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Amadeus PNR History – Detailed Information in 'Received From' Element

Dear Subscriber,

Perusal of PNR historical data is easy in Amadeus with the enriched format. The Received From line is displayed with detailed information to aid users in their search of all updates performed through direct sign-in or remote sign-in.

Key benefits

- Easy identification of mode of transaction (Direct Sign-in or Remote Sign-in) made on the PNR.
- Accurate data obtained for investigation from the PNR history.
- Time saving in tracking the transactions made on the PNR.

Illustration

```

RP/COK1A0980/COK1A0980          UG/SU  28NOV11/0531Z   8QVAFY
COK1A0980/9876UG/28NOV11
000 ON/KAPUR/KARAN MR
000 OS/9W7009 Y 12JAN 4 DELCOK GK1 0915 1330/GK XYZABC
000 RF-WXYZ-CCU1A0980/2512DC CR-COK1A0980 00220102 SU 9876UG ← Section 1
    /RO-8CB571C2 CCU1A0980 00220080 28NOV0531Z
002 AR/RM THIS LINE IS ADDED FROM COK1A0980
002 RF-UNNIKRISHNAN CR-COK1A0980 00220102 SU 1234UK/DS-8CB57 ← Section 2
    1A8 28NOV0549Z

```

Explanation of Display Codes and Values

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Section 1 – Update made from Remote Jump / Sign-in

- **RF** - Received from indicator.
- **WXYZ** - Received from information as entered by the agent modifying the PNR
- **2512DC** – Sign-in which performs the Remote Jump
- **CR** - Communications Reference Indicator
- **COK1A0980** –Office id into which the Remote Jump is done.
- **00220102** – IATA code of the Office into which the Remote Jump is done.
- **SU** - Duty code of the Target Sign belonging to the Office into which the Remote Jump is done
- **9876UG** – Target sign belonging to the Office into which the Remote Jump is done
- **/RO** - Slash, Remote Office id indicator
- **8CB571C2** – Amadeus Terminal Identifier used by the Sign-in that performs the Remote Jump
- **CCU1A0980**– Office id that performs the Remote Jump
- **00220080** - IATA code of the Office that performs the Remote Jump
- **28NOV0531Z** - Date and Time when the modifications were made

Section 2 – Update made from Direct Sign-in (Owner Office of PNR)

- **RF** - Received From indicator
- **UNNIKRISHNAN** - Received from information as entered by the agent
- **CR** - Communications Reference Indicator
- **COK1A0980** – Office Id of the location where the PNR modifications are made
- **00220102** – IATA code of the location where the PNR modifications are made
- **SU** - Duty Code of the user modifying the PNR
- **1234UK** – Sign-in of user modifying the PNR
- **/DS** - Slash, Direct Sign-in indicator
- **8CB571A8** - Amadeus Terminal Identifier of the user making the modifications
- **28NOV0549Z** - Date and Time when the modifications were made

For any clarification please contact your Amadeus Helpdesk

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