

News Flash

Amadeus Flash

Help is at Hand.....

Dear Travel Partner,

In line with our continuous commitment and support to help your agency to grow, we have created a quick, ready to use post-ticketing reference guide so as to increase self sufficiency. This comprehensive post-ticketing check list will save your valuable time and help in every step of the ticketing.

POST – TICKETING COMMAND CHECK LIST

Q. 1. How do I revalidate my tickets?
Command: TTP/ETRV/L10/S5-6/E3-4
Explanation: TTP TRANSACTION CODE TO ISSUE A TICKET /ETRV SLASH, E-TICKET REVALIDATION OPTION /L10 SLASH, LINE NUMBER IDENTIFIER (L), LINE NUMBER OF THE FA/FHE ELEMENT IN THE PNR THAT CONTAINS THE E- TICKET NUMBER (10) /S5-6 SLASH, SEGMENT IDENTIFIER (S), NUMBERS THE CHANGED SEGMENTS IN THE PNR (5-6)
Q. 2. I want to void the Eticket.
Command: TWX
Explanation: Please ensure the status of the coupons in the Eticket should be OPEN . Voiding is possible only the same day of issuance. There are instances where the ticket status changes in the Eticket display but not in TJQ report. To get the status in synch in TJQ TWX/N entry to be performed on the TWD display of the Eticket.
Q. 3. Would like to reprint my Agent & Audit coupon!!
Command: TTR/LX
Explanation: Where TTR is the transaction code and LX is the line number of the FB element in the PNR. Please note the Agent and Audit coupon can be only printed within 7 days of the ticket issuance.

Amadeus Helpdesk

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

Live Chat Function in Amadeus Selling Platform

Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform

Mail to Helpdesk

help@amadeus.in

Know more about Amadeus

www.amadeus.in

Amadeus Learning City

Learn Amadeus using self paced learning solution Amadeus Learning City - www.alc.amadeus.com

News Flash

Amadeus Flash

Q. 4. How do I check the sales report for the last fortnight?

Command: TJQ/SOF/D-16AUG31AUG

Explanation: Where TJQ/SOF is the transaction code and D is the date range. We have several options like viewing only specific carrier or by a sign in please refer to **HE TJQ**.

Q. 5. Would you like to email the ITR?

Command: ITR-EML-MBAUER@YKT.COM

Explanation: Where ITR-EML is the transaction code and then the email id.

Q. 6. How do I open the ticket record when PNR is cancelled /purged?

Command: TWD/TKT005-1234567890

Explanation: Where TWD /TKT is the transaction code along with the ticket number.

Q. 7. How can I see all the taxes in my Eticket?

Command: TWD/TAX

Explanation: Where it will display all the taxes for the priced itinerary.

Q. 8. How do I reprint my Refund record?

Command: TRF125-1234567890

Explanation: This will open the panel and then perform **TRFP** to reprint.

Q. 9. Can I void a reissued ticket?

Explanation: No, we cannot void a reissued Eticket.

Q. 10. How can I see the history of the Eticket?

Command: TWH

Explanation: by performing this transaction we will get the details of the coupon status and the office id.

Q. 11. Can I do a name change when the Eticket is issued in the PNR?

Explanation: Once an Eticket is issued in the PNR and a FA element generated in the PNR we cannot do a name change for that passenger.

You can also refer to Help Pages HE ETKT and for more information please contact us with any queries.

Amadeus Helpdesk

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

Live Chat Function in Amadeus Selling Platform

Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform

Mail to Helpdesk

help@amadeus.in

Know more about Amadeus

www.amadeus.in

Amadeus Learning City

Learn Amadeus using self paced learning solution Amadeus Learning City - www.alc.amadeus.com

News Flash

Amadeus Flash

Amadeus Helpdesk

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

Live Chat Function in Amadeus Selling Platform

Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform

Mail to Helpdesk

help@amadeus.in

Know more about Amadeus

www.amadeus.in

Amadeus Learning City

Learn Amadeus using self paced learning solution Amadeus Learning City - www.alc.amadeus.com