AMADEUS QUICK REFERENCE - RESERVATION

SIGN IN AND SIGN OUT (HE JI)
Sign to all work are with password JI*1234AA/SU-PASSWORD
Move from current work area to Area B JMB
Check status of all work areas JD
Sign-out for all work areas JO*

AMADEUS INFORMATION SYSTEM
Amadeus Help Page HEHELP
Amadeus Information System GGAIS
Airport Information (Airport Code) GGAPYYYZ

DECODE/ENCODE (HE CONVERT)
Encode City by Name DANHONG KONG
Decode City Code DACHKG
Airline Name DNATHAI AIRWAYS
Country / Currency /Citizen code DCAUSTRALIA ; DC FR

*** OTHER USEFUL ENTRIES ***
Currency conversion FQC100/EUR ; FQC200GBP/SGD
Time difference between 2 destinations DDYYZ1000/HKG
Calculate Min/ Max stay DD14JUN/7/30
Australian visa application mode TIERAR
Visa information (HE TIMATIC) TIRA/NAUS/EMLAX/TRTYO/DESYD

** NA: nationality ; EM : Embarking ; TR : Transit ; DE : destination

SCROLLING PAGE (HE SCROLL)
Move Down / Move Up MD / MU
Move Next Day / Move Yesterday MN / MY
Move to Previous Availability MPAN

BASIC PNR CREATION (HE STEPS)
Availability Display AD18SEPYYZHKG/ACX
Sell Seat from Availability SS1K3
Return Availability ACR14 (where 14 represents number of days)
Input Passenger(s)' Name NM1LEE/PAUL MR
Contact AP YZ 4162238888 ABC TRVL
Ticket Time Limit TKTL
Information for Airline OS CX CTC HKG AAA HOTEL
Special Request (eg. Meals) SR VGML
Frequent Flyer FFNAC-12345677
Receive RF RITA or RFRW
End Transaction and Redisplay ER
Ignore and Redisplay IR
**SCHEDULE DISPLAY (HE TIMETABLE)**
Display a schedule on a specified date: SD12NOVYYZTPE
Display a Schedule for a non-participating airline: SD12NOVHOUDAL/AWN
Display a Timetable: TD20NOVTPEHKG
Display a Timetable for a non-participating airline: TD20NOVLAXLAS/AWN

**FLIGHT INFORMATION DISPLAY (HE DO)**
Display flight info from availability or PNR seg.: DO2
Display flight info by flight number – future day: DOAC007/20NOV
Display Direct Access flight information – today: 1UADO117

**AVAILABILITY (HE AN)**
Display neutral availability: AN20NOVSFOJFK
With Time: AN20NOVYZSFO1000
With Transit Point: AN20NOVYZBKK/XHKG
Availability with Airline: AN20NOVYYZSEL/AKE
Direct Access (applied to most of the airlines): 1BRAN20NOVYYVRTPE
Change Departure Date Display: AC15JUN
Change Departure Date + 1 day: AC1
Change Departure Date -1 day: AC-1
Change departure city: ACDXB
Change Destination city: AC//KIX
Change Airline Display: AC/AKE
Change Connecting City Display: AC/XTPE
Change Class of Service Display: AC/CH
Change to a Timetable Display: ACTD
Change to Direct Access (applied to most airlines): ACL1

*** DUAL CITY PAIR ***
Dual City Pair (together with return display): AN20NOVYVRHKG/AAC*28NOV
Dual City display with open jaw: AN20NOVHNLNRT/AJL*28NOVKIX
Change date for first city pair: AC11DEC*
Change date for second city pair: AC*20DEC
Change dates for first & second city pair: AC01DEC*20DEC

**SEGMENT SELL (HE SS)**
Sell from Availability: SS1H2
From connecting flight with different Bkg code: SS1HM2
Dual city pair with different booking code: SS1H2*K11
Long Sell: SSLH796K20NOVFRAHKG2
Waitlist: SS1B2/PE
Open Segment (No Date): SOACK25NOVYYZYUL/P2
Arrival Unknown: SIARNK
SEGMENT SELL - CREATE A PASSIVE FLIGHT SEGMENT
Long Sell
SSUA123Y12DECLHRJFKGK2/12001830/ABC123
Sell from availability display
SS2B5/GK/ABC123

SEGMENT SELL – CANCEL AND REBOOK
Cancel single segment 2
XE2
Cancel segments 4 & 7
XE4,7
Cancel multi segment
XE1,3,4-6
Rebook segment 2 for H class
SBH2
Rebook seg.2 to Aug 5 on H class
SBH05AUG2

NAME FIELD (HE NM)
Passenger Name
NM1SMITH/JOHN MR
Same last name
NM2SMITH/MIKE MR/ANN MRS
Different Last Name
NM1 LEE/ANN MS1WONG/MARY MS
Child (Date of Birth)
NM1SMITH/TOM MSTR(CHD/20NOV99)
Infant with different Surname
NM1LEE/ANN MS(INFNG/DANMSTR/23DEC11)
Infant with same Surname
NM1NG/LOYMR(INF/LINGMISS/23DEC11)
Name update for Pax 2 (Before ET)
NU2/JOHN MR
Surname Update for Pax 2 (Before ET)
NU2/WU/JOHN MR
Update Pax 2 ( ) Information
2/(CHD/09JUL09)
CANCEL name element 2
XE2

CONTACT ELEMENT (HE AP)
Agency contact and person
AP YYZ 23787489478 ABC TRAVEL ANN
Passenger information
AP YYZ 41627832768-B/P1
** H – Home ; B – Business ; M - Mobile
Passenger Overseas contact
AP BKK NOVOTEL HOTEL/P1

TICKETING ELEMENT (HE TK)
Ticket Time Limit
TKTL12MAR/1200
Deadline on the same day
TKTL

OTHER SERVICE INFORMATION (HE OS)
Travel together
OS YY TCP4 WZ 1 WANG/JACK
Passenger information
OS CX CEO SWIRE GROUP/P1

SPECIAL SERVICE REQUEST (HE SR)
Special Meal for pax 1 for whole itinerary
SR VGML/P1
Special meal for specify segment only (seg. 3&4)
SR VGML/P1/S3,4
Special service eg. Wheelchair or babycot
SR WCHR/P2 OR SR BSCT/P1
** refer HE MEAL for meal codes **
ADVANCE PASSENGER INFO - DOCS (HE DOCS)
Passenger data with DOB
Passport / National ID & DOB
Form of passenger ID for ticket issuance

FREQUENT FLYER (HE FFN)
Frequent Flyer Agreement (XX-airline code)
Frequent Flyer
Frequent Flyer with same alliances

ADVANCE SEAT REQUEST (HE SM/HE ST)
Display Seat Map for Segment 3
Request Specific seat number for specific seg4
Multi Seats Request for pax 1 & pax 3 on seg. 4
Seat Request (A-Aisle seat)
CANCEL seat element

REMARKS ELEMENTS (HE RM)
General Remarks (shown on PNR only)
Confidential Remarks (shown on PNR only)
Itinerary Remarks (shown on the itinerary)

RECEIVE FIELD

END TRANSACTION (HE ET)
End Transaction
End Transaction and Redisplay
End Transaction, Redisplay and Upate Status
Ignor
Ignor and Display

PNR RETRIEVAL (HE RT)
Retrieve from Record Locator
Retrieve by Surname
Redisplay Transaction
Display PNR History

Pg04
### STEPS OF SPLIT A PNR (HE SP)
- Split Name 2 and 4: SP2,4
- Receive From, End and File: RFJENNY;EF
- Receive From, End and Display: RFJENNY;ER

### ITIN / INV PRINT & EMAIL (HE PRINT ; HE EML)
- Itinerary Display on Screen: IBD or IED
- Itinerary Print: IBD or IEP or IBDJ or IEPJ
- Email Itinerary: IEPJ-EML-JOH@GMAIL.COM
- Email itinerary with APE contact in PNR: IEPJ-EMLA
- Print your eticket: TTP or TTP/P1,3-5 or TTP/S4
- Print Eticket & email itinerary: TTP/IBP-EMLA
- Print Eticket & invoice & email the Etkt ITR: TTP/INV/ITR-EMLA

### FARE QUOTE APPLICATION with an itinerary (HE FXA)
- Price lowest fare information: FXL
- Price lowest available fare: FXA
- Price lowest available & Rebook: FXR
- Price a PNR, rebook at lowest available fare and create a stored fare (TST): FXB
- Price a PNR from an itinerary (without a TST): FXX
- Price a PNR from an itinerary (with a TST): FXP
- Price a PNR with lists of fare options: FXD
- ** to select an option and rebook the flight/class: FXU2

### FARE QUOTE DISPLAY
- Display fare quote between two cities: FQDYYZTPE
- Fare display with specified airline(s): FQDYYZNYC/AUA,AA,DL
- Fare display with airline and departure date: FQDYYZJKF/12DEC/AUA
- Fare display with dept & return date: FQDFRAHKG/13MAY**20AUG or **3M
- Fare display with date, class code: FQDYZHKG/12DEC/KY
- RTW fare display: FQDSYDSYD/AQF/VRW

### FARE NOTES & RULES (HE FQN)
- Display fare rules: FQN3 or FQN 1-1
- Display rules summary: FQN1*M

### FARE SHELL -TST (HE TQT)
- Display a TST: TQT
- Display TST for ticketed one: TQT/T1
- Display TST history: TTH/T1A
Delete TST segment 1  TTE/T1
Delete all TST  TTE/ALL

**QUEUE (HE QUEUE)**

- Display All Categories in the Q Bank  QTQ
- Display Active Queue Total  QT
- QUEUE NEXT (Remove and display next Q)  QN
- Queue Delay (No action and display next Q)  QD
- Update & End Transaction on PNR (with RF)  QF or QFR
- Queue Ignor (Exit Queue function)  QI

To create an Personal Q-account

Step 1: Enter “QTQ” & get a number which is not listed (used or occupied) on QTQ.
Step 2: choose the number and enter : QA(selected no.)C01 (enter)
  RESPONSE with : Queue Activated
Step 3: QAQ(selected no.)(designated name)  eg. QAQ38Jenny (enter)
  RESPONSE with : OK .......now you may go to QTQ and find your specified name and Q no. there.

PLACE PNR on specific created Q number : QE38 enter
  RESPONSE with : On Queue – RLOC no. shown)
You need to input “QExx” to your PNR so that all airlines messages will generate to your personal Q line instead of the general Q system.

To Cancel a Specified Queue  QK2 (cancel Queue no. 2)

**QUEUE TYPES**

There are quite a lot of Queue categories listed in your Q-bank. There are several which are important to the travel agency acknowledgement.

Q1: CONFO - Confirmation
Q2: KL - Confirmation from waitinglist
Q7: SKEDCHG – Schedule changed
Q8: TKTG - Ticketing and time limit
Q12: XTL - Expired time limit