

# Mini Format Guide

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*Table of Contents*

<b><u>AVAILABILITY/SCHEDULE</u></b>	<b><u>1</u></b>
AVAILABILITY	1
CHANGE AVAILABILITY	1
ENCODE/DECODE	1
DUAL CITY AVAILABILITY	2
CHANGE DUAL CITY AVAILABILITY	2
MINIMUM CONNECTING TIMES	2
SCROLLING FORMATS	2
<b><u>CARS</u></b>	<b><u>3</u></b>
CAR LOCATION LIST	3
ENCODE/DECODE	3
CAR AVAILABILITY/RATES	3
CAR SELL	3
CAR TERMS (RULES)	3
CAR RATE FEATURES	3
CAR LOCATION POLICY	3
CAR MODIFY	4
CAR AMADEUS INFORMATION PAGES	4
SCROLLING FORMATS	4
<b><u>AMADEUS INFORMATION PAGES AND HELP</u></b>	<b><u>5</u></b>
AMADEUS INFORMATION PAGES AND HELP	5
CONVERT CITY/COUNTRY/STATE	5
CONVERT TIME/DATES/DAYS	5
CURRENCY CONVERSION FOR IATA RATES	6
CURRENCY CONVERSION	6
CONVERT DISTANCE/WEIGHT/ TEMPERATURE	6
DECODE/ENCODE EQUIPMENT	6
OFFICE BRIEFING PAGE	7
TIMATIC (PASSPORT, VISA, HEALTH INFORMATION)	7
<b><u>FARE QUOTE/ITINERARY PRICING</u></b>	<b><u>8</u></b>
FARE QUOTE DISPLAY	8
MODIFY FARE DISPLAY	8
ITINERARY PRICING	8
BEST BUY	9
FARE NOTES (RULES)	9
TAX	9

*Table of Contents*

<b><u>FLIGHT AND SERVICE INFORMATION</u></b>	<b>10</b>
DISPLAY FLIGHT AND SERVICE INFORMATION	10
<b><u>GROUPS</u></b>	<b>11</b>
GROUP PNR	11
<b><u>HOTELS</u></b>	<b>12</b>
HOTEL LOCATION LIST	12
ENCODE/DECODE	12
HOTEL AVAILABILITY/RATES	12
HOTEL SELL	12
HOTEL POINTS OF REFERENCE	12
HOTEL FACTS/FEATURES	12
HOTEL INVENTORY	13
HOTEL RATE CHANGE	13
HOTEL TERMS	13
HOTEL PRICING	13
HOTEL MODIFY	13
HOTEL CANCEL	13
HOTEL AMADEUS INFORMATION PAGES	13
SCROLLING FORMATS	13
<b><u>ITINERARY</u></b>	<b>14</b>
ITINERARY	14
CHANGE ITINERARY	14
REBOOK	14
CHANGE SEGMENT STATUS	14
<b><u>PNR</u></b>	<b>15</b>
NAME ELEMENT	15
PHONE ELEMENT	15
RECEIVED FROM ELEMENT	15
TICKET ELEMENT	15
FORM OF PAYMENT ELEMENT	15
CREDIT CARD APPROVAL	16
ADDRESS VERIFICATION	16
MAILING/BILLING ADDRESS	16
COMMISSION	16
ENDORSEMENTS/RESTRICTIONS	16
GENERAL FACTS (OSI/SSR)	16

## *Table of Contents*

<b>REMARKS</b>	<b>16</b>
<b>CANCEL NAME ELEMENT (REDUCE NUMBER IN PARTY)</b>	<b>17</b>
<b>DIVIDE/SPLIT PNR</b>	<b>17</b>
<b>END TRANSACTION/IGNORE</b>	<b>17</b>
<b>DISPLAY PNR</b>	<b>17</b>
<b>DISPLAY PNR ELEMENTS</b>	<b>17</b>
<b>PNR HISTORY</b>	<b>18</b>
<b>COPY/REPLICATE PNR</b>	<b>18</b>
<b><u>PROFILES</u></b>	<b><u>19</u></b>
<b>PROFILE MODE</b>	<b>19</b>
<b>DISPLAY PROFILE</b>	<b>19</b>
<b>DISPLAY HISTORY</b>	<b>19</b>
<b>TRANSFER PROFILE ELEMENTS</b>	<b>19</b>
<b>BLIND TRANSFER</b>	<b>19</b>
<b>CREATE PROFILE FROM PNR</b>	<b>20</b>
<b>MODIFY PROFILE</b>	<b>20</b>
<b><u>QUEUES</u></b>	<b><u>21</u></b>
<b>QUEUE COUNT</b>	<b>21</b>
<b>TICKETING PLANNER</b>	<b>21</b>
<b>START QUEUE PROCESSING (ACTION QUEUES)</b>	<b>21</b>
<b>DELAY A PNR</b>	<b>21</b>
<b>PLACE PNR ON QUEUE</b>	<b>21</b>
<b>QUEUE VIEW</b>	<b>21</b>
<b>SEND QUEUE MESSAGES</b>	<b>21</b>
<b>TAKE ACTION WHILE IN QUEUE</b>	<b>22</b>
<b>EXIT QUEUE</b>	<b>22</b>
<b><u>SEATS</u></b>	<b><u>23</u></b>
<b>DISPLAY SEAT MAP</b>	<b>23</b>
<b>ADVANCE SEAT REQUEST</b>	<b>23</b>
<b>CANCEL RESERVED SEATS</b>	<b>23</b>
<b><u>SIGN IN</u></b>	<b><u>24</u></b>
<b>SIGN IN</b>	<b>24</b>
<b>AGENT PREFERENCES</b>	<b>24</b>

*Table of Contents*

<b>STORED FARE</b>	<b>25</b>
<hr/>	
STORED FARE RECORD (MST)	25
INSERT	25
UPDATE FARE FIELD ELEMENT	25
<b>TICKETS/FULFILLMENT</b>	<b>26</b>
<hr/>	
ISSUE TICKET	26
TICKETING OPTIONS	26
TEMPORARY TICKETING	26
MANUAL TICKET NUMBER	26
ELECTRONIC TICKETING	26
AUTOMATED SERVICE FEE	26
AUTOMATED MCO	26
AUTOMATED REFUNDS, PAPER TICKETS	27
<b>ITINERARY/INVOICE</b>	<b>28</b>
<hr/>	
DISPLAY ITINERARY	28
PRINT ITINERARY	28
DISPLAY AND PRINT OPTIONS	28
INVOICE PRINT OPTIONS	28

**Availability/Schedule****HE AVAIL****Availability**

Specify date and time  
 Current day default  
 Specify time with current day default  
 Specify class of service  
 Specify cabin  
 Specify airline  
 Carrier-preferred display  
 Exclude an airline  
 Specify connecting city  
 Exclude connection points  
 Request by arrival time  
 Availability by Direct Access

**HE AD**

AD 12MAR NYCMIA 8A  
 AD NYCMIA  
 AD NYCMIA 8A  
 AD 12MAR NYCMIA 8A / CY  
 AD 12MAR NYCPAR / KF  
 AD 12MAR NYCMIA 8A/ ACO  
 ADAF12MAYPARNYC  
 AD 12MAR NYCMIA / A-CO  
 AD 12MAR NYCMIA 8A / XCLT  
 AD 12MAR DFWMCO / X-ATL  
 AA 12MAR NYCMIA 3P  
 1 UA AD 12MAR NYCMIA 8A

**Change availability**

Return flights, same date, same time  
 Return flights, same date, different time  
 Return flights, different date, different time  
 Return flights 7 days later  
 Change departure time  
 Change to arrival time display  
 Change departure date  
 Specify number of days earlier than original request  
 Change departure city  
 Change arrival city  
 Change departure and arrival city  
 Specify airline  
 Specify unbiased display  
 Specify class of service  
 Specify online connection  
 Specify cabin type  
 Request schedule from availability  
 Request fares from availability  
 Change to Direct Access by line number

**HE AC**

ACR  
 ACR 6P  
 ACR 18MAR 6P  
 ACR 7  
 AC 6P  
 AC AA 1P  
 AC 15 MAR  
 AC -3  
 AC EWR  
 AC //TPA  
 AC EWRTPA  
 AC/ACO  
 AC /AYY  
 AC /CF  
 AC /O  
 AC/KY  
 AC SD  
 ACFQ  
 ACL2

**Encode/decode**

Decode location  
 Encode location  
 Decode airline code  
 Encode airline name  
 Display codes associated to a city  
 Display all affiliated locations  
 Display 10 closest airports

DAC MIA  
 DAN MIAMI  
 DNA LH  
 DNA LUFTHANSA  
 DB NYC  
 DAC MIA/ALL  
 DAC MIA/N

<b>Dual city availability</b>	<b>HE DUAL</b>
Basic round-trip availability	AD11JULMIAEWR*15JUL
Round-trip availability, different city pairs	AD11JULMIAEWR*15JULSFOFLL
Specify airline, 4 days later	AD11JULMIAEWR/ACO*+4
<b>Change dual city availability</b>	
Change origin in first city pair	ACMIA*
Change origin in second city pair	AC*ATL
Change destination in first city pair	AC//TPA*
Change destination in second city pair	AC*//MCO
Change first city pair	ACFLLATL*
Change second city pair	AC*ATLTPA
Change departure time for both city pairs	AC8A*5P
Change departure dates for both city pairs	AC 16NOV* 20NOV
<b>Schedule and timetable</b>	<b>HE SCHED, HE TIMETABLE</b>
Specify date and time	SD 2MAR NYCMIA 8A
Display round-trip schedule	SD 23SEP NYCMIA*25SEP
Request availability from schedule	SC AD
Display timetable	TD 16OCT MIABOS
<b>Minimum connecting times</b>	<b>HE MINIMUM</b>
Single airport	DM LGA
Multi-airport city	DM NYC
Between airports	DM LGA-JFK
Between terminals	DM CDG2A-2B
<b>Scrolling formats</b>	
Move down to next screen	MD
Move up to previous screen	MU
Return to original display	MO AD
Redisplay last availability	MP AD
Display availability one day earlier (yesterday)	MY
Display availability one day later (next day)	MN
Move down in first city pair (dual city availability)	MDF
Move down in second city pair (dual city availability)	MDS
Move up in dual city availability	MUF or MUS

**Cars****HE CAR****Car Location List**

Multi-company display  
 Single-company display  
 With area identifier (C=city center)

**HE CL**

CL NYC  
 CL ZE NYC  
 CL NYC-C

**Encode/decode**

Encode car company name  
 Decode car company code

DNC HERTZ  
 DNC ZE

**Car availability/rates**

Multi-company, current day  
 Specify pick-up and drop-off dates  
 Specify number of days rental  
 Multi-company by segment number,  
   vehicle type, mileage  
 Multi-company by segment number,  
   specific number of days  
 From car location list

**HE CA**

CA LGA/ARR-2P-4P  
 CA LGA 12MAR-17MAR/ARR-2P-4P  
 CA LGA 12MAR-6/ARR-2P-4P  
 CAS3/VT-ICAR/MI-U  
  
 CAS3-4/RT-9A  
  
 CA AB 12MAR-6/ARR-2P-4P

**Car sell**

From CA display  
 From CL display  
 Direct car sell  
 Direct sell—non-airport location  
 Passive segment (HK) for car booked  
   with Complete Access car company  
 Auxiliary car segment

**HE CS**

CS3  
 CS AB 15SEP-3 / VT-SCAR/ARR-3P-5P  
 CS ZI JFK 12MAR-16MAR /VT-ECAR/ARR-6P-8P  
 CS ZD LAXC01 20MAR-5 / VT-SCAR/ARR-4P-8P  
 11ACSZEJFK2MAR-2 / ARR-3P-2P  
   / VT-ECAR / RQ-60.00/ CF-12345678  
 CU1AHK1MIA14MAR-18MAR ECAR  
   /FREEFLOW/CF-1234

**Car Terms (rules)**

From car availability display  
 Display specific information

**HE CT**

CT3  
 CT2/TAX/SUR/PUP

*Note: CT applies to Standard Access and Complete Access car companies.*

**Car Rate Features**

From car availability display  
 From PNR  
 Display specific information

**HE CR**

CR2  
 RTSVCC3  
 CR4/TAX/VEH

*Note: CR applies to Complete Access Plus car companies.*

**Car Location Policy**

Car location policy  
 Vehicle type information at location  
 Coverage information for location  
 Coverage and collision for AL in FLL  
 Car vehicle type for ZI CCAR in EWR

**HE CPO**

CPO ZE MIA  
 CPO ZI MIA/VEH  
 CPO AL FLL/C  
 CPO AL FLL/C-CDW  
 CPO ZI EWR/VT-CCAR

*Note: Use Car Location Policy to view tax, surcharge, vehicle, and coverage information for specific location and rental company.*



---

**Car modify**

Change drop-off date  
 Change vehicle type  
 Change ID information  
 Delete an option  
 Cancel car segment

**HE CAR CHANGE**

4/DD-15AUG  
 4/VT-ICAR  
 4/ID-332211  
 4/ID-  
 XE4

---

**Car Amadeus Information Pages**

Amadeus Cars specific information  
 Specific car company information  
 Car company information at a specific location  
 Car company option information  
 Decode/encode special equipment

**HE CAR**

GG CAR  
 GG CAR ZE  
 GG CAR ZE SEA  
 HE CAR ZE  
 CE/CO-ZE

---

**Scrolling formats**

Move down to next screen  
 Move up one screen  
 Move to top of display  
 Move to bottom of display  
 Move pick-up date to next day  
 Move pick-up date to yesterday  
 Move to previous multi-company availability display  
 Move to previous single-company availability display  
 Move to previous Car Rate Features display

MD  
 MU  
 MT  
 MB  
 MN  
 MY  
 MPCM  
 MPCA  
 MPCR

## Amadeus Information Pages and HELP

---

### Amadeus Information Pages and HELP

Main topic index  
 Airline information  
 Airport information  
 Rail index  
 Supplier index  
 Amadeus product news  
 Amadeus U.S. ACO information  
 Amadeus U.S. ACO news  
 Help subject index  
 Help screen for last entry  
 Codes index  
 Codes that begin with H  
 Help for specific transaction  
 Direct Access airline formats  
 Subject index for PNR  
 Display ARC/BSP participating airlines  
 Display airlines with ticketing agreement with CO  
 Ticketing agreement between 2 airlines  
 Access and function level by airline  
 Airlines with information pages  
 Airlines supporting e-ticketing  
 E-ticket specific airline information  
 Airlines with Rate Desk pricing  
 Help pages with step-by-step instructions

### HE GG, HE AIS

GGAIS  
 GGAIrxx  
 GGAPTxxx  
 GG RAIL  
 GG AUX  
 GGNEWS  
 GGAMAUS  
 GGAMAUSNEWS  
 HE  
 HE/  
 HE CODES  
 GG CODE H  
 HE NM  
 HE DIRxx (xx=airline code)  
 HE PNR  
 TGBD-US or TGBD-CA  
 TGAD-CO  
 TGAD-AI/LH  
 GG PCAxx (xx=airline code)  
 GG AIRAIS  
 TGETD-US or TGETD-CA  
 HE ETTxx (xx=airline code)  
 GG RATE DESK  
 HE STEPS

### Convert city/country/state

Decode a city or airport code  
 Encode a city or airport name  
 Display all cities/airports, includes off-line cities and distance  
 Nearest 10 airports  
 Display city code in specific country/state  
 List codes associated to a city  
 Display country code and currency  
 Display country name and currency  
 Display states or provinces in a country

### HE CONVERT

DAC ORD  
 DAN CHICAGO  
 DAN CHICAGO/S  
  
 DAN BOSTON/N  
 DAN MIAMI/USFL  
 DB NYC  
 DC ITALY  
 DC IT  
 DNS US

*Note: When not sure of spelling, use a wild card entry. Type the first few letters and add \*. Example: DAN DET\* for Detroit.*

### Convert time/dates/days

View System time  
 Local time  
 Local time between cities  
 Difference between cities

### HE DD

DD  
 DD MSY  
 DD MSY 1P/LAX  
 DD MSY/LAX

Convert Zulu time to local time	DD ZZZ1P/MAD
Difference between local time and Zulu time	DD LAX/ZZZ
Elapsed flying time	DD PAR1P/LAX6P
Determine day of week for specific date	DD 27NOV or DD 27NOV10
Find date 30 days prior	DD 15JUN / -30
Find date 21 days in future	DD 12APR/21
Determine number of days between specific dates in different years	DD 30NOV09/28MAY10
Determine number of days between dates	DD 3MAR / 25DEC

---

**Currency conversion for IATA rates**

**HE FQA**

Rate of exchange for your currency, your location	FQA
By country name	FQA GERMANY
By currency code	FQC 240 GBP/USD/B
By airport/city code	FQA*LAX
By country code	FQA*DE

---

**Currency conversion**

**HE FQC**

Convert currency amount to your currency	FQC 50 GBP
Convert currency to NUCs	FQC 500 GBP/NUC
Convert currency to another currency using the Bankers Buying Rate (BBR)	FQC 240 GBP/EUR/B
Find rate of exchange between two currencies, neither is the currency of your location	FQC AUD/CAD
Request Bankers Selling Rate (BSR) for a specific currency	FQC GBP
Request BSR using city code	FQC*LON

---

**Convert distance/weight/ temperature**

**HE DK**

From miles to kilometers	DKMK150
From kilometers to miles	DKKM18
From pounds to kilograms	DKPK30
From Celsius to Fahrenheit	DKCF32

---

**Mileage**

**HE MILEAGE**

Mileage calculation (TPM and MPM)	FQM PARSTOLON
Display TPM and MPM for a city pair	FQO LONTYO
Display mileage from a PNR	FRM
Display mileage for specific PNR segments	FRM/S4-6

---

**Calculator functions**

**HE DF**

Add (; or #)	DF 134 ; 29 or DF 134 # 29
Subtract (-)	DF 324.56 - 25.89
Multiply (*)	DF 152 * 8
Divide (/)	DO 5135 / 82
Percentage	DF1496P10

---

**Decode/encode equipment**

**HE DNE**

Display aircraft type from number	DNE 747
Display aircraft from name	DNE BOEING747

---

**Office briefing page**

Display your office briefing page  
Display branch page  
Print entire page  
Edit page (if security permits)  
Delete information after entering GMD  
Insert or add lines

**HE GD**

GD  
GD/MIA1A0800  
GL  
GMD  
Dn (n = line number)  
I3

---

**Timatic (passport, visa, health information)**

Cities in a country  
Guided mode visa info  
Guided mode health info  
Guided mode visa and health info  
Display full text, specific section codes  
Display visa and health information index  
Display visa and health information for Mexico from PNR  
Australian Visa application

**HE TI**

TILCC/ITALY  
TI/VISA  
TI/HEALTH  
TI/ALL  
TIDFT/SIN/CS  
TIFA  
TIRA/NAMX/S4-5  
TIETAR

## Fare Quote/Itinerary Pricing

## HE FARE

### Fare quote display

Basic fare quote  
 Specific date  
 Specify airline  
 Specify outbound and return dates  
 By month and year  
 By class of service  
 By cabin  
 Passenger type codes from a fare display  
 All passenger type codes  
 Fare breakdown from fare display  
 Routing information from fare display  
 Booking codes from fare display  
 One-way fare  
 Past date fares-domestic (up to 14 days)  
 Past date fares-international (up to 3 months)  
 Fares in NUCs  
 Specify global direction  
 Request by fare type  
 No penalty, no advance purchase fares  
 Multiple options

### HE FQD

FQDMIANYC  
 FQDMIANYC/13MAY  
 FQDMIANYC/13MAY/ADL  
 FQDMIANYC/12MAY\*19MAY  
 FQDMIANYC/DJUN02  
 FQDMIAFRA/12MAY/CQ  
 FQDMIAFRA / 12MAY / KF  
 FQL  
 FQL\*  
 FQK1  
 FQR3  
 FQS3  
 FQDMIANYC/1MAR/IO  
 FQDMIAATL/ADL/R,03APR08  
 FQDMIALON/ABA/R,03APR08  
 FQDLAXPAR/1MAR/R,NUC  
 FQDMIALON/VAT  
 FQDMIANYC/R-YS  
 FQDMIANYC/R,\*NPE,\*NAP  
 FQDMIALON/ABA,DL/R,-YM-CZ-YG

### Modify fare display

Change date  
 Reverse city pair direction  
 Request passenger type code  
 Change cabin  
 Change to one-way fares  
 Change to round-trip fares  
 Change to display without taxes  
 Change domestic display to show taxes  
 Change to specific airline (no YY fares)  
 Change to specific currency  
 Change to NUCs  
 Change to local currency  
 Redisplay original fare  
 Change to availability

FQDC/15JUN  
 FQDR  
 FQDC/R,-CH  
 FQDC/KF  
 FQDC/IO  
 FQDC/IR  
 FQDC/R,WT  
 FQDC/R,AT  
 FQDC/A-CO  
 FQDC/R,CAD  
 FQDN  
 FQDL  
 MPFQD  
 FCAD

### Itinerary pricing

Price without storing fare  
 Display ticket image (if more than 1 passenger)  
 Specify passenger type(s)  
 Specify multiple passenger types  
 Passenger select  
 Segment select

### HE FXX

FXX  
 FQQ1  
 FXX /RMIL  
 FXX /P1/RADT//P2/RC10  
 FXX /P1  
 FXX /S2, 3, 5

*Fare Quote/Itinerary Pricing*

Override booking code	FXX/R,BK-F
Specify fare basis	FXX/L-QE7NR
Past date pricing	FXX /R,2JAN09
List of fares for current itinerary	FXX/LI
Price specific fare and validate fare rules	FXX/A-YOBV
Price tax exempt	FXX,R,ET
Withhold taxes (up to 4)	FXX/R,WT-AY-YQ
Withhold taxes for a specific country	FXX/WC-US
Withhold all Q surcharges	FXX/R,WQ
Price at passenger type code, not lowest	FXX/R,*PTC
Price connection override	FXX /S4X
Price stopover override	FXX /S3S
Open return with mirror image	FXX /OPEN
Price without tax	FXX /R,WT
Price tax exempt	FXX/R,ET
Override ticketing city	FXX/R,MBJ
Price using validating airline	FXX/R,VC-CO
Price with multiple breakpoints	FXX/B4/B6
Price by fare basis	FXX /L-QSE70X
Enter multiple fare basis codes	FXX /L2, 3-QE30Z23/ L4-QE30X23
Price fare with penalties ≥ \$100	FXX / R, * PE100A
Price and store fare as booked (create TST)	FXP
Discount or “zap off” a percentage from the base fare	FXP /ZO-20P
Discount or “zap off” amount (off total)	FXP /ZO-T50A
Discount or “zap off” amount (off base fare)	FXP /ZO-B100A
Store fare as booked, add ticket designator	FXP /ZO-75P*AD75
Store fare as booked, add ticket designator, take discount off segment 3	FXP/ZO-10P*CD10.3

---

**Best Buy**

**HE FXA**

Lowest available fare	FXA
Rebook lowest available fare	FXR
Lowest possible fare	FXL
Rebook and create a TST	FXB

---

**Fare notes (rules)**

**HE FQN**

Display notes/rules	FQN3
Display list of applicable categories	FQN3*LIST
Display by keyword	FQN3*ADVANCE
Display specific note category	FQN3*AP
Display specific paragraph	FQN2*2

---

**Tax**

**HE TAX**

Base and tax from fare display	FQK 6
Tax information by country code	FQNTAX/US
Display PFC	FQZ PFC ORD
Display PFC CAP	FQZ CAP MIA
Display PFC COL	FQZ COL AA

## Flight and service information

HE FLIFO

---

### Display flight and service information

Specify flight, current day	DOC0302
Specify date	DOUA956 / 15AUG
With departure time	DOAF400P/D/12DECMADCDG
<i>Note: If no flight exists, the System will display a flight schedule.</i>	
From PNR or availability display	DO3
Display flight service from PNR for all segments	RTSVC
Display flight service from segment number	RTSVC2
Direct access airline, current day	1xxDO302 (xx=airline code)

## Groups

## HE GROUP

---

### Group PNR

Create group name	NG 20 LITTLE LEAGUE
Display PNR by group name	RT/ RIDGEMONT HIGH MARCHING BAND
Display PNR by record locator	RTWS4BTMI
Display names in group PNR	RTN
Display names and itinerary	RTW
Group sell from availability (more than 9 passengers)	SS2Q1/SG
Group sell from availability (fewer than 9 passengers)	SS4B2/GI
Modify group name	0/NEW GROUP NAME
Add passenger name	NM2MILLER / GLENMR / SHARON MRS
Cancel unassigned names	XE0.5
Cancel individual name	XE2-4
Remove individual names and retain group space	2-3/5G



**Hotels****HE HOTEL****Hotel Location List**

Multi-property display	HE HL
Sub or Master Chain	HL NYC
Single-property display by chain, state, and country (for US)	HL HY MIA
Single-property display (not US)	HL HI US FL
	HL HI FR

**Encode/decode**

Encode hotel chain	DNH HILTON
Decode hotel chain code	DNH HH

**Hotel availability/rates**

With check-out date	HE HA
With number of nights	HA NYC 12MAR-15MAR
With specific hotel chain	HA NYC 12MAR-3
With area indicator	HA HI NYC 12MAR-3
With special rate code	HA NYC 12MAR / AR-D
With double occupancy	HA NYC 12MAR / SR-COR
Rates for single property from Multi-property display	HA SAN 12OCT / RT-2
	HA2

**Hotel sell**

With passenger select	HE HS
With guarantee	HS2 / P2
With deposit	HS2 / G-CCAX3782482311098EXP1212
With option item for additional person	HS2 / DP-CHECK
Long sell using property code	HS2 / EX-USD21.00-1
Passive segment for Complete	SHIMIA123P10OCT-4/RT-A1D
Access or Complete Access Plus hotel	11AHS DINYC79010SEP-15SEP/ CF-3829AB/RT-B2D/RQ-USD125.00
Auxiliary hotel segment (hotel not stored in Amadeus)	HU 1A HK1 MIA1SEP-3SEP/(freeflow)/CF-1234567

**Hotel Points of Reference**

Point of Reference categories	HE POR
List shopping centers in MIA	DRP-CAT
Hotels near Grand Canyon	DRP*/MIA-SHO
Hotel list from line 1	DRP GRAND CANYON/USAZ
Hotel list near a specific Point of Reference, within 10 miles	HLL1
Hotel availability near a specific Point of Reference	HLWAS/RP-ATT-WHITE HOUSE/DI-10M
	HA*USNJ/DT-14JAN-2/RP-CTY- TINTON FALLS/DI-10M

**Hotel Facts/Features**

From Multi-property availability	HE HF
From Single-property availability	HF2
From hotel list	HF
From PNR	HFAB
	HFS5

<b>Hotel Inventory</b>	<b>HE HI</b>
From Single-property availability	HI
From Multi-property availability	HI20
From hotel list	HIAD
<i>Note: Applies to Standard Access and Complete Access hotels only.</i>	
<b>Hotel Rate Change</b>	<b>HE HR</b>
From Single-property availability	HR3
From PNR	HRS4
<i>Note: Applies to Standard Access and Complete Access hotels only.</i>	
<b>Hotel Terms</b>	<b>HE HT</b>
From Single-property availability	HT1A
From PNR	HTS4
From Rate Change display	HT1A
<i>Note: Applies to Standard Access and Complete Access hotels only.</i>	
<b>Hotel Pricing</b>	<b>HE HP</b>
From Single-property availability	HP5
From PNR	HPS4
Display specific categories	HP5-L-P
<i>Note: Applies to Complete Access Plus and Dynamic Access hotels.</i>	
<b>Hotel modify</b>	<b>HE HTL CHANGE</b>
Passenger association prior to ending record	2/P3
Check-in and check-out dates	2/DT-1MAY-15MAY
Check-out date	2/DD-15JUN
Guarantee	2/G-CCAX1004344124EXP1012
Delete an option	2/ID-
<b>Hotel cancel</b>	<b>HE HTL CANCEL</b>
Cancel entire itinerary	XI
Cancel hotel segment	XE2
<b>Hotel Amadeus Information Pages</b>	<b>HE HTL</b>
Amadeus Hotels general reference pages	GG HTL
Specific hotel chain information	GG HTL HI
All hotel chains and access codes	GG HTL ALL
Specific hotel chain quick reference	HE HTL MC
<b>Scrolling formats</b>	
Move down to next screen	MD
Move up to previous screen	MU
Move to previous Multi-property display	MPHM
Move to previous Single-property display	MPHA
Move to previous display	MP
Move to previous Hotel Location List	MPHL

**Itinerary****HE SS****Itinerary**

Sell from availability	SS2Y1
Sell by flight number	SS CO182Y12MARMCOIAH1
Sell from dual-city availability	SS2M3*12
Enter passive segment	SS1G2/PK/ABC123
Enter passive segment with times	SS NW712Y17APRMSPMKE PK1/ 11A1245P/ABC123
Enter service segment	SS NW712Y17APRMSPMKEHK1/ ABC123
Enter ghost segment	SS NW712Y17APRMSPMKEGK1/ ABC123
Enter open segment	SOUAYDENLAX
Enter open segment, flight and date	SODLY23MAYATLMSY
Enter ARNK segment	SI ARNK
Waitlist from availability	SS2F3/PE
Waitlist by flight number	SSAA182Y12MARJFKMIAPE2
Auxiliary memo segment	RU1AHK1MIA5SEP*LIMOUSINE/ (freeflow)

**Change itinerary****HE XI, HE XE**

Cancel entire itinerary	XI
Cancel element(s)	XE 1,5
Cancel sub-element of an MCO element	XE4.1
Delete segment (does not send cancel message)	DL4
Rearrange segments in PNR	RS10,12-14

*Note: To avoid airline accounting problems, do not cancel/rebook the exact itinerary within the same record.*

**Rebook****HE SB**

Change class, single segment	SBC2
Change class, all segments	SBY
Change class, multiple segments	SBY3-6
Change class, combination of segments	SBY2/C4/M5
Change date, single segment	SB28NOV7
Change date, all segments	SB19JUN
Change flight number, single segment	SBUA667*3
Change flight number, multiple segments	SBUA667*3/UA668*4
Change date, individual segments	SB14MAY2/15JUN4-6
Change class and date, all segments	SBY10JUN
Change class and date, specific segment	SBF19DEC4

**Change segment status****HE PNR CHANGE, HE SS**

Change segment status, confirm advice code	3/HK
Change segment status, waitlist status code	3/HL
Change flight times, non-system user airlines	3/200P430P

**PNR****HE PNR****Name element**

Name element

With passenger type code

With identification code

Combination ID and passenger type codes

With infant

For one passenger, child

Update name, maintain passenger association, IDs, and types

Update first name only

Change name, cancel all passenger-associated items

except itinerary, fare, ticket, and some seating elements

*(Note: Passenger element 2 is being changed)*

Change passenger type code

Delete passenger type code

**HE NM**

NM2MILLER / MICHAEL / MARY

NM1MILLER / MICHAEL(MIL)

NM1MILLER / MARY(ID232CPR)

NM1MILLER / MICHAEL(MIL)(ID232CPR)

NM1LEE/MIKE(INF/SAM/11MAY08)

NM1MILLER/MIKE(CHD/10JAN04)

NU2/1SUMMER/EDWARD MR

NU2/EDDIE MR

2/1SUMMER/EDWARD MR

1/(CHD)

1/

**Phone element**

Phone element

No telephone contact

E-mail address

Fax number

Change Phone element

Delete Phone element

**HE AP**

APNYC 201 555-1212-B/P2

APNAP

APE-BRUTH@AOL.COM

APF-US3055551234

6/MIA 305 555-5000-B

XE3

**Received From element**

Received From element

Change Received From element

(can only be done before ET)

**HE RF**

RF MRS MILLER

RF SAM

**Ticket element**

Specify ticket date

Show ticketed (no queue placement)

Prepaid ticket

Specify date and time

Auto-cancel specific date and time (24 hour clock)

Change ticket element

Send to queue

**HE TK**

TKTL15SEP

TKOK

TKPT

TKTL30JUN/530P

TKXL12NOV/1800

9/TL 18SEP

TKOK/Q50C30-SEATS

**Form of payment element**

Cash

Check

Credit Card

Credit Card with manual approval code

Specific passenger

Append manual approval code

**HE FPUS**

FPCASH

FPCHECK

FPCCAX371449635311004/1012

FPCCAX3714496353111004/1012/ N1234

FPCHECK/P2

10//N100101

<b>Credit card approval</b>	<b>HE CREDIT</b>
Request manual approval, specify validating airline	DECCAX410031003456784/1212/ USD345.00/CO
Automatic approval from PNR before TTP	DEFP
<b>Address verification</b>	
Request credit card approval and verify address, without PNR present	DECCAX410031003456784/1212/ USD 400.00/ BA*1111 SW 2 PLACE PALM BEACH-33175
If billing address is in the PNR	AQ*
If billing address is not in the PNR	AQ 1111 SW 2 PLACE PALM BEACH - 33175
<b>Mailing/billing address</b>	<b>HE AM</b>
Mailing address	AM NAME, ADDRESS, CITY, STATE ZIP
Billing address for passengers 3 and 6	AB NAME, ADDRESS, CITY, STATE ZIP/P3, 6
<b>Commission</b>	<b>HE FM</b>
Percentage	FM5
Fixed amount	FM50.00A
Commission percentage with a capped amount	FM5/C50.00
<b>Endorsements/restrictions</b>	<b>HE FE</b>
Endorsement/restriction information	FE NON REFUNDABLE
<b>General facts (OSI/SSR)</b>	<b>HE SR, HE OS</b>
OSI all segments and passengers, specific airline	OS AF TEXT
OSI multiple passengers	OS KL TEXT/P1,3-6
OSI all segments, specific airlines	OS YY TEXT
SSR all segments and passengers	SR*VGML
Specific airline all passengers	SR* VGML LH
Specific airline and passengers	SR* VGML IB/P1-3
Specific segments all passengers	SR* VGML/S10-11
Specific segments and passengers	SR* VGML/S10-11/P1-4
SSR for extra seat	SR* EXST-PERSONAL COMFORT/ P1
SSR with freeflow text	SR OTHS-FREE FLOW TEXT/P2
SSR for emergency contact	SR*PCTCY-NAME/CONTACT NUMBER
Unaccompanied minor	SR UMN-UM06
SSR for form of identification	SR FOID LH HK1-DL12345678/P1
<b>Remarks</b>	<b>HE RM, HE RII, HE RIA</b>
General remark (does not print on invoice)	RM PSGR ADV XNCL PENALTY
Confidential remark, viewed by authorized office/branches	RC MIA1S2150/ADV PAYMENT REQUIRED
Display or print on itinerary only	RIR CHECK-IN EARLY
Passenger and/or segment association	RIR BRING PHOTO ID/P2,3/S2,3
Display or print freeflow information on itinerary and invoice	RII CHECK-IN EARLY
Override total amount of invoice	RIT 1000.00
Print freeflow remarks on invoice	RIF HAVE A GOOD TRIP
Adds amount and the words SERVICE FEE	RIS 25.00
Adjustment remark	RIA 100.00-H HOTEL SERVICE
<i>Note: Use -F for air segments, -H for hotel, -C for car, -M for miscellaneous.</i>	

Display or print remarks from office profile on itinerary only	RIM/M1
Display or print remarks from office profile on itinerary and invoice	RIO/M2,3
Billing information from the office profile, specific psgr	RIB/P3
Due date information from the office profile, specific psgr	RID/P4
Invoice remarks from the office profile	RIC/M1-4,8-10
<hr/>	
<b>Cancel name element (Reduce Number in Party)</b>	<b>HE XE</b>
Cancel single name element	XE1
Cancel multiple name elements	XE1,3,5
Cancel range of name elements	XE1-3
<hr/>	
<b>Divide/split PNR</b>	<b>HE SP</b>
Divide only one name	SP2
Divide multiple names	SP2,4
Divide range of names	SP1-3
Divide individual and range of names	SP1,3,5-8
End and file PNR	EF
<hr/>	
<b>End transaction/Ignore</b>	<b>HE ET, HE IG</b>
Complete the transaction	ET
End transaction and redisplay	ER
Update status codes and end transaction	ETK
Update status codes, end, and redisplay PNR	ERK
Ignore PNR	IG
Ignore entries and redisplay	IR
<hr/>	
<b>Display PNR</b>	<b>HE RT</b>
By last name	RT / WATERMAN
PNRs with active segments only	RT/SMITH*A
By record locator	RT Q6RBB3
By flight, date, and name	RT CO123 / 2FEB-JONES
From similar name list	RT4
Redisplay original list	RT0
Retrieve cross-referenced PNR	RTAXR
Displays record locator returned by airline	RL
By frequent flyer number	RTM/LH-00094383021
<hr/>	
<b>Display PNR elements</b>	<b>HE RT</b>
Redisplay PNR	RT
Phone elements (AB, AM, AQ, AP)	RTJ
Passenger data	RTP
Name elements	RTN
Itinerary	RTI
Remarks	RTR
Ticketing elements	RTK
Option elements	RTO
Invoice remarks	RTB
Air segments only	RTA

PNR

General facts (SR, SK, OS)	RTG
Car segments	RTC
Hotel segments	RTH
Travel service provider (non-air) segments	RTX
Rail segments	RTZ
Tour segments	RTT
Fare elements	RTF
<hr/>	
<b>PNR History</b>	<b>HE RH</b>
Display entire history	RH
Fare element history	RHF
Air history	RHA
Car history	RHC
Hotel History	RHH
Specific segment history	RHS3
Queue history	RHQ
<hr/>	
<b>Copy/replicate PNR</b>	<b>HE RR</b>
Copy PNR	RRN
Copy PNR, increase by 2 passengers	RRN/2
Copy all passenger data only	RRP
Copy passenger data for passenger 2	RRP/P2
Copy all passenger data except for passenger 3	RRP/PX3
Copy itinerary data	RRI
Copy PNR, specific passenger	RRN/P1-2
Copy PNR, move date forward 7 days	RRN/DP7
Copy PNR, move date backward 3 days	RRN/DM3
Copy PNR, change class to Q	RRN/CQ
Copy segments 3 and 6	RRN/S3,6
Copy PNR, change dates for selected segments	RRN/S4D21MAY/S5D22MAY
Copy PNR, change class of service for selected segments	RRN/S3CK/S6CK
Copy PNR, create AXR record	RRA

**Profiles****HE PROFILE****Profile mode****HE PM**

Access Profile Mode  
 Temporarily exit Profile Mode  
 Exit Profile Mode  
 End transaction and file profile  
 End transaction, file and redisplay profile  
 End transaction and exit Profile Mode  
 Ignore updates and redisplay  
 Ignore profile  
 Ignore updates and exit Profile Mode

PM  
 PMP  
 PME  
 PE  
 PER  
 PEE  
 PIR  
 PI  
 PIE

**Display profile****HE PDN**

Traveler Profile  
 Company Profile  
 Company or Traveler Profile from list  
 Traveler Profile associated to company  
 Separate traveler from merged profile  
 Separate company from merged profile  
 Redisplay merged profile  
 Redisplay profile list  
 List of company profiles  
 List of traveler profiles

PDN/-BRADLEY  
 PDN/SMITH AND SONS INC.  
 PD2  
 PDN/BMW CORP-MEYER  
 PDT  
 PDC  
 PDM  
 PDL  
 PLC  
 PLT

**Display history****HE PH**

From a displayed profile  
 Traveler Profile history from a merged profile  
 Company Profile history from a merged profile  
 From a profile list

PH  
 PHT  
 PHC  
 PH2

**Transfer profile elements****HE PT**

All mandatory and automatic elements and create a PNR  
 All mandatory, automatic, and selectable lines, create PNR  
 Transfer single line  
 All mandatory and automatic elements to an existing PNR  
 Transfer element 2 to existing PNR  
 Range of element numbers  
 Individual element numbers  
 Individual and range of element numbers  
 All elements except 4, and 7-9

PT  
 PT\*  
 PT3  
 PTO  
 PTO2  
 PT1-3  
 PT1,5,8  
 PT1,3,5-7  
 PT\*X4,7-9

**Blind transfer****HE PB**

Automatic elements (company)  
 All Elements (company)  
 Automatic elements (traveler)  
 All elements (traveler)

PBN/WORLD BANK  
 PBN/WORLD BANK\*  
 PBN/-JONES/SAM  
 PBN/-JONES/SAM\*



*Profiles*

Traveler Profile associated to a Company Profile,  
automatic and mandatory elements

PBN/AMADEUS-JONES

Traveler Profile associated to a Company Profile,  
all elements

PBN/AMADEUS-JONES\*

---

**Create profile from PNR**

**HE PC**

Create Traveler Profile for name element 1, all elements

PC/-1

Create profile for passenger 1, specific elements

PC/-1,6,7,9-11

Create Traveler Profile associated to Company Profile

PC/BMW CORP-1

Omit specified PNR elements

PC/-1, X6-8

---

**Modify profile**

**HE CHANGE PROFILE**

Modify element 4

4/NCE 92941234-B

*Note: To modify profile elements, use PNR modification entries.*

<b>Queues</b>	<b>HE QUEUE</b>
<b>Queue count</b>	<b>HE QT</b>
Queue count total, active PNRs	QTQ
Queue count total	QT
Queue count, specific queue, all active categories	QC1CA
Queue count, specific queue	QC87
Queue count, specific queue and category	QC87C1
<b>Ticketing planner</b>	<b>HE QCD</b>
Display daily ticketing planner	QCDT
Display planner for office ID	QCDT/MIA1S211K
Display half month total for ticketing planner	QCMT
Place PNRs on queue from ticket planner	QWMT/25JUN
<b>Start queue processing (action queues)</b>	<b>HE QS</b>
Sign in	QS8
With category and date range	QS8 C6 D2
End transaction and retain updated PNR in queue	QES
<b>Delay a PNR</b>	<b>HE QD</b>
Delay to a date	QD20DEC
Delay to a time	QD1P
Delay to date and time, exit queue	QDF13NOV/5P
Delay to date or time with remark	QD5P/LMCB
<b>Place PNR on queue</b>	<b>HE QUEUE PLACE</b>
Place on queue, category 0	QE35
Specific category	QE8 C2
Specific category and date range	QE8 C2 D1
Category, date range for another Office ID	QE/MIA1S21502/87 C2 D1
Record locator	QE8C2-GTD5B5
Place on queue and retain on screen	QE7-RT
Place on multiple queues (up to 4)	QM87/2
Place on multiple queues, specific category	QM87C1/2C1
Place on multiple queues, specific category and date range	QM87C1D1/2C1D1
End transaction, retain PNR on queue	QES
Transfer all PNRs or messages from one queue to another	QB25-26
<b>Queue View</b>	<b>HE QV</b>
View list of PNRs in queue 8, category 11	QV/8C11
Retrieve PNR 12	QV12
Retrieve PNR 12 and remove from queue	QVD12
Return to queue view list	QV0
<b>Send queue messages</b>	<b>HE QE</b>
Within your office	Step 1. QE 97(return*) Step 2. TYPE MESSAGE (return) Step 3. // (enter)

*Note: Place messages on Q97.*

## Queues

To another Office ID or branch office on message queue

Step 1. QE/MIA1S2150/97 (return)  
Step 2. TYPE MESSAGE (return)  
Step 3. Agency name, IATA number,  
and phone // (enter)

*\*Return depends on equipment. PCs use Control + Enter*

---

### **Take action while in queue**

Ignore PNR, move to bottom, display next	QD
Ignore PNR, move to bottom, exit queue	QDF
End and redisplay, retain PNR on queue	ER
End transaction, remove PNR from queue	ET
Remove PNR from queue	QN

---

### **Exit queue**

Ignore PNR and exit queue	QI
End, exit, and remove PNR from queue	QF
End, exit, remove PNR from queue and redisplay	QFR
Ignore changes to PNR, exit queue, redisplay out of queue	QIR

**Seats**

**HE ST**

**Display seat map**

Without a PNR  
 From PNR segment  
 From availability or schedule

**HE SM**

SM CO1945/K/12JUN IAH LAS  
 SM3  
 SM/4/Y

**Advance seat request**

Non-smoking  
 Smoking  
 Window  
 Aisle with name association  
 Aisle with segment association  
 Specific seat from seat map  
 Specific seat without active seat map  
 Range of seat numbers

**HE ST**

ST  
 ST/S  
 ST/W  
 ST / A / P1  
 ST/A/S3,7-9  
 ST/2A  
 ST/2A/S3  
 ST/2ABCD or A-D

**Cancel reserved seats**

Specific seats in SSR  
 Cancel seats by segment number  
 Cancel all seats

**HE SX**

XE8  
 SX/S5  
 SX

## Sign in

## HE SIGN

---

### Sign in

Sign in with sign and password	J11234xx/GS-PASSWORD
Sign in to specific work area	J1B1234xx/GS-PASSWORD
Sign in to multiple work areas	J1A/B/C1234xx/GS-PASSWORD
Sign in to all work areas	J1*1234xx/GS-PASSWORD
Sign in to Practice Training	JJ1234xx/GS-PASSWORD
Sign in to a different work area	JXB
Move between work areas	JMB
Check status of work areas	JD
Redisplay sign-in messages	JB
Sign out of current work area	JO
Sign out all work areas	JO*

*Note: xx = last two characters of agent sign.*

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### Agent preferences

### HE JGD

Display your preferences	JGD
Display your currency preference	JGD/C
Update distance preference to miles	JGU/DIS-M
Update language preference*	JGU/LNG-SP

*\* See HE PREF for a list of language preference codes. If pages are not available in a specific language, the information will default to English. Some JGU formats can only be used by the agency's Local Security Administrator (LSA).*

## Stored Fare

<b>Stored Fare Record (MST)</b>	<b>HE TTC</b>
Create TST shell	TTC
Create individual TST for each passenger	TTC/D
Segment select	TTC/S8,10,12-14
Combination with open return	TTC/D/S8,9/OPEN
<b>Insert</b>	<b>HE TTI</b>
Line entitlement	TTI/L1/BQXE14/L2/BQWE14
Fare information	
Insert base fare, tax, and PFCs	TTI/F225.00/X22.50US/X3.00XF/ X5.50ZP
Insert fare calculation line	TTI/C2OCT05HOU CO EWR100.00 Y9COHOU125.00YUSD225.00END ZP IAH2.75EWR2.75 XF EWR3
Display stored fare ticket 2 from list	TQT/T2
<b>Update fare field element</b>	<b>HE TTK</b>
Add or change base fare	TTK/F300.00
Modify tax field 4	TTK/X4-X27.00FR
Update fare and tax	TTK/F200.00/X1-X36.00US

**Tickets/Fulfillment**

**HE TKT**

**Issue ticket**

**HE TTP**

Basic ticketing entry

TTP

Verify if ticket can be issued

TTP/TKT

**Ticketing options**

Override past-date TST

TTP/O

Passenger and/or segment select

TTP/P1,5-7/S1,3

Reprice and ticket, retain credit card approval

TTP/R

Ticket with open return via same points

TTP/OPEN

Ticket adding open segments

TTP/S3 CO C EWR LGW

Select TSTs

TTP/T1,6

With airline validation

TTP/V CO

Form of payment

TTP/FP CASH

Retrieve PNR

TTP/RT

Ticket and basic invoice

TTP/INV

Ticket and extended invoice

TTP/INE

Ticket for infant

TTP/INF

Exchange

TTP/EXCH

**Temporary ticketing**

**HE TY**

Enter temporary mode

TY

Issue ticket and exit temporary mode

TTP/IG

Exit temporary mode

IG

**Manual ticket number**

**HE FHM**

Enter handwritten ticket number

FHM 057-1234567890

**Electronic ticketing**

**HE ETT**

Override print electronic ticket

TTP/ET

Override to print paper ticket

TTP/PT

Display e-ticket record from PNR with 1 name

TWD

Display e-ticket list

TWDRL

Display e-ticket by line number

TWD/L6

Display e-ticket record by ticket number

TWD/TKT 005-1234567890

Void e-ticket from active PNR

TWX

Display history for active e-ticket record

TWH

**Automated Service Fee**

**GGAMAAUSSVC**

Create MCO element for service fee

IMCS/27FEB/USD25.00\*SERVICE  
FEE/\*\*FREEFLOW/P1

Attach FP to MCO, line 6 (must be credit card)

FPCCVI4444333322221111/1012/L6

Remove sub-element 1, line 5

XE5.1

Add approval code to sub-element FP

5.1/N123456

**Automated MCO**

**GGAMAUSMCO, HE TQM, HE TMI**

Initial MCO entry

IMCM/ US PHL 30JUL/USD579.00/ \*FUN IN SUN  
PKG/P1

Display MCO image, line 3

TQM/L3

*Tickets/Fulfillment*

Update MCO to tour company and airline	TMI/L3/D GOGO TOURS/VCO
Add more information to MCO, line 5	TMI/L5/H (FREEFLOW)
Add airline information to MCO, line 3	TMI/L3/J (AIRLINE INFO)
Add base fare and tax to MCO	TMI/L6/F500.00/X30.00US

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**Automated Refunds, Paper Tickets**

**HE TRF, GGAMAUSTRF**

Initiate refund record by ticket number	Step 1. TRF037-1234567890
Process refund	Step 2. TRFP
Full refund without displaying refund record	TRF037-1234567890/FULL
Full refund, FA line 6, 50% cancel penalty	TRF/L6/FULL/CP50P
Full refund, \$25 cancel penalty, 5% cancel commission	TRF/L6/FULL/CP25A/CM5P



**Itinerary/Invoice****HE INVOICE****Display itinerary**

Display basic itinerary

Display extended itinerary

**HE INVOICE**

IBD

IED

**Print itinerary**

Print a basic itinerary for each name in the PNR

Print a basic itinerary for all names in the PNR

Print an extended itinerary for *each* name in the PNRPrint an extended itinerary for *all* names in the PNR

IBP

IBPJ

IEP

IEPJ

**Display and print options**

With all auxiliary segments only

Specific auxiliary segments

Multiple passengers

With all air segments only

Specific air segments

Print to a printer

Language preference

*Note: SP is for Spanish.*

Time override

*Note: Use 12 for 12-hour clock and 24 for 24-hour clock.*

TST number

*Note: All above options can be combined by separating options with a slash (/). For example: IBP/P1/S1*

Print invoice

Basic invoice for *each* name in the PNRBasic invoice for *all* names in the PNRExtended invoice for *each* name in the PNRExtended invoice for *all* names in the PNR

Combination ticket and invoice

**HE TTP, HE INV**

/A\*

/A3,5-7

/P1,4-6

/S\*

/S2,3,9-11

-PAA4711

/LPSP

/TO12

/T3

HE INV

INV

INVJ

INE

INEJ

TTP/INV

**Invoice print options**

Copy invoice (10 digits)

*Note: Invoice cannot be older than 7 days.*

Manual invoice number

E-mail invoice

Fax invoice

Override credit card number with the word CREDIT

No fare invoice

Override base fare, tax, and total on invoice

Without air segments

Without auxiliary segments

*Note: Options can be combined by separating with a slash (/). For example: INV/P1/S2*

/COPY 0000009876

/MI 1213123122

-EML-MBAUER@YTK.COM

-FAX-US3055554343

/CREDIT

/NO FARE

/NO FARE\*Y 1500.00\*US 150.00

/S0

/A0