



# Amadeus Vista Getting Started

## What's New in this Manual

- All the screens have been updated to reflect the new Vista 2.2 interface.
- The Hotels section has been entirely redesigned (pages 16 and 17).
- It is now possible to make a dual air availability request in one step (page 13).
- The Cruise chapter has been removed.

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## PREFACE

The purpose of this guide is to introduce you to basic Amadeus Vista functionality, such as:

- Navigating through Amadeus Vista
- Amadeus Vista Online Help
- Amadeus Vista features
- Amadeus Vista Smart Keys

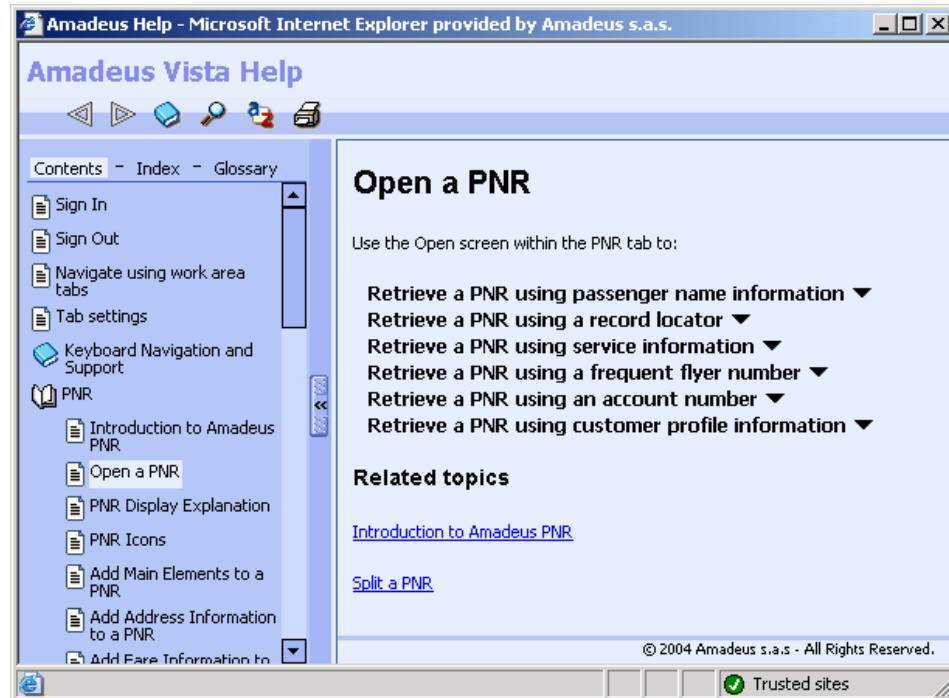
## Audience

This module is intended for agents using Amadeus Vista.

It is a prerequisite that the user already has experience of the travel industry and reservation systems.


## Where Do I Go for Help?

Amadeus Vista Online Help provides you with both field-level and task-based help. Different options on the Help menu are available to you depending on where you are in Amadeus Vista.




## What's This?

What's This? provides you with a description of a field's purpose and defines related terms. To display field-level help:

1. Place your cursor in any field and press **F1** on your keyboard. This will display a dialog box containing information about the field or option.
2. To review the information, scroll down.
3. To close the dialog box, click on  in the top-right corner.

## How To...

How To... provides you with instructions on how to perform a task, as well as related tasks, and background information. To display task-based help:

1. Click on the question mark and select **How To...**
2. Scroll through the list of topics and click on the one you are interested in to expand it. The information, usually a list of numbered steps, will be displayed.
3. Similarly, you can collapse a topic by clicking on it again. Then, you can choose another topic.
4. To close the dialog box, click on  in the top-right corner.

## CHAPTER 1: INTRODUCTION TO AMADEUS VISTA

With Amadeus Vista, the Amadeus browser-based reservations system, you can book reservations through a graphical interface called the Graphic page or by entering formats in the Command page.

Here are some of the features Amadeus Vista offers:

<b>Graphic page</b>	Translates Amadeus System functionality into a fill-in-the-blanks interface with graphical responses that are easily understood. You can book and price flights, reserve hotel rooms and cars, and view information on a full range of travel services. Pop-up instructions and explanations guide the novice user.
<b>Command page</b>	If you are familiar with Amadeus System formats, you can enter them in the Command page.
<b>Amadeus Vista Online Help</b>	Displays field-level and task-based help.
<b>Amadeus Vista Smart Keys</b>	Customizable toolbar buttons that send formats automatically.

Amadeus Vista also provides advanced features such as interactive seat maps, Travel Choice, and Amadeus Insurance.

Additional Amadeus products, such as Cruise, Ferry, +QC, +Ace, and Ticket Writer, can also be integrated into the Amadeus Vista working environment according to the needs of the agency,

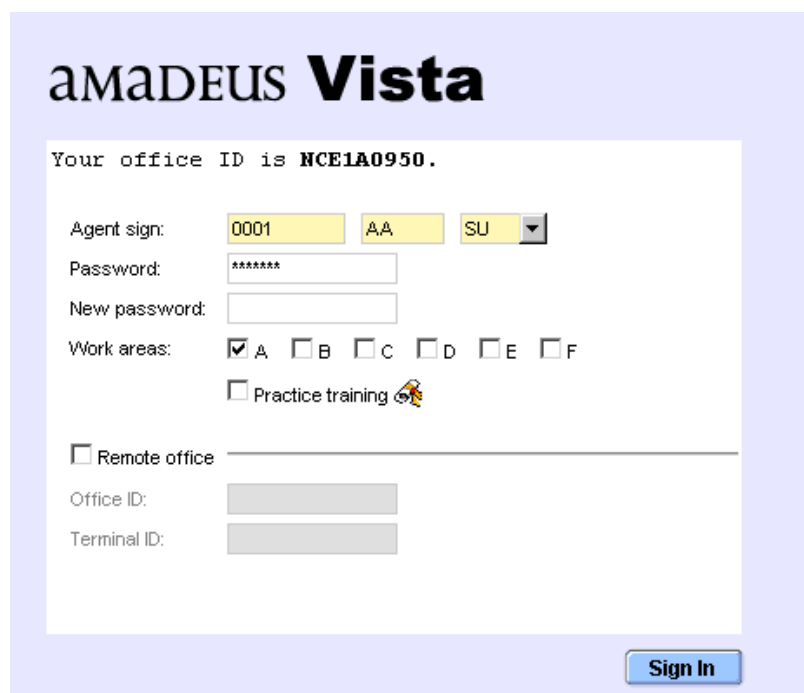




## CHAPTER 2: SIGNING IN


You can log into Amadeus Vista by following these steps:

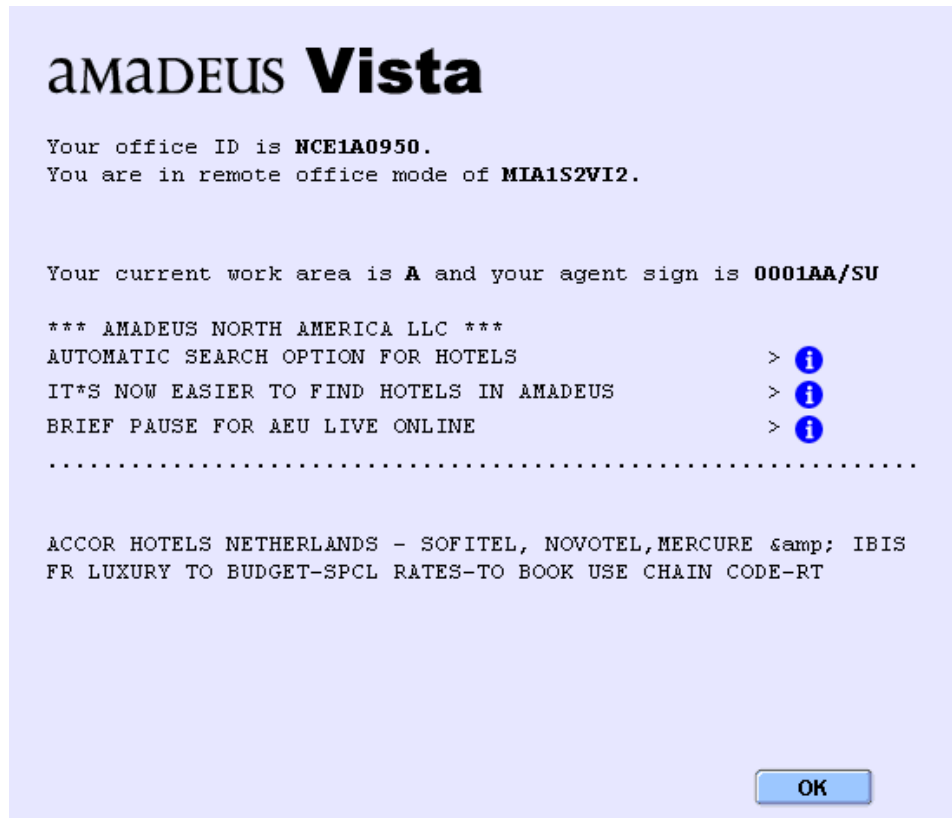
1. Launch Amadeus Vista. The sign-in window appears.



2. Enter your agent sign and initials. For example: 0001AA
  3. Select your duty code from the drop-down list.
  4. Enter your password.
  5. Enter a new password in the New Password field to change your current password. If you do not want to change your password, leave this field blank.
  6. Under Work areas, select the check box for the areas you want to sign in to.
  7. Select the Practice Training check box, if you want to sign in to Practice Training.
  8. Click on Sign In.
- Note:** The next time that you sign in, your sign is automatically pre-filled.

## Sign-In Message

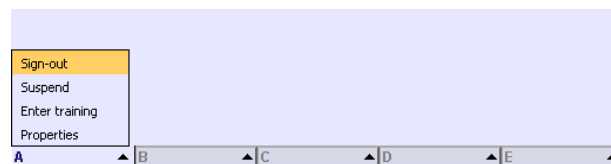
When you sign in, informative messages are displayed. For more information about one of the messages, click on . Otherwise, click on OK.



## Signing Out

To sign out of Amadeus Vista:

1. Click on the tab at the bottom of the screen for the area you are working in.

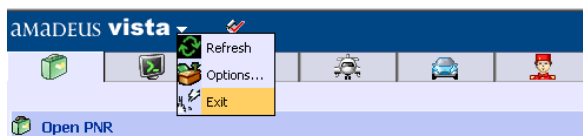



2. Click on Sign-out.

You can't sign out if you have an active PNR in your work area.

To close Amadeus Vista:

1. Click on the Amadeus Vista menu.



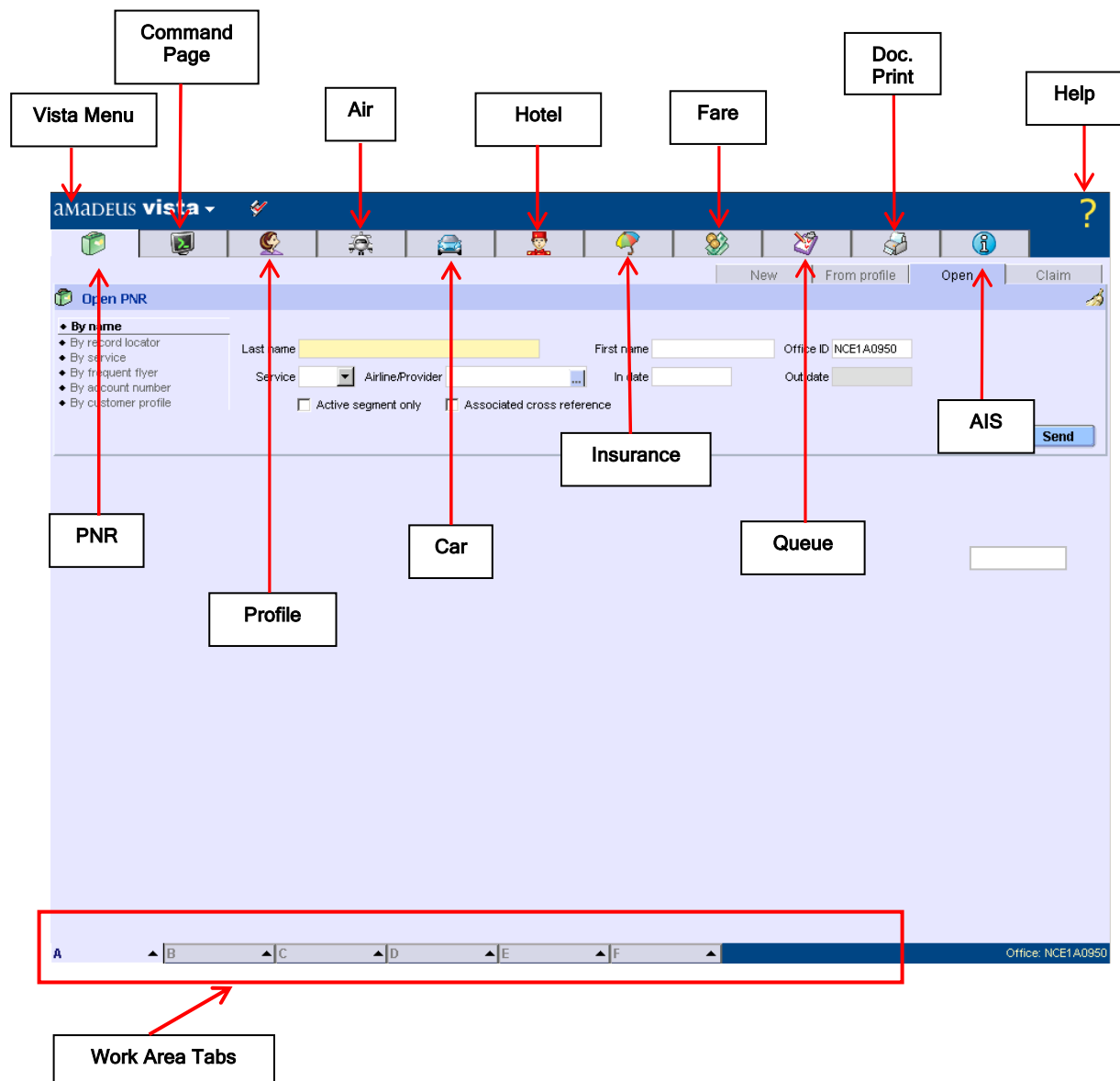
2. Click on Exit.
3. To close the Amadeus Vista window, click on  in the upper-right corner of the screen.



## CHAPTER 3: WORKING WITH THE GRAPHIC PAGE

The Graphic page is the main area in Amadeus Vista. From here, you can access most of the Amadeus system functions by clicking on one of the tabs at the top of the screen. Each tab represents an area of the Amadeus system. If you are not sure what a tab's picture represents, hold your mouse pointer over it for a few seconds and you will see a tool tip, or description.

The Graphic page also gives you access to work areas A-F; you click on the tabs at the bottom of the screen. Having different work areas allows you to work on different tasks at the same time. You will need to sign in to each new work area.



## Graphic Page Tabs



The **PNR** tab is the first tab you normally see when you open Amadeus Vista. You can use it to create, retrieve, modify, and claim PNRs.



From the **Document Print** tab, you can display, fax, or print invoices and itineraries, as well as print tickets.



From the **Profile** tab, you can use the Open screen to retrieve traveler or company profiles. You can also add, update, and delete profile elements or transfer profile elements to a PNR.



Click on the **AIS** tab to access the Amadeus Information System.



In the **Air** tab you can view availability and flight information and make reservations.



Choose the **Car** tab to make a rental car booking or obtain information about rental cars.



Click on the **Hotel** tab to book a hotel or obtain information about hotels and other kinds of accommodation.



In the **Amadeus Insurance** tab you can review and book various types of travel insurance policies.



In the **Fare** tab, you can find a fare, price a PNR, and store a fare.



Choose the **Queue** tab to display queue counts and perform a variety of queue functions including queue messages and printing.

## Frequently Used Icons

The following table provides you with a list of the most frequently used icons:



Clears all fields and resets values to the default



Closes the input window



Moves to the previous/next page [MU/MD]



Reopens the input window



Modifies the selected line



Deletes the selected line

## Making a Reservation

In the following scenario, a traveler, Mr Johnson, wants to fly from London to Los Angeles on business. He would like to stay for one week in a hotel and rent a car.

Here are the steps that you can take to make a simple reservation for him in the Graphic page.

- Creating a PNR from a profile
- Making an air booking
- Making a meal request
- Reserving a hotel
- Making a car booking
- Pricing the itinerary
- Printing the itinerary and tickets
- Saving the PNR

## Step 1: Creating a PNR from a Profile

You can create a PNR from an existing profile by following these steps:

1. Click on the PNR tab.
2. Click on the From Profile sub-tab.
3. Enter Mr Johnson's profile information.
4. Click on Send.

The screenshot shows the 'Create PNR from Profile' window in Amadeus Vista. The 'Traveler' tab is selected. Under 'By name', the search criteria are: Last name: Johnson, First name and title: William, Company: (empty), Owning office ID: NCE1A0950. There are checkboxes for 'Exact match', 'Two character search', 'Include data from company profile' (checked), and 'Include booking merged data'. A 'Send' button is located at the bottom right.

The PNR is then displayed.

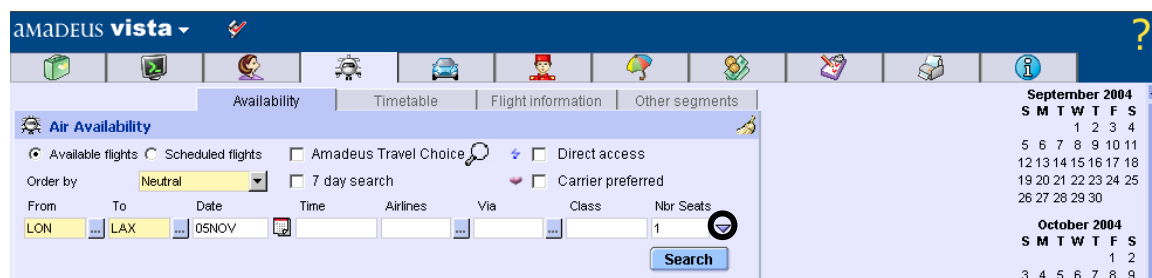
The screenshot shows the main PNR display in Amadeus Vista. The 'Traveler Information' and 'Phone / E-mail' sections are expanded and show checkmarks. The 'Frequent Flyer' section shows details for Johnson. The 'Miscellaneous Remarks' section is empty. The 'Received From' section is also empty. A 'Send' button is located at the bottom right.




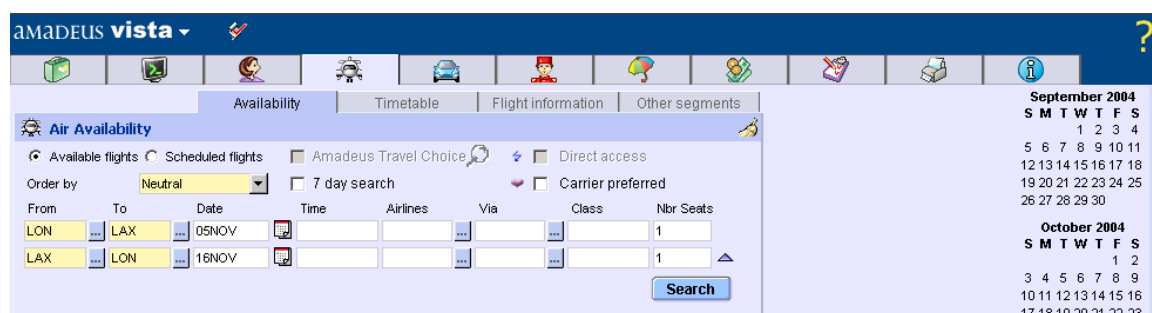
## Step 2: Making an Air Booking

Next, you can book the flights for Mr. Johnson for his trip to Los Angeles.

1. Click on the Air tab.
2. Enter the flight information, such as the From field, To field, and departure date.



3. Click on  to activate the dual availability input screen.
4. Enter the details for the return flight. By default, the From field, To field, and departure date are the same as the outbound flight, but you can modify any field if necessary.



5. Click on Search to display the Availability screen.

The outbound and return availability displays are shown on the same screen. Use the toolbar of each availability to move to the previous or the next day, or to scroll through the screens.

6. Click on the classes of service for the flights he wants to book.

The screenshot shows the Amadeus Vista interface with the 'Availability' tab selected. It displays flight options for the route LAX LOS ANGELES.USCA to LON LONDON.GB. Flight AA 137 is highlighted, and class C8 is selected. The 'Nbr Seats' is set to 1. Buttons for 'Sell', 'Sell with options...', and 'Modify input' are visible at the bottom.

Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
AA 137	LHR	11:05	LAX	14:10		11:05	777			F7 J7 Y7 B7 S7 H7 K7 L7 M7 V7 Q7 W7 N7 G7 O6
UA 935	LHR	11:20	LAX	14:40		11:20	777			F4 C4 D4 Z4 Y4 B4 M4 A4
BA 283	LHR	11:55	LAX	14:55		11:00	744			F9 A5 J9 C8 D3 W9 T9 Y9 B9 H9 K9 M9 R9 V9 N5 L9 S9 Q9 O9
CO 8227	LHR	12:00	LAX	15:25		11:25	744			J9 D9 Z9 Y9 H9 N9 B9 V9 U9 Q9 I9 S9 W9 T9 X9 L9
V5 7	LHR	12:00	LAX	15:25		11:25	744			J4 D4 Z4 W4 S7 Y7 B7 L7 M7 Q7 X7 N7

7. Click on Sell to book the segment.


The flights you have booked are then displayed, along with the mini-itinerary.

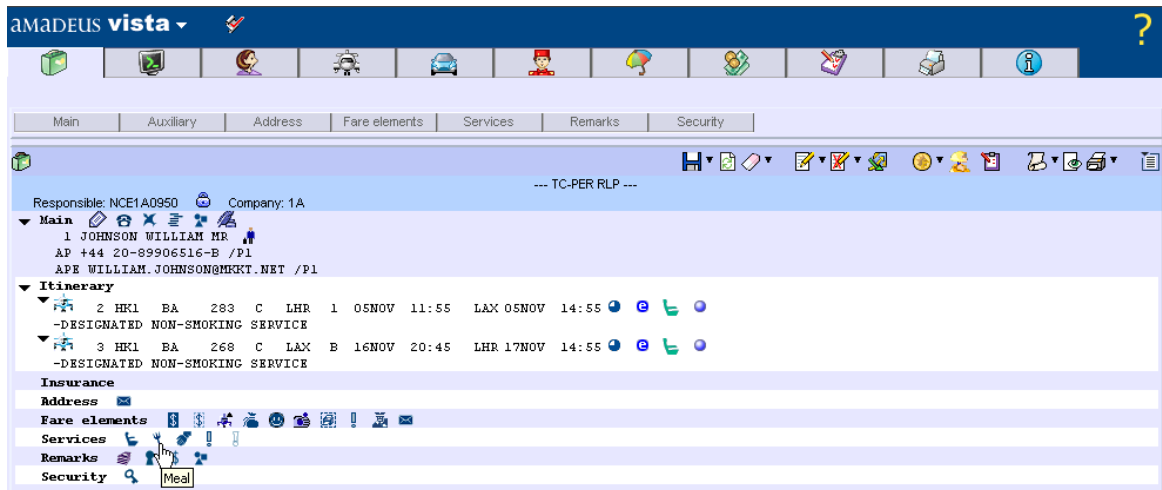
The screenshot shows the Amadeus Vista interface after booking. The 'PNR' tab is selected, displaying the itinerary for '1 JOHNSON WILLIAM MR'. The itinerary includes flight 2 (LHR to LAX) and flight 3 (LAX to LON). The 'Sell' button is highlighted.

PNR	1	JOHNSON WILLIAM MR
	2	HK1 BA 283 C LHR 1 5NOV 11:55 LAX 5NOV 14:55
	3	HK1 BA 268 C LAX B 16NOV 20:45 LHR 17NOV 14:55

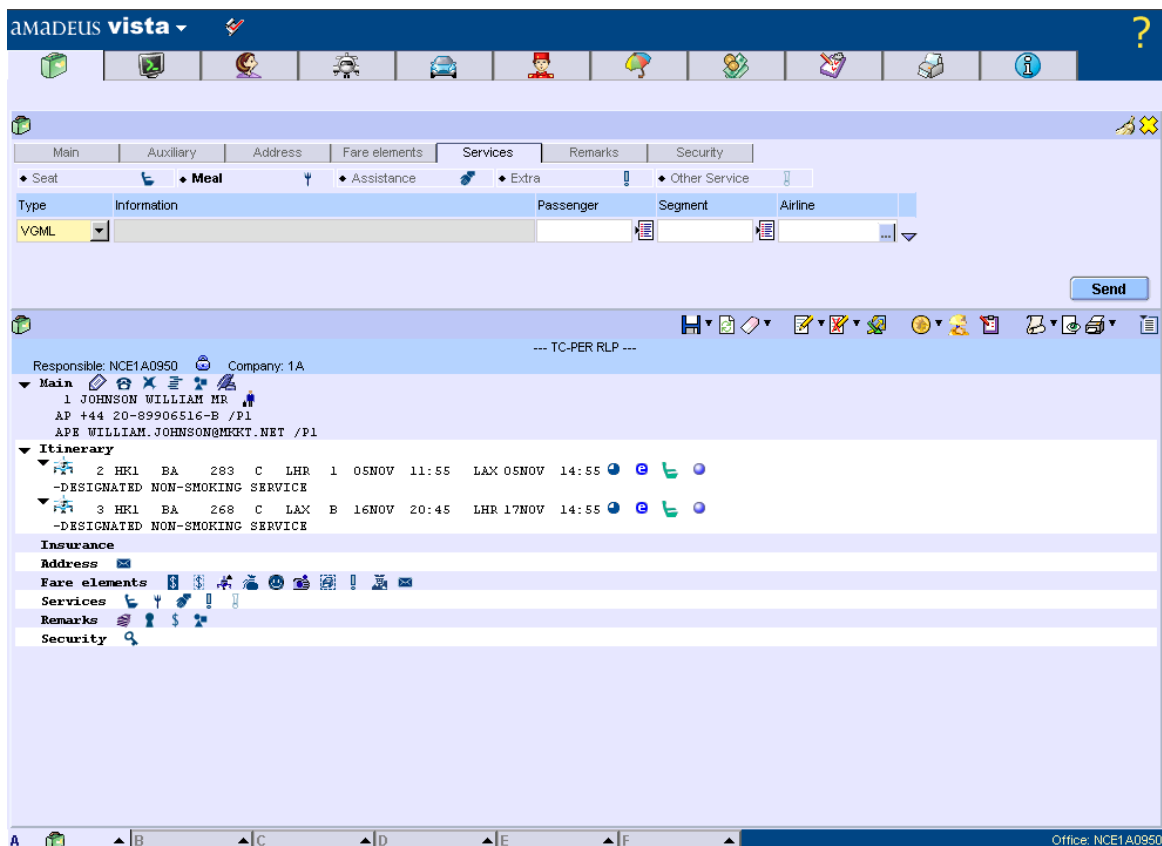
## Step 3: Making a Meal Request

Mr Johnson would like to reserve a vegetarian meal.

1. Click on the PNR tab.
2. In the Services section, click on the Meal icon  .



3. Select the type of meal from the drop-down list, in this case VGML.



4. Click on Send.

## Step 4: Reserving a Hotel

Now we can reserve a hotel for Mr. Johnson's stay in Los Angeles.

1. Click on the Hotel tab. Most of the information is pre-filled; however, because Mr. Johnson would like to stay at the Hyatt, enter the code in the Preferred Chain(s) field.

**Hotel Input**

Amadeus Travel Choice:

**Location Preferences**

IATA Location Code: LAX  
 Non Iata City Name:   
 State:   
 Area:   
 POR Category:   
 Search Radius:   
 Country:   
 POR Name:

**Stay Details**

Check-in date: 05NOV2004  
 Number of nights: 11  
 Check-out date: 16NOV2004  
 Number of Guests: 1

**Rate Preferences**

Currency:   
 Minimum Price:   
 Maximum Price:   
 Rate Code(s):

**Hotel Requirements**

Preferred Chain(s): HY  
 Transport:   
 Required facilities:   
 Category:

**Other Preferences**

Status:   
 FEMA Fire Safety Certification:   
 Access level:

[Availability](#) [List](#)

2. Click on Availability.
3. From the Multiple Hotel Display, click on the specific hotel that you want to book, then on Rates.

**Availability for LAX, 5 NOV 04 to 16 NOV 04**

Room Occupancy: 1

Location	Area	Chain	Property	Access	Transport	Currency	Min. Rate	Max. Rate
LAX	East	Hyatt Hotels	Hyatt West Hollywood On Sunset Boulevard	⊕	Rent a car	USD	189.00	245.00
LAX	Downtown	Hyatt Hotels	Hyatt Regency Los Angeles	⊕	Rent a car	USD	229.00	249.00
LAX	Downtown	Hyatt Hotels	Park Hyatt Los Angeles	⊕	Free	USD	315.00	365.00
LAX	Downtown	Hyatt Hotels	Hyatt Westlake Plaza	⊕	Rent a car	USD	189.00	269.00

[Rates](#) [Hotel Info](#) [Map](#)

- From the input screen that appears, enter any other booking details if necessary, then click on Rates.

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Hotel Input

Amadeus Travel Choice:

▼ Stay Details

Chain & Property Code: HY LAX LPH    Check-in date: 05NOV2004    Number of nights: 11    Check-out date: 16NOV2004

Number of Guests: 1

▼ Rate Preferences

Currency:     Minimum Price:     Maximum Price:     Rate Code(s):

▼ Other Preferences

Status:     FEMA Fire Safety Certification:

Rates    Hotel Info

- From the Single Hotel Display, select the appropriate rate code.
- Click on Book.

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WELCOME TO HYATT

Hotel Input

Amadeus Travel Choice:

▼ Stay Details

Chain & Property Code: HY LAX LPH    Check-in date: 05NOV2004    Number of nights: 11    Check-out date: 16NOV2004

Number of Guests: 1

▼ Rate Preferences

Currency:     Minimum Price:     Maximum Price:     Rate Code(s):

▼ Other Preferences

Status:     FEMA Fire Safety Certification:

Rates    Hotel Info

Rates for Park Hyatt Los Angeles (HY-LAX-LPH), 5 NOV 04 to 16 NOV 04

Room Occupancy: 1    Currency: USD

Description	Rate code	Rate amount	Rate Plan	Condition
Park Deluxe Separate Sitting Area:575 Square Feet:	COR	305.00	Daily	4 P.M.
Park King View Of Los Angeles:400-420 Square Feet:	RAC	255.00	Daily	4 P.M.
King Sundek Vvw Of Los Angeles:400-420 Sq Ft:Sundeck:	***	280.00	Daily	4 P.M.
Park Double 400-420 Square Feet:Marble Bathroom:	***	255.00	Daily	4 P.M.
Park Exec Suite Separate Sitting Area:Dining/Conf Table:	***	355.00	Daily	4 P.M.
Luxury Suite King Separate Parlor:1200 Square Feet:Table For 6:	***	455.00	Daily	4 P.M.
Luxury Suite Dbl Separate Parlor:1200 Square Feet:Table For 6:	***	455.00	Daily	4 P.M.

Book    Pricing    Terms

- If prompted, specify a guarantee, then click on Send to book the room.

## Step 5: Making a Car Reservation

Mr Johnson also needs a car during his stay. To make the car reservation :

1. Click on the Car tab.
2. The information for the car reservation is pre-filled. Click on Send.

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Amadeus Travel Choice

Car availability

PICK UP: Location: LAX, Nbr days: 11, Date: 05NOV2004, Time: 1455

DROP OFF: Location: LAX, Nbr days: 11, Date: 16NOV2004, Time: 1945

Send

3. Mr Johnson would like to reserve with Budget. Select the Budget line and click on Sell.

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Multiple availability for LAX, FRI 05 NOV at 14:55 to TUE 16 NOV at 19:45 - Travel Choice

Standard

OTHER APPLICABLE RATES MAY EXIST - CHECK DAILY PLANS

Legend : Enriched display

Company	Location	Type	Weekly EUR	Estim.EUR	Mileage	Rate code	S	T	C	V
AD ADVANTAGE	Terminal	CCAR	+ 89.28	193.29	UNL	SYS	S			V
ZL NATIONAL	Terminal	ECAR	+ 121.80	263.71	UNL	PSDWMX				V
ZR DOLLAR	-	ECAR	+ 139.90	302.89	UNL	WPS35	S		C	V
EP EUROPCAR	Terminal	ECAR	+ 176.95	325.09	UNL	SPDR	S	T	C	V
<b>ZD BUDGET</b>	Terminal	ECAR	<b>+ 179.00</b>	<b>358.00</b>	UNL	BE	S	T	C	V
ZI AVIS	Terminal	EDAR	+ 177.77	384.87	UNL	OW				V
EXTRA CHARGES MAY APPLY ON RATES BELOW										
NF NEWFRONTIEF	-	ECAR	110.09		UNL	STD				V
AC ACE	-	ECAR	119.17		UNL	FLYDRV				V
AL ALAMO	Terminal	EDAR	157.27		UNL	H4	S			V
ZT THRIFTY	Terminal	ECAR	172.80		UNL	26260				V
ZE HERTZ	Terminal	ECAR	196.82		UNL	AEUE				V

Passenger 1

Options Sell

PNR Avail. Info. Policies

1 JOHNSON WILLIAM MR

2 HK1 BA 283 C LHR 1 5NOV 11:55 LAX 5NOV 14:55

3 IN1 HY PARK HYATT LOS ... 1 A1K LAX 5NOV 16NOV Daily USD 255.00 /P1

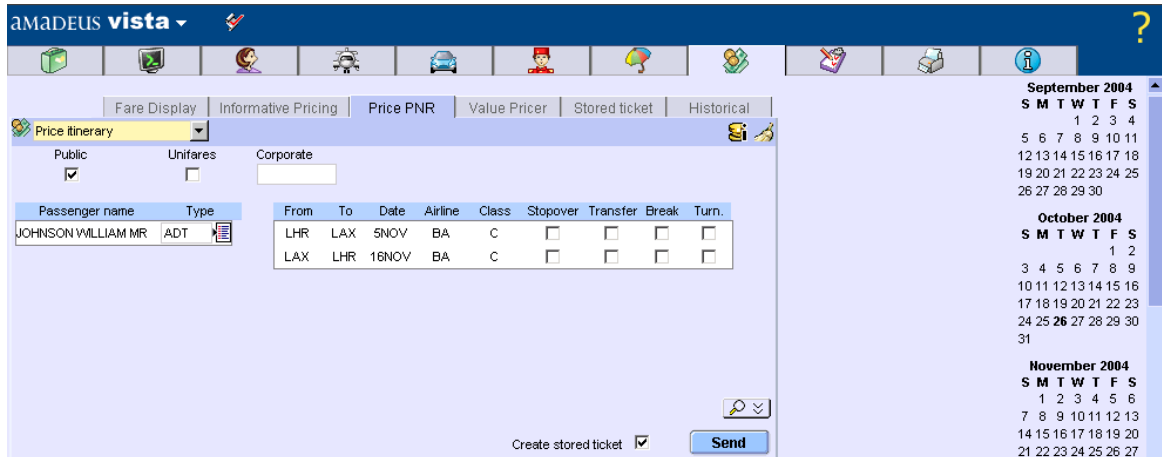
4 HK1 BA 268 C LAX B 16NOV 20:45 LHR 17NOV 14:55

Office: NCE1A0950

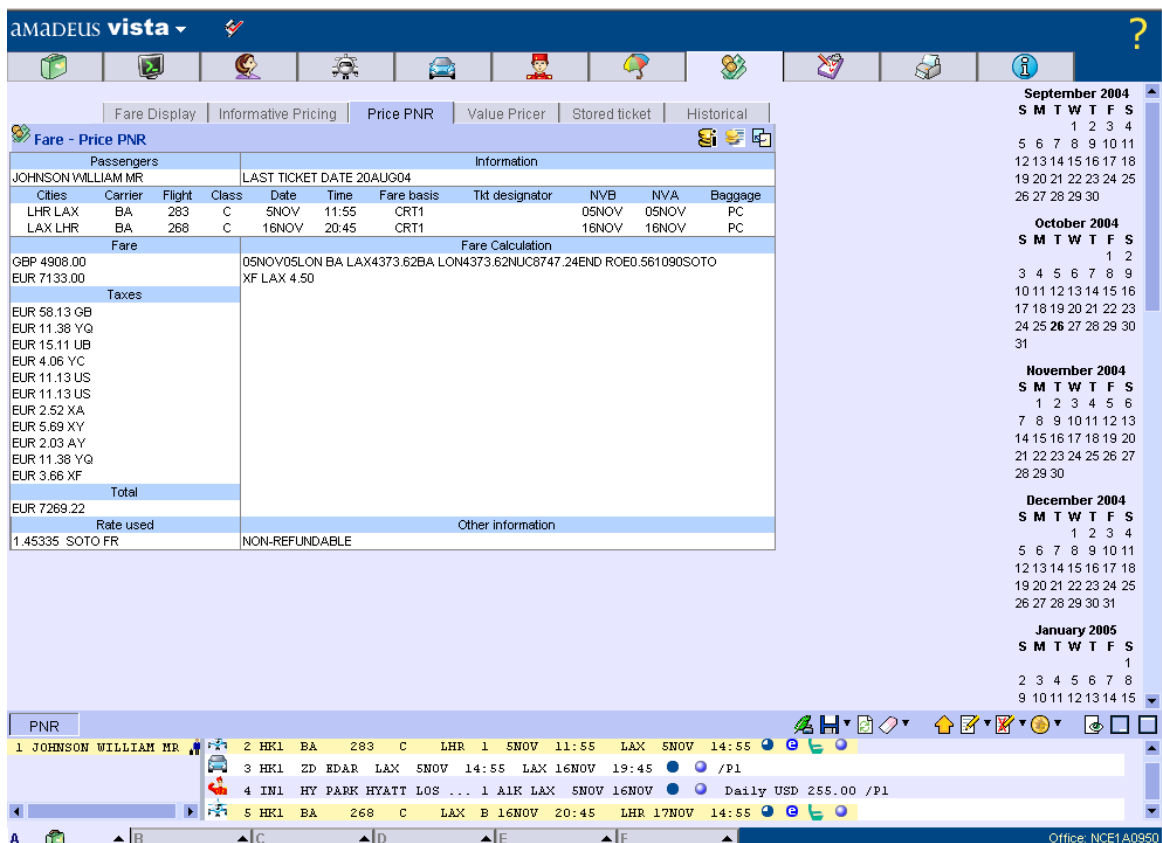
## Step 6: Pricing the Itinerary

You can now price the itinerary by following these steps:

1. Click on the Fare tab, then click on the Price PNR sub-tab.
2. Click on Send.



The ticket image for the PNR is then displayed.



## Step 7: Printing the Itinerary and Ticket


Now that all the segments are booked and the PNR has been priced, you can print the itinerary and tickets .

1. Click on the Doc Print tab.
2. In the Ticket sub-tab, select the ticket options and the type of itinerary that you want to print.
3. Click on Send.

PNR																
1	JOHNSON WILLIAM MR	2	HK1	BA	283	C	LHR	1	SNOV	11:55	LAX	SNOV	14:55			
3		HK1	ZD	EDAR	LAX		SNOV	14:55	LAX	16NOV	19:45					/P1
4		IN1	HY	PARK HYATT	LOS ...	1	ALR	LAX	SNOV	16NOV						Daily USD 255.00 /P1
5		HK1	BA	268	C	LAX	B	16NOV	20:45	LHR	17NOV	14:55				

## Step 8: Saving the PNR

To finish by saving the PNR:

1. Click on the PNR tab.
2. Click on the PNR Save icon . To access other save options, click on the down arrow.



## 3. Select the Save option that you want to use.

The screenshot displays the Amadeus Vista software interface. The main window shows a flight itinerary for agent BAYE NCE, responsible for NCE1A0950. The itinerary includes flights 2, 3, 4, and 5. A dialog box titled "Amadeus Vista - PNR save -- Web Page Dialog" is open, showing a list of actions to save changes. The "Save changes, redisplay - ER" option is selected. The "Send" button is visible at the bottom of the dialog box.

Agent: BAYE NCE Responsible: NCE1A0950 Gueuing: NCE1A0950 Company: 1A Record locator: ZJ46MK

Main  
1 JOHNSON WILLIAM MR  
AP +44 20-89906516-B /P1  
APE WILLIAM.JOHNSON@MKKT.NET /P1  
TK OK 17AUG NCE1A0950

Itinerary  
2 KK1 BA 283 C LHR 1 C  
3 HK1 ZD EDAR LAX OSNOV 14:  
Name: JOHNS  
Confirmation number: 00566  
Rate code: HJ  
Rate guaranteed: \*2D\*U  
Estimated total: Amoun  
Booking source: 12345  
Arrival flight information: BA283  
RATE INCLUDES LDW SLI TAX APT SUR  
LICENSE MAY BE DMV CHCKD.GOOD RECO  
FOR A QUICK CHECKOUT PUT YOUR FAST  
CONFIRMED EDAR HYUNDAI ACCENT 4DR/  
BUDGET. GET OUT OF THE ORDINARY.  
4 HN1 HY PARK HYATT LOS AN...  
Booking Code: KIGRAC  
Hold information: 4PM  
Confirmation number: .....  
Booking source: 12345675  
Supplementary information: FLIGHT ARRIVAL BA283 FROM LHR AT 14 55  
Night(s): 11  
Pricing Information: RATE CHANGE APPLIES-CHECK HP  
Rate Description: PARK RING VIEW OF LOS ANGELES:400-420 SQUARE FEET:  
5 KK1 BA 268 C LAX B 16NOV 20:45 LHR 17NOV 14:55

Insurance  
Address  
Fare elements  
Services  
Remarks

Office: NCE1A0950

## 4. Click on Send.

## Customizing the Graphic Page

You can customize the tabs in Amadeus Vista by using the Options dialog box. To do this:

1. Click on the Amadeus Vista menu from the screen header.





2. Select Options.

The Options dialog box is displayed:




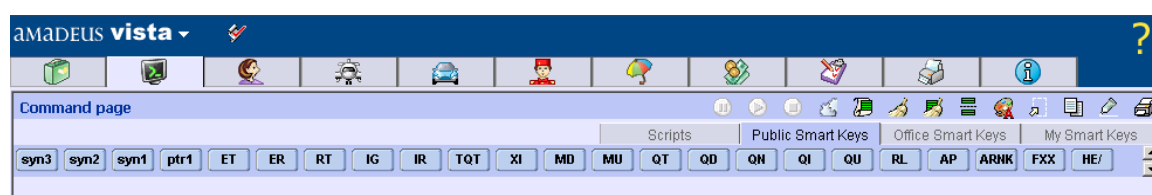
From this window, you can:

- Choose which Graphic page tab will appear first when you open Amadeus Vista. (You select it in the Default column.)
- Reorder your tabs by selecting a tab and then using the  and  buttons to move it.
- Select the Preload check box option to quickly load the tabs you use most.
- Restore the default settings by using the Reset button.

## CHAPTER 4: WORKING WITH THE COMMAND PAGE

If you are familiar with cryptic formats, you can use the Command page to process transactions in the Amadeus system. To access the Command page,

click on the Command Page tab .



There are thirteen tools available in the Command page:



1 2 3 4 5 6 7 8 9 10 11 12 13

- 1) **Pause Smart Key** - Pauses the current Smart Key.
- 2) **Resume Smart Key** - Resumes the current Smart Key.
- 3) **Stop Smart Key** - Stops the current Smart Key.
- 4) **Open Smart Key Editor** - Opens the Smart Key Editor, which allows you to create, modify, copy, and delete Smart Keys.
- 5) **Previously sent Amadeus commands** - Displays a list of previously sent commands that you can modify and resend.
- 6) **Clear page** - Clears the current screen.
- 7) **Clear all pages** - Clears the current screen and buffer.
- 8) **Split window** - Splits the window into two work areas. A horizontal drag bar appears, and you can change the size of each area.
- 9) **Customize** - Customizes your Command page colors and fonts.
- 10) **Select All** - Selects the current screen and buffer.
- 11) **Copy** - Copies the selected area.
- 12) **Paste** - Pastes the selected text into a file or an e-mail.
- 13) **Print screen** - Prints the current screen.

## Speed Mode

Speed Mode is a useful tool that will help you decrease the time you spend making reservations by allowing you to use your mouse more often while in the Command page.

To activate Speed Mode, click on the Customize icon, and select the Configuration tab. Select the Speed Mode check box, then click on OK.

When Speed Mode is activated, a toolbar appears with buttons for commonly used formats. In certain displays, Air Availability for example, the display items are shown in different colors. You can use the buttons on the toolbar to run formats based on the information in these items.

For example, in the display below you can click on the FQD (Fare Quote Display) button, and then double-click on line 1.

The screenshot shows the Amadeus Vista Command page interface. At the top, there is a toolbar with various icons. Below that, a row of buttons includes 'syn3', 'syn2', 'syn1', 'ptr1', 'ET', 'ER', 'RT', 'IG', 'IR', 'TQT', 'XI', 'MD', 'MU', 'QT', 'QD', 'QH', 'QI', and 'QU'. A second row of buttons includes 'MPAH', 'ACR', 'AN', 'DO', 'DNE', 'FQD', 'F/S', 'SM', 'S1', 'MN', and 'MY'. The 'FQD' button is circled in red. Below the buttons, the main display area shows a flight list for 'ANO4JANEWR/IAH/TC'. The first line of the list is circled in red and contains the following information: '1 CO 111 A9 D9 Z9 Y9 H9 K9 N9 EWR C IAH C 0600 0853 EO/757 9 3:53'. The rest of the list contains similar flight information for lines 2 through 8.

```

ANO4JANEWR/IAH/TC
** AMADEUS AVAILABILITY - AN ** IAH G.BUSH INTERCON.USTX      138 TU 04JAN 0000
+AGY+ A:AF
-AGY- REMIND PASSENGER FOR NEW TYPE OF ELECTRONIC PASSPORT
1 CO 111 A9 D9 Z9 Y9 H9 K9 N9 EWR C IAH C 0600 0853 EO/757 9 3:53
  B9 V9 U9 Q9 I9 S9 W9 T9 X9 L9
2 CO 511 A9 D9 Z9 Y9 H9 K9 N9 EWR C IAH C 0901 1155 EO/752 8 3:54
  B9 V9 U9 Q9 I9 S9 W9 T9 X9 L9
3 CO1011 A9 D9 Z9 Y9 H9 K9 N9 EWR C IAH C 0905 1205 EO/735 8 4:00
  B9 V9 U9 Q9 I9 S9 W9 T9 X9 L9
4 CO 311 A9 D9 Z9 Y9 H9 K9 N9 EWR C IAH C 1040 1320 EO/733 6 3:40
  B9 V9 U9 Q9 I9 S9 W9 T9 X9 L9
5 CO 411 A9 D9 Z9 Y9 H9 K9 N9 EWR C IAH C 1200 1440 EO/735 7 3:40
  B9 V9 U9 Q9 I9 W0 T0 X0
6 CO 023 A9 D9 Z9 Y9 H9 K9 N9 EWR C IAH C 1328 1635 EO/738 6 4:07
  B9 V9 U9 Q9 I9 S9 W9 T9 X9 L9
7 CO 063 A9 D9 Z9 Y9 H9 K9 N9 EWR C IAH C 1500 1752 EO/777 6 3:52
  B9 V9 U9 Q9 I9 S9 W9 T9 X9 L9
8 CO 051 A9 D9 Z9 Y9 H9 K9 N9 EWR C IAH C 1630 1933 EO/764 5 4:03
  B9 V9 U9 Q9 I9 S9 W9 T9 X9 L9
>|
  
```

At the bottom of the window, there is a status bar showing 'Ovr Ready Ln 70 Col 2' and 'Amadeus Host Access'.

With just a few clicks, Amadeus Vista will send a format to the system for you. In this case, it will pick up the date and city pairs from the flight on line 1. The response is a Fare display.

The screenshot shows the Amadeus Vista Command Page interface. The top bar includes the 'AMADEUS vista' logo and various icons. Below the logo is a 'Command page' header with a row of 'Scripts' and 'Public Smart Keys' tabs. A row of speed mode buttons (syn3, syn2, syn1, ptr1, ET, ER, RT, IG, IR, TQT, XI, MD, MU, QT, QD, QN, QI, QU) is visible, along with a dropdown menu for 'MPFQD' and other buttons like 'AN', 'FQC', 'FQD', 'F/S', 'FQN', 'FQR', 'FQS', and 'SN'.

The main display area shows the following text:

```

FQDEWRIAH/04JAN/AAA
ALSO SEE NYCHOU
CO DL FL NW UA US
XF MAY APPLY
ZP EXCLUDED
SURCHG MAY APPLY-CK RULE

04JAN05**04JAN05/AA EWRHOU/NSP
** FOR VAC FARE VERIFY SALES RESTRICTION AND ELIGIBILITY **
LN FARE BASIS USD PEN DATES DAYS AP MIN MAX RTG
01 J 1810.23 - - - - - - - 3
02 F 1810.23 - - - - - - - 3
03 Y 1213.02 - - - - - - - 3
04 F26S 1093.95 - - - - - - - 3
05 Y26UPS 986.05 - - - + - - - 3
06 Y26S 948.84 - - - - - - - 3
07 BAP3S 902.33 - - - - - 3 - - 3
08 LE7C5ON 783.26R NRF - - - 7+ + 30 3
09 MLVUSA 242.00 + S - O31MAR+ - - - 60 3
10 N1VISIT 231.00 + O31MAR - + - - - 60 3
11 N2VISIT 231.00 + O31MAR - + - - - 60 3
12 LE14C5ON 435.35R NRF - - - 14+ + 30 3
13 MLCVUSA 206.00 + S - O31MAR+ - - - 60 3
14 LW14S65N 410.23R NRF - - - +14+ + 180 3
>
> PAGE 1/ 2

```


The status bar at the bottom shows 'Ovr Ready Ln 99 Col 2' and 'Amadeus Host Access'.

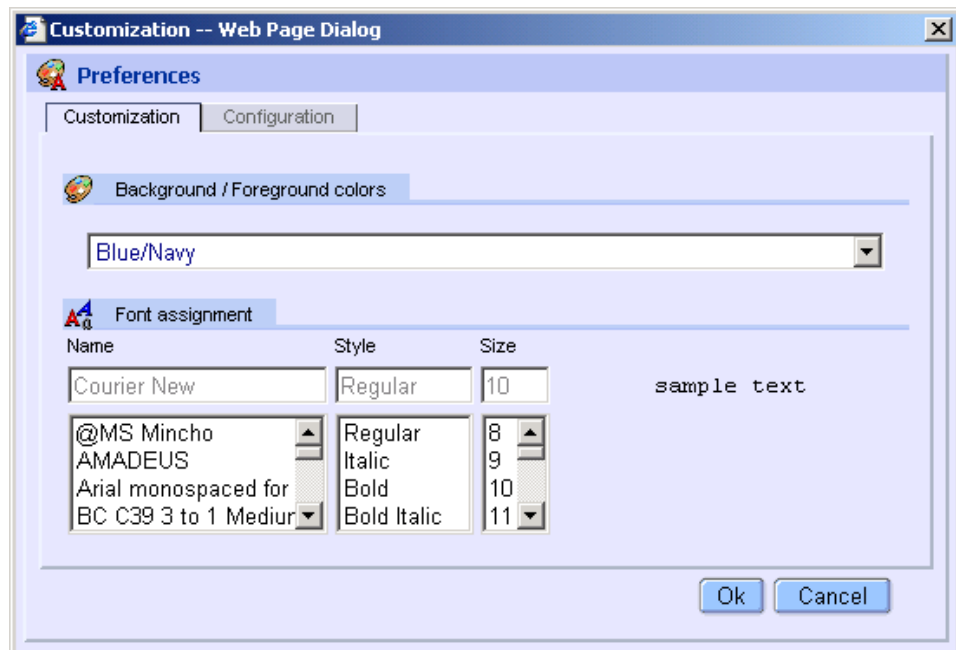
Notice that the Speed Mode buttons have changed according to the new display. Try this a few times to familiarize yourself with how it works. If you need help at any time, press the spacebar and F1 keys simultaneously to display help.

## Customizing the Command Page

Amadeus Vista gives you the ability to change the color scheme and fonts on your Command page.

To customize your Amadeus Vista Command page:

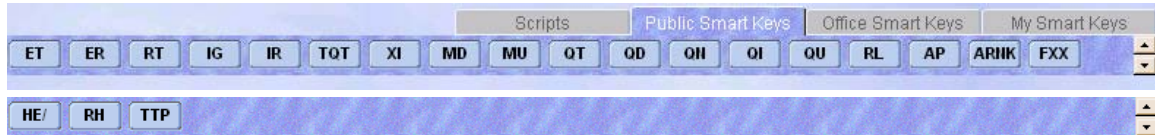
1. On the Amadeus Vista Command page toolbar, click on . The Customization Web Page dialog box appears.



2. Select your Background/Foreground colors from the drop-down menu.
3. Under Font Assignment, select the name, style, and size of your fonts. You will see a preview in the sample text on the right.
4. From the Configuration tab, select which graphical displays you want to use, for example Seat map or TST. You can also activate or deactivate Speed Mode.
5. Click on OK when you have finished. Amadeus Vista closes the Customization dialog and displays the desktop with the new settings.

## Amadeus Vista Smart Keys

Smart Keys are customizable toolbar buttons that send formats automatically to the Amadeus system. Amadeus Vista comes with 21 pre-defined Smart Keys, called Public Smart Keys, for frequently used formats. Additionally, agents in your office with a supervisor (SU) duty code can create Office Smart Keys for all agents in the office to use. You can also create My Smart Keys for personal use.



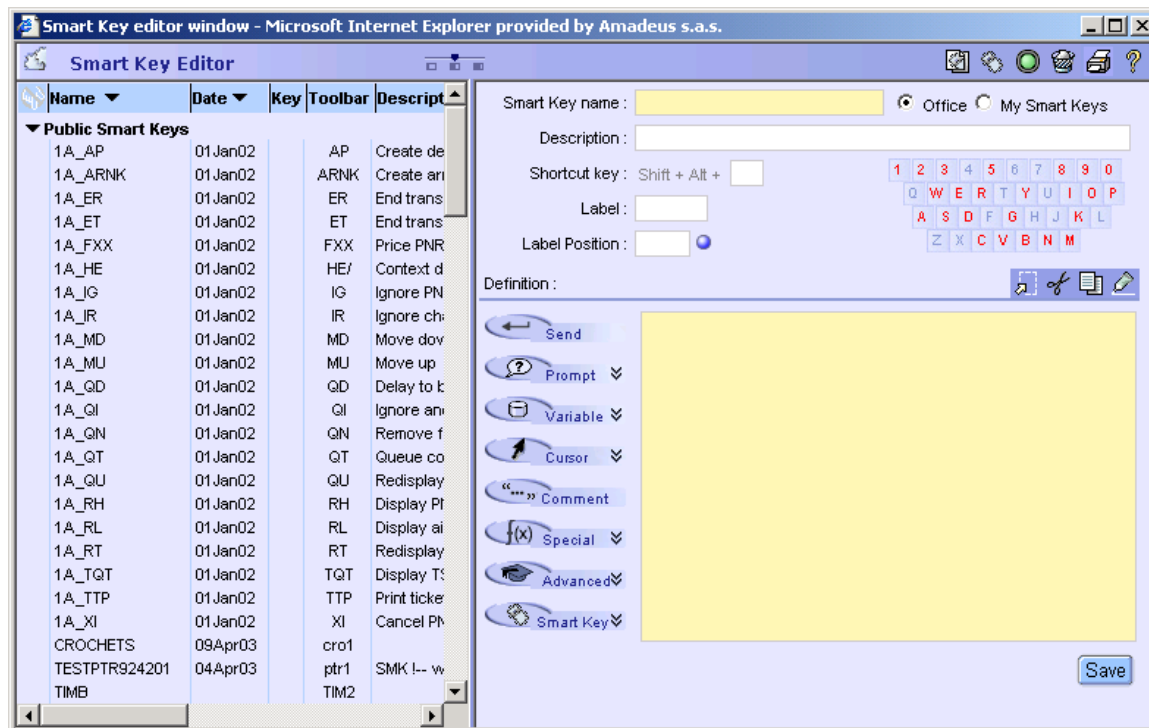
### Public Smart Keys


Here is a description of the Smart Keys that come with Amadeus Vista:

<b>ET</b>	End the transaction
<b>ER</b>	End transaction and redisplay the PNR
<b>RT</b>	Redisplay the current PNR
<b>IG</b>	Ignore the PNR
<b>IR</b>	Ignore the PNR and redisplay it
<b>TQT</b>	Display the TST for the PNR
<b>XI</b>	Cancel the itinerary
<b>MD</b>	Move down
<b>MU</b>	Move up
<b>QT</b>	Display a queue count
<b>QD</b>	Delay to the bottom of the queue
<b>QN</b>	Remove from the queue and display next
<b>QI</b>	Ignore and exit queue
<b>QU</b>	Redisplay message from queue
<b>RL</b>	Display airline system record locator
<b>AP</b>	Add a phone contact
<b>ARNK</b>	Add an ARNK (Arrival Unknown) segment
<b>FXX</b>	Price a PNR without creating a TST
<b>HE/</b>	Display format-sensitive help
<b>RH</b>	Display PNR History
<b>TTP</b>	Print a ticket

## Creating Smart Keys

Smart Keys can make your job easier by automating certain tasks such as displaying availability and fares. The following is an example of a Smart Key that displays availability and fares in a split screen.

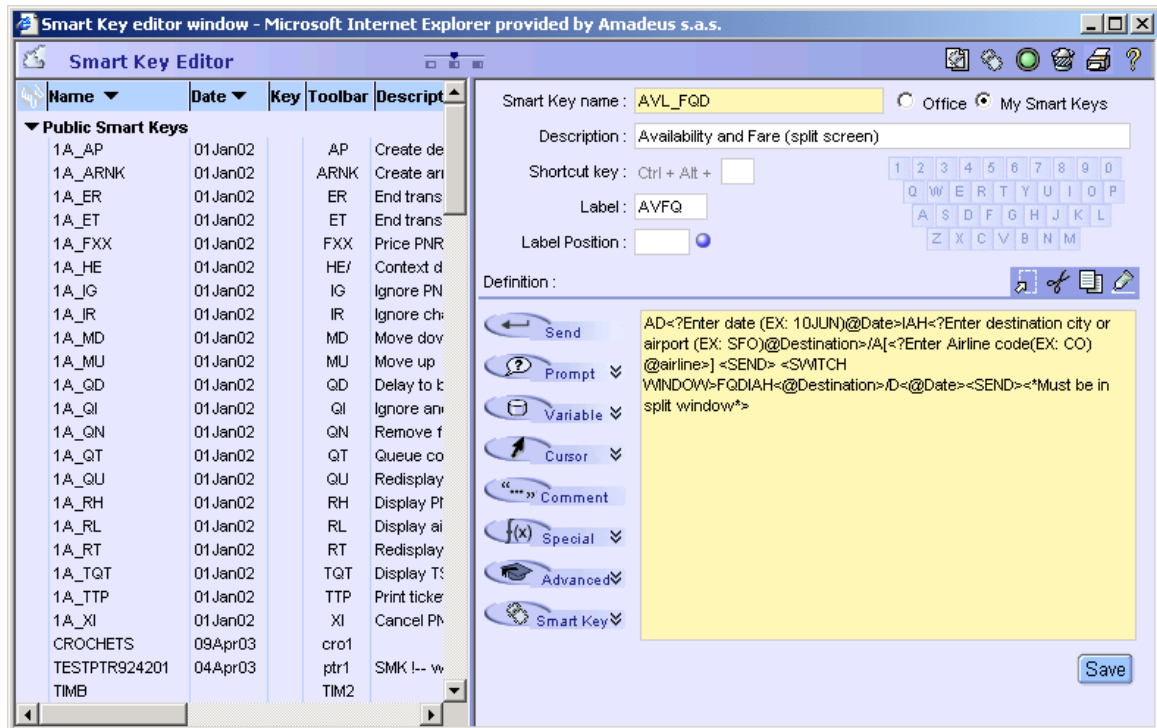


1. In the Command page click on  to open the Smart Key Editor.
2. Enter a name for your Smart Key (no spaces) in the Smart Key name field. For this example, let's use AVL\_FQD.
3. Enter a name for your Smart Key's button in the Label field. It should be four letters long, no spaces. Let's use AVFQ.
4. Select My Smart Keys, or if you are a supervisor and want your whole office to be able to use this Smart Key, select Office.
5. Enter a short description of your Smart Key in the Description field.
6. In the Definition text box, enter the formats and functions that your Smart Key will perform. You can program your Smart Key with variables to prompt you for data that will change each time, such as a date. Look at the sample definition below:

```
AD<?Enter date (EX: 10JUN)@Date>IAH<?Enter destination city or airport (EX: SFO)@Destination>/A[<?Enter Airline code(EX: CO)@airline>] <SEND> <SWITCH WINDOW>FQDIAH<@Destination>/D<@Date><SEND>< *Must be in split window* >
```



7. As you can see it is a combination of formats (bold), variables (italics), and commands (capitalized).





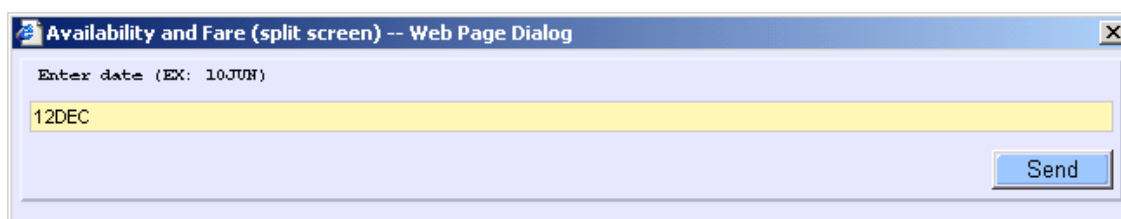
8. Now, click on Save. A confirmation appears.



9. Click on OK.

## Testing a Smart Key

1. Let's test your Smart Key. Close the Smart Key Editor by clicking on  in the top-right corner to return to the Amadeus Vista Command page.
2. If you are not in split screen mode, click on .
3. Next, click on the My Smart Keys tab.
4. Click on your new Smart Key. The first message will prompt you for a date:



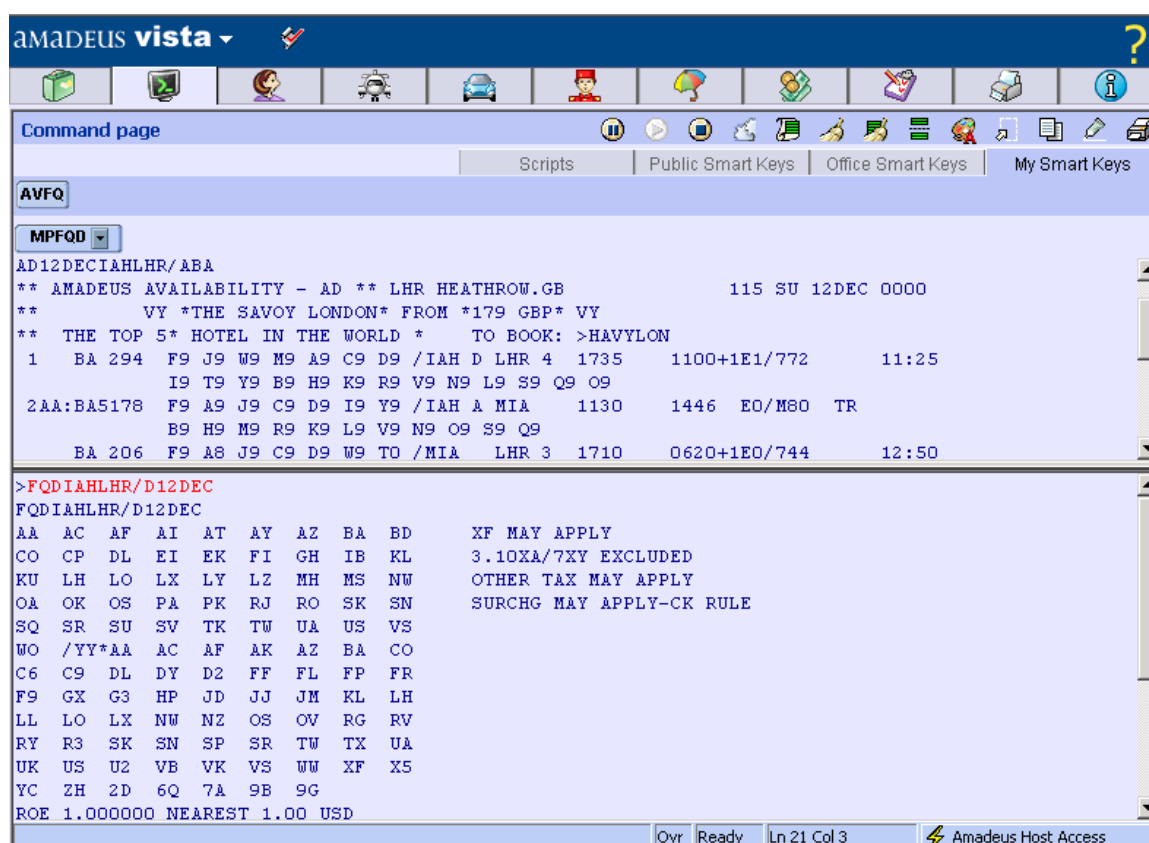
Availability and Fare (split screen) -- Web Page Dialog

Enter date (EX: 10JUN)

12DEC

Send

5. Enter a date, and click on Send. Next, you will be prompted for the destination city.
6. Enter a city and click on Send again. The last prompt asks you for an airline code. Enter the airline code and click on Send one last time. Here is the response:



AMADEUS vista

Command page

Scripts | Public Smart Keys | Office Smart Keys | My Smart Keys

AVFQ

MPFQD

AD12DECIAHLHR/ABA

\*\* AMADEUS AVAILABILITY - AD \*\* LHR HEATHROW.GB 115 SU 12DEC 0000

\*\* VY \*THE SAVOY LONDON\* FROM \*179 GBP\* VY

\*\* THE TOP 5\* HOTEL IN THE WORLD \* TO BOOK: >HAVYLON

1	BA 294	F9 J9 W9 M9 A9 C9 D9 /IAH D LHR 4	1735	1100+1E1/772	11:25
		I9 T9 Y9 B9 H9 K9 R9 V9 N9 L9 S9 Q9 O9			
2AA:BA5178	F9 A9 J9 C9 D9 I9 Y9 /IAH A MIA	1130	1446	EO/M80	TR
	B9 H9 M9 R9 K9 L9 V9 N9 O9 S9 Q9				
	BA 206	F9 A8 J9 C9 D9 W9 TO /MIA LHR 3	1710	0620+1E0/744	12:50


>FQDIAHLHR/D12DEC

FQDIAHLHR/D12DEC

AA	AC	AF	AI	AT	AY	AZ	BA	BD	XF MAY APPLY
CO	CP	DL	EI	EK	FI	GH	IB	KL	3.10XA/7XY EXCLUDED
KU	LH	LO	LX	LY	LZ	MH	MS	NW	OTHER TAX MAY APPLY
OA	OK	OS	PA	PK	RJ	RO	SK	SN	SURCHG MAY APPLY-CK RULE
SQ	SR	SU	SV	TK	TW	UA	US	VS	
WO	/YY*AA	AC	AF	AK	AZ	BA	CO		
C6	C9	DL	DY	D2	FF	FL	FP	FR	
F9	GX	G3	HP	JD	JJ	JM	KL	LH	
LL	LO	LX	NW	NZ	OS	OV	RG	RV	
RY	R3	SK	SN	SP	SR	TW	TX	UA	
UK	US	U2	VB	VK	VS	WW	XF	X5	
YC	ZH	2D	6Q	7A	9B	9G			

ROE 1.000000 NEAREST 1.00 USD

Ovr Ready Ln 21 Col 3 Amadeus Host Access

There are many uses for Smart Keys. A great way to learn to program Smart Keys is to click on  in the Smart Key Editor. There, you can learn the syntax and commands that make up the Smart Key language. Then you can use it to customize your own Smart Keys and enhance your productivity. You can also learn how to modify and delete existing Smart Keys.

## APPENDIX A: KEYBOARD NAVIGATION

Within Amadeus Vista you can use your keyboard to navigate quickly and accomplish a whole range of tasks. Below you will see a list of keyboard shortcuts along with an explanation of what each one does.

Press:	To:
F1	Display Help for a selected field. If no field has been selected, Help for the first mandatory field will be displayed.
TAB	Select the next screen item, for example, field, icon, button.
SHIFT+TAB	Select the preceding screen item, for example, field, icon, button.
Contextual menu key	Display items from the toolbar as a contextual menu.
SHIFT+F10	Display items from the toolbar as a contextual menu.
HOME	Scroll to the top of the screen.
END	Scroll to the bottom of the screen.
ESCAPE	Close any pop-up window as well as the Help window.
PAGE UP	Open the More Options screen section.
PAGE DOWN	Close the More Options screen section.
ENTER	Activate the selected button or function.
SPACE	Activate the selected icon. This also selects and clears a check box.
CTRL+W	Close Amadeus Vista.
CTRL+J	Toggle between the Command page and the Graphic page.
CTRL+TAB	Move the focus to the toolbar.
ALT+LETTER	Move to a specific work area.

## Navigating from One Area Tab to Another

Press:	To:
ALT + 0	Open the Globe menu.
ALT + NUMBER	Open a specific work area tab from the front row. The number entered relates to where it appears in the row. For example, if the Air tab is placed fourth from the left, press ALT 4 to open it.
ALT + SHIFT + NUMBER	Open a specific work area tab from the back row. The number entered relates to where it appears in the row. For example, if the Document Print tab is placed second from the left, press ALT + SHIFT + 2 to open it.

## Navigating in the Quick PNR Area

Press	To
CTRL + INSERT	Add a new row.
CTRL + DELETE	Remove a new row.
CTRL + UP ARROW	Move to the previous section of the screen. <b>Note:</b> This shortcut also works in the Profiles treeview and within the Travel Assistance area.
CTRL+DOWN ARROW	Move to the next section of the screen. <b>Note:</b> This shortcut also works in the Profiles treeview and within the Travel Assistance area.

## Using the Text Shortcut Keys

Press:	To:
DOWN ARROW	Open the Encode window associated to a particular field.
CTRL + RIGHT ARROW	Move the cursor one word to the right.
CTRL + LEFT ARROW	Move the cursor one word to the left.
SHIFT + HOME	Extend a selection to the beginning of a line.
SHIFT + END	Extend a selection to the end of a line.
SHIFT + RIGHT ARROW	Extend the selection one character to the right.
SHIFT + LEFT ARROW	Extend the selection one character to the left.
SHIFT + CTRL + RIGHT	Extend the selection one word to the right.

Press:	To:
SHIFT + CTRL + LEFT	Extend the selection one word to the left.
CTRL + C	Copy text to the clipboard.
CTRL + X	Cut the selected text to the clipboard.
CTRL + V	Paste the clipboard contents.

## Using the Drop-down List Shortcut Entries

Press:	To:
DOWN ARROW or RIGHT ARROW	Move the cursor to the next item in the list.
UP ARROW or LEFT ARROW	Move the cursor back one item in the list.
PAGE UP	Move the focus to the item located on top of the previous page, according to the size of the list displayed.
PAGE DOWN	Move the focus to the item located on top of the next page, according to the size of the list displayed.
HOME	Move the cursor to the first item in the list.
END	Move the cursor to the last item in the list.
SPACEBAR	Select the item and close the list.
ENTER	Activate the selected function and close the menu.
ESCAPE	Close the menu.

## Using the Contextual Menu Shortcut Keys

Press:	To:
UP ARROW	Select the previous menu.
DOWN ARROW	Select the next menu item.
ESCAPE	Close the menu.
ENTER	Activate the selected function and close the menu.



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