

amADEUS CUSTOMER SERVICE NEWS FLASH

Amadeus Flash

Not getting the expected fare??

Pricing request is rejected??

No more worries!!!

Use Amadeus Fare Diagnostics

- Fare diagnostic tool allows you to target a specific fare when pricing.
- If the fare is not applicable; it displays the reason for failure
- You can then refer directly to the applicable rule restriction to check how to qualify for the fare.
- This tool is available for Informative Pricing (FQP) and Itinerary Pricing (FXX) only.

How does it work?

Sample pnr segments:

```

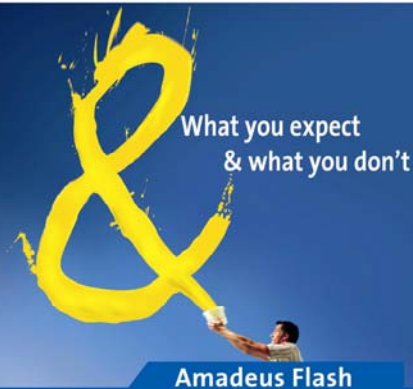
1.TEST/AMADEUS
2 LH1613 W 13OCT 6 DELFRA DK1 0715 1225 13OCT 0 74M R
3 LH1612 W 13NOV 2 FRADEL DK1 1615 0330 14NOV 0 74M M
FXX
*NO FARES/RBD/CARRIER/PASSENGER TYPE
*ATTN VERIFY BOOKING CLASS SEE FQS
* FARE BASIS * DISC * PSGR * FARE<INR> * MSG *T
01 YRT4 * * P1 * 130023 *RB *Y

```



FXX/D F-WSPECEU ← Diagnostic entry with the expected Fare Basis

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Helpdesk 24 X 7 Nationwide Toll free access to Amadeus at 1800-111-200	Connect to Amadeus Helpdesk through Live Chat function in Vista	help@amadeus.in	www.amadeus.in	Learn Amadeus using self paced learning solution Amadeus Learning City – www.alc.amadeus.com



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FXX/D F-WSPECEU

01 TEST/AMADE*
LAST TKT DTE 13OCT07 - DATE OF ORIGIN

Fare Diagnostic Applied

AL FLGT BK T DATE TIME FARE BASIS NVB NVA B
DEL
FRA LH 1613 W W 13OCT 0715 WSPECEU 13OCT13OCT 2
DEL LH 1612 W W 13NOV 1615 WSPECEU 13NOV13NOV 2
INR 22000 13OCT07DEL LH FRA270.24LH DEL270.24NUC
540.48END ROE40.704000

INR 5738YQ XT INR 1158RA INR 377DE
INR 225WO
INR 1535XT
INR 29498

OVERRIDE DIAGNOSTIC ENTRY USED *J*
FARE SUBJECT TO FARE CONSTRUCTION CHECKS
PRICED WITH VALIDATING CARRIER LH - REPRICE IF DIFFERENT VC
TICKETS ARE NON REFUNDABLE AFTER DEPARTURE
ENDOS CHANGE OF RES RESTR. REFUND RESTR LH ONLY
PAYMT NONREF

DIAGNOSTIC PANEL

FARE COMPONENT: DEL-LH-FRA
1 WSPECEU LH 270.24 R NUC
FLIGHT APPLICATION



Diagnosis of Pricing failure

FARE COMPONENT: FRA-LH-DEL
2 WSPECEU LH 270.24 R NUC
FLIGHT APPLICATION

FQN1-1*FL

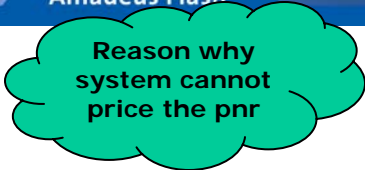
1 - PSGR P1 ADT RULES DISPLAY
FARE COMPONENT 1 ADT DELFRA LH WSPECEU PU 1 S
FCL: WSPECEU TRF: 4 RULE: EPIN BK: W
PTC: ADT-ADULT FTC: XPN-INSTANT PURCHASE NONREF
FL.FLT APPLICATION

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IF THE FARE COMPONENT INCLUDES TRAVEL BETWEEN INDIA AND GERMANY THEN THAT TRAVEL MUST BE ON ONE OR MORE OF THE FOLLOWING ANY LH FLIGHT OPERATED BY LH.

Options available with Fare Diagnostic

FXX/D F-Y2RT	Itinerary pricing diagnostic
FXX /S2-3,5 /D S2-3 F-CRT, S5 F-Y	Itinerary pricing diagnostic with specific segments and separate fare basis
FQPDEL/ABA/D01DECLHR-/M/D F-JFFAS	Informative pricing diagnostic
FXX/P1/D F-Y2RTCH	Itinerary pricing diagnostic with passenger selection
FXX/B2/D F-YRT	Itinerary pricing diagnostic with specific fare break point (<i>in this case at segment 2 in the pnr</i>)
<p>For further information please refer to THE DIAGNOSTIC Or Contact your nearest Amadeus Helpdesk for more details.</p>	
FXX/D F-YRT B-C	Itinerary pricing diagnostic with booking class override
<p>NOW YOU HAVE THE OPTION OF GIVING US YOUR VALUABLE FEEDBACK. PLEASE USE THE "YOUR FEEDBACK" LINK UNDER "ABOUT US" SECTION ON OUR SITE</p>	
FXX/D G-W WWW.AMADEUS.IN	Itinerary pricing diagnostic with Generic fare basis

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