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Airline Service Fees V4.1CIS

Travel Agent's Guide

August 2011

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**Amadeus Airline Service Fees
Travel Agent's guide**

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1 Introduction

1.1 Purpose of the document

This Guide is intended to inform Amadeus Travel Agencies of the impact on their shopping, pricing and ticketing processes which will result from Amadeus processing of airline credit card fees via the new Amadeus solution **Amadeus Airline Service Fees (ASF) designed to support the OB fees**. This document is intended for the users of Amadeus shopping, pricing and ticketing tools via the following interfaces: Amadeus Selling Platform, API, Web Services, Amadeus e-Retail Engine for Travel Agents, Agency Internet Engine, Amadeus e-Power, Amadeus e-Travel Management and Amadeus Agency Manager.

1.2 Definitions

1.2.1 IATA – OB Fees:

IATA defined the OB tax code as a tax code dedicated to Ticketing fees. As per IATA, this tax code must not appear in the tax box nor on the ticket.

1.2.2 ATPCo – Ticketing Fees

ATPCo implemented a new record in order to support the distribution of these ticketing fees. This is the record S4. Each type of fees is assigned a code (OB), a 3-digit subcode and a commercial name. There are 2 main types of fees:

- Ticketing fees with a subcode starting with a T: T-TYPE
- Form of payment fees with a subcode starting with an F: F-TYPE

1.2.3 Amadeus – Airline Service Fees

Amadeus is implementing the **Airline Service Fees** solution in order to support the processing of these fees in compliance with IATA and ATPCo thru 3 main steps described further in this document for Fare Search users:

- Shopping
- Pricing
- Ticketing (including reporting)

Airline Service Fees supports the processing of ATPCo's two main types of fees as follows:

- **Ticketing fees (T-Type)**: priced automatically at the shopping and pricing request based on the PNR and itinerary data
- **Form of payment fees (F-Type)**: priced automatically at the shopping and pricing request based on either the form of payment stored in the PNR (if applicable) or upon the input of a new option to request the fee computation when the form of payment is not yet stored in the PNR or no PNR is created yet.

1.3 Amadeus GDS focus on a generic airline credit card fee

With the purpose to ease the impact on Travel Agents workflow at shopping and pricing mainly, Amadeus has phased the deployment of this solution in order to focus on the processing of Form of Payment (FOP) fees and the implementation of a generic credit card fee. This generic credit card fee is filed by airlines with the "**FCA**" subcode. Agents are exposed to this generic credit card fee when the validating carrier is used as the merchant for the card payment and has a form of payment fee policy supported by OB fees in Amadeus via Airline Service Fees.

2 Amadeus Airline Service Fees Overview

2.1 Key features

Administration:

- ✓ Amadeus controls which Airline can distribute OB fees to travel agents.
- ✓ Amadeus also controls which point of sale is activated to process OB fees.
- ✓ Airlines file the data via ATPCo and control via filing which point of sale is subject to their OB fees. Any airline activation on a market will be communicated with advanced notice.

Shopping, pricing:

- ✓ Fees are automatically computed within the shopping and pricing solutions:
 - Either based on the Form of Payment (FOP) stored in the PNR
 - Or based on an optional input at pricing which provides the option to compute a form of payment fee even though the PNR is not created yet or the Form of Payment (FOP) is not stored in the PNR yet
- ✓ When computed, fees are included in the grand total returned at shopping, pricing, ticketing, providing agents with an immediate visibility on the total price.
- ✓ Otherwise, a message in the pricing output warns agents that a form of payment fee may apply for the validating carrier.

Ticketing:

- ✓ Fees are automatically stored in the pricing record, printed on the ITR (not on the ticket) and reported with the ticket data.
- ✓ 2 new transactions provide details on the stored OB fees.
- ✓ New integrity checks are performed at time of ticketing in order to secure that the collected credit fees correspond to the validating carrier policy.

2.2 Main impacts

While assessing the impact on their processes, agents may focus on the following key points:

✓ Shopping & Pricing:

- **INPUT:** assess whether to use in input the new option which enables the system to quote a form of payment fee before the form of payment is stored in the FP element of the PNR
- **INPUT:** assess when to store the Form of Payment (FOP) in the PNR and price the PNR in order to compute OB fees.
- **OUTPUT:** assess the impact of the additional data related to OB fees in output

✓ Ticketing:

- **PROCESS:** Assess the impact of the integrity check on current processes. This integrity check prevents issuance if the form of payment fee does not correspond to the form of payment, validating carrier, point of sale used at time of pricing.
- **OUTPUT:** assess the impact of the additional data related to OB fees in output

2.3 Benefits to Travel Agents

Thanks to Airline Service Fees, travel agencies will be able to collect Credit Card Fees when the airline is acting as the merchant for the credit card transaction, bringing significant benefits to Travel Agents.

- ✓ Travel Agents continue to quote the lowest Grand Total price including fees
- ✓ Automation will protect Travel Agencies from ADMs by applying the correct fees
- ✓ Airline Service Fees is a fully integrated solution, which protects Travel Agents productivity. Agents can focus on sales and customers services
- ✓ Airline Service Fees is a standard-based solution which supports consistency across systems and reinforces Travel Agents parity with airline direct channels.

Where the Travel Agent acts as the merchant for the credit card transaction, no Airline Service Fee is applied.

2.4 Pre-requisites

The Airline Service Fees product is available in cryptic and is also integrated in the following user interfaces:

- ✓ **Amadeus Selling Platform graphic:** ASF is integrated in all versions starting from version **4.1**
- ✓ **Amadeus e-Retail Engine** and **Amadeus Internet Engine:** ASF is integrated in service pack version **12.1**
- ✓ **Amadeus e-Power:** ASF will be integrated from release **5.2**
- ✓ **Amadeus Agency Manager (AGM):** ASF is integrated in version **11.1**
- ✓ **API:** ASF is integrated from **Proxy 38**
- ✓ **Web Services:** ASF is integrated in all Web Services releases
- ✓ **Amadeus e-Travel Management:** ASF is integrated in version 13.0

Customers using an interface having a version prior to the one listed above will benefit from a minimal integration of OB fees:

- Form of payment fees will be automatically computed at shopping and pricing only if the Form of Payment (FOP) is stored in the PNR.
- The OB fees will be included in the total pricing result. No further breakdown will be provided.

However, these users will face significant limitations:

- no option in shopping and pricing input will be available;
- no breakdown in the shopping, pricing, ticketing results will be provided.

3 Functional Description – Focus on the generic credit card fee

3.1 Type of Fees

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

3.2 Integration in the Shopping & Pricing workflow

These fees are automatically computed 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 requesting the credit card number to their customers and before a PNR is created.

The support of this option depends on the verbs and version of interface that agents use. Using API proxy38 or above or Selling Platform 4.1 or above is recommended to benefit from this feature. More details are provided further on.

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

For **Shopping and Pricing** output, depending on the interface and its version, new output data is provided in the various shopping and pricing solutions. This data depends on the interface and its version used by agents. More details are provided further on.

3.3 Integration in the Ticketing flow

3.3.1 Fee Override at ticketing

The agent can also manually change the amount of the Credit Card Fee by overriding it directly in the TST.

Note: this will result in a manual TST, and could expose them to an airline ADM.

3.3.2 Impacts to Travel Agents

The implementation of Airline Service Fees product has 3 major impacts for all Amadeus users:

- ✓ A new line to be displayed in the ticketing panel [TST]: the **Grand Total line** including amount of Fare, of the Taxes and of the Fees
- ✓ A new line or column to be displayed in **Reporting** files; standard Sales Reports depending on the type of record
- ✓ Integrity check at time of ticketing of the **Validating Carrier**, the **Point Of Sale** and the **Form of Payment (FOP)**

3.3.3 Grand Total

Travel Agents will be impacted by this change, whether an OB fee is present or not. A new line containing the Grand Total (Fare + Taxes + OB Fees) will be added in the pricing record.

3.3.4 Reporting

According to the DISH 20.1, the OB fees are reported in the different reporting files, i.e. in the RET in record IT05 and HOT in record BKS30, in TMFT and TMFA fields as follows:

- ✓ **TMFT** : Tax/Miscellaneous Fee type, conditional, on 8 A/N

Once all the taxes have been reported, the OB fees can be reported if there is data: TMFT is reported with the fee code (in A.I.R. ATF-FEEC) and the fee sub-code (ATF-FEESC):

- OBFCA

Once a fee has been reported, the subsequent TMFT is reported with the tax on this fee. For all other fees, the TMFTs follow the same rule, i.e. next Fee reported in TMFT, Tax on next Fee reported in subsequent TMFT, then next Fee in subsequent TMFT, Tax on next Fee in the next TMFT etc.

- ✓ **TMFA** : Tax/Miscellaneous Fee amount, conditional, on 11A/N

If TMFT contains a Fee, TMFA is reported with the corresponding fee amount (ATF-FEEA). If TMFT contains a tax on fee, TMFA is reported with the corresponding fee tax amount (ATF-FEETA).

For the TCN file, the same changes apply to TMFT and TMFA fields.

See more examples in Appendix 1, 2, 3 and 4

3.3.5 Integrity Checks

In the scope of OB fees implementation, there are three contextual checks that will be done at ticketing time. If system processing fails because of at least one of these three checks, then an error message is generated depending on the contextual check that has been done.

The three contextual checks can be displayed through the **TQC** cryptic entry in ticketing panel. There are the following:

3.3.5.1 Validating Carrier Enforcement

Effective June 12th 2008, Amadeus implemented a process which enables the system to retrieve the Validating Carrier (VC) that has been added to the PNR FV element and use it at pricing.

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With the OB fees implementation, the system now reinforces the VC process by checking the VC at time of ticketing. It means that if the VC is not the same at ticketing than the one processed at pricing, then the following message is displayed:

```
VALIDATING CARRIERS DO NOT MATCH : PLS REPRICE OR MODIFY FV
```

Impacts

Users having an internal tool with a ticketing table including a list of Validating Carriers for selection. Validating Carrier selection at ticketing will need to be synchronized with the Validating Carrier input or automatically determined at time of pricing. Customers must review their internal processes and ensure compatibility with the new Amadeus logic.

3.3.5.2 Point Of Sale

The system checks the security agreements between pricing and ticketing offices, and also the distribution channel, to ensure the correct context is maintained. This check is only done when the VC is supporting the OB fees. The system checks if there is an EOS security agreement explicitly specifying TST between offices if this is not the case the system will ask for a repricing and the following message is displayed:

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

3.3.5.3 Form Of Payment

This check is done when the VC is supporting the OB fees and if the office has fees activated.

The system checks if the Form of Payment (FOP) from the TST is different from the Form of Payment (FOP) in FP element.

The Credit Card Check is done if the CC + associated amounts present in FP element of the PNR match the CC + associated amounts present in contextual Form of Payment (FOP), if different then the following message is displayed:

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

There is an exception to this process it is when the switch '**FCA only**' is activated. This switch enables travel agents to only collect a generic credit card fee (FCA subcode) and have no fee amount different depending on the type of credit card (Amex, Visa, Dinners...).

See Use Cases in Appendix 5

4 Customer Impact

4.1 Central System native command

4.1.1 PNR Pricing & BestPricer

The table below is a summary of which new option is available for each cryptic transaction:

<u>FOP TYPE:</u>	C for Credit Card type [1 character]
<u>BIN NUMBER:</u>	6 first digits of the Credit card number
<u>AMOUNT:</u>	up to 10 digits
<u>SUBCODE:</u>	3 alphanumerics

4.1.1.1 Input option

The following options are available at Informative pricing, PNR pricing and Best Pricer. A maximum of 3 repetitions of FOP type can be entered for each input option:

- ✓ Add FOP fee:
 - /R,F(FOP_TYPE)(bin_number)[*amount]
- ✓ Add Generic Credit Card fee:
 - /R,FA-OBFCA
 - Fare Selection Panel including fees [FQQ, FXP, FXX, FXB, FXA ...] if entries are performed with above pricing option.

FQPPARLON/OAF/R,UP							
* FARE BASIS	* DISC	* PTC	* FARE<EUR>	* MSG	* T		
01 C	*	* 1	* 502.66	*RB	*Y	==> amount including OB Fees	
02 COWL	*	* 1	* 481.66	*RB	*Y	==> amount including OB Fees	
03 TESTNEG	*	* 1	* 161.66	*RB	*Y	==> amount including OB Fees	

FXP/R,UP							
* FARE BASIS	* DISC	* PSGR	* FARE<EUR>	* MSG	* T		
01 COW	*	* P1-2	* 508.23	*	*Y	==> amount including OB Fees	
02	* IN	* P2	* 46.00	*	*N	==> amount including OB Fees	

- Pricing Summary Panel including fees [FQU, FXP, FXX, FXB, FXA ...] ...] if entries are performed with above pricing option.

FQU1/X2//2/X3//19/X4							
PASSENGER	PTC	NP	FARE<EUR>	TAX/FEE	PER PSGR	==> TAX column including FEES	
01 ADT	ADT	2	8525.00	202.32	8727.32	==> amount including OB Fees	
02 ADT	ADT	3	8525.00	202.32	8727.32	==> amount including OB Fees	
03 ZZ	ZZ	4	258.00	166.32	424.32	==> amount including OB Fees	
TOTALS		9	43657.00	1676.88	45333.88	==> Total including OB Fees	

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- o Pseudo Ticket Image including fees [FQQ, FXP, FXX, FXB...] if entries are performed with above pricing option.

```

FQQ1
01 C * * 1 * 502.66 *RB *Y ==> amount including OB Fees

LAST TKT DTE 22NOV06 - DATE OF ORIGIN
-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
PAR
LON AF C C 22NOV C 30

EUR 444.00 22NOV06PAR AF LON568.58NUC568.58END ROE
0.780883
EUR 10.24QX XT EUR 10.00IZ EUR 3.92FR EUR 8.50FR
EUR 16.00YQ
EUR 22.42XT
EUR 492.66
EUR 2.00 AIRLINE FEES ==> new OB Fees line
EUR 494.66 TOTAL ==> new line Total OB Fees
AIRLINE FEES INCLUDED ==> New Message
PRICED WITH VALIDATING CARRIER AF - REPRICE IF DIFFERENT VC
  
```

FQH - Vertical Fare Ladder

```

FQH1
FCP AL BK TPM MPM EMA EMS R GI CC NVB NVA BG
PAR
LON AF C 220 264 M EH YY 30
FARE BASIS:C AMOUNT IN NUC: 568.58

TOTAL FARE CALCULATION: 568.58
ROE: 0.780883 FARE EUR: 444.00
TAX: QXAP 10.24 YQAC 16.00
IZEB 10.00 FRSE 3.92
FRTI 8.50
AIRLINE FEES: ==> new line Airline Fees
CODE COM NAME ==> new line OB Fees code/name
OBFCA ANY CC FEE 2.00 ==> new line OB Fees
TOTAL: 494.66 ==> new line Total OB Fees
  
```

TST

```

TST00001 MUCWL2001 AA/24NOV I 0 OD BERBER SI
T-
FXP
1.SMITH/MR 2.SMITH/MRS
1 TXL LH 4310 C 14FEB 0710 OK C7RT 30K
2 O CDG LH 4315 C 18FEB 1940 OK C7RT 30K
TXL
FARE F EUR 1159.00
TX001 X EUR 7.11QXAP TX002 X EUR 40.00YQAC TX003 X EUR 14.58RAEB
TX004 X EUR 5.08DESE TX005 X EUR 10.00IZEB TX006 X EUR 3.92FRSE
TX007 X EUR 8.50FRTI
TOTAL EUR 1248.19
GRAND TOTAL EUR 1278.19 ==> new line Grand Total including OB Fees
BER LH PAR740.51LH BER740.51NUC1481.02END ROE0.782562
  
```

TQO

TST00001	AIRLINE FEES	==> New Message	
1. SMITH/MR	2. SMITH/MRS		
S/C	COMMERCIAL NAME	FEE INC. TAX<EUR>	TAX<EUR> ==> new line
FC3	AMEX CC	30.00	==> new line OB Fees
TOTAL FEES	EUR	30.00	==> new line Total OB Fees
GRAND TOTAL	EUR	1278.19	==> new line Grand Total including OB Fees

4.1.1.2 Manual Addition, Modification, Deletion of the OB Fees

If any of the OB fees are manually added, modified or deleted, the TST Auto/Manual Indicator is changed to 'M' to indicate a manual manipulation of the TST data and the FCMI is changed to the manual value '1'.

Fee information is added/modified/deleted with following TST cryptic command:

Amadeus Input: **TTO [/Saaa] /Caaaaa /Fnnn . nn { (/Xnnn . nnbb) } /Tnnn**

Where:

TTO/ TST fee update (Mandatory)
 S Fee sub-code identifier
 aaa Fee sub-code(3 alphanumeric)
 C Fee commercial name identifier
 aaaaaa Fee commercial name(1-10 alphanumeric)
 F Fee amount identifier
 nnn.nn Fee amount(taxes included) (1-11 numeric)
 X Fee taxes indicator
 nnn.nn Tax on fee amount(1-11 numeric)
 bb Tax code(2 alpha)
 T TST identifier
 nnn TST number(1-3 numeric)

{ } Indicates optional items

[] Indicates mandatory items

() Indicates repeatable items

The TST number is mandatory if there are more than one TST.

If it is not specified whereas several TSTs are associated to the PNR, the entry is rejected with: "NEED TST NUMBER (CM# 02077)"

The amount of the fee amount is tax included. Therefore the sum of taxes amount should be less or equal to the fee amount. Otherwise the entry is rejected with:

"INVALID TAX AMOUNT (CM# 02071)"

The currency codes are not necessary as they are the same as the currency code of the total amount (fare+taxes).

Example

- ✓ Update amount of FCA sub-code fee at 05.00
 - TTO/SFCA/F5.00
- ✓ Add a FC4 fee at 10.00 with commercial name 'NEW FEE'
 - TTO/SFC4/F10.00/CNEW FEE

4.1.1.3 Automatic Standalone calculation of the OB Fees. Pending delivery: date to be confirmed

The OB fees Standalone functionality allows the automated calculation of the OB fees for a TST without repricing the PNR in order to maintain the fare that was initially quoted. Once the OB fees Standalone transaction is processed, OB fees are calculated or recalculated and the selected TSTs are updated with the resulting fees. The pricing context (TQC) is updated with the Form Of Payment used for the OB fees calculation and the Office ID from which the calculation is requested. The OB fees Standalone calculation does not alter the FCMI of the TST.

- Pre-requisites
 - ✓ the Office and the Validating Carrier must be activated to OB fees
 - ✓ to exempt a fee, the office must be activated to exemption
 - ✓ the PNR must contains a TST (first issue identifier: F, I, U) for which OB fees are to be calculated or recalculated, the contextual Validating Carrier and the FOP to be used for the issuance of the ticket
 - ✓ the OB fees Standalone can be processed when there is only one TST per passenger, covering the same itinerary for all the selected TSTs

Amadeus Input:
TTX{/FX{(-OBaaa)}{,FA[(-OBbbb)]}{/Tn-m,p-q}
OR
TTX{/FA[(-OBbbb)]{,FX{(-OBaaa)}{/Tn-m,p-q

Where:

TTX	Mandatory - fees standalone calculation
/	Conditional - delimiter
FX	Fee exemption indicator
-	Conditional - delimiter
OB	Fee code identifier
aaa	Fee sub-code identifier(3 alphanumeric)
,	Conditional - delimiter
FA	Fee addition indicator
-	Conditional - delimiter
OB	Fee code identifier
bbb	Fee sub-code identifier(3 alphanumeric)
/	Conditional - delimiter
T	TST identifier
n	TST number(1-3 numeric)
-	Conditional - delimiter
m	TST number(1-3 numeric)
,	Conditional - delimiter
p	TST number(1-3 numeric)
-	Conditional - delimiter
q	TST number(1-3 numeric)

{ } Indicates optional items
[] Indicates mandatory items
() Indicates repeatable item

Input examples

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Input	Output
TTX	All TSTs updated with new OB fees amount
TTX/T1	TST 1 updated with new OB fees amount
TTX/T1-2	Selected TSTs updated with new OB fees amount
TTX/T1/FA-OBR01	TST 1 updated with additional OB fee sub-code R01
TTX/T1/FA-OBR01-OBR02	TST 1 updated with additional OB fees sub-code R01 and R02
TTX/FX/T1	TST 1 updated with exemption of ALL OB fees amounts
TTX/FX-OBT01	TST updated with exemption of OB fee sub-code T01
TTX/FX-OBT01,FA-OBR01	TST updated with exemption of OB fee sub-code T01 and addition of OB fee sub-code R01
TTX/FX,FA-OBT02	TST updated with exemption of ALL OB fees amounts EXCEPT the sub-code T02

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Output examples

TST0001 AIRLINE FEES				
1.SMITH/MR 2.SMITH/MRS				
S/C	COMMERCIAL NAME	FEE INC.	TAX<EUR>	TAX<EUR>
FCA	CC		20.00	
OLD TOTAL FEES	EUR	15.00		
NEW TOTAL FEES	EUR		20.00	
GRAND TOTAL	EUR		1278.19	

TST0001 AIRLINE FEES				
1.SMITH/MR 2.SMITH/MRS				
S/C	COMMERCIAL NAME	FEE INC.	TAX<EUR>	TAX<EUR>
FC4	VISA		10.00	
OLD TOTAL FEES	EUR	15.00		
NEW TOTAL FEES	EUR		10.00	
GRAND TOTAL	EUR		1268.19	

Edifact messages

The following Fare Quote edifact messages have been changed to support OB fees:

FSPRQT/RSP 07.1

FSBRQT/RSP 07.1

FSCRQT/RSP 07.1

REMINDER: the standalone transaction is not available yet: a notification will be sent when delivered

4.2 Amadeus Selling Platform Graphic users

Travel Agents using Selling Platform version 4.1 will benefit from the following integration of **Credit Card Fees** features.

4.2.1 OB fees Output Illustrations

The screenshot shows the 'PNR' screen in the Amadeus Selling Platform. The interface includes a menu bar with 'Window', 'Config', and 'Help'. Below the menu bar are several icons representing different functions. The main content area displays the PNR details for '1 TEST OBFEES'. The 'Itinerary' section shows a flight from HK1 to BA on 10FEB, with a class of NCE and a fare basis of Y. The 'Remarks' section is also visible.

► A PNR is created as per current practice

The screenshot shows the 'Price PNR' screen in the Amadeus Selling Platform. The interface includes a menu bar with 'Window', 'Config', and 'Help'. Below the menu bar are several icons representing different functions. The main content area displays the 'Price PNR' details for '1 TEST OBFEES'. The 'Apply credit card fee' option is highlighted with a red box.

► New Option to request the application of a Credit Card Fee when it is not stored in the PNR yet

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PNR pricing output

The screenshot shows the 'Fare - Price PNR' window. A table lists various charges, with 'Airline Fees' highlighted in red. A callout points to the 'Total' row, and another points to the 'Airline Fees' row. A third callout points to the 'Other information' section at the bottom.

Passengers	Information
TEST 0BFEE5	
Cities	Carrier Flight Class Date Time Fare basis TKT designator NVA Baggage
NCE LHR	BA 341 Y 10FEB 08:55 YF
Fare	NCE BA LON1233.86NUC1233.86END ROED
EUR 855.00	
Taxes	
EUR 19.00 YQ	
EUR 3.00 YO	
EUR 10.29 QX	
EUR 1.00 IZ	
EUR 4.11 FR	
EUR 9.47 FR	
EUR 18.03	Airline Fees
EUR 919.90	Total

Other information
MANUAL MANIPULATION OF FEES
AIRLINE FEES INCLUDED
PRICED WITH VALIDATING CARRIER 6X - REPRICE IF DIFFERENT VC

► Total amount of Fees

► Message indicates that fee application was requested via the pricing option

► Message indicates that fees are included

TST display

The screenshot shows the 'TST' window with a fare breakdown table. A callout points to the 'Airline Fees' row.

Base fare EUR	855.00	Normal issue(F)
Equivalent		Banker's rate
Taxes EUR	46.87	
Airline Fees EUR	18.03	
Total EUR	919.90	Net fare

► Click to display the fees breakdown

Amadeus Airline Service Fees Travel Agent's guide

The screenshot shows the TST interface with a flight booking for NCE to LHR on BA 341. A 'List of Airline Fees' dialog box is open, displaying the following table:

Type	Currency	Amount Incl. Taxes	Code	Commercial Name
OB	EUR	18.03	FCA	PCTCCFEE

A red box highlights the dialog box, and a red arrow points to it with the text "Fee Breakdown".

4.2.2 Selling Platform version prior to 4.1

A backward compatibility including minimal OB fees integration has been developed for agents using a Selling Platform version prior to 4.1

✓ At Pricing:

- OB fees are included in the current total pricing amount (FQP, FXX, FXP, FXA, FXB) and the pseudo ticket image (FQQ) provided the Form of Payment (FOP) is stored in the PNR
- An appended message "OB fees included" is displayed in the pricing outputs
- An appended message "Airline fees included" is displayed in the FQQ
- There are no breakdown of fees displayed in the pricing outputs

✓ At Ticketing

- OB fees are included in the total amount in the ticketing panel (TST) and the passenger receipt (ITR) (which will therefore be greater than the total amount displayed on the ticket as OB fees do not appear on the ticket)

4.3 API verbs and Web Services: overview of messages impacted.

API users using any proxy version higher than **Proxy 38** will benefit from full integration of Airline Service Fees. A backward compatibility including minimal OB fees integration has been developed for agents using a Proxy version prior to 38.

For more details on OB fees for all specified API verbs and Web Services below, please consult the extranet links: <http://api.dev.amadeus.net> and <http://webservices.amadeus.com/>. These extranet web sites provide access to user guides including XML schemas.

Note: The Amadeus API and Web Services extranet web sites are password protected and reserved to authorized developers. Please contact the Amadeus API team at APIPMM@amadeus.net, should you have lost your password

4.3.1 MasterPricer Standard API verbs and Web Services

Messages accessible from **Proxy 38** (for details see "MP Standard users" chapter)

API	Web Services
PoweredLowestFare_TravelBoardSearch	Fare_MasterPricerTravelBoardSearch
PoweredLowestFare_Search	Fare_MasterPricerCalendar
PoweredFare_PricePNRWithBookingClass	Fare_PricePNRWithBookingClass
PoweredTicket_CreateTSTFromPricing	Fare_CreateTSTFromPricing

4.3.2 MasterPricer Expert API verbs and Web Services

Messages accessible from **Proxy 38** (for details see "MP Expert users" chapter)

API	Web Services
PoweredLowestFareMPE_Search	MasterPricerExpertSearch
PoweredLowestFareMPE_BookRecNr	Fare_MasterPricerExpertBookRecNr
PoweredLowestFareMPE_CreateTSTRecNr	Fare_MasterPricerExpertCreateTSTRecNr

4.3.3 Pricing and Ticketing API verbs and Web Services

The following API verbs have been updated

API Verbs	Input	output
<> FARE/FAREPLUS_Pricetinerary	No OB fees option available	AIRLINE FEES INCLUDED Total including OB fees amount
<> FARE/FAREPLUS_DisplayLowestApplicableFare <> FARE/FAREPLUS_DisplayLowestPossibleFare <> FARE/FAREPLUS_RebookWithLowestFare	No OB fees option available	AIRLINE FEES INCLUDED Total including OB fees amount
<> FARE/FAREPLUS_BookSelectedFare	No OB fees option available	AIRLINE FEES INCLUDED Total including OB fees amount
<> FARE/FAREPLUS_DisplayFareBreakdown	No OB fees option available	AIRLINE FEES INCLUDED new OB fees column
<> FARE/FAREPLUS_DisplayFaresForCityPairs <> FARE/FAREPLUS_CheckRules	No OB fees option available	AIRLINE FEES INCLUDED
<> FARE/FAREPLUS_QuoteItinerary <> FARE/FAREPLUS_DisplayFareComponents	No OB fees option available	AIRLINE FEES INCLUDED
<> FARE/Fare_RepriceOBFees Available from API Proxy 44 and Web Services release 11.2	OB fees option available to add or exempt fees	New OB fees Standalone calculation transaction
<> TICKET_Display <> TICKET_Create <> TICKET_Delete <> TICKET_Update	No OB fees option available	Total amount including OB fees amount [Fare + Taxes + OB fees]
<> TICKET/Ticket_UpdateTSTFromOBPricing Available from API Proxy 44 and Web Services release 11.2	No OB fees option available	Store OB fees details in the TST

**Amadeus Airline Service Fees
Travel Agent's guide**

The following API Powered Verbs and Web Services have been updated. Please check for impacts if using an API Proxy prior to version 38 (<) and from Proxy 38 (≥)

API	Web Services and API ≥ Proxy 38		API < Proxy 38	
	Input	Output	Input	Output
PoweredTicket_DisplayTST	No OB fees option available	Grand total amount [Fare + Taxes + OB fees]	No OB fees option available	Total including OB fees amount [Fare + Taxes + OB fees]
PoweredTicket_UpdateTST	No OB fees option available	Grand total amount [Fare + Taxes + OB fees]	No OB fees option available	Total including OB fees amount [Fare + Taxes + OB fees]
PoweredFARE_PricePNRwithLowestFare	OB fees option is available. The generic credit card sub-code can be added in input in order to apply a generic credit card fee: R,FA-OBFCA	AIRLINE FEES INCLUDED OB fees total amount Grand total amount [Fare + Taxes + OB fees]	No OB fees option available	AIRLINE FEES INCLUDED Total including OB fees amount [Fare + Taxes + OB fees]
PoweredFARE_PricePNRwithLowerFare	OB fees option is available. The generic credit card sub-code can be added in input in order to apply a generic credit card fee: R,FA-OBFCA	AIRLINE FEES INCLUDED OB fees total amount Grand total amount [Fare + Taxes + OB fees]	No OB fees option available	AIRLINE FEES INCLUDED Total including OB fees amount [Fare + Taxes + OB fees]
PoweredFARE_PricePNRwithBookingClass	OB fees option is available. The generic credit card sub-code can be added in input in order to apply a generic credit card fee: R,FA-OBFCA	AIRLINE FEES INCLUDED OB fees total amount Grand total amount [Fare + Taxes + OB fees]	No OB fees option available	AIRLINE FEES INCLUDED Total including OB fees amount [Fare + Taxes + OB fees]
PoweredFARE_DisplayFaresForCityPairs	No OB fees option available	OB FEES INCLUDED	No OB fees option available	OB FEES INCLUDED

4.3.4 Fare and Taxes breakdown:

- ✓ **for API versions prior to proxy 38:**
the Total will no longer contain Fare+Taxes but Fare+Taxes+OB Fees
- ✓ **for API versions from proxy 38 and Web Services:**
the Total (Fare+Taxes) and Grand Total (Fare+Taxes+OB Fees) information will be included in the message.

4.4 Impact on Master Pricer typical booking flow:

Master Pricer Standard & Master Pricer Expert have been upgraded with new options and fields to display the OB fees information (from **API Proxy 38 and all versions of Web Services**).

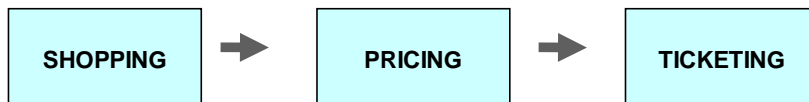
Backward compatibility including minimal OB fees integration has been developed for agents using a Proxy version prior to 38.

NB: more information on the Airline Service Fees input and option can be found in the API user guide.

Remark: when OB fees are generated with an amount set to zero (0.00), then this zero amount is sent in the OB fees Total per passenger but not in the OB fees Total for all passengers.

4.4.1 How is airline ticketing fee processed in booking flow

Typical travel agency booking flow using Master Pricer.



4.4.2 Office ID setting & option and integration in the Travel Agent flow

4.4.2.1 Office ID setting

A setting controlled by Amadeus (XXA parameter switch R69 – OB fees global activation) allows to control if the OB fees processing is activated for this office or not. Setting it to YES allows the office to automatically process the OB fees in any shopping and pricing transactions.

4.4.2.2 Sorting Option

With this option, an agent has the possibility to sort recommendations in output based on an amount including fees or excluding fees. It is applied for all passengers of the query:

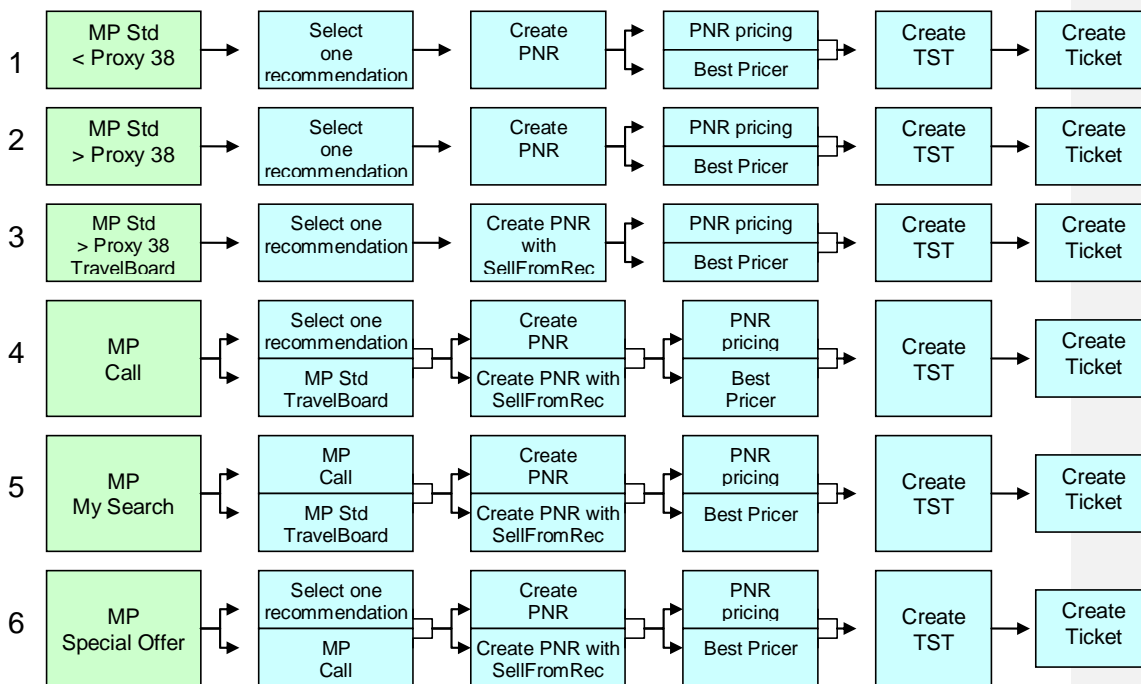
- ✓ Sorting with fees: recommendations are sorted based on total price including Fare + Taxes + OB fees.
- ✓ Sorting without fees: recommendations are sorted based on price of Fare + Taxes.

In both cases, OB fees are included in output if applicable. This option only impacts the order of recommendations, i.e. the OB fees are returned in output even for option "Sorting without fees".

4.4.2.3 Multi-Ticket Option

Multi-ticket option allows MP to propose one-way combinable fares if cheaper than a round-trip fare. Multi-Ticket considers one recommendation has made of several tickets meaning several validating carriers; therefore two OB fees amounts are collected.

4.4.2.4 Integration in the MP Travel Agent Flow



**Amadeus Airline Service Fees
Travel Agent's guide**

1 - MP Std < Proxv 38

S H O P P I N G	SELECT ONE RECOMMENDATION <i>PoweredLowestFare_Search</i> <i>PoweredLowestFare_SearchReply</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the following information will be sent in the output message: Total amount including OB fees (Grand Total amount) ✓ T type fees are collected automatically by default, no need to specify it in input. ✓ F type fees for credit card are not collected as option FCA in input is not available. Grand Total amount corresponds to Fare + Taxes + OB Fees	
	CREATE PNR <i>PoweredLowestFare_SellFromRecommendation</i>	No OB fees information Agent to add the FOP in PNR (FP element) before PNR pricing, thus OB fees for credit card can be automatically collected at time of PNR pricing.	
	PNR PRICING <i>PoweredFare_PricePNRWithBookingClass</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the new following information will be sent in the output message: ✓ AIRLINE FEES INCLUDED ✓ Grand Total amount	
	BEST PRICER <i>PoweredFare_PricePNRWithLowerFare</i> <i>PoweredAir_RebookAirSegment</i> <i>BestPricerPowerAir_MultiAvailability</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the new following information will be sent in the output message: ✓ AIRLINE FEES INCLUDED ✓ Grand Total amount	
P R I C I N G	CREATE TST <i>PoweredTicket_CreateTSTFromPricing</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the new following information will be sent in the output message: ✓ AIRLINE FEES INCLUDED ✓ Grand Total amount	
	CREATE TICKET <i>PoweredTicket_DisplayTST</i> <i>PoweredTicket_UpdateTST</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the new following information will be sent in the output message: ✓ Grand Total amount	
	T I C K E T I N G		

**Amadeus Airline Service Fees
Travel Agent's guide**

2 - MP Std > Proxv 38
4 - MP Call
5 - MP Mv Search
6 - MP Special Offer

S H O P P I N G	SELECT ONE RECOMMENDATION <i>PoweredLowestFare_Search</i> <i>PoweredLowestFare_SearchReply</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the following information will be sent in the output message: Total amount including OB fees (Grand Total amount) ✓ T type fees are collected automatically by default, no need to specify it in input. ✓ F type fees for credit card are not collected as option FCA in input is not available. Grand Total amount corresponds to Fare + Taxes + OB Fees	
	P R I C I N G	CREATE PNR <i>PoweredLowestFare_SellFromRecommendation</i>	No OB fees information. Agent to add the FOP in PNR (FP element) before PNR pricing, thus OB fees for credit card can be automatically collected at time of PNR pricing.
		PNR PRICING <i>PoweredFare_PricePNRWithBookingClass</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the following information will be sent in the output message: ✓ AIRLINE FEES INCLUDED ✓ OB fees Total amount ✓ Grand Total amount
		BEST PRICER <i>PoweredFare_PricePNRWithLowerFare</i> <i>PoweredAir_RebookAirSegment</i> <i>BestPricerPowerAir_MultiAvailability</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the following information will be sent in the output message: ✓ AIRLINE FEES INCLUDED ✓ OB fees Total amount ✓ Grand Total amount
T I C K E T I N G	CREATE TST <i>PoweredTicket_CreateTSTFromPricing</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the following information will be sent in the output message: ✓ AIRLINE FEES INCLUDED ✓ OB fees Total amount ✓ Grand Total amount	
	CREATE TICKET <i>PoweredTicket_DisplayTST</i> <i>PoweredTicket_UpdateTST</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the following information will be sent in the output message: ✓ Grand Total amount	

**Amadeus Airline Service Fees
Travel Agent's guide**

2 - MP Std > Proxv 38
4 - MP Call
5 - MP Mv Search
6 - MP Special Offer

S H O P P I N G	SELECT ONE RECOMMENDATION <i>PoweredLowestFare_Search</i> <i>PoweredLowestFare_SearchReply</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the following information will be sent in the output message: Total amount including OB fees (Grand Total amount) ✓ T type fees are collected automatically by default, no need to specify it in input. ✓ F type fees for credit card are not collected as option FCA in input is not available. Grand Total amount corresponds to Fare + Taxes + OB Fees	
	P R I C I N G	CREATE PNR <i>PoweredLowestFare_SellFromRecommendation</i>	No OB fees information. Agent to add the FOP in PNR (FP element) before PNR pricing, thus OB fees for credit card can be automatically collected at time of PNR pricing.
		PNR PRICING <i>PoweredFare_PricePNRWithBookingClass</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the following information will be sent in the output message: ✓ AIRLINE FEES INCLUDED ✓ OB fees Total amount ✓ Grand Total amount
		BEST PRICER <i>PoweredFare_PricePNRWithLowerFare</i> <i>PoweredAir_RebookAirSegment</i> <i>BestPricerPowerAir_MultiAvailability</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the following information will be sent in the output message: ✓ AIRLINE FEES INCLUDED ✓ OB fees Total amount ✓ Grand Total amount
T I C K E T I N G	CREATE TST <i>PoweredTicket_CreateTSTFromPricing</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the following information will be sent in the output message: ✓ AIRLINE FEES INCLUDED ✓ OB fees Total amount ✓ Grand Total amount	
	CREATE TICKET <i>PoweredTicket_DisplayTST</i> <i>PoweredTicket_UpdateTST</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the following information will be sent in the output message: ✓ Grand Total amount	

**Amadeus Airline Service Fees
Travel Agent's guide**

3 - MP Std > Proxy 38 - TravelBoard	
4 - MP Call	
5 - MP Mv Search	
6 - MP Special Offer	
S H O P P I N G	<p><i>PoweredLowestFare_TravelBoardSearch</i> <i>PoweredLowestFare_TravelBoardSearchReply</i></p> <p>The generic credit card sub-code can be added in input in order to apply a generic credit card fee: <pre><feeTypeInfo><carrierFeeDetails> <type>OB</type> </carrierFeeDetails></feeTypeInfo> <feeDetails><feeInfo><dataTypeInfo> <subType>FCA</subType> <option>IN</option> </dataTypeInfo></feeInfo></feeDetails></pre> </p> <p>The Sorting option can be selected.</p> <p><u>Output:</u> the following information will be sent in the output message:</p> <ul style="list-style-type: none"> ✓ OB fees Total per passenger in the point of sale's currency ✓ Total amount per passenger: Fare + Taxes + OB fees ✓ OB fees Total for all passengers in the point of sale's currency ✓ Total amount for all passengers: Fare + Taxes + OB fees ✓ Validating Carrier used by Pricing ✓ a Flag to indicate that Form Of Payment fees may apply ✓ a Flag to indicate that OB fees exist for this Validating Carrier: <ul style="list-style-type: none"> ○ Y -> there is an OB fee record for this VC and OB fees are activated for this VC ○ N -> there is no OB fee record for this VC and OB fees are not activated for this VC ✓ a Flag to indicate that a Form Of Payment change may have an impact on the current pricing context <ul style="list-style-type: none"> ○ Y -> it means the FOP has changed in PNR which should trigger a re-pricing at Ticketing time because OB fees may apply ○ N -> it means that in the current context independently of FOP BIN number, there are no OB fees applicable. Therefore a change of FOP will not change the pricing.
P R I C I N G	<p>CREATE PNR <i>PoweredLowestFare_SellFromRecommendation</i></p> <p>No OB fees information Agent to add the FOP in PNR (FP element) before PNR pricing, thus OB fees for credit card can be automatically collected at time of PNR pricing.</p>
	<p>PNR PRICING <i>PoweredFare_PricePNRWithBookingClass</i></p> <p><u>Input:</u> the OB fees option is available. The generic credit card sub-code can be added in input in order to apply a generic credit card fee: R,FA-OBFCA</p> <p><u>Output:</u> the following information will be sent in the output message:</p> <ul style="list-style-type: none"> ✓ AIRLINE FEES INCLUDED ✓ OB fees Total amount ✓ Grand Total amount
	<p>BEST PRICER <i>PoweredFare_PricePNRWithLowerFare</i> <i>PoweredAir_RebookAirSegment</i> <i>PoweredTicket_CreateTSTFromPricing</i></p> <p><u>Input:</u> the OB fees option is available. The generic credit card sub-code can be added in input in order to apply a generic credit card fee: R,FA-OBFCA</p> <p><u>Output:</u> the following information will be sent in the output message:</p> <ul style="list-style-type: none"> ✓ AIRLINE FEES INCLUDED ✓ OB fees Total amount ✓ Grand Total amount
	<p>CREATE TST <i>PoweredTicket_CreateTSTFromPricing</i></p> <p><u>Input:</u> No OB fees option available</p> <p><u>Output:</u> the following information will be sent in the output message:</p> <ul style="list-style-type: none"> ✓ AIRLINE FEES INCLUDED ✓ OB fees Total amount ✓ Grand Total amount

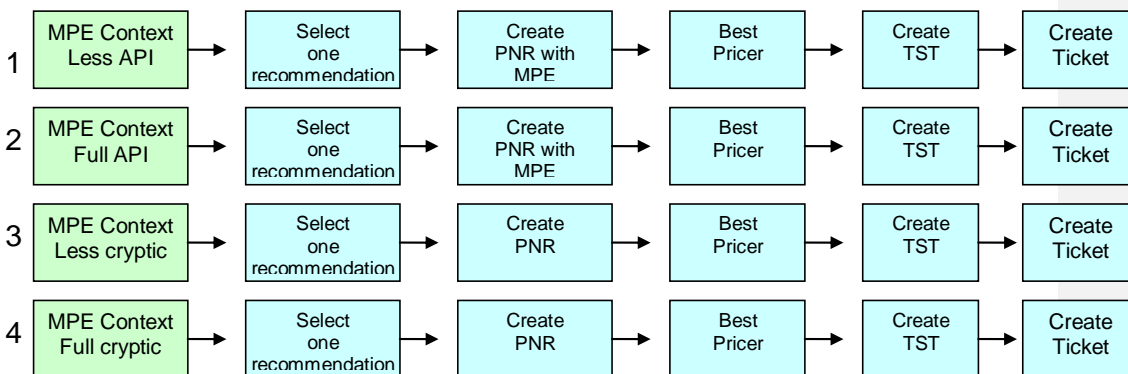
**Amadeus Airline Service Fees
Travel Agent's guide**

T I C K E T I N G	CREATE TICKET <i>PoweredTicket_DisplayTST</i> <i>PoweredTicket_UpdateTST</i>	<u>Input:</u> No OB fees option available <u>Output:</u> the following information will be sent in the output message: ✓ Grand Total amount
--	---	---

4.4.2.5 Integration in the MPE Travel Agent flow

The booking process can be done in two different states: Contextless & Contextfull. Both MPE booking flows are described below. Agent will benefit from a full OB fees integration; in MPE output the OB fees flags are sent and at price PNR and create TST the OB fees amount is included in the Total + the Total of OB fees.

Remark: when OB fees are generated with an amount set to zero (0.00), then this zero amount is sent in the OB fees Total per passenger but not in the OB fees Total for all passengers.



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1. 2. 3. 4 – MPE booking flow

S H O P P I N G	<p>SELECT ONE RECOMMENDATION MPE contextless booking flow <i>PoweredLowestFareMPE_Search</i> <i>PoweredLowestFareMPE_Reply</i></p>	<p><u>Input:</u> the OB fees option is available. The generic credit card sub-code can be added in input in the same way of Master Pricer Travelboard (see above)</p> <p><u>Output:</u> the following information will be sent in the output message:</p> <ul style="list-style-type: none"> ✓ VC used by Pricing. ✓ a Flag to indicate that Form Of Payment fees may apply ✓ a Flag to indicate that OB fees exist for this VC: <ul style="list-style-type: none"> ○ Y -> there is an OB fee record for this VC and OB fees are activated for this VC. ○ N -> there is no OB fee record for this VC and OB fees are not activated for this VC. ✓ a Flag to indicate that a Form Of Payment change may have an impact on the current pricing context: <ul style="list-style-type: none"> ○ Y -> it means the FOP has changed in PNR which should trigger a re-pricing at Ticketing time because OB fees may apply. ○ N -> it means that in the current context independently of FOP BIN number, there are no OB fees applicable. Therefore a change of FOP will not change the pricing.
	<p>MPE contextfull booking flow <i>PoweredLowestFareMPE_Search</i> <i>PoweredLowestFareMPE_Reply</i></p>	
P R I C I N G	<p>CREATE PNR MPE contextless booking flow <i>PoweredLowestFare_SellFromRecommendation</i></p>	<p>No OB fees information</p> <p>Agent to add the FOP in PNR (FP element) before PNR pricing, thus OB fees for credit card can be automatically collected at time of PNR pricing.</p>
	<p>MPE contextfull booking flow <i>PoweredLowestFareMPE_BookRecNr</i></p>	
	<p>BEST PRICER MPE contextless booking flow <i>PoweredFare_PricePNRWithBookingClass</i></p>	<p><u>Input:</u> the OB fees option is available. The generic credit card sub-code can be added in input in order to apply a generic credit card fee: R,FA-OBFCA</p> <p><u>Output:</u> the following information will be sent in the output message:</p> <ul style="list-style-type: none"> ✓ OB fees Total per passenger in the point of sale's currency ✓ Grand Total amount per passenger: Fare + Taxes + OB fees ✓ OB fees Total for all passengers in the point of sale's currency ✓ Total amount for all passengers: Fare + Taxes + OB fees
	<p>MPE contextfull booking flow <i>PoweredLowestFareMPE_CreateTSTRecNr</i></p>	
	<p>CREATE TST MPE contextless booking flow <i>PoweredTicket_CreateTSTFromPricing</i></p>	<p><u>Input:</u> No OB fees option available</p> <p><u>Output:</u> the following information will be sent in the output message:</p> <ul style="list-style-type: none"> ✓ OB fees Total per passenger in the point of sale's currency ✓ Grand Total amount per passenger: Fare + Taxes + OB fees ✓ OB fees Total for all passengers in the point of sale's currency ✓ Total amount for all passengers: Fare + Taxes + OB fees
	<p>MPE contextfull booking flow <i>PoweredLowestFareMPE_CreateTSTRecNr</i></p>	
T I C K E T I N G	<p>CREATE TICKET MPE contextless booking flow MPE contextfull booking flow <i>PoweredTicket_DisplayTST</i> <i>PoweredTicket_UpdateTST</i></p>	<p><u>Input:</u> No OB fees option available</p> <p><u>Output:</u> the following information will be sent in the output message:</p> <ul style="list-style-type: none"> ✓ Grand Total amount (Fare + Taxes + OB fees)

4.5 Amadeus e-Retail for Travel Agencies & Amadeus Agency Internet Engine

As of Service Pack release 12.1, Amadeus e-Retail for TAs & Amadeus Agency Internet Engine (AIE) users will be able to automatically process the OB fees information.

- ✓ The following type of fees is supported by Amadeus eRetail Engine (AeRE) & AIE
 - Generic Credit card fee (FCA sub-code)
- ✓ OB fees has been integrated in the following:
 - Booking flow with Master Pricer availability and Master Pricer calendar
 - Flight availability
 - Fare Review
 - Purchase

More details will be provided at the next Amadeus e-Retail for Travel Agencies & AIE product release note.

4.6 Amadeus e-Power

As of release 5.2 (November 2010), Amadeus e-Power users will be able to automatically process the OB fees information.

The following type of fees is supported by Amadeus e-Power

- Generic Credit card fee (FCA sub-code)

If "OB FCA Fee" is activated on the e-Power portal, a warning message that reads "Additional payment fee may apply" will be displayed on the

- Availability page for both schedule-driven and fare-driven flow
- Shopping basket page

The format of the warning message can be customized thanks to the e-Power localization tool.

When the e-Power portal is set up to use Amadeus GDS fares with "provider charge" (airline acts as merchant), and when the traveler selects credit card payment, Amadeus e-Power will show the OB FCA Fees that are associated to credit cards in the price breakdown and total basket will be updated accordingly.

Full details will be provided in the Amadeus e-Power 5.2 release notes.

4.7 Amadeus e-Travel Management

As of release 13.0 planned for December 2009, Amadeus e-Travel Management users will be able to automatically process the OB fees information.

The credit card fee amount will be calculated as soon as a user chooses a credit card as Method of Payment. Fee will be displayed under a fare break down and will be included in the total trip price.

The full solution will consist in adding a new page at the end of the flow, when Credit Card is chosen as method of payment, in order to show the fee amount and the total price.

All the following flows will be covered in Amadeus e-Travel Management:

- Schedule driven
- Fare driven
- Trip review
- Pending/confirmation
- Modification

On the summary page, a warning message will be shown when OB fees are present in the fare, stating that additional fees may apply depending on the method of payment chosen:

"Please note that an airline credit card fee might be added to the total flight price".

At the time the user selects his method of payment, the airline credit card fees will be displayed depending on his choice.

A new page will be included before the trip is confirmed in order to provide a clear breakdown (flight price, credit card fee amount, total price) to be confirmed by the passenger.

Full details will be provided in the Amadeus e-Travel Management 13.0 release notes.

During the period between the launch of OB Fees in July 2009 and the implementation of the full solution, Amadeus e-Travel Management customers will be provided with a workaround solution.

The solution consists in defining warning messages during the booking process to advise the customer that additional airline credit card fees may apply with the possibility to request detailed information by consulting a dedicated web page.

For more detailed information about the workaround solution, please refer to the User Guide "Airline Service Fees in Amadeus e-Travel Management"

4.8 Amadeus Agency Manager

As of release 11.1, Amadeus Agency Manager (AGM) users will be able to automatically process the OB fees information coming from the Amadeus Interface Record (AIR). AGM will process any Amadeus handoff file including OB fees information contained in the ATF line except for the AIR type LC (Ticketless Access Carrier).

For more detailed information please refer to the manual "Integrating AIR OB Fees" in the AGM Customer Centre.

See AIR example in Appendix 3

4.9 ComCore

ComCore users using 'hybrid traffic' will be impacted; the **Grand Total Amount** will include **fare + taxes + OB fees** in the following edifact messages:

FSPRSP 05.1

FSCRSP 05.1

FSBRSP 05.1

Note: The input options as described above will not be integrated in existing ComCore versions.

5 Appended & Error Messages

5.1 New Appended Messages

This is the list of new appended messages generated at time of OB fees processing. The FCA ONLY setting is managed by Amadeus, it enables travel agents to collect a generic credit card fee and keep an automatic FCMI when FCA sub-code is added in input.

1. When FCA ONLY setting is set to YES and if only the sub-code FCA is added in input [see Use Case 2 & Use Case 3], then the following message is generated:

MANUAL MANIPULATION OF FEES

2. When FCA sub-code is added in input and the FCA ONLY setting is set to NO [see Use Case 1], then the following message is generated:

MANUAL MANIPULATION OF FEES-SEE HELP PAGES FOR AUTO TST *4*

3. When no FCA sub-code is added in input or Form of Payment (FOP) entered in PNR or if no OB fees is filed for the VC, the following message is generated:

FORM OF PAYMENT FEES MAY APPLY

4. When the sum of the amounts associated to the form of payment in input or to the form of payment sub-codes added in input is higher than the price of the pricing solution as an example, the agent enters the following input: /R,FC123456*100-FC234567*200-FC345678 , the following message is generated:

CHECK SPLIT OF FORM OF PAYMENT

5. As soon as the OB fees are included in output, provided there are not all exempted and OB fees total is different than Zero, the following message is generated:

AIRLINE FEES INCLUDED.

6. When manual addition, modification or deletion of the OB fees in cryptic TST, and there are more than one TST, the TST number is mandatory in the input otherwise the entry is rejected and following message is generated:

NEED TST NUMBER (CM# 02077)

7. When manual addition, modification or deletion of the OB fees in cryptic TST, the amount of the amount is Tax included. Therefore the sum of the taxes amount should be less or equal to the fee amount otherwise the entry is rejected and the following message is generated:

INVALID TAX AMOUNT (CM# 02071)

10. When several validating carriers are associated to a passenger (more than one FV element in the PNR) even if the VC is the same, system rejects the pricing as to only have one VC associated at pricing time and then the following message is generated:

"VALIDATING CARRIER NOT COMMON TO ALL PAX (CM# 08122)"

11. 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)"

12. FRM transaction does not support OB fees; therefore the following message is displayed:

NOT APPLICABLE TO FARES INCLUSIVE OF FEES

The **Currency of Selling** is the currency transmitted at pricing time and to be used to pay the sale.

5.2 Error messages & conditions related to the output

Error Message	Example in Cryptic Input	Situation of Error
CHECK FORMAT	/R,FC123456-FC234567	two Form of Payment (FOP) must not be provided without any amount
	/R,FC123456-FC234567-FC345678	three Form of Payment (FOP) must not be provided without any amount
	/R,FC123456*100-FC234567-FC345678	three Form of Payment (FOP) must not be provided with only one amount
	/R,FC123456*100-FC234567*200-FC345678*300	three Form of Payment (FOP) must not be provided with three amounts
	/R,FC123456-FC234567-FC345678-FC456789	more than three Form of Payment (FOP) cannot be entered
	/R,FA-OBFCA-OBFC1	FCA cannot be entered in addition with another
	/R,FA-OBFC1*100-OBFC3-OBFC4	three Form of Payment (FOP) subcodes must not be added with only one amount
ENTRY NOT AUTHORIZED	/R,FA-OBFCA	a subcode cannot be added if OB Global Activation setting is OFF
	/R,FA	automated fees cannot be added in input if OB Global Activation setting is OFF
	/R,FX	fees cannot be exempted if OB Global Activation setting is OFF
	/R,FX-OBFC1	a subcode cannot be exempted if OB Global Activation setting is OFF
CONFLICTING OPTIONS USED	/R,FA-OBFC1,FC123456	a Form of Payment (FOP) subcode cannot be added in combination with a Form of Payment (FOP) in input
	/R,FA,FX	fees are both added and exempted in input
	/R,FA-OBFC1,FX-OBFC1	a specific fee is both added and exempted in input
OPTION NOT AUTHORIZED WITH Form of Payment (FOP) IN PNR	/R,FA-OBFCA	a Form of Payment (FOP) subcode cannot be added if PNR has a Form of Payment (FOP) entered in FP element
	/R,FC123456	a Form of Payment (FOP) may not be added as option of the transaction if PNR has a Form of Payment (FOP) entered in FP element

6 General Information

6.1 Glossary

AIR	Amadeus Interface Record
ASF	Airline Service Fees
BIN number	6 first digits of the credit card number
EOS	Extended Ownership Security
FCA	Sub-code for any credit card
FCMI	Fare Calculation Mode Indicators
FOP	Form Of Payment
ITR	Itinerary Receipt
Pricing Record	Formerly TST: Transitional Stored Ticket
PSC	Point of Sale Check

New fee data are added in **TJI/SOF** (Item Sales Period Report)

New line with the total fees

New fee column

1	2	3	4	5	6	7	8
1	AGY NO - 36203053		ITEM REPORT ***			CURRENCY EUR	
2	OFFICE - DUBU12105		SALE PERIOD				
3	AGENT - ALL		CURRENT			05 JAN 2007	
4							
5	DOCNUM	PAYMENT	CREDIT	CASH	TAX	FEE	COMM
6							
7	SALES						
8							
9	2100926363	CASH	0.00	13.67	13.67	0.00	0.00
0	2100926365	CANCELLED	0.00	0.00	0.00	20.00	0.00
1	2100926366	XXXXXXXXXXXX2941	312.97	0.00	74.97	30.00	0.00
2							
3	SALES	! CREDIT	312.97		TAX	88.64	
4	TOTALS	! CASH	13.67		COMMISSION	00.00	
5					FEE	50.00	
	[...]						

New fee data are added in **TJS/SOF** (Summary Sales Period Report)

New line with the total fees

Fees are included in the DOC and REMIT amounts

1	2	3	4	5	6	7	8
1	AGY NO - 36203952		SUMMARY REPORT ***			CURRENCY EUR	
2	OFFICE - DUBEB3101		SALE PERIOD				
3	AGENT - ALL		CURRENT			05 FEB 2007	
4							
	PAYMENTS X DOCUM		SALES	REFUNDS		BALANCE	
	FARE AMOUNT CA		14168.00	0.00		14168.00	
	TAX AMOUNT CA		1924.82	0.00		1924.82	
	FEE AMOUNT CA		20.14	0.00		20.14	
	DOC AMOUNT CA		16112.96	0.00		16112.96	
	COMM AMOUNT CA		0.00	0.00		0.00	
	REMIT AMOUNT CA		16112.96	0.00		16112.96	
	[...]						

7.2 Appendix 2 : Ticketing Transaction – ITR & Formatting

- ✓ New fee data are added in the Itinerary Receipt, here is an ITR example in plain paper but the OB Fees are also available in ATB2 coupon, if needed.

NEW Fee data breakdown		Enhanced Total amount includes fees	
FARE CALCULATION : OUL AY HEL AY STO393.2AY HEL AY OUL393.2NUC786.4END ROE5.69004			
AIR FARE	: EUR	4475.00	
EQUIV FARE PAID	:		
TAX	: EUR	90.00QU	56.00FI 65.84AD
FEE	: EUR	17.50 OBFC	ANY CC FEE
TOTAL	: EUR	4704.34	
VAT % INCLUDED	: EUR	350.25	

- ✓ Print positions for (OP)ATB paper and ETKT documents

OPATB2 documents: Data are printed when present in line A, positions 20 to 51. This is specific to Amadeus, this area being defined as optional agency/airline info in the IATA Resolution 722d, attachment 'B':

- print line A positions 20-22 on 3a: imprint header ASF
- print line A positions 23-32 on 10a/n: Fees total amount, including tax on fees total amount, right justified.
- print line A positions 34-40 on 7a/n: imprint header GRD TOT
- print line A positions 41-51 on 11a/n: Grand Total Amount, right justified, in bold characters.

ATB documents: Data are printed on when present in line A, positions 24 to 51. This is specific to Amadeus, this area being defined as optional agency/airline info in the IATA Resolution 722c, attachment 'B':

- print line A positions 24-26 on 3a: imprint header ASF
- print line A positions 27-33 on 7a/n: Fees total amount, including tax on fees total amount, right justified.
- print line A positions 35-41 on 7a/n: imprint header GRD TOT
- print line A positions 42-51 on 10a/n: Grand Total Amount, right justified, in bold characters.

ASF:EUR	50.62	GRD TOT:EUR	680.33	0001 OF 0001
ENDORSEMENTS:		E-TICKET RECEIPT / ITINERARY DATE: 26MAR07		
NAME: TEST/OB		ISSUED BY: 260 55300		
FROM	TO	FLIGHT	CL DATE	TIME ST BAG
NICE	NCF FRANKFURT	FRA LH 4145	Y 26JUN	0715 OK 20K
FARE:EUR	590.00	CONDITIONS OF CARRIAGE MAY BE		
TAXES/FEES/CHARGES:	FORM OF PAYMENT	INSPECTED ON APPLICATION TO		
YQ	20.00	CASH	CARRIER	
QX	7.57			
XT	12.14			
TOTAL: EUR	629.71	E-TICKET NBR: 220 1706608162		

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- ✓ Print positions for (OP)TAT ETKT documents

OPTAT etkt accounting coupons are printed on plain paper A4.

Agent/Audit coupon: The following print definitions apply to the (OP)TAT audit/agent coupons:

PRINT LINE	POSITION	DESCRIPTION	PRE-SET VALUES/EXAMPLES
Q	1-11	Total (RJ)	
	13-16	Imprint Airline Fees header	ASF:
	17-27	Total amount Fees and Taxes on Fees	
	29-36	Imprint Grand Total header	GRD TOT:
	37-47	Grand Total Amount (total fare amount + total taxes amount + total amount OB fees + total taxes on OB fees)	

Credit Card Charge Form: The following print definitions apply to the (OP)TAT credit card charge form:

PRINT LINE	POSITION	DESCRIPTION	PRE-SET VALUES/EXAMPLES
S	2-5	Imprint Airline Fees header	ASF:
	6-8	Currency code	
	9-19	Total amount Fees and Taxes on Fees	
	21-28	Imprint Grand Total header	GRD TOT:
	29-31	Currency code	
	32-42	Grand Total Amount (total fare amount + total taxes amount + total amount OB fees + total taxes on OB fees)	

7.3 Appendix 3: A.I.R.

The OB Fees will be reported in the I.M.R. and in the Back Office and Ticketing A.I.R.

The OB Fees data are formatted in one line of the A.I.R./IMR: the ATF line.

This tag can be inserted in the fare related data section of the A.I.R.

An ATF line contains airline ticketing fees amount and details that relate to a given ticket, the Grand Total Amount of the TST and the airline ticketing fees total amount (refer to above description).

The content described below is common to A.I.R versions 204 to 207:

Example:

ATF-EUR19.50 ;EUR192.36 ;OBFCA;ANY CC FOP;EUR7.50 ;EUR2.00
DE;OBT02;TBYMAIL;EUR12.00 ;EUR4.00 DE<CR>

Ref. No	NAME	Requirement Designator	Type Length Iteration	Description
1	MSGTAG	M	an4	Message Tag (ATF-)
2	CURFEE	C	a3	Currency Code
3	FEETOTL	C	an11	Fees Total Amount collected, taxes on Fees included
4	DELIM	M	an1	Delimiter (Constant value of ';')
5	CURGDT	M	a3	Currency Code
6	GRDTOTL	M	an11	Grand Total Amount: Total Amount collected + Fees total amount collected, taxes on fees included.
7	DELIM	M	an1	Delimiter (Constant value of ';')
8	FEFLD	C	(99)	Airline Ticketing Fee Field If no data, no blanks are in between delimiters. If data is entered but some fields are not used, they are blank filled. This is a composite element.
9	FEEC	M	a2	Airline Ticketing Fee Code
10	FEESC	M	an3	Airline Ticketing Fee Subcode
11	DELIM	M	an1	Delimiter (Constant value of ';')
12	FEECN	M	an1...10	Airline Ticketing Fee Commercial name
13	DELIM	M	an1	Delimiter (Constant value of ';')
14	FCURR	M	a3	Currency Type Code
15	FEEA	M	an11	Airline Ticketing Fee Amount (tax included)
16	DELIM	M	an1	Delimiter (Constant value of ';')
17	FEETFLD	C	(99)	Tax on Fee Field. If no data, no blanks are in between delimiters. If data is entered but some fields are not used, they are blank filled. This is a composite element of the Airline Ticketing Fee Field.
18	FEETCUR	C	a3	Tax on Fee Currency
19	FEETA	C	an11	Tax on Fee Amount
20	FEETC	C	an2	Tax on Fee Code
21	DELIM	M	an1	Delimiter (Constant value of ';') (No delimiter follows the last Airline Service Fee Field Item)
22				End of composite element FEETFLD
23				End of composite element FEFLD

7.4 Appendix 4: HOT File

```
BKS00008226240807210006461322401350073 37906040207760045FVVV 37491510
TKTTNYCLAX YN8RFU
BKS00008227300807210006461322401350073 30000054410{0000000000{ 6X
0000008161EXV 0000001691G0000064536G0000000000{ USD2
BKS00008228300807210006461322401350073 30000000000{0000000000{ YR
0000000092{OBNEW 0000000181E0000000000{0000000000{ USD2
BKS00008229390807210006461322401350073 3D 0000000000000000{
0000000000000000{0000000000000000{00000000000{ USD2
BKI00008230630807210006461322401350073 31O 30APR NYC LAX 6X 0007 C
11OCT 0700 OK45K C1BUS
BAR00008231640807210006461322401350073 3USD 5441.00/
USD816.156XUSD169.17XVUSD 9.20YRUSD 6435.52 79060 37491510 A
BAR00008232650807210006461322401350073 3TEST/REPORTING
BAR00008233660807210006461322401350073 31CASH
BKF00008234810807210006461322401350073 3 1NCY 6X LAX Q800.00
4641.00USD5441.00END
BKP0000823584080721000646CA 0000064536G
```

7.5 Appendix 5: Form Of Payment Use Cases

Use Case

Switch "FCA ONLY" set to YES and airline only files FCA subcode in ATPCo

Airline has the setting set to YES and filing is only done for FCA subcodes without any BIN number. See chapter 5.1 for more explanation on *FCA Only* process.

(To simplify the credit card fee processing by applying a fee for any credit card without differentiating the type)

