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**ELECTRONIC TICKET**

An e-ticket (electronic ticket) is a paperless electronic document used for ticketing passengers, particularly in the commercial airline industry.

The details of the Ticketing can be sending directly to traveller along with the flight number(s), date(s), departure location(s), destination location(s) and ticket number.

When checking in at the airport, the passenger simply presents positive identification. Then necessary boarding passes are issued, and the passenger can check luggage and proceed through security to the gate area.

The principal advantage of e-ticketing is the fact that it reduces booking expense by eliminating the need for printing and mailing paper documents. Another advantage is that it eliminates the possibility of critical documents getting lost in the mail or being sent to the wrong address.

**AMADEUS ELECTRONIC TICKET**

When you issue an electronic ticket (e-ticket) through Amadeus by making a TTP entry, the system sends the flight coupons as a message to the airline. If the airline accepts the e-ticket Request, the information is stored in the airline’s own system as an e-ticket (ET) record.

**ELECTRONIC TICKETING POLICIES**

The Electronic ticketing policies are varies between the carriers and the countries.

For example to display the Information on Airline specific Electronic policies for Qatar Airways (QR), enter: **HE ETT QR**

<table>
<thead>
<tr>
<th>MARKET</th>
<th>REFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>BH JO KW OM QA SA SC AE AU BD BE BJ BW BR BG BP KH CH CA TD CG HR CY CZ DK EG EE FO GA GR HK HU IN ID IE IL IT CI JP LV LT LU MO MY ML MT MD MA NA NL NE NO FR FI PL RO EU SH ES SG SK SI ZA LR SE CH TR TG TH TR GB US ZW GL DK FI FR KE TZ UG AT AD GF GP MQ RE PT ES HU CL MX AR HZ NP SY HG TW YE AL BA MK LB VH</td>
<td>MS22</td>
</tr>
</tbody>
</table>

**ELECTRONIC TICKETING DIRECT MARKET**

<table>
<thead>
<tr>
<th>MARKET</th>
<th>REFERENCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>DZ LY SD IR SC MV DS RW BI AO</td>
<td>MS22</td>
</tr>
</tbody>
</table>
To display the Electronic Policies for Qatar (QA) Market on Qatar Airways (QR), enter: MS22

<table>
<thead>
<tr>
<th>QR E-TICKET</th>
<th>EN 9APR10 0744Z</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ELIGIBILITY RULES FOR E-TICKETING</strong></td>
<td></td>
</tr>
<tr>
<td>(Y - SUPPORTED, N - NOT SUPPORTED)</td>
<td></td>
</tr>
<tr>
<td>ADB ALLOWED : N</td>
<td>FOID MANDATORY : N</td>
</tr>
<tr>
<td>INF TICKET ALLOWED : Y</td>
<td>MAX NUMBER OF PASSENGERS : 99</td>
</tr>
<tr>
<td>UMBR TICKET ALLOWED : Y</td>
<td>GROUP PHRS ALLOWED : N</td>
</tr>
<tr>
<td>CONJUNCTION TKT ALLOWED : Y</td>
<td>MAX NUMBER OF SEGMENTS : 16</td>
</tr>
<tr>
<td>MULTI TOUR CODES ALLOWED : N</td>
<td>OPEN SEGMENTS ALLOWED : Y</td>
</tr>
<tr>
<td>FY BULK (US ONLY) ALLOWED : Y</td>
<td>CONF SEG MANDATORY WITH OPEN : Y</td>
</tr>
<tr>
<td>TT/ST FARES ALLOWED : Y</td>
<td>WAITLISTED SEGMENTS ALLOWED : N</td>
</tr>
<tr>
<td>NET REMIT ALLOWED : Y</td>
<td>CONF SEG MANDATORY WITH W/L : N</td>
</tr>
<tr>
<td>NEG FARES ALLOWED : Y</td>
<td>PASSIVE SEGMENTS ALLOWED : N</td>
</tr>
<tr>
<td>COMPANION FARES ALLOWED : Y</td>
<td>E INDICATOR WITH PHR CLAIM : N</td>
</tr>
</tbody>
</table>

FOR INTERLINE AGREEMENTS PLEASE REFER TO TGAD-QR
FOPS NOT ALLOWED: NONE

| EXCHANGES ALLOWED: | E-TKT TO E-TKT: Y |
|                     | E-TKT TO PAPER: N |
|                     | PAPER TO E-TKT: Y |

| DISPLAY |
|---------|-----------|
| /ORG: N | /TVL: Y |
| /FTI: Y | /FLT: Y |
| /FOP: Y | /RCI: N |
| /KT: Y  | /FOID: Y |

<table>
<thead>
<tr>
<th>HISTORY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PRINT</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>VOID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CANCEL REFUND</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
</tr>
</tbody>
</table>

NOTE: FOR INFORMATION ABOUT GENERAL CONDITIONS AND FORMATS
FOR E-TICKETING IN AMADEUS, ENTER: HE ETT
**ELECTRONIC TICKETING ELIGIBILITY INDICATOR**

Following are the eligibility indicators for Amadeus Electronic ticketing:

**IN AVAILABILITY AND SCHEDULE DISPLAY**

Airlines that support electronic ticketing in Amadeus may choose to show which flights are potential candidates for electronic ticketing in availability and schedule displays. In this case, the letter "E" (for e-ticketing) appears immediately before the number of stops in the flight line. For example: **AN15MAYLHRJFK**

AN15MAYLHRJFK

** AMADEUS AVAILABILITY - AN ** JFK JOHN F KENNEDY. USFY 24 SA 15MAY 0000
** GRAND HYATT NYC*PRIME MIDTOWN LOC* ADV PURCH FR 254USD
** ADJ TO GRAND CENTRAL* NEXT TO TIMES SQR ->HEWNYCHNY

1  AA 115"W A7 J7 D7 R7 I0 Y7 /LHR 3 JFK 8 0830 1100 E0.777 7:30
2  BA 117"W A9 J9 C9 B9 R9 I9 /LHR 5 JFK 7 0855 1135 E0.744 7:40
3DL:KL9085 M9 C9 J8 Z0 X9 S9 B9 /LHR 4 JFK 3 1005 1315 E0.764 8:10
3 DL 004 M9 K9 H9 Q9 T3 V0
4  DL 004 J9 D9 S8 I0 Y9 B9 M9 /LHR 4 JFK 3 1005 1315 E0.764 8:10
5  BA 175 H9 Q9 K9 L9 U3 T0
6  VS 003 Y9 B9 H9 K9 M9 V9 S3 GL

**IN FLIGHT SEGMENT**

After you sell a flight segment that is a potential candidate for e-ticketing, an electronic ticketing indicator appears in the PNR. For example:

--- TST RLR ---

RF/DOHIA0980/DOHIA0980

NH/SU 21APR10/13142 50Q05V

DOHIA0980/0201NH/21APR10

1 MHKAS/AFAR MR
2  EK 844 L 30APR 5 DORDXST HK1 1510 1700 30APR E EK/BV2G56
3  EK 601 L 30APR 5 DORDXST HK1 1515 1715 30APR E EK/BV2G56
4  EK 602 L 02MAY 7 KHIDXST HK1 1121 1321 02MAY E EK/BV2G56
5  EK 801 M 02MAY 7 KHIDXST HK1 1615 1815 02MAY E EK/BV2G56
6  EK 804 U 10MAY 1 JEDXST HK1 2030 0010 11MAY E EK/BV2G56
7  EK 847 L 11MAY 2 DXBDBH HK1 0230 0230 11MAY E EK/BV2G56
8  AD DOH +974 4483888 - AMADEUS QATAR W.L.L - A
9  TK OK21APR/DOHIA0980
10 FP PAX NHO=EHK/SKYWARDS FLEX//S2-7
11 FP PAX EK/S2-7
IN FLIGHT INFORMATION

In the flight Information display the electronic ticketing candidate message appears, For example:

```
DOEK844/30APR
* 1A PLANNED FLIGHT INFO *
APT  ARR   DY   DEP   DY CLASS/MEAL   EOP   GRND   EFT   TTL
DOH   1510   FR   DCA   ECONOMY/2BU/H     332    0:50
KOHLTXV/H

DXB 1700   FR   0:50

COMMENTS-
1. TO DXB   -  ARRIVES TERMINAL 3
2. DOH DXB  -   9/ NON-SMOKING
3. DOH DXB  -   FT/ ELECTRONIC TKT CANDIDATE

CONFIGURATION-
           332   NO CONFIGURATION SET
```

GENERAL CONDITIONS FOR ELECTRONIC TICKETING

In order to issue Electronic ticket, the following conditions will apply:

- A new or retrieved PNR is present.
- The Airline Record locator (PNR) must have been returned.
- The presence of Electronic Ticket indicator (E) in the segment is to proof the eligibility of Electronic ticket.
ISSUING ELECTRONIC TICKETS

Following are the steps to issuing an e-electronic ticket.

**STEP 1**
Create the PNR as per require Itinerary:

<table>
<thead>
<tr>
<th>PNR/DOHQR2900/DOHQR2900</th>
<th>2M/SU 21APR10/1523Z 5ST04L</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. MHNHAS/MUHAMAD ZAFAR MR</td>
<td></td>
</tr>
<tr>
<td>2. BA 124 F 15MAY 6 DOHRAH HK1 2320 0010 16MAY E BA/5ST04L</td>
<td></td>
</tr>
<tr>
<td>3. BA 125 F 19MAY 3 BAHDOH HK1 2025 2120 19MAY E BA/5ST04L</td>
<td></td>
</tr>
<tr>
<td>4. AF DOH +974 4667575 – AMADEUS QATAR – TRAINING – A</td>
<td></td>
</tr>
<tr>
<td>5. TK OK21APR/DOHQR2900</td>
<td></td>
</tr>
</tbody>
</table>

**STEP 2**
Price the PNR, enter: **FXP**

```
FXP
+ FARE BASIS * DISC * PSGR * FARE (QAR) * MSG * T
  01 FFPME+FIME * * P1 * 2000.00 * *Y
  02 FFPME * * P1 * 1850.00 * *Y
>
```

Note: If only one fare is eligible for the booked itinerary system display the ticket image instantly and we can save in to PNR. For multi fares choice **STEP 3** will apply.

**STEP 3**
Select the require fare and passenger, enter: **FXT2/P1**

```
FXP
+ FARE BASIS * DISC * PSGR * FARE (QAR) * MSG * T
  01 FFPME+FIME * * P1 * 2000.00 * *Y
  02 FFPME * * P1 * 1050.00 * *Y
>
```

```
*TRH*
>FXT2/P1
```
**STEP 4**

Save the changes in the PNR, enter: **RFZAFAR ; ER**

---

**STEP 5**

Display the Ticket Record to enter ticketing mandatory elements, enter: **TQT**
**STEP 6**
Insert the required information in the Graphic TST

<table>
<thead>
<tr>
<th>#</th>
<th>Stop</th>
<th>City</th>
<th>Carrier</th>
<th>Flight</th>
<th>Class</th>
<th>Date</th>
<th>Time</th>
<th>Status</th>
<th>Fare basis</th>
<th>TKT design</th>
<th>NVB</th>
<th>NVA</th>
<th>Baggage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>DOH</td>
<td>BA</td>
<td>124</td>
<td>F</td>
<td>15MAY</td>
<td>23:26</td>
<td>OK</td>
<td></td>
<td>FFFME</td>
<td></td>
<td></td>
<td></td>
<td>3PC</td>
</tr>
<tr>
<td>2</td>
<td>BAH</td>
<td>BA</td>
<td>125</td>
<td>F</td>
<td>18MAY</td>
<td>20:25</td>
<td>OK</td>
<td></td>
<td>FFFME</td>
<td></td>
<td></td>
<td></td>
<td>3PC</td>
</tr>
</tbody>
</table>

**STEP 7**
Click on UPDATE icon to update the information in the TST
**STEP 8**
Click OK icon to complete the updating in the TST

**STEP 9**
Click on CROSS icon to exit from the TST
**STEP10**

Save the changes in the PNR, enter: **RFADMIN; ER**

--- TST ---

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RP/DHQR2900/DHQR2900</td>
<td>ZM/SU 21APR10/15362 5STO4L</td>
</tr>
<tr>
<td>1</td>
<td>MINHAS/MUHAMMAD ZAFAR MR</td>
</tr>
<tr>
<td>2</td>
<td>BA 124 F 15MAY 6 DOHBH K1 2320 0010 15HAY E BA/</td>
</tr>
<tr>
<td>3</td>
<td>BA 125 F 19MAY 3 BAHDOH K1 2025 2120 19HAY E BA/</td>
</tr>
<tr>
<td>4</td>
<td>AP DHO +974 4667579 - AMADEUS QATAR - TRAINING - A</td>
</tr>
<tr>
<td>5</td>
<td>TR OK21APR/DHQR2900</td>
</tr>
<tr>
<td>6</td>
<td>FM PAX <em>M</em>0/82-3</td>
</tr>
<tr>
<td>7</td>
<td>FP PAX CASH/82-3</td>
</tr>
<tr>
<td>8</td>
<td>FP PAX BA/82-3</td>
</tr>
<tr>
<td><em>TRN</em></td>
<td>RFADMIN:EB</td>
</tr>
</tbody>
</table>

**STEP11**

Issuing the electronic, enter: **TTP/P1/S2-3** or **TTP**

--- TST ---

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RP/DHQR2900/DHQR2900</td>
<td>ZM/SU 21APR10/15512 5STO4L</td>
</tr>
<tr>
<td>1</td>
<td>MINHAS/MUHAMMAD ZAFAR MR</td>
</tr>
<tr>
<td>2</td>
<td>BA 124 F 15MAY 6 DOHBH K1 2320 0010 15HAY E BA/</td>
</tr>
<tr>
<td>3</td>
<td>BA 125 F 19MAY 3 BAHDOH K1 2025 2120 19HAY E BA/</td>
</tr>
<tr>
<td>4</td>
<td>AP DHO +974 4667579 - AMADEUS QATAR - TRAINING - A</td>
</tr>
<tr>
<td>5</td>
<td>TR OK21APR/DHQR2900</td>
</tr>
<tr>
<td>6</td>
<td>FM PAX <em>M</em>0/82-3</td>
</tr>
<tr>
<td>7</td>
<td>FP PAX CASH/82-3</td>
</tr>
<tr>
<td>8</td>
<td>FP PAX BA/82-3</td>
</tr>
<tr>
<td><em>TRN</em></td>
<td>TTP/P1/S2-3</td>
</tr>
</tbody>
</table>

**System Response:**

OK ETICKET

**ISSUED ELECTRONIC TICKET IN PNR**

The screen capture view after issued electronic ticket in the PNR

--- TST ---

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RP/DHQR2900/DHQR2900</td>
<td>LL/SU 21APR10/16022 5STO4L</td>
</tr>
<tr>
<td>1</td>
<td>MINHAS/MUHAMMAD ZAFAR MR</td>
</tr>
<tr>
<td>2</td>
<td>BA 124 F 15MAY 6 DOHBH K1 2320 0010 15HAY E BA/5STO4L</td>
</tr>
<tr>
<td>3</td>
<td>BA 125 F 19MAY 3 BAHDOH K1 2025 2120 19HAY E BA/5STO4L</td>
</tr>
<tr>
<td>4</td>
<td>AP DHO +974 4667579 - AMADEUS QATAR - TRAINING - A</td>
</tr>
<tr>
<td>5</td>
<td>TR OK21APR/DHQR2900/ETEB</td>
</tr>
<tr>
<td>6</td>
<td>FA PAX 125-4610072902/ETBA/QAR1850.00/21APR10/DHQR2900/7777 7722/82-3</td>
</tr>
<tr>
<td>7</td>
<td>FP PAX 2100016571 TTP/ET OK ETICKET/S2-3</td>
</tr>
<tr>
<td>8</td>
<td>EM PAX <em>M</em>0/82-3</td>
</tr>
<tr>
<td>9</td>
<td>FP PAX CASH/82-3</td>
</tr>
<tr>
<td>10</td>
<td>FP PAX BA/82-3</td>
</tr>
</tbody>
</table>
DISPLAYING ELECTRONIC TICKET RECORDS

When you successfully issued an Electronic Tickets, the electronic ticket has stored in the airline’s electronic ticketing database (ETDB). Once the e-ticket record has been stored in the ETDB, it can still be display in Amadeus.

IN THE PNR

To display an electronic ticket record in the PNR, refer the line number of FHE or FA element of the PNR:

For example:

--- TST ---
RF/DOHR2900/DOHR2900 LL/SU 21APR10/16022 5STO4L

1. MUNHAS/MOHAMAD ZAFAR MR
2. BA 124 F 15MAY 6 DOHBAH HK1 2320 0010 15MAY E BA/5STO4L
3. BA 125 F 19MAY 3 DOHDOH HK1 2025 2120 19MAY E BA/5STO4L
4. AP DOH +974 4667579 - AMADEUS QATAR - TRAINING - A
5. TK OK21APR/DOHR2900//RTBA
6. FA PAX 125-48100072902/RTBA/QAR1850.00/21APR10/DOHR2900/777777
7. 7722/82-3
8. 77
9. 9
10. FB PAX 21000016571 TTF/ET OR ETICKET/S2-3

To display the electronic ticket record, enter: TWD/L6

System response:

TWT-1254810072902 RCT- 1A LOC-5STO4L
OD-DOHDOH ST- FCMT-0 POI-DOH DOI-21APR10 TOI-7777772

1. MUNHAS/MOHAMAD ZAFAR MR
2. ODOH BA 124 F 15MAY 2320 0010 15MAY E FFFME O 3PC
3. OBAH BA 125 F 19MAY 2025 0010 19MAY E FFFME O 3PC

DOH

FARE F QAR 1500.00
TOTALTAX QAR 350.00
TOTAL QAR 1850.00

/FC DOH BA BAH206.04BA DOH206.04HUC412.08END ROE3.6500

FP CASH
NON-ENDORSEABLE
FOR TAX DETAILS USE TWD/TAX

To display an electronic ticket record, when there is only one FHE/FA, enter: TWD
BY ELECTRONIC TICKET NUMBER

You can display Electronic Ticket record without retrieved PNR by including the ticket number in the TWD entry: **TWD/TKT125-48100722902**

When you display an ET record, it remains active for 60 minutes or until you display another ET Record, whichever comes first. When neither occurs, the current ET record is purged. You can redisplay the current ET record at any time while it is active. Enter: **TWDRT**

When you display an ET record, you can redisplay the PNR by entering: **RT*E**

**To display the original ET record, enter:** **TWD/O***

Once you have displayed an e-ticket record, you can also display its history. To do this, enter: **TWH**
STATUS OF AN ELECTRONIC TICKET COUPON
The status of the coupons can be any of the following:

<table>
<thead>
<tr>
<th>Letter</th>
<th>Status Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>AIRPORT CONTROL</td>
</tr>
<tr>
<td>C</td>
<td>CHECKED IN</td>
</tr>
<tr>
<td>P</td>
<td>PRINTED</td>
</tr>
<tr>
<td>R</td>
<td>REFUNDED</td>
</tr>
<tr>
<td>S</td>
<td>SUSPENDED</td>
</tr>
<tr>
<td>G</td>
<td>CONVERTED TO FIM</td>
</tr>
<tr>
<td>I</td>
<td>IRREGULAR OPERATIONS</td>
</tr>
<tr>
<td>L</td>
<td>LIFTED/BOARDED</td>
</tr>
<tr>
<td>Z</td>
<td>CLOSED</td>
</tr>
<tr>
<td>O</td>
<td>OPEN FOR USE</td>
</tr>
<tr>
<td>N</td>
<td>NOT SHOWING FINAL STATUS</td>
</tr>
<tr>
<td>E</td>
<td>EXCHANGED/REISSUED</td>
</tr>
<tr>
<td>F</td>
<td>FLOWN/USED</td>
</tr>
<tr>
<td>U</td>
<td>UNAVAILABLE</td>
</tr>
<tr>
<td>T</td>
<td>PAPER TICKET</td>
</tr>
<tr>
<td>V</td>
<td>VOID</td>
</tr>
<tr>
<td>X</td>
<td>PRINT EXCHANGE</td>
</tr>
<tr>
<td>Y</td>
<td>REFUND TAXES/FEES.</td>
</tr>
</tbody>
</table>

REVALIDATING ELECTRONIC TICKETS
An electronic ticket can be revalidated after a change to itinerary in the PNR has occurred. Individual Airline has their own rules for revalidation. In Amadeus, however, revalidation possible after any of the following changes, as long as there is no change to the fare.

- Different Flight Number
- Different Flight Date or Time
- Different Airports (Within the same CITY)
- Different class of Service
- Different Airline (Provided an Interline Agreement exists between two airlines)

Note: The coupons to be revalidated must have the OPEN ‘O’ status.

There must be an FA or FHE element in the PNR display before you can make the revalidation entry. When the FA element is missing from the PNR display, create an FHE element (manual e-ticket number) with the original ticket number.

To revalidate the e-ticket use the ETRV option in the TTP entry: TTP/ETRV
REVALIDATING AN ELECTRONIC TICKET STEPS

For example an electronic ticket 1254810072902 was issued on April 21, 2010 for BA124, F class, 15MAY and BA125, F class, 19MAY

--- TST ---

<table>
<thead>
<tr>
<th>EP/DOHQR2900/DOHQR2900</th>
<th>LI/SU</th>
<th>21APR10/1602Z</th>
<th>SSTD4L</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 MINHAS/MUHAMMAD ZAFAR MR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 BA 124 F 15MAY 6 DOHBAH HKI 2320 0010 16MAY E BA/</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 BA 125 F 19MAY 3 BAHHDOH HKI 2025 2120 19MAY E BA/</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 AP DOH +974 4667579 - AMADEUS QATAR - TRAINING - A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 TK OK21APR/DOHQR2900//ETBA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 FA PAX 125-4810072902/ETBA/QAR1850.00/21APR10/DOHQR2900/7777</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7722/S2-3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 FB PAX 2100016571 TTP/ET OK ETicket/S2-3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 FM PAX <em>H</em>0/S2-3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 FP PAX CASH/S2-3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 FV PAX BA/S2-3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Now Passenger would like to the change his travel plan; the following steps will apply for an electronic ticket validation.

**STEP1**

Change the reservation in the PNR as per require dates and save the changes.

--- TST ---

<table>
<thead>
<tr>
<th>EP/DOHQR2900/DOHQR2900</th>
<th>ZM/SU</th>
<th>22APR10/0538Z</th>
<th>SSTD4L</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 MINHAS/MUHAMMAD ZAFAR MR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 BA 124 F 20MAY 4 DOHBAH HKI 2320 0010 21MAY E BA/</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 BA 125 F 25MAY 2 BAHHDOH HKI 2025 2120 25MAY E BA/</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 AP DOH +974 4667579 - AMADEUS QATAR - TRAINING - A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 TK OK21APR/DOHQR2900//ETBA</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 FHE PAX 125-4810072902</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**STEP2**

Display the electronic ticket record, refer FHE/FA line number, and enter: TWD/L6

<table>
<thead>
<tr>
<th>FRT-1254810072902</th>
<th>RCI-1A</th>
<th>LOC-5ST4DL</th>
</tr>
</thead>
<tbody>
<tr>
<td>OD-DOHQR SI-</td>
<td>FCMI-</td>
<td>DOI-DOH DOI-21APR10</td>
</tr>
<tr>
<td>1 MINHAS/MUHAMMAD ZAFAR MR ADT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 OOH BA 124 F 15MAY 2320 OK FFM/1 0 O 3PC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 OOH BA 125 F 19MAY 2025 OK FFM/1 0 3PC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FARE F QAR</td>
<td>1560.00</td>
<td></td>
</tr>
<tr>
<td>TOTALTAX QAR</td>
<td>250.00</td>
<td></td>
</tr>
<tr>
<td>TOTAL QAR</td>
<td>1850.00</td>
<td></td>
</tr>
<tr>
<td>/PC DOH BA BAH206.04BA DOH206.04NOC412 0.8END ROE3 640000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FP CASH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NON-ENDORSABLE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FOR TAX DETAILS USE TWD/TAX</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Here Electronic ticket Coupon 1 is corresponds with PNR segment number 2 and Electronic ticket coupon 2 corresponds with PNR segment number 3.
STEP 3
Revalidating the electronic ticket coupon number 1 with PNR segment number 2 and entry will be: **TTP/ETRV/L6/E1/S2**

<table>
<thead>
<tr>
<th>Where</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTP/ETRV</td>
<td>Transaction code for revalidation</td>
</tr>
<tr>
<td>/L6</td>
<td>Line number of e-ticket number of PNR (FA / FHE)</td>
</tr>
<tr>
<td>E1</td>
<td>Electronic Ticket Coupon number 1</td>
</tr>
<tr>
<td>S2</td>
<td>Segment number 2 of the PNR</td>
</tr>
</tbody>
</table>

**System Response:**

OK PROCESSED
**PNR VIEW AFTER REVALIDATION**

The PNR view after the revalidation for segment number 2 of the PNR

--- TST ---

RP/DOHQR2900/DOHQR2900  OC/PR  22APR10/0600Z  5ST04L

1 1MNHAS/MUHAMMAD ZAFA R MR
2 BA 124 F 20MAY 1 DOHRAH HKI 2320 0010 21MAY E BA/
3 BA 125 F 25MAY 2 BAHDOH HKI 2025 2120 25MAY E BA/
4 AP DOH +974 4667579 - AMADEUS QATAR - TRAINING - A
5 TK 0K21APR/DOHQR2900/#ETBA
6 FA PAX 125-4810072902/ETBA/22APR10/DOHQR2900/1511922/S2
7 FHE PAX 125-4810072902

*FRH*

/WID/L6

TWT-1254810072902  RCI-  1A LOC-5ST04L
OD-DOHDOH  SI-  FCHI-0  POI-DOH DOI-21APR10  IOI-77777772
1 1MNHAS/MUHAMMAD ZAFAR MR ADT ST
2 BA 124 F 20MAY 2320 OK FFFME O  3PC
2 OBAH BA 125 F 19MAY 2025 OK FFFME O  3PC

DOH
FARE F QAR 1500.00
TOTAL TAX QAR 250.00
TOTAL QAR 1850.00
/EC DOH BA BAH206.04BA DOH206.04HUC412.08END ROE3.640000
FP CASH
NON-ENDORSABLE
FOR TAX DETAILS USE TWD/TAX

For Revalidation for the electronic ticket coupon number 2 with PNR segment number 3 repeat the **STEP 2 & STEP3**: TTP/ETRV/L6/E2/S3

**Where**

<table>
<thead>
<tr>
<th>TTP/ETRV</th>
<th>Transaction code for revalidation</th>
</tr>
</thead>
<tbody>
<tr>
<td>/L6</td>
<td>Line number of e-ticket number of PNR (FA / FHE)</td>
</tr>
<tr>
<td>E2</td>
<td>Electronic Ticket Coupon number 2</td>
</tr>
<tr>
<td>S3</td>
<td>Segment number 3 of the PNR</td>
</tr>
</tbody>
</table>

**System Response:**

OK PROCESSED
### PNR VIEW AFTER REVALIDATION THE ALL COUPONS

The PNR view after revalidating all the coupons of the an electronic ticket

<table>
<thead>
<tr>
<th>TFT-ID</th>
<th>OC/F</th>
<th>22APR10/06102</th>
<th>5ST04L</th>
</tr>
</thead>
<tbody>
<tr>
<td>RP/DORQ2900/DORQ2900</td>
<td>MINHAS/MUHAMMAD ZAFAR HR</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>BA 124 F 20MAY 4 DOHBAN H51</td>
<td>2320 0010</td>
<td>21MAY E BA/</td>
</tr>
<tr>
<td>3</td>
<td>BA 125 F 25MAY 2 BANDOHE H51</td>
<td>2025 2120</td>
<td>25MAY E BA/</td>
</tr>
<tr>
<td>4</td>
<td>AP DOH +974 4665759 - AMADEUS QATAR TRAINING - A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>TK OK21API/DORQ2900/ETFBA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>FA PAX 125-4810072902/ETFBA/22APR10/DORQ2900/77777722/82</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>FA PAX 125-4810072902/ETFBA/22APR10/DORQ2900/77777722/83</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>FHE PAX 125-4810072902</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*TRN*

<table>
<thead>
<tr>
<th>1254810072902</th>
<th>ECI-</th>
<th>1A</th>
<th>LOC-5ST04L</th>
</tr>
</thead>
<tbody>
<tr>
<td>OD-DORQDOH</td>
<td>SI-</td>
<td>FCMI-0</td>
<td>POI-DOR</td>
</tr>
<tr>
<td>1</td>
<td>MINHAS/MUHAMMAD ZAFAR HR</td>
<td>ADT</td>
<td>ST</td>
</tr>
<tr>
<td>2</td>
<td>ODOH BA 124 F 20MAY 2320 OR FFFME</td>
<td>O</td>
<td>3PC</td>
</tr>
<tr>
<td>2</td>
<td>OBAH BA 125 F 25MAY 2025 OR FFFME</td>
<td>O</td>
<td>3PC</td>
</tr>
</tbody>
</table>

**DOH**

<table>
<thead>
<tr>
<th>FARE</th>
<th>OAR</th>
<th>1500 00</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTALTAX</td>
<td>OAR</td>
<td>350 00</td>
</tr>
<tr>
<td>TOTAL</td>
<td>OAR</td>
<td>1850 00</td>
</tr>
</tbody>
</table>

/PC DOH BA BAH206.04BA DOH206.04NUC412.08END ROC3 640000

FP CASH

NON-ENDORSABLE

FOR TAX DETAILS USE TWD/TAX
VOID / CANCELLING AN ELECTRONIC TICKET

You can cancel an e-ticket record as long as the cancellation is within the current sales period and the sale is not yet confirmed or has already been cancelled.

Cancelling an Electronic ticket record causes the system to send a void request to the airline. The coupon status of the e-ticket Coupons is updated from “O” (open for use) or “A” (airport control) to “V” for voided. The record is also automatically cancelled in the sales report. In the sales report the transaction type code of the electronic document is changed from “TKTT” to “CANX”

**Note:** You can not void the Re-issued Ticket

IN THE PNR

Following are the step to void an issued electronic ticket in the PNR.

--- TST ---

RP/DHQR2900/DHQR2900 LL/SU 22APR10/06542 X42506

1 MNHRA/MNHMA/DAD ZAFFAR MR
2 BA 124 F 15MAY 6 DOHBAH HK1 2320 0010 16MAY E BA/
3 BA 125 F 19MAY 3 BAHDOH HK1 2025 2120 19MAY E BA/
4 AP DOH +974 4667579 - AMADEUS QATAR - TRAINING - A
5 PK OR22ABP/DHQR2900//ETBA
6 FA PAX 125 4810072904/ETBA/QAR1850.00/22APR10/DHQR2900/7777
7 7722/S2-3
8 FM *M*0
9 FP CASH
10 FV PAX BA/S2-3

**STEP 1**

Display the Electronic ticket record, enter: **TWD/L6**

TWT-1254810072904 RCT- 1A LOC-X42506
OD-DHQR ST- FCMO-O DOT-DHQR DDT-22APR10 TOI-77777722
1 MNHRA/MNHMA/DAD ZAFFAR MR ADT
1 ODH BA 124 F 15MAY 2320 OR FFPM 0 3PC
2 ODH BA 125 F 19MAY 2520 OR FFPM O 3PC
3 DOH
FARE F QAR 1500 00 TOTALQAR 1850 00
FV PAX BA BAH206.04BA BAH206.04WUC412.08END ROE3.640000
FP CASH
NON-ENDORSABLE
FOR TAX DETAILS USE TWD/TAX

**STEP 2**

To void the displayed electronic ticket, enter: **TWX**

**System Response:**

OK ERTK RECORD UPDATED SAC- 1254P8JSROD038
SALE IS CANCELLED IN REPORTING SYSTEM
**PNR & ELECTRONIC TICKET RECORD VIEW AFTER VOID**

--- TST ---

RP/DOHQR2900/DOHQR2900 ZM/SU 22APR10/0702Z X42506

1. MINHAS/MUHAMMAD ZAFAR MR
2. BA 124 F 15MAY 6 DOHBAH HK1 2320 0010 16MAY E BA/
3. BA 125 F 19MAY 3 BAHOON HK1 2025 2120 19MAY E BA/
4. AD DOH -974 4667579 - AMADEUS QATAR - TRAINING - A
5. TK OK22APR/DOHQR2900//ETBA
6. FA PAX 125-4810072904/EVBA/QAR1850.00/22APR10/DOHQR2900/7777
   7722/S2-3
7. FB PAX 2200016575 TTP/T1/ET/RT OK ETICKET/S2-3
8. FM *M*0
9. FP CASH
10. FY PAX BA/S2-3

*TSM*

TET-1254810072904 RCT- 1A LOC-X42506

OD-DOHDOH ST- FCMT-0 POT-DOH DOI-22APR10 TOI-77777722

1. MINHAS/MUHAMMAD ZAFAR MR ADT ST
2. ODH BA 124 F 15MAY 2320 OK FFFME V 3PC
3. OBAB BA 125 F 19MAY 2025 OK FFFME V 3PC

DOH

FARE F QAR 1500 00
TOTALTAX QAR 350 00
TOTAL QAR 1850 00

/FC DOH BA BAH206.04BA DOH206.04HUC412.08END ROE3 640000

FP CASH
NON-ENDORSABLE
FOR TAX DETAILS USE TWD/TAX
SRC- (1254PSJRSDS58)
OUT SIDE PNR

Following are the steps to void an electronic ticket without opening the PNR

STEP 1
Ignore the current screen, enter: IG

STEP 2
Display the electronic ticket record with ticket number, enter:
TWD/TKT125-4810072903

STEP 3
To void the displayed electronic ticket, enter: TWX

System Response:
OK ETKT RECORD UPDATED SAC-1254PSJRD03R
SALE IS CANCELLED IN REPORTING SYSTEM

Note:
In case voided ticket was not reported in the sales report as “CANX”, please open the Electronic ticket record once again and enter: TWX/N
EXCHANGING (REISSUING) ELECTRONIC TICKETS
If you have to make a change to an electronic ticket that is not allowed under the revalidation rules, you must exchange the ticket.

When you reissuing an electronic ticket, the following rules will apply:

- The ‘E’ coupon indicator is required for the original issue document and for all exchange documents.
- The coupon number to be entered is the number of the first unused coupon with status ‘O’ OPEN or ‘A’ AIRPORT CONTROL.
- For conjunctive electronic tickets, you only need to enter the first ticket number. The last ticket number is not required, because it determined by the system automatically.
- An Electronic ticket that issued in exchange can not be voided.

REISSUING AN ELECTRONIC TICKET PROCEDURES
Before commencing a reissue in Amadeus you will require the new base fare, taxes paid on the original ticket, the breakdown of any new taxes to be collected reissue fee requirements and the total additional collection, if any. If you are unsure of these, please contact the validating carrier for confirmation.

1) Retrieve the PNR and amend the itinerary. Cancel any segments which are not required.
2) Delete any old TST using the commands then re-price any non-flown segments to be included on this ticket using the FXP entries.

You may have to use the override if the system will not auto price
For example: FXP /L- QEE4MQR1

3) Amend the TST using the TTK / TTI update command applying the following codes.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>R</td>
<td>Reissue, this is the new base fare (excluding taxes)</td>
</tr>
<tr>
<td>O</td>
<td>Old tax, all taxes paid for on the original ticket are identified with an &quot;O&quot;</td>
</tr>
<tr>
<td>X</td>
<td>New tax, any additional taxes that need to be collected on the new ticket.</td>
</tr>
<tr>
<td>T</td>
<td>Total additional collection (this includes any increase in fare, taxes and reissue fees. If there is no additional collection then this will be zero).</td>
</tr>
<tr>
<td>V</td>
<td>Not valid after dates for all coupons, this is mandatory for a reissue.</td>
</tr>
</tbody>
</table>
UNUSED ELECTRONIC TICKET REISSUING STEPS

Following are the steps to reissuing unused electronic tickets:

GRAPHIC MODE (GUI)

For example, the following PNR ticketed for QEE7QR2 Fare Base, with Fare as QAR830.00 Taxes as QAR40.00 QA, QAR300.00 YQ, and QAR80.00AE

--- TST ---
RP/DHQR2900/DHQR2900 RR/SU 23JUN09/0622Z YHGUQA
1. ISSUE/UNUSED WITH ADC
2 0R 022 0 25JUN 4 DHQ/DOH HK1 0035 0240 25JUN E QR/YSGUQA
3 QR 115 0 28JUN 7 DHQ/DOH HK1 0035 0035 28JUN E QR/YSGUQA
4 AF D/QR +974 4667579 - AMADEUS QATAR - TRAINING - A
5 TK OK23JUN/DHQR2900/EQR
6 FA PAX 157-4810051738/EQR/QAR1250.00/23JUN09/DHQR2900/7777
   722/2/2-3
7 FB PAX 2300015434 TTP/ET/RT OK ET/TTICKET/S2-3
8 FE PAX VALID ON QR ONLY/ NON END/NON REROUT/S2-3
9 FM *N*0
10 FP CASH
11 FV QR
*TRN*

STEP 1

Display the original issued ticket in the PNR, enter: TWD/L6 (FA/FHE line number 6 of a PNR)

TWT-1574810051738 RCI- 1A LOC-YSGUQA
OD-DHQR SI- FCHI-0 POI-DH 0 23JUN09 0 101-77777722
1. ISSUE/UNUSED WITH ADC ADT ST
1 D/QR QR 102 Q 25JUN 0035 0K QEE7QR2 0 02JUL 20K
2 D/QR QR 115 Q 28JUN 0035 0K QEE7QR2 0 28JUN02JUL 20K

Now assuming Passenger wish to change his return schedule which is confirm in L-Class, Reissue the original issued ticket with Additional QAR640.00
STEP 2
Change the Itinerary as per require Booking class, in this example Booked **L-Class**

--- TST ---
RF/DOHQR2900/DONQ2900  RR/SU 23JUN09/0630Z  YSNGUA
1. REISSUE/UNUSED WITH ADC
2. QR 102 L 25JUN 4 DOHDXB HK1 0035 0240 25JUN E QR/YSNGUA
3. QR 105 L 08JUL 3 DXBDON HK1 0655 0655 08JUL E QR/YSNGUA
4. AF DNH 2974 4667579 - AMADEUS QATAR - TRAINING - A
5. TK 0923JUN/DONQ2900/ITQR
6. FAX PNX 157-4810051738
7. FAX VALID ON QR ONLY/ NON END/ NON REROUT/ S2-3
8. FM *M*
9. FP CASH
10. FV QR

STEP 3
Price New Booked segments: **FXP**

**FXP**

System Response

**FXP**

01 REISSUE/UNUSE*

LAST TKT DTE 25JUN09 - DATE OF ORIGIN

-------------------------------------------------------------------------
<table>
<thead>
<tr>
<th>AL FLT</th>
<th>BK T</th>
<th>DATE TIME</th>
<th>FARE BASIS</th>
<th>NVB</th>
<th>NVA</th>
<th>BG</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOH</td>
<td>DXB</td>
<td>QR 0102 L L 25JUN 0035 L2QR2</td>
<td>20</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOH</td>
<td>DXB</td>
<td>QR 0105 L L 08JUL 0655 L2QR2</td>
<td>20</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>QAR</td>
<td>1470.00</td>
<td>25JUN09DNH QR DXB201.92QR DNH201.92NHS</td>
<td>403.84END ROE3.640600</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>QAR</td>
<td>300.00YQ</td>
<td></td>
<td></td>
<td></td>
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</tr>
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<td>QAR</td>
<td>40.00QA</td>
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<tr>
<td>QAR</td>
<td>80.00AE</td>
<td></td>
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</tr>
<tr>
<td>QAR</td>
<td>1890.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TICKET STOCK RESTRICTION
PRICED WITH VALIDATING CARRIER QR - REPRICE IF DIFFERENT VC
FARE VALID FOR E TICKET ONLY
SUBJ TO CANCELLATION/CHANGE PENALTY
STEP 4
To save the changes in the TST, enter: **RFZAFAR; ER**

System Response

--- START ---
RP/DOHQR2900/DOHQR2900  RR/SU  23JUN09/06333  YSHGVA
1. REISSUE/UNUSED WITH ADC
2. QR 102 L 25JUN 4 DOHDXB HKI  0035 0240 25JUN E QR/YSHGVA
3. QR 105 L 08JUL 3 DXBDON HKI  0655 0655 08JUL E QR/YSHGVA
4. AP DOH -974 4667579 - AMADEUS QATAR - TRAINING - A
5. TK 0K23JUN/DOHQR2900//ETQR
6. THE FAX 157-4810051738
7. FE PAX VALID ON QR ONLY/ NON END/NON REBOUT/52-3
8. FV **M**
9. FP CASH
10. FY QR
--- END ---

STEP 5
To TST display, entry: **TQT** or **TQT/T1** or **TQT/Tn**  \(n=\text{TST Number}\)

System Response

<table>
<thead>
<tr>
<th>P/S</th>
<th>NAME</th>
<th>TOTAL</th>
<th>FOP</th>
<th>SEGMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>REISSUE/UNUSED WITH AD+</td>
<td>OAR</td>
<td>1890.00</td>
<td>CASH</td>
</tr>
</tbody>
</table>

List of TSTS - please select one from the list

<table>
<thead>
<tr>
<th>#</th>
<th>TKT Ind. Passenger</th>
<th>Infact Total</th>
<th>FOP</th>
<th>Segments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>REISSUE/UNUSED</td>
<td>OAR 1890.00</td>
<td>CASH</td>
<td>2-3</td>
</tr>
</tbody>
</table>

Select a Ticket:

<table>
<thead>
<tr>
<th>Number</th>
<th>TKT Ind.</th>
<th>Passenger</th>
<th>Infact Total</th>
<th>FOP</th>
<th>Segments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td>OAR 1250.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**STEP 6**
Check Box for require TST to open

**STEP 7**
Click on OPEN icon

**System Response**
STEP 8
Click on **EXCHANGE** Icon to start the reissue process

System Response

STEP 9
Click on **OK** icon

System Response
STEP 10
Check Box require TST for re-issue

Amadeus Electronic Ticketing

STEP 11
Click on OPEN icon to open the TST

Amadeus Qatar Training Services
STEP 12
Enter the Additional collection (ADC) Amount in the TOTAL: **QAR640**

STEP 13
Enter the New form of payment with the Additional collection (ADC) amount: **O/CASH + / CASH / QAR640**

STEP 14
Enter **NOT VALID AFTER** (All coupons) and **NOT VALID BEFORE** (As per Fare conditions if any)
STEP 15
Click on UPDATE icon

System Response
**STEP 16**

Click on **OK** icon

---

**System Response**

[Image of a webpage showing a screen with details about a ticketing transaction, including fare calculations and other information.]

---

Amadeus Qatar Training Services
STEP 17
Click on CROSS to exit from the TST

System Response
--- TST ---
RP/DHQ2900/DHQQR2900  RR/SU 23JUN09/06501 YSHGUA
1. REISSUE/UNUSED WITH ADC
2 QR 102 L 25JUN 4 DOHDKB HK1 0035 0240 25JUN E QR/YSHGUA
3 QR 105 L 08JUL 3 DXBDON HK1 0655 0655 08JUL E QR/YSHGUA
4 AP DON +974 4667579 - AMADEUS QATAR - TRAINING - A
5 TK OK23JUN/DHQQR2900/ETQR
6 FHE PAX 157-4810051738
7 FE PAX VALID ON QR ONLY/ NON END/NON REROUT/S2-3
8 FN *M*0
9 FP PAX 0/CASH+/CASH/QAR640/S2-3
10 FV QR

STEP 18
To save the changes in the PNR, Enter: RFZAFAR; ER

System Response
--- TST ---
RP/DHQQR2900/DHQQR2900  RR/SU 23JUN09/06331 YSHGUA
1. REISSUE/UNUSED WITH ADC
2 QR 102 L 25JUN 4 DOHDKB HK1 0035 0240 25JUN E QR/YSHGUA
3 QR 105 L 08JUL 3 DXBDON HK1 0655 0655 08JUL E QR/YSHGUA
4 AP DON +974 4667579 - AMADEUS QATAR - TRAINING - A
5 TK OK23JUN/DHQQR2900/ETQR
6 FHE PAX 157-4810051738
7 FE PAX VALID ON QR ONLY/ NON END/NON REROUT/S2-3
8 FN *M*0
9 FP PAX 0/CASH+/CASH/QAR640/S2-3
10 FV QR

*TRN* >RFZAFAR;ER
STEP 19
To Display issued E-Ticket Record: TWD/L6

System Response
TTT-1574810651738 RCI- 1A LCO-YSHGUA
0D-D0H DOH DOH SI- FCHI-0 POI-DOH DOI-23JUN09 101-77777722
1 REISSUE/UNUSED WITH ADC ADT ST
1 ODOH QR 102 Q 25JUN 0035 OK QEE7QP2 0 02JUL 20K
2 ODXB QR 115 Q 28JUN 0035 OK QEE7QP2 0 28JUN02JUL 20K
Fare F QAR 830.00
TOTAL TAX QAR 420.00
TOTAL QAR 1250.00
/FC D0H QR DXB114.01QR D0H114.01NUC228.02END ROE3.640000
FE VALID ON QR ONLY/ NON END/NON REROUT
FP CASH
NON-ENDORSABLE
FOR TAX DETAILS USE TWD/TAX

STEP 20
To enter the original Issued e-ticket details for re-issue: FO*L6

System Response
>FO157-4810051738E1DOH23JUN09/77777722/157-4810051738E1

Move the cursor beside the last character of the displayed "FO" line and enter the Passenger number belongs to displayed e-ticket record with reissue segments numbers: / P1 / S 2,3

>FO157-4810051738E1DOH23JUN09/77777722/157-4810051738E1/P1/S2,3

Press enter to add the "FO" details in the PNR Automatically (Cross check the Date of Issue for the Original Issued ticket)

System Response
--- TST ---
RF/DOH02990/DOH02990 RR/SU 23JUN09/06502 YSHGUA
1 REISSUE/UNUSED WITH ADC
2 QR 102 L 25JUN 4 DOHDXB HKI 0035 0240 25JUN E QR/YSHGUA
3 QR 105 L 08JUL 3 DXBDOH HKI 0655 0655 08JUL E QR/YSHGUA
4 AP D0H 4974 4667579 - AMADEUS QATAR - TRAINING - A
5 TK 023JUN/DOH02990//4E7QR
6 FHE PAX 157-4810051738
7 FE PAX VALID ON QR ONLY/ NON END/NON REROUT/S2-3
8 FM "H"O
9 FO PAX 157-4810051738DOH23JUN09/77777722/157-4810051738E1
   /S2-3
10 FP PAX 0/CASH+/CASH/QR640/S2-3
11 FP QR
STEP 21
Save the Changes in the PNR: RF ZAFAR; ER

STEP 22
To Display issued E-TICKET record before re-issue: TWD/L6

System Response

STEP 23
To issue the E-ticket, enter: TTP/P1/S 2, 3 / RT

System Response
PARTIAL USED ELECTRONIC TICKETS REISSUING STEPS

Following are the steps to reissuing partially used electronic tickets:

GRAPHIC MODE (GUI)

For example, The following PNR ticketed for ULE1YQA1 Fare Base, with Fare as QAR2330.00 Taxes as QAR40.00 QA

RP/DOHQ2117/DOHQ2117 24/SU 11JUN09/15242 398ST2X

1. MERCADO/JUHE BAGUI BR
2. EK 846 U 26MAY 2 DOHDXB FLWX
3. EK 332 U 27MAY 3 DXBFXB FLWX
4. EK 335 U 24JUL 5 HIXDXB HK1 0929 0440 24JUL R EK/D7BN66
5. EK 841 U 24JUL 5 DXBDOH HK1 0825 0830 24JUL R EK/D7BN66
6. AP DOH CTC NATIONAL TRAVEL BUREAU 4321310-20 RBF -ADHA
7. AP DOH4695688 TEYSHERASAHIK
8. TK OZ20MAY/DOHQ2117//ETEK
9. FA PAX 176-4785314520/ETEK/QAR2370.00/2044999/DOHQ2117/6527 0327/S4-5
10. FB PAX 2000894363/TPP/RT OK ETICKET/S4-5
11. FA PAX NON END/VALID ON EK ONLY./S4-5
12. FB PAX NON END/VALID ON EK ONLY./S2-3
13. FA *4*0
14. FP INV
15. FV EK

Now Assuming Passenger wish to change his return schedule which is confirm in M-Class, Reissue the original issued ticket with Additional QAR380.00
**STEP 1**
Change the Itinerary as per require, Here U-class was not available and Booked in M-Class

--- TST RLR ---
RP/DOHQR2117/DOHQR2117 2M/SU 11JUN09/1514Z 398T2X
1. MERCADO/JUNE BAGUI ML
2 EK 846 У 26MAY 2 DOMDXB FLNM
3 EK 332 У 27MAY 3 DXDMUL FLNM
4 EK 335 У 24JUL 5 MILDXB HK1 0825 0840 24JUL E EK/D7NG66
5 EK 841 У 24JUL 5 DXDDOH HK1 0825 0830 24JUL E EK/D7NG66
6 RRMK
7 EK 333 М 29ANG 6 MILDXB HK1 1825 2245 29ANG E EK/D7NG66
8 EK 847 М 30ANG 7 DXDDOH HK1 0230 0230 30ANG E EK/D7NG66
9 AP DOH CTC NATIONAL TRAVEL BUREAU 4321310-20 REF -ANNA
10 AP DOH4695688 TSTEYERASAHA
11 TK О2204D/DOHQR2117//ETEK
12 FA PAX 176-4785314928/ETEK/QAR2370.00/20MAY09/DOHQR2117/6527 0222/S4-5

**STEP 2**
Price New Booked segments and the Flown / Used segments with the help of Past Date pricing option: **FXP/S2X, 3, 7, 8/R, 20MAY09**

--- TST RLR ---
RP/DOHQR2117/DOHQR2117 2M/SU 22JUN09/07582 398T2X
1. MERCADO/JUNE BAGUI ML
2 EK 846 У 26MAY 2 DOMDXB FLNM
3 EK 332 У 27MAY 3 DXDMUL FLNM
4 EK 335 У 24JUL 5 MILDXB HK1 0825 0440 24JUL E EK/D7NG66
5 EK 841 У 24JUL 5 DXDDOH HK1 0825 0830 24JUL E EK/D7NG66
6 RRMK
7 EK 333 М 29ANG 6 MILDXB HK1 1825 2245 29ANG E EK/D7NG66
8 EK 847 М 30ANG 7 DXDDOH HK1 0230 0230 30ANG E EK/D7NG66
9 AP DOH CTC NATIONAL TRAVEL BUREAU 4321310-20 REF -ANNA
10 AP DOH4695688 TSTEYERASAHA
11 TK О2204D/DOHQR2117//ETEK
12 FA PAX 176-4785314928/ETEK/QAR2370.00/20MAY09/DOHQR2117/6527 0222/S4-5
13 FA PAX 020039463 TTP/RT О1 TICKET/S4-5
14 FM МУО
15 FP INV
16 FY EK
**FXP/S2X,3,7,8/R,20MAY09**

**Explanation**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>No Stop indicator</td>
</tr>
<tr>
<td>,</td>
<td>Separator</td>
</tr>
<tr>
<td>2</td>
<td>Segment Number 2 of the PNR</td>
</tr>
<tr>
<td>/</td>
<td>Separator</td>
</tr>
<tr>
<td>7</td>
<td>Segment Number 7 of the PNR</td>
</tr>
<tr>
<td>8</td>
<td>Segment Number 8 of the PNR</td>
</tr>
<tr>
<td>/</td>
<td>Separator</td>
</tr>
<tr>
<td>R</td>
<td>Past Date Pricing Indicator with Comma</td>
</tr>
<tr>
<td>20MAY09</td>
<td>Date, Month and Year for original issued ticket</td>
</tr>
</tbody>
</table>

The code /S is used to identify the slash as a segment identifier.

Example:
**FXP/S2X, 3, 7, 8/R, 20MAY09**

This code is used to price new booked segments and flown/used segments with the help of past date pricing.
System Response

EXP/SZX, 3, 7, 8, R, 2004W09

01 MERCADO/JUNE *

LAST TST DTE 26MAY09 — DATE OF ORIGIN

<table>
<thead>
<tr>
<th>FLTG</th>
<th>BK</th>
<th>TK</th>
<th>DATE</th>
<th>TIME</th>
<th>FAEBASIS</th>
<th>NUB</th>
<th>NVA</th>
<th>BG</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOH</td>
<td>XDB</td>
<td>EK</td>
<td>0846</td>
<td>U</td>
<td>26MAY 2315</td>
<td>ULELYQA1</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MHL</td>
<td>EK</td>
<td>0332</td>
<td>U</td>
<td>27MAY 0345</td>
<td>ULELYQA1</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>XDB</td>
<td>EK</td>
<td>0333</td>
<td>M</td>
<td>29AUG 1825</td>
<td>HEELYQA1</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DOH</td>
<td>EK</td>
<td>0847</td>
<td>M</td>
<td>30AUG 0230</td>
<td>HEELYQA1</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>QAR</td>
<td>2710.00</td>
<td>26MAY09DOH EK X/XDB EK MHL Q84.00 234.09EK X/XDB Q84.00EK DOH339.28HRC742.173END ROE</td>
<td>3.640000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

QAR 2750.00
PRICING OVERRIDE USED *V*
PRICED WITH VALIDATING CARRIER EK — REPRICE IF DIFFERENT VC

STEP 3

To save the changes in the TST, enter: RFZAFAR; ER

EXP/SZX, 3, 7, 8, R, 2004W09

01 MERCADO/JUNE *

LAST TST DTE 26MAY09 — DATE OF ORIGIN

<table>
<thead>
<tr>
<th>FLTG</th>
<th>BK</th>
<th>TK</th>
<th>DATE</th>
<th>TIME</th>
<th>FAEBASIS</th>
<th>NUB</th>
<th>NVA</th>
<th>BG</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOH</td>
<td>XDB</td>
<td>EK</td>
<td>0846</td>
<td>U</td>
<td>26MAY 2315</td>
<td>ULELYQA1</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>MHL</td>
<td>EK</td>
<td>0332</td>
<td>U</td>
<td>27MAY 0345</td>
<td>ULELYQA1</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>XDB</td>
<td>EK</td>
<td>0333</td>
<td>M</td>
<td>29AUG 1825</td>
<td>HEELYQA1</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td></td>
<td>DOH</td>
<td>EK</td>
<td>0847</td>
<td>M</td>
<td>30AUG 0230</td>
<td>HEELYQA1</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>QAR</td>
<td>2710.00</td>
<td>26MAY09DOH EK X/XDB EK MHL Q84.00 234.09EK X/XDB Q84.00EK DOH339.28HRC742.173END ROE</td>
<td>3.640000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

QAR 2750.00
PRICING OVERRIDE USED *V*
PRICED WITH VALIDATING CARRIER EK — REPRICE IF DIFFERENT VC

Page 2/3
STEP 4
Update the TST for requires segments to Issue as a new itinerary, in this example Segment Number 7, 8 to reissue: Entry: **TTU / T1 / S7, 8**

--- TST EKR ---
RP/DOHQR2117/DOHQR2117 2M/SU 22JUN09/08022 39STXX
1 MERCADO/JUNE BAGHUI MR
2 EK 846 U 26MAY 2 DOHDXB FISH
3 EK 332 U 27MAY 3 DXBXHML FISH
4 EK 335 U 24JUL 5 DXBXHML H1 0629 0649 24JUL E EE/D7H666
5 EK 841 U 24JUL 5 DXBXHML H1 0825 0839 24JUL E EE/D7H666
6 ADIN
7 EK 333 M 29AUG 6 MLDN H1 1825 2245 29AUG E EE/D7H666
8 EK 847 M 30AUG 7 DXBXHML H1 0210 0230 30AUG E EE/D7H666
9 AD DON CTC NATIONAL TRAVEL BUREAU 4821218-20 REF -AMRA
10 A P DOH695688 TEYSEERASAHA
11 FK OK2004/DOHQR2117/BTEK
12 FA PAX I76-4785314928/BTEK/QAR2370 60/2Q8Y09/DOHQR2117/6527
   0122/84-5
13 FB PAX 20000089463 TFP/BT OK ETICKET/84-5
14 FE PAX DOH EBD/VALID ON EK ONLY /82-3,7-8
15 FIU 7540
16 FP INV
17 FY EK
**TTU/T1/S7,8**

**Explanation**

<table>
<thead>
<tr>
<th><strong>TTU/</strong></th>
<th>Transaction Code to update existing TST, Slash</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>T1</strong></td>
<td>TST Number 1</td>
</tr>
<tr>
<td><strong>/S</strong></td>
<td>Slash, Segment field identifier</td>
</tr>
<tr>
<td>7</td>
<td>Segment Number 7</td>
</tr>
<tr>
<td>,</td>
<td>Separator</td>
</tr>
<tr>
<td>8</td>
<td>Segment Number 8</td>
</tr>
</tbody>
</table>

**System Response**

**TTU/T1/S7,8**

UPDATE - OK

**STEP 5**
Remove the TST flag after update the TST with require segments: **TTF/T1**

**System Response**

**TTF/T1**
TST FLAG REMOVED

**STEP 6**
To TST display, entry: **TQT/T1** or **TQT/Tn** (n=TST Number)

**TQT/T1**
**System Response**

**STEP 7**

Click on **EXCHANGE** icon

---

**System Response**
STEP 8
Click on OK icon

System Response

STEP 9
Check Box for require TST for re-issue
System Response

STEP 10

Enter the Additional collection (ADC) Amount in the TOTAL: QAR 380
STEP 11
Enter the Origin Destination as per **ORIGINAL** Origin and **CURRENT** Destination

STEP 12
Enter **NOT VALID AFTER** (All coupons) and **NOT VALID BEFORE** (As per Fare conditions if any)

STEP 13
Enter the New form of payment with the Additional collection (ADC) amount: **O/INV + / CASH / QAR380**
**STEP 14**

Click on **UPDATE** icon

---

**System Response**

General: TST UPDATED

---

Amadeus Qatar Training Services
STEP 15
Click on **OK** icon

System Response
STEP 16
Click on CROSS to exit from the TST

System Response

STEP 17
To Display issued E-Ticket Record: TWD/L12
Amadeus Electronic Ticketing

**System Response**

<table>
<thead>
<tr>
<th>TKT-1764785314928</th>
<th>BCI-1A LOC-39STZX</th>
</tr>
</thead>
<tbody>
<tr>
<td>OD-DOM</td>
<td>DOM</td>
</tr>
<tr>
<td>1 MERCADO/JUMERBAQ</td>
<td>ADT</td>
</tr>
<tr>
<td>1 ODOM EK 0846 U 26MAY 2315 OK ULELYQAL F</td>
<td>30K</td>
</tr>
<tr>
<td>2 XDBX EK 0232 U 27JUL 0345 OK ULELYQAL F</td>
<td>30K</td>
</tr>
<tr>
<td>3 OMML EK 0335 U 24JUL 0020 OK ULELYQAL O</td>
<td>30K</td>
</tr>
<tr>
<td>4 XDBX EK 0841 U 24JUL 0825 OK ULELYQAL O</td>
<td>30K</td>
</tr>
<tr>
<td>DOM</td>
<td></td>
</tr>
<tr>
<td>FREE</td>
<td>F QAR</td>
</tr>
<tr>
<td>TOTAL/TAX QAR</td>
<td>40.00</td>
</tr>
<tr>
<td>TOTAL QAR</td>
<td>2370.00</td>
</tr>
<tr>
<td>/FC DOM EK X/XDB XQ 01 FL Q84.00 234.89EK X/XDB Q84.00EK DOM234.89</td>
<td></td>
</tr>
<tr>
<td>HBC6377 78END ROE3 640000</td>
<td></td>
</tr>
<tr>
<td>FE DOM END/VALID ON EK ONLY.</td>
<td></td>
</tr>
<tr>
<td>FP INV</td>
<td></td>
</tr>
<tr>
<td>FOR TAX DETAILS USE TWD/TAX</td>
<td></td>
</tr>
</tbody>
</table>

**STEP 18**

To enter original Issued e-ticket details for re-issue: **FO*L12**

> **FO*L12**

**System Response**

<table>
<thead>
<tr>
<th>MUFXP 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>176-4785314928E3DOH20MAY09/65270122/176-4785314928E3</td>
</tr>
</tbody>
</table>

Move the cursor beside the last character of the displayed "FO" line and enter the Passenger number belongs to displayed e-ticket record with reissue segments numbers: / **P1** / **S 7, 8**

> **P1/S7,8**

Press enter to add the ‘FO’ details in the PNR Automatically (Recheck the Date of Issue for Original Issued ticket)
### System Response

<table>
<thead>
<tr>
<th>STEP 19</th>
<th>Save the Changes in the PNR: <strong>RF ZAFAR; ER</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><img src="#" alt="MUFXP" /> &gt;RFZAFAR;ER <img src="#" alt="MUFXP" /></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>STEP 20</th>
<th>To Display issued E-TICKET record before re-issue: <strong>TWD/L12</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>12 FA PAX 176-4785314928/ETEK/QAR2370.00/20MAY09/DOHQR2117/6527 0122/S4-5</td>
<td></td>
</tr>
<tr>
<td>13 FB PAX 2000039463 TTP/RT OK ETICKET/S4-5</td>
<td></td>
</tr>
<tr>
<td>14 FE PAX NON END/VALID ON EK ONLY. /S7-8</td>
<td></td>
</tr>
<tr>
<td>15 FM */#0</td>
<td></td>
</tr>
<tr>
<td>16 FD PAX 0/INV+/CASH/QAR380/S7-8</td>
<td></td>
</tr>
</tbody>
</table>

### STEP 21

To issue the E-ticket, enter: **TTP/P1/S 7,8 / RT**

| TTP/P1/S7,8/RT |

---

**Amadeus Qatar Training Services**
ELECTRONIC TICKET ITINERARY RECEIPT
An e-ticket itinerary receipt (ITR) is a traffic document printed as part of the issuance of an electronic ticket. It provides the passenger with detailed flight information and serves as a certifiable proof of payment.

PRINT / REPRINT ITINERARY RECEIPT
Following are the steps and options to print / reprint an ITR.

STEP 1
Retrieve the PNR

--- TST ---
RP/DOHQR2900/DOHQR2900        LL/SU 22APR10/14142  YE23RE
1  MINHAS/MUHAMMAD ZAFAR MR
2  BA 124 F 15HAY 6 DOHRAH HK1 2320 0010 16HAY E BA/
3  BA 125 F 19HAY 3 BANDH HK1 2025 2120 19HAY E BA/
4  AP DOH +974 4667579  AMADEUS QATAR - TRAINING - A
5  TK OK2222/DOHQR2900//ETBA
6  FA PAX 125-4810072905/ETBA/QAR1850.00/22APR10/DOHQR2900/7777
    7722/S2-3
7  FB PAX 2200016576 TTP/T1/ET/RT OK ETICKET/S2-3
8  FM *M*0
9  FP CASH
10 FP PAX BA/S2-3

STEP 2
To print/reprint the ITR options

Entry :  ITR
        ITR/L6  (From FA line number)
        ITR/L6/P1-2  (Multi passengers from FA)

To send the ITR by e-mail options

Email an ITR to specific email: ITR-EML-ZMINHAS@QA.AMADEUS.NET/L6
                              ITR-EML-ZMINHAS@QA.AMADEUS.NET/L6/P1-2
Email an ITR as per APE in PNR: ITR-EMLA/L6
                                ITR-EMLA/L6/P1-2
REPRINTING ACCOUNTING COUPON

In order to print all paper documents when the electronic ticket is already printed.

Entry: **TTR**

**It will print:**

1- Audit Coupon  
2- Agent Coupon  
3- Charge Form  
5- MCO Coupon  

**Note:** It can be printed with **7days** from the **FB** elements

REPRINT AGENT COUPON FROM PNR

Following are the steps to reprint the agent coupon from PNR

**STEP 1**

Display the PNR

--- TST ---

<table>
<thead>
<tr>
<th>RP/DOHQR2900/DOHQR2900</th>
<th>LL/SU 22APR10/1414Z YE23RJ</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 MINHAS/MUHAMAD ZAFAR H</td>
<td></td>
</tr>
<tr>
<td>2 BA 124 F 15MAY 6 DOHRAH HKI 2320 0010 16MAY E BA/</td>
<td></td>
</tr>
<tr>
<td>3 BA 125 C 19MAY 3 BAHRON HKI 2025 2120 19MAY E BA/</td>
<td></td>
</tr>
<tr>
<td>4 AP DOH 974 1667575 - AMADEUS QATAR - TRAINING - A</td>
<td></td>
</tr>
<tr>
<td>5 TE OK22APR/DOHQR2900/ETBA</td>
<td></td>
</tr>
<tr>
<td>6 FA FAX 125-4810072905/ETBA/QAR1850.00/22APR10/DOHQR2900/7777</td>
<td></td>
</tr>
<tr>
<td>7 FV FAX 2200016576 TTP/T1/ET/RT OK ETICKET/S2-3</td>
<td></td>
</tr>
<tr>
<td>8 FV FAM</td>
<td></td>
</tr>
<tr>
<td>9 FP CASH</td>
<td></td>
</tr>
<tr>
<td>10 FY FAX BA/S2-3</td>
<td></td>
</tr>
</tbody>
</table>

**STEP 2**

To reprint the Agent coupon, refer the FB element of the PNR, Here FB element on line number 7 of the PNR: **TTR/L7/C-I**

**COUPON TYPES**

<table>
<thead>
<tr>
<th>Audit Coupon</th>
<th>Agent Coupon</th>
<th>Credit Card Charge Form</th>
<th>Passenger Receipt/ITR</th>
</tr>
</thead>
<tbody>
<tr>
<td>U</td>
<td>I</td>
<td>F</td>
<td>X</td>
</tr>
</tbody>
</table>

**Note:** An ITR can be regenerated within **7days** of ticket issuance only provided the ‘FB’ element exists in the PNR.
FORM OF IDENTIFICATION

Following are the options for Form of Identification

<table>
<thead>
<tr>
<th>One Passenger</th>
<th>SRFOID QR HK1-PP1234568/P1</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Passenger</td>
<td>SRFOID QR HK1-PP1234568</td>
</tr>
<tr>
<td>Multiple Passenger</td>
<td>SRFOID QR HK1-PP1234568/P1-2,4</td>
</tr>
</tbody>
</table>

FORM OF IDENTIFICATION CODES

Following are the two-letter Form of identification codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CN</td>
<td>Confirmation Number or Record Locator</td>
</tr>
<tr>
<td>CC</td>
<td>Credit Card</td>
</tr>
<tr>
<td>DL</td>
<td>Driver’s License</td>
</tr>
<tr>
<td>FF</td>
<td>Frequent Flyer</td>
</tr>
<tr>
<td>ID</td>
<td>Locally Defined ID Number</td>
</tr>
<tr>
<td>PP</td>
<td>Passport</td>
</tr>
<tr>
<td>TN</td>
<td>Ticket Number</td>
</tr>
</tbody>
</table>
AMADEUS AUTOMATED REFUNDS

Amadeus automated refunds allow you to refund sale documents and electronic tickets quickly and easily for tickets issued on **364 days** in the past.

The refund transactions you enter search for data stored in the central ticketing server's document database. If the data is still available, the system uses it to create a refund record. Data is normally stored in the system for 180 days. If the data is no longer available, you enter details of the refund manually into a blank refund record.

You can process refund records directly for full refunds, or manually update them for partial refunds.

FULL REFUNDS

Following are the steps to process the full refund on Amadeus which is reported to the local BSP.

**STEP 1**

Initiate a refund and display the refund record by using any one of the following options.

| Using document number, enter: | TRF 125-4810006632 (Ticket Number) |
| From PNR, enter: | TRF/L6 (“FA” / “FHE” on line 6) |
| From Query report (**TJJQ**): | TRF/ I – 001528 (Sequence number 001528) |

**STEP 2**

If any cancellation penalties enter: **TRFU/CP100A**

| Where: | The transaction code to update refund record |
| TRFU / CP | Slash |
| 100 | Amount in Local Currency (Qatari Riyals) |
| A | Amount Indicator |

**NOTE:** When you refund a document with a cancellation penalty and you do not specify amount indicator (**A**), the system consider the default to always be a percentage (**P**).

**STEP 3**

To process the refund, enter: **TRFP**

**System Response:**

OK ETKT RECORD UPDATED SAC- 125SDXU4IWDWO
OK - REFUND PROCES