

## British Airways/Amadeus e-ticket prompt

### Issuing an E-Ticket

1. Prepare the PNR as usual
2. Price the PNR as usual
3. If necessary, enter the FQTV information with BA Executive Club Card. e.g. SR FQTV BA/BA 12345678
4. **If necessary, enter the private credit card in the SSR FOID field to enable passenger to use Self Service Check-in. e.g. SR FOID AF HK/- CCAX123456789012345**
5. Include TTP/ET in your ticketing entry to issue e-ticket.

### Exchanges / Reissue

1. Display Electronic Ticket Record (ETR)
2. Divide PNR if applicable
3. Verify the new itinerary is ok for ET
4. Verify coupons on ET are in AVBL status (status O or A.)
5. Validate fare rules and recalculate fare as required.

### Display Electronic Ticket Record (ETR)

1. TWD - from a retrieved PNR (when there is only one FA element in the pnr)
2. TWD/ L4 by line number (when there is more than one FA element, and where L4 is the line number of the FA element for the et record you want to display)
3. TWD/ TKT 125-1234567890
4. TWDRT - redisplay ET record
5. TWH - display history for active ET record
6. Other methods exist please refer to Amadeus handbook for reference.

6. Remove the previous form of payment.
7. Add form of payment if additional collection required.
8. Remove original ET
9. Exchange ET to ET or ATB
10. Print the receipt /itinerary if ET.
11. **ETR status will change to EXCH**
12. **Follow BSP UK procedures for remittance.**

### Printing Documents

(Every International passenger should be provided with an *itinerary / receipt*)

1. **ITR - prints an e-ticket ITR**
2. **ITR/P1 or ITR/P1, 4 or ITR/P1**
3. **Prints an e-ticket ITR for specific passengers.**
4. **ITR/L10 - Prints a e-ticket ITR for a specific FB element in the PNR**
5. **ITR/LPFR - prints an e-ticket ITR in a specific language.**
6. **ITR-SA1234 - Prints an e-ticket ITR to a specific printer address.**

### References

Refer to:

1. Amadeus Helpdesk
2. www.batraveltrade.com
3. HEETT BA
4. HE ETT GP BAE

### FOID Entry

**This will enable passengers who wish to use Self-Service check-in to do so, using their personal credit card as a Form of Identification.**

**SR FOID BA HK/-  
CCAX123456789012345**

7. **ITR-NYCAF1011 - Prints an e-ticket ITR to a specific office identification**
8. **ITR/FAX-FR123456789 - Sends an e-ticket ITR to a fax machine.**
9. **TTP/ITR - Issues the e-ticket and prints the ITR**

### Cancellation / Void

1. TWX - Cancels the active ET record
2. TWX/N - cancels ET record in the sales report after system timeout.

### Refunds

1. Display ETR using TWD entry
2. Enter appropriate refund format: TWREF TWREF - the entry to perform a refund
3. **Complete Automated Refund Screen**
4. **ETR status will change to R (refunded)**
5. **Follow BSP UK procedures for remittance.**

### Revalidate

1. Create reservations change in existing or new PNR.
2. Display ETR
3. Enter revalidation request e.g. TTP/ETRV/L10/S3-4/E3-4.

- Where TTP/ETRV is transaction code and option

/L10 line is the number of the FA element

/S3-4 is the number of the changed segments in the pnr

/E3-4 are the numbers of the original coupons in the ETKT record

### REMINDERS:

1. We encourage you to add passengers full name into the PNR and Eticket. This enables British Airways and immigration departments to be able to service our passengers quickly and efficiently.
2. It is extremely important that you revalidate all of your Etickets when changes have been made to the PNR. If the above procedures are not followed then this can result in delays for your passengers at check in.