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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 have an experience problems when issue or modify 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, contact your local 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 (BKKIQ3***).
- 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 addition 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 or TTI/NF-5500
TTK/NF-THB5500 or TTI/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 or TTI/T1/NF-5000
TTK/T1/NF-THB5000 or TTI/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 your 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

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

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/ET/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/ET/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/ET/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/ET/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 N SSA TG XX1 BKKSIN/31C,P1/S2
 7  SSR N SSA 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 follows:

```

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 any 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

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

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//ETT
 6  *SSR FQTV TG HK/ TGZD38496/9
 7  OSI YY RSVN BY THAI AMADEUS/SATHIEN/022079105
 8  FA PAX 217-2470264962/ETT/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:

TWX/T-TG

System response:

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

The TWX/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/EVTG/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:

```
>TWX/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/TKT217-2470178471**

```

TKT-2172470178471          RCI-          1A  LOC-2BVIJP
OD-BKKBKK  SI-          FCMI-Z  POI-BKK  DOI-07OCT09  IOI-35305756
  1.MALITHONG/SIRIWAN MS  ADT          ST
  1 OBKK TG 403  Y 28FEB 0800 OK YRT          O          28FEB 20K
  2 OSIN TG 404  Y 02MAR 1225 OK YRT          O          28FEB 20K
    BKK
FARE    N THB          4500    P THB          26525
TAX     THB          2150YQ
TAX     THB          340YQ
TAX     THB          1370XT
TOTAL   THB          8360    THB          30385
/FC BKK TG SIN389.69TG BKK389.69NUC779.38END ROE34.033000XT700TS
670SG
FE VALID ON TG ONLY
FP CASH
FT TEST
NON-ENDORSABLE

```

**

How to processing a full refund?

1. Without displaying a refund record

Refund & processing & → TRF.../FULL/T-TG/CP....A

2. With displaying a refund record

2.1 Displaying a refund record → TRF

2.2 Processing and print a refund → TRFP

Three processes to display a refund record:

1. By document number:

Enter for example: TRF217-2470178676/FULL/CP1000A/T-TG

TRF	Transaction code
217	Three-numeric airline code
-2470178676	Dash, and the 10-digit document number
/FULL	Slash, Full refund indicator
/CP	Slash, Cancellation penalty identifier
1000A	Cancellation penalty amount (A=Amount indicator)
/T	Slash, Transaction code
-TG	Dash Two-character issuing airline code

When the refund is processed, the airline returns a settlement authorization code (SAC), which is stored in the refund record. The coupon status of the refunded coupons is changed to R for refund.

System response:

```
> TRF217-2470264972/FULL/CP1000A/T-TG
OK ETKT RECORD UPDATED SAC-2173005576097
OK - REFUND PROCESSED
```

2. By PNR FA/FH element line number after retrieve PNR :

```
--- TST RLR RLP ---
RP/BKKIQ310U/BKKIQ310U          SC/SU  31MAR10/0159Z  X4KSKO
1.TANGTRAKARN/PISITVATE MR
2  TG 403 M 15JUL 4 BKKSIN HK1  0800 1115  15JUL  E  TG/BKT4JP
3  TG 402 M 20JUL 2 SINBKK HK1  0740 0900  20JUL  E  TG/BKT4JP
4 AP BKK +66 2 207-9090 - AMADEUS TRAINING - A
5 TK OK30MAR/BKKIQ310U//ETT
6 SSR NSSA TG HK1 BKKSIN/31H,P1/S2
7 SSR NSSA TG HK1 SINBKK/32B,P1/S3
8 *SSR FQTV TG HK/ TGRG24155/2
9 FA PAX 217-2470264972/ERTG/THB24830/30MAR10/BKKIQ310U/353037
   85/S2-3
10 FB PAX 3000000030 TTP/ET/T-TG OK ETICKET/S2-3
11 FM *M*7
12 FP CASH
13 FT NRNIL
14 FV PAX TG/S2-3
```

To refund from an active PNR

Enter for example: **TRF/L9/FULL/CP1000A/T-TG**

TRF Transaction code
/L9 Slash, Line number of the FA in the PNR
/FULL Slash, Full refund indicator
/CP Slash, Cancellation penalty identifier
1000A Cancellation penalty amount (A=Amount indicator)
/T Slash, Transaction code
-TG Dash Two-character issuing airline code

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

```

TKT-2172470264972          RCI-          1A  LOC-X4KSKO
OD-BKKBKK  SI-          FCMI-0  POI-BKK  DOI-30MAR10  IOI-35303785
  1.TANGTRAKARN/PISITVATE MR  ADT          ST
  1 OBKK TG 403  M 15JUL 0800 OK YEE14          R          29JUL 20K
  2 OSIN TG 402  M 20JUL 0740 OK YEE14          R  19JUL29JUL 20K
    BKK
FARE      F  THB          21065
TAX       THB          2080YQ
TAX       THB          330YQ
TAX       THB          1355XT
TOTAL     THB          24830
/FC BKK TG SIN317.68TG BKK317.68NUC635.36END ROE33.154000XT700TS
655SG
FP CASH
FREQUENT FLYER TG-RG24155
SAC-2173005576097
    
```

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:

```

9 FA PAX 217-2470264972/ERTG/THB24830/30MAR10/BKKIQ310U/353037
  85/S2-3
    
```

3. From the query report, using the query report sequence number;

Display query report before enter **TRF**.

TJQ/SOF/T-TG/D-23MAR

System response:

AGY NO - 35303785	QUERY REPORT 23MAR	CURRENCY THB
OFFICE - BKKIQ310U	SELECTION:	
AGENT - ALL		24 MAR 2010

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

000012*217 2470264961	24855	3790 0 1475 CA CHAISONG SC X339VL TKTT
000013*217 2470264962	8990	3790 0 200 CA CHAISONG SC X34IU8 TKTT

To refund on query seq no.12

Enter for example: **TRF/I-12/FULL/CP1000A/T-TG**

- TRF** Transaction code
- /I-12** Slash, sequence number of the item in the query report
- /FULL** Slash, Full refund indicator
- CP** Slash, Cancellation penalty identifier
- 1000A** Cancellation penalty amount (A=Amount indicator)
- /T** Slash, Transaction code
- TG** Dash Two-character issuing airline code

Note: The /FULL option processes a refund if you want to do a refund process without displaying the refund record first.

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:

TRFT

Example of a refundable tax record: (TRFT)

REFUNDABLE TAXES			
CHAISONGKHRAM/SATHIEN MR			
217 2470264961 - 961			
UNUSED TAXES			

T1	2100	YQ	
T2	330	YQ	
T3	700	TS	
T4	660	SG	
REFUNDABLE TAX TOTAL	THB	3790	XT

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
```

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: **TRF217-2470264972/T-TG**

System response:

MATCHING DOCUMENT NUMBERS LIST					
NUMBER - 217 - 2470264972					

SEQ	TYPE	STATUS	PASSENGER NAME	OFFICE	REFUND NUMBER

01	SALE	CS	TANGTRAKARN/PIS	BKKIQ310U	
02	REFD	RD	TANGTRAKARN/PIS		

And select the sequence line number

Enter: **TRF/I-02**

System response:

REFUND RECORD	217	2470264972	0	AGT-35303785	SC/31MAR10	A	TKT-N
NM	NAME	TANGTRAKARN/PISITVATE MR					
I	ISSUED	30MAR10					
D1	DOCUMENT	217	2470264972	0	CPNS	1200	
F	FARE PAID		THB	21065			
U	FARE USED				0		
	FARE REFUND				21065		
CP	CANX FEE				1000	4.75P	
XT	TAX REFUND				3765	>TRFT	
	REFUND TOTAL				23830		
FM	COMMISSION				1475	7.00P	
FP1	CASH				23830		
S	ITINERARY	INTERNATIONAL					
TC	TOUR CODE	NIL					
AA	AIRLINE AUTHORITY	2173005576097					

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

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

System response:

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

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:

SEQ NO	A/L	DOC NUMBER	TOTAL	DOC	TAX	FEE	COMM	FP	PAX	NAME	AS	RLOC	TRNC	
AGY NO - 35303785													QUERY REPORT 13OCT	CURRENCY THB
OFFICE - BKKIQ310U													SELECTION:	
AGENT - ALL														14 OCT 2009

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	2CCY5	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	CHAISSONG	SC	2CES7R	TKTT		
000245	217	2470177173	-10300		-3860	0	-200	CA	POOWILAI	SC	2B8PB6	RFND		
000246	217	2470177388	10300		3860	0	450	CA	CHAISSONG	SC	2CE8D6	TKTT		
000247	217	2470177389	46785		11585	0	200*	CA	CHAISSONG	SC	2CFBXL	CANX		
000248	217	2470177390	46785		11585	0	200	CA	CHAISSONG	SC	2CFBXL	TKTT		
000249	217	2470177391	42085		11585	0	500	CA	CHAISSONG	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 :

SEQ NO	A/L	DOC NUMBER	SELLING	NET	COMM	TOUR CODE	REMIT AMT
AGY NO - 35303785			NET/NEGO REPORT 13OCT			CURRENCY THB	
OFFICE - BKKIQ310U			SELECTION:			14 OCT 2009	
AGENT - ALL							
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	N/A	450	THA9S131	N/A
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

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

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

Query refund report displaying (TJQ/QTX-REFD)

Enter for example to displaying a query refund report and printing for ticket refund dated 01SEP-30SEP: **TJQ/SOF/D-01MAR31MAR/QTX-REFD/T-TG**

System response:

AGY NO - 35303785	QUERY REPORT 01MAR-31MAR	CURRENCY THB											
OFFICE - BKKIQ310U	SELECTION:												
AGENT - ALL	TX-REFD	31 MAR 2010											

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

000061	217	2470264972	-23830	-3765	0	-1475	CA	TANGTRAK	SC	X4KSKO	RFND		
000101	217	2470264975	-23830	-3765	0	0	CA	JIAMCHAR	SC	X4KSRU	RFND		
000102	217	2470264977	-23830	-3765	0	-7	CA	MAINAMI/	SC	X4KSTB	RFND		
000103	217	2470264982	-8450	-8450	0	0	CA	MANEewan	SC	X4KSDM	RFND		

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

Enter for example: **TRF/I-61/T-TG**

System response:

REFUND RECORD	217 2470264972 0	AGT-35303785	SC/31MAR10	A TKT-N
NM NAME	TANGTRAKARN/PISITVATE MR			
I ISSUED	30MAR10			
D1 DOCUMENT	217 2470264972 0	CPNS	1200	
F FARE PAID		THB	21065	
U FARE USED			0	
			FARE REFUND	21065
CP CANX FEE			1000	4.75P
XT TAX REFUND			3765	>TRFT
			REFUND TOTAL	23830
FM COMMISSION			1475	7.00P
FP1 CASH			23830	
S ITINERARY		INTERNATIONAL		
TC TOUR CODE		NIL		
AA AIRLINE AUTHORITY		2173005576097		

Exercise I. Normal Fare sale as face value

Create a PNR for one passenger to Singapore for departing on 15th the next month and return 20th same month any flight, booking on M class.

Create a TST with auto pricing FXP

Create Fare elements with selling as face value, you have commission less 7 percent from TG.

Exercise II. Net Fare

Create a PNR for one passenger to Dubai for departing on 15th next month and return 25th same month any flight, booking on M class.

Create a TST with auto pricing FXP.

Create Fare elements as the following conditions below:

Ticket endorse : **VALID ON TG OPER FLT ONLY/REFUND FEE THB2000**

Net fare : **9000**

Tour code: **BKKTHAS2010**

You sale plus commission : **300 Baht.**

สรุปการออกบัตรโดยสาร ET-Direct

1. PNR

- การสร้าง PNR ไม่มีอะไรเปลี่ยนแปลง

2. TST

- การสร้างหน้ากาบัตร จากการทำ Auto Pricing FXP หรือ
- การสร้างหน้ากาบัตร จากการทำ Manual Store (TTI....or TTK....)
- ต้องใส่ Net fare เข้าไป ในกรณีที่ออกตั๋วแบบ Net fare (TTI/NF-.....or TTK/NF-.....) ยกเว้น Negotiated fare (FXP/R,U or FXP/R,Uxxxxxx)

3. Fare Elements

- FE.....(Optional field)
- FPCASH (ในกรณีที่ออกตั๋วแบบ Normal Fare without discount to pax or Negotiated fare)
- FPNR+CASH/..... (Selling fare)
- FTNR..... (Tour code, if applicable)
- FM.... (Commission less)
- FM....A (Commission amount)
- FVTG

4. Issuing Ticket

- เมื่อจะทำการออกบัตรโดยสาร ตัวแทนต้องทำการ Remote sign ไปที่ออฟฟิศ XXXIQ3*** ก่อนถึงจะทำการออกบัตรโดยสารได้ (XXX = your location, *** your office ID)
- ตัวอย่างการ Remote sign เช่น Office id = BKKIQ310U, Terminal = 58660A10, agent sign = 8889SC/AS and Password = MINT4
- **JUM/O-your office id /T-your terminal address/your agent sign/duty code-password**
- For example:
- **JUM/O-BKKIQ310U/T-58660A10/8889SC/AS-MINT4**

5. Retrieve PNR

- RT code
- RF name

6. Issuing Ticket

- **TTP/ET/T-TG** Print all pax in PNR
- **TTP/ET/T-TG/T1** Print with specific TST 1
- **TTP/ET/T-TG/P1-2** Print with specific passenger 1 and 2