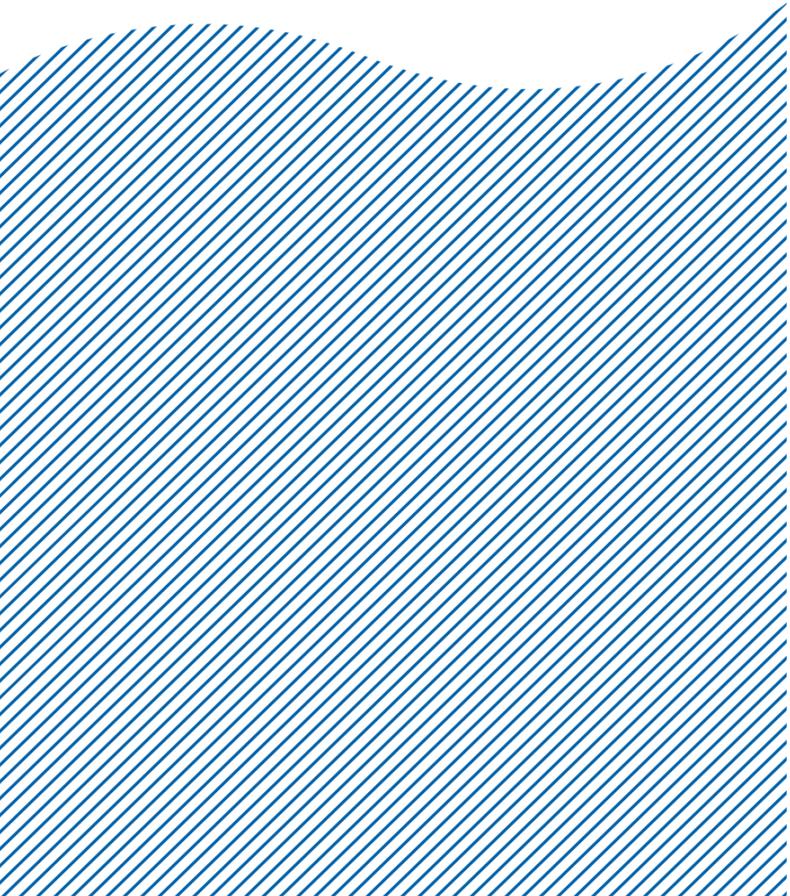


# TG Electronic Ticket Direct User Guide



## PREFACE

This training module contains information for agent who is authorized to issue electronic ticket on TG stock, contain e-ticketing direct information.

## Where do I go for help?

If you experience problems when issuing or modifying e-tickets direct in Amadeus, you can consult the online help page by entering the following:

**HECTS → GPDIR**

If you can not find an answer here, please feel free to contact your Amadeus help desk.

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## Chapter 1: Introduction to electronic ticketing direct

Electronic ticketing direct (ET-Direct)

Travel agent can issue, void or refund e-tickets, and display ticketing and sales reports in countries with or without a bank settlement plan (BSP)

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

Ticketing transaction will be reported directly to the Airline's revenue accounting system for settlement.

In Amadeus, you can access existing ET record to revalidate or cancel e-tickets.

### General conditions for TG E-Ticketing direct

In order for you to issue e-tickets direct for TG, the following conditions are required:

- The agency had authorized to issue E-Tickets direct from TG.
- A new accredited office will require an appropriate office profile setup is authorized to issue e-tickets direct (BKIKQ3\*\*\*).
- A new or retrieved PNR is present.
- E-ticket directs allows issuing e-ticket on TG validating carrier only.
- The tickets issued/voided/revalidated/refunded will be available for travel agent in specific Amadeus Sales Report.
- All transaction will be transmitted directly to the airline's revenue accounting system.

## Chapter 2: TST Creation

A TST, or transitional stored ticket, is a record containing all the ticketing and fare information attached to a PNR either TST was created manually or an automatic stored (**FXP** etc.)

In additional for **Net Fare ticketing** to the general information inserted in TST, net fare amount is needed to override the total amount in the remittance area of a ticket. The amount must specify in the net fare field is then printed in the remittance area instead of the published fare. The amount you enter must be less than the TST equivalent or the base fare amount.

You can enter the net fare amount with or without a currency code as follow:

**TTK/NF-5500**  
**TTK/NF-THB5500**

When a PNR has more than one TST, you can enter the net fare by specific; add the TSTs number to the TTK entry; for example:

**TTK/T1/NF-5000**  
**TTK/T1/NF-THB5000**

**Note:** The currency code is optional. If you do not enter one, the system used the default currency code that is indicated in you office profile.

Below is an example of a cryptic TST with a net fare amount is entered by the agent.

```

TST00001      BKKIQ310U SC/23MAR I Z          OD BKKBKK SI
T-
FXP
  1.CHAISONGKHRAM/SATHIEN MR
  1  BKK TG  403 Q 10AUG 0800  OK YEE14          24AUG 20K
  2  O SIN TG  410 Q 15AUG 2050  OK YEE14          14AUG24AUG 20K
    BKK
FARE  F THB      21065
TX001 X THB      2100YQAC TX002 X THB      330YQAD TX003 X THB
700TSLA
TX004 X THB      660SGAD
TOTAL  THB      24855
GRAND TOTAL THB      24855
NETFARE THB      5000
BKK TG SIN317.68TG BKK317.68NUC635.36END ROE33.154000

  14.FV TG

```

## Chapter 3: Create Fare Elements

FP	Form of payment
FT	Tour code
FM	Commission
FV	Validating Carrier
FE	Restrictions

Face value fare	Net Fare		Negotiated Fare
	No Tour Code	With Tour Code	
FPCASH FM (%) FV (validating Carrier) FTNR (Tour code) * FE(Restrictions) *	FPNR+CASH/(Selling fare) FM (Commission)A FV (validating Carrier) FTNR (Tour code) * FE (Restrictions) *	FPNR+CASH/(Selling fare) FM (Commission)A FV (validating Carrier) FTNR (Tour code) * FE (Restrictions) *	FPCASH FM (Commission)A

Note: \* for optional entry

New enhancement for fare element which is difference between NS ticketing and TG Electronic ticketing direct is only FP element, you must add a total amount of selling fare instead of net payment as follows;

FP Elements (FPNR)	
NS ticketing	E-Ticketing direct
FPNR+CASH/(NET)	FPNR+CASH/(Selling fare)

### FPNR+CASH/8965

<b>FP</b>	<b>TRANSACTION CODE</b>
<b>NR</b>	<b>FORM OF PAYMENT</b>
<b>/8965</b>	<b>SELLING FARE (NET+TAX+COM)</b>
	<b>NET = 5000</b>
	<b>TAX = 3865</b>
	<b>COMMISSION = 100</b>

## Chapter 4: Issuing E-Tickets direct for TG

The travel agencies who are authorized to issue e-ticket direct on Airline stock, instead of using BSP neutral stock, E-ticket sale are directly reported to the airline for settlement; you must add the following option to the standard e-ticketing transactions:

**/T-XX**

**/T-  
XX**      **SLASH, TRANSACTION CODE, DASH  
TWO-CHARACTER ISSUING AIRLINE CODE**

To issue TG E-ticking direct, you can issue an e-ticket from a new or retrieved PNR by using TG as a validating carrier only, the entry is

**TTP /T-TG**

System response:

When you mark a TTP/ET/T-TG entry in Amadeus to issue a TG e-ticket direct, the system sends the message to the airline to checking a ticket credit balance from an airline table. If the airline accepts the ET request, the information is stored in e-ticket system as an ET record. For example:

```

TST00001      BKKIQ310U SC/23MAR I Z          OD BKKBKK SI
T-
FXP
  1.CHAISONGKHRAM/SATHIEN MR
  1  BKK TG  403 Q 10AUG 0800  OK YEE14          24AUG 20K
  2  O SIN TG  410 Q 15AUG 2050  OK YEE14          14AUG24AUG 20K
      BKK
FARE  F THB      21065
TX001 X THB      2100YQAC TX002 X THB      330YQAD TX003 X THB      700TSLA
TX004 X THB      660SGAD
TOTAL  THB      24855
GRAND TOTAL THB      24855
NETFARE THB      5000
BKK TG SIN317.68TG BKK317.68NUC635.36END ROE33.154000

  14.FE *M*VALID ON TG ONLY/REFUND FEE THB2000
  15.FM *M*200A
  16.FP NR+CASH/THB8990
  17.FT NRTHAS1020
  18.FV TG
>TTP/ET/T-TG
OK ETICKET

```

**The warning message:**

If you not input net fare in TST, system will reject by display the following message:

```
>TTP/ T-TG
VALID NF AMOUNT IS MANDATORY IN THE TST
```

If the e-ticket request is rejected by the airline, for example, if ticking over credit control, the systems display the following message:

```
>TTP//T-TG
TG ETKT:MAXIMUM TICKET LIMIT REACHED
```

If your office not authorized to issue E-ticket direct for TG, the system displays the following:

```
>TTP/ T-TG
INVALID VALIDATING CARRIER OPTION USED WITH AIRLINE STOCK
```

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

Element	Update
FA	After an e-ticket has been issued, you can not cancel the FA element,
FB	The AIR sequence number, the entry used to generate in AIR, and the passenger and segment associations.

```
--- TST RLR RLP ---
RP/BKKIQ310U/BKKIQ310U          SC/SU  23MAR10/0754Z   X34IU8
 1. CHAISONGKHRAM/SATHIEN MR
 2  TG 403 Q 10AUG 2 BKKSIN HK1 0800 1115 10AUG E TG/A4NERH
 3  TG 410 Q 15AUG 7 SINBKK HK1 2050 2210 15AUG E TG/A4NERH
 4 AP BKK +66 2 207-9090 - AMADEUS TRAINING - A
 5 TK OK23MAR/BKKIQ310U//ETTG
 6 SSR NSSA TG XX1 BKKSIN/31C,P1/S2
 7 SSR NSSA TG XX1 SINBKK/31C,P1/S3
 8 *SSR FQTV TG HK/ TGZD38496/9
 9 OSI YY RSVN BY THAI AMADEUS/SATHIEN/022079105
10 FA PAX 217-2470264962/ETTG/23MAR10/BKKIQ310U/35303785/S2-3
11 FB PAX 2300000017 TTP/ET/T-TG OK ETICKET/S2-3
12 FE *M*VALID ON TG ONLY/REFUND FEE THB2000
```

## Chapter 5: Displaying & Revalidating E-Tickets Recodes

When you successfully issue an e-ticket, an ET record is stored in the airline's electronic ticketing database. It can still be displayed in Amadeus.

Here, for example, is a PNR for which a TG e-ticket directs has been issued:

```

--- TST RLR RLP ---
RP/BKKIQ310U/BKKIQ310U          SC/SU  23MAR10/0754Z  X34IU8
 1. CHAISONGKHRAM/SATHIEN MR
 2  TG 403 Q 10AUG 2 BKKSIN HK1 0800 1115 10AUG E TG/A4NERH
 3  TG 410 Q 15AUG 7 SINBKK HK1 2050 2210 15AUG E TG/A4NERH
 4  AP BKK +66 2 207-9090 - AMADEUS TRAINING - A
 5  TK OK23MAR/BKKIQ310U//ETTG
 6  SSR NSSA TG XX1 BKKSIN/31C,P1/S2
 7  SSR NSSA TG XX1 SINBKK/31C,P1/S3
 8  *SSR FQTV TG HK/ TGZD38496/9
 9  OSI YY RSVN BY THAI AMADEUS/SATHIEN/022079105
10  FA PAX 217-2470264962/ETTG/23MAR10/BKKIQ310U/35303785/S2-3
11  FB PAX 2300000017 TTP/ET/T-TG OK ETICKET/S2-3
12  FE *M*VALID ON TG ONLY/REFUND FEE THB2000
13  FM *M*200A
14  FP NR+CASH/THB8990
15  FT NRTHAS1020
16  FV PAX TG/S2-3

```

To display the ET record, when there is only one FA element in the PNR, enter:

**TWD**

System response:

The ET record display is automatically formatted by the system to resemble a cryptic TST as follow:

```

TKT-2172470264962          RCI-          1A  LOC-X34IU8
OD-BKKBKK  SI-          FCMI-Z  POI-BKK  DOI-23MAR10  IOI-35303785
 1. CHAISONGKHRAM/SATHIEN MR  ADT          ST
 1  OBKK TG 403  Q 10AUG 0800 OK YEE14          O          24AUG 20K
 2  OSIN TG 410  Q 15AUG 2050 OK YEE14          O          14AUG24AUG 20K
   BKK
FARE   N  THB          5000   P  THB          21065
TAX    THB          2100YQ
TAX    THB          330YQ
TAX    THB          1360XT
TOTAL  THB          8790   THB          24855
/FC BKK TG SIN317.68TG BKK317.68NUC635.36END ROE33.154000XT700TS
660SG
FE VALID ON TG ONLY/REFUND FEE THB2000
FP CASH
FT THAS1020
NON-ENDORSABLE
FREQUENT FLYER TG-ZD38496

```

Note: Net fare to be shown in ET record.

If your office does not have agreement is established between offices or corporation in office profile setting, the e-ticket display request is rejected by the system, For example:

```
>TWD/TKT217-2470264962  
SECURED PNR
```

## Revalidating E-Tickets record

You can revalidate an e-ticket after nay of the following changed has occurred, as long as there is no change to the fare:

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

To revalidate, use a TTP entry with the ETRV option. Enter,

For example:

**TTP/ETRV/L7/S2-3/E1-2**

<b>TTP/ETRV</b>	<b>Transaction code and option</b>
<b>/L7</b>	<b>Line number of the FA in the PNR</b>
<b>/S2-3</b>	<b>Number of the changed segment in the PNR</b>
<b>/E1-2</b>	<b>Number of the original coupon in the E-ticket</b>

## Chapter 6: Voiding E-Tickets record

After an e-ticket has been issued, you can void the unused e-ticket coupons within the same day of ticketing or e-ticket record have not confirmed document from the query report yet.

Before an e-ticket can be voided, the ET record must be displayed.

For example, ET record display:

```

--- TST RLR RLP ---
RP/BKKIQ310U/BKKIQ310U          SC/SU  24MAR10/0359Z  X34IU8
 1. CHAISONGKHRAM/SATHIEN MR
 2  TG 403 Q 10AUG 2 BKKSIN HK1  0800 1115  10AUG  E  TG/A4NERH
 3  TG 410 Q 15AUG 7 SINBKK HK1  2050 2210  15AUG  E  TG/A4NERH
 4  AP BKK +66 2 207-9090 - AMADEUS TRAINING - A
 5  TK OK23MAR/BKKIQ310U//ETTG
 6  *SSR FQTV TG HK/ TGZD38496/9
 7  OSI YY RSVN BY THAI AMADEUS/SATHIEN/022079105
 8  FA PAX 217-2470264962/ETTG/23MAR10/BKKIQ310U/35303785/S2-3
 9  FB PAX 2300000017 TTP/ET/T-TG OK ETICKET/S2-3
10  FE *M*VALID ON TG ONLY/REFUND FEE THB2000
11  FM *M*200A
12  FP NR+CASH/THB8990
13  FT NRTHAS1020
14  FV PAX TG/S2-3

```

## TWD

```

TKT-2172470264962          RCI-          1A  LOC-X34IU8
OD-BKKBKK  SI-          FCMI-Z  POI-BKK  DOI-23MAR10  IOI-35303785
 1. CHAISONGKHRAM/SATHIEN MR  ADT          ST
 1  OBKK TG 403  Q 10AUG 0800 OK YEE14          O          24AUG 20K
 2  OSIN TG 410  Q 15AUG 2050 OK YEE14          O  14AUG24AUG 20K
   BKK
FARE      N  THB          5000      P  THB          21065
TAX       THB          2100YQ
TAX       THB          330YQ
TAX       THB          1360XT
TOTAL    THB          8790      THB          24855
/FC BKK TG SIN317.68TG BKK317.68NUC635.36END ROE33.154000XT700TS
660SG
FE VALID ON TG ONLY/REFUND FEE THB2000
FP CASH
FT THAS1020
NON-ENDORSABLE

```

To void the e-ticket, enter:

**TRDC/L8/T-TG**

System response:

>TRDC/T-TG  
 OK ETKT RECORD UPDATED SAC-2170004577987  
 SALE IS CANCELLED IN REPORTING SYSTEM

The TRDC/T-TG entry causes Amadeus to send a void request to TG, when an e-ticket has been successfully voided. The airline must return a Settlement Authorization Code (SAC).

The status of all voided coupons in the ET record is changed to V (Voided), as followed:

```

TKT-2172470178676          RCI-                1A  LOC-2CUORU
OD-BKKBKK  SI-          FCMI-Z   POI-BKK  DOI-19OCT09  IOI-35305756
  1.MALITHONG/SIRIWAN MS      ADT                ST
  1 OBKK TG 403  M 26JUN 0800 OK YEE14          V          09JUL 20K
  2 OSIN TG 402  M 29JUN 0810 OK YEE14          V          29JUN09JUL 20K
    BKK
FARE      N THB          6500      P THB          21065
TAX       THB          2150YQ
TAX       THB          340YQ
TAX       THB          1375XT
TOTAL     THB          10365      THB          24930
/FC BKK TG SIN309.47TG BKK309.47NUC618.94END ROE34.033000XT700TS
675SG
FE VALID ON TG ONLY
FP CASH
FT TEST
NON-ENDORSABLE
SAC-2170004577987
    
```

After voided, FA element for the cancel ET record is removed, stored in the PNR history, and replaced by a new FA element that includes the EV status code. This indicates that the e-ticket has been voided.

9 FA PAX 217-2470178676/**EV**TG/19OCT09/BKKIQ3100/35305756/S2-3

If you try to cancel a confirmed document or an e-ticket record that is not eligible for cancellation, the system displays the following warning message:

>TRDC/L8/T-TG  
 DOCUMENT NOT AVAILABLE FOR CANCELLATION REQUEST

## Chapter 7: Refunding E-Ticket record (HETRF)

A full refund is only allowed from TG to automate thru Amadeus system, you can process by entering the /FULL option with the document number, the PNR FA/FH element line number, or the query report sequence number. The refund is registered in the sales report.

The system does not display the refund record before processing it. So you must display the ET record to checking before processing to refund to be avoid you make any a mistake

For example, ET record display by enter: **TWD/L7**  
Or **TWD/TKT217-2319410152**

```

TKT-2172319410152          RCI-          1A  LOC-RPOVVY
OD-BKKBKK  SI-          FCPI-N  POI-BKK  DOI-13JUL17  IOI-35200012
  1.SRISUNG/WIMMALA MS          ADT          ST
1  OBKK TG 403  Q 01AUG0800 OK QRLE1TH1  O          01SEP 30K
2  OSIN TG 410  Q 05AUG2050 OK QRLE1TH1  O          01SEP 30K
  BKK
FARE  N THB          9010          P THB          9480
TOTALTAX THB          1650
TOTAL  THB          10660          THB          11130
/FC BKK TG SIN139.31TG BKK139.31NUC278.62END ROE34.024000
FE NON ENDORSE/REISSUE OR REFUND CHARGE THB2000/ NO PARTIAL REFU
ND
FP CASH
FT THA6S131
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
NET REPORTING IT/BT
    
```

## Refund steps

Display Refund record : **TRF217-2319410151/T-TG**

```

REFUND RECORD          AGT-35200012 WJ/13JUL17 F TKT-Y
NM  NAME          SRISUNG/WIMMALA MS
I   ISSUED          13JUL17
D1  DOCUMENT          217 2319410152 6 CPNS 1200

F   FARE PAID          THB          9480
U   FARE USED          0
   FARE REFUND          9480
XT  TAX REFUND          1650 >TRFT
   REFUND TOTAL          11130

FM  COMMISSION          100          1.05P
NF  NET REFUND          NR          9010
FP1 CASH          11130

S   ITINERARY          INTERNATIONAL
TC  TOUR CODE          THA6S131
    
```

Update FP1: **TRFU/FPA110760 (NET + TAX + COM)**

REFUND RECORD		AGT-35200012 WJ/13JUL17 L TKT-Y		
NM	NAME	SRISUNG/WIMMALA MS		
I	ISSUED	13JUL17		
D1	DOCUMENT	217 2319410152 6 CPNS 1200		
F	FARE PAID	THB	9480	
U	FARE USED		0	
	FARE REFUND		9480	
XT	TAX REFUND		1650	>TRFT
	REFUND TOTAL		11130	
FM	COMMISSION		100	1.05P
NF	NET REFUND	NR	9010	
FP1	CASH		10760	
S	ITINERARY	INTERNATIONAL		
TC	TOUR CODE	THA6S131		

Display taxes: **TRFT**

REFUNDABLE TAXES		SRISUNG/WIMMALA MS	
		217 2319410151 - 151	
UNUSED TAXES		-----	
T1	35	E7	
T2	15	G8	
T3	35	E7	
T4	15	G8	
T5	700	TS	
T6	200	OO	
T7	155	OP	
T8	495	SG	
REFUNDABLE TAX TOTAL		THB	1650 XT

Add cancellation penalty: **TRFU/CP1000A**

REFUND RECORD		AGT-35200012 WJ/13JUL17 L TKT-Y		
NM	NAME	SRISUNG/WIMMALA MS		
I	ISSUED	13JUL17		
D1	DOCUMENT	217 2319410152 6 CPNS 1200		
F	FARE PAID	THB	9480	
U	FARE USED		0	
	FARE REFUND		9480	
CP	CANX FEE		1000	10.55P
XT	TAX REFUND		1650	>TRFT
	REFUND TOTAL		10130	
FM	COMMISSION		100	1.05P
NF	NET REFUND	NR	9010	
FP1	CASH		9760	
S	ITINERARY	INTERNATIONAL		
TC	TOUR CODE	THA6S131		

Processing and print a refund: **TRFP**

**OK ETKT RECORD UPDATED SAC-21713CHREZCH4**  
**OK - REFUND PROCESSED**

REFUND RECORD	217	2319410152	3	AGT-35200012	WJ/13JUL17	L	TKT-N
NM NAME	SRISUNG/WIMMALA MS						
I ISSUED	13JUL17						
D1 DOCUMENT	217	2319410152	6	CPNS	1200		
F FARE PAID				THB	9480		
U FARE USED					0		
				FARE REFUND	9480		
CP CANX FEE					1000	10.55P	
XT TAX REFUND					1650	>TRFT	
				REFUND TOTAL	10130		
FM COMMISSION					100	1.05P	
NF NET REFUND				NR	9010		
FP1 CASH					9760		
S ITINERARY				INTERNATIONAL			
TC TOUR CODE				THA6S131			
AA AIRLINE AUTHORITY				21713CHREZCH4			

The status of all refund coupons in the ET record is changed to R (Refunded), as follow:

TKT-2172319410152		RCI-		1A	LOC-RPU7DL
OD-BKKBKK	SI-	FCPI-N	POI-BKK	DOI-13JUL17	IOI-35200012
1.SRISUNG/WIMMALA MS		ADT		ST	
1 OBKK TG 403	Q	01AUG0800	OK	QRLE1TH1	R 01SEP 30K
2 OSIN TG 410	Q	05AUG2050	OK	QRLE1TH1	R 01SEP 30K
BKK					
FARE N THB		9010	P THB		9480
TOTALTAX THB		1650			
TOTAL THB		10660	THB		11130
/FC BKK TG SIN139.31TG BKK139.31NUC278.62END ROE34.024000					
FE NON ENDORSE/REISSUE OR REFUND CHARGE THB2000/ NO PARTIAL REFU					
ND					
FP CASH					
FT THA6S131					
NON-ENDORSABLE					
FOR TAX/FEE DETAILS USE TWD/TAX					
NET REPORTING IT/BT					
SAC- 21713CHREZCH4					

In the PNR, the existing FA element for the refunded e-ticket is removed, stored in the PNR history, and replaced by a new FA element that included the ER status code, which indicates that the e-ticket has been refunded.

For example:

```
7 FA PAX 217-2319410152/ERTG/THB11130/13JUL17/BKKIQ310U/35200012/S2-3
```

To displaying the refundable tax record (TRFT) : If more than one tax is present in the refund record, the taxes are itemized in a separate record, the refundable tax record. The 'XT' tax code in the refund record indicates that there is more than one tax and that a refundable tax record exists. In the refundable tax record you can update to 90 taxes. To display the refundable tax record from a refund record display, enter:

**Refund TAX only**

To refund TAX only from the document number enter:

**TRF217-470264984/TAX/T-TG**

System response:

REFUND RECORD		AGT-35303785 SC/31MAR10 F TKT-Y	
NM	NAME	PHALEART/PARICHAT MS	
I	ISSUED	30MAR10	
D1	DOCUMENT	217 2470264984 5 CPNS 1200	
F	FARE PAID	THB	21065
U	FARE USED		21065
	FARE REFUND		0
XT	TAX REFUND		3765 >TRFT
	REFUND TOTAL		3765
FM	COMMISSION	0	0.00P
FP1	CASH	3765	
S	ITINERARY	INTERNATIONAL	
TC	TOUR CODE	NIL	

To display TAX details enter: **TRFT**

System response:

REFUNDABLE TAXES			
PHALEART/PARICHAT MS			
217 2470264984 - 984			
UNUSED TAXES			
-----			
T1	2080	YQ	
T2	330	YQ	
T3	700	TS	
T4	655	SG	
REFUNDABLE TAX TOTAL THB			3765 XT

**Update taxes**

Add specific tax : **TRFU/TA525US**

Update existing tax : **TRFU/TU4-700**

Delete specific tax : **TRFU/TX1**

To confirm refund TAX and print enter: **TRFP**

System response:

<p>OK ETKT RECORD UPDATED SAC-2173005576109 OK - REFUND PROCESSED</p>
---

**Note:** If you make the TRFP entry from a refund record that has already been processed, the systems simply reprint the refund document.

To display a refund record from document number:

Enter: **TRF217-2319410152/T-TG**

System response:

```

MATCHING DOCUMENT NUMBERS LIST

NUMBER - 217 - 2319410152

-----
SEQ TYPE STATUS      PASSENGER NAME  OFFICE      REFUND NUMBER
-----
01  REFD RD          SRISUNG/WIMALA BKKIQ310U
02  SALE PS                               BKKIQ310U
    
```

And select the sequence line number

Enter: **TRF/I-01**

System response:

```

REFUND RECORD 217 2319410152 3 AGT-35200012 WJ/13JUL17 L TKT-N
NM  NAME      SRISUNG/WIMALA MS
I   ISSUED    13JUL17
D1  DOCUMENT  217 2319410152 6 CPNS 1200

F   FARE PAID          THB      9480
U   FARE USED          0
   FARE REFUND          9480
CP  CANX FEE          1000          10.55P
XT  TAX REFUND          1650 >TRFT
   REFUND TOTAL          10130

FM  COMMISSION          100          1.05P
NF  NET REFUND          NR      9010
FP1 CASH          9760

S   ITINERARY          INTERNATIONAL
TC  TOUR CODE          THA6S131
AA  AIRLINE AUTHORITY  21713CHREZCH4
    
```

**Query report displaying (TJQ/T-TG)**

Enter for example to displaying a query report: **TJQ/T-TG**

System response:

AGY NO - 35200012	QUERY REPORT 13JUL	CURRENCY THB
OFFICE - BKKIQ310U	SELECTION:	
AGENT - 2012WJ		13 JUL 2017
-----		
SEQ NO A/L DOC NUMBER	TOTAL DOC TAX FEE	COMM FP PAX NAME AS RLOC TRNC
-----		
000014 217 2319410152	11130 1650 0	570 CA SRISUNG/ WJ RPU7DL TKTT
000015 217 2319410152	-9760 -1650 0	-100 CA SRISUNG/ WJ RPU7DL RFND

To display a refund record by using the query report sequence number;

Enter for example: **TRF/I-15/T-TG**

System response:

REFUND RECORD	217 2319410152 3	AGT-35200012 WJ/13JUL17 L TKT-N
NM NAME	SRISUNG/WIMMALA MS	
I ISSUED	13JUL17	
D1 DOCUMENT	217 2319410152 6	CPNS 1200
F FARE PAID	THB	9480
U FARE USED		0
	FARE REFUND	9480
CP CANX FEE		1000 10.55P
XT TAX REFUND		1650 >TRFT
	REFUND TOTAL	10130
FM COMMISSION		100 1.05P
NF NET REFUND	NR	9010
FP1 CASH		9760
S ITINERARY	INTERNATIONAL	
TC TOUR CODE	THA6S131	
AA AIRLINE AUTHORITY	21713CHREZCH4	

To ignore the refund record, enter

**TRFIG**

**Processing and print a refund:** After your display the refund record, you must generate the appropriate refund document, such as a refund notice to the airline with the following entry:

**TRFP**

To confirm a refund document is created in the ticketing server's document database for reporting purposes.

System response:

```
> TRFP  
OK - REFUND PROCESSED
```

## Chapter 8: E-Ticketing Direct Sales Report (HETJQ)

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 or a closed sales period.

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
- Date from Today

To displaying a query report (TJQ), enter

**TJQ**

For example: to display ticket issue dated 13OCT

**TJQ/SOF/D-13OCT/T-TG**

**TJQ** Transaction code  
**/SOF** Slash, option identifier for all agent sign in the office  
**/D** Slash, option identifier by specific issuing date  
**-13OCT** Dash, date in DMMM format  
**/T** Slash, Transaction code  
**-TG** Dash Two-character issuing airline code

System response:

AGY NO - 35303785	QUERY REPORT 13OCT	CURRENCY THB											
OFFICE - BKKIQ310U	SELECTION:												
AGENT - ALL		14 OCT 2009											
-----													
SEQ NO	A/L	DOC NUMBER	TOTAL	DOC	TAX	FEE	COMM	FP	PAX	NAME	AS	RLOC	TRNC
-----													
000236	217	2470177379	10460		3860	0	100	CA	NET/TG	M	SM	2CCYVQ	TKTT
000237	217	2470177380	9655		3695	0	415	CA	NEGO/BKK	SM	2CCY2P	TKTT	
000238	217	2470177381	197920		13090	0	12938	CC	FULL/CRE	SM	2CCYQ9	TKTT	
000239	217	2470177382	84385		5980	0	5488	CA	FULL/T	M	SM	2CCYJT	TKTT
000240	217	2470177383	9960		3860	0	100	CA	NET/BKKT	SM	2CCYXM	TKTT	
000241	217	2470177384	8135		3025	0	355	CA	NEGO/BKK	SM	2CCYY5	TKTT	
000242	217	2470177385	100865		4845	0	6721	CC	FULL/BKK	SM	2CCY56	TKTT	
000243	217	2470177386	41475		9275	0	200	CA	NET/TG	M	SM	2CCZGF	CANX
000244	217	2470177387	10760		1610	0	641	CA	CHAIKONG	SC	2CES7R	TKTT	
000245	217	2470177173	-10300		-3860	0	-200	CA	POOWILAI	SC	2B8PB6	RFND	
000246	217	2470177388	10300		3860	0	450	CA	CHAIKONG	SC	2CE8D6	TKTT	
000247	217	2470177389	46785		11585	0	200*	CA	CHAIKONG	SC	2CFBXL	CANX	
000248	217	2470177390	46785		11585	0	200	CA	CHAIKONG	SC	2CFBXL	TKTT	
000249	217	2470177391	42085		11585	0	500	CA	CHAIKONG	SC	2B8UBS	TKTTT	

THE QUERY REPORT CONTAINS THE FOLLOWING COLUMNS:

SEQ NO	SEQUENCE NUMBER ACCORDING TO WHEN THE ITEM WAS STORED IN THE DOCUMENT DATABASE. BECAUSE THE SYSTEM DISPLAYS THE DATA CREATED BY YOUR SIGN, THE NUMBERS ARE NOT IN SEQUENCE.THE CONFIRMED SALE INDICATOR (*) AFTER THE SEQUENCE NUMBER MEANS THAT CANCELATION AND REINSTATEMENT OF THIS ITEM ARE NOT ALLOWED.
A/L DOC NUMBER	THREE-DIGIT AIRLINE CODE AND TEN-DIGIT DOCUMENT NUMBER. FOR NON-ISSUED TICKETS THE CODE FOR NEUTRAL STOCK IS SHOWN (889 FOR ARC, 954 FOR BSP).
TOTAL DOC	THE TOTAL VALUE FOR THE ITEM INCLUDING TAX. THIS AMOUNT ALSO INCLUDES THE AIRLINE TICKETING FEES (INCLUDING TAX),
TAX	THE VALUE OF THE TAX TOTAL FOR THE ITEM.
FEE	THIS COLUMN IS DISPLAYED ON 80-COLUMN SCREENS ONLY. IT SHOWS THE VALUE OF THE AIRLINE TICKETING FEES
COMM	THE COMMISSION AMOUNT FOR THE ITEM OR THE VALUE OF THE COMMISSION RATE (CREDIT TOTAL+CASH TOTAL+NET REMIT TOTAL)-TAX TOTAL/100)
FP	FORM OF PAYMENT: CA (CASH/CHEQUE), CC (CREDIT CARD), OR MX (MIXED CASH AND CREDIT CARD).
PAX NAME AS	ONLY DISPLAYED ON A 79 CHARACTER DISPLAY. SIGN OF THE ISSUING AGENT (OR 'TP' IF THE TRANSACTION WAS PERFORMED AUTOMATICALLY BY THE SYSTEM. FOR EXAMPLE: WHEN AN AGENT ATTEMPTS TO ISSUE AN E-TICKET BUT THE LINK IS DOWN.)
RLOC	PNR RECORD LOCATOR.
TRNC	TRANSACTION TYPE CODE.

**Note:** When the total, Tax, Fee or Comm. column does not contain enough space to show the full amount, the amount is truncated and the letter T (For “Truncated”) appears in the last space of the column.

For example:

SEQ NO	A/L DOC NUMBER	TOTAL DOC	TAX	FEE	COMM	FP	AS	RLOC	TRNC
032	217 578...	80000T	4500T	1000T	5000T	CA	AA	Y2I3I3	CANX

## Displaying a daily report (TJD)

The daily report is a summary of all document issued for a single day within the current sales period by Cash, Credit, Refund, and Adjustment totals.

For example to display a daily report, enter:

**TJD/SOF/D-13OCT/T-TG**

**TJD** Transaction code  
**/SOF** Slash, option identifier for all agent sign in the office  
**/D** Slash, option identifier by specific issuing date  
**-13OCT** Dash, date in DDMMM format  
**/T** Slash, Transaction code  
**-TG** Dash Two-character issuing airline code

System response:

AGY NO - 35303785	DAILY REPORT 13OCT	CURRENCY THB				
OFFICE - BKKIQ310U						
AGENT - ALL		14 OCT 2009				
-----						
PAYMENTS X DOCUM	SALES	REFUNDS	BALANCE			
-----						
FARE AMOUNT CA	183465	6440-	177025			
TAX AMOUNT CA	49060	3860-	45200			
FEE AMOUNT CA	0	0	0			
DOC AMOUNT CA	232525	10300-	222225			
COMM AMOUNT CA	8249-	200	8049-			
REMIT AMOUNT CA	224276	10100-	214176			
-----						
FARE AMOUNT CC	280850	0	280850			
TAX AMOUNT CC	17935	0	17935			
FEE AMOUNT CC	0	0	0			
DOC AMOUNT CC	298785	0	298785			
COMM AMOUNT CC	19660-	0	19660-			
REMIT AMOUNT CC	19660-	0	19660-			
-----						
FARE AMOUNT TOT	464315	6440-	457875			
TAX AMOUNT TOT	66995	3860-	63135			
FEE AMOUNT TOT	0	0	0			
DOC AMOUNT TOT	531310	10300-	521010			
COMM AMOUNT TOT	27908-	200	27708-			
REMIT AMOUNT TOT	204617	10100-	194517			
-----						
FORM OF PAYMENTS	SALES	REFUNDS	BALANCE			
CA/CASH	232525	10300-	222225			
CC/CCVI	298785	0	298785			
CC/NR	185505	0	185505			
-----						
DOCUMENT VOLUME	ISSUED	CANCELLED	SOLD	AMT	DOC	SOLD
RFND	1	0	1			10300
ELECTRONIC	13	2	11			531310
-----						

## Displaying a net remit report (TJN)

The net remit report provides a list of all documents issued using an incentive ticketing method such as Nego, IT/BT, and Net remit. The report shows all document issued of a single day or date range within the current or a closed sales period. The selling fare, net fare, commission amount, tour code, and the remit amount are all included in the report.

For example, to display a Net Remit Report for ticket issue dated 30OCT, enter:

**TJN/SOF/D-13OCT/T-TG**

**TJN** Transaction code  
**/SOF** Slash, option identifier for all agent sign in the office  
**/D** Slash, option identifier by specific issuing date  
**-13OCT** Dash, date in DDMMM format  
**/T** Slash, Transaction code  
**-TG** Dash Two-character issuing airline code

System response:

AGY NO - 35303785	NET/NEGO REPORT 13OCT	CURRENCY THB
OFFICE - BKKIQ310U	SELECTION:	
AGENT - ALL		14 OCT 2009
-----		
SEQ NO	A/L DOC NUMBER	SELLING NET COMM TOUR CODE REMIT AMT
-----		
000236	217 2470177379	10460 6500 100 TEST 6400
000237	217 2470177380	9655 5545 415 THA9S131 5130
000240	217 2470177383	9960 6000 100 TEST 5900
000241	217 2470177384	8135 4755 355 THA9S131 4400
000243	217 2470177386	CANCELLED 200
000245	217 2470177173	-10300 -5990 -200 THA9S131 -5790
000246	217 2470177388	10300 <b>N/A</b> 450 THA9S131 <b>N/A</b>
000247	217 2470177389	CANCELLED 200
000248	217 2470177390	46785 35000 200 BKK1234 34800
000249	217 2470177391	42085 30000 500 BKK1234 29500

**Warning:** AMT column show “N/A” is mean net fare amount was missing in TST for Net remit ticketing. (TTI/NF-)

**Note:**

1. A conjunction ticket is displayed with blanks in all columns except for the REMIT AMT column where “CNJ” for conjunction ticket is shown.
2. If the selling or the net amount exceeds the characters, the system truncates the amount and displays a ‘T’ for truncated in the last position. The same applies for the commission and remit amounts if they exceed nine characters.
3. You can override the default system processing by adding one or more options to the basic entry. The options belong to the following groups:
  - Security
  - Date
  - Sorting
  - Currency
  - Selection
  - Ticket stock provider

## Displaying a group of transaction types (QTX)

This option is used to query data belonging to the current sales period according to the group of transactions you select

For example, to display a report as selection a group of transaction types, enter:

**TJQ/QTX- REFD/T-TG/D-30OCT**

<b>TJQ</b>	<b>Transaction code</b>
<b>/QTX</b>	<b>Slash, option identifier by selection group of transaction types</b>
<b>-REFD</b>	<b>Dash, four-letter code of transaction type group (REFD = Refund)</b>
<b>-30OCT</b>	<b>Dash, date in DDMMM format</b>
<b>/T</b>	<b>Slash, Transaction code</b>
<b>-TG</b>	<b>Dash Two-character issuing airline code</b>

A list of transaction types code:

Document of Transaction Type (TRNC)	Four-letter of transaction code (TRNC)
Sale type document (SALE)	TKTA , TKTT
Refund type document (REFD)	REFD
Automate Cancelled by system (CANN)	INVT
Voided document (CANX)	VOID
Cancelled credit card sale (CANX, CANN,VSCH)	CCCS
Cancelled cash sale (CANX)	CCAS