

# INDEX

S No.	Topic	Page no.
1	TST Creation / Display /Best Buy/Override	1
2	Mandatory/Optional Elements for Ticket Printing	3
3	Electronic Ticketing	4
4	Creating a Manual TST/TST Manipulation	7
5	E-ticket Revalidation	10
6	TY/VUSA/Net Remit/Incentive/Passive Ticketing	10
7	UETTR	13
8	Printing Paper Tickets	13
9	3 Checks Before Printing a Paper Ticket/Troubleshooting/ Error Responses on Ticket Printing	14
10	Central Ticketing Paper Stock Loading / Query Reports/ Cancellation and Reinstatement Entries	15
11	Reissuance	18
12	Automated Refunds	27
13	Some Useful Information	31
14	Supervisory / LSA level Commands	33

# TST CREATION

## TST CREATION

### INFORMATIVE PRICING WITHOUT TST CREATION

Price a PNR without creating a TST  
To price the Indian Airlines PNR without storing the TST  
Fare diagnostic

### CREATE AUTOMATIC TST AND STORE THE FARE

Price a PNR, create a TST  
Price Passengers one till three  
Price passengers 2 and 4  
Price segment 4  
Price segment 4 and 5  
Price segment 2,3,5 and force transit on segment 2  
Force stopover at segment 4 and 6  
**Note: Transit and stopover points are automatically identified by the system and itinerary is priced accordingly**  
Price a PNR and Exempt All Taxes  
Price a PNR, Exempt only FR Tax  
Open segments as a reverse of outbound segments  
Open segments as a reverse of specific outbound segments  
Price a particular passenger as a child  
Price only Adult passenger 1 in the PNR  
Price the Infant passenger associated in the PNR

To display the fares of Indian  
To price the Indian Airlines PNR and store the TST  
Price the round the world routing  
Price a circle trip routing  
Pricing with validating carrier specified  
Select a fare out of Multiple Fares  
Select fare on line three for passengers 1-3  
Select different fare for different passengers

## HE FXX / HE FXP / HE BEST BUY

### HE FXX

FXX  
FXX/R,UP  
FXX/DF-YFFAS

### HE FXP

FXP  
FXP/P1-3  
FXP/P2,4  
FXP/S4  
FXP/S4,5  
FXP/S2X,3,5  
FXP/S4S,6S  
FXP/R,ET  
FXP/R,ET-FR  
FXP/OPEN  
FXP/S3/OPEN  
FXP/P2/RCH  
FXP/PAX/P1  
FXP/INF  
FQDDELBOB/25SEP/AIC/R,UP  
FXP/R,UP  
FXP/S2 (Segment Number) RW  
FXP/S2 (Segment Number) CT  
FXP/R,VC-XX (xx is validating carrier)  
FXT4 (This is a followup entry after FXP command)  
FXT3/P1-3  
FXT2/P1//3/P2-3

PRICING OPTIONS	HE FARE OPT
Emigrant Passenger	FXP/REMI
Emigrant Child	FXP/REMI-CH
Student Passenger	FXP/RSTU
Senior citizen	FXP/RYCD or /R65
Seaman	FXP/RSEA
Military Passenger	FXP/RMIL
VUSA Fare	FXP/RVAC
Fare pricing in other currency	FXP/R, FS-USD
Fare pricing by combining various options	FXP/RINF, FS-USD
Fare pricing by different fare Bases	FXP/L2-WFFAS/L3-YFFAS
Fare pricing for Corporate Fares (On Indian) (for AMEX card holders)	FXX/R, U*AXGREEN
Fare pricing for Corporate Fares (On Indian) (for ABN AMRO card holders)	FXP/R, U*IAABN
BEST BUY	HE BEST BUY
Rebook to the lowest fare and do not create a TST	FXR
Rebook to the lowest fare and create a TST	FXB
Display a list of lower fares	FXA
Select a fare after FXA, rebook and create a TST	FXU
Select a fare after FXA, rebook and do not create a TST	FXZ
<b>Note: With standard access airlines do not use the Best Buy commands</b>	
PNR PRICING WITH BOOKING CLASS/FARE BASIS OVERRIDE	HE OVERRIDE
Override by Fare Basis	FXP/L-MEE3M
Booking Class override	FXV3 (This is a followup entry after FXP command)
<b>Note: The override entries are Airline specific.Override fares are not guaranteed by Amadeus.</b>	
Fare pricing by Fare basis (This will generate Guaranteed Fare)	FXP/A-YEE3M
DISPLAYING A TST	HETQT
Display a TST list	TQT
Display a TST by Number	TQT/T1
Display TST for adult pax only	TQT/PAX
Display TST for infants only	TQT/INF

Display history of TST 1  
Display specific TST history

TTH/T1  
TTH/T1A

## MANDATORY ELEMENTS FOR TICKETING

MANDATORY ELEMENTS	HE FV / HE FM / HE FP
Validating Airline	FVAI
To view commission from the Amadeus commission table	TQT/FM
To manually add commission percentage	FM7
Zero Commission (no ADC Reissues)	FM0
Form of payment in cash	FPCASH
Credit card form of payment	FPCCAX376919082501005/0108/20000
Part payment in Cash & Credit Card	FPCASH+CCAX376919082501005/0108/10000
Payment against Agent Invoice	FPINVAGT14303482

### VARIOUS OPTIONS OF FORM OF PAYMENT

#### By Cash:

By cash with passenger and segment association	FPCASH/P4/S8-10
By cash with free format	FPCASH*AGT14340978
By cash for an infant	FPINFCASH
By cash for an Infant associated to Passenger 3	FPINFCASH/P3
By cash for an Infant with free format	FPINFCASH*AGT14340978
By cash for passenger 4(adult) associated with an Infant	FPPAXCASH/P4
By cash for passenger4 (adult) with free format	FPPAXCASH*AGT14340987/P4

**Note:** The term "PAX"denotes a seat occupying passenger

#### By Credit Card:

By Credit Card with Passenger and segment association	FPCCAX3757098712/0208/75865/P2/S5-7
By Credit Card with Free Format	FPCCAX3757098712/0208/75865*AGT14340987
By Credit Card with Manual Approval Code	FPCCAX3757098712/0208/75865/NAX340
By Credit Card with Free Format and Manual Approval	FPCCAX3757098712/0208/75865*AGT14340987/NAX340
By Credit Card for an Infant	FPINFCCAX3757098712/0208/75865
By Credit Card for an Infant with Passenger 4	FPINFCCAX3757098712/0208/75865/P4

By Credit Card for adult Passenger 4 travelling with Infant  
Part payment by Cash, part by Credit Card

FPPAXCCAX3757098712/0208/75865/P4  
FPCASH+CCAX3757098712/0208/40000=>amnt collected by credit card

## OPTIONAL ELEMENTS FOR TICKETING

OPTIONAL ELEMENTS	HE FE
Endorsement/Restriction	FE NON REFUNDABLE
With Passenger & segment association	FE ISSD IN CONX WITH 125-3757098712/P3/S4-6
Endorsement for Infant	FE INF SUBJECT TO GOVT APPROVAL
Endorsement for Passenger 5 travelling with Infant	FE PAX NON REROUTABLE/P5

## ELECTRONIC TICKETING

ELECTRONIC TICKETING HELP AND AIS PAGES	HE ETT
Airline specific help pages	HEETXX
Information about ETKT local guidelines	GGAMAINETT
Information about Indian Airlines Ticketing	GGAMAININD
To see the list of airlines participating in BSP India plan	TGBD-IN
To see the list of Airlines participating in Eticketing plan for India	TGETD-IN
To see the interlining agreements within airlines	TGAD-XX (XX = Airline code)
Participating carrier access & Functionality level page	GGPCAXX (XX = Airline code)
Check your list of CIPs	PV/C
Ticket Quota display	TOQD
Ticket Quota display for a specific airline (ex AI)	TOQD/VCAI
Form of Identification(FOID) Element in the PNR for Electronic Ticket	HEFOID
<b>Check HE ETT XX to see if entering the Form of identification (FOID) in the PNR is mandatory to issue the electronic ticket.If mandatory, the carrier will locally specify the FOID acceptable-credit card,frequent flyer number,passport or other.The passenger must carry this FOID to the airport,alongwith the other travel documents.Formats for entering FOID are available on HEFOID.85</b>	
FOID entry for passport	SR FOID AI HK1-PPA45454545/P1
FOID entry for Driver's License	SR FOID IB HK1-DL12345678/P1
FOID entry for Credit Card	SR FOID LH HK1-CCVI4000123456789010/P1

## ISSUING AN ELECTRONIC TICKET

## HE ETT / HE TTP

Note:E-ticketing is now the default ticketing mode in Amadeus

The system applies the following logic when you give a ticketing command:

Each time TTP entry is used, the system will try to issue an e-ticket, provided that the following four conditions are met:

1. The Office supports electronic ticketing
2. The validating carrier supports electronic ticketing
3. The validating carrier supports electronic ticketing in the market to which the office is linked
4. All segments are flagged as E-ticketing eligible in the PNR

If at least one condition fails, a paper ticket will be automatically issued.

Pre-issue validation	TTP/TKT/ET
Pre-issue validation for specified TST	TTP/TKT/T2/ET
Pre-issue validation for specified passenger and segment	TTP/TKT/P1/S4-5/ET
Pre-issue validation for infant ticket	TTP/TKT/INF/ET
Pre-issue validation for adult pax 4 associated with infant	TTP/TKT/PAX/P4/ET
Preview ticket image before printing ticket	TTP/TKT/CRT/PT (CRT image can be seen only as per paper ticket. Use it to review before ticketing)
Preview ticket image for fare filed as E-ticket fare (Ticket type indicator "T"- in the TST is set to value E)	TTP/TKT/CRT/OPT
Preview ticket image for specified TST	TTP/TKT/CRT/PT/T2
Preview ticket image for specified passenger and segment	TTP/TKT/CRT/PT/P2/S4-5
Preview ticket image for infant	TTP/TKT/CRT/INF/PT
Preview ticket image for adult pax 4 associated with infant	TTP/TKT/CRT/PAX/PT/P4

## PRINT TICKET, ALL PASSENGERS, ALL SEGMENTS

## HE TTP

Print ticket, adults only	TTP/PAX
Print tickets, infants only	TTP/INF
Print specific passenger	TTP/P1
Print ticket, specific passengers	TTP/P1, 4, 5
Print ticket, specific TST	TTP/T2
Print ticket, specific segments	TTP/S4-6, 8
Print ticket, specific passenger and segment	TTP/P1/S4-6, 8
Print tickets for adult pax4 associated with infant	TTP/P4/PAX

Print ticket by over-riding for past date TST

Print ticket by over-riding validating carrier

**The TTP entry will generate the Itinerary Receipt (ITR), Audit and Agent Coupon (TTR) on the itinerary printer. The ITR can be e-mailed or handed over as a hard copy to the passenger. It is not suggested to issue E ticket for multiple passengers together**

E-Mail ITR

Display ITR

Reprint ITR

Reprint ITR in PNR with multiple FA elements

Reprint Audit/Agent Coupon

To reprint the TTR from FB element in PNR history

TTP/O

TTP/V\*YY (where YY is the validating carrier required)

ITR-EML-test@amadeus.co.in

ITRD

ITR

ITR/L6/P1 (Note: Specify the line no. of FB element mentioned in the PNR)

TTR/L6 (Note: Mention the line no. of the FB element)

TTR/SN0000015698 (Note: Retrieve the history of the PNR and take the sequence no. from the FB element.)

**Note: ITR and TTR can be displayed or reprinted till 7 days after issuance of an Electronic Ticket**

#### **TICKET NUMBER TRANSMISSION**

#### **HE FH**

Refer to GG PCA XX page for ticket number transmission logic (where XX = carrier code). Amadeus transmits all ticket numbers entered in the PNR to all the airlines that have signed an agreement to receive them. For carriers that do not support automatic ticket number transmission in Amadeus, refer to the system page HE FH and then GP MTN

To insert the automated ticket number

FHA125-2345678912

To insert the conjunction ticket number for automated tickets

FHA125-2345678912-14

To insert the automated ticket number for Adult passenger 2 of the PNR

FHAPAX125-2345678915/P2

To insert the automated ticket number for Infant attached to passenger 2 of the PNR

FHAINF125-2345678917/P2

To insert the automated ticket number for passenger 2, segments 4-5 of the PNR

FHA125-2345678915/P2/S4-5

To insert the manual ticket number

FHM125-2345678912

To insert the conjunction ticket number for manual tickets

FHM125-2345678912-14

To insert the manual ticket number for Adult passenger 2 of the PNR

FHMPAX125-2345678915/P2

To insert the manual ticket number for Infant attached to passenger 2 of the PNR

FHMINF125-2345678917/P2

To insert the manual ticket number for passenger 2, segment 4-5 of the PNR

FHM125-2345678915/P2/S4-5

To insert the Electronic ticket number  
 To insert the conjunction ticket number for Electronic tickets  
 To insert the Electronic ticket number for Adult passenger 2 of the PNR  
 To insert the Electronic ticket number for Infant attached to passenger 2 of the PNR  
 To insert the Electronic ticket number for passenger 2,segment 4-5 of the PNR

FHE125-2345678912  
 FHE125-2345678912-14  
 FHEPAX125-2345678915/P2  
 FHEINF125-2345678917/P2  
 FHE125-2345678915/P2/S4-5

### VIEWING AN ELECTRONIC TICKET RECORD

Display an E-Ticket record  
 Display an E-Ticket record with multiple passengers in the PNR  
 Display the E-Ticket record for specific ticket number  
 Redisplay current E-Ticket record  
 Redisplay current E-Ticket record list  
 Display an E-Ticket record from a list  
 Display the history of current E-Ticket record  
 Display old E ticket record (for reissued ticket)  
 Display PNR from e-ticket record

HE TWD  
 TWD  
 TWD/L8 (Note:Mention the line no of the FA element of the passenger)  
 TWD/TKT125-2345678912  
 TWDRT  
 TWDRL  
 TWD/2  
 TWH  
 TWD/O\*  
 RT\*E

## CREATING A MANUAL TST

### CREATING A MANUAL TST

Create a blank TST shell  
 Create a blank shell for passenger 3 only  
 Create a blank shell for selected segments 2 & 5  
 Create TST shells for all passengers except Infants  
 Create TST shell for all Infant passengers  
 Create a TST for an Adult passenger 3 associated with an Infant  
 Create an individual TST for each passenger

HE TTC  
 TTC  
 TTC/P3  
 TTC/S2,5  
 TTC/PAX  
 TTC/INF  
 TTC/PAX/P3  
 TTC/D

INSERTING INFORMATION IN A BLANK TST	HE TTI
Fare basis on TST no 1	TTI/T1/BYRT
Fare basis different on line 2 & 3	TTI/L2/BYRT/L3/BMRT
Show line 2 & 3 of the TST as Transit	TTI/L2X,3X
Show line 2 of the TST as a stopover	TTI/L2
Ticket Designator	TTI/BYRT CHD10
Not valid before, all segments	TTI/V15APR
Not valid before, Not valid after, all segments	TTI/V15APR15JUL
Not valid after, line 2 of TST	TTI/L2/VXX15APR
Baggage allowance, weight concept	TTI/A20K
Baggage allowance, piece concept	TTI/APC
Specify TST number with Information	TTI/T2/A20K/BYRT
Bankers rate 1	TTI/K143.06
Bankers rate 2	TTI/K2EUR6.93624
First issue base fare, Taxes	TTI/F80000/X500FT/X383SG
Add a fare calculation to a TST	TTI/CDEL SR ZRH M295.08SR DEL M295.08NUC590.16END ROE42.92
Adding XF breakdown to fare calculation	TTI/C+XF JFK3
Add free flow text to fare calculation	TTI/C+*PPT NO A234567 DEL28JAN99
Add XF breakdown & free-flow text for TST no.1	TTI/T1/C+XF JFK3*PPT NO A234567
Add free flow fare calculation to a TST	TTI/CF-DEL9WBOM9WCCUEND
<b>Note: For activation of free flow fare calculation please contact your helpdesk</b>	

TAX INFORMATION	
Get information for PFC Tax	FQZ PFC JFK
Tax information for a country	FQNTAX/IN

## TST MANIPULATION

ADDING & SPLITTING A TST	HE TTA / HE TTs
Add passenger two to the TST3	TTA/P2/T3
Split passenger two from the TST	TTS/P2
Split Passenger 3& 5 from the specified TST	TTS/P3,5/T3

<b>DELETING A TST</b>	<b>HE TTE</b>
Delete the only existing TST	TTE
Delete specific TST	TTE/T1
Delete all TSTs	TTE/ALL
Delete a PAX from a TST	TTE/T1/P2
Delete TSTs for all pax except infants	TTE/PAX
Delete a TST for selected passengers	TTE/P1,3
<b>MODIFICATION/UPDATION ENTRIES FOR EXISTING TST</b>	<b>HE TTK</b>
Print TST before making modifications	WRA/TQT
Print TST 2 before making modifications	WRA/TQT/T2
Add/Change Base Fare on TST No.1	TTK/T1/F50000
Delete Base Fare,Equivalent Fare,Taxes and Total	TTK/F
Add/Change Equivalent Fare	TTK/EINR35000
Delete Specific Tax	TTK/X2
Add New Tax	TTK/XINR392FR
Add Old Tax (In case of Reissues)	TTK/OINR250DE
Add Exempt Tax	TTK/XEXEMPTDE
Update Exempt Tax (Tax no. 2)	TTK/X2-XEXEMPTDE
Delete New Taxes	TTK/X
Delete a tax and add a new tax in the same command	TTK/X1-XINR500YQ
Delete Old Taxes (In case of Reissues)	TTK/O
Change Tax Identifier from New to Old	TTK/X3-O
Change Tax Identifier from Old to New	TTK/X4-X
Change the base fare for reissuance	TTK/RINR5000
Add/Change Total Amount (only for Reissuance)	TTK/TINR1270
<b>UPDATING THE TST</b>	<b>HE TTU</b>
Update TST as per change in the PNR segments	TTU/S4-5 (Include all PNR segments for update)
Update TST no 3 and Segment no 4-5 as per change in the PNR segments	TTU/T3/S4-5 (Include all PNR segments for update)
<b>(This entry is used when there is a change in PNR itinerary after storing the fare but there is no change in the stored fare.)</b>	

### REMOVE THE PNR CHANGE FLAG FROM THE TST

Remove the PNR change flag from a TST  
Remove the flag from a specific TST  
Remove the flag from all TSTs

HE TTF  
TTF  
TTF/T1  
TTF/ALL

**Note:** TTU entry should be always followed by TTF entry

## REVALIDATING AN ELECTRONIC TICKET

### REVALIDATING AN ELECTRONIC TICKET

### HE ETT AND THEN GP ETR

This is required if there has been a change to the electronic ticket itinerary after issuance and this has no impact on fare charged. It is equal to affixing the physical sticker on the ticket and the purpose is to synchronize the electronic ticket record with the PNR.

Step 1: Change the PNR , itinerary

Step 2: Check if FA element is still present in the PNR or add FHE

Step 3: Update the TST with all the PNR segments required in the E ticket

Step 4: Remove the PNR Change Flag

Step 5: Check HEETT XX to determine if Revalidation is allowed, If yes then proceed to the next step

Step 6: Display the E ticket record

Step 7: Revalidate the E ticket

TTU/S2-3  
TTF or TTF/T1

TWD OR TWD/L5  
TTP/ETRV/L5/S2/E1

ETRV=Format for revalidation

L5=Line number of the FA or FHE element in PNR

S2=PNR segment to be revalidated

E1=Electronic Ticket coupon no. to be revalidated OR (In case of multiple segments to be revalidated TTP/ETRV/L6/S2-3/E1-2)

Step 8: Check the TWD & Itinerary are synchronized

### TY / VUSA / NET REMIT / INCENTIVE TICKETING / PASSIVE TICKETING

### HE TY / HE TTC / HE NET REMIT / HE INCENTIVE / HE PK

### TEMPORARY TICKET MODE

Access temporary mode  
Long sell entry

HE TY  
TY  
SSTG316Y28DECDELBKKHK1

Seat sell short entry(From Availability display)  
 Issue a ticket and exit temporary mode  
 Exit temporary ticket mode

SS1Y1/HK  
 TTP/IG  
 IG

**Note: Ticket numbers must be passed to the airlines separately.**

### VUSA TICKET / SIDE TRIP TICKET

Segment select for VUSA itinerary  
 Segment select for VUSA itinerary where ticketing carrier is different from the booked segments

FXP/S2-3/RVAC  
 FXP/S2-3/R,VC-XX (Where XX is the validating carrier)

Change fare basis, validity, baggage allowance etc.  
 Modify the base fare in USD , Equivalent INR and BSR rate

TTK/BQVUSA/VXX12MAR/APC  
 TTK/FUSD600.00/E INR25120/K1 45.00  
 OR

Insert the base fare, Equivalent INR,Taxes and BSR rate

TTI/FUSD600.00/EINR25120/XINR250YQ/XINR500XF/INR450ZP/K1 45.00  
 Where K1 = To add the first bankers rate  
 K2 = To add the second bankers rate for the transitional currency (if applicable)

Fare calculation with XF and ZP tax breakdown

TTK/CBOS AA WAS AA CHI600.00USD600.00END ZP BOS3DCA3 XF  
 BOS4.5DCA4.5

**Note: To issue VUSA / Side trip ticket on carrier other than the booked carrier, use the entry TTP/V\*YY (where YY is the validating carrier)**

### NET REMIT TICKETS

### HE NET REMIT

#### Insert Tour Code

HE FT

Specify tour Code

FTNRSQ998

Specify Tour Code for passenger 3 with an Infant

FTPAXNRSQ998/P3

Specify Tour Code for specific passenger & segment

FTNRSQ998/P3/S4-6,10-13

#### Form of Payment in Net Remit Tickets : (must contain “NR”)

##### By Cash

FPNR+CASH/Total TST Amount

By cash with free format

FPNR+CASH\*AGT14340987/Total TST Amount

By cash for passenger 2 associated with Infant

FPPAXNR+CASH/Total TST Amnt /P2

By cash for adult passenger 2 with free format & segment association

FPPAXNR+CASH\*AGT14340987/ Total TST Amnt /P2/S4-6, 8-10

##### By Credit Card

FPNR+CCAX376919082501005/0108/86500

By Credit Card with free format

FPNR+CCAX376919082501005/0108/86500\*TGDEL005

By Credit Card with Manual Approval Code

FPNR+CCAX376919082501005/0108/86550/NAX340

By Credit Card for an adult associated to Infant FPPAXNR+CCAX376919082501005/0108/76500  
 By cash plus Credit Card for passenger 3 for specified segment : FPNR+CASH/10000+CCAX376919082501005/0108/40000/P3/S4-6,10-12

**Note: Cancellation on system for the credit card approval taken is not allowed.**

By Invoice to agent FPNR+INVAGT143000001/Total TST Amnt  
 Insert Endorsement Restrictions FE NON END/NONREROUTABLE

### INCENTIVE TICKETS

### HE INCENTIVE

To build the TST of the itinerary for Incentive Tickets TTC/S2-3  
 To Fill in the data in the TST shell TTI/BYRT/VXX15DEC/A20K  
 To Fill in the fare information TTI/IINR10000/X200WO/X500YQ  
 Various field indicators in the Incentive Tickets I=Base fare indicator in Incentive tickets  
 To put the fare calculation in the incentive tickets TTI/CDEL BA LON BA DEL M/IT END  
 Specify Tour Code FTIT7BA3LONDON

### IT TICKETING WITH NET REMIT

To build the TST of the itinerary for Incentive Tickets TTC/S2-3  
 To Fill in the data in the TST shell TTI/BYRT/VXX15DEC/A20K  
 To Fill in the fare information TTI/IINR10000/X200WO/X500YQ  
 Various field indicators in the Incentive Tickets I=Base fare indicator in Incentive tickets  
 To put the fare calculation in the incentive tickets TTI/CDEL BA LON BA DEL M/IT END  
 Enter the Tour Code FTNRAI3DUBAI  
 Enter the Form of Payment FPNR+CASH/23000

### PASSIVE TICKETING

### HE PK

Step 1: Check the airline related page for passive Eticketing HE ETT XX  
 Step 2: Create a Passive booking, segment information and record locator should be exactly same as booked segment  
 Step 3: Price the PNR and add all the mandatory elements for Ticketing  
 Step 4: Perform the Pre validation check, view the CRT image and issue an E ticket  
 Step 5: Check with the airline as to how the ticket numbers need to be communicated to them for the ticketed segments. Transmit the ticket numbers accordingly in the original booking.

# UNUSED ELECTRONIC TICKET RECORD

UNUSED ELECTRONIC TICKET RECORD	HE UETTR
To check the list of carriers participating with UETTR	HEUETTR and then GPUEA
To request UETTR for all past date unused E-tickets issued by your office	I-SB/TR I-SB=By pass entry to the remote back end /TR=Slash followed by the tracking report identifier
To request UETTR for an affiliated office by office ID	I-SB/TR/O-DELVS3XXX
To request UETTR by passenger name	I-SB/TR/N-TEST/AMA
To request UETTR by Amadeus record locator	I-SB/TR/R-YHGJKIO
<b>Note: Entry must be done after every 15 days. If access denied call helpdesk</b>	

# PRINTING PAPER TICKETS

PRINTING PAPER TICKETS	HE TTP
Pre-validation check before issuing ticket	TTP/TKT/PT
Check the CRT image of the ticket	TTP/TKT/CRT/PT
Issue a paper ticket	TTP/PT
Issue a paper ticket for specific passengers	TTP/PT/P1,2
Issue a paper ticket for specific passenger, passenger type and segments	TTP/PT/S2-4/PAX/P1
Issue a paper ticket for specific TST	TTP/T1/PT

- Note:**
- 1) It is advisable to give ticketing commands individually for each ticket. Always check the stock number of the physical ticket matches with the system generated ticket number
  - 2) In case if you have more than one BSP ticket printer, specify the stock type along with the ticketing entry eg TTP/XA1, TTP/XA2
  - 3) IATA is moving towards 100% e-ticketing. Amadeus has already set up its default ticketing mode as e-ticketing. Most airlines now charge surcharges for issuing a paper ticket for an itinerary for which e-ticket could have been issued. If you are issuing a paper ticket and a surcharge applies, be sure to add it into the calculated fare, base fare and the fare ladder. Check with the airline how they want the surcharge to be indicated in the fare ladder
  - 4) Pre validation and Printing entries mentioned in the E ticket section would work here as well with the /PT qualifier for paper tickets

# THREE CHECKS BEFORE ISSUING A PAPER TICKET

## THREE CHECKS BEFORE ISSUING A PAPER TICKET

To check the Stock master file and next ticket number	TSD
Display Print Queue	PQD/A1
Display status of Ticket Delivery Mechanism	TZD/PRINTER MNEUMONIC (Check the printer mneumonic from TSD)

## TROUBLESHOOTING

### TROUBLESHOOTING (PERFORM IN CONSULTATION WITH HELPDESK)

Close Print Queue	PQC/A1
Open Print Queue	PQO/A1

## ERROR RESPONSES ON TICKET PRINTING

### ERROR RESPONSES ON TICKET PRINTING

### HE TTP AND THEN GPSYT

Check no stopover indication	The transit/stopover points specified in the fare calculation do not match the TST itinerary
Fare calculation too long	The itinerary does not fit on the ticket. Shorten the element (you can have free flow fare calculation activated for your agency by contacting helpdesk)
Invalid Start Date	The first sector of the TST cannot be open
Invalid TST number	No TST found to match the TST number specified
Itinerary/ name change verify TST	PNR change Flag exists. To remove, do TTF (TTF/ALL)
Need Fare Basis	Fare Basis is missing in the TST
Need form of Payment	FP entry is missing from the PNR/TST
Need valid net remit FT element	Tour code is missing from a net remit pnr where FPNR+CASH/1124 has been entered as FOP
Need NVA for Reissue	For reissues Not Valid after is mandatory. If missing, insert by TTI/VXX entry

Need XF breakdown	If an XF tax(JFK3,EWR3,DFW3 etc)is present, the fare calculation must contain a PFC(Passenger facility charge)Insert it by, TTI/C+XF JFK3
In reissues, if the PFCs need to be shown as paid	TTI/C+PD XF LAX3
TST expired, Override or Delete	The TST expires at 0002 Hrs if not ticketed. Use TTP/O option to override it or save a fresh TST. Note: Override TST's lose the fare guarantee
Need TST/Passenger number	The PNR has more than one TST. Specify the TST number in the TTI entries. Eg:TTI/T2/BYRT or TTI/T1-4/APC
Invalid facility charge - airport code	The three-letter code for a PFC must be an airport code, not a city code.
Invalid facility charge - amount	The amount of the PFC charge in the fare calculation is incorrect.
Discrepancy between FP amount(s) and TST total(s)	The total amount in the form of payment must be equal to the total amount of the TST
Combination not allowed	Options included in the ticketing entry are not combinable. For example, TTP/P1/T1 is a wrong entry. Use passenger and segment association instead.TTP/P1/S4-5 is correct.
All passengers/segments already ticketed	All passengers, segments and TSTs in the PNR have been ticketed. To allow reissuance, you must delete the PNR FA element(s) and reprint the ticket, or add a passenger association to the TTP entry - TTP/P1 or a segment association to the TTP entry - TTP/S4 or both - TTP/P1/S4 or a TST selection to the TTP entry - TTP/T1

## CENTRAL TICKETING

### CENTRAL TICKETING

To see the list of Airlines participating in BSP India plan  
 To see the list of Airlines participating in Eticketing plan  
 To see the interlining agreements within airlines  
 Check your list of CIPs  
 Ticket Quota Display

TGBD-IN  
 TGETD-IN  
 TGAD-XX(XX-Airline code)  
 PV(move down to view APC,AET and ANC field)  
 TOQD

Ticket Quota Display for a specific Airline(e.g.AI)

TOQD/VCAI

### TICKET STOCK LOADING ENTRY FOR PAPER TICKET

HETSM

TSM/A1/2345678923C4-100/P-PRINTER MNEUMONIC

In the above entry:

A1 is the BSP stock type

2345678923 is the 10 digit ticket number of the first ticket

C-Check digit designator followed by the check digit

P-Printer mneumonic

Note: To know the Printer mneumonic for first time stock loading, contact Help Desk

### CHECK THE E TICKET STOCK BY QUEUEING

QE/DEL1A0980/95C0(ctrl+enter)

ETKT // (Enter)

Check Queue no 95 for the response

### QUERY REPORTS

HE TJQ

Display Query Report for own sign-in

TJQ

Query report for the whole office

TJQ/SOF

Query report Date wise

TJQ/SOF/D-16DEC

Query report for Void tickets(for current fortnight)

TJQ/SOF/QTX-VOID

Query report for E tickets only

TJQ/SOF/QTC-TKTT

Query report for refunded tickets

TJQ/SOF/QTC-RFND

Query report of Void tickets for a specific date Range(last 45 days)

TJQ/SOF/V-14AUG05SEP

Query report in reverse order

TJQ/SOF/R

Query report starting from a particular document no.

TJQ/SOF/F-3557098712

Query report of tickets issued with Form of Payment as cash

TJQ/SOF/QFP-CA

Query report of tickets issued with Form of Payment as credit card

TJQ/SOF/QFP-CC

For a specific card company (AX,CA,VI etc.)

TJQ/SOF/QCC-AX

Query report of tickets with Form of Payment as net remit

TJQ/SOF/QFP-NR

Query Report of tickets issued with a particular carrier (LH,AI,EK ETC)

TJQ/SOF/QVP-LH

Query report for all Domestic Sales

TJQ/SOF/QSI-DOM

Query report for all International Sales	TJQ/SOF/QSI-INT
Display an item transaction report from TJQ display	TJT/I-15(Where 15 is the sequence number in the TJQ report)
<b>NET REMIT SALES REPORT</b>	<b>HE TJN</b>
Daily net remit sales report	TJN
Daily net remit sales report for whole office	TJN/SOF
Daily net remit sales report with date range	TJN/SOF/D-17DEC23DEC
<b>DAILY REPORTS</b>	<b>HE TJD</b>
Daily Report for the whole office	TJD/SOF
Date wise daily report	TJD/SOF/D-17DEC
<b>CLOSED FORTNIGHT REPORT</b>	
Void report for the closed fortnight	TJQ/SOF/V-01SEP15SEP
<b>SUMMARY SALES REPORT</b>	<b>HE TJS</b>
Summary sales report for whole office	TJS/SOF
Summary sales report for a closed fortnight	TJS/SOF/H-2 or TJS/SOF/HNU-023 Where H-2 denotes second most recently closed report or HNU is the report number. This number is a sequence number and it appears at the top of the report
<b>ITEM SALES REPORT</b>	<b>HE TJI</b>
Item wise report for the whole office	TJI/SOF
Item wise report for the whole office for a closed Sales period	TJI/SOF/H-2 or TJI/SOF/HNU-022
<b>PRINT SALES REPORT</b>	
Print TJQ report(for whole office)	WRA/TJQ/SOF
Print TJD report (for whole office)	WRA/TJD/SOF
Print TJI report(for whole office)	WRA/TJI/SOF
Print the last displayed report	TJP

## CANCELLATION OF AN ISSUED DOCUMENT

<b>CANCELLATION OF AN E TICKET</b>	<b>HE TWX</b>
<b>Note :</b> Check HEETXX to know airline policy on voiding	
Step 1 : View the E ticket record	TWD/TKT125-1234567890

Step 2 : Void the E ticket record

TWX

Step 3 : Check the ticket status in TJQ (status should be CANX) and coupon status in TWD (Status should be V)

Void the E ticket from the sales report if CANX not generated automatically

TWX/N

### CANCELLATION OF A PAPER TICKET

HE TRDC

Cancellation from a query report

TRDC/001 (Where 001 is the query report sequence number)

Cancellation from a PNR by line number of FA element

TRDC/L9

Cancellation from the ticket number

TRDC/TK-1234567890

**Note: Both Paper and Electronic Tickets can be voided only on the day of issuance. After that the document has to be processed for Refund**

### REINSTATE A CANCELLED DOCUMENT

HE TRDR

Reinstating a cancelled document from a query report

TRDR/001

Where 001 is the sequence number in the query report

Reinstating the cancelled document from PNR

TRDR/L9

Reinstating the cancelled document by the ticket number

TRDR/TK-1234567890

**Note:Reinstate is only allowed on the same day that the ticket is cancelled.It is only possible for the Paper Tickets.**

## REISSUANCE

### Case 1: REISSUANCE WITHOUT ADC (PAPER TICKETS)

HE REISSUE

Step 1: Make changes to the PNR as required

TTU/S2-3

Step 2: Update the TST with all the PNR segments required in the reissued ticket

Step 3: Remove the "PC" tag

TTF or TTF/T1

Step 4: Update the TST with the missing information

TTI/T1/VXX15DEC/APC/BYEE3M

Step 5: Update Reissue indicator with old and new taxes and additional collection

TTI/T1/R30000/O500FT/O200WO/TINRO

where R= New base fare of the ticket

T = Total additional collection on the ticket (including new taxes if any)

X = New taxes collected

O = Old taxes

Step 6: Update fare calculation ladder if required

Fare calculation ladder in case XF tax collected on original ticket  
Add XF and ZP tax as paid to the ladder

Step 7: Add NIL commission

Step 8: Insert original Ticket number with Place and date of original issue and IATA number of the location where ticket was originally issued

For a conjunction ticket

Step 9: Specify old form of payment as Cash

Specify old form of payment as Credit card

Step 10: Perform the pre-validation checks and pre-issuance checks and issue the ticket

#### Case 2: E-TICKET REISSUANCE WITHOUT ADC AMOUNT

**Note :** Check HE ETT xx to verify if the carrier supports re-issuance

Step 1: Make changes to the PNR as required

Step 2: Update the TST with all the PNR segments required in the reissued ticket

Step 3: Remove the “PC” tag

Step 4: Update the TST with the missing information

Step 5: Update Reissue indicator with old and new taxes and additional collection

#### OR (instead of steps 4 & 5)

Simply use TTI/EXCH or TTI/EXCH/T1 to change the TST to an exchange status (existing taxes in the TST will automatically show with “O” indicator; Old base fare will show as a reissued base fare with “R” indicator; total additional collection will automatically come up as 0). Important : Use TTI or TTK entries to update any fields required to be updated in the TST

For example, the NVA date will need to be updated

In NO ADC Reissue cases, this is usually not required. However, in case there were PFCs collected on the earlier ticket, these need to be shown as paid

TTI/CDEL AI JFK450.00AI DEL450.00NUC900.00END ROE47.98PD XF JFK3.00  
TTI/C+PD ZP BWI3.40LAX3.40 PD XF BWI4.5LAX4.5  
FMO

FO220-3575896451DEL20JUN07/14305681

FO220-3575896451-53DEL20JUN07/14305681

FPO/CASH

FPO/CCAX998123094309/1209/86500

#### HE REISSUE

TTU/S2-3

TTF or TTF/T1

TTI/T1/VXX15DEC/APC/BYEE3M

TTI/T1/R30000/O500FT/O200WO/TINRO

where R= New base fare of the ticket

Step 6: Update fare calculation ladder if required

Fare calculation ladder in case XF tax collected on original ticket

Add XF and ZP tax as paid to the ladder

Step 7: Add NIL commission

Step 8: Specify old form of payment as Cash

Specify old form of payment as Credit card

Step 9: Retrieve the E-ticket record from the PNR

Step 10: Create the original issue ticket number automatically

Step 11: Perform the pre-validation checks and issue the ticket

**Note: 1.** To view the TWD of the reissued ticket, retrieve the PNR and use the entry TWD or TWD/L7 (where L7 is the line number of the new FA element in the PNR)

**2.** To view the TWD of the original ticket from this display use TWD/O\* (this entry will be done on the new TWD display)

**3.** To view the history of any TWD display TWH (on a retrieved TWD display)

T = Total additional collection on the ticket (including new taxes if any)

X = New taxes collected

O = Old taxes

**OR (instead of steps 4 & 5)**

Simply use TTI/EXCH or TTI/EXCH/T1 to change the TST to an exchange status (existing taxes in the TST will automatically show with "O" indicator; Old base fare will show as a reissued base fare with "R" indicator; total additional collection will automatically come up as 0). Important : Use TTI or TTK entries to update any fields required to be updated in the TST

For example, the NVA date will need to be updated

In NO ADC Reissue cases, this is usually not required. However, in case there were PFCs collected on the earlier ticket, these need to be shown as paid

TTI/CDEL AI JFK450.00AI DEL 450.00NUC900.00END ROE47.98PD XF JFK3.00

TTI/C+PD ZP BWI3.40LAX3.40 PD XF BWI4.5LAX4.5

FMO

FPO/CASH

FPO/CCAX998123094309/1209/86500

TWD or TWD/L6

FO\* or FO\*L6 (where L6 is the line number of the FA or FHE element which needs to be reissued) Note: If the FA line number is missing in the PNR as the entire itinerary may have changed, insert the ticket number manually through FHE and use the FHE line number to build the FO element

**Note:** It is mandatory to display the TWD before printing the e-ticket

**Case 3: REISSUANCE WITH ADC (PAPER TICKET)****HE REISSUE**

Step 1: Make changes to the PNR as required  
 Step 2: Update the TST with all the PNR segments required in the reissued ticket  
 Step 3: Remove the "PC" tag  
 Step 4: Update the TST with the missing information  
 Step 5: Update Reissue indicator with old and new taxes and additional collection

TTU/S2-3

TTF or TTF/T1

TTI/T1/VXX15DEC/APC/BYEE3M

TTI/T1/R40000/O500FT/O200WO/X700GB/TINR5500

where R= New base fare of the ticket

T = Total additional collection on the ticket (including new taxes if any)

X = New taxes collected

O = Old taxes

**OR (instead of steps 4 & 5)**

Simply use TTI/EXCH or TTI/EXCH/T1 to change the TST to an exchange status (existing taxes in the TST will automatically show with "O" indicator; Old base fare will show as a reissued base fare with "R" indicator; total additional collection will automatically come up as 0). Important : Use TTI or TTK entries to update any fields required to be updated in the TST

For example, the NVA date, T INR amount, reissued base fare and new taxes if any will need to be updated

Step 6: Update the fare calculation ladder (NUC amount, fare break points) as required to reflect the new fare chargeable

In case of an XF tax collected on the earlier ticket and a new XF tax that applies as well, the fare ladder, for example, will be

Fare calculation ladder in case penalty is being Collected as a "Q" surcharge

TTI/T1/CDEL AI JFK245.90AI DEL245.90NUC491.80 END ROE47.98 XF LAX4.50PD XF EWR3.0

TTI/CDEL AI LHR130.00AI DEL 130.00Q20.00NUC280.00END ROE47.81

**Note: 1.** If the penalty is available to you in INR, convert it to NUC by using the ROE and add to the fare ladder. The base fare amount and Total INR Collection will need to be increased accordingly by updating Example TTK/T1/R40000/TINR5000

**2.** If the penalty is being added as a new tax, use the TTK entries to add the new tax and update the Total INR collection Example TTK/T1/XINR200OA/TINR200 (tax code example only)

**3. System does not cross-check the TINR value. Input the right amount by calculating difference in base fare plus any additional taxes that apply**

Step7: Insert original Ticket number with Place and date of original issue and IATA number of the location where ticket was originally issued

FO220-3575896451DEL20JUN07/14305681  
FO220-3575896451-53DEL20JUN07/14305681

For a conjunction ticket

Step 8: Form of Payment in Reissues with ADC:

Specify old and new form of payment as cash

FPO/CASH+/CASH

Specify old and new form of payment as credit card

FPO/CC+/CCAX998123094309/1209/40000

Specify old form of payment as cash and new form of payment as credit card

FPO/CASH+/CCAX998123094309/1209/40000

Step 9: Perform the pre-validation checks and pre-issuance checks and issue the ticket

**Case 4: E-TICKET REISSUANCE WITH ADC AMOUNT**

**HE REISSUE**

**Note : Check HE ETT xx to verify if the carrier supports re-issuance**

Step 1: Make changes to the PNR as required

TTU/S2-3

Step 2: Update the TST with all the PNR segments required in the reissued ticket

Step 3: Remove the "PC" tag

TTF or TTF/T1

Step 4: Update the TST with the missing information

TTI/T1/VXX15DEC/APC/BYEE3M

Step 5: Update Reissue indicator with old and new taxes and additional collection

TTI/T1/R40000/O500FT/O200WO/X700GB/TINR5500

where R= New base fare of the ticket

T = Total additional collection on the ticket (including new taxes if any)

X = New taxes collected

O = Old taxes

**OR (instead of steps 4 & 5)**

Simply use TTI/EXCH or TTI/EXCH/T1 to change the TST to an exchange status (existing taxes in the TST will automatically show with "O" indicator; Old base fare will show as a reissued base fare with "R" indicator; total additional collection will automatically

come up as 0). Important : Use TTI or TTK entries to update any fields required to be updated in the TST

For example, the NVA date, T INR amount, reissued base fare and new taxes if any will need to be updated

Step 6: Update the fare calculation ladder (NUC amount, fare break points) as required to reflect the new fare chargeable

In case of an XF tax collected on the earlier ticket and a new XF tax that applies as well, the fare ladder, for example, will be

TTI/T1/CDEL AI JFK245.90AI DEL245.90NUC491.80 END ROE47.98 XF LAX4.50PD XF EWR3.0

Fare calculation ladder in case penalty is being Collected as a “Q” surcharge

TTI/CDEL AI LHR130.00AI DEL 130.00Q20.00NUC280.00END ROE47.81

**Note: 1. If the penalty is available to you in INR, convert it to NUC by using the ROE and add to the fare ladder. The base fare amount and Total INR Collection will need to be increased accordingly by updating Example TTK/T1/R40000/TINR5000**

**2. If the penalty is being added as a new tax, use the TTK entries to add the new tax and update the Total INR collection Example TTK/T1/XINR2000A/TINR200 (tax code example only)**

**3. System does not cross-check the TINR value. Input the right amount by calculating difference in base fare plus any additional taxes that apply**

Step 7: Form of Payment in Reissues with ADC:

Specify old and new form of payment as cash

FPO/CASH+/CASH

Specify old and new form of payment as credit card

FPO/CC+/CCAX998123094309/1209/40000

Specify old form of payment as cash and new form of payment as credit card

FPO/CASH+/CCAX3769198123094309/1209/40000

Step 8: Retrieve the E-ticket record from the PNR

TWD or TWD/L6

Step 9: Create the original issue ticket number automatically

FO\* or FO\*L6 (where L6 is the line number of the FA or FHE element which needs to be reissued) Note: If the FA line number is missing in the PNR as the entire itinerary may have changed, insert the ticket number manually through FHE and use the FHE line number to build the FO element

Step 10: Perform the pre-validation checks and using the ticket

Note: It is mandatory to re-display the TWD before printing the e-ticket

#### Case 5: NET REMIT REISSUANCE WITH ADC (PAPER OR E-TICKET)

HE REISSUE

Note: Check with the carrier whether they permit net remit ticket to be reissued

Steps for issuance are same as for paper and e-tickets ADC and NO ADC cases described above

As in a net remit ticket, the difference is in terms of FP element, FTNR and FE restrictions

**Form of Payment in case of Net Remit with ADC:**

Old form of payment as net remit cash and new form of payment as cash

FPO/NR+CASH+/CASH/4650=>ADC amount

Old form of payment as net remit cash And new form of payment as Credit card

FPO/NR+CASH+/CCAX3769198123094309/1209/4000

Old form of payment as credit card and new Form of payment as cash

FPO/NR+CCAX+/CASH/4600=>ADC amount

**Note: Upto 3 old and 3 new form of payments can be specified**

**Case 6: INCENTIVE TICKET REISSUE (NO ADC - PAPER OR E-TICKET) HE REISSUE**

The re-issue of incentive tickets is similar to the ADC and NO ADC Re-issuance scenarios described above for paper and for E- Tickets  
The steps that are different are detailed below:

Update the reissue indicator with old and new taxes and additional collection if any

TTI/T1/Y30000/O500FT/O234AU/TINR0

Where Y = New base fare of the ticket

T = Total additional collection

O = Old taxes

X = New taxes if any (or you can use TTI/EXCH/T1 to automatically update all fields as per a reissue)

TTI/CDEL AI SIN AI DEL M/IT END

Fare calculation ladder updates (in case of a change in the fare)

Rest of the steps are same as for normal reissues

**Case 7: RE-ISSUANCE OF VUSA TICKETS (PAPER OR E-TICKET) HE REISSUE**

The steps that are different for re-issuance of a VUSA Ticket are detailed below:

Reissue Indicator with old and new taxes and additional collection:

TTI/RUSD200/O120YQ/O130GB/O250UB/TINR0 (NO ADC)

TTI/RUSD300/EINR13500/O120YQ/O250UB/X200ZP/K145.00/TINR200 (ADC)

Where R = New base fare of the ticket

E = Equivalent INR

T = Total Additional collection

O = Old taxes

X = New taxes

Or, if you have used TTI/EXCH to update the TST as a reissued TST, then you can add the fresh taxes and TINR amount through TTK entry Fare Calculation ladder in case of XF tax collected on original ticket: Fare Calculation ladder in case of ZP and XF tax collected on original ticket:

In case of an XF tax collected on the earlier ticket and a new XF tax that applies as well

In case of ZP and XF tax collected on the earlier ticket and new ZP applies as well

In case of ZP and XF tax collected on the earlier ticket and new ZP and XF applies as well

#### Case 8: PASSIVE RE-ISSUANCE WITHOUT ADC

Steps are same as re-issuance of paper or e-ticket, with or without ADC

Check HE ETT xx to see if the carrier supports re-issuance and whether the carrier supports passive ticketing

Note: Ensure to pass the ticket numbers to the carrier in the original PNR

#### Case 9: RE-ISSUANCE OF PARTIALLY FLOWN E-TICKETS

Note: Check HE ETT xx to verify if the carrier supports re-issuance

Step 1: Display the TWD to verify which segments have been flown

Step 2: Make changes to the PNR as required

Step 3: Update the TST with the active PNR segments

Step 4: Remove the "PC" flag

Step 5: Update the TST segments with the Missing information

Step 6: Update the origin destination field as Per the complete itinerary

Step 7: Check if there is any change to the calculated fare.

Recalculate the fare for the entire itinerary using FQP with the past

K1 = BSR Rate charged on Reissue ticket

TTK/T1/X131ZP/X364XF/TINR495

TTI/CPHX AA JFK AA ORD450.00USD450.00END PD XF JFK3

TTI/C+PD ZP DCA3.40ORD 3.40PD XF DCA4.5ORD4.5

TTI/T1/C+XF LAX4.50PD XF EWR3.0

TTI/T1/C+PD ZP ORD3.40ZP MIA3.40 PD XF ORD4.5DCA4.5

TTI/T1/C+XF MIA4.50 PD ZP ORD3.40 ZP MIA3.40 PD XF ORD4.5DCA4.5

HE REISSUE

HE REISSUE

TTU/S4-5 (where segments 2-3 are flown and segments 4-5 are active and need to be reissued)

TTF or TTF/T1

TTI/VXX15DEC/BYRT/A30K

TTI/T1/DDELDEL

(where DEL is the origin point of the original itinerary and Del is the destination point of the new itinerary)

date option. Include the past travel date in the /D option and the past ticket date in the /R field of the entry in the DDMMYY format. If the passenger has crossed the fare break point, make sure you include a mandatory fare break point, as the fare will require to be recalculated from the last fare break point preceding the point of reissue.

You must override the point of sale with the point of origin. This is important as it can change the fare

For example, make the entry:

Step 8: Use the ticket image of the fare displayed to update Reissue indicator with old and new taxes And additional collection  
Step 9: Update the fare calculation ladder as per the new routing and also mention the date of the first flown segment

Step 10: Specify old and new form of payment

Step 11: Redisplay the TWD and create original issue ticket number element

Step 12: Perform the pre-validation checks and issue the e-ticket

#### Case 10: SECOND RE-ISSUANCE (PAPER OR E-TICKET)

The steps for second, third or fourth reissue are the same as for first reissue

The difference is that the agent must input the correct ticket number element while creating the original issue ticket number

The steps that are different from normal reissue are mentioned below:

Delete earlier FO record from the PNR

Create new FO element by inserting original document with date and place of issue, IATA number, and the re-issued ticket number (paper ticket)

```
FQPDEL/D04DEC/ALHFRA-/D05DEC/ASK/BMIL-/D06DEC/AAFPAR-  
/D15DEC /ALHFRA-/D17DEC/ALHDEL/R,01DEC06,DEL
```

```
TTI/R22200/O120YQ/O130GB/O250UB/X500FR/TINR5000
```

```
TTI/C04DEC06DEL LH FRA LH FRA M 1100.00BA DEL  
M1100.00NUC2200.00END ROE47.8500  
FPO/CASH+/CASH
```

FO\* or FO\*L6

**Note:** It is mandatory to redisplay the TWD before giving the e-ticket print command

HE REISSUE

XE7 (where 7 is the line number at which the earlier FO element appears)

```
FO220-3575896451DEL20FEB07/14340987/220-1234523652  
where 220-3575896451 is the original issue ticket number
```

and 220-1234523652 is the issued in exchange for document (first reissue document)

In case of E-ticket:

Delete the FO element from the PNR

Display the E-ticket record of the reissue document

Create the FO element automatically

XE7 (where 7 is the line number at which the earlier FO element appears)

TWD or TWD/L6

FO\*L6 (where L6 is the line number of the FA element which needs to be reissued) The FO element thus generated will have the Original issue as well as the “issued in exchange for” ticket number

Note : It is important to display the TWD of the most recent reissue and then create the FO element)

## AUTOMATED REFUNDS

**Note: 1. E-tickets can only be refunded through the CRS system on which they are issued**

2. Only tickets issued on Amadeus can be refunded through Amadeus

<b>AUTOMATED REFUNDS</b>	<b>HE REFUND and then GP ARE</b>
Start processing refund for a ticket number	TRF220-3757147412
<b>THINGS TO BE UPDATED FOR REFUND OF FULLY UNUTILISED PAPER TICKET</b>	<b>WHERE THE SYSTEM AUTOMATICALLY PICKS UP ALL THE INFORMATION FROM THE TICKET</b>
Update Fare Used	TRFU/U0
Update Commission if required	TRFU/FM7 or TRFU/FM23.58
Update Cancellation Fee Percentage or amount	TRFU/CP1.50P or TRFU/CP300A (Where P=Percentage and A=Amount)
Add Conjunction documents	TRFU/DA2 (Add 2 Documents)
Delete Conjunction Documents	TRFU/DX2 (Delete 2 Documents)
Specify Document and Coupon numbers to be Refunded	TRFU/D1C34 (In document 1, coupons 3 & 4)
Delete Document Coupons	TRFU/DX2C12 (In document 2, coupon 1 & 2)
Display Tax Panel in an active Refund	TRFT
Process a Refund	TRFP (This entry will automatically print the Refund as well.)

**THINGS TO BE UPDATED FOR REFUND OF PARTIALLY UNUTILISED PAPER TICKET**

Update Fare Used  
Update Commission if required  
Update Cancellation Fee Percentage or amount  
  
Add Conjunction documents  
Delete Conjunction Documents  
Specify Document and Coupon numbers to be Refunded  
Delete Document Coupons  
Display Tax Panel in an active Refund  
To delete a tax  
To Modify a tax amount (delete the tax amount and then add the updated amount)  
Process a Refund

**VIEW A REFUND**

Redisplay an active Refund  
Display a refund from query report  
Reprint the displayed Refund Record  
Ignore a Refund  
Cancel an active refund  
Cancel a refund from query report  
Reinstate a refund

**\*Note :** Please be in touch with your local BSP office regarding the guide lines for reinstation of Refunds.

**THINGS TO BE UPDATED FOR REFUND OF FULLY UNUTILISED E-TICKET**

**Note:** For processing an e-ticket refund, the first step Must always be to display the TWD  
Start processing refund for a ticket number  
Update Fare Used  
Update Commission if required

**WHERE THE SYSTEM AUTOMATICALLY PICKS UP ALL THE INFORMATION FROM THE TICKET**

TRFU/U20000  
TRFU/FM7 or TRFU/FM23.58  
TRFU/CP1.50P or TRFU/CP300A (Where P=Percentage and A=Amount)  
TRFU/DA2 (Add 2 Documents)  
TRFU/DX2 (Delete 2 Documents)  
TRFU/D1C34 (In document 1, coupons 3 & 4)  
TRFU/DX2C12 (In document 2, coupon 1 & 2)  
TRFT  
TRFU/TX1  
TRFU/TA500FT

TRFP (This entry will automatically print the Refund as well.)  
**HE TRF and then GPARE**

TRF  
TRF/I-sequence number  
TRFP  
TRFIG  
TRFX  
TRDC/sequence number from TJQ report  
TRDR/sequence number from TJQ report

**WHERE THE SYSTEM AUTOMATICALLY PICKS UP ALL THE INFORMATION FROM THE TICKET**

TWD/TKT125-1234567890  
TRF125-1234567890  
TRFU/U0  
TRFU/FM7 or TRFU/FM23.58

Update Cancellation Fee Percentage or amount	TRFU/CP1.50P or TRFU/CP300A (Where P=Percentage and A=Amount)
Display Tax Panel in an active Refund	TRFT
Process a Refund	TRFP (This entry will automatically print the Refund as well.)

**THINGS TO BE UPDATED FOR REFUND OF PARTIALLY UNUTILISED E-TICKET**

Update Fare Used  
 Update Commission if required  
 Update Cancellation Fee Percentage or amount

**WHERE THE SYSTEM AUTOMATICALLY PICKS UP ALL THE INFORMATION FROM THE TICKET**

TRFU/U20000  
 TRFU/FM7 or TRFU/FM23.58  
 TRFU/CP1.50P or TRFU/CP300A (Where P=Percentage and A=Amount)

Display Tax Panel in an active Refund  
 To delete a tax  
 To Modify a tax amount (delete the tax amount and then add the updated amount)  
 Process a Refund

TRFT  
 TRFU/TX1  
 TRFU/TA500FT  
 TRFP (This entry will automatically print the Refund as well.)

**TAX ONLY REFUNDS**

**Note: For processing an e-ticket refund, the first step Must always be to display the TWD**

**PAPER OR E-TICKET**

TWD/TKT125-1234567890

To initiate the tax-only refund  
 To display the tax panel  
 To delete a tax  
 To Modify a tax amount (delete the tax amount and then add the updated amount)  
 To go back to main panel  
 Process the refund

TRF125-1234567890/TAX  
 TRFT  
 TRFU/TX1  
 TRFU/TA500FT

TRF  
 TRFP

**AUTOREFUND A NET REMIT TICKET**

**PAPER OR E-TICKET**

**Note: For processing an e-ticket refund, the first step Must always be to display the TWD**

TWD/TKT125-1234567890

Start processing refund for a ticket number

TRF125-1234567890

**Note: Update Fare used, Coupons to be refunded (in case of a paper ticket), taxes, cancellation penalty as required**

Update Tour code if any  
 Update the commission

TRFU/TCLH76500  
 TRFU/FM5 or TRFU/FM23.58

Update the <b>NET REFUND</b> Field equivalent to <b>Fare Refund</b>	TRFU/NF13000
Update remark column with required informations	TRFU/RM COMMISSION 7 PLUS 15
Process the refund	TRFP

**AUTOREFUND OF A VUSA TICKET**

**PAPER OR E-TICKET**

**Note:** For processing an e-ticket refund, the first step **Must always be to display the TWD**

TWD/TKT125-1234567890

Start processing refund for a ticket number

TRF125-1234567890

**Note:** Update Fare used, Coupons to be reissued (paper ticket), taxes, cancellation penalty as required

Process the refund

TRFP

**Note:** When you pull the refund record, amount pulled comes in INR

**WHERE THE TICKET INFORMATION IS NOT AVAILABLE ON THE SYSTEM**

**PAPER OR E-TICKET**

In cases where the ticket information is not available on the system, the TRF125-1234567890 entry gives a blank panel. Some extra information fields (apart from the ones discussed above) will need to be updated as below.

Update Name

TRFU/NMTEST AMADEUS MS

Update Date of Issue

TRFU/I12JUN07

Update Check Digit being refunded.

TRFU/D1DG5 (where D1 is the document number 1 and 5 is the check digit)

(The Check digit is updated as per the first coupon being refunded. It can be picked up from the airline ticket coupon directly in case of a paper ticket).

Insert Itinerary indicator as International

TRFU/SI

Insert Itinerary indicator as domestic

TRFU/SD

Update Fare Paid

TRFU/F20000

Add Specific Tax

TRFU/TA500FT/TA120GB

Update Form of Payment

TRFU/FP1CASH

Update Tour Code

TRFU/TCLH552

Delete Specific Taxes in the TRFT Display

TRFU/TX2 or TRFU/TX2-4

Update remark column with required informations

TRFU/RM COMMISSION 7 PLUS 15

**Note:** Entries for updating net fare, adding conjunction documents, deleting document coupons, etc, remain as discussed above

Process the refund

TRFP

# SOME USEFUL INFORMATION

## FARE CALCULATION OPTIONS

One-way trip priced with a single fare component, in mileage  
 A return journey priced with two fare components, both in mileage

One-way routing, HIP and mileage surcharge. The HIP city pair is placed directly before the Constructed Fare for the fare component and the mileage surcharge applies to it.

Return Journey with points as transit, mileage surcharge in outbound and inbound and also the HIP sector in outbound.

## HE FARE CALCULATION

TTI/CAKL NZ NAN SB NOU AA SFO M1718.75NUC1718.75END

TTI/CTYO JL MNL TG BKK TG KUL M1340.84 MH TYO M1340.84 NUC2681.68END

TTI/CMAD AF LYS AF X/ZRH SK STO BU OSL 10M MADSTO1125.68 NUC1125.68END

TTI/CSTO AY VIE AZ ROM IB MAD 10M STOROM1128.05 IB DUB SK X/CPH SK OSL SK STO 20M1199.46NUC2327.51END

## SURFACE SECTORS IN THE LINEAR FARE CONSTRUCTION

There are two different types of surface sectors:

### Surface Sector I (Occurs at fare construction point)

A gap in the routing not included in the mileage/airfare and for which no flight coupon has been issued. It is denoted by the linear symbol “/-“.

In this journey the passenger flies from SYD to LAX, takes surface transportation to SFO, then flies home to SYD.

TTI/CSYD QF LAX M2525.00/-SFO UA SYD M2525.00 NUC5050.00END

### Surface Sector II (Occurs in the middle of the fare component)

A gap in the routing included in the mileage /airfare and for which no flight coupon has been issued. . It is denoted by the linear symbol “//“.

TTI/CYYZ AC PAR // NCE AF ROM M3197.36NUC3197.36END

## EXTRA MILEAGE ALLOWANCE IN LINEAR FARE CONSTRUCTION

The EMA in the linear fare construction can be of three types:

Specific Routing Type

E/CTY

Specific Routing Point that is a connection

X/E/CTY

No Specific City

E/XXX

EMA ROUTING (Routing with EMA in transit point.The connection

TTI/CMAN UK AMS KL X/E/YTO AC YVR M2057.63/-SEA DL

indicator "X/" always comes first.)

X/NYC BA MAN M1918.93NUC3976.56END

### CLASS DIFFERENTIAL IN LINEAR FARE CONSTRUCTION

The letter “D” for “differential” is entered, followed by the city pair for which the differential was calculated (this is the city pair booked in the higher class) and the differential amount.

The differential is placed after the last CF, it consists of the letter “D”, the city pair JEDCAI (this is the segment booked in the higher class) and the differential amount 93.99. This differential was not calculated on mileage, so an “M” is not placed before the amount.

Differential with Mileage Surcharge

TTI/CJED MS X/CAI MS ROM AZ PAR BA LON M1175.16 D  
JEDCAI93.99 NUC1269.15END

D CHITYO 5M 40.35  
CHITYO is the class differential sector.

Differential calculated on Mileage with HIP sector

D YVRSEL M SFOSEL 219.32  
YVRSEL is the class differential sector.  
SFOSEL is the HIP sector.

Differential calculated with Mileage surcharge and HIP

D MILAMS 10M MILLON 71.27  
MILAMS is the class differential sector.  
10M is the mileage surcharge.  
MILLON is the HIP sector.

### SIDE TRIPS IN THE LINEAR FARE CONSTRUCTION

Side trips are shown in the linear fare construction as a complete fare construction between parentheses. They appear in the linear immediately following the city where they originate. The origin city is already listed in the linear, so the side trip begins with the airline code.

TTI/CSEL KE MNL(TG BKK M485.50 TG MNL M485.50)PR KUL  
M882.78 NUC1853.78END

The side trip occurs in the middle of the outbound fare component.

TTI/CLON BA FRA(LH STR SR ZRH M281.66 LH FRA  
M281.66)LH BOM M2093.48 KQ NBO KQ LON 25M2616.85  
NUC5273.65END

The notation begins immediately after the city where the trip originates (FRA).

### STOPOVER CHARGES IN THE LINEAR FARE CONSTRUCTION

When charge applies to a stopover at a specific city, it is recorded after the city in the linear fare construction. The letter is entered, followed by the stopover fee, in NUCs

S25.00

When charge applies to a stopover at any city, the charge is listed at the end of the linear. The number of stopovers followed by the letter "S" and the total fee (in NUCs) are entered

The trip contains two stopovers that are subject to a fee of NUC 75.00 each. The number of stopovers (2), the letter "S", and the total stopover fee in NUCs (75.00x2=150.00) are recorded at the end of the linear, before the total fare.

The stopover charge applies in each direction.

2S50.00

TTI/CLAX UA HNL KE SEL M993.00 KE HNL UA LAX M993.00  
2S150.00 NUC2136.00END

TTI/CLAX UA HNL S75.00 KE SEL M 993.00 KE HNL S75.00 UA LAX  
M993.00 NUC2136.00END

### SURCHARGES IN THE LINEAR FARE CONSTRUCTION

TRANSATLANTIC SECURITY SURCHARGE

TTI/CCHI UA LON Q5.00 M4578.00 BA X/CHI CO CLE  
M4556.86 P R/CHI21.14 NUC9161.00END

WESTERN HEMISPHERE SECURITY SURCHARGE

TTI/CYTO CP CHI AA X/MIA AA BUE RG SAO Q5.02 20M  
CHISAO3642.00 NUC3647.02END

HONG KONG SECURITY SURCHARGE

TTI/CSYD QF HKG BA LON Q2.58 M2218.02 IB X/MAD TG BKK QF  
SYD M2153.41NUC4374.01END

## SUPERVISORY/ LSA LEVEL COMMANDS

### EXTENDED OFFICE SECURITY (EOS) SETUP

**Note:** These entries are only applicable if you have the LSA rights set up in your sign-in (LSA=Local Security Administrator TO DO AN EOS AGREEMENT FROM OWNER TO RECEIVER OFFICE

TO SET UP A RECIPROCAL EOS AGREEMENT BETWEEN OFFICES

### RETRIEVAL ENTRIES PERTAINING TO EOS SETUP

RETRIEVAL BY NAME

RETRIEVAL BY RECORD LOCATOR

TO SEE THE QUEUE BANK OF THE OTHER OFFICE ID

### HEEOS

EOUOFFICEID1-OFFICEID2-PNOB/QUEB/CPRB  
where PNO = PNR Retrieval by all methods (by name and by record locator) ; QUE = QUEUES display ; CPR = Customer Profiles display ; B=refers to both "Read" and "Write" Security ie view and modify rights are available  
EOUOFFICEID2-OFFICEID1-PNOB/QUEB/CPRB

### HEEOS

RT/ OFFICEID-PAX NAME (ENTER THE OFFICE ID WHERE THE PNR IS CREATED)  
RTXXXXYY  
QT/OFFICE ID

TO SEE THE PNR IN QUEUE 0 CAT C1 DATE RANGE D1

QS/OFFICEID/01C1D1

### LOCAL SECURITY ADMINISTRATION COMMANDS

HE LSA

**Note:**These entries are only applicable if you have the LSA rights set up in your sign-in (LSA=Local Security Administrator)

TO DISPLAY THE SIGN BANK OF YOUR OWN OFFICE

JCD

TO DISPLAY PREFERENCES FOR ANOTHER USER'S SIGN IN

JGD1122AB

TO ADD A NEW SIGN IN

JGA1122AB/USN-USER'S NAME/DUTA-SU

where 1122AB is the 6 character alphanumeric sign in allotted to each user;USN is the user's name.Maximum 8 characters can be added in this field;DUTA is the duty code assigned to the Sign-In.

**Note:**If Duty Code is not Specified,then the Default assignment is AS.

TO CANCEL AN EXISTING SIGN IN

JGX1122AB

TO REST THE PASSWORD OF A SIGN IN TO "AMADEUS 1"

JGR1122AB/PWD

TO UPDATE AN EXISTING SIGN IN

JGU1122AB/PWR-N/MUL-Y

where PWR-N will remove the password prompt from the sign in 1122AB;MUL-Y will allow the user to sign to multiple terminals at the same time

TO RESTRICT A PARTICULAR SIGN-IN FROM DOING ANY ENTRY STARTING WITH "Q"

JGU/PACA-Q

### SIGN IN ATTRIBUTES

HE JGU

TO ATTACH A PASSWORD TO YOUR OWN SIGN-IN

JGU/PWR-Y

TO ATTACH A LANGUAGE PREFERENCE( FRENCH)

JGU/LNG-FR

**Note:** HEJGU, MS211

TO DISPLAY TIMINGS BY THE 12 HOUR CLOCK

JGU/TCM-12

TO GET THE DISTANCE IN KILOMETRES

JGU/DIS-K

TO DISPLAY SECURITY PROFILE OF THE SIGN IN

JGD/S

TO DISPLAY THE RIGHTS AND DUTIES OF THE SIGN IN

JGD/R

TO DISPLAY THE PREFERENCES OF THE SIGN IN

JGD/P

TO DISPLAY CURRENCY PREFERENCES FOR CARS/HOTEL/FARES/  
TICKETING

JGD/C