

## **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**

#### **PROHIBITED TICKETING CARRIER - RE-ENTER TICKETING CARRIER**

You may receive this error response when trying to issue or revalidate a ticket.

#### **Possible cause:**

The validating carrier does not appear in the list of authorized ticketing carriers in office profile (LAT) field (PV/C is the entry to check)

#### **Solution:**

In such case the agent has to contact the carrier to request for ticketing authority and capping. Once Airline provide appropriate capping with ticketing authority ,the LAT field gets updated automatically with carrier code .This updating process takes approximately 6-8 Hours.

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**Error-2****XX ETKT: PASSENGER NAME IN MESSAGE DOES NOT MATCH BOOKING FILE/PNR**

**Note:** **XX** is the two-letter airline code

**Possible cause:**

You may receive this error response when trying to issue or revalidate a ticket when the passenger name in the airline's PNR and Amadeus PNR are different. There has been a name change in the Amadeus PNR, and this is not yet reflected on the Airline side.

**Solution:**

Check with the Airline whether the name change is allowed and reflecting correctly in their system. For information modification of name change, refer to the Amadeus AIS Page GPCALNCC.

**Error-3****XX ETKT: INVALID PASSENGER TYPE CODE**

**Note:** **XX** is the two-letter airline code

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**Possible cause:**

You may receive this error response when you try issuing an e-ticket that may have a different passenger type or the validating carrier may not be the same as the operating carrier if you are trying to issue an infant ticket and the carrier may not support infant ticketing.

**Solution:**

1. Use PASSENGER SELECT option (one or two passenger's maximum) and try to issue the ticket.
2. Check whether the validating carrier is the same as the operating carrier:

Check the Amadeus Help pages HE ETT xx (xx = carrier code) for the validating carrier and for the operating carrier. Look for INF TICKET ALLOWED - both carriers must say Y in order for the ticket to be successfully issued. If you are issuing an infant ticket, check with the airline to see if they support infant ticketing and if they do, make sure that you have included the correct infant information required by the airline.

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

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