

2. RRA : Copy a PNR and create AXR (Associated cross reference record) between original PNR and a newly create PNR.

```

--- AXR ---
RP/BKKTG215A/BKKTG215A      AB/GS      8JUN11/0151Z      4EQGLR
BKK1A0980/2354TS/8JUN11
1.TEST/WHITE MR      2.TEST/BLUE MS
3  SQ 979 M 25DEC 7 BKK SIN HK2 1830 2155 25DEC E SQ/
4  SQ 976 M 30DEC 5 SINBKK HK2 1600 1725 30DEC E SQ/
5 AP BKK 022079090-B
6 TK TL20DEC/BKK1A0980
* RR 08JUN/TSSU/BKK1A0980-4EQGGA
  
```

3. RRP : Copy passenger information only from one PNR to another

RRP	Copy all passengers information to the new PNR.
RRP / P1	Copy passenger information by specific passenger number

Original PNR

```

RP/BKKTG215A/BKKTG215A      TS/SU      11JUN11/1011Z      5QWDX4
BKKTG215A/0110AB/11JUN11
1.GREEN/ANDYMR      2.MALLICK/NASARI MRS      3.MUELLER/FRITZ MR
4.ROLAND/CHRISTIAN MR
5  SQ 979 M 25NOV 5 BKK SIN HK4 1830 2155 25NOV E SQ/
6  NH 902 Q 28NOV 1 SINNRT HK4 0055 0835 28NOV E NH/
7  NH 111 Q 05DEC 1 NRTSIN HK4 1040 1720 05DEC E NH/
8  SQ 976 M 10DEC 6 SINBKK HK4 1600 1725 10DEC E SQ/
9 AP BKK 022079090-B/P1-2
10 AP BKK 022079000-B/P3-4
11 APE CHRISTIAN@YAHOO.COM/P4
12 APE GREEN.ANDY@HOTMAIL.COM/P1
13 TK TL20NOV/BKK1A0980
14 OSI YY RSVN BY THAI-AMADEUS/TRAINER/022079090EXT3
15 RM SEND ALL E-TICKET TO MR.ANDY'S HOME
  
```

RRP

```

-IGNORED 5QWDX4-
RP/BKK1A0980/
1.GREEN/ANDYMR      2.MALLICK/NASARI MRS      3.MUELLER/FRITZ MR
4.ROLAND/CHRISTIAN MR
5 AP BKK 022079090-B/P1-2
6 AP BKK 022079000-B/P3-4
7 APE CHRISTIAN@YAHOO.COM/P4
8 APE GREEN.ANDY@HOTMAIL.COM/P1
9 OSI YY RSVN BY THAI-AMADEUS/TRAINER/022079090EXT3
10 RM SEND ALL E-TICKET TO MR.ANDY'S HOME
  
```

**** System creates a new PNR with all the passengers element ****

The Copy PNR entry depend on usage or purpose of the agency.

When passenger contact you to increase 2 seats (PNR was created previously) You can copy data from a retrieved PNR by using RRN or RRA.

The difference between RRN and RRA are

- RRN : After end of transaction, the system create a new PNR which no link with original PNR.
- RRA : After end of transaction, the system create a new PNR which link to original PNR.

Training Schedule

- ▶ GGAMATHTxx (xx = A.D 2015) for example : GGAMATHT16
 - ▶ Official Website www.thaiamadeus.com
- Or www.ggamath.com/training_schedule/
- Or Download Manual http://tg1a.com/customer_service/training/library.html



Quick card (English)

Advance Reservation

Training Department
2016

Encode & Decode

DAN LONDON / **GB** : Display the city code by specific country code

DAN IRVINE / **S** : Display the city by specific associate town
(An associated location is a location with or without its own code)

DAN FRANKFURT / **N** : Display ten nearest airports

Availability Display Option

AN **MO** / BKKSIN : Specific the day of week
(MO = Monday)

AN15DECBKKSIN * : Display flight available round trip
(Dual city pair) (The same date return)

AN15DECBKKSIN * **20DEC** : Display flight available round trip
(Dual city pair) (Specific date for return)

AN15DECBKKSIN/ASQ * **20DEC** : Display flight available round trip
(Dual city pair) (Specific airline and date for return)

How to sell :

SS 1Y1 * 11 : Sell from dual city pair or round trip display

Special Service Request

1. Passport Document (**HEAPIS.169**)

Format : SRDOCS BA HK1-P-THA-01234-THA-30JUN73-M-14APR17-TEST-AMADEUS-H/P1/S3

2. Address Information (**HEAPIS.400**)

Format : SRDOCA BA HK1-D-USA-301 PARK AVENUE-NEW YORK-NY-10222/P1/S3

Option Element

The option element is follow up to alret in Queue 3 on the date specified.

1. Queue PNR to own office (Today's date)

Format OP / TEXT TEXT TEXT

Example OP / DO NOT FORGET TO INFORM PAX PASSPORT NEARLY EXPIRED

2. Queue PNR to own office (Specific date)

Format OP Date / TEXT TEXT TEXT

Example OP 10DEC / DO NOT FORGET TO INFORM PAX PASSPORT NEARLY EXPIRED

Copy PNR

You can copy PNR data from a retrieved PNR in order to create a new PNR. The actual elements that are copied from one PNR into another depend on the kind of entry you use.

1. RRN : Copy the passenger information that does not identify the passenger associated

RRN	Copy itinerary and passenger data (same class and number of seat)
RRN / 2	Copy itinerary and passenger data by specific number of seat that you want to copy
RRN / CM	Copy itinerary and passenger data by specific class
RRN / CM / 2	Copy itinerary and passenger data by specific class and number of seat
RRN / S4	Copy itinerary and passenger data by specific number segment

Original PNR

```
RP/BKKTG215A/BKKTG215A AB/AS 11JUN11/1011Z 5QWXD4
BKKTG215A/0110AB/11JUN11
1.GREEN/ANDYMR 2.MALLICK/NASARI MRS 3.MUELLER/FRITZ MR
4.ROLAND/CHRISTIAN MR
5 SQ 979 M 25NOV 5 BKKSIN HK4 1830 2155 25NOV E SQ/
6 NH 902 Q 28NOV 1 SINNRT HK4 0055 0835 28NOV E NH/
7 NH 111 Q 05DEC 1 NRTSIN HK4 1040 1720 05DEC E NH/
8 SQ 976 M 10DEC 6 SINBKK HK4 1600 1725 10DEC E SQ/
9 AP BKK 022079090-B/P1-2
10 AP BKK 022079000-B/P3-4
11 APE CHRISTIAN@YAHOO.COM/P4
12 APE GREEN.ANDY@HOTMAIL.COM/P1
13 TK TL20NOV/BKK1A0980
14 OSI YY RSVN BY THAI-AMADEUS/TRAINER/022079090EXT3
15 RM SEND ALL E-TICKET TO MR.ANDY'S HOME
```

RRN

```
-IGNORED 5QWXD4-
RP/BKKTG215A/
1 SQ 979 M 25NOV 5 BKKSIN DK4 1830 2155 25NOV E 0 772 M
SEE RTSVC
2 NH 902 Q 28NOV 1 SINNRT DK4 0055 0835 28NOV E 0 763 M
SEE RTSVC
3 NH 111 Q 05DEC 1 NRTSIN DK4 1040 1720 05DEC E 0 763 M
SEE RTSVC
4 SQ 976 M 10DEC 6 SINBKK DK4 1600 1725 10DEC E 0 772 M
SEE RTSVC
5 OSI YY RSVN BY THAI-AMADEUS/TRAINER/022079090EXT3
6 RM SEND ALL E-TICKET TO MR.ANDY'S HOME
```

**** Note ****

1. System will automatically ignore original PNR
2. The new PNR was copy 4 seats as the original PNR.
3. Unassocate segment was copied. (OS and RM)