

Special Service Request (HE SR)

Special Service Request is an application to an airline to provide a particular facility for passengers

Format : SR code 4 digits

Example : SR SFML (To find meal code : HEMEAL.22)

- SR SFML : Request sea food meal for all passengers
- SR SFML /P1 : Request sea food meal by specific passenger number
- ST /W : Request non smoking window seat
- ST /A : Request non smoking aisle seat
- ST /W /S3 /P1 : Request non smoking window seat by specific segment number and passenger number
- ST /NSSW : Request non smoking window seat (Seat Wish)
- ST /40A : Request specific seat number
- SM 3 : Display seat map by specific segment number

How different between OS and SR ?

OSI is informative only and there is no response from the airlines. SSR is special service request which has a reply from airline.

Frequent Flyer Number (HE FFD)

1. FFD (Display Frequent Flyer Name) - Display a name of passenger

Format : FFD Airline Code – Member Number

Example : FFD TG – YB15226

YB15226
GREEN/ANDY MR

2. FFA (Create Name and SSR Element) – Create a name element and enter a frequent flyer SSR FQTV element for mileage accrual.

Format : FFA TG – YB15226

RP/BKKTG215A/
1 .GREEN/ANDY MR
2 *SSR FQTV YY HK/ TGYB15226/1

3. FFN (Create SSR Element) – If the name element for the frequent flyer has already been entered in the PNR and you only want to enter the SSR FQTV element for mileage accrual.

Format : FFN TG – YB15226

Step for create PNR?

- 1. DAN CHIANGMAI (C:CNX) : Find the city code
- 2. AN15NOVBKKNX /ATG /CQ : Display for flight available (outbound)
- 3. SS 1Q1 : Segment sell
- 4. AN20NOVCNXBKK /ATG /CQ : Display for flight available (inbound)
- 5. SS 1Q1 : Segment sell
- 6. NM1 TEST/AMADEUS MR : Name element
- 7. AP BKK 022079090-B : Contact element
APE-alc@thaiamadeus.com
APM-+66879876543
- 8. TKTL 5NOV : Ticket time limit
- 9. RF PAX ; ER : Received from and end transaction and redisplay

Training Schedule

- ▶ GGAMATHTxx (xx = A.D 2016) 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)

Basic Reservation

Training Department
2016

AMADEUS BASIC RESERVATION

Encode & Decode

(HE Encode)

1. Display for country name and code (Format : **DC**)

DC **THAILAND** : Specific country name

DC **TH** : Specific country code

Country Name

DCTHAILAND		
TH	THAILAND/SE ASIA	TC3
THB	THAILAND BAHT	LOCAL/INTL PUBLISHED
THA	THAILAND CITIZEN	

2. Display for city name and code / airport name and code

(Format : **DAN / DAC**)

DAN **TOKYO** : Specific city name

DAN **NARITA** : Specific airport name

DAC **TYO** : Specific city code

DAC **NRT** : Specific airport code

City Name (C = City Code, A = Airport Code)

DANTOKYO			
A:APT	B:BUS	C:CITY	G:GRD
H:HELI	O:OFF-PT	R:RAIL	S:ASSOC
TOWN			
TYO	C	TOKYO	/JP
A	HND	- HANEDA	- OK /JP
A	NRT	- NARITA	- OK /JP
A	OKO	- YOKOTA AFB	- OK /JP
B	LMJ	- BUS STATION	- OK /JP

**** Notification : At the end of DAN is N (stand for a name) should be followed by city name or airport name. DAC is C (stand for code) should be followed by city code or airport code**

3. Display for an airline name and code (Format : **DNA**)

DNA **THAI AIRWAYS** : Specific airline name

DNA **TG** : Specific airline code

Airline Name

DNATHAI	AIRWAYS
TG/THA	217 THAI AIRWAYS INTL

4. Display for an aircraft type and code (Format : **DNE**)

DNE **BOEING 747** : Specific aircraft type

DNE **747** : Specific aircraft code

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DNE747
747 W BOEING 747 ALL SERIES PASSENGER JET 244-569
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Availability Display

(HE AN)

Amadeus availability display shows all flight with at least one seat available for sale or waitlist, for all airlines which have a sales agreement with Amadeus.

Format : AN **Departure Date** **Origin (city code)** **Destination (city code)**

AN15DEC BKKSIN : Display all airlines and all classes of service.

AN15DEC BKKSIN **/ASQ** : Display by specific airline
(A = Airline , SQ = Airline Code)

AN15DEC BKKSIN **/CM** : Display by specific booking class
(C = Class , M = Booking class)

AN15DEC BKKSIN **/ASQ /CM** : Display by specific airline and booking class

How to Create PNR?

(HE PNR)

5 Mandatories (There are 5 mandatory to create PNR)

1. Name

Format **NM1 Surname / Name Title**

Adult (12 up)	NM1 TEST/PINK MS	: Single passenger
	NM2 TEST/RED MS /YELLOW MS	: Multiple passenger with same surname
Child (2-11)	NM1 TEST/BLACK MSTR (CHD/14FEB10)	: Child passenger
Adult with	NM1 TEST/GREEN MR (INF/WHITE/12AUG14)	: Passenger with infant (same surname)
	NM1 TEST/BLUE MRS	: Passenger with infant (different surname)
Infant (0-1)	(INFSMITH/JERRY/23OCT14)	

2. Itinerary

The segment sell transactions reserve seats on flights for particular classes and dates

Format : SS **Number of seat** **Booking Class** **Line Number**

Example : SS 1 M 3

3. Contact

AP BKK 022079090-B

To add for telephone number

B = Business / Office

H = Home

F = Fax

APE-alc@thaiamadeus.com

E-mail Address (Itinerary E-mail)

AP*alc@thaiamadeus.com

Ticket Issuing E-mail

APM-+66871234567

Mobile number

Note : No space and do not forget hyphen (-) for e-mail and mobile

4. Ticket Time Limit

TKTL 15DEC

Specific date (depend on the fare rule)

(Automatic queue 8 placement in the date specific)

TKOK

Ticket have been issued (No queue placement)

5. Received From and End of Transaction

RF **PAX** ; ER

Name of contact

Other Service Information

(HE OS)

OSI element contain special information regarding a passenger or your company (your company name , name , contact person). That is sent to airline side that appear in the itinerary

Format : OSYY **free text**

Exmple : OSYY RSVN BY ABC TRVL / JACK / 02-2079090

: OSYY PCTC 0879876543 /P2

Note : Use only 3 symbols / - .