

## News Flash

### Amadeus Flash

## EMIRATES CHAUFFEUR DRIVE SERVICE

We wish to re-iterate the booking process of Emirates Chauffeur-Drive Service utility which is fully integrated within the Amadeus booking flow. This Chauffeur-drive service is complimentary, available to Emirates first and business Class passengers in the numerous countries the airline serves.

### KEY FEATURES

- Automatic transmission of the Chauffeur-drive request at PNR ends of transaction.
- Structured display of the Chauffeur-drive reservation via a specific element part of the itinerary elements (SUR element)
- Usual reservation status and action codes (NN, KK, HK, UN, NO, UC, HX)
- Free text remark in order to add all necessary and additional information according to the passenger's specificities.

### BENEFITS

- Additional value-added service to propose to your customer
- Time and cost of reservation handling reduced via an optimized reservation flow (no more phone calls, online requests or manual notification...etc)

#### Amadeus Helpdesk

24 X 7 Access to Amadeus Helpdesk at Nationwide Toll free 1800-111-200

#### Live Chat Function in Amadeus Selling Platform

Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform

#### Mail to Helpdesk

[help@amadeus.in](mailto:help@amadeus.in)

#### Know more about Amadeus

[www.amadeus.in](http://www.amadeus.in)

#### Amadeus Learning City

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#### ENTRY FORMAT

SU EK NN2 DXB 22APR CHFD/A4//FREE TEXT/P#

1 2 3 4 5 6 7 8 9 10 11

#### EXPLANATION

- 1- Transaction code for surface transportation
- 2- Emirates airlines code
- 3- Need (NN)
- 4- Number of car(s) requested
- 5- Airport code where service is required ( must match the arrival/departure of the Corresponding air segment)
- 6- Local date when service to be provided
- 7- Transport type (CHFD- EK Chauffer Drive)
- 8- Departure / Arrival indicator (D or A)
- 9- Element number of Air segment where service is associated
- 10- Free text are for remarks ( max 60 characters ), **may be used to add Pick Up Time**
- 11- Passenger association (conditional)

*It is recommended, that the agent should add the Pick- Up time in the free text when they want Limo Service should reach the passenger for the departure / arrival.*

For further information please refer to the system information page GGAIREKSERVICES or contact your nearest Amadeus helpdesk.

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