Amadeus Electronic Ticketing

Course

When issuing or modifying e-ticket you can consult   **HE ETT**
To display information on e-ticketing policy or market for specific airline **HE ETT XX**
Complete Specific Airline Information   **GG AIR XX**

E - Ticketing Agreement Table
Display airlines of a specific country   **TGETD-PK**
To find agreement for specific carrier: **TGAD-BA**
To find agreement between specific carrier: **TGAD-BA/CO**

Itinerary Pricing

The Amadeus Itinerary Pricing function allows you to price a specific itinerary in a PNR. The following table describes the two transaction codes that you can use to price an itinerary:

Entry	Explanation
FXP	The itinerary and creates a TST

Pricing Follow-Up Transactions

The following table describes the entries you can use to request additional information after a pricing response:

Entry	Explanation
FQQ	Fare components
FQN	Fare rules
FXT	To select the same fare for all passengers in the PNR
FXV	Pricing Overrides

Pricing an Itinerary and Creating a TST

To price an itinerary and create a TST, you use the FXP transaction code.

Pricing Options

You can add options to further define your pricing requirements. The options apply equally to the **FXP** transaction codes. The following is a list of options indicators:

Entry	Explanation
FXP	Price the itinerary for all passengers
FXP/P1	Price the itinerary for passenger 1
FXP/P1-2	Price the itinerary for passenger 1 and 2
FXP/P3,5-7	Price the itinerary for passenger 3, and 5 through 7
FXP/S3	Price only segment 3 of the itinerary
FXP/S3,5.7	Price a selection of segments

FXP/S3-9	Price a range of segments
FXP/S4S	Price and indicate segment 4 as a stopover point
FXP/S4S,S6S	Price and indicate segments 4 and 6 as stopover points
FXP/R,FRA	Price and indicate the point of sale and ticketing as FRA
FXP/L-VEE4MPK1	Price all segments in a PNR override RBD with the fare basis code VEE4MPK1
FXP/S2RW	Round the world fare for the complete Itinerary

Selecting a Fare and Creating a TST

Select the fare from the list and create the TST. Here is an example of a list of fares.

```
FXP
* FARE BASIS *  DISC   * PSGR    *FARE<FRF> * MSG *T
01 HR      *      * P1     *  19425 *    *Y
02 HLE6M   *      * P1     *   6650 *    *Y
```

To select the fare on line 2, enter: **FXT2**

The following table describes the additional entries you can make:

Entry	Explanation
FXT2/P3	The fare shown on a specific line for a specific passenger only
FXT2/P1,3	The fare shown on a specific line for more than one passenger
FXT1/P1//2/P2//3/P3	A different fares for individual passengers
FXV2/P1	Override RBD of the fare shown on a specific line for a specific passenger only
FXT/P1,3	Override the fare shown on a specific line for more than one passenger
FXT1/P1//2/P3	Override a different fares for individual passengers

Transitional Stored Ticket

Displaying a TST

Entry	Explanation
TQT	Display a TST or a list of TSTs if there is more than one
TQT/T2	Display a specific TST from a TST list

Canceling a TST

The following table describes the entries you can make:

Entry	Explanation
TTE/T3	A specific TST
TTE/ALL	All TSTs

Displaying TST History

It indicates that there is a deleted TST, therefore there is TST history. To display TST history, enter:

TTH

If there is more than one TST, you need to specify the number in your entry. For example:

TTH/T2

Updating TST

Entry	Explanation
TTK/X500SP	Add a new Tax
TTK/F25000	Entry to Add Fare(Selling OR Published)
TTK/L2X,3X	Transfer Indicator
TTK/L3,4/V16OCT11DEC	Entry to add Validity of Ticket
TTK/L2/VXX11DEC	Entry to add Not Valid After Option
TTK/L1,2X/VXX11DEC/L3,4X/V18OCT11DEC	Both/To Enter Not Valid After OR Not Valid Before e
TTK/C+*XXXXXXXXX	Free Flow Text enter after the fare calculation
TTK/C+XF LAX3 JFK4.5	Add US PFC taxes after the fare calculation
TTK/C+XF LAX3 JFK4.5*XXXXX	Entry to add US PFC taxes together with the free flow text after a fare calculation

Mandatory Elements for a PNR

Fare Remarks Elements

The following table describes the entries you can make: (***** Mandatory Elements)

Entry	Explanation
FM	* Travel agency Commission Amount
FV	* Validating Carrier
FP	* Form of Payment
FE	* Endorsement and Restriction
FA	* Automated Ticket Number
FB	* Automatic Amadeus Interface Record Sequence Number
FD	Fare Discount
FN	Transmission Control Number
FT	Tour Code

Published Fare:
1. **SS**   (Seat Sell)
2. **NM1**   (Name Elements)
3. **AP**   (Contact Elements)
4. **TK**   (Ticketing Arrangement)
5. **RF**   (Received Form)
6. **ER**   (Save/ End of Transaction)
7. **FP**   (Form of Payment)
8. **FV**   (Validating Carrier)
9. **FM**   (Travel agency Commission Amount)
10. **FXP**   (PNR pricing)
11. **TTP**   (Printing a Ticket)

Validating Form

Entry	Explanation
FV XX	Validating Carrier (XX= Airline Code)

Travel agency Commission

Entry	Explanation
FM9	Travel agency commission 9%
FM5	Travel agency commission 5%
FM0	No commission given to passenger
FMPAX7	Travel agency commission only for ADULT & CHILD
FMINF3	Travel agency commission only for INFANT

Form of Payment

Entry	Explanation
FP AGT	single form of payment by Agent
FP CASH	single form of payment Cash (mandatory in LH)
FP CHEQUE	single form of payment cheque
FPCCVI4550230600202005/10 07	single form of payment by credit card
FPCASH+CCVI455023060020 2005/1007/PKR17800	form of payment through cash + credit card (followed by the amount of the second FOP)
FPCHEQUE+CCVI455023060 0202005/1007/PKR17800	form of payment through cheque + credit card (followed by the amount of the second FOP)
FPPAX CASH	form of payment cash for adult & child only
FPINF CASH	form of payment cash for infant only

Endorsement & Restriction

The endorsement/restriction element (FE) is used to identify any restrictions, airline comments, or rules that may apply to a ticket. The endorsement is printed on the ticket in the endorsement box.

The endorsement element can be:

- Automatically created by the fare server, or
- Manually entered by the agent entry is:

Entry	Explanation
FE XXXXXXXXX	Manual endorsement if your want to insert in a PNR (XXXXX = FREE FLOW TEXT)

Tour Code

Entry	Explanation
FT*QR27	Tour Code for published fare Ticket
FTPAX*QR27	Tour code for only ADULT & CHILD
FTINF*QRIN	Tour code only for INFANT

Net Remit Fare:

1. **SS** (Seat Sell)
2. **NM1** (Name Elements)
3. **AP** (Contact Elements)
4. **TK** (Ticketing Arrangement)
5. **RF** (Received Form)
6. **ER** (Save/ End of Transaction)
7. **FPNR+** (Form of Payment)
8. **FV** (Validating Carrier)
9. **FTNR** (Tour Code)
10. **FE** (Form of Endorsement)
11. **FM N** (Travel agency Commission Amount)
12. **FXP** (PNR pricing)
13. **TTK/NF-** (To add Net remit Fare in TST)
14. **TTP** (Printing a Ticket)

Validating Form

Entry	Explanation
FV XX	Validating Carrier (XX= Airline Code)

Travel agency Commission amount (FM)

Entry	Explanation
FM7N	Travel agency commission on Net Remit Fare is 7%
FM0	Travel agency commission on Net Remit Fare is 0

Tour Code

Entry	Explanation
FTNRQRIN	Tour Code for Net Remit Ticket
FTPAXNRQR27	Tour Code for Net Remit Ticket for only Adult & Child

Form of Payment

Entry	Explanation
FPNR+ AGT/PKR25470	form of payment by agent (selling amount + taxes)
FPNR+ CASH/25470	form of payment by Cash (selling amount + taxes)PKR is optional
FPNR+CCVI4550230600202005/1007/PKR17800	form of payment through credit card (selling amount + taxes)
FPNR+CHECK/PKR25470	form of payment cash through cheque (selling amount + taxes)

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The endorsement element can be:

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- Manually entered by the agent entry is:

Entry	Explanation
FE XXXXXXXXX	Manual endorsement if your want to insert in a PNR (XXXXX = FREE FLOW TEXT)

ISSUE E-TICKET (TTP)

When Issue E ticket 4 additional coupon are printed:

AGENT COUPON
PASSENGER COUPON
CREDIT CARD COUPON

When the ticket is issued the above coupons will be printed but the flight coupon will remain online in the system. **He TTP**

Entry	Explanation
TTP	Basic Entry to print an E Ticket
TTP/ITR	Ticket, itinerary, receipt
TTP/PT	To issue a paper ticket if your sign in by default is set to E ticket.
TTP/ET	To issue a E ticket if your sign in by default is set to Paper ticket.
TTP/IBP	Print Itinerary & Ticket
TTP/INV	Ticket & Invoice
TTP/INF	Print infant Ticket
TTP/T1-3	To print specific TST
TTP/F	To remove flag from TST

To Re print accounting Coupons: He TTR

Entry	Explanation
TTR/SN 0000015698	Re printing accounting Coupons by Amadeus Interface Record Sequence Number mentioned in the FB element
TTR/T/SN00000015698	Re printing coupons for tickets only
TTRSA0306/SN0000015698	Re print at a specific printer
TTR/T/SN0000015698/C-UI	Re print specific coupon
TTR/T/SN0000015698/P1-4	Re print coupons for specific passengers
TTRSA0306/SN000123564/C-I/P1-4	Combined options for reprinting
TTR/L6/P1	Re print specific Line and passenger

Types of accounting coupons:

U	AUDIT COUPON
I	AGENT COUPON
F	CREDIT CARD CHARGE FORM
X	PASSENGER RECIEPT/ ITINERARY

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To Display E–Ticket Record

To display E-ticket by different options: **HE TWD**

Entry	Explanation
TWD/TKT005-1234567890	To display by Ticket No. (if conjunction tickets use first ticket no.)
TWD/VSQ/FT1127315/12SEP	By Frequent Flyer No. & first active traveling date
TWD/VDL/FOPCCVI4444333322221111 /20AUG-SAJID/HUSSAIN	By Form of Payment, first traveling date & name as per itinerary
TWD/VSQ/TVL08SEPBKKSIN-KHAN/MOHAMMAD	By Traveling date and sector
TWD/VSQ/FOID-FF12345678	By FOID Element
TWD/L3	BY FA Line no.
RT*E	To display PNR from E ticket
TWDRL	To redisplay a list of E – Ticket
TWDRT	To recall latest E – ticket record
TWH	To diplay History

*   Last E-TKT Record remains active for 60 minutes.
**   Always put phone no. in AP element in numeric character
***   Issue ITR with ticket or will be deleted from system after 7 days.

To Void E – Ticket   **He TWX**

Entry	Explanation
TWX	Void E Ticket
TWX/N	Void E ticket in the Sales Report

Steps to be followed:
*   Check on the E-ticket if the status is changed to V (VOID)
**   FA segment should be changed to EV than ET
***   TJQ report should show CANX
****   If in the TJQ report shows TKTT than TWD and than TWX/N. (to sync the TJQ Report)

Flight Status Codes:

Entry	Explanation
A	Airport Controls
C	Checked in
E	Exchanged
F	Flown/ Used
G	Passenger must be routed de to flight interruption
I	Irregular Operations
L	Lifted/ Boarded
O	Open for use
P	Printed - it means that the e-ticket is not valid anymore and that the passenger is having a paper ticket instead
Q	Revoked
R	Refunded
S	Suspended
V	Voided

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X	Print Exchanged

To print by ITR   HE ITR

Entry	Explanation
ITR	Print E – Ticket ITR
ITR/P1,3-5	To print ITR by specific passengers
ITR/L10	To print by FB element
ITR/LP FR	To print by specific language
TTP/ITR	To print Ticket and ITR
ITR/LP854624	To print on specific Printer

To Check Allocation of Stock for E ticketing
DSLD/K/PK/KHIPK2101

Revalidation
If passenger requests for a change in flight, date of traveling, and airport within the same city, fares or taxes, the E ticket will have to be re validated:
*   TWD – Always display E ticket before revalidation
**   TWD/L5 – Display E Ticket by FA Line No.
***** TTP/ETRV/L6/S3/E2
             L – Line no.
             S – Segment no
             E – Coupon no.

Splitting
When split PNR, on the E ticket the PNR will be the same. SO when you display PNR from E ticket that will display the original PNR not the split PNR. When we revalidate the E Ticket the split PNR will reflect in the display.

Change ticket status to Refund
Steps to be followed:
*   TWD – to display e ticket
**   TWREF –
***   SAC - Settlement Authorization Code will be displayed if not check with airline. Once system displays "PROCESS REFUND MANUALLY" you will get refund slip.

To confirm whether ticket status has been changed:
*   TWDRT – to check whether Status in E ticket is R.
**.   In FA element it would show ER than ET.

To reprint the refund slip:
*   TWR/REA – Only if the record locator is available.

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