User Guide - Version 1
Table of Contents

Introduction .......................................................................................................................... 3
How Amadeus Airline Service Fees work ......................................................................... 4
  Type of Fees ....................................................................................................................... 4
  The shopping and pricing workflow ............................................................................... 4
New command entries ........................................................................................................ 5
Best Practice ....................................................................................................................... 5
Example scenarios .............................................................................................................. 6
  1. No FP element exists in PNR and pricing input option used ................................... 6
  2. FP element entered before pricing the PNR ............................................................ 8
  3. No FP element exists and no pricing input option used ............................................ 9
Sales Reports ................................................................................................................... 10
System Warning and Error Messages .............................................................................. 11

Document control

<table>
<thead>
<tr>
<th>Document Release Information</th>
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<tr>
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</tr>
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<td>-----------------</td>
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</table>

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Last update: 21/01/2011
Page 2 of 12
Introduction

The Amadeus Airline Service Fees solution is designed to support Airline Ticketing Fees (also known as OB fees). OB fees are defined and collected by the validating carrier and charged to the passenger when a ticket is issued. These fees can be imposed to cover charges for a specific form of payment or for other ticketing services.

- Form of payment fees – priced automatically at the shopping and pricing request based on either the form of payment stored in the PNR or with the use of a new pricing option.
- Ticketing fees – priced automatically at the shopping and pricing request based on the PNR and itinerary data. These are not currently applied in the UK market.

The deployment of the solution has been phased in order to focus on the processing of Form of Payment (FOP) fees and the implementation of a generic credit card fee. The generic credit card fee is filed by the airlines with the ‘FCA’ sub code.

Notes

OB fees will be collected on first ticket issue only. OB fees will be shown in the Grand Total line of a TST. Two new transactions will provide details of the stored OB fees. No OB fees will appear on the ticket.

OB fees are non refundable.

Please contact the individual carrier for details on charges and any other specific conditions.
How Amadeus Airline Service Fees work

Type of Fees

The Airline Service Fees product aims at supporting all types of ticketing fees, including form of payment fees through travel agencies. Initially, Amadeus is focusing exclusively on the deployment of a generic credit card fee. This Fee is defined by a 5 digit code: 2 digit code OB and 3 digit sub-code FCA.

The shopping and pricing workflow

These fees are automatically calculated by the system based on either:
- the Form of Payment (FOP) stored in the PNR or
- an optional input in the fare search or pricing request.

Amadeus focus on a generic credit card fee and the support of this optional input provides agents with the flexibility to quote a credit card fee early in their workflow without having the credit card number and before a PNR is created.

Agents have 3 options to trigger the Credit Card Fee application in the flow:
- Input the Form of Payment (FOP) in the PNR before the PNR pricing (FP element)
- Input the FCA sub-code in the shopping or pricing request
- Re-price after inputting the Form of Payment (FOP) in the PNR in order to quote accurate CC Fee and issue a Ticket with an automated FCMI

When calculated, fees are included in the grand total of the pricing record (TST), providing agents with an immediate visibility of the total price. The grand total consists of the fare, taxes and the OB fees. Two new transactions will provide details of the stored OB fees. If there is no FP element or the optional input is not used, a message in the pricing output warns agents that a form of payment fee may apply for the validating carrier.

As OB fees are only applicable on first issue, the FCA sub code should not be used with any Amadeus Ticket Changer pricing command.

The agent can manually change the amount of the Credit Card fee by overriding it directly in the TST which will result in a manual TST and could potentially expose the agent to an airline ADM.

OB fees are only applicable on the first issuance.

No OB fees entries should be used with the Amadeus Ticket Changer product.
New command entries

/R,FA-OBFCA       add generic credit card fee to the pricing entry (can be used with FXP, FXX, FXB, FXR, FQP, FXA.)

TQO               display a list of OB fees for the TST (if only one TST exists)
TQO/T2            display a list of OB fees for a specific TST

TQC               information on the validating carrier, forms of payment and point of sale (Amadeus Office ID) for which OB fees have been applied (if only one TST exists)
TQC/T2            as above for a specific TST

HEFEES,           Help pages for airline ticketing fees
GPOBF

Best Practice

To ensure the correct fees are collected we suggest the best practice is to always ask the customer how they wish to pay for the booking.

If they advise by credit card but do not have the number then you must follow scenario one.

If they are not aware of how they will pay for the booking advise that extra fees may be incurred if paying by credit card.
Example scenarios

1. No FP element exists in PNR and pricing input option used

Step 1
Book the flights

Step 2
Price the booking adding the new input option (/R,FA-OBFCA)

Step 3
Enter passenger info and reprice to store the fare

TQO will show the list of OB fees

TQC will show information on validating carrier, FOP and Office ID
Step 4

Enter the Form of Payment

Step 5

Issue the ticket (Completed PNR)

--- TST RLR ---
RP/LON1A0983/LON1A0983 AA/SU 10NOV10/1556Z YFRRGM
LON1A0983/0001AA/10NOV10

1 SMITH/JOHN MR
2 6X9149 Y 10JUN 5 LHRNCE HK1 0955 1255 10JUN E 6X/
3 6X7805 Y 14JUN 2 NCELHR HK1 0730 0840 14JUN E 6X/
4 AP LON 0845652683 - AMUK ACO - PRODUCT - TEAM OFFICE - P
5 TK OK100NOV/LON1A0983/ET8X
6 FA PAX 172-1632552691/ET8X/GBP1089.50/10NOV10/LON1A0983/0004
7 7263/S2-3
8 FB PAX 1000000028 TFP/RT OK ETICKET TEST/S2-3
9 FG PAX 1100000028 BNE1A0985/S2-3
10 FG PAX 1000000028 LON1210F/S2-3
11 FM PAX *C9/S2-3
12 FY PAX 6X/S2-3

E-ticket display

E-TKT-1721632552691 RLIC1- IA LOC-YFRRGM
OD-LON LON 01-01 PO-DON DOI-10NOV10 IOC-00047261
1 SMITH/JOHN MR ADT ST
1 ONCE 6X 9149 Y 10JUN 0955 OK YIF 0 20K
2 ONCE 6X 7805 Y 14JUN 0730 OK YIF 0 20K
LHR
FARE F GBP 1034.00
TOTALTAX GBP 55.50
TOTAL GBP 1089.50
/FC LON 6X NCE777.56 6X LON777 56NUC1555.12END ROE0.664899
FP CVCIXXXXXXXXXX2226/1210/A123456/S2-3
FOR TAX DETAILS USE TWD/TAX

Notes

The TST will show the Total and Grand Total figure. To see a breakdown of the OB fees, the follow up entry of TQO is required.

Where the FA element shows the total ticket price, this will not include any OB fees.

The e-ticket record will not show any OB fees.

The ITR will show a breakdown of the OB fees (example of partial ITR below)

<table>
<thead>
<tr>
<th>PAYMENT</th>
<th>CC</th>
<th>VI</th>
<th>XXXXXXXXXXXXXXX2226/EXP1210</th>
<th>123456</th>
</tr>
</thead>
<tbody>
<tr>
<td>FARE CALCULATION</td>
<td>LON 6X NCE777.56 6X LON777 56NUC1555.12END ROE0.664899XIT8.50QX0.80EZ3.40FR7.80FR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>AIR FARE</td>
<td>GBP</td>
<td>1034.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TAX</td>
<td>GBP</td>
<td>12.00GB 23.00UB 20.50XT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>GBP</td>
<td>1089.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FEE</td>
<td>GBP</td>
<td>8.30 OBFEA TESCCFEE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FEE TOTAL</td>
<td>GBP</td>
<td>8.30</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. FP element entered before pricing the PNR

Step 1

Book flights and enter passenger information including FP element. (Example shows PNR created from a traveller profile)

--- TC-PER RLP ---
RP/LONIA0983
JACKMAN/HUGH MR 0X9149 Y 04JUL 1 LHRNCE DK1 0955 1255 04JUL E 0 320
0X7816 Y 14JUL 4 NCELHR DK1 0625 0815 14JUL E 0 ERJ
WELCOME ON BOARD 6X AIRLINES
SEE RTSVC
AP LON 08456588833 - AMUK ACO - PRODUCT - TEAM OFFICE - A
SSR VLNLYY NNI
FP CXXXXXXXXXXX2226/1210

Step 2

Price the PNR (no input option required)

--- FXB ---
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
LON EK 6X 9.149 Y Y 04JUL 0955 YIF 20
LON EK 7816 Y Y 14JUL 0625 YIF 20
GBP 1034.00 04JUL11LON 6X MCE777.56 6X LON777.56WUC 1555.12END ROC0.664899
GBP 12.00 GBP 8.5000 GBP 0.8000 GBP 3.4000 GBP
GBP 20.5000 7.8000
GBP 1089.50
GBP 8.30 AIRLINE FEES
GBP 1097.80 TOTAL
AIRLINE FEES INCLUDED
PRICED WITH VALIDATING CARRIER 6X - REPRICE IF DIFFERENT VC

The message ‘Airline Fees Included’ appears under the total fare where the fees breakdown is shown. The follow up entries of TQO/TQC can be made.

Step 3

Issue the ticket (Completed PNR)

--- TST RLR TC-PER RLP ---
RP/LONIA0983/LONIA0983 AA/SU 10NOV10/1600Z YFRRLB
LONIA0983/0001AA/10NOV10
JACKMAN/HUGH MR 0X9149 Y 04JUL 1 LHRNCE HK1 0955 1255 04JUL E 6X/
0X7816 Y 14JUL 4 NCELHR HK1 0625 0815 14JUL E 6X/
AP LON 08456588833 - AMUK ACO - PRODUCT - TEAM OFFICE - A
TE OK10NOV/LONIA0983/ETF6X
SSR VLNL 6X HK1/S2
SSR VLNL 6X NNI/S3
FA PAX 1/2-1632552692/ETF6X/GPB1089.50/10NOV10/LONIA0983/0004
7281/S2-3
FB PAX 1000000029 TTP/AT OK ETICKET TEST/S2-3
FG PAX 1100000029 EN1A0985/S2-3
FG PAX 1000000029 LON1A210F/S2-3
FM PAX *CE9/S2-3
FP PAX CVVXXXXXXXXXXX2226/1210/A123456/S2-3
FP PAX 6X/S2-3
3. No FP element exists and no pricing input option used

Step 1

Book the flights

Step 2

Price the booking (without adding any input option)

```
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
NCE 6X 3275 Y Y 05APR 1025 YIF 20
GBP 620.00 05APR/LON 6X NCE932.47/NCE932.47.END ROE 0.664899
GBP 12.00GB
GBP 23.00GB
```

Note the message at the bottom of the fare.

Step 3

Enter the passenger information and reprice to store the fare

Step 4

Enter the Form of Payment and issue the ticket

```
--- TST RLR ---
RP/LOM/A0983/LOM/A0983 AA/SU 10NOV/10/16377 YFREN
LON/A0983/0001AA/10NOV/10
J.SMITH/JAMES MR
2 6X3275 Y 05APR 2 LHRNCE HKE 1025 1125 05APR E 6X/
3 AP LON 08456588333 - AMUK ACO - PRODUCT - TEAM OFFICE - A
4 TK T110NOV/LON/A0983
5 FP CCVIXXXXXXXXXX22226/1210
6 FP PAX 6K/52
>tpka0258/rt
```

Note the warning message. Because the form of payment is credit card, the system requires the booking to be repriced to check for form of payment fees
Step 5

Reprice the PNR

Note fees are now included

Step 6

Issue the ticket

Sales Reports

The OB fees will be shown separately in the Sales Reports.

TJQ example

<table>
<thead>
<tr>
<th>AGY NO - 64491803</th>
<th>QUERY REPORT 18JAN</th>
<th>CURRENCY EUR</th>
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</thead>
<tbody>
<tr>
<td>OFFICE - DUBEB3101</td>
<td>SELECTION:</td>
<td></td>
</tr>
<tr>
<td>AGENT - ALL</td>
<td>18 JAN 2007</td>
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<table>
<thead>
<tr>
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<th>DOC NUMBER</th>
<th>FEE</th>
<th>COMM</th>
<th>PAX</th>
<th>NAME</th>
<th>AS</th>
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<th>TRNC</th>
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<td>50.49</td>
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<td>LIAPIS/B</td>
<td>AA</td>
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<tr>
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<td>0.00</td>
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<td>LIAPIS/D</td>
<td>AA</td>
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<td>2100926333</td>
<td>30.00</td>
<td>0.00</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>010449</td>
<td>057</td>
<td>2100926334</td>
<td>18.14</td>
<td>41.14</td>
<td>15.00</td>
<td>0.00</td>
<td>CC</td>
<td>GEBHARDT</td>
<td>AA</td>
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<td>010450</td>
<td>057</td>
<td>2100926335</td>
<td>130.97</td>
<td>82.97</td>
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<td>WIEDENRO</td>
<td>AA</td>
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<tr>
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<td>130.97</td>
<td>82.97</td>
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<td>FLEISCHM</td>
<td>AA</td>
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<tr>
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<td>92.90</td>
<td>92.90</td>
<td>0.00</td>
<td>0.00</td>
<td>MX</td>
<td>LUETTFGE/</td>
<td>AA</td>
</tr>
</tbody>
</table>

[...]
TJT example

<p>| | | |</p>
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<td>CURR - EUR</td>
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<td>AL/PROV - 685 - NI</td>
<td>STATUS - PENDING</td>
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<td>5</td>
<td>DOCUMENT- 2100457123-</td>
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</tr>
<tr>
<td>6</td>
<td>PASSENGER : GARCIA/LUIS MR</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>TOUR :</td>
<td>INVOICE :</td>
</tr>
<tr>
<td>8</td>
<td>FOP1 : CC</td>
<td>306.49 VIXXXXXXXXXX0545</td>
</tr>
<tr>
<td>9</td>
<td>TAX : 58.00YQ</td>
<td>26.47YP</td>
</tr>
<tr>
<td>10</td>
<td>FEE : OBFCA 11.00</td>
<td></td>
</tr>
</tbody>
</table>

System Warning and Error Messages

1. When the FCA sub code is added to the pricing command (/R,FA-OBFCA), the following message is generated:

   MANUAL MANIPULATION OF FEES

2. When no FCA sub code is added or form of payment entered, the following message is generated:

   FORM OF PAYMENT FEES MAY APPLY

3. When OB fees are included in output, the following message is generated:

   AIRLINE FEES INCLUDED.

4. When there is a form of payment in the PNR (FP element) and the currency specified in the form of payment (if any) is different from the currency of selling, then the pricing request is rejected and the following message is generated:

   "INVALID PAYMENT CURRENCY ENTERED IN THE FP ELEMENT (CM# 08122)"

5. If the Validating Carrier is not the same at ticketing time than the one processed at pricing time, then the following message is generated:

   VALIDATING CARRIERS DO NOT MATCH: PLS REPRICE OR MODIFY FV
6. When issuing the ticket, if the stored fare does not contain OB fees and the form of payment is a credit card, the following message is generated:

```
TST PRICING CONTEXT MODIFIED: PLEASE REPRICE
```

7. If the form of payment sub code (/R,FA-OBFCA) is used and an FP element already exists in the PNR, the following message is generated:

```
OPTION NOT AUTHORISED WITH FOP IN PNR
```

8. When issuing the ticket, if the stored fare contains OB fees and the form of payment is not a credit card, the following message is generated:

```
OPTION NOT AUTHORISED WITH FOP IN PNR
```

Please re-price the booking with no OB fees

9. If you receive the following error message after using the pricing option /R,FA-OBFCA, please call the helpdesk:

```
ENTRY NOT AUTHORISED
```