

# **Amadeus**

# **Search by Office**

## **Product Manual**

**August 2006**

# SEARCH BY OFFICE

Allows you to create a list of passenger names and record locators, which you can display on your terminal, send to a printer, or place on a queue.

You can search for passengers in PNRs belonging to your own office, as well as those for which you have PNR retrieval rights (see HERT for an explanation of retrieval rights)

You can search for passengers by specifying criteria such as ticketing information or boarding points.

## Once the search is complete

The results appear in the passenger list status table of the requesting office for a maximum of five days.

You can **Display**, **Print** or **Queue** the results as many times as you wish, or retrieve A PNR by referencing it from a list.

Each office is allowed to have **A maximum of 10 LPO searches** in the table. If the table is full and you need to run another search, you can delete a search manually which is provided and is not in progress.

If you do not delete the search results manually, they are purged automatically after five days.

## Retrieval processing

When you submit an LPO search by office request, it is given a status of 'pending'.

Once the search is complete, the status is updated to:

- **PRINTED** FOR REQUESTS SENT TO A PRINTER
- **QUEUED** FOR REQUESTS SENT TO A QUEUE
- **COMPLETE** FOR ALL OTHER SUCCESSFULLY PROCESSED REQUESTS
- **ERROR** IF AN ERROR OCCURRED DURING PROCESSING.

## SEARCHING YOUR OWN OFFICE

TO SEARCH THROUGH ALL PNRs FOR WHICH YOUR OFFICE IS RESPONSIBLE,

### STEP NUMBER (1) .....REQUESTS THE PNRs.....HOW?

#### LPO/ALL

LPO	TRANSACTION CODE FOR SEARCH BY OFFICE
/ALL	FIRST SEARCH CODE (MANDATORY)

System response

ACCEPTED - CHECK REQUEST STATUS WITH LPS/PS
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### STEP NUMBER (2).....HOW TO DISPLAY THE PASSENGER LIST STATUS TABLE?

#### LPS/PS

System response

PASSENGER LIST STATUS TABLE - CAI1A0981			
1	LPO/ALL	14SEP COMPLETE	149 PNRs
2	LPO/S (2088AC)	21AUG COMPLETE	0 PNR
3	LPO/S (2088AE)	21AUG COMPLETE	0 PNR
4	LPO/S (1111AS) -Q25C2	29JUL REQUEUED	39 PNRs

### STEP NUMBER (3) .....HOW TO DISPLAY THE PNRs

#### LPS/D1

System response

PASSENGER LIST - SEARCH BY OFFICE		
CAI1A0981/1111AS/SU	14SEP/2040Z	REQUESTED:14SEP
LPO/ALL		
OFFICE CAI1A0981		
001 ABADIR/SARA	28EC9P	
002 SALEH/AHMED	2XQP6Z	

Or you can place PNRs in a specific queue by:

#### LPS/D3-Q1C3

**Note: The queue must be empty at the time the entry is made.**

## STEP NUMBER (4) ..... HOW TO SELECT ONE FROM THE PNRs LIST?

### LPS2

System response

```
RP/CAI1A0981/CAI1A0981          AS/SU  14SEP09/2048Z   2XQP6Z
CAI1A0981/1111AS/14SEP09
  1.SALEH/AHMED MR
  2  MS 020 C 01JUL 4 CAISSH HK1      3  0610 0710   *1A/E*
```

You can refer to the list

### LPS0

## YOU CAN REQUEST THE PNRs TO BE DIRECTED TO QUEUE

### LPO/ALL-Q25

System response

```
ACCEPTED - PNRs TO BE QUEUED TO Q25 CAT 0
```

Specific queue, specific category

### LPO/ALL-Q15C0

You can request a print for the PNRs

### LPO/ALL-P

If you have 10 LPO searches and you need to cancel one of them

Display the list first

### LPS/PS

Then you can delete one of the list, where "1" is the delay number

### LPX/1

Or you can delete all of them

**LPX/ALL**

## List of search codes

Code	Explanation	Example
ALL	All PNRs with air itinerary	ALL
A	Airline code	A(IB,AF,LH)
B	Board point	B(ZRH)
C	Class of service	C(Y,K)
D	Travel date (dates/ranges)	D(1JAN,5JAN-10JAN)
F	Flight number	F(AF123,987)
G	Group PNRs	G(NAME)
K	Creation date (dates/ranges)	K(15MAY)
L	Last modified (dates/ranges)	L(2NOV)
Q	OP element containing date	Q(1JAN,5JAN-10JAN)
S	Creating agent sign	S(1234AA)
T	Ticketed PNRs (TKOK)	T(FA1MAY-3MAY)
V	Un-ticketed PNRs	V(FA)
	(Based on FA, FHA, FHE, SSR TKNE, TKNM or TKNA)	V(FA12JUN-15JUN)
W	Air segment status code	W(*K,HL)
Y	Un-ticketed PNRs (no TK items)	Y(TL24MAY)
Z	Frequent flyer number	Z(IB-1234)

### Examples:

**LPO/A(AF,BA)B(CPH)**

**LPO/B(CDG)D(1JAN)-P**

**LPO/B(CDG)D(1JAN)-Q29C2**

**LPO/S(1234AS)K(15MAY-30MAY)**

## System warning messages

### **ACCEPTED - CHECK REQUEST STATUS WITH LPS/PS**

THIS IS NOT A WARNING MESSAGE. IT TELLS YOU THAT YOUR SEARCH REQUEST HAS BEEN ACCEPTED. ENTER LPS/PS TO VIEW THE REQUEST IN THE PASSENGER LIST SEARCH TABLE.

### **ACCEPTED - PNRs TO BE QUEUED TO Q99 CAT 99**

THIS IS NOT A WARNING MESSAGE. IT TELLS YOU THAT YOUR QUEUE REQUEST HAS BEEN VALIDATED AND THE PASSENGER LIST WILL BE QUEUED ON THE QUEUE AND CATEGORY SPECIFIED.

### **COMPLETE LIST NOT PRESENTLY ACCESSIBLE - LOCKED FLIGHT**

THIS MESSAGE APPEARS AT THE END OF THE PASSENGER NAME LIST IF THE REQUESTING OFFICE IS NOT AUTHORIZED FOR AN EMERGENCY-LOCKED FLIGHT SEGMENT. PNRs FOUND WITH THIS LOCKED SEGMENT WILL NOT APPEAR IN THE PASSENGER NAME LIST.

### **CRT PRINTER CROSS REFERENCE MISSING OR INVALID**

THE PRINTER ASSOCIATED WITH YOUR TERMINAL IS NOT SET UP CORRECTLY.

### **INVALID AGENT SIGN**

YOU HAVE SPECIFIED AN INVALID AGENT SIGN, WHEN SEARCHING USING THE CREATING AGENT SIGN OPTION (S).

### **INVALID AUXILIARY SEGMENT DATA**

YOU HAVE SPECIFIED INVALID AUXILIARY SEGMENT DATA, USING THE AUXILIARY SEGMENT OPTION (N).

### **INVALID CITY/AIRPORT CODE**

YOU HAVE SPECIFIED AN INVALID CITY OR AIRPORT CODE, WHEN USING ONE OF THE FOLLOWING OPTIONS: BOARD POINT; OFF POINT; CITY PAIR NONSTOP/DIRECT FLIGHT; CITY PAIR NONSTOP/DIRECT FLIGHT AND CONNECTIONS (B, O, P OR X).

### **INVALID COUNTRY CODE**

YOU HAVE SPECIFIED AN INVALID COUNTRY CODE, USING THE BOARD POINT WITHIN COUNTRY OR OFF POINT WITHIN COUNTRY OPTIONS (\*B OR \*O)

### **INVALID DATE**

YOU HAVE USED THE WRONG FORMAT TO SPECIFY DATES, USING ONE OF THE FOLLOWING OPTIONS: TRAVEL DATE; CREATION DATE;

LAST MODIFIED DATE; OP ELEMENT CONTAINING DATE; TICKETED PNRs; UNTICKETED PNRs (D, K, L, Q, T OR Y).

ENTER THE DATE IN THE FORMAT DDMMM, FOR EXAMPLE 15JUL.

**INVALID FLIGHT NUMBER**

YOU HAVE SPECIFIED AN INVALID FLIGHT NUMBER, USING THE FLIGHT NUMBER OPTION (F).

**INVALID FORMAT**

THIS IS A GENERAL ERROR MESSAGE, IF THERE IS AN ERROR WITH THE FORMAT OF YOUR ENTRY.

**INVALID FORMAT ID**

YOU HAVE ENTERED AN INVALID ID CODE OR NUMBER, USING THE ID IN PASSENGER NAME FIELD OPTION (I).

**INVALID FORMAT - MAXIMUM OF THREE ACCOUNT NUMBERS ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE ACCOUNT NUMBERS, USING THE AIRLINE CODE OPTION (R).

**INVALID FORMAT - MAXIMUM OF THREE AUXILIARY CODES ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE AUXILIARY CODES, USING THE AUXILIARY CODE OPTION (N).

**INVALID FORMAT - MAXIMUM OF FIVE AIRLINE CODES ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN FIVE AIRLINE CODES, USING THE PASSENGER ACCOUNT NUMBER OPTION (A).

**INVALID FORMAT - MAXIMUM OF THREE AGENTS SIGNS ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE AGENTS, USING THE CREATING AGENT OPTION (S).

**INVALID FORMAT - MAXIMUM OF THREE CITY PAIRS ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE CITY PAIRS, USING THE CITY PAIR NONSTOP/DIRECT FLIGHT OR CITY PAIR NONSTOP/DIRECT FLIGHT AND CONNECTIONS OPTIONS (P OR X).

**INVALID FORMAT - MAXIMUM OF THREE CLASS CODES ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE CLASS CODES, USING THE CLASS OF SERVICE OPTION (C).

**INVALID FORMAT - MAXIMUM OF THREE DATES ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE DATES, USING ONE OF THE FOLLOWING OPTIONS: TRAVEL DATE; CREATION DATE; LAST MODIFIED DATE; OP ELEMENT CONTAINING DATE; UNTICKETED PNRs (D, K, L, Q, OR Y).

**INVALID FORMAT - MAXIMUM OF THREE FLIGHT NUMBERS**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE FLIGHT NUMBERS,  
USING THE FLIGHT NUMBER OPTION (F).

**INVALID FORMAT - MAXIMUM OF THREE FREQUENT FLYER NUMBERS**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE FREQUENT FLYER  
NUMBERS, USING THE FREQUENT FLYER NUMBER OPTION (Z).

**INVALID FORMAT - MAXIMUM OF THREE GROUP NAMES ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE GROUP NAMES,  
USING THE GROUP NAME OPTION (G).

**INVALID FORMAT - MAXIMUM OF THREE ID FIELDS ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE ID FIELDS,  
USING THE ID IN MANDATORY NAME FIELD OPTION (I).

**INVALID FORMAT - MAXIMUM OF THREE STATUS CODES ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE STATUS CODES,  
USING THE AUXILIARY SEGMENT STATUS CODE OR AIR SEGMENT  
STATUS CODE OPTIONS (U OR W).

**INVALID FORMAT - MAXIMUM OF THREE FREQUENT FLYER NUMBERS**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE FREQUENT FLYER  
NUMBERS, USING THE FREQUENT FLYER NUMBER OPTION (Z).

**INVALID FORMAT - MAXIMUM OF THREE GROUP NAMES ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE GROUP NAMES,  
USING THE GROUP NAME OPTION (G).

**INVALID FORMAT - MAXIMUM OF THREE ID FIELDS ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE ID FIELDS,  
USING THE ID IN MANDATORY NAME FIELD OPTION (I).

**INVALID FORMAT - MAXIMUM OF THREE STATUS CODES ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE STATUS CODES,  
USING THE AUXILIARY SEGMENT STATUS CODE OR AIR SEGMENT  
STATUS CODE OPTIONS (U OR W).

**INVALID FORMAT - MAXIMUM OF THREE TICKETING CODES ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE TICKETING  
CODES, USING ONE OF THE FOLLOWING OPTIONS: TICKETED PNRs;  
WITHOUT TICKETING DATA; UNTICKETED PNRs (T, V OR Y).

**INVALID GROUP NAME**

YOU HAVE ENTERED AN INVALID GROUP NAME, USING THE GROUP  
NAME OPTION (G).

**INVALID LINE NUMBER**

YOU HAVE TRIED TO DISPLAY A PNR FOR PASSENGER ITEM NUMBER THAT DOES NOT EXIST.

**INVALID LINE NUMBER, SEARCH NOT COMPLETED**

YOU HAVE TRIED TO DISPLAY, PRINT OR QUEUE A SEARCH RESULT LIST, BUT IT IS PENDING, IS IN PROGRESS OR HAS AN ERROR WHERE NO PNRs HAVE BEEN ADDED TO THE LIST.

**INVALID - NO SEARCH REQUEST PRESENT FOR THIS LINE NUMBER**

YOU HAVE TRIED TO DISPLAY, PRINT, QUEUE OR DELETE A PASSENGER LIST, BY REFERENCING A REQUEST ITEM NUMBER THAT DOES NOT EXIST IN THE PASSENGER LIST STATUS TABLE.

**INVALID - ONE AIRLINE CODE ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN ONE AIRLINE CODE WHEN USING THE FLIGHT NUMBER OPTION (F).

YOU CAN ENTER UP TO THREE FLIGHT NUMBERS, BUT THEY MUST ALL BE FOR THE SAME AIRLINE, FOR EXAMPLE: F(AF123,987)

**INVALID OFFICE ID**

YOU HAVE ENTERED AN INVALID OFFICE ID IN THE SEARCH ENTRY.

**INVALID OR MISSING FREQUENT FLYER**

YOU HAVE ENTERED AN INVALID FREQUENT FLYER NUMBER, USING THE FREQUENT FLYER NUMBER OPTION (Z).

**INVALID PASSENGER ACCOUNT NUMBER**

YOU HAVE ENTERED AN INVALID PASSENGER ACCOUNT NUMBER, USING THE PASSENGER ACCOUNT NUMBER OPTION (R).

**INVALID PRINTER MNEMONIC**

THE PRINTER MNEMONIC YOU HAVE ENTERED IS NOT VALID.

**INVALID SEARCH CODE**

YOU HAVE ENTERED AN INVALID SEARCH CODE, FOR EXAMPLE LPO/H

**INVALID STATUS CODE**

YOU HAVE ENTERED AN INVALID STATUS CODE, USING THE AUXILIARY SEGMENT STATUS CODE OR AIR SEGMENT STATUS CODE OPTIONS (U OR W).

**INVALID TICKETING ARRANGEMENT**

YOU HAVE ENTERED AN INVALID TICKETING ARRANGEMENT, USING THE UNTICKETED PNRs OPTION (Y).

**INVALID TICKETING FORMAT**

YOU HAVE ENTERED AN INVALID TICKETING CODE, USING THE TICKETED PNRs OR WITHOUT TICKETING DATA OPTIONS (T OR V).

**MAXIMUM OF THREE CITY/AIRPORT/COUNTRY CODES ALLOWED**

YOU HAVE TRIED TO SPECIFY MORE THAN THREE CITY/AIRPORT/COUNTRY CODES USING THE BOARD POINT OR OFF POINT OPTIONS (B OR O).

**NO ASSOCIATED PRINTER - CONTACT HELP DESK**

THERE IS NO PRINTER ASSOCIATED WITH YOUR TERMINAL OR OFFICE ID.

**NO MATCH FOR RECORD LOCATOR**

YOU HAVE TRIED TO DISPLAY A PNR REFERENCED BY A PASSENGER ITEM NUMBER, BUT THE PNR HAS BEEN PURGED SINCE THE SEARCH WAS CARRIED OUT.

**NO MATCHING PNRs FOUND FOR THIS SEARCH REQUEST**

THERE ARE NO PNRs MATCHING THE CRITERIA THAT YOU SPECIFIED IN YOUR SEARCH ENTRY.

**NO PASSENGER MATCH**

YOU HAVE TRIED TO FILTER THE SEARCH RESULTS BY NAME, BUT THERE ARE NO NAMES IN THE LIST THAT MATCH THE LETTERS YOU HAVE ENTERED.

**NO PASSENGER LIST PREVIOUSLY DISPLAYED**

YOU HAVE TRIED TO RETURN TO THE LAST DISPLAYED PASSENGER LIST, BUT ONE HAS NOT BEEN DISPLAYED.

**NO REQUEST IN THE PASSENGER LIST STATUS TABLE**

THIS MESSAGE IS DISPLAYED AFTER ALL PASSENGER LISTS HAVE BEEN DELETED FROM THE TABLE.

**OFFICE PRINTER CROSS REFERENCE MISSING OR INVALID**

THE PRINTER ASSOCIATED WITH YOUR TERMINAL IS NOT SET UP CORRECTLY.

**OPTION NOT ALLOWED WITH WILDCARD OFFICE**

YOU HAVE ENTERED A WILDCARD OFFICE IN THE SEARCH ENTRY, BUT THE SEARCH CODE DOES NOT PERMIT WILDCARD OFFICES.

**PASSENGER LIST STATUS TABLE FULL - PLEASE DELETE ITEM**

THERE ARE ALREADY 10 SEARCH REQUESTS IN THE PASSENGER LIST STATUS TABLE. YOU MUST DELETE A SEARCH REQUEST, WHICH IS NOT IN PROGRESS, BEFORE YOU CAN REQUEST ANOTHER SEARCH.

**QUEUE CATEGORY NOT ASSIGNED**

YOU HAVE REQUESTED THAT YOUR SEARCH RESULT BE PLACED ON A SPECIFIC QUEUE CATEGORY, BUT THE CATEGORY DOES NOT EXIST.

**QUEUE NOT ASSIGNED**

YOU HAVE REQUESTED THAT YOUR SEARCH RESULT BE PLACED ON A SPECIFIC QUEUE, BUT THE QUEUE DOES NOT EXIST.

**REDISPLAY PASSENGER LIST STATUS TABLE AND RE-ENTER**

THE PASSENGER LIST STATUS TABLE HAS BEEN UPDATED. YOU MUST REDISPLAY THE PASSENGER LIST STATUS TABLE BEFORE YOU CAN RE-ENTER THE TRANSACTION.

**RESTRICTED ENTRY**

THE ENTRY YOU HAVE MADE IS RESTRICTED TO AMADEUS OFFICES.

**RESTRICTED QUEUE CATEGORY**

YOU HAVE REQUESTED THAT YOUR SEARCH RESULT BE PLACED ON A SPECIFIC QUEUE CATEGORY, BUT THE CATEGORY IS NOT EMPTY, OR YOU HAVE ATTEMPTED TO PLACE THE RESULT IN A MESSAGE QUEUE.

**SPECIFIED PRINTER ID INVALID FOR CRT/OFFICE OR DOES NOT EXIST**

THE PRINTER MNEMONIC YOU HAVE SPECIFIED IS NOT SET UP FOR YOUR TERMINAL OR OFFICE, OR DOES NOT SUPPORT THE CORRECT TYPE OF PRINT QUEUE.