Miscellaneous

Offers Expiry

An offer is considered as expired when either:

> 30 days have passed since its creation

OR

> the date of the first offer element is past

Offers 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.

Access Control

> An indicator at office level indicates if a travel agent has access rights to use Amadeus Offers.

> A PNR owner can share offers with other offices through an Extended Ownership Security (EOS) agreement.

Offers and 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 20 air and /or hotel offers

Fare Notes Summary

The Fare Notes Summary provides a clear and concise explanation of the fare rules and conditions contained in the trip proposal. The traveller and trip details are identified from the PNR, and the matching fare rules to be displayed are automatically selected.

The Fare Notes Summary can be directly integrated in the Offers Notice (authorisation is by office profile). It can save valuable time otherwise spent manually reprocessing fare rules and conditions into a format that can be clearly understood.

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/Hx (hotel)
3.	Verify offer x	OFVx
4.	Send Offers Notice in HTML format	OFN OFN/O1-2 OFN/O1,3 OFN/LPxx where xx = ISO country code for language selection
5.	Confirm offer x	OFKx OFKx/..
6.	Display offer	RTOF
7.	Display pricing record for air offer	TQQ/..
8.	Display price information for hotel offer x	RDPx
9.	Cancel offer	XE
10.	End of transaction	ET, ER, other entries which trigger EOT
11.	Search for PNR/Booking File containing offer	RT/name RTflight/date-name
12.	Retrieve PNR/Booking File containing offer	RTrecloc RT/name RTflight/date-name
13.	Ignore	IG, IR

Functional Help Pages:

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

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Offers
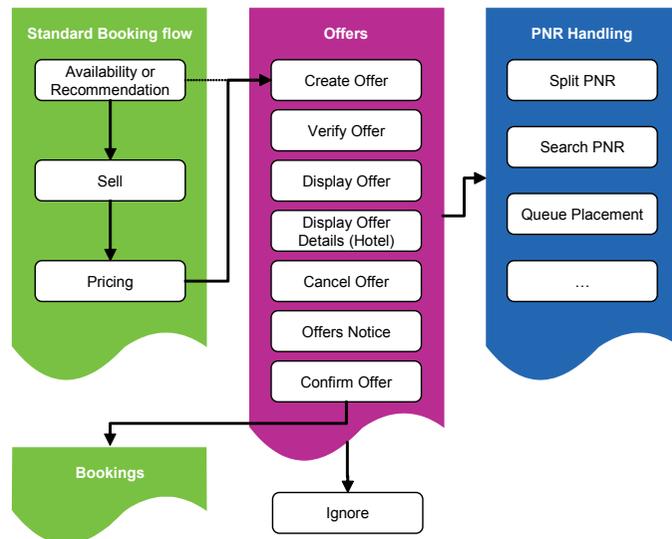*Managing demand and travel offers*

Quick card

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Amadeus Offers

Amadeus Offers is a central, cross-channel facility to handle pre-booking activities, providing the means to propose and store a list of saved quotes, or offers, inside an Amadeus PNR.

An offer is built using availability and pricing information, and is stored in a PNR. Once created, an offer can be communicated to the traveller by email, so that a choice can be made and the selected offer sent back. This can then be transformed into a confirmed booking in a single transaction, avoiding the need to perform the entire search flow again.

Amadeus Offers Workflow

```
Standard Booking flow          Offers                PNR Handling

Availability or   ---->    Create Offer            Split PNR
Recommendation
     |                     Verify Offer            Search PNR
     v
    Sell                  Display Offer         Queue Placement
     |
     v               Display Offer Details (Hotel)      ...
  Pricing  ------->    Cancel Offer
     |
     |                  Offers Notice
     |
     v                  Confirm Offer
  Bookings
                          Ignore
```

Amadeus Offers: pre-booking flow & conditions

An offer can only be created either :
> After a booking and informative pricing have been performed
or
> After a recommendation from Master Pricer Expert

Offers can only be created for certain types of PNR:
> Individual PNR
> Group PNR
> Corporate PNR
> Blocked space marketing PNR
> Single PNR
> Stretcher PNR

Amadeus Offers Cryptic Entries:

1. Price Air Offer - FXX/…
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.

2. Create Offer from Availability or Pricing - OFS
OFS/A > Create air offer after pricing
OFS/H > Create hotel offer after pricing
OFS/H1 > Create hotel offer after availability
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 command), the default offer creation uses flight content only.
OFS/MK-xx Create an air offer with a price mark-up (amount = xx)

3. Verify Offer - OFVx
OFV 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.

4. Offers Notice in HTML Format - OFN
OFN-eml-emailaddress/O1 > send offer 1 to specified e-mail address
OFN-eml-emailaddress > send all offers to specified e-mail address
OFN/O1, OFN/O1-2, OFN/O1,3 > send specified offers to e-mail address in APE field
OFN/LPxx > send Offers Notice in language (xx) (eg. FR = French)
OFN sends an Offer Notice document to an e-mail address. The e-mail 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 pricing and segment information.

5. Confirm Offer - OFKx
OFK confirms an offer into a firm booking. First of all an automatic verification is performed, then the segments are sold, and pricing is replaced. 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

6. Display Offer - RTOF
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.

7. Display Price Record for Air Offer - TQQ/Ox
TQQ displays the full pricing details related to an offer (including negotiated fares and OB fees where applicable). The offer number (x) is mandatory.

8. Display Price Information for Hotel Offer - RDPx
The hotel offer display shows all the pricing information stored in the offer. The offer number (x) is mandatory in this entry.

9. Cancel Offer - XE
XE cancels an offer, whatever the status.

10. End of Transaction - ET, ER, EOT entries
The standard end of transaction entries 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 closed 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).

11. Search PNR Containing Offer - RT/name, RTflight/date-name
All existing PNR searches apply for offers (but offer segments are not taken into account). In particular, it's possible to search for a PNR containing offers using the name in the PNR, within the TA office.

12. Retrieve PNR Containing Offer - RT/recloc, RT/name, RTflight/date-name
A PNR containing an offer can be retrieved by name, as well as by record locator.

13. Ignore - IG
IG ignores all the modifications performed on the BF (both PNR and any offers modification) using the standard entry.