



Amadeus Ticket Changer

Amadeus Ticket Changer User Guide

Index

Introduction	2
How Amadeus Ticket Changer Works	4
Amadeus Ticket Changer Entries	5
STEP BY STEP GUIDES	6
Revalidation	6
Revalidation with Penalty as VMCO or EMD	8
Overview of the Ticket Changer Reissue Panel.....	11
Reissue with no Additional Collection	12
Reissue with Additional Collection	16
Multi-Passenger Reissue with Additional Collection and VMCO or EMD Penalty	20
Reissue with Residual Value	25
Reissue, Part Flown with Residual Value	29
Reissue with Residual Value and Penalty Change Fee VMCO or EMD.....	33

Document Control

Company	Amadeus Marketing (UK) Ltd			
Department	Training			
Author	Sarah Grocott			
Version	Date	Change	Comment	By
1	18/05/2009			
2	04/07/2012	Inclusion of EMDs		Neil Canning

Introduction

With Amadeus Ticket Changer (ATC) you can automatically recalculate voluntary reissues and revalidations for electronic tickets based on the IATA industry standard. Once you have made the necessary modifications on your passenger itinerary and introduced the pricing entries, the system will process the best pricing solution according to the conditions set by the airline: a revalidation or a reissue.

To establish if the airline has signed up to Amadeus Ticket Changer enter FQNATC/CXR in Selling Platform. This then displays all participating carriers. When looking in the fare quote notes you will also see if these carriers have filed a **VC.Voluntary Changes** paragraph. To display this enter FQNxx*VC (xx to be replaced by the FQD line number of the fare rule you want to display) in command. The airline stipulates in a table behind the scenes as to whether a change is authorised or not and if it is classified as a reissue or revalidation.

Notes:

Wholly unused tickets are available for unlimited reissues or revalidations (a revalidation can be performed after a reissue and vice versa). Partially used tickets can only be reissued once. Partially used tickets cannot be revalidated after a reissue.

With Ticket Changer you can reissue or revalidate:

E-tickets that have been issued in Amadeus using either the Amadeus Central Ticketing Server or a third-party ticketing server

E-tickets issued in other GDSs (Sabre, Travelport, etc.)

You can reissue or revalidate domestic and international itineraries, fares in all currencies and multi-passenger PNRs in a few easy steps

For more information on Amadeus Ticket Changer, enter HE ATC in Selling Platform.

For E-Tickets not issued by your agency you must have the security set up for your office to be able to review and amend the E-Ticket.

Please note, it is your responsibility to establish if the carrier concerned requires any further action taken in relation to any MCO (Miscellaneous Charges Order) or Electronic Miscellaneous Document (EMD) that is issued as part of the revalidation or reissue process. For example if an airline requires document details adding into the booking via an OSI (Other Services Information) Message.

It is also your responsibility to action any refunds generated through ATC according to the timeframes set by the carrier.

How Amadeus Ticket Changer Works

When a passenger decides to change his itinerary, you have six options with Ticket Changer after you have rebooked the itinerary:

1. You can request an Amadeus Ticket Changer informative pricing (**FXF**).
2. You can request an Amadeus Ticket Changer confirmed pricing (**FXQ**).
3. You can request an Amadeus Ticket Changer informative pricing (**FXF**) followed by a confirmed pricing (**FXQ**).
4. You can request an Amadeus Ticket Changer Best Pricer informative pricing (**FXE**). (**FXE/K** if you are pricing a PNR with mixed cabins the /K will keep the PNR in the cabins booked).
5. You can request an Amadeus Ticket Changer Best Pricer confirmed pricing (**FXO**). (**FXO/ K** if you are pricing a PNR with mixed cabins the /K will keep the PNR in the cabins booked)
6. You can request an Amadeus Ticket Changer Best Pricer informative pricing (**FXE**) followed by a Best Pricer confirmed pricing (**FXO**).

The difference between the informative and the confirmed pricing entries is that with informative pricing the system does not store a reissue TST and no changes are made to the PNR, whereas with confirmed pricing it creates and stores the following, if needed:

- A reissue Transitional Stored Ticket (TST) (none in case of revalidation).
- A PNR SVC auxiliary service element line and Transitional Stored Miscellaneous Pricing record (TSM-P) containing the penalty fee for the reissue or the revalidation, if there is one.
- A PNR SVC auxiliary service element line and TSM-P containing the residual value for a reissue, if there is one.
- A PNR SVC auxiliary service element and TSM-P containing the non-refundable amount for a reissue, if there is one.
- For a reissue, the original exchange document in a PNR FO element, and in the Residual Value TSM-P, if there is one.
- In the case of a reissue, an Amadeus Ticket Changer reissue panel (TQR) including the fare and tax balances, the ticket difference, the residual value (if there is one), the TST additional collection (if there is one), the penalty (if there is one), the total additional collection, and the grand total, which is the ticket difference plus the penalty fee.

Once this information is stored in the PNR you can use the combined ticketing entry (TTP/TTM) to issue the penalty MCO or EMD, the Residual Value MCO or EMD and/or the New Ticket.

In the case of a revalidation, you must issue the revalidated ticket and the Penalty VMCO or EMD, if there is one, separately.

Notes:

If the reissue TST is deleted (TTE) the system also deletes the corresponding MCO lines that have been generated by the Ticket Changer pricing entry.

ATC is an automatic process, so don't compare ATC with manual calculation.

Amadeus Ticket Changer Entries

Amadeus Ticket Changer Useful Entries

FQNATC/CXR	List of carriers signed up to Amadeus Ticket Changer and available to Travel Agents
TQR	Display Amadeus Ticket Changer Reissue Panel
TQR/T2	Display Amadeus Ticket Changer Reissue Panel – multiple TQR's
TWD/O*	Display the previously issued E-Ticket from an open E-Ticket

Amadeus Ticket Changer Informative Pricing (FXF)

Amadeus Ticket Changer informative pricing re-prices the PNR without creating a TST and TSM.

For more Amadeus Ticket Changer informative pricing entries, and detailed explanations of all formats below, enter: **HEFXF** in Selling Platform.

Amadeus Ticket Changer Confirmed Pricing (FXQ)

Amadeus Ticket Changer confirmed pricing re-prices the PNR with TST and TSM creation (penalty MCO and residual value MCO, if there are any). For more Amadeus Ticket Changer confirmed pricing entries, enter: **HEFXQ** in Selling Platform.

Amadeus Ticket Changer Best Pricer Informative Pricing (FXE)

Amadeus Ticket Changer Best Pricer informative pricing re-prices the PNR without creating a TST and TSM.

For more Amadeus Ticket Changer Best Pricer informative pricing entries, enter: **HEFXE** in Selling Platform.

Amadeus Ticket Changer Best Pricer Confirmed Pricing (FXO)

Amadeus Ticket Changer Best Pricer confirmed pricing re-prices the PNR with TST and TSM creation (penalty MCO/EMD and residual value MCO/EMD, if there are any). For more Amadeus Ticket Changer Best Pricer confirmed pricing entries, enter: **HEFXO** in Selling Platform.

Nett Fares

If you have Cat 35 fares where the Nett Fare is the selling fare you can use Amadeus Ticket Changer but will need to append **/R,U** to the end of the Amadeus Ticket Changer entries referred to above. (**FXO/R,U**)

If you have a fare that requires you to put in a Passenger Type Code as part of the fares entry you can use Amadeus Ticket Changer but will need to append **/RYTH** (if you wanted to fare a youth fare for example) or if a CAT35 fare **/RYTH,U** to the end of the Amadeus Ticket Changer entries referred to in this document. Eg **FXQ/RYTH**

STEP BY STEP GUIDES

REVALIDATION

Step 1

Display the original PNR by record locator or by e-ticket number:

RT 2VRWTG (or **TWD/TKT105-9699038187** followed by **RT*E**)

System Response:

```

--- TST ---
RP/LON1A0900/LON1A0900          AA/SU   3MAR12/1611Z   2VRWTG
 1. TRAINING/TESTMR
 2  AY 836 Y 15AUG 6 LHRHEL HK1      3  0730 1220   *1A/E*
 3  AY 831 Y 05SEP 6 HELLHR HK1      2  0800 0910   *1A/E*
 4  AP LON 0870 9909199
 5  TK OK03MAR/LON1A0900//ETAY
 6  FA PAX 105-9699038187/ETAY/GBP950.20/03MAR12/LON1A0900/00047
    250/S2-3
 7  FB PAX 0300000999 TTP/RT OK ETICKET ADVISE PSGR TO BRING
    FOID/PICT ID AT AP/S2-3
 8  FM PAX *C*0/S2-3
 9  FP NONREF
10  FV AY

```

Step 2

Book the new flight.

SB07SEP3

Step 3

TTE Deletes the TST

TTE/T1 Deletes the TST (specifying the TST number if more than one TST)

Step 4

Re-price the new itinerary with your chosen Amadeus Ticket Changer confirmed pricing entry:

FXQ

System Response:

FXQ										
01 TRAINING/TESTMR										
LAST TKT DTE 15AUG12 - - DATE OF ORIGIN										
PRICED WITH VALIDATING CARRIER AY - REPRICE IF DIFFERENT VC										
AL	FLGT	BK	DATE	TIME	FARE BASIS	NVB	NVA	BG		
LON										
HEL	AY	0836	Y	15AUG	YFLEXRT			15AUG	20	
LON	AY	0831	Y	07SEP	YFLEXRT			15AUG	20	
**** REVALIDATION ****										
PENALTY						GBP		0.00		

Amadeus Ticket Changer has responded confirming that the reservation will need to be revalidated.

Amadeus Ticket Changer shows that there is no penalty to be collected on this revalidation.

Step 5**TWD**

Display the E-Ticket

RF (NAME)

Add received from element

TTP/ETRV/L6/S3/E2**L6** The FA or FHE Line Number**S3** Number of changed segment in PNR**E2** E-ticket coupon number

(TTP/ETRV/L7/S2-4/E1-3 As above, based on more than one segment being changed)

REVALIDATION WITH PENALTY AS VMCO OR EMD

Depending on the individual carrier's policies the amendment made to the reservation may require a penalty to be collected as a VMCO (Virtual Miscellaneous Charges Order) or EMD (Electronic Miscellaneous Document)

Step 1

Display the original PNR by record locator or by e-ticket number:

RT ZVH8KP (or TWD/TKT257-5074559392 followed by RT*E)

System Response:

```

--- TST RLR ---
RP/LONU1210F/LONU1210F          SG/SU  18MAY12/1420Z   ZVH8KP
1. TRAINING/TEST MR
2  OS 458 V 10OCT 3 LHRVIE HK1  0500 1  0600 0920   *1A/E*
3  OS 451 V 20OCT 6 VIELHR HK1  0620   0705 0835   *1A/E*
4  AP LON 0870 895 9199
5  TK OK18MAY/LONU1210F//ETOS
6  FA PAX 257-5074559392/ETOS/GBP374.49/18MAY12/LONU1210F/99999
   992/S2-3
7  FB PAX 1800000177 TTP/RT OK ETICKET/S2-3
8  FE PAX REF RESTR/CHNG RESTR/S2-3
9  FM PAX *C*0/S2-3
10 FP NONREF AGT
11 FV PAX OS/S2-3

```

Step 2

Book the new flight.

SB22OCT3

Step 3

TTE Deletes the TST

TTE/T1 Deletes the TST (specifying the TST number if more than one TST)

Step 4

Re-price the new itinerary with your chosen Amadeus Ticket Changer confirmed pricing entry:

FXQ

System Response:

```

01 TRAINING/TEST MR
LAST TKT DTE 21MAY12 - - SEE ADV PURCHASE
BG CXR: OS/OS
-----
      AL FLGT  BK   DATE  TIME  FARE BASIS      NVB  NVA  BG
LON
VIE OS  0458  V    10OCT   VFLYP05      10OCT10OCT 1P
LON OS  0451  V    21OCT   VFLYP05      21OCT21OCT 1P

      **** REVALIDATION ****

PENALTY                                GBP      50.00
• REVALIDATION : PLEASE COLLECT PENALTY

```

Amadeus Ticket Changer has responded confirming that the reservation will need to be revalidated.

Amadeus Ticket Changer shows that there is a penalty of GBP50.00 to be collected on this revalidation.

Example of the PNR

```

--- TST TSM RLR ---
RP/LONU1210F/LONU1210F          SG/SU  18MAY12/1420Z  ZVH8KP
1. TRAINING/TEST MR
2  OS 458 V 10OCT 3 LHRVIE HK1 0500 1 0600 0920 *1A/E*
3  OS 451 V 21OCT 7 VIELHR HK1 0620 0705 0835 738 E 0
   SEE RTSVC
4  SVC OS HK1 PENF
5  AP LON 0870 895 9199
6  TK OK18MAY/LONU1210F//ETOS
7  FA PAX 257-5074559392/ETOS/GBP374.49/18MAY12/LONU1210F/99999
   992/S2

```

Amadeus Ticket Changer creates a SVC line for the penalty fee from which either a VMCO or EMD will be issued. The system will automatically know which document type to generate at time of issuance.

Step 5

TMI/FP-NONREF AGT Enter the new form of payment for the penalty

TMI/ALL/FP-NONREF AGT Or enter the new form of payment for 'ALL' where multiple passengers are present.

Example of the TSM-P (Transitional Stored Miscellaneous Pricing Record) for the Penalty.

TSM	1	TYPE P	LONU1210F	SG/18MAY 00	INT I	EMD-S	CARR OS		
1.TRAINING/TEST MR									
RFIC-D/Q FINANCIAL IMPACT									
1. RFISC-993 REBOOKING FEE								L	4
OPERATING CC-OS				CPN VALUE-50.00					
PRESENT TO:AUSTRIAN AIRLINES									
PRESENT AT:LONDON									
ICW-2575074559392									
NON EXCHANGEABLE									
NON INTERLINEABLE									
ADD INF/RKS:									
FARE	F	GBP	50.00						
EXCH VAL		GBP	50.00						
TOTAL		GBP	50.00						
FP	NONREF	AGT							

The issued in connection ticket number is automatically added to the TSM-P. If the issued in connection ticket number is not displayed this can be added manually using the entry below.

TMI/IC-TKT2575074559392 If not already automatically present in the TSM-P the Issued in connection with ticket number can be added (if the airline requires this).

Step 6

TWD Display the E-Ticket

RF (NAME) Add received from element

TTP/ETRV/L6/S3/E2

- L6** The FA or FHE Line Number
- S3** Number of changed segment in PNR
- E2** Eticket coupon number

(**TTP/ETRV/L7/S2-4/E1-3** As above, based on more than one segment being changed)

Retrieve the reservation and continue.

TTM/RT Issues the penalty VMCO or EMD. At this point Amadeus Ticket Changer will automatically select the correct document format.

System response

OK VIRTUAL MCO

OK EMD

If a VMCO is issued as per airline requirement.

If an EMD is issued as per airline requirement.

TTP/ETRV/TTM entry is not allowed: revalidation of the ticket and issuance of the penalty VMCO or EMD must be done separately.

OVERVIEW OF THE TICKET CHANGER REISSUE PANEL

AL	FLGT	BK	DATE	TIME	FARE BASIS	NVB	NVA	BG
FXQ								
01 TRAINING/TESTMS								
LAST TKT DTE 20JUN12 - - DATE OF ORIGIN								
PRICED WITH VALIDATING CARRIER BA - REPRICE IF DIFFERENT VC								
LON	AMS BA	0428 Y	20JUN		YFLBA		20JUN	PC
LON	BA	8110 Y	27JUN		YFLBA		20JUN	PC
			ORIGIN TRVL		CURRENCY		REISSUE	CURRENCY
OLD BASE FARE			GBP		386.00			
NEW BASE FARE			GBP		371.00			
FARE BALANCE						GBP	-15.00	A
				PAYMENT CURRENCY				
OLD TAX			GBP		99.60			
NEW TAX			GBP		96.60			
TAX BALANCE						GBP	-3.00	B
TICKET DIFFERENCE						GBP	-18.00	C
PENALTY						GBP	40.00	D
GRAND TOTAL						GBP	22.00	E
TOTAL ADD COLL						GBP	50.00	F
RESIDUAL VALUE			GBP		-28.00			G

- A This amount reflects the fare difference that is to be collected or refunded.
- B This amount reflects the tax difference between the old and new ticket.
- C This amount reflects the difference between the total issue and total reissue amounts.
- D This amount reflects the penalty amount.
- E This reflects the total cost of the exchange.
- F This amount reflects the total amount to be collected from the customer (fare difference + tax difference + penalty) **
- G This amount reflects the amount to refund back to the customer.

** Note: In this instance the change has meant that an additional GBP 10.00 new tax needs to be collected, and GBP 13.00 old tax needs to be refunded. Although the total difference in taxes is GBP 3.00, GBP 10.00 has been included in the Total Add Coll, area F. The GBP -13.00 that is to be refunded has been added to the GBP -15.00 and can be seen in area G, the residual value.

REISSUE WITH NO ADDITIONAL COLLECTION

Step 1

Display the original PNR by record locator or by e-ticket number:

RT 3KK5BR (or TWD/TKT125-9699038193 followed by RT*E)

System Response:

```

--- TST ---
RP/LON1A0900/LON1A0900          AA/SU   5MAR12/1643Z   3KK5BR
1. TRAINING/TESTMR
2  BA 117 J 15SEP 2 LHRJFK HK1    5  0855 1120   *1A/E*
3  BA 178 J 25SEP 5 JFKLHR HK1    7  0840 2035   *1A/E*
4  AP LON 0870 9909199
5  TK OK05MAR/LON1A0900//ETBA
6  FA PAX 125-9699038193/ETBA/GBP5117.10/05MAR12/LON1A0900/0004
   7250/S2-3
7  FB PAX 0500001014 TTP/RT OK ETICKET/S2-3
8  FM PAX *C*0/S2-3
9  FP NONREF
10 FV BA

```

Step 2

Book the new flight.

SBBA112*3

Step 3

TTE Deletes the TST

TTE/T1 Deletes the TST (specifying the TST number if more than one TST)

Step 4

Re-price the new itinerary with your chosen Amadeus Ticket Changer confirmed pricing entry:

FXQ

System Response:

```

FXQ
01 TRAINING/TESTMR
LAST TKT DTE 15SEP12 - - DATE OF ORIGIN
PRICED WITH VALIDATING CARRIER BA - REPRICE IF DIFFERENT VC
-----
AL FLGT BK  DATE  TIME  FARE BASIS      NVB  NVA  BG
LON
NYC BA  0117 J   15SEP      J2BA                15SEP PC
LON BA  0112 J   25SEP      J2BA                15SEP PC
-----
ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE         GBP          4815.00
NEW BASE FARE         GBP          4815.00
FARE BALANCE          GBP              0.00
-----
PAYMENT CURRENCY
OLD TAX               GBP          302.10
NEW TAX               GBP          302.10
TAX BALANCE          GBP              0.00
TICKET DIFFERENCE    GBP              0.00
PENALTY              GBP              0.00
GRAND TOTAL          GBP              0.00
TOTAL ADD COLL       GBP              0.00
RESIDUAL VALUE       GBP              0.00
    
```

Both the new and the old fare are the same amount. The tax is the same too

There is no penalty or additional collection.

Notes:

Enter MD to display full screen

This is the new Amadeus Ticket Changer reissue TST:

```

TST00001      LON1A0900 AA/05MAR I 0 LD 15SEP12 OD LONLON SI
T-
FXQ
1. TRAINING/TESTMR
1  LHR BA 117 J 15SEP 0855 OK J2BA              15SEP PC
2  O JFK BA 112 J 25SEP 1820 OK J2BA              15SEP PC
LHR
FARE  R GBP      4815.00
TX001 O GBP      156.00YQAC TX002 O GBP      5.00YQAD TX003 O GBP      80.00GBAD
TX004 O GBP      21.20UBAS TX005 O GBP      3.90YCAE TX006 O GBP      11.30USAP
TX007 O GBP      11.30USAS TX008 O GBP      3.50XACO TX009 O GBP      4.90XYCR
TX010 O GBP      1.80AYSE TX011 O GBP      3.20XF
TOTAL  GBP      0.00
GRAND TOTAL GBP      0.00
LON BA NYC3548.22BA LON3548.22NUC7096.44END ROE0.678509 PD XF
JFK4.5

9.FM *C*0.00
10.FO 125-9699038193LON05MAR12/00047250/125-96
11.FP NONREF
12.FE BG:BA
13.FV BA
    
```

The ATC pricing entry that has been used is shown in the top left hand side of the stored fare.
The fail code is I to show that the PNR has still been automatically priced.

Note: if you manually amend any details on the TST the fare will no longer be guaranteed.

Here is the Amadeus Ticket Changer reissue panel (TQR):

```

TST00001      TKT-125-9699038193E1
PRICED WITH VALIDATING CARRIER BA - REPRICE IF DIFFERENT VC
01. TRAINING/TESTMR

```

	ORIGIN TRVL CURRENCY	REISSUE CURRENCY
OLD BASE FARE	GBP 4815.00	
NEW BASE FARE	GBP 4815.00	
FARE BALANCE		GBP 0.00
	PAYMENT CURRENCY	
OLD TAX	GBP 302.10	
NEW TAX	GBP 302.10	
TAX BALANCE		GBP 0.00
TICKET DIFFERENCE		GBP 0.00
RESIDUAL VALUE	GBP 0.00	
TST ADD COLL		GBP 0.00
PENALTY		GBP 0.00
TOTAL ADD COLL		GBP 0.00
GRAND TOTAL		GBP 0.00

Step 5

- RT** Redisplays the PNR
- FVBA** Insert validating carrier (if not automatically added)
- 10/O/NONREF** Update the Form of Payment for the ticket to show that it is the old form of payment (10 being the element number that the form of payment is against).

```

--- TST ---
RP/LON1A0900/LON1A0900          AA/SU   5MAR12/1643Z   3KK5BR
1. TRAINING/TESTMR
2  BA 117 J 15SEP 2 LHRJFK HK1      5 0855 1120   *1A/E*
3  BA 112 J 25SEP 5 JFKLHR HK1      7 1820 0625+1 744 E 0 M
   SEE RTSVC
4  AP LON 0870 9909199
5  TK OK05MAR/LON1A0900//ETBA
6  FA PAX 125-9699038193/ETBA/GBP5117.10/05MAR12/LON1A0900/0004
   7250/S2
7  FB PAX 0500001014 TTP/RT OK ETICKET/S2
8  FM PAX *C*0/S2
9  FO PAX 125-9699038193LON05MAR12/00047250/125-96990381934E1
   /S2-3
10 FP O/NONREF
11 FV BA

```

Step 6

- TWD** Display the E-Ticket
- RF (NAME)** Add received from element
- TTP/RT** Issue the new ticket and retain the reservation on the system for retrieval

REISSUE WITH ADDITIONAL COLLECTION

Step 1

Display the original PNR by record locator or by e-ticket number:

RT 3UYK36

(or TWD/TKT057-9699062212- followed by RT*E)

System Response:

```

--- TST ---
RP/LON1A0900/LON1A0900          AA/SU   6MAR11/1517Z   3UYKS6
1 .TRAINING/TESTMR
2  AF6020 Y 15AUG 6 ORYMRS HK1  1210 W   1230 1345   *1A/E*
3  AF6029 Y 22AUG 6 MRSORY HK1  1410 4    1430 1550   *1A/E*
4  AP LON 0870 9909199
5  TK OK06MAR/LON1A0900//ETAF
6  FA PAX 057-9699062212/ETAF/GBP444.60/06MAR11/LON1A0900/00047
   250/S2-3
7  FB PAX 0600001032 TTP/RT OK ETICKET/S2-3
8  FM PAX *C*0/S2-3
9  FP CASH
10 FV AF

```

Step 2

Example re-routing is made by booking the new flights:

ORY to NCE instead

Step 3

TTE Deletes the TST

TTE/T1 Deletes the TST (specifying the TST number if more than one TST)

Step 4

Re-price the new itinerary with your chosen Amadeus Ticket Changer confirmed pricing entry:

FXQ

System Response:

```

FXQ

01 TRAINING/TESTMR
LAST TKT DTE 15AUG11 - - DATE OF ORIGIN
PRICED WITH VALIDATING CARRIER AF - REPRICE IF DIFFERENT VC
-----
      AL FLGT  BK   DATE  TIME  FARE BASIS      NVB  NVA  BG
PAR
NCE AF  6200  Y    15AUG      Y2RT                15AUG 30
PAR AF  6243  Y    22AUG      Y2RT                15AUG 30
      ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE      EUR      455.00
NEW BASE FARE      EUR      499.00
FARE BALANCE                GBP      39.00
      PAYMENT CURRENCY
OLD TAX      GBP      39.60
NEW TAX      GBP      41.90
TAX BALANCE                GBP      2.30
TICKET DIFFERENCE                GBP      41.30
PENALTY                GBP      0.00
GRAND TOTAL                GBP      41.30
TOTAL ADD COLL                GBP      41.30
RESIDUAL VALUE      GBP      0.00
    
```

There is an increase in the new fare and the tax.

The total additional collection will be GBP41.30

There is no penalty to be collected

This is the new Amadeus Ticket Changer reissue TST:

```

TST00001      LON1A0900 AA/06MAR I 0 LD 15AUG11 OD PARPAR SI
T-
FXQ
  1.TRAINING/TESTMR
  1  ORY AF 6200 Y 15AUG 1000  OK Y2RT              15AUG 30K
  2  O NCE AF 6243 Y 22AUG 0835  OK Y2RT              15AUG 30K
    ORY
FARE  R EUR      499.00
EQUIV  GBPGBP
TX001 X GBP      0.10UIVZ TX002 X GBP      0.20FRTI TX003 X GBP      2.00QWLO
TX004 O GBP      1.80IZEB TX005 O GBP      12.20QWLO TX006 O GBP      7.00FRSE
TX007 O GBP      16.50FRTI TX008 O GBP      2.10UIVZ
TOTAL  GBP      41.30      BSR 0.891027
GRAND TOTAL GBP      41.30
PAR AF NCE249.50AF PAR249.50EUR499.00END

  7.FO 057-9699062212LON06MAR11/00047250/057-96990622120E1
  8.FP CASH
  9.FV AF

```

Here is the Amadeus Ticket Changer reissue panel (TQR):

```

TST00001      TKT-057-9699062212E1
PRICED WITH VALIDATING CARRIER AF - REPRICE IF DIFFERENT VC
  01.TRAINING/TESTMR

```

	ORIGIN TRVL CURRENCY	REISSUE CURRENCY
OLD BASE FARE	EUR 455.00	
NEW BASE FARE	EUR 499.00	
FARE BALANCE		GBP 39.00
	PAYMENT CURRENCY	
OLD TAX	GBP 39.60	
NEW TAX	GBP 41.90	
TAX BALANCE		GBP 2.30
TICKET DIFFERENCE		GBP 41.30
RESIDUAL VALUE	GBP 0.00	
TST ADD COLL		GBP 41.30
PENALTY		GBP 0.00
TOTAL ADD COLL		GBP 41.30
GRAND TOTAL		GBP 41.30

Step 5

RT	Redisplays the PNR
FVAF	Insert validating carrier (if not automatically added)
8/O/CASH+ /CASH	Update the Form of Payment for the ticket to show that it is the old form of payment, the new form of payment and the additional collection. (see below for breakdown)
8/O	8 is the element number that the form of payment is against, O to show Original or Old
/CASH	Original form of payment details
+ /CASH	New form of payment

Step 6

TWD	Display the E-Ticket
RF (NAME)	Add received from element
TTP/RT	Issue the new ticket and retain the reservation on the system for retrieval

MULTI-PASSENGER REISSUE WITH ADDITIONAL COLLECTION AND VMCO OR EMD PENALTY

Step 1

Display the original PNR by record locator or by e-ticket number:

RT 5Q36TG (or TWD/TKT125-9476246808 - followed by RT*E)

System Response:

```

--- TST RLR ---
RP/LONU1210F/LONU1210F          NC/SU  29MAY12/1337Z   5Q36TG
 1. TEST/TRAINER MR (INF/BABYMISS/12JAN12)
 2. TEST/TRAINEE MSTR (CHD/07JUN05)
 3  BA 055 N 18JUN 1 LHRJNB HK2          5  1910 0700+1 *1A/E*
 4  BA 056 N 11JUL 3 JNBLHR HK2          A  1920 0515+1 *1A/E*
 5 AP LON 0870 895 9199
 6 TK OK29MAY/LONU1210F//ETBA
 7 TK PAX OK29MAY/LONU1210F//ETBA/S3-4/P1-2
 8 SSR INFT BA HK1 TEST/BABYMISS 12JAN12/S3/P1
 9 SSR CHLD BA HK1 07JUN05/P2
10 SSR INFT BA HK1 TEST/BABYMISS 12JAN12/S4/P1
11 FA PAX 125-9476246808/ETBA/GBP844.29/29MAY12/LONU1210F/99999
    992/S3-4/P1
12 FA PAX 125-9476246809/ETBA/GBP731.29/29MAY12/LONU1210F/99999
    992/S3-4/P2
13 FA INF 125-9476246810/ETBA/GBP100.69/29MAY12/LONU1210F/99999
    992/S3-4/P1

```

Step 2

Example where a change to the booking class and date have been made:

SBV14JUL4

Step 3

TTE	Deletes the TST
TTE/T1	Deletes the TST (specifying the TST number if more than one TST)
TTE/ALL	Deletes all the TST's on the PNR

Step 4

Re-price the new itinerary with your chosen Amadeus Ticket Changer confirmed pricing entry:

FXO/K

Adding /K to a best pricing entry ensures that the system will not cabin jump when searching for the best available fare. This is particularly useful where mixed cabin grades have been booked or the itinerary is wholly within Premium Economy.

System Response:

NO REBOOKING REQUIRED FOR LOWEST AVAILABLE FARE						
PASSENGER	PTC	PENALTY	TOT	ADDCOL	RESIDUAL	GRD TOTAL
		<GBP>	<GBP>	<GBP>	<GBP>	<GBP>
01 TEST/TRAINE*	ADT	100.00	339.50	0.00	339.50	
02 TEST/TRAINE*	CH	100.00	304.50	0.00	304.50	
01 TEST/BABYMI*	IN	10.00	24.00	0.00	24.00	
	TOTAL	210.00	668.00	0.00	668.00	

There is a GBP100.00 penalty to be collected for the adult and child and GBP10.00 for the infant.

There is an increase in the new fare. The total additional collection for the adult will be GBP 339.50 which includes the GBP100.00 penalty charge.

This is the new Amadeus Ticket Changer reissue TST: (TQT/T4)

TST00004	LONU1210F	NC/29MAY	I 0 LD	01JUN12	OD LONLON	SI
T-E						
FXO/K						
1. TEST/TRAINER MR						
1	LHR BA	055 T	18JUN 1910	OK TLAPGB	18JUN18JUN	2PC
2	O JNB BA	056 N	11JUL 1920	OK NLNCGB	11JUL11JUL	1PC
LHR						
FARE	R GBP		590.00			
TX001	X GBP	18.50YQAC	TX002 X GBP	81.00GBAD	TX003 O GBP	1.20EVAB
TX004	O GBP	81.00GBAD	TX005 O GBP	34.49UBAS	TX006 O GBP	1.50UMSE
TX007	O GBP	14.40WCTR	TX008 O GBP	239.00YQAC	TX009 O GBP	22.70ZAEB
TOTAL	GBP		239.50			
GRAND TOTAL	GBP		239.50			
LON BA	JNB576.15BA	LON355.16NUC	931.31END	ROE0.633508		
16.FE	NON REF	CHANGE	RESTRICTIONS	APPLY BA	ONLY NOT	ENDORSABLE
17.FP	NONREF					
18.FO	125-9476246808	LON29MAY12/99999992/125-94762468086E1				

Here is the Amadeus Ticket Changer reissue panel (TQR): (TQR/T4)

TST00004		TKT-125-9476246808E1		
TICKET STOCK RESTRICTION				
01.TEST/TRAINER MR				
	ORIGIN TRVL	CURRENCY	REISSUE	CURRENCY
OLD BASE FARE	GBP	450.00		
NEW BASE FARE	GBP	590.00		
FARE BALANCE			GBP	140.00
	PAYMENT CURRENCY			
OLD TAX	GBP	394.29		
NEW TAX	GBP	493.79		
TAX BALANCE			GBP	99.50
TICKET DIFFERENCE			GBP	239.50
RESIDUAL VALUE	GBP	0.00		
TST ADD COLL			GBP	239.50
PENALTY			GBP	100.00
TOTAL ADD COLL			GBP	339.50
GRAND TOTAL			GBP	339.50

Here is the TSM-P for the penalty (TQM/M1)

TSM	1	TYPE P	LONU1210F NC/29MAY 00	INT I EMD-S CARR BA
1.TEST/TRAINER MR				
RFIC-D/R FINANCIAL IMPACT				
1.	RFISC-992	RES CHANGE FEE		L 5
	OPERATING	CC-BA	CPN VALUE-100.00	
PRESENT TO:BRITISH AIRWAYS				
PRESENT AT:LONDON				
NON REFUNDABLE				
NON EXCHANGEABLE				
CONSUMED AT ISSUANCE				
ADD INF/RKS:				
FARE	F	GBP	100.00	
EXCH VAL		GBP	100.00	
TOTAL		GBP	100.00	
FP	NONREF	AGT		

Step 5**RT**

Redisplays the PNR

```

--- TST TSM RLR ---
RP/LONU1210F/LONU1210F          NC/SU  29MAY12/1337Z   5Q36TG
1.TEST/TRAINER MR(INF/BABYMISS/12JAN12)
2.TEST/TRAINEE MSTR(CHD/07JUN05)
3  BA 055 T 18JUN 1 LHRJNB HK2          1910 0700+1 744 E 0
   SEE RTSVC
4  BA 056 N 11JUL 3 JNBLHR HK2          1920 0515+1 744 E 0
   SEE RTSVC
5 SVC BA HK1 PENF/P1
6 SVC BA HK1 PENF/P2
7 SVC BA HK1 PENF/P1
8 AP LON 0870 895 9199
9 TK OK29MAY/LONU1210F//ETBA
10 SSR CHLD BA HK1 07JUN05/P2
11 SSR INFT BA HK1 TEST/BABYMISS 12JAN12/S4/P1
12 SSR INFT BA HK1 TEST/BABYMISS 12JAN12/S3/P1
13 FHE PAX 125-9476246808/P1
14 FHE PAX 125-9476246809/P2
15 FHE INF 125-9476246810/P1
16 FE PAX NON REF CHANGE RESTRICTIONS APPLY BA ONLY NOT
17 FP NONREF

```

17/O/NONREF+/NONREF

Update the Form of Payment for the ticket to show the original form of payment and the new form of payment for the additional collection.

FVBA

Insert validating carrier (if not automatically added)

TMI/ALL/FP-NONREF

Enter the new form of payment into the TSM-P for the penalty fees.

RF (NAME)

Add received from element.

ER

End and redisplay before issuing.

Step 6

TWD/L13	Display the E-Ticket for passenger 1
TTP/TTM/PAX/RT	Issue the new ticket and penalty fee document for the seated adult passenger 1 (PAX) and retain the reservation on the system for retrieval.
TWD/L15	Display the E-Ticket for passenger 2
TTP/TTM/P2/RT	Issue the new ticket for passenger 2 and retain the reservation on the system for retrieval.
TWD/L17	Display the E-Ticket for infant passenger associated to passenger 1
TTP/TTM/INF/P1/RT	Issue the new ticket and penalty fee document for infant (INF) associated to passenger 1 and retain the reservation on the system for retrieval.

System response

OK ETICKET/VIRTUAL MCO

If a VMCO is issued as per airline requirement.

OK ETICKET/EMD

If an EMD is issued as per airline requirement.

Alternative Issue Options (By TST Number)

TWD/L13	Display the relevant e-Ticket record.
TTP/TTM/T4/RT	If more than 1 TST exists per passenger it is possible to issue by specific TST number. In this example all documents associated to TST 4 would be issued.
	Repeat for each passenger accordingly.

Notes: Previously it was recommended to issue the penalty fee document after the ticket reissue as occasionally it was found that the combined TTP/TTM entry didn't always update the 'Issued in Connection With' field.

Don't forget if the airline requires details of the VMCO or EMD document to be communicated to them this must be added to the PNR via the airline's chosen format.

REISSUE WITH RESIDUAL VALUE

Step 1

Display the original PNR by record locator or by e-ticket number:

RT ZVIF22 (or TWD/TKT125-5074559412 followed by RT*E)

System Response:

```

--- TST RLR ---
RP/LONU1210F/LONU1210F          SG/SU  18MAY12/1610Z  ZVIF22
1.TEST/TRAINING MR
2  BA 011 W 10OCT 3 LHR SIN HK1      3  2025 1615+1 *1A/E*
3  BA 012 W 19OCT 5 SINLHR HK1      1  2255 0500+1 *1A/E*
4 AP LON 0870 895 9199
5 TK OK18MAY/LONU1210F//ETBA
6 FA PAX 125-5074559412/ETBA/GBP2486.56/18MAY12/LONU1210F/9999
  9992/S2-3
7 FB PAX 1800000200 TTP/RT OK ETICKET/S2-3
8 FM PAX *C*0/S2-3
9 FP NONREF AGT
10 FV PAX BA/S2-3

```

>

Step 2

Make the necessary amendments

SB12OCT2

Step 3

TTE Deletes the TST

TTE/T1 Deletes the TST (specifying the TST number if more than one TST)

Step 4

Re-price the new itinerary with your chosen Amadeus Ticket Changer confirmed pricing entry:

FXO/K

Adding /K to a best pricing entry ensures that the system will not cabin jump when searching for the best available fare. This is particularly useful where mixed cabin grades have been booked or the itinerary is wholly within Premium Economy.

System Response:

AL	FLGT	BK	DATE	TIME	FARE BASIS	NVB	NVA	BG	
FXO/K									
01 TEST/TRAINING MR									
ITINERARY REBOOKED									
LAST TKT DTE 01JUN12 - - SEE ADV PURCHASE									
TICKET STOCK RESTRICTION									

	AL	FLGT	BK	DATE	TIME	FARE BASIS	NVB	NVA	BG
	LON								
	SIN	BA	0011	T *	12OCT 2025	TFPXGB5	12OCT	12OCT	2P
	LON	BA	0012	E *	19OCT 2255	EFXGB	19OCT	19OCT	2P
					ORIGIN TRVL	CURRENCY	REISSUE	CURRENCY	
	OLD	BASE	FARE		GBP	1998.00			
	NEW	BASE	FARE		GBP	1325.00			
	FARE	BALANCE					GBP		-673.00
	OLD	TAX			GBP	488.56			
	NEW	TAX			GBP	488.56			
	TAX	BALANCE					GBP		0.00
	TICKET	DIFFERENCE					GBP		-673.00
	PENALTY						GBP		0.00
	GRAND	TOTAL					GBP		-673.00
	TOTAL	ADD	COLL				GBP		0.00
	RESIDUAL	VALUE			GBP	-673.00			

There is a decrease in the new base fare whilst the taxes stay the same.

GBP-673.00 is to be processed as a residual value.

There is no penalty to be collected on this occasion.

Notes:

This pricing entry automatically replaces the old TST with the new one. If the Best Price entry leads to a change of booking class (as it does in this example), a "*" will appear next to the new booking code in addition to the appended message 'ITINERARY REBOOKED.

Once you have entered a Ticket Changer entry you are then able to go into the Fare Quote Notes, by entering FQN1 for example. This would enable you to establish if the new fare gives the customer the flexibility needed.

This is the new Amadeus Ticket Changer reissue TST:

```

TST00002      LONU1210F SG/18MAY I 0 LD 01JUN12 OD LONLON SI
T-
FXO/K
  1.TEST/TRAINING MR
  1  LHR BA  011 T 12OCT 2025  OK TFPXGB5          12OCT12OCT 2PC
  2  O SIN BA  012 E 19OCT 2255  OK EFPXGB          19OCT19OCT 2PC
    LHR
FARE  R GBP      1325.00
TX001 O GBP      184.00GBAD TX002 O GBP      4.0000SE TX003 O GBP      3.100PAE
TX004 O GBP      7.00SGAD TX005 O GBP      34.46UBAS TX006 O GBP      256.00YQAC
TOTAL  GBP      0.00
GRAND TOTAL GBP      0.00
LON BA SIN964.14BA LON1112.17NUC2076.31END ROE0.638387

  8.FE GBP600.00 NONREF - VALID QF/BA/AO ONLY
  9.FO 125-5074559412LON18MAY12/99999992/125-50745594125E1
 10.FP NONREF AGT

```

Here is the Amadeus Ticket Changer reissue panel (TQR):

```

TST00002      TKT-125-5074559412E1
TICKET STOCK RESTRICTION
  01.TEST/TRAINING MR
          ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE      GBP      1998.00
NEW BASE FARE      GBP      1325.00
FARE BALANCE              GBP      -673.00
          PAYMENT CURRENCY
OLD TAX             GBP      488.56
NEW TAX             GBP      488.56
TAX BALANCE              GBP      0.00
TICKET DIFFERENCE              GBP      -673.00
RESIDUAL VALUE      GBP      -673.00

TST ADD COLL              GBP      0.00
PENALTY                GBP      0.00
TOTAL ADD COLL         GBP      0.00
GRAND TOTAL           GBP      -673.00

```

Here is the residual value TSM-P (TQM)

```

TSM  1  TYPE P      LONU1210F SG/18MAY 00 INT I EMD-S CARR BA
  1.TEST/TRAINING MR
RFIC-D/K  FINANCIAL IMPACT
  1. RFISC-99I RESIDUAL VALUE              L  4
    OPERATING CC-BA          CPN VALUE-673.00
    PRESENT TO:BRITISH AIRWAYS
    PRESENT AT:LONDON

ADD INF/RKS:
FARE  R  GBP      673.00
EXCH VAL  GBP      673.00

TOTAL  GBP      0.00
FO 125-5074559412LON18MAY12/99999992/125-50745594125E1

```

Note: this residual value document will be issued at the same time as the actual ticket reissue. The new ticket number that it is being issued in connection with has therefore not yet been created. Subsequently no issued in connection with ticket details are displayed at this point. These will be added automatically at the time of reissue.

Step 5

RT	Redisplays the PNR
FVBA	Add in the validating carrier if not already present
10/O/NONREF AGT	Update the Form of Payment for the ticket to show that it is the old form of payment.
TMI/FP-O/NONREF..	Enter the new form of payment for the residual value document.

```

TICKET REVALIDATION/REISSUE IS RECOMMENDED
--- TST TSM RLR ---
RP/LONU1210F/LONU1210F          SG/SU  18MAY12/1610Z    ZVIF22
1.TEST/TRAINING MR
2  BA 011 T 12OCT 5 LHR SIN HK1          2025 1615+1 744 E 0
   SEE RTSVC
3  BA 012 E 19OCT 5 SIN LHR HK1          2255 0500+1 744 E 0
   SEE RTSVC
4 SVC BA HK1 RSVR
5 AP LON 0870 895 9199
6 TK OK18MAY/LONU1210F//ETBA
7 FHE PAX 125-5074559412
8 FE PAX GBP600.00 NONREF - VALID QF/BA/AO ONLY/S2-3
9 FO PAX 125-5074559412LON18MAY12/99999992/125-50745594125E1
   /S2-3
10 FP O/NONREF AGT
11 FV BA

```

Step 6

TWD	Display the E-Ticket
RF (NAME)	Add received from element
TTP/TTM/P1/RT	You must issue the Residual Value document and the Ticket in the same transaction as these documents are exchanged.

System response

OK ETICKET/VIRTUAL MCO

If a VMCO is issued as per airline policy.

OK ETICKET/EMD

If an EMD is issued as per airline policy.

Notes:

As the historical ticket number (FHE) is in the PNR the Ticket Issue entry will need to be passenger associated.

** The VMCO or EMD for the residual amount can be refunded in the normal way after it has reported to BSP **

If there is a penalty fee to be collected on a VMCO as well as the Residual MCO these can be issued at the same time.

REISSUE, PART FLOWN WITH RESIDUAL VALUE

Step 1

Display the original PNR by record locator or by e-ticket number:

RT 3J3RCP (or TWD/TKT125-2401945650 followed by RT*E)

System Response:

```

--- TST ---
RP/LON1A0900/LON1A0900          AA/SU  10JAN12/1137Z  3J3RCP
1. TRAINING/TESTMR
2  BA 105 Y 14JAN 1 LHRDXB          FLWN
3  BA 106 Y 03FEB 7 DXBLHR HK1      1010 1400  E  BA/AY3CJA
4  AP LON 0870 9909199
5  TK OK10JAN/LON1A0900//ETBA
6  FA PAX 125-2401945650/ETBA/GBP1352.40/10JAN12/LON1A0900/0004
   7250/S2-3
7  FB PAX 0600001025 TTP/RT OK ETICKET/S2-3
8  FM PAX *C*0/S2-3
9  FP CASH
10 FV BA

```

>

Step 2

Book the new return flight.

SB10FEB3

Step 3

TTE Deletes the TST

TTE/T1 Deletes the TST (specifying the TST number if more than one TST)

Step 4

Use Amadeus Ticket Changer Best Pricer Confirmed Pricing to rebook the PNR at the best fare

FXO/S3 (Direct Ticket Changer entry to the live sectors only)

System Response:

```

FXO/S3

01 TRAINING/TESTMR
ITINERARY REBOOKED
LAST TKT DTE 17JAN12 - - SEE ADV PURCHASE
-----
      AL FLGT BK  DATE  TIME  FARE BASIS      NVB  NVA  BG
DXB
LON BA  0106  L *  10FEB 0255  LLWNCGB7      20JAN13JAN PC
              ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE      GBP      1193.00
NEW BASE FARE      GBP      719.00
FARE BALANCE              GBP      -474.00
              PAYMENT CURRENCY
OLD TAX              GBP      159.40
NEW TAX              GBP      159.40
TAX BALANCE              GBP           0.00
TICKET DIFFERENCE              GBP     -474.00
PENALTY              GBP           0.00
GRAND TOTAL              GBP     -474.00
TOTAL ADD COLL              GBP           0.00
RESIDUAL VALUE      GBP     -474.00
    
```

There is a decrease in the new fare, taxes stay the same.

GBP-474.00 to be processed as a residual value.

There is no penalty to be collected

Notes:

This pricing entry automatically replaces the old TST with the new one. If the Best Pricer entry leads to a change of booking class, a “ * ” will appear next to the new booking code.

This is the new Amadeus Ticket Changer reissue TST:

```

TST00001      LON1A0900 AA/16JAN I 0 LD 19JAN12 OD LONLON SI
T-
FXO/S3
  1.TRAINING/TESTMR
  1  DXB BA  106 L 10FEB 1010  OK LLWNCGB7          20JAN13JAN 1PC
    LHR
FARE  R  GBP      719.00
TX001 O  GBP      96.00YQAC TX002 O  GBP      5.00YQAD TX003 O  GBP      40.00GBAD
TX004 O  GBP      14.30UBAS TX005 O  GBP      4.10AEAD
TOTAL  GBP      0.00
GRAND TOTAL GBP      0.00
LON BA DXB1216.88BA LON250.92NUC1467.80END ROE0.490187

10.FM *C*0.00
11.FO 125-2401945650LON10JAN12/00047250/125-24019456506E1
12.FP CASH
13.FV BA

```

Here is the Amadeus Ticket Changer reissue panel (TQR):

```

TST00001      TKT-125-24019456506E1
UNABLE TO VERIFY BOOKING DATE
  01.TRAINING/TESTMR
      ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE      GBP      1193.00
NEW BASE FARE      GBP      719.00
FARE BALANCE              GBP      -474.00
      PAYMENT CURRENCY
OLD TAX      GBP      159.40
NEW TAX      GBP      159.40
TAX BALANCE              GBP      0.00
TICKET DIFFERENCE      GBP      -474.00
PENALTY              GBP      0.00
GRAND TOTAL              GBP      -474.00
TOTAL ADD COLL              GBP      0.00
RESIDUAL VALUE      GBP      -474.00

```

Here is the Residual Value TQM-P

```

TSM  1  TYPE P      LONU1210F SG/16JAN 00 INT I EMD-S CARR BA
  1.TRAINING/TEST MR
RFIC-D/K  FINANCIAL IMPACT
  1. RFISC-99I RESIDUAL VALUE              L  4
    OPERATING CC-BA          CPN VALUE-474.00
    PRESENT TO:BRITISH AIRWAYS
    PRESENT AT:LONDON

ADD INF/RKS:

FARE  R  GBP      474.00
EXCH VAL  GBP      474.00

TOTAL  GBP      0.00
FO 125-2401945650LON10JAN12/00047250/125-24019456506E2
FP O/NONREF AGT

```

Step 5**RT** Redisplays the PNR

```

TICKET REVALIDATION/REISSUE IS RECOMMENDED
--- TST ---
RP/LON1A0900/LON1A0900          AA/SU  10JAN12/1137Z  3J3RCP
1. TRAINING/TESTMR
2  BA 105 Y 14JAN 1 LHRDXB          FLWN
3  BA 106 Y 10FEB 7 DXBLHR HK1      1010 1400  E  BA/AY3CJA
   SEE RTSVC
4  SVC BA HK1 RSVR
5  AP LON 0870 9909199
6  TK OK10JAN/LON1A0900//ETBA
7  FHE PAX 125-2401945650
8  FO PAX 125-2401945650LON10JAN12/00047250/125-2401945650E2
   /S2-3
9  FP O/CASH

```

FVBA Insert validating carrier (if not automatically added).**9/O/CASH** Update the Form of Payment for the ticket to show that it is the old form of payment.**TMI/FP-O/CASH** Enter the original form of payment for the residual refund document into the TSM-P.**Step 6****TWD** Display the E-Ticket**RF (NAME)** Add received from element**TTP/TTM/P1/RT** You must issue the Residual Refund document and the Ticket in the same transaction as these documents are exchanged.*System response*

OK ETICKET/VIRTUAL MCO

If a VMCO is issued as per airline policy.

OK ETICKET/EMD

If an EMD is issued as per airline policy.

Notes:

As the historical ticket number (FHE) is in the PNR the Ticket Issue entry will need to be passenger associated.

** The VMCO or EMD for the residual amount can be refunded in the normal way after it has reported to BSP **

REISSUE WITH RESIDUAL VALUE AND PENALTY CHANGE FEE VMCO OR EMD

Step 1

Display the original PNR by record locator or by e-ticket number:

RT 5Q3290 (or TWD/TKT125-9476246806 followed by RT*E)

System Response:

```

--- TST RLR ---
RP/LONU1210F/LONU1210F          NC/SU  29MAY12/1322Z   5Q3290
1.TEST/TRAINER MR
2  BA 117 L 20JUN 3 LHRJFK HK1      5  0830 1100   *1A/E*
3  BA 178 S 30JUN 6 JFKLHR HK1      7  0800 1940   *1A/E*
4 AP LON 01293 550653 - AMUK ACO - PRODUCT - TEST QC - A
5 TK OK29MAY/LONU1210F//ETBA
6 SSR DOCS BA HK1 P/GBR/123456789/GBR/16NOV77/M/14DEC19/TEST/T
  RAINING/H
7 FA PAX 125-9476246806/ETBA/GBP716.19/29MAY12/LONU1210F/99999
  992/S2-3
8 FB PAX 2900000010 TTP/RT OK ETICKET/S2-3
9 FE PAX NONREFUNDABLE RESTRICTIONS APPLY-BG:BA/S2-3
10 FM PAX *C*0/S2-3
11 FP NONREF AGT
12 FV PAX BA/S2-3

```

Step 2

Amend the itinerary accordingly. In this example the return journey will be rebooked in a higher booking class to return a day later from Boston (BOS) instead.

Step 3

TTE Deletes the TST

TTE/T1 Deletes the TST (specifying the TST number if more than one TST)

Step 4

Re-price the new itinerary with your chosen Amadeus Ticket Changer confirmed pricing entry:

FXQ

System Response:

```

LAST TKT DTE 01JUN12 - - SEE ADV PURCHASE
TICKET STOCK RESTRICTION
-----
      AL FLGT BK  DATE  TIME  FARE BASIS      NVB  NVA  BG
LON
NYC BA 0117 L   20JUN      LKXUKJB      20JUN20JUN 1P
BOS      S U R F A C E
LON BA 0214 S   01JUL      SKWUKJB      01JUL01JUL 1P
      ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE      GBP      367.00
NEW BASE FARE      GBP      345.00
NON REF AMOUNT     GBP      22.00
FARE BALANCE      GBP      0.00
      PAYMENT CURRENCY
OLD TAX      GBP      349.19
NEW TAX      GBP      349.19
TAX BALANCE      GBP      0.00
TICKET DIFFERENCE  GBP      0.00
PENALTY      GBP     100.00
GRAND TOTAL      GBP     100.00
TOTAL ADD COLL    GBP     102.80
RESIDUAL VALUE    GBP      -2.80
    
```

The new base fare is lower, however, as the original fare was non-refundable this is retained by the airline

In this example a route change has resulted in a tax refund of £2.80.

Total additional collection of GBP102.80 includes the GBP100 penalty charge.

Here is an image of the TST

```

TST00002      LONU1210F NC/29MAY I 0 LD 01JUN12 OD LONLON SI
T-E
FXQ
1 .TEST/TRAINER MR
1  LHR BA 117 L 20JUN 0830 OK LKXUKJB      20JUN20JUN 1PC
2  JFK   ARNK
3  O BOS BA 214 S 01JUL 2220 OK SKWUKJB      01JUL01JUL 1PC
LHR
FARE  R GBP      345.00
TX001 X GBP      2.80XF TX002 O GBP      1.60AYSE TX003 O GBP      65.00GBAD
TX004 O GBP     34.49UBAS TX005 O GBP     10.60USAP TX006 O GBP     10.60USAS
TX007 O GBP      3.20XACO TX008 O GBP      4.40XYCR TX009 O GBP      3.50YCAE
TX010 O GBP     213.00YQAC
TOTAL  GBP      2.80
GRAND TOTAL GBP      2.80
REFUNDABLE TAXES
TX011 Q GBP      2.80XF
LON BA NYC296.76/-BOS BA LON247.82NUC544.58END ROE0.633508XF
    
```

New XF tax value of GBP2.80 created for the Passenger Facility Charge for Boston.

Refundable XF tax value of GBP2.80 which was collected previously for travel to JFK in original routing

Step 5**RT** Redisplays the PNR

```

--- TST TSM RLR ---
RP/LONU1210F/LONU1210F          NC/SU  29MAY12/1322Z  5Q3290
1.TEST/TRAINER MR
2  BA 117 L 20JUN 3 LHRJFK HK1      5  0830 1100  *1A/E*
3  BA 214 S 01JUL 7 BOSLHR HK1      2220 0935+1 744 E 0
   SEE RTSVC
4 SVC BA HK1 PENF
5 SVC BA HK1 RSVR
6 AP LON 01293 550653 - AMUK ACO - PRODUCT - TEST QC - A
7 TK OK29MAY/LONU1210F//ETBA
8 SSR DOCS BA HK1 P/GBR/123456789/GBR/16NOV77/M/14DEC19/TEST/T
   RAINING/H
9 FA PAX 125-9476246806/ETBA/GBP716.19/29MAY12/LONU1210F/99999
   992/S2
10 FB PAX 2900000010 TTP/RT OK ETICKET/S2
11 FE PAX NONREFUNDABLE RESTRICTIONS APPLY-BG:BA/S2-3
12 FO PAX 125-9476246806LON29MAY12/99999992/125-94762468064E1
   /S2-3
13 FP NONREF AGT

```

FVBA Insert validating carrier (if not automatically added).**13/O/NONREF+/NONREF** Update the payment field to show the original and new forms of payment.**TQM** Display the list of TSMs

M	P	R	NAME	TOTAL	FOP	ELEMENTS	T
1	.1	D/R	TEST/TRAINER MR	GBP 100.00		4	P
2	.1	D/K	TEST/TRAINER MR	GBP 0.00		5	P

TMI/M1/FP-NONREF Enter the new form of payment for the penalty fee. TSM relate where multiple TSMs exist.

```

TSM 1 TYPE P LONU1210F NC/29MAY 00 INT I EMD-S CARR BA
1.TEST/TRAINER MR
RFIC-D/R FINANCIAL IMPACT
1. RFISC-992 RES CHANGE FEE L
4
OPERATING CC-BA CPN VALUE-100.00
PRESENT TO:BRITISH AIRWAYS
PRESENT AT:LONDON
NON REFUNDABLE
NON EXCHANGEABLE
CONSUMED AT ISSUANCE

ADD INF/RKS:

FARE F GBP 100.00
EXCH VAL GBP 100.00

TOTAL GBP 100.00
FP NONREF AGT

```

TMI/M2/FP-O/NONREF

Enter the original form of payment for the residual refund document. TSM relate where multiple TSMs exist.

```

TSM      2  TYPE P      LONU1210F NC/29MAY 00 INT I EMD-S CARR BA
1. TEST/TRAINER MR
RFIC-D/K   FINANCIAL IMPACT
1.          RFISC-99I          RESIDUAL          VALUE
L   5
      OPERATING CC-BA          CPN VALUE-2.80
      PRESENT TO:BRITISH AIRWAYS
      PRESENT AT:LONDON

ADD INF/RKS:

FARE      R  GBP      2.80
EXCH VAL  GBP      2.80

TOTAL      GBP      0.00
FO 125-9476246806LON29MAY12/99999992/125-94762468064E1
FP O/NONREF AGT

```

Step 6**RF (NAME)**

Add received from element

TWD/L15

Display the E-Ticket for passenger 2

TTP/TTM/RT

You **must** issue the Residual Refund document and the Ticket in the same transaction as these documents are exchanged.

System response

OK ETICKET/VIRTUAL MCO

If a VMCO is issued as per airline requirement.

OK ETICKET/EMD

If an EMD is issued as per airline requirement.

Notes: Previously it was recommended to issue the penalty fee document after the ticket reissue as occasionally it was found that the combined TTP/TTM entry didn't always update the 'Issued in Connection With' field.

Don't forget if the airline requires details of the VMCO or EMD document to be communicated to them this must be added to the PNR via the airline's chosen format.

Here is an example of the PNR following reissue.

```

--- TST TSM RLR ---
RP/LONU1210F/LONU1210F          NC/SU  29MAY12/1330Z   5Q3290
 1 .TEST/TRAINER MR
 2  BA 117 L 20JUN 3 LHRJFK HK1      5  0830 1100   *1A/E*
 3  ARNK
 4  BA 214 S 01JUL 7 BOSLHR HK1      E  2220 0935+1 *1A/E*
 5  SVC BA HK1 PENF
 6  SVC BA HK1 RSVR
 7  AP LON 01293 550653 - AMUK ACO - PRODUCT - TEST QC - A
 8  TK OK29MAY/LONU1210F//ETBA
 9  SSR DOCS BA HK1 P/GBR/123456789/GBR/16NOV77/M/14DEC19/TEST/T
    RAINING/H
10  FA PAX 125-9476246807/ETBA/GBP2.80/29MAY12/LONU1210F/9999999
    2/S2,4
11  FA PAX 125-1810460003/DTBA/GBP100.00/29MAY12/LONU1210F/99999
    992/S5
12  FA PAX 125-1810460004/DTBA/GBP0.00/29MAY12/LONU1210F/9999999
    2/S6
13  FB PAX 2900000011 TTP/TTM/RT OK ETICKET/EMD/S2,4
14  FB PAX 2900000011 TTP/TTM/RT OK ETICKET/EMD/S5
15  FB PAX 2900000011 TTP/TTM/RT OK ETICKET/EMD/S6

```

In this example an EMD has been issued for the penalty fee (line 11) and the residual refund (line 12).

** The VMCO or EMD for the residual amount can be refunded in the normal way after it has reported to BSP **

Don't forget if the airline requires details of the VMCO or EMD document to be communicated to them this must be added to the PNR via the airline's chosen format.