Amadeus Electronic Ticketing
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CHAPTER 1: INTRODUCTION

What is an Electronic Ticket?

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

- **Save the paper and other costs.**
- **No paper ticket to lose.**
- **No wait for tickets to be delivered.**
- **No shipping charge.**
- **Easier check-in.**
- **Print their boarding passes at the self-service check-in kiosks.**

What is an Electronic Ticket Direct?

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

- **Issue/Reissue**
- **Void**
- **Refund**
- **Display ticketing record**
- **Sales report**

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

E-ticket sales are directly reported to the airline for settlement.
Chapter 1: Introduction to e-ticket

Electronic Ticketing Direct offer

1. Create/Update a PNR
   - Mandatory
     - Passenger name
     - Flight segment(s)
     - Ticketing arrangement
     - Form of payment
     - Validating carrier
   - Optional
     - Commission
     - Other elements

2. Price the PNR
   - Automated
   - Manual
   - TST

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

4. Follow-up on the e-ticket
   - Display / Search of e-ticket record
   - Cancellation (old package)
   - Refund
   - Revalidation
   - Exchange / Reissue
   - Display of e-ticket history
At the end of this chapter, you will be able to:

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

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

The following information is stored in the TST:

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

There are two types of TST(s):

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

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

Automatic Stored Ticket

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

Display a TST

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

TQT or TQT/T1

Here you can find TST example:

<table>
<thead>
<tr>
<th>TST00001</th>
<th>THR1A0980 KI/27SEP I 0 LD 04OCT10 OD THRTHR SI</th>
</tr>
</thead>
<tbody>
<tr>
<td>FXP/R, VC-KL</td>
<td></td>
</tr>
<tr>
<td>1 AMADEUS/BILLY MR</td>
<td></td>
</tr>
<tr>
<td>2 X AMS KL 605 K 23NOV 1115 OK KLPXIR 11MAR 2PC</td>
<td></td>
</tr>
<tr>
<td>3 O SFO KL 606 K 10MAR 1550 OK KLPXIR 26NOV11MAR 2PC</td>
<td></td>
</tr>
<tr>
<td>4 X AMS KL 433 K 11MAR 1700 OK KLPXIR 26NOV11MAR 2PC</td>
<td></td>
</tr>
<tr>
<td>TK</td>
<td></td>
</tr>
<tr>
<td>FARE F USD 2160.00</td>
<td></td>
</tr>
<tr>
<td>EQUIV IRR 22447000</td>
<td></td>
</tr>
<tr>
<td>TX001 X IRR 70000IRAE TX002 X IRR 174000RNDP TX003 X IRR 56000VVMU</td>
<td></td>
</tr>
<tr>
<td>TX004 X IRR 198000CJSO TX005 X IRR 58000YCAE TX006 X IRR 168000USAP</td>
<td></td>
</tr>
<tr>
<td>TX007 X IRR 168000USAS TX008 X IRR 52000VVMU TX009 X IRR 73000YCAE</td>
<td></td>
</tr>
<tr>
<td>TX010 X IRR 26000AYSE TX011 X IRR 47000XF</td>
<td></td>
</tr>
<tr>
<td>TOTAL IRR 23537000 BSR 10392.00</td>
<td></td>
</tr>
<tr>
<td>GRAND TOTAL IRR 23537000</td>
<td></td>
</tr>
<tr>
<td>THR KL X/AMS KL SFO Q250.76 829.00KL X/AMS Q250.76KL THR829.00N</td>
<td></td>
</tr>
<tr>
<td>UC2159.52END ROE1.000000 XF SFO4.5</td>
<td></td>
</tr>
</tbody>
</table>

*KL *

8.FE NONEND
9.FP CASH
10.FV KL

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

TTE/T1 or TTE/ALL
Chapter 2: Creating TST

PNR Change Flag (PC Flag)

You can modify the TST itinerary automatically, or manually. When the itinerary or the name has been changed, the system automatically adds a message (PNR CHNG) to the TST.

The system also changes the pricing indicator from automatic (I) to manual (M). The following is an example of a TST with a PNR change flag:

```
TST00001 PC THR1A0980 KI/28SEP M 0 LD 23OCT10 OD FRATHR S1
    FXP/R, VC-LH
    1. AMADEUS/BEST
    T-
1. FRA LH 600 F 11NOV 1800 OK F77RT 40K
   IKA
   FARE  F USD  4807.00
   EQUIV  IRR  49955000
   TX001 X IRR  70000IRAEB TX002 X IRR 373000RAEB TX003 X IRR 95000DESE
   TOTAL  IRR 50493000 BSR 10392.00
   GRAND TOTAL IRR 50493000
   THR LH FRA Q112.18 2291.50 LH THR Q112.18 2291.50NUC4807.36END
   ROE1.000000
```

When flight times in a PNR are changed, the system updates the TST by replacing the original flight times with the new times.

When a status code in a PNR is changed to KK, KL, NO, UC, UN, UU or US, the flight is retained in the TST, but the status code in the TST is removed, leaving a blank.

When a status code is changed to HK and RR, the status code in the TST is changed to ok.

Note: the PNR change flag must be removed before you can issue the ticket.
If you decided to remove PC flag for specific TST, TST number must be added to the entry.

Example:

TTF/T1

TTF          Transaction code
/T1           TST selects option

System Response:

TST flag removed

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

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

TTF/ALL

TTF          Transaction code
/ALL          Indicates all TST

System Response:

All TST flags removed
Manually updating the TST itinerary

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

Have a look to below PNR:

--- TST ---
RP/THR1A0980/THR1A0980 KI/SU 28SEP10/1140Z 5ERYY2
THR1A0980/8080KI/28SEP10
1.AMADEUS/BEST
2 LH 601 F 23OCT 6 IKAFAKA HK1 0110 0110 0600 *1A/E*
3 LH 600 F 11NOV 4 FRAIKA HK1 1730 1 1800 0120+1 *1A/E*
4 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
5 TK OK28SEP/THR1A0980
6 FV PAX LH/S2-3

To display TST, enter:

TQT

System response:

| TST00001 THR1A0980 KI/28SEP I 0 LD 23OCT10 OD THRTHR SI |
| FXP/R,VC-LH 1.AMADEUS/BEST |
| 1 IKA LH 601 F 23OCT 0210 OK F77RT 40K |
| 2 O FRA LH 600 F 11NOV 1800 OK F77RT 40K |
| IKA |
| FARE F USD 4807.00 |
| EQUIV IRR 49955000 |
| TX001 X IRR 70000IRAE TX002 X IRR 373000RAEB TX003 X IRR 95000DESE |
| TOTAL IRR 50493000 BSR 10392.00 |
| GRAND TOTAL IRR 50493000 |
| THR LH FRA Q112.18 2291.50LH THR Q112.18 2291.50NUC4807.36END |
| ROE1.00000 |

Now change the outbound flight to 20OCT, enter

SB20OCT2

System response:

--- TST ---
RP/THR1A0980/THR1A0980 KI/SU 28SEP10/1140Z 5ERYY2
THR1A0980/8080KI/28SEP10
1.AMADEUS/BEST
2 LH 601 F 20OCT 3 IKAFAKA HK1 0110 0210 0600 346 E 0 M SEE RTSVC |
3 LH 600 F 11NOV 4 FRAIKA HK1 1730 1 1800 0120+1 *1A/E*
4 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
5 TK OK28SEP/THR1A0980
6 FV PAX LH/S3
To display TQT, enter:

```
TQT
```

System response:

```
TST000001  PC THR1A0980 KI/28SEP M 0 LD 23OCT10 OD FRATHR SI
T-FXP/R,VC-LH
  1.AMADEUS/BEST
  1 FRA LH 600 F 11NOV 1800 OK F77RT 40K
  IKA
  EQUIV IRR 49955000
  TX001 X IRR 373000RAEB TX002 X IRR 95000DESE
  TOTAL IRR 50493000 BSR 10392.00
  GRAND TOTAL IRR 50493000
  THR LH FRA Q112.18 2291.50LH THR Q112.18 2291.50NUC4807.36END
  ROE1.000000
```

You can see that PC flag is displayed and outbound is removed from TST.
If you want to reuse the TST (Revalid, Reissue) you can update the existing TST by using TTU, then TTK entries. To update whole itinerary, enter:

```
TTU/S2,3
```

System response:

```
UPDATE - OK
```

To display TQT, enter:

```
TQT
```

System response:

```
TST000001  PC THR1A0980 KI/28SEP M 0 LD 23OCT10 OD THRTHR SI
T-FXP/R,VC-LH
  1.AMADEUS/BEST
  1 IKA LH 601 F 20OCT 0210 OK
  2 O FRA LH 600 F 11NOV 1800 OK F77RT 40K
  IKA
  EQUIV IRR 49955000
  TX001 X IRR 373000RAEB TX002 X IRR 95000DESE
  TOTAL IRR 50493000 BSR 10392.00
  GRAND TOTAL IRR 50493000
  THR LH FRA Q112.18 2291.50LH THR Q112.18 2291.50NUC4807.36END
  ROE1.000000
```

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

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

To manually create a TST or TSTs, enter:

TTC

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

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

```
RP/THR1A0980/THR1A0980   KI/SU 28SEP10/0654Z 49UBO9
THR1A0980/8080KI/28SEP10
1.AMADEUS/BEST
  2. TK 875 M 22AUG 1 IKAIST HK1 0400 0555 *1A/E*
  3. TK 874 M 10SEP 6 ISTIKA HK1 2130 0200+1 *1A/E*
4 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
5 TK OK28SEP/THR1A0980
```

To manually create a TST or TSTs, enter:

TTC

System response:

```
TST00001 THR1A0980 KI/28SEP M 1 OD THRTHR SI
  1.AMADEUS/BEST
  1. IKA TK 875 M 22AUG 0400 OK
  2. IST TK 874 M 10SEP 2130 OK
IKA
```

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

```
TTK/BMRT/VXX01OCT/A30K
```

System response:

```
TST00001 THR1A0980 KI/28SEP M 1 OD THRTHR SI
  1. AMADEUS/BEST
  1. IKA TK 875 M 22AUG 0400 OK BMRT 01OCT 30K
  2. IST TK 874 M 10SEP 2130 OK BMRT 01OCT 30K
IKA
```
To insert base fare, equivalent, new taxes and total, enter:

```
TTK/FUSD226.00/EIRR2349000/XIRR700000IR/XIRR1560000TR/TIRR2575000
```

System response:

```
TST000001    THR1A0980 KI/28SEP M 1     OD THRTHR SI
T-
  1. AMADEUS/BEST
     1   IKA TK 875 M 22AUG 0400 OK MRT          01OCT 30K
     2   IST TK 874 M 10SEP 2130 OK MRT          01OCT 30K
     IKA
     FARE  F USD     226.00
     EQUIV   IRR    2349000
     TX001 X IRR    700000IR   TX002 X IRR   1560000IR
     TOTAL IRR    2575000
     GRAND TOTAL IRR    2575000
```

To insert fare calculation, enter:

```
TTK/CTHR TK IST Q52.79 60.00TK THR Q52.79 60.00NUC225.58END
ROE1.000000
```

System response:

```
TST000001    THR1A0980 KI/28SEP M 1     OD THRTHR SI
T-
  1. AMADEUS/BEST
     1   IKA TK 875 M 22AUG 0400 OK MRT          01OCT 30K
     2   IST TK 874 M 10SEP 2130 OK MRT          01OCT 30K
     IKA
     FARE  F USD     226.00
     EQUIV   IRR    2349000
     TX001 X IRR    700000IR   TX002 X IRR   1560000IR
     TOTAL IRR    2575000
     GRAND TOTAL IRR    2575000
     THR TK IST Q52.79 60.00TK THR Q52.79 60.00NUC225.58END
     ROE1.000000
```
Here you can find TTK summarize table:

<table>
<thead>
<tr>
<th>Format</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTK/DTHRDOH</td>
<td>Origin/Destination</td>
</tr>
<tr>
<td>TTK/BYEE3M</td>
<td>Fare basis for all segments</td>
</tr>
<tr>
<td>TTK/L1,2/BYEE3M</td>
<td>Fare basis for flight segments 1,2</td>
</tr>
<tr>
<td>TTK/V10AUG15SEP</td>
<td>NVB/NVA for all flight segments</td>
</tr>
<tr>
<td>TTK/VXX15SEP</td>
<td>NVA for all flight segments</td>
</tr>
<tr>
<td>TTK/L1,4/VXX15SEP</td>
<td>NVA for flight segments 1, 4</td>
</tr>
<tr>
<td>TTK/APC</td>
<td>Baggage allowance for all segments</td>
</tr>
<tr>
<td>TTK/A20K</td>
<td>Baggage allowance for all segments</td>
</tr>
<tr>
<td>TTK/FUSD500.00</td>
<td>Fare amount-First issue</td>
</tr>
<tr>
<td>TTK/RIRR5900000</td>
<td>Fare amount- reissue</td>
</tr>
<tr>
<td>TTK/EIRR2900000</td>
<td>Equivalent amount</td>
</tr>
<tr>
<td>TTK/XIRR1200000CJ/XIRR200000CN</td>
<td>New tax</td>
</tr>
<tr>
<td>TTK/OIRR1200000JM/OIRR200000FB</td>
<td>Paid tax</td>
</tr>
<tr>
<td>TTK/TIRR29000000</td>
<td>Total amount</td>
</tr>
<tr>
<td>TTK/C/IK QR DOH M400.00</td>
<td>Fare calculation</td>
</tr>
<tr>
<td></td>
<td>Q R FRA 400 QR DOH 400 QR IKA 400 NUC1600 END ROE 1.00</td>
</tr>
<tr>
<td>TTK/L4X</td>
<td>Change segment 4 to transit</td>
</tr>
<tr>
<td>TTK/L4</td>
<td>Change segments 4 to stopover</td>
</tr>
<tr>
<td>TTK/K18900.00</td>
<td>To add or change bankers rate- TTK Transaction</td>
</tr>
<tr>
<td></td>
<td>K1 Mandatory</td>
</tr>
<tr>
<td></td>
<td>8900.00 Banker’s rate</td>
</tr>
<tr>
<td>TTK/X3</td>
<td>Delete tax 3</td>
</tr>
<tr>
<td>TTC</td>
<td>Creates empty TST shell</td>
</tr>
<tr>
<td>TTF/T1-2</td>
<td>Remove PC flag for specific TSTs</td>
</tr>
<tr>
<td>TTF/ALL</td>
<td>Remove PF flag for all TSTs</td>
</tr>
</tbody>
</table>
CHAPTER 3: ISSUING AN E-TICKET

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

1. To be more familiar with e-ticket
2. Condition for e-ticket
3. E-ticketing eligibility
4. Fare elements
5. Issuing an e-ticket
6. Issuing an e-ticket for infant
7. Itinerary receipt
8. Condition for issuing ITR
9. Displaying an ITR
10. Issue the ticket and email ITR
11. Reprinting accounting coupon
Amadeus Electronic Ticketing (e-ticketing) allows you to sell air transportation without issuing printed tickets.

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

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

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

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

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

HEETTKL

Partial System Response:

<table>
<thead>
<tr>
<th>Market</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>AN, AT, AW, BR, CH, PK, DK, EC, EG, ES, FR, GB, RU, IN, IS, IL, VE, IT</td>
<td>MS 22</td>
</tr>
</tbody>
</table>

**ELECTRONIC TICKETING DIRECT MARKET**

Partial System Response:

<table>
<thead>
<tr>
<th>Market</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>SD, IR, LR</td>
<td>MS 22</td>
</tr>
</tbody>
</table>

**Ticketing Agreement Table**

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

TGAD-TK

Partial system response:

**--AIRLINES HAVING AGREEMENT WITH: TK**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>AA</td>
<td>TPE</td>
<td>AB</td>
<td>TPE</td>
<td>AC</td>
<td>TPE</td>
<td>AF</td>
<td>TPE</td>
<td></td>
</tr>
<tr>
<td>AH</td>
<td>TPE</td>
<td>AI</td>
<td>TPE</td>
<td>AM</td>
<td>TPE</td>
<td>AP</td>
<td>TPE</td>
<td></td>
</tr>
<tr>
<td>AT</td>
<td>TPE</td>
<td>AV</td>
<td>TPE</td>
<td>AY</td>
<td>TPE</td>
<td>AZ</td>
<td>TPE</td>
<td></td>
</tr>
<tr>
<td>A3</td>
<td>TPE</td>
<td>BA</td>
<td>TPE</td>
<td>BD</td>
<td>TPE</td>
<td>BG</td>
<td>TPE</td>
<td></td>
</tr>
</tbody>
</table>

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

### Fare elements

<table>
<thead>
<tr>
<th>Fare element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FP CASH</td>
<td>Form of payment is always mandatory.</td>
</tr>
<tr>
<td>FP INV</td>
<td>Form of payment is always mandatory.</td>
</tr>
<tr>
<td>FP CCCA5566830000002215/1212/N4344</td>
<td></td>
</tr>
<tr>
<td>FT* THRIR800</td>
<td>Tour code is mandatory when you issue an IT (Inclusive Tour) ticket. You get the tour code from the airline.</td>
</tr>
<tr>
<td>FE NON REF NON ENDO</td>
<td>Endorsements/restrictions. This element can be automatically created by the system if, for example, you price a special fare with restrictions. You can add an FE element manually if you want something to be printed in the endorsement box on the ticket.</td>
</tr>
<tr>
<td>FZ TICKET PAID BY IBM</td>
<td>Miscellaneous information.</td>
</tr>
<tr>
<td>FHE 555-2405900700/P1/S4-7</td>
<td>Manual ticket number. You use the FH element to manually enter a ticket number in the PNR. The ticket number is sent to all airlines in the itinerary if they have agreed to receive it.</td>
</tr>
<tr>
<td>FM9</td>
<td>Commission</td>
</tr>
<tr>
<td>FV KL/S4-7</td>
<td>Validating airline. Issuing airline</td>
</tr>
<tr>
<td>FAPAX157-2402162712/ETQR/IRR8046000/20AUG08/THR1A0980/00000000/S2-5</td>
<td>Automatic ticket number. The FA element is automatically created when you enter TTP to print the ticket.</td>
</tr>
<tr>
<td>FBPAX 2000000056 TTP/T-QR/RT OK ETICKET/S2-5</td>
<td>Automatic Amadeus interface record sequence number. The FB element is automatically created when you enter TTP to print the ticket.</td>
</tr>
</tbody>
</table>

As a rule, all fare elements may be passenger and/or segment associated. If there is no passenger association, the fare element applies to all passengers.
Chapter 3: Issuing an e-ticket

Issuing an e-ticket

To issue a ticket, enter the transaction code:

**TTP/T-XY**

You can include optional elements in the ticketing entry. You can also combine multiple ticket options in a single entry. You separate the options, which you can enter in any sequence, with slashes.

IATA recommends that you issue no more than 16 segments in a ticket or conjunction ticket. However, this limitation depends on the airline on which the ticket is validated.

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

**TTP/T-QR/RT**

--- TST ---
RP/THR1A0980/THR1A0980 KI/SU 20AUG08/0659Z 38UH4B
THR1A0980/8080KI/20AUG08
1.ETICKET/IRAN
2 QR 485 K 22SEP1 IKADOH HK1 0505 0630 *1A/E*
3 QR 025 K 22SEP1 DOHFRA HK1 0825 1400 *1A/E*
4 QR 028 K 22OCT1 FRADOH HK1 1155 1900 *1A/E*
5 QR 484 K 23OCT4 DOHIKA HK1 0105 0329 *1A/E*
6 AP THR +98 21 88706601 - HELP DESK / ACO OFFICE - A
7 TK OK20AUG/THR1A0980//ETQR
8 FA PAX 157-2402162712/ETQR/IRR8046000/20AUG08/THR1A0980/0000 0000/02-5
9 FB PAX 2000000056 TTP/T-QR/RT OK ETICKET/02-5
10 FE PAX NON END VALID ON QR/NO STPC/02-5
11 FM *M*9
12 FP CASH
13 FV QR

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

- **TK element**: updated with an e-ticket indicator (ETXX)
- **FA element**: updated with the ticket number and an e-ticket indicator.
- **FB element**: updated with the A.I.R sequence number.
- **FV element**: if a TST does not already exist for the itinerary that you are ticketing, the TTP entry prices the itinerary and creates or updates a passenger and segment associated validating airline element in the PNR (one per TST). The validating carrier in the FV element is automatically selected by the system.

**Note**: you can only issue a ticket if both the validating carrier used for pricing and the one in the FV element are the same.
Issuing an e-tickets for infants

To issue tickets for infants only, enter:

```
TTP/T-EY/INF
```

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

System response:

```
--- TST ---
RP/THR1A0980/THR1A0980 KI/SU 24OCT10/1030Z 3OJSFQ
THR1A0980/8080KI/24OCT10
1.AMADEUS/MIKE MR (INF/GILE/10JAN09)
2 EY 344 J 22DEC 3 IKAAUH HK1 1735 2020 *1A/E*
3 EY 343 J 29DEC 3 AUHIAK HK1 1 1455 1645 *1A/E*
4 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
5 TK OK24OCT/THR1A0980
6 TK INF OK24OCT/THR1A0980//ETEY/S2-3
7 SSR INFT EY HN1 AMADEUS/GILE 10JAN09/S2
8 SSR INFT EY HN1 AMADEUS/GILE 10JAN09/S3
9 FA INF 607-2400005007/ETEY/IRR1558000/24OCT10/THR1A0980/0000
0000/S2-3
10 FB INF 24000002245 TTP/T-EY/INF OK ETICKET/S2-3
11 FE INF VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-3
12 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-3
13 FM *M*
14 FP CASH
15 FV INF EY/S2-3
16 FV PAX EY/S2-3
```

Issuing tickets for non-infant passenger types

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

```
TTP/PAX/T-EY
```

TTP          Transaction code
/PAX          Non-infant passenger types indicator
/T-EY       Validating Carrier
Chapter 3: Issuing an e-ticket

Itinerary Receipt

An e-ticket itinerary receipt (ITR) is a document that is printed as part of the issuance of an e-ticket. The ITR is a legal document. It adheres to the Warsaw Convention by providing a legal contract between the airline and the passenger. The information printed on the ITR can also include information such as detailed flight information, agency or airline information, form of payment, and general remarks.

Conditions for issuing an ITR

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

- Your office is authorized to issue e-tickets
- A valid e-ticket PNR is present or you are in the process of creating a new one
- The PNR contains a ticket number (FA) element and an Amadeus Interface Record sequence identifier (FB)

To print an ITR, enter:

ITR

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

Partial system response:

<table>
<thead>
<tr>
<th>ELECTRONIC TICKET</th>
<th>PASSENGER ITINERARY RECEIPT</th>
</tr>
</thead>
<tbody>
<tr>
<td>HELP DESK / ACO OFFICE</td>
<td>DATE: 10 NOVEMBER 2010</td>
</tr>
<tr>
<td>NO 6,17TH ST, BUCHAREST ST,</td>
<td></td>
</tr>
<tr>
<td>TEHRAN, 15138</td>
<td>NAME: WATSON/JOHN MT</td>
</tr>
<tr>
<td>IATA: 000 0000</td>
<td>TELEPHONE: +98 21 88110140</td>
</tr>
<tr>
<td>ISSUING AIRLINE: ETIHAD AIRWAYS</td>
<td></td>
</tr>
<tr>
<td>TICKET NUMBER: ETKT 607 2400005013</td>
<td></td>
</tr>
<tr>
<td>BOOKING REF: AMADEUS: 4HKSTS, AIRLINE: EY/4HKSTS</td>
<td></td>
</tr>
<tr>
<td>FROM / TO FLIGHT CL DATE DEF FARE BASIS NVB NVA BAG ST</td>
<td></td>
</tr>
<tr>
<td>TEHRAN KHOMEINI: EY 0344 H 31DEC 0445 HRTIR1 31DEC 31DEC 23K OK</td>
<td></td>
</tr>
<tr>
<td>ABU DHABI TERMINAL: 1 ARRIVAL TIME: 0730</td>
<td></td>
</tr>
<tr>
<td>ABU DHABI TERMINAL: 3 EY 0017 H 31DEC 1320 HRTIR1 31DEC 31DEC 23K OK</td>
<td></td>
</tr>
<tr>
<td>LONDON LHR TERMINAL: 4 ARRIVAL TIME: 0050</td>
<td></td>
</tr>
<tr>
<td>LONDON LHR TERMINAL: 4 EY 0020 H 10FEB 1350 HRTIR1 10FEB 10FEB 23K OK</td>
<td></td>
</tr>
<tr>
<td>ABU DHABI TERMINAL: 3 ARRIVAL TIME: 0050</td>
<td></td>
</tr>
<tr>
<td>ABU DHABI TERMINAL: 3 EY 0343 L 11FEB 0205 HRTIR1 11FEB 11FEB 23K OK</td>
<td></td>
</tr>
<tr>
<td>TEHRAN KHOMEINI ARRIVAL TIME: 0355</td>
<td></td>
</tr>
</tbody>
</table>

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

ENDORSEMENTS: VALID ON EY ONLY/NO END/REFUND CHARGES APPLY
EXCHANGE RATE: 10362.00
PAYMENT: CASH
FARE CALCULATION: THR EY X/AUH EY LON Q6.50 665.00EY X/AUH Q6.50EY
THR665.00NUC1343.00END ROE1.000000
AIR FARE: USD 1343.00
EQUIV FARE PAID: IRR 13917000
TAX: IRR 700000 1004000GB 385000UB
To issue an e-ticket ITR for selected passengers when there is only one FA or FB element, enter, for example:

ITR/P1,3-5

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

ITR/L10

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

ITR-EML-TSM@IR.NET

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

RIZ Have a Nice Trip

Displaying an ITR

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

ITRD

Combining Ticket Issuance with ITR E-Mail Options

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

TTP/T-XY/ITR-EML-AMADEUS@GMAIL.COM
Reprinting accounting coupon

You can reprint the agent coupons that have been previously printed and reported using the TTR entry. This can be done within seven days after the issuance of the original ticket.

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

To reprint accounting coupons use the following entry:

TTR/SN0000015698

TTR transaction code
/SN0000015698 slash, followed by SN and the sequence number
(Taken from the FB element)

You can specify which particular accounting coupons you want to print by using the following option:

TTR/T/SN0000015698/C-I

TTR transaction code
/T Ticket only (/T)
/SN0000015698 slash, followed by SN and the sequence number
(Taken from the FB)
/C-I Slash, followed by the coupon type option identifier C, a dash and the coupon type. You can specify any number of the following types, in any order:

F  Credit card charge form
I  Agent coupon
CHAPTER 4: DISPLAYING AN E-TICKET RECORD

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

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

When you successfully issue an e-ticket, an e-ticket record is stored in the airline’s electronic ticketing database (ETDB). Once the e-ticket record has been stored in the ETDB, it can still be displayed in Amadeus.

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

TWD

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

TWD/L8

System response:

<table>
<thead>
<tr>
<th>ETICKET/IRAN</th>
<th>ADT</th>
<th>ST</th>
</tr>
</thead>
<tbody>
<tr>
<td>TKT-1572402162712</td>
<td>RCI-</td>
<td>1A LOC-38UKH4B</td>
</tr>
<tr>
<td>OD-THRTHR</td>
<td>SI-</td>
<td>FCMI-0</td>
</tr>
<tr>
<td>SI-</td>
<td>POI-THR</td>
<td>DOI-20AUG08</td>
</tr>
<tr>
<td>SI-</td>
<td>DOI-20AUG08</td>
<td>IOI-00000000</td>
</tr>
</tbody>
</table>

1. ETICKET/IRAN

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>OKIA</td>
<td>QR 485</td>
<td>K 22SEP 0505 OK KLEE6MIR 0 22MAR 20K</td>
</tr>
<tr>
<td>2</td>
<td>XDOH</td>
<td>QR 25</td>
<td>K 22SEP 0825 OK KLEE6MIR 0 22MAR 20K</td>
</tr>
<tr>
<td>3</td>
<td>OFRA</td>
<td>QR 28</td>
<td>K 22OCT 1155 OK KLEE6MIR 0 25SEP22MAR 20K</td>
</tr>
<tr>
<td>4</td>
<td>XDOH</td>
<td>QR 484</td>
<td>K 23OCT 0105 OK KLEE6MIR 0 25SEP22MAR 20K</td>
</tr>
</tbody>
</table>

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

TWD/TKT157-2402162712
The following table explains the components in the header line:

<table>
<thead>
<tr>
<th>Component</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>TKT-1572402162712</td>
<td>E-ticket number</td>
</tr>
<tr>
<td>RCI-</td>
<td>Confirmation number (if returned by the ETDB). This field is currently only used by Varig (RG).</td>
</tr>
<tr>
<td>LOC-38UH4B</td>
<td>Record locator</td>
</tr>
<tr>
<td>OD-THRTHR</td>
<td>Origin and destination</td>
</tr>
<tr>
<td>SI-</td>
<td>Sales indicator. By most airlines this field is no longer used.</td>
</tr>
<tr>
<td>FCMI-0</td>
<td>Fare calculation mode indicator</td>
</tr>
<tr>
<td>POI-THR</td>
<td>Place of issue</td>
</tr>
<tr>
<td>DOI-20AUG08</td>
<td>Date of issue</td>
</tr>
<tr>
<td>IOI-00000000</td>
<td>IATA number of the issuing office</td>
</tr>
</tbody>
</table>

### Status of an e-ticket record

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

<table>
<thead>
<tr>
<th>Status Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>AIRPORT CONTROL</td>
</tr>
<tr>
<td>C</td>
<td>CHECKED IN</td>
</tr>
<tr>
<td>E</td>
<td>EXCHANGED/REISSUED</td>
</tr>
<tr>
<td>F</td>
<td>FLOWN/USED</td>
</tr>
<tr>
<td>V</td>
<td>VOID</td>
</tr>
<tr>
<td>O</td>
<td>OPEN FOR USE</td>
</tr>
<tr>
<td>P</td>
<td>PRINTED</td>
</tr>
<tr>
<td>R</td>
<td>REFUNDED</td>
</tr>
<tr>
<td>S</td>
<td>SUSPENDED</td>
</tr>
<tr>
<td>L</td>
<td>LIFTED/BOARDED</td>
</tr>
</tbody>
</table>
Chapter 4: Displaying an e-ticket record

Displaying detail of taxes

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

<table>
<thead>
<tr>
<th>TKT-1762408164882-883</th>
<th>RCI- 1A</th>
<th>LOC-YQYQM3</th>
</tr>
</thead>
<tbody>
<tr>
<td>OD-THRTHR SI- FCMI-0</td>
<td>POI-THR</td>
<td>DOI-30SEP10</td>
</tr>
<tr>
<td>1.RASOOLI/SMR ADT ST</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 OIRA EK 0976 E 14OCT 0405 OK EEE1YIR1 0 14OCT 30K</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 XDXB EK 3364 E 14OCT 0940 OK EEE1YIR1 0 14OCT 30K</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 CAN ARNK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 OFVG EK 0303 R 24OCT 2330 OK REE1YIR1 0 14OCT 30K</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 XDXB EK 0971 R 25OCT 0745 OK REE1YIR1 0 14OCT 30K</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IKA</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FARE F USD 1727.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EQUIV IRR 17718000</td>
<td>BSR 10259.00</td>
<td></td>
</tr>
<tr>
<td>TOTALTAX IRR 208000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL IRR 17926000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>/FC THR EK X/DXB EK CAN924.00/-SHA EK X/DXB EK THR803.00NUC1727.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0END ROE1.000000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FE NON-END/SKYWARDS FLEX/FP CASH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FOR TAX DETAILS USE TWD/TAX</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To display tax details, enter

TWD/TAX

System response:

| TOTALTAX IRR 208000 |
| TX01 IRR 70000IR TX02 IRR 138000CN |

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

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

Example:

| TOTALTAX EUR 71.26 |
| TX01 EUR 30.00YQ TX02 EUR 19.71RA TX03 EUR 6.55DE |
| TX04 EUR 15.00YA |
| PD01 EUR 40.00YQ PD02 EUR 10.00DE |
Displaying an Old ET Record from a New ET Record

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

TWD

System Response:

```
TKT-7455297333624 RCI- 1A LOC-309QLC
OD-DUSDUS SI- FCMI-0 POI-NCE DOI-10FEB09 IOI-00045673
1.DEWEDWARD MR ADT
2 TSL ARNK
3 OHAM AB 6751 Y 15MAR 1030 OK YFLE2DE O 30APR 20K USD
FARE R EUR 409.00
TOTALTAX 0.00
TAXES PD
TOTAL EUR 5.00A
/FC DUS AB BER202.00/-HAM AB DUS206.50EUR408.50END
FP 745-5297333623NCE10FEB09/00045673/7455297333623
OF/CASH+/CASH
NON-ENDORSABLE
FOR TAX DETAILS USE TWD/TAX
```

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

TWD/O*

System Response:

```
TKT-7455297333623 RCI- 1A LOC-309QLC
OD-DUSDUS SI- FCMI-0 POI-NCE DOI-10FEB09 IOI-00045673
1.NEWMAN/EDWARD MR ADT
2 OTXL AB 6443 Y 13MAR 1510 OK YFLEX2DE E 30APR 20K USD
FARE F EUR 404.00
TOTALTAX EUR 83.27
TOTAL EUR 487.27
/FC DUS AB BER202.00AB DUS202.00EUR404.00END
FP CASH
NON-ENDORSABLE
SAC- 7450F8SCZO2GN
FOR TAX DETAILS USE TWD/TAX
```

Note that with the original e-ticket display the coupon status shows "E" for exchanged, and with the new e-ticket display the coupon status shows "O" for open.
CHAPTER 5: VOIDING AN E-TICKET

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

1. Understand the concept of Voiding
2. Condition for Voiding an e-tickets
3. Important notes about Voiding
Chapter 5: Voiding an e-tickets

Voiding Amadeus Electronic Tickets

Voiding Amadeus Electronic Tickets

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

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

```
OK-ETKT UPDATED SALE IS CANCELED IN REPORTING SYSTEM
```

**Note:** Re-issued e-ticket cannot be voided.

**Note:** You can void an eTKT at the same date of its issuance.

**Note:** Divided PNRs cannot be VOIDED from PNR. First you should ignore the PNR, and then VOID it by using TWD/TKT.

To void an e-ticket, first we have to display e-ticket record by using TWD.

```
TKT-1572402162716     RCI-                      1A  LOC-4DMQ4E
OD-THRTHR SI-          FCM1-0  POI-THR  D01-20AUG08  ID0-00000000
1.ETICKET/BEST
ADT ST
2 OIKA QR 485 Y 22SEP 0505 OK YLRTIR 0 20K
3 XDOH QR 25 Y 22SEP 0825 OK YLRTIR 0 20K
3 OFRA QR 28 Y 22OCT 1155 OK YLRTIR 0 20K
4 XDOH QR 484 Y 23OCT 0105 OK YLRTIR O 20K

IKA
FARE F USD 1979.00
EQUIV IRR 18912000 BSR 9556.000
TAX IRR 1320000YQ
TAX IRR 30000AV
TAX IRR 484000XT
TOTAL IRR 20746000
/FC THR QR X/DOH QR FRA989.50QR X/DOH QR THR989.50NUC1979.00END
ROB.1.000000XT700000IR321000RA93000DE
FE NON END VALID ON QR/NO STPC

Then enter TWX/T-QR.
```
> TWX/T-QR
OK ETKT RECORD UPDATED SAC- 157YNDRDWAQE4
SALE IS CANCELED IN REPORTING SYSTEM
```

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

```
RP/THR1A0980/THR1A0980      KI/SU  20AUG08/1200Z  4DMQ4E
THR1A0980/8008XI/20AUG08
1.ETICKET/BEST
 ADT ST
3 QR 485 Y 22SEP 1 IRKADOH HK1 0505 0630 1A/E*
3 QR 025 Y 22SEP 1 DOHFRA HK1 0825 1400 1A/E*
3 QR 28 Y 22OCT 3 FRADOH HK1 1155 1900 1A/E*
3 QR 484 Y 23OCT 4 DOHIKA HK1 0105 0529 1A/E*
6 AP THR +98 21 88706601  HELP DESK / ACO OFFICE - A
7 TK OK20AUG/THR1A0980/EQQR
9 FA PAX 157-2402162716/EVQR/IRR20746000/20AUG08/THR1A0980/000
  0000/S2-5
9 FB PAX 2000000060 TTP/T-QR/RT OK ETICKET/S2-5
10 FE PAX NON END VALID ON QR/NO STPC/S2-5
11 FM *M*9
L2 FP CASH
23 PV QR
```
Chapter 5: Voiding an e-tickets

E-ticket record:

<table>
<thead>
<tr>
<th>E-Ticket/Best</th>
<th>ADT</th>
<th>ST</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Ticket/Best</td>
<td>ADT</td>
<td>ST</td>
</tr>
<tr>
<td>TKT-1572402162716</td>
<td>RCI-</td>
<td>1A</td>
</tr>
<tr>
<td>OD-THRTHR</td>
<td>SI-</td>
<td>FCM-0</td>
</tr>
<tr>
<td>POI-THR</td>
<td>DOI-20AUG08</td>
<td>IOI-00000000</td>
</tr>
<tr>
<td>1. GITA QR 485</td>
<td>Y</td>
<td>22SEP 0505 OK YLRTIR</td>
</tr>
<tr>
<td>2. XDOH QR 25</td>
<td>Y</td>
<td>22SEP 0825 OK YLRTIR</td>
</tr>
<tr>
<td>3. OFRA QR 28</td>
<td>Y</td>
<td>22OCT 1155 OK YLRTIR</td>
</tr>
<tr>
<td>4. XDOH QR 484</td>
<td>Y</td>
<td>23OCT 0105 OK YLRTIR</td>
</tr>
<tr>
<td>IKA</td>
<td>FARE</td>
<td>F USD</td>
</tr>
<tr>
<td>EQUIV</td>
<td>IRR</td>
<td>18912000</td>
</tr>
<tr>
<td>BSR</td>
<td>9556.00</td>
<td></td>
</tr>
<tr>
<td>TAX</td>
<td>IRR</td>
<td>1320000YQ</td>
</tr>
<tr>
<td>TAX</td>
<td>IRR</td>
<td>30000AV</td>
</tr>
<tr>
<td>TAX</td>
<td>IRR</td>
<td>484000XT</td>
</tr>
<tr>
<td>TOTAL</td>
<td>IRR</td>
<td>20746000</td>
</tr>
<tr>
<td>/FC THR QR X/DOH QR</td>
<td>FRA989.50QR X/DOH QR THR989.50NUC1979.00END</td>
<td></td>
</tr>
<tr>
<td>ROE1.000000XT70000IR321000RA93000DE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FE NON END VALID ON QR/NO STPC</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FP CASH</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SAC- 157YNDRDWAQE4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CHAPTER 6: REISSUE/REVALID

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

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

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

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

There are three methods of processing a reissue or rerouting.

1. Updating an already existing TST using TTU transaction
2. Creating a new manual TST using the TTC transaction (no TST present)
3. Re-pricing the itinerary and creating a new TST using the FXP
Reissue with TTU Transaction (Change fee)

When a ticket has to be reissued, and there is a TST stored in the PNR, the original TST may be used and updated with the new reservation and recalculated fare.

Passenger Watson wants to change his outbound flight to a later date. This fare allows a change in date, but the passenger has to pay a changing fee.

Current PNR:

```
--- TST ---
RP/THR1A0980/THR1A0980 KI/SU 31OCT10/0735Z YHWZ7J
THR1A0980/8080KI/31OCT10
1.WATSON/JOHN MR
2 EY 344 H 24DEC 5 IKAAUH HK1 0445 0730 *1A/E*
3 EY 017 H 24DEC 5 AUHLHR HK1 3 1320 1730 *1A/E*
4 EY 020 H 10FEB 4 LRHRAU HK1 4 1350 0050+1 *1A/E*
5 EY 343 H 11FEB 5 AUHIKA HK1 1 0205 0355 *1A/E*
6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
7 TK OK31OCT/THR1A0980//ETEY
8 FA PAX 60724000005008/ETEY/IRR15399000/31OCT10/THR1A0980/000 00000/S2-5
9 FA PAX 3100002248 TTF/T-EY/RT OK ETICKET/S2-5
10 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-5
11 FM *M*9
12 FP CASH
13 FV PAX EY/S2-5
```

The following steps have to be taken:

1. Book the new flight.

```
TICKET REVALIDATION/REISSUE IS RECOMMENDED
--- TST ---
RP/THR1A0980/THR1A0980 KI/SU 31OCT10/0738Z YHWZ7J
THR1A0980/8080KI/31OCT10
1.WATSON/JOHN MR
2 EY 344 H 31DEC 5 IKAAUH HK1 0445 0730 319 E 0 M
3 EY 017 H 31DEC 5 AUHLHR HK1 3 1320 1730 333 E 0 M
4 EY 020 H 10FEB 4 LRHRAU HK1 4 1350 0050+1 *1A/E*
5 EY 343 H 11FEB 5 AUHIKA HK1 1 0205 0355 *1A/E*
6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
7 TK OK31OCT/THR1A0980//ETEY
8 FA PAX 60724000005008/ETEY/IRR15399000/31OCT10/THR1A0980/000 00000/S4-5
9 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S4-5
10 FM *M*9
11 FP CASH
12 FV PAX EY/S4-5
```
2. Update the TST with the whole itinerary by using TTU as below:

   TTU/S2-5

   System response:

   UPDATE - OK

3. Display new TST.

   TQT/T1

   System response:

   | TST000001 | PC | THR1A0980 | KI/31OCT | M | 0 | LD | 24DEC10 | OD | THRTHR | SI |
   | FXP/R,VC-EY |
   | 1 WATSON/JOHN MR |
   | 2 O AUH EY 017 H 31DEC 1320 OK |
   | 3 O LHR EY 020 H 10FEB 1350 OK HRTIR1 10FEB10FEB 23K |
   | 4 X AUH EY 343 H 11FEB 0205 OK HRTIR1 11FEB11FEB 23K |
   | IKA |

   System response:

   | FARE R USD | 1343.00 |
   | EQUIV IRR |
   | TX001 O IRR 70000IRAE TX002 O IRR 982000GBAD TX003 O IRR 377000UBAS |
   | TOTAL IRR 15399000 |
   | GRAND TOTAL IRR 15399000 |
   | THR EY X/AUH EY LON Q6.50 665.00EY X/AUH Q6.50EY THR665.00NUC13 43.00END ROE1.000000 |

4. Because there is no change in fare, a new calculation is not necessary. But the fare has to be changed to R (Reissue/Reroute), the taxes to Old (Paid) and the total to zero.
   This can be done with the entry:

   TTK/EXCH

   Have a look to TST:
5. Fill the fields with TTK entries:

```plaintext
TTK/E IRR13970000
TTK/L1,2/B HRTIR1
TTK/L1,2/V 31DEC31DEC
TTK/L1,2/A 23K
TTK/L2X
```

6. In this case the change fee of 100 USD should be added. To convert it to IRR, you can use FQC, then using TTK as below:

```plaintext
TTK/XIRR1041000XP/TIRR1041000
```

7. You have to enter the original issue/in exchange ticket number. First display e-ticket record by using TWD/L8, then FO*L8.

System response:

```
FO607-2400005008E1THR31OCT10/00000000/607-2400005008E1
```

You have to add passenger and segment association.

Amadeus PNR:

```
--- TST ---
RP/THR1A0980/THR1A0980 KI/SU 31OCT10/0906Z YHWZ7J
THR1A0980/8080KI/31OCT10
1. WATSON/JOHN MR
2. EY 344 H 31DEC 5 IKAAUH HK1 0445 0730  *1A/E*
3. EY 017 H 31DEC 5 AUHLHR HK1 3 1320 1730  *1A/E*
4. EY 020 H 10FEB 4 LHRAUH HK1 4 1350 0050+1  *1A/E*
5. EY 343 H 11FEB 5 AUHKA HK1 1 0205 0355  *1A/E*
6. AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
7. TK OK31OCT/THR1A0980//ETEY
8. FA PAX 6072400005008/ETEY/IRR15399000/31OCT10/THR1A0980/00000000/S4-5
9. FE PAX美しいONLY/NON ENDO/REFUND CHARGES APPLY/S2-5
10. FM *M*9
11. FO PAX 607-2400005008THR31OCT10/00000000/607-2400005008E1/S2-5
12. FV PAX EY/S2-5
```

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

```plaintext
FPO/CASH+/CASH/IRR1041000
```

9. Remove PC flag by using,

```plaintext
TTF/ALL
```

10. The TST can be issued. To do that display e-ticket record, then enter:

```plaintext
TTP/P1/T-EY/RT
```
Reissue with the TTU transaction (Additional Payment)

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

Current PNR:

--- TST ---
RP/THR1A0980/THR1A0980 KI/SU 31OCT10/1049Z YITLUG
THR1A0980/8080KI/31OCT10
1. WATSON/JOHN MR
2 EY 344 Q 24DEC 5 IKAAUH HK1 0445 0730 *1A/E*
3 EY 017 Q 24DEC 5 AUHLHR HK1 1 1320 1730 *1A/E*
4 EY 020 Q 19MAY 4 LHRAUH HK1 4 1445 0050+1 *1A/E*
5 EY 343 Q 20MAY 5 AUHIKA HK1 1 0225 0510 *1A/E*
6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
7 TK OK31OCT/THR1A0980//ETEY
8 FA PAX 6072400005010/ETEY/IRR9521000/31OCT10/THR1A0980/0000 0000/S2-5
9 FB PAX 3100002251 TTP/T-EY/RT OK ETICKET/S2-5
10 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-5
11 FM *M*9
12 FP CASH
13 FV PAX EY/S2-5

The following steps have to be taken:

1. Book the new flight.

Here you can find PNR after changing inbound reservation:

--- TST ---
RP/THR1A0980/THR1A0980 KI/SU 31OCT10/1107Z YITLUG
THR1A0980/8080KI/31OCT10
1. WATSON/JOHN MR
2 EY 344 Q 24DEC 5 IKAAUH HK1 0445 0730 *1A/E*
3 EY 017 Q 24DEC 5 AUHLHR HK1 1 1320 1730 *1A/E*
4 ARNK
5 EY 032 Q 19MAY 4 CDGAUH HK1 2A 1135 2025 *1A/E*
6 EY 343 Q 20MAY 5 AUHIKA HK1 1 0225 0510 *1A/E*
7 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
8 TK OK31OCT/THR1A0980//ETEY
9 FA PAX 6072400005010/ETEY/IRR9521000/31OCT10/THR1A0980/0000 0000/S2-3
10 FB PAX 3100002251 TTP/T-EY/RT OK ETICKET/S2-3
11 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-3
12 FM *M*9
13 FP CASH
14 FV PAX EY/S2-3

2. Update the TST with the whole itinerary by using TTU as below:

**TTU/S2-6**
Here you find TST:

<table>
<thead>
<tr>
<th>TST00001</th>
<th>PC THR1A0980 KI/31OCT M 0 LD 24DEC10 OD THRTHR SI T-</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>FXP/R,VC-EY</td>
</tr>
<tr>
<td></td>
<td>1.WATSON/JOHN MR</td>
</tr>
<tr>
<td></td>
<td>2 X AUH EY 017 Q 24DEC 1320 OK QEE6MIR1 24DEC24DEC 23K</td>
</tr>
<tr>
<td></td>
<td>3 LHR ARNK</td>
</tr>
<tr>
<td></td>
<td>4 O CDG EY 032 Q 19MAY 1135 OK</td>
</tr>
<tr>
<td></td>
<td>5 O AUH EY 343 Q 20MAY 0225 OK</td>
</tr>
<tr>
<td></td>
<td>IKA</td>
</tr>
<tr>
<td></td>
<td>FARE F USD 763.00</td>
</tr>
<tr>
<td></td>
<td>EQUIV IRR 793700</td>
</tr>
<tr>
<td></td>
<td>TX001 X IRR 70000IRAEB TX002 X IRR 982000GBAD TX003 X IRR</td>
</tr>
<tr>
<td></td>
<td>532000UBAS</td>
</tr>
<tr>
<td></td>
<td>TOTAL IRR 9521000 BSR 10402.00</td>
</tr>
<tr>
<td></td>
<td>GRAND TOTAL IRR 9521000</td>
</tr>
<tr>
<td></td>
<td>THR EY X/AUH EY LON Q6.50 375.00EY X/AUH Q6.50EY THR375.00NUC76</td>
</tr>
<tr>
<td></td>
<td>3.00END ROE1.000000</td>
</tr>
</tbody>
</table>

3. Change the fare to R and taxes to O.

**TTK/EXCH**

4. Calculate the new fare with FQP, including the date of issue of the original ticket.

**FQPIKA/AEY/CQ/D24DECAUHLHR---CDG/D19MAYAUH/D20MAYIKA**

System response:

```
LAST TKT DTE 24DEC10 - DATE OF ORIGIN
------------------------------------------------------------
AL FLGT  BK T DATE  TIME  FARE BASIS      NVB  NVA   BG
THR EY   X/AUH EY LON Q 24DEC 763.00QEE6MIR1  24DEC24DEC 23
LON EY   Q 24DEC 763.00QEE6MIR1  24DEC24DEC 23
PAR EY   19MAY 19MAY 763.00QEE6MIR1  19MAY19MAY 23
THR EY   Q 20MAY 763.00QEE6MIR1  20MAY20MAY 23
USD 813.00 24DEC10THR EY X/AUH EY LON Q6.50 375.00/-
IRR 8456900  PAR EY X/AUH Q6.50EY THR425.00NUC813.00END
IRR 7000000 ROE1.000000
IRR 340000QX XT IRR 590001Z IRR 109000FR IRR 164000FR
IRR 332000XT
IRR 9199000
RATE USED 1USD=10402.00000IRR
```
5. Adjust the fare calculation field with TTK entries according to FQP.

\[
\text{TTK/CTHR EY X/AUH EY LON Q6.50 375.00/-PAR EY X/AUH Q6.50EY THR375.00NUC763.00END ROE1.000000}
\]

6. Adjust the following fields with TTK entries:

\[
\begin{align*}
\text{TTKL/L4,5/BQEE6MIR1} \\
\text{TTKL/L4,5/V24DEC24DEC} \\
\text{TTKL/L4,5/A23K} \\
\text{TTKL/L5X}
\end{align*}
\]

System response:

```
TST00001    PC  THR1A0980 KI/07NOV M 1 LD 24DEC10 OD THRTHR SI T-
            FXP/R,VC-EY
1  WATSON/JOHN MR
  IKA EY  344 Q 24DEC 0445 OK QEE6MIR1 24DEC24DEC 23K
2  X AUH EY  017 Q 24DEC 1320 OK QEE6MIR1 24DEC24DEC 23K
3  LHR ARNK
  O CDG EY  032 Q 19MAY 1135 OK QEE6MIR1 24DEC24DEC 23K
5  X AUH EY  343 Q 20MAY 0225 OK QEE6MIR1 24DEC24DEC 23K
  IKA
FARE R USD  763.00
EQUIV IRR
TX001 O IRR  982000GBAD TX002 O IRR  982000UBAS
5320000UBAS
TOTAL IRR  0
GRAND TOTAL IRR  0
THR EY X/AUH EY LON Q6.50 375.00/-PAR EY X/AUH Q6.50EY THR425.00NUC813.00END ROE1.000000
```

7. Fill the new (Rerouted) fare, taxes and total.

The fare difference is 519900 IRR and there are some new taxes as below:

\[
\begin{align*}
\text{340000 IRR QX} \\
\text{59000 IRR IZ} \\
\text{109000 IRR FR} \\
\text{164000 IRR FR}
\end{align*}
\]

Here you can find entries:

\[
\begin{align*}
\text{TTK/RUSD813.00} \\
\text{TTK/EIRR8456900} \\
\text{TTK/TIRR1191900} \\
\text{TTK/XIRR340000QX/XIRR59000IZ/XIRR109000FR} \\
\text{XIRR164000FR}
\end{align*}
\]
8. Remove PC flag by using,

   TTF/ALL

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

   FPO/CASH+/CASH/IRR1191900

   System response:

--- TST ---
RP/THR1A0980/THR1A0980  KI/SU  7NOV10/1250Z  YITLUG
THR1A0980/8080KI/31OCT10

  1. WATSON/JOHN MR
  2. EY 344 Q 24DEC 5 IKA/UH  HK1  0445 0730  *1A/E*
  3. EY 017 Q 24DEC 5 AUH/LHR  HK1  1320 1730  *1A/E*
  4. ARNK
  5. EY 032 Q 19MAY 4 CDG/AUH HK1  2A 1135 2025  *1A/E*
  6. EY 343 Q 20MAY 5 AUH/IKA HK1  0225 0510  *1A/E*
  7. AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  8. TK OK31OCT/THR1A0980/ETEY
  9. FA PAX 607-2400005010/ETEY/IRR9521000/31OCT10/THR1A0980/0000
     0000/S2-3
  10. FB PAX 3100002251 TTP/T-EY/RT OK ETICKET/S2-3
  11. FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-3
      ,5-6
  12. FM "M"9
  13. FP O/CASH+/CASH/IRR1191900
  14. FV PAX EY/S2-3,5-6

10. You have to enter the original issue/in exchange ticket number. To do that first display e-ticket record by using TWD/L9, then FO*L9.
System response:

| FO607-2400005010E1THR31OCT10/00000000/607-2400005010E1 |

You have to add passenger and segment association.

11. The TST can be issued. To do that display e-ticket record, then enter:

```
TTP/P1/T-EY/RT
```
Reissue with the TTC transaction

Passenger Watson wants to change his inbound reservation to EY343/02FEB. This fare allows a change in date and the new departure date is within the validity, but the passenger has to pay changing fee.

Considering in this case there is no TST present in the PNR.

Amadeus PNR:

--- TST ---
RP/THR1A0900/THR1A0900 KI/SU 7NOV10/1351Z 2537WN
THR1A0900/8080KI/7NOV10
1.WATSON/JOHN MR
2 EY 344 D 23JAN 7 IKAAUH HK1 FLWN
3 EY 343 D 30JAN 7 AUHIKA HK1 1 1455 1645 *1A/E*
4 AP THR +98 21 88101140 - AMADEUS IRAN TRAINING ROOM - A
5 TK OK07NOV/THR1A0980/ETEY
6 FA PAX 607-2400005011/ETEY/IRR5579000/07NOV10/THR1A0980/00000000/2537WN/S2-3
7 FB PAX 0700002253 TTP/T-EY OK ETICKET/S2-3
8 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-3
9 FM *M*9
10 FP CASH
11 FV PAX EY/S2-3

The following steps have to be taken:

1. Book the new flight and cancel original flight.
2. Display e-ticket record and check if the second flight coupon is still open for use.

TWD/TKT236-2400001311

System response:

TKT=6072400005011  RCI- 1A LOC-2537WN
OD-THRTHR SI- FCMI-0 POI-THR DOI-07NOV10 IOI-00000000
1.WATSON/JOHN MR ADT ST
1 OIKA EY 0344 D 23JAN 1735 OK DRTIR1 F 30K
2 OAUH EY 0343 D 30JAN 1455 OK DRTIR1 O 30K
IKA
FARE F USD 510.00
EQUIV IRR 5296000 BSR 10384.00
TOTALTAX IRR 283000
TOTAL IRR 5579000
/FC THR EY AUH Q20.00 235.00 EY THR Q20.00 235.00 NUC10.00 END ROE 1.000000
FE VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY
FP CASH
NON-ENDORSABLE
FOR TAX DETAILS USE TWD/TAX

3. Recalculate the fare with FQP, including the historical dates or use the fare calculation from the original e-ticket.
4. Create manual TST for flight segment 3 by using:

TTC/S3
5. Fill in the applicable fields in the TST with the TTK entries:

<table>
<thead>
<tr>
<th>TTK/DIKAIKA</th>
<th>TTK/BDRTIR1</th>
<th>TTK/VXX23JAN</th>
<th>TTK/A30K</th>
</tr>
</thead>
</table>

Fare calculation:

TTK/CTHR EY AUH Q20.00 235.00EY THR Q20.00 235.00NUC510.00END  
ROE1.000000

Fare/Old taxes/New taxes/Total:

TTK/RUSD510.00/EIRR529600/OIRR213000AE/XIRR500000XP/  
TIRR500000

System response:

<table>
<thead>
<tr>
<th>TST00001</th>
<th>THR1A0980 KI/07NOV M 1</th>
<th>OD THRTHR SI</th>
</tr>
</thead>
</table>

1. WATSON/JOHN MR  
1 AUH EY 343 D 02FEB 1455 OK DRTIR1  
23JAN 30K IKA

FARE R USD 510.00  
EQUIV IRR 529600  
TX001 O IRR 70000IR  
TX002 O IRR 213000AE  
TX003 X IRR 500000XP  
TOTAL IRR 500000  
GRAND TOTAL IRR 500000

THR EY AUH Q20.00 235.00EY THR Q20.00 235.00NUC510.00END  
ROE1.000000

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

FPO/CASH+/CASH/IRR500000

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

FO607-24000005011E2THR07NOV10/00000000/S3

System response:

--- TST ---  
RP/THR1A0900/THR1A0900 KI/SU 7NOV10/1441Z 2537WN  
THR1A0900/8080KI/7NOV10  
1. WATSON/JOHN MR  
2 EY 344 D 23JAN 7 IKAAUH HK1 FLWN  
3 EY 343 D 02FEB 3 AUH IKA 1 1455 1645 *1A/E*  
4 AP THR +98 21 88101140 - AMADEUS IRAN TRAINING ROOM - A  
5 TK OKO7NOV/THR1A0980//ETEY  
6 FB PAX 0700002253 TTP/T-EY OK ETICKET/S2  
7 FM *M* 9  
8 FO PAX 607-24000005011THR07NOV10/00000000/607-240000050115E2  
/S3  
9 FP O/CASH+/CASH/IRR500000  
10 FV EY

8. The TST can be issued. To do that display e-ticket record, then enter:

TTP/P1/T-EY/RT/S3
Chapter 6: Reissue/Revalid

Reissue with re-pricing the itinerary

Re-pricing with the FXP transaction is only possible when the passenger has not used part of his ticket yet. Below you can find an example of PNR that e-ticket has been issued.

--- TST ---
RP/THR1A0980/THR1A0980 KI/SU 8NOV10/1139Z 3F6V7A
THR1A0980/8080KI/8NOV10

1. WATSON/JOHN MR
2. EY 344 J 23JAN 7 IKAAUH HK1 1735 2020 *1A/E*
3. EY 343 J 30JAN 7 AUHIKA HK1 1 1455 1645 *1A/E*
4. AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
5. TK OK08NOV/THR1A0980//ETEY
6. FA PAX 607-2400005012/ETEY/IRR11394000/08NOV10/THR1A0980/000 00000/S2-3
7. FB PAX 0800002255 TTP/T-EY/RT OK ETICKET/S2-3
8. FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-3
9. FM *M*9
10. FP CASH
11. FV PAX EY/S2-3

The following ticket was issued.

--- ---
TKT-6072400005012 RCI-
OD-THRTHR SI- FCI-0 POI-THR DOI-08NOV10 IOI-00000000
1. WATSON/JOHN MR ADT ST
2. OIKA EY 0344 J 23JAN 1735 OK JRTIR1 O 30K
3. OAUH EY 0343 J 30JAN 1455 OK JRTIR1 O 30K
4. IKI
FARE F USD 1070.00
EQUIV IRR 11111000 BSR 10384.00
TOTALTAX IRR 2830000
TOTAL IRR 11394000
/FC THR EY AUH Q20.00 515.00EY THR Q20.00 515.00NUC1070.00END RO E1.000000
FE VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY
FP CASH
NON-ENDORSALE
FOR TAX DETAILS USE TWD/TAX

Passenger Watson wants to change his destination to London. As this is a rerouting, you have to re-price the new itinerary and create a new TST.

The following steps have to be taken:

1. Adjust the PNR with new inbound reservation

--- TST ---
RP/THR1A0980/THR1A0980 KI/SU 8NOV10/1151Z 3F6V7A
THR1A0980/8080KI/8NOV10

1. WATSON/JOHN MR
2. EY 344 D 23JAN 7 IKAAUH HK1 1735 2020 *1A/E*
3. EY 011 D 24JAN 1 AUHLHR HK1 3 0240 0645 *1A/E*
4. EY 012 D 29JAN 6 LHRAUH HK1 4 0915 2015 *1A/E*
5. EY 343 D 30JAN 7 AUHIKA HK1 1 1455 1645 *1A/E*
6. AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
7. TK OK08NOV/THR1A0980//ETEY
8. FHE PAX 607-2400005012
9. FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2,5
10. FM *M*9
2. Cancel original TST by using TTE/ALL
3. Price the new itinerary with FXP/R, VC-EY
4. Store new TST
5. Display the new TST

System response:

<table>
<thead>
<tr>
<th>TST00001</th>
<th>THR1A0980 KI/08NOV I 0 LD 23JAN11 OD THRTHR SI</th>
</tr>
</thead>
<tbody>
<tr>
<td>T-</td>
<td>FXP/R, VC-EY</td>
</tr>
</tbody>
</table>

1. WATSON/JOHN MR
2. IKA EY 344 D 23JAN 1735 OK DRTIR1 30K
3. X AUH EY 011 D 24JAN 0240 OK DRTIR1 30K
4. O LHR EY 012 D 29JAN 0915 OK DRTIR1 30K
5. X AUH EY 343 D 30JAN 1455 OK DRTIR1 30K

6. Change the fare to R and taxes to O.

TTK/EXCH

<table>
<thead>
<tr>
<th>TST000001</th>
<th>THR1A0980 KI/08NOV M 0 LD 23JAN11 OD THRTHR SI</th>
</tr>
</thead>
<tbody>
<tr>
<td>T-</td>
<td>FXP/R, VC-EY</td>
</tr>
</tbody>
</table>

1. WATSON/JOHN MR
2. IKA EY 344 D 23JAN 1735 OK DRTIR1 30K
3. X AUH EY 011 D 24JAN 0240 OK DRTIR1 30K
4. O LHR EY 012 D 29JAN 0915 OK DRTIR1 30K
5. X AUH EY 343 D 30JAN 1455 OK DRTIR1 30K

7. Adjust the NVA, Equivalent, Total and new taxes.
   In this case fare differential is 9865000 and two new taxes, IRR 2001000 GB, IRR 384000 UB.
8. Cancel old form of payment and enter new one:

FPO/CASH+/CASH/IRR12250000

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

\[ \text{FO607-2400005012E1THR08NOV10/00000000/S2-5/P1} \]

System response:

--- TST ---
RP/THR1A0980/THR1A0980 KI/SU 8NOV10/1333Z 3F6V7A
THR1A0980/8080KI/8NOV10
1. WATSON/JOHN MR
2  EY 344 D 23JAN 7 IKAAUH HK1  1735  2020  *1A/E*
3  EY 011 D 24JAN 1 AUHLHR HK1  3  0240  0645  *1A/E*
4  EY 012 D 29JAN 6 LHRAUH HK1  4  0915  2015  *1A/E*
5  EY 343 D 30JAN 7 AUHIKA HK1  1  1455  1645  *1A/E*
6  AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
7  TK OK08NOV/THR1A0980/ETEY
8  FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-5
9  FM *M*9
10  FO PAX 607-2400005012THR08NOV10/00000000/607-24000050126E1
/S2-5
11  FP O/CASH+/CASH/IRR12250000
12  FV PAX EY/S2-5

10. The TST can be issued.
Revalidation

Before requesting revalidation, you must display the ET record by making a TWD entry.

To revalidate the e-ticket, enter for example:

\texttt{TTP/ETRV/L10/S5-6/E3-4}

Here you can find description of above command:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>TTP</td>
<td>Transaction code to issue a ticket</td>
</tr>
<tr>
<td>/ETRV</td>
<td>Slash, e-ticket revalidation option</td>
</tr>
<tr>
<td>/L10</td>
<td>Slash, line number identifier (L), line number of the FA/FHE element in the PNR that contains the e-ticket number (10)</td>
</tr>
<tr>
<td>/S5-6</td>
<td>Slash, segment identifier (S), numbers of the changed segments in the PNR (5-6)</td>
</tr>
<tr>
<td>/E3-4</td>
<td>Slash, e-ticket coupon identifier (E), numbers of the original coupons in the e-ticket record that need to be revalidated</td>
</tr>
</tbody>
</table>
CHAPTER 7: AUTOMATED REFUND

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

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

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

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

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

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

### Steps to refund an e-ticket

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

### Example 1

The ticket number **235-2490000010** needs to be fully refunded on TK stock with cancellation penalty IRR 500000.

**PNR (Before refund):**

--- TST RLR ---

<table>
<thead>
<tr>
<th>AP/THRC32103/THRC32103</th>
<th>AA/SU 28DEC08/1219Z  SMLSHN</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. ETKT/IRAN</td>
<td></td>
</tr>
<tr>
<td>2 TK1275 Q 01FEB 7 IKAIST HK1 0430 0630 +1A/E*</td>
<td></td>
</tr>
<tr>
<td>3 TK1274 Q 14FEB 6 ISTIKA HK1 I 2110 0140+1 +1A/E*</td>
<td></td>
</tr>
<tr>
<td>4 AP THR +9821-887999999</td>
<td></td>
</tr>
<tr>
<td>5 TK 028DEC/THRC32103/ETTK</td>
<td></td>
</tr>
<tr>
<td>6 FA PAX 235-2490000010/ETTK/IRR4494000/28DEC08/THRC32103/3324 7690/S2-3</td>
<td></td>
</tr>
<tr>
<td>7 FB PAX 28000000034 TIP/T-TK/RT OK ETICKET/S2-3</td>
<td></td>
</tr>
<tr>
<td>8 FE PAX NONEND/TK ONLY/S2-3</td>
<td></td>
</tr>
<tr>
<td>9 FP CASH</td>
<td></td>
</tr>
<tr>
<td>10 FV TK</td>
<td></td>
</tr>
</tbody>
</table>

--- TQ/T-TK/SDV ---

<table>
<thead>
<tr>
<th>AGY NO - 33247690</th>
<th>QUERY REPORT 28DEC</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE - THRC32103</td>
<td>SELECTION:</td>
</tr>
<tr>
<td>AGENT - ALL</td>
<td>29 DEC 2008</td>
</tr>
</tbody>
</table>

---

000011*235 2490000009 15256000 10690T 0 0 CA ETICKET/AA 44GXUX TKTT
000012 235 2490000006 -4494000-10690T 0 0 CA ETICKET/TEES AA SMLSHN RFND
000013*235 2490000010 4494000 10690T 0 0 CA ETICKET/TEES AA SMLSHN TKTT
The following steps apply:

1. Displaying the refund record.
   - Using the ticket number: 
     TRF235-2490000010/T-TK
   - Using the FA or FH: 
     TRF/L6/T-TK
   - Using the query report: 
     TRF /I-13/T-TK

   System response:

   ```
   TRF235-2490000010/T-TK
   REFUND RECORD  AGT-33247690 AA/29DEC08 F TKT-Y
   NM  NAME     ETKT/TEST
   I  ISSUED    28DEC08
   D1 DOCUMENT  235 2490000010 1 CPNS 1200
   F  FARE PAID  IRR  3425000
   U  FARE USED  0
   F  FARE REFUND  3425000
   TP TAX PAID    1069000
   XT TAX REFUND  1069000 >TRFT
   REFUND TOTAL   4494000
   FP1 CASH       4494000
   S  ITINERARY   INTERNATIONAL
   ```

2. Update cancellation penalty in IRR, enter: 
   TRFU/CP500000A

   System response:

   ```
   REFUND RECORD  AGT-33247690 AA/30DEC08 A TKT-Y
   NM  NAME     ETKT/TEST
   I  ISSUED    28DEC08
   D1 DOCUMENT  235 2490000010 1 CPNS 1200
   F  FARE PAID  IRR  3425000
   U  FARE USED  0
   F  FARE REFUND  3425000
   CP  CANX FEE  500000 14.60P
   TP TAX PAID    1069000
   XT TAX REFUND  1069000 >TRFT
   REFUND TOTAL   3994000
   FP1 CASH       3994000
   S  ITINERARY   INTERNATIONAL
   ```

3. Process Auto refund, TRFP
System response:

```
OK ETKT RECORD UPDATED SAC- 2352EB351D101
OK - REFUND PROCESSED
```

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

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

```
TRFIG
```

4. Display Query report:

```
ACTIF/GOF/T-K
AGY NO - 33247690  QUERY REPORT 30DEC  CURRENCY IRR
OFFICE - THRC32103  SELECTION:
AGENT  - ALL  30 DEC 2008
-------------------------------------------------------------------
SEQ NO A/L DOC NUMBER TOTAL DOC    TAX    FEE   COMM FP PAX NAME AS RLOC   TRNC
-------------------------------------------------------------------
000017  235  2490000010  -3994000-10690T      0      0 CA ETKT/TES AA 5ML5HN RFND
```
Example 2

The ticket number 235-2490000011 needs to be partially refunded with used amount 110,000,000 IRR and 50,000,000 IRR as refund charge.
Also taxes IR and AV are used totally and YR used amount is 90,200,000 IRR.

PNR (Before refund):

--- TEST RLR ---
RF/THRC32103/5MLZWY
1. ETICKET/TEST
2 TK1275 Y 01FEB 7 IRAIST FLNW
3 TK1587 Y 01FEB 7 ISTIFA FLNW
4 TK1590 Y 10FEB 2 IRAIST HK1 10 IR 2155 *1A/E*
5 TK1276 Y 17FEB 2 IRAIST HK1 1 2340 0410+1 *1A/E*
6 AP THR +9821-88998889
7 TK OK28DEC/THRC32103/5MLZWY
8 SSR OTRS 1A IRC-2/ADV OTKO TKT OR XX BY 03JAN/1300
9 FA PAX 235-2490000011/ETTK/IRR20672000/28DEC08/THRC32103/332
47630/82-5
10 FB PAX 2800000035 TTP/T-TK/RT OK ETICKET/S2-5
11 FP CASH
12 FY TK

Query report:

<table>
<thead>
<tr>
<th>SEQ NO</th>
<th>A/L</th>
<th>DOC NUMBER</th>
<th>TOTAL DOC</th>
<th>TAX</th>
<th>FEE</th>
<th>COMM</th>
<th>FP</th>
<th>PAX NAME</th>
<th>AS</th>
<th>RLOC</th>
<th>TRNC</th>
</tr>
</thead>
<tbody>
<tr>
<td>00001</td>
<td>2</td>
<td>235</td>
<td>24900000009</td>
<td>15256000</td>
<td>10690T</td>
<td>0</td>
<td>CA</td>
<td>ETICKET/AA</td>
<td>44GXUX</td>
<td>TKTT</td>
<td></td>
</tr>
<tr>
<td>00002</td>
<td>2</td>
<td>235</td>
<td>24900000006</td>
<td>-4494000</td>
<td>-10690T</td>
<td>0</td>
<td>CA</td>
<td>ETICKET/AA</td>
<td>5ML5HN</td>
<td>RFND</td>
<td></td>
</tr>
<tr>
<td>00003</td>
<td>2</td>
<td>235</td>
<td>24900000010</td>
<td>4494000</td>
<td>10690T</td>
<td>0</td>
<td>CA</td>
<td>ETICKET/AA</td>
<td>5ML5HN</td>
<td>TKTT</td>
<td></td>
</tr>
<tr>
<td>00004</td>
<td>2</td>
<td>235</td>
<td>24900000011</td>
<td>20672000</td>
<td>22880T</td>
<td>0</td>
<td>CA</td>
<td>ETICKET/AA</td>
<td>5MLZWY</td>
<td>TKTT</td>
<td></td>
</tr>
</tbody>
</table>

The following steps apply:

1. Displaying the refund record.
   - Using the ticket number:
     **TRF235-2490000011/T-TK**
   - Using the FA or FH:
     **TRF/L9/T-TK**
   - Using the query report:
     **TRF/I-14/T-TK**
2. **Update cancellation penalty, enter:**

```
TRFU/CP500000A
```

<table>
<thead>
<tr>
<th>REFUND RECORD</th>
<th>AGT-33247690 AA/10JAN09 A TKT-Y</th>
</tr>
</thead>
<tbody>
<tr>
<td>NM</td>
<td>NAME</td>
</tr>
<tr>
<td>I</td>
<td>ISSUED</td>
</tr>
<tr>
<td>D1</td>
<td>DOCUMENT</td>
</tr>
<tr>
<td>F</td>
<td>FARE PAID</td>
</tr>
<tr>
<td>U</td>
<td>FARE USED</td>
</tr>
<tr>
<td>CP</td>
<td>CANX FEE</td>
</tr>
<tr>
<td>TP</td>
<td>TAX PAID</td>
</tr>
<tr>
<td>XT</td>
<td>TAX REFUND</td>
</tr>
<tr>
<td>REFUND TOTAL</td>
<td></td>
</tr>
<tr>
<td>FP1</td>
<td>CA</td>
</tr>
<tr>
<td>S</td>
<td>ITINERARY</td>
</tr>
</tbody>
</table>

3. **Update the Used fare field, enter:**

```
TRFU/U11000000
```

<table>
<thead>
<tr>
<th>REFUND RECORD</th>
<th>AGT-33247690 AA/10JAN09 L TKT-Y</th>
</tr>
</thead>
<tbody>
<tr>
<td>NM</td>
<td>NAME</td>
</tr>
<tr>
<td>I</td>
<td>ISSUED</td>
</tr>
<tr>
<td>D1</td>
<td>DOCUMENT</td>
</tr>
<tr>
<td>U</td>
<td>FARE USED</td>
</tr>
<tr>
<td>F</td>
<td>FARE PAID</td>
</tr>
<tr>
<td>CP</td>
<td>CANX FEE</td>
</tr>
<tr>
<td>TP</td>
<td>TAX PAID</td>
</tr>
<tr>
<td>XT</td>
<td>TAX REFUND</td>
</tr>
<tr>
<td>REFUND TOTAL</td>
<td></td>
</tr>
<tr>
<td>FP1</td>
<td>CA</td>
</tr>
<tr>
<td>S</td>
<td>ITINERARY</td>
</tr>
</tbody>
</table>
4. To display tax record, enter **TRFT**.

System response:

<table>
<thead>
<tr>
<th>REFUNDABLE TAXES</th>
<th>ETICKET/TEST</th>
<th>235 2490000011 - 011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UNUSED TAXES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>T1 1644000.00</td>
<td>YR</td>
<td></td>
</tr>
<tr>
<td>T2 30000.00</td>
<td>AV</td>
<td></td>
</tr>
<tr>
<td>T3 70000.00</td>
<td>IR</td>
<td></td>
</tr>
<tr>
<td>T4 147000.00</td>
<td>TR</td>
<td></td>
</tr>
<tr>
<td>T5 307000.00</td>
<td>RA</td>
<td></td>
</tr>
<tr>
<td>T6 90000.00</td>
<td>DE</td>
<td></td>
</tr>
<tr>
<td><strong>REFUNDABLE TAX TOTAL</strong></td>
<td>IRR</td>
<td>2288000 XT</td>
</tr>
</tbody>
</table>

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

**TRFU/TX2-3**

System response:

<table>
<thead>
<tr>
<th>REFUNDABLE TAXES</th>
<th>ETICKET/TEST</th>
<th>235 2490000011 - 011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UNUSED TAXES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>T1 1644000.00</td>
<td>YR</td>
<td></td>
</tr>
<tr>
<td>T2 147000.00</td>
<td>TR</td>
<td></td>
</tr>
<tr>
<td>T3 307000.00</td>
<td>RA</td>
<td></td>
</tr>
<tr>
<td>T4 90000.00</td>
<td>DE</td>
<td></td>
</tr>
<tr>
<td><strong>REFUNDABLE TAX TOTAL</strong></td>
<td>IRR</td>
<td>2288000 XT</td>
</tr>
</tbody>
</table>

To update **YR** tax, enter:

**TRFU/TU1-742000**

System response:

<table>
<thead>
<tr>
<th>REFUNDABLE TAXES</th>
<th>ETICKET/TEST</th>
<th>235 2490000011 - 011</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UNUSED TAXES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>T1 742000.00</td>
<td>YR</td>
<td></td>
</tr>
<tr>
<td>T2 147000.00</td>
<td>TR</td>
<td></td>
</tr>
<tr>
<td>T3 307000.00</td>
<td>RA</td>
<td></td>
</tr>
<tr>
<td>T4 90000.00</td>
<td>DE</td>
<td></td>
</tr>
<tr>
<td><strong>REFUNDABLE TAX TOTAL</strong></td>
<td>IRR</td>
<td>1286000 XT</td>
</tr>
</tbody>
</table>

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

6. To Process refund record, enter:

**TRFP**
Here you can find the most applicable options for refund.

<table>
<thead>
<tr>
<th>Format</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRFU/I25JAN02</td>
<td>Date of issue</td>
</tr>
<tr>
<td>TRFU/F5000000</td>
<td>Fare paid</td>
</tr>
<tr>
<td>TRFU/FNZD1000000</td>
<td>Fare paid in alternate Currency</td>
</tr>
<tr>
<td>TRFU/U2000000</td>
<td>Fare used</td>
</tr>
<tr>
<td>TRFU/FM9</td>
<td>Commission</td>
</tr>
<tr>
<td>TRFU/CP5000000A</td>
<td>Cancellation penalty</td>
</tr>
<tr>
<td>TRFU/CP50</td>
<td></td>
</tr>
<tr>
<td>TRFU/TA10.00GB</td>
<td>Add specific tax</td>
</tr>
<tr>
<td>TRFU/TA10.00XFJFK4.5</td>
<td></td>
</tr>
<tr>
<td>TRFU/TU4-175000</td>
<td>Update existing tax</td>
</tr>
<tr>
<td>TRFU/TX9</td>
<td>Delete specific tax</td>
</tr>
<tr>
<td>TRFU/TX1-12</td>
<td></td>
</tr>
<tr>
<td>TRFU/TC IT9LH2TOUR1</td>
<td>Tour code</td>
</tr>
<tr>
<td>TRFU/FP1CASH /FP2 CCVI4000123456789010/1211</td>
<td>Form of payment</td>
</tr>
<tr>
<td>TRFU/FPA 1 1000.00</td>
<td>FOP amount</td>
</tr>
<tr>
<td>TRFU/FO1253700000007LHR...</td>
<td>Original issue</td>
</tr>
<tr>
<td>TRFU/RM FREEFLOW</td>
<td>Remarks</td>
</tr>
<tr>
<td>TRFU/CURUSD1.45</td>
<td>Equivalent currency</td>
</tr>
</tbody>
</table>
Displaying a processed refund record from a multiple doc list:

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

Example

Display refund record by using TRF as below:

TRF235-2490000011/T-TK

System response:

<table>
<thead>
<tr>
<th>SEQ</th>
<th>TYPE</th>
<th>STATUS</th>
<th>PASSENGER NAME</th>
<th>OFFICE</th>
<th>REFUND NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>SALE CS</td>
<td>ETICKET/TEST</td>
<td>THRC32103</td>
<td></td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>REFD RD</td>
<td>ETICKET/TEST</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To display the refund record, enter:

TRF/I-02/T-TK

System response:

REFUND RECORD 235 2490000011 2 AGT-33247690 AA/12JAN09 F TKT-N
NM NAME ETICKET/TEST
I ISSUED 28DEC08
D1 DOCUMENT 235 2490000011 2 CPNS 1234
F FARE PAID IRR 18384000
S FARE USED 0
C CPNS FEE 500000 2.72P
X1 TAX REFUND 2288000 >TRFT
REFUND TOTAL 20172000
FP1 CASH 20172000
S ITINERARY INTERNATIONAL
AA AIRLINE AUTHORITY 2357EC8F1011
CHAPTER 8: SALES REPORT

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

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

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

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

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

Daily Report

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

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

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

To display daily report enter: TJD/T-QR/SOF

System response:

<table>
<thead>
<tr>
<th>AGY NO - 33200000</th>
<th>DAILY REPORT 24AUG</th>
<th>CURRENCY IRR</th>
</tr>
</thead>
<tbody>
<tr>
<td>OFFICE - THR1A0980</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PAYMENTS X DOCUM</th>
<th>SALES</th>
<th>REFUNDS</th>
<th>BALANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>FARE AMOUNT CA</td>
<td>16144000</td>
<td>12148000-</td>
<td>3996000</td>
</tr>
<tr>
<td>TAX AMOUNT CA</td>
<td>1504000</td>
<td>752000-</td>
<td>752000</td>
</tr>
<tr>
<td>FEE AMOUNT CA</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>DOC AMOUNT CA</td>
<td>17648000</td>
<td>12900000-</td>
<td>4748000</td>
</tr>
<tr>
<td>COMM AMOUNT CA</td>
<td>1452960-</td>
<td>1093320</td>
<td>359640-</td>
</tr>
<tr>
<td>REMIT AMOUNT CA</td>
<td>16195040</td>
<td>11806680-</td>
<td>4388360</td>
</tr>
</tbody>
</table>

| FARE AMOUNT CC   | 0         | 0         | 0          |
| TAX AMOUNT CC    | 0         | 0         | 0          |
| FEE AMOUNT CC    | 0         | 0         | 0          |
| DOC AMOUNT CC    | 0         | 0         | 0          |
| COMM AMOUNT CC   | 0         | 0         | 0          |
| REMIT AMOUNT CC  | 0         | 0         | 0          |

| FARE AMOUNT TOT  | 16144000  | 12148000- | 3996000    |
| TAX AMOUNT TOT   | 1504000   | 752000-   | 752000     |
| FEE AMOUNT TOT   | 0         | 0         | 0          |
| DOC AMOUNT TOT   | 17648000  | 12900000- | 4748000    |
| COMM AMOUNT TOT  | 1452960-  | 1093320   | 359640-    |
| REMIT AMOUNT TOT | 16195040  | 11806680- | 4388360    |

<table>
<thead>
<tr>
<th>DOCUMENT VOLUME</th>
<th>ISSUED</th>
<th>CANCELLED</th>
<th>SOLD</th>
<th>AMT DOC SOLD</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFND</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>12900000</td>
</tr>
<tr>
<td>ELECTRONIC</td>
<td>4</td>
<td>2</td>
<td>2</td>
<td>17648000</td>
</tr>
</tbody>
</table>
The following table explains the components of above response:

<table>
<thead>
<tr>
<th>Component</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGY NO - 33200000</td>
<td>Agency IATA number.</td>
</tr>
<tr>
<td>OFFICE – THR1A0980</td>
<td>Office identification.</td>
</tr>
<tr>
<td>AGENT - ALL</td>
<td>Agent sign</td>
</tr>
<tr>
<td>DAILY REPORT 24AUG</td>
<td>Name of the report and the current date.</td>
</tr>
<tr>
<td>CURRENCY IRR 24AUG2008</td>
<td>Currency of the report and the current date.</td>
</tr>
<tr>
<td>PAYMENTS X DOCUM</td>
<td>Header of the form-of-payment type per document column.</td>
</tr>
<tr>
<td>SALES</td>
<td>Header of the sales column.</td>
</tr>
<tr>
<td>REFUNDS</td>
<td>Header of the refunds column.</td>
</tr>
<tr>
<td>BALANCE</td>
<td>Header of the balance column. The balance amounts equal the sales minus the refunds amounts.</td>
</tr>
<tr>
<td>FARE AMOUNT</td>
<td>Reflects the published fare total of all sales and refunds during the sales period.</td>
</tr>
<tr>
<td>TAX AMOUNT</td>
<td>Reflects the accumulated total tax value of each document and transaction type during the sales period.</td>
</tr>
<tr>
<td>FEE AMOUNT</td>
<td>Reflects, if applicable, the total Airline Ticketing Fees including taxes on these fees during the sales period.</td>
</tr>
<tr>
<td>DOC AMOUNT</td>
<td>Document amount. Equal the sum of the fare amount and tax amount row for each column (sales, refunds, and balance) of the report.</td>
</tr>
<tr>
<td>COMM AMOUNT</td>
<td>Commission amount.</td>
</tr>
</tbody>
</table>
The following table explains the lower portion of the response:

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

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

<table>
<thead>
<tr>
<th>Format</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>TJD/T-QR</td>
<td>Ticket stock provider</td>
</tr>
<tr>
<td>TJD/SAS-1234AZ/T-QR</td>
<td>Specific agent sign/Stock provider</td>
</tr>
<tr>
<td>TJD/SOF/T-QR</td>
<td>All agents/Stock provider</td>
</tr>
<tr>
<td>TJD/D-12AUG/T-QR</td>
<td>Specific date/Stock provider</td>
</tr>
</tbody>
</table>
Query Report

The query report contains a list of all documents for a single date or date range issued within the last 45 days of the current. The list is numbered so that it is easy to modify, cancel, and reinstate a canceled sale.

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

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

To display daily report enter: TJQ/T-QR

| SEQ NO A/L DOC NUMBER TOTAL DOC  TAX  FEE  COMM FP PAX NAME AS RLOC   TRNC |
|------------------------------------------|------------|--------|-------|--------|--------|----------|--------|--------|
| 000001*157 2490012050 6845000 17690T 0 456840 CA SETAREHA JA Y2DTA6 CANX |
| 000002*157 2490012051 1552000 436000 0 100440 CA AHMADI/M AA 3VZIDP  TT |
| 000003*157 2490012052 6944000 13640T 0 502200 CA AHMADI/A AA 3VZIDP  TT |
| 000004*157 2490012053 6944000 13640T 0 502200 CA AHMADI/R AA 3VZIDP  TT |
| 000005*157 2490012054 1552000 436000 0 100440 CA AHMADI/M AA 3VZIDP  TT |
| 000006*157 2490012055 6944000 13640T 0 502200 CA AHMADI/A AA 3VZIDP  TT |
| 000007*157 2490012056 200000 0 0 180000 CA AHMADI/M AA 3VZIDP  TT |
| 000008*157 2490012057 500000 0 0 450000 CA AHMADI/R AA 3VZIDP  TT |
| 000009*157 2490012058 500000 0 0 450000 CA AHMADI/A AA 3VZIDP  TT |
| 000010 157 2490012056 -436000-436000 0 0 CA AHMADI/M AA 3VZIDP RFND |
| 000011 157 2490012057 -136400-13640T 0 0 CA AHMADI/R AA 3VZIDP RFND |
| 000012 157 2490012058 -136400-13640T 0 0 CA AHMADI/A AA 3VZIDP RFND |
| 000013*157 2490012059 10465000 13640T 0 819090 CA REZAE/AL AA 3WXVAI  TT |
| 000014*157 2490012060 10465000 13640T 0 819090 CA REZAE/NI AA 3WXVAI  TT |
| 000015 157 2490012059 -10465000-13640T 0-819090 CA REZAE/AL AA 3WXVAI RFND |
| 000016 157 2490012060 -10465000-13640T 0-819090 CA REZAE/NI AA 3WXVAI RFND |
You can add more option to the basic entry. Here you can find list of TJQ options:

<table>
<thead>
<tr>
<th>Format</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>TJQ/T-QR</td>
<td>Ticket stock provider</td>
</tr>
<tr>
<td>TJQ/SAS-1234AZ/T-QR</td>
<td>Specific agent sign/Stock provider</td>
</tr>
<tr>
<td>TJQ/SOF/T-QR</td>
<td>All agents/Stock provider</td>
</tr>
<tr>
<td>TJQ/D-12DEC/T-EK</td>
<td>Specific date/Stock provider</td>
</tr>
<tr>
<td>TJQ/D-12MAY15MAY/T-TK</td>
<td>Specific date range/Stock provider</td>
</tr>
<tr>
<td>TJQ/SOF/T-EK/QTX-REFD</td>
<td>All agents/Stock provider/Refunded tickets</td>
</tr>
<tr>
<td>TJQ/SOF/T-EK/QTC-TKTT</td>
<td>All agents/Stock provider/Ticketed documents</td>
</tr>
<tr>
<td>TJQ/SOF/T-AZ/QTC-CANX</td>
<td>All agents/Stock provider/Cancelled documents</td>
</tr>
</tbody>
</table>
### Item sales report

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

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

#### AGY NO - 33211474
#### ITEM REPORT 003
#### CURRENCY IRR

<table>
<thead>
<tr>
<th>DOCNUM</th>
<th>PAYMENT</th>
<th>CREDIT</th>
<th>CASH</th>
<th>TAX</th>
<th>FEE</th>
<th>COMM</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

**SALES**

<table>
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<tr>
<th>DOCNUM</th>
<th>PAYMENT</th>
<th>CREDIT</th>
<th>CASH</th>
<th>TAX</th>
<th>FEE</th>
<th>COMM</th>
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</thead>
<tbody>
<tr>
<td>2490012051</td>
<td>CASH</td>
<td>0 1552000</td>
<td>436000</td>
<td>0 100440</td>
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<td>CASH</td>
<td>0 6944000</td>
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<td>2490012053</td>
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<tr>
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<td>CASH</td>
<td>0 1552000</td>
<td>436000</td>
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<tr>
<td>2490012055</td>
<td>CASH</td>
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<td>0 502200</td>
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<td></td>
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<tr>
<td>2490012056</td>
<td>E 157-2490012054</td>
<td>0 200000</td>
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**CASH**

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<tr>
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<tbody>
<tr>
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<td>0 500000</td>
<td>0 0 45000</td>
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<thead>
<tr>
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<th>PAYMENT</th>
<th>CREDIT</th>
<th>CASH</th>
<th>TAX</th>
<th>FEE</th>
<th>COMM</th>
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</thead>
<tbody>
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<td>E 157-2490012052</td>
<td>0 500000</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>DOCNUM</th>
<th>PAYMENT</th>
<th>CREDIT</th>
<th>CASH</th>
<th>TAX</th>
<th>FEE</th>
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</thead>
<tbody>
<tr>
<td>2490012059</td>
<td>CASH</td>
<td>0 10465000</td>
<td>1364000</td>
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<td></td>
</tr>
<tr>
<td>2490012060</td>
<td>CASH</td>
<td>0 10465000</td>
<td>1364000</td>
<td>0 819090</td>
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**SALES** | **CREDIT** | **TAX** | **COMMISSION** | **FEE** | **COMM** |
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<td>2490012060</td>
<td>CASH</td>
<td>0 -10465000</td>
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<td></td>
</tr>
</tbody>
</table>

**SALES** | **CREDIT** | **TAX** | **COMMISSION** | **FEE** | **COMM** |
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<tbody>
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<td>1364000</td>
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<td></td>
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<tr>
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<td>1364000</td>
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</tr>
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<td>CASH</td>
<td>0 -10465000</td>
<td>1364000</td>
<td>0 819090</td>
<td></td>
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<tr>
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<td>CASH</td>
<td>0 -10465000</td>
<td>1364000</td>
<td>0 819090</td>
<td></td>
</tr>
</tbody>
</table>

**REPORT** | **CREDIT** | **TAX** | **COMMISSION** | **FEE** | **COMM** |
<table>
<thead>
<tr>
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<tr>
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<td>CASH</td>
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<td></td>
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</tbody>
</table>

**REPORT** | **CREDIT** | **TAX** | **COMMISSION** | **FEE** | **COMM** |
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>2490012056</td>
<td>CASH</td>
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<td></td>
</tr>
</tbody>
</table>

**REPORT** | **CREDIT** | **TAX** | **COMMISSION** | **FEE** | **COMM** |
<table>
<thead>
<tr>
<th></th>
<th></th>
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<tbody>
<tr>
<td>2490012056</td>
<td>CASH</td>
<td>0 0</td>
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<td></td>
</tr>
</tbody>
</table>

**REPORT** | **CREDIT** | **TAX** | **COMMISSION** | **FEE** | **COMM** |
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>2490012056</td>
<td>CASH</td>
<td>0 0</td>
<td>0</td>
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<td></td>
</tr>
</tbody>
</table>

**REPORT** | **CREDIT** | **TAX** | **COMMISSION** | **FEE** | **COMM** |
<table>
<thead>
<tr>
<th></th>
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</thead>
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<td>0 0</td>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
You can add more option to the basic entry. Here you can find list of TJI options:

<table>
<thead>
<tr>
<th>Format</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>TJI/T-QR</td>
<td>Ticket stock provider</td>
</tr>
<tr>
<td>TJI/ SOF /T-QR</td>
<td>All agents/Stock provider</td>
</tr>
<tr>
<td>TJI/ SAS-1234AZ/T-QR</td>
<td>Specific agent sign/Stock provider</td>
</tr>
<tr>
<td>TJI/SOF/H-1/T-QR</td>
<td>All agents/The most recently closed period</td>
</tr>
<tr>
<td>TJI/SOF/H-2/T-QR</td>
<td>All agents/The second recently closed period</td>
</tr>
</tbody>
</table>
Item transaction report

From a query report you can request an item transaction report; this display gives you extended data about the specified item.

You can display this type of report either by entering the sequence number or by entering the ten-digit document number.

TJT/I-16/T-QR

Or

TJT/TK-2490012838/T-QR

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGENCY</td>
<td>33210752</td>
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<tr>
<td>Date</td>
<td>23AUG08</td>
</tr>
<tr>
<td>Item</td>
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</tr>
<tr>
<td>Curr</td>
<td>IRR</td>
</tr>
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<tr>
<td>Origin</td>
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<tr>
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</tr>
<tr>
<td>Manual</td>
<td>ROE1.000000XT1872000YQ352000UB</td>
</tr>
</tbody>
</table>

0 CREDIT

AGENCY - 33210752  23AUG08  8698000 CASH
OFFID/AS- MHDC32100 HO HO ITEM - 000027  2324000 TAX
DOC TYPE- ELEC TKT SALE CURR - IRR  0 FEES
AL/PROV - 157 - QR STATUS - CONFIRMED  573660 COMM
DOCUMENT- 2490012838- ELEC TKT SALE PNR 4VY4C4

PASSENGER : NAKHSAZ/HOSSEIN MR
TOUR : MHD1001 INVOICE :
FOP1 : CA  8698000 CASH
FOP2 :
FOP3 :
TAX : 30000AV 70000IR 224000XT
ORIGIN :
PURCHASER :
FARE CALC : MHD QR X/DOH QR X/LON AC YTO 000.00NUC 000.00 END
MANUAL : ROE1.000000XT1872000YQ352000UB
PRICED