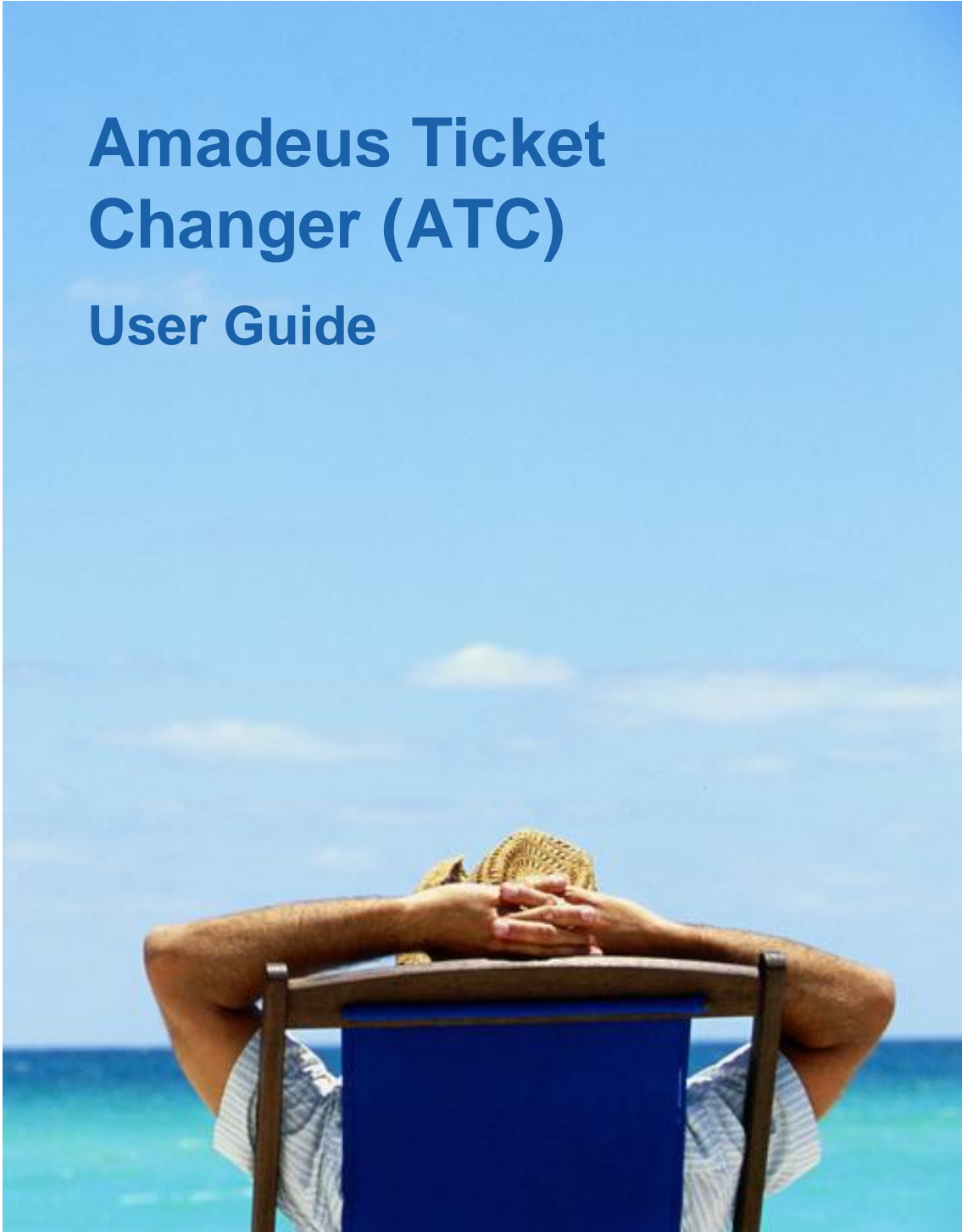


Amadeus Ticket Changer (ATC)

User Guide



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1. Introduction

Amadeus Ticket Changer (ATC) enables you to automatically recalculate voluntary reissues and revalidations for electronic tickets. You will save time and avoid airline ADM's generated from incorrectly reissued tickets. This translates into providing you with an added value and a better client service.

With just one transaction, ATC calculates the value of the new fare, penalty fees and residual value if such, or if the ticket requires a revalidation following the industry rules.

Once the calculations are done, the data of the new fare is kept in the PNR creating a TST with the penalty information if it applies, as well as the FO elements with the information of the original issuing and the FOP element.

The user can access to the ATC Reissue Panel at any time (information of the calculations performed by ATC), doing the following entry:

TQR

For this calculation to be done Amadeus uses category 31, "**VOLUNTARY CHANGES**" loaded by the airline through ATPCO or SITA; or uses the encrypted category 16 "**PENALTY**" when there is no category 31 filed.

If a revalidation is possible and the airline has loaded it on category 31, the system will warn the agent to perform a ticket revalidation.

The airlines that load the category 31 on their fares can be reviewed with the entry:

FQNATC/CXR

ATC reduces the reissuing process to 4 steps.

1. New itinerary is booked.
2. The new reservation is quoted with ATC; the system calculates the new fare, creates the TST of the resulting fare with the penalty if it applies, the line of the original ticket and the original payment method.
3. FOP is updated with the new payment method and the FV element.
4. Ticket is issued.

If there is no chance of reissuing because of fare restrictions, after step 2 the system will reply: **REISSUE NOT ALLOWED**

Help pages: **HE ATC**

2. Features of Amadeus Ticket Changer

ATC Reach

- Automatic calculations for reissues of international and domestic itineraries.
- Automatic calculations for new itinerary, quotation of the new fare (additional value, same value, residual value) penalty for changes if it applies and new taxes.
- Handling of the penalty, according to the airline's instructions: tax code, Q surcharge, Total, BSP link.
- Process of public and private fares (cat15, cat25, cat35 and IT/BT when net level is equal to the sales level).
- Reissue of an electronic ticket whichever original issuing, included in other GDS.
- Process the interlineal agreements.
- Process several kinds of passengers (different PTC up to six types of passengers in one PNR, maximum 9 passengers).
- Automatic calculation for the reissuing of non-used or partially used tickets.
- Possibility of searching the cheapest fare and automatically book the class and save the new TST.
- Possibility of requesting information only of the new fare according to the reservation.
- Possibility of requesting information only for the new cheapest fare.
- Possibility of calculating the fare according to the booking and save the new TST.
- Revalidation of tickets when reissue is not necessary.
- Process the conditions "**VOLUNTARY CHANGES**" loaded in category 31.
- In case of not having category 31, loaded by the airline, creates a fake category 31 using the encrypted information in the category 16 "**PENALTY**".
- Creates a new TST, Creates the FO field, and enters the original way of payment and the calculations panel for the reissue (TQR).
- Complete integration with CTS (Central Ticketing).
- Transmits all the necessary and available data in the A.I.R. for back office.
- A partially used ticket can be revalidated several times if it hasn't been reissued after an exit.
- A non used ticket can be reissued or revalidated as many times as necessary (a revalidations can be performed after a reissue or vice versa)
- Access in a cryptic or graphic mode.

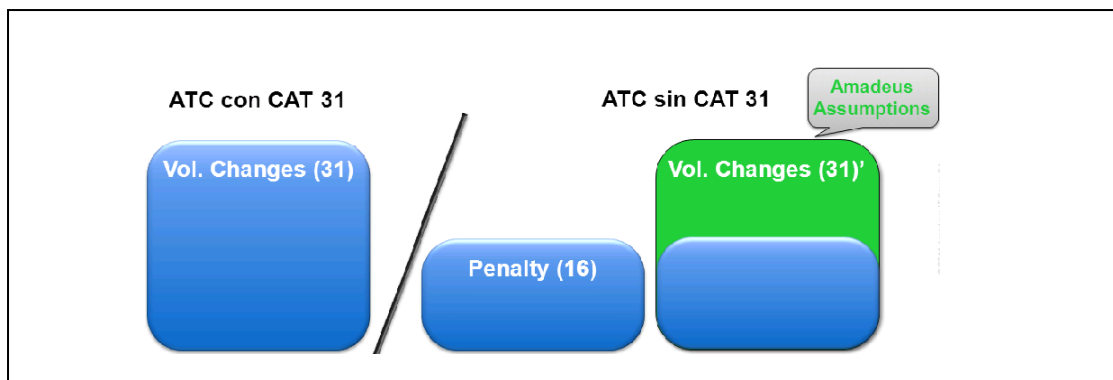
Limitations

- Does not process PNR groups.
- Does not process open segments.
- A partially used ticket can't be revalidated once it has been reissued.
- A partially used ticket can be reissued once.
- Graphic mode only available for reissuing/revalidating with category 31 and without penalty.

3. How does Amadeus Ticket Changer work?

Category 31 and Category 16

- For ATC to compare between the original fare and the new fare it's necessary:
 - That the airline had already loaded its published fares in the GDS via category 31 **"VOLUNTARY CHANGES"** via **ATPCO** or **SITA**.
 - That Amadeus creates a pseudo category 31 with information of the encrypted category 16 **"PENALTY"** when the airline has not loaded category 31.



If a fare has the category 31 loaded, it can be consulted with the entry:

FQNx*VC (x = fare number)

Response:

```

SELLING PLATFORM
Menú  Config.  Script  Ayuda
Página de comando
Herramientas VECI  Scripts
FXA  WL  INFO  SCAL  PA  RES  RCP  CP  ET  ER  RT  IG  IR  TOT  XI  MD
MPFQD  FOH  FQC
FQN12*VC
** RULES DISPLAY **
TAX MAY APPLY
OB FEES INCLUDED
10SEP09**10SEP09/AF MADPAR/NSP;EH/TPM 664/MPM 796
LN FARE BASIS  OW  EUR  RT  B  PEN  DATES/DAYS  AP  MIN  MAX  R
12 WSTAYES 235 W NRF - - + + + 6M R
FCL: WSTAYES TRF: 21 RULE: 2182 BK: W
PTC: ADT-ADULT FTC: XPB-SUPER/SPCL INST PURCHASE
VC VOLUNTARY CHANGES
VOLUNTARY CHANGES CONDITIONS MAY APPLY FOR AUTOMATED
REISSUE/REVALIDATION
REFER TO PENALTIES CATEGORY *PE FOR DETAILS
PAGE 1/ 1
*TRN*
>
    
```

The displayed text in the FQNX*PE is always the same. The category 31 only has encrypted information that can't be viewed in the fare note. For more information on the conditions of the penalty, enter the PENALTY section of the fare note with the command FQNX*PE.

Reissuing Warranty

- If the calculation is done based in category 31, is guaranteed by Amadeus. The indicator on the ticket mask (TST) will appear as "I".
- If the calculation is done based in category 16, is NOT guaranteed by Amadeus. In the display of the ATC a message will prompt "**VC CATEGORY NOT FILED BY CXR - REISSUE NOT GUARANTEED *4***". The indicator on the ticket mask (TST) will appear as "M".

BSR (Currency changes)

- When the calculation is performed based on category 31, the BSR that will apply for tickets not initiated will be the day of reissuing and for partially used tickets the one for the original day of issuing.
- When the calculation is performed based on category 16, the BSR that will apply is always the one of the reissuing day, for both partially used tickets and not initiated tickets.

4. How to access ATC

Control at Agency Level and PNR

- The travel agency must be qualified to issue e-tickets.
- The number of the ticket that is being reissued must be indicated in the PNR, at the FA or FHE element, or in the quotation entry.
- The PNR must contain the mandatory fields including the new itinerary.
- Capacity to display an e-ticket (TWD) for the ATC to be able to perform the calculations, if it isn't possible the reissuing or revalidation, won't be performed and the software will prompt:

ACCESS TO DOCUMENT DENIED

5. How to handle penalty fees.

ATC handles penalty fees according to the airlines guidelines in Latin America, the options are:

- Tax code
- Q surcharge
- Total
- BSP link
- Without specification.

In the display of the ATC, a message will prompt to show how the penalty fee is collected:

Method	ATC Message
Tax code	PENALTY COLLECTED ON TICKET
Q Surcharge	PENALTY COLLECTED ON TICKET
Total	PENALTY COLLECTED ON TICKET. CHECK IF FE UPDATE NEEDED
BSP Link	PENALTY COLLECTION OF ARS 260.00. USE BSP LINK
Without specificatoin	PENALTY COLLECTION METHOD NOT IDENTIFIED - CONTACT AIRLINE

6. ATC entries

If a passenger decides to modify his/her booking or itinerary after the ticket has been issued, the travel agent can perform any of the following ATC transactions to do the reissuing, after performing the changes in the PNR.

Format	Observation
FXF	Requests the quotation as information only, does not prepare the reissuing. Does not create TST.
FXQ	Requests the confirmed quotation, prepares for reissuing, creates TST.
FXE	Requests with the cheapest fare, as information only, does not prepare for reissuing, does not create TST.
FXO	Requests the confirmed quotation with the lowest fare, prepares for reissuing and creates TST.

7. Changes of PNR generation reissue or revalidation

Reissue

- Change in the travel dates
- Change in the flight
- Change in the class
- Change in the route

Revalidation

The system will choose the option of revalidating when the performed change has been a flight or a date, and the airline approves the revalidation. Can be done in the next cases:

- Same route
- Same fare basis, airline and fare rules
- The same fare construction points (fare cut)
- Same surcharges
- Same taxes
- Same classes

Once the changes to the itinerary have been made, the user performs the ATC transactions for the automatic quotation of the new fare. ATC will follow the reissuing or revalidating conditions loaded in the fare rules.

- A reissuing requires the issue of a new ticket.
- A revalidation modifies a ticket with new information.

8. Quotation options

All the quotation options can be applied to the 4 principal ATC transactions:
FXF / FXQ / FXE / FXO

Entry	Observation
FXF	Reissue request for all the passengers of the PNR.
FXF/P2	One specific passenger of the PNR.
FXF/T8	If there is more than one e-ticket (8= ticket's line number FA/FHE to be reissued)
FXF/S5	Specify the segment number, mandatory for partially used tickets.
FXF/TKT057-1234567890	Specific ticket number to be reissued.
FXF/ KY	Cabin type: Y = Economic M = Standard Economic W = Premium Economic C = Business/Preferential F = First Class
FXF/P2-3/T11,13//P1/TKT128-6754833921	For several passengers of the PNR
FXF/T5/R,U*003209 FXF/T5/R,U*AMADEUS	Corporate fares with specific numeric codes or names.
FXF/TKT057-3531111111/R YTH	Sort of passengers (in this case Youth) Note: if the original ticket has been issued for this kind of passenger, will be necessary to add it in the ATC entry unless this information includes: PNR in the FD element or the name.

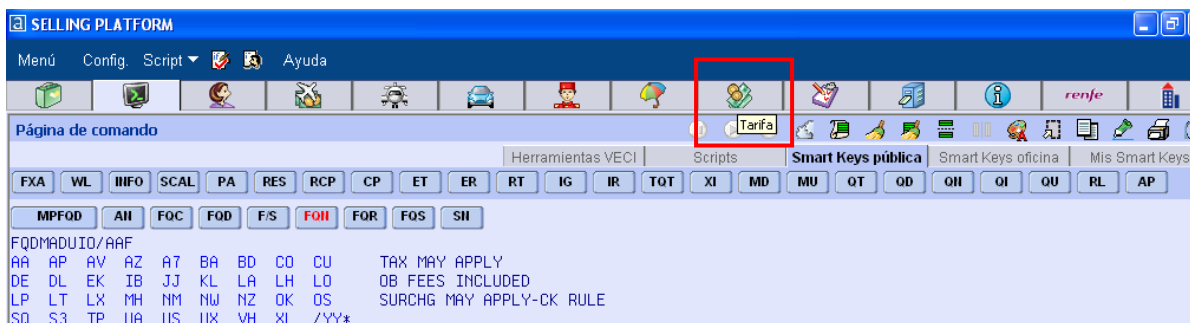
9. Documents to be issued/cancelled

Once the calculations of reissuing are performed, the agent should issue the new ticket: **TTP**

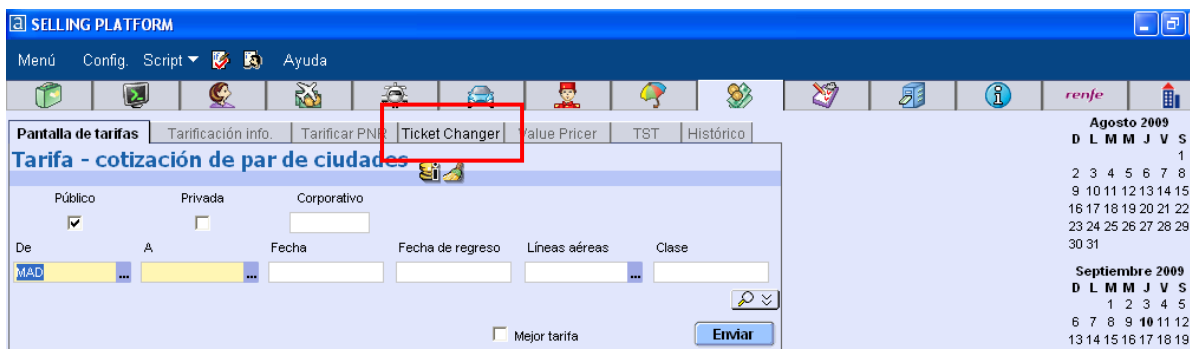
10. How to access in graphic mode.

To access ATC in Selling Platform follow the next steps:

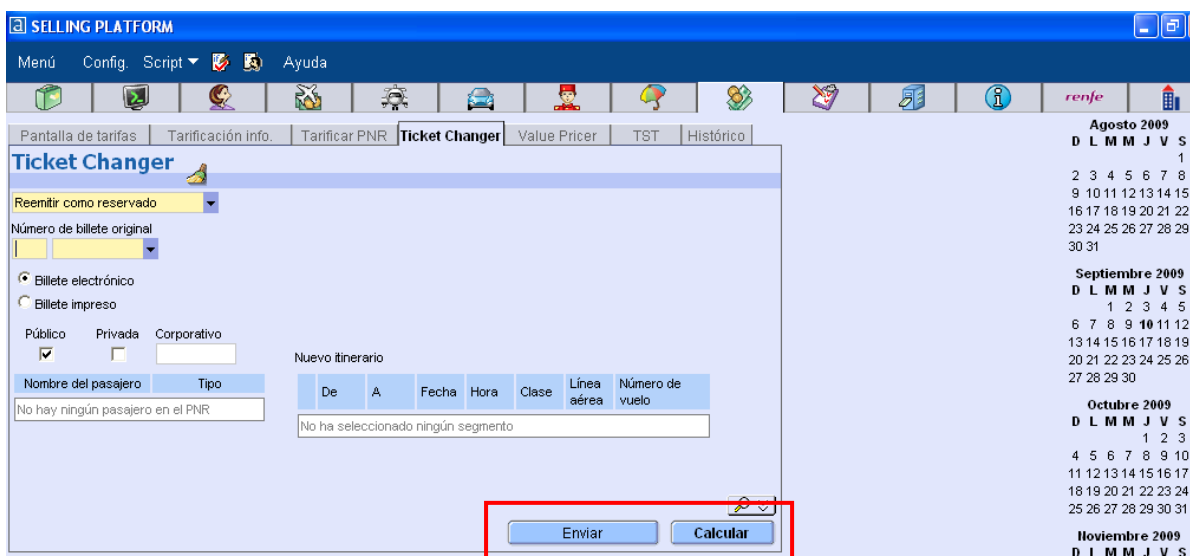
1. Click the Fare button on the menu.



The system displays several quotation options and one of the in Ticket Changer.



2. Click on **Ticket Changer** and the system displays the next screen:



3. Complete the requested data and click the desired button:

Calculate = only informative

Submit = confirmed changes

11. Examples in Cryptic mode.

1. - Ticket without fare plus penalty – Category 31 airline

In the next reservation the passenger has a departure date on April 15th., in Q Class

Original PNR:

```

--- TST RLR ---
RP/BOG1A0980/BOG1A0980          MC/SU   1DEC11/1951Z   5RI9LO
BOG1A0980/0812MC/1DEC11
  1.HARRINGTON/NICOLAS
  2 IB6586 Q 15APR 7 BOGMAD HK1 1805 0955 16APR E IB/NC8TY
  3 IB6585 Q 30APR 1 MADBOG HK1 1220 1535 30APR E IB/NC8TY
  4 AP BOG 571 5896600 - HELPDESK - A
  5 TK OK01DEC/BOG1A0980//ETIB
  6 FA PAX 075-2996031624/ETIB/COP2130670/01DEC11/BOG1A0980/0037
    9024/S2-3
  7 FB PAX 0100000132 TTP/RT OK ETICKET/S2-3
  8 FE PAX 21 NOEND/CHGS REST-NON REF/S2-3
  9 FM *M*1
 10 FP CASH
 11 FV PAX IB/S2-3
  
```

Original Fare:

```

TST00001      BOG1A0980 MC/01DEC I 0 LD 01JAN12 OD BOGBOG SI
T-E
FXB
  1.HARRINGTON/NICOLAS
  1 BOG IB 6586 Q 15APR 1805 OK QLAPCO          15APR15APR 1PC
  2 O MAD IB 6585 Q 30APR 1220 OK QLAPCO          30APR30APR 1PC
    BOG
FARE  F USD      635.00
EQUIV  COP      1222400
TX001 X COP      145570YSTR TX002 X COP      597200YQAC TX003 X COP      65500COVO
TX004 X COP      65000DGVZ TX005 X COP      29100JDAE TX006 X COP      5900QVDP
TOTAL  COP      2130670      BSR 1925.00
GRAND TOTAL COP      2130670
BOG IB MAD317.50IB BOG317.50NUC635.00END ROE1.000000
  
```

Passenger decides to leave on April 14th. in the same class reservation.
The reservation is modified with this data and the FXQ entry is performed.

Response:

```

FXQ

01 HARRINGTON/NICOLAS
LAST TKT DTE 01JAN12 - - SEE ADV PURCHASE
PENALTY COLLECTION OF COP 192500. USE BSP LINK.
TICKET STOCK RESTRICTION
BG CXR: IB/IB
-----
      AL FLGT  BK   DATE  TIME  FARE BASIS      NVB  NVA  BG
BOG
MAD IB  6586  Q    14APR      QLAPCO      14APR14APR 1P
BOG IB  6585  Q    30APR      QLAPCO      30APR30APR 1P
      ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE      USD      635.00
NEW BASE FARE      USD      635.00
FARE BALANCE      COP      0
      PAYMENT CURRENCY
OLD TAX      COP      908270
NEW TAX      COP      908270
TAX BALANCE      COP      0
TICKET DIFFERENCE      COP      0
PENALTY      COP      192500
GRAND TOTAL      COP      192500
TOTAL ADD COLL      COP      192500
RESIDUAL VALUE      COP      0
  
```

The new ticket does not have the additional value of the fare or taxes, and has a COP192500 penalty that must be handled through BSP **“PENALTY COLLECTION OF COP 192500. USE BSP LINK”**.

The TST, FPO and FO elements have been updated in the PNR.

Updated PNR:

```

--- TST RLR ---
RP/BOG1A0980/BOG1A0980      MC/SU  1DEC11/1951Z  5RI9LO
BOG1A0980/0812MC/1DEC11
  1 HARRINGTON/NICOLAS
  2 IB6586 Q 14APR 6 BOGMAD DK1 1715 1010 15APR E 0 346 BL
    SEE RTSVC
  3 IB6585 Q 30APR 1 MADBOG HK1 1220 1535 30APR E IB/NC8TY
  4 AP BOG 571 5896600 - HELPDESK - A
  5 TK OK01DEC/BOG1A0980//ETIB
  6 FA PAX 075-2996031624/ETIB/COP2130670/01DEC11/BOG1A0980/0037
    9024/S3
  7 FB PAX 0100000132 TTP/RT OK ETICKET/S3
  8 FE PAX 21 NOEND/CHGS REST-NON REF/S2-3
  9 FM *M*1
 10 FO PAX 075-2996031624BOG01DEC11/00379024/075-29960316240E1
    /S2-3
 11 FP PAX O/CASH/S2-3
 12 FV PAX IB/S3
  
```

Updated TST for reissuing.

```

TST00002      BOG1A0980 MC/01DEC I 0 LD 01JAN12 OD BOGBOG SI
T-E
FXQ
  1.HARRINGTON/NICOLAS
  1  BOG IB 6586 Q 14APR 1715  OK QLAPCO          14APR14APR 1PC
  2 O MAD IB 6585 Q 30APR 1220  OK QLAPCO          30APR30APR 1PC
    BOG
FARE  R USD      635.00
EQUIV  COPCOP
TX001 O COP      65500COVO TX002 O COP      145570YSTR TX003 O COP      597200YQAC
TX004 O COP      65000DGVZ TX005 O COP      29100JDAE TX006 O COP      5900QVDP
TOTAL  COP              0      BSR 1925.00
GRAND TOTAL COP              0
BOG IB MAD317.50IB BOG317.50NUC635.00END ROE1.000000

RESTRICTIONS APPLY

8.FE 21 NOEND/CHGS REST-NON REF
9.FM *M*1
10.FO 075-2996031624BOG01DEC11/00379024/075-29960316240E1
11.FP O/CASH
  
```

The issuing of the ticket will proceed in the regular way, updating the original payment method and the FV element, if needed.

For viewing the reissuing calculations again: TQR

Response:

```

TST00002      TKT-075-2996031624E1
PENALTY COLLECTION OF COP 192500. USE BSP LINK.
  01.HARRINGTON/NICOLAS
    ORIGIN TRVL CURRENCY    REISSUE CURRENCY
OLD BASE FARE      USD      635.00
NEW BASE FARE      USD      635.00
FARE BALANCE              COP              0
    PAYMENT CURRENCY
OLD TAX            COP      908270
NEW TAX            COP      908270
TAX BALANCE              COP              0
TICKET DIFFERENCE              COP              0
RESIDUAL VALUE      COP              0

TST ADD COLL              COP              0
PENALTY              COP      192500
TOTAL ADD COLL              COP      192500
GRAND TOTAL              COP      192500
  
```

2.- Ticket without fare difference plus penalty – Airline without category 31

In the next booking the passenger has the departure date on April 15th., Class N.

Original PNR:

```

--- TST RLR ---
RP/BOG1A0980/BOG1A0980          MC/SU   1DEC11/1457Z   5RIB76
BOG1A0980/0812MC/1DEC11
 1.HARRINGTON/TOMAS
 2 AR2702 N 15APR 7 EZEROS HK1 0710 0802 15APR E AR/MVEGHL
 3 AR2703 N 30APR 1 ROSAEP HK1 0837 0920 30APR E AR/MVEGHL
 4 AP BOG 571 5896600 - HELPDISK - A
 5 TK OK01DEC/BOG1A0980//ETAR
 6 FA PAX 044-2996031619/ETAR/COP350600/01DEC11/BOG1A0980/00379
   024/S2-3
 7 FB PAX 0100000126 TTP/RT OK ETICKET/S2-3
 8 FE PAX NONEND/REF/CHG FEE APPLIES VALID AR ONLY/S2-3
 9 FM *M*1
10 FP CASH
11 FV PAX AR/S2-3

```

Passenger decides to leave on April 16th., same reservation class.

Reservation is modified with this data and the FXQ entry is performed.

Response:

```

01 HARRINGTON/TOMAS
LAST TKT DTE 12JAN12 - - SEE ADV PURCHASE
PENALTY COLLECTION METHOD NOT IDENTIFIED - CONTACT AIRLINE
VC CATEGORY NOT FILED BY CXR - REISSUE NOT GUARANTEED *4*
*4*
-----
      AL FLGT BK   DATE  TIME  FARE BASIS          NVB  NVA  BG
BUE
ROS AR  2702 N    16APR      NVD                      16APR NA
BUE AR  2703 N    30APR      NVD                      30APR NA
      ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE           USD      152.00
NEW BASE FARE           USD      152.00
FARE BALANCE                                COP              0
      PAYMENT CURRENCY
OLD TAX                  COP      58000
NEW TAX                  COP      58000
TAX BALANCE                                COP              0
TICKET DIFFERENCE      COP              0
PENALTY                 COP      48100
GRAND TOTAL             COP      48100
TOTAL ADD COLL          COP      48100
RESIDUAL VALUE          COP              0

```

The “**VC CATEGORY NOT FILED BY CXR - REISSUE NOT GUARANTEED *4***”, message shows the airline has not loaded the category 31, thus calculations are not guaranteed.

The new ticket does not have the additional value or fare or taxes and has a COP48100 penalty.

The method for the penalty handling in this case was not indicated and the airline must be contacted **"PENALTY COLLECTION METHOD NOT IDENTIFIED - CONTACT AIRLINE"**

The TST, FPO y FO elements have been updated in the PNR.

```
TST00003      BOG1A0980 MC/01DEC M 4 LD 12JAN12 OD BUEBUE SI
T-
FXQ
  1.HARRINGTON/TOMAS
  1  EZE AR 2702 N 16APR 0710  OK NVD              16APR
  2  O ROS AR 2703 N 30APR 0837  OK NVD              30APR
    AEP
FARE  R USD      152.00
EQUIV  COPCOP
TX001 O COP      14600XRAE TX002 O COP      10400QNLO TX003 O COP      32000DLRE
TX004 O COP      1000TQSE
TOTAL  COP        0      BSR 1925.00
GRAND TOTAL COP        0
BUE AR ROS76.00AR BUE76.00USD152.00END

  8.FE COP96200 NONREF - NONEND/REF/CHG FEE APPLIES VALID AR ONLY
  9.FM *M*1
 10.FO 044-2996031619BOG01DEC11/00379024/044-29960316194E1
 11.FP O/CASH
```

```
--- TST RLR ---
RP/BOG1A0980/BOG1A0980      MC/SU      1DEC11/1457Z      5RIB76
BOG1A0980/0812MC/1DEC11
  1.HARRINGTON/TOMAS
  2  AR2702 N 16APR 1 EZEROS DK1  0710 0802  16APR  E  0 E90 B
    OFREZCA FACILIDAD WEB CHECKIN 127 AU
    OPERATED BY AUSTRAL LINEAS AEREAS
    AVISO - VERIFIQUE LOS HORARIOS
  3  AR2703 N 30APR 1 ROSAEP HK1  0837 0920  30APR  E  AR/MVEGHL
  4  AP BOG 571 5896600 - HELPDESK - A
  5  TK OK01DEC/BOG1A0980//ETAR
  6  FA PAX 044-2996031619/ETAR/COP350600/01DEC11/BOG1A0980/00379
    024/S3
  7  FB PAX 0100000126 TTP/RT OK ETICKET/S3
  8  FE PAX COP96200 NONREF - NONEND/REF/CHG FEE APPLIES VALID AR
    ONLY/S2-3
  9  FM *M*1
 10  FO PAX 044-2996031619BOG01DEC11/00379024/044-29960316194E1
    /S2-3
 11  FP PAX O/CASH/S2-3
 12  FV PAX AR/S3
```

The tickets will proceed in the regular way, updating the original method of payment and the FV element if needed.

To visualize the reissuing calculations again: TQR

```
TST00002      TKT-044-2996031619E1
```

PENALTY COLLECTION METHOD NOT IDENTIFIED - CONTACT AIRLINE			
01.HARRINGTON/TOMAS			
	ORIGIN TRVL CURRENCY	REISSUE CURRENCY	
OLD BASE FARE	USD	152.00	
NEW BASE FARE	USD	152.00	
FARE BALANCE			COP 0
	PAYMENT CURRENCY		
OLD TAX	COP	58000	
NEW TAX	COP	58000	
TAX BALANCE			COP 0
TICKET DIFFERENCE			COP 0
RESIDUAL VALUE	COP	0	
TST ADD COLL			COP 0
PENALTY			COP 48100
TOTAL ADD COLL			COP 48100
GRAND TOTAL			COP 48100

4. Ticket with a fare difference, taxes and penalty.

Customer has a Class Q ticket, after the ticket has been issued, he decides to travel in Executive Class.

Original PNR:

```

--- TST RLR ---
RP/BOG1A0980/BOG1A0980          MC/SU   2DEC11/1318Z   5RL98Q
BOG1A0980/0812MC/2DEC11
 1.HARRINGTON/AGUSTINA
 2 LH 543 Q 20MAY 7 BOGFRA HK1 2145 1555 21MAY E LH/5RL98Q
 3 LH 542 Q 05JUN 2 FRABOG HK1 1430 1905 05JUN E LH/5RL98Q
 4 AP BOG 571 5896600 - HELPDESK - A
 5 TK OK02DEC/BOG1A0980//ETLH
 6 FA PAX 220-2996031627/ETLH/COP4125760/02DEC11/BOG1A0980/0037
   9024/S2-3
 7 FB PAX 0200000135 TTP/RT OK ETICKET/S2-3
 8 FE PAX FL/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
 9 FM *M*1
10 FP CASH
11 FV PAX LH/S2-3

```

Change in class reservation to Class J is performed and it's quoted with FXQ.

Response:

```

FXQ

01 HARRINGTON/AGUSTINA
LAST TKT DTE 20MAY12 - - DATE OF ORIGIN
PENALTY COLLECTED ON TICKET
BG CXR: LH/LH
PRICED WITH VALIDATING CARRIER LH - REPRICE IF DIFFERENT VC
-----
      AL FLGT  BK   DATE  TIME  FARE BASIS      NVB  NVA  BG
BOG
FRA LH  0543  J    20MAY      J77RT                20MAY 2P
BOG LH  0542  J    05JUN      J77RT                20MAY 2P
                                ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE                USD      1509.00
NEW BASE FARE                USD      6069.00
FARE BALANCE                  COP      8778000
                                PAYMENT CURRENCY
OLD TAX                      COP      1220960
NEW TAX                      COP      1923200
TAX BALANCE                  COP      702240
TICKET DIFFERENCE           COP      9480240
PENALTY                      COP      231000
TOTAL ADD COLL              COP      9711240
RESIDUAL VALUE              COP           0
  
```

In this case there's a fare and taxes difference. The change has a penalty that will be handled as a tax code (In this case DU). In the display, ATC will prompt: "**PENALTY COLLECTED ON TICKET**".

TST created to reissue, where penalty has been included and the additional amounts to charge.

```

TST00002      BOG1A0980 MC/02DEC I 0 LD 20MAY12 OD BOGBOG SI
T-
FXQ
  1.HARRINGTON/AGUSTINA
  1  BOG LH  543  J 20MAY 2145  OK J77RT                20MAY 2PC
  2  O FRA LH  542  J 05JUN 1430  OK J77RT                20MAY 2PC
    BOG
FARE  R USD      6069.00
EQUIV  COPCOP
TX001 X COP      702240YSTR TX002 X COP      231000DU  TX003 O COP      65500COVO
TX004 O COP      280160YSTR TX005 O COP      597200YQAC TX006 O COP      65000DGVZ
TX007 O COP      119000OYCB TX008 O COP      77000RAEB TX009 O COP      17100DESE
TOTAL  COP      9711240   BSR 1925.00
GRAND TOTAL COP      9711240
BOG LH FRA3034.50LH BOG3034.50NUC6069.00END ROE1.000000

  7.FE FL RESTR/CANX BA FOC CHG BA FOC
  8.FM *M*1
  9.FO 220-2996031627BOG02DEC11/00379024/220-29960316272E1
 10.FP O/CASH
  
```

Updated PNR:

```

--- TST RLR ---
RP/BOG1A0980/BOG1A0980          MC/SU   2DEC11/1318Z   5RL98Q
BOG1A0980/0812MC/2DEC11
 1.HARRINGTON/AGUSTINA
 2 LH 543 J 20MAY 7 BOGFRA DK1  2145 1555  21MAY  E  0 346
   SEE RTSVC
 3 LH 542 J 05JUN 2 FRABOG DK1  1430 1905  05JUN  E  0 346
   SEE RTSVC
 4 AP BOG 571 5896600 - HELPDESK - A
 5 TK OK02DEC/BOG1A0980//ETLH
 6 FHE PAX 220-2996031627
 7 FE PAX FL RESTR/CANX BA FOC CHG BA FOC/S2-3
 8 FM *M*1
 9 FO PAX 220-2996031627BOG02DEC11/00379024/220-29960316272E1
   /S2-3
10 FP PAX O/CASH/S2-3

```

The ticket will be issued in the regular way updating the method of payment and the airline.

4.- Reissue of a partially used tickets.

For the reissuing of partially used tickets, the segment to reissue must be specified:

Original PNR:

```

--- TST RLR ---
RP/BUE1A0980/BUE1A0980          MC/SU   8DEC11/0333Z   586BFC
 1.HARRINGTON/TOMAS  2.HARRINGTON/AGUSTINA  3.HARRINGTON/NICOLAS
 4 LA 285 V 09DEC 5 SCLPUQ          FLWN
 5 LA 284 Q 18JAN 3 PUQSCL HK3  2010 2335  18JAN  E  LA/KOMNQ
 6 AP BOG 571 5896600 - HELPDESK - A
 7 TK OK14NOV/BUE1A0980//ETLA
 8 SSR FOID LA HK1 PP5555555/P1
 9 SSR FOID LA HK1 PP6666666/P2
10 SSR FOID LA HK1 PP2222222/P3

```

Passenger 1 TWD

```

TKT-0455066622222          RCI-          1A  LOC-586BFC
OD-SCLSCL SI-          FCMI-0  POI-SCL  DOI-14NOV11  IOI-88888883
  1.HARRINGTON/TOMAS          ADT          ST
1  OSCL LA 0285 V 09DEC 1350 OK VEESP020          F          09DEC 23K
2  OPUQ LA 0284 Q 18JAN 2000 OK QEESP970          O          14DEC09JUN 23K
  SCL
FARE      F CLP          120500
EQUIV     USD          244.00          BSR          0.002028
TOTALTAX  USD          24.98
TOTAL     USD          268.98
/FC SCL LA PUQ Q12500.00 60500.00LA SCL Q12500.00 35000.00CLP120
500.00END
FE NONREF/CHNGS NOT PERMITTED
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
SAC- 045AL22I8MMNV

```

ATC calculations for passenger 1

In the entry, the currency is in US Dollars, because the ticket was issued originally in that currency, the segment and the passenger number.

FXF/R,FC-USD/S5/P1

```

01 MABE/JEFFREY
LAST TKT DTE 14NOV11 - - SEE ADV PURCHASE
VC CATEGORY NOT FILED BY CXR - REISSUE NOT GUARANTEED *4*
PLEASE CHECK CODING PENALTY CATEGORY TEXT
BG CXR: LA/LA
-----
      AL FLGT  BK   DATE  TIME  FARE BASIS          NVB  NVA  BG
PUQ
SCL LA  0284  Q    18JAN          QEESP970          14DEC09JUN 23
              ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE          CLP          120500
NEW BASE FARE          CLP          120500
FARE BALANCE          USD          0.00
              PAYMENT CURRENCY
OLD TAX          USD          24.98
NEW TAX          USD          24.98
TAX BALANCE          USD          0.00
TICKET DIFFERENCE          USD          0.00
PENALTY          USD          0.00
GRAND TOTAL          USD          0.00
TOTAL ADD COLL          USD          0.00
RESIDUAL VALUE          USD          0.00

```

When the airline does not load the category 16 in an encrypted way, ATC will prompt:
“PLEASE CHECK CODING PENALTY CATEGORY TEXT”.

The travel agency then, has to check the FQNx*PE to know the amount of the penalty and handle it as the airline demands.

5.- Reissue for several passengers.

ATC allows processing several kinds of passengers at the same time, even being different type of passengers (up to 6 different types in 1 PNR, 9 maximum.)

Original PNR:

```

--- TST RLR ---
RP/BOG1A0980/BOG1A0980          MC/SU    8DEC11/2127Z    5SIAPU
BOG1A0980/0812MC/8DEC11
  1.HARRINGTON/TOMAS    2.HARRINGTON/NICOLAS    3.HARRINGTON/INES
  4.HARRINGTON/AGUSTINA
  5 AV9304 P 15APR 7 BOGMDE HK4 0702 0800 15APR E AV/5SIAPU
  6 AP BOG 571 5896600 - HELPDISK - A
  7 TK OK08DEC/BOG1A0980//ETAV
  8 FA PAX 134-2996031640/ETAV/COP174780/08DEC11/BOG1A0980/00379
    024/S5/P1
  9 FA PAX 134-2996031641/ETAV/COP174780/08DEC11/BOG1A0980/00379
    024/S5/P2
 10 FA PAX 134-2996031642/ETAV/COP174780/08DEC11/BOG1A0980/00379
    024/S5/P3
 11 FA PAX 134-2996031643/ETAV/COP174780/08DEC11/BOG1A0980/00379
    024/S5/P4
 12 FB PAX 0800000153 TTP OK ETICKET/S5/P1-4
 13 FE PAX REFUND FEE50000COPCHNG FEE50000COP PLUS FARE DIFF/NON
    END/S5/P1-4
 14 FM *M*1
 15 FP CASH
 16 FV PAX AV/S5/P1-4

```

The passengers decide to travel in an exclusive class, so a reissue must be performed. It is quoted with the entry FXQ:

FXQ							
PASSENGER	PTC	PENALTY	TOT	ADDCOL	RESIDUAL	GRD	TOTAL
		<COP>		<COP>	<COP>		<COP>
01 HARRING*/TO*	ADT	0	312740		0		312740
02 HARRING*/NI*	ADT	0	312740		0		312740
03 HARRING*/IN*	ADT	0	312740		0		312740
04 HARRING*/AG*	ADT	0	312740		0		312740

TOTAL 0 1250960 0 1250960

To display the calculation of each passenger you have to use the TQR entry, specifying the TST number.

T	P/S	NAME	GRAND TOTAL	SEGMENTS
2	.1	HARRINGTON/TO+	COP 312740	5
3	.2	HARRINGTON/NI+	COP 312740	5
4	.3	HARRINGTON/IN+	COP 312740	5
5	.4	HARRINGTON/AG+	COP 312740	5

TQR/T2

TST00002		TKT-134-2996031640E1	
VC CATEGORY NOT FILED BY CXR - REISSUE NOT GUARANTEED *4*			
01.HARRINGTON/TOMAS			
		ORIGIN TRVL CURRENCY	REISSUE CURRENCY
OLD BASE FARE	COP	140500	
NEW BASE FARE	COP	410100	
FARE BALANCE			COP 269600
		PAYMENT CURRENCY	
OLD TAX	COP	34280	
NEW TAX	COP	77420	
TAX BALANCE			COP 43140
TICKET DIFFERENCE			COP 312740
RESIDUAL VALUE	COP	0	
TST ADD COLL			COP 312740
PENALTY			COP 0
TOTAL ADD COLL			COP 312740

GRAND TOTAL COP 312740

ATC creates the reissuing TST's for all passengers.

T	P/S	NAME	TOTAL	FOP
SEGMENTS				
2	.1	HARRINGTON/TOMAS	COP 312740	O/CASH 5
3	.2	HARRINGTON/NICOLAS	COP 312740	O/CASH 5
4	.3	HARRINGTON/INES	COP 312740	O/CASH 5
5	.4	HARRINGTON/AGUSTINA	COP 312740	O/CASH 5

ATC submits the FO and FPO elements for all passengers.

17	FO	PAX	134-2996031640BOG08DEC11/00379024/134-29960316400E1
			/S5/P1
18	FO	PAX	134-2996031641BOG08DEC11/00379024/134-29960316411E1
			/S5/P2
19	FO	PAX	134-2996031642BOG08DEC11/00379024/134-29960316422E1
			/S5/P3
20	FO	PAX	134-2996031643BOG08DEC11/00379024/134-29960316433E1
			/S5/P4
21	FP	PAX	O/CASH/S5/P1
22	FP	PAX	O/CASH/S5/P2
23	FP	PAX	O/CASH/S5/P3
24	FP	PAX	O/CASH/S5/P4

6.- Residual Value

The client has a Class J issued ticket; then he decides to travel in a cheaper class.

Original PNR:

```

--- TST RLR ---
RP/BOG1A0980/BOG1A0980          MC/SU    2DEC11/1336Z    5RMBFC
BOG1A0980/0812MC/2DEC11
 1.HARRINGTON/INES
 2 LH 543 J 20MAY 7 BOGFRA HK1 2145 1555 21MAY E LH/5RMBFC
 3 LH 542 J 05JUN 2 FRABOG HK1 1430 1905 05JUN E LH/5RMBFC
 4 AP BOG 571 5896600 - HELPDESK - A
 5 AP BOG 571 5896600 - HELPDESK - A
 6 TK OK02DEC/BOG1A0980//ETLH
 7 FA PAX 220-2996031628/ETLH/COP13606000/02DEC11/BOG1A0980/003
 79024/S2-3
 8 FB PAX 0200000136 TTP/RT OK ETICKET/S2-3
 9 FE PAX FL RESTR/CANX BA FOC CHG BA FOC/S2-3
exact
10 FM *M*1
11 FP CASH
12 FV PAX LH/S2-3

```

The reservation is modified to Class Q, quoted with FXQ.

Response:

```

FXQ

01 HARRINGTON/INES
LAST TKT DTE 02JAN12 - - SEE ADV PURCHASE
RESIDUAL VALUE - DELETE PRICING RECORD TO PROCESS MANUALLY
-----
      AL FLGT BK  DATE  TIME  FARE BASIS          NVB  NVA  BG
BOG
FRA LH  0543 Q    20MAY          QRCKO          20MAY20MAY 1P
BOG LH  0542 Q    05JUN          QRCKO          05JUN05JUN 1P
      ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE          USD          6069.00
NEW BASE FARE          USD          1509.00
FARE BALANCE                                COP          -8778000
      PAYMENT CURRENCY
OLD TAX          COP          1923200
NEW TAX          COP          1220960
TAX BALANCE                                COP          -702240
TICKET DIFFERENCE                                COP          -9480240
PENALTY                                COP          0
GRAND TOTAL                                COP          -9480240
TOTAL ADD COLL                                COP          0
RESIDUAL VALUE          COP          -9480240

```

Due to IATA regulations, if there is a residual **value, it should be given back via an MCO.**
In Latin America, travel agencies are not authorized to issue MCOs.

ATC prompts “**RESIDUAL VALUE - DELETE PRICING RECORD TO PROCESS MANUALLY**”. There is a residual value if you continue with the Process the Residual Value will be deleted and the ticket issued in “0” or with the penalty amount if such.

In case of not wanting to lose the residual value of the passenger, the reissuing must be done at the airline.

TST00002	BOG1A0980	MC/02DEC	I 0 LD	02JAN12	OD	BOGBOG	SI
T-							
FXQ							
1. HARRINGTON/INES							
1	BOG LH	543 Q	20MAY	2145	OK QRCKO	20MAY20MAY	1PC
2	O FRA LH	542 Q	05JUN	1430	OK QRCKO	05JUN05JUN	1PC
BOG							
FARE	R USD	1509.00					
EQUIV COPCOP							
TX001	O COP	65500COVO	TX002	O COP	280160YSTR	TX003	O COP 597200YQAC
TX004	O COP	65000DGVZ	TX005	O COP	119000OYCB	TX006	O COP 77000RAEB
TX007	O COP	17100DESE					
TOTAL	COP	0	BSR	1925.00			
GRAND	TOTAL	COP	0				
REFUNDABLE TAXES							
TX008 Q COP 702240YSTR							
BOG LH FRA754.50LH BOG754.50NUC1509.00END ROE1.000000							

1. Recommendations for reducing the number of entries per reissuing.

Trying to optimize the usage of ATC’s entries, we propose:

1.- Kind of transaction for the quotation of reissue.

ATC has 2 kinds of transactions:

Informative (FXF/FXE)

They show the fare information without creating any necessary element to perform it at the PNR (TST with penalty if it applies, FO and FOP)

Confirmed (FXQ/FXO)

They show the quotation for the reissue (fare and original taxes, fares and taxes to reissue, difference to pay and penalty if such) creating in the PNR all the necessary elements to perform it (TST with penalty if such, FO and FOP).

Even if you are not certain of performing the reissue, the usage of confirmation transactions is advise, it creates the necessary data for reissuing, and when closing the PNR, that information is saved. In case of using an information transaction, a confirmation transaction must be performed to create the necessary data to reissue.

2.- Reissued Fare View

Once the confirmation entry is submitted, even though there might not be total certainty of performing the reissue, always close the PNR, the information will be saved for posterior usage if necessary. If the reissue is not performed, the information can be deleted.

3.-Reissued Fare View

To see the data of the fare to reissue, stored in the reservation, it's not necessary to quote it again. Please use the TQR transaction.

4.- Quotation of different kinds of passengers in a same PNR.

Always use just one confirmation transaction to quote all the passengers in one same PNR. ATC can process up to six different passengers in one PNR.

2. Back - Office

Example of A.I.R with Amadeus Ticket Changer.

```
AIR-BLK206;7A;;232;2100005157;1A11893199;001001
AMD 2100000115;1/1;
1A11893199;1A11893199
MUC1A
5PII3K007;0101;BOG1A0980;00379024;BOG1A0980;00379024;BOG1A0980;00379024;B
OG1A0980;00379024;99;;;;;;;;;;;;;AF 5PII3K
A-AIR FRANCE;AF 0571
B-TTP/ET/RT/P1
C-7906/ 0001AASU-0001AASU-I-0
D-111121;111121;111121
G-X ;;PARPAR;EU
H-003;0020CDG;PARIS CDG ;FRA;FRANKFURT ;AF 1518 T T
25JAN0735
0855 25JAN;OK01;HK01;S ;0;319;;;1PC;2D;0705 ;ET;0120 ; ;280; ; ;2
H-005;0030FRA;FRANKFURT ;CDG;PARIS CDG ;AF 1019 T T
28JAN0725
0845 28JAN;OK01;HK01;S ;0;318;;;1PC;2 ;0655 ;ET;0120 ; ;280; ; ;2D
K-REUR147.00 ;COPCOP ; ; ; ; ;COP0 ;1.373626
;1925.00
;EUR
KFTR;OCOP185200 YQ AC;OCOP29900 QX AP;OCOP2700 IZ EB;OCOP11100
FR S
E;OCOP33800 FR TI;OCOP21200 OY CB;OCOP61500 RA EB;OCOP17100 DE
SE;;
;;;;;;;;;;;;;
TAX-PD 185200 YQ ;PD 29900 QX ;PD 147400 XT ;
ATC-EUR147.00 ;EUR147.00 ;COP0 ;COP362500 ;COP362500
```



```

;COP0          ;COP0          ;COP0          ;COP132800      ;COP132800
;C
;COP0          ;COP0          ;COP0          ;COP132800      ;COP132800
;C
OP0            ;COP132800
L-
M-TWKFR          ;TWKFR
N-NUC103.08;103.08
O-25JAN25JAN;28JAN28JAN
Q-PAR AF FRA103.08AF PAR103.08NUC206.16END ROE0.712992PD
XT2700IZ11100FR33800FR
212000Y61500RA17100DE
I-001;01TEST/LATAM;;APBOG 571 5896600 - HELPDESK - A;;
T-K057-2996031611
FM*M*1
FO057-2996031610BOG21NOV11/00379024/057-29960316105E12;S2-3;P1
FPO/CASH;S2-3;P1
FVAF
TKOK21NOV/BOG1A0980//ETAF
ENDX
Z-FOP-INO/CASH;SN1;TPEX;AMCOPO
ZST-002;AF 1518 HK01NNNN21NOV11;AF 1019 HK01NNNN21NOV11;BOG1A0980;00379024

```

Regarding the next TQR:

```

TST00002          TKT-057-2996031610E1
PENALTY COLLECTION OF COP 132800. USE BSP LINK.
  01.TEST/LATAM

      ORIGIN TRVL CURRENCY   REISSUE CURRENCY
OLD BASE FARE      EUR          147.00
NEW BASE FARE      EUR          147.00
FARE BALANCE                               COP              0

      PAYMENT CURRENCY
OLD TAX            COP          362500
NEW TAX            COP          362500
TAX BALANCE                               COP              0

TICKET DIFFERENCE                               COP              0
RESIDUAL VALUE     COP              0

TST ADD COLL                               COP              0
PENALTY             COP          132800
TOTAL ADD COLL      COP          132800
GRAND TOTAL         COP          132800

```

3. Information pages

HE ATC

INDICE DE AMADEUS TICKET CHANGER			
HE ATC			
NOTA: ESTA FUNCION NO ESTA DISPONIBLE PARA TODAS LAS LINEAS AEREAS Y MERCADOS. PARA MAS INFORMACION SOBRE LAS LINEAS AEREAS PARTICIPANTES, INTRODUCZA: FQN ATC/CXR			
PARA INFORMACION SOBRE	TECLEE	PARA INFORMACION SOBRE	TECLEE
-----	-----	-----	-----
INTRODUCCION	GP INT	EJEMPLOS DE ATC:	
ANEXOS DE ATC		- CALCULO DE TARIFA	GP SCF
COMPENSACION GLOBAL ATC	GP NET	- REEMISION MULTIPLE	GP MTR
MENSAJES TARIFIC.	GP ATY	- REEMITIR BILL.	GP SCR
EJEMPLOS DE ATC:		ELECTR.	
- COMPENSACION DE ATC	GP GN1	- REVALIDAR BILL.	GP SCE
- COMPENSAC. GLOBAL ATC	GP GN2	ELECTR.	
MEJORADO		- REEMITIR BILL.	GP EMD
- COMPENSACION POR PAGO	GP GN3	ELECTR. CON EMISION	
ADICIONAL DE ATC		EMD	