



# amadeus CUSTOMER SERVICE NEWS FLASH

Amadeus Flash

## UETTR UPDATE

THE UNUSED ELECTRONIC TICKET TRACKING REPORT (UETTR) allows you to submit a search request for a list of UNUSED ELECTRONIC TICKETS Past the last date of travel issued in your office.

### Why should we use this Product ?



- “Because there is no paper record, it is easy for busy executives and employees to simply forget about them.”
- “Companies have been discovering that as a result of these forgotten tickets, they are accumulating millions of dollars of unused electronic tickets and dollars that were just sitting out there, forgotten by the traveler and almost impossible for the company to track.”



### Solution

To get access opened to UETTR....



### Benefits to the Agency:

A **POWERFUL tool** that enables Travel Agencies to offer cost savings to their customer and so develop stronger customer loyalty

A **SOPHISTICATED tool** – easy to learn and use – minimize the impact of staff turnover and increase productivity

A **TIME SAVING tool** – *reduces need for manual checks of Unused ETs and allows your agent to work faster and more efficiently*

*Move Down for some Q & A's.....*

### What is UETTR?

<p>Amadeus Customer Service</p> <p>Helpdesk 24 X 7 Nationwide Toll free Access to Amadeus at 1800-111-200</p>	<p>Live Chat function in Vista</p> <p>Connect to Amadeus Helpdesk through Live Chat function in Vista</p>	<p>Mail to helpdesk</p> <p><a href="mailto:help@amadeus.in">help@amadeus.in</a></p>	<p>Know More about Amadeus</p> <p><a href="http://www.amadeus.in">www.amadeus.in</a></p>	<p>Amadeus Learning City</p> <p>Learn Amadeus using self paced learning solution Amadeus Learning City – <a href="http://www.alc.amadeus.com">www.alc.amadeus.com</a></p>
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The UNUSED ELECTRONIC TICKET TRACKING REPORT (UETTR) is a tool that allows you to submit a search request for a list of UNUSED ELECTRONIC TICKETS Past the last date of travel issued in your office.

When a UETTR request is sent, the system generates a report according to the search criteria specified in your request entry and automatically places the results on a designated message queue.

### What are the Prerequisites

- Your Office id must be authorized to access UETTR – Contact your nearest Amadeus Helpdesk to get this activated
- Airline allows the query to be made

### How does it work ?

- 3 days or 72 hours after the E-TICKET has become Past- Date, the Amadeus Server sends a query to the airline system to check the status of the ticket.
- An E-TICKET obtains Past-Date status the day after the travel date shown on the Last coupon of the ticket.
- The E-Ticket is considered to be unused if the status of one of the E-Ticket coupons is any of the Following:

O = OPEN FOR USE  
A = AIRPORT CONTROL  
C = CHECKED-IN  
L = LIFTED  
N = COUPON NOTIFICATION  
S = SUSPENDED  
I = IRREGULAR OPERATIONS

- The Query is always sent to the Validating airline. If the AIRLINE does not participate in the UETTR, Past Date E-tickets will be marked 'REFUSED' and automatically purged 28 days from the attempted query date.

### **VERY IMPORTANT :**

***a. The unused E-Ticket remains in the UETTR database until 28 Days after the query date. It is then purged automatically from the Database.***

***b. If you do not access the UETTR Database for 45 days, the access gets suspended and all E tickets that might lie in the base are purged from the database.***

***c. As a result, the access needs to be re-activated, however, the E tickets that were in the server for those 45 days get removed and cannot be retrieved via the UETTR product. They are however available in the system and can be retrieved using the TWD/TKT entry.***

**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**

[help@amadeus.in](mailto:help@amadeus.in)

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UETTR Request Entries:

Primary Action Code	Search Parameter	Description
I-SB/TR	Combinable with search parameters	Defaults to past date queried items
I-SB/TR/A	-ananananan	Search by agency client account number
I-SB/TR/N	-surname-firstname	Search by passenger name (The partial name match process is invoked.)
I-SB/TR/V	-ac	Search by validating carrier (2 or 3 carrier code)
I-SB/TR/T	-nnnnnnnnnnnn	Search by 3 digit airline code and 10 digit document Nbr
I-SB/TR/D	-ddmmm or -ddmmyy	Search by last date of departure
I-SB/TR/D	-ddmmm-ddmmm or -ddmmyy-ddmmyy	Search by last date of departure date range
I-SB/TR/O	-oooooooo	Search for UET report for office ID specified (affiliate, branches and STP locations)
I-SB/TR/Q	-ddmmm or -ddmmyy	Search by query date
I-SB/TR/Q	-ddmmm-ddmmm or -ddmmyy-ddmmyy	Search by query date ranges
I-SB/TR/R	-ananan	1A record locator
I-SB/TR/H	Combinable with search parameters	Reports a list of manually deleted items.

NOTE:

- The search parameters may be entered in random order
- The departure date is converted to GMT date and time
- The date logic is the following:
  - If ddmmm, search defaults to current year

Examples:

Entry :**I-SB/TR**

**Output:**

<p><b>Amadeus Customer Service</b></p> <p>Helpdesk 24 X 7 Nationwide Toll free Access to Amadeus at 1800-111-200</p>	<p><b>Live Chat function in Vista</b></p> <p>Connect to Amadeus Helpdesk through Live Chat function in Vista</p>	<p><b>Mail to helpdesk</b></p> <p><a href="mailto:help@amadeus.in">help@amadeus.in</a></p>	<p><b>Know More about Amadeus</b></p> <p><a href="http://www.amadeus.in">www.amadeus.in</a></p>	<p><b>Amadeus Learning City</b></p> <p>Learn Amadeus using self paced learning solution Amadeus Learning City – <a href="http://www.alc.amadeus.com">www.alc.amadeus.com</a></p>
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1 OF 1 UNUSED ELECTRONIC TICKET REPORT  
OFFICE - MIA1S2CA1 PAST DATE LIST DATE-01SEP05  
SEARCH REQUEST: I-SB/TR

PASSENGER NAME	A/L	TICKET	LAST DOT	1A RLOC	QUERY DATE
SMITH/TOM	006	7005832678	08AUG05	EEEEFF	11AUG05
PATTERSON/ROBE	005	7005832801	13AUG05	RRRSSS	16AUG05
TAYLOR/MARJORIE	220	7005832802	10AUG05	IIIIJJ	REFUSED*

\*AIRLINE REFUSED TO ALLOW QUERY  
END OF REPORT

### [Explanation of the Report:](#)

1 of 1 - Part One of One

**UNUSED ELECTRONIC TICKET REPORT** - Title of the Report

**OFFICE - MIA1S2CA1** - 1A Office id of the Requestor

**Passenger Name** - Header of the Name Column

**A/L** - 3-digit airline code

**Ticket** - 10-digit Ticket number

**Last DOT** - HEADER OF THE LAST DATE OF TRAVEL COLUMN. LAST DATE OF TRAVEL MEANS THE TRAVEL DATE SHOWN ON THE LAST COUPON OF THE E-TICKET.

**1A RLOC** - Amadeus PNR

**Query Date** - THE QUERY DATE IS THE DATE ON WHICH THE RBE SENDS THE UNUSED E-TICKET QUERY TO THE AIRLINE SYSTEM. THE QUERY IS RUN 3 DAYS OR 72 HOURS AFTER THE LAST DATE OF TRAVEL SHOWN ON THE LAST E-TICKET COUPON.

**Refused\*** - IF AN AIRLINE DOES NOT PARTICIPATE IN THE UETTR, 'REFUSED\*' IS DISPLAYED IN THE QUERY DATE COLUMN.

### [Help Pages:](#)

HEUETTR – Main Page to View Help on UETTR

FOR A LIST OF AIRLINES ACCEPTING UETTR REQUESTS, ENTER: GPUEA

For any further assistance, please contact your nearest Amadeus Helpdesk.

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