



# Exchanges

## Best Practices

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- Agency should clear all transaction errors and reconcile the IAR sales report daily.
  
- When issuing an exchange with residual value that can be transferred to an MCO or EMD (*if allowed by airline*), follow the IAR Residual Value Auto-Linking process:
  - IAR can systematically link a GDS-issued residual value MCO or EMD to its associated exchange transaction in the sales report.
  - This residual value document auto-linking feature –
    - i. reduces the manual effort required to identify and link residual value MCOs and EMDs to their associated exchanges.
    - ii. reduces the number of IAR exchange errors.
  - For IAR to auto-link a residual value MCO to its exchange transaction, you must do two things before issuing the MCO in the GDS:
    - i. Enter the new 13-digit (3-digit carrier code and 10-digit document number) exchange document number in the "Issued in Connection With" (ICDN) field of the MCO.
    - ii. Enter the word "RESIDUAL" in the "Type of Service" or "Valid For" field on the MCO.
      - 1. In addition to the word RESIDUAL, Amadeus users may also enter the word "FUTURE" in the "Type of Service" or "Valid For" field on the MCO. Using the word "FUTURE" in a different GDS will cause the MCO not to link to the exchange.
      - 2. Abbreviations or misspellings of the word "RESIDUAL" or "FUTURE" will cause the auto-linking feature to fail.
  - For IAR to auto-link a residual value EMD to its exchange transaction, you must do two things before issuing the EMD in the GDS:
    - i. Enter the 13-digit (3-digit carrier code and 10-digit document number) exchange document number in the "Issued in Connection with Document Number" (ICDN) field of the EMD.
    - ii. Enter one of the following 3-character "Reason for Issuance Sub Codes" (RFIS) on the new EMD:



1. 99I - Residual Value
2. 996 - Refundable Balance
3. 98E - Non-refundable Amount

- GDS Voids – Exchanges may be voided in the GDS the same day of the issuance of the exchange, only for airlines that support the void of exchanges.
- IAR Voids – If the void for an exchange is not completed in the GDS, it may be performed manually in IAR until the next business day after the GDS exchange issuance. Note: voiding an exchange in IAR does not update the carrier's database.
- Exchange scenarios requiring manual intervention:
  - Exchanges with a residual value on an MCO or EMD (*if allowed by airline*) where the MCO or EMD did not properly link to the exchange.
    - i. Both the exchange and the residual document may load to IAR without error, but you will need to manually link the MCO or EMD to the exchange before the end of that business day.
  - When an MCO is exchanged for multiple new documents (primarily happens for group deposits), the first exchange should load to IAR error-free. However, any additional new exchange transactions will load to IAR in error because the MCO has already been used in the first exchange.
    - i. You will need to manually add any additional documents to the first exchange as new documents prior to the first error-free exchange becoming locked down.
  - Exchanges with a lost residual value that was not added to the penalty as a forfeited amount prior to issuing in the GDS.
    - i. You will need to manually increase the Admin/Penalty amount on the Exchange Support screen or add the forfeited residual amount to the Adjustment field on the Exchange Summary screen in IAR (*Reminder – the Admin/Penalty and Adjustment fields in IAR are combined and output to airlines as a single Penalty amount*).