

## Check at issuance time to prevent Duplicate Documents

With a view to reduce the risk of agents issuing duplicate tickets, Amadeus has further enhanced a security check that would restrict duplicate ticket issuance and consequently benefiting agents by eliminating the risk of Cancellation Charge towards such duplicate tickets.

### Key Features

- Enhancement of Check of Duplicate Documents: This check is extended to all issuance requests, even if a passenger, TST or segment selection is used.
- Creation of a new option (/DUPE) to bypass this check on request.

### Enhanced Check of FA/FH Element

#### 1. No passenger, segment or TST is selected.

The system checks the presence of FA/FH elements in the PNR and if there is a match, the issuance is rejected with:

**ALL PASSENGERS/SEGMENTS ALREADY TICKETED**

#### 2. Issuance request with passenger, segment or TST selection

Even if a passenger, segment or TST selection is used at issuance time, the system checks the presence of FA/FH elements in the PNR and if there is a match, the issuance is rejected with:

**ALL PASSENGERS/SEGMENTS ALREADY TICKETED**

#### Amadeus Helpdesk

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[www.amadeus.in](http://www.amadeus.in)

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**Illustration**

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--- TST RLR ---
RP/XXXXXXXXXX/XXXXXXXXXX      AA/SU 20MAR13/1508Z  XXXXXX
 1.NEW/CHECK
 2 BA 456 B 10FEB 1 LHRMAD HK1 0620 0935 10FEB E BA/NOSYNC
 3 AP LON - AMADEUS NICE - A
 4 TK OK20MAR/XXXXXXXXXX//ETBA
 5 FA PAX 125-1234567890/ETBA/GBP389.80/20MAR13/XXXXXXXXXX/99999
   999/S2
 6 FB PAX 2000006394 TTP OK ETICKET/S2
 7 FP CASH
 8 FV PAX BA/S2
    
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**>TTP/T1  
ALL PASSENGERS/SEGMENTS ALREADY TICKETED**

The enhanced check applies to all ticketing products: Electronic ticket, Paper ticket, EMD.  
It also applies to all distribution flows: BSP Ticketing, Electronic Ticketing Direct and Light Ticketing.

**Additional Option: Force issuance of duplicate document (/DUPE)**

If the agent needs to bypass the check and issue a duplicate document on purpose, the new option /DUPE can be used.

The new option applies to all ticketing products: Electronic ticket, Paper ticket, EMD.  
Note: There is no need to use the option /DUPE to exchange a document.

**For more information, please contact your nearest Amadeus Helpdesk**

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