



TravelWorks

Amadeus user guide

AMADEUS Interface

Check list

Getting started

Preparing for Interface starts by contacting your Amadeus representative. Amadeus generates the accounting interface record named AIR. Your Amadeus profile should be set to create an interface record at time of invoicing as the default. Interface options are enabled when interface is first established and prior to initializing interface. These options control which elements of a PNR are included in the AIR record.

TRAVELWORKS uses the Amadeus interface as a method of data entry. *TRAVELWORKS* does not control the ability to interface, or the method of transmission. *TRAVELWORKS* may reside on or off the Amadeus network, but a *TRAVELWORKS* client must have access to the records via an interface cable, or a valid network connection.

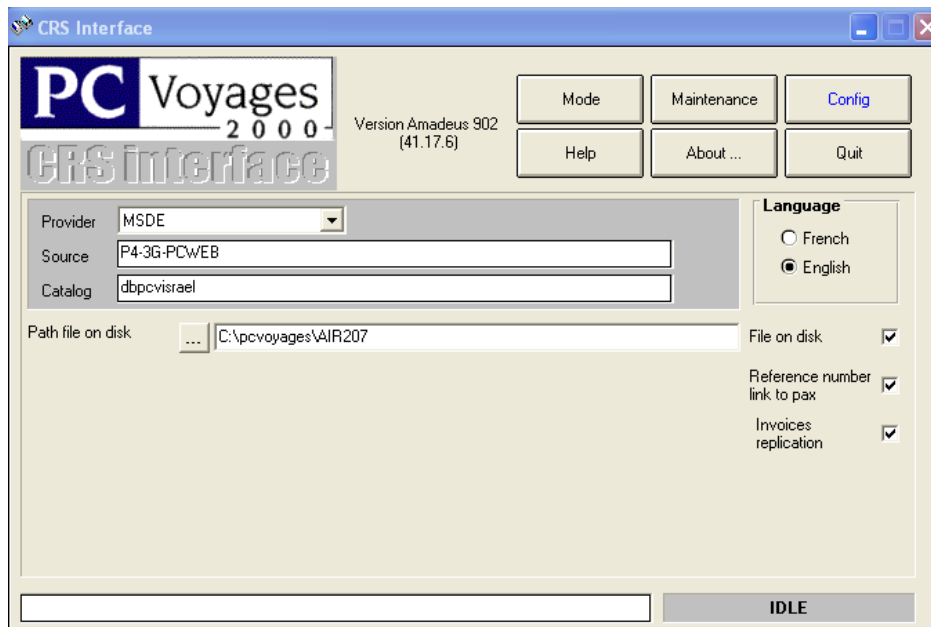
Amadeus Interface Level 207

The AMADEUS Interface level controls the format of the Interface records. At the time of ticketing, the Amadeus Central System collects data from the PNR, TST, and your office profile and generates the Accounting Interface Record or AIR. TravelWorks only supports AMADEUS Interface level 207.



AIR to FILE - Amadeus Configuration

Amadeus will setup your interface for **AIR to file**. This option requires that the Pro-Printer device is configured to capture AIRS to a folder on the Amadeus network. TravelWorks needs access to the exact path and folder name. **C:\PCVOYAGESAIR** If interface is setup by Amadeus to a file, TRAVELWORKS must have full access and share rights to the file. The Pro-Printer handling the transfer of records to a file should be identifiable for easy troubleshooting. The TravelWorks user should know the location of the Pro-Printer device controlling the interface as well as the location of the folder and files.



Configure the Windows Interface Program

TravelWorks works only with interface records from a file. If cabled for interface from Amadeus, ask Amadeus to convert your back-office interface to AIR to file.

Initialize Transmission of All Pending Messages - BASTART

This entry requests AMADEUS begin the transmission of **all** pending AIR records from the Interface queue to TRAVELWORKS. This entry must be the **first** entry made to initialize interface. This entry is only required to initialize interface for the **first** time. After stopping transmission (BSSTOP), **DO NOT transmit** data on a daily basis with the BASTART/BSSTOP commands.

AIRs are sent using the more specific entries that follow (i.e. BADATE).

The BASTART entry is only used to initialize interface the first time or to re-start interface.

Stop Transmission of Pending Messages - BSSTOP

This entry requests AMADEUS to stop the transmission of records from the queue to TRAVELWORKS. Enter the BSSTOP, **immediately** after the BASTART, to stop the automatic transmission of AIRs. You are allowed to selectively transmit records while in the STOP mode using the more specific entries that follow (i.e. BADATE).

Selective Transmission of Airs - *BAdate*

This entry, followed by a date or sequence numbers displayed by the BD entry, requests AMADEUS begins the transmission of specific AIR records from the Application queue to TRAVELWORKS. While in the stop mode, only the records specified are transmitted. All other records remain on the Application Queue. This is the recommended procedure.

Retransmission of Airs - *BRdate*

This entry, followed by a date or sequence numbers displayed by the BD entry, requests AMADEUS begins the re-transmission of specific AIR records from the Application queue to TRAVELWORKS. While in the stop mode, only the records specified are transmitted. All other records remain on the Application Queue. This is the recommended procedure.



Descriptor Codes for invoicing and reporting

Fare Savings Report Information

Add Fare Reason Code
Add full fare amount
Add low fare amount

RM*RM01
RM*FF638.00
RM*LF68.00

Branch Override - RM*BR

TravelWorks uses the ARC/BSP number in the AMADEUS AIR to sort invoices by branch during the interface process. You can override the branch designation with the RM*BR entry in AMADEUS.

RM*BR 001

Billing Address - AB

Customer name and address information interfaces to *TRAVELWORKS* for any new clients. AMADEUS accepts a maximum of 26 characters for each AB line, though *TRAVELWORKS* accepts up to 30 characters for each address line, if entered manually. The address interfaces when creating new client profiles during the Interface process.

Billing Address entry - AB ABNAME, ADDRESS1/ADDRESS2, CITY PROV, POSTAL CODE

ABMARY ROSEN, 417 ST NICOLAS 5TH FLOOR, MONTREAL, QC, H2Y 2P4

Billing Address entry – Multi-lines

Option A	Option B
ABMary ROSEN AB417 St Nicolas AB5th floor ABMontreal, Qc, H2Y 2P9	ABMary ROSEN AB417 St Nicolas ABMontreal ,Qc, H2Y 2P9

Phone Number - RM*PH

The customer's telephone number may also be captured when creating new client profiles during the Interface process. The PH code is added to the telephone field and insert in to the identification tab, as the primary phone in the *TRAVELWORKS* profile during the interface.

Add Phone number to the PNR for interface to TRAVELWORKS.

RM*PH 877-282-4556

Client E-mail Address - RM*EM

The client E-mail address can be captured via interface to when creating new clients or to update client Customer ID prints on ticket and invoice

Customer ID overrides the AIAN if present. It does not print on the ticket or the invoice.

RM*EMinfo@pcvoyages.com

Agent ID

AMADEUS includes the two-character agent ID of the sine-in agent that created the original PNR. The agent is interpreted by *TravelWorks* as the sales agent for the invoice and the file. The agent ID should match the *Interface ID* in the *TravelWorks* Agent Table. However to override to sine agent code use RM*AGXXX (XXX = TravelWorks agent code)

RM*AGSUP

Department Information - RM*DP

Department information interfaces to *TRAVELWORKS* with the RM*DP entry. Enter up to 10 alpha-numeric characters for the department. The department information is included in invoice information and available for reporting.

RM*DPACCOUNTING

Code	Length	Description	Example
FF	13	Full Fare for fare saving report	RM*FF-10000.00
LF	13	Low fare for fare saving report	RM*LF-500.00
MR	7	Reason code for fare saving report	RM*MR-01
FF	13	Full Fare for fare saving report	RM*FF1000.00
LF	13	Low fare for fare saving report	RM*LF500.00
FJ	7	Fare justification code for fare saving report	RM*FJ01
DP	15	Department code	RM*DPACCOUNTING
AG	15	Agent override sine-in code	RM*AGMARY
SA	15	Agent override sine-in code	RM*SAMARY
BR	8	Branch Override Code	RM*BR002
AN	10	Customer Code	AITAN CANBEC must exist in TravelWorks

Hotel and Car Segments

Standard AMADEUS formats for booking cars and hotels interfaces to *TRAVELWORKS* without additional formats. *TRAVELWORKS* captures the segment as information only. It is parsing into the Hotel and Car Table for reporting purpose. Itinerary information is included in the interface record on valid invoices only and will appear on the invoice if specified in the interface setup.

Note: When a passenger (pax) association exists in the Amadeus record; i.e. P1, P2, P3, *TRAVELWORKS* links the hotel to the correct pax even when issuing separate invoices from a single PNR.

Non-BSP-ARC invoice

For leisure Client or regular Passenger sale use RM*AN0000 to leave the customer code field empty when merging back to TravelWorks.

Add Fare Savings for a Non BSP booking

RM*MS25S*VCTHNFLT*TT1*BF300.00*TXXT269.00*TF569.00*CM\$51.21
RM*MS25*CF12345678*FPCHECK*SG
RM*FJ01*FF638.00*LF168.00

To Add to a Non BSP booking from Tour operator

Enter the invoice product description via a Tour segment.

TU1AHK1YUL01NOV/HOTEL SANDALS ALL INCLUSIVE DOUBLE OCCUPANCY CF22928807

RM*MS35S*VCATHPKG*TT8*BF2372.90*TF2959.40*TXXT586.50*GQB*CM\$404.70*SG
RM*MS35*CF22928807*FPVI4XXXX093XXXX6400*XP0509

To Add a discount to a Non BSP booking from Tour operator

RM*MS35S*VCATHPKG*TT8*BF2372.90*TF2959.40*TXXT586.50*GQB*CM\$404.70*SG
RM*MS35*CF22928807*FPVI4XXXX093XXXX6400*XP0509

+

RM*MS80S*VCATHPKG*BF-325.10*CM\$-325.10*GQA*SG
RM*MS80*CF22928807*FPVI45XXXXXXXXXXXXX00*XP0509

OR

RM*MS35S*VCATHPKG*TT8*BF2372.90*DA325.10*TF2959.40*TXXT586.50*GQB*CM\$404.70*SG
RM*MS35*CF22928807*FPVI4XXXX093XXXX6400*XP0509

To apply Partial Payment to a Non BSP Booking

RM*MS35S*VCATHPKG*TT8*BF2372.90*TF2959.40*TXXT586.50*GQB*CM\$404.70*SG
RM*MS35*CF22928807*PP*250.00*VI4XXXX093XXXX6400*XP0509

To apply Final Payment to a Non BSP Booking

RM*MS35S*VCATHPKG*TT8*BF0.00*TF0.00*TXXT0.00*GQB*CM\$0.00*SG
RM*MS35*CF22928807*PP*2709.40*VI4XXXX093XXXX6400*XP0509

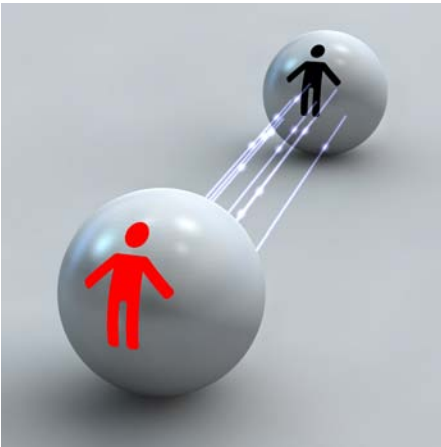
RM*PP1000.00*CASH
CK RM*PP1000.00*CHECK*1234
RM*PP1000.00*CHEQUE*1234

Non-BSP-ARC invoice

To invoice an Insurance

RM*MS35S*VCRBCINS*BF232.00*TF250.56*TXXT18.56*GQB*CM\$146.16*SG
RM*MS35*CFQ1120289X*FPVI4XXXX093XXXX6400*XP0509

The insurance policy number is entered in the CF- field.



Code	Length	Description	Example
VC	10	Vendor or product Code	*VCATHPKG
TF	10	Total Fare	*TF1000.00
BF	10	Base Fare or Gross Amount before comm.	*BF800.00
CM	10	Commission Percent %	*CM8
CM	10	Commission Amount	*CM\$64.00
TX	15	Tax [Optional Tax ID] Amount with decimal [25.00] *TXXT200.00 for other taxes in Travelworks	*TX35.00 Note: Tax codes may be entered individually in the following format: *TXUS13.00*TXXT3.00*TXXY6.00
GQ	1	A=No GST or QST B=GST only C=QST only D=GST and QST	*GQA *GQB *GQC *GQD
GC	1	Overrides the auto-calculations on GST	
QC	1	Overrides the auto-calculations on PST	
CF	15	Confirmation number	*CF123456
DA	10	Discount Amount	*DA100.00
PP	25	Partial Payment Cash Partial Payment Check Partial Payment CK Partial Payment Cheque Partial Payment CC Merchant	RM*PP100.00*CASH*001 CHECK OR CK RM*PP100.00*CHECK*001 CHEQUE RM*PP100.00*CHEQUE*001 *001 is bank account code in Travelworks
FP	25		
TK	15	Ticket number [mandatory for ARC/BSP transactions entered with MS line]	*TK014001212212
QTY	3	Qty number in Travelworks	*QTY2
SD	7	Starting or departure date to be use when no air itinerary entered	SD01NOV08
ED	7	Arrival or end date to be use when no air itinerary entered	ED07NOV08