




## Confirmation PDF Attachment

The ticketing process sends a PDF attachment (example shown below) to the email specified in the SSR OTHS remark.

### Example PDF Attachment for Heathrow Express

Heathrow <b>express</b> 	
Thank you for booking your Heathrow Express tickets	
	LEE/TEST MR
Reference Code: <b>7AF7AC28</b>	First Class Single Heathrow to London Paddington 01 July 2008
<b>Your Ticket</b>	This PDF is your ticket. Please print it out and show it to our Customer Service Representative on the train.
<b>Validity</b>	Tickets are valid for: Single - one journey Return - one calendar month
<b>Further Information</b>	For queries relating to your booking please contact Customer Services via email at <a href="mailto:eticketing@airportexpressalliance.com">eticketing@airportexpressalliance.com</a> For details on train times and service information please visit <a href="http://www.heathrowexpress.com">www.heathrowexpress.com</a>
 Reference Code: <b>7AF7AC28</b>	
<small>7AF7AC28/YFVBPQ/1A/16923105005211C1/A07MFE/25.06.08</small>	

In this example the PDF attachment is your physical ticket containing the reference code

## Receiving PDF Attachments

To receive PDF attachments, the firewall for the email address specified in the SSR OTHS remark must be configured to accept emails from the Amadeus Airport Express provider. Refer to the Hahn Air help page for information on providers:

**GGAIRHRPGO**

# Amadeus Airport Express

## Quick Card

## Resending the Email

Hahn Air allows you the possibility of resending the email if the recipient has not received the first email.

To resend the email containing the PDF document, simply specify the word "resend" in a new SSR OTHS message. For example: SR OTHS-RESEND.

## Introduction

Amadeus Airport Express, built in partnership with Hahn Air, enables the selling and ticketing of Airport Express services from a major airport to the nearby downtown area of the city.

Using this product, you can:

- Offer the possibility for the traveller to go further than just the airport.
- Propose a complementary service at the time the flight ticket is purchased.
- Add service and value to corporate traveller's domestic and international journeys
- Save time and effort for travellers by letting them board trains anywhere on home-printed tickets.

Participating providers are hosted by Hahn Air. Using Hahn Air as your validating carrier, you can issue Amadeus Airport Express e-tickets worldwide. For more information on Airport Express providers and services, please refer to:

### GGAIRHRPGO

This help page includes details on classes of service, fares entries, fares validity, ticketing and other useful information for each Airport Express provider.

## An Easy Process

In an easy-to-do process, you can sell and ticket Amadeus Airport Express segments as standalone segments or combine them with any other services available through Amadeus. Use the Amadeus Selling platform to make your booking, by doing the following:

1. Locate and sell the Airport Express train from Availability.
2. Specify the email address in the SSR OTHS remark for delivery of the booking confirmation.
3. Ticket with Hahn Air as the validating carrier.
4. Receive a PDF attachment by email.

Once these steps have been completed, and depending on the ticketed Airport Express carrier, the traveller :

- Uses the physical withdrawal reference number contained in the PDF attachment to pick up his coupon prior to boarding the train, or,
- Uses the PDF attachment itself (as it may contain security data such as bar codes) as the reference to be used for on-board control, or for passing through automated gates.

## Selling Airport Express Segments

The booking process is identical to that currently used for booking air travel. All services are distributed under the 9G IATA code and can be found from the IATA codes of the airports and in-town train stations served by each Airport Express provider.

### Airport Express Availability

Flight	Dep	Time	Arr	Time	T	Dur	S	Typ	P	Classes
9G 605	QQP	06:25	LHR	06:40						F9 Y
AY 5926	LHR	07:40	ARN	11:15		3:50	325			F9 Y9
9G 605	QQP	06:25	LHR	06:40						F9 Y9
BA 776	LHR	07:40	ARN	11:15		3:50	320			J9 C9 D5 I5 Y9 B9 H9 K9 M9 L9 V9
9G 9008	QQP	12:55	LHR	13:15						F9 Y9
6X 780	LHR	14:15	ARN	17:45		3:50	319			C9 D9 I9 U9 Y9 B9 H9 K9 M9 L9 V9
9G 640	QQP	15:10	LHR	15:25						F9 Y9
AY 5932	LHR	16:25	ARN	20:00		3:50	325			C9 D9 I9 L9 P9 S9 N9 T9 Q9 O9 Z9
9G 640	QQP	15:10	LHR	15:25						F9 Y9
BA 782	LHR	16:25	ARN	20:00		3:50	320			J9 C9 D6 I6 Y9 B9 H9 K9 M9 L9 V9
										N9 Q9 O9 S9 G9

## Specifying the Email Address for the SSR OTHS Remark

When booking an Airport Express segment, you must specify an email address as an SSR OTHS remark in the PNR.

You may enter one email address without passenger association for any travellers in the PNR. Alternatively you can specify an email address for each passenger in the PNR.

**Note:** The @ sign must be specified as "at" in the email. For example SR OTHS-JSMITH AT AMADEUS.COM.

## Specifying the Destination Email Address

## Ticketing with Hahn Air

Using your standard ticketing functionality and specifying Hahn Air as your validating carrier (FV HR), you can ticket an Amadeus Airport Express segment to receive the PDF file.

**Note:** If you attempt to ticket without specifying an e-mail address, an SSR OTHS message is sent informing you to provide one. After several warnings, if an address is not provided, an error message will be displayed.