

## **Ticketing Errors- Guide**

In continuation to the last flash, we wish to present few more common error messages received at the time of ticket issuance .We have compiled along with its cause and necessary action required for the resolution.

### **Error-1**

#### **HR ETKT – NOT AUTHORISED**

You may receive this error response when trying to issue or reissue ticket

#### **Possible cause:**

No Interline agreement between carriers in Itinerary

#### **Solution:**

In such case the user can check the interline agreement for combination of all Airlines available in PNR on HR website and if combined agreement is not allowed by Airlines, then you need to take the alternative flights.

### **Error-2**

#### **INVALID TICKETING CARRIER - RE-ENTER TICKETING CARRIER**

You may receive this error response when trying to issue

#### **Possible cause:**

No Interline carrier between carriers

**News Flash****Solution:**

In such cases user should contact Airlines directly and take the authority for ticket issuance in SSR messages in PNR. Amadeus helpdesk staff will open the access for the ticket issuance for that PNR and user can issue the ticket with entry TTP/V\*XX.

Note: XX is two letter code for Airline

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