ELECTRONIC – TICKETING (ETKT)

QUICK

GUIDE REFERENCE

ELECTRONIC-TICKETING (ETKT)

PNR REQUIREMENTS

- *The validating carrier must allow **ETKT***

- *The itinerary must have the **ET** indicator at the end of each segment*

- *The validating carrier's Record Locator must be present for ticket issuance*

- *Interlining of airlines at the present time is not permitted for ETKT*

- *Maximum of 9 passengers allowed for ETKT per PNR*

- *No name changes are permitted*

- *Passive and ghost segments are not allowed*

- *Alterations of an ETKT using the **void, refund, paper or reissue commands** must include **ALL** active coupons in the ETKT*

- ***Combinations of ETKT and Paper tickets** are **NOT** permitted on the same TST*

TICKET ISSUANCE

- *The basic commands to issue an ETKT are very similar to normal ticketing entries, using the same combinations that are possible using the normal ticketing entries*

- *The target airline's record locator must be **present in the PNR** before ETKT is allowed. To check if the RL is present use the entry command **RL***

TTP/ET	Basic entry for ticket issuance
TTP/T1/ET	Ticket issuance for TST1
TTP/S2-4/ET	Ticket issuance for segments 2 through to 4

- *Once all the system checks have been made and the ETKT data record sent to the airline an OK to ticket response similar to the one below is returned by the target airline, this is known as a TRACK*

> OK- ETICKET OFFER ITIN/RCPT*ADV PHOTO ID REQUIRED

- *The confirmation from the airline then generates the following
FA element added with any confirmation number sent by the target airline*

> FA PAX 220-1654000181/RCI-123456/**ETLH**/S3-4/P2

> ***Note:*** *For security reasons the FA element cannot be removed manually from PNR using XE. It is a permanent record to show that an ETKT was issued. If a seat request item exists, then /RS shall be appended at the end of the item*

- *The FB element is added with an AIR sequence number and the TK field is updated to TKOK/ETLH*
- *ETKT itinerary/receipt are printed from the default printer (non accountable document-required for duty-free)*
- *Agents coupon (must be kept for audit and refund purposes)*
- *Credit Charge Card Form - agency copy (if applicable)*
- *Credit Charge Card Form - passenger copy*
- ***Please note that for international travel the itinerary/receipt must be printed on Travel Agency letterhead***
- *The item is sent to the Document Database for sales reporting*

RETRIEVING ETKT

FROM A PNR

- *Details of ETKTs issued are held in the Amadeus PNR but the actual Electronic Ticket is held by the target airline. This means that the request to display an individual ETKT results in a query, and the communication is with the airlines ETKT database*

TWD   Display ticket for a single passenger in the PNR
TWD/L10   Display ticket for a selected passenger associated to the
             FA element in the PNR
             (The FA element must have the tag ET, EV, EP or ER attached)

TWDRT   To re-retrieve the ticket

WITHOUT DISPLAYING PNR

TWD/VUA/TVL12APRNYCCHI-SMITH/M   By trip and passenger information

TWD/TKT016-1612345612   By ticket number

TICKET STATUS CODES

- *The ETKT records that exist in the target airline's database is allocated a status code per flight coupon. Each flight coupon's status code is displayed in the ETKT. The codes indicates whether an ETKT can be voided or if it can be exchanged/reissued, revalidated or refunded*

COUPON STATUS CODE	COUPON STATUS CODE[1]
Airport Control	A
Checked in	C
Exchanged/Reissued	E
Flown/used	F
Irregular operations	I
Lifted/boarded	L
Open for use	O
Printed	P
Refunded	R
Suspended	S
Paper ticket	T
Void	V
Print exchange	X

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[1] **Please note that these codes are set according to the appropriate IATA resolutions. Not all codes are applicable to all airlines, and some cannot be viewed by the agent.**

ETKT DISPLAY

Example of an ETKT display

```
TKT-1254620080209           RCI-                         LOC-ZKRJYN
 OD-BFSBFS SI-SITI FCMI-0 POI-LON DOI-26OCT00 IOI-91212380
  1.TEST/PMR                             ST
 1 O BFS BA 1417 H 27OCT 1030 OK HXPX    C       27OCT27OCT 2PC
 2 O LHR BA 1426 H 18NOV 1915 OK HXPX    O       18NOV18NOV 2PC
   BFS
FARE   F GBP    76.00
TAX      GBP    10.00GB
TAX      GBP    13.90UB
TOTAL    GBP    99.90
/FC BFS BA LON38.00BA BFS38.00GBP76.00END
FP CCCA5301250151588411/0700/A039115
FREQUENT FLYER BA-12345678
>
```

DESCRIPTION

1.   Header Line which includes the ETKT number, the RCI confirmation   number   and the AMADEUS Record Locator
2.   OD   -   Origin and Destination
        SI   -   Sale Indicator
        FCMI -   Fare Calculation Mode Indicator/ Failcode
        POI   -   Place of Issue
        DOI   -   Date of Issue
        IOI   -   IATA number of Issuing Office
3.   Passenger Name
4.   ST   -   ETKT coupon status header
5.   E   -   Ticket Coupon Number
6.   Flight Details
7.   Flight booking status.
8.   Fare Basis
9.   ETKT Coupon Status indicator. For a full list of these codes please
        see the next page
10.   Base Fare and issue indicator
11.   Tax (maximum x 3)
12.   Total (Base Fare + tax) or Additional Collection Total (exchange)
13.   Fare Calculation
14.   Endorsements
15.   Form of Payment

VOIDING AN ETKT

There are several restrictions on voiding an ETKT, these are:

- *Tickets that have been exchanged cannot be voided but must be refunded.*

- *Tickets cannot be voided outside the BSP period (applicable to paper tickets as well)*

- *Tickets are voided in the airline database only*

- *Once a ticket is voided the process CANNOT be reversed or altered in any way*

STEPS TO VOID AN ETKT

1. Retrieve the ticket display by using the **TWD** command.
    E.g. TWD/L10

    If the ticket is not displayed the following error message will show.

NO ET RECORD IN AAA

2. Enter the void command **TWX**

    This entry will void **all coupons** with the status "O" or "A".
    This entry will void the ETKT in the airline database and in the BSP report.

OK ETICKET UPDATED SALE IS CANCELLED IN REPORTING SYSTEM

The FA element is moved to history upon receipt of confirmation from the airline that the ETKT coupons within the ETKT record have been voided.

A new FA element is created with the EV code replacing the ET entry.

FA PAX 081-1654000181/RCI-127865/**EVUA**/S3-4/P2

The coupon status is updated to "**V**"

ERROR RESPONSES

- *If the flight coupons have been exchanged or not open for travel the following message will appear*

DOCUMENT NOT AVAILABLE FOR VOID REQUEST

If the link to the target airline is down the following text is displayed:

XX LINK DOWN NO VOID REQUEST SENT

REPRINTING COUPONS

- *If there is a problem with the printer or the paper documents that are normally printed out are lost, it is possible to reprint all or some of these coupons again*

- *This can be done at any time as it has no effect on any of the BSP reports as all the coupons have been printed on plain paper*

TTR/L10/C-IFX   **TTR** is the transaction code
L10 is the line number of the FB element in the PNR
C-IFX are the coupons that are to be reprinted
        I = Agent Coupon
F= Credit Card Charge Form
        X= Passenger Itinerary/ Receipt

REVALIDATING AN ETKT

- *Revalidate an ETKT is applicable only for change of flight number, dates or time of flights. If there is a change of routing and/or booking class, an exchange must be performed regardless of whether an additional collection is required*

- *The ETKT is not updated automatically with any changes in the passenger's itinerary. The changes must be **manually** amended and the ETKTs must be revalidated to reflect the new changes*

- *A record of the revalidation is made in the ETKT Display History*

STEPS TO REVALIDATE AN ETKT

- *The ETKT display must be retrieved by the **TWD** command*

TTP/ETRV/L9/S4/E2   **L9**   The FA line number
                         S4   PNR segment number
                         E2   ETKT coupon number

TTP/ETRV/L7/S2-4/E1-3   More than one coupon

- *The FA element is amended to reflect any changes in the segments altered. In the event that all segments of the original itinerary were cancelled and rebooked, so that the original FA element no longer exists on the face of the PNR, then a FH element containing the ticket number of the existing ETKT has to be added to the existing or new PNR. This has to be s segment and passenger associated to the applicable new segments and passenger.*

Note: A new Electronic Ticketing Passenger itinerary/Receipts is not produced on a revalidation. If the passenger requires a record of the new flight details, a normal host itinerary has to bee printed

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EXCHANGE TICKETS

- *The user has the ability to exchange/reissue any unused flight coupons of previously issued ETKTs, again most of the entries are the same as they are for paper tickets*

- *All remaining unused flight coupons from the first available status "O" to the last coupon in the ticket. ALL coupons must have the status "O"*

- *There are four types of exchange transactions*

1	ETKT to ETKT no additional collection	**TTP/ET**
2	ETKT to ETKT with additional collection	**TTP/ET**
3	ETKT to PT no additional collection	**TTP**
4	ETKT to PT with additional collection	**TTP**

It is also important to note that:

- *Exchange ticket entries are applicable from the ETKT Display only*

- *When successful the ticket status is changed from "O" to "E"*

- *A SAC (Settlement Authorisation Code) is generated (this is not the case with every airline) and put onto the original ticket and held in history*

- *A new receipt/itinerary is automatically issued*

- *Manually print copies of original ticket with E status and attach to the new ticket audit/agency coupon/s*

- *If the incorrect coupon numbers are given the system will return an error response*

STEPS TO ISSUE AN EXCHANGE TICKET

- *There are **11 steps** on how to issue an exchange ticket*
- ***Note: For specific entries please check with the individual airlines help pages under HEETTXX (XX = 2 letter Airline code)***

1. Retrieve the PNR, display the ETKT/s and check the unused coupons have the status "O"

2. Rebook the segments as per clients' requirements. (Check fares rules permit changes) End and retrieve booking. Check ***1A/ET*** tag is appended to all the flight sectors

3. Reprice the PNR using **FXP** command

4. Use the **TTI/EXCH** command to change the form of payment to FPO for old, the fare code to R for reissue and all of the tax prefixes to O for old

5. Enter the FO element, ticket number including the check digit and the coupons to be exchanged, place of issue, date of original issue and IATA number. (Passenger relate for bookings with more than one passenger)

6. **E.g. FO125-1600454532<u>1</u>E2LON01APR01/91249999/P1**

125-1600454532<u>1</u>	Ticket number and check digit
E2	**This must be the first open coupon**
	All subsequent coupons will be exchanged
LON01APR01/91249999	Place and date of issue/ IATA number

7. **TTP/ET/P1**   Passenger associate to the E-ticket Display shown. This procedure must be done for **each** E-ticket display separately.

8. **For exchange to a paper ticket enter TTP/P1**

9. The system will automatically print the receipt/itinerary, agency coupons and the CCCF (Credit Card Charge Form) if required.

10. A new FA element will be added to the PNR

11. Retrieve the exchanged 'old' ETKT using the command

    TWD/TKT 081-1623456333 (ticket number)

- *Finally you have to manually print copies of the 'old' ETKT with the status changed to 'E'. **One** copy required for ETKT exchange. **Two** copies required for exchange to paper ticket. (to be attached to the new audit and agency coupons of the new ticket.)*

REFUNDING ELECTRONIC TICKETS

- *Electronic tickets are refunded in a slightly different way to paper tickets, firstly the electronic ticket must be displayed using the **TWD** entry or the **TRF** transaction which will automatically recognise electronic ticket data*

- *The refund is then initiated by using the **TWREF** transaction. The system automatically verifies that electronic ticket sales are confirmed and have been reported*

- *When a sale has not been reported, and all coupons are unused, the system-user is prompted to void the sale using the **TWX** transaction (the system, through internal checks, does however automatically disallow voiding if an electronic ticket is sold, partially used and proposed for refund prior to reporting*

- *Refund records are populated with ticket sale data from the Document Database that is complemented by electronic ticket data requested from the Airline. Such data includes the SAC (settlement authorisation code) and the coupon status indicators. The coupon status indicators are updated to refund (R) in the Airline host system once the refund has been processed.*

STEPS TO REFUND AN ELECTRONIC TICKET

1. Display the ETKT/s normally using the **TWD/TKT** entry, check that there is at least one unused coupon

2. Enter **TWREF** to update the airline system this will change the coupon status to R for refund and display the refund panel. The information for the refund panel will be automatically added from the electronic ticket record

3. Make any necessary changes to the refund, i.e. cancellation penalties etc, using either the TTU entry or tabbing to the correct place using panel mode

4. Enter **TRFP**, this will process the refund and report through to BSP. A refund notice will also be printed either on blank ATB coupons or blank paper depending on whether OPTAT or ATB ticketing is used

STOCK CONTROL

ADDING TICKETING STOCK

- *Load Allocated (and unallocated stock if you wish)[2]*
- *You must have at least one allocated stock range to issue tickets*

TSM/F1/1234567890C1-500/P-KA0388 Initiate and load stock BSP

TSM is Ticket Stock Modify	890… is the first ticket number followed by C for check digit and 1 (see Supplementary Info for how to calculate check digits)	P means printer mnemonic KA0388 which is referred to as printer F1
/F/ is the identifier for ATB2	-500… is the number of tickets in box	

Response to loading stock

Next is the next ticket to come through the printer

```
STOCK REF                                                LONU12XXX

F1    FROM        TO          NEXT         ALERT  10  PRT-KA0863
      2589984000  2589984199  2589984052          148     ATB2
```

An alert is set to flag when only 10 tickets remain

There are 148 tickets left

From is the first ticket number and to is the last

TSM/F/1234567890C0-500   Add unallocated stock for future use

TSM/F2/1234567890C0-500/V   Add stock to printer F2 and void existing unused coupons

ASSIGN PRINTER

- *If you have more than one printer use this entry to find the Ticket Printer Mnemonic (printer address):*

        TTQLIST   Display list of printers in this office

Response to TTQLIST

```
****************************************************************
CRT : 9EB0952B IS LINKED TO SET MNEMONIC : K00277
****************************************************************
  ATID      MNEM    TYPE/DOCUMENT
  ----      ----    -------------
9EB09548  KA0386   SBRA/GENERAL
9EB09549  KA0387   SBRA/GENERAL
9EB09547  KA0388   STAT/TICKET
9EB0954A  KA0389   SACA/GENERAL
9EB0954B  KA0454   MSW1/GENERAL
```

The MNEM column is the list of Printer Addresses.

In this example, there is only one Ticket Printer (KA0388)

Make a note of the Mnemonic

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[2] In Amadeus – the code F for Ticketing Stock always refers to ATB2 and the code A for OPTAT ticket stock. Please use the code relevant to your office.

DOCUMENT BANK AND PRINT QUEUE

- *At any time, you can display the Stock you have received from BSP and loaded into Amadeus, as well as the stock assigned to your ticket printers.*

  TSD   Ticket Stock Display

Response:

```
STOCK REF                                              LONU12123

F1    FROM         TO           NEXT         ALERT  10  PRT-KA0863
      2589984000   2589984199   2589984052          148     ATB2

F2    FROM         TO           NEXT         ALERT  10  PRT-KA0864
      2589983800   2589983999   2589983972           28     ATB2
```

> **Once the printers have been identified to the system as Printer 1 or 2 (F1 or F2) this is how you refer to them for ticketing**

PRINT QUEUE

- *The Print Queue literally forces tickets to line-up before passing through the Printer. Display and rearrange or delete items from the print queue.*

> **Only when the Queue is OPENED can ticketing proceed**

Response to PQD/F1

```
QUEUE  A001         OPENED

       ITEMS -  003

 #    LOCATOR   DOCS  NAME           TYPE   STATUS
001   DCY35F    01    TEST/A         TKT    PRINTING
002   DCZYN1    06    ABIRKENHEADP   TKT    WAITING
003   DCZYN1    06    ABIRKENHEADP   TKT    WAITING
***** END OF DISPLAY *****
```

> **Total items waiting in Queue**

> **An item that is Status PRINTING cannot be stopped**

> **DOCS is the number of documents needed to complete the Ticket Print request**

  PQD/F1   Print Queue Display for Printer F1
  PQC/F1   Print Queue Close for Printer F1
  PQO/F2   Print Queue Open for Printer F2

- *Close the Print Queue when you want to change the Printer ribbon*

- *After closing the Print Queue, you can delete a 'Waiting' item without impacting your BSP sales report. Other options include:*

  PQN/F1/3   Print Queue Next item number 3
  PQX/F2/5   Delete item 5 from Printer F2
  PQT/F1/F2   Move all items on F1 to Printer F2

TICKET JOURNEY TO PRINTER

- *The diagram below illustrates the path your ticket request will take once you have entered TTP from your terminal*
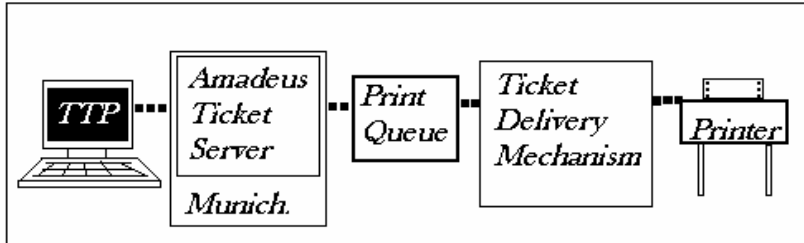
Step1: Once you have entered TTP, the system sends a ticket request to the Amadeus ticket server.

Step2: The Amadeus ticket server, based in Erding outside Munich, Germany, receives your request for a ticket. The ticket server validates your PNR, ensuring all mandatory ticketing elements are stored. If not you will get a message back with the missing elements e.g. *need validating carrier*. If all elements are in place then a ticket image is sent to the print queue.

Step3: The print queue can be controlled from your office, and offers you the facility to re-arrange items on the print queue, or to close the queue, so that the ticket requests are stored. By opening the queue the tickets will start to print, in the order they are placed on the queue. After leaving the print queue, the ticket image is sent to the ticket delivery mechanism (TDM).

Step4: The ticket delivery mechanism has been set up to allow you, the end-user, to monitor and check the status of the ticket printer, as far as the system is concerned. If for any reason, after a TTP entry your ticket has not printed, the TDM will offer various possible actions to rectify the problem. If all is okay, the ticket request will pass through the TDM, and onto the next step, the ticket printer itself!

Step5: Finally, the ticket request arrives at its last stop, and prints out successfully on the printer.

- *All the steps above, clarifying the journey your ticket request makes after each TTP entry, will take approximately 2 seconds in duration.*

TICKET DELIVERY MECHANISM

- *You do not normally alter the Ticket Delivery Mechanism*

- *However, it is important to know how to display, purge and start the delivery process if a ticket does not print*

Response after TZD entry

```
TICKET DELIVERY MECHANISM – PRINTER STATUS DISPLAY REPORT

PRINTER ID                     - EC5707
STOCK RANGE REF                - F1
RECORD LOCATOR                 -
NUMBER OF DOCS/CPNS - NAME     - 0
COUPON/TICKET TYPE             -
ITEMS REPORTED                 -

DELIVERY STATUS:
PRINTING - INACTIVE

POSSIBLE ACTIONS:
1. CHECK STOCK RANGE REFERENCE QUEUE
2. OPEN STOCK RANGE REFERENCE QUEUE
3. CHECK DOC IN PRINTER IS NEXT IN STOCK MASTER FILE
```

Printer ID and system Printer Reference

Items Reported YES means the sale has generated through to your BSP report

Possible Actions alert you suggestions on what to do if there is a problem

TZD/KA0388	Display Delivery for printer KA0388
TZSTART/KA0388[3]	Re-start the Delivery. Using TZSTART will not impact your BSP sales report. If the item in the TZD has already been reported, it will not report again. If the item hasn't reported, it will report as it is delivered.
TZSTOP/KA0388	Stop the Delivery Mechanism
TZPURGE/KA0388	Purge the current item
TZPURGE/KA0388/XREF-NONE	Purge current item - Nothing printed (ATB2)
TZPURGE/KA0388/XREF-1234567890	(as above) last item printed (ATB2)
TZRECOVER/KA0388/4	Error where Stock Control Numbers have not been returned. TZSTART does not fix unrecoverable error. Recover printing from next coupon to issue. (ATB2)

***Note**: Before TZPURGE you must TZSTOP the delivery process*

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[3] You only need the printer address (e.g. KA0388) if you have more than one printer
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VOIDING REPORTED SALES

- *Once an item has been reported to your BSP Sales report you can only void it on the day of issue*

- *You can void the ticket with the PNR displayed on screen or from the Query Report*

With PNR displayed on screen

```
--- TST RLR ---
RP/LON1A0101/LON1A0101           KR/SU   6JUL01/0927Z   ZJ6DE4
LON1A0101/0003CC/6JUL01
 1.CAGE/NMR
 2  BA 185 J 10DEC 1 LHREWR HK1        4  1325 1640   *1A/E*
 3  BA 178 J 17DEC 1 JFKLHR HK1        7  0910 2105   *1A/E*
 4 AP LON 44 1293 550573
 5 TK OK06JUL/LON1A0101
 6 FA PAX 125-9600014766/GBP3717.70/06JUL01/LON1A0101/00912074
      /S2-3
```

> **The FA line is the automated ticket number. You can cancel this sale from your BSP report without first displaying the report**

TRDC[4]	Ticket Report Document Cancel
TRDC/L6	(as above) but more than 1 FA line. Cancel sale for ticket number on line 6

VOIDING FROM QUERY REPORT

TJQ	Display Query Report for Tickets issued against your sign-in TODAY
TJQ/SOF	(as above) but request Show Office (SOF)
TRDC/6417	Cancels Passenger WARD's ticket (below)

Response to TJQ/SOF

```
AGY NO - 91244355          QUERY REPORT 14JAN          CURRENCY GBP
OFFICE - LONU12500         SELECTION:
AGENT  - ALL                                14 JAN 2001
-------------------------------------------------------------------
OFFICE - LONU12406
-------------------------------------------------------------------
SEQ NO A/L DOC NUMBER TOTAL DOC   TAX      COMM  FP PAX NAME  AS  RLOC  TRNC
-------------------------------------------------------------------
006413 053 6765294267  117.80    18.80     8.91 CC HICKS/J MI LH ZYGP8G TKTA
006414 996 6765294268  117.80    18.80     8.91 CC OWEN/S MS   LH ZYGBGW TKTA
006415 996 6765294269  117.80    18.80     8.91 CC CARO/P MS   LH YSZP3Z TKTA
006416 996 6765294270  161.80    16.80    13.05 CA BERMUNDEZB LH YS782H TKTA
006417 125 6765294271  158.90    23.90     9.45 CC WARD/SMR   LH ZYNL3I TKTA
```

> **To cancel an item you refer to its sequence number**

> **Form of Payment CC for Credit Card and CA for any other**

> **AS is agent sign who issued ticket. TRNC is transaction code. TKTA means auto ticket and CANX means Voided**

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[4] Note that voiding a ticket from the PNR does not cancel the PNR. The TRDC entry only removes the sale from the BSP report.

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VOIDING AND REPORTS

VOIDING NON ISSUED TICKETS

- Spoiled tickets already allocated in the Document Bank must be voided

  TSN/F2/203/V   Next ticket to print is 203 on printer F2 void any tickets between last issued and 203

TICKET REPORT OPTIONS

- *Reported sales are transmitted to BSP overnight*

- *View reports up to a maximum of 45 days in the past*

- *There are 2 categories of reports: Current Sales and Closed Sales Period. These correspond to the BSP BI-monthly reporting cycle.*

Note: *It is important to note that Amadeus defaults to displaying sales connected to your own sign-in. You must use the 'Show Office' option if you want to view the activity of the whole office.*

TJP	Prints a displayed Report
TJD/SOF	Today's Sales Figures
TJS/SOF	Last period's Sales (like TJD)
TJI/SOF	Last period's itemised (like TJQ)
TJI/SOF/HNU-11	Specific (Closed) report number 11

QUERY REPORT OPTIONS

- *The TJQ (Ticket Journal Query Report) is the most used report*

- *It is the only report you can cancel sales from (see previous page)*

- *Below are some unique options that can be used with this report.*

TJQ/SOF/R	Displays in reverse order (last is first)
TJQ/D-15JUN27JUN	View report for specific period
TJQ/SOF/F-1234567890	Display from Ticket 1234567890
TJQ/V	Display Void tickets for current period
TJQ/V-15JUN27JUN	Void tickets for specific period

PRACTICE EXERCISE

Write your answers after testing them in Amadeus

1. True or False? A Net Remit ticket that shows a fare basis existing in the Fare Quote Display can be forced into the TST (rather than build from scratch – if permitted by the airline).

2. What is the special form of payment for a Net Remit ticket?

3. If a Net Remit Tour Code is AA123 – how would you add this to the PNR?

4. True or False? The correct TTP entry for a Net Remit ticket looks something like: TTP/T1/NF590

5. In the above question – what is the meaning of NF590?

6. Imagine that an airline permits you to show the following fare on a Net Remit ticket: YLXAP3M (this fare exists in the FQD). What is the entry to force that fare into the PNR?

7. Make a Net Remit PNR of your choice (ask you Trainer for help if needed). Try to force a fare from the FQD. Add the mandatory details including the Net Remit Tour Code, Zero commission, and Net Remit Form of Payment. Test your PNR is correct by using the TTP/TKT entry to check. Your locator:

8. True or False? The TJQ is the only report you can cancel sales from (on the day of ticketing).

9. What is the entry to display the next ticket to issue?

SUPPLEMENTARY INFO

ADDING AND SPLITTING TSTS

- *After storing a fare (before ending the PNR) you can add another passenger to the existing TST*

TTA/P2	Add passenger 2 to the only TST
TTA/T1/P2	(as above) but to TST number 1

- *You can split an existing TST and modify the resulting individual TSTs[5]*

TTS/P2	Split passenger 2 from only TST
TTS/T1/P2	(as above) split from TST number 1

TST HISTORY

- *The 2 types of history are Current (containing all additions, changes and deletions) or Deleted (containing the history of expired or deleted TSTs).*

TTH	Display TST history (only 1 TST exists)
TTH/T2	(as above) but for TST 2 only
TTH/T2A	(as above) but TST 2 and History A only

Response to TTH

```
** CURRENT HISTORY DOES NOT EXIST

** HISTORY A

XN    BROWN/AMR
XT    I
XS    LHR BA 304    C 15DEC99 0720 OK
XA    30K LHR BA 304    C 15DEC99 0720 OK
XB    C   LHR BA 304    C 15DEC99 0720 OK
XD    LONPAR
XF/F GBP208.00/XGBP10.00GBAE/XGBP7.30UBAS/TGBP225.
XP
XC    LON BA PAR337.97NUC337.97END ROE0.615424
FC/   AUTOMATICALLY PRICED *0*
001 RF-RG CR-LON1A0980 SU 2410RG 14JUN/1039Z
```

> **XN = Cancelled Name**
> **XT = Cancelled Pricing Indicator**
> **(I is automatic, M is manual)**
> **XS = Cancel Flight segment**
> **XB = Deleted Fare Basis**
> **XD = Cancelled origin/dest.**
> **XF/ = Delete Fare Field**
> **XP = Delete Payment Restriction**
> **XC = Delete Fare calculation**
> **FC = Add Fare calculation indicator**
> **001 RF, office, agent, date record**

CALCULATE CHECK DIGIT

- Amadeus can calculate the check digit of a ticket coupon:

DG1234567890/7	Remainder is check digit

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[5] As soon as you start passenger relating Fare and Ticketing elements, for example the Form of Payment (e.g. FPCASH/P2) Amadeus automatically splits the TST.

TROUBLESHOOTING

Note: In Amadeus Help pages you will see a reference to SYSTEM WARNING MESSAGES. This is a list of error messages and suggested solutions (relating to the subject you are looking at).

ALL PASSENGERS/SEGMENTS ALREADY TICKETED	If you need to issue new tickets you must cancel the FA elements first.
CANNOT ALLOCATE – USE UNALLOCATED STOCK FIRST	Use Current Ticket Stock before assigning Future Stock to Printer
COMBINATION NOT ALLOWED	Options specified in the TTP entry are not combinable
DOCDB IS DOWN	Retry later. The Document Database is too busy to confirm a Sale or Void entry.
DOCUMENTS ALREADY ISSUED	The document you are trying to Void has been issued.
DOCUMENT REGISTRATION PENDING – ACTION OR IGNORE	Complete the registration e.g. TRMD or use IG to exit the reporting mode.
INVALID CHECK DIGIT	Use the DG entry to calculate the correct digit for ticket loading or re-issue
INVALID FACILITY CHARGE – AIRPORT CODE or AMOUNT	An XF tax is present but not detailed in the linear Fare calculation line. Should read XF JFK3 or PD XF JFK3 (re-issue)
INVALID STOCK RANGE NUMBER(S) OR CHECK DIGIT(S)	Check the range you are trying to allocate and verify the check digit(s)
INVALID TICKETING CARRIER	The validating carrier chose is not valid for the itinerary
ITINERARY/NAME CHANGE – VERIFY TST	Check the TST and remove the CHANGE FLAG to proceed
NEED DATE OF BIRTH	If ZZ is shown in the fare basis and no date of birth is entered in the name field – ticketing is prohibited.
NEED FARE/TOTAL	Base Fare and Fare basis code must be present in TST before ticketing
NEED ISI	Add the Sales Indicator to the TST
NEED REISSUE INDICATOR	Use the Fare Field codes R for Published/Net Remit or Y for IT and W for BT
NEED NVA FOR REISSUE	Add the Not Valid After date for Reissue
NEED TST	There is no TST in the PNR
NEED TICKETING CARRIER	Add the Validating carrier info e.g. FVBA
NO XX TICKETING AGREEMENT WITH YY	No interline agreement exists between airline XX and YY
PNR CREATION PENDING – FINISH OR IG	You cannot Void documents while a PNR is displayed on screen. IG and start again.
VERIFY FARE CALCULATION	The word END is missing from the fare calc.
SPECIFY TST	Net Remit ticket print entries must include the TST number e.g. TTP/T1/NF…
TICKETING INHIBITED – OUT OF STOCK	No printer specified (where more than 1 printer exists) in TTP entry e.g. TTP/XA1
TST EXPIRED	Reprice or use the TTP/O override
WARNING PRINT QUEUE CLOSED	No Ticket will be issued until the Print Queue is opened. Use PQO/A1 then TZSTART