

# Amadeus

## Quick Reference Guide – Ticketing



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| ITINERARY PRICING   |  |
|---|--|
| <b>ITINERARY PRICING</b>  | <b>HE FXX / HE FXP / HE BEST BUY</b>   |
| 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 |  |
| <b>ITINERARY PRICING WITHOUT TST CREATION</b>   | <b>HE FXX</b>  |
| Price a PNR without creating a TST  | <b>FXX</b>   |
| Price a PNR without creating a TST, show both published and uni-fares in the display  | <b>FXX/R,UP</b>  |
| Price as per Passenger type in entry  | <b>FXX/RADT*CH*IN</b>  |
| Price a PNR without creating TST to show corporate fares  | <b>FXX/R, UXXXX (where XXXX is a corporate ID)</b>   |
| Price a PNR without creating TST to show negotiable fare  | <b>FXX/R,U</b>   |
| Follow up after FXX display   | <b>FQQ1</b>  |
| Note: To price the journey passenger wise add passenger association eg: FXX/P1-2 or FXX/P1,3. To price the journey segmentwise add segment association eg. FXX/S2-3 OR FXX/S2,4   |  |
| <b>FARE DIAGNOSTIC</b>  | 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 far. <b>The Diagnostic Tool is available as an option with the following transactions: Informative Pricing (FQP), Itinerary Pricing (FXX . Help Page: HE FARE DIAGNOSTIC</b> |
| Fare diagnostic   | <b>FXX/DF-YFFAS</b><br>(When all segments are to be priced with single fare basis)   |
| Fare diagnostic for multiple fare basis   | <b>FXX/s2-3,4-5/DS2-3 F-YEE3M,S4-5 F-YRT</b> (Pricing segment wise with different fare basis)  |
|   |  |
| <b>CREATE AUTOMATIC TST AND STORE THE FARE</b>  | <b>HE FXP</b>  |
|   |  |
| Price a PNR, create a TST   | <b>FXP</b>   |
|   | This will also generate FV (Validating Carrier) FE (Endorsement if any)  |
| Price a PNR by creating TST to show corporate fares   | <b>FXP/R, UXXXX (where XXXX is a corporate ID)</b>   |
| Price a PNR by creating TST to show negotiable fare   | <b>FXP/R,U</b>   |
| Price segment 2,3,5 and force transit on segment 2  | <b>FXP/S2X,3, 5</b>  |
| Force stopover at segment 4 and 6 (Note : Transit and stopover points are otherwise automatically identified by the system and itinerary is priced accordingly)   | <b>FXP/S4S, 6S</b>   |
| Price a PNR and Exempt All Taxes  | <b>FXP/R,ET</b>  |
| Price a PNR, Exempt only FR Tax   | <b>FXP/R,ET-FR</b>   |
| Price a particular passenger as a child   | <b>FXP/P2/RCH</b>  |
| Price the adult passenger number 1 (the code PAX refers to a seat occupying passenger)  | <b>FXP/PAX/P1</b>  |
| Price the Infant passenger associated in the PNR  | <b>FXP/INF</b>   |
| 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)  | <b>FXP/S2RW (S2-Segment number)</b>  |
| Round the World pricing where segments from the PNR to be included in the pricing are specified   | <b>FXP/S2, RW, 3-7, 10</b>   |
| 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)  | <b>FXP/S2CT (S2-Segment number)</b>  |
| Circle Trip pricing where segments from the PNR to be included in the pricing are specified   | <b>FXP/S2,CT,3-7,10</b>  |

|  |   |
|--|---|
| Pricing with validating carrier specified (Note: this entry overrides the default validating carrier logic of the system, so use with utmost discretion)   | <b>FXP/R, VC-XX (xx is validating carrier)</b>  |
| Select a fare out of multiple fares Follow up entry after FXP  | <b>FXT4 (This is a followup entry after FXP command)</b>  |
| Select fare on line three for passengers 1-3   | <b>FXT3/P1-3</b>  |
| Select different fare for different passengers   | <b>FXT2/P1//3/P2-3</b>  |
| <b>PRICING OPTIONS</b>   | <b>HE FARE OPT</b>  |
| Emigrant Passenger   | <b>FXP/REMI</b>   |
| Emigrant Child   | <b>FXP/REMI-CH</b>  |
| Student Passenger  | <b>FXP/RSTU</b>   |
| Senior citizen   | <b>FXP/RYCD or /R65</b>   |
| Seaman   | <b>FXP/RSEA</b>   |
| Military Passenger   | <b>FXP/RMIL</b>   |
| <b>Note:</b> To see the Passenger type codes select the help page <b>HE PTC</b> ; to see a list of Amadeus Discount codes (including IATA discounts) <b>HE IAD</b>   |   |
| <b>STANDALONE ENTRY TO DISPLAY FARE RULE NOTES (FRN)</b>   | <b>HE FRN</b>   |
| Request Fare Rules Information of a fare without having a pricing transaction: Mandatory Elements -City Pair / D-Pricing Date / A-Published Carrier Code/FB-Fare Basis   | <b>FRNDELLON/D-09MAR19/A-BA/FB-YFFAS1</b>   |
| Optional Elements : TD-Ticket Designator, DD-Departure Date, CO-Corporate or Account Code  | <b>FRNDELLON/D-09MAR19/A-BA/FB-YFFAS1/TD-CH50/DD-31MAR19/CO-AMD10</b>                                 |
| <b>BEST PRICER</b>   | <b>HE BEST PRICER</b>   |
| Amadeus Best Pricer automates the search for the cheapest flights by integrating flight availability and pricing in the same process.The re-booking functionality allows you to book the lowest fare returned by Amadeus Best Pricer in one single entry. <b>Note:</b> With standard access airlines, avoid using the Best Pricer commands |   |
| Rebook to the lowest fare and do not create a TST  | <b>FXR (Booked Cabin) or FXR/KC</b> (to search for fares in a particular cabin)                       |
| Retain the o/b & i/b cabin and rebook itinerary eg :OB is booked in Economy and IB is booked business.   | <b>FXR/K</b>  |
| Rebook to the lowest fare and create a TST   | <b>FXB</b>  |
| Display a list of lower fares  | <b>FXA</b>  |
| Select a fare after FXA, rebook and create a TST   | <b>FXU1 (1-Fare Line Number)</b>  |
| Select a fare after FXA, rebook and do not create a TST  | <b>FXZ1 (1-Fare Line Number)</b>  |
| Best pricer rebook entry using expanded parameters (this can be used for fares which use automated rules)  | <b>FXR/R,*NRF (non refundable fares)</b>  |
| Best pricer rebook entry using expanded parameters (this can be used for fares which use automated rules)  | <b>FXR/R,*RF (refundable fares)</b>   |
| To search for Bundled and Unbundled Fares  | <b>FXR/R,*BD (for unbundled "UBD")</b>  |
| <b>Unbundled fares (also referred to as 'basic economy' or 'economy light') typically go beyond having no checked baggage allowance to also limiting seat selection, carry-on bags and possibly other amenities. Option to add BD or UBD option can be added with FQD, FXA, FXX, FXP, FXB, FXL, FXY, FXR pricing entries</b>               |   |
| <b>PNR PRICING WITH BOOKING CLASS/FARE BASIS OVERRIDE</b>  | <b>HE OVERRIDE</b>  |
| Override by Fare Basis   | <b>FXP/L-MFFIA</b>  |
| To override the booking class, followed by the fare line number from the fare list   | <b>FXV3 (This is a followup entry after FXP command)</b>  |
| Fare pricing by different fare Basls   | <b>FXP/L2-MFFIA/L3-MFFIA</b>  |
| Fare pricing by segments, with different fare basis  | <b>FXP/S2-4/L2-MFFIA/L3,4-MFFIA</b>   |
| <b>Note: The override entries are Airline specific.Override fares are not guaranteed by Amadeus.</b>   |   |
| Fare pricing by Fare basis (This will generate Guaranteed Fare)  | <b>FXP/A-MFFIA</b>  |
| <b>AMADEUS FARE GUARANTEE POLICY</b>   | <b>Refer to GGAMAINTKT for information on the Amadeus Fare Guarantee, Reservation Guidelines etc.</b> |
| 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.  |   |
| What are <b>FCPIs and Failcodes</b>  | <b>Refer to HE FCPI for more information</b>  |

“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 pricing indicator (FCPI)

The system generates a fare calculation pricing indicator (FCPI) when you price or issue a ticket. the FCPI is a letter or number that indicates how the itinerary was priced. The FCPI is visible in a TST display. It is also visible in an e-ticket display.”

| <b>LIST OF FCPI VALUES</b>   | <b>HEFCPI.85</b>  |
|--|---|
| <b>TST Indicator / FCPI</b>  | <b>Message / Explanation</b>  |
| <b>I/O</b>   | <b>Automatically Priced</b>   |
| <b>M or N/1</b>  | <b>Manually created or updated TST</b>  |
| <b>M/3</b>   | <b>Ticket or Price by Fare basis</b>  |
| <b>M/4</b>   | <b>Manual Manipulation of Taxes</b>   |
| <b>I/5</b>   | <b>Not priced at passenger type required</b>  |
| <b>M 9</b>   | <b>IT Fare Ticket / Ticket with Y or I as the fare indicator in TST</b>                                 |
| <b>B/9</b>   | <b>Negotiated Fare / Ticket with Y or I as the fare indicator in TST and manual manipulation of TST</b> |
| <b>DISPLAYING A TST / DISPLAY TST HISTORY</b>  | <b>HE TQT / HE TTH</b>  |
| Display a TST list   | <b>TQT</b>  |
| Display a TST by Number  | <b>TQT/T1</b>   |
| Display TST for adult pax only   | <b>TQT/PAX</b>  |
| Display TST for infants only   | <b>TQT/INF</b>  |
| To view commission from the Amadeus commission table   | <b>TQT/FM</b>   |
| Sometimes an asterisk 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   | <b>TTH/T1</b>   |
| Display the Airline Fee break up   | <b>TQO/T1</b>   |
| <b>DELETING A TST</b>  | <b>HE TTE</b>   |
| Delete the only existing TST   | <b>TTE</b>  |
| Delete specific TST  | <b>TTE/T1</b>   |
| Delete multiple TSTs   | <b>TTE/ T1-2 or TTE/T4, 5</b>   |
| Delete all TSTs  | <b>TTE/ALL</b>  |
| Delete a TST for selected passengers   | <b>TTE/P1, 3</b>  |
| Delete a specific passenger from a specific TST  | <b>TTE/ T1/ P2</b>  |
| Delete TSTs for all pax except infants   | <b>TTE/PAX</b>  |
| With every TST deletion a new TST no is allotted to the existing TST   |   |
| <b>ADDING &amp; SPLITTING A TST</b>  | <b>HE TTA / HE TTS</b>  |
| Add passenger 2 into the TST no3   | <b>TTA/ P2/ T3</b>  |
| Split passenger two from the TST   | <b>TTS/P2</b>   |
| Split Passenger 3& 5 from the specified TST  | <b>TTS/ P3, 5/ T3</b>   |
| <b>TAX INFORMATION</b>   | <b>HE TAX</b>   |
| Tax information for a country  | <b>FQNTAX/IN or FQNTAX/INDIA</b>  |
| GST Tax information for India ADD SSR ENTRIES  | <b>FQNGST/IN</b>  |
| Get information for Passenger facility Charges(PFC) Tax charged in US market. (Tax code-XF. It is charged on a specific US airport)  | <b>FQZ PFC JFK</b>  |

## ELECTRONIC TICKETING

| <b>ELECTRONIC TICKETING HELP AND AIS PAGES</b>                         | <b>HE ETT</b>                            |
|--|--|
| Airline specific help pages  | <b>HE ETT XX (XX - Airline Code)</b>     |
| Information about ETKT local guidelines                                | <b>GG AMA IN ETT</b>                     |
| To see the list of airlines participating in BSP India plan            | <b>TGBD-IN</b>                           |
| To see the list of Airlines participating in Eticketing plan for India | <b>TGETD-IN</b>                          |
| To see the interlining agreements within airlines                      | <b>TGAD-XX (XX = Airline code)</b>       |
| To see the interlining agreements between two airlines                 | <b>TGAD-BA/CX</b>                        |
| To see the GSA table for the country                                   | <b>TGGSD-IN (IN is the country code)</b> |

|   |   |
|---|---|
| To see the GSA table for the country for a specific airline   | <b>TGGSD-IN / IB (IN is the country code and IB is the airline code)</b>  |
| Participating carrier access & Functionality level page   | <b>GG PCA XX (XX = Airline code)</b>  |
| View Ticketing Carrier Restrictions for your office profile   | <b>PV/C</b>   |
| Ticket Quota display  | <b>TOQD (for more information refer to HETOQD)</b>  |
| Ticket Quota display for a specific airline (ex TG)   | <b>TOQD/VCTG</b>  |
| <b>Form of Identification (FOID) / APIS Element in the PNR for Electronic Ticket</b>  | <b>HE FOID / HE APIS / HE TSA</b>   |
| Check HE ETT XX to 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   | <b>SR FOID XX HK1-PPA45454545/P1 (XX = Airline code)</b>  |
| FOID entry for Driver's License   | <b>SR FOID XX HK1-DL12345678/P1 (XX = Airline code)</b>   |
| FOID entry for Credit Card  | <b>SR FOID XX HK1-CCAX373731623811006/P1</b>  |
| Create an SSR for Primary Travel Document Information (Passport)  | <b>SR DOCS XX HK1-P-IND-012345678-IND-30JUN73-M-14APR25-JOHNSON-SIMON-JEAN PAUL-H/P1/S3</b> where XX is Airline code 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 (Visa, Redress)   | <b>SR DOCO XX HK1-MANCHESTER GBR-V-17317323-LONDON GBR-18JUN18-USA-I/P1/S3</b> 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  | <b>SR DOCA BA HK1-D-USA-301 PARK AVENUE-NEW YORK-NY-10022/P1/S3</b> 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.  |
| <b>MANDATORY AND OPTIONAL ELEMENTS FOR TICKET ISSUANCE</b>  |   |
| <b>MANDATORY ELEMENTS FOR TICKETING</b>   | <b>HE FV / HE FM / HE FP</b>  |
| <b>"Validating Carrier:</b> 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 (TGBDIN) and eticketing table (TGETDIN) *Interlining Ticketing Agreement(TGAD-XX or TAGAD-XX/YY)* General Sales Agent - GSA (TGGSD-IN) |   |
| Manually Enter a Validating Airline to PNR  | <b>FVBA</b>   |
| <b>Note:</b> 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   | <b>FXP/R,VC-XX (xx is validating carrier)</b>   |
| <b>Note:</b> this entry overrides the default validating carrier logic of the system, so use with utmost discretion   |   |
| Ticketing carrier override  | <b>TTP/V*DL</b>   |
| Manually add commission percentage  | <b>FM7</b>  |
| Zero Commission (no ADC Reissues)   | <b>FMO</b>  |
| <b>FORM OF PAYMENT</b>  |   |
| <b>In Cash</b>  | <b>FP CASH</b>  |
| By cash with passenger and segment association  | <b>FP CASH/P4/S8-10</b>   |
| By cash with free format  | <b>FP CASH*AGT14340978</b>  |
| By cash for an infant   | <b>FP INF CASH</b>  |
| By cash for an Infant associated to Passenger 3   | <b>FP INF CASH/P3</b>   |

|   |   |
|---|---|
| By cash for an Infant with free format  | <b>FP INF CASH*AGT14340978</b>  |
| By cash for passenger 4(adult) associated with an Infant  | <b>FP PAX CASH/P4</b>   |
| By cash for passenger4 (adult) with free format   | <b>FP PAX CASH*AGT14340987/P4</b>   |
| <b>Note: The term "PAX"denotes a seat occupying passenger</b>   |   |
| <b>BY CREDIT CARD</b>   |   |
| <b>Note: It is important to check Airline policy before making any transaction with Credit Card</b>   |   |
| Credit card form of payment   | <b>FP CC AX373731623811006 /1225/20000 (AX-Credit Card Code followed by credit card number, 1225, card expiry date, 20000-amount collected)</b> |
| <b>To Get Two Letter Card Company Code</b>  | <b>HECC.695</b>   |
| By Credit Card with Passenger and segment association   | <b>FP CC AX373731623811006/1225/75865/P2/S5-7</b>   |
| By Credit Card with Free Format   | <b>FP CC AX373731623811006/1225/75865*AGT14340987</b>   |
| <b>TO ADD APPROVAL CODE ALONG WITH CC NO</b>  | <b>HE DE</b>  |
| To take automatic approval code at ticket/emd issuance  | <b>DEFP for ticket and DEFM for Emd</b>   |
| By Credit Card with Manual Approval Code  | <b>FP CC AX373731623811006/1225/75865/NAX340</b>  |
| By Credit Card with Free Format and Manual Approval   | <b>FP CC AX373731623811006/1225/75865*AGT14340 987/ NAX340</b>  |
| By Credit Card for an Infant  | <b>FP INF CC AX373731623811006/1225/75865</b>   |
| By Credit Card for an Infant with Passenger 4   | <b>FP INF CC AX373731623811006/1225/75865/P4</b>  |
| By Credit Card for adult Passenger 4 travelling with Infant   | <b>FP PAX CC AX373731623811006/1225/75865/P4</b>  |
| <b>BY AGENT INVOICE</b>   |   |
| Payment against Agent Invoice   | <b>FP INV AGT14303482</b>   |
| <b>VARIOUS OPTIONS OF FORM OF PAYMENT</b>   |   |
| Part payment in Cash & Credit Card  | <b>FP CASH+CCAX373731623811006/1225/10000</b>   |
| Part payment by Cash, part by Credit Card   | <b>FP CASH+CC AX373731623811006/1225 /40000=&gt;amnt collected by credit card</b>   |
| <b>OPTIONAL ELEMENTS FOR TICKETING</b>  |   |
| <b>HE FE</b>  |   |
| The Endorsement / restriction element is used to identify any restrictions, airline comments or rules that may apply to a ticket. It could be automatically 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,excluding passenger type and pax/segment association.If the text entered exceeds the space available on the ticket, the text gets truncated accordingly. |   |
| Endorsement/Restriction   | <b>FE NON REFUNDABLE</b>  |
| With Passenger & segment association  | <b>FE ISSD IN CONX WITH 125-3757098712/P3/S4-6</b>  |
| Endorsement for Infant  | <b>FE INF SUBJECT TO GOVT APPROVAL</b>  |
| Endorsement for Seat Occupying Passenger 5  | <b>FE PAX NON REROUTABLE/PS</b>   |
| <b>ISSUING AN ELECTRONIC TICKET</b>   |   |
| <b>ISSUING AN ELECTRONIC TICKET</b>   | <b>HE ETT / HE TTP / HE ITR / HE TTR</b>  |
| 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  | <b>TTP/TKT</b>  |
| Pre-issue validation for specified TST  | <b>TTP/TKT/T2</b>   |
| Pre-issue validation for specified passenger and segment  | <b>TTP/TKT/P1/S4-5</b>  |
| Pre-issue validation for infant ticket  | <b>TTP/TKT/INF</b>  |
| Pre-issue validation for adult pax 4 associated with infant   | <b>TTP/TKT/PAX/P4</b>   |
| <b>TICKET PRINT OPTIONS</b>   | <b>HE TTP</b>   |
| Print Ticket, All Passengers, All Segments  | <b>TTP</b>  |
| The TTP entry will generate the Itinerary Receipt (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  | <b>TTP/PAX</b>  |
| Print tickets, infants only   | <b>TTP/INF</b>  |
| Print specific passenger  | <b>TTP/P1</b>   |
| Print ticket, specific passengers   | <b>TTP/P1, 4, 5</b>   |
| Print ticket, specific TST  | <b>TTP/T2</b>   |



|  |   |
|--|---|
| Print ticket, specific segments  | <b>TTP/S4-6, 8</b>  |
| Print ticket, specific passenger and segment   | <b>TTP/P1/S4-6, 8</b>   |
| Print tickets for adult pax4 associated with infant  | <b>TTP/P4/PAX</b>   |
| Print eticket and redisplay the PNR  | <b>TTP/RT</b>   |
| Print ticket by over-riding for past date TST  | <b>TTP/O</b>  |
| Print ticket by over-riding validating carrier   | <b>TTP/V*YY (where YY is the validating carrier required)</b>   |
| E-Mail ITR   | <b>ITR-EML-test@amadeus.co.in or ITR-EMLA in case the email address is stored in the APE element of the PNR</b> |
| Email ITR with ticket number   | <b>ITR-EML-TEST@YAHOO.COM/TKT125-1234567890</b>   |
| Display ITR  | <b>ITRD</b>   |
| Reprint ITR  | <b>ITR</b>  |
| Reprint ITR in PNR with multiple FA elements   | <b>ITR/L6/P1 (Specify the line no. of FA element mentioned in the PNR)</b>                                      |
| Reprint the ITR with the ticket number   | <b>ITR/TKT125-3301236584</b>  |
| Display the ITR with the ticket number   | <b>ITRD/TKT125-3301236585</b>   |
| Reprint Audit/Agent Coupon   | <b>TTR/L6 ( Mention the line no.of the FB/FA element)</b>   |
| Reprint Accounting Coupons for Specific Passenger in PNR   | <b>TTR/L10/P3</b>   |
| To reprint the TTR from FB element in PNR history  | <b>TTR/SN0000015698 (Note: Retrieve the history of the PNR and take the sequence no. from the FB element)</b>   |
| <b>Note:</b> TTR can be displayed or reprinted till 7 days after issuance of an Electronic Ticket  |   |
| <b>TICKET NUMBER TRANSMISSION</b>  | <b>HE FA / HE FH / HE OS / GG PCA xx</b>  |
| 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. FA element is created passenger wise. 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  | <b>FHE 125-3114500900</b>   |
| To add the electronic ticket number for an infant manually to the PNR  | <b>FHE INF 125-3114500911</b>   |
| To add the electronic ticket number for passenger number 2 in the PNR  | <b>FHE 125-3114500912/P2</b>  |
| To add the electronic ticket number for Conjunction tickets for passenger number 2 in the PNR  | <b>FHE 125-3114500909-10/P2</b>   |
| To add the electronic ticket number for seat occupying passenger number 2 in the PNR   | <b>FHE PAX 125-3114500912/P2</b>  |
| To add the electronic ticket number with passenger and segment association   | <b>FHE 125-3114500900/S3-4/P2</b>   |
| Sometimes we need to pass the ticket number manually for an automated ticket (holding ticket etc)  | <b>FHA 157-3116400908</b>   |
| <b>Note:</b> 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   |   |
| <b>VIEWING AN ELECTRONIC TICKET RECORD</b>   | <b>HE TWD</b>   |
| <b>The e-ticket record is stored in the airline database, but you can display it in Amadeus</b>  |   |
| Display an E-Ticket record   | <b>TWD</b>  |
| Display an E-Ticket record with multiple passengers in the PNR   | <b>TWD/L8 (Mention the line no of the FA element of the passenger)</b>  |
| Display the E-Ticket record for specific ticket number   | <b>TWD/TKT125-2345678912</b>  |
| Redisplay current E-Ticket record  | <b>TWDRT</b>  |
| Redisplay current E-Ticket record list   | <b>TWDRL</b>  |
| Display an E-Ticket record from a list   | <b>TWD/2</b>  |
| Display the history of current E-Ticket record   | <b>TWH</b>  |
| Display old E ticket record for e-ticket record on display (in case of reissued ticket)  | <b>TWD/O*</b>   |
| Display PNR from e-ticket record   | <b>RT*E</b>   |
| Display tax breakdown in e-ticket record   | <b>TWD/TAX</b>  |
| 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   |   |
|---|---|
| <b>CREATING A MANUAL TST</b>  | <b>HE TTC</b>   |
| Create a blank TST shell  | <b>TTC</b>  |
| Create a blank shell for passenger 3 only   | <b>TTC/P3</b>   |
| Create a different blank TST shell for each passenger of the PNR  | <b>TTC/D</b>  |
| Create a blank shell for selected segments 2 & 5  | <b>TTC/S2,5</b>   |
| Create TST shells for all passengers except Infants   | <b>TTC/PAX</b>  |
| Create TST shell for all Infant passengers  | <b>TTC/INF</b>  |
| Create a TST for an Adult passenger 3 associated with an Infant   | <b>TTC/PAX/P3</b>   |
| <b>INSERTING INFORMATION IN A BLANK TST</b>   | <b>HE TTI For a list of all TST Field Identifiers, refer to HE TTI and then MS 106</b>  |
| Insert Fare basis information into a specific TST   | <b>TTI/ T1/ BYRT</b>  |
| Insert a different Fare basis for line 2 & 3 of TST   | <b>TTI/ L2/ BYRT/ L3/ BMRT</b>  |
| Show line 2 & 3 of the TST as Transit   | <b>TTI/L2X, 3X</b>  |
| Show line 2 to 4 of the TST as a stopover   | <b>TTI/L2-4</b>   |
| Insert Ticket Designator for TST 1 and 2  | <b>TTI/ T1-2/ BYRT CHD10</b>  |
| Insert Not valid before date for all TST segments   | <b>TTI/V15APR</b>   |
| Insert Not valid before and Not valid after dates for all TST segments  | <b>TTI/V15APR15JUL</b>  |
| Insert Not valid after date for line 2 of TST   | <b>TTI/L2/VXX15APR</b>  |
| Insert Baggage allowance as per weight concept  | <b>TTI/A20K</b>   |
| Insert Baggage allowance as per piece concept   | <b>TTI/APC or TTI/A2PC</b>  |
| Insert Bankers rate 1   | <b>TTI/K143.06 (43.06 = BSR)</b>  |
| Insert Bankers rate 2   | <b>TTI/K2EUR6.93624</b>   |
| Insert First issue base fare and Taxes  | <b>TTI/F80000/X3000YQ/X3835G</b>  |
| Add a fare calculation to a TST   | <b>TTI/CDEL SR ZRH M295.08SR DEL M295.08NUC590.16END ROE42.92</b>   |
| Adding XF breakdown to fare calculation   | <b>TTI/C+XF JFK4.50 ZP NYC 4.20</b>   |
| Add free flow text to fare calculation  | <b>TTI/C+*PPT NO A234567 DEL28JAN99</b>   |
| <b>Add the Airline fee (OB fee)</b>   | <b>TTO/SFCA/COPC CH/F1248</b>   |
|   | <b>/S is airline ticketing fee sub-code identifier</b>  |
|   | <b>FCA is 3 character airline ticketing fee sub code</b>  |
|   | <b>/C fee commercial name identifier</b>  |
|   | <b>OPC CH is commercial name of fee ( max 10 characters)</b>  |
|   | <b>/F is fee amount identifier</b>  |
|   | <b>1248 is Fee amount ( agt has to take it from airline)</b>  |
| <b>FARE CALCULATION LINE OPTIONS</b>  | <b>HE FARE CALCULATION</b>  |
| Important points to be noted while creating Fare ladder. -No space between numbers and alphabets, Keep Space between alphabets, Always mention City Code, NUC always in two decimals. |   |
| Fare calculation ladder for One-way trip, single fare component, in mileage   | <b>TTI/CDEL AF PAR AF LON AA SFO M1718.75 NUC1718.75END ROE67.10853</b> (do not keep space after transaction code "C")              |
| Return journey, two fare components, both in mileage  | <b>TTI/CDEL TG BKK TG SIN M1340.84 TG BKK TG DEL M1340.84NUC2681.68END ROE67.10853</b>  |
| 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.      | <b>TTI/CDEL BA LON BA PAR AF ROM AZ MIL AZ ZRH10M MILZRH2697.24 NUC2697.24 END ROE67.10853</b>                                      |
| Return Journey with points as transit, mileage surcharge in out-bound and inbound and also the HIP sector in outbound journey.  | <b>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 ROE67.10853</b> |
| Linear Fare Construction with the fare basis component  | <b>DEL BA LON M319.14(YRT) BA DEL M319.14(YRT) NUC638.28END ROE67.10853</b>   |
| <b>FREE FLOW FARE CALCULATION</b>   | <b>HE FARE CALCULATION</b>  |
| Add free flow fare calculation to a TST   | <b>TTI/CF-DEL UK BOM3355.00UK CCU3355.00INR6710.00END</b>   |
| <b>Note:</b> For activation of free flow fare calculation please contact your helpdesk  |   |

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|--|--|
| <b>SURFACE SECTORS IN THE LINEAR FARE CONSTRUCTION</b>   |  |
| <b>Surface Sector occurring at fare construction point</b> - 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.)   | <b>TTI/CSYD QF LAX M2525.00/-SFO UA SYD M2525.00 NUC5050.</b>  |
| <b>Surface Sector occurring in the middle of the fare component</b> - 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)   | <b>TTI/CYYZ AC PAR // NCE AF ROM M3197.36NUC31 97.36END</b>  |
| <b>EXTRA MILEAGE ALLOWANCE IN LINEAR FARE CONSTRUCTION</b>   |  |
| Extra mileage allowance, no mandatory route point (the E/XXX indicator must follow a city code and come before a mileage indicator)  | <b>TTI/CBGO SK OSL SK CPH SK BRU E/XXX M423.31NUC...</b>   |
| Extra Mileage Allowance, mandatory routing point (the E/ symbol 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   | <b>TTI/CDEL UK X/E/BOM TG BKK TG KUL PR MNL15M564.63NUC...</b>   |
| <b>CLASS DIFFERENTIAL IN LINEAR FARE CONSTRUCTION</b>  |  |
| 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. | <b>TTI/CJED MS X/CAI MS ROM AZ PAR BA LON M1175.16 D JEDCAI93.99 NUC1269.15END...</b>                          |
| <b>SIDE TRIPS IN THE LINEAR FARE CONSTRUCTION</b>  |  |
| 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.   | <b>TTI/CSEL KE MNL(TG BKK M485.50 TG MNL M485.50)PR KUL M882.78 NUC1853.78END</b>                              |
| Round trip side trip   | <b>TTI/C...BRU(SN AMS SN BRU106.40)BA...</b>   |
| <b>STOPOVER CHARGES IN THE LINEAR FARE CONSTRUCTION</b>  |  |
| When charge applies to a stopover at a specific city, it is recorded after the city in the linear fare construction. The letter ‘S’ is entered followed by the stopover fee, in NUCs. In this journey, the stopover charge applies to HNL in each direction  | <b>TTI/CLAX UA HNL 1575.00 KE SEL M993.00 KE HNL 1575.00 UA LAX M993.00 NUC2136.00END...</b>                   |
| When charge applies to a stopover at any city, the charge is listed at the end of the linear. The number of stopovers followed by the letter “S” and the total fee (in NUCs) are entered   | <b>TTI/CWAS AA CHI AA X/SIN AA KUL M951.00AA X/SIN AA CHI AA WAS M951.00 2S150.00NUC2052.00END ROE1.000000</b> |
| <b>SURCHARGES IN THE LINEAR FARE CONSTRUCTION</b>  |  |
| 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  | <b>TTI/CHKG TG AMS BA LON PA NYC Q5.00M1910.39 NUC1915.39END....</b>   |
| 2 Q surcharges apply   | <b>TTI/CHKG TG AMS BA LON PA NYC Q5.00 Q2.70 M1910.39NUC1918.09END..</b>                                       |
| Q Surcharge and Surface Segment in Itinerary   | <b>TTI/CLON BA HKG Q5.00//TPE SQ SYD.....</b>  |
| <b>FREE FLOW AND PFCs</b>  |  |
| FARE CALCULATION LADDER WITH FREE FLOW DATA TO BE ADDED AT END   | <b>TT/C+*PPT NO A3535333DEL12SEP25</b>   |
| FARE CALCULATION LADDER WITH PFC BREAKDOWNS ADDED AT END   | <b>TTI/C+XF JFK4.50SF04.50</b>   |
| FARE CALCULATION LADDER WITH OLD AND NEW PFC BREAKDOWNS (in the case of reissues)  | <b>TTI/C+XF JFK4.50SF04.50PD XF LAX4.50</b>  |
| FARE CALCULATION LADDER WITH PFCs AND FREE FLOW INFO AT END  | <b>TTI/C+XF JFK4.50LAX4.50*PPT NO A4646464</b>   |
| <b>MODIFICATION / UPDATION ENTRIES FOR EXISTING TST</b>  | <b>HE TTK</b>  |

|  |  |
|--|--|
| Print TST before making modifications  | WRA/TQT  |
| Print specific 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/X3-0   |
| 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  |
| <b>UPDATING THE TST</b>  | <b>HE TTU</b>  |
| <b>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 repricing the segments and creating a fresh TST</b> |  |
| 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. However if the onward flight is flown, then TST will be updated with unflown segment) |
| Update TST no 3 with the segments 4-5 from the PNR   | TTU/T3/S4-5 (Include all PNR segments for update)  |
| <b>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.</b>  |  |
| <b>REMOVE THE PNR CHANGE FLAG FROM THE TST</b>   | <b>HE TTF</b>  |
| 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  |
| <b>Note: TTU entry should be always followed by TTF entry</b>  |  |
| <b>VARIOUS TYPES OF TICKETING</b>  |  |
| <b>SIDE TRIP TICKETS</b>   |  |
| Segment select for Side Trip Itinerary   | FXP/S2-3   |
| Segment select for Side Trip 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/ BFAREBASIS/ 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/<br>INR450ZP/K145.00  |
|  | <b>Where K1 = To add the first bankers rate</b>  |
|  | <b>K2 = To add the second bankers rate for the transitional currency (if applicable)</b>   |
| Fare calculation with XF and ZP tax breakdown  | TTK/CBOS AA WAS AA CHI600.00USD600.00END ZP<br>BOS4.20DCA4.20 XF BOS4.5DCA4.5  |

Note: To issue Side Trip tickets on a carrier other than the booked carrier, use the entry TTP/V\*YY (where YY is the validating carrier)

|   |  |
|---|--|
| <b>NET REMIT TICKETS</b>  | <b>HE NET REMIT</b>  |
| <b>Insert Tour Code</b>   | <b>HE FT</b>   |
| Specify tour Code   | <b>FTNRSQ998</b>   |
| Specify Tour Code for seat occupying passenger 3 of PNR   | <b>FTPAXNRSQ998/P3</b>   |
| Specify Tour Code for specific passenger & segment  | <b>FTNRSQ998/P3/S4-6,10-13</b>   |
| <b>Form of Payment in Net Remit Tickets : (must contain "NR")</b>   |  |
| <b>By Cash</b>  | <b>FPNR+CASH/Total TST Amount</b>  |
| By cash with free format  | <b>FPNR+CASH*AGT14340987/Total TST Amount</b>                                    |
| By cash for passenger 2 associated with Infant  | <b>FP PAX NR+CASH/Total TST Amnt /P2</b>   |
| By cash for adult passenger 2 with free format & segment association  | <b>FP PAX NR+CASH*AGT14340987/ Total TST Amnt /P2/S4-6, 8-10</b>                 |
| <b>By Credit Card</b>   | <b>FPNR+CCAX373731623811006/1225/86500</b>                                       |
| By Credit Card with free format   | <b>FPNR+CCAX373731623811006/1225/86500*TGDEL005</b>                              |
| By Credit Card with Manual Approval Code  | <b>FPNR+CCAX373731623811006/1225/86550/NAX340</b>                                |
| By Credit Card for an adult associated to Infant  | <b>FPPAXNR+CCAX373731623811006/1225/76500</b>                                    |
| By Cash plus Credit Card for passenger 3 for specified segments   | <b>FPNR+CASH/10000+CCAX373731623811006/1225/40000/P3/S4-6,10-12</b>              |
| <b>Note: Cancellation on system for the credit card approval taken is not allowed</b>   |  |
| By Invoice to agent   | <b>FPNR+INVAGT143000001/Total TST Amnt</b>                                       |
| Insert Endorsement Restrictions   | <b>FE NON END/ NONREROUTABLE</b>   |
| <b>INCENTIVE TICKETS</b>  |  |
| <b>HE INCENTIVE</b>   |  |
| To build the blank TST shell for the itinerary  | <b>TTC/S2-3</b>  |
| To Fill in the data in the TST shell  | <b>TTI/BYRT/VXX15DEC/A20K</b>  |
| To Fill in the fare information   | <b>TTI/IINR10000/X200W0/X500YQ (I=Base fare indicator in Incentive tickets)</b>  |
| To put the fare calculation in the incentive tickets  | <b>TTI/CDEL BA LON BA DEL M/IT END</b>   |
| Specify Tour Code   | <b>FTIT7BA3LONDON</b>  |
| <b>IT TICKETING WITH NET REMIT</b>  |  |
| To build the blank TST shell for the itinerary  | <b>TTC/S2-3</b>  |
| To Fill in the data in the TST shell  | <b>TTI/BYRT/VXX15DEC/A20K</b>  |
| To Fill in the fare information   | <b>TTI/IINR10000/X200W0/X500YQ ( I=Base fare indicator in Incentive tickets)</b> |
| To put the fare calculation in the incentive tickets  | <b>TTI/CDEL BA LON BA DEL M/IT END</b>   |
| Enter the Tour Code   | <b>FTNRBA3DUBAI</b>  |
| Enter the Form of Payment   | <b>FPNR+CASH/23000</b>   |
| <b>PASSIVE TICKETING</b>  |  |
| <b>HE PK</b>  |  |
| 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  | <b>SSKL171C28JUNAMSCPHPK2/KLIGK (KLIGK is the Airline Record Locator)</b>        |
| 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. |  |
| <b>If the airline does not allow passive ticketing, check if it allows PNR Claim</b>  |  |
| <b>PNR CLAIM</b>  | <b>HE RO</b>   |

|   |  |
|---|--|
| 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 |  |
| <b>STEP 1</b>   |  |
| Retrieving the PNR created in another office (by record locator)  | <b>RO CO ABC123 ( CO is the airline and ABC123 is the airline record locator)</b>  |
| Retrieval by flight number, date and name   | <b>RO AA 042/23AUGDELCHI-SHARMA</b>  |
| Retrieval from a similar name list  | <b>RO 3 (where 3 is the line number of the PNR on the list)</b>  |
| Returning to the similar name list  | <b>RO 0</b>  |
| <b>STEP 2</b>   |  |
| Add the mandate elements- phone,ticketing,receive from  | <b>AP;TKOK;Rfagent name</b>  |
| Claiming responsibility for the PNR   | <b>ER or ET</b>  |
| Once you have gained access to the PNR through PNR Claim, you can proceed to ticket it as normal  |  |
| <b>EXTENDED SECURITY</b>  |  |
| <b>Security may be extended on a PNR to another office so that it can be ticketed by them or claimed by them</b>  | <b>HE ES</b>   |
| Set up a "Read Only" Security (on the retrieved PNR)  | <b>ES DELI22133-R</b>  |
| Set up a "Read and Write" security (on the retrieved PNR)   | <b>ES DELI22134-B</b>  |
| Set up a "Read and Ticket" Security   | <b>ES DELI22134-T</b>  |
| Display PNR Extended Security agreement (on the retrieved PNR)  | <b>ESD</b>   |
| Cancel PNR Extended Security agreement (on the retrieved PNR)   | <b>ESX</b>   |
| Retrieve a PNR on which extended security has been received   | <b>RT/DELI22123-SMITH (where DELI22123 is the office that has extended the security)</b>   |
| Retrieve the Security Element for the current PNR   | <b>RTE</b>   |
| Retrieve the Security Element History for the current PNR   | <b>RHE</b>   |
| Set up Extended Security for multiple office ids  | <b>ES DELI22134-T ,DEL1A1234-R</b>   |
| Note: Upto a maximum of 5 Individual PNR Security Elements can be stored in the PNR   |  |
| <b>ERROR MESSAGES AND ACTION TO BE TAKEN</b>  |  |
| <b>ERROR RESPONSES ON TICKET PRINTING</b>   | <b>HE TTP and then GPSYS</b>   |
| ERROR RESPONSES ON TICKET PRINTING  | <b>The validating carrier does not support electronic ticketing</b>  |
| Airline Prohibits E-ticket  | <b>The validating carrier does not allow eticket revalidation for flight segments of other carriers</b>  |
| Airline Prohibits Interline E-ticket  | <b>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</b> |
| All passengers/segments already ticketed  | <b>association to the TTP entry -TTP/S4 or both - TTP/P1/S4 or a TST selection to the TTP entry -TTP/T1</b>  |
| Call to Authorize   | <b>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</b>                                     |
| Check no stopover indicator   | <b>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</b>   |
| Combination not allowed   | <b>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.</b>  |
| CT RJT : Already Ticketed   | <b>An e-ticket record has already been issued.Select Pax or segments in your ticketing entry, as the original FA element cannot be cancelled</b>   |
| CT RJT : ETKT Disallowed - Need Airline RECLOC  | <b>The validating carrier's record locator has not yet been returned in the PNR</b>  |

|   |  |
|---|--|
| 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   | If an XF tax(JFK3,EWR3,DFW3 etc)is present, the fare calculation must contain a PFC(Passenger facility charge) Insert it by, TTI/C+XF JFK4.50                                  |
| Need old XF Tax 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 amount                                      | 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 does 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 - Re enter 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 Remote 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 unused 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    | <b>I-SB/TR/O-DELVS3XXX</b>     |
| To request UETTR by passenger name                        | <b>I-SB/TR/N-TEST</b>          |
| To request UETTR by Amadeus record locator                | <b>I-SB/TR/R-YHGJKIO</b>       |
| To request UETTR by validating carrier                    | <b>I-SB/TR/V-DL</b>            |
| To request UETTR by Ticket number                         | <b>I-SB/TR/T-0017005832805</b> |
| To request UETTR, excluding refused items from the report | <b>I-SB/TR/U</b>               |

## 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

| <b>QUERY REPORTS</b>  | <b>HE TJQ</b>                               |
|---|---|
| Display Query Report for own sign in  | <b>TJQ</b>                                  |
| Display the report with the specific sign in  | <b>TJQ/SAS-1234BA</b>                       |
| Query report for the whole office   | <b>TJQ/SOF</b>                              |
| Query report for a specific date  | <b>TJQ/SOF/D-16DEC</b>                      |
| Query report for a specific date range  | <b>TJQ/SOF/D-16DEC31DEC</b>                 |
| Query report starting from a particular document no.  | <b>TJQ/SOF/F-3557098712</b>                 |
| Query report by transaction type group code, in this case Void tickets                      | <b>TJQ/SOF/QTX-VOID</b>                     |
| Query report for all Domestic Sales   | <b>TJQ/SOF/QSI-DOM</b>                      |
| Query report for all International Sales  | <b>TJQ/SOF/QSI-INT</b>                      |
| Query report of tickets issued with Form of Payment as cash                                 | <b>TJQ/SOF/QFP-CA</b>                       |
| Query report of tickets issued with Form of Payment as credit card                          | <b>TJQ/SOF/QFP-CC</b>                       |
| Query report of tickets with Form of Payment as net remit                                   | <b>TJQ/SOF/QFP-NR</b>                       |
| query report for credit card tickets for a specific card company (AX, CA, VI etc.)          | <b>TJQ/SOF/QCC-AX</b>                       |
| Query Report of tickets issued with a particular validating carrier (LH,AI,EK etc)          | <b>TJQ/SOF/QVP-LH</b>                       |
| Query report for Voided(Cancelled), Issued and non issued documents of current sales period | <b>TJQ/V</b>                                |
| Query report of Void tickets for a specific date Range                                      | <b>TJQ/SOF/V-14AUG05SEP</b>                 |
| Query report for particular transaction type code, in this case, E tickets only             | <b>TJQ/SOF/QTC-TKTT</b>                     |
| Query report for particular transaction type code, in this case, Re-funds only              | <b>TJQ/SOF/QTC-RFND</b>                     |
| Query report for EMD-S/EMD-A issued   | <b>TJQ/SOF/QTC-EMDA or TJQ/SOF/QTC-EMDS</b> |
| Query report for Tickets issued using an incentive ticketing method                         | <b>TJQ/N</b>                                |
| Query report in reverse order   | <b>TJQ/SOF/R</b>                            |

| <b>ITEM TRANSACTION REPORT</b>                                      | <b>HE TJT</b>   |
|---|---|
| <b>This report gives you extended data about the specified item</b> |   |
| Display an item transaction report from TJQ display                 | <b>TJT/I-15 (Where 15 is the sequence number in the TJQ report)</b> |
| Display an item transaction report by ticket number                 | <b>TJT/TK-10 DIGIT TKT NOB</b>                                      |

| <b>SUMMARY SALES REPORT</b>                    | <b>HE TJS</b>  |
|--|--|
| Summary Sales report for own sign              | <b>TJS</b>   |
| Summary Sales report for specific sign         | <b>TJS/SAS-8000CC</b>  |
| Summary sales report for whole office          | <b>TJS/SOF</b>   |
| Summary sales report for a closed sales period | <b>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)</b> |

| <b>ITEM SALES REPORT</b> | <b>HE TJI</b> |
|--------------------------|---------------|
|--------------------------|---------------|



|   |   |
|---|---|
| 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   |
| <b>DAILY REPORTS</b>  |   |
| 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                                 |
| <b>NET REMIT SALES REPORT</b>   |   |
| <b>HE TJN</b>   |   |
| <b>This report includes documents issued on Nego, Net Remit and IT/BT Ticketing</b>   |   |
| 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/QTJ-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                                      |
| <b>HISTORY REPORT</b>   |   |
| <b>HE TJH</b>   |   |
| <b>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</b>   |   |
| Display a history report by sequence number   | TJH / I-4723                                    |
| Display a history report by document number   | TJH / TK-3012456985 (Ten Digit document number) |
| <b>PRINT SALES REPORT</b>   |   |
| 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   |
| <b>E - TICKET REVALIDATION</b>  |   |
| <b>REVALIDATING AN ELECTRONIC TICKET</b>  |   |
| <b>HE ETT AND THEN GP ETR</b>   |   |
| 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  | <b>TTU/S2-3</b>   |
| Step 4: Remove the PNR Change Flag   | <b>TTF or TTF/T1</b>  |
| 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  | <b>TWD OR TWD/L5</b>  |
| Step 7: Revalidate the E ticket  | <b>TTP/ETRV/L5/S2/E1</b>  |
|  | <b>ETRV=Format for revalidation</b>   |
|  | <b>L5=Line number of the FA or FHE element in PNR</b>   |
|  | <b>S2=PNR segment to be revalidated</b>   |
|  | <b>E1=Electronic Ticket coupon no. to be revalidated</b>  |
| Step 8: Check the TWD & Itinerary are synchronized   | <b>TWD OR TWD/L5</b>  |
| In case of multiple itinerary segments to be revalidated   | <b>TTP/ETRV/L6/S2-3/E1-2</b>  |
| <b>TST history (TWH) will display the pre booked flight details</b>  |   |
| <b>REISSUANCE OF AN E-TICKET DOCUMENT</b>  |   |
| <b>There could be several scenarios involved here NOADC, ADC with penalty( penalty can be charged as a tax, adjusted in Q surcharge or charged on an EMD), ADC with fare difference.</b>   | <b>HE REISSUE</b>   |
| First step of reissue is to check the fare rules and see if reissue is allowed or not. Price the PNR on past ticketing date and then check the fare notes only if the farebasis and fare of the ticket is equivalent to the farebasis and fare calculated by the past ticketing date.  |   |
| Open ticket image by TWD and compare the fare on past date by FXX/R, ticket issuance date.   |   |
| <b>Condition1: If fare and farebasis are same on both then check fare notes</b>  | <b>FQN1*PE</b>  |
| <b>Condition 2: If fare and farebasis are not same then check Fare Quote display and then find the farebasis and fare ;followed by the follow up entry of fare notes</b>   | <b>FQD DELLON/A BA/D12NOV*18NOV/CQ/R,ticket issuance date for Fare quote display and then for fare notes- FQN1*PE</b> |
| <b>Condition 3: If still the farebasis or fare is not available in Fare Quote display then check with Airlines directly for fare notes.</b>  |   |
| Sell flights in the PNR on the requested date by the passenger. Try and sell seats in the same RBD to avoid fare difference and if same RBD is not available the select the next available class of booking.   | <b>AN 23DECDELLON/ABA/CQ</b>  |
| Next you need to price new journey with FXX from point of origin and compare it with Ticketed fare (TWD). This will give you the difference in base fare & taxes if any  |   |
| <b>NO ADD COLLECT REISSUE</b>  |   |
| <b>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.</b> |   |
| <b>Step 1: Make changes to the PNR itinerary as shown above.</b>   |   |
| 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   | <b>TTU/S2-3 where S is for segment and 2-3 are the segments which will be printed on the new ticket.</b>              |
| Step 4: Remove the "PC" tag if any on the top left corner of the TST   | <b>TTF or TTF/T1 or TTF/ALL</b>   |
| Step 5: Update the TST with the missing information  | <b>TTI/T1/BYEE3M/VXX15DEC/A1PC (B-Fare Basis, V-Validity Dates, A-Baggage Allowance)</b>                              |
| You can also pick the fare basis, validity dates & Baggage allowance from the pricing display for the new journey  |   |
| Step 6: Trigger the exchange- Update Fare indicator to indicator, Tax indicator to old taxes and total additional collection as 0  | TTI/EXCH/T1   |
| Here, new base fare of the ticket will become R (In this case same as old base fare), T = Total additional collection on the ticket will become 0 , and taxes will O = Old taxes (taxes already collected on previous document)  |   |

|   |   |
|---|---|
| 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   | <b>TTI/CDEL UA JFK450.00UA DEL 450.00NUC900.00END ROE67.10853PD XF JFK4.50</b>  |
| <b>Or to add xf and zp tax as paid to the ladder</b>  | <b>TTI/C+PD ZP BWI4.20LAX4.20 PD XF BWI4.5LAX4.5</b>  |
| Step 8: Add NIL commission  | <b>FMO</b>  |
| Step 9: Specify old form of payment as Cash   | <b>FPO/CASH</b>   |
| Or, Specify old form of payment as Credit card  | <b>FPO/CC</b>   |
| Step 10: Retrieve the E-ticket record from the PNR  | <b>TWD or TWD/L6</b>  |
| Step 11: Create the original issue ticket number automatically  | <b>FO* or FO*L6 (where L6 is the line number of the FA or FHE element which needs to be reissued)</b>   |
| <b>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. Note if its an infant passenger then once the FO line is pulled, insert INF after FO and then press enter at the last.</b>  |   |
| To generate the FO element by the passenger association   | <b>FO*L6/P1</b>   |
| Step 12: Perform the pre-validation checks and issue the ticket   | <b>TTP/TKT</b>  |
| It is mandatory to display the TWD before printing the e-ticket   | <b>TWD</b>  |
| Reissue the e-ticket  | <b>TTP or TTP/T1 or TTP/P1 or TTP/P1,S4-5, as applicable</b>  |
| <b>Steps after reissue :</b>  |   |
| Check TWD of new ticket   | <b>TWD/L7 (where L7 is the line number of the new FA element in the PNR)</b>  |
| Check TWD of previous ticket from this display  | <b>TWD/O*</b>   |
| Check History of the e-ticket record  | <b>TWH (on a retrieved TWD display)</b>   |
| <b>ADD COLLECT REISSUE</b>  |   |
| <b>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</b>   |   |
| <b>E-TICKET REISSUANCE WITH ADC AMOUNT</b>  | <b>HE REISSUE</b>   |
| Step 1: Make changes to the PNR itinerary as required   |   |
| Step 2: Check if the carrier supports re-issuance   | <b>HE ETT xx</b>  |
| 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 base 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  | <b>TTU/S2-3</b>   |
| Step 4: Remove the "PC" tag if any on the TST header line   | <b>TTF or TTF/T1</b>  |
| Step 5: Update the TST with the missing information   | <b>TTI/T1/BYEE3M/VXX15DEC/APC</b>   |
| Step 6: Trigger the exchange process  | <b>TTI/T1/EXCH</b>  |
| Here, 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. Below is the entry  |   |
| Step 7: Update the new base,additional taxes to be charged and total add collect  | <b>TTI/T1/R45000/X230YQ/X230YR/X200K3/TINR5000</b>  |
| OR instead of triggering the exchange we can also, Update Reissue indicator with old and new taxes and additional collection.   | <b>TTI/T1/R40000/O500YQ/O200WO/X700GB/TINR5500</b>  |
| <b>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).System does not cross-check the TINR value. Input the right amount by calculating difference in base fare plus any additional taxes that apply</b>   |   |
| Step 8: 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 JFK) , the fare ladder will be  | <b>TTI/T1/CDEL UA JFK245.90UA DEL245.90NUC491.80 END ROE67.108 XF JFK4.50PD XF EWR4.50</b>  |

| <b>IF PENALTY IS TO BE SHOWN AS Q SURCHARGE</b>  |  |
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| <b>Note: Sometimes the penalty is adjusted in base fare and shown as Q surcharge on fare construction line.</b>  | TTK/T1/R18795/X200K3/TINR5700 (R column includes the new base fare plus the penalty amount; X column is the GST applicable on penalty amount; TINr column shows the total addcollect to be paid) |
| <b>Now adjust the penalty as Q surcharge in fare construction line.</b> (If the penalty is available to you in INR, convert it to NUC by using the ROE or perform currency conversion entry (FQCXXXINR/NUC) and add to the fare ladder) Here 20.00 NUC is the penalty converted in NUCs and adjusted in fare construction.   | TTI/CDEL BA LHR130.00BA DEL130.00Q20.00NUC280.00END ROE67.108  |
| Ensure Total NUC when multiplied with ROE and rounded off should match Base Fare amount  |  |
| <b>IF PENALTY IS TO BE SHOWN AS A TAX</b>  |  |
| <b>Note: Sometimes the penalty is also added in as a new tax, check tax code to be used as per the airline.</b>  | TTK/T1/XINR2000A/TINR5700 ("OA"tax code example only)  |
| <b>Note :If penalty is to be collected in EMD, follow the steps of EMD issuance with Penalty. In that case do not show penalty and the GST collected on penalty in TST ADC</b>   |  |
| Step9 : FORM OF PAYMENT OPTIONS IN REISSUE 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+/CCAX373731623811006/1225/40000   |
| Specify old form of payment as cash and new form of payment as credit card   | FPO/CASH+/CC+/CCAX373731623811006/1225/40000   |
| 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  |  |
| Step 12: Perform the pre-validation check and issue the ticket   | TTP/TKT  |
| <b>Note: It is mandatory to re-display the TWD before printing the e-ticket</b>  |  |
| Reissue the e-ticket   | TTP OR TTP/P1 or TTP/P1/S4-5( as applicable)   |
| <b>Steps after reissue:</b>  |  |
| Check TWD of new ticket  | TWD/L7 (where 7 is the line number of the new FA elemnet 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)  |
| <b>REISSUANCE OF NET REMIT TICKETS</b>   |  |
| 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 .   |  |
| <b>E-TICKET NET REMIT REISSUANCE</b>   | <b>HE REISSUE</b>  |
| <b>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</b>   |  |
| <b>Form of Payment in case of Net Remit with ADC:</b>  |  |
| 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+/CCAX373731623811006/1225/4000=>ADC amount   |
| Old form of payment as credit card and new Form of payment as cash   | FPO/NR+CCAX+/CASH/4600=>ADC amount   |
| <b>Note: Upto 3 old and 3 new form of payments can be specified</b>  |  |
| <b>REISSUANCE OF IT TICKETS</b>  |  |
| 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 |  |
| <b>INCENTIVE E-TICKET REISSUE</b>  | <b>HE REISSUE</b>  |
| In Incentive Ticket reissue, the base fare indicator is changed to Y   | TTI/T1/Y30000/O500YQ/O500YR/TINRO  |
|  | Where Y = New base fare of the ticket  |

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|  | <b>T = Total additional collection</b>   |
|  | <b>O = Old taxes</b>   |
|  | <b>X = New taxes if any</b>  |
| 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)  | <b>TTI/CDEL SQ SIN SQ DEL M/IT END</b>   |
| Rest of the steps are same as for normal reissues  |  |
| <b>REISSUANCE OF SIDE TRIPS</b>  |  |
| <b>Scenario 5 : Passenger purchased a side trip ticket and now wants to change the itinerary. Check with the carrier concerned regarding rules if any for side trip reissuance. We discuss here the steps that are different only for the sidetrip reissue</b>   |  |
| Reissue Indicator with old and new taxes and additional collection:  | <b>TTI/RUSD300/EINR13500/O120YQ/O250UB/X200ZP/K145.00/TINR2500 (ADC)</b>   |
|  | <b>(you do not need to populate EINR in case of NO ADC reissue)</b>  |
|  | <b>Where R = New base fare of the ticket</b>   |
|  | <b>E = Equivalent INR</b>  |
|  | <b>T = Total Additional Collection</b>   |
|  | <b>O = Old taxes</b>   |
|  | <b>X = New taxes</b>   |
|  | <b>K1 = BSR Rate charged on Reissue ticket</b>   |
| Fare Calculation ladder in case of XF tax collected on original ticket:  | <b>TTI/CPHX AA JFK AA ORD450.00USD450.00END PD XF JFK4.50</b>  |
| Fare Calculation ladder in case of ZP and XF tax collected on original ticket:   | <b>TTI/C+PD ZP DCA4.20ORD 4.20PD XF DCA4.5ORD4.5</b>   |
| In case of add XF and ZP tax new and paid to the ladder  | <b>tti/c+zp ord4.50 pd zp jfk4.50 xf ord4.50 pd xf jfk4.50</b>   |
| <b>REISSUANCE OF PARTIALLY FLOWN SEGMENTS</b>  |  |
| <b>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. Change penalty will be applicable "after departure"</b>  |  |
| <b>RE-ISSUANCE OF PARTIALLY FLOWN E-TICKETS</b>  | <b>HE REISSUE</b>  |
| 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  |  |
| Sell itinerary on GK segment if segments are not active on PNR   | <b>SSBA142Y12OCTDELLONGK1/0150 0635/airline pnr no</b>   |
| 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   | <b>TTU/S3-4 (Segment 3 and 4 are the live segments in the itinerary which require to be there in the new ticket)</b> |
| 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. Another way is sell a ghost segment in the PNR and do pricing by FXX/R, past ticketing date. | <b>FQPDEL/DO4SEP/ALHFRA-/D05DEC/ALH/BLON-/D06DEC/AAFPAR-/D15DEC/ALHFRA-/D17DEC/ALHDEL/R,04JUN18,DEL</b>              |
|  | <b>FXX/S(Flown and the new segments no eg 2-4 )/R,(original ticket issuance date)</b>                                |
| <b>Note : Calculate the difference between the old fare charged and new fare calculated</b>  |  |
| Step 5: Update the TST with the valid penalty, 5% GST on penalty and fare differences as applicable according to the fare.   | <b>TTK/X50000A/X250K3/TINR5250</b>   |
| 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)  | <b>TTI/T1/DDELDEL</b>  |
| 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  | <b>TTI/CDEL LH FRA LH LON M1234.26AF PAR LH FRA LH DEL M1234.26 NUC2468.52END ROE67.108</b>                          |
| Step 8: Specify old and new form of payment as per scenario (if nil ADC then FPO/CASH or FPO/CC)   | <b>FPO/CASH+/CASH</b>  |

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| Step 9: Redisplay the TWD and create original issue ticket number element   | <b>FO* or FO*L6</b>  |
| Step 10: Perform the pre-validation checks and issue the e-ticket   | <b>TTP/TKT and then TTP</b>  |
| <b>Note: It is mandatory to redisplay the TWD before giving the e-ticket print command</b>  |  |
| <b>SECOND REISSUANCE</b>  |  |
| <b>Scenario 7 : The e-ticket has already been reissued once, and there is again a change in itinerary , necessitating another reissue</b>   |  |
| <b>SECOND RE-ISSUANCE OF AN E-TICKET</b>  | <b>HE REISSUE</b>  |
| <b>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.</b>   |  |
| System will not allow to trigger the exchange as the base fare indicator is already R. So you have to manually change all the taxes which are on X indicator to O (old)   | <b>TTI/T1/X6-O (where tax 6 is on X indicator and needs to be changed to old indicator)</b>  |
| Delete the FO element from the PNR  | <b>XE7 (where 7 is the line number at which the earlier FO element appears)</b>  |
| Display the E-ticket record of the document to be reissued  | <b>TWD or TWD/L6</b>   |
| Create the FO element automatically   | <b>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)</b> |
| <b>AMADEUS TICKET CHANGER</b>   |  |
| <b>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 rule qualify for ATC. Depending on the airlines participating with ATC (FQNTC/CXR) you can see the fares guaranteed or non guaranteed.</b>  |  |
| <b>ATC REISSUE AND REVALIDATION RULES :</b> 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.  |  |
| <b>AMADEUS TICKET CHANGER</b>   | <b>HE ATC</b>  |
| To check the list of airlines participating in Amadeus Ticket Changer   | <b>FQNTC/CXR</b>   |
| To verify if a fare rule contains the Voluntary Changes Category  | <b>FQNX*VC (where XX refers to the FQD line number)</b>  |
| <b>ATC PRICING ENTRIES</b>  |  |
| Request an Informative Pricing using ATC  | <b>FXF</b>   |
| Request a Confirmed Pricing using ATC   | <b>FXQ</b>   |
| 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   | <b>FXF/P1 or FXQ/P1,3 or FXF/P1-4</b>  |
| ATC Pricing with the FA element line no or Eticket number   | <b>FXF/T6 or FXF/TKT172-1234567890/P1</b>  |
| ATC Pricing with the segment no and FA line no (useful for partial reissue)   | <b>FXF/S4,5/T6 or FXQ/S4,5/T6</b>  |
| ATC Pricing using Unifares and Corporate codes  | <b>FXQ/R,U or FXF/R,U123456 or FXF/R,U*IBM</b>   |
| 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   | <b>TQR</b>   |
| Display TQR by TST number   | <b>TQR/T2</b>  |
| <b>Steps for Reissue through ATC:</b>   |  |
| Step 1. Retrieve the original PNR   | <b>RT YE95CC</b>   |
| Step 2. Sell the new flights as per passenger request   |  |
| Step 3. Cancel the old flight segment and delete the old TST  | <b>XE2 and TTE/T1</b>  |
| Step 4. Reprice the itinerary with Amadeus Ticket Changer entry   | <b>FXQ</b>   |
| Segment specific entry  | <b>FXQ/S4-6</b>  |

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| 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  | <b>TQM</b>   |
| Display TQM by EMD line number of PNR  | <b>TQM/L2</b>  |
| Display TQM for multi passenger PNR  | <b>TQM/P2 or TQM/P2/PAX</b>  |
| Display TQM from line number of TQM Index  | <b>TQM/M2</b>  |
| Step 6: To update the penalty amount in the TST as a tax   | <b>TTK / X2500CP/X125K3/TINR2625 (where X will show the penalty and GST and T column shows the total addcollect)</b>   |
| To update the penalty amount in the base fare and fare ladder  | <b>TTK / R20000/TINR3000 (where R is new basefare including penalty and T is total addcollect including fare and tax difference and penalty) TTK/C new fare ladder with penalty as Q surcharge</b> |
| 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.   | <b>FPO/CASH (No ADC)</b>   |
|  | <b>FPO/CASH+/CASH( With ADC)</b>   |
| Step 8. Display the e-ticket record of the original ticket   | <b>TWD or TWD/L7</b>   |
| Step 9: Issue the new e-ticket   | <b>TTP or TTP / T1</b>   |
| <b>E-TICKET VOID</b>   |  |
| <b>CANCELLATION OF AN E TICKET</b>   | <b>HE TRDC</b>   |
| With a sequence number from the sales report   | <b>TRDC/4 (4 is the sequence number from the TJQ report)</b>   |
| With a FA line number from the PNR   | <b>TRDC/L6 (L6 is the FA line number in the PNR)</b>   |
| With a document number   | <b>TRDC/TK- 3301245675 (only the ten digit document number)</b>  |
| <b>AUTOMATED REFUNDS</b>   |  |
| <b>AUTOMATED REFUNDS</b>   | <b>HE REFUND or HE TRF</b>   |
| <b>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 start processing a refund, always display the TWD and ensure the coupon status is A or O</b> |  |
| <b>PROCESS REFUND</b>  | <b>HE REFUND or HE TRF</b>   |
| Display the TWD Record   | <b>TWD/TKT220-3757147412</b>   |
| Start processing refund for a ticket number  | TRF220-3757147412  |
| Start processing refund for a ticket from PNR line no  | <b>TRF/L6</b>  |
| Start processing refund from query report sequence number  | <b>TRF/I-121</b>   |
| Redisplay an active Refund   | <b>TRF</b>   |
| Display Tax Panel in an active Refund  | <b>TRFT</b>  |
| Process a Refund and Print or Reprint the displayed Refund Record  | <b>TRFP</b>  |
| Ignore a Refund Record   | <b>TRFIG</b>   |
| <b>PROCESS FULL REFUND</b>   | <b>This entry processes the refund without displaying the Refund record first, so use with care</b>  |
| Display the TWD Record   | <b>TWD/TKT125-1234567890</b>   |
| Process a Full Refund using the Document Number  | <b>TRF125-1234567890/FULL</b>  |
| Process a Full Refund from the PNR FA line number  | <b>TRF/L6/FULL</b>   |
| Process a Full Refund from the Query report sequence number  | <b>TRF/I-121/FULL</b>  |
| Process a Full Refund with Cancellation penalty amount including the GST on penalty amount   | <b>TRF125-6700000001/FULL/CP5600.00A</b>   |
| <b>TAX ONLY REFUNDS FOR AN E-TICKET</b>  | <b>HE REFUND</b>   |
| Display the TWD Record   | <b>TWD/TKT125-1234567890</b>   |
| To initiate the tax-only refund using the document number  | <b>TRF125-1234567890/TAX</b>   |
| To initiate the tax-only refund from the PNR FA line   | <b>TRF/L6/TAX</b>  |
| To initiate the tax-only refund from the query report sequence number  | <b>TRF/I-121/TAX</b>   |

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| 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  |
| <b>TAX ONLY REFUNDS FOR AN E-TICKET - BY DISPLAYING REFUND MASK</b>   |   |
| Display the TWD Record  | TWD/TKT125-1234567890   |
| Start processing refund for a ticket number   | TRF125-1234567890   |
| Update Cancellation Fee amount  | TRFU/CP100P (Where penalty is 100 percent of base fare P=Percentage)  |
| 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   |
| Cross check the Refund amount and process refund  |   |
| <b>PROCESS A FULLY UNUTILIZED TICKET FOR REFUND BY DISPLAYING THE REFUND MASK</b>   | <b>Note : Assuming refund data is available in the system and populated in the refund record</b>  |
| Display the TWD Record  | TWD/TKT125-1234567890   |
| Start processing refund for a ticket number   | TRF125-1234567890   |
| <b>Update Fare Used</b>   | TRFU/UO   |
| Update Commission if required   | TRFU/FM7 or TRFU/FM23.58  |
| Update Cancellation Fee amount along with 12% GST   | TRFU/CP5600A (Where penalty is 5000 plus 12% gst and A=Amount)  |
| Display Tax Panel in an active Refund   | TRFT  |
| Process a Refund  | TRFP (This entry will automatically print the Refund as well)   |
| <b>PROCESS A PARTIALLY UNUTILIZED TICKET FOR REFUND BY DISPLAYING THE REFUND MASK</b>   | <b>Note : Assuming refund data is available in the system and populated in the refund record</b>  |
| 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 along with 12% GST   | TRFU/CP5600A (Where penalty is 5000 plus 12% gst and 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/TA10.00XFJK4.5   |
| 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)   |
| <b>PROCESS A PARTIALLY UNUTILIZED TICKET FOR REFUND</b>   | <b>Note : Assuming refund data is not available in the system and needs to be populated manually in the refund record mask</b>            |
| 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 remainder 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  |
| <b>Insert Itinerary indicator as International</b>  | TRFU/SI   |
| Insert Itinerary indicator as domestic  | TRFU/SD   |



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| Add document type indicator (TKT=Y)  | TRFU/TKTY  |
| Update Fare Paid   | <b>TRFU/F20000</b>   |
| Add Specific Tax   | <b>TRFU/TA500YQ/TA1200GB</b>   |
| Update Fare Used   | <b>TRFU/U7000</b>  |
| Update Commission if required  | <b>TRFU/FM7 or TRFU/FM23.58</b>  |
| Update Primary Form of Payment   | <b>TRFU/FP1CASH</b>  |
| Update Waiver code (1-14 alpha numeric)  | <b>TRFU/WA del1200dxb</b>  |
| To update Secondary Form of Payment (in case of more than 1 FOP)   | <b>TRFU/FP2CCAX373731623811006/1225</b>  |
| Update Tour Code if any  | <b>TRFU/TCLH552</b>  |
| Update Cancellation Fee amount along with 12% GST  | <b>TRFU/CP5600A (Where penalty is 5000 plus 12% gst and A=Amount)</b>                            |
| Update remark column with comments as required   | <b>TRFU/RM BALANCE AMOUNT ON TKT VERIFIED THRU A/L</b>   |
| 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)  | <b>TRFU/FPA2 5000</b>  |
| Process the refund   | <b>TRFP</b>  |
| <b>AUTOREFUND FOR A NET REMIT E-TICKET</b>   | <b>Note : Assuming refund data is available in the system and populated in the refund record</b> |
| To display the TWD (E-Ticket) Record   | <b>TWD/TKT125-1234567890</b>   |
| Start processing refund for a ticket number  | <b>TRF125-1234567890</b>   |
| Update Fare used   | <b>TRFU/U10000</b>   |
| Update Cancellation Fee amount along with 12% GST  | <b>TRFU/CP5600A (Where penalty is 5000 plus 12% gst and A=Amount)</b>                            |
| Update Tour code   | <b>TRFU/TCLH76500</b>  |
| Update the commission  | <b>TRFU/FM5 or TRFU/FM23.58</b>  |
| Update the Net Fare amount to be refunded  | <b>TRFU/NF13000</b>  |
| <b>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</b>  |  |
| Update remark column with required informations  | <b>TRFU/RM COMMISSION 7 PLUS 15</b>  |
| Process the refund   | <b>TRFP</b>  |
| <b>AUTOREFUND OF AN EXCHANGED DOCUMENT</b>   | <b>HE REFUND</b>   |
| Update original issue information  | <b>TRFU/FO1251234567890DEL17MAR1814320590</b>  |
| <b>ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)</b>   |  |
| <b>ELECTRONIC MISCELLANEOUS DOCUMENT (EMD) COMMANDS</b>  | <b>HE EMD</b>  |
| AIRLINES USING EMD PER COUNTRY   | <b>EGVD/CFR</b>  |
| COUNTRIES PER AIRLINE  | <b>EGCD/V6X</b>  |
| SERVICES OFFERED BY AN AIRLINE   | <b>EGSD/V6X</b>  |
| SERVICES OFFERED BY AN AIRLINE SEARCH BY RFIC CODE   | <b>EGSD/V6X/RFIC-D (D-FINANCIAL IMPACT)</b>  |
| DETAILED INFORMATION ON SERVICES   | <b>EGSD/L3 (FOLLOW-UP ENTRY)</b>   |
| <b>DISPLAY LIST OF RFIC CODES</b>  | <b>HE RFIC</b>   |
| <b>STANDALONE EMD (EMD-S) FOR RESERVATION CHANGE PENALTY</b>   |  |
| STEP 1: NAME ENTRY   | <b>NM1SHARMA/ANU MS</b>  |
| STEP2: MANUAL AUXILIARY SEGMENTS FOR SERVICES THAT ARE NOT ASSOCIATED (Example- PENF- penalty (CHECK EGSD/VXX page for four letter code), HEL- originating city code of the changed sector, 12DEC- date for which the service is applicable) | <b>IU AY HK1 PENF HEL/12DEC</b>  |
| Note: Few airline will not accept HK1, so this needs to be changed to NN1.   | <b>IU AF NN1 PENF HEL/12DEC</b>  |
| MULTIPLE PASSENGERS  | <b>IU SV HK1 PENF HEL/12DEC/P1</b>   |
| STEP 3:ADD REST OF THE PNR MANDATE   | <b>AP; TKOK; RF name; ER</b>   |
| STEP4: MANUALLY CREATE A TRANSITIONAL STORED MISCELLANEOUS (TSM) TSM FOR A SPECIFIC SSR OR SVC WITH A VALIDATING AIRLINE CODE ON LINE NO 2   | <b>TMC/VAY OR TMC/L2/VAY</b>   |

|  |                                       |
|--|---------------------------------------|
| STEP 5: COUPON VALUE   | <b>TMI/CV-3000</b>                    |
| TO ADD INFORMATION IN SPECIFIC TSM NO  | <b>TMI/M1/CV-3000</b>                 |
| STEP 6: FARE AND TAX AMOUNT, FIRST ISSUE   | <b>TMI/FINR3000/X150K3</b>            |
| STEP 7: ISSUED IN CONNECTION WITH  | <b>TMI/IC-TKT1051234567656E1</b>      |
| STEP 8: (Optional): UPDATES THE COUPON REMARKS   | <b>TMI/CR-FREE FLOW TEXT</b>          |
| STEP 9: FORM OF PAYMENT  | <b>TMI/FP-CASH</b>                    |
| STEP 10: ISSUE A SPECIFIC TSM  | <b>TTM OR TTM/M1</b>                  |
| <b>AUTO EMD CREATION IF REISSUED THROUGH ATC</b>   |                                       |
| Step 1. Retrieve the original PNR  | <b>RT YE95CC</b>                      |
| Step 2. Rebook the itinerary   | <b>SS1C2</b>                          |
| Step 3. Cancel the old flight segment and delete the old TST   | <b>XE2 and TTE/T1</b>                 |
| Step 4. Reprice the itinerary with Amadeus Ticket Changer entry  | <b>FXQ</b>                            |
| Segment specific entry   | <b>FXQ/S4-6</b>                       |
| Step 5. For a reissue, you can display the penalty value of EMD  | <b>TQM</b>                            |
| Display TQM for multi passenger PNR  | <b>TQM/P2 or TQM/P2/PAX</b>           |
| Display TQM from line number of TQM Index  | <b>TQM/M2</b>                         |
| Step 6 : Add Form Of Payment   | <b>TMI/FP-CASH</b>                    |
| The ticket should be ready for Reissuance or Revalidation  |                                       |
| Step 9: Issue the new e-ticket/ EMD together   | <b>TTP/TTM</b>                        |
| <b>ASSOCIATED EMD (EMD-A) FOR PREPAID BAGGAGE ISSUANCE</b>   |                                       |
| 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 or select paid baggage from "seat and service catalogue" box on seco.   | <b>SR XBAG AY NN2-PREPAID/P1</b>      |
| The segment association can be added as follows  |                                       |
|  | <b>SR XBAG AY NN2-PREPAID/P1/S2</b>   |
|  | <b>SR XBAG AY NN2-PREPAID/P1/S2-4</b> |
|  | <b>SR XBAG AY NN2-PREPAID/P1/S2,4</b> |
| STEP3: If you want to check the informative pricing for all the chargeable SSR elements, i.e. all the SSR elements with the chargeable indicator '/' in front of the SSR element without creating a TSM.                   | <b>FXH or FXH/L6</b>                  |
| STEP4: 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 | <b>FXG</b>                            |
| STEP5: INSERT FORM OF PAYMENT IN THE TSM   | <b>TMI/M1/FP-CASH</b>                 |
| STEP6: SAVE  | <b>RFP; ER</b>                        |
| ISSUE TICKETS AND THE EMDS FOR ALL SSR ELEMENTS/SVC SEGMENTS   | <b>TTP/TTM</b>                        |
| <b>Note- TSM needs to be created manually if prices are not available for the services with FXH entry</b>  |                                       |
| MANUALLY CREATE A TRANSITIONAL STORED MISCELLANEOUS (TSM)  | <b>TMC/VAF OR</b>                     |
| TSM FOR A SPECIFIC SSR OR SVC WITH A VALIDATING AIRLINE CODE ON LINE NO 2  | <b>TMC/L2/VAF</b>                     |
| ADD COUPON VALUE, EXTRA KGS, EXCESS RATE   | <b>TMI/CV-3000/KG-10/ER-300</b>       |
| TO ADD INFORMATION IN SPECIFIC TSM NO  | <b>TMI/M1/CV-3000/ER-300/KG-10</b>    |
| STEP 5: DISPLAY FARE   | <b>TMI/FINR3000</b>                   |
| STEP 6: ISSUED IN CONNECTION WITH  | <b>TMI/IC-TKT1051234567656E1</b>      |
| STEP 7 (Optional): UPDATE THE COUPON REMARKS   | <b>TMI/CR-FREE FLOW TEXT</b>          |
| STEP 8: FORM OF PAYMENT  | <b>TMI/FP-CASH</b>                    |
| STEP 9: ISSUE A SPECIFIC TSM   | <b>TTM OR TTM/M1</b>                  |
| <b>EMD FOR PREPAID SEATS</b>   |                                       |
| STEP1: Before adding the prepaid seats from seats and services catalogue, make sure that the passenger booking has been priced.  |                                       |
| STEP 2: Check the informative pricing for the paid seats   | <b>FXH or FXH/L6</b>                  |

|   |  |
|---|--|
| STEP 3: Store the pricing in the TSM                              | <b>FXG or FXG/L6</b>   |
| STEP 4: Add form of payment in the TSM                            | <b>TMI/FP-CASH</b>   |
| STEP 5: Save the PNR  | <b>RFP; ER</b>   |
| STEP 6: Issue Ticket and Emd together or sepaerately              | <b>TTP/TTM or TTM</b>  |
| <b>STANDALONE EMD (EMD-S)FOR GROUP DEPOSIT</b>                    |  |
| STEP1:Create a service line for Group deposit in the PNR          | <b>IU AF NN1 GDTA HEL/12DEC</b>  |
| The four letter code can be checked from EGSD/VXX/RFIC-D          |  |
| STEP 2: Add the rest of the mandates in the PNR and save it       | <b>Name; Phone; Ticketing; Receive from:ER</b>                                     |
| STEP 3: Create a manual TSM                                       | <b>TMC/VAF</b>   |
| STEP 4: Store coupon value and fare in the TSM                    | <b>TMI/CV-50000/F50000</b>   |
| STEPS: INSERT FORM OF PAYMENT IN THE TSM                          | <b>TMI/FP-CASH</b>   |
| STEP 6: Save the PNR  |  |
| STEP 7: Issue Ticket and EMD together or separately               | <b>TTP/TTM/TKT or TTM/TKT</b>  |
| <b>OPTIONAL ELEMENTS OF EMD</b>                                   | <b>HE TMI</b>  |
| To Add Tour code  | <b>TMI/FT-tour code layout</b>   |
| To Add Endorsement  | <b>TMI/FE-endorsement layout</b>   |
| To Add Commission   | <b>TMI/FM-commission layout</b>  |
| To Add Fare calculation   | <b>TMI/FC-free flow</b>  |
| To Add Present to   | <b>TMI/Dfree flow</b>  |
| To Add Present at   | <b>TMI/Afree flow</b>  |
|   | <b>HE EMR/EWD</b>  |
| <b>To Reprint the EMD receipt</b>                                 | <b>EMR</b>   |
| To Reprint the EMD receipt with EMD number                        | <b>EMR/EMD105-1234567898</b>   |
| To Reprint the EMD receipt with EMD line number in the PNR number | <b>EMR/L6,8-9</b>  |
| To Email the EMR  | <a href="mailto:EMR/EPR-EML-address@server.com">EMR/EPR-EML-address@server.com</a> |
| To display by EMD document number                                 | <b>EWD/EMD123-1234567890</b>   |
| To display EMD document by emd line number in the PNR             | <b>EWD/L6</b>  |
| <b>TO Void an EMD</b>   | <b>TRDC</b>  |
|   | <b>TRDC/L6 (FA ELEMENT Line no)</b>  |

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| Goa                | +91 8322973266   |
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