



# **Panduan penggunaan Amadeus Air Reservation**

## **KATA PENGANTAR**

Puji dan syukur kami panjatkan ke hadirat Allah SWT sehingga Pedoman Panduan penggunaan Amadeus Air Reservation dapat disusun dengan baik. Pedoman ini dapat digunakan oleh Dosen yang mengajar dan mahasiswa, simulasi pemesanan tiket pesawat online melalui Software berbasis Website Amadeus .

Tim mengucapkan terimakasih kepada semua pihak yang terkait. Semoga seluruh pihak yang terkait dengan pengembangan sumberdaya di lingkungan Kemenristekdikti dapat memanfaatkan keberadaan Amadeus dengan baik.

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Tim Penyusun

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## Table of Contents

<b>Preface .....</b>	<b>1</b>
Welcome.....	1
Course Objectives.....	1
What is GDS.....	2
Who is Amadeus .....	2
 <b>Chapter 1: Sign .....</b>	 <b>3</b>
Office ID .....	4
Terminal Address .....	5
Sign Definition .....	6
Practice Training and Production Mode .....	6
Work Areas .....	6
Sign-In Using Graphical Screen .....	7
Sign-In Using Cryptic Entry .....	8
Changing Password .....	10
Displaying Area Status .....	10
Moving Between Areas .....	11
Sign-Out .....	12
Sign-In and Sign-Out Additional Entries .....	13
Office Profile.....	13
 <b>Chapter 2: Point Of Sale .....</b>	 <b>15</b>
Front Office Products .....	16
Proweb .....	16
Proweb Plus .....	17
Amadeus Selling Platform .....	18
The Toolbar .....	19
Status Bar .....	20
Smart Key .....	20
Smart Key Editor .....	21
 <b>Chapter 3: Conversion Functions .....</b>	 <b>23</b>
Encoding and Decoding .....	24
Encoding City and Airport Names .....	26
Decoding City or Airport Codes .....	28
Encoding and Decoding Country Names.....	28
Encoding and Decoding States and Provinces .....	29
Encoding and Decoding Airlines .....	29
Encoding and Decoding Equipments .....	30
Mathematical Conversion .....	30
Metric Conversion .....	30
Date and Time Calculations .....	31

<b>Chapter 4: Information.....</b>	<b>33</b>
Amadeus Information System (AIS) .....	34
Country Information .....	35
Airport Information .....	36
Airline Information.....	37
Weather Information .....	38
ACO Information .....	39
TIMATIC .....	40
Travel Information .....	40
Verify Australian Visa .....	40
Visa Information .....	41
Health Information .....	42
Minimum Connecting Time.....	42
Displaying Connecting Points.....	43
 <b>Chapter 5: Amadeus Air.....</b>	 <b>45</b>
Amadeus Neutral Timetable Display .....	46
Additional timetable entries .....	47
Amadeus Neutral Availability Display .....	48
Code share definition .....	50
Amadeus Neutral schedule Display .....	51
Access Level Indicators .....	52
Availability Options .....	52
Seven Day Search .....	53
Carrier Preferred Display .....	53
Dual City Pair Display .....	54
Direct Access .....	56
Flight Information .....	58
Planned Flight Information .....	58
Operational Flight Information .....	60
 <b>Chapter 6: Basic PNR .....</b>	 <b>61</b>
PNR (Passenger Name Record) .....	62
Selling an Air Segment (Itinerary) .....	64
Short Sell .....	64
Long Sell .....	66
Waitlist .....	67
Open Segment .....	67
Information Segment .....	68
Arrival Unknown Segment.....	69
Married Segments .....	70
Name Element .....	71
Single Family Name Elements .....	71
Multiple Family Name Elements .....	72
Contact Element .....	74
Ticketing Arrangement Elements .....	74
Received From Element .....	75
End Transaction .....	75

---

<b>Chapter 7: Optional Element .....</b>	<b>77</b>
Remarks .....	78
General Remark .....	78
Confidential Remark .....	79
Option .....	79
Communicating With Airlines .....	80
Other Service Information .....	81
Special Service Request .....	82
Passport Information .....	83
Advance Seat Assignment .....	85
Seat Request .....	86
Seat Wish .....	89
Frequent Flyer .....	90
Ticket Number Transmission .....	92
 <b>Chapter 8: PNR Handling .....</b>	 <b>95</b>
Retrieving a PNR .....	96
Canceling PNR Element .....	96
Modifying PNR Element .....	98
Rebooking a Segment .....	100
Splitting a PNR .....	101
Displaying PNR History .....	102
Printing a PNR .....	103
 <b>Chapter 9: Queue .....</b>	 <b>105</b>
Queues .....	106
Date Ranges .....	109
Queue Handling .....	110
Queue Start Entries .....	111
Queue Handling Entries .....	112
Sending a Queue Message .....	113



# Welcome

Welcome to your Amadeus Basic Course.

This course is designed for travel agents who are not familiar with Amadeus Reservation System or have recently joined the travel industry.

It can also be used by travel agents who are converting from a GDS to Amadeus.

**Happy Learning!**

## Course Objectives

Upon completion of this course, participants will be able to:

- Run Amadeus Selling Platform
- Know different Front office products and its benefits
- Encode and Decode
- Display Amadeus Information Pages
- Display airline's availability, schedule and timetable
- Create a Basic PNR
- Add optional elements to the PNR
- Retrieve and modify PNR
- Work with Amadeus Queues

## What is GDS?

A computer reservations system (CRS) is a computerized system used to store and retrieve information and conduct transactions related to air travel.

Originally designed and operated by airlines, CRSes were later extended for the use of travel agencies. Major CRS operations that book and sell tickets for multiple airlines are known as global distribution systems (GDS).

Airlines have divested most of their direct holdings to dedicated GDS companies, who make their systems accessible to consumers through Internet gateways.

Modern GDSes typically allow users to book hotel rooms and rental cars as well as airline tickets. They also provide access to railway reservations in some markets although these are not always integrated with the main system.

## Who is Amadeus?

Amadeus is a leading transaction processor for the global travel and tourism industry, providing transaction processing power and technology solutions to both travel providers (including full service carriers and low-cost airlines, hotels, rail operators, cruise and ferry operators, car rental companies and tour operators) and travel agencies (both online and offline).

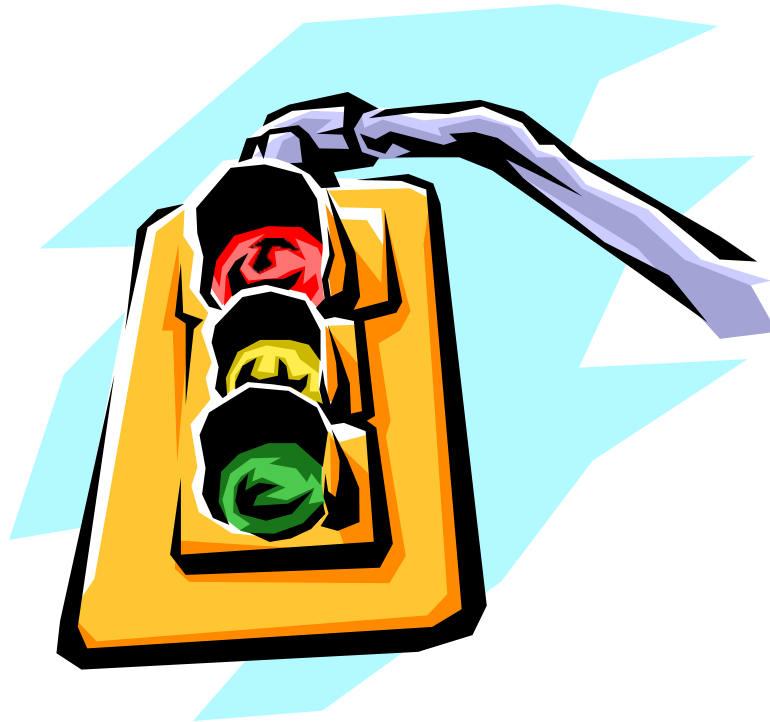
The company acts both as a worldwide network connecting travel providers and travel agencies through a highly effective processing platform for the distribution of travel products and services (through our distribution business), and as a provider of a comprehensive portfolio of IT solutions which automate certain mission-critical business processes, such as reservations, inventory management and operations for travel providers (through our IT solutions business).

## Did you know about Amadeus?

- 120 airline's websites are powered by Amadeus
- 400,000 Users of Amadeus selling Platform
- 1000 corporates are using Amadeus online solution
- 217 Markets worldwide
- No1 on e-ticketing
- 155 airline users



## CHAPTER 1: SIGN-IN

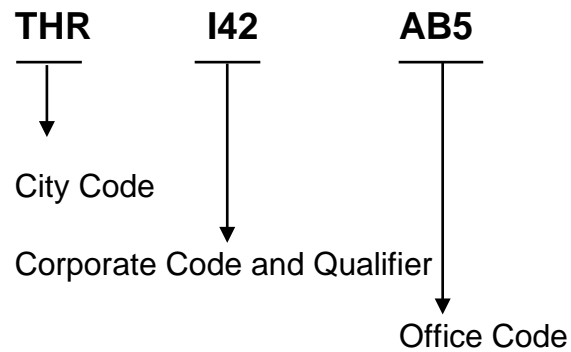


At the end of this chapter, you will be able to:

1. Have a good understanding of sign
2. Choose proper password for your sign
3. Have a good understanding of Production and Practice Training Mode
4. Sign-in to Amadeus system
5. Sign-out of Amadeus system
6. Change your password
7. Define areas
8. Realize advantages of multiple areas
9. Display area status
10. Identify your Office ID and Terminal Address
11. Move between different areas

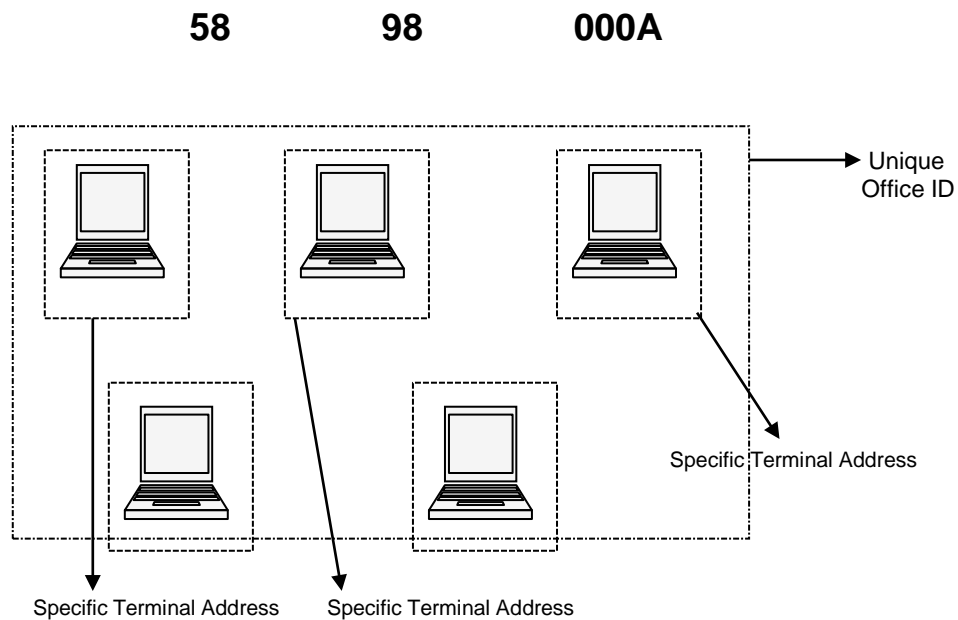
## Office ID

Each office (Travel Agency, Airline, Hotel Provider and etc.) is known by a unique Office ID in Amadeus. The Office ID is a nine-character code consists of:



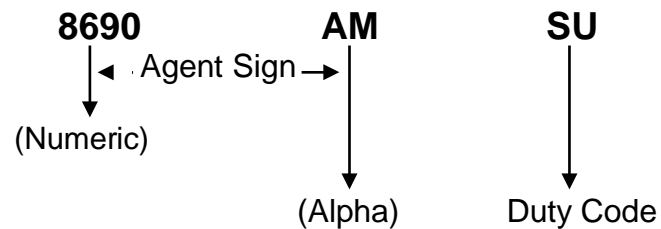
## Terminal Address

Each terminal connected to Amadeus at each office is known by a unique eight-character code called Terminal Address such as:



## Sign Definition

Sign is a unique eight-character code at each office. Each sign has one duty code or several duty codes attached which defines rights and duties of the sign.



For more security, each sign is protected by a password. Passwords are required to be 5-8 characters and can be either alphabet or number or a combination of alphabet and number. Symbols such as /, \, :,;,",{ ... can not be included in passwords. Also space is not allowed.

## Examples

Password	Correct/Incorrect	Reason
amadeus	Correct	No symbols- Proper character
amadeusIran	Incorrect	More than 8 characters
ama12ir	Correct	No symbols- Proper character
ama128ir5	Incorrect	More than 8 characters
125-ama9	Incorrect	Using "-" is not allowed
ama ir876	Incorrect	Using space is not allowed

**Note:** You can sign-in to Amadeus using graphical page or using cryptic entries.

## Practice Training and Production Mode

There are two different working modes in Amadeus:

- Production mode **(PRD)**
- Practice Training mode **(TRN)**

We use Production mode to make real bookings for passengers. We do not make fictitious bookings in Production mode since it imposes extra costs to airlines to maintain these bookings.

In order to learn and practice, we use Practice Training mode. PNRs made in Practice Training mode are not available with airlines and you can only retrieve them in Amadeus. These PNRs are automatically deleted every Sunday. So they are only valid for current week.

**Note:** Remember not to make real PNRs for passengers in Practice Training mode.

## Work Areas

There are six work areas in Amadeus system, identified by letter A through F, associated with each terminal. You can sign into multiple work areas, if you need to. Multiple work areas enable you to perform different transactions in different areas.

## Sign-in Using Graphical Screen

When you run Amadeus, you can use graphical screen to sign into Amadeus.

Fill in each field according to the title and click on sign-in. An example is done below:

**Amadeus Selling Platform**

**Sign in**

Your Office ID is THR1A0980. [Help ?](#)

Agent sign: 8080 KI SU

Password:

New password:

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

☐ Amadeus training

☐ Remote office

Office ID:

Terminal ID:

**Sign in**

**amADEUS**  
Your technology partner

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## Sign-in Using Cryptic Entry

### HE SIGN

You may wish to use cryptic entries to sign-in to Amadeus. The entry to sign-in to the first available area in Production Mode is:

**JI8690AM/SU-12345**

<b>JI</b>	Transaction code
<b>8690</b>	Agent sign (Numeric)
<b>AM</b>	Initial (Alpha)
<b>/SU</b>	Slash followed by duty code
<b>-12345</b>	Dash followed by password

### System Response

A-SIGN COMPLETE/20OCT/SU  
 \*\*\*\*\* AMADEUS PRODUCT NEWS \*\*\*\*\* SEE GGNEWS  
 HTL - SPECIAL OFFER FOR AUTOMATED HOTEL COMMISSIONS GGNEWSHTL  
 HTL1- VIP UPGRADES:INTERACTIVE CANCEL/SEAMLESS RTSVCH GGNEWSHTL1  
 GEN3- AC ENJOYS AAU WITH DYNAMIC SCHEDULES ONLY GGNEWSGEN3  
 AIS - CLUB AIR - 6P NEW AIS PARTICIPANT GGNEWSAIS

Area which is signed      \*      Date      \* Duty code

In order to sign-in to the multiple areas, make the following entry:

**JIA/B/C8690AM/SU-12345**

<b>JI</b>	Transaction code
<b>A/B/C</b>	Areas
<b>8690</b>	Agent sign
<b>AM</b>	Initial
<b>/SU</b>	Slash followed by duty code
<b>-12345</b>	dash followed by password

## System Response

```
A-IN A/B/C-SIGN COMPLETE/20OCT SU
***** AMADEUS PRODUCT NEWS ***** SEE GGNEWS
HTL - SPECIAL OFFER FOR AUTOMATED HOTEL COMMISSIONS GGNEWSHTL
HTL1- VIP UPGRADES:INTERACTIVE CANCEL/SEAMLESS RTSVCH GGNEWSHTL1
GEN3- AC ENJOYS AAU WITH DYNAMIC SCHEDULES ONLY GGNEWSGEN3
AIS - CLUB AIR - 6P NEW AIS PARTICIPANT GGNEWSAIS
```

Active area \* Signed areas \* Date \* Duty code

**Note:** The area you are currently working is called active area.

**Note:** To sign-in to Practice Training mode enters **JJ** as transaction code.

**JJ8690AM/SU-12345**

## System Response

```
A-SIGN COMPLETE/20OCT/SU
WELCOME TO THE AMADEUS PRACTICE TRAINING SYSTEM
-----
FOR INFORMATION ON THE PRACTICE TRAINING SYSTEM REFER
TO THE FOLLOWING ON-LINE HELP PAGES:

HE TRAINING
OR
HEJJ
*TRN*
```

Practice Training mode indicator

## Changing Password

Passwords are valid for 90 days in Amadeus. After 90 days you will be asked to change your password although you may want to change your password any time you wish to. In order to change your password, sign out and then sign in with the following entry:

**JI8690AM/SU-tourist/travel**

<b>JI</b>	Transaction code
<b>8690</b>	Agent sign
<b>AM</b>	Initial
<b>/SU</b>	Slash followed by duty code
<b>-tourist</b>	Dash followed by old password
<b>/travel</b>	Followed by new password

## Displaying Areas Status

You can find Amadeus Office ID, Terminal Address and each area status by a simple entry:

**JD**

System Response

8CB2AFD1		THRI42980		PSEUDO CITY : AGY				
AREA	TM	MOD	SG/DT.LG	TIME	QCAT	ACT.Q	STATUS	NAME
B-IN		PRD	KI/SU.EN	24			PNR CREATE	
A-OUT	01M	PRD	SH/SU.EN	24			PNR DISPLAY	AHMADI*
C							NOT SIGNED	
D							NOT SIGNED	
E-OUT	05M	TRN	PA/SU.EN	24			SIGNED	
F							NOT SIGNED	

Terminal Address

Office ID

City Code



Component	Explanation
AREA	Work area columns A,B,C,D,E,F
TM	Time column (Indicates how long the area is idle in minute)
MOD	Mode column, PRD or TRN
SG	Last two characters of sign (Initial) column
DT	Duty code column
LG	Language Column
TIME	System time display. (24-24 hours or 12-12 hours)
QCAT	Queue category column
ACT.Q	Active queue column
STATUS	Work area status
NAME	Name of the first passenger in the PNR

## Moving Between Areas

Look at the following screen capture of Amadeus:

8CB2AFD1	THRI42980	PSEUDO CITY : AGY						
AREA	TM	MOD	SG/DT.LG	TIME	QCAT	ACT.Q	STATUS	NAME
B-IN		PRD	KI/SU.EN	24			SIGNED	
A-OUT	01M	PRD	SH/SU.EN	24			SIGNED	
C							NOT SIGNED	
D							NOT SIGNED	
E							NOT SIGNED	
F							NOT SIGNED	

An agent has signed into area “A” using “SH” as his/her initial and area “B” is being used by another agent with “KI” initial. The entry to move between these two areas is:

**JMA**

**JM**  
**A**

Transaction code  
Area

## Sign Out

It is important to sign out of the system at the end of the day, or when leaving your terminal for an extended period of time. To sign out of active area only:

### JO

System Response (If only one area had been signed before)

5898000A				THRI42980				PSEUDO CITY : AGY			
AREA	TM	MOD	SG/DT.LG	TIME	QCAT	ACT.Q	STATUS		NAME		
A				24			NOT SIGNED				
B							NOT SIGNED				
C							NOT SIGNED				
D							NOT SIGNED				
E							NOT SIGNED				
F							NOT SIGNED				

System Response (If multiple areas had been signed before)

A-NOT SIGNED B-IN											
-------------------	--	--	--	--	--	--	--	--	--	--	--

**Note:** Idle areas would be signed out after 30 minutes automatically.

## Sign-In and Sign-Out Additional Entries

Entry	Explanation
JI*1212SH/SU-12345	Sign into all areas
JOC	Sign out of a specific area
JOC/D	Sign out of multiple areas
JO*	Sign out of all areas

## Office Profile

The office profile is the security record which controls many functional features at office level. Your travel agent's information such as Name, Address, Tel, Fax, Email address, IATA code and many other useful information are take place at office profile. To display your own office profile, enter:

**PV**

### Partial System Response

```

* * * * * PV OFFICE PROFILE * * * * *
AMADEUS OFFICE ID      - THR1A0980      AMID - 090886
NATIONAL SYSTEM OFFICE ID - 1A/THR1A0980
DATE/TIME              - 26DEC10/1152

* * * * * OFFICE IDENTIFICATION * * * * *
CIN*IATA NUMBER        - 00000000
ERN*ERSP NUMBER        - 00000000
* * * * * GENERAL DATA * * * * *
NAM*OFFICE NAME        - HELP DESK / ACO OFFICE
AD1*ADDRESS 1          - NO 6,17TH ST,BUCHAREST ST,ARGENTINE SQ.
AD2*ADDRESS 2          - TEHRAN, 15138
AD3*CITY NAME          - TEHRAN
CRP*CORPORATE IMPLANT- NONE
CST*CONSORTIUM CODES   - NONE
CTN*COUNTRY NAME       - IRAN
PHO*PHONE PRIMARY      - +98 21 88101140
PH2*PHONE SECONDARY    - NONE
FAX*FAX PRIMARY        - +98 21 88706606
FA2*FAX SECONDARY      - NONE
EML*EMAIL ADDRESS      - NONE
OOH*OPENING HOURS      - M 1): OPEN ALL DAY

```



## CHAPTER 2: POINT OF SALE



At the end of this chapter, you will be able to know:

1. Features of Amadeus ProWeb, ProWeb Plus and Amadeus Selling Platform and its benefits
2. Functionality of each icon in your system
3. Different toolbars in your system

## Front Office Products

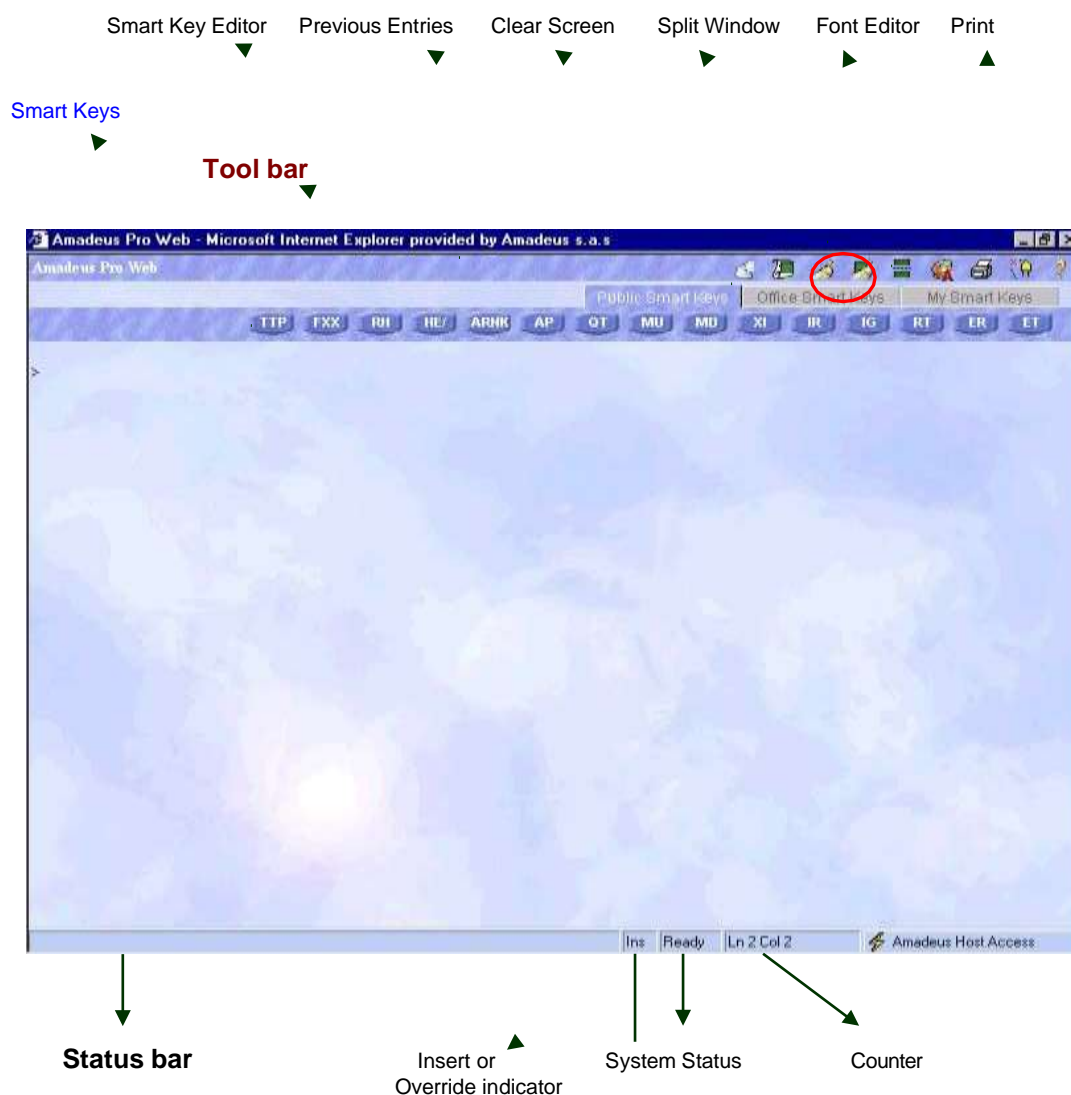
Amadeus offers several front office products to facilitate travel agents' daily working issues and to be more compatible with each office needs.

Amadeus Iran currently supports ProWeb, ProWeb Plus and Amadeus Selling Platform (Basic and Full Pack) as front office products.

But the recommended offer is Amadeus Selling Platform (Basic and Full Pack).

## ProWeb

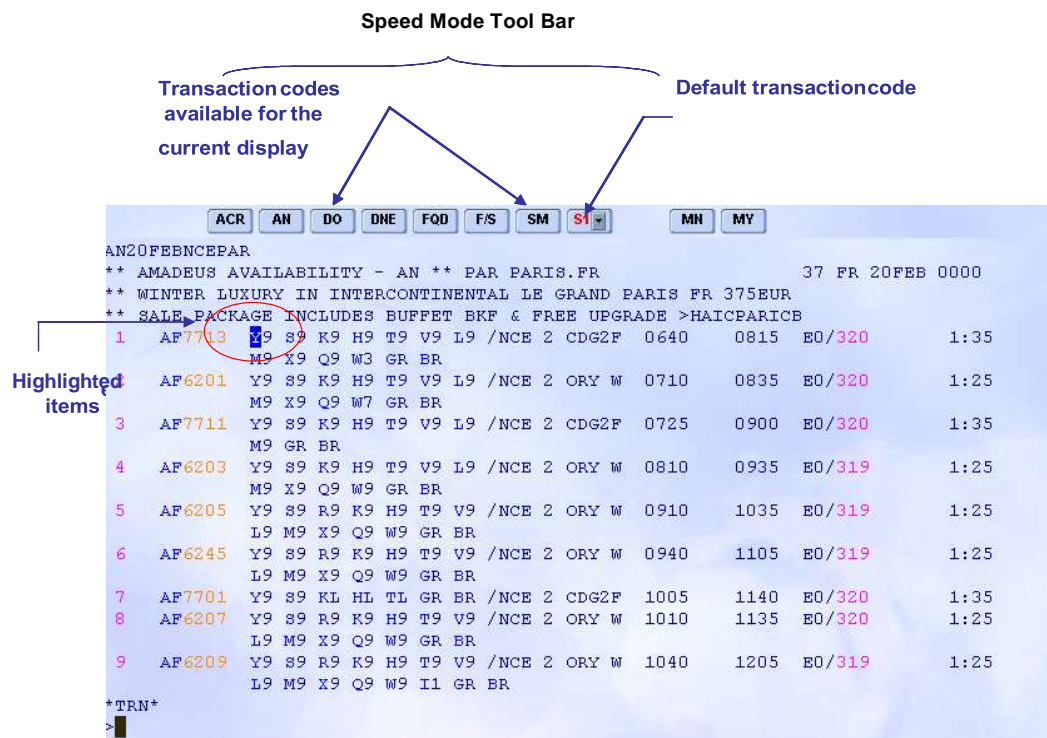
ProWeb is a web based front office product which supports command base system but it is not equipped with Ticket Writer. Proweb is suitable for offices with low internet speed.



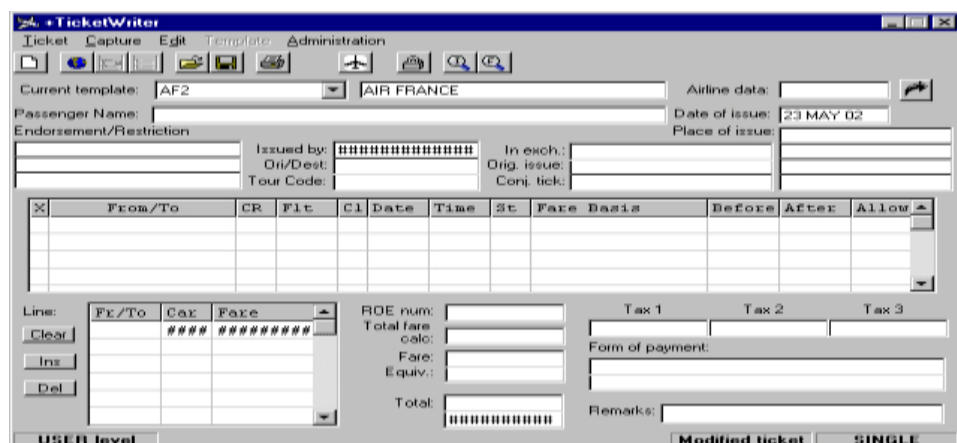
## ProWeb Plus

ProWeb Plus is a sophisticated version of ProWeb which supports Ticket Writer too.

ProWeb Plus is also equipped with Speed Mode system which reduces number of key strokes by providing relevant shortcuts to your entry.



With the Ticket Writer you can easily print out your paper tickets and eliminate hand writing procedure.

















## The Toolbar (Amadeus Selling Platform)

The toolbar, on the upper right side of the screen, contains several icons that allow the user to perform common tasks, access specific tools or customize the product. A brief description of the icons (tooltip) as well as a shortcut key appears when placing the cursor on each icon.

Host Window	Description	Icon	Shortcut
Print all the pages	Local screen print is supported. The print icon will print all pages in the buffer.  To print only a selection, it is necessary to first select the text, right-click, then left-click on Print.		Ctrl+P
Paste	Paste Icon		Ctrl+V
Copy	Copy Icon		Ctrl+C
Select	Select Icon.		Ctrl+A
Customize & Configure	To customize the screen colors (5 color palettes available) or font settings (size & type).		Ctrl+Z
Split Window	Split the window in two in order to view two different displays of the same session. The split window is activated or deactivated by clicking on the relevant icon		Ctrl+S
Clear All pages	Clear all pages i.e. all the displays saved in the buffer.		Shift+Pause
Clear Page	Clear the current screen only.		Pause
Command Line Recall	Displays a list of commands previously sent to the Host. You can set upto 200 commands.		Ctrl+R
Smart Key Editor	Open the Smart Key Editor.		Ctrl+K

## Status Bar

The status bar, located at the bottom of the screen, provides the user with useful information about the keyboard status, connection status, position of the cursor and the type of session used.

## Smart Keys

Amadeus provides a way to quickly perform commands that are most commonly used.

Smart Keys can be defined as programmable keys that perform a series of transactions.

There are 3 types of Smart Keys, depending on the level at which they have been created:

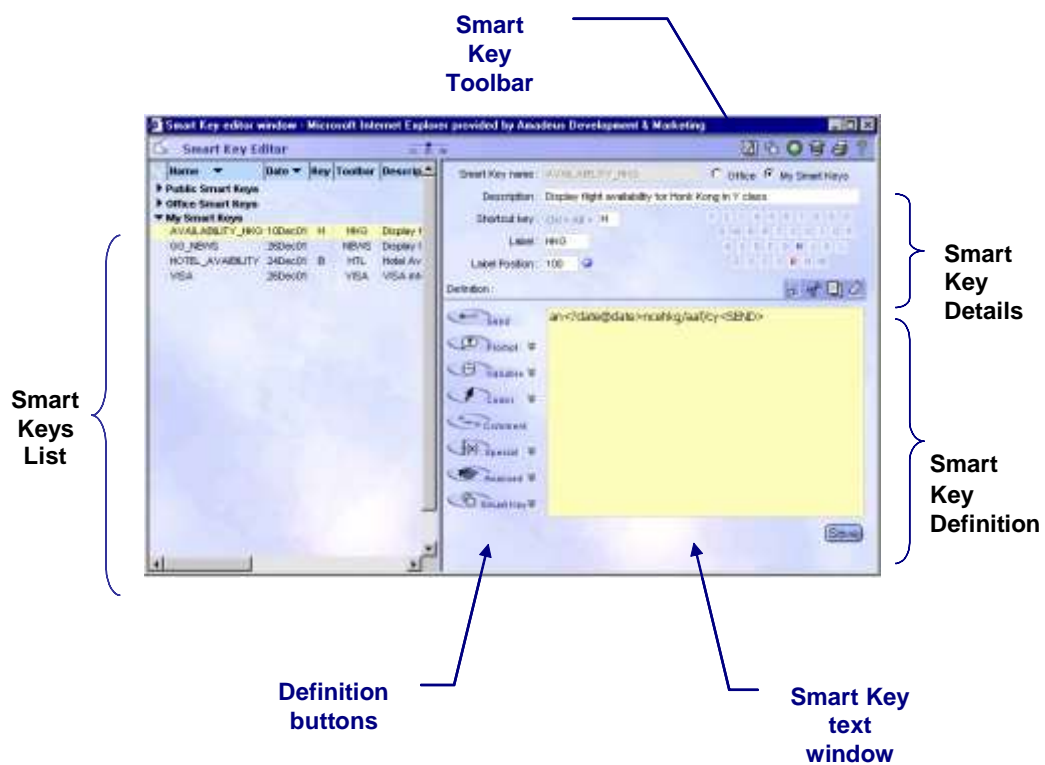
- A **Public Smart Key** is a Smart Key created at Amadeus Globally.
- An **Office Smart Key** is a Smart Key that is created at Office ID level. It is automatically distributed to all users of that office.
- A **My Smart Key** is a Smart Key created at the User level. It is for one's use only.

## The Smart Key Editor

Use the Smart Key Editor window to:

- Create, modify, and delete Smart Keys. You create Smart Keys using the Amadeus Smart Key language.
- Run your own Smart Keys, as well as Public and Office Smart Keys.
- Place Smart Keys on the toolbar to be run directly from the host window.

The smart key editor icon is: .





## CHAPTER 3: CONVERSION FUNCTIONS



At the end of this chapter, you will be able to:

1. Define encoding and decoding
2. Encode cities, airports, countries, states and airlines
3. Decode cities, airports, countries, states and airlines
4. Make mathematical conversions
5. Make time calculations
6. Make date calculations
7. Make metric conversions

## Encoding and Decoding

### HE CONVERT

The airline industry uses a system that identifies each city, airport, country, state or airline by a unique code. With these codes, which are administered by the International Air Transport Association (IATA) and the International Standards Organization (ISO), you can identify cities, airports, countries, states and airlines quickly and efficiently.

Many cities have the same name, but are located in different countries, like Paris:

<b>PAR C</b>	<b>PARIS</b>			<b>/FR</b>
A	BVA - BEAUVAIS TILLE	-	OK	/FR
A	POX - CERGY PONTOISE	-	OK	/FR
A	CDG - CHARLES DE GAULLE	-	OK	/FR
A	LBG - LE BOURGET	-	OK	/FR
A	ORY - ORLY	-	OK	/FR
A	TNF - TOUSSUS LE NOBLE	-	OK	/FR
A	VIY - VILLACOUBLAY	-	OK	/FR
H	JDP - HELIPORT DE PARIS	-	OK	/FR
H	JPU - LA DEFENSE HPT	-	OK	/FR
B	XEX - AEROGARE DES INV BUS	-	OK	/FR
B	XTT - ETOILE BUS SERVICE	-	OK	/FR
R	XED - DISNEYLAND PARIS	-	OK	/FR
R	XHP - GARE DE L'EST RAILWAY	-	OK	/FR
<b>PHT C</b>	<b>PARIS</b>			<b>/USTN</b>
A	PHT - HENRY COUNTY	-	OK	/USTN
<b>PRX C</b>	<b>PARIS</b>			<b>/USTX</b>
A	PRX - COX FIELD	-	OK	/USTX

Many major cities such as Paris, London and New York have more than one airport. Each airport has its own three-letter code:

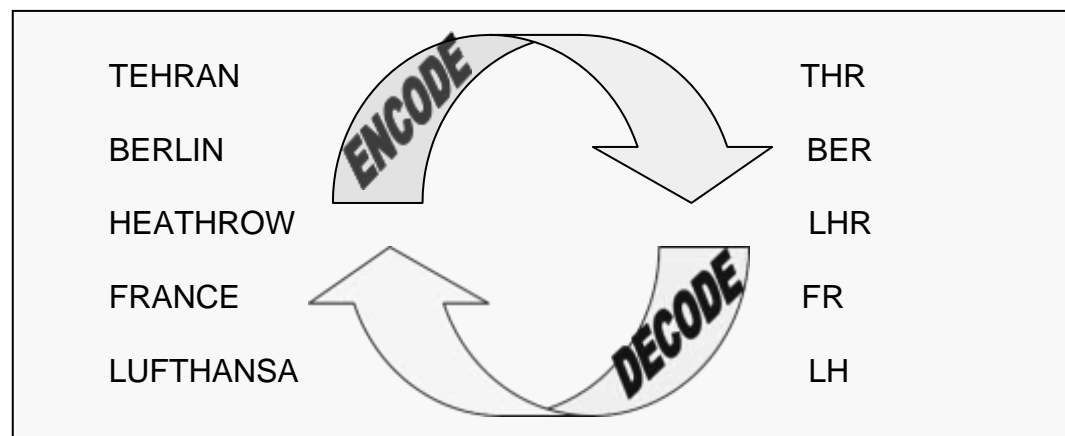
NYC C	NEW YORK			/USNY
A	<b>NBP</b> - BATTERY PK CITY	-	OK	/USNY
A	<b>NES</b> - EAST 34 ST LANDING	-	OK	/USNY
A	<b>FLU</b> - FLUSHING	-	OK	/USNY
A	<b>JFK</b> - JOHN F KENNEDY	-	OK	/USNY
A	<b>LGA</b> - LA GUARDIA	-	OK	/USNY
A	<b>QNY</b> - MARINE AIR	-	OK	/USNY
A	<b>EWB</b> - NEWARK LIBERTY INTL	-	OK	/USNJ
A	<b>NWS</b> - WALL STREET SPB	-	OK	/USNY
H	<b>JRB</b> - DOWN MANH HPT	-	OK	/USNY
H	<b>TSS</b> - EAST 34TH HPT	-	OK	/USNY
H	<b>JRE</b> - EAST 60TH HPT	-	OK	/USNY

In the United States, Australia, Canada, Argentina and Brazil, two-letter state codes are included to correctly identify the city and the state where the airport is located. Identical city names in other countries can be distinguished by their two-letter country code:

PAR	C	PARIS	/FR
PHT	C	PARIS	/USTN
PRX	C	PARIS	/USTX

Since it is impossible for you to remember all the codes, Amadeus provides you a function to encode and decode them.

Encode means to convert a full name to its code but decode means to convert a code to its full name.



Amadeus provides you with the ability to encode and decode:

- Airline codes and names
- Airport and city codes and names
- State codes and names
- Country codes and names
- Aircraft equipment codes and names
- Hotel and car rental companies

It also provides you with a calculator allowing you to make:

- Mathematical calculations
- Time calculations
- Date calculations
- Metric conversions

## Encoding City and Airports Names

To display three-letter codes for a city or airport, enter:

### DAN PARIS

System Response

A:APT	B:BUS	C:CITY	G:GRD	H:HELI	O:OFF-PT	R:RAIL	S:ASSOC	TOWN
PAR	C	PARIS						/FR
A	BVA	- BEAUVAIS	TILLE		-	OK		/FR
A	CDG	- CHARLES DE GAULLE			-	OK		/FR
A	ORY	- ORLY			-	OK		/FR
A	TNF	- TOUSSUS LE NOBLE			-	OK		/FR
H	JDP	- HELIPORT DE PARIS			-	OK		/FR
H	JPU	- LA DEFENSE	HPT		-	OK		/FR
B	XEX	- AEROGARE DES INV	BUS		-	OK		/FR
B	XTT	- ETOILE BUS SERVICE			-	OK		/FR
R	XED	- DISNEYLAND	PARIS		-	OK		/FR
R	XHP	- GARE DE L'EST	RAILWAY		-	OK		/FR
R	XDT	- PARIS CDG TGV	RAILWAY		-	OK		/FR
PHT	C	PARIS						/USTN
A	PHT	- HENRY COUNTY			-	OK		/USTN
PRX	C	PARIS						/USTX
A	PRX	- COX FIELD			-	OK		/USTX

Code	Explanation
A:APT	Airport
B:BUS	Bus station
C:CITY	City code
G:GRD	Ground transportation
H:HELI	Heliport
O:OFF-PT	The city has an IATA code that is not an airport. For example : Antibes/France
R:RAIL	Railway station
S:ASSOC TOWN	Airport code associated to a city



Component	Explanation
<b>PAR</b>	City code
<b>C</b>	City code indicator
<b>PARIS/FRANCE</b>	City name and country name
<b>/FR</b>	ISO country code
<b>A</b>	Airport code indicator
<b>CDG</b>	Airport code
<b>CHARLES DE GAULLE</b>	Name of airport
<b>OK</b>	Number of Miles/Kilometers from the city
<b>/FR</b>	ISO country code

### Additional Entries:

Entry	Explanation
<b>DAN SIN*</b>	Encode all cities start with SIN
<b>DAN LONDON/GB</b>	Specify country
<b>DAN PARIS/USTX</b>	Specify country and state
<b>DAN EUSTON/R</b>	Train station called Euston
<b>DAN ANTIBES/S</b>	Associated Locations
<b>DAN BOSTON/N</b>	To display a list of the ten nearest airports to an IATA location

## Decoding City or Airport Codes

To display the name for a three-character city or airport code, enter:

**DAC SFO**

System Response

A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL S:ASSOC TOWN

<b>SFO*C</b>	<b>SAN FRANCISCO</b>	<b>/USCA:CALIFORNIA</b>
AIRPORT-HELIPORT :		
EMB A	EMBARKADER	/USCA - 0K
SFO A	SAN FRANCISCO INTL	/USCA - 0K
JCC H	CHINA HPT	/USCA - 0K

**Note:** the asterisk (\*) next to SFO shows that SFO is a city code served by more than one airport and SFO is also the code of one of the airports.

## Encoding and Decoding Country Name

To display two-letter code for a country name or country name for a two –letter code, enter:

**DC JAPAN**  
-or-  
**DC JP**

System Response:

JP	JAPAN/ASIA	TC3
JPY	JAPANESE YEN	LOCAL/INTL PUBLISHED
JPN	JAPAN CITIZEN	

The following table describes the components of the response:

Component	Identifies
<b>JP</b>	ISO code
<b>JAPAN/ASIA</b>	Country name and location
<b>TC3</b>	IATA traffic conference area
<b>JPY JAPANESE YEN</b>	Currency code and currency name
<b>LOCAL/INTL PUBLISHED</b>	The currency published is local and international
<b>JPN</b>	Citizen code

## Encoding and Decoding States and Provinces

To encode a state or province, enter:

**DNS TEXAS**

System Response:

```
US TX TEXAS/UNITED STATES OF AMERICA
```

The following table describes the additional entries you can make:

Entry	Explanation
<b>DNS US CA</b>	Decode a state
<b>DNS AU</b>	List of all states for a specific country

## Encoding and Decoding Airlines

To display two-character code for an airline name, or airline name from two-character code, enter:

**DNA IBERIA -or- DNA IB**

System Response:

```
IB/IBE 075 IBERIA  
>
```

The following table describes the components of the response:

Component	Identifies
<b>IB/IBE</b>	Two-character and three-character airline code
<b>075</b>	Three-digit ticket code
<b>IBERIA</b>	Name of the airline

**Note:** You can also use the airline's three-numeric ticket code.

**DNA 075**

## Encoding and Decoding Equipment

To display equipment names for three-letter equipment codes, or list of equipments for equipment name, enter:

**DNE AB3    -or-    DNE AIRBUS**

System Response:

DNE AB3	
AB3 W AIRBUS INDUSTRIE A300	JET 181-317

## Mathematical Conversions

Amadeus helps you to do mathematical conversions. The table below explains the different entries:

Entry	Explanation
DF 58.13;40.56	Add
DF 500.87*8767	Multiply
DF 500.67/13	Divide
DF 46.12-23.98	Subtract

## Metric Conversions

Entry	Explanation
<b>DKKM100</b>	Convert 100 Kilometers to Mileage
<b>DKMK150</b>	Convert 150 Miles to Kilometer
<b>DKKP10</b>	Convert 10 Kilograms to Pound
<b>DKPK15</b>	Convert 15 Pounds to Kilogram

## Date and Time Calculations

The following entries describe the date and time calculations you can make:

Entry	Displays
<b>DD</b>	Displays Universal time (Zulu Time)
<b>DDMAD</b>	Current date and time in a specific city
<b>DDSYD1500/PAR</b>	The date and time in the second city, corresponding with the time given for the first city
<b>DDZZZ2134/THR</b>	Convert Zulu time to local time
<b>DDTYO/MEL</b>	The time difference between two cities
<b>DD22DEC/14</b>	Number of days after a specific date
<b>DD20MAY/06JUN</b>	Number of days between two specific dates
<b>DD25AUG</b>	The day of the week

## CHAPTER 4: INFORMATION



At the end of this chapter, you will be able to:

1. Explain Amadeus Information System (AIS)
2. Find a list of topics available in AIS
3. Access to countries' information
4. Access to airports' information
5. Access to airlines' information
6. Access to weather' information
7. Access to ACOs' information
8. Access to any topic in AIS
9. Access to TIMATIC (Visa and Health information)
10. Find Minimum Connecting Time (MCT) for airports
11. Find suitable connections for a city pair

## Amadeus Information System (AIS)

*HE GG*

The Amadeus Information System (**AIS**) is a central source of reference information. There are two types of information in AIS:

- Information provided and maintained by Amadeus
- Information provided and maintained by outside providers

Million pages are available in AIS. Categories, subjects, and pages organize the information in AIS.







To display a list of all topics in AIS, enter:

**GG AIS**

## Scrolling Commands

Entry	Explanation
<b>MD</b>	Move Down
<b>MU</b>	Move Up
<b>MT</b>	Move Top
<b>MB</b>	Move Bottom
<b>MP</b>	Redisplay a cleared screen
<b>MS102</b>	Move to a specific line number
<b>GP18</b>	Go to a specific page

## Country Information

Country Information is maintained by Amadeus. To display the list of countries start with letter A, enter:

**GGCOUA**

System Response

COUNTRY	ENTER
-----	-----
AFGHANISTAN	GGCOU AF
ALBANIA	GGCOU AL
ALGERIA	GGCOU DZ
AMERICAN SAMOA	GGCOU AS
ANDORRA	GGCOU AD
ANGOLA	GGCOU AO
ANGUILLA	GGCOU AI
ANTIGUA AND BARBUDA	GGCOU AG
ARGENTINA	GGCOU AR
ARMENIA	GGCOU AM
ARUBA	GGCOU AW
AUSTRALIA	GGCOU AU
AUSTRIA	GGCOU AT
AZERBAIJAN	GGCOU AZ

To display specific country, enter for example:

**GGCOUIR**

## Airport Information

Airport Information is maintained by Amadeus. To request the airport information display, enter:

**GGAPT**

To display specific airport information, enter for example:

**GGAPTIKA**

IMAM KHOMEINI INTERNATIONAL AIRPORT (IKA)			
-----			
IRAN IR			
POSITION OF AIRPORT : 28 MLS / 45 KMS S.W OF TEHRAN			
ENQUIRIES PHONE NUMBER: +98 (21) 51001			
FLIGHT INFORMATION NO : +98 (21) 51007009 - 12			
TERMINALS DECODING : MS 23			
AIRPORT TAX : NONE			
-----			
TOPIC	ENTER	OR	PAGE
-----			
CAR PARKING	GG APT IKA PARK		GP2
CHECK IN INFORMATION	GG APT IKA CHECK		GP3
FACILITIES	GG APT IKA FACIL		GP4
SURFACE TRANSPORTATION	GG APT IKA SURF		GP5
-----			

## Shortcut entries

Entry	Explanation
<b>GG APT xxx CHECK</b>	Terminal name or number, and names of airlines departing and arriving from that terminal.
<b>GG APT xxx SURF</b>	Surface facilities including transportation to and from the city.
<b>GG APT xxx FACIL</b>	Terminal facilities, including banks, lounges, post office and other facilities.
<b>GG APT xxx PARK</b>	Facilities available for parking

## Airline Information

Airline Information is maintained by each airline, not by Amadeus. To request airline information pages, enter:

**GGAIR**

To request information for a specific airline, enter for example:

**GGAIRAF**

To request specific subject related to an airline, enter:

**GGAIRAFBAGS**

### System Response

```

                B A G G A G E                EN  21OCT04 1724Z
                UPDATED BY PARUGAF - JH.UG

AF BAGGAGE POLICY -ON FLIGHTS OPERATED BY AF-
*****

** AF MARKETING FLIGHTS OPERATED BY OTHER CARRIERS, REFER
TO GGAIRAF XXPARTNER (XX : 2 LETTER CARRIER CODE)
** FREIGHT                                : GGAIRAFFREIGHT
** TRXAF CTC                             : GGAIRAFTRXAF
** GOODS PERMITTED OR PROHIBITED         : GGAIRAFDANGEROUS
** RULES APPLICATION EXCESS LUGGAGE      : GGAIRAFXBAG
** EXCESS AF LUGGAGE FARE :
- FROM AFRICA                            : GGAIRAFAFRXBAG
- FROM SOUTH AMERICA                     : GGAIRAFAMSXBAG
- FROM NORTH AMERICA                     : GGAIRAFAMNXBAG

```

**Note:** There are airlines which have not AIS pages.

## Weather Information

To obtain a 5-day weather forecast for a specific city, enter:

**GGWEATHR**

System Response

		TEHRAN		EN 26SEP10 0506Z	
TEHRAN		IR/		UPDATED ON 26SEP 05:06Z	
+-----+-----+-----+-----+					
DATE		CELSIUS	FARENHEIT	CONDITIONS	
		MIN/MAX	MIN/MAX		
+-----+-----+-----+-----+					
SUN 26 SEP		20/ 28	68/ 82	SUNNY	
MON 27 SEP		20/ 28	68/ 82	SUNNY	
TUE 28 SEP		20/ 27	68/ 81	SUNNY	
WED 29 SEP		18/ 27	64/ 81	MOSTLY SUNNY	
THU 30 SEP		20/ 26	68/ 79	SUNNY	
+-----+-----+-----+-----+					

## ACO Information

ACO Information pages are updated by each ACO. There are practical information such as contact details, ACO and market news, tips and etc. To access ACO information pages, enter:

### GGAMAIR

<b>GG</b>	Transaction code
<b>AMA</b>	Category reference
<b>IR</b>	Country two-letter code

System Response

```

*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*
*          W E L C O M E   T O   A M A D E U S   I R A N          *
*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*-*

```

GENERAL INFORMATION.....GP2	OR	GGAMAIRGEN
WHO IS WHO.....GP3	OR	GGAMAIRWHO
TRAINING COURSES.....GP4	OR	GGAMAIRTRA
E-TICKET DIRECT.....GP5	OR	GGAMAIREDT
PRICING.....GP6	OR	GGAMAIRPRI
AIRLINES.....GP7	OR	GGAMAIRAIR
EMBASSIES.....GP8	OR	GGAMAIREMB
TRAVEL AGENTS.....GP9	OR	GGAMAIRTRV
USEFUL INFORMATION.....GP10	OR	GGAMAIRUSE

## TIMATIC

### HE TIMATIC

TIMATIC is a comprehensive travel information system that you can access through Amadeus. It covers the following areas:

- Visa requirements
- Health requirements
- Customs
- Currency
- Geography
- Passport
- Tax

To request travel information for traveling to Iran, enter

**TIDFT/IR or TIDFT/THR**

#### System Response

```
TIMATIC-3 / 26SEP10 / 0727 UTC
ALL SECTIONS FULL TEXT FOR: IRAN (ISLAMIC REPUBLIC OF) (IR)

GEOGRAPHICAL INFORMATION *****

CAPITAL - TEHRAN (THR) .

PASSPORT *****

PASSPORT REQUIRED.
```

To determine passenger already holds a valid visa for Australia, enter:

**TIETAQ**

#### System Response

```
>TIETAE                      VISA ENQUIRY
PASSPORT NUMBER      ..... FROM PASSPORT TITLE PAGE
NATIONALITY          ...      1-3 CHARACTER CODE
DATE OF BIRTH        .....      DDMONYYYY/--MONYYYY/ ---- YYYY
SEX                  .          M/F
FAMILY NAME          .....
GIVEN NAMES          .....
ARRIVAL DATE         .....      OPTIONAL-DDMON/DDMONYYYY
```

## Visa Information Mask

To request mask for visa information, enter:

**TIFV**

System Response

```
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
(USE 3-LETTER CITY/AIRPORT CODE OR 2-LETTER ISO COUNTRY CODE)
```

## Health Information Mask

To request mask for health information, enter:

**TIFH**

System Response

```
TIRH
EM
DE
TR
VT
EM-EMBARKATION POINT FOR THIS TRIP
DE-DESTINATION POINTS
TR-TRANSIT POINTS VIA OTHER COUNTRIES
VT-COUNTRIES VISITED WITHIN 6 DAYS BEFORE EMBARKATION (EM)
(USE 3-LETTER CITY/AIRPORT CODE OR 2-LETTER ISO COUNTRY CODE)
```

## Minimum Connecting Time (MCT)

### HE MCT

The minimum connect time is the minimum time passengers must allow to make a connection between flights at an airport or city. You can enter:

**DM NCE**

System Response

DMNCE											
NCE STANDARD MINIMUM CONNECTING TIMES											
NCE-NCE	FROM	-			TO		D/D	D/I	I/D	I/I	
CC	FLTN-FLTR	ORGN	EQPTM-CC	FLTN-FLTR	DEST	EQPTM	HMM	HMM	HMM	HMM	
		-					020	100	100	100	
		1-				1	035	045	045	045	
				1-		2	100	100	100	100	
				2-		1	100	100	100	100	
				2-		2	035	045	045	045	
CK SPECIFIC CARRIER FOR EXCEPTIONS TO STANDARD CONNECTING TIMES											
PRECLEARANCE MAY APPLY											
>											

The following table describes the fourth line of the response:

Component	Identifies
CC	Airline code column
FLTN	Flight number column
-FLTR	Flight range column
ORGN	Origin column
EQP	Equipment column
TM	Terminal column
DEST	Destination column
HMM	Hour and minute column

The following table describes some of the additional entries you can make:

Entry	Displays the MCT
DMLGW-LHR	Between two airports in a multi-airport city
DMQF/SIN/BA	Between specific airlines at a specific airport
DMAF/CDG2A-ORYW/LH	Different airline, different airport, different terminal



## Displaying Connecting Points

You use the DRT transaction to display the following information for a city pair:

- Maximum elapsed flying time
- Number of routes generated
- Mileage (neutral DRT only)
- Possible connect points.

### DRTTHRANC

**DRT**  
**THR ANC**

Transaction code  
City pair

System response

```
THR-ANC MEFT 43:30
1A NEUTRAL DISPLAY
NB MIN-EFT  MILEAGE  CX1  CX2  CX3  CX4
01 17:44      8889    FRA  SEA
02 19:19      8848    AMS  SEA
03 19:09      8977    LON  SEA
04 19:39      9071    PAR  SEA
05 19:40      9558    LON  NYC
06 23:25     10970    DXB  NYC
07 18:15      8981    DEL  TPE
08 20:10      9607    PAR  NYC
09 19:02      9060    AMS  PDX
10 19:40      9561    FRA  NYC
11 19:00      9623    BKK  TPE
12 20:00      9550    LON  CHI
13 20:28      9198    AMS  MSP
14 19:50      9540    FRA  CHI
15 20:00      9565    MOW  NYC
```

Here you can find some options:

Entry	Explanation
<b>DRTPARSFO/AAF</b>	Display information for specific carrier
<b>DRTPARSFO/AAF,DL</b>	Display information for several airlines



## CHAPTER 5: AMADEUS AIR



At the end of this chapter, you will be able to:

1. Display Amadeus neutral timetable
2. Display Amadeus neutral availability
3. Display Amadeus neutral schedule
4. Display airline access and functional level
5. Display seven days search
6. Display carrier preferred display
7. Display Amadeus dual availability
8. Display airline direct access availability
9. Display planned and operational flight information

## Amadeus Neutral Timetable Display

### HE TIME TABLE

Amadeus timetable is a display of flights operating during a specified one-week period. The display contains flights of all airlines that submit schedule information and have a sales agreement with Amadeus.

Amadeus sorts out the flights in the following order:

1. **Non-Stop flights**
2. **Direct flights**
3. **Connecting flights**

To display an Amadeus Neutral Timetable for a city pair, enter:

**TN28OCTAMSFRA0900**

<b>TN</b>	Transaction code
<b>25OCT</b>	Departure date
<b>AMSFRA</b>	City pair
<b>900</b>	Departure time

System Response

```

TN28OCTAMSFRA
** AMADEUS - TN ** FRA FRANKFURT.DE
                                28OCT04 04NOV04
1  LH4685  7  AMS 2 FRA 1 0705  0820  0 31OCT04 28NOV04 319 1:15
2  LH4685  4  AMS 2 FRA 1 0705  0820  0 04NOV04 25NOV04 733 1:15
3LH:UA9156  7  AMS 2 FRA 1 0705  0820  0 31OCT04 31OCT04 319 1:15
4  LH4685 23  AMS 2 FRA 1 0705  0820  0 02NOV04 03NOV04 733 1:15
5LH:UA9156 X1  AMS 2 FRA 1 0705  0820  0 02NOV04 27NOV04 733 1:15
6LH:UA9156  1  AMS 2 FRA 1 0705  0820  0 01NOV04 01NOV04 320 1:15
7LH:UA9156 56  AMS 2 FRA 1 0710  0815  0 08OCT04 30OCT04 320 1:05
8  *KL1765  D  AMS 2 FRA 2 0850  1010  0 09SEP04 26MAR05 F70 1:20
  
```

The following table describes the components of the timetable display:

Component	Identifies								
<b>** AMADEUS TN **</b>	Amadeus system identifier and the type of display								
<b>FRA FRANKFURT.DE</b>	Three-letter code and full name of destination and two-letter code of the country of destination								
<b>28OCT04 04NOV04</b>	Date range of the display								
<b>1</b>	Timetable line number								
<b>LH4685</b>	Two-letter airline code and flight number								
<b>7</b>	Day(s) of operation The days of operation can be displayed in the following way: <table> <tr> <td><u>Display</u></td><td><u>Operates</u></td></tr> <tr> <td><b>D</b></td><td>Daily</td></tr> <tr> <td><b>2</b></td><td>Tuesdays only</td></tr> <tr> <td><b>X7</b></td><td>Every day except Sundays</td></tr> </table>	<u>Display</u>	<u>Operates</u>	<b>D</b>	Daily	<b>2</b>	Tuesdays only	<b>X7</b>	Every day except Sundays
<u>Display</u>	<u>Operates</u>								
<b>D</b>	Daily								
<b>2</b>	Tuesdays only								
<b>X7</b>	Every day except Sundays								
<b>AMS 2</b>	Departure city code and terminal information								
<b>FRA 1</b>	Arrival city code and terminal information								
<b>0705 0820</b>	Departure and arrival times								
<b>0</b>	Number of stops en route								
<b>31OCT04 28NOV04</b>	Effective and discontinued dates <i>Note:</i> The three dashes sign (---) appearing in the discontinued date column indicates that the flight operates indefinitely.								
<b>319</b>	Equipment type code								
<b>01:15</b>	Elapsed journey time								

The following table describes additional timetable entries you can make:

Entry	Requests
<b>TN13MARMUCFRA0900/MO</b>	A timetable display for a specific day of the week ( <b>MO</b> )
<b>TN13MARMUCFRA0900/ALH</b>	A timetable display for a specific airline ( <b>LH</b> )

## Amadeus Neutral Availability Display

**HE AN**

Amadeus availability display shows all flights with at least one seat available for sale or waitlist.

Availability displays contain flights for airlines that have a sales agreement with Amadeus.

Amadeus stores flights up to 361 days in the future and up to three days in the past. Flights in the past display only the class of service codes without an availability status.

To request an Amadeus Neutral Availability, you may enter:

**AN20NOVTHRFR0900**

<b>AN</b>	Transaction code
<b>20NOV</b>	Departure date
<b>THRFR</b>	City pair
<b>0900</b>	Departure time

System Response

```

** AMADEUS AVAILABILITY - AN ** FRA FRANKFURT.DE 19 SA 20NOV 0900
** SHERATON FRANKFURT* ALL CLASSIC RMS BRAND NEW FM 199 EUR
** INCL BFST - 15 MIN TO CITY OPPOSITE AIRPORT >HASIFRA363
1 IR 721 C9 ZR Y9 Q9 M9 V9 /THR 2 FRA 1 0800 1100 0/AB6 5:30
2 W55060 C4 Y9 Q1 T1 VR /THR 1 DUS 1500 1815 0*320
LH 815 C9 D9 Z9 I9 R9 /DUS FRA 1 1955 2050 E0/321 8:20
M9 H9 X9 Q9 N9 V9 W9 S3 G9 K9 L9 T9
3 IR 717 C9 ZR Y9 Q6 MR VR /THR 2 VIE 1000 1210 0/310
LH3535 C9 D9 Z4 I4 R4 Y9 /VIE FRA 1 1440 1610 E0/735 8:40
M9 H9 X9 Q9 N9 V9 W9 SL
4 IR 717 C9 ZR Y9 Q6 MR VR /THR 2 VIE 1000 1210 0/310
OS7205 C4 D4 J4 Y4 B4 M4 /VIE FRA 1 1440 1610 E0/735 8:40

```

The following table explains above display:

Component	Identifies
<b>FRA FRANKFURT.DE</b>	Destination city code, full name and country code
<b>19</b>	Number of days between the current date and the departure date
<b>SA 20NOV</b>	Two-letter code for departure day of the week and departure date
<b>0900</b>	Departure time
<b>1</b>	Availability line number

<b>IR 721</b>	Airline code and flight number
<b>C9 ZR Y9 Q9 M9 V9</b>	Class of service code and number of seats available  <b><u>Codes</u></b> <b>1,2,...,9</b> Number of seats available <b>0, L</b> Waitlist open <b>R</b> On request <b>C</b> Closed <b>S</b> Sold out <b>X</b> Cancelled
<b>/</b>	Last seat availability indicator
<b>THR</b>	Departure city three letter code
<b>2</b>	Departure terminal
<b>FRA</b>	Arrival city three letter code
<b>1</b>	Arrival terminal
<b>0820 1100</b>	Departure and arrival times expressed in the local time of the respective cities
<b>0</b>	Number of stops en route
<b>/</b>	Airline access indicator <b><u>CODES</u></b> <b>/</b> Amadeus full access <b>.</b> Amadeus sell access <b>:</b> Amadeus update access <b>*</b> Amadeus Direct access <b>Blank</b> Amadeus standard access
<b>AB6</b>	Aircraft equipment type code
<b>TR</b>	Flight notes <b><u>Codes</u></b> <b>IR</b> Irregularity <b>TR</b> Traffic restriction
<b>5:30</b>	Elapsed journey time from origin to destination, displayed in hours and minutes

The different flight type symbols are shown below. They appear between the availability line number and the airline code.

Flight Type	Type of Marketing Agreement
Indicator (*)	The flight is operated by one airline on behalf of another. The marketing airline sells the seats using its own airline code and flight number. The aircraft and/or crew are hired from the operating airline.
Indicator (:) :	Both the operating airline and the marketing airline sell seats from the same aircraft under their own airline code and flight number.

Here you can find examples:

SN22JANFRAAMS									
** AMADEUS SCHEDULES - SN ** AMS AMSTERDAM.NL									
1	*KL1762	J9	C9	I9	Z9	X9	S9	B9	/FRA 2 AMS
									0655 0820 E0/E90 1:25
									M9 K9 H9 L9 Q9 T9 E9 N9 V9 G9
2	LH:UA9147	J4	C4	D4	Z4	Y4	B4	E4	FRA 1 AMS
									0820 0930 E0.320 TR 1:10
									M4 U4 H4 Q4 VR WS SR TS LS K4 G4
3	LH 986	J9	C9	D9	Z9	I9	R9	Y9	/FRA 1 AMS
									0820 0930 E0/320 1:10
									B9 M9 H9 X9 Q9 N9 V9 W9 U9 S9 P9 G9 K9 L9 TC EC



## Amadeus Neutral Schedule Display

**HE SN**

A schedule display contains flights for all airlines that submit schedule data to Amadeus. They are ordered in the same hierarchy as availability displays. Amadeus Schedule displays all class of services even if they are closed for sale.

To request an Amadeus Neutral Schedule Display, enter:

**SN21NOVTHRLHR**

<b>SN</b>	Transaction code
<b>20NOV</b>	Departure date
<b>THRLHR</b>	City pair

System response

```
SN21NOVTHRLHR -MN-
** AMADEUS SCHEDULES - SN ** LHR HEATHROW.GB      20 SU 21NOV 0000
1  IR 711  C9 ZR Y9 Q9 M9 V6 /THR 2 LHR 3 0800 1045 0/747      6:15
2KJ*BA6634  J9 C9 D9 I9 Y9 B9 /THR 2 LHR 4 0850 1205 0/321      6:45
           K9 M9 R9 L9 V9 S9 N9 Q9 O9
3  LH 601  F1 A1 O0 C9 D8 Z0 /THR 2 FRA 1 0300 0555 0/343
           R0 Y9 B9 M9 H3 X3 Q3 N3 V3 WC S0
LH:BD321   C4 D4 J4 Y4 B4 SC /FRA 1 LHR 2 0730 0810 0/321      8:40
```

**Note:** Airlines that do not have an availability and sales agreement with Amadeus are not shown in the display. To request a schedule for these airlines, you must add the option /**YYY** to the end of your schedule display entry.

**SN20NOVTHRMHD/YYY**

System Response

```
** AMADEUS SCHEDULES - SN ** MHD MASHHAD.IR      334 SU 20NOV 0000
1  B9 970  Y          THR 1 MHD      0600      0725  0 TU5      1:25
2  EP 795  Y          THR 4 MHD      0630      0800  0 100      1:30
3  B9 960  Y          THR 1 MHD      0805      0930  0 TU5      1:25
4  ZV4075  Y          THR 4 MHD      0830      0945  0 M83      1:15
5  I35213  Y          THR 4 MHD      1010      1125  0 M83      1:15
6  B9 972  Y          THR 1 MHD      1100      1225  0 TU5      1:25
7  EP 587  Y          THR 4 MHD      1230      1400  0 72S      1:30
8  B9 966  Y          THR 1 MHD      1300      1425  0 TU5      1:25
9  B9 962  Y          THR 1 MHD      1345      1510  0 TU5      1:25
10 EP 577  Y          THR 4 MHD      1515      1645  0 100      1:30
11 I35211  Y          THR 4 MHD      1520      1635  0 M83      1:15
12 B9 974  Y          THR 1 MHD      1615      1740  0 TU5      1:25
```

## Access Indicators

	Access type	Availability	Sell	Status	Guarantee
<b>Blank</b>	Standard	OLD	AFTER ET	SS	NO
<b>*</b>	Direct(before ACL)	OLD	AFTER ET	SS	NO
	Direct(after ACL)	NEW	AFTER ET	LK,LL	YES
<b>.</b>	Access sell	OLD	NEW	HK,HL,HN	YES
<b>:</b>	Access update	NEW	AFTER ET	SS	NO
<b>/</b>	Full access	NEW	NEW	HK,HL,HN	YES

## Availability Options

Option	Explanation	Entry
<b>/A</b>	Specific airline	AN22AUGTHRLAX/AKL AN22AUGTHRLAX/AIR,KL
<b>/C</b>	Booking class	AN12AUGTHRDXB/CV AN12AUGTHRDXB/CV,K
<b>/F</b>	Flight type <b>N:</b> Non stop <b>D:</b> Direct <b>C:</b> Connecting point	AN10JULTHR BND/FN
<b>/X</b>	Connecting point	AN10JANTHRYYZ/XAMS

## Scrolling Commands

Entry	Explanation
<b>MN</b>	Move to the next day
<b>MY</b>	Move to the yesterday

## Seven Day Search

You can look up the flights for a 7-day range from date you specify in the availability, for example:

**AN/23AUGTHRLAX/CI/AKL**

<b>AN</b>	Transaction code
<b>/</b>	Seven day search indicator
<b>23AUG</b>	Search date
<b>THRLAX</b>	City pair
<b>CI</b>	RBD
<b>AKL</b>	Airline code

## Carrier Preferred Display

You can request availability or schedule display that is controlled by a target airline. You can do this for any airline that has a carrier-preferred display agreement with Amadeus.

The display can also include flight connections or routings that are not normally shown on a neutral availability display due to long elapsed flying times or excessive mileage, this type of availability is useful when the customer wants to travel only on a selected airline, or on other airlines or flights selected by the target airline.

To request a carrier-preferred availability or schedule display, include the airline code after the transaction code. For example:

**ANLH11AUGTHRYYC**  
**SNLH11JULTHRYYC**

<b>AN or SN</b>	Transaction code
<b>LH</b>	Airline code
<b>11AUG</b>	Departure date
<b>THR YYC</b>	Departure and destination

### Partial system response

```

** LUFTHANSA - SN ** YYC CALGARY.CAAB          354 TH 11AUG      0000
1  LH 601 F8 A8 OL J9 C9 D9 ZL /IKA      FRA 1 0310      0600 E0/346
      IL RL Y9 B9 M9 HL X5 Q9 N5 V9 WC UC SL LC
      LH 494 J9 C9 D9 ZL IL RL Y9 /FRA 1 YYC      0955      1135 E0/343
      B9 M9 HL X5 Q9 N5 V9 WC SL LC

```

## Dual City Pair Display

You can request availability for a dual city pair by making a single entry.

**AN20NOVCDGLHR\*25NOV**

<b>AN</b>	Transaction code
<b>20NOV</b>	Departure date (Outbound)
<b>CDGLHR</b>	City pair
<b>*</b>	Dual city pair indicator
<b>25NOV</b>	Departure date (Inbound)

This is useful to deal with:

- Round-trips
- Open Jaws or 2 different city pairs

### System Response

```

AN20NOVCDGLHR*25NOV
** AMADEUS AVAILABILITY - AN ** LHR HEATHROW.GB 19 SA 20NOV 0000
1 AF2670 C9 D7 Z5 Y9 S9 B9 K9 /CDG2F LHR 2 0730 0750 E0/735 1:20
   H9 T9 V6 L6 R6 M6 GR
2 BA 303 J8 C8 D8 I7 Y9 B9 H9 /CDG2B LHR 4 0745 0815 E0/321 1:30
   K9 M9 R9 V9 N3 L9 S9 Q9 O9
3BA:QF3403 J9 C9 D9 Y9 B9 H9 K9 /CDG2B LHR 4 0745 0815 E0/321 1:30
   M9 L9 V9 S9 Q9 O9 GL
4 AF1170 C9 D9 Z9 Y9 S9 B9 K9 /CDG2F LHR 2 0800 0825 E0/321 1:25
   H9 T9 V9 L9 R9 M9 Q9 U9 W9 E9 A9 N9 GR

** AMADEUS AVAILABILITY - AN ** CDG CHARLES DE GAUL.FR 24 TH 25NOV 0000
11BA:QF3302J9 C9 D9 IL Y9 B9 H9 /LHR 4 CDG2B 0620 0825 E0/319 1:05
   K9 M9 L9 V9 S9 N9 Q9 O9 GL
12 BA 302 J9 C9 D9 I9 Y9 B9 H9 /LHR 4 CDG2B 0620 0825 E0/319 1:05
   K9 M9 R9 V9 N7 L9 S9 Q9 O9
13 AF2471 C9 D9 Z3 Y9 S9 B9 K9 /LHR 2 CDG2F 0645 0905 E0/320 1:20
   H9 T9 V9 L9 R9 M9 GR
  
```

Features of the above display are as below:

- Outbound flights are shown on the upper section of the display, inbound flights on the lower section.
- Outbound flights begin with line number 1, and inbound flights begin with line number 11.
- Each availability display has a header line detailing the type of the display, number of days between current date and departure date, day of the week, date and time.

More examples of dual city availability are as follows:

Entry	Explanation
<b>AN11JULMADCPH*</b>	Day Return
<b>AN22OCTTHRFRA/ALH*1JAN</b>	Departure on 22OCT by LH and return on 1JAN
<b>AN11JULTHRLON*15JUL</b>	Departure on 11JUL and return on 15JUL
<b>AN9JULFRAMAD*23JULBCNDUS</b>	Open-jaw (different date)

Note that when you use the scrolling entries to request additional screen displays, both displays are modified.

## Direct Access

Most airlines offer a higher level of access called Direct Access. If an airline offers direct access, you should always book the seat(s) from the direct access display, the seats are then guaranteed. If you book from a normal Amadeus display, the seats are sold in standard access and not guaranteed.

You can find out if an airline supports Direct Access by entering:

**GGPCAAZ**

<b>GG</b>	Transaction code
<b>PCA</b>	Participating Carrier Agreement
<b>AZ</b>	Airline two-letter code

### System Response

```

PARTICIPATING CARRIER ACCESS AND FUNCTION LEVEL
AZ - ALITALIA S.P.A.

ACCESS INDICATOR : /          ALTEA RESERVATION :
LAST SEAT AVAIL INDIC : /      RECORD LOCATOR RETURN : ALL
STANDARD ACCESS :             CARRIER PREFERRED DISP :
AMADEUS ACCESS SELL : YES     BOOKING RANGE IN DAYS : 340
DYNAMIC SCHEDULE UPD : YES    INTERACTIVE SEAT MAP : YES
NUMERIC AVAIL UPDATE :        INTERACTIVE ASR : YES
337/02                      ASR DAYS/HOURS :
AMADEUS DYNAMIC AVAIL : YES    BP ISSUE DAYS/HOURS :
000/00

DIRECT ACCESS : AVL SCH PNR FAR FLI SMP 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)
  
```

When you are already aware of the direct access agreement of an airline with Amadeus, enter the number 1 followed by the two-letter airline code and the transaction code to request an availability display or change availability .

Both examples:

**ACL2** (After Availability Display)

**1AZ AN 23JUL IKALON** (Direct Entry)

## System Response

```

** AZ - ALITALIA **                      335 SA 23JUL
21  AZ 757   C7 D7 I7 Y7 B7 IKA FCO 0520   0910   0 320
      M7 H7 K7 V7 T7 N7 S7 L7 OC WC G0
      AZ 204   C7 D7 I7 Y7 B7 FCO LHR 1335   1525   0 321
      M7 H7 K7 V7 T7 N7 S7 Q7 L7 O7 X7
      W7 R7 G0
22  AZ 757   C7 D7 I7 Y7 B7 IKA FCO 0520   0910   0 320
      M7 H7 K7 V7 T7 N7 S7 L7 OC WC G0
      AZ2032   Y7 B7 M7 H7 K7 FCO LIN 1100   1210   0 320
      V7 T7 N7 S7 Q7 X7 W5 R7 L7 O7 G0
      AZ 230   C7 D7 I7 Y7 B7 LIN LHR 1535   1645   0 32S
      M7 H7 K7 V7 T7 N7 S7 Q7 L7 OC X7
      W5 R6 G0

```

**Note:** Line numbers start from 21 in Direct Access Availability.  
 Direct Access Availability is valid for three minutes only. After three minutes you are in Amadeus Standard Access again.

The following table explains special scrolling command for Direct Access:

Entry	Moves
<b>1AZMD</b>	Down in a Direct Access display
<b>1AZMU</b>	Up in a Direct Access display

To find more information about direct access functionalities for specific airline, you can use below entry:

**HE DIR XY**

## Flight Information

Flight information is categorized into:

- Planned flight information
- Operational flight information

### Planned Flight Information

Planned flight information includes:

- Stop en route
- Meals
- Class of service
- Traffic restriction

To request flight information enter **DO** followed by line number (or flight number if you know)

**DO5** (After an availability or schedule)

**DOIR721/20DEC**

<b>DO</b>	Transaction code
<b>IR721</b>	Flight number
<b>/20DEC</b>	Slash followed by departure date

System Response

```

* 1A PLANNED FLIGHT INFO *
APT ARR  DY DEP  DY CLASS/MEAL      IR 721   49 MO 20DEC
THR              0800  MO CZYQMV/B      EQP  GRND  EFT   TTL
FRA 1100  MO              AB6              5:30
5:30

COMMENTS-
1. FROM THR - DEPARTS TERMINAL 2
2. TO FRA   - ARRIVES TERMINAL 1
3. FROM THR - 9/ NON-SMOKING

CONFIGURATION-
AB6  C  17  Y 231
  
```



Below table explain different parts:

Component	Identifies
<b>APT</b> <b>THR</b> <b>FRA</b>	Airport column and the three-letter codes of the airports en route
<b>ARR</b> <b>1100</b>	Arrival time column and the arrival times at the respective airports
<b>DY</b> <b>MO</b>	Arrival day of the week column and the two-character day-of-the week indicator
<b>DEP</b> <b>0800</b>	Departure time column and the departures times at the respective airports
<b>DY</b> <b>MO</b>	Departure day of the week column and the two-character day of the week indicator
<b>CLASS/MEAL</b> <b>CZYQMV/B</b>	Classes of service and meal code column indicating the classes of service available on that leg of the flight and the meals that are served  The meal codes are: <b>B</b> Breakfast <b>K</b> Continental Breakfast <b>L</b> Lunch <b>D</b> Dinner <b>S</b> Snack <b>O</b> Cold Meal <b>H</b> Hot Meal <b>M</b> Meal (non-specific) <b>R</b> Refreshment <b>C</b> Alcoholic Beverages, Complimentary <b>F</b> Food for Purchase <b>P</b> Alcoholic Beverages for Purchase <b>Y</b> Duty Free Sales Available
<b>EQP</b> <b>AB6</b>	Equipment type column and the equipment code
<b>GRND</b>	Ground time column and the ground time at that respective airport, expressed in hours and minutes
<b>EFT</b> <b>5:30</b>	Elapsed flying time column and the elapsed flying time of each leg of the flight
<b>TTL</b> <b>5:30</b>	Total journey time column, which includes the elapsed flying times and the ground times

## Operational flight information

Operational flight information includes information for specific flight, during and after departure. The information available in FLIFO is provided to Amadeus by the airline.

### DOLH601/25JUL

#### System Response

* OPERATIONAL FLIGHT INFO *				LH 601	0 TU 25JUL		
CITY INFO				HOUR		LOCAL)	
THR	LEFT THE GATE			0210			
	TOOK OFF			0222			
	ESTIMATED TIME OF ARRIVAL			0543		FRA	
FRA	AIRCRAFT LANDED			0546			
	ARRIVED			0551			
* 1A PLANNED FLIGHT INFO *				LH 601	0 TU 25JUL		
APT	ARR	DY	DEP	DY	CLASS/MEAL	EQP	GRND EFT TTL
THR			0205	TU	FAOCDZIRYBM/M	343	5:15
					HXQNVWS/M		
FRA	0550	TU					5:15
COMMENTS-							
1. THR FRA - DEPARTS TERMINAL 2							
2. THR FRA - ARRIVES TERMINAL 1							
3. THR FRA - 9/ NON-SMOKING							
4. ENTIRE FLT- PLS INSERT PSGR CTC ALSO FOR RETURN FLIGHT							
CONFIGURATION-							
343 F 8 C 48 M 165							

## CHAPTER 6: BASIC PNR



At the end of this chapter, you will be able to:

1. Define a PNR and its mandatory fields
2. Sell flight segments from Amadeus Neutral Availability
3. Sell flight segments from Amadeus Dual Availability
4. Sell flight segments from Amadeus Direct Access
5. Sell flight segments by long sell entry
6. Sell waitlist segments
7. Enter open segments
8. Enter Information segments
9. Enter arrival unknown segment (ARNK)
10. Understand the concept of Married Segments
11. Enter name elements
12. Enter contact elements
13. Enter ticketing arrangement elements
14. Save PNR (End transaction)
15. Find other airlines locator

## PNR (Passenger Name Record)

*HE NAME*

A Passenger Name Record (PNR) contains details of a passenger's reservation and other information related to a passenger's trip. PNR can also contain information to assist airline personnel with passenger handling.

The items of information that make up a PNR are called elements. A PNR can contain maximum of 999 elements. These elements can be mandatory or optional. Mandatory elements are:

- **Itinerary**  
Contains flight segment, hotel, car, cruise, tour or ground transportation
- **Name**  
Contains first name and surname of passengers
- **Contact**  
Contains contacts of passengers or travel agency such as phone, email, fax
- **Ticketing Arrangement**  
Determines the date when the ticket is going to be issued or applying ticketing time limit
- **Received From**  
Determines who has done the changes in PNR

Some unique features of the Amadeus PNR are:

- All elements are numbered consecutively, making modifications easier.
- All names are displayed individually, even though two passengers may have the same family name.
- All names are displayed in alphabetical order by family name, regardless of the way they were entered during PNR creation.

The following table describes item and character limits of the mandatory PNR elements:

Elements	Maximum Items	Maxim Characters
Name	9 99 for a group	59 51 for a group
Itinerary	99	N/A
Contact	127	90
Ticketing Arrangement	127	14 of free-flow text
Received From	1	69

## Selling an Air Segment

### *HE SELL*

The Amadeus system provides you with two methods for selling an air segment:

- **Short Sell** This method requires you to first display availability or schedule before selling. Then you should sell the air segment using the corresponding line number.
- **Long Sell** This method requires you to provide all the details of flight.

### Short Sell

You can make a short sell entry when you have availability or schedule display on your screen.

```
1 LH 960 C9 D9 Z9 I9 R9 Y9 B9 /FRA 1 MUC 2 0640 0740 E0/320 1:00
      M9 H9 X9 Q9 N9 V9 W9 S9 G9 K9 L2 T1
2 GV6260 Y0 M0 H0 N0 /FRA MUC 2 0710 0805 0/320 0:55
3 LH 962 C9 D9 Z9 I9 R9 Y9 /FRA 1 MUC 2 0710 0810 E0/320 1:00
      M9 H9 X9 Q9 N9 V9 W9 S9 G9 K9 L4 T1
4 LH 964 C9 D9 Z9 I9 R9 Y9 B9 /FRA 1 MUC 2 0830 0930 E0/AB6 1:00
```

To sell three seats, C class, from flight number LH 960, line1, enter:

#### **SS3C1**

<b>SS</b>	Transaction code
<b>3</b>	Number of seats
<b>C</b>	Class of service
<b>1</b>	Line number

#### System Response

```
RP/THR1A0980/
1 LH 960 C 20JAN 4 FRAMUC HK3 0605 1 0635 0735 32S E 0 R
NON-SMOKING FLIGHT
SEE RTSVC
```

Following table explains different elements in the system response:

Element	Explanation
RP/THR1A0980	Responsible office
1	Element number
LH 960	Flight number
C	Class of service
20JAN	Departure date
4	Day of the week
FRAMUC	Origin and destination
HK3	Segment status and number of seats <b>Status</b> HK      Holding Confirm LK      Holding Confirmed (Direct Access) HL      Have Listed LL      Waitlist (Non Amadeus carrier) HN      Holding Need HS      Have Sold NN      Need Segment SS      Sold
0605	Check-in time ( not for all airlines)
1	Departing terminal
0635	Departure time in local time of departure city
0735	Arrival time in local time of arrival city
32S	Equipment
E	Eligible for electronic ticketing
0	Stops en- route
R	Meal ( Codes are explained in flight information on page 59)

Additional entries you can make are:

Entry	Explanation
<b>SS1MC1</b>	Sell 1 seat in M class on the first segment and in C class on the second segment from line 1 of an availability display
<b>SS1FY2</b>	Sell 1 seat in F class on the first segment and Y class on the remaining segments from line 2 of an availability display
<b>SS1MMC1</b>	Sell 1 seat in M class on the first, M class on the second and C class on the third segment from line 1 of an availability display
<b>SS1C1*11</b>	Dual sell- Sell 1 seat in C class from line 1 of the first availability and 1 seat in the same class from line 11 of second availability

## Long Sell

When you know all the details for a specific flight, you can book a seat using a long sell entry. A long sell entry is also called a direct sell entry. The long sell entry does not refer to an availability or schedule display.

To make a long sell entry, enter:

**SSLH601H20FEBTHRFRANN3**

<b>SS</b>	Transaction code
<b>LH601</b>	Flight number
<b>H</b>	Class of service
<b>20DEC</b>	Departure date
<b>THRFR</b>	Origin and destination
<b>NN</b>	Need segment (Optional)
<b>3</b>	Number of seats

System Response

```
RP/THR1A0980/
1  LH 601 H 20FEB 7  THRFR HK3  2400 2  0300 0545  340  0 M
NON-SMOKING FLIGHT
SEE RTSVC
```



## Waitlist Segment

The Amadeus availability displays indicate the availability of different classes on a particular flight. If the class you want to sell has an indicator of **0** or **L**, this indicates that the class is not available, but the waitlist for the flight is open.

You can use either the short sell or long sell entry to request a waitlisted flight. The action code **PE** is used to identify that you wish to request a waitlist.

The following table describes the entries you can make:

Entry	Explanation
<b>SS1H2/PE</b>	Short sell ( After an availability display)
<b>SSLH601H20DECTHRAPE2</b>	Long sell (Without an availability display)

### System Response

```
RP/THR1A0980/
1  LH 601 H 20DEC 1 THRFRA HL3 2400 2 0300 0545 340 0 M
NON-SMOKING FLIGHT
SEE RTSVC
```

## Open Segment

### HE OPEN

When a passenger does not know the exact time or date of travel, you can enter an open segment in the itinerary. Open segments maintain segment continuity, and can be used for pricing and ticketing.

An Amadeus PNR cannot be completely composed of open segments. If the first segment in the PNR is an open segment, it must include a date.

The following table describes the entries you can make:

Entry	Explanation
<b>SOLHHFRATHR</b>	Without a date

### System Response

```
RP/THR1A0980/
1  LH 601 H 20DEC 1 THRFRA HK3 2400 2 0300 0545 340 0 M
NON-SMOKING FLIGHT
SEE RTSVC
2  LHOPEN H          FRATHR
```

## Information Segment

**HE SI**

Information segments contain details of a flight that is a part of a passenger's itinerary and that was not booked in Amadeus. To create an information segment, enter:

**SIIR711Y23DECTHRLHRHK1/08001050**

<b>SI</b>	Transaction code
<b>IR711</b>	Airline code and flight number
<b>Y</b>	Class of Service
<b>23DEC</b>	Departure date
<b>THRLHR</b>	Departure and arrival cities
<b>HK</b>	Status code(HK,HL)
<b>1</b>	Number of seats
<b>/0800</b>	Departure time
<b>1050</b>	Arrival Time

### System Response

```
RP/THR1A0900/THR1A0900          AA/SU  24NOV07/1313Z    4DEE8K
1.PRESTON/MIKE MR
2  IR 711 Y 23DEC 7 THRLHR HK1          0800 1050  *I*
3  VS 023 K 23DEC 7 LHRLAX HK1          3  1510 1850  *1A/E*
4 AP THR +9821 88505991-5 - AMADEUS IRAN TRAINING ROOM - A
5 TK OK24NOV/THR1A0900
```

**Note:** In the retrieved PNR, Information segment is flagged by **\*I\***

**Note:** You can not price or ticket an Information segment.

## Arrival Unknown Segment

An arrival unknown segment is an information segment you enter in the PNR to maintain segment continuity. Arrival unknown means that the method of transportation from the destination of one segment to the origin of the next segment is not known.

You enter the arrival unknown indicator **ARNK** with the segment information transaction code:

Entry	Description
<b>SIARNK</b>	Creates an Arrival Unknown Segment

### System Response

```
RP/THR1A0980/  
1  LH 601 H 30MAR 3  THRFRA HK1  0005 2  0305 0550  340  0 M  
2  ARNK  
3  W55059 Y 31MAR 4  DUSTHR HK1  1130 1930  313  0
```

The system automatically places the arrival unknown segment at the first point in the itinerary where segment continuity does not exist. If the system cannot determine where to place the **ARNK** segment, it places it at the end of the itinerary.

If your itinerary does not have segment continuity at end of transaction, the system displays the warning message:

```
WARNING: CHECK SEGMENT CONTINUITY
```

To file a PNR without segment continuity, you need to make the end transaction entry twice.

## Married Segments

### *HE MARRIED*

Some flight segments may be restricted for use as part of connecting flights only, due to a legal requirement concerning traffic restrictions.

When segments are sold together in this way, they are known as married segments.

If segments are married to other segments in the itinerary, it may not be possible to cancel, price, or ticket a segment individually.

If a PNR contains a married segment, a header tag **-MSC-** is displayed.

```

--- MSC ---
RP/THR1A0980/
1  KL 434 Q 04NOV 4 THRAMS HK1      1  0225 0605   767 E 0 SB
   IF RET FLT ADV LOCAL CTC IRAN
   DEPARTS TERMINAL 1
2  KL 601 Q 04NOV 4 AMSLAX HK1      1120 1335   74E E 0 HS
   ARRIVES TERMINAL 2
  
```

To display air segments only including married segment indicator, enter:

### **RTAM**

System Response

```

1  KL 434 Q 04NOV 4 THRAMS HK1      1  0225 0605   *1A/E*
                                   A01
2  KL 601 Q 04NOV 4 AMSLAX HK1      1120 1335   *1A/E*
                                   A01
  
```

A married segment indicator can be one of the followings:

Indicator	Explanation
<b>M</b>	Marriage due to Amadeus rules
<b>T</b>	Marriage due to traffic restriction
<b>A,B,R</b>	Marriage established by the airline

## Name Element

**HE NAME**

### Single Family Name Element

To create a single family name element, enter:

**NM1AMADEUS/MOTZART MR**

<b>NM</b>	Transaction code
<b>1</b>	Number of passengers
<b>AMADEUS</b>	Passenger's surname
<b>/MOTZART MR</b>	Slash followed by passenger's first name and title

System Response

```
RP/THR1A0980/
1.AMADEUS/MOTZART MR
```

### Additional Entries

Entry	Explanation
<b>NM2PRESTON/MIKE MR/CATHY MRS</b>	More than one passenger with the same family name
<b>NM1JONES/TOM MSTR (CHD/20NOV09)</b>	Child passenger with date of birth
<b>NM2HOBART/JAMES MR/SARA MISS(CHD/20NOV08)</b>	Adult passenger and a child with the same family name with date of birth
<b>NM1WATSON/TOM MR (INF/JOHN/24NOV10)</b>	Infant associated to an adult with the same family name, with date of birth
<b>NM1BROCH/ KARIN MRS(INFLEWIS/CAROL/01NOV10)</b>	Infant associated to an adult with different family name

**Note:** When entering a child or infant name, the system automatically creates an OSI or SSR element.

## Multiple Family Name Elements

You can add multiple names to a PNR at one time using the multiple name entry.

**NM1PRESTON/MIKE MR1WATSON/CATHY MS**

System Response

```
RP/THR1A0980/
1.PRESTON/MIKE MR    2.WATSON/CATHY MS
```

### Example:

You can enter the following passengers with a single entry:

- |    |               |        |         |
|----|---------------|--------|---------|
| 1. | Tom Wills     |        |         |
| 2. | Sara Ericsson |        |         |
| 3. | John Wills    | Child  | 10AUG08 |
| 4. | Cathy wills   | Infant | 01JAN10 |

**NM2WILLS/TOM MR/JOHN MSTR(CHD/10AUG08)1ERICSSON/SARA MRS(INFWILLS/CATHY/01JAN10)**

System Response

```
RP/THR1A0900/
1.ERICSSON/SARA MRS (INFWILLS/CATHY/01JAN10)    2.WILLS/TOM MR
3.WILLS/JOHN MSTR(CHD/10AUG08)
4  KL 434 S 22DEC 6 IKAAMS HK3                    0615 1000    332 E 0 MS
5  KL1767 S 22DEC 6 AMSFRA HL3                    1340 1455    100 E 0 M
6 SSR CHLD KL HK1 10AUG08/P3
7 SSR INFT KL NN1 WILLS/CATHY 01JAN10/S4/P1
8 SSR INFT KL NN1 WILLS/CATHY 01JAN10/S5/P1
```

**Note:** Amadeus sorts all passengers according to surname in alphabetical order.

## Contact Element

### HE CONTACT

A PNR must include a contact element (to indicate where passengers can be contacted) before you make an end of transaction during PNR creation or after PNR retrieval.

Every passenger in the PNR must be covered by a contact element. A PNR can contain a maximum of 127 contact elements.

You can enter your travel agency contact number from your Amadeus profile by a simple entry:

**AP**

System Response

```
RP/THR1A0980/
1 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
```

It is recommended that the contact element for passengers be entered in the following structure:

**APS-THR 8727751-B/P1**

<b>APS</b>	Transaction code
<b>-THR</b>	Dash followed by city code
<b>8727751</b>	Telephone number
<b>-B</b>	Dash followed by contact type
	<b>H</b> for Home contact
	<b>B</b> for Business contact
<b>/P1</b>	Passenger Association

System Response

```
RP/THR1A0980/
1.PRESTON/MIKE MR 2.WATSON/CATHY MS
3 APS THR 8727751-B/P1
```

Airlines usually need to know which office and who has made the PNR at a glance. So it is advised that you put your reference in AP format too as follow:

**APS-THR 8706601 ABC TRVL RF JOHN**

<b>APS</b>	Transaction code
<b>-THR</b>	Dash followed by city code
<b>8706601</b>	Office telephone number
<b>ABC TRVL</b>	Office name
<b>RF JOHN</b>	Responsible person

## Ticketing Arrangement Element

**HE TK**

The ticketing arrangement element is used to indicate what the current ticketing arrangement is.

The following table describes the ticketing indicators you can utilize:

Indicator	Explanation
<b>TL</b>	<p><b>Ticketing Time Limit</b></p> <p>Ticket time limit is used to request ticket issuance on a specific date and time. If you use this option, the PNR is placed on the time limit queue (Q8) at the date and time specified.</p>
<b>XL</b>	<p><b>Automatic Cancellation of Itinerary</b></p> <p>This identifier enables the itinerary to be automatically cancelled when the date entered in the TK element is reached. There is no queue placement after a TKXL.</p>
<b>OK</b>	<p><b>Ticketed</b></p> <p>The reservation has been ticketed.</p>

The following table illustrates some of the ticketing arrangement entries you can make:

Entry	Explanation
<b>TKTL11SEP/1400</b>	Ticketing time limit for a specific date and time
<b>TKTL10JAN/TEXT</b>	Ticketing time limit for a specific date with free-flow text
<b>TKOK</b>	Ticketed element
<b>TKTL10NOV/P1</b>	Ticketing time limit element for a specific passenger
<b>TKXL12NOV/1800</b>	Automatic cancellation of the itinerary on a specific date and time



## Received From Element

### *HE RECEIVED*

The received from element identifies the person making, or modifying a reservation. It is free-flow text and you can enter a maximum of 69 characters. During PNR creation, the received from element is displayed as the second line in the PNR. After you end transaction, the received from element is no longer stored on the face of the PNR, but moved to PNR history.

A received from element is required when creating a new PNR, or modifying an existing one. To create the received from element, enter:

**RF AMINI**

System Response

```
RP/THR1A0980/
RF AMINI
1 LH 601 H 20DEC 1 THRFRA HL1 2400 2 0300 0545 340 0 M
NON-SMOKING FLIGHT
SEE RTSVC
WARNING - WAIT LIST
2 LH 600 H 28DEC 2 FRATHR HK1 1720 1 1800 0125+1 340 0 M
NON-SMOKING FLIGHT
SEE RTSVC
```

## End Transaction

### *HE END*

When you have entered the five mandatory elements, you must end transaction to file the record in the system. Below is a PNR during creation.

To end transaction and get Amadeus 6-character record locator, enter:

**ET**

System Response

```
RP/THR1A0980/
RF HANIFI
1.MOTZART/AMADEUS MR
2 LH 601 H 03NOV 3 THRFRA HK1 2400 2 0300 0545 340 0 M
3 LH 600 H 07NOV 7 FRATHR HK1 1720 1 1800 0125+1 340 0 M
4 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
5 TK OK02NOV/THR1A0980
>ET
END OF TRANSACTION COMPLETE - ZFF5O4 → Amadeus Locator
```

You need to retrieve your PNR using **RT** entries.

You can use other entry to save and retrieve your PNR together:

### ER

System Response

---RLR---																SH/SU				2NOV04/0921Z				ZFTBIG			
RP/THR1A0980/THR1A0980																											
THR1A0980/1212SH/2NOV04																											
1.MOTZART/AMADEUS MR																											
2	LH	601	H	03NOV	3	THR	FRA	HK1	2400	2	0300	0555	*1A/														
3	LH	600	H	07NOV	7	FRATHR	HK1	1720	1	1800	0125+1	*1A/															
4	AP	THR		+9821	8505991-5	-	HELP	DESK/	NMC	OFFICE	-	A															
5	TK	OK02NOV/THR1A0980																									

Indicates	*	Initial and duty code	*	Date and time	* 1A/Locator
Airline locator	*	of the last sign modified	*	PNR is modified*	
Is available	*	the PNR	*		*

**Note:** You can ask Amadeus user airlines such as LH, BA, AF, OS and etc to retrieve your PNR using Amadeus locator but non-Amadeus user airlines need their own locator.

**Note:** If you did not receive airline's RLOC, it means that the reservation is not made on target airline.

You can find other airlines locator by:

### RL

System Response

THR1A0980/THR1A0980				AM/GS				1NOV04/1247Z				YTBXWE			
<b>EK/CVNTQW</b>				<b>MX/VHMCA3</b>				<b>RG/ECIE4V</b>							

You can ignore your PNR any time during PNR creation or modification by:

<b>IG</b>	Ignore PNR
<b>IR</b>	Ignore and retrieve PNR

## CHAPTER 7: OPTIONAL ELEMENTS



At the end of this chapter, you will be able to:

1. Put general remarks in PNR
2. Put confidential remarks in PNR
3. Put an option for a specific date
4. Send Other Service Information (OSI) to airlines
5. Request Special Service Request (SSR) from airlines
6. Request special type of seats for passengers from airlines
7. Request specific seat for passengers from airlines
8. Send passengers frequent flyer number to airlines
9. Send ticket number to airlines

## Remarks

### ***HE REMARK***

Remark elements contain additional comments or information concerning passengers and their reservations.

The Amadeus System provides you with two types of remarks that can be entered in the PNR. They are:



General Remark (**RM**)



Confidential Remark (**RC**)

**Note:** Remarks are not transmitted to airlines.

**Note:** Remarks can not be used to send information to non-system user airlines.

## General Remark

You use the general remark element to enter remarks in a PNR. Any Amadeus user that has access to the PNR can read the general remarks.

A PNR can contain a maximum of 127 general remarks, and each remark can have up to 124 characters.

To create a general remark element, enter RM followed by your remark text:

**RM PSGR ADV XNCL PENALTY**

System Response

```
RP/THR1A0980/  
1 RM PSGR ADV XNCL PENALTY
```

## Confidential Remark

You use the confidential remark to enter information that can only be viewed in your office, or other branch offices that can view your PNRs. You can add up to three additional office identifications in your entry.

To create a confidential remark, enter:

**RC UNLISTED PHONE PAR 78401838**

System Response

```
RP/THR1A0980/
1 RC THR1A0980-W/UNLISTED PHONE PAR 78401838
```

## Option

**HE OPTION**

You may use option to remind yourself something about the PNR in a specific date. Your PNR would be placed on Queue 3 on the date specified.

Use following entry to put an option for 12<sup>th</sup> of December:

**OP12DEC/ CHECK WITH PAX**

<b>OP</b>	Transaction code
<b>12DEC</b>	Date
<b>/CHECK WITH PAX</b>	Slash by free flow text

System Response

```
RP/THR1A0980/THR1A0980          KI/SU  21DEC10/0921Z  6NQ97Q
THR1A0980/8080KI/21DEC10
1.AMADEUS/BEST
2  LH 601 B 22JAN 6 IKAFRA HK1  0140    0310 0615   *1A/E*
3 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
4 TK TL19JAN/0800/THR1A0980
5 OP THR1A0980/12DEC/CHECK WITH PAX
```

## Communicating With Airlines

There are two ways of communication:

### 1. Other Service Information (OSI)

- Information only
- No action from airline side ( No status code in element)
- Free text

```
RP/THR1A0980/THR1A0980          SH/SU    2NOV04/1316Z    ZHLX7S
THR1A0980/1212SH/2NOV04
  1.MOZART/AMADEUS MR
  2  LH 601 H 03NOV 3 THRFRA HK1  2400 2   0300 0555   *1A/
  3  LH 600 H 08NOV 1 FRATHR HK1  1720 1   1800 0125+1 *1A/
  4 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
  5 TK OK02NOV/THR1A0980
  6 OSI LH PAX IS VIP
```

### 2. Special Service Requests (SSR)

- Request services
- Need action from airline side (Status code in element)
- Fixed format (AIRIMP formats)

```
RP/THR1A0980/THR1A0980          SH/SU    2NOV04/1318Z    ZHLX7S
THR1A0980/1212SH/2NOV04
  1.MOZART/AMADEUS MR
  2  LH 601 H 03NOV 3 THRFRA HK1  2400 2   0300 0555   *1A/
  3  LH 600 H 08NOV 1 FRATHR HK1  1720 1   1800 0125+1 *1A/
  4 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
  5 TK OK02NOV/THR1A0980
  6 SSR VGML LH HN1/S2
  7 SSR VGML LH HN1/S3
```

## Other Service Information

### *HE OSI*

The Other Service Information (OSI) element is primarily used to advise airlines personnel of special information to assist in passenger handling.

The other service information element is an information message only and does not require a response from the airline.

You use the transaction code **OS** to enter other service information.

The table below describes some of the entries you can make:

Entry	Explanation
<b>OS BA CTCH THR 8706601-H</b>	To advise a specific airline of a passenger's home telephone contact
<b>OS YY PAX IS VIP BMW CORP/P2</b>	To advise all airlines in the itinerary that passenger 2 is VIP
<b>OS YY TCP2 EK/BREYT</b>	To Complete Party

### System Response

```
RP/THR1A0980/THR1A0980          SH/SU    3NOV04/0548Z    ZK8MMC
1.WATSON/JOHN MR
2  LH 601 H 04NOV 4 THRFRA HK1  2400 2   0300 0555    *1A/
3  LH 600 H 10NOV 3 FRATHR HK1  1720 1   1800 0125+1 *1A/
4 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
5 TK OK03NOV/THR1A0980
6 OSI YY PAX IS VIP BMW CORP
```

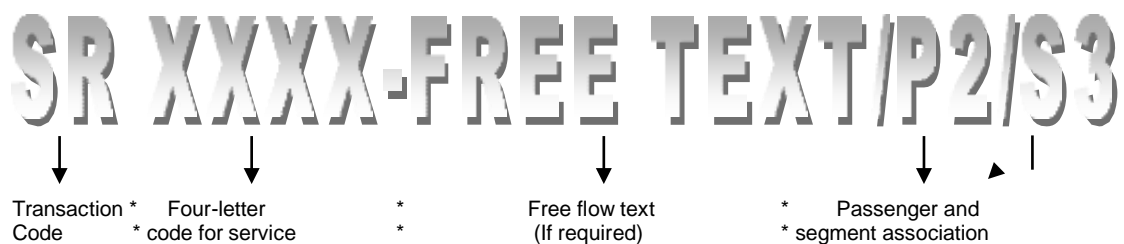
## Special Service Request

**HE SR**

The Special Service Request (SSR) element is used to request special services for a passenger. The special service request differs from the other service information element as it requires a reply from the airline.

The special service codes are four-letter codes that are standard across the travel industry. Most special service codes refer to specific services and do not allow free flow text. Other codes are generic and require free flow text to describe the service.

You use the following structure to request a special service for your passenger:



The table below describes some of the entries you can make:

Entry	Explanation
<b>SRVGML</b>	Requests a special meal for all passengers, all flights
<b>SRBBML/P1</b>	Request baby meal for an infant accompanied by an adult passenger
<b>SRSPML-NO GARLIC ADDED</b>	Request a special meal adding free-flow text
<b>SRWCHR/P2/S3</b>	Request a special service(Wheelchair) for a specific passenger and segment
<b>SROTHS KL-FREE FLOW TEXT</b>	Request a special service that does not have a four-character code to define the service requested
<b>SRMAAS-ELDERLY PERSON/P2</b>	Request Meet And Assist for passenger 2 on all segments

**Note:** Any service for infant must be requested for accompanying adult.



## Passport Information

### HE APIS

To create an SSR for APIS passport/identity card information, enter for example:

**SRDOCS BA HK1-P-GBR-012345678-GBR-30JUN73-M-14APR09-JOHNSON-SIMON-PAUL-H/P1/S3**

Entry	Explanation
<b>SR</b>	Transaction code (mandatory)
<b>DOCS</b>	SSR code for APIS primary travel document (Mandatory)
<b>BA</b>	Airline code where message to be sent
<b>HK</b>	Action code (HK only) (mandatory)
<b>1</b>	Number of services requested (mandatory)
<b>-P</b>	Dash, travel document type:  <b>F</b> for approved non-standard Identity document <b>A</b> for identity card <b>C</b> for identity card <b>I</b> for identity card <b>IP</b> for passport card <b>P</b> for passenger passport
<b>-GBR</b>	Dash, travel document issuing country
<b>-012345678</b>	Dash, travel document number
<b>-GBR</b>	Dash, passenger/crew nationality
<b>-30JUN73</b>	Dash, date of birth in ddmmmyy-format
<b>-M</b>	Dash, gender indicator:  <b>M</b> for male <b>F</b> for female <b>MI</b> for male infant <b>FI</b> for female infant,
<b>-14APR09</b>	Dash, travel document expiry date
<b>-JOHNSON</b>	Dash, travel document surname
<b>-SIMON</b>	Dash, travel document first given name
<b>-PAUL</b>	Dash, travel document second name (optional)
<b>-H</b>	Dash, passport holder indicator
<b>/P1</b>	Passenger association (mandatory for a multi-Passenger PNR)
<b>/S3</b>	Segment association (optional)

### Example of a PNR with SSR

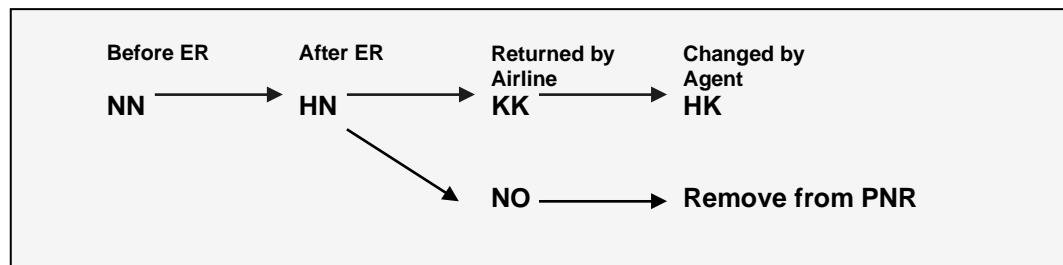
```

1. PRESTON/MIKE MR
2  KL 434 M 28NOV 7 THRAMS HK1          1  0225 0605   *1A/E*
3  KL 601 M 28NOV 7 AMSLAX HK1          1120 1335   *1A/E*
4  KL 602 M 28MAY 6 LAXAMS HK1          2  1610 1140+1 *1A/E*
5  KL 433 M 29MAY 7 AMSTHR HK1          1620 0005+1 *1A/E*
6 APS PELIKAN 8839821 RE
7 APS 8706601-Amadeus Iran
8 TK OK02NOV/THH42173
9 SSR NSST KL NO1 THRAMS/WB REQUESTED SEAT NOT AVAILABLE/S2
10 SSR NSST KL NO1 AMSLAX/WB REQUESTED SEAT NOT AVAILABLE/S3
11 SSR NSST KL NO1 LAXAMS/WB REREQUEST WITHIN 90 DAYS BEFORE
    /// DEP./S4
12 SSR NSST KL NO1 AMSTHR/WB REREQUEST WITHIN 90 DAYS BEFORE
    /// DEP./S5
13 SSR WCHR KL KK1 OLD PAX 90YRS/S2
14 SSR WCHR KL KK1 OLD PAX 90YRS/S3
15 SSR WCHR KL KK1 OLD PAX 90YRS/S4
16 SSR WCHR KL KK1 OLD PAX 90YRS/S5
  
```

Status Code  
 Confirmed by airline  
 Must be changed to **HK**

Status Code  
 Not confirmed by airline  
 Must be removed from PNR

**Note:** Status codes hierarchy is as below:



## Advance Seat Assignment

### ***HE SEAT***

Through the Amadeus system you can request and confirm an advance seat assignment for a passenger under the following conditions:

- For a maximum of nine passengers per request for an itinerary
- For confirmed flights only
- For up to five segments per airline, per request
- For classes which airline has filed the seat map in Amadeus which mentioned in **GGAIRXXSEATS**
- Within the airline time limit which mentioned in **GGAIRXXSEATS**

There are two types of seat assignment:

- Seat Request
- Seat Wish

## Seat Request

Some airlines have seat map agreements with Amadeus. It is mentioned in **GGPCAXX** where **XX** is airline two-letter code.

### GG PCA LH

#### System Response

```

PARTICIPATING CARRIER ACCESS AND FUNCTION LEVEL
LH - LUFTHANSA

                ALTEA RESERVATION : YES
ACCESS INDICATOR : /      RECORD LOCATOR RETURN : ALL
LAST SEAT AVAIL INDIC : /  CARRIER PREFERRED DISP : YES
STANDARD ACCESS :      BOOKING RANGE IN DAYS : 361
AMADEUS ACCESS SELL : YES    INTERACTIVE SEAT MAP : YES
DYNAMIC SCHEDULE UPD : YES    INTERACTIVE ASR : YES
NUMERIC AVAIL UPDATE : YES      ASR DAYS/HOURS : 361/00
AMADEUS DYNAMIC AVAIL : YES    BP ISSUE DAYS/HOURS : 000/00
DIRECT ACCESS :

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

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

You can request a seat map either from availability display as well as from a PNR.

To request a seat map from availability display, enter:

### SM/1/H

**SM**  
**/1**  
**/H**

Transaction code  
Slash followed by line number  
Slash followed by RBD

To request a seat map from the following PNR, enter:

```
RP/THR1A0980/THR1A0980          SH/SU    2NOV04/0921Z    ZFTAA9
1.MOTZART/AMADEUS MR
2  LH 601 H 03NOV 3 THRFRA HK1  2400 2   0300 0555    *1A/
3  LH 600 H 07NOV 7 FRATHR HK1  1720 1   1800 0125+1 *1A/
4 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
5 TK OK02NOV/THR1A0980
```

**SM3**

**SM**  
**3**

Transaction code  
Line number

#### System Response

```
SM LH 0600/H/07NOVFRATHR          /S003/
SM LH  600   H 07NOV FRATHR          343
  H
  2      3      4
  34567901234567890123456
  <      > E
K VVV++ VU+++++.+.+.+.+.
H VVV++ VU+++++.+.+.+.+.
G VVV++C-U++H. +.+.+.
F VV..--U.  +
E VVV..+-U.....+.+.+.
D VVV++-U++H.....+.+.
C VVV-- VU+++++.    ///
A VVV-- VU++++.     ///
  <      > E
  34567901234567890123456

. 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 UMR
() SMOKING  D DEPORTEE  UP UP-DECK  Z NO FILM   I INFANT   R REAR
```

**Note:** Amadeus shows seat maps directly from airline system. Amadeus System user airlines seat map are in horizontal format by default. If you would like to display the seat map in vertical format, enter:

**SMLH 0600/H/07NOVFRATHR/V**

**SM**  
**LH0600**  
**/H**  
**/07NOV**  
**/FRATHR**  
**/V**

Transaction code  
Flight number  
Slash by RBD  
Slash by departure  
Slash city pair  
Slash by vertical Indicator

## System Response

```

SM LH 0600/H/07NOVFRATHR/V
SM LH 600 H 07NOV FRATHR 343
      A C      D E F G      H K
H23 < V V      V V      V V V > 23F
24 < V V      V V V V      V V > 24
25 < V V      V V V V      V V > 25
26 < - -      + . . +      + + > 26
27 < - -      + . . +      + + > 27
29      + + - C      29
30 E V V      - - - -      V V E 30
31 U U      U U U U      U U 31
32 + +      + . . +      + + 32
33 + +      + . . +      + + 33
34 + +      H . . H      + + 34
35 + +      . . . .      + + 35
36 . +      . . . .      + + 36
37 . +      . . . .      + + 37
      A C      D E F G      H K
. 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

```

Following table explains various entries to request specific seats:

Entry	Explanation
<b>ST/12A/P1</b>	Request seat 12A for passenger 1
<b>ST/23DEFG/P1-4</b>	Request four seats in same row for passengers 1 to 4

**ST/37A/P1/S3**

## System Response

```

RP/THR1A0980/THR1A0980 SH/SU 3NOV04/0833Z ZFTAA9
1.MOTZART/AMADEUS MR
2 LH 601 H 03NOV 3 THRFRA HK1 2400 2 0300 0555 *1A/
3 LH 600 H 07NOV 7 FRATHR HK1 1720 1 1800 0125+1 *1A/
4 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
5 TK OK02NOV/THR1A0980
6 SSR RQST LH HK1 FRATHR/37A,P1/S3

```

## Seat Wish

If an airline does not have seat map agreement with Amadeus, or passenger would like to indicate a preference only, you can use seat wish.

The following table describes the seat wish request indicators:

Indicator	Requests
<b>NSST</b>	Non-smoking seat
<b>SMST</b>	Smoking seat
<b>RQST</b>	Specific seat number (including seat number in entry)
<b>NSSA</b>	Non-smoking aisle seat
<b>SMSA</b>	Smoking aisle seat
<b>NSSB</b>	Non-smoking bulkhead seat
<b>SMSB</b>	Smoking bulkhead seat
<b>NSSW</b>	Non-smoking window seat
<b>SMSW</b>	Smoking window seat

The following table describes some of the entries you can make:

Entry	Requests
<b>ST/NSST</b>	Non-smoking seats for all passengers and all segments
<b>ST/NSSW/P1</b>	Non-smoking window seat for a specific passenger and all flight segments
<b>ST/NSST/P1/S4</b>	Non-smoking for specific passenger and segment

## Frequent Flyer

### HE FREQUENT

Many airlines offer frequent flyer programs for passengers traveling frequently on their airline. These programs vary from airline to airline.

Some airlines maintain their frequent flyer program on Amadeus. Check **GGPCAXX** for this purpose, where XX is airline two-letter code:

### GGPCALH

#### System Response

```

PARTICIPATING CARRIER ACCESS AND FUNCTION LEVEL
LH - LUFTHANSA

      ACCESS INDICATOR : /      ALTEA RESERVATION : YES
LAST SEAT AVAIL INDIC : /      RECORD LOCATOR RETURN : ALL
      STANDARD ACCESS :      CARRIER PREFERRED DISP : YES
      AMADEUS ACCESS SELL : YES  BOOKING RANGE IN DAYS : 361
      DYNAMIC SCHEDULE UPD : YES  INTERACTIVE SEAT MAP : YES
      NUMERIC AVAIL UPDATE : YES  INTERACTIVE ASR : YES
      AMADEUS DYNAMIC AVAIL : YES  ASR DAYS/HOURS : 361/00
      DIRECT ACCESS :      BP ISSUE DAYS/HOURS : 000/00

PASSIVE SEGMENT:      PASSIVE NOTIFY:      PNR CLAIM:
SERVICE SEGMENT:    DELETE SEGMENT:      TICKETLESS:

MEAL VALIDATION:      FREQUENT FLYER: Y      EPAY:

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

Indicates that Amadeus has an access to airline's frequent flyer database



If an airline maintains its frequent flyer program on Amadeus, you can find who the owner of a frequent flyer card number is, by:

**FFDLH- 5232018622223333**

<b>FFD</b>	Transaction code
<b>LH</b>	Airline two-letter code
<b>-5232018622223333</b>	Dash followed by Frequent flyer number

System Response

```
5232018622223333
DONY/ILONA MRS
```

You can start creating your PNR with the following entry in order to enter name and frequent flyer number automatically:

**FFALH- 5232018622223333**

System Response

```
RP/THR1A0980/
1.DONY/ILONA MRS
2 *SSR FQTV YY HK/ LH5232018622223333/1
```

If the name element is already entered in the PNR, you can create an SSRFQTV automatically by using the FFN transaction.

**FFNEK-980763/P2**

System response

```
RP/THR1A0980/THR1A0980          SH/SU    3NOV04/1008Z    ZMPGJB
1.WATSON/SAR MS    2.WATSON/JOHN MR
3  EK 978 V 03NOV 3 THRDXB HK2      2  2120 2355    *1A/
4  EK 975 V 08NOV 1 DXBTHR HK2      1  0115 0255    *1A/
5 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A
6 TK OK03NOV/THR1A0980
7 SSR FQTV EK HK/ EK980763/P2
```

Many airlines hold bilateral agreements to allow the use of each other's FF schemes. To check frequent flyer agreement, use VFFD like below.

**VFFDLH**

System Response

```
FF AGREEMENTS                      LH AGREEMENTS: 041
-----
LH.  / AC. AI. A3. BD. CA. CO. C9. DE. EN. ET. JJ. JK. JP. JU.
      KC. KF. KM. LG. LO. LR. LX. MS. MX. NH. NZ. OS. OU. OZ.
      PZ. QR. SA. SK. SN. SQ. TA. TG. TK. TP. UA. US. 9W.
```

**Note:** If you wish to use LH frequent flyer card in the PNR which contains TK segments, use FFN like below.

**FFNLH-454665656,TK**

## Ticket Number Transmission

### *HE TICKET NUMBER*

Ticket number transmission is a facility offered by Amadeus so that you can pass ticket number to all airlines with a single entry.

Amadeus checks each airline table, and change your entry to suitable SSR or OSI element and sends it to airline.

The entry to check whether or not airline equipped with ticket number transmission facility is:

#### **GGPCAAF**

<b>GG</b>	Transaction code
<b>PCA</b>	Participation Carrier Agreement
<b>AF</b>	Airline two-letter code

#### System Response

```

PARTICIPATING CARRIER ACCESS AND FUNCTION LEVEL
AF - AIR FRANCE

ACCESS INDICATOR : /          ALTEA RESERVATION : YES
LAST SEAT AVAIL INDIC : /    RECORD LOCATOR RETURN : ALL
STANDARD ACCESS :          CARRIER PREFERRED DISP : YES
AMADEUS ACCESS SELL : YES   BOOKING RANGE IN DAYS : 361
DYNAMIC SCHEDULE UPD : YES INTERACTIVE SEAT MAP : YES
NUMERIC AVAIL UPDATE : YES  INTERACTIVE ASR : YES
AMADEUS DYNAMIC AVAIL : YES ASR DAYS/HOURS : 361/00
DIRECT ACCESS :          BP ISSUE DAYS/HOURS : 361/03

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

FOR DECODING ENTER :      TICKET NUMBER TRANSMISSION:ALL

GGPCALDEC  FOR MENU)      GROUP TICKET NUMBER TRANSM:
GGPCALDEC1  FOR ACCESS)   OPERATIONAL MVT/DIV FLIFO:Y
GGPCALDEC2  FOR FUNCTION)
  
```

The ticket number transmission could be set as follows:

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

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

You can send ticket number to airlines in your PNR by:

**FHM220-44032007004/P1/S4-6**

<b>FHM</b>	Transaction code
<b>220</b>	Airline three-digit code
<b>-4403200700</b>	Ticket number
<b>4</b>	Check digit (Optional)
<b>P1</b>	Passenger associate
<b>S4-6</b>	Segment associate

The following table explains different FHM entries:

Entry	Explanation
<b>FHM 220-1234567890/P1/S4-6</b>	Single ticket to airline for passenger one
<b>FHM 220-1234567890-93/P1-4/S3,7</b>	Four tickets for passenger one to four
<b>FHM 220-1234567890-91/P2/S4,6-8</b>	Conjunction tickets for passenger two
<b>FHM INF 220-1234567890/P1/S3-6</b>	Single ticket for infant passenger



## CHAPTER 8: PNR HANDLING



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

1. Retrieve a PNR
2. Modify PNR elements
3. Rebooking entries
4. Change status codes
5. Cancel elements
6. Cancel whole itinerary
7. Split a PNR
8. Display PNR history
9. Print/email the PNR

## Retrieving a PNR

**HE RT**

You can retrieve PNRs made at your office, up to 5 days after the departure of last flight in the PNR. To retrieve a PNR that has been filed in the Amadeus, you need either a passenger surname or a record locator.

The following table describes the entries you can make:

Entry	Retrieves
<b>RTZET67B</b>	A PNR by record locator
<b>RT/SMITH</b>	A PNR by family name
<b>RT/SMITH/A MR</b>	A PNR by family name, given name, and title
<b>RT/B</b>	A list of PNRs beginning with a specific letter
<b>RT1</b>	A name from the similar name list
<b>1AZRTZBJRT</b>	Retrieve AZ PNRs
<b>RTKL434/23DEC-GIBSON</b>	Retrieve by Flight number, Departure date and Family name

## Canceling PNR Elements

When you cancel an existing PNR element, the system automatically transfers the information to PNR history.

You use the transaction code **XE** to cancel any element.

The following table describes the entries you can make:

Entry	Cancels
<b>XE3</b>	Individual element
<b>XE5,6</b>	Individual elements in the same category, separated by a comma
<b>XE3-6</b>	A range of elements, separated by a dash
<b>XE3,5,8-12</b>	A combination of individual and a range of elements

Some points to remember when canceling PNR elements:

- The system automatically cancels any SSR elements that are associated with the segment or name being cancelled.
- When canceling SSR requests, the system automatically changes the status code to **XX**.
- When canceling a range of elements, you must enter the element numbers in an ascending order.

You may cancel the entire itinerary by making a single entry:

### XI

#### System Response

RP/THR1A0980/THR1A0980	SH/SU	3NOV04/0548Z	ZK8MMC
THR1A0980/1212SH/3NOV04			
1.WATSON/JOHN MR			
2 AP THR +9821 8505991-5 - HELP DESK/ NMC OFFICE - A			
3 TK OK04NOV/THR1A0980			

**Note:** Once the whole itinerary is cancelled, name, contact and ticketing arrangement elements remain.

**Note:** Never ever activate cancelled PNRs.

## Modifying PNR Elements

To modify PNR elements, you use the element number from the PNR as the reference.

When you are modifying segments or special service requests, you need to know what the following advice and status codes indicate.

The following table demonstrates the advice codes you can see in a segment or in a special service request.

Code	Explanation	Action Required
<b>KK</b>	Confirming	Change element to <b>HK</b>
<b>KL</b>	Confirming from waitlist	Change element to <b>HK</b>
<b>LK</b>	Link confirmed (Direct Access)	Automatically changes to <b>HK</b> after end transaction
<b>SS</b>	Standard Sell	Automatically changes to <b>HK</b> after end transaction
<b>TK</b>	Time change in confirmed segment	Change element to <b>HK</b>
<b>TL</b>	Time change in a waitlisted segment	Change element to <b>HL</b>
<b>US</b>	Unable to accept sale – have waitlisted	Change element to <b>HL</b>
<b>UU</b>	Unable to confirm have waitlisted	Change element to <b>HL</b>
<b>UC</b>	Unable to confirm waitlist closed	Delete element ( <b>DL</b> entry)
<b>UN</b>	Unable – does not operate	Delete element ( <b>DL</b> entry)
<b>NO</b>	No Action Taken	Delete element ( <b>DL</b> entry)
<b>HX</b>	Holding cancelled	Delete element ( <b>DL</b> entry)

The following table describes the status codes:

Code	Explanation
<b>HK</b>	Holding Confirmed
<b>HL</b>	Holding Waitlist
<b>HN</b>	Holding Need (have requested)



The following table describes some of the entries you can make to modify a PNR:

Entry	Explanation
<b>5/NCE 04 92 94 56 78-H</b>	Change a telephone contact element
<b>6/OK</b>	Change a time limit element to ticketed
<b>7/12DEC</b>	Change a ticketing element to a new time limit
<b>1/(INF/JIM/10JAN10)</b>	Add an Infant to a specific name
<b>1/</b>	Remove an Infant from passenger one
<b>2/(CHD/10DEC05)</b>	Add a child to a specific name
<b>3/2</b>	Increase or decrease the number of booked seats <b>Note:</b> This can only be done on a PNR during creation and prior to end transaction.
<b>3/HK</b>	Change the status code of a flight segment
<b>3/RR</b>	Reconfirm a flight segment
<b>5/P1</b>	Add or change passenger association for a PNR element
<b>3/P</b>	Delete passenger association
<b>5/S3</b>	Add or change segment association
<b>DL7</b>	Delete an inactive segment

## Rebooking a Segment

### **HE SB**

You can rebook existing segments in a PNR to change:

- A class of service in one or more segments
- A date in one or more segments

You can use these entries while creating a PNR, or from a retrieved PNR.

The **SB** (Should Be) entry follows the same booking guidelines with respect to Amadeus Access Sell and Direct Access links.

This entry cancels the existing segments and resells the segments using the new information. If the class of service and/or date is not available, the system automatically displays a warning message and an availability display.

The system automatically deletes all elements that were segment associated with the segment(s) being changed.

The following table describes the entries:

Entry	Changes
<b>SBY</b>	Booking class on all segments
<b>SBC2</b>	Booking class on a specific segment
<b>SBC2,5</b>	Booking class on individual segments
<b>SBY3-6</b>	Booking class on a range of segments
<b>SBY2/C4/M5</b>	Booking class on various segments
<b>SB19JUN</b>	Date on all segments
<b>SB18AUG4</b>	Date on a specific segment
<b>SB14MAY2,4</b>	Date on individual segments

## Splitting a PNR

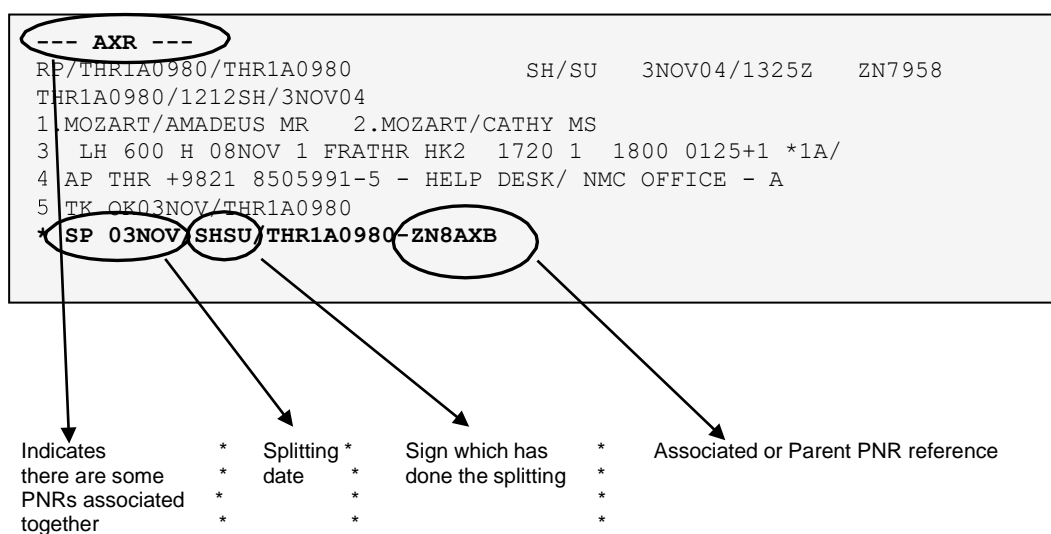
### HE SPLIT

Once you have created a PNR and one of the passengers would like to change their itinerary, you need to split that passenger into their own PNR.

As splitting a PNR is a very critical action, you must follow the following steps without applying any itinerary changes. Once you have retrieved the new PNR, make sure that the airline has sent you a new record locator, and then try to change any segments in the new PNR.

So always take the following steps into consideration in order to split a PNR:

- |             |  |
|-------------|--|
| 1. SP1      | Split passenger 1                                  |
| 2. RF PAX   | Received from                                      |
| 3. EF       | End and file                                       |
| 4. RF PAX   | Received from                                      |
| 5. ET       | End Transaction                                    |
| 6. RTXXXXXX | Retrieve New PNR                                   |
| 7. RL       | To make sure airline has sent a new record locator |



## Displaying PNR History

**HE RH**

PNR history records the creation, additions, modifications, cancellations, and deletions that are subsequently made to a PNR. The system updates the PNR history of each end transaction.

PNR history consists of a list of numbered elements. The number associated to each element indicates when that action was performed.

Actions associated with the creation of a PNR are numbered 000; actions for the first modification are number 001, from the second 002, and so on. Each retrieval and modification is called a 'step'.

When an element is modified, canceled, or deleted, it appears in history with two numbers. The first number indicates the step that the data was originally entered in the PNR. The second number indicates when the modification, cancellation or deletion was made. Every time a modification is made the system automatically records the agent sign, duty code, and the date and time the modification was made.

The following table describes the entries you can make:

Entry	Requests
<b>RH</b>	History for a retrieved PNR
<b>RHS3</b>	History for a specific segment

Here is an example of PNR history:

```

000 ON MOZART/AMADEUS MR MOZART/CATHY MS WATSON/JOHN MR
000 OS/LH 600 H 08NOV 1 FRATHR LK3 1800 0125+1/NN *1A/
00 RF-JOHN CR-THR1A0980 SU 1212SH 03NOV/1325Z
01 SP/WATSON/JOHN MR -ZN8AXB
001 RF-JOHN CR-THR1A0980 SU 1212SH 03NOV/1325Z
000/002 XS/LH 600 H 08NOV 1 FRATHR HK2 1800 0125+1/NN *1A/
002 AS/LH 600 H 10NOV 3 FRATHR LK2 1800 0125+1/NN *1A/
002 RF-JOHN CR-THR1A0980 SU 1212SH 03NOV/1349Z

```

Indicates element created in 000  
Is modified in 002

\* indicates who has done  
\* changes in 000

\* A two-letter code indicates  
\* what has been done in 000

**Note:** To find a list of all two-letter codes used in history, refer to:

**HE RH**  
**GPCOD**  
**MS22**

## Print/email a PNR

### *HE PRINT*

Remember to make the following entries to print your PNR:

Entry	Prints
WRA/RT	Activates PNR as displayed on screen
IBP	Prints a basic itinerary
IEP	Prints an extended itinerary
IEP-EML-AMADEUS@GMAIL.COM	Emails an itinerary



## CHAPTER 9: QUEUES



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

1. Define queue
2. Define category and date range in Amadeus queue
3. Define special and dual queue
4. Display a list of all queues
5. Display a list of active queues
6. Start each category and date range
7. Handel PNRs in queues
8. Send message to the message queue of other offices

## Queues

### *HE QUEUE*

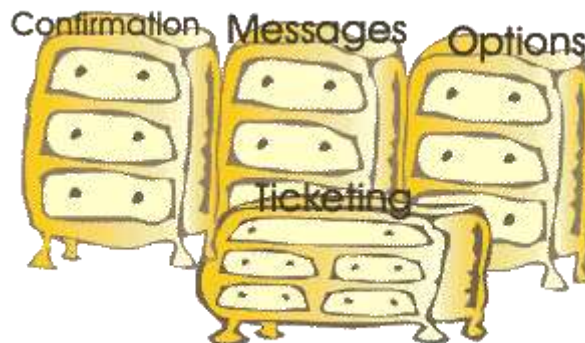
Travel agents use SSR and OSI formats to communicate with airlines and to inform them about various information and requests of passengers.

If any changes are made in the status codes of PNR elements; PNRs will be placed on office queues. So you would be informed about the latest changes in your PNRs and must do the proper action on them.

PNRs can require action for the following reasons:

- Confirmation of segments, services, options, or seats from the waitlist
- Change of flight schedule
- Expiration of a ticketing time limit

There is a queue bank in each single office, consisting of different queues. A specific queue is assigned to each single action required in the PNR. So each PNR would be placed on a queue according to the action required.



Since there are different elements with status codes in a PNR such as air, hotel, car, SSR, etc. each queue is divided into sub-divisions in order to organize the queue.

Also each category is capable of being divided in to date ranges according to the date the action is required.

**Note:** Each category can be divided in to the maximum of four date range.

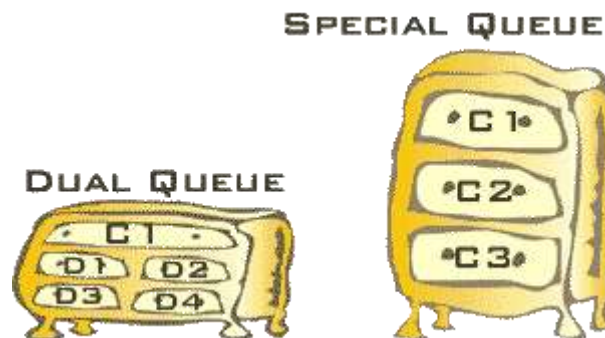


The queue system sorts PNRs and messages into three areas:

1. **Queue Numbers** Queue numbers are assigned automatically by the system.
2. **Categories** Queue categories are a sub-division in the same queue corresponding to the action required. (Shown with "C")
3. **Date Ranges** Date ranges distribute PNRs in the same queue and category according to the date the action is required. (Shown with "D")

The Amadeus queue bank is divided into two types of queues:

1. **Special Queues** Divided into categories only
2. **Dual Queues** Divided into categories and date ranges



**Note:** We must know in which queue, in which category and which date range a PNR is placed in order to read it.

**Note:** We can not refer to a PNR in a queue only by queue number.

The following queue bank is automatically activated for travel agencies:

Queue Number	Name	Type
0	General	Special
1	Confirmation	Dual
2	Waitlist Clearance	Dual
3	Options	Special
4	Responsibility Change	Special
7	Schedule Change	Dual
8	Ticketing/Time Limit	Dual
12	Expired TKTL	Special
25	Multi list	Special
96	Message - Past Date Record	Special
97	Message	Dual
DLY/DAT - DLY/TIM	Delay Date/Time	N/A

The following table is an example of how the categories are shown for the queue number one:

Queue Number	Category Number	Explanation
1	0	Confirmation - (Default category)
	1	Confirmation – Air
	2	Confirmation – Hotel
	3	Confirmation – Car
	4	Confirmation – Tour
	5	Confirmation – General
	6	Confirmation - Special Services

## Date Ranges

The categories of dual queues are divided into four date ranges. The date ranges divide each category into four sections. When your queue bank is activated, the date ranges are determined by the system as follows:

Date Range	Dates Covered	Example
D1	Today plus two days	01SEP - 03SEP
D2	Three to five days, from current date	04SEP - 06SEP
D3	Six to eight days, from current date	07SEP - 09SEP
D4	Nine days and beyond, from current date	10SEP onwards

## Queue Handling

### HE QUEUE

You can make the following queue count entries:

<b>QT</b>	Display total workload
<b>QS</b>	Start a specific queue

In addition, Amadeus provides you with a queue count planner that details all the PNRs for the ticketing, option, and delay queues.

System Response to the **QTQ** entry: (Display a list of all queues, active or non-active)

1000 04NOV				
QUEUE....THR1A0980.....	<b>Q/TTL</b> ..	ADDS...	LQC.	.. IW
....DLY/DAT.....	0.....			
....DLY/TIM.....	0.....			
Q94.MSG-CP .....	0.	0.	0.	0
Q95. ....	0.	0.	0.	0
Q96.MSG-PDR.....	1.	0.	1.	0
Q97.MESSAGE.....	0.	0.	0.	0
Q 0.GENERAL.....	0:	0:	0:	0
<b>Q 1.CONFO</b> .....	<b>10:</b>	<b>2:</b>	<b>1:</b>	<b>3</b>
Q 2.KL .....	8.	0.	0.	0
Q 3.OPTION .....	5.	0.	0.	0
Q 4.RPCHNG .....	0.	0.	0.	0
Q 5.RATES .....	0.	0.	0.	0
Q 7.SKEDCHG.....	2.	0.	0.	0
Q 8.TKTG .....	7.	0.	0.	0
Q12.XTL .....	1.	0.	0.	0
Q14.PURGED .....	0.	0.	0.	0
Q23.RQR .....	0.	0.	0.	0
Q25.MLIST .....	0.	0.	0.	0
Q26.MLIST .....	0.	0.	0.	0
Q80.PTA .....	0.	0.	0.	0



Indicates there are 10 PNRs in Confirmation Queue (Q1)

**Note:** Q/TTL section shows how many PNRs are in each queue.

System response to the **QT** entry: (Showing active queues with category and date ranges)

Q 1.CONFO	.....	.....	.....	.....	.....	.....	.....
....AIR	...C	1.D2.	1.	0.	1.	0	
....SPCL SVC	...C	6.D1.	3.	0.	3.	0	
.....	...C	6.D3.	2.	0.	2.	0	
.....	...C	6.D4.	4.	0.	4.	0	
Q 2.KL	.....	.....	.....	.....	.....	.....	.....
.....	...C	0.D1.	2.	0.	2.	0	
.....	...C	0.D3.	1.	0.	1.	0	
Q 3.OPTION	.....	.....	.....	.....	.....	.....	.....
.....	...C	0....	5.	0.	5.	0	
Q 8.TKTG	.....	.....	.....	.....	.....	.....	.....
....TIME LIMIT	...C	1.D1.	6.	0.	6.	0	
Q12.XTL	.....	.....	.....	.....	.....	.....	.....
.....	...C	0....	1.	0.	1.	0	

Indicates there are 2 PNRs in category 0, date range 1 of Queue KL, (Q2)

## Queue Start Entries

The queue start (**QS**) entries place you in queue mode and begin to handle a specific queue.

The table below describes the entries you can make:

Entry	Starts
<b>QS97</b>	A specific queue
<b>QS2C1</b>	A specific queue and category
<b>QS8C1D1</b>	A specific queue, category, and date range

## Queue Handling Entries

You use the queue handling entries when you are in queue mode to display PNRs or messages in that specific queue.

Entry	Explanation
<b>QN</b>	Queue next removes the current PNR or message from queue and displays the next PNR or message
<b>QD</b>	Queue delay ignores the current PNR or message, places it at the end of the queue, and displays the next PNR or message on queue
<b>QD1300</b>	Queue delays a PNR to a specific time
<b>QD23JUN</b>	Queue delays a PNR to a specific date
<b>QI</b>	Ignores the current PNR or message, places it at the bottom of the queue, and exits queue mode
<b>QU</b>	Redisplays a queue message

**Note:** Use **JD** entry to find if you are in queue mode.

System response

AREA	TM	MOD	SG/DT.LG	TIME	QCAT	ACT.Q	STATUS	NAME
A-IN		PRD	SH/SU.EN	24		01C01	PNR DISPLAY	AMININAJAFIA
B							NOT SIGNED	
C							NOT SIGNED	
D							NOT SIGNED	
E							NOT SIGNED	
F							NOT SIGNED	

▲ Indicates you are in queue mode Queue 1, Category 1      \*  
 \* Name of the first passenger in the active PNR

## Sending a Queue Message

The message queue is a special queue that allows you to send messages to your office or to another office. A message queue comprises informational messages and does not contain any PNR information.

Here is the procedure for sending a message:

1. Press the Pause/Break key to clear your screen.
2. At the > prompt, type the transaction code **QE/** followed by the office identification, a slash, and queue 97.
3. Type your message using the <Ctrl+Enter> key to move to a new line on the screen.
4. At the end of the message type two slashes (//) to mean that this is the end of the message.
5. Press the Enter key.

Below is an example of the message format

```
>QE/NCE1A0900/97
BONJOUR NICE
CAN YOU HELP ME WITH SOME BROCHURES FOR HOTELS
IN CANNES AND NICE THAT ARE REASONABLE.
PLEASE ADVISE AS SOON AS POSSIBLE
REGARDS ALICIA//
```