

Selecting and Paying for Paid Seats in Amadeus Selling Platform Connect

Delta Air Lines paid seat products can be obtained for Delta-operated flights in Amadeus Selling Platform Connect. Assign and pay for paid seat products using a credit/debit card. The same process applies for the Delta Comfort+ seat product on select four product aircraft configurations.

Before you begin...

- The PNR must be confirmed and a Delta record locator present before booking paid seats with Delta Air Lines through Selling Platform Connect.
- If the customer has a SkyMiles number with Delta, it should be entered in the PNR before retrieving the seat map so that an accurate price will be reflected for the seat.
- Delta Air Lines paid seat products are available for purchase within 45 days from flight departure.

Here's how...

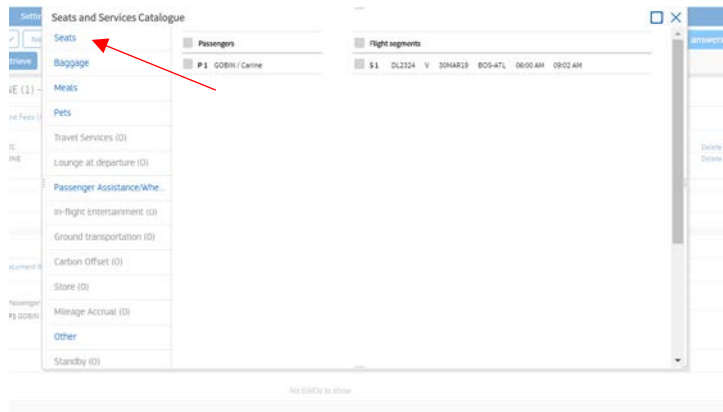
- **Step 1:** From the PNR Booking File, select **Add Seats and Services** near the bottom of the screen

Seats and Services link shown with red arrow below

The screenshot displays the Amadeus Selling Platform Connect interface for a booking file. The main content area shows flight details for GOBIN CARINE (1) on 30MAR, ATL - LGGCEN. The flight status is 'Ticketed'. The fare basis is DL2324, and the carrier/segment is DL B05-ATL. The total price for all passengers is \$3.30 USD. The 'What do you want to do next?' section at the bottom lists several actions, with a red arrow pointing to 'Add Seats and Services'. Other options include 'Retrieve a Profile', 'Add/Update passenger', 'Air Pricing/TST', 'Air Booking', 'Car Booking', 'Hotel Booking', 'Add a Remark', 'Add an Other Service Information', 'Add a Form of Payment', 'Add manual E-Ticket (PHE)', 'Add manual EMD (PHD)', 'Create TST', 'Create TSM (for MCC/EMD)', 'Issue EMD or e-Ticket', and 'Australian Visa Application'. The 'Save & Confirm (ER)' button is visible at the bottom right.

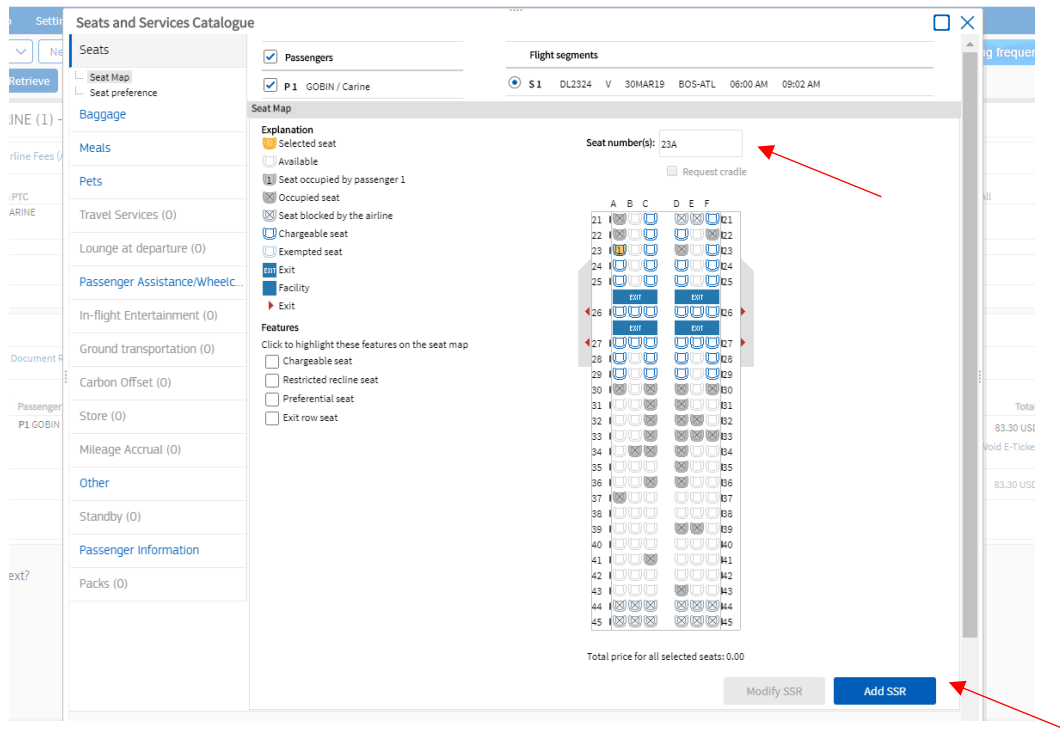
- **Step 2:** From the Seats and Services Catalogue pop-up, select Seats

Seats and Service Catalogue pop-up with Seats link shown with red arrow below



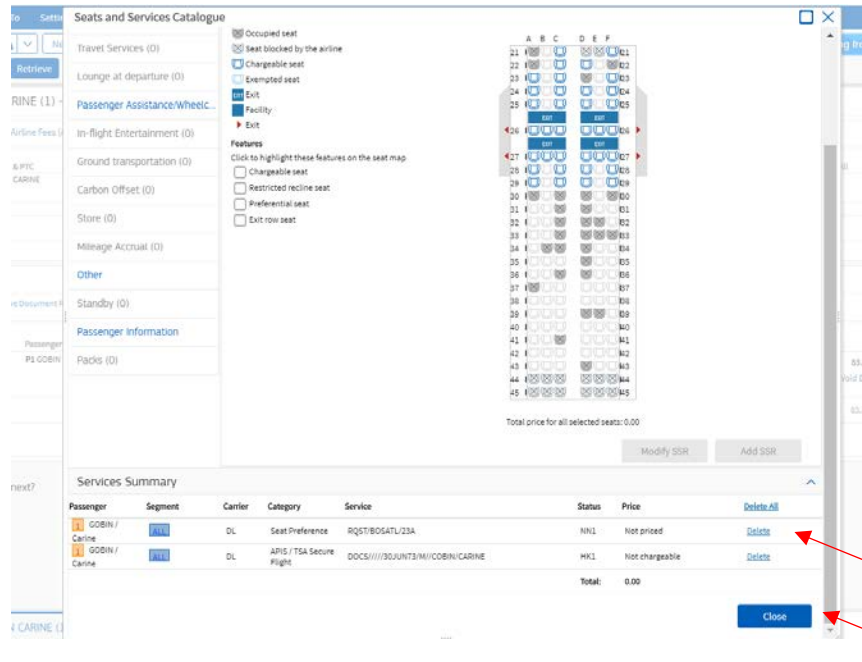
- **Step 3:** To reserve a single seat, click on a seat or enter the seat number in the text field provided and click on **Add SSR**

An image of the seat map with option to manually enter a seat number or click an available seat is shown below



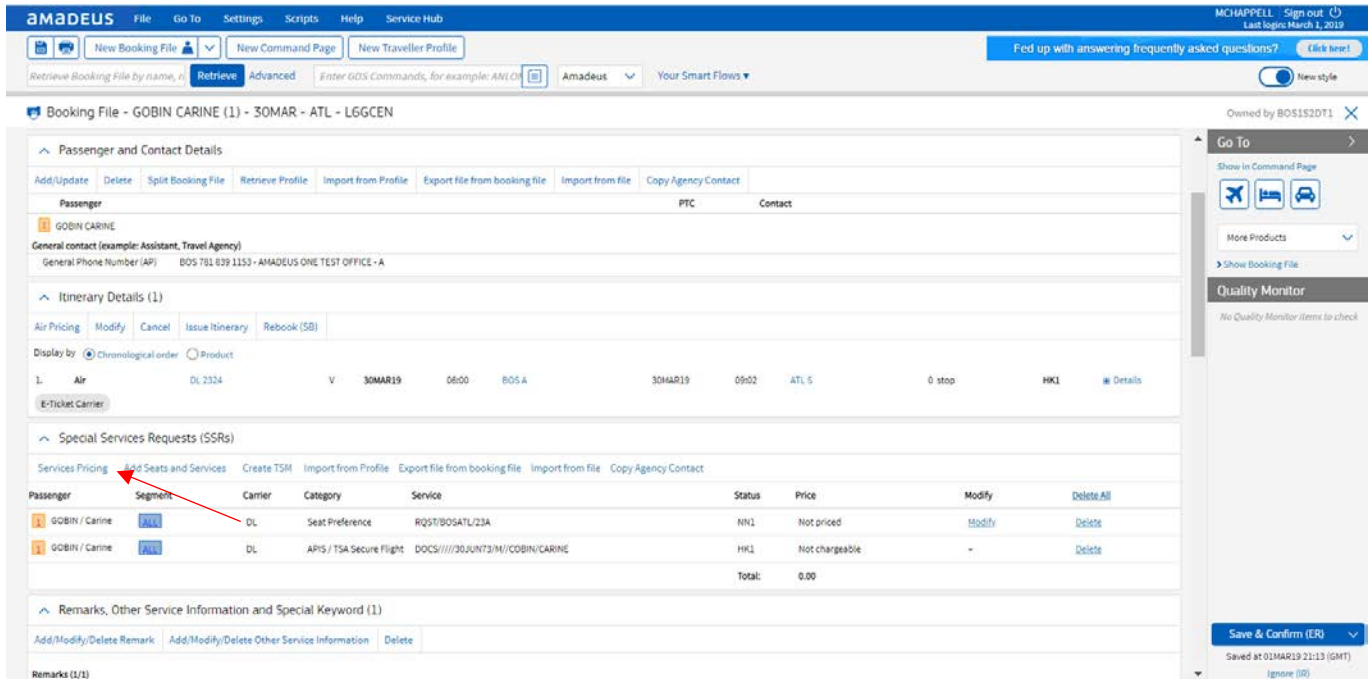
- **Step 4:** The Services Summary will appear at the bottom with your Seat Preference showing as not priced. At this point the seat is requested. Click on **close**.

An image of the seat request is shown below



- **Step 5:** Back on the PNR Booking File page, you will see the seat has been added to the PNR in NN status under the Special Services Requests (SSRs) section. To price the seat, click on **Services Pricing** in the same section.

*Seat needs to be priced by clicking on **Services Pricing** from the SSRs section as shown below*



- **Step 6:** A modal will display with the pricing for the selected seat. Select **OK** to accept the price.

Services Pricing

Services Pricing was submitted. Result message is:

FXG/ALL

OC	SRV	NP	PR	FLGT	DATE	(USD)FARE	TAX	TOTAL
01	GOBIN/CARINE			ADT				
PRF	RQST	1	DL2324	30MAR		USD34.99		USD34.99

OK

Service	Status	Price	Modify
RQST/BOSATL/23A	NN1	Not priced	Modif
ght DOCS/////30JUN73/M/COBIN/CARINE	HK1	Not chargeable	-
Total:		0.00	

- **Step 7:** Within the PNR Booking File under the Stored Fares (TST & TSM) section, you will find the seat price. Select Save & Confirm (ER) from the bottom right-hand corner to end the transaction.

amadeus File Go to Settings Scripts Help Service Hub

Booking File - GOBIN CARINE (1) - 30MAR - ATL - LGGCEN

Owned by BOS152DT1

Stored Fares (TST & TSM)

Flights	Passengers & PTC	Status	Fare basis/Flights/Validating Carrier/Segment	Per Passenger	Delete All
TST	GOBIN / CARINE	Ticketed	DL2324 DL BOS-ATL 30MAR	83.30 USD	Delete
Total for all TST & all passengers				83.30 USD	

Services & Miscellaneous Orders	Status	Issue EMD	Maximum amount	Delete All	
TSM Passengers/Service /SEAT MAP/RQST	Not Ticketed		34.99 USD	Delete	
Total for all services and miscellaneous orders			34.99 USD		
Grand Total (All TST & TSM for all passengers)				118.29 USD	

Tickets (1) and EMD(0)

Ticket Number	Passenger	Flights / Validating Carrier / Coupons	Total
006-7308880691	P1 GOBIN Carine	DL2324 DL BOS-ATL 30MAR	83.30 USD
Total for all tickets and all passengers			83.30 USD

What do you want to do next?

- Retrieve a Profile
- Add/Update passenger
- Air Pricing/TST
- Air Booking
- Car Booking
- Hotel Booking
- Add Seats and Services
- Add a Remark
- Add an Other Service Information
- Add manual E-Ticket (FHE)
- Add manual EMD (PHD)
- Create TST
- Add manual E-Ticket (FHE)
- Add manual EMD (PHD)
- Create TST

Save & Confirm (ER)

Saved at 01MAR19 21:23 (GMT)

Ignore (IR)

- **Step 8:** Click on Ignore (IR) and the seat status will change from HN to KK

The image shows Ignore (IR) and the seat status changing from HN to KK

Passenger	Segment	Carrier	Category	Service	Status	Price	Modify	Delete All
GOBIN / Carine	ALL	DL	Seat Preference	RQST/BOSATL/23A	HN1	34.99 USD	Modify	Delete
GOBIN / Carine	ALL	DL	APIS / TSA Secure Flight	DOCS/////30JUN73/M/COBIN/CARINE	HK1	Not chargeable	-	Delete
Total:						34.99 USD		

Remarks, Other Service Information and Special Keyword (1)

Remarks (1/1)

Remark

Save & Confirm (ER)

Saved at 01MAR19 21:23 (GMT)

Ignore (IR)

Special Services Requests (SSRs)

Services Pricing Add Seats and Services Create TSM Import from Profile Export file from booking file Import from file Copy Agency Contact

Passenger	Segment	Carrier	Category	Service	Status	Price	Modify	Delete All
GOBIN / Carine	ADT	DL	Seat Preference	RQST/BOSATL/23A	HK1	34.99 USD	Modify	Delete
GOBIN / Carine	ADT	DL	APIS / TSA Secure Flight	DOCS////30JUN73/IM//COBIN/CARINE	HK1	Not chargeable	-	Delete
ALL	ADT	1A	Misc.	ADHD/TO DL BY 01MAR 2123 OTHERWISE WILL BE CANCELLED	-	Not chargeable	-	Delete
						Total:	34.99 USD	

Remarks, Other Service Information and Special Keyword (1)

Add/Modify/Delete Remark Add/Modify/Delete Other Service Information Delete

Remarks (1/1)

Save & Confirm (ER) Saved at 01MAR19 21:23 (GMT) Ignore (IR)

- **Step 9:** Add a Form of Payment for the paid seat in the TSM by clicking “View/Modify TSM” link under the Stored Fares section
 - **Note:** Total will be inclusive of the new paid seat charge as well as the already ticketed fare

Stored Fares (TST & TSM)

Create TST Create TSM Reprice Airline Fees (All TST) View TST History View TSM History Issue

Flights	Passengers & PTC	Status	Fare basis/Flights/Validating Carrier/Segment	Per Passenger	Delete All
View/Modify TST2	GOBIN / CARINE	Ticketed	DL2324 DL BOS-A-ATLS 30MAR	83.30 USD	Delete
				Total for all TST & all passengers:	83.30 USD

Services & Miscellaneous Orders	Passengers/Service	Status	Issue EMD	Maximum amount	Delete All
View/Modify TSM1	/SEAT MAP[RQST]	Not Ticketed	Issue EMD	34.99 USD	Delete
				Total for all services and miscellaneous orders:	34.99 USD
				Grand Total (All TST & TSM for all passengers)	118.29 USD

- **Step 10:** From the TSM popup, select “Add new Form of Payment” from the Form of Payment Summary section

Add Form of Payment link shown below

TSM

Actions: View/Modify TSM Modify Coupons View/Modify Taxes Set TSM for Manual Reissue Create original/Issued in exchange for (FO)

TSM 1 - GOBIN / Carine (ADT)

EMD Type EMD-A | TSM Matches Service YES NO | Creator BOS1S2DT1 MC/01MAR

Reason for Issuance	Validating Carrier	Issuance Required	Reason for waiving	International Indicator	FCPI	FCRI
A (AIR TRANSPORTATION)	DL	YES		D (Domestic)	0	0

Remarks

Coupons

#	RFISC	O/D	Coupon Value	OP	Fee Owner	Present To	Present At	ICW E-Ticket/Coupon	NVB	NVA	Details
1	PRF	BOS-ATL	USD 34.99	DL	DL	-	-		N/A	N/A	Details

Issuing Status: F (First issue)

Fare Information		Currency	Amount
Net Fare			
Base Fare		USD	34.99
Banker's Rate			
Equivalent Fare			
Exchange Value Fare		USD	34.99
Refundable Value Fare			
Taxes			
Total		USD	34.99

Additional Information	
Tour Code	
Commission	
Fare Calculation	e.g. 30JAN09 HQD 81 LHR 1 10.00 LHR 81 BKK 1 10.00 BKK 81 BTD 1 10.00 BUR00 00
Fare Discount	
Original Issue/In Exchange	-
Endorsement/Restriction	
Miscellaneous Information	

Form of Payment Summary

Add new Form of Payment

Passenger	PTC	Document	Type	Details	Amount per Passenger
-	-	-	-	-	-

Update

- **Step 11:** Once credit card information has been filled in, select “Add”

TSM □

Coupons

#	RFISC	O/D	Coupon Value	OP	Fee Owner	Present To	Present At	ICW E-Ticket/Coupon	NVB	NVA	Details
1	PRF	BOS-ATL	USD 34.99	DL	DL	-	-		N/A	N/A	Details ▼

Issuing Status: F (First Issue) ▼

Fare Information

	Currency	Amount
Net Fare		
Base Fare	USD	34.99
Banker's Rate		
Equivalent Fare		
Exchange Value Fare	USD	34.99
Refundable Value Fare		
Taxes	-	-
Total	USD	34.99

Additional Information

Tour Code:

Commission:

Fare Calculation:
e.g. 35LAND9 HKB 6X LHR 1 10 00 LHR 6X BKK 1 10 00 BKK 6X SYD 1 10 00 EUR30.00

Fare Discount:

Original Issue/In Exchange:

Endorsement/Restriction:

Miscellaneous Information:

Form of Payment Summary

Add new Form of Payment

New Form of Payment for TSM1 ● 1 ○ 2 ○ 3 Amount per Passenger 34.99 USD

Form of Payment	Details	
Credit Card Type	Please select... ▼	Credit Card Number
Expiration Date	<input type="text"/>	Owner's Name
Security Code	<input type="text"/>	Issue Number
Enter Manual Approval Code		
		<input type="button" value="Add"/> <input type="button" value="Do not add"/>

Passenger	PTC	Document	Type	Details	Amount per Passenger
-	-	-	-	-	-

- **Step 12:** Upon returning to the TSM screen with Form of Payment updated, select “Update”

TSM

Actions:
[View/Modify TSM](#) [Modify Coupons](#) [View/Modify Taxes](#) [Set TSM for Manual Reissue](#) [Create original/issued in exchange for \(FO\)](#)

TSM 1 - GOBIN / Carine (ADT)

EMD Type **EMD-A** | TSM Matches Service YES NO | Creator BOS1S2DT1 MC/01MAR

Reason for Issuance	Validating Carrier	Issuance Required	Reason for waiving	International Indicator	FOP1	FOP2
A (AIR TRANSPORTATION)	DL	YES		D (Domestic)	0	0

Remarks

Coupons

#	RFISC	O/D	Coupon Value	OP	Fee Owner	Present To	Present At	ICW E-Ticket/Coupon	NVB	NVA	Details
1	PRF	BOS-ATL	USD 34.99	DL	DL	-	-		N/A	N/A	Details

Issuing Status: F (First Issue)

Fare Information

	Currency	Amount
Net Fare		
Base Fare	USD	34.99
Banker's Rate		
Equivalent Fare		
Exchange Value Fare	USD	34.99
Refundable Value Fare		
Taxes		
Total	USD	34.99

Additional Information

Tour Code

Commission

Fare Calculation
e.g. 30JAN09 HHD 6E LHR 1 10.00 LHR 6E BKK 1 10.00 BKK 6E BYD 1 10.00 EUR30.00

Fare Discount

Original Issue/In Exchange

Endorsement/Restriction

Miscellaneous Information

Form of Payment Summary

Add new Form of Payment

Passenger	PTC	Document	Type	Details	Amount per Passenger	Delete
P1 - GOBIN / Carine	-	TSM	Credit card	AX - *****1008 / 0421	-	Delete

Update

- **Step 13:** Upon returning to the Booking File screen, select “Issue EMD” under Services & Miscellaneous Orders to complete EMD issuance

Issue EMD link shown below

amadeus File Go To Settings Scripts Help Service Hub

New Booking File New Command Page New Traveller Profile Fed up with answering frequently ask

Retrieve Booking File by name, n Retrieve Advanced Enter GDS Commands, for example: ANLO Amadeus Your Smart Flows

Booking File - GOBIN CARINE (1) - 30MAR - ATL - L6GCEN

FE - Endorsement PAX *A*NONREFPENALTY APPLIES -BG-DL
 FV - Validating Carrier PAX DL

Stored Fares (TST & TSM)

Create TST Create TSM Reprice Airline Fees (All TST) View TST History View TSM History Issue

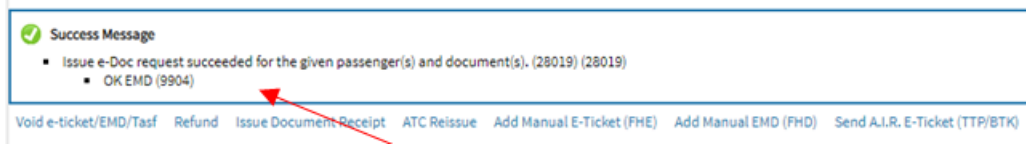
Flights	TST	Passengers & PTC	Status	Fare basis/Flights/Validating Carrier/Segment	Per Passenger	Delete All
View/Modify TST2	1	GOBIN / CARINE	Ticketed	DL2324 DL BOSA-ATLS 30MAR	83.30 USD	Delete
Issue E-Ticket - Reprice Airlines Fees					Total for all TST & all passengers	83.30 USD

Services & Miscellaneous Orders	TSM	Passengers/Service	Status	Issue EMD	Maximum amount	Delete All
View/Modify TSM1	1	/SEAT HAP[RQST]	Not Ticketed	Issue EMD	34.99 USD	Delete
Total for all services and miscellaneous orders					34.99 USD	
Grand Total (All TST & TSM for all passengers)					118.29 USD	

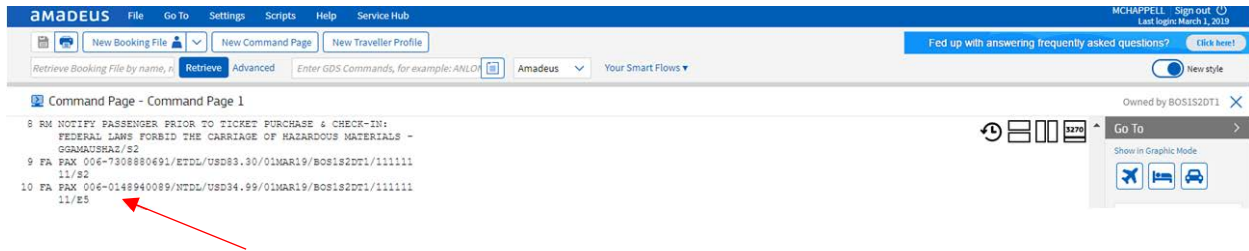
- **Step 14:** The Issue TSM screen will appear, select “Issue” to complete the EMD purchase



- **Step 15:** A success message will return in the middle of the screen



- **Note:** The new document numbers will display in the command page



For assistance, please reach out to the Amadeus Helpdesk. Paid seats may also be purchased from delta.com or by calling Global Sales Support.