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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:

\[ \text{FQNx*VC} \quad (x = \text{fare number}) \]

Response:

```
FQN12*VC
** RULES DISPLAY **
TAX MAY APPLY
00 FEES INCLUDED
19SEP99+10SEP00/AF MACPAR/HSP;EH/TPM 664/MPM 736
IN FARE BASIS OW EUR RT B PEN DATES/DAYS AP MIN MAX R
12 WSTRUES 235 W NRA - - + + + EM R
FOL: WSTRUES TRF: 21 RULE: 2152 BK: W
FTC: ADT-ADULT FTC: ADT-SUPER/SPCL INST PURCHASE
VOLUNTARY CHANGES
VOLUNTARY CHANGES CONDITIONS MAY APPLY FOR AUTOMATED
REISSUE/REVALIDATION
REFER TO PENALTIES CATEGORY #FE FOR DETAILS
```

---

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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:

<table>
<thead>
<tr>
<th>Method</th>
<th>ATC Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tax code</td>
<td>PENALTY COLLECTED ON TICKET</td>
</tr>
<tr>
<td>Q Surcharge</td>
<td>PENALTY COLLECTED ON TICKET</td>
</tr>
<tr>
<td>Total</td>
<td>PENALTY COLLECTED ON TICKET. CHECK IF FE UPDATE NEEDED</td>
</tr>
<tr>
<td>BSP Link</td>
<td>PENALTY COLLECTION OF ARS 260.00. USE BSP LINK</td>
</tr>
<tr>
<td>Without specification</td>
<td>PENALTY COLLECTION METHOD NOT IDENTIFIED - CONTACT AIRLINE</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Format</th>
<th>Observation</th>
</tr>
</thead>
<tbody>
<tr>
<td>FXF</td>
<td>Requests the quotation as information only, does not prepare the reissuing. Does not create TST.</td>
</tr>
<tr>
<td>FXQ</td>
<td>Requests the confirmed quotation, prepares for reissuing, creates TST.</td>
</tr>
<tr>
<td>FXE</td>
<td>Requests with the cheapest fare, as information only, does not prepare for reissuing, does not create TST.</td>
</tr>
<tr>
<td>FXO</td>
<td>Requests the confirmed quotation with the lowest fare, prepares for reissuing and creates TST.</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Entry</th>
<th>Observation</th>
</tr>
</thead>
<tbody>
<tr>
<td>FXF</td>
<td>Reissue request for all the passengers of the PNR.</td>
</tr>
<tr>
<td>FXF/P2</td>
<td>One specific passenger of the PNR.</td>
</tr>
<tr>
<td>FXF/T8</td>
<td>If there is more than one e-ticket (8= ticket’s line number FA/FHE to be reissued)</td>
</tr>
<tr>
<td>FXF/S5</td>
<td>Specify the segment number, mandatory for partially used tickets.</td>
</tr>
<tr>
<td>FXF/TKT057-1234567890</td>
<td>Specific ticket number to be reissued.</td>
</tr>
<tr>
<td>FXF/KY</td>
<td>Cabin type: Y = Economic, M = Standard Economic, W = Premium Economic, C = Business/Preferential, F = First Class</td>
</tr>
<tr>
<td>FXF/P2-3/T11,13/</td>
<td>P1/TKT128-6754833921</td>
</tr>
<tr>
<td>FXF/T5/R,U*003209</td>
<td>Corporate fares with specific numeric codes or names.</td>
</tr>
<tr>
<td>FXF/T5/R,U*AMADEUS</td>
<td>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.</td>
</tr>
</tbody>
</table>

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 them 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
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 15\textsuperscript{th}, 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 OK10DEC/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 0 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 ROE1.00000

Passenger decides to leave on April 14\textsuperscript{th}. 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

<table>
<thead>
<tr>
<th>AL</th>
<th>FLGT</th>
<th>BK</th>
<th>DATE</th>
<th>TIME</th>
<th>FARE BASIS</th>
<th>NVB</th>
<th>NVA</th>
<th>BG</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOG</td>
<td>MAD IB</td>
<td>6586 Q</td>
<td>14APR</td>
<td>QLAPCO</td>
<td>14APR</td>
<td>IB/IB</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BOG</td>
<td>MAD IB</td>
<td>6585 Q</td>
<td>30APR</td>
<td>QLAPCO</td>
<td>30APR</td>
<td>IB/IB</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ORIGIN TRVL CURRENCY: COP
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.

<table>
<thead>
<tr>
<th>TST00002</th>
<th>BOG1A0980 MC/01DEC I 0 LD 01JAN12 OD BOGBOG SI</th>
</tr>
</thead>
<tbody>
<tr>
<td>T- E</td>
<td>FXQ</td>
</tr>
<tr>
<td>1. HARRINGTON/NICOLAS</td>
<td>101</td>
</tr>
<tr>
<td>2.  O MAD IB 6585 Q 30APR 1220 OK QLAPCO 30APR30APR 1PC</td>
<td></td>
</tr>
<tr>
<td>BOG</td>
<td>FARE R USD 635.00</td>
</tr>
<tr>
<td></td>
<td>EQUIV COPCOP</td>
</tr>
<tr>
<td>TX001 O COP 65500COVO TX002 O COP 145570YSTR TX003 O COP 597200YQAC</td>
<td></td>
</tr>
<tr>
<td>TX004 O COP 65000DGVZ TX005 O COP 29100JDAE TX006 O COP 5900QVDP</td>
<td></td>
</tr>
<tr>
<td>TOTAL COP 0 BSR 1925.00</td>
<td></td>
</tr>
<tr>
<td>GRAND TOTAL COP 0</td>
<td></td>
</tr>
<tr>
<td>BOG IB MAD317.50IB BOG317.50NUC635.00END ROE1.00000</td>
<td></td>
</tr>
</tbody>
</table>

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:

<table>
<thead>
<tr>
<th>TST00002</th>
<th>TKT-075-2996031624E1</th>
</tr>
</thead>
<tbody>
<tr>
<td>PENALTY COLLECTION OF COP 192500. USE BSP LINK. 01.HARRINGTON/NICOLAS</td>
<td></td>
</tr>
<tr>
<td>ORIGIN TRVL CURRENCY</td>
<td>REISSUE CURRENCY</td>
</tr>
<tr>
<td>OLD BASE FARE USD 635.00</td>
<td>NEW BASE FARE USD 635.00</td>
</tr>
<tr>
<td>FARE BALANCE COP 0</td>
<td>PAYMENT CURRENCY</td>
</tr>
<tr>
<td>OLD TAX COP 908270</td>
<td>NEW TAX COP 908270</td>
</tr>
<tr>
<td>TAX BALANCE COP 0</td>
<td>RESIDUAL VALUE COP 0</td>
</tr>
<tr>
<td>TICKET DIFFERENCE COP 0</td>
<td></td>
</tr>
<tr>
<td>TST ADD COLL COP 0</td>
<td>PENALTY COP 192500</td>
</tr>
<tr>
<td>TOTAL ADD COLL COP 192500</td>
<td>GRAND TOTAL COP 192500</td>
</tr>
</tbody>
</table>
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
B OG1A0980/0812MC/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 - HELPDESK - A
  5. TK OK1DEC/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
ORIG 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 14600KRAE TX002 O COP 10400QNLO TX003 O COP 32000DLRE
     TX004 O COP 100QTQE
     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
```

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
```
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/B0G1A0980/B0G1A0980    MC/SU 2DEC11/1318Z 5RL98Q
B0G1A0980/0812MC/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 OKO2DEC/B0G1A0980//ETLH
6 FA PAX 220-2996031627/ETLH/COP4125760/02DEC11/B0G1A0980/0037
9024/S2-3
7 FB PAX 020000135 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:

<table>
<thead>
<tr>
<th>FXQ</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 HARRINGTON/AGUSTINA</td>
</tr>
<tr>
<td>LAST TKT DTE 20MAY12 - - DATE OF ORIGIN</td>
</tr>
<tr>
<td>PENALTY COLLECTED ON TICKET</td>
</tr>
<tr>
<td>BG CXR: LH/LH</td>
</tr>
<tr>
<td>PRICED WITH VALIDATING CARRIER LH - REPRICE IF DIFFERENT VC</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AL FLGT BK DATE TIME FARE BASIS NVB NVA BG</th>
</tr>
</thead>
<tbody>
<tr>
<td>BOG</td>
</tr>
<tr>
<td>FRA LH 0543 J 20MAY J77RT 20MAY 2P</td>
</tr>
<tr>
<td>BOG LH 0542 J 05JUN J77RT 20MAY 2P</td>
</tr>
</tbody>
</table>

ORIGIN TRVL CURRENCY: USD 1509.00
REISSUE CURRENCY: USD 6069.00

FARE BALANCE: COP 8778000
PAYMENT CURRENCY: COP 231000

TICKET DIFFERENCE: COP 9480240
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.

<table>
<thead>
<tr>
<th>TST00002 BOG1A0980 MC/02DEC I 0 LD 20MAY12 OD BOG BOG SI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 HARRINGTON/AGUSTINA</td>
</tr>
<tr>
<td>2 O FRA LH 0542 J 05JUN 1430 OK J77RT 20MAY 2PC</td>
</tr>
</tbody>
</table>

FARE: USD 6069.00
EQUIV: COP 702240

TOTAL: COP 9711240

GRAND TOTAL: COP 9711240

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 220-2996031627/BOG02DEC11/00379024/220-29960316272E1
     /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/K0MNQ
  6 AP BOG 571 5896600 - HELPDESK - A
  7 TK OK14NOV/BUE1A0980/ETLA
  8 SSR FOID LA HK1 PP55555555/P1
  9 SSR FOID LA HK1 PP66666666/P2
 10 SSR FOID LA HK1 PP222222222/P3
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

| AL FLGT BK DATE TIME FARE BASIS NVB NVA BG |
|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| PUQ            | SCL LA 0284 Q 18JAN QEESP970 14DEC09JUN 23 |
| OLD BASE FARE  | CLP 120500     |
| NEW BASE FARE  | CLP 120500     |
| FARE BALANCE   | USD 0.00       |
| PAYMENT CURRENCY| USD 24.98     |
| 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 – HELPDESK – 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

<table>
<thead>
<tr>
<th>PASSENGER</th>
<th>PTC</th>
<th>PENALTY</th>
<th>TOT</th>
<th>ADDCOL</th>
<th>RESIDUAL</th>
<th>GRD</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt;COP&gt;</td>
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<td>&lt;COP&gt;</td>
<td></td>
<td>&lt;COP&gt;</td>
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<tr>
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<td>0</td>
<td>312740</td>
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</tr>
<tr>
<td>02 HARRING*/NI* ADT</td>
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</tr>
<tr>
<td>03 HARRING*/IN* ADT</td>
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<td>312740</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>04 HARRING*/AG* ADT</td>
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<td>0</td>
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</tr>
</tbody>
</table>

TOTAL 0 1250960 0 1250960
To display the calculation of each passenger you have to use the TQR entry, specifying the TST number.

<table>
<thead>
<tr>
<th>T</th>
<th>P/S</th>
<th>NAME</th>
<th>GRAND TOTAL</th>
<th>SEGMENTS</th>
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<tbody>
<tr>
<td>2</td>
<td>.1</td>
<td>HARRINGTON/TO+</td>
<td>COP 312740</td>
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<tr>
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<tr>
<td>4</td>
<td>.3</td>
<td>HARRINGTON/IN+</td>
<td>COP 312740</td>
<td>5</td>
</tr>
<tr>
<td>5</td>
<td>.4</td>
<td>HARRINGTON/AG+</td>
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<td>5</td>
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</table>

**TQR/T2**

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

ATC creates the reissuing TST's for all passengers.

<table>
<thead>
<tr>
<th>T</th>
<th>P/S</th>
<th>NAME</th>
<th>TOTAL</th>
<th>FOP</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>.1</td>
<td>HARRINGTON/TOMAS</td>
<td>COP 312740</td>
<td>O/CASH 5</td>
</tr>
<tr>
<td>3</td>
<td>.2</td>
<td>HARRINGTON/NICOLAS</td>
<td>COP 312740</td>
<td>O/CASH 5</td>
</tr>
<tr>
<td>4</td>
<td>.3</td>
<td>HARRINGTON/INES</td>
<td>COP 312740</td>
<td>O/CASH 5</td>
</tr>
<tr>
<td>5</td>
<td>.4</td>
<td>HARRINGTON/AGUSTINA</td>
<td>COP 312740</td>
<td>O/CASH 5</td>
</tr>
</tbody>
</table>

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//E TLH
7. FA PAX 220-2996031628/E TLH/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 ST
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 COP COP
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 2100001115;1/1;
1A11893199;1A11893199
MUC1A
SPII3K007;0101;B0G1A0980;00379024;B0G1A0980;00379024;B0G1A0980;00379024;B0G1A0980;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;002OCDG;PARIS CDG ;FRAMFRANKFURT ;AF 1518 T T
25JAN0735
0855 25JAN;OK01;HK01;S ;0;319;;;1PC;2D;0705 ;ET;0120 ; ;280;;;;2
H-005;003FRA;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 ;OCOPCOP ;;;;;;;;;;;;;;;;;;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
```
Regarding the next TQR:

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<tr>
<th>TST00002</th>
<th>TKT-057-2996031610E1</th>
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<tbody>
<tr>
<td>PENALTY COLLECTION OF COP 132800. USE BSP LINK.</td>
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<tr>
<td>01.TEST/LATAM</td>
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<tr>
<td>ORIGIN TRVL CURRENCY</td>
<td>REISSUE CURRENCY</td>
</tr>
<tr>
<td>OLD BASE FARE</td>
<td>EUR</td>
</tr>
<tr>
<td>NEW BASE FARE</td>
<td>EUR</td>
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<td>COP</td>
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<tr>
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<td>COP</td>
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<td>GRAND TOTAL</td>
<td>COP</td>
</tr>
</tbody>
</table>
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, INTRODUZCA: FQN ATC/CXR

<table>
<thead>
<tr>
<th>PARA INFORMACION SOBRE</th>
<th>TECLEE</th>
<th>PARA INFORMACION SOBRE</th>
<th>TECLEE</th>
</tr>
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<tr>
<td>INTRODUCCION</td>
<td>GP INT</td>
<td>EJEMPLOS DE ATC:</td>
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<tr>
<td>ANEXOS DE ATC</td>
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<td>- CALCULO DE TARIFA</td>
<td>GP SCF</td>
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<tr>
<td>COMPENSACION GLOBAL ATC</td>
<td>GP NET</td>
<td>- REEMISION MULTIPLE</td>
<td>GP MTR</td>
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<td>MENSAJES TARIFIC.</td>
<td>GP ATY</td>
<td>- REEMITIR BILL.</td>
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<td>- REVALIDAR BILL.</td>
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