Amadeus Basic Course
Training Module in English
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1. SIGN – IN / SIGN – OUT

HE SIGN

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

Graphical display – GUI

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

○ Click on **Sign in** to enter the **Production Mode**.
Sign in to Amadeus using the below entries on the **Command Page**

**JI 0001 AA / SU - XXXXX**

JI - action code - **Jump In / Production**

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

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

**JO**

JO - action code – **Jump Out**

Sign out of Amadeus

**JJ 0001 AA / SU - XXXXX**

JJ - action code - **Jump / Training**

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

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

### ENCODING - DECODING

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Example</th>
<th>Action Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cities - Airports</td>
<td>DAN ATHENS</td>
<td>Display All by Name</td>
</tr>
<tr>
<td></td>
<td>DB LISBON</td>
<td>encode by name of city or airport</td>
</tr>
<tr>
<td></td>
<td>DAC JFK</td>
<td>Display All by Code</td>
</tr>
<tr>
<td></td>
<td>DB ORY</td>
<td>decode a three-letter code of a city or airport</td>
</tr>
<tr>
<td></td>
<td>DAN MO*/UY</td>
<td>encoding a city using the first letters and the country code in which it belongs eg. Montevideo in Uruguay</td>
</tr>
<tr>
<td></td>
<td>DAN PARIS /N</td>
<td>/ N – nearest ten airports</td>
</tr>
<tr>
<td></td>
<td>DAC PAR/N</td>
<td>display the ten airports closest to the city or airport</td>
</tr>
<tr>
<td>Country</td>
<td>DC GREECE</td>
<td>Don’t know Country encoding / decoding a Country</td>
</tr>
<tr>
<td></td>
<td>DC GB</td>
<td>*** additional info like currency and nationality ***</td>
</tr>
<tr>
<td></td>
<td>DNS USNY</td>
<td>Don’t know State encoding country &amp; state eg. US –NY</td>
</tr>
<tr>
<td>Airlines</td>
<td>DNA ALITALIA</td>
<td>Don’t know Airline encoding / decoding Airlines</td>
</tr>
<tr>
<td></td>
<td>DNA BA</td>
<td></td>
</tr>
<tr>
<td>Aircraft types</td>
<td>DNE AIRBUS</td>
<td>Don’t know Equipment encoding / decoding Aircraft types</td>
</tr>
<tr>
<td></td>
<td>DNE 717</td>
<td></td>
</tr>
</tbody>
</table>
GG PAGES

Informative Pages in Amadeus system, providing info such as:

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

TIME DIFFERENCES

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

CALCULATOR

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

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

Check when PNR is not displayed:

- **DM NYC**
- **DM ORY- CDG**

Check when PNR is displayed:

- **DMI**
- **DMI 8/9**

CONNECTION POINTS

Possible connecting points of a route

- **DRT ATHSYD**
- **DRT ATHSYD/AAF**

TIMATIC

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

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

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

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

TIETAR

SYSTEM RESPONSE - SCREEN 1:

>TIETAA  ETA APPLICATION
PASSPORT NUMBER ............ FROM PASSPORT TITLE PAGE
NATIONALITY .... 1-3 CHARACTER CODE
DATE OF BIRTH ............ DDMONYYYY/MONYYYY/YYYY
SEX ........... M/F
COUNTRY OF BIRTH .... 1-3 CHARACTER CODE
EXPIRY DATE ............ DDMONYYYY
GIVEN NAMES ................. SPACE BETWEEN NAMES
TYPE OF TRAVEL ............ V/BL/BS

>TIETAG  ETA APPLICATION
ISSUING STATE ... DATE OF ISSUE....... DDMONYYYY
ISSUING AUTHORITY

DOES APPLICANT HOLD CITIZENSHIP OF OTHER COUNTRIES  Y/N
IF YES ENTER CODES OF OTHER COUNTRIES ... ...
HOME
ADDRESS OF  ...
APPLICANT

TELEPHONE  HOME COUNTRY .... AREA ...... NUMBER ............
OF  BUS COUNTRY .... AREA ...... NUMBER ............
APPLICANT  MOB COUNTRY .... NUMBER ............
EMAIL OF APPLICANT ............... ERROR (5051): MORE INPUT LINES EXPECTED.

SYSTEM RESPONSE - SCREEN 3:

>TIETAP  ETA APPLICATION
RE-ENTER TO VALIDATE PASSPORT DETAILS
DETAILS MUST MATCH PREVIOUS SCREEN
PASSPORT NUMBER ............ FROM PASSPORT
NATIONALITY .... 1-3 CHARACTER
FAMILY NAME ............
FIRST GIVEN NAME ............
SECOND GIVEN NAME ............
OTHER GIVEN NAME(S) ............

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

- DATE AND TIME IT WAS PROCESSED ( Top right of the screen)
- VALIDITY OF THE ETA ( In the entry status field )
- WORDS ""ETA APPROVED"" ( Bottom left of screen )
Amadeus online HELP pages

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

**HE STEPS**

“Help” from the system / step-by-step

**System response:**

<table>
<thead>
<tr>
<th>FOR INFORMATION ABOUT:</th>
<th>ENTER:</th>
<th>FOR INFORMATION ABOUT:</th>
<th>ENTER:</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTRODUCTION</td>
<td>GP INT</td>
<td>KEYWORDS OR QUICKPATHS</td>
<td>GP QPS</td>
</tr>
<tr>
<td>AMADEUS INSURANCE:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SELL AMADEUS INSURANCE</td>
<td>GP TRA</td>
<td>SELL HOTEL</td>
<td>GP HA1</td>
</tr>
<tr>
<td>INSURANCE PROPOSAL</td>
<td>GP IIP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>AVAILABILITY/ AIR:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AVAILABILITY AND SELL</td>
<td>GP AV1</td>
<td>PNR:</td>
<td></td>
</tr>
<tr>
<td>TICKETLESS ACCESS</td>
<td>GP TL1</td>
<td>BOOKING AN EXTRA SEAT</td>
<td>GP XST</td>
</tr>
<tr>
<td>CREATE PNR</td>
<td>GP PN1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SELL CAR</td>
<td>GP CA1</td>
<td>MODIFY PNR</td>
<td>GP PN2</td>
</tr>
<tr>
<td>CREATE GROUP PNR</td>
<td>GP PN4</td>
<td>REQUEST SEAT RES.</td>
<td>GP ST1</td>
</tr>
<tr>
<td>FARES:</td>
<td></td>
<td>SPLIT PNR</td>
<td>GP PN3</td>
</tr>
</tbody>
</table>

**HE FARES**

“online help” on FARES

**HE GROUPS**

“online help” on issues relating to GROUPS

**HE CLAIM**

“online help” on CLAIM procedures

**HE NM**

“online help” on NAMES elements

**HE /**

“online help” on the last command entered
### AIR - AVAILABILITY DISPLAY

#### Availability Neutral Request

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

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

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

#### AN18SEPATHLON

<table>
<thead>
<tr>
<th>MUFGP</th>
<th>ACR</th>
<th>AN</th>
<th>DO</th>
<th>DNE</th>
<th>FQD</th>
<th>F/S</th>
<th>SM</th>
<th>SI</th>
<th>MIN</th>
<th>MY</th>
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<tbody>
<tr>
<td><strong>AMADEUS AVAILABILITY - AN</strong></td>
<td><strong>LON LONDON.GB</strong></td>
<td>58 SA 18SEP 0000</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>1</td>
<td>BA 631</td>
<td>99</td>
<td>C9</td>
<td>D9</td>
<td>R9</td>
<td>I9</td>
<td>Y9</td>
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<td>/ATH</td>
<td>LHR</td>
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<td></td>
<td></td>
<td>H9</td>
<td>K9</td>
<td>M9</td>
<td>L9</td>
<td>V9</td>
<td>S9</td>
<td>GL</td>
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<tr>
<td>2</td>
<td>A3 602</td>
<td>C4</td>
<td>D4</td>
<td>Z3</td>
<td>A2</td>
<td>I2</td>
<td>RL</td>
<td>Y9</td>
<td>/ATH</td>
<td>LHR</td>
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<td></td>
<td>B9</td>
<td>M9</td>
<td>H9</td>
<td>Q9</td>
<td>V9</td>
<td>WL</td>
<td>O8</td>
<td>LL</td>
<td>KL</td>
</tr>
<tr>
<td>3A:BD6002</td>
<td>C4</td>
<td>D4</td>
<td>J4</td>
<td>Y4</td>
<td>S4</td>
<td>B4</td>
<td>K4</td>
<td>/ATH</td>
<td>LHR</td>
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</tr>
<tr>
<td></td>
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<td>M4</td>
<td>H4</td>
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<tr>
<td>4</td>
<td>OA 259</td>
<td>C4</td>
<td>J4</td>
<td>D4</td>
<td>ZL</td>
<td>Y7</td>
<td>M7</td>
<td>L7</td>
<td>/ATH</td>
<td>LHR</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N7</td>
<td>S7</td>
<td>K7</td>
<td>Q1</td>
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<td></td>
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<td></td>
</tr>
<tr>
<td>5</td>
<td>OA 269</td>
<td>C4</td>
<td>J2</td>
<td>D2</td>
<td>ZL</td>
<td>Y7</td>
<td>M7</td>
<td>L7</td>
<td>/ATH</td>
<td>LHR</td>
</tr>
<tr>
<td></td>
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<td>K7</td>
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</tr>
<tr>
<td>6</td>
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<td>C9</td>
<td>D9</td>
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<td>Y9</td>
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<td>L6</td>
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<tr>
<td>7</td>
<td>U25086</td>
<td>YA</td>
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<tr>
<td>8</td>
<td>BA 641</td>
<td>J9</td>
<td>C9</td>
<td>D9</td>
<td>R9</td>
<td>I7</td>
<td>Y9</td>
<td>B9</td>
<td>/ATH</td>
<td>LHR</td>
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<td>H9</td>
<td>K9</td>
<td>M9</td>
<td>L9</td>
<td>GL</td>
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</tr>
<tr>
<td>8BA:JL5162</td>
<td>C9</td>
<td>J9</td>
<td>D9</td>
<td>X0</td>
<td>Y9</td>
<td>B9</td>
<td>H9</td>
<td>/ATH</td>
<td>LHR</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>K9</td>
<td>M0</td>
<td>L9</td>
<td>V0</td>
<td>S0</td>
<td>N0</td>
<td>Q9</td>
<td>Q0</td>
<td>G0</td>
</tr>
<tr>
<td>10A:BD6006</td>
<td>C4</td>
<td>D4</td>
<td>J4</td>
<td>Y4</td>
<td>S4</td>
<td>B4</td>
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<td>/ATH</td>
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<tr>
<td></td>
<td></td>
<td>M4</td>
<td>H4</td>
<td>Q4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Explaination:**

AN 18SEP ATHLON

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

AN Lon Avail. Neutral from ATH to LON today

AN18 SEPATHLON / A OA for specific airline

Additional options on Availability request:

AN18 SEPATHLON / A OA, LH, IB up to 3 different airlines
AN22 SEPATHBKK / X FRA via a specific connection point
AN15 SEPATHSKG / AOA search for availability up to 7 days after the departure date
AN15 SEPATHSKG / C X search for availability up to 7 days after the departure date for a specific class of service (J, D, Y, K, X etc)
AN11 JUL MADATH / K F search for availability for a specific cabin type (F, C, Y)
AN11 AUGATHPRG / B 4 search for availability for a specific number of seats
AN20 AUGATHSKG 1900 search by departure type
AN11 SEPATHMIL / FN direct flights Only
AN15 OCTATHSIN / O On-line connections only

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

AN18 SEPATHLON / A OA / X SKG
AN / 20 OCTATHCHQ / A A3 / C V
AN1 JUNLONJFK / A BA / K C / B 3
AN15 OCTATHSIN / ATG / O
**AMADEUS AVAILABILITY** - AN **AMS AMSTERDAM.NL**

<table>
<thead>
<tr>
<th>Flight Details</th>
<th>Available</th>
<th>Waitlist</th>
<th>On Request</th>
<th>Suspended</th>
<th>Closed</th>
<th>Cancelled</th>
</tr>
</thead>
<tbody>
<tr>
<td>AN15APRLONAMS1200</td>
<td>Available</td>
<td>Waitlist</td>
<td>On Request</td>
<td>Suspended</td>
<td>Closed</td>
<td>Cancelled</td>
</tr>
<tr>
<td><strong>AMADEVUS AVAILABILITY</strong></td>
<td><strong>AMS AMSTERDAM.NL</strong></td>
<td><strong>13 APR 1200</strong></td>
<td><strong>1:10</strong></td>
<td><strong>1:20</strong></td>
<td><strong>1:15</strong></td>
<td><strong>1:10</strong></td>
</tr>
<tr>
<td><strong>Flight Details</strong></td>
<td><strong>Available</strong></td>
<td><strong>Waitlist</strong></td>
<td><strong>On Request</strong></td>
<td><strong>Suspended</strong></td>
<td><strong>Closed</strong></td>
<td><strong>Cancelled</strong></td>
</tr>
<tr>
<td><strong>AN15APRLONAMS1200</strong></td>
<td><strong>Available</strong></td>
<td><strong>Waitlist</strong></td>
<td><strong>On Request</strong></td>
<td><strong>Suspended</strong></td>
<td><strong>Closed</strong></td>
<td><strong>Cancelled</strong></td>
</tr>
<tr>
<td><strong>Flight Details</strong></td>
<td><strong>Available</strong></td>
<td><strong>Waitlist</strong></td>
<td><strong>On Request</strong></td>
<td><strong>Suspended</strong></td>
<td><strong>Closed</strong></td>
<td><strong>Cancelled</strong></td>
</tr>
<tr>
<td><strong>AN15APRLONAMS1200</strong></td>
<td><strong>Available</strong></td>
<td><strong>Waitlist</strong></td>
<td><strong>On Request</strong></td>
<td><strong>Suspended</strong></td>
<td><strong>Closed</strong></td>
<td><strong>Cancelled</strong></td>
</tr>
</tbody>
</table>

**AMADEUS ACCESS LEVELS**

**Access Levels between airlines and Amadeus:**

<table>
<thead>
<tr>
<th>Availability Symbol</th>
<th>Confirmed ?</th>
<th>PNR Segment Status</th>
<th>PNR Guarantee indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>/ Amadeus Access</td>
<td>0/747</td>
<td>Immediately</td>
<td>DK</td>
</tr>
<tr>
<td>* Amadeus Access Sell</td>
<td>0.747</td>
<td>Immediately</td>
<td>HK</td>
</tr>
<tr>
<td>* Direct Access</td>
<td>0*747</td>
<td>When booked Direct Access</td>
<td>LK</td>
</tr>
<tr>
<td>: Amadeus Access Update</td>
<td>0:747</td>
<td>After 12 hours</td>
<td>SS changes to HK</td>
</tr>
<tr>
<td>Blank Standard Access</td>
<td>0 747</td>
<td>After 12 hours</td>
<td>SS changes to HK</td>
</tr>
<tr>
<td>T Ticketless</td>
<td>T 0 319</td>
<td>GGAIRYY</td>
<td>SS</td>
</tr>
</tbody>
</table>
DUAL AVAILABILITY DISPLAY

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

** AN20NOVATHLON/ABA * 30NOV **

| MPAN | AN | DO | DNE | FGD | F/S | SM | S1 | MDF | MDS | MNS | MUF | MUS | MYF | MYS |
|------|----|----|-----|-----|-----|----|----|-----|-----|-----|-----|-----|-----|-----|-----|
| AN20NOVATHLON/ABA*30NOV | ** AMADEUS AVAILABILITY - AN ** LON LONDON.GB | 121 SA 20NOV 0000 | ** RD 4* RD/BLU PORTMAN HTL * INCREDIBLE RATES FROM 119GBP ** | ** NEAR WEST END & OXFORD STREET * FREE WIFI > HARDLONS25 ** |
| 1 | BA 631 | 99 C9 D9 R9 I9 Y9 B9 /ATH LHR 5 0900 1100 E0/320 4:00 | BA 631 | 99 C9 D9 R9 I9 Y9 B9 /ATH LHR 5 0900 1100 E0/320 4:00 | H9 K9 M9 L9 V9 N9 Q9 G9 |
| 2 | BA 641 | J9 C9 D9 R9 I9 Y9 B9 /ATH LHR 5 1440 1640 E0/320 4:00 | BA 641 | J9 C9 D9 R9 I9 Y9 B9 /ATH LHR 5 1440 1640 E0/320 4:00 | H9 K9 M9 L9 V9 N9 Q9 G9 |

** AN20NOVATHLON/ABA*30NOV **

- ** Additional options : **

** AN20NOVATHLON/ABA*30NOV ** availability from ATH to LON on 20NOV returning (from LON to ATH) on 30NOV with British Airways.

** AN22DECATHFRA*25DECFAAMS ** availability from ATH to FRA on 22DEC and from FRA to AMS on 25DEC.

** AN22DECATHFRA*FRAMUC1900 ** availability from ATH to FRA on 22DEC and on the same day, from FRA to MUC with departure time around 1900.
**CHANGING AVAILABILITY DISPLAY – ‘AC’ ENTRIES**

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

**ACR**

action code – Availability Change Return change of the previous AN for a return trip, by reversing the routing on the same date R (Return)

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

**ACR22SEP**

change of the previous AN to a return trip on a different date

**AC5**

change of the previous AN for 5 days later

**AC23SEP**

change of the previous AN for a specific date

**AC-2**

change of the previous AN for 2 days earlier

**AC/ABA**

change of the airline

**AC/XZRH**

change of connecting point

**ACSKG**

change of departure city

**AC//PAR**

change of destination city

**SCROLLING ENTRIES**

**MPAN**

move Previous Amadeus availability

**MN**

move Next day

**MY**

move Yesterday

**MD**

move Down

**MU**

move Up to earlier flights

**MT**

move all the way to the Top

**MB**

move all the way to the Bottom
** SCHEDULE NEUTRAL Availability Display**

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

**SN20NOVATHNYC**

<table>
<thead>
<tr>
<th><strong>SN20NOVATHNYC</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>**AMADEUS SCHEDULES – SN ** NYC NEW YORK, USNY</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>6</td>
</tr>
<tr>
<td>7</td>
</tr>
<tr>
<td>8</td>
</tr>
<tr>
<td>9</td>
</tr>
<tr>
<td>10</td>
</tr>
</tbody>
</table>

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

**SN22SEPLONATH/ABA**

**SN /15SEPATHSKG/AOA**

for specific airline

search for availability up to 7 days after the departure date for a specific airline
TIMETABLE DISPLAY

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

TN02NOVATHROM display the weekly schedule for the routing ATHROM

TN22SEPLONATH/ABA for a specific airline

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

CHANGE DISPLAY TYPES

Ability to change from one type of display to another.

- **ACSN** change from AN to SN
- **ACTN** change from AN to TN
- **SCTN** change from SN to TN
- **SCAN** change from SN to AN
- **TCAN** change from TN to AN
- **TCSN** change from TN to SN
DIRECT ACCESS availability display

Flights and seat availability “directly” from the airlines’ reservation system.

If an airline supports Direct Access (*) level, it is necessary to access the airlines’ system directly, when making a reservation, in order to get reliable information and immediate confirmation.

If an airline supports Amadeus Sell Access (.) level, it is optional to access the airlines’ system, when making a reservation, in order to get reliable information and immediate confirmation.

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

1st Method

After requesting an AN display, enter the airlines’ system by double-clicking on its 2 letter code on the availability line.

System response / Direct Availability display:
2nd Method

1. Request Availability Neutral display

AN18DECATHROM

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

ACL 4

3rd Method

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

1OAAD23MARATHPAR

explanation:

1 Command  OA Airline  AD availability 23MAR date  ATHPAR city pair
**AVAILABILITY CHANGE DISPLAY FROM DIRECT ACCESS AVAILABILITY**

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

1 AZ /

change from a Direct Access airline to another Direct Access airline eg. from OA to AZ

1OA AC25MAR

change of display to a new date

1OA ACR

change the previous display to a return itinerary on the same date

1AZ ACR28MAR

change the previous display to a return itinerary on a different date

**SCROLLING ENTRIES in Direct Access**

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

1OA MD

1AZ MU

1AZ MN

1AZ MY
HE DO

FLIGHT INFORMATION – FLIGHT DETAILS

DO OA202/20NOV

information on a specific flight operating on a specific date

DO LH780

information on a specific flight

DO 2

flight information referring to availability line or pnr segment

Possible system responses:

```
DO OA202/20NOV
* 1A PLANNED FLIGHT INFO *
APT   ARR   DEP   DY CLASS/MEAL   EQP   GRND   EFT   TTL
CDG   1315   SA   CJDZYMINSKQ/L  320   3:20
ATH   1735   SA

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

CONFIGURATION-
> 320 NO CONFIGURATION SET
```

```
DO 1
* OPERATIONAL FLIGHT INFO *
CITY INFO
ATH   ESTIMATED TIME OF DEPARTURE   1921
       ESTIMATED TIME OF ARRIVAL   2110 LHR

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

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

CONFIGURATION-
> 767 C 32 M 214
```

Amadeus Hellas S.A.
4. SELLING ENTRIES

Direct flight:

- Selling entry from AN availability:

<table>
<thead>
<tr>
<th>SS</th>
<th>segment</th>
<th>2</th>
<th>Y</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>sell</td>
<td>number of seats</td>
<td>booking class</td>
<td>line number on availability</td>
</tr>
</tbody>
</table>

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

>SS1Y1
RP/ATH1A098A/
1 A3 660 Y 15JAN 2 ATHMXP DK1 0855 1030 15JAN E 0 733 B

- Selling entry from a Direct Access availability:

<table>
<thead>
<tr>
<th>SS</th>
<th>2</th>
<th>Y</th>
<th>21</th>
</tr>
</thead>
</table>

>1OAAD20JANATHCHQ
** OA - OLYMPIC AIRWAYS ** 081 SU 20JAN
21 OA 530 C4 Y7 M7 L7 S7 ATH CHQ 0550 0640 0 734
  K7 E7 B7 T2 X7
22 OA 532 Y7 M7 L7 S7 K7 ATH CHQ 0900 1000 0 AT7
  E7 B7 T2 X7

>SS1C21
RP/ATH1A098A/
1 OA 530 C 20JAN 7 ATHCHQ DK1 0550 0640 20JAN E 0 734
Connecting flights:

SS1 M 4  
selling same class of service

SS2 YM 3  
selling different classes of services

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

>SS3CB1
RP/ATH1A098A/
1   BA 631 C 10MAY 6 ATHLHR DK3 0815 1015 10MAY E 0 767
2   BA 906 B 10MAY 6 LHRFRA DK3 1150 1430 10MAY E 0 319

Sell from Dual Availability display:

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

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

SS2M3 * TK12

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

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

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

SS1L22 / PE  
/PE priority “E”
Open segment:
Create an open segment in a pnr.

SOBAY25NOVLHRBOS

explanation:

<table>
<thead>
<tr>
<th>SO</th>
<th>BA</th>
<th>Y</th>
<th>25NOV</th>
<th>LHRBOS</th>
</tr>
</thead>
<tbody>
<tr>
<td>sell open</td>
<td>airline</td>
<td>booking class</td>
<td>date</td>
<td>city pair</td>
</tr>
</tbody>
</table>

Long Sell entry:
Request seats based on flight details without a previous availability display request.

SSLH3723B23MARATHFRA2

explanation:

<table>
<thead>
<tr>
<th>SS</th>
<th>LH3723</th>
<th>B</th>
<th>23MAR</th>
<th>ATHFRA</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>sell entry</td>
<td>airline</td>
<td>class</td>
<td>date</td>
<td>routing</td>
<td>no of seats</td>
</tr>
</tbody>
</table>

Surface segment – Arrival unknown:

SI ARNK
5. PNR CREATION

**MANDATORY ELEMENTS**

.1. ITINERARY element

Itinerary creation using Availability display and selling entries.

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

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

.2. NAME element

NM 1 PAPAS / JOHN MR

Explanation:

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

! Attention ! Do not leave gaps in the name element

.3. AP element – Advise Phone

AP 2109303000 AMADEUS HELLAS REF PETROU - A

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

! Attention ! The AP element may only be seen by Amadeus System User Airlines.
.4.  O.S.I. element

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

OS YY 2109303000 AMADEUS HELLAS REF PETROU

explanation:

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

.5.  TICKETING element

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

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

.6.  END OF TRANSACTION

ET               End of Transaction
ER               End of Transaction & Redisplay pnr

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

6. **SAVE - CANCEL - RECALL A PNR**

- **Save**
  - **ET**
    - End of Transaction – save changes and/or updates in pnr
  - **ER**
    - End of Transaction & Redisplay pnr

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

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

  **Similar Name List entries**

  - **RT 3**
    - retrieve pnr on line 3 of the displayed list
  - **RT 0**
    - return to previous similar name list
7. CANCEL AND REBOOK

↓ Increase / Decrease the number of seats requested before saving the pnr (during pnr creation)

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

<table>
<thead>
<tr>
<th>4</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line number</td>
<td>correct number</td>
</tr>
<tr>
<td>Of itinerary</td>
<td>of seats</td>
</tr>
</tbody>
</table>

⚠️ Attention ⚠️

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

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

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

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

- **SB M 5**
  - Action code
  - Booking class
  - Segment στο ΠΝΡ

- **SB 13DEC 5**
  - change date for segment 5 of the PNR

- **SB M 13DEC 5**
  - change booking class & date for segment 5

- **SB C**
  - change booking class for the entire itinerary

- **SBM3 / 12DEC4**
  - use multiple rebooking entries for class/date on specific segment in the pnr

⚠️ Attention ⚠️

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

NAME ELEMENT – ADDITIONAL ENTRIES

- NM 1PAPPAS/DIMITRIS MR: adult name element
- NM 2PAPPAS/S MR/A MRS: two passengers with the same last name
- NM 1JONES/T MR ; NM1GREEN/A MRS OR NM 2PAPPAS/KMR/SMRS 1PAPADAKIS/AMR: multiple passengers with different last name
- NM 1PAPADOPOULOS/LMSTR (CHD/23MAR04): child name (2-11 years old)
- NM 2JONES/TOMMR/ANN MISS(CHD/12MAY06): adult & child
- NM 1PETROU/VMRS(INF/MARYMISS/10SEP09): adult & infant (0-2 years) with the same last name
- NM 1PETROU/ZMRS(INFPAPPAS/KONMSTR/05JUN09): adult & infant with different last name
- NM1PASSIAKOS/KMSTR(CHD/11MAR009) (IDDOB11MAR09): child with additional ID DOB to display date of birth on the etkt image of the airline file. (airline specific!)
- NM1PASSIAKOS/KMR(YTH) (IDDOB11SEP90): “youth psgr” with additional ID DOB to display date of birth on the etkt image of the airline file. (airline specific!)

NAME CHANGE and UPDATE

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

! Attention!

Changing or updating a name AFTER the end of transaction (ET) can be processed by following strictly the airlines’ rules for name change.
All name changes or updates must be processed after getting an approval from the airline. In any other case the reservation might be canceled by the airline.
When the airline makes a name change directly in their system (Non Altea Airline), the name must be changed in your Amadeus Pnr, exactly as it appears on the airlines’ system.
In case the response is “RESTRICTED FROM AIRLINE”, then you must contact the Amadeus Helpdesk.
If the names are not exactly the same in both systems (Amadeus & Airline), then NO synchronisation will be amongst them. This means that you won’t be able to receive messages sent by the airline and vice versa.

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

**Attention!**

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

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

2 / (CHD/20NOV00)
3 / (INF/JMS/15JUL09)

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

2 /
OPTIONAL PNR ELEMENTS

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

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

AP –Advise Phone

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

AP 6977 989898 - M mobile number of the passenger
AP 210 5555555 - H home telephone number of the passenger
APE-helpdesk.gr@amadeus.com passengers e-mail

AM / AB - Mail & Billing address

Insert mailing & biling address

AM 157 SYGGROU AV,17121,NEA SMYRNI,ATHENS mail adr.
AB AMADEUS HELLAS FINANCE DPT,157SYGGROU AV,17121,ATHENS billing adr.

RM - Remark

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

RM PASSENGER WILL PAY BY CREDIT CARD
RC PASSENGER IS VERY DEMANDING GIVE DETAILED RECEIPT
**FFN – Frequent Flyer**

Insert the frequent flyer card of the passenger. The Frequent Flyer Card is personal and belongs to the specific airline.

The command consists of: (a) action code  (b) airline code  (c) card number

**FFN AZ – 1122112**

<table>
<thead>
<tr>
<th>Action Code</th>
<th>Airline Code</th>
<th>Card Number</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>FFN OA – 2323231</td>
<td>P1</td>
<td>1122112</td>
<td>with Passenger Association</td>
</tr>
<tr>
<td>FFN LH – 99900001</td>
<td>A3</td>
<td>122112</td>
<td>the FF card belongs to LH but the reservation is on A3 (FFN Interline)</td>
</tr>
</tbody>
</table>

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

**SR FQTV A3 – A322112 / P1**

**OP – Option element**

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

**OP 21SEP / CALL CLIENT TO RECONFIRM RESERVATION**

<table>
<thead>
<tr>
<th>Action Code</th>
<th>Date</th>
<th>Free Flow Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>OP</td>
<td>21SEP</td>
<td></td>
</tr>
</tbody>
</table>

**OP25SEP / CHECK IF VISA HAS BEEN GRANDED**

**ST – Seat request**

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

Aisle request:

<table>
<thead>
<tr>
<th>Option Code</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>ST / NA</td>
<td></td>
</tr>
<tr>
<td>ST / NSSA / P1</td>
<td>for a specific passenger</td>
</tr>
</tbody>
</table>
Window request:

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

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

Command page

**Seat segment in PNR**

System response:

```
** SM3 **
** OLYMPIC AIRLINES **
OA0260Y22SEP LHRATH 32C INS ZONE X AVAILABLE 134/
NON SMOKING ZONE FOR EXPLANATION OF SYMBOLS SEE BOTTOM*
   A  B  C  AISLE  D  E  F
$  A*  $  4  A*  $  $  
F*  A*  A*  5  A*  A*  F*  
EX  L*  L*  L*  9  L*  L*  L*  EX
EX  L*  L*  L*  10  L*  L*  L*  EX
```

**ST / 11B**

Seat number

**ST / 12AB / P1-2 / S3-4** multiple seat request for specific passengers & segments
GUI – Graphical mode

System response:

Choose simply and easily your preferred seat with a “click”.
Amadeus Ancillary Services / Chargeable Advance Seat Request

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

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

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

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

The chargeable service appears with a slash / at the beginning

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

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

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

Inserting a ticket number manually is **FORBIDDEN** by the airlines!!!

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

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

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

```
FHE 220 – 9546789010 /P1 /S3-4
```

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

**Attention !**

Contact the airlines or the Amadeus Help Desk for the correct use.
O.S.I. - Other Service Information

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

OS  YY  PLS NOTE VIP GM OF NATIONAL BANK

Example:

OSA3 TCP 5 WITH RLOC YYMMZZ  TCP - The Complete Party

OSAA FULL PSGR NAME IS SMITH ALFONSO MARTIN MR

OSBA PSGR CTC IN BANGKOK HILTON HOTEL

S.S.R. - Special Service Request

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

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

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

HE MEAL CODES  MS 22  list of all meal codes - SPECIAL MEALS.
Basic entry *NO* free text required:

**SR**  
**VGML**  
4-letter IATA SSR code (vegetarian meal)

Basic entry free text required:

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

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

**SR BIKE / P3**

**SR WCHS – ELDERLY PAX /P2 /S3-4**

General SSR request:

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

**SR OTHS A3 – PLS CHG PSGR NAME TO GORDON JOSEPH**

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

More examples:

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

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

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

SR UMN R OA – UM 10 YRS

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

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

• **Ancillary Services / Chargable SSR**

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

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

Example:

<table>
<thead>
<tr>
<th>RP/ATH1A098A/</th>
<th>1.KATSAROS/GEORGIOS MR</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.6X 341 Y 15AUG 5 NCELHR HK1 0745 0900 320 E 0</td>
<td>3 / SSR UMN R 6X HK1 UM10/S2</td>
</tr>
<tr>
<td>4 SSR VGML 6X HK1 S2</td>
<td>← ← ← chargeable SSR</td>
</tr>
<tr>
<td>← ← ← free of charge SSR</td>
<td></td>
</tr>
</tbody>
</table>
• APIS - Advanced Passenger Information Programs
• SFPD – Secured Flight Passenger Data (TSA)

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

HE APIS
System response:

<table>
<thead>
<tr>
<th>TASK</th>
<th>FORMAT</th>
<th>REFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CREATE AN SSR FOR PRIMARY TRAVEL DOCUMENT INFO</td>
<td>SRDOCS BA HK1</td>
<td>MS148</td>
</tr>
<tr>
<td>CREATE SSR FOR SECONDARY TRAVEL DOCUMENT INFO</td>
<td>SRDOCO BA HK1</td>
<td>MS253</td>
</tr>
<tr>
<td>CREATE SSR FOR ADDRESS INFORMATION</td>
<td>SRDOCA BA HK1</td>
<td>MS358</td>
</tr>
</tbody>
</table>

(b) Choose the requested page

System response:

CREATE A DOCS ENTRY

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

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

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

FOR A PASSENGER WITH TWO GIVEN NAMES:
SRDOCS BA HK1-P-GER-012345678-GER-30JUN73-M-14APR09-JOHNSON-SIMON-PAUL/P1/S3
(c) You may insert the requested data for your passengers, by using the systems' help pages as a guideline.

Examples:

- APIS & SFPD for Passport

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

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

- APIS & SFPD for Visa

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

  SR DOCO BA HK1--V-17317323----/P1

- APIS & SFPD for destination

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

  SRDOCA BA HK1-R-GRC-157 SYGGROU AV-ATHENS-GR/P1/S3
SSR Request with GUI

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

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

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

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

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

System Print-Out response:

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>PROM</th>
<th><em>TRAINING</em></th>
<th>DOCUMENT*</th>
<th>DEPART</th>
<th>ARRIVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>OLYMPIC AIR - OA 315</td>
<td></td>
<td></td>
<td></td>
<td>0825</td>
<td>0945</td>
</tr>
<tr>
<td>FRI 22OCT</td>
<td>ATHENS GR</td>
<td>ISTANBUL TR</td>
<td>ATATURK</td>
<td>NON STOP</td>
<td>TERMINAL INTL</td>
</tr>
<tr>
<td></td>
<td>INT E VENIZELOS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

RESERVATION CONFIRMED - Y ECONOMY
ON BOARD: BREAKFAST
AIRCRAFT OWNER: OA OLYMPIC AIR
COCKPIT CREW: OA OLYMPIC AIR
CABIN CREW: OA OLYMPIC AIR
EQUIPMENT: AIRBUS INDUSTRIE A319

REMEMBER TO TAKE YOUR PASSPORT
THANK YOU FOR CHOOSING OUR AGENCY
HAVE A NICE TRIP
10. AMADEUS E – MAIL

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

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

↓ Send Itinerary

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

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

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

↓ Send Free Text

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

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

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

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

e.g.

WM/FWD/EML annjournal@btb.com/TNATHLON/ABA
11. PNR REPLICATION

 Ability to replicate a pnr

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

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

RRN replicate pnr with no AXR association

RRN/2 replicate pnr for 2 seats

RRI replicate itinerary only

RRP/P1-3 replicate passenger data only

! Attention!

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

12. PNR HISTORY

 Ability to display the PNR history.

RH display the entire history of the pnr

RHA history of air segments

RHG history of osi/ssr

RHQ history of queues

000 ON/GALIATSATOU/EFFROSYNIMRS PAVLOPOULOU/ATHINAMRS
000 OS/LX1831 P 05OCT 2 ATHZRH LK2 1410 1600/NN *1A/E*
000 OS/LX 560 P 05OCT 2 ZRHNE LK2 1700 1810/NN *1A/E*
000 OS/LH4159 U 16OCT 6 NCEMUC LK2 0640 0800/NN *1A/E*
000 OS/LH3388 U 16OCT 6 MUCATH LK2 0855 1220/NN *1A/E*
000 RF-CR-ATH1A098A 00413000 SU 260906/DS-580324DC 11AUG0611Z
## STATUS CODES

<table>
<thead>
<tr>
<th>AIRLINES</th>
<th>FINAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEFORE &lt; ET &gt;</td>
<td>AFTER &lt; ET &gt;</td>
</tr>
<tr>
<td>TK</td>
<td>DK</td>
</tr>
<tr>
<td>HK</td>
<td>LK</td>
</tr>
<tr>
<td>TL</td>
<td>DW</td>
</tr>
<tr>
<td>LL</td>
<td>UU – US</td>
</tr>
<tr>
<td>KK</td>
<td>HN / NN</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>HK</td>
<td>SS</td>
</tr>
<tr>
<td>PK</td>
<td>PK</td>
</tr>
<tr>
<td>ETK</td>
<td>ERK</td>
</tr>
</tbody>
</table>
Case A:

Confirmed Sell

- **TK**
- **KK**
- **HK**
- **UN**
- **HX**

- **Confident status codes**
  - **TK**: time or equipment change – space remains confirmed
  - **KK**: double Confirmation from the airline - space remains confirmed

- **Reject status codes**
  - **UN**: not operated flight
  - **HX**: cancellation received from the airline

Case B:

Waitlisted Sell

- **TL**
- **KL**
- **HL**
- **UU – US**
- **UC - UN**

- **Confident status codes**
  - **TL**: time or equipment change – space remains Waitlist
  - **KL**: confirmation from Waitlist

- **Reject status codes**
  - **UU – US**: unable to confirm – still on waitlist
  - **UC – UN**: rejection of the waitlist / not operated flight
Case C:

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

<table>
<thead>
<tr>
<th></th>
<th>HK</th>
<th>HK</th>
</tr>
</thead>
<tbody>
<tr>
<td>HN / NN</td>
<td>HN</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UU – US</td>
<td>HL</td>
<td></td>
</tr>
<tr>
<td>UC - UN</td>
<td>Delete</td>
<td></td>
</tr>
</tbody>
</table>

KK

(Confirmed status codes)
Confirmation from the airline

UU – US
Unable to confirm – still on waitlist

UC – UN
Rejection of the request – not operated flight

Case D:

Standard Sell (link down)

<table>
<thead>
<tr>
<th></th>
<th>HK</th>
<th>HK</th>
</tr>
</thead>
<tbody>
<tr>
<td>SS</td>
<td>HK</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>HX</td>
<td>Delete</td>
</tr>
</tbody>
</table>

! Attention!

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

Passive request

<table>
<thead>
<tr>
<th>PK</th>
<th>PK</th>
</tr>
</thead>
<tbody>
<tr>
<td>PK</td>
<td>PK</td>
</tr>
<tr>
<td>NO</td>
<td>delete</td>
</tr>
</tbody>
</table>

! Attention!

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

CASE A
CASE B
CASE C
CASE D
CASE E

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

<table>
<thead>
<tr>
<th>ETK</th>
</tr>
</thead>
<tbody>
<tr>
<td>ERK</td>
</tr>
</tbody>
</table>

ETK End of Transaction – K confirm
ERK End of transaction – Redisplay pnr – K confirm
14. NON HOMOGENEOUS PNR

Create a non- homogenous PNR

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

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

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

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

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

Step 2
enter all the mandatory elements in the PNR

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

System response:

```
RP/ATH1A098A/
 1.KOSTAKIS/M MR  2.DETROCHILOS/K MR
 3 OA 201 Y 11DEC 6 ATHCDC DK2 0935 1205 11DEC E 0 320 M
   SEE RTSVC
 4 OA 208 Y 12DEC 7 CDGATH DK1 2130 0155 13DEC E 0 320 D
   SEE RTSVC
 5 OA 208 Y 14DEC 2 CDGATH DK1 2130 0155 15DEC E 0 320 D
   SEE RTSVC
 6 AP AMADEUS HELLAS 2109370557 REF TOLI
 7 TK OK12AUG/ATH1A098A
 8 OSI OA AMADEUS HELLAS 2109370557 REF TOLI
*TRN*
>ER
Need passenger/segment assoc.
```
Step 4  Proceed with passenger AND segment association

3 / P1-2
line number  passenger number
segment associated with the specific segment

4/P1

5/P2

System response:

<table>
<thead>
<tr>
<th>Step</th>
<th>PNR/ATH1A098A/RF</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>KOSTAKIS/M MR</td>
</tr>
<tr>
<td>2.</td>
<td>PETROCHILOS/K MR</td>
</tr>
<tr>
<td>3.</td>
<td>OA 201 Y 11DEC 6</td>
</tr>
<tr>
<td></td>
<td>SEE RTSVC</td>
</tr>
<tr>
<td>4.</td>
<td>OA 208 Y 12DEC 7</td>
</tr>
<tr>
<td></td>
<td>SEE RTSVC</td>
</tr>
<tr>
<td>5.</td>
<td>OA 208 Y 14DEC 2</td>
</tr>
<tr>
<td></td>
<td>SEE RTSVC</td>
</tr>
<tr>
<td>6.</td>
<td>AP AMADEUS HELLAS 2109370557 REF TOLI</td>
</tr>
<tr>
<td>7.</td>
<td>TK OK12AUG/ATH1A098A</td>
</tr>
<tr>
<td>8.</td>
<td>OSI OA AMADEUS HELLAS 2109370557 REF TOLI</td>
</tr>
</tbody>
</table>

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

>ET

<table>
<thead>
<tr>
<th>AXR FOR PNR:</th>
<th><em><strong>NHP</strong></em> 12AUG 1216</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>KOSTAKIS/M M- 1 YBTXZA</td>
</tr>
<tr>
<td>2.</td>
<td>PETROCHILOS/- 1 YBTXZB</td>
</tr>
</tbody>
</table>
When you have created a PNR for more than one passenger and you need to change the itinerary for only one of them, you have to split the passenger that requests the change into a new independent PNR.

Follow the 3 step procedure described below:

**Step 1**

SP 2  
Split passenger 2

**Step 2**

EF  
Save the new PNR - End and File

**Step 3**

ET  
End of Transaction

---

**extra options**

SP 2,4  
Split passengers 2 and 4

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

---

END OF TRANSACTION COMPLETE - YBT8RE SP-YBUBWY
After the split procedure, apart from the new PNR, the system associates together the 2 PNRs so it will be easier to monitor them!

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

RT YBUBWY retrieve the splited PNR
RTAXR for quick transfer from one PNR to the other

! Attention!

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

Create a Group PNR

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

✔ Follow the procedure below:

AN2OCTATHPAR/AAF

availability request
You should always request a group booking from the Amadeus Neutral availability and never from direct access Availability.
correct seat request with the use of
/SG - Sell Group

SS 15 G 2 /SG

NG 15 EURODISNEY

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

ET

ER

End of transaction

- The original status code for a group request is HN.

- Insert the names of the passengers, after you have received the confirmation for the seats from the airline with KK.

NM1PAPPAS/KMR
<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTN</td>
<td>Display only the passengers’ names in the group pnr</td>
</tr>
<tr>
<td>RTW</td>
<td>Display all elements of the group pnr</td>
</tr>
<tr>
<td>SP0.5</td>
<td>Split 5 “vacant” seats from the pnr (seats with no names)</td>
</tr>
<tr>
<td>SP5</td>
<td>Split a specific passenger eg. P5</td>
</tr>
<tr>
<td>XE0.5</td>
<td>Automatic cancelation of 5 ‘vacant’ seats from the pnr (seats without names)</td>
</tr>
<tr>
<td>XE5</td>
<td>Automatic cancelation of passenger and seat</td>
</tr>
<tr>
<td>3G</td>
<td>Automatic cancelation of name eg pax 3 without canceling the seat</td>
</tr>
</tbody>
</table>

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

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

---

### Claim PNR

**ALTEA RESERVATION:**

- **ACCESS INDICATOR:** /  
- **LAST SEAT AVAIL INDIC:** /  
- **STANDARD ACCESS:**  
- **AMADEUS ACCESS SELL:** YES  
- **DYNAMIC SCHEDULE UPD:** YES  
- **NUMERIC AVAIL UPDATE:** YES  
- **AMADEUS DYNAMIC AVAIL:**  
- **DIRECT ACCESS:** AVL SMP SCH  
- **PASSIVE SEGMENT:** Y  
- **SERVICE SEGMENT:**  
- **MEAL VALIDATION:**  
- **FOR DECODING ENTER:**  
- **FOR MENU:**  
- **FOR ACCESS:**  
- **FOR FUNCTION:**  

**PNR CLAIM:** Y  

**TICKET NUMBER TRANSMISSION:** ALL  

**GROUP TICKET NUMBER TRANSMISSION:**  

**OPERATIONAL MVT/DIV FLIFO:**

---

**Attention!**

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

For more information on the restrictions you should contact the airlines directly.
If the conditions are met, proceed with the Claim procedure.

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

RO YY xxxxxx.

action code – airline code – airline locator

✓ Follow the 2 step procedure described below:

Step 1

RO OA YYMMLL claim action (A)

RO OA 201 / 20OCTATHCDG – KATRAKIS (B)

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

Step 2

ET end of transaction

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

RO 2 show reservation no2 from the list

RO 0 retrieve the similar name list
18. **PASSIVE BOOKING**

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

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

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

```plaintext
>GGPCAEEK
PARTICIPATING CARRIER ACCESS AND FUNCTION LEVEL
EK – EMIRATES

ALTEA RESERVATION: ALL
ACCESS INDICATOR: .
LAST SEAT AVAIL INDIC: /
STANDARD ACCESS: BOOKING RANGE IN DAYS: 339
AMADEUS ACCESS SEL: YES
INTERACTIVE SEAT MAP: YES
DYNAMIC SCHEDULE UPD: INTERACTIVE ASR:
NUMERIC AVAIL UPDATE: ASR DAYS/HOURS: 180/24
AMADEUS DYNAMIC AVAIL: YES
BP ISSUE DAYS/HOURS: 000/00
DIRECT ACCESS: AVL FLY MIS

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

FOR DECODING ENTER: GPCALDEC FOR MENU) GROUP TICKET NUMBER TRANS: GPCALDEC1 FOR ACCESS) OPERATIONAL MVT/DIV FLIFO: GPCALDEC2 FOR FUNCTION)
```

**Attention!**

During the creation of a passive booking PK, your reservation must be identical to the active one that is created by the airline. If the reservation has the slightest difference (eg. on the name or date), the booking will be rejected returning NO status = NO action taken.
To create a PK reservation, you must insert the segments either (A) with a sell entry from the Availability with the airlines’ record locator or (B) with a Direct sell entry including the airlines’ record locator.

✔ Follow the 2 step procedure described below:

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

SS AZ717Y23MARATHMXP PK 2 / XXZZYY  (B)

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

Step 2
ET  end of transaction

19. PNR SECURITY ACCESS

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

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

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

At any time you may cancel the extend security access on the pnr from the cooperating office, by using the entry **ESX.**
Amadeus Queues can be seen as an electronic storage area in which messages and reservations are placed mainly from the airlines. Queues are the only channel of communication between the airlines and the travel agents.

**QT**

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

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

**QTQ**

Queue Total Count
display all activated office Queues whether they contain active pnrs/messages or not

```
1305 12AUG
QUEUE...ATH1A098A......Q/TTL...ADDS...LQC...IW
...DLY/DAT                                        0
...DLY/TIM                                        0
Q96.MSG-PDR                                      0 0 0 0
Q97.MSG                                          0 147 0 147
Q 0.GENERAL                                      0 309 0 309
Q 1.CONFO                                        0 163 0 163
Q 2.KL                                           0 40 0 40
Q 3.OPTION                                       1 234 0 233
Q 4.GROUPS                                       0 3 0 3
Q 7.SKEDCHG                                      0 15 0 15
Q 8.TKTC                                         0 96 0 96
Q12.XTL                                          1 78 0 77
Q24.MULTI                                        0 0 0 0
Q25.MULTI                                        0 0 0 0
Q50.PNR                                          170 203 0 33
Q87.GRPS                                         5 6 0 1
*TRN*
```
Process an active QUEUE

**QS 1 C0 D4**  
‘enter’ Queue 1, category C0D4

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

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

Working the pnr in a QUEUE

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

- **Actions:**
  - **IG**  
    save the PNR in the Queue and display the next, with no prior action
  - or
  - **QD**  
    `<save in Q and show me the next>`
  - **QN**  
    remove the current pnr from the Queue and display the next, with no prior action
    `<remove from Q and show me the next>`
ET

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

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

QI

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

< save in Q and EXIT Queue >

QF

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

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

Activate a new Queue

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

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

✔ Follow the 3 step procedure that is described below:

QTQ

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

QA 42C2

activate eg Queue no 42 with 2 categories

system response will be "Queue activated"

QAQ 42 PDG SSR

name the Queue eg. PN SSR
Manually place a pnr in a Queue - QE <queue number>

QE 42  
place the PNR in a Queue of your office

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

Usage of « MESSAGE QUEUE- 97 »

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

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

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

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

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

○ ATH1A098A, the Amadeus office ID

○ Complete the message with 2 slashes //

○ If the message is sent correctly, it will reappear on your screen along with the date and time
21. FARE QUOTE DISPLAY

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

The basic entry of an FQD consists of:

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

FQD FRAMNL /ALH /D11SEP

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

<table>
<thead>
<tr>
<th>IN FARE BASIS</th>
<th>OW</th>
<th>EUR</th>
<th>RT</th>
<th>B</th>
<th>PEN</th>
<th>DATES/DAYS</th>
<th>AP</th>
<th>MIN</th>
<th>MAX</th>
<th>R</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 F77OW</td>
<td>7580</td>
<td>F</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>+ - M</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>02 F77RT</td>
<td>10828</td>
<td>F</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>+ - 12M M</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>03 J77OW</td>
<td>4713</td>
<td>J</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>+ - M</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04 Y77OW</td>
<td>3635</td>
<td>Y</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>+ - M</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>05 J77RT</td>
<td>6732</td>
<td>J</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>+ - 12M M</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>06 GFFDE5</td>
<td>6227</td>
<td>C</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>+ - 12M R</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>07 JFFDE5</td>
<td>6033</td>
<td>J</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>+ - 12M R</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>08 J77RT</td>
<td>5192</td>
<td>Y</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>+ - 12M M</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

FQDATHMAD/A IB: specific airline
FQDSKGMUC/A LH,OA,A3: max 3 airlines
FQDATHNYC/D10DEC: specific departure date
FQDATHNYC/D10DEC*26DEC: departure and return date

FQDATHLCA/I X: list of fares from lowest to highest
FQDATHLCA/I O: list of one way fares
FQDATHLCA/I R: list of round trip fares

FQDSKGPRG/R,- ZZ: list of fares for specific passenger type code PTC: ZZ,SD,SC,CM etc..

FQDFRAMNL/K C: list of fares for a specific cabin First, Club, Yconomy

FQDMILNYC/R, NUC: list of fares in NUC
FQDE: convert previous FQD in EUR

FQDATHAMS/AKL/D 18NOV10: past date – check the FQD for a past date

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

FQD ATHMUC /ALH /D10DEC*17DEC
FQD SKGPRG /AMA /IO
FQD ATHJFK /ABA /D15JAN /IR
FQD SKGMAD /AIB /R,-ZZ
Amadeus Shopper Display

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

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

<table>
<thead>
<tr>
<th>FQD ATHDEL /S</th>
<th>Shopper Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>FQD ATHDEL /S /D11SEP*19SEP</td>
<td></td>
</tr>
</tbody>
</table>

```
> FQD ATHDEL /S /D11SEP*19SEP
FQD ATHDEL /S /D11SEP*19SEP
YY* AA AC AF AK A0 C6 DN DY TAX MAY APPLY
D2 D7 EK E6 FD FR GI GX G5 SURCHG MAY APPLY-CK RULE
HV IT JD J2 KC KE LH LL LQ
O2 QH QW QZ RO R3 R8 SB SK
SP UK UN UR U2 VB VK VY WW
W7 XF XY X5 YC 2L 4U 6Q 7A
8I 9B 9G 9H 9Q 9X
ROE 0.833831 UP TO 1.00 EUR
11SEP10*19SEP10/*ATHDEL/NSP;E3/TPM ..../MPM 3796
LN FARE BASIS OW EUR RT PEN DATES DAYS AP MIN MAX AL R
01 LPR1MXPC 209 NRF B31MAR - + - + 1M+TK R
02 OLBBGR 260 NRF S17DEC - + + 7 6M RJ R
03 PICSWIGR 260 NRF B25JUNE15AUG+ +SU 12M LX R
04 QPR1MXPC 269 NRF B31MAR - + - + 1M+TK R
05 LAXA 290 NRF - - + +SU+ 1M+SU R
06 QLANGR 290 NRF S17DEC - + + 7 6M RJ R
07 WICSWIGR 305 NRF B25JUNE15AUG+ +SU 12M LX R
08 NLRCEUR 313 + S02JUL - + + 3+ 12M BA R
09 E3MXPC 329 NRF B31MAR - + - - 3M+TK R
10 HEE6MGR 340 + - - + - 6M QR R
11 V66MGR 340 + - - + + 3 M GF M
12 SLABGR 350 NRF S17DEC - + + 7 12M RJ R
13 LICSWIGR 350 - - - +SU 12M LX R
14 VLE12M 355 + S14DEC - + + - 12M HY R
15 QBE6MGR 360 + - - + - 6M EY R
16 WFXA 370 NRF - - + +SU+ 1M+SU R
17 QRTGR4 370 + - - + - 3 12M GF M
```
FARE NOTES:

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

FQN 4 <line number>  display all "fare notes" for a specific fare eg. from line 4 of the FQD display

FQN 3 * LIST  list of applicable paragraphs, for a specific fare eg. from line 3 of the FQD display

FQN 3 * AP,PE  request & display specific paragraphs from the previous list

Additional follow up entries for FQD:

FQR 5 <line number>  display the fare route

FQS 4  secondary booking class for the same airline

FQS 4 /AA3  secondary booking class for a different airline (secondary airline)

FRC 5  currency conversion of fare in line 5 in EUR

FRC 5 / USD  currency conversion of fare in line 5 in USD
22. RATE OF EXCHANGE - EXCHANGE CURRENCY RATES - CURRENCY CONVERSIONS – TAX INFORMATION

国际汇率 (IROE)

FQA GREECE

FQA *GR

系统回复:

<table>
<thead>
<tr>
<th>EFF 01AUG10</th>
<th>01AUG10 DISC INDEF</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 NUC</td>
<td>0.833831 EUR</td>
</tr>
<tr>
<td></td>
<td>ROUNDED UP TO 1.00 EUR</td>
</tr>
</tbody>
</table>

NUC - NEUTRAL UNIT OF CONSTRUCTION
EURO - EURO

FQA GERMANY / 19JUL10

汇率（IROE）的过去日期

货币转换 /// 汇率

FQC 250.00EUR / GBP

将 250.00EUR 转换为 GBP

FQC USD

汇率
Tax Information

**FQN TAX / GR**
tax information for a country

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

---

**FQN TAX / GR**

GR GREECE

GREECE TAX INFORMATION

**TAXES COLLECTABLE ON TICKET**

1. AIRPORT DEVELOPMENT TAX
2. SECURITY CHARGE
3. PASSENGER TERMINAL FACILITY CHARGE

PLEASE SEE **FQNPSC/GR**

**TAXES NOT COLLECTABLE ON TICKET**

VALUE ADDED TAX, DOMESTIC PASSENGERS

1. AIRPORT DEVELOPMENT TAX

---

**FQX ATHLON / 10**

Information regarding “Excess Baggage Charges”

**FQX ATHLON / 10 / A3**

Information regarding “Excess Baggage Charges” for specific kilos and airline
23. INFORMATIVE PRICING / FQP - Fare Quote Planner

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

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

**Command Page**

**FQP ATHPAR- LHR- ATH**

PAR and LON are s/o points

**FQP ATHPAR- LHR ATH**

PAR as s/o & LON as conč point

**FQP ATH/A BALHR/-A OAATH**

from ATH with airline BA to LON, LON as a s/o point and from LON with airline OA to ATH

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

D date of travel

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

C class of service

**FQP options:**

- surface sector between LHR (TFR point) and MAN

**FQP ATH/D10AUGLHR - - MAN/D10AUGEDI**

- surface sector between LHR (STVR point) and MAN

**FQP ATH/D10AUGLHR - - - MAN/D18AUGEDI**

- mirror image – same routing return

**FQP ATH/ABALHR/ABAJKF -/M**

- online connection only – all the itinerary using the same airline
FQP ATH/D10OCTFRA/D10OCTBKK-/D22OCTFRA/D22OCTATH /OLH

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


- FQP past date pricing

FQP ATH/AIB/D10JAN/CBMAD-/AIB/D20JAN/CMATH /R, ATH, 05JAN10

- To display the fare analysis of the suggested fare, enter:

  **FQQ 16** < line number>

<table>
<thead>
<tr>
<th>FQQ16</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
</tr>
<tr>
<td>LAST</td>
</tr>
<tr>
<td>AL</td>
</tr>
<tr>
<td>ATH</td>
</tr>
<tr>
<td>NYC</td>
</tr>
<tr>
<td>XLO</td>
</tr>
<tr>
<td>ATH</td>
</tr>
</tbody>
</table>

| EUR | 1550.00 | 12AUG10ATH BA X/LON BA NYC929.44BA X/LON BA ATH929.44NUC1858.88END ROE0.833831 |
| EUR | 211.00YQ | XT EUR 22.00GR EUR 15.15WP EUR 5.00WQ EUR |
| EUR | 140.31XT | EUR 3.80XA EUR 5.32XY EUR 1.90AY EUR 3.42 |
| EUR | 1913.31 | XF JFK4.50 |

PRICED WITH VALIDATING CARRIER BA - REPRICE IF DIFFERENT VC
Use the Graphical display following the steps below:

Example:
# Fare - Multi City-Pair Quote

**Check country taxes**  **Check fare notes**

<table>
<thead>
<tr>
<th>Cities</th>
<th>Carrier</th>
<th>Flight</th>
<th>T</th>
<th>B</th>
<th>Date</th>
<th>Time</th>
<th>Fare basis</th>
<th>TKT designator</th>
<th>NV-Before</th>
<th>NV-After</th>
<th>Baggage</th>
</tr>
</thead>
<tbody>
<tr>
<td>SKG ATH</td>
<td>OA</td>
<td>E</td>
<td>Y</td>
<td></td>
<td>10MAY</td>
<td></td>
<td>BKGRES</td>
<td></td>
<td>10AUG</td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>X</td>
<td>X ATH MAD</td>
<td>IB</td>
<td></td>
<td>B</td>
<td>10MAY</td>
<td></td>
<td>BKGRES</td>
<td></td>
<td>10AUG</td>
<td>PC</td>
<td></td>
</tr>
<tr>
<td>BCN ATH</td>
<td>IB</td>
<td>B</td>
<td>M</td>
<td></td>
<td>20MAY</td>
<td></td>
<td>BKGRES</td>
<td></td>
<td>11MAY</td>
<td>10AUG</td>
<td>PC</td>
</tr>
<tr>
<td>X</td>
<td>X ATH SKG</td>
<td>OA</td>
<td>E</td>
<td>Y</td>
<td>20MAY</td>
<td></td>
<td>BKGRES</td>
<td></td>
<td>11MAY</td>
<td>10AUG</td>
<td>20</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Fare calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td>EUR 750.00</td>
</tr>
<tr>
<td><strong>Taxes</strong></td>
</tr>
<tr>
<td>EUR 8.00 YQ</td>
</tr>
<tr>
<td>EUR 56.00 YQ</td>
</tr>
<tr>
<td>EUR 12.00 GR</td>
</tr>
<tr>
<td>EUR 28.14 WP</td>
</tr>
<tr>
<td>EUR 10.65 WQ</td>
</tr>
<tr>
<td>EUR 6.87 JD</td>
</tr>
<tr>
<td>EUR 2.81 QV</td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
<tr>
<td>EUR 876.07</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rate used</th>
<th>Other information</th>
</tr>
</thead>
<tbody>
<tr>
<td>GR</td>
<td>FARE VALID FOR E TICKET ONLY</td>
</tr>
<tr>
<td></td>
<td>PRICED WITH VALIDATING CARRIER B - REPRICE IF DIFFERENT VC</td>
</tr>
<tr>
<td></td>
<td>NON-REFUNDABLE</td>
</tr>
</tbody>
</table>
24. ITINERARY PRICING

HE FXP

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

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

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

<table>
<thead>
<tr>
<th>action code:</th>
<th>system response:</th>
</tr>
</thead>
</table>

**Case 1**

FXP \(\rightarrow\) automatic & applicable pricing of itinerary & TST creation

**Case 2**

FXP \(\rightarrow\) display a list of applicable fares for the specific itinerary

**Case 3**

FXP \(\rightarrow\) no applicable fares for the specific itinerary.
In detail:

**Case 1**

**FXP**  
Automatic & applicable pricing of itinerary & TST creation

---

**FXP**

- System response

```
FXP

01 KOSTAKIS/M MR

LAST TKT DTE 15AUG10 - SEE ADV PURCHASE

<table>
<thead>
<tr>
<th>AL</th>
<th>FLGT</th>
<th>BK T</th>
<th>DATE</th>
<th>TIME</th>
<th>FARE</th>
<th>BASIS</th>
<th>NVB</th>
<th>NVA</th>
<th>BG</th>
</tr>
</thead>
<tbody>
<tr>
<td>ATH</td>
<td>PAR O</td>
<td>0201 K</td>
<td>K</td>
<td>11DEC</td>
<td>0935</td>
<td>KCA1</td>
<td>20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATH</td>
<td>OA</td>
<td>0208 K</td>
<td>K</td>
<td>12DEC</td>
<td>2130</td>
<td>KCA1</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>EUR</td>
<td>330.00</td>
<td>11DEC10</td>
<td>ATH</td>
<td>OA</td>
<td>PAR</td>
<td>Q29.98</td>
<td>167.89OA</td>
<td>ATH</td>
<td>Q</td>
</tr>
<tr>
<td>EUR</td>
<td>29.98</td>
<td>167.89NUC395.74</td>
<td>END</td>
<td>ROE0.833831</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EUR</td>
<td>8.00YQ</td>
<td>XT</td>
<td>EUR</td>
<td>15.15WP</td>
<td>EUR</td>
<td>5.00WQ</td>
<td>EUR</td>
<td>10.13QX</td>
<td>EUR</td>
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<tr>
<td>EUR</td>
<td>12.00GR</td>
<td>1.00IZ</td>
<td>EUR</td>
<td>4.11FR</td>
<td>EUR</td>
<td>11.25FR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EUR</td>
<td>46.64XT</td>
<td>EUR</td>
<td>396.64</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EUR</td>
<td>405.64</td>
<td>TOTAL</td>
<td>INCL</td>
<td>EUR</td>
<td>9.00</td>
<td>AGENT</td>
<td>TKT FEI</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FEE</td>
<td>PARTIALLY</td>
<td>BASED</td>
<td>ON</td>
<td>VC</td>
<td>OA</td>
<td>AND</td>
<td>TT-ET</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TICKETS</td>
<td>ARE</td>
<td>NON-REFUNDABLE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ENDOS</td>
<td>NONREF/VALID</td>
<td>ON</td>
<td>FLIGHTS</td>
<td>DATES</td>
<td>SHOWN/ON</td>
<td>OA</td>
<td>ONLY</td>
<td>NONEND/</td>
<td></td>
</tr>
</tbody>
</table>
```

---

**TQT**

```
TQT00001 ATH1A098A AT/12AUG 1 0 LD 15AUG10 OD ATHATH SI T-

<table>
<thead>
<tr>
<th>FXP</th>
<th>1 KOSTAKIS/M MR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>ATH OA</td>
</tr>
<tr>
<td>2</td>
<td>CDG OA</td>
</tr>
<tr>
<td>FARE F EUR</td>
<td>330.00</td>
</tr>
<tr>
<td>TX001</td>
<td>X EUR</td>
</tr>
<tr>
<td>TX004</td>
<td>X EUR</td>
</tr>
<tr>
<td>TX007</td>
<td>X EUR</td>
</tr>
<tr>
<td>TOTAL EUR</td>
<td>396.64</td>
</tr>
<tr>
<td>GRAND TOTAL EUR</td>
<td>396.64</td>
</tr>
<tr>
<td>ATH OA</td>
<td>PAR</td>
</tr>
<tr>
<td>ROE0.833831</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>.FE</td>
</tr>
<tr>
<td>OA</td>
<td>ONLY</td>
</tr>
<tr>
<td>8</td>
<td>.FV</td>
</tr>
</tbody>
</table>
```
Case .2.

Display a list of applicable fares for the specific itinerary

FXP

- System response

<table>
<thead>
<tr>
<th>FXP</th>
</tr>
</thead>
<tbody>
<tr>
<td>* FARE BASIS * DISC * PSGR * FARE&lt;EUR&gt; * MSG * T</td>
</tr>
<tr>
<td>01 YEXTRART * * P1 * 1546.64 * *Y</td>
</tr>
<tr>
<td>02 YNOA * * P1 * 695.64 * *Y</td>
</tr>
</tbody>
</table>

*1-2*AGENT TICKETING FEE APPLIES

Choose and store the desired fare with the entry:

**FXT 02 / P1**

Select and store price in line 2 for psgr 1

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

<table>
<thead>
<tr>
<th>FXP</th>
</tr>
</thead>
<tbody>
<tr>
<td>* FARE BASIS * DISC * PSGR * FARE&lt;EUR&gt; * MSG * T</td>
</tr>
<tr>
<td>01 YEXTRART * * P1 * 1546.64 * *Y</td>
</tr>
<tr>
<td>02 YNOA * * P1 * 695.64 * *Y</td>
</tr>
<tr>
<td>03 * IN * P1 * 159.00 * *Y</td>
</tr>
<tr>
<td>04 * IN * P1 * 71.00 * *Y</td>
</tr>
<tr>
<td>05 * CH * P2 * 1077.64 * *Y</td>
</tr>
<tr>
<td>06 * CH * P2 * 507.64 * *Y</td>
</tr>
</tbody>
</table>

**FXT 4 / P1 // 5 / P2 // 6 / P1**

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

**FQQ 01**
Case 3.

FXP ➔ no applicable fares for the specific itinerary

FXP

- system response

FXP

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

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

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

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

.a.
- Display the fare analysis and change the class of service depending on the fare
- FQQ 4
- SB K

.b.
- Store any fare and work manually to build the ticket image
- FXV 2

.c.
- Best Pricing Entries
- FXA
FXP options

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FXP</td>
<td>basic entry – Price the itinerary and automatically create a TST</td>
</tr>
<tr>
<td>FXX</td>
<td>price the itinerary without creating TST</td>
</tr>
<tr>
<td>FXP/R, VC- xx</td>
<td>price the itinerary and automatically create a TST, choosing a different Validating Carrier than the one suggested by the system.</td>
</tr>
</tbody>
</table>

Passenger / Segment

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FXP / PAX</td>
<td>adult pricing</td>
</tr>
<tr>
<td>FXP / INF</td>
<td>infant pricing</td>
</tr>
<tr>
<td>FXP / P1</td>
<td>specific passenger e.g. P1</td>
</tr>
<tr>
<td>FXP / S3</td>
<td>specific segment e.g. S3</td>
</tr>
<tr>
<td>FXP / P1-2 / S3,5</td>
<td>combine passenger and segment selection</td>
</tr>
</tbody>
</table>

Other PTC – passenger type code

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FXP / RCH</td>
<td>discounted child fare (child 5-11 years old)</td>
</tr>
<tr>
<td>FXP / RC04</td>
<td>discounted child fare (child 2-4 years old)</td>
</tr>
<tr>
<td>FXP / RU09</td>
<td>fare for an unaccompanied minor when a charge applies from the airline (Um 9 years old)</td>
</tr>
<tr>
<td>FXP / RSEA</td>
<td>discounted seaman fare (airline specific)</td>
</tr>
<tr>
<td>FXP / RSD</td>
<td>discounted student fare</td>
</tr>
<tr>
<td>FXP / RZZ</td>
<td>discounted youth fare</td>
</tr>
<tr>
<td>FXP / CMA*CMP</td>
<td>companion fares (airline specific !!!)</td>
</tr>
</tbody>
</table>
Nego / Uni / Privates fares

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

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

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

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

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

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

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

Override fare quote entries

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

FXP / R, DO-OBD override booking date

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

**FXP / L – KHEE1M**
force pricing by a specific fare basis for the whole itinerary

**FXP / S2, 3 / L2 - YLRT / L3 – KLRT**
force pricing by a specific fare basis per segment

! **Attention**!

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

---

**Amadeus Ancillary Services**

The Chargeable Ancillary Services are split into two categories:

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

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

**FXH**
informative pricing, no TSM creation

**FXG**
confirmed pricing, with TSM creation

**FXG / S3**
price the ancillary services that are associated to segment 3

**FXG / C- VGML**
price only the ancillary services with the code VGML

**FXG / L2,4 / OD**
one common pricing (origin-destination) for lines 2 & 4
Best Pricing Entries:

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

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

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

❖ List of lower available applicable fares

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

FXA

<table>
<thead>
<tr>
<th></th>
<th>FARE BASIS</th>
<th>DISC</th>
<th>P SGR</th>
<th>FARE&lt;EUR&gt;</th>
<th>MSG</th>
<th>T</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 CIF</td>
<td></td>
<td>*</td>
<td>*p1</td>
<td>1823.40</td>
<td>*</td>
<td>Y</td>
</tr>
<tr>
<td>02 J2FLBA</td>
<td></td>
<td>*</td>
<td>*p1</td>
<td>1596.40</td>
<td>SR</td>
<td>Y</td>
</tr>
<tr>
<td>03 Y2FLBA</td>
<td></td>
<td>*</td>
<td>*p1</td>
<td>1170.04</td>
<td>*</td>
<td>Y</td>
</tr>
</tbody>
</table>

FXU 2

❖ Automatic cancellation and rebooking in the booking classes of the lowest available fare. (with names and TST creation)

FXB

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

FXR

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

FXL

! Attention!

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

- **CASE .1.**
  automatic - applicable pricing of itinerary & TST creation

- **CASE .2.**
  Display a list of applicable fares for the specific itinerary.

- **CASE .3.**
  No applicable fares for specific itinerary

- **FXP**
  - **TST**
  - **FXT**
  - **SB**
    - **FXV**
    - **FXR**
25. **TST – TRANSITIONAL STORED TICKET**

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

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

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

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

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

- **TQT options**

  - **TQT / T1** display TST record 1
  - **TQT / P1** display TST record for passenger 1
  - **TQT / S7** display TST record for segment 7

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

- **TTE options**

  - **TTE / T 2-3,6** delete specific TSTs
  - **TTE / P1** delete TST for specific passenger
  - **TTE / INF** delete all TSTs for infants
  - **TTE / ALL** delete all TSTs

When no active TSTs exists , then the following system response applies:

- **TQT**

  NO ACTIVE TST – DELETED TST RECORDS MAY EXIST – PLEASE USE **TTH**

In order to display the TST index with all active and deleted TSTs, the entry is **TTH / ALL**
The deleted TST record, remains in store as a “Deleted item” that you may redisplay it with the following commands:

**TTH / T4**

specific TST record

Examples of system responses:

✓ **TQT** (command page)

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

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

✓ **TQT** (GUI)

![TST - Webpage Dialog](image-url)