

AMADEUS NOTES

Updated December 31, 2010

Accounting Lines – look in G-Wiz, Account specifics, then Air Reason codes

Add BA # – RC*ACEBA*12345

Airfare codes; to add RM*, to change 30/, to delete xe30, to display RTY

Lowest logical airfare (LLA) accepted L

Rejected LLA – business Q

Rejected LLA – flexible fare needed P

Rejected LLA –traveling w/client b

Rejected LLA – other C

Fares – for SV2 do FQPCPHMIACPH and use highest Y fare (or, if this doesn't work, do

STR –FRA) FQDCPHMIA/ACQ/R,AT –use this format if travel is within a country – like

If ARUNK – fqpcphlhr__fracph or FXX/L-w (FR only) put in

RM*eco*A02*1000.00*

If split RM*ACESV1A-5232.58-*–LH/S3-6/PI

Hotel codes

IBM rate booked AH

IBM rate booked by calling hotel directly CR

IBM rate **NOT** booked by calling hotel directly CO (tried by hotel refused)

No IBM hotels in this city UH

Rate higher – not on IBM program RH

Wants same hotel as client BH

Sold out CH

Add – DF 125;50;90

Address AB//CY-IBM/NA-Mr. Smith/A1-123 Main St/ZP-94608/CI-Newton/CO-US/P1

The , means line break

Mailing address AMIBM, Nancy Smith, 1234 Main St, St. Paul MN 50302

Germany – to see which address 1. Check RTY if RM*acecrm-U3 shows ... U7-home means

work address We will deliver to home address. 2. If U7:22297G01 then it will go to

business Postal code =22297 and G01=internal mail code (no am field is needed if

Address)

Affiliated locations – to decode DAC LAX/ALL

AFS – Airline fare savings code

AGM – SE to invoice dossier, right click on pink name, financials, validate, print doc, file, refresh

AGM-SE DK-46771-838331 or amex@tieto.com

Air Berlin – 011331805737800 or 866-266-5588

Air France 01133892702654 (to uncheck psgr in, have traveler 1. go to airfrance.fr 2. Gerenvotre voyage

Enregistrement en ligne-senregistrere 3. Vous etes déjà enregistrer et vous souhaitez annuler

Votre carte embarquement

AF striks – if refund request will say MIS/AHK1 xxx 04dec-dar numero 531234 faite le 04oct

Ok caro

Airline decode DNA Frontier; decode DNA CX

Info GG Air LH or GGPCALH

Airline phone #'s under Austria g-wiz, IBM job aids, travel agency help desk

Airline ticket code – DNA001

Airplane decode- DNE 747

Airport codes – see cities

Amadeus Help Desk (Technical) 800-327-3618 (ARC is 00894600)

USE 800-962-7171 (customer service)

Service Center 800-792-2511 (same ARC as above) HUB hours (11 pm to 11 am PHX time)

“

“ non Hub hours 8 am to 12 midnight

ET

Saturday 9:30 am to 6 pm ET –

closed Sunday

Amadeus news – GGAmAUSNEWS

Amadeus website <http://amadeusvista.com>

American Express phone # 800-THE CARD

Arunk SIARNK

In FQP format the arunk is found with --- (3 dashes)

Association – (see page 4-23) to associate OSI or SSR to segment # 9/P2S4

To delete 73//S

Availability – see also Schedule Display and Time Table

AD12MayphxIga700/AUS/ (D is for departure time, A for arrival time, N is for neutral time and

also shows shortest journey time)

AF- use ANAF18octparlhr

Airline /AKL_ (if you don't want an airline to show up – do A-WN

Alliance AD*A15AprWASBKK (A being Star Alliance, O One World & S is

Skyteam)

Cabin /KC

Changes

Airline AC/ANW,DL or AC/AYY (for all)
Class AC/CY or /CQ,M or to clear AC/C
Connecting city – AC/XDFW
Date AC10Mar or AC5 (to add 5 days to date) or AC-2 (subtract 2

days)

Destination AC//BOS
Direct Access ACL1 or ACL1/2
Flight type AC/FN
Origin ACSEA
Return ACR19Mar3P/ACO (or SCR)
Schedule display – ACSD
Time AC1P
Time Table ACTD (S instead of an A if you have an SD displayed)
SCSD to go back

Class of service /CV

Codeshare (NO) – A+LH

Connecting city /XPHL

Direct access – 1USADDTWABQ or /DLD02418
SDSN, SCAD or SCTD

Dual availability SD11JunJFKBUD1100/ABA*27Jun1400

To change date for 1st city pair SC12Sep*

To move 1st city pair MDF, for 2nd it's MDS, MNF to move 1 to next

day

and MYS to move 2nd to previous day

Flight type /FN (n for nonstop, D for direct, c for connecting)

Help – HEAVL or HEAD

More flights (later flights)–MD (do MU for earlier flights)

MN to next day, MY previous day, MO original, MP previous

Or MPAN (move previous neutral availability)

Preferences (to display SD w/traveler preferences) /TC

Redisplay – MPSD

Seats – /ST3 (for 3 seats)

Time Window /W2 (IBM requires hours window)

Waitlist add Q1/B1 (to book a waitlist for 1 person in Q class)

Baggage info – GSL/Baggage (LH) or GGA/RUA

Business class – add RIR reminder Business class requires mgr approval

Cancel segments XE1 or XE5,7-9; cancel itinerary XI (don't use this as we always put in retention line)

CARS

Availability (see car list too) CAS2 (from segment #) or CAZEMIA17Jan-2/

Arr-9a-4p

Currency - Cas2/FC-USD

From list CAAA20Jun-25jun/arr-9a-3p (AA being item # from list)

Non airport locations MPCL

By Preference (traveler) /TC

Back to previous car availability MPCM (if more than 1 car co) or MPCA (if

not)

Vehicle type /VT-

Automatic transmission /VT-**A

Car encoding and decoding- DNC ZI (or Avis)

Category - A category = MCMR or MDMR, B category=E or C

CD #'s DE =659999, FR =627832, SE = 830999, DK=829999

Changes 3/DT-15Mar

Codes HECARCODES (see page 9-17)

Equipment code for ZE CE/CO-ZE

GK has 1a after the car

Hertz FR 0825-800-900 or customer-relations-fr@hertz.com

IBM info 1. Geewiz 2. ? 3. + 4. car

Info-GGCARZEBOS or PCI/CO-ZE

Insurance -Do not offer ANY advice

List CLzeMAD-X (x being train station)

Location ALZEEWR-C or CLEWR (C means city, A=airport, S=South, R=resort,

x=rail station

P=port)

Navigation - must get mgr approval; code is SQ-NVS

One way cars with list pulled up (from airport to train) CAZE20sep-5/arr-9a/5p/

do-AA

(From train to airport) CAAAMAD20Jun-5/arr-9a-5p/do-mad (this will

default to airport

Location)

Or can do CAZESTR21oct-9nov/arr-9a-10a/cd-1234/do-STRX91

Or can do CAAL19oct-0/arr-9a-9p/vtecmn/do-Cgnt50/cd-.... (Cgnt50

= arpt location)

Preferences PPC/CO-ZE (Hertz is preferred and get compact or economy only)

Rate option /RC-Best

Rate request from availability CR4 or RTSVCC4 (if segment 4 is car)

Pick up date /PT-

Return date /DD-

Sell CS1/TC (make sure ID is pulled in) or CS4/CD-/ID-...

Manual sell - CSZatl15mar-24mar/vt-icar/arr-3p-8a/id-.../rc-best

Passive - CSACLAX15Mar-24Mar/vt-scar/arr-2p-5p/RQ-35.00/CF-1234

To add flight info arr-BA697-y13Oct.LHR-/p-10a

Sold out Hertz ECAR - add "Please note that you have booked a hotel room or car type out of

IBM policy. Make sure you have approval of your manager in order to be refunded for

This part.”

Also, try CAZES2/CD-1235/id- (or just cd#)

Changes – see either Availability, Car or Hotel or Sell

Change screens – JMB

Change segment status – 3/HK or ERK (to update segment status and ER) **AMEX SAYS DO NOT USE ERK**

As you will get a debit memo!!!

Child–NM1Simpson/Bart(CHD/01Jun03)

City encoding – DAN Oakland; decode DAC OAK (if code starts w/X, it’s likely a train station!) or try

DRPMECKENHEIM/DE

Closest city or airport– DANFremont/USCA or DANValbonne,FR

Closest 10 airports – DANCannes/N

Info – to pull up list of cities in a country – TILCC/Italy

Claim PNR – by RLC ROCOABC123; by flight and name ROCO51/22DECMIAIAH–Smith

Class of Service – Premium Economy on VS W,S,K

Clear screen F3

Cloning– RRN

Copy itinerary RRI

Copy PNR and create AXR link RRA

Copy PNR date RRP

And move dates – RRN/DP7 (adds 7 days to current itinerary)

Codes – GGCODEW (for wheelchair for example)

Codeshare – check in online w/tkt #

Commission – **ALL Amadeus PNRS must have this!!** FM0 or FM50.00A

See profile PDN/PHXAX2101/CommBA

Computer problems– IIEXB–use system problems

Connecting points DRTLONJKT

Contractors and vendors – we need sponsor’s name, email & phone #, project name and expiration date

We will verify travel info w/sponsor

Country encoding DC Great Britain; decode DC GB

Country info: GGCOUES (for Spain as an example)

CSI’s – New –go to CSI website, cases, new, red lines means required, status is usually waiting assignment,

accountability (who made mistake), max booking branch is n/a, RTY and

ACECLN info will go in

company account name. For description, add as much as possible. Save and close and make

sure to add CSI number to pnr (under RMA/). Don’t accuse, say “here is what it looks like to me,

what is your opinion?" If not a CSI, can do a quick feedback from drop down menu

Emailing info - send to Amex ISTphx@aexp.com (QSC process desk/Amer/Corp/AEXP)

Retrieve - click on tiny arrow on left side, then can type CSI number.

Currency - display - DC Ukraine or DCFR (for France)

Currency conversion FQC/THB (will show amount in local currency)

FQC1000EUR/USD

By city code FQC/*BKK

Customer Service Issue - see CSI - if about co-worker, give to TL asap

Phones SE EuropeIBMgmt@aexp.com

Customs Info TIDFT/CU/CS

Direct Access - AA for example HEDIRAA

Divide-DF500/10

Easy Jet - U2 p/w - Zanzibar

Email (Denmark) ITR-EMLA/L123 (ticket line #) or IEP-EMLA for itin only

Completed move to A completed

Credit card #'s click on bar that says "encrypt to internet"

Display whether it was sent RTB (will have attn and subj lines)

Passwords (FR, CH, ES, Norway, etc.) = password

Segment selecting - hit control then segment select or to send to more than 1 party

Sending documents thru script - highlight email address (should always say "SYDA82768 (live)")

Working emails. Thank you and initials

Employee ID # - 6 digits plus 3 digit country code (Denmark =678) IBM is aware of problems if they give

us 5 digits or use letters)

Emulate to another office - JUI/O-PARHX2902

Epsilon=Y

ERROR MESSAGES

Invalid acecrf line means references nn to be aligned w/Amadeus cust/coprofile-only 1 RMR line

RM R1-Y r2-n r3-n 45-n r5-n r6-n (y=yes, n=no)

Rm*acecrf-094265678

Invalid reason code in acesv2 - should always be "0"

Market scripts say nn to sign in - do jd, jmb, j-pw, use market script now

Missing or incorrect RMY line - please add vald agt q and q back to robotics

AP American Express - Cathy Clark/ + 46 85 06 85 496-a

RMY AG-CPHNA2397/55C228

Rll ql 8 team: CPHNA2397IBM

Multiple RM*acecrf - remarks for pax 1 - can only be 1 reference line per psgr - psgr relate if

More than 1 psgr
RM*acesv1 remark missing for TST1 - savings missing
SV1 must = tst total for reason code I (nn to chg amt)
TKTG time limit date is higher than the lowest last tktg date (robotics compares last date of issue w/today's date
VPN connection has been dropped or VPN CXN failed - nn to call Comcast
ESTA - see ESTA - also, travelers **MUST** have destination address; also see HEDOCO then MS253
For DL - SRDOCSyvhk1-15sep73-m-smith-bob/p1
Add hotel info - RIR/Docs hotel bw-nyc

Exchanges

Format 1. TWD to see FBC 2. FQ format (see below) 3. FQN1*PE to pull up fare rules 4. Read rules 5. Rt 6. TTE/ALL 7. Make changes 8. FO* (and if FR add /EURbase fare (or 0 if even) (if you need to delete the FO, do RT then XE4 (line #) 9. Click on fares tab at top
10. TST 11. Send 12. Click on box 13. Open 14. Exchange 15. Ok 16. Check 17. Open
18. total should be 0 if even 19. Go back to screen tqt/T1 20. Add FPO line-will be
Service fee plus additional taxes plus add collect 21. TTP/RT 21. TTP 22. TWD/O*
Error messages
Exchange doc in fo does not match etkt record - remove a line (FO?)
France - RX IMP-F!-EH1735-ATB Sophia file
MI data change SV1 and 2 to total amount collected (L and 0 for codes)
Name/itin chg - do TTF/F1
Need original issue tkt # - do FO*
Not 1st issue -
Select FA or FH pnr line # - fo*L123 and enter
Even exchange - Look at fare rules, and book new flight (do not cancel old flight yet) if ok w/psgr
Restore fare, er, TWD and make sure coupon status is O or A. FO* and add /Eur (base
Fare) to end. Click on money tab, click on TST, enter, send, ok. Click exchange, Open, make sure TST Screen NVB and NVA dates are filled in (and Fare basis code). Make sure total=o, then click update, ok. Click on computer screen tab and then delete FP line in *RTF and old flight segment. Then do FPO/ccax+/ccax...../1212/eur0.00 (no .00 if sek).
Rf then ER then TTP/P1/Rt and ER.
Full exchange - if change to OB w/fare difference 1. Create TST by TQT, TTH/T3A to look at old

Stored fare, print, \$, TST, new, for each psgr, send, ok, update segments, leave checked

all applicable flights, update, ok, add FBC (new FBC 4 changed segment), NVA, baggage,

add fare calc line, put old base fare, equivalent (in EUR -old currency), taxes, don't click

on paid, ok, tkt type et, valid carrier, update, ok, exchange, ok, check 1, open, taxes,

conversion EUR, add penalty, total (add tax and fare difference), update, FO*L236*,

FPO/nonref+/nonend, change RTY, TTP/R/T1. * only if exchange for etkt when airline

Doesn't accept CC and have to invoice

Full exchange - if change to class of service on R flight (SK) FXP/r... 2, \$, TST, 1 send, exchange,

Ok, check open, tkt type ET, nvb, nva, taxes, add DKK400DU, change total 760 to include

Fare difference & chg fee, update ok, command window, RIR, delete fo line, fo*L63, twd

To see cc copy from cc to exp date, fpo/ccax+a, paste cc info, enter Informative Pricing (pricing w/out PNR) 1. FQPNYCMADPARROMNYC/L (L=lowest fare); add 1 -

& it means stopover, -- =ARNK and --- =ARNK on return and CNX on OB. 2. FQQ2/L

CODES: /OUA =only on UA & ,R*NPE=no penalty,*RF=refundable, r,*02may09

ticket date & /AUA means UA for that segment & /M=mirror outbound

/CM = means class "M" (must add all cnx points too/CVIAH etc.)

With dates - FQPZRH/D26Sep/ALX/CYDME/D28Sep/ALX/CQZRH/R,UP,U*IBM,7Feb10

FQQ3 (line #), figure out class of service for new flight 1st

Also try the format above (w/dates), then FQDZRH/CME/06dec*07dec/r,up,u*ibm then

FQPZRH/d05dec/ask/cqcme/d07dec/ask/cqcph/r,up,u*ibm, 26Nov10

Exchange w/MCO (BA for example) - do everything like even exchange. Then click on suitcase icon, click on MCO tab, mco=___ on BA. Fill in yellow tabs, use M for generic mco,

Need date, psgr type 1, type m, put airline, click ok, then put in amount, base fare-

Exchange fee, exchange value. EUR goes in 1st box and amount in 2nd box. Click on Indicator and type international (if it is). BA - issuance code (box opens up by 3 dots) Issued in conj box -select tkt #, fop - clean it up so standard fop format (ccax...), comm

=0, then dottm/rt

Partial FQDORYNCE/D27sep/AAF/R,UP,U*IBM,27sep10/CA (D=departure date), TWD/Tax to

Pull up tax amounts on ticket. Write down FBC. Do FO* and then /EUR with base fare

On original ticket. Click on \$ tab, then new. Don't delete TST (unless you have to reprice

Return flight). Click on update segments when just collecting a service fee. Unclick the

Old flights (including used) and click on new. Update, update, exchange tab and add

Exchange penalty. Go to main screen, take out FP line, cancel old flight, add FPO line

(may need to add /S4 for segment select), then issue ticket (may need to segment

Select here too.) FO*L107 if dupe tkts

Partials (Intra-Europe) -when booking class is sold out, compare One way fare to one way fare

Partial where exchange fee will be collected as as MCO and there is a difference in taxes:

1. Use informative pricing to price this 2. TWD, write down base fare & equivalent fare 3. Pull up availability and book new **flights (DO NOT CANCEL OLD FLIGHTS)** 4. FO* Add /EUR872.00 5. Click on fares tab 6. Click on TST tab 7. Write down FBC 8. Click on update segments 9. Uncheck old flt, check new 10. Click update 11. Ok 12. Type FBC 13. Type NVB & NVA 14. Update 15. Ok 16. Click on exchange 17. Ok 18. Remove TST garbage can at right 19. Update 20. Go to command page 21. Cancel Old flight 22. RFpsgr, ER 23. TWD 24. TD/TAX and write down amounts 25. TWD Verify outbound and return flights have same FBC 26. FQPLHR/CY/D20DECTXL/D30Jan/OBA 27. FQQ3 to check new 28. Tab 29. Send 30. Open 31. Open tax box 32. Add additional taxes 33. Ok 34. Put in

equivalent 35. update 36. Close 37. Go to command page 38.
Rfpsgr,er 39. Click on suitcase 40.
Mco 41. Today's date use Q for reissue fee intl 4 issuance code 42.
Type m 43. Airline 44. Today's date 45. Psgr # 46. Ok 47. Mco will
open 48. Intl indicator=l
49. issued in cnx w/tkt # 50. Update 51. Ok 52. X out 53. Double click
on mco in
Pnr (not tab) to see if tkt # is in (if not, look at fare elements & write
tk # down)
54. base fare =Eur100 (amount of penalty) 55. Issue at (Paris or
whatever city you are sitting at) 56. Total EUR 100 & Exchange
value=1—EUR 57. Comm 0 58. Update
Should say MCO ok 59. Close 60. Go to command page 61. Rfpsgr,
ER 62. FPO/CCAX
3782...../1212/L then line # that MCO is on 63. Cancel old FOP 64.
FPO/CCAXT/CCAX
3782...../1212/Eur38.00 (additional tax amount) 65. RF psgr, ER 66.
TTM/RT/P1 67. RT 68. TTP/RT/P1 69. RT 70. TTP/RT/P1

Partial BA Exchange (1Oct) with add collect & MCO

Check fare rules, sell new flight, convert new base fare to NUC, \$, update
segments, add

FBC, NVA and NVB then click exchange. Add FBC, NVA and NVB again
then put add

collect amount (not penalty) and put in total. Change FC line to put new
Nuc amount

then add the outbound and return NUC amount and change total (by
end). Click update

then, do MCO by clicking on suitcase, click mco, fill in airline & date, then
ok. For intl.

indicator, type in appropriate letter, then type in capital Amex city where
MCO to be

issued, 4 issuance code, rebooking fee intl, issued in conjunction with,
amount of MCO,

exchange value (same amount), commission amount, then click update.
MCO will show

up under new flight. Cancel old flight then TTM/p1, cancel FP line, add
FPO line for add

collect and then issue tkt (FPO line is FPO/CCAX+/ccax37.../1212/
Eur67.00/s4

Partial exchange w/change to class of service on return flight (SK) check fare
rules, do informa-

tive pricing format FQPARN/D18oct/ask/csosl/d18oct/ask/cyarn/
r,up,u*ibm, since no

change to routing, taxes will be same, change sv1 and sv2 and code sv1
is L, cancel old

flights, don't do TST (for SE only) but do tktg and QC, may nn to change
tau to tktl18oct

/stona2263/q8c3. If problems try, tqt/t1, ttf, rt, rtf,
fo220-1234e1-09dtm23sep10

(orig tkt date), rf, er then ttp/s2,3/t1

Q Surcharge Exchanges

Convert exchange fee to NUC's and add to FC line (in the \$ tab).

Will also need

to add that amount to total in FC line.

SAS - only nn to update TST and document add collect and/or penalty in RMF/
field (example -

RMF/Please issue exchange-200Eur change fee plus 300Eur add collect

Taxes - if fare has changed and tax has changed, need to go to fare tab, click
exchange, tax tab

And add unpaid tax amount. Taxes are nonrefundable if exchanged and
taxes cost less.

Family - see profile

FARES

Booking codes FQS1 or FQs1/ALH or FQS3-1 (if price is already displayed)

Display FQDzrhshin/D20Jun*27Jun/r,U*IBM

Features (if more than 1, can separate w/,)

Advanced purchase (none) *NAP

Airline /AUA

Cabin /KC

Change FQDC/17Jun or ADL

Departure /D

France - don't add segment #'s when adding which format you

used for acctg

Global Indicator /VEH (or AT or PA)

IBM code r,U000003 (or *IBM)

ALFR w/A/L's underneath mean corporate fare

Infant /R,-IN

Inhibit list /IL

More than 1 - R,up,u*ibm,*rf

One way fares /OW or /IO

Past dated /r,24Mar10

Published fares /P

Refundable *rf

Restrict /R,

Round trip fares /RT or /IR

Shopper /S
Taxes to show r,at; to withhold r,wt
Unifares /R,U (see He Unifares) Unifare is a SNAP fare (negotiated)

Lowest Available Fares

FXC/R,UP,u*ibm/w1/td/fn

Same day-FXC/s2/ta0905/w1/s3/td1735/w1/

r,up*ibm-*aev

Or FXCcph/d19octta1005/w1zrh/d190ct/td2d10/w1cph/

r,up,u*ibm

Multiple stops FXC/s2/ta0905/w1/s3/td2015/w1/s5,6/w1/

r,up,u*ibm

Without co-terminal FXC//o/r,up,u*ibm,w1/fn

Low cost carriers - use website and use traveler's own credit card #

See G-wiz for specific directions...

Refundable vs. nonrefundable - 80 Eur or 64GBP difference for
intercontinental flights and 30 Eur or 25GBP for intra-Europe
flights (nonstop flights only)

Intercontinental carriers - AA/DL/EK and Intra-Europe - Star
Alliance or BA

With itinerary: FXC or FQQ2/L

To book FXZ to book and store the fare FXU

Without itinerary: FXCMIA/D15MayLAX/D20MayMia//AAA/FN

Manually Stored Fares

Create TTC or TTC/S3,4- see page 7-23 to 7-25

Pricing an Itinerary

Display ticket image for price FQQ2

Lowest Available fare FXA

Lowest Available and rebook FXR

Lowest fare FXL

With Value **Pricer FXC/R,UP,U*IBM/W1/td/fn** (1 hour window),

td means

Time of departure and fn means nonstop flights (use a 2

hour window

If travel is from Europe to US); click **FXZ2** or **FXU1** to

rebook

Lower fare found

Price as booked FXX

Problems - do fxc then fxb or delete segment, selected line in prf, pd/1,
pt7, then price

Line # the rpfmaf is on
Redisplay FQ MPFQD
Segment select FXR/S2,4/....
Reverse city pairs FQDR
Routing FQR1 (or FQR1-1 if price is right there)
Segment select FXX/S2-3
FQDHAMSTR/01dec

Fare Rules

Changes means changes to date only, reissue means change to routing or class of service.

Display from FQD - FQN15*LI (or can pull up by rule type such as PE for penalty SO for stopovers, AP for advanced purchase, VC for exchanges, etc.).

Can also

Do FQN1-1*Pe,co,mm,dt
Display if you just stored fare FQN1, FQN1-1*PE,MM,CO or FQN1-1*LI
Display from stored fare TQT, FQDHAMSTR/1Dec*2Dec, FQN29*LI
Store in RIR/ format

Fare Storing - FXB/R,UP,U*IBM (unless France then FXP)

Delete TTE or TTE/All (TTH/TIA every time you delete ticket) A is for alphabetical order in

which it goes; next one is b.c.d

Storing w/out changing class of service - FXP/S3,5/R,up,u*ibm*rf

Display stored fare- TQT or TQT/T2

Display tariff line RTRRX

Fare type - published, subscription or economy restricted

Store fare FXP

Store lowest fare available FXB

With discount FXB/R,UP,U*IBM (or FXX/R,UP,U*IBM)

Update TTK/X1-X10.00US (taxes) or TTU/T1/S2,3 (segments)

Y1f (OR yh) FBC, if using, ask Tricia 4 help w/this (11/15/10) email

Fax -fax invoice INV-FAX-US4155551234

File finish

Hotel only- check quality check, click ok on MI req, highlight segment for cxl policy, type 1800

Local hotel time, un-highlight segment # when checking accepted IBM hotel on...,

Close, cancel fop, RTSVCH4 (to see if breakfast is included), 0 comm, ok, add 90 days

To retention line, q to me and hotel tracking q, check all 3, add check redisplay pnr, q

Pnr, cxl, doc delivery to email

Tktg- check quality check, start, Q-48/0 & personal; never want to have low fare offering

Segment selected

Flifo DOCO79/25Sep (from pnr or avail D02) or for direct access flight 1DLD02418

Foid- hefoid or do GSL/foid (also see SSR)

SRFOIDYY-FF-L13/p1 (or instead of ff, can use cc); yy should be airline code, L=line#

Format Help GSL/Split (to search for text)

Form of payment FPCCAX3782.../1207*CV123 (FO* brings up original FOP)

Denmark - when new fop , must get signature on file

Fraud - BT Navigator, ops, compliance, email to GBT-UAR@aexp.com

Frequent flyer to add FFNCO-1234/P2

Can also add at end when it says ff# won't go in; just double click on 1st

"F" of ff#

Display FF # RTG

Frequent flyer agreements - VFFDDL

For other or multiple airlines FFNCO-1234,NW,DL

Reference guides GG Alliance, or GG OneWorld or HE AC or HEDirAA

German Wings GGAI4U then MS145, add fop to ssr field, they return conf. once tktd then Q to LCC

(55C10) also notify Tricia

Help HE (can do henm for name, heprn for example); he steps or hessr

Help with last entry HE/

Phase IV - see phase IV

Redisplay MPHE

Schedule HESCH

Sell HEsell

Specialists:

Amadeus - Trisha Waldie - 12 years experience

Phase IV - Sherry Prater

Timatic TIHELP

HELP DESK - compute help 888-832-4269 prompt 1 then 0

History - RH (if options RHJ,N,... see page 4-18)

Air RHA

Queues RHQ

Tickets RTTN/H

Hotels-

Address - DRP3

American Express rates

North America XPV

AU, Japan, Asia JMX

Europe, Africa, Middle East AMX

Latin America/Caribbean ZMX

Availability - HANCE20Feb-1 then to pull up rates do HA1 (C at right means sold out)

By address /AD- (up to 10 digits)

By airport DRP*MUC-apt (apt means airport)

By chain code /CO-EH

By city /CT-Coral Springs or HL *DE/RP-CTY-Rheinbach or 1.

DRPMeckenheim/DE

Or 2. HAL005/DI-20k/DT-9oct-1/sr-ibm-ibz-g2a-amx-cor-pro

(005 from list)

By currency /FC-US

By day use HALAX17feb-o

By distance /DI-5m (or K for Kilometer)

By features /FF-BUS-PCH

By line # HAAB20Jun-5 (if list is already pulled up)

By location /LO-JFK (

By name HN-Ritz

Persons - /RT-2

From PNR segment HAEMS4/Ar-D/LO-CHI

By rate /QU-175-200

By reference point - /RP- (see page 10-12)

List all reference point categories DRP-CAT or att for attraction, htl

for hotel

If sold out - HALAX/ST-ALL then HAA3 then HFA3

Or can do /RP-htl-Ritz/DI-5K

Also, can book addtl nights, then link the 2 together by /SI-please

link w/conf

1234 arr 10nov

By special rate /SR

By transportation /TR-F (free)

Travel agent rate /SR-TV1 or TVL

By zip code /ZP-85235

BAR - Best available rate

Cancel policy - to display HPS3-CXL or HPS3-C or RTSVCH3 (from segment 3) or

RTB

All IBM hotels have a 1800 cancel policy and no charge for early

departures

Verbage - "If you are unable to check in on _____, please cancel by 6

pm, local

hotel time. Otherwise, there will be a 1 night's room and tax

penalty."

Category- E=luxury, F=1st class, s=standard, t=tourist. Example HAPAR/hc-l-f

Changes - 3/DT-2mar-2/ID-26565/SIO*nonsmoking

DT is check in date, DD is check out date, RT is room type
Codes - other (see pages 10-18 and 19).

IBM codes RCRH=IBM rate sold out; only higher rate available; you should
book

Another IBM hotel instead. If city not listed in IBM list, put "IBM
hotel

Program nto applicable in NCE on 2Jan"

Corporate rates - do either IBM or IBZ

Delete - XE5

Delete deposit info for segment 4 4/CP-

Description HFAB (from segment HF5-L-F)

Decoding Hotel chains- DNH HH (or Hilton or EH for all Hiltons)

Decoding rate codes DNN Senior (or Rack or Travel (TV1)

Display address, phone #, description HF__

Frequent Traveler # /FT-CO12345

High Speed internet - free =IHF or CHI, not free is HIS or HSF; HSW=high speed
wireless

Hotel only - see file finish; hotel only

When adding air, add back ff #'s

IBM preferred includes ALL HI and HX

All IBM hotels have 6 pm cancel policy (all HI and HX have 6 pm cxl policy)

Info -GGHTL or GGHTLMC or PHI/COEH

List- HLACCDG/

By country HLHHUS

Display info from list HFAB or HFS3 (segment 3)

By facilities HLMIA/FF-PCH

By state HLHHUSNV

Move to previous hotel list MPHL (see page 10-4 for others...)

Passive segments * 11ASHYATLHRA12Dec-15Dec/CF-1234/RQ-250.00/RT-

A1K

From availability - HS1A/CF-1234/RQ-100.00

If not in Amadeus - HU1AHK1SFO15Jun-20Jun/The Temple Hotel/
CF-1234,562 Sutter

Street,415-555-4434,rate139.00 per night

Note * see G-wiz for specific info on passive hotel segments.

Points of reference [drp-cat](#)

[Preferred hotels - All HI or HX](#)

Preference PPH/CO-EH

Pricing - see rates

Rate codes COR-Corporate, TVL (or TV1) for Travel agent, Senior SRS (found on
page 10-17)

CON is Convention (to add, do /SR-TVL for example)

To decode do DNNxxx

Rates – to pull up from Availability HP5 (or HP5–R–D to pull up rate and description info)

Note the * indicates a rate change (

Requirements – HEHTLMC

Rules HP3 or RTSVCH4 (to see if breakfast is included)

Sell HS1 or HS1/TC (moves cc,id #'s) or Hs1B/CD-.../ID-.../SI-nonsmoking/G-ccax....exp0607/P1

To sell from list HSAB5Jan–10Jan/RT=A1K/SR–COR (if TC does not work, try 1A)

SI field (does not allow the @ or * signs)

Sold out – check other IBM hotels through GPS, then call 3 IBM preferred hotels or try HANYC/

RP–HTL–Marriott Marquis/di–1k or /ZP–94618/di–1k

IATA 03579682

Ignore IG

Infant– name NM1Smith/Pat(Inf/Michael/18May09) or NM1Brown/Pat(InfBiggs/Bob/10Jan10)

Or NM1Brown/Pat(Inf//10Jan06)

Infant Seat NM1Simpson/Maggie(INS)

Have 2 pnr's only if infant is involved.

Info: GG (like GGCODEV for example); can double click on entry

Air GGAIS or GGAIS/AirLHNNews or GGPCALH

Informative pricing – see exchange

Insert RS2,4

International Rate desk info PDN/PHXAX2101/IFT guide – no need to send Mexico/Canada or Caribbean

Itineraries here. **CALL TRISH AS WE DON'T USE INTL RATE**

DESK

RUSH –email to IFT Rush, no subject line needed, in body, type Amadeus, RLC, Reason for rush &

last date to issue tkt

Document PNR RMT/IRD–NN by 4p/25May (hours between 9 am to 4 pm)

To display remarks RTRT

RUSH people:

Sam	713–436–3589	Sue.E.Castle
Julie	281–313–4641	Julie.D.Truong
Harald	602–749–5804	Harald.P.Spohr
Norma	480–641–0620	Norma.L.Sandoval
Beven	281–894–6337	Bevon.E.Thomas

International Timatic News TINEWS

Invoicing – to display look for RV field (DE only)

DE–QE/DTMAX2144/8c21 (Tricia can email dupe invoices –DE only)

DK-QE/CPHNA2397/8c35

Past dated BOCTEAM1.Nation@aepx.com (not Sophia)

IP address, start, run, type ipconfig(starts w/10)

LH Senators- guaranteed seats - WL flt, call LH to confirm

Low cost carrier info - display *p5h (example 105.h-21/1254p/lcc dj (sydmel/melsyd, total fare

AUD310.00)

Malmö Aviation - annual passes or clip tkts are handled by fulfillment team (including invoicing)

Merced link 10/26/10

Mileage

With connections- DRTMIATYO

Minimum Connect time - DMJFK

By airline DMDL/JFK/CO

Between airports DMDL/JFK-LGA/CO

By city DMNYC

By itinerary DMI

From PNR DM5/6

Montpellier - Suzanne or Maggie (group) see 12/10 training email

Move down M or MD, MU, MT, MN (next day), MY (yesterday)

Move to line # MS

Go to page # GP3

Move to previous- MP (can be used for GG - so MPGG)

Multiply DF500*50

Name NM1Clark/Cathy MS (use Mr, Mrs. and Ms for Europeans); 1 pnr per name (unless infant)

Add name field remark 2/(CHD/01jan05)

Change 1st name Nu1/Janet; change last name NU1/1Smythe/Joan - see profile if name

Change to family member

Delete 1/

Display RTN

With ID (ID1234)

Norwegian Air Shuttle - book on separate pnr

OID's (to change) JO*, JUO, JUI/O-(PCC or code goes here - see below), JI*..../gs-password

Denmark code CPHNA2397

France code NCEHX2103 or PARHX2902

Germany code DTMAX2144

Sweden code STONA2263

OSI (check Association also) OSyy company VIP or OSDL CTCH 713...

To display RTG

OTR issues –complete IBM escalation form, email to IBMotrfeedback@aexp.com or email IBM SLC

Overtime – total view, sched viewer, check today, change time (AM/PM in caps), OTCD or OTPD (if

Planned overtime)

Password – if changing p/w – nn to configure market scripts by file, config, 2nd tab sine in, add p/wetc,

Click on all 5 markets/home,se, etc., save sine

Past dated pnr's se-resebrasupport@aexp.se or RPP/RLC–SEA123 or RP/RLC

Percentage – DF500P8

Personal Travel – ask “is this IBM reimbursed travel?”; we will find phone #'s for leisure travel in g-wiz.

No split tkts/fop, no res entirely personal, we will add side trip, then add documentation

Which says “The RT itinerary from SFO to LHR on 25may would have been approx 500

USD”. We will not do this–PARMIA for business–add MIA to mco personal (see 10/27/10

Email)

Phase IV help (Mike Ingraham, Denise Carrig or Carlton Stewart)

Phone AP SFO 01 510–923–2900–B (M for mobile, h for home, a for agency)

Display RTJ

Free flow AP Htl Waldorf NYC Room 2520

Police formalities – **FR – need for all FR Bookings**

Preferences – to display JGD (or JGD/X by section X for example), to change JGU/XXX–Z

Example JGU/hsr–IBM,IBZ,AMX,Cor,Rac

Premium Economy class W,S or K (Virgin Atlantic)

Profiles – Brian Hays will build and update (to find email, go to inbox, new memo, global IBM (and

Global IBM profiles will come up); do this for all countries **EXCEPT**

France.

USE Global IBM Profiles from email for all except France

Have them send to Global.IBM.Profiles@aexp.com (except FR)

For FR, profile.France@aexp.com

To build or change 1. PND/–Smith 2. PDT 3. PM 3. Build or change (XE4 to cancel lines) 4. PEE (to exit), PER to end and redisplay profile or PMP to temporarily exit

To build agency profile PYN/Amex

To build company profile PCN/CO

To change name in profile from PNR PU/–1,7 (name 1 w/line 7 of pnr)

To change name of company PU/ABC Corp

Credit card – click NO when asked if to update CC

Cross reference PCN/CC IBM (to associate traveler's profile w/IBM's profile)
To display company profile PDN/IBM
To delete line in profile XEZ
To display # PD2
To display list of company profiles - PLC
To " " traveler profiles - PLT or PDT
 If Denmark PDI/employee #
To display by **employee ID # DK=678, SE=846, DE=724**
To display PNR info do PD,FFN (for FF#) or PD,PNR (for PNR info)
To display profile PDN/Acme-Williams/John (or without Wms to display company profile)
 For all branches - PDA/-Collins
To display profile from PNR PD/1, from profile to pnr RTV
Exit PEE
Family member - pdn/-smith, pdt, pt*x2-3, pdc, pt*, do name change
History PH
Hyphenated name PDN/-dahlberg a
Ignore - PI or PIR (to ignore and redisplay)
Move 8/*A to change to always move
Move Profile into PNR PT* (also, make sure to move IBM info in by doing PDM
1st)
No profile, do not book PNR; send them profile form and Brian Hays will build
Pause PM
Adding preferences PPA/A-DL,CO,AA (air), or PPH/CO-EH (hotel) or PPC/CO-ZE/
VT-Icar
 And PCI/CO-ZE/ID-
Redisplay PD or PDL to redisplay list
Redisplay PNR once you have updated profile RTV (the PNR must have been created or
 Updated from profile)
 Similar name list PDZ
Psuedo Cities - see OID
PS line (for agency use only) called Priority Line VHP/Psgr looks like Johnny Depp
 To delete VHP/
QC - to display *RM - check rtra, rto, rtf, rtg, rtrq (make sure QC passed), make sure rma says no car
 Or hotel. Once ok, change tau, qep to correx (do OP), rtk, rtrt, cxl line 42 (says ptca@end, rtrq). Once errors fixed, do rmq/fixed items, queue back to original queue
 To display QC errors - RTRQ
 To display why airfare was refused RTB
Queues to queue something OP22Sep,30Sep/Request Seats or OP7Jun/5162/Call AA for UG to place

on specific queue category (our Q's in PHX start at category 210)
Queue categories - QCC (can double click on pink letters)
Or QC97ce (looks at all queues for a particular category (or QC0ce
Checking all queues in office
Checking someone's queue (like Patrick - queue 217, my q buddy)
FR QC63ce1 then md
DE QC5CE
DK/SE QC30CE
Display QS12C228
Display all my queues - QCC (QCA shows pending stuff)
In pnr to see if on queue RTQ
Encore rejects - Q6 - CAE=Q-*prq
History RTRY QE33110
IBM Specific Queues
QC Q's

non-urgent 48c0 new
48c1 pwcb
48c2 fixed
Urgent 47c0 new
47c2 fixed

Below are the queues for QC for all OID's:

47:

C0 - Urgent - travel w/in 4 hours
C2 - Send ALL fixed records

48:

C0 - NON-Urgent - travel outside 4 hours
C1 - PWCB (pending will call back)
C2 - Send ALL fixed records

Below queues for Hotel/LCC/Rail tracking:

Germany - DTMAX2144

Hotel/Car Only
Q13C1 - Hotel Only - GDS
Q13C2 - Car Only - GDS
Q13C3 - Car and Hotel Only - GDS
LCC/NON-GDS Hotels
Q55C10
Formats to check DE queues
Queue 1RTG, RHA, RTJ
2 RHA (wl)
5 RTG, RTQ, RHQ (pending)

France - NCEHX2103

Hotel/Car Only

Q63C60 –Hotel Only – GDS
Q63C61– Car Only – GDS
Q63C62 – Hotel and Car Only – GDS
Q63C63 – Hotel Only – Non –GDS
Q63C64 – Car Only – Non–GDS
All LCC (including Easy Jet)
Q63C67
Formats to check FR queues
Queue 3 QT0 if tktd, can qn
63 RTRQ, RTQ, RTRRX, RHH,RTB (to ensure res emailed),
For ETS stuff it is in RTRRX

Sweden – STONA2263

Non – GDS LCC/Non – GDS Hotels
Q52C15 – LCC
Q52C16 – Hotels
Formats to check SE queues
55 QS55c228

Denmark – CPHNA2397

Non – GDS LCC/ Non – GDS Hotels
Q52C15 – LCC
Q52C16 – Hotels
Format to check DK queues
Qs55C228
Tktg queue OPCPHAX24AC/88 (Robotics)
Invoicing queue QE8c35
Work/clear q30c, 0c, 12c 31 c 55c
Ignore IG (will keep looping) or QI to escape completely
Place on Q QE1 or QE1C1 or QB/33134 or QE31C228
Queue count QTQ or QCA (by sine) – can double click pink words
Remove from Q – QN
Ticketing – use Queue 8 (use 47 if w/in 4 hours or 48 outside of 4 hours)
Urgent – Q47C0 (leaving within 24 hours or res will cancel unless tktd today)

Rail – Denmark only

To display rail segments only RTZ

Recapping – must do (BTW, 1 = Monday); must give flight times, day and dates, fare, fare rules and also see hotel cancel policy (Verbage for fare rules – **“If there are any flight changes, there will be a**

\$100 fee plus any difference in airfare”.

Received RF

Record locator – to display a/l record locator – RL

Refunds – proof sent to psgr as a “credit note” like an invoice w/credit amt.

Nonrefund tkt – rule 240 weather or 260 mechanical

Send request to centralalized.refunds@aexp.com

Need rlc, tkt #, reason code, waiver info

Relo – if family traveling, do 1 pnr, use LLA’s

Remark line (for agency use only) see PS line

Remarks to add RM Advnd nn ppt and visa/5may

ALWAYS document LLA, nonref or refundable, Cancel policy for hotel, IBM preferred hotel

accepted, fare rules, who said to issue tkt

By category RM*C Declined car

Changing 75/please ... (don't add rir or rmq

To display RTRA or RTB

Fare rules - use RIR/

Help HERT

If confidential RC unlisted phone IAH 713

Invoice/Itinerary Remark RII Please check in 1 ½ hours prior to flight time (this will print on

Itinerary and invoice); Amex uses RIR (to print on itinerary but not on invoice); also use RII for

Hotel cancelation remarks and use RIR for fare rules

REQUIRED REMARKS - air -low fare take or declined (don't segment select), add fare amt=

Declined fare, fare type, negotiated, spell out airline "Air France" not AF; also nn hotel

Cxl policy and if in IBM policy or out, nn seat remarks, nn tktg (only nn if on hold), also

Nn hotel remark w/commission and if breakfast is included (DK and SE)

Retention line RU1AHK1MUC15Jul/....

Retrieve info in PNR

Air RTA, Car RTC, FF# RTG, Fare RTF Hotel RTH, Itinerary RTI, Name RTN, by PSGR RT/P2, how name originally was entered RTNR, Remarks by text

RTR/Text- ,SSR RTG, Ticket #'s RTTN

Or RTTN/H

Retrieve reservation- (page 4-18 to 20)

Denmark - by PIN (not name)

By locator - RT(RLC) or RPP/RLC-4abc45

By name RT/Clark

By ticket # RTTKT/016...

SAS Travel pass - book in C, E or M, only 1 psgr per pnr w/max 10 segments, always insert OSYYYCD1234

56789/TL in reservation. Rules & validity will appear after EOT. Customers holding limited TPI

can wl and make reservations. If there is only 1 trip left, the customer must make a refill before

making the reservation on a non-fully booked flt and wl on a fully booked flight.

To rebook the

last trip, cancelation of booked segment in the reservation must be made before booking new

segment. TPI PNR can never be rebooked or cancelled via OTR. To see purchased trips (max),

booked trips (PEND), used trips (USED), you can see in SAS Resaid
Schedule change – see change segment status

Schedule Display (see Availability for most formats; flights here may **NOT** be available)

SD12MarMIABUE

Change – SC or SCR... can also do SC/ST3 to move 3 days out
(before & after)

Or to change to AC then do AC

7 day schedule by flight # SD/15SepCPHDOH/AQR98/CQ

Screen –display JD

Move – JM B

Split – go to 2 horizontal lines (3 over from COG S)

Seats – seats available are green; front of the plane is on the left

Assign sm2

Cancel Sx/S1,3

Codeshare – see page 4.9 (or SMAA614/y/15MarDFWMIA)

display seat map SM³

From availability – SM/2/Y

From pnr RTG

Display seat remarks RTB

Without PNR SMAA614/y/14mardfwmia

Info GGCADL to see if airline has an interactive seat map

Request ST/A or ST/2A/P2 or ST/7ABC or ST/2A/4D

Unavailable seats (sold out) or preferred seat not available –must add STAR seat
remark

Security iSOS (in IAH)

Segment select – (unless split) n–se

Sell SS1CF1 or S1JS2*JC11 or SS142*12

Changes

Class of service SBM3 or SBy2/Y4

Date SB10Mar3 or SB10Mar4,5

Manual SSAA614y15mardfwmia1

Open SOAAF15Mardfwmia (on AA) or SOYYMIALON (any airline)

Passive segment SSWN573B5febHOUSATGK1/ABC123

From availability SS1L3/GK/ABC123 (or can use PK)

Note use GK for Ghost (cannot issue tkt) or PK for passive (can issue
ticket)

Services – right click on flight # or DO1,2

Sign in –Click on Amadeus link, the click on Launch on left side, the for agent sine –
1234 AB GS (from

drop down menu), the P/W amadeus1, click on all work areas. Then

click on box which has greater than sign in box, the type JD (prd means production mode). If

already in, the do JI*1234AB/GS-Password

Training mode- JD, JUO, jo*,JUI/o-parhx2902, jj*7748vm/su-train

Sign out -JO* or JUO (remote log out)

Similar name list RT2

From claim PNR R03

Return to list RO0

Smart keys - open smart keys, my smart keys, rt click in yellow body type entry, name, description,

A, label aba, save (**No */ in title or spaces!**)

Split - DO NOT SPLIT PNRs! But if you do, SP2, RF, EF, RTAXR.

To display associated PNR reference RTAXR; RT1 (to display assoc. PNR

SSR SR (check Association also) VGML or SRSCHR/S5/P2 or SRMAAS-Elderly

Display RTG

Docs SRDoczAZHK1-P-US1234-15sep07-M-05sep52-Polo-Marco

Explosion (to do SSR for all flights) SR*VGML

Foid SRFOIDBAHK1-DL1234...

States - to list - DNS US

Stopover Information Pricing-

Subtract - DF1275-330

Taxes FQNTAX/FR (for France) or FQNTAX/UK (for tax code UK)

Display from etkt TWD/Tax

Help TAX

Team Leader info found in G-Wiz, under Global categories, then global IBM agent list

Telephones - click on Avaya, on PHX server, click login, then log in, you will hear phone ring, buttons

will turn activated, then minimize. On right side of screen, change to P, see info, click Hearth Open agent desktop phone. Put in agent id then password, 11370/11370

click login, check box that says run, always go into AUX. Go to available to start taking calls.

Once call disconnects, you will be in after call. Click available to take next call.

On breaks,

lunch and the end of the day, hit logout (agent desktop phone). At end of day, also do file

station logout of Avaya IP.

Misdirected calls - send to Christi Thomas-Perren and copy Josh Parks

VERBAGE :

Language - IBM signed a contract for all reservations to be done in

English

Policy - out of policy and requires additional approval

Ticketing TKTL03 May if no date, will put in today's date (with auto cancel) TKXL 06Nov;
If ticket issued

TKOK; TKTL/Exch (if exchange); can also psgr select /P2 or segment
select /S3 (section 8)

Agreements - TGAD-LX (T means tktg agreement, P means prepaid, E means
electronic)

TGAD-AZ/HA or TGGSD-US HEETTAA

Auto-ticketing hours

DE- 7 am to 9 pm (local time)

DK-4 am to 8 pm “ “

FR-8:30 am to 6 pm

SE-3 am to 8 pm

Display tktg field RTK

Display tkts RTTN or RTTN/H (for history)

Email roboticsemea@aexp.com

Endorsements FE

E-ticket info

Carriers which can be ticketed TGBD-FR (FR=France)

Display etkt - TWD or TWD/L4 or TW/TKT016-80000000

If more than 1 tkt - TWD/O* or RTTN then TWD/L16

Or RTF, TWD/I123

Taxes on etkt TWD/Tax

History TWH

Status A=Airport control, E=Exchanged, O=Open, R=Refunded,
S=Suspended, V=voided,

F=flown

Format If ticket to be issued TKOK (FR)

DE tktlq5c228

DK tktlq31c228

FR tktlq63c228

SE same as dk

Exchange -

Psgr will cb - use pwcb

DK tktl02nov/q31c228/-pwcb

SE tjtk07nov/stona2263/-pwcb

Per Jeremy - use tktl22nov/oid/q__c228-pwcb

Pending TC action - use ptca

Refund FR-tktl11nov/ncehx2103/q63c228-refund

Issue tickets TTP/TKT/ET or TTP (paper) (add /S1 to segment select); then do
TTP/RT

If different FOP add /FPCCAX.../1212/V/RT

If split and more than 1 person TTP/ET/P1/RT

Phone #'s

DE 49-4033974213 closes 6 pm
DK 45-33702470 closes 6 pm
FR 33172039918 closes 6:30 pm
SE 46-8429280 closes 4:30 pm

Refunding - TRMD/RENM/L12

Report (Daily) to pull up TJQ

Revalidating tickets TTP/ETRV/L10/s4-5/e3-4

Validate - to validate ticket on another carrier add /V*LH

Void 1. Display tkt 1st 2. TWX (this only works in US); do TRDC/L1 in Europe 3.

Will show EVBA on ticket line (the V means voided); can only void on same date & if agent error; let TL

know why voiding tkt and document by RMF/Please void tkt because...

Ticket can only be voided on same date by midnight local time

(CPH,STO,CDG,TXL, etc.)

Time - DDTYO (time is based on Zulu)

Between 2 countries DDLAX/TYO

Comparison DDBRU4p/BKK

Time Table - TD12MayLAXSIN (frequency of flights; flights may not be available)

ToolBar - see page 2-10

Tour segments to display RTT

Train SNCF-conf code (found in RTB)

Training mode JJ*.../GS-Password

TSA info - HeDocs

Typos - he/

Vendors - see contractors

Viasince setup - see 12/9/10 email under training

Visa - to see if required TIFA or TIRA/NAUS/S4-11 (segments 4-11) NA = nationality

Can also do TIRA/NAUS/EMLAX/TRTYO/VTATH/DESYD where EM =
embarkation point,

TR =Transit point, DE=Destination, VT=Visited within last 6 days

Australian visa - TIETAR (V=visitor/tourist, BS=short business, BL=long
business trip)

Denmark - refer to IBM Immigration Determination Tool

Sweden -refer to IBM Immigration Determination Tool

Waitlist SS1y1/pe

Weather GGWEANYC

Bad weather - check w/Tricia; can also go to BT Naviagor, Supplier relations,
subsection, urgent

Preferred partners info

Work area - AAA (agent Assembly area); JD

To change JMB