

Expiry

An offer is considered as expired when either:

- _ 90 days have passed since its creation, **OR**
- _ the date of the first offer element has past.

PNR Purge Date

For a PNR containing offers, but without a reservation AND that has never been confirmed with a reservation, all information is purged from the central system only after the following periods have elapsed:

- _ PNR creation date +4 days
- _ Expiry date of all offers in the PNR
- _ For a retrieved PNR, the previous purge date of the PNR (based on offer expiry conditions)

After a PNR has been purged, offers can no longer be accessed.

PNR Properties

- _ If a PNR containing offers is split, then any offers within are deactivated with no further action possible.
- _ A PNR containing offers can be queued.
- _ An RF (received from) element is mandatory, even when only offers are modified, to commit the PNR modification.
- _ Offers are not reproduced by the replication entries (RRA,RRN,RR*)
- _ A PNR can store up to 50 air/hotel/car offers
- _ An air offer can contain up to 12 air segments

Mini Rules in Amadeus Offers

Amadeus Mini Rules provide a clear, concise explanation of the fare rules and conditions contained in a trip proposal, and can be directly integrated in the Offer Notice. Mini Rules can also be displayed after an offer creation or verification.

To display Amadeus Mini Rules, enter:

- FWR/O** > display Mini Rules
- FWR/O2-5** > display Mini Rules for a range of offers
- FWR/Q/Q1** > display Mini Rules in offer 2 and the offer price record 1 (PQR1)
- FWR/T** > display Mini Rules for all TSTs
- FWR/T2-5,7** > display Mini Rules for a range of TSTs

Cryptic entries quick list:

(where x = offer number)

	Functionality	Cryptic entry
1	Price offer	FXX/...
2	Create offer after pricing or availability (hotel only)	OFS/A (air) OFS/An (where n = recommendation number) OFS/Hx (hotel) OFS/Cx (car)
3	Create an air offer with a price mark-up	OFS/A/MK-cc (where cc = mark-up amount in local currency)
4	Verify offer x	OFVx
5	Send Offer Notice	OFN OFN/O1-2, 3 OFN-empl-emailaddress OFN/LPxx (where xx = ISO country code for language selection)
6	Override "From" email address in Offer Notice	RMZ/CONF*FROM: emailaddress
7	Include attachments in Offer Notice	OFN-empla-att2-4,6 OFN/att OFN-empl- emailaddress/att
8	Confirm offer x	OFKx OFKx/..
9	Display offer	RTOF
10	Display attached file	EPD/etr
11	Display pricing record for air offer	TQQ/..
12	Display price information for hotel offer x	RDPx
13	Cancel offer	XE
14	End of transaction	ET, ER, EOT

Quick card

Amadeus Offers

Managing demand and travel offers

September 2015
Distribution Product Management



Welcome to Amadeus Offers

Amadeus Offers is a central, cross-channel facility that manages pre-booking activities, allowing you to propose and store a list of saved quotes, or offers.

An offer is built using availability and pricing information and is stored in a PNR. Once created, offers can be communicated to a traveller by email, so they can decide which option to take and then send the selected offer back. This can be then confirmed into a booking in a single transaction, avoiding the need to perform the entire search flow again.

Pre-booking flow and conditions

An offer can only be created:

- After a booking and informative pricing have been performed, **OR**
- After a travel recommendation based on a low-fare search engine, such as Master Pricer Expert

Offers can only be created for certain types of PNR:

- Single individual or group PNR
- Corporate PNR
- Blocked space marketing PNR
- Stretcher PNR

Amadeus Offers Cryptic Entries

Price Air Offer

FXX/... prices an air segment intended to be stored as an offer. Pricing is done within a PNR and all elements (names, fare discount, form of payment and validating carrier) are taken into account for pricing, using the standard entry.

Create Offer from Availability or Pricing

OFS creates an offer after an availability (or recommendation) and a segment sell. When an offer is created, all the segments previously priced are transformed into offer.

It is possible to create a PNR containing only offers (without any confirmed bookings). If no option is added (OFS entry), the default offer creation uses flight content only.

OFS/A > Create air offer after pricing

OFS/H > Create hotel offer after pricing

OFS/H1 > Create hotel offer after availability

OFS/C > Create car offer after pricing

OFS/C1 > Create car offer after availability

OFS/MK-xx > Create an air offer with a price mark-up (where xx = amount)

Verify Offer

OFVx checks that segments are still available in the booking class selected and if same fare still applies. If the price has changed, the offer is updated with the new price details. If no availability remains or a fare is no longer valid, then the offer is marked as no longer available. The offer number (x) is mandatory for this entry.

Offer Notice

OFN sends an Offer Notice document to an email address in HTML and PDF formats. The email address can either be entered in the cryptic entry, or taken from the APE field in the PNR. This document contains the details of the selected offers, including the price and flight/hotel/car information.

OFN-empl-emailaddress/O1 > send offer 1 to specified email address

OFN-empl-emailaddress > send all offers to specified email address

OFN/O1, OFN/O1-2, OFN/O1,3 > send specified offers to email address in APE field

OFN/LPxx > send Offer Notice in language (xx) (eg. FR = French)

Note: an Offer Notice is only sent following an end of transaction entry.

To manually input the “From” email address:

RMZ/CONF*FROM: emailaddress

This entry allows you to override the “from” email address, which is taken by default from the agency profile.

Remarks association

To associate remarks to an air offer:

RII YOUR REMARK/sn where n = the line segment

Remarks supported: RIR, RIZ, RII, RIF, RM

Remarks displayed in Offer Notice: RIR, RII

TTR Attachments

To include attached document(s) in an Offer Notice:

OFN-empla-att2-4,6 > include specified attachments in the Offer Notice

OFN/att > include all attachments in the Offer Notice

OFN-empl-emailaddress/att > send attachments to a specific email address

RMZ/content*att > include all attachments in a structured remark

EPD/etr > display attached file

Confirm Offer

OFKx generates a booking from the segments in the offer. As part of the confirmation, the system verifies that the offer is still available and re-prices if necessary. The segments are sold and are added in the face of the PNR as a confirmed booking. The offer number (x) is mandatory for this entry.

To confirm a hotel offer, the confirmation entry can be appended with the following options:

/DP: Deposit

/G: Guarantee

/SI: Supplementary Information.

Display Offer

RTOF displays the offers in a dedicated screen of the PNR. The offer header line gives the status of the offer (confirmed, unavailable, expired, no fare) and the total price. The segments are described as per standard segments, except for a dedicated status: OO to show if the offer is active, UN if it is inactive.

Display Price Record for Air Offer

TQQ/Ox displays the full pricing details related to an offer (including negotiated fares and OB fees where applicable). The offer number (x) is mandatory.

Display Price Information for Hotel Offer

RDPx displays all the pricing information stored in a hotel offer. The offer number (x) is mandatory in this entry.

Cancel Offer

XE cancels an offer, whatever the status.

End of Transaction

The standard end of transaction entries (**ET, ER, EOT**) confirm the whole PNR including any offer(s). In a PNR that contains only offers, the PNR can be closed without adding the AP or the TK element.