

## *Ticketing Guidelines*

- ✓ Always create the PNR first, ensure you receive the Airline Record Locator and then transmit the Ticket numbers.
- ✓ Tickets must be issued as per the Fare Rules. For example, for Instant Purchase Fares, tickets must be issued immediately after the PNR Creation.
- ✓ Do not insert fictitious ticket numbers just to hold the booking.
- ✓ Even the genuine Ticket Number in FHE (before reissuance) does not suffice to consider the booking as ticketed. In the same context, PNRs with a cancelled/ refunded E-Ticket (though appear in FA element as EV or ER) is still considered un-ticketed.
- ✓ Refer to GGPCAx to check if the airlines in the PNR accept T-Ticket Number Transmission.
- ✓ For net remit tickets the FP MUST be FPNR+CASH/TOTAL TST VALUE and not 0 or Base fare as this may cause problems in receiving the Net remit commission from the respective Airline. Also it creates problems when there is a discrepancy between Published and Net fare while processing the refund.
- ✓ In case of special fare/net fare tickets; ensure all required tour/deal codes are entered into the pnr prior to TTP.
- ✓ Avoid adding any special characters/symbols like (&, %, #, \*, \$) in the FE Endorsement field.
- ✓ While reissuing tickets, always associate the correct Original doc number in the FO entry with pax association. Please perform Twd/Lx (where x is the line number of FA or FHE to get the correct FO element.
- ✓ After making modification into the flight segment, ensure to Revalidate or Reissue the Ticket, as per the airline's requirement/policies. Refer, HEETTxx to see whether an airline supports Revalidation.
- ✓ For Airlines, that do not support Revalidation, Re-issuance is required. Also seek Airline's permission before initiating re-issues.
- ✓ Amadeus Ticket Changer Functionality (ATC) makes Re-issuance easy and simple. For the respective airline's participation on ATC, refer FQNATC/CXR and GGAMAINATC for carriers participating in automatic penalty population.
- ✓ For EPAY or Ticket-less access carriers, refer GGAIrxx page for their accepted mode of payment/ticketing.