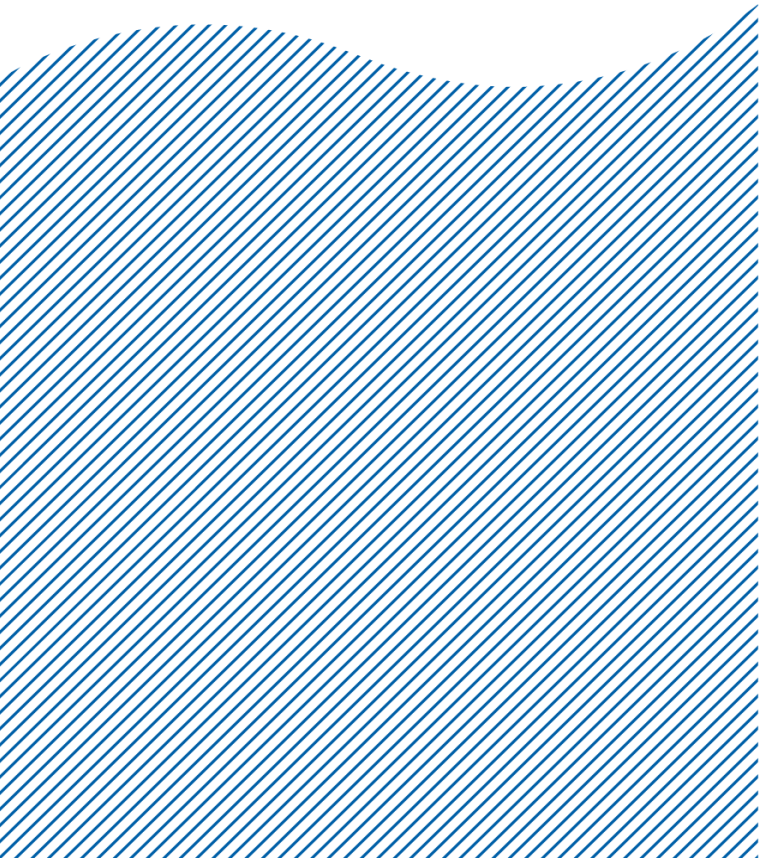


# Amadeus Ticket Reissue For Travel Agencies User Guide

***Amadeus Training Centre***

THAI-Amadeus Southeast Asia Co., Ltd



**Why it is necessary to Reissue/Exchange ticket?**

- ✓ If fare is higher
- ✓ If there is a change of airline
- ✓ If there is a class change (with a fare difference)
- ✓ If the airline does not permit revalidation
- ✓ If the airline has any changes fee
- ✓ If there is a change of routing without changing the point of origin.

**Which do you need to do before reissue?**

- Clarify with fare note/rules for historical fare
- Clarify with the airline concern that allows to reissue
- What kind of the reissue fee charge code applicable for each airlines?(if any)
- Compare the historical fare and the current fare

**To do Fare display in the past date using (FQD)**

For example:

**FQDBKKLON/ALH/D12MAR12/CV/R,01MAR17**

<b>FQD</b>	Transaction code
<b>BKKLON</b>	Origin, destination
<b>/ALH</b>	Slash, specific carrier
<b>/D12MAR17</b>	Slash, past date depart
<b>/CV</b>	Slash, booking class
<b>/R,01MAR17</b>	Slash, ticketing date

**To make an informative pricing for past date fare (FQP)**

- With Stopover at all route

**FQPBKK/ALH/D12MAR/CVFRA/D14MARLHR/D20MARFRA/D22MARBKK/R,01MAR17**

<b>FQP</b>	Transaction code
<b>BKK</b>	City pair of origin
<b>/ALH</b>	Slash, carrier
<b>/D12MAR</b>	Slash, travelling date
<b>/CV</b>	Slash, if same booking class all route input only one between first city pair
<b>FRA</b>	Next city pair
<b>/D14MAR</b>	Slash, travelling date
<b>LHR.....</b>	City pair
<b>/R,01MAR17</b>	Slash, ticketing date at the end of entry

- **With no-stopover at connecting point**

**FQPBKK/ALH/D12MAR/CVFRA/D12MARLHR-/D20MARFRA/D20MARBKK-/R,01MAR17**

<b>FQP</b>	Transaction code
<b>BKK</b>	City pair of origin
<b>/ALH</b>	Slash, carrier
<b>/D12MAR</b>	Slash, travelling date
<b>/CV</b>	Slash, if same booking class all route input only one between first city pair
<b>FRA</b>	City pair
<b>/D12MAR</b>	Slash, travelling date
<b>LHR</b>	City pair
<b>-.....</b>	Hyphen after each city pair, you would like to indicate as a stopover
<b>/R,01MAR17</b>	Slash, ticketing date at the end of entry

**Note:** In the FQP command, agent must be input airport code only. If use city code maybe airport tax will be missing.

**Rule step**

**FQN....**(Follow by the fare line number)

For example:

**FQN5\*PE**

<b>FQN</b>	<b>Transaction code</b>
<b>5</b>	<b>Fare line number</b>
<b>*PE</b>	<b>Asterisk, to specific category Penalty</b>

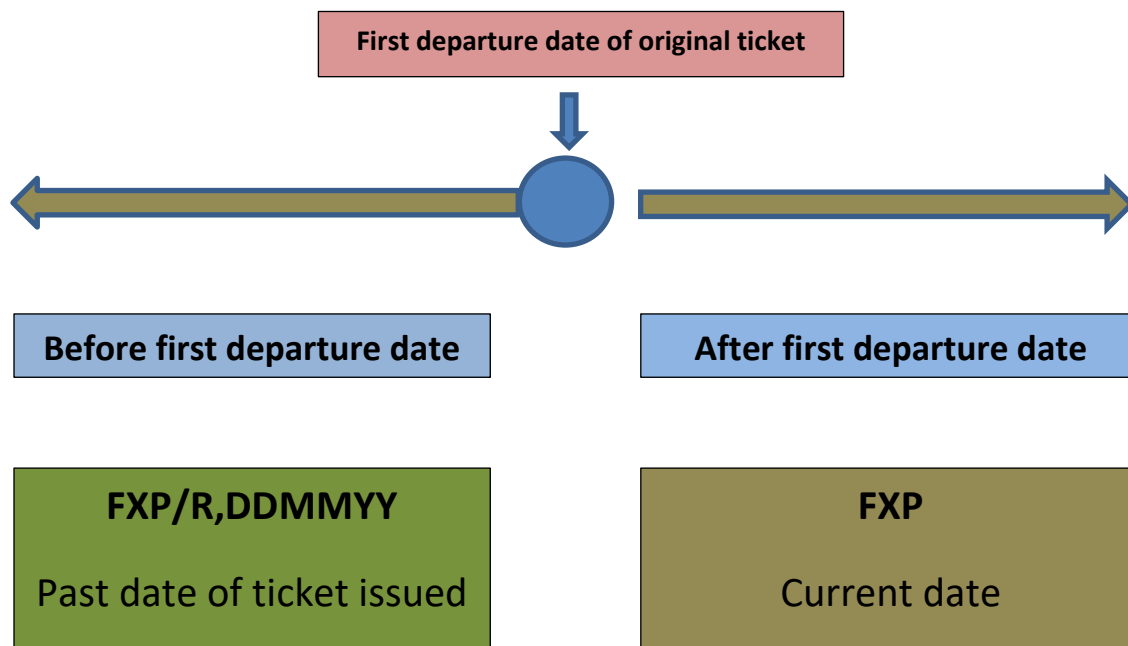
**The following conditions of the fare rule must be validated**

- **Number of stopover/transfers (SO)**
- **Seasonality (including blackout dates) (SE)**
- **Day of week (DA)**
- **Flight application (FL)**
- **Transferable (TF)**
- **Penalty (PE)**

Elements need to be updated before reissue

- Itinerary
- TST
  - ❖ Fare base on
  - ❖ Taxes
  - ❖ Total Fare and Taxes
  - ❖ Not valid after
  - ❖ Fare calculation
- Form of payment (FP)
- Commission (FM) (If any)
- Original issue (FO)

## How to create a TST for Totally Unused?



**Note:** Some airlines are not allowed you to use historical fare, please re-check directly

**Reissue Steps for Totally Unused ticket(สำหรับบัตรโดยสารที่ยังไม่ได้ใช้เลย)**

**1. Reissue Steps : No additional both Fare and Tax(ราคาและภาษีไม่เพิ่ม)**

1. Create a PNR/Change PNR with the new flights
2. Price the new fare (**FXP** or **FXP/R,VC-XX** (XX = airline code))
3. Exchange the ticket
  - **TTK/EXCH** (If more than one **TST** enter : **TTK/EXCH/Tx** (x = where the **TST** number))
4. Update the TST
  - Not valid after, **TTK/VXXDDMM** (DDMM = Date, Month)
  - All taxes number will be change to be **O (old taxes paid), no need to be updated**
5. Go back to the PNR and enter the old form of payment
  - **FPO/** old payment Example: **FPO/CASH** or **FPO/NR+CASH**
6. Display Electronic Ticket Record enter: **TWD** or **TWD/Lx** (x = **FA/FHE** line number)
7. Enter the fare original issue
  - **FO\*Lx** if more than one passenger enter **FO\*Lx/Py** (x = **FA/FHE** line number, y = passenger number)
8. Reissue the ticket with the passenger number
  - **TTP/Px** (x = Passenger number)

**Example:**

Original issued PNR, a passenger wants to change the return flight from Nov 20 to be Nov 23.

```

--- TST MSC ---
RP/BKKOK219W/BKKOK219W          SC/AS  3JUL12/0708Z  5TWIOR
 1.BALE/CHRISTIAN MR
 2  EK 375 W 10NOV 6*BKKDXB HK1  0935 1315  10NOV  E  EK/HYPDLW
 3  EK 047 W 10NOV 6*DXBFRA HK1  1435 1835  10NOV  E  EK/HYPDLW
 4  EK 046 W 20NOV 2*FRADXB HK1  1425 2335  20NOV  E  EK/HYPDLW
 5  EK 384 W 21NOV 3*DXBBKK HK1  0315 1205  21NOV  E  EK/HYPDLW
 6 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 7 TK OK03JUL/BKKOK219W//ETEK
 8 FA PAX 176-9593055266/ETEK/THB48645/03JUL12/BKKOK219W/353033
   54/S2-5
 9 FB PAX 0300000017 TTP/RT OK ETICKET/S2-5
10 FE PAX NON-END/SKYWARDS FLEX/ NOT VALID EK6200/6201./S2-5
11 FG PAX 0300000089 BKK1A0906/S2-5
12 FM *M*5
13 FP CASH
14 FV PAX EK/S2-5
    
```

OLD E TICKET RECORD

TKT-1769593055266	RCI-	1A	LOC-5TWIOR
OD-BKKBKK SI-	FCMI-0	POI-BKK	DOI-03JUL12 IOI-35303354
1.BALE/CHRISTIANMR	ADT	ST	
1 OBKK EK 375	W 10NOV0935	OK WLE1YTH1	O 10NOV10NOV 30K
2 XDXB EK 47	W 10NOV1435	OK WLE1YTH1	O 10NOV10NOV 30K
3 OFRA EK 46	W 20NOV1425	OK WLE1YTH1	O 20NOV20NOV 30K
4 XDXB EK 384	W 21NOV0315	OK WLE1YTH1	O 21NOV21NOV 30K
BKK			
FARE F THB	44760		
TOTALTAX THB	3885		
TOTAL THB	48645		
/FC BKK EK X/DXB Q45.00EK FRA684.88EK X/DXB EK BKK Q45.00 684.88			
NUC1459.76END ROE30.662000			
FE NON-END/SKYWARDS FLEX/ NOT VALID EK6200/6201.			
FP CASH			
FOR TAX/FEE DETAILS USE TWD/TAX			

Fare **WLE1YTH1** allows change without change fee.

Fare comparison				
Old base Fare		New base fare		Additional fare
THB	44760	THB	44760	THB 0
Old Taxes		New Taxes		Additional Taxes
THB	700TS	THB	700TS	THB 0
THB	1705OY	THB	1705OY	THB 0
THB	1220RA	THB	1220RA	THB 0
THB	260DE	THB	260DE	THB 0

Amadeus Ticket Reissue

Changed PNR with the new flights as a passenger preference.

```

--- TST MSC ---
RP/BKKOK219W/BKKOK219W          SC/AS  3JUL12/0731Z  5TWIOR
 1.BALE/CHRISTIAN MR
 2  EK 375 W 10NOV 6*BKKDXB HK1  0935 1315  10NOV  E  EK/HYPDLW
 3  EK 047 W 10NOV 6*DXBFRA HK1  1435 1835  10NOV  E  EK/HYPDLW
 4  EK 046 W 23NOV 5*FRADXB HK1  1425 2335  23NOV  E  EK/HYPDLW
 5  EK 384 W 24NOV 6*DXBBKK HK1  0315 1205  24NOV  E  EK/HYPDLW
 6 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 7 TK OK03JUL/BKKOK219W//ETEK
 8 FA PAX 176-9593055266/ETEK/THB48645/03JUL12/BKKOK219W/353033
   54/S2-3
 9 FB PAX 0300000017 TTP/RT OK ETICKET/S2-3
10 FE PAX NON-END/SKYWARDS FLEX/ NOT VALID EK6200/6201./S2-3
11 FG PAX 0300000089 BKK1A0906/S2-3
12 FM *M*5
13 FP CASH
14 FV PAX EK/S2-3
    
```

TTE/ALL < ===== TO DELETE OLD TST IF STILL ACTIVE

FXP/R,03JUL12 < ===== TO REPRICE AND CREATE A NEW TST

```

FXP/R,03JUL12

* FARE BASIS * DISC * PSGR * FARE<THB> * MSG *T
01 WRTH7 * * P1 * 137010 * *Y
02 WLE1YTH1 * * P1 * 48645 * *Y
*2*TICKET STOCK RESTRICTION
    
```

FXT2 < ===== TO SELECT FARE

FXT2										
01 BALE/CHRIS*										
LAST TKT DTE 10NOV12 - DATE OF ORIGIN										
-----										
	AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG
BKK										
XDXB	EK	375	W	W	10NOV	0935	WLE1YTH1	10NOV	10NOV	30
FRA	EK	47	W	W	10NOV	1435	WLE1YTH1	10NOV	10NOV	30
XDXB	EK	46	W	W	23NOV	1425	WLE1YTH1	23NOV	23NOV	30
BKK	EK	384	W	W	24NOV	0315	WLE1YTH1	24NOV	24NOV	30
THB	44760	10NOV12BKK EK X/DXB Q45.00EK FRA684.88EK								
		X/DXB EK BKK Q45.00 684.88NUC1459.76END								
THB	700TS	ROE30.662000								
THB	1705OY	XT THB 1220RA THB 260DE								
THB	1480XT									
THB	48645									
TICKET STOCK RESTRICTION										

TQT < ===== TO DISPLAY TST

TST00002	BKKOK219W	SC/03JUL	I	0	LD	10NOV12	OD	BKK	BKK	SI
T-										
FXP										
1.BALE/CHRISTIAN MR										
1	BKK	EK	375	W	10NOV	0935	OK	WLE1YTH1	10NOV	10NOV 30K
2	X	DXB	EK	047	W	10NOV	1435	OK	WLE1YTH1	10NOV10NOV 30K
3	O	FRA	EK	046	W	23NOV	1425	OK	WLE1YTH1	23NOV23NOV 30K
4	X	DXB	EK	384	W	24NOV	0315	OK	WLE1YTH1	24NOV24NOV 30K
BKK										
FARE	F	THB	44760							
TX001	X	THB	700TSLA	TX002	X	THB	1705OYCB	TX003	X	THB
1220RAEB										
TX004	X	THB	260DESE							
TOTAL	THB	48645								
GRAND TOTAL	THB	48645								
BKK EK X/DXB Q45.00EK FRA684.88EK X/DXB EK BKK Q45.00 684.88NUC										
1459.76END ROE30.662000										
10.FE NON-END/SKYWARDS FLEX/ NOT VALID EK6200/6201.										
12.FM *M*5										
13.FP CASH										
14.FV EK										



TTK/EXCH <===== EXCHANGE THE TICKET

```

TST00002      BKKOK219W SC/03JUL M 0 LD 10NOV12 OD BKKBKK SI
T-
FXP
  1.BALE/CHRISTIAN MR
  1  BKK EK  375 W 10NOV 0935  OK WLE1YTH1      10NOV10NOV 30K
  2 X DXB EK  047 W 10NOV 1435  OK WLE1YTH1      10NOV10NOV 30K
  3 O FRA EK  046 W 23NOV 1425  OK WLE1YTH1      23NOV23NOV 30K
  4 X DXB EK  384 W 24NOV 0315  OK WLE1YTH1      24NOV24NOV 30K
    BKK
FARE  R THB      44760
TX001 O THB      700TSLA TX002 O THB      1705OYCB TX003 O THB
1220RAEB
TX004 O THB      260DESE
TOTAL   THB          0
GRAND TOTAL THB          0
BKK EK X/DXB Q45.00EK FRA684.88EK X/DXB EK BKK Q45.00 684.88NUC
1459.76END ROE30.662000
    
```

NOT VALID AFTER COMES FROM THE NEW FARE, NO NEED TO UPDATE

```

TST00002      BKKOK219W SC/03JUL M 0 LD 10NOV12 OD BKKBKK SI
T-
FXP
  1.BALE/CHRISTIAN MR
  1  BKK EK  375 W 10NOV 0935  OK WLE1YTH1      10NOV10NOV 30K
  2 X DXB EK  047 W 10NOV 1435  OK WLE1YTH1      10NOV10NOV 30K
  3 O FRA EK  046 W 23NOV 1425  OK WLE1YTH1      23NOV23NOV 30K
  4 X DXB EK  384 W 24NOV 0315  OK WLE1YTH1      24NOV24NOV 30K
    BKK
FARE  R THB      44760
TX001 O THB      700TSLA TX002 O THB      1705OYCB TX003 O THB
1220RAEB
TX004 O THB      260DESE
TOTAL   THB          0
GRAND TOTAL THB          0
BKK EK X/DXB Q45.00EK FRA684.88EK X/DXB EK BKK Q45.00 684.88NUC
1459.76END ROE30.662000
    
```

Amadeus Ticket Reissue

Form of payment (FP) automatically changed after you enter: TTK/EXCH, if not you can input by enter:

FPO/CASH < ===== OLD FORM OF PAYMENT (ONLY FOR NO ADC)

```

--- TST MSC ---
RP/BKKOK219W/BKKOK219W          SC/AS  3JUL12/0731Z  5TWIOR
  1.BALE/CHRISTIAN MR
  2  EK 375 W 10NOV 6*BKKDXB HK1  0935 1315  10NOV  E  EK/HYPDLW
  3  EK 047 W 10NOV 6*DXBFRA HK1  1435 1835  10NOV  E  EK/HYPDLW
  4  EK 046 W 23NOV 5*FRADXB HK1  1425 2335  23NOV  E  EK/HYPDLW
  5  EK 384 W 24NOV 6*DXBBKK HK1  0315 1205  24NOV  E  EK/HYPDLW
  6 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
  7 TK OK03JUL/BKKOK219W//ETEK
  8 FA PAX 176-9593055266/ETEK/THB48645/03JUL12/BKKOK219W/353033
    54/S2-3
  9 FB PAX 0300000017 TTP/RT OK ETICKET/S2-3
 10 FE PAX NON-END/SKYWARDS FLEX/ NOT VALID EK6200/6201./S2-5
 11 FG PAX 0300000089 BKK1A0906/S2-3
 12 FM *M*5
 13 FP PAX O/CASH/S2-5
 14 FV PAX EK/S2-5
    
```

TWD/L8 < ===== DISPLAY E TICKET RECORD

```

TKT-1769593055266          RCI-          1A  LOC-5TWIOR
OD-BKKBKK  SI-          FCMI-0  POI-BKK  DOI-03JUL12  IOI-35303354
  1.BALE/CHRISTIANMR          ADT          ST
  1 OBKK EK 375  W 10NOV0935 OK WLE1YTH1  O  10NOV10NOV 30K
  2 XDXB EK  47  W 10NOV1435 OK WLE1YTH1  O  10NOV10NOV 30K
  3 OFRA EK  46  W 20NOV1425 OK WLE1YTH1  O  20NOV20NOV 30K
  4 XDXB EK 384  W 21NOV0315 OK WLE1YTH1  O  21NOV21NOV 30K
    BKK
FARE  F THB          44760
TOTALTAX THB          3885
TOTAL  THB          48645
/FC BKK EK X/DXB Q45.00EK FRA684.88EK X/DXB EK BKK Q45.00 684.88
NUC1459.76END ROE30.662000
FE NON-END/SKYWARDS FLEX/ NOT VALID EK6200/6201.
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
    
```

FO\*L8 <===== FARE ORIGINAL ISSUED

**FO176-9593055266E1BKK03JUL12/35303354/176-9593055266E1**

```

--- TST MSC ---
RP/BKKOK219W/BKKOK219W          SC/AS   3JUL12/0731Z   5TWIOR
 1.BALE/CHRISTIAN MR
 2  EK 375 W 10NOV 6*BKKDXB HK1  0935 1315  10NOV  E  EK/HYPDLW
 3  EK 047 W 10NOV 6*DXBFRA HK1  1435 1835  10NOV  E  EK/HYPDLW
 4  EK 046 W 23NOV 5*FRADXB HK1  1425 2335  23NOV  E  EK/HYPDLW
 5  EK 384 W 24NOV 6*DXBBKK HK1  0315 1205  24NOV  E  EK/HYPDLW
 6 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 7 TK OK03JUL/BKKOK219W//ETEK
 8 FA PAX 176-9593055266/ETEK/THB48645/03JUL12/BKKOK219W/353033
   54/S2-3
 9 FB PAX 0300000017 TTP/RT OK ETICKET/S2-3
10 FE PAX NON-END/SKYWARDS FLEX/ NOT VALID EK6200/6201./S2-5
11 FG PAX 0300000089 BKK1A0906/S2-3
12 FM *M*5
13 FO 176-9593055266BKK03JUL12/35303354/176-95930552664E1
14 FP PAX O/CASH/S2-5
15 FV PAX EK/S2-5
    
```

RFSATHIEN <===== ENTER RECEIVE FROM

```

--- TST MSC ---
RP/BKKOK219W/BKKOK219W          SC/AS   3JUL12/0731Z   5TWIOR
RF SATHIEN
 1.BALE/CHRISTIAN MR
 2  EK 375 W 10NOV 6*BKKDXB HK1  0935 1315  10NOV  E  EK/HYPDLW
 3  EK 047 W 10NOV 6*DXBFRA HK1  1435 1835  10NOV  E  EK/HYPDLW
 4  EK 046 W 23NOV 5*FRADXB HK1  1425 2335  23NOV  E  EK/HYPDLW
 5  EK 384 W 24NOV 6*DXBBKK HK1  0315 1205  24NOV  E  EK/HYPDLW
 6 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 7 TK OK03JUL/BKKOK219W//ETEK
 8 FA PAX 176-9593055266/ETEK/THB48645/03JUL12/BKKOK219W/353033
   54/S2-3
 9 FB PAX 0300000017 TTP/RT OK ETICKET/S2-3
10 FE PAX NON-END/SKYWARDS FLEX/ NOT VALID EK6200/6201./S2-5
11 FG PAX 0300000089 BKK1A0906/S2-3
12 FM *M*5
13 FO 176-9593055266BKK03JUL12/35303354/176-95930552664E1
14 FP PAX O/CASH/S2-5
15 FV PAX EK/S2-5
    
```

TO REISSUE TICKET ENTER: **TTP/P..**

**TTP/P1**  
**OK ETICKET**

RT5TWIOR < ===== TO RETREIVE PNR

```

--- TST MSC ---
RP/BKKOK219W/BKKOK219W          SC/AS   3JUL12/0810Z   5TWIOR
 1.BALE/CHRISTIAN MR
 2  EK 375 W 10NOV 6*BKKDXB HK1  0935 1315  10NOV  E  EK/HYPDLW
 3  EK 047 W 10NOV 6*DXBFRA HK1  1435 1835  10NOV  E  EK/HYPDLW
 4  EK 046 W 23NOV 5*FRADXB HK1  1425 2335  23NOV  E  EK/HYPDLW
 5  EK 384 W 24NOV 6*DXBBKK HK1  0315 1205  24NOV  E  EK/HYPDLW
 6 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 7 TK OK03JUL/BKKOK219W//ETEK
 8 FA PAX 176-9593055267/ETEK/THB0/03JUL12/BKKOK219W/35303354
   /S2-5
 9 FB PAX 0300000018 TTP OK ETICKET/S2-5
10 FE PAX NON-END/SKYWARDS FLEX/ NOT VALID EK6200/6201./S2-5
11 FG PAX 0300000090 BKK1A0906/S2-5
12 FM *M*5
13 FO 176-9593055266BKK03JUL12/35303354/176-95930552664E1
14 FP PAX O/CASH/S2-5
15 FV PAX EK/S2-5
    
```

Amadeus Ticket Reissue

TWD/L8 < ===== DISPLAY NEW E TICKET RECORD

```

TKT-1769593055267          RCI-                               1A  LOC-5TWIOR
OD-BKKBKK  SI-            FCMI-0   POI-BKK  DOI-03JUL12  IOI-35303354
  1.BALE/CHRISTIANMR          ADT              ST
1  OBKK EK 375   W 10NOV0935 OK WLE1YTH1   O   10NOV10NOV 30K
2  XDXB EK  47   W 10NOV1435 OK WLE1YTH1   O   10NOV10NOV 30K
3  OFRA EK  46   W 23NOV1425 OK WLE1YTH1   O   23NOV23NOV 30K
4  XDXB EK 384   W 24NOV0315 OK WLE1YTH1   O   24NOV24NOV 30K
   BKK
FARE   R THB           44760
TOTALTAX THB           0
TAXES   PD
TOTAL   THB           NO ADC
}          NO ADC
/FC BKK EK X/DXB Q45.00EK FRA684.88EK X/DXB EK BKK Q45.00 684.88
NUC1459.76END ROE30.662000
FE NON-END/SKYWARDS FLEX/ NOT VALID EK6200/6201.
FO 176-9593055266BKK03JUL12/35303354/176-9593055266
FP O/CASH
FOR TAX/FEE DETAILS USE TWD/TAX
FP O/CASH
FOR TAX DETAILS USE TWD/TAX
    
```

TWD/O\* < ===== DISPLAY OLD E TICKET RECORD

```

TKT-1769593055266          RCI-                               1A  LOC-5TWIOR
OD-BKKBKK  SI-            FCMI-0   POI-BKK  DOI-03JUL12  IOI-35303354
  1.BALE/CHRISTIANMR          ADT              ST
1  OBKK EK 375   W 10NOV0935 OK WLE1YTH1   E   10NOV10NOV 30K
2  XDXB EK  47   W 10NOV1435 OK WLE1YTH1   E   10NOV10NOV 30K
3  OFRA EK  46   W 20NOV1425 OK WLE1YTH1   E   20NOV20NOV 30K
4  XDXB EK 384   W 21NOV0315 OK WLE1YTH1   E   21NOV21NOV 30K
   BKK
FARE   F THB           44760
TOTALTAX THB           3885
TOTAL   THB           48645
/FC BKK EK X/DXB Q45.00EK FRA684.88EK X/DXB EK BKK Q45.00 684.88
NUC1459.76END ROE30.662000
FE NON-END/SKYWARDS FLEX/ NOT VALID EK6200/6201.
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
SAC-1769808874287
    
```

**2.Reissue Steps: No additional both fare and tax with reissue fee (ราคาและภาษีไม่เปลี่ยนแปลงแต่มีการเก็บค่าธรรมเนียมในการเปลี่ยนแปลง)**

1. Create a PNR/Change PNR with the new flights
2. Price the new fare
3. Exchange the ticket
  - **TTK/EXCH** (If more than one TST enter : **TTK/EXCH/Tx** (x = where the TST number))
4. Update the TST
  - Not valid after **TTK/VXXDDMM** (DDMM = Date, Month)
  - All taxes number will be change to be **O (old taxes paid), no need to be updated**
  - add ticket reissue fee **TTK/X1000OB/TTHB1000** (Reissuing fee THB1000 and totally add THB1000)
    - \*Please confirm with the airline for reissuing ticket fee tax code
5. Go back to the PNR and enter the old form of payment and the new form of payment
  - **FPO/ old payment +/- new payment** exp: **FPO/CASH+/CASH** or **FPO/NR+CASH+/CASH**
6. **FM** must be presented in a TST (**FM0 (ZERO)** or **FM0A**)
7. Display Electronic Ticket Record enter: **TWD** or **TWD/Lx** (x = FA/FHE line number)
8. Enter the fare original issue
  - **FO\*Lx** if more than one passenger enter **FO\*Lx/Py** (x = FA/FHE line number, y = passenger number)
9. Reissue the ticket with the passenger number
  - **TTP/Px** (x = Passenger number)

**Note:**

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**3.Reissue Steps: Additional Tax(es) (มีการเก็บภาษีเพิ่ม)**

1. Create a PNR/Change PNR with the new flights
2. Price the new fare
3. Exchange the ticket
  - **TTK/EXCH** (If more than one **TST** enter : **TTK/EXCH/Tx** (x = where the **TST** number))
4. Update the **TST**
  - Not valid after **TTK/VXXDDMM** (DDMM = Date, Month)
  - To delete all taxes, **TTK/O**
  - To add all old taxes paid, **TTK/O** tax amount tax code
  - Old tax update, **TTK/xy – O** tax amount tax code (y = Tax number)
  - add new tax, **TTK/x** tax amount tax code/T total additional amount  
Add all new tax difference and total additional amount
5. Go back to the PNR and enter the old form of payment and the new form of payment
  - **FPO/ old payment +/- new payment** exp: **FPO/CASH+/CASH** or **FPO/NR+CASH+/CASH**
6. **FM** must be presented in a **TST (FM0 (ZERO) or FMOA)**
7. Display Electronic Ticket Record enter: **TWD** or **TWD/Lx** (x = **FA/FHE** line number)
8. Enter the fare original issue
  - **FO\*Lx** if more than one passenger enter **FO\*Lx/Py** (x = **FA/FHE** line number, y = passenger number)
9. Reissue the ticket with the passenger number
  - **TTP/Px** (x = Passenger number)

**Note:**

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**4.Reissue Steps: Additional Tax(es) with reissue fee (มีการเก็บภาษีเพิ่มและค่าธรรมเนียมในการเปลี่ยนแปลง)**

1. Create a PNR/Change PNR with the new flights
2. Price the new fare
3. Exchange the ticket
  - **TTK/EXCH** (If more than one **TST** enter : **TTK/EXCH/Tx** (x = where the **TST** number))
4. Update the TST
  - Not valid after **TTK/VXXDDMM** (**DDMM** = Date, Month)
  - To delete all taxes, **TTK/O**
  - To add all old taxes paid, **TTK/O tax amount tax code**
  - add new tax, **TTK/X tax amount tax code/X reissue fee amount and code/T total additional amount**
5. Go back to the PNR and enter the old form of payment and the new form of payment
  - **FPO/ old payment +/- new payment**  
Exp: **FPO/CASH+/CASH** or **FPO/NR+CASH+/CASH**
6. **FM** must be presented in a TST (**FM0 (ZERO)** or **FM0A**)
7. Display Electronic Ticket Record enter: **TWD** or **TWD/Lx** (x = **FA/FHE** line number)
8. Enter the fare original issue
  - **FO\*Lx** if more than one passenger enter **FO\*Lx/Py** (x = **FA/FHE** line number, y = passenger number)
9. Reissue the ticket with the passenger number
  - **TTP/Px** (x = Passenger number)

**Note:**

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**5. Reissue Steps: Additional Fare – old tax(es) (ราคาเพิ่มแต่ภาษีไม่เพิ่ม)**

- 1. Create a PNR/Change PNR with the new flights
- 2. Price the new fare
- 3. Exchange the ticket
  - **TTK/EXCH** (If more than one **TST** enter : **TTK/EXCH/Tx** (x = where the **TST** number))
- 4. Update the **TST**
  - Not valid after **TTK/VXXDDMM** (**DDMM** = Date, Month)
  - All taxes number will be change to be **O (old taxes paid), no need to be updated**
  - add difference fare amount, **TTK/THB** *fare diff amount*
- 5. Go back to the PNR and enter the old form of payment and the new form of payment
  - **FPO/ old payment +/- new payment**  
Exp: **FPO/CASH+/CASH** or **FPO/NR+CASH+/CASH** or **FPO/NR+CASH+/NR+CASH/SELLING FARE**
- 6. **FM** must be presented in a TST (**FMO (ZERO)** or **FMOA**)
- 7. Display Electronic Ticket Record enter: **TWD** or **TWD/Lx** (x = **FA/FHE** line number)
- 8. Enter the fare original issue
  - **FO\*Lx** if more than one passenger enter **FO\*Lx/Py** ( x = **FA/FHE** line number, y = passenger number)
- 9. Reissue the ticket with the passenger number
  - **TTP/Px** ( x = Passenger number)

**Note:**

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**6.Reissue Steps: Additional Fare – old tax(es) with reissue fee(ราคาเพิ่ม ภาษีเท่าเดิมแต่มีค่าธรรมเนียม)**

- 1. Create a PNR/Change PNR with the new flights
- 2. Price the new fare
- 3. Exchange the ticket
  - **TTK/EXCH** (If more than one **TST** enter : **TTK/EXCH/Tx** (x = where the TST number))
- 4. Update the TST
  - Not valid after **TTK/VXXDDMM** (DDMM = Date, Month)
  - All taxes number will be change to be **O (old taxes paid)**, **no need to be updated**
  - add issue fee and total fare difference, **TTK/X reissue fee amount and code/T total additional amount**
- 5. Go back to the PNR and enter the old form of payment and the new form of payment
  - **FPO/ old payment +/ new payment**  
Exp: **FPO/CASH+/CASH** or **FPO/NR+CASH+/CASH** or **FPO/NR+CASH+/NR+CASH/SELLING FARE**
- 6. **FM** must be presented in a TST (**FMO (ZERO)** or **FMOA**)
- 7. Display Electronic Ticket Record enter: **TWD** or **TWD/Lx** (x = **FA/FHE** line number)
- 8. Enter the fare original issue
  - **FO\*Lx** if more than one passenger enter **FO\*Lx/Py** (x = **FA/FHE** line number, y = passenger number)
- 9. Reissue the ticket with the passenger number
  - **TTP/Px** (x = Passenger number)

**Note:**

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**7.Reissue Steps: Additional Fare and Tax(es)(ราคาและภาษีเพิ่ม)**

1. Create a PNR/Change PNR with the new flights
2. Price the new fare
3. Exchange the ticket
  - **TTK/EXCH** (If more than one **TST** enter : **TTK/EXCH/Tx** (x = where the **TST** number))
4. Update the TST
  - Not valid after **TTK/VXXDDMM** (DDMM = Date, Month)
  - To delete all taxes, **TTK/O**
  - To add all old taxes paid, **TTK/O** tax amount tax code
  - add new tax, **TTK/X** tax amount tax code/T total additional amount (Including new tax and fare difference)
5. Go back to the PNR and enter the old form of payment and the new form of payment
  - **FPO/ old payment +/- new payment**  
Exp: **FPO/CASH+/CASH** or **FPO/NR+CASH+/CASH** or **FPO/NR+CASH+/NR+CASH/SELLING FARE**
6. **FM** must be presented in the **TST (FM0 (ZERO) or FM0A)**
7. Display Electronic Ticket Record enter: **TWD** or **TWD/Lx** (x = **FA/FHE** line number)
8. Enter the fare original issue
  - **FO\*Lx** if more than one passenger enter **FO\*Lx/Py** ( x = **FA/FHE** line number, y = passenger number)
9. Reissue the ticket with the passenger number
  - **TTP/Px** ( x = Passenger number)

**Note:**


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**8.Reissue Steps: Additional Fare and Tax(es) with reissue fee (ราคาและภาษีเพิ่ม เก็บค่าธรรมเนียมการเปลี่ยนแปลง)**

1. Create a PNR/Change PNR with the new flights
2. Price the new fare
3. Exchange the ticket
  - **TTK/EXCH** (If more than one **TST** enter : **TTK/EXCH/Tx** (x = where the **TST** number))
4. Update the **TST**
  - Not valid after **TTK/VXXDDMM** (DDMM = Date, Month)
  - To delete all taxes, **TTK/O**
  - To add all old taxes paid, **TTK/O** tax amount tax code
  - Add new tax, **TTK/X tax amount tax code/X reissue fee amount and code/T total additional amount** (Including new tax, reissue fee and fare difference)
5. Go back to the PNR and enter the old form of payment and the new form of payment
  - **FPO/ old payment +/- new payment**  
Exp: **FPO/CASH+/CASH** or **FPO/NR+CASH+/CASH** or **FPO/NR+CASH+/NR+CASH/SELLING FARE**
6. **FM** must be presented in the **TST (FM0 (ZERO) or FM0A)**
7. Display Electronic Ticket Record enter: **TWD** or **TWD/Lx** (x = **FA/FHE** line number)
8. Enter the fare original issue
  - **FO\*Lx** if more than one passenger enter **FO\*Lx/Py** (x = **FA/FHE** line number, y = passenger number)
9. Reissue the ticket with the passenger number
  - **TTP/Px** (x = Passenger number)

**Note:** For a normal fare you have selling with plus commission amount (**FPNR+CASH/SELLING FARE**) for reissuing steps do the same things normal fares sale as face value but you need to update **Form of payment** as **FPO/NR+CASH (for NO ADC)** or **FPO/NR+CASH+/NR+CASH/new selling amount (for ADC)**

**Note:**

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For example of selling fare: **Additional fare and taxes with reissue fee**

```

--- TST ---
RP/BKKOK219W/BKKOK219W          SC/SU  18JUL12/0408Z   5UOVBO
 1.DIAZ/CAMERON MS
 2  EY 407 V 01AUG 3 BKKAUH HK1  0255 0620  01AUG  E  EY/5UOVBO
 3  EY 404 V 10AUG 5 AUHBKK HK1  1025 1950  10AUG  E  EY/5UOVBO
 4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 5 TK OK18JUL/BKKOK219W//ETEY
 6 FA PAX 607-9593056965/ETEY/18JUL12/BKKOK219W/35303354/S2-3
 7 FB PAX 1800001780 TTP/RT OK ETICKET/S2-3
 8 FE PAX VALID ON EY ONLY NON END/S2-3
 9 FG PAX 1800001781 BKK1A0906/S2-3
10 FM *M*500A
11 FP NR+CASH/THB30050
12 FT NRNIL
    
```

A passenger wants to change the return flight by EY408 the same date but V class is fully booked. A passenger accepts to confirm on other booking class and accept a new fare different and reissue fee.

1. Change PNR as a passenger preference.

```

--- TST ---
RP/BKKOK219W/BKKOK219W          SC/SU  18JUL12/0422Z   5UOVBO
 1.DIAZ/CAMERON MS
 2  EY 407 V 01AUG 3 BKKAUH HK1  0255 0620  01AUG  E  EY/5UOVBO
 3  EY 408 L 10AUG 5 AUHBKK HK1  0840 1805  10AUG  E  EY/5UOVBO
 4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 5 TK OK18JUL/BKKOK219W//ETEY
 6 FA PAX 607-9593056965/ETEY/18JUL12/BKKOK219W/35303354/S2
 7 FB PAX 1800001780 TTP/RT OK ETICKET/S2
 8 FE PAX VALID ON EY ONLY NON END/S2
 9 FG PAX 1800001781 BKK1A0906/S2
10 FM *M*500A
11 FP NR+CASH/THB30050
12 FT NRNIL
13 FV PAX EY/S2
    
```

Display the original fare issued **FQDBKKAUH/AEY/D1AUG12/CV/R,18JUL12/IR,L** to read fare note/rules for old ticket

```

FQDBKKAUH/AEY/D1AUG12/CV/R,18JUL12/IR,L
ROE 30.662 UP TO 5.00 THB
01AUG12**01AUG12/EY BKKAUH/NSP;EH/TPM 3091/MPM 3711
LN FARE BASIS      OW      THB  RT   B PEN  DATES/DAYS  AP  MIN  MAX  R
01 VEE3MTH                21735 V NRF      -      -  + - -      3M R
    
```

**FQN1\*PE** < ===== To read a fare note/rule for reissuing

```

FQN1*PE
** RULES DISPLAY **
01AUG12**01AUG12/EY BKKAUH/NSP;EH/TPM 3091/MPM 3711
LN FARE BASIS      OW   THB  RT   B PEN  DATES/DAYS  AP MIN MAX R
01 VEE3MTH                21735 V NRF    -    -    + - -    3M R
FCL: VEE3MTH   TRF:  33 RULE: THGD BK:  V
PTC: ADT-ADULT                FTC: XEX-REGULAR EXCURSION
PE.PENALTIES
FOR VEE3MTH TYPE FARES

CHANGES

BEFORE DEPARTURE
CHARGE THB 2000 FOR REISSUE/REVALIDATION.
WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.
NOTE -
CHANGE FEES MUST BE CODED AS XP IN THE TAX FIELD.
-----
OFFICIAL DOCUMENTATION REQUIRED IN THE CASE OF
DEATH OF PASSENGER/FAMILY MEMBER
PAGE 1/ 3
    
```

**2. Pricing the new fare to combine the old fare**

```

FXP
01 DIAZ/CAMER*

LAST TKT DTE 01AUG12 - DATE OF ORIGIN
-----
      AL FLGT  BK T DATE  TIME  FARE BASIS      NVB  NVA  BG
BKK
AUH EY   407 V   V 01AUG 0255  VEE3MTH      01AUG01AUG 23
BKK EY   408 L   L 10AUG 0840  LEE3MTH      10AUG10AUG 23

THB      23310          01AUG12BKK EY AUH354.42EY BKK405.79NUC
              760.21END ROE30.662000
THB      7520YQ      XT THB 635AE THB 45TP
THB      700TS
THB      680XT
THB      32210
TICKET STOCK RESTRICTION
BG CXR: EY/EY
PRICED WITH VALIDATING CARRIER EY - REPRICE IF DIFFERENT VC
    
```

Old fare base		New fare base		Fare diff	
Fare	21735	Fare	23310	Fare	1575
Tax	7520YQ 700TS 635AE 45TP	Tax	7520YQ 700TS 635AE 45TP	Tax	0YQ 0TS 0AE 0TP
		Tax reissue fee	2000XP	Reissue fee	2000XP
				Total additional	3575

Agent still has a commission 5 percent from the additional fare THB1575 but agent has not selling as full amount. Agent has selling plus commission amount THB50 after less 5 percent. The new selling amount for additional fare is THB1550.

**3. TTK/EXCH < ===== Change a TST to be reissue**

```

TST00002      BKKOK219W SC/18JUL M 0 LD 01AUG12 OD BKKBKK SI
T-
FXP
  1.DIAZ/CAMERON MS
  1  BKK EY  407 V 01AUG 0255  OK VEE3MTH              01AUG01AUG 23K
  2  O AUH EY  408 L 10AUG 0840  OK LEE3MTH              10AUG10AUG 23K
      BKK
FARE  R THB 23310
TX001 O THB 7520YQAC TX002 O THB 700TSLA TX003 O THB
635AEAD
TX004 O THB 45TPSE
TOTAL THB 0
GRAND TOTAL THB 0
BKK EY AUH354.42EY BKK405.79NUC760.21END ROE30.662000
    
```

4. New all TAXES are the same original taxes paid on the old ticket, no need to update.
5. Add the new reissue fee amount in the tax field with tax code and totally amount for fare and tax different

**TTK/X2000XP/TTHB3575**

```

TST00002      BKKOK219W SC/18JUL M 1 LD 01AUG12 OD BKKBKK SI
T-
FXP
  1.DIAZ/CAMERON MS
  1  BKK EY  407 V 01AUG 0255  OK VEE3MTH              01AUG01AUG 23K
  2  O AUH EY  408 L 10AUG 0840  OK LEE3MTH              10AUG10AUG 23K
      BKK
FARE  R THB 23310
TX001 O THB 7520YQAC TX002 O THB 700TSLA TX003 O THB 635AEAD
TX004 O THB 45TPSE TX005 X THB 2000XP
TOTAL THB 3575
GRAND TOTAL THB 3575
BKK EY AUH354.42EY BKK405.79NUC760.21END ROE30.662000
    
```

6. **TTK/NF-1500** < ===== To input the new different net fare

```

TST00002      BKKOK219W SC/18JUL M 1 LD 01AUG12 OD BKKBKK SI
T-
FXP
1.DIAZ/CAMERON MS
1  BKK EY 407 V 01AUG 0255 OK VEE3MTH          01AUG01AUG 23K
2  O AUH EY 408 L 10AUG 0840 OK LEE3MTH          10AUG10AUG 23K
   BKK
FARE  R THB          23310
TX001 O THB          7520YQAC TX002 O THB          700TSLA TX003 O THB          635AED
TX004 O THB          45TPSE TX005 X THB          2000XP
TOTAL  THB          3575
GRAND TOTAL THB          3575
NETFARE THB          1500
BKK EY AUH354.42EY BKK405.79NUC760.21END ROE30.662000
    
```

7. **FPO/NR+CASH+/NR+CASH/3550** < ===== To input Form of payment with old and new

```

--- TST ---
RP/BKKOK219W/BKKOK219W          SC/SU 18JUL12/0516Z 5UOVBO
1.DIAZ/CAMERON MS
2  EY 407 V 01AUG 3 BKKAUH HK1 0255 0620 01AUG E EY/5UOVBO
3  EY 408 L 10AUG 5 AUHBKK HK1 0840 1805 10AUG E EY/5UOVBO
4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
5 TK OK18JUL/BKKOK219W//ETEY
6 FA PAX 607-9593056965/ETEY/18JUL12/BKKOK219W/35303354/S2
7 FB PAX 1800001780 TTP/RT OK ETICKET/S2
8 FE PAX VALID ON EY ONLY NON END/S2-3
9 FG PAX 1800001781 BKK1A0906/S2
10 FM *M*500A
11 FP O/NR+CASH+/NR+CASH/3550
12 FT NRNIL
13 FV PAX EY/S2-3
    
```



8. **FO\*L6** < ===== To input original ticket issue

**FO607-9593056965E1BKK18JUL12/35303354/607-9593056965E1**

```

--- TST ---
RP/BKKOK219W/BKKOK219W          SC/SU  18JUL12/0516Z   5UOVBO
 1.DIAZ/CAMERON MS
 2  EY 407 V 01AUG 3 BKKAUH HK1  0255 0620  01AUG  E  EY/5UOVBO
 3  EY 408 L 10AUG 5 AUHBKK HK1  0840 1805  10AUG  E  EY/5UOVBO
 4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 5 TK OK18JUL/BKKOK219W//ETEY
 6 FA PAX 607-9593056965/ETEY/18JUL12/BKKOK219W/35303354/S2
 7 FB PAX 1800001780 TTP/RT OK ETICKET/S2
 8 FE PAX VALID ON EY ONLY NON END/S2-3
 9 FG PAX 1800001781 BKK1A0906/S2
10 FM *M*500A
11 FO 607-9593056965BKK18JUL12/35303354/607-9593056965E1
12 FP O/NR+CASH+/NR+CASH/3550
13 FT NRNIL
14 FV PAX EY/S2-3
    
```

9. **FM50A** < ===== To input the new commission amount.

10. **TWD/L6** < ===== To display old E-Tkt record prepare for reissue.

```

TKT-6079593056965          RCI-          1A  LOC-5UOVBO
OD-BKKBKK  SI-          FCMI-Z  POI-BKK  DOI-18JUL12  IOI-35303354
 1.DIAZ/CAMERON MS          ADT          ST
 1 OBKK EY 407  V 01AUG0255 OK VEE3MTH          O  01AUG01AUG 23K
 2 OAUH EY 404  V 10AUG1025 OK VEE3MTH          O  10AUG10AUG 23K
   BKK
FARE      N THB          20650          P THB          21735
TOTALTAX THB          8900
TOTAL     THB          29550          THB          30635
/FC BKK EY AUH354.42EY BKK354.42NUC708.84END ROE30.662000
FE VALID ON EY ONLY NON END
FP CASH
FT NIL
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
NET REPORTING IT/BT
    
```

**11. RF.....** < ===== Received from

```

--- TST ---
RP/BKKOK219W/BKKOK219W          SC/SU  18JUL12/0521Z   5UOVBO
RF SATHIEN
1.DIAZ/CAMERON MS
2  EY 407 V 01AUG 3 BKKAUH HK1  0255 0620  01AUG  E  EY/5UOVBO
3  EY 408 L 10AUG 5 AUHBKK HK1  0840 1805  10AUG  E  EY/5UOVBO
4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
5 TK OK18JUL/BKKOK219W//ETEY
6 FA PAX 607-9593056965/ETEY/18JUL12/BKKOK219W/35303354/S2
7 FB PAX 1800001780 TTP/RT OK ETICKET/S2
8 FE PAX VALID ON EY ONLY NON END/S2-3
9 FG PAX 1800001781 BKK1A0906/S2
10 FM *M*50A
11 FO 607-9593056965BKK18JUL12/35303354/607-95930569654E1
12 FP O/NR+CASH+/NR+CASH/3550
13 FT NRNIL
14 FV PAX EY/S2-3
    
```

**12. TTP/Px** < ===== To be reissued the new ticket

```

>TTP/RT/P1
OK ETICKET
    
```

**RT5UOVBO** < ===== Retrieve a PNR

```

--- TST ---
RP/BKKOK219W/BKKOK219W          SC/SU  18JUL12/0720Z   5UOVBO
1.DIAZ/CAMERON MS
2  EY 407 V 01AUG 3 BKKAUH HK1  0255 0620  01AUG  E  EY/5UOVBO
3  EY 408 L 10AUG 5 AUHBKK HK1  0840 1805  10AUG  E  EY/5UOVBO
4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
5 TK OK18JUL/BKKOK219W//ETEY
6 FA PAX 607-9593056966/ETEY/18JUL12/BKKOK219W/35303354/S2-3
7 FB PAX 1800001782 TTP/RT OK ETICKET/S2-3
8 FE PAX VALID ON EY ONLY NON END/S2-3
9 FG PAX 1800001782 BKK1A0906/S2-3
10 FM *M*50A
11 FO 607-9593056965BKK18JUL12/35303354/607-95930569654E1
12 FP O/NR+CASH+/NR+CASH/THB3550
13 FT NRNIL
14 FV PAX EY/S2-3
    
```

**TWD/L6** < ===== To display the new E-ticket record

```

TKT-6079593056966      RCI-                      1A  LOC-5UOVBO
OD-BKKBKK  SI-          FCMI-1  POI-BKK  DOI-18JUL12  IOI-35303354
  1.DIAZ/CAMERON MS          ADT          ST
1  OBKK EY 407    V 01AUG0255 OK VEE3MTH          O   01AUG01AUG 23K
2  OAUH EY 408    L 10AUG0840 OK LEE3MTH          O   10AUG10AUG 23K
  BKK
FARE      N THB          1500    P THB          23310
TOTALTAX THB          2000    NET AMOUNT
TAXES      PD
TOTAL      THB          3500    THB          3575A    TOTAL ADD
/FC BKK EY AUH354.42EY BKK405.79NUC760.21END ROE30.662000
FE VALID ON EY ONLY NON END
FO 607-9593056965BKK18JUL12/35303354/607-9593056965
FP O/NR+CASH+/CASH
FT NIL
TO NET FARE + TAX
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
NET REPORTING IT/BT
    
```

**TWD/O\*** < ===== To display old E-Ticket record

```

TKT-6079593056965      RCI-                      1A  LOC-5UOVBO
OD-BKKBKK  SI-          FCMI-Z   POI-BKK  DOI-18JUL12  IOI-35303354
  1.DIAZ/CAMERON MS          ADT          ST
1  OBKK EY 407    V 01AUG0255 OK VEE3MTH          E   01AUG01AUG 23K
2  OAUH EY 404    V 10AUG1025 OK VEE3MTH          E   10AUG10AUG 23K
  BKK
FARE      N THB          20650    P THB          21735
TOTALTAX THB          8900
TOTAL      THB          29550    THB          30635    Status E-TKT
/FC BKK EY AUH354.42EY BKK354.42NUC708.84END ROE30.662000
FE VALID ON EY ONLY NON END
FP CASH
FT NIL
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
NET REPORTING IT/BT
SAC- 607D45ORC8JWL
    
```

## **Voluntary Rerouting and Reissuance of Partially Used Ticket (PAT 15.9)**

### **General: (PAT 15.9.1)**

Whenever a change in the routing, with or without a change in the fare, is required, such tickets must be reissued.

The “Issued in Exchange For” and the Original Issue” boxes of the new Ticket must show the relevant data of the Original Ticket.

***The original document number must be carried forwards to the new ticket.***

When all unused coupons of a ticket are being exchanged enter “EXCHANGED” across the face of the passenger coupon of such documents and attach it to the new ticket. For electronic tickets, the coupon will have the status “E” for “EXCHANGED”.

Travel Agents require appropriate carrier authorization to complete this type of transaction.

### **Validity of Reissued Ticket: (PAT 15.9.2)**

For Tickets submitted for reissue, the period of validity of any new Ticket issued for the revised routing will be limited to the expiry date that would have been applicable had the new Ticket been issued on the date of sale of the original Ticket. Hence, the reissued Ticket takes on the same expiry date as the original Ticket.

***Carry forward the original expiry dates to the reissued Ticket.***

### **Rerouting – Domestic coupons: (PAT 15.9.3)**

When a Ticket is presented for rerouting and the only coupons remaining in the Ticket are for domestic travel;

- Such Ticket shall not be rerouted for further international carriage.
- For this purpose “Domestic” shall include sectors within Denmark, Norway and Sweden and sectors within USA and/or Canada.

***Refer to the One Country Rule.***

### **Applicable fares: (PAT 15.9.4)**

Fares used in the recalculation are those in effect at time of commencement of transportation, using the IROE applicable on the date of original ticket issue.

1. New fares and charges shall be recalculated
  - a. From the last fare construction point preceding the point from which the flight coupon(s) will be uplifted (unless flight coupons are being uplifted at a fare breakpoint when the recalculation shall be assessed from such fare breakpoint)
  - b. To the destination or to the next fare construction point beyond which the original fare calculation remains applicable.

Amadeus Ticket Reissue

- c. Provides once travel on a fare component has been completed, such fare component may not be used for subsequent rerouting.

**Example 1:**

Original Routing:

TYO

BKK  Place of reissue

KUL ----- Fare Breakpoint

TYO

Unused coupon submitted BKK-KUL-TYO to reissue to be BKK-KUL-SIN-TYO.

Revised Routing: Recalculate as

1. TYO

BKK  Place of reissue

KUL ----- Fare breakpoint

SIN

TYO

2. TYO

BKK  Place of reissue

KUL

SIN ----- Fare breakpoint

TYO

**Example 2:**

Original Routing

TYO

BKK

KUL -----Fare breakpoint  Place of reissue

TYO

Unused coupon submitted KUL-TYO to reissue to be KUL-SIN-TYO

Revised Routing: Recalculate as

TYO

BKK

KUL -----Fare breakpoint to be remained as travelled on the fare component have been completed.

SIN

TYO

2. The new fare shall be recalculated from the point of origin/unit origin for the journey/sub-journey to be travelled.
  - a. When a one-way journey/sub-journey is to be converted into a return journey/sub-journey or vice versa; provided if travel on a fare component has been completed such fare calculation point shall not be changed.
  - b. For journeys to/from or ticket originally sold in or reissued in the USA/US Territories using fares in effect on the date of original Ticket issue.
3. All applicable fare construction rules shall apply to the recalculation of the fare for the new routing,
4. Additional transportation at the through fare shall not be permitted unless the request has been made prior to arrival at the destination named on the Ticket submitted for rerouting.

- 5 When as a result of rerouting, an additional collection is required, the additional amount to be collected will be assessed as follows:
  - a. Difference between the fares for the original journey and the new journey will be assessed in the currency of the Country of commencement of transportation (COC).
  - b. Fares to be used will be those valid at the time of commencement of transportation using the IATA rate of exchange (IROE) applicable at the time of original transaction.
  - c. When collection is in a country other than the COC, amount to be collected will be in the currency of the COC converted to the currency of the country of collection at the banker's selling rate (BSR) in effect at time of rerouting.
  
- 6 Nothing herein shall be deemed to permit a passenger travelling on an inclusive tour to voluntarily change his routing to a carrier not participating in the tour and still retain the inclusive tour benefits.

**Fares Level Table:**


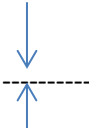
When are OW or Half RT fares used in the recalculation?				
Original routing	Original NUC	Reroute to	New NUC	Formula
OW	OW	OW	OW	OW Steps
OW	OW	RT*	½ RT	RT* Steps
RT*	½ RT	RT*	½ RT	RT* Steps
RT*	½ RT	OW	OW	OW Steps

**Note: RT\* represents any type of return trip such as RT CT RW or NOJ**



**Example 1:**

Original routing: OW	Reroute to: OW/Place of reissue is BKK
FRA BKK ↓ SIN ----- BKK RGN x/BKK ↓ TYO	FRA BKK ↓ SIN ----- BKK HKG TYO ↓
OW NUC	OW NUC
OW NUC	OW NUC



**Example 2:**

Original Routing: OW	Reroute to RT/Place of reissue is BKK
SIN BKK <u>HKG</u>  OW NUC	SIN BKK TYO <u>SIN</u>  ½ RT NUC ½ RT NUC

**Example 3:**

Original Routing: RT	Reroute to RT/Place of reissue is PAR
BKK PAR x/HKG KMG <u>BKK</u>  ½ RT NUC ½ RT NUC	BKK PAR HKG CAN <u>BKK</u>  ½ RT NUC ½ RT NUC

**Example 4:**

Original Routing: RT	Reroute to OW/Place of reissue is BKK
SIN BKK TYO <u>SIN</u>  ½ RT NUC ½ RT NUC	SIN BKK <u>SYD</u>  OW NUC



**Fare Component Limitations on Indirect Travel (PAT 2.8.1)**

**(Restriction on Mileage Calculation)**

The One Country rule for Canada and USA, and for Denmark, Norway, Sweden does not apply to this rule.

General Limitation (PAT Rules 2.8.1.1)

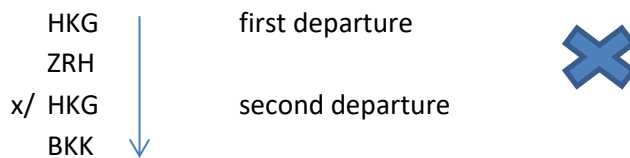
A fare component must not include more than

- One departure from its point of origin, or
- One arrival at its point of destination, or
- One stopover at any one intermediate ticketed point.

a) A fare component must not include more than one departure from its point of origin.

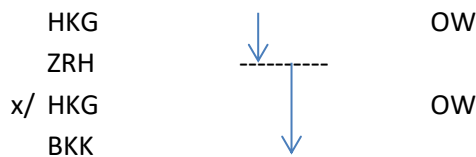
Example:

If we determine the fare construction point to be HKG-BKK. **NOT PERMITTED.**



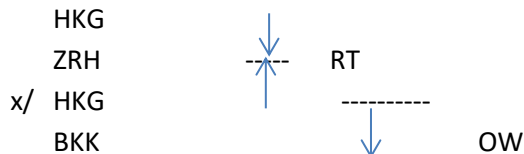
Since the passenger is making more than one departure from its point of origin (HKG), to calculate the itinerary based on the through fare HKG-BKK, this is not permitted.

How to calculate?



Calculate by dividing the itinerary in ZRH. Divide it into two one ways. Hong Kong is the origin and Zurich is the destination of the first one way. Zurich is the origin and Bangkok is the destination of the second one way.

OR

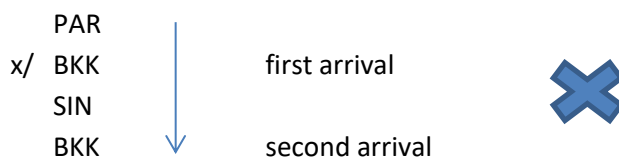


Divide the itinerary into HKG-ZRH-HKG return pricing unit and HKG-BKK one way pricing unit. Then there will be only one departure at each fare origin.

- b) A fare component must not include more than one arrival at its point of destination.

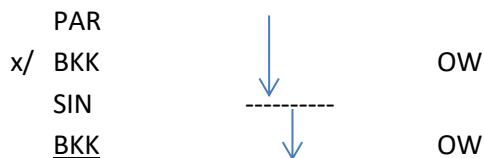
Example:

If we determine the fare construction point to be PAR-BKK. **NOT PERMITTED.**



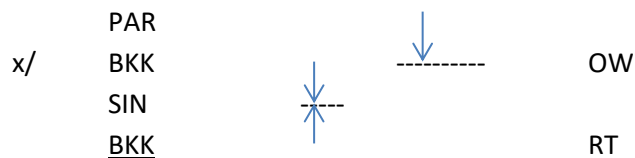
Since the passenger is making more than one arrival at its point of destination (BKK), to calculate the itinerary based on the through fare PAR-BKK, this is not permitted.

How to calculate?



Calculate by dividing the itinerary in SIN. Divide it into two one ways. Paris is the origin and Singapore is the destination of the first one way. Singapore is the origin and Bangkok is the destination of the second one way.

OR

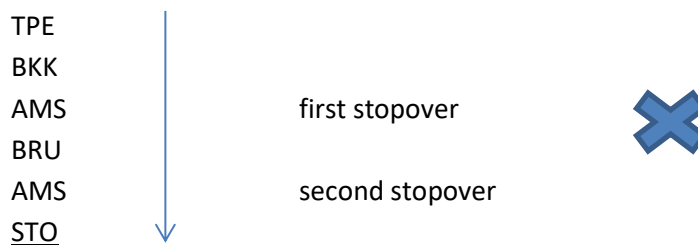


Divide the itinerary into PAR-BKK OW pricing unit and BKK-SIN-BKK return pricing unit. Then there will be only one arrival at each fare destination.

- c) A fare component must not include more than one stopover at any one intermediate ticketed point.

Example:

If we determine the fare construction point to be TPE-STO. **NOT PERMITTED.**

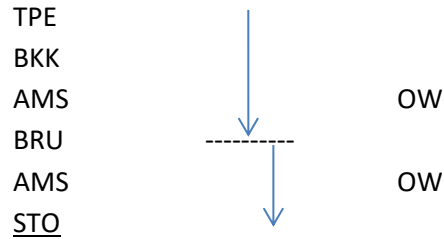


Since the passenger is making two stopovers at the same point (Amsterdam), it is not permitted to calculate the itinerary based on the through fare TPE-STO.

How to calculate?

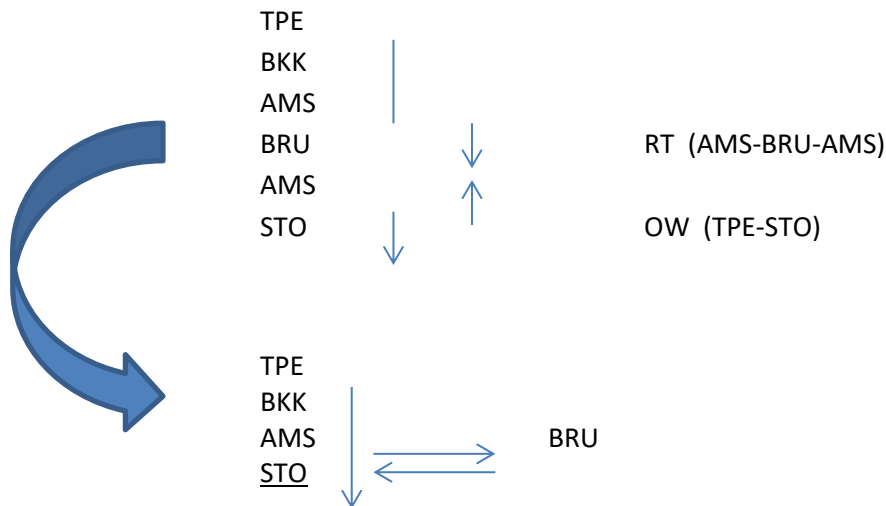
- o Divide the itinerary into two one ways TPE-BRU and BRU-STO
- o Add a separate side trip AMS-BRU-AMS to the through fare TPE-STO

Option 1:



If the fare is divided at Brussels, Amsterdam will be included only once on each OW fare.

Option 2:

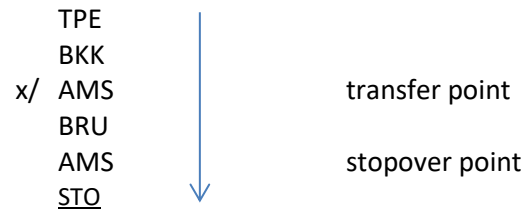


If the fare for the side trip AMS-BRU-AMS is added to the through fare TPE-STO, Amsterdam will be included only once on the through fare TPE-STO.

Side Trip means travel to and/or from an ENROUTE point of a fare component. When travel from/to an en-route point of a through fare is separately charged, such side trip is considered a separate journey for the purpose of fare calculation.

If the passenger travels through the same en-route point in transit, it is permitted to calculate the itinerary base on the through fare.

Example:



If the passenger is in transit in Amsterdam (e.g. from Bangkok to Brussels) then there is only one stopover at each intermediate point.

### How to update Form of Payment for each reissue cases?

When you need to update Form of Payment for reissue, you must be referred to old Form of Payment.

1. Exchange without additional collection:

Old Form of Payment	New Form of Payment	Reissue Update Form of Payment
FPCASH	NIL	FPO/CASH
FPNR+CASH/SELLING FARE	NIL	FPO/NR+CASH

2. Exchange with additional collection:

Old Form of Payment	New Form of Payment	Reissue Update Form of Payment
FPCASH	FPCASH	FPO/CASH+/CASH
FPNR+CASH/SELLING FARE	FPCASH	FPO/NR+CASH+/CASH
FPNR+CASH/SELLING FARE	FPNR+CASH/COLLECTION AMOUNT	FPO/NR+CASH+/NR+CASH/AMOUNT

### How to update Commission for each reissue cases?

1. Exchange without additional collection:

Old commission	New commission	Reissue Update commission
FM5 (percentage)	NIL	FM0 (percentage)
FM200A (amount)	NIL	FM0A (zero amount)

2. Exchange with additional collection:

Old commission	New commission	Reissue update commission
FM5 (percentage)	FM0 (add tax, reissue fee)	FM0
FM5 (percentage)	FM5 (add fare)	FM5 (sale as collection)
FM200A (amount)	FM0A (add tax, reissue fee)	FM0A TTK/NF- is mandatory
FM200A (amount)	FM200A (add fare)	FM200A (sale as discount to passenger) TTK/NF- is mandatory

**Note:** Fare elements (FE,FT) must be rechecked, if any

**How to create a TST for partially used?**

To manually create a TST enter:

**TTC/S**            With selecting segment number

Creating a TST for a specific passenger or passengers

To create a TST or TST for specified passengers, enter:

**TTC/P1,3**

To create TSTs for all adults and children, enter:

**TTC/PAX**

To create a TST for all infants, enter:

**TTC/INF**

Fare field elements update

The **TTK** entry creates a TST shell if a TST does not already exist. Here is an example entry:

**TTK/XEUR1.50FR**

After the base fare identifier you enter the currency code and the amount. The currency code is optional and if you do not enter one, the system uses the default currency code indicated in your office profile. You can enter up to 9 numbers in the base fare amount including optional decimal placements.

**TST FARE FIELD IDENTIFIERS**

<b>R</b>	<b>REISSUE BASE FARE AMOUNT</b>
<b>X</b>	<b>NEW TAX, UPDATE, MODIFY, OR DELETE A SPECIFIC TAX</b>
<b>O</b>	<b>OLD TAX</b>
<b>T</b>	<b>TOTAL AMOUNT (MANDATORY)</b>
<b>NF</b>	<b>NET FARE AMOUNT</b>

**MORE THAN ONE TST**

If there is more than one TST in a PNR you must indicate the number of the TST or TSTs that you want to update. You enter the TST number or numbers directly after the TTK entry separated by a slash. Here are some examples:

**TTK/T1/R**

**TTK/T2/O**

**TTK/T3/X**

**FARE FIELD ELEMENTS**

You must enter the fare field information before you can issue a ticket. The fare fields are the following:

- Base fare amount (Mandatory)
- Equivalent fare amount (enter only if applicable)
- Tax amount (enter only if applicable)
- Total fare amount, mandatory if you are using any of the reissue indicators(R,Y,W). the system automatically calculates the total amount.
- Net fare amount (enter only if applicable)

If you update more than one fare field element, you must enter them in the same order as listed above with the exception of the net fare amount, which can be entered independently. The system checks the correct decimal placement of the currency that is being used.

**ADDING TAXES**

You can enter new and old tax, you enter old tax when you reissue a ticket. The currency for all new taxes must be the same as the base fare currency, or the same as any of the equivalent currencies (if applicable).

THE TAX INDICATORS ARE:

**X = NEW TAX    O = OLD TAX**

After the tax indicator you enter a currency code, an amount, and a valid ISO country code, or a tax type code. You can also add an optional nature code. The currency code is also optional. If you do not enter one, the system uses the default currency code that is indicated in your office profile.

You can enter up to 60 standard taxes. The TTK entry you can enter a tax on its own, but only if a base fare already exist. Before you add, delete, or change a tax field, you must ensure that the TST total is updated to reflect the new total amount.

To add a new tax, enter:

**TTK/XEUR3.92FRSE**

<b>TTK</b>	Transaction code
<b>/X</b>	Slash followed by the tax identifier for new tax
<b>USD3.92</b>	Currency code (optional) and amount
<b>FR</b>	ISO country code or tax type code
<b>SE</b>	Tax nature code (Optional)

Note: In case of reissue, the TST total must be equal to or greater than the sum of any new taxes.



**TO ADD AN OLD TAX, ENTER:**

**TTK/OEUR2.50DESE**

<b>TTK</b>	Transaction code
<b>/O</b>	Slash followed by the tax identifier for old tax
<b>EUR2.50</b>	Currency code (optional) and amount
<b>DE</b>	ISO country code or tax type code
<b>SE</b>	Tax nature code (optional)

You can also add old and new taxes in one entry. For example:

**TTK/XEUR6.48FRTI/OEUR6.86QXAE**

**DELETING TAXES**

You can delete all new taxes with the following entry:

**TTK/X**

<b>TTK</b>	Transaction code
<b>/X</b>	Slash followed by the tax identifier for new tax

Note: The existing base fare, equivalent fare amount, and old taxes, if any, are retained.

**TO DELETE ALL OLD TAXES IN ONE ENTRY, ENTER:**

**TTK/O**

<b>TTK</b>	Transaction code
<b>/O</b>	Slash followed by the tax identifier for old tax

**TO DELETE ALL TAXES, OLD AND NEW, ENTER:**

**TTK/X/O OR TTK/O/X**

**TO DELETE A SPECIFIC TAX, ENTER, FOR EXAMPLE:**

**TTK/X2**

<b>TTK</b>	Transaction code
<b>/X</b>	Slash followed by the update, modification, or deletion indicator
<b>2</b>	Tax number

**CHANGING THE TAX IDENTIFIER**

To change the tax identifier of a new tax to old, enter, for

Example:

**TTK/X3-O**

<b>TTK</b>	Transaction code
<b>/X</b>	Slash followed by the update, modification, or deletion indicator
<b>3</b>	Tax number
<b>-o</b>	Dash followed by the tax identifier for old tax

Note: The tax amount, currency, and tax code remain unchanged. The base fare, equivalent fare amount, and other taxes are retained.

To change the tax identifier of an old tax to new, enter, for

Example:

**TTK/X4-X**

<b>TTK</b>	Transaction code
<b>/X</b>	Slash followed by the update, modification, or deletion indicator
<b>4</b>	Tax number
<b>-X</b>	Dash followed by the tax identifier for new tax

**CHANGING THE TAX CODE, AMOUNT, AND TAX IDENTIFIER**

To change the tax code, amount, and tax identifier of a specific tax, enter, for example:

**TTK/X3-OUSD12.51USAP**

<b>TTK</b>	Transaction code
<b>/X</b>	Slash followed by the update, modification, or deletion indicator
<b>3</b>	Tax number
<b>-O</b>	Dash followed by the tax identifier for old tax
<b>USD12.51</b>	Currency code and tax amount
<b>US</b>	ISO country code or tax type code
<b>AP</b>	Tax nature code (optional)

Note: The base fare, equivalent fare amount, and other taxes are retained.

Other examples:

**TTK/X1-XEUR6.48FR**

**TTK/X2-OEUR2.50DESE/X3-X/X5-O**

**NET FARE**

Depending on your market you may be able to use the net fare amount to override the total amount in the remittance area of a ticket. The amount you 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 of the base fare amount. You can only use the net fare field together with an original form of payment element containing a net remit indicator and a selling fare. (example:FPNR+CASH/EUR550.00). In addition, depending on your market, a tour code element may be required for net remit ticketing (example: FTNR12345678).

You can enter the net fare amount with or without a currency code. Example:

**TTK/NF-550**

**TTK/NF-EUR550**

Note: The currency code is optional. If you do not enter one, the system uses the default currency code that is indicated in your office profile and checks for correct decimal placement of the currency that is being used. The currency code, whether specified or not, is always redisplayed in the cryptic TST (cryptic mode). In panel mode it is only redisplayed in the tax panel and the refundable tax panel section, not in the ticket panel.

**ADDING OR CHANGING THE TOTAL FARE AMOUNT**

The total amount is automatically calculated when it is a first issue. The system calculates the total by adding the base fare and all new taxes. If an equivalent currency and amount are entered, the system uses that amount instead of the base fare amount, and the equivalent currency.

For any reissue, you must manually calculate and enter the total amount. The currency code must be a currency in which you are allowed to issue tickets.

In case of reissue, the total amount must be equal to or greater than the base fare plus all new taxes, or the equivalent amount plus all new taxes.

To add or change the total amount, enter, for example:

**TTK/TUSD1270.50**

<b>TTK</b>	Transaction code
<b>/T</b>	Slash followed by the total fare field identifier
<b>USD1270.50</b>	Currency code(optional) and total amount

**UPDATING AN EXISTING TST**

Use the following step-by-step guide if the PNR has not been purged and has not attached TST. Below is an example of a retrieved PNR:

```

--- TST ---
RP/NCE1A0900/NCE1A0900          CM/SU  15DEC07/1505Z  CCISJZ
 1.TEST/A MR
 2 AY 031 C 04DEC 1 HELARN HK      FLWN *1A/
 3 SK 685 C 05DEC 2 ARNLIN HK      FLWN *1A/
 4 AF 641 C 06DEC 3 LINCDG HK      FLWN *1A/
 5 AF2214 C 15DEC 5 CDGHEL HK1 1040 2A 1100 1500 *1A/
 6 AP HEL +358 9-525311
 7 TK OK03DEC/NCE1A0900
 8 FP CASH
 9 FV PAX AY/S2-5
    
```

**And here is an example of the attached TST:**

```

TST00001          NCE1A0900 CM/05DEC I          OD HELHEL SI
T-
 1.TEST/A MR
 1 HEL AY 031 C 04DEC FLWN OK Y          04DEC 30K
 2 O ARN SK 685 C 05DEC FLWN OK Y          04DEC 30K
 3 O LIN AF 641 C 06DEC FLWN OK CRT          04DEC 30K
 4 O CDG AF 2214 C 15DEC 1100 OK CRT          04DEC 30K
  HEL
FARE F EUR 1839.00
TX001 X EUR 0.67FRAD TX002 X EUR 2.52FRSE
TX003 X EUR 6.89ITEB TX004 X EUR 1.68YASE
TOTAL EUR 1850.76
GRAND TOTAL EUR 1850.76
HEL AY STO SK MIL M924.15AF PAR AF HEL924.15NUC1848.30END
ROE0.994961

 8.FP CASH
 9.FV PAX AY/S2-5          >MD
    
```

This ticket is to be reissued in Paris, and the passenger would like to fly from Paris to Frankfurt on December 15<sup>th</sup>, and on to Helsinki on December 17<sup>th</sup>. Carry out the following steps:

1. Booking new flights.
2. Update the TST with the segment(s) you want to issue entry: TTU/T1/S5,7 segment number may vary as the system arranges the segments according to date and time of the booked flights.
3. Cancel unwanted flights.
4. Recalculate the new fare for the entire itinerary using FQP with the past date option. Please refer to HE FQP for details.

Amadeus Ticket Reissue

When you want to past date the FQP, you have to include the past travel date in the /D option, and the past ticket date in the /R field of the entry in DDMMYY format.

Make sure you put in a mandatory fare break point, as you have to recalculate from the last fare break point preceding the point of reissue.

You must override the point of sale with the point of origin. This is important as it can change the fare.

Enter:

**FQPHEL/D04DEC/AASTO-/D05DEC/ASK/BMIL-/D06DEC/AAFPAR-/D15DEC/ALHFRA-/D17DEC/AA**

**HEL/R,04DEC07,HEL**

From the ticket image, determine if there is any additional taxes into the currency of the country where the reissue takes place. Use today's bankers selling rate.

**TICKET IMAGE**

01	Y		*				* 1		*	1946.79	*RB	*Y
	AL	FLGT	BK	T	DATE	TIME	FARE	BASIS	NVB	NVA	BG	
	HEL											
	STO	AY	C	C	04DEC		Y				30	
	MIL	SK	C	C	05DEC		Y				30	
	PAR	AF	C	C	05DEC		Y				30	
	FRA	LH	C	C	15DEC		Y				30	
	HEL	AY	C	C	17DEC		Y				30	
EUR		1931.00					HEL AY STO SK MIL M924.15AF PAR LH					
							FRA AY HEL10M1016.56NUC1940.71END ROE					
EUR		0.67FR					0.994961SITI					
EUR		2.52FR					XT EUR 4.03DE EUR 6.89IT EUR 1.68YA					
EUR		12.60XT										
EUR		1946.79										

**ADDITIONAL COLLECTION**

Old base fare :	<b>EUR 1839.00</b>
New base fare:	<b>EUR 1931.00</b>
Old taxes:	<b>EUR 0.67FR</b>
	<b>EUR2.52FR</b>
	<b>EUR6.89IT</b>
	<b>EUR1.68YA</b>
New tax:	<b>EUR4.03DE</b>

The additional collection is the difference in the base fare + new tax.  $1931.00 - 1839.00 = 92.00$  (diff in base fare) + 4.03 (new tax) EUR 96.03 total additional collection

**WHAT TO DO WITH THE TST, AND HOW**

These are the cryptic TST entries.

5. Change the origin and destination field to reflect the complete journey, if applicable.  
**TTK/T1/DHELHEL**
6. Update the fare basis, taken from the ticket image.  
**TTK/T1/BY**
7. Update the not valid after field. This is normally one year after the first flown segment, unless it is a special fare. If the first segment was open, calculate from date of issue.  
**TTK/VXX04DEC**
8. Update the baggage allowance, taken from the ticket image.  
**TTK/T1/A30K**  
**TTK/T1/A1PC**
9. Update the fare fields.
  - The new base fare in the currency of the country of origin. R- reissue.
  - The equivalent currency code, if applicable. No amount when it is a reissue E-equivalent.
  - Old taxes in the currency of country of origin. O-old tax.
  - New taxes in the currency of country where the reissue takes place. X-new tax.
  - The total amount in the currency of the country where the reissue takes place. If there is no additional collection, the total is 0 (zero). T-total
  - Bankers rate, used to convert additional collection into the currency of payment, if applicable. K-bankers rate.

10. Update the fare calculation taken from the ticket image. Include the date of the first flown segment including the year.

**Entry: TTK/CHEL AY STO SK MIL M924.15AF PAR LH FRA AY HEL10M1016.56NUC1940.71END  
ROE0.994961**

Use exactly the same spacing as that which is used by the system.

Go back to the PNR and update the old and new form of payment and the original document number.

11. The old and the new form of payment.

**Entry: FPO/CASH+/CASH or FPO/NR+CASH+/CASH**

12. Display old E-ticket record by entry: **TWD/L** followed by FA/FH's line number
13. Enter the original document number. Ask the system to generate automatically by entry **FO\*L** followed by the FA/FH's line number.
14. Remove the PNR change flag(if any) and issue the ticket

**TTP/P** followed by the passenger number

### **CREATING A NEW TST**

If the PNR has been purged, if the ticket is open, or , if the original PNR was created in another system, then you must create a new PNR and TST.

1. Create a PNR with the new flights.
2. Recalculate the new fare using FQP. Print the ticket image, and use the information to update the TST.
3. Create an empty TST shell with the TTC entry. Enter: **TTC/S** segment number
4. Update the TST.
  - Origin and Destination, **TTK/DBKKBKK** must reflect the complete journey.
  - Fare basis, **TTK/B** follow by fare basis
  - Not Valid After, **TTK/VXX** follow by date, month
  - Baggage allowance, **TTK/A** follow by weight (kilos or piece)
  - Base Fare, **TTK/R**, equivalent currency code /E exp: **TTK/RTHB31185/EUSD996.00**
  - Old tax, **TTK/O**
  - New tax, **TTK/X**, Total /T
  - Bankers rate, **TTK/K1** follow using rate
  - Fare calculation, **TTK/C** follow by fare calculation
5. Go back to the PNR and enter the old and the new form of payment, **FPO**
6. Enter the original document, **FO\*L**
7. Display old E-Ticket record
8. Enter the validating carrier and issue the ticket, **TTP/Px** (x=passenger number)

**INVOLUNTARY REROUTING**

If a passenger must be rerouted, and a new ticket issued, you have to perform a reissue as previously explained.

You have to recalculate the new fare, and determine if it remains the same or if it increased or decreased. Depending on the result you should enter an endorsement into the PNR to comply with IATA regulations.

The endorsements are as follows:

Enter	When the fare will....
FE involve reroute	Remain the same
FE involve up	Be increased
FE involve down	Be decreased

Change the reissue indicator to R for the base fare. Change the tax indicator to O for old tax. In the total field, enter the currency code of the country where the reissue takes place, and enter 0 (Zero) for the amount.

**Steps for partially used:**

1. Create a PNR/Change PNR with the new flights
2. Build/Create TST

<b>TTK/S</b>	Follow by the segment number
<b>TTK/Px/Sx</b>	Follow by passenger number/segment number
<b>TTK/INF/S</b>	Build/Create an Infant TST

3. Update TST

<b>TTK/D</b>	Input origin and destination
<b>TTK/B</b>	Input fare basis
<b>TTK/V</b>	Input Not Valid Before Not Valid After
<b>TTK/A</b>	Input baggage allowance
<b>TTK/R</b>	Input base fare, R for reissue
<b>TTK/E</b>	Input equivalent fare, if any (only soto case)
<b>TTK/O</b>	Input old taxes paid
<b>TTK/T</b>	Input total amount
<b>TTK/X</b>	Add new tax
<b>TTK/C</b>	Input fare calculation
<b>TTK/K1</b>	Insert bank selling rate (only soto case)



4. Update Fare elements

<b>FE</b>	Restriction/endorsement
<b>FM</b>	Commission
<b>FPO/old payment</b>	Form of Payment, <b>FPO/CASH</b> or <b>FPO/NR+CASH</b> (no adc)
<b>FPO/old payment + / new payment</b>	Form of Payment, <b>FPO/CASH+/CASH</b> or <b>FPO/NR+CASH+/NR+CASH/ new selling fare</b>
<b>FTNR</b>	Tour code
<b>FV</b>	Validating carrier

5. Display old E-Ticket record

6. **FO\*Lx** (FA/FH line number)

7. Receive from

8. **TTP/P**

Example: No ADC + Reissue fee

```

--- TST ---
RP/BKKOK219W/BKKOK219W          SC/SU   2AUG12/0831Z   5VGORA
1.HANK/TOM MR
2  EY 407 V 03AUG 5 BKKAUH FLWN 0255 0620 03AUG  E  EY/5VGORA
3  EY 404 V 18AUG 6 AUHBKK HK1 1025 1950 18AUG  E  EY/5VGORA
4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
5 TK OK02AUG/BKKOK219W//ETEY
6 FA PAX 607-9593058591/ETEY/02AUG12/BKKOK219W/35303354/S2-3
7 FB PAX 0200003492 TTP/RT OK ETICKET/S2-3
8 FE PAX VALID ON EY ONLY NON END/S2-3
9 FG PAX 0200003350 BKK1A0906/S2-3
10 FM *M*500A
11 FP NR+CASH/THB30050
12 FT NRNIL
13 FV PAX EY/S2-3
    
```

From the above PNR, a passenger needs to change the return date from Aug 18 to be Aug 20 after departure from Bangkok.

Amadeus Ticket Reissue

```

TKT-6079593058591          RCI-                               1A  LOC-5VGORA
OD-BKKBKK  SI-          FCMI-Z  POI-BKK  DOI-02AUG12  IOI-35303354
  1.HANK/TOM MR                ADT                ST
  1 OBKK EY 407  V 03AUG0255 OK VEE3MTH          F  03AUG03AUG 23K
  2 OAUH EY 404  V 18AUG1025 OK VEE3MTH          O  18AUG18AUG 23K
    BKK
FARE   N THB          20650      P THB          21735
TOTALTAX THB          8900
TOTAL   THB          29550      THB          30635
/FC BKK EY AUH354.42EY BKK354.42NUC708.84END ROE30.662000
FE VALID ON EY ONLY NON END
FP CASH
FT NIL
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
NET REPORTING IT/BT
PE.PENALTIES
    
```

**Fare note:**

```

FOR VEE3MTH TYPE FARES
CHANGES
BEFORE DEPARTURE
CHARGE THB 2000 FOR REISSUE/REVALIDATION.
WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.
NOTE -
CHANGE FEES MUST BE CODED AS XP IN THE TAX FIELD.
-----
OFFICIAL DOCUMENTATION REQUIRED IN THE CASE OF
DEATH OF PASSENGER/FAMILY MEMBER
    
```

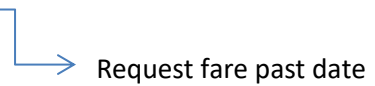
**Change flight**

```

--- TST ---
RP/BKKOK219W/BKKOK219W          SC/SU  2AUG12/0924Z  5VGORA
  1.HANK/TOM MR
  2  EY 407 V 03AUG 5 BKKAUH FLWN 0255 0620  03AUG  E  EY/5VGORA
  3  EY 404 V 20AUG 1 AUHBKK HK1  1025 1950  20AUG  E  EY/5VGORA
  4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
  5 TK OK02AUG/BKKOK219W//EY
  6 FA PAX 607-9593058591/EY/02AUG12/BKKOK219W/35303354/S2
  7 FB PAX 0200003492 TTP/RT OK ETICKET/S2
  8 FE PAX VALID ON EY ONLY NON END/S2
  9 FG PAX 0200003350 BKK1A0906/S2
 10 FM *M*500A
 11 FP NR+CASH/THB30050
 12 FT NRNIL
 13 FV PAX EY/S2
    
```

**Recalculate fare**

FQPBKK/AEY/D03AUG/CVAUH/AEY/D20AUG/CVBKK/R,02AUG12



Request fare past date

```
FQPBKK/AEY/D03AUG/CVAUH/AEY/D20AUG/CVBKK/R, 02AUG12
* FARE BASIS * DISC * PTC * FARE<THB> * MSG *T
01 VEE3MTH * * 1 * 30635 * *Y
*1*TICKET STOCK RESTRICTION
>
PAGE 1/ 1
```

```
>FQQ1
FQQ1
01 VEE3MTH * * 1 * 30635 * *Y
LAST TKT DTE 03AUG12 - DATE OF ORIGIN
-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
BKK
AUH EY V V 03AUG VEE3MTH 03AUG03AUG 23
BKK EY V V 20AUG VEE3MTH 20AUG20AUG 23
THB 21735 03AUG12BKK EY AUH354.42EY BKK354.42NUC
708.84END ROE30.662000
THB 7520YQ XT THB 635AE THB 45TP
THB 700TS
THB 680XT
THB 30635
TICKET STOCK RESTRICTION
BG CXR: EY/EY
PRICED WITH VALIDATING CARRIER EY - REPRICE IF DIFFERENT VC
>
PAGE 2/ 3
```

**Create a TST: TTC/S3**

```
TST00002 BKKOK219W SC/03AUG M 1 OD AUHBKK SI
T-
1.HANK/TOM MR
1 AUH EY 404 V 20AUG 1025 OK
BKK
10.FM *M*500A
11.FP NR+CASH/THB30050
12.FT NRNIL
```

**Update TST :**

**Input Original/Destination: TTK/DBKKBKK**

TST00002 BKKOK219W SC/03AUG M 1 OD BKKBKK SI  
 T-  
 1.HANK/TOM MR  
 1 AUH EY 404 V 20AUG 1025 OK  
 BKK  
 9.FM \*M\*500A  
 10.FP NR+CASH/THB30050  
 11.FT NRNIL

**Input Fare basis: TTK/BVEE3MTH**

TST00002 BKKOK219W SC/03AUG M 1 OD BKKBKK SI  
 T-  
 1.HANK/TOM MR  
 1 AUH EY 404 V 20AUG 1025 OK VEE3MTH  
 BKK  
 9.FM \*M\*500A  
 10.FP NR+CASH/THB30050  
 11.FT NRNIL

**Input Not Valid Before/Not Valid After: TTK/V20AUG20AUG**

TST00002 BKKOK219W SC/03AUG M 1 OD BKKBKK SI  
 T-  
 1.HANK/TOM MR  
 1 AUH EY 404 V 20AUG 1025 OK VEE3MTH 20AUG20AUG  
 BKK  
 9.FM \*M\*500A  
 10.FP NR+CASH/THB30050  
 11.FT NRNIL

**Input baggage allowance: TTK/A23K**

TST00002 BKKOK219W SC/03AUG M 1 OD BKKBKK SI  
 T-  
 1.HANK/TOM MR  
 1 AUH EY 404 V 20AUG 1025 OK VEE3MTH 20AUG20AUG 23K  
 BKK  
 9.FM \*M\*500A  
 10.FP NR+CASH/THB30050  
 11.FT NRNIL

**Input Fare base/old taxes/new tax/total:**

**TTK/R21735/O7520YQ/O700TS/O635AE/45TP/X2000OB/TTHB2000**

TST00002	BKKOK219W	SC/03AUG	M 1		OD BKKBKK	SI
T-						
1.HANK/TOM MR						
1	AUH EY	404 V	20AUG 1025	OK VEE3MTH		20AUG20AUG 23K
BKK						
FARE	R THB		21735			
TX001	O THB	7520YQ		TX002 O THB	700TS	TX003 O THB 635AE
TX004	O THB	45TP		<b>TX005 X THB</b>	<b>2000OB</b>	
TOTAL	THB		2000			<b>Additional reissue fee</b>
GRAND TOTAL	THB		2000			
9.FM *M*500A						
10.FP NR+CASH/THB30050						
11.FT NRNIL						

**Note:** Tax code for reissue fee must be confirmed directly with each airlines

**Input fare calculation: TTK/CBKK EY AUH354.42EY BKK354.42NUC708.84END ROE30.66200**

TST00002	BKKOK219W	SC/03AUG	M 1		OD BKKBKK	SI
T-						
1.HANK/TOM MR						
1	AUH EY	404 V	20AUG 1025	OK VEE3MTH		20AUG20AUG 23K
BKK						
FARE	R THB		21735			
TX001	O THB	7520YQ		TX002 O THB	700TS	TX003 O THB 635AE
TX004	O THB	45TP		TX005 X THB	2000OB	
TOTAL	THB		2000			
GRAND TOTAL	THB		2000			
BKK EY AUH354.42EY BKK354.42NUC708.84END ROE30.66200						
9.FM *M*500A						
10.FP NR+CASH/THB30050						
11.FT NRNIL						

**Update Fare elements:**

**FE VALID ON EY ONLY NONEND**

**FM 0**

**FP O/NR+CASH+/CASH**

**FV EY**

```

--- TST ---
RP/BKKOK219W/BKKOK219W          SC/SU   2AUG12/0924Z   5VGORA
 1.HANK/TOM MR
 2  EY 407 V 03AUG 5 BKKAUH HK1  0255 0620  03AUG  E  EY/5VGORA
 3  EY 404 V 20AUG 1 AUHBKK HK1  1025 1950  20AUG  E  EY/5VGORA
 4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 5 TK OK02AUG/BKKOK219W//ETEY
 6 FA PAX 607-9593058591/ETEY/02AUG12/BKKOK219W/35303354/S2
 7 FB PAX 0200003492 TTP/RT OK ETICKET/S2
 8 FE *M*VALID ON EY ONLY NONEND
 9 FG PAX 0200003350 BKK1A0906/S2
10 FM *M*0
11 FP O/NR+CASH+/CASH
12 FT NRNIL
13 FV EY
    
```

**Input original ticket issue: FO\*L6**

**>FO607-9593058591E1BKK02AUG12/35303354/607-9593058591E1**

```

--- TST ---
RP/BKKOK219W/BKKOK219W          SC/SU   2AUG12/0924Z   5VGORA
 1.HANK/TOM MR
 2  EY 407 V 03AUG 5 BKKAUH HK1  0255 0620  03AUG  E  EY/5VGORA
 3  EY 404 V 20AUG 1 AUHBKK HK1  1025 1950  20AUG  E  EY/5VGORA
 4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
 5 TK OK02AUG/BKKOK219W//ETEY
 6 FA PAX 607-9593058591/ETEY/02AUG12/BKKOK219W/35303354/S2
 7 FB PAX 0200003492 TTP/RT OK ETICKET/S2
 8 FE *M*VALID ON EY ONLY NONEND
 9 FG PAX 0200003350 BKK1A0906/S2
10 FM *M*0
11 FO 607-9593058591BKK02AUG12/35303354/607-9593058591E1
12 FP O/NR+CASH+/CASH
13 FT NRNIL
14 FV EY
    
```

**Display old E-Ticket before reissue: TWD/L6**

```

TKT-6079593058591          RCI-          1A LOC-5VGORA
OD-BKKBKK SI-          FCMI-Z  POI-BKK  DOI-02AUG12  IOI-35303354
  1.HANK/TOM MR          ADT          ST
  1 OBKK EY 407  V 03AUG0255 OK VEE3MTH  F  03AUG03AUG 23K
  2 OAUH EY 404  V 18AUG1025 OK VEE3MTH  O  18AUG18AUG 23K
    BKK
FARE  N THB          20650          P THB          21735
TOTALTAX THB          8900
TOTAL  THB          29550          THB          30635
/FC BKK EY AUH354.42EY BKK354.42NUC708.84END ROE30.662000
FE VALID ON EY ONLY NON END
FP CASH
FT NIL
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
NET REPORTING IT/BT
    
```

**Receive from : RF SATHIEN**

**To reissue ticket enter: TTP/P1/RT**

**OK ETICKET**

**Retrieve PNR: RT 5VGORA**

```

--- TST ---
RP/BKKOK219W/BKKOK219W          SC/SU  3AUG12/0244Z  5VGORA
  1.HANK/TOM MR
  2  EY 407 V 04AUG 6 BKKAUH HK1  0255 0620  04AUG  E  EY/5VGORA
  3  EY 404 V 20AUG 1 AUHBKK HK1  1025 1950  20AUG  E  EY/5VGORA
  4 AP BKK 02 207 9090 - AMADEUS TRAINING ROOM 1 - A
  5 TK OK02AUG/BKKOK219W//ETEY
  6 TK PAX OK03AUG/BKKOK219W//ETEY/S3
  7 FA PAX 607-9593058592/ETEY/03AUG12/BKKOK219W/35303354/S3
  8 FHE PAX 607-9593058591
  9 FB PAX 0300003493 TTP/RT/T2 OK ETICKET/S3
 10 FE *M*VALID ON EY ONLY NONEND
 11 FG PAX 0300003351 BKK1A0906/S3
 12 FM *M*0
 13 FO 607-9593058591BKK02AUG12/35303354/607-95930585916E1
 14 FP O/NR+CASH+/CASH
 15 FT NRNIL
 16 FV EY
    
```

**To display new E-ticket record: TWD/L7**

```

TKT-6079593058592          RCI-                      1A  LOC-5VGORA
OD-BKKBKK  SI-          FCMI-1  POI-BKK  DOI-03AUG12  IOI-35303354
  1.HANK/TOM MR          ADT          ST
1 OAHU EY 404  V 20AUG1025 OK VEE3MTH          O  20AUG20AUG 23K
  BKK
FARE  R THB          21735
TOTALTAX THB          2000
TAXES  PD
TOTAL  THB          2000A
/FC BKK EY AUH354.42EY BKK354.42NUC708.84END ROE30.66200
FE VALID ON EY ONLY NONEND
FO 607-9593058591BKK02AUG12/35303354/607-9593058591
FP O/NR+CASH+/CASH
FT NIL
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
    
```

**To display old E-Ticket record: TWD/O\***

```

TKT-6079593058591          RCI-                      1A  LOC-5VGORA
OD-BKKBKK  SI-          FCMI-Z  POI-BKK  DOI-02AUG12  IOI-35303354
  1.HANK/TOM MR          ADT          ST
1 OBKK EY 407  V 03AUG0255 OK VEE3MTH          F  03AUG03AUG 23K
2 OAHU EY 404  V 18AUG1025 OK VEE3MTH          E  18AUG18AUG 23K
  BKK
FARE  N THB          20650  P THB          21735
TOTALTAX THB          8900
TOTAL  THB          29550  THB          30635
/FC BKK EY AUH354.42EY BKK354.42NUC708.84END ROE30.662000
FE VALID ON EY ONLY NON END
FP CASH
FT NIL
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
NET REPORTING IT/BT
SAC- 607D9TV234PI7
    
```



**Void Reissue/Exchange**

Depending on the airline, Amadeus Central Ticketing platform users (airline and travel agents) may also be authorized to void E-Tickets and Electronic miscellaneous documents (EMD) and E-Ticket and EMD reissues/Exchanges. Note that some airlines allow this transaction only on the same calendar day the E-ticket/EMD was voided, refunded, reissued/.exchanged.

For more information about which airline supports the TRDC entry, see: HE ETT XX (where XX stands for the validating airline code).

For example:

HE ETT BA == > MS148

HISTORY		:Y	REVALIDATION	:Y
PRINT	(US ONLY)	:N	REFUND	:Y
VOID		:Y	<b>VOID EXCHANGE/REISSUE</b>	<b>:Y</b>
CANCEL REFUND		:Y		
NOTE: FOR INFORMATION ABOUT GENERAL CONDITIONS AND FORMATS FOR E-TICKETING IN AMADEUS, ENTER: HE ETT				

If the validating airline does not support the TRDC entry for E-tickets or EMD, the system displays the warning message:

**'FUNCTION NOT SUPPORTED FOR THIS AIRLINE'**

Void from PNR:

**TRDC/L** Follow the FA line number

Void from ticket number:

**TRDC/TK-9593002001** Follow by ticket number without airline ticket code

Void from Query report:

**TRDC/000623** Follow by SEQ number, you must display query report first (TJQ)

**Refund from Reissued/Exchanged**

Use the transaction **TRF** to process refund. You must check with airline that Reissue fee allows you to refund, if not you must delete it out of the refundable taxes.

TKT-2209593060591	RCI-	1A	LOC-5X478Q
OD-BKKBKK SI-	FCMI-1	POI-BKK	DOI-04SEP12
1.BOND/JAMES MR	ADT	ST	IOI-35303354
1 OFRA LH 782	W 12OCT2215	OK WRCTH	O 12OCT12OCT 1PC
BKK			
FARE R THB	32500		
TOTALTAX THB	4845		
TAXES PD			
TOTAL THB	4845A		
/FC BKK LH FRA472.89LH BKK587.04NUC1059.93END ROE30.662000			
FO 220-9593060310BKK03SEP12/35303354/220-9593060326			
FP O/CASH+/CASH			
FOR TAX/FEE DETAILS USE TWD/TAX			

**TWD/TAX**

TOTALTAX	THB	4845			
TX01	THB	4845UD			
PD01	THB	11460YQ	PD02	THB	700TS
PD03	THB	1705OY			
PD04	THB	1220RA	PD05	THB	260DE
PD06	THB	4845UD			

The ticket as above agent wants to process refund after reissued. This ticket had reissued 2 times with 2 reissue fees paid.

To process refund enter:

**TRF220-9593060591**

Amadeus Ticket Reissue

REFUND RECORD		AGT-35303354 SC/07SEP12 F TKT-Y		
NM	NAME	BOND/JAMES MR		
I	ISSUED	04SEP12		
D1	DOCUMENT	220 9593060591 3 CPNS 1000		
F	FARE PAID	THB	32500	
U	FARE USED		0	
	FARE REFUND		32500	
XT	TAX REFUND		25035 >TRFT	
	REFUND TOTAL		57535	
FM	COMMISSION		0	0.00P
FP1	CASH		57535	
FO	EX TKT 2209593060310BKK03SEP1235303354			
S	ITINERARY	INTERNATIONAL		
AA	AIRLINE AUTHORITY	220DL6GUCEEAU		

To display refundable taxes enter: **TRFT**

REFUNDABLE TAXES				
BOND/JAMES MR				
220 9593060591 - 591				
UNUSED TAXES				
-----				
T1	4845	UD	< =====	REISSUE FEE PAID
T2	11460	YQ		
T3	700	TS		
T4	1705	OY		
T5	1220	RA		
T6	260	DE		
T7	4845	UD	< =====	REISSUE FEE PAID
REFUNDABLE TAX TOTAL		THB	25035 XT	

Airline is not allowed to refund reissue fee, you must delete reissue fee out of refundable taxes by entering: **TRFU/TX** follow by tax number, for example on this case you need to delete **T1** and **T7** but you must delete one by one.

Amadeus Ticket Reissue

**TRFU/TX1**

REFUNDABLE TAXES			
BOND/JAMES MR			
220 9593060591 - 591			
UNUSED TAXES			
-----			
T1	11460	YQ	
T2	700	TS	
T3	1705	OY	
T4	1220	RA	
T5	260	DE	
T6	4845	UD	
REFUNDABLE TAX TOTAL THB			20190 XT

**TRFU/TX6**

REFUNDABLE TAXES			
BOND/JAMES MR			
220 9593060591 - 591			
UNUSED TAXES			
-----			
T1	11460	YQ	
T2	700	TS	
T3	1705	OY	
T4	1220	RA	
T5	260	DE	
REFUNDABLE TAX TOTAL THB			15345 XT

To redisplay refund record enter: **TRF**

REFUND RECORD		AGT-35303354 SC/07SEP12 M TKT-Y	
NM	NAME	BOND/JAMES MR	
I	ISSUED	04SEP12	
D1	DOCUMENT	220 9593060591 3 CPNS 1000	
F	FARE PAID	THB	32500
U	FARE USED		0
	FARE REFUND		32500
XT	TAX REFUND		15345 >TRFT
	REFUND TOTAL		47845
FM	COMMISSION	0	0.00P
FP1	CASH		47845
FO	EX TKT 2209593060310BKK03SEP1235303354		
S	ITINERARY	INTERNATIONAL	
AA	AIRLINE AUTHORITY	220DL6GUCEEAU	

Amadeus Ticket Reissue

To input cancellation fee enter: **TRFU/CP2000A**

REFUND RECORD		AGT-35303354 SC/07SEP12 M TKT-Y		
NM	NAME	BOND/JAMES MR		
I	ISSUED	04SEP12		
D1	DOCUMENT	220 9593060591 3	CPNS	1000
F	FARE PAID	THB	32500	
U	FARE USED	0		
	FARE REFUND	32500		
CP	CANX FEE	2000	6.15P	
XT	TAX REFUND	15345	>TRFT	
	REFUND TOTAL	45845		
FM	COMMISSION	0	0.00P	
FP1	CASH	45845		
FO	EX TKT 2209593060310BKK03SEP1235303354			
S	ITINERARY	INTERNATIONAL		
AA	AIRLINE AUTHORITY	220DL6GUCEEAU		

To process refund enter: **TRFP**

OK ETKT RECORD UPDATED SAC- 220DM8HU3GIJZ
OK - REFUND PROCESSED