AMADEUS

Passport Details (HE APIS)
HE APIS → MS169

SRDOCSxx HK1-P-IDN-A652132-IDN-08MAY88-M-21NOV21-PATRICK-JAMES-NICHO/P1	xx = airlines code
SRDOCSxx HK1-----08MAY88-M--PATRICK-NICHO/P1	TSA (Transportation Security Administration)

Passenger contact information with SSR format

SRCTCM-628171234567	Mobile
SRCTCE-email//amail.com • Change symbol @ with // • Change symbol _ (underscore) with .. • Change symbol – (dash) with ./	Email
SRCTCR	If the traveler does not want to share their contact information in a SSR CTCE/M, no warning will be displayed.

Insert Ticket Number (HE FH) for IATA Agent

FHE126-5411356320/P1	Manually enter e-ticket number for pax no.1
FHEINF126-5411356321	Manually enter e-ticket number for infant

Step to Split PNR (HE SP)

1.	SP2	Split pax no.2
2.	RFPAX	Received from
3.	EF	End transaction, files the associate PNR
4.	RFPAX	Received from (again)
5.	ET	End transaction & ignore PNR

Seat Map (HE SM)

SM3	Seat map for seg.3 in PNR

Flight Information (HE DO)

DONH872	By flight number
DO2	From availability display or seg. number in PNR

Copy a PNR (HE RRN)

RRN	Copy itinerary & pax data
RRN/2	Copy itinerary, pax data & change no. of seat to 2
RRA	Copy itinerary, pax data & create AXR link (Associated Cross Reference)
RRI/2/S3-4	Copy itinerary, change no. of seat to 2 pax for segment 3 & 4
RRP	Copy pax name and data only

Remarks (HE RM/HE RIR/HE RC)

RM free text	General remarks
RIR free text	Itinerary remarks (shown when itinerary print)
RC free text	Confidential remarks (only been seen by owner of PNR)

Printing Commands

TTQLIST → check printer terminal (ATID)

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   ATID      MNEM    TYPE/DOCUMENT
   ----      ----    -------------
 58620025   IA6922   DGEN/GENERAL
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WRAPprinter ATID/RT → PNR printing, fill in with printer ATID (e.g. 58620025)

Quick card

Basic Reservation

Amadeus Indonesia

May 2022

AMADEUS
amadeus.com

PNR (Passenger Name Record)

PNR must contain FIVE MANDATORY elements as follow :
1. Itinerary
2. Name
3. Contact number
4. Ticketing arrangement (time limit)
5. Received from and end of transaction

ITINERARY ELEMENT (HE AN, HE TN)

AN07DECCGKSIN/AGA	Availability with specific airline
ANCX29OCTCGKHKG	Availability using carrier preferred display
AN09NOVCGKSIN/ASQ/CE	Specific airlines & class
AN02JANCGKSIN1500/ASQ/CE	Specific time, airlines & class
AN06SEPCGKKUL/AGA*10SEP	Dual city pair with return journey
AN20DECCGKSIN/ASQ*29DECSINHKG/ACX	Dual city pair with onward journey
ACR16OCT	Availability change to return routing
TN03AUGCGKHKG/ACX	Time table specific airlines
TCR10AUG	Time table change to return routing

PNR SEGMENT SELL (HE SS) from availability

SS1Q1	Sell 1 seat Q class on line no.1
SS2C3*12	Sell 2 seat C class on line no.3 and no.12 (dual city pair)
SS1Y3*C12	Sell 1 seat Y class on line no.3 and C class on line no.12 (dual city pair)
SS1V3/PE	Sell 1 seat V class on line no.3 for waiting list

NAME ELEMENT (HE NM)

NM1PARAMITA/JOSEPHINE MRS	Adult
NM1NISYA/IRA MRS(INF/TIA/17APR22)	Adult + INF same surname
NM1HUSNIAH/SITI MRS(INFIBRAM/RAMA/08APR22)	Adult + INF different surname
NM1VERON/MISHA MISS(CHD/11OCT18)	Child
NM1BENJAMIN/MR	Adult single name

CONTACT NUMBER ELEMENT (HE AP)

APJKT 021-7381412 ABC TRAVEL/JUNITA-A	Agency contact number
APJKT 021-57943215 PT.REZEKI/IWAN-B	Business contact number
APJKT 021-7475781 RANI/PAX-H	Home contact number
APE-info@apcogroup.com	Email address
APM-0878 1818163/P1	Mobile phone number

TICKETING ARRANGEMENT ELEMENT (HE TK)

TKTL	Ticketing time limit
TKTL/12AUG/1500	Specify date & time
TKOK	Ticket has been issued

RECEIVED FROM ELEMENT (HE RF)

RFPAX or RFST	Received from pax or staff initial

END TRANSACTION OR IGNORE

ER	End transaction and redisplay PNR
ET	End transaction and close PNR
IR	Ignore and redisplay PNR
IG	Ignore PNR
ERK	To change any status (TK to HK or KK to HK) and redisplay PNR
ETK	To change any status (TK to HK, or KK to HK) and close PNR

SCROLL ENTRIES (HE SCROLL)

MD (move down)	MU (move up)
MB (move bottom)	MT (move top)
MDF (move down first)	MDS (move down second) – dual
MUF (move up first)	MUS (move up second) – dual

SEGMENT REBOOK (HE SB)

SBC	Rebook to C class for all itinerary
SBC2,4	Rebook to C class for seg.2 and 4
SB19NOV3	Rebook to 19 Nov for seg.3

CANCEL SEGMENT (HE RT)

XE4	Cancel single element line no.4
XE4,6	Cancel element line no.4 and 6
XI	Cancel whole itinerary
DL3	Delete single element line no.3 (not generate to airlines)

PNR RETRIVAL (HE RT)

RTJUTKI8	Retrieve PNR
RT/TRIMURTI	Retrieve PNR by surname of pax

PNR PRINTING & EMAIL (HE WRA / HE IEPJ)

WRA/RT	Print PNR (already retrieve)
WRA/RTJUTKI8	Print PNR using record locator
IEPJ-EML-email address	Email an itinerary
IEPJ-EMLA	Send to email address in APE element in PNR

Example of PNR Creation

AN20OCTCGKPAR/ASQ	Availability with specific airlines
SS1Y1	Sell 1 seat Y class on line no.1
NM1PABLO/DIEGO MR	Name element
AP JKT 021-8957070 ABC TRVL/SUCI-A	Contact number of travel agent
AP JKT 021-7912323/PAX-H	Contact number of pax (home)
TKTL	Ticketing time limit
RFPAX	Received from pax
ER	End of transaction and redisplay PNR

PNR Security / Reloc (HE ES)

ESJKTI92101-B	Reloc PNR with both Read and Write access
ESX	Delete reloc

Frequent Flyer (HE FF)

FFNSQ-562308/P1	Create SSR frequent flyer for specified pax
FFNLH-22333,SQ	Airline with interline agreement
VFFDxx xx = airlines code	to display airlines frequent flyer agreement
FFAAF-MIA022367	Create a name automatically from frequent flyer number

Other Service Information (HE OS)

OSCX free text	Advice information to airlines
OSYY free text	Advice information to multi airlines

Special Service Request (HE SR)

SRVGML	Request vegetarian meal for all pax and all segment
SRSPML-free text	Request special meal request with description
SRBSCT/S2-3/P1	Request baby basinet for INF under P1 (ADT) name
SROTHSMH-free text	Request for any other action
HE MEAL	Display list of all meals code
SRFOIDxx HK1-PPA890123 xx = airlines code	Request Form of Identification (FOID)