

Ticketing Errors- Guide

In our continuous efforts to serve you better, we wish to present few 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

INVALID ISSUE INDICATOR WITH NEGO TST

OR

INVALID TST AMOUNT GREATER THAN PUBLISHED FARE

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

Possible cause:

Pricing indicator is F, B or G in TST.

TST00002 DEL1A0980 HM/14JUL B 2 LD 19DEC15 OD DELBOM SI
 T-
 FXP



Solution:

In this case user should perform entry TTK/RFREE and TTK/RINR BASE FARE in normal ticket issuance and TTK/YFREE and TTK/YINR BASE FARE for IT ticket. After an end transaction TST indicator will be changed to M and user will be able to issue the ticket.

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Error-2

EK ETKT: NOT AUTHORISED

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

Possible cause:

When there is no EK segment in old e-ticket record (TWD)

Solution:

This error comes when you are trying to reissue the e-ticket wherein there is no EK segment in the TWD record.

Below is the example of EK ticket number with AF segments only and EK doesn't allow further reissuance.

```

|TKT-XXXXXXXXXXXXXXXXX          RCI-          1A  LOC-XXXXXX
OD-LEDEL  SI-          FCMI-1  POI-DEL  DOI-18JUN15  IOI-XXXXXXXXX
 1. XXXXXXXXXXX/XXXXXXXXXXXX          ADT          ST
1 OLED AF1153  J 20JUN0615 OK CFF          O          17JUN 2PC
2 XCDG AF 226  C 20JUN1045 OK CFF          O          17JUN 2PC
  DEL
FARE  R  INR  370400
TOTALTAX  INR  22361
TAXES  PD
TOTAL  INR  88261A
/FC DEL EK X/DXB EK LED M3980.85AF X/PAR AF DEL M1949.43NUC5930.
28END ROE62.459020
FE NON-END/FLEX
FO XXX-XXXXXXXXXXDEL12JUN15/XXXXXXXXXX/XXX-XXXXXXXXXXXX
FP O/CASH+/CASH
FOR TAX/FEE DETAILS USE TWD/TAX
    
```

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

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