Amadeus Basic Course

Training Module in **English**

AMADEUS
Your technology partner

Table of Contents:

1.   SIGN – IN / SIGN – OUT

➕ Sign in to Amadeus from the original Sign-In window

Graphical display – GUI

Insert the personal data of the Agent Sign <4 digits and 2 letters> in the relevant field. Always use **SU** as a duty code in the third field and fill in the password (5-8 alphanumeric characters)

o   Click on   [Sign in]   to enter the **Production Mode**.

➕ Sign in to Amadeus using the below entries on the **Command Page**

JI 0001 AA / SU - XXXXX

JI - action code - **J**ump **I**n / Production

0001 AA   Personal Agent Sign details
                   (4 digits and 2 letters)

/SU   duty code
- XXXXX   password (5-8 characters)

JO

JO - action code – **J**ump **O**ut
Sign out of Amadeus

JJ 0001 AA / SU - XXXXX

JJ - action code - **J**ump / Training

0001 AA   Personal Agent Sign details
                   (4 digits and 2 letters)

/SU   duty code
-XXXXX   password
(5-8 alphanumeric characters)

2. GENERAL INFORMATION

⚜ ENCODING - DECODING

Ability to encode and decode cities, airports, countries, airlines and aircraft types

❖ Cities - Airports

DAN ATHENS	action code – **D**isplay **A**ll by **N**ame
DB LISBON	encode by name of city or airport
DAC JFK	action code – **D**isplay **A**ll by **C**ode
DB ORY	decode a three-letter code of a city or airport
DAN MO*/UY	encoding a city using the first letters and the country code in which it belongs eg. Montevideo in Uruguay
DAN PARIS /N	**/ N** – nearest ten airports
DAC PAR/N	display the ten airports closest to the city or airport

❖ Country

DC GREECE	action code – **D**on't know **C**ountry
DC GB	encoding / decoding a Country
	*** additional info like currency and nationality ***
DNS USNY	action code – **D**on't k**N**ow **S**tate
	decoding country & state eg. US –NY

❖ Airlines

DNA ALITALIA	action code – **D**on't k**N**ow **A**irline
DNA BA	encoding / decoding Airlines

❖ Aircraft types

DNE AIRBUS	action code – **D**on't k**N**ow **E**quipment
DNE 717	encoding / decoding Aircraft types

♣ GG PAGES

Informative Pages in Amadeus system, providing info such as:

GG AIR LH	general information for airlines eg. LH
GG AIR LH ATH	general information for airlines in a specific city eg. LH in Athens
GG APT LHR	general information for an airport eg. LHR
GG COU FR	general information for countries eg. FR
GG WEA LIS	weather information for a specific city e.g LIS
GG PCA A3	information on participating carriers e.g A3

HE DD

♣ TIME DIFFERENCES

DD ATH / FRA	display the time difference between ATH & FRA
DD FRA	local time in FRA and time difference with ATH as per system default
DD BKK1300/LON	display local time in LON when the time in BKK is 13:00

HE DF

♣ CALCULATOR

DF 150.89 ; 145.56	calculator – Addition
DF 145.89 - 89.78	calculator – Subtraction
DF 145.21 * 14.21	calculator - Multiply
DF 1500 / 56	calculator - Divide
DF 1500.00 P 15	calculator – Plus/minus percentage 15%

⬇ MINIMUN CONNECTING TIME

Minimum connecting time required between connection flights at an airport or city.

Check when PNR is not displayed:

DM NYC	minimum connecting time in NYC
DM ORY- CDG	minimum connecting time between two airports in the same city

Check when PNR is displayed:

DMI	check connections for the entire PNR
DMI 8/9	check specific semgments in a PNR

⬇ CONNECTION POINTS

Possible connecting points of a route

DRT ATHSYD	list of routes with its connecting points
DRT ATHSYD/AAF	list of routes and connecting points with a specific carrier

⬇ TIMATIC

Electronic form of TIM available on sytem including information regarding Visa, Health, Passport, Customs etc of the city/country visited:

TI FV	Timatic for Visa
TI FH	Timatic for Health
TI FA	Timatic information for All

```
>TIRV
NA
AR
DE
TR
NA- PASSENGER'S NATIONALITY. ADD /SEMN IN CASE OF SEAMAN
     ADD /TYPE FOR OTHER THAN NORMAL PASSPORTS
AR- ALIEN RESIDENTS
DE- DESTINATION POINTS
TR- TRANSIT POINTS VIA OTHER COUNTRIES
```

✦ AUSTRALIAN VISA APPLICATION

Fill in the three following tables with the required passport data, for an automated electronic visa issuance for Australia:

TIETAR

```
SYSTEM RESPONSE - SCREEN 1:
------------------------------------------------------------
 >TIETAA           ETA APPLICATION
PASSPORT NUMBER       .............. FROM PASSPORT TITLE PAGE
NATIONALITY              ...         1-3 CHARACTER CODE
DATE OF BIRTH                   .........    DDMONYYYY/--MONYYYY/-----YYYY
SEX                       .          M/F
COUNTRY OF BIRTH       ...     1-3 CHARACTER CODE
EXPIRY DATE            .........    DDMONYYYY
FAMILY NAME            ...................... FULL NAMES-NO TITLES
GIVEN NAMES           ...................... SPACE BETWEEN NAMES
TYPE OF TRAVEL          ..        V/BL/BS
```

```
>TIETAG          ETA APPLICATION
ISSUING STATE ...    DATE OF ISSUE .........   DDMONYYYY
ISSUING AUTHORITY
 ...........................................
DOES APPLICANT HOLD CITIZENSHIP OF OTHER COUNTRIES .  Y/N
 IF YES ENTER CODES OF OTHER COUNTRIES ...  ...  ...
HOME        .................................................
ADDRESS OF ...............................................
APPLICANT .................................................
TELEPHONE  HOME COUNTRY .... AREA ..... NUMBER ...............
OF       BUS  COUNTRY .... AREA ..... NUMBER ...............
APPLICANT  MOB  COUNTRY .... NUMBER ..............
EMAIL OF APPLICANT ..........................................
ERROR (5051): MORE INPUT LINES EXPECTED.
```

```
SYSTEM RESPONSE - SCREEN 3:
------------------------------------------------------------
 >TIETAP           ETA APPLICATION
   RE-ENTER TO VALIDATE PASSPORT DETAILS
   DETAILS MUST MATCH PREVIOUS SCREEN

PASSPORT NUMBER        ............. FROM PASSPORT
NATIONALITY             ...        1-3 CHARACTER
FAMILY NAME            ......................
FIRST GIVEN NAME        ......................
SECOND GIVEN NAME       ......................
OTHER GIVEN NAME(S)     ......................
```

After filing in the last table, the system provides the following basic information:

-	DATE AND TIME IT WAS PROCESSED	(Top right of the screen)
-	VALIDITY OF THE ETA	(In the entry status field)
-	WORDS ‘’”**ETA APPROVED**’’’”	(Bottom left of screen)

Amadeus online HELP pages

Using the **HELP** function in Amadeus, you can get "online help" for miscellaneous chapters and commands in the system.

HE STEPS   "Help" from the system / step-by-step

System response:

```
FOR INFORMATION ABOUT:  ENTER:        FOR INFORMATION ABOUT:  ENTER:
----------------------  ------        ----------------------  ------
 INTRODUCTION           GP INT         KEYWORDS OR QUICKPATHS  GP QPS

 AMADEUS INSURANCE:                    HOTEL:
 SELL AMADEUS INSURANCE  GP TRA        SELL HOTEL              GP HA1
 INSURANCE PROPOSAL      GP IIP

 AVAILABILITY/AIR:                     PNR:
 AVAILABILITY AND SELL   GP AV1        BOOKING AN EXTRA SEAT   GP XST
 TICKETLESS ACCESS       GP TL1        EXTRA SEAT FOR CBBG     GP CBB
                                       CREATE PNR              GP PN1
 CAR:                                  CREATE GROUP PNR        GP PN4
 SELL CAR                GP CA1        MODIFY PNR              GP PN2
                                       REQUEST SEAT RES.       GP ST1
 FARES:                                SPLIT PNR               GP PN3
```

HE FARES   "online help" on FARES

HE GROUPS   "online help" on issues relating to GROUPS

HE CLAIM   "online help" on CLAIM procedures

HE NM   "online help" on NAMES elements

HE /   "online help" on the last command entered

3. AIR - AVAILABILITY DISPLAY

➕ Availability Neutral Request

Availability of flights and available seats for a specific city pair, date and airline.
Amadeus Neutral Availability displays the flights with classes of service that are open for sale or waitlist (A – L – R)

Amadeus displays impartially the Availability regardless the airline, according to the following logical principles:

.1.	Direct flights non-stop,	by Departure Time
.2.	Direct flights with stop(s),	by Elapsed flight Time
.3.	Connecting flights,	by Elapsed flight time

AN18SEPATHLON

```
 MUFQP ▼   ACR    AN    DO   DNE   FQD   F/S   SM   S1 ▼   MN    MY
AN18SEPATHLON
** AMADEUS AVAILABILITY - AN ** LON LONDON.GB                    58 SA 18SEP 0000
 1    BA 631   J9 C9 D9 R9 I9 Y9 B9 /ATH    LHR 5   0815    1010  E0/767        3:55
               H9 K9 M9 L9 V9 S9 GL
 2    A3 602   C4 D4 Z3 A2 I2 RL Y9 /ATH    LHR 1   0850    1050  E0/321        4:00
               B9 M9 H9 Q9 V9 WL O8 LL KL JL SL EL TL UL PL GR N5 X1 FL
 3A3:BD6002    C4 D4 J4 Y4 S4 B4 K4 /ATH    LHR 1   0850    1050  E0/321        4:00
               M4 H4
 4    OA 259   C4 J4 D4 ZL Y7 M7 L7 /ATH    LHR 4   0915    1115  E0/320        4:00
               N7 S7 K7 Q1
 5    OA 269   C4 J2 D2 ZL Y7 M7 L7 /ATH    LHR 4   1330    1530  E0/320        4:00
               N7 K7
 6    BA 639   J9 C9 D9 R4 Y9 B9 H9 /ATH    LHR 5   1340    1535  E0/320        3:55
               K9 M9 L6 GL
 7    U25086   YA                     ATH    LGW S   1440    1625  T0-319        3:45
 8    BA 641   J9 C9 D9 R9 I7 Y9 B9 /ATH    LHR 5   1510    1700  E0/320        3:50
               H9 K9 M9 L9 GL
 9BA:JL5162    C9 J9 D9 X0 Y9 B9 H9 /ATH    LHR 5   1510    1700  E0.320   TR   3:50
               K9 M0 L9 V0 S0 N0 Q9 O0 G0
10A3:BD6006    C4 D4 JL Y4 S4 B4 K4 /ATH    LHR 1   1720    1920  E0/321        4:00
               M4 H4 Q4
>
```

Explaination:
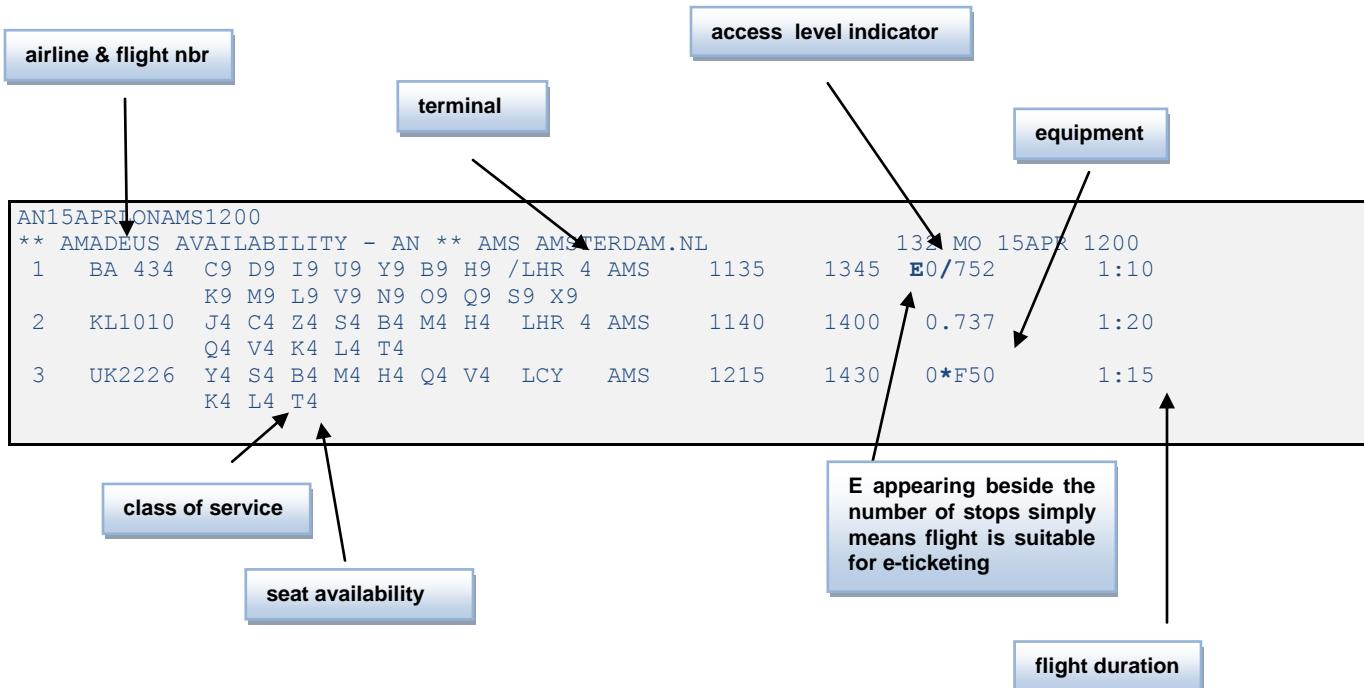
AN	18SEP	ATHLON
Availability Neutral	date	city pair

> ➤ If the departure point is the city where your terminal is registered and the departure date is for today then the basic entry can be limited to:

ANLON   Avail. Neutral from ATH to LON today

AN18SEPATHLON/*A* OA   for specific airline

> ➤ Additional options on Availability request :

AN18SEPATHLON/*A* OA, LH, IB   up to 3 different airlines

AN22SEPATHBKK/*X* FRA   via a specific connection point

AN */*15SEPATHSKG/AOA   search for availability up to 7 days after the departure date

AN */*15SEPATHSKG/*C* X   search for availability up to 7 days after the departure date for a specific <u>class of service (J,D,Y,K,X etc)</u>

AN11JULMADATH/*K* F   search for availability for a specific <u>cabin type (F,C,Y)</u>

AN11AUGATHPRG/*B* 4   search for availability for a specific number of seats

AN20AUGATHSKG*1900*   search by departure type

AN11SEPATHMIL /FN   direct flights Only

**AN15OCTATHSIN /O**   On-line connections only

> ➤ Combine the additional options to narrow down your search results in an availability display :

AN18SEPATHLON/A OA/X SKG

AN / 20OCTATHCHQ/A A3/C V

AN1JUNLONJFK/A BA/K C/B 3

AN15OCTATHSIN /ATG /O

airline & flight nbr

terminal

access level indicator

equipment

```
AN15APRLONAMS1200
** AMADEUS AVAILABILITY - AN ** AMS AMSTERDAM.NL             132 MO 15APR 1200
 1   BA 434   C9 D9 I9 U9 Y9 B9 H9 /LHR 4 AMS    1135    1345  E0/752         1:10
             K9 M9 L9 V9 N9 O9 Q9 S9 X9
 2   KL1010   J4 C4 Z4 S4 B4 M4 H4  LHR 4 AMS    1140    1400   0.737         1:20
             Q4 V4 K4 L4 T4
 3   UK2226   Y4 S4 B4 M4 H4 Q4 V4  LCY   AMS    1215    1430   0*F50         1:15
             K4 L4 T4
```

class of service

seat availability

E appearing beside the number of stops simply means flight is suitable for e-ticketing

flight duration

✚ Alpha & Numeric Seat Availability

A	Available	1 – 9
L	Waitlist	0
R	On Request	R
S	Suspended	S
C	Closed	C
X	Cancelled	X

✚ AMADEUS ACCESS LEVELS

Access Levels between airlines and Amadeus:

Availability Symbol		Confirmed ?	PNR Segment Status	PNR Guarantee indicator
/ Amadeus Access	0/747	Immediately	DK	*1A/
. Amadeus Access Sell	0.747	Immediately	HK	*1A/
* Direct Access	0*747	When booked Direct Access	LK	* AI * (airline code)
: Amadeus Access Update	0:747	After 12 hours	SS changes to HK	blank
Blank Standard Access	0 747	After 12 hours	SS changes to HK	blank
T Ticketless	T 0 319	GGAIRYY	SS	blank

♣ DUAL AVAILABILITY DISPLAY

Simultaneous display of availability for two different city pairs.Use the Dual Availability, either for a return trip or for concecutive city pairs:

AN20NOVATHLON/ABA * 30NOV

```
MPAN ▾   AN   DO   DNE   FQD   F/S   SM   S1▾   MDF   MDS   MNF   MNS   MUF   MUS   MYF   MYS
AN20NOVATHLON/ABA*30NOV
** AMADEUS AVAILABILITY - AN ** LON LONDON.GB                    121 SA 20NOV 0000
** RD 4* RDBLU PORTMAN HTL * INCREDIBLE RATES FROM 119GBP
** NEAR WEST END & OXFORD STREET *FREE WIFI >HARDLONS25
 1   BA 631  J9 C9 D9 R9 I9 Y9 B9 /ATH   LHR 5  0900    1100  E0/320       4:00
             H9 K9 M9 L9 V9 N9 Q9 O9 S9 G9
 2   BA 641  J9 C9 D9 R9 I9 Y9 B9 /ATH   LHR 5  1440    1640  E0/320       4:00
             H9 K9 M9 L9 V9 N9 Q9 O9 S9 G9
 3   BA 633  J9 C9 D9 R9 I9 Y9 B9 /ATH   LHR 5  1910    2105  E0/767       3:55
             H9 K9 M9 L9 V9 N9 Q9 O9 S9 G9


** AMADEUS AVAILABILITY - AN ** ATH ATHENS.GR                    131 TU 30NOV 0000
11   BA 640  J9 C9 D9 R9 I9 Y9 B9 /LHR 5 ATH    0800    1335  E0/320       3:35
             H9 K9 M9 L9 V9 N9 Q9 O9 S9 G9
12   BA 632  J9 C9 D9 R9 I9 Y9 B9 /LHR 5 ATH    1225    1810  E0/767       3:45
             H9 K9 M9 L9 V9 N9 Q9 O9 S9 G9
13   BA 634  J9 C9 D9 R9 I9 Y9 B9 /LHR 5 ATH    1850  0025+1E0/320       3:35
             H9 K9 M9 L9 V9 N9 Q9 O9 S9 G9
>|
```

➢ Additional options :

AN20NOVATHLON/ABA*30NOV	availability from ATH to LON on 20NOV returning (from LON to ATH) on 30NOV with British Airways.
AN22DECATHFRA*25DECFRAAMS	availability from ATH to FRA on 22DEC and from FRA to AMS on 25DEC
AN22DECATHFRA*FRAMUC1900	availability from ATH to FRA on 22DEC and on the same day, from FRA to MUC with departure time around 1900

♦ CHANGING AVAILABILITY DISPLAY – 'AC' ENTRIES

Change the Availability display with short and smart entries, WITHOUT repeating the primary entry

AC*R*	action code – **A**vailability **C**hange **R**eturn change of the previous AN for a return trip, by reversing the routing on the same date R (Return)

eg.   If the previous availability was ATHLON for 18SEP, the new availability will be for LONATH on the same date 18SEP.

ACR*22SEP*	change of the previous AN to a return trip on a different date
AC5	change of the previous AN for 5 days later
AC23SEP	change of the previous AN for a specific date
AC-2	change of the previous AN for 2 days earlier
AC/ABA	change of the airline
AC/XZRH	change of connecting point
ACSKG	change of departure city
AC//PAR	change of destination city

♦ SCROLLING ENTRIES

MPAN	move Previous Amadeus availability
MN	move Next day
MY	move Yesterday
MD	move Down
MU	move Up to earlier flights
MT	move all the way to the Top
MB	move all the way to the Bottom

🔸 SCHEDULE NEUTRAL Availability Display

Availability of flights and seats for a specific city pair, date and airline.Amadeus Schedule Neutral displays all flights and all classes of service regardless availability (C – S – X).

SN20NOVATHNYC

```
MPSN ▼   SCR    AN    DO    DNE   FQD   F/S    SM   S1 ▼   MN    MY
SN20NOVATHNYC
** AMADEUS SCHEDULES - SN ** NYC NEW YORK.USNY              121 SA 20NOV 0000
 1    DL 133   J9 D9 S9 I9 Y9 B9 M9 /ATH    JFK 3   1130    1555  E0/767        11:25
               H9 Q9 K9 L9 U9 T0
 2DL:OA8411    C4 J4 D4 Y9 M9 L9 N9 /ATH    JFK 3   1130    1555  E0/767        11:25
               K9 Q9 B7 XS
 3CO:UA3206    J4 C4 D4 ZR Y4 B4 EC  ATH E EWR B   1200    1610  E0.762        11:10
               M4 UC H4 Q4 V4 W4 SC TC LC KC GC
 4    CO 105   J9 C9 D9 Z0 Y9 B9 M9 /ATH E EWR B   1200    1610  E0/762        11:10
               H9 K0 Q9 U0 V9 G0 W3 E0 S0 T0 N0 L0
 5LH:A31801    C4 D4 Z4 Y4 B4 M4 H4 /ATH    MUC 2   1305    1445  E0/321
               Q4 V4 W4 OL L4
  LH:UA9255    F4 J4 C4 D4 Z4 Y4 B4  MUC 2 EWR B   1515    1835  E0.346        12:30
               E4 M4 U4 H4 Q4 V4 WS A4 SR TS LS K4 G4
 6    LH1751   J9 C9 D9 Z9 IL RL Y9 /ATH    MUC 2   1305    1445  E0/321
               B9 M9 H9 X9 Q9 N5 V9 W9 U9 S9 P9 G9 K9 LC TC EC
      LH 412   F8 A8 O1 J9 C9 D9 Z9 /MUC 2 EWR B   1515    1835  E0/346        12:30
               IL RL Y9 B9 M9 H9 X9 Q9 N5 V9 W9 S9 LC
 7AF:DL8640    C9 D6 S0 I0 Y9 B9 M9 /ATH    CDG2D   0700    0930  E0/319   TR
               H9 Q9 K9 L9 U9 T9
  AF:DL8654    C9 D6 S0 I0 W3 Y9 B9 /CDG2E JFK 1   1030    1250  E0/343        12:50
               M9 H9 Q9 K9 L9 U9 T9
>|
```

** The same options are used to display Availability Neutral or availability change can be applied in the request of a Schedule Availability Display **

SN22SEPLONATH/ABA   for specific airline

SN /15SEPATHSKG/AOA   search for availability up to 7 days after the departure date for a specific airline

TIMETABLE DISPLAY

Timetable displays the frequency of flights for a specific city pair.

TN02NOVATHROM   display the weekly schedule for the routing ATHROM

```
 MUFXX
TN02NOVATHROM
** AMADEUS TIMETABLE - TN ** ROM ROME.IT                    02NOV10 09NOV10
** LW*HOTEL SACHER VIE FM 295EUR * HOTEL SACHER SZG FM 165 EUR
** GREAT LOCATION*IMPRESSIVE VIEWS OF THE OLD TOWN  >HALWXXX
  1   AZ 717   D     ATH    FCO 1  0655     0810    0 01NOV10 19DEC10 321  2:15
  2   A3 650   D     ATH    FCO 3  0855     1010    0 31OCT10 26MAR11 320  2:15
  3   U24984   X37   ATH    FCO 1  1110     1220    0 01NOV10 24DEC10 319  2:10
  4   U24984   7     ATH    FCO 1  1145     1255    0 31OCT10 20MAR11 319  2:10
  5   AZ 719   D     ATH    FCO 1  1300     1415    0 31OCT10 24DEC10 321  2:15
  6   A3 652   567   ATH    FCO 3  1430     1545    0 05NOV10 12DEC10 320  2:15
  7   OA 233   D     ATH    FCO 3  1430     1545    0 31OCT10 26MAR11 320  2:15
  8   A3 654   X6    ATH    FCO 3  1815     1935    0 31OCT10 25MAR11 320  2:20
  9   AZ 721   D     ATH    FCO 1  1850     2005    0 31OCT10 26MAR11 321  2:15
>
```

TN22SEPLONATH/ABA   for a specific airline

** The same options used to display Availability Neutral or availability change can be applied in the request of a Timetable Neutral display **

CHANGE DISPLAY TYPES

Ability to change from one type of display to another.

ACSN	change from AN to SN
ACTN	change from AN to TN
SCTN	change from SN to TN
SCAN	change from SN to AN
TCAN	change from TN to AN
TCSN	change from TN to SN

🔸 DIRECT ACCESS availability display

Flights and seat availability "directly" from the airlines' reservation system.
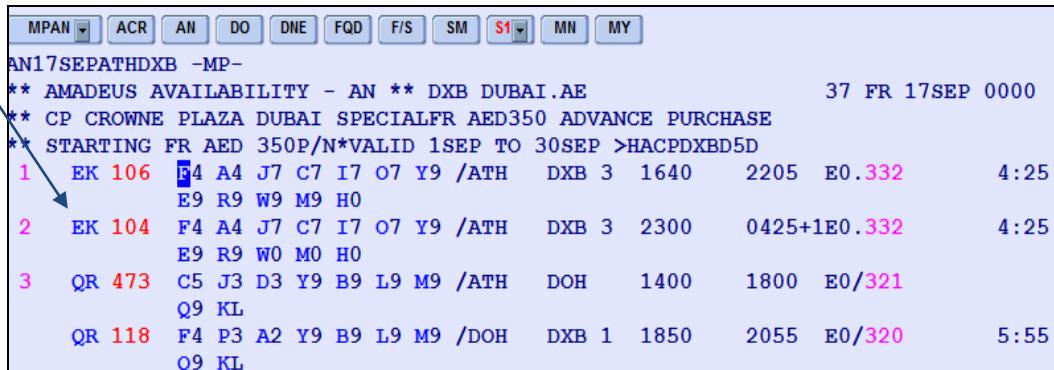
If an airline supports *Direct Access (*)* level ,it is necessary to access the airlines' system directly, when making a reservation, in order to get reliable information and immediate confirmation.
If an airline supports *Amadeus Sell Access (.)* level,it is optional to access the airlines' system, when making a reservation, in order to get reliable information and immediate confirmation.

You may request Direct Access availability, using one of the three following methods:

❖ 1st Method

After requesting an AN display, enter the airlines' system by double-clicking on its 2 letter code on the availability line
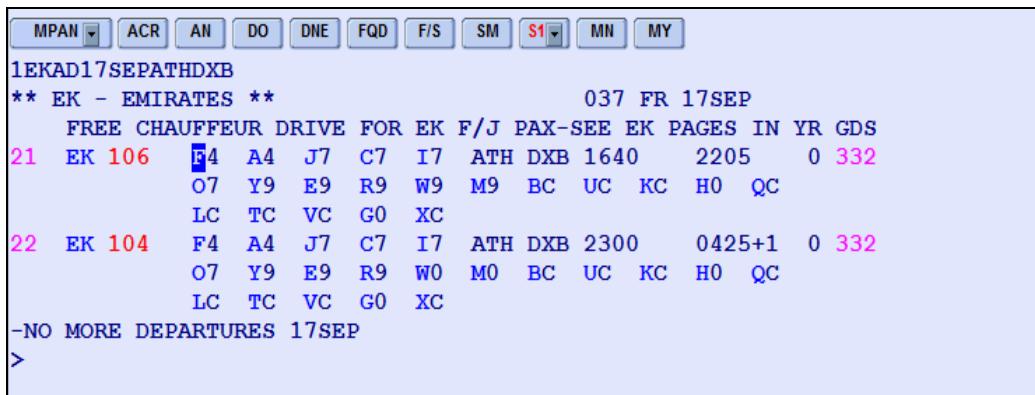
```
 MPAN ▾   ACR   AN   DO   DNE   FQD   F/S   SM   S1 ▾   MN   MY
AN17SEPATHDXB -MP-
** AMADEUS AVAILABILITY - AN ** DXB DUBAI.AE                37 FR 17SEP 0000
** CP CROWNE PLAZA DUBAI SPECIALFR AED350 ADVANCE PURCHASE
** STARTING FR AED 350P/N*VALID 1SEP TO 30SEP >HACPDXBD5D
1    EK 106   F4 A4 J7 C7 I7 O7 Y9 /ATH   DXB 3  1640    2205   E0.332       4:25
              E9 R9 W9 M9 H0
2    EK 104   F4 A4 J7 C7 I7 O7 Y9 /ATH   DXB 3  2300    0425+1E0.332       4:25
              E9 R9 W0 M0 H0
3    QR 473   C5 J3 D3 Y9 B9 L9 M9 /ATH   DOH    1400    1800  E0/321
              Q9 KL
     QR 118   F4 P3 A2 Y9 B9 L9 M9 /DOH   DXB 1  1850    2055  E0/320       5:55
              Q9 KL
```

System response / Direct Availability display:

```
 MPAN ▾   ACR   AN   DO   DNE   FQD   F/S   SM   S1 ▾   MN   MY
1EKAD17SEPATHDXB
** EK - EMIRATES **                         037 FR 17SEP
    FREE CHAUFFEUR DRIVE FOR EK F/J PAX-SEE EK PAGES IN YR GDS
21  EK 106   F4   A4   J7   C7   I7   ATH DXB 1640     2205    0 332
             O7   Y9   E9   R9   W9   M9   BC   UC   KC   H0   QC
             LC   TC   VC   G0   XC
22  EK 104   F4   A4   J7   C7   I7   ATH DXB 2300     0425+1  0 332
             O7   Y9   E9   R9   W0   M0   BC   UC   KC   H0   QC
             LC   TC   VC   G0   XC
-NO MORE DEPARTURES 17SEP
>
```

❖ **2ⁿᵈ Method**

.1.   Request Availability Neutral display

AN18DECATHROM

```
MPAN ▼   ACR   AN   DO   DNE   FQD   F/S   SM   S1 ▼   MN   MY

>AN18DECATHROM
AN18DECATHROM
** AMADEUS AVAILABILITY - AN ** ROM ROME.IT                    129 SA 18DEC 0000
 1    AZ 717   C7 D7 I7 Y7 B7 M7 H7 /ATH    FCO 1  0655    0810  E0/321      2:15
               K7 V7 T7 N7 S7 Q7 L7 O7 X7 W7 R7 G0
 2    A3 650   C8 D3 ZL A2 I2 RL Y9 /ATH    FCO 3  0855    1010  E0/320      2:15
               B9 M9 H9 Q9 V9 W9 O7 L9 K9 JL S9 EL T5 UL PL GR N7 X3 FL
 3    U24984   YA                      ATH   FCO 1  1110    1220  T0-319      2:10
 4    AZ 719   C7 D7 I7 Y7 B7 M7 H7 /ATH    FCO 1  1300    1415  E0/321      2:15
               K7 V7 T7 N7 S7 Q7 L7 O7 X7 W7 R7 G0
 5    OA 233   C9 J9 D9 Z9 Y9 M9 L9 /ATH    FCO 3  1430    1545  E0/320      2:15
               N9 S9 K9 Q9 E9 B9 X9 V9 U6
```

2.   Choose the airline which you want to access directly along with the flight number and time of departure and access its Direct Access Availability using the entry:

ACL 4   availability change to direct access for the airline on line eg. no 4

```
>ACL4
1AZAD18DECATHFCO1300
** AZ - ALITALIA **                         129 SA 18DEC
21  AZ 719   C7  D7  I7  Y7  B7  ATH FCO 1300    1415    0 321
             M7  H7  K7  V7  T7  N7  S7  Q7  L7  O7  X7
             W7  R7  G0
22  AZ 721   C7  D7  I7  Y7  B7  ATH FCO 1850    2005    0 321
             M7  H7  K7  V7  T7  N7  S7  Q7  L7  O7  X7
             W7  R7  G0
23  TK1850   R5  P7  J7  C7  D7  ATH IST 1930    2045    0 738
             W7  S7  Y7  B7
    AZ 703   C7  D7  I7  Y7  B7  IST FCO 0615+1  0755+1  0 32S
             M7  H7  K7  V7  T7  N7  S7  Q7  L7  O7  X7
             W7  R7  G0
```

❖ **3ʳᵈ Method**

If you know that the airline you wish to access supports Direct Access display, the long sell entry may also be used:

1OAAD23MARATHPAR

explanation:

1	OA	AD	23MAR	ATHPAR
Command	Airline	availability direct	date	city pair

AVAILABILITY CHANGE DISPLAY FROM DIRECT ACCESS AVAILABILITY

From a Direct access Availability, you may change the display by using the short and quick entries, similar to AC entries

1 AZ /	change from a Direct Access airline to another Direct Access airline eg.from OA to AZ
1OA AC25MAR	change of display to a new date
1OA ACR	change the previous display to a return itinerary on the same date
1AZ ACR28MAR	change the previous display to a return itinerary on a different date

SCROLLING ENTRIES in Direct Access

The same scrolling entries apply, with the difference that you have to use the direct access prefix before the command

1OA MD
1AZ MU

1AZ MN
1AZ MY

⊹ FLIGHT INFORMATION – FLIGHT DETAILS

DO OA202/20NOV   information on a specific flight operating on a specific date

DO LH780   information on a specific flight

DO 2   flight information referring to availability line or pnr segment

Possible system responses:

```
 1YY/ ▼

DOOA202/20NOV
* 1A PLANNED FLIGHT INFO *                  OA 202   101 SA 20NOV
APT ARR    DY DEP    DY CLASS/MEAL            EQP   GRND   EFT    TTL
CDG           1315   SA CJDZYMLNSKQ/L          320          3:20
                        EBTXVUW/L
ATH 1735   SA                                                    3:20

COMMENTS-
 1.ENTIRE FLT- AIRCRAFT OWNER OLYMPIC AIR
 2.ENTIRE FLT- COCKPIT CREW OLYMPIC AIR
 3.ENTIRE FLT- CABIN CREW OLYMPIC AIR
 4.FROM CDG  - DEPARTS TERMINAL 1
 5.CDG ATH   -   9/ NON-SMOKING
 6.CDG ATH   -  ET/ ELECTRONIC TKT CANDIDATE

CONFIGURATION-
          320  NO CONFIGURATION SET
>
```

```
DO1
* OPERATIONAL FLIGHT INFO *                 BA 633    0 TU 23NOV
CITY INFO                                       HOUR   LOCAL)
ATH  ESTIMATED TIME OF DEPARTURE                1921
     ESTIMATED TIME OF ARRIVAL                  2110   LHR

* 1A PLANNED FLIGHT INFO *                  BA 633    0 TU 23NOV
APT ARR    DY DEP    DY CLASS/MEAL            EQP   GRND   EFT    TTL
ATH           1910   TU JCDRI/M  YB/S          767          3:55
                        HKMLVNQOSG/S
LHR 2105   TU                                                   3:55

COMMENTS-
 1.ATH LHR   - MEMBER OF ONEWORLD
 2.ATH LHR   - ARRIVES TERMINAL 5
 3.ATH LHR   -   9/ NON-SMOKING
 4.ATH LHR   -  ET/ ELECTRONIC TKT CANDIDATE

CONFIGURATION-
          767  C  32   M 214
>■
```

4.   SELLING ENTRIES

➕ <u>Direct flight :</u>

❖ Selling entry from **AN** availability :

SS	**2**	**Y**	**1**
segment	number	booking	line number
sell	of seats	class	on availability

```
>AN15JANATHMXP/AA3
AN15JANATHMXP/AA3
** AMADEUS AVAILABILITY - AN ** MXP MALPENSA.IT          76 TU 15JAN 0000
 1  A3 660      C4 D4 Z4 A4 IR J4 Y4  ATH  MXP 1  0855   1030  E0/733      2:35
              B4 M4 K4 W4 S4 H4 L4 X4 V4 T4 Q4 E4 O4 GR NR R4
 2  A3 662      C4 D4 Z4 A4 IR J4 Y4  ATH  MXP 1  1530   1655  E0/733      2:25
              B4 M4 K4 W4 S4 H4 L4 X4 V4 T4 U4 Q4 E4 O4 GR NR R4
>SS1Y1
RP/ATH1A098A/
1        A3 660 Y 15JAN 2 ATHMXP DK1  0855 1030  15JAN  E  0 733 B
```

❖ Selling entry from a **Direct Access** availability :

SS	**2**	**Y**	**21**

```
>1OAAD20JANATHCHQ
** OA - OLYMPIC AIRWAYS **          081 SU 20JAN
21  OA 530      C4  Y7  M7  L7  S7  ATH CHQ 0550   0640   0 734
              K7  E7  B7  T2  X7
22  OA 532      Y7  M7  L7  S7  K7  ATH CHQ 0900   1000   0 AT7
              E7  B7  T2  X7
>SS1C21
RP/ATH1A098A/
1        OA 530 C 20JAN 7 ATHCHQ DK1  0550 0640  20JAN  E  0 734
```

🞣 Connecting flights:

SS1 M 4   selling same class of service

SS2 YM 3   selling different classes of services

```
>AN10MAYATHFRA/ABA
** AMADEUS AVAILABILITY - AN ** FRA FRANKFURT.DE        191 SA 10MAY 0000
 1   BA 631      J9 C6 D5 I5 Y9 B9 H9 /ATH   LHR 5  0815   1015  E0/767
                 K9 M9 R9 V9 N9 E9 Q9 L9 S9 O9
     BA 906      J9 C9 D9 I9 Y9 B9 H9 /LHR 5 FRA 2  1150   1430  E0/319      7:15
                 K9 M9 R9 V9 N9 E9 Q9 L9 S9 O9
>SS3CB1
RP/ATH1A098A/
1        BA 631 C 10MAY 6 ATHLHR DK3  0815 1015  10MAY  E  0 767
2        BA 906 B 10MAY 6 LHRFRA DK3  1150 1430  10MAY  E  0 319
```

🞣 Sell from Dual Availability display:

SS1Y3 * 12   selling the same class of service from the availability lines 3 & 12

SS1Y3 * B12   selling different classes of service from the availability lines 3 & 12 respectively

SS2M3 * TK12   ...>>... with a connecting flight

```
>AN05SEPATHMUC/ALH*15SEP/ALH
** AMADEUS AVAILABILITY - AN ** MUC MUNICH.DE          309 FR 05SEP 0000
 1  LH3375      C9 D9 Z9 I2 R2 Y9 B9 /ATH   MUC 2  0650   0820  E0/320      2:30
                M9 H9 X9 Q9 N9 V9 S0
** AMADEUS AVAILABILITY - AN ** ATH ATHENS.GR          319 MO 15SEP 0000
11  CL*LH3742  C9 D6 Z0 I0 R0 Y9 B9 /MUC 2 ZRH   1115   1215  E0/CR9
                M9 H9 X9 Q9 N9 V9 W9 S9
 LX:LH5238  C4 D4 Z4 Y4 B4 M4 H4 /ZRH   ATH   1255   1635  E0/321  TR   4:20
                Q4 V4 W4 U4 S4 G4 K4 L4 T4 E4

>SS1Y2*YC11
RP/ATH1A098A/
1        LH5917 Y 05SEP 5 ATHMUC DK1  0845 1015  05SEP  E  0 32S S
2        LH3742 Y 15SEP 1 MUCZRH DK1  1115 1215  15SEP  E  0 CRJ R
3        LH5238 C 15SEP 1 ZRHATH DK1  1255 1635  15SEP  E  0 32S M
```

🞣 Priority Waitlist :

Request seats on waiting list, if and when the system does not sell automatically.

SS1L22 / PE   /PE priority "E"

+ Open segment :

Create an open segment in a pnr.

SOBAY25NOVLHRBOS

explanation:

SO	**BA**	**Y**	**25NOV**	**LHRBOS**
sell	airline	booking	date	city pair
open		class		

+ Long Sell entry :

Request seats based on flight details without a previous availability display request.

SSLH3723B23MARATHFRA2

explanation:

SS	**LH3723**	**B**	**23MAR**	**ATHFRA**	**2**
sell	airline	class	date	routing	no of seats
entry	flight no				

+ Surface segment – Arrival unknown :

SI ARNK

5.   PNR CREATION

✚ MANDATORY ELEMENTS

.1.   ITINERARY element

Itinerary creation using Availability display and selling entries.

```
>AN11SEPATHLON/ABA
** AMADEUS AVAILABILITY - AN ** LON LONDON.GB          315 TH 11SEP 0000
1  BA 631      J9 C9 D9 I9 Y9 B9 H9 /ATH  LHR 5  0815   1015  E0/767     4:00
              K9 M9 R9 V9 N9 E9 Q9 L9 S9 O9
 2  BA 641     J9 C9 D6 I6 Y9 B9 H9 /ATH  LHR 5  1445   1635  E0/319     3:50
              K9 M9 R9 V9 N9 E9 Q9 L9 S9 O9


>SS1B2
RP/ATH1A098A/
1       BA 641 B 11SEP 4 ATHLHR DK1  1445 1635  11SEP  E  0 319
```

.2.   NAME element

NM 1 PAPAS / JOHN MR

Explanation:

NM	1	PAPAS /	JOHN	MR
name	- no of pax	- last name	/ first name	- title
entry	with the same			
	last name			

! Attention !   Do not leave gaps in the name element

.3.   AP element **– Advise Phone**

AP 2109303000 AMADEUS HELLAS REF PETROU - A

Ability to insert the contact elements of your agency in the pnr.
After the AP –action code- you may add *free flow text.* By entering only AP, the system automatically inserts the contact elements that are set by default to your office profile.

! Attention !   The AP element may only be seen by Amadeus System User Airlines.

.4.   O.S.I. element

Use the O.S.I. element to send your agency contact information to all airlines involved in the pnr

OS YY 2109303000 AMADEUS HELLAS REF PETROU

explanation :

OS	YY	. . . .>>. . . .
Action	airline code	free flow text
code	referring to all	
	in the pnr	

.5.   TICKETIING element

A ticketing arrangement element that indicates the status of the ticket issuance. <u>Single Item Element</u>:

TK OK   Ticket OK – confirmed to be ticketed

           or

TK TL18JAN   reminder to issue in a future date that you set – the PNR will be automatically placed on Queue 8 on the requested date.

.6.   END OF TRANSACTION

ET   End of Transaction

ER   End of Transaction & Redisplay pnr

```
MPAN ▾
RP/ATH1A098A/ATH1A098A              AT/SU  11AUG10/1013Z    5TAPD7
ATH1A098A/2222AT/11AUG10
  1.PAPAS/JOHNMR
  2  BA 639 B 11SEP 6 ATHLHR HK1  1340 1535  11SEP  E  BA/
  3 AP ATH +30210 9303000 – AMADEUS HELLAS S.A. – A
  4 TK OK11AUG/ATH1A098A
  5 OSI YY 0030 210-9303000 AMADEUS HELLAS S.A.
*TRN*
>|
```

---

6. SAVE - CANCEL - RECALL A PNR

✚ Save

ET	End of Transaction – save changes and /or updates in pnr
ER	End of Transaction & Redisplay pnr
IG	Ignore
IR	Ignore & Redisplay

✚ Cancel

XE 5	cancel a specific element in a pnr e.g. element nbr 5
XE 5 , 8 - 9	cancel elements : 5 and 8 to 9
XI	cancel the whole Itinerary of a pnr

✚ PNR Retrieve

<div align="right">HE RT</div>

RT	retrieve an active pnr
RT / SMITH	retrieve pnr by clients name
RT / SMITH * A	retrieve only the Active pnrs of a client using the name
RT <record locator>	retrieve pnr by record locator

Similar Name List entries

RT 3	retrive pnr on line 3 of the displayed list
RT 0	return to previous similar name list

7. CANCEL AND REBOOK

✦ Increase / Decrease the number of seats requested <u>before saving the pnr</u> (during pnr creation)

If, during pnr creation, you have sold the wrong number of seats, you may correct the number before saving the pnr, using the following entry

    4   **/**   **3**
Line number   correct number
Of itinerary   of seats
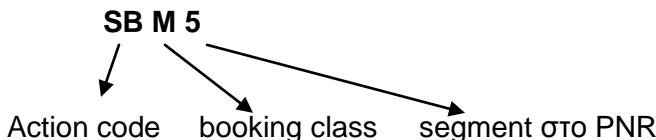
! Attention !

This command is not advised to be used for airlines requiring Direct Access availability.

✦ Auto cancel and rebook for class of service & date <u>before and after saving the pnr/end of transaction</u> and redisplay it .

The "Should Be" entries are used to automatically resell segments, quickly without having to check the availability.

To change the booking class and/or the date, you may use the following entries:

        SB M 5

Action code   booking class   segment στο PNR

SB 13DEC 5	change date for segment 5 of the PNR
SB M 13DEC 5	change booking class & date for segment 5
SB C	change booking class for the entire itinerary
SBM3 / 12DEC4	use multiple rebooking entries for class/date on specific segment in the pnr

! Attention !

Always check that the Status Code of the rebooked segment(s) is DK or LK.

---

8.   PNR UPDATES

♦ NAME ELEMENT – ADDITIONAL ENTRIES

NM 1PAPPAS/DIMITRIS MR	adult name element
NM 2PAPPAS/S MR/A MRS	two passengers with the same last name
NM 1JONES/T MR ; NM1GREEN/A MRS **OR** **NM 2PAPPAS/KMR/SMRS 1PAPADAKIS/AMR**	multiple passengers with different last name
NM 1PAPADOPOULOS/LMSTR (CHD/23MAR04)	child name (2-11 years old)
NM 2JONES/TOMMR/ANN MISS(CHD/12MAY06)	adult & child
NM 1PETROU/VMRS(INF/MARYMISS/10SEP09)	adult & infant (0-2 years) with the same last name
NM 1PETROU/ZMRS(INFPAPPAS/KONMSTR/05JUN09)	adult & infant with different last name
NM1PASSIAKOS/KMSTR(CHD/11MAR009) **(IDDOB11MAR09)**	child with additional **ID DOB** to display date of birth on the etkt image of the airline file. *(airline specific !)*
NM1PASSIAKOS/KMR(YTH) **(IDDOB11SEP90)**	''youth psgr'' with additional **ID DOB** to display date of birth on the etkt image of the airline file. *(airline specific !)*

♦ NAME CHANGE and UPDATE

Name change or update, can be processed without restrictions BEFORE the end of transaction (ET) with the following entries.

! Attention !

Changing or updating a name AFTER the end of transaction (ET) can be processed <u>by following strictly the airlines' rules for name change.</u>

All name changes or updates must be processed after getting an approval from the airline. In any other case the reservation might be canceled by the airline.

When the airline makes a name change directly in their system (Non Altea Airline), the name must be changed in your Amadeus Pnr, exactly as it appears on the airlines' system.

In case the response is "RESTRICTED FROM AIRLINE", then you must contact the Amadeus Helpdesk.

If the names are not exactly the same in both systems (Amadeus & Airline),then NO synchronisation will be amongst them. This means that you won't be able to receive messages sent by the airline and vice versa.

1/ ANDRE MR	change of the first name and title
NU 1/ ANNITA MRS	update of the first name and title
2/1 PAPAS/KMR	full name change (when an approval from the airlineis is given)
NU 2/ 1ADAMS/KMR	full name update (when an approval from the airlineis given)

! Attention !

When there is a name change in the pnr, all passenger associated SSRs are being cancelled automatically. When the name is updated, all passengers associated SSRs are automatically rebooked.

Add / change / update data in brackets for child or infant
==

2 / (CHD/20NOV00)

3 / (INF/JMS/15JUL09)

Remove brackets of child or infant
=================================

2 /

⊞ **OPTIONAL PNR ELEMENTS**

You may use the optional elements to enrich your client pnr providing more details regarding passengers' needs, when and if it is needed.

- o Insert clients preferences like phone numbers, remarks, frequent flyer number etc
- o Send an general information to the airlines
- o Request specific services like a special meal on board, a wheelchair, a bicycle etc

AP –Advise Phone   HE AP

Insert contact details for your client like phone numbers, addresses, email. You may insert more than one of these elements.

AP 6977 989898 - M   mobile number of the passenger

AP 210 5555555 - H   home telephone number of the passenger

APE-helpdesk.gr@amadeus.com   passengers e-mail

AM / AB - Mail & Billing address   HE AM

Insert mailing & biling address

AM 157 SYGGROU AV,17121,NEA SMYRNI,ATHENS   mail adr.

AB AMADEUS HELLAS FINANCE DPT,157SYGGROU AV,17121,ATHENS   billing adr.

RM - Remark

Notes and remarks that you may save in the pnr. You may insert more than one remark element. RM is visible by all the System User Airlines involved in the pnr contrary to the RC element that can only be displayed by the users in the office ID that has created the RC.

RM PASSENGER WILL PAY BY CREDIT CARD
RC PASSENGER IS VERY DEMANDING GIVE DETAILED RECEIPT

FFN – Frequent Flyer

Insert the frequent flyer card of the passenger. The Frequent Flyer Card is personal and belongs to the specific airline.
The command consists of: (a) action code   (b) airline code   (c) card number

FFN AZ – 1122112

FFN OA – 23232321 / P1   with Passenger Association

FFN LH – 99900001 , A3   the FF card belongs to LH but the reservation is on A3 (FFN Interline)

   o   There are some airlines that require SSR format to enter the Frequent Flyer Card

SR FQTV A3 – A322112 / P1

OP – Option element

"Review" the pnr on a future date for a specific reason. You may add multiple option elements as long as they are set on a different date. Pnr will be placed in the default queue Q/3 on the date that is set.

OP   21SEP / CALL CLIENT TO RECONFIRM RESERVATION

   ↓   ↓   ↓
action   date   free flow text
code

OP25SEP / CHECK IF VISA HAS BEEN GRANDED

ST – Seat request

   ┿   Ability to request a specific type of seat in the aircraft (window – aisle).

Aisle request:

ST / NA
ST / NSSA / P1   for a specific passenger

Window request:

ST / NW
ST / NSSW / P1 / S4   for a specific passenger & specific segment

＋ Ability to request a specific seat in the aircraft "preseating".
The response from the system may vary depending on the airline (Command page or GUI)
   (a) Display the seat map of the plane
   (b) Request the seat of your choice (Command page / GUI)

➢ <u>Command page</u>

SM   3

Seat   segment in PNR
Map

System response:

```
  MPAN ▼
SM3
** OA - OLYMPIC AIRLINES **
  -OA0260Y22SEP LHRATH 320-INS ZONE X        AVAILABLE 134/
NON SMOKING ZONE             *FOR EXPLANATION OF SYMBOLS SEE BOTTOM*
       A    B    C   AISLE   D    E    F
       $    A*   $     4    A*   $    $
       F*   A*   A*    5    A*   A*   F*
       A*   A*   A*    6    A*   A*   A*
       A*   A*   A*    7    A*   A*   A*
//     A*   A*   A*    8    A*   A*   A*   //
EX     L*   L*   L*    9    L*   L*   L*   EX
EX     L*   L*   L*   10    L*   L*   L*   EX
//     A*   A*   A*   11    A*   A*   A*   //
//     A*   A*   A*   12    A*   A*   A*   //
//     A*   A*   A*   14    A*   A*   A*   //
//     F*   A*   A*   15    A*   A*   F*   //
)
>|
```


ST /   11B

            Seat number
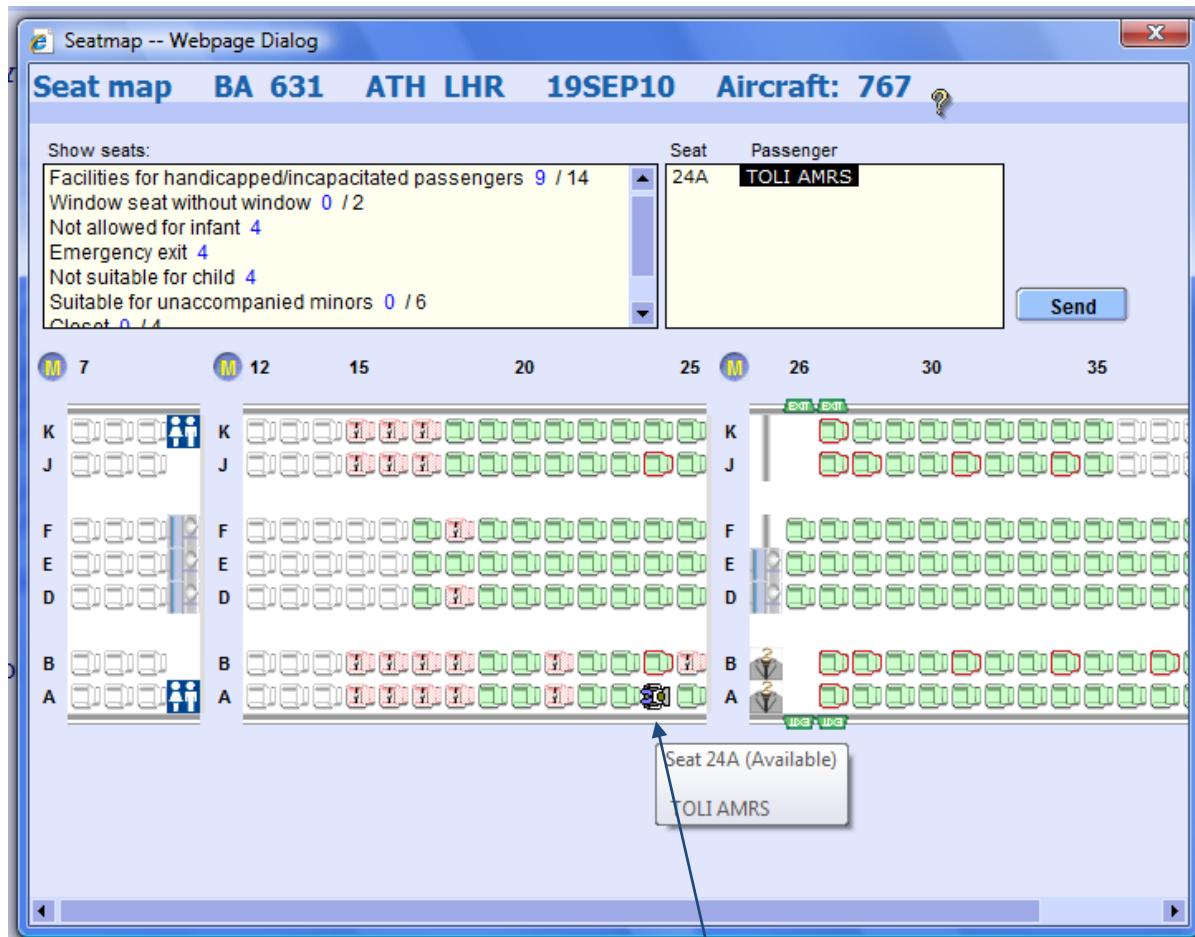
ST / 12AB / P1-2 / S3-4   multiple   seat   request   for   specific
                                                        passengers & segments

➢ GUI – Graphical mode

SM 2

System response:

Choose simply and easily your preferred seat with a ''click''.

✛ Amadeus Ancillary Services / Chargeable Advance Seat Request

Chargeable Advance Seat Request, chargeable preseating, for airlines supporting the Interactive Seat Map.

With this new function, Amadeus Ancillary Services, the passenger has the possibility to purchase, along with the ticket, an "on demand" service offered by the airline.

The airline decides if there is a charge, what is this charge and how it is set.

The request is made with the entries that are mentioned above.

The chargeable service appears with a slash **/** at the beginning

```
0 0
0 1
34012456
< >
K ../+.... K
H ..I+.Y.. H
G ..I./YY. G
D ../../... D
C ..IU.... C
A ../U.... A
< >
34012456
0 1
. AVAILABLE  <> WING    F GEN FACI  K GALLEY   E EXIT   C COT
+ OCCUPIED   - LAST OFF  H HANDICAP  Q QUIET    G GROUPS P PET
/ RESTRICTED B BULKHEAD  V PREF.SEAT X BLOCKED  L TOILET U UMNR
() SMOKING   D DEPORTEE UP UP-DECK   Z NO FILM  I INFANT R REAR
Y CHARGEABLE

RP/ATH1A098A/
1.KATSAROS/GEORGIOS MR
2 XX 401 Y 12FEB 5 JFKFRA HK1 0745 0900 320 E 0
3 /  SSR RQST XX HK1 JFKFRA/14HN,P1/S2            ← ← ← chargeable
```

Manually entered Ticket Number

Airlines have created an automated way to check and identify the automated electronic ticket number, in their systems. Due to this automation it is mandatory for the electronic ticket number to be inserted in the pnr/system with a certain format for each airline (OSI or SSR).The FA element is created automatically upon ticket issuance and sends the ticket number to the airlines in the respective way.

Inserting a ticket number manually is <u>FORBIDDEN</u> by the airlines!!!

- There are very few exceptions when an e-ticket nr. can be manually inserted in the booking.

  One of these cases is a change of routing in the itinerary. When segments are removed and rebooked, the FA element is automatically canceled. So the ticket number has to be inserted again to match the specific segment, because the airlines' system might cancel either the segment or even the whole itinerary if there is no matching ticket number for all segments.

  In this case, the airline has to support the function "Ticket Number Transmission". To check if the airline supports this function, you can go to the information page GGPCA<airline code>, where all the possibilities offered by the airline through Amadeus, are displayed. If the "Ticket Number Transmission" is set to ALL, then you are able to insert the ticket manually with the FH entry:

FHE 220 – 9546789010 /P1 /S3-4

It is mandatory to associate the FH element to passenger and segment(s), even if there is only one passenger in the pnr.

! Attention !

Contact the airlines or the Amadeus Help Desk for the correct use.

O.S.I. - Other Service Information

You may use the OSI element to simply send additional information to the airlines. With this elemenent you do not request a special service from the airline, thus NO confirmation from the airline is required.

OS   YY   PLS NOTE VIP GM OF NATIONAL BANK

action   airline code   free text
         (YY for more than one airline)

Example :

OSA3 TCP 5 WITH RLOC YYMMZZ   TCP - The Complete Party

OSAA FULL PSGR NAME IS SMITH ALFONSO MARTIN MR

OSBA PSGR CTC IN BANGKOK HILTON HOTEL

S.S.R. - Special Service Request

This element is used to request a special service request from the airline. This request can be for a wheelchair, a stretcher, an unaccompanied minor, a special meal etc.

- o All the services have a special 4-letter IATA code.
- o For any other service you might need and there is no 4-letter IATA code, you may use the code OTHS. All these service requests send a "Teletype Queue Message" to the airline concerned that will confirm or reject your request by sending the answer to a specific Queue of your agency.
- o Chargeable Ancillary services.
     The airline decides if Chargeable Ancillary Services will apply, what the cost will be and how it will be defined and processed.
     .

HE SSR → MS 484   list of all SSRs Codes with explanation.

HE MEAL CODES → MS 22   list of all meal codes - SPECIAL MEALS.

> ➢ Basic entry *NO* free text required :

SR   **VGML**

special   4-letter IATA SSR code (vegetarian meal)
request

> ➢ Basic entry free text required :

SR   **SPML**   **-**   **PLS SERVE SCHRIMPS**

In case the service request doesn't concern all the passengers in the pnr, or does not apply to all itinerary segments, you have to passenger and/or segment associate the SSR.

SR BIKE / P3

SR WCHS – ELDERLY PAX /P2 /S3-4

> ➢ General SSR request :

SR OTHS YY – *Free Text*   where YY is the airline code

SR OTHS A3 – PLS CHG PSGR NAME TO GORDON JOSEPH

SR OTHS AZ – PLS TRY TO CFM AZ717/22SEP TKS FOR COOP

> ➢ More examples :

- Pets

SR PETC YY – ONE CAT 5 KGS W OWN KENNEL   **/P1**

SR AVIH LX – ONE DOG 10 KGS CAGE DIM 45X20X30   **/S4-5**

SR AVIH TP – ONE DOG 15 KGS PLSPROVIDE CAGE   **/P1/S6**

- <u>Unaccompanied Minor</u>

SR UMNR OA – UM 10 YRS

OSOA EOD ERIKA SMITH MOTHER WILL DELIVER AT SKG APT
OSOA EOD ERIKA SMITH CTC TEL 6977 890000

OSOA EOA JOHN SMITH FATHER WILL PICK UP AT ATH APT
OSOA EOA JOHN SMITH CTC TEL 6967 997900

- <u>Ancillary Services / Chargable SSR</u>

Chargeable Ancillary Services, based on the already mentioned SSR codes.

In fact, we are not able to know in advance if an SSR is chargeable or not. We have to proceed with the SSR request, as we have learned previously, and check for the slash "/" symbol in the beginning of the segment to be advised if this SSR is a chargeable service or not .

Example:

```
RP/ATH1A098A/
 1.KATSAROS/GEORGIOS MR
 2 6X 341 Y 15AUG 5 NCELHR HK1 0745 0900 320 E 0
 3 / SSR UMNR 6X HK1 UM10/S2              ← ← ← chargeable SSR
 4 SSR VGML 6X HK1 S2                     ← ← ← free of charge SSR
```

- APIS - Advanced Passenger Information Programs
- SFPD – Secured Flight Passenger Data (TSA)

(a)   Insert passenger data for Passport, Visa and Address information, in a pnr.

HE APIS
System response:

```
                    APIS/TSA TRAVEL INFO   EN   26OCT10 0715Z


FOR AN EXPLANATION OF SR TRAVEL DOCUMENTS, PLEASE ENTER: MS43
FOR AN EXPLANATION OF APIS TRAVEL DETAILS, PLEASE ENTER: MS64
FOR AN EXPLANATION OF TSA SECURE FLIGHT, PLEASE ENTER:   MS85


TASK                          FORMAT                   REFERENCE
----                          ------                   ---------
CREATE AN SSR FOR PRIMARY
TRAVEL DOCUMENT INFO          SRDOCS BA HK1                MS148
   -APIS DOCS REQUIREMENTS
   -TSA DOCS REQUIREMENTS


CREATE SSR FOR SECONDARY      SRDOCO BA HK1                MS253
TRAVEL DOCUMENT INFO
   -APIS DOCO REQUIREMENTS
   -TSA DOCO REQUIREMENTS


CREATE SSR FOR ADDRESS        SRDOCA BA HK1                MS358
INFORMATION
```

(b)   Choose the requested page   **MS 148**

System response:

```
CREATE A DOCS ENTRY
-------------------
USE THE SRDOCS ENTRY TO ENTER INFORMATION FOR A PASSENGER OR
CREW MEMBER'S PRIMARY TRAVEL DOCUMENT INFORMATION (FOR EXAMPLE
PASSPORT INFORMATION). AN SRDOCS CAN BE USED TO TRANSMIT
INFORMATION TO EITHER APIS OR TSA.

FOR A PASSENGER WITH ONE GIVEN NAME:
SRDOCS LH HK1-P-DEU-012345678-DEU-30APR61-M-14APR09-NAPP-KARL/P1/S3

FOR A PASSENGER WITH ONE GIVEN NAME AND MULTIPLE-PASSPORT HOLDER:
SRDOCS LH HK1-P-DEU-012345678-DEU-30APR61-M-14APR09-NAPP-KARL--H/P1/S3

FOR A PASSENGER WITH TWO GIVEN NAMES:
SRDOCS BA HK1-P-GBR-012345678-GBR-30JUN73-M-14APR09-JOHNSON-SIMON-
PAUL/P1/S3
```

(c) You may insert the requested data for your passengers, by using the systems' help pages as a guideline.

Examples:

➢ APIS & SFPD for Passport

SRDOCSLHHK1-P-GRC-012345678-GRC-30APR71-M-14APR19-NAPP-KARL/P1/S3

SRDOCS BA HK1-----30JUN73-M--SMITH-DAVE/P1

➢ APIS & SFPD for Visa

SRDOCO BA HK1-MANCHESTER GBR-V-17317323-LONDON GBR-18JUN04-USA/P1/S3

SR DOCO BA HK1--V-17317323----/P1
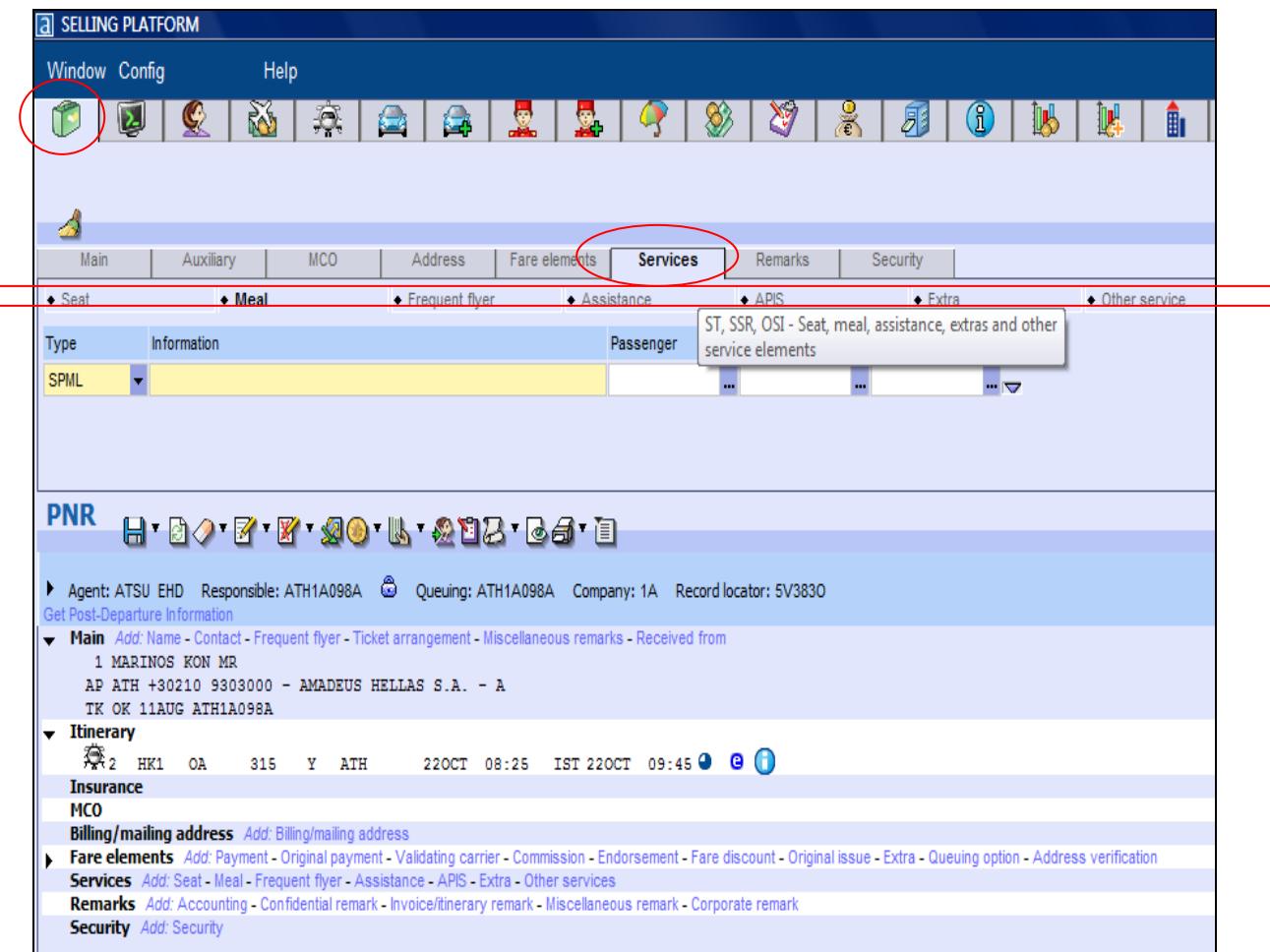
➢ APIS & SFPD for destination

SRDOCA BA HK1-D-USA-301 PARK AVENUE-NEW YORK-NY-10022/P1/S3

SRDOCA BA HK1-R-GRC-157 SYGGROU AV-ATHENS-GR/P1/S3

SSR Request with GUI

You may request all elements mentioned above, mandatory or optional, through the graphic environment of Amadeus.

9.   PRINT AN ITINERARY

➕ Ability to provide your client an extended print out of the reservation with the use of the following entries :

IED	display the Itinerary Extend Display & <u>print screen</u>
IEP	print out the extend itinerary with no previous display
IEP / P1	print out the extend itinerary for a specific passenger
IEP / P2 / S4-7	print out the extend itinerary for a specific passenger & segment
IEPJ	print out the extend Joint itinerary

➕ If you want to include a note or a free text to be printed at the end of the itinerary print out, then you may use the RIR entries.

RIR   REMEMBER TO TAKE YOUR PASSPORT
RIR   THANK YOU FOR CHOOSING OUR AGENCY
RIR   HAVE A NICE TRIP

ER
IEP

System Print-Out response:

```
AMADEUS HELLAS S.A.                      DATE 11AUGUST10
157, SYNGROU AVE.,                       BOOKING REF 5V383O
NEA SMYRNI
TELEPHONE: +30210 9303000                MARINOS/KON MR
FAX      : +30210 9356873
EML:INFO@GR.AMADEUS.COM
                    *TRAINING DOCUMENT*
SERVICE        FROM                 TO                     DEPART  ARRIVE
-------------- ------------------- --------------------- -------- -------
OLYMPIC AIR - OA 315
FRI 22OCT      ATHENS GR            ISTANBUL TR            0825    0945
               INT E VENIZELOS      ATATURK
NON STOP                            TERMINAL INTL             DURATION 1:20
                                             NON SMOKING
               RESERVATION CONFIRMED - Y ECONOMY
               ON BOARD: BREAKFAST
               AIRCRAFT OWNER        :OA  OLYMPIC AIR
               COCKPIT CREW          :OA OLYMPIC AIR
               CABIN CREW            :OA  OLYMPIC AIR
               EQUIPMENT:AIRBUS INDUSTRIE A319


REMEMBER TO TAKE YOUR PASSPORT
THANK YOU FOR CHOOSING OUR AGENCY
HAVE A NICE TRIP
```

10.　　　　　　AMADEUS E – MAIL

The Amadeus Email function gives you the ability to send by e-mail, either the pnr that you have created in Amadeus or simple messages, without having an e-mail account in the specific terminal.

The first time that you will want to use the Amadeus E-mail, you will have to perform the activation entry:
WM/

↓ Send Itinerary

IEP – EML- helpdesk.ath.gr@amadeus.com   send the itinerary by e-mail

The e-mail received is realized through the Amadeus website www.checkmytrip.com   with additional graphical features that enrich the display. You may find the link at the end of the e-mail.

The passengers can access the www.checkmytrip.com as well, simply by inputing the Amadeus reservation code and the Family name.

↓ Send Free Text

WMP   (CR)
EML <e-mail address>   (CR)
ENTER YOUR TEXT HERE (CR)
ENTER YOUR TEXT HERE (CR)
LLLL/SEND

*The indication **(CR)** stands for the use of the keys <Ctrl + enter> that are used to change row in your message*

↓ Send almost any screen display to an E-MAIL address

WM/FWD/EML <e-mail address>/ <Amadeus entry>

e.g.

WM/FWD/EML annjournal@btb.com/TNATHLON/ABA

---

11.   PNR REPLICATION

➕ Ability to replicate a pnr

The system can replicate the elements of an active pnr by checking, whenever applicable, the Availability.
A new pnr is created without canceling or modifying the original pnr.

RRA   replicate pnr with AXR association
                                                   Use **RTAXR** to display the list of associated
                                                   PNRs and navigate between them.

RRN   replicate pnr with no AXR association

RRN/2   replicate pnr for 2 seats

RRI   replicate itinerary only

RRP/P1-3   replicate passenger data only

! Attention !

Be careful to avoid Dupe bookings.
Always check the Status Codes of the replicated segments to be DK or LK.

---

12.   PNR HISTORY

➕ Ability to display the PNR history.

RH   display the entire history of the pnr

RHA   history of air segments
RHG   history of osi/ssr
RHQ   history of queues
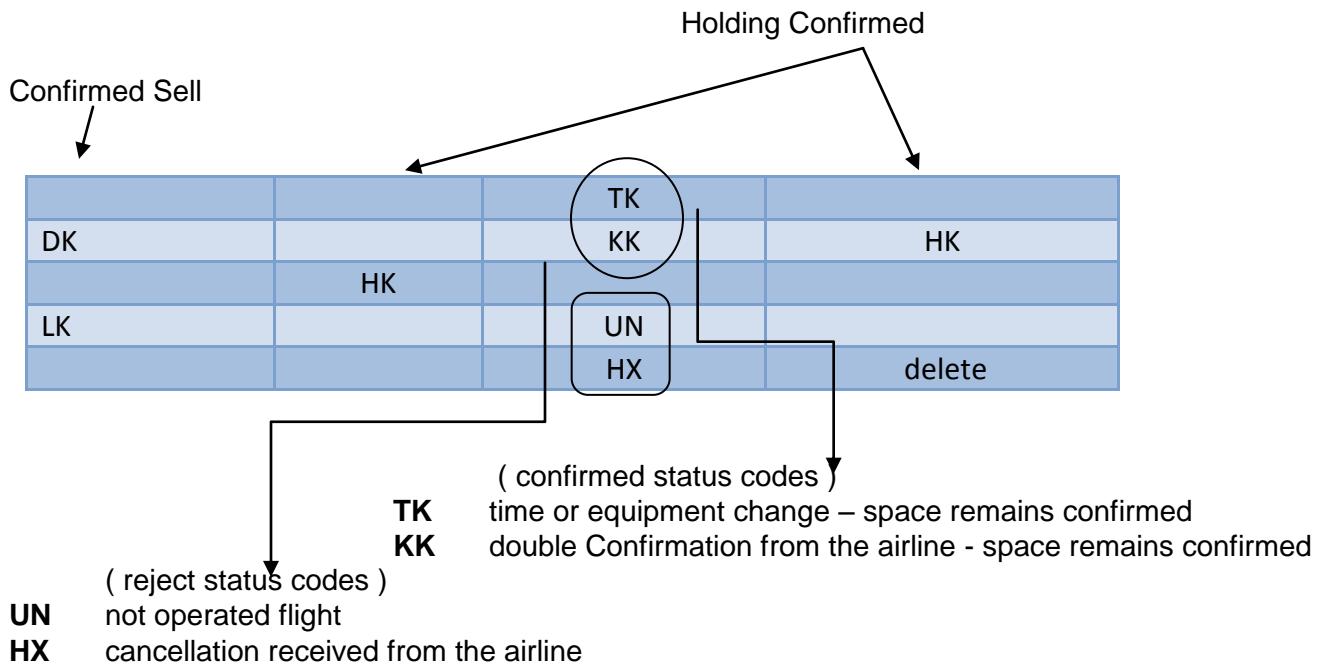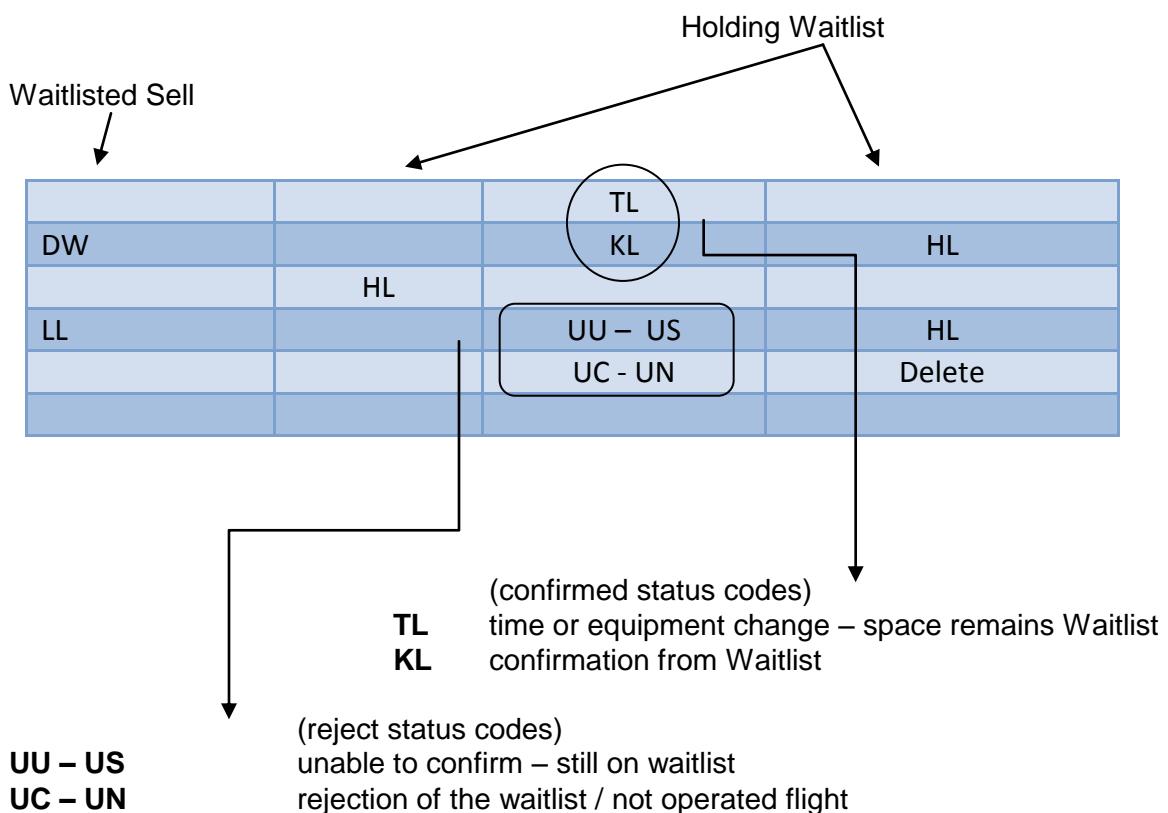
```
    000 ON/GALIATSATOU/EFFROSYNIMRS PAVLOPOULOU/ATHINAMRS
    000 OS/LX1831 P 05OCT 2 ATHZRH LK2 1410 1600/NN *1A/E*
    000 OS/LX 560 P 05OCT 2 ZRHNCE LK2 1700 1810/NN *1A/E*
    000 OS/LH4159 U 16OCT 6 NCEMUC LK2 0640 0800/NN *1A/E*
    000 OS/LH3388 U 16OCT 6 MUCATH LK2 0855 1220/NN *1A/E*
000 RF-CR-ATH1A098A 00413000 SU 2609EG/DS-580324DC 11AUG0611Z
```
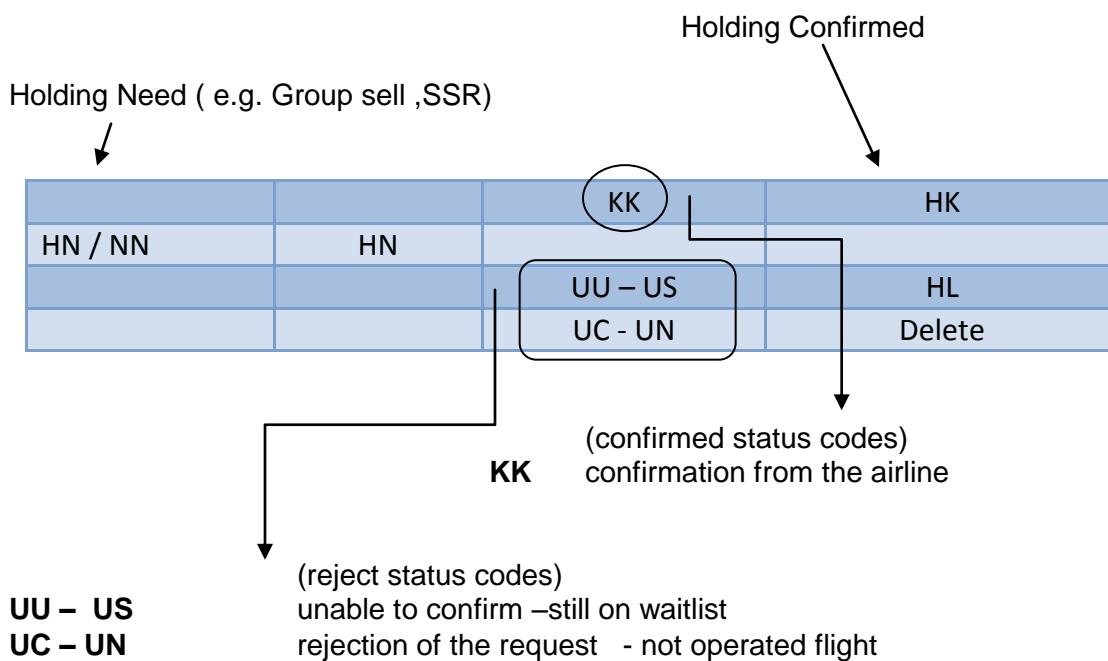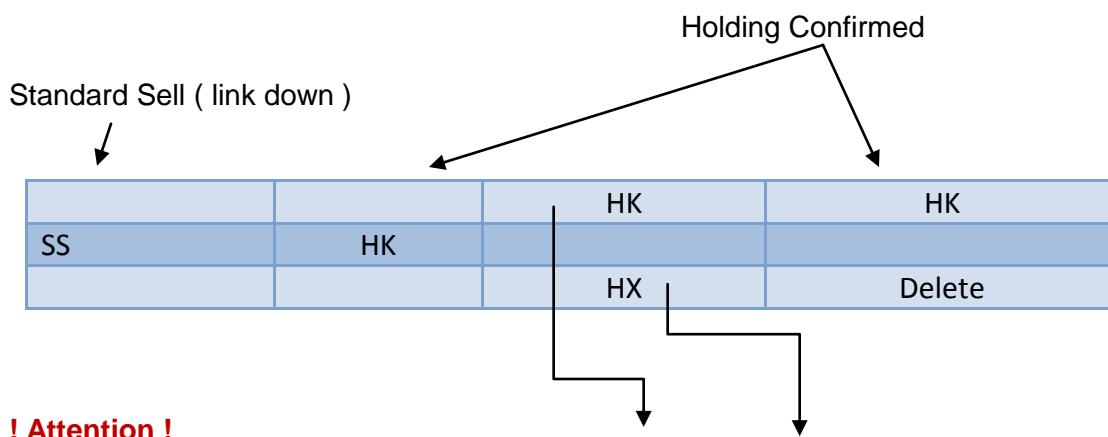
13. STATUS CODES
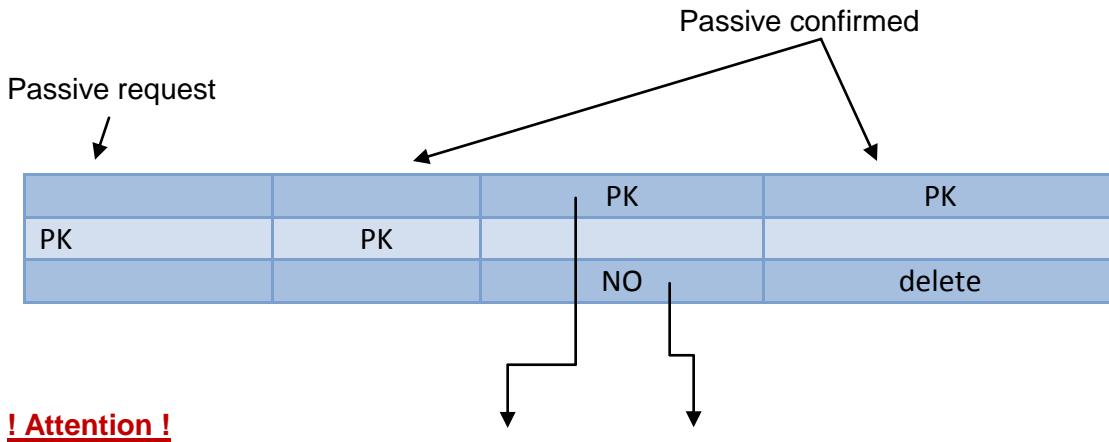
BEFORE < ET >	AFTER < ET >	AIRLINES INCOMING STATUS CODES	FINAL STATUS CODES
		TK	
DK		KK	HK
	HK		
LK		UN	
		HX	delete
		TL	
DW		KL	HL
	HL		
LL		UU – US	HL
		UC - UN	Delete
		KK	HK
HN / NN	HN		
		UU – US	HL
		UC - UN	Delete
		HK	HK
SS	HK		
		HX	Delete
		PK	PK
PK	PK		
		NO	delete
		ETK	
		ERK	

Case A :				

Holding Confirmed

Confirmed Sell

			TK	
DK			KK	HK
	HK			
LK			UN	
			HX	delete

(confirmed status codes)
TK   time or equipment change – space remains confirmed
KK   double Confirmation from the airline - space remains confirmed

(reject status codes)
UN   not operated flight
HX   cancellation received from the airline

Case B :				

Holding Waitlist

Waitlisted Sell

			TL	
DW			KL	HL
	HL			
LL			UU – US	HL
			UC - UN	Delete

(confirmed status codes)
TL   time or equipment change – space remains Waitlist
KL   confirmation from Waitlist

(reject status codes)
UU – US   unable to confirm – still on waitlist
UC – UN   rejection of the waitlist / not operated flight

Case C :

Holding Confirmed

Holding Need (e.g. Group sell ,SSR)

		KK	HK
HN / NN	HN		
		UU – US	HL
		UC - UN	Delete

(confirmed status codes)

KK   confirmation from the airline

(reject status codes)

UU – US   unable to confirm –still on waitlist

UC – UN   rejection of the request   - not operated flight

Case D :

Holding Confirmed

Standard Sell (link down)

		HK	HK
SS	HK		
		HX	Delete

! Attention !

SS   Standard Sell (link down) : Seat will be Confirmed or Cancelled within *12 hours*

Case E :

Passive confirmed

Passive request

		PK	PK
PK	PK		
		NO	delete

! Attention !

PK   Passive segment: Confirmed or Rejected NO – No action taken

CASE A
CASE B
CASE C
CASE D
CASE E

Interpret and accept incoming messages from the airlines by converting them *automatically* and *correctly* to the respective **Final Status Codes** : HK / HL or "DELETE", with the following entries :

		ETK	
		ERK	

ETK   End of Transaction – K confirm

ERK   End of transaction – Redisplay pnr – K confirm

14. NON HOMOGENEOUS PNR

<img> Create a non- homogenous PNR

During a PNR creation, you may book different routings/segments for your passengers, avoiding the creation of two different PNRs!

After the End of Transaction (ET , ER) the system will split the passengers and the itinerary accordingly , into two different independent PNRs.

✓ Follow the example below showing the required process step by step:

« Two business partners wish to travel together from ATH to PAR
on 11DEC on the first flight on OA . The first one will return the
next day while the second one will return 3 days later »

| Step 1 | Book every segment in the requested number of seats. |

| Step 2 | enter all the mandatory elements in the PNR |

| Step 3 | At the end of transaction (ET – ER) the system will return the message *"NEED PASSENGER ASSOCIATION"*. |

system response :

```
                         ***   NHP   ***
RP/ATH1A098A/
   1.KOSTAKIS/M MR    2.PETROCHILOS/K MR
   3   OA 201 Y 11DEC 6 ATHCDG DK2   0935 1205   11DEC   E   0 320 M
       SEE RTSVC
   4   OA 208 Y 12DEC 7 CDGATH DK1   2130 0155   13DEC   E   0 320 D
       SEE RTSVC
   5   OA 208 Y 14DEC 2 CDGATH DK1   2130 0155   15DEC   E   0 320 D
       SEE RTSVC
   6 AP AMADEUS HELLAS 2109370557 REF TOLI
   7 TK OK12AUG/ATH1A098A
   8 OSI OA AMADEUS HELLAS 2109370557 REF TOLI
*TRN*
>ER

NEED PASSENGER/SEGMENT ASSOC.
```

Step 4   Proceed with passenger AND segment association

```
        3  /  P 1 - 2
   line number    passenger number
     segment    associated with the specific segment
```

4/P1

5/P2

System response:

```
                        ***   NHP   ***
RP/ATH1A098A/
RF
  1.KOSTAKIS/M MR    2.PETROCHILOS/K MR
  3   OA 201 Y 11DEC 6 ATHCDG DK2   0935 1205   11DEC   E   0 320 M
     /P1-2
      SEE RTSVC
  4   OA 208 Y 12DEC 7 CDGATH DK1   2130 0155   13DEC   E   0 320 D
     /P1
      SEE RTSVC
  5   OA 208 Y 14DEC 2 CDGATH DK1   2130 0155   15DEC   E   0 320 D
     /P2
      SEE RTSVC
  6 AP AMADEUS HELLAS 2109370557 REF TOLI
  7 TK OK12AUG/ATH1A098A
  8 OSI OA AMADEUS HELLAS 2109370557 REF TOLI
```

Step 5   After following this procedure and when performing **ET**, the system splits
the passengers, accordingly, to different PNRs.

```
>ET
  AXR FOR PNR:                         ***NHP***  12AUG 1216
  1.KOSTAKIS/M M- 1    YBTXZA    2.PETROCHILOS/- 1    YBTXZB
```

15. SPLIT PNR

+ When you have created a PNR for more than one passenger and you need to change the itinerary for only one of them, you have to split the passenger that requests the change into a new independent PNR

✓ Follow the 3 step procedure described below:

```
RP/ATH1A098A/ATH1A098A              AT/SU  12AUG10/0921Z    YBT8RE
ATH1A098A/2222AT/12AUG10
  1.KONSTAS/TIM MR    2.KONSTAS/KON MR
  3   OA 201 Y 11DEC 6 ATHCDG HK2  0935 1205  11DEC  E  OA/
  4   OA 208 Y 12DEC 7 CDGATH HK2  2130 0155  13DEC  E  OA/
  5 AP ATH +30210 9303000 - AMADEUS HELLAS S.A. - A
  6 TK OK12AUG/ATH1A098A
```

Step 1

SP 2   split passenger 2

Step 2

EF   save the new PNR - End and File

Step 3

ET   End of Transaction

```
END OF TRANSACTION COMPLETE - YBT8RE SP-YBUBWY
```

➢ extra options

SP 2,4   split passengers 2 and 4

SP 2,4-5   split passengers 2 and 4 to 5

➕ After the split procedure, apart from the new PNR, the system associates together the 2 PNRs so it will be easier to monitor them!

```
--- AXR ---
RP/ATH1A098A/ATH1A098A              AT/SU   12AUG10/0923Z      YBT8RE
ATH1A098A/2222AT/12AUG10
  1.KONSTAS/TIM MR
  2  OA 201 Y 11DEC 6 ATHCDG HK1   0935 1205   11DEC   E   OA/
  3  OA 208 Y 12DEC 7 CDGATH HK1   2130 0155   13DEC   E   OA/
  4 AP ATH +30210 9303000 - AMADEUS HELLAS S.A. - A
  5 TK OK12AUG/ATH1A098A
  * SP 12AUG/ATSU/ATH1A098A-YBUBWY
```

RT YBUBWY   retrieve the splited PNR

RTAXR   for quick transfer from one PNR to the other
                                                       enter **RT 2**

! Attention !

Only after you complete the split procedure you may proceed with the necessary changes.

16.	GROUP BOOKING

➕ Create a Group PNR

A Group Pnr contains at least 9 passengers. Always following the airlines' instructions, you may proceed with the creation of a group booking.

✓ Follow the procedure below:

AN20OCTATHPAR/AAF
availability request
You should always request a group booking from the Amadeus Neutral availability and never from direct accessAvailability

SS 15 G 2 /SG
correct seat request with the use of
/SG - Sell Group

NG 15 EURODISNEY
enter the name of the group and the pnr.

*** Insert all the mandatory elements for the Amadeus Pnr : AP / OS / TK ***

ET
End of transaction
ER

```
RP/ATH1A098A/ATH1A098A          AT/SU   12AUG10/0939Z    YBU5FX
ATH1A098A/2222AT/12AUG10
0. 15ROMETOUR  NM: 0
  1  AZ 717 G 21OCT 4 ATHFCO HN15 0655 0810  21OCT  E  AZ.
  2  AZ2028 G 21OCT 4 FCOLIN HN15 0900 1010  21OCT  E  AZ.
  3 AP ATH +30210 9303000 - AMADEUS HELLAS S.A. - A
  4 TK OK12AUG/ATH1A098A
  5 SSR GRPF YY SETTLED FARE
*TRN*
```

➢ The original status code for a group request is **HN**.

➢ Insert the names of the passengers, after you have received the confirmation for the seats from the airline with KK.
NM1PAPPAS/KMR

✛   Working in a Group PNR.

RTN	display only the passengers' names in the group pnr
RTW	display all elements of the group pnr
SP0.5	split 5 "vacant" seats from the pnr (seats With no names)
SP5	split a specific passenger eg. P5
XE0.5	automatic cancelation of 5 'vacant' seats from the pnr (seats without names)
XE5	automatic cancelation of passenger and seat
3G	automatic cancelation of name eg pax 3 without canceling the seat **! Attention !** airline specific entry !

17.   CLAIM   PNR

When a reservation has been created directly to the airlines'system, but you have to issue the ticket for the passenger, you may follow the Claim procedure for the airlines that support this function.
The Claim pnr function allows you to get full control over an active reservation that has been made directly to the airlines system and issue a ticket, with no fear of a dupe reservation.

Consult the page of the referred airline   **GGPCA <..YY..>** to check if you can proceed with a pnr claim.

```
>GGPCAOA
PARTICIPATING CARRIER ACCESS AND FUNCTION LEVEL
OA  -   OLYMPIC AIR

                                   ALTEA RESERVATION :
       ACCESS INDICATOR :  /         RECORD LOCATOR RETURN :   ALL
LAST SEAT AVAIL INDIC :  /        CARRIER PREFERRED DISP :
      STANDARD ACCESS :            BOOKING RANGE IN DAYS :   342
  AMADEUS ACCESS SELL :  YES         INTERACTIVE SEAT MAP :
 DYNAMIC SCHEDULE UPD :  YES              INTERACTIVE ASR :
 NUMERIC AVAIL UPDATE :  YES              ASR DAYS/HOURS :   340/01
AMADEUS DYNAMIC AVAIL :             BP ISSUE DAYS/HOURS :   000/00
        DIRECT ACCESS :  AVL SMP SCH


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


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

! Attention !

Some airlines can set additional rules or restrictions on which pnrs you are allowed to claim, as well as the functions that can be applied on such claimed pnrs.

For more information on the restrictions you should contact the airlines directly

➕ If the conditions are met, proceed with the Claim procedure.

Recall the PNR **(A)** either by using the <u>airlines Record Locator</u> or simply **(B)** with the <u>flight information and the passenger name</u>.

RO YY xxxxxx.

action code – airline code   airline locator

✓ <u>Follow the 2 step procedure described below :</u>

| Step 1 | **RO OA YYMMLL** | claim action | **(A)** |

ή

| | **RO OA 201 / 20OCTATHCDG – KATRAKIS** | **(B)** |

*** Insert the mandatory elements for an Amadeus pnr : AP / OS / TK ***

| Step 2 | **ET** | end of transaction |

○ In case multiple reservations are found under the same name, then you may select the correct reservation with the following entries from the similar name list that is displayed :

RO 2   show reservation no2 from the list

RO 0   retrieve the similar name list

18.	**PASSIVE BOOKING**

When a reservation has been created directly to the airlines'system, but you have to issue the ticket for the passenger, you may follow the Passive pnr procedure for the airlines that allow this fuction and restrict Claim request.

It is important to remember that a passive reservation is *not active* and is only used to issue tickets. For any further changes or updates (OSI – SSR- FFN) you must contact the airline directly.

Consult the page of the referred airline **GGPCA <..YY..>** to check if you can proceed with a passive booking.

```
>GGPCAEK
PARTICIPATING CARRIER ACCESS AND FUNCTION LEVEL
EK  -   EMIRATES


                                ALTEA RESERVATION :
      ACCESS INDICATOR :   .        RECORD LOCATOR RETURN :   ALL
LAST SEAT AVAIL INDIC :   /       CARRIER PREFERRED DISP :   ALL
       STANDARD ACCESS :            BOOKING RANGE IN DAYS :   339
   AMADEUS ACCESS SELL :   YES        INTERACTIVE SEAT MAP :   YES
 DYNAMIC SCHEDULE UPD :                   INTERACTIVE ASR :
 NUMERIC AVAIL UPDATE :                  ASR DAYS/HOURS :   180/24
AMADEUS DYNAMIC AVAIL :   YES        BP ISSUE DAYS/HOURS :   000/00
         DIRECT ACCESS :   AVL FLI MIS


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


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

! Attention !

During the creation of a passive booking PK, your reservation must be identical to the active one that is created by the airline. If the reservation has the slightest difference (eg. on the name or date), the booking will be rejected returning NO status = NO action taken.

➕ To create a **PK** reservation, you must insert the segments either **(A)** with a sell entry from the Availability with the airlines' record locator or **(B)** with a Direct sell entry including the airlines' record locator

✓ Follow the 2 step procedure described below :

Step 1   **SS 2 Y 1 / PK / XXZZYY**   passive action   **(A)**

ή

SS AZ717Y23MARATHMXP PK 2 / XXZZYY   **(B)**

*** Include the mandatory elements to complete an Amadeus pnr : NM / AP / OS / TK ***

Step 2   **ET**   end of transaction

19.	PNR SECURITY ACCESS

Ability to allow another Amadeus office to access your pnr, by using the following procedure:

- **ES ATHGRxxxx - R**   give access of your pnr to another Amadeus agency
  ES ATHGRxxxx - B   (ATHGRXXXX is the Amadeus Office-id of the cooperating office) for **R** (Read only rights) or **B** (Read & Write rights)

- **QE/ATHGRxxxx/0**   places the PNR in Queue 0 of the cooperating office

At any time you may cancel the extend security access on the pnr from the cooperating office, by using the entry **ESX.**

20.   Q U E U E S

Amadeus Queues can be seen as an electronic storage area in which messages and reservations are placed mainly from the airlines.
Queues are the only channel of communication between the airlines and the travel agents.

QT   Queue Total
display only the active Queues that contain active pnrs or messages

```
>QT
1303 12AUG
QUEUE....ATH1A098A.......Q/TTL...ADDS...LQC...IW
Q 3.OPTION .....................................
..................C   0....   1.   234.     0.    233
Q12.XTL      ....................................
..................C 1....   1.    78.     0.     77
Q50.PNR      ....................................
..................C   0....  170.   203.     0.     33
Q87.GRPS     ....................................
..................C   0....   5.    6.     0.      1
*TRN*
```

QTQ   Queue Total Count
display all activated office Queues whether they contain active pnrs/messages or not
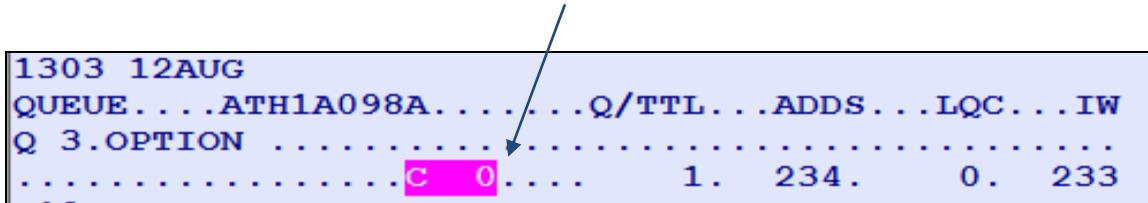
```
>QTQ
1305 12AUG
QUEUE....ATH1A098A.......Q/TTL..ADDS...LQC....IW
....DLY/DAT..............   0....................
....DLY/TIM..............   0....................
Q96.MSG-PDR..............   0.    0.    0.    0
Q97.MSG      ............   0.   147.    0.   147
Q 0.GENERAL............   0.   309.    0.   309
Q 1.CONFO    ............   0.   163.    0.   163
Q 2.KL       ............   0.    40.    0.    40
Q 3.OPTION ............   1.   234.    0.   233
Q 4.GROUPS   ............   0.    3.    0.    3
Q 7.SKEDCHG..............   0.    15.    0.    15
Q 8.TKTG     ............   0.    96.    0.    96
Q12.XTL      ............   1.    78.    0.    77
Q24.MULTI    ............   0.    0.    0.    0
Q25.MULTI    ............   0.    0.    0.    0
Q50.PNR      ............  170.   203.    0.    33
Q87.GRPS     ............   5.    6.    0.    1
.................................................
*TRN*
```

+ Process an active QUEUE
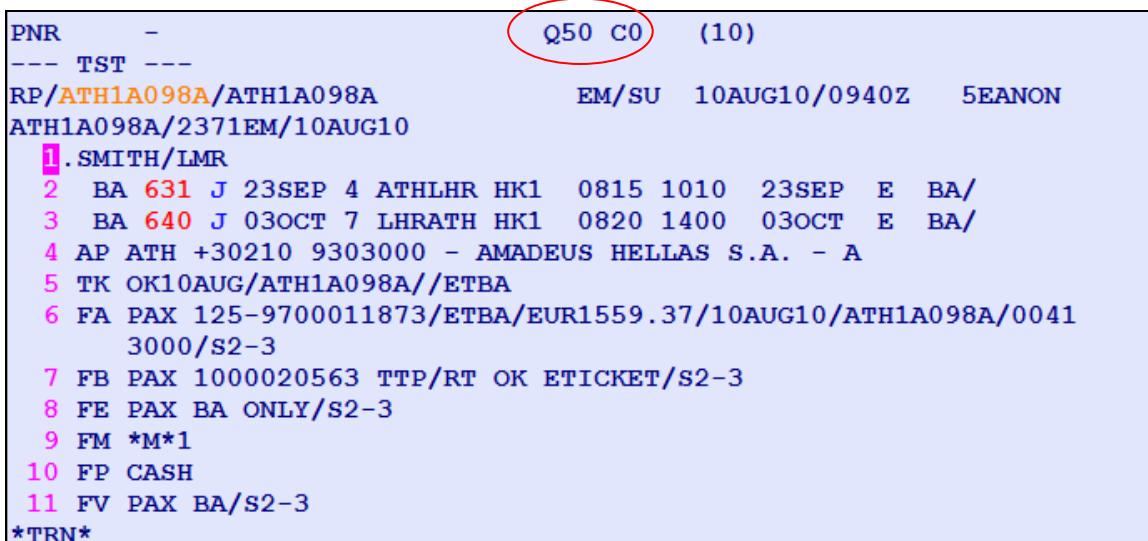
QS 1 C0 D4   'enter" Queue 1, category C0D4

To start proccessing a Queue, can be done quickly and easily by using the speed mode of Amadeus, simply with a "double click" on the desired highlighted Queue category.

```
1303 12AUG
QUEUE....ATH1A098A........Q/TTL...ADDS...LQC...IW
Q 3.OPTION .............................................
..................C   0....    1.   234.      0.   233
```

+ Working the pnr in a QUEUE

```
PNR       -                    Q50 C0     (10)
--- TST ---
RP/ATH1A098A/ATH1A098A          EM/SU   10AUG10/0940Z     5EANON
ATH1A098A/2371EM/10AUG10
  1.SMITH/LMR
  2   BA 631 J 23SEP 4 ATHLHR HK1   0815 1010   23SEP   E   BA/
  3   BA 640 J 03OCT 7 LHRATH HK1   0820 1400   03OCT   E   BA/
  4 AP ATH +30210 9303000 - AMADEUS HELLAS S.A. - A
  5 TK OK10AUG/ATH1A098A//ETBA
  6 FA PAX 125-9700011873/ETBA/EUR1559.37/10AUG10/ATH1A098A/0041
        3000/S2-3
  7 FB PAX 1000020563 TTP/RT OK ETICKET/S2-3
  8 FE PAX BA ONLY/S2-3
  9 FM *M*1
 10 FP CASH
 11 FV PAX BA/S2-3
*TRN*
```

> Actions :

IG   save the PNR in the Queue and display the next, with no prior action

    or

QD   *< save in Q and show me the next >*

QN   remove the current pnr from the Queue and display the next, with no prior action

                                           < remove from Q and show me the next >

ET   save changes in a pnr after working in it, and display the next

< save changes in pnr, remove from Q and show me the next>

QI   save the pnr in the Queue and EXIT the queue mode, with no prior action

< save in Q and EXIT Queue >

QF   save changes in a pnr, remove the current pnr from the Queue and EXIT the queue mode.

< save changes in pnr, remove from Q and *EXIT Queue* >

✦ Activate a new Queue

You may activate your own personal queue in system where you may place the pnrs that you are working on so you can check them later. Also you may organize your work load by defining a queue for a specific function.

e.g. you may define a specific queue as "PDG SSR" and place in it all the PNRs that are pending the response from the airline, so you can check them later.

✓ Follow the 3 step procedure that is described below :

QTQ   display all active Queues so you can check which are available and can be used by you

QA 42C2   activate eg Queue no 42 with 2 categories system response will be "Queue activated"

QAQ 42 PDG SSR   name the Queue eg. PN SSR

➕ Manually place a pnr in a Queue - QE <queue number>

QE 42   place the PNR in a Queue of your office

QE / ATHGR1111 / 45   place the PNR in a Queue of a cooperating office

➕ Usage of « MESSAGE QUEUE- 97 »

Except from the pnr Queues, Amadeus allows you to create and send written messages in queue 97 of your office or a cooperating office.

✓ Follow the example below, with the required procedure step by step:

   « Communication with the Amadeus H/D through the Message Queue **»**

   QE / ATH1A098A / 97   (CR)
   ATTN HELP DESK. FROM STAR TRAVEL.   (CR)
   PLEASE CHECK PNR YE445S AND ADVISE   (CR)
   WHY THERE IS NO RL FROM AIRLINE   (CR)
   THANK U   **//**

o The indication (CR) suggests the use of keys **< Ctrl + enter >** to change a row

o ATH1A098A , the Amadeus office ID

o Complete the message with 2 slashes **//**

o If the message is sent correctly, it will reappear on your screen along with the date and time

21.   FARE QUOTE DISPLAY

With the Fare Quote Display you may request a list of applicable fares of an airline for a city pair, without the taxes (Carrier Code Fares)

The basic entry of an FQD consists of:

(a)   city pair
(b)   departure date
(c)   airline

FQD FRAMNL /ALH /D11SEP

```
>FQD FRAMNL /ALH /D11SEP
FQD FRAMNL /ALH /D11SEP
AF   AY   AZ   BA   BD   BR   CA   CI   CX        TAX MAY APPLY
CZ   EK   EY   GF   HU   HX   IT   JL   KE        SURCHG MAY APPLY-CK RULE
KL   KU   LX   MH   MK   NH   NW   NZ   OS
OZ   PK   PR   QF   QR   RJ   SK   SN   SQ
SU   SV   TG   TK   UA   VN   VS   9W   /YY*
AA   AC   AF   AK   A0   C6   DY   D2   D7
EK   E6   FD   FR   GI   GX   G5   HV   IT
JD   J2   KC   KE   LH   LL   LQ   O2   QH
QW   QZ   RY   R3   R8   SB   SK   SP   UK
UN   UR   U2   VB   VK   VY   WW   W7   XF
XY   X5   YC   2L   4U   6Q   7A   8I   9B
9G   9H   9Q   9X
ROE 0.833831 UP TO 1.00 EUR
11SEP10**11SEP10/LH FRAMNL/NSP;EH/TPM  6400/MPM  8578
*** STAR ALLIANCE ASIAN AIRPASS FQD QMXQMY/R,U***
*** FOR STAR ALLIANCE RTW * SEE FQD XYZXYZ EG

LN FARE BASIS      OW    EUR   RT    B PEN   DATES/DAYS    AP MIN MAX R
01 F77OW          7580               F  -    -        -     + -    - M
02 F77RT                     10828  F  -    -        -     + -   12M M
03 J77OW          4713               J  -    -        -     + -    - M
04 Y77OW          3635               Y  -    -        -     + -    - M
05 J77RT                      6732  J  -    -        -     + -   12M M
06 CFFDE5                     6227  C  -    -        -   + -  -   12M R
07 JFFDE5                     6033  J  -    -        -   + -  -   12M R
08 Y77RT                      5192  Y  -    -        -     + -   12M M
```

You may leave out:
(a)   the departure date if it is the current date.
(b)   the airline, if you wish a general list of YY fares (IATA fares)

o   Analysis of the FQD display :

HEADER	CONTAINS
LN	Line number
FARE BASIS	Fare Basis
OW	One way amount
EUR	Currency code
RT	Round trip amount
B	Booking class
PEN	Penalty information. Can be.... **NRF Non-refundable** **P50 50% penalty** **100 Units of local currency fixed penalty** **+ Check fare note - FQN**
DATES/DAYS	Date restrictions. Maximum of 2 lines of restrictions. + More date restrictions apply, check FQN) Seasonality applies to outbound travel (Seasonality applies to inbound travel Restriction types can be.... **S = Seasonality** **L = Ticket only on this date** **A = Ticket on or after this date** **B = Ticket on or before this date** **E = Travel effective on or after this date** **O =Travel effective on or before this date** **F = Final travel must commence by this date** **C = Complete all travel by this date** **X = Fare cancelled on this date** **T = Ticket/Travel future effective date change** **M = Modified fare**
AP	Advance purchase requirements 14 - Number of days required for advance purchase + - More restrictions, check fare note – FQN
MIN	Minimum stay restrictions + - More restrictions exist, check fare notes – FQN
MAX	Maximum stay restrictions + - More restrictions exist, check fare notes – FQN
R	Routing information - - No routing information available M - MPM fare R - Routing fare S - add-on constructed MPM fares C - add-on constructed)

➕ FQD options :

FQDATHMAD/A IB	specific airline
FQDSKGMUC/A LH,OA,A3	max 3 airlines
FQDATHNYC/D10DEC	specific departure date
FQDATHNYC/D10DEC*26DEC	departure and return date
FQDATHLCA/I X	list of fares from lowest to highest
FQDATHLCA/I O	list of one way fares
FQDATHLCA/I R	list of round trip fares
FQDSKGPRG/R,- ZZ	list of fares for specific passenger type code PTC : ZZ,SD,SC,CM etc..
FQDFRAMNL/K C	list of fares for a specific cabin First , Club , Yconomy
FQDMILNYC/R, NUC **FQDE**	list of fares in NUC convert previous FQD in EUR
FQDATHAMS/AKL/D 18NOV10	past date – check the FQD for a past date

o You may combine the options to adjust the FQD request to your own specific needs:

FQD ATHMUC /ALH /D10DEC*17DEC

FQD SKGPRG /AMA /IO

FQD ATHJFK /ABA /D15JAN /IR

FQD SKGMAD /AIB /R,-ZZ

Amadeus Shopper Display

Display a list of fares of all participating carriers for the specific itinerary, shorted from lowest to highest to quickly compare them !!!

You should omit the airline as an FQD option !!!

FQD ATHDEL /S   **Shopper Display**

FQD ATHDEL /S /D11SEP*19SEP

```
>FQD ATHDEL /S /D11SEP*19SEP
FQD ATHDEL /S /D11SEP*19SEP
YY* AA  AC  AF  AK  A0  C6  DN  DY      TAX MAY APPLY
D2  D7  EK  E6  FD  FR  GI  GX  G5      SURCHG MAY APPLY-CK RULE
HV  IT  JD  J2  KC  KE  LH  LL  LQ
O2  QH  QW  QZ  RY  R3  R8  SB  SK
SP  UK  UN  UR  U2  VB  VK  VY  WW
W7  XF  XY  X5  YC  2L  4U  6Q  7A
8I  9B  9G  9H  9Q  9X
ROE 0.833831 UP TO 1.00 EUR
11SEP10*19SEP10/ATHDEL/NSP;EH/TPM ...../MPM  3796
LN FARE BASIS    OW    EUR   RT   PEN   DATES   DAYS AP MIN MAX AL R
01 LPR1MXPC                 209 NRF B31MAR    - + -    +  1M+TK R
02 OLBBGR                   260 NRF S17DEC    - + + 7     6M RJ R
03 PICSWIGR                 260 NRF B25JUNE15AUG+  +SU  12M LX R
04 QPR1MXPC                 269 NRF B31MAR    - + -    +  1M+TK R
05 LPXA                     290 NRF    -      - + +SU+  1M+SU R
06 QLANGR                   290 NRF S17DEC    - + + 7     6M RJ R
07 WICSWIGR                 305 NRF B25JUNE15AUG+  +SU  12M LX R
08 NLRCEUR                  313  +  S02JUL    - + + 3+ 12M BA R
09 E3MXPB                   329 NRF B31MAR    - + -  -   3M+TK R
10 HEE6MGR                  340  +     -      - + - 3     6M QR R
11 VE6MGR                   340  +     -      - + + 3     6M GF M
12 SLABGR                   350 NRF S17DEC    - + + 7    12M RJ R
13 LICSWIGR                 350  +     -      -   +SU   12M LX R
14 VLE12M                   355  +  S14DEC    - + + -   12M HY R
15 QEE6MGR                  360  +     -      - + -  -    6M EY R
16 WPXA                     370 NRF    -      - + +SU+  1M+SU R
17 QRTGR4                   370  +     -      - + - 3    12M GF M
```

🞣 <u>FARE NOTES</u> :

The published fares displayed in FQD are governed by strict rules that are applied from the airline involved. To display the fare notes and their applicable paragraphs use the following entries:

FQN 4 <line number>	display all ''fare notes'' for a specific fare eg. from line 4 of the FQD display
FQN 3 * LIST	list of applicable paragraphs, for a specific fare eg. from line 3 of the FQD display
FQN 3 * AP,PE	request & display specific paragraphs from the previous list

🞣 <u>Additional follow up entries for FQD</u> :

FQR 5 <line number>	display the fare route
FQS 4	secondary booking class for the same airline
FQS 4 /AA3	secondary booking class for a different airline (secondary airline)
FRC 5	currency convertion of fare in line 5 in EUR
FRC 5 / USD	currency convertion of fare in line 5 in USD

22. RATE OF EXCHANGE - EXCHANGE CURRENCY RATES - CURRENCY CONVERSIONS – TAX INFORMATION

+ International Rate Of Exchange (IROE)

FQA GREECE

FQA *GR

System response :

```
              EFF 01AUG10 ***  DISC INDEF
1 NUC      0.833831 EUR        ROUNDING UP TO        1.00  EUR

NUC – NEUTRAL UNIT OF CONSTRUCTION
EUR – EURO
>                                             PAGE  1/ 1
```

FQA GERMANY / 19JUL10   IROE for a past date

+ Currency conversion /// Exchange rates

FQC 250.00EUR / GBP   convert 250.00EUR to GBP

FQC USD   exchange rate

```
>FQC 250.00EUR / GBP
FQC 250.00EUR / GBP
BSR CONVERSION OF EUR TO GBP
GBP 208.00 – ROUNDED AS FARES
GBP 208.00 – ROUNDED AS OTHER CHARGES
GBP 208.03 – AMOUNT TRUNCATED
BSR USED 1 EUR = 0.832154 GBP EFF 11AUG10

ROUNDING OF FARES TO NEAREST 1.00 GBP
ROUNDING OF OTHER CHARGES TO NEAREST 0.10 GBP

EUR – EURO
GBP – POUND STERLING
```

✛ Tax Information

FQN TAX / GR   tax information for a country

FQN TAX / DE / RA   tax information for a tax code in a country

```
FQN TAX / GR
GR GREECE
GREECE TAX INFORMATION

** TAXES COLLECTABLE ON TICKET **
1. AIRPORT DEVELOPMENT TAX                    GR    VARIABLE
2. SECURITY CHARGE                            WQ    EUR 1.52
4. PASSENGER TERMINAL FACILITY CHARGE         WP    VARIABLE
   PLEASE SEE ** FQNPSC/GR **

** TAXES NOT COLLECTABLE ON TICKET **
   VALUE ADDED TAX, DOMESTIC PASSENGERS
-----------------------------------------------------------
1. AIRPORT DEVELOPMENT TAX

TAX CODE ON TICKET: * GR *
INTERNAL TAX TYPE : ( AE )

THE FOLLOWING AMOUNTS ARE LEVIED ON EACH PASSENGER LEAVING
FROM A GREEK AIRPORT:
PASSENGERS WITH A FINAL DESTINATION (I.E. TURN AROUND POINT)
WITHIN THE EU (EUROPEAN UNION) AND THE EEA (EUROPEAN
ECONOMIC AREA) AND SWITZERLAND.
                                   EUR  12.00
PASSENGERS WITH A FINAL DESTINATION (I.E. TURN AROUND POINT)
OUTSIDE THE EU (EUROPEAN UNION) AND THE EEA (EUROPEAN
ECONOMIC AREA)
                                   EUR  22.00
```

✛ Information regarding ''Excess Baggage Charges''

FQX ATHLON / 10   information regarding ''Excess Baggage Charges'' for specific kilos

FQX ATHLON / 10 / A3   Information regarding για ''Excess Baggage Charges" for specific kilos and airline

23. INFORMATIVE PRICING / FQP - Fare Quote Planner

HE FQP

With the FQP entry you may request an informative pricing for an itinerary with no previous reservation

- o The FQP pricing includes taxes.
- o Use airport city codes, when applicable, to correctly calculate the fares and the taxes.
- o The FQP command consists of the horizontal recording of the city pairs, among which, the date, the airline and the class of service are stated.

🞠 *Command Page*

FQP ATHPAR- LHR- ATH   PAR and LON are s/o points

FQP ATHPAR- LHR ATH   PAR as s/o & LON as conχ point

FQP ATH/A BALHR-/A OAATH   from ATH with airline BA to LON,LON as a
                                               s/o point and from LON with airline OA to
                                               ATH

FQP ATH/ABA/D 04DECLHR-/ASN/D 12DECBRU-/AOA/D 15DECATH

                                               D date of travel

FQPATH/D12DEC/AOA/CCLHR-/ABA/D14DEC/C YPAR

                                               C class of service

🞠 FQP options :

- o surface sector between LHR (TFR point) and MAN

FQP ATH/D10AUGLHR - - MAN/D10AUGEDI

- o surface sector between LHR (STVR point) and MAN

FQP ATH/D10AUGLHR - - - MAN/D18AUGEDI

- o mirror image – same routing return

FQP ATH/ABALHR/ABAJFK -/M

- o online connection only – all the itinerary using the same airline

FQP ATH/D10OCTFRA/D10OCTBKK-/D22OCTFRA/D22OCTATH /OLH

- o FQP for different passenger type codes – *child fare* (PTC : ZZ,SD,SEA,CD etc)

FQP SKG/AA3/D07JULCHQ-/AA3/D17JULSKG /R,-CH

- ➕ FQP past date pricing

FQP ATH/AIB/D10JAN/CBMAD-/AIB/D20JAN/CMATH /R, ATH, 05JAN10
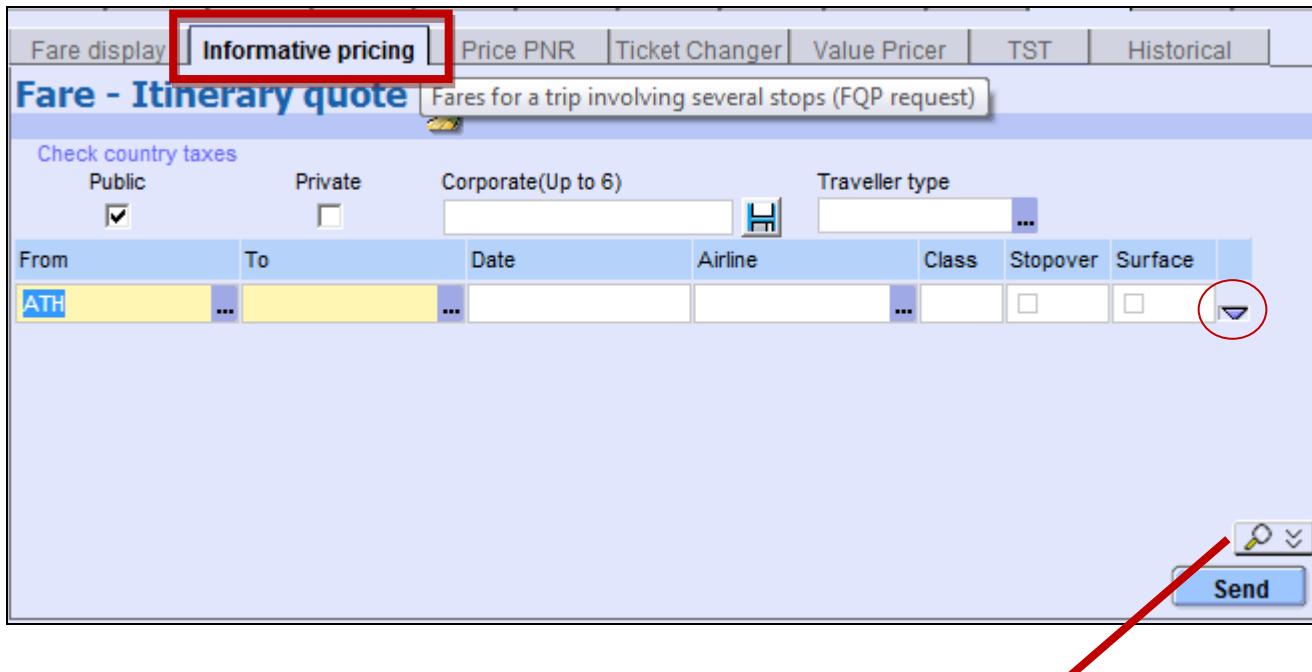
- ➤ To display the fare analysis of the suggested fare, enter:

    FQQ 16   < line number>

```
FQQ16

16  WFFEUR      *          * 1        *    1913.31   *RB    *Y

LAST TKT DTE 12AUG10 - DATE OF ORIGIN
-----------------------------------------------------------------
      AL FLGT  BK T DATE  TIME  FARE BASIS      NVB  NVA   BG
 ATH
XLON BA        Y  Y 12AUG       WFFEUR                     1P
 NYC BA        W  W             WFFEUR                     2P
XLON BA        W  W             WFFEUR                     2P
 ATH BA        Y  Y             WFFEUR                     1P

EUR  1550.00       12AUG10ATH BA X/LON BA NYC929.44BA X/LON
                   BA ATH929.44NUC1858.88END ROE0.833831
EUR   211.00YQ     XT EUR 22.00GR EUR 15.15WP EUR 5.00WQ EUR
EUR    12.00YQ     55.06UB EUR 4.18YC EUR 12.24US EUR 12.24US
EUR   140.31XT     EUR 3.80XA EUR 5.32XY EUR 1.90AY EUR 3.42
EUR  1913.31       XF JFK4.50
PRICED WITH VALIDATING CARRIER BA - REPRICE IF DIFFERENT VC
>                                               PAGE  3/ 3
```

- ➕ *G U I*

Use the Graphical display following the steps below:

Example:

Amadeus Hellas S.A.

Fare - Multi City-Pair Quote

Check country taxes   Check fare notes

	Passengers						Information				
							LAST TICKET DATE 21JAN11 - SEE ADV PURCHASE				
	Cities	Carrier	Flight	T	B	Date	Time	Fare basis	TKT designator	NV-Before	NV-After	Baggage
	SKG ATH	OA	-	E	Y	10MAY	-	BKGRES			10AUG	20
X	X ATH MAD	IB	-	B	M	10MAY	-	BKGRES			10AUG	PC
	BCN ATH	IB	-	B	M	20MAY	-	BKGRES		11MAY	10AUG	PC
X	X ATH SKG	OA	-	E	Y	20MAY	-	BKGRES		11MAY	10AUG	20

Fare	Fare calculation
EUR 750.00	10MAY11SKG OA X/ATH IB MAD504.00/-BCN IB X/ATH OA SKG490.74NUC994.74END
Taxes	ROE0.753963
EUR 8.00 YQ	
EUR 58.00 YQ	
EUR 12.00 GR	
EUR 28.14 WP	
EUR 10.65 WQ	
EUR 6.67 JD	
EUR 2.61 QV	
Total	
EUR 876.07	
Rate used	**Other information**
GR	FARE VALID FOR E TICKET ONLY
	PRICED WITH VALIDATING CARRIER IB - REPRICE IF DIFFERENT VC
	NON-REFUNDABLE

24.   ITINERARY PRICING

Price the itinerary and automatically store the fare by creating the relevant TST.

- o   Automatic pricing – **FXP** - , the fare returned by the system is guaranteed.
- o   Automatic selection of Validating Carrier.
- o   Automatic check of fare rule restrictions,ticketing agreement tables and BSP GR table "Ticket Ability Precheck".

There are three possible system responses at time of pnr pricing for the created pnr :

action code: system response:

Case 1

FXP ━━━━━━▶ automatic & applicable pricing of itinerary
&
TST creation

Case 2

FXP ━━━━━━▶ display a list of applicable fares for the specific itinerary

Case 3

FXP ━━━━━━▶ no applicable fares for the specific itinerary.

In detail:

Case 1

FXP ➝ automatic & applicable pricing of itinerary
&
TST creation

```
RP/ATH1A098A/ATH1A098A                    AT/SU  12AUG10/1130Z    YBTXZA
ATH1A098A/2222AT/12AUG10
  1.KOSTAKIS/M MR
  2   OA 201 K 11DEC 6 ATHCDG HK1  0935 1205   11DEC  E  OA/
  3   OA 208 K 12DEC 7 CDGATH HK1  2130 0155   13DEC  E  OA/
  4 AP AMADEUS HELLAS 2109370557 REF TOLI
  5 TK OK12AUG/ATH1A098A
  6 OSI OA AMADEUS HELLAS 2109370557 REF TOLI
```

FXP

o   system response

```
FXP

01 KOSTAKIS/M MR

LAST TKT DTE 15AUG10 - SEE ADV PURCHASE
-----------------------------------------------------------------
      AL FLGT   BK T DATE   TIME   FARE BASIS        NVB   NVA   BG
 ATH
 PAR OA   0201 K   K 11DEC 0935   KOA1                           20
 ATH OA   0208 K   K 12DEC 2130   KOA1                           20

EUR    330.00        11DEC10ATH OA PAR Q29.98 167.89OA ATH Q
                     29.98 167.89NUC395.74END ROE0.833831
EUR      8.00YQ      XT EUR 15.15WP EUR 5.00WQ EUR 10.13QX EUR
EUR     12.00GR      1.00IZ EUR 4.11FR EUR 11.25FR
EUR     46.64XT
EUR    396.64
EUR    405.64 TOTAL INCL EUR 9.00 AGENT TKT FEE
FEE PARTIALLY BASED ON VC=OA AND TT=ET
TICKETS ARE NON-REFUNDABLE
ENDOS NONREF/VALID ON FLIGHTS DATES SHOWN/ON OA ONLY NONEND/
```

TQT

```
TST00001     ATH1A098A AT/12AUG I 0 LD 15AUG10 OD ATHATH SI
T-
FXP
   1.KOSTAKIS/M MR
 1    ATH OA  201 K 11DEC 0935  OK KOA1                    20K
 2 O CDG OA  208 K 12DEC 2130  OK KOA1                    20K
     ATH
FARE  F EUR     330.00
TX001 X EUR      8.00YQAD TX002 X EUR    12.00GRAE TX003 X EUR   15.15WPDP
TX004 X EUR      5.00WQSE TX005 X EUR    10.13QXAP TX006 X EUR    1.00IZEB
TX007 X EUR      4.11FRSE TX008 X EUR    11.25FRTI
TOTAL    EUR     396.64
GRAND TOTAL EUR     396.64
ATH OA PAR Q29.98 167.89OA ATH Q29.98 167.89NUC395.74END
 ROE0.833831

  7.FE NONREF/VALID ON FLIGHTS DATES SHOWN/ON OA ONLY NONEND/ON
OA ONLY
  8.FV OA
```

Case .2.

FXP ══════════════➤ display a list of applicable fares for the specific itinerary

FXP
o   system response

```
 MPFXA ▾   FQN   FQQ   FQR   FQS   FXT
FXP

  * FARE BASIS *  DISC     *   PSGR      * FARE<EUR>  * MSG  *T
01 YEXTRART    *           * P1          *   1546.64  *        *Y
02 YNOA        *           * P1          *    695.64  *        *Y
*1-2*AGENT TICKETING FEE APPLIES
>                                                 PAGE  1/ 1
```

➤ Choose and store the desired fare with the entry :

FXT 02 / P1   select and store price in line 2 for psgr 1

➤ In case there are different types of passengers e.g. adult, child, use the following entry to select and store the desired fares for all, simultaneously

```
 MUFXX ▾   FQN   FQQ   FQR   FQS   FXT
FXP

  * FARE BASIS *  DISC     *   PSGR      * FARE<EUR>  * MSG  *T
01 YEXTRART    *           * P1          *   1546.64  *        *Y
02             * CH        * P2          *   1077.64  *        *Y
03             * IN        * P1          *    159.00  *        *Y
04 YNOA        *           * P1          *    695.64  *        *Y
05             * CH        * P2          *    507.64  *        *Y
06             * IN        * P1          *     71.00  *        *Y
```

FXT 4 / P1 ⫽ 5 / P2 ⫽ 6 / P1

✓ Display a ticket image analysis of one of the proposed fares, before selecting and storing:

FQQ 01

Case .3.

FXP ➡️ no applicable fares for the specific itinerary

FXP

o   system response
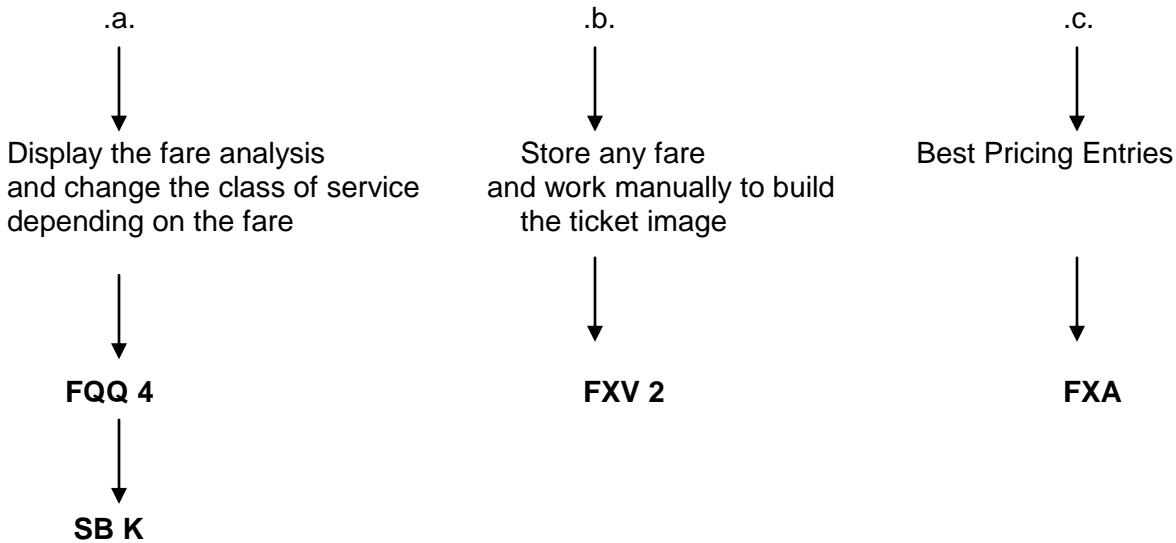
```
FXP

*NO FARES/RBD/CARRIER/PASSENGER TYPE
*ATTN VERIFY BOOKING CLASS SEE FQS
 * FARE BASIS *   DISC     *   PSGR       * FARE<EUR>   * MSG   *T
01 Y2FLBA      *             * P1         *    1170.04  *RB     *Y
02 ONCEUR      *             * P1         *     212.04  *RB     *Y
*2*FARE VALID FOR E TICKET ONLY
*2*TICKET STOCK RESTRICTION
*1-2*AGENT TICKETING FEE APPLIES
```

In this case, the itinerary is not automatically priced. No applicable fares where found to match the itinerary because eg. the class of service booked, is incorrect.

The systems displays a list of fares that qualify for pricing, based on the FQD but without checking the the Availability.

Correct your reservation, with the help of the system, so that the next pricing will be automated and guaranteed (Case 1) using one of the following 3 ways:

.a.	.b.	.c.
⬇️	⬇️	⬇️
Display the fare analysis and change the class of service depending on the fare	Store any fare and work manually to build the ticket image	Best Pricing Entries
⬇️	⬇️	⬇️
FQQ 4	**FXV 2**	**FXA**
⬇️		
SB K		

⬥ **FXP** options

FXP	basic entry – Price the itinerary and automatically create a TST
FXX	price the itinerary without creating TST Informative Pricing
FXP/R, VC- xx	price the itinerary and automatically create a TST, choosing a different Validating Carrier than the one suggested by the system .

❖ Passenger / Segment

FXP / PAX	adult pricing
FXP / INF	infant pricing
FXP / P1	specific passenger e.g. P1
FXP / S3	specific segment e.g.S3
FXP / P1-2 / S3,5	combine passenger and segment selection

❖ Other PTC – passenger type code

FXP / RCH	discounted child fare (child 5-11years old)
FXP / RC04	discounted child fare (child 2-4years old)
FXP / RU09	fare for an unaccompanied minor when a charge applies from the airline (Um 9 years old) *(airline specific !!!)*
FXP / RSEA	discounted seaman fare *(airline specific !)*
FXP / RSD	discounted student fare
FXP / RZZ	discounted youth fare
FXP / CMA*CMP	companion fares *(airline specific !!!)*

❖ Nego / Uni / Privates fares

FXP / R, U   basic Nego / Uni / Private fare quote
                                                           (airline specific !!!)

FXP / R, UP   combination of Uni & Published fares
                                                           (airline specific !!!)

! Attention !

The entries to price the Nego / Uni / Private fares are ONLY given by the airlines

❖ Airline Service Fees   *((airline specific !!!))*

The Airline Service Fees, also known as **OB fees**, are defined and collected by the airline that
implements them and are charged to the customer at his first ticket issuance.
They may concern fees regarding Form of Payment, other Ticketing Services or extra Service
Requests.

Use the following entry to price a booking with Credit Card fee when this is implemented by the airline
and only if the fee is not automatically included in the normal FXP entry and only when Form of
Payment is not entered previously in the booking :

FXP / R,FA – OB FCA   pricing including the OB fee charge by using the
                                                           <u>generic code for credit card</u>

! Attention !
For detailed information regarding OB Fees please refer to ''Amadeus Airline Service Fees'' manual.

❖ Override fare quote entries

FXP / R,ET-GR   specific tax exemption
                                                           Exempt Tax - GR

FXP / R,DO-OBD   override booking date

FXP / R,MNL,FS-EUR   override point of sale and display all fares in
                                                           EUR

FXP / L – KHEE1M

force pricing by a specific fare basis for the whole itinerary

FXP / S2 , 3 / L2 - YLRT / L3 – KLRT

force pricing by a specific fare basis per segment

! Attention !

When using the override entries, the pricing is no longer considered guaranteed.

❖ Amadeus Ancillary Services

The Chargeable Ancillary Services   are split into two categories:

A. **Chargeable Ancillary Services** , based on the SSRs

B. **Chargeable Advance Seat Request**, (only for the airlines using the interactive seat map).

FXH

informative pricing, no TSM creation

FXG

confirmed pricing, with TSM creation

FXG / S3

price the ancillary services that are associated to segment 3

FXG / C- VGML

price only the ancillary services with the code VGML

FXG /L2,4 / OD

one common pricing (origin-destination) for lines 2 & 4

♣ Best Pricing Entries :

Use the Best Pricing Entries for quick and automated pricing of an itinerary

With Amadeus Best Pricing Entries the following checks are being processed:

o FQD check
o Availability check
o Automatic cancelation and rebooking of segments

➢ List of lower available applicable fares

Choose the desired fare
Automatically cancel and rebook
to the price selected from the previous list

FXA

```
FXA

 * FARE BASIS *   DISC      *   PSGR      * FARE<EUR>  * MSG   *T
01 CIF           *          * P1          *    1823.40 *       *Y
02 J2FLBA        *          * P1          *    1596.40 *SR     *Y
03 Y2FLBA        *          * P1          *    1170.04 *       *Y
```

FXU 2

➢ Automatic cancellation and rebooking in the booking classes of the lowest available fare.
(with names and TSTcreation)

FXB

➢ Automatic cancelation and rebooking in the booking classes of the lowest available fare
(without names and TST creation)

FXR

➢ Find the lowest fare regardless of availability – Informative pricing
In case the booking classes are available, then the message displayed will be «Lowest fare is available». In case the booking classes are not available, then the message displayed will be «Lowest sold out – Try Waitlist»
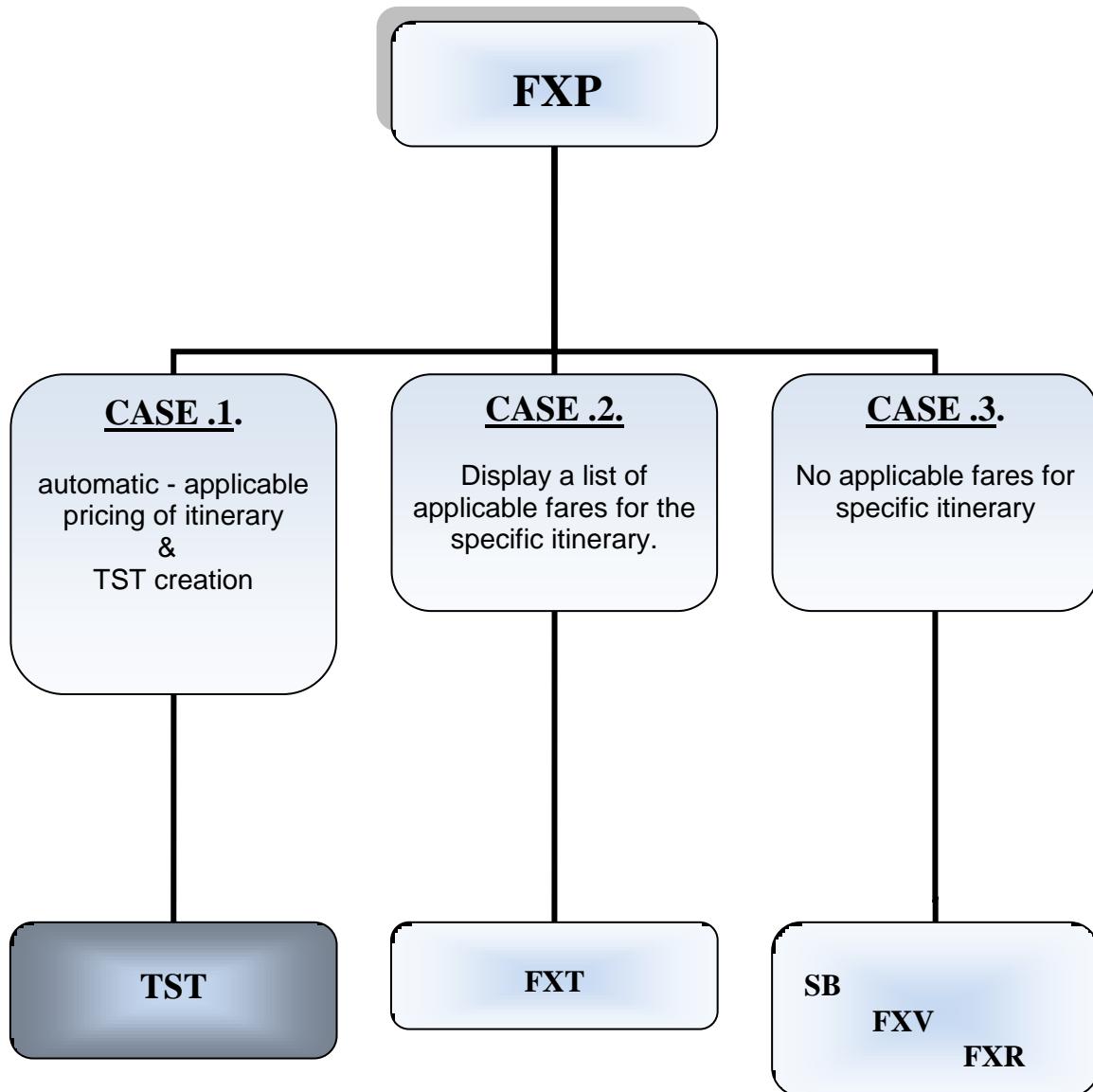
FXL

! Attention !

Before storing the price with ER/ET make sure the status returned in the itinerary is guarantee, after the cancelation and rebooking process !!!!

Chart flow:

FXP

CASE .1.

automatic - applicable
pricing of itinerary
&
TST creation

CASE .2.

Display a list of
applicable fares for the
specific itinerary.

CASE .3.

No applicable fares for
specific itinerary

TST

FXT

SB

FXV

FXR

25. TST – TRANSITIONAL STORED TICKET

➕ The Transitional Stored Ticket – TST can be created with two different ways:

o By automatically pricing the itinerary – FXP -
o By creating/updating a fare manually – «manual ticket MASK».

The difference between these two types of pricing, is the procedure followed and the "guarantee" of the fare. In case of an automatic pricing –FXP-, the fare is guaranteed but when a TST is updated manually, the fare is not considered to be guaranteed.

➕ The TST remains active for issuance only on the same day of its creation.

➕ Display the TST after pnr pricing.   Basic entry : **TQT**

➢ TQT options

TQT / T1   display TST record 1

TQT / P1   display TST record for passenger 1

TQT / S7   display TST record for segment 7

➕ Delete a TST.   Basic entry: **TTE**

➢ TTE options

TTE / T 2-3,6   delete specific TSTs

TTE / P1   delete TST for specific passenger

TTE / INF   delete all TSTs for infants

TTE / ALL   delete all TSTs

➕ When no active TSTs exists ,then the following system response applies :
➢ TQT
NO ACTIVE TST – DELETED TST RECORDS MAY EXIST – PLEASE USE TTH

In order to display the TST index with all active and deleted TSTs, the entry is   **TTH / ALL**

The deleted TST record, remains in store as a ''Deleted item'' that you may redisplay it with the following commands:

TTH / T4   specific TST record

Examples of system responses:
✓ TQT   (command page)

```
TST00001     ATH1A098A AT/12AUG I 0 LD 11JAN11 OD ATHATH SI
T-
FXP
   1.KOSTAKIS/M MR
 1    ATH BA   631 Y 11JAN 0900   OK Y2FLBA                    1PC
 2 O LHR BA   634 Y 19JAN 1850   OK Y2FLBA                    1PC
     ATH
FARE  F EUR     1027.00
TX001 X EUR      38.00YQAC TX002 X EUR     6.00YQAD TX003 X EUR    12.00GRAE
TX004 X EUR      15.15WPDP TX005 X EUR     5.00WQSE TX006 X EUR    14.36GBAD
TX007 X EUR      27.53UBAS
TOTAL    EUR     1145.04
GRAND TOTAL EUR    1145.04
ATH BA LON615.83BA ATH615.83NUC1231.66END ROE0.833831


   6.FE BA ONLY
   7.FV BA
```

✓ TQT   (GUI)

Amadeus

COURSE COMPLETED