



1. How could I possibly display the list of all carriers with Interline Ticketing Agreement?



To display a master list of all carriers for which Amadeus maintains interline ticketing agreements, enter **TGAD**. For example: **TGAD-HP**

Partial response:

```

--AIRLINES HAVING AGREEMENT WITH: HP
AA TP - AC TP - AD TP - AE TP -
AF TP - AI TP - AM TP - AN TP -
AO TP - AQ TP - AR TP - AS TP -
AT TP - AV TP - AY TP - AZ TP -
BA TP - BI TP - BR TP - BU TP -
BW TP - CA TP - CI TP - CM TP -
CO TPE - CP TP - CS TP - CW TP -
CX TP - CZ TP - DE TP - DL TP -
EH TP - EI TP - EK TP - EW TP -
FE TP - FI TP - FJ TP - FQ TP -
F9 TP - GA TP - GD TP - GF TP -
    
```

Note: the code 'TP' in the table means 'Ticketing and PTA'. The code 'E' means 'Electronic ticketing'.

If an asterisk (*) is shown next to an airline code in the table, it means that there are exceptions to this agreement. For example:

```

ET TP - EU TP - EW TP - FF TP -
FG TP - FI TP - FJ TP - FN TP -
FQ TP - FU TP - F4 TP *- GA TP -
GF TP - GH TP - GJ TP - GN TP -
    
```

To display the exceptions between the two airlines concerned, include both airline codes followed by an asterisk. Enter, for Example:

TGAD-JU/AZ*

System response:

```

--EXCEPTIONS BETWEEN JU AND AZ--
BEG ROM B

NOTE: THE CODE 'B' MEANS 'BOTH DIRECTIONS' .
    
```

In the example above, the agreement between **JU** and **AZ** applies only for journeys between **BEG** and **ROM** (in both directions).

Note: It would be recommended to check the system response by the airline.



2. Airline has asked me to announce the Non-APIS (Passenger Passport Information), What should I do?



To create an SSR containing passport information, you must use the approved IATA format. Example:

```
SRPSPT BAHK1-123456-GB-24FEB45-LEWIS/EDWARDMR-M-H.FREETEXT/P1

SR          TRANSACTION CODE (MANDATORY)
PSPT       SSR CODE (MANDATORY)
BA         AIRLINE CODE WHERE MESSAGE TO BE SENT
           (MANDATORY)
HK         ACTION CODE (HK ONLY) (MANDATORY)
1          NUMBER OF SERVICES REQUESTED (MANDATORY)
-123456    DASH, PASSPORT NUMBER (MANDATORY)
-GB        DASH, COUNTRY CODE (MANDATORY)
-24FEB45   DATE OF BIRTH (MANDATORY)
-LEWIS/EDW... DASH, FULL NAME OF PASSENGER (MANDATORY)
-M         DASH, GENDER INDICATOR (MANDATORY - M FOR MALE,
           F FOR FEMALE, MI FOR MALE INFANT, FI FOR FEMALE
           INFANT)
-H         DASH, PASSPORT HOLDER INDICATOR (MANDATORY IF
           THE PASSENGER IS THE PASSPORT HOLDER)
.FREETEXT  PERIOD, FREE-FLOW TEXT (OPTIONAL)
/P1        PASSENGER ASSOCIATION (MANDATORY)
```

Note: some airlines do not support free-flow text in the SSR PSPT element. For a multi-passenger passport, you must enter a dash and the Letter **H** (for passport holder) after the passenger name of the primary passport holder.

Note: The passport information may be forwarded to the relevant authorities. For more details refer to: HE Passport



3. In which cases do we have to re-announce the ticket number(s)?



For every newly entered **FHM** element, all the carriers that are part of the segment association of this **FHM** will receive ticket numbers. An **SSR** or **OSI** message (depending on which type of message the carrier chooses to receive) is sent to the carrier at the end of function time (EOT). If a carrier chooses not to receive ticket numbers, no message is sent by the system.

Frequently Asked Question

Please do not forget re-announce ticket number(s), if you rebook a PNR or modify the itinerary like add new segment(s) and also in case of schedule changes you must re-enter the new ticket number manually for the new itinerary.



4. How shall we find which airlines support ticket number transmission?



You can refer to the following table, just enter: GGPCA XY (XY is airline code),
For example: **GGPCA KL**

System response:

PARTICIPATING CARRIER ACCESS AND FUNCTION LEVEL		
KL - KLM ROYAL DUTCH AIRLINES		
ACCESS INDICATOR :	.	ALTEA RESERVATION :
LAST SEAT AVAIL INDIC :	/	RECORD LOCATOR RETURN :
STANDARD ACCESS :		CARRIER PREFERRED DISP :
AMADEUS ACCESS SELL :	YES	BOOKING RANGE IN DAYS :
DYNAMIC SCHEDULE UPD :		INTERACTIVE SEAT MAP :
NUMERIC AVAIL UPDATE :		INTERACTIVE ASR :
AMADEUS DYNAMIC AVAIL :	YES	ASR DAYS/HOURS :
DIRECT ACCESS :	AVL SCH FAR FLI SMP MIS	BP ISSUE DAYS/HOURS :
PASSIVE SEGMENT :	Y	PASSIVE NOTIFY :
SERVICE SEGMENT :		DELETE SEGMENT :
MEAL VALIDATION :		FREQUENT FLYER :
PNR CLAIM :		EPAY :
TICKETLESS :		
FOR DECODING ENTER :		
GGPCALDEC	FOR MENU)	TICKET NUMBER TRANSMISSION: ALL
GGPCALDEC1	FOR ACCESS)	GROUP TICKET NUMBER TRANSM:
GGPCALDEC2	FOR FUNCTION)	OPERATIONAL MVT/DIV FLIFO:

The ticket number transmission could be set as follows:

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

Amadeus transmits all ticket numbers entered in the PNR to all the airlines that have signed an agreement to receive them.

Note: some airlines do not honor manually entered ticket numbers (FH). In this case the PNR may be canceled if no automated system-generated ticket number is stored in the PNR. Check directly with the airline.

The manual ticket number element (FH) entry is necessary when:

- Tickets have not been automatically issued by the system.
- Automated ticket numbers need to be re-entered.

For more information, please refer to on-line help pages: HE FH

Frequently Asked Question

If TKT NBR TRANSMISSIN set to blank refer to the following help page step by step:

- 1) HE TICKET
- 2) GPMTN

The information on this page describes how to send ticket numbers to airlines that do not support automatic ticket number transmission in Amadeus. You use either an **OS** or an **SR** element.

Notes: the 'CHK digit' column indicates whether or not you must include the check digit. The first example in the 'format' column is for a single ticket and the second is for a conjunction ticket.

AIRLINE	ELEMENT	CHK DIGIT	FORMAT
3C	OS	Y	OS 3C TKNO 310-12345678901 OS 3C TKNO 310-12345678901-922
3M	OS	Y	OS 3M TKT 005-12345678901 OS 3M TKT 005-12345678901- 12345678922



5. I've entered my password as usual, but system tells me, "*Your password has been expired, must be updated*" what should I do?



Passwords are valid for 90 days in Amadeus. After 90 days you will be asked to change your password. There are two kinds of methods to do this, graphical screen or cryptic entry.

- **Using graphical page as below:**

Suppose your sign is **1212SH** and your password is **amair1**.

Your office ID is **THR1A0980**.

Agent sign: 1212 Initials: SH Duty code: SU

Password: New password: _____

Remote office: ▶

Work areas: A B C D E F Practice training

Sign In

Copyright © 2001, AMADEUS Global Travel Distribution S.A. - All Rights Reserved.

Frequently Asked Question

You have to enter your current password (amair1) in the first password box, and new one in the second, and then click on sign in.

- **Using cryptic entry as below:**

JI 1212SH/SU-amair1/new password

Note: Passwords are required to be 5 to 8 characters and can be either alphabet or number or combination of both and also differ from previous ones.



6. How should I request STPC for passenger?



If a passenger has to wait over 6 hours for an onward connection in IATA areas 2 or 3, you can ask an airline to book a hotel at its own expense using the following entry:

```
HU AF NN1 PAR 10JUL-11JUL /SI-STPC ONCONNEX AF34311JULPARNYC
```

HU	TRANSACTION CODE
AF	AIRLINE CODE OF THE AIRLINE TO TAKE ACTION
NN	ACTION CODE
1	NUMBER OF ROOMS
PAR	CHECK-IN CITY
10JUL-	CHECK-IN DATE, DASH
11JUL/	CHECK-OUT DATE, SLASH
SI-	SERVICE INFORMATION CODE, DASH
STPC	LAYOVER AT CARRIER'S COST CODE
ONCONN...	FREE-FLOW TEXT



7. I am selling Alitalia flights. Could I possibly know the actual PNR status without calling airline?



Always remember:

Information concerning reservations made with Amadeus is sent to Alitalia system. Should a passenger call Alitalia to alter or cancel flights booked by you, such actions will not be transferred into your system.

So, ask your customers always to make all changes with you directly.

Use Alitalia direct access entry to check your PNR directly from Alitalia system. 1AZRTXXXXXX, where XXXXXX is the Alitalia reference.



8. What are the ways to find the information about change name in Amadeus?



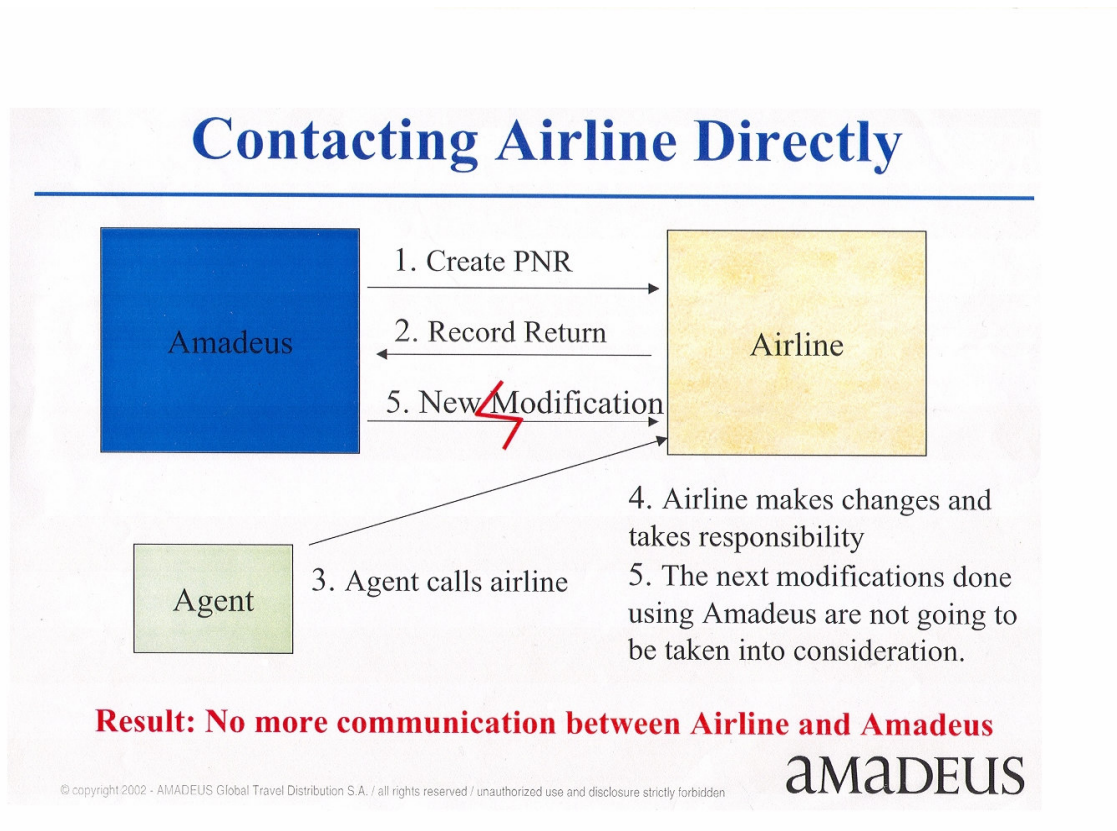
Some carriers accept the name change but some not.
For more information you can refer to GGAMAIRNAM.



9. May I ask airline to do some changes in Amadeus PNR?



If airline participating in the PNR is Amadeus user, you may ask airline to make some changes; but if not, you are highly recommended not to do this. The chart below illustrates the procedure:



Note: If you are using a voucher to issue the tickets, the airlines are obliged to make some changes on your reservations .So it is necessary to mention if you want to do some modifications after the ticket issuance, you may ask the airlines.

Frequently Asked Question



10. Is there any way to check YQ or YR taxes?



Good question. You can use FQNSUR. Take a look at the example below:

FQNSUR/YQEK

System response:

```
FQNSUR/YQEK
EMIRATES (EK)                FUEL SURCHARGE + INSURANCE SURCHARGE
*****
                        FUEL SURCHARGE
*****
EMIRATES (EK) FUEL SURCHARGE      OW USD 45.00 RT USD 90.00
ORI JOURNEY SG TO NYC FOR FARECLASS B3EOLSG4/CREOLSG4/
AREOLSG4                                NIL
ORI JOURNEY AT/BD/BH/CH/CN/DE/FR/GH/HK/IN/ID/KE/KR/KW/
LK/MU/NG/PH/RU/SA/SG/SY FOR INFANTS      NIL
ORI JOURNEY AE/BD/BE/BH/CA/CN/CS/CY/EG/GB/GB/GH/GR/HK/
HR/HU/ID/IE/IR/IT/JO/KE/LB/LK/LY/MA/MT/MU/MV/MY/NZ/OM/
PK/QA/SC/SD/SG/SY/TH/TR/TZ/UG/US/YE/ZA      NIL
EXCEPT ORI JOURNEY BH TO AE      OW USD 21.00 RT USD 42.00
EXCEPT ORI JOURNEY KW TO AE      OW USD 22.00 RT USD 44.00
EXCEPT ORI JOURNEY JO TO DXB/MCT OW USD 20.00 RT USD 40.00
EXCEPT ORI JOURNEY LK TO MV      OW USD 30.00 RT USD 60.00
```



11. Under which conditions will Amadeus guaranty fares by using auto pricing entry?



Fantastic, you have to refer to GGAMAIRTIP; first tip is about fare guarantee.



12. How should I mail the PNR?



Before sending an email for the very first time, you must enter:

WM/

Frequently Asked Question

Example of system response:

OFFICE ID - THR1A0980	TELEX - NO TLX NBR	STA - 00291887	
DYN-ON PRG- 3 UMG-Y	SIGNATURE - QVIDB1A	EAR - 58B2C89E	
TELETYPE SEGMENTATION - N			
TRANSMISSION CONTROL - N			
USER	ELN	PRG FLD	ADDRESS AUTHORITY
			AUT-EML
0001AA	00318994	3	EML
8080KI	00356317	3	EML
0907AZ	00647013	3	EML
END OF DISPLAY			

This entry will register your own Amadeus terminal in the system, and will allow you to send messages.

After that, you can send a document directly to the desired email address.

To do so, enter, for example:

IEP-EML-azamanzadeh@amadeusiran.com

System response: <document type> email sent

Note: You cannot specify more than one email address with this entry.



13. Are there any practical sources to learn further about Amadeus cars and hotels?



You can register on Amadeus Learning City. For more information and registration call to Helpdesk or send your request to: irani@amadeusiran.com.



14. Which entry do I make to show me airlines fares?



Suppose you want to find **EK** fares from Tehran to Bangkok. If the **EK** has been filed their fares, you can use the following entry:

FQDTHRBKK/A-EK/D09MAR*22APR/IR/R,USD

Here are other examples:

FQDTHRBKK/A-GF/D19MAR*22MAY

FQDTHRLAX/A-AF/D19MAR*22MAY/IR/R,USD



15. Some airlines need the APIS (Advanced Passenger Information) SSRs for US & CA, where can I find them?



Some customs **API (Advanced Passenger Information)** programs, such as in the US and Canada, require airlines to provide Information regarding passenger and crew travel documents and address details.

You can enter this information using the APIS SSR transaction SSR DOCS, SSR DOCO and SSR DOCA:

- SR DOCS - for primary travel document information (for example passport or identity card)
- SR DOCO - for secondary travel document information (visa)
- SR DOCA - for address information (either residence or destination address depending on customs requirements)

For more information please enter: HE APIS

Note: The functionality described in this page applies only to those airlines which support APIS SSRs.

For a list of these airlines see GG APIS.



16. What does inactive segment means?



Inactive segments are as below:
NO / HX / UN / UC

Ensure you remove from the PNR any inactive segments. Agents can use -ETK- or -ERK- to end transaction. Further you can use DL entry. This will move the unproductive segments to the history.