

UETTR (Unused Electronic Ticket Track)

With the adoption of electronic ticketing, more and more Amadeus travel agencies need a reliable tool to track the unused e-tickets. UETTR is the solution for travel agencies to improve their productivity and ensure a better quality of customer service by tracking the unused e-tickets in order to process to refunds or exchanges when authorized.

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 TIME SAVING tool – reduces need for manual checks of Unused E tickets and allows your agent to work faster and more efficiently.

What are the Prerequisites?

- Your Office id must be authorized to access UETTR – Contact your nearest Amadeus Helpdesk to get this activated.
- The UETTR solution only reports unused e-tickets issued on the UETTR participating validating carriers.

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

C = CHECKED-IN

N = COUPON NOTIFICATION

I = IRREGULAR OPERATIONS

A = AIRPORT CONTROL

L = LIFTED

S = SUSPENDED

News Flash

- 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.

Important Note:

- The unused E-Ticket remains in the UETTR database until 28 Days after the query date. It is then purged automatically from the Database.
- If you don't 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.
- 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.

Help Pages:

HEUETTR – Main Page to View Help on UETTR

For a list of Airlines accepting UETTR requests, Enter: GPUEA

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