amadeus

Quick Reference Training

Trianing and Support

ITINERARY PRICING

ITINERARY PRICING	HE FXX / HE FXP / HE BEST BUY
A TST, or Transitional Stored ticket, is a record containing all the ticketing information attached to a PNR . Depending on whether you want to create a TST or not, you can use the PNR Pricing commands FXX or FXP. FXX prices without creating a TST whereas FXP prices and creates a TST. Options you can attach with FXX entry are similar to the ones applicable with FXP	
ITINERARY PRICING WITHOUT TST CREATION	**HE FXX**
Price a PNR without creating a TST	FXX
Price a PNR without creating a TST, show both published and unifares in the display	FXX/R,UP
Price as per Passenger type in entry	FXX/RADT*CH*IN
FARE DIAGNOSTIC	The Amadeus Fares and pricing Diagnostic Tool allows you to target a specific fare when pricing, and if the fare is not applicable, displays the reason for the pricing failure. You can then refer directly to the applicable rule restriction in order to advise travelers how to change their itinerary to qualify for the fare **The Diagnostic Tool is avaialble as an option with the following transactions: Informative Pricing (FQP) , Itinerary Pricing (FXX) . Help Page : HE FARE DIAGNOSTIC**
Fare diagnostic	FXX/DF-YFFAS
Fare diagnostic for multiple fare basis	FXX/s2-3,4-5/DS2-3 F-YEE3M,S4-5 F-YRT
CREATE AUTOMATIC TST AND STORE THE FARE	**HE FXP**
Price a PNR, create a TST	FXP
	This will also generate FV (Validating Carrier) FE (Endrosment if any)
Price Passengers one till three	FXP/P1-3
Price passengers 2 and 4	FXP/P2,4

Price segment 4	FXP/S4
Price segment 4 and 5	FXP/S4, 5
Price segment 2,3,5 and force transit on segment 2	FXP/S2X,3,5
Force stopover at segment 4 and 6 (Note : Transit and stopover points are otherwise automatically identified by the system and itinerary is priced accordingly)	FXP/S4S,6S
Price a PNR and Exempt All Taxes	FXP/R,ET
Price a PNR, Exempt only FR Tax	FXP/R,ET-FR
Price a particular passenger as a child	FXP/P2/RCH
Price the adult passenger number 1 (the code PAX refers to a seat occupying passenger)	FXP/PAX/P1
Price the Infant passenger associated in the PNR	FXP/INF
Price the round the world routing (here the global indicator is attached with the first segment to be priced, assuming the entire PNR needs to be priced as per Round the World)	FXP/S2 (Segment Number) RW
Round the World pricing where segments from the PNR to be included in the pricing are specified	FXP/S2,RW,3-7,10
Price a circle trip routing (here the global indicator is attached with the first segment to be priced , assuming the entire PNR needs to be priced as per Circle Trip fare)	FXP/S2 (Segment Number) CT
Circle Trip pricing where segments from the PNR to be included in the pricing are specified	FXP/S2,CT,3-7,10
Pricing with validating carrier specified (Note: this entry overrides the default validating carrier logic of the system, so use with utmost discretion)	FXP/R,VC-XX (xx is validating carrier)
Select a fare out of Multiple Fares	FXT4 (This is a followup entry after FXP command)
Select fare on line three for passengers 1-3	FXT3/P1-3
Select different fare for different passengers	FXT2/P1//3/P2-3

PRICING OPTIONS	HE FARE OPT
Emigrant Passenger	FXP/REMI
Emigrant Child	FXP/REMI-CH
Student Passenger	FXP/RSTU
Senior citizen	FXP/RYCD or /R65
Seaman	FXP/RSEA
Military Passenger	FXP/RMIL
Note: To see the Passenger type codes select the help page HE PTC; to see a list of Amadeus Discount codes (including IATA discounts) HE IAD	
VUSA Fare	FXP/RVAC
Fare pricing in other currency	FXP/R,FC-USD
Fare pricing by combining various options	FXX/RINR,FC-USD
Fare pricing by different fare Basls	FXP/L2-WFFAS/L3-YFFAS
Fare pricing by segments, with different fare basis	FXP/S2-4/L2-YZZ/L3,4-YAP

BEST PRICER	HE BEST PRICER
STANDALONE ENTRY TO DISPLAY FARE RULE NOTE (FRN)	HE FRN
Request Fare Rules Information of a Fare Without having a pricing transaction	FRNDELLON/D-09MAY14/A-BA/FB-QRCAS
Mandatory Elements : City Pair, Pricing Date, Publishing Carrier, FareBasis.Optional Elements : Ticket Designator, Departure Date, Corporate or Account Code	FRNDELLON/D-09MAY14/A-BA/FB-QRCAS/TD-CH50/dd-31dec14/co-amd10
Amadeus Best Pricer automates the search for the cheapest flights by integrating flight availability and pricing in the same process. The rebooking functionality allows you to book the lowest fare returned by Amadeus Best Pricer in one single entry. Note: With standard access airlines ,avoid using the Best Pricer commands	

Rebook to the lowest fare and do not create a TST	FXR or FXR/KC (to search for fares in a particular cabin)
Rebook to the lowest fare and create a TST	FXB
Display a list of lower fares	FXA
Select a fare after FXA, rebook and create a TST	FXU
Select a fare after FXA, rebook and do not create a TST	FXZ
Best pricer rebook entry using expanded parameters (this can be used for fares which use automated rules)	FXR/R,*NRF (non refundable fares)
Best pricer rebook entry using expanded parameters (this can be used for fares which use automated rules)	FXR/R,*RF (refundable fares)
PNR PRICING WITH BOOKING CLASS / FARE BASIS OVER-RIDE	**HE OVERRIDE**
Override by Fare Basis	FXP/L-MEE3M
Booking Class override	FXV3 (This is a followup entry after FXP command)
Note: The override entries are Airline specific.Override fares are not guaranteed by Amadeus.	
Fare pricing by Fare basis (This will generate Guaranteed Fare)	FXP/A-YEE3M
AMADEUS FARE GUARANTEE POLICY	**Refer to GGAMAINTKT for information on the Amadeus Fare Guarantee, Reservation Guidelines etc.**
Amadeus guarantees fares,taxes,surcharges and fees that have been quoted with Amadeus Automatic Pricing functions and ticketed on Amadeus Ticketing Systems.To identify if the ticketed fare might qualify for the guarantee, some of the conditions that must be met, among others: 1.The fare should have been quoted using an **Amadeus Automatic Pricing function without any overrides and a fare record (TST) should be automatically stored with a fare calculation mode indicator (FCMI) of I (Letter I) 2.The ticket needs to be issued on the same day as the creation of the TST without using any overrides, so that the validation box of the ticket shows a Fail Code of 0 (Number zero)**	
What are **FCMIs and Failcodes**	Refer to HE FCMI for more information

The system generates a Fare Calculation Mode indicator (I) , also called a "Failcode" when you price or issue a ticket when special conditions apply.The FCMI is either a letter or a number which indicates how the itinerary was priced. **Some commonly seen TST Pricing Indicators**: I (IATA Autopriced fare) / **M or N** (Manual Priced Fare) / **O** (Booking Class Override used). **Some Common FCMIs** : **O** (Past date TST Override option has been used) **N** (Negotiated rates have been used) R (Ticketing Carrier Override option has been used) W (RBD Override has been used) Some common **FCMI/TST Indicator Combos (refer HE FCMI.64 for more details):**

TST Indicator / FCMI	Message / Explanation
I / 0	Automatically Priced
M or N / 1	Manually created or updated TST
M / 3	Ticket or Price by Fare basis
M /4	Manual Manipulation of Taxes
I /5	Not priced at passenger type required
M / 9	IT Fare Ticket/Ticket with Y or I as the fare indicator in TST
B / 9	Negotiated Fare / Ticket with Y or I as the fare indicator in TST and manual manipulation of TST

DISPLAYING A TST/DISPLAY TST HISTORY	HE TQT / HE TTH
Display a TST list	TQT
Display a TST by Number	TQT/T1
Display TST for adult pax only	TQT/PAX
Display TST for infants only	TQT/INF
To view commission from the Amadeus commission table	TQT/FM
Sometimes an asterix can be seen next to the TST number.This indicates that the TST is confidential and the TST and its history can be seen only by the office that made it confidential.A confidential TST can be viewed in the same way as a normal TST is viewed.	
Display history of TST 1	TTH/T1
Display the Airline Fee break up	TQO/T1

TAX INFORMATION	HE TAX
Tax information for a country	FQNTAX/IN or FQNTAX/INDIA
Tax information for a unique tax code	FQNTAX/XA
Get information for PFC Tax	FQZ PFC JFK

MANDATORY AND OPTIONAL ELEMENTS FOR TICKET ISSUANCE	
MANDATORY ELEMENTS FOR TICKETING	**HE FV / HE FM / HE FP**

Validating Carrier : The validating carrier is the airline on which a document is issued by a travel agency. It is the controlling and authorizing entity for ticketing transactions. Travel agents are advised to use the automatic selection of the validating carrier by the system. The system ensures that the validating carrier is compliant with industry standards (IATA) and ticket stock restrictions stipulated by the validating carrier in the fare rules. The system checks the following tables :
• BSP table of the market (TGBD-IN) and eticketing table (TGETD IN)
• Interlining Ticketing agreement (TGAD-XX or TGAD-XX/YY)
• General Sales Agent-GSA (TGGSD-IN)

Manually Enter a Validating Airline to PNR	FVAI
Note : You can only issue a ticket if validating carrier used for pricing is same as the one being used for ticketing (FV element)	
Pricing with validating carrier specified	FXP/R,VC-XX (xx is validating carrier)
Note: this entry overrides the default validating carrier logic of the system, so use with utmost discretion	
Ticketing carrier override	TTP/V*DL
Manually add commission percentage	FM7
Zero Commission (no ADC Reissues)	FM0
Form of payment in cash	FP CASH
Credit card form of payment	FP CC AX376919082501005/0115/20000
Part payment in Cash & Credit Card	FP CASH+CCAX376919082501005/0815/10000
Payment against Agent Invoice	FP INV AGT14303482

VARIOUS OPTIONS OF FORM OF PAYMENT	HE FP
By Cash:	
By cash with passenger and segment association	FP CASH/P4/S8-10
By cash with free format	FP CASH*AGT14340978
By cash for an infant	FP INF CASH
By cash for an Infant associated to Passenger 3	FP INF CASH/P3
By cash for an Infant with free format	FP INF CASH*AGT14340978
By cash for passenger 4(adult) associated with an Infant	FP PAX CASH/P4
By cash for passenger4 (adult) with free format	FP PAX CASH*AGT14340987/P4
Note: The term "PAX"denotes a seat occupying passenger	
By Credit Card:	
By Credit Card with Passenger and segment association	FP CC AX3757098712/0213/75865/P2/S5-7
By Credit Card with Free Format	FP CC AX3757098712/0213/75865*AGT14340987
By Credit Card with Manual Approval Code	FP CC AX3757098712/0213/75865/NAX340
By Credit Card with Free Format and Manual Approval	FP CC AX3757098712/0213/75865*AGT14340987/NAX340
By Credit Card for an Infant	FP INF CC AX3757098712/0213/75865
By Credit Card for an Infant with Passenger 4	FP INF CC AX3757098712/0213/75865/P4
By Credit Card for adult Passenger 4 travelling with Infant	FP PAX CC AX3757098712/0213/75865/P4
Part payment by Cash, part by Credit Card	FP CASH+CC AX3757098712/0208/40000=>amnt collected by credit card

OPTIONAL ELEMENTS FOR TICKETING	HE FE

The Endorsement / restriction element is used to identify any restrictions, airline comments or rules that may apply to a ticket. It could be automatedly created by the fare server or manually stored by the agent. We discuss here the manual input entries. Maximum length of free flow text is 126 characters,exluding passenger type and pax/segment association.If the text entered exceeds the space available on the ticket, the text gets truncated accordingly.	
Endorsement/Restriction	FE NON REFUNDABLE
With Passenger & segment association	FE ISSD IN CONX WITH 125-3757098712/P3/S4-6
Endorsement for Infant	FE INF SUBJECT TO GOVT APPROVAL
Endorsement for Seat Occupying Passenger 5	FE PAX NON REROUTABLE/P5
ELECTRONIC TICKETING	
ELECTRONIC TICKETING HELP AND AIS PAGES	HE ETT
Airline specific help pages	HE ETT XX
Information about ETKT local guidelines	GG AMA IN ETT
To see the list of airlines participating in BSP India plan	TGBD-IN
To see the list of Airlines participating in Eticketing plan for India	TGETD-IN
To see the interlining agreements within airlines	TGAD-XX (XX = Airline code)
To see the interlining agreements between two airlines	TGAD-BA/CX
To see the GSA table for the country	TGGSD-IN (IN is the country code)
To see the GSA table for the country for a specific airline	TGGSD-IN / IB (IN is the country code and IB is the airline code)
Participating carrier access & Functionality level page	GG PCA XX (XX = Airline code)
View Ticketing Carrier Restrictions for your office profile	PV/C
Ticket Quota display	TOQD
Ticket Quota display for a specific airline (ex TG)	TOQD/VCTG

Form of Identification(FOID) / APIS Element in the PNR for Electronic Ticket	HE FOID / HE APIS / HE TSA
Check **HE ETT XX t**o see if entering the Form of identification (FOID) in the PNR is mandatory to issue the electronic ticket.If mandatory, the carrier will locally specify the FOID acceptable-credit card,frequent flyer number,passport or other.The passenger must carry this FOID to the airport,alongwith the other travel documents.Formats for entering FOID are available on **HEFOID.85. You can verify if a flight is eligible for the Secure Flight Program by consulting the schedule Information (DO entry)**	
FOID entry for passport	SR FOID AI HK1-PPA45454545/P1
FOID entry for Driver's License	SR FOID IB HK1-DL12345678/P1
FOID entry for Credit Card	SR FOID LH HK1-CCVI4000123456789010/P1
Create an SSR for Primary Travel Document Information	SR DOCS BA HK1-P-GBR-012345678-GBR-30JUN73-M-14APR19-JOHNSON-SIMON-JEAN PAUL-H/P1/S3 where P denotes that the primary travel document is a passport, the first GBR denotes the issuing country/state, followed by passport number, nationality, DOB, gender, travel document expiry date,last name, first and second name, passport holder indicator, followed by passenger and segment association.Fields that are not applicable can be replaced by a dash.For more info refer to **HE APIS or HE TSA.**
Create an SSR for Secondary Travel Document Information	SR DOCO BA HK1-MANCHESTER GBR-V-17317323-LONDON GBR-18JUN11-USA-I/P1/S3 where Manchester GBR is the place of birth, V is the travel document type and denotes visa (for redress number use "R") , followed by the visa number,London GBR is the place of issue (of the visa), followed by document (visa) issue date, USA denotes the country for which the visa applies, I at the end denotes an infant, if applicable, followed by passenger and segment association. Optional elements can be replaced by a Dash.For more information refer to **HE APIS** or **HE TSA.**

Create SSR for Address Information	SR DOCA BA HK1-D-USA-301 PARK AVENUE-NEW YORK-NY-10022/P1/S3 where D is the type of address, in this case Destination address, followed by the address details,Pin code etc.Optional elements can be replaced by a Dash.For more information refer to **HE APIS or HE TSA.**

ISSUING AN ELECTRONIC TICKET

ISSUING AN ELECTRONIC TICKET	HE ETT / HE TTP / HE ITR / HE TTR
E-ticketing is now the default ticketing mode in Amadeus.However, as a prerequisite, the issuing office needs to be set up to issue e-tickets, the validating carrier should support e-ticketing, and all PNR segments requiring to be ticketed should be e-ticketable	
Pre-issue validation	TTP/TKT
Pre-issue validation for specified TST	TTP/TKT/T2
Pre-issue validation for specified passenger and segment	TTP/TKT/P1/S4-5
Pre-issue validation for infant ticket	TTP/TKT/INF
Pre-issue validation for adult pax 4 associated with infant	TTP/TKT/PAX/P4

TICKET PRINT OPTIONS	HE TTP
Print Ticket, All Passengers, All Segments	TTP
The TTP entry will generate the Itinerary Reciept (ITR),Audit and Agent Coupon (TTR) on the itinerary printer.The ITR can be e-mailed or handed over as a hard copy to the passenger.It is not suggested to issue E ticket for multiple passengers together	
Print ticket, non infant passengers only	TTP/PAX
Print tickets, infants only	TTP/INF
Print specific passenger	TTP/P1
Print ticket, specific passengers	TTP/P1, 4, 5
Print ticket, specific TST	TTP/T2
Print ticket, specific segments	TTP/S4-6, 8
Print ticket, specific passenger and segment	TTP/P1/S4-6, 8

Print tickets for adult pax4 associated with infiant	TTP/P4/PAX
Print ticket by over-riding for past date TST	TTP/O
Print ticket by over-riding validating carrier	TTP/V*YY (where YY is the validating carrier required)
E-Mail ITR	ITR-EML-test@amadeus.co.in or ITR-EMLA in case the email address in stored in the APE element of the PNR
Email ITR with ticket number	ITR-EML-TEST@YAHOO.COM/TKT125-1234567890
Display ITR	ITRD
Reprint ITR	ITR
Reprint ITR in PNR with multiple FA elements	ITR/L6/P1 (Specify the line no. of FA element mentioned in the PNR)
Reprint the ITR with the ticket number	ITR/TKT125-3301236584
Display the ITR with the ticket number	ITRD/TKT125-3301236585
Reprint Audit/Agent Coupon	TTR/L6 (Mention the line no.of the FB/FA element)
Reprint Accounting Coupons for Specific Passenger in PNR	TTR/L10/P3
To reprint the TTR from FB element in PNR history	TTR/SN0000015698 (Note: Retrieve the history of the PNR and take the sequence no. from the FB element)
Note: TTR can be displayed or reprinted till 7 days after issuance of an Electronic Ticket	

TICKET NUMBER TRANSMISSION	HE FA / HE FH /HE OS / GG PCA xx
After a successful ticket issuance request , the PNR is updated with the ticket number in the FA line, with the issue indicator "E" for electronic ticket, and "T" for Ticketed. You cannot manually add or modify an FA element in the PNR. When you rebook or cancel an air segment for an electronic ticket, the FA element is automatically moved to the PNR History, and an FHE element is created in the PNR	
To add the electronic ticket number manually to the PNR	FHE 125-3114500900
To add the electronic ticket number for an infant manually to the PNR	FHE INF 125-3114500911

To add the electronic ticket number for passenger number 2 in the PNR	FHE 125-3114500912/P2
To add the electronic ticket number for Conjunction tickets for passenger number 2 in the PNR	FHE 125-3114500909-10/P2
To add the electronic ticket number for seat occupying passenger number 2 in the PNR	FHE PAX 125-3114500912/P2
To add the electronic ticket number with passenger and segment association	FHE 125-3114500900/S3-4/P2
Sometimes we need to pass the ticket number manually for an automated ticket (holding ticket etc)	FHA 157-3116400908

Note : The "Ticket number Transmission" field in the GG PCA xx page gives you an idea of whether the ticket numbers are transmitted to the airline for only electronic tickets, only automated tickets, only manual tickets, or for all ticket types	
VIEWING AN ELECTRONIC TICKET RECORD	**HE TWD**
The e-ticket record is stored in the airline database, but you can display it in Amadeus	
Display an E-Ticket record	TWD
Display an E-Ticket record with multiple passengers in the PNR	TWD/L8 (Mention the line no of the FA element of the passenger)
Display the E-Ticket record for specific ticket number	TWD/TKT125-2345678912
Redisplay current E-Ticket record	TWDRT
Redisplay current E-Ticket record list	TWDRL
Display an E-Ticket record from a list	TWD/2
Display the history of current E-Ticket record	TWH
Display old E ticket record for e-ticket record on display (in case of reissued ticket)	TWD/O*
Display PNR from e-ticket record	RT*E
Display tax breakdown in e-ticket record	TWD/TAX

Some of the commonly seen coupon status on the e-ticket record are : O (Open), A (Airport Control), E (Exchanged/Reissued), C (Checked In), R (Refunded), V (Void), F (Flown/Used)	
TST CREATION / MANIPULATION	
CREATING A MANUAL TST	HE TTC
Create a blank TST shell	TTC
Create a blank shell for passenger 3 only	TTC/P3
Create a different blank TST shell for each passenger of the PNR	TTC/D
Create a blank shell for selected segments 2 & 5	TTC/S2, 5
Create TST shells for all passengers except Infants	TTC/PAX
Create TST shell for all Infant passengers	TTC/INF
Create a TST for an Adult passenger 3 associated with an Infant	TTC/PAX/P3
INSERTING INFORMATION IN A BLANK TST	HE TTI For a list of all TST Field Identifiers, refer to HE TTI and then MS 106
Insert Fare basis information into a specific TST	TTI/ T1/ BYRT
Insert a different Fare basis for line 2 & 3 of TST	TTI/ L2/ BYRT/ L3/ BMRT
Show line 2 & 3 of the TST as Transit	TTI/L2X, 3X
Show line 2 to 4 of the TST as a stopover	TTI/L2-4
Insert Ticket Designator for TST 1 and 2	TTI/ T1-2/ BYRT CHD10
Insert Not valid before date for all TST segments	TTI/V15APR
Insert Not valid before and Not valid after dates for all TST segments	TTI/V15APR15JUL
Insert Not valid after date for line 2 of TST	TTI/L2/VXX15APR
Insert Baggage allowance as per weight concept	TTI/A20K

Insert Baggage allowance as per piece concept	TTI/APC or TTI/A2PC
Insert Bankers rate 1	TTI/K143.06
Insert Bankers rate 2	TTI/K2EUR6.93624
Insert First issue base fare and Taxes	TTI/F80000/X500FT/X383SG
Add a fare calculation to a TST	TTI/CDEL SR ZRH M295.08SR DEL M295.08NUC590.16END ROE42.92
Adding XF breakdown to fare calculation	TTI/C+XF JFK3
Add free flow text to fare calculation	TTI/C+*PPT NO A234567 DEL28JAN99
Add the Airline fee (OB fee)	TTO/SFCA/COPC CH/F1248
	/S is airline ticketing fee sub-code identifier
	FCA is 3 character airline ticketing fee sub code
	/C fee commercial name identifier
	OPC CH is commercial name of fee (max 10 characters)
	/F is fee amount identifier
	1248 is Fee amount (agt has to take it from airline)

FARE CALCULATION LINE OPTIONS	HE FARE CALCULATION
Fare calculation ladder for One-way trip, single fare component, in mileage	TTI/CDEL AF PAR AF LON AA SFO M1718.75NUC1718.75 END ROE47.889
Return journey, two fare components, both in mileage	TTI/CDEL TG BKK TG SIN M1340.84 TG BKK TG DEL M1340.84NUC2681.68END ROE48.778
One-way routing with HIP and mileage surcharge. The HIP city pair is placed directly before the Constructed Fare for the fare component and the mileage surcharge applies to it.	TTI/CDEL BA LON BA PAR AF ROM AZ MIL AZ ZRH10M MIL-ZRH2697.24 NUC2697.24END ROE44.720000
Return Journey with points as transit, mileage surcharge in out-bound and inbound and also the HIP sector in outbound journey.	TTI/CDEL AF PAR AF ZRH LH FRA LH MIL AZ LON IB MAD15M1517.21IB CPH SK LON AF X/PAR AF DEL15M1517.21NUC3034.42END ROE44.720000

Linear Fare Construction with the fare basis component	DEL BA LON M319.14(YRT) BA DEL M319.14(YRT) NUC638.28END ROE45.4527
FREE FLOW FARE CALCULATION	
Add free flow fare calculation to a TST	TTI/CF-DEL 9W BOM3355.009W CCU3355.00INR6710.00 END
Note: For activation of free flow fare calculation please contact your helpdesk	
SURFACE SECTORS IN THE LINEAR FARE CONSTRUCTION	
Surface Sector occuring at fare construction point - A gap in the routing not included in the mileage/airfare and for which no flight coupon has been issued, is denoted by the linear symbol "/-" (In this journey the passenger flies from SYD to LAX, takes surface transportation to SFO, then flies home to SYD.)	TTI/CSYD QF LAX M2525.00/-SFO UA SYD M2525.00 NUC5050.00END
Surface Sector occuring in the middle of the fare compo- nent - A gap in the routing included in the mileage /airfare and for which no flight coupon has been issued, is denoted by the linear symbol "//" (In this journey the surface break lies between Paris and Nice)	TTI/CYYZ AC PAR // NCE AF ROM M3197.36NUC3197.36 END
EXTRA MILEAGE ALLOWANCE IN LINEAR FARE CONSTRUC- TION	
Extra mileage allowance, no mandatory route point (the E/XXX indicator must follow a city code and come before a mileage indicator)	TTI/CBGO SK OSL SK CPH SK BRU E/XXX M423.31NUC...
Extra Mileage Allowance , mandatory routing point (the E/ sym- bol must follow an airline code, or a transit point indicator X/ , or a surface indicator // , and it must come before a city code. In this journey, EMA is applicable for travel via BOM and BOM is a transit point	TTI/CDEL AI X/E/BOM TG BKK TG KUL PR MNL15M564.63 NUC...

CLASS DIFFERENTIAL IN LINEAR FARE CONSTRUCTION	
Use the letter "D" to denote a higher fare differential . This denotes the difference in fares for 2 classes of service between the cities flown in the higher class. The "differential" is entered, followed by the city pair for which the differential was calculated (this is the city pair booked in the higher class) and the differential amount. In this journey, the differential is placed after the last CF, it consists of the letter "D", the city pair JEDCAI (this is the segment booked in the higher class) and the differential amount 93.99. This differential was not calculated on mileage, so an "M" is not placed before the amount.	TTI/CJED MS X/CAI MS ROM AZ PAR BA LON M1175.16 D JED-CAI93.99 NUC1269.15END...
SIDE TRIPS IN THE LINEAR FARE CONSTRUCTION	
Side trips are shown in the linear fare construction as a complete fare construction between parentheses. They appear in the linear immediately following the city where they originate.The origin city is already listed in the linear, so the side trip begins with the airline code.	TTI/CSEL KE MNL(TG BKK M485.50 TG MNL M485.50)PR KUL M882.78 NUC1853.78END
Round trip side trip	TTI/C...BRU(SN AMS SN BRU106.40)BA...
STOPOVER CHARGES IN THE LINEAR FARE CONSTRUCTION	
When charge applies to a stopover at a specific city, it is recorded after the city in the linear fare construction. The letter is entered, followed by the stopover fee, in NUCs In this journey, the stopover charge applies to HNL in each direction	TTI/CLAX UA HNL 1S75.00 KE SEL M993.00 KE HNL 1S75.00 UA LAX M993.00 NUC2136.00END...
When charge applies to a stopover at any city, the charge is listed at the end of the linear. The number of stopoviers followed by the letter "S" and the total fee (in NUCs) are entered	TTI/CWAS AA CHI AA X/SIN AA KUL M951.00AA X/SIN AA CHI AA WAS M951.00 2S150.00NUC2052.00END ROE1.000000
SURCHARGES IN THE LINEAR FARE CONSTRUCTION	
The Q indicator appears after a city code or another Q surcharge, and must come before the amount of the surcharge, or an airline code,or double slashes (//) or a mileage item	

Examples of Q surcharge applied	TTI/CHKG TG AMS BA LON PA NYC Q5.00M1910.39NUC 1915.39END....
2 Q surcharges apply	TTI/CHKG TG AMS BA LON PA NYC Q5.00 Q2.70 M1910.39 NUC1918.09END..
Q Surcharge and Surface Segment in Itinerary	TTI/CLON BA HKG Q5.00//TPE SQ SYD...............
FREE FLOW AND PFCs	
FARE CALCULATION LADDER WITH FREE FLOW DATA TO BE ADDED AT END	TT/C+*PPT NO A3535333DEL12SEP13
FARE CALCULATION LADDER WITH PFC BREAKDOWNS ADDED AT END	TTI/C+XF JFK3.00SFO3.00
FARE CALCULATION LADDER WITH OLD AND NEW PFC BREAK-DOWNS(in the case of reissues)	TTI/C+XF JFK3.00SFO3.00PD XF LAX3.00
FARE CALCULATION LADDER WITH PFCS AND FREE FLOW INFO AT END	TTI/C+XF JFK3.00LAX3.00*PPT NO A4646464
ADDING & SPLITTING A TST	HE TTA / HE TTS
Add passenger 2 into the TST no3	TTA/ P2/ T3
Split passenger two from the TST	TTS/P2
Split Passenger 3& 5 from the specified TST	TTS/ P3,5/ T3
DELETING A TST	HE TTE
Delete the only existing TST	TTE
Delete specific TST	TTE/T1
Delete multiple TSTs	TTE/ T1-2 or TTE/T4,5
Delete all TSTs	TTE/ALL
Delete a TST for selected passengers	TTE/P1, 3

Delete a specific passenger from a specific TST	TTE/ T1/ P2
Delete TSTs for all pax except infants	TTE/PAX
With every TST deletion a new TST no is alloted to the existing TST	
MODIFICATION / UPDATION ENTRIES FOR EXISTING TST	HE TTK
Print TST before making modifications	WRA/TQT
Print specfic TST 2 before making modifications	WRA/TQT/T2
Add/Change Base Fare on TST No.1	TTK/T1/F50000
Delete Base Fare, Equivalent Fare,Taxes and Total	TTK/F
Add/Change Equivalent Fare in TST 2	TTK/ T2/ EINR35000
Delete Equivalent Fare	TTK/E
Add New Tax in TST 1	TTK/ T1/ X INR392FR
Delete Specific Tax in specific TST	TTK/ T1/ X2
Delete All New Taxes	TTK/X
Delete a tax and add a new tax in the same command	TTK/ X1-X INR500YQ
Add Exempt Tax	TTK/ X EXEMPTDE
Update Tax no. 2 as Exempt Tax	TTK/ X2-X EXEMPTDE
Add Old Tax (In case of Reissues)	TTK/ O INR250DE
Delete All Old Taxes (In case of Reissues)	TTK/O
Change Tax Identifier from New to Old	TTK/X3-O
Change Tax Identifier from Old to New	TTK/X4-X
Change the base fare for reissuance	TTK/RINR5000
Add/Change Total Amount (only for Reissuance)	TTK/TINR1270
Make all / a particular TST confidential	TTD or TTD/T1
Remove Confidential flag from all TSTs / particular TST	TTD/X or TTD/X/T1

UPDATING THE TST	HE TTU
If there is a change to the PNR Itinerary or Name, the system adds a PNR Change Flag to the stored TST to warn the agent to check that the stored fare still applies to the Passenger and Itinerary in the TST.This PNR Change flag needs to be removed before you can proceed with ticketing this TST. Before you remove the change flag, you need to synchronise the TST Itinerary and the PNR. To do this, use the TTU entry. TTU entry should be done when the change in itinerary does not involve any change in fare, you only require to resynchronise TST and PNR. If there is change in the fare, go for re-pricing the segments and creating a fresh TST	
Update the TST with the segments 4-5 from the PNR	TTU/S4-5 (All segments that are required in the TST need to be mentioned, not just the modified segment)
Update TST no 3 with the segments 4-5 from the PNR	TTU/T3/S4-5 (Include all PNR segments for update)
Note: This entry is used when there is a change in PNR itinerary after storing the fare but there is no change in the stored fare.	

REMOVE THE PNR CHANGE FLAG FROM THE TST	HE TTF
Remove the PNR change flag from the TST	TTF
Remove the flag from a specific TST	TTF/T1
Remove the flag from all TSTs	TTF/ALL
Note: TTU entry should be always followed by TTF entry	

E – TICKET REVALIDATION

REVALIDATING AN ELECTRONIC TICKET	HE ETT AND THEN GP ETR
This is required if there has been a change to the electronic ticket itinerary after issuance and this has no impact on fare charged.It is equal to affixing the physical sticker on the ticket and the purpose is to synchronize the electronic ticket record with the PNR. Check HE ETT xx to see if the airline supports revalidation	
Step 1: Make the required changes to the PNR itinerary	
Step 2: Check if FA element is still present in the PNR or if not, add the issued ticket number through FHE entry	
Step 3: Update the TST with all the PNR segments required in the E ticket	TTU/S2-3
Step 4: Remove the PNR Change Flag	TTF or TTF/T1
Step 5: Check HEETT XX to determine if Revalidation is allowed, If yes then proceed to the next step	
Step 6: Display the E ticket record	TWD OR TWD/L5
Step 7: Revalidate the E ticket	TTP/ETRV/L5/S2/E1
	ETRV=Format for revalidation
	L5=Line number of the FA or FHE element in PNR
	S2=PNR segment to be revalidated
	E1=Electronic Ticket coupon no. to be revalidated
Step 8: Check the TWD & Itinerary are synchronized	TWD OR TWD/L5
In case of multiple itinerary segments to be revalidated	TTP/ETRV/L6/S2-3/E1-2

VARIOUS TYPES OF TICKETING	
VUSA TICKET / SIDE TRIP TICKET	
Segment select for VUSA itinerary	FXP/S2-3/RVAC
Segment select for VUSA itinerary where ticketing carrier is different from the booked segments	FXP/S2-3/R,VC-XX (Where XX is the validating carrier)
Change fare basis, validity, baggage allowance etc.	TTK/ BQVUSA/ VXX12MAR/ APC
Modify the base fare in USD , Equivalent INR and BSR rate	TTK/ FUSD600.00/ EINR25120/ K145.00
OR	
Insert the base fare, Equivalent INR,Taxes and BSR rate	TTI/FUSD600.00/EINR25120/XINR250YQ/XINR500XF/INR450ZP/ K1 45.00
	Where K1 = To add the first bankers rate
	K2 = To add the second bankers rate for the transitional currency
	(if applicable)
Fare calculation with XF and ZP tax breakdown	TTK/CBOS AA WAS AA CHI600.00USD600.00END ZP BOS3DCA3 XF BOS4.5DCA4.5
Note: To issue VUSA / Side trip ticket on carrier other than the booked carrier, use the entry TTP/V*YY (where YY is the validating carrier)	
NET REMIT TICKETS	HE NET REMIT
Insert Tour Code	HE FT
Specify tour Code	FTNRSQ998
Specify Tour Code for seat occupying passenger 3 of PNR	FTPAXNRSQ998/P3
Specify Tour Code for specific passenger & segment	FTNRSQ998/P3/S4-6,10-13
Form of Payment in Net Remit Tickets : (must contain "NR")	

By Cash	FPNR+CASH/Total TST Amount
By cash with free format	FPNR+CASH*AGT14340987/Total TST Amount
By cash for passenger 2 associated with Infant	FP PAX NR+CASH/Total TST Amnt /P2
By cash for adult passenger 2 with free format & segment association	FP PAX NR+CASH*AGT14340987/ Total TST Amnt /P2/S4-6, 8-10
By Credit Card	FPNR+CCAX376919082501005/0116/86500
By Credit Card with free format	FPNR+CCAX376919082501005/0116/86500*TGDEL005
By Credit Card with Manual Approval Code	FPNR+CCAX376919082501005/0116/86550/NAX340
By Credit Card for an adult associated to Infant	FPPAXNR+CCAX376919082501005/0116/76500
By Cash plus Credit Card for passenger 3 for specified segments	FPNR+CASH/10000+CCAX376919082501005/0116 /40000/ P3/S4-6,10-12
Note: Cancellation on system for the credit card approval taken is not allowed	
By Invoice to agent	FPNR+INVAGT143000001/Total TST Amnt
Insert Endorsement Restrictions	FE NON END/ NONREROUTABLE
INCENTIVE TICKETS	HE INCENTIVE
To build the blank TST shell for the itinerary	TTC/S2-3
To Fill in the data in the TST shell	TTI/BYRT/VXX15DEC/A20K
To Fill in the fare information	TTI/IINR10000/X200WO/X500YQ (I=Base fare indicator in Incentive tickets)
To put the fare calculation in the incentive tickets	TTI/CDEL BA LON BA DEL M/IT END
Specify Tour Code	FTIT7BA3LONDON
IT TICKETING WITH NET REMIT	
To build the blank TST shell for the itinerary	TTC/S2-3
To Fill in the data in the TST shell	TTI/BYRT/VXX15DEC/A20K

To Fill in the fare information	TTI/IINR10000/X200WO/X500YQ (I=Base fare indicator in Incentive tickets)
To put the fare calculation in the incentive tickets	TTI/CDEL BA LON BA DEL M/IT END
Enter the Tour Code	FTNRAI3DUBAI
Enter the Form of Payment	FPNR+CASH/23000
PASSIVE TICKETING	**HE PK**
Step 1: Check the HE ETT xx page to see if the airline supports passive Eticketing	
Step 2: Create a Passive booking.Segment information and record locator should be exactly same as booked segment	SSKL171C28JUNAMSCPHPK2/KLIGK (KLIGK is the Airline Record Locator)
Step 3: Price the PNR and add all the mandatory elements for Ticketing	
Step 4: Perform the Pre validation check and issue an E ticket	
Step 5: Check with the airline as to how the ticket numbers need to be communicated to them for the ticketed segments. Transmit the ticket numbers accordingly in the original booking.	
If the airline does not allow passive ticketing, check if it allows PNR Claim	
PNR CLAIM	**HE RO**
PNR Claim is a 2 step process.The initial step causes the PNR to be displayed in its original format.The second step consists of performing an End of Transaction Entry	
STEP 1	
Retrieving the PNR created in another office (by record locator)	RO CO ABC123 (CO is the airline and ABC123 is the airline record locator)
Retrieval by flight number, date and name	RO AA 042/23AUGDELCHI-SHARMA
Retrieval from a similar name list	RO 3 (where 3 is the line number of the PNR on the list)

Returning to the similar name list	RO 0
STEP 2	
Claiming responsibility for the PNR	ER or ET
Once you have gained access to the PNR through PNR Claim, you can proceed to ticket it as normal	
EXTENDED SECURITY	HE ES
Security may be extended on a PNR to another office so that it can be ticketed by them or claimed by them	
Set up a "Read Only" Security (on the retrieved PNR)	ES DELI22133-R
Set up a "Read and Write" security (on the retrieved PNR)	ES DELI22134-B
Set up a "Read and Ticket" Security	ES DELI22134-T
Display PNR Extended Security agreement (on the retrieved PNR)	ESD
Cancel PNR Extended Security agreement (on the retrieved PNR)	ESX
Retrieve a PNR on which extended security has been received	RT/DELI22123-SMITH (where DELI22123 is the office that has extended the security)
Retrieve the Security Element for the current PNR	RTE
Retrieve the Security Element History for the current PNR	RTH
Set up Extended Security for multiple office ids	ES DELI22134-T , ES DEL1A1234-R
Note: Upto a maximum of 5 Individual PNR Security Elements can be stored in the PNR	

ERROR MESSAGES AND ACTION TO BE TAKEN

ERROR RESPONSES ON TICKET PRINTING	HE TTP and then GPSYS
Airline Prohibits E-ticket	The validating carrier does not support electronic ticketing
Airline Prohibits Interline E-ticket	The validating carrier does not allow eticket revalidation for flight segments of other carriers
All passengers/segments already ticketed	All passengers, segments and TSTs in the PNR have been ticketed. To allow reissuance, you must delete the PNR FA element(s) and reprint the ticket, or add a passenger association to the TTP entry – TTP/P1 or a segment association to the TTP entry –TTP/S4 or both – TTP/P1/S4 or a TST selection to the TTP entry –TTP/T1
Call to Authorize	The link to the credit card verification system is down. Try again or call the credit card company and manually obtain the approval code.Add it to the FP Element using the /N option
Check no stopover indication	The transit/stopover points specified in the fare calculation do not match the TST itinerary.Change either the fare calculation or the stopover/ connection indicator
Combination not allowed	Options included in the ticketing entry are not combinable. For example, TTP/P1/T1 is a wrong entry. Use passenger and segment association instead.TTP/P1/S4–5 is correct.
CT RJT : Already Ticketed	An e-ticket record has already been issued.Select Pax or segments in your ticketing entry, as the original FA element cannot be cancelled
CT RJT : ETKT Disallowed - Need Airline RECLOC	The validating carrier's record locator has not yet been returned in the PNR
CT RJT : ETKT RJT : No Interline between carriers	All marketing and operating carriers must have an electronic interline agreement with the validating carrier, otherwise electronic ticket issuance is rejected

Fare calculation too long	The itinerary does not fit on the ticket. Shorten the element (you can have free flow fare calculation activated for your agency by contacting helpdesk)
Discrepancy between FP amount(s) and TST total(s)	The total amount in the form of payment must be equal to the total amount of the TST
Electronic Record in AAA has changed – Use TWDRT	You must redisplay the e-ticket record, then make your entry
E-ticket Coupons not available for Revalidation	At least one of the e-ticket coupons that you are trying to revalidate does not have the required status O or A
Invalid Start Date	The first sector of the TST cannot be open
Invalid TST number	No TST found to match the TST number specified
Itinerary/ name change verify TST	PNR change Flag exists.To remove, do TTF (TTF/ALL)
Need Fare Basis	Fare Basis is missing in the TST
Need form of Payment	FP entry is missing from the PNR/TST
Need valid net remit FT element	Tour code is missing from a net remit pnr where FPNR+CASH/1124 has been entered as FOP
Need NVA for Reissue	For reissues Not Valid after is mandatory. If missing, insert by TTI/VXX entry
Need XF breakdown	In reissues, the PFCs need to be shown as paid in the fare ladder.Enter, for example, TTI/C+PD XF LAX4.50
Need old XF Tax breakdown	The fare calculation line contains the old XF tax information, but no old XF tax is found in the itinerary. Insert the old XF tax through TTK/O450XF
TST expired, Override or Delete	The TST expires at 0002 Hrs if not ticketed. Use TTP/O option to override it or save a fresh TST. Note: Override TST's lose the fare guarantee
Invalid facility charge - airport code	The three-letter code for a PFC must be an airport code, not a city code.

Invalid facility charge - amount	The amount of the PFC charge in the fare calculation is incorrect.
The Exchange Doc in FO must not match the Electronic record	When you exchange an electronic ticket, the ticket number specified in the FO element must be the same as the e-ticket record
Invalid Fare Calculation for IT/BT	For IT or BT fares, there must be no fare amount present in the fare calculation line
Invalid Ticketing Carrier - Reenter Ticketing Carrier	The validating carrier entered does not participate in the BSP, or the airline is neither part of the itinerary nor general sales agent for a carrier present in the itinerary

UNUSED ELECTRONIC TICKET RECORD

UNUSED ELECTRONIC TICKET RECORD	HE UETTR

The unused electronic ticket tracking record (UETTR) allows you to submit a search request for a list of unused electronic tickets past the last date of travel issued in your office. The last date of travel is the travel date shown on the last e-ticket coupon. The unused tickets can then be reissued, revalidated or refunded, depending on the airline policies. 3 days or 72 hours after the e-ticket has become past date (the day after the last e-ticket coupon should have been flown) ,the Remore BackEnd sends a query to the airline system to check the status of the ticket.The e-ticket is considered to be unused if the coupon status of one of the eticket coupons is any of the following - O (Open for use), A(Airport Control), C(Checked -in), L (Lifted), N (Coupon Notification), S (Suspended), I (Irregular Operations) .The unsused eticket remains on the UETTR database until 28 days after the query date.Etickets appear on the UETTR based on the coupon status at the time of query.The agent, who is a subscriber to the UETTR product, has the possibility to request the Unused Electronic Ticket tracking Report by using various search options.The UETTR is always sent to the message queue and category specified for the subscriber.Agencies are advised to run the UETTR at least once every fortnite

To check the list of carriers participating with UETTR	HE UETTR and then GP UEA
Request UETTR for your office	I-SB/TR
I-SB=By pass entry to the remote back end /TR=Slash followed by the tracking report identifier	
To request UETTR for an affiliated office by office ID	I-SB/TR/O-DELVS3XXX
To request UETTR by passenger name	I-SB/TR/N-TEST
To request UETTR by Amadeus record locator	I-SB/TR/R-YHGJKIO
To request UETTR by validating carrier	I-SB/TR/V-DL

To request UETTR by Ticket number	I-SB/TR/T-0017005832805
To request UETTR, excluding refused items from the report	I-SB/TR/U

CENTRAL TICKETING

The query report contains a list of all documents for a single date or date range issued within the last 45 days of the current or a closed sales period

QUERY REPORTS	HE TJQ
Display Query Report for own sign-in	TJQ
Display the report with the specific sign in	TJQ/SAS-1234BA
Query report for the whole office	TJQ/SOF
Query report for a specific date	TJQ/SOF/D-16DEC
Query report for a specific date range	TJQ/SOF/D-16DEC31DEC
Query report starting from a particular document no.	TJQ/SOF/F-3557098712
Query report by transaction type group code , in this case Void tickets	TJQ/SOF/QTX-VOID
Query report for all Domestic Sales	TJQ/SOF/QSI-DOM
Query report for all International Sales	TJQ/SOF/QSI-INT
Query report of tickets issued with Form of Payment as cash	TJQ/SOF/QFP-CA
Query report of tickets issued with Form of Payment as credit card	TJQ/SOF/QFP-CC
Query report of tickets with Form of Payment as net remit	TJQ/SOF/QFP-NR
query report for creadit card tickets for a specific card company (AX,CA,VI etc.)	TJQ/SOF/QCC-AX
Query Report of tickets issued with a particular validating carrier (LH,AI,EK etc)	TJQ/SOF/QVP-LH
Query report for Voided(Cancelled), Issued and non issued documents of current sales period	TJQ/V
Query report of Void tickets for a specific date Range	TJQ/SOF/V-14AUG05SEP

Query report for particular transaction type code , in this case , E tickets only	TJQ/SOF/QTC-TKTT
Query report for particular transaction type code , in this case , Refunds only	TJQ/SOF/QTC-RFND
Query report for EMD-S/EMD-A issued	TJQ/SOF/QTC-EMDA or TJQ/SOF/QTC-EMDS
Query report for Tickets issued using an incentive ticketing method	TJQ/N
Query report in reverse order	TJQ/SOF/R
ITEM TRANSACTION REPORT	**HE TJT**
This report gives you extended data about the specified item	
Display an item transaction report from TJQ display	TJT/I-15 (Where 15 is the sequence number in the TJQ report)
Display an item transaction report by ticket number	TJT/TK-10 DIGIT TKT NOB
SUMMARY SALES REPORT	**HE TJS**
Summary Sales report for own sign	TJS
Summary Sales report for specific sign	TJS/SAS-8000CC
Summary sales report for whole office	TJS/SOF
Summary sales report for a closed sales period	TJS/SOF/H-2 or TJS/SOF/HNU-023 (Where H-2 denotes second most recently closed report or HNU is the report number. This number is a sequence number and it appears at the top of the report)
ITEM SALES REPORT	**HE TJI**
Display an item sales period report	TJI
Display an item sales period report for a particular agent sign	TJI/SAS-8000CC
Display an item sales period report for the whole office	TJI/SOF

Display Item sales period report for the whole office for a closed Sales period	TJI/SOF/H-2 or TJI/SOF/HNU-022
Display an item sales period report for a particular validating carrier	TJI/QVP-LH
Display an item sales period report for tickets issued using an incentive ticketing method	TJI/N
DAILY REPORTS	HE TJD
Display a Daily report	TJD
Display a Daily report for a particular agent sign	TJD/SAS-0800DD
Display a Daily Report for the whole office	TJD/SOF
Date wise report for a particular date	TJD/SOF/D-17DEC
NET REMIT SALES REPORT	HE TJN
This report includes documents issued on Nego, Net Remit and IT/BT Ticketing	
Display a net remit report	TJN
Display a net remit report for specific agent sign	TJN/SAS-0800DD
Display a net remit report for whole office	TJN/SOF
Display a net remit report for specific date	TJN/D-23FEB
Display a net remit report for specific date range	TJN/SOF/D-17DEC23DEC
Display a net remit report for specific ticket number	TJN/F-1234567890
Report in reverse order	TJN/R
Display a net remit report for particular group of transaction types	TJN/QTX-REFD
Display a net remit report for particular sales indicator	TJN/QSI-DOM

Display a net remit report for Cash sales	TJN/QFP-CA
Display a net remit report for credit card sales	TJN/QFP-CC
Display a net remit report for credit card sales on particular card company	TJN/QCC-AX
Display a net remit report for net remit form of payment	TJN/QFP-NR
Display a net remit report for particular validating carrier	TJN/QVP-LH
HISTORY REPORT	HE TJH
The history report gives you the complete history of a document.You can display the history report for sale and refund type transactions.The report is available upto 180 days in the past	
Display a history report by sequence number	TJH / I-4723
Display a history report by document number	TJH / TK-3012456985 (Ten Digit document number)
PRINT SALES REPORT	
Print TJQ report (for transactions done by the whole office)	WRA/TJQ/SOF
Print TJD report (for transactions done by the whole office)	WRA/TJD/SOF
Print TJI report(for transactions done by the whole office)	WRA/TJI/SOF
Print the last displayed report	TJP
E-TICKET VOIDATION	
CANCELLATION OF AN E TICKET	HE TRDC
With a sequence number from the sales report	TRDC/4 (4 is the sequence number from the TJQ report)
With a FA line number from the PNR	TRDC/L6 (L6 is the FA line number in the PNR)
With a document number	TRDC/TK- 3301245675 (only the ten digit document number)

REISSUANCE OF AN E-TICKET DOCUMENT

There could be several scenarios involved here	HE REISSUE

| Scenario 1 : The passenger buys a ticket. He then decides to change the itinerary, and such change of itinerary has no impact on the ticket cost.The base fare,taxes of the new itinerary are same as the earlier ticket and there is no cancellation penalty involved. This becomes a NO ADC reissuance scenario for us ||

E-TICKET REISSUANCE WITHOUT ADC AMOUNT	
Step 1: Make changes to the PNR itinerary as required	
Step 2: Check if the carrier supports re-issuance	HE ETT xx
Step 3: Update the TST with all the PNR segments required in the reissued ticket	TTU/S2-3
Step 4: Remove the "PC" tag	TTF or TTF/T1
Step 5: Update the TST with the missing information	TTI/T1/VXX15DEC/APC/BYEE3M
Step 6: Update Reissue indicator , old taxes and total additional collection as 0	TTI/T1/R30000/O500FT/O200WO/TINR0

| where R= New base fare of the ticket (In this case same as old base fare), T = Total additional collection on the ticket , O = Old taxes (taxes already collected on previous document) ||

| Note : You can also use TTI/EXCH or TTI/EXCH/T1 to change the TST to an exchange status (existing taxes in the TST will automatically show with "O" indicator; Old base fare will show as a reissued base fare with "R" indicator; total additional collection will automatically come up as 0). Now use TTI or TTK entries to update any fields required to be updated in the TST. For example, the NVA date will need to be updated ||

Step 7: Update fare calculation ladder if required	In NO ADC Reissue cases, this is usually not required. However, in case there were PFCs collected on the earlier ticket, these need to be shown as paid
Fare calculation ladder in case XF tax collected on original ticket	TTI/CDEL AI JFK450.00AI DEL 450.00NUC900.00END ROE47.98PD XF JFK3.00
Or, to add XF and ZP tax as paid to the ladder	TTI/C+PD ZP BWI3.40LAX3.40 PD XF BWI4.5LAX4.5
Step 8: Add NIL commission	FM0

Step 9: Specify old form of payment as Cash	FPO/CASH
Or, Specify old form of payment as Credit card	FPO/CCAX998123094309/0811/86500
Step 10: Retrieve the E-ticket record from the PNR	TWD or TWD/L6
Step 11: Create the original issue ticket number automatically	FO* or FO*L6 (where L6 is the line number of the FA or FHE element which needs to be reissued)
Note: If the FA line number is missing in the PNR as the entire itinerary may have changed, insert the ticket number manually through FHE and use the FHE line number to build the FO element. Always create the FO line after retrieving the TWD on screen	
To generate the FO element by the passenger association	FO*L6/P1
Step 12: Perform the pre-validation checks and issue the ticket	TTP/TKT
It is mandatory to display the TWD before printing the e-ticket	TWD
Reissue the e-ticket	TTP or TTP/T1 or TTP/P1 or TTP/P1,S4-5, as applicable
Steps after reissue :	
Check TWD of new ticket	TWD/L7 (where L7 is the line number of the new FA element in the PNR)
Check TWD of previous ticket from this display	TWD/O*
Check History of the e-ticket record	TWH (on a retrieved TWD display)
Scenario 2 : The passenger buys a ticket. He then decides to change the itinerary, and the new itinerary is more expensive than the earlier one. There is a change to the base fare and also to the taxes on the new itinerary. This becomes an ADC reissuance scenario for us	
E-TICKET REISSUANCE WITH ADC AMOUNT	HE REISSUE
Step 1: Make changes to the PNR itinerary as required	
Step 2: Check if the carrier supports re-issuance	HE ETT xx

Here you have options as to the next step. Option1: Either you can reprice the PNR as per the new itinerary. Before doing that note the fare and tax details of the previous ticket and the old ticket number .In the new TST that gets created after repricing, use the TTK and TTI entries to change the fields required to indicate it is a reissue, rather than a fresh issue. Taxes already collected to be shown as old, new fare fare to carry R indicator, penalty if any to be added to the fare ladder and the base fare, penalty as a tax to get added to the taxes as a new tax.Total additional collection to be worked out and TINR amount populated. NVA for reissue is mandatory. Option 2 : You can exchange the TST using TTI/EXCH We will discuss this option below Option 3: You can update the TST using TTU,TTF,TTK commands This option is discussed immediately below

Step 3: Update the TST with all the PNR segments required in the reissued ticket	TTU/S2-3
Step 4: Remove the "PC" tag	TTF or TTF/T1
Step 5: Update the TST with the missing information	TTI/T1/VXX15DEC/APC/BYEE3M
Step 6: Update Reissue indicator with old and new taxes and additional collection.	TTI/T1/R40000/O500FT/O200WO/X700GB/TINR5500

where R= New base fare of the ticket, O = Old taxes from the previous ticket, X = New taxes collected,T = Total additional collection on the ticket (difference in base fare plus new taxes if any). Note: Sometimes the penalty is also added in as a new tax, check tax code to be used as per the airline Example TTK/T1/XINR200OA/TINR5700 (tax code example only) System does not cross-check the TINR value. Input the right amount by calculating difference in base fare plus any additional taxes that apply

or , Use TTI/EXCH or TTI/EXCH/T1 to change the TST to an exchange status (existing taxes in the TST will automatically show with "O" indicator; Old base fare will show as a reissued base fare with "R" indicator; total additional collection will automatically come up as 0). Now use TTI or TTK entries to update the TST fields . For example, the NVA date needs to be added, Reissued base fare needs to be changed as per base fare of the new ticket to be issued, New taxes need to be added , and T INR amount needs to be updated as per the total additional collection on the ticket

Step 7: Update the fare calculation ladder (NUC amount, fare break points) as required to reflect the new fare chargeable. for example, in case of an XF tax collected on the earlier ticket (for EWR) and a new XF tax that applies as well (for LAX) , the fare ladder will be	TTI/T1/CDEL AI JFK245.90AI DEL245.90NUC491.80 END ROE47.98 XF LAX4.50PD XF EWR3.0

Fare calculation ladder in case penalty is being Collected as a "Q" surcharge (If the penalty is available to you in INR, convert it to NUC by using the ROE and add to the fare ladder) Remember to update the base fare amount and the total INR collection box in case of penalty collected as Q surcharge . Example TTK/T1/R40000/TINR5000	TTI/CDEL AI LHR130.00AI DEL 130.00Q20.00NUC280.00END ROE47.81
Step 8: Form of Payment options in Reissues with ADC:	
Specify old and new form of payment as cash	FPO/CASH+/CASH
Specify old and new form of payment as credit card , 40000 being the T INR amount to be collected against credit card	FPO/CC+/CCAX998123094309/0811/40000
Specify old form of payment as cash and new form of payment as credit card	FPO/CASH+/CCAX3769198123094309/0811/40000
Step 9: Retrieve the E-ticket record from the PNR	TWD or TWD/L6
Step 10: Create the original issue ticket number automatically	FO* or FO*L6 (where L6 is the line number of the FA or FHE element which needs to be reissued)
Note: If the FA line number is missing in the PNR as the entire itinerary may have changed, insert the ticket number manually through FHE and use the FHE line number to build the FO element	
Step 11: Perform the pre-validation checks and issue the ticket	TTP/TKT
Note: It is mandatory to re-display the TWD before printing the e-ticket	TWD or TWD/L6
Reissue the e-ticket	TTP or TTP/T1 or TTP/P1 or TTP/P1,S4-5, as applicable
Check TWD of new ticket	TWD/L7 (where L7 is the line number of the new FA element in the PNR)
Check TWD of previous ticket from this display	TWD/O*
Check History of the e-ticket record	TWH (on a retrieved TWD display)
Scenario 3: Passenger purchases a ticket which contains a net fare . Ticket comes back for Reissuance .We discuss here the scenario of ADC Reissue of a Net Remit Ticket .	

E-TICKET NET REMIT REISSUANCE	HE REISSUE
Check with the carrier whether they permit net remit ticket to be reissued.Steps for reissuance are similar as for e-tickets ADC and NO ADC cases described above. Carry the FE Restrictions applicable and the FTNR Tour Code if applicable to the new TST and Ticket as well. FOP element is discussed here in detail	
Form of Payment in case of Net Remit with ADC:	
Old form of payment as net remit cash and new form of payment as cash	FPO/NR+CASH+/CASH/4650=>ADC amount
Old form of payment as net remit cash And new form of payment as Credit card	FPO/NR+CASH+/CCAX3769198123094309/0811/4000=>ADC amount
Old form of payment as credit card and new Form of payment as cash	FPO/NR+CCAX+/CASH/4600=>ADC amount
Note: Upto 3 old and 3 new form of payments can be specified	
Scenario 4: Passenger purchases a ticket which was issued as an IT ticket . Ticket comes back for Reissuance . Check with the carrier concerned regarding reissuance of IT Ticket. The re-issue of incentive tickets is similar to the ADC and NO ADC Re-issuance scenarios described above for E- Tickets. The difference lies in the reissue indicator to be used and the fare ladder entry, we discuss that here. Any IT Tour Codes or FE Restrictions applicable to be carried forward to the New ticket as well	
INCENTIVE E-TICKET REISSUE	HE REISSUE
In Incentive Ticket reissue, the base fare indicator is changed to Y	TTI/T1/Y30000/O500FT/O234AU/TINR0
	Where Y = New base fare of the ticket
	T = Total additional collection
	O = Old taxes
	X = New taxes if any
Or, use TTI/EXCH/T1 to automatically update all fields as per a reissue	
Fare calculation ladder updates (in case of a change in the fare)	TTI/CDEL AI SIN AI DEL M/IT END
Rest of the steps are same as for normal reissues	

Scenario 5 : Passenger purchased a side trip or vusa ticket and now wants to change the itinerary. Check with the carrier concerned regarding rules if any for vusa or side trip reissuance. We discuss here the steps that are different only for the VUSA or sidetrip reissue

RE-ISSUANCE OF VUSA E-TICKETS	HE REISSUE
Reissue Indicator with old and new taxes and additional collection:	TTI/RUSD300/EINR13500/O120YQ/O250UB/X200ZP/K145.00/ TINR2500 (ADC)
	(you do not need to populate EINR in case of NO ADC reissue)
	Where R = New base fare of the ticket
	E = Equivalent INR
	T = Total Additional collection
	O = Old taxes
	X = New taxes
	K1 = BSR Rate charged on Reissue ticket
Fare Calculation ladder in case of XF tax collected on original ticket:	TTI/CPHX AA JFK AA ORD450.00USD450.00END PD XF JFK3
Fare Calculation ladder in case of ZP and XF tax collected on original ticket:	TTI/C+PD ZP DCA3.40ORD 3.40PD XF DCA4.5ORD4.5
In case of add XF and ZP tax new and paid to the ladder	TTI/C+ZP ORD4.50 PD ZP JFK4.50 XF ORD4.50 PD XF JFK4.50

Scenario 6 : Passenger has started travel on the e-ticket itinerary. He now has some changes to be effected in the itinerary of his onward travel.This requires the ticket to be reissued

RE-ISSUANCE OF PARTIALLY FLOWN E-TICKETS	HE REISSUE
Check HE ETT xx to verify if the carrier supports re-issuance	
Step 1: Display the TWD to verify which segments have been flown	
Step 2: Make changes to the PNR itinerary as required	

Step 3: Update the TST only with the segments you want to issue . Then update the missing info in the TST through TTI or TTK entries. Remove the PNR Change Flag	TTU/S3-4 (Segment 3 and 4 are the live segments in the itinerary which require to be there in the new ticket)
Step 4: Recalculate the fare for the new itinerary using FQP with past date option.Use /D to indicate past travel date and /R to indicate the past ticketing date. Override the point of sale with the point of origin.You must also put in a mandatory fare break point, as you have to recalculate the fare from the last fare break point preceding the point of reissue. Determine if there is any additional collection.	FQPDEL/D04SEP/ALHFRA-/D05DEC/ALH/BLON-/D06DEC/AAF-PAR-/D15DEC/ALHFRA-/D17DEC/ALHDEL/R,04AUG11,DEL
Step 5: Update the TST with the valid penalty and fare differences as applicable according to the fare.	TTK/X5000OA/T5000
Step 6: Update the origin destination field as Per the complete itinerary (where DEL is the origin point of the original itinerary and DEL is the destination point of the new itinerary)	TTI/T1/DDELDEL
Step 7: Update the fare calculation ladder as per the new routing. If the penalty is collected as a q surcharge, add that into the ladder and the base fare	TTI/CDEL LH FRA LH LON M1234.26AF PAR LH FRA LH DEL M1234.26 NUC2468.52END ROE46.23656
Step 8: Specify old and new form of payment	FPO/CASH+/CASH
Step 9: Redisplay the TWD and create original issue ticket number element	FO* or FO*L6
Step 10: Perform the pre-validation checks and issue the e-ticket	Note: It is mandatory to redisplay the TWD before giving the e-ticket print command
Scenarion 7 : The e-ticket has already been reissued once, and there is again a change in itinerary , necessitating another reissue	
SECOND RE-ISSUANCE OF AN E-TICKET	HE REISSUE
The steps for second, third or fourth reissue are the same as for first reissue.The precaution that needs to be taken is that the original issue ticket number and the issued in exchange for information need to be correctly entered.	

Delete the FO element from the PNR	XE7 (where 7 is the line number at which the earlier FO element appears)
Display the E-ticket record of the document to be reissued	TWD or TWD/L6
Create the FO element automatically	FO*L6 (where L6 is the line number of the FA element which needs to be reissued) The FO element thus generated will have the Original issue as well as the "issued in exchange for" ticket number.Note : It is important to display the TWD of the most recent reissue and then create the FO element)

AUTOMATED REFUNDS

AUTOMATED REFUNDS	HE REFUND or HE TRF
Refund transactions search for data stored in the central ticketing server's document database, this data is usually available for a period of 180 days and is used to build the refund record. If no data is found, a blank refund record will need to be manually populated.Only tickets issued on Amadeus can be refunded through Amadeus.Refund of e-tickets is now possible on the same day of the issuance of the ticket.Tickets issued with credit cards can be refunded through Amadeus. Before you satrt processing a refund, always display the TWD and ensure the coupon status is A or O	
PROCESS REFUND	HE REFUND or HE TRF
Display the TWD Record	TWD/TKT220-3757147412
Start processing refund for a ticket number	TRF220-3757147412
Start processing refund for a ticket from PNR line no	TRF/L6
Start processing refund from query report sequence number	TRF/I-121
Redisplay an active Refund	TRF
Display Tax Panel in an active Refund	TRFT
Process a Refund and Print or Reprint the displayed Refund Record	TRFP
Ignore a Refund Record	TRFIG

PROCESS FULL REFUND	This entry processes the refund without displaying the Refund record first, so use with care
Display the TWD Record	TWD/TKT125-1234567890
Process a Full Refund using the Document Number	TRF125-1234567890/FULL
Process a Full Refund from the PNR FA line number	TRF/L6/FULL
Process a Full Refund from the Query report sequence number	TRF/I-121/FULL
Process a Full Refund with Cancellation penalty amount	TRF125-6700000001/FULL/CP100.00A
TAX ONLY REFUNDS FOR AN E-TICKET	**HE REFUND**
Display the TWD Record	TWD/TKT125-1234567890
To initiate the tax-only refund using the document number	TRF125-1234567890/TAX
To initiate the tax-only refund from the PNR FA line	TRF/L6/TAX
To initiate the tax-only refund from the query report sequence number	TRF/I-121/TAX
To display the refundable tax panel	TRFT
To update an existing tax amount (update tax number 4 to value 350)	TRFU/TU4-350
To go back to main panel	TRF
Process the refund	TRFP
PROCESS A FULLY UNUTILIZED TICKET FOR REFUND BY DISPLAYING THE REFUND MASK	Note : Assuming refund data is available in the system and populated in the refund record
Display the TWD Record	TWD/TKT125-1234567890
Start processing refund for a ticket number	TRF125-1234567890

Update Fare Used	TRFU/U20000
Update Commission if required	TRFU/FM7 or TRFU/FM23.58
Update Cancellation Fee amount	TRFU/CP300A (Where A=Amount)
Display Tax Panel in an active Refund	TRFT
Process a Refund	TRFP (This entry will automatically print the Refund as well)
PROCESS A PARTIALLY UNUTILIZED TICKET FOR REFUND BY DISPLAYING THE REFUND MASK	Note : Assuming refund data is available in the system and populated in the refund record
Display the TWD Record	TWD/TKT125-1234567890
Start processing refund for a ticket number	TRF125-1234567890
Update Fare Used	TRFU/U20000
Update Commission if required	TRFU/FM7 or TRFU/FM23.58
Update Cancellation Fee amount	TRFU/CP300A (Where A=Amount)
Display Tax Panel in an active Refund	TRFT
To delete a tax (tax number 1 or tax 2-4 in the display)	TRFU/TX1 or TRFU/TX2-4
To update an existing tax amount	TRFU/TU1-299/TU2-1250
To add a Tax amount	TRFU/TA10.00GB or TRFU/TA10.00XFJFK4.5
To add free flow remarks	TRFU/RMPASSENGER TRAVELLED BY SURFACE
Amount to be Refunded for a particular Form of payment	TRFU/FPA11000.00
Process a Refund	TRFP (This entry will automatically print the Refund as well)
PROCESS A PARTIALLY UNUTILIZED TICKET FOR REFUND	Note : Assuming refund data is not available in the system and needs to be populated manually in the refund record mask
Start processing refund for a ticket number	TRF125-1234567890
Update Name	TRFU/NMTEST AMADEUS MS

Update Date of Issue	TRFU/I12JUN11
Add document numbers (in case of conjunction ticket)	TRFU/DA2 (Add 2 conjunction documents)
Delete document numbers (in case of conjunction ticket)	TRFU/DX1 (Delete a conjunction document)
Add Check Digit	TRFU/D1DG5 (where D1 is the document number to which the check digit applies and 5 is the check digit of the first coupon being refunded)
Note: The check digit on the flight coupon is calculated from the number of the flight coupon, the 3digit airline code followed by the 10digit ticket number,divided by 7 .Ex DG 3 220 2190154701/7 . The number obtained as the reminder is the check digit	
Add the unused coupons for the documents you are refunding	TRFU/D1C34/D2C12
Delete document coupons for the documents you are refunding	TRFU/DX1C3/DX2C1
Insert Itinerary indicator as International	TRFU/SI
Insert Itinerary indicator as domestic	TRFU/SD
Add document type indicator (TKT=Y)	TRFU/TKTY
Update Fare Paid	TRFU/F20000
Add Specific Tax	TRFU/TA500FT/TA1200GB
Update Fare Used	TRFU/U7000
Update Commission if required	TRFU/FM7 or TRFU/FM23.58
Update Primary Form of Payment	TRFU/FP1CASH
Update Secondary Form of Payment	TRFU/FP2CCVI371449635311004/1216
Update Tour Code if any	TRFU/TCLH552
Update Cancellation Penalty	TRFU/CP500A
Update remark colomn with comments as required	TRFU/RM BALANCE AMOUNT ON TKT VERIFIED THRU A/L
Update FP Amount (this is the amount to be refunded for a specific FOP)	TRFU/FPA1 11000
Update FP Amount (in case of more than 1 FOP)	TRFU/FPA2 5000
Process the refund	TRFP

AUTOREFUND FOR A NET REMIT E-TICKET	**Note : Assuming refund data is available in the system and populated in the refund record**
To display the TWD (E-Ticket)Record	TWD/TKT125-1234567890
Start processing refund for a ticket number	TRF125-1234567890
Update Fare used	TRFU/U0
Update cancellation penalty	TRFU/CP500A
Update Tour code	TRFU/TCLH76500
Update the commission	TRFU/FM5 or TRFU/FM23.58
Update the Net Fare amount to be refunded	TRFU/NF13000
Note: For net remit tickets, you must manually update the form of payment amount with the refund total amount of the net remit ticket to be refunded	
Update remark colomn with required informations	TRFU/RM COMMISION 7 PLUS 15
Process the refund	TRFP
AUTOREFUND OF AN EXCHANGED DOCUMENT	**HE REFUND**
Update original issue information	**TRFU/FO1251234567890DEL17MAR1114320590**
AMADEUS TICKET CHANGER REFUND	
to initiate an Automated Refund with atc and to display the refund record before processing it, you enter the /atc option and the ticket number, the pnr fa/fh element line number, or the query report sequence number of the item you want to refund	
USING THE E-TICKET NUMBER	TRF172-1234567890/ATC
FROM THE PNR FOR AN E-TICKET	TRF/L6/ATC
FROM THE QUERY REPORT	TRF/I-121/ATC

AMADEUS TICKET CHANGER

Amadeus Ticket Changer allows you to automatically recalculate and prepare documents for the issuance of voluntary reissues and revalidations of e-tickets. All fares that have the "VC.VOLUNTARY CHANGES" category attached in the fare rules qualify for ATC. Depending on your office profile settings, it is possible for fares that do not have the "VC.VOLUNTARY CHANGES" category coded in the fare rules , can still qualify for ATC. In such cases, the system does not guarantee the fare.

ATC REISSUE AND REVALIDATION RULES : All tickets are eligible for an unlimited number of reissues and revalidations , provided they were issued (and subsequently reissued) on Amadeus itself . Amadeus provides an ATC feature with 3 alternative penalty fee collection methods, which are defined and automated by ATC. ATC cannot be used for group PNRs. ATC is available for infant passengers as well.

AMADEUS TICKET CHANGER	HE ATC
To check the list of airlines participating in Amadeus Ticket Changer	FQNATC/CXR
To verify if a fare rule contains the Voluntary Changes Category	FQNXX*VC (where XX refers to the FQD line number)
ATC PRICING ENTRIES	
Request an Informative Pricing using ATC	FXF
Request a Confirmed Pricing using ATC	FXQ

The difference between the informative and the confirmed pricing entries is that an informative pricing entry does not store a reissue TST and no changes are made to the PNR,whereas a confirmed pricing entry stores a reissue TST and updates the PNR accordingly.

ATC Pricing with the Passenger number	FXF/P1 or FXQ/P1,3 or FXF/P1-4
ATC Pricing using Unifares and Corporate codes	FXQ/R,U or FXF/R,U123456 or FXF/R,U*IBM

When you make an ATC confirmed pricing entry , the system creates a Reissue TST and a Amadeus Ticket Changer Reissue Panel (TQR) and this TQR contains the following information : the fare balance of the new and old fare ; the tax balance of the new and old tax total; , the ticket difference, the Residual value(if it exists) , TST additional collection (if applicable), the penalty amount (if applicable), the total additional collection (if applicable) , and the Grand Total, which is the ticket difference plus the penalty fee. The TQR is stored in the PNR and can be used for further reference when required. In case of second or subsequent reissues, previous TSTs and associated TQRs get deleted automatically, and get replaced by new ones after the ATC confirmed pricing.

Display the ATC Reissue Panel	TQR
Display TQR by TST number	TQR/T2
Steps for Reissue through ATC:	
Step 1. Retrieve the original PNR	RT YE95CC
Step 2. Rebook the itinerary	SS1C2
Step 3. Cancel the old flight segment and delete the old TST	XE2 and TTE/T1
Step 4. Reprice the itinerary with Amadeus Ticket Changer entry	FXQ
Segment specific entry	FXQ/S4-6
Step 5. For a reissue, you can display the penalty value EMD, if any . This amount is to be manually added in the TST either as a tax or added into the Base Fare (Q Tax) and the fare calculation line, as advised by the airline	TQM
Display TQM by EMD line number of PNR	TQM/L2
Display TQM for multi passenger PNR	TQM/P2 or TQM/P2/PAX
Display TQM from line number of TQM Index	TQM/M2
Step 6: To update the penalty amount in the TST as a tax	TTK / X2500 / T 7500
To update the penalty amount in the base fare	TTK / R 20000 / T 3000
Step 7. Redisplay the PNR and cancel the old form of payment of the old ticket.	RT and XE11
Step 8. For a reissue, enter the old Form of Payment for the new ticket.	FPO/CASH (No ADC)
	FPO/CASH+/CASH(With ADC)
Step 8. Display the e-ticket record of the original ticket	TWD or TWD/L7
Step 9: Issue the new e-ticket	TTP or TTP / T1

ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)

Electronic Miscellaneous Document (EMD) Commands	HE EMD
AIRLINES USING EMD PER COUNTRY	EGVD/CFR
COUNTRIES PER AIRLINE	EGCD/V6X
SERVICES OFFERED BY AN AIRLINE	EGSD/V6X
DETAILED INFORMATION ON SERVICES	EGSD/L3 (FOLLOW-UP ENTRY)
Senario1: STEPS TO ISSUE STANDALONE EMD (EMD-S) FOR RESERVATION CHANGE PENALTY	
STEP 1: NAME ENTRY	NM1VERMA/NIVIN MR
STEP2: MANUAL AUXILIARY SEGMENTS FOR SERVICES THAT ARE NOT ASSOCIATED(EXAMPLE:PENALTY)	IU AY HK1 PENF HELDEL or
MULTIPLE PASSENGERS	IU SV HK1 PENF/P1
STEP3: MANUALLY CREATE A TRANSITIONAL STORED MISCEL-LANEOUS (TSM)	TMC/VAY OR
TSM FOR A SPECIFIC SSR OR SVC WITH A VALIDATING AIRLINE CODE ON LINE NO 2	TMC/L2/VAY
STEP 4: COUPON VALUE	TMI/CV-100
TO ADD INFORMATION IN SPECIFIC TSM NO	TMI/M1/CV-100
STEP 5: FARE AND TAX AMOUNT,FIRST ISSUE	TMI/FINR100/X500YQ
STEP 6: ISSUED IN CONNECTION WITH	TMI/IC-TKT1051234567656E1
STEP 7: (Optional):UPDATES THE COUPON REMARKS	TMI/CR-FREE FLOW TEXT
STEP 8: FORM OF PAYMENT	TMI/FP-CASH
STEP 9: ISSUE A SPECIFIC TSM	TTM OR TTM/M1
Senario2: STEPS TO ISSUE ASSOCIATED EMD(EMD-A)FOR PREPAID BAGGAGE ISSUANCE	

STEP1: Before selling additional baggage, make sure that the passenger booking has been priced.	
STEP2: Enter the SSR XBAG element into the PNR with the word PREPAID as free format text	SR XBAG AY NN2-PREPAID/P1
The segment association can be added as follows	
	SR XBAG AY NN2-PREPAID/P1/S2
	SR XBAG AY NN2-PREPAID/P1/S2-4
	SR XBAG AY NN2-PREPAID/P1/S2,4
STEP3: If you want to price all the chargeable SSR elements, i.e. all the SSR elements with the chargeable indicator '/' in front of the SSR element, just type the following entry. If no fare stored create a manual TSM	FXG
STEP4: FORM OF PAYMENT	TMI/M1/FP-CASH
STEP5: SAVE	RFP; ER
STEP6: ISSUE TICKETS AND THE EMDS FOR ALL SSR ELEMENTS/ SVC SEGMENTS	TTP/TTM
Senario3: AUTO EMD CREATION IF REISSUED THROUGH ATC	
STEP1: . Retrieve the original PNR	RT YE95CC
STEP2: Rebook the itinerary	SS1C2
STEP3: Cancel the old flight segment and delete the old TST	XE2 and TTE/T1
STEP4: Reprice the itinerary with Amadeus Ticket Changer entry	FXQ
Segment specific entry	FXQ/S4-6
STEP5: For a reissue, you can display the penalty value of EMD	TQM
Display TQM for multi passenger PNR	TQM/P2 or TQM/P2/PAX
Display TQM from line number of TQM Index	TQM/M2

STEP6: Add Form Of Payment	TMI/FP-CASH
The ticket should be ready for Reissunace or Revalidation	
Step 7: Issue the new e-ticket/ EMD together	TTP/TTM
Optional elements of EMD	HE TMI
To Add Tour code	TMI/FT-tour code layout
To Add Endorsement	TMI/FE-endorsement layout
To Add Commission	TMI/FM-commission layout
To Add Fare calculation	TMI/FC-free flow
To Add Present to	TMI/Dfree flow
To Add Present at	TMI/Afree flow
	HE EMR/EWD
To Reprint the EMD receipt	EMR
To Reprint the EMD receipt with EMD number	EMR/EMD105-1234567898
To Reprint the EMD receipt with EMD line number in the PNR number	EMR/L6,8-9
To Email the EMR	EMR/EPR-EML-address@server.com
To display by EMD document number	EWD/EMD123-1234567890
To display EMD document by emd line number in the PNR	EWD/L6
TO Void an EMD	TRDC
	TRDC/L6 (fa ELEMENT Line no)

LOCAL SECURITY ADMINISTRATION	
LOCAL SECURITY ADMINISTRATION COMMANDS	HE LSA
Note: These entries are only applicable if you have the LSA rights set up in your sign-in (LSA=Local Security Administrator). If the person designated as LSA resigns , the agency must inform the Amadeus Helpdesk to make the necessary amendment.	
TO DISPLAY THE SIGN BANK OF YOUR OWN OFFICE	JCD
TO DISPLAY PREFERENCES FOR ANOTHER USER'S SIGN IN	JGD1122AB
TO ADD A NEW SIGN IN	JGA1122AB/USN-USER'S NAME/DUTA-SU (where 1122AB is the 6 character alphanumeric sign-in allotted to each user; USN is the user's name. Maximum 8 characters can be added in this field; DUTA is the duty code assigned to the Sign-In. If duty code is not specified,then the Default assignment is AS.)
TO CANCEL AN EXISTING SIGN IN	JGX1122AB
TO RESET THE PASSWORD OF A SIGN IN TO "AMADEUS 1"	JGR1122AB/PWD
TO RESTRICT A PARTICULAR SIGN-IN FROM DOING ANY ENTRY STARTING WITH "Q"	JGU/PACA-Q
SIGN IN ATTRIBUTES	HE JGU
TO ATTACH A LANGUAGE PREFERENCE(FRENCH)	JGU/LNG-FR
TO DISPLAY TIMINGS BY THE 12 HOUR CLOCK	JGU/TCM-12
TO GET THE DISTANCE IN KILOMETRES	JGU/DIS-K
TO DISPLAY SECURITY PROFILE OF THE SIGN IN	JGD/S
TO DISPLAY THE RIGHTS AND DUTIES OF THE SIGN IN	JGD/R
TO DISPLAY THE PREFERENCES OF THE SIGN IN	JGD/P
TO DISPLAY CURRENCY PREFERENCES FOR CARS/HOTEL/FARES/ TICKETING	JGD/C

Amadeus Offices in the Indian subcontinent

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STATIONS	TEL NO.	FAX NO.
Agartala	+91 9862559217	
Agra	+91 9839188883	
Ahmedabad	+91 79 26440639	+91 79 26440639
Amritsar	+91 9915334490	
Bangalore	+91 80 30515100	+91 80 25582397
Bhubaneswar	+91 9338742825	
Calicut	+91 495 2727699	
Chandigarh	+91 172 2711270	+91 172 2711332
Chennai	+91 44 28297500	+91 44 28297600
Coimbatore	+91 422 4214217	
Colombo	+94 11 2471300	
Dhaka	+88 02 8330111/12	+88 02 9346177
Goa	+91 832 2437409	+91 832 2437411
Guwahati	+91 361 2465082	+91 361 2465084
Hyderabad	+91 40 39823400	
Indore	+91 731 2546681	
Jaipur	+91 141 2365100	+91 141 2365300
Jalandhar	+91 181 2457357	+91 181 2457352

STATIONS	TEL NO.	FAX NO.
Kanpur	+91 9839188883	
Kathmandu	+977 1 4239216	
Kochi	+91 484 2356723	+91 484 2358872
Kolkata	+91 33 22805320	+91 33 22806904
Lucknow	+91 522 2610034/35	
Mumbai	+91 22 30417000	+91 22 24975510
Nagpur	+91 712 6460428	
Patna	+91 9304871148	
Pune	+91 20 26059133	+91 20 26059133
Rajkot	+91 9825113018	
Srinagar	+91 9797794347	
Surat	+91 9825056898	
Thiruvananthapuram	+91 471 2466385	+91 471 2466387
Trichy	+91 431 2400233	
Udaipur	+91 9829176262	
Vadodara	+91 265 2340147/48	
Varanasi	+91 9889110675	+91 5422347955
Visakhapatnam	+91 9949201349	