

# **Amadeus Unused E-Ticket Tracking Report (UETTR)**

**Training Manual**  
November 2008

### UNUSED ELECTRONIC TICKET TRACKING REPORT (UETTR):

Amadeus unused electronic ticketing tracking report (**UETTR**) is a powerful tool that allows customer to track unused electronic tickets, offering cost savings to the customer and the traveler. The use of this tool reduce the time spent on manual checks of electronic tickets, and it provides customers the flexibility and convenience of making requests by using various options, such as requested agency account number, Amadeus record locator and affiliated office IDs.

As the number of the electronic ticketing airlines and the electronic ticket issuance percentage grows in Amadeus, more and more agencies need a tool to track unused electronic tickets.

This report enables the agent to process an electronic ticket refund or exchange transaction according to the customer needs which shall provide huge revenue savings to the customers.

Before the development of UETTR, the only method to track the unused electronic tickets was manual tracking which was both inaccurate and very time consuming. Therefore a number of these tickets remained paid but unused by the client causing huge revenue losses for passengers and the corporate agencies.

With the development of the UETTR, Amadeus now can provide an automated tool to the travel agents to deliver better service to their key customers.

The UETTR will not be available by default to all travel agents.

### AGENCY ACTIVATION PROCESS:

Upon subscription to the UETTR product the UETTR database will collect those unused electronic tickets which were issued after the date of subscribe of UETTR product in their offices.

At a predetermined interval after the last segment in the electronic ticket itinerary is past the last date of travel, Amadeus will query the carriers' electronic database to determine the status of electronic ticket.

### AGENCY DEACTIVATION PROCESS:

A travel agency subscriber who has not requested a report with **45** days will be automatically marked for suspension from the UETTR process. Once the suspension takes place, the UETTR stop accumulating data for subscriber.

### PURGE PROCESS:

The purge process is scheduled to take place 28 days after the query date. The items are marked as queried in the UETTR database with a query date and expiration date. The items are shown in subsequent report requests.

Electronic tickets validated on an airline, which refused to be required will be purged 28 days from the supposed query date. The items are marked as "REFUSED" with a supposed query date and expiration date. The items are shown in subsequent report requests.

**Note:** The query always sent to the validating airline, if airline not participate in the UETTR, past date e-ticket will be marked "REFUSED" and automatically purged 28 days from the attempted query date.

### SUBSCRIBER REPORT:

The agent, who is a subscriber to the UETTR product, has the possibility to request Unused Electronic Ticket tracking report by using various search options.

In order to provide the agents with user-friendly report, Amadeus integrated the process into the existing queue package.

Note: The query always sent to the validating airline, if airline not participate in the UETTR, past date e-ticket will be marked "REFUSED" and automatically purged 28 days from the attempted query date.

The UETTR always sent to the message queue 97 and category 1.

On a successful report response, if the processing time is completed within 15 seconds, the following response is displayed on the screen.

**REQUEST SENT TO MESSAGE QUEUE**

If the processing time is not completed within 15 seconds, the following response is displayed on the screen.

**REQUEST BEING PROCESSED, WILL BE SENT TO MESSAGE QUEUE**

The agent has the possibility to print the report from the queue, by using existing queue functionality.

For example all PNRs on Queue 97 and Category 1

Print Queue and remove items: **QP97C1**

Print Queue and retain items: **QPR97C1**

**SUBSCRIBER REPORT END USER SEARCH PARAMETERS**

The default request of the UETTR is a list of all past date required electronic ticket items.

The primary action code and the options available are the following:

1-To request a UETTR for all past-date unused e-tickets issued by your office, enter:  
**I-SB/TR**

System response when the report is processed within 15 seconds:

**REQUEST SENT TO MESSAGE QUEUE**

Queue Response:

```
1041 23NOV
QUEUE....DOHKN3135.....Q/TTL
Q97.MESSAGE.....
....SUPERVISOR...C 1.D1. 8.
```

Example of a **UETTR** listing past-date unused e-tickets for a travel agency subscriber:

```
MESSAGE - SUPERVISOR          Q97 C1 D1      (7)
NCE1A0UET          SU/JM          19NOV08/0646Z
  1 OF 2          UNUSED ELECTRONIC TICKET REPORT
OFFICE - DOHKN3135          PAST DATE LIST          DATE-19NOV08
SEARCH REQUEST: I-SB/TR
-----
PASSENGER NAME  A/L TICKET          LAST DOT 1A RLOC  QUERY DATE
-----
KIFAYATULLAH/SH 072 2522404816  24OCT08  X7PSJB  29OCT08
ALCARIA/JOEYMR  176 2522404834  18OCT08  33UMY6  22OCT08
CHAVEZ/LORETOMR 176 2522404837  18OCT08  33UMY6  22OCT08
DERRY/CHRISTOPH 157 2522416116  19OCT08  X493BG  24OCT08
KNUDSEN/FLEMMIN 157 2522416135  15OCT08  5VOPW6  20OCT08
CONTINUED
```

## Explanation of the UETTR Response:

### 1 OF 2

Part one of two. If the report exceeds 50 lines of data, a continuation report will be sent to your message queue. In this case a continuation message will be displayed on the bottom of the page.

### UNUSED ELECTRONIC TICKET REPORT PAST DATE LIST

Title of the report

### OFFICE – DOHKN3135

Amadeus office identification (office id) of the office requesting the report

### DATE-19NOV08

Date on which the report was requested

### SEARCH REQUEST: I-SB/TR

The entry that was used to request the report

### PASSENGER NAME

Header of the passenger name column

### A/L

Header of the 3-digit airline code column

### TICKET

Header of the 10-digit e-ticket number column

### LAST DOT

**Header of the last date of travel column.**

Last date of travel means the travel date shown on the last coupon of the e-ticket.

### 1A RLOC

Header of the Amadeus record locator column

### QUERY DATE

**Header of the Query date column.**

The query date is the date on which the RBE sends the unused e-ticket query to the airline system. The query is run 3 days or 72 hours after the last date of travel shown on the last e-ticket coupon. If an airline does not participate in the UETTR, 'refused\*' is displayed in the query date column.

**2- REQUESTING A UETTR BY OFFICE ID**

To request a UETTR for an affiliated office by office id, enter:

**I-SB/TR/O-DOHKN3136**

**3- REQUESTING A UETTR BY PASSENGER NAME**

To request a UETTR by passenger name, enter:

**I-SB/TR/N - KIFAYATULLAH**

**4- REQUESTING A UETTR BY RECORD LOCATOR**

To request a UETTR by Amadeus record locator, enter:

**I-SB/TR/R- X7PSJB**

**5- REQUESTING A UETTR BY LAST DATE OF TRAVEL**

To request a UETTR by last date of travel, enter:

**I-SB/TR/D- 29OCT08**

**6- REQUESTING A UETTR BY A RANGE OF LAST TRAVEL DATES**

To request a UETTR by a range of last travel dates, enter:

**I-SB/TR/D- 29OCT08 -19NOV08**

**7- REQUESTING A UETTR BY PASSENGER NAME AND LAST DATE OF TRAVEL**

To request a UETTR by passenger name and last date of travel, enter:

**I-SB/TR/N-KIFAYATULLAH/D-29OCT08**

**8- REQUEST A UETTR BY A QUERY DATE RANGE**

To request a UETTR by a query date range, enter:

**I-SB/TR/Q-01OCT08-22NOV08**

**9- REQUESTING A UETTR BY AIRLINE CODE**

To request a UETTR by airline code, enter:

**I-SB/TR/V-QR**

**10- REQUESTING A UETTR BY TICKET NUMBER**

To request a UETTR by ticket number, enter:

**I-SB/TR/T-1572522416135**

You can manually delete a past-date unused e-ticket number from the UETTR. Manually deleted items will not be shown on subsequent reports and are automatically purged from the UETTR database 28 days after deletion.

To manually delete a past-date unused e-ticket number from the UETTR, enter:  
**I-SB/TR/X-1572522416135**

System Response:

**DELETED OK**

If an e-ticket is not found in the database, the following warning message is displayed:

**E-TICKET NOT FOUND**

You can reinstate a manually deleted past-date unused e-ticket number to the UETTR if it has not yet been purged from the UETTR database.

To reinstate a manually deleted past-date unused e-ticket number to the UETTR, enter:  
**I-SB/TR/I-1572522416135**

System Response:

**ADDED OK**

You can request a report of all manually deleted past-date unused e-ticket numbers for your office. Enter, for example: **I-SB/TR/H**