

News Flash

Amadeus Flash

IMPORTANT TICKETING GUIDELINES

- Always create the PNR first, ensure you receive the Airline Record Locator and then transmit the Ticket numbers.
- Do not advise dummy ticket numbers in a reservation to hold the booking. Airlines may not receive or process two ticket numbers for the same routing at the same time.
- Do not use TTP/ET/RT (for e tickets) entry when the ticket is being issued. Using this entry may lead to a delayed FA in the PNR.
- Till the FA comes in the PNR, do not make any modifications in the booking. Perform the IR entry to receive FA in the PNR. Once the FA comes, further modifications in the PNR can be done.
- For net remit tickets the FP MUST be FPNR+CASH/TOTAL TST VALUE and not 0 or Base fare as this may cause problems in receiving the Net remit commission from the respective Airline. Also it creates problems when we refund the ticket due to discrepancy between Published and Net fare is put for refund.
- Incase of special fare/net fare tickets; ensure all required tour/deal codes are entered into the pnr prior to TTP.
- You should always price the pnr with FXP/R, VC- XX (xx is the validating carrier) for correct fare and taxes incase of Multi Carrier Itineraries.
- If you receive a rejection or an error message while issuing an E- tickets contact the Amadeus Helpdesk immediately.
- While reissuing tickets, always associate the correct Original doc number in the FO entry with pax association. Please perform twd/Lx (where x is the line number of FA or FHE to get the correct FO element.
- Please refer to HEETXX page for checking the Functionalities supported by the respective Airlines.
- Use Pnr Claim facility incase the booking is directly made in Airline system. Alternatively, Passive Pnr can be made .Both Pnr Claim and Passive pnr facilitate E – ticketing as well. Please refer to Individual Airline Policy for the same prior to ticketing.

For Clarification please contact your nearest Amadeus Helpdesk

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