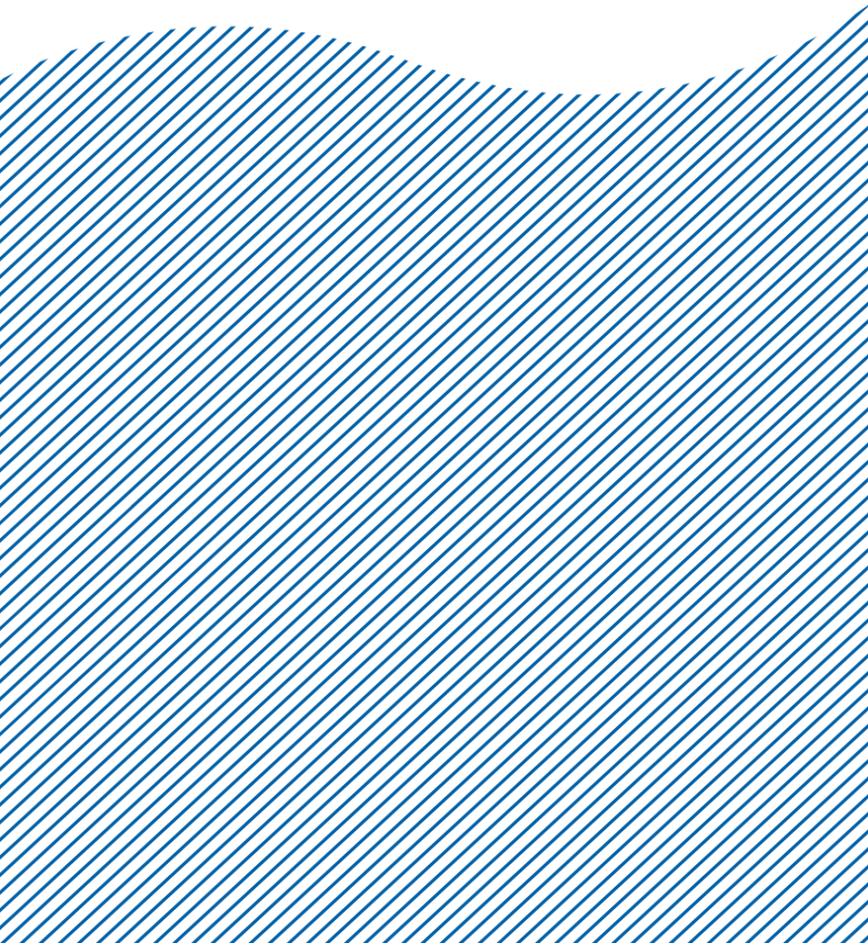


User Guide

Amadeus Selling Platform Connect



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Document control

| | | | | |
|-----------------------|---------------------------------------|---------------|----------------|-----------|
| Security level | Internal Use | | | |
| Company | Thai – Amadeus Southeast Asia Co.,Ltd | | | |
| Department | Training Department | | | |
| Author | Training Department | | | |
| Version | Date | Change | Comment | By |
| 1.0 | 22/06/2015 | | | |
| | | | | |

CHAPTER 1 :

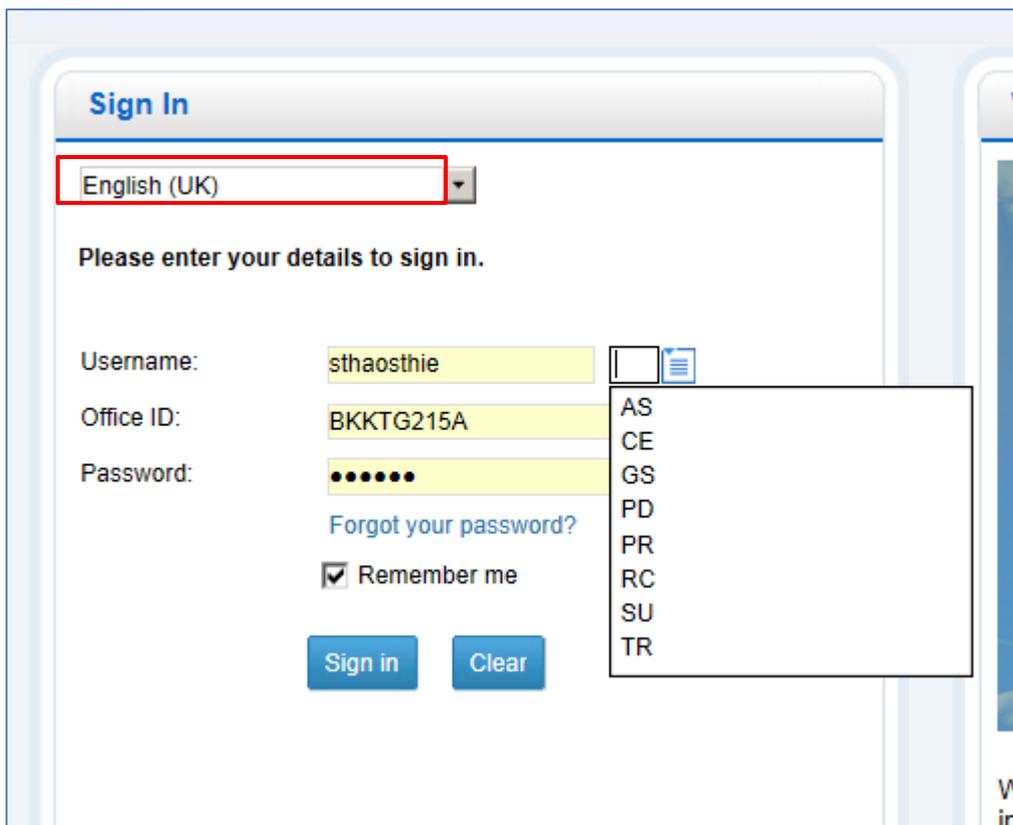
GETTING START

All web browsers support



Log In

1. Visit to www.sellingplatformconnect.amadeus.com
2. Enter your sign in details in the sign in section of the welcome page. Select the language and duty code from the drop-down list before you sign in
3. Sign out
 - Click File >> Sign out >> click on Yes in the sign out pop up window to confirm



Sign In

English (UK)

Please enter your details to sign in.

Username: sthaosthie

Office ID: BKKTG215A

Password: ●●●●●●

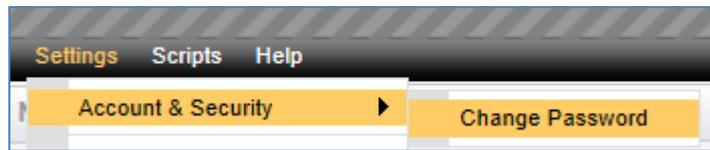
[Forgot your password?](#)

Remember me

AS
CE
GS
PD
PR
RC
SU
TR

Change Password

- Click on Setting >> Account & Security >> Change Password



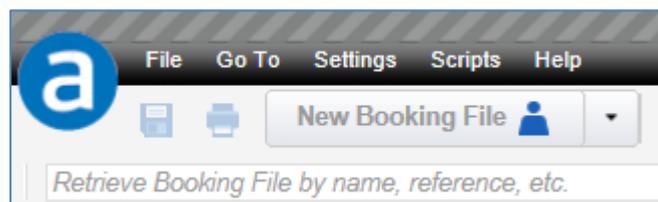
a **Change Password** ✕

Please fill in the form to modify your password.

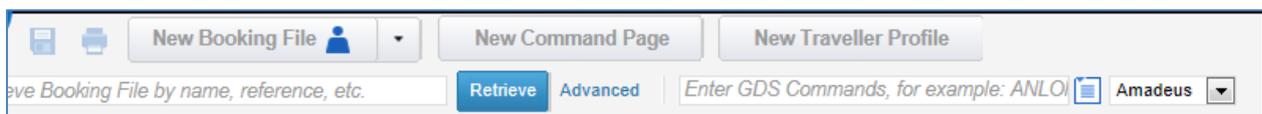
| | |
|----------------------|---|
| First, Last name | <input type="text" value="SUTHINEE"/> |
| Username | <input type="text" value="STHAOSTHIE"/> |
| Current password: | <input type="password"/> |
| Enter new password | <input type="password"/> |
| Password strength: | None |
| | Between 7 & 15 characters |
| Confirm New Password | <input type="password"/> |

Other Menus & Help

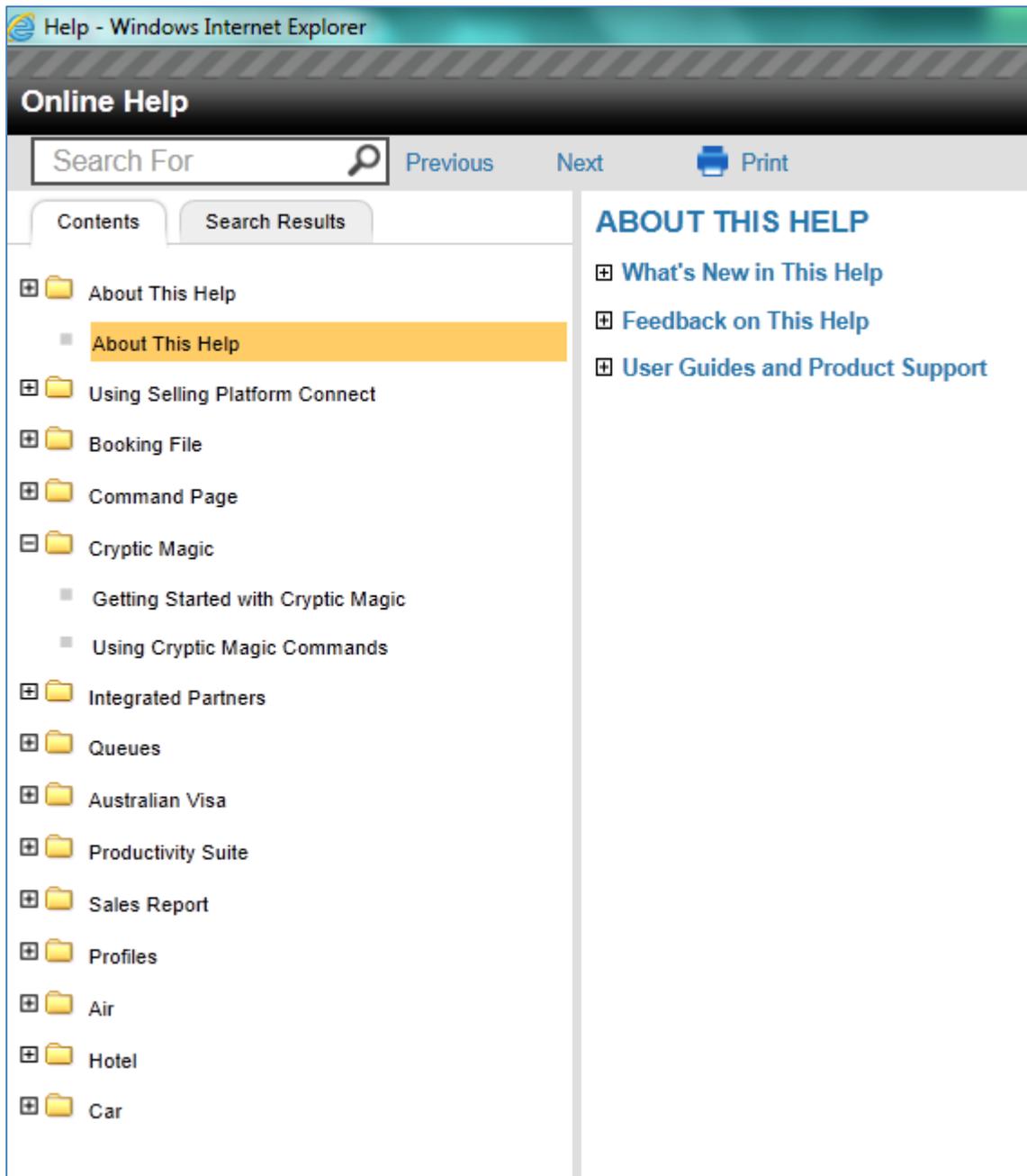
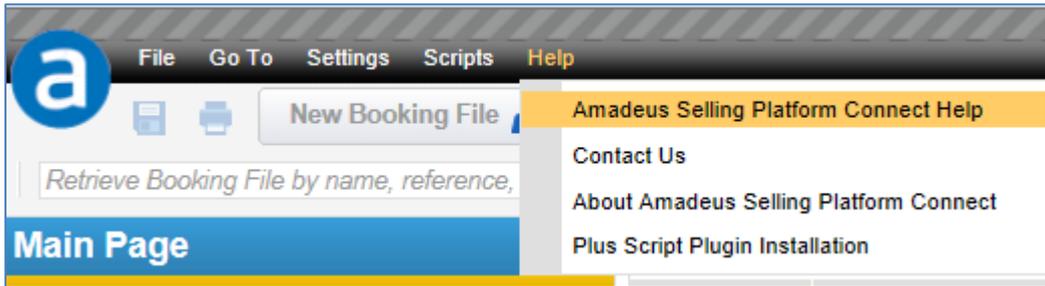
1. Menu Bar



2. Tools Bar



3. Help >> Amadeus Selling Platform Connect Help



CHAPTER 2 :

BOOKING FILE

Finding flight using an availability search

An availability search displays a list of available or scheduled flights for up to 16 city pairs on given dates. You can define additional search options to help return the most accurate results for your search.

➤ New Booking File >> Air

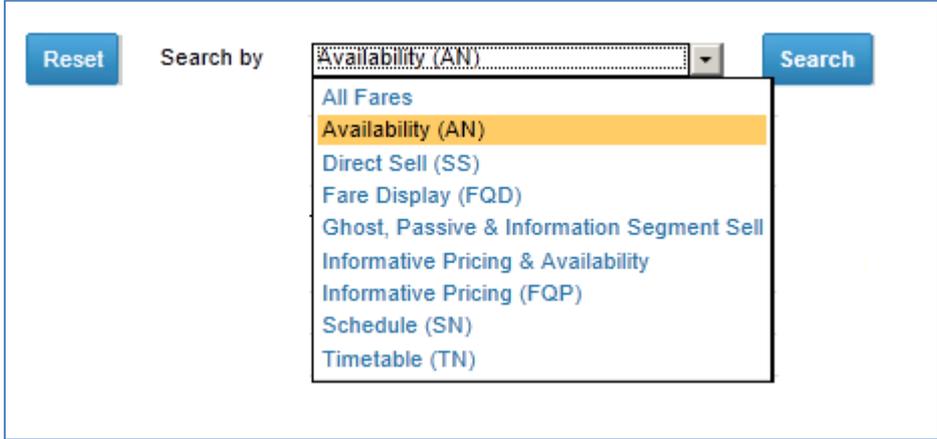
The screenshot displays the 'Your Air Search Options' interface. A red box highlights the search criteria table. Below it, the 'Global Flight Search Options' section includes a 'Non-Stop flights' checkbox, a 'More search options' link, a 'Reset' button, a 'Search by' dropdown set to 'Availability (AN)', and a 'Search' button. The results section shows two search segments: '1. BKK-SIN/20JUL' and '2. SIN-BKK/23JUL'. The first segment is expanded to show 'Availability for BKK - SIN, Mon 20JUL, 1 Seat(s) - 4 flight(s) found'. The results table lists four flights with columns for Flight, Class, Dep. City, Arr. City, Dep. Time, Arr. Time, Stop(s), Duration, and Aircraft.

| From | To | Date | Time | Airline(s) | Cabin |
|------|-----|---------|------|------------|-------|
| BKK | SIN | 20JUL15 | | TG | E |
| SIN | BKK | 23JUL15 | | TG | E |

| Flight | Class | Dep. City | Arr. City | Dep. Time | Arr. Time | Stop(s) | Duration | Aircraft |
|-----------|----------------------------|-----------|-----------|-----------|-----------|---------|----------|----------|
| 1. TG 403 | Y9 B9 M9 H9 Q9 TL KL SL VL | BKK | SIN1 | 08:00 | 11:15 | 0 | 02:15 | 773 |
| 2. TG 413 | Y9 B9 M9 H9 Q9 TL KL SL | BKK | SIN1 | 11:15 | 14:30 | 0 | 02:15 | 777 |
| 3. TG 409 | Y9 B9 M9 H8 TL KL SL | BKK | SIN1 | 16:25 | 19:40 | 0 | 02:15 | 773 |
| 4. TG 401 | Y9 B9 M9 H9 TL KL | BKK | SIN1 | 19:40 | 22:55 | 0 | 02:15 | 777 |

How to Find Flights Using an Availability Search

1. Select the Availability (AN) option in the Search By drop-down list.

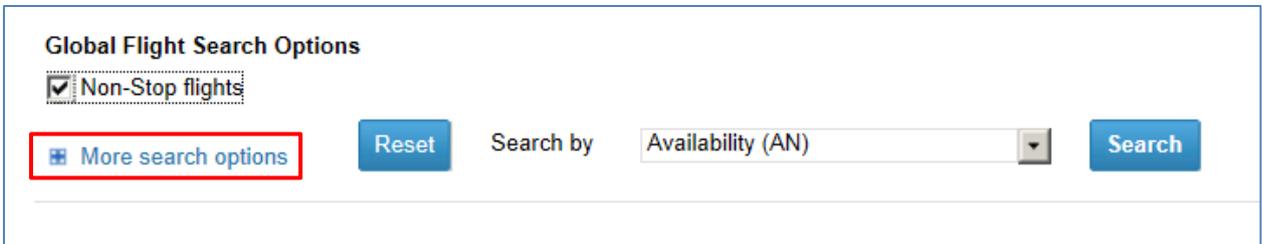


The screenshot shows a search interface with a 'Reset' button on the left and a 'Search' button on the right. In the center, there is a 'Search by' label followed by a drop-down menu. The drop-down menu is open, displaying a list of search options: 'All Fares', 'Availability (AN)', 'Direct Sell (SS)', 'Fare Display (FQD)', 'Ghost, Passive & Information Segment Sell', 'Informative Pricing & Availability', 'Informative Pricing (FQP)', 'Schedule (SN)', and 'Timetable (TN)'. The 'Availability (AN)' option is highlighted in yellow.

2. Enter the search criteria.
3. Using the autocomplete functionality from the drop-down box, specify the Cabin code required from the following:
 - E- Economy
 - R- Economy Restricted
 - P- Premium Economy
 - B- Business
 - F- First

Note: These Cabin codes are not the same as when booking fares in Cryptic mode.

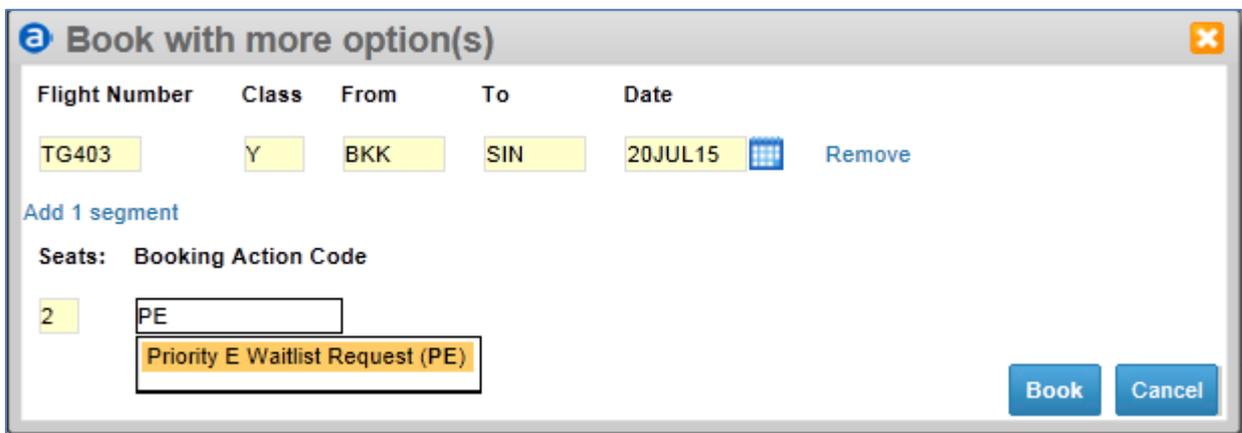
4. To search for direct flights only, select the Non-Stop Flights check box.
5. To refine your search, such as the number of seats you are searching for, request a 7-day search or sort the results display, click on **More Search Options** and choose the additional search criteria.
6. Click on Search



The screenshot shows the 'Global Flight Search Options' section. It includes a checked checkbox for 'Non-Stop flights'. Below this, there is a 'More search options' button with a plus icon, which is highlighted with a red border. To the right of this button are 'Reset' and 'Search' buttons. In the center, there is a 'Search by' label followed by a drop-down menu showing 'Availability (AN)'.



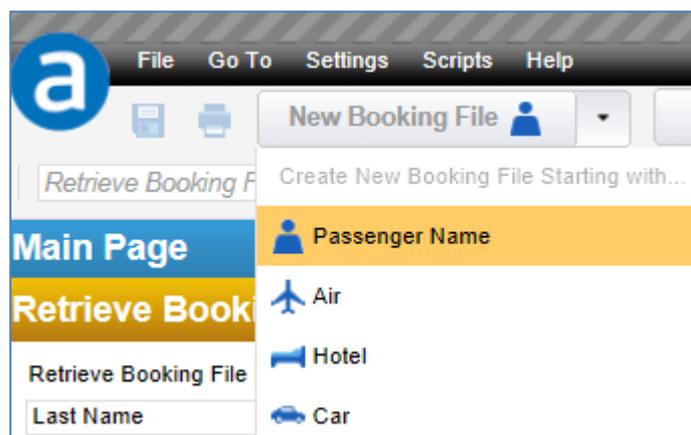
- To book a seat on a waitlist or with any other specific action code, click on **Book with More Option(s)**



- To view the available flights for the previous day or the next day, click on Previous Day or Next Day.
- To view flight information, click on the flight number in the Flight column.

Create Booking File

- Click on New Booking File >> Passenger Name



2. Enter the required details

Booking File Information

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

Request Received From (RF): **AOM** TK TL10JUL15

Responsible Agent: _____ Responsible Office BKK1A0980 Ticketing Office: BKK1A0980

Created on by: _____ Not saved yet

Passenger and Contact Details

Add/Update | Split Booking File | Retrieve Profile

| Last Name | First Name | Title | PTC | Contact |
|------------------------|------------------|-------|-----|-----------------------------|
| 1. THAOSTHIEH | SUTHINEE | MS | ADT | APE SUTHINEE@THAIAMADEUS |
| Add Contact for P1 | | | | |
| 2. ANUKITTRAKUL | PIYATHIDA | MS | ADT | APE PIYATHIDA@THAIAMADEUS |
| Add Contact for P2 | | | | |

Add Passenger | Add Infant

General contact (example: Assistant, Travel Agency)

Add General contact

Save | Do not save

Note: After add passenger name click on Save

3. Click to search for flight availability
4. Double click on booking class
 - a. In case of passenger name already exist (system automatic booked)
 - b. In case of create air first, you must be click on More Search Option (S)

1. BKK-SIN/20JUL | 2. SIN-BKK/23JUL

1. BKK-SIN/20JUL | 2. SIN-BKK/23JUL

Availability for SIN - BKK, Thu 23JUL, 2 Seat(s) - 5 flight(s) found

| Flight | Class | Dep.City | Arr.City | Dep.Time | Arr.Time |
|-----------|--------------------------------------|----------|----------|----------|----------|
| 1. TG 402 | Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9 | SIN1 | BKK | 07:40 | 09:00 |
| 2. TG 404 | Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9 | SIN1 | BKK | 12:25 | 13:45 |
| 3. TG 414 | Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9 | SIN1 | BKK | 15:55 | 17:15 |
| 4. TG 408 | Y9 B9 M9 H9 Q8 T9 K9 S9 V9 W9 | SIN1 | BKK | 18:15 | 19:35 |
| 5. TG 410 | Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9 | SIN1 | BKK | 20:50 | 22:10 |

View More Flights

Itinerary

1. TG 403 BKK SIN
20JUL Mon 08:00 11:15
HK2 Class Q
[Cancel](#)

2. TG 408 SIN BKK
23JUL Thu 18:15 19:35
HK2 Class Q
[Cancel](#)

Itinerary

1. TG 403 BKK SIN
20JUL Mon 08:00 11:15
HK2 Class Q
[Cancel](#)

2. TG 408 SIN BKK
23JUL Thu 18:15 19:35
HK2 Class Q
[Cancel](#)

Save and Confirm (ER)
File not saved yet
[Ignore \(IG\)](#)

5. Click to retrieve booking file and check the details before save PNR
6. Click

Booking File - ANUKITTRAKUL PIYATHIDA MS (2) - 20JUL - SIN - YS3ODJ

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): AOM TK TL10JUL15

Responsible Agent TSSU Responsible Office BKK1A0980 Ticketing Office: BKK1A0980

Created on 20JUN15 08:07 by 2354TS Last saved 20JUN15 08:07 Record Locator: YS3ODJ

Passenger and Contact Details

Add/Update Split Booking File Retrieve Profile

| Passenger | PTC | Contact |
|-----------------------------|-----|--|
| 1 ANUKITTRAKUL PIYATHIDA MS | ADT | Email (E) PIYATHIDA@THAIAMADEUS.COM Delete |
| 2 THAOSTHIEN SUTHINEE MS | ADT | Email (E) SUTHINEE@THAIAMADEUS.COM Delete |

General contact (example: Assistant, Travel Agency)

Add Remark / Other Service Information

1. In the What do you want to do next? Section of the Booking File, click on Add a Remark or Add an Other Service Information

What do you want to do next?

- Retrieve a Profile
- Add/Update passenger
- Air Pricing/TST
- Air Booking
- Car Booking
- Hotel Booking
- Add Seats and Services
- Add a Remark
- Add an Other Service Information
- Add a Form of Payment
- Add manual E-Ticket (FHE)
- Add manual EMD (FHD)
- Create TST

2. Select the type, passenger association and segment association.
3. Enter the remark or information in the text box and click on Add Remark / Add OSI
4. Click on OK.
5. Click Save & Confirm (ER)

Special Services Request

1. In the What do you want to do next? section of the Booking File, click on Add Seats and Services
2. In the Seats and Services catalogue, select the required service from the list
3. Select the service details for the required passengers and flight segments and click on Request >> Close

Seats and Services Catalogue

Passengers

| | | | |
|-------------------------------------|-----|-----------------------------|-----|
| <input checked="" type="checkbox"/> | P 1 | ANUKITTRAKUL / Piyathida MS | ADT |
| <input checked="" type="checkbox"/> | P 2 | THAOSTHIEN / Suthinee MS | ADT |

Flight segments

| | | | | | | | |
|-------------------------------------|-----|-------|---|---------|---------|-------|-------|
| <input checked="" type="checkbox"/> | S 1 | TG403 | Q | 20JUL15 | BKK-SIN | 08:00 | 11:15 |
| <input checked="" type="checkbox"/> | S 2 | TG408 | Q | 23JUL15 | SIN-BKK | 18:15 | 19:35 |

Show prices in: THB

Standard Meals

Enter the service name or code

| Service | Code | Segments | Availability | Selection per passenger |
|------------------|------|----------|--------------|-------------------------|
| Vegetarian Hindu | AVML | S1-S2 | | Show and Request |
| Baby food | BBML | S1-S2 | | Show and Request |
| Bland | BLML | S1-S2 | | Show and Request |
| Child | CHML | S1-S2 | | Show and Request |
| Diabetic | DBML | S1-S2 | | Show and Request |
| Fruit platter | FPML | S1-S2 | | Show and Request |
| Gluten-free | GFML | S1-S2 | | Show and Request |

Acceptance of these services depends on airline and routing. These services may be chargeable. For more information, check with airline(s)

Request

Email and Print Itinerary

1. In the Itinerary Details section of the Booking File, click on the Print/Email/Fax Itinerary link in the hyperlink bar

Itinerary Details

Air Pricing Cancel All **Print / Email / Fax Itinerary**

Display by Chronological order Product

| | | | | |
|----|--------|---|-------|-----|
| 1. | TG 403 | Q | 20JUL | Mon |
| 2. | TG 408 | Q | 23JUL | Thu |

2. Select the itinerary type

The screenshot shows the 'Print / Email / Fax Itinerary' window. At the top, there are radio buttons for 'Itinerary Type' with 'Joint Itinerary' selected. Below this is a table of passengers:

| Passenger | PTC | Segments |
|--|-----|---------------------|
| <input checked="" type="checkbox"/> 1 ANUKITTRAKUL / Piyathida | ADT | ALL |
| <input checked="" type="checkbox"/> 2 THAOSTHIEN / Suthinee | ADT | ALL |

Below the table are sections for 'Document Remarks(0)', 'Document Language Settings', and 'Print / Email / Fax Options'. The 'Print' section includes a printer selection dropdown (currently 'Local Printer (PRT)') and a 'Define Printer' checkbox. The 'Send by Email' section is checked and contains a 'Booking File Emails' checkbox with a 'View Emails' link, and an 'Other' checkbox with a list of email addresses: SUTHINEE@THAIAMADEUS.COM (2) and PIYATHIDA@THAIAMADEUS.COM (1). Each email has a 'Delete' button. The 'Send by Fax' section includes 'Booking File Faxes' and 'Other Faxes' checkboxes, with 'View Faxes' and 'Add Fax' links.

Note: Other Emails allow maximum of 4 emails

3. Select the passengers
4. Select the delivery method and click on the corresponding button to
 - a. Print
 - b. Email
 - c. Fax

Retrieve a Booking File

1. Enter a name or reference number in the search box and click on Retrieve

The screenshot shows the 'Retrieve Booking File' interface. At the top, there is a search box containing the text 'Retrieve Booking File by name, reference, etc.' and a 'Retrieve' button. Below this, the 'Main Page' navigation bar is visible, with 'Retrieve Booking File' selected. The search form includes a dropdown menu for 'Retrieve Booking File by' set to 'Last Name'. The search criteria 'THAOSTHIEN' is entered in the text box below the dropdown and is highlighted with a red box. Other fields for 'First Name', 'Flight Number', and 'Departure Date' are present but empty. At the bottom of the form, there are 'Retrieve' and 'Reset' buttons.

Note: Alternatively, expand the Retrieve Booking File menu on the Main page, enter the search criteria and click on Retrieve.

2. One or more Booking Files appear in a list. Select a Booking File from the list and click on Open PNR.

| Retrieve Booking File | | | | | | | | | |
|-----------------------|------------|------------|----------|-----------|-----------|-------|-----------|----------|--|
| GRP | Last Name | First Name | Provider | Dep. City | Arr. City | Date | Rec. Loc. | Pax. No. | |
| | THAOSTHIEN | SUTHINEEM | TG403 | BKK | SIN | 20JUL | 7RC7CP | 2 | |
| | THAOSTHIEN | SUTHINEEM | TG102 | BKK | CNX | 06SEP | 7RC9I7 | 1 | |
| | THAOSTHIEN | SUTHINEEM | | | | 01JAN | 3USHIO | 0 | |

Modification

Passenger and Contact Details

1. In the Passenger and Contact Details section of the Booking File, click on Add/Update.
2. Modify the passenger information and click on Save

Seat

1. In the Services (SSR and SVC) section of the Booking File, click on the segment that you want to modify the seat selection for in the Seat Map section of the Seats and Services catalogue, the selected seat is displayed on the seat map
2. To modify the selection, select a new seat on the seat map alternatively, enter the new seat number in the text field provided
3. Click on Close

Meal

1. In the Services section of the Booking File, click on the service that you want to modify.
2. In the Seats and Services catalogue, click on Modify Service.
3. Update the service as required and click on Update Services.

Split Booking File

1. In the Passenger and Contact Details section of the Booking File, click on the Split Booking File link in the hyperlink bar

The screenshot shows the 'Passenger and Contact Details' section. At the top, there is a navigation bar with three links: 'Add/Update', 'Split Booking File', and 'Retrieve Profile'. The 'Split Booking File' link is highlighted with a red rectangular box. Below the navigation bar, there is a 'Passenger' section with two entries: '1 ANUKITTRAKUL PIYATHIDA MS' and '2 THAOSTHIEN SUTHINEE MS'. At the bottom, there is a 'General contact (example: Assistant, Travel Agency)' section.

2. Select the passenger and click split PNR >> Save and Confirm (ER)
3. Display associated booking file by click at  Show Associated Booking Files

The screenshot shows the 'Booking File Information' section. At the top, there is a navigation bar with five links: 'Booking File History', 'TST History', 'Cryptic Display', 'View TSM History', and 'Delay Booking'. Below the navigation bar, there is a table with the following information: 'Request Received From (RF): AOM TK TL10JUL15', 'Responsible Agent TSSU', 'Responsible Office BKK1A0', 'Created on 20JUN15 09:38 by 2354TS', and 'Last saved 20JUN15 09:38'. At the bottom, there is a 'Hide Associated Booking Files' link and an 'Associated PNRs' field with the value 'YS3ODJ' highlighted by a red rectangular box.

Booking File History

1. In the Booking File Information section of the Booking File, click on the Booking File History link in the hyperlink bar

```

a Booking File History
RP/BKK1A0980/BKK1A0980          TS/SU 20JUN15/0929Z  7RC7CP
BKK1A0980/2354TS/20JUN15
  000 ON/ANUKITTRAKUL/PIYATHIDA MS (ADT)  THAOSTHIEN/SUTHINEE
      MS (ADT)
  000 OS/TG 403 Q 20JUL 1 BKKSIN LK2 0800 1115/NN *1A/E*
  000 OS/TG 408 Q 23JUL 4 SINBKK LK2 1815 1935/NN *1A/E*
  000 OQ/OPW-03JUL:1600/1C7/TG REQUIRES TICKET ON OR BEFORE
      04JUL:1600/TG 403 Q 20JUL BKKSIN/TG 408 Q 23JUL SINBKK
  000 OQ/OPC-04JUL:1600/1C8/TG CANCELLATION DUE TO NO TICKET/
      TG 403 Q 20JUL BKKSIN/TG 408 Q 23JUL SINBKK
  000 RF-AOM CR-BKK1A0980 01234564 SU 2354TS/DS-9CB6B9CE 20JUN
      0851Z
  001 AR/RM TTL DATE 03 JUL 2015 ADVISED TO PAX ON 20 JUN 2015
  001 RF-AMADEUS ASIA-1A/WS1ATTA CR-BKK1A02CS 11111111 SU 9998
      WS/RO-9CBCE861 TTAW3301A 00000000 20JUN0852Z
    
```

Non Homogeneous Condition

A flight segment was booked for a number of seats are not equal to the number of name element in PNR

1. NHP will be displayed on the top of booking file information

The screenshot shows the 'Booking File 1' interface. At the top, a 'Booking File Flags' section displays a warning icon and the text 'NHP'. Below this, the 'Booking File Information' section is expanded to show 'Passenger and Contact Details'. A table lists two passengers:

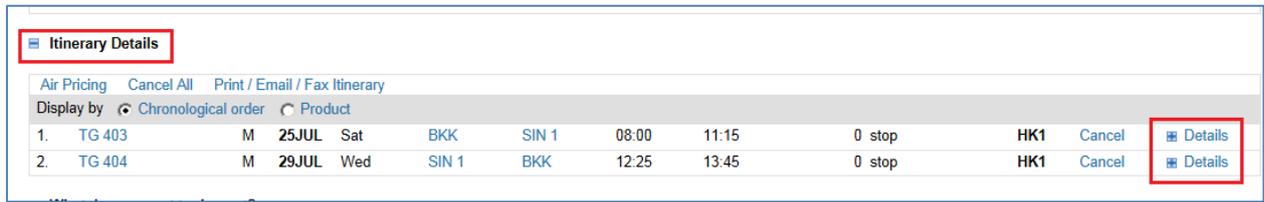
| Passenger | PTC | Contact |
|-----------------------------|-----|-------------------------------|
| 1 ANUKITTRAKUL PIYATHIDA MS | ADT | Email (E) PIYATHIDA@THAIAMADE |
| 2 THAOSTHIEN SUTHINEE MS | ADT | Email (E) SUTHINEE@THAIAMADE |

Below the passenger list, there is a section for 'Itinerary Details' with a table showing flight segments:

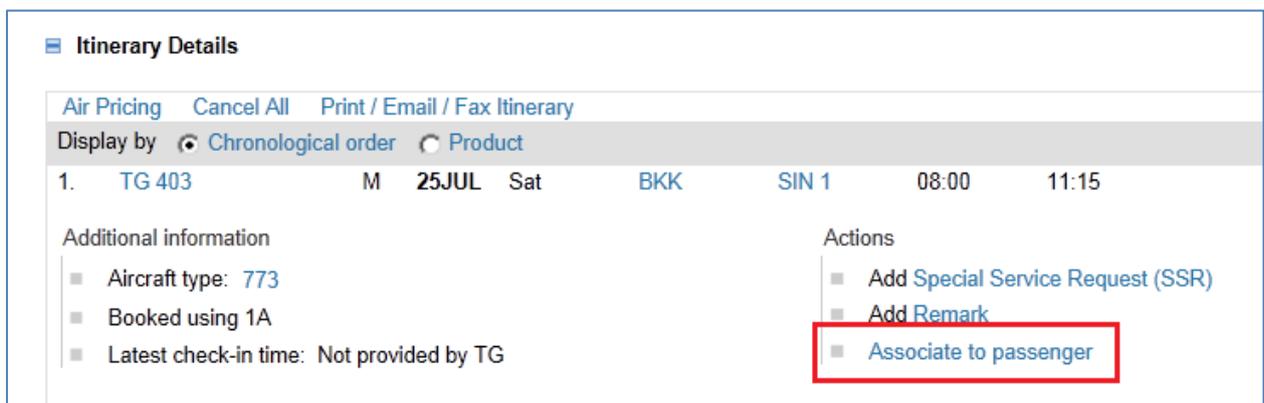
| Segment | Class | Day | Day of Week | Origin | Destination | Time | Time | Stops | Remarks |
|-----------|-------|-------|-------------|--------|-------------|-------|-------|--------|---------|
| 1. TG 403 | M | 25JUL | Sat | BKK | SIN 1 | 08:00 | 11:15 | 0 stop | HK1 |
| 2. TG 404 | M | 29JUL | Wed | SIN 1 | BKK | 12:25 | 13:45 | 0 stop | HK1 |

2. How to modify

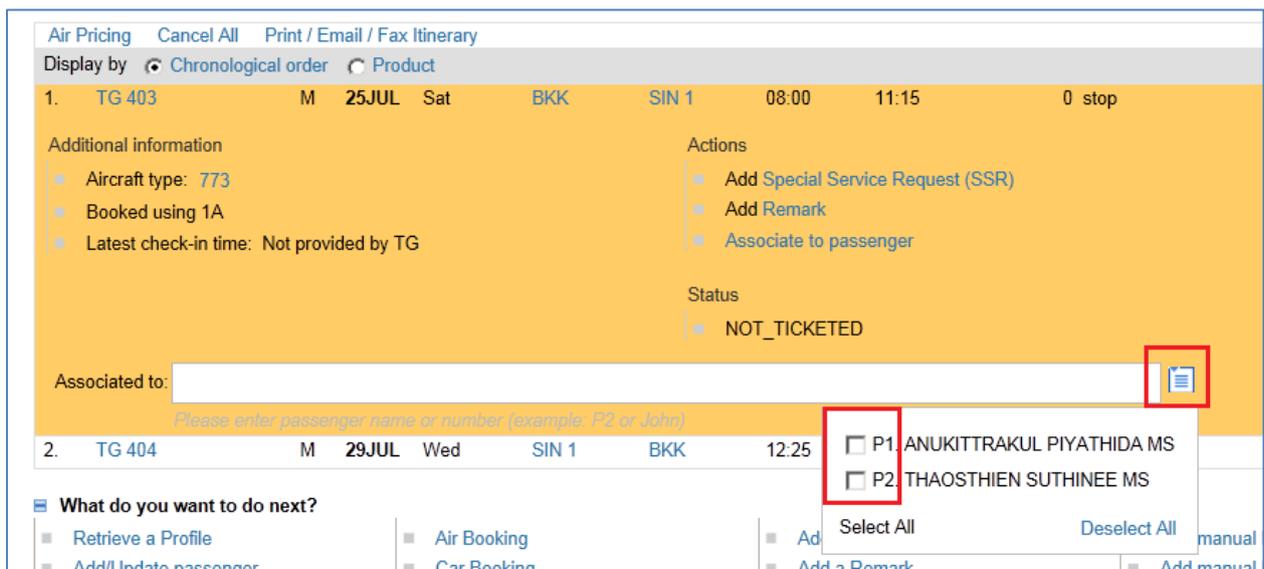
a) In the Itinerary Details : click on the Details



b) Click Associate to passenger



c) Select passenger who you want to associate with flight.



Passenger and Contact Details

[Add/Update](#) [Split Booking File](#) [Retrieve Profile](#)

| Passenger | PTC | Contact |
|-----------------------------|-----|------------------------------|
| 1 ANUKITTRAKUL PIYATHIDA MS | ADT | Email (E) PIYATHIDA@THAIAMAI |
| 2 THAOSTHIEN SUTHINEE MS | ADT | Email (E) SUTHINEE@THAIAMAI |

General contact (example: Assistant, Travel Agency)

-

Itinerary Details

[Air Pricing](#) [Cancel All](#) [Print / Email / Fax Itinerary](#)

Display by Chronological order Product

| | | | | | | | | | |
|----------------|---|-------|-----|-------|-------|-------|-------|--------|-----|
| 1. TG 403 | M | 25JUL | Sat | BKK | SIN 1 | 08:00 | 11:15 | 0 stop | HK1 |
| Associated to: | P1. ANUKITTRAKUL PIYATHIDA MS <input type="button" value="x"/> Edit | | | | | | | | |
| 2. TG 404 | M | 29JUL | Wed | SIN 1 | BKK | 12:25 | 13:45 | 0 stop | HK1 |
| Associated to: | P1. ANUKITTRAKUL PIYATHIDA MS <input type="button" value="x"/> Edit | | | | | | | | |

d) In the Passenger and Contact Details : click delete the passenger and save

CHAPTER 3 :

QUEUE

1. On the main page, click on the Queue menu to expand it

The screenshot shows the 'Main Page' on the left with a sidebar menu where 'Queues' is selected. The main content area displays the 'Queues' section with a 'Queue List' table. Below the table are input fields for 'Queue', 'Category', and 'Date Range', and a 'Start Queue' button.

| Queue | Category | Date Range |
|--------------------------------|---------------------------------|--------------------------------|
| <input type="text" value="8"/> | <input type="text" value="76"/> | <input type="text" value="1"/> |

| Queue | Category | Date Range | Count |
|--------------|-------------|------------|-------------|
| Q 1.CONFO | | | |
| ...OPW TTL | ...C 7.D1. | 2. | 67. 0. 65 |
| ...FQTV | ...C 15.D4. | 1. | 8. 0. 7 |
| ...AOM | ...C 76.D4. | 2. | 4. 0. 2 |
| Q 7.SKEDCHG. | | | |
| ...ASC | ...C 1.D4. | 2. | 4. 0. 2 |
| Q 8.TKTG | | | |
| ...AOM | ...C 76.D1. | 1. | 78. 0. 77 |
| ...AOY | ...C171.D1. | 1. | 2. 0. 1 |
| Q15.PNRPUSH. | | | |
| PUSHPNR | .C 1.... | 34. | 332. 0. 298 |

2. Enter the queue number and click on the Start Queue Button

The form shows the 'Queue' field containing '8', the 'Category' field containing '76', and the 'Date Range' field containing '1'. The 'Start Queue' button is visible below the fields.

3. Entering to Queue mode

The screenshot shows a blue header bar with the text 'Booking File - (QM) THAOSTHIEN SUTHINEE MS (1) - 06SEP - CNX - 7RC917'. The '(QM)' and '(1)' are highlighted with red boxes. Below the header, the text 'Booking File Flags: RLR' is visible.

4. On the Booking File page, click on Delay Booking File in the Booking File Information panel
5. Select the delay button you wanted

a Delay PNR

Delay until
 Date Hour
 e.g. 17

Reason
 Other ▼

Additional Information

Delay and Open next PNR Delay and Exit Queue Cancel

6. In case of some information was modified, after click Save and Confirm (ER) The window will be pop up >> click on the radio button

a End of Transaction

Save changes

Save PNR, Remove from Queue and Open next PNR in Queue Save PNR, Remove from Queue and exit in Queue

Change advice code option

Other actions

Ignore PNR, Exit Queue Remove from Queue and Open next PNR in Queue

CHAPTER 4 :

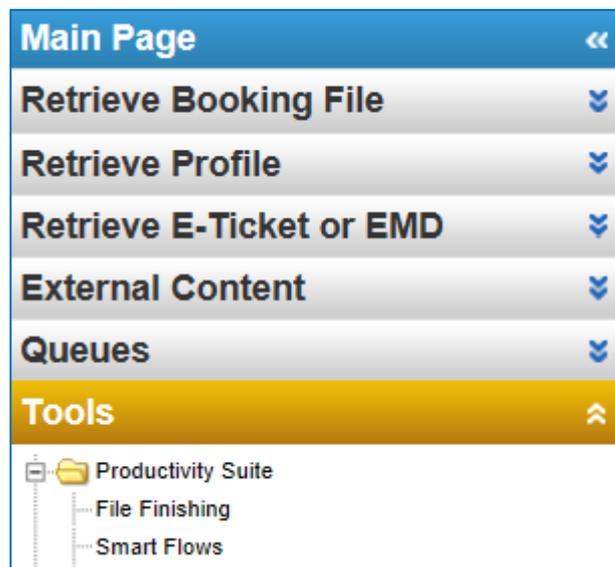
PRODUCTIVITY SUITE

What Is Productivity Suite?

Productivity Suite is a suite of tools that increases the quality of the Booking File by streamlining the overall booking flow.

How to Access Productivity Suite

On the main page of Selling Platform Connect, expand the Tools menu.



File Finishing

1. In the File Finishing Rules list, click on New.
2. The File Finishing Editor opens and allows you to complete the required fields for the rule.
3. Enter a name and first command as a minimum. The name of the rule must be unique.

Tools - Productivity Suite - File Finishing

File Finishing Editor - Office Rule

Name: Activate this File Finishing Rule

Description:

Condition

If contains

Action

Command:

1:

2:

4. To execute the rule when a Booking File is saved, select the Activate this Rule check box.
5. When complete, click on Save.

How does it work?

1. Create PNR on Command page
2. Add RM AMADEUS STAFF (as condition was builded)
3. After end transaction, system automatic generate RM in the PNR

```

--- RLR ---
RP/BKKOK219W/BKKOK219W          TS/SU  30JUN15/0357Z   5P44HB
 1. THAOSTHIEN/SUTHINEE MS
 2  TG 413 M 12AUG 3 BKK SIN HK1 1115 1430 12AUG E TG/
 3  TG 404 M 15AUG 6 SIN BKK HK1 1225 1345 15AUG E TG/
 4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 5 TK TL30JUN/BKKOK219W
 6 OPW-11AUG:0900/1C7/TG REQUIRES TICKET ON OR BEFORE
    12AUG:0900/S2-3
 7 OPC-12AUG:0900/1C8/TG CANCELLATION DUE TO NO TICKET/S2-3
 8 RC BKKOK219W-W/FFSOS
 9 RM AMADEUS STAFF
10 RM DOMESTIC FLIGHT (Q,M,H) WITH TG
11 RM INTER FLIGHT (Q) WITH TG

```

Smart Flows

1. In the Smart Flows list, click on New
2. Enter a name , an optional description
3. In the smart flow editor, enter the information, and tick at the check box

Activate this Smart Flow

4. Highlight on the key word >> Create new question >> Enter the information >> Save

How to use smart flow?

1. Click on New Command Page (on the tool bar)
2. After enter the passenger name and segment sell already. Click on Your Smart Flows

3. Click on your Personal Smart Flows and filled up in the blank box then click next

Smart Flow

AIRLINE CODE
TG

CITIZEN CODE
THA

PASSPORT NUMBER
AA1234567

CITIZEN CODE
THA

DATE OF BIRTH (MM/DDD/YY)
06JUN80

GENDER (M/F)
F

EXPIRED OF DOCUMENT (DD/MMM/YY)
29JUL19

Next Stop

Smart Trigger

The Smart Triggers Manager is a tool in Selling Platform Connect that allows you to build and launch triggers that automate the execution of scripts and Office Smart Flows

1. Create Office Smart Flow

Smart Flow Editor - Office Smart Flow

Name: Active

Description:

Smart Flow editor - [Switch to advanced language editor](#) (switch is permanent)

```
RM DEPARTURE DATE 01JUL-30SEP
RM RBD H,Q,V,W AUTO PRICING FXP/R,U010715
RM ADVANCE PURCHASE 14DAYS RBD W FXP/R,U010716
```

2. Create Smart Trigger : click on New
3. Enter the name and description

Smart Trigger Editor - Office Smart Trigger

Name: Active

Description:

Priority: [Help](#)

- If the Smart Trigger needs to launch on a cryptic command, enter a regular expression in the field called If command matches You can enter a string in the next field “Test this rule” and click on Command test button to test if you have built the regular expression correctly

| | |
|--|--|
| 1. When command matches | <input type="text" value="^TKTL"/> |
| Test this rule (optional) | <input type="text" value="TKTL"/> |
| <input type="button" value="Command test"/> | <input type="button" value="Match"/> |
| 2. then | <input type="text" value="Send command and wait for response"/> |
| 3. If response is | <input type="text" value="PNR"/> |
| and matches | <input type="text" value="(tg)\s{0-2}[1]\d{2}\s(w)\s{0-9}[2](w{3})\s\d{1}\s(bkkcnx bkkusm bkkhkt bkkkby cnxbkk usmbkk hktbkk kbvbkk)"/> |
| Test this rule (optional) | <input type="text" value="TG 102 V 25JUL 6 BKKCNX"/> |
| <input type="button" value="Response test"/> | <input type="button" value="Match"/> |
| 4. then launch | <input checked="" type="radio"/> Office Smart Flow <input type="radio"/> Server Side Script <input type="radio"/> Plus Script Name <input type="text" value="TG PRO RAINY SEASON"/> |

- Click on Save
- Test on Command Page

CHAPTER 5 :

PNR RECALL

How to recall past date record (PDR) *Go to command Page*

1. Recall by flight/date segment

Using an online request, you can recall a purged PNR by referring to an air segment in the original PNR.

Mandatory information to include:

- Flight number
- Flight date

Optional information to include:

- Name/surname
- Board/off point

Examples of combination available

RPP/AF6219/15JUN06-SMITH/JOHN

RPP/QF06/15AUG06/BFRA/OSYD-SMITH/JOHN

RPP/AF6219/15JUN06

2. Recall by PNR record locator

If you know the record locator of the original PNR, you can use it as a search parameter to make your request.

Mandatory information to include:

- PNR record locator

Optional on which PNR was live (between creation and purge)

Enter for Example:

RPP/RLC-A1B2C3/03APR06*T(TEXT)

3. Recall by ticket number

You can retrieve a purged PNR using the ticket number as a search parameter.

Mandatory information to include:

- Ticket number

Optional information to include:

- None

Enter for example:

RPP/TKT-0060077000072*T(TEXT)

4. Retrieving a PDR from a PDR list

If the result of your request is a PDR list, use the following entry to display the PDR on line 4:

PLD4

If the PDR list is too long to be display on one screen, use the following entry to display the PDR list from lines 30 to 50:

PLD/30-50

One you have displayed a specific PDR, you can return to the PDR list by entering:

PLD0