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Dear Travel Partner,

Amadeus is Pleased to introduce new ITR Interline Path functionality, which allows the Travel Counselor to Display / Print / E-mail / Fax an ITR, regardless of whether a PNR is still active as long as the Electronic Record (TWD) is active. The benefits of this functionality are as follows:

- The Non-IATA / Sub-agents, who have an access to the PNR and is switched to 'I-Path', can issue the ITR
- The ITR entry will also enable the Travel Counselors to print ITR for each ticket number, i.e. FA or FHE element in the PNR
- The Travel Counselor can issue the ITR from the Electronic Ticket number, without having first to retrieve the PNR (ITR/TKT 005-1234567890)
- ITR is updated with the correct segment information after e-ticket revalidation.

In order to simplify your queries pertaining to the I-Path functionality, Please find some useful FAQs that will help you sailing smoothly through this new implementation along with certain tips on Troubleshooting.

1. The I-Path Implementation

1.1 To whom does it apply?

It applies to any IATA or NON-IATA Travel Agency

1.2 For which countries will this be implemented?

This functionality will be implemented for India Market w.e.f 09Jun, 2008 and for Nepal, Bangladesh and Srilanka w.e.f 11Jun, 2008 (0800hrs GMT)

1.3 What does the date of implementation mean?

The Travel Counselors will be now able to display / print / e-mail an ITR, regardless, whether the PNR is still active as long as the Electronic Ticket Record is Active.

1.4 What will be the Functional differences?

The ITR is no longer "linked" to the FB element in the PNR- since the AIR is no longer used for ITR generation; the FA line is used instead to internally retrieve the electronic ticket record data.

ITR entry now prints an ITR for each ticket number (FA or FHE Element) present in the PNR.

The Travel Counselor can issue the ITR from the Electronic Ticket number, without having first to retrieve the PNR (ITR/TKT 005-1234567890)

1.5 Is there a limitation, that the ITR can not be generated after 7 days?

No. There is no limitation. The ITR will be available after 7 days as well, till the e-ticket record is active (TWD)

1.6 For which countries will this be implemented?

This functionality will be implemented for India Market w.e.f 09Jun, 2008 and for Nepal, Bangladesh and Srilanka w.e.f 11Jun, 2008 (0800hrs GMT)

1.7 Can the agents issue an ITR from the E-ticket number?

Yes, the agents can now issue an ITR from the e-ticket number, the entry is: ITR/TKT 005-1234567890

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1.8 Is it possible to generate an ITR, if more than one FA or FHE element is present in the PNR?

Yes, it is possible if there is more than one FA or FH element in the PNR. The TC can select the line number of the elements for which you want to issue an ITR. Enter, for example:

ITR/L10, 11

An ITR is issued for the passengers associated to the selected FA or FHE elements

2. Effect on Amadeus Professional

The new functionality of I-Path will enable the TC to generate ITR from Amadeus Professional as well. The agents can change the configuration in the 'INI' file of the Product and Print / Display / E-Mail the ITR. There are just few simple steps to follow, i.e.

- Step 1.** Go to My Computers
- Step 2.** Local Disk (C :)
- Step 3.** Program Files
- Step 4.** 1A Professional
- Step 5.** 'INI' file → change the FAFB MODE = FA
- Step 6.** Save the file (Ctrl + S)

3. Warning Messages

3.1 Will there be any error message, incase:

- **Electronic ticket record not found for <ticket number entered>?**
Yes, there will be a message reflected incase the ticket number you have entered does not correspond to a valid FA or FHE element - **"Check your entry and try again."**
- **E-ticket link down?**
Yes. The TC will have to retry again after 2 minutes / later.
- **FA element missing or invalid ticket number?**
Yes. A valid ticket number (FA or FHE element) must be present in the PNR to issue an e-ticket ITR.
- **Line number selected is not FA/FHE element?**
Yes. It will prompt that the ITR/L option used with a line element that is not a valid FA or FHE element.
- **Need FA/FHE element?**
Yes. A passenger for whom the TC is trying to issue an ITR is not associated to an FA or FHE element, the TC will have to select passenger who is associated to at least one FA or FHE element.
- **No e-ticket record(s) found?**
Yes, It will prompt that the electronic ticket number entered with the /TKT option cannot be found. Make sure the number is properly entered.

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4. Troubleshooting Tips

Information is missing in the new ITR

When a PNR is no longer in the System, and the information is taken solely from the Etk Record data, some information will not be available on the ITR

- Seat information
- Arrival times
- Remarks

Information on the flights in the PNR doesn't match the ITR that printed

The ITR/TKT005-129394949959 entry was used. The information for the flight segments is taken from the E-ticket record. If the PNR was modified after the E-ticket Record was created, the change is not reflected on the ITR. Remember the ITR is reflecting the Flight Data from the E-ticket record.

**For more Information/Clarification, please contact you're nearest
Amadeus Customer Service on our 24 x 7 Nation wide Toll Free Number 1800 111 200.**

Best Regards

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