Electronic Ticketing

Briefing Module

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General Conditions for E-Ticketing

In order for you to issue e-tickets, the following conditions are required:

- A new or retrieved PNR is present; you must enter ER (end and retrieve) before issuing the e-ticket.
- No E-tickets are allowed for groups.
- In most cases, all flight segments in the itinerary must be with the same airline. Who is the validating carrier.
- The airline's record locator must have been returned.
- The presence of the E indicator in the segment in the PNR is proof that the segment is eligible for e-ticketing.

```
--- RLR ---
RP/AKLN22CTS/AKLN22CTS          AA/SU          6MAR00/1148Z        ZIN6WX
1  SMITH/MARY MRS
2  QF  033  Y  20AUG 7  MELAKL  HK1      I      0800 1325          *1A/E*
3  AP 2134234
4  TK OK06MAR/AKLN22CTS
5  FP CASH 6 FV QF
>
```

Airline-specific Conditions

In addition to the general conditions required in Amadeus, every airline that supports e-ticketing has its own conditions, and these conditions may vary between markets.

To see the list of markets that support e-ticketing, enter:

HEETTAIR

For information about the e-ticketing eligibility rules for a specific airline, make the entry indicated in the Reference column. For example, to see the e-ticketing rules for American Airlines, enter:

HEETTAA

ISSUING E-TICKETS

To issue an e-ticket, the entry is one of the following:

TTP/ET

System Response:
When you make a TTP/ET entry to issue an e-ticket, the system sends the flight coupons as a message to the airline. If the airline accepts the e-ticket request, the information is stored in the Amadeus e-ticketing system or in the airline's own system as an e-ticket record. For example:

```
--- TST RLR ---
 RP/AKLN22CTS/AKLN22CTS                    AA/SU          6MAR00/1150Z          ZIN6WX
1.SMITH/MARY MRS
2 QF  033  Y  20AUG  7     MELAKL     HK1        I        0800 1325        *1A/E*
3 AP 2134234
4 TK OK06MAR/AKLN22CTS
5 FM *M*9
6 FP CASH
7 FV QF
>TTP/ET
OK ETICKET OFFER ITIN/RCPT*ADV PHOTO ID REQUIRED
>
```

If the airline does not reply to an e-ticket request within approximately 30 seconds, the system cancels the ticketing process and displays the following message:

```
>TTP/ET
ELECTRONIC TICKET ABORTED - RESUBMIT REQUEST >
```

When an e-ticket is successfully issued, the following elements in the PNR are updated:

Element	Update
TK	As for a paper ticket, plus the e-ticket indicator (ETXX, where XX is the two-letter airline code).
FA	As for a paper ticket, plus the e-ticket indicator (ETXX, where XX is the two-letter airline code). After an e-ticket has been issued, you cannot cancel the FA element. This restriction is necessary in order to keep the PNR in sync with the e-ticket record.
FB	As for a paper ticket: the AIR sequence number, the entry used to generate the AIR, and the passenger and segment association.

TTP Options for E-Ticketing

The following options can be included in the TTP entry:

Entry	Explanation
TTP/ET	Issues an e-ticket. This entry is used when you issue a paper ticket by default but want to issue an e-ticket instead.
TTP/PT	Issues a paper ticket. This entry is used when you issue an e-ticket by default but want to issue a paper ticket for an itinerary that is eligible for e-ticketing.
TTP/T1/ET	Issues an e-ticket for a specific TST. An e-ticket can be issued for a single TST only; this entry is used when the PNR contains more than one TST. The /ET option is not required if you issue e-tickets by default.
TTP/S3-4/ET	Issues an e-ticket for specific flight segments only. The /ET option is not required if you issue e-tickets by default.
TTP/P1-2/ET	Issues an e-ticket for specific passengers only. The /ET option is not required if you issues e-tickets by default.

Documents printed after the TTP entry:

- Itinerary receipt
- Agent coupon on plain white paper at agency's local printer

In case of a form of payment credit card:
- Three Credit card receipt on plain paper

DISPLAYING E-TICKET RECORDS

HE ETD

When you successfully issue an e-ticket, an e-ticket record is stored in the airline's electronic ticketing database (ETDB). Once the e-ticket record has been stored in the ETDB, it can still be displayed in Amadeus.

Here, for example, is a PNR for which an e-ticket has been issued:

```
--- TST RLR ---
RP/AKLN22CTS/AKLN22CTS          OC/PR          6MAR00/1151Z          ZIN6WX
1.SMITH/MARY MRS
2 QF  033  Y  20AUG  7  MELAKL        HK1      I      0800 1325          *1A/E*
3 AP 2134234
4 TK OK06MAR/AKLN22CTS//ETQF
5 FA PAX 081-1688283501/ETQF/NZD906.00/07MAR00/AKLN22CTS/24000 012/S2
6 FB PAX 0700000006 TTP/ET OK ETICKET OFFER ITIN/RCPT*ADV PHOTO ID REQUIRED/S2
7 FM PAX *P*9/S2
8 FP CASH
9 FV QF
 >
```

To display the e-ticket record, when there is only one FA element in the PNR, enter:

TWD

System Response:
The e-ticket record display is automatically formatted by the system to resemble a cryptic TST, as follows:

```
TKT-0811688283501              RCI-                    1A      LOC-ZIN6WX
OD-MELAKL  SI-SOTO      FCMI-0    POI-AKL    DOI-07MAR00    IOI-24000012
1. SMITH/MARYMRS                  ADT                ST
1 O MEL QF  033  Y  20AUG  0800  OK    Y1              O              20K
   AKL
FARE   F  AUD        686.00
EQUIV     NZD        868.00              BSR  1.265182
TAX       NZD         38.00AU
TOTAL     NZD        906.00
/FC MEL  QF  AKL447.70NUC447.70END ROE1.532242
 FP CASH
 >
```

The following table explains the components in the header line:

Component	Explanation
TKT-0811688283501	E-ticket number
RCI-	Confirmation number (if returned by the ETDB). This field is currently only used by Varig (RG).
LOC-ZIN6WX	Record locator

The following table explains the components in the first line:

Component	Explanation
OD-MELAKL	Origin and destination
SI-SOTO	Sale indicator
FCMI-O	Fare calculation mode indicator
POI-AKL	Place of issue
DOI-07MAR00	Date of issue
IOI-24000012	IATA number of the issuing office

The following table explains the possible status codes of a flight segment in an e-ticket record display:

Status	Indicates
A	Airport control
C	Checked-in
E	Exchanged
F	Flown/ used
G	Passenger must be rerouted due to flight interruption
I	Irregular operations
L	Lifted/ boarded
O	Open for use
P	Printed
Q	Revoked
R	Refunded
S	Suspended
V	Voided
X	Print exchanged

TWD Options

The TWD entry without any options is used when there is a new or retrieved PNR present and there is only one FA element.

- Here is the option that can be used with the TWD entry to display an e-ticket record from a PNR:

TWD/L10

Displays the e-ticket record for a specific FA element, by line number. This entry is required when there is more than one FA element in the PNR.

- Here are the options to display e-ticket records when a PNR is not present:

Entry	Explanation
TWD/TKT005-1234567890	Displays a specific e-ticket record by the e-ticket number.
TWD/VDL/ORG999888777/20AUG-SMITH/ MARY	Displays a specific e-ticket record by phone number, date, and name. The validating airline (/VXX, where XX is the two-letter airline code) must also be specified.
TWD/VDL/FTI123456/20AUG	Displays a specific e-ticket record by frequent flyer number and date. The validating airline (/VXX, where XX is the two-letter airline code) must also be specified.
TWD/VCO/TVL12APRNYCCHI-SMITH/ MARY	Displays a specific e-ticket record by trip information: date, city pair, and name. The validating airline (/VXX, where XX is the two-letter airline code) must also be specified.

Redisplaying an Active E-Ticket Record

When an e-ticket record is displayed, it remains active for 60 minutes or until you display another e-ticket record, whichever comes first. An e-ticket record can be redisplayed at any time while it is still active. Enter:

TWDRT

Displaying an E-Ticket Record List

When you make a TWD entry to display a specific e-ticket record, without a PNR present and without specifying the ticket number, the system may find more than one e-ticket record that matches the search criteria. In this case, a list of the matching e-ticket records is displayed:
You can display an individual record from the list by making the TWD entry again, along with the line number. To display the second e-ticket record in the list, for example, enter:

TWD/2

To redisplay the list after displaying an individual e-ticket record, enter:

TWDRL

When you display an ET record, you can redisplay the PNR by entering:

RT*E

Displaying an Old ET Record from a New ET Record

If you have exchanged an e-ticket, you can display the original e-ticket record from the new e-ticket display. To do this, first display the new e-ticket record by entering TWD:
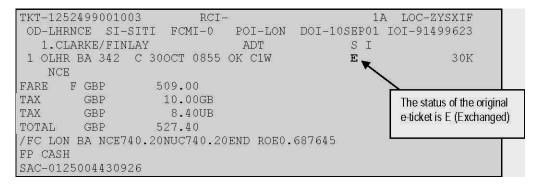
System Response:

```
TKT-1252499001004        RCI-                        1A  LOC-ZYSXIF
  OD-LHRNCE  SI-SITI  FCMI-1  POI-LON  DOI-10SEP01  IOI-91499623
    1.CLARKE/FINLAY              ADT              S I
  1 OLHR BA 342  C 30OCT 0855 OK C1W               O          20NOV 30K
     NCE
FARE    R GBP        509.00
TAX       PD          10.00GB
TAX       PD           8.40UB
TOTAL     GBP        509.00
/FC LON BA NCE740.20NUC740.20END ROE0.687645
FO 125-2499001003LON10SEP01/91499623/1252499001003
FP CASH
```

The status of the new e-ticket is O (Open)

Then, to display the original e-ticket record, enter:

TWD/O*

System Response:

```
TKT-1252499001003        RCI-                        1A  LOC-ZYSXIF
  OD-LHRNCE  SI-SITI  FCMI-0   POI-LON  DOI-10SEP01 IOI-91499623
    1.CLARKE/FINLAY              ADT              S I
  1 OLHR BA 342  C 30OCT 0855 OK C1W               E             30K
     NCE
FARE    F GBP        509.00
TAX       GBP          10.00GB
TAX       GBP           8.40UB
TOTAL     GBP        527.40
/FC LON BA NCE740.20NUC740.20END ROE0.687645
FP CASH
SAC-0125004430926
```

The status of the original e-ticket is E (Exchanged)

Note that with the original e-ticket display the coupon status shows 'E' for exchanged, and with the new e-ticket display the coupon status shows 'O' for open.
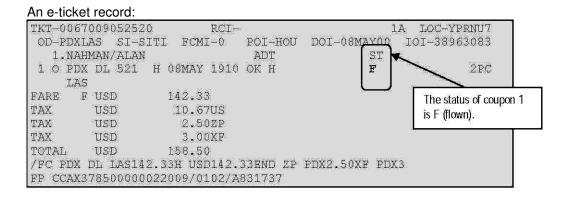
E-TICKET HISTORY

Some airlines support the e-ticket history display.

TWH

When you make the history entry, the system sends a message to the airline's e-ticket database and requests the history display. Different airlines format their e-ticket history display differently, and they do not all show exactly the same information.
However, in general, the e-ticket history is ordered by coupon and shows the changes in coupon status. The following pages show some examples of e-ticketing history displays for several airlines. The e-ticket record is shown first, followed by the response to the TWH entry.

Example 1: Delta Airlines (DL)

An e-ticket record:

```
TKT-0067009052520        RCI-                        1A  LOC-YPRNU7
 OD-PDXLAS  SI-SITI  FCMI-0   POI-HOU  DOI-08MAY00  IOI-38963083
   1.NAHMAN/ALAN                   ADT              ST
 1 O PDX DL 521  H 08MAY 1910 OK H                  F                2PC
     LAS
FARE   F USD        142.33
TAX      USD         10.67US
TAX      USD          2.50ZP
TAX      USD          3.00XF
TOTAL    USD        158.50
/FC PDX DL LAS142.33H USD142.33END ZP PDX2.50XF PDX3
FP CCAX378500000022009/0102/A831737
```

The status of coupon 1 is F (flown).

TWH

System Response:

```
TICKET HISTORY DISPLAY
TKT-0067009052520
CPN FRM/TO FLT     CL DATE   ST OFFICE ID SIGN       TIME/DATE
 1  PDXLAS DL521  H  08MAY  L  PDX         DL  CHNG  0150Z09MAY00
            DL521  H  08MAY  C  PDX         DL  CHNG  0145Z09MAY00
            DL521  H  08MAY  O  PDX1S210B 0321SI/SU 1609Z08MAY00
```

The status changes from O (open) to C (checked in) to L (lifted).

REVALIDATING E-TICKETS

Possibility of revalidation:

An e-ticket can be revalidated after a change to the itinerary in the PNR has occurred. Individual airlines have their own rules for revalidation. In Amadeus, however, revalidation is possible after any of the following changes, as long as there is also no change to the fare:

- Different flight number
- Different flight date or time
- Different airport (within the same city)
- Different class of service
- Different airline (provided an interline agreement exists between the two airlines)

Note: The coupons to be revalidated must have the status O (open).

There must be an FA or FHE element in the PNR display before you can make the revalidation entry. When the FA element is missing from the PNR display, create an FHE element (manual e-ticket number) with the original ticket number. Then, make the revalidation entry. When you enter the FHE element manually, remember that not all airlines support this entry. Although you can revalidate the e-ticket, this may cause problems because no indication is given to the airline's ticket server that the revalidation concerns an e-ticket. In this case you must also include an OSI or SSR in the PNR.

Next, display the e-ticket record using the TWD entry:

```
TKT-1252400000131        RCI-                       1A   LOC-zbczry
 OD-ABZLON   SI-SITI   FCMI-0    POI-LON   DOI-11JAN02   IOI-91499623
    1.cormack/james              ADT             S I
 1 OABZ BA 1303 C 04MAY 0835 OK C1             O              2PC
    LHR
FARE   F GBP       171.00
TAX       GBP         5.00GB
TAX       GBP         2.50YQ
TOTAL     GBP       178.50
/FC ABZ BA LON243.87NUC243.87END ROE0.701187
FP CASH
>
```

To revalidate the e-ticket, use the ETRV option in the TTP entry, as follows:

TTP/ETRV/L5/S2/E1

TTP	Transaction code
/ETRV	Slash followed by the e-ticket revalidation option
/L5	Slash followed by the letter L and the line number of the FHE element in the PNR that contains the e-ticket number
	Note: When there is a rebooking in the itinerary, the FA element is automatically moved to the PNR history, and in its place an FHE element is created.
/S2	Slash followed by the letter S and the number of the changed segment in the PNR. Multiple segments

can be specified (/S2-3, for example).
If the PNR does not contain an FA element with the
original e-ticket number, it must be added to the
PNR in an FH element before revalidation. The FH
entry must include both passenger- and segment-association.

/E1   Slash followed by the letter E and the number of the
original coupon in the e-ticket record. Multiple
coupons can be specified (/E1-2, for example). The
coupon numbers in the /E option must correspond
to the segments specified in the /S option.

Note: You should only revalidate the e-ticket after you have changed the PNR. Otherwise, the
airline's e-ticket server will not know that the passenger booking has been changed, and the
passenger will not be recognized by the airline's departure control system. The revalidation
serves to synchronize the PNR and the e-ticket record.

System Response:

```
--- TST RLR ---
RP/LONBA0ETK/LONBA0ETK              OC/PR   7JAN02/1649Z    ZBCZRY
RF JL
  1.CORMACK/JAMES
  2  BA1303 C 05MAY 7 ABZLHR HK1              0835 1005        E 0
     DESIGNATED NON-SMOKING SERVICE
     SEE RTSVC
  3 AP LON - 208 41414141
  4 TK OK07JAN/LONBA0ETK//ETBA
  5 FHE PAX 125-2400000131
  6 FP CASH
>ttp/etrv/l5/s2/e1
OK PROCESSED
>
```

Revalidation Rules

An e-ticket can be revalidated if the following rules are obeyed:

- There must be no change to the fare.
- Revalidation is explicitly permitted in the fare rules.
- The destination airport can be different, but the ticket must be for the same city as the
  original ticket. For example, LHR is an acceptable alternative for LGW, and CDG is an
  acceptable alternative for ORY.
- The status must be O for open.

EXCHANGING (REISSUING) E-TICKETS

HE ETE, HE ETO, HE FO

If you have to make a change to an e-ticket that is not allowed under the revalidation rules, you must exchange the ticket. This is also known as reissuing the ticket.

When you are exchanging an e-ticket, the following rules apply to the original ticket (FO) element in the PNR:

- The E coupon indicator is required for the original issue document and for all exchange documents.
- The coupon number to be entered is the number of the first unused coupon with status O (Open) or A (Airport control).
- Entering check digits is optional. If you do not include a check digit in your entry the system will automatically create it for you.
- For conjunctive e-tickets, you only need to enter the first ticket number. The last ticket number is not required, because it is determined by the system automatically.
- An e-ticket (or paper ticket) that is issued in exchange for an e-ticket cannot be voided.

To Exchange an E-Ticket, You must complete the following steps:

- **Step 1:** Retrieve The PNR
- **Step 2:** Display the E-ticket record
- **Step 3:** TTI/EXCH Or TTI/EXCH/T1 –Update the passenger TST for exchange.
- **Step 4:** TTI/VXX30APR – Update the TST with a not valid after date
- **Step 5:** FO line- Create the FO element manually or automatically.
- **Step 6:** Display TWD and then insert the FO element into the PNR.
- **Step 7:** TTP/P1/ET – Reissue the E-ticket.

Creating the FO Element Manually

Here is an example of the FO entry for the first exchange of an e-ticket:

FO 006–12345678901E1MIA20AUG00/00112233

FO	Transaction code
006-	Carrier code, dash
1234567890	Original issue e-ticket number
1	Check digit (optional)
E1	ET coupon indicator (the letter E) followed by the number of the first coupon with status O or A
MIA20AUG00/	City and date of original issue ticket, slash
00112233	Issuing agency's 8-digit ARC/IATA number

Here is an example of the FO entry for the first exchange of a conjunction e-ticket:

FO 006–12345678901E1-91MIA20AUG00/00112233

FO	Transaction code
006-	Carrier code, dash
1234567890	Ticket number of the first conjunction ticket
1	Check digit (optional)
E1	ET coupon indicator (the letter E) followed by the number of the first coupon with status O or A
-91	Dash, last two digits of the last conjunction ticket number
MIA20AUG00/	City and date of original issue ticket, slash
00112233	Issuing agency's 8-digit ARC/IATA number

Here is an example of the FO entry for the second exchange of an e-ticket, when the first exchange document was also an e-ticket:

FO 006–1234567890MIA20AUG00/00112233/006–12345678921E1

FO	Transaction code
006-1234567890	Carrier code, dash, and original issue ticket number
MIA20AUG00/	City and date of original issue e-ticket, slash
00112233/	Issuing agency's ARC/IATA number, slash
006-1234567892	Carrier code and the first exchange document number
1	Check digit (optional)
E1	ET coupon indicator (the letter E) followed by the number of the first coupon with status O or A

Creating the FO Element Automatically

When you exchange an e-ticket you can also automatically display the FO element and enter it in the PNR. When you create the FO element in this way, the E coupon indicator, coupon numbers, and check digit are all created automatically.
To display the FO line automatically, you must first display the passenger PNR, then enter:

FO*

If there is more than one FA element in the PNR you must specify the FA line number, for example:

FO*L6

FO*	Transaction code
L6	FA element line number

Note: If there is an FHE element present in your PNR, you can also select this to automatically create an FO line.

System Response:

```
FO125-2499001304E1LON12SEP01/91496716/125-2499001304E1
>
```

Once the FO line is displayed, move the cursor up to the FO line, add any additional indicators or commands, then press Enter. There is no need to include a Start of Entry at the beginning of the line, even if you cannot see one present.

For example:

```
FO125-2499001304E1LON12SEP01/91496716/125-2499001304E1*I
>
```

System Response:

```
1.DAVIS/STUART
  2   BA 342 C 30OCT 2 LHRNCE HK1   0810 1   0855 1150   *1A/E*
  3 AP LON 44-2087387346
  4 TK OK12SEP/LONBA0096//ETBA
  5 SSR TKNE BA HK1 1252499001304/S2
  6 FA PAX 125-2499001304/ETBA/GBP527.40/12SEP01/LONBA0096
       91496716/S2
  7 FB PAX 1200000093 TTP/XH1/ET OK ETICKET/S2
  8 FO 125-24990013042LON12SEP01/91496716/125-24990013042E1*I
  9 FP Q
```

If there are multiple passengers and multiple FA elements present in your PNR, you must process each FA separately using segment- and passenger-association.

Note : The date automatically created in the FO element is always today's date. The rest of the information is taken from the office ID and office profile of the agent who performs the FO* entry. If you or your office did not originally issue the e-ticket, remember to update the information that is automatically created when you enter FO* with the original issue information required.

VOIDING E-TICKETS

HE TWX

After an e-ticket has been issued, you can void the unused e-ticket coupons within the current sales period (enter **HE TJI** for more information about the sales period).

Before an e-ticket can be voided, the e-ticket record must be displayed with the **TWD** entry.

To void the e-ticket, enter:

TWX

System Response:
The TWX entry causes Amadeus to send a void request to the airline. When an e-ticket has been successfully voided, the following message is displayed:

```
TKT-0811688283501          RCI-                        1A   LOC-ZIN6WX
 OD-MELAKL   SI-SOTO   FCMI-0    POI-AKL   DOI-07MAR00   IOI-24000012
   1.SMITH/MARYMRS               ADT                  ST
 1  O MEL QF 033   Y 20AUG 0800 OK Y1              O              20K
     AKL
FARE    F AUD         686.00
EQUIV    NZD         868.00         BSR      1.265182
TAX      NZD          38.00AU
TOTAL    NZD         906.00
/FC MEL QF AKL447.70NUC447.70END ROE1.532242
FP CASH
>twx
OK ETKT RECORD UPDATED
SALE IS CANCELLED IN REPORTING SYSTEM
>
```

Some airlines may also return a Settlement Authorization Code (SAC). In this case, the code is displayed in the message as follows:

```
>TWX
OK ETKT UPDATED SAC-0060590436275
SALE IS CANCELLED IN REPORTING SYSTEM
>
```

Once the e-ticket has been successfully voided, the status of all voided coupons in the e-ticket record is changed to V (Voided), as follows:

```
TKT-0811688283501          RCI-                        1A   LOC-ZIN6WX
 OD-MELAKL   SI-SOTO   FCMI-0    POI-AKL   DOI-07MAR00   IOI-24000012
   1.SMITH/MARYMRS               ADT                  ST
 1  O MEL QF 033   Y 20AUG 0800 OK Y1              V              20K
     AKL
FARE    F AUD         686.00
EQUIV    NZD         868.00         BSR      1.265182
TAX      NZD          38.00AU
TOTAL    NZD         906.00
/FC MEL QF AKL447.70NUC447.70END ROE1.532242
FP CASH
>
```

In the PNR, the existing FA element for the canceled e-ticket record is removed, stored in the PNR history, and replaced by a new FA element that includes the EV status code. This indicates that the e-ticket has been voided.

REFUNDING E-TICKETS

<center>**HE ETF**</center>

After an e-ticket has been issued, you can refund all flight coupons that have a status of O (Open for use) or A (Airport control). All such coupons must be refunded; you cannot select individual coupons.

Refunding an E-Ticket Manually

Before you can refund an e-ticket, you must display the e-ticket record with the **TWD** entry.
To refund the e-ticket, enter:

<center>**TWREF**</center>

System Response:
If the refund request is successful, the refunded coupons or the ET-REA(depending on your market) will be printed.
You will also receive the following message:

```
TKT-0811688283502        RCI-                         1A  LOC-X2QQNV
 OD-MELAKL  SI-SOTO  FCMI-0   POI-AKL  DOI-07MAR00  IOI-24000012
   1.SMITH/JOHNMR              ADT              ST
 1 O MEL QF 033  Y 20AUG 0800 OK Y1              O              20K
     AKL
FARE    F AUD        686.00
EQUIV    NZD        868.00        BSR     1.265182
TAX      NZD         38.00AU
TOTAL    NZD        906.00
/FC MEL QF AKL447.70NUC447.70END ROE1.532242
FP CASH
>TWREF
OK ETKT RECORD UPDATED  SAC-0081000804145
PROCESS REFUND MANUALLY
```

The status of all refunded coupons in the e-ticket record is changed to R (Refunded), as follows:

```
TKT-0811688283502        RCI-                         1A  LOC-X2QQNV
 OD-MELAKL  SI-SOTO  FCMI-0   POI-AKL  DOI-07MAR00  IOI-24000012
   1.SMITH/JOHNMR              ADT              ST
 1 O MEL QF 033  Y 20AUG 0800 OK Y1              R              20K
     AKL
FARE    F AUD        686.00
EQUIV    NZD        868.00        BSR     1.265182
TAX      NZD         38.00AU
TOTAL    NZD        906.00
/FC MEL QF AKL447.70NUC447.70END ROE1.532242
FP CASH
SAC-0081000804145
>
```

In the PNR, the existing FA element for the refunded e-ticket is removed, stored in the PNR history, and replaced by a new FA element that includes the ER status code, which indicates that the e-ticket has been refunded. The TWREF transaction refunds the e-ticket in the Amadeus or

airline ticketing system only; it does not approve the amount of the refund or register the refund in the sales reporting system. You must register e-ticke

E-TICKET ITINERARY RECEIPT

HE ITR, HE ETR

An e-ticket itinerary receipt (ITR) is a document that is printed as part of the issuance of an e-ticket; it is a legal document.

Conditions for Issuing an ITR

In order for your office to issue e-ticket ITRs, the following conditions must exist:

- Your office is authorized to issue e-tickets.
- A valid e-ticket PNR is present or you are in the process of creating a new one.
- The PNR contains a ticket number (FA) element and an Amadeus Interface Record (A.I.R) sequence identifier (FB).

Note: You can issue an ITR up to seven days after the ticket number has been appended to the PNR in the FA element. After seven days, the A.I.R is purged from the system and any reference to the FA element becomes invalid.
You cannot view an itinerary receipt on the screen. You can view an itinerary print.

Example of an ITR

```
ELECTRONIC TICKET
                    PASSENGER ITINERARY RECEIPT

 A.G. TRAVEL (1)                    (2) DATE: 05 MAY 2000
 205 MAIN STREET                    (3) AGENT: 0888
 BRUSSELS, 32002                    (4) NAME: SMITH/JOHN
 BELGIUM                            (5) FQTV: FFSN1234567890
 IATA     : 912 34611
 TELEPHONE: 09-818 8832
ISSUING AIRLINE                    (6) : SABENA
VAT REG.                               : SN010802333
TRADE REG. NO.                         : 49532
TICKET NUMBER                      (7) : ETKT 123 1234567890
ETKT CONFIRMATION NUMBER           (8) : SN/0123456789


BOOKING REF.: 1A/123456, SR/123456 (9)


(10)          (11)  (12)(13) (14)   (15)       (16)  (17)  (18)(19)
FROM/TO       FLIGHT CL DATE  DEP   FARE BASIS NVB   NVA    BAG ST

BRUSSELS      SN4051 Y  23JUN 1915 YRFISE      16JUN 30JUN 30K OK
              (20) FLIGHT OPERATED BY: SWISSAIR
ZURICH                       (21) SEAT: 13D
TERMINAL:A    (22) LAST CHECK IN TIME: 1830


ZURICH (23)   SN4054 Y  15JUL 2015 YRFISE      08JUL 22JUL 30K OK
TERMINAL:A         FLIGHT OPERATED BY: SWISSAIR
BRUSSELS                          SEAT: 25E
              LAST CHECK IN TIME: 1930
(24)
AT CHECK-IN, PLEASE SHOW A PICTURE IDENTIFICATION AND THE
DOCUMENT YOU GAVE FOR REFERENCE AT RESERVATION TIME.

(25)
ENDORSEMENTS : NON ENDORSABLE, NON REFUNDABLE, NON REROUTABLE
TOUR CODE    : ABC 123 456 789
PAYMENT      : CASH

(26)
FARE CALC.: OUL SN ZRH387.42P ZRHBRU28.97NUC 416.39END
            ROE44.423739SOTO

AIR FARE      :  EUR    458.55 (27)
TAX           :  EUR     13.38BE      1095.00CH (28)
TOTAL         :  EUR    485.69 (29)
```

```
PASSPORTS ARE RECOMMENDED TO MAKE THIS JOURNEY   (30)
INTERNATIONAL TOURS CHANGE FEE $25.00
CARRY ON BAGGAGE LIMITED TO 2 PIECES PER PERSON
 (31)
 CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE
 SUBJECT TO CONDITIONS OF CONTRACT, WHICH ARE HEREBY
 INCORPORATED BY REFERENCE. THESE CONDITIONS MAY BE OBTAINED
 FROM THE ISSUING CARRIER.

 THE ITINERARY/RECEIPT CONSTITUTES THE 'PASSENGER TICKET'  FOR
 THE PURPOSES OF ARTICLE 3 OF THE WARSAW CONVENTION, EXCEPT
 WHERE THE CARRIER DELIVERS TO THE PASSENGER ANOTHER DOCUMENT
 COMPLYING WITH THE REQUIREMENTS OF ARTICLE 3.

 NOTICE
 IF THE PASSENGER'S JOURNEY INVOLVES AN ULTIMATE DESTINATION OR
 STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE THE
 WARSAW CONVENTION MAY BE APPLICABLE AND THE CONVENTION GOVERNS
 AND IN MOST CASES LIMITS THE LIABILITY OF CARRIERS FOR DEATH OR
 PERSONAL INJURY AND IN RESPECT OF LOSS OF OR DAMAGE TO BAGGAGE.
                                        (32)  page   2/2
```

Explanation of the e-ticket ITR:

(1)   Six lines of agency information
(2)   The date on which the e-ticket ITR is issued
(3)   Sign of the agent issuing the e-ticket ITR
(4)   Passengers surname and first name
(5)   Frequent flyer number (if available)
(6)   Name and tax/ trade registration number of the validating carrier
(7)   E-ticket document number
(8)   E-ticket confirmation number (if available)
(9)   Amadeus record locator, followed by airline record locator
(10)   Departure/ arrival cities, airports and terminals
(11)   Flight number
(12)   Class of service
(13)   Day and month of departure
(14)   Departure time
(15)   Fare basis
(16)   Not-valid-before date
(17)   Not-valid-after date
(18)   Baggage allowance
(19)   Reservation status code
(20)   Flight operating carrier
(21)   Seat number taken (if available)
(22)   Check-in time (if available)
(23)   Additional air segment(s) included with this e-ticket example
(24)   Standard advice to the passenger about documents required for identification
(25)   Endorsements, exchange rate, tour code, and form of payment
(26)   Fare calculation
(27)   Base fare currency code and amount
(28)   Tax amounts and codes
(29)   Tax and fare together
(30)   Up to five lines of remarks taken from the RIZ element in the PNR
        Note: The RIZ remark is used to include miscellaneous information on the ITR.
(31)   Legal notices
(32)   Current page and total number of pages repeated on each page of the ITR.

Adding Remarks to an ITR

To add a comment to the ITR you use the RIZ command. For example, enter:

RIZ PLEASE KEEP THIS RECEIPT/P1-3, 5

The text is free-flow. Each remark is limited to 64 characters. However, there is no limit to the number of remarks you can add.

Printing an E-Ticket ITR

To print an ITR on the default printer defined in your office profile, enter:

ITR

You can include the following options in the ITR entry:

Entry	Explanation
ITR/P1, 3-5	Issues an ITR for specific passengers. This entry is used to issue an ITR for selected passengers when only one FB element is present in the PNR.
ITR/L10	Issues an ITR for all passengers associated to a specific FB element.
ITR/L10/P2 – 3	Issues an ITR for selected passengers associated to a specific FB element.
ITR/COPY	Prints a copy of an ITR as it was originally issued if prior to 2002 Euro conversion. For example, if an ITR was originally printed displaying French francs **ITR/COPY** will reprint the ITR in French francs. You should note that the ITR copy is not a contractual document.

To print the itinerary at the same time as the receipt, enter:

TTP/ET/ITR

Sending an ITR to a Specified E-Mail Address

To send an ITR to a specified e-mail address, enter, for example:

ITR–EML–HMASON@YKT.COM

System Response:

```
ITR EMAIL SENT
```

Sending an ITR using the E-Mail Contact Element

If an e-mail contact element (APE) is present in the PNR, you can send an ITR directly to the e-mail address associated with that element.

To send an ITR using the e-mail contact element in a PNR, enter, for example:

ITR–EMLA

System Response:

```
ITR EMAIL SENT
```

When a PNR contains multiple passengers, follow these guidelines:

- If you wish to send ITRs for all passengers to the same e-mail address, there must be a single, non passenger-associated APE element in the PNR.

- If you wish to send ITRs to different e-mail addresses that correspond to the relevant passengers, the PNR must contain as many passenger-associated APE elements as applicable.

If you wish to send an ITR using the e-mail contact element for a specific passenger in the PNR when multiple passengers exist, enter for example:

ITR–EMLA/P2

Re-printing accounting coupons:

In order to print all paper documents when the e-ticket is already printed.

TTR

It will print: 1) Audit coupon
                   2) Agent coupon
                   3) Charge form
                   4) MCO coupon
Note: It can be printed within 7 days from the FB elements.

TTR option:

TTR/SN 0012458/P1-3

TTR/	Transaction code
SN	Serial number
0012458	The AIR number from the FB element.
P1-3	Passenger association

TTR/L16

Note: 16 is the FB line number

When you want to Re-print accounting coupons by passenger number, you must enter the original passenger number that was in the PNR at the time of the ticketing.
If the passenger number has been changed since the original issue. You can display the original passenger number, name, and document number from the sequence number using the following entry:

TTZM 001247

TTZ	TRANSACTION CODE
M0800001253	M FOLLOWED BY THE SEQUENCE NUMBER

FORM OF IDENTIFICATION

SSR FOR FORM OF ID (FOID):

```
ONE PASSENGER                    SRFOID IB HK1-DL12345678/P1

ALL PASSENGERS                   SRFOID IB -DL12345678

MULTIPLE PASSENGERS              SRFOID IB HK3-DL12345678/P1-2,4

USING A CC STORED
IN THE FP ELEMENT                SRFOID LH HK2-CC-L3

USING AN FF NUMBER STORED
IN THE FP ELEMENT                SRFOID AF HK1-FF-L7/P1
```

EXAMPLES OF VALID TWO-LETTER ID CODES:

```
CN - CONFIRMATION NB OR RECORD LOCATOR
CC - CREDIT CARD
DL - DRIVER'S LICENSE
FF - FREQUENT FLYER
ID - LOCALLY DEFINED ID NUMBER
NI - NATIONAL IDENTITY
PP - PASSPORT
TN - TICKET NUMBER
```

TROUBLE SHOOTING

1-Before printing, check the next ticket

TSD/A1

-Make sure that the print queue is empty

PQD/A1

-For normal printing

TTP

-If the ticket is not printed

TZSTART

-If it is in the print queue, (PRINTING), but it is not printed yet

-PQD/A1

-PQC/A1

-TZSTOP

-PQO/A1

-TZSTART

-If still the ticket is pending as (PRINTING), try from the toolbar

    -START

    -PROGRAMS

    -AMADEUS PRO PRINTER

    -ADMINISTRATION

    -SERVICE

    -STOP

    -SERVICE

    -START

    -TZSTART

2-If the next is not identical

    -TSD

    -TSN/A1/203/V

    (To go forward in numbers, whish means voiding 202)

3-If the next is one ticket backward of the actual ticket it is a very critical case

-First check the next ticket, you will find that it is forward with one ticket

TSD

-Second check if the next ticket is reported in the TJQ

TJQ/SOF

-Third Check if the Ticket is still white (Not printed)

-Fourth use the NEXT entry, to get 502 back as a next

TSN/A1/502/X

-Fifth check the query report ort and DO NOT cancel any of 502

4- If you have a Ticket in the PQD, with status "PRINTING", and it is already printed and reported in the TJQ

- Check the next ticket

- Enter a paper in the printer and do TZ STAR

http://www.flyingway.com/vb/showthread.php?t=19200