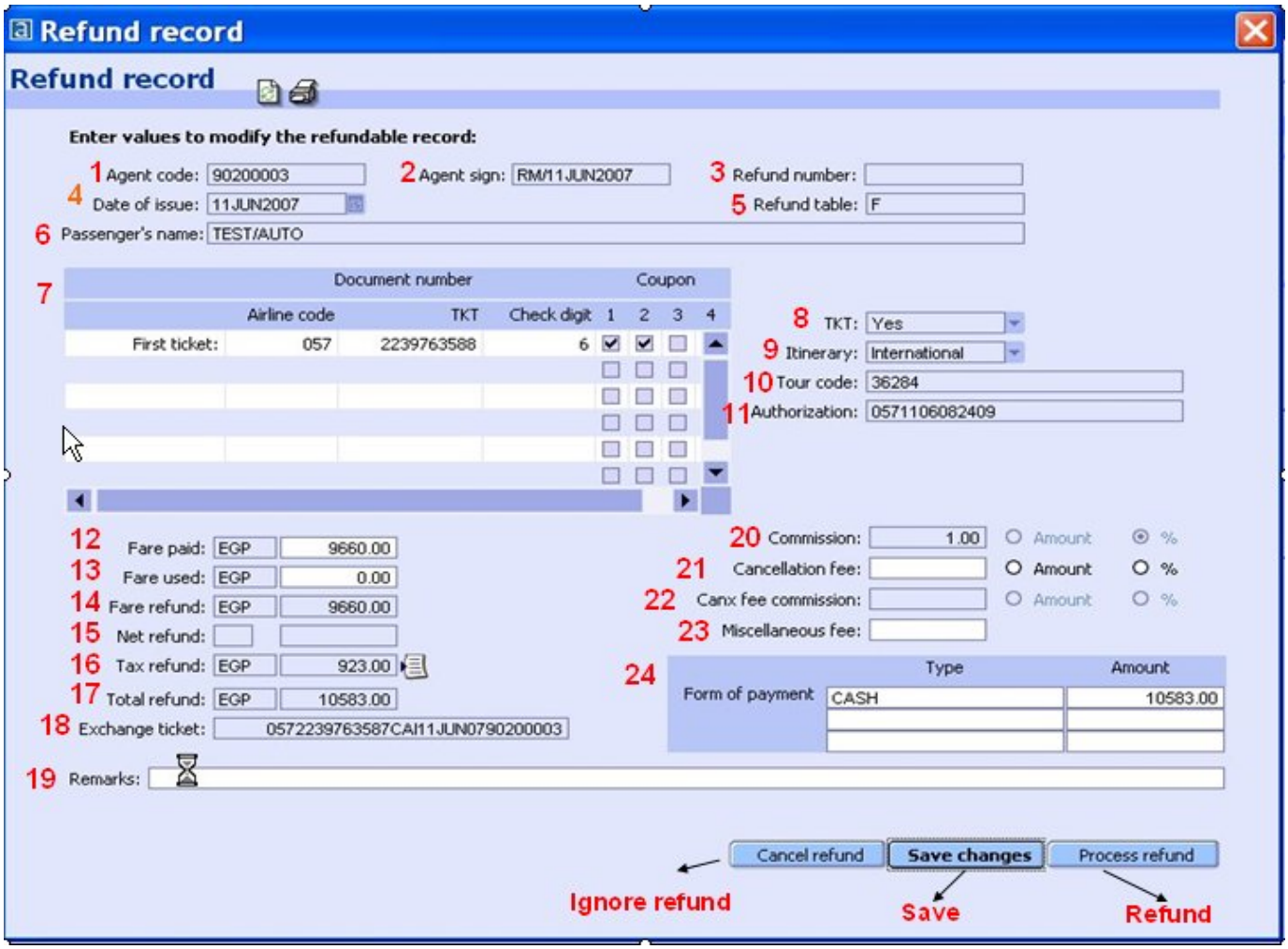
Refund record



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	• F: Automatic data capture • M: Manual data capture • L: Mixed data capture
6	Passenger's name	
7	Coupons' table to be refunded.	

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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.	• 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, ***the system consider the default to always be a percentage***
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:

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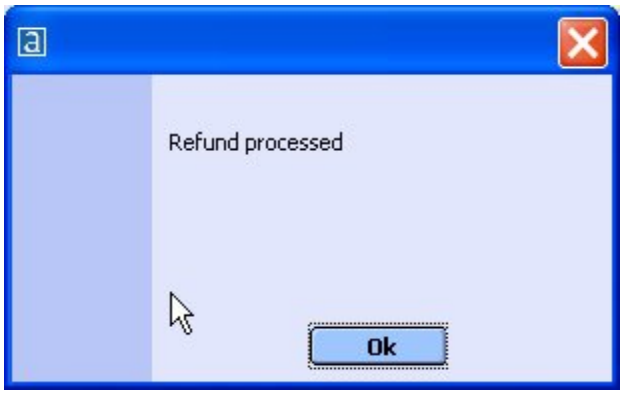
- You can process a full refund for the ticket, and in this case, you only can modify the cancellation penalty if needed.
- When you request a partial refund, the system displays the refund record on your screen. You have to manually change the ticket data in the refund record. You must delete the unused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

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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.

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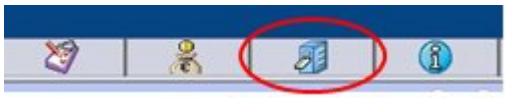
Manual Refund For E-TKTS and Paper tickets

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:

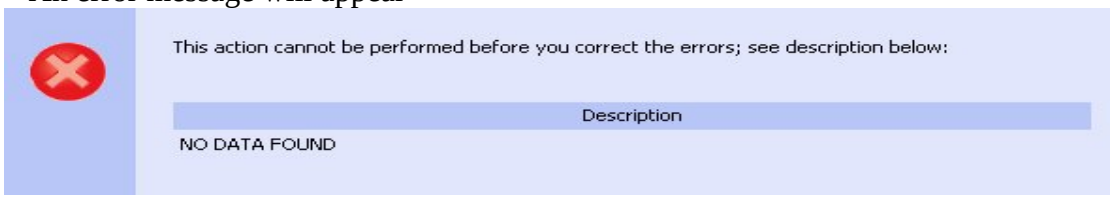
1- Click on the ticket and document tab



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

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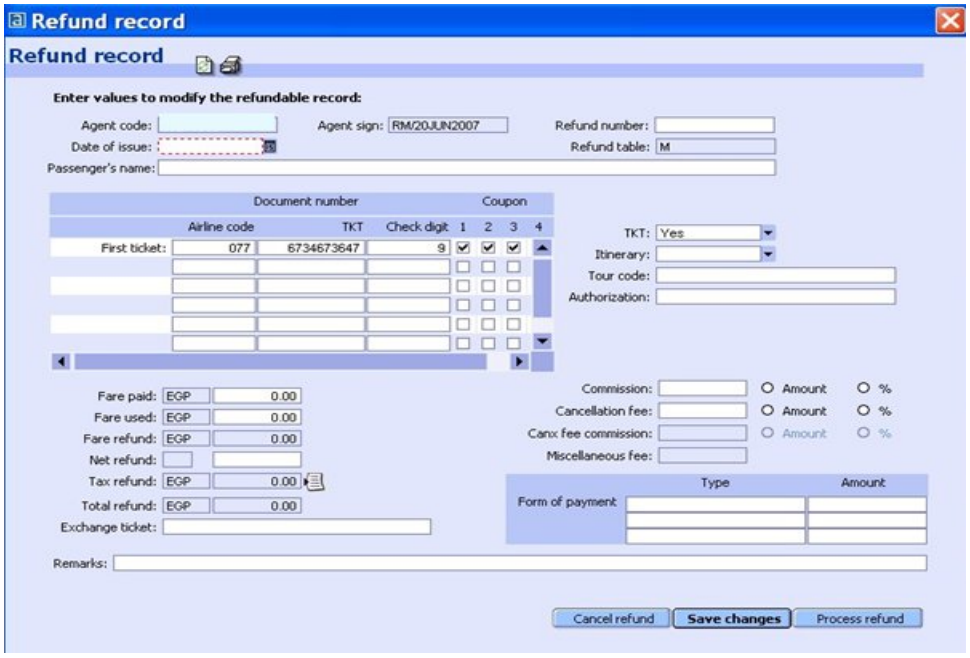

6- Now, you're to fill the blank document with the details of the ticket you want to refund. When you're finished, click on Refund.

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

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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.

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"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"

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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.

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