

Offers 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.

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 and the offer price record 1 (PQR1)

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

Cryptic entries quick list

Functionality	Cryptic entry
Price (informative) Air Segment	FXX/...
Master pricer expert	FXD...
Create offer after pricing, master pricer or availability (hotel only)	OFS (air) OFS/Ax (air from Master Pricer) OFS/Hx (hotel) OFS/Cx (car)
Create an air offer with a price mark-up	OFS/MK-xx OFS/Ax/MK-xx
Display offer	RTOF
Display pricing record for air offer	TQQ/Ox
Display price information for hotel offer x	RDPx
Create a proposal	PRP/O1,2,4/T-Title of the proposal
Display a proposal	RTPR RTPRx
End of transaction	ET, ER, EOT
Send Offer Notice	OFN OFN/O1-2, 3 OFN-EML-emailaddress OFN/LPxx OFN/PR1/PR2 OFN/S OFN/O*S OFN/O*S/ETR
Include attachments in Offer Notice	OFN/ATT OFN/ATT2-4,6 OFN-EML-emailaddress/ATT
Override "From" email address in Offer Notice	RMZ/CONF*FROM:emailaddress
Remark Association	RII YOUR REMARK/Sn
Verify offer x	OFVx
Confirm offer x	OFKx OFKx/DP (hotel with deposit)
Cancel offer	XE

Functional Help Pages

For more information on all functional aspects of Amadeus Offers, please see the help pages 'HE OFFERS'.

Quick card

Amadeus Offers

Managing demand and travel offers

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

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 segment

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.

FXT1 selects the first fare.

Search using Master Pricer

FXD NCE/D11JUL CDG searches the lowest fare option from NCE to CDG on 11th of July.

Create Offer from Availability or Pricing

OFS creates an offer after an availability OR pricing OR master pricer expert recommendation display. When an offer is created, all the segments previously priced are transformed into offer.

Note: 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/Ax creates air offer from master pricer

OFS/H creates hotel offer after pricing

OFS/H1 creates hotel offer after availability

OFS/C create car offer after pricing

OFS/C1 create car offer after availability

OFS/MK-xx or **OFS/Ax-MKxx** creates an air offer with a price mark-up (where xx = amount in local currency). For air offer only.
Note: the markup is not kept at offer confirmation time.

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 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.

Create Proposal from Offers

Proposals are used in order to group several offers.

PRP/O1,2,4/T-Title of the proposal creates a proposal from offers

RTPR display the list of proposals

RTPR2 display the content of proposal 2

Send Offer Notice

Note: Offer Notice can be sent only after end of transaction.

OFN sends an Offer Notice document containing details of selected offers to email id mentioned in APE element, including price and fare conditions to an email address in HTML and PDF formats.

OFN-EML-emailaddress sends all offers to specified email address

OFN/O1, OFN/O1-2, OFN/O1,3 sends selected offers

OFN/LPxx sends Offer Notice in language (xx) (ex: FR = French)

OFN/PR1/PR2 sends proposal 1 and 2 in offer notice

OFN/S sends only booked segment in offer notice

OFN/O*S sends offers and booked segment in offer notice

OFN/O*S/ETR sends offers, booked segment and ETR segment in offer notice

To manually input the “From” email address for emailing notice:

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

Rll YOUR REMARK/Sn where n = the line segment

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

Remarks displayed in Offer Notice: RIR, RII checks that segments are still available in the booking class selected and

Include TTR Attachments in Offer Notice

OFN/ATT includes all attachments in the Offer Notice

OFN/ATT2-4,6 includes specified attachments in the Offer Notice

OFN-EML-emailaddress/ATT sends attachments to a specific email address

EPD/etr displays the attached ETR

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.

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.

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 without an itinerary (ie. when the PNR contains only offers), the PNR can be end transacted without adding the contact element or the ticketing element. If the PNR is modified, and the offers (and only offers) are modified simultaneously by another agent, EOT is permitted for both agents (no simultaneous change error is given).