## How to send e-mail

To send an e-mail, an active PNR must be open.

1. Click on the Smart Tab in Selling Platform.
2. All e-mail addresses are selected by default. Using the check box next to the e-mail address, unselect those to which you do NOT want to send the itinerary to.
3. Choose from the available e-mail options in each column and the Advanced Options panel to change any of the pre-filled information. See **Choosing Advanced Options** for more information.
4. Click on **Send E-mails.**
5. Status of sent e-mails.
6. See **Help** section for more information.
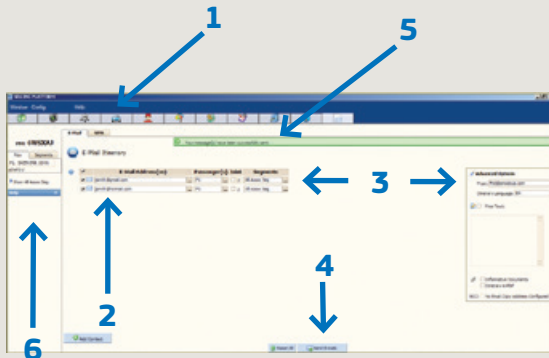

Adding an e-mail address

1. Click on **Add Contact** and enter a new e-mail address.
2. Choose from the available e-mail options in each column to change any of the pre-filled information.

Note: To delete a newly added contact, click on the recycle bin icon next to the address.

Choosing Advanced Options

A number of e-mail options are available:

1. Change the e-mail sender address by clicking in the **From** box and then edit the sender address. *
2. Change the **Itinerary Language** by entering the language code (DA, EN, NO, FR, etc.) or start writing the language, e.g. Da, and choose from the drop down list. *
3. Add free text to all of the e-mails by checking the **Free Text** check box; free text can then be added using the space provided.
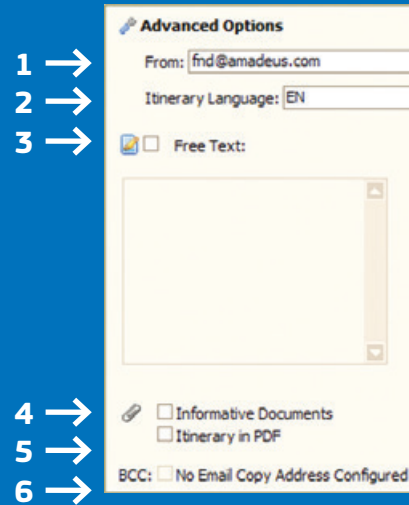
4. Choose to add the Warsaw Convention by checking the **Informative Documents** check box. *
5. Choose to send the itinerary as a PDF attachment by checking the **Itinerary in PDF** check box. *
6. Choose to send a copy (BCC) of the e-mail to a specified e-mail address by checking the **BCC** check box. **

* This is pre-filled according to your office settings.
** This option is only available if you have this set in your office setting.

amadeus

Quick card

Amadeus Dynamic Travel Documents

The smarter way to communicate

AMADEUS

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Welcome to Amadeus Dynamic Travel Documents

Amadeus Dynamic Travel Documents is a suite of professional travel documents that provides tailored content to complement each reservation. With a choice of formats and languages, documents can be sent and tracked smoothly and efficiently to give your customers a superior and more convenient travel experience.

This Quick Card will show you how to send an itinerary by e-mail or SMS using the graphical user interface in Amadeus Selling Platform.

How to send an SMS

To send an SMS, an active PNR must be open.

1. Click on the Smart Tab in Selling Platform.
2. All phone numbers are selected by default. Using the check box next to the phone number, unselect those to which you do NOT want to send the itinerary to.
3. The first SMS content is shown by default below the phone number. To see all or selected SMS, click on **Expand all** or the expand icon next to the phone number.
4. Choose from the available SMS options in each column and the Advanced Options panel to change any of the pre-filled information. See **Choosing Advanced Options** for more information.*
5. Click on **Send SMS.**
6. Status of sent SMS.
7. See **Help** section for more information.
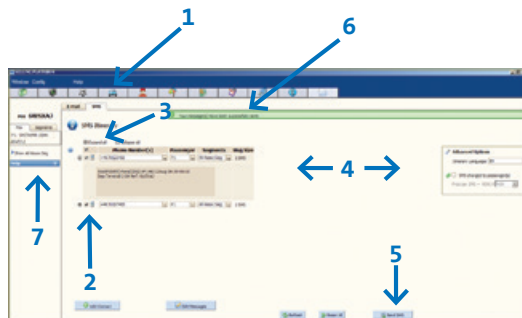
* This is pre-filled according to your office settings.

Adding a phone number

1. Click on **Add Contact** and enter a new phone number.
2. Choose from the available SMS options in each column to change any of the pre-filled information.

Note: To delete a newly added contact, click on the recycle bin icon next to the number.

Payment of SMS

Two payment models for SMS exist:
1. the travel agency pays for the SMS
2. the passenger pays for the SMS

The default payment model can be configured in office settings. *

## Choosing Advanced Options

Three SMS options are available:

1. Change the **Itinerary Language** by entering the language code (DA, EN, NO, FR, etc.) or start writing the language, e.g. Da, and choose from the drop down list. *
2. Choose to charge the passenger or not by selecting/unselecting the check box: **SMS charged to passenger(s).** *
3. Change the currency code from the drop down list. This is only applicable when **SMS charged passenger(s)** is selected. *
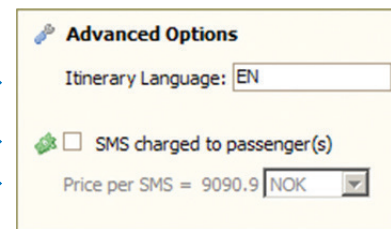

4. The passenger can be informed of the cost of the SMS. This is only applicable when **SMS charged passenger(s)** is selected.

* This is pre-filled according to your office settings.
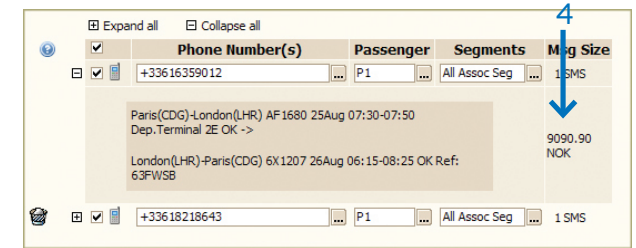
How to add free text to all SMS

1. Click on **Edit Messages.**
2. Enter text in the Free text box.
3. Click on **Add to All** and the text will be presented at the top in all SMS. **
4. Click on **Send SMS.**
5. Exit the edit mode by clicking: **Back to Previous Screen.**
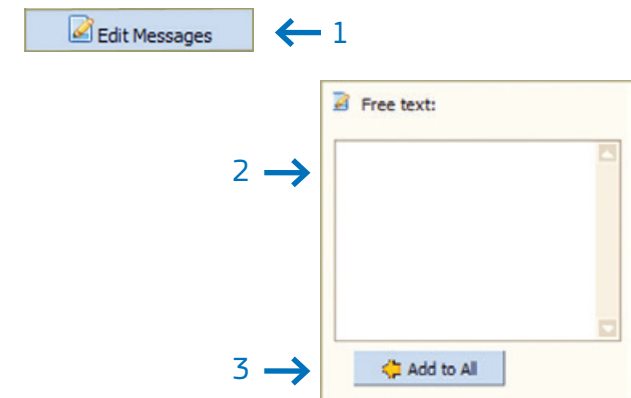
How to edit a specific SMS

1. Click on **Edit Messages.**
2. Make your changes directly in the SMS text box. **
3. Click on **Send SMS.**
4. Exit the edit mode by clicking **Back to Previous Screen.**

** To ignore the new edits and revert to the orignal text, click on Reset All.