
Amadeus Selling Platform

FAQ

This document presents the most frequently asked questions about working in Amadeus Selling Platform.

1) History

Question: How do I access the history window in Command Page?

Answer: On the right hand side of the screen there is a scroll bar to display your previous screens. It is also possible to move back and forth in the history with Ctrl + Page Up and Ctrl+Page Down. Please note that the command marked in red is active and may be sent again. Command Recall will display the last input if you press Alt + Arrow Up/Down (and this input may be edited). To display the entire list of your previous inputs (max 200), press Alt + Right arrow.

Icon for Command recall: 

Question: I want to reset the history, how is this done?

Answer: Press on the icon in Command page with green lines and a broomstick. N.B This does only clear scrollbar history and not Command Recall. Or press shift + PauseBreak

Question: Why does command recall and line mode disappear when I get an USMG message and how do I get it back? (Pas/Tics users only)

Answer: When you get an USMG, Line mode disappears. Press F12 to read the message, Line mode and Command recall will then return. This is applicable from version 2.2p217 and higher. Previous versions do not support USMG.

Question: Why do I not receive REQUEST UMSG any longer when issuing tickets and need credit card approval code? (Pas/Tics users only)

Answer: This is fixed in the new available version of Amadeus Selling Platform 2.2p217. When the message appears, line mode history will not be available. Read the message by pressing Shift+F12. When the message is displayed, line mode is back.

2) Copy and paste

Question: When I place the cursor after a command, I sometimes get an error message when sending. Why?

Answer: Amadeus Selling Platform sends EVERYTHING on the line where the cursor is placed. Make sure you delete the input that you do not wish to send. The easiest way is to use ctrl + delete to delete forward.

Question: When I copy, for instance, a record locator, the cursor is placed where I am copying, why?

Answer: Amadeus Selling Platform supports Windows standard which means that the cursor is moved to the place where you copy. You have to place the cursor where you want to paste the record locator before you choose paste.

Question: I am not able to copy between Smod 03 and Smod 02? (Pas/Tics users only)

Answer: You need a start of message ^ on second line in smod 02 before you choose paste. This is easily done by using DTA, DTB, DTC or RT. If you for instance need a clear screen before you refund a ticket you can use arrow down, shift + ^, then backspace. You will then receive a clear screen but with the ^ on line two and the paste function will work properly.

Question: I want to copy my recent screen and paste into either word or mail, if I use ctrl + A, I get all my previous screens. How do I avoid that?

Answer: Use ctrl + shift + page up and only your recent screen will be marked for copying.

Question: It is not possible to copy hotel pictures to Lotus Notes or Word in a Citrix environment by using Ctrl + C and Ctrl + V?

Answer: If you are using Lotus Notes to send emails or if you use Word in a Citrix environment Ctrl + C and Ctrl + V do not work properly. Instead use Ctrl + Insert to copy the picture and Shift + Insert to paste it into Lotus Notes or Word.

Question: My office uses Microsoft Outlook as mail program, when I copy from an IED display, the text looks different in my mail? How do I get it to look similar to command page?

Answer: In the menu in Outlook, you have an option called "format" click on that and change to plain.

3) Smart Keys

Question: The shortcut to reach my Smart Keys has become longer, why?

Answer: The number of Smart Keys (f.d. host keys) are many more in Amadeus Selling Platform compared to earlier. There used to be – 10 per user(0-9) – and - 26 per office(A-Z). Now it is possible to use both letters and figures which opens up for 36 Smart Keys per user and 36 Smart Keys per office. Therefore, an extra key needs to be pressed; Ctrl or Shift + alt.

Question: How do I create a Smart Key?

Answer: A simple Smart Key is created in this way:

Open the Smart Key Editor via the icon looking like two wheels or by pressing Ctrl + K. Start by finding an explanatory name to make you understand what your Smart key does and decide whether it is an Office or your own Smart Key. Choose the figure/letter to represent the Smart Key as shortcut. You have the entire keyboard to access Office and your own Smart Keys (Office SmK is started by Shift + Alt + letter/figure and your own SMK are started by Ctrl + Alt + letter/figure). When this is done, you start creating the input for your Smart key to perform. If you want a Smart Key to automatically add lines in your PNR, it might look like this:

```
AP AMADEUS SCANDINAVIA 08-4580500;  
TKTL;  
RIR/HAVE A NICE TRIP!<SEND>
```

Each input is divided by a semi colon (;) and you are able to add them directly after each other or by entering a new line. If you want an input where parameters can be filled in, for instance a flight number, a record locator, date or destination you use the button called "Prompt". When you fill in your question, for example flight number? the Smart key stops and the user must fill in the correct parameter before the Smart Key continues.

Remember, there is no need for a > when creating a Smart Key

Icon for the Smart Key editor: 

4) Miscellaneous

Question: How do I avoid sending when I press Return/Enter? (It does not change the line)

Answer: To change the line without sending you need to press Ctrl and then press Return/Enter. This works in both Smod 03 and Smod 02.

Question: How do I toggle between tabs?

Answer: To toggle between Command Page and the graphic tabs, press Alt + 1. Letters will be displayed on each tab and by pressing for example A the AIR tab will be opened. To toggle between the graphic tabs and Command Page, use Ctrl + J. Ctrl + J can also be used to go back to the graphic mode but will always take you to the PNR tab.

Question: How do I change the size of the letters and colours used in the Command Page?

Answer: In the tool bar in the Command Page there is an icon looking like a palette of colours – the customization panel. Press the icon or use Ctrl + Z to access the customization panel. By clicking on Customization, you can choose new colours for the Command Page and change the font and size of the letters.

Please note that your customization will be **removed** if you **delete your cookies!**

Question: How do I remove or add graphical displays in the Command page and how do I extend my Command Recall to contain 200 commands? (graphic TST, seatmap)

Answer: In the tool bar in the Command Page there is an icon looking like a palette of colours – the customization panel. Press the icon or use Ctrl + Z to access the customization panel. By clicking on Configuration, you can choose the amount of command recalls to be displayed (max 200). You can also choose to have a graphic TST and/or seatmap. Car availability or List will take you to the Car tab if you have it marked.

Please note that your customization will be **removed** if you **delete your cookies!**

Question: I have chosen to display the graphic TST. However, when working in the Command Page it is not always displayed?

Answer: If you have chosen to work with Panel mode for your TST, the graphical TST will not be displayed. To be able to see the graphic TST you need to change your settings to cryptic mode. If you want to change your settings you can do that through TQTC.

Question: Where is the scroll bar (line mode history) when I am displaying a TST?

Answer: For you to be able to use F9 - F12 there is no scroll bar on the right hand side of the TST. F9 - F12 can be used only with a cryptic TST

Question: How do I book ground transportation the easiest way?

Answer: Ground transportation bookings are made in same way as in Pro Tempo, but everything must be sent in one line. A recommendation is to book one segment at a time and move back with >MPGG. Another way is to fill in the information for the outbound journey, press copy for the return and then send. When you have returned to the PNR, press paste and you can then update the return trip

Question: When I have Amadeus Selling Platform open and I open another link to Internet from an email or similar, Amadeus Selling Platform is removed?

Answer: This is due to your settings in Internet Explorer. You may change this in your web browser by accessing "Verktyg/Tools, Internet alternativ/Internet options" and "Avancerat/Advanced" - move down to "Web-sökning /Browsing" and make sure that the "Starta genvägar i redan öppna fönster/Reuse windows for launching shortcuts" is unmarked.

Question: For how long can I be inactive in Amadeus Selling Platform before I am thrown out?

Answer: If being inactive for more than an hour you need to sign in again.

Question: Sometimes I receive an error message, for instance "THERE IS A TRANSACTION IN PROGRESS BETWEEN THE EMULATOR AND THE HOST". How do I get started again?

Answer: You should restart Amadeus Selling Platform. Something has gone wrong in the connection and the best way to move forward is to make a restart.

Question: How do I access help in Amadeus Selling Platform?

Answer: You can either press F1 or click on the question mark, top right hand side. When pressing F1 the system will locate in which area you need help and will direct you to the applicable help section. The help function is accessible both for the Command page and the graphical tabs.

Question: How do I easily refund an E-ticket with a SAC code in smod 02? (Pas/Tics users only)

Answer: Use TWREF in smod 03, go to smod02 and use the DRD/RFD input but remember to include the ticket number, then go back to smod03, copy the SAC code then return to smod 02 and use paste.

Question: My keyboard has suddenly been changed to English version, how do I switch back to Swedish?

Answer: Either you can press alt + shift and you will return to Swedish version. Or you can press ctrl + shift + Q, click on the tab "advanced" and change the "code page translation" by choosing Finnish/Swedish, click on "apply" and "OK".

Question: While using ctrl+print screen, the text on my print is so small?

Answer: This is fixed in the new available version of Amadeus Selling Platform 2.2p217 and higher.

Question: How come I can not work in 2 windows?

Answer: It is possible to work in 2 windows as from version 2.3p210. This new extra function is available and will be charged. Contact your Amadeus Scandinavia Representative for further information.

A separate user guide for working in two windows is available.

The other solution is to be signed in, in two areas, both A and B area or more, up to F. To move between areas use >JM followed by area. Note, you will not be able to work in different office ID:s.

Our proposal is to create a Smart Key for this issue, a Smart Key that easily switches between areas and also retrieves the PNR. This function is similar to ctrl + F6 in Pro Tempo. Smart Key: JM<?vilken area?><SEND>RT<SEND> The reason for having RT in the Smart Key is that when you switch between areas, your screen will be cleared.
