

News Flash**Check at issuance time to prevent Duplicate Documents**

With a view to reduce the risk of agents issuing duplicate tickets, Amadeus has further enhanced a security check that would restrict duplicate ticket issuance and consequently benefiting agents by eliminating the risk of Cancellation Charge towards such duplicate tickets.

Key Features

- Enhancement of Check of Duplicate Documents: This check is extended to all issuance requests, even if a passenger, TST or segment selection is used.
- Creation of a new option (/DUPE) to bypass this check on request.

Enhanced Check of FA/FH Element**1. No passenger, segment or TST is selected.**

The system checks the presence of FA/FH elements in the PNR and if there is a match, the issuance is rejected with:

ALL PASSENGERS/SEGMENTS ALREADY TICKETED

2. Issuance request with passenger, segment or TST selection

Even if a passenger, segment or TST selection is used at issuance time, the system checks the presence of FA/FH elements in the PNR and if there is a match, the issuance is rejected with:

ALL PASSENGERS/SEGMENTS ALREADY TICKETED

News Flash**Illustration**

--- TST RLR ---

RP/XXXXXXXXXX/XXXXXXXXXX AA/SU 20MAR13/1508Z XXXXXX
1.NEW/CHECK
2 BA 456 B 10FEB 1 LHRMAD HK1 0620 0935 10FEB E BA/NOSYNC
3 AP LON - AMADEUS NICE - A
4 TK OK20MAR/XXXXXXXXXX//ETBA
5 FA PAX 125-1234567890/ETBA/GBP389.80/20MAR13/XXXXXXXXXX/99999
999/S2
6 FB PAX 2000006394 TTP OK ETICKET/S2
7 FP CASH
8 FV PAX BA/S2

>TTP/T1

ALL PASSENGERS/SEGMENTS ALREADY TICKETED

The enhanced check applies to all ticketing products: Electronic ticket, Paper ticket, EMD.
It also applies to all distribution flows: BSP Ticketing, Electronic Ticketing Direct and Light Ticketing.

Additional Option: Force issuance of duplicate document (/DUPE)

If the agent needs to bypass the check and issue a duplicate document on purpose, the new option /DUPE can be used.

The new option applies to all ticketing products: Electronic ticket, Paper ticket, EMD.
Note: There is no need to use the option /DUPE to exchange a document.

For more information, please contact your nearest Amadeus Helpdesk