



# AMADEUS CUSTOMER SERVICE NEWS FLASH

## Frequently Asked Questions on Domestic BSP E-tickets

The below mentioned are some of the frequently asked questions relating to Domestic BSP, along with the clarifications to each. However it may be noted that the above information is based on various correspondence from airline sources / BSP and is subject to change in accordance with the Airline policies. Hence it is highly recommended to verify the prevailing Carrier/ BSP policies as it always take precedence. Amadeus India is not responsible for Individual Airline policies that may have been mentioned above, as they subject to change without prior notice.

### Basic Queries

#### 1. How do I know if I am allowed to start issuing E tickets on Domestic Sectors?

Please check your Ticket Quota Table by performing the entry

TOQD/VCYY

Verify if you have received Domestic BSP i.e. YY capping. If so then the TOQD display should be showing your International and Domestic Capping separately.

TICKET QUOTA SYSTEM		TRAFFIC DOCUMENTS BSP 1A							
AGY NO - 14311111		QUOTA PERIOD				16 NOV 2006			
		16NOV-30NOV							
-----		-----							
AIRLINE	ITIN	TC/DT	PERM	CURR	ISSUED	REMAINING			
-----	-----	-----	-----	-----	-----	-----			
YY	BSP	QUOTA	LIMIT	>D<	TKT	100	100	7	93
YY	BSP	QUOTA	LIMIT	I	TKT	200	200	122	78
>									

This means that you can issue 100 Domestic tickets and 200 International tickets. Please note this dual YY quota includes Paper tickets as well as E-ticket.

## 2. Who should I contact if my YY Quota is utilized completely?

Please contact BSP directly for the increase for YY Quota both Domestic and International.

Amadeus will only update the capping upon receipt of an email from BSP.

## 3. Whom should I approach for the dual capping with the Airline?

You should approach the Respective Airline Staff and advise them to do the needful. They will update your Quota limit on our Website.

## 4. I have received the Domestic and International ticket Quota from the Airline but I cannot issue the tickets as I am getting CHECK ITINERARY / TICKET ISSUE RESTRICTED

Please check if you have got a Domestic YY capping or not. Domestic Ticketing is prohibited without a DOM YY Quota. Even if the Airline has given you its Domestic Quota, you still need a Domestic YY quota separately indicated in your TOQD/VCYY display.

TICKET QUOTA SYSTEM		TRAFFIC DOCUMENTS BSP 1A					
AGY NO - 14311111		QUOTA PERIOD				16 NOV 2006	
		16NOV-30NOV					
AIRLINE		ITIN	TC/DT	PERM	CURR	ISSUED	REMAINING
IC	QUOTA LIMIT	D	TKT	100	100	7	93
IC	QUOTA LIMIT	I	TKT	200	200	122	78
>							

## 5. I performed the Command TTP/ET on a Domestic Itinerary and I got the following error. What I should do in this case?

“CHECK ITINERARY/TICKET ISSUE RESTRICTED”

Please call the Helpdesk and get the access to issue E tickets and Domestic E ticketing access opened.

**Amadeus Customer Service**

Helpdesk 24 X 7  
Nationwide Toll free  
access to Amadeus at  
1800-111-200

**Live Chat function in Vista**

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**Mail to helpdesk**

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## 6. Are credit cards accepted for DOM BSP?

Please check with the respective airline for their policies on Credit Card. The Amadeus commands are the same for DOM or International E ticketing using FPCC as the form of payment.

## 7. Can I revalidate an E ticket (Domestic)?

As of now, only India ( IC ) allows domestic airlines allow E ticket revalidation. Please refer to our help page

- ♦ HEETTIT.22 for Kingfisher
- ♦ HEETT9W.22 for Jet Airways
- ♦ HEETTS2 .22 for Air Sahara
- ♦ HEETTIC.22 for Indian

## 8. One coupon of an E ticket will not be used by passenger and segment has been cancelled. Can I void / process the refund for unused flight coupon?

You cannot VOID a partly unused E ticket; partial refund is possible only after journey is completed for remaining sectors. Check cancellation charge with airline.

## 9. Is it possible to process Automated Refunds of E-tickets (Partial and Full Refund)?

All Domestic E-Tickets refunds are possible in Amadeus if the status of the ticket is "OPEN"(O) or "Airline Control"(A).

## 10. Is it possible to add an INF after E-tickets is issued for the adult?

The INF ticket has to be issued together with the adult's ticket for IT and S2. 9W does not allow Infant E-ticket. Please check the following pages:

- ♦ HEETTIC.22 for Indian
- ♦ HEETT9W.22 for Jet Airways
- ♦ HEETTS2 .22 for Air Sahara
- ♦ HEETTIT.22 for Kingfisher

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### 11. Is it possible to Void Domestic Tickets?

Both E-ticket and Paper ticket of 9W full fare tickets on Domestic can be voided. The 'Check Fare' tickets have to be refunded with the applicable penalty charges. Different Carrier policies apply. Please verify with the concerned carrier for accurate/up to date information.

### 12. Can E-tickets be issued on Air India sectors

Air India is not yet on Eticket. For Eticket carriers on Amadeus please use TGETD-IN.

## Questions on Reporting

### 13. What is the entry to view the query report of only Domestic tickets issued?

The entry is "TJQ/SOF/D-01Nov15Nov/QSI-DOM" (01Nov15Nov is the Date range). Alternatively, you can also check your ticket quota table and see how many Tickets have been issued in YY Domestic.

### 14. Is it possible to view how many domestic tickets are voided?

As of now it is not possible to combine both the options (Domestic and Void) but can view the void tickets by performing the entry TJQ/SOF/V-01Nov15Nov (date Range)

### 15. Is it possible to view how many domestic tickets are refunded?

Using the entry TJQ/SOF/D-01Nov15Nov /QTX-REFD, it is possible to view both International and domestic together. But not separate.

### 16. If tickets get reported as CANN, what procedure is to be done?

There is no charges for CANN cases. The agent has to submit the sales report of CANN cases to BSP. The entry to perform is TJQ/SOF/QTC-CANN/D-01Nov15Nov Where 01SEP15SEP is the date range.

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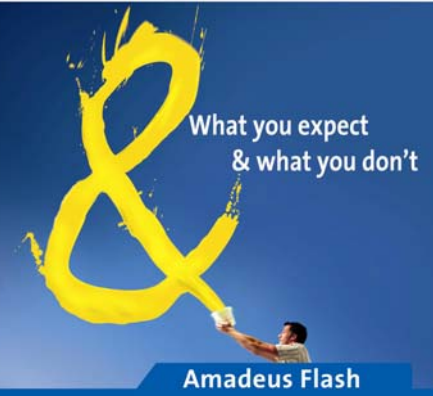
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## On E Ticketing

### 17. What is the print command to be given?

- For paper Tickets: TTP/XA1
- For E-Tickets: TTP/ET
- For paper tickets on Domestic BSP: TTP/XA1
- For paper tickets on JET CTS (with separate Jet printers): TTP/XC1

### 18. Where will the ticket get issued?

Paper ticket will get issued in the BSP Printer i.e in the printer where the international tickets are printed and for E-tickets the Agent/Audit/ITR will get printed on the generic printer.

### 19. What about the Form of Payment?

The entry is FP CASH or FP INV AGT (IATA no).

### 20. What about the reissue procedures?

Please check with the Carrier whether they can reissue this ticket and what are the reissue charges. Presently not every carrier allows reissuing tickets. Refer individual airline policies on this. The commands however remain the same for all carriers.

### 21. Re-print ITR / Accounting coupons

Within 7 days you can reprint an ITR or TTR of the tickets issued in your office. Accounting coupons can be reprinted within 7 days of the tickets issued in spite of FB element is missing in PNR. The entry is **TTR/SN0000017926** (Interface Record Sequence Number (FB) from PNR History)

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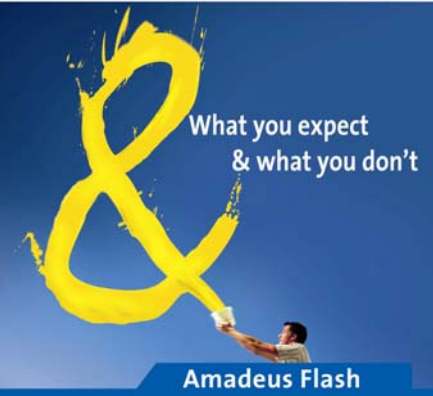
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### 22. E-mail ITRs .

Using the entry ITR-EML-email address, you can Email ITRs within 7 days of the tickets issued in your office.

### 23. Can E-tickets be issued in T Y mode

E-Tickets cannot be issued in the TY mode.

### 24. If fully open tickets can be issued on the system

Fully open Paper ticket can be issued in TY mode but not E-ticket.

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