

## Amadeus Glossary of Terms

**Note:** for Amadeus acronyms, you can also refer to the 'Collaborative Acronyms List from GHOST' page below:

(Browser restrictions as of 04DEC2015: To access GHOST, you have to use Chrome 41+, Internet 11+ or Firefox 44+ (not yet released) (see JavaScript 1.7 let Browser compatibility).

In Firefox, it is also needed to enable the NTML authentication: go to about:config and add nce.amadeus.net to the value for network.automatic-ntlm-auth.trusted-uris)

<https://rndwww.nce.amadeus.net/confluence/display/PT/2015/12/02/Collaborative+Acronyms+List+from+GH+OST?focusedCommentId=87045472>

Last update to this glossary: 04DEC2015

To search this glossary, press **CTRL + F** and enter the term or acronym you are looking for.

<b>1ACA</b>	Amadeus Communication Adapter
<b>1T</b>	(START) IATA designator code
<b>2C</b>	(SNCF) IATA assigned code
<b>3270 terminals</b>	3270 terminals are IBM terminals (or PCs emulating terminals), which support many types of 'text' features (but no real graphics).   Pro Tempo uses a 3270 data stream. Most of the TPF Back End applications don't support 3270 data stream (just one called 4505). This function converts from 3270 to 4505 (input) and vice versa (output).
<b>3G</b>	Third Generation mobile will enable high capacity / high speed access to the Internet from a mobile device. Also known as UMTS (Universal Mobile Telephone System), 3G devices will turbo-charge the travelling user's experience of the Wireless Web, bringing radically faster Internet access, full multimedia applications and real time video.
<b>3M,MMM</b>	Marketing Management Meeting
<b>4GL</b>	Fourth Generation Language. A 'generation' of programming language that have highly developed capabilities in a number of areas that interest AMADEUS: for example, the building of application interfaces and access to central databases.
<b>A01</b>	(System Description) These documents give a broad overview of certain functional areas. There are few of these remaining and existing ones are components of a PRM. STD sometimes called ASA stands for Amadeus Standard Access: Through this product the travel agencies can gain access to all the information they need to price and sell seats. Accountable documents and sales report is sent back to the airline company.
<b>A02</b>	(Functional Specifications) A functional specification is used to introduce a major sub-function, to identify the component parts of the sub-function, its relation to the whole, and how it will be implemented. It is a component of a PRM.
<b>A03</b>	(Program Specifications) A program specification states the purpose and functions of a program module. A "part list" of the source code components, Partitioned Data Set (PDS) members, directs the reader to the proper program listings. It is a component of a Program Logic Manual.
<b>A05</b>	(Data File Description) A data file description identifies a collection of data and relationship of the component parts. These documents generally describe formats of records which do not adhere online TPF supported data structures. e.g., tape formats used by utility programs. They are components of the data manual.
<b>A06</b>	(Data Record Description) A data record description defines the format, content and file structure considerations used in the online environment. There is normally a corresponding dsect included in the TPF macro library. These documents are components of the data manual.
<b>A07</b>	(Macro Specifications) Macro specifications describe the function of a macro as well as how the macro is used. All macro information has been combined into the integrated macro manual.

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<b>A09</b>	(User Guides) These documents include operator guides, programmer guides and implementation guides.								
<b>A16</b>	(Cross Reference Documents and Reports) These are indices or listings that show relationships among system components and documents, There are no remaining components of this type in the library.								
<b>A18</b>	(Package Specifications) A package specifications is used to identify the function and structure of a group of related programs. It identifies the programming implementation function which may have more generally described in a functional specification. These documents are components of a PRM.								
<b>A21</b>	(Package Test Criteria Specifications)								
<b>AA</b>	Airline Code for American Airlines								
<b>AAAS</b>	Amadeus Airline Ancillary Services (AAAS) are optional services that a passenger can purchase in combination with an airline ticket.								
<b>AAVYT</b>	Asociación Argentina de Agencias de Viajes y Turismo								
<b>AAC</b>	Association of Airlines Consolidators, Agency Automation Committee								
<b>AACC</b>	Amadeus Automated Customer Contact. Amadeus SMS notification solution								
<b>AACO</b>	Arab Air Carriers Organization								
<b>AAI</b>	Amadeus Airline Inventory								
<b>AAM</b>	Amadeus Availability Management rules								
<b>AAPA</b>	Association of Asia Pacific Airlines								
<b>AAU</b>	Amadeus Access Update Airline. Airlines that have signed a Participating Carrier Agreement with Amadeus, which allows them to have Amadeus Access Facilities (Flight schedule maintenance via SSIM message; Availability status maintenance can be done via AVS /or MAS messages including standard AVS status codes and numeric AVS codes...etc.).								
<b>AA</b>	Airline code for American Airlines								
<b>ABA</b>	Additional Baggage Allowance								
<b>ABACUS</b>	ABACUS Distribution Systems Pte Ltd. ABACUS was formed in 1988 by Singapore Airlines, Thai Airways and Cathay Pacific. Thai pulled out shortly thereafter, casting its lot with AMADEUS, but the CRS has attracted several other airlines as owners since then. ABACUS was hosted by PARS from the outset, and then moved to the Worldspan host upon merger of PARS and Datas II. * HEADQUARTERS : 111 Somerset Road # 11 - 02 Singapore 238164 Phone +65 - 734 - 4488 Fax +65 - 235 - 8806 * OWNERSHIP : All Nippon Airways, 12.914 % Cathay Pacific Airways, 12.914 % China Airlines, 12.914 % Malaysia Airlines, 12.914 % Royal Brunei Airlines, 12.914 % Singapore Airlines, 12.914 % Philippine Airlines, 9.582 % Worldspan Holdings, 5 % EVA Airways, 2 % Garuda Indonesia, 1.962 % Hong Kong Dragon Airlines, 2.016 % Silk Air, 1.956 % * DATA CENTER : Atlanta, GA USA * MARKETING STRUCTURE : Abacus markets its system through National Marketing Companies (NMC). The NMCs provide training, on-site support and also a help desk that answers queries and troubleshoots problems. ABACUS has NMCs in Australia, Brunei, Hong Kong, India, Indonesia, Korea, Malaysia, Philippines, Singapore, Taiwan, Thailand and Vietnam. A representative office is now open in Beijing, China. * TERMINAL INSTALLATIONS: Abacus is installed in about 5.000 agency locations with more than 13.000 terminals, all in the Asia-Pacific region. * PARTICIPATING AIRLINES : There are 166 airlines participating in the system, arrayed at the following participation levels : <table style="margin-left: 40px; border: none;"> <tr> <td style="text-align: right;">Co-host</td> <td style="text-align: right;">164</td> <td style="text-align: right;">Direct response</td> <td style="text-align: right;">32</td> </tr> <tr> <td style="text-align: right;">Direct access</td> <td style="text-align: right;">70</td> <td style="text-align: right;">Direct sell</td> <td style="text-align: right;">39</td> </tr> </table>	Co-host	164	Direct response	32	Direct access	70	Direct sell	39
Co-host	164	Direct response	32						
Direct access	70	Direct sell	39						
<b>ABC</b>	Amadeus Budget Control								
<b>ABC</b>	Brand of the Reed Travel Group								
<b>ABCDEF</b>	Amadeus Budget Control Definition ABC Definition group which is the user group for the product definition of ABC								
<b>ABG</b>	Airline Business Group								
<b>ABI</b>	Association of British Insurers								
<b>ABI</b>	Application Binary Interface								
<b>ABI</b>	Association of British Investigators								

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<b>ABI</b>	Amadeus Billing Information file with detailed information (e.g.: Per record locator and passenger name, or per Transaction type per office) sent by Amadeus Central Billing to customers to justify the amount invoiced for a given billing was called until around 2005 as "BIDT"
<b>ABM</b>	Asynchronous Balanced Mode
<b>ABR</b>	Amadeus Business Rules. Reference Data (Rules, Flight Group, Markets - REF acronym, also known as Business Rules) is now under DEV-GCO-GCB-AMD-MSG responsibility, and is used by more and more clients. A new name has been found for this package, to avoid confusion with other existing products. Now this package is known as Amadeus Business Rules (ABR acronym). The Rules Cache, called RFC will be now known as ABR Proxy.
<b>ABR</b>	Available Bit Rate
<b>ABS</b>	Amadeus Business Solutions. An ABS is a detailed estimate for a Customer-specific development, consultancy, training services. The ABS should describe the technical, functional and financial proposal, define the roles and responsibilities of each actors involved in the process... By extension an ABS project is a development performed specifically for a customer, and charged to him.
<b>ABTA</b>	Association of British Travel Agents
<b>ACAA</b>	The Air Carrier's Association of America. Formed in 1997, the group serves as the voice of low-fare carriers (Western Pacific/Frontier, AirTran/Valujet, Sprint and Reno, representing the smaller airlines interests on Capitol Hill.
<b>ACARS</b>	Airborne Communication and Reporting System. Message Exchange Information System is a message switching system. It routes messages from an aircraft to an appropriate ground system and conversely. The key objectives of such a system are to deliver messages and maintain integrity of the data. In New Gen DCS, the ACARS system is the accepted method of transmitting the Final Load sheet to the captain on-board provided that the aircraft supports ACARS messages.
<b>ACARS Loadsheet</b>	Final load sheet data transmitted via ACARS to an aircraft. See also Final Load sheet.
<b>Accelerator Key</b>	A keystroke or combination of keystrokes that starts a process running within a computer application (see Program Function Key).
<b>Acceptance</b>	Overall process of placing a customer on a flight. The process includes: identification, baggage acceptance, customer acceptance, seating, printing of documents and regulatory checks.
<b>Accept Bag</b>	This is a record of the airlines intention to take responsibility for a bag from the point at which it is accepted. This can be done at any location at which an accepting agent and baggage handling facilities exist.
<b>Acceptance channel</b>	Means by which a customer is accepted for travel. This includes IATCI, cryptic, kiosk, telephone or web application.
<b>Acceptance journey</b>	Altéa Customer Management (CM) term: travel from the point of departure to the point where the customer is accepted to.
<b>Acceptance status</b>	Identifier that describes the customer's acceptance state. The valid statuses are: Not Accepted, Standby, Accepted and Not Travelling.
<b>Acceptance Test</b>	Acceptance Test is the phase of software testing in which the software product is validated against its requirements ("you build the right thing"). It follows Functional Test and can be split in Internal Acceptance Test, Customer Acceptance Test or User Acceptance Test
<b>Acceptance tests</b>	Functional, operational ... testing, validates that the customer (Marketing, ACO, Travel Agency, provider...) requirements are satisfied
<b>Accepted Traffic Load</b>	The accepted weight of passengers, baggage, cargo, mail, courier, and equipment, at a specific time.
<b>Access Security</b>	The program that permits view/change capabilities to travel agencies of PNRs, queues and associated records. If access security has not been activated, sharing of data is not permitted and the transaction requester received as "restricted response" from the system. Read only security also permits viewing of information but does not permit any changes to the data.
<b>Accounts payable</b>	Money which a company owes to vendors for products and services purchased on credit. This item appears on the company's balance sheet as a current liability, since the

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	<p>expectation is that the liability will be fulfilled in less than a year. When accounts payable are paid off, it represents a negative cash flow for the company.</p> <p>Accounts receivable: Money which is owed to a company by a customer for products and services provided on credit. This is treated as a current asset on a balance sheet. A specific sale is generally only treated as an account receivable after the customer is sent an invoice.</p>
<b>Accounts receivable</b>	Money which is owed to a company by a customer for products and services provided on credit. This is treated as a current asset on a balance sheet. A specific sale is generally only treated as an account receivable after the customer is sent an invoice.
<b>ACD</b>	Automatic Call Distributor. Telephone system A specialized phone system to distribute high volume of calls evenly or according to priority to minimize waiting time, or to route calls to appropriate parties. An ACD might direct calls to agents whose lines aren't busy. Alternatively, an ACD might direct calls based on what a caller selects by pressing the telephone keypad. (The caller, for example, might respond to recorded system prompts to enter an account number or choose a service option.)
<b>ACE</b>	Adaptive Communication Environment. Open source object oriented implementation of many core design patterns for concurrent communications software.
<b>ACE</b>	UNIX-based mid-office Server
<b>ACF</b>	Advanced Communication Function
<b>ACF/VTAM</b>	ACF/ Virtual Telecommunication Access Method
<b>ACI</b>	Airports Council International
<b>ACID</b>	Amadeus Correlator Identifier. The next generation of ATID. The ACID is associated to a client context.
<b>ACIP</b>	Internal Amadeus Communication Interface Protocol. Session protocol between FE/BE. Used by DCP.
<b>ACK</b>	An acknowledgment sent via a message system such as ACARS.
<b>ACK</b>	Acknowledgment Message. SSIM A02-2800
<b>ACL</b>	Access Control List. The usual means by which access to and denial of network services is controlled by network security systems. It is a list of the available services and the hosts permitted to use each service.
<b>ACM</b>	Address Complete Message
<b>ACM</b>	Air Commission
<b>ACM</b>	Altéa Customer Management. Also known as CM
<b>ACN</b>	Agency Control Number. An 8 digit industry standard identification number assigned to each travel agency. It consists of: a two digit area code, a five digit core number, and a one digit (mod 7) check digit. Formerly referred to as the 'ATC' or 'IATA' agency number.
<b>ACO</b>	Agent Check-Out
<b>ACO</b>	Amadeus Commercial Organisation – the plural is ACOs (not ACO's)
<b>ACP</b>	Airline Control Program
<b>ACPD</b>	Data loader
<b>ACPL</b>	Online loader
<b>Acquisition</b>	Acquisition refers to the takeover of companies by Amadeus. The word will therefore not be used for any aspect in the procurement process.
<b>ACR</b>	Amadeus Central Repository: This stores any document that need to be shared within Amadeus at a corporate level. Once approved in a Working Database, documents are moved to the ACR. Altogether, these documents constitute the Reference Documentation of the Amadeus systems and are accessible in read-only. When archived, documents are moved to an Archive database.
<b>ACR</b>	Amadeus Customer Relations
<b>ACRA</b>	American Car Rental Association
<b>ACRISS</b>	Association of Car Rental Industry System Standards
<b>ACRU</b>	Amadeus Customer Relation Unit
<b>ACS</b>	Amadeus (central) System Certification New name of the former TTT.
<b>ACS</b>	StorageTek's Automated Cartridge System
<b>ACSC</b>	Amadeus Customer Service Centre

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<b>ACSE</b>	Association Control Service Element. An OSI convention used to establish, maintain, or terminate a connection between two applications.
<b>ACSP</b>	Amadeus Code Share participant
<b>ACSP</b>	Amadeus Customer Service Point the Incident Logging Tool. It is the main entry point of any incident to be logged to Amadeus Service Management Centre.
<b>ACT</b>	Activity Bit
<b>ACT</b>	Amadeus Collaborative Technology. Started in 2004, and previously called CDP (Common Distribution Platform), it has since then been renamed Amadeus Collaborative Technology (ACT) to reflect its larger goal: To deliver a set of open and collaborative components that allow seamless integration of data, channels, systems and travel players. Focus is on making point of sale applications: > Cross channel: sharing travel content, policies, profiles etc. > Multi-Content Sourcing: integrating all types of content sources including local and multi-provider/multi-GDS content > Global: delivering homogeneous service, regardless of location or channel > Customised: adapting to customer and market specificities thanks to customisable workflows/UI > Total Trip Handling: providing technology that goes beyond selling/booking steps to include all the pre/during/post travel steps > Customer Centric: through customer/traveller profiles that are active throughout the booking processes
<b>Activate</b>	To initialise a computer process or function, so that it is ready for use.
<b>ACTIVE</b>	(A CMS Test Interface Vehicle) Originally developed by TWA, ACTIVE allows a 3270 to emulate an ALC type device. Stream input of "Canned" input messages are created under CMS. A spooled file of output messages is created.
<b>Active Hub</b>	The central connecting device in a network that regenerates or amplifies transmission signals. An active hub can be used to add workstations to a network or to increase the distance between workstations and a file server.
<b>Active Window</b>	The window that represents the live link with a host and where host data is obtained. Active window: The window containing the application with which the end user is currently interacting. The active window receives input from the keyboard or mouse
<b>ACV</b>	Aircraft Configuration Version. It identifies a version of an aircraft type (its physical seat layout).
<b>Ad Clicks</b>	Action from a user clicking on an advertisement to get more information.
<b>Ad hoc schedule</b>	This is a variation, addition, a cancellation from the basic schedule of one or more flights on single dates
<b>ADC</b>	Airline Device Controller. Airline Device Controller is the master piece of a possible Altéa Device Handling solution, where the Print Server part of the Altéa Physical Device Handling architecture (see PDH) is used to deliver the print messages to the airline host. The ADC is therefore located on airline host side and is responsible to route the print messages coming from the Amadeus Print Server to the correct physical devices. This solution is used when Amadeus has not (or does not want to have) the control of the airline workstations in terms of print emulation.
<b>ADCCP</b>	American Data Communication Control Procedures
<b>ADD</b>	Amadeus Data Dictionary
<b>Addition or Deletion List</b>	Addition or Deletion List. A list of updates to the Passenger Name List.
<b>ADL</b>	Addition or Deletion List. A list of updates to the Passenger Name List. Sent to advise changes in the passenger list (see PNL) once the flight is under the control of the DCS.
<b>ADM</b>	Administration/Agency Debit Memo) SSIM A02-28
<b>Administrating carrier</b>	This is the airline that controls the operation of the flight
<b>ADP</b>	Amadeus Data Processing. The Erding (Germany) based Operations company.
<b>ADPCM</b>	Adaptive Differential Pulse Code Modulation
<b>ADR</b>	Average Daily Rate. A way of measuring hotel activities: it is based on rooms sold. This measure is typically used in Europe for a daily period in combination with REVPAR for an annual period and planning. For instance, if a hotel has 160 rooms - 110 double (EUR200) and 50 suites (EUR300) - and on a previous day the hotel sold 80 rooms - 60 double and 20 suites - the amount of money earned will be calculated as: $ADR = [(60 \times 200) + (20 \times 300)] : (60 + 20) = 225.00$

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<b>ADS</b>	Amadeus Documentation System
<b>ADSL</b>	Asymmetric Digital Subscriber Line. A service which makes it possible to send high volumes of data at high speeds across the existing copper cables of the telephone line. (There is also xDSL to describe various DSL technologies.)
<b>ADV</b>	Advise Time of departure. Time at which airports will advise their anticipated departure time when a delay of unknown length is encountered
<b>Advice Time</b>	The time at which airports will communicate new information regarding the estimated departure time when encountering a delay of unknown length.
<b>AEA</b>	Association of European Airlines
<b>AEEC</b>	Amadeus European Employee Council. A European Works Council called AMADEUS European Employee Council (AEEC) was established in Madrid in 1998. This Council will provide a platform for the provision of information and consultation on significant subjects which concern the Company as a whole and at least two of its undertakings situated in two member states.
<b>AeRE</b>	Amadeus e-Retail. Amadeus Product
<b>AES</b>	Operations Control use it to monitor, plan and change BA long-haul and short haul aircraft schedules
<b>AeTM</b>	Amadeus e-Travel Management. Amadeus product
<b>AF</b>	Air France. French International Airline
<b>Affinity</b>	The term that Lotus Discovery Server (LDS) uses to define relationships between people and information, indicating that someone is an expert or experienced in a particular subject. A person's affinity can be automatically discovered, nominated, or self-declared. Users can view affinities from the K-map or a person's profile.
<b>AFG</b>	Air France Group
<b>AFM</b>	Altéa Flight Management. Also known as FM.
<b>AFNOR</b>	Association Française de Normalisation. The french standards Institute.
<b>AFS</b>	Amadeus Ferry Server
<b>AFS</b>	Automatic Flight Selection. This is a utility that lives in the front-end of RS13 and BABS. It uses certain rules to identify the best alternatives within certain constraints for flights undergoing Major or Minor Re-accommodation
<b>AFTA</b>	Australian Federation of Travel Agents
<b>AFU</b>	Activity Follow Up. The AFU's objectives are to: - Define, implement and manage system for standard reporting of activity at Corporate level. - Meet requirements at Corporate level, whilst taking departmental needs into account. -> Provide visibility of consolidated activity split by project, market, product etc.
<b>AGE</b>	Amadeus Germany former START
<b>Agent set</b>	The terminal and key board which one uses to access the computer system.
<b>AGM</b>	Amadeus Agency Management
<b>AHA</b>	Amadeus Hotel Assured
<b>aha.</b>	Amadeus Host Access. Amadeus Host Access
<b>AHM</b>	Airline Handling Manual
<b>AH&amp;MA</b>	American Hotel and Motel Association. An organization representing trade associations in the lodging industry.
<b>AHP</b>	Amadeus Hotel Platform
<b>Ai</b>	Signalling ID assigned by Exchange A
<b>AIDT</b>	ATO/CTO Marketing Information Data Tapes, Amadeus Marketing Information Data Tapes
<b>AIHS</b>	Advanced Instant messaging-based High-speed Services
<b>AIL</b>	Amadeus Interface Layout
<b>AIM</b>	AMADEUS Instant Marketing package includes AIS pages and Sign-In, Broadcast and Display Messages which providers can cost-effectively use to speak directly - and in a choice of languages - to either all or specifically targeted groups of users.
<b>AIM</b>	AOL Instant Messenger:
<b>AIM</b>	ATM Inverse Multiplexer
<b>AIMPAC</b>	Manages the catering schedule, menu planning and food production
<b>AIN</b>	Agent IATA Number
<b>AIN</b>	AXESS International Network

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<b>Air Marshal</b>	Government representative who travels on flights to protect the passengers from terrorist activities
<b>Air Waybill (AWB)</b>	The document entitled "Air Waybill/Air Consignment Note" is made out by or on behalf of the shipper, and confirms the contract between the shipper and the carriers for carriage of goods over routes of the carriers.
<b>Airborne Communications and Reporting System (ACARS)</b>	A message system that enables text or data communication between a ground terminal and an aircraft.
<b>Aircraft code</b>	Codes used for different aircraft types. These are 3-character codes made of letters or numbers. The numbers are the same or very similar to those used to identify the aircraft. For example, 727, 747. The letters are generally taken from the aircraft manufacturer's name or from the model name given to the aircraft. For example, D10 for McDonnell Douglas DC10; L10 for Lockheed L1011. The aircraft codes are most frequently seen in availability and schedule displays. See also Aircraft type below.
<b>Aircraft Configuration</b>	Planned utilisation layout of aircraft interior space. This includes the total number of seats by class.
<b>Aircraft CV</b>	Aircraft Configuration Version planned utilization layout of aircraft interior space
<b>Aircraft Designator</b>	A unique code used to describe any airplane by manufacturer and model.
<b>AIRCRAFT LIFE</b>	Maintains historical records of sectors flown and the life of each aircraft, to satisfy legal requirements
<b>Aircraft Movement</b>	The arrival or departure of an aircraft.
<b>Aircraft on Ground Spares (AOG)</b>	Aircraft spares as an item of cargo that will be used to repair another aircraft, has top priority over other dead load, and must travel.
<b>Aircraft Pallet</b>	A platform with a flat under-surface, to standard aircraft requirements on which goods are assembled and secured by nets/straps/igloos, and subsequently locked into the aircraft, to achieve rapid loading/unloading on compatible aircraft conveying and restraint systems. As such, it becomes a component of the aircraft loading and restraint system.
<b>Aircraft Prepared for Service (APS) Carrier</b>	A carrier that includes, as standard in the Dry Operating Weight, the weight of the pantry, crew, and crew baggage, with the empty weight of the aircraft. The APS weight is equal to the Dry Operating Weight before any adjustments are made by Service Weight Adjustments.
<b>Aircraft registration</b>	A unique alphanumeric designation for an aircraft that is used for identification purposes. All aircraft have a series of characters that identify them. The combination of characters indicates the country of origin as well as the aircraft identification. For example, VH – EBB. VH indicates Australian Aircraft. EBB is the aircraft identifier.
<b>Aircraft Sub-type</b>	A specific aircraft type and a subset of "Aircraft Type", for example 767-338 or 767-336. Note: Many aircraft subtypes may belong to an Aircraft Type.
<b>Aircraft Type</b>	Manufacturer's designator. For example, B747 where B stands for Boeing and A330 where A stands for Airbus. See also Aircraft code above.
<b>Aircraft Version</b>	The designator used to indicate the aircraft configuration together with the details of the equipment carried.
<b>AIRIMP</b>	ATA/IATA Reservations Interline Message Procedures. The cook book of formats and message exchange data between all domestic and international air carriers and related suppliers to travel services.
<b>Airline Code</b>	Airlines have a 2-character code. The 2-character code may be the first letters of the airline name, such as AF for Air France and AC for Air Canada, but this is not always the case. Some 2-character codes include numbers, such as X3 for Baikal Airlines or 2D for Denim Air. The airline codes appear in all reference and system documentation.
<b>Airline Designators</b>	May be comprised of two or three characters. In the case of two-character designators, they may consist of two alpha characters, one alpha with one numeric, or one numeric with one alpha, but never two numeric. In the case of CRS Suppliers they may only

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	consist of one numeric with one alpha, and the numeric character may only be a "1". In the case of three character designators, they must always contain three alpha characters.
<b>Airline Operation System</b>	Airline system that provides schedule modifications to Altéa Inventory when the flight is in the operational window
<b>Airline Parameter</b>	Static airline parameters are used to configure Amadeus Altéa Inventory and Amadeus Altéa RMS application. Their values are defined for each individual hosted airline to fulfil its functional requirements. These parameters are called 'static' as they are not subject to frequent changes. Some of these parameters are controlled by the airline through dedicated screens in Amadeus Altéa Inventory. The others are not accessible through the user interface but can be modified via work orders.
<b>AIRMILES</b>	The Airmiles system runs on IMS (RTC) and takes feeds from BABS.
<b>Airport</b>	A place where aircraft take off and land that has facilities for handling passengers and freight.
<b>Airport Access Fee</b>	A fee (typically 9 or 10% of each rental transaction) that is levied by an airport authority on car rental companies that are either located on airport property or travel into airport property to transport rental customers.
<b>Airport Management</b>	A component of New Generation DCS including functionality related to the running of an airport (e.g. resource management, airport information provision, port record management, concourse management).
<b>AIS</b>	Amadeus Information System
<b>AIS</b>	Alarm Indication Signal
<b>AIS Pages</b>	Electronic brochures distributing marketing and product information to AMADEUS users worldwide. Pages can be specifically targeted for viewing, updated on-line, and read in up to 11 languages.
<b>AISC</b>	Abacus International Subscribers Conference
<b>AIT</b>	Air Inclusive Tour
<b>AKA</b>	Amadeus airline system acknowledgment to central system
<b>ALC</b>	Amadeus Learning City
<b>ALC</b>	Airlines Line Control. This is the protocol mainly used for communication between terminals and host computers in the airline industry. It is widely used by airlines, partly for historical reasons, but also because it is a cost-effective protocol for handling large terminal networks over a wide area, giving good response times over low-speed lines. ALC's drawback is that it provides poor security, generally assuming a human operator will pick up and recover from problems. The key features of ALC are that it uses a 6-bit character length and that it is a polled multi-point protocol. A central computer system (the "host") communicates with permanently connected displays and printers. Displays and printers located near each other are grouped together in a cluster, several clusters can share a single circuit to the host. ALC was originally defined as the IBM 1006 standard in the 1960's. Since then many of the airlines have developed additions and variations to the basic protocol, particularly in respect of printing. The Lanyon System supports most of these variations.
<b>ALCS</b>	Airline Control System
<b>ALERTS</b>	Real-time task planning and allocation for Airport Logistics
<b>ALEX</b>	Icelandair Reservation System
<b>ALF</b>	Amadeus Logging Facility. The Amadeus Logging Facility (ALF) is the central infrastructure for collecting log files from all applications in one central location. It is replacing several other search logging tools, in particular the SI Log Search which has been decommissioned since 18APR2008. The Amadeus Logging Facility consists of four main components: - applications, which do log against a log server using so-called indexed logging - the log server and a set of plugins to collect the logging information - a database to store persistently all information required - a web portal to ease the access via a web browser to all collected information This log server will enable to display logs and traces of traffic between various Amadeus applications and the Service Integrator. The log server simply takes the messages delivered from the application and writes them to files. It does not evaluate or interpret the messages. The logs are kept immediately when received and for 11 days for Production (PRD) and 14 days for Test (PDT). Utilisation-Prerequisites: This tool is accessible to all Amadeus employees via a

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	browser, using their WIN@proach userid and password. Access can be opened to other WIN@proach (like airlines or ACOs) for specific parts of the tool. Utilisation : This tool can be used to search for logs for the following applications: - Altéa Inventory, CM and FM - ETS Gateway - e-ticketing edifact messages including internal refund messages - AllFares - API - Web Services
<b>Alias</b>	A nickname that refers to a person or group of people on a network
<b>ALID</b>	Negotiated Space term meaning record locator. The record locator of the airline's negotiated space PNR (in their system).
<b>ALL</b>	Area Loading Limitation. A limitation imposed on the weight that may be loaded on a specific area of cabin or hold floor in order to protect the aircraft structure from being overloaded.
<b>Alliance</b>	Group of airlines that work together for their mutual benefit. For example, Oneworld.
<b>Alliance airlines</b>	Airlines in partnership. Subject to airline authority data and processing are shared or common between the partners.
<b>Alliance tier</b>	Common tier for all alliance members who hold equitable tiers across each specific airline's frequent flyer programs. AA Executive, BA Premier and QF Chairman's Lounge all equal the Oneworld alliance tier of Emerald.
<b>Allocated seat</b>	Actual seat that the customer will sit in while travelling.
<b>Allowed Traffic Load</b>	The load which can be carried on the aircraft on any one sector and is the difference between the allowed weight for take-off and the operating weight.
<b>ALP</b>	Automated Load Planning. A QUBE DCS weight and balance application
<b>ALPA</b>	Airline Pilots Association
<b>ALPHA 3</b>	AF reservation System
<b>Alphaskop</b>	Alfaskop are the terminals used by SAS (Scandinavian Airlines)
<b>ALPS</b>	Cisco's Airline Product Set.
<b>ALT</b>	Alternate tape
<b>Altéa</b>	Used alone, refers to the Amadeus Airline IT platform, the concept and the technology. The "e" always has an accent (it is part of the trademark). Altéa includes Altéa Suite, Altéa Revenue Management and other products – and may include other solutions in the future.
<b>Altéa Fly</b>	The Amadeus computer system that includes Flight Management (which manages components such as load control and weight and balance), and Customer Management (which comprises all customer-related activities, such as boarding).
<b>Altéa Plan</b>	The new inventory system developed by Amadeus to replace legacy airline inventory systems such as BABS and QUBE RS13. It includes the Inventory, Schedule, Reference Data, Seat, Reaccommodation, and MIB servers.
<b>Altéa Plan GUI</b>	This is the Graphical User Interface used by users to communicate with the Altéa Plan sub-systems.
<b>Altéa Suite</b>	The Amadeus passenger service system (PSS) and includes the products Altéa Reservation, Altéa Inventory and Altéa Departure Control – and their related solutions, e.g. Altéa Reservation Desktop.
<b>Altéa True Inventory Codeshare</b>	A free flow Commercial Duplication agreement where both airlines are hosted in Altéa Plan and the true operating inventory is used for requests on the marketing carrier.
<b>Alternate Airport</b>	The planned alternative enroute and destination airport(s) for a flight.
<b>Alternate destination</b>	Destination other than the customer's original booking in a multi-leg flight. For example, if a customer booked LHR-BKK-SYD, the alternate destination can only be BKK.
<b>Alternate key</b>	An alternate key follow two rules: <ul style="list-style-type: none"> <li>- An attribute or attributes that uniquely identify an instance of an entity.</li> <li>- If more than one attributes or group of attributes satisfies rule1, the alternate keys are those attributes or groups of attributes not selected as the primary key.</li> </ul>
<b>Alternative Reservation</b>	An alternative reservation is a definite reservation of space on a flight other than the one originally preferred by the passenger(s).
<b>ALTO</b>	Amadeus Learning Training Object. A standalone byte size (short) piece of instruction aimed to be used by learners and trainers conducting ILT (instructor led training). An ALTO has three components: 1. READY (Introduction and pre-assessment)

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	2. STUDY (List of self-study resources + quizzes offering rich feedback and explanations) The latter are sometimes referred to as TBT Test Based Training 3. GO (Post assessment checking how the learning went) An ALTO in terms of instructional coverage is equivalent to a RIO. (See definition)
<b>Amadeus</b>	Airline Management And Distribution End-User System. 1. A consortium made up of several airlines including Air France, Lufthansa, Iberia and SAS. Its purpose is to provide a common reservation system. 2. A synonym for AMADEUS' Global Distribution System (GDS) the consortium's reservation system.
<b>Amadeus Air</b>	Complete and up-to-date information to make reliable airline reservations. The most powerful access and connectivity levels in the industry with flexible and reliable displays and booking features.
<b>Amadeus Altéa Administration</b>	The Amadeus application that enables administrators to manage components such as Security, Messenger, Altéa PCV, Devices, Printing, Teletype, Airport, Business Rules, Database, Departure Plan, and Codeshare Portal.
<b>Amadeus Business Rules</b>	Specific set of conditions combined with a specific set of actions that are used during system processing. The rules are customised by a system user airline to meet their individual needs. Each rule is composed of online updateable tables for a variety of levels. The rules are referenced at key decision points.
<b>Amadeus Cars</b>	Gives access to the complete and current information to make reliable car reservations, showing the user only what is actually available for sale.
<b>Amadeus Code Share</b>	Amadeus Code Share is a product offered to Altéa Inventory -hosted carriers in a first stage and all Amadeus System User airlines in a second. See also Amadeus Code Share Participant.
<b>Amadeus Code Share participant</b>	An Amadeus Code Share participant is a carrier that fulfils the following criteria: The carrier is an Amadeus System User that is hosted in Altéa Plan. The PDP for reservations traffic is set to Amadeus. The PDP for Code Share traffic is set to Amadeus. Amadeus Code Share Participants have contractually outsourced all their Code Share messaging to Amadeus.
<b>Amadeus Commercial Organisation</b>	ACO – the plural is ACOs (not ACO's)
<b>Amadeus Cruise</b>	AMADEUS Cruise: Access to cruise company reservation systems to book cruise packages. It provides a standard way to sell cruise products with instant confirmed bookings.
<b>Amadeus Customer Reference</b>	(CRP) Customer Reference Program is an ongoing project managed by e-Travel Marketing.
<b>Amadeus Destination</b>	Quality destination information and the ability to sell local leisure services. Includes travel advice, country and city information, and complements other Amadeus travel services
<b>Amadeus Documents</b>	Enables the user to provide a comprehensive range of documents related to travel arrangements including Tickets, Invoice, Itinerary, Boarding Pass and Car Voucher.
<b>AMADEUS E-page</b>	The travel agency can be represented in the environment of amadeus.net with a simple listing of details or, for a more powerful presence, by investing in an AMADEUS E-page. Currently, this is an electronic brochure explaining in a standard format the details of a travel agency's particular offer. Up to three of the agency' specialities can be featured on the E-page which is constructed in real-time, on-line by the agency thanks to the AMADEUS-unique 'E-page construction tool'. The future E-page will include a booking facility allowing the user to buy travel products via their chosen agency's E-page.
<b>Amadeus Fares</b>	It includes pricing for air, rail and ground transportations.
<b>Amadeus Ferry</b>	Access to ferry-related information, and booking services. It complements air, rail and car booking, enabling agents to provide a more complete service.
<b>Amadeus Guide</b>	Helps to navigate and make best use of the full features of the Central System. It includes AIS, Calculator, Help, Practice Training, and Scholar/Teach.
<b>Amadeus Host Airline</b>	Also known as System User

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<b>AmadeusLink</b>	Launched in March this year, this provides the flexibility of AmadeusPlus with additional enhanced features such as free 24-hour Internet and e-mail for every Workstation and remote access. AmadeusLink runs on standard Windows NT platform that can either be supplied by the client, or by Atlas Travel Technologies who then provide the gateway with the relevant x.25 Card, NT and SNA server software, NT and SNA client licences, Rumba 3270 emulator, and Pro Tempo software.
<b>Amadeus Loyalty Management</b>	The name of the flagship product in the Amadeus Loyalty Suite (formerly Hitit Loyalty)
<b>Amadeus Support Handbook</b>	The Amadeus Support Handbook explains and describes support processes, tools, escalation flows and other useful information needed when a support issue is reported to Amadeus
<b>Amadeus Office</b>	Helps to manage the reservation environment and implement management and security policies, flexibly yet precisely, across all offices. It includes Office profile, Queues and Security.
<b>AmadeusPlus</b>	This is a flexible new low-end GDS option, providing full connectivity to Amadeus via Pro Tempo on a Windows '95 platform. It gives travel agents the option to provide their own hardware, allowing more control over hardware and service agreements, as well as automation costs.
<b>Amadeus Rail</b>	Access to full and up-to-date information for reliable, confirmed rail reservations. Flexible, adaptable and immediately accessible to users familiar with Amadeus products.
<b>Amadeus Tours</b>	The facility to book tour products offered by a range of tour operators. A single, easy interface that allows selection and purchase across a large selection of products.
<b>Amadeus Traveller</b>	Helps to manage all information about a customer, including current travel arrangements, by keeping it in the same Passenger Name Record (PNR). It includes Central Customer profiles and PNR.
<b>AMANET</b>	AMADEUS' own X.25 network.) A network of lines interconnected to nodes called TDMs (Time Division Multiplexing). It is a value added network (SNA Backbone, Message Switching, File Transfer...)
<b>AMBUS</b>	The contracted bus service offered by Amtrak (2V) that provides connecting service to/from offline cities and Amtrak stations.
<b>AMC</b>	Application Message Control
<b>AMEX</b>	American Express
<b>AMEXlink</b>	The connection to American Express credit card
<b>AMF</b>	ASCII Message Facility. AMF is the format used by some switch (like Pegasus) to communicate with hotel CRSs.
<b>AMI</b>	Alternate Mark Inversion
<b>AMID</b>	Amadeus Identification/Identifier. Carries 6 digits in the office profile. It is used as the index for Customer profiles and queues. The host assigns that number dynamically at the office profile creation time.
<b>Amortisation</b>	(1) The gradual elimination of a liability, such as a mortgage, in regular payments over a specified period of time. (2) Writing off an intangible asset investment over the projected life of the assets.
<b>AMP</b>	Amadeus Migration Platform. The Amadeus Migration Platform is a Unix Open Back-End.
<b>AMPPC</b>	Amadeus Program to Program Communication. AMPPC is the predecessor of I-EDI. It has been defined by   before any normalised protocol was available.
<b>AMPS</b>	Advanced Mobile Phone Service. A term used for analog technologies, the first generation of wireless technologies.
<b>AMS</b>	Amadeus Messaging Server. Middleware server which provides messaging functions including direct addressing and publish-and-subscribe.
<b>AMSG</b>	Application Message
<b>AMV</b>	Automatic Meal Validation
<b>Analog</b>	Radio signals that are converted into a format that allows them to carry data. While cellular phones and other wireless devices still use analog in geographic areas where there is little or no coverage by digital networks, analog will eventually give way to faster digital networks, analysts say.
<b>Anchor point</b>	A point in a window used to position a subsequent window

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<b>ANI</b>	Automatic Number Identification. ANI provides for the transmission through the network of the Billing Number versus the telephone number, of the originating party (i.e. the calling party)
<b>ANM</b>	Answer Message
<b>ANO</b>	Air Noop
<b>ANOI</b>	Amadeus Network Operator Interface. This is the Watchdog for LUs in the Production system (not Test system). LUs that appear in the ANOI list are usually Link LUs (host-host, etc.). When the LU is down, the watchdog detects it and automatically tries to reconnect it. Responsible dept.: Network Support
<b>ANR</b>	Air NoRec
<b>ANR</b>	Alphabetized Name Record. The alphabetized list of names in a group PNR
<b>ANSI</b>	American National Standards Institute. Responsible for defining programming language standards to promote portability between different computer systems.
<b>ANT</b>	Airline Name Table
<b>AOB</b>	Any Other Business
<b>AODB</b>	Airport Operational Database. Central airport component managing and distributing the large and diverse amount of data pertaining to the multiple organisations and systems involved in the airport operation.
<b>AOF</b>	Airport Of the Future
<b>AOG</b>	Aircraft On Ground Spares. Aircraft spares as an item of cargo that will be used to repair another aircraft, has top priority over other dead load, and must travel.
<b>AOG</b>	Aircraft on Ground
<b>AOP</b>	Amadeus Ordering Process. A basic definition for Amadeus: The Amadeus Ordering Process (AOP) is a tool used by Amadeus Commercial Organizations (ACO) to fulfil one of their primary business objectives that is to manage the connection of travel agents or travel agent groups to the Amadeus central system and services and / or local provider systems and services. AOP is part of the Amadeus local sales process, and is used either in the negotiation phase to produce quotations for new or existing customers or to capture and confirm orders for customers with an existing agreements with the ACO.
<b>AOT</b>	Air Others
<b>APAR</b>	Authorized Program Analysis Reports. The TPFAPAR exec provides access to a data base containing Authorized Program Analysis Reports (APAR) and Special Program Enhancements (SPE) which are distributed by IBM via Program Temporary Fix (PTF) tapes for Licensees of the IBM Transaction Processing Facility (TPF). APARs: In TPF 3.1, APARs are the code fixes for individual problems in TPF, and PTF tapes us collections of APARs. In TPF 4.1, APARs are reports for problems, PTFs are the individual fixes for the problems, and PUT tapes are the collections of the PTFs. Because there usually is a one-to-one correspondence between an APAR and a PTF, the terms are often used interchangeably.
<b>APD</b>	Amadeus Property Desktop (hotels)
<b>APEX</b>	Advance Purchase Excursion fare
<b>API</b>	Application Program Interface. (1) An API is an interface between a product and other applications that the user may build. From within these new applications, the user can call up the functions of the product. APIs are therefore used to build bridges between products. (2) An interface for programs that access a device or facility. Generally APIs hide the true complexity of handling a facility and provide easy-to-use interface. Examples are NETBIOS and SMTBF which provide APIs for accessing LANs and ALC networks respectively.
<b>API version 2</b>	API Version 2 is a major evolution of API version 1. The main improvements are: 1. The client software is multi-platform and the data can be delivered in many different data structures: C, XML, and COM. 2. Much more scalable. APIv2 relies on Vista services to retrieve and format the data from the central system. The APIv2 Server is in its main a TCP/IP session handler and a protocol converter at transport layer (takes the Vista COM objects and forwards its content over a TCP/IP session to the client). It authenticates also the remote client. In addition to the above base functions, API v2.1 provides a routing function (message switching) for Edifact messages. It allows messages in Edifact format

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	to bypass the Vista server and be routed directly to either the Open Front-End or Open Back-Ends (TCP/IP) or to the TPF Gateway (UDP/IP).
<b>APIS</b>	Advanced Passenger Information Service. This is an immigration system that facilitates customs clearance details for customers travelling to the countries that use this system. For example, the United States.
<b>APL</b>	Altéa Plan now known as Altéa Flight Management (FM).
<b>APOLLO</b>	CRS of United Airlines
<b>APP</b>	Advance Passenger Processing. A process whereby approval is given for a customer to travel and enter certain countries such as Australia and New Zealand.
<b>APPC</b>	Advanced Program to Program Communications
<b>Applet</b>	Small Java program enabling Web pages to include various functions such as animations or calculations.
<b>Application</b>	A program that users can run on a computer to perform specific tasks. Examples of applications are word-processors and spreadsheets. Application: An application processes business data, business transactions and information.
<b>Application Access Methods</b>	There are three application access methods: - Complete Access - Direct Access - Multi Access These are defined under their own entry.
<b>Application Layer</b>	It consists of the user programs that make use of the other six layers to deliver data. Familiar examples from the TCP/IP world are telnet, ftp, mail clients, and Web browsers.
<b>Application Program</b>	A TPF application program is composed of one or more segments of either 381, 1055 or 4095 bytes. The term generally applies to a group of segments which accomplish a defined application function.
<b>Application Segment</b>	The term applies to individual blocks of application code.
<b>Application services</b>	Services provided by an application for a particular business activity.
<b>Application Software</b>	The computer programs that make up an application. Application software is distinguished from system software which manages and controls the functioning of the computer and other devices such as the keyboard.
<b>Application Window</b>	The window that appears when the AmadeusPro application is first started and which remains visible while the application runs. It contains the action bar and the first default (the Functions menu option).
<b>APPN</b>	Advanced Peer to Peer Network
<b>Approver</b>	Accountable person, officially entitled for the material (e.g. document, code) content and quality
<b>APS</b>	Amadeus Payment Server. Application mastering Credit Card authorization and Settlement within Amadeus
<b>APS</b>	Aircraft Prepared for Service
<b>APT</b>	Airline Passenger Tariff
<b>APT</b>	Airline Product Table. Cohost table.
<b>APT</b>	Airport
<b>APU</b>	Automatic PNR Update. An Amadeus product that is triggered when a valid Frequent Flyer card was added to a PNR. The card number is validated against the airline's Frequent Flyer database in the Customer Server and if a match was found, all services stored in the profile will be added automatically to the PNR.
<b>AQP</b>	This links the Computer Reservations Systems (GALILEO, AMADEUS and SABRE) to Reservations (BABS)
<b>AQUIRE</b>	Amadeus QIK Interface Reservation Environment. It's a Qantas operation system
<b>ARC</b>	Airline Reporting Corporation. US BSP equivalent. The ARC's purpose is to provide a cost effective means of establishing outlets for the sale of air transportation and procedures for processing records and funds of such sales to the carriers desiring to participate in the service. There are basic ticketing and reporting requirements for everyone involved by means of ARC's standard ticket and the area settlement plan. The "plan" includes the following: - Standard traffic documents - One step imprinting on documents of the issuing carrier's name and the agent's validation - A sales report and single-sum remittance for carriers to an area bank. - An area bank (clearing house) to determine the amount due to

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	each carrier and transmit such amounts to the carrier - Computer generated sales summarizes to each agent and carrier for their respective sales activity.
<b>ARCADIA</b>	ARCADIA is a resource planning/decision support system for Customer Services LHR and LGW
<b>Architect</b>	The architect makes high-level design choices much more often than low-level choices. In addition, the architect may sometimes dictate technical standards, including coding standards, tools, or platforms, so as to advance business goals rather than to place arbitrary restrictions on the choices of developers. Note that software architects rarely deal with the physical architecture of the hardware environment, confining themselves to the design methodology of the code. 1 - The enterprise architect handles business-related software decisions that frequently can involve multiple software systems within an organization, spanning several projects teams, and often at more than one site. The Enterprise Architect may seldom see or interact with source code. 2 - An application architect works with a single software application. This may be a full- or a part-time role. The application architect is almost always an active software developer.
<b>Architecture</b>	The High Level Design of a system, described in terms of subsystems and components.
<b>ARCS</b>	Automated Rental Car System. ARCS Location Code: The internal reference code used to identify rental car agency locations. The code is composed of a 3 character IATA city code followed by a 3 character vicinity code which is, in turn, composed of an alpha and two numerics. The alpha character is a key to the location's positioning within the geography of the city, and the two numerics are sequence to provide uniqueness within each vicinity identifier. Examples : MIAA03, NYCR01, PARC01
<b>ARD</b>	Amadeus Reservation Desktop. Product.
<b>ARDW</b>	Amadeus Retail Desktop Web. Product.
<b>ARE</b>	All Routes Explorer
<b>Area Loading Limitation</b>	A limitation imposed on the weight that may be loaded on a specific area of cabin or hold floor in order to protect the aircraft structure from being overloaded.
<b>ARI</b>	(ARI) Amadeus Revenue Integrity located in US
<b>ARINC</b>	(Aeronautical Radio Inc.) ARINC provides universal telecommunications connectivity to the air transport industry using its private message-switching system. It is based and has its main network in North America and is continuously expanding internationally. A non-profit radio communication network owned by the major airlines and used to transmit passenger reservations, cancellations, changes and other teletype messages from one airline to another. Other services include communication gateways, emulation products and CNS/ATM systems for the aviation industry.
<b>ARIS</b>	Architecture of integrated Information Systems - Vendor IDS-SCHEER AG. The Amadeus choice as a Business Process Management tool. Runs as an Application Server on MUCARISP and offers process modelling services to users licensed to the ARIS Web Designer client application. See also eEPC, VACD and AWD (ARIS Web Designer).
<b>ARL</b>	Amadeus Reference Library
<b>ARM</b>	Asynchronous Response Mode
<b>ARM</b>	The distance from a datum point, measured along the aircraft reference system, to the location of an item.
<b>ARNK</b>	Arrival Unknown. Used when a passenger uses another form of transportation between cities/airports within the itinerary.
<b>ARP</b>	Address Resolution Protocol
<b>ARQ</b>	Automatic Repeat reQuest
<b>ARR</b>	Average Room Rate. A way of measuring hotel activities: the sum of all room rates for a given period (day, month, season, and year). For instance, if a hotel has 160 rooms - 110 double (EUR200) and 50 suites (EUR300), ARR will be calculated as: $ARR = [(110 \times 200) + (50 \times 300)] : 160 = 231,25$
<b>Arrow Key</b>	Four keys on the computer keyboard that are used for moving the cursor around on the screen. Also known as the cursor movement keys or cursor control keys.
<b>Arrow System</b>	The name of the TPF reservations system used by Amtrak (2V).
<b>ARS</b>	Amadeus Reference System. The Amadeus Referencing System (ARS) defines and describes the corporate attributes and their possible values to be used to reference a

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	document. All these attributes and their values are stored in a database called the Amadeus Data Dictionary (ADD).
<b>ARU</b>	Automatic Rate Update. An automated process used by some hotel companies to automatically send batch data to the GDSs.
<b>AS</b>	Agency Sales agent
<b>ASA</b>	Air Service Agreement
<b>ASA</b>	Amadeus Security Administrator
<b>ASA</b>	STD sometimes called ASA stands for Amadeus Standard Access. Through this product the travel agencies can gain access to all the information they need to price and sell seats. Accountable documents and sales report is sent back to the airline company.
<b>ASAP</b>	As soon as possible
<b>ASC</b>	Advise Schedule Change
<b>ASC</b>	Advise Schedule Change
<b>ASC</b>	Amadeus Sydney Centre
<b>ASCII</b>	American National Standard Code for Information Interchange. ASCII defines how the letters, numbers and punctuation marks used in English and certain commands, such as to feed a form, are represented by computer codes. These codes, plus an extended set of codes defined by IBM, are used by personal computers. Ascii: (American Standard Code for Information Interchange.) This is the first 'standard' method of encoding characters for display. Before ASCII, each computer manufacturer used a different bit sequence to represent characters. For example to represent the character "a" on a DEC machine would be different from representing "a" on an IBM machine. ASCII was designed to allow people to use a standard representation for alphabetic and numeric characters.
<b>ASD</b>	Advise Schedule change/Delay
<b>ASE</b>	Application Service Element
<b>ASEANTA</b>	ASEAN Tourism Association
<b>ASF</b>	Automated Service Fee. Automated Service Fee (ASF) is a new application on OBE (21JUN04 08:05 DATFQ PRODHOMME).
<b>ASIC</b>	Application Specific Integrated Circuit
<b>ASM</b>	Ad-Hoc Schedule Message
<b>ASM</b>	Available Seat Miles. An Airline's total number of available seats multiplied by the total number of miles flown
<b>ASM</b>	Cost per Available Seat Map
<b>ASMA</b>	Agent Set Message Analysis. A data collection of all agent entries and subsequent system responses. It is logged to tape, then printed for documentation of agent productivity or for security purposes.
<b>ASN</b>	Advise Schedule Change/Not placed on queue
<b>ASN</b>	Abstract Syntax Notation
<b>ASP</b>	Abstract Service Primitive
<b>ASP</b>	Amadeus Selling Platform
<b>ASR</b>	Advance Seat Reservation. The capability to reserve seats in advance.
<b>Assigned Name Counter 'NM'</b>	Counter containing the number of individual name(s) entered in a group PNR.
<b>Assigned seat</b>	Actual seat that the customer will sit in while travelling.
<b>AST</b>	Automatic Stored Ticket
<b>AST</b>	Amadeus Servicing Terminal. (Selling Platform 'flavour' sold to travel service providers and airlines not hosted in Amadeus.)
<b>ASTA</b>	American Society of Travel Agents. A major trade association with membership open to travel agents and supplier representatives.
<b>ASU</b>	Amadeus System User
<b>ASW</b>	Anwender -user- Software. ASW is the central system for the Start application software in Erding. All Start Amadeus users are connected via different ASWs to 1A Back-/Frontend.
<b>ASW</b>	Application Software (Anwendersoftware). literally: "Anwendersoftware", application software on Amadeus Germany BS2000 server

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<b>Asynchronous Communication</b>	This is a communications technique where each character is transmitted independently with its own "framing bits" (called start and stop bits). The time gap between any two characters can vary, hence the name asynchronous. By "wrapping" each character in its own framing bits this communications method is simpler and hence normally cheaper to use than is counterpart, Synchronous, but it is also slower.
<b>ATAF</b>	Association internationale de Transporteurs Aériens Francophones
<b>ATA/IATA</b>	Air Transport Association / International Air Transport Association. See "Air Transport Association" and "International Air Transport Association"
<b>ATB</b>	Automated Ticket and Boarding pass. The ATB is an integrated ticket and boarding pass issued by the travel agent directly to the traveller. This means that the traveller has a single document for check-in and boarding.
<b>ATBPR</b>	Automated Ticket and Boarding pass Printer Reader. Software on the ATB ticket printer which prints, encodes and decodes data received from PECTABs (parametric data tables)
<b>ATC</b>	Amadeus Ticket Changer
<b>ATC</b>	Air Traffic Conference of America. See Air Transport Association of America (ATA).
<b>ATC</b>	Air Traffic Control
<b>ATC</b>	Airlines Test Coordinator
<b>ATC</b>	Australian Tourist Commission
<b>ATD</b>	Amadeus Ticketing Data. Gives up-to-date information on ticket sales distributed through Amadeus. Enables providers to forecast cash flow tendencies by compiling credit information and financial reports.
<b>ATD</b>	Actual Time of Departure
<b>ATD</b>	Asynchronous Time Division
<b>ATF</b>	ASEAN Tourism Forum
<b>ATFDS</b>	Automated Ticketing and Fare Determination System
<b>ATID</b>	Amadeus Terminal Identifier or Airline Terminal Identifier. It is made up of a network ID (nn) and a Logical Endpoint Identifier (or LEID) also referred to as Line Number Interchange Address Terminal Address (or LNIATA). Hexa-decimal
<b>ATL</b>	Amadeus Time Limit: previously called E TTL for Enforced Ticket Time Limit Deadline for ticket issuance
<b>ATL</b>	Memorex Telex Automated Tape Library
<b>ATL</b>	Allowed Traffic Load. The maximum load that can be carried on the aircraft on any one sector. It is the difference between the allowed weight for take-off and the operating weight.
<b>ATL</b>	Active Template Library. Active Template Library is a Microsoft program library for use when creating Active Server Page (ASP) and other ActiveX program components with C++
<b>ATLANTIS</b>	It's a COMMUNICATION CARD stored on the PC (Personal Computer) for the O.S.I. markets. (Developed by Esterel)
<b>ATM</b>	Asynchronous Transfer Mode. ATM is a transport protocol with enhanced functionality's: Supports both private and public networks · Uses the same technology for local and wide area networks · Transports voice, video, and data traffic on a common circuit · Delivers bandwidth on demand · Offers a simplified networking structure ATM is a switching technology that combines the reliability of circuit switching with the efficiency of packet switching. By providing connectivity through a switch (instead of a shared bus) several benefits are provided: · Dedicated bandwidth per connection · Higher aggregate bandwidth · Well defined connection procedures · Flexible access speeds At call set-up time, the sender specifies the type, speed and other attributes of the call, which determine the end-to-end quality of service Through simplified packet-switching techniques, ATM segments packets into 53-byte cells. The packets are switched onto paths operating at up to gigabit-per-second transmission speeds. The switching is done with hardware, minimizing overhead inefficiencies. This technology can be used for both campus LANs and wide area networks. ATM can be implemented in Native mode, to support all the capabilities of the new technology. It takes special advantage of guaranteed bandwidth and synchronous transmission. But most of the current

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	implementations make an ATM network look like an existing type of network (Bridge or Router approach): · LAN emulation over ATM, to support all other current LAN operations, like NetBIOS, SNA, or other layer 2 or layer 3 protocols. · IP over ATM, , as recommended by RFC 1577, to support TCP/IP networking FR Header IP packet I I I I - ---- Segmented in n ATM cells
<b>ATM</b>	Automatic Teller Machine. Based on TPF and used by the banks
<b>ATMARP</b>	ATM Address Resolution Protocol
<b>ATO</b>	Airport Ticket Office. The ticketing location of an airline located on airport property.
<b>ATOL</b>	Air Travel Organiser's Licence
<b>ATOP</b>	Advanced Tour Operators Product
<b>ATPCO</b>	Abbreviation for the Airline Tariff Publishing Company
<b>ATS</b>	Abstract Test Suite
<b>ATS</b>	Amadeus Ticket Server
<b>ATTI</b>	Atlas Travel Technologies Inc.
<b>Attribute</b>	Attributes are the data items that have been attached to an entity as entity characteristics. Example: The entity Employee has the attributes Employee number, Last name, First name etc.
<b>Attribute group</b>	A group of attributes with the same characteristics or values.
<b>ATX</b>	Air Taxi. An aircraft carrying up to 19 passengers operating usually within a limited radius of 250 miles
<b>AT&amp;T</b>	American Telephone & Telegraph
<b>AU</b>	Authorisation Level. This is linked to Revenue Management System. A class authorisation level (AU) is the maximum number of bookings which can be made for this class, including past bookings and including the overbooking. Therefore, an AU is to be compared to the total capacity increased by the overbooking. If class C has an AU of 4 and 3 bookings have already been made in it, only one more booking is allowed. Let the cabin have a capacity of 100 and the overbooking factor be 10%, if class C has access to the entire cabin, then its AU is 110.
<b>AUP</b>	Acceptable Use Policy
<b>Authentication</b>	Technique by which access to Internet or Intranet resources requires the user to identify himself or herself using a name and password.
<b>Author</b>	Person in charge to produce the material (e.g. document, code) for review
<b>Automated Load Planning</b>	Load planning performed by a computerised system.
<b>Automation Control</b>	This is a rule applying on a schedule change. When it is evaluated, it decides whether its schedule change requires attention from an operator (The control is said to have triggered) or can be automatically processed by the system. cf. SAC and RAC
<b>AUU</b>	ATM User-to-User
<b>AUX</b>	(Air Reject) UN US UC HX etc. received
<b>AUX</b>	Auxiliary Services
<b>Auxiliary Segment</b>	Segments of an itinerary which consist of car bookings, hotel bookings, unscheduled air taxi service, prepaid tours and miscellaneous segments.
<b>Auxiliary Service Operator</b>	A term used to designate a vendor who provides desired services and/or accommodations needed by the passenger in conjunction with airline space.
<b>Available Payload</b>	The load available before exceeding any aircraft structural weight limitation.
<b>Available Payload</b>	The load which can be carried on the aircraft on any one sector and is the difference between the allowed weight for take-off and the operating weight.
<b>AVAVIT</b>	Asociación Venezolana de Viajes y Turismo
<b>AVC RECAP</b>	Message or number of messages sent from a car rental company to a carrier or multiple carriers advising them that a car type/data/location is no longer available or open for confirmation and sale.
<b>Average I/OS per transaction</b>	This phrase refers to DASD subsystem I/OS and is used to predict global core performance. The "average" is the mean (as opposed to the median or mode). This number is used in performance calculations.
<b>AVH RECAP</b>	Message or number of messages from a hotel chain to a carrier or multiple carriers advising them of room category and date ranges when the hotel no longer has rooms available to sell.

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<b>AVP</b>	Agent's Validation Plate
<b>AVS Driven Rules</b>	One of the three products of Dynamic Selection, (the other two are Polling and Class Suppression). AVS Driven Rules allows participating carriers to control AVS messaging via the Dynamic Selection Record Table.
<b>AVS RECAP</b>	A number of messages sent from one carrier to another or multiple carriers advising them that a certain flight/date/class/ is closed or open for sale.
<b>AWB</b>	Air Waybill
<b>AWC</b>	Automatic Waitlist Clearance. The process of automatically handling the passengers who are waitlisted.
<b>AWD</b>	ARIS Web Designer (AWD) is the Java client application used for developing ARIS process models. It runs in the intranet. Installation is from <a href="http://mucarisp.muc.amadeus.net/index.htm">http://mucarisp.muc.amadeus.net/index.htm</a>
<b>AXESS</b>	Axess International Network Inc. Axess grew out of the JALCOM travel reservations system that was founded by Japan Air Lines in 1964. The name was changed to Axess in 1988. SABRE purchased a 25 % interest in Axess in 1995. It is the dominant system in Japan, though many agencies there have two or three reservation systems installed. *
<b>AXR</b>	Associated Cross Reference Record. Associated record indexing (non homogeneous PNR). An internal record which links PNRs for different passengers. Split party or parties travelling together in separate PNRs.
<b>AX.25</b>	AX.25 is a derivative of the CCITT X.25 1984 protocol adapted specifically for the air transport industry in conjunction with IATA. This subset is an attempt to define an X.25 based access protocol that could be used to exchange data with existing SLC/P1024 based networks (SITA or ARINC). P3025 is the SITA implementation of the AX.25 protocol. AX.25 is used by the airline industry to carry both Type A and Type B message traffic. A message is embedded in X.25 packets when it is sent to and from the SITA network. Type B handling is supported using SITA's Type B application to Application Protocol (BATAP). BATAP was necessitated due to the loss of message security that had been provided by SLC and which is not done by the X.25 layers. Type A and type B traffic can be transferred over the same physical line but not over the same LCN. SVCs are not supported. Key features · Multiple access speeds from 2.4 to 56/64 kbps. · Up to 1024 bytes and non-standard packet sizes (240 bytes). · Send and receive window sizes supported with values from one to seven. · One Agent Set Control Unit (ASCU) per logical channel number or groups of ASCUs with the same protocol (P1024B or P1024C).
<b>B-ICI</b>	Broadband Inter Carrier Interface
<b>B-ICI SAAL</b>	B-ICI Signalling ATM Adaptation Layer
<b>B-ISDN</b>	Broadband Integrated Services Digital Network
<b>B-ISUP</b>	Broadband ISDN User's Part
<b>B-LLI</b>	Broadband Low Layer Information
<b>B-NT</b>	Broadband Network Termination
<b>B2B</b>	Business to Business
<b>B2C</b>	Business To Consumer
<b>BA80</b>	Freight is booked or allocated space on aircraft.
<b>BABS</b>	British Airways Booking System. Now known as Reservations, allows travel agents to make bookings on BA flights and holds all PNRs (Passenger Name Records). BABS also includes Ticketing
<b>BABS LINKS</b>	All the links to and from RTZ
<b>Bacchus</b>	An application on RTZ used for selling low-revenue seats to maximise seat capacity.
<b>back-office</b>	A travel agency's back-office system encompasses all the financial accounting, regulatory and legal software applications required to run a travel agency.
<b>Back-to-Back ticketing</b>	* A tactic to avoid paying high mid-week fares by booking two round-trip tickets to the same destination, making it appear that the client has satisfied the Saturday-night-stay requirement. The client then uses the first leg of each ticket. Airlines are cracking down on this practice. * Booking two roundtrip excursion tickets requiring Saturday night stayovers, and using a portion of each ticket to circumvent higher unrestricted fares
<b>Backbone</b>	A backbone is a larger transmission line that carries data from smaller lines that interconnect with it. At the local level, a backbone is a line or set of lines that local area networks connect to for a wide area network connection or within a local area network to

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	span distances efficiently (for example, between buildings). On the internet, or other wide area network, a backbone is a set of paths that local or regional networks connect to for long-distance interconnection. The connection points are known as network nodes or telecommunication data switching exchanges (DSEs).
<b>Backup</b>	The process of making copies of data or program files onto disks, tapes or diskettes and storing them in a separate place from the computer as an insurance against accidental loss or damage. Program file backup is normally only done once but data files should be backed-up regularly.
<b>Bag Tag</b>	Hand-written or printed tag that identifies the flight, customer, date, destination and transit points of the accepted baggage
<b>Bag Tag Printer</b>	Printing device through which the computer generates a bag tag.
<b>Bag Tag Types</b>	System-printed tags can be Normal (N) tags or Fallback (F) tags. Fallback tags are used when there is a communication problem between Altéa Departure Control and the baggage sortation system. In that case, the baggage lateral is printed on the bag tags. Manual tags are used when there is a problem with the bag tag printer or there is no bag tag printer.
<b>Baggage</b>	Equivalent of the term "luggage", means articles, effects, and other personal property of passengers. Unless otherwise specified, it includes both checked and unchecked baggage.
<b>Baggage acceptance</b>	Acceptance of the customer's baggage for loading.
<b>Baggage acceptance status</b>	Indicates where the baggage is in the acceptance process. There are three categories: <ul style="list-style-type: none"> <li>• Accepted - OK to load.</li> <li>• Standby - Provisionally accepted but awaiting authority to load.</li> <li>• Not accepted - Not OK to load.</li> </ul>
<b>Baggage allowance</b>	As specified by the airlines, the number of bags or baggage weight that the customer can travel with without incurring additional cost.
<b>Baggage checked</b>	Equivalent to "registered luggage", means baggage of which the carrier takes sole custody and for which carrier has issued a baggage check.
<b>Baggage unchecked</b>	Baggage of which the passenger retains custody.
<b>Baggage group</b>	Group of bags in a shared leg or legs belonging to one or more customers that are associated with a single customer.
<b>Baggage lateral</b>	Area where baggage is kept after it is sorted. Barcodes on the baggage tags are automatically read and the baggage is sorted and diverted to this area. This is only relevant for departure airports that use a baggage sortation system.
<b>Baggage Pool</b>	A baggage pool consists of two or more passengers that are accepted together with baggage. One of the passengers is made responsible for the pool of bags.
<b>Baggage process priority</b>	Priority with which accepted baggage is loaded and unloaded. For example, First Class priority, Connection priority. Crew baggage is usually loaded last.
<b>Baggage rates table</b>	Table of baggage rates used when calculating excess baggage charges.
<b>Baggage record</b>	Record that contains all the details of a customer's baggage that was accepted for the customer's trip.
<b>Baggage Source Message</b>	A BSM is created every time a bag tag is processed or baggage details are amended in Altéa Departure Control when the bag is accepted.
<b>Baggage Transfer Message</b>	The BTM provides a receiving airline at a transfer station with details of all transfer baggage, on an incoming flight, that has not been passed as part of a through acceptance transaction and that is to be transferred to the receiving airline's services by the delivering airline. A BTM is sent by the delivering (transporting) airline to the receiving airlines.
<b>Baggage Type</b>	Type of baggage that is accepted. For example, standard, crew or rush.
<b>Baggage Unload Message</b>	A BUM is created when a customer is offloaded for any reason.
<b>Baggage Systems Links</b>	ALC lines which are connected from the BA departure control system to the various baggage systems at LHR & LGW which are operated by BAA.

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<b>BAH</b>	British Airways Holidays is a Customized version of BABS used by BA subsidiary, BA Holidays, for selling holidays and flights to customers (Tour application).
<b>BAHAMAS Link</b>	World Tracer baggage tracing system run by SITA in Atlanta, USA.
<b>BAL</b>	Ballast
<b>Balance Condition</b>	A numeric expression of the position of the centre of gravity.
<b>Balance Limits</b>	The end points forward and aft of the range within which the centre of gravity must lie for safe flight.
<b>Balanced Scorecard</b>	Balanced Scorecard. A method for measuring an enterprise's activities in terms of its vision and strategies by giving managers a fast, comprehensive view of the performance of a business. It is a management tool that seeks to measure a business from the following perspectives: financial, customer, business and learning. (Robert S. Kaplan and David Norton, 1992).
<b>BALINK</b>	BALINK is used by Travel Agents' Viewdata system to make real-time reservations on BABS (RTZ).
<b>Ballast</b>	Additional weight carried to achieve a particular balance condition.
<b>Ballast fuel</b>	Fuel that is uplifted in order to keep the aircraft within the aircraft's Centre of Gravity limits. The weight of this fuel is included in the Zero Fuel Weight and cannot be used during flight.
<b>BAMBI</b>	BAMBI is used Worldwide by Sales to monitor passenger forward bookings.
<b>Bandwidth</b>	'Cellular bandwidth' is the range of radio frequencies available for use by mobile telephones. 'Underlay/overlay' technology is the use of the combination of small and large cells to make optimum use of the available frequencies.
<b>Barrow</b>	Bulk loaded dead load identified as a unit for Load Control purposes. Also known as Barrow.
<b>BAS</b>	Basic Airline Segment. A data unit that maintains all information pertaining to a segment of itinerary.
<b>Base X.25 Code</b>	An addition to TPF to enable it to use NPSI to interface with X.25 networks. It provides the LU 1 interface that CTCP needs to communicate with NPSI in the communication controllers.
<b>Basic Fee</b>	The price corresponding to one specific agent's action. Functionality: Transaction Fee.
<b>Basic Index</b>	A numerical expression of the centre of gravity of the aircraft at its Basic Weight.
<b>Basic weight</b>	The "Basic Empty Weight" or "Fleet Empty Weight" includes all fixed equipment, system fluids, unusable fuel, and configuration equipment including the galley structure.
<b>Basic Weight Carrier</b>	A carrier that calculates the Dry Operating Weight by starting with the Basic Weight of the aircraft, then adding the weights for the pantry, crew, crew baggage, and any service weight adjustments
<b>BASIS link/CABA</b>	Two CABA protocol converters provide an interface for RCS ACCOUNT MANAGER.
<b>Basis Two</b>	Double occupancy
<b>BAT</b>	Business Acceptance Tests
<b>Batch</b>	A number of transactions that are grouped together and processed as a single unit.
<b>Baud</b>	In common usage the baud rate of a modem is how many bits it can send or receive per second. Technically, baud is the number of times per second that the carrier signal shifts value - for example a 1200 bit-per-second modem actually runs at 300 baud, but it moves 4 bits per baud (4 x 300 = 1200 bits per second).
<b>Bay</b>	A subdivision of a containerised/palletised compartment - a ULD position.
<b>BBC</b>	Broadband Bearer Capability
<b>BBN</b>	Hardware provided by Bolt Beranek and Newman Inc. Company for X-25 networks. There are three types of components : Nodes, Trunks and Hosts
<b>BBR</b>	Banker Buying Rate. This table is maintained by Flights and Schedule Database. On a daily basis, a PC application is run by FSDB which updates the TPF BBR tables based on information stored in Fare Quote
<b>BBS</b>	Bulletin Board System. A computerized meeting and announcement system that allows people to carry on discussions, upload and download files, and make announcements without the people being connected to the computer at the same time. There are many thousands (millions?) of BBS's around the world, most are very small, running on a single

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	IBM clone PC with 1 or 2 phone lines. Some are very large and the line between a BBS and a system like CompuServe gets crossed at some point, but it is not clearly drawn.
<b>BCA</b>	Buffer Control Area
<b>BCBDS</b>	Broadband Connectionless Data Bearer Service
<b>BCD</b>	Binary Coded Decimal
<b>BCL</b>	Block Control List
<b>BCOB</b>	Broadband Class of Bearer
<b>BCR</b>	Block Control Record
<b>BCS</b>	Billing, Collection and Statistics) Amadeus Accounting System
<b>BCTI</b>	Business and Corporate Travel Italia) Company formed by Gastaldi Global Travel and buon Viaggio Network (a network of retail travel agencies). BCTI is the sole franchiser of the international INTERNET Inc., specialising in business travel.
<b>BDL</b>	Block Descriptor List
<b>BDR</b>	Block Descriptor Record
<b>BE</b>	Booking Engine. e-Commerce Architecture
<b>BE</b>	Back End. The processors, their software and their peripheral hardware used to provide some of the airline application functions.
<b>BE Conversation</b>	Back End conversation. A conversation initiated from an Amadeus Back end application
<b>BECN</b>	Backward Explicit Congestion Notification
<b>Benchmarking</b>	A process used in management, and particularly strategic management, in which companies evaluate various aspects of their business processes in relation to best practice, usually within their own industry.
<b>BER</b>	Bit Error Rate
<b>Bespoke</b>	Equivalent to ABS project. This term is mainly used in GCO
<b>Beta tests</b>	Final testing based on specifications, done by a customer over some limited period of time. A form of external acceptance testing in order to acquire feedback from the market.
<b>Beta93 or Beta92</b>	On-line booking statistics and reports for NMCs. This is handled by the "Tape Lib" team in Production Support in Erding.
<b>BGC</b>	Budget Generation and Control
<b>BGP</b>	Border Gateway Protocol
<b>BGR</b>	Boarding Gate Reader. Device at the airport gates used to read the boarding pass mag stripes.
<b>BGT</b>	Broadcast and Group Translators)
<b>BHC</b>	BackHaul Check
<b>BHO</b>	Bad Hamburg. City code of Bad Hamburg where is Amadeus Germany
<b>Bi</b>	Signalling ID assigned by Exchange B
<b>BI</b>	Basic Index
<b>BI</b>	Business Intelligence. Consists of all data, associated applications and services used to better understand business dynamics and support key decision processes out of the normal booking/ passenger reservation process. Addresses Travel Agency, Airline Distribution, Airline IT segment requirements (including 3rd parties)
<b>BIC</b>	BABS Internal Codeshare. From September 2000, a new concept for Codeshare was introduced whereby Codeshare Flights could be Internal or External Codeshare. External Codeshare is where both partner's flights are hosted on separate Computer Systems (e.g. US & BA). Internal Codeshare is where both partner's flights are hosted on BABS (e.g. BA & DI). BABS Internal Codeshare (BIC) uses much of the infrastructure which has already been put in place for External Codeshare, but with various changes made to the functionality to accommodate the fact that all of the resultant flights reside in BABS.
<b>BID</b>	Board Id. This is used by LANTERN, and programs written using SMTBF to identify the Lanyon ALC Board to be used when communicating with the host. The Board id is a letter between C and Z assigned by LANTERN. The virtual disk drive letter of the Board is not used by LANTERN.
<b>Bid Price</b>	Marginal value of a given flight/cabin/leg.
<b>Bid Price curve</b>	Established from the probability to sell a seat at a given price, taking into account the seats already sold.

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<b>Bid Price Vectors</b>	Measure of the minimum prices for which the remaining seats on a Leg-cabin can be sold (stands for the bid price curve).
<b>BIDT</b>	Billing Information Data Tapes. - Helps to control financial strategy - Supports financial documents - Contains details of all bookings made through Amadeus
<b>BIF</b>	Bulk Inventory File. A daily data file taken from the Inventory system and sent to the Optimiser which contains the Capacity of a flight versus Seats booked. (in order to calculate future overbooking percentages)
<b>Bilateral Agreement</b>	An agreement regulating commercial air services between two countries. A multilateral agreement does the same between three or more countries.
<b>Bin Line</b>	The Bin (Basic Index Number) of RS13 is where schedule information is built. The Bin is effectively the flight number of any hosted flight. Currently in QF and BA, the product information (classes and POS) is built at the Bin level. Also built at the Bin level are default inventory controls (Min, Max, cabin notification levels, review dates, effective and discontinue dates, etc.) and some Time Initiated Functions (TIF) for flights and ports are set at the schedule level (though this will shortly change in QF). Currently when these default products and controls are changed, they are processed as if they were a change in the schedule data. The only change in product data that will result in Re-accommodation is the removal of a class Separate Bin Lines are created for flight periods and days that share the same routing, aircraft, configuration and default products and controls. Flight/Period A schedule period for a flight. It can be as small as a single date or extend to OPEN. It can include a number of days of operation. Flight/Date This is a single flight operation.
<b>BIP</b>	Bit Interleaved Parity
<b>BIS</b>	Business Intelligence Solution
<b>BISDN</b>	Broadband Integrated Services Digital Network
<b>BISSI</b>	Broadband Inter Switching System Interface
<b>Bit Rate</b>	The bit rate is the number of binary digit that pass a given point in a telecommunication network in a given amount of time, usually a second. Thus, a bit rate is usually measured in some multiple of bits per second - for example, kilobits, or thousands of bits per second (Kbps). The term bit rate is a synonym for data transfer rate (or simply data rate)
<b>BITS</b>	(Binary digits) A single digit number in base-2, in other words, either a 1 or a zero. The smallest unit of computerized data. Bandwidth is usually measured in bits-per-second.
<b>BlackBerry</b>	Two-way wireless device, made by Waterloo, Ontario-based Research in Motion, that allows users to check e-mail and voice mail (translated into text), as well as page other users via a wireless network service. Also known as a RIM device, it has a miniature qwerty keyboard for users to type their messages. It uses the SMS protocol. BlackBerry users must subscribe to a wireless service that allows for data transmission.
<b>Blacklist category</b>	Reasons for which a ticket is refused. These include: Counterfeit (C), Fraudulent (F), Lost in Transit (T), Lost Stock (L), Missing (M) and Stolen (S).
<b>BLND</b>	Blind.
<b>Blocked seats</b>	Seats that are intentionally blocked on an aircraft and cannot be automatically assigned to a customer when they are accepted for the flight. Seats can be blocked individually or in consecutive rows. Seats can be blocked for a number of reasons and each time a seat is blocked, that reason is recorded.
<b>Blocked Space</b>	Reservations on aircraft, hotels, cruise ships, etc... made by retail agencies, wholesalers or tour operators which they then plan to resell.
<b>Blocked Space</b>	Type of codeshare. The marketing airline has complete control over a block of space from the operating airline and can hold a mini seat map. Sales are not reported to the operating airline until the Passenger Name List (PNL) is sent to the handling system.
<b>Bluetooth</b>	A short-range wireless connection standard. Its aim is to link a wide range of computer, electronics and telecoms devices. The technology uses a low power two-way radio link which is built into a microchip.
<b>BMC</b>	Business Marketing and Commercial plan
<b>BMS</b>	BMS Building Management System
<b>BMT</b>	Block Management Table

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<b>BN</b>	Bridge Number
<b>BO</b>	Business Objects. Application running under TSO
<b>BO</b>	Back Office Products. Back office systems facilitates the customer by storing statistical information, etc. Examples of BO systems are Amadeus Reporter, PCCMS, +Zoom.
<b>BOA</b>	Bank Of America. Part of the treasury system in Madrid
<b>Board Customers</b>	Allow the movement of customers as safely and efficiently as possible from the waiting room/lounge to the aircraft. The process also includes checking the validity of the customer's passport and collecting the coupons in some stations if this is applicable (i.e. not in the case of E-ticket where there is no coupon). A sub-process includes eventually transporting the passengers to the aircraft by bus when it is off-pier.
<b>Board program</b>	The software which resides on the Lanyon ALC Board, and is executed by the Board's microprocessor. This program is supplied on diskette, in the file PC1024B.Z80.
<b>Boarded Passengers</b>	Passengers that have boarded the aircraft. This is the total boarded passengers, and includes go-shows, group passengers boarded, commercial stand-bys boarded, staff stand-bys boarded and no-rec passengers that boarded.
<b>Boarding</b>	Passengers entering an aircraft. An equivalent term to embarkation.
<b>Boarding Airline</b>	The airline on whose flight the passenger is to be carried from a boarding point.
<b>Boarding Pass</b>	Document that identifies a customer as eligible to board a specific flight.
<b>Boarding Pass Printer</b>	Printing device through which the computer generates a boarding pass.
<b>Boarding Point</b>	The point at which a passenger is scheduled to embark on a flight of the boarding airline.
<b>Boarding status</b>	Indication as to whether a customer has boarded or has not boarded. Also, an indication of whether the flight has started or finished boarding.
<b>Boarding time</b>	Estimated time for customers to start boarding an aircraft.
<b>Boardpoint</b>	City or airport at which a flight segment begins
<b>Body</b>	The whole area of the application window excluding the first line and main menu.
<b>BOF</b>	Birds of Feather
<b>Bold</b>	A heavy version of a typeface.
<b>BOM</b>	Bill Of Materials
<b>BOM</b>	Beginning of Message
<b>BOM</b>	Business Object Model) The BOM contains all the business objects and shows the relation between them. The business object represents a concept familiar to the end-user; each object has attributes to store the associated data and status, and methods to describe the associated processing.
<b>Booked Cargo</b>	The amount of cargo booked for a specific flight.
<b>Booking</b>	Generic term meaning a reservation held in a reservations system. It is a record of the customer's itinerary for a given trip. It may include one or more flights as well as hotel and car reservations made through the same system.
<b>Booking class</b>	Types of classes of service or fares offered on an aircraft.
<b>Booking Code</b>	The one or two-letter code that is used to reserve a seat for an airline passenger. It is sometimes called the RBD (Reservation Booking Designator). BSP
<b>Booking Counter</b>	Number of bookings (both single and group). It's stored at subclass level and shown both at subclass and at leg/cabin level.
<b>Booking information</b>	Information about the purchased ticket and the traveller that indicate whether the person has a reservation and other reservation details.
<b>Booking Member</b>	The Member with which the passenger made his original reservations or with which additional reservations were made after commencement of the journey. Where a booking is made with, or through, or is handed over to a CRS, the CRS will be considered as the "Booking Member".
<b>Booking Process Fee</b>	One of the three main parts of the total Service Fee that reflects agent's work to reach the actual content of the Passenger Name Record (PNR). It is calculated (by evaluating agent's work) on the basis of the PNR history, and applying a Price Scheme. Functionality: Transaction Fee.
<b>Booking reference</b>	Record locator.
<b>Booking Source</b>	The IATA agency number of the office that created the segment in the PNR. Could also be the TID number.

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<b>Boolean Expression</b>	It is the key to the definition of a booking class subdivision. It allows the flight controllers to group information in order to target particular users. It is a string which contains geographical information (IATA Countries), requester information (UDGs) and flight information (Flight designator). It contains as well mathematical operator (AND, OR, =, !=) and brackets. Example: B1: (GEO=UK and UDG!=GREAVES) means that this booking class is for agents in the UK but which do not belong to the user defined group called GREAVES.
<b>Boot</b>	To (re)start a PC.
<b>BOOTP</b>	Bootstrap Protocol
<b>BOS</b>	Back-Office System. The area of a user's organization that processes the overall management, administrative and accounting tasks. This term may also refer to an application that processes these tasks. Note: In smaller organizations, the above tasks may be processed by the front office system (FOS).
<b>BPDU</b>	Bridge Protocol Data Unit
<b>BPM</b>	Baggage Processed Message
<b>BPP</b>	Bridge Port Pair
<b>BPR</b>	Business Process Re-engineering
<b>BPR</b>	Boarding Pass Request
<b>BPS</b>	Bits Per Seconds
<b>BPT</b>	Business Process Testing
<b>BRAVE</b>	Baggage reconciliation system for RUSH bags. Runs on BSPB3N01 with HA fall-back to CSPB3N01 (SPLHRL06)
<b>Breaking Strength</b>	The breaking strength quoted for a lashing or tie-down fitting represents the maximum load which an item of equipment (lashing or lashing point) can sustain without: <ul style="list-style-type: none"> <li>- Loss in strength due to deformation under repeated application of load during normal flight conditions</li> <li>- Risk of breakage at 1G.</li> </ul>
<b>BRD</b>	Business Requirement Document. Requirements defined by an airline from a Business perspective
<b>Bridge</b>	(1) The link between the TPF and the MVS systems. This was formerly a process of shared disks with read/write accesses to both systems. Now it is a "program-to-program" communication using the protocol 6.2. This new LU 6.2 link will be used by many other applications. (2) Italian NMC's new back office accounting system called BRIDGE. This scans the MNEMONIC for ACA documents every 30 seconds, it will then extract chosen data from the AIR and send a file to the hard disk of the Bridge PC containing; Ticket numbers, Names of clients, dates of issuance etc... The bridge software working on OS/2 can then Display or Print chosen items in a clearer manner to create invoices for general accounting purposes.
<b>BRM</b>	Business Requirement Matrix
<b>Broadband</b>	Broadband refers to telecommunication that provides multiple channels of data over a single communications medium, typically using some form of frequency or wave division multiplexing.
<b>Broadcast message</b>	Electronic mailshot sent instantly to the queues of agents and displayed on selected terminals. Any language may be used to match requirements and provide personalised messages.
<b>Broadcast printer</b>	Printing device that prints on plain or pre-printed paper. For example, a laser printer.
<b>Broadvision</b>	see Amadeus Central Repository - SDEE-4QMD6Q
<b>Browser</b>	A Client program (software) that is used to look at various kinds of Internet resources
<b>Brush test</b>	In order to secure the start of the UAT and demonstrate that the application is ready for UAT a series of test is conducted. Customer delivers a set of test scripts that Amadeus runs for a short period of time.
<b>BSC</b>	Binary Synchronous Communication
<b>BSCT</b>	Bassinet/carrycot
<b>BSID</b>	Business ID
<b>BSM</b>	Business Solution Manager. BSMs act as the functional entry point for Airline IT Bespoke requests.

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<b>BSM</b>	Baggage Source Message. A BSM is created every time a bag tag is processed or baggage details are amended in Altéa Departure Control when the bag is accepted.
<b>BSP</b>	Bank Settlement Plan. A precise and well tested system which simplifies the selling, reporting and remitting procedures of IATA-approved passenger sales agents. The key feature of the IATA Bank Settlement Plan is the neutral standard traffic document (passenger ticket and MCO) which is used by IATA approved agents on behalf of all participating airlines represented. BSP uses the services of Electronic Data Processing (EDP) centres to compute: 1/ Billings and monetary amounts which agents remit to the appointed clearing bank and, 2/ The division of these amounts by the bank for settlement amongst the airlines. Through introducing the BSP, both airlines and agents improve service standards whilst saving time, effort and therefore money.
<b>BSR</b>	Bankers Selling Rate
<b>BSS</b>	Basic Sub System IPL'ed first Contains TPF Control Program Controls: * Data Communications * DASD * Real-Time Tapes * Working Storage * VFA
<b>BSVC</b>	Broadcast Switched Virtual Connections
<b>BT</b>	British Telecomm. Telecommunications company
<b>BT</b>	Burst Tolerance
<b>BT</b>	Back-end Test) It is present in the name of TPF back-ends, e.g. BTODEV, BTOPDT...
<b>BTAG</b>	Begin Tag
<b>BTI</b>	Business Travel International) Trade fair in Amsterdam
<b>BTL</b>	Bolsa do Turismo de Lisboa
<b>BTM</b>	Baggage Transfer Message) The BTM provides a receiving airline at a transfer station with details of all transfer baggage, on an incoming flight, that has not been passed as part of a through acceptance transaction and that is to be transferred to the receiving airline's services by the delivering airline. A BTM is sent by the delivering (transporting) airline to the receiving airlines.
<b>btw</b>	by the way
<b>BTX</b>	BildschirmTeX. German public data network
<b>BUD</b>	Back-Up Documentation
<b>BUF</b>	Buffer.) BUF refers to the buffer size of the printer (in bytes). This field should be set as large as the printer can accept to make printing large documents as efficient as possible.
<b>Bug</b>	Malfunction in a piece of hardware or error in a program.
<b>Bulk Data Transfer</b>	A software-based mechanism designed to move large data files. It supports compression, blocking and buffering to optimize transfer times.
<b>Bulk Inhold Loading System</b>	The internal mechanism, of a non-containerised aircraft, that is used to assist loading and offloading dead load. Also known as Moving Floor and Magic Carpet.
<b>Bulk Loading</b>	Loading piece by piece, not in containers (loose loading).
<b>Bulk ticket</b>	You buy a lot of tickets in one shot from an airline, and it gives you an unofficial discount
<b>Bulk Tour</b>	A type of incentive ticketing scheme.
<b>Bulkhead</b>	Fixed partition on an aircraft.
<b>Bulkhead Seats</b>	The first row of seats in a commercial aircraft coach cabin.
<b>Bulkhold</b>	Can be either all compartments on a non-containerised aircraft, or compartments on a containerised aircraft not equipped to restrain ULDs.
<b>Bullet</b>	A symbol used to draw attention to an item. Bulleted List: A list of items, where each item is marked by a bullet. This implies that there is no particular significance in the order of items in the list.
<b>BUM</b>	Baggage Unload Message. A BUM is created when a passenger is offloaded for any reason.
<b>BUS</b>	Broadcast and Unknown Server
<b>Business data</b>	The data processed or generated during a business transaction. For example, data relating to customer can be used to make a sale or create sales transaction data.
<b>Business function</b>	The description of a group of procedures or processes that meets a functional user requirement. For example, a travel agent can make an airline reservation. This is termed a business function.
<b>Business Rules</b>	A business rule lets you specify information related to the data model. Business rules are intended to let you model information that does not lend itself to modelling by other means. In S-Designor, there are the following kinds of business rules: o Definition: A

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	<p>definition type business rule adds to the definition of an object in the information system (e.g. a customer is a person qualified by a name and an address).</p> <ul style="list-style-type: none"> <li>- Fact: A fact business rules describes a fact pertaining to the information system (e.g. a client may place one or more orders).</li> <li>- Formula: A formula type business rule describes a calculation employed in the information system (e.g. the order total is the sum of all the order line costs).</li> <li>- Validation: A validation type business rule describes a validity constraint in the information system (e.g. the sum of the orders totals for a given client must not be greater than that client's allowance). Business rules can be implemented either through triggers, procedures or constraints. Many rules, definitions and facts in particular might not be implemented in the database structure, but instead serve to make the database report more organised and complete. Calculation and control validation rules can be modelled only by means of business rules. If you need to specify, for example, that one column of a table must always have a numerical value greater than that of another column, you must use a business rule.</li> </ul>
<b>Button</b>	1. In the GUI = a small outlined area in a dialog box that you can click to select an option or command. 2. On a mouse = click to perform various functions. Source: Webopedia
<b>BW</b>	Band Width
<b>BWC</b>	Basic Weight Carrier
<b>BYP</b>	Permanent Bypass. BYP enables an Altéa carrier to access and service PNRs that reside in a third party system
<b>Byte</b>	A fixed number of bits that represent one character (8 in the PC).
<b>BYTEX</b>	Enables electronic Front End Processor port switching to the 'network'
<b>BZR</b>	Business Rules
<b>C-LAN</b>	Local Area Network that handles the IP communication
<b>C of G</b>	Centre of Gravity
<b>CA</b>	Generic code for car companies.
<b>CA</b>	Complete Access. Hotel access level: All the access to hotel data are done on the Amadeus Hotel database, except sell which is seamless.
<b>CA</b>	Cell Arrival
<b>CA</b>	Certificate Authority. A certificate authority is an authority in a network that issues and manages security credentials and public key for message encryption. As part of a public key infrastructure (public key infrastructure), a CA checks with a registration authority (registration authority) to verify information provided by the requestor of a digital certificate. If the RA verifies the requestor's information, the CA can then issue a certificate. Depending on the public key infrastructure implementation, the certificate includes the owner's public key, the expiration date of the certificate, the owner's name, and other information about the public key owner.
<b>Cabin</b>	Compartment where customer seats are located.
<b>Cabin Baggage</b>	Baggage that the customer carries onto the aircraft, and of which they retain custody. Also known as carry-on baggage, hand baggage or unchecked baggage. Note: CBBG is a specific type of cabin baggage for which the customer pays an extra fee.
<b>Cabin Baggage in seat</b>	(CBBG) Cabin baggage that occupies a seat in the cabin. This designation is used when a customer has paid to place an item of carry-on baggage in a seat on the aircraft. Most commonly used for musical instruments and delicate scientific or medical equipment. Also known as Cabin Baggage in Seat.
<b>Cabin Category</b>	Cabins are grouped into categories according to their standards and amenities. (I.e., inside, ocean view, ocean view with balcony, location on ship, etc.) Category definitions will vary according to cruise line.
<b>Cabin Code</b>	The code that is used for each cabin of the aircraft, and that indicates a particular service level. This differs from Class in that one cabin may have many classes.
<b>Cabin Code designator</b>	Single letter that is used to identify a specific cabin area. Each area provides different levels of service and comfort. For example, F - First Class, J - Business Class and Y - Economy Class.
<b>Cabin configuration</b>	How the cabin is configured for the saleable and the fitted configurations. The fitted configuration explains how the aircraft is physically equipped. The saleable configuration

## Amadeus Glossary of Terms

	describes how the seats are distributed on the aircraft and how they are sold to various passenger categories (in other words, cabins).
<b>Cabin Crew</b>	Persons performing duties on the flight other than in the cockpit.
<b>Cabin hold</b>	Booking a cabin out of cruise line inventory for 15 minutes, after which time the cabin is returned to the cruise line inventory.
<b>Cabin Load</b>	Items of dead load loaded in the cabin.
<b>Cabin Section</b>	An area within the passenger cabin.
<b>Cabin Version</b>	Passenger seating configuration by class.
<b>Cabotage</b>	An airline's ability to carry local passengers between two markets in a foreign nation
<b>CAC</b>	Connection Admission Control
<b>CACHE</b>	(Pronounced 'cash'.) A bank of high speed memory set aside, in your PC, for frequently accessed data. Placing data in the cache is referred to as 'caching'. Whenever data is accessed, or sent to the main memory, a copy is saved in the cache. A memory cache maintains a list of frequently accessed data, when the processor tries to access an address, the cache checks its stores, if not found, then the main memory is checked. Source: Smart computing magazine
<b>CAD</b>	Computer Aided Design. The use of computers in design applications on international projects often requires large amounts of information to be accurately transmitted around the world
<b>CAGR</b>	Compound Annual Growth Rate .
<b>CAL</b>	Change Assistance List
<b>CAM</b>	Common Application Management
<b>CAMGUI</b>	Common Application Management Graphical User Interface. Product, to manage applications through one GUI.
<b>Cancel acceptance</b>	Circumstance when a customer is removed from a flight after acceptance or boarding.
<b>Cancellation Profile</b>	This is the curve giving, by plateau, the percentage of cancellations expected to arrive for a given period of time before departure. Example: an expected 40% cancellation for the period between a month before departure and 15 days before departure, is a plateau of the cancellation profile.
<b>CANN</b>	Computer Cancelled Ticket Number
<b>CAO</b>	Cargo Aircraft Only. Certain types of dangerous goods that due the inherent risks associated with these items, are permitted to be carried on cargo aircraft only.
<b>CAP</b>	Client Application Provider. Term used to define the developer of applications that use Amadeus products such as API and EDI. A CAP may be in-house (where a company has developers to create their in-house system), or it may be a software house that develops customised applications and sells it to external customers (CAU). - A purely developing software house is a CAP. - A developing company that uses their own system is both a CAP and CAU.
<b>Capacity</b>	Number of available seats for sale in a specific cabin or for a specific booking class. This number is derived from the airline's inventory system.
<b>Capacity Calculation</b>	A calculation of estimated baggage based on booked or ETB passenger figures. On a containerised aircraft it calculates the number of baggage ULDs required by cabin code and destination. The calculation also considers any cargo/mail allotments and determines the remaining capacity available on the aircraft for other dead load.
<b>Capital</b>	(1) Cash or goods used to generate income. (2) The net worth of a business, i.e. the amount by which its assets exceed its liabilities.
<b>Capitalisation</b>	(1) The sum of a corporation's long-term debt, stock and retained earnings. (Also called invested capital). (2) The market price of an entire company, calculated by multiplying the number of shares outstanding by the price per share. (Also called market cap or market capitalisation).
<b>Capped Free Flow</b>	A type of commercial duplication very similar to Free Flow, but with the difference that there is a cap (limit) to how many seats that can be sold on the commercial duplicate. There is also a threshold for how close to the cap sales are allow to come before the flight is to be closed. The marketing carrier is in charge of enforcing the cap and threshold. Once the threshold has been reached, the commercial duplicate will be closed for sales. Once a commercial duplicate with capped free flow has been closed (whether it be

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	because of reaching the threshold or through an AVS message from the operating carrier with the CLOSE status), it cannot be re-opened, if seats were cancelled and even if AVSs were received from the operating flight with an OPEN status.
<b>Caps</b>	Capitals letters. Small Capitals: Capital letters of a smaller size than the rest of the text. Used to reduce the visual impact of an uppercase word or acronym.
<b>CARD</b>	Used to calculate optimum recommended take off weights for the 777 fleet. Also known as RTOW. Has HA fall-back between RTOWRS1 and RTOWRS2 (TU01)
<b>Cardinality</b>	Cardinality expresses the numerical details of entity occurrences for a given relationship. Example: The relationship between the Division and Employee entities expresses two different notions of cardinality. First, each employee belongs to one and only one division. Second, each division has one or more employees.
<b>CARESS</b>	A Customer Relations system, used by Baggage Claims (corprslc), Customer Relations (corprslf) and Exec Club (rcorprslg). Also has feeds to India.
<b>CARF</b>	Common Access Reference
<b>Cargo</b>	Any goods carried on an aircraft that are covered by an Air Waybill.
<b>Cargo Actual Load</b>	The amount of load Cargo wants to put on a flight.
<b>Cargo Actual Load</b>	The amount of manifested cargo uplifted on an aircraft.
<b>Cargo Attendant</b>	Person travelling for the specific purpose of supervising cargo needing special attention.
<b>Cargo Lateral Imbalance</b>	(CLIM) The effect and limitations of asymmetric container weights on the structure of the aircraft.
<b>Cargo Manifest</b>	A traffic document listing the details of the cargo to be carried on a flight.
<b>Carlson Wagonlit Travel</b>	Carlson Wagonlit Travel is a world leader in business travel management. Today, the Carlson Wagonlit group, resulting from the merger of the Carlson and Wagonlit business travel activities, has over 3,000 locations in 141 countries. It generates over \$11 billion in annual sales. Carlson Wagonlit Travel is co-owned by Paris-based Accor group and Minneapolis-based Carlson Companies, Inc. For additional information, contact <a href="http://www.carlsonwagonlit.com">www.carlsonwagonlit.com</a> .
<b>CARMEL</b>	Computerised Airline Reservation and Message switching of El Al
<b>CARR</b>	Communication Address Reference Record
<b>Carrier</b>	Term used for tariff, ticketing and baggage purposes to define all companies engaged in commercial transportation of all types.
<b>Carriers</b>	The air carrier issuing the ticket (or air waybill) and all air carriers that can carry passengers and their baggage (or cargo) or perform any other services related to such air carriage.
<b>Carrier code</b>	A 2-character code (letters and numbers) that identifies an airline.
<b>Carry-on baggage</b>	Any item of baggage carried on or off an airline. It acceptably may be limited by size, weight, or the nature of the item. Also called unchecked baggage.
<b>Carrying Airline</b>	Any airline on which the booking airline has requested space, or one or more of its flight, to be held for a passenger.
<b>Cart</b>	Bulk loaded dead load identified as a unit for Load Control purposes. Also known as Barrow.
<b>Cascade</b>	An AmadeusPro function that enables the user to view a number of windows simultaneously, arranged one behind another.
<b>Case</b>	For helpdesk: A case is either a phone call or an incident created in Amadeus Customer Service Point.
<b>Case</b>	Term used to describe a style of lettering. A case is to be used to report any service or issue raised by a customer. Lower Case: Small letters (a, b, c ...). Mixed Case: Text that is a combination of upper case and lower case. Upper Case: Capital letters (A, B, C ...).
<b>Cash flow</b>	A measure of a company's financial health. Equals cash receipts minus cash payments over a given period of time; or equivalently, net profit plus amounts charged off for depreciation, depletion, and amortisation.

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	Operating cash flow: The sum of net profit, depreciation, change in accruals, and change in accounts payable, minus change in accounts receivable, minus change in inventories.
<b>CASM</b>	Cost per available seat mile. The cost of flying one seat one mile.
<b>CASMA</b>	Computerised Airline Sales & Marketing Association
<b>CAST</b>	Cross-Awareness Session on Thursday
<b>CAT</b>	Communication Authority of Thailand
<b>Category</b>	A group of similar rooms, cabins or tour arrangements.
<b>Category</b>	A group of associated information in the taxonomy. The category name is also used to derive the affinity of a person who is related to a document.
<b>Catering</b>	Food and beverages loaded on-board an aircraft for customer consumption.
<b>Catering Weight</b>	The weight of removable catering equipment and supplies.
<b>CAU</b>	Client Application User. Term used to define the user of applications that use Amadeus products such as API and EDI. A CAU may be in-house (where a company has developers (CAP) to create their in-house system), or it may be an external customer that buys from a software house (CAP) that develops customised applications.
<b>CAW</b>	Channel Address Word
<b>CBBG</b>	Cabin baggage that occupies a seat in the cabin. This designation is used when a customer has paid to place an item of carry-on baggage in a seat on the aircraft. Most commonly used for musical instruments and delicate scientific or medical equipment. Also known as Cabin Baggage in Seat.
<b>CBDS</b>	Connectionless Broadband Data Service
<b>CBR</b>	Complete Booking Record. Message sent by 1G, identical to 1A Image PNR Message. With the CBR they send a lot of data which Amadeus is never sends to the airlines like all the OSIs.
<b>CBR</b>	Constant Bit Rate
<b>CBR</b>	Case-Based Reasoning. Technology that is based on the observation that when someone solves a problem or looks for information, they often use something from the past that was similar as a basis for the new situation.
<b>CBR interactive</b>	Constant Bit Rate interactive
<b>CBR non-interactive</b>	Constant Bit Rate non-interactive
<b>CBRW</b>	Core Block Reference Word
<b>CC</b>	Continuity Cell
<b>CCB</b>	Change Control Board. The CCB (Change Control Board) is a role: whenever a change impacting the project is proposed (e.g. budget, configuration, priority, scope, and schedule), the CCB is the actor having the authority to take decisions and he is accountable for them.
<b>CCC</b>	Cyclic Check Character. This forms the last character of every ALC message, (except the "go-ahead") and is the primary check that data within the message has not been altered during transmission.
<b>CCD</b>	City Code Directory
<b>CCITT</b>	Consultative Committee in International Telegraphy & Telephony. An International Telecommunications Union (ITU) committee that develops international data communications standards.
<b>CCM</b>	Change Committee Management
<b>CCP</b>	Communications Control Program. The TPF program that obtains a block of storage places a message into it and provides the requisite pointers.
<b>CCR</b>	Current Cell Rate
<b>CCR</b>	AIRIMP via Car vendors.
<b>CCS</b>	Common Channel Signalling
<b>CCS-UK</b>	Customs & Excise connection to Portsmouth. The link supports Cargo communication with British Airways and Customs Excise in Portsmouth.
<b>CCSA</b>	Common Control Switching Arrangement
<b>CCSS7</b>	Common Channel Signalling System 7
<b>CCT</b>	Car Terms

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<b>CCT</b>	(or See City Table) Each item in the CCT contains three alpha characters for city/airport code, city/airport names and one optional special character that indicates if the city name is an associated city or not.
<b>CCW</b>	Channel Command Word
<b>CDB</b>	Coupon database 1. a BE of ETK application server 2. The common database used by ETK application server
<b>CDF</b>	(Microsoft's Channel Definition Format) An application of XML which describes a channel, a portion of a Web site that has been downloaded to your hard disk and then is updated periodically as information changes. A specific CDF file contains data that specifies an initial Web page and how frequently it is updated
<b>CDFS</b>	CD-Rom File System
<b>CDLOG</b>	CDLOG. TPF Dump repository
<b>CDM</b>	Conceptual Data Model. Entity-relationship diagram: at the conceptual level, entities, attributes, data items, relationships, inheritances, business rules and domains are used to model the information system. At this point, the details of actual physical implementation are not considered.
<b>CDMA</b>	Code Division Multiple Access. Technology which allows multiple subscribers to occupy the same frequency at the same time.
<b>CDMS</b>	Central database for holding frequent travellers information
<b>CDN</b>	Controlled Directory Number. This is an internal PABX queue. Calling numbers are entered in the CDN where they are processed by a routing script.
<b>CDP</b>	Common Distribution Platform. Obsolete name for Amadeus Collaborative Technology, see ACT for more details.
<b>CDP</b>	Corporate Discount Plan or Customer Discount Plan
<b>CDPD</b>	Cellular Digital Packet Data. Telecommunications companies can use CDPD to transfer data on unused cellular networks to users. If one section, or "cell," of the network is overtaxed, CDPD automatically allows for the reallocation of resources.
<b>CDRM</b>	Cross Domain Resource Manager
<b>CDRSC</b>	Cross Domain Resources
<b>CDS</b>	Cargo Delivery Sequence Message
<b>CDT</b>	Cell Delay Tolerance
<b>CDV</b>	Cell Delay Variation
<b>CDVT</b>	Cell Delay Variation Tolerance
<b>CDW</b>	Customer Data Warehouse) Historical Executive Club information analysed to use in campaigns e.g. mailings and product promotions.
<b>CEI</b>	Connection Endpoint Identifier
<b>Cellular</b>	Technology that sends analog or digital transmissions from transmitters that have areas of coverage called cells. As a user of a cellular phone moves between transmitters from one cell to another, the user's call travels from transmitter to transmitter uninterrupted.
<b>CEN</b>	Comité Européen de Normalisation. Standardisation European committee
<b>Central Process Manager</b>	The Central Process Manager is responsible for Process and Product Quality Assurance (PPQA) activities at Central level.
<b>Central System</b>	Amadeus Central System is the heart of our business. An environment which offers travel agents and airline sales offices worldwide the most powerful and comprehensive set of reservation tools available today.
<b>Centralised Load Control (CLC)</b>	The term used by some airlines to describe the central location where the weight and balance functions are performed for flights operating from a variety of different airports. Also known as Regionalised Load Control (RLC).
<b>Centre of Gravity</b>	The C of G of an aircraft, is the point at which its total weight may be considered to act as a concentrated force.
<b>Centred</b>	When text is centred within the left and right margins, or on either side of a tab stop.
<b>CEO</b>	Chief executive officer
<b>CER</b>	Cell Error Ratio
<b>Certification</b>	An endorsement that an agent has achieved a prescribed standard for performing load control functions for a particular aircraft type/sub-type.

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<b>Certification Type</b>	What the certification represents, for example, Aircraft or Dangerous Goods. It is used in conjunction with the category to define the certification.
<b>CES</b>	Circuit Emulation Service
<b>CFC</b>	Common Foundation Classes. Unix Component normalizing the structure of the Unix Component Delivery, the system types and the system calls.
<b>CFLF</b>	Concurrency Filter Lock Facility
<b>CFO</b>	Chief financial officer
<b>CFPS</b>	CFPS is used to calculate how much fuel will be required to fly a particular route given meteorological conditions and the payload required.
<b>CGI</b>	Common Gateway Interface. A set of rules that describe how a Web Server communicates with another piece of software on the same machine, and how the other piece of software (the CGI program) talks to the web server. Any piece of software can be a CGI program if it handles input and output according to the CGI standard. Usually a CGI program is a small program that takes data from a web server and does something with it, like putting the content of a form into an e-mail message, or turning the data into a database query. You can often see that a CGI program is being used by seeing CGI-bin in a URL, but not always.
<b>CGI Bin</b>	The most common name of a directory on a web server in which CGI programs are stored. The bin part of CGI-bin is a shorthand version of binary, because once upon a time, most programs were referred to as binaries. In real life, most programs found in CGI-bin directories are text files -- scripts that are executed by binaries located elsewhere on the same machine.
<b>Change of gauge</b>	(COG) A flight that changes equipment type at an intermediate point between origin and destination.
<b>Change Order Booking</b>	Process allowing the Check-in workflow to modify the original order.
<b>Channel</b>	Method or outlet through which a CPR or other transaction is accessed for the purpose of acceptance or boarding.
<b>Channel-To-Channel</b>	Channel-To-Channel protocol dealing with layers 2 and 3. Since it is a high speed protocol, Amadeus uses to connect its biggest customers, the partner Airlines of Lufthansa, Air France, Iberia and Finnair
<b>Character</b>	A letter, a number or a special symbol.
<b>CHD</b>	Child
<b>Check Box</b>	A small square control area within a window. Check boxes can be toggled ON or OFF by clicking on the box. An X appears in the check box to indicate that it has been selected. Check boxes are used to select one or more of a series of options.
<b>Check-in</b>	Overall process of placing a customer on a flight. The process includes: identification, baggage acceptance, customer acceptance, seating, printing of documents and regulatory checks.
<b>Checked Baggage</b>	Is equivalent to Registered Luggage and means baggage of which the carrier takes sole custody and for which carrier has issued a baggage check?
<b>Chicago Convention</b>	A 1944 meeting attending by representatives of 52 nations, at which the principles that define international commercial aviation agreements were formulated.
<b>Child process</b>	A process that is created by another process.
<b>Child window</b>	A window that is positioned relative to another window.
<b>CHR</b>	Car Higher Rate
<b>CHUG</b>	Car and Hotel User Group. (1) The Car and Hotel User Group was established at the beginning of 1993 as the forum for AMADEUS, its NMCs and its airline partners to interact proactively on all issues related to the Cars and Hotels products. (2) This is a forum for constant communication between all parties promoting and supporting the Car and Hotel products. Amadeus' objective for establishing such a task force is to receive on-going feedback from the NMCs and Amadeus airlines on end-user expectations for automated car and hotel bookings.
<b>Churning</b>	Repetitive or excessive booking and cancelling to achieve CRS productivity clauses or to avoid ticketing restrictions.
<b>CI</b>	Congestion Indicator

## Amadeus Glossary of Terms

<b>CI</b>	Configuration item. A CI is a uniquely identified entity that is treated as a self-contained unit for the purposes of change control, delivered to the customer. It can be a collection of objects (e.g. requirements, specifications, source files, documentation, models, etc...) related to the specific functionality of a larger system. As such it has four common characteristics: 1. Defined functionality 2. Replaceable as an entity 3. Unique specification 4. Formal control of functionality A given CI can contain smaller CIs, but the decomposition doesn't have to go down to atomic level. The lowest level is the smallest entity that can be modified independently from the other components. The complexity, the size and the type of CIs can vary. In an Amadeus project, and according to the above definitions, these are typical examples of CIs: - The specific version of the product (ex. eRetail R12.0) - A connectivity module used by the product (ex. API V2 gateway R2.1.37.5) - The product specification document (ex. eRetail Value Pricer Functional Specification V2.1)
<b>CIA</b>	CRS Interlink Agreement. To meet the airline access requirements, the CIA table provides functional security by airlines for a given CRS. A table is created for every CRS that interfaces with Amadeus. These tables are referenced by various applications to verify the functionality that the CRS is entitled to access.
<b>CICS</b>	Customer Information Control System. A real-time sub-operating system which executes under MVS or VM. Originally developed by "Utilities of America" to maintain its customers' name and address files. It has grown in popularity to a general purpose facility in use by many companies (about 1000 licences).
<b>CID</b>	Company profile record name.
<b>CID</b>	Conversation Identifier. Each Cid is made of two parts: the Client Conversation id (C-Cid) and the Server Conversation id (S-Cid).
<b>CID</b>	Certificate Identification) A security certificate downloaded to each Pro Web PC.
<b>CIM</b>	Customer Interaction Management
<b>CIO</b>	CIO) Chief information officer
<b>CIP</b>	Carrier Identification Parameter
<b>CIR</b>	Car Interface Record, Committed Information Rate
<b>CIR</b>	Committed Information Rate
<b>Circle trip</b>	A trip that originates and ends in the same city but that has a stop in a city which is not the major destination and requires different routing on the outbound and return portions.
<b>Circuit</b>	The phone line connecting ALC terminals to an ALC host. A number of terminal clusters can share one phone line to the host. Each circuit is identified by the host for purposes of message routing, however devices such as the Lanyon ALC Board do not need to know to which circuit they are attached. A user of the Lanyon ALC Board should keep a record of the circuit i.e. for reporting problems with the circuit.
<b>Circuit switched</b>	Used by wireless carriers, this method lets a user connect to a network or the Internet by dialling in, such as with a traditional phone line. It's a dial-in Internet service provider for wireless device users. Circuit-switched connections can be slow and unreliable compared with packet-switched networks, but for now circuit-switched networks are the primary method of Internet and network access for wireless users in the United States
<b>CIT</b>	Computer Integrated Telephony. The linking of telephone and IT systems to provide a seamless service to customers, whatever their means of contact.
<b>CITP</b>	Common IT Platform
<b>CITS</b>	China International Travel Service
<b>City check-in</b>	This facility enables passengers only with hand baggage to check-in for a flight and collects the boarding pass at the city office itself. This facility saves time for the passenger at the airport as he can report directly for security check.
<b>City pair</b>	A set of two airport or city codes; about 1,600,000 are recorded in AMADEUS.
<b>CL</b>	Connectionless
<b>Class</b>	Segregation of passengers according to the facilities and services offered.
<b>Class of Service</b>	The type of accommodations or fares offered on an airplane. This may also be referred to as "reservation booking codes".

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<b>Class Suppression</b>	One of the three products of Dynamic Selection, (the other two are Polling and AVS Driven Rules). Class suppression allows participating carriers to control RBDs via the Dynamic Selection Record Table.
<b>CLC</b>	Centralised Load Control
<b>CLI</b>	Caller Line Identification
<b>Click</b>	To press and release the mouse button in one non-stop motion.
<b>Click through rate</b>	Percentage of users who click on a viewed advertisement. This is a good indication of the effectiveness of this ad.
<b>Client</b>	A software program that is used to contact and obtain data from a Server software program on another computer, often across a great distance. Each Client program is designed to work with one or more specific kinds of Server programs, and each Server requires a specific kind of Client. A Web Browser is a specific kind of Client.
<b>Client area</b>	The part of a window below the action bar where end users can enter data and make selections, or where data is displayed by the application.
<b>Client Application</b>	The client application is the software program and user interface that the end-user uses.
<b>Client Build</b>	The software provided to the API client to code against.
<b>Client process</b>	A process that uses a service provided by the application or a dynamic link library. The process then becomes a client of the application or library.
<b>Client Server Model</b>	The Client/Server model using RPC is based on a running server process which is listening on a communication port for the arrival of client requests. It is based on a request-and-reply model. The client issues an RPC (Request Procedure Call) for execution of a specific function on a remote server. The server performs the requested function and returns the result to the client process. The call message contains the procedure's parameters, among other things. The reply message contains the procedure's results, among other things Client and server processes communicate through the use of stubs. Stubs are networking interfaces that specify how messages are constructed and exchanged. The RPC protocol is independent of transport protocols. That is, RPC does not care how a message is passed from one process to another. The protocol deals only with specification and interpretation of messages. RPC does not implement any kind of reliability and the application must be aware of the type of transport protocol underneath RPC. If the application is running on top of a reliable transport such as TCP/IP, then most of the work is already done for it. On the other hand, if running on top of an unreliable transport such as UDP/IP, it must implement its own retransmission and time-out policy.
<b>Client/Server Architecture</b>	An environment where computers can use each other's resources: they can run applications independently; they can also be 'clients' of another computer in the environment - the 'server' - which provides additional computing resources.
<b>CLIM</b>	Cargo Lateral Imbalance. The effect and limitations of asymmetric container weights on the structure of the aircraft.
<b>CLIP</b>	Connection Lass Integration Platform. CLIP is a reservation system/booking engine that requires little or no development on the provider's side
<b>CLIST</b>	An MVS command procedure language; a program written in that language
<b>CLM</b>	Claim
<b>CLNAP</b>	Connectionless Network Access Protocol
<b>CLNP</b>	Connectionless Network Protocol
<b>CLNS</b>	Connectionless Network Service
<b>Close-out</b>	Process dealing with final issues of customer acceptance and seat allocation, up until the flight closing time.
<b>CLP</b>	Cell Loss Priority
<b>CLR</b>	Cell Loss Ratio
<b>CLS</b>	Connectionless Server
<b>CLSF</b>	Connectionless Service Function
<b>CLTREQ</b>	Clear Terminate Request Message. This is a code, used in Edifact, to communicate that the requested information should be ended. Used in Reverse Access messaging.
<b>CLTRES</b>	Clear Terminate Response Message. This is a code, used in Edifact, to communicate that the requested response information should be ended. Used in Reverse Access messaging.

## Amadeus Glossary of Terms

<b>CM</b>	Customer Management on Unix or Linux(CML) - The New Departure Control means the check in and other customer management services
<b>CM Plan</b>	Configuration Management Plan. The purpose of the Configuration Management Plan (CM Plan) is to: • Identify the Configuration Items (CIs) and the related documentation/components to be managed in the Configuration Management System (CMS), • Describe standards, procedures, tools, environment to perform CM activities, • Identify the resources required and the related effort, • Plan the CM activities performed within the project.
<b>CMA</b>	Contact Management Application
<b>CMC</b>	Communication Management Controller IBM 3090 system running VTAM under MVS/SP which is responsible for network management (i.e. configuration) and batch utilities (i.e. recoup, performance analysis).
<b>CmdA, CmdB or C1, C2</b>	Command "A", command "B". These, the first two characters of the data portion of an ALC data segment received at the TCU, instruct the TCU what to do with the remainder of the data (e.g. clear the screen, start displaying at a certain line etc.). The detailed implementation is host-specific.
<b>CME</b>	Component Management Entity
<b>CMI</b>	Coded Mark Inversion
<b>CMIP</b>	Common Management Interface Protocol
<b>CMM</b>	Capability Maturity Model
<b>CMMI</b>	Capability Maturity Model Integration. Process improvement approach which was launched within Amadeus Worldwide Development Organisation in 2008. The CMMI program led to improving the Amadeus Methodology which is now composed of a set of processes, procedures and templates.
<b>CMOS</b>	Complementary Metal-Oxyde Semi-conductor
<b>CMP</b>	Communications Management Platform. It is an IBM MVS host that runs the production VTAM application. ANOI and the SMNs (Switched Major Nodes) are all running under VTAM.
<b>CMP2</b>	The networks for RTZ and RTB OS/390 systems are routed through CMP2
<b>CMR</b>	Cell Misinsertion Rate
<b>CMS</b>	Configuration Management System. A Configuration Management System includes the storage media, the procedures, and the tools for accessing the configuration items. The different tools that form the CMS include: - the tools for handling the sources (can be CVS, OSM, ClearCase, Visual Studio Team Foundation Server, ...) - the tools for handling the documentation (can be Lotus Notes, SharePoint) - the tools for handling the tests (can be Test Tool Server, Quality Centre, ...) - the tools for building the Product (can be gcc, ant, ...) - the tools for managing the changes to the CIs (Win@proach)
<b>CMS</b>	Conversational Monitor System. An abbreviation of Conversational Monitor System, operating system for IBM mainframe computers.
<b>CMS</b>	Content Management System. A Content Management System is a computer software system for organizing and facilitating collaborative creation of documents and other content. A content management system is sometimes a web application used for managing websites and web content, though in many cases, content management systems require special client software for editing and constructing articles. They can also be used for storage and single sourcing of documentation for a firm including but not limited to operators manuals, technical manuals, sales guides, etc. The market for content management systems remains fragmented, with many open-source and proprietary solutions available. [Wikipedia]
<b>CMSTPF</b>	CMS - Conversational Monitoring System; TPF - Transaction Processing Facility. A TPF test platform that simulates TPF in a VM/CMS environment. Gives each tester his or her own simulation of a VPARS system with additional tools.
<b>CMT</b>	Check MyTrip. Web site using the API interface that enables users to view information on PNRs that they have made at a travel agency. The display is made by entering the record locator and last name of the passenger and the PNR (if found) is displayed
<b>CMZ</b>	The networks for RTZ and RTB OS/390 systems are routed through CMZ CMZ: (CMZ) No longer used. RTB and RTZ networks use CMP2
<b>CN</b>	Copy Network

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<b>CNC</b>	Computer Numerically Controlled
<b>CNL</b>	Cancellation
<b>CNM</b>	Communications Network Management
<b>CNM</b>	Customer Network Management
<b>CNR</b>	City Name Record. Translates 3-letter codes for ticket.
<b>CNR</b>	Car NoRec
<b>CNR,NCR</b>	Car Norec, No Car record.
<b>CNT</b>	eContent Team that belongs to e-Travel S&A
<b>CNT</b>	City/airport Name Table. Each item of this table contains additionally to the city/airport code, up to three forms of city/airport name: Extended-name, Ticketing-name and Tele ticketing-name.
<b>CO</b>	Connection Oriented
<b>Coaxial</b>	Cable consisting of a central conductor wire, surrounded by an outer cylindrical conductor, separated by a layer of insulation.
<b>COBOL</b>	Common Business Oriented Language. Was invented 40 years ago by Rear Admiral Grace Murray Hopper, who designed the software as a standard business language that calculated well, stored large amounts of data and retrieved it accurately and efficiently. Today it is estimated that there are over 200 billion lines of COBOL code currently in use in existence in most large businesses around the world.
<b>COBRA</b>	Capacity Optimisation Bringing Revenue Advantage. Responsible for managing BA's seat inventory to optimise seat revenue and maintain high seat factors. It refers to a range of programs supporting BA's Inventory Management function. It is centred on a VM database, and optimisation and forecasting processes; and works in concert with RS13.
<b>COC</b>	CRS European Code of Conduct.
<b>COC</b>	Country of Commencement. In the Prepaid Ticket Advice context:
<b>Cockpit</b>	The part of the aircraft where the flight crew control the aircraft.
<b>Cockpit Crew</b>	Persons operating the flight in the cockpit.
<b>COD</b>	Connection Oriented Data
<b>CODACOM</b>	COMputer Data COMMunications system. CODACOM is a system used by AMADEUS. It allows to update screens which can support panels instead of pure cryptic entries. It is a similar application than ISPF. End users (travel agents and airline reservation offices) do not have access to the CODACOM application. It is only used by car providers to update their database in AMADEUS. They are using CODACOM screens to load and update their locations, terms, rates and availabilities. It is also used by AMADEUS database departments to load specific database records for hotel and car providers.
<b>Code Share Plan B</b>	It has been decided to define a codeshare plan B as an interim solution, because the final codeshare product requires lots of effort and will not be ready for NGI day 1.
<b>CODEC</b>	COder-DECoder
<b>Codeshare</b>	An agreement entered into by two or more carriers whereby one will operate the service, and the others will market it under their respective codes.
<b>CODP</b>	Code Production. Code used to log to the AMADEUS PRODUCTION system from the AMADEUS VTAM screen.
<b>COG</b>	Change of Gauge
<b>Cohost carriers</b>	Any airline entering into an agreement to participate in another carrier's automated reservation system. The co-host pays, in part, for the costs associated with developing the automated product and installing the system in co-host-sponsored agencies.
<b>Cohost Table</b>	A table used for internal processing containing all participating Amadeus airlines/systems and the various level of agreements associated with each airline/system.
<b>COM</b>	Component Object Model
<b>COM</b>	Country Origin Minimum
<b>COM</b>	Continuation of Message
<b>Comm Source</b>	Communication Source Program. TPF program that translates input common system AMSG, creates RCPL, and might retrieve RCB or AAA.
<b>Command</b>	An instruction to perform an operation or run a program. When parameters, arguments, flags, or other operands are associated with a command, the resulting character string is a single command.

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<b>Comment</b>	Text that describes an object or a statement.
<b>Commercial Communication Facilities</b>	These are communications facilities which are not leased, or owned, by airlines for the sole purpose of communicating airline and travel related business. They include mail, telegraph, TWX or telex and telephone.
<b>Commercial duplicate flights</b>	A flight where the operating airline allows seats/space to be sold by other airlines. All participants to such an agreement sell their seats/space on that flight under their own flight designator. More than one flight designator is used for a single operating flight, including at least one flight designator with the operating airline and at least one with the airline designator of a non-operating airline
<b>Commercial duplication</b>	Same as Code share
<b>Commercial flight</b>	A commercial offer filed by an airline and actually served by another carrier (if code share) or by a combination of its own direct services (if change of gauge).
<b>Common City</b>	A city where both the requesting and addressed airlines maintain a reservations office.
<b>Common Communications Facilities</b>	Telephone facilities - local or toll-free telephone, and/or shared telecommunications facilities, i.e. ESS, SITA, Interconnect, shared teletype, etc.
<b>Common dialog action</b>	An action that has a common cross system meaning. For example, Help, Exit and Cancel.
<b>Communication</b>	The transmission and reception of data. Synonymous with "data communications".
<b>Community airlines</b>	All airlines hosted in Amadeus New Generation DCS including Alliance airlines.
<b>Commuters</b>	Small regional air carriers that transport passengers from small communities to large cities where the passengers can connect to major carriers.
<b>Company Database</b>	The database installed and used by WebTrends to look up the company name, city, state and country corresponding to a specific domain name.
<b>Company Mail (OCS)</b>	On Company Service. Inter- or intra-airline correspondence that is carried without payment of postage.
<b>Compartment</b>	A space designated within a hold that may contain one or more bays or areas.
<b>Compartment Code</b>	A symbol used to describe the general arrangement of compartment and seats on a particular airplane.
<b>Compartment Limitations</b>	The maximum load acceptable in an entire compartment. This limitation is expressed in lb or kg. The Compartment Load Limitation applies to the whole of the load located in a given compartment.
<b>Compile</b>	To translate a program written in a high level programming language into a machine language program.
<b>Complexing</b>	See funnel flights
<b>Component</b>	The smallest unit for an integration test. A component is a set of modules having common functions. For example, the Host Message Reformatter.
<b>Composite flights</b>	A flight composed of two or more member flights of any type but which is identified with an airline designator/flight number combination different from any of its member flights
<b>Computer Integrated Telephony</b>	The linking of telephone and IT systems to provide a seamless service to customers, whatever their means of contact.
<b>Computing system RPQ</b>	A customer request for a price-quotation on alterations or additions to the functional capabilities of a computing system, hardware product or device. The RPQ may be used in conjunction with programming RPQs to solve unique data processing problems. See also programming RPQ, RPQ.
<b>CON</b>	Change of Configuration
<b>Concentrator</b>	Concentrators are networking devices that combine the data transmissions from multiple hubs, multi-station access units or network resources for transmission over a single medium. Concentrators are multiplexing devices; that is, they combine many signals into one to increase the overall efficiency of data communication. Each hub, multi-station access unit, or network resource may be wired directly to a concentrator. While combining all signals into one transferrable signal, each individual signal is still active; that is, each hub, multi-access unit or network resource can send data to its destination.

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	Network designers deploy concentrators due to their ability to increase the efficiency of a data network.
<b>CONCT</b>	Connectable. Term used in networking for LUs which are not in session
<b>Configuration</b>	(1) The process of customising AmadeusPro to suit your requirements. (2) Describe the general arrangement of compartment and/or class of service on an airplane. (3) The task of defining the devices, services, parameters, and programs for a system. (4) The group of computers, devices, and programs that make up a system.
<b>Configuration Baseline</b>	A snapshot of CIs (Configuration Items) and the corresponding components which is recorded. Although this snapshot may be updated later, the baseline remains unchanged and available as a reference of the original state and as a comparison against the current position. Some projects have to manage documentation not related to any CI (e.g. Implementation), and produce baselines on documents.
<b>Configuration Element</b>	A basic object that composes a CI (Configuration Item). Examples of CEs in Amadeus are: - Code files - Rose model (.mdl) or text (.doc) file of a Saturn generated document - Configuration data file - etc.
<b>Configuration Manager</b>	The Configuration Manager is responsible for the application of the Configuration Management process activities in his project, he reports to the Project Manager. With the help of the Project Manager he identifies the project's Configuration Items, and establishes and maintains the CM Plan. He establishes and maintains the CMS (Configuration Management System): definition, set up and administration of the CM tool(s) and repositories used in the project. He is responsible for the control of the CIs and the monitoring of the adherence to the CM Plan. He delivers the product and establishes baselines according to the CM Plan. The Configuration Manager plans audits at each end of phase or at specific moment in the project. The Configuration Manager audits the integrity of the configuration baseline for content, version and status, according to CM Plan. At the end of the project, he ensures the proper closing of all Configuration Management activities.
<b>Configuration tests</b>	Product testing across various system configuration combinations. (The system configuration is a set of OS/Browser/Emulator/ Connectivity settings...) Tests are run to make sure that such a configuration allows the application to run as specified.
<b>CONFIG.SYS</b>	A file that contains configuration options for an OS/2 workstation.
<b>Confirm remaining product items</b>	This process allows the agent to confirm and update meals or any other special needs (wheelchair, etc.) that customers may have requested. It is optional, i.e. may not apply to all customers.
<b>Confirmation</b>	A confirmed reservation exists when a supplier either orally or in writing acknowledges that a booking has been accepted.
<b>Conformity</b>	A key quality term. A given product or service is defined in a certain way; i.e. it fulfils certain requirements, 'Quality' means that the product or service conforms to those requirements. Lack of quality is, therefore, due to 'non-conformity', another key term.
<b>Conjunction Tickets</b>	Tickets which are issued when the number of segments in the itinerary exceeds that which can be printed on one ticket.
<b>Connection</b>	A combination of two or more direct flights, serving a city pair over a given routing; Amadeus records an average of 35 million prestored connections, on top of which an unlimited number are built dynamically from end-user inputs.
<b>Connection build</b>	The process which associates direct flights together, using parameters such as Minimum Connecting Time and Maximum Ground Time.
<b>Connection editing</b>	The process by which connections over the same city pair with one or more flights in common are screened, in order to retain the most attractive ones.
<b>COS</b>	Change of status message
<b>Consignment</b>	Equivalent to the term Shipment. One or more pieces of goods accepted by the carrier from one shipper at one time and at one address, receipted for in one lot and moving on one air waybill to one consignee at one destination address.
<b>Consignment Note</b>	The document entitled "Air Waybill/Air Consignment Note" is made out by or on behalf of the shipper, and confirms the contract between the shipper and the carriers for carriage of goods over routes of the carriers.

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<b>Consolidator</b>	<ol style="list-style-type: none"> <li>1. A consolidator, also commonly known as a wholesaler, is an operator that purchases bulk airline seats and resells them at discounted rates.</li> <li>2. A company or individual who negotiates bulk contracts with an airline (or other travel supplier) and sells that space to the general public or travel agent, usually at a discount.</li> </ol>
<b>Consolidator fare</b>	Generally the best discounted airfares available. They are usually cheaper than the lowest published airfares available from the airline companies.
<b>Consulting Fee</b>	Can be calculated with or without a booking created and based on counters for time spent, fare quotation, etc. Functionality: Transaction Fee. Consolidator fares should not be confused with standby tickets or charter fares. While some agents who deal in consolidator air fares also deal in charters, there are important differences. Consolidated tickets are bookings on regularly scheduled flights of major air carriers, which are generally much more dependable than charter operators.
<b>Container</b>	A unit (pallet or container) in which dead load is bulk loaded and subsequently loaded as a unit into the aircraft.
<b>Container/Pallet Message</b>	CPM. A message transmitted after departure for a containerised aircraft. This is to advise the next station of ULD types and Load Categories by bay and pallet positions.
<b>Containerised Aircraft</b>	An aircraft that can accommodate ULDs.
<b>Contextual Fee</b>	One of the three main parts of the total Service Fee - calculated from manually entered values (number of hours worked out or regular opening hours, type of ticket delivery, etc.) multiplied by Basic Fee found in the Price Scheme. Functionality: Transaction Fee.
<b>Contextual help</b>	Specific information about a field or another panel element on which the cursor is currently placed. The information is specific to the meaning of the item within the work session.
<b>Continuing Itinerary</b>	All remaining segments or portions of a passenger's itinerary beyond any designated point or gap.
<b>Continuity</b>	Preventing, mitigating and recovering from disruption. The terms 'business resumption planning', 'disaster recovery planning' and 'contingency planning' also may be used in this context; they all concentrate on the recovery aspects of continuity.
<b>CONTOUR</b>	Customer On line Tour Reservation. Distribution tool for Tour products being developed by FDS
<b>Contour Code</b>	Alphanumeric code to define the external shape of a ULD.
<b>Control Chart</b>	Control Chart. A diagram showing measurements on a time-scale to evaluate the stability of a process.
<b>Controller</b>	Controllers are intelligent data switching networking devices that make decisions about where data packets are sent and how they get there based upon address information contained in data packet headers and footers. Their function is similar to concentrators, hubs, routers, bridges and switches.
<b>Conversation</b>	A series of exchanges between an end user and an application.
<b>Conversation Model</b>	Using the API verbs a transaction program can communicate using a one or two way dialog across a data network with another transaction program. In this model, a conversation-initiating program, through the use of specific application verbs, requests a conversation manager running on a remote system to start a conversation with a specific application. Over this conversation the initiating program and the started program exchange an arbitrary number of message. This model does not impose a data structure.
<b>CONX</b>	Connection. The term used to describe the transfer of a passenger and baggage from one flight to another.
<b>Cookie</b>	The most common meaning of Cookie on the Internet refers to a piece of information sent by a Web Server to a Web Browser that the Browser software is expected to save and to send back to the Server whenever the browser makes additional requests from the Server. Depending on the type of Cookie used, and the Browser's settings, the Browser may accept or not accept the Cookie, and may save the Cookie for either a short time or a long time. Cookies might contain information such as login or registration information, on-line shopping cart information, user preferences, etc. When a Server receives a request from a Browser that includes a Cookie, the Server is able to use the information stored in the Cookie. For example, the Server might customise what is sent back to the

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	user, or keep a log of particular user's requests. Cookies are usually set to expire after a predetermined amount of time and are usually saved in memory until the Browser software is closed down, at which time they may be saved to disk if their expire time has not been reached. Cookies do not read your hard drive and send your life story to the CIA, but they can be used to gather more information about a user than would be possible without them.
<b>COR</b>	Correction to previous message. TTY procedure
<b>CORBA</b>	Common Object Request Broker Architecture. CORBA is a standard that determines how to implement 'ORBs' (Object Request Brokers) - software that allows you to share 'objects' between different applications. It provides that capability that allows objects to interact and work together to achieve a common goal.
<b>CORDA</b>	Computerised Reservations Royal Dutch Airlines
<b>Corporate Contract</b>	An agreement between an airline and a corporation that enables corporate travellers to benefit from Dynamic Discount Fares. The travel agent has to include the corporate code in the entry to display or price dynamic discount fares for a company. Corporate codes are maintained by Amadeus.
<b>Corporate customer</b>	A client of the agency requesting travel for business purposes. Usually the agency has agreements with a business to service all their travel requirements.
<b>Corporate Governance</b>	Corporate Governance. The method, by which an organization is directed, administered or controlled. A set of processes, customs, policies, laws and institutions affecting the way a corporation is directed, administered or controlled.
<b>Corporate Identifier Number</b>	This may be used when identifying a corporate customer
<b>Corporate Lifecycle List</b>	The Corporate Lifecycle List consolidates all Project/Release Items (Checks, Deliverables, Activities, and Milestones). Based on the Project Qualification, the Corporate Lifecycle List is used to: - generate the PPQA Project Checklist - generate the Project Work Breakdown Structure (WBS)
<b>Corporate Rate</b>	A special rate negotiated between a supplier and a company corporation.
<b>Corporate systems</b>	Computer systems installed at client sites that are linked to the travel agency. These systems allow client employees to perform some of the sales process, for example, order entry and reservations.
<b>COS</b>	Class of Service
<b>COSMOS</b>	Outstation accounting system. Runs on its own box COSMOS (BG)
<b>Cosmos</b>	Configuration and Software Management System
<b>Cost of sales</b>	On an income statement, the cost of purchasing raw materials and manufacturing finished products. Equal to the beginning inventory plus the cost of goods purchased during some period minus the ending inventory.
<b>COT</b>	Car Others
<b>COTS</b>	(Commercial off the shelf. Items (goods, products, services) that can be purchased from a commercial vendor.
<b>Coupon</b>	A part of the carrier's ticket: the flight coupon is surrendered by the passenger at check-in; the passenger coupon contains the contract of carriage; the agent's coupon is retained by the travel agency; the auditor's coupon is submitted with the BSP/ARC sales report
<b>Courier</b>	Priority dead load.
<b>Covia</b>	Company controlled by United (formally Apollo).
<b>CP</b>	Change Proposal. Win@proach record storing system enhancements propositions discussed within airlines, ACOs. Whenever accepted CPs become CRs.
<b>CP</b>	Connection Processor
<b>CP</b>	Contact Point. This is the file received from National Systems that contains the DTE or other contact points for an office.
<b>CP</b>	Control Program
<b>CP table</b>	Customer Product table in CM- shows a passenger's information in CM
<b>CPC</b>	Central Processing complex
<b>CPCS</b>	Common Part Convergence Sublayer

## Amadeus Glossary of Terms

<b>CPD</b>	Corporate ID) An identification number supplied to corporate customers to identify them as members eligible for discounted corporate rates. These IDs are not validated by ARCS.
<b>CPD</b>	Corporate ID
<b>CPD</b>	Carrier Preferred Display
<b>CPG</b>	Call Progress Message
<b>CPI</b>	Common Part Indicator
<b>CPM</b>	Container/Pallet Message
<b>CPN</b>	Customer Premises Network
<b>CPN</b>	Calling Party Number
<b>CPR</b>	City Pair Record or Connect Point Request. City Pair Record: Contains all flights schedule operating between 2 airports and a NAR pointer (index) per flight to retrieve NAR/LSR. Connect Point Request: Requests provided by airlines to build connections in AMADEUS
<b>CPR</b>	Customer Product Record
<b>CPS</b>	Customer Profile Synchronization
<b>CPU</b>	Central Processing Unit. The Frontend and the Backends are CPUs
<b>CPX</b>	Customer Server
<b>CQT</b>	City Queue Table
<b>CR</b>	Generic code used for cruise lines.
<b>CR</b>	cf. Change Request
<b>Crankback IE</b>	Crankback Information Element
<b>CRC</b>	Central Reservations Control. A group whose responsibility is control of airline inventory.
<b>CRC</b>	Cyclic Redundancy Check
<b>CRCG</b>	Common Routing Connection Group
<b>Create order</b>	By this process a customer or an agent creates a new booking (new Passenger Cabin Segment) or associate an open-entitlement ticket with a particular departure. This also covers the case where the order cannot be found (current case of norec).
<b>CREM</b>	Create/run a new job in parallel to another job already running
<b>Crew Baggage</b>	Baggage which is the property of operating crew and which is separately identified.
<b>CREWLINK</b>	Provides Flight and Cabin crew with access to pre-flight briefing, check-in and check-out, plus access to personal messages.
<b>CRF (VC)</b>	Virtual Channel Connection Related Function
<b>CRF (VP)</b>	Virtual Path Connection Related Function
<b>CRISALIS</b>	CRISALIS will replace the Emerald system for Cargo
<b>Critical Error</b>	An error encountered in the processing of a transaction that prevents the system from producing any output other than an error message.
<b>Critical Parameter</b>	A required parameter. Any parameter entered as part of a transaction whose omission or improper entry would cause that transaction to fail.
<b>Critical Flight</b>	An Amadeus carrier flight in the itinerary that has no more available space for the same date/class of service.
<b>CRM</b>	Customer Relationship Management. The use of software systems to target and serve customers by using data intelligently. Products can be tailored to individual needs.
<b>CRO</b>	Central Reservation Office. Chain hotels operate central reservation offices, which process both toll-free telephone reservations and electronic reservations. The CRO is the individual chain hotel's connection to the global distribution system.
<b>CRPA</b>	Core Resident Program Area
<b>CRQ</b>	Credit Request. Credit card authorisation request message sent from SITA to credit card vendors.
<b>CRS list and codes</b>	Sabre AA - Abacus 1B - Amadeus 1A - Galileo 1G - Worldspan 1P - Apollo 1V - Infiniti 1F (sometimes NH) - China CRS 1E - AXESS JL (Japan Airlines system) - TOPAS KE (Korean market)
<b>CRSlinks</b>	Allows travel agents world-wide to access RES (BABS) information and sell British Airways products real-time.
<b>CRT</b>	Central Reservation Terminal. The CRT in the context of issuing a ticket is the workstation, computer, PC, whatever you want to call it, where the ticketing transactions take place in an airline ticketing office. Compare this with the POS (Point of Sale) which could also be a travel agency office terminal.

## Amadeus Glossary of Terms

<b>CRT</b>	Cathodic Ray Tube. Means screen. The cathode ray tube terminal device is the unit (display terminal) used by an agent to communicate with the computer system. Also known as a VDT or Video Display Terminal.
<b>CRT</b>	Candidate Record Table, Cathodic Ray Tube
<b>CRT</b>	Candidate Record Table
<b>CRT Link</b>	The association of a CRT to a mnemonic. This cross reference sets up pointers which establish the default printer(s) for the CRT.
<b>CRU</b>	Cruise
<b>Cruise package</b>	A cruise vacation package that contains non-dissociable booking elements such as a land tour or hotel stay as well as the cruise.
<b>CRUSADER</b>	CRUSADER is a decision support database, holding market share data obtained from CRS.
<b>Cryptic Mode</b>	A conversation with the host computer where the user sends cryptic commands from a reservation terminal to the host computer and the host computer responds in cryptic mode (the data is not interpreted or formatted).
<b>CS</b>	Central System. Also called 1A-CS for Amadeus Central System
<b>CS</b>	Convergence Sublayer
<b>CS</b>	Carrier Selection
<b>CS</b>	Code Share
<b>CS1</b>	Capability Set One
<b>CS2</b>	Capability Set Two
<b>CSA</b>	Czechoslovakian Airlines
<b>CSC</b>	Customer Service Centre) Amadeus Erding Customer Service Centre. Renamed 'Amadeus Global IT Service Centre' in May 07
<b>CSD</b>	Consolidated Service Desk
<b>CSFT</b>	Codeshare Flight Table
<b>CSH</b>	Codeshare
<b>CSI</b>	Convergence Sublayer Indication
<b>CSM</b>	Customer Support Management) Team that belongs to e-Travel S&A
<b>CSNA</b>	Control Program Segments (SNA)
<b>CSP</b>	Customer Service Plan. The Customer Service Plan (CSP) serves as an Operational Handbook. It describes and facilitates the mutually agreed daily operational procedures between Customer and Amadeus. The procedures described are based on processes which help to ensure an efficient service delivery towards the Customer. The CSP does not constitute a contract.
<b>CSP</b>	Code Share Portal. The Code Share Portal is an open back-end. The Code Share Portal server is hosted by the CSX server.
<b>CSP</b>	Customer Service Plan
<b>CSPD</b>	Central System Product Definition Internal Guide. This guide is produced by the unit managers in Product Definition and includes information such as: - organisation of Product Definition - tasks and objectives of the different groups and individuals in the group - main A-02s by responsible person - tools used - participation to IATA groups etc. It is a document stored in PUBS in library MDEV and is called: CSPD-GUIDE
<b>CSPDN</b>	Circuit Switched Public Data Network
<b>CSR</b>	Client Sales Record
<b>CSR</b>	Central Security Record
<b>CSR</b>	Computer Service Unit
<b>CSR</b>	Cell Missequenced Ratio
<b>CST</b>	City Sine Table
<b>CSU</b>	Channel Service Unit
<b>CSV</b>	Comma Separated Value. It corresponds to text-formatted files containing tabular data, where the table columns are separated with commas
<b>CSW</b>	Channel Status Word
<b>CSX</b>	Customer Server
<b>CT</b>	Central Ticketing
<b>CT</b>	Circle Trip
<b>CTA</b>	Central Ticketing Application

## Amadeus Glossary of Terms

<b>CTC</b>	Counter Timer Chip. A chip used on the Lanyon ALC Board to indicate specified time intervals.
<b>CTC</b>	Channel-to-Channel. CTC is an Amadeus proprietary Channel-to-Channel interface based on a System One developed interface to connect IBM mainframes. The Amadeus CTC supports a connection between IBM and Unisys mainframes via an IDG 9088. The connection provides for remote connections, multiple paths between CPUs, multiple paths between CPU complexes and multiple telecommunications links.
<b>CTCP</b>	Communications and Transmission Control Program This system software package resides in the FE and uses NPSI and the base X.25 software to communicate with, and transfer data to and from specific X.25 networks and/or leased lines.
<b>CTD</b>	Cell Transfer Delay
<b>CTD</b>	Central Ticketing Data
<b>CTI</b>	Computer Telephony Integration
<b>CTL-4</b>	A CTL-4 dump will be taken when an ECB tries to refer to a working storage address that does not belong to the ECB. This is a benefit of entry protection. When an ECB program violates entry protection it is caught by TPF and a CTL-4 dump is the result.
<b>CTM</b>	Circle Trip Minimum
<b>CTM</b>	Corporate Travel Management
<b>CTO</b>	City Ticket Office A retail outlet owned and operated by an airline to sell airlines tickets.
<b>CTP</b>	Customer Transfer Process
<b>CTR</b>	Credit Transaction Response. Credit card authorisation response to a credit card authorisation request.
<b>CTS</b>	Clear To Send. The signal raised by the receiving device indicating to the transmitting device that it may now send data.
<b>CTS</b>	Amadeus Central Ticketing, Central Ticketing Server, and Central Ticketing System. It's an application stored in the back-end which produces ticket images & sends this data to the ticket printer
<b>CTS user</b>	Central Ticketing System user. This is an office that uses the Central Ticketing System. These offices are identified by the AVN field in office profile. For CTS user offices the AVN field starts with 00. (see AVN) By abuse of language, an airline can be referred to as a "CTS user airline". It basically means that all of its offices are CTS user.
<b>CTT</b>	Connecting Time Table
<b>CTV</b>	Cell Tolerance Variation
<b>CTY</b>	pseudo City code Controls some capabilities like extended sign-in.
<b>CUE</b>	Capacity Upgrade and Enhancement program
<b>CUG</b>	Closed User Group
<b>CUPPS</b>	Common Use Passenger Processing System) Future common use platform that will unify CUTE & CUSS into one single standard
<b>Current Conversation</b>	All modifications to a PNR segment during the same session as it was created in (i.e. before end of transaction) is said to be in current conversation.
<b>Current Period</b>	A term from inventory management: a booking period in the system that varies with the user; where all flight/dates are detailed.
<b>Cursor</b>	A small indicator on the computer screen showing the current position where text will appear if typed on the keyboard. The Presentation Manager cursor may change shape depending on the area of the screen where it is positioned. Also is the delimiter of a message to be transmitted / everything between the cursor and the start of entry (SOE) marker is sent to the host computer.
<b>CUSS</b>	Common User Self Service (kiosks)
<b>Customer</b>	Any person to whom air transportation and related services are to be provided. Technically, a "customer" becomes a "passenger" only when he boards an airplane for flight.
<b>Customer Characteristic</b>	Identifies the profile of the customer. Customer characteristics are used to offer tailored services to the passenger and are inspired by the Special Service Requests (SSR) of the SBR. They can be for instance: DEAF, WCHR (Wheelchair), UMR (Unaccompanied minor).

## Amadeus Glossary of Terms

<b>Customer Documentation</b>	The Customer Documentation is a set of product documentation provided by Global Customer Services (GCS) including GUI On-line Help, System On-line Help, User Guides, How To Guides, Training Modules and Quick Cards
<b>Customer ID</b>	An identification number supplied to (corporate) customers by the car companies as a means of identifying them with records stored within their own system.
<b>Customer Management</b>	A component of New Generation DCS comprising customer-related activities (e.g. Journey Front End, Customer data, Order, Service recovery).
<b>Customer Record</b>	A separate record holding relevant customer details that could be used to create an Order. These details may consist of name, DOB, contact details, seat preferences, meal preferences, passport number, current visas etc.
<b>Customer Server</b>	The Amadeus Customer Server will bring a leap in future for all types of Customer Profiles. The aim is to have a single place for storing all customer information for all Amadeus products, from the Central System to distributed products, including 1a-Res and Corporate Traveller., and to integrate the use of this information into the reservation process.
<b>Customs</b>	The federal agency charged with collecting duty (taxes) on specific items imported into the country and restricting the entry of forbidden items.
<b>CUTE</b>	Common Use Terminal Equipment
<b>Cutover</b>	Periods during which Airline systems are switched to Amadeus systems according to the agreement between the airline and Amadeus. During this period each activity is sequenced and described in a Cutover Window Plan (CWP)
<b>CVP</b>	Car Voucher Print
<b>CVS</b>	Credit Verification System. Verification system of credit cards, checks and any other credit used document that interfaces with the SITA/ARINC network and primary credit vendors. A back-up system exists in-house when the ARINC system does not respond to the message request within applicable set time limits.
<b>CVT</b>	Credit Vendor Table
<b>CWM</b>	Common Warehouse MetaModel
<b>CWP</b>	Cutover Window Plan
<b>Cyberpunk</b>	Cyberpunk was originally a cultural sub-genre of science fiction taking place in a not-so-distant, dystopian, over-industrialized society. The term grew out of the work of William Gibson and Bruce Sterling and has evolved into a cultural label encompassing many different kinds of human, machine, and punk attitudes. It includes clothing and lifestyle choices as well.
<b>Cyberspace</b>	Term originated by author William Gibson in his novel Neuromancer the word Cyberspace is currently used to describe the whole range of information resources available through computer networks.
<b>C/A</b>	Complete Access. (1) A concept whereby two or more distant computer systems operate almost as if they were one. (2) Hotel chains in Amadeus Complete Access have high speed communication links between their own reservation system and Amadeus. As soon as they make the sell transaction the booking is sent to the hotel, which subsequently returns the guaranteed confirmation data in 4-8 seconds. Today, there are over 27,000 hotel properties in Amadeus Complete Access.
<b>DA</b>	Direct Access. 1. An application access method that allows an Amadeus operator to make inquiries of data bases and system tables in other systems. 2. The ability to view directly into another airline's computer system to obtain up-to-the-minute information.
<b>DA</b>	Destination Address
<b>DA</b>	Destination MAC address
<b>DAC</b>	Direct Access Carrier. DAC enables end-users to book up to the last seat available in a participating carrier's inventory system.
<b>DAC</b>	Dot Aero Council
<b>DAF</b>	Destination Address Field

## Amadeus Glossary of Terms

<b>DAL</b>	Data Access Language
<b>Dangerous Goods</b>	Articles or substances that are capable of posing a significant risk to health, safety, or property when transported by air and that are classified as such in the IATA Dangerous Goods Regulations.
<b>DAS</b>	Direct Addressing Subsystem. One of the two addressing subsystem of the Amadeus Messaging Server (AMS). It provides publication of messages to users or systems using direct addressing (TTY address, e-mail address, fax number, printer address ...).
<b>DASD</b>	Direct Access Storage Device Host devices (the machines which store all the on line data (PNRs, schedules...)) A device in which access time is effectively independent of the location of the data.
<b>DASD Module</b>	<ol style="list-style-type: none"> <li>1. All the data accessed by a single set of access arms (see definition of DASD)</li> <li>2. An addressable portion of DASD unit</li> <li>3. A set of read/write heads (access arms) used to access a portion of a DASD unit (for 3380, one set of heads can access one quarter of the DASD unit's storage).</li> </ol>
<b>DASD Subsystem</b>	The DASD subsystem includes the DASD controller and the DASD module.
<b>DASD Subsystem I/O</b>	A transfer of data between a DASD subsystem and a processor.
<b>DASD Unit</b>	One purchasable DASD set of platters and the mechanism to access those platters (e.g. one 3380-D).
<b>Dashboard</b>	Dashboard. A tool for setting expectations for an organization at each level and continuous monitoring of the performance against set targets.
<b>Dashboard Owner</b>	The Dashboard owner is the one who prepares, analyses, validates and interprets, the Dashboard indicators for the benefit of its primary client (EVP, Director...). A Dashboard owner is assigned per Dashboard category and per organization. For example, an organization may assign several Director Dashboard Owner: dedicated ones per areas.
<b>DAT</b>	Dynamic Address Translation
<b>Data</b>	Any information that you type or retrieve using AmadeusPro.
<b>Data item</b>	Data items are the elementary pieces of information in the system. Example: name, address...
<b>Data Link Layer</b>	It is the software interface to the physical layer. Its job is to provide a "reliable wire" for the network layer. It includes the "device drivers" that the network layer uses to talk to the physical devices, but also deals with issues such framing data for the link, checksums to detect corruption, and mediating access to the underlying physical medium. The common interface between the network and the data link layers is the mechanism that allows device independence.
<b>Data mart</b>	A subset of information relevant to a group of users which is transferred to a separate departmental workgroup server. The database involved can be relational, although a multi-dimensional OLAP server is often more appropriate. Allowing users to access this cuts network traffic. A range of tools can be used to access the data in a data mart.
<b>Data warehouse</b>	A separate database dedicated to decision support. Data is transferred from transaction processing systems and integrated. It is arranged by customer - not date or transaction. It is accessed to provide management information through report writers, query tools, data access and retrieval tools, OLAP servers and enterprise information systems. It is a software architecture, not a product.
<b>Database</b>	<ol style="list-style-type: none"> <li>1. A place where AmadeusPro programs and Profiles are stored.</li> <li>2. A collection of data than can be accessed by an information processing system.</li> <li>3. A collection of data that conforms to a structure defined by tables, indexes, defaults, rules and procedures.</li> </ol>
<b>Datum Point</b>	An arbitrary point from which relative measurements are taken.
<b>DAVN</b>	Displacement Adjusted Virtual Nesting
<b>DB</b>	Database
<b>DB25, DB9</b>	"D" shaped solder bucket connectors, 25 pin and 9 pin. Often called "Cannon" connectors. They are used to terminate data cables being connected to the Lanyon ALC Board.
<b>DBA</b>	Database Administration
<b>DBC</b>	Denied Boarding Compensation. A payment made to a customer who is denied boarding due to lack of seats, provided he has a reservation, a valid ticket for that flight and has met check-in requirements.

## Amadeus Glossary of Terms

<b>DBI</b>	Data Base Identifier
<b>DBI</b>	Descriptive billing data are used for allocating travel costs to the originator and can make reconciliation and data integration easier for the Travel Manager.
<b>DBM</b>	Database Maintenance Package. The DBM package is used to update the Print Services database. The DBM package accepts and displays data from full-screen panels on 3270 type terminals.
<b>DBM</b>	Data Base Management. The DBM is a software tool used to enter airline data for Flight Management.
<b>DBMS</b>	DataBase Management System
<b>DBR</b>	Data Base Reorganization
<b>DB/DC</b>	Data Base / Data Communication
<b>DCA</b>	Sperry Data Communication Architecture
<b>DCB</b>	Data control block. A control block that access method routines use to store and retrieve data.
<b>DCC</b>	Data Country Code
<b>DCE</b>	Data Circuit (terminating) Equipment
<b>DCF</b>	Document Composition Facilities
<b>DCL</b>	Dispatch Control List
<b>DCM</b>	Director's Council Meeting
<b>DCMI</b>	Dublin Core Metadata Initiative
<b>DCO</b>	Domino Collaboration Objects
<b>DCP</b>	Dialog Control Package. The Amadeus-written communications software for controlling dialogs between multiple applications in the TPF environment.
<b>DCR</b>	Dispatch Control Record
<b>DCS</b>	Departure control system (DCS) is a generic industry term. The Amadeus DCS is called Altéa Departure Control (Altéa DC) and has two components: Altéa Departure Control – Customer Management (Altéa DC-CM) and Altéa Departure Control – Flight Management (Altéa DC-FM)
<b>DCS Speedwing</b>	DCS Speedwing is used to control all aspects of departure control world-wide.
<b>DD</b>	Depacketization Delay
<b>DDE</b>	Dynamic Data Exchange. 1. A Microsoft communication protocol that allows two applications running on Windows to exchange data. 2. A method of linking files from different applications, so that changes in one file are reflected in the other.
<b>DDF</b>	Dynamic Discount Fares) DDF is part of the Amadeus Fares product offering and consists of fares that are derived as a discount percentage from an existing published fare. Amadeus travel agents can then display, automatically price, and ticket any discounted fare that is filed with DDF.
<b>DDI</b>	Direct Dialling Inward
<b>DDIP</b>	Document Distribution over IP
<b>DDM</b>	Document Deliverable Matrix
<b>DDNAME</b>	Data Definition NAME. The name of a data definition statement that corresponds to a data control block that contains the same name.
<b>DDS</b>	Dewey Decimal System
<b>DDU</b>	Direct Data Update
<b>DEA</b>	Data Encryption Algorithm
<b>Deadload</b>	The deadload of an aircraft is the payload minus the passengers, basically the baggage, cargo, mail, ballast, courier, and equipment in compartments not included in the Dry Operating Weight of the aircraft.
<b>Deadload Uplift/Offload (DUO)Message</b>	A post departure message listing uplifted and offloaded dead load items.
<b>Decimal Tab</b>	A tab stop for decimal numbers in which the decimal points are aligned to format numbers with corresponding columns underneath each other.

## Amadeus Glossary of Terms

<b>Decision support tools</b>	Software tools designed to allow managers to make decisions by reviewing, monitoring and manipulating the data in the warehouse. This allows them to make more informed decisions than if they were using query tools. Mostly read-only, they also involve some modelling and forecasting of the future, so some data will need to be written to the database. They usually operate from a data mart.
<b>Deck</b>	A structural floor level. For aircraft having one structure level only, this floor level should be referred to as the "main deck". For aircraft having more than one structural floor level, the different floor levels should be referred to as "lower deck", "main deck", and "upper deck", from bottom to top.
<b>Dedicated AAA</b>	The AAA assigned to each agent set, which is only available to that set.
<b>Deferred List</b>	Maintenances or Utilities ECB's. See CPU-Loop & TPF's Lists figures.
<b>Degraded environment</b>	Degraded environment. Environment that is not production-like
<b>DEI</b>	Data Element Identifier
<b>DEI 10</b>	The schedule Data Element Identifier which indicate the commercial flight(s) attached to an operational flight.
<b>DEI 50</b>	The schedule Data Element Identifier which indicates the single operational flight attached to a commercial flight.
<b>Delay</b>	While the definition of delay varies by carrier, the Department of Transportation defines an on time flight as one arriving within 15 minutes of its scheduled arrival time.
<b>Deliverables</b>	A narrative description of what a transaction will accomplish.
<b>Delivering Airline</b>	The airline on whose flight a passenger will travel to an interline point, stopover point or gap.
<b>Delivery account</b>	In Unix systems, the program delivery to Operations must be done with specific Unix accounts called delivery account.
<b>delivery file</b>	Delivery file. In Unix system, a delivery file is a compressed package containing all the programs of an OBE application
<b>Delivery note</b>	Delivery note. Word document containing all the installation instructions of a new version of an OBE software.
<b>Demand</b>	The number of bookings that will be made on a segment.
<b>Denied Boarding</b>	The practice of refusing to accept confirmed passengers, usually because there is no space left.
<b>Density</b>	The relationship of weight to volume in a unit, for example, kg per m <sup>3</sup> or kg/m <sup>3</sup> (lb per ft <sup>3</sup> or lb/ft <sup>3</sup> ).
<b>Departure Airport</b>	The airport from which the aircraft last departed using the same flight number.
<b>Departure Control System</b>	(DCS) is a generic industry term: an automated method of performing check-in, capacity, load control, and dispatch of flights. The Amadeus DCS is called Altéa Departure Control (Altéa DC) and has two components: Altéa Departure Control – Customer Management (Altéa DC-CM) and Altéa Departure Control – Flight Management (Altéa DC-FM)
<b>Dependent Relationship</b>	Entities must have an identifier. In some cases, however, the entity's attributes are not sufficient to identify an occurrence of the entity. For these entities, their identifiers incorporate the identifier of another entity, with which they have a dependent relationship. There are several type of relationships: <ul style="list-style-type: none"> <li>o One-to-one relationships</li> <li>o One-to-many relationships</li> <li>o Many-to-many relationships</li> </ul>
<b>Deplaning Point</b>	The point at which the passenger is scheduled to disembark from a flight of the boarding airline.
<b>Deportee</b>	A person who has entered a country (either legally or illegally) and who now has been formally ordered by the authorities to be removed from that country.
<b>Deposit</b>	An amount of money which may be required as a condition of confirming a reservation.
<b>Deprecated</b>	Not supported nor investigated anymore- not necessarily decommissioned.
<b>Depreciation</b>	The allocation of the cost of an asset over a period of time for accounting and tax purposes.
<b>Deregulation</b>	An Act of USA Congress which took effect in 1978 through which the former Civil Aeronautics Board lost direct responsibility for overseeing and assigning routes, frequencies and fares for the nation's airlines.
<b>DES</b>	Destination End System

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<b>DES</b>	Data Encryption Standard, Destination End System Data Encryption Standard: (1) The National Institute of Standards and Technology (NIST) and FIPS standard to allow only hardware implementation of the data encryption algorithm. The Data Encryption algorithm is the ANSI X3.92-1981 standard which describes the encryption/decryption. (2) This is an encryption algorithm that is widely accepted by business and is generally considered to be acceptably secure for almost any business use. The term Data Encryption Algorithm (DEA) is also used, with the same meaning.
<b>Design Patterns Origins</b>	Design patterns are the result of building architecture research done by Christopher Alexander in the 1970s. After studying many buildings, Alexander determined that certain patterns of design were common to buildings that survived the ages. His research concluded that you could design better buildings by applying generic solutions to common problems. These patterns weren't meant to be the perfect solution to the common problems, but a best practices approach that can adapt to fit any given situation. In 1995, four software developers (Gamma, Helm, Johnson, and Vlissides) started thinking about Alexander's research in terms of software design. The Gang of Four (GoF), as they're known, wrote "Design Patterns", a book containing 23 patterns to solve common problems developers face in software design.
<b>Desk based Check-In</b>	Where the check-in transaction is completed at a specified desk with dedicated hardware, at an airport
<b>Destination Airport</b>	The ultimate intended termination airport of a flight.
<b>DFUC</b>	Direct Fare Undercut
<b>DG/SL</b>	Dangerous goods/special load
<b>DHTML</b>	Dynamic HTML
<b>DIAL-IN</b>	The ability to remotely use any of B.A.'s computer applications.
<b>Dial-up</b>	Dial-up pertains to a telephone connection in a system of many lines shared by many users. A dial-up connection is established and maintained for a limited time duration. The alternative is a dedicated connection which is continuously in place. Dial-up lines are sometimes called switched lines and dedicated lines are called non-switched lines. A dedicated line is often a leased line that is rented from a telephone company. A dial-up connection can be initiated manually or automatically by your computer's modem or other device.
<b>DID</b>	Distribution Identifier -This is a unique identifier provided by Central System for each inventory requested. It is associated at a Passenger segment level for both inventory and seat associations.
<b>Digital</b>	A way of encoding information as a series of 'on' or 'off' signals. Extremely rapid sequences of such information can be transmitted and decoded to reproduce human speech, computer-generated data or video signals.
<b>Dilution</b>	Dilution is the amount of revenue lost by giving a lower fare to passengers who would have paid the higher price. Where dilution outweighs stimulation, the discounted fare results in a net revenue loss. Without rules or restrictions preventing premium price customers from having access to lower fares, what reason would there be for them to continue to pay the premium price? All the demand captured would be at the lowest possible price ** Be aware of what the denied boarding costs really are. This will establish if it is financially viable to offload a low yield passenger for a high yield pax. It may not always be in the airlines best interest! **
<b>DIMIA</b>	DIMIA stands for The Department of Immigration and Multicultural and Indigenous Affairs. DIMIA owns the ETA System.
<b>DIN</b>	Deutsche Industrie Normenausschuß. The German Standards Institute.
<b>DIP</b>	Diplomatic Mail
<b>Dip Locker</b>	Secured unit for the loading of special load, such as diplomatic mail and valuable cargo.
<b>Diplomatic Mail (DIP)</b>	Government property carried under special agreements.
<b>DIR</b>	Document Interface Record. In the Document Composer application: Host Record, which holds all the information gathered (by the CDOC- customizable document) which will create the document. The information can come from multiple repositories (office profile,

## Amadeus Glossary of Terms

	PNR, TST). This information is used by the Document Generator, then, deleted after the document has been processed.
<b>Direct Flight</b>	A flight which operates with a single flight number from its origin point to its final destination, but which may make one or more stops and does not require passengers to change planes.
<b>Direct Sell Entry</b>	See "Long Sell Entry".
<b>Direct Yield</b>	A direct yield is a yield that will be used in the scope of a single segment of a flight. It cannot be applied to a connection. Those yields have no via point provided.
<b>Director Dashboard</b>	Director Dashboard provides Finance, HR, Project, Product, Quality indicators, allowing Directors to make informed decision in a timely manner There is one Director Dashboard per Division (with drill down capability), only accessible to Directors of each concerned Division.
<b>DISC</b>	Information relating to defects on all aircraft in the BA fleet and on other operator's aircraft. Used to be on RTB. No longer in use
<b>DISG</b>	IATA Data Interchange Sub Group
<b>Disk</b>	A device for storing computer programs and data on magnetic media. Computer disks are either permanently built into the computer (hard disks) are can be inserted into the computer disk drive (floppy disks or diskettes).
<b>Disk Drive</b>	A motor drive unit that is built into the computer, or is standalone and connected to the computer by cables.
<b>Display</b>	The output device that enables the computer to produce a visual image on a fluorescent screen.
<b>Display Item Reference Code</b>	An alpha numeric character produced in a display that is associated with a listed item of information. Display item reference codes are usually utilized in a subsequent transaction requiring the specification of an item from a previous display.
<b>Distributed Application</b>	Part of a system whose applications are distributed among different computers on shared network. AmadeusPro products - running on travel agency PCs - are distributed applications, connected to the Central System through the AMADEUS network.
<b>Distribution Channel</b>	It means the method and/or outlet through which a reservation is initiated and/or achieved.
<b>DIV</b>	Diversion. Flight operations
<b>Dividend</b>	A taxable payment declared by a company's board of directors and given to its shareholders out of the company's current or retained earnings, usually quarterly. Dividends are usually given as cash (cash dividend), but they can also take the form of stock (stock dividend) or other property. Dividends provide an incentive to own stock in stable companies even if they are not experiencing much growth. Companies are not required to pay dividends. The companies that offer dividends are most often companies that have progressed beyond the growth phase, and no longer benefit sufficiently by reinvesting their profits, so they usually choose to pay them out to their shareholders.
<b>DLC</b>	Data Link Control
<b>DLCI</b>	Data Link Connection Identifier
<b>DLJ</b>	Document Log Journal. In the Document Composer application: Host file which holds the log of all issued customised documents, with the minimum set of information required for further accounting and statistics. It is based on RTA tape mechanism (offline TSO).
<b>DLL</b>	Dynamic Link Library. Collection of programs dynamically linked with a main program. When a DLL file is needed by the main program, it is loaded in Random Access Memory and run.
<b>DMA</b>	Direct Memory Access)
<b>DMC</b>	Directional Minimum Check
<b>DMDD</b>	Distributed Multiplexing Distributed Demultiplexing
<b>DMI</b>	Distribution Management Interface. Single web portal integrating many different administration interfaces covering both Distribution and Reservation
<b>DMM</b>	Digital Multimeter
<b>DMS</b>	Document Management System
<b>DMT</b>	Dispatch Management Table
<b>DMZ</b>	Demilitarized Zone

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<b>DN</b>	Distribution Network) (i.e. START, SMART, SAVIA, ESTEREL). This provides network interfaces to the national airline systems of the member airlines, the national travel agent networks and SITA. It includes attached communications controllers (local and remote), communications management complex, and the facilities to provide communications between the local and remote communications controllers.
<b>DNIS</b>	Dialled Number Identification Service) DNIS is a feature of 800 and 900 lines that provides the number the caller dialled to reach the attached computer telephony system
<b>DNS</b>	Domain Name Server. Responsible for converting URLs to physical IP addresses.
<b>DOB</b>	Date Of Birth
<b>DOC</b>	Document type DOC identifies the 3-character name of each type of document that is allowed to be sent to a particular type of printer.
<b>DOC-AID</b>	Documentation AIDs manual
<b>DOCLIB</b>	Document facility in VM1. Documents that can be read via a terminal.
<b>Document Bank</b>	This is the area where all the stock information regarding a given CTS office are stored. It consists of one or more Stock Types each of which may have associated Stock References.
<b>Document Server</b>	Document Server. The Document Server is capable of formatting all the specified documents for the airport environment, e.g. boarding passes, baggage tags, APP cards, etc. It is also capable of receiving a pre-formatted data stream for delivery to a printer.
<b>Docunet</b>	A firm called Docunet will unveil the first Electronic Ticket Delivery Network that will distribute more than airline tickets. The new machines, which will first appear in supermarkets in Washington DC and southern California, will also dispense cash, traveller's checks, travel insurance and special events tickets. The devices resemble ATM machines and will be located in office buildings, shopping malls, airports and conference centres. Docunet partners include Chemical, Bell Atlantic, Olivetti and EDS. The stand-alone Docunet Delivery Machines, to be built by Olivetti North America, will feature colour touch screens. Initially the machines will deliver airline tickets previously ordered by customers through travel agents or by themselves, and tickets to concerts and other events will be available early next year. Linked by the machine to an EDS financial services network, people will be able to use major charge and credit cards to pay, as well as their bank teller machine cards. The company says it also sees the machines spitting out mutual funds, insurance policies and health and welfare entitlements. Any agency can use the system. There is no monthly access charge or initial sign-up fee. Travellers can book tickets from home computers and have the tickets delivered through Docunet. All four major US computer reservations systems are expected to join the venture.
<b>DOF</b>	Diagnostic Output Formatter
<b>DOI</b>	Dry Operating Index. The Basic Index of the aircraft plus the index effect of crew, pantry and service weight adjustments
<b>DOLS</b>	Domino Off-Line Services
<b>Domain</b>	Domains define the set of values for which a data item is valid. Data types, lengths, list of values etc. are the characteristics that are used to define a domain. Example: A domain for amounts could be defined as: data type = Money, data length = 8, data precision = 2, and with a value between 0.00 and 50,000.00.
<b>Domain</b>	A group of computers and devices on a network that are administered as a unit with common rules and procedures. Within the Internet, domains are defined by the IP address. All devices sharing a common part of the IP address are said to be in the same domain. Reference: <a href="http://www.webopedia.com">http://www.webopedia.com</a>
<b>Domain</b>	The region for which a Centralised Load Control centre has responsibility. A Domain may encompass a variety of different airports.
<b>Domain Name</b>	The text name corresponding to the numeric IP address of a computer on the Internet (i.e., <a href="http://www.webtrends.com">www.webtrends.com</a> ).
<b>Domain Name Lookup</b>	The process of converting a numeric IP address into a text name (for example, 204.245.240.194 is converted to <a href="http://www.webtrends.com">www.webtrends.com</a> )
<b>Domino</b>	Lotus' Interactive Web Server for Notes
<b>DOS</b>	Disk Operating System. An operating system for computer systems that use disks and diskettes for auxiliary storage of programs and data.

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<b>DOT</b>	US Department Of Transportation. The United States Federal agency which regulates all domestic transportation. The DOT assumed most of the functions of the Civil Aeronautics Board (CAB).
<b>Double Dated</b>	Reference to a flight that starts its journey on one day and has a subsequent departure or segment that operates on an earlier or later day.
<b>Double Occupancy</b>	The per person rate if two people share accommodations.
<b>DOW</b>	Dry Operating Weight. The basic weight of the aircraft, plus the weight of crew, crew baggage, pantry and any service weight adjustments.
<b>DOW</b>	Day Of the Week
<b>Downgrade</b>	To move an individual to a lower class of service or accommodations.
<b>DPC</b>	Data Processing Centre. The data processing centre consists of the following subsystems: -The Global Core: which consists of the Back-end subsystem and the Front-end subsystem. - MDT subsystem - MVS subsystem
<b>DPCM</b>	Differential Pulse Code Modulation
<b>DPF</b>	Delayed Program Flush. Since V3 Control Program we have the so called 'Delayed Program Flush' feature (abbreviated by DPF in the following text). This feature is improving performance on native systems by keeping programs in core even after their demand count came back to 0. As a result, some VFA moves can be saved. On the other hand, all those programs occupy a storage block (be it 1k or 4k). Whoever is solving dumps should have this in mind: There might be several programs in working storage with a demand count of 0 (maximum is 30 per I/S). Those programs are not in use by any ECB, they just sit there and wait for either being used or being released when other programs go down to demand count 0.
<b>DPF</b>	Display Preference File. A table held for each airline with which they can set default display orders (Biased display, etc.). To update = VDP entries.
<b>DPR</b>	Distribution Profile Record. Related to Central Ticketing, the DPR is used to send tickets to a Branch, Remote or STP site. The DPR indicates the Office Identification of the Branch, Remote or STP site and the printer address (invoice and itinerary only) if applicable. It indicates also what documents are to be printed where. If OPATB tickets are printed, the coupons can be split between several locations.
<b>DQDB</b>	Distributed Queue Dual Bus
<b>DR</b>	Disaster Recovery. The project name for a 2nd operations site to be used as a backup in case of a disaster in the Erding datacentre
<b>Drag</b>	The air's resistance to moving objects.
<b>DRIL</b>	Data Record Information Library
<b>DRS</b>	Direct Reference System. Computer-stores volumes of reference material.
<b>Dry Operating Index</b>	DOI. The Basic Index of the aircraft plus the index effect of crew, pantry, and service weight adjustments.
<b>Dry Operating Weight</b>	DOW. The Basic Weight plus operational items such as crew, crew baggage, service weight adjustments, and pantry as per company specification.
<b>Dry Operating Weight Carrier</b>	A carrier that includes, as standard in the Dry Operating Weight, the weight of the pantry, crew, and crew baggage, with the weight of the aircraft.
<b>DS</b>	Distributed Single Layer Test Method
<b>DS-0</b>	Digital Signal / Level 0
<b>DS-1</b>	Digital Signal / Level 1
<b>DS-2</b>	Digital Signal / Level 2
<b>DS-3</b>	Digital Signal / Level 3
<b>DS-3 PLCP</b>	Physical Layer Convergence Protocol
<b>DSA</b>	Direct Settlement Agreement
<b>DSC</b>	Dynamic Schedule Change. Process which ensures that flight schedules which have been updated by an airline with an SSIM message appear in connections. DSC: (data structure converter) to ease the manipulation of Edifact messages. It performs the encoding/decoding of Edifact messages from/in to a C structure (called

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	Application Interface Blocks). DSC has been written in ISO-C language and has been successfully implemented on various heterogeneous platforms: UNIX, NT, TPF, MVS
<b>DSD</b>	IBM Data System Division
<b>DSD</b>	Detail Screen Design
<b>DSE</b>	Distributed Single Layer Embedded Test Method
<b>DSID</b>	Destination Signalling Identifier
<b>DSM</b>	Distributed Systems Service Management. Support for Distributed Systems products
<b>DSNAME</b>	Data Set NAME. The term or phrase used to identify a data set.
<b>DSR</b>	Data Set Ready. A signal produced by the modem to indicate that it is powered up and probably able to operate.
<b>DSS</b>	Decision Support System) Application for analysing large quantities of data and performing a wide variety of calculations and projections.
<b>DSS2 Setup</b>	Digital Subscriber Signalling #2
<b>DST</b>	Daylight Saving Time
<b>DSTN</b>	Destination
<b>DSU</b>	Data Service Unit
<b>DTD</b>	Document Type Definition) DTD is to XML (SGML, actually) what a set of table structures and relationships are to a database. A DTD defines the names and relationships between the different XML elements. A DTD is a requirement for SGML, but it's optional for XML.
<b>DTL-IE</b>	DTL - Information Element
<b>DTO</b>	Domino Translation Object
<b>DTP</b>	DeskTop Publishing. Software applications on PCs designed for the production of documents, newsletters, and so on.
<b>Dual-band mobile phone</b>	Phones that support both analog and digital technologies by picking up analog signals when digital signals fade. Most mobile phones are not dual-band.
<b>Dummy Terminal</b>	Term used, mainly by the US NMC, meaning a terminal which is not physically found anywhere. It is usually added to an office id to enable remote users to sign in remotely. More than one person can access the same terminal in remote sign-in. A dummy terminal takes the same TMRT and BE definitions, as a normal terminal.
<b>Dump</b>	System error
<b>DUO</b>	Dead load Uplift/Offload Message
<b>Duplicate leg</b>	A single, non-operational, leg of a flight that, for commercial/technical reason, is displayed under more than one flight number by the operating carrier, or is displayed by a different airline designator/flight number by an airline other than operating carrier.
<b>Duplicate Reservation</b>	A condition which arises when two or more reservations are made for the same passenger(s), when it is evident the passenger(s) will be able to use only one. A request to change a reservation which involves the holding of space on one flight pending confirmation of an alternative reservation, does not constitute a duplicate reservation.
<b>Duty Code</b>	Two-letter code designating a user's capabilities (GS, AS, PD, TR, RC, SU, PR, TA). See SINE
<b>DVD</b>	Divide message. Telexwise as SMI. AIRIMP
<b>DVS</b>	Device Server. This server is an OBE project used to manage devices in airports.
<b>DVS</b>	Document Verification System
<b>DWDM</b>	Dense wavelength division multiplexing) This is a technology that puts data from different sources together on an optical fibre, with each signal carried on its own separate light wavelength. Using DWDM, up to 80 (and theoretically more) separate wavelengths or channel of data can be multiplexing into a light stream transmitted on a single optical fibre. In a system with each channel carrying 2.5 Gbps (billion bits per second), up to 200 billion bits can be delivered a second by the optical fibre. DWDM is also sometimes called wave division multiplexing (WDM).
<b>DXA</b>	Deferred cancellation Area
<b>DXI</b>	Data Exchange Interface
<b>Dynamic</b>	Actions that take place at the moment they are needed, rather than in advance. For example, many programs perform dynamic memory allocation, which means that they do not reserve memory ahead of time, but seize sections of memory when needed.

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<b>Dynamic AAA</b>	One of a pool of AAAs that can be used at any terminal (used when working in Reverse Access or Direct Access)
<b>D/A</b>	Direct Access. An important product of Amadeus which allows the user to view directly into another airline's computer system to obtain up-to-the minute information.
<b>E-mail</b>	Electronic Mail. Messages, usually text, sent from one person to another via computer. E-mail can also be sent automatically to a large number of addresses (Mailing List).
<b>e-ticket</b>	Electronic ticketing is the replacement of a paper ticket with an electronic image that is created in an airline's CRS at the time of sale. This 'electronic ticket' is stored in a database and retrieved by using the passenger's confirmation number (credit card details etc.). Usually a boarding pass is issued at the airport terminal by check-in staff (but not always).
<b>e-Travel Aergo</b>	e-Travel Aergo (Global) is an online self-booking tool that enables employees to plan, book and purchase complete travel itineraries, all within guidelines, directly from their desktops. Previously called Amadeus Corporate Traveller, e-Travel Aergo (Global) is the world's most widely deployed online solution for global managed travel.
<b>e-Travel Planitgo</b>	Now Amadeus e-Retail Engine
<b>EA</b>	Enterprise Architecture. Business-oriented technology road map for the attainment of business goals and objectives.
<b>EAI</b>	Enterprise Application Integration. Integrating IT systems with new applications; a sophisticated approach to middleware.
<b>EAR</b>	Easylink Access Record. Each Office Profile with Easylink access has an EAR (Easylink Access Record) attached to store Easylink Services information.
<b>EAS</b>	EXTENDED ACCESS SERVER
<b>Easylink</b>	Easylink is a service offered by AT&T which allows a given system to send Telex, Fax and E-Mail message via Type B link. Initially AMADEUS will support the Telex and FAX capabilities. The FAX feature is very popular in the U.S. market as it allows agencies to FAX invoices/itineraries from a displayed PNR.
<b>EBC</b>	Executive Briefing Centre
<b>EBCDIC</b>	(Extended Binary-coded Decimal Interchange Code) This was developed by IBM for use in its larger operating systems, primarily OS/390. EBCDIC allowed more characters to be represented than ASCII as it used an ingenious 5 bit encoding technique, but if all the bits were set high (11111), then the encoding would switch to a different "page". Each "page" stored a set of 31 different characters, with the encoding (11111) reserved for the page switch. Many legacy systems still use EBCDIC, which appeared before ASCII, and it is sometimes necessary to convert data from these systems to ASCII. IBM themselves still provide details for how to convert EBCDIC into ASCII.
<b>EBF</b>	Emergency Bug Fix. A set of one or more files that is meant to fix a specific problems and is names after the PTR # of the problem. Tested by Distributed Systems Group in a cursory fashion. Responsibility for deployment belongs to the NMC receiving the EBF.
<b>EC</b>	Endpoint CRT. This is the terminal information contained in the tape received by EUM to define an office.
<b>EC</b>	Endpoint CRT, European Commission
<b>EC</b>	European Commission
<b>ECAA</b>	European Charter Airlines Association
<b>ECAC</b>	European Civil Aviation Conference
<b>ECB</b>	European Central Bank
<b>ECB</b>	Entry Control Block. A storage block which defines an entry on the TPF system. The ECB is the primary point of interface between system and application programs.
<b>ECCP</b>	Electronic Credit Card Processing
<b>ECL</b>	Electronic Credit Line for billing
<b>Economy Fuel</b>	Tankering fuel that is carried for economic reasons (for example, when fuel at the next or subsequent stations is more expensive).
<b>ECTAA</b>	EU Travel Agency Association
<b>ECTF</b>	Enterprise Computer Telephony Forum
<b>ED</b>	Establish Dummy. (Record)
<b>ED</b>	Effort Day. Unit of effort to accomplish a task (=man days)

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<b>EDGE</b>	Enhanced Data GSM Environment) A faster version of the GSM standard. It is faster than GSM because it can carry messages using broadband networks that employ more bandwidth than standard GSM networks
<b>EDI</b>	Electronic Trading System. Used as a gateway to external trading partners Inc. Bracknell Met Office
<b>EDI</b>	Electronic Data Interchange
<b>Edifact</b>	Electronic Data Interchange For Administration (or Accountancy) Commerce and Trade/Transport. Edifact is standard which defines and describes how a piece of information must be structured to be exchangeable by any system that adheres to this standard. Edifact is a variant of the EDI standard, and is designed for application in the area of transport. Edifact defines the interfaces between the major internal AMADEUS applications such as the Central system, Fare quote and Distributed systems. It is also used for communication with external partners such as providers.
<b>EDMS</b>	Electronic Document Management Systems,
<b>EDP</b>	Electronic Data Processing
<b>EDP System</b>	Electronic data processing system.
<b>eEPC</b>	Extended Event Process Chain. Represents an ARIS flowchart describing a process in details. This is used for Levels 4 and 5 in the ARIS process layers.
<b>EFCI</b>	Explicit Forward Congestion Indication
<b>Effective Leg Yield</b>	This is the yield contribution of a leg, when this leg is crossed by a segment for which we have a segment yield. There are several methods to evaluate this effective yield; some are said to be "merged" and the others are said to be "non-merged". Among the non-merged methods, we find the Net-Leg Revenue and the Bid-Price Pro-Rate ones.
<b>Effective Segment Yield</b>	This is the yield contribution of a segment, when this segment is crossed by an O&D for which we have an O&D yield. There are several methods to evaluate this effective yield; some are said to be "merged" and the others are said to be "non-merged". Among the non-merged methods, we find the Net-Leg Revenue and the Bid-Price Pro-Rate ones.
<b>EFM</b>	Early Flight Management. New Gen Flight Management: Part of the New Gen DCS suite of products
<b>EFS</b>	Erding Fare Server
<b>EFT</b>	Electronic Funds Transfer
<b>EFT</b>	Elapsed Flying Time) Amount of time necessary to fly over a city pair using a specific flight or a specific flights connection.
<b>EHD</b>	First level Help Desk
<b>EIA</b>	Electronic Industries Association
<b>EIC</b>	Equipment in Compartment
<b>EIS</b>	Executive Information Systems
<b>ELAN</b>	Emulated Local Area Network
<b>Electronic Ticketing</b>	This booking option, commonly referred to as e-ticketing or ticketless travel, is now offered by all the major carriers. Instead of a traditional paper ticket, clients typically receive a confirmation number which can be presented at the gate with photo ID upon check-in.
<b>ELLF</b>	Extended Limited Lock Facility. ELLF is used to synchronize the modification of data records in the data base shared among the multiple S/370 configurations.
<b>Embarkation</b>	Passengers entering an aircraft. An equivalent term to embarkation.
<b>EMD</b>	Electronic Miscellaneous Document. Method to document the sale and track usage of charges (e.g., residual value, miscellaneous or excess baggage charges)
<b>EMD-A</b>	EMD that is associated to a flight coupon
<b>EMD-S</b>	Standalone EMD
<b>Emergency Response Guide (ERG Code)</b>	A code assigned to each dangerous goods entry in the ICAO Doc 9481, which describes the emergency response required for accidents and incidents involving dangerous goods. Refer to the IATA Dangerous Goods Manual for a detailed explanation.
<b>EMI</b>	Electromagnetic Interference
<b>EMI</b>	European Monetary Institute
<b>EMS</b>	European Member States
<b>EMS</b>	Electronic miscellaneous document server

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<b>EMSR</b>	Expected Marginal Seat Revenue. Has been used for over a decade as the standard algorithm for leg seat inventory control / leg inventory optimisation. A technique that generates an optimal solution of booking class protection levels based on comparisons of expected revenue of one class to another in a serially nested booking class hierarchy ** The economic value assigned to the seat calculated based on the probability of selling the seat. The concept of protection here is a question of how many seats to keep for a specific market segment demand. Protecting high-yield business seats requires keeping seats available for last minute booking right up to day of departure. A business flight sold out prior to day of departure is "spilling" or turning away that last minute demand. If all the seats on the aircraft are protected for the highest fare class and the flight is still sold out prior to the day of departure, the solution might be to raise fares, increase the size of the aircraft, or both **
<b>EMSU</b>	Expected Marginal Seat Utility. Compared to EMSR, EMSU allows for the possibility to factor in risk-averseness in making seat allocation decisions between the various fare classes.
<b>EMU</b>	European Monetary Union
<b>Enroute</b>	A point between the point of departure and the point of destination. Equivalent to through movement.
<b>Encoded Fare Rules</b>	Automated fare rules that are received from ATPCO.
<b>Encryption</b>	The translation of data into a secret code. Encryption is the most effective way to achieve data security. To read an encrypted file, you must have access to a secret key or password that enables you to 'decrypt' it. Unencrypted data is called "plain text"; encrypted data is called "cipher" text. Ref: Webopedia
<b>End-User</b>	A travel agent, an airline agent or an application program
<b>End of Procedure Message</b>	(EOP) A message sent by Flight Management to the cockpit, to inform the crew that operations on ground are closed and finalised.
<b>End Point Mnemonic</b>	The symbolic name of a print destination. The description of an End Point Mnemonic includes the printer ATID, the associated Front End Queue record ordinal number, and printer type. etc. An Endpoint Mnemonic is a six-character name, assigned by the system, to each printer when it is added to the database. Maintenance functions can be done using either the mnemonic or the printer ATID to identify the printer.
<b>Enroute</b>	A point between the point of departure and the point of destination. Equivalent to through movement.
<b>Enter Key</b>	The key on the input keyboard that terminates operator entry and causes a transmission of entered data to the host.
<b>Entity</b>	An entity represents an object defined within the information system about which you want to store information. Example: Employee and Division are entities of Project model.
<b>Entity Occurrence</b>	An occurrence of an entity is an individual element belonging to the entity. Example: The employee Martin is one occurrence of the entity Employee.
<b>Entry</b>	This is the basic unit of work in the TPF system. An input message becomes an entry when TPF attaches it to an entry control block (ECB). Entries can also be created internal to TPF.
<b>Entry Field</b>	A small box within a window on the screen where text or data is typed.
<b>EOB</b>	(EOB) End Of Business
<b>EOCF</b>	Extended Operations Console Facility is the name of the TPF console package by IBM.
<b>EOM</b>	End of Message. This is a character delineating the end of a data segment. There are four sorts in ALC (EOMi, EOM incomplete; EOMc, EOM complete; EOMu, EOM unsolicited; EOMpb, EOM push button), exact usage is host-dependent.
<b>EOS</b>	Extended Ownership Security. The EOS controls the way that agents and offices can retrieve Pnrs created by other offices or corporations. The security can be set up at different levels: - Country - City Code - Corporate Code and Qualifier - Common Office Number - Office-Id The Office or Corporation that owns the data is called the Owner. The Office or Corporation that retrieves or updates Pnrs created by other corporations is called the Receiver.
<b>EOT</b>	End Of Transaction

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<b>EP</b>	Emulation Program. This is contained in one of the tapes received by EUM to set up an office.
<b>EP</b>	Endpoint Printer
<b>EPG/SEPG</b>	(Software) Engineering Process Group. The (software) engineering process group is the focal point for process improvement. Composed of line practitioners who have varied skills, the group is at the centre of the collaborative effort of everyone in the organization who is involved with (software) engineering process improvement. Within CMMI, EPG is responsible for managing the organization's process assets, continuously evaluating the organization's processes, and running the organization's improvement activities
<b>EPIC</b>	Terminal Request System) Database accessible from VM1 which is used to log the order process for line and terminal requests from providers (air/car/hotel).
<b>EPSCS</b>	Enhanced Private Switched Communication Service
<b>EPSP</b>	Employee Profit Sharing Plan
<b>EQT</b>	change of Equipment info
<b>EQUATOR</b>	Short haul Auto-Crew Rostering System
<b>Equipment in Compartment</b>	(EIC) Equipment that is carried on the aircraft but is neither manifested nor included elsewhere in the weight composition. <i>See Service Weight Adjustment.</i>
<b>Equity</b>	<ol style="list-style-type: none"> <li>1. Ownership interest in a corporation in the form of common stock or preferred stock. It also refers to total assets minus total liabilities, in which case it is also referred to as shareholder's equity or net worth or book value.</li> <li>2. Ownership interest in a corporation in the form of common stock or preferred stock.</li> <li>3. Total assets minus total liabilities.</li> </ol>
<b>Equity method</b>	An accounting method used to determine income derived from a company's investment in another company over which it exerts significant influence. Under the equity method, investment income equals a share of net income proportional to the size of the equity investment.
<b>ERAA</b>	European Regional Airlines Association
<b>ERG</b>	Emergency Response Guide
<b>ERP</b>	Enterprise Resource Planning. The linking of a company's various business operations and functions by means of complex software. ERP is now being rapidly extended to the growing number of e-business applications being developed over the internet, connecting customer, supply chain and other activities.
<b>ERSP</b>	Electronic Reservation Services Provider. Travel Service Providers, registered with IATA, or ARC in the USA, which are established only on the Internet or other on-line services, promoting reservation information in the same format as provided by a Member's system or CRS. The 'ERSP' provides the user with instruction, screen formats, real-time display, booking capability or other information in respect to a travel supplier's inventory. The 'ERSP' provides to its user a reservations facilitation service and the referral of the user's ticketing requirements to the Member or its Agents.
<b>ESM</b>	QF Enterprise Service Management. Qantas problem management tool based on a Peregrine solution. System which is used by Qantas for Inventory Management, Service Management, Problem Management, Change Management and Service Level Management
<b>ESP</b>	External Service Provider. Used to make reference to an External company providing services, or Products to Amadeus
<b>ESPT</b>	External Service Provider Tool. This is the Lotus Notes database that replaces EPIC (MVS based) to handle Provider installation data.
<b>ESS</b>	Educational Systems and Services. Now called Amadeus Learning Services.
<b>ESS</b>	Extended security server
<b>Established Conversation</b>	A conversation that consists of several query/reply pairs. Once the conversation is established, it remains so until explicitly terminated or timed out because of inactivity. The use of established conversation is a convenient way to keep a server context dedicated to a client, and allows transactional behaviour.
<b>Esterel</b>	1- X.25 Travel agent network in France 2- Most widely used CRS in France.
<b>Estimate</b>	A quantitative assessment of the likely amount or outcome. Usually applied to project costs, resources, effort, and durations and is usually preceded by a modifier (i.e.,

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	preliminary, conceptual, feasibility, Order-of-magnitude, definitive). It should always include some indication of accuracy (e.g., +/- percent)
<b>Estimated Deadload</b>	The dead load assigned to a flight that has yet to be finalised by the Cargo/Freight department or the Load Controller.
<b>Estimated Time of Departure (ETD)</b>	A revised departure time.
<b>Estimated weights</b>	The dead load assigned to a flight that has yet to be finalised by the Cargo/Freight department, or the Load Controller
<b>Estimated Zero Fuel Weight (EZFW)</b>	The Dry Operating Weight plus the Estimated Traffic Load.
<b>ETA</b>	Electronic Travel Authority. This is only valid for travel to Australia and it replaces the current paper visa. No visa will be stamped in the passport
<b>ETA</b>	Estimated Time of Arrival
<b>ETAG</b>	End Tag
<b>ETAS</b>	Electronic Travel Authority System for Australian visas.
<b>ETB</b>	Expected To Board. The Expected to board counter is stored at leg-cabin level. It is the sum of all the bookings made on segment-cabins crossing that leg-cabin, netted down by their (subclass) historical overbooking percentage, plus the total number of seats allocated to blocked space on the leg/cabin.
<b>ETC</b>	Estimate to Complete. This corresponds to the Estimate to Complete or Remaining Work on the project. Typically this should be derived from the project schedule.
<b>ETD</b>	Estimated Time of Departure
<b>ETDN</b>	Electronic Ticket Delivery Network) It is a network of ATB delivery locations operated by an authorized third party contractor. ETDNs are designed to link the airlines' reservations systems to attended or unattended ticketing machines at third-party locations, such as business centres, airports and hotels.
<b>ETE</b>	End-to-End
<b>Ethernet</b>	Ethernet is the most widely-installed local area network (LAN) technology. An Ethernet LAN typically uses coaxial cables or special grades of twisted pair wires.
<b>ETL</b>	Electronic Ticket List. A method used by certain DCS (not supporting EDifact interactive messages) to send to ETS information needed to update a coupon status to "flown". This method is based on the DCS sending a TTY message (called ETL = Electronic Ticket List). Amadeus Off-line Ground Handling application (part of the Amadeus Inventory) upon receipt of the ETL would "translate" the same into an Edifact message COS (= Change of Status) to Flown.
<b>ETN</b>	Electronic Tandem Network
<b>ETREA</b>	Electronic Ticket Refund Exchange Advisory) An ETREA ATB form is printed as a result of an exchange transaction, or a TWREF (refund authorisation) entry. It replaces the printing of the unused flight coupons of an electronic ticket.
<b>ETS</b>	Electronic Ticket Server
<b>ETV</b>	e-Travel Former business unit
<b>EUM</b>	End-User Migration
<b>Euro</b>	European Currency EUR: Code for European Currency EURO
<b>Event</b>	An event represents a state that is relevant in terms of business management and which influences or controls the further flow of one or more business processes. Changes in state are reflected in the changes of status of the relevant environment data (information objects). Events trigger functions and are results of functions. As opposed to a function which represents a time-consuming process, an event occurs at one point in time (it has no duration).
<b>EVP</b>	Executive Vice-President
<b>Excess Baggage</b>	Baggage, in excess of the free baggage weight allowance, which is subject to the excess baggage charge as set forth in the applicable tariff.
<b>Excursion</b>	A journey where the traveller returns to the original point of departure.
<b>Excursion Fare</b>	A discounted fare having certain travel restrictions.

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<b>EXM</b>	Exit Message
<b>Expected no-show percentage</b>	This is the value of the cancellation profile on the day of departure.
<b>Expected to Board</b>	ETB. The number of booked passengers with a go-show/no-show factor applied.
<b>Expected to Come</b>	Number of Expected to Board passengers minus the number of accepted passengers.
<b>Expert Mode</b>	A method of accessing a host and making reservations using cryptic formats.
<b>Express Cargo</b>	Cargo with a higher revenue and priority than normal cargo.
<b>EXST</b>	Extra Seat
<b>Extended Mode</b>	All pricing transactions have a memory area in which data related to that transaction is stored. 'Extended mode' is the possibility to create several memory areas for a transaction. This allows AMADEUS to process much more data, without risking a memory overflow. Due to the complexity of pricing transactions, and the need to manage an increasing amount of data, this will become increasingly important.
<b>Extended Sign-In</b>	See also 'Reverse Access Sign In Process'. The terminal is redefined into the target office and signed by using the sign characteristics from the Generic office. The Extended Sign-in method is a much lighter process compared to Remote Office, although it has some functional limitations. The Extended Sign-in method is used for API customers that initiate a huge number of simultaneous conversations which do not need to take advantage of the functions not supported by Extended Sign-in.
<b>External Design &amp; Interface</b>	The External Design & Interface document describes the services provided by a system or a component as well as the interfaces (e.g. API, Web, Edifact, HTML, XML) provided to use these services
<b>Extranet</b>	The term extranet refers to an intranet that is partially accessible to authorized outsiders. Outsiders can gain access to a company's intranet by going through a firewall. Users inside the firewall are said to use the 'intranet', whereas users outside the firewall, are said to use the 'extranet'. An extranet provides various levels of accessibility to outsiders. You can access an extranet only if you have a valid username and password, and your identity determines which parts of the extranet you can view. Source: webopedia.com
<b>EZFW</b>	Estimated Zero Fuel Weight
<b>FA</b>	File Address
<b>FAA</b>	Federal Aviation Authority. It controls and rules the airport and aviation world. It is an independent agency of the US Government charged with controlling the use of the US airspace (by both civil and military operators) to obtain the maximum efficiency and safety.
<b>FAC</b>	File Address Compute table
<b>FAC</b>	Failure Action. FAC refers to the 'Failure Action'. This identifies special action (if any) to be taken when a document fails to print (or transmit to a NS/NDS in the case of QTOQ). If nothing is entered in this field, the document will be discarded after transmission. Any of the following codes are allowed: - C for 'notify Crt'. If this code is specified, an unsolicited message is sent to the agent indicating why the NS/NDS has rejected the message. - D for 'Discard'. This instructs print services to purge any document which has a 'find error', instead of putting that document on the error sub queue for manual intervention by database coverage - N for 'notify Network'. It is used to indicate that an unsolicited message should be sent to the agent's CRT if the delivery of the document failed. - P for 'update PNR'. Currently, this is not used. - V for 'Void'. Currently, this is not used.
<b>FACE</b>	File Address Computation Equation. A mathematical formula that determines file address location for records that have a certain commonality. It does not require the requestor to remember the exact location of a record just its relative face value and then a unique numeric to identify that exact request.
<b>Facilitator Link</b>	The Facilitator system has all the costing, accounting, payment and contract information for British Airways Holidays.
<b>Facts</b>	Information about policies for locations.
<b>FAGSA</b>	Federation of Airline General Sales Agents

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<b>FAQ</b>	Frequently Asked Questions. FAQs are documents that list and answer the most common questions on a particular subject. There are hundreds of FAQs on subjects as diverse as Pet Grooming and Cryptography. FAQs are usually written by people who have tired of answering the same question over and over.
<b>Fare Assurance</b>	SvcB Functionality offering off-line research of the lowest fare, based on PNR queuing and fare criteria.
<b>Fare basis</b>	A unique code for a type of fare in a geography. Examples are YLE and KLWPX. It can give information about the type of fare, type of passenger, class of travel, minimum and maximum stay, reservation restrictions, seasonality, and days of travel.
<b>Fare Category</b>	A code that defines the category of fare. For example NML (normal), EXC (excursion), IIT (individual inclusive tour), GIT (group inclusive tour), STA (status). Fare Criteria
<b>Fare Choice</b>	SvcB Functionality offering on-line (PC window request + single bypass access to the SvcB platform) research of the lowest fare, based on fare criteria.
<b>Fare Criteria</b>	Fields that are used to identify a fare in the database. For a given geography, the fare criteria are the fare basis, directionality, one-way/round trip indicator, and rule number.
<b>Fare Type Code</b>	A code entered in the fare application record of the Dynamic Discount Fares database, such as EAP (economy advance purchase) or FR (first class restricted)
<b>FARF</b>	File Address Reference Format
<b>FARW</b>	File Address Reference Word
<b>Far&amp;Wide</b>	FAR&WIDE offers a full array of travel experiences, including customized and independent foreign travel, as well as escorted, cultural, educational, adventure, ski and fitness vacations. Responding to the diverse interests of today's traveling public, FAR&WIDE provides a lifetime of enriching travel experiences for individuals, families and groups to destinations around the world. Its goal is to be able to fulfil the travel "life-list" of today's travellers, regardless of their special interests. Web address : farandwide.com
<b>FAST</b>	A company called G.S.A (owned by Acentro viaggi) developed F.A.S.T. This offers a database where travel agents can search through a mask for Acentro's 120,000 worldwide NET rates (also known as FLAT rates). You enter the city pair and a scrollable list of rates appears showing: Carrier, Connect point, Booking class, and where to Telephone/Fax to ticket this rate. Basically you would book in Amadeus in the correct booking class, close the PNR and queue it to Acentro to emit the ticket on your behalf. (Maybe requiring an RP change in the office of responsibility?) Acentro then guarantees delivery in the whole of ITALY within 24 hours and invoices you. FOR MORE INFO CONTACT MILAN NMC.
<b>FAT</b>	File Allocation Table) (1) One of two file systems available in OS/2. (2) The other is a key table used by the DOS operating system to manage files and free space on a disk or diskette.
<b>FAXW</b>	File Address eXtension Word
<b>FBP</b>	Fee-based pricing
<b>FC</b>	Feedback Control
<b>FCC</b>	Federal Communication Commission
<b>FCM</b>	Fare Credit Memo
<b>FCO</b>	Field Change Option
<b>FCMI</b>	Fare Calculation Pricing Indicator. Reflects if the fare was automatically or manually priced. It appears in the TST, e-ticket display, airlines reporting file (HOT) and the BSP reporting file (RET).
<b>FCPI</b>	FCPI Fare calculation pricing indicator. The value displayed in the TST or TSM-P header. It indicates in which conditions the itinerary has been priced, or how the TST has been modified. The FCPI (Fare Calculation Mode Indicator) provides more details about the options used during the pricing, e.g. pricing by fare basis. It appears in the TST, in the ticket display, in the Airlines reporting file (HOT) and the BSP reporting file (RET) and in the A.I.R - Amadeus Interface Record.
<b>FCR</b>	First Contact Resolution
<b>FCS</b>	Fast Circuit Switching
<b>FCS</b>	Force coupon
<b>FCS</b>	Frame Check Sequence

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<b>FCU</b>	Foreign Currency
<b>FCYM</b>	Fare Class Yield Management
<b>FDC</b>	Final Day Check. A TIA job that is triggered from Altéa Inventory (FDC 1A)
<b>FDDI</b>	Fiber Distributed Data Interface) A standard for transmitting data on optical fibre cables at a rate of around 100,000,000 bits-per-second (10 times as fast as Ethernet, about twice as fast as T-3).
<b>FDM</b>	Fare Debit Memo
<b>FDP</b>	Field Developed Program. A software product first developed in the field by customers and now supported by IBM.
<b>FE</b>	Front End. Front-end processor: a communication processor which links to 1A central system. Usually used to reference a communications controller that contains NCP (Network Control Program) (e.g. a 3745)
<b>FeatureNet</b>	Voice Telecommunications Network
<b>FEBE</b>	Far End Block Error
<b>FEC</b>	Forward Error Correction
<b>FEH</b>	Flight Event Hub. Altéa product similar to the SBR Publisher allowing to subscribe to specific flight related events and to receive those events in real time together with a set of data chosen with the subscription. Flight Event Hub publishes also a service allowing to query a full or partial flight image at any time.
<b>FERF</b>	Far End Receive Failure
<b>FERRET-OUT</b>	Lotus Notes Database used by Press Office to store information
<b>FFT</b>	Free Form Text
<b>Fibre Optic</b>	Cables which use laser light travelling along a glass fibre to carry the 'on' and 'off' signals of digital information. Almost all cabling on national and international networks is fibre-optic.
<b>FICO</b>	Flight Information and Control of Operations. FICO controls the day to day flying operation of the airline.
<b>FIDO</b>	AY 's DCS system
<b>FIDS</b>	Flight Information Display System. Screens in the airport displaying information on arriving & departing flights
<b>FIFO</b>	First-In First-Out
<b>FIGARO</b>	Replacement for Find, Goldie and Find11 systems. Uses Ferranti HA and MQ Series.
<b>File</b>	A structured collection of related information.
<b>File address</b>	System record number for any information stored in the DASD
<b>FILEDEF</b>	A command that identifies the input or output files to be used during execution of a program.
<b>FIM</b>	Flight Information Message. (Irregularity)
<b>Final Deadload</b>	The dead load assigned to a flight that has been finalised.
<b>Final Load</b>	The dead load assigned to a flight that has been finalised by the Cargo/Freight department, or the Load Controller.
<b>Final Loadsheets</b>	The load sheet that contains the final weight data pertaining to a particular flight, such as the weight of an aircraft, crew, pantry, fuel, passengers, baggage, cargo, and mail. It also contains details of the distribution of the load in the aircraft.
<b>Finalise Flight</b>	This activity consists of making and checking all the final changes on the weight and balance of the aircraft. It allows the load control activity for a flight to be closed
<b>Finger</b>	An Internet software tool for locating people on other Internet sites. Finger is also sometimes used to give access to non-personal information, but the most common use is to see if a person has an account at a particular Internet site. Many sites do not allow incoming Finger requests, but many do.
<b>Fire wall</b>	A combination of hardware and software that separates a LAN into two or more parts for security purposes. Firewall: (Responsible for protection a private Network, from users on other Networks.)
<b>Firewall</b>	A system designed to prevent unauthorised access to or from a private network. Used to prevent unauthorised Internet users from accessing private networks (intranets).

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<b>Firming</b>	A procedure whereby an airline, at a boarding point, contacts passengers holding reservations to ensure they actually intend to use the accommodation being held for them.
<b>First Boarding Point</b>	The point in a portion of an itinerary applicable to a given airline at which the passenger will commence travelling on the services of that airline. When the itinerary is changed, it is the point in the revised routing at which the passenger will commence travelling on the airline's services.
<b>FITT</b>	Siemens' software driven test tool
<b>Flag Carrier</b>	An international airline often owned and/or operated by its home country's government (for example, Air France, Alitalia and El Al).
<b>Flagstop</b>	It is an old term that comes from the days of the railroad, when a train engineer would see a red flag along the tracks and stop for that person's request. We do the same, just no red flags and our equipment is a little larger!
<b>Fleet Weight &amp; Index</b>	An average Basic Weight and Basic Index for a fleet of similar aircraft.
<b>Flexible Ticket</b>	A ticket that has few restrictions and allows the customer to change their intended flight
<b>FLHD</b>	First Level Help Desk
<b>FLIFO</b>	Flight Information. Computer display giving a flight's arrival and departure times and status of the flight.
<b>Flight</b>	The operation of an aircraft between two or more points.
<b>Flight</b>	This is a sequence of Flight Legs, which is typically flown by the same Aircraft under normal conditions of operation (there exist abnormal operational conditions or cases where (for operational reasons) we need to have more than one Aircraft realising the same Flight). The points of origin and final destination of the Flight are decided by Flight Operations for operational and marketing reasons. For example, we might want an Aircraft to end up at a particular station for maintenance. Therefore some Flights do not carry passengers. Each Flight has exactly one operational Flight Number and the SSIM manual states that: "A (operational) flight number shall apply to only one scheduled departure from the origin station per day (UTC or Local). For any given station on any one date (UTC or Local) there may be at most only one scheduled departure and at most one scheduled arrival with the same (operational) flight number". We resolve this issue by breaking any operation which would break these rules if treated as one Flight, into two or more Flights with different operational Flight Numbers.
<b>Flight Coupon</b>	A page in the ticket booklet that indicates the two cities between which the coupon is good for passage. It specifies the class of service and usually calls for reserved space on a particular flight and date.
<b>Flight Crew</b>	Persons operating the flight in the cockpit.
<b>Flight Deck</b>	The part of the aircraft where the flight crew control the aircraft.
<b>Flight designator</b>	It defines a flight or a series of similar flight operated by a carrier and consists of: § The airline designator of the administrating carrier § A flight number
<b>Flight Dressing</b>	Consist in applying in Schedule or Inventory the rules defined in Commercial database.
<b>Flight Leg</b>	The journey between two consecutive scheduled stops on any given flight. The planned and/or actual movement of an aircraft from a departure station to an arrival station at a particular time. A Flight Leg is the smallest movement we can make between two stations, and has one origin, one destination and no stops in between. Each Flight Leg has exactly one Flight Number, which is known as the operational Flight Number. This is the number of the Aircraft from the point of view of Operations, the Pilot and Air Traffic Control when it is flying a particular Flight Leg
<b>Flight Management</b>	Is a component of New Gen DCS replacing functionality relating to the management and dispatch of flights including, but not exclusively, load control, weight and balance, change of gauge, monitor, re-accomodation.
<b>Flight Number</b>	The alphanumeric designator of a flight, prefixed by a two-or three-alphanumeric airline designator.
<b>Flight Operations</b>	(OPS) The group with overall responsibility for the day-to-day operation of an airline's aircraft. This includes producing the flight plan.
<b>Flight Plan</b>	A document that provides the minimum fuel requirement based on a specific track and flight profile between two points.

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<b>Flight Segment</b>	A leg, or group of consecutive legs, from the boarding point of a passenger to the deplaning point on a given flight.
<b>FLIX</b>	A FLIX is an operational message, which stops the sells and update the FLIFO information of Central System. There are different types of FLIX (Flight Cancel, Landing Cancel, and Disruption Message).
<b>Floating Average Bag Weight</b>	The average bag weight for a Pieces and Weight flight.
<b>Floating Pallet</b>	A pallet, including its load, that is not – or is only partially – restrained by locks. It can therefore be located outside standard loading positions in the hold. It is restrained to the aircraft structure by means of tie-down fittings and lashings.
<b>Floor Limit</b>	The maximum amount of money that may be charged to a ticket before a request from the reservation system is sent to the credit card vendor for authorization.
<b>Flow forward</b>	Used for day trip business passengers who often book the last return flight of the day, but when meetings end early then turn up at the airport hoping to travel on an earlier flight
<b>Flush Left</b>	When text is ranged to the right of a margin or tab stop.
<b>Flush Right</b>	When text is ranged to the left of a margin or tab stop.
<b>FM</b>	Flight Management on Linux - FML means the weight and balance as well as other flight management services
<b>FMEA</b>	Failure Modes and Effect Analysis is a methodology for Risk Management.
<b>FML</b>	Field Manipulation Language is a feature of BEA Tuxedo middleware software.
<b>FMT</b>	Flight Migration Table. The concept of Flight Date Incremental Approach allows control of a flight to be transferred from RTZ/QUBE to NGI on a flight date (or range) basis. It is based on the concept of a migration table which every system involved must interrogate to find out for a given flight number and a given date which system is in control.
<b>FO</b>	Front Office Product. Front office products facilitate the customer directly. These can be platforms (i.e. Tempo, APS), or applications like Vista and its related products.
<b>FOC</b>	Final Operation Capability. The initial intent (before the phased approach concept) of completing all software deliveries that would make Amadeus a total and complete system.
<b>FOID</b>	Form of Identification. FOID is an element used (optional) in a PNR (Passenger Name Record).
<b>FON</b>	Flight Ordinal Number table. Table in TPF which holds all flight numbers of an AMADEUS Access Update carrier.
<b>Font</b>	In printing, the total characters in a complete typeface, including caps, lower case, figures and punctuation. In DTP, usually a synonym for typeface.
<b>Footer</b>	A text item inserted at the foot of each page in a section.
<b>FOOTNOTE</b>	It is the table where the SEASONALITY and of the EFFECTIVITY (= rate validity) of the fare is indicated. Some information we can see in the FQD come from the Footnote: DATES/DAYS...
<b>FOP</b>	Form of Payment. How the customer pays for travel services and products, for example cash, cheque, credit card, or invoice.
<b>Forecast ZFW</b>	The forecast ZFW is calculated by adding the flight's forecast payload weight to the dry operating weight.
<b>Forecaster</b>	A set of models (typically in the Revenue Management system) that predict booking demand for future flight departures, based on booking history and inventory information of departed flights and other external events.
<b>Form</b>	A group of elements of a single type, such as radio buttons or check boxes.
<b>Forms</b>	The presentation of data on a visual display terminal, segmented into protected areas that are for labelling or information and data entry areas that are filled with operator-entered data.
<b>FOS</b>	Front Office System
<b>FOT</b>	Fare Others
<b>FP</b>	Form of Payment. See FoP
<b>FQ</b>	Fare Quote system
<b>FQT</b>	Fare Quote system

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<b>FQTV</b>	FreQUent Traveller or frequent flyer) Allows Airlines to store and validate their Frequent Flyer information in Amadeus. Special frequent flyer transactions allow automatic creation of name and SSR elements. Handling and validation of interline Frequent Flyer Agreements enables reciprocal mileage accrual between Airlines.
<b>FRAD</b>	Frame Relay Access Device) Frame Relay Access Device: any network device that provides a connection between a LAN & a frame Relay WAN
<b>Frame Relay</b>	A form of data transmission which is capable of higher speeds than older conventional forms of 'packet' switching. Frame relay is likely to be superseded by ATM (see above).
<b>Frame Relay</b>	A DTE-DCE interface specification based on LAPD (Q.921), the Integrated Services Digital Network version of LAPB (X.25 data link layer). A common specification was produced by a consortium of StrataCom, Cisco, Digital and Northern Telecom. Frame Relay is the result of wide area networking requirements for speed; LAN-WAN and LAN-LAN internetworking; "bursty" data communications; multiplicity of protocols and protocol transparency. These requirements can be met with technology such as optical fibre lines, allowing higher speeds and fewer transmission errors; intelligent network end devices (personal computers, workstations, and servers); standardisation and adoption of ISDN protocols. Frame Relay could connect dedicated lines and X.25 to ATM, SMDS, BISDN and other "fast packet" technologies. Frame Relay uses the same basic data link layer framing and Frame Check Sequence so current X.25 hardware still works. It adds addressing (a 10-bit Data Link Connection Identifier (DLCI)) and a few control bits but does not include retransmissions, link establishment, windows or error recovery. It has none of X.25's session layer but adds some simple interface management. Any network layer protocol can be used over the data link layer Frames.
<b>Franchised Flight</b>	A Franchised Flight is defined as a flight that is operated by a third party company that owns the aircraft, and whose inventory is fully under control of the franchiser (the airline delegating the actual operation of the flight to the third party company)
<b>FRED</b>	Forecasting Roster Electronic Database. This is an application used in some Global Customer Support groups to register staff's absence (vacation, training, business trips, sickness etc.). This application replaces SAM since 01Jan2000.
<b>Free Flow</b>	Also known as Free Sale. A type of commercial duplication whereby the operating carrier remains in full control over the inventory. Sales on the marketing carrier are reported to the operating carrier. The operating carrier sends AVSs to the marketing carrier, which in turn forwards them to CRSs.
<b>Freedom 1</b>	The right of a carrier from one nation to fly over another nation.
<b>Freedom 2</b>	The right of a carrier from one nation to make a technical or fuelling stop in another nation.
<b>Freedom 3</b>	The right of a carrier to transport passengers from its home nation to another nation. (Example: Uncle Sam Airways carries passengers from Chicago to Berlin).
<b>Freedom 4</b>	The right of a carrier to transport passengers from another nation to its home country. (Example: 'Air Germany' carries passengers from Chicago to Berlin).
<b>Freedom 5</b>	The right of a carrier to transport passengers between two foreign nations on a route beginning or ending in its home country. (Example: Air Germany flies Berlin-London-New York-London-Berlin deplaning and picking up passengers on the London-New York-London legs).
<b>Freedom 6</b>	The right of a carrier to transport passengers between two foreign nations, via its home country. (Example: Air Germany flies Budapest-Berlin-London, picking up passengers in Budapest and deplaning them in London).
<b>Freedom 7</b>	The right of an air carrier to transport passengers between two foreign nations without stopping in its home nation. (Example: Air Germany picks up passengers in Budapest and flies them to London with no intermediate stops).
<b>Freedoms Of the Air</b>	Principles which regulate international aviation agreements : - First freedom : the right of an airline from one nation to fly over another nation - Second freedom : the right of an airline from one nation to make a technical or fuelling stop in another nation - Third freedom : the right of an airline to carry passengers from its home nation into another nation - Fourth freedom : the right of an airline to carry passengers form another nation into its home nation - Fifth freedom : the right of an airline to carry passengers between two foreign nations on a route beginning or ending in its home nation - Sixth freedom : the right of an airline to carry passengers between two foreign nations via its home

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	nation - Seventh freedom : the right of an airline to carry passengers between two foreign nations without stopping in its home nation.
<b>Freight</b>	A combination of cargo, mail, and courier.
<b>Frequency Hopping Spread Spectrum</b>	A method by which a carrier spreads out packets of information (voice or data) over different frequencies. For example, a phone call is carried on several different frequencies so that when one frequency is lost another picks up the call without breaking the connection.
<b>Front End</b>	The Front Ends are located between the network and the Back Ends or Application Servers. They act as a 'gateway' between the network and the application servers. They translate whatever communications protocols and data that come in from the network into something that the applications can understand (or vice versa), and then route these queries and replies to their correct destinations. The application software on the servers is primarily concerned with processing messages (i.e. booking flights for example), and are not designed for communications functions needed to send messages to their destinations.
<b>FRS</b>	Frame Relay Service
<b>FRT</b>	Functional Regression Test
<b>FSA</b>	Fare Server A
<b>FSB</b>	Fare Server B
<b>FSC</b>	Full Service Carrier. Refers to a traditional (network, regional...) airline, which fully complies with IATA standards; the opposite to LCC (Low Cost Carrier)
<b>FSD</b>	IBM Federal System Division
<b>FSDB</b>	Flights and Schedules DataBase
<b>FSM</b>	Finite State Machine
<b>FSR</b>	Future Schedule Record. During Major schedule change Nexus supplies RS13 with FSRs (Future Schedule Records) which let RS13 know what the future schedule (for a market/season) will be for an existing Bin Line or for proposed Bin Lines. These FSRs are used by AFS to offer the best re-accommodation option (from both current and future schedules). FSRs contain both schedule information and product codes (PRNs). If product codes are changed, or if further flight/period or day splits are proposed for the schedule item, each FSR is updated accordingly to reflect the new period splits and product details related to the proposed schedule. FSRs are grouped together by CITY PAIR (or segment) and can be displayed by flight number.
<b>FT</b>	Frequent Traveller
<b>FTE</b>	Full Time Employee. The Full Time Employee is a unit of measure that is equivalent to the Man-Year.
<b>FTFM</b>	Fixed Time Frame Method, Filed Tactical Flight Model
<b>FTO</b>	Federation of Tour Operators
<b>FTP</b>	File Transfer Protocol. A very common method of moving files between two Internet sites. FTP is a special way to login to another Internet site for the purposes of retrieving and/or sending files. There are many Internet sites that have established publicly accessible repositories of material that can be obtained using FTP, by logging in using the account name anonymous, thus these sites are called anonymous FTP servers. FTP: (RET) Agent Reporting Data file FTP: (TID) Ticket Inventory Data File
<b>FTS</b>	File Transfer Server
<b>Fuel Density</b>	The relationship of the weight of a unit of fuel to its volume. Expressed in, for example, kilograms per cubic metre (kg/m <sup>3</sup> ). See also Specific Gravity.
<b>Full Out</b>	Aligned to both left and right margins.
<b>FUNCOM</b>	Functional Committee
<b>Function</b>	The totality of transaction-responses to accomplish some data base alteration.
<b>Function Key</b>	See Program Function Key
<b>Functional Analyst</b>	The Functional Analyst specifies, designs and tests the functionality for the development of new and enhancement of existing software solutions. In Amadeus organization, she/he usually belongs to a Product Definition Team. In case of technical requirement the role of functional analyst is played by the developer

## Amadeus Glossary of Terms

<b>Functional Analyst Coordinator</b>	The Functional analyst Coordinator is a Functional Analyst. If more than one product / teams are involved in the functional analysis phase, The Functional Analyst Coordinator must insure that the deliverables of all the functional analysts of a same product release or project are consistent together. He has a functional analyst role and also must insure that the deliverables of all the functional analysts or a same product release or project will be consistent together.
<b>Functional Messages</b>	These are similar to what are called operator commands in other systems. The functional messages in TPF system provide for the inspection and modification of various system elements and other control functions.
<b>Functional Product (Evolution)</b>	It consists in the delivery of an existing product including new functionalities that are delivered to Amadeus DEV external customers (sometimes the release is even specific to a customer). It is "requirement driven" (based on SOR or CR) but may contain some bug fixing (PTRs)
<b>Functional Project (New)</b>	It consists in new application that provides new functionalities to Amadeus DEV external customers (e.g. end-customer, Amadeus FIN, Amadeus HR). It is "requirement driven" (i.e. based on SOR or CR)
<b>Functional Test</b>	Functional Test is the phase of software testing in which the software product is verified against its specifications ("you build it right"). It follows Integration Test and precedes Acceptance Test
<b>Functional tests</b>	Testing of the new functionalities based on functional specifications (Proves that it works as specified)
<b>FUNI</b>	Frame User Network Interface
<b>Funnel flights</b>	This is a flight composed of two or more member flights, which is identified by the airline designator/flight number of one of its member flights. Only one airline designator/flight number is operational on any one leg, but a leg may have multiple non-operational flight numbers.
<b>FVT</b>	Functional Validation Test. FVT, formally known as FAT, is part of the Amadeus Quality Test Stage. This test is performed to verify that the software change has either fixed a reported problem (Problem Tracking Record (PTR)) or the software is performing the new requested functionality (Change Request (CR)).
<b>FX</b>	Foreign eXchange
<b>FYI</b>	For Your Information
<b>G-mail</b>	G-mails are simple text messages sent over GSM digital wireless networks. Latest figures that are indicative of the strength of the GSM market shows that up to 2 billion messages are sent per month. This number soared in again at the end of 1999 - during December, according to the GSM Association.
<b>G Forces</b>	The increase/decrease of gravity forces exerted upon load during flight. Acceleration or deceleration can cause the weight of a load to increase or decrease and the change is expressed in "G". Therefore 2G would indicate that an item is, or must be, capable of withstanding double the weight.
<b>GAC</b>	Get Airport Control
<b>GAC</b>	Generic Access Control. Middleware component dedicated to access control checks. The data available in GAC must be defined in the Logon and Security Server (LSS) using the Admin GUI. They consist in a set of permissions and data attached to users. The GAC gets initialized with a security object (which can be initialized itself from the DCX, see SecurityObject and OTF documentations). So far, not all the office/signs from TPF are available but they will be in the coming months
<b>GALAXY</b>	GALAXYrefers to a number of Applications used by Sales and Marketing worldwide. Database SS12
<b>Galley</b>	The part of the aircraft where catering material is stored and prepared.
<b>GAP</b>	Generic Address Parameter
<b>GAP</b>	That's the part of an itinerary which involves transportation by a means other than by a scheduled air service: except the distance between two airports serving the same city does not constitute a gap.
<b>GATE</b>	General Access to X.25 Transport Extension. Also referred to LLC4. GATE is a PCNE extension that allows a single VTAM (or TPF) application program to receive all the packets (control and data) originating from X.25 end-users.

## Amadeus Glossary of Terms

<b>Gate Bags</b>	Cabin baggage collected at the gate, to be taken into the hold of the aircraft.
<b>Gateway</b>	A node on a network that serves as an entrance to another network. In enterprises, the gateway is the computer that routes the traffic from a workstation to the outside network that is serving the web pages. In the home, the gateway is the internet service provider that connects the user to the internet.
<b>Gateway</b>	A device that allows a network of one specification to communicate with a network of another specification. The Lanyon ALC Board with Lantern provides a gateway between LANs that support NETBIOS and ALC networks.
<b>GBC</b>	Group Booking Counter. Number of bookings being part of group bookings. Stored and shown at subclass level). This counter stores the total number of seats confirmed via group requests, not the number of group requests received. Ex: if there are three group bookings of 3 bookings each, the counter will show 9.
<b>GBIC</b>	Gigabit Interface Converter. Short for gigabit interface converter, a transceiver that converts serial electric signals to serial optical signals and vice versa. In networking, a GBIC is used to interface a fibre optic system with an Ethernet system, such as Fibre Channel and Gigabit Ethernet. A GBIC allows designers to design one type of device that can be adapted for either optical or copper applications. GBICs also are hot-swappable, which adds to the ease of upgrading electro-optical communication networks.
<b>GBR</b>	General Business Requirements
<b>GBTA</b>	Guild of British Travel Agents
<b>GC</b>	Global Core) TPF and MVS systems in Erding = The Amadeus computing centre housing the reservations system. It is an arbitrary portion of the data processing centre of the Global Distribution System. It consists of the following subsystems: - Back-End subsystem - Front-End subsystem.
<b>GCC</b>	Global Customer Centre
<b>GCID</b>	Global Call Identifier
<b>GCID-IE</b>	Global Call Identifier - Information Element
<b>GCRA</b>	Generic Cell Rate Algorithm
<b>GCS</b>	Global Customer Support. Now known as Amadeus Customer Service.
<b>GCS</b>	Group Control System. An operating system that runs only within virtual machines under VM. It's primary purpose is to provide a suitable environment for some communications sub-systems to run (e.g. ACF/VTAM, RSCS)
<b>GCX</b>	PNR Context
<b>GDDM</b>	Graphical Data Display Manager. A program that creates graphs on terminal screens and printers.
<b>GDN</b>	Global Distribution Network. The entire electronic travel network; it includes the travel agent, the GDS, the switching company, the CRO, and the individual hotel. Global distribution and electronic distribution are interchangeable.
<b>GDS</b>	Global Distribution System. The computer system that travel agents use to book airline seats, rental cars, hotel rooms, and other travel reservations and services. Some GDS are Amadeus, Sabre, Travelport (Galileo, Apollo, Worldspan)
<b>General Declaration</b>	A standard document giving certain details about a flight required for aircraft clearance by government authorities in certain countries.
<b>Generic Office</b>	A generic office is the office for which all terminals of the same POOL are defined. Such an office is not designed to be used for actual bookings, or sales.
<b>Generic Yield</b>	Generic Yields are used as "default" yields when no matching specific yield has been found for the research criteria. They are included in the Reference Data, and use its Market concept. They are defined from an origin Market to a destination Market.
<b>Geo-Coding</b>	Geo-Coding is the ability for a travel agent to search for a hotel property based on its proximity to a given point.
<b>GFC</b>	Generic Flow Control
<b>GFL</b>	General File Load
<b>GFS</b>	Get File Storage.
<b>GGA</b>	Global ground
<b>Ghost host</b>	Ghost host. Host is a receptor
<b>GIF</b>	Graphic Interchange Format) A common format for image files, especially suitable for images containing large areas of the same colour. GIF format files of simple images are

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	often smaller than the same file would be if stored in JPEG format, but GIF format does not store photographic images as well as JPEG.
<b>GIT</b>	Group Inclusive Tour. Prepaid tour allowing special airfares to a group. All members must travel together throughout the itinerary, on the ground and in the air.
<b>Global Core I/O</b>	It is a sequence of commands to accomplish the transfer of data: 1- To/from networks (communications controllers) 2- To/from auxiliary storage (i.e. DASD, magnetic tapes, etc...) 3- Between processors.
<b>Global One</b>	Consortium of Deutsche Telekom AG, France Telecom, and Sprint Corp.
<b>GMAC</b>	Get Mass Airport Control - process that runs at the start of the flight in CM to gather all the e-ticket coupons.
<b>GMS</b>	Ground and Maritime Solutions
<b>GMT</b>	Greenwich Mean Time. The reference point for all the world's time zones.
<b>GNT</b>	Guarantee
<b>Go-show</b>	Passenger checking in without any prior booking
<b>Go ahead</b>	A special ALC character that indicates the sender will be relinquishing control of the line. Put by the host in a poll and by a TCU into the Go ahead message.
<b>Go Show</b>	Customers that present themselves for acceptance for a specific flight, who hold a ticket, but do not have a confirmed reservation for that flight. Customers may be holding a waitlisted or space available reservation or may hold a reservation for another flight.
<b>Go through VAT reclaims, Immigration and Screening</b>	This consists of the traditional airport process whereby customers' papers are checked and bags and customers are screened for security reasons.
<b>GOPPAR</b>	Gross Operating Profit Per Available Room. Total gross operating profit (GOP) per available room per day, where GOP is equal to total revenue less the total departmental and operating expenses.
<b>GPRS</b>	General Packet Radio Service. General Packet Radio Service will enhance the existing GSM networks to deliver data access speeds of up to 115 kbps, compared to today's 9.6 kbps. The introduction of GPRS is considered as part of the gradual switch to UMTS (Universal Mobile Telephone System).
<b>GQS</b>	Global Queue System. Amadeus queue system
<b>Granularity</b>	A description of the level of detail contained in the warehouse. The more detailed the information, the finer the granularity. Coarse granularity suggests that only summarised information is stored.
<b>GRC</b>	Governance and Risk Compliance
<b>GRC</b>	Generic Reference Configuration
<b>Gross income</b>	Pre-tax net sales minus cost of sales. (Also called gross profit). Gross sales: Total invoice value of sales, before deducting for customer discounts, allowances, or returns.
<b>Gross Period</b>	A booking and inventory period that is beyond the current period and not more than 333 days from yesterday.
<b>Gross Weight</b>	The total weight of an item. Equal to the Net Weight plus the Tare Weight.
<b>Ground Handling</b>	Loading baggage, fuelling the aircraft, acceptance of customers and other activities needed to prepare an aircraft for departure.
<b>Ground Handling Agent</b>	A company or organisation appointed by an airline to perform ground-handling functions.
<b>Ground Transportation</b>	Surface transportation between airport and city, or between two or more airports. It is provided by private or government-operated limousine, bus, cab or rail companies, and may include baggage transfer service.
<b>Group</b>	When used in the Interline Reservation context, ten or more passengers, excluding infants, travelling together.
<b>Group Desk</b>	Department which handles group travel arrangements for any given airline.
<b>Group Name</b>	A unique name assigned by the booking airline for the purpose of establishing identity of travelling together over segments.
<b>Groupware</b>	A technique for improving and optimising communication within a company or among several companies based on the use of 'groupware applications', such as Lotus Notes.

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<b>GS</b>	General Sales agent (SINE)
<b>GSA</b>	General Sales Agent. A person (including any individual, partnership, firm, association, company or corporation) who has been delegated authority in respect of passenger sales for the appointing airline, either directly or through sub contraction.
<b>GSD</b>	Global Service Desk
<b>GSI</b>	General Service Institute
<b>GSM</b>	Global System for Mobile Communications. A standard for how data is coded and transferred through the wireless spectrum. The European wireless standard also used in Asia, GSM is an alternative to CDMA. GSM digitizes and compresses data and sends it down a channel with two other streams of user data. The standard is based on time division multiple access
<b>GTSC</b>	BTI Global Travel Service Centre
<b>Guaranteed Sell</b>	A Guaranteed Sell is a sell that has been guaranteed to an agent or process and that should generally not be rejected. This includes sells in link down, non-interactive sells (under quota) The sell can be rejected depending on the circumstances. It is not a complete guarantee.
<b>GUI</b>	Graphical User Interface. An interface for issuing commands to a computer utilizing a pointing device, such as a mouse, that manipulates and activates graphical images on a monitor.
<b>Guided Mode</b>	A method of accessing a host and making reservations where AmadeusPro guides the user through the process of entering the information required by the host. the user types the information into different entry fields (see Entry Field) in various windows, in cryptic or normal format.
<b>GW</b>	Gateway
<b>Hand Baggage</b>	Baggage of which the passenger retains custody.
<b>Handback</b>	Final, post-departure flight information sent from the DCS to the Inventory system (e.g. upgrades and no-show information)
<b>Handshake</b>	A term used in computer communications to describe the method by which two devices establish contact with each other.
<b>Hard Copy</b>	A printed copy of electronically transmitted text.
<b>HASP</b>	Houston automatic spooling program. A computer program that provides supplementary job management, data management, and task management functions such as control of job flow, ordering of tasks, and spooling.
<b>HATA</b>	Hong Kong Association of Travel Agents
<b>HBP</b>	Heuristic Bid Price
<b>HCC</b>	Hotel Clearing Corp. Dallas based HCC was founded in April 1992 by several major hotel organizations. The company processed approximately \$33 million in commissions in 1994 and projects this amount will increase to \$75 million for 1995.
<b>HCI</b>	Human Computer Interaction or Human Computer Interface
<b>HDB3</b>	High Density Bipolar 3
<b>HDLC</b>	High Level Data Link Control
<b>HDML</b>	Handheld Device Mark-up Language. It uses hypertext transfer protocol (HTTP, the underlying protocol for the Web) to allow for the display of text versions of webpages on wireless devices. Unlike wireless mark-up language (see WML), HDML is not based on XML. HDML also does not allow developers to use scripts, while WML employs its own version of JavaScript. Phone.com, now part of Openwave Systems, developed HDML and offers it free of charge. Website developers using HDML must recode their webpages in this language to tailor them for the smaller screens of handhelds.
<b>HDP</b>	The Hotel Distribution Platform. HDP is a New Generation platform built on Open Back End that hosts the Amadeus Hotel distribution system as well as integrated IT services for hotel providers such as centralized inventory and CRS.
<b>HDQC</b>	Hotel Data Quality Campaign
<b>HDX</b>	Host Data Exchange. This is a capability of the Nortel Symposium Call Centre Solution, within the scripting language, that allows a request of information from a Host computer, take the returned information and route calls based upon it. Examples of application would be to take an account number entered by a caller and query the host computer by

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	passing it the account number and receiving back whether the account is a gold, platinum, or standard account, and then route the call accordingly.
<b>Header</b>	A text item inserted at the head of each page in a section.
<b>HEC</b>	Header Error Control
<b>HEC</b>	Header Error Check
<b>HEDNA</b>	Hotel Electronic Distribution Network Association. The Hotel Electronic Distribution Network Association (HEDNA) emerged in 1991 as the result of the hotel's industry need to represent itself within the computerised travel network. Its purpose is to promote and improve the use of travel agent computer systems (e.g., Apollo and SABRE) as a means of increasing hotel reservations through automation. It is accomplishing this goal through educating its membership, developing new ideas, exchanging information, and providing support on operational issues. HEDNA's current membership represents hotels, global distribution systems (GDSs), hotel representatives companies, switching companies, travel agency consortia, and other players in the electronic distribution network. HEDNA has emerged not only as a lobbying organisation for the hotel industry but has also created an arena in which the major players cooperate in resolving issues and promoting electronic distribution systems.
<b>Height Code</b>	The height to which a cargo pallet can be built.
<b>HEL</b>	Header Extension Length
<b>Help</b>	Online facilities offered to agents to find a forgotten or an unknown transaction.
<b>HEX</b>	Hexadecimal. A numbering system having a base of 16; the symbols for the numbers 0-9 are the same as those used in the decimal system, and the numbers 10-15 are represented by A-F. This system is a convenient way of representing computer codes.
<b>HHF</b>	Hotel wrong Features
<b>HHL</b>	Hotel AIRIMP via hotel vendors
<b>HHR</b>	Hotel charged Higher Rate
<b>Hidden City Ticketing</b>	When a client is booked on a flight from point A to point C, but actually gets off when the plane stops enroute at point B. Often this provides a cheaper fare than a non-stop flight from A to B, but is forbidden by the airlines. Clients caught not using the last leg of their ticket risk having their return trip cancelled.
<b>High Capacity Aircraft</b>	Designates aircraft types with two aisles in the passenger cabin (for example, A300, A330, A340, B747, B777, B767, DC10, IL86, IL96, L1011, MD11 models).
<b>HIP</b>	High Intermediate Point
<b>HIPO</b>	Hierarchical Input-Processing-Output. A top down descriptive graphical innovation, due to W. T. Wolfe of IBM and called a HIPO diagram. It is used to describe processing flow.
<b>Historical No-Show Percentage</b>	This is the historical percentage of no-shows which is automatically updated with the current percentage of no-shows (No-Show Percentage) value when this latter is stripped (re-set to 0) by a TIA. This value is used in the calculation of the Expected To Board figure
<b>Hit</b>	As used in reference to the World Wide Web, 'hit' means a single request from a web browser for a single item from a web server; thus in order for a web browser to display a page that contains 3 graphics, 4 'hits' would occur at the server: 1 for the HTML page, and one for each of the 3 graphics. 'Hits' are often used as a very rough measure of load on a server, e.g. 'Our server has been getting 300,000 hits per month.' Because each 'hit' can represent anything from a request for a tiny document (or even a request for a missing document) all the way to a request that requires some significant extra processing (such as a complex search request), the actual load on a machine from 1 hit is almost impossible to define.
<b>HLD</b>	High Level Design. The High Level Design (HLD) document is about HOW the system will do what it needs to do. It should normally be accompanied by a corresponding Product Specification document that describes WHAT the system will do. This document is aimed at people who will take into account the detailed functionality of the proposed system and then try to build a model that will facilitate its implementation
<b>HLPI</b>	Higher Layer Protocol
<b>HLR</b>	High Level Requirement
<b>HMC</b>	Hotel Management Company
<b>HMC</b>	Hardware Management Console

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<b>HMP</b>	Unysis naming convention for their operating system (formerly SB)
<b>HNR</b>	Hotel NoRec
<b>HNS</b>	Hotel No Show
<b>HO</b>	Hotel. Generic code for hotel companies
<b>HOL</b>	Head of Line
<b>Hold</b>	A space confined by ceiling, floor, walls, and bulkheads used for carrying dead load.
<b>Hold Version</b>	The hold configuration of a containerised aircraft.
<b>Home Page</b>	Several meanings. Originally, the web page that your browser is set to use when it starts up. The more common meaning refers to the main web page for a business, organisation, person or simply the main page out of a collection of web pages, e.g. 'Check out so-and-so's new Home Page.' Another sloppier use of the term refers to practically any web page as a 'homepage,' e.g. 'That web site has 65 homepages and none of them are interesting.'
<b>Home Page URL</b>	The local path or Internet URL to the default page of the Web site for which WebTrends reports will be generated.
<b>HOP</b>	Head Of Pool. When bags are pooled they are allocated to one passenger. This passenger is the HOP.
<b>Host</b>	A central computer system or CRS that provides processing power, data or control functions for other computers.
<b>Host Computer Reservation System</b>	A database established on a host computer by a travel provider, airline or global travel distribution system such as Amadeus. Provider and airline databases contain information only on their own services, whereas distribution systems such as Amadeus provide neutral displays of information for a complete range of travel providers.
<b>Host to Host (= messages Type A)</b>	Host to host means that there is a direct link between Amadeus and the other system. The term "Type A" is also used to indicate the same thing. When a booking is made from 1A, the confirmation (HK) from the airline or the provider (e.g. the confirmation number (CF)) is got at time of sell, before the EOT (End Of Transaction). With this type of access (Host to host), a NOREC is impossible. See below explanation provide by A02-5080-2 (TYPE B MESSAGE SWITCHING): "SITA offers two types of message switching services, Type A and Type B. Type A traffic is designed to provide conventional traffic for which response time in the order of a couple of seconds is demanded. It is therefore high priority and has no network protection. Typically, dumb terminals connected to a host use type A conversations. Type B traffic consists of single or multi-addressed messages using a standard format. The traffic can be lower priority as it is protected. By convention this traffic is classified as urgent (QU), priority (QP), normal (QK) or deferred (QD). This type of communication is that used typically between airlines and CRS/GDS."
<b>Host Type</b>	As ALC hosts vary in the way in which communications are implemented on them, Host Type is used to indicate to the Lanyon Board what special processing requirements there are for the host being connected.
<b>Hosted Airline (Carrier)</b>	An airline who utilises the facilities of another system to process, on an inventory basis, reservations and other passenger related information.
<b>HOT</b>	Hand Off Tape. The IATA specifications for off-line reporting files are described in the DISH (Data Interchange Specifications Handbook) In the Airline ATO/CTO environment Amadeus can provide Airline Accounting / Sales Data in off-line reporting files in HOT file format which is the standard (but can also provide RET if this is required)
<b>HOT</b>	Hotel Others
<b>Hotel Average Occupancy</b>	Number of sold rooms divided by number of available rooms per day/month/year. A percentage of rooms sold in a given period.
<b>Hotel distribution</b>	Hotel distribution refers to the services allowing hotel providers to make their inventory available through both indirect and direct channels. Indirect channels include all channels selling through GDSs such as traditional or on-line travel agencies. Direct channels include hotel providers' websites and call centres.
<b>HOTEL REP</b>	Hotel Representative Company. Firm that provides reservation and marketing services for independent hotels and hotel chains that do not operate their own CRO. The hotel rep is the hotel's link to the travel agent computer system.

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<b>HP</b>	Hewlett Packard
<b>HPFS</b>	High Performance File System. One of two file systems available in OS/2.
<b>HPO</b>	High Performance Options
<b>HRC</b>	Horizontal Redundancy Check
<b>HRQ</b>	Host Record Queue
<b>HS</b>	High Speed
<b>HSC</b>	StorageTek's Host Software Component
<b>HSSS</b>	Hotel Systems Support Services. UK-based company providing a wide range of technology-based services to the European Hotel Industry including an on-line hotel booking service.
<b>HTL</b>	Hotel. AIRIMP via airline office
<b>HTML</b>	HyperText Mark-up Language
<b>HTTP</b>	HyperText Transfer Protocol. HTTP is the standard protocol that enables Web clients to talk to Web servers. The protocol for moving hypertext files across the Internet. Requires a HTTP client program on one end, and an HTTP server program on the other end. HTTP is the most important protocol used in the World Wide Web (WWW).
<b>Hub</b>	Hubs are devices to which workstations, servers and other resources, such as printers, are connected by cable together to form a local area network (LAN) and permit the exchange of data. Each resource in the network is connected to each other through the hub. The term is primarily used when speaking of Ethernet networks. In a Token Ring networks, the term is replaced by multi-station access unit (MAU) or concentrator. There are two types of hubs: passive and active, or intelligent. Passive hubs simply provide cable connections that link individual workstations and other resources to form a network; active hubs, in addition to providing cable connections, contain electrical circuits that filter and amplify the data traffic travelling through them. Active, or intelligent, hubs may also provide management capabilities that allow network managers to perform maintenance tasks or configure various network parameters. To accomplish these tasks, active hubs use electrical power while passive hubs do not. The electronic components used by active hubs help overcome signal degradation, one of the chief physical limitations of networking. As it flows through network cabling, data degrades. Because of this and other technical functions, hubs are also referred to as repeaters for their ability to re-transmit data packets received from various resources.
<b>Hub</b>	An airport used by an airline as a transfer point to get passengers to their intended destination.
<b>Hub and Spoke</b>	A system for deploying aircraft that enables a carrier to increase service options at all airports encompassed by the system. It entails the use of a strategically located airport (the hub) as a passenger exchange point for flights to and from outlying towns and cities (the spokes).
<b>Hub Container</b>	A baggage container created for a specific onward flight, if sufficient transfer baggage is expected for that flight.
<b>HUG</b>	Helpdesk User Group
<b>Hunt Group</b>	The number dialled on leased line to connect via Sita to Amadeus
<b>HVP</b>	Hotel Voucher Print. A.I.R type: HV
<b>Hybrid Edifact</b>	Special messages are defined in the standard to carry information when not encoded in Edifact format. Among others, · HSFREQ and HSFRES are used to transport cryptic entries and emulation screens. Amadeus does also support a mix mode, allowing to send the request as a cryptic entry encapsulated in a HSFREQ message and receive the host response as a true formatted Edifact message. · HWPREQ and HWPRES allow to encapsulate Teletype messages in AirImp format. The processing of these messages is by nature asynchronous. Thus a HWP message is always processed in its own AAA. Hybrid Edifact is very important in the context of a migration to Edifact messages, because this is the only way to cope with the progressive implementation of messages on Global Core. Functionalities not covered yet by message can still be reached by using cryptic entries and parsing the host answers over the same communication and within the same AAA.
<b>Hybrid Extended Sign-In</b>	See also 'Reverse Access Sign In Process'. This method has the same pros and cons as the Extended Sign-in. However, with this method, the user is signed-in using the sign characteristics from the Target Office.

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<b>Hybrid Nest</b>	Combination of linear and partitioned nesting. Hybrid nesting allows a parent (sub-) class to have several direct children.
<b>Hypertext</b>	Generally, any text that contains links to other documents - words or phrases in the document that can be chosen by a reader and which cause another document to be retrieved and displayed.
<b>I-EDI</b>	Interactive Electronic Data Interchange
<b>I-Mode</b>	A wildly popular service in Japan for transferring packet-based data to handheld devices. I-Mode is based on a compact version of HTML and does not use WAP, setting it apart from other widely used transmission methods. I-Mode's creator, NTT DoCoMo of Tokyo, agreed in November 2000 to pay \$9.8 billion to buy 16 percent of AT&T Wireless. Since then, AT&T Wireless has talked about bringing I-Mode to the United States by the end of 2001—a daunting prospect that requires the rebuilding of U.S. wireless networks, analysts say. DoCoMo is developing a version of I-Mode that supports the WAP standard.
<b>IA</b>	Interchange Address. The address on an ALC circuit of a TCU. Note that in many ALC networks, the IA (and TA) of a device has a value at the host that differs from that at the terminal, being translated en-route.
<b>IAA</b>	Initial Address Acknowledgement
<b>IAM</b>	Initial Address Message
<b>IAPA</b>	International Airline Passenger Association
<b>IAR</b>	Interactive Agent Reports
<b>IAR</b>	Initial Address Reject
<b>IASC</b>	International Airlines Support Centre
<b>IATA</b>	International Air Transport Association. The International Air Transport Association is a global trade association representing over 270 of the world's airlines. Through its Agency Program, IATA provides the structure and rules for the working relationships between Member airlines and their appointed sales agents worldwide. As part of this activity, IATA is the custodian of a unique global numbering system and contact database of Accredited Passenger and Cargo Agents and other travel industry locations.
<b>IATA Accredited Passenger Agent</b>	A travel agency (located outside USA) appointed to sell and issue Standard Transportation Documents on behalf of Members of IATA.
<b>IATAN</b>	International Airlines Travel Agent Network, a wholly-owned subsidiary of the International Air Transport Association (IATA), is a not-for-profit organization committed to upholding professional business standards that are widely recognized in the travel industry.
<b>IATAN Endorsed Location</b>	A travel agency in the USA (including its Possessions) that has met the business standards set by IATAN for one of its two endorsement programs. - Airline Appointed Agency: One that holds airline ticket stock or is capable of e-ticketing and is engaged in the sale of air transportation - Travel Service Intermediary (TSI) Agency: One that is engaged in the sale or brokerage of travel related services or the provision of such services to the general public, other than as an accredited agency of the airlines in the U.S. or its possessions.
<b>IATA/IATAN ID CARD</b>	The IATA/IATAN ID Card is a photo ID acknowledged throughout the world as the industry credential for the identification of bona fide industry personnel. IATA ID Card : Worldwide except USA IATAN ID Card : USA Only
<b>IATCI</b>	Inter Airline Through Check In. A subset of EDIFACT dealing specifically with the airline check in of customers.
<b>IB</b>	Iberia airlines
<b>IBD</b>	Itinerary Basic Display
<b>IBE</b>	Internet booking engine (IBE) is a generic industry term for the application that facilitates online bookings. The Amadeus IBE for airlines is called Amadeus Internet Booking Engine. Currently, e-Retail is not the official name of the product, though we use it frequently in marketing material.
<b>IBERPAC</b>	Spanish public data network
<b>IBM</b>	Hardware and Software (emulations) provider
<b>IBP</b>	Itinerary Basic Print
<b>IBTA</b>	International Business Travel Association. Founded in 1971, IBTA aims to promote and facilitate the exchange of information between buyers and suppliers of corporate travel

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	services throughout the world. Its members are national associations representing more than 4,000 corporations in 15 countries, each with members on the decision-making body which direct IBTA's activities. Amadeus centrally participates in the Allied council (the only GDS to do so), in the IBTA global conferences and trade fairs, and also sponsors a variety of IBTA events giving us excellent exposure... Many NMCS also collaborate actively with the national 'BTAs' in their respective markets -- for example, Austria, Denmark, Finland, Norway and Sweden.
<b>IC</b>	Initial CeI Rate
<b>IC</b>	Integrated Circuit
<b>ICA</b>	Integrated Channel Adapter
<b>ICANN</b>	Internet Corporation for Assigned Names and Numbers)
<b>ICAO</b>	International Civil Aviation Organisation. The United Nations agency concerned with civil aviation.
<b>ICCTT</b>	International Consultative Committee for Telegraph and Telephone) See "Comité Consultatif International Télégraphique et Téléphonique"
<b>ICD</b>	International Code Designator, Interface Control Design document
<b>ICE</b>	Integrated Collaborative Environment
<b>ICE (e-Travel)</b>	Interactive Content Exchange. Interactive Content Exchange server provides travel information such as weather forecasts, underground maps and local events at your destination. Amongst others, it is linked to from the Check My Trip service at <a href="http://www.checkmytrip.com">http://www.checkmytrip.com</a> .
<b>ICH</b>	IATA Clearing House. For some currencies, there is no official conversion rate published. Therefore IATA issues these conversion rates. Those are referenced with the ICH.
<b>ICL</b>	Hardware provider (producing PCs)
<b>ICMP</b>	Internet Control Message Protocol. ICMP is a message control and error-reporting protocol between a host server and a gateway to the Internet. ICMP uses Internet Protocol datagram, but the messages are processed by the IP software and are not directly apparent to the application user.
<b>ICN</b>	IP Core Network of SITA
<b>ICP</b>	Interface Control Parameters document
<b>ICRES</b>	Indian Car Reservation System
<b>ICSA T</b>	International Computer Services & Advice for Travel) ICSA T, founded in Antwerp (Belgium) in 1990, is the market leader in Western Europe and the US for back-office and mid-office solutions provided to multi-national travel agencies.
<b>ICTA</b>	Institute of Certified Travel Agents
<b>ID</b>	Internal Design. The Internal Design (ID) document integrates pure coding language constraints. It general maps an UML model into a programming language. This document can serve as supplementary coding documentation
<b>ID</b>	Identifier. One or more characters used to identify or name data elements and possibly to indicate certain properties of that data element.
<b>IDC</b>	International Data Corporation
<b>IDC</b>	Identify a customer in CM
<b>IDD</b>	Interface Definition Document
<b>IDEN</b>	Integrated Digital Enhanced Network. A technology that allows users to access phone calls, two-way radio transmissions, paging and data transmissions from one wireless device. Developed by Motorola, iDEN is based on TDMA. Services based on the technology are available in North America (offered by Nextel), South America and parts of Asia
<b>Identification tests</b>	Testing if the expected components in the right version are delivered (no less & no more)
<b>Identifier</b>	An entity identifier is made up of one or more attributes unique to the entity, such that each value of the identifier corresponds to one and only one occurrence of the entity. Example: The attribute Employee Number is the identifier of the Employee entity. In other words, knowledge of this attribute allows exact determination of each employee in the company. Note: Every entity must have an identifier, composed of one or more of its attributes, or be identified by one or more dependent relationships.

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<b>Identify Customer</b>	This process involves the unique identification of the customer in order to initiate a business process.
<b>Identify Order</b>	This process enables the agent/system to identify the customer's order and the information in it that is relevant to the particular business process.
<b>IDF</b>	ID check failure
<b>IDR</b>	Inventory Detail Record
<b>IDU</b>	Interface Data Unit
<b>IE</b>	Information Element
<b>IEA</b>	Inter-enterprise address
<b>IEC</b>	Inter-exchange Carrier
<b>IED</b>	Itinerary Extended Display
<b>IEEE</b>	Institute of Electrical and Electronics Engineers
<b>IEF</b>	Internal Event Facility
<b>IEP</b>	Itinerary Extended Print
<b>IET</b>	Interline e-ticket
<b>IETF</b>	Internet Engineering Task Force
<b>IFE</b>	Inflight Entertainment System
<b>IFM</b>	Interline fall back message. Message sent manually to another airline when through check-in fails for a customer.
<b>IG</b>	Ignore transaction code
<b>Igloo - Non-Structural</b>	A bottomless rigid shell made of fibreglass, metal or other suitable material. Its shape conforms to the contours of cargo aircraft envelopes. It covers the maximum usable area of an aircraft pallet to which it is secured during flight. This shell used in combination with an aircraft pallet and net assembly is known as a non-structural igloo.
<b>IGR</b>	Intelligent Gate Reader
<b>IGTWAY</b>	Used by a number of applications for message transfer and translation.
<b>IGW</b>	Interactive Gateway
<b>IIA</b>	Inventory Input Area record
<b>IID</b>	Inventory Identifier - This is a unique identifier provided by NGI for each inventory sold (see also DID)
<b>iiNET</b>	iiNET is a product offered by "IATA Services for the Air Transport Industry" The iiNET is a group of services offered via a single interface. It facilitates the exchange of and access to information. Please also refer to : Tools : <ul style="list-style-type: none"> <li>- iiNET Data Exchange Services</li> <li>- iiNET Information Gateway Services</li> </ul> The iiNET offers a range of connection options from which you can choose: <ul style="list-style-type: none"> <li>- iiNET Online</li> <li>- iiNET Direct</li> </ul>
<b>iiNET Data Exchange Services</b>	The iiNET is a group of services offered via a single interface. It facilitates the exchange of and access to information: By using the iiNET Data Exchange Services, trading partners can replace non-electronic transfer methods, such as magnetic tapes or paper, with secure and trackable electronic exchanges of multiple file types.
<b>iiNET Direct</b>	The iiNET offers a range of connection options from which you can choose: A Host connectivity option which enables automation and secure electronic data exchange via a permanent IP connection supplied by an iiNET access provider, based on the FTP protocol.
<b>iiNET Information Gateway Services</b>	The iiNET is a group of services offered via a single interface. It facilitates the exchange of and access to information : By joining other industry partners in the "Information Gateway", you can have access to industry-related information and benefit from greater worldwide exposure for your products and services
<b>iiNET Online</b>	The iiNET offers a range of connection options from which you can choose: A Browser-based connectivity option providing secure and trackable online electronic data exchange via an iiNET access provider, or the Internet.
<b>IIOP</b>	Internet Interoperability Protocol Used in CORBA based systems
<b>ILMI</b>	Interim Local Management Interface
<b>ILMI</b>	Interim Link Management Interface

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<b>ILT</b>	Instructor Led Training. Instructor-led training provides a unique settings for learning that has proven its value consistently in the high-tech industry of technical training. Not only is a student surrounded by state-of-the-art computer facilities for a sophisticated classroom experience, but they'll also be exposed to invaluable face-to-face time with a knowledgeable instructor. In addition, instructor-led style training dedicates certain classroom time to hand-on student exercises along with valuable materials that act as in-class guidebooks as well as take-home reference materials to reinforce topics learned in the course.
<b>IMAC</b>	Install Modify Add Change. Acronym used in IT to define maintenance SLA.
<b>IMIDT</b>	International Marketing Information Data Tapes
<b>IMP</b>	Intra-Orient Marketing Program
<b>IMP</b>	Internal Messaging Procedures
<b>Implementation Project</b>	An Implementation Project covers the set of activities to be handled between signature of a contract with a specific customer (mainly Airline but also Hotel...) and the "cutover" (delivery in production of all Amadeus products and services contractually agreed). This set of activities aims at integrating a number of selected products within the customer environment. This integration may include specific developments and all services required to help the customer to use the delivered product. Note: If the analysis of impacted systems shows that some SW development has to be performed (also called Gaps) then this will be managed separately as Gaps Projects (refer to Functional Project or Product)
<b>Improvement Implementer</b>	Person responsible for implementing an accepted (process) improvement request
<b>Improvement Requester</b>	Anyone who suggests an (process) improvement. This person is also in charge to verify its implementation
<b>IMR</b>	Information Management Record. Source A02- This chapter describes the non-ticketing accounting interface record. This non ticketing AIR is called the Information Management Record or IMR. The IMR is formatted like the AIR, reflecting the current data on the PNR, yet excluding data lines for ticketing information. Several new parameters are introduced in the office profile for the generation of an IMR. The IMR AIR type IM is available in AIR version 201 and higher. IMRs are generated as a result of the IMR (Enhanced Order Entry) function are used by Back office systems.
<b>IMS</b>	Information Management System. A real-time sub-operating system which executes under MVS and is capable of managing complex data bases (IMS/DB) as well as communication networks (IMS/DC). This facility is popular with many companies, especially the banking institutions. A good throughput under this system is about 60 messages per second.
<b>IMSC</b>	Information Management Support Centre. This is one of the support department in British Airways
<b>IMUSE</b>	Muti User System Environment
<b>In-hold Drive System</b>	See In-plane System.
<b>In-plane System</b>	The aircraft's internal mechanism to onload or offload ULDs.
<b>Inactive segment</b>	Flown and PNR not yet purged (less than 72hrs since last segment was flown) or itinerary cancelled and date not yet reached - e.g. the agent books a flight in August for December and cancels it in September. The inactive segment stays in the PNR history until 72 hours after the last planned flight date (i.e. for three months).
<b>Inadmissible Passenger</b>	A passenger who has arrived in a country on a flight, but is refused admission by the authorities of that country.
<b>Inbound</b>	Flight on which the customer is arriving at your airport when connecting to another sector of the same flight or a different flight.
<b>Incapacited Passenger</b>	A passenger whose physical, medical, or mental condition requires individual attention (on embarking, disembarking, during flight, in an emergency evacuation or during ground handling) which is not normally extended to other passengers.
<b>Incentive ticketing scheme</b>	A method of rewarding travel agents for selling airline tickets on behalf of airlines. Schemes used in Dynamic Discount Fares are: flexible commission, net remit, inclusive tour, and bulk tour.

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<b>Incentives</b>	(i) in learning theory, an object, person or situation that an individual believes will satisfy a motive; (ii) in selling, any bonus, reward, contest, recognition program, etc. intended to motivate members of a sales team to greater efforts.
<b>Incident</b>	Any event that is not part of the standard operation of a service and that causes, or may cause, an interruption to, or a reduction in, the quality of that service (aligned to ITIL).
<b>Income</b>	Revenues minus cost of sales, operating expenses, and taxes, over a given period of time. Income is the reason corporations exist, and are often the single most important determinant of a stock's price. Income is important to investors because they give an indication of the company's expected future dividends and its potential for growth and capital appreciation. That does not mean that low or negative earnings always indicate a bad stock; as many young companies report negative income as they attempt to grow quickly enough to capture a new market, at which point they'll be even more profitable. (Also called earnings).
<b>Included Tare Weight Carrier</b>	(ITW) A carrier that includes the tare weights of specified ULDs in the Dry Operating Weight of an aircraft. Additional equipment can be added with a service weight adjustment.
<b>Inclusive Tour</b>	(IT) IT fares are only bookable in conjunction with accommodation, vehicle hire or tours as part of a package.
<b>IND</b>	Inventory Detail record
<b>Index</b>	An index is physical structure used to control the uniqueness of rows and to accelerate data access. Indexes can be placed on primary keys, foreign keys, or other columns.
<b>Index Effect</b>	The effect, on the C of G, of the weight of an item located on the aircraft.
<b>Index Unit (IU)</b>	An expression of moment, that is, weight x lever arm, caused by weight added to the aircraft, in order to establish the C of G.
<b>Industry mandate</b>	Changes to the business introduced usually by IATA. They are mandatory to implement for all the industry players at a certain point in time. To take the EMD example: IATA decided to have 100% EMD by end of 2013. This means that no IATA travel agent will be authorized to issue a miscellaneous document on VMCO or VMPD after end 2013. All GDS are hence obliged to implement the technical solutions to cope with this mandate.
<b>INF</b>	Infant
<b>Infant Fare</b>	Fare for an infant who has not attained a specific birthday. For example, its second birthday. The specific age varies by airline.
<b>Infant Quota</b>	Airline procedures dictate the number of infants allowed on a specific aircraft type.
<b>INFO</b>	An application running on IBM mainframes (actually called INFOMAN), and used in AMADEUS to manage CRs and PTRs.
<b>ING</b>	Inventory Gross record
<b>Inheritance</b>	Inheritance allows you to define an entity as a special case of a more general entity. The entities involved in an inheritance have many similar characteristics but are nonetheless different. The general entity is known as a super type, or parent entity and contains all of the common characteristics. The special case entity is known as a subtype, or child entity and contains all of the particular characteristics. There are several possible physical implementations of an inheritance structure, so you can decide which case best fits your specific application. The following three physical implementations are possible for an inheritance: <ul style="list-style-type: none"> <li>- A single table that merges all of the child characteristics into the parent table.</li> <li>- Tables corresponding only to the child entities.</li> <li>- Tables corresponding to both the child and parent entities.</li> </ul>
<b>In-hold Drive System</b>	The aircraft's internal mechanism to onload or offload ULDs.
<b>INM</b>	Inventory Master record
<b>Innovata</b>	Innovata is a global leader in travel content management and distribution solutions and as a partner of IATA, maintains and markets one of the world's largest flight databases with over 930 participating airlines including over 100 Low Cost Carriers. Innovata delivers a wide range of electronic web based timetable and data services needs to over 160 customers worldwide. Headquartered in Atlanta, USA, Innovata has regional offices in UK, Singapore and China. Innovata has produced dynamic mapping services since

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	2006 and recently implemented a RTW Planner service for the Oneworld Alliance that incorporated a Rule Validation service to ensure that the planned itineraries were correctly produced.
<b>In-plane System</b>	The aircraft's internal mechanism to onload or offload ULDs.
<b>Input List</b>	External Messages. See CPU-Loop & TPF's Lists figures.
<b>Inspection</b>	'Inspection' of a product or service is more than just measuring and examining it. It implies gauging and comparing it against requirements to determine conformity.
<b>Integration</b>	The process of bringing together related information from different sources so as to arrange it by customer. This may involve transactions with the same customer from different transaction processing systems because of different geographical locations or because different product groups have different OLTP systems.
<b>Integration Coordinator</b>	Person in charge of System integration, the process by which smaller pieces of software are brought together to form a larger piece of software that was designed to solve a problem
<b>Integration Test</b>	Phase of software testing in which individual software modules are combined and tested as a group. It follows Unit Test and precedes Functional Test
<b>Intelligent Network</b>	A network which is controlled by powerful computers and sophisticated software, allowing it to offer highly advanced, highly individualistic services to its customers, including re-routing calls or setting up complex billing arrangements, all controlled by the customer.
<b>Interactive Conversation</b>	Allows for immediate processing and response and can involve additional queries and response.
<b>Interchange</b>	Transfer between different types of aircraft, or usable on different types of aircraft, whether owned by the same carrier or by different carriers.
<b>Interchange Flight</b>	A flight that is operated by two or more airlines using the same aircraft, which gives the passengers the benefit of a through service from the boarding point to the deplaning point.
<b>Interface</b>	A translation function between a user and a system or between a user and a number of systems or between two or more systems.
<b>Interline</b>	Transfer from one carrier to another. Used in conjunction with another word to describe anything involving two or more airlines (not "Interchange Flight"), e.g. interline itinerary, interline reservations, interline point, interline transaction, etc.
<b>Interline Agreement</b>	Agreements covering the transportation of passengers and baggage over the service of two or more carriers, but with one ticket.
<b>Interline connection</b>	A combination of flights which show different airline code on its components
<b>Interline Point</b>	Any point in an itinerary at which the passenger is to change from a flight of one airline to a flight of another, whether a connection or stopover is involved. All airports through which a city or adjacent city are served by an airline are considered as a single interline point.
<b>Internal Messaging Procedures</b>	IMP. A standard system of coding for cargo message elements. Refer to the IATA Dangerous Goods Manual for a detailed explanation.
<b>Internet</b>	Internet. A collection of computer networks interconnected with routers.
<b>Internet Booking Engine</b>	Internet booking engine (IBE) is a generic industry term for the application that facilitates online bookings. The Amadeus IBE for airlines is called Amadeus Internet Booking Engine. Currently, e-Retail is not the official name of the product, though we use it frequently in marketing material.
<b>Internet Check-in</b>	Check-in performed by the customer through the airline website.
<b>Intranet</b>	A private network inside a company or organisation that uses the same kinds of software that you would find on the public Internet, but that is only for internal use. As the Internet has become more popular many of the tools used on the Internet are being used in private networks, for example, many companies have web servers that are available only to employees. Note that an Intranet may not actually be an internet -- it may simply be a network.
<b>Inventory</b>	Number of available seats for sale in a specific cabin or for a specific booking class. This number is derived from the airline's inventory system.

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<b>Inventory Locations</b>	Those locations which have rental cars on site.
<b>Inventory Management</b>	This activity is performed by Revenue Management and owns, updates or modifies the inventory of seats for each class of a specific flight.
<b>INX</b>	Inventory exception record
<b>IOB</b>	I/O Blocks
<b>IOC1</b>	Initial Operation Capability The initial intent (before the phased approach concept) of delivering software that would meet all of the requirements submitted by FRR1
<b>IOC2</b>	Initial Operation Capability The initial intent (before the phased approach concept) of delivering software that would meet all of the requirements submitted by FRR2.
<b>IOCB</b>	Input/Output Control Block
<b>IOCP</b>	Input/Output Control Program
<b>IOCS</b>	Input/Output Control System
<b>IOP</b>	IO Processor
<b>IOP</b>	Interoperability
<b>IOS</b>	Internal Operating Systems
<b>IP</b>	Internet Protocol. Sometimes called a dotted quad. A unique number consisting of 4 parts separated by dots, e.g. 165.113.245.2 Every machine that is on the Internet has a unique IP number - if a machine does not have an IP number, it is not really on the Internet. Most machines also have one or more Domain Names that are easier for people to remember.
<b>IP</b>	Intellectual property (IP) is a legal field that refers to creations of the mind such as musical, literary, and artistic works; inventions; and symbols, names, images, and designs used in commerce, including copyrights, trademarks, patents, and related rights. Under intellectual property law, the holder of one of these abstract "properties" has certain exclusive rights to the creative work, commercial symbol, or invention by which it is covered
<b>IPC</b>	Interprocessor Communication
<b>IPC</b>	Initial Product Concept
<b>IPEX</b>	Instant Purchase Excursion fare
<b>IPL</b>	Initial Program Load) In Erding, when the computers starting up the system fail, they have to be switched off and on again: this is an IPL (initial program load). It takes about 2 minutes (cf. error message "retry in 2 minutes")
<b>IPNG</b>	Internet Protocol Next Generation
<b>IPR</b>	Intellectual property Rights see IP
<b>IPSec</b>	Internet Protocol Security
<b>IPTF</b>	Interactive Program Test Facility
<b>IPX</b>	Novell Internetwork Packet Exchange
<b>IQM</b>	Intelligent Queue Manager. Expert system which handles approx. 85% of the incoming rejected PNR TTY messages in AMADEUS automatically.
<b>IR</b>	Incident Record) Report of an event experienced by a customer and causing an interruption or a reduction in the quality of a service or product. It is opened for production issues and managed through Win@proach.
<b>IRC</b>	Industry Regulatory Changes
<b>IRC</b>	Internet Relay Chat. Basically a huge multi-user live chat facility. There are a number of major IRC servers around the world which are linked to each other. Anyone can create a channel and anything that anyone types in a given channel is seen by all others in the channel. Private channels can (and are) created for multi-person conference calls.
<b>IRC</b>	Immediate Response Chain
<b>IRT/CRT</b>	Air France terminal address - decimal
<b>IS</b>	Information System
<b>ISAM</b>	Indexed Sequential Access Method
<b>ISD</b>	Instructional Systems Design

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<b>ISDN</b>	Integrated Services Digital Network) A digital network capable of carrying a wide range of services including data, voice, video, etc.
<b>ISDN BRI</b>	ISDN Basic Rate Interface. Basic Rate Interface (BRI) A kind of Integrated Services Digital Network channel consisting of two 64 Kbit per second "bearer" (B) channels for user-data transfer plus a 16 kbps "delta" (D) channel for control and signalling information. A BRI provides a total data rate of 144 kilobits per second. The B channels are used for voice or data, and the D channel is used for signalling and/or X.25 packet networking. BRI is the kind of ISDN interface most likely to be found in residential service.
<b>ISDN PRI</b>	ISDN Primary Rate Interface. Primary Rate Interface (PRI) A type of ISDN connection. In North America and Japan, this consists of 24 channels, usually divided into 23 B channels and 1 D channel, and runs over the same physical interface as T1. Elsewhere the PRI has 31 user channels, usually divided into 30 B channels and 1 D channel and is based on the E1 interface. PRI is typically used for connections such as one between a PBX (private branch exchange, a telephone exchange operated by the customer of a telephone company) and a CO (central office, of the telephone company) or IXC (inter exchange carrier, a long distance telephone company).
<b>ISI</b>	Internal Sales Indicator
<b>ISIS</b>	ISIS is the airline's Aircraft Scheduling System. It is used by the Fleet Schedulers, the Operations Schedulers, the Slot Team and Schedules Information
<b>ISM</b>	Interactive Seat Map. Interactive Seat Map provides the user with up-to-date- seating information on a particular flight, in a common Amadeus seat map format. With ISM the user can make an Interactive Advance Seat Request for immediate confirmation of the seat number reserved, without having to wait for end of transaction. Users with interactive seat map (ISM) facility can view flight seat map either horizontally or vertically, depending on the size of the screen. Thanks to a recent feature enhancement users are now able to see both upper and lower deck seat maps, for larger aircraft. Seat maps can be viewed in this in Amadeus for the flights of more than 105 airlines.
<b>ISO</b>	International Standards Organization
<b>ISO 17799</b>	Code of practice for information security management from the International Organization for Standardization (ISO).
<b>ISO 9001:2000</b>	Code of practice for quality management from the International Organization for Standardization (ISO). ISO9001:2000 specifies requirements for a quality management system for any organization that needs to demonstrate its ability to consistently provide product that meets customer and applicable regulatory requirements and aims to enhance customer satisfaction.
<b>ISP</b>	Independent Settlement Plan. Settlement Plan (ISP) of Micronesia
<b>ISP</b>	Internet Service Provider
<b>ISPF</b>	Interactive System Productivity Facility. An IBM licensed program that serves as a full-screen editor and dialog manager. Used for writing application programs, it provides a means of generating standard panels and dialogs between the host computer and terminal user.
<b>Issue Alert</b>	Process by which an alert is sent to the people/systems when specific actions are required. Journey sends a variety of alerts to processes and activities which are outside the scope of Journey (e.g. Customer Service resource management, Catering).
<b>ISTP</b>	Internet Satellite Printer Amadeus Internet STP is a web-based remote ticketing solution which allows in particular to print Flight and Passenger coupons at a remote site, (e.g. Corporate Customer place) from a Travel Agency Office.
<b>IT</b>	Information Technology
<b>IT</b>	Inclusive Tour
<b>IT</b>	Air Inter
<b>IT</b>	Identify Tour #
<b>IT Number</b>	The code used to identify a tour which conforms to IATA regulations.
<b>ITA</b>	Interline Ticketing Agreement
<b>ITA</b>	Inovative Travel Technologie by Google. ITA Software is a leading provider of innovative solutions for the travel industry. ITA Software technology is widely used by domestic and international airlines, online and traditional travel agents, corporate and government-

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	managed booking tools, global distribution systems (GDSs), metasearch services, leisure packaging systems, and technology providers. A partial list of our airline and travel distributor customers follows.
<b>Italic</b>	The sloped version of a typeface.
<b>ITIL</b>	The UK Office of Government Commerce (OGC) Information Technology Infrastructure Library. A set of guides on the management and provision of operational IT services.
<b>Itinerary</b>	Complete description of a customer's trip, from the beginning to the end, even if separated by a gap or gaps. An itinerary can consist of air, hotel and car segments, which are also referred to as itinerary elements.
<b>ITIO</b>	Qantas Information Technology Infrastructure and Operations
<b>ITN</b>	InterNet Travel Network
<b>ITP</b>	International Travel Partnership
<b>ITR</b>	Itinerary Receipt. An ITR is issued to the customer in lieu of a paper ticket. This includes a booking code or record locator that is presented during acceptance.
<b>ITSM</b>	IT Service Management. All around Internal Support activities provided to Amadeus staff or persons working at any Amadeus premises. More information can be found in this Lotus database under Central Helpdesk category: Server: MUCDATA1/MUC/AMADEUS Filename: PROJECTS\STDWKS\StdWks.nsf
<b>ITTA</b>	Independent Travel Tech Association
<b>ITU</b>	International Telecommunications Union. Former CCITT
<b>ITW</b>	Included Tare Weight
<b>IU</b>	Index Unit
<b>IUT</b>	Implementation Under Test
<b>IVP</b>	Insurance Voucher Print. A.I.R type: IV
<b>IVR</b>	Interactive Voice Response
<b>IVRS</b>	Interactive Voice Response System
<b>IWF</b>	Interworking Function
<b>IWP</b>	InterNotes Web Publisher
<b>IWU</b>	Interworking Unit
<b>I/O</b>	Input/Output
<b>JAL COM</b>	The nickname of the computer system on which JAL's Seat Reservation System, Departure Control System for International Flights, and International Cargo System are running.
<b>JAM</b>	Joint Application Meeting
<b>JATA</b>	Japan Association of Travel Agents
<b>JAVA</b>	Java is a network-oriented programming language invented by Sun Microsystems that is specifically designed for writing programs that can be safely downloaded to your computer through the Internet and immediately run without fear of viruses or other harm to your computer or files. Using small Java programs (called "Applets"), Web pages can include functions such as animations, calculators, and other fancy tricks.
<b>JAX-RPC</b>	Java API for XML-Based RPC. The Java API for XML-Based RPC (JAX-RPC) provides an interface for XML messages using an RPC transport, including (but not limited to) SOAP calls over RPC to Web services.
<b>JAXB</b>	Java Architecture for XML Binding. The Java Architecture for XML Binding (JAXB) automates mapping between XML documents and Java objects. It simplifies making elements, attributes, classes, properties, and methods for marshalling and unmarshalling objects and elements in a customized XML document.
<b>JAXM</b>	Java API for XML Messaging. The Java API for XML Messaging (JAXM) provides an interface for SOAP messages and their attachments. Because JAXM is based on XML, you can change the JAXM messaging format to other message standards that support XML formats.
<b>JAXP</b>	Java API for XML Processing. The Java API for XML Processing (JAXP) provides an interface for DOM, SAX, and XSLT integration and is compatible with any parser and transformation engine deemed compatible by Sun.
<b>JAXR</b>	Java API for XML Registries. The Java API for XML Registries (JAXR) provides an interface for XML registries, supporting UDDI and OASIS/U.N./CEFACT ebXML Registry and Repository standards, among others.

## Amadeus Glossary of Terms

<b>JBS</b>	Journey Baggage System. Journey Baggage System - holds operational progress information about individual bags
<b>JCL</b>	Job Control Language. A control language used to identify a job to an operating system and to describe the job's requirements.
<b>JCP</b>	Java Common Platform. Merged platform of JRes for AeTM/AeRE and Vista server for SELL, the Amadeus Selling Platform.Java
<b>JEPI</b>	Joint Electronic Payment Initiative
<b>JES</b>	Job Entry Subsystem
<b>JES2</b>	A functional extension of the HASP II program that receives jobs into the system and processes all output data produced by the job.
<b>JFE</b>	Java Front End. The old name for the CM user interface (GUI).
<b>JFM</b>	<p>Joint Functional Meeting. The Joint Functional Meeting is part of a series of meetings related to the enhancements and improvement to the functionality of the Central System. Bilateral functional meetings are first held separately with National Marketing Companies (NMCs), National Systems and AMADEUS central, primarily Product Definition. At the completion of the individual Bilateral Meetings, a Joint Functional Meeting is organised where all participants from the various Bilateral meetings gather to discuss functional issues of common interest, thus the meaning of 'Joint'. There are two parallel processes, one to address the functionality of Central system products and another to address Distributed Systems. In addition, AMADEUS also hosts a Functional Committee, affectionately known as the FUNCOM. The FUNCOM covers future outlooks and directions for both Central and Distributed products. Twice a year the cycle of Bilateral and Joint Functional Meetings are held. The purpose of this process is as follows:</p> <ul style="list-style-type: none"> <li>• to gather, discuss and clarify new requirements arising in the marketplace;</li> <li>• to obtain or provide clarifications on modifications already in the plans;</li> <li>• to provide information which would assist in the setting of priorities.</li> </ul> <p>FTL: (FTL) Frequent Traveller List</p>
<b>JND</b>	Journey Data. JND provides a participating carrier with air segments already present in an itinerary to assist in evaluating new inventory queries
<b>JNLP</b>	Java Network Load Protocol
<b>Joining</b>	Boarding or loading at a transit station.
<b>Joint Fare</b>	A special through fare for travel on two or more airlines which is published as a single fare amount.
<b>Journey</b>	Aircraft seat that is contained on the aircraft but is not for sale. Jump seats are used for the cockpit and cabin crew. In some situations, a jump seat can be assigned to approved company personnel.
<b>JPEG</b>	Joint Photographic Experts Group. JPEG is most commonly mentioned as a format for image files. JPEG format is preferred to the GIF format for photographic images as opposed to line art or simple logo art.
<b>JPV</b>	Joint Performance Validation. An Amadeus/ Customer shared exercise to rehearse the Infrastructure setup meant to be used for PAT. The goal is to validate that the Systems and adequate connectivity are there to support the PAT and its functional scope
<b>JRE</b>	Java Runtime Environment
<b>Julian Date</b>	A decimal or hexadecimal date which equated to a Gregorian date, like August 31, 1987, and is a standard amongst all air carriers and suppliers for communication standards of dates.
<b>Jump Seat</b>	Aircraft seat that is contained on the aircraft but is not for sale. Jump seats are used for the cockpit and cabin crew. In some situations, a jump seat can be assigned to approved company personnel
<b>Justification</b>	The alignment of type with respect to margins, tab stops, or table columns.
<b>Justified</b>	Described the alignment of a line of type, which may be left, centre, or right-justified. Justified on its own means that the line is aligned on both left and right margins (as in books and newspaper columns).
<b>KB</b>	Keyboard
<b>KBA</b>	Key Business Area
<b>Kbps</b>	Kilo Bits Per Second
<b>Kbyte or Kb</b>	A Kilobyte, 1024 bytes.

## Amadeus Glossary of Terms

<b>KDM</b>	Key Document Matrix
<b>KHZ</b>	Kilo Hertz
<b>Kiosk check-in</b>	KCI. The customer checks in using a kiosk located in an airport or off-airport locations such as a hotel. They can select their seats, update their frequent flyer information and print their boarding passes.
<b>KLOC</b>	Kilo (thousand) Lines Of Code.
<b>Known Traveller Number</b>	A number allocated by the U.S. Department of Homeland Security (DHS) to those customers who have registered with the DHS Private Sector Known Traveller (DHS PSKT) programme.
<b>KPI</b>	Key Performance Indicator. A KPI is a significant measure that indicates how well a business is achieving its quantifiable objectives.
<b>KRD</b>	Tables used for maintenance of carrier code etc...
<b>Laden Index Zero Fuel Weight</b>	LIZFW. The Centre of Gravity of the aircraft at Zero Fuel Weight.
<b>LAN</b>	Local Area Network. A configuration of computers and associated communications cables, servers, and printers, that are located on the same site or in the same building. Computers on a LAN can communicate with each other and can also share resources such as printers and disk storage.
<b>Landing Weight</b>	LDW. The weight of an aircraft at landing. This is equal to the take-off weight minus the trip fuel.
<b>LANE</b>	Local Area Network Emulation
<b>LAPB</b>	Link Access Protocol Balanced mode. An X25 link level procedure for data exchange between DTE and DCE
<b>LAPD</b>	Link Access Procedure D
<b>Lashing</b>	Attachment points for the tie-down equipment to secure load on aircraft and/or ULDs.
<b>Last Minute Change Document</b>	LMC. Last minute changes entered on the load sheet or the LMC Document.
<b>Last Minute Changes</b>	LMC. A document describing changes on a flight that have been made after the final load sheet has been issued.
<b>LATAM</b>	LATAM (rather than LatAm or Latam), if you need to use the abbreviation; Latin America is better.
<b>Late Cancellation</b>	A reservation that is cancelled too close to the scheduled departure time of the flight to allow the airline to effectively offer the space that becomes available for resale.
<b>Layout</b>	Planned utilisation layout of aircraft interior space. This includes the total number of seats by class.
<b>Layover connection</b>	A 'layover connection' is a connection where 1 segment arrives before midnight and the following segment departs after midnight.
<b>LB</b>	Leaky Bucket
<b>LBO</b>	Leveraged Buy-Out
<b>LC</b>	3270 Local Support
<b>LCC</b>	Low Cost Carrier. A new airline business model emerging in late 90s. Typical low-cost practices include: - a single passenger class - a single type of airplane, commonly the Airbus A320 or Boeing 737 (reducing training and servicing costs) - a simple fare scheme (typically fares increase as the plane fills up, which rewards early reservations) - no IATA rules - unreserved seating (encouraging passengers to board early and quickly) - flying to cheaper, less congested secondary airports (avoiding air traffic delays and taking advantage of lower landing fees) - short flights and fast turnaround times (allowing maximum utilization of planes) - simplified routes, emphasizing point-to-point transit instead of transfers at hubs (again enhancing aircraft utilization) - emphasis on direct sales of tickets, especially over the Internet (avoiding fees and commissions paid to travel agents and corporate booking systems) - employees working in multiple roles, for instance flight attendants also cleaning the aircraft or working as gate agents (limiting personnel costs) - "Free" in-flight catering and other "complimentary" services are eliminated, and replaced by optional paid-for in-flight food and drink. Many LCCs today evolve this original business model adapting many practises of traditional airlines

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	(FSC=Full Service Carrier) and vice versa making the separation between FSC and LCC less evident.
<b>LCD</b>	Liquid Crystal Display. A screen display (which can appear on a printer, etc.) used to provide information, such as errors that may be occurring. There are monochrome LCD screens, which appear grey, and there are colour LCDs.
<b>LCFE</b>	Loosely Coupled Front End. In TPF Global Core, a new system of coupling two front ends together in order to reduce the amount of front-end down time. The front end that controls the LCFE complex, and normally handles most of the traffic is referred to as the "context processor". When software is loaded onto the TPF front end, or other maintenance is done, there is a "context switch" performed, which switches the context processor from A to B or B to A. In test systems currently (as of June 2005) context switches are performed regularly on the test systems, but not yet in production. In production the non-context processor B is almost always up in NORM (problem) state, but there has of now no context switch been done. This is expected to be done during the next QOW.
<b>LCMP</b>	Loosely Coupled MultiProcessing
<b>LCN</b>	Local address which equates to the XID in Amadeus. When an SNA terminal is set up, the Links group creates the definition for a logical unit (LU) to identify each terminal in the office. The XID holds all the LUs for that office. The Links group then creates the LCN, which is an address that equates to the XID. The LCN is provided to the agency and loaded in their local software.
<b>LCP</b>	Load control permission
<b>LCTT</b>	Logical Channel Terminal Table
<b>LD</b>	LAN Destination
<b>LDM</b>	Load Distribution Message
<b>LDP</b>	Large/Long term Duplicated record Pool
<b>LDP</b>	Load Data Planning. a Unisys Host mainframe weight and balance application.
<b>LDR</b>	Loading Report
<b>LDW</b>	Landing weight
<b>LE</b>	LAN Emulation
<b>Leader</b>	A symbol used to lead the eye along a line. A table of contents is often dotted with dots.
<b>Leading</b>	Space inserted between lines of type to improve legibility. Rhymes with bedding.
<b>Lean Six Sigma</b>	Lean Six Sigma) Focus on process velocity (process speed, cycle time). Analysis of process flow and delay times at each activity in the process. Separates value-adding versus non-value-adding (waste) activity with emphasis in eliminating the root cause of non-value-adding and its associated cost. Quantifies and eliminates cost of complexity. More immediate benefit than Six Sigma alone.
<b>LEARP</b>	LAN Emulation Address Resolution Protocol
<b>Leased space</b>	Each of several carriers sells seats from the same aircraft under its own flight number: each commercial flight is marked with a ':' in the Amadeus displays when a DEI 2 is filed for that flight.
<b>LEC</b>	Local Exchange Carrier
<b>LEC</b>	LAN Emulation Client
<b>LECID</b>	LAN Emulation Client Identifier
<b>LECS</b>	LAN Emulation Configuration Server
<b>Left</b>	To be understood as the left-hand side in the direction of flight.
<b>Leg</b>	Non-stop journey (flight) between a departure station and an arrival station. A leg is also known as a sector.
<b>Legacy system</b>	A system which an organisation already has in place, but usually referring to mainframe transaction processing systems. They do not retain transaction history data and were not designed to be queried to produce management information. They can be expensive to maintain and are frequently being replaced by client/server systems, although it is the younger systems which tend to be replaced. The life of older legacy systems is being extended by transferring the transactional data into a data warehouse.
<b>LEID</b>	Logical End point Identifier. Terminal identifier also referred to as Line Number Interchange Address Terminal Address (Iniata).
<b>LES</b>	LAN Emulation Server

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<b>Level</b>	An indicator that documents the evolution of a version by showing how many Service Packs have been applied to the version. An initial production release of a version is always called P1; thereafter, each Service Pack increments the number. Ex : A3 (alpha release) B1 (beta release) P2 (production release)
<b>LGF</b>	Loader General File
<b>LH</b>	Lufthansa) German international airlines
<b>LI</b>	Load Item
<b>Liability</b>	A financial obligation, debt, claim, or potential loss.
<b>LIBRA</b>	LIBRA is a baggage reconciliation system, used by British Airways, Qantas, KLM at T4 and BA at LGW
<b>Lib*level(xxx)</b>	Fare Quote Lib*level(xxx). Name of the code containing a rebase of all Fare Quote Program Libraries called PL*XNXNNN and additional pieces of code called Program Groups PG*XXXXNN where X is an alphabetic character and N a numeric integer one.
<b>Licence</b>	Used to certify that a Load Controller can perform load control functions. It is made up of certification type and category for a particular carrier.
<b>LIFE CTL</b>	Provides effective maintenance planning.
<b>LifeCycle</b>	The program's top level process or roadmap, typically interactive at points with potential processes at lower levels. Examples: Lean PDCA (Plan, Do, Check, Act), Six Sigma DMAIC (Define, Measure, Analyse, Improve, Control), Project Management Institute IPECC (Initialize, Plan, Execute, Control, Close).
<b>LIFO</b>	Last In First Out
<b>Lift</b>	The upward force provided by the wings of an aircraft.
<b>LIJP</b>	Leaf Initiated Join Parameter
<b>LIM</b>	Limousine
<b>Line Manager</b>	A Line Manager is accountable for the project results of his units. A Line Manager provide the resources (Line Organisation Contributors) as well as the expertise and infrastructure to perform the work of the project. Depending on his influence on the project, a Line Manager may be part of the project core team, or may be represented in the project core team by another Line Manager. Depending on the project size and the involvement of his line organisation, the line manager can be unit manager or a senior manager
<b>Line Organization Contributor</b>	Line Organisation Contributors are assigned to a project by a Line Manager. They are staff members who work through their line organization units to provide predefined deliverables. Although they are not part of the project core team, their deliveries are crucial to the final product.
<b>Linear Loading Limitation</b>	The maximum load acceptable on any given fuselage length of an aircraft floor. This limitation is expressed in lb/in, kg/in, or kg/m of fuselage length.
<b>Link</b>	Joining of two or more customers so they can be processed together for part of their journey. For example, adjoining seats. This can be done even if all the flight legs are not identical. Customers on different journeys can be linked, but they cannot have baggage pooled.
<b>LINK2</b>	Timeplex, nodal multiplexor network.
<b>Linked Orders</b>	Where 2 or more Orders are linked together so that the customers can be processed together for part of their journey (e.g. seat together, pool baggage) even if all their flight segments are not identical
<b>Liquid</b>	Easily convertible to cash.
<b>LIR</b>	Loading Instruction Report
<b>LIRF</b>	Loading Instruction Report Form
<b>List Box</b>	A box within a window containing a list of options. Users can select an option by moving the cursor to the option and pressing the Enter key, or clicking on the option with the mouse.
<b>LIV</b>	Link Integrity Verification
<b>LIZFW</b>	Laden Index Zero Fuel Weight
<b>LLATMI</b>	Lower Layer ATM Interface
<b>LLC</b>	Logical Link Control
<b>LLC/SNAP</b>	Logical Link Control/Subnetwork Access Protocol
<b>LLF</b>	Limited Lock Facility
<b>LLR</b>	Long Length Record

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<b>LLT</b>	Large/Long Term simplex record pool
<b>LMC</b>	Last Minute Changes
<b>LMI</b>	Layer Management Interface
<b>LMS</b>	Learning Management System
<b>LMT</b>	Long Message Transmission
<b>LN</b>	symbolic Line Number
<b>LNIATA</b>	Line Number Interchange Address Terminal Address. Terminal identifier also referred to as Logical Endpoint Identifier (LEID) or ATID.
<b>LNT</b>	Location Name Table
<b>LOA</b>	Letter Of Agreement
<b>Load Balance</b>	It's the term used to describe the automatic process made in TPF in order to balance the work load between the 4 backends. That means that the number of users placed into each backend is more or less in balance (=the same). This allows the system to work more efficient (= less outages) and to provide more or less the same quality of service (response time...) to each user. This process takes place every time a user is signing-in.
<b>Load Category</b>	The nature of the load.
<b>Load Control</b>	A function to ensure the optimum utilisation of the aircraft capacity and distribution of load as dictated by safety and operational requirements.
<b>Load Control Status</b>	Indication of the progress of load control activities for a specific flight.
<b>Load Distribution</b>	The distribution of dead load in holds/compartments.
<b>Load Distribution Message</b>	(LDM) A message transmitted after departure to advise the next station of inbound information. This data is used for planning purposes and includes aircraft, crew, passenger, and load information.
<b>Load Planning</b>	The process of planning the location of load in order to ensure that the maximum weight and balance requirements of an aircraft are not exceeded.
<b>Load &amp; Stress tests</b>	Testing the behaviour of the system in regular load and overload situations. The result is not a measurement (number) but behaviour. This is an incremental test and compares one release with the next one.
<b>Load Securing Equipment</b>	May comprise any or all of the following items which have been authorised for use: tie-down/lashing rings, straps, webbing, nets, ropes, cable and chains.
<b>Loading</b>	Stowing bulk load or ULDs on the aircraft in accordance with loading instructions.
<b>Loading Accessories</b>	Includes tie-down equipment, seat containers (for the carriage of load on passenger seats in the cabin of an aircraft), containers for carriage of load which have been installed after removal of seats, stretchers, any containers used for isolation or protection of goods, for example, plastic bowls or plastic bags, garment racks, supporting planks and platforms, equipment for valuable cargo (pouches), collecting nets and bags, kennels for live animals and covers of any kind. Note: Unit load devices are not loading accessories.
<b>Loading Instruction</b>	Instructions given by Load Control to the person responsible for the aircraft loading.
<b>Loading Instruction Report</b>	(LIR) A document produced by the Load Controller that comprises both the Loading Instruction and the Loading Report.
<b>Loading Report</b>	Signed loading instruction, which describes the deviations in loading positions and weights between the information entered by the load controller in the LIR and the loading recorded by the ramp agent. It is passed to the load controller for action as required.
<b>Load sheet</b>	A document that contains all the weight data pertaining to a particular flight, such as the weight of the aircraft, crew, pantry, fuel, passengers, baggage, cargo, and mail. It also contains the distribution of this load in the aircraft.
<b>LOC</b>	Loss of Cell Delineation
<b>LOCAL ADDRESS</b>	It's the TERMINAL ADDRESS used by the LOCAL Technician of an office (Travel agency, Airlines, ...)
<b>Local data warehouse</b>	A data warehouse in an operating unit which has been fed from that unit's own transaction systems. Its data will not have been mapped onto the main enterprise data warehouse, so there will be no access from outside the unit. The data is usually transferred to a staging warehouse where it can be mapped onto the enterprise data

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	model and then incorporated into the enterprise data warehouse. The alternative is to transfer the transactional data straight to the enterprise warehouse and make it available locally in a data mart.
<b>Local Loop</b>	The connection between the customer's premises and the local exchange.
<b>Local Passenger</b>	A passenger who is in contact with the local office of an airline, either directly, through another person, through a travel agent, or through the local office of another airline.
<b>Local Reservation</b>	A reservation for a passenger who has booked either, directly with the local office of an airline, through a local travel agent, or through the local office of another airline located in the same metropolitan area or the area served by the airports of the city in which the local office is located.
<b>Local Security Administrator</b>	(LSA) Designated person within your airline who is responsible for maintaining security attributes, also known as roles and permissions.
<b>Localization Support</b>	Person in charge of Language localization, the process of translating a product into different languages or adapting a language for a specific country or region
<b>Locate</b>	Search the database, find a specific record (for example an Employee Profile) and display the information held in that record.
<b>Location</b>	A position in the aircraft.
<b>Location Code</b>	A code specifying a City or an Airport. This has two subclasses, City Code and Airport Code. There is a many-to-many mapping between City Codes and Airport Codes.
<b>Lock</b>	A device used to secure ULDs in position.
<b>Locked Flight</b>	System access to the specific flight is restricted to all but a few high-level users. This is used if there is a major incident on a flight that requires an emergency to be declared.
<b>LOF</b>	Loss of Frame
<b>Logging</b>	The recording of input (optionally output) of a system for separate review or reconstruction purposes. The application should log messages that record events such as errors, warnings, and state transitions. Logging starts automatically when the application starts. With an additional command, you can specify the kind of messages to log, and for what entity. Messages are logged to the default log file. Messages are divided into four classes: <ul style="list-style-type: none"> <li>· Disaster Indicates events that may cause serious system or network problems. If you see a disaster message, you should take the station offline until you can determine what the problem is and correct it.</li> <li>· Error Indicates events that do not affect overall performance, but may cause applications to fail or crash.</li> <li>· Warning Indicates events that the system or network may recover from without user intervention.</li> <li>· Information Indicates events that cause state changes in the application or network. The logging package of an application may use an event forwarding package to forward events to an operator console. The logging package of an application may use a filter to limit I/O when logging to file.</li> </ul>
<b>Logical Channel</b>	The logical association between two logical channels is a virtual circuit. DTEs are linked across a PSDN through virtual circuits. The packet switching nodes within the PSDN are responsible for keeping track of the end points and logical channel numbers of a virtual circuit connection, and for routing the packets to the correct destination.
<b>LOI</b>	Letter Of Intent
<b>Long Term Plan</b>	Long Term Plan (LTP), when referring specifically to the Amadeus Long Term Plan
<b>Long term wet lease</b>	A lease by which the lessor provides both an aircraft and crew dedicated to a particular route(s) and which either: <ol style="list-style-type: none"> <li>1. Lasts more than 60 days: or</li> <li>2. Is part of a series of such leases that amounts to a continuing arrangement lasting more than 60 days.</li> </ol>
<b>Long (or Direct) Sell Entry</b>	The Long Sell entry requires the user to input all the relevant data. For example: SSAF950M12DECCDGBRU3 (Segment Sell, Air France flight 950, Class M, date 12 December, departing Charles de Gaulle, arriving Brussels, 3 passengers).
<b>LOS</b>	Loss of Signal
<b>Lotus Notes</b>	A leading groupware application developed and distributed by IBM.
<b>LOW</b>	LOW is a pool of data containing a list of the tasks required to be performed within a given timescale.
<b>Lower Deck</b>	A structural floor level. For aircraft having one structure level only, this floor level should be referred to as the "main deck". For aircraft having more than one structural floor level, the different floor levels should be referred to as "lower deck", "main deck", and "upper deck", from bottom to top.

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<b>LPN</b>	Local Pedagogic Net
<b>LPP</b>	Local Provider Portal. e-Travel Portal for Amadeus ITALY hosted in Erding
<b>LPT</b>	Local Printer Terminal. An abbreviation used to identify a printer port, i.e. LPT1.
<b>LR</b>	List Repository. In the Document Composer application: Host Table which holds a list of country codes, or list of corporate codes/qualifiers, necessary to build Group Default Templates.
<b>LRC</b>	Longitudinal Redundancy Check
<b>LRECL</b>	Logical Record Length
<b>LSA</b>	Local Security Administrator. Many of the security features in Amadeus are controlled centrally by the Amadeus Security Administrator (ASA). However, the local security functions in Amadeus allow many of the security features of an office to be maintained by a person or persons in that office. This person is known as the Local Security Administrator The LSA can create and maintain sign banks and security profiles for the agents in his or her office.
<b>LSB</b>	Least Significant Bit
<b>LSCT</b>	Low-Speed Controlled Teletype
<b>LSFR</b>	Low-Speed Free-Running teletype
<b>LSI</b>	Limit Sales record Index
<b>LSR</b>	Leaf Setup Request
<b>LSR</b>	Limit Sales Record. Contains the AVS segment postings (limit sales postings like LC, LR, LL ...)
<b>LSS</b>	LSS: (Logon and Security Server.) Logon and Security Server: Role and permission-based user management for travel agent and other professional users.
<b>LSS</b>	Lufthansa Swissair SAS
<b>LST</b>	Local Standard Time
<b>LT</b>	Lower Tester
<b>LTC</b>	Local Travel Content
<b>LTC</b>	Lotus Translation Component
<b>LTH</b>	Length Field
<b>LTP</b>	Long Term Plan (LTP), when referring specifically to the Amadeus Long Term Plan
<b>LTR</b>	German (START) FE processor (Siemens S9688)
<b>LU</b>	Logical Unit. The network equivalent of a terminal address. LU6.2: (Logical Unit Type 6.2) An IBM communications protocol.
<b>Luggage</b>	Articles, effects, and other personal property of passengers. Unless otherwise specified, it includes both checked and unchecked baggage.
<b>LW</b>	Load Window
<b>L/C</b>	Loosely Coupled
<b>MA</b>	Maintenance and Adaptation
<b>MAAP</b>	Markets Americas & Asia Pacific
<b>MAAS</b>	Meet and Assist. Passengers can request this service who may need extra assistance through the airport e.g. to help them on arrival into London if they do not speak English or are elderly or frail.
<b>MAC</b>	Medium Access Control
<b>MAC</b>	Mean Aerodynamic Chord
<b>Macro</b>	A symbol, name, or key that represents a list of commands, actions, or keystrokes. Many programs allow you to create macros so that you can enter a single character, or word, to perform a series of actions.
<b>Mail</b>	Goods carried under the terms of an international postal convention.
<b>Main Deck</b>	A structural floor level. For aircraft having one structure level only, this floor level should be referred to as the "main deck". For aircraft having more than one structural floor level, the different floor levels should be referred to as "lower deck", "main deck", and "upper deck", from bottom to top.
<b>Main Menu</b>	The area across the top of the screen that contains the choices available in AmadeusPro.
<b>Maintenance</b>	It consists in the delivery of an existing product including bug fixes. It is based on PTRs but main contain some minor enhancements (CRs). More generally, it consists in the

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	modification of a software product, after delivery, to correct faults, to improve performance or other attributes, or to adapt the product to a changed environment.
<b>Major Airline</b>	A carrier with annual revenues of more than \$1 billion. The 10 major US airlines are Alaska, America West, American, Continental, Delta, Northwest, Southwest, TWA, United and US Airways.
<b>Major Re-accommodation</b>	This kind of passenger protection is the result of a schedule change where something is actually taken away from the passengers: An entire flight number or a flight/period is cancelled (a schedule removal), a class or cabin is removed from a flight/date or flight/period (a product removal), a leg or port is removed from a flight/date or flight/period (a schedule removal), Thus the airline must replace the product or schedule with an alternative and advise the agent and/or passenger via the PNR. These types of changes must always be shown in the PNR. The inventory counts would always need to be updated in these cases since there are passenger movements at the class and flight number level. Minor Re-accommodation The main purpose of this kind of passenger protection is to provide the new and correct details (timing, flight number, and aircraft) to the agent and/or passenger via the PNR. The only change that requires Minor Re-accommodation is a Timing change. Note that a timing change only may still result in automatic Re-accommodation to another flight number - this change is still defined as Minor Re-accommodation. In this case the Inventory count must be updated (different flight number) but when the timing change results in Re-accommodation back to the same flight, the inventory count does not need to be updated. The new timing details would also need to go to inventory.
<b>MAN</b>	Metropolitan Area Network
<b>Mapping Package</b>	In Print Services Database Software package that uses the IBM 3270 Mapping Package in TPF to provide full screen management services. The Mapping Package is an adjunct to the Amadeus Data Base Management System. It provides human interfaces with the Data Base Management service programs by the use of full screen panels and menus, eliminating guess work, decreasing input errors and providing enhanced displays of the data bases.
<b>Market</b>	Entity defined at airline level in the Reference Data component. It can be an association of regions/countries/cities/ airports/offices. A market is usually defined to represent a specific part of the world, of a continent, of a country, an association of offices, etc... In CM, this term applies to Business Rules.
<b>Market Exception</b>	City pairs and class of service exceptions to certain controlled capacity fare classes, found in PB record.
<b>Market pair</b>	Information about a marketing pair. In CM, this term applies to Business Rules.
<b>Marketing carrier</b>	Airline in a codeshare agreement that sells the available seats.
<b>Marketing flight</b>	Flight sold by an airline under their own airline code but operated by a different airline (codeshare), e.g. CA123 is the marketing flight number but the airline that actually flies (operating) is AY.
<b>Married Segments</b>	It is a term used to identify connecting segments which comprise a trip to be actioned as a matched set.
<b>MARS</b>	Multi-Airline Reservation System. A former application of the multiple access concept, subsidiary of Finnair.
<b>Marshalling</b>	Marshalling is the process of packaging up the data so that when it is sent for one process to another, the receiving process can decipher the data
<b>MAT</b>	Meridian Administration Tool. This is a MS-Windows based Graphical User Interface to administer and program the Nortel Meridian PBX.
<b>MATE</b>	Marketing Amadeus Ticketing Expansion
<b>MATIP</b>	Mapping of Airline Traffic to IP. There was a lack of a common standard which will allow for the introduction of new networking technology based on TCP/IP, while still retaining the large investment in legacy applications. Once the legacy systems have been phased out there will be no requirement for the standard but as many of these systems will remain for some time the standard will be an important part of the technology migration. There are many products (from emulation software, networking hardware and host system vendors) that allow for the encapsulation of legacy application data into TCP/IP - but there is no standard - and therefore it is difficult to design and implement an integrated multi-vendor solution. SITA recognized this as a constraint to migration, and

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	has defined a standard for the Mapping of Airline Traffic Over TCP/IP (MATIP). The standard was developed by a group of SITA members and major airline system vendors with SITA acting as the facilitator and documenter. The intent of the standard is for it to be open and for this reason, the group decided that the best forum for publication of the standard would be as an informational RFC (request for comments) published on the Internet. The standard, as published here, has now been accepted by the Internet Engineering Task Force (IETF) and has an RFC number - 2351.
<b>Maturity</b>	Indicates the degree of reliability or dependency the business can place on a process achieving the desired goals or objectives.
<b>Maximum Floor Loading</b>	The overall strength of the floor structure determines the weight that it will support in a given area. This refers to the operational limitation of the aircraft and is expressed in terms of weight per unit of area.
<b>Maximum Landing Weight</b>	(MLDW) A structural weight limit. The maximum weight at which the aircraft is permitted to land.
<b>Maximum Point Load</b>	Defines the resistance to puncture (by a heavy load bearing onto a very small surface) to the material used in a bulk hold floor. It is equivalent to a pressure, and is expressed in kg/cm <sup>2</sup> (lb/in <sup>2</sup> ).
<b>Maximum Ramp Weight</b>	(MRWT) The structural maximum weight for taxiing, either under power or being towed or pushed by a tractor.
<b>Maximum Take-Off Weight</b>	(MTOW) The structural maximum weight at which the aircraft is permitted to take off.
<b>Maximum Taxi Weight</b>	(MRWT) The structural maximum weight for taxiing, either under power or being towed or pushed by a tractor.
<b>Maximum Zero Fuel Weight</b>	(MZFV) A structural weight limit. The maximum permissible weight of an aircraft without fuel.
<b>MBO</b>	Mid-Back Office product, i.e. ACE
<b>MBS</b>	Maximum Burst Size
<b>MCB</b>	Message Control Bank) MCB replaces the previous functionality provided by COMPOOL.
<b>MCDN</b>	Meridian Customer Defined Networking
<b>MCM</b>	Management committee meeting
<b>MCO</b>	Miscellaneous Charges Order. A document issued by an agent or airline as proof of payment for accommodation, ground transportation, special services or as a credit towards future air transportation.
<b>MCR</b>	Minimum Cell Rate
<b>MCT</b>	Minimum Connecting Time. The minimum time required to transfer customers and their baggage between flights at any one airport. This time is determined by each airline and may differ from airport to airport and airline to airline.
<b>MCTD</b>	Mean Cell Transfer Delay
<b>MDA</b>	Model Driven Architecture
<b>MDAC</b>	Microsoft Data Access Components
<b>MDBF</b>	Multiple Data Base Function. MDBF segregate functions, segregates Data, divides the system into: Basic Sub Systems or BSS Sub Systems or SS up to 64 Sub System Users SSU up to 128
<b>ME</b>	Mapping Entity
<b>Meal Code</b>	Used to identify the type of meal served in each cabin.
<b>Mean Aerodynamic Chord</b>	(MAC) The chord of a wing is the distance from the leading to the trailing edge. Because of the tapered shape of an aircraft wing, an average chord is calculated by the manufacturer for general reference. Basically, the MAC is wing area divided by wingspan, and its position fixed in relation to the manufacturer's Datum Point.
<b>MED</b>	Advice of medical case. Not applicable to/from agent ATA carriers or ATA Associate Members unless bilaterally agreed.
<b>MEFT</b>	Maximum Elapsed Flying Time. 1. This time is calculated by using speed and mileage parameters. 2. Describes the maximum amount of time allowed to fly over a city pair - in Amadeus, this amount is readjusted every week, depending on the number of connections that were built the previous week; if the city pair offered was 'poor', the MEFT goes up: if it was 'rich', it goes down to an optimal value.

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<b>Member in control of passenger</b>	The member or the CRS with whom a passenger is presently doing business locally and with respect to whom the passenger has become a local passenger, or the member whose service will next be used by a passenger end route.
<b>Memory Base Address</b>	The Lanyon ALC Board interfaces with the PC in which it is fitted via 64 Kbytes of RAM. The memory base address of the Board is the starting point of that memory in relation to the other memory within the PC. It is set by the switches on the Board, and must be specified in the file CONFIG.SYS.
<b>Merged Methods</b>	A merged method is a method to evaluate effective yields for the legs (resp. segments) crossed by a segment (resp. an O&D) for which we know the global yield. This method is based on the aggregation of the leg (resp. segment) availabilities and yields.
<b>Message Collection - message playback</b>	Message collection / playback consists of following processes: · Online capture of the production database · Online collection of production traffic · Offline handling of collected data · Restore of the captured database to disks · Online playback to a test complex Message Collection serves mainly as a source for providing "real" traffic to a Back End complex containing the target applications to be tested. Message Playback is implemented as an external input driver on a Front End to this Back End. The entire communication's paths on the Front End are not executed in this mechanism.
<b>Message Queue Model</b>	With this model, programs communicate by sending and receiving messages to and from specific message queues. Application messages are inserted at the end of a named queue and removed from the front of the queue as requested by a second application process.
<b>Messenger Server</b>	The messenger server is a message-oriented system used both as queue server and notification mechanism.
<b>Metadata</b>	The data (such as the author, title, or date created) that describes a document in some way. Metadata can be included in the file properties of popular products such as Microsoft Word (select File, click Properties) or metatags in HTML code.
<b>Metric</b>	A standard of measurement for performance against goal.
<b>MFQ</b>	Mandatory Fare Quote: deadline for pricing
<b>MFST</b>	Module File Status Table
<b>MGS</b>	Middleware Generic Storage. A middleware service to maintain an organized storage of information (example: PNR Queues). Part of the MSS application.
<b>MGT</b>	Maximum Ground Time
<b>MHF</b>	Message Handling Facility. Product which centralizes the handling of logging and tracing as well as the event forwarding to the operational console (BMC Patrol)
<b>MI</b>	Message Interface
<b>MI</b>	Management Information
<b>MIB</b>	Management Information Base
<b>MIB server</b>	The Market Identification and Booking class server is the Altéa Plan server used to define markets and booking class subdivisions (subclasses).
<b>MIC</b>	Media interface connector. FDDI de facto standard connector.
<b>MID</b>	Message Identifier
<b>Mid-Office</b>	A travel agency's mid-office system refers to software applications required to process bookings, manage and use customer information, analyse business and other operational data.
<b>MIDAS</b>	Name of the British Midland inventory system.
<b>MIG</b>	System User Migration (also including early migration = Fare quote). The technical migration of BA and QF to Amadeus System User status.
<b>MILS</b>	Milliseconds
<b>MIME</b>	Multipurpose Internet Mail Extensions
<b>MIN</b>	Multistage Interconnection Networks
<b>MIP</b>	Marketing Information Products. - Management tools for providers to drive financial and marketing strategies - Accurate, relevant data about markets and industries - even Amadeus usage.
<b>MIPS</b>	Million instructions per second
<b>MIR</b>	Maximum Information Rate)
<b>MIS-Cargo</b>	The BA World Cargo data warehouse application providing daily reports and summary tables for business enquiries.

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<b>Misconnection</b>	A passenger who, due to the late arrival or non-operation of his/her originating delivering flight, arrives at the interline point by his original delivering flight, an alternative flight or surface transportation, too late to board his/her original receiving flight.
<b>Mission</b>	Means to achieve the vision
<b>MITA</b>	Multilateral Interline Ticketing Agreement)
<b>MITT</b>	Moscow International Travel and Tourism fair)
<b>Mixed Commodity</b>	Where more than one commodity type or destination exists (example, within a ULD).
<b>MLC</b>	Minimum Local Currency
<b>MLDW</b>	Maximum Landing Weight
<b>MLS</b>	Macro Label Set support
<b>MMF</b>	Multimode Fiberoptic Cable
<b>Mnemonic</b>	A single underscored letter within the text of an action a bar choice or pushbutton. You can select the choice or option with the keyboard by typing the relevant letter. Examples of mnemonics are the letter R in Reservations, the letter A in Close Active Window, and the letter X in Exit.
<b>MNO</b>	Min Nest Overflow. It represents the number of Seats Equivalent overflowing a MIN nest, or even a MIN controlled subclass. If this number is positive, then the corresponding Seats Equivalent fall into the revenue buckets of the corresponding leg-cabin.
<b>MO</b>	Mid Office Products. The Mid Office products help to facilitate the customer by storing customer specific information. Example of mid office systems are Concerto + Ace, Tempo + Ace
<b>MOD</b>	Ministry Of Defence. MOD are one of RTBs biggest users.
<b>MODEM</b>	Modulator / Demodulator. Converts a computer's signals to/from signals suitable for long range transmission. A device that you connect to your computer and to a phone line, that allows the computer to talk to other computers through the phone system. Basically, modems do for computers what a telephone does for humans.
<b>Moderator</b>	Person in charge to lead and organize the review process (e.g. for document or code review)
<b>MOF</b>	Meta Object Facility
<b>Moment</b>	A moment is the weight of an item multiplied by its arm. Tail down (clockwise) moments are positive and denoted by the sign +. Nose down (anti-clockwise) moments are negative and denoted by the sign -. For this purpose the aircraft is viewed with the nose to the left.
<b>MOP</b>	Member of Pool. Related to a baggage pool. This customer is part of the baggage pool, but is not responsible for the baggage. The customer is not the Head of Pool.
<b>Mosaic</b>	The first WWW browser that was available for the Macintosh, Windows, and UNIX all with the same interface. Mosaic really started the popularity of the Web. The source-code to Mosaic has been licensed by several companies and there are several other pieces of software as good as or better than Mosaic, most notably, Netscape.
<b>Motorola</b>	(Motorola, Inc., Schaumburg, IL, www.motorola.com) A leading manufacturer of semiconductor devices founded in Chicago in 1928 by Paul V. Galvin as the Galvin Manufacturing Corporation. Its first product allowed radios to operate from household current instead of batteries. In the 1930s, the company commercialized car radios under the Motorola brand suggesting "sound in motion." In 1937, it introduced a line of home radios and its first two-way radio products. By 1947, the Motorola name became so popular that the company changed its name to match. Motorola's first semiconductor plant was operating in 1953, and by the 1960s, the company was a leader in semiconductors, communications and consumer electronics. It produced its first integrated circuits in 1960 and its first microprocessor in 1974, the same year that it sold its colour TV business as it migrated away from the consumer side. In the computer industry, Motorola is widely known for its 680x0 and PowerPC microprocessor families. It is also one of the world's largest suppliers of microcontrollers (computers on a single chip). The company has more than 50,000 semiconductor items in its product line that are used in myriads of radio, communications, automotive and industrial applications.
<b>MoU</b>	Memorandum of Understanding
<b>Move</b>	An AmadeusPro feature that enables the user to move a tiled window.

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<b>MOW</b>	Monthly Outage Window. This is a designated day/time each month, where system loads are done and a pre-planned system outage is experienced.
<b>MP3</b>	MPEG (Motion Picture Expert Group) Audio Layer 3, a digital compression format for music files.
<b>MPC+</b>	MPC+ a data link control (DLC) interface for the channel. Each MPC+ path consists of one or more read sub channels and one or more write sub channels. These sub channels are bound together to form a transmission group. VTAM and the channel adapter of the attached device exchange IDs (XIDs) to identify the number and direction of sub channels at initialization, and then each frame has a header to indicate the sending and receiving applications
<b>MPD</b>	Multi-Purpose Document
<b>MPEG</b>	Motion Picture Experts Group
<b>MPIF</b>	Multi-Processor Interconnect Facility. An integral part of TPF that provides channel-to-channel connectivity, via one or more , in TPF 2.3
<b>MPLF</b>	Multi-Path Lock Facility
<b>MPLS</b>	Multiprotocol Label Switching. Multiprotocol Label Switching is a high-performance method for forwarding packets (frames) through a network. Routers at the edge of the network assign labels to packets (frames) hence reducing lookup overhead in the network.
<b>MPP</b>	Massively Parallel Processing. A form of parallel processing in which each processor has its own memory, operating system and hard disk. It is also known as "shared nothing". The processors pass messages to each other.
<b>MQ Series</b>	Queuing software from IBM
<b>MR</b>	Market Restriction) City pairs and class of service exceptions to certain controlled capacity fare classes.
<b>MR</b>	Mnemonic Record) Five alpha/numerics that give a printer its definition and capabilities.
<b>MR</b>	Market Restriction, Mnemonic Record
<b>MRCS</b>	Multi-Rate Circuit Switching
<b>MRT</b>	3270 Mapping Tape. ISPF panels are created off-line and stored on the 3270 mapping tape. The 3270 mapping tape is then used to load the ISPF panels on-line.
<b>MRWT</b>	Maximum Ramp Weight
<b>MS</b>	Meta Signalling
<b>MS-DOS</b>	Microsoft Disk Operating System
<b>MSAP</b>	Management Service Access Point
<b>MSB</b>	Most Significant Bit
<b>MSC</b>	Married Segment Condition. Appears at the top of the PNR display if married segment are present
<b>MSC</b>	Miami Service Centre
<b>MSC</b>	Get Mass Airport Control – process that runs at the start of the flight in CM to gather all the e-ticket coupons.
<b>MSG</b>	Message
<b>MSN</b>	Monitoring Cell Sequence Number
<b>MSNF</b>	MultiSystem Networking Facility
<b>MSRF</b>	Message Reference
<b>MSS</b>	Middleware Storage & Scheduling. Middleware application that offers generic organized storage and scheduling services. Composed of MGS and MTS.
<b>MSSP</b>	Multiple System Supplier Policy
<b>MST</b>	Manual Stored Ticket
<b>MSVC</b>	Meta Signalling Virtual Channel
<b>MT</b>	Machine Translation
<b>MT</b>	Message Type
<b>MTF</b>	Maintenance Task Force. Internal SEP project to study cost of maintenance
<b>MTOW</b>	Maximum Take-Off Weight
<b>MTP</b>	Message Transfer Part
<b>MTS</b>	Middleware Task Scheduler. A middleware scheduler service to run any task at some point in the future (fixed or relative). Part of the MSS application.

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<b>MTU</b>	Message Transfer Unit
<b>MUCA106P</b>	Munich API Server 6P. Used in PTR titles to identify problems in the API server 6P.
<b>MUCA107P</b>	Munich API Server 7P. Used in PTR titles to identify problems in API server 7P.
<b>MUCGWP21</b>	Munich Gateway P21. Used in a PTR's title to indicate that (Vista Products) Gateway P21 is having problems.
<b>MUCGWP22</b>	Munich Gateway P22. Used in a PTR's title to indicate that (Vista Products) Gateway P22 is having problems.
<b>MUCGWP23</b>	Munich Gateway P23. Used in a PTR's title to indicate that (Vista Products) Gateway P23 is having problems.
<b>MUCGWP24</b>	Munich Gateway P24. Used in a PTR's title to indicate that (Vista Products) Gateway P24 is having problems.
<b>MUCOBEP1</b>	Munich Open Backend Processor #1. Used in PTR titles to identify a problem with the open back-end processor #1 - i.e. Cars, Customer profiles
<b>MUCOBEP2</b>	Munich Open Back-end Processor #2. Used in PTR titles to identify a problem with the open back-end processor #2 - i.e. Cars, Customer profiles
<b>MUCOBEP3</b>	Munich Open Back-end Processor #3. Used in PTR titles to identify a problem with the open back-end processor #3 - i.e. Cars, Customer profiles
<b>Multi-Access System</b>	A system which enables a user to have real time direct access to a variety of airline systems through a common switching centre and/or interface.
<b>Multi-Host System</b>	A system that provides more than one airline with the facility to process, on an inventory basis, reservations and other passenger related functions.
<b>Multiple Access</b>	A connectivity concept whereby one CRS acts as a "pass thru" system into another CRS. That application access method allows an Amadeus operator to make inquiries and update data bases and system tables in other systems. The access and session is temporary.
<b>Multiple association (e-tickets)</b>	The process of associating a single e-ticket coupon with more than one flight.
<b>Multiport</b>	Or Multiport/2. See RIC.
<b>Mutex</b>	A mutual exclusion object is a program object that is created so that multiple program thread can take turns sharing the same resource.
<b>MVP</b>	Multi-channel Voice Protocol
<b>MVS</b>	Multiple Virtual Storage. (1) IBM batch system, also supports real-time environments. (2) An IBM licensed program whose full name is the Operating System/Virtual Storage (OS/VS) with Multiple Virtual Storage/System Product for System/370. It is a software operating system that controls the execution of programs. (3) A specific operating system from IBM running on IBM mainframes. In AMADEUS, applications such as billing and statistics run on IBM mainframes operating under MVS.
<b>MVT</b>	Movement
<b>MVT</b>	Meal Validation Table
<b>MZFW</b>	Maximum Zero Fuel Weight
<b>N-ISDN</b>	Narrowband Integrated Services Digital Network
<b>NAC</b>	Network Assistance Centre, No Action taken on your message NAC: (No Action taken on your message) NAC: (Network Assistance Centre)
<b>NALC</b>	Numeric Airline Code. ex: 057 -> AF, 125->BA, 220 -> LH
<b>Narrow Body Aircraft</b>	Any type of passenger aircraft with six or less seats across and a single aisle in the passenger cabin.
<b>NATAS</b>	National Association of Travel Agents Singapore
<b>Nationality</b>	Country for which the customer holds a passport
<b>Native</b>	Airline's own environment (same non-CUTE)
<b>NATWESTlink</b>	Connection between Boadicea House LHR and the Nat West data centre in Stone, Staffordshire.
<b>NAU</b>	Network Addressable Unit
<b>Navigation</b>	The process of moving through windows, menus, pull-downs, lists, forms and panels.
<b>NBAA</b>	National Business Aviation Association

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<b>NBCS</b>	New BCS
<b>NBS</b>	National Bureau of Standards
<b>NBT</b>	Network Based Training. Training on Lotus Notes available from Nice LAN file servers.
<b>NBTA</b>	National Business Traveller Association. The NBTA was founded in 1968 to achieve a stronger lobby against the gigantic airlines, to be able to have a common voice for forcing new enhancements and for rate negotiations. NBTA celebrated their 25th anniversary this year 1993. NBTA members are mostly big travel agency chains as well as corporate companies for business travels.
<b>NC</b>	Network Computer
<b>NCB</b>	Network Control Block. This is the NETBIOS term for the data structure that contains packets of data and control information for operations that control transmission and receipt of data over a LAN.
<b>NCC</b>	Name Change Controller
<b>NCI</b>	Advanced Seat Reservation, City Pair Index Record
<b>NCI</b>	Advanced Seat Reservation
<b>NCI</b>	City Pair Index Record
<b>NCO</b>	New Continuation Information. The receiver of the message will examine and adjust his records to reflect the new information.
<b>NCP</b>	Network Control Program, Online Connect Point Record. The software which resides in the 3745 communications controller and performs communications control functions.
<b>NCP/VS</b>	Network Control Program/Virtual Storage
<b>NCS</b>	New Community System consists of a copy of the Qantas system QUBE as a base, which will be implemented in our computer centre in Erding with a full System User interface to provide state of the art(s) Inventory and Departure Control Services (DCS).
<b>NCU</b>	National Currency Unit, Network Control Unit NCU: (National Currency Unit) NCU: (Network Control Unit)
<b>NDA</b>	Non-Disclosure agreement: A non-disclosure agreement (NDA), is a legal contract between at least two parties that outlines confidential materials or knowledge the parties wish to share with one another for certain purposes, but wish to restrict access to. It is a contract through which the parties agree not to disclose information covered by the agreement. An NDA creates a confidential relationship between the parties to protect any type of confidential and proprietary information or a trade secret. As such, an NDA protects non-public business information. NDAs are commonly signed when two companies or individuals are considering doing business and need to understand the processes used in each other's business for the purpose of evaluating the potential business relationship. NDAs can be "mutual", meaning both parties are restricted in their use of the materials provided, or they can restrict the use of material by a single party. Supplier working for Amadeus should have signed such agreement (contact Purchase department).
<b>NDC</b>	National Distribution Company
<b>NDIS</b>	Network Driver Interface Specification
<b>NDPS</b>	Novell Distributed Print Services
<b>NDR</b>	Network Data Representation
<b>NDR</b>	Non-Disruptive Restart
<b>NDS</b>	National Distribution System. Various European networks already established linking the nation's travel agencies to one or more computerized reservation systems. National Distribution Systems are: Esterel, Savia, Smart, Start.
<b>NE</b>	Network Element
<b>NEF</b>	Network Extension Facility
<b>Nego Fares</b>	Negotiated Fares. fare levels that are lower than published fares. They are set by agreements between airlines and travel agencies. Airlines often agree on reduced fares for particular travel agency chains and consolidators during specific periods and for certain routes. These fares are called Net Fares. The travel agencies or consolidators create a Selling Fare, which is usually higher than the net fare, as it includes the

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	<p>commission they want to earn. There are three different fare levels in Amadeus Negotiated Fares:</p> <ul style="list-style-type: none"> <li>• Published Fare: The published fare is the amount printed on the ticket.</li> <li>• Net Fare: The net fare is a negotiated amount charged by an airline to travel agency chains and consolidators.</li> <li>• Selling Fare: The selling fare is based on the net fare. It is the amount (including taxes) charged by a travel agency to the customer.</li> </ul> <p>In most cases, the travel agent does not receive any commission on the net fare. The commission they earn is the difference in price between the net fare and the selling fare. However, in some other cases, the airline may pay the travel agency a percentage commission based on the net fare. In this case, the selling fare amount can be the same as the net fare amount, or higher if the agent wants to earn an extra amount on sales. The system allows for all possible cases, depending on the agreement between the airline and the agency.</p>
<b>Nesting</b>	Nesting defines a class hierarchy that enables either: - to share the same availability between the classes (parallel nesting) - or to make the class of higher revenue benefit from the availability of lower revenue ones (serial nesting). A Nesting can be composed by both parallel and serial nestings
<b>Net income</b>	Gross sales minus taxes, interest, depreciation, and other expenses. (Also called net earnings or net profit or bottom line). Net sales: Gross sales minus returns, discounts, and allowances.
<b>Net Section</b>	A subdivision of a non-containerised/palletised compartment.
<b>Net Weight</b>	The difference between the Gross Weight and the Tare Weight.
<b>NETBIOS</b>	Network Adapter Basic Input Output System. This is software that controls the device (the "Network Adapter") that connects a PC to a LAN, providing an API for programs such as LANTERN that communicate via the LAN. While NETBIOS was developed by IBM for their LAN system, most suppliers of PC LANS can provide NETBIOS emulation.
<b>Nets</b>	A network of webbing affixed to an aircraft within its holds or to an aircraft ULD for the purpose of restraining a load within the hold or in the ULD.
<b>NETVIEW</b>	Network Viewer. An IBM licensed program used to monitor a network, manage it, and diagnose its problems.
<b>Network</b>	A network is a series of points or nodes interconnected by communication paths. Networks can interconnect with other networks and contain subnetworks. The network can be a small system that is physically connected by cables (LAN), or you can connect separate networks together to form larger ones (WAN). Large telephone networks and networks using their infrastructure (such as the Internet), have sharing and exchange arrangements with other companies so that larger networks are created.
<b>Network Layer</b>	It deals with delivering packets between nodes. It is responsible for such things as addressing and route calculation, fragmentation and reassembly, and congestion and flow control.
<b>New Community</b>	This term is referred to the current project which unites 1A Reservations, the British Airways Inventory System (BABS) and the Qantas Departure Control System (DCS).
<b>New Generation Platform</b>	(NGP) Amadeus solution providing System User airlines a complete package. - Essential features of the NGP applications are: - Single storage of customer data (one 'structured booking record' SBR) containing reservation, inventory and departure control (DCS). - The enhanced inventory model that meets better the revenue management needs. - A unique Seat Server can be accessed by Reservation, Inventory and DCS applications. - The support of access such as Internet, WAP mobile phones and personal digital assistants. Ref: Opera 27JUN2001
<b>NFM</b>	Nightly File Maintenance. A programme run every night by operations to update all applications/files in the system which have anything to do with the date. e.g. Purge of PNRs with last segment 3 days in the past, moving queues to different date ranges, system date shown in PNR elements such as "TKOK".
<b>NFS</b>	Network File System. Provides workstations with transparent access to server-based files and directories

## Amadeus Glossary of Terms

<b>NGI AVS-driven Codeshare</b>	A Commercial Duplication agreement where both airlines are hosted in NGI and have 2 separate inventories and inventory will be AVS-driven from the marketing carrier.
<b>NGS</b>	New Generation Seat. There will be a server that will provide services to Central System (Seat Map, Advance Seat allocation...), to NGI GUI (Seat map maintenance) and NGDCS (Seat allocation). NGS GUI should be considered as an integer part of NGI GUI, and as such be accompanied by the same support tools.
<b>NHM</b>	Non-Home Market
<b>NHRP</b>	Next Hop Resolution Protocol
<b>NIC</b>	Networked Information Centre. Generally, any office that handles information for a network. The most famous of these on the Internet is the InterNIC, which is where new domain names are registered. Another definition: NIC also refers to Network Interface Card which plugs into a computer and adapts the network interface to the appropriate standard. ISA, PCI, and PCMCIA cards are all examples of NICs.
<b>NIDT</b>	Amadeus NMC Information Data Tapes. N.I.D.T. is a unique set of files for each NMC which contains detailed information about the AIR, CAR and HOTEL bookings by the travel agents in the NMC's (ACO) markets.
<b>Nimby</b>	Not in my back yard
<b>NIS</b>	This is a key product in maintaining the operation of the New World Cargo Centre.
<b>NIT</b>	Numero de Identificacion Tributario. This is a ticket Tax ID. The term may be called differently in the various countries.
<b>NMC</b>	National Marketing Company. Now called ACO (Amadeus Commercial Organisation).
<b>NMD</b>	National Marketing Division. STIN has signed a contract with Air India and Indian Airlines to market the Sabre CRS in India through a National Marketing Division (NMD). The NMD will market Sabre in India under the name SITAR. The first travel agents to get SITAR will be the 330 locations that currently use the Air India and Indian Airlines systems. The vast majority of the country's remaining 600-700 agency locations will have to be automated from the ground up. Agencies will be connected with Sabre through the airline systems, which themselves will be linked to a Sabre node in Bombay, which in turn is connected to Sabre's data centre in Tulsa.
<b>NMS</b>	Network Management System
<b>nn</b>	Network ID. The network identifier is a one byte hexadecimal qualifier also known as netid representing a National Distribution System (NDS) or a National System (NS). System's assumed default is 09. The following values are given as examples: 09 - Amadeus 70 - Air France 72 - Iberia 74 - Lufthansa 76 - Scandinavian Airline System 7A - Finnair 4B - Finnair via SITA A complete list can be obtained using the OK-WN entry.
<b>NNI</b>	Network to Network Interface
<b>No-Show</b>	A passenger who fails to join a flight on which he/she holds reserved space for reasons other than misconnections.
<b>No-show percentage</b>	This is the risk-adjusted percentage of no-shows, which is, the percentage of bookings that haven't cancelled but that no-show at the check-in.
<b>No Rec</b>	No Record Passenger. A passenger who presents a ticket indicating reserved space but the boarding airline has no record of ever having confirmed, or received a reservation, for that space. In the current system if a customer's booking cannot be found then procedurally they are checked-in and a basic booking is created after the flight has departed. Passenger presenting at check-in with an apparently valid paper- or e-ticket which is not traceable in the computer system(s).
<b>Node</b>	On a data network, a station where data transmission lines are interconnected.
<b>NOFIT</b>	A bay or pallet position on a containerised aircraft that does not contain a ULD. No-fit positions are indicated by an N on the Load Distribution display, the word NOFIT on the non-graphical Loading Instruction Report, and N on the graphical Loading Instruction Report.
<b>Non-Carrying Airline/Non Participating Airline</b>	An airline who, although handling a passenger's reservation(s), will not participate in the itinerary.

## Amadeus Glossary of Terms

<b>Non-containerised Aircraft</b>	An aircraft that cannot accommodate ULDs - bulk load only.
<b>Non-Critical Error</b>	Any error encountered in the processing of a transaction that negates the entry of an optional parameter but allows the system to produce a display based on those parameters entered successfully. An error message is usually appended to the resultant output.
<b>Non-Merged Methods</b>	A non-merged method is a method to evaluate effective yields for the legs (resp. segments) crossed by a segment (resp. an O&D) for which we know the global yield. This method is based on the evaluation of the effective leg (resp. segment) yields
<b>Non-Participating Carrier</b>	Basically, Amadeus does not provide service to a Non-Participating carrier. System users are provided with the ability to sell the services of a Non-Participating Carrier using Long Sell.
<b>Non-standard Fuel Distribution</b>	A non-standard fuel distribution procedure in accordance with the aircraft fuelling manual.
<b>Non-Stop Flight</b>	A flight which makes no scheduled stops between its original destinations, or between a passenger's boarding and deplaning points.
<b>Non-home markets</b>	Amadeus has many travel agents in countries where connectivity is not handled by a National System or National Distribution System. These countries are referred to as Non Home Markets.
<b>Non-stop flight</b>	Flight that operates between two points directly without scheduled stops during the trip.
<b>NOOP</b>	NO Operating flight. An ALC character that is ignored by the receiver when it occurs in the data portion of a message. The transmitter of the message generates these characters when for some reason it is unable to transmit the next "real" data character, but does not want to abort message transmission.
<b>NOREC</b>	NO Record. When an airline or a Provider does not hold the reservation made through Amadeus in its own system, although showing confirmed in Amadeus
<b>No-show</b>	Customer who held a confirmed reservation for a specific flight but failed to appear for check-in.
<b>Notification</b>	To inform without expecting any response. When a notification is sent, the conversation does not flip state (while it does for a request or for a response)
<b>Notional Weight</b>	A standard weight derived from a survey and statistical analysis.
<b>NOTOC</b>	Special Load Notification to Captain. A document informing the captain about dangerous goods and other special load, such as live animals, and their location on the aircraft.
<b>NP</b>	Network Performance
<b>NPC</b>	Network Parameter Control
<b>NPC</b>	National Processing Centre. This is the company which receives the ARC transmission, which includes transactions by the U.S., U.S. Virgin Islands, Puerto Rico and SATO (domestic and foreign) travel agencies.
<b>NPSI</b>	NCP Packet Switching Interface. IBM X.25 NCP packet switching interface program product. NPSI allows ACF/NCP users to communicate over packet switched data networks and/or leased lines using X25. X25 NPSI causes the PSDN to appear to the NCP and host as a series of one or more switched or non-switched SDLC links.
<b>NRC</b>	No Record Passenger
<b>NRM</b>	Network Resource Management
<b>NRS</b>	National Reservation System
<b>NRZI</b>	Non Return to Zero Inverted
<b>NS</b>	National System) Name given to a computer reservation system owned by an airline linked to the Amadeus global core. National Systems are: Air France, Finnair, Icelandair, Iberia, Lufthansa, SAS, Thai Airways, and Varig.
<b>NSAP</b>	Network Service Access Point
<b>NSI</b>	Next Sequential Instruction
<b>NSP</b>	Network Service Provider
<b>NSP</b>	Amadeus Negotiated Space) Amadeus product enabling the management and distribution of allotments to Amadeus Travel Agents on PCA and Altéa Airlines
<b>NSR</b>	Non-Source Routed
<b>NSS</b>	Non Stop Sectors

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<b>NSST</b>	Non Smoking Seat
<b>NT</b>	Network Termination
<b>NTA</b>	National Tour Association. An association for managers of corporate travel departments.
<b>NTA</b>	New Travel Agent. Unison project milestone.
<b>NTM</b>	NOTOC message
<b>NTSB</b>	National Transportation Safety Board. An autonomous US Government agency which develops safety standards for all public transportation and investigates ACCID.
<b>NTU</b>	Network Terminating Unit
<b>NUC</b>	Neutral Unit of Construction
<b>NUI</b>	Network User Identification. It is a Network Userid given by Sita for Protempo (Dial Up) connect users
<b>Number in Party</b>	Number of individuals entered under the same surname which are split into individual name items at response time.
<b>NVR</b>	German Start communications computer (Siemens S9688)
<b>NVS</b>	Neues Vertriebssystem. New distribution system from Start for railway. New railway mask
<b>OA</b>	Other Airlines. (1) Airlines not linked to AMADEUS. (2) Airlines sending their schedule information through RTG. Updated only once per week in the Global Core.
<b>OAA</b>	Orient Airlines Association
<b>OAD TAPE</b>	Other Airline Delta Tape. Tape containing an item for each new OA flight number or each OA flight number deletion or modification: built by comparison of previous RTG schedule file and current RTG file. Used to update the NAR records accordingly.
<b>OAF</b>	Origin Address Field
<b>OAG</b>	Official Airlines Guides
<b>OAG Location Codes</b>	3 character codes used to represent airport and city codes recognized by the Official Airline Guide.
<b>OAM</b>	Operations Administrations and Maintenance
<b>OAW</b>	Operational Activities Warehouse
<b>OBE</b>	Open Back End) Amadeus back end system running on UNIX platform. The applications such as Inventory or Departure Control are Open Back End servers that are accessed by airlines users through the SI and after authentication by the LSS.
<b>OBE</b>	Open Back End. Amadeus back end system running on UNIX platform. The applications such as Inventory or Departure Control are Open Back End servers that are accessed by airlines users through the SI and after authentication by the LSS.
<b>OB%</b>	Over Booking Percentage. The overbooking percentage of a given Leg/Cabin is the percentage of seats over the cabin physical capacity that the airline is ready to sell. This percentage is applied so as to mitigate the loss of revenue due to potential No-shows and Cancellations.
<b>OCC</b>	Others Common Carriers
<b> OCD (Phase3)</b>	Operational Customer Database (Ocean Wave Phase 3) British Airways Executive Club is a vital part of the company's marketing strategy.
<b>OCG</b>	On-line Corporate Group. Formerly known as NDT
<b>OCS</b>	On Company Service (Company Mail)
<b>OCS</b>	Open Back End Context Server
<b>OCS</b>	Operation Control System. Flight operational system for airline and/or airport to improve the operational efficiency (real time monitoring, disruption anticipation, etc.), and to help in decision making from consolidated reports & statistics.
<b>ODBC</b>	Open Database Connectivity. Program interface
<b>ODC</b>	Orthogonal Defect Classification
<b>ODI</b>	Open Data-Link Interface
<b>ODI</b>	Origin and destination information record. Used in Dynamic selection processes
<b>ODMA</b>	Open Document Management API. (i) The ODMA standard, in very simple terms, is an industry standard that defines how desktop applications interact with document management repositories. (ii) A standardized interface that enables users to transparently access a document management system from within their familiar desktop applications.

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<b>ODRMS</b>	Origin Destination Revenue Management System. »Airline revenue management, inventory and calculator system by SAS »Own internal airline system (not used/sold for other airlines) »Holds inventory counters for availability calculation »For SK, KF, WF »Hosted by the airline
<b>OFD</b>	Office Function Designator
<b>OFE</b>	Open Front End. Amadeus Front End system running on UNIX platform
<b>OFI</b>	OA File Index. Contains a file address per OA flight number that is used to retrieve the ORR record.
<b>Office in control of the passenger</b>	Any office with which the passenger is presently doing business locally and with respect to which he has become a local passenger, or, any office whose company's service will next be used by the passenger enroute to an interline point.
<b>Office Profile</b>	The Office Profile is the Security Record which controls many functional features on Office Level. It is the automatic implementation of office agency policies in reservation and sales such as ticketing carriers and processing options. The Office Profile allows an office to customise and manage its working environment according to its specific business needs and agency preferences. An Office Profile record is attached to each existing Office Identification. Many transactions check the Office Profile for security reasons.
<b>OFFICEVISION</b>	OFFICEVISION is a LAN based E-Mail
<b>Offline</b>	Not linked to the computer system.
<b>Offline</b>	In offline processing, the user gives the computer a "batch" of information, referred to as a job and waits for it to be processed as a whole.
<b>Offline City</b>	A city which does not have its own airport.
<b>Offline Station</b>	This is an airport (port) where the carrier's DCS does not operate. Flights may be handled by a third party or another carrier according to agreements.
<b>Offload</b>	Circumstance when a customer is removed from a flight after acceptance or boarding.
<b>Offload Bag</b>	This is the physical process of identifying the bag(s) to be off-loaded and taking the bag off the plane.
<b>Offload customers</b>	This is when a customer is no longer going to travel on a particular flight and describes the process of removing their 'accepted' state and releasing any associated seats.
<b>Offpoint</b>	City or airport at which a flight segment terminates.
<b>OGI</b>	OA Gross Index. Contains the airlines AVS agreement type (N, S, F, and M) with Amadeus, the airline teletype message address and an ordinal number to retrieve the OFI record.
<b>OGS</b>	QF scheduling system
<b>OI</b>	Office Initialisation. This is one of the process to create an office profile out of a NS office id, it is sent via tape.
<b>OLAP</b>	On-line Analytical Processors
<b>OLDR</b>	Online LoaDer. A tape containing new or modified programs which are loaded into the online or the offline systems.
<b>OLE</b>	Object Linking & Embedding. Microsoft Network Object Oriented Broker or ORB (see CORBA above). OLE is Microsoft proprietary software.
<b>OLI</b>	Originating Line Information
<b>OLL</b>	Online Learning
<b>OLTA</b>	Online Travel Agency
<b>OLTP</b>	On-line Transaction Processing
<b>OMEGA</b>	OMEGA controls the base maintenance of both British Airways and Third Party packages.
<b>OnCall</b>	OnCall. Qualifies a reachable person covering a technical area.
<b>Oncarriage</b>	Onward flight to which a customer is connecting.
<b>One-off conversation</b>	A conversation that consists only in a single query/reply pair.
<b>Oneworld</b>	the Oneworld alliance – no capital letters
<b>Online</b>	Within one airline or one system. Can also mean connected to a computer system.
<b>Online City</b>	A city which has at least one airport.
<b>Online Connection</b>	Online connection occurs when the same airline is used for all connecting flights.
<b>Online Station</b>	This is an airport (port) where the carrier's DCS operates.

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<b>Online solution</b>	The product offering which shows the same airline code on all its components.
<b>Onload</b>	Acceptance of customers and baggage currently on standby for a flight. The onload process may also include regrading customers.
<b>OOA, OOD, OOP</b>	Object Oriented Analysis/Design/Programming. Object-oriented analysis is a technique for improving programming efficiency and flexibility by identifying and classifying 'objects'. For example, in defining user interfaces, the buttons displayed on the screen can be considered objects. All the objects belong to the class 'button'. Each object has a specific task(s) to perform; for example when 'pressing' the print button on any screen, a user is calling up common print functions.
<b>OOF</b>	Out of Frame
<b>OP's Concept</b>	OP's (operations) concept describes how the system is intended to be used by its operators. It includes a set of mission operational scenarios. Both failure-free and failed modes of system operation are addressed. Individual operators are defined and grouped into organizational entities. The tasks performed by individual operators and organizational entities are described. The information flows among operators and between them and the system are defined.
<b>OPAL</b>	OPAL receives feeds of all BA passenger sales and usage data, evaluating all coupons nett of agent commissions and special promotional costs
<b>OPATB</b>	Off Premise Automated Ticket/Boarding pass
<b>OPCR</b>	Original Program Clock Reference
<b>Open Jaw</b>	A trip similar to a round trip, but where the passenger returns to a city other than that of original departure or returns from a city other than the original destination.
<b>Open Skies</b>	An agreement between two or more nations which allows the airlines of those nations to fly unrestricted within each other's borders
<b>Open Systems</b>	Many hardware and software vendors now provide 'open systems', by which they mean that they are designed to be more compatible with others than before. Most developers would agree that UNIX standard is the closest the industry has come to truly open systems. As a result, the term 'open systems' is often loosely used to mean systems running under UNIX.
<b>Open Ticket</b>	A ticket which is valid for transportation between certain points, but indicates no specific reservation. The passenger secures the reservation later. Tickets can be issued with a confirmed outbound portion and an open return
<b>Operating Carrier</b>	The airline that operates the flight, which may be different from the marketing airline.
<b>Operating Code Share message</b>	Message sent to the operating carrier from the marketing carrier in order to communicate changes on the Commercial Duplicate that requires an inventory adjustment on the operating flight. The operating carrier can reply to the Operating Code Share Message using the reply path supplied in the message.
<b>Operating Code Share reply message</b>	Message sent from the operating carrier to the marketing carrier as a reply message to an operating Code Share message. The message should carry status and advise/reply codes only. It can be sent as a response to an operating Code Share message, or as a result of modifications performed in the operating carrier's system on the operating PNR that was created as a result of the original operating Code Share message.
<b>Operating flight</b>	A flight sold and operated by the same airline.
<b>Operating income</b>	A measure of a company's earning power from ongoing operations, equal to earnings before deduction of interest payments and income taxes. (Also called operating profit or EBIT). Operating expenses: Expenses arising in the normal course of running a business, such as an office electricity bill. Operating margin: Operating income divided by revenues, expressed as a percentage.
<b>Operating System</b>	1. The software program that controls and manages the running of a computer system. The operating system controls data input and output, the operation of hardware devices such as printers, and the running of processes such as file management. 2. The operating system is the 'engine' of the computer. It is a set of software applications that is used to manage all user applications running on the computer.
<b>Operating Weight</b>	Dry Operating Weight plus Take Off Fuel.
<b>Operation</b>	This is the act of a transport vehicle travelling from point to point

## Amadeus Glossary of Terms

<b>Operational Empty Weight</b>	The Basic Weight plus operational items such as crew, crew baggage, service weight adjustments, and pantry as per company specification.
<b>Operational flight</b>	The flight filed by the airline which is physically operating the service over the city pair.
<b>Operational tests</b>	Test to check that the entire infrastructure is ready to host the new version, i.e. if we can migrate, install and operate it (monitoring)
<b>OPFE</b>	Open Front End. The Open Front End was put into production in January 1998. "Open" was used synonymously with UNIX. In a nutshell, Amadeus bought Hewlett-Packard hardware and HP's Unix. called HP-UX, and contracted HP to write an application (the OFED) to handle all the communications. HP wrote the OFED that nearly met 1A's expectations.
<b>OPR</b>	Operational Program
<b>OPS</b>	Other Pro Sale
<b>OPS</b>	Flight Operations
<b>OPTAT</b>	Off Premises Transitional Automated Ticket. It corresponds to the old ticket type which doesn't have the boarding pass functionality
<b>Optimiser</b>	Model(s) that calculates the Inventory Controls, at any given point in time, maximizing the expected revenue from the forecasted bookings on the Inventory System, based on predictions provided by the forecaster.
<b>OPZERO</b>	Operational Program ZERO. TPF program that transforms input passage into TPF entry by building ECN: places address of ECB in register 9.
<b>ORB</b>	Object Request Broker. Enables remote access to COM objects
<b>ORG</b>	Originator of request details. ORG segment record includes POI (Point of Inquiry data)
<b>Origin Airport</b>	The place where the flight commences.
<b>Originating Airline</b>	The airline transporting the passenger over the first portion of an itinerary.
<b>Origin city</b>	Point where an itinerary starts. This is also referred to as the departure point.
<b>ORM</b>	Order Management.
<b>Orphan</b>	A line at the foot of a page that has been detached from the rest of the paragraph.
<b>OSI</b>	Other service information. A request for additional service for a customer that does not require a response or confirmation from the airline.
<b>OSI</b>	<p>Open Systems Interconnection. Network architecture developed by the International Standards Organisation. The OSI layers: Physical Responsible for the transmission of unstructured bit streams over a physical network. This covers the mechanical, electrical and procedural characteristics required to establish, maintain and deactivate physical links. This level defines electrical and mechanical characteristics, and interfaces between network medium and network devices.</p> <p>Data Link Controls physical layer data flow. Responsible for the error free transmission and establishing logical connections between workstations. This is achieved by packaging raw bits from the physical layer into blocks of data - frames - and sending these frames with the necessary synchronization, error control and flow control.</p> <p>Network Addresses and routes packets. Responsible for addressing and control functions - routing, necessary to move data through the network. This covers establishing, maintaining and terminating connections including packet switching, routing, and data congestion, re-assembly of data and translation of logical addresses to physical addresses.</p> <p>Transport Manage network layer connections Provides reliable packet delivery mechanism. Responsible for reliable, transparent transfer of data between end points. Providing end-to-end recovery and flow control, it deals with packet handling, repackaging of messages, dividing messages into smaller packets and error handling.</p> <p>Session Manages user sessions Reports upper-layer errors. Responsible of support connection between sessions, administrative tasks and security. Providing the control structure for communication between applications, it establishes, manages and terminates connections - sessions - between co-operating applications.</p> <p>Presentation Specifies architecture-independent data transfer format. Encodes and decodes data; Encrypts and decrypts data; Compresses data. Responsible for meaningful transfer of data. Performing generally useful transformation on data to provide a</p>

## Amadeus Glossary of Terms

	standardised application interface and common communications services. It also provides services such as encryption, text compression and reformatting. Application Provides interface to end-user processes. Provides standardised services to applications. Responsible for the interaction with the operating system and providing interface to the system- e.g. FTP, Telnet, SMTP, Serving as a window for application to access network services, it handles general network access, flow control, error recovery and file transfers.
<b>OSID</b>	Origination Signalling Identifier
<b>OSL</b>	On-board service list. A list that is given or sent to the operating crew for in-flight customer service purposes.
<b>OSPF</b>	Open Shortest Path First
<b>OSR</b>	Online Service Request
<b>OSTG</b>	Offline SNA Table Generation) OSTG is an offline process running on MVS to generate TPF SNA resources. It assigns a unique identifier (ATID = Netid (usermode) + LEID) to each LU which needs to access TPF. The SNA resource tables built by the OSTG process are then loaded onto the TPF FE.
<b>OS/2</b>	Operating System/2. 1. A multi-tasking operating system for personal computers. 2. An operating system developed by IBM for PCs.
<b>OTA</b>	Open Travel Alliance. <a href="http://www.opentravel.org/">www.opentravel.org/</a>
<b>OTEDIS</b>	1. Part of the OPTIMS company, in charge of developing web-based solutions for hotel industry. OTEDIS product portfolio includes: WebRes, WebPlanning, Otedis.switch (ADS, 1A Direct Connect, Call Centre). 2. Hotel Chain (OI) directly connected to Amadeus without any intermediary switch company.
<b>OTF</b>	Open Transaction Framework
<b>OTF</b>	Online transaction facility (loads are done in production without disturbing production)
<b>OTR</b>	Order Tracking Record. Info- based tool for Non-Home markets to order and maintain their installations.
<b>OTS</b>	Other Ticket Server. Wrong transfer of information to mid/back office or front office.
<b>OUI</b>	Organizational Unit Identifier
<b>OUI</b>	cf. Organization Unique Identifier
<b>Out of Trim</b>	Exceeding the forward or aft limit within which the centre of gravity must lie for safe flight.
<b>Outbound</b>	Flight or flight leg on which the customer leaves their airport of origin.
<b>OV</b>	Office Vision
<b>Overbooking</b>	A situation that exists whenever more reservations have been booked than there are seats on the airplane, rooms in the hotel...
<b>Overhang</b>	An item loaded on one or more pallets that overhangs a position other than those on which it is loaded.
<b>Overpack</b>	An enclosure used to pack one or more packages to form one handling unit for convenience of handling and stowage.
<b>Over sale</b>	The situation which occurs when a passenger, who has a valid ticket indicating a firm reservation or of whom the airline has a positive reservations record, is not accommodated when the flight departs, or is carried but not in the accommodation reserved.
<b>OW</b>	One Way
<b>OW</b>	One World. The One World partners are (list as at 06APR00): AA,AY,BA (INC DI,IJ),CP,CX,IB (INC AX),QF
<b>P-NNI</b>	Private Network to Network Interface
<b>P1024</b>	One of the SITA communication control procedures used for controlling the exchange of traffic between an Airline computer (ACS) and the SITA network. SITA version of SLC protocol
<b>P1024B</b>	SITA communication's procedure for controlling type A traffic exchange between SITA and an airline IBM system. EBCDIC mode
<b>P1024C</b>	SITA communication's procedure for controlling type A traffic exchange between SITA and an airline UNISYS system. ASCII mode

## Amadeus Glossary of Terms

<b>P3</b>	Proactive Preventive Protection
<b>PABX</b>	Private Automatic Branch Exchange
<b>Package</b>	A number of arrangements bundled together and sold at a single all-inclusive price.
<b>Packet</b>	A packet is the basic information unit that is transmitted through the network. Each data packet contains a header and user data.
<b>PAD</b>	Packet Assembler/Disassembler
<b>PAD</b>	Passenger Available for Disembarkation
<b>Page Impressions</b>	Hit to HTML pages only (access to non-HTML documents are not counted).
<b>PAL</b>	Passenger Assistance List
<b>Pallet</b>	A platform with a flat under-surface, to standard aircraft requirements on which goods are assembled and secured by nets/straps/igloos, and subsequently locked into the aircraft, to achieve rapid loading/unloading on compatible aircraft conveying and restraint systems. As such, it becomes a component of the aircraft loading and restraint system.
<b>Pallet – Extension Wings</b>	A part of equipment which can be installed on the short side of a pallet in order to increase the loading capacity of the pallet up to the standard LD3, LD5, LD6 (etc.) contours.
<b>PAM</b>	Pulse Amplitude Modulation
<b>PANDORA</b>	PANDORA is used for post operational flight analysis and is used by Operations Analysis.
<b>Panel</b>	An area of screen information within a window.
<b>Pantry</b>	The part of the aircraft where catering material is stored and prepared.
<b>Pantry Code</b>	The code used to identify the catering weight and index for a sector.
<b>Pantry Weight</b>	The weight of removable catering equipment and supplies.
<b>PAP</b>	PNR Access Platform. New OBE created to host all Altéa RES services dedicated to PNR access: Lists (LP, LG, LPO...), Retrieve (RT, RTOA ... & edifact equivalents) and Display (Cryptic display & PNRACC).
<b>Parallel Nesting</b>	By linking fare classes together, bookings in lower classes can be controlled to protect space for late bookings in higher value fares.
<b>Parallel processor</b>	A computer which contains two or more processors which cooperate to carry out an operation, especially a query. It can have an SMP or MPP architecture (see entries).
<b>PARS</b>	Passenger Airline Reservation System. A CRS owned by TWA
<b>Partially Confirmed Space</b>	Combination of confirmed and wait listed air segments in a PNR.
<b>Participating Carrier</b>	Airline which has signed the Participating Carrier Agreement (PCA) with Amadeus but does not want to become a system user.
<b>Partition Table</b>	This is a special disk record recognised by almost all operating systems that run on personal computers. Large PC disks are often partitioned into several smaller disks. The partition table contains the required data. Many operating systems (including PC DOS) will not recognise a hard disk if the partition table is not formatted in the standard manner.
<b>Partner Airlines</b>	Airlines with equity ownership in the National Marketing Company, a subsidiary of the Amadeus corporation. Ownership on this subsidiary is based on the number of bookings by a given partner in relation to the total number of bookings handled by the NMC.
<b>PASS</b>	PNR Analysis and Servicing System
<b>Passenger Available for Disembarkation</b>	(PAD) A passenger that can be offloaded at a port.
<b>Passenger Data</b>	Facts about the passenger stored as part of the reservation: name, telephone numbers(s), "received from" information (who made the reservation) and ticketing information.
<b>Passenger Manifest</b>	IATA document that lists the names of customers to be carried on a specific flight, on a specific date, and to a specific destination. A passenger manifest is required for every flight and is generally produced close to or at departure time.
<b>Passenger service system</b>	Passenger service system (PSS) is a generic industry term. The Amadeus PSS is called Amadeus Altéa Suite.
<b>Passenger Type Code</b>	A 3-character code that defines which type of passenger is entitled to a fare. Examples are ADT (adult), YTH (youth), and MIL (military). The travel agent must enter the

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	passenger type code in Fare Display and pricing entries to see fares for these passenger types.
<b>Passive Segments</b>	A segment booking entered in the CRS for the purpose of ticketing or record-keeping for which an identical booking has already been made in the carrier's reservations system.
<b>PAT</b>	Performance Acceptance Test. An Amadeus Performance exercise, in conjunction with Customers, meant to rehearse software performances (under Production like traffic). Ultimately, the goal is to get acceptance from the customer on the Use Cases tests transaction times. As far as Altéa is concerned, it's mainly a Server exercise.
<b>PAT</b>	Program Allocation Table
<b>PAT</b>	PNR Access Table
<b>PATA</b>	Pacific Asia Travel Association
<b>Patch</b>	A component of a Service Pack or EBF. Is names after the number of the PTR it fixes or CR it implements.
<b>Pax</b>	Abbreviation for passenger or customer.
<b>Payload</b>	The weight of passengers, baggage, cargo, and mail, including both revenue and non-revenue items.
<b>Payment Card Industry Data Security Standards</b>	PCI DSS; the abbreviation is spelled without a hyphen. It was developed by the major credit card companies as a guideline to help organizations that process card payments prevent credit card fraud, cracking and various other security vulnerabilities and threats. The PCI DSS must be met by all organizations (merchants and service providers) that transmit, process or store payment card data.
<b>PBI</b>	Program Base Index
<b>PBKAL</b>	Paris Brussels Köln Amsterdam London
<b>PBX</b>	Private Branch Exchange
<b>PC</b>	Priority Control
<b>PC</b>	Protocol Control
<b>PC</b>	Personal Computer. A desktop, floor-standing, or portable microcomputer that usually consists of a system unit, a display monitor, a keyboard, one or more diskette drives, internal fixed-disk storage, and an optional printer. PCs are designed primarily to give independent computing power to a single user.
<b>PCC</b>	Pseudo City Code
<b>PCC</b>	Product Cycle Committee. The Amadeus governance committee making top level decisions about resource allocation, budget and monitoring of products and key projects. In particular, the PCC determines which projects are to be invested in, and arbitrates budget allocation for large scale initiatives.
<b>PCD</b>	Project Control Document. This term has been discontinued since May 2009 and replaced by the PMP (Project Management Plan)
<b>PCI DSS</b>	PCI DSS stands for Payment Card Industry Data Security Standards; the abbreviation is spelled without a hyphen. It was developed by the major credit card companies as a guideline to help organizations that process card payments prevent credit card fraud, cracking and various other security vulnerabilities and threats. The PCI DSS must be met by all organizations (merchants and service providers) that transmit, process or store payment card data.
<b>PCM</b>	Pulse Code Modulation, Problem and Change Management
<b>PCN</b>	Personal Communications Networks) The new generation of genuinely hand-portable digital telephones introduced in the UK in 1993 by Mercury One 2 One.
<b>PCO</b>	Point of Control and Observation
<b>PCP</b>	Program Change Proposal
<b>PCR</b>	Project Change Request
<b>PCR</b>	Passenger Check-in Record
<b>PCR</b>	Peak Cell Rate
<b>PCR</b>	Program Clock Reference
<b>PCS</b>	Project Control System
<b>PCS</b>	Personal Communications Services) An alternative to cellular, PCS works like cellular technology because it sends calls from transmitter to transmitter as a caller moves. But PCS uses its own network, not a cellular network, and offers fewer "blind spots"—areas in

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	which access to calls is not available—than cellular. PCS transmitters are generally closer together than their cellular counterparts.
<b>PCS</b>	Personal Communications Systems. Mobile telecommunications systems equivalent to PCN (see above).
<b>PCS</b>	Pieces (number of bags)
<b>PCV</b>	Process Customer Value product (PCV2) (dynamic and flexible way for each airline to define their own criteria for evaluating customers)
<b>PCVS</b>	Point to Point Switched Virtual Connections)
<b>PD</b>	Packetization Delay
<b>PD</b>	Post Departure agent (sine)
<b>PDA</b>	Personal Digital Assistant. Mobile, handheld devices - such as the Palm series and Handspring Visors - that give users access to text-based information. Users can synchronize their PDAs with a PC or network; some models support wireless communication to retrieve and send e-mail and get information from the Web.
<b>PDC</b>	Professional Developer Conference
<b>PDC</b>	Primary Domain Controller
<b>PDC</b>	Project Decision Committee
<b>PDCA</b>	Plan-Do-Check-Adjust
<b>PDD</b>	Physical Data Definition. In the Document Composer application: Host Table which holds all pointers to the DIR, used by the Document Generator to find data referenced in the selected Template.
<b>PDE</b>	Passenger Data Elements
<b>PDF</b>	Portable Document Format) PDF is a file format that has captured all the elements of a printed document as an electronic image that you can view, navigate, print, or forward to someone else. PDF files are created using Adobe Acrobat, Acrobat Capture, or similar products. To view and use the files, you need the free Acrobat Reader, which you can easily download. Once you've downloaded the Reader, it will start automatically whenever you want to look at a PDF file.
<b>PDH</b>	Plesiochronous Digital Hierarchy
<b>PDH</b>	Physical Device Handling. The brand name is now: Altéa Printing and Reading IT architecture to handle the physical devices of the customer up to the workstation. It is composed of several components: 1. The Amadeus Peripheral Manager (used on non-CUTE platforms) that exposes the physical devices to the office/airport LAN. Devices can be input, output of both. 2. The Amadeus Print Emulator (used on all platforms) that exposes the logical devices to the Amadeus host. 3. The Amadeus Print Server (also called Document Server, aka TDS) that can format and/or deliver documents to the Print Emulator. This architecture works for RES, DCS or any other domains.
<b>PDI</b>	Product Delivery Information (DCS)
<b>PDM</b>	Possible Duplicate Message. TTY use as SMI.
<b>PDM</b>	Physical Data Model. The PDM specifies the physical implementation of the database, showing the tables, columns (primary and foreign keys), indexes, references and referential integrity. You can de-normalise the PDM due to performance or physical constraints without incidence on the conceptual model, which should remain independent from physical considerations.
<b>PDMP</b>	Prime-Dupe Module Pairing. PDMP, which stands for Prime Dupe Module Pairing, involves a reorganisation of the way the Module File Status Table is built in core. The FDBR package is based upon this concept.
<b>PDN</b>	Public Data Network
<b>PDN</b>	Past Date Norec
<b>PDP</b>	Pre-designated point
<b>PDR</b>	Past Dated Record (OBE). After a PNR is purged from the system it becomes a PDR and is kept in a separate OBE database for 5 years. The new official name of the PDR product is PNR Recall. It is under the responsibility of DASBRBSBA team.

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<b>PDS</b>	Partitioned Data Set. A data set in direct-access storage that is divided into partitions, called members, each of which can contain a program, part of a program, or data. Synonymous with program library.
<b>PDT</b>	Product Definition Testing
<b>PDU</b>	Pool Directory Update
<b>PDU</b>	Packet Data Unit
<b>PDU</b>	Protocol Data Unit
<b>PEA</b>	Performance and Economical Analysis
<b>PECTAB</b>	Parametric tables used for data transfer from host to ATB. Used to send ATB ticketing data from the host ticket server to the ticket printer. The ATB Printer Reader (ATBPR) prints data on the ticket based on information contained in parametric tables (PECTABS). PECTAB's are set up in the host and downloaded to the ATB printer which will store these in order to be able to print and encode ATB's. The parametric concept allows maximum flexibility, since the specification of the ATB is a host definition, allowing modification with no software changes to the ATBPR. The PECTAB consists of 3 parts: <ol style="list-style-type: none"> <li>1. Header - contains general information. i.e. machine steering commands, separation characters</li> <li>2. Body - contains a description of the elements which are numbered and print locations. i.e. Passenger name, Endorsements/Restrictions</li> <li>3. Conversation table for Gate Readers - (optional)</li> </ol>
<b>PED</b>	Polyomial Error Detection
<b>Pegasus</b>	A network communication switch company formerly known as THISCO. Pegasus also operates a reservations system and travel web site.
<b>PEP</b>	Partitioned Emulator Program
<b>Per Diem</b>	A daily charge, or the cost of the whole divided by the number of days to obtain an average daily cost.
<b>Percent MAC</b>	The aircraft centre of gravity (C of G) position expressed as a percentage of the Mean Aerodynamic Chord (MAC).
<b>Performance Management</b>	Performance Management. The ability to manage any type of measurement including employee, team, process, operational or financial measurements. The term connotes closed-loop control and regular monitoring of the measurement.
<b>Performance tests</b>	Has as a result the measured capacity (e.g. throughput, response time...)
<b>Peripheral Devices</b>	An auxiliary device, such as a printer, or reader, that works in conjunction with the workstation (Boarding Pass printers, IGR etc.)
<b>Personal Computer</b>	A computer designed to meet the requirements of the individual user. Personal computers can be interconnected on networks so that they can communicate with each other and with host computers.
<b>PFC</b>	Passenger Facility Charge) This is a tax applied by some airport in the USA. It has to be approved by the F.A.A. (Federal Aviation Authority).
<b>PFR</b>	Project Financial Report
<b>PFS</b>	Passenger Final Sales) IATA message to advise the inventory system of the number of boarded passengers
<b>PGM</b>	Program Manager. Playing the role of Program coordinator in projects
<b>PGM</b>	Program
<b>Phase Exit Review Approver</b>	Person responsible of the Phase Exit Review decision
<b>Phase Exit Review Owner</b>	Person responsible to set-up the Phase Exit Review, to schedule and conduct the meeting and to follow-up the review (writing minutes, monitoring actions, communicating review results)
<b>Phase Exit Review Stakeholder</b>	Person that may contribute to the Phase Exit Review meeting but need to be informed of the decisions of the review
<b>Phase (in life-cycle)</b>	It consists in the collection of logically related project activities, usually resulting in the completion of a major deliverable. Collectively, the project phases compose the project life cycle.
<b>PhoCusWright</b>	The correct spelling of this organisation

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<b>PHOENIX</b>	Used for telephone and Hotline ticket sales.
<b>PHS</b>	Personal Handyphone System. A Japanese standard for hand-portable telephones operating at 1,900 Mhz.
<b>PHY</b>	Physical Layer
<b>PHY</b>	Physical Layer of the OSI Model
<b>Physical Layer</b>	This layer deals with the hardware. It specifies electrical and timing characteristics of the interface, how bits are placed on the medium, physical framing, and even the size and shape of the connectors.
<b>Physical model</b>	<p>The rules followed when generating the physical model from the conceptual model are reviewed briefly:</p> <ul style="list-style-type: none"> <li>• Entities become tables</li> <li>• Attributes become columns</li> </ul> <p>Identifiers become primary keys (with unique indexes)</p> <ul style="list-style-type: none"> <li>• One-to-many relationships result in foreign keys migration and the creation of a reference. In the case of dependent relationship, the migrating foreign key becomes part of the primary key in the dependent table.</li> <li>• Many-to-many relationships give rise to new tables, known as join table. The identifiers involved in the relationship migrate into this table. The primary key of the new table then becomes the combination of the migrating columns.</li> <li>• - Inheritances: Several generating schemes are possible [...]:             <ol style="list-style-type: none"> <li>1) Generalisation option Tables corresponding to child entities are not generated; only the table for the parent entity is generated. This mode is advantageous when similar processing is involved for the children. A Specifying attribute also can be defined to facilitate the search for a type of child occurrence.</li> <li>2) Specialisation: All Attributes Migration Option Only table corresponding to children entities are generated and they inherit all of the attributes of the parent entity. This mode is advantageous when the processing involved for the children is very different. The drawbacks is that processing common to the two tables becomes more complicated.</li> <li>3) Specialisation: Only Migration of Identifier Option Tables corresponding to children entities are generated and they inherit only the identifier attributes of the parent entity. A table corresponding to the parent entity is also generated. This mode is a compromise between the two previous cases. Common processing is simpler and individual processing is only slightly more complicated than for the second case.</li> </ol> </li> </ul>
<b>Physical Screen</b>	The whole surface area of the terminal screen.
<b>PI</b>	Protocol Identifier. The first field of called user data in a call user packet.
<b>PI</b>	Parallel investigation
<b>PIA</b>	Post Interrupt Address
<b>Pica</b>	A unit of typographic measure, equal to 12 points or approximately 1/6 inch (4.2 mm).
<b>Pick-up bags</b>	This activity allows the customer to regain possession of their bag(s).
<b>PICS</b>	Protocol Implementation Conformance Statement
<b>PID</b>	Presentation Identifier
<b>PID</b>	Protocol Identifier Governing Connection Types
<b>PID</b>	Passenger profile record name
<b>PIJ</b>	Passenger Index Journal
<b>PIJ</b>	Program Inventory Journal
<b>PIJM</b>	Passenger Index Journal Master
<b>Pilot Tapes</b>	Tapes containing records which are created offline and loaded into the online or offline systems, and used for CNT, DN, DRS, Seat Map loads when new A/C types are added.
<b>PIM</b>	Platform Independent Model
<b>PIR</b>	Property Irregularity Report. Is filed for list or damaged baggage.
<b>PIXIT</b>	Protocol Implementation extra Information for Testing
<b>PKA</b>	Public key algorithm
<b>PL</b>	Physical Layer
<b>Plan</b>	Component of the Flight Management. It consists of a series of actions to be taken for a flight from creation to archiving. Actions may be scheduled within the Plan.
<b>Planner</b>	Person in charge of establishing and maintaining a project schedule

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<b>PLAT</b>	Production Look Alike Test System
<b>Platform</b>	The operating system (i.e. Windows 95, Windows NT, etc.) used by a visitor to your Web site.
<b>Platform Support Group</b>	Group in charge of a platform that allows software to run. Typical platforms include a computer's architecture, operating system, programming languages and related runtime libraries or graphical user interface
<b>PLC</b>	Programmable Logic Controllers
<b>PLIT</b>	Pseudo Line Interchange address Terminal address
<b>PLL</b>	Phase Locked Loop
<b>PLPC</b>	Physical Layer Convergence Protocol
<b>PLU</b>	Primary Logical Unit
<b>PM</b>	Product Manager
<b>PMO</b>	Project Management Office
<b>PMP</b>	Project Management Plan. The PMP aims at centralizing and keeping all project management information, or at least references thereto, in a unique and accessible repository and form. It is a reference document, easily produced by the Project manager, reviewed by the Core Team and approved by the Sponsor at Project Kick-Off Milestone. It is maintained all along the project Lifecycle. The Project Manager ensures that the PMP is up to date at Project Commitments and Phase exits
<b>PMS</b>	Property management desktop (hotel platform)
<b>PNA</b>	Program Nesting Area
<b>PNID</b>	Detail Period passenger Name Indices
<b>PNIG</b>	Gross Period passenger Name Indices
<b>PNL</b>	Passenger Name List. A list of customer data for a specific flight sent by one airline's reservation system to another airline's Departure Control System for the purpose of customer acceptance. This is the case when two airlines have entered into a ground handling agreement.
<b>PNR</b>	Passenger Name Record. A record that contains all the data relating to a particular customer's travel reservation. It contains not only basic customer data such as name, address, telephone and special needs, but also flight, hotel and car reservations.
<b>PNR Address</b>	A term used to designate an alpha-numeric code referring to a specific area in the memory of an automated reservations system in which a given passenger name record is stored.
<b>POB</b>	Production Open Backend: equivalent of the Unix production systems.
<b>PODS</b>	Passenger Origin-Destination Simulator
<b>POF</b>	Point Of Failure
<b>POH</b>	Path Overhead
<b>POI</b>	Point of Inquiry
<b>Point</b>	The basic unit of typographic measure, approximately 1/72 inch (0.35 mm).
<b>Point-to-point fare</b>	A published fare which includes fare from the originating city to the connecting city to the final destination.
<b>Policy</b>	Generally, a document that provides a high-level principle or course of action. A policy's intended purpose is to influence and guide both present and future decision making to be in line with the philosophy, objectives and strategic plans established by the enterprise's management teams. In addition to policy content, policies need to describe the consequences of failing to comply with the policy, the means for handling exceptions, and the manner in which compliance with the policy will be checked and measured.
<b>Policy waiver</b>	Internal airline policy to allow more baggage per customer than the standard normal acceptance limit. It overrides the standard normal acceptance limit or condition of carriage.
<b>Poll</b>	A message issued by the host to each TCU on a circuit in turn, requesting data. Since TCUs will only transmit data when polled, polling prevents several TCUs transmitting at once.
<b>Polling</b>	A constant routine in which a PC (or system) checks all of its connected devices individually to see if there is any new information there. Network computers check all of those connected to it.

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<b>Polling Cycle</b>	The amount of time for a computer to obtain certain data from each device, or computer, to which it is connected.
<b>POOL of Terminals</b>	As external systems do not use physical terminals, the TPF systems hold a list of pre-setup terminal records. Each terminal belongs to an office. The group of terminals belonging to the same office is called a POOL. Each external customer (i.e. each API customer) is assigned a POOL of terminals, which may be shared or not with other customers. The number of terminals in the POOL determines the number of simultaneous conversations that can be established by all the customers using the POOL.
<b>Pool TBF</b>	A special kind of TBF, not assigned a TA.
<b>Pooled Baggage</b>	Baggage presented at Check-In at the same time by a group of customers travelling together on the same flight to a common destination or stopover may be pooled. One person must then take responsibility for all the bags and is known as the Head of Pool
<b>Pooling</b>	Process of combining the baggage allowance for two or more people when the baggage is presented for acceptance at the same time by customers who are travelling together on the same flight to a common destination or stopover. One person must then take responsibility for all the bags and is known as the Head of Pool. The others are known as Members of Pool. See also HOP and MOP.
<b>POP</b>	Network Point of Presence. Means the LAN interfaces where a service request is received from Airline and the response to the service request is delivered to airline
<b>POR</b>	Point Of Reference. Global Core application which serves geolocation (longitude/latitude) data for various point of interest
<b>POR</b>	Power On Reset, Point Of Reference
<b>Port</b>	A connector that enables a computer to communicate with the outside world.
<b>Port</b>	Airport at which airlines operate.
<b>Portfolio</b>	Portfolio. A grouping of programmes, projects, services or assets selected, managed and monitored to optimize business return.
<b>Portion</b>	Within an itinerary, a single segment or consecutive segments (including any gaps) on the services of any one airline.
<b>POS</b>	AIRIMP Point of Sale to Participating Carriers
<b>PP</b>	Passenger Protection
<b>PPC</b>	Program to Program Conversation. The Amadeus PPC (Program-to-Program) is a subset of IBM's Advanced Program-to-Program Communication (APPC) standard for programme-to-programme interaction between applications running in different systems.
<b>PPP</b>	Point to Point Protocol) Used to transport TCP/IP across asynchronous/synchronous lines. Encapsulates IP packets into HDLC frames
<b>PPQA</b>	Process and Product Quality Assurance. CMMI Process and Product Quality Assurance
<b>PPQA Central</b>	Process and Product Quality Assurance at Central level. Ensure Division Adherence and minimize Division Non-Compliance with defined processes, through the following actions: Follow PPQA activities for all projects, Consolidate reporting, Manage escalation, Ensure training and coaching.
<b>PPQA Division Process Activity Report</b>	PPQA reporting at Central level: summary of the Division Status Report. Provided by the Process Manager to the Central Process Team.
<b>PPQA Division Status Report</b>	PPQA reporting at Division level: synthesis of PPQA activities in the division, with measurements and status. Provided by Process Manager to Project Managers, Director and Central Process Manager.
<b>PPQA Plan</b>	Project Management Plan (PMP) chapter - dedicated to PPQA activities and data (Waivers, Phase Exit Criteria, SLT, Process Compliance Plan)
<b>PPQA Project</b>	Process and Product Quality Assurance at Project level. Ensure Project Adherence and minimize Project Non-Compliance with defined processes, through the following actions: coaching, support, objective evaluations, Non-Compliance monitoring, reporting at project/division/central levels.
<b>PPQA Project Checklist</b>	Dedicated and tailored checklist for a project. Contains all deliverables to be produced and checks to be performed, with their status updated by the Process Coordinator all along the project. The project checklist is built from the Corporate Lifecycle List.

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<b>PPQA Project Evaluation Report</b>	PPQA reporting at Project level: contains the Adherence measurement - according to the ppqa project checklist - and the Non-Compliance measurement - according to the Non-Compliances list. Provided by the Process Coordinator to Project Manager and Process Manager.
<b>PPQA review meeting</b>	Meeting between the Process Coordinator and the Project Manager on a given Project/Release. During the review meeting, the PPQA Project Checklist and Non-Compliance list are updated, with status and corrective actions. The frequency of the PPQA review meeting is defined by the PPQA Control Mode.
<b>PPR</b>	Passenger Profile Record. A computer stored reference that can contain passenger name record field identifiers or other non-transferable data about the customer such as preferences in aircraft seating, special meals, hotel chains or rental car requests.
<b>PPRC</b>	Peer to Peer Remote Copy. An IBM disk mirroring utility: "PPRC is a function that continuously updates a secondary (target) copy of an ESS disk volume to match changes made to a primary (source) volume. Any pair of equal-sized ESS disks can be configured for a PPRC relationship, during which all write operations performed on the source are synchronously mirrored to the target device. The PPRC protocol guarantees that the secondary copy is constantly up-to-date by ensuring that the primary copy is written only if the primary storage subsystem received acknowledgement that the secondary copy has been written. The paired volumes typically reside on two distinct and geographically separated ESS devices communicating over ESCON® or over a fibre channel link."
<b>PPT</b>	Pre-Production Test environment. Part of the Amadeus Quality Test Stage. PPT verifies that any new functionality or enhancement to applications, databases and systems are performing successfully without any malfunction to the system. This includes a stress test, system integration and stability test, database integrity verification, software load methods and fall back/recovery procedures. This test also ensures that all operational requirements have been fulfilled.
<b>PQC</b>	Product Quality Control
<b>PQH</b>	Print Queue Header)
<b>PR</b>	Programmer (sine)
<b>PR</b>	Problem Record. Used in ESM: Qantas Problem Management Tool based on a Peregrine solution.
<b>PRACTRA</b>	Practice Training
<b>PRBD</b>	Passenger Reservation Booking Designator
<b>PRL</b>	Passenger Reconciliation List. The list includes details of customers boarded, no shows and go shows for whom data exists in Altéa Departure Control.
<b>Pre-allocate seat</b>	This is a term used in today's business process and refers to allocating a seat to some customers prior to them checking-in, according to specific business rules and according to their preferences. This term is no longer required.
<b>Pre-Flight Check</b>	An internal procedure whereby an airline undertakes checks of its reservations records to eliminate duplicate reservations incorrect recordings or other errors.
<b>Preclearance</b>	Customs clearance takes place at the origin airport, not at the passenger's destination
<b>Predesignated Points</b>	Those locations to which messages to specified airlines are to be addressed.
<b>Presentation Layer</b>	It deals with data translation. This layer handles conversion between data representations (for example, ASCII to EBCDIC) and compression.
<b>Presentation Sequencing</b>	The controlled ordering of elements in a display.
<b>Previous Conversation</b>	All modifications to a PNR segment during a subsequent session (i.e. the PNR was filed in between), is said to be in previous conversation.
<b>PRG</b>	Personal Reference Guide
<b>PRI</b>	Primary Rate Interface. A type of ISDN connection. In North America and Japan, this consists of 24 channels, usually divided into 23 B channels and 1 D channel, and runs over the same physical interface as T1. Elsewhere the PRI has 31 user channels, usually divided into 30 B channels and 1 D channel and is based on the E1 interface. PRI is typically used for connections such as one between a PBX (private branch exchange, a telephone exchange operated by the customer of a telephone company) and a CO

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	(central office, of the telephone company) or IXC (inter exchange carrier, a long distance telephone company).
<b>PRIA</b>	Priority A. Emergency Promotion Request for TPF (Hot fix). Generally bypasses the regular acceptance tests.
<b>Price-Elasticity</b>	Price-elasticity measures the relative sensitivity of demand to price variations. Elastic market segments are characterised by high price elasticity values: a small price increase leads to an important decrease of demand. Inelastic market segments are those which are not significantly price-sensitive. In airline Revenue Management, price elasticity is also a function of time to departure.
<b>Price Scheme</b>	Set of Basic Fees, bearing a unique reference and a name. Functionality: Transaction Fee.
<b>Priced/Berthed category</b>	A category code indicates either the physical cabin category (berthed category) or the category at which the booking is priced. In some cases these will be the same but in some cases, for some fare codes, a berthed category will be "priced as" a lower category.
<b>Pricing unit concept</b>	The pricing unit concept is a new and enhanced pricing processing logic which Amadeus has already introduced for fares within or between the US, US territories, and Canada. A pricing unit is defined as a part of an itinerary that can stand alone, and can be priced and ticketed as if it was sold by itself. Amadeus combines the pricing units within an itinerary if such a combination is allowed in the routing and if it results in a lower fare than a through fare. This new concept will next be introduced for special fares - i.e. those fares with a penalty - in April, with normal fares coming later in the year, pending IATA approval.
<b>Prime Host Airline (Carrier)</b>	The airline which controls the system in which other airlines are hosted.
<b>Print Destination</b>	Special term used in Print Services Database. An actual printer attached to Global Core or a print queue used for queue-to-queue transfer to another network.
<b>Print Subqueue, Subqueue</b>	SUB Q # identifies where documents are placed to await delivery. There will be one sub queue number for each type of document a printer can process. These numbers are maintained by the system and need not be entered for any maintenance function.
<b>Private Fares</b>	Fare that is agreed-upon between an airline and the seller, i.e. travel agent.
<b>Private key</b>	This key is used to decrypt data encrypted with a public key. This key should be known only by the owner not to allow decryption of data by anybody else.
<b>Private Label</b>	The jewel in the crown of the AMADEUS on-line product range is the Private Label booking facility. An agency (or provider) wishing to offer clients the ability to book their own travel on-line via that agency's Web site can now do so in partnership with AMADEUS. The Private Label product can be added to an agency's current site in they are already on the WWW, or form the core of a first venture into the on-line world, with the help of NDT. The product can be customised to whatever degree is needed by the agency or provider. The traveller is currently able to book up to 440 airlines via a direct link to the Central System with hotel and car reservation soon to follow. Fulfilment of the purchase made (i.e. collecting the ticket and payment) is all carried out through the travel agency in the traditional way.
<b>PRL</b>	Passenger Reconciliation List) Details of passengers boarded, NOSHOWS, GOSHOWS to NGDCS
<b>PRM</b>	Passenger with Reduced Mobility
<b>PRM</b>	Program Reference Manual
<b>Pro Printer</b>	Amadeus Pro software that controls the local printer configuration.
<b>Pro Web</b>	Amadeus platform now decommissioned
<b>Problem</b>	Unknown underlying cause of one or more incidents.
<b>PROBP</b>	Probabilistic network bid price control
<b>Procedure, Process</b>	These two terms are frequently confused, but for a quality expert, they are very different things! A process is a series of steps that gives a result (such as a product or service). A procedure is a written description of the operations that must be performed to carry out a particular process.
<b>Process</b>	A Process is a transformation of inputs into outputs through a sequence of activities. Generally, a collection of procedures influenced by the organization's policies and standards that takes inputs from a number of sources, including other processes, manipulates the inputs, and produces outputs, including other processes, for process

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	customers. Processes have clear business reasons for existing, accountable owners, clear roles and responsibilities around the execution of the process, and the means to measure performance.
<b>Process Compliance</b>	a.k.a. PPQA
<b>Process Control</b>	A system of measurements and actions within a process intended to insure that the output of the process conforms to specifications.
<b>Process Coordinator</b>	The Process Coordinator - independent from the project team - is responsible for PPQA activities at Project level. He supports the Project Manager, creates awareness about processes and procedures, and follows-up the Project Adherence to processes, monitors the Non-Compliances.
<b>Process Improvement Meeting moderator</b>	Person in charge to lead and organize the periodical Process Improvement meeting
<b>Process Manager</b>	Assigned by the Division director, the Process Manager is responsible for Process and Product Quality Assurance (PPQA) activities at Division level.
<b>Process Owner</b>	Person responsible to ensure that a process is Fit for Purpose. The process owner's responsibilities include sponsorship, design, change management and continual improvement of the process and its related material (e.g. procedure, template, training, metrics)
<b>Process Scorecard</b>	Process Scorecard. The Process Scorecard is a variation of a Balanced Scorecard. The Balanced Scorecard is a management methodology based on indicators analysing the company's vision and strategy. The Process Scorecard uses indicators evaluating the process maturity or the performance of the process execution.
<b>Processor</b>	Identifies and controls flow of data between terminals (CRT printer) and host processor (Mainframe Computer)
<b>Procurement</b>	The overall process for obtaining a purchase. It involves other departments than the Purchasing Department.
<b>Product</b>	For the purposes of Customer Management, a product is a flight consisting of one or more legs that are sold in a particular booking class. For example, 6X2 22JAN LHR-SYD. Airlines also use this term to refer to the type of service offered in a particular class or a flight sector. For example, CityFlyer.
<b>Product Guides</b>	For certain product areas "Product Guides" are created in addition to "Product News" & "Product Overviews", by Educational Systems and Services under guidelines from product Management.
<b>Product Manager</b>	Provides requirements for a product of a project and manages the product(s) throughout the entire life cycle
<b>Product Overview</b>	For major changes to system functionality and new products, a "Product Overview" is written, and provided prior to the product launch whenever possible. For smaller changes and enhancements, existing "Product Overviews" are updated accordingly. Product Overviews are provided to all AMADEUS departments and NMC's, and where appropriate to Airlines, Car and Hotels companies. They are also stored on a common directory on the NICE LAN. A current list of available Product Overviews may be found on AMADEUS AIS page - GG1APOG, with guidelines on how to obtain copies.
<b>Production-like</b>	Production-like environment. All systems that are either in-scope or impacted are setup the same way as in production.
<b>Production Releasing Group</b>	Group in charge of Production long-term stability and technical migrations
<b>Production Support</b>	Person in charge of managing incident (impact analysis, recovery actions, fall back decisions) and providing support to Operations and development team
<b>Profile</b>	A database record which contains information which is used when making reservations. Employee Profiles are contained in the Amadeus database.
<b>PROFS</b>	Professional Office System
<b>Program Function Key</b>	A set of keys (labelled F1-F12 or PF1-PF12) that are pre-programmed to run tasks with a single keystroke. When an application is running, the Function keys are automatically

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	programmed for a specific task. Different applications cause the Function keys to be programmed for different functions.
<b>Program Load</b>	See "LOAD"
<b>Programme</b>	A structured grouping of interdependent projects that includes the full scope of business, process, people, technology and organizational activities that are required (both necessary and sufficient) to achieve a clearly specified business outcome.
<b>programming RPQ</b>	A customer request for a price-quotation on alterations or additions to the functional capabilities of system control programming or program products. The RPQ may be used in conjunction with computing system RPQs to solve unique data processing problems.
<b>Project</b>	A structured set of activities concerned with delivering to the enterprise a defined capability based on an agreed-upon schedule and budget.
<b>Project Adherence</b>	The Project Adherence evaluates the implementation of Amadeus Processes, from Checks and Deliverables defined in the PPQA Project Checklist. The Project Adherence is measured by the dedicated PPQA Project Adherence Indicator.
<b>Project Core Team</b>	The Project Core Team is composed of several Line Managers, together with the Project Manager, each with different skills reflecting the multi-functional concepts and roles necessary to develop and implement a specific product. Where a project involves the integration of Amadeus products with a customer-supplied product, or where design or development work is being undertaken by a third-party, the Project Manager of the third-party is included as a member of the project team. The core team remains together from the concept and planning phase to the end of the project and makes decisions in between the major phase reviews. The identification and selection of the core team members can be done via a stakeholder analysis, where the stakeholder's influence and interest are evaluated.
<b>Project Dashboard</b>	Project Dashboard is a tool offered to the Project Managers to daily monitor/ track/ follow up their Project. Project Dashboard: <ul style="list-style-type: none"> <li>• Provides in one central place Unified Views of the progress of the Project</li> <li>• Facilitates Project Managers job for the Monitoring of the Project/ Product Evolution/Programs</li> <li>• Provides Project standard views for Managers and Steering Board</li> <li>• Structures, Facilitates and Harmonizes Steering and Phase Exits Presentations (copy past in PPT, views requiring management attention)</li> <li>• Facilitates PCD writing (copy/past major Views)</li> </ul>
<b>Project Management Coach</b>	Project Management Coach (PM Coach): The Project Management Coach is an expert in Project Management practices in Amadeus. He/she provides expertise and support to Project Managers through dedicated structured working sessions (training, workshop, awareness, consulting), i.e. PMO Services.
<b>Project Manager</b>	The Project Manager is responsible for drawing up project plans, optimizing and revising the schedule, and estimating the resources needed, as well as attaining quality, cost and end-user objectives, budgeted project expenses and scheduled lead times. This role can apply to a program, a project or a line project.
<b>Project Non-Compliance</b>	Project Non-Compliance is a gap identified between a project and the company applicable standards, processes, procedures, raised as a preventive or corrective action. Project Non-Compliance is measured by the dedicated PPQA Project Non-Compliance indicator.
<b>Project Proposal Manager</b>	The Project Proposal Manager is the person initiating the project. He is acting as a project manager during the proposal phase. He's responsible for the Project Proposal and Business Case submitted to the Project Decision Committee.
<b>Project Schedule</b>	A schedule wherein activities are assigned a duration and sequenced in a logical order. It includes major project phases, milestones, activities, tasks and the resources allocated to each task. The most common representation of the project schedule is in a Gantt Chart. In Amadeus Microsoft Project Plan is often used to represent project schedules.
<b>Project Sponsor</b>	The Project Sponsor is the main financial contributor to the project, accountable for the commercial success of the project and its final product. Once the project is approved, the Project Sponsor becomes a member of the Steering Committee (SC) and, whenever possible, chairs the SC meetings.
<b>Project Stakeholder</b>	Any actor who possesses an interest in the project and the solutions to its problems should be considered a relevant stakeholder.
<b>PROM</b>	Program Reference and Operations Manual, Programmable Read Only Memory

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<b>PROM</b>	Program Reference and Operations Manual
<b>PROM</b>	Programmable Read Only Memory. Computer memory with fixed contents.
<b>Proper Shipping Name</b>	The name to be used to describe particular dangerous goods. Refer to the IATA Dangerous Goods Manual for further explanation.
<b>Protecting Reservations</b>	A tentative reservation on an airline, other than the one originally preferred by the passenger, which is subject either to cancellation, or change to a definite reservation, on the demand of the airline holding the tentative reservation.
<b>Protection</b>	Number of seats or booking spaces reserved for sale in a specific inventory bucket (i.e. (sub) class). It takes into account the overbooking allowed for the (sub) class.
<b>Protection template</b>	A seat map template that allows you to block seats for a specific purpose, such as dead load.
<b>Protocol</b>	(1) A standard 'language' that forms the basis for communication between computer systems. If computers do not share the same protocol, they cannot communicate. (2) A series of messages that comprise a conversation (usually between two peers).
<b>Prototype</b>	A small discrete data warehouse application which is built initially to prove the concept and allow the benefits of a full-scale project to be identified and quantified. It contains a subset of data and is aimed at solving a very specific business problem. It should be built very quickly and should allow users to work with live data and identify and refine their needs from a full system.
<b>Provider</b>	The provider of a travel product or service, for example an airline, hotel chain or car rental company.
<b>Provisional Fuel</b>	An interim fuel figure that can be increased at the captain's discretion. Provisional Fuel that is automatically received from a flight planning system is equal to Minimum Flight Plan fuel.
<b>Provisional Loadsheet</b>	A load sheet containing estimated weight and balance data. See also Loadsheet.
<b>Proxy Server</b>	Proxy Server is a server that acts as an intermediary between a workstation user and the Internet so that the enterprise can ensure security, administrative control and caching service. A Proxy Server is associated with or part of a gateway server that separates the enterprise network from the outside network and a firewall server that protects the enterprise network from outside intrusion.
<b>PRS</b>	Passenger Reception System. PRS provides customer service staff with a user-friendly front end to DCS
<b>PRT</b>	Printer, Printer Type. A Printer Type is a generic description of a type of printer. It allows different data to be known about a specific printer by assigning a type to the printer. A Printer Type is a definition of a certain kind of printer. All printers which have the same print delivery characteristics (such as buffer size, time-out value, allowed document types, etc.) can belong to one Printer Type. EVERY printer defined in the system MUST belong to a Printer Type.
<b>PRT</b>	Printer. Abbreviation
<b>PS</b>	Product Specification. The Product Specification (PS) document is about WHAT the system will do. It should normally be accompanied by a set of High Level Design (HLD) documents describing HOW the system will do what it needs to do. This document is built by people who will analyse the detailed requirements of the proposed system and then model and present what needs to be done in order to deliver such a system. The PS document is meant for customer communication and for team understanding
<b>PSA</b>	Passenger/Segment Association
<b>PSDB</b>	Print Services Data Base
<b>Pseudo Flight</b>	Pseudo-flight is a hidden flight that does not operate. These flights are defined as such using a check box in a Schedule Business Rule. Pseudo-flights are used for example to perform cyclic re-accommodations.
<b>PSI</b>	Print Service Interface
<b>PSM</b>	Project Status Meeting
<b>PSM</b>	Platform Specific Model
<b>PSM</b>	A Passenger Service Message (PSM) is a standard IATA message sent when special services are required. For example, passengers needing a wheelchair, elderly passengers requiring assistance, or young people travelling alone.

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<b>PSN</b>	Proper Shipping Name
<b>PSP</b>	Pricing and Shopping Platform
<b>PSPDN</b>	Packet Switched Public Data Network
<b>PSPT</b>	Passport number.
<b>PSR</b>	Price Scheme Reference. A new element of the Passenger Name Record (PNR) that bears the reference to a Price Scheme. Functionality: Transaction Fee.
<b>PSR</b>	Project Status Report. A 1-page executive summary for reporting project status and progress. It contains key progress indicators and other elements to give a synthetic but global view about project health.
<b>PSS</b>	Publish and Subscribe Subsystem. One of the two addressing subsystem of the Amadeus Messaging Server (AMS). It provides publication of messages to users based on a subscription model.
<b>PSS</b>	Product Support Strategy. A document describing the support requirements (Helpdesk, Training, Documentation, Order Management, Tools etc.) needed when distributing a product
<b>PSS</b>	Passenger Service System is a generic industry term. The Amadeus PSS is called Amadeus Altéa Suite.
<b>PSTN</b>	Public Switched Telephone Network
<b>PSW</b>	Program Status Word
<b>PT</b>	Payload Type
<b>PTA</b>	Prepaid Ticket Advice. A form used as a part of the procedure when an individual in one city wishes to pay for a ticket being picked up by an individual in another city. Notification between offices of airlines, by teletype or commercial facilities, that a person in one city has requested issuance of prepaid transportation, as described in the authority, to a person in another city or same city.
<b>PTC</b>	Pro Tempo Connect (acronym only used in OTR terminology)
<b>PTC</b>	Passenger Type Code
<b>PTF</b>	For TPF 4.1 and TPFDF, a program temporary fix, or PTF, is an individual code fix on a PUT. After PTF Tape 20 for TPF 3.1, fixes for TPF 3.1 will also be called PTFs.
<b>PTF Tapes</b>	In TPF 3.1, a PTF tape (or PTF, for short) is a collection of fixes, like a PUT for TPF 4.1.
<b>PTI</b>	Payload Type Identifier
<b>PTM</b>	PATA Travel Mart
<b>PTM</b>	Passenger Transfer Manifest. Displays arrival information on all onward connecting customers. The information includes baggage details and final destinations.
<b>PTR</b>	Problem Tracking Record. <ol style="list-style-type: none"> <li>1. The request from a user for a correction when the system does not behave exactly as it should. All PTRs are managed with the mainframe application called INFO.</li> <li>2. A PTR is logged in order to follow up problems in Amadeus. If the system is responding with an error message, the PTR should be addressed to the corresponding test system group.</li> </ol>
<b>PTT</b>	Post, Telephone and Telegraph. PTT is a generic term covering administrations or recognized private agencies who have, in European countries, the responsibility for telecommunication systems.
<b>PTT</b>	Performance Tuning Test. An Amadeus internal Performance exercise meant to rehearse software performances (under Production like traffic) before entering into the proper Performance Acceptance phases with Customers
<b>PTV</b>	Program Test Vehicle
<b>PU</b>	Physical Unit. In IBM's Systems Network Architecture (SNA), a physical unit (PU) identifies a network node that supports communication sessions between logical units (LU). Logical units represent end-users. Two logical units that communicate depend on physical connections being established through associated physical units. The network point at each end of a communication that sets up the communication session between logical units is called the system services control point (SSCP). The SSCP sets up its own session with the PU on behalf of the LU-LU session. Typically, a logical unit is a unique connection to an application program. A physical unit is the hardware and routing aspect of a network node. In SNA there are different node types (formerly called physical unit types) that characterize routing, pooling and other network capabilities.

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<b>Public key</b>	This key is used to encrypt data. This key can be given out to allow partners of an institution to encrypt data and then send it to the institution encrypted. The institution can decrypt the data with its own private key. Public keys are either 512 bits (exportable) or 1024 bits (US, Canada only). Contrast with 'private key'.
<b>Published Fare</b>	The fare level that is available for everyone, and is published by the airlines.
<b>Published seat</b>	Actual seat that the customer will sit in while travelling.
<b>PUC</b>	Pricing Unit Concept, Public Utilities Commission
<b>Pull-down</b>	A sub-menu that appears underneath an action bar choice when the choice is selected. The pull-down shows a list of options from which users can make a selection.
<b>PULSAR</b>	Operations Control monitor aircraft movement, allocate actual aircraft to flight plan and control plan changes
<b>purchase</b>	purchase refers to the good/service obtained
<b>Purchase</b>	Purchasing-Procurement. The acquisition of goods and services needed to support the various activities of an organization, at the optimum cost and from reliable suppliers. Purchasing involves defining the need for goods and services; identifying, comparing, selecting and evaluating suppliers; negotiating terms for price, quantity, and delivery; agreeing contracts and placing orders.
<b>Push</b>	Server-push is the delivery of information on the Web that is initiated by the information server.
<b>Pushbutton</b>	A small rectangular control area located within a window that resembles a pushbutton. It can be "pushed" by moving the cursor to it and pressing the Enter key or by clicking on it with the mouse. Pushbuttons are used for giving the computer a command (for example Cancel, Send, Delete, and OK).
<b>PUT</b>	Program Update Tape. With the release of TPF 4.1, TPF Systems will issue program update tapes, or PUTs, which are collections of fixes. These tapes are also called PUTs for TPFDF.
<b>PVC</b>	Permanent Virtual Circuit) PVC is similar to point-to-point private line. It represents a permanent association between two DTEs and requires no call setup or call clearing by the DTE
<b>PVCC</b>	Permanent Virtual Channel Connection
<b>PVP</b>	Pre-validation phase
<b>PVPC</b>	Permanent Virtual Path Connection
<b>PXA</b>	Passenger data cancellation Area
<b>PXP</b>	Pool Expansion
<b>P&amp;L</b>	Profit and Loss statement
<b>QAP</b>	Quality Assurance Plan. Definition of daily cooperation between Amadeus and third party (Supplier or ESP). It should notably define how the third party gets incorporated into the Amadeus processes. It shall handle the daily aspects of the (Master) Service Level Agreement. It therefore defines as well, how changes to the workload take place. The targeted audience is team-members and the respective unit-managers (staff-level)
<b>QCID</b>	Queue Count Identifier
<b>QD</b>	Queuing Delay
<b>QIK</b>	Qantas Intelligent Keypad
<b>QLLC</b>	Qualified Logical Link Control. A standard IBM protocol for layer 4 when accessing an X25 network.
<b>QMF</b>	Query Management Facility. An MVS interactive application that provides panels where SQL statement can be executed and output can be formatted.
<b>QMS</b>	Quality Management System. Quality management system. A system that outlines the policies and procedures necessary to improve and control the various processes that will ultimately lead to improved business performance
<b>QNFM</b>	Queue Nightly File Maintenance
<b>QOS/QoS</b>	Quality of Service
<b>QOW</b>	Quarterly Outage Window. In TPF Global Core, once every quarter there is a 15 minute outage for updates that cannot be made in real-time. These updates might include shared key point updates and front end software loads that requires an IPL. Normally coordinated with the MOW (Monthly Outage Window), which applies to the Open Back End (Unix, etc.)

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<b>QPSX</b>	Queue Packet and Synchronous Circuit Exchange
<b>QRT</b>	Quality Regression Test) QRT is performed to verify that the new changes are not impacting the existing system and application functional base.
<b>QSDB</b>	Quality System Database. Lotus Notes Database
<b>QSIG</b>	Protocol for signalling at the "Q" reference point
<b>QTASK</b>	Application which polls AES database for schedule changes
<b>Quality Control</b>	The method of reviewing performed work to determine if a particular function is being performed accurately and in accordance with established procedures.
<b>Quality Manual</b>	The top level document, with a specific format and functions, defining the Quality System.
<b>Quality Records</b>	Written records kept by the company and required by ISO 9002. These include records of measurements - such as management reviews of measurements and non-conformances, list of accredited suppliers, inspection and test records, and training records.
<b>Quality System</b>	The organisational structure, responsibilities, procedures, processes, and resources used for implementing quality management.
<b>QUBE</b>	Qantas's proprietary reservation, inventory and departure control systems (DCS). Facts About QUBE · A TPF based airline Reservations, Inventory and Departure System based on a customised version of the British Airways (BABS) system. · Implemented by Qantas in 1996 to provide a single system for Qantas international and domestic operations following the Qantas acquisition of Australian Airlines. · Operated by Qantas in Qantas Data Centre located in downtown Sydney · Contains an average of around 1.4 million current PNRs
<b>Queue</b>	Computer waiting line where PNRs or messages are placed when they require action. Also refers to the queue on a printer that shows the agent that there are customer documents, such as boarding passes or bag tags, waiting to be printed.
<b>QVI</b>	SITA address for Valbonne (primary AF communication node) and Amadeus address
<b>RA</b>	Rail. Generic code used for the rail companies
<b>R&amp;D</b>	Research and Development groups (Product Definition, Developers, ...)
<b>RAC</b>	Re-Accommodation Automation Control. This kind of automation control is evaluated to check the re-accommodation option chosen for a schedule change.
<b>RACF</b>	Resource Access Control Facility. An IBM licensed program that provides for access control by identifying and verifying the users to the system, authorizing access to protected resources, logging the detected unauthorized attempts to enter the system, and logging the detected access to protected resources.
<b>RACI</b>	Illustrates who is Responsible, Accountable, Consulted and Informed within a standard organisational framework.
<b>RACIR</b>	A control record for RTIS
<b>Radio Button</b>	A small round control area within a window that can be toggled ON or OFF by moving the cursor to it and pressing the spacebar. Radio buttons are used for switching between two or more options. When one options is selected, the other are automatically deselected.
<b>Radio Loadsheet</b>	Final load sheet data transmitted via VHF transmission. See also Final Loadsheet.
<b>Radioactive Material</b>	(RRR) Material having a level of radioactive activity specified in the IATA Dangerous Goods Manual. Refer to the IATA Dangerous Goods Manual for further explanation.
<b>RAI</b>	Remote Alarm Indication
<b>Ramp Agent</b>	A person on the ramp who supervises and coordinates the tasks of ground handling for an aircraft departure or arrival.
<b>Ramp Fuel</b>	The total fuel on board an aircraft before start up and taxiing. Also known as Ramp Fuel, Block Fuel, or Fuel In Tanks.
<b>Ramp Weight</b>	Zero Fuel Weight plus the weight of the total fuel in tanks. Also called Taxi Weight.
<b>RAP</b>	Re-Accommodation Package
<b>RAS</b>	Reusable Asset Specification
<b>RASM</b>	revenue per available seat mile
<b>RASR</b>	Reverse Advanced Seat Reservation
<b>Rate Plan</b>	The list of rates within a category that are applied according to day of the pickup and length of retention, e.g. weekend rate plan, daily rate plan.
<b>RATIO</b>	Revenue Advantage Through Inventory Optimisation) Revenue Management tool used by QF

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<b>RBD</b>	Reservation Booking Designator. Class of reservation: The code used in reservation transactions to identify a compartment on an aircraft and/or a special inventory control.
<b>RBL</b>	Relay Blacklist
<b>RBOC</b>	Regional Bell Operating Company
<b>RC</b>	Central Reservation Control (sine)
<b>RC</b>	Routing Control
<b>RCAT</b>	Routing Control Application Table
<b>RCB</b>	Routine Control Block
<b>RCC</b>	Record Code Check
<b>RCCA</b>	Route Capacity Control Advice
<b>RCCF</b>	Record Code Check Failure
<b>RCP</b>	Receipt printer
<b>RCPL</b>	Routing Control Parameter List. RPCL is located in the ECB and contains the destination address field (DAF), origin address field (OAF), and control field.
<b>RD</b>	Route Descriptor
<b>RDA</b>	Reverse Direct Access
<b>RDF</b>	Rate Decrease Factor
<b>RDI</b>	Remote Defect Indication
<b>RDI</b>	Remote Defect Identification
<b>RDM</b>	Reference Data Management
<b>RDM</b>	Reservation Data Maintenance
<b>RDP</b>	Rail Distribution Platform - UK Rail
<b>REA</b>	Refund Exchange Authority. Used in Electronic Ticketing to refund a ticket. Depending on the BSP requirement's, an REA may be printed on blank paper. A printer type, i.e. SBRD, must contain the document type 'REA' in order to allow printing. See HE ETT - Refund e-tickets
<b>REACC</b>	Re-accommodation - usually referred to as the process by which certain passengers are re-accommodated in different flights, impacts inventory and PNRs.
<b>Ready List</b>	Work in Progress ECB's. See CPU-Loop & TPF's Lists figures.
<b>Read.me</b>	A file containing information on the product that corrects or expands on information contained in this manual.
<b>Real Time</b>	A computer system that processes the input and gives a response within seconds.
<b>ReAssurance</b>	SvcB Functionality offering off-line checking for PNR accuracy (flight / car / hotel dates,,), based on PNR queuing.
<b>REB</b>	Return Entry Block
<b>Rebate Tickets</b>	Discount or staff tickets
<b>Rebuild</b>	Process which rebuilds the connections affected by updates on AAU schedules.
<b>Receiving Airline</b>	The airline on whose flight a passenger is to travel from an interline point or gap.
<b>Recency</b>	The last time the Load Controller produced a load sheet or undertook training. (For example, aircraft type and/or airline certification, dangerous goods course).
<b>RECLOC</b>	Record Locator. This is a unique identifier for a PNR, which is generated automatically on creation of the PNR. Each GDS has its own format of identification code; the AMADEUS code is a 6-character, alpha-numeric translation of the file address e.g. AGD0PZ
<b>Reconfirmation</b>	A procedure used by some airlines whereby passengers, under certain given circumstances, are required to advise those airlines of their intention to use the space reserved.
<b>Record Return for D/A</b>	<ol style="list-style-type: none"> <li>1. The Amadeus name for the process whereby a sales acknowledgement in the form of the processor's record locator is sent to sales origin.</li> <li>2. Record Return enables users making a flight booking to obtain the airline's own record locator. This provides further security that the booking has been acknowledged and accepted by the carrier.</li> </ol>
<b>Recoup</b>	Program responsible for file integrity and reorganization
<b>Redress number</b>	A number allocated by the Department of Homeland Security (DHS) to those customers who have registered with the DHS Traveller Redress Inquiry Programme (DHS TRIP).
<b>RFD</b>	Referential database

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<b>Reference</b>	A reference is the physical analog to a relationship at the conceptual level. It indicates that columns residing in two different tables represent the same information. The reference indicates a link between a parent table and a child table. A column in the child table makes reference to a column in the parent table. The column being referred to in the parent table must be part of the primary key and the referring column of the child table is marked as foreign key. The two columns of the reference form a join between the tables. Example: The reference between DIVISION and EMPLOYEE is joined by the column DIVNUM. This indicates that the DIVNUM column of EMPLOYEE makes reference to the DIVNUM column of DIVISION. For each reference, integrity rules can be defined pertaining to the deletion and modification of the primary key of the parent table to which rows in the child table make reference. The possible rules are: <ul style="list-style-type: none"> <li>- Cascade delete: deletion of parent table rows causes the deletion of corresponding child table rows.</li> <li>- Cascade modify: modification of the parent primary key causes the modification of corresponding child foreign keys.</li> <li>- Restrict delete: restrict deletion of parent table rows, when corresponding child rows exist.</li> <li>- Restrict modify: restrict modification of parent primary key, when corresponding child rows exist.</li> <li>- Set null: set the foreign key column to null in child table rows, when the corresponding parent row is deleted. These rules constitute the referential integrity.</li> </ul>
<b>Reference Airline</b>	The reference airline is the airline for which the NGI system is implemented (currently BA or QF), as opposed to other airlines who may also have to do with the same NGI instance (e.g. subsidiaries, regional airlines, codeshare partners, franchise).
<b>Reflexive Relationship</b>	A reflexive relationship is a relationship between an entity and itself. Example: The relationship between Employee and itself expresses that an employee can supervise other employees.
<b>Region Code</b>	In OAG terminology, it is the category of flight. Example: Region 8 is cargo flight. In Amadeus system, it is the 5 digits number used to identify a state or a country, and transmitted by OAG as "country". The leading digit and ending digits are zero. The 3 meaningful digits are the country codes listed in DOT "World Area Codes".
<b>Regionalised Load Control (RLC)</b>	The term used by some airlines to describe the central location where the weight and balance functions are performed for flights operating from a variety of different airports. Also known as Regionalised Load Control (RLC).
<b>Registered Luggage</b>	Baggage of which the carrier takes sole custody and for which carrier has issued a baggage check.
<b>Regrade</b>	Process of assigning a customer to a cabin that is different from the one for which the customer paid. This can be an upgrade or a downgrade.
<b>Regrade adjustment</b>	Transfer of space from a higher cabin to a lower cabin. This adjustment is balanced, meaning that the sum over all the cabins of the regrade adjustments equals 0.
<b>Regrade list</b>	A Regrade list is a list of passengers that you may want to accommodate on a flight (upgrade or rearrange in the cabin, e.g. frequent flyers, VIPs). First, the airline creates the rule(s) that control the type of passenger that will appear on the list. Then, when the flight is displayed, the eligible passengers can be found in the regrade list screen (an option on the flight menu).
<b>Regrade reason</b>	Reason for which the customer was upgraded or downgraded.
<b>Regrade type</b>	Whether the customer was upgraded or downgraded voluntarily or involuntarily.
<b>Regression tests</b>	Testing if what was working before in previous versions does still work in the new version. Re-testing after fixes or modifications of the software or its environment.
<b>Regulated Landing Weight</b>	(RLDW) The regulated maximum weight at which an aircraft may land.
<b>Regulated Take-Off Weight</b>	(RTOW) The regulated maximum weight at which an aircraft may take off.
<b>Regulated Zero Fuel Weight</b>	(RZFW) The regulated maximum zero fuel weight for an aircraft.
<b>Regulatory information</b>	Information on a customer that includes date of birth, gender, nationality and passport number.
<b>REL</b>	Release Message

## Amadeus Glossary of Terms

<b>Relationship</b>	A relationship expresses the relation between two entities. Example: The relationship between the entity Employee and the entity Division expresses that each employee works in a division and that each division has employees.
<b>Relationship occurrence</b>	The occurrence of a relationship entails one and only one occurrence of each of the two entities involved in the relationship. Example: "The employee Martin working in the Finance division" is one occurrence of the relationship existing between the Employee and Division entities.
<b>Release</b>	A packaged and shippable product of a given version and level or a file set to produce such a product from a previous release.
<b>Release Manager</b>	Project Manager in charge of a Release
<b>Releasing Package Group</b>	Group in charge of package release preparation before sending to Operation
<b>Remain on Board</b>	(ROB) Load that remains on the aircraft.
<b>Remote Office</b>	See also 'Reverse Access Sign In Process'. The terminal is redefined into the Target Office and the user is signed with the sign characteristics of this office. The Remote Office method is used for most of the Reverse Access users because it is compatible with the full range of Amadeus functions. However, it includes a heavy process not always well supported by the system when the customer initiates a huge number of conversations.
<b>REORG</b>	Utility program that reorganises randomly Databases.
<b>Reqp'ed</b>	Requested for Promotion. This action relates to the Info/Man status codes AR and SR. They represent the step when program segments are requested to be loaded to the Amadeus Test or Production systems. After this step the programs are loaded (Info/Man status codes AL and SL) and then successfully verified (AV or SV) or rejected (AX)
<b>Requirement</b>	A Requirement is a criterion - capability, characteristic, constraint - that should be met by a delivered product
<b>Requirement ID</b>	= Requirement Identifier =Requirement Reference A requirement is uniquely identified by: Case1: One reference in a Statement Of Requirements document: - A SOR is associated with a master CR - A SOR contains n requirements - Each requirement has a unique reference (e.g.: SOR for project named XXX XXX-REQ-001, XXX-REQ-002, XXX-REQ-n) Case2: One CR number : Only if this CR contains only one atomic requirement, otherwise it must be split into sub-CR or documented in a
<b>Requirements Provider</b>	Represents the originator of the requirements within Amadeus organization. In most cases it is Product Manager but It can be ACO (Amadeus Commercial Office), ADP (Amadeus Data Processing), Development.
<b>Requirements Traceability Tool (RTT)</b>	Requirements Traceability Tool: This tool provides its users a way to capture and report the traceability between Requirements, Product Specifications, CRs and Tests of a project during the entire life cycle. It has been developed within Amadeus organisation
<b>RES SPEEDWING</b>	British Airways computerised booking system, allows travel agents etc. to make bookings on BA flights and holds all PNR's.
<b>RESAID</b>	SAS Reservation System
<b>Reservation</b>	The booking and confirming of service provider travel products for customers.
<b>Reservations Booking Designator</b>	The code used in reservations transactions to identify a compartment in an aircraft, and/or a special inventory control.
<b>RESIBER</b>	Iberia Reservation System
<b>Resinter</b>	Automated reservations service for the Accor group of hotels.
<b>Response time</b>	The time it takes for the software to execute a command issued by the user. This is critical when working with warehouse data using interactive analysis, as the software needs to keep up with the user's chain of thought. It should be less than five seconds and preferably under one second. Enormous time and effort is being invested by hardware and software vendors to find innovative technology which will further reduce response times.
<b>Rest Location</b>	The position where the remaining unallocated baggage is to be located.
<b>Restore</b>	1. A feature that enables the user to restore a window to its original size.

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	2. The process of replacing data in a database from a backup. See backup.
<b>Restraint</b>	Equivalent to Restrain/Secure/Lash, means the term used to describe the securing of the bulk-load or part thereof to fixed restraint points within an aircraft or in a ULD, to conform to restraint and safety requirements.
<b>Restraint Factor</b>	A safety factor used to calculate the quantity of tie-down equipment needed to secure load in the aircraft.
<b>RET</b>	Retry counter. This identifies how many times the Print Services application attempts to send a document to a printer before detecting a 'Failure' condition (see FAC).
<b>RET</b>	Agent Reporting Data. The IATA specifications for off-line reporting files are described in the DISH (Data Interchange Specifications Handbook) In the BSP environment for travel agency ticketing data AMADEUS only provide a RET file to the BSP. It is the IATA Data Processing Centre which process the GDS RET files and produces a HOT file (Hand Off Tape or Airline Accounting / Sales Data) for the airlines including all their Validating Provider transactions.
<b>Return check-in</b>	This DCS facility enables passengers to be checked-in to same / next day return flight. Boarding pass for both onward and return flights is issued at the first boarding point itself. This facilitates the passenger to straightway proceed for security check for the return flight.
<b>Return Code</b>	The return status of the request which specifies whether the transfer was successful and why. Possible "Success" codes are: 200 = Success: OK 201 = Success: Created 202 = Success: Accepted 203 = Success: Partial Information 204 = Success: No Response 300 = Success: Redirected 301 = Success: Moved 302 = Success: Found 303 = Success: New Method 304 = Success: Not Modified Possible "Failed" codes are: 400 = Failed: Bad Request 401 = Failed: Unauthorized 402 = Failed: Payment Required 403 = Failed: Forbidden 404 = Failed: Not Found 500 = Failed: Internal Error 501 = Failed: Not Implemented 502 = Failed: Overloaded Temporarily 503 = Failed: Gateway Timeout
<b>REV</b>	A revenue-generating passenger.
<b>REV</b>	Revised message
<b>Revalidation Sticker</b>	A sticker on a ticket indicating an authorized change in the itinerary.
<b>Revenue</b>	Total payment for goods and services that are credited to an income statement over a particular time period.
<b>Revenue Management</b>	Revenue Management. Revenue management ensures maximum passenger revenues are achieved through continual monitoring of passenger demand, market trends and pricing activity, providing optimum inventory allocation
<b>Reverse Access</b>	Concept whereby another computing system acts as if it were a terminal to Amadeus
<b>Reverse Access Sign-In Process</b>	The aim of the sign-in process that takes place in TPF System is to allocate one terminal from the POOL and redefine it from the 'Generic Office' into the Office Id from which the customer actually wishes to perform bookings. The Office the customer wishes to use needs to be specified in the ORG segment of the EDIFACT message sent. Upon receiving an EDIFACT message, the system takes the first available terminal from the POOL of terminals defined for the user sending the message. The system validates the Office Id specified in the ORG and takes care of redefining the terminal in this Office. There are three methods to do this: Remote Office, Extended Sign-in, and Hybrid Extended Sign-in.

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	In order to determine which method must be applied, the TPF Sign-in package checks the "LOG" field stored in the Office Profile of the Generic Office.
<b>Reverse Direct Access</b>	Allows Agent working in another CRS to make direct access entries and receive response from SUA without need for SUA to create links with that CRS.
<b>Reverse PNR Synchronisation</b>	Flow of the booking and synchronisation process between Amadeus and Copy PNR when Amadeus Altéa Inventory becomes master for confirming space requests
<b>Reviewer</b>	Person in charge to read the review material (e.g. document, code) and possibly requires clarifications, suggests amendments and corrections
<b>REVPAR</b>	Revenue Per Available Room. A way of measuring hotel activities: it is based on rooms to be sold. This measure is typically used in U.S. (e.g. to plan budget, resources, etc.). For instance, if a hotel has 160 rooms - 110 double (EUR200) and 50 suites (EUR300) - and on a previous day the hotel sold 80 rooms - 60 double and 20 suites - the amount of money earned will be calculated as: $REVPAR = [(60 \times 200) + (20 \times 300)] : 160 = 112,50$ .
<b>RFC</b>	Request For Comment. (Document Series)
<b>RFC</b>	Request For Change. Form, or screen, used to record details of a request for a Change to any Configuration Item within an infrastructure or to procedures and items associated with the infrastructure.
<b>RFI</b>	Radio Frequency Interference
<b>RFI</b>	Request for Information. Document requested from potential service providers to make them known. It is used to determine what products and services are potentially available in the marketplace to meet a buyer's needs and to know the capability of a seller in terms of offerings and strengths of the seller.
<b>RFIC</b>	Reason For Issuance Code. This is linked to the EMD (Electronic Miscellaneous Document) and qualifies the group of services the EMD belongs to.
<b>RFID</b>	Radio Frequency Identification. Radio Frequency Identification is a generic term for technologies that use radio waves to automatically identify individual items. RFID chips are small enough to be embedded in fabric, paper, and credit card and of course phones. They are cheap, can be used to store hundreds of bytes of information, and don't need to be in plain view to be read.
<b>RFISC</b>	Reason For Issuance Sub Code. This is linked to the EMD (Electronic Miscellaneous Document) and qualifies a service inside the group. See also RFIC
<b>RFO</b>	Reason for outage
<b>RFP</b>	Request For Proposal. Document sent by a potential buyer to potential vendors soliciting price quotes; also called Request for Quotation. Commonly referred to as and RFP, it includes all of the buyer's product or service requirements as well as a description of the required format, timing and content of the price quotes to be submitted. RFP's enable the buyer to ensure that all vendors have an equal understanding of the requirements and that the bids can easily be compared. This is especially important for highly complex products and services that require customization to meet the unique needs of the buyer
<b>RFP</b>	A Request for Proposal (RFP) is an invitation for suppliers to submit a proposal on a specific commodity or service. It should outline expectations on the purchase and set the framework for the bidding process. It is not a contractual binding document.
<b>RFS</b>	Release File Storage
<b>RGF</b>	Recoup General File
<b>RI</b>	Routing Information
<b>RIA</b>	Rich intelligent application
<b>RIAT</b>	Record Identifier Attribute Table
<b>RIC</b>	Request for Identification Confirmation. RIC Queuing: RIC queuing occurs when throughput in the Reservation System is too high or a link problem has occurred. NGI INV cannot received all the EOT traffic and begins to time-out. RIC should retry all those EOTs on queue when the situation comes back to normal.
<b>RIC</b>	IBM Real Time Interface Co-Processor Board. Together with LARC this offers an alternative ALC gateway to the Lanyon ALC Board. Also referred to as RTIC, ARTIC, Multiport or Multiport/2.
<b>RID</b>	Resource Identification
<b>Right</b>	To be understood as the right-hand side in the direction of flight.
<b>RII</b>	Routing Information Indicator

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<b>RIO</b>	Reusable information Object. Jargon used in the CISCO Instructional Design methodology. A RIO can be compared to a topic of a lesson.
<b>RIP</b>	Routing Information Protocol
<b>RISC</b>	Reduced Instruction Set Computing
<b>Risk</b>	The potential that a given threat will exploit vulnerabilities of an asset or group of assets to cause loss and/or damage to the assets. It usually is measured by a combination of impact and probability of occurrence.
<b>Risk Manager</b>	The Risk Manager is responsible for managing the risks, issues of a project on behalf of the Project Manager. For large and complex project in Amadeus, a dedicated person may play this role full-time. In other sized or less complex projects, the Project Manager takes this role, in addition to his/her day-to-day activities.
<b>RLC</b>	Release Complete
<b>RLC</b>	Regionalised Load Control. A site that conducts load control for multiple ports.
<b>RLDW</b>	Regulated Landing Weight
<b>RLO</b>	Reusable Learning Object
<b>RLOC</b>	Record Locator. An alpha/numeric representation of a PNR file address
<b>RLP</b>	Unisys Record Lock Processor) The RLP is a piece of hardware located between a Host and a Database. It is like a dialog box.
<b>RLR</b>	Request Record Locator
<b>RLW</b>	Railway
<b>RM</b>	Resource Management
<b>RMI</b>	Remote Method Invocation. Java-to-Java method calls
<b>RMS</b>	Revenue Management System. An Amadeus written yield management system
<b>RNID</b>	Record identifier
<b>RNS</b>	Amadeus Reverse Negotiated Space) Amadeus product enabling the management and distribution of allotments to third parties agents on Altéa airlines.
<b>RO</b>	Receive Only
<b>RO</b>	Read Only
<b>ROB</b>	Remain on Board
<b>ROC</b>	Reservation OBE Coordinator. The entry point of the Reservation system (PNR), on the Open Backend. The purpose of ROC is twofold: - Keep the context of the session (the PNR), and to delegate the query received (Cryptic/EDI) to the relevant application, with the context (the PNR) attached. - Be the interface between TPF and OBE world by converting the PNR in a format understandable by TPF, and vice-versa.
<b>ROE</b>	Rate Of Exchange
<b>ROH</b>	Run Of the House
<b>ROI</b>	Return On Investment. For a given use of money in an enterprise, the ROI (return on investment) is how much profit or cost saving is realized.
<b>ROLC</b>	Routing Over Large Clouds
<b>Role</b>	Defined the set of NGI permissions assigned to a user.
<b>Root Cause Analysis</b>	Root Cause Analysis. Process of learning from consequences, typically of errors and problems.
<b>Round Trip</b>	Travel that begins and ends in the same city and usually specifies the same routing in both directions.
<b>Router</b>	A special-purpose computer (or software package) that handles the connection between 2 or more networks. Routers spend all their time looking at the destination addresses of the packets passing through them and deciding which route to send them on.
<b>Routing</b>	1. The elements, that are airline(s), city pairs(s), class of service and fare type which make up the structure of the itinerary. 2. A set of at least three airports or city codes, linking an origin to a destination point via one or more intermediate points; Amadeus holds an average of 15 million routings.
<b>ROW</b>	Rest Of the World. Row is a keyword that can match any point of sale.
<b>RPB</b>	Revenue Passenger Boarded

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<b>RPC</b>	Remote Procedure Call. RPC error codes are returned when the client initiates the Remote Procedure Call to the API Server, but is unable to communicate with the server, so we can determine that there is a problem with the client, the API Server, or between the client and the API server.
<b>RPCC</b>	Remote Processor Channel-to-Channel
<b>RPK</b>	Revenue Passengers Kilometres
<b>RPL</b>	Replace
<b>RPQ</b>	Request for Price Quotation. See computing system RPQ, programming RPQ
<b>RPST</b>	Routing Path Selection Table. This table is used to transfer control to the appropriate output driver when accessing CPU or network.
<b>RQF</b>	Request Passenger Name List.
<b>RQR</b>	Request for Reply. (SMI) (AIRIMP)
<b>RR</b>	Record Return RRR: (Reverse Record Return)
<b>RRR</b>	Radioactive Material
<b>RRT</b>	change of Routing
<b>RS-232-C</b>	A standard, recognised worldwide, for the connection interface between modem-like and terminal-like devices communicating serially with each other.
<b>RS13</b>	Reservations Study 13) Allows COBRA users to manipulate BA's seat data and then send updates back to BABS. It is a yield management system. It is responsible for managing BA's seat inventory to optimise revenue and maintain high seat factors. This is the current BA inventory system and used also by QF RS13: (RS13) No longer in use - replaced by Altéa Inventory
<b>RSC</b>	Return Sub journey Check
<b>RSCS</b>	Remote Spooling Communication Subsystem. The component of VM/370 that transfers spool files between VM/370 users, remote stations, and remote and local batch systems via HASP-compatible telecommunication facilities.
<b>RSD</b>	Resent message
<b>RSF</b>	Remote Support Facility
<b>RSM</b>	Remote Services Management
<b>RSP</b>	Reservations Service Providers. An ARC travel service provider holding a numeric code registered with ARC, which has access to the airline inventories through the CRS, but does not issue airline tickets.
<b>RST</b>	system Record Sharing Table
<b>RSVP</b>	Resource Reservation Protocol
<b>RT</b>	Routing Type
<b>RTA</b>	Real-Time Activity tapes. Real-Time Activity tape used for transaction logging (Data Collection, etc.)
<b>RTB</b>	Real Time system that runs various applications for 3rd party airlines. RTB currently hosts FICO and Cargo for BA, Res for MOD, DCS for various airlines
<b>RTDP</b>	Real Time Dynamic Pricing. External revenue management and calculator system by PROS »No inventory counters. Only availability calculation algorithm. Accurate counter figures must be provided in input. Non-disclosure constraints »For CX, KA, QR »For TA, AV (light yield retrieval version) »Hosted by the airline or Amadeus (on request)
<b>RTG</b>	Reed Travel Group. Now regroups the Official Airline Guide (OAG) and the ABC Guide. It collects and distributes airline information.
<b>RTIS</b>	Remote Transaction Interactive Services
<b>RTL</b>	Real-Time Logging tapes. Real-Time Logging tape used for dump data and other transaction logging.
<b>RTNS</b>	Return To Normal Schedule. Return To Normal Schedule
<b>RTO</b>	Opera RTO Platform encompassing the platform, links and feeds into and out of the platform and two databases.
<b>RTOW</b>	Regulated Take-Off Weight
<b>RTS</b>	Residual Time Stamp
<b>RTS</b>	Ready To Send. The signal raised by the transmitting device in order to advice the receiving device that it wants to send data.

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<b>RTSC</b>	Regional Technical Support Centre
<b>RTT</b>	Real-Time Trace
<b>RTX</b>	Real-time exception Tape
<b>RTZ</b>	RTZ is the British Airways main Real Time System supporting various Applications. BA TPF platform. Mainly used for BA communication and DCS
<b>Rule</b>	Specific set of conditions combined with a specific set of actions that are used during system processing. The rules are customised by a system user airline to meet their individual needs. Each rule is composed of online updateable tables for a variety of levels. The rules are referenced at key decision points.
<b>Rush baggage</b>	Piece of baggage that is loaded on an aircraft without the customer. This only happens under special circumstances.
<b>RVT</b>	Resource Vector Table
<b>RxC</b>	Receive Clock. A signal, normally generated by the modem, indicating bit time intervals. The status of this signal is monitored by the Lanyon ALC Board and can be displayed by an application e.g. TERMINAL.
<b>SA</b>	Smart Access
<b>SA</b>	Source MAC address
<b>SA</b>	Source Address
<b>SA,S/A</b>	Standard Access
<b>SAAL</b>	Signalling ATM Adaptation Layer
<b>SABRE</b>	SABRE Travel Information Network was launched by American Airlines in 1976, just months after the collapse of a multi-carrier attempt to develop a joint CRS. Robert L. Crandall and Max D. Hopper were instrumental in launching SABRE to travel agents. Hopper had headed the Joint Industry Computerized Reservation System (United Airlines launched its Apollo system at virtually the same time, also upon the failure of JICRS).
<b>Sabretalk</b>	A programming language developed by Sabre which resembles PL/1. Sabretalk is used in the Central system in addition to TPF Assembler. Studies are under way to convert Sabretalk in standard C language.
<b>SAC</b>	Successful Action. This identifies special action (if any) to be taken when a document is successfully printed (or transmitted to a NS/NDS in the case of QTOQ). If nothing is entered in this field, the document will be discarded after transmission. Any of the following codes are allowed: - A for 'notify Application'. This should be used for document types which require a document number to be reported back to the types which require a document number to be reported back to the application which generated the document. - N for 'notify Network'. This is currently used for the 'TAT' document type of Savia printers. It instructs print services to notify Iberia of the document number of the ticket. - T for 'Temporary office queueing required'. This is used when Print Services must queue a document before its final print destination can be determined. One case of this is Car Voucher printing (doc type='CVP') to Esterel ticket printers. - F for 'File transfer' when a special flow is used to actually send the data to a PC (back office) system instead of the printer. Currently this is only supported on OSI ("Esterel") platforms.
<b>SAC</b>	Settlement Authorisation Code. This code may be issued by some airlines in response to an electronic ticket void, or refund. The code appears in the OK response, sent after a successful transaction and it is printed on the ET-REA. i.e. OK-ETKT UPDATED SAC-0060590436275 SALE IS CANCELLED IN REPORTING SYSTEM
<b>SAC</b>	Schedule Automation Control. This kind of automation control only applies to the schedule change's own characteristics and can be processed before any re-accommodation option has been chosen.
<b>SAFE</b>	Smart Aces Front End
<b>SAGR</b>	Special Agreement Record
<b>SAHARAlink</b>	This link allows agents on BABS to book hotel accommodation using SITA's SAHARA system
<b>Saleable Configuration</b>	E.g. C20M50 stands for 20 seats saleable in C cabin, 50 seats saleable in M cabin. It provides the saleable capacity of each cabin. Saleable configuration codes are associated to a given ACV and created in the Aircraft Library application.

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<b>SALT</b>	System Allocation Table
<b>SALT</b>	Stand Alone Load and Trim. A fall back application currently used in SYD & MEL RLCs in the event of an LDP or ALP failure.
<b>SAM</b>	Shift Activity Management. Old application used by some Global Customer Support groups to register staff's absence (vacation, training, business trips, sickness etc.). This application was replaced by FRED on 01Jan2000.
<b>SAM</b>	Sequential Access Method
<b>SAM</b>	Search across markets
<b>SAMOA</b>	Services for Amadeus Mid Office Applications. A set of services and components offering Mid Offices functions in order to be shared by all Amadeus Mid Offices.
<b>SAN</b>	Storage Area Network. A Storage Area Network is a high-speed special purpose network (or sub-network) that interconnects different kinds of storage data devices with associated data servers on behalf of a larger network of users. SAN support disk-mirroring, backup and restore, archival and retrieval of archived data, data migration from one storage device to another, and the sharing of data among different servers in a network.
<b>Sanity tests</b>	Integrity tests. Minimal testing to ensure that the new delivery is up and running.
<b>SAP</b>	Software Accounting Package. Software used to manage BCS activities (accounts, IATA forms, foreign exchange rate variation, reports...) SAP is interfaced with General Ledger AS400 in Madrid and Treasury system TM/BOA in Madrid.
<b>SAP</b>	Service Access Point, Software Accounting Package, Systemanalyse and Programmentwicklung, Systems Applications and Products in Data Processing) Systems Applications and Products in Data Processing: In 1972, in Mannheim, Germany, three engineers had an idea. They wanted to produce and market standard software for integrated business solutions. So, they started a little company (with a big name) called "Systemanalyse and Programmentwicklung." Since then, that company has become SAP (Systems, Applications and Products in Data Processing). And it has been dedicated to providing SAP users with a better return on information. [..]
<b>SAR</b>	Segmentation and Reassembly
<b>SAS</b>	Scandinavia Airlines System
<b>SASA</b>	SYSTEM ACCESS AND SECURITY ADMINISTRATION. This is the EUM Group for the North America ACO.
<b>SATA</b>	Student Air Travel Association
<b>Satellite phone</b>	Phones that connect callers via satellite. The idea behind a satellite phone is to give users a worldwide alternative to sometimes unreliable digital and analog connections. So far, such services have proven very costly and have appealed to few users aside from, for example, the crews at deep-sea oil rigs with phones configured to connect to a satellite service.
<b>SATO</b>	Scheduled Airlines Travel Offices. Scheduled Airlines Travel Offices for U.S. Military and family members.
<b>SATTE</b>	South Asian Travel and Tourism Exhibition
<b>SAVIA</b>	1- X25 travel agent network in Spain 2- The most widely uses CRS in Spain
<b>SBB</b>	Schweizerische Bundesbahnen. SBB (Schweizerische Bundesbahnen) is the Swiss Rail System.
<b>SBM</b>	Shopping Basket Mode
<b>SBR</b>	System Booking Reference or Structured Booking Record. This is the enhanced version of the Passenger Name Record that will account for all order details as well as delivery e.g. check-in, baggage, and boarding details. This is sometimes used as an alternative name for the PNR (passenger Name Record)
<b>SBR Feed</b>	Mechanism for transmitting a feed of all SBRs for a specific carrier, usually to the carrier's PNR/booking data warehouse.
<b>SC</b>	Steering Committee. The Steering Committee is composed of the directors in charge of divisions involved in the project and controls the project progress via Steering Committee meetings and the phase review process. The Steering Committee must include the Project Sponsor and the Project Manager and may also include third-party participation. It is put in place at the time of project approval by the PDC and, as the ultimate decision body within the individual project organization, is responsible for approving the initial

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	project plan, the project organization and the initial baseline plan. The Steering Committee is also responsible for accepting the intermediate and final deliverables. The identification and selection of the SC members can be done via a stakeholder analysis, where the stakeholder's influence and interest are evaluated.
<b>Scalable architecture</b>	Scalable architecture is a technological infrastructure in which the computing capacity can be increased or decreased (scaled) in both a horizontal and/or vertical direction. Horizontal scalability occurs when the number of configured machines is increased or decreased within an established architecture. Vertical scalability occurs when a machine or number of machines within an established architecture is reconfigured or replaced with machines that have more or less computing horsepower. In this case the number of machines will remain constant.
<b>Scattershot</b>	The procedure of making reservations transactions by dealing with one or more airline offices, or CRSs, independently of other airline offices, or CRSs, and which results in one or more airline offices, or CRSs, not having a record of the passenger's complete remaining itinerary including the current status of each segment.
<b>SCB</b>	Session Control Block
<b>SCC</b>	Serial Communications Controller. A programmable chip used on the Lanyon ALC Board to operate the RS-232-C interface.
<b>SCCB</b>	Software Configuration Control Board
<b>SCCP</b>	Signalling Connection and Control Part
<b>Schedule Change</b>	Any modification to the operation of a flight which may require passenger notification. This may be a change in arrival or departure times, flight number, levels of service, frequency of operation or routing, etc... A city's conversion to or from daylight time only constitutes a schedule change when the conversion results in a change in the arrival or departure time of a flight. There is no change when the only factor is conversion to or from daylight savings time, with the departure and arrival times remaining the same in terms of local time.
<b>Schedule Dressing</b>	The process whereby relevant data from Amadeus Altéa schedules, Business Rules, and Aircraft Library are merged to create required individual flight/date Inventory records.
<b>Schedule Redress</b>	Ad-hoc instance of schedule dressing. A full schedule redress is performed in advance of migration to create the initial database of Inventory.
<b>Scheduled Air Service</b>	A service offered by an airline which is displayed in an official airline guide, has a two-character of three-letter airline designator, and operates between points having three-letter city/airport codes.
<b>Scheduled Time of Arrival</b>	(STA) The published arrival time.
<b>Scheduled Time of Departure</b>	(STD) The published departure time.
<b>SCM</b>	Software Configuration Management
<b>SCN</b>	Stock Control Number ... is used in the ATS area. This (Stock Control) number is recorded *** not completed yet ***
<b>SCORM</b>	Shareable Content Object Reference Model Initiative
<b>SCP</b>	Service Control Point
<b>SCR</b>	Schedules Clearance RQ/Reply
<b>SCR</b>	Sustainable Cell Rate
<b>SCR</b>	Schedules Clearance RQ/Reply, Sustainable Cell Rate
<b>Screen</b>	The viewing area of a computer display or full-screen sized panel of information.
<b>Screen bag</b>	Scan the bag for security purposes. This comprises 5 levels of security to which each bag can eventually be escalated to, if need be. Most bags only go through level 1.
<b>Screen padding</b>	Filling-up CRS displays with identical travel solutions using different airline codes or flight arrangements, mainly in case of Code Share or Change of Gauge flights.
<b>Scripts</b>	An HTML page which passes variables back to the server.
<b>Scroll Bar</b>	A window feature that enables the text within a list box to be scrolled vertically or horizontally by clicking on arrows. A slider moves along one edge of the window to indicate the remaining distance left to scroll.
<b>SD</b>	Sales Document. AmadeusPro-Sale record.

## Amadeus Glossary of Terms

<b>SD</b>	Service Desk. The single point of contact within the IT organization for users of IT services.
<b>SDD</b>	Scope Definition Document
<b>SDH</b>	Synchronous Digital Hierarchy) An advanced technique for data transmission over fibre-optic networks. It allows very high speeds to be achieved.
<b>SDLC</b>	Synchronous Data Link Control. A communication line discipline which is standard for SNA networks a most current IBM terminals and terminal control units.
<b>SDMF</b>	Standard Data Message File
<b>SDP</b>	Small/Long term Duplicated record Pool
<b>SDU</b>	Service Data Unit
<b>SE</b>	Switching Element
<b>SEAL</b>	Simple and Efficient Adaptation Layer
<b>Seamless Connectivity Link</b>	This means any link (direct, indirect, switched, and virtual, on-demand) via any path, media or technique which is capable of providing Seamless Connectivity, as defined above. No limit on communications path, media, or technique is intended or implied.
<b>Search Engines</b>	A databased website containing information which can be used to find sites of interest.
<b>Seat attribute</b>	Text that describes the attributes of a seat. For example, aisle, window or middle seat.
<b>Seat characteristics</b>	Text that describes the attributes of a seat. For example, aisle, window or middle seat.
<b>Seat Map</b>	A graphical representation of the seating configuration for a specific aircraft on a specific date. It shows seat attributes, current seat reservations and the location of key features such as toilets, closets, galleys and emergency exits.
<b>Seat Pitch</b>	Measured in inches, the seat pitch is the amount of leg room between rows of aircraft seats.
<b>Seat preference</b>	Information that identifies specific seats or seat characteristics that are requested by the customer.
<b>Seat Selection</b>	A service made available on selected flights that allows a customer to choose specified seats before boarding his flight.
<b>Seat Shuffle</b>	A process by which passengers are allocated different seats depending on their customer ranking value. In CM: ability of Altéa Departure Control to automatically select more appropriate or more desirable seats for customers. You can also set an indicator to ON and manually start this process for someone who already has an assigned seat.
<b>Seat swap</b>	Seats of two customers are exchanged.
<b>Seating</b>	The procedure whereby passengers obtain their seats - it may be free, allocated, or selected.
<b>Seating Condition</b>	The method used for determining the effect on the centre of gravity of the aircraft, of the weight of passengers when seated. (For example, by seat row, cabin area, or class.)
<b>Seating Restriction</b>	The limitation applied to the occupying of certain seats to achieve a satisfactory balance for take-off and landing.
<b>Seats Occupied Message</b>	(SOM) A message transmitted after departure on multi-sector flights to advise the next station (unless the last sector) of occupied seats by destination through that station, as well as any protected seats for downline stations.
<b>SECO</b>	Amadeus Selling Platform Connect
<b>Section</b>	A subdivision of a non-containerised/palletised compartment.
<b>Sector</b>	The space between two consecutive scheduled stops on any given flight.
<b>Sector</b>	Personal computer disks are organised in 512-bytes sectors. This is sometimes called fixed-block architecture (FBA). A disk (or diskette) read or write is always in units sectors. Higher level software usually hides this rigid structure from the user.
<b>Secure</b>	Equivalent to Restrain/Secure/Lash, means the term used to describe the securing of the bulk-load or part thereof to fixed restraint points within an aircraft or in a ULD, to conform to restraint and safety requirements.
<b>Security</b>	Protection of computers and computer data against loss or damage and the prevention of unauthorised access.
<b>Security questions</b>	Security Questions are asked as part of the Bag Acceptance process. But are only required at certain airports/departures.
<b>Sector</b>	The space between two consecutive scheduled stops on any given flight.

## Amadeus Glossary of Terms

<b>SEDM</b>	Schedule Exchange Data Message (AIRIMP)
<b>Segment</b>	<p>A leg, or group of consecutive legs, from the boarding point of a passenger to the deplaning point on a given flight. In ALC, messages are often split into smaller blocks called segments.</p> <p>Ghost segment: Similar to the standard Passive segments and the Service segments, it requires a GN, GL or GK status code, and of course the 'OASINE'. The Ghost is never reported to an airline, and there is no synchronisation available following schedule changes, etc. While it is possible to price and print Ghost segments on itineraries, it is not possible to ticket these segments or request additional services. In order to do so, it is possible to change the status of the segment from a 'G' code to an equivalent 'P' or 'H' status - to create a Passive or Service segment. At this time, a normal teletype message will be sent as if the segment was newly added.</p> <p>Married segments: Married segments are those which have been grouped together by an airline due to yield management processes. For example, a carrier may allow a short haul flight to be sold when it is connecting to a long haul flight, but not allow the short flight to be sold alone.</p> <p>Service segments: Service segments can be added via long sell and short sell, in the same way as a Passive segment, except that the status code HK must be used. These are similar to Passive segments, but have the additional benefit of being able to accept special service requests (including seat requests). Service segments requests are allowed for the airlines that can support this functionality, and are sent to the controlling airline via teletype.</p>
<b>Segment control</b>	A term used in Inventory control (versus Leg Control) A passenger journey over 1 or more legs. E.g. LHR-SIN-SYD = 2 legs... 3 segments. LHR-BAH-SIN-SYD = 3 legs...6 segments
<b>Segment Date</b>	This is a specific movement between a point of departure and a point of arrival. It is a dated and timed on-the-day instance of a Segment. For example, LHR-SYD is a Segment, which may be realised by the Routings LHR-HKG-SYD and LHR-BKK-SYD. On a particular day, this Segment is realised by a specific Segment Date which takes one and only one of the two Routings. The Routing for this Segment Date specifies the actual Flight Legs travelled on that day.
<b>Segment Driven table</b>	This is the table which permits one airline to allow another airline to retrieve all the PNRs created in Amadeus (or also created with another system if it concerns an airline which is System User in Amadeus). This table is maintained by the Security group
<b>Selective Polling</b>	One of the three products of Dynamic Selection, (the other two are Class Suppression and AVS Driven Rules). Selective Polling allows participating carriers to define rules, in the Dynamic Selection Table (Polling record), to determine flights and classes that should be polled and for which requestors.
<b>Selective Query</b>	It is a mechanism by which a controlling airline/CRS may regulate/activate a seamless function.
<b>Self Service</b>	A kiosk, operated by a customer, whereby they are able to check themselves in without presenting themselves at a check-in desk.
<b>SELL</b>	Amadeus Selling Platform. Amadeus product
<b>Sell in Force Mode</b>	A Sell in Forced Mode is a sell explicitly forced by an agent or process with sufficient rights. It cannot be denied by the system. Note: this generally includes Forced Bookings by agents (FB code) as well as re-accommodation.
<b>Selling Office</b>	The office of an airline to which payment is made by a purchaser for the issuance of a PTA.
<b>SEM</b>	Search Engine Marketing. Search engine marketing, or SEM, is a form of Internet marketing that seeks to promote websites by increasing their visibility in search engine result pages (SERPs) through the use of paid placement, contextual advertising, and paid inclusion
<b>SEM</b>	Service Management
<b>Send Cargo Offer</b>	A message generated by the system to cargo to advise the remaining weight and space available on the aircraft.

## Amadeus Glossary of Terms

<b>SEO</b>	Search Engine Optimisation. Search engine optimization (SEO) is the process of improving the volume or quality of traffic to a web site from search engines via "natural" or un-paid ("organic" or "algorithmic") search results as opposed to search engine marketing (SEM) which deals with paid inclusion. Typically, the earlier (or higher) a site appears in the search results list, the more visitors it will receive from the search engine. SEO may target different kinds of search, including image search, local search, video search and industry-specific vertical search engines. This gives a web site web presence
<b>Serial Nesting</b>	A technique used to control seats available on a flight. Seats that are available for sale to a particular booking class are also available to bookings in any higher fare booking class, but not the reverse.
<b>Serial Number</b>	The alphanumeric identification of a ULD.
<b>Serial Transmission</b>	Transmission where data is represented by a flow of bits in series along a single wire. ALC uses serial transmission.
<b>Server (Web)</b>	A computer that hosts information available to anyone accessing the Internet. Activity on a Web server is recorder in a log file.
<b>Service code</b>	Codes used in a customer's booking to request additional services (SSR, OSI).
<b>Service Mail</b>	On Company Service. Inter- or intra-airline correspondence that is carried without payment of postage.
<b>Service Pack</b>	A consecutively numbered set on one or several patches that is shipped to the markets in accordance with a schedule and applied against a particular version of a product. Increments that product's level or results in a new version. Fully tested by Distributed Systems on both applications and reference platforms. Ex : SP39
<b>Service Proposal</b>	The Service Proposal document identifies, from an operational perspective, the services to be provided to the customer, globally and per solution component, in regard to: <ul style="list-style-type: none"> <li>• Learning Services – Training (Instructor lead, virtual, e-learning, blended)</li> <li>• Instructional Documentation i.e. On-line Help, Training Modules (User Guides)</li> <li>• Support Services (second level help desk services and problem reporting / escalation processes)</li> <li>• Localization Services (Providing content in different languages)</li> </ul>
<b>Service Provider</b>	Service Provider. External entity that provides services to the organization.
<b>Service Request</b>	Service Request. A request from a user for support, delivery, information, advice or documentation, not being a failure in the IT infrastructure
<b>Service Supplier</b>	It means any entity that will provide a reserved service to a customer.
<b>Service Weight Adjustment</b>	(SWA) Used to account for the weight and index effect of any additional non-standard item carried on or removed from the aircraft, such as a stretcher.
<b>Session</b>	A period of communication between a terminal and a host computer system.
<b>Session Layer</b>	It provides a full duplex reliable communication stream between peers. The session layer builds on this to provide additional services to the applications such as session establishment and release (for example, login, logout), dialog control (for example emulating a half-duplex terminal), synchronization (for example, check pointing large file transfers), and otherwise adding structure to the simple reliable layer 4 stream.
<b>SET</b>	Scheduled Entry Table. Related to NGI. The SET is a queue where pending schedule changes are temporarily stored. A schedule change may be pending in the SET for several reasons: <ul style="list-style-type: none"> <li>- its release date is not reached</li> <li>- it requires manual validation</li> <li>- it triggers a re-accommodation that required manual validation</li> <li>- it is valid but it could not be processed due to some system error (it may be re-played)</li> <li>- it is blocked because the flight period covered is currently locked by another activity in the system.</li> </ul>
<b>SET</b>	Secure Electronic Transactions
<b>Set Mnemonic</b>	The symbolic name of a set of End Point Mnemonics. A Mnemonic Set allows reference to more than one End Point Mnemonic at a time. End Point Mnemonics are the elements of the Set. Each time a printer type is requested for a Provider definition there is a need to define a 'Security Set mnemonic' (SSM) and a 'Set mnemonic' (SM). The 'Set mnemonic' is associated to the terminals and likewise the Printer Security Mnemonic field (PSM) is updated in the office profile with the 'Security Set Mnemonic'. The SSM is the mnemonic that contains all the printers that are to be linked to the same office, however they do not need to be linked to all of the terminals to be contained in the office. On the other hand the SM is the selected printers that are too associated to a particular terminal. The

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	mnemonic letter to be used for all Providers is the letter 'j', whether it is a Message Switching Printer (MSW) or for a standard Broadcast printer.
<b>Severity</b>	Severity 1 - Critical Service Impact: Means a service problem which has a major impact on Customer's business, operations or customers where a system, network, application or functionality is not available or is severely corrupted or severely degraded for a significant number of Authorised Users. Neither backup is available nor is bypass installed. All resources applied 24hours/7days a week until the problem is resolved. Severity 2 - Serious Service Impact: Means a service problem which has a substantial impact on Customer business, operations or customers, where a system, network, application or functionality is not available, severely corrupted or severely degraded for a limited number of Authorised Users, or degraded for a significant number of Authorised Users. Backup/alternative is available or a bypass installed but service is still degraded. Resources applied with top priority until the problem is fixed. Severity 3 - Medium Service Impact: A system, an application or a functionality is degraded. Backup is available or a bypass is installed with acceptable quality of service. Resources are scheduled as available. Severity 4 - Minor Service Impact: A system, an application or a functionality is insignificantly degraded. A system, an application or a functionality is up and running, backup is available, no need for bypass. The problem will be addressed when convenient.
<b>SF</b>	Switching Fabric
<b>SFA</b>	Sales Force Automation
<b>SFD</b>	Selective File Dump
<b>SFDT</b>	Selective File Dump and Trace
<b>SFS</b>	START Ferry Server
<b>SFT</b>	Selective File Trace
<b>SFTP</b>	Secure File Transfer Protocol
<b>SG</b>	Specific Gravity
<b>SGM</b>	Segmentation Message
<b>Share</b>	Certificate representing one unit of ownership in a corporation, mutual fund, or limited partnership.
<b>Shared Airline Designator (Code Sharing)</b>	A designator used when an airline holds out, by means of an airline designator code published in industry accepted methods such as printed Airline Guides and/or SCIP/SSIM transmittals that it is providing transportation and the flight is operated by another carrier on its schedule.
<b>SharePoint</b>	SharePoint is how the application from Microsoft is spelled. Website.
<b>Shipment</b>	Equivalent to the term Shipment. One or more pieces of goods accepted by the carrier from one shipper at one time and at one address, receipted for in one lot and moving on one air waybill to one consignee at one destination address.
<b>SHM</b>	Short Haul Modem
<b>Shore excursion</b>	Optional sightseeing package(s) available in certain ports of call.
<b>Shoulder season</b>	The interval between the high and low seasons of a travel period.
<b>Shuttle</b>	1. Transportation between airport terminals, or 2. A kind of no reservation, guaranteed air service
<b>SI</b>	Seat Index. Remaining Saleable Seats of a given leg/cabin. Used with Bid Price Vectors.
<b>SI</b>	Supplementary Info. (SSIM)
<b>SIAP</b>	Front End application to support access methods (this case: Reversed Direct Access)
<b>SID</b>	Signalling Identifier
<b>SIE</b>	Standard Interpretative Execution
<b>SIGMA</b>	Italian NDS of Galileo
<b>Sign-in message</b>	Electronic headline message appearing on the first screen agents see when they sign in, select a new work area, or type JB. Option to target by country or to 165,000+ terminals worldwide.
<b>Sign-off</b>	This term should not be used. It is replaced by Approval.
<b>Simple</b>	Session Initiation Protocol for Instant Messaging and Presence Leveraging
<b>Simple Batch</b>	The Schedule changes in those batches are processed individually and sequentially, as they appear in the batch. When an automation control triggers for one of them, it is placed in the SET.

## Amadeus Glossary of Terms

<b>Sine</b>	A unique combination of letters and/or numbers which constitute an agent's signature.
<b>Single Access System</b>	A system in which a user has real time direct access to a single airline's system or a single CRS.
<b>Single Segment</b>	A Single Segment is an OnD containing only one segment i.e. one single flight number. This segment can be either mono-leg (FRA-MUC) or multi-leg (FRA-MNL that covers 2 legs, FRA-BKK and BKK-MNL, but within the same flight).
<b>SIP</b>	System Initialization Package
<b>SIP</b>	Session Initiation Protocol
<b>SIPA</b>	Society of IATA Passenger Agents
<b>SIPAX</b>	Italian Railway's reservation system.
<b>SIPP</b>	SMDS Interface Protocol
<b>SIPP</b>	Standard Interline Passenger Procedures. Air Traffic Conference handbook of instruction for interline reservations, ticketing, baggage and passenger handling. Procedures are mandatory for all ATC members.
<b>SIR</b>	SMART Interface Record. Used for DSB (Danish Railways) and Europaeike (Travel Insurance Company), completes the A.I.R. for the non-AMADEUS providers on SMART host.
<b>SIR</b>	Schedule Info RQ/Reply
<b>SIR</b>	Sustained Information Rate
<b>SIR</b>	Système Informatisé de Réreservation
<b>SIT</b>	Session Initiation Protocol
<b>SITA</b>	Société Internationale de Télécommunications Aéronautiques) A non-profit telecommunications network owned by 500 air transport industry members. SITA provides global tele-communications services in over 200 countries to the airline industry (E.g. to transmit passenger reservations, cancellations, changes and other teletype message traffic internationally from one airline to another). It operates the world's largest private network. The SITA network has network interconnections with the ARINC network. SITA also operates the Gets and Gabriel systems which offer data processing applications covering air transport needs. These systems are used by airlines and travel agents
<b>SITA Type B</b>	Société Internationale de Télécommunications Aéronautiques. (SITA)Type B is a type of message) When a message is sent from Amadeus to a CRS (Computer Reservation System) through the SITA network, the type of message used is "Type B". That means that there is no direct link between 1A and the CRS where the message is sent. This is called STANDARD access. The message can take different ways before reaching the addressee depending of the traffic already existing on the SITA network. Therefore, the message can go very fast but it can also be stuck a few or long time somewhere on the SITA network. For example, the message sent to an airline when a PNR is created can take more time to reach the inventory of the airline than the cancellation message which could be sent one or two minutes later for the same PNR. This situation can lead to a NOREC or a flight discrepancy between both systems. You can use different priorities to send a SITA message (see below a part of A02-5080-2): Type B traffic consists of single or multi-addressed messages using a standard format. The traffic can be lower priority as it is protected. By convention this traffic is classified as urgent (QU), priority (QP), normal (QK) or deferred (QD). This type of communication is that used typically between airlines and CRS/GDS.
<b>Sitatex</b>	Telex system between airlines and CRSs provided by SITA. Freeform SITA type B message
<b>Site (Web)</b>	A location on the Internet containing HTML documents that visitors can view using a browser.
<b>Six Sigma</b>	Methodology used for elimination of defects and unplanned variation. Supports data-driven decisions. Provide structured problem-solving toolsets. Corresponds to 3.4 defects per million or 99.9997% yield. Stable approach that delivers sustainable results. See also "Lean Six Sigma".
<b>SK</b>	Scandinavia Airlines System
<b>SK keyword</b>	Some airlines have defined specific 'in house' service types, which are not defined at the industry level. They usually refer to special marketing services, like promotions, valet

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	parking ... or are linked to Departure Control System (DCS) information, like tracking and hand back... These Keywords elements are included in the PNRs with the transaction code SK.
<b>SKD</b>	Schedule) (SSIM
<b>SKED</b>	Schedule (AIRIMP)
<b>SkyTeam</b>	SkyTeam (one word), the SkyTeam network
<b>SLA</b>	Service Level Agreement. A standard way to communicate expectations It's a document that comprises service level targets set between Amadeus and its external customers and providers It is used to manage and build relationships with Amadeus group customers The targets in an SLA should never be more aggressive than internal targets stored in the SLH (Service Level Handbook)
<b>SLC</b>	Synchronous Line Control. A communication line discipline used in the TPF system for processor-to-processor communications. The SITA versions of this protocol are known as P1024 and P1124 (enhanced P1024), and serve as the primary access for airline systems into the SITA network. These protocols are used to connect two systems or a system and a network as peers. AMADEUS does not support direct SLC connections but a remote system can connect to the SITA network with SLC while AMADEUS is connected to SITA via X.25. The SITA network defines two major categories of traffic under P1x24: Type A and Type B traffic. Type B is used to secure traffic in the form normally associated with teletype (TTY messages). Type A is used for rapid delivery of messages
<b>SLHD</b>	Second Level Help Desk. Service Management Centre (SMC)
<b>SLIM</b>	Solution for Light Integrated Mid Office. A complete end to end Mid Office product for SSTA & SME Travel Agencies. Based on SAMOA, SLIM is the first Mid Office application fully integrated within the TTR.
<b>Slot</b>	This is the actual take off/landing reservation at an airport provided to a carrier. There are a limited number of slots, which can affect a carrier's route schedule.
<b>Slow Poll</b>	When polled, TCUs are expected to reply within a certain period. If after that time nothing is received by the host, the next TCU is polled. Generally all TCUs are polled within a second or so. If a TCU fails to reply to several polls, the host will start to poll at infrequent intervals (typically 15 seconds or more) so as to poll active TCUs more frequently. This is slow polling.
<b>SLR</b>	Short Length Record
<b>SLS</b>	Statistical Load Summary
<b>SLT</b>	Service Level Target. A commitment that is documented in a Service Level Agreement. Service Level Targets are based on Service Level Requirements, and are needed to ensure that the IT Service design is Fit for Purpose. Service Level Targets should be SMART, and are usually based on KPIs.
<b>SLT</b>	Small/Long Term simplex record pool
<b>SLU</b>	Secondary Logical Unit
<b>SMA</b>	Schedule Movement Adv.
<b>Small Capacity Aircraft</b>	Any type of passenger aircraft with six or less seats across and a single aisle in the passenger cabin.
<b>Smart</b>	ARC's Sales and Marketing Analysis Reports (SMART) are provided [...] to ARC participating carriers in need of timely, user friendly, easily customised data on actual ticketed travel agency sales.
<b>SMART</b>	1- X25 travel agent network in Scandinavia, 2- The most widely used CRS in Scandinavia, 3- An IBM licensed program
<b>Smart Mail</b>	PC laptop application, Via CompuServe, that offers similar functionalities as Fare Assurance / Fare Choice, with response via Fax or E-Mail.
<b>Smart phone</b>	A combination of a mobile phone and a PDA, smart phones allow users to converse as well as perform tasks, such as accessing the Internet wirelessly and storing contacts in databases. Smart phones have a PDA-like screen. As smart phone technology matures, some analysts expect these devices to prevail among wireless users. A PDA equipped with an Internet connection could be considered a smart phone. Ericsson, Nokia and Motorola also make smart phones.
<b>SMC</b>	Service Management Centre
<b>SMC</b>	Sleep Mode Connection

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<b>SMDS</b>	Switched Multi-Megabit Data Services
<b>SME</b>	Subject Matter Expert
<b>SMF</b>	Stock Master File: The SMF has been re-branded as 'Document Bank'
<b>SMF</b>	Single Mode Fiber
<b>SMI</b>	Standard Message Identifier
<b>SMP</b>	Symmetrical Multi-Processing. A server architecture in which each processor shares a single memory, operating system and disk storage. It is also known as "shared everything". Although very powerful, there are arguments about its scalability for very large data warehouses.
<b>SMS</b>	Short Messaging Service. A service through which users can send text-based messages from one device to another (see BlackBerry). The message- up to 160 characters - appears on the screen of the receiving device. SMS works with GSM networks.
<b>SMS check-in</b>	Pro-active check-in proposal to a mobile phone at a pre-defined time before departure that a customer answers to be checked in.
<b>SMT</b>	System Message processor
<b>SMTBF</b>	Lanyon's Presentation Level API.
<b>SMTP</b>	Simple Mail Transfer Protocol
<b>SN</b>	Sequence Number
<b>SNA</b>	System Network Architecture. IBM comprehensive specification of formats and protocols for communications environment. Communication in an IBM Host Environment (SNA) A logical connection (Session) between two LUs (Logical Unit (LU)) is necessary for communication in a homogeneous SNA network. The SNA protocol LU6.2 is used when two application programs are to communicate via a session of this type. Active communication is known as a Conversation. A conversation between programs, which use different interfaces for the LU6.2 function calls, is possible. Examples of such interfaces are: · CPI-C, APPC, APPC, EXEC CICS... One of the most important characteristics of the LU6.2 protocol is that a Transaction Program can call up a partner program on another system (Attach function). This allows connections to be set up dynamically and event-orientated data exchange between the two partners.
<b>SNAP</b>	Sub Network Access Protocol
<b>SNARF</b>	SNA Request Facility
<b>SNBU</b>	System Network Back-Up. A facility on IBM modems to use a switched circuit to temporarily replace a failed leased line.
<b>SNCC</b>	Amadeus Systems and Network Control Centre
<b>SNCM</b>	Société Nationale Corse Méditerranée
<b>SNI</b>	SNA Network Interconnection. Gateway in the communications controlled used to provide data communication path between two or more SNA networks.
<b>SNMP</b>	Simple Network Management Protocol
<b>SNT</b>	SSR Notification Table
<b>SO</b>	Specific Office data. This is the information received by ORM via Tape containing the miscellaneous information of the office profile.
<b>SOA</b>	Service Oriented Architecture. Service Oriented Architecture
<b>SOA</b>	SNA Over Asynchronous. Dial-up lines
<b>SOAP</b>	Simple Object Access Protocol. SOAP is a lightweight XML-based protocol that is designed to exchange structured and typed information on the web.
<b>SOAP</b>	Simple Object Application Protocol. A protocol that lets you call methods on remote objects. (Although some would argue that SOAP has outgrown its origins and is better defined as Services-oriented Architecture Protocol).
<b>SOE</b>	Start Of Entry
<b>Softlab</b>	German-based subcontractor to DSD.
<b>Software</b>	Codes information such as data or programs that the computer processes, when performing tasks... The application components of a computer system that makes the system functional. All terms relating to software are defined here: * Operating System Software: MVS, VM and TPF. * System software: All software that supports "layers 1-6", except the operating system software.* Communications programs or communication software:

## Amadeus Glossary of Terms

	<p>1. All software that resides in a 3090 front-end processor, except operating system software.</p> <p>2. All software that resides in a communication controller E.G.A. 37*5 or DCP-50.</p> <p>* Application programs:</p> <p>1) All software that provides "layer 7" function, except operating system software.</p> <p>2) All software that resides in a 3090 back-end processor, except operating system software.</p>
<b>Software Developer</b>	Person in charge to analyse user needs and design, code, test, debug, document and maintain software solutions
<b>SOH</b>	Section Overhead
<b>SOJ</b>	Single Open Jaw. (TURNAROUND OR ORIGIN OJ) See Open Jaw for more explanation
<b>SOLD</b>	Selective Online Loader
<b>SOM</b>	Seats Occupied Message
<b>SOM</b>	Start Of Message. A special character used to indicate the start of the input line.
<b>SOM</b>	Shortest Operates Mileage
<b>SON</b>	System Ordinal Number
<b>SONET</b>	Synchronous Optical Network
<b>SOP</b>	Standard Operating Procedure
<b>SOR</b>	Statement of Requirements
<b>SoW</b>	Statement Of Work. The SOW is a document that specifies a work to be performed, at very high level. Details are usually specified at a later stage. Often a SoW is work description part of an RFP (Request For Proposal Document).
<b>SOW</b>	Statement Of Work
<b>SP</b>	Split Party
<b>SPA</b>	Strategic Planning Analysis
<b>SPA</b>	Scratch Pad Area
<b>SPE</b>	Special Program Enhancements. The TPFAPAR exec provides access to a data base containing Authorized Program Analysis Reports (APAR) and Special Program Enhancements (SPE) which are distributed by IBM via Program Temporary Fix (PTF) tapes for Licensees of the IBM Transaction Processing Facility (TPF).
<b>Special baggage Items</b>	Bags that require special handling due to size, fragility etc. e.g. pets, firearms, bike, wheelchair, buggy, ammunition, weapons, musical instruments, surfboards, golf clubs.
<b>Special Load</b>	A load which, because of its nature or value, requires special attention and treatment during the process of acceptance, storage, transportation, loading, and unloading.
<b>Special Load Notification to Captain</b>	(NOTOC) A document informing the captain about dangerous goods and other special load, such as live animals, and their location on the aircraft.
<b>Special Meal</b>	This is a different meal that has been ordered by the passenger to suit their specific needs/requirements to the one that would otherwise be provided on board the aircraft.
<b>Specific Gravity</b>	(SG) The ratio of the density of a substance (for example, fuel) to the density of water. See also Fuel Density.
<b>Specific Yield</b>	The most commonly used type of yield. Represents the largest amount of data of the Yield component. Is defined for a standard origin city/airport and a destination city/airport.
<b>SPECS</b>	Specifications
<b>Speed Mode</b>	"Speed Mode" was previously referred to internally as "ProCeed". It refers to a new functionality available with AmadeusPro-Res 3.0 and corresponds to the concept of three ways of working in AmadeusPro: Expert Mode, Guided Mode, and Speed Mode, which allows users to work much faster as it cuts the number of keystrokes needed to price a flight, a hotel and a car for one passenger by 68%.
<b>SPEED MODE</b>	The Speed Mode is a MODE used inside AMADEUS PRO TEMPO. See below an explanation from the HELP pages for AMADEUS PRO TEMPO: "AmadeusPro gives you three ways of working with the Amadeus Central System, Expert Mode, SPEED MODE, and Scripts. You can choose whichever mode you want to use at any time." "You work with SPEED MODE by using a combination of buttons on the Speed Mode command strip and highlighted items on the Amadeus display. There is a button for each transaction code available for the current display, and the default transaction code (most likely to be used next) is

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	highlighted in red. To use Speed Mode, you must first request an Amadeus display in Expert Mode..."
<b>SPID</b>	Service Protocol Identifier
<b>Spider</b>	The process that LDS uses to read and extract useful information from the identified data sources. A spider exists for different data sources (Lotus Notes, file system, a Web spider).
<b>Spiders</b>	An automated program which searches the internet.
<b>Spill</b>	A Revenue Management term. Spill is a reduction in revenue which occurs when high revenue passengers are turned away because seats have been taken by lower-revenue passengers.
<b>SPOC</b>	Single Point Of Contact. QF help desk for Revenue Management
<b>Spreader</b>	Devices, usually boards, on which items of dead load are placed to distribute the weight of the load over a greater area to ensure that maximum floor loading limitations are not exceeded.
<b>Sprint</b>	An iteration of 2 to 4 weeks which aims at delivering a tested software increment.
<b>SPSP</b>	Front end application to support access methods (this case Direct Access).
<b>SPT</b>	Self-Paces Training. Computer-based training (CBT), tutorials, guided tours, and some text-based materials all fall in the category of SPT, although some format may be more interactive, providing exercises and hand-on practise, than others. [..]
<b>SPTS</b>	Single Program Transport Stream
<b>SQL</b>	Structured Query Language. <ol style="list-style-type: none"> <li>1. Pronounced "sequel", it is a standard data definition and manipulation language for relational database systems. It is used to define queries to be performed on a data warehouse. It is generally used by computer professionals, but a number of software tools exist which translate English language user queries into SQL code invisibly.</li> <li>2. A standard (normalised) query language for relational database systems. SQL allows access to data that is managed within a relational database such as Oracle, Informix, or an SQL server.</li> </ol>
<b>SR</b>	Source Routing (Bridging)
<b>SRC</b>	Stored Response Chain. A predefined, named set of panel responses that reside in the data base and can be executed when it is invoked from the panel that it was created for invokes it.
<b>SRF</b>	Specifically Routed Frame
<b>SRGI</b>	Super Regional Group International
<b>SRR</b>	Sales Reporting Re-engineering
<b>SRR</b>	Special Requirement Review
<b>SRS</b>	Software Requirement Specifications
<b>SRT</b>	Source Routing Transparent
<b>SRTS</b>	Synchronous Residual Time Stamp
<b>SS</b>	Sub System
<b>SSC</b>	Segment Status Change table
<b>SSCF</b>	Service Specific Coordination Function
<b>SSCI</b>	Self Service Check-in
<b>SSCOP</b>	Service Specific Connection Oriented Protocol
<b>SSCP</b>	System Services Control Point
<b>SSCS</b>	Service Specific Convergence Sublayer
<b>SSID</b>	Sub System ID
<b>SSIM</b>	Standard Schedule Input Manual
<b>SSIM</b>	Standard Schedule Information Message. TTY messages to update the flights schedules in real time.
<b>SSL</b>	Secure Sockets Layer) Secure Sockets Layer (SSL) allows software to communicate with Web servers in a secure, encrypted manner. Many Web sites that conduct electronic commerce use SSL to securely transmit credit card numbers from a customer's Web browser to the Web server. For more information you may link to the Microsoft site : <a href="http://msdn.microsoft.com/library/officedev/fpage/012fp_5.htm">http://msdn.microsoft.com/library/officedev/fpage/012fp_5.htm</a>

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<b>SSP</b>	A Research & Development group named Search, Shopping & Pricing (previously known as PSP [Pricing and Shopping Platform]. Also commonly known as 'Farequote'.
<b>SSP</b>	Monetary code for the South Sudanese Pound
<b>SSM</b>	Standard Schedule Message
<b>SSR</b>	Special Service Request. A specific request from a passenger for additional service, such as a wheelchair, special meal, assistance in boarding or transferring, or attention for an unaccompanied minor, which requires a special message to the airline regarding this request. (AIRIMP)
<b>SST</b>	Small/Short Term record pool
<b>SST</b>	Step-by-Step Trace. Originally developed by British Airways
<b>SSU</b>	Sub System Users. They Share: Data Programs Globals
<b>SSUD</b>	Sub System User ID
<b>SSWG</b>	System Support Working Group. Regular meetings done by QF yield system representatives to discuss enhancements or requests regarding the support of the revenue management systems Qube or RS13.
<b>ST</b>	Segment Type
<b>ST3</b>	Scholar Teach (Boeing)
<b>STA</b>	Scheduled Time of Arrival
<b>STA</b>	Station
<b>Stabiliser</b>	An air foil providing stability for an airplane. This is the fixed horizontal member of the tail assembly whose angle is adjusted to balance the aircraft.
<b>Stabiliser Trim Setting</b>	A number that indicates the degree of the raised or lowered angle of the stabiliser.
<b>Staff</b>	Airline employees and other eligible customers who are travelling for the purposes of conducting business for that airline or who are using employee discounts. This includes flight crew who are travelling on the flight but not in an operating capacity.
<b>STAGING</b>	Staging refers to the Test System. The term is used widely by the OCG/DSSM products.
<b>Standalone</b>	Computer systems or processes that can function independently from other systems or processes.
<b>Standard Access</b>	Hotel access level: All the access to hotel data are done on the Amadeus Hotel database, and the sell is asynchronous.
<b>Standard Fuel Distribution</b>	A standard fuel distribution procedure in accordance with the aircraft fuelling manual.
<b>Standard Weight</b>	A standard weight derived from a survey and statistical analysis.
<b>Standard Passenger Weight</b>	The weight of a male, female, child or infant used to calculate aircraft load. Standard passenger weights can include a cabin baggage allowance.
<b>Standby</b>	Standby is one of the acceptance statuses. It corresponds to a revenue customer or staff member who is prepared to travel if space is available.
<b>Standby or Go Show</b>	A potential revenue passenger who presents himself/herself at a designated check-in location, and who is prepared to travel if space is available.
<b>Star Alliance</b>	Star Alliance (two words), the Star Alliance
<b>STARMAN</b>	STARMAN provides the LHR T1 and T4 Controller (TOC) with a PC LAN tool to help manage changes to the stand plan on the day of operation
<b>START</b>	START, owned by Deutsche Bahn and Lufthansa, serves around 14,000 German travel agencies, providing reservation services for tour operators, rail, ferry and events. START is also AMADEUS's German National Marketing Company. 1- X25 travel agent network in Germany 2- The most widely used CRS in Germany
<b>Station</b>	Airport at which airlines operate. Also known as port.
<b>Station</b>	(STA) A fixed point along the fuselage of an aircraft.
<b>Statistical Load Summary</b>	(SLS) A post departure message, sent to airline headquarters, with details of passengers, baggage, cargo and mail. It is a source of data for accounting and capacity booking purposes, which provides key information on the airline's daily performance.
<b>Status bar</b>	Area at the bottom of an application window that shows the status of the application in addition to other information about the application.

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<b>Status Code</b>	Two letter codes used in reference to a passenger's status (requesting seats, waitlisted, etc...) on a specific flight.
<b>STC</b>	System Test Compiler
<b>STCPhones</b>	Impact all ground staff responsible for aircraft dispatch.
<b>STCR</b>	Stretcher Case
<b>STD</b>	Standard Traffic Document
<b>STD</b>	Scheduled Time of Departure
<b>STD</b>	STD sometimes called ASA stands for Amadeus Standard Access Through this product the travel agencies can gain access to all the information they need to price and sell seats. Accountable documents and sales report is sent back to the airline company.
<b>STDO</b>	Satellite Ticket Delivery Office. A satellite ticket delivery office is located in the premises of a non-accredited IATA agent or tour operator. The document print entry is made from the host location (IATA accredited agent in the BSP) and directed to the satellite ticket printer (STP) of the non-accredited IATA agent or tour operator. The STDO document stock is assigned by the controlling host location from its own stock and delivered to the STDO location. The logical ticket numbers are taken from the STDO allocation and all transactions are reported by the host location. The validating IATA number on the printed document is the IATA number of the host location making the document print entry. For e-tickets the IATA number of the host office is shown in the IOI field of the e-ticket record. The STDO and the host office are situated in the same country.
<b>STE</b>	Spanning Tree Explorer
<b>Sterile area</b>	Secured airport area where departing/arriving are isolated from unscreened passengers and those without tickets.
<b>Stifle</b>	Revenue Management term. The number of seats retained for higher fare passengers is higher than the demand. Discount fare passengers have been turned away, resulting in empty seats. Turning passengers away then higher fare paying passengers don't materialize...i.e. 3 days before departure 'fences' don't allow 'cheaper' fares (because of Advance Purchase restrictions etc.).
<b>STIN</b>	Sabre Travel Information Network
<b>STM</b>	Synchronous Transfer Mode
<b>STM1</b>	Synchronous Transport Mode 1 -- 155mbits/sec
<b>Stock</b>	An instrument that signifies an ownership position (called equity) in a corporation, and represents a claim on its proportional share in the corporation's assets and profits. Ownership in the company is determined by the number of shares a person owns divided by the total number of shares outstanding. For example, if a company has 1000 shares of stock outstanding and a person owns 50 of them, then he/she owns 5% of the company. Most stock also provides voting rights, which give shareholders a proportional vote in certain corporate decisions. (Also called equity or equity securities or corporate stock).
<b>Stock Range</b>	This is a range of pre-printed Document Numbers.
<b>Stopover</b>	Deliberate interruption of a customer's trip made by the customer. It can be any point between the departure airport and final destination. The interruption is reflected on the customer's ticket.
<b>Store Bags</b>	This process takes the baggage to a storage place (currently Early Bag Store) until it is time to bring them back into the dynamic baggage process and to put them into the bins for the flight.
<b>Stored Procedure</b>	A stored procedure is a routine for an application that is called from client application logic but runs on the database server. The most common reason to use a stored procedure is for database intensive processing that produces only small amounts of result data. This can save a large amount of communications across the network during the execution of the stored procedure. Stored procedures can also be considered for a set of operations that are common to multiple applications. In this way, all the applications use the same logic to perform the operation.
<b>STP</b>	Satellite Ticket Printing, Shielded Twisted Pair cable, Signalling Transfer Point STP: (Shielded Twisted Pair cable) STP: (Signalling Transfer Point)
<b>STPB</b>	Singapore Tourist Promotion Board

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<b>STPC</b>	Layover at carrier's cost
<b>STPP</b>	System Test Post Processor
<b>Stress factor</b>	The stress factor of a flight is the Estimated to Board (ETB) figure minus the Cabin Capacity, divided by the Cabin Capacity. If the ETB figure is not available, the number of currently booked customers is used in the calculation instead. This factor helps determine whether a flight is stressed.
<b>Stressed flights</b>	If the stress factor for a flight is greater than the value specified in the Flight Stress Factor Rule in the business rules, the flight is considered stressed. When a flight is stressed, the system may offer customers available alternatives for transfer during the acceptance process.
<b>Structured Messages</b>	When communicating with each other using standard interfaces, applications organise the information into structured messages: standardised sets of information. Edifact, for example, is organised in a hierarchy of structured messages.
<b>STS</b>	Synchronous Time Stamps
<b>STS-3c</b>	Synchronous Transport System - Level 3 concatenated
<b>STUR</b>	Specifications Techniques d'Utilisation du Reseau) (Transpac)
<b>SU</b>	Supervisor Sine
<b>SU</b>	Sub System. Individually Active/Inactive Separate: <ul style="list-style-type: none"> <li>* Cycle States</li> <li>* Utilities</li> <li>* Data Base</li> <li>* General Tapes</li> <li>* Global Area</li> <li>* Application Program Base</li> <li>* System Allocator</li> <li>* FACE Table</li> <li>* Operator Messages</li> </ul>
<b>SUA</b>	System User Airline
<b>Sublink</b>	Additional level of linking that applies to customers who are already part of a link. This is commonly used when a subset of a group of linked customers want to sit together when travelling.
<b>Subsequent Segment</b>	In relation to a prime segment, any segment(s) that have the same or a later date and are not the arrival segment to the prime segment.
<b>Subsidiary Risk (Subrisk)</b>	The class or division number of important dangerous goods subsidiary risks. Refer to the IATA Dangerous Goods Manual for a detailed explanation.
<b>SUD</b>	Schedule Update Display. When an Ad Hoc change has triggered automation controls as set by users in BA, the change is sent as a SUD item to the owner's queue for manual action. While an item is in the SUD it remains locked to further schedule change. 'Crew Monthly' Schedule Change This is a regular iteration of the schedule performed on a flight/period equal to the flight crew roster period. It is performed approximately 6 weeks in advance. Timings and aircraft changes are made and bookings for crew and crew positioning are made.
<b>Suffix (Domain Name)</b>	The three digit suffix of a domain can be used to identify the type of organization. Possible "Suffixes" are : .com = Commercial .edu = Educational .int = International .gov = Government .mil = Military .net = Network .org = Organization
<b>SUGAR</b>	Support Group Area Representative
<b>Supplier</b>	A company which provides travel-related services: airlines, rental car companies, hotels, specifically in Amadeus, those companies whose services can be ordered through the computer system.
<b>Supplier</b>	Supplier is a generic term to define an external organization that provides to Amadeus an IT deliverable (product or service).

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<b>Supplier Steering Committee</b>	(SSC) The Supplier Steering Committee is a governance meeting for a project, which is purchasing the development or the acquisition of an IT software, to an external supplier (or provider). In this meeting, should participate in addition to the Amadeus Project governance members: the Supplier representatives (Commercial, Project Manager, Technical Leader,,) and one representative of the Amadeus Purchase Department (from Finance). The successful conclusion of the meeting often triggers the payment of the supplier, and formalizes the acceptance (partial or full) by Amadeus of the product or component, developed or delivered by the supplier
<b>Supranational</b>	A hotel reservation distribution system which accesses over 400 hotels worldwide.
<b>SUR</b>	Surface (ship, rail, bus, etc.)
<b>SURF</b>	System User Reduced Functionality
<b>SUT</b>	System Under Test
<b>SVC</b>	Display of Service
<b>SVC</b>	Switched Virtual Circuit. The temporary association between two DTEs, initiated by one DTE making a call request to the network.
<b>SVCI</b>	Switched Virtual Circuit Identifier
<b>SVF</b>	Service Fee Element. A new element in the Passenger Name Record (PNR) created by a function that calculates a Service Fee. It contains the Service Fee total, details of parameters that contributed to that total, an indication of values that were manually modified by the agent, Office Id which created it, the Price Scheme Reference (PSR) used in the calculation process, passenger association. Functionality: Transaction Fee.
<b>SVP</b>	Switched Virtual Path
<b>SW</b>	Switched
<b>SWA</b>	Service Weight Adjustments. Service Weight Adjustments stored in the database for an aircraft. A service weight adjustment is used to account for the weight and index effect of any additional item carried on or removed from the aircraft. An example would be the need to carry a stretcher on a flight.
<b>SWA</b>	Southwest Airlines (WN)
<b>SWB</b>	System work Block
<b>Swipe</b>	Process of identifying a customer by moving a form of encoded identification through a reader. For example, a credit card or passport.
<b>Switch</b>	Much like routers, switches split large networks into small segments, decreasing the number of users sharing the same network resources and bandwidth. This helps prevent data collisions and reduces network congestion, increasing network performance. Unlike routers, switches allow dedicated bandwidth to be designated to each device on the network. Switches also support virtual local area networks (VLANs), which allow for the formation of small user groups within an existing network without expensive architecture modifications. Finally, technological advances—such as Layer 3 and Layer 4 switching that assign switching functions to hardware rather than software, as in routers—are helping switches become the preferred method of both delivering data and segmenting networks on many campuses.
<b>SWMN</b>	Switched Major Node Table. The Switched Major Node Table includes the whole SNA network configuration data of an XID. The table is accessed by VTAM on the CMC machine.
<b>SWORD</b>	SWORD calculates flight plans for all BA flights and some 3rd party customers. It receives a twice daily feed of global winds and temperatures from the Met.
<b>SXR</b>	Split party Record. An internal record with links a secondary PNR to the main PNR of a group.
<b>SYNC</b>	Synchronization. A character used to obtain and/or maintain byte synchronization between a DCE and a set of DTEs.
<b>Sync 1 and Sync 2</b>	These are two characters (Hex3F and 3E) that define the start of any ALC message, providing message synchronisation.
<b>Synchronous communication</b>	In this type of data transmission, signals are generated in time with a separate clock pulse signal. Each clock pulse corresponds to the transmission of a bit of data.
<b>Syscan</b>	Short name for system cancel, use to cancel a transaction. The system cancel is always a TKTREQ secured message.

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<b>SYSOUT</b>	A system output stream, also an indicator used in data definition statements to signify that a data set is to be written on a system output unit.
<b>System</b>	A computer system is made up of the computer hardware, software, cabling and connected devices.
<b>System Architecture Document</b>	The System Architecture document describes the software and hardware entities that are required to implement an IT product. It focuses on the structure of software and hardware entities, their internal relationships and their externally visible properties
<b>System Cancel</b>	Edifact TKTREQ message sent to the airline to cancel a previous TKTREQ (after timeout, AIR reject...).
<b>System Menu Symbol</b>	A feature of windows which enables the user to display the system menu pull-down.
<b>System Range</b>	Number of days before departure at which the flight date inventories are created. This lifecycle length of the inventory depends on the airline. For instance, the display of the flights impacted by a business rule change on the system range means that only flight dates whose inventory has already been created can be found as impacted.
<b>System User</b>	An Amadeus founding airline or an airline that has entered into an agreement to use the Amadeus system for its own offices.
<b>S&amp;A</b>	(Suppliers & Agencies) Group that belongs to e-Travel
<b>S/NCC</b>	System and Network Control Centre
<b>T1S1</b>	ANSI T1 Subcommittee
<b>TA</b>	Ticket Answer message
<b>TA</b>	Travel Agent or Travel Agency (sine)
<b>TA</b>	Terminal Address. Used by the ALC host to address an individual display or printer. In practice a device may have several TAs. Please note that in many ALC networks, the TA (and IA) of a device has a value at the host that differs from that at the terminal, being translated en-route.
<b>TA</b>	Transaction
<b>TAAB</b>	Travel Agency Advisory Board. The TAAB acts as an independent advisory body which informs AMADEUS about changing travel agency requirements in the area of computerised reservations systems. The board is composed of 17 members from a cross section of large travel agencies around the world, who meet regularly amongst themselves and with AMADEUS management.
<b>TAABAC</b>	Travel Agency Advisory Board Automation Committee
<b>Tables</b>	Tables are the physical level analog to entities. They are composed of columns and rows. Columns are the physical equivalent to attributes and rows are the physical equivalent to entity occurrences. Identifiers become primary keys columns. Example: Employee is a table in the PDM of the PROJECT application. The employee Smith would constitute one row of that table.
<b>TACK</b>	Ticket answer Acknowledgement
<b>TAF</b>	Test Application (OBE) Failover
<b>TAFI</b>	Travel Agents Federation of India
<b>Take-Off Fuel</b>	Take Off fuel is the amount of fuel required for take-off and flight including reserves in case of diversion. The amount of fuel in the aircraft tanks when it starts the take-off run. The amount of fuel used to get the aircraft to the runway is known as taxi fuel.
<b>Take-Off Index</b>	A numerical indication of the C of G of the aircraft at take-off.
<b>Take-Off Weight</b>	(TOW) The weight of the aircraft at take-off. Equal to the Zero Fuel Weight plus the Take Off Fuel.
<b>TAMS</b>	Travel Agency Management System' Computer system used by travel agencies for the handling of all kind of administrative back-office works such as accounting.
<b>Tankering Fuel</b>	Any part of the total fuel that constitutes all or part of the fuel requirements from the next station. This should not displace commercial load, prejudice or risk overload from the next station. See also Economy Fuel.
<b>TAPI</b>	Telephony API. Telephony Application Program Interface
<b>Tare Weight</b>	The weight of an empty Unit Load Device.
<b>Target Office</b>	This is the office specified in the ORG segment of EDIFACT messages. The target office is the office the Reverse Access user (i.e. API customer) will be signed into to do bookings and sales.

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<b>Target Zone</b>	Target zones are areas within each zone of the aircraft set aside for customers with special ranking and/or characteristics. The target zones are set as a percentage value of the zone and an orientation (forward, rear, starboard, port side).
<b>Tariff</b>	A published fare or rate. Also used in reference to an official publication containing fares, rates and the rules which govern their applicability.
<b>TAS</b>	Time Available Supervisor
<b>TAS</b>	TCP/IP Application Services
<b>TASF</b>	Travel Agent Service Fee. ARC's programme
<b>TAT</b>	Transitional Automated Ticket
<b>Tattoo number</b>	MCO number
<b>Taxi Fuel</b>	The difference between Total Fuel and Take-Off fuel. The amount of fuel required for the taxi journey from the departure gate to take off position.
<b>Taxonomy</b>	A study of organisms with regard to their kinds, natures, diversity and evolutionary relationships. As part of systematics, the science of classification of animals and plants.
<b>TB</b>	Transparent Bridging
<b>TBA</b>	To be advised
<b>TBF</b>	Terminal Buffer File. An area of a PC's memory available to an application program and containing either an image of an ALC display or a buffer of data from the host awaiting printing.
<b>TC</b>	Transmission Convergence
<b>TC</b>	Transaction Capabilities
<b>TC</b>	Traffic Conference. The abbreviation is better known as TC1, TC2 and TC3. TC defines IATA regulation areas around the world. TC1 covers North, Central and South America TC2 covers Europe and Africa TC3 covers Asia and the Pacific area
<b>TCAM</b>	Telecommunication Access Method
<b>TCAP</b>	Transaction Capabilities Applications Part
<b>TCF</b>	Temporary Correction File
<b>TCI</b>	Test Cell Input
<b>TCILINKS</b>	Inter Airline Through Check In - also known as EDIFACT or Host to Host Links
<b>TCN</b>	Transaction Control Number. This is a number generated by the system provider for control purposes on document transactions.
<b>TCO</b>	Test Cell Output
<b>TCO</b>	Total Cost of Ownership
<b>TCP</b>	Test Coordination Procedure
<b>TCP</b>	To Complete Party. Industry standard way of linking two PNRs together.
<b>TCP</b>	Transmission Control Protocol. It's a layer 4 protocol offering connection-oriented communications with full error checking and frame sequencing.
<b>TCP/IP</b>	Transmission Control Program/Internet Protocol. 1. TCP/IP is a set of protocols for communication over the Internet. Increasingly, developers will insure that their systems, applications and products are TCP/IP compatible. 2. A "language" used for transmitting messages via a network.
<b>TCR</b>	Template Components Repository. In the Document Composer Application: Repository, in host, which holds all RDL (Component files) that will be put together to produce the unique Template requested by the user. In future phases, the TCR will be cleaned up once every month of all components not used over the last 18 months.
<b>TCR</b>	Terminal Control Record
<b>TCS</b>	Test Control System
<b>TCS</b>	Test Criteria Specific
<b>TCS</b>	Transmission Convergence Sublayer
<b>TCU</b>	Terminal Control Unit. A device that provides the interface between a number of linked screens and printers and an ALC network. The Lanyon ALC Board acts as a TCU.
<b>TCX</b>	Template to Components Cross Reference. In the Document Composer application: Host table which holds the cross-reference of a unique template name, to a combination of five (5) maximum components. In future phases, it will be cleaned up once every month of all templates not used over the last 18 months.

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<b>TDJ</b>	Transfer Delay Jitter
<b>TDM</b>	Ticket Delivery Mechanism
<b>TDM</b>	Time Division Multiplexor
<b>TDMA</b>	Time Division Multiple Access. This protocol allows large numbers of users to access one radio frequency by allocating time slots for use to multiple voice or data calls. TDMA breaks down data transmission, such as a phone conversation, into fragments and transmits each fragment in a short burst, assigning each fragment a time slot. With a cell phone, the caller would not detect this fragmentation. Whereas CDMA (which is used more frequently in the United States) breaks down calls on a signal by codes, TDMA breaks them down by time. The result in both cases: increased network capacity for the wireless carrier and a lack of interference for the caller. TDMA works with GSM and digital cellular services.
<b>TDO</b>	Ticket Delivery Office
<b>TDS</b>	Ticket Document Server
<b>TDSC</b>	Terminal Data Stream Conversion
<b>TDW</b>	Ticketing Document Workflow
<b>TEBB</b>	Technical Electronic Bulletin Board
<b>Technical Crew</b>	Persons operating the flight in the cockpit.
<b>Technical Evolution</b>	It consists in the delivery of an existing product including new functionalities or technical improvements that do not provide any new features to the customer (e.g. related to internal tools used for product development). It is "requirement driven" (based on SIR or CR) but may contain some bug fixing (PTRs).
<b>Technical Project (New)</b>	It consists in new application that does not provide any new features to the customer (e.g. internal tools used for product development). It is "requirement driven" (based on SIR or CR)
<b>TEG</b>	The Eastman Group
<b>TEI</b>	Text Element Identifier
<b>Tele check-in</b>	This DCS facility enables passengers only with hand baggage to check-in for a flight by contacting the tele check-in counter at the airport. The passenger has to collect his boarding pass at the airport from the tele check-in counters. This facility enables passenger to save time in the check-in process.
<b>Teletype message</b>	Identifier that allows you to send messages to users or systems using direct addressing. TTY indicates that the message is a teletype message.
<b>TELNET</b>	A Terminal emulator
<b>Telstra</b>	Australian state-owned telecommunications group.
<b>TENS</b>	Trans-European Networks
<b>Terabyte</b>	One thousand gigabytes. Large data warehouses now in operation can be more than one terabyte in size.
<b>Terminal</b>	A computer that is used for accessing data from a host computer. Dumb terminals do not have any inbuilt data processing capability; they can only receive and display host data. Personal computers are intelligent terminals and have much more sophisticated data acquisition and processing capabilities.
<b>Terminal</b>	Part of an airport where customers depart and arrive.
<b>TESS</b>	Ground transport for Crew and passenger system
<b>Test Case</b>	The Test Case document describes all the steps the tester has to follow to run the test. There are different Test Case documents for Integration, Functional and Acceptance tests
<b>Test Report</b>	The Test Report document collects the results of tests described in the Test Case document. There are different Test Report documents for Integration, Functional and Acceptance tests
<b>Tester</b>	A person who administers a test, or a device used for testing
<b>TF counters</b>	Transaction Fee Counters. Counters representing the agent's work, based on the transactions the agent performs. Functionality: Transaction Fee.
<b>TGIF</b>	Thank God it's Friday!
<b>Theoretical seat</b>	Seat that is allocated to a customer by Altéa Departure Control before customer acceptance. A theoretical seat is unknown to the customer or the acceptance agent. In order to become an assigned seat, the seat must be confirmed by Altéa Departure Control through customer acceptance and not be changed by shuffling or overriding.

## Amadeus Glossary of Terms

<b>THISCO</b>	The Hotel Industry Switch/Service Corporation
<b>Through-checked customers</b>	Customer has been checked-in for more than one segment at first check-in airport. A rule stipulates that the customer can only be through-check up to the last segment that the baggage is being through-checked on.
<b>Through-tagged baggage</b>	Bag has been tagged for the whole journey (may be more than one segment) while the customer may or may not have been through-checked.
<b>Through check-in</b>	This DCS facility enables passengers to be checked-in to more than one flight, provided each flight is in continuation of the previous journey. Boarding passes for all connecting flights are issued at the first boarding point itself and passenger baggage gets checked-in for the final destination. This facility relieves the passenger from going through the check-in process from his second board point onwards as he can straightway proceed for security check.
<b>Through Fare</b>	A published fare that includes the origin city to the final destination
<b>Through Flight</b>	A flight from origin to destination which includes one or more stops, where the flight number does not change. Passengers may have to change planes.
<b>Thrust</b>	The force, produced by the engine that moves the aircraft forward.
<b>THT</b>	Theatre
<b>TI</b>	Transport Index
<b>TI895</b>	It's a type of TICKET PRINTER (and apparently, it is the most commonly used one)
<b>TIA</b>	Travel Industry Association. One of the broadest organizations in the travel industry whose members represent almost any company which profits by increased travel.
<b>TIAS</b>	Travel Industries Automated Systems
<b>Ticket</b>	IATA document issued by an airline or authorised travel agent representing a contract between the customer and the airline. It specifies that the airline provides transportation for the customer between designated cities.
<b>Ticketing agent</b>	Airline office or travel agency that is authorised by IATA to issue tickets.
<b>Ticketing Fee</b>	One of the three main parts of the total Service Fee - calculated by taking into account some parameters of the ticket, multiplied by some Basic Fees taken from a Price Scheme. Functionality: Transaction Fee.
<b>Ticketing Office</b>	The office of an airline to which a PTA has been sent, and which is authorised to issue tickets.
<b>Ticketing Time Limits</b>	The time, as agreed with the airline, by which a passenger must secure his/her ticket for his/her confirmed reservation. The passenger meets this requirement by purchasing a ticket which indicates his/her reserved space, or by having a previously issued ticket revalidated or reissued to reflect the reserved space.
<b>TICS</b>	Token Ring Interface Connections
<b>TIDS</b>	Travel Industry Designator Service. A non-ticketing travel agency (located outside USA) assigned an industry numeric code for identification in industry reservation systems when selling travel industry products and services.
<b>TIDT</b>	Amadeus Travel agency Information Data Tapes. T.I.D.T. is a unique set of files for each travel agency chain which contain detailed information about the AIR, CAR and HOTEL bookings made by the offices of the travel agency chain.
<b>Tie-Down</b>	Equivalent to Restrain/Secure/Lash, means the term used to describe the securing of the bulk-load or part thereof to fixed restraint points within an aircraft or in a ULD, to conform to restraint and safety requirements.
<b>Tie-Down Equipment</b>	May comprise any or all of the following items which have been authorised for use: tie-down/lashing rings, straps, webbing, nets, ropes, cable and chains.
<b>Tie-Down Points</b>	Attachment points for the tie-down equipment to secure load on aircraft and/or ULDs.
<b>TIFF</b>	Tagged Image File Format. A bitmap graphics format used for pictures in Word.
<b>TIFF</b>	Management system for British Airways fuel purchasing
<b>Tile</b>	An AmadeusPro function that enables the user to view several windows simultaneously.
<b>TIM</b>	Time Change Message
<b>TIM</b>	Travel Information Manual
<b>Timatic</b>	Travel Information Manual. This is a joint electronic publication of 14 IATA airlines. It provides information for nearly 200 countries and contains passport and visa requirements, health documentation, airport tax, customs and currency.
<b>TIMATIClink</b>	TIMATIC allows BABS agents to access travel information.

## Amadeus Glossary of Terms

<b>TIME</b>	Handles inventory control for all engineering spares for BA
<b>TIR</b>	Transaction Interface Record. (Pro)
<b>Title</b>	The title is the window or form identifier and is normally located within the top border of the window or form.
<b>Title bar</b>	Horizontal bar at the top of a window that shows the name of a program.
<b>TK</b>	Toolkit
<b>TKA</b>	GC migration acknowledgement message
<b>TKTREQ</b>	Edifact formatted message sent from 1A to the airline for Electronic transactions.
<b>TKTRES</b>	Edifact formatted message returned from the airline to 1A for Electronic transactions.
<b>TLA</b>	Three-Letter Acronym. TLAs, brevity aside, are simply another of the mechanisms used to separate them in groups from the outsiders. If you understand TLAs, you belong. If not, you are an outsider. In many cases, however, TLAs become so widely known and understood that they no longer serve their original purpose and simply provide convenient extensions to the language. Example of such common usage TLAs are CPU, RAM, ROM, and, in a longer form, CD-ROM (which, in case you have forgotten, stands for Compact-Disc-Read Only Memory)
<b>TLD</b>	Top Level Domain
<b>TLOD</b>	Team Leader On Duty
<b>TLV</b>	Type / Length / Value
<b>TM</b>	Traffic Management
<b>TMC</b>	Travel Management Company
<b>TMEFT</b>	Theoretical Maximum Elapsed Flying Time
<b>TMP</b>	Test Management Protocol
<b>TMR</b>	Trip Master Record
<b>TMRT</b>	Terminal Message Routing Table
<b>TMS</b>	Travel Management Solutions
<b>TM/BOA</b>	Treasury Management/Bank Of America
<b>TNS</b>	Transit Network Selection
<b>TNT</b>	Ticket Number Transmission
<b>TO</b>	Tour Operator
<b>TOB</b>	Test Open Backend: test environment for Unix systems.
<b>TOD</b>	Time Of Day
<b>TOF</b>	Take Off Fuel) The amount of fuel on board (known as the Ramp Fuel), less the fuel consumed before the take-off run (known as the Taxi Fuel).
<b>Toggle</b>	To switch between to selections, either by pressing a key on the keyboard or by clicking on a pushbutton within a screen window.
<b>Top Up</b>	Additional load that may be added because capacity is still available.
<b>TOPAS</b>	Total Passengers Services System. TOPAS grew out of the KALCOS, which was founded by Korean Air in 1975. The name was later changed to TOPAS and it has distributed to Korean travel market since 1983. TOPAS declared its neutrality as a Korean CRS in 1992. It is the dominant system in Korean.
<b>TOT</b>	Telephone Organisation of Thailand
<b>Total Fuel</b>	The total fuel on board an aircraft before start up and taxiing. Also known as Ramp Fuel, Block Fuel, or Fuel In Tanks.
<b>Tour Operator (or Tour Wholesaler)</b>	A company which organizes travel components into packaged inclusive arrangements and sells them through travel agencies.
<b>Tour(s)</b>	An organized travel package which includes air transportation and all related travel services.
<b>TOV</b>	Time Out Value' TOV refers to the 'Time Out Value'. This identifies how long (in seconds) to wait for a printer to acknowledge receipt of a message.
<b>TOW</b>	Take Off Weight. Basic weight plus crew plus passengers and baggage plus cargo plus mail plus take off fuel
<b>TPC</b>	Test Production Cycle
<b>TPC</b>	Transaction Per Second
<b>TPCC</b>	Third Party Call Control

## Amadeus Glossary of Terms

<b>TPDS</b>	Third Party Development Service is when part of the work of the development lifecycle is outsourced to a supplier or external service provider (ESP). The work outsourced can be the maintenance of an application or module (Third Party Maintenance - TPM), only the testing (Third Party Testing - TPT), delegated tasks (Task Delegation - TD) or the complete development of a module or application (Fixed Sum - FS). It also includes the purchase of a goods, or services or component from the market (Commercial of the shelf -COTS, or free-ware, or OpenSource).
<b>TPDS-COTS</b>	TPDS Commercial Of The Shelf (COTS) is a term for software or hardware, generally technology or computer products, that are ready-made and available for sale, lease, or license to the general public. COTS: can be purchased with service (integration, configuration, adaptations, and maintenance) Most existing open source software is COTS, as it is licensed to the public. Consequently using open source software fits in this category. COTS development comes with not-so-obvious trade-offs - overall cost and development time can definitely be reduced, but often at the expense of an increase in software component integration work and a dependency on a third-party component vendor.
<b>TPDS-FS</b>	A TPDS-FixedSum identifies what needs to be delivered from the beginning (usually a software module or independent application). The externalized tasks may concern all steps of the developments (specification, coding, testing, integration and quality assurance), with Amadeus only validating each step. Amadeus and third party agree on milestones and content for deliveries (Specs, Software in Test, Documentation, etc.). The supplier usually refines these milestones for intermediate deliveries. The supplier is responsible for the deliverables; the acceptance criteria should be defined. A TPDS-FS is normally not covered by a more global agreement with a third party. It is used in cases of missing in-house expertise.
<b>TPDS-TD</b>	Responsibilities stay with Amadeus. The third party is asked to perform clearly defined tasks (coding of a software-module, implementation of an Amadeus product for a client) on behalf of Amadeus. The project continues to be managed by Amadeus. Only about 3 % of the external resources are used for managing the externalized Human resources that will implement the task. Staff management is performed by the ESP's project manager, especially appraisals, vacations and task allocation. The third party performs its own internal management. No co-management with Amadeus apart from initial task clarification. Acceptance criteria should be defined. There is no QAP or SLA in this type of TPDS, nevertheless Key Performance Indicators (KPIs) can be used to measure the supplier's performance. Task delegation is usually part of a more global externalization agreement with a third party. Tasks are regularly identified and externalized. They are not necessarily fixed before executing the contract.
<b>TPDS-TPM</b>	Full responsibility over one or several modules with a clearly defined functional perimeter or an applications is given to and external company. A TPM can cover both, maintenance and evolutions. Project management is as well externalized to the third party and is estimated to about 13% of the external resources. Commitment can be ramped up in case of big evolutions. Some TPM may be covered by a Service Level Agreement (SLA) between Amadeus (as customer) and the Supplier (satisfying to the SLA).
<b>TPDS-TPT</b>	TPDS Third Party Testing covers the periodic testing of an application. The provider creates test scripts, and opens and closes PTRs.
<b>TPF</b>	Transaction Processing Facility. <ol style="list-style-type: none"> <li>1. The operating system on which the AMADEUS Central System is being developed. Considered by programmers to be a very 'basic' operating system, TPF performs especially well and reliably in the area of real-time and transactional computing. AMADEUS recently migrated from TPF 4.0 to TPF 4.1, a more powerful version which facilitates, among other things, programming in C language and the move towards open systems.</li> <li>2. IBM Real-Time system used by Global Core. It was originally developed to handle airline reservations and it was known as the Airline Control Program (ACP). A good throuput under this system can reach 900 messages per second under TPF 2.3. and into the thousands of messages per second with TPF 2.4.</li> </ol>
<b>TPFDC</b>	Transaction Processing Facility Data Communication
<b>TPPDF</b>	Transaction Processing Facility Database Facility

## Amadeus Glossary of Terms

<b>TPNS</b>	Teleprocessing Network simulation. It's an application running on MVS that allows you to build a virtual network through which you could drive traffic to another host using a SNA Network. PU5/NCP or APPN)
<b>TPS</b>	Transactions Per Second
<b>TPS</b>	This is the old TSR Unix OBE application - 'Ticketing Sales Reporting' May 2007
<b>TQM</b>	Total Quality Management
<b>TQR</b>	Ticketing Queue Record
<b>TQS</b>	Ticketing Quotas System
<b>TR</b>	Ticket Record
<b>TR</b>	TTY Reject agent. Trouble shooting sine.
<b>Traceability</b>	The ability to trace the history, application, or location of an item or activity, by means of recorded identification.
<b>TRACIE</b>	This is a Crew Management system for all BA cabin crew plans and rosters.
<b>Tracing</b>	Tracing provides a detailed record of frames received and transmitted by the application. There should be commands available such as start tracing, stop tracing, set tracing options and viewing Trace Data. Trace options should allow to trace protocol headers as well as full PDU
<b>TRACK</b>	Ticket Record Acknowledge
<b>Track bag</b>	Gather and retain information on the progression of each bag throughout the baggage processes.
<b>Tracking</b>	Ability of an airline agent to specify and identify a point of contact with the customer while the customer is in an airport acceptance environment. For example, entrance into the airline lounge or at an airline counter.
<b>Traffic</b>	The transportation of passengers, baggage, cargo, and mail.
<b>Traffic Load</b>	The weight of passengers, baggage, cargo, and mail, including both revenue and non-revenue items.
<b>Training Department</b>	Department in charge to organize external and internal training. This includes , Training plans for each division , suppliers selection, Logistic (rooms and Tools), subscriptions flow, and satisfaction surveys
<b>Training Set</b>	The initial collection of data sources used to create the K-map. The training set is elected from the overall data sources as being a true representation of the data.
<b>Transaction</b>	A TPF transaction defines an interactive process between a terminal operator and the TPF system which accomplishes an application function. Although a transaction can consist of a single input message and a single response which are handled by one entry, it often refers to processes which require multiple entries.
<b>Transfer</b>	Customer or baggage that needs to make a connection from one flight to another.
<b>Transfer Baggage</b>	Baggage that has arrived on one flight and is continuing its journey on another flight within a defined time limit.
<b>Transfer bags</b>	Process of bringing the bags from the place where they have been unloaded to the connecting aircraft. It may include transporting them to another terminal or another airport. In the case of transfer bags, the customers may have to clear the bags before they are loaded on the aircraft.
<b>Transfer Customer</b>	An arriving customer who is transferring to another flight. It may include proceeding through passport control in some airports. It may also include changing to another location e.g. terminal
<b>Tranship</b>	A direct aircraft-to-aircraft transfer of ULD or its load.
<b>Transit Airport</b>	An airport that is scheduled as an enroute stop for a flight.
<b>Transit customer</b>	Onward travelling customers that remain on the same flight number for the following legs.
<b>Transit Flight</b>	A flight transiting one or more airports enroute.
<b>Transit Port</b>	An airport that is scheduled as an enroute stop for a flight.
<b>Transit Station</b>	An airport that is scheduled as an enroute stop for a flight.
<b>Transit Time</b>	The time an aircraft remains in transit.
<b>Transit Traffic Load</b>	Traffic load that arrives on a flight and continues on the same flight.
<b>Transpac</b>	French national public X25 network

## Amadeus Glossary of Terms

<b>Transport bags to airport</b>	This process is specific to 'Home bag pick-up'. It consists of physically taking the bags to the relevant airport (whether it is a general early-bag storage or a specific terminal).
<b>Transport Index</b>	(TI) A number assigned to a radioactive material. Refer to the IATA Dangerous Goods Manual for a detailed explanation.
<b>Transport Layer</b>	It deals with reliable end-to-end communication between peers. It compensates for the unreliability of the lower layers by dealing with errors caused by corruption, lost packets, and out-of-order packets. It may also provide flow control and congestion avoidance.
<b>TRANSVIEW</b>	Transview is a system used at the airports (currently LHR, LGW and SIN) to monitor passenger and baggage transfers.
<b>Trapped Fuel</b>	Unusable fuel. It is included in the Zero Fuel Weight and is not included in the Total Fuel.
<b>Travel Agency Number</b>	Numeric Code of a travel agency. The five- through eight-digit ATC/IATA code assigned to the agency. This number or code may consist of a two-digit country code, a one-digit area designator, a four-digit approved location designator and a check digit.
<b>Travel Agent</b>	In addition to the well-known retail travel counsellor, this designation also embraces a commercial travel agent or a corporate on-site travel department (in-plant).
<b>TravelFile</b>	The world's most widely distributed, on-line directory of destination information and services. This directory offers a vast amount of information on countries, regions, events and activities. The user can view detailed descriptions of travel services offered, order brochures and even make booking requests.
<b>TravelSky</b>	Correct spelling of the Chinese provider of IT solutions
<b>TRC</b>	Transfer PNR and replace PNR in GC
<b>TREASURY</b>	Used by the BA Treasury Dept., Im Finance.
<b>TREJ</b>	Ticket record Reject
<b>TRF</b>	Transfer PNR for the First time
<b>Trigger</b>	When data changes in a database, triggers can be set which cause centralized code to be executed. Triggers can be used to invoke database tasks or user-defined functions. This is useful when you always want a certain non-SQL operation performed when specific statements occur, or data values are changed. Examples include such operations as issuing an electronic mail message under specific circumstances or writing alert type information to a file.
<b>Trim</b>	Aircraft Centre of Gravity.
<b>TRIP</b>	Tape Robot Installation Project
<b>Trip</b>	Segments that are already booked as part of the itinerary stored in the customer's SBR.
<b>Trip Fuel</b>	The amount of fuel planned to be consumed from take-off to the station of first intended landing.
<b>Triple A</b>	See AAA
<b>TRN</b>	Train
<b>TRN</b>	Training
<b>TRR</b>	Possible dupe PNR.
<b>TRR</b>	Transfer Repeat PNR.
<b>TRS</b>	Time Reporting System
<b>TRUE</b>	Travel Retailer Universal Enumeration. System's purpose is to help provide sellers of travel with the assignment of travel industry numeric codes that are recognized by the travel supplier community, including cruise lines, tour operators, hoteliers, and car rental companies. <a href="http://www.ossn.com/trueregistration.html">http://www.ossn.com/trueregistration.html</a>
<b>TRUNK</b>	1. A telephone channel between two central offices or switching devices that is used in providing a telephone connection between subscribers. 2. Synonym for line, link, path
<b>TRUNK RADIO</b>	Used by BA ground staff for aircraft dispatch.
<b>TS</b>	Time Stamp
<b>TS</b>	Time Slot
<b>TS</b>	Traffic Shaping
<b>TS</b>	Transport Stream
<b>TSA</b>	Transportation Security Administration
<b>TSAP</b>	Transport Service Access Point) Used to identify an endpoint / local address of a terminal, a broadcast or ticket printer in an OSI network.

## Amadeus Glossary of Terms

<b>TSD</b>	Tivoli Service Desk. Amadeus problem and change management system
<b>TSI</b>	Travel Segment Indicator
<b>TSM</b>	Travel Shopping Mall
<b>TSM</b>	Transitional Stored Miscellaneous Charge Order (used as pricing record for EMD) A TSM ( Transitional Stored Miscellaneous Document) is a record containing all of the miscellaneous document information or chargeable special service or seat request information attached to a PNR.
<b>TSM-P</b>	TSM pricing quotation record
<b>TSN</b>	Transaction Sequence Number. This is a number generated by the system provider for control purposes on OPATB document transactions. This is a term used by AMTRAK to differentiate between OPTAT and ATB transactions.
<b>TSN</b>	Transaction Sequence Number).This is a number generated by the system provider for control purposes on OPATB document transactions. This is a term used by AMTRAK to differentiate between OPTAT and ATB transactions.
<b>TSO</b>	Time Sharing Option) An option on an operating system that provides interactive time sharing from remote terminals.
<b>TSOT</b>	TCP/IP support in TPF
<b>TSP</b>	Travel Service Partners) Amadeus Travel Service Partners is the department within Amadeus that works with the following non-Air products: Cars, Cruise, Ferry, Hotels, Insurance, and Rail.
<b>TSP</b>	Terminal Simulator Panel. The TSP is a special kind of panel that simulates an interactive session between a user and an Information/Management program. You can use TSPs to perform large-volume, repetitive tasks that can be done off-shift in batch mode. You can also use TSPs to supplement function that control panels perform. An example of this is adding data to a record to force a particular panel flow so that validation is performed and programs exits are executed.
<b>TSPS</b>	Telecommunications System Product Support
<b>TSR</b>	Ticketing Sales Reporting
<b>TSR</b>	Terminate and Stay Resident. This is a special type of PC program that starts up like a normal PC program but then returns the user to the DOS prompt. The program then remains in "background" allowing the PC to be used as normal.
<b>TSS</b>	Terminal Server Services. Communication Product for various kind of terminal traffic. It currently serves US-marked travel agency devices (CRT & PRT) using TCP/MATIP. It will serve DDIP and Airline customers with TCP/TN3270E traffic and US market travel agencies devices (CRT & PRT) using UDP
<b>TST</b>	Transitional Stored Ticket. A TST is a record containing all the ticketing information attached to a PNR. The system automatically stores information attached to a PNR. The system automatically stores information requested from the fare server in the TST. If more than one TST exists, the system numbers the TST and appends the TST creation date, Office Identification and agent sign to the TST
<b>TSW</b>	Terminal Switch
<b>TSX</b>	Travel agency extended Security record
<b>TTAA</b>	Thai Travel Agent Association
<b>TTC</b>	True City Code
<b>TTM</b>	Transaction To issue MCO document
<b>TTP</b>	Ticket To Print, Transaction To Print ticket) A "green screen" command. TTP/ET: e-ticket issue TTP/ETRV: Revalidate an ET ticket TTP/TRV: ticket revalidation
<b>TTR</b>	Tour via Tour operating.
<b>TTR</b>	Total Travel Record) Digital version of the Travel Agent dossier. Extend the PNR, but keep PNR backward compatibility. Centralizing multi-source Bookings, MO data, Other Travel data (Offers, DCS data...)
<b>TTT</b>	Train The Trainer. Now replaced by ASC
<b>TTY</b>	Teletype) Telex / or asynchronous teletype communications
<b>TTY address</b>	Identifier that allows you to send messages to users or systems using direct addressing. TTY indicates that the message is a teletype message.
<b>TU</b>	Terminal Unique

## Amadeus Glossary of Terms

<b>TU78</b>	One 'mode' of data transmission used by Air France terminals is TU78. They can also send 3270 data.
<b>TUF</b>	Tools User Forum
<b>TUG</b>	TPF User Group
<b>TUI</b>	Touristik Union International. Biggest German Tour Operator
<b>TULIP</b>	The Ultimate Leisure Industry Product
<b>TUR</b>	(Tour) Tour via airlines offices (AIRIMP)
<b>TUT</b>	Test Unit Tape
<b>TW</b>	Taxi Weight
<b>TWI</b>	Tape Write Immediate
<b>Twisted pair</b>	Twisted pair is the ordinary copper wire that connects home and many business to the telephone company. To reduce crosstalk or electromagnetic induction between pairs of wires, two insulated copper wires are twisted around each other. Each connection on twisted pair requires both wires. Twisted pair may be enclosed in a shield that functions as a ground. This is known as shielded twisted pair (STP). Ordinary wire to the home is unshielded twisted pair (UTP).
<b>TWOV</b>	Traveling Without a Visa
<b>TxC</b>	Transmit Clock. A signal, normally generated by the modem, indicating bit time intervals. The status of this signal is monitored by the Lanyon ALC Board and can be displayed by an application e.g. TERMINAL.
<b>Type A</b>	Type A traffic. Rapid delivery of messages. IATA Conversational Host-to-Host traffic. Speed and throughput Type A: Type A: High priority, low security Type A: Low Security High Priority
<b>Type B</b>	Type B traffic. Secured. Low priority. Teletype (TTY messages) traffic: queue, store and forward mechanism. P1024/B for IBM like computers (EBCDIC), P1024/C for non-IBM computers (ASCII). Type B: Low priority, high security Type B: Categories: (Type B (BATAP): Categories) 4 Categories DOMESTIC TRAFFIC: The Type B Traffic is being transferred inside of a specific market (A to B) NON 1A HOST: The Type B Traffic is being transferred from one Country to another whereby the destination (B) is not DE (Germany) REVERSE TRAFFIC: The Type B Traffic is being transferred from DE/MUC (A) to another Country 1A HOST: The Type B Traffic is being Transferred from a Country (A) to DE/MUC (B)
<b>Typeface</b>	A form of lettering designed to be made up into words and sentences by mechanical means.
<b>T&amp;E</b>	Travel & Entertainment
<b>T/A</b>	Travel Agent or Travel Agency
<b>UAB</b>	Unison Advisory Board
<b>UAC</b>	Unsolicited Airport Control - push from ETS to CM when new bookings are created
<b>UAT</b>	User Acceptance Testing
<b>UATP</b>	Universal Air Travel Plan) Standard credit plan by which subscribers charge transportation or related services. Often referred to as "ATP" (created by the airlines).
<b>UBE</b>	Unsolicited Bulk Email
<b>UBR</b>	Unspecified Bit Rate
<b>UCE</b>	Unsolicited Commercial Email
<b>UCM</b>	Unit Control Message
<b>UDDI</b>	Universal Discovery Description and Integration) Directory of available services using SOAP
<b>UDG</b>	User Defined Group
<b>UDP</b>	User Datagram Protocol. A lightweight competitor to TCP/IP which neither guarantees delivery nor sequences frames on arrival. UDP/IP: (User Datagram Protocol/Internet Protocol)
<b>UDR</b>	Universal Document Record. The UDR is only used by Central Ticketing: Every time an A.I.R. is sent to Central Ticketing system, this one creates a UDR for each passenger. The UDR contains all information the system needs to create a ticket image. A UDR can

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	contain one passenger only. The UDR is sent to the Print Queue (PQD) and (if this one is opened) is formatted into a ticket image that is used to physically issue the ticket. Afterwards, the UDR is removed from the Print Queue. If the Print Queue is closed, the UDR stays with "WAITING" status until the queue is opened.
<b>UEP</b>	Usability Engineering Process
<b>UI</b>	User Interface
<b>UIC</b>	Union Internationale des Chemins de Fer. Official rail association which is regarded as the main industry information source on rail distribution and systems.
<b>ULAM</b>	UNIX Load Automation Manager
<b>ULD</b>	Unit Load Device
<b>UM</b>	Unaccompanied Minor. A child travelling alone without an adult passenger. He will pay a full adult fare and is not entitled to any normal discounts applicable to a child travelling with a full fare paying adult passenger. There is certain information that must be given to the airline prior to acceptance of the child for passage.
<b>UME</b>	UNI Management Entity
<b>UML</b>	Unified Modelling Language
<b>UMNR</b>	Child travelling alone without an adult customer. This type of customer requires certain information to be given to the airline before the airline will accept the customer for carriage.
<b>UN</b>	United Nations
<b>UN-Edifact</b>	Wider scope, not only airlines.
<b>UN Pk Grp</b>	United Nations Packing Group
<b>Unaccompanied Baggage</b>	Baggage forwarded or carried by means other than the aircraft on which the passenger was carried.
<b>Unassigned Name Counter</b>	Illustrates the total number of individual names not entered in the PNR.
<b>Unchecked baggage</b>	Baggage the customer carries onto the aircraft. Also known as cabin baggage or hand baggage.
<b>Underload</b>	The amount of capacity remaining before the aircraft reaches the maximum allowed weight. It is the difference between the Allowed Traffic Load and the Total Traffic Load.
<b>Unencoded Fare Rules</b>	Fare rules that have to be manually handled; received from i.e. Sita.
<b>UNI</b>	User Network Interface
<b>Unicode</b>	This is the full version of UTF8. Characters are represented by a full 16-bit number. Each encoding is unique to that character, though how the character is displayed depends upon the font used. Unicode also includes additional specification to help when actually implementing Unicode text. Again like UTF8, Unicode retains compatibility with ASCII by simply mapping the ASCII encoding to the same Unicode values.
<b>Unicorn</b>	<ol style="list-style-type: none"> <li>1. A standard protocol extensively used by the ferry industry, and used in the interface of the AMADEUS Ferry product to ensure access to local products and providers.</li> <li>2. Unicorn is a common language and application protocol using EDIFACT standards. Unicorn allows the Ferry systems to communicate with local distribution networks using standard formats and user interfaces (usually a mask).</li> </ol>
<b>Unisys</b>	A hardware provider of PCs and/or terminals (especially for NHMs) and particularly of our two fare servers in Erding.
<b>Unisys OS 1100</b>	The operating system on which AMADEUS Fare quote is developed and operated.
<b>Unit Control Message</b>	UCM. A message sent out after the departure of a flight in order to keep track of ULDs in and out of a port so that the port can verify that it has enough ULDs to meet demand.
<b>Unit Load Device</b>	ULD. A unit (pallet or container) in which dead load is bulk loaded and subsequently loaded as a unit into the aircraft.
<b>Unit Test</b>	<ol style="list-style-type: none"> <li>1. A TPF tool which provides an individual copy of a full TPF system with a minimal amount of memory while accessing a full write protected database.</li> <li>2. The testing of an individual module regardless of the overall environment. It is the lowest level of testing.</li> </ol>

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<b>Unit test</b>	Most micro scale of testing, to test particular functions or code modules, mandatory done by developer, not by tester
<b>United Nations Number</b>	The four-digit number assigned to a dangerous goods substance by The United Nations. Refer to the IATA Dangerous Goods Manual for a detailed explanation.
<b>United Nations Packing Group</b>	An indication of the relative degree of danger presented by various Dangerous Goods, using the roman numerals I, II, and III. Refer to the IATA Dangerous Goods Manual for a detailed explanation.
<b>Universal Coordinated Time</b>	UCT. Equivalent to Greenwich Meridian Time (GMT), the reference point for all the world's time zones.
<b>UNIX</b>	Uniplex Information and Computer Services- all in capital letters. An operating system supported by a number of different hardware vendors, including IBM, Solaris, Hewlett-Packard, and others. Because there are differences between vendors' versions of UNIX, a formal standard compliance test has been defined, and fully compliant operating systems are now the only ones allowed to use the UNIX name. For example, DEC-UNIX on DEC-ALPHA stations.
<b>Unloading</b>	Removing load from an aircraft.
<b>Unsolicited Message</b>	Normally the operator sends a message to the host and gets a reply. However, the host can send an unsolicited message indicator and later the operator can request the text of the unsolicited message upon the display.
<b>UNT</b>	A system table used by DCP which defines the communication characteristics used to communicate with a remote system (edifact protocol , lower layer protocol , response timers, inactivity timer , usage of pool of AAA or FIXED AAA, routing information's,...)
<b>Unusable Fuel</b>	Fuel that cannot be considered for use during the flight. See Ballast Fuel and Trapped Fuel
<b>UOSS</b>	Unattended Operations Support Software
<b>UPC</b>	Usage Parameter Control
<b>Upgrade</b>	When a customer is moved from a lower class of service to a higher class of service.
<b>Upper Deck</b>	A structural floor level. For aircraft having one structure level only, this floor level should be referred to as the "main deck". For aircraft having more than one structural floor level, the different floor levels should be referred to as "lower deck", "main deck", and "upper deck", from bottom to top.
<b>UPS</b>	Uninterrupted Power Supplies
<b>UR</b>	User Repository. In the Document Composer application: Host Table which holds the users that will have access to the Document Generator. These users will be identified at sign-in.
<b>Urgent Correction</b>	It consists in the delivery of an existing product including one urgent bug fix. It is based on one PTR.
<b>URL</b>	Uniform Resource Locator. This term is used in the Internet world. It designates the Internet server address needed to connect to the requested server.
<b>Usability Specialist</b>	The Usability Specialist is the person in charge of the ergonomics of a product. She/he has to ensure that the product is easy, efficient, learnable, memorable, and pleasurable to use.
<b>User</b>	Someone who uses a computer application to perform tasks. The AmadeusPro user is the travel agency employee or the travel agency administrator.
<b>User Address</b>	The domain name or IP address for the remote user.
<b>User Agent</b>	The fields in an extended Web server log file indicating the browser and the platform used by a visitor
<b>User Interface</b>	The point where interaction occurs between a computer user and an application. For example, screen windows represent the AmadeusPro user interface.
<b>User Session</b>	A session of activity (all hits) for one visitor to a Web site. A unique user is determined by the IP address or domain name. By default, a user session is terminated when a user falls inactive for more than 30 minutes.
<b>USP</b>	Unique Selling Point
<b>USS</b>	Unix System Services. Unix on MVS/OS390
<b>USTAR</b>	U.S. Travel Agent Registry
<b>UT</b>	Upper Tester
<b>UTA</b>	Union de Transport Aerien

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<b>UTC</b>	Unable to Contact
<b>UTC</b>	Universal Time Coordinate. Also known as GMT and ZULU time. UTC/GMT Conversion Since radio signals can cross multiple time zones and the international date line, some worldwide standard for time and date is needed. This standard is coordinated universal time, abbreviated UTC. This was formerly known as Greenwich mean time (GMT). Other terms used to refer to it include "Zulu time" (after the "Z" often used after UTC times), "universal time," and "world time." UTC is used by international shortwave broadcasters in their broadcast and program schedules. Ham radio operators, shortwave listeners, the military, and utility radio services are also big users of UTC. All of the times and dates found here at DXing.com at UTC unless otherwise indicated. Greenwich mean time was based upon the time at the zero degree meridian that crossed through Greenwich, England. GMT became a world time and date standard because it was used by Britain's Royal Navy and merchant fleet during the nineteenth century. Today, UTC uses precise atomic clocks, shortwave time signals, and satellites to ensure that UTC remains a reliable, accurate standard for scientific and navigational purposes. Despite the improvements in accuracy, however, the same principles used in GMT have been carried over into UTC. UTC uses a 24-hour system of time notation. "1:00 a.m." in UTC is expressed as 0100, pronounced "zero one hundred." Fifteen minutes after 0100 is expressed as 0115; thirty-eight minutes after 0100 is 0138 (usually pronounced "zero one thirty-eight"). The time one minute after 0159 is 0200. The time one minute after 1259 is 1300 (pronounced "thirteen hundred"). This continues until 2359. One minute later is 0000 ("zero hundred"), and the start of a new UTC day. Ref: DXING.com
<b>Utell International</b>	A hotel reservations distribution system which accesses over 6000 hotels worldwide.
<b>UTF8</b>	Universal Character Set Transformation Format 8-bit).This is a more recent addition to the character set family. It was developed as a lightweight version of Unicode. Instead of using the whole 16-bits specified by Unicode, UTF8 simply uses the lowest 8-bits. ASCII is mapped to the same bit positions within UTF8 to help compatibility, and other control characters are mapped into the space left.
<b>Utilisation Date</b>	This means the date on which the service reserved will be taken up or utilised.
<b>UTOPIA</b>	Universal Test & Operations PHY Interface for ATM
<b>UTP</b>	Unshielded Twisted Pair cable
<b>UTS</b>	UTS is the Unisys terminal data stream protocol used by Lufthansa and Iberia terminals. It is similar in some ways to 3270 data stream, except on a 3270 terminal, if a field (i.e. a string of one or more characters on the screen) is set with certain characteristics (e.g. coloured, flashing, protected, etc.) that 'setting' takes up a position on the screen. For UTS it does not take up a position. This sounds very esoteric, but is a challenge if you have to convert displays from applications so they fit both 3270 and UTS screens.
<b>UUnet</b>	Company founded in1987, offering Internet based commercial services.
<b>UWS</b>	Unit Load Device/Bulk Load Weight Signal
<b>V-LAN</b>	Virtual Local Area Network
<b>VACD</b>	VACD stands for Value-Adding Chain Diagram. This is a high-level ARIS diagram representing a general process flow. It is relevant for Level 1, 2 and 3 of the 5 process architecture layers.
<b>Validate</b>	To print a ticket or voucher with the identifying mark of an airline or agency, using a plate with raised lettering and validation machine. Validation is necessary to make a standard ticket legal for travel.
<b>Validating carrier</b>	The airline on which the ticket is issued. This could be the marketing or operating airline.
<b>Validation</b>	Imprinting of a ticket or voucher with the identifying mark of an airline or agency. Validation is necessary to make a standard ticket legal for travel.
<b>Validity</b>	The length of time a certification is valid for. That is, from the date obtained to the date of expiry.
<b>Value-adding activity</b>	Value-adding activity. An activity that physically change the product and is done right the first time, or an activity for which the customer is willing to pay.
<b>VAN</b>	Value-added network
<b>VAT</b>	Value Added Tax
<b>VB</b>	Visual Basic

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<b>VBR</b>	Variable Bit Rate
<b>VBR delay sensitive</b>	Variable Bit Rate delay sensitive
<b>VBR delay tolerant</b>	Variable Bit Rate delay tolerant
<b>VBR non-interactive</b>	Variable Bit Rate non-interactive
<b>VC</b>	Virtual Channel or Virtual Circuit. In PSDN, no real end-to-end physical transmission channels are assigned to DTE. However, logical end-to-end transmission channel (VC) make the network appear to provide a dedicated point-to-point circuit between two communicating DTEs.
<b>VC-Multiplexing</b>	Virtual Channel - Multiplexing
<b>VCC</b>	Virtual Channel Connection
<b>VCI</b>	Virtual Circuit Identifier
<b>VCI</b>	Virtual Channel Identifier
<b>VCI</b>	Virtual Connection Identifier
<b>VCLU</b>	Virtual Circuit Logical Unit
<b>VCT</b>	Vendor Control Table. The Credit Vendor Control Table contains basic information relating to credit card vendors, such as but not limited to: - National System Merchant Identification Code - Does vendor use "check digit" in account number? - Does vendor require tape logging? - Does vendor support automated verification? - If yes, is automated verification via SITA or RCB - What is maximum approval amount? (floor limit) - What are vendor limits? (flow control) - Daily amount - Daily frequency - Weekly amount - Weekly frequency
<b>VDM</b>	Voice Duty Manager. Based in Voice Services
<b>VDT</b>	Video Display Terminal
<b>VDU</b>	Virtual Display Unit. Basically terminal or monitor.
<b>Vendor</b>	Seller of informational services, such as Air France, AVIS, etc...
<b>Vendor codes</b>	A Amadeus pays N NMC P Provider I Insurance C Client ended up paying , following up with provider X Provider cancelled ADM , Noshowbill , etc.
<b>Verb</b>	The command that routes a transaction to the internal process to prepare a suitable response.
<b>Version</b>	The name given to a specific scheduled release of a Distributed Systems (DS) product. If the level is greater than 1, it must be included. Fully tested by DS on both public applications and reference platforms. Ex : AmadeusPro Sale 2.3 P3
<b>VF</b>	Voice Frequency
<b>VFA</b>	Virtual File Access
<b>VGA</b>	Video Graphic Array).VGA stands for Video Graphics Array, sometimes referred to as Video Graphics Adapter. It is a video card, which is an interface between a computer and its corresponding monitor. The VGA card is the most common video card - nearly every video card has VGA compatibility - and it is fairly easy to program. It offers many different video modes, from 2 colour to 256 colour, and resolutions from 320x200 to 640x480.
<b>Vicinity Code</b>	The second group of three characters in the ARCS location code, composed of an alpha and two numerics. The alpha character (cf Vicinity Identifier) is a key to the location's positioning within the geography of the city, and two numerics are sequences to provide uniqueness within each vicinity identifier.
<b>Vicinity Identifier</b>	The first character of the vicinity code that designates a ticket counter's location. The currently assigned vicinity identifier are: T = In terminal O = Off terminal, but servicing airport A = Airport ( both T and O) C = City ( downtown) R = Resort N = North of the centre of the city E = East " " W = West " " S = South " "
<b>VIP</b>	Very Important Passenger
<b>VIPS</b>	Japan Airlines' Frequent Flyer Program System
<b>Virtual (Private) Network</b>	A corporate network provided to a customer by a telecommunications operator using elements of the public networks. To the customer it offers all the features of a private network, such as direct dialling between offices in different countries.

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<b>Vision</b>	Direction given by the business leaders which aligns the program with the overall organizational strategy.
<b>VISTA</b>	Now called Selling Platform. Browser based Front Office System for travel agencies   Pro Vista is a new Front Office System (FOS) for travel agencies.
<b>Visual C++</b>	A 4GL from Microsoft that allows easy programming of applications in C++.
<b>VIT</b>	View Inventory Time. VITAF001 (enter) is equivalent to DOAF001. (FLIFO)
<b>VITOs</b>	Vertically Integrated Tour Operators
<b>VLAN</b>	Virtual Local Area Network. A VLAN is a subgroup within a LAN created by software rather than by manually moving cables, hubs and routers. It combines workstations and network devices into a single unit regardless of the physical LAN segment they are attached to
<b>VME</b>	Virtual Machine E / Oracle Databases. It allows many users almost simultaneous access to a share of all the resources available.
<b>VMS</b>	Virtual Machine / Storage
<b>VMU</b>	Virtual machine running on VM/S80 allows many users simultaneous access to all shared devices on VMU. It is the communication interface between Unix systems and TPF (as they cannot speak to each other directly).
<b>VM/370</b>	IBM Virtual Machine Facility/370
<b>VM/S80</b>	The hypervisor for VMA, VME, VMF, VMP and VMU.
<b>VM/S90</b>	The hypervisor for VMH, VMO and VMX.
<b>VM/VS</b>	Virtual Machine / Virtual Storage. Multi-functional system used to write and test programs.
<b>VNS</b>	Virtual Network Services
<b>VoD</b>	Video On Demand
<b>Vol Scheme</b>	This is a contingency process in the case where a flight is overbooked and more customers want/expect to travel on a flight than the capacity of the aircraft will allow. Compensation is offered to customers if they agree not to travel on the overbooked flight but on the next one, subject to business rules.
<b>Volume</b>	The amount of space occupied by a three-dimensional object. It is expressed in cubic units.
<b>Voluntary Re-accommodation</b>	Voluntary Re-accommodation can be invoked at any time and does not need to be triggered by a schedule change. There are three ways Voluntary Re-accommodation can be performed: A complete Bin Line (schedule item) can be selected for Voluntary re-accommodation. A blank proforma is offered when the Bin Line number is selected. The FROM and TO flight details are entered manually but must be within the flight period and days of the selected Bin Line. The original Bin Line period and days can be further split in the Re-accommodation proforma. Often there may be a schedule change which only affects one segment or port in a multi-leg flight. When this happens, after any Major or Minor re-accommodation has been actioned, the user is asked if they wish to perform Voluntary re-accommodation on the unaffected segments. If yes, a blank re-accommodation proforma is offered. QF has a Voluntary Re-accommodation tool called Bulk Selective Rebook (BSR). It enables rebooking passenger records between flights. It can be used to rebook whole aircraft loads or class types. If it is used in conjunction with QUBE reservations lists, it can selectively rebook passengers. It can rebook specified types of PNR's, hosted, CRS, or all PNR types within parameters specified by the user. Passengers can be re-accommodated from one flight to one, two or three other flights or up to three flights can be re-accommodated at one time. BSR also allows for automatic notification of the rebooking to all PNR types, both hosted and CRS, via the RS13 notification utility, or nil notification of the rebooked passengers, at the user's discretion. This functionality is mainly used for flights within the operational window.
<b>VP</b>	Virtual Path
<b>VPC</b>	Virtual Path Connection
<b>VPCI/VCI</b>	Virtual Path Connection Identifier/Virtual Channel Identifier
<b>VPD</b>	Vacation Planning Department
<b>VPI</b>	Virtual Path Identifier

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<b>VPN</b>	Virtual Private Network is a network that is constructed by using public wires to connect nodes. There are some systems that allow you to create networks using the Internet as the medium for transporting data.
<b>VP/VC</b>	Virtual Path / Virtual Circuit
<b>VRC</b>	Vertical Redundancy Check
<b>VRU</b>	Voice Recognition Unit A Periphonic switch on BA side which, when a call comes in this switch tries to open a session in Amadeus
<b>VS</b>	Virtual Scheduling
<b>VSAM</b>	Virtual Storage Access Method
<b>VSAT</b>	Very Small Aperture Terminal
<b>VSCN</b>	Voided Stock Control Number
<b>VSN</b>	Volume Serial Number
<b>VTAM</b>	Virtual Terminal Access Method) Program running under MVS managing terminal access.
<b>VTS</b>	Virtual tape Server
<b>W3C</b>	World Wide Web Consortium
<b>Waitlist</b>	Unconfirmed bookings.
<b>Waiver</b>	Internal airline policy to allow more baggage per customer than the standard normal acceptance limit. It overrides the standard normal acceptance limit or condition of carriage.
<b>WAN</b>	Wide Area Network. A WAN (wide area network) is a geographically dispersed telecommunications network and the term distinguishes a broader telecommunication structure from a local area network (LAN). A wide area network may be privately owned or rented, but the term usually connotes the inclusion of public (shared user) networks.
<b>WAP</b>	Wireless Application Protocol. Wireless Application Protocol is the international standard for wireless communication between devices (e.g. mobile phones, electronic organisers) and the Internet. Around the globe mobile operators are implementing WAP-enabled services which will allow users to surf the Web for information, interact with e-commerce sites to book tickets or give instructions to their online bank.
<b>Warehouse</b>	Booking data that is used to support a variety of back-end processes, potentially including Revenue Integrity / demand forecasting / no-show forecasting / legal compliance and other commercial requirements.
<b>WASH</b>	Web Application Service Hosting. Web Application Service Hosting
<b>Water Injection</b>	Fluid carried on an aircraft to improve the performance of the aircraft during take-off under certain ambient conditions.
<b>Wayfinding</b>	The final stage in the 'check-in' workflow. The customer is provided with the relevant information they need to continue with their journey e.g. gate number, boarding time
<b>WBS</b>	Work Breakdown Structure. In project management, WBS stands for "Work Breakdown Structure" and refers to a deliverable-oriented hierarchical decomposition of the work to be executed by the project team. An example of a graphical WBS describing the Implementation of an Airline on the Altéa products available from the IMP PMI team decomposes the work in 6 main phases: #1 project and program management, #2 scoping, #3 educational support, #4 solution and setup and customer specific requirements, #5 data migration, #6 post implementation support. In this WBS, each main phases is then further detailed into smaller phases and deliverables e.g. #2 scoping includes a/ Familiarisation b/ Scope Definition (with a detailed questionnaire produced as a deliverable), c/ Baselineing (with a baseline plan as a deliverable).
<b>WBT</b>	Web Based Training
<b>WCHR</b>	Wheelchair. Customer who needs a wheelchair to get from where they are to the gate. They are of three types: WCHR, WCHS, and WCHC. WCHR is used for customers who cannot walk long distances. WCHS is used for customers who cannot climb the aircraft steps. And WCHC is used for customers who need to be lifted onto or from the aircraft seat.
<b>WCI</b>	Web check-in
<b>WDOW</b>	Working Day of the Week
<b>Web Services</b>	Web Services. Web Services refers to the technologies that allow for making connections. Services are what you connect together using Web Services. A service is the endpoint of a connection. Also, a service has some type of underlying computer system that supports

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	the connection offered. The combination of services - internal and external to an organization - make up a service-oriented architecture.
<b>WEB TREND</b>	Web Trend. tool that generates reports from data out of Web server logs
<b>Weekly Schedule Change</b>	The weekly process by which Amadeus loads the airlines' schedules and connect points
<b>Weight allowance</b>	As specified by the airlines, the number of bags or baggage weight that the customer can travel with without incurring additional cost.
<b>WEISSMAN</b>	Travel database hosted by the Service Bureau and accessed by US customer through permanent BYPASS.
<b>Wet Operating Weight</b>	Dry Operating Weight plus Take Off Fuel.
<b>WG</b>	Working Group
<b>WGR</b>	Work Group Record. Terminal Definition Type WGR/UAT: The definition of a LNIATA in software as to who they are and what capabilities they have.
<b>WHIDI</b>	Workplace Harmonisation Infrastructure and Desktop Initiative
<b>Wi-Fi</b>	Wireless Fidelity
<b>WID</b>	Workstation ID
<b>Wide-Body Aircraft</b>	Designates aircraft types with two aisles in the passenger cabin. For example, A300, A330, A340, B747, B777, B767, DC10, IL86, IL96, L1011, MD11 models.
<b>Wideband</b>	Wideband is a transmission medium or channel that has a wider bandwidth than one voice channel (with a carrier wave of a certain modulated frequency). This term is usually contrasted with narrowband.
<b>Widow</b>	A short line, often at the end of a paragraph that appears on its own at the top of a page.
<b>Wild Cards</b>	The two symbols * (asterisk) and? (Question mark) have special uses when specifying DOS file names. The question mark will accept any single character in its place, the asterisk will accept multiple characters in its place. Wild cards are a way to reference multiples files with a single command.
<b>Window</b>	An area on the screen that represents a specific task. With a multi-tasking application such as AmadeusPro, several windows can be opened on the screen, each one representing a different task, process or session.
<b>Windows NT</b>	Microsoft's Windows operating system leads the PC market, and is increasingly considered as a standard. Most existing applications for PCs are now available on Windows. Windows NT is a multitask operating system, more robust and secure, offering a higher performance, and used, for example, on servers.
<b>Winfo</b>	A friendly user interface for PCs accessing the mainframe system INFO.
<b>Wireless LAN</b>	It uses radio frequency technology to transmit network messages through the air for relatively short distances, like across an office building or college campus. A wireless LAN can serve as a replacement for or extension to a wired LAN.
<b>Wireless spectrum</b>	A band of frequencies where wireless signals travel carrying voice and data information. Wireless carriers are bidding at Federal Communications Commission auctions on slivers of airwaves through which they will ultimately be able to send third-generation communications. The auctions, which began in December 2000 in the United States and already occurred in several European nations, will give providers access to new pieces of the spectrum that will allow them to move to third-generation services. More auctions relevant to 3G communications are on tap
<b>WISP</b>	Wireless Internet Service Provider. A vendor that specializes in providing wireless Internet access.
<b>Wizard</b>	A Utility within an application that helps you use the application to perform a particular task.
<b>Wizcom</b>	A network communication switch company owned by Cendant holding. Wizcom also provides a reservations system.
<b>WIZCOM</b>	WIZard COMMunication
<b>WKA</b>	application Work Area A
<b>WKB</b>	application Work Area B
<b>WMC</b>	Weekly Management Checkpoint. Weekly meeting held with all SEP senior managers and directors. Purpose: status and action assignment / follow-up
<b>WML</b>	Wireless Mark-up Language

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<b>WO</b>	Work Order. A Work Order is a request for the creation, modification or deletion of technical information which is either: o Stored in one the AMADEUS databases, or o Required in order to use an AMADEUS functionality.
<b>Workflow</b>	Workflow is a term used to describe computers systems that track the progress of a job or process from one person and activity to another. The structure of the business process is built into the software. Document image processing and electronic mail and "groupware" (defining particular work and message groups within the processes) are often a part of a workflow system.
<b>Workstation</b>	A PC, or similar device, which can be used by an operator to access an ALC gateway. The PC containing the gateway may itself be a workstation.
<b>World Tracer</b>	A baggage management system used by both British Airways and Qantas that is operated jointly by SITA and IATA. It allows lost baggage details to be entered into the system and matched against bags found.
<b>WORLDSPAN</b>	Worldspan was formed in February, 1990 upon the merger of Delta Air Lines' Datas II system and Northwest Airlines and Trans World Airlines' PARS system. The company merged the two systems into a single database and host in 1994. Shortly after the company was founded in 1990, Worldspan and ABACUS Distribution Systems bought a 5 % interest in each other. * HEADQUARTERS: 300 Galleria Parkway Atlanta, GA 30339 USA Phone 770 - 563 - 7400 Fax 770 - 563 - 7004 * OWNERSHIP: Delta Air Lines, 38 % Northwest Airlines, 32 % Trans World Airlines, 25 % ABACUS, 5 % * DATA CENTER: Atlanta, GA USA * MARKETING STRUCTURE: The Worldspan service is marketed exclusively by the company itself, rather than its carrier owners or marketing companies. It has indicated, however, that it will be willing to form alliances or joint ventures with other entities to market the service outside the U.S...
<b>WSC</b>	Weekly Schedule Change. Batch process which creates the tapes to override all OA flights and all City-Pairs every Saturday. It starts at the end of the file transfer from the Reed Travel Group (RTG)
<b>WSDL</b>	Web Services Description Language. Description language based on XML for services.
<b>WSM</b>	Weekly Status Minutes
<b>WTI</b>	Web-telephony integration
<b>WTM</b>	World Travel Market
<b>WTM</b>	Wireless Travel Management
<b>WTO</b>	World Tourism Organisation
<b>WTTC</b>	World Travel & Tourism Council
<b>WUSSI</b>	WUSSI table) cross ref between Amadeus and RTZ
<b>WUSSI Table</b>	In the Single-Sign-On environment at BA, the mapping between BA and Amadeus is handled via the WUSSI table. This table is maintained in RTZ and is updated on an ad hoc basis by the SONIC Support Team at British Airways. Otherwise the table is updated during the weekly maintenance ICD_50 file from British Airways.
<b>WWW</b>	World Wide Web
<b>XASM</b>	ASM withdrawal indicator
<b>XCR</b>	eXtra Change Request. A change request that cannot be implemented in a planned release. A CR of this type is implemented between releases
<b>XENIX</b>	A multi-tasking operating system for personal computers.
<b>XGA</b>	Extended Graphics Array
<b>XLF</b>	eXternal Lock Facility
<b>XMI</b>	XML Metadata Interchange
<b>XML</b>	eXtensible Markup Language. XML provides a standard means for exchanging data between systems. As XML gains acceptance by software and systems vendors, it promises to remove the obstacles to true enterprise-wide data integration.
<b>XML Parser</b>	XML parser is a XML browser which parses the XML information into data and markup so that the computer can assign meaning to the information.
<b>XMPP</b>	eXtensible Messaging and Presence Protocol
<b>XNS</b>	Xerox Network Systems
<b>XPC</b>	eXtended Processor Complex
<b>XS</b>	XML Schemas
<b>XSB</b>	Excess Baggage

## Amadeus Glossary of Terms

<b>XSL</b>	eXtensible Stylesheet Language. Its purpose is to transform the XML file for rendering, perhaps HTML, or DHTML, or another presentation language. Lotus and IBM have developed a tool for formatting and translating XML documents. The Lotus XSL processor was released in mid-December of 1998, but isn't yet final because the XSL specification isn't final. [...] You can download the most up-to-date version of the XSL processor at <a href="http://www.lotus.com/xml">http://www.lotus.com/xml</a> . Lotus plans to include the XSL processor as part of Domino in a future release.
<b>XTP</b>	Express Transport Protocol
<b>X.25</b>	A communications protocol which uses voice-grade lines (telephone) to transmit data
<b>X.25A</b>	X.25 Expand
<b>Yield</b>	An estimate of how much revenue an airline gets from a sale of a ticket.
<b>Yield Management</b>	The management of flight capacity in order to maximise revenue.
<b>Yield Range</b>	A Yield Range is an interval [‘Lower Yield’, ‘Upper Yield’] of yield values. This is a core concept in Amadeus RMS. Yield ranges allow class-independent forecasting: demand forecasts can be computed for a given yield range instead of a given class. The main advantage of using yield ranges is that it allows finding the relevant historical data necessary for forecasting. A yield range is always attached to a booking class structure and built ‘around’ a nominal yield value, according to the yield values given by the booking class structure.
<b>YMS</b>	Yield Management System. The Yield Management System is the Airline-side system that provides Amadeus Altéa Inventory with yield data.
<b>YY</b>	(1) IATA airline code expressed either with 2 or 3 letters e.g. AF, IB, 1A. (2) When capitalised it may represents all airlines generic code. (3) Year expressed numerically e.g. 67, 93 or 00.
<b>Z80</b>	Microprocessor used on the Lanyon ALC Board. The characters Z80 are used in the names of various programs that are used in conjunction with the chip, i.e. PC1024B.Z80.
<b>ZCDE</b>	Zero-Complemented Differential Encoding
<b>Zero Fuel Weight</b>	The total weight of the aircraft without fuel. Equal to the Total Traffic Load plus the Dry Operational Weight.
<b>Zero Fuel Weight Index</b>	The Centre of Gravity of the aircraft at Zero Fuel Weight.
<b>ZFM</b>	Zero Fuel Weight. Basic weight plus crew plus pantry plus passengers and baggage plus cargo plus mail
<b>ZFW</b>	Zero Fuel Weight
<b>ZFWI</b>	Zero Fuel Weight Index
<b>ZIP</b>	Zone Information Protocol
<b>Zone</b>	An area within the passenger cabin.
<b>#</b>	Number
<b>*A</b>	Star Alliance. The Star Alliance partners are (list as at 06APR00): AC AN LH NH NZ RG SK TG UA OS NG VO SQ
<b>*Q</b>	(Qualifyer Group) Participant airlines : FU - Air Littoral IW - AOM French Airlines LX - Crossair SN - Sabena SR - Swissair TK - Turkish Airlines TP - TAP Air Portugal
<b>*S</b>	Sky Team. Alliance created by AF, KE, DL and AM
<b>+TicketWriter, Local Ticketing</b>	In 1998, Amadeus introduced a solution code-name Local Ticketing, which has proven to be a success in a number of markets. Local Ticketing has been re-packaged and is now branded +Ticket Writer. Enhanced version, in May and again in July, will further improve the productivity of the travel agent and enhance the quality of service to both passengers and airlines +TicketWriter is a Windows-based software application designed to interface with the Central System and semi-automate the printing of manual tickets using a flatbed multi-purpose printer. It is primarily positioned for the use in markets that have no BSP or no automated printing system, and for use with non-BSP airlines in any market. The solution runs on travel agencies' Amadeus Pro Tempo PC platforms and provides the agent with multiple administration features and flexible operation modes. A key productivity feature allows the agent to easily capture all of the ticketing information from the Amadeus System into the graphical input mask for better looking and error free printing of manual tickets.

## Amadeus Glossary of Terms

<b>+TKW</b>	+TicketWriter is a Windows-based software application designed to interface with the Central System and semi-automate the printing of manual tickets using a flatbed multi-purpose printer. It is primarily positioned for the use in markets that have no BSP or no automated printing system, and for use with non-BSP airlines in any market. The solution runs on travel agencies' Amadeus Pro Tempo PC platforms and provides the agent with multiple administration features and flexible operation modes. A key productivity feature allows the agent to easily capture all of the ticketing information from the Amadeus System into the graphical input mask for better looking and error free printing of manual tickets.
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