

# Amadeus Ticket Changer

## Quick Card



## Welcome to Amadeus Ticket Changer

Amadeus Ticket Changer (ATC) allows you to automatically recalculate voluntary reissues and revalidations for e-tickets based on IATA industry standards. You can reissue or revalidate:

- E-tickets that have been issued in Amadeus using either the Amadeus Central Ticketing Server or a third-party ticketing server.

Use ATC for domestic and international itineraries, and fares in all currencies. You can reissue or revalidate unused tickets or partially used tickets.

All fares that have the "VC. Voluntary Changes" category attached in the fare rule qualify for Amadeus Ticket Changer. To verify if a rule contains the Voluntary Changes category enter FQNxx\*VC in Selling Platform (xx to be replaced by the FQD line number for the fare rule you want to display).

With Amadeus Ticket Changer you can make the following changes to an itinerary:

- Travel Date
- Flight Number
- Booking Class
- Routing (domestic and/or international)

The system will automatically determine whether to revalidate or reissue a ticket.

### How Amadeus Ticket Changer Works

When a passenger decides to change their itinerary you have four options with Amadeus Ticket Changer after you have rebooked the itinerary. You can request:

1. Informative pricing for the reissue (FXF)\*
2. Confirmed pricing (FXQ)
3. Best Pricer informative pricing (FXE)\*
4. Best Pricer confirmed pricing (FXO)

Amadeus Ticket Changer processes in one single transaction a single- or multi-passenger PNR, containing up to nine passengers and six types of passengers. For a partial multi-passenger reissue, each passenger must be associated to a ticket. Partial selection of passengers is not allowed with Best Pricer transactions. Repricing options applicable to all tickets must be indicated first in the transaction. With informative pricing the system does not store a reissue Transitional Stored Ticket (TST) and no changes are made to the PNR.

\* After informative pricing entries you need to also use the confirmed pricing option.

With confirmed pricing the system creates and stores the following:

- For a reissue, a reissued TST if needed
- A PNR Virtual Miscellaneous Charges Order (VMCO) containing the penalty fee for the reissue or the revalidation
- For reissues, a PNR VMCO line will contain any residual value where applicable
- For a reissue, the original exchange document in a PNR FO element.
- For a reissue, an Amadeus Ticket Changer reissue panel (TQR) including the fare and tax balances, the ticket difference, the residual value (if any), the TST additional collection (if any), the penalty fee, the total additional collection, and the grand total, which is the ticket difference plus the penalty fee.

For more information on Amadeus Ticket Changer, enter HE ATC in Amadeus Help.

### Amadeus Ticket Changer Informative and Confirmed Pricing

For more pricing entries, enter: HE ATC and GP FXF in Amadeus Help.

#### E-Ticket basic entries:

Entry	Explanation
FXF	Reprices the PNR with Amadeus Ticket Changer informative pricing.
FXQ	Reprices the PNR with Amadeus Ticket Changer confirmed pricing.
FXF/T7 FXQ/T7	Reprices the PNR for a specific ticket number by specifying the ticket element line number.
FXF/TKT057-1234567890/P1 FXQ/TKT057-1234567890/P1	Reprices the PNR for a specific ticket number
FXF/S5 FXQ/S5	Reprices a selected flight segment.

### Amadeus Ticket Changer Best Pricer Informative and Confirmed Pricing

For more pricing entries, enter: HE FXE or HE FXO in Amadeus Help.

#### E-Ticket basic entries:

Entry	Explanation
FXE	Reprices the PNR with Amadeus Ticket Changer Best Pricer informative pricing.
FXO	Reprices the PNR with Amadeus Ticket Changer Best Pricer confirmed pricing.
FXE/T7 FXO/T7	Reprices the PNR for a specific ticket number by specifying the ticket element line number.
FXE/TKT057-1234567890 FXO/TKT057-1234567890	Reprices the PNR for a specific ticket number
FXE/S5 FXO/S5	Reprices a selected flight segment.

To reprice the new itinerary, Amadeus Ticket Changer uses the Amadeus office ID of the original issuing office.

### Document Issuance

#### For a reissue

You can make the normal document issuance entries for printing the new ticket (TTP/P1) and the Penalty and Residual Value MCOs (TTM). You can also make the combined ticketing entry TTP/TTM/P1-3.

**Note:** If you print your ticket and VMCO separately print your ticket first, this will ensure that the ticket number goes into the MCO correctly.

#### For a revalidation

Make the revalidation entry to revalidate the ticket (TTP/ETRV/L6/S3/E2 (L6 is the The FA or FHE line number, S3 is the Segment number the change occurs on, E2 is the E-ticket coupon number). Make the normal issuance entry to issue the penalty VMCO, if any (TTM).

**Note:** You cannot make the combined ticketing entry for a revalidation.

## Follow-up Display Entries

To display the Penalty/Residual Value VMCO, enter: TQM/L5 (L 5 is the MCO element line number)

To display the Amadeus Ticket Changer Reissue TST, enter, for example: TQT or TQT/T4

To display the Amadeus Ticket Changer Reissue Panel (TQR), enter: TQR

## Reissue and Revalidation Steps

Here is an example of an e-ticket with a confirmed pricing entry (FXQ). For additional information and examples enter HE STEPS in Amadeus Help.

### REVALIDATION WITH PENALTY CHARGE AS MCO

Depending in the individual carrier's policies, the amendment made to the reservation may require a penalty to be collected as an MCO (Miscellaneous Charges Order)

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

RT 27ECCU or  
TWD/TKT105-9699038190 followed by RT\*E

System Response:

```

--- TST ---
RP/LON1A0900/LON1A0900 AA/SU 4MAR09/1313Z
27ECCU
1 TRAINING/TESTMR
2 AY836 V 15AUG 6 LHRHEL HK1 3 0730 1220 *1A/E*
3 AY 831 V 05SEP 6 HELLHR HK1 2 0800 0910 *1A/E*
4 AP LON 0870 9909199
5 TK OK04MAR/LON1A0900//ETAF
6 FA PAX 105-
9699038190/ETAF/GBP373.40/04MAR09/LON1A0900
/00047250/S2-3
7 FB PAX 0400001006 TTP/RT OK ETICKET ADVISE PSGR TO
BRING
FOID/PICT ID AT AP/S2-3
8 FE PAX NO REFUND CHANGE FEE APPLIES/S2-3
9 FM PAX *C*0/S2-3
10 FP CASH
11 FV AY
    
```

**Step 2** Book the new flight.  
SB07SEP3

**Step 3** Delete the TST  
TTE

**Step 4** Reprice the new itinerary with Amadeus Ticket Changer confirmed pricing:  
FXQ

System Response:

```

01 TRAINING/TESTMR
LAST TKT DTE 07MAR09 - -SEE ADV PURCHASE
TICKET STOCK RESTRICTION
-----
AL FLGT BK DATE TIME FARE BASIS NVB NVA BG
LON
HEL AY 0836V 15AUG VTOUR 15AUG15AUG 20
LON AY 0831V 07SEP VTOUR 07SEP07SEP 20
    
```

```

***** REVALIDATION *****
PENALTY GBP 89.00
*REVALIDATION :PLEASE COLLECT PENALTY
    
```

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

Amadeus Ticket Changer shows that there is a penalty of GBP89.00 to be collected on this revalidation

**Step 5** Redisplays the PNR  
RT

The new form of payment for the penalty VMCO needs to be added, (4 is the element number the MCO appears on)  
4/FPCASH

Here is the MCO for the Penalty

```

TSM00001 TYPEN LON1A0900 AA/04MAR CARR AY
1. TRAINING/TESTMR
PRESENT TO: FINNAIR
AT: LONDON
TYPE OF SERVICE: Q *REBOOKING FEE INTERNATIONAL
ADD INF/RKS:
ISSUED IN CONNEXION WITH:

FARE F GBP 89.00
EXCH VAL GBP 89.00
TOTAL GBP 89.00
    
```

Add the Issued in connection with ticket number to the VMCO (if the airline requires this)

TMI/L4/B105-9699038190

Deletes the TST (specifying the TST number if more than one TST)

**Step 6** Display the E-Ticket  
TWD  
Add received from element  
RF (NAME)

Issue the Ticket  
TTP/ETRV/L6/S3/E2/RT

## REISSUE WITH ADDITIONAL COLLECTION

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

RT 3UYK36  
TWD/TKT057-9699062212- followed by RT\*E

System Response:

```

--- TST ---
RP/LON1A0900/LON1A0900 AA/SU 6MAR09/1517Z
3UYKS6
1. TRAINING/TESTMR
2 AF6020Y 15AUG 6 ORYMRS HK1 1210 W 1230 1345
*1A/E*
3 AF6029Y 22AUG 6 MRSORY HK1 1410 4 1430 1550
*1A/E*
4 AP LON 0870 9909199
5 TK OK06MAR/LON1A0900//ETAF
6 FA PAX 057-
9699062212/ETAF/GBP444.60/06MAR09/LON1A0900
/00047250/S2-3
7 FB PAX 0600001032 TTP/RT OK ETICKET/S2-3
8 FM PAX *C*0/S2-3
9 FP CASH
10 FV AF
    
```

**Step 2** Book the new flights (e.g.  
ORY to NCE instead)

**Step 3** Delete the TST  
TTE

**Step 4** Reprice the new itinerary with Amadeus Ticket Changer confirmed pricing:  
FXQ

System Response:

```

FXQ
01 TRAINING/TESTMR
LAST TKT DTE 15AUG09 - -DATE OF ORIGIN
PRICED WITH VALIDATING CARRIER AF - REPRICE IF
DIFFERENT VC
-----
AL FLGT BK DATE TIME FARE BASIS NVB NVA BG
PAR
NCE AF 6200Y 15AUG Y2RT 15 AUG 30
PAR AF 6243Y 22AUG Y2RT 15 AUG 30
ORIGIN TRVL CURRENCY REISSUE CURRENCY

OLD BASE FARE EUR 455.00
NEW BASE FARE EUR 499.00
FARE BALANCE GBP 39.00

PAYMENT CURRENCY
OLD TAX GBP 39.60
NEW TAX GBP 41.90
TAX BALANCE GBP 2.30
TICKET DIFFERENCE GBP 41.30
PENALTY GBP 0.00
GRAND TOTAL GBP 41.30
TOTAL ADD COLL GBP 41.30
RESIDUAL VALUE GBP 0.00
    
```

There is an increase in the new fare and the tax

There is no penalty to be collected

The total additional collection will be GBP41.30

**Step 5** Redisplays the PNR  
RT

Update the Form of Payment for the ticket to show that it is the old form of payment, the new form of payment and the additional collection (8 is the element number):

8/O/CASH+/CASH/GBP41.30

**Step 6** Display the E-Ticket  
TWD

Add received from element  
RF (NAME)

Issue the new ticket and retain the reservation on the system for retrieval  
TTP/RT

## OVERVIEW OF TICKET CHANGER SCREEN

```

XQ
01 TRAINING/TESTMS
LAST TKT DTE 20JUN09 - -DATE OF ORIGIN
PRICED WITH VALIDATING CARRIER BA - REPRICE IF
DIFFERENT VC
-----
AL FLGT BK DATE TIME FARE BASIS NVB NVA BG
LON
AMS BA 0428Y 20JUN YFLBA 20JUN PC
LON BA 8110 Y 27JUN YFLBA 20JUN PC
ORIGIN TRVL CURRENCY REISSUE CURRENCY

OLD BASE FARE GBP 386.00
NEW BASE FARE GBP 371.00
FARE BALANCE GBP -15.00 A

PAYMENT CURRENCY
OLD TAX GBP 99.60
NEW TAX GBP 96.60
TAX BALANCE GBP -3.00 B
TICKET DIFFERENCE GBP -18.00 C
PENALTY GBP 40.00 D
GRAND TOTAL GBP 22.00 E
TOTAL ADD COLL GBP 50.00 F
RESIDUAL VALUE GBP -28.00 G
    
```

**A** The fare difference that is to be collected or refunded.

**B** The tax difference between the old and new ticket.

**C** The difference between the issue and reissue amounts.

**D** The penalty amount.

**E** The total cost of the exchange.

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

**G** The amount to refund back to the customer.

\*\* Note: In this instance the change has meant that an additional GBP 10.00 new tax needs to be collected, and GBP 13.00 old tax needs to be refunded. Although the total difference in taxes is GBP 3.00, GBP 10.00 has been included in the Total Add Coll, area F. The GBP -13.00 that is to be refunded has been added to the GBP -15.00 and can be seen in area G, the residual value.