

Centralised Email

Amadeus PM PRO v10.2.139

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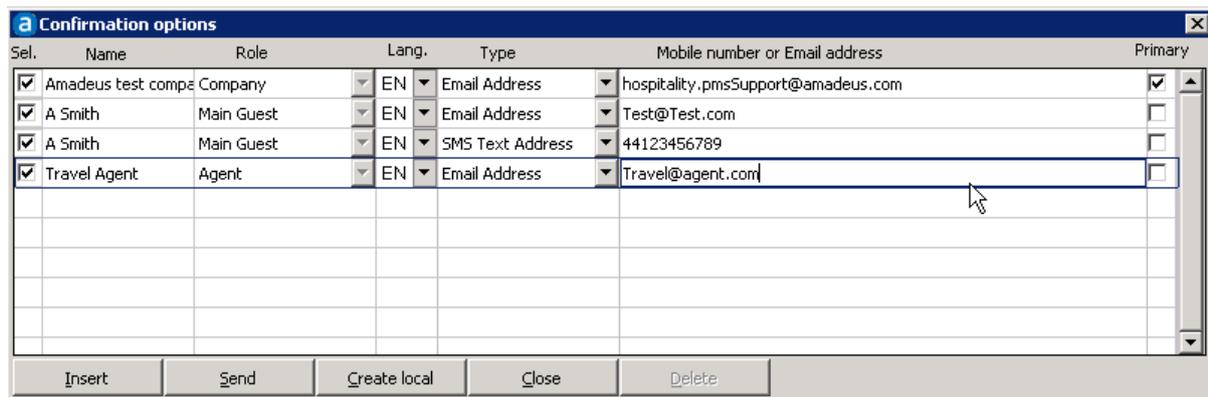
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1.2	13.02.2017		User applicable items only	JF
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1.5	23.02.2017	Confirmations	Added Allotment/names- list, manual trigger	PKS
1.6	16.05.2017	Share guests	Incorrect pax	JF

Centralised Email

To activate this feature Go to: Setup, Preferences, CRS Interface, Untick the field “Do not prompt for confirmations”

Please note this feature does not apply to group/allotment reservations

After Activation a pop up window will appear after creating, changing or cancelling a reservation: EG:



Sel: Tick to select the line to send an Email/SMS confirmation to

Name: Default name from reservation or entered manually

Role: Company/Guest/Agent name

Lang: Default language taken from profile of role selected this is the language of the confirmation that will be sent

Type: Email address or SMS Text address

Mobile number or Email address: Format:

Email: Test@Test.com

SMS: Valid number

Must include country code (as shown above)

+Country Code **Eg:**+49 for Germany, +1 for USA (excluding 0 prefix)

Country code **Eg:** 49 for Germany 1 for USA (excluding 0 prefix)

Primary: Is the “Confirm to” address from reservation

Options

Insert: Enter a new line, not suggested by the contacts, this line will be saved in case of (further) changes.

Send: Send information to Holidex that the selected information is used to confirm

Create local: no information is sent to Holidex, confirmations will be created locally, pop up screen with local confirmation options will open.

Close: no action taken

Delete: line will be removed

Max Amount of selected lines limited to 5

Duplicate confirmations will not be sent:

When using duplicate SMS numbers or email address in different lines will result in only one confirmation send by IHG.

Languages

Please note that the languages come from languages activated in PMpro (Setup, Contacts, Languages). If Holidex cannot interpret the language code (i.e. Swedish) it will send the confirmation in English.

Two character codes are used to send information to Holidex, see CRS Log example. Formatting of SMS and Email in the templates of the different languages is solely task of IHG

Region Language Code	Language
USEN	US English
USES	US Spanish
CAEN	Canadian English
CAFR	Canadian French
MSEN	Mexico, South America, Caribbean English
MSES	Mexico, South America, Caribbean Spanish
MSPT	Mexico, South America, Caribbean Portuguese
EUEN	European English
EUFR	European French
EUES	European Spanish
EUDE	European German
EUIT	European Italian
EUNL	European Dutch
EURU	European Russian
AMEN	Asia, Middle East, Africa English
AMKO	Asia, Middle East, Africa Korean
AMJP	Asia, Middle East, Africa Japanese
AMTR	Asia, Middle East, Africa Turkish
GCEN	Greater China English
GCZH	Greater China Chinese (simplified)
TWZH	Taiwan Chinese (traditional – Hong Kong)

Confirmations Prompts

Making Reservations, Cancelling reservations.

Changes to the following Fields	Window Pop Up?
Guest First Name/Last Name	Yes
Guest Phone	No
Guest Email	No
IHG Rewards Member ID	Yes
Guest Address	No
Arrival Date/ Departure Date	Yes
Number of Nights	Yes
Number of Adults/Children/Rooms	Yes
Room Type	Yes
Room Number	No
Rate Code	Yes
Rate Price	Yes
Payment Type	No
Names List	No
Allotment reservations	No
All other fields	No

Manual trigger of confirmations

It is possible to trigger the pop up window manually for any reservation via right mouse click onto the reservation and choosing 'Update confirmation'

The screenshot shows the Amadeus PM PRO interface for a hotel named 'BRILF, Breda'. The main window displays a list of reservations with columns for Arrival, Departure, From, To, Guest, Rms., Type, CRS Conf., and PMS Conf. A right-click context menu is open over a reservation row, with 'Update confirmation' highlighted. The menu also includes options like New, Edit, Copy, Split, Resend to CRS, CRS Errors, Registration card, Cancel, Delete, Check in, Undo, Efolios, Contacts, Log, Interfaces, Messages, Wake-ups, Documents, New Document, Actions, and Restore columns. At the bottom of the window, there are buttons for various actions such as New, Edit, Copy, Check-in, Efolios, Messages, Names list, Add share, Pre Check-in, Amenity, Deposit points, Arrival alert, Arrivals report, and Guest details.

Arrival	Departure	From	To	...	Guest	Rms.	Type	CRS Conf.	PMS Conf.	Ro
21/02/2017	22/02/2017				Szymanek, Peter, Mr	1	TTWN	64931621	13949	
21/02/2017	22/02/2017				Szymanek, Petrus	1	KEXS	64931872	13951	
21/02/2017	22/02/2017				Szymanek, Petrus	1	KEXS	64931874	13952	
21/02/2017	22/02/2017				Szymanek, Petrus	1	KEXS	64931876	13954	
21/02/2017	22/02/2017				Szymanek, Petrus	1	KEXS	64931862	13955	
21/02/2017	22/02/2017				Test wakeup TTT	1	TDBN	64931361	13947	100
21/02/2017	22/02/2017				Szymanek, Petrus	1	DUM	0	13950	900
21/02/2017	23/02/2017				Last, First	1	KWCS	64930728	13943	
21/02/2017	23/02/2017				Test Wakeup 2 TTT	1	TDBN	64931378	13948	100
21/02/2017	24/02/2017				Last, First	1	KNGS	64930730	13944	
21/02/2017	24/02/2017				Last, Fir	1	KNGS	64930731	13945	
21/02/2017	24/02/2017				Last, Fir	1	KNGS	64930716	13946	
21/02/2017	24/02/2017				Last, Fir	1	DUM	0	13942	900
21/02/2017	26/02/2017				Szyman	1	KEXS	64931875	13953	
23/02/2017	25/02/2017				Test	1	KNGN	64619052	13923	
23/02/2017	25/02/2017				Test	1	KEXN	64619393	13924	
23/02/2017	25/02/2017				Test2	1	KNGN	64619656	13925	
01/03/2017	03/03/2017				Test	1	KNGN	64676753	13930	
01/04/2017	02/04/2017				Test ac	1	TTWN	64251958	13876	
01/04/2017	02/04/2017				Szyman	1	TDBN	64252056	13879	
01/04/2017	02/04/2017				Test5	1	TDBN	64252140	13881	
01/04/2017	02/04/2017				Test7	1	XKLS	64252145	13883	
01/04/2017	03/04/2017				Szyman	1	TDBN	64252137	13880	
01/04/2017	03/04/2017				Test6	1	TDBN	64252143	13882	
01/04/2017	03/04/2017				test, b,	1	KEXS	64286965	13892	
01/04/2017	03/04/2017				Test, A,	1	XOTS	64762597	13893	
01/04/2017	03/04/2017				Testrt7	1	TDBN	64486282	13894	

Share guests

When adding sharers to a reservation, please do not send a centralised email confirmation as there is a known issue in HOLIDEX® Plus which results in the number of adults showing incorrectly on the form that is sent to the guest.

CRS Log example

In CRS > CRS log: there is NO reply to these numbers/emails from Holidex
The language sent in at the end of each CE: line

```
RA
CF:64221764//06FEB17/000013855
AC:D//0011
AC:A//BRILF//IGBBB /01/Y//KEXN/09FEB17/02/S /0021400/01/10FEB17/0019400/01
AR:A//6//BRILF
CE:S/491708529867/Y/EN
CE:E/peter.szymanek@amadeus.com/N/EN
CE:S/491708529867/N/NL
CE:S/+491708529867/N/DE
```

Confirmation Templates

Are owned and managed by Intercontinental hotel group (IHG) not Amadeus PM PRO.