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Introduction

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

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

Notes:

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

With Ticket Changer you can reissue or revalidate:
E-tickets that have been issued in Amadeus using either the Amadeus Central Ticketing Server or a third-party ticketing server
E-tickets issued in other GDSs (Sabre, Travelport, etc.)
You can reissue or revalidate domestic and international itineraries, fares in all currencies and multi-passenger PNRs in a few easy steps
For more information on Amadeus Ticket Changer, enter HE ATC in Selling Platform.

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

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

It is also your responsibility to action any refunds generated through ATC according to the timeframes set by the carrier.
How Amadeus Ticket Changer Works

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

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

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

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

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

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

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

ATC is an automatic process, so don’t compare ATC with manual calculation.
Amadeus Ticket Changer Entries

Amadeus Ticket Changer Useful Entries

<table>
<thead>
<tr>
<th>FQNATC/CXR</th>
<th>List of carriers signed up to Amadeus Ticket Changer and available to Travel Agents</th>
</tr>
</thead>
<tbody>
<tr>
<td>TQR</td>
<td>Display Amadeus Ticket Changer Reissue Panel</td>
</tr>
<tr>
<td>TQR/T2</td>
<td>Display Amadeus Ticket Changer Reissue Panel – multiple TQR’s</td>
</tr>
<tr>
<td>TWD/O*</td>
<td>Display the previously issued E-Ticket from an open E-Ticket</td>
</tr>
</tbody>
</table>

Amadeus Ticket Changer Informative Pricing (FXF)
Amadeus Ticket Changer informative pricing re-prices the PNR without creating a TST and TSM.
For more Amadeus Ticket Changer informative pricing entries, and detailed explanations of all formats below, enter: HEFXF in Selling Platform.

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

Amadeus Ticket Changer Best Pricer Informative Pricing (FXE)
Amadeus Ticket Changer Best Pricer informative pricing re-prices the PNR without creating a TST and TSM.
For more Amadeus Ticket Changer Best Pricer informative pricing entries, enter: HEFXE in Selling Platform.

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

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

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

Step 1
Display the original PNR by record locator or by e-ticket number:

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

System Response:

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

Step 2
Book the new flight.

SB07SEP3

Step 3

**TTE** Deletes the TST

**TTE/T1** Deletes the TST (specifying the TST number if more than one TST)
Step 4

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

**FXQ**

System Response:

<table>
<thead>
<tr>
<th>FLGT</th>
<th>BK</th>
<th>DATE</th>
<th>TIME</th>
<th>FARE BASIS</th>
<th>NVB</th>
<th>NVA</th>
<th>BG</th>
</tr>
</thead>
<tbody>
<tr>
<td>LON</td>
<td>HEL</td>
<td>0836</td>
<td>Y</td>
<td>15AUG</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>AY</td>
<td></td>
<td></td>
<td>YFLEXRT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LON</td>
<td>AY</td>
<td>0831</td>
<td>Y</td>
<td>07SEP</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>YFLEXRT</td>
<td></td>
<td></td>
<td>15AUG 20</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**** REVALIDATION ****

PENALTY            GBP  0.00

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

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

Step 5

**TWD**

Display the E-Ticket

**RF (NAME)**

Add received from element

**TTP/ETRV/L6/S3/E2**

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

**(TTP/ETRV/L7/S2-4/E1-3** As above, based on more than one segment being changed)
REVALIDATION WITH PENALTY AS VMCO OR EMD

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

Step 1

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

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

System Response:

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

Step 2

Book the new flight.

SB22OCT3

Step 3

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

Step 4

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

FXQ
System Response:

### Example of the PNR

<table>
<thead>
<tr>
<th>AL</th>
<th>FLGT</th>
<th>BK</th>
<th>DATE</th>
<th>TIME</th>
<th>FARE BASIS</th>
<th>NVB</th>
<th>NVA</th>
<th>BG</th>
</tr>
</thead>
<tbody>
<tr>
<td>LON</td>
<td>VIE</td>
<td>OS</td>
<td>0458</td>
<td>V</td>
<td>10OCT</td>
<td>VFLYP05</td>
<td>10OCT10OCT</td>
<td>1P</td>
</tr>
<tr>
<td></td>
<td>LON</td>
<td>OS</td>
<td>0451</td>
<td>V</td>
<td>21OCT</td>
<td>VFLYP05</td>
<td>21OCT21OCT</td>
<td>1P</td>
</tr>
</tbody>
</table>

**** REVALIDATION ****

PENALTY GBP 50.00

- REVALIDATION: PLEASE COLLECT PENALTY

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

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

--- TST TSM RLR ---

RP/LONU1210F/LONU1210F SG/SU 18MAY12/1420Z ZVH8KP

1. TRAINING/TEST MR
2. OS 458 V 10OCT 3 LHRVIE HK1 0500 1 0600 0920 *1A/E*
3. OS 451 V 21OCT 7 VIELHR HK1 0620 0705 0835 738 E 0

SEE RTSVC
4. SVC OS HK1 PENF
5. AP LON 0870 895 9199
6. TK OR18MAY/LONU1210F//ETOS
7. FA PAX 257-5074559392/ETOS/GBP374.49/18MAY12/LONU1210F/99999992/S2

Amadeus Ticket Changer creates a SVC line for the penalty fee from which either a VMCO or EMD will be issued. The system will automatically know which document type to generate at time of issuance.
Step 5

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

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

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

<table>
<thead>
<tr>
<th>TSM</th>
<th>TYPE</th>
<th>LONU1210F SG/18MAY 00 INT I EMD-S CARR OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.TRM</td>
<td>TRAINING/TEST MR</td>
<td>RFIC-D/Q FINANCIAL IMPACT</td>
</tr>
<tr>
<td>1. RFISC-993 REBOOKING FEE</td>
<td>OPERATING CC-OS</td>
<td>CPN VALUE-50.00</td>
</tr>
<tr>
<td>PRESENT TO:AUSTRIAN AIRLINES</td>
<td>PRESENT AT:LONDON</td>
<td></td>
</tr>
<tr>
<td>L6</td>
<td>ICW-2575074559392</td>
<td></td>
</tr>
<tr>
<td>NON EXCHANGEABLE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NON INTERLINEABLE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ADD INF/RKS:

<table>
<thead>
<tr>
<th>FARE</th>
<th>GBP</th>
<th>50.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXCH VAL</td>
<td>GBP</td>
<td>50.00</td>
</tr>
<tr>
<td>TOTAL</td>
<td>GBP</td>
<td>50.00</td>
</tr>
<tr>
<td>FP</td>
<td>NONREF AGT</td>
<td></td>
</tr>
</tbody>
</table>

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

Step 6

TWD
Display the E-Ticket

RF (NAME)
Add received from element

TTP/ETRV/L6/S3/E2

<table>
<thead>
<tr>
<th>L6</th>
<th>The FA or FHE Line Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>S3</td>
<td>Number of changed segment in PNR</td>
</tr>
<tr>
<td>E2</td>
<td>Eticket coupon number</td>
</tr>
</tbody>
</table>

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

Retrieve the reservation and continue.

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

System response

<table>
<thead>
<tr>
<th>OK VIRTUAL MCO</th>
</tr>
</thead>
<tbody>
<tr>
<td>OK EMD</td>
</tr>
</tbody>
</table>

If a VMCO is issued as per airline requirement.

If an EMD is issued as per airline requirement.

TTP/ETRV/TTM entry is not allowed: revalidation of the ticket and issuance of the penalty VMCO or EMD must be done separately.
OVERVIEW OF THE TICKET CHANGER REISSUE PANEL

A This amount reflects the fare difference that is to be collected or refunded.

B This amount reflects the tax difference between the old and new ticket.

C This amount reflects the difference between the total issue and total reissue amounts.

D This amount reflects the penalty amount.

E This reflects the total cost of the exchange.

F This amount reflects the total amount to be collected from the customer (fare difference + tax difference + penalty) **

G This amount reflects the amount to refund back to the customer.

** Note: In this instance the change has meant that an additional GBP 10.00 new tax needs to be collected, and GBP 13.00 old tax needs to be refunded. Although the total difference in taxes is GBP 3.00, GBP 10.00 has been included in the Total Add Coll, area F. The GBP -13.00 that is to be refunded has been added to the GBP -15.00 and can be seen in area G, the residual value.
REISSUE WITH NO ADDITIONAL COLLECTION

**Step 1**

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

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

*System Response:*

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

**Step 2**

Book the new flight.

SBBA112*3

**Step 3**

- **TTE** Deletes the TST
- **TTE/T1** Deletes the TST (specifying the TST number if more than one TST)
Step 4

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

**FXQ**

*System Response:*

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

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

Notes:

Enter MD to display full screen

There is no penalty or additional collection.
This is the new Amadeus Ticket Changer reissue TST:

```
TST00001 LON1A0900 AA/05MAR I 0 LD 15SEP12 OD LONLON SI
T-
FXQ
  1. TRAINING/TESTMR
    1 LHR BA 117 J 15SEP 0855 OK J2BA 15SEP PC
    2 O JFK BA 112 J 25SEP 1820 OK J2BA 15SEP PC
LHR
    FARE R GBP 4815.00
    TX001 O GBP 156.00YQAC TX002 O GBP 5.00YQAD TX003 O GBP 80.00GBAD
    TX004 O GBP 21.20UBAS TX005 O GBP 3.90YCAE TX006 O GBP 11.30USAP
    TX007 O GBP 11.30USAS TX008 O GBP 3.50XACO TX009 O GBP 4.90XYCR
    TX010 O GBP 1.80AYSE TX011 O GBP 3.20XF
    TOTAL GBP 0.00
    GRAND TOTAL GBP 0.00
LON BA NYC3548.22BA LON3548.22NUC7096.44END ROE0.678509 PD XF
JFK4.5
  9.FM *C*0.00
  10.FO 125-9699038193LON05MAR12/00047250/125-96
  11.FP NONREF
  12.FE BG:BA
  13.FV BA
```

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

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

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

```
TST00001 TKT-125-9699038193E1
PRICED WITH VALIDATING CARRIER BA - REPRICE IF DIFFERENT VC
  01. TRAINING/TESTMR
    ORIGIN TRVL CURRENCY REISSUE CURRENCY
    OLD BASE FARE GBP 4815.00
    NEW BASE FARE GBP 4815.00
    FARE BALANCE GBP 0.00
    PAYMENT CURRENCY
    OLD TAX GBP 302.10
    NEW TAX GBP 302.10
    TAX BALANCE GBP 0.00
    TICKET DIFFERENCE GBP 0.00
    RESIDUAL VALUE GBP 0.00
    TST ADD COLL GBP 0.00
    PENALTY GBP 0.00
    TOTAL ADD COLL GBP 0.00
    GRAND TOTAL GBP 0.00
```
**Step 5**

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

--- TST ---

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

**Step 6**

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

Step 1

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

RT 3UYK36   (or TWD/TKT057-9699062212- followed by RT'E)

System Response:

--- TST ---
RP/LON1A0900/LON1A0900   AA/SU   6MAR11/1517Z   3UYKS6
1. TRAINING/TESTMR
2. AF6020 Y 15AUG 6 ORYMRS HK1 1210 W 1230 1345 *1A/E*
3. AF6029 Y 22AUG 6 MRSORY HK1 1410 4 1430 1550 *1A/E*
4. AP LON 0870 9909199
5. TK OK06MAR/LON1A0900//ETAF
6. FA PAX 057-9699062212/ETAF/GBP444.60/06MAR11/LON1A0900/00047250/S2-3
7. FB PAX 0600001032 TTP/RT OK ETICKET/S2-3
8. FM PAX *C*0/S2-3
9. FP CASH
10. FV AF

Step 2

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

ORY to NCE instead

Step 3

TTE   Deletes the TST

TTE/T1   Deletes the TST (specifying the TST number if more than one TST)
Step 4

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

FXQ

**System Response:**

<table>
<thead>
<tr>
<th>AL</th>
<th>FLGT</th>
<th>BK</th>
<th>DATE</th>
<th>TIME</th>
<th>FARE BASIS</th>
<th>NVB</th>
<th>NVA</th>
<th>BG</th>
</tr>
</thead>
<tbody>
<tr>
<td>PAR</td>
<td>NCE AF 6200 Y</td>
<td>15AUG</td>
<td>Y2RT</td>
<td>15AUG 30</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAR</td>
<td>PAR AF 6243 Y</td>
<td>22AUG</td>
<td>Y2RT</td>
<td>15AUG 30</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**ORIGIN TRVL CURRENCY** | **REISSUE CURRENCY**
------------------------|------------------------
|

| OLD BASE FARE | EUR | 455.00 |
| NEW BASE FARE | EUR | 499.00 |

**FARE BALANCE** | **PAYMENT CURRENCY**
-----------------|-----------------------
GBP | 39.00 |

| OLD TAX | GBP | 39.60 |
| NEW TAX | GBP | 41.90 |

**TAX BALANCE** | **GBP**
----------------|---------
GBP | 2.30 |

| TICKET DIFFERENCE | GBP | 41.30 |
| PENALTY | GBP | 0.00 |
| GRAND TOTAL | GBP | 41.30 |
| TOTAL ADD COLL | GBP | 41.30 |
| RESIDUAL VALUE | GBP | 0.00 |

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

There is no penalty to be collected.

The total additional collection will be GBP41.30.
This is the new Amadeus Ticket Changer reissue TST:

```
TST00001  LON1A0900  AA/06MAR  I  O  LD 15AUG11  OD  PARPAR  SI
T-
FXQ
  1. TRAINING/TESTMR
    1  ORY  AF  6200  Y  15AUG  1000  OK  Y2RT           15AUG  30K
    2  O  NCE  AF  6243  Y  22AUG  0835  OK  Y2RT           15AUG  30K
ORY
FARE  R  EUR  499.00
EQUIV  GBPGBP
TX001  X  GBP  0.10UIVZ  TX002  X  GBP  0.20FRTI  TX003  X  GBP  2.00QWLO
TX004  O  GBP  1.80IZEB  TX005  O  GBP  12.20QWLO  TX006  O  GBP  7.00FRSE
TX007  O  GBP  16.50FRTI  TX008  O  GBP  2.10UIVZ
TOTAL  GBP  41.30  BSR  0.891027
GRAND TOTAL  GBP  41.30
PAR  AF  NCE249.50AF  PAR249.50EUR499.00END
  7.FG  057-9699062212LON06MAR11/00047250/057-96990622120E1
  8.FP  CASH
  9.FV  AF
```

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

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

<table>
<thead>
<tr>
<th>ORIGIN TRVL CURRENCY</th>
<th>REISSUE CURRENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>OLD BASE FARE</td>
<td>EUR 455.00</td>
</tr>
<tr>
<td>NEW BASE FARE</td>
<td>EUR 499.00</td>
</tr>
<tr>
<td>FARE BALANCE</td>
<td>GBP 39.00</td>
</tr>
<tr>
<td>PAYMENT CURRENCY</td>
<td></td>
</tr>
<tr>
<td>OLD TAX</td>
<td>GBP 39.60</td>
</tr>
<tr>
<td>NEW TAX</td>
<td>GBP 41.90</td>
</tr>
<tr>
<td>TAX BALANCE</td>
<td>GBP 2.30</td>
</tr>
<tr>
<td>TICKET DIFFERENCE</td>
<td>GBP 41.30</td>
</tr>
<tr>
<td>RESIDUAL VALUE</td>
<td>GBP 0.00</td>
</tr>
<tr>
<td>TST ADD COLL</td>
<td>GBP 41.30</td>
</tr>
<tr>
<td>PENALTY</td>
<td>GBP 0.00</td>
</tr>
<tr>
<td>TOTAL ADD COLL</td>
<td>GBP 41.30</td>
</tr>
<tr>
<td>GRAND TOTAL</td>
<td>GBP 41.30</td>
</tr>
</tbody>
</table>
```
Step 5

RT
Redisplays the PNR

FVAF
Insert validating carrier (if not automatically added)

8/O/CASH+/CASH
Update the Form of Payment for the ticket to show that it is the old form of payment, the new form of payment and the additional collection. (see below for breakdown)

8/O
8 is the element number that the form of payment is against, O to show Original or Old

/CASH
Original form of payment details

+/CASH
New form of payment

Step 6

TWD
Display the E-Ticket

RF (NAME)
Add received from element

TTP/RT
Issue the new ticket and retain the reservation on the system for retrieval
MULTI-PASSENGER REISSUE WITH ADDITIONAL COLLECTION AND VMCO OR EMD PENALTY

Step 1
Display the original PNR by record locator or by e-ticket number:

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

System Response:

--- TST RLR ---
RP/LONU1210F/LONU1210F NC/SU 29MAY12/1337Z 5Q36TG
1. TEST/TRAINER MR (INF/BABYMISS/12JAN12)
2. TEST/TRAINEE MSTR (CHD/07JUN05)
3. BA 055 N 18JUN1 LHR/JNB HK 5 1910 0700+1 *1A/E*
4. BA 056 N 11JUL3 JNBLHR HK2 A 1920 0515+1 *1A/E*
5. AP LON 0870 895 9199
6. TK OK29MAY/LONU1210F//ETBA
7. TK PAX OK29MAY/LONU1210F//ETBA/S3-4/P1-2
8. SSR INFT BA HK1 TEST/BABYMISS 12JAN12/S3/P1
9. SSR CHLD BA HK1 07JUN05/P2
10. SSR INFT BA HK1 TEST/BABYMISS 12JAN12/S4/P1
11. FA PAX 125-9476246808/ETBA/GBP844.29/29MAY12/LONU1210F/9999992/S3-4/P1
12. FA PAX 125-9476246809/ETBA/GBP731.29/29MAY12/LONU1210F/9999992/S3-4/P2
13. FA INF 125-9476246810/ETBA/GBP100.69/29MAY12/LONU1210F/99999992/S3-4/P1

Step 2
Example where a change to the booking class and date have been made:

SBV14JUL4

Step 3
TTE Deletes the TST
TTE/T1 Deletes the TST (specifying the TST number if more than one TST)
TTE/ALL Deletes all the TST’s on the PNR
Step 4

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

**FXO/K**

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

**System Response:**

<table>
<thead>
<tr>
<th>NO REBOOKING REQUIRED FOR LOWEST AVAILABLE FARE</th>
</tr>
</thead>
<tbody>
<tr>
<td>PASSENGER</td>
</tr>
<tr>
<td>01 TEST/TRAINE* ADT</td>
</tr>
<tr>
<td>02 TEST/TRAINE* CH</td>
</tr>
<tr>
<td>01 TEST/BABYMI* IN</td>
</tr>
</tbody>
</table>

**TST00004** LONU1210F NC/29MAY 1 0 LD 01JUN12 OD LONLON SI

<table>
<thead>
<tr>
<th>Fare R GBP</th>
<th>TX001 X GBP 18.50YQAC TX002 X GBP 81.00GBAD TX003 O GBP 1.20EVAB</th>
</tr>
</thead>
<tbody>
<tr>
<td>TX004 O GBP 81.00GBAD TX005 O GBP 34.49UBAS TX006 O GBP 1.50UMSE</td>
<td></td>
</tr>
<tr>
<td>TX007 O GBP 14.40WCTR TX008 O GBP 239.00YQAC TX009 O GBP 22.70ZAEB</td>
<td></td>
</tr>
<tr>
<td>TOTAL GBP</td>
<td>239.50</td>
</tr>
<tr>
<td>GRAND TOTAL GBP</td>
<td>239.50</td>
</tr>
<tr>
<td>LON BA JNB576.15BA LON355.16NUC931.31END ROE0.633508</td>
<td></td>
</tr>
</tbody>
</table>

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

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

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

Here is the TSM-P for the penalty (TQM/M1)
Step 5

RT  Redisplays the PNR

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

17/O/NONREF+/NONREF  Update the Form of Payment for the ticket to show the original form of payment and the new form of payment for the additional collection.

FVBA  Insert validating carrier (if not automatically added)

TMI/ALL/FP-NONREF  Enter the new form of payment into the TSM-P for the penalty fees.

RF (NAME)  Add received from element.

ER  End and redisplay before issuing.
Step 6

TWD/L13  Display the E-Ticket for passenger 1

TTP/TTM/PAX/RT  Issue the new ticket and penalty fee document for the seated adult passenger 1 (PAX) and retain the reservation on the system for retrieval.

TWD/L15  Display the E-Ticket for passenger 2

TTP/TTM/P2/RT  Issue the new ticket for passenger 2 and retain the reservation on the system for retrieval.

TWD/L17  Display the E-Ticket for infant passenger associated to passenger 1

TTP/TTM/INF/P1/RT  Issue the new ticket and penalty fee document for infant (INF) associated to passenger 1 and retain the reservation on the system for retrieval.

System response

OK ETICKET/VIRTUAL MCO  If a VMCO is issued as per airline requirement.

OK ETICKET/EMD  If an EMD is issued as per airline requirement.

Alternative Issue Options (By TST Number)

TWD/L13  Display the relevant e-Ticket record.

TTP/TTM/T4/RT  If more than 1 TST exists per passenger it is possible to issue by specific TST number. In this example all documents associated to TST 4 would be issued.

   Repeat for each passenger accordingly.

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

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

Step 1

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

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

System Response:

--- TST RLR ---
RP/LONU1210F/LONU1210F    SG/SU 18MAY12/1610Z    ZVIF22
1 TEST/TRAINING MR
2 BA 011 W 10OCT 3 LHR SIN HK1    3 2025 1615+1 *1A/E*
3 BA 012 W 19OCT 5 SIN LHR HK1    1 2255 0500+1 *1A/E*
4 AP LON 0870 895 9199
5 TK OK18MAY/LONU1210F/ETBA
6 FA PAX 125-5074559412/ETBA/GBP2486.56/18MAY12/LONU1210F/9999
9992/S2-3
7 FB PAX 18000000200 TTP/RT OK ETICKET/S2-3
8 FM PAX *C*0/S2-3
9 FF NONREF AGT
10 FV PAX BA/S2-3
>

Step 2

Make the necessary amendments

SB12OCT2

Step 3

TTE   Deletes the TST

TTE/T1 Deletes the TST (specifying the TST number if more than one TST)
Step 4

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

**FXO/K**

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

System Response:

<table>
<thead>
<tr>
<th>AL FLGT BK</th>
<th>DATE</th>
<th>TIME</th>
<th>FARE BASIS</th>
<th>NVB NVA BG</th>
</tr>
</thead>
<tbody>
<tr>
<td>LON SIN BA</td>
<td>0011 T</td>
<td>12OCT</td>
<td>2025</td>
<td>TFPXGB5 12OCT</td>
</tr>
<tr>
<td>LON BA</td>
<td>0012 E</td>
<td>19OCT</td>
<td>2255</td>
<td>EFPXGB</td>
</tr>
</tbody>
</table>

**PAYMENT CURRENCY**

| OLD TAX     | GBP  | 488.56 |
| NEW TAX     | GBP  | 488.56 |

**TAX BALANCE**

| TICKET DIFFERENCE | GBP  | 0.00 |
| PENALTY          | GBP  | 0.00 |
| GRAND TOTAL      | GBP  | 0.00 |
| TOTAL ADD COLL   | GBP  | 0.00 |

**RESIDUAL VALUE**

GBP -673.00

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

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

There is no penalty to be collected on this occasion.

Notes:

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

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

```
TST00002  LONU1210F SG/18MAY I 0 LD 01JUN12 OD LONLON SI
T-
FXO/K

1.TEST/TRAINING MR
1  LHR BA 011 T 12OCT 2025 OK TFPXGB5 12OCT12OCT 2PC
2  O SIN BA 012 E 19OCT 2255 OK EFPXGB 19OCT19OCT 2PC

LHR

FARE R GBP 1325.00
TX001 O GBP 184.00GBAD TX002 O GBP 4.000OSE TX003 O GBP 3.10OPAE
TX004 O GBP 7.00SGAD TX005 O GBP 34.46UBAS TX006 O GBP 256.00YQAC

TOTAL GBP 0.00

GRAND TOTAL GBP 0.00

LON BA SIN964.14BA LON1112.17NUC2076.31END ROE0.63837

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

Here is the residual value TSM-P (TQM):

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

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

TOTAL GBP 0.00

FO 125–5074559412LON18MAY12/99999992/125–50745594125E1
```

Note: this residual value document will be issued at the same time as the actual ticket reissue. The new ticket number that it is being issued in connection with has therefore not yet been created. Subsequently no issued in connection with ticket details are displayed at this point. These will be added automatically at the time of reissue.
Step 5

RT  Redisplays the PNR

FVBA  Add in the validating carrier if not already present

10/O/NONREF AGT  Update the Form of Payment for the ticket to show that it is the old form of payment.

TMI/FP-O/NONREF..  Enter the new form of payment for the residual value document.

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

Step 6

TWD  Display the E-Ticket

RF (NAME)  Add received from element

TTP/TTM/P1/RT  You must issue the Residual Value document and the Ticket in the same transaction as these documents are exchanged.

System response

OK ETICKET/VIRTUAL MCO  If a VMCO is issued as per airline policy.

OK ETICKET/EMD  If an EMD is issued as per airline policy.

Notes:

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

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

If there is a penalty fee to be collected on a VMCO as well as the Residual MCO these can be issued at the same time.
REISSUE, PART FLOWN WITH RESIDUAL VALUE

Step 1

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

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

System Response:

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

Step 2

Book the new return flight.

SB10FEB3

Step 3

TTE  Deletes the TST
TTE/T1 Deletes the TST (specifying the TST number if more than one TST)
**Step 4**

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

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

**System Response:**

```
FXO/S3
01 TRAINING/TESTMR
ITINERARY REBOOKED
LAST TKT DTE 17JAN12 - - SEE ADV PURCHASE

<table>
<thead>
<tr>
<th>AL FLGT</th>
<th>BK</th>
<th>DATE</th>
<th>TIME</th>
<th>FARE BASIS</th>
<th>NVB</th>
<th>NVA</th>
<th>BG</th>
</tr>
</thead>
<tbody>
<tr>
<td>DXB</td>
<td>0106</td>
<td>10FEB</td>
<td>0255</td>
<td>LLWNCGB7</td>
<td>20JAN13JAN</td>
<td>PC</td>
<td></td>
</tr>
</tbody>
</table>

OLD BASE FARE GBP 1193.00
NEW BASE FARE GBP 719.00
FARE BALANCE GBP -474.00
PAYMENT CURRENCY GBP 159.40
TAX BALANCE GBP 0.00
TICKET DIFFERENCE GBP -474.00
PENALTY GBP 0.00
GRAND TOTAL GBP -474.00
TOTAL ADD COLL GBP 0.00
RESIDUAL VALUE GBP -474.00
```

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

GBP-474.00 to be processed as a residual value.

There is no penalty to be collected.

**Notes:**

This pricing entry automatically replaces the old TST with the new one. If the Best Pricer entry leads to a change of booking class, a " * " will appear next to the new booking code.
This is the new Amadeus Ticket Changer reissue TST:

```
TST00001  LON1A0900 AA/16JAN I 0 LD 19JAN12 OD LONLON SI
T-
FXO/S3

1. TRAINING/TESTMR
   1  DXB BA 106 L 10FEB 1010 OK LLWNCGB7 20JAN13JAN 1PC
   LHR
   FARE  R GBP    719.00
   TX001 O GBP   96.00YQAC TX002 O GBP  5.00YQAD TX003 O GBP  40.00GBAD
   TX004 O GBP   14.30UBAS TX005 O GBP  4.10AEAD
   TOTAL  GBP    0.00
   GRAND TOTAL GBP    0.00
   LON BA DXB1216.88BA LON250.92NUC1467.80END ROE0.490187

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

Here is the Residual Value TQM-P

```
TST00001                  TST00001     LON1A0900 AA/16JAN I 0 LD 19JAN12 OD LONLON SI
T-
FXO/S3

1. TRAINING/TESTMR
   ORIGIN TRVL CURRENCY REISSUE CURRENCY
   OLD BASE FARE GBP   1193.00
   NEW BASE FARE GBP    719.00
   FARE BALANCE GBP    474.00
   PAYMENT CURRENCY GBP    474.00
   OLD TAX GBP    159.40
   NEW TAX GBP    159.40
   TAX BALANCE GBP    0.00
   TICKET DIFFERENCE GBP    474.00
   PENALTY GBP    0.00
   GRAND TOTAL GBP    474.00
   TOTAL ADD COLL GBP    0.00
   RESIDUAL VALUE GBP    474.00

```

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

```
TSM  1 TYPE P     LON1210F SG/16JAN 00 INT I EMD-S CARR BA
1. TRAINING/TEST MR
RFIC-D/K FINANCIAL IMPACT
1. RFISC-99I RESIDUAL VALUE L 4
   OPERATING CC-BA CPN VALUE-474.00
   PRESENT TO: BRITISH AIRWAYS
   PRESENT AT: LONDON

ADD INF/RKS:
   FARE  R GBP    474.00
   EXCH VAL GBP    474.00
   TOTAL  GBP    0.00
   FO 125-2401945650LON10JAN12/00047250/125-24019456506E1
   FP O/NONREF AGT
```
**Step 5**

**RT** Redisplays the PNR

--- TST ---

TP/LON1A0900/LON1A0900 AA/SU 10JAN12/1137Z 3J3RCP

1. TRAINING/TESTMR
2. BA 105 Y 14JAN 1 LHRDXB FLWN
3. BA 106 Y 10FEB 7 DXBLHR HK1 1010 1400 E BA/AY3CJA

**FVBA** Insert validating carrier (if not automatically added).

9/O/CASH Update the Form of Payment for the ticket to show that it is the old form of payment.

**TMI/FP-O/CASH** Enter the original form of payment for the residual refund document into the TSM-P.

**Step 6**

**TWD** Display the E-Ticket

**RF (NAME)** Add received from element

**TTP/TTM/P1/RT** You must issue the Residual Refund document and the Ticket in the same transaction as these documents are exchanged.

**System response**

- **OK ETICKET/VIRTUAL MCO** If a VMCO is issued as per airline policy.
- **OK ETICKET/EMD** If an EMD is issued as per airline policy.

**Notes:**

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

**The VMCO or EMD for the residual amount can be refunded in the normal way after it has reported to BSP**
REISSUE WITH RESIDUAL VALUE AND PENALTY CHANGE FEE VMCO OR EMD

Step 1

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

RT 5Q329O (or TWD/TKT125-9476246806 followed by RT*E)

System Response:

--- TST RLR ---
RP/LONU1210F/LONU1210F NC/SU 29MAY12/13Z 5Q329O
1. TEST/TRAINER MR
2. BA 117 L 20JUN 3 LHRJFK HK1 5 0830 1100 *1A/E*
3. BA 178 S 30JUN 6 JFKLHR HK1 7 0800 1940 *1A/E*
4. AP LON 01293 550653 - AMUK ACO - PRODUCT - TEST QC - A
5. TK OK29MAY/LONU1210F//ETBA
6. SSR DOCS BA HK1 P/GBR/123456789/GBR/16NOV77/M/14DEC19/TEST/T RAINING/H
7. FA PAX 125-9476246806/ETBA/GBP716.19/29MAY12/LONU1210F/99999/992/S2-3
8. FB PAX 2900000010 TTP/RT OK ETICKET/S2-3
9. FE PAX NONREFUNDABLE RESTRICTIONS APPLY -BG:BA/S2-3
10. FM PAX *C*0/S2-3
11. FP NONREF AGT
12. FV PAX BA/S2-3

Step 2

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

Step 3

TTE Deletes the TST

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

Step 4

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

FXQ
System Response:

Last TKT DTE 01Jun12 - - SEE ADV PURCHASE

Ticket Stock Restriction

<table>
<thead>
<tr>
<th>AL</th>
<th>FLG</th>
<th>BK</th>
<th>DATE</th>
<th>TIME</th>
<th>Fare Basis</th>
<th>NVB</th>
<th>NVA</th>
<th>BG</th>
</tr>
</thead>
<tbody>
<tr>
<td>LON</td>
<td>NYC BA 0117 L 20JUN</td>
<td>LXXUKJB</td>
<td>20JUN20JUN 1P</td>
<td></td>
<td></td>
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<td>SKWUKJB</td>
<td>01JUL01JUL 1P</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Origin TRVL Currency: GBP
Reissue Currency: GBP

Old Base Fare: GBP 367.00
New Base Fare: GBP 345.00
Non Ref Amount: GBP 22.00

FARE BALANCE: GBP 0.00

Payment Currency

Old Tax: GBP 349.19
New Tax: GBP 349.19

Tax Balance: GBP 0.00
Ticket Difference: GBP 0.00
Penalty: GBP 100.00
Grand Total: GBP 100.00
Total Add Coll: GBP 102.80
Residual Value: GBP -2.80

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

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

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

Here is an image of the TST

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

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

Refundable XF tax value of GBP2.80 which was collected previously for travel to JFK in original routing.
Step 5

**RT**
Redisplays the PNR

--- TST TSM RLR ---
RP/LONU1210F/LONU1210F NC/SU 29MAY12/1322Z 5Q3290

1 TEST/TRAINER MR
2 BA 117 L 20JUN 3 LHRJFK HK1 5 0830 1100 *1A/E*
3 BA 214 S 01JUL 7 BOSLHR HK1 2220 0935+1 744 E 0

SEE RT SVC
4 SVC BA HK1 PENF
5 SVC BA HK1 RSVR
6 AP LON 01293 550653 - AMUK ACO - PRODUCT - TEST QC - A
7 TK OK29MAY/LONU1210F/ETBA
8 SSR DOCS BA HK1 P/GRB/123456789/GRB/16NOV77/M/14DEC19/TEST/TRAINING/H
9 FA PAX 125-947628806/ETBA/GBP716.19/29MAY12/LONU1210F/999999 92/22
10 SB PAX 29000000010 TTP/RT OK ETICKET/S2
11 FE PAX NONREFUNDABLE RESTRICTIONS APPLY-BG:BA/S2-3
12 FO PAX 125-947628806LON29MAY12/99999992/125-9476288064E1/S2-3
13 FP NONREF AGT

**FVBA**
Insert validating carrier (if not automatically added).

13/O/NONREF+/NONREF
Update the payment field to show the original and new forms of payment.

**TQM**
Display the list of TSMs

<table>
<thead>
<tr>
<th>M</th>
<th>P</th>
<th>R</th>
<th>NAME</th>
<th>TOTAL</th>
<th>FOP</th>
<th>ELEMENTS T</th>
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<tbody>
<tr>
<td>1</td>
<td>.1</td>
<td>D/R TEST/TRAINER MR GBP 100.00</td>
<td>4</td>
<td>P</td>
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</tr>
<tr>
<td>2</td>
<td>.1</td>
<td>D/K TEST/TRAINER MR GBP 0.00</td>
<td>5</td>
<td>P</td>
<td></td>
<td></td>
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</tbody>
</table>

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

--- TST TSM RLR ---
RP/LONU1210F/LONU1210F NC/SU 29MAY00 INT I EMD-S CARR BA
1 TEST/TRAINER MR
RFISC-D/R FINANCIAL IMPACT
1 RFISC-992 RES CHANGE FEE

OPERATING CC-BA CPN VALUE-100.00
PRESENT TO:BRITISH AIRWAYS
PRESENT AT:LONDON
NON REFUNDABLE
NON EXCHANGEABLE
CONSUMED AT ISSUANCE

ADD INF/RKS:
FARE F GBP 100.00
EXCH VAL GBP 100.00

TOTAL GBP 100.00
FP NONREF AGT
TMI/M2/FP-O/NONREF Enter the original form of payment for the residual refund document. TSM relate where multiple TSMs exist.

<table>
<thead>
<tr>
<th>TSM</th>
<th>2</th>
<th>TYPE P</th>
<th>LONU1210F</th>
<th>NC/29MAY 00</th>
<th>INT</th>
<th>I</th>
<th>EMD-S</th>
<th>CARR</th>
<th>BA</th>
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<tr>
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<td>FINANCIAL IMPACT</td>
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<tr>
<td>1.</td>
<td>RFISC-99I</td>
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<td>VALUE</td>
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<tr>
<td>OPERATING CC-BA</td>
<td>CPN VALUE-2.80</td>
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<tr>
<td>PRESENT TO: BRITISH AIRWAYS</td>
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<tr>
<td>PRESENT AT: LONDON</td>
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<td></td>
</tr>
</tbody>
</table>

ADD INF/RKS:

| FARE | R GBP | 2.80 |
| EXCH VAL | GBP | 2.80 |
| TOTAL | GBP | 0.00 |
| FO | 125-9476246806LON29MAY12/99999992/125-94762468064E1 |
| FP | O/NONREF AGT |

Step 6

RF (NAME) Add received from element

TWD/L15 Display the E-Ticket for passenger 2

TTP/TTM/RT You must issue the Residual Refund document and the Ticket in the same transaction as these documents are exchanged.

System response

- **OK ETICKET/VIRTUAL MCO** If a VMCO is issued as per airline requirement.
- **OK ETICKET/EMD** If an EMD is issued as per airline requirement.

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

Don’t forget if the airline requires details of the VMCO or EMD document to be communicated to them this must be added to the PNR via the airline’s chosen format.
Here is an example of the PNR following reissue.

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

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

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

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