aMaDEUS

Amadeus Ticket Changer

Command Page User Guide

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Document control

Document control					
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Introduction

Amadeus Ticket Changer, available via the Command Page in Amadeus Selling Platform, allows you to automatically recalculate electronic and paper ticket reissues based on IATA industry standards.

All fares that have the Voluntary Changes (VC) category (ATPCo Category 31) attached in the fare rule qualify for Ticket Changer. To verify if a fare rule contains the Voluntary Changes category, enter **FQNxx*VC**, where xx = the Fare display line number of the fare rule you want to display.

When entering FQN and displaying the Voluntary Changes (VC) text, this entry will display the full category 31 rule text, preceded by headers referencing passenger type code, fare component number, fare type, etc.

The rule text for the category 31 "Voluntary Changes" is currently available for rules received from ATPCO and SITA.

```
FQN1*VC
**   RULES DISPLAY   **                    XF MAY APPLY
                                           5.50YC EXCLUDED

12NOV15**12NOV15/9K SJUSTT/FFY
LN FARE BASIS      USD       PEN      DATES      DAYS AP   MIN
MAXFRTG
01 WFFY               99.80  NRF    -      -       -     +    -
   - V 12
FCL: WFFY      TRF:    9 RULE: 5033 BK:   W
PTC: FFY-FREQUENT FLYER        FTC: PRO-ECONOMY CLASS
PROMOTIONAL
VC.VOLUNTARY CHANGES
VOLUNTARY CHANGES CONDITIONS MAY APPLY FOR AUTOMATED
REISSUE/REVALIDATION
REFER TO PENALTIES CATEGORY *PE FOR DETAILS
```

With Amadeus Ticket Changer you can reissue:

- E-tickets that have been issued in Amadeus using either Amadeus Ticketing or a third-party ticketing server
- E-tickets issued in other GDSs like Sabre, Worldspan, Galileo, and others
- Automated paper tickets that have been issued in Amadeus
- Domestic and international itineraries and fares in all currencies

Note: There is no limitation on the number of times an unused ticket can be reissued as permitted by the carrier. However, tickets can only be reissued once if the itinerary has flown segments.

This user guide provides an overview of Amadeus Ticket Changer, its prerequisites and preconditions, possible itinerary changes, pricing conditions and document issuance, and a list of possible pricing entries. Also included are examples of reissue scenarios.

Since there is a nominal charge every time you use one of the four Ticket Changer entries, we present the most efficient process for completing an exchange. You can use informative pricing to check the fare before using a confirmed pricing entry.

Overview

Once you have rebooked an itinerary your passengers have decided to change, Ticket Changer provides you with four options:

- Informative pricing for the reissue (FXF)
- Confirmed pricing as booked (FXQ)
- Best Pricer, lowest overall fare, informative pricing (FXE)
- Best Pricer, lowest overall fare, confirmed pricing regardless of the cabin (FXO)

Informative pricing transactions do not store a reissue Transitional Stored Ticket (TST).Use confirmed pricing transactions to create and store a reissue TST.

For reissues, an Amadeus Ticket Changer reissue panel (TQR) includes the following:

- The original and new fare and tax balances
- Ticket difference
- Residual value (if applicable)
- The penalty (if applicable)
- Total additional collection and the grand total

You can issue all documents once this information is stored in the PNR.

Note: Adjustment Remarks (RIA) containing the original fare and penalty amounts are inserted automatically by Ticket Changer.

Prerequisites and conditions

Before using Ticket Changer, ensure you have met the following prerequisites and conditions:

- The office profile field ATR must be set to 1
- You must have read/write access to the original PNR as specified in the EOS agreements for your office
- The ticket number of the document to be reissued/exchanged must be present in the PNR (FH/FA element). If it is not present, it must be entered manually in the PNR or in the Ticket Changer pricing entry. Ticket numbers can be entered manually for e-tickets or for paper tickets that have been issued in Amadeus.
- The PNR must contain all mandatory PNR elements, including the new itinerary.

For e-tickets:

- The e-ticket record of the original document must be accessible in Amadeus. If you are not authorized to retrieve the e-ticket record, the following message displays:

ACCESS TO DOCUMENT DENIED

For paper tickets:

- Paper ticket revalidation is not allowed in the US market
- The paper ticket data must still be stored in the Amadeus Ticketing Sales Reporting (TSR) database when the reissue takes place. The storage time is limited to 185 days after original ticket issuance. Your office must have the appropriate agreements in place to retrieve, display, and modify the data in the Amadeus Ticketing Sales Reporting database.
- Infant passenger types (INF) are available when using Amadeus Ticket Changer Best Pricer (FXE or FXO) though specific INF passenger selection is not allowed.

Itinerary changes with Amadeus Ticket Changer

You can make changes to the following itinerary items with Ticket Changer:

_ Travel dates
_ Flight numbers
_ Booking class
_ Routing (domestic and/or international)

Once the modifications are made and you performed the pricing entries, the System processes the best pricing solution according to the reissue conditions.

For a reissue, all remaining open coupons from the last flown segment onward must be reissued together. The itinerary can contain unchanged (unused) segments of the old itinerary and new segments. In all cases, the complete itinerary to be reissued must be present in the PNR in order for the new itinerary to be correctly priced by Ticket Changer.

Note: Conjunction tickets must be reissued together.

You can also create, or retrieve, a PNR and reissue it in Temporary Ticketing Mode (TY Mode). Remember, the System does not store any PNR or pricing information when you use TY Mode, as an end of transaction (ET) is not allowed.

Pricing conditions

As a result of Ticket Changer using the office ID of the original issuing office to re-price the new itinerary, the System uses only fares that can be sold by the original issuing office. This applies primarily to UniFares (negotiated fares).

Document issuance

In the case of a reissue, you can use the normal exchange document issuance commands for printing both the new ticket (TTP/EXCH) and the residual value MCOs (TTM/EXCH).

Note: The e-ticket status of the original issued ticket is changed only when the TTP/EXCH transaction is used. It is not changed when the residual value MCO (TTM/EXCH) transaction is used.

Basic steps for completing an exchange via Amadeus Ticket Changer

Amadeus Ticket Changer automates the exchange process so there is no need to manually delete the TST, update your commission, create an MCO; Ticket Changer will do it for you.

Due to a high level of automation, there are only three basic steps needed in order to complete an exchange. Regardless of the scenario, the basic steps to reissue a ticket using Amadeus Ticket Changer are the same:

1. Display the PNR and modify the flights as required.
2. Use a Ticket Changer pricing entry to re-price the PNR.
3. Issue the exchanged ticket

If your exchange contains a residual value, you always have to retrieve the PNR and issue the MCO after you issue the ticket.

The scenarios in this user guide expand upon these basic steps and puts them into practice.

Pricing entries

This section provides an overview of the pricing entries that trigger Amadeus Ticket Changer.

All the entries have certain required elements. For paper tickets, the FA/FH element line number or the 13-digit ticket number, the last two digits of the ticket number, and the coupon numbers to be reissued must be present in your Amadeus Ticket Changer pricing entry.

Amadeus Ticket Changer informative pricing

Amadeus Ticket Changer Informative Pricing transactions re-price the PNR without creating a TST and TSM.

Informative pricing options include:

Entry	Description
e-ticket: FXF	Re-prices the PNR with Amadeus Ticket Changer informative pricing.
FXF/TX	Re-prices the PNR with Amadeus Ticket Changer informative pricing for the ticket number in the FA/FH element. If the PNR contains more than one ticket number, you must enter the FA/FH element line number of the ticket you want to reissue.
Paper ticket: FXF/T7*90C34 Paper ticket (conjunction ticket): FXF/T7*90C34-91c1234	You must always use the FA/FH element line number, or the ticket number, followed by the last two digits of the ticket number, and the coupon numbers to be reissued.
FXF/TKTxxx-xxxxxxxxxx	Re-prices the PNR with Amadeus Ticket Changer informative pricing for a specific ticket number (3-digit airline prefix and the 10-digit document number)

Entry	Description
E-ticket: **FXF/TKT057-1234567890**	For e-tickets: If the PNR does not contain a ticket number, you must enter the ticket number of the ticket you want to reissue.
Paper ticket: **FXF/TKT057-1234567890*90C34** Paper ticket (conjunction ticket): **FXF/TKT057-1234567890*90C34-91C1234**	For paper tickets: You must always enter the FA/FH element line number or the ticket number, followed by the last two digits of the ticket number and the coupon numbers to be reissued in your Amadeus Ticket Changer pricing transaction.

Amadeus Ticket Changer confirmed pricing (FXQ)

Amadeus Ticket Changer confirmed pricing transactions re-price the PNR and create a TST. With a few exceptions, you can add the same pricing options to the FXQ transaction as the FXF transaction.

Amadeus Ticket Changer best pricer informative pricing (FXE)

Amadeus Ticket Changer best pricer informative pricing transactions re-price the PNR without creating a TST and TSM.

The Informative pricing entries are:

Entry	Description
E-ticket: **FXE**	Re-prices the PNR with Amadeus Ticket Changer best pricer informative pricing
FXE/TX	Re-prices the PNR with Amadeus Ticket Changer Best Pricer informative pricing for a selected ticket number by specifying the FA/FH element line number. If the PNR contains more than one ticket number, you must enter the FA/FH element line number of the ticket you want to reissue.
Paper ticket: **FXE/T7*90C34** Paper ticket (conjunction ticket): **FXE/T7*90C34-91C1234**	You must always enter the FA/FH element line number or the ticket number, followed by the last two digits of the ticket number and the coupon numbers to be reissued.
FXE/TKTxxx-xxxxxxxxxx E-ticket: **FXE/TKT057-1234567890** Paper ticket: **FXE/TKT057-1234567890*90C34** Paper ticket (conjunction ticket): **FXE/TKT057-1234567890*90C34-91C1234**	Re-prices the PNR with Amadeus Ticket Changer Best Pricer informative pricing for a selected ticket number (3-digit airline prefix number and the 10-digit document number) If the PNR contains no ticket number, you must enter the ticket number of the ticket you want to reissue. You must always enter the FA/FH element line number or the ticket number, followed by the last two digits of the ticket number and the coupon numbers to be reissued.

Amadeus Ticket Changer best pricer confirmed pricing (FXO)

Amadeus Ticket Changer best pricer confirmed pricing transactions re-price the PNR and create a TST. With a few exceptions, you can add the same pricing options to the **FXO** transaction as the **FXE** transaction. Using FXE or FXO re-prices the itinerary at the lowest available fare for the itinerary, regardless of the cabin.

Reissue scenarios

Scenario #1 Reissue an unused ticket at a lower fare

A passenger purchased a round-trip ticket in business class from Miami (MIA) to Madrid (MAD) for the dates of December 20 to December 30. The ticket was issued and sold in Miami, Florida.

Residual value

After issuing the ticket, the passenger asks to change the departure date to December 9. The fare he purchased allows changes before departure with no penalty.

With the new travel date, the fare is lower and the passenger is due a residual value. The reissue takes place in Miami. To reissue this ticket with a residual value:

1. Display the original PNR.

```
--- TST ---
RP/MIA1A091C/MIA1A091C          JF/SU  21APR10/2122Z   5V43WF
MIA1A091C/0804JF/21APR10
  1.BLACK/FRANCIS
  2   IB6122 J 20DEC 1 MIAMAD HK1   505P 740A 21DEC  E   IB/
  3   IB6123 J 30DEC 4 MADMIA HK1  1200N 330P 30DEC  E   IB/
  4 AP MIA-(305)406-8853-B
  5 TK OK21APR/MIA1A091C//ETIB
  6 RM *MASSIVEGOOD-N
  7 FA PAX 075-1002505564/ETIB/USD7509.85/21APR10/MIA1A091C/5342
       6170/S2-3
  8 FB PAX 2100004731 TTP OK ETICKET/S2-3
  9 FE PAX 55 CHGS AND REF PERMITTED/S2-3
 10 FG PAX 2100001488 FLL1S2CS1/S2-3
 11 FM *M*0
 12 FP CCVI4444333322221111/1210
 13 FV PAX IB/S2-3
```

2. Change the return date.
3. Enter **FXO** to use Ticket Changer Best Pricer confirmed pricing to re-book the PNR at a lower fare.

Note: The old TST is automatically deleted.

If the best pricer entry leads to a booking code change, an asterisk (*) appears next to the new booking code.

```
ITINERARY REBOOKED
LAST TKT DTE 18JUN10 -  - SEE ADV PURCHASE
TICKET STOCK RESTRICTION
------------------------------------------------------------
 MIA
 MAD IB  6122 Q *  09DEC 1725  QLAX1MUS              09JAN 1P
 MIA IB  6123 Q *  30DEC 1200  QLAX1MUS        12DEC09JAN 1P
                      ORIGIN TRVL CURRENCY   REISSUE CURRENCY
 OLD BASE FARE       USD     4022.00
 NEW BASE FARE       USD      361.00
 FARE BALANCE                             USD     -3661.00
                         PAYMENT CURRENCY
 OLD TAX             USD      388.32
 NEW TAX             USD      388.32
 TAX BALANCE                              USD         0.00
 TICKET DIFFERENCE                        USD     -3661.00
 PENALTY                                  USD         0.00
 GRAND TOTAL                              USD     -3661.00
 TOTAL ADD COLL                           USD         0.00
 RESIDUAL VALUE      USD     -3661.00
```

4.   Enter **RT** to redisplay the PNR.

The new PNR contains the FO line, the new RIA entries, and the MCO, as well as a notification that a ticket reissue is required:

```
TICKET REVALIDATION/REISSUE IS RECOMMENDED
--- TST ---
RP/MIA1A091C/MIA1A091C            JF/SU  15JUN10/2008Z   3C2EEF
MIA1A091C/0804JF/15JUN10
 1.BLACK/FRANCIS
 2   IB6122 Q 09DEC 4 MIAMAD DK1   525P 750A 10DEC  E  O 346 BL
     SEE RTSVC
 3   IB6123 Q 30DEC 4 MADMIA DK1  1200N 350P 30DEC  E  O 346 LS
     SEE RTSVC
 4 MCO IB MIA 15JUN/USD 3661.00/*AIR TRANSPORTATION
    1 FO 075-1002505619MIA15JUN10/53426170/075-10025056195E1*B3
      661.00
    2 FP O/CCVI
 5 AP MIA (305)406-8853-B
 6 TK OK15JUN/MIA1A091C//ETIB
 7 RIA USD-4410.32-F EXCHANGE TICKET NUMBER 075-1002505619
 8 RIA USD0.00-F AIRLINE CHANGE FEE
 9 FHE PAX 075-1002505619
10 FE PAX 21 NOEND/CHGS REST-NON REF/S2-3
11 FM *M*0/X0/0
12 FO PAX 075-1002505619MIA15JUN10/53426170/075-10025056195E1*B
      4022.00/X388.32/C0.00/S2-3
```

Ticket Changer automatically creates the new TST and form of payment.

Note: Amadeus Ticket Changer automatically deletes the existing form of payment (FP) and creates the exchange form of payment (FPO) using the information contained in the original FP. Ticket Changer assumes the new form of payment will be the same as the original. You must create a new form of payment only if it is different from the original.

5. Receive the PNR (RF).
6. Enter **TTP/EXCH/P1** to issue the new ticket.
7. You must also issue the new MCO.
8. Display the PNR.
9. Enter **TTM/EXCH** to issue the MCO.

Note: Your commission (FM) is automatically updated whenever you use a confirmed pricing entry (FXO or FXQ) and when there is a pre-existing FM line in the PNR.

```
--- TST ---
RP/MIA1A091C/MIA1A091C            OC/PR   15JUN10/2050Z   3C2EEF
MIA1A091C/0804JF/15JUN10
 1.BLACK/FRANCIS
 2   IB6122  Q 09DEC 4 MIAMAD HK1   525P 750A 10DEC  E  IB/
 3   IB6123  Q 30DEC 4 MADMIA HK1  1200N 350P 30DEC  E  IB/
 4 MCO IB MIA 15JUN/USD 3661.00/*AIR TRANSPORTATION
     1 FA 075-1968616246/PTIB/USD3661.00/15JUN10/MIA1A091C/53426
       170
     2 FB 1500004818 TTM/EXCH OK PROCESSED
     3 FG 1500001566 FLL1S2CS1
     4 FM *C*0
     5 FO 075-1002505619MIA15JUN10/53426170/075-10025056195E1*B3
       661.00
     6 FP O/CCVI
 5 AP MIA (305)406-8853-B
 6 TK OK15JUN/MIA1A091C//ETIB
 7 RIA USD-4410.32-F EXCHANGE TICKET NUMBER 075-1002505619
 8 RIA USD0.00-F AIRLINE CHANGE FEE
 9 FA PAX 075-1002505620/ETIB/USD749.32/15JUN10/MIA1A091C/53426
       170/S2-3
10 FHE PAX 075-1002505619
11 FB PAX 1500004817 TTP/EXCH OK ETICKET/S2-3
12 FE PAX 21 NOEND/CHGS REST-NON REF/S2-3
13 FG PAX 1500001565 FLL1S2CS1/S2-3
14 FM *M*0/XO/0
15 FO PAX 075-1002505619MIA15JUN10/53426170/075-10025056195E1*B
       4022.00/X388.32/C0.00/S2-3
16 FP PAX O/CCVI/S2-3
```

Scenario #2 Reissue an unused ticket at a higher fare

A passenger wants to change his trip, which was originally from Miami (MIA) to Madrid (MAD) in economy class, to go to Rome (ROM) in business class instead.

Additional collection

With the new itinerary and class, the fare is higher and the passenger is required to pay the difference.

1. Display the original PNR.

```
--- TST ---
RP/HOU1S2105/HOU1S2105          JF/SU  16JUN10/1850Z   3RFIE2
  1.BLACK/FRANCIS
  2   IB6122 Y 13OCT 3 MIAMAD HK1           505P 740A+1 *1A/E*
  3   IB6123 Y 21OCT 4 MADMIA HK1        4S 1200N 330P   *1A/E*
  4 AP MIA (305)406-8853-B
  5 TK OK16JUN/HOU1S2105//ETIB
  6 RIA USD-4410.61-F EXCHANGE TICKET NUMBER 075-1002510287
  7 RIA USD0.00-F AIRLINE CHANGE FEE
  8 FA PAX 075-1002510288/ETIB/USD4410.61/16JUN10/HOU1S2105/0092
      2504/S2-3
  9 FB PAX 1600003605 TTP OK ETICKET/S2-3
 10 FE PAX 55 CHGS AND REF PERMITTED/S2-3
 11 FM *M*O/XO/O
 12 FP CCVIXXXXXXXXXXXX1111/1212
 13 FV PAX IB/S2-3
```

2. To reissue this ticket with an additional collection, cancel the old flight segments.

Note: The old TST is automatically deleted.

3. Book the new flights.
4. Enter **FXQ** to re-price the new itinerary as booked with Amadeus Ticket Changer Best Pricer confirmed pricing.

```
PRICED WITH VALIDATING CARRIER IB - REPRICE IF DIFFERENT VC
-----------------------------------------------------------
 MIA
 MAD  IB   6122  J      13OCT         JR                    13OCT  3P
 ROM  IB   3612  C      14OCT         JR                    13OCT  3P
 MAD  IB   3609  C      21OCT         JR                    13OCT  3P
 MIA  IB   6123  J      21OCT         JR                    13OCT  3P
                            ORIGIN TRVL CURRENCY    REISSUE CURRENCY
 OLD BASE FARE          USD      4022.00
 NEW BASE FARE          USD      7608.00
 FARE BALANCE                                    USD        3586.00
                            PAYMENT CURRENCY
 OLD TAX                USD       388.61
 NEW TAX                USD       414.63
 TAX BALANCE                                     USD          26.02
 TICKET DIFFERENCE                               USD        3612.02
 PENALTY                                         USD           0.00
 GRAND TOTAL                                     USD        3612.02
 TOTAL ADD COLL                                  USD        3612.02
 RESIDUAL VALUE         USD         0.00
```

Ticket Changer automatically creates the new TST and form of payment.

5. Enter **RT** to redisplay the PNR.

The new PNR contains the FO line and the new RIA entries. A notification advises you that a ticket reissue is required.

```
TICKET REVALIDATION/REISSUE IS RECOMMENDED
--- TST ---
RP/HOU1S2105/HOU1S2105              JF/SU  16JUN10/1850Z    3RFIE2
  1.BLACK/FRANCIS
  2   IB6122 J 13OCT 3 MIAMAD HK1            505P 740A+1 346 EOBL
      SEE RTSVC
  3   IB3612 C 14OCT 4 MADFCO HK1        4   905A1125A    321 EOB
      SEE RTSVC
  4   IB3609 C 21OCT 4 FCOMAD HK1        3   800A1025A    321 EOB
      SEE RTSVC
  5   IB6123 J 21OCT 4 MADMIA HK1        4S 1200N 330P    346 EOLS
      SEE RTSVC
  6 AP MIA (305)406-8853-B
  7 TK OK16JUN/HOU1S2105//ETIB
  8 RIA USD-4410.61-F EXCHANGE TICKET NUMBER 075-1002510288
  9 RIA USD0.00-F AIRLINE CHANGE FEE
 10 FHE PAX 075-1002510288
 11 FE PAX 55 CHGS AND REF PERMITTED/S2-5
 12 FM *M*0/XO/0
 13 FO PAX 075-1002510288HOU16JUN10/00922504/075-10025102885E1*B
        4022.00/X388.61/C0.00/S2-5
 14 FP PAX O/CCVI+/CCVI4444333322221111/1212/S2-5
```

Note: Amadeus Ticket Changer automatically deletes the existing form of payment (FP) and creates the exchange form of payment (FPO) using the information contained in the original FP. Ticket Changer assumes the new form of payment will be the same as the original. You must manually create a new one only if it is different from the original FP.

6. Receive the PNR (**RF**).
7. Enter **TTP/EXCH/P1** to issue the new ticket.

```
--- TST ---
RP/HOU1S2105/HOU1S2105              OC/PR   16JUN10/2122Z    3RFIE2
 1.BLACK/FRANCIS
 2   IB6122 J 13OCT 3 MIAMAD HK1            505P 740A+1 *1A/E*
 3   IB3612 C 14OCT 4 MADFCO HK1       4    905A1125A    *1A/E*
 4   IB3609 C 21OCT 4 FCOMAD HK1       3    800A1025A    *1A/E*
 5   IB6123 J 21OCT 4 MADMIA HK1       4S 1200N 330P     *1A/E*
 6 AP MIA (305)406-8853-B
 7 TK OK16JUN/HOU1S2105//ETIB
 8 RIA USD-4410.61-F EXCHANGE TICKET NUMBER 075-1002510288
 9 RIA USD0.00-F AIRLINE CHANGE FEE
10 FA PAX 075-1002510289/ETIB/USD8022.63/16JUN10/HOU1S2105/0092
      2504/S2-5
11 FHE PAX 075-1002510288
12 FB PAX 1600003606 TTP/EXCH OK ETICKET/S2-5
13 FE PAX 55 CHGS AND REF PERMITTED/S2-5
14 FM *M*0/XO/0
15 FO PAX 075-1002510288HOU16JUN10/00922504/075-10025102885E1*B
      4022.00/X388.61/C0.00/S2-5
16 FP PAX O/CCVI+/CCVIXXXXXXXXXXXX1111/1212/S2-5
```

Scenario #3 Reissue a partially used ticket at a lower fare

A passenger purchased a round-trip ticket in economy class from New York (JFK) to London (LHR) for the dates of July 27 to August 4, and returning to New York (JFK). The ticket was issued and sold in Miami.

Residual value

The passenger asks to change his return flight to New York (JFK) to depart a day later on August 5. After you re-priced the new itinerary, the System offers you a lower fare but with a $150 penalty. He is still due a refund (residual value) of the difference between the two fares. The reissuing agent is located in Miami.

To reissue a partially used ticket with a residual value:

1. Display the original PNR.

```
--- TST ---
RP/MIA1A091B/MIA1A091B              JV/SU  27JUL10/2027Z   YX32GM
 1.SMITH/SALLY
 2   BA 112 L 27JUL 2 JFKLHR          FLWN
 3   BA 175 T 04AUG 3 LHRJFK HK1   1025A1255P 04AUG  E  BA/
 4 AP MIA 000000000000000 - TRAINING - CYBER GALLERY - A
 5 TK OK27JUL/MIA1A091B//ETBA
 6 FA PAX 125-1002512905/ETBA/USD1573.44/27JUL10/MIA1A091B/0086
        8151/S2-3
 7 FB PAX 2700016967 TTP/INE/RT OK ETICKET/S2-3
 8 FE PAX NON-REF/CHANGES RESTRICTED/S2-3
 9 FI PAX 2700016967 INV 0000000412/S2-3
10 FM *M*0
11 FP CCVI4444333322221111/1111
12 FV PAX BA/S2-3
```

2. Cancel the old flight segment.

Note: The old TST is automatically deleted.

3. Book the new flights.
4. Enter **FXQ/Sx** (where x is the segment number) to re-price the new itinerary as booked.

```
FXO/S3

01 SMITH/SALLY
ITINERARY REBOOKED
LAST TKT DTE 04AUG10 -  - DATE OF ORIGIN
ORIGINAL TICKET NOT GUARANTEED *4*
-------------------------------------------------------
 LON
NYC BA  0175 W *  05AUG 1025  WTP1                04AUG 2P
                  ORIGIN TRVL CURRENCY   REISSUE CURRENCY
  OLD BASE FARE       USD      1103.00
  NEW BASE FARE       USD       870.00
  FARE BALANCE                           USD       232.44
                     PAYMENT CURRENCY
  OLD TAX             USD       470.44
  NEW TAX             USD       470.44
  TAX BALANCE                            USD        00.00
  TICKET DIFFERENCE                      USD      -232.44
  PENALTY                                USD       150.00
  GRAND TOTAL                            USD        83.00
  TOTAL ADD COLL                         USD        00.00
  RESIDUAL VALUE      USD        83.00
```

5. Enter **RT** to redisplay the PNR.

The new PNR contains the FO line, the new RIA entries, and the MCO:

Note: Amadeus Ticket Changer automatically deletes the existing form of payment (FP) and creates the exchange form of payment (FPO) using the information contained in the original FP. Ticket Changer assumes the new form of payment will be the same as the original. You must manually create a new one only if it is different from the original FP.

6. Receive the PNR (**RF**).
7. Enter **TTP/EXCH/P1/S3** to issue the new ticket.

Note: Amadeus Ticket Changer best pricer (FXE or FXO) is available for infant passengers though specific INF passenger selection is not allowed.

You must also issue the new MCO.

8. Enter **RT** to redisplay the PNR.
9. Enter **TTM/EXCH** to issue the MCO.

Note: Your commission (FM) is automatically updated whenever you use a confirmed pricing entry (FXO or FXQ) and when there is a pre-existing FM line in the PNR.

The exchange is complete.

```
--- TST ---
RP/MIA1A091B/MIA1A091B              OC/PR   29JUL10/1935Z    YX32GM
  1.SMITH/SALLY
  2   BA 112 L 27JUL 2 JFKLHR          FLWN
  3   BA 175 W 05AUG 3 LHRJFK HK1  1025A1255P 04AUG  E  BA/
  4 MCO BA MIA 29JUL/USD 83.00/*AIR TRANSPORTATION
      1 FA 125-1968620059/PTBA/USD83.00/29JUL10/MIA1A091B/0086815
        1
      2 FB 2900016998 TTM/EXCH/RT OK PROCESSED
      3 FM *M*0
      4 FO 125-1002512905MIA27JUL10/00868151/125-10025129051E2
      5 FP O/CCVI
  5 AP MIA 000000000000000 - TRAINING - CYBER GALLERY - A
  6 TK OK27JUL/MIA1A091B//ETBA
  7 TK PAX OK29JUL/MIA1A091B//ETBA/S3
  8 RIA USD-1573.44-F EXCHANGE TICKET NUMBER 125-1002512905
  9 RIA USD150.00-F AIRLINE CHANGE FEE
 10 FA PAX 125-1002512905/ETBA/USD1573.44/27JUL10/MIA1A091B/0086
        8151/S2
 11 FA PAX 125-1002512924/ETBA/USD1340.44/29JUL10/MIA1A091B/0086
        8151/S3
 12 FB PAX 2700016967 TTP/INE/RT OK ETICKET/S2
```

Scenario #4 Residual value exchange to MCO (Netting allowed)

Amadeus Ticket Changer reissue can process the residual value with netting the penalty for those airlines that file fares with this scenario within the fare rules in ATPCO Category 31, Voluntary Changes.

With this reissue process, Amadeus Ticket Changer Reissue ensures the correct processing for a residual value, whereby the penalty is paid using the residual value and the net amount is applied to a Miscellaneous Charges Order (MCO).

To exchange a ticket where netting is allowed by the airline:

1. Display the original PNR.

```
 1.USMARKET/RESIDUAL
 2  AA 175 G 27OCT 2 DCADFW HK1  0659 0927  27OCT  E  AA/NKWJHF
 3  AA 176 G 29OCT 4 DFWDCA HK1  1155 1558  29OCT  E  AA/NKWJHF
 4 AP OK
 5 TK OK04SEP/RIC1S2103//ETAA
 6 SSR DOCS AA HK1 P/USA/012345678/USA/30JUN74/M/14APR17/USMARK
      ET/RESIDUAL
 7 RM NOTIFY PASSENGER PRIOR TO TICKET PURCHASE \& CHECK-IN:
      FEDERAL LAWS FORBID THE CARRIAGE OF HAZARDOUS MATERIALS -
      GGAMAUSHAZ/S2-3
 8 FA PAX 001-7620105381/ETAA/USD534.20/04SEP15/RIC1S2103/49546
      932/S2-3
 9 FB PAX 0400000000 TTP/XE1/RT OK ETICKET/S2-3
10 FE PAX NONREF/SVCCHGPLUSFAREDIF/ CXL BY FLT TIME OR NOVALUE
      -BG:AA/S2-3
11 FM *M*0
12 FP CASH
13 FV PAX AA/S2-3
```

2. Update the PNR.

In this example the return flight is cancelled.

```
 1.USMARKET/RESIDUAL
 2  AA 175 G 27OCT 2 DCADFW HK1  0659 0927  27OCT  E  AA/NKWJHF
 3 AP OK
 4 TK OK04SEP/RIC1S2103//ETAA
 5 SSR DOCS AA HK1 P/USA/012345678/USA/30JUN74/M/14APR17/USMARK
      ET/RESIDUAL
 6 RM NOTIFY PASSENGER PRIOR TO TICKET PURCHASE \& CHECK-IN:
      FEDERAL LAWS FORBID THE CARRIAGE OF HAZARDOUS MATERIALS -
      GGAMAUSHAZ/S2
 7 FA PAX 001-7620105381/ETAA/USD534.20/04SEP15/RIC1S2103/49546
      932/S2
 8 FB PAX 0400000000 TTP/XE1/RT OK ETICKET/S2
 9 FE PAX NONREF/SVCCHGPLUSFAREDIF/ CXL BY FLT TIME OR NOVALUE
      -BG:AA/S2
10 FM *M*0
11 FP CASH
12 FV PAX AA/S2
```

3. Enter **FXQ** to re-price the new itinerary.

In this example, the residual value is $267.10, the airline authorizes the penalty of $200.00 to be paid using the residual amount. The net refund to the traveler is $67.10 issued as an MCO for future travel.

```
>FXQ

01 USMARKET/RESIDUAL
LAST TKT DTE 05SEP15 -  - SEE ADV PURCHASE
BG CXR: AA
PRICED WITH VALIDATING CARRIER AA - REPRICE IF DIFFERENT VC
FARE VALID FOR E TICKET ONLY
------------------------------------------------------------
     AL FLGT  BK   DATE  TIME  FARE BASIS     NVB  NVA   BG
 WAS
 DFW AA  0175 G    27OCT       GA00ZNI1        27OCT27OCT 0P
                    ORIGIN TRVL CURRENCY   REISSUE CURRENCY
 OLD BASE FARE       USD      470.70
 NEW BASE FARE       USD      235.35
 FARE BALANCE                            USD      -235.35
                    PAYMENT CURRENCY
 OLD TAX             USD       63.50
 NEW TAX             USD       31.75
 TAX BALANCE                             USD       -31.75
 TICKET DIFFERENCE                       USD      -267.10
 PENALTY                                 USD       200.00
 GRAND TOTAL                             USD       -67.10
 TOTAL ADD COLL                          USD         0.00
 RESIDUAL VALUE      USD      -67.10
```

Amadeus Ticket Changer creates the PNR FO line showing a residual net amount of $67.10

```
>TST00002      RIC1S2103 AA/04SEP I 0 LD 05SEP15       OD WASDFW
T-E
FXQ
   1.USMARKET/RESIDUAL
 1   DCA AA  175 G 27OCT 0659  OK GA00ZNI1          27OCT27OCT 0PC
     DFW
FARE  F USD       235.35
TX001 X USD       4.00-ZPVO TX002 X USD    4.50-XF   TX003 X USD      17.65-USLO
TX004 X USD       5.60-AYSE
TOTAL    USD      267.10
GRAND TOTAL USD      267.10
WAS AA DFW235.35GA00ZNI1 USD235.35END ZP DCA4.00 XF DCA4.5

 11.FE USD470.70 NONREF - NONREF/SVCCHGPLUSFAREDIF/ CXL BY FLT T
IME OR NOVALUE -BG:AA
 12.FM *M*0/XO/0
 13.FO 001-7620105381RIC04SEP15/49546932/001-76201053810E1*B470.
70/X63.50/C200.00/*RV67.10
 14.FP O/CASH
 15.FV AA
```

4. Enter **TTP/EXCH/RT** to issue the exchange ticket and redisplay the PNR.

```
   1.USMARKET/RESIDUAL
 2   AA 175 G 27OCT 2 DCADFW HK1  0659 0927  27OCT  E  AA/NKWJHF
 3 MCO AA *** 04SEP/USD 67.10/*FUTURE AIR TRANSPORTATION
     1 FE NON REF/VALID ONLY ON AIRLINE SHOWN IN TO BOX
     2 FO 001-7620105381RIC04SEP15/49546932/001-76201053810E1*B6
       7.10
     3 FP O/CASH
 4 AP OK
 5 TK OK04SEP/RIC1S2103//ETAA
 6 SSR DOCS AA HK1 P/USA/012345678/USA/30JUN74/M/14APR17/USMARK
     ET/RESIDUAL
 7 RM NOTIFY PASSENGER PRIOR TO TICKET PURCHASE \& CHECK-IN:
     FEDERAL LAWS FORBID THE CARRIAGE OF HAZARDOUS MATERIALS -
     GGAMAUSHAZ/S2
 8 RIA USD-534.20-F EXCHANGE TICKET NUMBER 001-7620105381
 9 RIA USD200.00-F AIRLINE CHANGE FEE
10 FA PAX 001-7620105382/ETAA/USD267.10/04SEP15/RIC1S2103/49546
     932/S2
11 FB PAX 0400000001 TTP/EXCH/RT OK PROCESSED ETKT - ENTER IR
     THEN TTM/EXCH/S2
12 FE PAX USD470.70 NONREF - NONREF/SVCCHGPLUSFAREDIF/ CXL BY
     FLT TIME OR NOVALUE -BG:AA/S2
13 FM *M*0/XO/0/S2
14 FO 001-7620105381RIC04SEP15/49546932/001-76201053810E1*B435.
     35/X31.75/C200.00
15 FP O/CASH
16 FV PAX AA/S2
```

5. Ignore and retrieve the PNR (IR) and enter **TTM/EXCH** to issue the MCO.

TSM created at reissuance:

```
TSM00001  TYPE M      RIC1S2103 AA/04SEP              CARR AA
   1.USMARKET/RESIDUAL
PRESENT TO: AMERICAN AIRLINES
        AT:
TYPE OF SERVICE: A   *FUTURE AIR TRANSPORTATION
ADD INF/RKS: RESIDUAL VALUE LESS PENALTY
ISSUED IN CONNEXION WITH: 0017620105382

FARE    F USD         67.10
EXCH VAL  USD         67.10
TOTAL     USD         67.10

   1.FE NON REF/VALID ONLY ON AIRLINE SHOWN IN TO BOX
   2.FO 001-7620105381RIC04SEP15/49546932/001-76201053810E1*B67.1
        0
   3.FP O/CASH
```

PNR is updated with exchange elements:

```
 1.USMARKET/RESIDUAL
 2  AA 175 G 27OCT 2 DCADFW HK1  0659 0927  27OCT  E  AA/NKWJHF
 3 MCO AA *** 04SEP/USD 67.10/*FUTURE AIR TRANSPORTATION
     1 FA 001-8150535375/PTAA/USD67.10/04SEP15/RIC1S2103/4954693
       2
     2 FB 0400000002 TTM/EXCH/RT/P1 OK PROCESSED
     3 FE NON REF/VALID ONLY ON AIRLINE SHOWN IN TO BOX
     4 FM *C*0
     5 FO 001-7620105381RIC04SEP15/49546932/001-76201053810E1*B6
       7.10
     6 FP O/CASH
 4 AP OK
 5 TK OK04SEP/RIC1S2103//ETAA
 6 SSR DOCS AA HK1 P/USA/012345678/USA/30JUN74/M/14APR17/USMARK
       ET/RESIDUAL
 7 RM NOTIFY PASSENGER PRIOR TO TICKET PURCHASE \& CHECK-IN:
       FEDERAL LAWS FORBID THE CARRIAGE OF HAZARDOUS MATERIALS -
       GGAMAUSHAZ/S2
 8 RIA USD-534.20-F EXCHANGE TICKET NUMBER 001-7620105381
 9 RIA USD200.00-F AIRLINE CHANGE FEE
10 FA PAX 001-7620105382/ETAA/USD267.10/04SEP15/RIC1S2103/49546
       932/S2
11 FB PAX 0400000001 TTP/EXCH/RT OK PROCESSED ETKT - ENTER IR
       THEN TTM/EXCH/S2
12 FE PAX USD470.70 NONREF - NONREF/SVCCHGPLUSFAREDIF/ CXL BY
       FLT TIME OR NOVALUE -BG:AA/S2
13 FM *M*0/XO/0/S2
14 FO 001-7620105381RIC04SEP15/49546932/001-76201053810E1*B435.
       35/X31.75/C200.00
15 FP O/CASH
16 FV PAX AA/S2
```

Scenario #5 Residual vale exchange to MCO (Netting not allowed)

Amadeus Ticket Changer Reissue enhances the processing in the case where a residual value is applied to an MCO. Based on the Category 31 filing, Amadeus Ticket Changer will apply the full residual amount to an MCO (Netting not allowed) and collect the penalty as a new charge.

To exchange a ticket where netting is not allowed by the airline:

1. Display the original PNR.

```
 1.USMARKET/RESIDUAL
 2   JJ3816 M 03FEB 3 GRUSSA HK1   0030 0145   03FEB   E   JJ/5TQ5ZC
 3   JJ3399 M 08FEB 1 SSAGRU HK1   0255 0630   08FEB   E   JJ/5TQ5ZC
 4 AP OK
 5 TK OK06OCT/RIC1S2103//ETJJ
 6 SSR FOID JJ HK1 DL12345678
 7 FA PAX 957-7621396228/ETJJ/USD516.35/06OCT15/RIC1S2103/49546
       932/S2-3
 8 FB PAX 0600000353 TTP/ET/RT OK ETICKET/S2-3
 9 FM *M*0
10 FP CASH
11 FV PAX JJ/S2-3
```

2. Update the PNR.

In this example the return flight is cancelled.

```
 1.USMARKET/RESIDUAL
 2   JJ3816 M 03FEB 3 GRUSSA HK1  0030 0145  03FEB  E  JJ/5TQ5ZC
 3 AP OK
 4 TK OK06OCT/RIC1S2103//ETJJ
 5 SSR FOID JJ HK1 DL12345678
 6 FA PAX 957-7621396228/ETJJ/USD516.35/06OCT15/RIC1S2103/49546
      932/S2
 7 FB PAX 0600000353 TTP/ET/RT OK ETICKET/S2
 8 FM *M*0
 9 FP CASH
10 FV PAX JJ/S2
```

3.   Enter **FXQ** to re-price the new itinerary.

In this example, the airline does not authorize the penalty to be paid using the residual amount.

```
>FXQ

01 USMARKET/RESIDUAL
LAST TKT DTE 07OCT15 -  - SEE ADV PURCHASE
BG CXR: JJ
PRICED WITH VALIDATING CARRIER JJ - REPRICE IF DIFFERENT VC
06OCT15 PER GAF REQUIREMENTS FARE NOT VALID UNTIL TICKETED
----------------------------------------------------------
     AL FLGT  BK   DATE   TIME   FARE BASIS      NVB  NVA   BG
 GRU
 SSA JJ  3816 M      03FEB       MJ0U0S8         03FEB03FEB 23
                       ORIGIN TRVL CURRENCY   REISSUE CURRENCY
 OLD BASE FARE         USD      497.00
 NEW BASE FARE         USD      231.00
 FARE BALANCE                          USD       -266.00
                       PAYMENT CURRENCY
 OLD TAX               USD       19.35
 NEW TAX               USD        9.66
 TAX BALANCE                           USD         -9.69
 TICKET DIFFERENCE                     USD       -275.69
 PENALTY                               USD         50.00
 GRAND TOTAL                           USD       -225.69
 TOTAL ADD COLL                        USD         50.00
 RESIDUAL VALUE    USD      -275.69
```

Amadeus Ticket Changer creates the PNR FO line showing a NO NET residual amount of $275.69, the airline change fee $50.00 is collected separately as an additional collection.

```
>TST00002      RIC1S2103 AA/06OCT I 0 LD 07OCT15 2359   OD SAOSSA
T-
FXQ
   1.USMARKET/RESIDUAL
 1   GRU JJ 3816 M 03FEB 0030   OK MJ0U0S8         03FEB03FEB 23K
     SSA
FARE  F USD      231.00
TX001 X USD       9.66-BRLO
TOTAL   USD      240.66
GRAND TOTAL USD      240.66
GRU JJ SSA231.00MJ0U0S8 USD231.00END

 10.FE USD149.00 NONREF
 11.FM *M*0/XO/0
 12.FO 957-7621396228RIC06OCT15/49546932/957-76213962280E1*B497.
 00/X19.35/C50.00/*RV275.69/NONET
 13.FP O/CASH+/CASH
 14.FV JJ
```

4. Enter **TTP/EXCH/RT** to issue the exchange ticket and redisplay the PNR.

```
  1.USMARKET/RESIDUAL
  2   JJ3816 M 03FEB 3 GRUSSA HK1   0030 0145  03FEB  E  JJ/5TQ5ZC
  3 MCO JJ *** 06OCT/USD 275.69/*FUTURE AIR TRANSPORTATION
     1 FE NON REF/VALID ONLY ON AIRLINE SHOWN IN TO BOX
     2 FO 957-7621396228RIC06OCT15/49546932/957-76213962280E1*B2
       75.69
     3 FP O/CASH
  4 AP OK
  5 TK OK06OCT/RIC1S2103//ETJJ
  6 SSR FOID JJ HK1 DL12345678
  7 RIA USD-516.35-F EXCHANGE TICKET NUMBER 957-7621396228/S2
  8 RIA USD50.00-F AIRLINE CHANGE FEE/S2
  9 FA PAX 957-7621396229/ETJJ/USD240.66/06OCT15/RIC1S2103/49546
    932/S2
 10 FB PAX 0600000354 TTP/EXCH/RT OK PROCESSED ETKT - ENTER IR
    THEN TTM/EXCH/S2
 11 FE PAX USD149.00 NONREF/S2
 12 FM *M*0/XO/0/S2
 13 FO 957-7621396228RIC06OCT15/49546932/957-76213962280E1*B231.
    00/X9.66/C50.00
 14 FP O/CASH+/CASH
 15 FV PAX JJ/S2
```

5. Ignore and retrieve the PNR (IR) and enter **TTM/EXCH** to issue the MCO.

TSM created at reissuance:

```
>TSM00001  TYPE M     RIC1S2103 AA/06OCT                    CARR JJ
   1.USMARKET/RESIDUAL
PRESENT TO: TAM LINHAS AEREAS
        AT:
TYPE OF SERVICE: A   *FUTURE AIR TRANSPORTATION
ADD INF/RKS: RESIDUAL VALUE
ISSUED IN CONNEXION WITH: 9577621396229

FARE    F USD       275.69
EXCH VAL  USD       275.69
TOTAL     USD       275.69

   1.FE NON REF/VALID ONLY ON AIRLINE SHOWN IN TO BOX
   2.FO 957-7621396228RIC06OCT15/49546932/957-76213962280E1*B275.
      69
   3.FP O/CASH
```

PNR is updated with exchange elements:

```
   1.USMARKET/RESIDUAL
   2   JJ3816 M 03FEB 3 GRUSSA HK1   0030 0145   03FEB   E   JJ/5TQ5ZC
   3 MCO JJ *** 06OCT/USD 275.69/*FUTURE AIR TRANSPORTATION
     1 FA 957-8150637522/PTJJ/USD275.69/06OCT15/RIC1S2103/495469
       32
     2 FB 0600000355 TTM/EXCH/RT/P1 OK PROCESSED
     3 FE NON REF/VALID ONLY ON AIRLINE SHOWN IN TO BOX
     4 FM *C*0
     5 FO 957-7621396228RIC06OCT15/49546932/957-76213962280E1*B2
       75.69
     6 FP O/CASH
   4 AP OK
   5 TK OK06OCT/RIC1S2103//ETJJ
   6 SSR FOID JJ HK1 DL12345678
   7 RIA USD-516.35-F EXCHANGE TICKET NUMBER 957-7621396228/S2
   8 RIA USD50.00-F AIRLINE CHANGE FEE/S2
   9 FA PAX 957-7621396229/ETJJ/USD240.66/06OCT15/RIC1S2103/49546
       932/S2
  10 FB PAX 0600000354 TTP/EXCH/RT OK PROCESSED ETKT - ENTER IR
       THEN TTM/EXCH/S2
  11 FE PAX USD149.00 NONREF/S2
  12 FM *M*0/XO/0/S2
  13 FO 957-7621396228RIC06OCT15/49546932/957-76213962280E1*B231.
       00/X9.66/C50.00
  14 FP O/CASH+/CASH
  15 FV PAX JJ/S2
```

Scenario #6 Reissue a partially used ticket at a higher fare

A customer has booked an itinerary from New York (JFK) to London (LHR) on July 27 and returning on November 10. The customer calls back and wants to change his return to November 11.

Additional collection

With the new travel date, the fare is higher and the passenger is required to pay the difference.

To reissue this ticket with an additional collection:

1. Display the original PNR.

```
RP/MIA1A091B/MIA1A091B            JV/SU   27JUL10/2030Z    YX32XR
  1.SMITH/SALLY
  2   BA 112 B 27JUL 2 JFKLHR          FLWN
  3   BA 175 B 10NOV 3 LHRJFK HK1  1100A 140P 10NOV  E  BA/
  4 AP MIA 000000000000000 - TRAINING - CYBER GALLERY - A
  5 TK OK27JUL/MIA1A091B//ETBA
  6 FA PAX 125-1002512906/ETBA/USD2367.15/27JUL10/MIA1A091B/0086
       8151/S2-3
  7 FB PAX 2700016968 TTP/INE/RT OK ETICKET/S2-3
  8 FI PAX 2700016968 INV 0000000413/S2-3
  9 FM *M*0
 10 FP CCVI4444333322221111/1111
 11 FV PAX BA/S2-3
```

2. Book the new flights.
3. Cancel the old flight segment.

Note: The old TST is automatically deleted.

4. Enter **FXO/Sx** (where x is the segment number) to re-price the new itinerary with Ticket Changer best pricer confirmed pricing.

```
01 SMITH/SALLY
ITINERARY REBOOKED
LAST TKT DTE 11NOV10 -  - DATE OF ORIGIN
PRICED WITH VALIDATING CARRIER BA - REPRICE IF DIFFERENT VC
-----------------------------------------------------------
 LON
 NYC BA  0175 J *  11NOV 1100  Y1                  11NOV 3P
                       ORIGIN TRVL CURRENCY   REISSUE CURRENCY
   OLD BASE FARE        USD      1962.00
   NEW BASE FARE        USD      2907.00
   FARE BALANCE                              USD      2540.00
                         PAYMENT CURRENCY
   OLD TAX              USD       405.15
   NEW TAX              USD       416.06
   TAX BALANCE                              USD        10.91
   TICKET DIFFERENCE                        USD      2550.91
   PENALTY                                  USD         0.00
   GRAND TOTAL                              USD      2550.91
   TOTAL ADD COLL                           USD      2635.01
   RESIDUAL VALUE       USD        00.00
```

5. Enter **RT** to redisplay the PNR.

The new PNR contains the FO line and the new RIA entries.

```
--- TST ---
RP/MIA1A091B/MIA1A091B           JV/SU  27JUL10/2030Z    YX32XR
  1.SMITH/SALLY
  2   BA 112 B 27JUL 2 JFKLHR        FLWN
  3   BA 175 Y 11NOV 4 LHRJFK DK1  1100A 140P 11NOV  E  0 744 M
     SEE RTSVC
  4 AP MIA 000000000000000 - TRAINING - CYBER GALLERY - A
  5 TK OK27JUL/MIA1A091B//ETBA
  6 RIA USD-2367.15-F EXCHANGE TICKET NUMBER 125-1002512906
  7 RIA USD0.00-F AIRLINE CHANGE FEE
  8 FA PAX 125-1002512906/ETBA/USD2367.15/27JUL10/MIA1A091B/0086
       8151/S2
  9 FB PAX 2700016968 TTP/INE/RT OK ETICKET/S2
 10 FE PAX USD0.00 NONREF/S3
 11 FI PAX 2700016968 INV 0000000413/S2
 12 FM *M*0/XO/0
 13 FO PAX 125-1002512906MIA27JUL10/00868151/125-10025129062E2*B
       1962.00/X405.15/C0.00/S3
 14 FP PAX O/CCVI+/CCVI4444333322221111/1111/S3
 15 FV PAX BA/S2
```

Note: Amadeus Ticket Changer automatically deletes the existing form of payment (FP) and creates the exchange form of payment (FPO) using the information contained in the original FP. Ticket Changer assumes the new form of payment will be the same as the original. You must manually create a new one only if it is different from the original FP.

6. Enter TTP/EXCH/P1/S3 to issue the new ticket.
7. Display the PNR.

Note: Your commission (FM) is automatically updated whenever you use a confirmed pricing entry (FXO or FXQ) and when there is a pre-existing FM line in the PNR.

```
RP/MIA1A091B/MIA1A091B              OC/PR  29JUL10/1951Z   YX32XR
  1.SMITH/SALLY
  2   BA 112 B 27JUL 2 JFKLHR          FLWN
  3   BA 175 Y 11NOV 4 LHRJFK HK1  1100A 140P 11NOV  E  BA/
  4 AP MIA 000000000000000 - TRAINING - CYBER GALLERY - A
  5 TK OK27JUL/MIA1A091B//ETBA
  6 TK PAX OK29JUL/MIA1A091B//ETBA/S3
  7 RIA USD-2367.15-F EXCHANGE TICKET NUMBER 125-1002512906
  8 RIA USD0.00-F AIRLINE CHANGE FEE
  9 FA PAX 125-1002512906/ETBA/USD2367.15/27JUL10/MIA1A091B/0086
        8151/S2
 10 FA PAX 125-1002512925/ETBA/USD4918.06/29JUL10/MIA1A091B/0086
        8151/S3
 11 FB PAX 2700016968 TTP/INE/RT OK ETICKET/S2
 12 FB PAX 2900016999 TTP/EXCH/RT OK ETICKET/S3
 13 FE PAX USD0.00 NONREF/S3
 14 FI PAX 2700016968 INV 0000000413/S2
 15 FM *M*0/X0/0
 16 FO PAX 125-1002512906MIA27JUL10/00868151/125-10025129062E2*B
        1962.00/X405.15/C0.00/S3
 17 FP PAX O/CCVI+/CCVI4444333322221111/1111/S3
```

Displaying the Amadeus Ticket Changer TST history

The TQR reissue panel shows all TST elements for Amadeus Ticket Changer reissues. By displaying the reissue panel, you can trace and track TST reissue activity.

When Amadeus Ticket Changer creates the TST and after end of transaction (ET), the TQR is copied into history.

The TST history contains the following TQR history elements:

Entry	Description
FB – ATC Fare Balance	Old base fare / new base fare / Non ref amount / fare balance
TB – ATC Tax Balance	Old total tax / new total tax / Non-refundable tax / tax balance
RV – ATC Ticket Difference	Ticket difference / residual value / penalty / no show penalty
TT – ATC Total	TST add collection / total add collection / grand total
MA – ATC Appendix information	Includes all the Appendices stored in the TQR

To display TST history for a Ticket Changer reissue:

1. Display the PNR.

```
--- TST RLR ---
RP/MIA1A091B/MIA1A091B            JH/SU    1MAY13/1525Z    6O6OSU
MIA1A091B/2025Z2/8FEB13
 1.POLO/ATC II
  2  AF 023 T 06AUG 2 JFKCDG HK1   425P 550A 07AUG  E  AF/6O6OSU
  3  AF7700 R 07AUG 3 CDGNCE HK1   725A 855A 07AUG  E  AF/6O6OSU
  4  AF7711 R 16AUG 5 NCECDG HK1   710A 845A 16AUG  E  AF/6O6OSU
  5  AF 012 Q 16AUG 5 CDGJFK HK1  1035A1235P 16AUG  E  AF/6O6OSU
  6 AP MIA 305 499-6414 - TRAINING - CYBER GALLERY - A
  7 TK OK12FEB/MIA1A091B//ETAF
  8 SSR DOCS AF HK1 ////18JAN74/M//POLO/MARCO
  9 RM *** ORIGINAL TKT 057-7165949577
 10 RIA USD-1605.51-F EXCHANGE TICKET NUMBER 057-7165949577
 11 RIA USD250.00-F AIRLINE CHANGE FEE
 12 FA PAX 057-7165949604/ETAF/USD1645.51/12FEB13/MIA1A091B/0086
       8151/S2-5
 13 FB PAX 1200000061 TTP/EXCH/RT OK ETICKET/S2-5
 14 FE PAX USD949.00 NONREF - NONREF/SAPEX-BG:AF/S2-5
 15 FM *M*0/XO/0
 16 FO PAX 057-7165949577MIA08FEB13/00868151/057-71659495773E1*B
       909.00/X696.51/C250.00/S2-5
```

2. Enter **TTH** to display the TST history.

```
AS    CDG AF12 Q 16AUG13 1035 OK
AO    CDG AF12 Q 16AUG13 1035 OK
AV    16AUG 16AUG CDG AF12 Q 16AUG13 1035 OK
AA    1PC CDG AF12 Q 16AUG13 1035 OK
AB    QHWB18US CDG AF12 Q 16AUG13 1035 OK
AD    NYCNYC
AF/F USD949.00/OUSD2.50AYSE/OUSD21.67FRSE/OUSD34.24FRTI/OUSD5.38
       IZEB/OUSD20.29QWLO/OUSD20.03QXAP/OUSD17.20USAP/OUSD17.20USA
       S/OUSD5.00XACO/OUSD4.50XF/OUSD7.00XYCR/OUSD5.50YCAE/OUSD536
       .00YRVB/TUSD1645.51/GTUSD1645.51
AC    NYC AF PAR376.00THXB15US AF NCE53.35RSAPFR AF PAR53.35RSAPF
       R AF NYC466.00QHWB18US NUC948.70END ROE1.000000PD XF JFK4.5
AFB   OUSD909.00/XUSD949.00/BUSD40.00
ATB   OUSD696.51/XUSD696.51/BUSD0.00
ARV   TUSD40.00/RUSD0.00/PUSD250.00
ATT   TUSD290.00/GUSD290.00
AMA   TICKET STOCK RESTRICTION
LD    05MAY13
PE    FXQ/TKT057-7165949577
FC/   AUTOMATICALLY PRICED *0*
002 RF-P   CR-MIA1A091B SU 2025Z2 12FEB/1533Z
```