

Selling Platform Connect

Unleash your business!



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- Log in
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Log in

- _ How to sign in to Amadeus Sell Connect
- _ Home Page
- _ Main Page
- _ Sign in to cryptic environment
- _ Sign out

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Home Page

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amadeus

Sign In

Please enter your details to sign in.

You have been successfully logged out.

Username:

Office ID:

Password:

[Forgot your password?](#)

Remember me

[Contact us](#)

Welcome



Welcome to **Amadeus Selling Platform Connect** - a powerful web-based platform designed in tune with your specific needs. It allows you to unleash your business and be a true travel professional, accessing superior content more efficiently than ever.

Why Amadeus Selling Platform Connect

Built *with you, for you*

Built around the way you think for increased productivity and easy access to information for experienced and new travel agents

Best content

Find and book all your content – Amadeus, regional and local – seamlessly through one web-based application

Tailored approach

Benefit from the advanced agency-specific customization capabilities for a tailored fit that matches your business objectives

Graphic & Cryptic

Navigate seamlessly between the command page and the rich graphic interface, or use Cryptic Magic, a tool combining both worlds

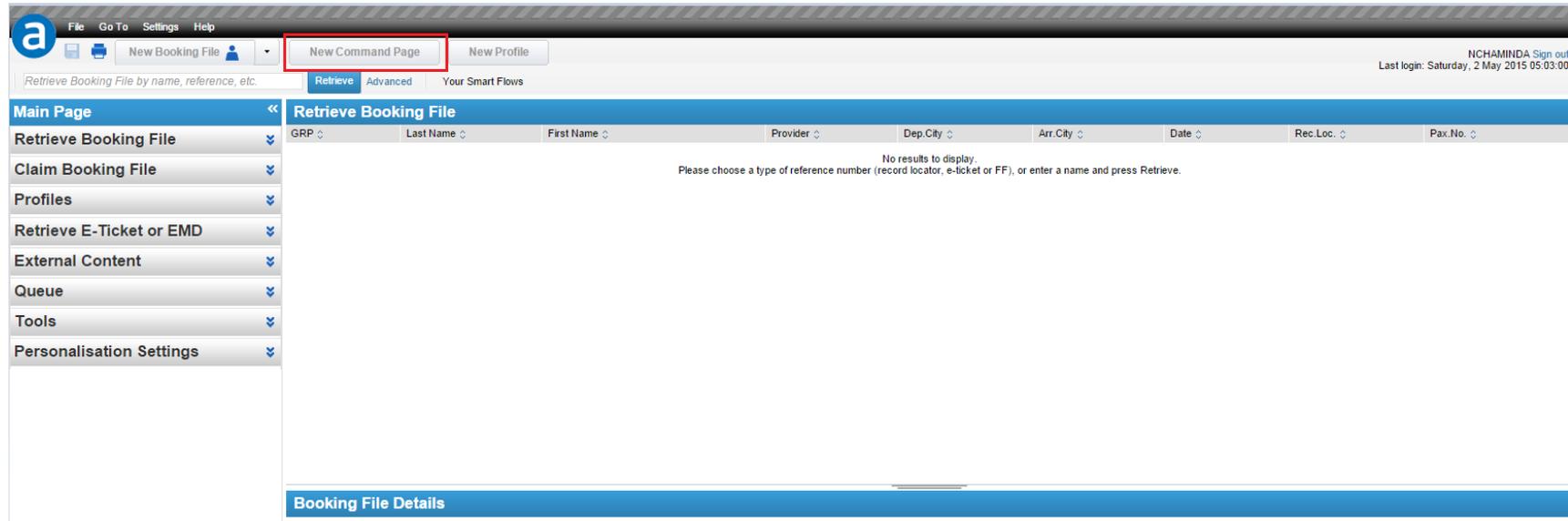
Anywhere, anytime

Access entirely through the internet, all features, functionalities and content are at your fingertips, wherever you wish to use it

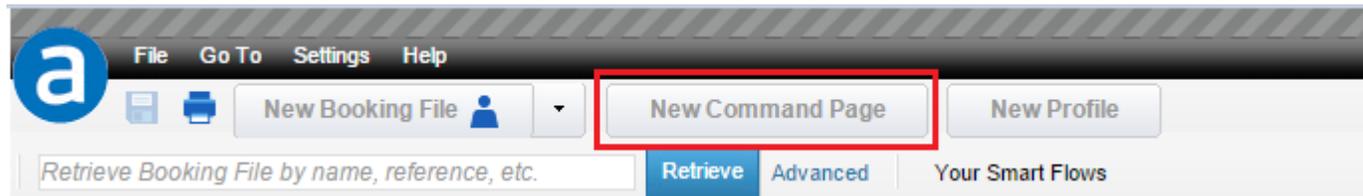
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Main Page



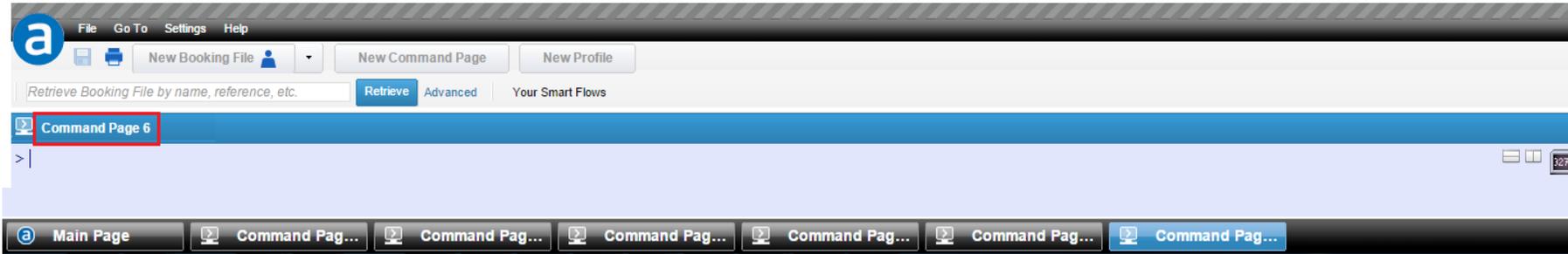
Sign in to cryptic environment
Click on New Command Page



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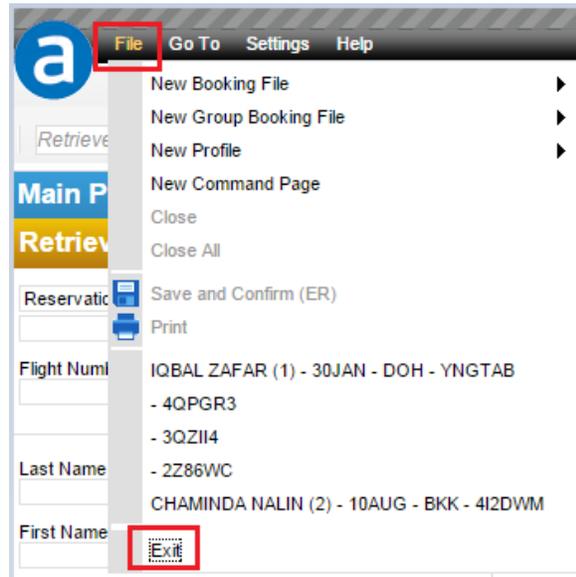
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You can log in up to 6 different work areas by clicking on on New Command page.



Sign out

Method 1



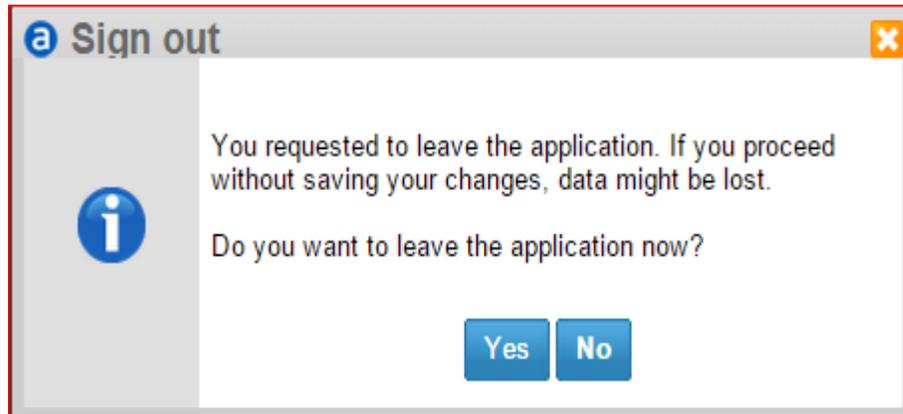
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Method 2 - Click on **Sign out** tab on right side of screen



System response



2

Help Pages

_ Amadeus Help

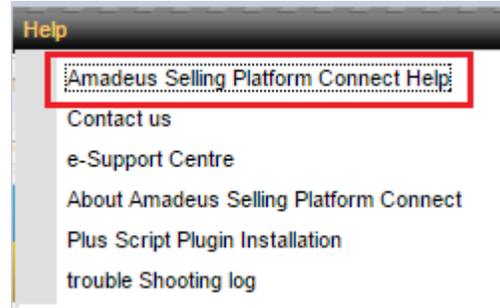
_ Amadeus e-Support Centre

Selling Platform Connect

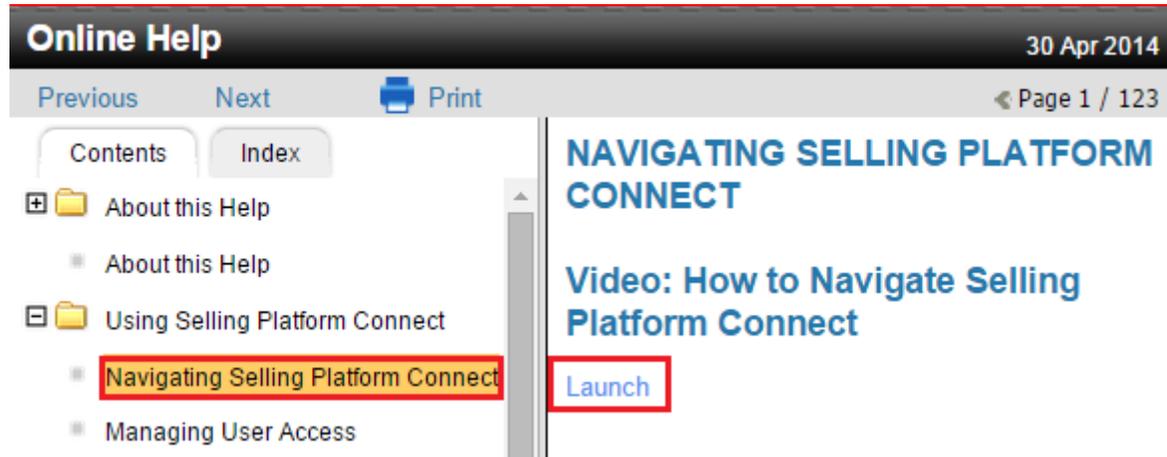
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Amadeus Help

Online help contains a detailed description of all the entries that can be used in the Amadeus central system



Click on **Launch** to launch navigation video for GUI Mode



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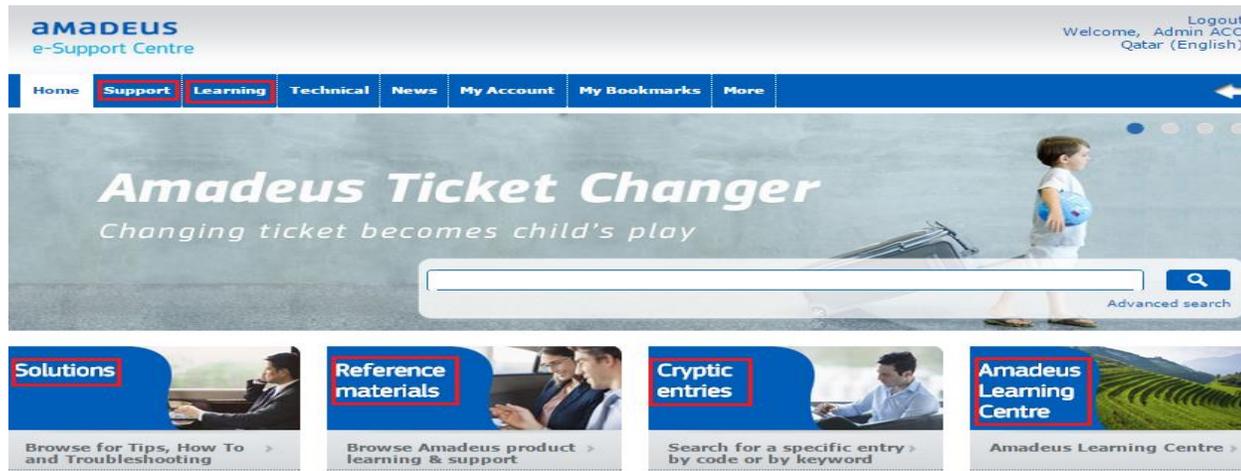
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Amadeus e-Support Centre

_The Amadeus e-Support Centre provides a single access point to a range of information and services such as troubleshooting and self-learning articles, real-time alerts, tips, product news and rollouts, and a document library.



Click on [e-Support Centre](#) to access e-Support Centre



3

Graphical User Interface (GUI) environment

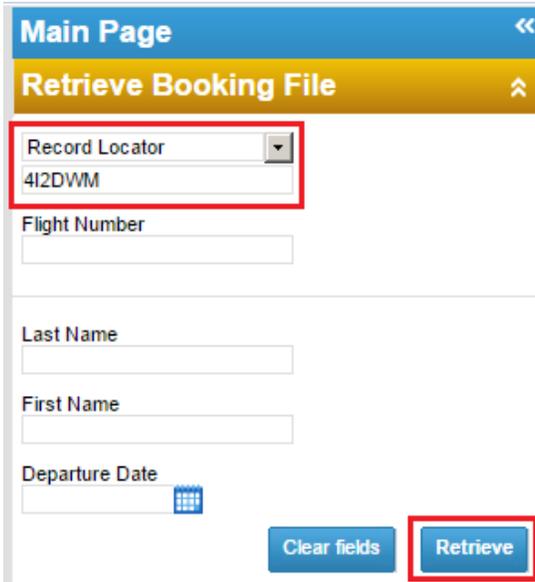
_ Retrieve Booking file

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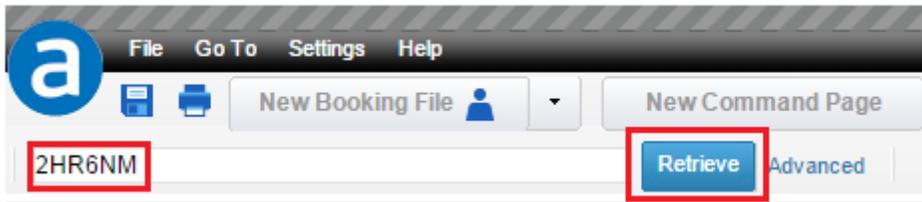
Retrieve Booking file

Fill the Box with required details and click on **Retrieve tab**



The screenshot shows a web interface for retrieving a booking file. At the top, there is a blue header with 'Main Page' and a back arrow, and a yellow header with 'Retrieve Booking File' and an up arrow. Below the headers, there are several input fields: 'Record Locator' (a dropdown menu with '4I2DWM' selected), 'Flight Number', 'Last Name', 'First Name', and 'Departure Date' (with a calendar icon). At the bottom right, there are two buttons: 'Clear fields' and 'Retrieve'. Both the 'Record Locator' dropdown and the 'Retrieve' button are highlighted with red boxes.

Or else type the PNR record locator and click on **Retrieve tab**



The screenshot shows the top part of the Amadeus Selling Platform Connect interface. It features a menu bar with 'File', 'Go To', 'Settings', and 'Help'. Below the menu bar, there are two buttons: 'New Booking File' and 'New Command Page'. In the center, there is a text input field containing the PNR record locator '2HR6NM', which is highlighted with a red box. To the right of the input field, there is a 'Retrieve' button, also highlighted with a red box, and an 'Advanced' link.

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System Response

Booking file - CHAMINDA NALIN MR (2) - 10AUG - BKK - 4I2DWM
Owned by DOH1A0980

Booking File Flags: RLR

Booking File Information

Booking File History TST History Cryptic Display View TSM History Delay Booking File Place On Queue

Request Received From (RF): TK OK15APR15

Responsible Agent AARC Responsible Office DOH1A0980 Ticketing Office: DOH1A0980

Created on 15APR15 07:31 by 1020CG Last saved 02MAY15 09:49 Record Locator: 4I2DWM

Passenger and Contact Details

Add/Update Split Booking File Retrieve Profile Export file from booking file Import from file

Passenger	PTC	Contact	
1 CHAMINDA NALIN MR			Delete
2 DUSHYANT KOHLI MR			Delete

General contact (example: Assistant, Travel Agency)

Email (E) HELPDESK.QAT AT AMADEUS.COM

Undefined DOH ☎ +974 44483888 - AMADEUS QATAR W.L.L - A

Itinerary Details

Air Pricing Cancel All Print / Email / Fax Itinerary

Display by Chronological order Product

1.	QR 836	H	10AUG	Mon	DOH	BKK	01:50	12:40	0 stop	HK2	Cancel	Details
Associated to: P1. CHAMINDA NALIN MR P2. DUSHYANT KOHLI MR Edit												
2.	Hotel		10AUG	Mon	11AUG	Tue	IBIS BANGKOK SATHORN Located BKK		1 night(s) 1200 THB/night	HK1	Cancel	Details
Associated to: P1. CHAMINDA NALIN MR Edit												

Go To »

Go to command page

Integrated Partners

Overview

Quality Monitor

0 of 0 items checked. [Check all](#)

4

Claim Booking File

_ How to Claim Booking File

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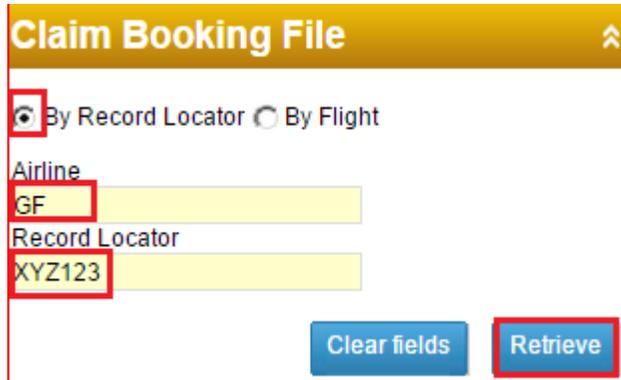
Claim Booking File

_The Amadeus PNR claim functionality allows you to take over responsibility for PNRs created in airline system if permitted by specific airline

How to Claim Booking File



Enter required details and click on **Retrieve** Tab



A screenshot of the 'Claim Booking File' form. The form has a yellow header with the title 'Claim Booking File' and an upward arrow icon. Below the header, there are two radio buttons: 'By Record Locator' (selected) and 'By Flight'. Below the radio buttons, there are two input fields: 'Airline' with the value 'GF' and 'Record Locator' with the value 'XYZ123'. At the bottom of the form, there are two buttons: 'Clear fields' and 'Retrieve'. The 'Retrieve' button is highlighted with a red rectangular border.

5

Profile

- _ Create Profile
- _ Retrieve Profile
- _ Edit Profile

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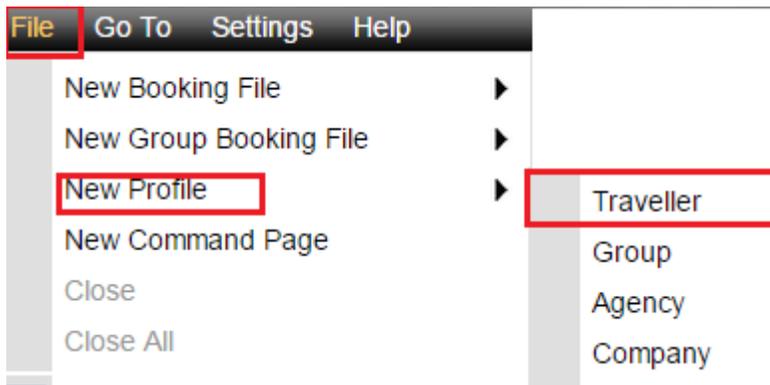
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Profile

- _ A profile is a record containing useful information about an individual traveller or company that can help you when you make a reservation.
- _ Each time you make a booking, you can load information from a profile, eliminating the need to manually enter the information each time.

Create a Profile

_ In the **File menu**, click on New Profile and select the type of profile you want to create



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Complete the fields for the new profile

Note: Mandatory fields are highlighted in yellow

Overview	Personal data	Travel data	Payment data	Remarks	Air Preferences
General info		Telephone			
Salutation	MR	Pref. Type		Mobile - Personal	
Title					
Last name	TEST				
First name	DELTA				
Date of birth	11 Jul 1980				
Gender	<input checked="" type="radio"/> Male <input type="radio"/> Female				
		Email			
		Pref. Type			

Each tab in the profile page is used to store a specific category of information.
Example -: Use the payment Data tab to store payment details such as credit cards

Click on  to add more than one entry for each element

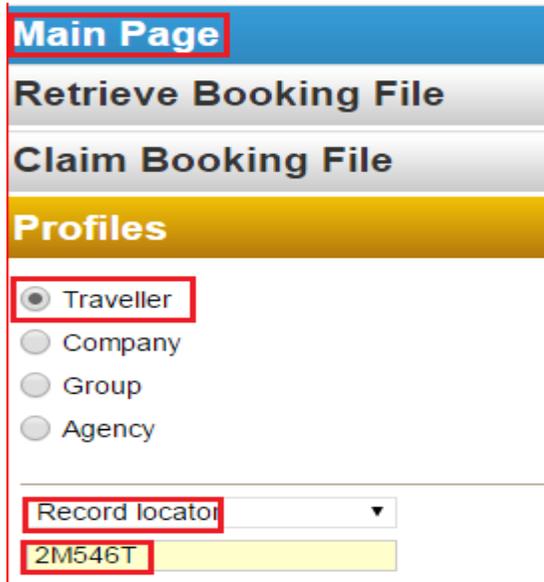
Click on  to save the new profile

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Retrieve Profile

Enter required details and click on **Retrieve** Tab



The screenshot shows a web interface for retrieving a profile. It features a vertical navigation menu on the left with the following items: 'Main Page' (highlighted in blue), 'Retrieve Booking File', 'Claim Booking File', and 'Profiles' (highlighted in yellow). Under the 'Profiles' section, there are four radio button options: 'Traveller' (selected), 'Company', 'Group', and 'Agency'. Below these options is a 'Record locator' dropdown menu with a downward arrow, and a text input field containing the value '2M546T'. Red boxes highlight the 'Main Page' and 'Traveller' options, and the 'Record locator' dropdown and its value.

Edit a Profile

Open the profile to edit and Add, delete or modify data as required

Click on  to save the new profile

6

Retrieve E-Ticket or EMD

— Retrieve E-Ticket

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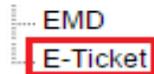
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Retrieve E-Ticket or EMD

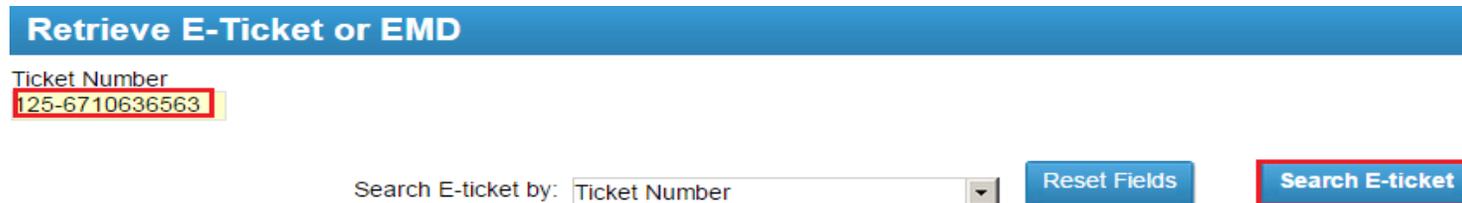


Select E- Ticket

Retrieve E-Ticket or EMD



Enter the ticket number and click on Search E- Ticket Tab



7

Queue (GUI)

- _ Place PNR on Queue
- _ Display Queue list
- _ Start Queue
- _ Delay PNR in Queue

Queue (Command Page)

- _ Queue Total
- _ Queue Processing Entries

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Amadeus Queues

The Amadeus Queue system is an electronic diary that helps you to manage your travel agency messages and reservations. Queues are the only channel of communication between the airlines and the travel agents.

Place PNR on Queue

Booking File Information

Booking File History	TST History	Cryptic Display	View TSM History	Delay Booking File	Place On Queue
Request Received From (RF):	<input type="text" value=""/>	TK OK22MAR15			
Responsible Agent RRGs		Responsible Office DOHQR2900		Ticketing Office: DOHQR2900	
Created on 22MAR15 10:54 by 1310RR		Last saved 23MAR15 08:41		Record Locator: ynci3h	

Add Queue number and click on **OK**

Place PNR on Queue

Office ID	<input type="text" value="DOHQR2900"/>	
<input checked="" type="radio"/> Queue and Category	Queue	Category
	<input type="text" value="44"/>	<input type="text" value=""/>
<input type="radio"/> Category Nickname	<input type="text" value=""/>	
<input checked="" type="radio"/> Date and Hour	Date	Hour
	<input type="text" value=""/>	<input type="text" value=""/>
		e.g. 17
<input type="radio"/> Date Range	<input type="text" value=""/>	

OK Cancel

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Click on Queue Tab in Main Page to expand it

- Main Page
- Retrieve Booking File
- Retrieve E-Ticket or EMD
- External Content
- Queue**
- Tools

Display Queue list

Enter Queue number and click on **Display Queue list**

Queue

Display Queue List

Queue	Category	Date Range
<input type="text" value="27"/>	<input type="text"/>	<input type="text"/>

Queue List

```
1623 23MAR
QUEUE...DOHQR2900.....Q/TTL.
Q 0.GENERAL.....
.....C 0.... 9.
Q 1.CONFO .....
.....C 1.D1. 2.
.....C 1.D4. 1.
....SPCL SVC ...C 6.D1. 64.
.....C 6.D4. 11.
....OPW TTL ...C 7.D1. 27.
```

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Start Queue

Enter Queue number and click on **Start Queue** Tab

Queue 

[Display Queue List](#)

Queue	Category	Date Range
<input type="text" value="27"/>	<input type="text"/>	<input type="text"/>

[Start Queue](#)

Delay PNR in Queue

Click on Delay Booking File

Booking file - (QM) TEST ALPHA MR (1) - 12SEP - LHR - YMT809

Booking File Flags: RLR

Booking File Information

Booking File History	TST History	Cryptic Display	View TSM History	Delay Booking File	Place On Queue
Request Received From (RF):	<input type="text"/>	TK OK17MAR15			
Responsible Agent RRSU		Responsible Office DOHQR2900		Ticketing Office: DOHQR2900	
Created on 17MAR15 12:17 by 1310RR		Last saved 17MAR15 12:49		Record Locator: YMT809	

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Add the date and time and select the reason from drop down list

Delay PNR

Delay until
Date Hour

Reason

- No answer
- Left message
- Line engaged
- Other

To remove PNR from Queue, click on Tab and YES

Close PNR Tab

You requested to close the PNR Tab. If you proceed without saving your changes, data might be lost.
Do you want to close PNR Tab now?

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Queue – Command Page

QT - Queue Total

Display only the active Queues that contain active PNRs or messages

```
> qt
1149 02MAY
QUEUE....DOH1A0980.....Q/TTL...ADDS...LQC...IW
Q97.MESSAGE.....
.....C 0.D1. 15. 56. 0. 41
Q 0.GENERAL.....
.....C 0.... 6. 26. 0. 20
Q 1.CONFO .....
.....C 0.D4. 1. 1. 0. 0
...AIR ...C 1.D1. 5. 14. 0. 9
.....C 1.D4. 4. 5. 0. 1
...GEN ORDER ...C 5.D1. 1. 2. 0. 1
...SPCL SVC ...C 6.D1. 63. 148. 0. 85
.....C 6.D4. 13. 15. 0. 2
...OPW TTL ...C 7.D1. 11. 27. 0. 16
...OPC TTL ...C 8.D1. 2. 21. 0. 19
...FQTV ...C 15.D1. 9. 12. 0. 3
...NALIN ...C 40.D1. 19. 50. 0. 31
.....C 40.D4. 2. 2. 0. 0
Q 7.SKEDCHG.....
...ASC ...C 1.D1. 1. 1. 0. 0
...NALIN ...C 40.D4. 4. 4. 0. 0
Q 8.TKTG .....
...NALIN ...C 40.D1. 1. 12. 0. 11
Q12.XTL .....
```

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How to retrieve the PNR ,

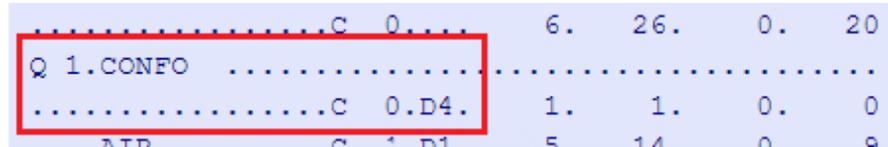
QS1C0D4

QS - Queue Start

1 - Queue No

C0 - Category Number

D4 - Date Range



```
.....C 0..... 6. 26. 0. 20
Q 1.CONFO .....
.....C 0.D4. 1. 1. 0. 0
..... 5. 14. 0. 8
```

Queue Processing Entries

Use the queue processing entries when you are in queue mode to action PNRs or message in that specific queue.

QN	Queue next removes the current PNR or message on queue and displays the next PNR or message
QD	Queue delay ignores the current PNR or message, places it at the end of the queue and displays the next PNR or message on queue
QI	Ignores the current PNR or message, places it at the bottom of the queue and exits queue mode
QE	A PNR on a specific queue
QU	Redisplays a queue message

8

Tools

- _ Sales Report
- _ Query Report

Productivity Suite

- _ Smart Flows

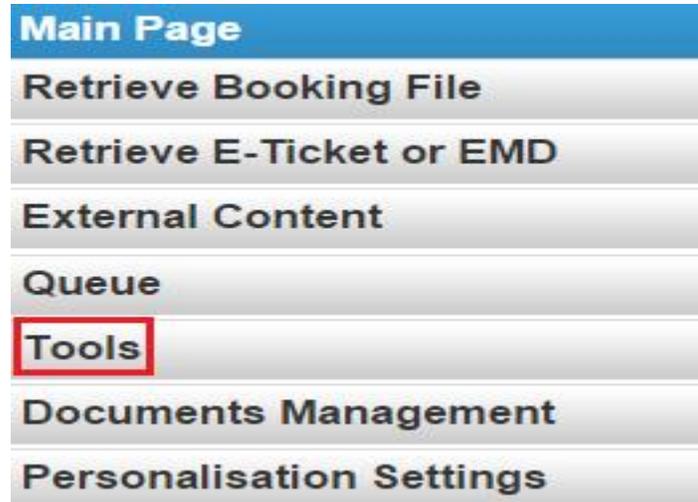
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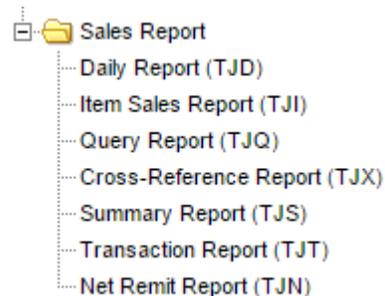
Sales report

Reports and queries about all central ticketing transactions can be requested from document database.

Click on Tools



Then Select **Sales Report** will gives you all kind of report options



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Select Query Report (TJQ)

Tools

The Query report contains a list of all documents for a single date or date range issued within the last 62 days of the current sales period or of a closed sales period.

Your Report Options

Add or change your report options

Export Report to Excel File

Reset

Display Report

Click on **Add or change your report options** to add search options and then click on Display Report.

Add or Change Your Query Report Options

Please select the report options you want to use.

Regular options

<input type="checkbox"/> Agent sign	<input type="checkbox"/> All agents
<input type="checkbox"/> Other Office ID	<input type="checkbox"/> All offices
<input type="checkbox"/> Issued from - to	
<input type="checkbox"/> Voided from - to	
<input type="checkbox"/> Reverse order	<input type="checkbox"/> Currency
<input type="checkbox"/> Airline stock provider	<input type="checkbox"/> From document number

Satellite ticket printing options

<input type="radio"/> Satellite printer Office ID	<input type="radio"/> Ticket delivery Office ID	<input checked="" type="radio"/> No option
---	---	--

Advanced options (select only one)

<input checked="" type="radio"/> No advanced option	<input type="radio"/> Transaction type	<input type="radio"/> Form of payment	<input type="radio"/> Validating Carrier
<input type="radio"/> Transaction code	<input type="radio"/> Sales Indicator	<input type="radio"/> Specific form of payment	<input type="radio"/> Stock provider
	<input type="radio"/> Credit Card Company	<input type="radio"/> Client ID	

Deselect all **Apply these options** **Do not apply**

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Productivity Suite - Smart Flows

How to transfer my smart keys in Amadeus Selling Platform to Amadeus Sell Connect.?

Step 1 – Open the Smart Key Editor (CTRL + K) in Amadeus Selling Platform ,

Step 2 – Double click on my smart key

▼ My Smart Keys					
ADD_DELETE_CAR	10Oct10	4	ROB		to add airl
AIRLINE_ORIGINAL	29Mar10	A	AIRO		To check
AMADEUS_FARE_	29Mar10	G	GUAR		to check t
APE	02May15	K	APEH		Helpdesk

Step 3 – Copy my smart key

Smart key name: APE Office My Smart Keys

Description: Amadeus Helpdesk mail ID

Shortcut key: Ctrl + Alt + K

Label: APEH

Label Position: 0

Definition:

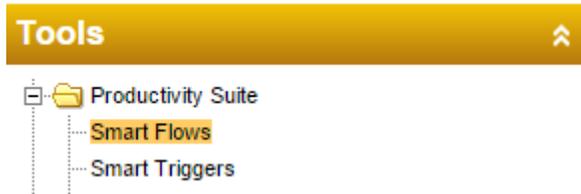
Send APE-HELPDESK.QAT A| AMADEUS.COM<SEND>

Smart Key Editor menu: Send, Prompt, Variable, Cursor, Comment, Special, Advanced, Smart Key

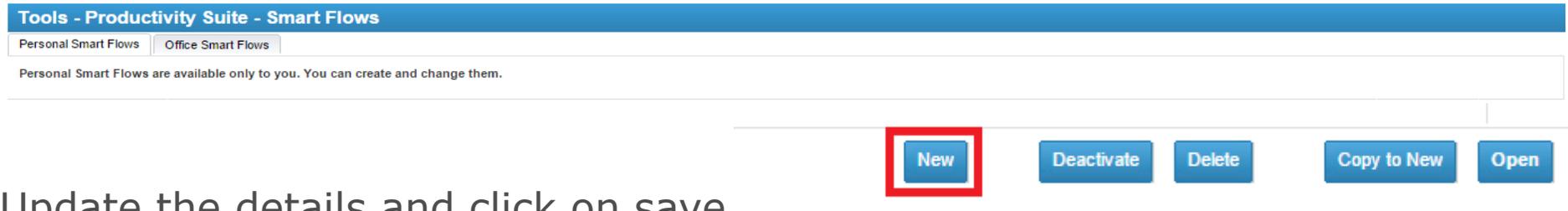
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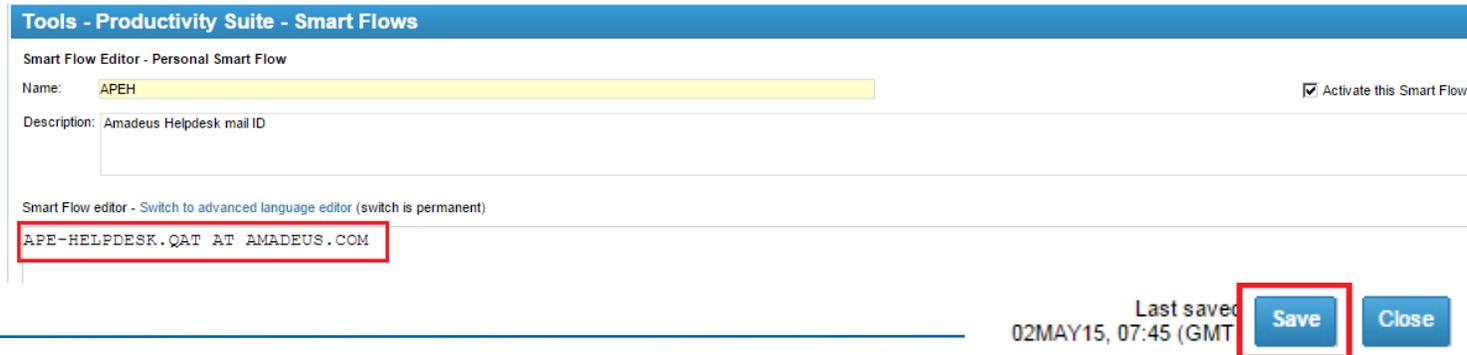
Step 4 – Open the Amadeus Sell connect , Click on Tools under main page, Select Smart Flows



Step 5 – Click on New



Step 6 – Update the details and click on save

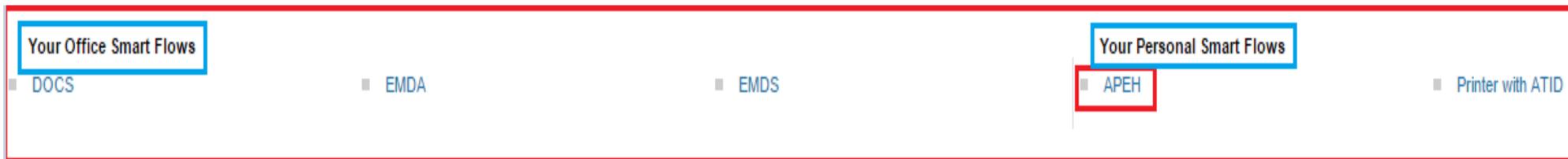
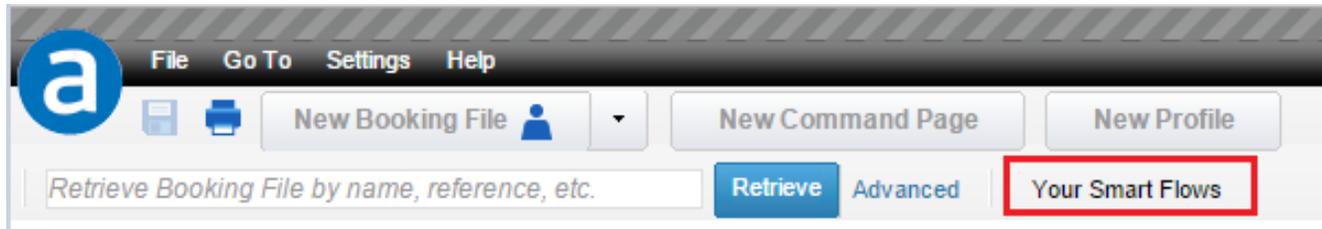


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How to display your Smart Flows

Click on Your Smart Flows



9

Personalisation Settings

- _ Command Page
- _ Printing

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Personalisation Settings

Main Page	<<
Retrieve Booking File	∨
Claim Booking File	∨
Profiles	∨
Retrieve E-Ticket or EMD	∨
External Content	∨
Queue	∨
Tools	∨
Personalisation Settings	∨

Command Page

Command page
Printing

Update the setting as required and click on **Save tab**

Personalisation Settings - Command page

Command page setting

When accessing a TST in Command Page

- Automatically display graphical TST on top of the command page
 Display the cryptic TST

Background/Foreground colours

Speedmode activation

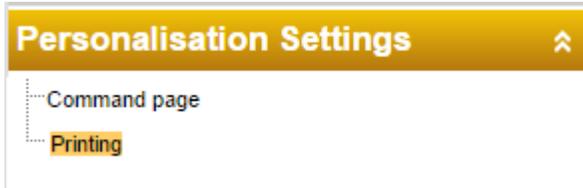
Save

Do not Save

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Click on **Printing** to change your printer settings.



Update the setting as required and click on Save tab.

Personalisation Settings - Printing

When printing from Command Page

- Only use TOPAS matrix printer (UMS)
- Only use the printer(s) configured for your computer
- Always ask which printer to use before printing

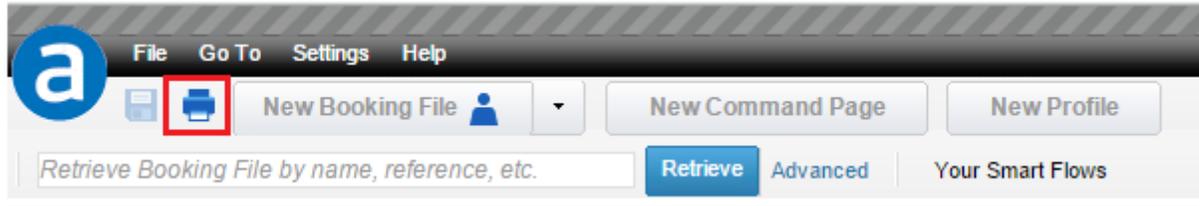
Note: when printing from the Graphic Mode, the system will always uses the printers configured for your computer



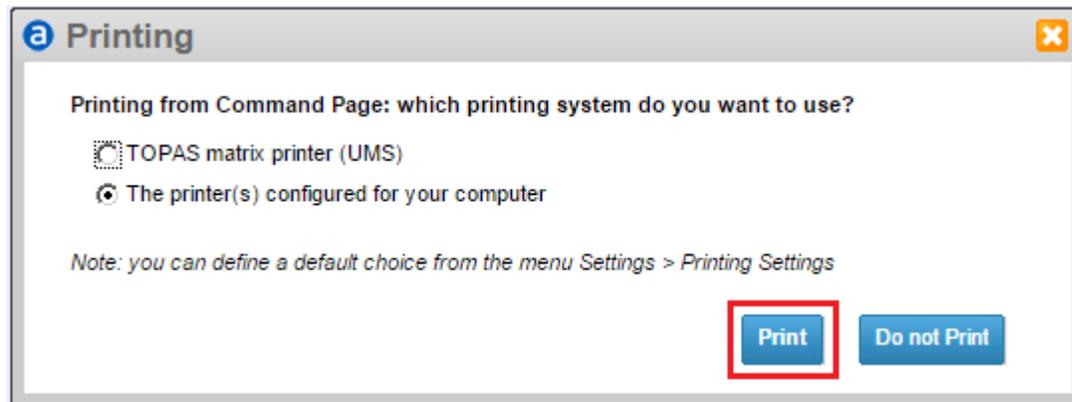
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Click on **Printer Tab** to print



Click on **Print**



10

Add-On - Chargeable Package

- _ All Fares+
- _ Amadeus Integrated Mid Office (AIMO)
- _ File Finishing
- _ Cryptic Magic

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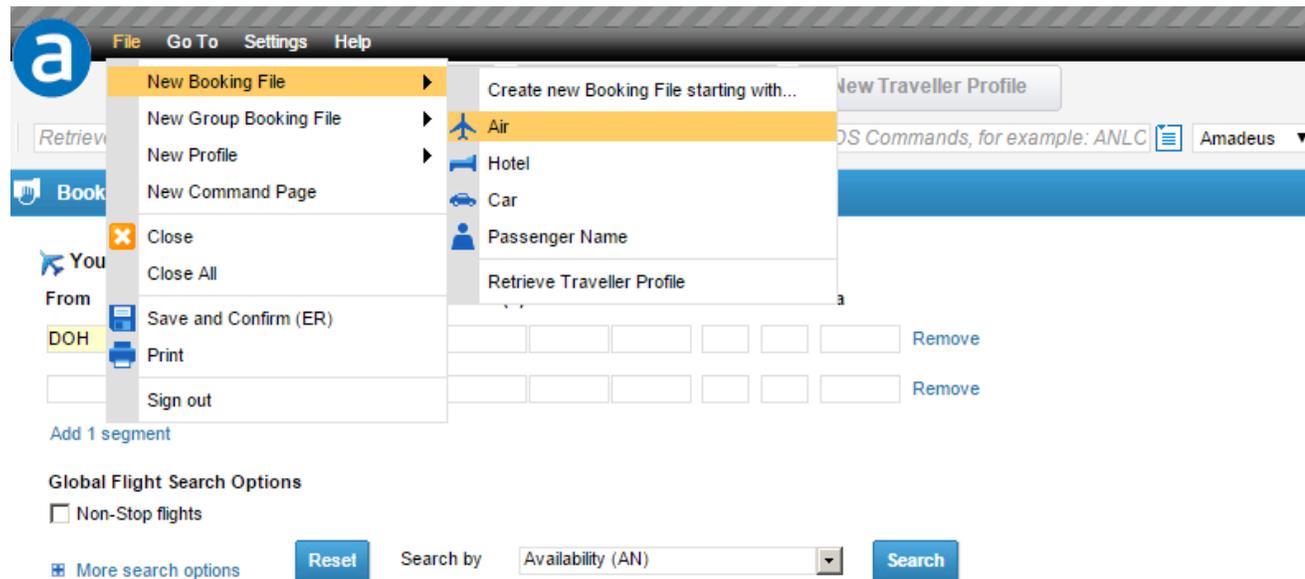
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All Fares+

Amadeus All Fares Plus is the next generation web based low-fare graphical search and comparison solution

Steps

1. Click on File
2. New Booking file
3. Select AIR



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Enter the Origin & Destination city, Travelling dates.

Options are available to enter the Time , Airlines , Cabin , Class & Via Points

Then Select All Fares

Your Air Search Options

From	To	Date	Time	Airline(s)	Cabin Class	Via	
DOH	LON	15JUL15					Remove
LON	DOH	26AUG15					Remove

[Add 1 segment](#)

Global Flight Search Options

Non-Stop flights

[More search options](#) [Reset](#) Search by [Search](#)

- All Fares
- Availability (AN)
- Direct Sell (SS)
- Fare Display (FQD)
- Ghost, Passive & Information Segment Sell
- Informative Pricing & Availability
- Informative Pricing (FQP)
- Schedule (SN)
- Timetable (TN)

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Unleash your business!

Click On Search Tab

Your Air Search Options

One Way Round Trip Multi Destinations 2

From	To	Date	Departure Time	Airline(s)	
DOH	LON	15JUL15	Wednesday		Remove
LON	DOH	26AUG15	Wednesday		Remove

[Add 1 segment](#)

Global Flight Search Options

Calendar +/-3 days Non-Stop flights One Way fares Cabin All

Amadeus Fare types

Public fares
 Negotiated fares
 Corporate codes

Website Fare types

Public fares (Selected: all)
 Business fares (Selected: none) Configure

[Hide these search options](#)

Change your search options

Passengers

1 ADT 0 INF 0 CHD 0 YTH 0

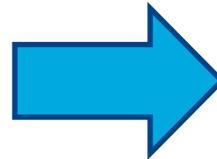
Taxes and Fees

Withhold taxes
 Withhold surcharges

Other Options

Currency conversion QAR

Search by All Fares



We are searching fares for:

Round Trip

First segment: DOH - LON
15JUL2015, 00:00

Second segment: LON - DOH
26AUG2015, 00:00

Selling Platform Connect

Unleash your business!

Click on **Display Schedule** & **Book** to create the Amadeus PNR

Results found for: DOH - LON - Round Trip - 15JUL15 - 26AUG15 - 1 ADT

All prices are in QAR. Website fares are not always retrieved automatically and may need manual action.

Inbound LON - DOH	12 JUL 15	13 JUL 15	14 JUL 15	15 JUL 15	16 JUL 15	17 JUL 15	18 JUL 15
23 AUG 15	2,290.00 Public	2,290.00 Public	2,550.00 Public	3,810.00 Public	4,000.00 Public	4,050.00 Public	3,990.00 Public
24 AUG 15	2,290.00 Public	2,290.00 Public	2,550.00 Public	3,810.00 Public	3,210.00 Public	4,050.00 Public	3,690.00 Public
25 AUG 15	2,290.00 Public	2,290.00 Public	2,550.00 Public	3,810.00 Public	4,060.00 Public	4,050.00 Public	3,990.00 Public
26 AUG 15	2,290.00 Public	2,290.00 Public	2,550.00 Public	3,680.00 Public	4,060.00 Public	4,050.00 Public	3,680.00 Public
27 AUG 15	2,710.00 Public	2,710.00 Public	2,970.00 Public	3,840.00 Public	4,060.00 Public	4,190.00 Public	3,990.00 Public
28 AUG 15	2,290.00 Public	2,290.00 Public	2,550.00 Public	3,680.00 Public	3,210.00 Public	4,110.00 Public	3,680.00 Public
29 AUG 15	2,600.00 Public	2,600.00 Public	2,850.00 Public	3,840.00 Public	3,310.00 Public	4,050.00 Public	3,800.00 Public

Selected dates: 15 JUL 15 - 26 AUG 15

Amadeus fare: 3,680.00 QAR Public

Fare Conditions: DOH - LON: KL, LON - DOH: AF

Baggage allowance per segment: 1 pc - 1 pc - 1 pc - 1 pc

Website fare: No result found

➔

Filters

Price
3210 QAR - 24191

Fare Type
 Public (RP)

Flight Times
DOH - LON
Departure | Arrival
01:35 - 23:59

LON - DOH
Departure | Arrival
06:30 - 23:35

Connections
 0 (non-stop)
 1

Results found for: DOH - LON - Round Trip - 15JUL15 - 26AUG15 - 1 ADT

Back to calendar view

3,210.00 QAR (Public) Fare Breakdown Fare Conditions

Outbound DOH - LHR 15JUL15

#	Flight	Class	From	To	Dep...	Arr...	Stop(s)	Air...	Dur...
1.	ME 439	Y9	DOH	BEY	04:15	07:10	0	320	18h20
	ME 203	L2	BEY	LHR 3	17:25	20:35	0	320	
2.	ME 435	Y6	DOH	BEY	03:40	06:35	0	321	18h55
	ME 203	L2	BEY	LHR 3	17:25	20:35	0	320	

Inbound LHR - DOH 26AUG15

#	Flight	Class	From	To	Dep...	Arr...	Stop(s)	Air...	Dur...
1.	ME 204	Q9	LHR 3	BEY	22:00	04:45 +1	0	320	17h15
	ME 436	Y9	BEY	DOH	14:30 +1	17:15 +1	0	321	

Fare Conditions

Baggage allowance per segment: 30 kg - 30 kg - 30 kg - 30 kg

Price for all passengers

Thank you

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