Amadeus Electronic Ticketing

Note: This module contains Amadeus e-ticket functions, updated in Jun 2019.

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INTRODUCTION

What is an Electronic Ticket?

An electronic ticket or e-ticket is used to replace the old multi-layered paper tickets, because:

- **Save the paper and other costs.**

- **No paper ticket to lose.**

- **No wait for tickets to be delivered.**

- **No shipping charge.**

- **Easier check-in.**

- **Print their boarding passes at the self-service check-in kiosks.**

What is an Electronic Ticket Direct?

E-Ticket direct is designed for non BSP Market and enables travel agent to perform e-Ticket functionalities as below:

- **Issue/Reissue**

- **Void**

- **Refund**

- **Display ticketing record**

- **Sales report**

The airline document range is stored in the system and automatically allocated to the travel agencies who are authorized to issue e-ticket on airline stock, instead of using BSP neutral stock.

E-ticket sales are directly reported to the airline for settlement.

Electronic Ticketing Direct offer

1. Create/Update a PNR

Mandatory
- Passenger name
- Flight segment(s)
- Ticketing arrangement
- Form of payment
- Validating carrier

Optional
- Commission
- Other elements

2. Price the PNR

Automated

Manual
- TST

3. Issue the e-ticket
- e-ticket record
- Supporting documents
- Sales Report

4. Follow-up on the e-ticket
- Display / Search of e-ticket record
- Cancellation (old package)
- Refund
- Revalidation
- Exchange / Reissue
- Display of e-ticket history

CHAPTER 1: CREATING TST

At the end of this chapter, you will be able to:

1. Understand the concept of TST
2. TST Creation
3. Understanding Manual TST
4. Understanding Automated TST
5. Creating Manual TST
6. Creating Automated TST
7. Display TST and delete
8. Removing PC flag

TST (Transitional Stored Ticket) Creation

A TST, or transitional stored ticket, is a record containing all the ticketing information attached to a PNR. A TST record can apply to multiple passenger names if the air segments, fare elements and forms of payment are the same.

The following information is stored in the TST:

1. Line entitlement
2. Stopover / Transfer indicator
3. Not valid before / Not valid after dates
4. Baggage allowance
5. Fare basis / Ticket designator
6. Fare including currency code
7. Equivalent fare including currency code
8. Tax including currency code, ISO country Tax code
9. Total fare including currency code
10. Grand total
11. Net fare
12. Fare calculation
13. Origin / Destination indicator
14. International sales indicator (manual TSTs only)
15. Ticket type indicator
16. Banker's rates of exchange
17. Endorsement / Restriction

There are two types of TST(s):

1. **Manual Stored Ticket (MST)**
2. **Automatic Stored Ticket (AST)**

Manual Stored Ticket

A manual stored ticket is a TST which has been created manually, or an automatic TST that has been updated manually.

Automatic Stored Ticket

An automatic stored ticket is automatically created by the system as a result of a PNR itinerary pricing command (FXP). The system uses the TST to issue the ticket.
After the system creates a TST, TST identification is placed on the header line of the PNR. This indicates that a TST is attached to a PNR.

Display a TST

The system displays the actual TST if only one and no deleted TST's exist. If the system can find more than one active TST or a deleted TST, a list is displayed with all active and deleted TSTs.

TQT or TQT/T1

Here you can find TST example:

```
TST00001     THR1A0980 SH/12MAY I 0 LD 15MAY18 2359  OD THRTHR
T-E
FXP/R,VC-BA
   1.AMADEUS/BILLY MR
 1   IKA BA  152 V 10AUG 0835  OK VHRCME           10AUG10AUG 2PC
 2 X LHR BA  197 V 10AUG 1415  OK VHRCME           10AUG10AUG 2PC
 3 O IAH BA  196 V 31AUG 2025  OK VHRCME           31AUG31AUG 2PC
 4 X LHR BA  153 V 01SEP 2110  OK VHRCME           01SEP01SEP 2PC
     IKA
FARE  F USD   1066.00
EQUIV   IRR   44772000
TX001 X IRR   300000-I6SE TX002 X IRR   350000-IRAE TX003 X IRR  3848000-UBAS
TX004 X IRR   238000-YCAE TX005 X IRR   769000-USAP TX006 X IRR   769000-USAS
TX007 X IRR   167000-XACO TX008 X IRR   294000-XYCR TX009 X IRR   236000-AYSE
TX010 X IRR   189000-XF
TOTAL    IRR   51932000    BSR 42000.00
GRAND TOTAL IRR   51932000
THR BA X/LON BA HOU Q THRHOU10.00 M523.00BA X/LON BA THR Q
 HOUTHR10.00 M523.00NUC1066.00END ROE1.000000 XF IAH4.5

*BA *

9.FE BA ONLY-CONDITIONS APPLY NON ENDORSABLE -BG:BA
 10.FV BA
```

If you decided to delete specific TST or all TSTs, use below:

TTE/T1 or TTE/ALL

PNR Change Flag (PC Flag)

You can modify the TST itinerary automatically, or manually. When the itinerary or the name has been changed, the system automatically adds a message (PNR CHNG) to the TST. The system also changes the pricing indicator from automatic (I) to manual (M). The following is an example of a TST with a PNR change flag:

```
TST00001  PC THR1A0980 SH/07MAY M 0 LD 10MAY18 1532  OD THRFRA
T-
FXP
   1.AMADEUS/LOTUS MR
 1   IKA LH  601 V 10OCT 0155  OK VRCIR            10OCT10OCT 1PC
     FRA
FARE  F USD     960.00
EQUIV   IRR   40320000
        TX001 X IRR   202000-I6SE TX002 X IRR   350000-IRAE TX003 X
 IRR  1174000-OYCB
TX004 X IRR   453000-DESE TX005 X IRR  1685000-RAEB
TOTAL   IRR   44184000    BSR 42000.00
GRAND TOTAL IRR   44184000
THR LH FRA Q120.00 315.00LH THR Q120.00 405.00NUC960.00END
 ROE1.000000

  5.FE FARE RESTRICTION MAY APPLY
  6.FV LH
```

When flight times in a PNR are changed, the system updates the TST by replacing the original flight times with the new times.
When a status code in a PNR is changed to KK, KL, NO, UC, UN, UU or US, the flight is retained in the TST, but the status code in the TST is removed, leaving a blank.
When a status code is changed to HK and RR, the status code in the TST is changed to OK.

Note: the PNR change flag must be removed before you can issue the ticket.

 If you decide to remove PC flag for specific TST, TST number must be added to the entry.

Example:

TTF/T1

TTF   Transaction code
/T1   TST selects option

System Response:

TST flag removed

The TST change flag is also removed from the TST index.

To remove the PC flag from all existing TSTs, enter:

TTF/ALL

TTF   Transaction code
/ALL   Indicates all TST

System Response:

All TST flags removed

Manually updating the TST itinerary

When you need to manually modify the itinerary of a TST, use the **TTU** entry.
The TTU entry updates the TST with all new flight information added to the PNR after TST creation.

Have a look to below PNR:

```
--- TST RLR ---
RP/THR1A0980/THR1A0980              SH/SU   8MAY18/0525Z   QUJO8K
THR1A0980/9113SH/8MAY18
  1.AMADEUS/BEST
  2  LH 601 V 20SEP 4 IKAFRA HK1            0255 0540   *1A/E*
  3  LH 600 V 30SEP 7 FRAIKA HK1       1  1405 2025   *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK TL10SEP/THR1A0980
  6 FE PAX FARE RESTRICTION MAY APPLY/S2-3
  7 FV PAX LH/S2-3
```

To display TST, enter:

TQT

System response:

```
 TST00001    THR1A0980 SH/08MAY I 0 LD 11MAY18 0953  OD THRTHR
 T-
 FXP/R,VC-LH
    1.AMADEUS/BEST
  1   IKA LH  601 V 20SEP 0255  OK VRCIR       20SEP20SEP 1PC
  2 O FRA LH  600 V 30SEP 1405  OK VRCIR       30SEP30SEP 1PC
      IKA
 FARE  F USD     870.00
 EQUIV   IRR   36540000
 TX001 X IRR   202000-I6SE TX002 X IRR   350000-IRAE TX003 X IRR
 1172000-OYCB
 TX004 X IRR   453000-DESE TX005 X IRR  1683000-RAEB
 TOTAL   IRR   40400000    BSR 42000.00
 GRAND TOTAL IRR  40400000
 THR LH FRA Q120.00 315.00LH THR Q120.00 315.00NUC870.00END
  ROE1.000000
```

Now change the outbound flight to **22SEP**, enter:

SB22SEP2

System response:

```
 --- TST RLR ---
 RP/THR1A0980/THR1A0980              SH/SU   8MAY18/0531Z   QUJO8K
 THR1A0980/9113SH/8MAY18
   1.AMADEUS/BEST
   2  LH 601 V 22SEP 6 IKAFRA HK1            0155 0540   *1A/E*
   3  LH 600 V 30SEP 7 FRAIKA HK1       1  1405 2025   *1A/E*
   4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
   5 TK TL10SEP/THR1A0980
   6 FE PAX FARE RESTRICTION MAY APPLY/S3
   7 FV PAX LH/S3
   5 TK OK28SEP/THR1A0980
   6 FV PAX LH/S3
```

To display TQT, enter:

<div align="center">TQT</div>

System response:

```
TST00001  PC THR1A0980 SH/08MAY M 0 LD 11MAY18 0953  OD FRATHR
T-
FXP/R,VC-LH
   1.AMADEUS/BEST
 1   FRA LH  600 V 30SEP 1405  OK VRCIR          30SEP30SEP 1PC
     IKA
FARE  F USD    870.00
EQUIV   IRR   36540000
TX001 X IRR   202000-I6SE TX002 X IRR   350000-IRAE TX003 X IRR
1172000-OYCB
TX004 X IRR   453000-DESE TX005 X IRR  1683000-RAEB
TOTAL   IRR   40400000    BSR 42000.00
GRAND TOTAL IRR   40400000
THR LH FRA Q120.00 315.00LH THR Q120.00 315.00NUC870.00END
 ROE1.000000
```

You can see that PC flag has been displayed and outbound has been removed from TST.
If you want to reuse the TST for reissue, you can update the existing TST by using TTU. To
update whole itinerary, enter:

<div align="center">TTU/S2,3</div>

System response:

UPDATE - OK

To display TQT, enter:

<div align="center">TQT</div>

System response:

```
TST00001  PC THR1A0980 SH/08MAY M 0 LD 11MAY18 0953  OD THRTHR
T-
FXP/R,VC-LH
   1.AMADEUS/BEST
 1   IKA LH  601 V 22SEP 0155  OK
 2 O FRA LH  600 V 30SEP 1405  OK VRCIR          30SEP30SEP 1PC
     IKA
FARE  F USD    870.00
EQUIV   IRR   36540000
TX001 X IRR   202000-I6SE TX002 X IRR   350000-IRAE TX003 X IRR
1172000-OYCB
TX004 X IRR   453000-DESE TX005 X IRR  1683000-RAEB
TOTAL   IRR   40400000    BSR 42000.00
GRAND TOTAL IRR   40400000
THR LH FRA Q120.00 315.00LH THR Q120.00 315.00NUC870.00END
 ROE1.000000
```

Now you can remove PC flag and update TST fields like fare basis, NVA, baggage allowance
and etc.

Create a Manual TST

You create a manual TST if the system is unable to price a PNR or if you need to override system pricing. You can create an empty TST, then manually fill in with ticketing and fare Information.

To manually create a TST or TSTs, enter:

TTC

This entry creates an empty TST shell for each group of passengers of the same type. For example, infants in one TST, children in a second TST, and adults in a third.

Here you can find a PNR which is decided to create manual TST.

```
RP/THR1A0980/THR1A0980              SH/SU   8MAY18/0634Z   QUNSU5
THR1A0980/9113SH/8MAY18
  1.AMADEUS/BEST
 2  TK 875 M 20JUN 3 IKAIST HK1          0300 0455   *1A/E*
 3  TK 878 M 30JUN 6 ISTIKA HK1     I    0130 0600   *1A/E*
 4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
 5 TK TL10JUN/THR1A0980
```

To manually create a TST or TSTs, enter:

TTC

System response:

```
TST00001     THR1A0980 SH/08MAY M 1                    OD THRTHR
T-
   1.AMADEUS/BEST
 1   IKA TK  875 M 20JUN 0300  OK
 2 O IST TK  878 M 30JUN 0130  OK
     IKA
```

To update any particular TST field, you can use TTK entry.
To insert fare basis, NVA and baggage allowance, enter:

TTK/BMHYRT/**V**XX20JUN/**A**30K

System response:

```
TST00001     THR1A0980 SH/19JUN M+1                    OD THRTHR
T-
   1.AMADEUS/BEST
 1   IKA TK  875 M 20JUN 0300  OK MHYRT               20JUN 30K
 2 O IST TK  878 M 30JUN 0130  OK MHYRT               20JUN 30K
     IKA
```

To insert base fare, equivalent, new taxes and total and BSR enter:

TTK/FUSD1015.00/**E**IRR428790000/**X**IRR197000I6/**X**IRR350000IR/**X**IRR63400TR/**K1**42245.00

System response:

```
TST00001     THR1A0980 SH/19JUN M+1                     OD THRTHR
T-
   1.AMADEUS/BEST
 1   IKA TK  875 M 20JUN 0300  OK MHYRT                  20JUN 30K
 2 O IST TK  878 M 30JUN 0130  OK MHYRT                  20JUN 30K
     IKA
FARE  F USD   1015.00
EQUIV   IRR   42879000
TX001 X IRR   197000-I6   TX002 X IRR   350000-IR   TX003 X IRR
63400-TR
TOTAL   IRR   43489400    BSR 42245.00
GRAND TOTAL IRR   43489400
```

To insert fare calculation, enter:

> **TTK/C**THR TK IST Q61.00 446.50TK THR Q61.00 446.50NUC1015.00END
> ROE1.000000

System response:

```
 TST00001     THR1A0980 SH/19JUN M+1                     OD THRTHR
 T-
    1.AMADEUS/BEST
  1   IKA TK  875 M 20JUN 0300  OK MHYRT                  20JUN 30K
  2 O IST TK  878 M 30JUN 0130  OK MHYRT                  20JUN 30K
      IKA
 FARE  F USD   1015.00
 EQUIV   IRR   42879000
 TX001 X IRR   197000-I6   TX002 X IRR   350000-IR   TX003 X IRR
 63400-TR
 TOTAL   IRR   43489400    BSR 42245.00
 GRAND TOTAL IRR   43489400
 THR TK IST Q61.00 446.50TK THR Q61.00 446.50NUC1015.00END
  ROE1.000000
```

TTK Table Options:

Here you can find the summarized TTK table:

Format	Task
TTK/DTHRTHR	Origin/Destination
TTK/BVLIRR1RW	Fare basis for all segments
TTK/L1,2/BVLIRR1RW	Fare basis for flight segments 1,2
TTK/V10AUG15SEP	NVB/NVA for all flight segments
TTK/VXX15SEP	NVA for all flight segments
TTK/L1,4/VXX15SEP	NVA for flight segments 1, 4
TTK/A1PC	Baggage allowance for all segments
TTK/L1,2/A30K	Baggage allowance for segments 1,2
TTK/FUSD1012.00	Fare amount-First issue
TTK/RUSD1012.00	Fare amount- Reissue
TTK/RIRR42504000	Fare amount- Reissue (Published Fares)
TTK/EIRR42504000	Equivalent amount
TTK/XIRR202000I6/**X**IRR350000IR	New tax
TTK/OIRR453000DE/**O**IRR1683000RA	Paid tax
TTK/TIRR44096000	Total amount
TTK/CTHR LH FRA Q120.00 655.00LH THR Q120.00 655.00NUC1550.00END ROE1.000000	Fare calculation
TTK/L4X	Change segment 4 to transit
TTK/L4	Change segment 4 to stopover
TTK/K42000.00	To add or change bankers rate- TTK Transaction K1 Mandatory 42000.00 Banker's rate
TTK/X3	Delete tax 3
TTK/X3-X	Change old tax number 3 to new
TTK/X3-O	Change new tax number 3 to paid
TTK/DTHRTHR	Origin/Destination

CHAPTER 2: ISSUING AN E-TICKET

At the end of this chapter, you will be able to:

1. To be more familiar with e-ticket
2. Condition for e-ticket
3. E-ticketing eligibility
4. Fare elements
5. Issuing an e-ticket
6. Issuing an e-ticket for infant
7. Itinerary receipt
8. Condition for issuing ITR
9. Displaying an ITR
10. Issue the ticket and email ITR
11. Reprinting accounting coupon

Amadeus Electronic Ticketing (e-ticketing) allows you to sell air transportation without issuing printed tickets.

It also allows passengers to check in and board flights without holding printed tickets.

In order to issue e-tickets, the following conditions are required:

• The office is authorized to issue e-tickets.
• To verify if interlining is possible, refer to the Ticketing Agreement Table.
• The e-ticketing indicator is shown in the availability display.
• All flight segments in the same TST must be eligible for e-ticketing.

In addition to the general conditions required in Amadeus, every airline that supports e-ticketing has its own conditions, and these conditions may vary between markets.

For information about the e-ticketing eligibility rules for a specific airline, enter for example:

HEETTEK

Partial System Response:

```
                     EK E-TICKET           EN   21MAR18 1802Z

 MARKET                                             REFERENCE
 ------                                             ---------
 AE AT AU BD BH CA CH CY EG FR GB GR HK IN ID IT JP   MS 22
 KE KW MU NZ OM PH QA SG TH TR UG US ZA MY JO BA BG
 CZ HU IS IE LU MA NL RO ES PT LK FI EE SA BE PL BD
 SA MO HR NA KR GH MQ ER RS SI NO SE DK LT LV KH SK
 TN ME RU ZW TZ BR FO UA PK SN SY TW NG BA BB TT BJ
 AD GY JM CL AR YE LB NP MK PE NE MZ UY ZM VN AL MX
 CO TG PY EC PA SD CM BO GP GF MW GE SR KZ

 DE BF ML CI                                        MS 61

 KG                                                 MS 103


 ELECTRONIC TICKETING DIRECT MARKET                 REFERENCE
 ---------------------------------                  ---------
 IR AO SD DZ ER KG GN MR MM KZ PS                   MS22
```

Ticketing Agreement Table

You can request a list of interline agreements for a particular airline. To display the list of airlines that airline TK has interline agreements with, enter:

TGAD-KL

Partial system response:

```
--AIRLINES HAVING AGREEMENT WITH: KL
AA  TPE  - AB  TPE  - AC  TPE  - AD  T E
AE  TPE  - AF  TPED - AH  TP   - AI  TPE
AM  TPE  - AP  TPE  - AR  TPE  - AS  TPE
AT  TPE  - AV  TPE  - AY  TPE  - AZ  TPE
A3  TPE  - A5  TPE  - A9  TPE  - BA  TPE
```

Note: the code 'TP' in the table means 'Ticketing and PTA'. The code 'E' means 'electronic ticketing' and 'D' means EMD. Before the ticket can be issued, fare elements need to be added to the PNR. Below the most important fare elements are explained.

Before the ticket can be issued, fare elements need to be added to the PNR. Below the most important fare elements are explained.

Fare elements

Fare element	Description
FPCASH **FP**CCCA5566830000002215/1222/N4344	Form of payment is always mandatory.
FT*THRIR800	Tour code is mandatory when you issue an IT (Inclusive Tour) ticket. You get the tour code from the airline.
FE NON REF NON ENDO	Endorsements/restrictions. This element can be automatically created by the system if, for example, you price a special fare with restrictions. You can add an FE element manually if you want something to be printed in the endorsement box on the ticket.
FZ TICKET PAID BY IBM	Miscellaneous ticketing information.
FHE 555-2405900700/P1/S2-5	Manual ticket number. You use the FH element to manually enter a ticket number in the PNR. The ticket number is sent to all airlines in the itinerary if they have agreed to receive it.
FM9	Commission
FV KL	Validating carrier element is mandatory. Ticketing airline.
FAPAX235-2494684320/ETTK/IRR16300000 /12MAY18/THR1A0980/22013344/S2-/P1	Automatic ticket number. The FA element is automatically created when you enter TTP to print the ticket.
FBPAX 0000000000 TTP/T-TK/RT OK ETICKET/S2-3/P1-2	The Fb element is automatically entered in the PNR by the system when you issue the ticket. It contains the ten-digit ticket server Amadeus interface record sequence numbers and the issuance entry. The FB element is a permanent record in the PNR. You can cancel it but not modify it.

As a rule, all fare elements may be passenger and/or segment associated. If there is no passenger association, the fare element applies to all passengers.

.

Issuing an e-ticket

To issue a ticket, enter the transaction code:

TTP/T-LH

You can include optional elements in the ticketing entry. You can also combine multiple ticket options in a single entry. You separate the options, which you can enter in any sequence, with slashes.
IATA recommends that you issue no more than 16 segments in a ticket or conjunction ticket. However, this limitation depends on the airline on which the ticket is validated.

Before starting e-ticket issuance, there are some prerequisites that should be done, like creating TST and fare elements, and then you can use TTP transaction to issue an e-ticket. Have a look to example below:

TTP/T-LH/RT

System response:

```
--- TST RLR ---
RP/THR1A0980/THR1A0980              SH/SU  12MAY18/1104Z   R8KDO4
THR1A0980/9113SH/12MAY18
 1.AMADEUS/MIKE MR
 2  LH 601 T 01AUG 3 IKAFRA HK1           0255 0540  *1A/E*
 3  LH1026 T 01AUG 3 FRACDG HK1        1  0720 0830  *1A/E*
 4  LH1031 T 20AUG 1 CDGFRA HK1        1  1125 1240  *1A/E*
 5  LH 600 T 20AUG 1 FRAIKA HK1        1  1405 2125  *1A/E*
 6 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
 7 TK OK12MAY/THR1A0980//ETLH
 8 FA PAX 220-2453447512/ETLH/IRR29746000/12MAY18/THR1A0980/000
     00000/S2-5
 9 FB PAX 0000000000 TTP/T-LH/RT OK ETICKET/S2-5
10 FE PAX FARE RESTRICTION MAY APPLY/S2-5
11 FM PAX *C*3/S2-5
12 FP CASH
13 FV PAX LH/S2-5
```

When an e-ticket is issued, the following elements in the PNR are updated:

- **TK element:** updated with an e-ticket indicator (ETXX)

- **FA element:** updated with the ticket number and an e-ticket indicator.

- **FB element:** updated with the A.I.R sequence number.

- **FV element:** if a TST does not already exist for the itinerary that you are ticketing, the TTP entry prices the itinerary and creates or updates a passenger and segment associated validating airline element in the PNR (one per TST). The validating carrier in the FV element is automatically selected by the system.

Note: you can only issue a ticket if both the validating carrier used for pricing and the one in the FV element are the same.

Issuing an e-tickets for infants

To issue tickets for infants only, enter:

TTP/T-LH/**INF**

TTP	Transaction code
/T-LH	Validating Carrier
/INF	Infant indicator

System response:

```
 --- TST RLR ---
RP/THR1A0980/THR1A0980            SH/SU  13MAY18/0429Z   RAJ5NK
THR1A0980/9113SH/13MAY18
  1.AMADEUS/CHRISTINA MRS(INF/GILE/08MAR18)
  2  LH 601 J 01SEP 6 IKAFRA HK1          0255 0540   *1A/E*
  3  LH 600 J 20SEP 4 FRAIKA HK1       1  1405 2125   *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK PAX OK13MAY/THR1A0980//ETLH/S2-3
  6 TK OK13MAY/THR1A0980//ETLH
  7 SSR INFT LH HK1 AMADEUS/GILE 08MAR18/S2
  8 SSR INFT LH HK1 AMADEUS/GILE 08MAR18/S3
  9 FA INF 220-2453447514/ETLH/IRR16352000/13MAY18/THR1A0980/000
      00000/S2-3
 10 FB INF 0000000001 TTP/T-LH/RT OK ETICKET/S2-3
 11 FE INF FARE RESTRICTION MAY APPLY/S2-3
 12 FM INF *C*3/S2-3
 13 FP CASH
```

Issuing tickets for non-infant passenger types

To issue tickets for all non-infant passenger types in a PNR, enter:

TTP/T-LH/**PAX**

TTP	Transaction code
/T-LH	Validating Carrier
/PAX	non-infant passenger

Issuing an e-tickets with passenger

To issue ticket for specific passenger, enter:

TTP/T-LH **/P1**

Issuing an e-tickets with segment selection

You use the segment select option to issue a ticket for a part of the flight itinerary in the PNR, enter:

TTP/T-LH**/S4-5**

Issuing an e-tickets with TST selection

To issue ticket for specific TST, add the TST number to the TTP entry. For example, enter:

TTP/T-LH/RT**/T1**

Note: You cannot combine the /P or /S option with the /T option.

Itinerary Receipt

An e-ticket itinerary receipt (ITR) is a document that is printed as part of the issuance of an e-ticket. It provides the passenger with detailed flight information and serves as a certificate proof of payment.

The ITR is a legal document. It adheres to the Warsaw Convention by providing a legal contract between the airline and the passenger. The information printed on the ITR can also include information such as detailed flight information, agency or airline information, form of payment, and general remarks.

Conditions for issuing an ITR

In order for your office to issue e-ticket ITRs, the following conditions must exist:

• Your office is authorized to issue e-tickets
• A valid e-ticket PNR is present or you are in the process of creating a new one
• The PNR contains a ticket number (FA) element

To print an ITR, enter:

ITR

Here is an example of an Amadeus default e-ticket itinerary receipt (ITR).

System response:

```
                         ELECTRONIC TICKET
                      PASSENGER ITINERARY RECEIPT

 HELP DESK / ACO OFFICE              DATE: 02 JUL 2018
 NO 6,17TH ST,BUCHAREST ST,          AGENT: 9113
 TEHRAN, 15138                        NAME: AMADEUS/CHRISTINA MRS
 TEHRAN
 TELEPHONE  : +98 21 85760


 ISSUING AIRLINE                          : LUFTHANSA
 TICKET NUMBER                            : ETKT 220 2453447513
 BOOKING REF : AMADEUS: RAJ5NK, AIRLINE: LH/RAJ5NK


 FROM /TO        FLIGHT  CL DATE   DEP      FARE BASIS    NVB   NVA   BAG  ST


 TEHRAN IMAM     LH 601  J  01SEP  0255     JFFIR                        2PC  OK
 KHOMEINI INTL
 FRANKFURT                        ARRIVAL TIME: 0540   ARRIVAL DATE: 01SEP
 FRANKFURT INTL
 TERMINAL:1


 FRANKFURT       LH 600  J  20SEP  1405     JFFIR                        2PC  OK
 FRANKFURT INTL
 TERMINAL:1
 TEHRAN IMAM                      ARRIVAL TIME: 2125   ARRIVAL DATE: 20SEP
 KHOMEINI INTL



 AT CHECK-IN, PLEASE SHOW A PICTURE IDENTIFICATION AND THE DOCUMENT YOU GAVE
 FOR REFERENCE AT RESERVATION TIME

 ENDORSEMENTS  : FARE RESTRICTION MAY APPLY
 EXCHANGE RATE : 42000.00 IRR
 PAYMENT       : CASH

 FARE CALCULATION   :THR LH FRA Q180.00 1905.00LH THR Q180.00
                     1905.00NUC4170.00END ROE1.000000XT
                     1165000OY450000DE1673000RA

 AIR FARE          : USD    4170.00
 EQUIV FARE PAID   : IRR    175140000
 TAX               : IRR    200000I6  IRR     350000IR  IRR     1165000OY
                     IRR    450000DE  IRR    1673000RA
 TOTAL             : IRR    178978000

NOTICE
CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS
OF CARRIAGE, WHICH ARE HEREBY INCORPORATED BY REFERENCE. THESE CONDITIONS MAY
BE OBTAINED FROM THE ISSUING CARRIER.

THE ITINERARY/RECEIPT CONSTITUTES THE PASSENGER TICKET FOR THE PURPOSES OF
ARTICLE 3 OF THE WARSAW CONVENTION, EXCEPT WHERE THE CARRIER DELIVERS TO THE
PASSENGER ANOTHER DOCUMENT COMPLYING WITH THE REQUIREMENTS OF ARTICLE 3.

PASSENGERS ON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP IN A
COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE ARE ADVISED THAT INTERNATIONAL
TREATIES KNOWN AS THE MONTREAL CONVENTION, OR ITS PREDECESSOR, THE WARSAW
CONVENTION, INCLUDING ITS AMENDMENTS (THE WARSAW CONVENTION SYSTEM), MAY APPLY
TO THE ENTIRE JOURNEY, INCLUDING ANY PORTION THEREOF WITHIN A COUNTRY. FOR
SUCH PASSENGERS, THE APPLICABLE TREATY, INCLUDING SPECIAL CONTRACTS OF
CARRIAGE EMBODIED IN ANY APPLICABLE TARIFFS, GOVERNS AND MAY LIMIT THE
LIABILITY OF THE CARRIER. THESE CONVENTIONS GOVERN AND MAY LIMIT THE LIABILITY
OF AIR CARRIERS FOR DEATH OR BODILY INJURY OR LOSS OF OR DAMAGE TO BAGGAGE,
AND FOR DELAY.
```

To issue an e-ticket ITR for selected passengers when there is only one FA element, enter, for example:

ITR/P1, 3-5

If multiple FA elements exist in the PNR, you must select only one element by specifying its line number. An e-ticket ITR will be issued for each passenger associated to this FA element. Enter, for example:

ITR/L10

To send ITR to email address, enter, for example:

ITR-EML-AMADEUS@GMAIL.COM

You can use RIZ remark to include miscellaneous information on the e-ticket ITR.

RIZ Have a Nice Trip

Displaying an ITR

You can display the ITR on your terminal before or after printing it. If there is only one **FA** or **FHE** element in the PNR, to display an e-ticket ITR on your terminal, enter:

ITRD

Combining Ticket Issuance with ITR E-Mail Options

You can combine the ticket issuance entry with ITR e-mail options.

TTP/T-LH/ITR-EML-AMADEUS@GMAIL.COM

Reprinting accounting coupon

You can reprint the agent coupons that have been previously printed and reported using the TTR entry.

A request to reprint an accounting coupon can be made with or without a PNR present.

To reprint the accounting coupons for all documents and passengers in the PNR, enter:

TTR

If your request is successful, you receive the following system response:

OK PROCESSED

If there is more than one passenger or **FA/FH** element number in the PNR, you can enter the passenger **(/P)**, **FA/FH** element line number selection **(/L)** to print the accounting coupons for specific passengers or documents only.

Here are some examples:

TTR/T   reprints the accounting coupons for all the e-tickets in the PNR
TTR/P1   reprints the accounting coupons for passenger 1
TTP/P1,3   reprints the accounting coupons for passenger 1 and 3
TTP/L7   reprints the accounting coupons for the PNR FA/FH element line number

Note: You cannot combine the /P potion with the /L option

You can reprint accounting coupons without having a retrieved PNR displayed on your screen.

TTR/T/220-2453447513

CHAPTER 3: DISPLAYING AN E-TICKET RECORD

At the end of this chapter, you will be able to:

1. Displaying an e-ticket record
2. Status of an e-ticket record
3. Display detail of taxes
4. Display old e-ticket record from new one

Displaying an e-ticket record

When you successfully issue an e-ticket, an e-ticket record is stored in the airline's electronic ticketing database (ETDB).

The Following information is taken from the PNR and the TST to create and display an ET record:

- Ticket number
- Passenger name
- Flight segments
- Fare, Equivalent fare, taxes and total
- Frequent traveler information

To display an e-ticket record, when there is only one FA/FHE in the PNR, enter:

TWD

For a specific FA/FHE element, by the line number, enter:

TWD/L8

System response:

```
TKT-1572498429949         RCI-                        1A  LOC-RAWL6J
 OD-THRTHR  SI-      FCPI-0   POI-THR  DOI-13MAY18  IOI-00000000
   1.ETICKET/IRAN              ADT          ST
 1 OIKA QR 483   Q 10JUN1245 OK QJIRP1RX    O         30JUN 30K
 2 XDOH QR 141   Q 10JUN1510 OK QJIRP1RX    O         30JUN 30K
 3 OBCN QR 142   Q 20JUN2230 OK QJIRP1RX    O   12JUN      30K
 4 XDOH QR 482   Q 21JUN0800 OK QJIRP1RX    O   12JUN      30K
   IKA
FARE   F USD       543.00
EQUIV   IRR      22806000       BSR      42000.00
TOTALTAX IRR      2473000
TOTAL   IRR      25279000
/FC THR QR X/DOH QR BCN Q THRBCN50.00 221.50QR X/DOH QR THR Q BC
NTHR50.00 221.50NUC543.00END ROE1.000000
FE /C1-4 VALID ON QR SERVICES ONLY
FP CASH
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
```

You can also display an ET record without a retrieved PNR by including the ticket number in your TWD entry. For example, enter:

TWD/TKT157-2498429949

When you display an ET record, it remains active for 30 minutes or until you display another ET record, whichever comes first. When either occurs, the current ET record is purged. You can display the current ET record at any time while it is active. Enter:

TWDRT

When you display an ET record, you can redisplay the PNR by entering:

RT*E

The following table explains the components in the header line:

Component	Explanation
TKT-1572498429949	E-ticket number
RCI-	Confirmation number (if returned by the ETDB)
LOC-RAWL6J	Record locator
OD-THRTHR	Origin and destination
SI-	Sales indicator. By most airlines this field is no longer used.
FCPI-0	Fare calculation pricing indicator
POI-THR	Place of issue
DOI-13MAY18	Date of issue
IOI-00000000	IATA number of the issuing office

Status of an e-ticket record

Based on different situations, e-ticket record can have various status codes.
Following are the most important status indicators of an electronic ticket record.

```
A AIRPORT CONTROL          O OPEN FOR USE
C CHECKED IN               P PRINTED
E EXCHANGED/REISSUED       R REFUNDED
F FLOWN/USED               S SUSPENDED
V VOID                     L LIFTED/BOARDED
```

Displaying detail of taxes

If an ET record contains total tax line that contains the total amount of all the taxes is displayed. Here is an example:

```
TKT-1762411568649        RCI-                    1A  LOC-VNZMNA
 OD-THRTHR  SI-     FCPI-0   POI-THR  DOI-17JUN18  IOI-00000000
   1.AMADEUS/BEST              ADT           ST
 1 OIKA EK 980   W 23JUN1910 OK WLXESIR1     O       23DEC 30K
 2 XDXB EK 366   W 24JUN0340 OK WLXESIR1     O       23DEC 30K
 3 OTPE EK 367   B 29JUN2335 OK BLXESIR1     O       23DEC 30K
 4 XDXB EK 971   B 30JUN0745 OK BLXESIR1     O       23DEC 30K
    IKA
FARE   F USD      1471.00
EQUIV    IRR      62143000       BSR      42245.00
TOTALTAX IRR       2263000
TOTAL    IRR      64406000
/FC THR EK X/DXB EK TPE770.50EK X/DXB Q15.00EK THR685.00NUC1470.
50END ROE1.000000
FE NON-END/FLEX
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
```

To display tax details, enter:

TWD/TAX

System response:

```
TOTALTAX   IRR   2263000
TX01 IRR     86000YQ  TX02 IRR    198000I6  TX03 IRR    350000IR
TX04 IRR    806000F6  TX05 IRR    116000ZR  TX06 IRR    707000TW
```

The total tax amount is displayed with the individual taxes listed by number showing the currency code, the tax amount, and the tax code.

Note: If old taxes exist, in the case of a reissue for example, PD for Paid Tax is displayed instead of TX for Tax.

Example:

```
 TOTALTAX   IRR   7162000
 TX01 IRR   7162000XP

 PD01 IRR    196000I6  PD02 IRR    350000IR  PD03 IRR    822000G4
```

Displaying an Old ET Record from a New ET Record

If you have exchanged an e-ticket, you can display the original e-ticket record from the new e-ticket display. To do this, first displays the new e-ticket record by enter:

TWD

System Response:

```
TKT-1572498518353        RCI-                       1A  LOC-WRWJPS
 OD-THRTHR  SI-     FCPI-1   POI-THR  DOI-16JUL18  IOI-00000000
    1.BROWN/ANNE MRS            ADT            ST
 1 OIKA QR 491   S 22JUL0525 OK SHIRR1RW       O        22JUL 30K
 2 XDOH QR  39   S 22JUL0735 OK SHIRR1RW       O        22JUL 30K
 3 OCDG QR  40   N 10SEP1600 OK NHIRR1RX       O   22JUL22JUL 30K
 4 XDOH QR 490   N 11SEP0040 OK NHIRR1RX       O   22JUL22JUL 30K
    IKA
FARE   R USD       664.00
EQUIV    IRR            IRR      BSR      43010.00
TOTALTAX IRR      3226000
TAXES    PD
TOTAL    IRR      5420000A
/FC THR QR X/DOH QR PAR Q THRPAR50.00 307.50QR X/DOH QR THR Q PA
RTHR50.00 256.50NUC664.00END ROE1.000000
FE /C1-4 NON END/CHNG PENALTIES AS PER RULE
FO 157-2498518352THR16JUL18/00000000/157-2498518352
FP O/CASH+/CASH
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
```

Then, to display the original e-ticket record, enter:

TWD/O*

System Response:

```
TKT-1572498518352        RCI-                       1A  LOC-WRWJPS
 OD-THRTHR  SI-     FCPI-0   POI-THR  DOI-16JUL18  IOI-00000000
    1.BROWN/ANNE MRS            ADT            ST
 1 OIKA QR 491   N 20JUL0525 OK NHIRR1RX       E             30K
 2 XDOH QR  39   N 20JUL0735 OK NHIRR1RX       E             30K
 3 OCDG QR  40   N 10SEP1600 OK NHIRR1RX       E   21JUL     30K
 4 XDOH QR 490   N 11SEP0040 OK NHIRR1RX       E   21JUL     30K
    IKA
FARE   F USD       613.00
EQUIV    IRR     26366000      BSR      43010.00
TOTALTAX IRR      4643000
TOTAL    IRR     31009000
/FC THR QR X/DOH QR PAR Q THRPAR50.00 256.50QR X/DOH QR THR Q PA
RTHR50.00 256.50NUC613.00END ROE1.000000
FE /C1-4 NON END/CHNG PENALTIES AS PER RULE
FP CASH
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
SAC- 157YBOS17FXAO
```

Note that with the original e-ticket display the coupon status shows "**E**" for exchanged, and with the new e-ticket display the coupon status shows "**O**" for open.

CHAPTER 4: CANCEL A SALE, EXCHANGE OR REFUND

At the end of this chapter, you will be able to:

1. Understand the concept of Voiding
2. Condition for Voiding an exchange document
3. Condition for cancelling a refunded document

Voiding Amadeus Electronic Tickets

Void / Canceling an ET record causes the system to send a void request to the airline. The record is also cancelled in the sales report automatically, as long as the cancellation is within the current sales period.

When an e-ticket has been successfully voided, the following message is displayed:

```
OK - DOCUMENT(S) CANCELLED
```

Notes: You can void an e-ticket at the same date of the issuance.

You can void e-ticket coupons that have an 'open' status.

```
TKT-1572498429950        RCI-                        1A  LOC-RDDMGK
 OD-THRTHR  SI-     FCPI-0   POI-THR  DOI-14MAY18  IOI-00000000
   1.AMADEUS/BEST              ADT          ST
 1 OIKA QR 499   J 10SEP2340 OK JHIRR1FE      O   10SEP     40K
 2 XDOH QR 123   J 11SEP0140 OK JHIRR1FE      O   10SEP     40K
 3 OMXP QR 128   J 20SEP1625 OK JHIRR1FE      O   10SEP     40K
 4 XDOH QR 490   J 21SEP0040 OK JHIRR1FE      O   10SEP     40K
    IKA
FARE   F USD      2826.00
EQUIV    IRR    118692000       BSR      42000.00
TOTALTAX IRR      2814000
TOTAL    IRR    121506000
/FC THR QR X/DOH QR MIL Q THRMIL140.00 1273.00QR X/DOH QR THR Q
MILTHR140.00 1273.00NUC2826.00END ROE1.000000
FE /C1-4 NON END/CHNG PENALTIES AS PER RULE
FP CASH
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
```

The following steps apply:

- Using the FA or FH:

TRDC/L8/T-QR

- Using the ticket Number:

TRDC/TK-2498429950/T-QR

- Using the query report:

TRDC/256/T-QR

Now take a look at the PNR and e-ticket record:

```
--- TST RLR ---
RP/THR1A0980/THR1A0980            SH/SU  14MAY18/0432Z   RDDMGK
THR1A0980/9113SH/14MAY18
  1.AMADEUS/BEST
  2  QR 499 J 10SEP 1 IKADOH HK1            2340 0015+1 *1A/E*
  3  QR 123 J 11SEP 2 DOHMXP HK1            0140 0715   *1A/E*
  4  QR 128 J 20SEP 4 MXPDOH HK1       1    1625 2330   *1A/E*
  5  QR 490 J 21SEP 5 DOHIKA HK1            0040 0415   *1A/E*
  6 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  7 TK OK14MAY/THR1A0980//ETQR
  8 FA PAX157-2498429950/EVQR/IRR121506000/14MAY18/THR1A0980/000
       00000/S2-5
  9 FB PAX 0000000000 TTP/T-QR/RT OK ETICKET/S2-5
 10 FE PAX /C1-4 NON END/CHNG PENALTIES AS PER RULE/S2-5
 11 FM PAX *C*9/S2-5
 12 FP CASH
 13 FV PAX QR/S2-5
```

E-ticket record:

```
TKT-1572498429950       RCI-                     1A  LOC-RDDMGK
 OD-THRTHR  SI-      FCPI-0    POI-THR  DOI-14MAY18  IOI-00000000
   1.AMADEUS/BEST           ADT            ST
 1 OIKA QR 499   J 10SEP2340 OK JHIRR1FE     V   10SEP      40K
 2 XDOH QR 123   J 11SEP0140 OK JHIRR1FE     V   10SEP      40K
 3 OMXP QR 128   J 20SEP1625 OK JHIRR1FE     V   10SEP      40K
 4 XDOH QR 490   J 21SEP0040 OK JHIRR1FE     V   10SEP      40K
   IKA
FARE   F USD     2826.00
EQUIV    IRR    118692000      BSR     42000.00
TOTALTAX IRR      2814000
TOTAL    IRR    121506000
/FC THR QR X/DOH QR MIL Q THRMIL140.00 1273.00QR X/DOH QR THR Q
MILTHR140.00 1273.00NUC2826.00END ROE1.000000
FE /C1-4 NON END/CHNG PENALTIES AS PER RULE
FP CASH
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
SAC- 157XPCPN09CLA
```

Voiding Exchange, Cancel Refund

Depending on the airline, if you re-issued a ticket or refunded a document by mistake, you may be authorized to void or cancel it.

For more information about which airline supports TRDC entry, you can refer to HE ETT XY (XY means airline code) and find "VOID EXCHANGE "and "CANCEL REFUND" If they set to "Y", you have permission to use TRDC entry.

```
                  LH E-TICKET             EN    2NOV16 0642Z

 HISTORY                 :N    REVALIDATION             :Y
 PRINT      (US ONLY)    :N    REFUND                   :Y
 VOID                    :Y    VOID EXCHANGE/REISSUE    :Y
 CANCEL REFUND           :Y

 NOTE: FOR INFORMATION ABOUT GENERAL CONDITIONS AND FORMATS
       FOR E-TICKETING IN AMADEUS, ENTER: HE ETT
```

You can use TRDC to void exchanged/reissued document or cancel refunded document. Here you can find some entries:

- **TRDC/L8/T-LH**   (From the PNR by FA/FH element line number)
- **TRDC/TK-2453447510/T-LH**   (By documents number)
- **TRDC/256/T-LH**   (From the query report)

System response:

```
OK - DOCUMENT(S) CANCELLED
```

If the validating airline does not support the TRDC entry, the system will display the warning message:

```
FUNCTION NOT SUPPORTED FOR THIS AIRLINE
```

Note: In all cases, remember you can only cancel a document that has not yet been confirmed. When you display a query report, you can identify a confirmed document by an asterisk (*), when is displayed next to the sequence number.

Scenario 1: Void Exchange

The return flight of the following itinerary has been changed to Z class and ticket reissued. After that you found the mistake in calculation, now you can use TRDC command to cancel the reissue ticket in order to update your calculation.

```
RP/THR1A0980/THR1A0980           SH/SU  14MAY18/0510Z   RDF9WS
THR1A0980/9113SH/14MAY18
 1.AMADEUS/MIKE
 2  LH 601 M 10JUN 7 IKAFRA HK1         0255 0540   *1A/E*
 3  LH 600 Z 20JUN 3 FRAIKA HK1       1 1405 2125   *1A/E*
 4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
 5 TK OK14MAY/THR1A0980//ETLH
 6 FA PAX 220-2453447516/ETLH/IRR13020000/14MAY18/THR1A0980/00000000/S2-3
 7 FB PAX 0000000000 TTP/T-LH/RT/P1 OK ETICKET/S2-3
 8 FE PAX FARE RESTRICTION MAY APPLY/S2-3
 9 FM PAX *C*3/S2-3
10 FO 220-2453447515THR14MAY18/00000000/220-24534475151E1
11 FP O/CASH+/CASH
12 FV PAX LH/S2-3
```

E-ticket record:

```
TKT-2202453447516        RCI-                      1A  LOC-RDF9WS
 OD-THRTHR  SI-     FCPI-1   POI-THR  DOI-14MAY18  IOI-00000000
   1.AMADEUS/MIKE             ADT          ST
 1 OIKA LH 601   M 10JUN0255 OK MFFIR        O   10JUN10JUN 1PC
 2 OFRA LH 600   Z 20JUN1405 OK ZRCIR        O   20JUN20JUN 2PC
    IKA
FARE   R USD     1985.00
EQUIV    IRR      83370000
TOTALTAX IRR          0
TAXES    PD
TOTAL    IRR      13020000A
/FC THR LH FRA Q120.00 655.00LH THR Q180.00 1030.00NUC1985.00END
 ROE1.000000
FE FARE RESTRICTION MAY APPLY
FO 220-2453447515THR14MAY18/00000000/220-2453447515
FP O/CASH+/CASH
FOR TAX/FEE DETAILS USE TWD/TAX
```

Entry to cancel exchange ticket: TRDC/L6/T-LH

System response:

```
OK - DOCUMENT(S) CANCELLED
```

The reissued e-ticket record after using TRDC entry:

```
TKT-2202453447516         RCI-                    1A  LOC-RDF9WS
 OD-THRTHR  SI-     FCPI-1   POI-THR  DOI-14MAY18  IOI-00000000
   1.AMADEUS/MIKE             ADT            ST
 1 OIKA LH 601   M 10JUN0255 OK MFFIR         V   10JUN10JUN 1PC
 2 OFRA LH 600   Z 20JUN1405 OK ZRCIR         V   20JUN20JUN 2PC
   IKA
FARE   R USD     1985.00
EQUIV    IRR     83370000
TOTALTAX IRR         0
TAXES    PD
TOTAL    IRR     13020000A
/FC THR LH FRA Q120.00 655.00LH THR Q180.00 1030.00NUC1985.00END
 ROE1.000000
FE FARE RESTRICTION MAY APPLY
FO 220-2453447515THR14MAY18/00000000/220-2453447515
FP O/CASH+/CASH
FOR TAX/FEE DETAILS USE TWD/TAX
SAC- 220XPCPM9H7X8
```

The exchanged ticket record after using TRDC entry:

```
TKT-2202453447515         RCI-                    1A  LOC-RDF9WS
 OD-THRTHR  SI-     FCPI-0   POI-THR  DOI-14MAY18  IOI-00000000
   1.AMADEUS/MIKE             ADT            ST
 1 OIKA LH 601   M 10JUN0255 OK MFFIR         O   10JUN10JUN 1PC
 2 OFRA LH 600   Z 20JUN1405 OK ZRCIR         O   20JUN20JUN 2PC
   IKA
FARE   F USD     1985.00
EQUIV    IRR     83370000      BSR     42000.00
TOTALTAX IRR      3838000
TOTAL    IRR     87208000
/FC THR LH FRA Q120.00 655.00LH THR Q180.00 1030.00NUC1985.00END
 ROE1.000000
FE FARE RESTRICTION MAY APPLY
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
```

Cancelled ticket will be displayed in the query report as below:

```
TJQ/SOF/T-LH

AGY NO - 00000000          QUERY REPORT 14MAY              CURRENCY IRR
OFFICE - THR1A0980         SELECTION:
AGENT  - 9113SH                                            14 MAY 2018
-------------------------------------------------------------------------------
SEQ NO A/L DOC NUMBER TOTAL DOC   TAX    FEE   COMM FP PAX NAME AS RLOC   TRNC
-------------------------------------------------------------------------------
000057 220 2453447515  87208000 38380T       0 25011T CA AMADEUS/ SH RDF9WS TKTT
000058 220 2453447516  13020000     0        0 390600 CA AMADEUS/ SH RDF9WS CANX
```

Scenario 2: Cancel Refund

You refunded an e-ticket by mistake instead of another one, now you can cancel the refunded ticket from sales report.

```
TJQ/T-LH/D-12MAY14MAY
AGY NO - 00000000              QUERY REPORT 12MAY-14MAY           CURRENCY IRR
OFFICE - THR1A0980             SELECTION:
AGENT  - 9113SH                                                  14 MAY 2018
-----------------------------------------------------------------------------
SEQ NO A/L DOC NUMBER TOTAL DOC    TAX    FEE    COMM FP PAX NAME AS RLOC    TRNC
-----------------------------------------------------------------------------
000057*220 2453447515  87208000 38380T       0 25011T CA AMADEUS/ SH RDF9WS TKTT
000058*220 2453447516 145245000 21400T       0 12879T CA AMADEUS/ SH RDF9WS CANX
000059*220 2453447517  35278000 58780T       0 882000 CA TEST/BES SH RDGUMX TKTT
000060 220 2453447518  30121000 32390T       0 29303T CA TEST/BES SH RDGUMX TKTT
000061 220 2453447510 -35278000-58780T        0-882000 CA TEST/BES SH RDGUMX RFND
```

Entry to cancel refunded ticket: TRDC/000061/T-LH

```
OK - DOCUMENT(S) CANCELLED
```

Canceled refund document will be displayed in the query report as below:

```
TJQ/T-LH/D-12MAY14MAY
AGY NO - 00000000              QUERY REPORT 12MAY-14MAY           CURRENCY IRR
OFFICE - THR1A0980             SELECTION:
AGENT  - 9113SH                                                  14 MAY 2018
-----------------------------------------------------------------------------
SEQ NO A/L DOC NUMBER TOTAL DOC    TAX    FEE    COMM FP PAX NAME AS RLOC    TRNC
-----------------------------------------------------------------------------
000057*220 2453447515  87208000 38380T       0 25011T CA AMADEUS/ SH RDF9WS TKTT
000058*220 2453447516 145245000 21400T       0 12879T CA AMADEUS/ SH RDF9WS CANX
000059*220 2453447517  35278000 58780T       0 882000 CA TEST/BES SH RDGUMX TKTT
000060 220 2453447518  30121000 32390T       0 29303T CA TEST/BES SH RDGUMX TKTT
000061 220 2453447510 -35278000-58780T        0-882000 CA TEST/BES SH RDGUMX RFNX
```

In this scenario TRDC entry changes the coupon status of the ticket from R to O.

CHAPTER 5: REISSUE/REVALID

At the end of this chapter, you will be able to:

1. Understand concept of reissue/exchange
2. Reissue with using FXP transaction
3. Reissue with TTU transaction
4. Reissue with TTC transaction
5. Revalidation

Introduction

When a passenger changes his/her reservation after a ticket has been issued, the original ticket has to be reissued or rerouted.

If the new route remains the same, but there is a date or class change, it is called reissue.
If the new route is different, it is called a rerouting.

There are three methods of processing a reissue or rerouting.

1. Re-pricing the itinerary and creating a new TST using the FXP transaction
2. Updating an already existing TST using TTU transaction
3. Creating a new manual TST using the TTC transaction

Scenario 1: Reissue with re-pricing the itinerary (No Additional)

Re-pricing with the FXP transaction is only possible when the passenger has not used part of his ticket yet.

Below you can find an example of PNR that e-ticket has been issued.

```
--- TST RLR ---
RP/THR1A0980/THR1A0980              SH/SU  21JUL18/0950Z   RDYUIA
THR1A0980/9113SH/21JUL18
  1.WATSON/MIKE
  2   TK 873 Z 10OCT 3   IKAIST HK1          0430 0720   *1A/E*
  3   TK 878 Z 20OCT 6   ISTIKA HK1      I   0130 0500   *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK OK21JUL/THR1A0980//ETLH
  6 FA PAX 235-2494810995/ETTK/IRR68115000/21JUL18/THR1A0980/00
      000000/S2-3
  7 FB PAX 0000000000 TTP/T-TK/RT OK ETICKET/S2-3
  8 FE PAX NONEND/TK ONLY/S2-3
  9 FM PAX *C*7/S2-3
 10 FP CASH
 11 FV PAX TK/S2-3
```

The following ticket was issued.

```
TKT-2352494810995        RCI-                    1A  LOC-RDYUIA
 OD-THRTHR  SI-     FCPI-0   POI-THR  DOI-21JUL18  IOI-00000000
   1.WATSON/MIKE              ADT            ST
 1 OIKA TK 873   Z 10OCT0430 OK   ZLYRT        O            40
 2 OIST TK 878   Z 20OCT0130 OK   ZLYRT        O            40
    IKA
FARE   F USD    1541.00
EQUIV    IRR    66911000     BSR     43420.00
TOTALTAX IRR     1204000
TOTAL    IRR    68115000
/FC THR TK IST Q71.00 699.50TK THR Q71.00 699.00NUC1541.00END ROE
1. 000000
FE NONEND/TK ONLY
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
```

Passenger Watson wants to change his outbound flight to new date.
The fare allows a change in date without extra charge, you must re-price the new itinerary and create a new TST.

The following steps have to be taken:

1. Book the new flight.

```
--- TST RLR ---
RP/THR1A0980/THR1A0980              SH/SU  25JUL18/0950Z   RDYUIA
THR1A0980/9113SH/25JUL18
  1.WATSON/MIKE
  2   TK 873 Z 08OCT 1   IKAIST HK1          0430 0720   *1A/E*
  3   TK 878 Z 20OCT 6   ISTIKA HK1      I   0130 0500   *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK OK14MAY/THR1A0980//ETLH
  6 FA PAX 235-2494810995/ETTK/IRR68115000/21JUL18/THR1A0980/00
      000000/S3
  7 FB PAX 0000000000 TTP/T-TK/RT OK ETICKET/S3
  8 FE PAX NONEND/TK ONLY/S3
  9 FM PAX *C*7/S3
 10 FP CASH
 11 FV PAX TK/S3
```

2. Cancel original TST by using **TTE**
3. Price the new itinerary with **FXP**
4. Store new TST
5. Display the new TST

System response:

```
TST00002     THR1A0980 SH/25JUL I 0 LD 08OCT18 2359  OD THRTHR
T-
FXP
   1.AMADEUS/PERSIA
 1   IKA TK  873 Z 08OCT 0430  OK ZLYRT                      40K
 2 O IST TK  878 Z 20OCT 0130  OK ZLYRT                      40K
     IKA
FARE  F USD   1541.00
EQUIV   IRR   66911000
TX001 X IRR   202000-I6SE TX002 X IRR   350000-IRAE TX003 X IRR   652000-TRAE
TOTAL   IRR   68115000    BSR 43420.00
GRAND TOTAL IRR   68115000
THR TK IST Q71.00 699.50TK THR Q71.00 699.50NUC1541.00END
 ROE1.000000

  9.FE NONEND/TK ONLY
 10.FV TK
```

6. Exchange new TST.

TTK/EXCH

System response:

```
TST00002     THR1A0980 SH/25JUL M 1 LD 08OCT18 2359  OD THRTHR
T-
FXP
   1.AMADEUS/PERSIA
 1   IKA TK  873 Z 08OCT 0430  OK ZLYRT                      40K
 2 O IST TK  878 Z 20OCT 0130  OK ZLYRT                      40K
     IKA
FARE  R USD   1541.00
EQUIV   IRR
TX001 O IRR   202000-I6SE TX002 O IRR   350000-IRAE TX003 O IRR   652000-TRAE
TOTAL   IRR          0
GRAND TOTAL IRR          0
THR TK IST Q71.00 699.50TK THR Q71.00 699.50NUC1541.00END
 ROE1.000000

  9.FE NONEND/TK ONLY
 10.FP O/CASH
 11.FV TK
```

7. Adjust the NVA and Equivalent.

TTK/VXX08OCT
TTK/EIRRIRR or **TTK/EIRR**66911000

System response:

```
TST00002     THR1A0980 SH/25JUL M 1 LD 08OCT18 2359  OD THRTHR
T-
FXP
   1.AMADEUS/PERSIA
 1   IKA TK  873 Z 08OCT 0430  OK ZLYRT                      08OCT 40K
 2 O IST TK  878 Z 20OCT 0130  OK ZLYRT                      08OCT 40K
     IKA
FARE  R USD   1541.00
EQUIV   IRR   66911000
TX001 O IRR   202000-I6SE TX002 O IRR   350000-IRAE TX003 O IRR   652000-TRAE
TOTAL   IRR         0
GRAND TOTAL IRR          0
THR TK IST Q71.00 699.50TK THR Q71.00 699.50NUC1541.00END
 ROE1.000000

  9.FE NONEND/TK ONLY
 10.FP O/CASH
 11.FV TK
```

8. You have to enter the original issue/in exchange ticket number.

FO*L6/P1/S2-3

FO*   transaction code
L6   FA/FH line number
P1   passenger number
S2-3 active segments numbers

```
FO235-2494810995E1THR21JUL18/00000000/235-2494810995/P1/S2-3
```

System response:

```
--- TST RLR ---
RP/THR1A0980/THR1A0980              SH/SU  25JUL18/0950Z   RDYUIA
THR1A0980/9113SH/25JUL18
  1.WATSON/MIKE
  2  TK 873 Z 08OCT 1  IKAIST HK1           0430 0720   *1A/E*
  3  TK 878 Z 20OCT 6  ISTIKA HK1       I   0130 0500   *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK OK14MAY/THR1A0980//ETLH
  6 FA PAX 235-2494810995/ETTK/IRR68115000/21JUL18/THR1A0980/00
      000000/S3
  7 FB PAX 0000000000 TTP/T-TK/RT OK ETICKET/S3
  8 FE PAX NONEND/TK ONLY/S2-3
  9 FO PAX 235-2494810995THR21JUL18/00000000/235-2494810995E1
      /S2-3
 10 FP PAX O/CASH/S2-3
 11 FV PAX TK/S2-3
```

9. Issue new TST.

TTP/T-TK/RT

Scenario 2: Reissue with re-pricing the itinerary (Additional Payment)

Passenger Watson wants to change (Reroute) his inbound reservation from AMS - IKA to LHR – IKA. You have to retrieve his PNR and FA element shows you that an e-ticket was issued.

Current PNR:

```
--- TST RLR ---
RP/THR1A0980/THR1A0980              SH/SU  14MAY18/1038Z   RE454T
THR1A0980/9113SH/14MAY18
  1. WATSON/MIKE
  2  LH 601 V 01SEP 6 IKAFRA HK1          0255 0540   *1A/E*
  3  LH 986 V 01SEP 6 FRAAMS HK1     1    0805 0920   *1A/E*
  4  LH 989 V 30SEP 7 AMSFRA HK1          1110 1215   *1A/E*
  5  LH 600 V 30SEP 7 FRAIKA HK1     1    1405 2025   *1A/E*
  6 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  7 TK OK14MAY/THR1A0980//ETLH
  8 FA PAX 220-2453447519/ETLH/IRR39989000/14MAY18/THR1A0980/000
     00000/S2-5
  9 FB PAX 0000000000 TTP/T-LH/RT OK ETICKET/S2-5
 10 FE PAX FARE RESTRICTION MAY APPLY/S2-5
 11 FM PAX *C*3/S2-5
 12 FP CASH
 13 FV PAX LH/S2-5
```

The following steps have to be taken:

1.   Book the new flight.

Here you can find PNR after changing inbound reservation:


```
--- TST RLR ---
RP/THR1A0980/THR1A0980              SH/SU  14MAY18/1046Z   RE454T
THR1A0980/9113SH/14MAY18
  1. WATSON/MIKE
  2  LH 601 V 01SEP 6 IKAFRA HK1          0255 0540   *1A/E*
  3  LH 986 V 01SEP 6 FRAAMS HK1     1    0805 0920   *1A/E*
  4  ARNK
  5  LH 903 V 25SEP 2 LHRFRA HK1     2    1030 1305   *1A/E*
  6  LH 600 V 25SEP 2 FRAIKA HK1     1    1405 2025   *1A/E*
  7 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  8 TK OK14MAY/THR1A0980//ETLH
  9 FA PAX 220-2453447519/ETLH/IRR39989000/14MAY18/THR1A0980/000
     00000/S2-3
 10 FB PAX 0000000000 TTP/T-LH/RT OK ETICKET/S2-3
 11 FE PAX FARE RESTRICTION MAY APPLY/S2-3
 12 FM PAX *C*3/S2-3
 13 FP CASH
 14 FV PAX LH/S2-3
```

2. Cancel original TST by using **TTE**
3. Price the new itinerary with **FXP/R,VC-LH**
4. Store new TST
5. Display the new TST

System response:

```
TST00002     THR1A0980 SH/14MAY I 0 LD 17MAY18 1507  OD THRTHR
T-
FXP/R,VC-LH
   1. WATSON/MIKE
 1   IKA LH  601 V 01SEP 0255  OK VRCIR            01SEP01SEP 1PC
 2 X FRA LH  986 V 01SEP 0805  OK VRCIR            01SEP01SEP 1PC
 3   AMS    ARNK
 4 O LHR LH  903 V 25SEP 1030  OK VRCIR            25SEP25SEP 1PC
 5 X FRA LH  600 V 25SEP 1405  OK VRCIR            25SEP25SEP 1PC
     IKA
FARE  F USD    850.00
EQUIV   IRR   35700000
TX001 X IRR   200000-I6SE TX002 X IRR   350000-IRAE TX003 X IRR   450000-DESE
TX004 X IRR  2124000-RAEB TX005 X IRR  4435000-GBAD TX006 X IRR  1098000-UBAS
TOTAL   IRR   44357000    BSR 42000.00
GRAND TOTAL IRR   44357000
THR LH X/FRA Q120.00LH AMS Q45.00 260.00/-LON LH X/FRA Q45.00LH
 THR Q120.00 260.00NUC850.00END ROE1.000000

*LH *

 11.FE FARE RESTRICTION MAY APPLY
```

6. Exchange new TST.

TTK/EXCH

System response:

```
TST00002     THR1A0980 SH/14MAY M 1 LD 17MAY18 1507  OD THRTHR
T-
FXP/R,VC-LH
   1. WATSON/MIKE
 1   IKA LH  601 V 01SEP 0255  OK VRCIR            01SEP01SEP 1PC
 2 X FRA LH  986 V 01SEP 0805  OK VRCIR            01SEP01SEP 1PC
 3   AMS    ARNK
 4 O LHR LH  903 V 25SEP 1030  OK VRCIR            25SEP25SEP 1PC
 5 X FRA LH  600 V 25SEP 1405  OK VRCIR            25SEP25SEP 1PC
     IKA
FARE  R USD    850.00
EQUIV   IRR
TX001 O IRR   200000-I6SE TX002 O IRR   350000-IRAE TX003 O IRR   450000-DESE
TX004 O IRR  2124000-RAEB TX005 O IRR  4435000-GBAD TX006 O IRR  1098000-UBAS
TOTAL   IRR         0
GRAND TOTAL IRR         0
THR LH X/FRA Q120.00LH AMS Q45.00 260.00/-LON LH X/FRA Q45.00LH
 THR Q120.00 260.00NUC850.00END ROE1.000000

*LH *

 11.FE FARE RESTRICTION MAY APPLY
 12.FP O/CASH
 13.FV LH
```

7. Use TTK to update TST fields.

In this case 50 USD change fee should be added and there are some new taxes as below:

IRR 4435000 GB   & IRR 1098000 UB
TTK/EIRRIRR or **EIRR35700000**
TTK/TIRR7633000

There are two ways to update new taxes:

TTK/X5 (delete tax number 5) then **TTK/XIRR**4435000GB (add new tax)
or
TTK/X5-X (change old tax number 5 to new tax)

TTK/X6 (delete tax number 6) **then TTK/XIRR**1098000 UB (add new tax)
or
TTK/X6-X (change old tax number 6 to new tax)

TTK/XIRR2100000**DU** (add penalty as a new tax)

System response:

```
TST00002     THR1A0980 SH/14MAY M 1 LD 17MAY18 1507  OD THRTHR
T-
FXP/R,VC-LH
   1. WATSON/MIKE
 1   IKA LH  601 V 01SEP 0255  OK VRCIR          01SEP01SEP 1PC
 2 X FRA LH  986 V 01SEP 0805  OK VRCIR          01SEP01SEP 1PC
 3   AMS    ARNK
 4 O LHR LH  903 V 25SEP 1030  OK VRCIR          25SEP25SEP 1PC
 5 X FRA LH  600 V 25SEP 1405  OK VRCIR          25SEP25SEP 1PC
     IKA
FARE  R USD    850.00
EQUIV   IRR   35700000
TX001 O IRR   200000-I6SE TX002 O IRR   350000-IRAE TX003 O IRR   450000-DESE
TX004 O IRR  2124000-RAEB TX005 X IRR  4435000-GBAD TX006 X IRR  1098000-UBAS
TX007 X IRR  2100000 DU
TOTAL    IRR   7633000
GRAND TOTAL IRR    7633000
THR LH X/FRA Q120.00LH AMS Q45.00 260.00/-LON LH X/FRA Q45.00LH
 THR Q120.00 260.00NUC850.00END ROE1.000000

*LH *

 11.FE FARE RESTRICTION MAY APPLY
```

8. Cancel old form of payment and enter new one:

<p style="text-align:center">FPO/CASH+/CASH</p>

System response:

```
--- TST RLR ---
RP/THR1A0980/THR1A0980          SH/SU  14MAY18/1112Z   RE454T
THR1A0980/9113SH/14MAY18
  1. WATSON/MIKE
  2  LH 601 V 01SEP 6 IKAFRA HK1        0255 0540   *1A/E*
  3  LH 986 V 01SEP 6 FRAAMS HK1      1 0805 0920   *1A/E*
  4  ARNK
  5  LH 903 V 25SEP 2 LHRFRA HK1      2 1030 1305   *1A/E*
  6  LH 600 V 25SEP 2 FRAIKA HK1      1 1405 2025   *1A/E*
  7 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  8 TK OK14MAY/THR1A0980//ETLH
  9 FA PAX 220-2453447519/ETLH/IRR39989000/14MAY18/THR1A0980/000
      00000/S2-3
 10 FB PAX 0000000000 TTP/T-LH/RT OK ETICKET/S2-3
 11 FE PAX FARE RESTRICTION MAY APPLY/S2-3,5-6
 12 FP PAX O/CASH+/CASH/S2-3,5-6
 13 FV PAX LH/S2-3,5-6
 14 FV PAX EY/S2-3,5-6
```

9. You have to enter the original issue/in exchange ticket number.

<p style="text-align:center">FO*L9/P1/S2-3,5-6</p>

System response:

```
FO220-2453447519E1THR14MAY18/00000000/220-2453447519E1/P1/S2-3,5-6
```

10. Issue new TST.

<p style="text-align:center">TTP/T-LH/RT</p>

Scenario 3: Reissue with re-pricing the itinerary (Additional Payment)

Passenger Peterson wants to change her inbound reservation to AZ756/02SEP on V class after departure.
This fare allows a change in date and the new departure date is within the validity, passenger has to pay changing fee and base fare extra charge for ADL is 107 USD and for INF is 10 USD.

In this case you must re-price historical fare and create a new TST.

Current PNR:

```
--- TST RLR ---
RP/THR1A0980/THR1A0980              SH/SU  22JUL18/1107Z   KKM8WO
THR1A0980/9113SH/22JUL18
  1.PETERSON/ANGELA MRS(INF/GILA/20MAR18)
  2  AZ 757 N 23JUL 1 IKAFCO HK1            FLWN
  3  AZ 756 N 30JUL 1 FCOIKA HK1       1  1800 0120+1 *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK OK22JUL/THR1A0980//ETAZ
  6 SSR INFT AZ HK1 PETERSON/GILA 20MAR18/S2
  7 SSR INFT AZ HK1 PETERSON/GILA 20MAR18/S3
  8 FA PAX 055-2400550009/ETAZ/IRR32523000/22JUL18/THR1A0980/000
       00000/S2-3
  9 FA INF 055-2400550010/ETAZ/IRR3900000/22JUL18/THR1A0980/0000
       0000/S2-3
 10 FB PAX 0000000000 TTP/T-AZ/RT OK ETICKET/S2-3
 11 FB INF 0000000001 TTP/T-AZ/RT OK ETICKET/S2-3
 12 FE PAX AZ ONLY/S2-3
 13 FE INF AZ ONLY/S2-3
 14 FM PAX *C*7/S2-3
 15 FM INF *C*7/S2-3
 16 FP CASH
 17 FV PAX AZ/S2-3
```

The following steps have to be taken:

1. Display e-tickets records and check if the second flight coupon is still open for use.

TWD/L8

System response:

```
TKT-0552400550009      RCI-                      1A  LOC-KKM8WO
 OD-THRTHR  SI-     FCPI-0   POI-THR  DOI-22JUL18  IOI-0000000
   1.PETERSON/ANGELA MRS      ADT           ST
 1 OIKA AZ 757  N 23JUL0415 OK NHRCLIR1    F   23JUL23JUL 1PC
 2 OFCO AZ 756  N 30JUL1800 OK NHRCLIR1    O   30JUL30JUL 1PC
   IKA
FARE   F USD      694.00
EQUIV    IRR     29849000
TOTALTAX IRR      2674000
TOTAL    IRR     32523000
/FC THR AZ ROM Q93.78 253.00AZ THR Q93.78 253.00NUC693.56END ROE
1.000000
FE AZ ONLY
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
```

TWD/L9

System response:

```
TKT-0552400550010        RCI-                       1A  LOC-KKM8WO
 OD-THRTHR  SI-    FCPI-0   POI-THR  DOI-22JUL18  IOI-0000000
   1.PETERSON/GILA               INF          ST
 1 OIKA AZ 757   N 23JUL0415 NS NHRCLIR1/     F    23JUL23JUL 1PC
 2 OFCO AZ 756   N 30JUL1800 NS NHRCLIR1/     O    30JUL30JUL 1PC
    IKA
FARE   F USD       65.00
EQUIV    IRR     2796000
TOTALTAX IRR     1104000
TOTAL    IRR     3900000
/FC THR AZ ROM Q7.03 25.30AZ THR Q7.03 25.30NUC64.66END ROE1.000
000
FE AZ ONLY
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
```

2. Book the new flight and cancel original flight
3. Cancel original TSTs by using **TTE/ALL**
4. Price the new itinerary with **FXP/R,VC-AZ,22JUL18/S2-3**
5. Store new TSTs
6. Display the new TST for adult

TQT/T3

System response:

```
TST00003     THR1A0980 SH/25JUL M V LD 25JUL18 2359  OD THRTHR
T-
FXP/R,VC-AZ,22JUL18/S2-3
   1.PETERSON/ANGELA MRS
 1   IKA AZ  757 N 23JUL 0415  OK NHRCLIR1         23JUL23JUL 1PC
 2 O FCO AZ  756 V 02SEP 1800  OK VHRCLIR1         02SEP02SEP 1PC
    IKA
FARE  F USD     801.00
EQUIV   IRR   34780000
TX001 X IRR    201000-I6SE TX002 X IRR   350000-IRAE TX003 X IRR   127000-EXAE
TX004 X IRR    377000-HBCO TX005 X IRR  1415000-ITEB TX006 X IRR    44000-MJAD
TX007 X IRR    160000-VTSE
TOTAL   IRR   37465000    BSR 43420.00
GRAND TOTAL IRR   37465000
THR AZ ROM Q93.78 253.00AZ THR Q93.78 360.50NUC801.00END
 ROE1.000000

*AZ *

 12.FE AZ ONLY
 14.FP CASH
 15.FV AZ
```

7. Update the TST with the inbound segment by using TTU entry as below:

TTU/T3**/**S3

System response:

```
UPDATE - OK
```

8. Exchange new TST.

TTK/EXCH/T3

9. Use TTK to update TST fields.

In this case 70 USD change fee should be added.

TTK/T3/EIRRIRR or **TTK/T3/EIRR**34780000
TTK/T3/**TIRR**7690000
TTK/T3/XIRR3040000OB

10. Cancel old form of payment and enter new one:

FP**PAX**O/CASH+/CASH

 11. You have to enter the original issue /in exchange ticket number for adult.

FO*L8/P1/S3

System response:

```
FO055-2400550009E2THR22JUL18/0000000/055-2400550009E2/P1/S3
```

Here you can find PNR after entering FO line for ADL:

```
--- TST RLR ---
RP/THR1A0980/THR1A0980            SH/SU  25JUL18/0552Z   KKM8WO
THR1A0980/9113SH/25JUL18
  1.PETERSON/ANGELA MRS(INF/GILA/20MAR18)
  2  AZ 757 N 23JUL 1 IKAFCO HK1        FLWN
  3  AZ 756 V 02SEP 7 FCOIKA HK1     1  1800 0120+1 *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK OK22JUL/THRI1A0980//ETAZ
  6 SSR INFT AZ HK1 PETERSON/GILA 20MAR18/S2
  7 SSR INFT AZ HK1 PETERSON/GILA 20MAR18/S3
  8 FA PAX 055-2400550009/ETAZ/IRR32523000/22JUL18/THR1A0980/000
     00000/S2
  9 FA INF 055-2400550010/ETAZ/IRR3900000/22JUL18/THR1A0980/0000
     0000/S2
 10 FB PAX 0000000000 TTP/T-AZ/RT OK ETICKET/S2
 11 FB INF 0000000001 TTP/T-AZ/RT OK ETICKET/S2
 12 FE INF AZ ONLY/S2-3
 13 FE PAX AZ ONLY/S3
 14 FO PAX 055-2400550009THR22JUL18/0000000/055-24005500095E2
     /S3
 15 FP PAX O/CASH+/CASH
 16 FV INF AZ/S2-3
 17 FV PAX AZ/S3
```

12. Issue new TST.

TTP/T-AZ/T3/RT

13. Display the new TST for infant.

TQT/T4

System response:

```
TST00004     THR1A0980 SH/25JUL M V LD 25JUL18 2359  OD THRTHR
T-
FXP/R,VC-AZ,22JUL18/S2-3
   1.PETERSON/GILA(INF)
 1   IKA AZ  757 N 23JUL 0415  NS NHRCLIR1I      23JUL23JUL 1PC
 2 O FCO AZ  756 V 02SEP 1800  NS VHRCLIR1I      02SEP02SEP 1PC
     IKA
FARE  F USD     75.00
EQUIV   IRR   3257000
TX001 X IRR   754000-YRVB TX002 X IRR   350000-IRAE
TOTAL   IRR   4365000    BSR 43420.00
GRAND TOTAL IRR   4365000
THR AZ ROM Q7.03 25.30AZ THR Q7.03 36.05NUC75.41END ROE1.000000

*AZ *

 16.FE AZ ONLY
 21.FV AZ
```

14. Update the TST with the inbound segment by using TTU entry.

TTU/T4**/**S3

System response:

```
UPDATE - OK
```

15. Exchange new TST.

TTK/EXCH/T4

16. Use TTK to update TST fields.

TTK/T4/EIRRIRR **or TTK/T4/EIRR**3257000
TTK/T4/TIRR3475000
TTK/T4/XIRR3040000OB

17. Cancel old form of payment and enter new one:

FP**INF**O/CASH+/CASH

System response:

```
--- TST RLR ---
RP/THR1A0980/THR1A0980           SH/SU  25JUL18/0636Z   KKM8WO
THR1A0980/9113SH/25JUL18
  1.PETERSON/ANGELA MRS(INF/GILA/20MAR18)
  2  AZ 757 N 23JUL 1 IKAFCO HK1        FLWN
  3  AZ 756 V 02SEP 7 FCOIKA HK1      1  1800 0120+1 *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK OK22JUL/THR1A0980//ETAZ
  6 TK PAX OK25JUL/THR1A0980//ETAZ/S3
  7 SSR INFT AZ HK1 PETERSON/GILA 20MAR18/S2
  8 SSR INFT AZ HK1 PETERSON/GILA 20MAR18/S3
  9 FA PAX 055-2400550009/ETAZ/IRR3253000/22JUL18/THR1A0980/0000
       000/S2
 10 FA INF 055-2400550010/ETAZ/IRR3900000/22JUL18/THR1A0980/0000
       000/S2
 11 FA PAX 055-2400550012/ETAZ/IRR9640000/25JUL18/THR1A0980/0000
       000/S3
 12 FB PAX 0000000000 TTP/T-AZ/RT OK ETICKET/S2
 13 FB INF 0000000001 TTP/T-AZ/RT OK ETICKET/S2
 14 FB PAX 0000000000 TTP/T-AZ/P1/T3/RT OK ETICKET/S3
 15 FE PAX AZ ONLY/S3
 16 FE INF AZ ONLY/S3
 17 FM PAX *C*0/S3
 18 FO PAX 055-2400550009THR22JUL18/0000000/055-24005500093E2
       /S3
 19 FP PAX O/CASH+/CASH
 20 FP INF O/CASH+/CASH
 21 FV PAX AZ/S3
 22 FV INF AZ/S3
```

18. You have to enter the original issue/in exchange ticket number for infant.

FO*L10/P1/S3

Note: you must add the passenger type identifier (INF) as below:

System response:

```
FOINF055-2400550010E2THR22JUL18/0000000/055-2400550010E2/P1/S3
```

Here you can find PNR after entering FO line for infant:

```
--- TST RLR ---
RP/THR1A0980/THR1A0980          SH/SU  25JUL18/0636Z    KKM8WO
THR1A0980/9113SH/25JUL18
  1.PETERSON/ANGELA MRS(INF/GILA/20MAR18)
  2  AZ 757 N 23JUL 1 IKAFCO HK1          FLWN
  3  AZ 756 V 02SEP 7 FCOIKA HK1      1  1800 0120+1 *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK OK22JUL/THR1A0980//ETAZ
  6 TK PAX OK25JUL/THR1A0980//ETAZ/S3
  7 SSR INFT AZ HK1 PETERSON/GILA 20MAR18/S2
  8 SSR INFT AZ HK1 PETERSON/GILA 20MAR18/S3
  9 FA PAX 055-2400550009/ETAZ/IRR3253000/22JUL18/THR1A0980/0000
       000/S2
 10 FA INF 055-2400550010/ETAZ/IRR3900000/22JUL18/THR1A0980/0000
       000/S2
 11 FA PAX 055-2400550012/ETAZ/IRR9640000/25JUL18/THR1A0980/0000
       000/S3
 12 FB PAX 0000000000 TTP/T-AZ/RT OK ETICKET/S2
 13 FB INF 0000000001 TTP/T-AZ/RT OK ETICKET/S2
 14 FB PAX 0000000000 TTP/T-AZ/P1/T3/RT OK ETICKET/S3
 15 FE PAX AZ ONLY/S3
 16 FE INF AZ ONLY/S3
 17 FM PAX *C*0/S3
 18 FO PAX 055-2400550009THR22JUL18/0000000/055-24005500093E2
       /S3
 19 FO INF 055-2400550010THR22JUL18/0000000/055-24005500104E2
       /S3
 20 FP PAX O/CASH+/CASH
 21 FP INF O/CASH+/CASH
 22 FV PAX AZ/S3
 23 FV INF AZ/S3
```

19. Issue new TST.

TTP/T-AZ/T4/RT

Reissue with the TTU transaction (Additional Payment)

Passenger Buckman wants to change his inbound reservation. The price is as before and passenger has to pay changing fee.

You have to retrieve his PNR and FA element shows you that an e-ticket was issued.

Current PNR:

```
--- TST RLR SFP ---
RP/THR1A0980/THR1A0980              SH/SU  16MAY18/1023Z   RJRHS6
THR1A0980/9113SH/16MAY18
  1.BUCKMAN/ROBERT MR
  2  LH 601 T 02JUN 6 IKAFRA            FLWN
  3  LH 440 T 02JUN 6 FRAIAH            FLWN
  4  LH 441 T 10SEP 1 IAHFRA HK1      D  1550 0835+1 *1A/E*
  5  LH 600 T 11SEP 2 FRAIKA HK1      1  1405 2125   *1A/E*
  6 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  7 TK OK16MAY/THR1A0980//ETLH
  8 SSR DOCS LH HK1 ////10MAR80/M//BUCKMAN/ROBERT
  9 RM NOTIFY PASSENGER PRIOR TO TICKET PURCHASE & CHECK-IN:
     FEDERAL LAWS FORBID THE CARRIAGE OF HAZARDOUS MATERIALS -
     GGAMAUSHAZ/S3-4
 10 FA PAX 220-2453447528/ETLH/IRR41451000/16MAY18/THR1A0980/000
     00000/S2-5
 11 FB PAX 0000000000 TTP/T-LH/RT OK ETICKET/S2-5
 12 FE PAX FARE RESTRICTION MAY APPLY -BG:LH/S2-5
 13 FM PAX *C*3/S2-5
 14 FP CASH
 15 FV PAX LH/S2-5
```

The following steps have to be taken:

1. Book the new flight.

Here you can find PNR after changing inbound reservation:

```
 --- TST RLR SFP ---
 RP/THR1A0980/THR1A0980              SH/SU  10JUN18/1040Z   RJRHS6
THR1A0980/9113SH/10JUN18
  1.BUCKMAN/ROBERT MR
  2  LH 601 T 02JUN 6 IKAFRA            FLWN
  3  LH 440 T 02JUN 6 FRAIAH            FLWN
  4  LH 441 T 15SEP 6 IAHFRA HK1      D  1550 0835+1 *1A/E*
  5  LH 600 T 16SEP 7 FRAIKA HK1      1  1405 2125   *1A/E*
  6 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  7 TK OK16MAY/THR1A0980//ETLH
  8 SSR DOCS LH HK1 ////10MAR80/M//BUCKMAN/ROBERT
  9 RM NOTIFY PASSENGER PRIOR TO TICKET PURCHASE & CHECK-IN:
     FEDERAL LAWS FORBID THE CARRIAGE OF HAZARDOUS MATERIALS -
     GGAMAUSHAZ/S3-4
 10 FA PAX 220-2453447528/ETLH/IRR41451000/16MAY18/THR1A0980/000
     00000/S2-3
 11 FB PAX 0000000000 TTP/T-LH/RT OK ETICKET/S2-3
 12 FE PAX FARE RESTRICTION MAY APPLY -BG:LH/S2-3
 13 FM PAX *C*3/S2-3
 14 FP CASH
 15 FV PAX LH/S2-3
```

2. Update the TST with the new segments by using TTU as below:

TTU/S4-5

Here you find TST:

```
TST00001  PC THR1A0980 SH/10JUN M 0 LD 19MAY18 1445  OD HOUTHR
T-
FXP/R,VC-LH
   1.BUCKMAN/ROBERT MR
 1   IAH LH  441 T 15SEP 1550  OK
 2 O FRA LH  600 T 16SEP 1405  OK
     IKA
FARE  F USD     838.00
EQUIV   IRR   35196000
TX001 X IRR   201000-I6SE TX002 X IRR   350000-IRAE TX003 X IRR   906000-DESE
TX004 X IRR  2136000-RAEB TX005 X IRR   238000-YCAE TX006 X IRR   769000-USAP
TX007 X IRR   769000-USAS TX008 X IRR   167000-XACO TX009 X IRR   294000-XYCR
TX010 X IRR   236000-AYSE TX011 X IRR   189000-XF
TOTAL   IRR   41451000    BSR 42000.00
GRAND TOTAL IRR   41451000
THR LH X/FRA Q130.00LH HOU Q110.00 149.00LH X/FRA Q110.00LH THR
Q130.00 209.00NUC838.00END ROE1.000000 XF IAH4.5
```

3. Adjust the following fields with TTK entries according to ticket image:

TTK/DTHRTHR
TTK/BTHRCIRW
TTK/L1/V15SEP15SEP
TTK/L2/V16SEP16SEP
TTK/A2PC
TTK/L2X

4. Exchange new TST.
TTK/EXCH

System response:

```
TST00001  PC THR1A0980 SH/10JUN M+1 LD 19MAY18 1445  OD THRTHR
T-
FXP/R,VC-LH
   1.BUCKMAN/ROBERT MR
 1   IAH LH  441 T 15SEP 1550  OK THRCIRW         15SEP15SEP 2PC
 2 X FRA LH  600 T 16SEP 1405  OK THRCIRW         16SEP16SEP 2PC
     IKA
FARE  R USD     838.00
EQUIV   IRR
TX001 O IRR   201000-I6SE TX002 O IRR   350000-IRAE TX003 O IRR   906000-DESE
TX004 O IRR  2136000-RAEB TX005 O IRR   238000-YCAE TX006 O IRR   769000-USAP
TX007 O IRR   769000-USAS TX008 O IRR   167000-XACO TX009 O IRR   294000-XYCR
TX010 O IRR   236000-AYSE TX011 O IRR   189000-XF
TOTAL   IRR        0
GRAND TOTAL IRR        0
THR LH X/FRA Q130.00LH HOU Q110.00 149.00LH X/FRA Q110.00LH THR
 Q130.00 209.00NUC838.00END ROE1.000000 PD XF IAH4.5

*LH *

 12.FE FARE RESTRICTION MAY APPLY -BG:LH
 13.FM *C*3
```

5. Use TTK to update TST fields.
   In this case 50 USD change fee should be added.

TTK/ TTK/EIRRIRR or **EIRR**35196000
TTK/TIRR2103000
TTK/XIRR2103000DU

System response:

```
TST00001  PC THR1A0980 SH/10JUN M+1 LD 19MAY18 1445  OD THRTHR
T-
FXP/R,VC-LH
   1.BUCKMAN/ROBERT MR
 1   IAH LH  441 T 15SEP 1550  OK THRCIRW         15SEP15SEP 2PC
 2 X FRA LH  600 T 16SEP 1405  OK THRCIRW         16SEP16SEP 2PC
     IKA
FARE  R USD    838.00
EQUIV   IRR   35196000
TX001 O IRR   201000-I6SE TX002 O IRR   350000-IRAE TX003 O IRR   906000-DESE
TX004 O IRR  2136000-RAEB TX005 O IRR   238000-YCAE TX006 O IRR   769000-USAP
TX007 O IRR   769000-USAS TX008 O IRR   167000-XACO TX009 O IRR   294000-XYCR
TX010 O IRR   236000-AYSE TX011 O IRR   189000-XF  TX012 X IRR  2103000-DU
TOTAL   IRR    2103000
GRAND TOTAL IRR    2103000
THR LH X/FRA Q130.00LH HOU Q110.00 149.00LH X/FRA Q110.00LH THR
 Q130.00 209.00NUC838.00END ROE1.000000 PD XF IAH4.5

*LH *

 12.FE FARE RESTRICTION MAY APPLY -BG:LH
 13.FM *C*3
```

6. Remove PC flag. You can remove it after exchanging TST also.

TTF

7. Cancel old form of payment and enter new one.

FPO/CASH**+/CASH**

8. You have to enter the original issue/in exchange ticket number.

FO*L10/S4-5

System response:

```
FO220-2453447528E3THR16MAY18/00000000/220-2453447528E3/S4-5
```

You have to add passenger and segment association.

9. The new TST can be issued.

TTP/T-LH/ P1/S4-5/RT

Reissue with the TTC transaction

To create a new reservation for passengers who already have e-ticket for reissue purpose:

The following steps have to be taken:

1. Create new PNR based on new dates.

New PNR:

```
--- RLR ---
RP/THR1A0980/THR1A0980            SH/SU  05OCT18/0630Z   S5BFNO
THR1A0980/9113SH/05OCT18
  1.LEAVEY/PATRICK MR   2.SIMPSON/MAGGIE MRS
  3  LH 600 Q 25OCT 4 FRAIKA HK2      1  1405 2025   *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK TL20OCT/THR1A0980
```

2. Considering in this case there are no TSTs present in the PNR.

Calculate the fare with FQP, including the date of issue of the original tickets.

Ticket Image of PAX 1:

```
TKT-2202453447537        RCI-                    1A  LOC-S584TM
 OD-THRTHR  SI-     FCPI-0   POI-THR  DOI-23MAY18  IOI-00000000
   1.LEAVEY/PATRICK MR          ADT          ST
 1 OIKA LH 601   V 01OCT0155 OK VRCIR        F   01OCT01OCT 1PC
 2 OFRA LH 600   V 20OCT1405 OK VRCIR        O   20OCT20OCT 1PC
    IKA
FARE   F USD      870.00
EQUIV    IRR    36593000      BSR    42060.00
TOTALTAX IRR     3805000
TOTAL    IRR    40398000
/FC THR LH FRA Q120.00 315.00LH THR Q120.00 315.00NUC870.00END R
OE1.000000
FE FARE RESTRICTION MAY APPLY
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
```

Ticket Image of PAX 2:

```
TKT-2202453447538        RCI-                    1A  LOC-S584TM
 OD-THRTHR  SI-     FCPI-0   POI-THR  DOI-23MAY18  IOI-00000000
   1.SIMPSON/MAGGIE MRS        ADT          ST
 1 OIKA LH 601   V 01OCT0155 OK VRCIR        F   01OCT01OCT 1PC
 2 OFRA LH 600   V 20OCT1405 OK VRCIR        O   20OCT20OCT 1PC
    IKA
FARE   F USD      870.00
EQUIV    IRR    36593000      BSR    42060.00
TOTALTAX IRR     3805000
TOTAL    IRR    40398000
/FC THR LH FRA Q120.00 315.00LH THR Q120.00 315.00NUC870.00END R
OE1.000000
FE FARE RESTRICTION MAY APPLY
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
```

FQPIKA/ALH/CV/D01OCTFRA/CQ/D25OCTIKA/OLH/R,VC-LH,23MAY18

System response:

```
LAST TKT DTE 06OCT18 - SEE ADV PURCHASE
--------------------------------------------------------------
     AL FLGT  BK T DATE  TIME  FARE BASIS      NVB  NVA   BG
 THR
 FRA LH      V  V 01OCT        VRCIR           01OCT01OCT 1P
 THR LH      Q  Q 25OCT        QRCIR           25OCT25OCT 1P

USD   910.00     01OCT18THR LH FRA Q120.00 315.00LH THR Q
IRR 38275000     120.00 355.00NUC910.00END ROE1.000000
IRR   198000I6   XT IRR 1154000OY IRR 446000DE IRR 1657000
IRR   350000IR   RA
IRR  3257000XT
IRR 42080000
RATE USED 1USD=42060.00000IRR
TICKET STOCK RESTRICTION
BG CXR: LH/LH
```

3. Create manual TST for flight segment by using:

TTC

4. Fill in the applicable fields in the TST with the TTK entry:

TTK/DTHRTHR
TTK/BQRCIR
TTK/V25OCT25OCT
TTK/A1PC

New fare/ Old taxes/New tax/Total:

TTK/RUSD910.00**/E**IRR38275000**/O**IRR198000I6**/O**350000IR**/O**1154000OY**/O**446000DE
/O1657000RA**/XI**RR2103000DU**/T**IRR3785000

Fare calculation:

TTK/CTHR LH FRA Q120.00 315.00LH THR Q120.00 355.00NUC910.00END ROE1.000000

System response:

```
TST00001    THR1A0980 SH/05OCT M+1               OD THRTHR
T-
  1.LEAVEY/PATRICK MR   2.SIMPSON/MAGGIE MRS
 1   FRA LH  600 Q 25OCT 1405  OK QRCIR           25OCT25OCT 1PC
     IKA
FARE  R USD     910.00
EQUIV   IRR   38275000
TX001 O IRR   198000-I6   TX002 O IRR    350000-IR   TX003 O IRR  1154000-OY
TX004 O IRR   446000-DE   TX005 O IRR  1657000-RA   TX006 X IRR  2103000-DU
TOTAL   IRR    3785000
GRAND TOTAL IRR    3785000
THR LH FRA Q120.00 315.00LH THR Q120.00 355.00NUC910.00END
 ROE1.000000
```

4. Cancel old form of payment and enter new one:

FPO/CASH**+/CASH**

6. You have to enter the original issues/in exchange ticket numbers manually.

```
FO220-2453447537E2THR23MAY18/00000000/P1/S3
```

```
FO220-2453447538E2THR23MAY18/00000000/P2/S3
```

Note: After entering the first FO, TSTs will be automatically divided.

System response:

```
T     P/S  NAME                   TOTAL           FOP              SEGMENTS
1    .2    SIMPSON/MAGGIE MRS     IRR      3785000 O/CASH+/CASH          3
2    .1    LEAVEY/PATRICK MR      IRR      3785000 O/CASH+/CASH          3

DELETED TST RECORDS MAY EXIST - PLEASE USE TTH
```

PNR after entering the FO lines:

```
--- TST RLR ---
RP/THR1A0980/THR1A0980             SH/SU  05OCT18/0736Z   S5BFNO
THR1A0980/9113SH/05OCT18
  1.LEAVEY/PATRICK MR   2.SIMPSON/MAGGIE MRS
  3  LH 600 Q 25OCT 4 FRAIKA HK2       1  1405 2025   *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK TL20OCT/THR1A0980
  6 FO PAX 220-2453447537THR23MAR18/00000000/220-24534475372E2
     /S3/P1
  7 FO PAX 220-2453447538THR23MAR18/00000000/220-24534475383E2
     /S3/P2
  8  FP O/CASH+/CASH
```

6. Issue TSTs.

First display each ticket image, then issue the tickets by TST numbers:

TWD/TKT220-245344753447537

TTP/T-LH/T2/RT

and

TWD/TKT220-245344753447538

TTP/T-LH/T1/RT

Revalidation

If revalidation authorized by the airline, you must display the ET record by making a TWD.

To revalidate the e-ticket, enter for example:

TTP/ETRV/L10/S5-6/E3-4

Here you can find description of above command:

Option	Description
TTP	Transaction code to issue a ticket
/ETRV	Slash, e-ticket revalidation option
/L10	Slash, line number identifier (L), line number of the FA/FHE element in the PNR that contains the e-ticket number (10)
/S5-6	Slash, segment identifier (S), numbers of the changed segments in the PNR (5-6)
/E3-4	Slash, e-ticket coupon identifier (E), numbers of the original coupons in the e-ticket record that need to be revalidated

CHAPTER 6: AUTOMATED REFUND

At the end of this chapter, you will be able to:

1. Condition to refund an e-ticket
2. Different type of refund
3. Different scenarios to illustrate the cases
4. Display refund record from multi list

Introduction

Amadeus automated refunds allows you to refund sale documents and electronic tickets quickly and easily.

Note: You can refund e-ticket coupons that have an 'open' status.

Data is normally stored in the system for 180 days. If the data is no longer available, you enter details of the refund manually into a blank refund record.

You can refund e-tickets as fully or partially used after sales closure.

Steps to refund an e-ticket

1. Displaying the refund record
2. Update the refund record; if required
3. Process refund

Scenario 1

The ticket number **220-2453447540** needs to be fully refunded on LH stock with cancellation penalty IRR 2103000.

PNR (Before refund):

```
--- TST RLR ---
RP/THR1A0980/THR1A0980              SH/SU  23MAY18/0919Z    S5L7GO
THR1A0980/9113SH/23MAY18
  1.BROWN/ANNE MRS
  2  LH 601 T 20JUN 3 IKAFRA HK1          0255 0540   *1A/E*
  3  LH 600 T 30JUN 6 FRAIKA HK1       1  1405 2125   *1A/E*
  4 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  5 TK OK23MAY/THR1A0980//ETLH
  6 FA PAX 220-2453447540/ETLH/IRR30724000/22MAY18/THR1A0980/000
       00000/S2-3
  7 FB PAX 0000000000 TTP/T-LH/RT OK ETICKET/S2-3
  8 FE PAX FARE RESTRICTION MAY APPLY/S2-3
  9 FM PAX *C*3/S2-3
 10 FP CASH
 11 FV PAX LH/S2-3
```

Query report:

```
TJQ/T-LH/SOF/D-22MAY23MAY
AGY NO - 00000000             QUERY REPORT 22MAY-23MAY            CURRENCY IRR
OFFICE - THR1A0980            SELECTION:
AGENT  - ALL                                               23 MAY 2018
--------------------------------------------------------------------------------
SEQ NO A/L DOC NUMBER TOTAL DOC    TAX     FEE    COMM FP PAX NAME AS RLOC    TRNC
--------------------------------------------------------------------------------
000080*220 2453447538  40398000 38050T         0 10977T CA SIMPSON/ SH S584TM TKTT
000081*220 2453447539  30724000 38050T         0 807570 CA BROWN/AN SH S5L5RK TKTT
000082*220 2453447540  30724000 38050T         0 807570 CA BROWN/AN SH S5L7GO TKTT
000083 220 2453447541  40398000 38050T         0 10977T CA LEAVEY/P SH S584TM TKTT
```

The following steps apply:

1. Displaying the refund record.

- Using the ticket number:

TRF220-2453447540 /T-LH

- Using the FA or FH:

TRF/L6/T-LH

- Using the query report:

TRF /I-82/T-LH

System response:

```
REFUND RECORD                     AGT-00000000 SH/23MAY18 F TKT-Y
NM  NAME         BROWN/ANNE MRS
I   ISSUED       22MAY18
D1  DOCUMENT     220 2453447540 5 CPNS 1200

F   FARE PAID              IRR    26919000
U   FARE USED                            0
    FARE REFUND                   26919000
TP  TAX PAID                       3805000
XT  TAX REFUND                     3805000 >TRFT
OP  OB FEE PAID                          0
    REFUND TOTAL                  30724000

FM  COMMISSION                      807570      3.00P
FP1 CASH                          30724000

S   ITINERARY             INTERNATIONAL
RR  REFUNDED ROUTING  IKA FRA IKA
```

2. Update cancellation penalty in IRR, enter:

TRFU/CP2103000A

System response:

```
REFUND RECORD                     AGT-00000000 SH/23MAY18 A TKT-Y
NM  NAME         BROWN/ANNE MRS
I   ISSUED       22MAY18
D1  DOCUMENT     220 2453447540 5 CPNS 1200

F   FARE PAID              IRR    26919000
U   FARE USED                            0
    FARE REFUND                   26919000
CP  CANX FEE                       2103000         7.81P
TP  TAX PAID                       3805000
XT  TAX REFUND                     3805000 >TRFT
OP  OB FEE PAID                          0
    REFUND TOTAL                  28621000

FM  COMMISSION                      807570      3.00P
FP1 CASH                          28621000

S   ITINERARY             INTERNATIONAL
RR  REFUNDED ROUTING  IKA FRA IKA
```

3. Process auto refund, **TRFP**

System response:

```
OK ETKT RECORD UPDATED SAC- 220XSJK5T3SDW
OK - REFUND PROCESSED
```

If you make the TRFP entry from a refund record that has already been processed, the system simply reprints the refund document.

You can ignore a refund record at any time prior to processing the record with the following entry:

TRFIG

4. Display Query report:

```
TJQ/SOF/T-LH
AGY NO - 00000000            QUERY REPORT 23MAY                CURRENCY IRR
OFFICE - THR1A0980           SELECTION:
AGENT  - ALL                                                  23 MAY 2018
-----------------------------------------------------------------------------
SEQ NO A/L DOC NUMBER TOTAL DOC    TAX    FEE   COMM FP PAX NAME AS RLOC   TRNC
-----------------------------------------------------------------------------
000083 220 2453447541  40398000 38050T       0 10977T CA LEAVEY/P SH S584TM TKTT
000084 220 2453447540 -28621000-38050T         0-807570 CA BROWN/AN SH S5L7GO RFND
```

Scenario 2

The ticket number **220-2453447542** needs to be partially refunded with used amount **45509000 IRR** and **2103000 IRR** as refund charge.
Also taxes **I6** and **IR** used totally and **DE** used amount is **446000 IRR** and **RD** used amount is **1052000.**

PNR (Before refund):

```
--- TST RLR ---
RP/THR1A0980/THR1A0980            SH/SU  23MAY18/1113Z   S5T9TX
THR1A0980/9113SH/23MAY18
  1.AMADEUS/TEST
  2   LH 601 M 01JUN 5 IKAFRA            FLWN
  3   LH 094 M 01JUN 5 FRAMUC            FLWN
  4   LH 111 M 20JUN 3 MUCFRA HK1      2  1500 1600   *1A/E*
  5   LH4291 M 20JUN 3 FRAIKA HK1      1  1700 2320   *1A/E*
  6 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
  7 TK OK23MAY/THR1A0980//ETLH
  8 FA PAX 220-2453447542/ETLH/IRR74672000/22MAY18/THR1A0980/000
       00000/S2-5
  9 FB PAX 0000000000 TTP/T-LH/RT OK ETICKET/S2-5
 10 FE PAX FARE RESTRICTION MAY APPLY/S2-5
 11 FM PAX *C*3/S2-5
 12 FP CASH
 13 FV PAX LH/S2-5
```

Query report:

```
AGY NO - 00000000          QUERY REPORT 22MAY-23MAY         CURRENCY IRR
OFFICE - THR1A0980            SELECTION:
AGENT  - 9113SH                                           23 MAY 2018
------------------------------------------------------------------------
SEQ NO A/L DOC NUMBER TOTAL DOC    TAX     FEE    COMM FP PAX NAME AS RLOC    TRNC
------------------------------------------------------------------------
000080*220 2453447538  40398000 38050T         0 10977T CA SIMPSON/ SH S584TM TKTT
000081*220 2453447539  30724000 38050T         0 807570 CA BROWN/AN SH S5L5RK TKTT
000082*220 2453447540  30724000 38050T         0 807570 CA BROWN/AN SH S5L7GO TKTT
000083*220 2453447540 -28621000-38050T         0-807570 CA BROWN/AN SH S5L7GO RFND
000084*220 2453447541  35135000 56930T         0 883260 CA PETERSON SH RGWWJF TKTT
000085*220 2453447542  74672000 56930T         0 20693T CA AMADEUS/ SH S5T9TX TKTT
000086 220 2453447543  40398000 38050T         0 10977T CA LEAVEY/P SH S584TM TKTT
```

The following steps apply:

1. Displaying the refund record.

• Using the ticket number:

> **TRF**220-2453447542/T-LH

• Using the FA or FH:

> **TRF** /L8/T-LH

• Using the query report:

> **TRF** /I-85/T-LH

System response:

```
REFUND RECORD                      AGT-00000000 SH/10JUN18 F TKT-Y
NM  NAME          AMADEUS/TEST
I   ISSUED        22MAY18
D1  DOCUMENT      220 2453447542 0 CPNS 0034

F   FARE PAID               IRR    68979000
U   FARE USED                             0
    FARE REFUND                    68979000
TP  TAX PAID                        5693000
XT  TAX REFUND                      5693000 >TRFT
OP  OB FEE PAID                           0
    REFUND TOTAL                   74672000

FM  COMMISSION                      2069370      3.00P
FP1 CASH                           74672000

S   ITINERARY              INTERNATIONAL
RR  REFUNDED ROUTING  IKA FRA MUC FRA IKA
```

2. Update the OW used fare.

TRFU/U45509000

System response:

```
REFUND RECORD                      AGT-00000000 SH/10JUN18 L TKT-Y
NM  NAME          AMADEUS/TEST
I   ISSUED        22MAY18
D1  DOCUMENT      220 2453447542 0 CPNS 0034

F   FARE PAID               IRR    68979000
U   FARE USED                      45509000
    FARE REFUND                    23470000
TP  TAX PAID                        5693000
XT  TAX REFUND                      5693000 >TRFT
OP  OB FEE PAID                           0
    REFUND TOTAL                   29163000

FM  COMMISSION                       704100      3.00P
FP1 CASH                           29163000

S   ITINERARY              INTERNATIONAL
RR  REFUNDED ROUTING  IKA FRA MUC FRA IKA
```

3. Update cancellation penalty, enter:

TRFU/CP2103000A

System response:

```
REFUND RECORD                    AGT-00000000 SH/10JUN18 L TKT-Y
NM  NAME         AMADEUS/TEST
I   ISSUED       22MAY18
D1  DOCUMENT     220 2453447542 0 CPNS 0034

F    FARE PAID            IRR    68979000
U    FARE USED                   45509000
     FARE REFUND                 23470000
CP   CANX FEE                     2103000              8.96P
TP   TAX PAID                     5693000
XT   TAX REFUND                   5693000 >TRFT
OP  OB FEE PAID                         0
     REFUND TOTAL                27060000

FM   COMMISSION                    704100       3.00P
FP1 CASH                         27060000

S    ITINERARY              INTERNATIONAL
RR   REFUNDED ROUTING   IKA FRA MUC FRA IKA
```

4. To display tax record, enter **TRFT**.

System response:

```
REFUNDABLE TAXES
  AMADEUS/TEST
  220 2453447542 - 542
UNUSED TAXES
-------------------------------------------------------------------
  T1       198000 I6
  T2       350000 IR
  T3      1154000 OY
  T4       810000 DE
  T5      1052000 RA
  T6      2129000 RD

REFUNDABLE TAX TOTAL   IRR           5693000 XT
```

To delete **I6** and **IR**, enter:

TRFU/TX1-2

System response:

```
 REFUNDABLE TAXES
   AMADEUS/TEST
   220 2453447542 - 542
 UNUSED TAXES
 ------------------------------------------------------------------
   T1      1154000 OY
   T2       810000 DE
   T3      1052000 RA
   T4      2129000 RD

 REFUNDABLE TAX TOTAL   IRR           5145000 XT
```

To update **DE** & **RD** taxes, enter:

TRFU/TU2-364000
TRFU/TU4-1077000

System response:

```
REFUNDABLE TAXES
  AMADEUS/TEST
  220 2453447542 - 542
UNUSED TAXES
----------------------------------------------------------------
   T1      1154000 OY
   T2       364000 DE
   T3      1052000 RA
   T4      1077000 RD

REFUNDABLE TAX TOTAL   IRR                  3647000 XT
```

5. In order to return to main refund record mask to validate all the fields, enter:

TRF

6. To Process refund record, enter:

TRFP

System response:

```
OK ETKT RECORD UPDATED SAC- 220XSJK5T3SDY
OK - REFUND PROCESSED
```

Refund Options Table

Here you can find the most applicable options for refund.

Format	Task
TRFU/I25MAY18	Date of issue
TRFU/F68979000	Fare paid
TRFU/U45509000	Fare used
TRFU/FM9 TRFU/FM100.00A	Commission
TRFU/CP2103000A TRFU/CP50	Cancellation penalty
TRFU/TA4391000GB TRFU/TA190000XFJFK4.5	Add specific tax
TRFU/TU4-364000	Update existing tax
TRFU/TX4 TRFU/TX1-2	Delete specific tax
TRFU/TC IT9LH2TOUR1	Tour code
TRFU/FP1CASH /FP2 CCVI4000123456789010/1225	Form of payment
TRFU/FPA1 1000.00	FOP amount
TRFU/FO1253700000007LHR...	Original issue
TRFU/RM free-flow text	Remarks
TRFU/CURUSD5.00	Equivalent currency

Displaying a processed refund record from a multi list:

Here is an example of a multiple document numbers list obtained using the TRF entry with the document number.

Example

Display refund record by using TRF as below:

TRF220-2453447542/T-LH

System response:

```
MATCHING DOCUMENT NUMBERS LIST

  NUMBER - 220 - 2453447542


  --------------------------------------------------------------
  SEQ TYPE STATUS      PASSENGER NAME  OFFICE    REFUND NUMBER
  --------------------------------------------------------------
  01   REFD RD         AMADEUS/TEST    THR1A0980
  02   SALE PS                         THR1A0980
```

To display the refund record, enter:

TRF/I-1/T-LH

System response:

```
REFUND RECORD    220 2453447542 0 AGT-00000000 SH/10JUN18 M TKT-N
NM  NAME          AMADEUS/TEST
I   ISSUED        22MAY18
D1  DOCUMENT      220 2453447542 0 CPNS 0034

F   FARE PAID             IRR    68979000
U   FARE USED                    45509000
    FARE REFUND                  23470000
CP  CANX FEE                      2103000            8.96P
TP  TAX PAID                      5693000
XT  TAX REFUND                    3647000 >TRFT
OP  OB FEE PAID                         0
    REFUND TOTAL                 25014000

FM  COMMISSION                    704100     3.00P
FP1 CASH                        25014000

S   ITINERARY            INTERNATIONAL
AA  AIRLINE AUTHORITY    220XSJK5T3SDY
     RR  REFUNDED ROUTING  IKA FRA MUC FRA IKA
```

To re-print the refund record, enter:

TRFP

CHAPTER 7: SALES REPORT

At the end of this chapter, you will be able to:

1. Understand the sales report concept
2. Default condition
3. Make daily report
4. Components of daily report
5. Options for daily report
6. Query report
7. Options for query report
8. Item sales report
9. Options for item sales report
10. Item transaction report

Introduction

Amadeus Central Ticketing transactions generate the storage of data in the document database.

The system uses certain defaults to create and display a report:

- Data from your office
- Data created by your sign
- In the default currency as defined in your office profile
- Data from the current date (TJD, TJQ, TJT)
- Data from the current sales period (TJI)

Daily Report

The daily report is a summary of all documents issued for a single day within the current sales period by cash, credit, refund, and adjustment totals.

The system uses the following defaults to create and display the daily report.

- Data from your office
- Data created by your sign
- In default currency as defined in your office profile
- Data from today

To display daily report, enter: TJD/T-LH

System response:

```
AGY NO - 33220000       DAILY REPORT 23MAY        CURRENCY IRR
OFFICE - THR1A0980
AGENT  - 9113SH                                   23 MAY 2018
---------------------------------------------------------------
PAYMENTS X DOCUM           SALES        REFUNDS        BALANCE
---------------------------------------------------------------
FARE   AMOUNT CA        225445000      46183000-      179262000
TAX    AMOUNT CA         26606000       7452000-       19154000
FEE    AMOUNT CA                0              0              0
DOC    AMOUNT CA        252051000      53635000-      198416000
COMM   AMOUNT CA         6763350-       1511670        5251680-
REMIT  AMOUNT CA        245287650      52123330-      193164320
---------------------------------------------------------------
FARE   AMOUNT CC                0              0              0
TAX    AMOUNT CC                0              0              0
FEE    AMOUNT CC                0              0              0
DOC    AMOUNT CC                0              0              0
COMM   AMOUNT CC                0              0              0
REMIT  AMOUNT CC                0              0              0
---------------------------------------------------------------
FARE   AMOUNT TOT       225445000      46183000-      179262000
TAX    AMOUNT TOT        26606000       7452000-       19154000
TAX    AMOUNT CC                0              0              0
FEE    AMOUNT CC                0              0              0
DOC    AMOUNT CC                0              0              0
COMM   AMOUNT CC                0              0              0
REMIT  AMOUNT CC                0              0              0
---------------------------------------------------------------
FARE   AMOUNT TOT       225445000      46183000-      179262000
TAX    AMOUNT TOT        26606000       7452000-       19154000
FEE    AMOUNT TOT               0              0              0

DOC    AMOUNT TOT       252051000      53635000-      198416000
COMM   AMOUNT TOT        6763350-       1511670        5251680-
REMIT  AMOUNT TOT       245287650      52123330-      193164320
---------------------------------------------------------------
---------------------------------------------------------------
FORM OF PAYMENTS           SALES        REFUNDS        BALANCE
CA/CASH                 252051000      53635000-      198416000
---------------------------------------------------------------
---------------------------------------------------------------
DOCUMENT VOLUME    ISSUED  CANCELLED       SOLD   AMT DOC SOLD
RFND                    2          0          2       53635000
ELECTRONIC              6          0          6      252051000
---------------------------------------------------------------
```

The following table explains the components of above response

Component	Explanation
AGY NO - 33220000	Agency IATA number
OFFICE – THR1A0980	Office identification.
AGENT – 9113SH	Your agent sign
DAILY REPORT 23MAY	Name of the report and the current date.
CURRENCY IRR 23 MAY2018	Currency of the report and the current date.
PAYMENTS X DOCUM	Header of the form-of-payment type per document column.
SALES	Header of the sales column.
REFUNDS	Header of the refunds column.
BALANCE	Header of the balance column. The balance amounts equal the sales minus the refunds amounts.
FARE AMOUNT	Reflects the published fare total of all sales and refunds during the sales period.
TAX AMOUNT	Reflects the accumulated total tax value of each document and transaction type during the sales period.
FEE AMOUNT	Reflects, if applicable, the total Airline Ticketing Fees including taxes on these fees during the sales period.
DOC AMOUNT	Document amount. Equals the sum of the fare amount and tax amount row for each column (sales, refunds, and balance) of the report.
COMM AMOUNT	Commission amount.

:

The following table explains the lower portion of the response:

Component	Explanation
FORM OF PAYMENTS	Header of the form-of-payment column. This section reflects the total of all sales and refunds by form-of payment type (CASH, NONREF, CCAX, CCVI, etc.). The sales minus the refunds equal the balance.
DOCUMENT VOLUME	Header of the document type column. The document volume section is only displayed if documents were issued or canceled.
ISSUED	The number of all documents issued during the sales period listed by document type.
CANCELLED	The number of all documents canceled during the sales period listed by document type.
SOLD	The difference between the issued and canceled documents listed by document type.
AMT DOC SOLD	The total document amount (DOC AMOUNT TOT) sold (sales minus refunds of all documents paid for in cash and by credit) including Airline Ticketing Fees and tax, if applicable, listed by individual document type.

You can add more option to the basic entry. Here you can find list of TJD options:

Format	Task
TJD/T-QR	Ticket stock provider
TJD/SAS-9113SH/T-QR	Specific agent sign/Stock provider
TJD/SOF/T-QR	All agents/Stock provider
TJD/D-12AUG/T-QR	Specific date/Stock provider
TJD/SOF/T-AZ/D-01JUN15JUN	All agents/Stock provider/Specific date range

Query Report

The query report contains a list of all documents for a single date or date range issued within the last 62 days of the current.
The list is numbered so that it is easy to modify, cancel, and reinstate a canceled sale.

You can also display extended data for a specific item. The total fare, tax, airline fee, commission, form of payment, agent sign, PNR record locator, and transaction type are all included in the report.
The system uses the following defaults to create and display a query report:

- Data from your office
- Data created by your sign
- In the default currency defined in your office profile
- Data from today

To display daily report, enter: TJQ/T-TK

System response:

```
AGY NO - 33220000              QUERY REPORT 26MAY                CURRENCY IRR
OFFICE - THR1A0980             SELECTION:
AGENT  - ALL                                                    26 MAY 2018
-------------------------------------------------------------------------------
SEQ NO A/L DOC NUMBER TOTAL DOC     TAX     FEE    COMM FP PAX NAME AS RLOC   TRNC
-------------------------------------------------------------------------------
027679 235 2494659503 -20172000-37500T       0-16669T CA SOHRABIM NO KUTZUD RFND
027680*235 2494680686  23061000 36990T       0 17425T CA SOHRABIM NO UMAGCQ TKTT
027681 235 2494680687                                                       CANN
027682 235 2494680688                                                       CANN
027683*235 2494680689   2100000 21000T       0      0 CA BAHRAMIS HE WGDZGJ TKTT
027684*235 2494680690  40373000 37070T       0 32999T CA ASSAREH/ AL S5NLUH TKTT
027685*235 2494680691  49348000 28120T       0 41882T CA FARNIA/M BA LNXAUF TKTT
       235 2494680692                                                       CNJ
027686*235 2494680693   2730000 27300T       0      0 CA SEYRAFIA HA PPUDIM CANX
027687 235 2494680694  16321000 11790T       0 13627T CA ALIJANI/ HE VPTTUU TKTT
027688 235 2494680695  16321000 11790T       0 13627T CA BASIRI/F HE VPTTUU TKTT
```

To print last displayed report, enter:

TJP

Format	Task
TJQ/T-QR	Ticket stock provider
TJQ/SAS-9113SH/T-QR	Specific agent sign/Stock provider
TJQ/SOF/T-QR/D-31MAY	All agents/Stock provider /Specific date
TJQ/T-EK/D-01UN15JUN	Stock provider/ Specific date range
TJQ/D-12MAY15MAY/T-TK	Specific date range/Stock provider
TJQ/SOF/T-EK/QTX-REFD	All agents/Stock provider/Refunded tickets
TJQ/SOF/T-EK/QTC-TKTT	All agents/Stock provider/Ticketed documents
TJQ/SOF/T-AZ/QTC-CANX	All agents/Stock provider/Cancelled documents

You can add more option to the basic entry. Here you can find list of TJQ options:

Item sales report

The item sales period report provides a list of all documents issued within the current sales period with the cash and credit totals against each item. The report is split in two main sections: sales and refunds.

To display the most recently closed period you can add /H-1 option, and also 2 which means the second most recently closed period.

TJI/SOF/H-2/T-TK

```
AGY NO - 33220000        ITEM REPORT 000094          CURRENCY IRR
OFFICE - THR1A0980       SALE PERIOD
AGENT  - ALL             2205-2305                  26 MAY 2018
-----------------------------------------------------------------------
DOCNUM      PAYMENT          CREDIT      CASH    TAX    FEE    COMM
-----------------------------------------------------------------------
SALES
-----
2494654961 CASH                      0  36933000 2822000     0 3069990
2494654962 CASH                      0 108176000  796000     0 9664200
2494654963 CASH                      0  81341000  796000     0 7249050
2494654964 CASH                      0 210890000 2819000     0 187263T
2494654965 CASH                      0  33882000 2757000     0 2801250
-      966
2494654967 CANCELLED                 0         0       0     0       0
2494654968 E 235-2494654861          0   2730000 2730000     0       0
           CASH
-----------------------------------------------------------------------
SALES   !   CREDIT            0        TAX      12720000
TOTALS  !     CASH    473952000   COMMISSION   -41510880
                                        FEE            0
-----------------------------------------------------------------------
REPORT  !   CREDIT            0        TAX      12720000
TOTALS  !     CASH    473952000   COMMISSION   -41510880
                                        FEE            0
-----------------------------------------------------------------------
```

You can add more option to the basic entry. Here you can find list of TJI options:

Format	Task
TJI/T-TK	Display an item sales period report/ Stock provider
TJI/ SOF /T-TK	All agents/Stock provider
TJI/ SAS-9113SH/T-TK	Specific agent sign/Stock provider
TJI/SOF/H-1/T-TK	All agents/The most recently closed period/Stock provider
TJI/SOF/H-2/T-TK	All agents/The second recently closed period/Stock provider

Item transaction report

From a query report you can request an item transaction report; this display gives you extended data about the specified item.
You can display this type of report either by entering the sequence number or by entering the ten-digit document number.

<div align="center">

TJT/I-79/T-LH

Or

TJT/TK-2453447542/T-LH

</div>

```
    AGENCY  - 33220000            23MAY18          40398000 CASH
    OFFID/AS- THR1A0980 SH SH  ITEM - 000079        3805000 TAX
    DOC TYPE- ELEC TKT SALE     CURR - IRR                 0 FEES
    AL/PROV - 220 - LH         STATUS - PENDING     1097790 COMM
    DOCUMENT- 2453447537-         ELEC TKT SALE          PNR S584TM


     PASSENGER : LEAVEY/PATRICK MR
          TOUR :                      INVOICE :
          FOP1 : CA    40398000 CASH
          FOP2 :
          FOP3 :
           TAX :      198000I6     350000IR     3257000XT
        ORIGIN :
     PURCHASER :
     FARE CALC : THR LH FRA Q120.00 315.00LH THR Q120.00 315.00NUC8
     AUTOMATED    70.00END ROE1.000000XT1154000OY446000DE1657000RA
      PRICED
```

Notes