



# Lime Flights – Amadeus User Guide

## Booking & Pricing

### Fare quote display

You can display all fare rules and base fare costs by doing a fare quote display entry:  
FQDLONMCO/ABA/D01JAN/R,-ITX,U

### Passenger Types

These are the standard passenger type codes, which should be included in the name field. PTCs can vary by the airline, please check the individual airline's User Guide.

**Deferred:** IIT = adult; Ixx = child or teen (where xx is the age eg. I09) ; ITF = infant without seat ; ITS = Infant with a seat

After adding the relevant passenger type into the name field, with the exception of ITF which cannot be added in the name field and must be added as FD element eg FDITF/P1. Sometimes FD lines are needed to price the Adult, Child and Teens>(\*12-15yrs old) in order to price, please add FD ADT/P1, FD I09/P1 or FDI15/P1 whenever is required, so Amadeus can apply the appropriate fare/tax discounts.

### Cabins

F = First; C = Business, W = Premium Economy, Y = Economy

### Quoting an itinerary

Once the flights have been held and passenger type codes added as FD elements (if needed), simply price as below:

**FXP/R,\*PTC,U** Pricing specific passenger type codes stored in the name / FD element as booked

**FXB/R,\*PTC,U/K** Best buy pricing (rebooks to the cheapest in the cabin)

\*These entries will apply the fares for the specific passenger type codes specified in the name/FD element. Occasionally the 12-15 year olds will not price using ,\*PTC, so this can be removed, eg FXP/R,U/P1.

### Quoting the cheapest option in the market no matter airline or connection

**FXDLON/D20APRMCO/D27APRLON//RIIT,U** (Pricing the lowest fare available in the market across all airlines)

Additional entries:

**//KC** Specify cabin grade when using best buy (rebooks to cheapest in specified cabin)

**//R,U,01JAN15** Price to a specific date (eg. booked date).

Baggage Entries:

**/SBF-1** This will ensure that it will give you back a fare that has at least one piece of luggage

**/RIT,U/SBF-1**



## Ticketing Process

Once you are ready to proceed with ticketing log onto [www.lime-management.com](http://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 airline and 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.

Please note, if the booking has been split, we will need to check the split PNR before issuing the tickets, please be aware bookings will not be ticketed unless we have access to the full history including split PNRs.

Lime will assume that all sectors will be issue under one ticket. If you required multiples tickets under one PNR, our services fees will be charged per issued ticket. We can issue multiple tickets upon request, however if you wish to ticket some of the sectors in your GDS, these sectors must be issued in advance before queueing the bookings over, so Lime can issue the remaining sectors from your PNR, in case the other sectors haven't been issued, Lime will not accept your bookings and your PNR will automatically be queued back to you.

Lime will verify the stored fare and, once payment is taken, issue the tickets. If your booking has missed the ticketing time limit, or does not have a valid stored fare, we will be in touch for clarification. We can only issue tickets within office opening hours, so please take this into consideration when transferring your booking. Once the tickets are issued, it will be grabbed onto our back-office system and queue back to you immediately. It might take longer if we find any problems grabbing onto our system, however, once the problem is rectified, it will be queued back as normal.

## 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. Lime reserves the right to queue bookings back to you if a calculation mask for the new flights have not been stored and advised by email. 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 farebasis 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. Exceptions might be applicable, please contact Lime if in doubt.

### 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 Lime. 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 and Excluded Airlines, 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](mailto:partnerships@travelinnovationgroup.com)

## Service fees

The fares are nett and do not include the Lime service fees, which are applicable to all bookings at time of ticketing as follows:

**Economy:** £10 per ticket short-haul / £15 per ticket long-haul

**Premium cabins:** £20 per ticket

**Post ticketing fees:** Amendment £35 | Fare refund £35 | Tax only refund £10

*When a booking contains a mixture of cabins, the highest service fee will apply.*

## Contacts

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

Office hours are Mon-Fri 8am-8pm, and Sat-Sun 9am-5pm.

### Main Switchboard

0151 350 1180

### Groups (bookings over 9 passengers)

0151 350 1185

