



College of Hospitality Industry Management

ABI 2303 Reservation Management

Program: Airline Business International Program,

College of Hospitality Industry Management

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## Airline Reservation phonetic by ICAO

| <b>Alphabet</b> | <b>Phonetic</b> | <b>Alphabet</b> | <b>Phonetic</b> |
|-----------------|-----------------|-----------------|-----------------|
| A               | Alpha           | N               | November        |
| B               | Bravo           | O               | Oscar           |
| C               | Charlie         | P               | Papa            |
| D               | Delta           | Q               | Quebec          |
| E               | Echo            | R               | Romeo           |
| F               | Foxtrot         | S               | Sierra          |
| G               | Golf            | T               | Tango           |
| H               | Hotel           | U               | Uniform         |
| I               | India           | V               | Victor          |
| J               | Juliet          | W               | Whisky          |
| K               | Kilo            | X               | X-Ray           |
| L               | Lima            | Y               | Yankee          |
| M               | Mike            | Z               | Zulu            |



Credit:<https://samchui.com/2019/03/26/second-ana-airbus-a380-rolls-out-of-paint-hangar/>

## Chapter 1 Overview

The Traffic Conference area is divided by IATA: International Air Transport Association.

IATA considers 3 areas,

TC 1 = North/Central/South America

TC 2 = EU, Africa, Scandinavia, Part of Russia (Europe)

TC 3 = Asia & Part of Russia (Asia), Australia



Credit: <https://www.gondonesia.com/2018/04/iata-area-traffic-conference.html>

| <b>IATA Tariff Definition</b> | <b>Area 1</b>   | <b>Area 2</b>                 | <b>Area 3</b>  |
|-------------------------------|---|-------------------------------|--|
| IATA Tariff Area              | North America / Central America / South America / Hawaii                        | Europe / Middle East / Africa | Asia / Southwest Pacific / Guam/ Saipan                                  |
| IATA Sub-Tariff Area          | United States of America / Mexico / Caribbean / Central America / South America | Europe / Middle East / Africa | Japan / Korea / South Asia/ South Asian Sub-Continent/ Southwest Pacific |

Credit [https://www.avia-centr.ru/help-desk/allnews/world-news/hong-kong-airlines-%E2%80%93-](https://www.avia-centr.ru/help-desk/allnews/world-news/hong-kong-airlines-%E2%80%93)

[hx/2018/04/12/-hongkong-airlines-novyie-normyi-provoza-bagazha/](https://www.avia-centr.ru/help-desk/allnews/world-news/hong-kong-airlines-%E2%80%93-hx/2018/04/12/-hongkong-airlines-novyie-normyi-provoza-bagazha/)

### Travel agent type

- BSP or IATA agent
- Non-BSP Agent/Sub agent
- Wholesale Agent or IATA agent
- Appointed agent from Airlines.

B S P (Billing Settlement Plan) ทำงานผ่าน BSP link (<https://www.bsplink.iata.org/bsplink14/default.asp>)

### Type of E-Ticket

- International airline Ticket
- Domestic airline Ticket
- IATA Ticket or IATA BSP TICKETS

### **GDS and CRS background**

Founded and developed in 1946, it was first operated by American Airlines.

- CRS:** a Computer Reservation System for an individual airline containing information on that airline only and used by that airline’s employees.
- GDS:** Global Distribution System - a computer reservation and information system that is often operated by multiple airlines, used by travel agents & other travel professionals, and contains information on all types of travel products. It is also used for hotels, car rental, etc. (การสำรองที่นั่งหมายถึง ระบบคอมพิวเตอร์ที่ใช้ปฏิบัติการในการบันทึกและดึงข้อมูลการเดินทางเพื่อการสำรองที่นั่งสินค้าทางการท่องเที่ยว โดยระบบ GDS จะรวบรวมข้อมูลเที่ยวบินจากหลายๆสายการบิน รวมทั้งสินค้าการท่องเที่ยวอื่นๆ ได้แก่รถเช่า หรือโรงแรม มาไว้ในที่เดียวกันเพื่อให้บริษัทตัวแทนทางการท่องเที่ยว หรือ บุคคลทั่วไปเข้ามาเลือกซื้อสินค้าและบริการในทีเดียวได้ โดยมีลักษณะการทำงานแบบเป็นปัจจุบัน (Real time)
- Amadeus System (Airlines Used:1A)
- Travel port Galileo (1G)
- Sabre System (Airlines used:1S)
- World Span (1P)
- Amadeus** fares is a computerized air travel pricing system. Its database stores over 57 million public fares, 17 million negotiated net fares and 40 million negotiated selling fares. The fares received from ATPCO, SITA, and IATA and direct on tape. The fares Quote system can construct an unlimited number of fares through the dynamic add-on processing facility. ที่มา: ระบบ Amadeus

Passenger Name Record (PNR) element

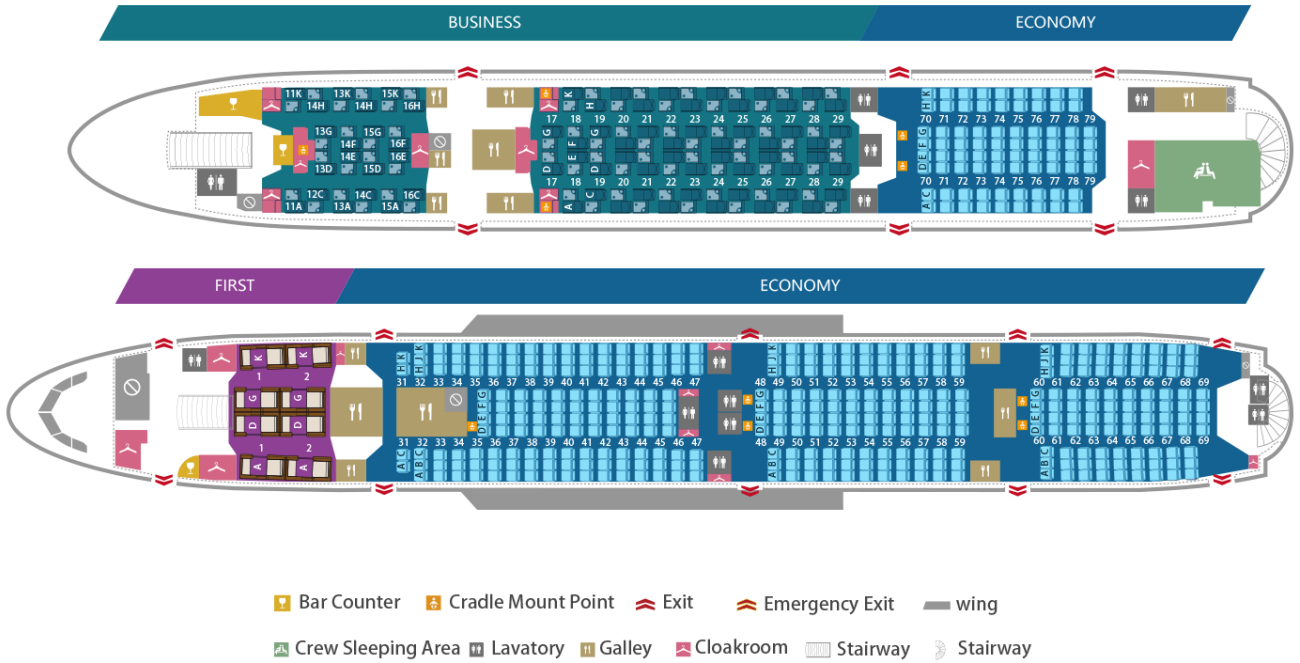
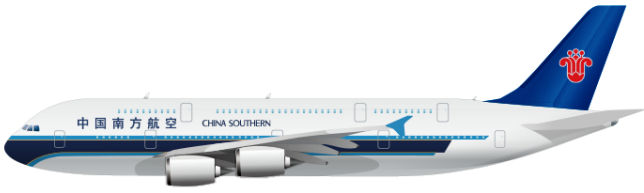
| PNR             | Explain   |
|-----------------|---|
| 1. Name element | <ul style="list-style-type: none"> <li>• Last name/First name /Title name</li> <li>• Adult Title Name – MR, MRS, MS, MISS<br/>12 years upwards</li> </ul> |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• Child - MSTR (Master), MISS 2-11 years Infant – MSTR, MISS 0-23 months</li> </ul>  |
| 2. Segment element/Air segment  | <ul style="list-style-type: none"> <li>• Air service BKK-PEK-BKK</li> <li>• Auxiliary service, passport details, visa approval, etc.</li> </ul>   |
| 3. Contact element from the Travel agencies and passengers                | <ul style="list-style-type: none"> <li>• Telephone number, e-mail, home address, ID line</li> </ul>   |
| 4. Ticketing element  | <ul style="list-style-type: none"> <li>• Time to issue ticket/payment/deadline. which is settled by the airline system automatically. (CRS)</li> </ul>  |
| 5. Supplementary Service element (depends on the passenger's requirement) | <ul style="list-style-type: none"> <li>• Special service requirement: window /aisle seat meal request/local contact at destination</li> <li>• Other service information about passengers such as blind eyes, language, young, elderly passenger.</li> </ul> |

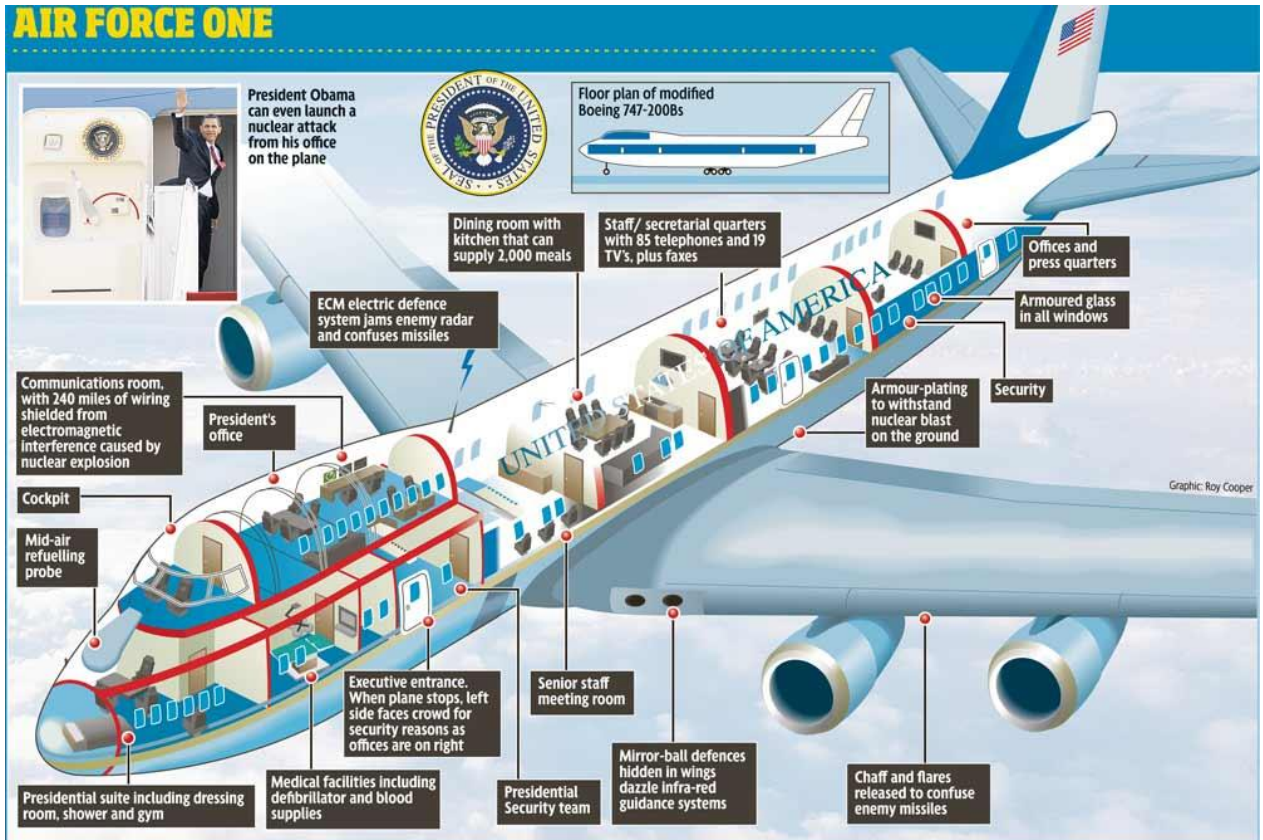
Airlines generally provide three levels of service, by alphabet

- First class: F, A, P,
- Business class: C, D, J, I, Z,
- Economy class: Y, B, M, H, Q, T, K, L,S,O,R,V,T,V,X W,E,X,U,G

中国南方航空机型图 空客380 CHINA SOUTHERN MODELS FIGURE Airbus380



Credit:[https://www.csair.com/us/en/tourguide/flight\\_service/cabin\\_layout/kongke/resource/10ba553abeead2b94abec12f8048e2ca.png](https://www.csair.com/us/en/tourguide/flight_service/cabin_layout/kongke/resource/10ba553abeead2b94abec12f8048e2ca.png)



Credit: <https://airforceonealjohnson.weebly.com/layout.html>

### Status of PNR

Status Explain

- HK Holding confirmed
- HL Has listed (Waitlist)
- HN Holding needs
- TK Confirming, Advise passenger of new times
- TL Waitlisted, Advise passenger of new times
- KL confirming from the waitlist
- KK Confirming
- HX Holding cancelled

NO No action taken/No Operated

US Unable to accept sales: Flight segment closed, has been waitlisted

UC Unable to confirm, waitlist or sale, waitlist closed

### Type of Journey

#### 1. One way (O/W)

- Direct flight such as BKK-TPE CI 640 by Thai Airways International (TG) or China Airlines (CI)
- Connecting flights such as BKK-HKG (CI 640), HKG-TPE (CI641) by Cathay Pacific Airways (CX)

#### 2. Return or Roundtrip (RT) such as BKK-CAI-BKK

#### 3. Circle trips such as BKK-CAI-AMM-BKK

#### 4. Open Jaw or Surface such as BKK-SIN//KULBKK

#### 5. Round the world, such as BKK-TYO-SEL-YUL-SFO-LAX-NYC-PAR-ZRH-FRA-DEL-BKK



Credit: <https://creately.com/diagram/example/hszw2rmn4/airline-reservation-system>

### Chapter 2 Amadeus Reservation (Command or Format or Entries)

|                 |                 |                  |
|-----------------|-----------------|------------------|
| <b>Username</b> | <b>Password</b> | <b>Office ID</b> |
| rsutr.....      | Airlines2025    | BKKTG350M        |

<https://www.training.sellingplatformconnect.amadeus.com>

|   |                  |
|---|------------------|
| <b>Username</b>   | RSUTRN (001-045) |
| <b>ID</b>   | BKKTG350M        |
| <b>Password 1<sup>st</sup> (every week 1A will reset)</b> | amadeus1         |
| <b>Password 2<sup>nd</sup></b>                            | Airlines2025     |

**Selling Platform Connect**

Put your passion to work today



**Sign In**

Language: English (UK)

Please enter your details to sign in.

You have been successfully logged out.

Username:

Office ID:

Password:

[Forgot your password?](#)

Remember me

**Welcome**

Welcome to **Amadeus Selling Platform Connect** - the next-generation booking and fulfillment platform fully cloud-based that is designed to free you from technology constraints so you can put your passion to work

**Why Amadeus Selling Platform Connect**

|   |  |   |   |
|---|--|---|---|
| <p><b>Liberate</b><br/>You are no longer tied to the constraints of a desktop with 24/7 web-based access on any device or browser. Work anywhere, anytime &amp; anyhow.</p> | <p><b>Create</b><br/>Find and book all your content – Amadeus, regional &amp; local – seamlessly through one application. Access advanced retailing/merchandising capabilities to create the best travel options for your customers.</p> | <p><b>Differentiate</b><br/>Design a tool that is unique to your needs thanks to customisable and open systems allowing you to work in an environment created around you.</p> | <p><b>Innovate</b><br/>Frees you to innovate thanks to our new leading edge offer: book, manage, mark-up, invoice – all from one unique interface. Gain agility and do more of what you love doing.</p> |
|---|--|---|---|

**Remark:** To activate and confirm the password, fill in "amadeus1" for the first time.

**Command Shortcut**

- MD - Move down
- MU - Move up
- MT - Move top

- MB -Move bottom
- Fn + Pause Break or Pause Break - Clear screen
- Alt+ (UP Arrow) - Retrieve old Command up
- Alt+ (Down Arrow) - Retrieve old Command down
- Alt+ (Right Arrow) Open history command Window

### Check the Status of All Work Areas

Command JD 1. Check work area (A-F)  
2. Check Office ID (BKKTG3516)

### Check Office Profile

Entry PV Check Office ID of your agent (PIM)  
PV /BKKTG350M Check the Office ID of another Agent (PIM)

### Conversion Function (ENCODE/DECODE)

#### Encode and Decode Finding (Finding abbreviations and full names)

##### 1. COUNTRY = DC (HE DC)

DC = Full name of country, Country code, Currency code and Citizen

DC + (Country name or Country Code)

DC THAILAND

DC TH

```
> dc th
DC TH
TH THAILAND/SE ASIA TC3
THB THAI BAHT LOCAL/INTL PUBLISHED
THA THAILAND CITIZEN
*TRN*
```

##### 2. STATE

IATA: Divide the country into 5 countries.

1. UNITED STATES OF AMERICA = US
2. CANADA = CA
3. BRAZIL = BR
4. AUSTRALIA = AU
5. ARGENTINA = AR

STATE = DNS (HE DNS) (GGSTATE)

Entry DNS => full name and finding the decode of the state and country

- DNS+ (Country code) = Display all states of each country
  - DNS US = All states in the USA
  - DNS CA = All states in Canada

```

DNSUS
US UNITED STATES OF AMERICA
AK ALASKA
AL ALABAMA
AR ARKANSAS
AZ ARIZONA
CA CALIFORNIA
CO COLORADO
CT CONNECTICUT
DC DISTRICT OF COLUMBIA
DE DELAWARE
FL FLORIDA
GA GEORGIA

```

- DNS+ Full name of State = decode state
  - DNS CALIFORNIA = to check the code of state CALIFORNIA (USCA)
  - DNS VICTORIA = to check the code of state VICTORIA (AUVI)
  
- DNS+ (Country abbreviations + state abbreviations) = check full name of state
  - DNS US CA = to check the full name of US CA (CALIFORNIA)
  - DNS US AK = ALASKA

```

> DNS US CA

DNS US CA
US CA CALIFORNIA/UNITED STATES OF AMERICA
*TRN*
█
> |

```

### 3. CITY / AIRPORT

CITY / AIRPORT = DAN, DAC => Finding the full name and abbreviation of a city/airport  
(HE DAN, HE DAC)

- Entry DAN + (City/Airport code) = To find the abbreviation of the City and Airport from the full name and the airport's full name

Such as DAN TOKYO = Check code of City and Airport ของ TOKYO = TYO

DAN NARITA = Check the code of the City and Airport of NARITA = NRT

```

> dantyo

DANTYO
A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL S:ASSOC TOWN
LOCATION NOT FOUND, SIMILAR NAMES DISPLAYED
  TYE C  TYONEK                -  ØK                /USAK
*TRN*
█

```

- Entry DAC + (city abbreviation or airport abbreviation) = To see the full name of CITY and AIRPORT as below,

Such as DAC TYO = Full name of the City and Airport code of TYO = (TOKYO)

DAC NRT = See the full name of the City and the Airport of NRT = (NARITA)

```

DACTYO
A:APT B:BUS C:CITY G:GRD H:HELI O:OFF-PT R:RAIL S:ASSOC TOWN
CITY :
  TYO C TOKYO /JP:JAPAN
AIRPORT-HELIPORT :
  NRT A NARITA INTL /JP - 62K
  HND A TOKYO INTL HANEDA /JP - 16K
  OKO A YOKOTA AB /JP - 32K
RAIL-BUS STATION :
  LMJ B BUS STATION /JP - 6K
*TRN*

```

DAN + (Full name City/Airport) => To find the abbreviation/ decode

DAC + (Abbreviation City/Airport) => To find the full name/encode

#### 4. AIRLINE = DNA (HE DNA)

Entry DNA = Find the full name of an airline or find its abbreviation.

DNA+ Airline Name = To find airline abbreviations from their full names

DNA THAI AIRWAYS = TG

DNA SINGAPORE = SQ

```

> dnatg
DNATG
TG/THA 217 THAI AIRWAYS INTERNATIONAL
*TRN*

```

DNA+Airline Code = To find the full name of an airline from its abbreviations

DNA TG = THAI AIRWAYS INTERNATIONAL

DNA IB = IBERIA

DNA LH = LUFTHANSA

DNA+Ticketing Code = To find the full name and abbreviation of an airline from the Ticket Code

DNA 217 = THAI AIRWAYS INTERNATIONAL (TG)

DNA 297 = CHINA AIRLINES

```
> dna618

DNA618
SQ/SIA 618 SINGAPORE AIRLINES
*TRN*
```

5. AIRCRAFT TYPE / EQUIPMENT = DNE (HE DNE)

Entry DNE = View the aircraft type (by manufacturer name or model code)

DNE+ Aircraft Name => See the type of aircraft by the manufacturer's name.

DNE BOEING

DNE AIRBUS

W=Wide Body, N=Narrow Body

```
> dneboeing

DNEBOEING
M11 W BOEING (DOUGLAS) MD-11          JET  243-409
M80 N BOEING (DOUGLAS) MD-80 ALL SERIES JET  112-172
M8T N BOEING (DOUGLAS) MD-80 ALL SERIES JET  139-172
M81 N BOEING (DOUGLAS) MD-81          JET  125-165
M82 N BOEING (DOUGLAS) MD-82          JET  132-165
M83 N BOEING (DOUGLAS) MD-83          JET  131-165
M88 N BOEING (DOUGLAS) MD-88          JET  112-142
M90 N BOEING (DOUGLAS) MD-90          JET  150-187
70F N BOEING 707 FREIGHTER            JET   0- 0
70M W BOEING 707 MIXED CONFIG          JET  110-110
703 N BOEING 707-320/320B/320C/330B   JET  150-160
707 N BOEING 707/720B                  JET  130-219
717 N BOEING 717                        JET  106-123
720 W BOEING 720/720B                  JET  130-130
```

DNE+ Aircraft Code=> See the Aircraft type by model code

DNE 747

DNE 380 View seats on different aircraft models

```
> dne380

DNE380
380 W AIRBUS INDUSTRIE A380          JET  480-656
*TRN*
```

## Summaries

1. Country => DC+ check the name of the country
2. State => DNS + check the name of the state
3. City/Airport => DAN, DAC+ check the city code and airport code.
4. Airline => DNA+Airline code
5. Equipment / Aircraft Type => DNE+ Check the name of the company that manufactured the aircraft or the model of aircraft.

### 6. Minimum Connecting Time (HE DM)

Entry DM = Shows connecting time use entry DM to see the Airport Code

Entry DM (APT code)

Such as DM BKK

DM KE/LAX/DL

## Amadeus Information System (AIS) -> Global Page

Entry GGAIS (Main Page)

1. GGALLIANCE: Find information on various partner groups
  - One World
  - Star Alliance
  - Sky Team

```

> ggalliance
                                INDEX                EN  3MAR03 0946Z
*****
AIR ALLIANCES LIST
*****

ALLIANCES NAME      ENTER  OR                ALLIANCE DISPLAYS
-----
ONEWORLD            GPONE  GGONEWORLD        ENTER  AN*O...
STAR ALLIANCE      GPSTA  GGSTARALLIANCE    ENTER  AN*A...
SKYTEAM             GPSKY  GGSKYTEAM         ENTER  AN*S...
  
```

2. GGAIRSQ (AL code) Find the information about the airlines

```

> gg air sq

                                QUICKPATHS                EN 31OCT09 0508Z

**** WELCOME INTO ..... AIS PAGES ****

TO OBTAIN INFORMATION ON THE FOLLOWING TOPICS
PLEASE TYPE THE ENTRY SHOWN:
TOPIC                                ENTER                                OR
-----                                -----                                --
BAGGAGE POLICY                       GG AIR SQ BAGS                               GPBAG
BUSINESS TRAVELLER                   GG AIR SQ BUSINESS (NOT AVL)               GPBUS
CAR RENTAL                           GG AIR SQ CARS (NOT AVL)                   GPCAR
CHECK-IN                             GG AIR SQ CHECK                               GPCHK
CITY INFO                             GG AIR SQ XYZ (XYZ = CITY CODE) (NOT AVL)  GPCNT
CONDITIONS OF CONTRACT               GG AIR SQ CONTRACT                          GPEVE
EVENTS                               GG AIR SQ EVENTS (NOT AVL)                 GPFAR
FARE PROMOTIONS                      GG AIR SQ FARE (NOT AVL)                   GPFRA
FRANCE-INFORMATION                   GG AIR SQ FRANCE (IN FRENCH)               GPFRE
FREQUENT TRAVELLER                   GG AIR SQ FREQUENT (NOT AVL)               GPFLI
FLIGHT SERVICES                      GG AIR SQ FLIGHT                           GPGER
GERMANY-INFORMATION                  GG AIR SQ GERMANY (IN GERMAN)              GPKSF
KRISFLYER                            GG AIR SQ KRISFLYER                        GPFLI.5
LAPTOP POWER SUPPLY                 GG AIR SQ LAPTOP

```

3. GGAPTJFK (APT code) Find the information about the airport

```

> ggaptjfk

                                GENERAL INFORMATION    EN 20FEB18 1118Z
NEW YORK J.F.KENNEDY INTERNATIONAL AIRPORT
-----
GMT MINUS 0500 (MINUS 0400 11MAR18-04NOV18)

USA US

POSITION OF AIRPORT   : 15MLS/25KMS SE OF MANHATTAN

ENQUIRIES PHONE NUMBER: (1) 718 244 4444
FLIGHT INFORMATION NO : (1) 718 244 4444/4520

TERMINALS DECODING   : MS22
AIRPORT TAX          : INCLUDED IN TICKET PRICE
-----
TOPIC                ENTER                OR                PAGE
-----
CAR PARKING          GG APT JFK PARK                GP2
CHECK IN INFORMATION GG APT JFK CHECK                GP3
FACILITIES           GG APT JFK FACIL                GP4
SURFACE TRANSPORTATION GG APT JFK SURF                GP5
-----

```

4. GGCODEA (A-Z) Find explanations for various codes starting with the letters A-Z.
- Booking Class เช่น A,F,M
  - Status Code เช่น HK, HL , KK , KL , TK
  - Services- Bassinet, Wheelchair

```
> ggcode a
                                     A CODES                               EN 16MAR17 1040Z
CODE      EXPLANATION
-----
A         FIRST CLASS DISCOUNTED - AIRCRAFT CABIN (IATA)
ACK       ACKNOWLEDGEMENT MESSAGE
ACMR      REFUND CREDIT MEMO
ACMA      AGENCY CREDIT MEMO
ACON      AIR CONDITIONING
ADAC      ADVISE ACCEPTANCE
ADAR      ADVISE ARRIVAL
ADB       ADVISE IF DUPLICATE BOOKING
ADC       ADDITIONAL COLLECTION
ADJA      ADJUSTMENT NOTICE, DUE AGENT
ADJP      ADJUSTMENT NOTICE, DUE PROVIDER
ADMA      AGENCY DEBIT MEMO
ADNO      ADVISE IF NOT OK
ADOA      ADVISE ON ARRIVAL
ADSP      ADVISE DISPOSITION OF SPACE
ADTK      ADVISE IF TICKETED
ADV       ADVISE
ADVN      ADVISE NAMES
ADVR      ADVISE RATES
```

5. GGCOUCN (Country code) Find the information of the country
- GP4 (Climate)
  - GP11 (Quick fact - Capital, Currency)
  - GP14 (Tipping)
6. GGWEABKK (City code) Find the information on the weather of each city
7. GGAMATPG (Airline code: PG) Check Airline Policy Modification of last name and first name

HELP PAGE (HE) - Online textbook/ focuses on commands in the Amadeus system to help you find the help you need.

1. Specify the topic in English.

Entry HE ....Subject.....

เช่น HE NAME  
 HE CONTACT  
 HE SIGN IN  
 HE PNR  
 HE MEAL

```
> hemeal
                                MEAL CODES                EN  11JUL19 1551Z

CODE                               REFERENCE
----                               -
MEAL CODES IN SSR                  MS 22
MEAL CODES IN FLIGHT INFORMATION   MS 64
```

```
> ms22
                                MEAL CODES                EN  11JUL19 1551Z

MEAL CODES IN SSR
-----

CODE  MEAL DESCRIPTION
----  -
AVML  VEGETARIAN HINDU MEAL
BBML  BABY MEAL
BLML  BLAND MEAL
CHML  CHILD MEAL
CNML  CHICKEN MEAL (LY SPECIFIC)
DBML  DIABETIC MEAL
FPML  FRUIT PLATTER
FSML  FISH MEAL
```

## 2. Specification of the entry (format)

Entry HE...Format....

Such as HE NM

HE AP

HE JI

```

> henm
                                CREATE NAME ELEMENT   EN   6NOV17 1013Z
FOR AN EXPLANATION, PLEASE ENTER:  MS85

TASK          FORMAT          REFERENCE
----          -
SINGLE PASSENGER  NM1WATSON/JOHN MR          MS127

PASSENGER WITH ATPCO  NM1JONES/TOM(YTH)          MS148
PASSENGER TYPE CODE

PASSENGER WITH INFANT  NM1LEAVEY/PATRICK(INF/MICHAEL/01JUN17)  MS190
NM1BROWN/ANNE(INFBIGG/HANNAH/10JUN17)
NM1BROWN/ANNE(INF//10JUN17)

INFANT WITH A SEAT  NM1BROWN/JANE(INS)          MS253

CHILD PASSENGER  NM1SIMPSON/MAGGIE(CHD/05APR08)  MS274

PASSENGER WITH ID  NM1MICOLAUD/DIDIER MR(ID8765)  MS295
CODE                                     >MD

```

## Flight Type

### 1. Non-Stop Flight

- No connecting flight
- Flight Number / Same Aircraft

Example -TG600      BKK-HKG                      744    0

### 2. Direct Flight

- There is a **stopover**
- Flight Number / Same Aircraft

Example      EK418 BKK-CHC                      77W    1

### 3. Connecting Flight

- There is a stopover
- Chane Flight Number / Aircraft

Example CI834BKK-TPE                      744    0

          CI122 TPE-OKA                      738    0

          KE658 BKK-ICN                      744    0

          KE001 ICN-HNL                      333    1

### Availability Display (Find an empty seat for a passenger)- Flight Available (Find an empty seat for a passenger)

Entry AN (Date of travel) (Origin) (Destination) Specification city code/apt code

Ex. AN 26JAN BKKFRA Display ที่ AL / CL  
 AN 26JAN BKKFRA /ATG A=Airline, TG=THAI Airways  
 AN 26JAN BKKFRA /ATG, LH Specification AL (MAX 3 ALS)  
 AN 26JAN BKKFRA /CH, M Specification Booking Class (C=Class, H=Booking Class that you want to sell) (Maximum 3 CLS)  
 AN 26JAN BKKFRA /ALH, TG /CM 2 Option (MAX 3CLS)  
 Ex. /ATG, LH /CH, M

**Note: More details about MY (Move Yesterday) and MN (Move Next day)**

### Schedule Display (Same AN) - But SN, you will all be in the Booking Class.

Entry SN (Date of travel) (Origin) (Destination)

Ex. SN 10OCT BKKSIN /ASQ

C, S = Closed VC, TC, VS

X = Cancelled VX

**Note: Flight Cancelled**

### AN26JANBKKFRA/ATG

\*\* AMADEUS AVAILABILITY - AN \*\* FRA FRANKFURT.DE 78 SA 26JAN 0000

1 TG 922 C9 D9 J9 Z7 Y9 B9 M9 /BKK FRA 1 1250 1905 E0/773 12:15

H9 Q9 T9 K9 S9 V9 W9

2 TG 920 F9 A9 P8 C9 D9 J9 ZL /BKK FRA 1 2340 0550+1E0/380 12:10

Y9 B9 M9 H9 Q9 T9 K9 S9 V9 WL

3 TG 960 C9 D9 J9 ZL UL Y9 B9 /BKK ARN 5 0125 0650 E0/773

M9 H9 Q9 TL KL SL VL WL

SK: **TG7148** C4 D4 J4 Y4 B4 M4 H4 /ARN 5 FRA 1 0905 1125 E0/**73W** TR 16:00  
 Q4 V4 W4

4 **TG 950** C9 D8 J4 ZL UL Y9 BL /BKK CPH 3 0050 0635 E0/**773**  
 ML HL QL TL KL SL

SK: **TG6232** C4 D4 J4 Y4 B4 M4 H4 /CPH 3 HAM 2 0800 0850 E0/**CR9** TR  
 Q4 V4 W4

LH: **TG7943** C4 D4 JL Y4 B4 M4 H4 /HAM 2 FRA 1 1000 1110 E0/**320** TR 16:20  
 Q4 T4 K4 V4 W4

5 **TG 924** F6 A3 P2 C9 D9 J9 ZL /BKK MUC 2 0050 0645 E0/**747**  
 Y9 B9 M9 H9 Q9 T9 K9 S9 V9 WL

LH: **TG7933** C9 D9 J9 Z9 YL BL ML /MUC 2 FRA 1 1000 1110 E0/**321** TR 16:20  
 HL QL TL KL VL WL

Description after the system responds using the entry

| Items                         | Description  |
|-------------------------------|--|
| BKK-FRA                       | Origin (starting point) - Destination  |
| TG 920                        | Flight TG 920  |
| F A P (9)                     | The first-class service floor is replaced with letters.                          |
| C9 D9 J9 ZL                   | Business class service floor replaced with letters                               |
| Y9 B9 M9 H9 Q9 T9 K9 S9 V9 WL | The economy class service floor is replaced with letters.                        |
| FRA 1                         | Flight landing at Terminal 1 at Frankfurt Airport.                               |
| 2340-0550                     | Departure time and arrival time  |
| +1                            | Arrive at Frankfurt airport the next day.  |
| E0                            | Electronic ticket for non-connecting direct flights, number 0 for direct flights |
| 380                           | Type of aircraft (Airbus 380)  |

|            |   |
|------------|---|
| 12:10      | Flight time: 12 hours 10 minutes                                |
| SK: TG7148 | Code share means using SK aircraft but using TG flight tickets. |
| TR         | Traffic restriction or Freedom Air freedom (See page 55)        |

**Timetable Display** (Checking the flight schedule of each airline to see if there are flights every day)

Entry **TN** (Date) (Origin) (Destination)

Ex. **TN 2OCT BKKMOW /ATG**

In the airline business, the numbers 1-7 are used as follows:

- 1 = Monday
- 2 = Tuesday
- 3 = Wednesday
- 4 = Thursday
- 5 = Friday
- 6 = Saturday
- 7 = Sunday
- D = Daily Flight
- X = Exception (Ex. X6 (except Saturday))

```
> tn20novbkkmow/atg
TN20NOVBKKMOW/ATG
** AMADEUS TIMETABLE - TN ** MOW MOSCOW.RU                20NOV19 27NOV19
 1  TG 974 1346 BKK DME 1050 1710 0 28OCT19 28MAR20 777 10:20
NO MORE FLIGHTS 20NOV19 TO 27NOV19
*TRN*
```

**Flight Information** (View flight details such as where the stopovers are, whether there are meals, and other services on board)

- Entry **DO 1** : Specify the line number from the AN (or from PNR)
- DO QF023** : Specify Flight Number
- DO QF023 / 1OCT** : Specify Flight Number / Date

DO EK418 / 1OCT / DXBBKK : Specify Flight / Date / Routing

```

> doqf023/20nov
DOQF023/20NOV
*1A PLANNED FLIGHT INFO*          QF  23  69 WE 20NOV19
APT ARR  DY DEP  DY CLASS/MEAL      EQP  GRND  EFT  TTL
SYD      1030  WE JCUIYBHKML/LR      332           9:40
                   VSNQOGXE/LR
BKK 1610  WE                               9:40

COMMENTS-
1.SYD BKK - MEMBER OF ONEWORLD
2.SYD BKK - DEPARTS TERMINAL 1
3.SYD BKK - 1/ MOVIE
4.SYD BKK - 4/ AUDIO PROGRAMMING
5.SYD BKK - 9/ NON-SMOKING
6.SYD BKK - ET/ ELECTRONIC TKT CANDIDATE
7.SYD BKK - ADV PAX WWW.SMARTRAVELLER.GOV.AU
8.SYD BKK - CO2/PAX* 469.96 KG ECO, 939.91 KG PRE
(*) :SOURCE:ICAO CARBON EMISSIONS CALCULATOR

CONFIGURATION-
                   332  J  27  Y 224
*TRN*

```

### Chapter 3: How to create PNR?

Passenger Name Record 5 Mandatories by command page. Able to reserve 330 days before.

#### 1. Passenger Name

1.1 Adult Name (12 years old and above) paid for fare 100%

Entry NM1 (-Last name) / (-First name) (-Title name)

Ex. NM1 NAMBU/MOTOHIRO MR

1.2 Child Name (age 2 - 12) You must pay 75% of the fare (DOB is Date of birth)

Entry NM1 (-Last name) / (-First name) (- Title name) (CHD/DOB)

Ex. NM1 FLYNN/JAMES MSTR (CHD/01OCT16)

1.3 Infant Name (age 0 - 2) pays only 10% of the adult fare.

Infants and adults must always book together, as infants do not occupy a seat.

(Seat) (Adult +INF)

Entry NM1 (Last name) / (First name) (Title name) (INF/name/DOB)

Ex. NM1 SASAKI/YUMIKO MS (INF/WATARU/14FEB18)

1.4 Infant Name (Adult +INF) – Difference in last name

Entry NM1 (Last name) / (First name) (Title name) (INF-Lastname/first name/DOB)

Ex. NM1 FAWZI/FATIMA MRS (INFKIM/DAEHAN/23OCT18)

## 2. Itinerary (Sale seat Selling to passengers)

Entry SS (Number of seat) (class) (line no.)

Ex. SS 1 M 2

**Step 1:** AN.....BKKSIN/ASQ/CM

**Step 2:** SS 1 M 4

**Step 3:** ACR.....

หรือ AN.....SINBKK/ASQ/CM

**Step 4:** SS 1 M 5

## 3. Contact (Entering the passenger or agent contact number)

Entry AP ..... Free text.....

Ex. AP BKK 02-2079090-H H = Home M= Mobile

B = Business Office A= Accommodation

F = Fax E= Email Address

AP BKK 02-2079090-B/P1 Specific of the passenger number in PNR (/P2-3 or /P1, 3-4)

## 4. Ticket Time Limit (Ticket issue date determination) 10-20 days before departure or depending on the season (High-Low=Winter and Summer of the airline seasonal)

Entry TKTL .....date/time.....

Ex. TKTL 1NOV

## 5. Received From (Name of the person making the booking or making the reservation / Name of the passenger who contacted to make the booking or change the PNR)

Entry RF .... Name for booking or editing....

Ex. RF ADD

Entry ER = End Transaction & Redisplay (= Save PNR)

Method 1 : RF Pax <enter>

ER <enter>

Method 2 : RF Pax ; ER <enter>

### Description of Passenger Name Record

```

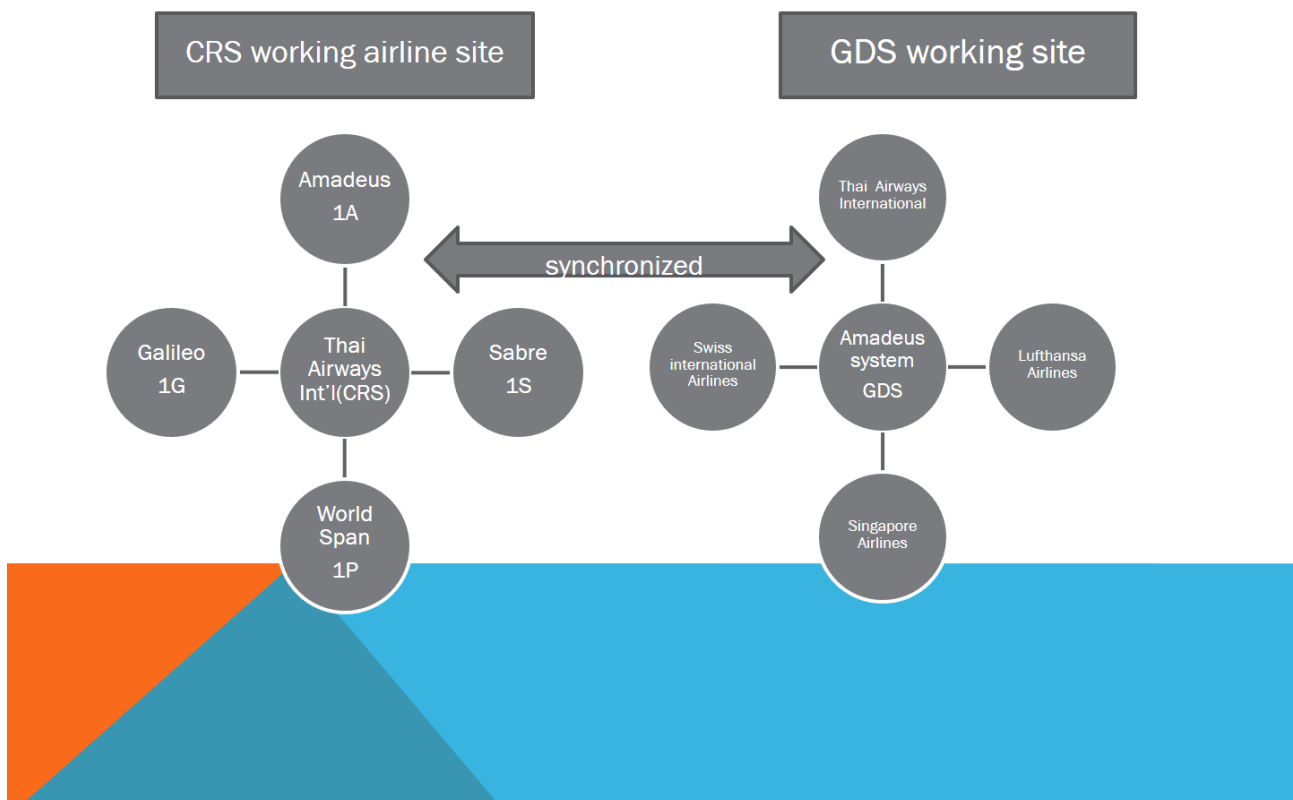
1 RP/BKKTG3516/BKKTG3516           2 SE/AS 18FEBZ1/0907Z 3 527UNL           4           5
6 1.KUOSUWAN/ANDREA MISS 2. KUOSUWAN/BAVORNLUCK MS
7 TG 920 P 23JUN 3 BKKFRA HK2 2345 0615*1 24JUN E TG/527UNL
7 TG 921 P 30JUN 3 FRABKK HK2 1445 0625 01JUL E TG/527UNL
5 AP PIM TRAVEL SERVICE TEL 02-8551234 EXT 231 C/O BAVORNLUCK           8
6 TK TL01JUN/BKKTG3516           9
7 OPW-09JUN:0000/1C7/TG REQUIRES TICKET ON OR BEFORE           10
10JUN:0000/S3-4
8 OPC-10JUN:0000/1C8/TG CANCELLATION DUE TO NO TICKET/S3-4           11

```

1. The PNR above is the ID or address that the Amadeus system gives to that organization.
  2. The status of the system is given to the organization; in this case, the status is Training.
  3. The date, month, and year that the booking or PNR was created.
  4. The time that the PNR was created, which is Greenwich Mean Time (GMT or UTC).
  5. The Passenger Name Record or PNR code or Booking code or Booking confirmation.
- \*\*\* is the first and last name of the passenger in numbers 1 and 2, which are called line 1 and 2 (Line number).
6. Number 3 or line 3 is flight TG 920 First class, departing on June 23, confirmed 2 seats (HK2), departing from Suvarnabhumi Airport at 23.45 hrs., arriving at Frankfurt Airport at 06.15 hrs. the next day, meaning \*1 (\*1Next Day) E is Electronic ticket and confirmed with Thai Airways booking code with a response or confirmation of response with the same PNR code.
  7. Number 4 or line 4 is flight TG 921 First class, departing on June 30, confirmed 2 seats (HK2), departing from Frankfurt Airport at 14.45 hrs., arriving at Suvarnabhumi Airport, Thailand at 06.25 hrs. the next day, July 1, E- Electronic ticket and confirmed with Thai Airways booking code with a response or confirmation of response with the same PNR code.

8. Number 5 is the address of the travel agency or organization that owns that ID, with contact information such as a telephone number. And the name of the person who made the booking or took care of the booking
9. Number 6, entering the information that we call Ticketing time limit or deadline for ticket issuance
10. Number 7 OPW (Option Warning) is the information that the airline server receives information or requests from GDSs and then notifies the person in charge of passengers or creates the booking to check on which day the ticket must be issued and warns that if the ticket is not issued, the system will cancel the booking or PNR.
11. Number 8 OPC (Option Cancel)

### AIRLINES COMPUTER (CRS AND GDS) SYSTEM WORKING



The diagram shows the interconnection of the airline server and the GDS server, which must depend on each other (Synchronization) for both booking codes to occur in PNR.

From the image below, we will get the passenger's Itinerary along with the PNR reference or PNR code, which has 6 characters. Sometimes the system will respond with both numbers and letters as PNR code. In addition, we can add on or amend other things or other special commands from the passengers as we wish. Bookings that we make through the Graphic Mode page we can check on the Command Page page as well.

```

> RT

--- RLR ---
RP/BKKTG3516/BKKTG3516          SE/AS  23SEP19/0245Z  NQIMXT
1 .KUOSUWAN/BAVORNLUCK MS(ADT)
2  TG 920 A 01OCT 2 BKKFRA HK1  2345 0615  02OCT  E  TG/NQIMXT
3  TG 921 A 30NOV 6 FRABKK HK1  1345 0625  01DEC  E  TG/NQIMXT
4 AP PIM TRAVEL TEL 081-5624189 C/O ADD
5 APB 081-5624189
6 APE BAVORNLUCK@GMAIL.COM
7 APE ADDY@GMAIL.COM
8 TK TL30SEP/BKKTG3516
9 OPW-27SEP:0000/1C7/TG REQUIRES TICKET ON OR BEFORE
   29SEP:0000/S2-3
10 OPC-29SEP:0000/1C8/TG CANCELLATION DUE TO NO TICKET/S2-3
*TRN*
>

```

### How to Ignore RH ERK and PNR

Entry:

IG Ignore (Exit old PNR page to create new PNR)

IR Ignore & Redisplay (Undo, Redo, Refresh)

RH is to check the history or details that occur in PNR

ERK is to update the status from KK, TK,

Retrieve PNR (Pull up booking to view or edit)

Entry: RT Display PNR (must not have IG)

RT 6MND4P Specify Booking Code.

RT / WALKER Specify Last Name

RT 3 Specify Line Number (from List PNR page)

RT 0 Return to List PNR page

Surface Segment

SIARNK then enter

Open Segment (Unspecified return route) or use Graphic mode on the page

Entry: SO (airline code) (class) (routing inbound leg)

Ex. **SO TG M HKGBKK**

Segment cancel **Use entry XI**

## Chapter 4 Special Service Request

Reservations must be made 72 hours before departure time.

1. Request food (find food code from HEMEAL.22 command), International / Domestic flight

Go to graphic mode

| Information                                | Receiving Office ⇅ |
|--|--------------------|
| TG REQUIRES TICKET ON OR BEFORE 21DEC:0000 | BKKTG3516          |
| TG CANCELLATION DUE TO NO TICKET           | BKKTG3516          |

- Add Seats and Services
- Add a Remark
- Add an Other Service Information
- Add a Form of Payment

- Meals
- Pets
- Travel Services (0)
- Lounge (0)
- Passenger Assistance
- In-flight Entertainment (0)
- Ground Transportation (0)
- Carbon Offset (0)
- Store (0)
- Mileage Accrual (0)
- Standby (0)

Show prices in: THB

^ Chargeable Meals

i This category of services is not available for the current passenger and segment selection.

^ Standard Meals

Enter the service name or code

| Service          | Code | Segments | Availability and Selection per passenger |
|------------------|------|----------|--|
| Vegetarian Hindu | AVML | S1 S2    | On Request                               |
| Baby food        | BBML | S1 S2    | On Request                               |
| Bland            | BLML | S1 S2    | On Request                               |
| Child            | CHML | S1 S2    | On Request                               |

2. Other services such as baby basket, stroller (find code from GGCODE command... e.g. GGCODEB) Inter / Dom  
SR command (4-digit code), e.g., SR WCHR or go to graphic mode

| Information                                | Receiving Office |
|--|------------------|
| TG REQUIRES TICKET ON OR BEFORE 21DEC:0000 | BKKTG3516        |
| TG CANCELLATION DUE TO NO TICKET           | BKKTG3516        |

- Add Seats and Services
- Add a Remark
- Add an Other Service Information
- Add a Form of Payment

- Travel Services (0)
- Lounge (0)
- Passenger Assistance
- In-flight Entertainment (0)
- Ground Transportation (0)
- Carbon Offset (0)
- Store (0)
- Mileage Accrual (0)
- Standby (0)

i This category of services is not available for the current passenger and segment selection.

^ Standard Passenger Assistance

Enter the service name or code

| Service                            | Code | Segments | Availability and Selection per passenger |
|------------------------------------|------|----------|--|
| Unaccompanied Minor                | UMNR | S1 S2    | On Request                               |
| Wheelchair on Board                | WCOB | S1 S2    | On Request                               |
| Wheelchair Aircraft Departure Hall | WCHR | S1 S2    | On Request                               |
| Wheelchair Up/Down Stairs          | WCHS | S1 S2    | On Request                               |

ggcodeb

| CODE  | EXPLANATION                                      | B CODES | EN 16MAR17 1042Z |
|-------|--|---------|------------------|
| ----  | -----  |         |                  |
| B     | ECONOMY CLASS DISCOUNTED - AIRCRAFT CABIN (IATA) |         |                  |
| B     | BREAKFAST (MEAL CODE)                            |         |                  |
| BDRM  | BEDROOM  |         |                  |
| BESAV | BEST AVAILABLE                                   |         |                  |
| BPAS  | BOARDING PASS ONLY                               |         |                  |
| BRDD  | BOARDED  |         |                  |
| BRDG  | BOARDING   |         |                  |
| BS    | BOOKING SOURCE                                   |         |                  |
| BSCT  | BASSINET, CARRYCOT, BABY BASKET                  |         |                  |
| BUS   | BUS  |         |                  |

**3. Seat Map (Inter) booking: Book through Graphic mode and go to Menu, Add seat, and Service.**

BKKTG3516/BKKTG3516 SE/AS 9NOV18/0458Z SGMDBX

1. KUOSUWAN/BAVORNLUCK MS

2 TG 660 F 20DEC 4 BKKHND HK1 1450 2230 20DEC E TG/SGMDBX

3 TG 661 F 15JAN 2 HNDBKK HK1 0020 0525 15JAN E TG/SGMDBX

4 AP PIM TRAVEL SERVICE TEL 02-8551556 C/O ADD

5 AP ID LINE BAVORNLUCK\_ADD

6 AP E BAVORNLUCK@GMAIL.COM

7 TK TL01DEC/BKKTG3516

8 SSR RQST TG HK1 BKKHND/01KN,P1/S2 SEE RTSTR

9 SSR RQST TG HK1 HNDBKK/01KN,P1/S3 SEE RTSTR

10 OPW-14DEC:1500/1C7/TG REQUIRES TICKET ON OR BEFORE

17DEC:1500/S2-3

11 OPC-17DEC:1500/1C8/TG CANCELLATION DUE TO NO TICKET/S2-3

**Seats and Services Catalogue**

**Seats**

- Seat Map
- Seat Preference

**Passengers**

- P 1 KUOSUWAN / Bavornluck MS

**Flight segments**

|     |       |   |         |         |       |       |
|-----|-------|---|---------|---------|-------|-------|
| S 1 | TG660 | F | 20DEC18 | BKK-HND | 14:50 | 22:30 |
| S 2 | TG661 | F | 15JAN19 | HND-BKK | 00:20 | 05:25 |

**Seat Map**

**Explanation**

- Selected seat
- Available
- Seat occupied by passenger 1
- Occupied seat
- Seat blocked by the airline
- Chargeable seat
- Exempted seat
- Facility
- Exit

**Features**

Click to highlight these features on the seat map

- Seat with facilities for handicapped/incapacitated passenger
- Seat adjacent to lavatory
- Bulkhead seat
- Restricted seat - General

Seat number(s): 1K Print and Save

Request cradle

|   |                          |                          |                          |                                       |   |
|---|--------------------------|--------------------------|--------------------------|---------------------------------------|---|
|   | A                        | E                        | F                        | K                                     |   |
| 1 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> 1 | 1 |
| 2 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>              | 2 |
| 3 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/>   | 3 |

Total price for all selected seats: 0

**Services Summary**

| Passenger | Segment | Carrier | Category | Service | Status | Price | Delete All |
|-----------|---------|---------|----------|---------|--------|-------|------------|
|-----------|---------|---------|----------|---------|--------|-------|------------|

**Extend Security** (Transfer Code)-For the Agent or airline to issue tickets.

Entry **ES** (Office ID)-B = Both (Read & Write)-Able to issue tickets  
 -R = Read Only

Ex. ES BKKOK219W-B

Entry **ESX** =Delete Extend Security after entry.

**\*Note RF\_\_**: ER

**Frequent Flyer** (Entering membership number-mileage accumulation)

1. **FFD** (Display Membership number - to check first name/last name)

Entry **FFD** (AL Code)-Membership number

Ex. FFD LH-1111111111 (SALEH/AHMED MR)

FFD AF-0123456789 (FABIEN/ALBERT MR)

FFD QF-1234124 (NAMBU/MOTOHIRO MR)



Sample R. O. P. ของบริษัทการบินไทย

Cr.

[https://www.thaiairways.com/en\\_TH/rop/Earning\\_Miles/EarningMiles\\_AmericanExpress\\_cobrand.page](https://www.thaiairways.com/en_TH/rop/Earning_Miles/EarningMiles_AmericanExpress_cobrand.page)

Cr. <https://www.aeon.co.th/aeon/cards/aeon-rop-platinum-card>

### Example

RP/BKKTG219Z/BKKTG219Z AB/AS 2OCT20/0417Z 6MTZOP

1. SALEH/AHMED MR

2 SQ 977 M 20OCT 1\*BKKSIN HK1 1530 1855 20OCT E SQ/6MTZOP

3 SQ 868 M 20OCT 1\*SINHKG HK1 1955 2340 20OCT E SQ/6MTZOP

4 SQ 001 M 25OCT 6\*HKGSIN HK1 0800 1145 25OCT E SQ/6MTZOP

5 SQ 974 M 25OCT 6\*SINBKK HK1 1255 1420 25OCT E SQ/6MTZOP

6 AP BKK +66 2 207-9000 - AMADEUS TRAINING CENTRE - A

7 TK TL02OCT/BKKTG219Z

8 \*SSR FQTV SQ HK/ LH1111111111

9 OPW-02OCT: 1200/1C7/SQ REQUIRES TICKET ON OR BEFORE

05OCT: 1200/S2-5

10 OPC-05OCT: 1200/1C8/SQ CANCELLATION DUE TO NO TICKET/S2-5

## Chapter 5 Modification

1. Name Update (NU)-Edit name-surname should be edited before completing the booking.

1.1 Name correction (both name and title can be edited)

Entry NU (PAX No. Person to edit) (correct spelling) (title)

Ex. NU2/ORLANDO MR

NU1/JIMMY MSTR

### 1.2 Last name correction (can be edited for first name, last name, and title)

Entry NU (PAX No. Person to edit)/1 (Correct last name) / (First name) (Title)

Ex. NU3/1 JONES/NORAH MS

### 1.3 Correcting parentheses such as Child / Infant

Entry (PAX No. The person who will edit)/ (INF/ Infant Name/Date of Birth)

Ex. 2/(INF/ROSES/14FEB13) In case the Infant's name is misspelled (can be both corrected and added to the INF in the PNR)

1/ (CHD/25JUN04) In case the child's birth date is entered incorrectly

2/ In case you want to remove the parentheses at the back

**\*If the Name Change warning does not appear, go to Customize > Configuration > Checked for Name Change.**

### 2. Other Segment

5/P2 In case you forget to specify the Passenger

8/26NOV In case of need for correction, ticket time limit

XE ใหม่ XE5, 7 Line delete

XI Cancel Whole Itinerary (Do not re-book)

5/P delete /P back of element

**HX** -HX=AL Cancelled

- It's because AL cut seats because tickets were not issued in time.

- Occurs from duplicate bookings from the same Agent or different Agents.

- Caused by Agent's AL touch Record PNR

### 3. Segment Rebook SB V change Booking Class (ทุก Segment) – try to change the booking class

SB V 3 Change Booking Class (Specific Segment)

SB 18AUG Change travel date (every Segment)

SB QR822\*4 Change Flight Number (Specific Segment)

**– If no Flight No. Must be \* Always in the middle**

#### 4. Split booking from the PNR

--- RLR MSC ---

RP/BKKTG3516/BKKTG3516 SE/AS 22OCT18/0605Z QXNNWI

1. KUOSUWAN/BAVORNLUCK MS(ADT)
2. KUOSUWAN/THAWANRAT MISS(ADT)
- 3 EK 375 F 25DEC 2\*BKKDXB HK2 0930 1315 25DEC E EK/IMMB7J
- 4 EK 003 F 25DEC 2\*DXBLHR HK2 1430 1820 25DEC E EK/IMMB7J
- 5 EK 004 F 10JAN 4\*LHRDXB HK2 2020 0720 11JAN E EK/IMMB7J
- 6 EK 418 F 11JAN 5\*DXBBKK HK2 0850 1755 11JAN E EK/IMMB7J
- 7 APB 02-9658456 C/O PAX/P1
- 8 APB 081-7896541 C/O PAX/P2
- 9 APE BAVORNLUCK@GMAIL.COM/P1
- 10 APE BAVORNLUCK@GMAIL.COM/P2
- 11 APM 081-56924189/P1
- 12 TK TL03DEC/BKKTG3516

- Step 1 Use SP 1 command to separate passenger number 1. The system will separate the passenger into Associated PNR. (ขั้นตอนที่ 1 ใช้คำสั่ง SP 1 คือการแยกผู้โดยสารคนที่ 1 ระบบจะทำการแยกผู้โดยสารไว้ใน Associated PNR)
- Step 2 Use the RF command (Received From) and the EF command (Filing Associated PNR). The system will retrieve the Original or Parent PNR. (ขั้นตอนที่ 2 ใช้คำสั่ง RF คือ Received From และคำสั่ง EF คือการ Filing Associated PNR ระบบจะทำการดึง Original หรือ Parent PNR ขึ้นมา)
- Step 3 Use RF.... Name and ER commands. (ขั้นตอนที่ 3 ใช้คำสั่ง RF.... ชื่อ และ ER)
- After completing the process of splitting the passenger, the system will generate a new PNR Code for the split passenger by referring to the PNR Code of the PNRs that are attached together at the bottom of the PNR and at the top of the PNR there will be the word AXR (Associated Cross Reference) which means that there is an association between the PNRs that are split apart.(จบขั้นตอนของการแยกผู้โดยสาร ระบบจะสร้าง PNR Code ใหม่สำหรับผู้โดยสารที่ถูกแยก (Split)โดยจะอ้างอิง PNR Code ของ PNR ที่พ่วงอยู่ด้วยกันด้านล่าง

ของ PNR และด้านบนของ PNR จะมีคำว่า AXR (Associated Cross Reference) หมายถึงมีการพ่วง  
กันระหว่าง PNR ที่มีการ Split ออกจากกัน)

--- AXR RLR MSC ---

RP/BKKTG3516/BKKTG3516 SE/AS 8NOV18/1359Z QXNNWI

1. KUOSUWAN/THAWANRAT MISS(ADT)

2 EK 375 F 25DEC 2\*BKKDXB HK1 0930 1315 25DEC E EK/IMMB7J

3 EK 003 F 25DEC 2\*DXBLHR HK1 1430 1820 25DEC E EK/IMMB7J

4 EK 004 F 10JAN 4\*LHRDXB HK1 2020 0720 11JAN E EK/IMMB7J

5 EK 418 F 11JAN 5\*DXBBKK HK1 0850 1755 11JAN E EK/IMMB7J

6 APB 081-7896541 C/O PAX

7 APE BAVORNLUCK@GMAIL.COM

8 TK TL03DEC/BKKTG3516

9 SSR LFML EK HN1/S2

10 SSR LFML EK HN1/S3

11 SSR LFML EK HN1/S4

12 SSR LFML EK HN1/S5

\* SP 08NOV/SEAS/BKKTG3516-SETOZO

## Chapter 6: How to fare pricing from PNR?

### Entry (Fare + Tax (from PNR))

- FXX
- FQQ2 Specific Line Number in case fare varies
- FQN2 How to read? Fare Note must be specific Line Number / Segment Number  
Or FQN1-1 from the screen
- FQN2\*LI read all Fare Note
- FQN2\*PE specific about Penalties

Example of a valid PNR before pricing or checking fare

```

--- RLR SFP ---
RP/BKKTG3516/BKKTG3516          SE/AS  17MAY22/1022Z  59LUBW
1. KUOSUWAN/BAVORNLUCK MS
2  QR 831 Y 30NOV 3 BKKDOH HK1  0920 1245  30NOV  E  QR/59LUBW
3  QR 705 Y 30NOV 3 DOHJFK HK1  1445 2125  30NOV  E  QR/59LUBW
4  QR 704 Y 20DEC 2 JFKDOH HK1  1025 0635  21DEC  E  QR/59LUBW
5  QR 838 Y 21DEC 3 DOHBKK HK1  0810 1830  21DEC  E  QR/59LUBW
6 AP PIM TRAVEL TEL 02-8551234 C/O ADD
7 AP 027-5624189-M C/O PAX
8 AP 02-2859125 C/O PAX
9 AP E BAVORNLUCK@GMAIL.COM
10 TK TL20AUG/BKKTG3516
11 RM NOTIFY PASSENGER PRIOR TO TICKET PURCHASE & CHECK-IN:
    FEDERAL LAWS FORBID THE CARRIAGE OF HAZARDOUS MATERIALS -
    GGAMAUSHAZ/S3-4
*TRN*
    
```

Example of a valid PNR before or after pricing or check fare

```

FXX
01 KUOSUWAN/BAVOR*
LAST TKT DTE 30NOV22 - DATE OF ORIGIN
-----8-----9-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG 11
BKK
12 XDOH QR 831 Y Y 30NOV 0920 10 YJR9R1FX 30NOV 2P
NYC QR 705 Y Y 30NOV 1445 YJR9R1FX 30NOV 2P
XDOH QR 704 Y Y 20DEC 1025 YJR9R1FX 30NOV 2P
BKK QR 838 Y Y 21DEC 0810 YJR9R1FX 30NOV 2P
THB 1 51515 30NOV22BKK 6 QR X/DOH QR NYC768.25QR X/DOH
QR BKK768.25NUC1536.50END ROE33.527200 7
THB 16400-YO 2 XT THB 35-E7 THB 35-E7 THB 15-G8 THB 15-G8
THB 1820-YR 3 THB 700-TS THB 1150-G4 THB 40-PZ THB 1150
*TRN*
>md 4
5
FARE FAMILIES: (ENTER FQFN FOR DETAILS, FXY FOR UPSELL)
FARE FAMILY:FC1:1-2:ECOMFORT
FARE FAMILY:FC2:3-4:ECOMFORT
FXU/TS TO UPSELL ECOMFORT-BCOMFORT FOR 35395THB
TICKET STOCK RESTRICTION
BG CXR: QR
PRICED WITH VALIDATING CARRIER QR - REPRICE IF DIFFERENT VC
4190 THB PENALTY APPLIES
ENDOS /C1-4 NON END/CHNG PENALTIES AS PER RULE -BG:QR
>
PAGE 3/ 3
*TRN*
> 13
    
```

Description of PNR after pricing which includes:

1. Fare
2. Fuel surcharge (YQ)
3. Fuel surcharge (YR)
4. Taxes (Thailand and USA airport taxes)
5. Grand total fare
6. Neutral Unit of Construction (NUC)
7. Rate of exchange (ROE)
8. Not valid after (NBA) ห้ามใช้ตั๋วฉบับนี้หลังวันที่...
9. Not valid before (NVB) ห้ามใช้ตั๋วฉบับนี้ก่อนวันที่....
10. Fare basis พื้นฐานของ Fare
11. Baggage allowance (Piece concept (PC) and Weight concept (KGS))
12. เครื่องหมาย X ที่อยู่หน้า city code แปลว่าห้ามที่เมืองนั้นๆ
13. Condition and Restriction เงื่อนไขและข้อจำกัดของตั๋วในการเดินทาง

6. Cancel PNR data use XE command to cancel line by line

which will be followed by the line we want to cancel, such as XE1 cancel line 1 or XE 1-2 cancel lines 1-2 and then RF+ your name.... (the person who canceled Booking) +ER to complete the work in PNR.



## Chapter 7 Reservations, staff, and passenger conservation

Reservations Johnny: - THAI Smile Airways, good morning. May I help you?

Jennifer Liu: - Yes, do you have any flights to Hong Kong next Thursday morning?

Reservations Johnny: - One moment, please... Yes. There is a flight at 09:10 and one at 12:20.

Jennifer Liu: - That's fine. Could you tell me how much the return flight costs? I'll be staying three weeks.

Reservations Johnny: - Smile plus class or smile class ticket?

Jennifer Liu: - Smile class, please.

Reservations Johnny: - That would be 9,090 Baht.

Jennifer Liu: - OK. Could I make a reservation?

Reservations Johnny: - Certainly. Which flight would you like?

Jennifer Liu: - The 09:10, please.

Reservations Johnny: - Could I have your name, please?

Jennifer Liu: - My name is Jennifer Liu, that is J-E-N-N-I-F-E-R L-I-U.

Reservations Johnny: -How would you like to pay, Ms. Jennifer?

Jennifer Liu: - Can I pay at the ticket office when I pick up my ticket?

Reservations Johnny: -Yes, but you will have to confirm this reservation at least two hours before departure time.

Jennifer Liu: - I see.

Reservations Johnny: -Now you had booked, Ms. Jennifer. The flight leaves at 09.10, and your arrival in Hong Kong will be at 12:55 p.m., local time. The flight number is WE 630.

Jennifer Liu: - Thank you.

Reservations Johnny: Good-bye, have good trip or have a nice day.

**บทที่ 8 Vocabulary is frequently used in reservations.**

#### STANDARD ABBREVIATIONS

-Airline code 3 letters code; TG, SQ

-City code 3 letters code; BKK, SIN

-Airport code 3 letters code; DMK, BKK, LHR

-Country code 2 letters code; TH, CN, SG

-Special service 4 letters code; VGML

1. FLIGHT - เที่ยวบิน เช่น TG1106
2. TICKET - ตั๋วเครื่องบิน
3. TICKET TIME LIMIT – ระยะเวลากำหนดออกตั๋ว
4. ROUTING - เส้นทางการบิน
5. REROUTE - การเปลี่ยนเส้นทางการบิน.
6. BOOKING FIELD - รายละเอียดของเที่ยวบินในการสำรองที่นั่ง
7. BOOKING – การทำสำรองที่นั่ง
8. ITINERARY - รายละเอียดการเดินทาง

- 9.CITY CODE - ตัวย่อเมืองต่างๆ
- 10.SEAT No. - หมายเลขที่นั่ง
- 11.DEPARTURE - ออกเดินทาง
- 12.ARRIVE - เดินทางมาถึง
- 13.HK - Confirm
- 14.HL - Waiting List
- 15.DOMESTIC - ภายในประเทศ
- 16.INTERNATIONAL - ระหว่างประเทศ
- 17.ROUND TRIP -ไป-กลับ
- 19.ONE WAY - ตัวเที่ยวเดียว
- 20. SPECIAL REQUEST - การขอบริการพิเศษต่างๆ เช่น ขออาหารมังสะวิรัต หรือไม่รับประทานเนื้อหมู
- 21. PNR CODE or BOOKING CONFIRMATION - รหัสของผู้โดยสารที่ได้ทำการสำรองที่นั่งแล้ว
- 22. PASSENGER NAME RECORD (PNR)-รายละเอียดเกี่ยวกับการเดินทางของผู้โดยสาร

### **Airline**

A company that provides travel by air called an airline. The airport is small and only offers flights from three different airlines.

### **Boarding pass**

A boarding pass is another word for an airline ticket. It is what passengers must show before boarding a plane. We should print our boarding passes before we get to the airport. This will save us some time.

### **To book a flight**

To book a flight means to reserve your seat on a flight.

It's always cheaper if you book a flight in advance. Booking a flight at the last minute can be expensive.

### **Non-stop flight**

A non-stop flight flies to its final destination without stopping. Our company rarely books us non-stop flights. They are more expensive, and we are trying to cut costs.

### **Direct flight**

A direct flight stops before arriving at its final destination, but passengers do not have to change planes. We had a direct flight. We stopped briefly in Denver, but we did not have to get off the plane.

### **Connecting flight**

A connecting flight stops, and passengers must change planes. I decided to take a connecting flight. It was a lot cheaper.

### **Layover**

The term layover refers to the stop at an airport for passengers to change planes. We had a six-hour layover in Tokyo. It was terrible.

### **First-class ticket**

First-class tickets are the most expensive tickets that airlines offer. First-class seats are in the front of the plane and are much bigger than the other seats on the plane. Airlines usually offer premium meals to passengers with first-class tickets. I bought a first-class ticket once. It was great. The flight attendants served me wine during the flight, and the food was fantastic.

### **Business-class ticket**

Business-class tickets are cheaper than first-class tickets but more expensive than economy-class tickets. Business-class tickets have certain benefits that economy-class tickets do not, such as larger seats. What meal options are there for passengers with business class tickets?

### **Economy class ticket/coach ticket**

Economy class tickets are the cheapest tickets that airlines offer. Economy class seats are the smallest seats on the plane. I always buy economy class tickets on short flights and business class tickets on long flights. I don't like sitting in a small seat for long hours.

### **Suitcase**

A suitcase is a bag with a handle used for holding clothes or other possessions. My suitcase was too heavy, so I had to pay an extra fee.

### **Luggage**

All the suitcases and bags that a traveler has with them on a trip are called luggage. Has an airline ever lost your luggage? It happened to me, and it was very frustrating.

### **Checked luggage/checked bags**

Checked luggage is the luggage a passenger gives to the airline before getting on the plane. These bags are placed in the cargo section of the plane and do not travel in the same section of the plane as the passengers. This airline allows each passenger two free checked bags. If a passenger has three checked bags, there is an additional charge.

### **Carry-on bags/carry-on luggage**

Carry-on luggage is the luggage passengers take on the plane with them. My carry-on bag is small. I think I'll be able to fit it under the seat.

### **Airport tax**

An airport tax is a tax paid by passengers for using an airport. We need to pay the airport tax before we go to the check-in counter.

### **Check-in counter**

The check-in counter is where passengers go to get their boarding passes and check their bags.

Why is there such a long line? They should have more people working at the check-in counter.

### **Security**

Security, where passengers have their possessions checked before they get on their flight.

We have to take our shoes off when we go through security.

### **Arrival**

Arrival is a flight arriving at the airport. There were many arrivals at the same time. As a result, we had to wait a long time to get our luggage.

### **Departure**

A departure is a flight leaving the airport. It took a long time to go through security because there were many departures scheduled at the same time.

### **Arrival and Departure screen**

The arrival and departure screen is the screen that shows the status of flights. It lists flights as on time, delayed, or canceled. (The arrival and departure screen are commonly called “the screen.”)

I think our flight might be delayed. Let us look at the screen and see what our flight’s status is.

### **On-time**

If a flight leaves at its scheduled time, the flight is on time. I hope our flight is on time. The conference is tomorrow, and I want to get to the hotel early so I can get a good night’s sleep.

### **Delayed**

If a flight leaves after its scheduled time, the flight is delayed. How long is our flight delayed? Does the screen say when the new departure time is?

### **Canceled**

If a flight doesn’t leave the airport at all, the flight is canceled.

They canceled our flight because of mechanical problems. We have to talk to the airline and find another flight to Paris.

### **Gate**

The gate is where passengers show their boarding passes and get on the plane.

Our flight leaves from gate H6. I'll meet you there.

### **To board**

To board a plane means to get on a plane. We board at 9:25, so I don't think we have time to get something to eat.

### **Aisle seat**

Aisle Seats are the seats next to the aisle on the plane. The aisle of the plane is the place between the rows of seats where people walk. I prefer aisle seats because it is easier to get up and use the restroom when you have an aisle seat.

### **Window seat**

A window seat is a seat next to the window. I prefer a window seat because I like to look out the window at the scenery.

### **Middle seat**

A middle seat is a seat between the aisle seats, the window seat. I booked my flight late, and I had to take a middle seat.

### **Flight attendant**

Flight attendants are airline employees who help the passengers on a flight.

The flight attendant is going to tell us about the safety features on this plane.

### **Pilot**

The person who flies the plane called the pilot.

The pilot announced that need to keep our seat belts fastened.

### **To take off**

When the plane leaves the ground, it takes off. We're going to take off in a few minutes. You need to turn off your electronic devices.

### **Take off**

Take off refers to the moment when a plane leaves the ground. I don't mind flying, but I always get a little nervous during take-off.

### **Turbulence**

Turbulence is a strong wind that causes an airplane to move and shake. We had to keep our seat belts fastened during most of the flight because there was a lot of turbulence.

### **To land**

When a plane arrives at a destination, it lands. To land means to touch the ground. Our plane landed about 45 minutes late.

### **Immigration**

The place at an airport where non-residents must pass is called Immigration.

I almost missed my connecting flight because there was a long line at Immigration.

### **Immigration officer**

An immigration officer is a government official who is responsible for enforcing a country's immigration law. Immigration officers make sure that the people entering a country are entering legally. Many immigration officers speak two or three languages. It is important for them to be able to communicate well with travelers.

### **Baggage claim**

The baggage claim is where passengers go to collect their checked luggage. After we go through customs, we will go to the baggage claim to get our luggage.

### **Customs**

Customs is the place at an airport where government officials check the products that are entering the country. I have never had my bags checked at Customs.

### **Customs officer**

A customs officer is a government official who is responsible for checking the products entering the country. Could you please open your suitcase for the customs officer?

### **To declare an item**

To declare an item means to report the item to customs. We bought a lot of things when we were on vacation. We declared everything so we wouldn't get in trouble.

### **Duty-free store**

Passengers can purchase products at duty-free stores without paying certain national and local taxes. Many airports offer duty-free shopping. Many travelers take advantage of the duty-free store at the airport and purchase items that normally have high taxes.

### **Jet lag**

Jet lag is tiredness travelers experience when they travel from one time zone to another.

I always get jet lag when I fly to Hong Kong. The time difference is 12 hours.

**Credit:** <https://www.businessenglishresources.com/learn-english-for-business/student-section/business-vocabulary/business-vocabulary-air-travel/>

Freedom of the Air (เสรีภาพทางอากาศ)

“Freedom of the Air” หรือ “เสรีภาพทางอากาศ” คือหลักการพื้นฐานในกฎหมายการบินระหว่างประเทศ ซึ่งกำหนดสิทธิของสายการบินจากประเทศหนึ่งในการเข้า ใช้ หรือบินผ่านน่านฟ้าของประเทศอื่น โดยทั่วไปแบ่งออกเป็น 9 เสรีภาพทางอากาศ (Nine Freedoms of the Air) ดังนี้:

| No | ชื่อเสรีภาพ               | คำอธิบาย   | ตัวอย่าง  |
|----|---------------------------|--|---|
| 1  | First Freedom             | สิทธิในการบินผ่านน่านฟ้าของประเทศหนึ่งโดยไม่ต้องลงจอด                      | เครื่องบินจากไทยบินไปญี่ปุ่น โดยผ่านน่านฟ้าจีน                              |
| 2  | Second Freedom            | สิทธิในการลงจอดเพื่อเหตุผลทางเทคนิค เช่น เติมน้ำมัน โดยไม่รับ-ส่งผู้โดยสาร | เครื่องบินจากไทยบินไปอังกฤษ และแวะเติมน้ำมันที่ดูไบ                         |
| 3  | Third Freedom             | สิทธิในการขนส่งผู้โดยสาร/สินค้า จากประเทศของตน ไปยังประเทศอื่น             | การบินไทยบินจากกรุงเทพฯ ไปโตเกียว   |
| 4  | Fourth Freedom            | สิทธิในการขนส่งผู้โดยสาร/สินค้า จากประเทศอื่น กลับมายังประเทศของตน         | การบินไทยบินจากโตเกียวกลับมากรุงเทพฯ  |
| 5  | Fifth Freedom             | สิทธิในการขนส่งผู้โดยสารระหว่างประเทศที่สาม ระหว่างทางไปประเทศหลัก         | Emirates บินจากดูไบ-กรุงเทพฯ-ซิดนีย์ และรับผู้โดยสารจากกรุงเทพฯ ไปซิดนีย์   |
| 6  | Sixth Freedom             | สิทธิในการขนส่งระหว่าง 2 ประเทศ โดยผ่านประเทศของตนเอง                      | การบินไทยบินจากโตเกียวไปซิดนีย์ โดยแวะเปลี่ยนเครื่องที่กรุงเทพฯ             |
| 7  | Seventh Freedom           | สิทธิในการให้บริการบินระหว่าง 2 ประเทศ โดยไม่ต้องกลับประเทศต้นทาง          | สายการบินสิงคโปร์บินระหว่างลอนดอนและแฟรงก์เฟิร์ต โดยไม่มีเที่ยวกลับสิงคโปร์ |
| 8  | Eighth Freedom (Cabotage) | สิทธิในการขนส่งภายในประเทศอื่น (เริ่มจากนอกประเทศแล้วภายในประเทศนั้น)      | Air France บินจากปารีส-มิลาน-โรม และรับผู้โดยสารจากมิลานไปโรม               |

|   |                                      |   |   |
|---|--------------------------------------|---|---|
| 9 | Ninth Freedom (Stand-alone Cabotage) | สิทธิในการบินภายในประเทศอื่น โดยไม่เกี่ยวข้องกับประเทศต้นทางเลย | สายการบินจากต่างประเทศบินให้บริการเฉพาะภายในไทย เช่น กรุงเทพฯ-เชียงใหม่ (ยังไม่อนุญาตในไทย) |
|---|--------------------------------------|---|---|

หมายเหตุ:

- เสรีภาพที่ 1-5 มักได้รับการยอมรับโดยทั่วไปในข้อตกลงระหว่างประเทศ
- เสรีภาพที่ 6-9 ต้องมีการอนุญาตพิเศษ และไม่ใช่ว่าทุกประเทศที่เปิดเสรี

### Chapter: 9 Exercise

About Encode/Decode: Provide the command in the answer.

1. What command is used to find the abbreviation of each country?

-----

2. What is the country code of Sri Lanka?

-----

3. What is the country code of Hungary?

-----

4. The country code CL refers to which country?

-----

5. What is the currency of Germany?

-----

6. What is the currency of South Africa?

-----

7. How many states are there in Australia?

-----

8. In which country is the state of Victoria located?

-----

9. In which country is the state of Alberta located?

-----

10. In the USA, what state does the code KY represent?

-----

11. In the USA, what state does the code USCA represent?

-----

12. Santa Cruz is the state code for which province in Argentina?-----

-----

13. In BRSP, what does 'BR' refer to, and what does 'SP' refer to?

-----

14. What is the city code for Osaka?

-----

15. What is the city code of Abu Dhabi?

-----

16. In which countries can the city named Sydney be found?

-----

17. In which countries can the city of San Jose be found?

-----

18. What is the airport code of Manchester in England?

-----

19. The airport code RMG is located in which country?

-----

20. What command is used to find the airport code of Christchurch in New Zealand?

-----

21. Gatwick Airport is located in which country?

-----

22. Give an example of a city code of Rome in the USA.

-----

23. What is the airport code of Victoria City in Texas, USA?

-----

24. MNL refers to which city in the Philippines?-----  
-----

25. ZRH refers to which city in Switzerland?

-----

26. What is the airport code of Paris in the USA?

-----

27. What command is used to find the abbreviation of the airline Swiss?

-----

28. What command is used to find the abbreviation of KLM Royal Dutch Airlines?

-----

29. AA is the abbreviation for which airline?

-----

30. QF is the abbreviation for which airline?

-----

31. NH is the abbreviation for which airline?

-----

32. 695 is the airline ticketing code for which airline?

-----

33. What is the airline ticketing code of China Airlines?

-----

34. What command is used to check the aircraft type?

---

35.330 refers to which aircraft model?

---

36. What do the letters W or N indicate when viewing aircraft models?

---

Exercises about AMADEUS AIR

1. The route from Bangkok to Chiang Mai is a Non-Stop Flight or a Direct Flight?

---

2. The route from Tokyo to Bangkok is a Non-Stop Flight or a Direct Flight?

---

3. What command is used to display the seat availability of Thai Airways from Bangkok to Hong Kong on December 30?

---

4. When using the Display Flight Availability command, is it possible to specify both the airline and the booking class in the same command?

---

5. What command is used to display the seat availability of EVA Air from Bangkok to San Francisco on September 30, L Class?

---

AN23JANBKKLON/ATG

\*\* AMADEUS AVAILABILITY - AN \*\* LON LONDON.GB

75 WE 23JAN 0000

1 TG 910 F9 A9 P9 C9 D9 J9 Z9 /BKK LHR 2 0015 0620 E0/380 13:05

Y9 B9 M9 H9 Q9 T9 K9 S9 V9 W9

2 TG 916 C9 D9 J9 Z9 Y9 B9 M9 /BKK LHR 2 1320 1935 E0/773 13:15

H9 Q9 T9 K9 S9 V9 W9

3 TG 950 C9 D9 J9 ZL U7 Y9 B9 /BKK CPH 3 0050 0635 E0/773

M9 H9 Q9 TL KL SL VL WL

SK:TG6222 C4 D4 J4 Y4 B4 M4 H4 /CPH 3 LHR 2 0745 0845 E0/32A TR 14:55

Q4 V4 W4

6. From the details above, what does the number 75 in the top right corner mean?

-----

7. From the details above, what does the number 3 CPH mean?

-----

8. From the details above, what does the number 0 after E mean?

-----

9. From the details above, what do the numbers 773 or 380 after E0/ mean?

-----

10. From the details above, what does the letter P on line 1 mean?

-----

AN20JANBKKSIN/ASQ

\*\* AMADEUS AVAILABILITY - AN \*\* SIN SINGAPORE.SG 72 SU 20JAN 0000

1 SQ 973 Z9 C9 J9 U9 D9 Y9 B9 /BKK SIN 0 0945 1315 E0/333 2:30

E9 M9 H9 W9 Q9 N9 V9 K9 L9

2 SQ 975 Z9 C9 J6 U3 D3 Y9 B9 /BKK SIN 0 1215 1545 E0/333 2:30

E9 M9 H9 W9 Q9 N9 V9 K9 L9

3 SQ 977 Z9 C9 J9 U9 D9 Y9 B9 /BKK SIN 0 1540 1910 E0/333 2:30

E9 M9 H9 W9 Q9 N9 V9 K9 L9

4 SQ 979 Z9 C9 J9 U9 D9 Y9 B9 /BKK SIN 0 1830 2200 E0/333 2:30

E9 M9 H9 W9 Q9 N9 V9 K9 L9

5 SQ 983 Z9 C9 J9 U9 D9 Y9 B9 /BKK SIN 0 2000 2330 E0/787 2:30

E9 M9 H9 W9 Q9 N9 V9 K9 L9

6 SQ 981 Z9 C9 J9 U9 D9 Y9 B9 /BKK SIN 0 2110 0040+1E0/333 2:30

E9 M9 H9 W9 Q9 N9 V9 K9 L9

11. From the details above, which flight still has seats available in Class B?

-----

12. From the details above, which flights can be booked with M Class Confirm?

-----

13. In the Timetable Display, which number indicates Friday?

-----

14. In the Timetable Display, what does D mean?

-----

15. In the Timetable Display, what does X mean?

-----

16. To view the booking classes available on the Bangkok to London route, should you use AN or TN?

-----

17. If departing Bangkok on the 7th and arriving at the destination on the 8th, what symbol is displayed at the arrival time?

-----

AN20DECBKKTPE/ABR

\*\* AMADEUS AVAILABILITY - AN \*\* TPE TAIPEI.TW                      41 TH 20DEC 0000

1 BR 206 C9 J9 D9 K9 L9 T9 P9 /BKK TPE 2 0215 0650 E0/77W 3:35

Y9 B9 M9 H9 Q9 VL

2 BR 062 C9 J9 D2 K9 L9 T2 P4 /BKK TPE 2 1240 1715 E0/77W 3:35

Y9 B9 M9 H9 Q9 V5

3 BR 202 C9 J9 D9 K9 L9 T9 P9 /BKK TPE 2 1430 1910 E0/77W 3:40

Y9 B9 M9 H9 Q9 V9

4 BR 068 C9 J9 D6 K9 L9 T9 P9 /BKK TPE 2 1710 2145 E0/77W 3:35

Y9 B9 M9 H9 Q9 VL

18. From the details above, at which terminal does Flight BR 062 arrive in Taipei?

-----

19. From the details above, which aircraft model does EVA Air use on the Bangkok to Taipei route?

-----

AN2DECBKKSYP/ASQ

\*\* AMADEUS AVAILABILITY - AN \*\* SYD SYDNEY.AUNS                    23 SU 02DEC 0000

1   SQ 983   Z9 C9 J9 U9 D9 Y9 B9 /BKK   SIN 0   2000   2330   E0/787

      E9 M9 H9 W9 Q9 N9 V9 K9 LL

      SQ 231   F9 A3 Z9 C9 J9 U9 D9 /SIN 3 SYD 1   0045+1   1140+1   E0/388       11:40

      S9 T9 P9 Y9 B9 E9 M9 H9 W9 Q9 N9 V9 K9 LL

2   SQ 977   Z9 C9 J9 U9 D7 Y9 B9 /BKK   SIN 0   1540   1910   E0/333

      E9 M9 H9 W9 Q9 N9 V9 K6 LL

      SQ 221   F3 AL Z9 C9 J9 U9 D7 /SIN 3 SYD 1   2040   0740+1   E0/388       12:00

      S9 T9 P3 Y9 B9 E9 M9 H9 W9 Q9 N9 V9 K6 LL

3   SQ 979   Z9 C9 J9 U9 D9 Y9 B9 /BKK   SIN 0   1830   2200   E0/333

      E9 M9 H9 W9 Q9 N9 V9 K9 LL

      SQ 231   F9 A3 Z9 C9 J9 U9 D9 /SIN 3 SYD 1   0045+1   1140+1   E0/388       13:10

      S9 T9 P9 Y9 B9 E9 M9 H9 W9 Q9 N9 V9 K9 LL

20. From the details above, which city does Flight SQ 977 stop at and for how many hours?

-----

21. From question 20, what time and on what date does SQ 977 arrive in Sydney?

-----

22. In lines 1–3, what does LL of Singapore Airlines mean?

-----

23. How many hours is the total flying time for SQ 979 connecting to SQ 231?

-----

24. What command is used to check the flight information of SQ 221 on December 23 from Bangkok to Sydney?

-----

25. In the line **\*\*AMADEUS AVAILABILITY - AN\*\* SYD SYDNEY.AUNS 23 SU 02DEC 0000**, what do the four underlined zeros mean?

-----

### Exercise about PNR

1. To create a PNR, what are the 5 mandatory elements required?

-----

AN3DECBKKSEL/AKE

**\*\* AMADEUS AVAILABILITY - AN \*\* SEL SEOUL.KR                    24 MO 03DEC 0000**

1 KE 654 P8 A2 J9 C9 D9 I9 R9 /BKK ICN 2 0055 0805 E0/388 5:10

Z9 Y9 B9 M9 S9 H9 E9 K9 L9 U9 Q9 GR

2 KE 660 A2 J9 C9 D9 I4 R4 Z5 /BKK ICN 2 0950 1710 E0/333 5:20

Y9 B9 M9 S9 H9 E9 K9 L9 U9 Q9 N1 T1 GR

3 KE 658 P8 A2 J9 C9 D9 I9 R9 /BKK ICN 2 2145 0450+1E0/77W 5:05

Z5 Y9 B9 M9 S9 H9 E9 K9 L9 U9 Q9 N9 T9 GR

4 KE 652 A2 J9 C9 D9 I9 R9 Z7 /BKK ICN 2 2245 0615+1E0/773 5:30

Y9 B9 M9 S9 H9 E9 K9 L9 U9 Q9 N1 T1 GR

2. From the details below, what command is used to sell one seat in A Class with departure time 0950?

-----

3. Explain what SS2Y3 represents.

-----

4. What are the age ranges for an Infant and a Child passenger?

-----

5. If there are 3 adults, 1 child, and 1 infant, how many seats must be reserved in total?

-----

6. Show how to enter passenger names: Jimmy Fox MR, Megan Fox MS, Anna Fox MISS (CHD) DOB 25 DEC 2015.

-----

7. What command is used to save the booking information?

-----

8. After the reservation is made, what reference is provided in each PNR?

-----

9. From which command can the airline see the contact telephone number of the PNR creator?

-----

RP/BKKTG3516/

1.KUOSUWAN/BAVORNLUCK MS(INF/ANNA/10APR18)

2 KE 654 P 03DEC 1 BKKICN DK1 0055 0805 03DEC E 0 388 B

IF TS AT ICN X RQST KAL PREMIUM CARE SVC SEE RTSVC

3 SSR INFT KE HK1 KUOSUWAN/ANNA 10APR18/S2

10. From the details above, how many passengers are there, what are their names, and how many seats must be reserved?

-----

11How can the codes and descriptions of meals in SSR be displayed?

-----

12. How can the codes and descriptions of meals be displayed in Flight Information?

-----

13. What command is used to reserve a wheelchair for Up and Down Steps for a passenger?-----

-----

14. What command is used to reserve a Kosher Meal for passenger number 3?

-----

15What command is used to reserve a seafood meal for passenger number 2 only for segment 5?

-----

16How many days in advance should special meal requests be made?

-----

17. If you want to book an aisle seat for passenger number 2 only for segments 3 and 5, what command should be used?

-----

18. Which Menu contains the page where seat maps (Seat Map) can be accessed for seat booking?

---

19. When requesting meals for passengers in Graphic Mode, which Menu should be accessed?

---

20.If you want to retrieve a PNR but cannot remember the booking code, what method should be used?

---

Learning Point : PNR Creation with 5 Mandatory

| Passenger Name Record   |
|---|
| Passenger's Name is Ms. Beatrice <u>Prior</u><br>She would like to travel from Bangkok to Ko Samui<br>on 7 <sup>th</sup> Mar by Bangkok Airways (08.15) on Economy Y Class<br>and return on 10 <sup>th</sup> Mar from Ko Samui to Bangkok on Economy Y Class by Bangkok Airways (15.00)<br>Her Telephone in Bangkok is 02-636-1111 (Home)<br>Her contact point in Ko Samui is Centara Samui 077-123-456 |

The ticket will be issued on 28<sup>th</sup> Feb

End transaction and enter the record locator here: \_\_\_\_\_

Learning : PNR Creation with 5 Mandatory  
Point

#### Passenger Name Record

Mr. Smith contact you to make a reservation for the following passengers

Mr. Tobias Eaton and his daughter Christina Eaton (08Jan10)

On 17<sup>th</sup> Jan from Bangkok to Phuket M Class by Thai Airways (08:30)

On 22<sup>nd</sup> Jan from Phuket to Bangkok M Class by Thai Airways (16:25)

Their telephone in Bangkok is 02 545-1234 (Home)

Mr. Tobias' mobile phone is 085-245-6767

Their contact in Phuket is Hyatt Hotel

The ticket will be an issue on 04<sup>th</sup> Dec

End transaction and enter the record locator here: \_\_\_\_\_

: PNR Creation with 5 Mandatory

Learning

Point

| Passenger Name Record  |
|--|
| Passenger Names are Mr. Theo <u>James</u> , Ms. Jennifer <u>Lawrence</u> , and her son Benjamin <u>Lawrence</u><br>(06Dec09)                           |
| They want to travel on 2 <sup>nd</sup> Feb from Bangkok to Sydney by Qantas H class<br>on 8 <sup>th</sup> Feb from Sydney to Bangkok by Qantas H class |
| Their telephone in Bangkok is 02-885-9999 (Home)   |
| Mr. Theo's e-mail is theo_jm@yahoo.com   |
| Ms. Jennifer's e-mail is Lawrence_j@gmail.com  |
| The ticket will be issued on 20 <sup>th</sup> Jan  |
| End transaction and enter the record locator here: _____   |

Learning : PNR Creation with 5 Mandatory

Point

| Passenger Name Record |
|-----------------------|
|-----------------------|

Mr. So Ji Sub and Mr. Song Joong Ki and his daughter Song Hye Kyo (12Mar16)

They want to travel from Bangkok to Munich on 15<sup>th</sup> Feb by Lufthansa on B Class (23:00)

on 25<sup>th</sup> Feb from Munich to Bangkok by Lufthansa on B Class (20:00)

Their telephone in Bangkok is 02-123-1212 (Home)

Mr. So Ji Sub's e-mail is so\_ji\_sub@gmail.com

Mr. Song Joong Ki's e-mail is joongki@yahoo.com

Please set a ticket time limit on 10<sup>th</sup> Jan

End transaction and enter the record locator here: \_\_\_\_\_

Learning : PNR Creation with Segment Open, Special Request, and Other Service  
Point Information

#### Passenger Name Record

Ms. Katniss Everdeen and Mr. Peeta Mellark would like to travel from Bangkok to London (Heathrow)

on 9<sup>th</sup> Mar H Class by Eva Airline and return open on same class same airlines

Ms. Katniss's e-mail is katniss.e@yahoo.com

Mr. Peeta's email is peeta\_m@yahoo.com

The ticket will be issued on 08<sup>th</sup> Feb

Ms. Katniss would like to request Non – Smoking Aisle seat and Mr. Peeta sitting next to her,

both request Sea Food

Please inform airline about your company name and contact

End transaction and enter the record locator here: \_\_\_\_\_

Learning Point : PNR Creation with Surface, Remark and Other Service Information

#### Passenger Name Record

Mr. Clark Kent, Mr. Peter Parker and Mr. Bruce Wayne would like to travel from Bangkok to Sydney on 25<sup>th</sup> Jan by Qantas on M class

on 4<sup>th</sup> Feb they will travel from Melbourne to Bangkok by Qantas on M class (07:15)

Surface from Sydney and Melbourne

Office telephone in Sydney for Mr. Clark and Mr. Bruce are 61-2-9667-9111

Mr. Clark's e-mail is clark@yahoo.com

Mr. Bruce's e-mail is bruce@gmail.com

Mr. Peter's mobile phone is 085- 976-8656

Ticket time limit 20<sup>th</sup> Dec

Please inform airline about your company name and telephone contact

Please put remark that Pax's office hour is 10:00-19:00

End transaction and enter the record locator here: \_\_\_\_\_

Learning Point : PNR Creation with Remark, Special Request and Other Service Information

#### Passenger Name Record

Please make a reservation for Mr. Hugh and Mrs. Deborah Jackman and their son Oscar Jackman (18Apr16)

They want to travel from Bangkok to Amsterdam on 10<sup>th</sup> Jan K class by KLM Royal Dutch Airline and from Amsterdam arrive Bangkok on 20<sup>th</sup> Jan K class Same airlines

Mr. Hugh's e-mail is hugh@gmail.com

Their telephone in Bangkok is 02-545-1234 (Home)

Please request a Baby meal for the infant

Mrs. Deborah would like to request a low-fat meal

Remark that net fare THB75000 Plus commission THB2000 for an adult per person, and infant fare is 10 percent

of adult fare.

The ticket will be issued on 29<sup>th</sup> December

Please provide the information to the airline that

1. Pax's contact in Amsterdam is Hotel Okura Amsterdam
2. Your company and contact number

End transaction and enter the record locator here: \_\_\_\_\_

Learning Point : PNR Creation with Remark, Special Request, Frequent Flyer, and Other Service Information

#### Passenger Name Record

Please make a booking for Mr. Naoki Mizuno who would like to travel from Bangkok to Los Angeles on 7<sup>th</sup> Mar B class by EVA Air

From Los Angeles to Bangkok on 15<sup>th</sup> Mar B class by EVA Air

His E-mail address is naoki\_mizuno@gmail.com

His contact in Los Angeles is 61-2-0770-8888 (Business)

He requests a Beef Meal

Please put a remark to inform the passenger that the airfare THB 36000, including taxes

The ticket will be issued on 5<sup>th</sup> Feb

and inform the airline about your company name and contact information

End transaction and enter the record locator here: \_\_\_\_\_

Learning Point : PNR Creation with Remark, Special Request, Frequent Flyer, and Other Service Information

Passenger Name Record

Please make a booking for Mr. Tomohisa Kida and Mrs. Teresa Bianco

They want to travel from

Bangkok to Tokyo (Narita) on 01<sup>st</sup> Jan by All Nippon Airways on M Class (06:50)

On 09<sup>th</sup> Jan travel from Tokyo (Narita) to Frankfurt by Lufthansa M class (09:40)

On 18<sup>th</sup> Jan travel from Frankfurt to Bangkok by Lufthansa M class (22:00)

Their contact in Tokyo is Park Hyatt Tokyo

Mr. Tomohisa E-mail is tomohisa.k@yahoo.com

Request low-calorie meal

Frequent Flyer All Nippon Airways: 3234031147

Mrs. Teresa Mobile is 084-959-6353

E-mail is teresa\_b@yahoo.com

Set Ticket time limit on today.

Please inform the airline of your company name and contact.

Please make a remark to check the passenger's passport validity and visa

End transaction and enter the record locator here: \_\_\_\_\_

Learning Point : PNR Creation with Frequent Flyer, Remark, and Other Service Information

## Passenger Name Record

Please make a reservation for

Mr. Toyomi Yamaura and Mrs. Eriko McClean

They would like to travel from

Bangkok to Helsinki on 05<sup>th</sup> Feb by Finn Air L Class

Helsinki to London (Heathrow) on 07<sup>th</sup> Feb by Finn Air L class

London (Heathrow) to Sydney on 14<sup>th</sup> Feb by Qantas K class

Sydney to Bangkok on 18<sup>th</sup> Feb by Qantas K class

Mr. Toyomi telephone in Bangkok is 02-245-6369 (Home) and Finn Air frequent flyer is 607723123

Mrs. Eriko e-mail is eriko2015@gmail.com and Qantas's frequent flyer is 1234671

Ticket time limit 25<sup>th</sup> Dec

Please remark to inform the passengers.

1. Ticket valid for 6 months
2. Airfare THB45000 for adults per person

Please inform the airline about

1. your company name and contact
2. passenger contact in Hel is 245-8779-5456

End transaction and enter the record locator here: \_\_\_\_\_

Learning Point : PNR Creation with Special Request, Remark and Other Service Information

Passenger Name Record

Please make a reservation for

Mr. Thomas Jones, Mrs. Amanda Jones, and their son Solomon Jones (23Feb12)

They would like to travel from

Bangkok to Paris (Charles de Gaulle) on 23<sup>rd</sup> Feb by Air France H class

From Paris (Charles de Gaulle) to Nice on 27<sup>th</sup> Feb by Air France H class

From Nice to Amsterdam on 29<sup>th</sup> Feb by Air France H class

From Amsterdam to Bangkok on 3<sup>rd</sup> Mar by KLM Royal Dutch Airlines H class

Their contact in Paris is 047-874-85987 (Home)

Mr. Thomas's Email is Thomas\_j@gmail.com

Contact BKK 02-457-8587 for Mr. and Mrs. Jones (Office)

Request Diabetic meals for Mr. Thomas only, Bangkok-Paris, and Amsterdam-Bangkok

and Non-Smoking Window Seat for Amsterdam-Bangkok

Request a child's meal for Solomon

Ticket time limit on 19th Jan

Please provide your company with your name and telephone the airlines

Please put a remark pax will pay by Visa card

Please inform the passenger that the ticket is valid for 3 months and non-refundable

End transaction and enter the record locator here: \_\_\_\_\_

Learning Point : PNR Creation with Modify PNR, Split, and Cancel Itinerary

#### Passenger Name Record

Passenger Names are Mr. Seiji Matsuo and Mr. Andrew Simpson

They would like to travel from

Bangkok to Sydney on 17<sup>th</sup> Dec on Qantas Airways

Sydney to Hong Kong on 23<sup>rd</sup> Dec by Qantas Airways

Hong Kong to Bangkok on 27<sup>th</sup> Dec by Cathay Pacific

Please book all flights in M class

Mr. Seiji E-mail is seiji.matsuo@yahoo.com

Frequent Flyer of Japan Airlines is 329085746

Request Diabetic

Mr. Andrew's E-mail is andrew\_simpson@gmail.com

Frequent Flyer of Qantas Airways is 1234477

Request a Vegetarian oriental meal and a Non-Smoking Window

The tickets to be issued on 20<sup>th</sup> November

Please inform your company name and contact airlines

Please put a remark that checks Mr Andrew's passport validity

Please inform the passenger that airfares are THB38000 per person, including taxes

Learning : PNR Creation with Special Request, Surface, and Modify PNR with  
Point Rebooking and Name Update

#### Passenger Name Record

Please make a reservation for Levine's family. Passenger Names are Mr. Adum Levine, Mrs. Behati Prinsloo, and Dusty Rose Levine (September 21, 2016)

They want to travel on 22<sup>nd</sup> Jan from Hong Kong to New York (JFK) on B class by Cathay Pacific (earliest flight)

Then on 30<sup>th</sup> Jan from Chicago to Hong Kong on B class by Cathay Pacific, Surface from New York and Chicago

Their telephone number in New York is 1-718-244-4444 (Business)

Their contact Point in Chicago is the Hilton Hotel

Mr. Adam's email is adam\_levine@gmail.com

Request Low- fat meal

Mrs. Behati requests a Fruit Platter meal

The ticket time limit is 30<sup>th</sup> Dec

Please inform the airline about your contact and the passengers' contact in New York

End transaction and enter the record locator here: \_\_\_\_\_