aMaDEUS

Amadeus
Quick Reference Guide - Basic

INDEX

SIGN IN & SIGN OUT	HE SIGN
SIGN IN TO ONE WORK AREA	JI 1234AA/AS
SIGN IN TO ONE WORK AREA WITH PASSWORD PROTECTION	JI 1234 AA/AS-PASSWORD
SIGN IN TO ALL WORK AREAS	JI*1234AA/AS
SIGN IN TO ANOTHER WORK AREA "C"	JXC
JUMP MOVE TO WORK AREA "B"	JMB
JUMP DISPLAY	JD
REDISPLAY SIGN MESSAGE FOR THE DAY	JB
JUMP OUT FROM CURRENT AREA/ALL SIGNED AREAS/ PARTICULAR WORK AREA	JO / JO* / JOC
SIGN OUT OF SPECIFIC WORK AREA	JOB
SIGN IN TO SELLING PLATFORM CONNECT (Production)	WWW.SELLINGPLATFORMCONNECT.AMADEUS.COM
SIGN IN TO SELLING PLATFORM CONNECT (Training)	WWW.TRAINING.SELLINGPLATFORMCONNECT.AMADEUS.COM

AIS PAGES	HE AIS
VIEW AIS MAIN MENU	GG AIS
PRODUCT ANNOUNCEMENTS IN AMADEUS	GG NEWS
INFORMATION ON AN AIRLINE, FOR EX, UL	GG AIR UL
AIRLINE LOCAL CONTACT NUMBERS	GG AMA IN LCL
USEFUL INFORMATION PAGES WITHIN AMADEUS	GG AMA IN USE
INFORMATION ON A PARTICULAR COUNTRY	GG COU FR
INFORMATION ON A SPECIFIC AIRPORT	GG APT NRT
INFORMATION ABOUT THE CONTACT NUMBERS OF AIRLINES IN ANOTHER COUNTRY (PAGE MAINTAINED BY LH)	GG AIR LH GB 6 (GGAIRLH is the default format for the Lufthansa system pages followed by the 2 letter country code and 6 is the default page for the airline contact numbers)
INFORMATION ABOUT THE CONTACT NUMBERS OF CONSULATES & EMBASSIES IN ANOTHER COUNTRY (PAGE MAINTAINED BY LH)	GG AIR LH GB 0 (GGAIRLH is the default format followed by the 2 letter country code and 0 is the default page for the embassies and counsulates numbers)
CURRENT WEATHER FORECAST FOR A CITY	GG WEA LAX
PARTICIPATING CARRIER ACCESS & FUNCTION LEVEL	GG PCA xx (xx=carrier code)
TO SEE THE LIST OF CARRIERS STARTING WITH FIRST LETTER OF CARRIER CODE	GG PCAL AIR x (X=first letter of the airline name)
TO SEE THE LIST OF CARRIERS SORTED BY ORIGIN COUNTRY	GG PCAL COU x (X=first letter of the country name)
INFORMATION ON A SPECIFIC CAR COMPANY	GG CAR ZE
INFORMATION ON A SPECIFIC HOTEL CHAIN	GG HTL RD
INFORMATION ON TRAINING SCHEDULES	GG AMA IN TRx (where x = region code, for ex, for Delhi(North), the page would be GG AMA IN TRN) (Where N=North, W=West,E=East,S=South,A=ALL)
INFORMATION ON AMADEUS LEARNING CITY	GG AMA IN ALC
INFORMATION ABOUT ETKT LOCAL GUIDELINES	GG AMA IN ETT
AMADEUS INDIA INFORMATION PAGE ON RESERVATION AND TICKETING GUIDELINES	GG AMA IN TKT
TO SEE A LIST OF INPUT AND OUTPUT ACTION CODES	GG CODE
TO SEE A LIST OF ALL CODES STARTING WITH W	GG CODE W
AMADEUS INPUT AND OUTPUT ACTION CODES	GGCODE.64
TO SEE THE AIR ALLIANCES LIST	GG ALLIANCE

HELP	HE HE
HELP INDEX BY LETTER	HE A
HELP ON NAME ELEMENT	HE NM
STEP BY STEP INSTRUCTIONS FOR COMMON TASKS	HE STEPS

HELP ON MEALS	HE MEAL CODES
HELP ON THE LAST TRANSACTION ENTERED	HE/
HELP ON TICKETLESS ACCESS	HE TLA
ENCODE/DECODE	**HE CONVERT or HEENC**
ENCODE CITY / AIRPORT NAME	DAN ROME
ENCODE FROM PART OF CITY NAME	DAN CIN*
ENCODE ANY LOCATION CALLED LONDON,BRITAIN ONLY	DAN LONDON/GB
TO DISPLAY THE TEN NEAREST AIRPORTS TO A CITY	DAN DELHI/N
DECODE CITY / AIRPORT NAME	DAC TYO
TO LIST THE CODES ASSOCIATED TO A CITY	DB NYC or DB NEWYORK
ENCODE AIRLINE NAME	DNA BRITISH AIRWAYS
DECODE AIRLINE NAME	DNA SN
ENCODE COUNTRY NAME	DC FRANCE
DECODE COUNTRY NAME	DC FR
ENCODE A HOTEL	DNH BEST WESTERN
DECODE A HOTEL	DNH BW
ENCODE A CAR COMPANY	DNC AVIS
DECODE A CAR COMPANY	DNC ZI
ENCODE A STATE	DNS FLORIDA
DECODE A STATE	DNS US FL
LIST STATES FOR A COUNTRY	DNS US
DECODE AN AIRCRAFT TYPE	DNE 734
DECODE A HOTEL RATE CODE (Eg.SUM)	DNN SUM
DATE AND TIME CONVERSIONS	**HE DD**
CURRENT TIME IN SINGAPORE	DD SIN
TIME DIFFERENCE BETWEEN TWO CITIES	DD LON/LAX
COMPARE TIME IN OTHER CITY	DD LON1500/LAX
TO CHANGE THE UTC TIME TO LOCAL TIME	DD ZZZ1500/DEL
DISPLAY DAY OF WEEK	DD25DEC18
TO DISPLAY THE DATE AFTER A PARTICULAR NUMBER OF DAYS	DD22APR18/30
MATHEMATICAL CALCULATIONS	**HE DF**
ADD VALUES	DF 889;1733;669
SUBTRACT VALUES	DF 1955-889
MULTIPLY	DF1604*33
DIVIDE	DF1509/34
AVAILABILITY	**HE AN**
NEUTRAL AVAILABILITY	AN10DECDELLON
AVAILABILITY FOR SPECIFIC AIRLINE	AN10DECDELSIN/ASQ
AVAILABILITY FOR SPECIFIC AIRLINES (upto 6 carriers)	AN10DECDELSIN/ASQ,MH,TG
EXCLUDE SPECIFIC AIRLINE (up to 6 airlines can be excluded)	AN23DECDELLON/A-VS, LX
Availability by Flight Number	AN12SEPDELLON/ABA142
AVAILABILITY WITH DEPARTURE TIME	AN10DECLONBRU1600/ASN
AVAILABILITY WITH SPECIFIC BOOKING CLASS (RBD) (max3 can be added)	AN20DECDELBKK/ATG/CM
AVAILABILITY WITH SPECIFIC CABIN CLASS	AN20DECDELLON/ABA/KY

AVAILABILITY AS PER NUMBERS OF SEATS	AN23DECDELLON/B4
AVAILABILITY WITH CARRIER CODE, NUMBER OF SEATS AND RBD CLASS SPECIFIED	AN23DECDELBKK/ATG/CM/B4
AVAILABILITY WITH TRANSIT POINTS	AN28JUNDELLAX/XBKK
AVAILABILITY WITH 2 TRANSIT POINTS	AN28JUNDELSFO/XBKKLAX
AVAILABILITY WITH TRANSIT POINT & AIRLINE	AN10DECDELSFO/ALH/XMUC
EXCLUDE A CONNECTING POINT	AN19SEPDELLON/X-FRA/ALH
ONLINE CONNECTIONS	AN26DECDELLAX/O
Availability search for flight non stop	AN15JULSINBKK/FN
Availability search for flight direct	AN15JULSINBKK/FD
CARRIER-PREFERRED DISPLAY	ANTG15SEPDELBKK
ALLIANCE AVAILABILITY	AN*A15SEPDELLON (Star Alliance)
ALLIANCE AVAILABILITY	AN*O18DECBKKSYD (One World)
ALLIANCE AVAILABILITY	AN*S12JULDELNCE (Sky Team)
AIR ASIA AVAILABILITY	AN12APRMAAKUL/AAK
CHANGE TO TICKETLESS ACCESS AIRLINE DISPLAY	ACW1/B1 (where first 1 is the line number and second 1 is the number of seats)
AVAILABILITY BY ARRIVAL TIME	AA12APRMAAKUL1500/AAK
AVAILABILITY BY DEPARTURE TIME	AD12APRMAAKUL1500/AAK
"Availability search for earliest flight search in future then in previous. For more information check – (HE AN and then goto the short-cut MS295)"	AN15JULSINBKK/S+2
SEVEN DAY SEARCH ENTRY	AN/17DECBOMNBO/AKQ

SCROLLING ENTRIES	
TO MOVE UP TO THE PREVIOUS SCREEN	MU
TO MOVE DOWN TO THE NEXT SCREEN	MD
TO MOVE TO TOP OF THE DISPLAY	MT
TO MOVE TO THE BOTTOM OF THE DISPLAY	MB
TO MOVE TO THE DISPLAY FOR THE NEXT DAY	MN
TO MOVE TO THE DISPLAY FOR THE PREVIOUS DAY	MY

DUAL CITY PAIR AVAILABILITY	HE AN
WITH RETURN ON SAME DAY	AN12DECDELBOM/AUK*
WITH RETURN DATE SPECIFIED	AN12DECDELLHR/ABA*16DEC
WITH ONWARD DATE , SECTOR AND AIRLINE SPECIFIED	AN12DECDELLON/ABA*25DECLONNYC/AAA
SCROLLING IN DUAL CITY PAIR AVAILABILITY	
MOVE UP/DOWN/NEXT/YESTERDAY IN FIRST CITY PAIR	MUF/ MDF/ MNF/ MYF
MOVE UP/DOWN/NEXT/YESTERDAY IN SECOND CITY PAIR	MUS/ MDS/ MNS/ MYS

DIRECT ACCESS	HE DIR XX (where XX = Airline Code)
TO SEE WHAT ALL DIRECT ACCESS FUNCTIONALITIES ARE SUPPORTED BY AN AIRLINE	HE DIR UA (FOR UNITED AIRLINES)
DIRECT ACCESS AVAILABILITY FOR AIRLINE	1UAAD23DECBOMLHR
SCROLLING IN DIRECT ACCESS AVAILABILITY	1UA MN (MOVE NEXT)
SCROLLING IN DIRECT ACCESS AVAILABILITY	1UA MY(MOVE YESTERDAY)
SCROLLING IN DIRECT ACCESS AVAILABILITY	1UA MD(MOVE DOWN)
SCROLLING IN DIRECT ACCESS AVAILABILITY	1UA MU(MOVE UP)
DIRECT ACCESS PNR RETRIEVAL BY RECORD LOCATOR	1 UA RT KKW4B4 (where UA is the airline supporting direct access)

TIME TABLE ENTRIES	HE TN
NEUTRAL TIME TABLE	TNDELSIN
NEUTRAL TIME TABLE FOR AN AIRLINE (this displays the time-table for non-participating carriers as well)	TN DELBOM/A6E
NEUTRAL TIME TABLE WITH DATE AND AIRLINE	TN10DECDELSIN/ASQ
TO DISPLAY THE TIMETABLE FOR ALL THE YY CARRIERS (including the non-participating carriers)	TN01MAYDELBKK/AYY

SCHEDULE ENTRIES	HE SN
NEUTRAL SCHEDULE	SNDELLON
NEUTRAL SCHEDULE WITH DATE AND AIRLINE (this displays the schedule for non-participating carriers as well, however without the posting levels)	SN15DECDELBOM/A6E
DUAL CITY PAIR SCHEDULES	SN23SEPDELLON*LONPAR
ROUND TRIP SCHEDULE DISPLAY	SN23SEPDELLHR*25SEP

AVAILABILITY CHANGE ENTRIES	HE AC / HE ACR (For schedule change replace AC in the entries below with SC)
AVAILABILITY CHANGE TO SPECIFIC DATE	AC 15DEC
AVAILABILITY CHANGE TO 5 DAYS AHEAD	AC 5
AVAILABILITY CHANGE TO 3 DAYS PREVIOUS	AC –3
AVAILABILITY CHANGE TO SPECIFIC AIRLINE	AC/ABA
AVAILABILITY CHANGE TO YY DISPLAY	AC/AYY
AVAILABILITY CHANGE TO SCHEDULE	AC SN
CHANGE CITY OF ORIGIN	AC BOM
CHANGE CITY OF DESTINATION	AC // KUL
AVAILABILITY CHANGE TO RETURN	ACR20DEC
AVAILABILITY CHANGE TO RETURN WITH DATE AND AIRLINE	ACR20DEC/ABA
AVAILABILITY CHANGE TO RETURN BY NUMBER OF DAY	ACR90
CHANGE TO DIRECT ACCESS DISPLAY(where applicable)	ACLx(where X=line no of availability display)

EXPLANATION OF AMADEUS ACCESS LEVELS FOR INFORMATION ON ACCESS AND FUNCTION LEVELS BY AN AIR-LINE, REFER TO GG PCA XX	
AMADEUS COMPLETE ACCESS (/)	Amadeus Complete Access gives the highest level of connectivity between an airline and Amadeus, including last-seat availability and immediate confirmation. Example of airlines supporting this feature are BA, AF, The access level is represented by a (/) in the Amadeus availability displays. Note:-But If the airline is not the Altea airline then we can still perform ACL or 1XXad entry if supported by the airline.
AMADEUS ACCESS SELL (.)	Amadeus Access Sell offers a fully secured sale for each seat. When a seat sell request is made, Amadeus checks the flight in the airline's own inventory system. According to the status, the sale is confirmed, waitlisted, or rejected immediately. If the airline confirms the booking at segment sell time, a HK status is returned.The Airline's own record locator is automatically appended to the Amadeus PNR after EOT.If the airline does not confirm the booking, a UC or HL status code is returned. Note: Agents may use direct access to get last seat availability Ex JL

DIRECT ACCESS (DIR) (*)	Direct Access provides a real-time link to the airline's own system to display an accurate availability at the time the request is made. This link is created through the use of Direct Access entries (ACL or 1xxAD entries).This functionality provides last seat availability of the airline on a secondary display. Seats sold on this real time link carry a LK status code. The airline may have the record locator return option supported. It is important that the sell entry be made within 3 minutes of accessing the direct access display.
STANDARD ACCESS	Schedules are updated on a weekly basis.When you book a seat on a standard access airline, the airline may revert with the confirmation or rejection of sale within 12 hours. If the airline supports Record Return option, its own record locator is appended to the PNR. Seats sold are in SS status code.
AMADEUS TICKETLESS ACCESS (–)	Amadeus Ticketless Access is a new type of access that enables end users to get availability and schedules from the low cost carriers in the Amadeus principal displays. Ticketless Airlines are identified by a ' – ' in the Access indicator field and by the letter "Y" in the Ticketless Access field of the carrier's GG PCA page. For more information refer to HE TLA. Ex AK
Related Topics: AMADEUS LAST SEAT AVAILABILITY INDICATOR	A Slash indicator, (/), displayed before the Departure (/ PLACED BEFORE THE DEPARTURE CITY) city indicates that the seat count you see is obtained in real time from the airline's inventory. The seat count shown for a class is the true number of seats left in that class.Ex MK, QF, SA, VS

STATUS CODES-GGCODE.64	DESCRIPTION / ACCESS TYPE
Note: The segment status that is displayed at segment sell time reflects the type of access used by the airline	
HK	HOLDING CONFIRMED / AMADEUS ACCESS, ACCESS SELL
HN	HOLDING NEED / AMADEUS ACCESS, ACCESS SELL
HL	WAITLISTED / AMADEUS ACCESS, ACCESS SELL
LK	HOLDING CONFIRMED / DIRECT ACCESS
NK	HOLDING CONFIRMED / DIRECT ACCESS, PENDING RECORD LOCATOR RETURN
SS	SOLD / ACCESS UPDATE, STANDARD ACCESS
NN	NEED SEGMENT / ON REQUEST
In newly sold extended air segments, before end of transaction, additional status codes are used (list below). After end of transaction, these codes are changed to HK, HN or HL	
DK	CONFIRMED / AMADEUS ACCESS, ACCESS SELL
DN	ON REQUEST / AMADEUS ACCESS, ACCESS SELL
DW	WAITLISTED / AMADEUS ACCESS, ACCESS SELL
TK	CONFIRMING, ADVISE PASSENGER NEW TIMES
KL	CONFIRMING FROM WAITLIST
KK	CONFIRMING
UC	UNABLE FLIGHT CLOSED, HAVE NOT WAITLISTED
UN	UNABLE, DOES NOT OPERATE
NO	NO ACTION TAKEN
HX	HOLDING CANCELLED

FLIGHT INFORMATION	HE DO

DISPLAY FLIGHT INFORMATION BY FLIGHT NUMBER, DATE AND SECTOR	DO TG774 /23DEC /BKKLAX
DISPLAY FLIGHT INFORMATION FROM A PNR SEGMENT OR AVAILABILITY	DO 2 (where 2 is the segment No. of PNR or the line no. of availability display
DISPLAY FLIGHT INFORMATION FROM A DIRECT ACCESS DISPLAY	DO 21

Note : On the cryptic screen, if you right click on the highlighted flight number, you can see the DO information

MINIMUM CONNECTING TIME	HE DM
DISPLAY MINIMUM CONNECTING TIME FOR CITY	DM FRA
DISPLAY MCT FOR INTER-AIRPORT CONNECTION	DM LHR-LGW
DISPLAY MCT FOR INTER-AIRPORT CONNECTION WITH THE TERMINALS SPECIFIED AS WELL	DM ORYW-CDG2B
DISPLAY MCT FOR CARRIER	DM BA/ LHR /AA
DISPLAY MCT FOR CARRIER AND AIRPORT	DM BA/ LHR-LGW /AA
DISPLAY MCT FROM AN AVAILABILITY OR SCHEDULE DISPLAY	DM 1
DISPLAY MCT FROM A PNR DISPLAY (for segment 2 and 4 of the PNR)	DM 2/4
CHECK MCT AND SEGMENT CONTINUITY IN A PNR	DMI
DISPLAY MCT FOR CARRIER , AIRPORT AND TERMINAL NUMBERS	DM BA/ LHR 2-LGW3 /AA

DISPLAY CONNECTION POINTS	HE DRT
TO DISPLAY NEUTRAL CONNECT POINTS	DRT DEL BJS
TO DISPLAY CONNECT POINTS WITH DATE AND SPECIFIC AIRLINE	DRT 19AUG DELBJS / ATG
TO DISPLAY CONNECT POINTS WITH SPECIFIC AIRLINE EXCLUDED	DRT 19AUG DELBJS / A-TG
TO DISPLAY CONNECT POINTS WITH A CONNECT POINT OPTION	DRT 19AUG DELBJS / XHKG
TO DISPLAY CARRIER PREFERRED CONNECT POINTS	DRT QF 15AUG DEL HNL

SEGMENT SELL	HE SS
SELL ONE SEAT (Y CLASS) FROM LINE 3 OF AVAILABILITY OR SCHEDULE DISPLAY	SS1Y3
SELL ONE SEAT (MULTIPLE CLASS) FROM LINE 4	SS1YM4
SELL TWO SEATS Y CLASS FROM DUAL CITY PAIR AVAILABILITY DISPLAY	SS2Y1*11
SELL IN DIFFERENT CLASSES OF TRAVEL OR IN DIFFERENT RBDs FROM DUAL CITY PAIR DISPLAY	SS1Y1*F13
SHORT SELL ONE SEAT FOR WAITLISTED SEGMENT	SS1Y1/PE
LONG SELL ONE SEAT	SSTG316M03AUGDELBKK1
LONG SELL FOR WAITLISTED SEGMENT	SSTG316C03AUGDELBKKPE1
SELL FROM DIRECT ACCESS DISPLAY	SS1K21
SELL FOR SELECTED PASSENGERS	SS2C1/P1,3
SELLING SEATS FOR A UMNR FOR A SINGLE CITY PAIR	SS1C3 /UM5 (Where 5 is the age of the UMNR)
SELLING SEATS FOR A UMNR FOR A DUAL CITY PAIR	SS1C1 /UM6*11/UM6 (where 6 is the age of the UMNR)
WHEN THERE IS MORE THAN ONE UMNR IN THE SAME PNR	SS2C3 /UM5,7
SPACE SELLING FOR STRETCHER PASSENGER FOM AVAILIBILITY (eg.LH airline)	SS1Y1/ST

MANDATORY PNR ELEMENTS	HE PNR

NAME ELEMENT	HE NM
BASIC ENTRY	NM1ROY/ASHOK MR
COMMON SURNAME	NM2SEN/RAHUL MR/JAYA MRS
DIFFERENT SURNAME	NM1SEN/JAYA MS 1SETH/RADHA MS
ACCOMPANIED INFANT	NM1SINGH/NISHA MRS(INF/ANU/02FEB18)
INFANT WITH DIFFERENT SURNAME	NM1SINGH/NISHA MRS(INFSEN/ARJUN/06JUN18)
CHILD PASSENGER	NM1JAIN/RADHA MISS(CHD/06APR12)
INFANT WITH A SEAT	NM1BROWN/JANE(INS)
NAME ELEMENT FOR A STRETCHER PASSENGER	NM1LEWIS/JOHN MR (IDSTCR)

Note 1 : SSR element automatically generates with the child's and infant's name and age. If the infant's DOB is not provided the system will take the PNR creation date as the infant's DOB. Note 2 : Do not use the Child (CHD) passenger type in the name when booking an unaccompanied minor

Note– the name element accepts only 32 characters. However, character limitations in the name field depends on airline discretion. Please refer HE NM

PHONE FIELD	HE AP
CONTACT INFORMATION AS PER OFFICE PROFILE	AP
ENTER CONTACT INFORMATION	AP BOM CTCH45644455 CTCB646446 CTCT45665657
ENTER MOBILE NUMBER	APM – DEL 9818568329
ENTER E-MAIL ADDRESS	APE – ABC@YAHOO.COM

*Remember to transmit the data in the phone field to the airline under OSI as well

TICKETING ARRANGEMENT	HE TK
TICKETING IN ORDER	TKOK
TICKETING TIME LIMIT DATE	TKTL05OCT
TICKETING TIME LIMIT DATE AND TIME	TKTL05OCT/1200
AUTOMATIC CANCELLATION OF THE ITINERARY (Use with caution as this generates auto cancellation of the PNR as per the date and time specified)	TKXL/06APR
PASSENGER SPECIFIC TK ELEMENT	TKTL05OCT/1200/P1,4
TICKETING FOR DOMESTIC ITINERARY	TKDO01JAN (automatic queue placement to Q8C3)
TICKETING FOR INTERNATIONAL ITINERARY	TKIN05JAN (automatic queue placement to Q8C5)

*Remember to transmit the time limit to the airline under OSI as well

REFERENCE	HE RF
REFERENCE OF PERSON ACTIONING BOOKING	RF GEORGE

END TRANSACTION	HE ER / HE ET
END AND REDISPLAY PNR	ER
END AND IGNORE PNR	ET
END TRANSACTION, CHANGE ADVICE CODES AND REDISPLAY	ERK
IGNORE THE PNR	IG
IGNORE THE PNR AN REDISPLAY	IR

Note : You can enter all the mandatory elements together by combining them with a ";" (semi colon)

Ex NM1SEN/SUSHMITA MS;SSLH761H23DECDELFRA1;AP BOM CTCH23345511;TKOK;RFDAISY;ER

OPTIONAL ELEMENTS	HE AB/HE AM/HE RM/HE RC/HE OP/HE RIR
BILLING ADDRESS	AB 2115 HOTEL SHERATON,DELHI
BILLING ADDRESS (STRUCTURED FORMAT)	AB//CY-AMADEUS/A1-156 SECTOR 24/A2-GREENPARK AVENUE/CI-NEWDELHI/ZP-110070/CO-INDIA

	(Where CY=company, CI=city,CO=country)
MAILING ADDRESS	AM 1198 BASANT LOK,DELHI
MAILING ADDRESS (STRUCTURED FORMAT)	AM//CY-AMADEUS/A1-156 SECTOR 24/A2-GREENPARK AVE-NUE/CI-NEWDELHI/ZP-110070/CO-INDIA
	(Where CY=company, CI=city,CO=country)
GENERAL REMARK ELEMENT	RM PAX WILL COLLECT TICKETS COPY
CONFIDENTIAL REMARK	RC PAX PAYS BY CCVI33333553/1009
CORPORATE REMARK	RX VIP PAX TAKE CARE/S4/P1
ITINERARY REMARK	RIR HAVE A PLEASANT FLIGHT
ITINERARY REMARK PLACED AFTER PARTICULAR SEGMENT OF PNR	RIR COMPLIMENTARY CAR TRANSFER ON ARRIVAL/S4
OPTION ELEMENT FIELD (automatic queue placement to Q3)	OP12DEC/US VISA TO BE APPLIED

OTHER SERVICE INFORMATION	HE OSI
ADD OSI MESSAGE FOR CONTACT INFORMATION	OS EK PAX DEL CTCH 57775777
ADD OSI MESSAGE FOR CIP PASSENGER	OS EK PAX CIP MD ASIA TYRES/P1
ADD OSI MESSAGE FOR TIME LIMIT	OS EK TIMELIMIT 12DEC 1200HRS
ADD OSI MESSAGE FOR ALL THE AIRLINES IN THE PNR	OS YY PAX CTCH DEL 5191912
ADD OSI MESSAGE FOR MOBILE TRANSMISSION	OS BA CTCM DEL 9818568329

GST entries	HE SR
ADD GST NAME & NUMBER OF BUSINESS	SRGSTN YY HK1-IND/2424242424/AMADEUS
ADD GST ADDRESS OF BUSINESS	SRGSTA YY HK1-IND/11 FLOOR ONE HORIZON CENTRE/CHEN-NAI/TAMIL NADU/60204
ADD GST TELEPHONE NUMBER OF BUSINESS	SRGSTP YY HK1-IND/90909090901/787878781
ADD GST EMAIL OF BUSINESS	SRGSTE YY HK1-IND/AMADEYSGST..TEST//AMADEUS.IN

"Note: Use // (double slash) in place of @ (at sign), use ".." (double dot) in place of "_" (underscore), and use "./" in place of a "-" in email addresses.all gst entries are to be as in above order..details can be added graphically too on SECO

SPECIAL SERVICE REQUEST	"HE SSR
GPSR4"	
MEAL REQUEST	SR AVML
MEAL REQUEST WITH PASSENGER & SEGMENT	SR SFML/P2/S4-5
SEAT REQUEST (SEAT WISH)	ST/A (NON SMOKING AISLE)
	ST/W (NON SMOKING WINDOW)
	ST/E (EXIT ROW SEAT)
SPECIFIC SEAT NUMBER REQUEST	ST/21A/P2
FOLLOW UP ENTRY TO VIEW THE SEAT CHARCTERSTICS DE-TAILS	RTSTR
WHEELCHAIR REQUEST	SRWCHR/ P3/ S5
BASINETTE REQUEST	SRBSCT/P1
SSR FOR EMERGENCY CONTACT	SR PCTC AF HK /EDWARD LEWIS /US80003252. FREE-FLOW TEXT /P1
SSR MESSAGE WITH FREE FLOW TEXT:	
(Special Meal request)	SRSPML - ANNIVERSARY CAKE/ P1/ S7
(Meet and assist request)	SRMAAS - PAX WITH INFANT/P2
(Other services)	SROTHS UL-PLS DAPO CNFM ASAP
TO DISPLAY CATALOGUE OF ANCILLARY SERVICES	FXK
FORM OF IDENTIFICATION-FOID	SR FOID IB HK1-DL12345678/P1 (Please refer to HE FOID for more details)
TO MANUALLY CREATE AN SSR FOR UMNR	SRUMNR-UM06 (where 6 the age of the UMNR)

TO CREATE THE SSR WHERE THERE ARE MULTIPLE UMNRS IN THE PNR	SRUMNR-UM06/07/08
TO ADD PAX CONTACT NUMBER IN SSR	SRCTCM-9837486432/XX (XX-COUNTRY CODE)
TO ADD PAX EMAIL ID IN SSR	"SRCTCE-EMAIL ID (Note: // (DOUBLE SLASH) INSTEAD OF @ (AT SIGN) "".."" (DOUBLE DOT) INSTEAD OF ""_"" (UNDERSCORED) ""./"" (DOT SLASH) INSTEAD OF ""-"" (DASH) FOR EXAMPLE, INSTEAD OF: SR CTCE-6X HK1-JOHN_FOE@ AMADEUS.COM ENTER THE FOLLOWING: SR CTCE-6X HK1-JOHN..FOE// AMADEUS.COM "

APIS TRAVEL DETAILS	HE APIS
APIS PASSPORT INFORMATION	SRDOCSBAHK1-P-IND-E12345678-IND-30JUN73-M-14APR25-SHARMA-ROHIT-AMAR-H/P1/S3
	where SR=PRIMARY TRANSACTION CODE
	DOCS=SSR CODE FOR APIS PRIMARY TRAVEL DOCUMENT
	BA=AIRLINE CODE
	HK1=ACTION CODE AND NUMBER OF SERVICES REQUESTED (MANDATORY)
	P=TRAVEL DOCUMENT TYPE
	F – APPROVED IDENTITY DOCUMENT
	AC- CREW MEMBER CERTIFICATE
	A – IDENTITY CARD
	C – IDENTITY CARD
	I – IDENTITY CARD
	IP – PASSPORT CARD
	P – PASSENGER PASSPORT
	IND = TRAVEL DOCUMENT ISSUING COUNTRY/STATE USE THE THREE LETTER AIRIMP COUNTRY CODE
	E12345678=TRAVEL DOCUMENT NUMBER (UPTO 15 DIGITS INCLUDING SPACES)
	IND=PASSENGER NATIONALITY IN THE THREE LETTER AIRIMP CODE
	30JUN73=DATE OF BIRTH OF THE PASSENGER
	M=GENDER OF THE PAX **M** – MALE, **F** – FEMALE, **MI** – MALE INFANT, **FI** – FEMALE INFANT **U** – UNDISCLOSED GENDER
	14APR25=DATE OF EXPIRY OF THE PASSPORT
	SHARMA=LAST NAME OF THE PASSENGER
	ROHIT=FIRST NAME OF THE PASSENGER
	AMAR=MIDDLE NAME OF THE PASSENGER (IF ANY)
	HK1=PASSPORT HOLDER INDICATOR
	/P1=PASSENGER ASSOCIATION
	/S3=SEGMENT ASSOCIATION
APIS PASSPORT INFORMATION WITH PARTIAL DATA	SR DOCS BA HK1-----30JUN73-M--SHARMA-ROHIT/P1
Note:The minimum information for the partial entry contains-Full Name, Date of Birth, Gender. The system error will be created when the above information is not provided.	
APIS VISA INFORMATION	SRDOCO BA HK1-AHMEDABAD IND-V-17317323-MUMBAI IND-18JUN14-USA/P1/S3
	where SR=PRIMARY TRANSACTION CODE
	DOCO=SSR CODE(MANDATORY)
	BA=AIRLINE CODE

	HK1=ACTION CODE AND NUMBER OF SERVICES REQUESTED (MANDATORY)
	AHMEDABAD IND=PASSENGER PLACE OF BIRTH
	V=TRAVEL DOCUMENT TYPE
	17317323=VISA NUMBER
	MUMBAI IND=VISA PLACE OF ISSUE
	18JAN14=DATE OF ISSUE FOR VISA
	USA=COUNTRY / STATE WHERE THE VISA APPLIES
	/P1=PASSENGER ASSOCIATION
	/S3=SEGMENT ASSOCIATION
APIS ADDRESS INFORMATION	SRDOCA BA HK1-D-USA-301 PARK AVENUE-NEWYO-RK-NY-10022/P1/S3
	where SR=PRIMARY TRANSACTION CODE
	DOCA=SSR CODE(MANDATORY)
	BA=AIRLINE CODE
	HK1=ACTION CODE AND NUMBER OF SERVICES REQUESTED (MANDATORY)
	D=TYPE OF DESTINATION (D FOR DESTINATION & R FOR RESIDENCE)
	USA=COUNTRY (OPTIONAL)
	301 PARK AVENUE=ADDRESS DETAILS
	NEW YORK=CITY (OPTIONAL)
	NY=STATE/ PROVINCE/COUNTRY AS FREE TEXT (OPTIONAL)
	10022=ZIP CODE / POSTAL CODE
	/P1=PASSENGER ASSOCIATION
	/S3=SEGMENT ASSOCIATION

Note 1 : Use MI to signify male infant and FI for female infant

Note 2 : For 3 letter nationality codes, refer to DC COUNTRY CODE or DC COUNTRY NAME Example : DC IN OR DC INDIA

ADVANCE SEATING THROUGH SEAT MAP	HE SM
DISPLAY SEAT MAP FOR FLIGHT DETAILS	SMLH761/C/03SEPDELFRA
DISPLAY SEAT MAP FOR A PNR SEGMENT 4	SM4

INFORMATION SEGMENT	HE SI
INSERT SURFACE SEGMENT TO INDICATE BREAK IN SEGMENT CONTINUITY	SI ARNK

GHOST SEGMENT	HE SS
ADD GHOST SEGMENT INTO PNR	SSSQ401Y20DECDELSINGK1/YKAB4 (where YKABH is the airline record located)

FREQUENT FLYER NUMBER	HE FFN
CHECK IF THE AIRLINE USES AMADEUS FREQUENT FLYER DATABASE	GG PCA XX (where XX = carrier code)
PNR CREATION FROM FREQUENT FLYER NUMBER (This entry works for airlines using Amadeus Frequent Flyer Database	FFAAF-01234509876
DISPLAY FREQUENT FLYER NAME FROM AIRLINE DATABASE (This entry works for airlines using Amadeus Frequent Flyer Database)	FFDAF-01234509876
ADD FREQUENT FLIER NUMBER INTO PNR	FFNAF-01234509876/P1
CHECK FREQUENT FLIER AGREEMENTS FOR BA	VFFD BA

PASS KL FREQUENT FLIER NUMBER TO PARTNER CARRIERS NW AND UK AS WELL	FFNAF-01234509876,KL,AY,9W
FREQUENT FLIER THROUGH SSR	SR FQTV XX-FF22115(DEPENDS ON AIRLINE)

EXTENDED SECURITY	**HE ES**
SET UP A READ ONLY SECURITY (on the retrieved PNR)	ES DELI22133-R
SET UP A READ AND WRITE SECURITY (on the retrieved PNR)	ES DELI22134-B
SET UP READ AND TICKET SECURITY	ES DELI22134-T
Note: The ES in the PNR can be given to maximum 5 receivers	ESDELAX3599-T,DELAX3211-T,DELAX3411-B
DISPLAY PNR EXTENDED SECURITY AGREEMENT (on the retrieved PNR)	ESD
CANCEL PNR EXTENDED SECURITY AGREEMENT (on the retrieved PNR)	ESX
RETRIEVE A PNR ON WHICH EXTENDED SECURITY HAS BEEN RECEIVED	RT/DELI22123-SMITH (where DELI22123 is the office that has extended the security)
TO RETRIEVE THE SECURITY ELEMENT FOR THE CURRENT PNR, ENTER	RTE
TO RETRIEVE THE SECURITY ELEMENT HISTORY FOR THE CURRENT PNR,	RHE

TICKET NUMBER TRANSMISSION	**HE FH/HE OS**
"CHECK THE GGPCAxx PAGE ON THE SYSTEM TO SEE THE CORRECT FORMAT FOR TKT NO. TRANSMISSION (where xx=- carrier code) IF THE TKT NO TRANSMISSION BOX READS "ALL" TICKET NUMBERS ARE ALWAYS TRANSMITTED, AUTOMATICALLY VIA FA ENTRY OR MANUALLY VIA FHE ENTRY. ""FA ONLY"" : TICKET NUMBERS ARE ONLY TRANSMITTED VIA FA ENTRY, NOT FHE. "	
TKT NO. TRANSMISSION UNDER FHM (for manually issued tickets)	FHM 125-3114500908
AUTOMATED TKT NO TRANSMISSION UNDER FH	FHA 125-3116400908
ELECTRONIC TICKET NUMBER TRANSMISSION	FHE 125-3114500900
ELECTRONIC TICKET NUMBER TRANSMISSION FOR INFANT TICKET	FHE INF 125-3114500911
ELECTRONIC TICKET NUMBER TRANSMISSION FOR ADULT PASSENGER (WITH ACCOMPANYING INFANT)	FHE 125-3114500912/P2
ELECTRONIC TICKET NUMBER TRANSMISSION FOR CONJUCTION TICKETS	FHE 125-3114500909-10/P2

WORKFLOW TO CREATE TICKETLESS AIRLINE BOOKING (Example AIR ASIA PNR)	**HETLA / HE TICKETLESS**
1. TO CHECK THE NEUTRAL AVAILABILLITY OF AIR ASIA	AN12JUNTRZKUL/AAK
2. TO CHANGE THE DISPLAY TO TICKETLESS DISPLAY	ACW1/B1(where first 1 is the line number and second 1 is the number of seats)
3. TO SELL THE SEATS FROM THE TICKETLESS DISPLAY	SS1V1
4. PNR CREATION WITH MANDATORY ELEMENTS	
a. Name Element	NM1WILLIAMS/ANNIE MS
b. Phone Element	AP PAX CTC DEL 91 9865621231
c. E Mail Address	APE-AWIILLIAMS@BINGO.COM
d. Ticketing Element	TKOK
e. Form of Payment (Credit Shell) OR	FPAG
Form of Payment (Credit Card)	FPCCVI4111111111111111/1220*CV123/H-HOLDER NAME
f. Pricing the PNR through FXP entry	FXP

g. Save	Rfas;er
h. View the stored fare	TQT
i. Issue	TTP/TTM
j. End the transaction and retrieve the PNR	RFAGENT;ER
5. TO SYNCHRONISE THE AIR ASIA BOOKINGS	RTLC

Note: Once the PNR is saved the FOP in the PNR gets utilized.

PRICING ENTRIES	
FXP Entry is used to store the fare in the PNR	
TQT entry can be used for the breakup of fare and taxes	
POINTS TO REMEMBER	
No waitlist bookings are done for Air Asia	
To check the list of LCC carriers	FQNLTC/CXR

PNR RETRIEVAL & DISPLAY	HE RT
RETRIEVAL BY PNR	RT QVH1A5
RETRIEVAL BY SURNAME	RT/SINGH
RETRIEVAL BY SURNAME AND INITIAL	RT/SINGH/J
RETRIEVAL OF ACTIVE PNRS ONLY	RT/SINGH/J*A
Retrive PNR by date and surname	RT/15AUG-SINGH
RETRIEVE PNR AT LINE 4 OF LIST	RT4
RETURN TO LIST	RT0
RETRIEVAL BY FLIGHT	RTLH761/14SEPDELFRA-SINGH
RETRIEVE PNR BY TICKET NUMBER (contained in FA or SSR element)	RTTKT/016-1234567890
RETRIEVE PNR ON WHICH EXTENDED SECURITY HAS BEEN RECEIVED	RT/DELI22123-SINGH (where DELI22123 is the office that has extended the security)
REDISPLAY CURRENT PNR	RT
DISPLAY ONLY ITINERARY SEGMENTS	RTI
DISPLAY GENERAL FACTS INCLUDING OSI / SSR ELEMENTS	RTG
DISPLAY REMARKS ONLY	RTR
DISPLAY PNR ELEMENTS RELATED TO FARE,TICKETING AND ITINERARY ONLY	RTF,K,I
DISPLAY ELEMENTS FOR ONE PASSENGER ONLY	RT/P2
DISPLAY AIRLINE RECORD LOCATOR IN PNR	RL
DISPLAY AIRLINE RECORD LOCATOR IN NUMERIC FORMAT	RLN
DISPLAY NUMERIC RECORD LOCATOR WHILE RETIEVING PNR	RLN YBH22M
RETRIEVE PNR BY NUMERIC RECORD LOCATOR	RT 123456789012
DISPLAY FLIGHT INFORMATION FROM RETRIEVED PNR	RTSVI3 (Segment3)
RETRIEVE PNR FROM CUSTOMER PROFILE DISPLAY	RTU
RETRIEVE PNR FROM DISPLAYED E-TICKET RECORD	RT*E
DISPLAY ALL QUEUES WHERE PNR IS PLACED	RTQ
TO SYNCHRONISE THE AIR ASIA BOOKINGS	RTLC
RETRIEVAL OF THE PNR WITH NUMERIC RECORD LOCATOR	RT1234569778
TO RETRIEVE THE NUMERIC RECORD LOACTOR IN THE PNR	RLN
TO RETIEVE THE NUMERIC RECORD LOCATOR WITH ALPHA NUMERIC RECORDLOCATOR	RLN ZSD3WS
TO RETIEVE THE ALPHA NUMERIC RECORDLOCATOR WITH NUMERIC RECORD LOCATOR	RLN 12345666655

PNR CLAIM	HE RO
PNR CLAIM IS A 2 STEP PROCESS. THE INITIAL STEP CAUSES THE PNR TO BE DISPLAYED IN ITS ORIGINAL FORMAT. THE SECOND STEP CONSISTS OF PERFORMING AN END OF TRANSACTION ENTRY	
STEP 1	
RETRIEVING THE PNR CREATED IN ANOTHER OFFICE (BY RE-CORD LOCATOR)	RO CO ABC123 (where CO is the airline and ABC123 is the airline record locator)
RETRIEVAL BY FLIGHT NUMBER, DATE AND NAME	RO AA 042/23AUGDELCHI-SHARMA
RETRIEVAL FROM A SIMILAR NAME LIST	RO 3 (where 3 is the line number of the PNR on the list)
RETURNING TO THE SIMILAR NAME LIST	RO 0
STEP 2	
CLAIMING RESPONSIBILITY FOR THE PNR	ER or ET

PNR MODIFICATIONS	HE XE/HE XI/HE DL/HE RR/HE SB
CANCEL SPECIFIED SEGMENT	XE 4
CANCEL RANGE OF SEGMENTS	XE 4-8
CANCEL NON-CONSECUTIVE SEGMENTS	XE 4,6
CANCEL ITINERARY	XI
ACCEPT STATUS AS HK FOR SEGMENT	8/HK
ADD OR CHANGE PASSENGER ASSOCIATION	7/P1,4
Associate infant to pax1(this entry to be done after airline approval)	1/(inf/first name/ddmmmyy)
Dissassociate infant from pax1	1/
ACCEPT ALL STATUS UPDATES AND REDISPLAY PNR/END TRANSACTION	ERK or ETK
ACCEPT ALL STATUS UPDATES AND REDISPLAY PNR/END TRANSACTION AT LINE 11	11/ERK
CHANGE CLASS TO Y FOR SEGMENT 6 OF PNR	SBY6
CHANGE CLASS TO Y FOR ALL SEGMENTS	SBY
CHANGE DATE FOR SEGMENT 7 OF PNR	SB25DEC7
Note: For Standard access carriers, do not use the SB entries.	

PNR AND ITINERARY PRINTING	HE IED/HE IEP
ITINERARY BASIC DISPLAY FOR PASSENGER1	IBD/P1
ITINERARY BASIC PRINT FOR ALL PASSENGERS	IBP
ITINERARY EXTENDED DISPLAY FOR PASSENGER 2	IED/P2
ITINERARY EXTENDED PRINT FOR PASSENGER 2	IEP/P2
ITINERARY EXTENDED PRINT FOR PASSENGER 2 IN FRENCH LANGUAGE	IEP/LP FR/P2
PRINT SINGLE JOINT ITINERARY FOR ALL PASSENGERS	IEPJ
Send Itinerary email copy(separate emails)	IEP-EML-ABC@YAHOO.COM
Send Itinerary joint email copy(single email)	IEPJ-EML-ABC@YAHOO.COM
PRINT ENTIRE ITINERARY (NORMAL SCREEN VIEW)	WRA/RT
PRINT ENTIRE HISTORY	WRA/RH

SPLIT BOOKINGS	HE SP
MANUAL SPLIT IS A 3 STEP PROCESS. RETRIEVE THE PNR AND	
1/SPECIFY PASSENGERS TO BE SPLIT	SP 1,4
2/END AND FILE NEW PNR BEING CREATED	RF AMIT; EF

3/END TRANSACTION IN PARENT PNR	RF AMIT;ER
RETRIEVE SPLIT PNR RECORDS	RT AXR
Note: Action changes in the new PNR only after airline record locator has been received in the PNR	

HANDLING NON HOMOGENEOUS PNR CONDITION (AUTOMATIC SPLIT)	HE NHP
NHP is a unique feature of Amadeus provided to the user wherein the system performs an automatic split at PNR creation stage. This happens when the number of services requested does not match the number of passengers in the PNR	
INCREASING/DECREASING THE SEATS WITH SEGMENT ASSOCIATION (segment number/number of seats required)	3/2
ASSOCIATING THE SEGMENT SOLD WITH THE PASSENGER	3/P2 OR 4-5/P1-2
END AND RECEIVE THE PNR FILE	RFSC;ER
RETRIEVE SPLIT PNR RECORDS	RT AXR
DEASSOCIATE THE SEGMENT SOLD WITH THE PASSENGER	3/P
Note: Automated Split cannot be performed on the saved PNRs, it only happens when PNR is in the creation stage	

COPY PNR	HE RRN
COPY THE WHOLE PNR	RRN
COPY PNR FOR FOUR SEATS	RRN/4
COPY PNR FOR 7 DAYS LATER THAN ORIGINAL BOOKING	RRN/DP7
COPY PNR FOR 3 DAYS EARLIER THAN ORIGINAL BOOKING	RRN/DM3
COPY FOR SPECIFIC SEGMENTS ONLY	RRN/S2,6
COPY PNR WITH DIFFERENT DATE ON PARTICULAR SEGMENT	RRN/S5D12SEP
COPY PNR AND CHANGE CLASS OF SERVICE	RRN/CY
COPY PNR TO CREATE LINKED "AXR"	RRA
COPY PASSENGER DATA ONLY	RRP/P2
COPY PNR AND CHANGE CLASS OF SERIVICE FOR A SPECIFIC SEGMENT	RRN/S2CY/S3CJ
COPY ITINERARY SEGMENTS ONLY	RRI
COPY ITINERARY SEGMENTS ONLY FOR 1 SEAT	RRI/1

PNR HISTORY	HE RH
TO SEE THE LIST OF PNR HISTORY DISPLAY OPTIONS	HERH.148
FOR A LIST OF PNR HISTORY CODES, REFER TO HE RH and then GP CODE	
DISPLAY PNR HISTORY	RH
DISPLAY PARTIAL PNR HISTORY FOR AIR SEGMENTS ONLY	RHA
DISPLAY HISTORY OF GENERAL FACTS (SSR, OSI)	RHG
RETRIEVE SEGMENT HISTORY (SEGMENT 1)	RHS1
DISPLAY QUEUE HISTORY	RHQ
DISPLAY PNR HISTORY BY DATE STAMP	EHP/D
DISPLAY PNR HISTORY WITH QUEUE HISTORY	RH/ALL

PNR RECALL ENTRIES	HE RPD
RECALL PURGED PNR BY AMADEUS RECORD LOCATOR	RPD/RLC-A123B4/03JUL09 (any date between PNR creation and PNR purge)
TO OPEN PNR FROM LIST	RLD..RLDT<PNR NUMBER>
	RPP/RH
RECALL PURGED PNR BY FLIGHT/DATE SEGMENT	RPD/AF7708/16JUL09 (flight date)
Note: The purged amadeus pnr data can be retrieved for past 3 years.Note: PNR purged once sent to airline can be reteived after 24hrs	

RPD/TKT- 1257894561230	Recall Purged Pnr by Ticket number

MULTI LIST–SEARCH BY FLIGHT	HE LP
MULTI LIST PNR RETRIEVAL	LP/TG316/12FEB/DELBKK
MULTI LIST FOR WAITLIST SEGMENTS	LP/W/TG316/12FEB/DELBKK
Note: For a list of Search Option codes, go to HE LP and then GPLP2	
PLACE LIST ON QUEUE	LP/W/TG316/12FEB/DELBKK-Q25C0
SEND LIST TO PRINTER	LP/W/TG316/12FEB/DELBKK-P
MULTI LIST FOR RECONFIRMED SEGMENTS	LP/R/TG316/12FEB/DELBKK
MULTI LIST FOR SPECIFIC SSR	LP/S(FQTV)/TG316/12FEB/DELBKK
RETRIEVE PNR AT LINE 4 OF LIST	LP4
RETURN TO LIST	LP0

SEARCH BY OFFICE	HE LPO
TO SEE THE LPO SEARCH CODES	HELPO.358
SEARCH ALL ACTIVE PNRS	LPO/ALL
SEARCH BY CRITERIA FOR SPECIFIC AIRLINE(s) & BOARDING POINT	LPO/A(AF,BA)B(CPH)
SEARCH BY CRITERIA FOR SPECIFIC AIRLINE(s) & BOARDING POINT AND PLACE SEARCH RESULTS ON SPECIFIC QUEUE	LPO/A(AF,BA)B(CPH) - Q29C2
SEARCH BY CRITERIA FOR ALL CANCELLED SEGMENT STATUS	LPO/W(*X)
SEARCH BY CRITERIA FOR ALL TICKETED PNRS (with FA line)	LPO/T(FA)
SEARCH BY CRITERIA FOR HOTEL SEGMENTS	LPO/N(HTL)
SEARCH BY CRITERIA FOR INSURANCE SEGMENTS	LPO/N(INS)
SEARCH BY CRITERIA FOR CAR SEGMENTS	LPO/N(CCR)
DISPLAY THE PASSENGER LIST STATUS TABLE	LPS/PS
DISPLAY THE SEARCH RESULTS FOR LINE 3	LPS/D3
RETRIEVE A PNR FROM THE LIST (Line 23)	LPS23
RETURN TO LIST	LPS0
REMOVE SEARCH RESULTS FROM THE TABLE	LPX/3-5,7
QUEUE ALL SEARCHED PNR TO A SPECIFIC QUEUE	LPO/ALL-Q99

QUEUES	
DISPLAY TOTAL QUEUE COUNT	QT
DISPLAY QUEUE COUNT FOR BRANCH OFFICE	"QT/DEL1A0900 (NOTE : TO START QUEUE PROCESSING FOR BRANCH OFFICE PERFORM COMMAND
QS/DEL1A0900/97C0D1)"	
DISPLAY ALL EXISTING QUEUES FOR AN OFFICE	QTQ
START QUEUE PROCESSING	QS97C0D1
START QUEUE PROCESSING FOR BRANCH OFFICE	QS/DEL1A0900/97C0D1
REMOVE ITEM FROM QUEUE, DISPLAY NEXT ONE	QN
DELAY ITEM, DISPLAY NEXT ONE	QD
DELAY PNR TO SPECIFIC DATE AND TIME	QD09DEC/1200
EOT AND EXIT QUEUE MODE	QF
IGNORE PNR AND EXIT QUEUE MODE	QI
REDISPLAY QUEUE MESSAGE	QU
PLACE PNR TO QUEUE CATEGORY OF OWN OFFICE	QE8C1
PLACE PNR TO ANOTHER OFFICE QUEUE	QE/DEL1A0900/0C0
INFORMATION PAGE TO SEE THE QUEUE ADDRESSES OF THE AIRLINES	GGAMAINUSE.161

SEND FREE FLOW TEXT MESSAGE	QE/DELA0900/97 (ctrl+enter for new line)
	WRITE TEXT OF MESSAGE (ctrl+enter)
	REGARDS// (END Message with //) (enter)

QUEUE NICKNAMES	HE QUEUE and then GP NIC
ADD A NICKNAME TO A QUEUE	QLAJANE/30C1
DISPLAY NICKNAME LIST	QLD
PLACE PNR ON QUEUE SPECIFIED BY NICKNAME	QE.JANE

QUEUE SORTATION	HE QUEUE and then GP SOR
ACTIVATE THE SIGN-ASSOCIATED CATEGORY	QAC6C21-21
NAME THE CATEGORY	QAR6C21NAME or QAN6C21NAME

QUEUE VIEW	HE QV
TO DISPLAY A LIST OF PNRS ON A SPECIFIC QUEUE	QV/8 or QV/8C41D1
SCROLLING DOWN IN THE DISPLAY	QVMD
TO OPEN A PNR FROM THE LIST	QV2

QUEUE PLANNER	HE QVR
QUEUE SUMMARY PLANNER – DISPLAY BY RECORD LOCATOR	QVR
QUEUE TICKETING PLANNER – DISPLAY BY RECORD LOCATOR	QVRT
QUEUE TICKETING PLANNER BY SPECIFIC DATE	QVRT/12AUG
QUEUE OPTION PLANNER	QVRO/12APR

QUEUE MONITOR	HE QO
ADD QUEUE MONITOR FOR A SPECIFIC QUEUE	QOA2
ADD QUEUE MONITOR FOR A SPECIFIC QUEUE, ALL CATEGORIES AND DATE RANGES	QOA97CADA

There is a functionality known as "Automated Ticketing Timelimit". This functionality enables the airlinesto automatically assign and manage the timelimts for ticket issuance in Amadeus. The PNR contains two elements "OPW" and "OPC". OPW element notifies your office by queue placement 24 hours prior to the automatic cancellation of the AIR segments that are associated to an ATL.The "OPC"element is used to track the ticketing time limit, to initiate automatic cancellation of ATL associated segments and to queue place the PNR after cancellation. The que catagory associated with Automated Ticketing Timelimit is Queue 1 and Catagory 7 and 8

"AIRLINE OFFICES CAN ADD AN OPQ OPTION ELEMENT TO THE PNR SO THAT ON A SPECIFIED DATE, THE PNR IS PLACED ON THE QUEUE OF A DESIGNATED OFFICE. THE OPQ ELEMENT CAN ONLY BE ENTERED BY AUTHORIZED ATO/CTOS. IF YOU ENTER AN OPQ ELEMENT, THE PNR WILL BE SENT TO THE QUEUE PLANNER OF THE DESIGNATED OFFICE AT END OF TRANSACTION. ON THE SCHEDULED DATE, DURING THE NIGHTLY FILE MAINTENANCE PROCESS, THE PNR WILL BE PLACED ON THE QUEUE OF THE DESIGNATED OFFICE.

AMADEUS E MAIL	HE EMAIL
TO REGISTER THE TERMINAL FOR THE FIRST TIME FOR AMADEUS E-MAIL	WM/
SEND ITINERARY MAIL (Perform this entery on retrieved PNR)	IEP-EML-ABC@YAHOO.COM
SEND ITINERARY MAIL USING CONTACT INFORMATION FROM APE ELEMENT OF THE PNR	IEP-EMLA
FORWARD A TIMETABLE	WM/FWD/EML ABC@YAHOO.COM/TN15AUGDELBOM
DEFINE NICKNAME	WM / ADD / NIC / EML / JOHN / JOHNM@YAHOO.COM
USE A NICKNAME	WMP (ctrl+enter)
	EMLN JOHN ; (ctrl+enter)
	FREE FLOW TEXT (ctrl+enter)

	FREE FLOW TEXT (ctrl+enter)
	FREE FLOW TEXT (ctrl+enter)
	LLLL / SEND / APPEND-MSG NO. (enter)
TO VIEW THE E-MAIL QUEUE	WM / MSG
DISPLAY AGENT MESSAGE FROM QUEUE	WM / MSG-2
DISPLAY OFFICE MESSAGE FROM QUEUE	WM / MSG-2/O
DISPLAY MESSAGE LOG	WM / LOG

FARES	
FARE QUOTE RATE OF EXCHANGE	HE FQA
DISPLAY ROE FOR COUNTRY OR CURRENY	FQAINDIA or FQA INR
DISPLAY BACK DATE ROE	FQAINDIA/23AUG17

FARE QUOTE EXCESS BAGGAGE	**HE FQX**
EXCESS BAGGAGE RATE FOR SECTOR	FQXDELLON/35
EXCESS BAGGAGE RATE WITH CARRIER AND DATE	FQXDELLON/12JUN18/35/BA

| **CREDIT CARD APPROVAL** | **HE DE** |
| REQUEST MANUAL APPROVAL | DECCVI578588875885/1212/50000/AF |

FARE QUOTE CURRENCY	**HE FQC**
CURRENCY CONVERSION FROM USD TO INR	FQC100USD/INR
CURRENCY CONVERSION TO NUC AMOUNT	FQC1000USD/NUC

Note: To get the Currency Code encode or decode the country.

FARE QUOTE DISPLAY	**HE FQD**
FARE QUOTE DISPLAY FOR A CITY PAIR	FQDDELPAR
FARE DISPLAY ON SPECIFIC CARRIER	FQDDELBKK/ATG
FARE DISPLAY WITH MULTIPLE CARRIERS(MAX 3)	FQDDELLAX/ABA, AF, LH
FARE DISPLAY EXCLUDING A SPECIFIC AIRLINE	FQDDELLON/A-BA
FARE DISPLAY FOR SPECIFIC DATE	FQDDELPAR/AAF/D15DEC
FARE DISPLAY WITH DATE RANGE	FQDDELPAR/AAF/D12DEC**16JAN
FARE DISPLAY WITH EXACT OUTBOUND AND INBOUND DATES	FQDDELLON/ABA/D10SEP*15SEP
FARE DISPLAY WHEN INBOUND AND OUTBOUND DATES ARE SAME	FQDDELBOM/AUK/D10SEP*
FARE DISPLAY WHEN OUTBOUND DATE IS THE CURRENT DATE AND INBOUND DATE IS SPECIFIED	FQDDELBOM/AUK/D*10SEP
FARE DISPLAY INCLUSIVE OF TAXES	FQDDELPAR/AAF/R,AT
DISPLAY TAX BREAK DOWN FOR FARE AT LINE 4	FQK4
FARE DISPLAY FOR ONE-WAY ONLY	FQDDELPAR/AAF/IO
FARE DISPLAY FOR RETURN ONLY	FQDDELPAR/AAF/IR
FARE DISPLAY IN NUC	FQDDELPAR/AAF/D23DEC/R,NUC
FARE DISPLAY IN HALF ROUND TRIP NUC	FQDDELPAR/AAF/D23DEC/R,NUC/IH
FARE QUOTE DISPLAY FOR THE ROUND THE WORLD ROUTING	FQDDELDEL/ABA/VRW
FARE DISPLAY FOR SPECIFIC GLOBAL ROUTING	FQDDELLAX/D23DEC/VAT
FARE DISPLAY IN REVERSE ORDER	FQDDELLON/ABA/IX
FARE DISPLAY FOR PARTICULAR CABIN CLASS	FQDDELLON/ABA/KF
FARE DISPLAY FOR PARTICULAR BOOKING CLASS (RBD)	FQDDELLON/ABA/CS
CONVERT THE CURRENCY AT LINE 5 OF THE FARE DISPLAY TO GBP	FRC5/GBP

HISTORICAL FARES	HEFQD
FARE DISPLAY FOR A SPECIFIC PAST DATE	FQDDELLON/ABA/D15APR17
Note: The system can display fares upto 24 months in the past	
FARE DISPLAY FOR THE PAST MONTH	FQDDELLON/ABA/DMAR18
FARE DISPLAY FOR THE 3-MONTH PERIOD	FQDDELLON/ABA/DJAN

FARE QUOTE DISPLAY CHANGE ENTRIES	
CHANGE LOCAL CURRENCY DISPLAY TO NUC	FQDN
CHANGE BACK TO LOCAL CURRENCY	FQDL
CHANGE TO AIRLINE SPECIFIC DISPLAY	FQDC/AAF
DISPLAY MILEAGE SURCHARGE BAND FOR FARE AT LINE 1 OF DISPLAY	FRM1
DISPLAY LIST OF FARE REQUEST TYPE CODES	FQL*

FARE QUOTE NOTES	HE FQN
DISPLAY FARE NOTES FOR FARE AT LINE 4	FQN4
DISPLAY FARE NOTES WHERE FARE HAS MULTIPLE COMPONENTS	FQN1-1
DISPLAY FARE NOTES IN LIST FORMAT	FQN4*LI
DISPLAY CATAGORIES	FQN4*AP,PE,CD or FQN4//PE
DISPLAY INFORMATIONAL NOTES	FQN LH/0448
DISPLAY BY RULE NUMBER	FQN A200
TAX INFORMATION FOR A COUNTRY	FQNTAX/FR (where FR is the country code)

FARE QUOTE BOOKING CLASS	HE FQS
DISPLAY BOOKING CLASS INFORMATION	FQS4
BOOKING CODE INFORMATION FOR FARE WITH MULTIPLE FARE COMPONENTS	FQS3-3
FARE QUOTE CLASS FOR A DIFFERENT AIRLINE	FQS/ACO

FARE QUOTE ROUTING	HE FQR
DISPLAY ROUTING INFORMATION FOR FARE AT LINE 4	FQR4
VIEW ROUTING INFORMATION WHERE THE FARE HAS MULTIPLE FARE COMPONENTS	FQR 2-1

FARE QUOTE PRICING	HE FQP
FARE QUOTE PRICING	FQPDELPARZRHPARDEL
FARE QUOTE PRICING WITH LON AS STOPOVER	FQPDELZRHLHR-PARDEL
FARE QUOTE PRICING WITH ZRH AS TRANSIT AND PAR AND LON AS STOPOVER	FQPDELZRHLHR-PAR-DEL
FARE QUOTE PRICING THROUGH MASK	FQPDELLHRJFK-CDG-DEL/S
FARE QUOTE PRICING FOR CHILD PASSENGER	FQPDELPARZRH-PARDEL/RCH
FARE QUOTE PRICING FOR INFANT PASSENGER	FQPDELPARZRH-PARDEL/RIN
FARE QUOTE PRICING - LOWEST FARE	FQPDELLHRDEL/L
FARE QUOTE PRICING ONLINE ON PARTICULAR AIRLINE	FQPDELCDGDEL/OAF
FARE QUOTE PRICING WITH DATE, AIRLINE AND CLASS	FQPDEL/ABA/D12DEC/CYLHR
FARE QUOTE PRICING WITH SURFACE SEGMENT	FQPDELBKKKUL- -SIN-BKK-DEL
FARE QUOTE PRICING WITH SURFACE & STOPOVER	FQPDELBKKKUL- - -SIN-BKK-DEL
FARE QUOTE PRICING WITH TAX EXEMPT(FT TAX)	FQPDELPARJFK-PAR-DEL/R,ET-FT

FARE QUOTE PRICING FOR PTA FARE (WHERE DEL IS CITY OF SALE AND JFK IS CITY OF TICKET ISSUE)	FQPJFKDELJFK/R,DEL.JFK
FARE FOR ADULT, CHILD AND INFANT	FQPDELSINDEL/OSQ/RADT*CH*IN
FARE QUOTE PRICING WITH VALIDATING CARRIER SPECIFIED	FQPDELLHRDEL/R,VC-BA
FARE QUOTE PRICING WITH TRAVEL CARRIER AND VALIDAT-ING CARRIER SPECIFIED	FQPSINDPSSIN/OGA/R,VC-SQ
FARE IMAGE FOR FARE ON LINE NUMBER 3	FQQ3
TO CALCULATE THE TOTAL OF SEVERAL FARES FROM THE FQP DISPLAY	FQU1//2//3
TO MULTIPLY A FARE AMOUNT WHEN YOU HAVE MORE THAN ONE PASSENGER TRAVELLING ON THE SAME FARE	FQU 1/X2//2/X2//3/X4
	(Fare at line 1 for 2 passengers plus the fare at line 2 for 2 passengers plus the fare at line 3 for 4 passengers)

FARE QUOTE MILEAGE	HE FQM
MILEAGE CALCULATION	FQMDELSINTYOLAXSFOHNL
DISPLAY MILEAGE TABLE	FQM*LONLAX
Calculate mileage from a PNR	FRM/S4-6
CALCULATE MILEAGE FROM A FARE DISPLAY	FRM1

ITINERARY PRICING	HE FXX/HE FXP
ITINERARY PRICING WITH NO TST CREATION	FXX
ITINERARY PRICING WITH TST CREATION (Automatically adds FV & FE elements in the PNR)	FXP
ITINERARY PRICING FOR SPECIFIED PASSENGERS	FXP/P2,4
ITINERARY PRICING FOR AN INFANT	FXP/INF
ITINERARY PRICING FOR ADULT, CHILD AND INFANT	FXX/RADT*CH*IN
ITINERARY PRICING FOR SPECIFIED SEGMENTS	FXP/S5,7
ITINERARY PRICING WITH FT TAX EXEMPT	FXP/R,ET-FT
PRICE AS PER VALIDATING CARRIER	FXP/R,VC-BA
SELECT THE FARE AT LINE 4 TO CREATE THE TST	FXT04
SELECT THE FARE AT LINE 4 FOR PASSENGER 1 AND AT LINE 5 FOR PASSENGER 2 TO CREATE THE TSTS	FXT04/P1//05/P2
VIEW THE STORED TST IN THE PNR	TQT
VIEW THE DISPLAY FOR TST NUMBER 1	TQT/T1
DELETE THE TST FROM THE PNR	TTE OR TTE/T1
VIEW TST HISTORY	TTH
VIEW SPECIFIC TST HISTORY	TTH/T1

FARE DIAGNOSTIC	HE FARE DIAGNOSTIC
THIS ALLOWS YOU TO TARGET A SPECIFIC FARE WHILE PRICING AND IF THE FARE IS NOT APPLICABLE, DISPLAYS THE REASON FOR THE PRICING FAILURE	
USE ITINERARY PRICING TO DIAGNOSE THE FARE BASIS Y2RT	FXX/D F-Y2RT
USE INFORMATIVE PRICING TO DIAGNOSE THE FARE BASIS Y2RT	FQPLONSINTYO/S/DF-Y2RT
Note: After doing the entry move down to view the diagnostic panel.	

BEST PRICER	HE FXA / HEFXB / HEFXR
REBOOK TO THE LOWEST FARE AND DO NOT CREATE A TST	FXR
REBOOK TO THE LOWEST FARE IN A CABIN SPECIFIC AND DO NOT CREATE A TST	FXR/KC

RETAIN THE OUBOUD AND INBOUND CABIN AND REBOOK ITINERARY	FXR/K
REBOOK TO THE LOWEST FARE AND CREATE A TST	FXB
DISPLAY A LIST OF LOWER FARES	FXA
SELECT A FARE AFTER FXA,REBOOK AND CREATE A TST	FXU2
SELECT A FARE AFTER FXA,REBOOK AND DO NOT CREATE A TST	FXZ2
DISPLAY THE LOWEST POSSIBLE FARE, AND ADVISE THE SEAT AVAILABILITY	FXL

Note: Do not use the automatic rebooking option for the airlines sold on standard access

HOTELS	HE HOTEL

There are 4 types of access levels that Amadeus provides for Hotel companies. The level of access is indicated in the availability display in the space between the hotel chain code and the hotel name

ACCESS LEVEL	DESCRIPTION
Dynamic Access	Indicated by a (!) in the availability display.This is the highest level of connectivity and links the Amadeus Central System with the hotel company's own reservation system. All availability and rates for the hotel chain are returned seamlessly from the hotel chain's own system. The hotel company responds with a confirmation and other information within four to eight seconds.
Hotel Complete Access Plus	Indicated by a (+) in the avaialbility display. Information on the single property display is directly from the hotel chain's reservation system. Bookings are sent to the hotel chain via a high-speed communication link when the sale is made and the hotel system immediately returns the confirmation number and other data.
Hotel Complete Access	Indicated by a (/) in the availability display The information on the availability display comes from the distribution system. Bookings are processed like Complete Access Plus. A confirmation number is returned within four to eight seconds, even before you save the PNR.
Hotel Standard Access	Indicated by a blank space ( ) in the availability display. Booking requests are sent to the hotel chain via teletype when you save your PNR. The hotel then updates your PNR with the confirmation number.

BEST AVAILABLE RATE (BAR) GUARANTEE	

The BAR indicator acts as a guarantee that the rates available in the distribution system are the best available public rates for Rack Rate, Non negotiated rates, Corporate Rates, Weekend Rates, Lowest Unrestricted Rates, Promotional Search Rates. The BAR is guaranteed by the hotel chain. In the event of a rate discrepancy, contact the hotel chain provider directly.

HOTEL AIS AND HELP PAGES	HE HOTEL
HOTEL COMPANY AIS PAGES DISPLAY	GG HTL UI (where UI is the chain code)
HOTEL COMPANY HELP PAGES	HE HTL RD
HELP ON HOTEL DISPLAY CODES	HE HTL CODES
DECODE SPECIAL RATE CODE WKD	DNN WKD
ENCODE A HOTEL CHAIN	DNH TAJ
DECODE A HOTEL CHAIN CODE	DNH HL
INFORMATION ABOUT THE NET TRANS	GG HTL NET TRANS

INFORMATION ABOUT THE TIDS PROGRAM	GG TIDS
HOTEL LIST DISPLAY	**HE HL**
HOTEL LOCATION LIST DISPLAY FOR A CITY CODE	HL PAR
HOTEL LOCATION LIST FOR A CITY CODE WITH AREA AND CHAIN CODE SPECIFIED	HL HKG /AR-D /CO-UI
HOTEL LIST WITH DISTANCE FROM CITY OR POR	HLNCE/DI-8K
HOTEL LIST FROM PNR SEGMENT	HL S3
HOTEL LIST FOR ALL PROPERTIES OF A PARTICULAR CHAIN IN A PARTICULAR COUNTRY (for all Taj hotels in India)	HL TJ IN
HOTEL AVAILABILITY	**HE HA**
HOTEL AVAILABILITY FOR 3 NIGHTS	HA ZRH 07DEC-3
HOTEL AVAILABILITY WITH CHECK-OUT DATE	HA ZRH 07DEC-10DEC
HOTEL AVAILABILITY WITH AREA & CURRENCY	HA LON 10JUL-4/AR-D/FC-INR
HOTEL AVAILABILITY FROM SEGMENT3 OF PNR	HA S3
HOTEL AVAILABILITY, OCCUPANCY, ALL STATUS TYPES	HA DEL 14JUL-2/RT-2/ST-ALL
HOTEL AVAILABILITY WITH TRANSPORTATION TYPE	HAPAR12DEC-2/TR-F-L
Note: The Occupancy Level can be upto 9	
FOLLOW UP ENTRY TO DISPLAY ALTERNATE PROPERTIES	HA8 (WHERE THE PROPERTY AT LINE 8 HAS CLOSED STATUS)
HOTEL AVAILABILITY BY SPECIFYING SPECIAL RATE CODE	HA ZRH 12DEC-2 /SR-WTT
AVAILABILITY FOR SPECIFIC CHAIN CODE AND NAME OF HOTEL	HA BLR 03SEP /CO-TJ/ HN-WEST END
HOTEL AVAILABILITY WITH MASTER CHAIN CODE	HA EM LON 12SEP-2 (where EM is the Master Chain code for Marriott group of hotels. To know if the hotel chain has a Master Chain code supported, use DNH MARRIOTT)
HOTEL AVAILABILITY FOR YATRA CHAIN HOTELS	HA BLR 11SEP-6/CO-YT
Note: Yatra hotels are available on the selling platform with the net rates and are saleable through deposit option only.	
HOTEL AVAILABILITY FOR MORE THAN 7 AREAS (AREA CODE PLUS ALL OPTION)	HA LON 12SEP-2 /AR-D-N-S-E
HOTEL AVAILABILITY OF ASSOCIATED CITIES	HA NCE 17JUN-1 /AR-ALL
HOTEL AVAILABILITY WITH RATE UPTO SPECIFIED LEVEL	HA PAR 10JUN-2 /FC-USD /QU-250
HOTEL AVAILABILITY WITH PREFERRED RATE RANGE SPECIFIED	HA ZRH 23JUN-2 /FC-INR /QU-3000-5000
HOTEL AVAILABILITY WITH HOTEL CATEGORY SPECIFIED	HA PAR 10OCT-4 /AR-D /FC-INR /HC-L (where L = LUXURY. Check for codes on HE HTL CODES)
HOTEL AVAILABILITY WITH MULTIPLE NUMBER OF ROOMS	HALON12DEC-3/NR-2/RT-2
HOTEL AVAILABILITY FOR LOWEST RATES	HALON12DEC-3/LOW
Note: Pls note that /LOW option works with various search parameters like /TC-, /HN-, /LOC, /RP-, /-DI-, /-TPR	
HOTEL AVAILABILITY FOR LOWEST RATES WITH ALL STATUS	HALON12DEC-3/LOW/ST-ALL
HOTEL SEARCH BY FLEXIBLE LOCATION (For non geo-coded countries, the search by IATA or non-IATA city code.For geo-coded countries , you can search by landmark, IATA or non IATA city or hotel property name)	HADEL12APR/LOC-GURGAON
HOTEL SEARCH FOR CITY OTHER THAN IATA CITY (Works for non-geocoded countries as well)	HA*IN12APR-4/CT-GURGAON
HOTEL AVAILABILITY WITH AMADEUS TRAVEL PREFERENCES MANAGER (you need to have the displayed profile in the background)	HA FRA 25AUG /RT-2 /ST-ALL /TC
HOTEL AVAILABILITY WITH SEARCH BASED ON SPECIFIC FACILITIES REQUIRED (Check for codes on HE HTL CODES)	HA PAR 10OCT-4 /AR-D /FF-SWI-CON

MOVE TO HOTEL SINGLE COMPANY DISPLAY FOR LINE 3 OF AVAILABILITY	HA3

SCROLLING ENTRIES	
RETURN TO HOTEL MULTI PROPERTY DISPLAY	MPHM
RETURN TO HOTEL SINGLE PROPERTY DISPLAY	MPHA

HOTEL SELL	**HE HS**
HOTEL SELL FROM LINE 3, COLUMN A OF HOTEL SINGLE PROPERTY DISPLAY	HS3
HOTEL SELL WITH GUARANTEE, SUPPLEMENTARY INFORMATION AND PASSENGER ASSOCIATION	HS3A /G-CCAX376919082501005EXP1209 /SI-PREFERS POOL FACING ROOM /P1
HOTEL SELL AND MANUALLY SEND ARRIVAL DETAILS,BY SEGMENT ASSOCIATION	HS1/ ARR-S2
HOTEL SELL AND MANUALLY SEND ARRIVAL DETAILS	HS1/ARR-AF7715-NCE-LON-3-0930

HOTEL FEATURES	**HE HF**
HOTEL FEATURES DISPLAY FROM MULTI PROPERTY AVAILABILITY DISPLAY	HF3
HOTEL FEATURES DISPLAY FROM PNR SEGMENT	HF S3
HOTEL FEATURES DISPLAY FROM SINGLE PROPERTY AVAILABILITY DISPLAY	HF

HOTEL POLICY INFORMATION	**HE HP, HE HR**
TO SEE THE HOTEL POLICY IN A RETRIEVED HOTEL PNR FOR SEGMENT 2 OF PNR DISPLAY	RTSVCH2

HOTEL PRICING	**HE HP**
Hotel pricing is a display that you can request from from a single property hotel availability display or from a hotel PNR segment.It is available for hotels in Amadeus Dynamic Access(DA) and Hotel Complete Access Plus(CA+)only. It provides detailed information for a specific room rate on the price and conditions associated to the room rate.The information on Hotel pricing displays is supplied directly from the hotel chain's own reservation system.	
TO SEE HOTEL PRICING DETAILS FOR RATE AT LINE 1COLOUMN A OF HOTEL SINGLE PROPERTY DISPLAY	HP1
TO SEE HOTEL PRICING DETAILS FOR HOTEL AT SEGMENT 4 IN PNR	HP S4

HOTEL RATE CHANGE	**HE HR**
If the room rate changes in the period you are booking, it is indicated in a single property display with an asterix (*) next to the availability status code. Check the hotel chain's policy on rate change by entering HE HTL XX (xx=hotel chain code).	

If the property belongs to an Amadeus Dynamic Access or Hotel Complete Access Plus chain, the HP x (where x = line number of the rate) entry performed on the single property display gets you the most up-to-date rate information. The information comes directly from the hotel chain's central reservation system.

For Hotel Standard Access and Complete Access Hotels, the information about room rates is stored in the distribution system and is updated regularly by the hotel chain. To obtain room rate information, enter the hotel single property display and use the HR command to display hotel rate change information.

DISPLAY HOTEL RATE CHANGE INFORMATION (IF APPLICABLE) FOR PROPERTY AT LINE 2 OF HOTEL MULTI PROPERTY DISPLAY	HR2
DISPLAY HOTEL RATE CHANGE (IF APPLICABLE)FROM HOTEL SINGLE PROPERTY DISPLAY	HR

DISPLAY HOTEL RATE CHANGE (IF APPLICABLE) FROM HOTEL PNR SEGMENT	HR S2

HOTEL TERMS	**HE HT**
Hotel Terms display is only available for Hotel Standard Access or Hotel Complete Access chains. A Hotel Terms display gives you the following information about a specific rate – what the rate includes, the cancellation policy, the booking requirements.	
TO DISPLAY HOTEL TERMS FROM LINE 2 COLOUMN A OF SINGLE PROPERTY DISPLAY	HT 2
TO DISPLAY HOTEL TERMS FROM SEGMENT 4 OF PNR	HT S4

HOTEL POINTS OF REFERENCE	**HE POR**
A Point of Reference is a building/monument or any other type of landmark considered important enough to be used as a criterion when searching for and booking hotels.Each point of reference is assigned to a category according to its nature. For example: An airport, a university, a sports stadium or a tourist attraction in a particular country.You can search for hotels that are less than a certain distance from the point of reference. In some countries partial geo coding is applied which means that, one or several areas of a country are including in POR but not the whole country.	
DISPLAY POINT OF REFERENCE CATAGORIES	DRP-CAT
HOTEL AVAILABILITY WITH POR	HA LON 12DEC-4 /RP-ATT-BIGBEN
LIST HOTELS NEAR EIFFEL TOWER IN PARIS	HL PAR /RP-ATT-EIFFEL TOWER
LIST ALL SHOPPING AREAS IN LONDON	DRP*/ LON-SHO
LIST ALL ATTRACTIONS IN GREAT BRITAIN	DRP*/ GB-ATT
DISPLAY DETAILS OF LINE 12 FROM ABOVE DISPLAY	DRP 12
AVAILABILITY FROM DRP LIST	HA L9/DT-12DEC-4
DISPLAY A LIST OF HOTELS FROM DRP LIST RETURN TO THE DRP LIST DRP	HL L2
DISPLAY HOTEL LIST BY GIVNG COUNTRY CODE	HL*GB/RP-SPO-WEMBLEY

HOTEL MODIFICATIONS / CANCELLATION	**HE HTL and then GP CHA**
Note: A change in the hotel segment may result in the segment getting cancelled and rebooked. There are 2 types of options, Critical and Non-Critical. For Complete Access and Complete Access Plus car companies, when you enter a critical option, Amadeus tries to book a new segment. If the new request is accepted, the old segment is cancelled. If the new request is rejected, the old segment is retained. In the case of non-critical options, the new information is added to the existing reservation, the segment is modified, but not rebooked. Which options are Critical and which are Non – critical varies from company to company. To see which options are critical for a company, see HE HOTEL XX (where XX=Company code) The following options cannot be modified for Hotel Complete Access Plus chains: /RO- /RT- /SR- For Standard Access bookings, any change causes the old segment to be cancelled and a new one to be booked. You cannot modify or cancel a hotel segment if the guest has already checked in or if it is a past date segment.	
TO CHANGE CHECK-IN DATE	5/ DT-9MAY
TO CHANGE CHECK-OUT DATE	5/ DD-29MAY
TO DELETE SEGMENT DATA, ENTER THE OPTION IDENTIFIER WITHOUT UPDATE TEXT	5/ SI-
TO CANCEL A CONFIRMED HOTEL SEGMENT	XE 3 (Check the cancellation policy in RTSVCH display before cancelling the segment)
Note: In the hotel supports Interactive cancellation, a cancellation number is returned by the hotel provider and is appended to the hotel segment immediately. A remark with confirmation and cancellation number remains appended in the PNR on EOT. To see if the hotel chain supports Interactive Cancellation, check HE HTL XX	
TO ADD A CANCELLATION POLICY MANUALLY TO THE HOTEL SEGMENT	4/ CXL-CANCEL BY 4PM
TO DELETE AN INACTIVE SEGMENT / TO ACCEPT ALL STATUS CHANGES ON THE RETRIEVED PNR	DL3, ERK or ETK
REMOVE ARRIVAL INFORMATION	6/ARR-

CARS	HE CAR
There are 3 types of access that Amadeus provides for car companies. The level of access is indicated in the availability display in the space between the car chain code and the car company name.	
ACCESS LEVELS DESCRIPTION	
Complete Access Plus (Seamless)	The availability information is directly obtained from the providers system. The bookings are also sent via a high speed link at sell time. Represented by a (+) sign in the availability display
Complete Access	Bookings are sent via a dedicated high-speed communication link at sell time. The car company returns a confirmation number and other data within 4-8 seconds after segment sell. Represented by a (/) in the availability display
Standard Access	The booking is sent to the car company via a teletype link. The confirmation number is returned after End of Transaction. Represented by a blank space ( ) in the availability display
DECODE A CAR COMPANY CODE	DNC ZE
ENCODE A CAR COMPANY	DNC BUDGET
CAR COMPANY AIS PAGES	GG CAR ZI (where ZI is the chain code)
CAR COMPANY AIS PAGE FOR SPECIFIC CITY	GG CAR ZI FRA
CAR COMPANY HELP PAGES	HE CAR SX
HELP ON CAR DISPLAY CODES	HE CAR CODES or GP COD
HELP PAGE ON CAR CLASSIFICATION CODES	CG
DECODE CAR EQUIPMENT (ACRISS ABBREVIATION LIST)	HE CAR & GPCOD

CAR LIST DISPLAY	HE CL
DISPLAY CAR LIST FOR HERTZ CAR RENTALS	CL MAD/CO-ZE
TO DISPLAY CAR LOCATION POLICY FOR A CAR COMPANY AND SPECIFIC AIRPORT	CPO ZI LHR
TO DISPLAY CAR LOCATION POLICY FOR A CITY LOCATION	CPO ZI MAD-C
TO DISPLAY CAR LOCATION POLICY FOR A NON-AIRPORT LOCATION	CPO ZE LONC61

CAR AVAILABILITY DISPLAY	HE CA
DISPLAY CAR AVAILABILITY FOR 3 DAYS RENTAL WITH PICK-UP AND DROP-OFF TIME	CA LHR 15NOV-3/ARR-1000-1200
AVAILABILITY SPECIFYING VEHICLE TYPE INFORMATION	CALHR11DEC-2/ARR-1100-1100/VT-ECMN (CHECK HE CAR CODES OR CG FOR THE CAR CODE EXPLANATIONS)
DISPLAY CAR AVAILABILITY FROM SEGMENT 3 OF PNR	CAS3
MOVE TO CAR SINGLE COMPANY DISPLAY FOR CAR COMPANY AT LINE 3 OF DISPLAY	CA3
COLLECTION ADDRESS OF THE CUSTOMER (the address where the vehicle will be collected from the customer)	/COL-A1-73 EAST 42ND STREET-CI-NEW YORK-ST-NY-CO-US-ZP-10017-PH-123 45678
DELIEVERY ADDRESS OF THE CUSTOMER (the address where the vehicle will be delievered to the customer	/DEL-A1-73 EAST 42ND STREET-CI-NEW YORK-ST-NY-CO-US-ZP-10017-PH-123 45678

CAR RATE FEATURES, CAR TERMS	HE CR, HE CT
DISPLAY CAR RATE FEATURES FOR LINE 3 OF AN AVAILABILITY DISPLAY	CR 3 (FOR COMPLETE ACCESS PLUS COMPANIES)
DISPLAY CAR TERMS FOR LINE 3 OF AN AVAILABILITY DISPLAY ACCESS PLUS, CAR TERMS ARE SUPPORTED)	CT 3 (FOR ACCESS TYPES OTHER THAN COMPLETE
DISPLAY ALL CAR TERMS FOR THE SPECIFIED CAR SEGMENT IN THE PNR	RTSVCC7

CAR SCROLLING ENTRIES	HE CAR
RETURN TO PREVIOUS MULTI COMPANY DISPLAY	MPCM
RETURN TO PREVIOUS SINGLE COMPANY DISPLAY	MPCA
CAR SELL	HE CS
CAR SELL LINE 3	CS3
CAR SELL WITH SUPLEMENTARY INFORMATION AND PASSENGER ASSOCIATION (FOR PNR CONTAINING MORE THAN 1 PASSENGER NAME, USE PASSENGER ASSOCIATION WITH THE SELL ENTRY)	CS3/SI-PAX PREFERS BLACK CAR/P1
CAR SELL WITH EQUIPMENT TYPE REQUEST	CS3/SQ-PHN

CAR MODIFICATIONS	HE CAR and then GP CHA
For Car Standard Access Companies, any change causes the old segment to be cancelled and a new one to be booked. For complete access bookings which options cause a rebook varies between the Complete Access companies.If your changes cause the old segment to be cancelled, then the rebooking is only made if all the sale conditions are met. If they are not met, Amadeus ignores the change request but gives a new availability display based on the modified parameters, and an explanation of why the sale request was rejected. Check to see if the option you are modifying is a critical option. Critical options are those that affect the price of the booking.	
TO ADD OR MODIFY INFORMATION, ENTER THE SEGMENT NUMBER FOLLOWED BY THE OPTIONS WITH THE NEW OR MODIFIED INFORMATION	4/VT-ECAR (to modify the vehicle type requested)
TO DELETE INFORMATION, ENTER THE SEGMENT NUMBER THEN THE OPTION WITH NO FOLLOWING TEXT	4/SQ-
TO CANCEL THE ENTIRE SEGMENT	XE 4
TO DELETE A CAR SEGMENT WITH AN INACTIVE STATUS CODE (UC, HX) AND MOVE IT TO PNR HISTORY	DL 4
TO CHANGE THE PICK UP TIME	4/ARR-1800
TO CHANGE THE RETURN TIME	4/RT-0900
TO CHANGE THE PICK UP DATE	4/DT-02SEP
TO CHANGE THE RETURN DATE	4/DD-11OCT
Note: Check HE CAR xx to see what modification options are supported by the particular car company	

CUSTOMER PROFILE	HE PROFILES
ENTER PROFILE MODE	PM
EXIT PROFILE MODE	PME
IGNORE & EXIT PROFILE MODE	PIE
SAVE PROFILE (you need to be in profile mode)	PER
PROFILE IGNORE	PI
CREATE TRAVELLER PROFILE (you need to be in profile mode)	NM1BROWN/BAKER MR
CREATE COMPANY PROFILE (you need to be in profile mode)	PCN/BLUE SEAS INTL
Note: the same entry is also used to associate a traveller to an existing company profile.	
CREATE PROFILE FOR PAX 1 OF PNR	PC/ -1
TO ADD A NICKNAME OR INDEX TO THE PROFILE	PIN/NICKNAME
DISPLAY COMPANY PROFILE BY NAME	PDN/ BLUE SEAS INTL
DISPLAY TRAVELLER PROFILE BY NAME	PDN/-BROWN
DISPLAY PROFILE 3 FROM LIST	PD3

REDISPLAY ACTIVE PROFILE	PD
CREATE PNR FROM DISPLAYED PROFILE	PT*
RETRIEVE TRAVELLER PROFILE BY NICKNAME (INDEX)	PDI/NICKNAME
Note: It is advisable to sell the segments prior to this so that seat, meal preferences, frequent flyer numbers can get transferred as well from profile to PNR	
BILLING ADDRESS (STRUCTURED FORMAT)	AB//CY-AMADEUS/A1-156 SECTOR 24/A2-GREENPARK AVE-NUE/CI-NEWDELHI/ZP-110070/CO-INDIA
	(Where CY=company, CI=city,CO=country)
MAILING ADDRESS (STRUCTURED FORMAT)	AM//CY-AMADEUS/A1-156 SECTOR 24/A2-GREENPARK AVE-NUE/CI-NEWDELHI/ZP-110070/CO-INDIA
	(Where CY=company, CI=city,CO=country)
Note: The address in the customer profiles only goes in the structured format.	
DISPLAY LIST OF ALL TRAVELLER PROFILES	PLT
DISPLAY LIST OF ALL COMPANY PROFILES	PLC
DISPLAY LIST OF ALL TRAVELLERS ASSOCIATED TO COMPANY BLUE STAR	PLT // BLUE STAR
ADD FOLLOW UP ENTRY TO A PROFILE	PFO/ US VISA TO BE REAPPLIED / 04OCT2009
DISPLAY PROFILE FOLLOW UP LIST	PLF
ADD PRE-STORED ENTRY IN THE PROFILE	PPS/FFNTG-123456789
TRANSFER THE PRE-STORED ENTRY IN THE PNR (on Line no. 6)	PO6
DEACTIVATE A PROFILE (you need to be in profile mode)	PX
DEACTIVATE PROFILE FROM LIST (you need to be in profile mode)	PX 2
LIST OF CANCELLED / DEACTIVATED PROFILES	PLX
Note: Deactivated profiles remain in the system database for 30days, within which time you can reactivate the profile if required.Otherwise it gets permanently deactivated.	
REACTIVATE A PROFILE (you need to be in profile mode)	PR
REACTIVATE PROFILE FROM LIST (you need to be in profile mode)	PR 2
Note: Profiles not used or retrieved in the last 2 years will be auto purged from the system	

AMADEUS SITES	
Amadeus online website for passenger travel information	www.checkmytrip.com
Amadeus online learning website	https://servicehub.amadeus.com/group/lms-central-learning
Amadeus training registration site (Click on the link for Training Registration)	www.amadeus.co.in

LIVE CHAT	
Live Chat is an interactive facility whereby an agent can connect to the Amadeus 24*7 Helpdesk by activating the Live chat option on his Amadeus Selling Platform command page screen. The agent is immediately connected to one of the customer care agents at the Amadeus Help Desk, thereby eliminating any phone costs or waiting times.	

AMADEUS LEARNING UNIVERSE	
Amadeus learning universe is a solution with enhanced capabilities that will bring learning to your fingertips. It is a self-paced learning tool which is accessible anytime, anywhere, 24x7 through the following link: https://servicehub.amadeus.com/group/lms-central-learning	

GENERAL DOS AND DONTS FOR RESERVATIONS

1.   DO NOT USE FICTITIOUS PASSENGER NAMES OR SPECULATIVE SEGMENTS TO BLOCK SPACE.

2.   ENSURE PASSENGER NAMES ARE IDENTICAL TO TRAVEL DOCUMENTS AND PASSPORTS INCLUDING COMPLETE FIRST NAMES.

3.   DO NOT CANCEL AN HL (WAITLIST) SEGMENT AND REBOOK THE SAME FLIGHT AS HK (CONFIRMED) IN ONE TRANSACTION AS IT MAY CAUSE REJECT IN THE AIRLINE SYSTEM.

4.   DO NOT CANCEL AND REBOOK SEGMENTS FOR THE PURPOSE OF EXTENDING THE AIRLINE'S TIME LIMIT AS IT IS CONSIDERED A SYSTEM ABUSE BY CARRIER AND MAY RESULT IN A PNR CANCELLATION BY THE CARRIER.

5. DO NOT OVERRIDE MINIMUM CONNECTING TIME WARNINGS GENERATED BY THE SYSTEM AT END TRANSACTION.

6. DELETE (DL)RATHER THAN CANCEL(XE) ALL INACTIVE SEGMENTS WITH STATUS CODES HX/NO/UC/UN.

7. ALWAYS ADVISE THE TICKET TIME LIMITS TO THE CARRIER THROUGH AN OSI MESSAGE.

8. DO NOT INSERT DUPLICATE TICKET NUMBERS IN SSR/OSI, IF FA/FH ELEMENT ALREADY EXIST.

9. DO NOT MAKE ANY MODICATIONS TO A PNR IN THE SAME TRANSACTION AS A SPLIT. ENSURE YOU HAVE RECEIVED THE RECORD LOCATOR IN THE NEW PNR AND ONLY THEN PROCEED FOR ANY MODIFICATIONS.

10. DO NOT USE ANY OF THESE SPECIAL CHARACTERS OR SYMBOLS (. ; : # $) IN AP, OSI AND SSR FIELDS IN THE PNR..THEY ARE NOT RECOGNIZED BY THE AIRLINE SYSTEMS;HENCE THEY CAN BE REJECTED UPON TRANSMISSION.

11. CONTACT NUMBERS SHOULD BE PUT IN THE OSI FIELD.

12. DO NOT RE-USE AN INACTIVE PNR WHICH HAS EXPIRED OR HAS BEEN CANCELLED FOR ANY REASON. INSTEAD OF THIS THE RPP ENTRY CAN BE USED TO COPY THE PASSENGER'S DATA TO CREATE A NEW PNR.

13. USE THE DIRECT ACCESS AVAILABILITY DISPLAY TO BOOK A SEAT ON THE AIRLINE PARTICIPATING IN DIRECT ACCESS (*) LEVEL.

14. DO NOT USE THE SB ENTRY TO REBOOK FLIGHTS ORIGINALLY BOOKED IN STANDARD ACCESS. CANCEL AND REBOOK IN 2 TRANSACTIONS IS RECOMMENDED.

15. DO NOT CANCEL AND REBOOK A HOTEL SEGMENT IF A CONFIRMATION NUMBER IS PENDING.

16. DO NOT IGNORE A (HOTEL) RESERVATION OR CHANGE IT BEFORE END OF TRANSACTION, AS IT IS STILL A VALID TRANSACTION IN THE HOTEL SYSTEM.

17. IN CASE THERE IS A NEED TO MODIFY AN EXISTING HOTEL SEGMENT, PLEASE CHECK HEHTLXX, UNDER CRITICAL OPTIONS.

18. IN CASE THE CHECK IN IS WITHIN 24 HOURS, THE TRAVEL AGENT SHOULD ALSO CHECK WITH THE PROPERTY DIRECTLY REGARDING ANY MODIFICATIONS MADE.

19. BEFORE CANCELLING A SEGMENT ALWAYS CHECK THE CANCELLATION POLICY OF THE PROPERTY. THE MOST ACCURATE CANCELLATION POLICY IS RETURNED BY DOING RTSVCH3 WHERE 3 IS THE HOTEL SEGMENT NUMBER IN THE PNR.

20. AFTER CANCELLATION MAKE SURE A CX MESSAGE IS RETURNED IN YOUR PNR.

Amadeus Offices in the Indian subcontinent

Stations	Telephone No.
Ahmedabad	+91 79 4107 6600
Bangalore	+91 80 4969 6600
Bhubaneswaar	+91 9338 742825
Calicut	+91 495 2727698
Chandigarh	+91 172 2711270
Chennai	+91 44 4001 6600
Colombo	+94 112471300
Dhaka	+880 29330329
Goa	+91 8322973266
Guwahati	+91 361 2465083
Hydrabad	+91 40 4215 6611
Indore	1800111200
Jaipur	+91 141 2365100
Jalandhar	+91 181 2459289
Kathmandu	+977 14004743
Kochi	+91 484 2356723
Kolkata	+91 33 40596600
Lucknow	+91 522 2613566
Mumbai	+91 22 4344 6600
Nagpur	+91 9822943076
New Delhi	+91 11 30613300
Patna	+91 72609 45970
Pune	+91 20 2605 9134
Rajkot	+91 99138 82834
Srinagar	+91 99068 98727
Surat	+91 98240 31047
Thiruvananthapuram	+91 471 4061466
Udaipur	+91 98290 55506
Vadodara	+91 265 2340147
Varananasi	+91 98891 10675