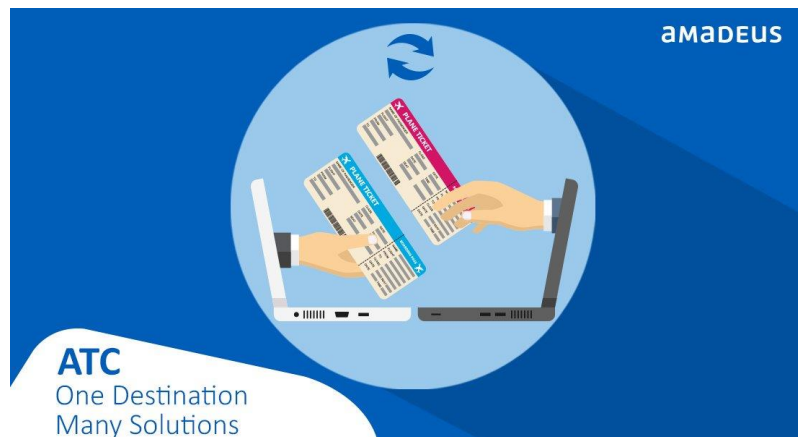


amadeus

LIVE
TRAVEL
SPACE

Amadeus Ticket Changer



THAI-Amadeus Southeast Asia Training Centre

Contents

Introduction	1
Reissue with additional collection	2
Reissue with additional collection and EMD penalty	6
Multi-passenger, Partial used ticket reissue with additional collection	10
Negotiated Fare reissue	15

Amadeus Ticket Changer (ATC)

Amadeus Ticket Changer (ATC) allows you to automatically reprice and prepare documents for voluntary reissues and revalidations, and to process refunds of E-Tickets based on IATA industry standards.

All fares that have the 'VC. Voluntary Changes' category attached in the fare rule qualify for ATC.

For ATC refund, the 'VR. Voluntary Refunds' category must be attached in the fare rule.

ATC revalidation and Reissue rules

- All tickets are eligible for an unlimited number of reissues or revalidations at any time, except when a ticket has already been reissued after departure in another GDS. Once you have made the necessary modifications to the passenger itinerary and entered pricing entries, the system will process the best pricing solution, according to the reissue conditions, whether a revalidation or a reissue.
- A reissue generates a new ticket and a penalty Transitional Stored Miscellaneous document (TSM), and/or a refundable balance or a non-refundable amount TSM, if there is one.
- A revalidation modifies the original ticket and generates a penalty TSM, if there is one.

ATC prerequisites and preconditions

The following conditions must exist before you can use ATC for reissues

- The ticket number of the document to be reissued, exchanged or revalidated must be present in the PNR (FH/FA element).
- The PNR must contain the mandatory PNR elements including the new itinerary.
- The E-Ticket Record of the original document must be accessible for Amadeus to retrieve the data that is required by ATC to perform the Voluntary reissue. If Amadeus is not allowed to retrieve the E-Ticket Record, the error message 'ACCESS TO DOCUMENT DENIED' will be displayed by the system.

ATC Reissue entries

FXQ Amadeus Ticket Changer confirmed pricing, ATC confirmed pricing with TST and TSM creation (penalty EMD and residual value EMD, if there are any). For more Amadeus Ticket Changer confirmed price entries, enter: HEFXQ

TQR Display Amadeus Ticket Changer Reissue Panel

ATC process



Step by step guides

Reissue with additional collection

1. Display the original PNR by RLOC or E-Ticket number

>RT LVO5WT (or TWD/TKT157-2759934460 followed by RT*E)

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          NW/SU  21FEB19/0717Z  LVO5WT
1.ATC/QR
2  QR 831 N 07MAR 4 BKKDOH HK1  0935 1325  07MAR  E  QR/LVO5WT
3  QR 980 N 11MAR 1 DOHBKK HK1  0215 1255  10MAR  E  QR/LVO5WT
4 AP BKK 02 207 9090 - THAI-AMADEUS SOUTHEAST ASIA CO.,LTD.-A
5 TK OK21FEB/BKKOK219W//ETQR
6 FA PAX 157-2759934460/ETQR/THB37970/21FEB19/BKKOK219W/35303354/S2
7 FB PAX 0000000000 TTP/RT OK ETICKET/S2
8 FE PAX /C1-2 NON END/CHNG PENALTIES AS PER RULE/S2
10 FM *M*5
11 FP CASH
12 FV PAX QR/S2

>TWD

TKT-1572759934460          RCI-          1A  LOC-LVO5WT
OD-BKKBKK SI-          FCPI-0  POI-BKK  DOI-21FEB19  IOI-35303354
1.ATC/QR          ADT          ST
1 OBKK QR 831  N 07MAR0935 OK NLR9R1RX          O          30K
2 ODOH QR 980  N 11MAR0215 OK NLR9R1RX          O  10MAR          30K
   BKK
FARE  F THB          26615
TOTALTAX THB          11355
TOTAL  THB          37970
/FC BKK QR DOH411.91QR BKK411.91NUC823.82END ROE32.306800
FE /C1-2 NON END/CHNG PENALTIES AS PER RULE
FP CASH
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
  
```

2. Rebook itinerary

>SB10MAR3

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          NW/SU  21FEB19/0717Z  LVO5WT
1.ATC/QR
2  QR 831 N 07MAR 4 BKKDOH HK1  0935 1325  07MAR  E  QR/LVO5WT
3  QR 980 N 10MAR 7 DOHBKK HK1  0215 1255  10MAR  E  QR/LVO5WT
4 AP BKK 02 207 9090 - THAI-AMADEUS SOUTHEAST ASIA CO.,LTD.-A
5 TK OK21FEB/BKKOK219W//ETQR
6 FA PAX 157-2759934460/ETQR/THB37970/21FEB19/BKKOK219W/35303354/S2
7 FB PAX 0000000000 TTP/RT OK ETICKET/S2
8 FE PAX /C1-2 NON END/CHNG PENALTIES AS PER RULE/S2
10 FM *M*5
11 FP CASH
12 FV PAX QR/S2
  
```

Amadeus Ticket Changer

3. Re-price the new itinerary with Amadeus Ticket Changer confirmed pricing entry

>FXQ

```

01 ATC/QR
LAST TKT DTE 07MAR19 - - DATE OF ORIGIN
PENALTY COLLECTED ON TICKET
TICKET STOCK RESTRICTION
BG CXR: QR/QR
-----
AL FLGT BK DATE TIME FARE BASIS NVB NVA BG
BKK
DOH QR 0831 N 07MAR NLR9R1RX 07MAR 30
BKK QR 0980 N 10MAR NLR9R1RW 10MAR07MAR 30
ORIGIN TRVL CURRENCY REISSUE CURRENCY
OLD BASE FARE THB 26615
NEW BASE FARE THB 27115
FARE BALANCE THB 500
PAYMENT CURRENCY
OLD TAX THB 11355
NEW TAX THB 11355
TAX BALANCE THB 0
TICKET DIFFERENCE THB 500
PENALTY THB 3465
GRAND TOTAL THB 3965
TOTAL ADD COLL THB 3965
RESIDUAL VALUE THB 0
  
```

FQN1*VC
 1 - PTC 1 ADT
 FARE COMPONENT 1 ADT BKKDOH QR NLR9R1RX PU 1 N
 FCL: NLR9R1RX TRF: 33 RULE: RY10 BK: N
 PTC: ADT-ADULT FTC: ER -ECONOMY RESTRICTED
 VC.VOLUNTARY CHANGES
 FOR NLR9R1RX TYPE FARES
 BEFORE DEPARTURE OF JOURNEY - APPLIES WITHIN TKT VALIDITY
 CERTAIN DOMESTIC REISSUE PROVISIONS MAY BE **OVERIDDEN**
 BY THOSE OF QR INTERNATIONAL FARES CHARGE **USD 110.00**
 OR HIGHEST FEE OF ALL CHANGED FARE COMPONENTS -
 DISCOUNTS APPLY - NO FEE FOR INFANTS W/O SEAT AND
 REPRICE USING FARES IN EFFECT TODAY

4. Display Amadeus Ticket Changer Reissue Panel and Transitional Stored Ticket (optional)

>TQR

```

TST00002 TKT-157-2759934460E1
PENALTY COLLECTED ON TICKET
01.ATC/QR
ORIGIN TRVL CURRENCY REISSUE CURRENCY
OLD BASE FARE THB 26615
NEW BASE FARE THB 27115
FARE BALANCE THB 500
PAYMENT CURRENCY
OLD TAX THB 11355
NEW TAX THB 11355
TAX BALANCE THB 0
TICKET DIFFERENCE THB 500
RESIDUAL VALUE THB 0
TST ADD COLL THB 3965
PENALTY THB 3465
TOTAL ADD COLL THB 3965
GRAND TOTAL THB 3965
  
```

Amadeus Ticket Changer

>TQT

```

TST00002      BKKOK219W NW/21FEB I 0 LD 07MAR19 2359 OD BKKBKK
T-
FXQ
  1.ATC/QR
  1  BKK QR  831 N 07MAR 0935 OK NLR9R1RX          07MAR 30K
  2  O DOH QR 980 N 10MAR 0215 OK NLR9R1RW          10MAR07MAR 30K
    BKK
FARE  R THB      27115
TX001 X THB      3465-XP TX002 O THB      35-E7AD TX003 O THB      35-E7AP
TX004 O THB      305-G4AF TX005 O THB      15-G8AE TX006 O THB      15-G8DP
TX007 O THB      65-PZAV TX008 O THB      65-PZSE TX009 O THB      350-QAAP
TX010 O THB      700-TSLA TX011 O THB      9510-YQAC TX012 O THB      260-YRVB
TOTAL THB      3965
GRAND TOTAL THB      3965
BKK QR DOH411.91QR BKK427.38NUC839.29END ROE32.306800

```

5. Redisplay PNR and update FP element for the Original and New Form of Payment

>RT

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W      NW/SU  21FEB19/0717Z  LVO5WT
  1.ATC/QR
  2  QR 831 N 07MAR 4 BKKDOH HK1  0935 1325  07MAR  E  QR/LVO5WT
  3  QR 980 N 10MAR 7 DOHBKK HK1  0215 1255  10MAR  E  QR/LVO5WT
  4  AP BKK 02 207 9090 - THAI-AMADEUS SOUTHEAST ASIA CO.,LTD.-A
  5  TK OK21FEB/BKKOK219W//ETQR
  6  FA PAX 157-2759934460/ETQR/THB37970/21FEB19/BKKOK219W/35303354/S2
  7  FB PAX 0000000000 TTP/RT OK ETICKET/S2
  8  FE PAX THB6140 NONREF - /C1-2 NON END/CHNG PENALTIES AS PERRULE/S2-3
  9  FG PAX 0000000000 BKKTG21Y4/S2
10 FM *M*5
 11  FO PAX 157-2759934460BKK21FEB19/35303354/157-27599344604E1/S2-3
 12  FP O/CASH+/CASH
 13  FV PAX QR/S2-3

```

6. Issue the new ticket

>RFPAX;ER

TTP/RT/P1

OK ETICKET

Amadeus Ticket Changer

Redisplay PNR and E-Ticket Record

>RT

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          NW/SU  21FEB19/0720Z  LVO5WT
1.ATC/QR
2  QR 831 N 07MAR 4 BKKDOH HK1  0935 1325  07MAR  E  QR/LVO5WT
3  QR 980 N 10MAR 7 DOHBKK HK1  0215 1255  10MAR  E  QR/LVO5WT
4 AP BKK 02 207 9090 - THAI-AMADEUS SOUTHEAST ASIA CO.,LTD.-A
5 TK OK21FEB/BKKOK219W//ETQR
6 FA PAX 157-2759934461/ETQR/THB3965/21FEB19/BKKOK219W/35303354/S2-3
7 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
8 FE PAX THB6140 NONREF - /C1-2 NON END/CHNG PENALTIES AS PER RULE/S2-3
9 FG PAX 0000000000 BKKTG21Y4/S2-3
10 FM *M*5
11 FO PAX 157-2759934460BKK21FEB19/35303354/157-27599344604E1/S2-3
12 FP O/CASH+/CASH
13 FV PAX QR/S2-3

```

>TWD

```

TKT-1572759934461          RCI-          1A  LOC-LVO5WT
OD-BKKBKK SI-          FCPI-0  POI-BKK  DOI-21FEB19  IOI-35303354
1.ATC/QR          ADT          ST
1 OBKK QR 831  N 07MAR0935 OK NLR9R1RX          O          07MAR 30K
2 ODOH QR 980  N 10MAR0215 OK NLR9R1RW          O          10MAR07MAR 30K
BKK
FARE  R THB          27115
TOTALTAX THB          3465
TAXES  PD
TOTAL  THB          3965A
/FC BKK QR DOH411.91QR BKK427.38NUC839.29END ROE32.306800
FE THB6140 NONREF - /C1-2 NON END/CHNG PENALTIES AS PER RULE
FO 157-2759934460BKK21FEB19/35303354/157-2759934460
FP O/CASH+/CASH
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX

```

>TWD/TAX

```

TOTALTAX  THB          3465
TX01 THB          3465XP

PD01 THB          35E7  PD02 THB          35E7  PD03 THB          305G4
PD04 THB          15G8  PD05 THB          15G8  PD06 THB          65PZ
PD07 THB          65PZ  PD08 THB          350QA  PD09 THB          700TS
PD10 THB          9510YQ  PD11 THB          260YR

```


Reissue with additional collection and EMD penalty

1. Display the original PNR by RLOC

>RT LT72ZZ

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          NW/SU  20FEB19/1005Z  LT72ZZ
1.ATC/AF
2  AF 165 E 15MAR 5 BKKCDG HK1 1130 1835 15MAR E AF/LT72ZZ
3  AF 166 E 25MAR 1 CDGBKK HK1 1605 0915 26MAR E AF/LT72ZZ
4 AP BKK 02 207 9090 - THAI-AMADEUS SOUTHEAST ASIA CO.,LTD.-A
5 TK OK20FEB/BKKOK219W//ETAF
6 FA PAX 057-2759934455/ETAF/THB37355/20FEB19/BKKOK219W/35303354/S2-3
7 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3
8 FG PAX 0000000000 BKKTG21Y4/S2-3
9 FM *M*0
10 FP CASH
11 FV PAX AF/S2-3

>TWD

TKT-0572759934455          RCI-          1A LOC-LT72ZZ
OD-BKKBKK SI-          FCPI-0  POI-BKK  DOI-20FEB19  IOI-35303354
1.ATC/AF          ADT          ST
1 OBKK AF 165 E 15MAR1130 OK ELXSRTH O 15MAR15MAR 1PC
2 OCDG AF 166 E 25MAR1605 OK ELXSRTH O 25MAR25MAR 1PC
   BKK
FARE F THB 25680
TOTALTAX THB 11675
TOTAL THB 37355
/FC BKK AF PAR397.43AF BKK397.43NUC794.86END ROE32.306800
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX

```

2. Rebook itinerary

>SB13MAR2

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          NW/SU  20FEB19/1005Z  LT72ZZ
1.ATC/AF
2  AF 165 E 13MAR 3 BKKCDG HK1 1130 1835 13MAR E AF/LT72ZZ
3  AF 166 E 25MAR 1 CDGBKK HK1 1605 0915 26MAR E AF/LT72ZZ
4 AP BKK 02 207 9090 - THAI-AMADEUS SOUTHEAST ASIA CO.,LTD.-A
5 TK OK20FEB/BKKOK219W//ETAF
6 OPW-22FEB:1800/1C7/AF REQUIRES TICKET ON OR BEFORE 23FEB:1800/S2
7 OPC-23FEB:1800/1C8/AF CANCELLATION DUE TO NO TICKET/S2
8 FA PAX 057-2759934455/ETAF/THB37355/20FEB19/BKKOK219W/35303354/S3
9 FB PAX 0000000000 TTP/RT OK ETICKET/S3
10 FG PAX 0000000000 BKKTG21Y4/S3
11 FM *M*0
12 FP CASH

```

>FXQ

4. Display Amadeus Ticket Changer Reissue Panel and Transitional Stored Ticket **(optional)**

>TQR

Page 7 of 20

Amadeus Ticket Changer

>TQT

```

TST00002      BKKOK219W NW/21FEB I 0 LD 13MAR19 2359 OD BKKBKK
T-
FXQ
  1.ATC/AF
  1  BKK AF 165 E 13MAR 1130 OK ELXSRTH      13MAR13MAR 1PC
  2  O CDG AF 166 E 25MAR 1605 OK ELXSRTH      25MAR25MAR 1PC
    BKK
FARE  R THB      25680
TX001 O THB      35-E7AD TX002 O THB      35-E7AP TX003 O THB      290-FRSE
TX004 O THB      445-FRTI TX005 O THB      15-G8AE TX006 O THB      15-G8DP
TX007 O THB      165-IZEB TX008 O THB      1015-QXAP TX009 O THB      700-TSLA
TX010 O THB      860-YQAD TX011 O THB      8100-YRVB
TOTAL THB 0
GRAND TOTAL THB 0 ←
BKK AF PAR397.43AF BKK397.43NUC794.86END ROE32.306800

```

5. Redisplay PNR, display TSM and update FP element for the Original and New Form of Payment

>RT

```

--- TST TSM RLR ---
RP/BKKOK219W/BKKOK219W      NW/SU  21FEB19/0214Z  LT72ZZ
  1.ATC/AF
  2  AF 165 E 13MAR 3 BKKCDG HK1 1130 1835 13MAR E AF/LT72ZZ
  3  AF 166 E 25MAR 1 CDGBKK HK1 1605 0915 26MAR E AF/LT72ZZ
4 SVC AF HK1 PENF ←
  5 AP BKK 02 207 9090 - THAI-AMADEUS SOUTHEAST ASIA CO.,LTD.-A
  6 TK OK20FEB/BKKOK219W//ETAF
  9 FA PAX 057-2759934455/ETAF/THB37355/20FEB19/BKKOK219W/35303354/S3
 10 FB PAX 0000000000 TTP/RT OK ETICKET/S3
 11 FE PAX THB25680 NONREF/S2-3
13 FM *M*0
 14 FO PAX 057-2759934455BKK20FEB19/35303354/057-2759934455E1/S2-3
 15 FP O/CASH
 16 FV PAX AF/S2-3

```

>TQM

```

TSM 1 TYPE P      BKKOK219W NW/21FEB 00 INT I EMD-S CARR AF
  1.ATC/AF
RFIC-D/I  FINANCIAL IMPACT
  1. RFISC-98F PENALTY FEE ←                                L 4
    OPERATING CC-AF      CPN VALUE-3780
    PRESENT TO:AIR FRANCE
    PRESENT AT:BANGKOK
    NON REFUNDABLE
    NON EXCHANGEABLE
    CONSUMED AT ISSUANCE

ADD INF/RKS:

FARE F THB 3780 ←
EXCH VAL THB 3780
TOTAL THB 3780
FP CASH

```

6. Issue the new ticket and EMD

>RFPAX;TTP/TTM/RT/P1

OK ETICKET/EMD

Amadeus Ticket Changer

Redisplay PNR, E-Ticket Record and EMD record

>RT

```

--- TST TSM RLR ---
RP/BKKOK219W/BKKOK219W          NW/SU  21FEB19/0215Z  LT72ZZ
1.ATC/AF
2  AF 165 E 13MAR 3 BKKCDG HK1  1130 1835  13MAR  E  AF/LT72ZZ
3  AF 166 E 25MAR 1 CDGBKK HK1  1605 0915  26MAR  E  AF/LT72ZZ
4  SVC AF HK1  PENF
6  TK OK21FEB/BKKOK219W//ETAF
7  FA PAX 057-2759934457/ETAF/THB0/21FEB19/BKKOK219W/35303354/S2-3
8  FA PAX 057-3016692201/DTAF/THB3780/21FEB19/BKKOK219W/35303354/S4
14 FO PAX 057-2759934455BKK20FEB19/35303354/057-2759934455E1/S2-3
15 FP O/CASH

```

>TWD

```

TKT-0572759934457          RCI-          1A  LOC-LT72ZZ
OD-BKKBKK SI-          FCPI-0  POI-BKK  DOI-21FEB19  IOI-35303354
1.ATC/AF          ADT          ST
1  OBKK AF 165      E 13MAR1130 OK ELXSRTH          O  13MAR13MAR 1PC
2  OCDG AF 166      E 25MAR1605 OK ELXSRTH          O  25MAR25MAR 1PC
      BKK
FARE      R THB          25680
TOTALTAX THB          0
TAXES      PD
TOTAL      THB          NO ADC
/FC BKK AF PAR397.43AF BKK397.43NUC794.86END ROE32.306800
FE THB25680 NONREF
FO 057-2759934455BKK20FEB19/35303354/057-2759934455
FP O/CASH

```

>EWD

```

EMD-0573016692201          TYPE-S          SYS-1A  LOC-LT72ZZ
INT-I          FCI-0  0          POI-BKK          DOI-21FEB19          IOI-35303354
PAX- ATC/AF          ADT
RFIC-D FINANCIAL IMPACT
REMARKS-
CPN-1  RFISC-98F AF          S-F  SAC- 0576VRXJWEYG9  VALUE-3780
DESCRIPTION-PENALTY FEE
NON-REFUNDABLE
NON-EXCHANGEABLE
CONSUMED AT ISSUANCE
PRESENT TO-AIR FRANCE
PRESENT AT-BANGKOK
ICW-0572759934457
SERVICE REMARKS-
FARE      F      THB          3780
EXCH VAL THB          3780          RFND VAL
TAX-
TOTAL      THB          3780

```

Multi-passenger, Partial used ticket reissue with additional collection

1. Display the original PNR by RLOC

>RT LYNLV2

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W      NW/SU  22FEB19/0828Z  LYNLV2
 1.ATC/E  2.ATC/K
 3  EK 377 U 22FEB 5 BKKDXB      FLWN
 4  EK 374 U 05MAR 2 DXBBKK HK2  2235 0735  06MAR  E  EK/GG5P4N
 5 AP BKK 02 207 9090 - THAI-AMADEUS SOUTHEAST ASIA CO.,LTD.-A
 6 TK OK22FEB/BKKOK219W//ETEK
 7 FA PAX 176-2759934476/ETEK/THB28470/22FEB19/BKKOK219W/35303354/S3-4/P1
 8 FA PAX 176-2759934477/ETEK/THB28470/22FEB19/BKKOK219W/35303354/S3-4/P2
 9 FB PAX 0000000000 TTP/RT OK ETICKET/S3-4/P1-2
10 FE PAX NON-END/FLEX/S3-4/P1-2
11 FG PAX 0000000000 BKKTG21Y4/S3-4/P1-2
12 FM *M*5
13 FP CASH
14 FV PAX EK/S3-4/P1-2

```

>TWD/L7

```

TKT-1762759934476      RCI-      1A  LOC-LYNLV2
OD-BKKBKK SI-      FCPI-0  POI-BKK  DOI-22FEB19  IOI-35303354
 1.ATC/E      ADT      ST
 1 OBKK EK 377  U 22FEB1600 OK ULEESTH1      F      22JUN 30K
 2 ODXB EK 374  U 05MAR2235 OK ULEESTH1      O      25FEB22JUN 30K
   BKK
FARE  F THB      18150
TOTALTAX THB      10320
TOTAL  THB      28470
/FC BKK EK DXB280.90EK BKK280.90NUC561.80END ROE32.306800
FE NON-END/FLEX
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX

```

>TWD/L8

```

TKT-1762759934477      RCI-      1A  LOC-LYNLV2
OD-BKKBKK SI-      FCPI-0  POI-BKK  DOI-22FEB19  IOI-35303354
 1.ATC/K      ADT      ST
 1 OBKK EK 377  U 22FEB1600 OK ULEESTH1      F      22JUN 30K
 2 ODXB EK 374  U 05MAR2235 OK ULEESTH1      O      25FEB22JUN 30K
   BKK
FARE  F THB      18150
TOTALTAX THB      10320
TOTAL  THB      28470
/FC BKK EK DXB280.90EK BKK280.90NUC561.80END ROE32.306800
FE NON-END/FLEX
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX

```

Amadeus Ticket Changer

2. Rebook itinerary

>SB3MAR4

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          NW/SU  25FEB19/0214Z  LYNLV2
 1.ATC/E   2.ATC/K
 3  EK 377 U 22FEB 5 BKKDXB      FLWN
 4  EK 374 U 03MAR 7 DXBBKK HK2  2235 0735  04MAR  E  EK/GG5P4N
 5 AP BKK 02 207 9090 - THAI-AMADEUS SOUTHEAST ASIA CO.,LTD.-A
 6 TK OK22FEB/BKKOK219W//ETEK
 7 FA PAX 176-2759934476/ETEK/THB28470/22FEB19/BKKOK219W/35303354/S3/P1
 8 FA PAX 176-2759934477/ETEK/THB28470/22FEB19/BKKOK219W/35303354/S3/P2
 9 FB PAX 0000000000 TTP/RT OK ETICKET/S3/P1-2
10 FE PAX NON-END/FLEX/S3/P1-2
12 FM *M*5
13 FP CASH
14 FV PAX EK/S3/P1-2

```

3. Re-price the new itinerary with Amadeus Ticket Changer confirmed pricing entry

>FXQ/S4

PASSENGER	PTC	PENALTY	TOT ADDCOL	RESIDUAL	GRD TOTAL
		<THB>	<THB>	<THB>	<THB>
01 ATC/E	ADT	2000	2500	0	2500
02 ATC/K	ADT	2000	2500	0	2500
	TOTAL	4000	5000	0	5000

Or

>FXQ/S4/P1 (ATC confirmed pricing with the passenger number)

01 ATC/E LAST TKT DTE 22FEB19 - - DATE OF ORIGIN FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL) SERVICE MAY HAVE CHANGED - PLEASE CHECK NEW CONTRACT PENALTY COLLECTED ON TICKET									

AL	FLGT	BK	DATE	TIME	FARE BASIS	NVB	NVA	BG	
DXB									
BKK	EK	0374	U	03MAR	ULEESTH1		25FEB22JUN	30	
				ORIGIN	TRVL CURRENCY		REISSUE	CURRENCY	
OLD BASE FARE				THB	18150				
NEW BASE FARE				THB	18650				
FARE BALANCE						THB	500		

					PAYMENT CURRENCY				
OLD TAX				THB	10320				
NEW TAX				THB	10320				
TAX BALANCE						THB	0		
TICKET DIFFERENCE						THB	500		
PENALTY						THB	2000		
GRAND TOTAL						THB	2500		
TOTAL ADD COLL						THB	2500		
RESIDUAL VALUE				THB	0				

← Weekend surcharge for DXB-BKK travel on Sunday

← Change Fee

4. Display Amadeus Ticket Changer Reissue Panel and Transitional Stored Ticket (optional)

>TQR

T	P/S	NAME	GRAND TOTAL	SEGMENTS
2	.1	ATC/E	THB 2500	3-4
3	.2	ATC/K	THB 2500	3-4

>TQR/T2

TST00002 TKT-176-2759934476E1
 FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
 01.ATC/E

	ORIGIN TRVL CURRENCY	REISSUE CURRENCY
OLD BASE FARE	THB 18150	
NEW BASE FARE	THB 18650	
FARE BALANCE		THB 500
	PAYMENT CURRENCY	
OLD TAX	THB 10320	
NEW TAX	THB 10320	
TAX BALANCE		THB 0
TICKET DIFFERENCE		THB 500
RESIDUAL VALUE	THB 0	
TST ADD COLL		THB 2500
PENALTY		THB 2000
TOTAL ADD COLL		THB 2500
GRAND TOTAL		THB 2500

>TQR/T3

TST00003 TKT-176-2759934477E1
 FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)
 02.ATC/K

	ORIGIN TRVL CURRENCY	REISSUE CURRENCY
OLD BASE FARE	THB 18150	
NEW BASE FARE	THB 18650	
FARE BALANCE		THB 500
	PAYMENT CURRENCY	
OLD TAX	THB 10320	
NEW TAX	THB 10320	
TAX BALANCE		THB 0
TICKET DIFFERENCE		THB 500
RESIDUAL VALUE	THB 0	
TST ADD COLL		THB 2500
PENALTY		THB 2000
TOTAL ADD COLL		THB 2500
GRAND TOTAL		THB 2500

>TQT

T	P/S	NAME	TOTAL	FOP	SEGMENTS
2	.1	ATC/E	THB 2500	CASH	3-4
3	.2	ATC/K	THB 2500	CASH	3-4

Amadeus Ticket Changer

>TQT/T2

TST00002 BKKOK219W NW/25FEB I 0 LD 22FEB19 2359 OD BKKBKK
 T-
 FXQ/S4
 1.ATC/E
 1 O DXB EK 374 U 03MAR 2235 OK ULEESTH1 25FEB22JUN 30K
 BKK
 FARE R THB 18650
TX001 X THB 2000-OD TX002 O THB 645-AEAD TX003 O THB 35-E7AD
 TX004 O THB 35-E7AP TX005 O THB 300-F6TO TX006 O THB 15-G8AE
 TX007 O THB 15-G8DP TX008 O THB 45-TPSE TX009 O THB 700-TSLA
 TX010 O THB 8440-YQAC TX011 O THB 90-ZRAP
TOTAL THB 2500
GRAND TOTAL THB 2500
 BKK EK DXB280.90EK BKK Q15.47 280.90NUC577.27END ROE32.306800
 10.FE THB5000 NONREF - NON-END/FLEX
13.FM *M*5
 14.FO 176-2759934476BKK22FEB19/35303354/176-27599344765E1
 16.FP O/CASH+/CASH
 17.FV EK

>TQT/T3

TST00003 BKKOK219W NW/25FEB I 0 LD 22FEB19 2359 OD BKKBKK
 T-
 FXQ/S4
 2.ATC/K
 1 O DXB EK 374 U 03MAR 2235 OK ULEESTH1 25FEB22JUN 30K
 BKK
 FARE R THB 18650
TX001 X THB 2000-OD TX002 O THB 645-AEAD TX003 O THB 35-E7AD
 TX004 O THB 35-E7AP TX005 O THB 300-F6TO TX006 O THB 15-G8AE
 TX007 O THB 15-G8DP TX008 O THB 45-TPSE TX009 O THB 700-TSLA
 TX010 O THB 8440-YQAC TX011 O THB 90-ZRAP
TOTAL THB 2500
GRAND TOTAL THB 2500
 BKK EK DXB280.90EK BKK Q15.47 280.90NUC577.27END ROE32.306800
 11.FE THB5000 NONREF - NON-END/FLEX
13.FM *M*5
 15.FO 176-2759934477BKK22FEB19/35303354/176-27599344776E1
 16.FP O/CASH+/CASH
 18.FV EK

5. Redisplay PNR and update FP element for the Original and New Form of Payment

>RT

--- TST RLR ---
 RP/BKKOK219W/BKKOK219W NW/SU 25FEB19/0228Z LYNLV2
 1.ATC/E 2.ATC/K
 3 EK 377 U 22FEB 5 BKKDXB FLWN
 4 EK 374 U 03MAR 7 DXBBKK HK2 2235 0735 04MAR E EK/GG5P4N
 5 AP BKK 02 207 9090 - THAI-AMADEUS SOUTHEAST ASIA CO.,LTD.-A
 6 TK OK22FEB/BKKOK219W//ETEK
 7 FA PAX 176-2759934476/ETEK/THB28470/22FEB19/BKKOK219W/35303354/S3/P1
 8 FA PAX 176-2759934477/ETEK/THB28470/22FEB19/BKKOK219W/35303354/S3/P2
 9 FB PAX 0000000000 TTP/RT OK ETICKET/S3/P1-2
 14 FO PAX 176-2759934476BKK22FEB19/35303354/176-27599344765E2/S3-4/P1
 15 FO PAX 176-2759934477BKK22FEB19/35303354/176-27599344776E2/S3-4/P2
 16 FP O/CASH+/CASH
17.FM *M*0

Amadeus Ticket Changer

6. Issue the new ticket for each passenger

>RFPAX;ER

TTP/RT/P1

OK ETICKET

>RFPAX;ER

TTP/RT/P2

OK ETICKET

Redisplay PNR, E-Ticket Record

>RT

```

--- TST RLR ---
RP/BKKOK219W/BKKOK219W          NW/SU  25FEB19/0228Z  LYNLV2
 1.ATC/E   2.ATC/K
 3  EK 377 U 22FEB 5 BKKDXB          FLWN
 4  EK 374 U 03MAR 7 DXBBKK HK2  2235 0735  04MAR  E  EK/GG5P4N
 5 AP BKK 02 207 9090 - THAI-AMADEUS SOUTHEAST ASIA CO.,LTD.-A
 6 TK OK25FEB/BKKOK219W//ETEK
 7 FA PAX 176-2759934478/ETEK/THB2500/25FEB19/BKKOK219W/35303354/S3/P1
 8 FA PAX 176-2759934479/ETEK/THB2500/25FEB19/BKKOK219W/35303354/S3/P2
 9 FB PAX 0000000000 TTP/RT OK ETICKET/S3/P1
10 FB PAX 0000000000 TTP/RT OK ETICKET/S3/P2
14 FO PAX 176-2759934476BKK22FEB19/35303354/176-27599344765E2/S3-4/P1
15 FO PAX 176-2759934477BKK22FEB19/35303354/176-27599344776E2/S3-4/P2
16 FP O/CASH+/CASH
17.FM *M*0

```

Negotiated fare Reissue with additional collection and EMD penalty

1. Display the original PNR by RLOC

>RT PO5XM2

```

--- TST RLR ---
RP/BKKIQ310U/BKKIQ310U          NW/SU  24APR19/0859Z  PO5XM2
 1.ATC/TG
 2  TG 403 W 10MAY 5 BKKSIN HK1  0800 1115  10MAY  E  TG/PO5XM2
 3  TG 414 W 15MAY 3 SINBKK HK1  1555 1715  15MAY  E  TG/PO5XM2
 4 AP BKK +66 2 207-9090 - AMADEUS TRAINING - A
 5 TK OK24APR/BKKIQ310U//ETT
 6 FA PAX 217-2327262714/ETT/24APR19/BKKIQ310U/35200012/S2-3
 7 FB PAX 0000000000 TTP/RT/T-TG OK ETICKET/S2-3
 8 FE PAX NON ENDORSE / CHANGE FEE APPLIED / NON REFUND/S2-3
 9 FG PAX 0000000000 BKKTG21Y4/S2-3
10 FM PAX *F*0.00N/S2-3
11 FP CASH
12 FV PAX *F*TG/S2-3

>TWD

TKT-2172327262714          RCI-          1A  LOC-PO5XM2
OD-BKKBKK SI-          FCPI-N  POI-BKK  DOI-24APR19  IOI-35200012
 1.ATC/TG          ADT          ST
 1 OBKK TG 403      W 10MAY0800 OK W1LYTH1      O  10MAY10MAY 20K
 2 OSIN TG 414      W 15MAY1555 OK W1LYTH1      O  15MAY15MAY 20K
   BKK
FARE  N THB          4750      P THB          4750
TOTALTAX THB          3200
TOTAL    THB          7950      THB          7950
/FC BKK TG SIN74.70TG BKK74.70NUC149.40END ROE31.787400
FE NON ENDORSE / CHANGE FEE APPLIED / NON REFUND
FP CASH
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
NET REPORTING IT/BT

```

2. Rebook itinerary

>SBQ3

```

--- TST RLR ---
RP/BKKIQ310U/BKKIQ310U          NW/SU  24APR19/0859Z  PO5XM2
 1.ATC/TG
 2  TG 403 W 10MAY 5 BKKSIN HK1  0800 1115  10MAY  E  TG/PO5XM2
 3  TG 414 Q 15MAY 3 SINBKK DK1  1555 1715  15MAY  E  0 773 M
 4 AP BKK +66 2 207-9090 - AMADEUS TRAINING - A
 5 TK OK24APR/BKKIQ310U//ETT
 6 FA PAX 217-2327262714/ETT/24APR19/BKKIQ310U/35200012/S2
 7 FB PAX 0000000000 TTP/RT/T-TG OK ETICKET/S2
 8 FE PAX NON ENDORSE / CHANGE FEE APPLIED / NON REFUND/S2
10 FM PAX *F*0.00N/S2
11 FP CASH
12 FV PAX *F*TG/S2

```

Amadeus Ticket Changer

3. Re-price the new itinerary with Amadeus Ticket Changer confirmed pricing entry

>FXQ/R,U*TGF01

```

01 ATC/TG
LAST TKT DTE 10MAY19 - - DATE OF ORIGIN
CAT35 NEGOTIATED FARES
TICKET STOCK RESTRICTION
BG CXR: TG/TG
-----
      AL FLGT  BK   DATE  TIME  FARE BASIS      NVB  NVA  BG
BKK
SIN TG   0403 W    10MAY      W1LYTH1      10MAY10MAY 20
BKK TG   0414 Q    15MAY      Q1LYTH1      15MAY15MAY 30
      ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE      THB      4750
NEW BASE FARE      THB      5985
FARE BALANCE                      THB      1235
-----
      PAYMENT CURRENCY
OLD TAX      THB      3200
NEW TAX      THB      3200
TAX BALANCE                      THB      0
TICKET DIFFERENCE                      THB      1235
PENALTY                      THB      3000
GRAND TOTAL                      THB      4235
TOTAL ADD COLL                  THB      4235
RESIDUAL VALUE      THB      0

```

4. Display Transitional Stored Ticket

>TQN

```

TST00002      BKKIQ310U NW/24APR F N LD 10MAY19 2359  OD BKKBKK
T-
FXQ/R,U*TGF01
  1.ATC/TG
  1  BKK TG   403 W 10MAY 0800  OK W1LYTH1      10MAY10MAY 20K
  2  O SIN TG   414 Q 15MAY 1555  OK Q1LYTH1      15MAY15MAY 30K
    BKK
      P THB      5985
      N THB      5985
FARE  R THB      5985
TX001 O THB      35-E7AD TX002 O THB      35-E7AP TX003 O THB      15-G8AE
TX004 O THB      15-G8DP TX005 O THB      255-L7DE TX006 O THB      145-OPAE
TX007 O THB      780-SGAD TX008 O THB      700-TSLA TX009 O THB      1220-YQAC
TOTAL THB      1235
GRAND TOTAL THB      1235
BKK TG SIN74.70TG BKK113.56NUC188.26END ROE31.787400

```

Amadeus Ticket Changer

5. Redisplay PNR, display TSM and update FP element for the Original and New Form of Payment on TST and add FP on TSM

>RT

```

--- TST TSM RLR ---
RP/BKKIQ310U/BKKIQ310U      NW/SU  24APR19/0903Z  PO5XM2
1.ATC/TG
2  TG 403 W 10MAY 5 BKK SIN HK1 0800 1115 10MAY E TG/PO5XM2
3  TG 414 Q 15MAY 3 SIN BKK HK1 1555 1715 15MAY E TG/PO5XM2
4 SVC TG HK1 PENF ←
5 AP BKK +66 2 207-9090 - AMADEUS TRAINING - A
6 TK OK24APR/BKKIQ310U//ETTG
7 OPW-14MAY:1200/1C7/TG REQUIRES TICKET ON OR BEFORE15MAY:1200/S3
8 OPC-15MAY:1200/1C8/TG CANCELLATION DUE TO NO TICKET/S3
9 FA PAX 217-2327262714/ETTG/24APR19/BKKIQ310U/35200012/S2
10 FB PAX 0000000000 TTP/RT/T-TG OK ETICKET/S2
11 FE PAX THB5985 NONREF - NON ENDORSE / CHANGE FEE APPLIED /NON REFUND/S2-3
12 FG PAX 0000000000 BKKTG21Y4/S2
13 FM PAX *F*0.00N/S2-3
14 FO PAX 217-2327262714BKK24APR19/35200012/217-23272627143E1/S2-3
15 FP O/CASH+/CASH
16 FV PAX *F*TG/S2-3

```

>TQM

```

TSM 1 TYPE P      BKKIQ310U NW/24APR 00 INT I EMD-S CARR TG
1.ATC/TG
RFIC-D/Q  FINANCIAL IMPACT
1. RFISC-993 ATC PENALTY FEE                                L 4
   OPERATING CC-TG      CPN VALUE-3000
   PRESENT TO:THAI AIRWAYS INTERNATIONAL
   PRESENT AT:BANGKOK
   NON REFUNDABLE
   NON EXCHANGEABLE
   NON INTERLINEABLE
   CONSUMED AT ISSUANCE

ADD INF/RKS:

FARE      F  THB      3000
EXCH VAL   THB      3000
TOTAL     THB      3000 ←
FP CASH

```

> RFPAX;ER

6. Issue the new ticket and EMD

>TTP/TTM/T-TG/RT/P1

OK ETICKET/EMD

Amadeus Ticket Changer

Redisplay PNR, E-Ticket Record and EMD Record

>RT

```

--- TST TSM RLR ---
RP/BKKIQ310U/BKKIQ310U          NW/SU  24APR19/0908Z  PO5XM2
1.ATC/TG
2  TG 403 W 10MAY 5 BKKSIN HK1  0800 1115  10MAY  E  TG/PO5XM2
3  TG 414 Q 15MAY 3 SINBKK HK1  1555 1715  15MAY  E  TG/PO5XM2
4  SVC TG HK1 PENF
5  AP BKK +66 2 207-9090 - AMADEUS TRAINING - A
6  TK OK24APR/BKKIQ310U//ETTG
7  FA PAX 217-2327262715/ETTG/24APR19/BKKIQ310U/35200012/S2-3
8  FA PAX 217-4551631705/DTTG/THB3000/24APR19/BKKIQ310U/35200012/S4
9  FB PAX 0000000000 TTP/T-TG/RT OK ETICKET/S2-3
10 FB PAX 0000000000 TTM/T-TG/RT OK EMD/S4
11 FE PAX THB5985 NONREF - NON ENDORSE / CHANGE FEE APPLIED /NON REFUND/S2-3
12 FG PAX 0000000000 BKKTG21Y4/S2-3
13 FM PAX *F*0.00N/S2-3
14 FO PAX 217-2327262714BKK24APR19/35200012/217-23272627143E1/S2-3
15 FP O/CASH+/CASH
16 FV PAX *F*TG/S2-3
  
```

>TWD

```

TKT-2172327262715          RCI-          1A  LOC-PO5XM2
OD-BKKBKK SI-          FCPI-N  POI-BKK  DOI-24APR19  IOI-35200012
1.ATC/TG          ADT          ST
1  OBKK TG 403  W 10MAY0800 OK W1LYTH1          O  10MAY10MAY 20K
2  OSIN TG 414  Q 15MAY1555 OK Q1LYTH1          O  15MAY15MAY 30K
   BKK
FARE  N THB          5985          P THB          5985
TOTALTAX THB          0
TAXES  PD
TOTAL  THB          5985          THB          1235A
/FC BKK TG SIN74.70TG BKK113.56NUC188.26END ROE31.787400
FE THB5985 NONREF - NON ENDORSE / CHANGE FEE APPLIED / NON REFUND
FO 217-2327262714BKK24APR19/35200012/217-2327262714
FP O/CASH+/CASH
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
  
```

>EWD

```

EMD-2174551631705          TYPE-S          SYS-1A  LOC-PO5XM2
INT-I          FCI-0  0          POI-BKK          DOI-24APR19          IOI-35200012
PAX- ATC/TG          ADT
RFIC-D  FINANCIAL IMPACT
REMARKS-
CPN-1  RFISC-993  TG          S-F  SAC- 2177HR4NXHI6X  VALUE-3000
DESCRIPTION-ATC PENALTY FEE
NON-REFUNDABLE
NON-EXCHANGEABLE
NON-INTERLINEABLE
CONSUMED AT ISSUANCE
PRESENT TO-THAI AIRWAYS INTERNATIONAL
PRESENT AT-BANGKOK
ICW-2172327262715
SERVICE REMARKS-
FARE  F  THB          3000
EXCH VAL THB          3000          RFND VAL
TAX-
TOTAL  THB          3000
/FC
FP CASH
FOID-
  
```

Amadeus Ticket Changer

Display Query and Net Remit report

>TJQ/T-TG

AGY NO - 35200012					QUERY REPORT 24APR					CURRENCY THB					
OFFICE - BKKIQ310U					SELECTION:										
AGENT - 1506NW										24 APR 2019					

SEQ	NO	A/L	DOC	NUMBER	TOTAL	DOC	TAX	FEE	COMM	FP	PAX	NAME	AS	RLOC	TRNC

000030	217		2327262714		7950		3200	0	0	CA	ATC/TG	NW	PO5XM2	TKTT	
000031	217		2327262715		1235		0	0	0	CA	ATC/TG	NW	PO5XM2	TKTT	
000032	217		4551631705		3000		0	0	0	CA	ATC/TG	NW	PO5XM2	EMDS	

>TJN/T-TG

AGY NO - 35200012				NET/NEGO REPORT 24APR				CURRENCY THB			
OFFICE - BKKIQ310U				SELECTION:							
AGENT - 1506NW								08 MAY 2019			

SEQ	NO	A/L	DOC	NUMBER	SELLING	NET	COMM	TOUR	CODE	REMIT	AMT

000030	217		2327262714		7950	4750	0			4750	
000031	217		2327262715		1235	1235	0			1235	

Amadeus Ticket Changer

ATC pricing reject

> TQT

```

TST00001      BKKOK219W WJ/07MAY I Z LD 14MAY19 2359  OD BKKBKK
T-
FXP
  1.AMADEUS/WIMMALA MS
  1  BKK NH  808 M 01JUN 0030  OK MRFT0              01DEC 2PC
  2  O NRT NH 807 M 05JUN 1700  OK MRFT0              01DEC 2PC
    BKK
FARE  F THB      35000
TX001 X THB      2390-YQAC TX002 X THB      70-YQAD TX003 X THB      35-E7AP
TX004 X THB      35-E7AD TX005 X THB      15-G8DP TX006 X THB      15-G8AE
TX007 X THB      700-TSLA TX008 X THB      290-TKVC TX009 X THB      610-SWAE
TX010 X THB      155-OISE
TOTAL  THB      39315
GRAND TOTAL THB      39315
NETFARE THB      33250
BKK NH TYO546.96NH BKK546.96NUC1093.92END ROE31.994940

  8.FE /C1-2 FLT/CNX/CHG RESTRICTED CHECK FARE RULE
 10.FM *M*1000A
 11.FP NR+CASH/THB38565
 12.FT NRNIL
 13.FV NH
*TRN*

```

> FXQ

```

ORIGINAL FARE CALC MANUALLY MODIFIED - REISSUE MANUALLY
_

```

> TQN

```

TST00002      BKKOK219W WJ/15MAR F N LD 31MAR19 2359  OD BKKBKK
T-E
FXB/R,U
  1.AMADEUS/WIM MS
  1  BKK SQ  973 V 01JUN 0940  OK VT5THRTAA          01JUN01JUN 30K
  2  O SIN SQ 982 V 10JUN 1730  OK VT5THRTAA          10JUN10JUN 30K
    BKK
    P THB      4990
    N THB      4740
FARE  F THB      4990
TX001 X THB      35-E7AP TX002 X THB      35-E7AD TX003 X THB      15-G8DP
TX004 X THB      15-G8AE TX005 X THB      700-TSLA TX006 X THB      255-L7DE
TX007 X THB      145-OPAE TX008 X THB      780-SGAD
TOTAL  THB      6970
GRAND TOTAL THB      6970
BKK SQ SIN79.21SQ BKK79.21NUC158.42END ROE31.479700
SIA/N////////N/////

  6.FE CHNG FEE APPLY/NON REFUND/NO SHOW FEE APPLY
  7.FM *M*100A
  8.FP CASH
  9.FV *F*SQ

```

>FXQ/R,U

```

NET AND SELLING AMOUNTS NOT EQUAL - REISSUE MANUALLY

```

aMADEUS

THAI - Amadeus Southeast Asia

THAI Amadeus Learning Centre

E-mail : alc@thaiamadeus.com

Tel : +66 2 207 9090 Ext.3

www.thaiamadeus.com