



Amadeus Selling Platform Air

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Amadeus-Iran
Educational System and Service
No.6, Shafagh (17th) St., Bokharest Ave.
Tehran, Iran
Fax: INT +9821 88706606

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Introduction

This user guide describes Amadeus Air, one of the key modules of Amadeus Selling Platform. It explains how to use Amadeus Air from an end-user point of view.

Objectives

After you have read this user guide, you will be able to:

- Request a flight availability display
- Request a timetable display
- Sell seats on a flight and modify the booking
- Request flight information and book a specific seat on a flight
- Create a passive segment and waitlist a passenger.

Chapter 1

Introduction to Amadeus Air

Amadeus Air allows you to display and book flights as well as display timetables and flight information.

You choose the Air module  to book flight segments and find flight information for your customers.

The Air module includes the following tabs:

Availability Tab

When working in the Availability tab, you can choose the type of air availability display you want for the city pair and options in your entry.

The displays are as follows:

- **Available Flights** - Lists flights that are available and have seats that can be booked. This display shows all flights with at least one seat available for sale or waitlist.
- **Scheduled Flights** - Shows all flights operated by all airlines that submit schedule information to Amadeus, including flights that may not have seats available in a particular class, cancelled flights, or flights not sold through Amadeus.

Timetable Tab

The Timetable tab displays flights that operate during a specified one-week period. The Timetable display shows a flight's frequency of service, or its effective and discontinued dates, as well as flights operating during a 7-day period from the date you specify.

Note: The Timetable display is for information only; you cannot book seats from this display.

Flight Information Tab

The Flight Information tab gives you facts that are important to your customer, such as airplane equipment, terminal, and meal information. You can request flight information by Flight Number or Flight Time.

Other Segments Tab

If you have all the information you need to book a flight, you can sell the flight using the Other Segments tab.

Direct sell options include:

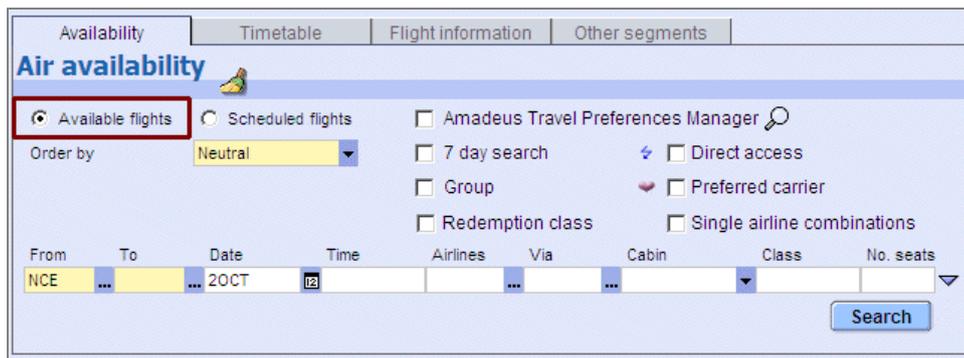
- **Direct Sell** - To sell a one-way flight segment.
- **ARNK (Arrival Unknown) Segment** - To be used when your customers make their own travel arrangements between two segments of a flight itinerary.
- **Information Segment** - Helps ensure continuity in your customer's itinerary. Information segments provide information about a customer's travel plans; however, they do not actually book a flight segment. This is especially helpful if your customer is flying on an airline that is not listed in Amadeus.
- **Open** - To sell an open segment when your customers do not know the exact date or time they want to travel.

Chapter 2

Requesting a Flight Availability Display

You use the Availability tab within the Air module to search for flights.

You can choose the type of display you want for the city pair and options in your entry. The display can show flights either according to availability or according to schedule.



The screenshot shows the 'Air availability' search interface. At the top, there are four tabs: 'Availability' (selected), 'Timetable', 'Flight information', and 'Other segments'. Below the tabs, the title 'Air availability' is displayed with a small bird icon. The interface includes several search options and filters:

- Available flights (highlighted with a red box)
- Scheduled flights
- Amadeus Travel Preferences Manager
- 7 day search
- Direct access
- Group
- Preferred carrier
- Redemption class
- Single airline combinations

The search criteria are as follows:

From	To	Date	Time	Airlines	Via	Cabin	Class	No. seats
NCE	...	20OCT	12

A 'Search' button is located at the bottom right of the form.

Requesting a Single/Dual Flight Availability Display

The Available Flights display includes all airlines that have a sales agreement with Amadeus. Flights are stored in the system 361 days in the future and up to 3 days in the past.

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

To display available flights:

1. In the Availability tab in the Air module, click on the Available Flights option button.

2. To change the order in which flights are displayed, select the appropriate option from the Order By drop-down list.
3. To search for the first flight available for sale or waitlist within a 7-day period from the date you entered, select the 7 Day Search check box.
4. To search for flights eligible for booking using frequent flyer redemption miles, select the Redemption Class check box.
5. If you are booking for a group (more than nine passengers), select the Group option. If you have a group PNR open, this option is automatically selected.
6. Select the Single Airline Combinations check box if you want to display connecting flights of the same airline only.
7. In the From field, enter a three-letter city or airport code for the departure city.

Example: JFK

 - To restrict availability to a single airport for a multi-airport city, add a plus sign (+) after the city code. **Example:** HOU+
 - If you do not know the code, enter the name and click on , then double-click on the relevant code.
8. In the To field, enter a three-letter city or airport code for the arrival city, or enter the name and click on . **Example:** SYD
9. In the Date field, enter the departure date, or click on to select a date from the calendar. **Example:** 15JUN. If the field is left blank, the default is the current date.
10. In the Time field, enter the departure time in either the 12- or 24-hour format. **Example:** 1P or 1300. If the field is left blank, the default is midnight.
11. In the Airlines field, enter up to three two-letter airline codes.
 - To exclude an airline, add a minus sign (-) before the airline code. **Example:** -AF,CO,LH

- If you do not know the code, enter the name and click on , then double-click on the relevant code.

Note: If the airline has an agreement with Amadeus, you can choose either Direct Access , or Preferred-Carrier Access  for that airline by clicking on the appropriate check box next to the icon.

You can also request an Alliance display. The Qualiflyer Group is available through direct access format. Select the check box next to , then enter *Q for Qualiflyer group.

The Star Alliance, Oneworld and SkyTeam are available through a carrier preferred display. Select the check box next to , then enter a two-character alliance code.

- In the Via field, enter the connecting city or airport code, or enter the name and click on . **Example:** MIA

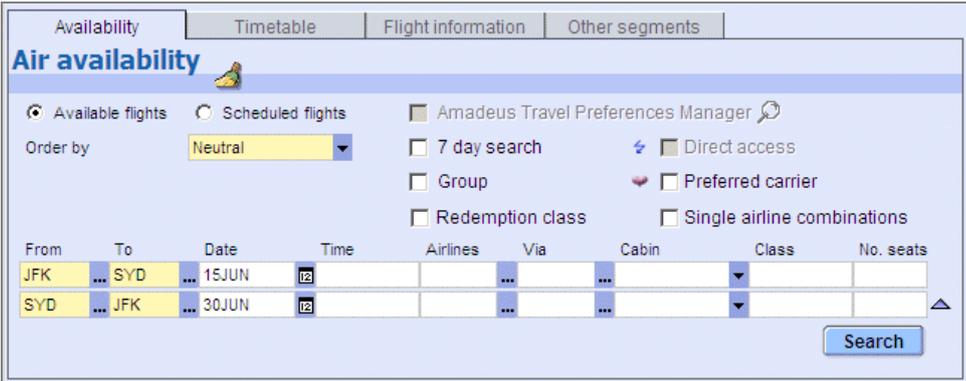
- Either enter the cabin or the class of service:

The Cabin field allows you to choose between the following cabins:

- First (F)
- Business (C)
- Economy (Y): This includes all economy classes, i.e.Economy Coach Premium and Economy Low.
- Economy Coach Premium (W): This includes only Economy Coach Premium class.
- Economy Low (M): This includes all economy classes except for Economy Coach Premium.

If you do not enter a cabin, you can enter up to three classes of service in the Class field. **Example:** F, Y

- In the No. Seats field, enter the number of seats.
- To request a dual availability display, click on . From the new row that appears, enter the flight details.



From	To	Date	Time	Airlines	Via	Cabin	Class	No. seats
JFK	SYD	15JUN	02					
SYD	JFK	30JUN	02					

Notes:

- By default, the system assumes that you are requesting a return flight. The second city pair is the same as the first city pair, and the From, To, Date, and No. Seats fields are filled in with the same values. However, you can modify the city pair and request another onward flight, an open jaw, or a separate itinerary.

Example: First city pair NYC-LHR and second city pair LAX-PAR

- To return to a single availability request, click on .

16. Click on Search.

Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
AA 585	JFK	15:40	MIA	18:45	1			AB6		F7 Y7 B7 H7 K7 M7 V7 W7 L7 G7
AA 2603	MIA	19:30	LAX	22:15	6			738		F7 Y7 B7 H7 K7 M7 V7 W7 L7 G7
QF 108	LAX	23:50	SYD	07:25 (+2)		25:45		744		F5 A5 P9 J9 C9 D9 Y9 B9 H9 K9 M9 R9 L9 V9 S9 N9 O9 Q9 T3

The available flights that meet your search criteria will be displayed.

Requesting a Schedule Display with All Flights

The Scheduled Flights display shows all flights operated by all airlines that submit schedule information to Amadeus.

In this display, flights that may not have seats available in a particular class, cancelled flights, or flights not sold through Amadeus are also shown.

To display scheduled flights:

1. In the Availability tab in the Air module, click on the Scheduled Flights option button.

2. To change the order in which flights are displayed select the appropriate option from the Order By drop-down list.
3. To search for the first flight available for sale or waitlist within a 7-day period from the date you entered, select the 7 Day Search check box.
4. Select the Single Airline Combinations check box if you want to display connecting flights of the same airline only.
5. In the From field, enter a three-letter city or airport code for the departure city.

Example: JFK

 - To restrict availability to a single airport for a multi-airport city, add a plus sign (+) after the city code. **Example:** HOU+
 - If you do not know the code, enter the name and click on **...**, then double-click on the relevant code.
6. In the To field, enter a three-letter city or airport code for the arrival city, or enter the name and click on **...**. **Example:** SYD

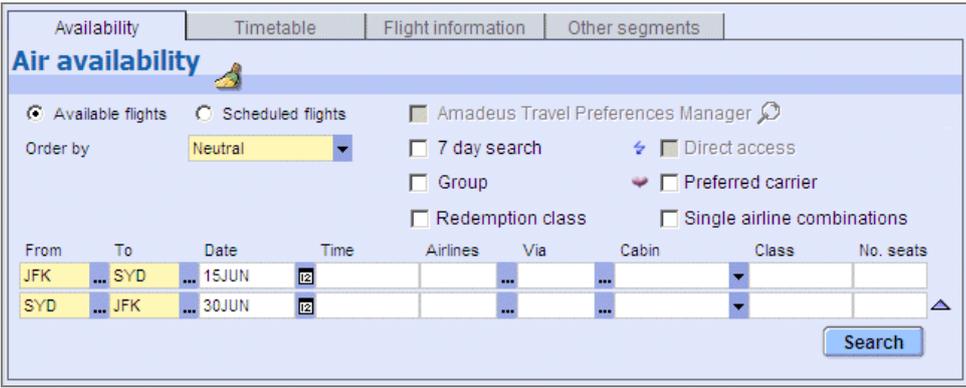
7. In the Date field, enter the departure date, or click on  to select a date from the calendar. **Example:** 15JUN. If the field is left blank, the default is the current date.
8. In the Time field, enter the departure time in either the 12- or 24-hour format. **Example:** 1P or 1300. If the field is left blank, the default is midnight.
9. In the Airlines field, enter up to three two-letter airline codes.
 - To exclude an airline, add a minus sign (-) before the airline code. **Example:** -AF,CO,LH
 - If you do not know the code, enter the name and click on , then double-click on the relevant code.

Note: If the airline has an agreement with Amadeus, you can choose either Direct Access , or Preferred-Carrier Access  for that airline by clicking on the appropriate check box next to the icon.
10. In the Via field, enter the connecting city or airport code, or enter the name and click on . **Example:** MIA
11. Either enter the cabin or the class of service:

The Cabin field allows you to choose between the following cabins:

 - First (F)
 - Business (C)
 - Economy (Y): This includes all economy classes, i.e. Economy Coach Premium and Economy Low.
 - Economy Coach Premium (W): This includes only Economy Coach Premium class.
 - Economy Low (M): This includes all economy classes except for Economy Coach Premium.

If you do not enter a cabin, you can enter up to three classes of service in the Class field. **Example:** F, Y
12. In the No. Seats field, enter the number of seats.
13. To request a dual availability display, click on . From the new row that appears, enter the flight details.



From	To	Date	Time	Airlines	Via	Cabin	Class	No. seats
JFK	SYD	15JUN						
SYD	JFK	30JUN						

Notes:

- By default, the system assumes that you are requesting a return flight. The second city pair is the same as the first city pair, and the From, To, Date, and No. Seats fields are filled in with the same values. However, you can modify the city pair and request another onward flight, an open jaw, or a separate itinerary.

Example: First city pair NYC-LHR and second city pair LAX-PAR

- To return to a single availability request, click on ▲.

14. Click on Search.

Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
AA 7366	JFK	19:10	SYD	07:25 (+2)		22:15	1	744	●	F7 J7 Y7 B7 H7 K7 M7 VC W7 N7 SC
QF 108	JFK	19:10	SYD	07:25 (+2)		22:15	1	744	●	QC L7 G7 F8 A7 ZS P9 J9 C9 D9 IL US Y9 B9 H9 K9 M9 R9 L9 V9 S9 N9 Q9 O9 GL T5 X3 EL
UA 839	JFK	17:55	LAX	21:11				757	●	F4 P4 C4 D4 Z4 Y4 B4 EC M4 UC H4 Q4 V4 WC AC SC T4 K4 L4 G4
	LAX	22:43	SYD	06:10 (+2)		22:15		744	●	

No. seats: 1 Passenger:

The scheduled flights that meet your search criteria will be displayed.

Air Availability Display

After you have requested a flight availability display, the Availability tab shows the list of flights that satisfy your criteria.

Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
AA 585	JFK	15:40	MIA	18:45	1			AB6	●	F7 Y7 B7 H7 K7 M7 V7 W7 L7 G7
AA 2603	MIA	19:30	LAX	22:15	6			738	●	F7 Y7 B7 H7 K7 M7 V7 W7 L7 G7
QF 108	LAX	23:50	SYD	07:25 (+2)		25:45		744	●	F5 A5 P9 J9 C9 D9 Y9 B9 H9 K9 M9 R9 L9 V9 S9 N9 O9 O9 T3

Air Availability Display Explanation

Here is an explanation of each column and icon in the availability display:

Column	Explanation
Flight	<p>The airline code and flight number. To request flight information, click on the flight number. The following icons may appear within this column:</p> <ul style="list-style-type: none">  Electronic ticketing  Ticketless carrier  Code share  Leased space  Traffic restriction  Irregularity <p>Extra flight feature information</p> <p>Some flights provide promotional information about additional services, such as improved seating, in-flight entertainment, or frequent flyer benefits. This information appears just below the flight information. Place your mouse over the text to get more details on the service and on the classes for which it is available. These classes are also shown with an underline in the classes table.</p>
Dep	The three-letter travel industry code for the departure airport.
Time	The departure time. A +1 indicates that the flight departs one day after the original departure date.
Arr	The three-letter travel industry code for the arrival airport.
Time	The arrival time. A +1 indicates the flight arrives one day after the departure date.
T	The on-time performance rating. A 9 indicates the flight is on time 90-99% of the time. A 0 indicates there is no information available, N means new service, and U means the flight is unrated.
Dur	The duration of the flight or flights, including transfer time for connections.
S	The number of stops made before reaching the arrival city. For more details, check the flight information by clicking on the flight number from the availability display.
Typ	The aircraft code, for example, M11 is the code for a McDonnell Douglas MD-11 jet.
P	<p>The airline's access level, which determines how your reservation request is sent to the airline, and how availability is updated.</p> <ul style="list-style-type: none">  Amadeus Access  Amadeus Access Update  Amadeus Access Sell  Direct Access  Standard Access  Amadeus Ticketless Access <p>Note: An underlined symbol indicates that Last Seat Availability is displayed.</p>

Column	Explanation
Classes	<p>Up to 26 classes of service are displayed. At least one class must be available to sell or waitlist for the flight to be included in the display. Codes for classes of service vary between airlines.</p> <p>The following status codes may appear beside a class:</p> <p>N Night flight or equivalent discount</p> <p>R On request only</p> <p>O or L Waitlist open</p> <p>S or C Waitlist closed</p> <p>Classes shown in bold indicate seats available from Amadeus Negotiated Space: Amadeus Negotiated Space enables airlines to provide selected travel agencies with a mini-inventory of seats blocked within the airline's own inventory but subsequently sold from Amadeus.</p> <p>Classes shown with an underline indicate that free services are available. To get more details, place your mouse over the promotional text displayed in the Flight column.</p>

Air Availability Toolbar Icons

Click on the icons in the Availability Display toolbar to perform tasks such as moving up and down the availability display.

Icon	Explanation
	Move to the previous page in the availability display.
	Move to the next page in the availability display.
	Display availability for the previous day.
	Display availability for the next day.
	Availability print preview. From the window that opens you can copy or print the availability display.
	Close the availability display.

Chapter 3

Requesting a Timetable Display

You use the Timetable tab within the Air module to display a flight's frequency of service, or its effective and discontinued dates.

The Air Timetable display shows flights operating during a 7-day period from the date you specify.

Note: This display is for information only; you cannot book seats from the Air Timetable display.

The screenshot shows the 'Air timetable' interface. At the top, there are four tabs: 'Availability', 'Timetable' (which is selected and highlighted with a red box), 'Flight information', and 'Other segments'. Below the tabs, the text 'Air timetable' is displayed with a small airplane icon. The main area contains a search form with the following fields and options:

- 'Order by' dropdown menu set to 'Neutral'.
- 'Preferred carrier' checkbox, which is unchecked.
- 'From' field: JFK
- 'To' field: SYD
- 'Date' field: 15JUN
- 'Time' field: (empty)
- 'Airlines' field: (empty)
- 'Search' button.

To display flights in a Timetable display:

1. In the Air module, click on the Timetable tab.
2. To change the order in which flights are displayed, select the appropriate option from the Order By drop-down list.
3. In the From field, enter a three-letter city or airport code for the departure city.

Example: JFK

 - To restrict the display to a single airport for a multi-airport city, add a plus sign (+) after the city code. **Example:** HOU+
 - If you do not know the code, enter the name and click on , then double-click on the relevant code.
4. In the To field, enter a three-letter city or airport code for the arrival city, or enter the name and click on . **Example:** SYD
5. In the Date field, enter the departure date. **Example:** 15JUN. If left blank, the default is the current date.
6. In the Time field, enter the departure time in either the 12- or 24-hour format. **Example:** 1P or 1300. If left blank, the default is midnight.
7. In the Airlines field, enter the two-letter airline code, or enter the name and click on .

To include non-participating airlines in the display, enter YY in the Airlines field before submitting your request. To exclude an airline, add a minus sign (-) before the airline code. **Example:** -CO,AF

Note: If the airline has an agreement with Amadeus, you can choose either Direct Access , or Preferred-Carrier Access  for that airline by clicking on the appropriate check box next to the icon.

8. Click on Search.

The air timetable that meets your search criteria will be displayed.

Availability		Timetable		Flight information		Other segments				
Neutral timetable										
** AMADEUS TIMETABLE - TN ** SYD SYDNEY.AUNS JFK SYD 15JUN08 22JUN08										
Flight	Days of operation	Dep	Time	Arr	Time	S	Effective	Discontinued	Typ	Dur
AA 7366	M T W T F S S	JFK	19:10	SYD	07:25 (+2)	1	30 MAR 08	---	744	22:15
QF 108	M T W T F S S	JFK	19:10	SYD	07:25 (+2)	1	30 MAR 08	23 OCT 08	744	22:15
TN 3	W	JFK	17:15	SYD	07:45 (+2)	1	26 MAR 08	---	343	23:30
TN 3		JFK	17:10	SYD	08:45 (+2)	1	23 NOV 07	---	343	23:35
UA 839	M T W T F S S	JFK	17:55	SYD	06:10 (+2)	1	30 MAR 08	05 SEP 08	EOV	22:15

[Modify input](#)

9. To request a flight's availability, click on the day of operation.

The availability for the flight on that day will be displayed.

Single Neutral availability											
** AMADEUS AVAILABILITY - AN ** SYD SYDNEY.AUNS 280 MO 16JUN 1910											
Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes	
AA 7366	JFK	19:10	SYD	07:25 (+2)		22:15 1	744			F7 J7 Y7 B7 H7 K7 M7 W7 N7 L7 G7	

No. seats: Passenger [Sell](#) [Sell with options ...](#) [Modify search](#)

Air Timetable Display

After you have requested an air timetable display, the Timetable tab shows the list of flights that satisfy your search criteria.

Availability		Timetable		Flight information		Other segments					
Neutral timetable											
** AMADEUS TIMETABLE - TN ** SYD SYDNEY.AUNS JFK SYD 11DEC07 18DEC07											
Flight	Days of operation	Dep	Time	Arr	Time	S	Effective	Discontinued	Typ	Dur	
TN 3	W	JFK	17:15	SYD	07:45 (+2)	1	12 DEC 07	12 DEC 07	343	22:30	
AA 7366 	M T W T F S S	JFK	18:40	SYD	09:15 (+2)	1	04 NOV 07	08 MAR 08	744	22:35	
QF 108 	M T W T F S S	JFK	18:40	SYD	09:15 (+2)	1	04 NOV 07	29 FEB 08	744	22:35	
UA 839	M T W T F S S	JFK	18:10	SYD	07:50 (+2)	1	04 NOV 07	08 JAN 08	EQV	21:40	

Air Timetable Display Explanation

Here is an explanation of each column and icon in the timetable display:

Column	Explanation
Flight	The airline code and flight number. The system displays flights for all airlines that submit schedule information to Amadeus. To display a timetable including non-participating airlines, enter YY in the Airlines field. To request flight information, click on the flight number.  Code share  Leased space
Days of Operation	The days of the week that the flight operates. To display availability for a flight on a specific day, click on a button, for example M for Monday. If no button appears, the flight does not operate on that day of the week.
Dep	The three-letter travel industry code for the departure airport.
Time	The departure time.
Arr	The three-letter travel industry code for the arrival airport.
Time	The arrival time.
S	The number of stops made before reaching the arrival city. For more details, check the flight information by clicking on the flight number from the availability display.
Effective	The date that the schedule for this flight begins.
Discontinued	The date that the schedule for this flight ends.
Type	The aircraft code. For example, 744 is the code for a Boeing 747-400 jet.
Dur	The duration of the flight or flights, including transfer time for connections.

Chapter 4

Amadeus Air Access Levels

An airline's access level determines how reservation requests are sent to the airline, and how availability is updated. You can see which access level applies to the airline from the icon displayed in the "P" column of the Air Availability display.

An underlined symbol indicates that Last Seat Availability is displayed.

You can return to the search page by clicking the Back to Input Window button.

The screenshot shows the Amadeus Air Availability display with two flight segments. The first segment is for SYD SYDNEY.AUNS and the second is for JFK JOHN F KENNEDY.USNY. The 'P' column contains icons representing access levels: a blue circle with a white dot (underlined) for the first flight, a blue circle with a white dot for the second flight, and a blue circle with a white dot (underlined) for the third flight. A red box highlights the 'P' column icons.

Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
AA 7366	JFK	19:10	SYD	07:25 (+2)		22:15	1	744	<u>●</u>	F7 J7 Y7 B7 H7 K7 M7 W7 N7 L7 G7
QF 108	JFK	19:10	SYD	07:25 (+2)		22:15	1	744	●	F8 A7 J9 C9 D9 IL Y9 B9 H9 K9 M9
TN 3	JFK	17:15	SYD	07:05 (+2)		23:50	1	343	<u>●</u>	L9 V9 S9 N9 Q9 O9 GL EL
										P4 A0 J4 D4 Z0 I0 Y4 M4 K4 H0 T0
										L0 W0 V0 Q0 B0
2X 2601	SYD	21:15	LAX	07:00				346	●	I9 C9 D9 I9 U9 Y9 B9 H9 K9 M9 L9
7X 93	LAX	09:05	JFK	17:15		10:00		744	<u>●</u>	B9 V9 N9 O9 Q9 G9 X9 E9
										F9 A9 Z9 P9 J9 D9 I9 U9 Y9 B9 H9
										K9 M9 L9 S9 V9 O9 Q9 N9 G9 T9 X9
										E9

Amadeus Air access levels include:

Amadeus Access ●

A combination of Amadeus Access Update and Amadeus Access Sell. Full Access gives the highest degree of connectivity between an airline and Amadeus, including last-seat availability and immediate confirmation.

Amadeus Access Update ●

Schedules are fully synchronised with the airline system. Posting levels are maintained in Amadeus by the airline, via teletype messages. If the class is available, the booking is sent to the airline at end of transaction via a teletype message. The booking is assumed confirmed unless the airline rejects it within 12 hours.

Amadeus Access Sell

Schedules are loaded into the Amadeus database once a week. If the airline confirms the booking at segment sell time, a HK status code is returned. After end of transaction, the airline's own record locator is automatically appended to the PNR. If the airline does not confirm the booking, a UC or HL status code is returned.

Direct Access

Provides you with direct access to an airline's reservation system. Last seat availability is guaranteed in a direct access display (also called a secondary display) because of a real-time link between Amadeus and the airline.

To display availability and sell through the Direct Access link, you can either click on  in the Air input screen, or click on  next to the Direct Access indicator in the Air Availability display. A  indicates that you have three minutes before the Direct Access link is closed.

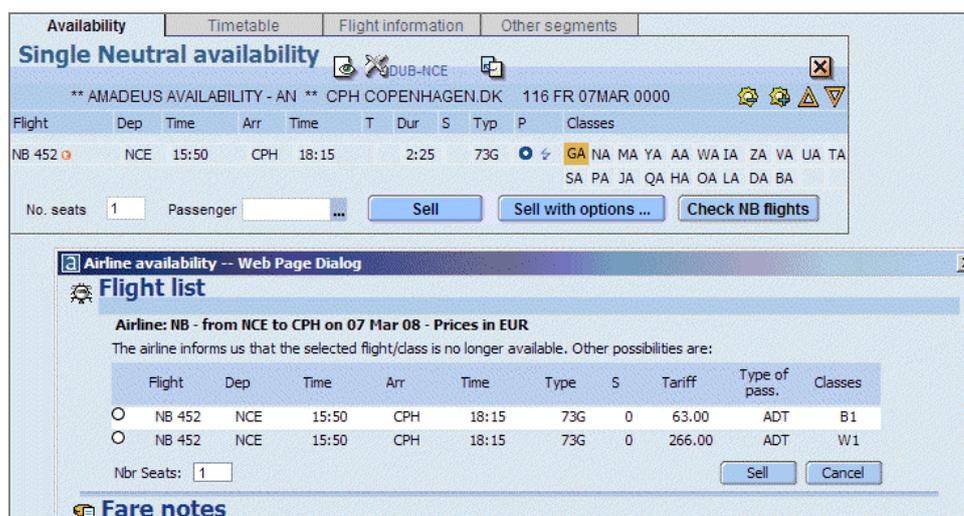
Standard Access

Schedules are updated in Amadeus once a week. Posting levels (the number of seats available per class) are maintained in Amadeus by the airline, via teletype messages. The booking is sent to the airline at end of transaction via a teletype message, and is assumed confirmed unless the airline rejects it within 12 hours.

Amadeus Ticketless Access

This access allows you to view and book flights on low-cost airlines that usually sell direct (non-stop flights, direct flights, and connecting flights within the same airline). Requests for availability and fares are sent directly to the airline. After the booking, you may receive immediate payment confirmation or, in some cases, you have to ask for confirmation a short time afterwards.

To request current availability and fares from the airline, click on ,  or on the Flight <airline code> Details button. The Flight List window is displayed, listing the available classes and tariffs. If available, the Fare Notes are also displayed. Select a tariff and click on Sell to book seats.



The screenshot shows the Amadeus interface for flight availability. The top window is titled "Single Neutral availability" and displays flight information for flight NB 452 from NCE to CPH on 07 Mar 08. The flight details include departure time 15:50, arrival time 18:15, duration 2:25, and class 73G. Below the flight details are buttons for "Sell", "Sell with options...", and "Check NB flights".

The bottom window is titled "Airline availability -- Web Page Dialog" and shows a "Flight list" for the airline NB from NCE to CPH on 07 Mar 08. The flight list table shows two available flights:

Flight	Dep	Time	Arr	Time	Type	S	Tariff	Type of pass.	Classes
<input type="radio"/> NB 452	NCE	15:50	CPH	18:15	73G	0	63.00	ADT	B1
<input type="radio"/> NB 452	NCE	15:50	CPH	18:15	73G	0	266.00	ADT	W1

Below the flight list, there is a "Nbr Seats" field set to 1 and buttons for "Sell" and "Cancel".

Normal pricing is used, via either the PNR toolbar icon or the Price PNR tab of the Fare area. TSTs are also created in the usual way.

Note: Before making a booking for an airline using Amadeus Ticketless Access, check the airline's AIP pages for details. Refer to HE TLA for detailed information on the booking flow.

If an Amadeus Ticketless Access flight (such as easyJet or Sterling) is selected in the Classes column, you can view the flight list by clicking on the Check xx Flights button, where xx represents the airline code.

If a short sell is available for this flight, you can also use the Sell button or Sell With Options button to book seats.

If you select an NB flight, the Sell, Sell With Options, and Check NB Flights buttons are all available. For a "standard" flight, the Check xx Flights button is disabled.

Chapter 5

Selling Air Segments

Once you have requested an air availability display for the city pair and dates, you can book flights.

You can book flights from either an Available flights or a Scheduled flights display.

Selling Air Segments from a Single Availability Display

To book a one-way flight:

1. In the Single Availability display, click on the class of service for the flight that you want to book.
 - To find the flight that you want to book, scroll up or down the availability display by clicking on  or 
 - To display the flights for the previous or the next day, click on  or 
- Note:** The selected class is highlighted in blue. If there is a connecting flight, the same class of service is also highlighted if it is available. Otherwise, check the class of service that the system highlighted, and change it if necessary by clicking on another class.
2. In the No. Seats field, enter the number of seats that you want to sell.
3. In the Passenger field, enter the relevant number for the passenger association, or click on  to select the passenger from the window that appears.
4. To request a new availability display without selling the segments, click on Modify Search.
5. To add options, click on Sell with Options... From the dialog box that appears, select a sell or passenger status.

Example 1: Passive segment confirmed (PK)

If you select this action code, include the passive segment reference number

Example 2: Unaccompanied minor (UM)

If you select this action code, include the UM age or if more than one, their ages separated by a comma.

6. Click on Sell to book the flight segment.

Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
QF 108	JFK	19:10	SYD	07:25 (+2)		22:15	1	744		F5 A5 J9 C9 D9 IL Y9 B9 H9 K9 M9 R9 L9 V9 S9 N9 Q9 O9 GL
AA 7366	JFK	19:10	SYD	07:25 (+2)		22:15	1	744		F7 J7 Y7 B7 H7 K7 M7 W7 N7 L7 G7
AS 6134	JFK	20:50	LAX	00:35 (+1)				73H		F0 Y7 S7 B7 M7 H0 Q0 L0 V0 K0 G0 T0
6X 3	LAX	05:00 (+1)	SYD	08:00 (+2)		21:10	1	772		F9 AL J9 DL I9 Y9 B9 H9 K9 M9 GL X9
DL 409	JFK	20:50	LAX	00:35 (+1)	6			73H		C7 D7 I7 Y7 B7 M7 H7 Q7 K7 L7 UC T0
6X 3	LAX	05:00 (+1)	SYD	08:00 (+2)		21:10	1	772		F9 AL J9 DL I9 Y9 B9 H9 K9 M9 GL X9

No. seats: 1 Passenger: ... Sell Sell with options ... Modify search

The flight segment you have booked will be displayed in the PNR summary area at the bottom of the screen.

PNR 1 HK1 AA 7366 F JFK 7 16JUN 19:10 SYD 18JUN 07:25

Note: As you have now started to create a PNR, the PNR icon  is displayed on your work area tab on the bottom of the screen.

Selling Air Segments from a Dual Availability Display

When you book a round-trip flight, you can book a return flight, an open jaw or a different itinerary with a different city pair.

To book a round-trip flight:

- In the Dual Availability display, click on the class of service for the flights that you want to book.
 - To find the flights that you want to book on both availability displays, scroll up or down their respective pages by clicking on  or 
 - To display the flights for the previous or the next day, click on  or 
- Note:** The selected class is highlighted in blue. If there is a connecting flight, the same class of service is also highlighted if it is available. Otherwise, check the class of service that the system highlighted, and change it if necessary by clicking on another class.
- In the No. Seats field, enter the number of seats that you want to sell.
- In the Passenger field, enter the relevant number for the passenger association, or click on  to select the passenger from the window that appears.
- To request a new availability display without selling the segments, click on Modify Search.
- To add options, click on Sell with Options... From the dialog box that appears, select a sell or passenger status.

Example 1: Passive segment confirmed (PK)

If you select this action code, include the passive segment reference number

Example 2: Unaccompanied minor (UM)

If you select this action code, include the UM age or if more than one, their ages separated by a comma.

- Click on Sell to book the flight segments.

The screenshot shows the 'Availability' tab with 'Dual Neutral availability' for SYD SYDNEY.AUNS. It lists two flight segments: AA 7366 (SYD to JFK) and QF 108 (JFK to SYD). The 'Classes' column for AA 7366 shows 'F7' highlighted in red. Below the flight list, the 'No. seats' field is set to '1', and the 'Sell' button is highlighted in red.

The flight segments you have booked will be displayed in the PNR summary area at the bottom of the screen.

The screenshot shows the 'PNR' summary area with two flight segments listed: 1 HK1 AA 7366 F JFK 7 16JUN 19:10 SYD 18JUN 07:28 and 2 HK1 QF 107 F SYD 1 30JUN 10:20 JFK 30JUN 17:20. The PNR icon is highlighted in red.

Note: As you have now started to create a PNR, the PNR icon  is displayed on your work area tab on the bottom of the screen.

Requesting Flight Information from an Availability Display

Flight Information includes information about the departure terminal, airplane configuration, flight time, meals, class of service, and the arrival terminal.

To display flight information, click on the flight number in the display.

Chapter 6

Direct Selling Other Segments

You use the Other Segments tab within the Air module to sell seats on a flight for which you already have information.

From	To	Date	Airline	Flight number	Class
NCE					

No. seats	Passenger	Action	UM ages	Dep time	Arr time	Passive seg ref
1						

You can also use this tab to enter an arrival unknown (ARNK) segment, an information segment and an open segment.

In addition, you can waitlist a passenger and create a passive segment in this tab.

Creating a Flight Segment

If you have all the information you need to book a flight, you can direct sell the flight segment.

To book a one-way flight segment:

1. In the Other Segments tab of the Air module, click on the Direct Sell tab.

From	To	Date	Airline	Flight number	Class
JFK	SYD	15JUN	AA	7366	F

No. seats	Passenger	Action	UM ages	Dep time	Arr time	Passive seg ref
1						

2. In the From field, enter a three-letter city or airport code for the departure city.
Example: JFK

If you do not know the code, enter the name and click on , then double-click on the relevant code.

3. In the To field, enter a three-letter city or airport code for the arrival city, or enter the name and click on . **Example:** SYD
4. In the Date field, enter the departure date, or click on  to select a date from the calendar.
5. In the Airline field, enter the two-letter airline code, or enter the name and click on . **Example:** CO
6. In the Flight Number field, enter the number of the flight that you want to book.
7. In the Class field, enter the desired class of service. **Example:** F
8. In the No. Seats field, enter the number of seats that you want to sell on this flight.
9. In the Passenger field, enter the passenger association, or click on  to select the passengers from the list that appears. **Example:** 2,3-5
10. From the Action drop-down list, select an action. **Example:** Frequent Flyer (FF)

If the field is left blank, the appropriate action code is chosen based on airline agreements.

Note: If you select an action that requires additional information (**Example:** Ghost Waitlist (GL)), fill in the Dep Time, Arr Time, and Passive Seg Ref fields if they become active.

11. If you are booking unaccompanied minors, enter their ages in the UM Ages field. **Example:** 10,12
12. Click on Sell.

The flight segment you have booked will be displayed in the PNR summary area at the bottom of the screen.

Creating a Passive Segment

A passive segment is an itinerary segment that you can enter in a PNR. It represents a segment that was reserved in a system other than Amadeus.

A passive segment enables you to maintain a passenger's complete itinerary in the PNR, and allows you to price and ticket the segments.

To create a passive segment:

1. In the Other Segments tab of the Air module, click on the Direct Sell tab.
2. From the Action drop-down list, select the appropriate passive segment code. **Example:** Passive Segment Waitlist (PL)
3. Fill in the mandatory fields.
4. Click on Sell.

The passive segment will be displayed in the PNR summary area at the bottom of the screen.

Waitlisting a Passenger

When an availability display shows 0 or L for a particular class of service, you can waitlist a passenger on the flight.

To waitlist a passenger:

1. In the Other Segments tab of the Air module, click on the Direct Sell tab.

2. From the Action drop-down list, select the appropriate waitlist code. **Example:** Priority Waitlist (PC)
3. Fill in the mandatory fields.
4. Click on Sell.

The waitlisted flight segment will be displayed in the PNR summary area at the bottom of the screen.

Creating an Arrival Unknown Segment

An Arrival Unknown (ARNK) segment is used when your customers make their own travel arrangements between two segments of a flight itinerary.

To enter an arrival unknown (ARNK) segment:

1. In the Other Segments tab of the Air module, click on the ARNK tab.

The screenshot shows the 'Segments' form with the following details:

- Navigation tabs: Availability, Timetable, Flight information, **Other segments**
- Form tabs: Direct sell, **ARNK**, Information, Open
- Fields:
 - Date: 15JUN
 - Passenger: [Empty]
 - No. seats: [Empty]
- Buttons: Sell

2. In the Date field, enter the departure date, or click on [Calendar icon] to select a date from the calendar. If the field is left blank, the default is the current date.
3. In the Passenger field, enter the passenger association, or click on [Dropdown icon] to select the passengers from the list that appears. **Example:** 2,3-5

The No. Seats field is automatically updated.

4. Click on Sell.

The screenshot shows the PNR summary area with the following flight segments:

Class	Carrier	Flight	Class	From	Day	Date	Time	To	Date	Time	
2	HK1	AA	7366	F	JFK	7	16JUN	19:10	SYD	18JUN	07:25
2	HK1	DF	105	F	SYD	1	30JUN	10:20	JFK	30JUN	17:20
4											ARNK

The ARNK segment will be displayed in the PNR summary area at the bottom of the screen.

Creating an Information Segment

You add information segments to a PNR to ensure continuity in your customer's itinerary. Information segments provide information about a customer's travel plans; however, they do not actually book a flight segment.

Information segments are useful if your customer is flying on an airline that is not listed in Amadeus.

To enter an information segment:

1. In the Other Segments tab of the Air module, click on the Information tab.

From	To	Date	Airline	Flight number	Class
NCE	JFK	15JUN	XX	1234	F
No. seats	Passenger	Action	Dep time	Arr time	Day indicator
1		HK	0800	1500	

2. In the From field, enter a three-letter city or airport code for the departure city.
Example: NCE
If you do not know the code, enter the name and click on , then double-click on the relevant code.
3. In the To field, enter a three-letter city or airport code for the arrival city, or enter the name and click on . **Example:** JFK
4. In the Date field, enter the departure date, or click on to select a date from the calendar.
5. In the Airline field, enter the two-letter airline code, or enter the name and click on .
6. In the Flight Number field, enter the number of the flight that you want to book.
7. In the Class field, enter the desired class of service.
8. In the No. Seats field, enter the number of seats.
9. In the Passenger field, enter the passenger association, or click on to select the passengers from the list that appears. **Example:** 2,3-5
10. From the Action drop-down list, select an action code. **Example:** Holding Need (HN)
If the field is left blank, the appropriate action code is chosen based on airline agreements.
11. In the Dep Time field, enter the departure time. **Example:** 1400
12. In the Arr Time field, enter the arrival time. **Example:** 2000
13. From the Day indicator drop-down list, select a day change indicator. **Example:** Arrival two days after (+2)
14. Click on Sell.

PNR

1 HK1 XX 1234 F NCE 15JUN 08:00 JFK 16JUN 15:00

The information segment will be displayed in the PNR summary area at the bottom of the screen.

Creating an Open Segment

Open segments are used when your customers do not know the exact date or time they want to travel.

To enter an open segment:

1. In the Other Segments tab of the Air module, click on the Open tab.

The screenshot shows the 'Segments' form with the following fields and values:

From	To	Date	Airlines	Class	Passenger	No. seats
NCE	JFK		AF	F		

- In the From field, enter a three-letter city or airport code for the departure city.
Example: NCE
If you do not know the code, enter the name and click on , then double-click on the relevant code.
- In the To field, enter a three-letter city or airport code for the arrival city, or enter the name and click on . **Example:** JFK
- In the Date field, enter the departure date, or click on to select a date from the calendar. If the field is left blank, the default is the current date.
- In the Airlines field, enter the two-letter airline code, or enter the name and click on . You can enter up to two airline codes. **Example:** CO,AF
- In the Class field, enter the desired class of service. **Example:** F
- In the Passenger field, enter the passenger association, or click on to select the passengers from the list that appears. **Example:** 2,3-5
The No. Seats field is automatically updated.
- Click on Sell.

The PNR summary area displays the following segments:

Segment	Airline	Class	Service	From	Date	Time	To	Date	Time
1	HK1	AA	7366	F	JFK	7 18JUN 19:10	SYD	17JUN 07:25	
2	HK1	OF	107	F	SYD	1 30JUN 10:20	JFK	30JUN 17:20	
3	AF	OPEN	F	NCE			JFK		

The open segment will be displayed in the PNR summary area at the bottom of the screen.

Chapter 7

Rebooking Air Segments

To rebook an air segment, you must ensure that you have a PNR present with at least one air segment booked.

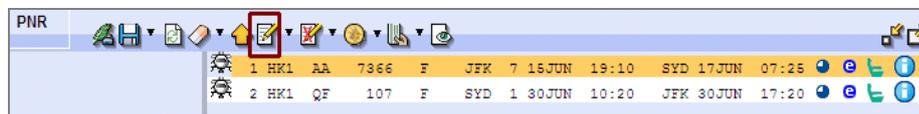
Note: Rebook cannot be used for:

- Open segments
- Information segments
- Passive segments

Rebooking a Single Air Segment

To modify a single air segment:

1. In the PNR module or in the PNR summary area in the Air module, select the air segment that you want to rebook and click on the  Modify icon.



Note: You can also rebook an air segment by double-clicking on it.

2. In the window that appears enter the new flight information.

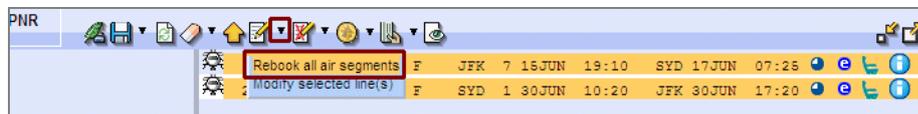
Rebook	Passengers	No. of seats	Status/action	Time				
From	To	Flight	Class	Date	Time	Flight	Class	Date
1	JFK	SYD	AA7366	F	15JUN	19:10		

3. Click on Send.
 - If the rebook is successful the air segment is updated and the PNR is redisplayed.
 - If the rebook is unsuccessful, the air segment is highlighted with this indicator: .

Rebooking Multiple Air Segments

To modify multiple air segments:

1. In the PNR module or in the PNR summary area in the Air module, click on the arrow to the right of the  Modify icon and select Rebook All Air Segments.



2. In the window that appears you will see each air segment listed.

If the rebook request is the same for several segments, for example, you want to change all flights from C class to Y class, enter Y in the class field, and click on . The information is then added to each segment automatically.



3. If the rebook request is a combination of information, for example, change of class for one segment and a change of date for another, enter the information in the appropriate fields for each segment.
4. Click on Send.
 - If the rebook is successful the air segments are updated and the PNR is redisplayed.
 - If the rebook is unsuccessful, the air segments which failed the rebook are highlighted with this indicator: .

Rebooking from an Air Availability Display

To modify the air segment:

1. To rebook from an air availability display, check that the city pair is the same, and that the new booking class is the same for all segments.



Segment	Class	Fare	Carrier	Flight	Day	Month	Day	Time	Origin	Destination
1	HK1	AA	7366	F	JFK	7	16JUN	19:10	SYD	17JUN
2	HK1	QF	107	F	SYD	1	30JUN	10:20	JFK	30JUN

2. From the PNR summary area, select the air segment that you want to rebook.



Single Neutral availability JFK-SYD

** AMADEUS AVAILABILITY - AN ** JFK JOHN F KENNEDY.USNY 292 MO 30JUN 0000

Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
QF 107	SYD	10:20	JFK	17:20		21:00	1	744		F9 A9 Z9 P9 J9 C9 D9 I9 U9 Y9 B9 H9 K9 M9 R9 L9 V9 S9 N9 Q9 O9 G9 T9 X9 E9
QF 11	SYD	13:25	LAX	09:45				744		F9 A9 P9 J9 C9 D9 IL Y9 B9 H9 K9 M9 R9 L9 V9 S9 N9 Q9 O9 GL T1 EL
QF 3233	LAX	12:15	JFK	20:40		21:15		762		F9 AL P9 J9 C9 D9 IL Y9 B9 H9 K9 M9 R9 L9 V9 O9 GL

Segment	Class	Fare	Carrier	Flight	Day	Month	Day	Time	Origin	Destination
1	HK1	AA	7366	F	JFK	7	16JUN	19:10	SYD	17JUN 07:25
2	HK1	QF	107	F	SYD	1	30JUN	10:20	JFK	30JUN 17:20

3. From the availability display, click on the class of service for the flight you want to book.
4. Click on  on the PNR summary toolbar.



Segment	Class	Fare	Carrier	Flight	Day	Month	Day	Time	Origin	Destination
1	HK1	AA	7366	F	JFK	7	16JUN	19:10	SYD	17JUN 07:25
2	HK1	QF	107	Y	SYD	1	30JUN	10:20	JFK	30JUN 17:20

The PNR is automatically updated with the new flight information

Chapter 8

Requesting Flight Information

The Provider Information window shows information such as aircraft type, departure and arrival terminals, class of service, and meal information, for the selected flight.

QF 107 SYD To LAX Departs Tuesday 11 December (Today +62) No stops



SYD
Departs Terminal 1 at 12:00
On Tuesday 11 December

744 P 14 J 64 Y 265
13:30

- ENTIRE FLT- 1/ MOVIE
- ENTIRE FLT- 15/ IN-SEAT VIDEO PLAYER/LIBRARY
- ENTIRE FLT- 4/ AUDIO PROGRAMMING
- ENTIRE FLT- 7/ DUTY FREE SALES
- ENTIRE FLT- 9/ NON-SMOKING
- ENTIRE FLT- ET/ ELECTRONIC TKT CANDIDATE
- ADV PAX WWW.SMARTTRAVELLER.GOV.AU AND REF GG APIS

Classes	Meal
FAZPJCDIUYPBHKMRL	Lunch,
VSNQOGTXE	Refreshment

LAX
Arrives Terminal 4 at 06:30

You can display flight information in the following ways:

- From the Flight Information tab in the Air module
 - By flight number
 - By flight time
- From a flight availability display
- From the PNR summary

Requesting Flight Information by Flight Number

To display flight information according to flight number:

1. In the Flight Information tab of the Air module, click on the By Flight Number tab.

The screenshot shows the 'Flight information' section of a software interface. At the top, there are tabs for 'Availability', 'Timetable', 'Flight information', and 'Other segments'. The 'Flight information' tab is active. Below the tabs, there are two sub-tabs: 'By flight number' (highlighted with a red box) and 'By flight time'. The main form contains the following fields: 'Flight' with the value 'QF107', 'Date' with '15JUN', 'From' with 'SYD', and 'To' with 'JFK'. A 'Send' button is located at the bottom right of the form.

2. In the Flight Number field, enter the two-letter airline code and the number of the flight. **Example:** QF107
3. In the Date field, enter the departure date. **Example:** 15JUN. If left blank, the default is the current date.
4. In the From field, enter the three-letter departure city code. **Example:** SYD
If you do not know the code, enter the name and click on **...**, then double-click on the relevant code.
5. In the To field, enter the three-letter arrival city code. **Example:** JFK
6. Click on Send.

The flight information you requested will be displayed.

Requesting Flight Information by Flight Time

To display flight information according to flight time:

1. In the Flight Information tab of the Air module, click on the By Flight Time tab.

The screenshot shows the 'Flight information' section of a software interface. At the top, there are tabs for 'Availability', 'Timetable', 'Flight information', and 'Other segments'. The 'Flight information' tab is active. Below the tabs, there are two sub-tabs: 'By flight number' and 'By flight time' (highlighted with a red box). The main form contains the following fields: 'From' with 'JFK', 'To' with 'SYD', 'Date' with '15JUN', 'Time' with '1900', and 'Airline' with 'AA'. Below these fields, there is a 'Date is the:' section with two radio buttons: 'Departure date' (selected) and 'Arrival date'. A 'Send' button is located at the bottom right of the form.

2. In the From field, enter a three-letter city or airport code for the departure city. **Example:** JFK
If you do not know the code, enter the name and click on **...**, then double-click on the relevant code.
3. In the To field, enter a three-letter city or airport code for the arrival city, or enter the name and click on **...**. **Example:** SYD
4. In the Date field, enter either the departure date or arrival date.
5. Depending on the date you entered, select one of the following options to specify how to sort and display your flight information:
 - Departure Date radio button if you want to display flights that depart on the date you indicated in the Date field.

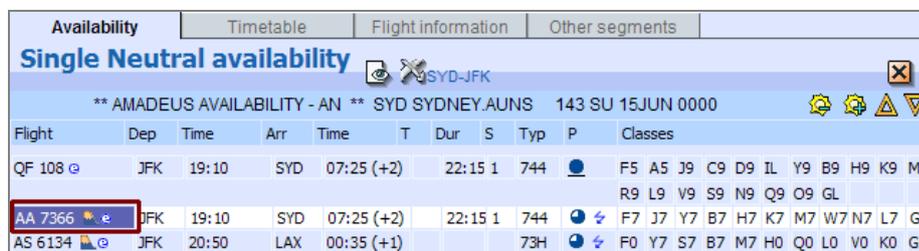
- Arrival Date radio button if your customer needs to arrive by a specific time. The flight information displays flights that arrive on the date you indicated in the Date field.
6. In the Time field, enter the departure time, using either the 12- or 24-hour format.
 7. In the Airline field, enter the two-letter airline code, or enter the name and click on . **Example:** AA
 8. Click on Send.

The flight information you requested will be displayed.

Requesting Flight Information from an Availability Display

To display flight information from an Availability display:

1. In the Availability tab of the Air module, request flight availability from either an Available Flights display or a Scheduled Flights display.
2. Click on the flight number.



Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
QF 108	JFK	19:10	SYD	07:25 (+2)		22:15	1	744		F5 A5 J9 C9 D9 IL Y9 B9 H9 K9 M9 R9 L9 V9 S9 N9 Q9 O9 GL
AA 7366	JFK	19:10	SYD	07:25 (+2)		22:15	1	744		F7 J7 Y7 B7 H7 K7 M7 W7 N7 L7 G7
AS 6134	JFK	20:50	LAX	00:35 (+1)				73H		F0 Y7 S7 B7 M7 H0 Q0 L0 V0 K0 G0

The flight information will be displayed.

Requesting Flight Information from the PNR Summary

To display flight information from a PNR summary:

1. In the PNR module or in the PNR summary area in the Air module, select the flight segment.



PNR	1	HK1	AA	7366	F	JFK	7	15JUN	19:10	SYD	17JUN	07:25

2. Click on the information icon.

The flight information will be displayed.

Chapter 9

Requesting a Specific Seat

For some flights, you can display the flight seat map and choose specific seats for the traveller. You can open the Seat Map screen from the PNR summary area.

Requesting a Seat for a Traveller

Before you can request seats, you must enter passenger names in the PNR via the PNR module.

To request a seat assignment:

1. In the PNR module or in the PNR summary area in the Air module, click on the seat map icon  on the flight itinerary .



The Seat Map screen appears.

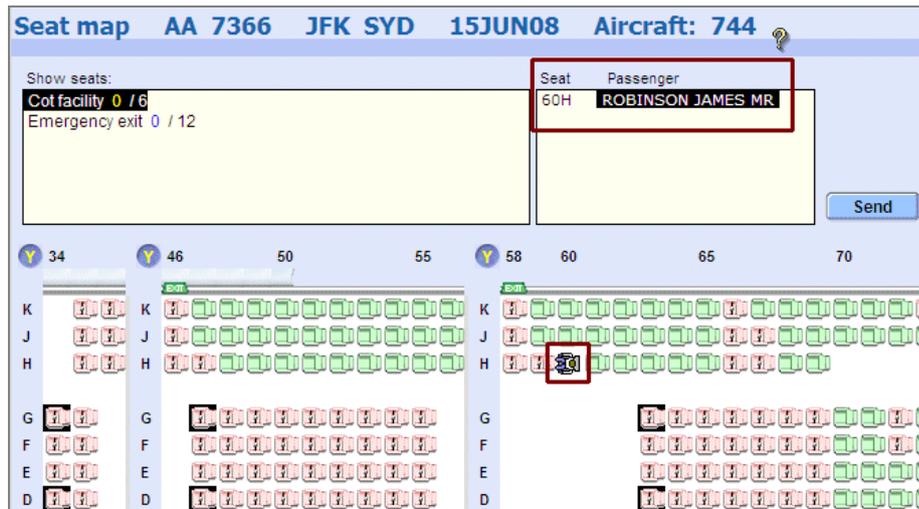
2. Click on the passenger for whom you want to select a seat.

To see explanations of the various seats, move the cursor over the seat map.

- If the airline has allocated seats for specific purposes (for example, seats that are suitable for unaccompanied minors, or adults with children), these categories are listed in the Show Seats box.
- To view which seats have been allocated, click on a category. The relevant seats are highlighted in black.
- Chargeable seats are displayed with a blue background. If you book a chargeable seat, you need to price the services afterwards in the Fares module.

3. Click on the seat that you want.

The selected seat icon  appears, and the Seat/Passenger box in the top right corner of the screen displays the passenger name and the seat number that you selected.



Note: You can change a passenger's seat at anytime before sending by clicking on the passenger and choosing another seat.

4. To request seats for more than one passenger, repeat steps 2 and 3.
5. Click on Send.



The seat request is added to the PNR summary.

Requesting Seats for a Group of Travellers

You can request seats for travellers in a group PNR (when there are more than 9 travellers) even if you do not have the names of all travellers in the PNR. You do this by selecting a range of seats.

To request an individual seat for a specific passenger in the group, you must have that person's name in the PNR. You can then click on the name and request the seat in the usual way. If you want to request specific seats for individuals and make a group request for the rest, you must first request all individual seats, then request the group seating.

To request seats for travellers in a group PNR:

1. In the PNR module or in the PNR summary area in the Air module, click on  on the flight itinerary in the PNR summary area at the bottom of your screen, or in the PNR module. The Seat Map screen appears.
2. Click on the group name.
3. To see explanations of the various seats, move the cursor over the seat map.

Note: If the airline has allocated seats for specific purposes (for example, seats that are suitable for unaccompanied minors, or adults with children), these categories are listed in the Show Seats box. To view which seats have been allocated, click on a category. The relevant seats are highlighted in black.

4. To select the seats for the group hold down the Shift or Ctrl key and select the range of seats by clicking on them.

The selected seat icon  appears, and the Seat/Passenger box at the top right of the window, displays the group name and the seat numbers that you selected.

Note: You can change the group's seating at any time before sending, just click on the group name and choose different seats.

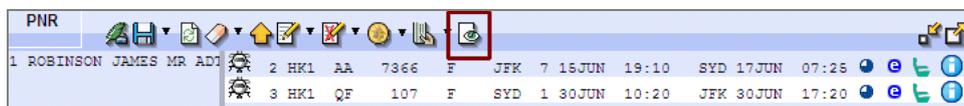
5. Click on Send.

The seat request is added to the PNR summary.

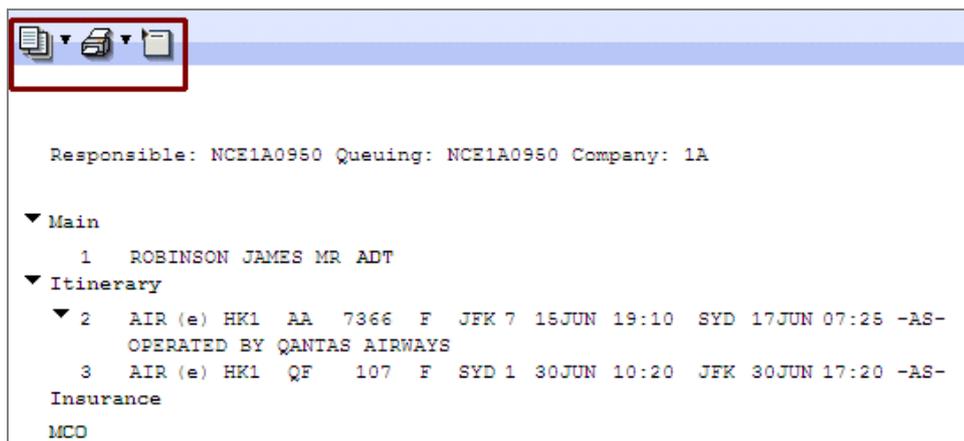
Chapter 10

Printing or Copying a Screen

You use the Print Preview icon  to print or copy the current display.



The print/copy preview is displayed.



The following toolbar icons are provided:

Icon	Explanation
	Copies the information to the clipboard. The information can then be pasted into a Word document or an email, for example. To display other copy options, click on the arrow next to  .
	Prints to a local printer. To display other print options, click on the arrow next to  .
	Expands and collapses the current display.
	Closes the Preview window.