

SIGN IN AND SIGN OUT (HE JI)

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

AMADEUS INFORMATION SYSTEM

Amadeus Help Page	HEHELP
Amadeus Information System	GGAIS
Airport Information (Airport Code)	GGAPYYZ

DECODE/ENCODE (HE CONVERT)

Encode City by Name	DANHONG KONG
Decode City Code	DACHKG
Airline Name	DNATHAI AIRWAYS
Country / Currency /Citizen code	DCAUSTRALIA ; DC FR
*** OTHER USEFUL ENTRIES ***	
Currency conversion	FQC100/EUR ; FQC200GBP/SGD
Time difference between 2 destinations	DDYYZ1000/HKG
Calculate Min/ Max stay	DD14JUN/7/30
Australian visa application mode	TIETAR
Visa information (HE TIMATIC)	TIRA/NAUS/EMLAX/TRTYO/DESYD

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

SCROLLING PAGE (HE SCROLL)

Move Down / Move Up	MD / MU
Move Next Day / Move Yesterday	MN / MY
Move to Previous Availability	MPAN

BASIC PNR CREATION (HE STEPS)

Availability Display	AD18SEPPYYZHKG/ACX
Sell Seat from Availability	SS1K3
Return Availability	ACR14 (where 14 represents number of days)
Input Passenger(s)' Name	NM1LEE/PAUL MR
Contact	AP YYZ 4162238888 ABC TRVL
Ticket Time Limit	TKTL
Information for Airline	OS CX CTC HKG AAA HOTEL
Special Request (eg. Meals)	SR VGML
Frequent Flyer	FFNAC-12345677
Receive	RF RITA or RFRW
End Transaction and Redisplay	ER
Ignore and Redisplay	IR

SCHEDULE DISPLAY (HE TIMETABLE)

Display a schedule on a specified date	SD12NOVYYZTPE
Display a Schedule for a non-participating airline	SD12NOVHOUDAL/AWN
Display a Timetable	TD20NOVTPHKG
Display a Timetable for a non-participating airline	TD20NOVLAXLAS/AWN

FLIGHT INFORMATION DISPLAY (HE DO)

Display flight info from availability or PNR seg.	DO2
Display flight info by flight number – future day	DOAC007/20NOV
Display Direct Access flight information – today	1UADO117

AVAILABILITY (HE AN)

Display neutral availability	AN20NOVSFOJFK
With Time	AN20NOVYYZSFO1000
With Transit Point	AN20NOVYZBKK/XHKG
Availability with Airline	AN20NOVYYZSEL/AKE
Direct Access (applied to most of the airlines)	1BRAN20NOVYVRTPE
Change Departure Date Display	AC15JUN
Change Departure Date + 1 day	AC1
Change Departure Date -1 day	AC-1
Change departure city	ACDXB
Change Destination city	AC//KIX
Change Airline Display	AC/AKE
Change Connecting City Display	AC/XTPE
Change Class of Service Display Change to a	AC/CH
Timetable Display	ACTD
Change to Direct Access (applied to most airlines)	ACL1

***** DUAL CITY PAIR *****

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

SEGMENT SELL (HE SS)

Sell from Availability	SS1H2
From connecting flight with different Bkg code	SS1HM2
Dual city pair with different booking code	SS1H2*K11
Long Sell	SSLH796K20NOVFRAHKG2
Waitlist	SS1B2/PE
Open Segment (No Date)	SOACK25NOVYYZYUL/P2
Arrival Unknown	SIARNK



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SEGMENT SELL - CREAT A PASSIVE FLIGHT SEGMENT

Long Sell SSUA123Y12DECLHRJFKGK2/12001830/ABC123
 Sell from availability display SS2B5/GK/ABC123

SEGMENT SELL – CANCEL AND REBOOK

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

NAME FIELD (HE NM)

Passenger Name NM1SMITH/JOHN MR
 Same last name NM2SMITH/MIKE MR/ANN MRS
 Different Last Name NM1 LEE/ANN MS1WONG/MARY MS
 Child (Date of Birth) NM1SMITH/TOM MSTR(CHD/20NOV99)
 Infant with different Surname NM1LEE/ANN MS(INFNG/DANMSTR/23DEC11)
 Infant with same Surname NM1NG/LOYMR(INF/LINGMISS/23DEC11)
 Name update for Pax 2 (Before ET) NU2/JOHN MR
 Surname Update for Pax 2 (Before ET) NU2/1WU/JOHN MR
 Update Pax 2 () Information 2/(CHD/09JUL09)
 CANCEL name element 2 XE2

CONTACT ELEMENT (HE AP)

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

TICKETING ELEMENT (HE TK)

Ticket Time Limit TKTL12MAR/1200
 Deadline on the same day TKTL

OTHER SERVICE INFORMATION (HE OS)

Travel together OS YY TCP4 WZ 1 WANG/JACK
 Passenger information OS CX CEO SWIRE GROUP/P1

SPECIAL SERVICE REQUEST (HE SR)

Special Meal for pax 1 for whole itinerary SR VGML/P1
 Special meal for specify segment only (seg. 3&4) SR VGML/P1/S3,4
 Special service eg. Wheelchair or babycot SR WCHR/P2 OR SR BSCT/P1
 ** refer HE MEAL for meal codes **

ADVANCE PASSENGER INFO - DOCS (HE DOCS)

Passenger data with DOB
 Passport / National ID & DOB

Form of passenger ID for ticket issuance

SR DOCS UA HK1- - - - -18JAN54-M- -WONG-SUE/P1
 SR DOCS AC HK1-P-GBR-237990940-CAN-18JAN54-M- -WONG-JAMES/P1
 SR FOIDHU-N72678687/P1

FREQUENT FLYER (HE FFN)

Frequent Flyer Agreement (XX-airline code)
 Frequent Flyer
 Frequent Flyer with same alliances

VFFDXX
 FFNAC-23788999/P1
 FFNAC-28378568,UA/P1

ADVANCE SEAT REQUEST (HE SM/HE ST)

Display Seat Map for Segment 3
 Request Specific seat number for specific seg4
 Multi Seats Request for pax 1 & pax 3 on seg. 4
 Seat Request (A-Ailse seat)
 CANCEL seat element

SM3
 ST/17A/S4/P1
 ST/17A/18A/S4/P1,3
 ST/A/S3/P2
 SX or SX/S2,3

REMARKS ELEMENTS (HE RM)

General Remarks (shown on PNR only)
 Confidential Remarks (shown on PNR only)
 Itinerary Remarks (shown on the itinerary)

RM (free format)
 RC IBM VIP/P2
 RIR TICKET MUST ISSUE B4 20NOV

RECEIVE FIELD

RF TL or RF TOMY

END TRANSACTION (HE ET)

End Transaction
 End Transaction and Redisplay
 End Transaction, Redisplay and Update Status
 Ignore
 Ignore and Display

ET
 ER
 ERK
 IG
 IR

PNR RETRIEVAL (HE RT)

Retrieve from Record Locator
 Retrieve by Surname
 Redisplay Transaction Display
 PNR History

RTxxxxxxx
 RT/LEE
 RT
 RH



ATA offers many booking tools to help boost your revenue. Contact your ATA Support Specialist to learn more!



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STEPS OF SPLIT A PNR (HE SP)

Split Name 2 and 4 Receive	SP2,4
From, End and File Receive	RFJENNY;EF
From, End and Display	RFJENNY;ER

ITIN / INV PRINT & EMAIL (HE PRINT ; HE EML)

Itinerary Display on Screen	IBD or IED
Itinerary Print	IBD or IEP or IBDJ or IEPJ
Email Itinerary	IEPJ-EML-JOHN@GMAIL.COM
Email itinerary with APE contact in PNR	IEPJ-EMLA
Print your eticket	TTP or TTP/P1,3-5 or TTP/S4
Print Eticket & email itinerary	TTP/IBP-EMLA
Print Eticket & invoice & email the Etkit ITR	TTP/INV/ITR-EMLA

FARE QUOTE APPLICATION with an itinerary (HE FXA)

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

FARE QUOTE DISPLAY

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

FARE NOTES & RULES (HE FQN)

Display fare rules	FQN3 or FQN 1-1
Display rules summary	FQN1*M

FARE SHELL -TST (HE TQT)

Display a TST	TQT
Display TST for ticketed one	TQT/T1
Display TST history	TTH/T1A
Delete TST segment 1	TTE/T1
Delete all TST	TTE/ALL

QUEUE (HE QUEUE)

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

***** STEPS TO CREATE A QUEUE ACCOUNT *****

Step 1: Enter " QTQ " & get a number which is not listed (used or occupied) on QTQ.
 Step 2: Choose the number and Category QA##C01
 RESPONSE : Queue Activated
 Step 3: QAQ(selected number and name) QAQ38WEB
 RESPONSE : OKnow you may go to QTQ and find your specified name and Queue
 Place PNR on specific created Q number QE##
 RESPONSE : On Queue – RLOC no. shown)

You need to input "QE##" to your PNR so that all airlines messages will generate to your personal Q line instead of the general Q system.

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

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

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



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