

Selling Seats	HE SS, HE OPEN
From availability	SS1Y2
Connecting flights (different classes)	SS1YM2
Sell from dual city pair display	SS1Y2*12
Long sell for 1 passenger	SSLX3552Y15JANZRHVIE1
Open segment	SOBA Y LHRZRH
Waitlist from availability	SS1Y1/PE
Passive sector	SS1Y2/PK/RECLOC
Arrival unknown	SI ARNK

Names	HE NAME
Adult	NM1MEYER/ANDREAS MR
Adults (same surname)	NM2MEYER/ANDREAS MR/LEA MRS
Child with Date of Birth	NM1MEYER/MIA (CHD/15JUL97)
Infant same surname, with Date of Birth	NM1MEYER/LEA MRS (INF/ANNA/11JAN07)
Infant different surname, Date of Birth	NM1MEYER/LEA MRS (INFLAW/LISA/11JAN07)

Ticketing Arrangement	HE TK
No Queue placement	TKOK
Place on Queue 8 (Time Limit)	TKTL 15SEP
Place on Queue 8 including time	TKTL 15SEP/1700
Automatic Cancellation	TKXL 20JAN

Contact Element	HE AP
Agency details from Office Profile	AP
Agency details	AP ZRH TRAVEL OFFICE 044 33 44 44
Passenger contact (home number)	APH-GVA 022 333 22 11/P2
E-Mail contact	APE-name@anynet.com

Received From	HE RF
Add Received From element	RF MRS SMITH
Agent Initials	RF AT
Change Queuing Office	RF JOHN DOE/GVAC22999
Change Queuing Office to current office	RF JOHN DOE/Q

Remarks	HE RM
Free text remarks	RM FREE TEXT
Categorised remark	RMC/THIS IS A CAR REMARK
Confidential remark	RC VERY DIFFICULT CUSTOMER
Itinerary remark (end of itinerary)	RIR HAVE A PLEASANT TRIP
Itinerary remark (after segment 2)	RIR LIMO TRANSFER TO HOTEL/S3

Option Element	HE OP
Queue to own office, today	OP/TEXT
Queue to own office, specified date	OP10MAR/TEXT
Own office, specified date, specific queue	OP10APR/27/SKDJFHKSJFH
Multiple dates, own office	OP7JUL,8JUL,11JUL/TEXT

Seat Reservation	HE SEAT
Seat Map for PNR flight segment	SM4
Reservation of available seats	ST/21AB/P1-2/S4
Seat request (codes see HESEAT.107)	ST/WB/P1 (WB=window/bulkhead)
Seat Wish (Window Seat)	ST/NSSW

OSI (Other Service Information)	HE OS
Create an OSI element	OS AF TEXT
Create an OSI for specified pax	OS KL TEXT/P1,4

SSR (Special Service Request)	HE SR, HE MEAL.22, HE SR.379
Create SSR all segments/all pax	SR VGML
Specified airline, selected pax	SR VGML LH/P2-3
Specified segments/passengers	SR VGML/S8-9/P1,3
SSR with free-flow text	SROTHS-FREE FLOW TEXT/P2
SSR with explosion at EOT	SR*VGML
Explode SSR's manually before EOT	EX

Frequent Flyer Element	HE FF
Create a FF and a name element	FFAAF-123456789
Create a FF element only	FFNKL-123456789/P1
Redeem accrued miles	FFRIB-3211234(HK)-CARDHOLDER SMITH.A MR/P2
Display FF name from airline database	FFDLX-444555666
FF elements for airline having agreements	FFNIB-3211234,BA,IB/P1
Display FF agreements	VFFD

Claim PNR	HE CLAIM/GGPCAXX (XX=carrier code)
Claim by Record Locator	RO LX RECLOC
Claim by flight nbr, date, name	RO AA 6202/23JAN ZRHJFK-SMITH
Take responsibility	ET or ER

Retrieve and End PNR	HE ET/ HE RT
End with no redisplay	ET
End and redisplay	ER
End, redisplay & confirm status code(s)	ERK
Redisplay active booking	RT

Retrieve and End PNR (cont'd)	HE ET/ HE RT
Retrieve by locator	RT XS7HD3
Retrieve by name	RT/THIEL
Name and date	RT/21SEP-SMITH
Frequent Flyer Number	RTM/LX-222333444
Ignore / Ignore and Redisplay	IG / IR

PNR Search by office	HE LPO
Search by airline, boarding point, travel date and place on queue 55	LPO/A(LX)B(GVA)D(15MAY)-Q55
Search options	HE LPO.358
Display search status table	LPS/PS
Display list from status table	LPS/D3

Help Pages	
General Help Pages	HE PNR
Various PNR Booking Scenarios	HE STEPS

Your own remarks:

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**amadeus**  
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## AMADEUS PNR

Getting Started	HE SIGN
Sign In (all areas)	JI*1234AB/SU
Sign Out (all areas)	JO*
Check status of work areas	JD

Encode / Decode	HE ENCODE
City Name	DAN SYDNEY
City/Airport Code	DAC LON
Codes associated to a city nearest 10 airports	DB PAR
Country	DANMONTREUX/N
Airline	DC CANADA or DC CA
Aircraft	DNA LX or DNA Swiss or DNA 724
	DNE 747 or DNE BOEING747

Air Availability	HE AVAILABILITY
Amadeus neutral	AN 15JUL GVA JFK
Dual Availability	AN 15JUL ZRH VIE*18JUL SZG ZRH
Specify airlines (up to 6)	AN 15JAN ZRH LAX/ABA,AA,AF
Airline and class(es) (up to 3 classes)	AN 20SEP ZRH MAD/A IB/CY,B
Operating airlines	AN 15JAN PAR NYC/A+AF
Return date	ACR 30JUL
One Day earlier	AC-1
One Day earlier first part dual availability	AC-1*
One Day later	AC1
One Day later 2nd part dual availability	AC*1
Return number of days later	ACR 5
7 day search & search for 2 seats availbl.	AN/15JUL MIA GVA/AAA/CL/B2

Direct Access	HE DIR or HE DIR XX (XX=carrier)
Direct entry (Garuda Indonesia)	1SQAN15JULZRHSIN
From Amadeus Availability line 1	ACL1
Return journey availability	1SQACR22JUL
Previous Direct Access Display	1YY/
Switch carrier (to AI)	1AI/