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| <b>Store Itinerary Documents</b>                     | Once a PNR is created you can store the itinerary to be sent later |
| Retrieve PNR   | <b>RT...↓</b>  |
| Store Itinerary (IEP for extended and IBP for basic) | <b>IEP-EML↓</b> or <b>IBP-EML↓</b>                                 |
| Store Itinerary in other language                    | <b>IEP-EML/LPFR↓</b> or <b>IBP-EML/LPIT↓</b>                       |
| Display your E-Mail queue                            | <b>WM/MSG↓</b>   |

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| <b>Store a display</b>   | You can store any Amadeus display to be sent later                |
| WM/GET/Global core entry<br>(you can use any Amadeus entry in original format) | <b>WM/GET/AN15NOVGVANCE/AAF↓</b> or<br><b>WM/GET/GGAIRLXBAGS↓</b> |

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| <b>Send itinerary / Display via Quickpath</b>           | You can immediately transmit an itinerary to your customer         |
| Send itinerary to email address                         | <b>IEP-EML-john@company.ch↓</b>                                    |
| Send to nickname address                                | <b>IEP-EMLN-john↓</b>  |
| Specify language (if other than default language)       | <b>IEP-EML-john@company.ch/LPFR↓</b><br><b>IEP-EMLN-john/LPFR↓</b> |
| Send display to E-Mail address                          | <b>WM/FWD/EML joe@company.ch/GGAIRLX↓</b>                          |
| Send display to nickname                                | <b>WM/FWD/EMLN joe/FQDZRHON/ABA↓</b>                               |
| Send document using E-Mail contact element (APE) in PNR | <b>IEP-EMLA</b><br>(store address: APE-john@company.ch)            |

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| <b>Send stored itineraries / displays with free text</b>                                    | You can send a stored itinerary/display later by retrieving it from the message queue  |
| Display message queue   | <b>WM/MSG↓</b>   |
| Display single message  | <b>WM/DIS/MSG-5↓</b> (5=line number)   |
| Build free text and append document. You can append more than one document out of the list. | <b>WMP␣</b><br><b>EML jack@company.ch; or EMLN nickname␣</b><br><b>Free Text␣</b><br><b>Free Text␣</b><br><b>Free Text␣</b><br><b>LLLL/SEND/APPEND-3,5,7↓</b><br><b>&gt;ESL MESSAGE SENT</b> |
| Message returned to user  |  |

|                             |   |
|-----------------------------|---|
| <b>Message Queue</b>        | Check status of your messages and retrieve error messages |
| Display message queue       | <b>WM/MSG</b>   |
| Display for different agent | <b>WM/MSG/0002BB</b>                                      |

|   |      |        |          |          |        |
|---|------|--------|----------|----------|--------|
| OFFICE ID - NCE1A0900 MESSAGES FOR - 00044031 |      |        |          |          |        |
| MSG.  | TIME | DATE   | FROM     | MSG TYPE |        |
| 1   | 1137 | 05 JUL | RMCKERLI | ACC      |        |
| 2   | 1442 | 05 JUL | RMCKERLI | ERR      | <----- |

|                           |                         |
|---------------------------|-------------------------|
| Display error message     | <b>WM/MSG-2</b>         |
| Delete message from queue | <b>WM/DEL/MSG-2</b>     |
| Delete range of messages  | <b>WM/DEL/MSG-01-15</b> |

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| <b>Message headers How to add/delete</b>                      | You can create various headers on agent and office level   |
| Add a new agent header  | <b>WM/ADD/HDR/EML/HEADER NAME/HEADER TEXT↓</b>   |
| Add a new office header                                       | <b>WM/ADD/HDRO/EML/HEADER NAME/HEADER TEXT↓</b>  |
| Add agent header including title:<br>(HDRO) for office header | <b>WM/ADD/HDR/EML/HEADER NAME/␣/TIT Your personal itinerary␣</b><br><b>Please find your travel information below␣</b><br><b>Have a pleasant journey↓</b> |
| Delete an agent header  | <b>WM/DEL/HDR/HEADER NAME or NBR↓</b>  |
| Delete office header  | <b>WM/DEL/HDRO/NAME OR NBR↓</b>  |
| Turn header function on                                       | <b>WM/HDR/ON↓</b>  |
| Turn header function off                                      | <b>WM/HDR/OFF↓</b>   |

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| <b>Message headers How to activate/deactivate</b> | You can only activate one header at a time (office or agent level) |
| Activate a header<br>(HDRO for office header)     | <b>WM/HDR/ACT/HEADER NAME or HEADER NUMBER↓</b>                    |
| Deactivate a header<br>(HDRO for office header)   | <b>WM/HDR/INA/HEADER NAME or HEADER NUMBER↓</b>                    |

|                                 |                       |
|---------------------------------|-----------------------|
| <b>HELP PAGES</b>               |                       |
| General Help Pages              | <b>HE EML</b>         |
| Email Queue                     | <b>HE EML, GP EMQ</b> |
| Email statistics in your office | <b>WM/HST/O</b>       |

