

Ticketing Errors- Guide

In our continuous efforts to serve you better, we wish to present few more common error messages received at the time of ticket issuance .We have compiled along with its cause and necessary action required for the resolution.

Error-1

EDIFACT MESSAGE SIZE EXCEEDED

You may receive this error response when trying to issue for multiple passengers

Possible cause:

When trying to issue ticket together for more than 5 passengers

Solution:

In this case user should issue separate tickets for all passengers.

Amadeus Helpdesk

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Error-2

LH ETKT: NOT AUTHORISED

You may receive this error response when trying to reissue the ticket

Possible cause:

Ticket coupon status for interline carrier

Solution:

This error comes when the interline carriers coupon status is not changed to flown after departure of flight. In this case user should contact Airlines to get the ticket status changed to flown.

For any further assistance, please contact your nearest Amadeus Helpdesk.

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