



Amadeus Fare World

Travel Agent - User Guide

amADEUS
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Document control

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Amadeus Fare World

Internet Booking Engine (IBE)

The Internet Booking Engine (IBE) can be accessed through a smart tab  in Selling Platform.

If you are accessing Fare World through the smart tab, you will be directed to the main search screen.

Below is the main login screen if you access Fare World via a URL.

Main login screen



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Agency login Published

User name

Your password

 Login

Enter your username and password.

Search screen

Fare World has two search functions, a “Standard” search and an “Open Jaw” search. The main search screen is where all the search criteria are entered.

Standard Search

Search	Search Results	Availability	Personal Data	Booking
<div style="text-align: right;">  English (GB) </div>				
Fly from Fly to Departure date Return date	<input type="text"/> <input type="text"/> Fr 27 Fr 4	-- -- November 2009 December 2009 I am flexible I am flexible	Radius search / miles Radius search / miles	
Passengers				
Adults	1			
Children (2 to 11 years)	0			
Infants (0 to 23 months)	0			
Preferences				
Carrier	<input type="text"/>			
Class	Economy			
Options				
<input type="checkbox"/> Non Stop flights (Low Fare Search only) <input type="checkbox"/> Exclude Low Cost Carriers <input type="checkbox"/> Fare Display <input checked="" type="checkbox"/> Low Fare Search <input type="checkbox"/> Exclude Published <input type="checkbox"/> Exclude UK conso B <input type="checkbox"/> Exclude UK conso C 1 <input type="checkbox"/> Exclude UK conso D 1 <input type="checkbox"/> Exclude UK conso E <input type="checkbox"/> Display only available fares				
<input type="button" value="openjaw"/>		<input type="button" value="Search"/>		
AgentWeb				
Consolidator	UKCONA	Retail price	available	
Agent	Test Agent for ATOL no PPL (ATOLTEST)			
Airlines blocked - slow response	-empty-	Airline exclude list	9G,HR, AF, KL	
<input type="button" value="Booking Statistic"/>			<input type="button" value="Log out"/>	

Open Jaw search

To access the Open Jaw search, click on  on the Standard search screen.

The Open Jaw search allows you to search for open jaw / stopover routings with a maximum of four cities.

Search open jaw English (GB) ▼

Fly from	Leg 1	<input type="text"/>	<input type="text"/>	<input type="text" value="11"/>	<input type="text" value="December 2009"/>	<input type="text"/>
Fly to		<input type="text"/>	<input type="text"/>			Radius search / miles
Fly from	Leg 2	<input type="text"/>	<input type="text"/>	<input type="text" value="18"/>	<input type="text" value="December 2009"/>	<input type="text"/>
Fly to		<input type="text"/>	<input type="text"/>			Radius search / miles

[fewer legs](#) [more legs](#)

Passengers

Adults	<input type="text" value="1"/>
Children (2 to 11 years)	<input type="text" value="0"/>
Infants (0 to 23 months)	<input type="text" value="0"/>

Preferences

Carrier	<input type="text"/>
Class	<input type="text" value="Economy"/>

Options

- Non Stop flights (Low Fare Search only)
- Exclude Low Cost Carriers
- Fare Display
- Low Fare Search
- Exclude Published
- Exclude UK conso B
- Exclude UK conso D 1
- Exclude UK conso E
- Display only available fares

[standard search](#) [Search](#)

AgentWeb

Consolidator	UKCONA	Retail price	✓ available (calculation)
Agent	Test ABTA agency at fixed 10% (ABTA10TEST)		
Airlines blocked - slow response	AF	Airline exclude list	9G, 9G, HR, HR

[Booking Statistic](#) [Log out](#)

Agentweb

This area will display the following:

- Consolidator:** Will always be the Published consolidator
- Agent:** Your agency
- Airlines Blocked:** Any airlines that are experiencing slow responses
- Retail Price:** Mark up function, if consolidators allow it
- Airline Exclude List:** Any airlines that have been excluded for sale either by consolidator or agent.

Power Pricer (Agency Mark Up)

If a consolidator allows sub agents to impose their own mark ups, it is possible to do this through the Power Pricer function.

Click on “calculation” to view Power Pricer.

AgentWeb			
Consolidator	UKCONA	Retail price	✓available (calculation)
Agent	Test ABTA agency at fixed 10% (ABTA10TEST)	Airline exclude list	9G, 9G,HR
Airlines blocked - slow response	-empty-		
Booking Statistic		Log out	

Complete the fields according to the type of mark up. This will need to be done for each consolidator.

Click “add” once data is entered.

Normal Charter												HELP
MARKUP		C.type	Airline	CL	Fare type	ROUTING		Nonst.	PRICE RANGE		MARKUP	Add
Amt.	%					From	To		From	To		
0.00	5.00	%-Amt	ALL		any			<input type="checkbox"/>	0.00	9999	total	
:: CONSO CALCULATIONS :: Published -[UK conso D 2]-												total surcharge complete

For additional explanation, please click on [HELP](#).

Example

5% mark up for Consolidator “UK conso D2”.

Note: A price range must be included. If you do not wish to specify, please enter £0-£9999

Mark up Types:

- Total:** The mark-up is included throughout the process but is split out as a separate value on the final page.
- Surcharge:** The mark-up is purely displayed as a fee on the final page
- Complete:** The mark-up is hidden in the fare all the way through the process

Search functions

Locations

Search			
Fly from	london		-- Radius search / miles
Fly to	bkk		-- Radius search / miles
Departure date	Bangkok, Thailand (BKK) Bangkok, Don Mueang, Thailand (DMK)		--

Enter locations here. It is possible to type the name of the city/airport, use 3-letter city/airport code or click on to find your city.

Clicking the icon will display the following:

Area	Country	State	City
Atlantic Ocean	Canada	California	Alameda (NGZ)
Australia	Greenland	Colorado	Anaheim (ANA)
Caribbean Sea	Mexico	Connecticut	Apple Valley (APV)
Central America	USA	Delaware	Arcadia (JAR)
East Africa		District of Columbia	Arcata/Eureka (ACV)
Europe		Florida	Auburn (AUN)
Indian Ocean		Georgia	Bakersfield (BFL)
Middle East		Hawaii	Banning (BNG)
North Africa		Idaho	Berkeley (JBK)
North America		Illinois	Big Bear (RBF)
Pacific Ocean		Indiana	Bishop (BIH)
South America		Iowa	Blue Canyon (BLU)
South Pacific		Kansas	Blythe (BLH)
Southeast Asia		Kentucky	Bonego Springs (BXS)
West Africa		Louisiana	Brawley (BWC)

Radius

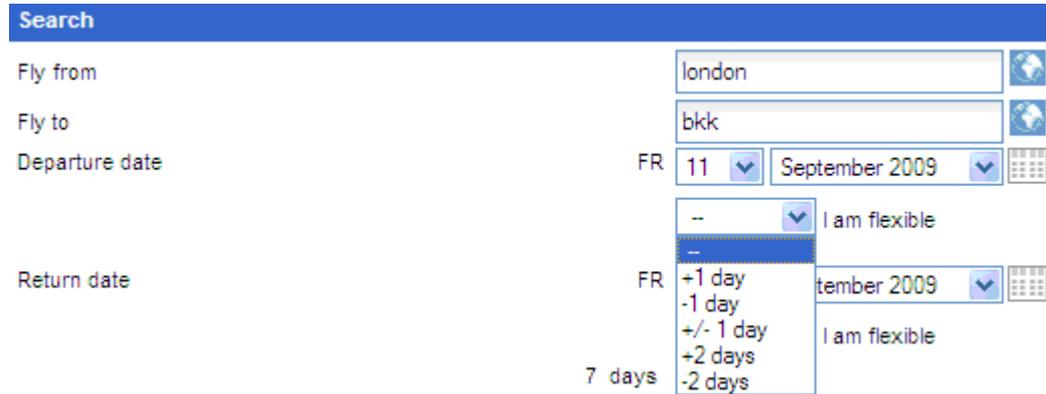
The radius search will allow you to search within 30, 50, 100, 150 miles of both departure and arrival location. This will only work with option Low Fare Search.

Search			
Fly from	<input type="text"/>		-- Radius search / miles
Fly to	<input type="text"/>		-- Radius search / miles
Departure date	11	June 2009	within 30 within 50 within 100 within 150
	--	I am flexible	

Dates

Can be entered either using the drop-down box or by clicking on .

If dates are flexible, select option from the “I am flexible” drop-down box. This will only work with option Low Fare Search.



The screenshot shows a search form with the following fields and options:

- Fly from:** london
- Fly to:** bkk
- Departure date:** FR 11, September 2009
- Return date:** FR --, September 2009

For the return date, a dropdown menu is open showing the following options:

-
- +1 day
- 1 day
- +/- 1 day
- +2 days
- 2 days

There are also "I am flexible" options for both the departure and return date fields.

Times

Departure time ranges can be displayed by clicking on . This will only work with option Low Fare Search, however is not available for the Open Jaw Search.



The screenshot shows a search form with the following fields and options:

- Fly from:** (empty)
- Fly to:** (empty)
- Departure date:** 11, June 2009
- Return date:** 18, June 2009

There are "I am flexible" options for both the departure and return date fields. A "Departure time" dropdown menu is open, showing the following time ranges:

-
- 00:00 to 08:00
- 08:00 to 12:00
- 12:00 to 17:00
- 17:00 to 23:59

There are also "Radius search / miles" options for both the departure and return date fields.

Passengers

Select number of adults, children and infants.

Preferences

The preferences section allows you to choose the class for the fares that you are interested in as well as specifying carrier.

Preferences	
Class	Economy
Carrier	

Class

Preferences	
Class	Economy
Carrier	

Carrier

Enter 2-digit airline code in the carrier box. For more than one carrier separate the airline codes with a comma.

Alternatively, you can select the airlines by clicking on .

Click on the airline and click the  to add. The  will remove the carrier from the list.

Available airlines	Add/delete	Selected airlines
One World Alliance Aer Lingus (EI) American Airlines (AA) Cathay Pacific Airways (CX) Finnair (AY) LAN Airlines (LA) Qantas Airways (QF) MALEV-Hungarian Airlines (MA)	 	British Airways (BA) Iberia (IB)
Sky Team Alliance Aeromexico (AM) Alitalia (AZ) CSA-Czech Airlines (OK) Delta Air Lines (DL) Korean Air (KE) Continental Airlines (CO)		
<input type="text"/>  search		<input type="button" value="Reset selected"/>
<input type="button" value="Save"/>		

Options

The options section is where you select the type of search and which consolidators you wish to search.

The screenshot shows a window titled 'Options' with a list of search filters. The filters are:

- Non Stop flights (Low Fare Search only)
- Exclude Low Cost Carriers
- Fare Display
- Low Fare Search
- Exclude Published
- Exclude UK conso B
- Exclude UK conso D 1
- Exclude UK conso E
- Display only available fares

At the bottom left is a button labeled 'openjaw' and at the bottom right is a button labeled 'Search'.

Non Stop flights: Displays nonstop flights only. This function only works for Low Fare search. Eg: VS flight LON-SYD will not be shown if you selected this as it stops in HKG.

Exclude Low Cost Carriers: Results will not display any low cost carriers.

Fare Display: Displays fares using an FQD entry. Results come from the Ypsilon cache (refer to page 7 for cache information). Fare Display will allow you to view fare rules (FQN) for each fare.

Low Fare Search: Displays fares and availability by using Master Pricer. (Refer to page 3 for further information)

Exclude Published: Results will not display any published fares.

Exclude UK conso B: Excludes fares from consolidator "UK conso B"

Display only available fares: Displays only available fares when used with Fare Display.

Search Results (Pricelist)

Lists results for search criteria. Results are displayed in price order from lowest booking total to highest booking total. *Note: Taxes displayed are estimated only.*

Fare Display

The fare display search will display results from a Fare Quote Display entry.

This search enables you to view the fare rules by clicking on . If the icon is highlighted in red the fare has an advance purchase.

When the search is performed, if the search has been done previously, the availability cache is checked and fares that are available will be identified with  or  for not available in the status column. If the status column is blank then there is no availability in the cache so this will need to be checked.

Status	Consolidator	Airline	Fare Basis	Class	Destination Airport	Price Adt	+Tax (est.)	Total Adt	Bkg Total (est.)
		Virgin Atlantic	 XIT	X	 Barbados [BG]	281.00	204.33	485.33	485.33 GBP
		Virgin Atlantic	 NIT	N	 Barbados [BG]	285.00	204.33	489.33	489.33 GBP
		Virgin Atlantic	 XIT	X	 Barbados [BG]	296.78	219.71	516.49	516.49 GBP
		Virgin Atlantic	 NIT	N	 Barbados [BG]	301.08	219.71	520.79	520.79 GBP
<input type="checkbox"/>		British Airways	 NLNCGB9	N	 Barbados [BG]	359.00	190.64	549.64	549.64 GBP
<input type="checkbox"/>		Virgin Atlantic	 XLGB9	X	 Barbados [BG]	359.00	204.33	563.33	563.33 GBP
<input type="checkbox"/>		British Airways	 SLNCGB9	S	 Barbados [BG]	394.00	190.64	584.64	584.64 GBP
<input type="checkbox"/>		Virgin Atlantic	 QLGB9	Q	 Barbados [BG]	394.00	204.33	598.33	598.33 GBP
<input type="checkbox"/>		Caribbean Airlines	 VLTASSAL	V	 Barbados [BG]	432.00	166.76	598.76	598.76 GBP
<input type="checkbox"/>		American Airlines	 NLNCGB9	N	 Barbados [BG]	495.99	109.02	605.01	605.01 GBP
Select your Consolidator:					All consolidators 				
select fares for a specific carrier only:					All airlines 				
 available flights									

If you have a green tick and click on “available flights” this will then display all the flights available for those fares.

If blank and you click on “continue/search” this will check availability for all fares in the Fare Display and return flights if available.

If blank you can click in box next to consolidator icon and then click on “continue/search” this will check availability for the fares selected in the Fare Display and return flights if available.

You can also click on consolidator icon and this will check availability for those fares in the Fare Display and return flights if available. Where two consolidator icons appear on the same line, this indicates that their fares are within £1 of each other.

Pub Indicates a published fare is being offered. Currently if you make a published fare booking the confirmed reservation will be made in your office id and go onto your queue 0. Please note that you will need to check if you have the ticketing plate of the airline before making a published fare booking on Fare World.

If you are non-IATA please contact the Amadeus Helpdesk on 0845 658 8833 to advise them of your fulfillment agent. You will need to supply details of their office ID and queue number so the published bookings are queued to them.

If you see 'Pub' and in the fare basis column it states LOWCOST this is a low cost carrier fare.

Please note, there is a £2.50 charge per passenger for LCC and published bookings made using Amadeus Fare World.

London, GB -Johannesburg, ZA Sat, 02.10.2010
Cape Town, ZA -London, GB Sat, 16.10.2010

PRICELIST: Availability is indicated in the status column . Click the consolidator logo on an available fare to list all applicable flights for that price or click "Available flights" to display flights for more than one available price. If no availability has been checked, select fares and click "continue/search" to display applicable flights.

Travel Agency Fees:
Consolidator fares have no extra costs. For all published and low cost carrier fares there is a minimal charge of £2.50 per person which will be invoiced to you.

Open Jaw Display

Prices are displayed individually in ascending order. Unlike on a Standard fares display there is no batching of consolidator or published fare icons when prices are the same or within £1 of each other.

40 fares found! 1 to 10 displayed - page: 1 2 3 4

Status	Consolidator	Airline	Fare Basis	Class	Destination Airport	Price Adt	+Tax (est.)	Total Adt	Bkg Total (est.)
✓	Pub	QATAR	KLEE3MGB	H	London [LON]	400.00	208.38	608.38	608.38 GBP
✓	Pub	QATAR	KLEE3MGB	H	London [LON]	400.00	208.38	608.38	608.38 GBP
✓	Pub	KLM	LLSXGB	L	London [LON]	468.89	173.56	642.45	642.45 GBP
✓	UK e	BRITISH AIRWAYS	VLWTGB9	V	London [LON]	415.00	267.94	682.94	682.94 GBP
✓	UK d1	BRITISH AIRWAYS	VLWTGB9	V	London [LON]	415.00	267.94	682.94	682.94 GBP
✓	Pub	KLM	HLPXGB	L	London [LON]	522.22	173.56	695.78	695.78 GBP
✓	UK b	BRITISH AIRWAYS	VLWTGB9	V	London [LON]	440.86	267.94	708.80	708.80 GBP
✓	Pub	Emirates	KLE1YGB1	Q	London [LON]	596.67	150.32	746.99	746.99 GBP
✓	Pub	Emirates	KLE1YGB1	Q	London [LON]	600.00	150.32	750.32	750.32 GBP
✓	Pub	KLM	KLPXGB	L	London [LON]	585.56	173.56	759.12	759.12 GBP

select fares for a specific carrier only: All airlines

available flights continue / search

The filter option from an Open Jaw fare display is by airline only. If you wish to filter Open Jaw fares by a particular consolidator use the tick boxes on the previous search screen instead before clicking the search button to display fares.

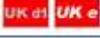
Note: No Low Cost Carriers are included in the results as the Open Jaw option only checks published or consolidator fares.

Low Fare Search

The low fare search will display the results from Master Pricer.

Fares displayed in these results will show a  in the status column as these results are drawn from the availability and price caches.

Note: Taxes displayed are estimated only.

13 fares found! 1 to 10 displayed - page: 1 2										
Status	Consolidator	Airline	Fare Basis	Class	Destination Airport	Price Adt	+Tax (est.)	Total Adt	Bkg Total (est.)	
		British Airways	 BUK09	B	Hong Kong [HKG]	218.00	207.90	425.90	425.90	GBP
		Virgin Atlantic	 BAPGB9	B	Hong Kong [HKG]	220.00	207.90	427.90	427.90	GBP
		Cathay Pacific Airways	 LKPX	M	Hong Kong [HKG]	328.00	109.10	437.10	437.10	GBP
		Cathay Pacific Airways	 LKPX	M	Hong Kong [HKG]	333.00	109.10	442.10	442.10	GBP
		British Airways	 BUK09	B	Hong Kong [HKG]	229.04	223.55	452.59	452.59	GBP
		Virgin Atlantic	 BAPGB9	B	Hong Kong [HKG]	231.19	223.55	454.74	454.74	GBP
		Cathay Pacific Airways	 LKPX	K	Hong Kong [HKG]	353.00	109.10	462.10	462.10	GBP
		Cathay Pacific Airways	 LKPX	K	Hong Kong [HKG]	358.00	109.10	467.10	467.10	GBP
		Cathay Pacific Airways	 LKPX	M	Hong Kong [HKG]	352.69	117.32	470.01	470.01	GBP
		Cathay Pacific Airways	 LKPX	K	Hong Kong [HKG]	379.57	117.32	496.89	496.89	GBP
Select your Consolidator:			All consolidators 							
select fares for a specific carrier only:			All airlines 							
 available flights						 continue / search				

To filter results by consolidator or carrier, select from the drop-down box.

Click “available flights” or “continue/search” to take you to the next page – Availability. (Both will take you to the next page.)

On the Search Results page it is possible to amend the travel dates by clicking on  /  to see alternate dates to the original requested dates.

London, GB -Barbados, BB		Sat, 12.09.2009		PRICELIST: Availability is indicated in the status column . Click the consolidator logo on an available fare to list all applicable flights for that price or click "Available flights" to display flights for more than one available price. If no availability has been checked, select fares and click "continue/search" to display applicable flights.
Barbados, BB -London, GB		Sat, 19.09.2009		

Availability

The availability screen shows the top 10 available fares and flight times listed in price order from lowest to highest booking total. Click “more fares” to display more fares.

Note: Taxes displayed are estimated only.

15 fares found! 1 to 10 displayed - page: 1 2										Consolidator: all		Airline: all	
Airline	Outbound		Inbound		Fare type	Price Adt	Tax (est.)	Total Adt	Bkg Total (est.)				
	Stops	Journey time	Stops	Journey time									
Cathay Pacific	economy	CX	Nonstop	10:35	Nonstop	13:45	NEG ADT	263.00+	107.80	370.80	370.80 GBP		
Cathay Pacific	economy	CX	Nonstop	10:35	Nonstop	13:45	NEG ADT	277.42+	107.80	385.22	385.22 GBP		
Cathay Pacific	economy	CX	Nonstop	10:35	Nonstop	13:45	NEG ADT	278.00+	107.80	385.80	385.80 GBP		
British Airways	economy	BA	Nonstop	10:50	Nonstop	13:50	NEG ADT	218.00+	207.60	425.60	425.60 GBP		
Virgin Atlantic	economy	VS	Nonstop	11:20	Nonstop	13:50	NEG ADT	220.00+	207.60	427.60	427.60 GBP		
British Airways	economy	BA	Nonstop	10:50	Nonstop	13:50	NEG ADT	229.04+	207.60	436.64	436.64 GBP		
Virgin Atlantic	economy	VS	Nonstop	11:20	Nonstop	13:50	NEG ADT	231.19+	207.60	438.79	438.79 GBP		
British Airways	economy	BA	Nonstop	10:50	Nonstop	13:50	NEG ADT	233.00+	207.60	440.60	440.60 GBP		
Virgin Atlantic	economy	VS	Nonstop	11:20	Nonstop	13:50	NEG ADT	235.00+	207.60	442.60	442.60 GBP		
Emirates	economy	EK	1 Stop	13:55	1 Stop	18:25	NEG ADT	408.00+	70.60	478.60	478.60 GBP		

Below this screen is a list of all available flights. Alternatively to see available flights for a particular fare, click on the icon and this takes you directly to the consolidators/published/low cost carrier flights and fare.

Cathay Pacific Airways (CX) 333.00 + 109.10 Tax (NEGO) => Total Adt 442.10 GBP

Outbound » 22.07.2009		Inbound » 19.08.2009	
	11:15 20:20 London LHR 15:35 Hong Kong HKG		13:45 00:35 Hong Kong HKG 06:20 London LHR
			14:20 09:40 Hong Kong HKG 16:00 London LHR
			14:00 15:05 Hong Kong HKG 21:05 London LHR
			13:50 23:55 Hong Kong HKG 05:45 London LHR

In the above example you see two icons for different consolidators. To book flights on the consolidator’s fare you want click on the consolidators icon (the icon will be highlighted) and then click “Booking”.

Personal Data

This section is where all personal data is entered to complete the booking.

The flights will be displayed along with payment details.

Taxes are checked at this stage and are no longer estimated.

If a fare has any additional surcharges, e.g. credit card surcharge, ATOL fees etc these will be displayed here.

Cathay Pacific Airways						Total	388.41 GBP (Nego)	UK b
Outbound Flight								
	Departure flights	Fri	12.02.2010	11:30	London [LHR]	Terminal 3	Cathay Pacific Airways Economy CX 252	
	Arrival	Sat	13.02.2010	07:05	Hong Kong [HKG]	Terminal 1	Duration 11:35 Boeing 747-400 pax	
Inbound Flight								
	Departure flights	Fri	19.02.2010	01:00	Hong Kong [HKG]	Terminal 1	Cathay Pacific Airways Economy CX 255	
	Arrival	Fri	19.02.2010	06:20	London [LHR]	Terminal 3	Duration 13:20 Boeing 747-400 pax	

Price Alteration!

The airline has recalculated the fare. We have found a **CHEAPER PRICE!**

Ticket must be issued by 12.02.2010

Final payment details			
Passenger Type	Price	Tax	
1. Adult	258.00 GBP	119.10 GBP	377.10 GBP
2. Credit card surcharge	11.31 GBP	0.00 GBP	11.31 GBP
			Total 388.41 GBP

Deposits

Some consolidators will permit deposits to be taken on bookings.

Terms and conditions of payment is negotiated between the consolidator and yourself. Amadeus is not responsible for any commercials between the two parties.

Deposit Option	
Balance due date	12.06.2009
Deposit amount	316.26 GBP

Option Bookings

Some consolidators will offer the facility of option bookings. When the bookings generate to the consolidator it will have a TKXL ticket time limit put into the booking. This will automatically cancel if not confirmed on or before deadline.

Option Booking / Auto Cancellation	
Booking Status	Confirm booking 
	<ul style="list-style-type: none"> Confirm booking One day option (until 13.06.2009 15:00) Two day option (until 14.06.2009 15:00)
Passenger data	

Please check with the consolidators to see if this offered in your commercial agreement.

Passenger Data

Enter passenger data in this section. Date of birth is mandatory for all passengers.

Passenger data					
Please type in all passenger names as mentioned in the passport					
The date of birth for children and infants must be entered. Important: Infant age is the age on the day of the return flight. Infant 0-23 months, child 2-11 years.					
Ilo.	Title: ^	First name: ^	Surname: ^	Date of birth: ^ (ddmmyy):	Frequent Flyer, E-Ticket FOID, meals:
1	Please selec 	<input type="text"/>	<input type="text"/>	<input type="text"/>	

To enter special requests such as frequent flyer, E-ticket FOID and meals, click on .

Note: Any information entered here is on request only. Please check directly with the airline to confirm the request.

Your airline may require an additional form of identity, please select the type and enter relevant info below

FOID type	Credit card (VISA) 
	Please enter the credit card number (15 or 16-digit):
FOID number	<input type="text"/>

Please request meal from the list below. Note: This is a request only, please reconfirm your request directly with the airline

Special meal	Vegetarian (non-dairy) 
--------------	--

Please select the airline and enter the frequent flyer number without the 2-letter carrier code. (Please check with the airline to ensure all details have been received).

Airline	please choose 
ID number	<input type="text"/>

 close
 Save

Once selection has been made, click "Save"

Passenger Data – Low Cost (only available for Standard search)

For low cost bookings it is possible to include chargeable checked in baggage by clicking on .

Passenger data					
Please type in all passenger names as mentioned in the passport					
The date of birth for children and infants must be entered. Important: Infant age is the age on the day of the return flight. Infant 0-23 months, child 2-11 years.					
No.	Title: *	First name: *	Surname: *	Date of birth: * (ddmmyy):	Baggage prices
1	Please select	<input type="text"/>	<input type="text"/>	<input type="text"/>	-0-

Baggage prices

0 Bags - No Bags for Check In (0.00 GBP) OK

0 Bags - No Bags for Check In (0.00 GBP)

1 Bag - TOTAL allowance 20KG (20.00 GBP)

2 Bags - TOTAL allowance 20KG (40.00 GBP)

3 Bags - TOTAL allowance 20KG (60.00 GBP)

4 Bag - TOTAL allowance 20KG (80.00 GBP)

5 Bag - TOTAL allowance 20KG (100.00 GBP)

6 Bags - TOTAL allowance 20KG (120.00 GBP)

7 Bags - TOTAL allowance 20KG (140.00 GBP)

8 Bags - TOTAL allowance 20KG (160.00 GBP)

9 Bags - TOTAL allowance 20KG (180.00 GBP)

Additional details will be needed for low cost bookings. If the passenger pays by their credit card all their information needs to be inputted in Passenger Details, however if it is your agency that is paying for the flight then please enter all your agency details.

Passenger Details Please complete all fields marked with an *			
Surname: *	<input type="text"/>	Telephone: *	<input type="text"/>
First name: *	<input type="text"/>	Fax:	<input type="text"/>
Company:	<input type="text"/>	E-mail: *	<input type="text"/>
Street / no.: *	<input type="text"/>		
Postcode / city: *	<input type="text"/>	E-mail format:	TEXT <input type="text"/>
State:	United Kingdom <input type="text"/>		
Staff name: *	<input type="text"/>	Delivery method: *	E-Ticket <input type="text"/> E-Ticket?

Seat Requests (only available for Standard search)

To make a seat request, click on the aeroplane icon to display a seat map. **(Please note for open jaw bookings seat requests can only be made via the Booking Statistics section)**

Request seats here. Alternatively, seats will be assigned upon check-in.

Note: Airlines reserve the right to reallocate seats.



Seat Map

You will see a seat map if an airline allows you to request specific seat numbers.

Seat Map 1: Viewable in Internet Explorer 7 only

Select the relevant flight sector and click on the available seat you wish to request.

1.LHR to HKG

2.HKG to LHR

Flight1. BA-025 (Boeing 747-400 pax)

from: London (Heathrow)

to: Hong Kong (Intl.) 12OCT

Note:

Passenger type	BA-025	BA-026
Passenger type 1	13B	

Click "Save Selection" once finished.

Seat Map 2: Viewable in lower versions of Internet Explorer

Flight 1 : TG 911		Flight 2 : TG 910	
A B	E F	J K	
 	11	11	 
 	12	12	 
 	14	14	 
 	16	16	 
 	17	17	 
 	18	18	 
	19	19	 
 	22	22	
 	23	23	 
 	24	24	 
 	25	25	 
A B	E F	J K	

Flight Info:

Flight: TG 911
from London (Heathrow)
to Bangkok (Suvarnabhumi)

[next flight](#)

Seat reservation:

1. Passenger type:

[Reset Current Seats](#)

[Reset All Seats](#)

[Save selection](#)

Legend:

-  = selected
-  = occupied
-  = available
-  = exit
-  = Wing

Select the relevant flight sector and click on the available seat you wish to request.

Then click on Save selection.

Seat Wish (only available for Standard search)

Some airlines do not permit requesting specific seat numbers prior to check in. A seat wish option will be displayed in this event.

A seat wish will allow you to request either a window or an aisle seat.

Flight 1 : BA 009
Flight 2 : BA 010

Sorry, no seat map available on this flight.

Alternative seat for passenger 1

Window

Aisle

No seat wish

Flight Info:

Flight: BA 009
from London (Heathrow)
to Bangkok (Suvarnabhumi)

[next flight](#)

Seat reservation:

1. Passenger type:

[Reset Current Seats](#)

[Reset All Seats](#)

[Save selection](#)

Legend:

- = selected
- = occupied
- = available
- EXIT = exit
- = Wing

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Delivery Method

Delivery method will always be E-ticket. The staff name must be entered in order to complete a booking.

Delivery method	
Delivery method: *	E-Ticket <input type="button" value="v"/>
Staff name: *	Rebecca

Please note for Low cost carrier bookings you will not receive an e-ticket. An email confirmation is sent to the email address inputted in the passenger details box.

Payment

Consolidators have the option of accepting payment via credit card, debit card or On Account.

Terms and conditions of payment is negotiated between the consolidator and sub agent. Amadeus is not responsible for any commercials between the two parties.

Credit Card (Offline)

Offline payment details will be charged manually by the consolidators.

Payment	
Payment by credit card	
Pay via: *	VISA + 2.50 % <input type="button" value="v"/>
Credit card no.: *	<input type="text"/>
CVC code: *	<input type="text"/> Info
Valid to: *	.. <input type="button" value="v"/> <input type="button" value="v"/>



Credit Card (Online – Non 3D Secure Payment)

Credit or debit cards will be charged at the time of completing the booking through an online payment tool.

You will see the additional field “Card holder” in the payment section if payments will be made online.

The screenshot shows a 'Payment' section with two radio buttons: 'Payment by credit card' (selected) and 'Debit card payment'. Below these are several input fields: 'Pay via:' with a dropdown menu showing 'AmEx + 2.50 %', 'Credit card no.:', 'Card holder:' (highlighted with a red box), 'CVC code:', and 'Valid to:' with two dropdown menus. An 'Info' link is next to the CVC code field. To the right of the form is an image of a gold American Express card.

Please note, a booking is always made in the GDS before payment is taken. This is to ensure that payment is only taken for confirmed bookings.

If multiple cards are offered click on the drop down box to see what cards are accepted and select.

When you select a new card from the drop down box the credit card surcharge will possibly change so the final payment details are amended.

Once a booking is completed you will see the following responses:

Successful booking: If payment is successful you will simply get the confirmation page in the normal way

Failed booking: If the payment fails, then you are returned to the first search page and an error message appears at the top – will say Payment failed

The screenshot shows a search page with a red error banner at the top that reads 'Your 3-D Secure VISA/MasterCard authentication failed!'. Below the banner is a search form with a 'Search' button and a UK flag icon. The form includes fields for 'Fly from', 'Fly to', 'Departure date' (set to 10 December 2009), and 'Return date' (set to 17 December 2009).

Credit Card (Online – 3D Secure Payment)

If the card is not enrolled in 3D Secure Payment (3DS) programme then you will be directed to the non 3D Secure Payment system (see above).

If the card is enrolled in the 3DS programme then you are redirected to a bank site depending on the bank the card is enrolled with.

Eg.

Once this is completed correctly you will end up on the normal confirmation page if the payment is successful.

If the payment fails or you hit cancel you will end up back on our search page with an error message appearing at the top in red

“Your 3D-Secure VISA/MasterCard authentication failed!”

Account Only

Payment

Other

Pay via: * ▼

If you have multiple payments click on relevant payment option.

Terms and Conditions

It is important that you read both the general terms and conditions and any airlines fare rules, therefore it is mandatory to tick this box to enable you to continue.

I've read and accepted the **general terms and conditions** of the consolidator and **airline fare rules**.

Finally click "Booking" to complete the booking.

Final Booking

The booking code for published and consolidator fares is the live Amadeus locator that will be queued to the consolidator/fulfilment agent. You will receive a ghost PNR on your designated queue including a ghost booking for low cost carriers.

Alternatively you can retrieve the ghost booking in the Amadeus Selling Platform by either using the command `RT/SURNAME` of the passenger in the command page or by entering the name in the open PNR box within the graphical PNR tab.

Thank you very much for your booking!

Your booking code is: **2BS59X** Pub

Delivery method -> Eticket
Pay via -> VISA

Selected flight

Outbound Flight

	Departure flights: 11.07.2010 07:55 London [LHR] Terminal 3 Arrival: 11.07.2010 16:50 Doha [DOH]	Qatar Airways [QR] Economy QR 018 Meals Duration 6:55
	Departure flights: 11.07.2010 20:45 Doha [DOH] Arrival: 12.07.2010 07:45 Bangkok [BKK]	Qatar Airways [QR] Economy QR 612 Meals Duration 7:00

Inbound Flight

	Departure flights: 18.07.2010 20:30 Bangkok [BKK] Arrival: 18.07.2010 23:30 Doha [DOH]	Qatar Airways [QR] Economy QR 611 Meals Duration 7:00
	Departure flights: 19.07.2010 01:30 Doha [DOH] Arrival: 19.07.2010 08:55 London [LGW] Terminal N	Qatar Airways [QR] Economy QR 075 Meals Duration 7:25

Passenger data

No.	Title	Surname	First name	Date of Birth	Price	Tax	Total
1.	Mr	Training	Amadeus		382.00 GBP	193.10 GBP	555.10 GBP
2.		Service fee			10.00 GBP	0.00 GBP	10.00 GBP
3.		Credit card surcharge (Credit card surcharge)			11.10 GBP	0.00 GBP	11.10 GBP
4.		Airline Protection Charge (Airline Protection Charge)			1.50 GBP	0.00 GBP	1.50 GBP
5.		Ticketing Fee			1.00 GBP	0.00 GBP	1.00 GBP
Total					578.70 GBP		

Your travel agency:

Test ABTA agency at fixed 10%

Street: 100 Abta Street
City: Abtatown
Phone: 08708959199
Fax: 08708959299



***** You must provide the following information before you fly.*****

All airlines now require Advance Passenger Information System (APIS) from travellers before departure. To advise the information please go to the following link:
<http://www.apis.uk.amadeus.com/>

Click the print icon to print a hard copy.

Booking Statistics

To view booking made by your agency, click on “Booking Statistics”

AgentWeb		Retail price	✓available (calculation)
Consolidator	UKCONA	Airline exclude list	9G, 9G,HR
Agent	Test ABTA agency at fixed 10% (ABTA10TEST)		
Airlines blocked - slow response	-empty-		
Booking Statistic		Log out	

This will display both live and ghost bookings,

Sub agent PNRs are identified as “ghost PNR”.

Test Agent for ATOL no PPL bookings June 2009

[[March 2009](#) | [April 2009](#) | [May 2009](#) | [June 2009](#) | [Future Bookings](#) | [AgentWeb](#)]

Bookings for June 2009

Day	Bookings
1	8
2	4
3	6
4	12
5	10
6	11
7	12
8	11
9	13
10	12
11	1
12	1
13	1
14	1
15	13
16	13
17	10
18	3
19	12
20	1
21	1
22	1
23	1
24	1
25	1
26	1
27	1
28	1
29	1
30	1

bookings	102
Turnover	71744.77 GBP
PAX	128

Tue 23 Jun 2009 10:24:44 CEST

filekey:

booking	filekey	Customer	Issue ticket now	PAX	departure	from	To	
2009-06-16 15:18	4Z9NLI	Booking, Another	not available, please contact your consolidator	1	2009-06-25	LON	WAS	b2b.ghostpnr
2009-06-16 15:18	4ZRIU6	Booking, Another	not available, please contact your consolidator	1	2009-06-25	LON	WAS	published,b2b
2009-06-16 15:10	4ZOLWT	Leppard, Marvin	not available, please contact your consolidator	1	2009-06-25	LON	ROM	published,b2b
2009-06-16 15:11	4ZYGEQ	Leppard, Marvin	not available, please contact your consolidator	1	2009-06-25	LON	ROM	b2b.ghostpnr
2009-06-17 10:52	494S86	Dengate, Bex	not available, please contact your consolidator	1	2009-07-08	LON	NYC	published,b2b
2009-06-17 10:52	49Z3MZ	Dengate, Bex	not available, please contact your consolidator	1	2009-07-08	LON	NYC	b2b.ghostpnr
2009-06-10 10:36	3FQCGK	Leppard, Helen	not available, please contact your consolidator	2	2009-07-10	LON	NYC	published,b2b
2009-06-16 15:44	42AK3N	Webster, Nigel	not available, please contact your consolidator	1	2009-07-16	LHR	JFK	b2b.nego

To view an individual booking click in the File Key box and enter the file key reference (Booking Locator).

Alternatively click on the hyper linked file key and this will take you into the booking and show you all its details.

Viewing bookings within Booking Statistics

When the file key (booking locator) is clicked, you will see an outline of the booking.

Click on “Check my Trip” to see this booking in “Check my Trip”. Please do this for the live booking.

Click on “Seat Map Reservation” to request seats for the booking. This function is only available for the live consolidator bookings.

Booking 2BS59X made 2009-12-11 at 11:12
[Checkmytrip](#) [APIS - my trips](#) [Seat Map Reservation](#)

Info: Cliquez sur le lien ci-dessus puis saisissez votre identifiant point de vente et mot de passe associé afin de consulter les éléments du dossier.

General Booking Information

Customer	Training, Amadeus
Email	nobody@vpsilon.net
Agency	abta10test
From	LON
To	BKK
Passengers	1
Amount	578.70 GBP
Booked	2009-12-11, 11:12
Departure	2010-07-11
Return	2010-07-19
Type	published,b2b

Remember Seat requests for Open Jaw bookings can only be made using the Seat Map Reservation link from within a booking retrieved from the Booking Statistics section of Amadeus Fare World.

Itinerary

FlightNr	Date	From	To	Dep.	Arr.	next	Meal	Equip.	Dur.	Miles	Smk	Terminal	Departure	Terminal	Arrival
QR 018	11JUL	LHR	DOH	0755	1650		M	333	6:55						
QR 612	11JUL	DOH	BKK	2045	0745	1	M	77W	7:00						
QR 611	18JUL	BKK	DOH	2030	2330		M	77W	7:00						
QR 075	19JUL	DOH	LGW	0130	0655		M	332	7:25						

Passengers

Type	Title	Firstname	Lastname	Birthdate
ADT	MR	Amadeus	Training	

Fees

Passenger/Fee	Amount	Tax	Currency
Training, Amadeus	362.00	193.10	GBP
surchargeSafi	1.50	0.00	GBP
surchargePayment	11.10	0.00	GBP
surchargeSpecialFitGroups	1.00	0.00	GBP
ServiceFee	10.00	0.00	GBP

Adding APIS into a booking

It is possible to access the Amadeus APIS system to add APIS into a booking either by clicking the link at the bottom of the final booking screen or through the Booking Statistics section.

Final Booking screen:

Click the link to the Amadeus APIS site.

***** You must provide the following information before you fly.*****

All airlines now require Advance Passenger Information System (APIS) from travellers before departure. To advise the information please go to the following link:

<http://www.apis.uk.amadeus.com/>

Booking Statistics:

Click on "APIS – my trips" to go to the Amadeus APIS site

Booking 2BS59X made 2009-12-11 at 11:12

[Checkmytrip](#) [APIS - my trips](#) [Seat Map Reservation](#)