



Amadeus

USER GUIDE

Inclusive Tour

Availability search

AN25OCTLHRDXB/ABA – General Search for 25 October LHR/DXB with BA

	A		B		C		D		D		E
AN25OCTLHRDXB/ABA											
** AMADEUS AVAILABILITY - AN ** DXB DUBAI.AE											
								147 TH 25OCT	0000		
1	BA 107	E3	AL J9 C9 D9 R9 I9	/LHR 5 DXB 1	1255		2305	E0/777		7:10	
		W9 E9 T9 Y9 B9 H9 K9 M9 L9 V9 S9 GL									
2	BA 109	F7	A5 J9 C9 D9 R9 I9	/LHR 5 DXB 1	2125		0730+1E0/777			7:05	
		W9 E7 Y9 B9 H9 K9 M9 L9 V9 GL									
3	BA 105	F9	A7 J9 C9 D9 R9 W9	/LHR 5 DXB 1	2225		0825+1E0/777			7:00	
		E7 Y9 B9 H9 K9 M9 L9 V9 S9 GL									

- A. Airline code & flight number
- B. Booking class & number of seats available
- C. Route from/to
- D. Departure and arrival times
- E. Duration of flight

Availability options

AN25OCTLHRDXB/ABA107 – Request specific airline and flight number

AN25OCTMANMIA/ABA1395,BA209 – Request specific airline and flight number on a through flight

AN20JULMANJNB/ABA/KY – Request specific airline and cabin class

K = Cabin Grade Y = Economy W = World Traveller Plus C = Business F = First

Return availability

ACR20NOV – This will search your return flight for you all you need to do is specify the date

Availability Scrolling

MU – Move Up

MD – Move Down

MY – Move Yesterday

MN – Move Next day

Selecting seats

> AN25OCTLHRDXB/ABA

AN25OCTLHRDXB/ABA

** AMADEUS AVAILABILITY - AN ** DXB DUBAI.AE

148 TH 25OCT 0000

1	BA 107	F3 AL J9 C9 D9 R9 I9 /LHR 5 DXB 1 1255	2305 E0/777	7:10
		W9 E9 T9 Y9 B9 H9 K9 M9 L9 V9 S9 GL		
2	BA 109	F7 A5 J9 C9 D9 R9 I9 /LHR 5 DXB 1 2125	0730+1E0/777	7:05
		W9 E6 Y9 B9 H9 K9 M9 L9 V9 GL		
3	BA 105	F9 A7 J9 C9 D9 R9 W9 /LHR 5 DXB 1 2225	0825+1E0/777	7:00
		E7 Y9 B9 H9 K9 M9 L9 V9 S9 GL		

Direct flights

SS2Y1 – Sell Seat 2 in Y from Line 1 – This will take 1 seat in L class from line 1

Connecting flights

SS2Y1Y2 – Sell 2 Seats in Y class on line 1 and Y class on line 2

Response will show as below;

A diagram with eight green circles labeled A through H. Arrows point from each circle to a specific field in the flight itinerary line: A points to 'BA', B points to '107', C points to 'Y', D points to '25OCT', E points to '4', F points to 'LHRDXB', G points to 'DK2', and H points to '1255'.

1 BA 107 Y 25OCT 4 LHRDXB DK2 1255 2305 25OCT E 0 777 M
SEE RTSVC

- A. Flight number
- B. Cabin class selected
- C. Date & routing
- D. Number of seats
- E. Departure time
- F. Arrival time
- G. Arrival date
- H. Model/ Aircraft

Add in return and your itinerary will show as below;

1 BA 107 Y 25OCT 4 LHRDXB DK2 1255 2305 25OCT E 0 777 M
SEE RTSVC
2 BA 106 Y 10NOV 6 DXBLHR DK2 0225 0625 10NOV E 0 744 M
SEE RTSVC

Creating a PNR (Passenger Name Record/Booking)

To be able to issue via Lime GDS ticketing, the bookings must contain the below 7 elements. If any of these elements are missed the website will be unable to issue the tickets.

1. Itinerary
2. Names of passengers
3. Contacts – Phone Field
4. Ticketing Field
5. Secure flight data
6. OSI Remark
7. Received from Field

How to enter passenger's names

Each passengers name must be added separately.

Example below:

Adult	NM1 SURNAME/FIRST NAME MR (IIT)
Child	NM1 DAVIES/JAMES MSTR (CHD/28JUL09)
Infant with Same Surname	NM1 DAVIES/JAYNE MRS (INF/LILLYMISS/05JAN15)
Infant with Different Surname	NM1 DAVIES/RACHEL MS (INFJONES/LAURA/25AUG14)

You need to add the designator to the end of each name for the fare type you require

Passenger type codes for Deferred Fare	Passenger type codes for Semi-Deferred Fare
IIT- Adult	TIM – Adult
CHD – Child <i>Please note: An FD line will need to be added for the child's age e.g. FDI07/P1</i>	TIN – Child
INF – Infant <i>Please note: An FD line will need to be added for the infant e.g. FDITF/P1</i>	TIF – Infant

Response will show as below;

1.PERKINS/BRONWEN MRS (IIT) **2.**PERKINS/EMMA MISS (CHD)
3.PERKINS/HANNAH MRS (IIT)
4.PERKINS/MARY MRS (IIT) (INF/LILLY/05JAN18)
5.PERKINS/MARY MRS (IIT) (INFJONES/LILLY/05JAN18)

Contacts

AP – To add your contact details into the booking

APE – To add your email address into the booking

Ticket deadline

TKTL 10MAR - Please match this to the deadline given online (CAT35)/ as per contract.

Secure flight data

This must be added for each passenger

SRDOCSBAHK1-P----10AUG94-F--SURNAME-FIRSTNAME/P1

F – Female

FI – Female Infant

M – Male

MI – Male Infant

* The infant SSR is added against the adult's passenger number however you need to use the above indicators.

OSI remarks (mandatory for each IT booking)

All bookings

OS BA LMSB

Deferred

OS BA PPIT

Semi-Deferred

OS BA PPSD

End the booking to create PNR

Reference/Received from – RF & then your initials or name e.g. **RFBP**

ER – End and retrieve

We strongly recommend you should check fare rules and restrictions, including applicable ticketing time limits, as it is your responsibility to make sure these are met.

If the OSI remark is not added into the PNR at the time of creation, we are not liable for earlier ticketing deadlines or booking cancellations.

PNRs with a missed ticketing time limit will not be accepted for ticketing.

Pricing

Please add the correct designators at the booking stage to get the correct fare.

Published fares:

Pricing entries that do not require names in the booking – This is for quote purposes;

FXR – Best Buy – Will price and re-book into the booking class for lowest available fare

FXX – Will price for the class you have booked

Pricing entries that will require names in the booking.

FXB – Best Buy - Will price and re-book into the booking class for lowest available fare and will store the fare

FXP – Will price for the class you have booked and store the fare

IT fares

Pricing entries that do not require names in the booking – This is for quote purposes;

FXR/RIT, U – Best Buy, will price and re-book into the booking class for lowest available fare.

FXX/RIT, U – Will price for the class you have booked.

Pricing entries that will require names in the booking;

FXB/RIT, U – Best Buy, will price and re-book into the booking class for lowest available fare and will store the fare.

FXP/RIT, U – Will price for the class you have booked and store the fare and will store the fare.

Pricing options for adults & children

If you do not have the passenger type codes and FD lines in the booking you would price the booking as below;

FXP/P1,3,4/RIIT,U//P2,5/RINN – Price for the class you have booked for passengers 1-3-4 as adults and passengers 2-5 as children, this will store the fare – names are needed.

FXB/P1,3,4/RIIT,U//P2,5/RINN – Best Buy, will price and re-book into the booking class for lowest available fare for passengers 1-3-4 as adults and passengers 2-5 as children, this will store the fare.

Pricing options for adults, children & infant

If you do not have the passenger type codes and FD lines in the booking you would price the booking as below;

FXP/P1,3,4,5/PAX/RIIT,U//P4,5/INF/RITF//P2/RINN – Price for the class you have booked for passengers 1-3-4-5 as adult with infant associated with passenger 4-5 and passenger 2 as a child.

FXP/P1,3,4,5/PAX/RIIT,U//P4,5/INF/RITF//P2/RINN – Price for the class you have booked for passengers 1-3-4-5 as adult with infant associated with passenger 4-5 and passenger 2 as a child.

Additional entries

,24OCT18 – Price to a specific date (e.g. booked date).

/S1,3 – This will segment relate 1 and 3

Fare quote display

How to find the rules?

Finding the fare rules from pricing:

- FQN1-1 View fare notes and rules for passenger 1, sector 1
- FQN1-2 View fare notes and rules for passenger 1, sector 2

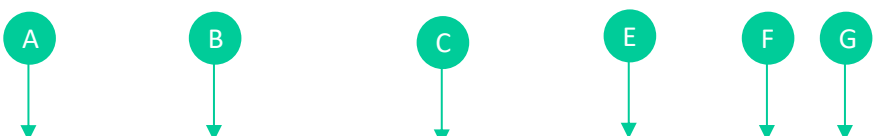
Current fares - FDQ entries;

IT FQD **FQDLHRJFK/18JUL17/R, -ITX, U/ABA/CZ**



Historical fares – FDQ entries

FQD **FQDLHRJFK/18JUL17/R, -ITX, U, 15SEP17/ABA/CZ**



- A. Routing
- B. Date of departure (always the first flight)
- C. Tells the system you want an IT fare
- D. Booking last voluntary amendment data, you need this as you are pricing historically
- E. Airline
- F. Booking class

General entries

PNR retrieval

RT7OOF2U – Retrieve by locator

RT/PERKINS – Retrieve by the surname

RT/PERKINS/BRON – Retrieve by the surname and can add initial or full first name

Modifications and cancellations

XE – Cancel Element

XE3-5 – Cancel elements 3 through 5

XE4, 5, 9 – Cancel elements 4,5 & 9

XI – Cancel booking

Split passenger

SP (passenger number) **RFBP** & **EF** (end & file) then **ER**

Decode/encode

DAN – Do a name

DANMIAMI – Do a name Miami

DAXDXB – Decode DXB

DNABA – Don't know Arline code

PNR history

RH – Read History

RHA – Read History of Air

RHQ – Read History of Queues

RHI – Read History of Itinerary

Timetable

TN25OCTLHRDXB/ABA – Display details of a specific flight

Ticketing Process

Once you are ready to proceed with ticketing, please log onto www.lime-management.com and locate your booking using the 'GDS Ticketing' option which can be found both under 'My Account' in the top right corner, and the left hand quick-link tabs. Select your fare type, enter your PNR reference, and click 'Grab PNR'. You will then be directed to a page where you can amend the airline/fare type/passenger type if necessary, confirm the child ages, and add a reference if desired. Continue to 'Price' and then proceed to 'Ticket', using your preferred payment method.

If you experience any issues, please e-mail our ticketing team at ticketing@lime-management.com.

Post Ticketing Amendments

When the booking is queued back to you, please be advised that you are responsible to managing the schedule changes queues. With regards to involuntary schedule changes, you will need to find a suitable alternative for your client. You will then need to transfer the ownership back to us and we will reissue the ticket with accordance to the airline's schedule change policy. For any voluntary post ticket amendments, please quote these via your own GDS system prior to queuing the bookings over. We will also require an email advising of the new flights details along with any additional costs for making the change. Failure to provide the necessary information to reissue the tickets could potentially trigger delays and missed ticketing deadlines which will be at booking agents' risk.

Terms of Use

Please ensure that the below points are adhered to:

Pricing

Please quote and book using negotiated pricing to ensure flight sectors are held in a required class. Refer to the individual airline nett fare guides for advice on pricing policies.

Ticket deadlines

Ticket deadlines advised online at Lime-Res and within the nett fare guides are estimated based on airline fare rules and are subject to the correct application of booking remarks and procedures. We strongly recommend that you check individual fare rules for applicable advance purchase / sales restrictions as well as the airline ticket deadline vendor remarks as the most restrictive conditions must be adhered to. Bookings with a missed ticket deadline will not be accepted for ticketing.

Point of Sale

Bookings must be created in a UK-based PCC in order to obtain the correct inventory for the UK market.

Married Segment Logic

Most airlines allocate seat inventory based on the passenger's entire journey point of sale and fare basis associated with the itinerary. When a flight is shown as part of a connection, the entire connection must be sold together (through fare). Breaking the married segment logic, eg. by cancelling part of an itinerary is a violation of the Origin & Destination (O&D) decision made at sell time is not permitted.

Churning

Once the PNR has been created, any repetitive cancellation, duplicated bookings or segments will be considered as a churning.

Service requests

Many service requests eg. meals/seating/wheelchairs can be added and confirmed prior to transferring ownership to Lime. Once the tickets are issued and queued back, any post-ticketing requests can also be done by the booking agent.

ADMs

By ticketing a booking through Lime, you are accepting responsibility for all actions in its original creation and management in the GDS before and after ticketing. Lime cannot accept liability for any failure to add essential booking remarks, inaccurate ticket deadlines, incorrect pricing, GDS misuse or undeleted HX sectors. We withhold the right to ask for the booking to be queued back to us at any point for the purpose of investigation when the PNR is still live in the GDS (PNRs must be queued over within 2 business days). Therefore, since purged PNRs cannot be queued back, in case of receiving an ADM, it is the booking agents' responsibility to investigate and provide evidence for a dispute process (within 5 business days), otherwise Lime reserves the right to pass on any associated financial penalties and ADMs applied by the airlines onto the booking agent.

APIS

Please ensure that all relevant information required for ticketing is included within the booking prior to transferring ownership to us. Failure to include the required information, booking agents might be at risk of missing ticketing deadlines.

In accordance with IATA Travel Agency Handbook Resolution 830d, all travel service providers are required to include passenger contact information in the Passenger Name Record (PNR). Please see below entries to be included at the time of ticketing process.

Mobile: SRCTCM-44123456789/P1

Email: SRCTCE-jim.smith//gmail.com/p1

Passenger refused to provide information: SRCTCR-REFUSED/P1

****Failing to adhere to IATA's guidelines may result in a delayed ticketing process.****

Ticket Protection Scheme

From 25 August 2020 we will add a fee of £4.50 + vat to each ticket issued to ensure full protection against airline failure. The cover includes refunds if an airline fails before a customer travels, and repatriation should a failure occur whilst a customer is overseas. Full details, including Terms & Conditions can be found at <https://www.lime-management.com/services/ticket-protection-scheme>. Should you wish to opt-out of the scheme, then please contact partnerships@travelinnovationgroup.com

Contacts

Our team of professionals will provide you with exclusive support should you need any assistance.

Office hours are Mon-Fri 8-7, and Sat 9-3.

Main Switchboard

0151 350 1170

reservations@lime-management.com

ticketing@lime-management.com

schedulechanges@lime-management.com

postticketamends@lime-management.com

refunds@lime-management.com

Groups (bookings over 9 passengers)

0151 350 1185

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