We're
redefining
travel commerce

Travelport Ticket Manager for Asia (TTMA)

Version 2.2.2.8

Travelport

Travelport Ticket Manager for Asia (TTMA)

Features
Void ticket with or without PNR
Revalidate ticket with ticketed or new booking PNR
Ticket reissue with ticketed or new booking PNR
Ticket reissue for wholly unused, partial used or IT ticket
Able to add service or admin fee
Auto calculate the fare and tax differences if applicable
Able to adjust the published fare and equivalent amount
Able to adjust the Rate Of Exchange
Able to validate the Passenger name
Speed up the ticket exchange process
Able to ticket exchange after booking name change

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Travelport Ticket Manager for Asia (TTMA)

Support
-Window XP and window 7
-GD and Smartpoint

Installation process in GD
-download the Travelport Ticket Manager for Asia zip file
-unzip the Travelport Ticket Manager for Asia
-click the Traveportinstall.exe to install the application
-a TTMA Icon will be created in custom toolbar automatically
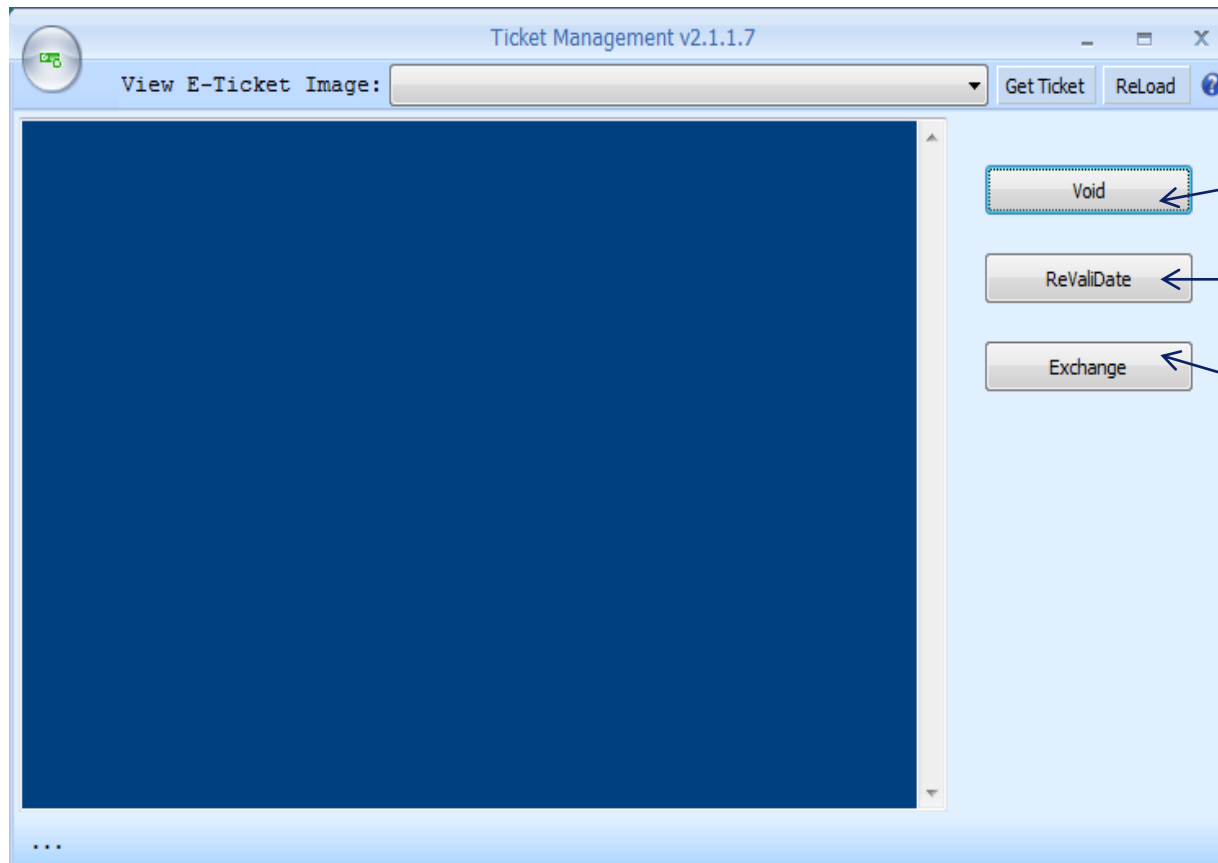
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Travelport Ticket Manager for Asia (TTMA)

-Click the Travelport Ticket Manager for Asia Icon to activate the application.
-Create a short cut on desktop
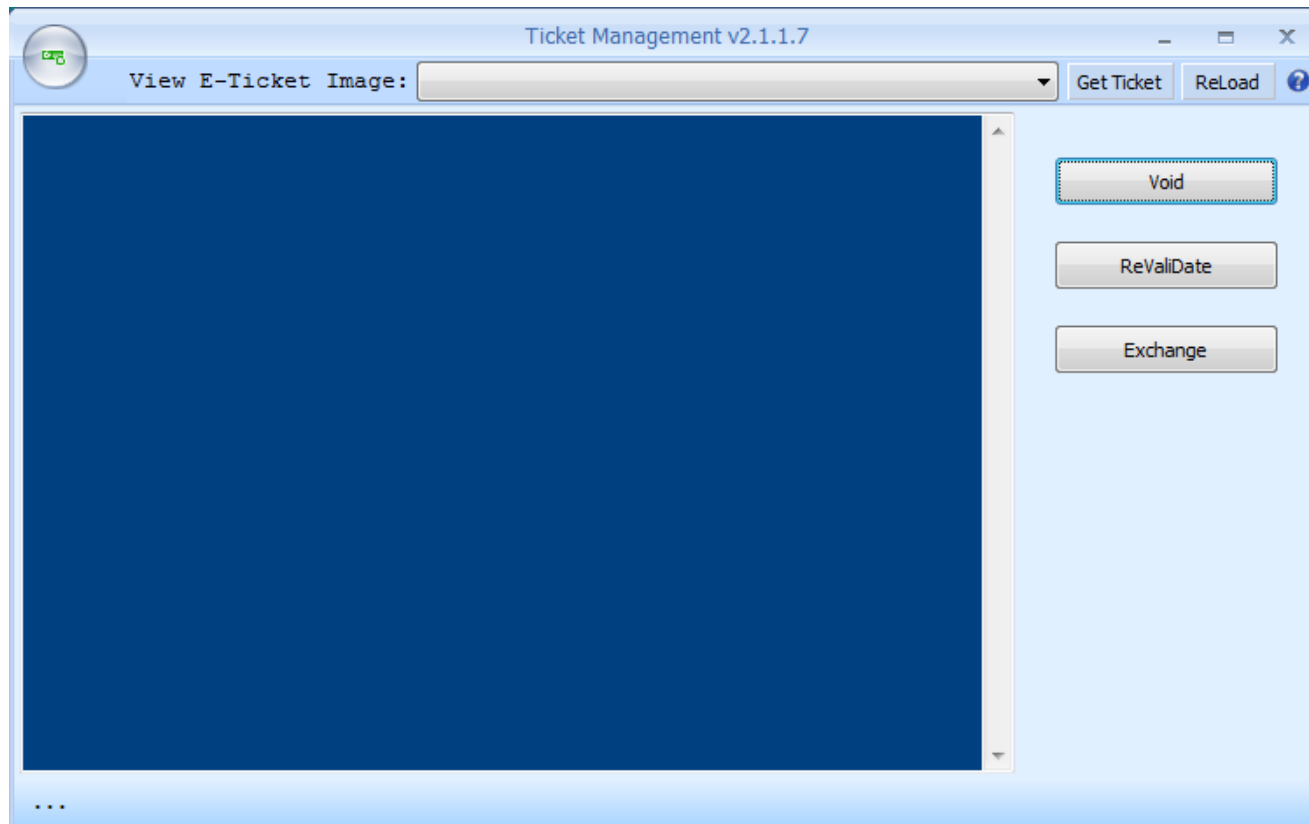
Travelport Ticket Manager for Asia (TTMA)

-Click the Travelport Ticket Manager for Asia Icon to activate the application.
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Void ticket

Revalidate ticket

Re issue ticket

Travelport Ticket Manager for Asia (TTMA) - Void
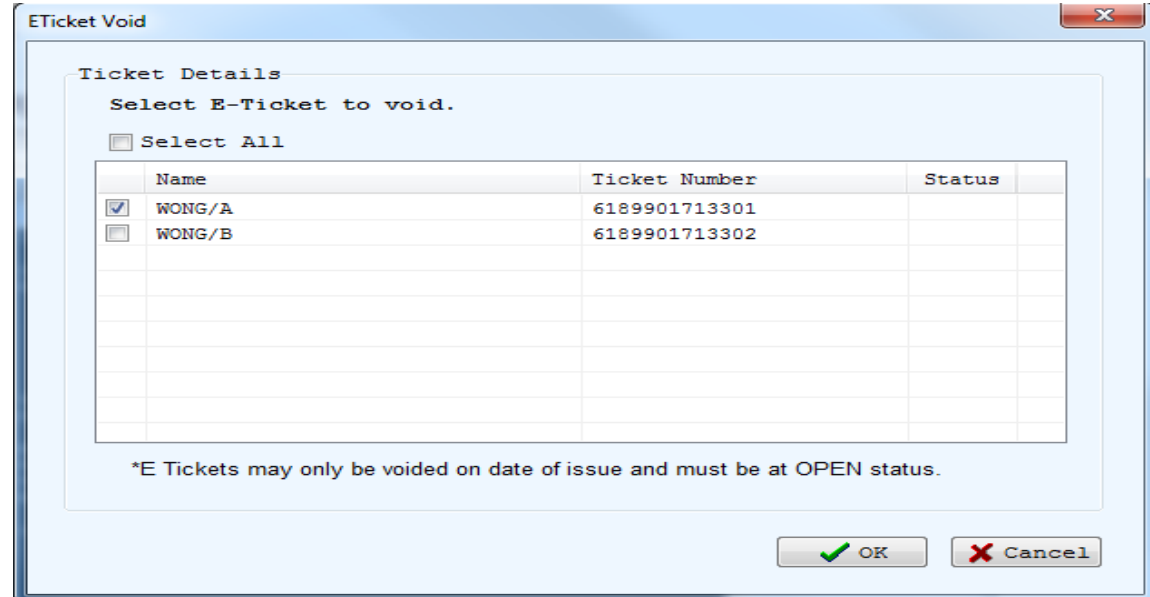
-void ticket with PNR

-display the PNR

-activate Travelport Ticket Manager for Asia
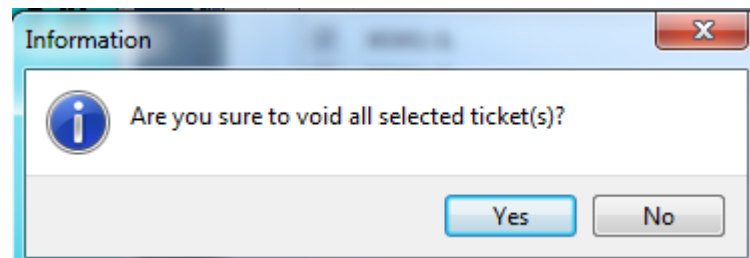
-auto display the first ticket number

-click void

Travelport Ticket Manager for Asia (TTMA) - Void

-select all or check ticket number which you want to void
-click OK
-reconfirm to void

ETicket Void

Ticket Details
Select E-Ticket to void.

☐ Select All

	Name	Ticket Number	Status
☑	WONG/A	6189901713301	
☐	WONG/B	6189901713302	

*E Tickets may only be voided on date of issue and must be at OPEN status.

✔ OK   ✗ Cancel

Information

ℹ Are you sure to void all selected ticket(s)?

Yes   No

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Travelport Ticket Manager for Asia (TTMA) - Void
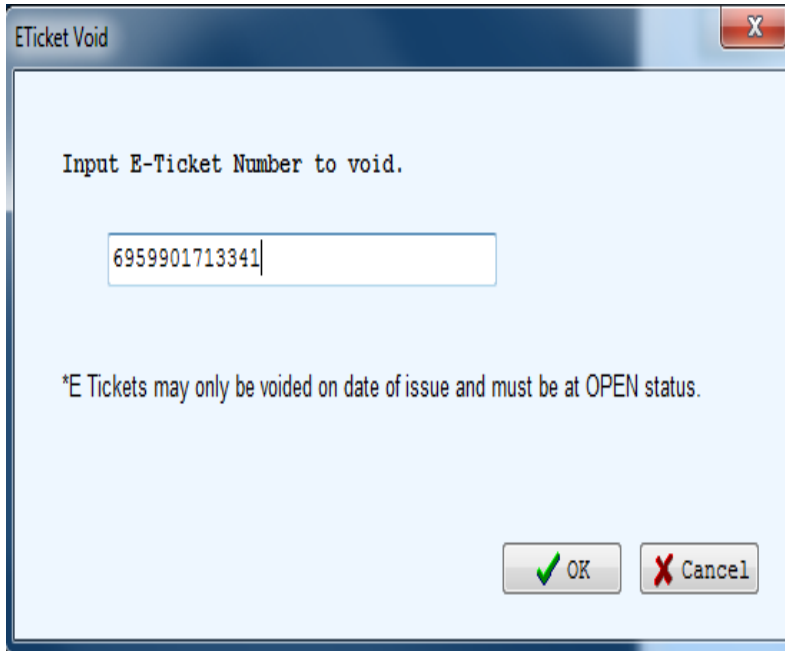
-response will be either not able to void or void successful

Information

Ticket Number:6189901713301
UNABLE TO PROCESS ELECTRONIC TICKET VOID -
TRANSACTION NOT SUPPO
RTED
>

OK

Information

Ticket Number:2179901713388
Void successful!

Ticket Number:2179901713389
Void successful!

OK
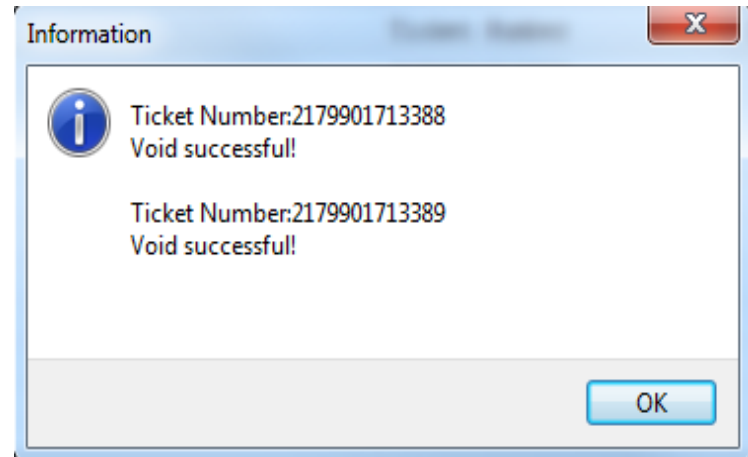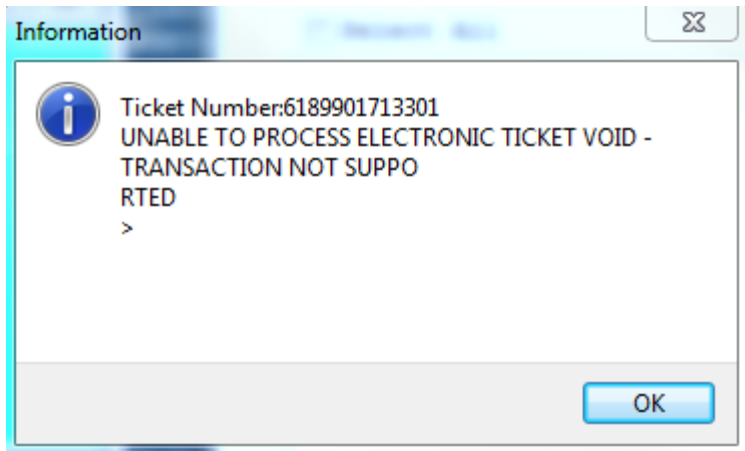
Travelport Ticket Manager for Asia (TTMA) - Void

-void ticket without PNR
-activate the Travelport Ticket Manager for Asia
-click void
-key in the ticket number

Travelport Ticket Manager for Asia (TTMA) - Revalidate

-revalidate

-open the modified PNR

-activate the Travelport Ticket Manager for Asia

-select the ticket number from drop down

-or click Get Ticket to insert ticket no. outside the same PNR

Travelport Ticket Manager for Asia (TTMA) - Revalidate

-Ticket segment will show in upper section
-PNR segment will show in lower section
-check the segment to revalidate and insert the segment no, NVB or NVA
-confirm that the plating carrier is allowed to revalidate and click ok

Travelport Ticket Manager for Asia (TTMA) - Revalidate

-revalidate ticket not necessary same ticketed PNR
-display the booking PNR
-activate Travelport Ticket Manager for Asia
-click revalidate and input the ticket number
-Ticket segment will show in upper section
-PNR segment will show in lower section
-check the segment to revalidate and insert the segment no, NVB or NVA
-confirm that the plating carrier is allowed to revalidate and click ok
-reconfirm the modification in host

Travelport Ticket Manager for Asia (TTMA) - Exchange

-display PNR

-store the file fare

-activate Travelport Ticket Manager for Asia

-select ticket number from drop down

-or click Get Ticket to insert ticket no. outside the same PNR

-auto display the E ticket information

-click exchange

-select file fare from drop down

-click exchange

Travelport Ticket Manager for Asia (TTMA) - Exchange

-Original ticket information
-1 passenger name
-2 ticket number
-3 original tax
-4 original fare
-5 original FOP

Travelport Ticket Manager for Asia (TTMA) - Exchange

-select the file fare
-1 new segments
-2 additional or refundable taxes
-3 remove or add ZP or PFC
-4 additional or refund value
-5 New fare
-6 reissue admin fee
-7 new fare calculation
-8 total additional collection and
   total additional tax
-9 agree the suggested value
-Click issue or cancel

Travelport Ticket Manager for Asia (TTMA) - Exchange

-after click issue
-confirm exchange page
-new fare information
-paid taxes
-display additional value
-input type of form of payment
-make sure all information are correct
-add form of payment for additional only
-click ok

Travelport Ticket Manager for Asia (TTMA) - Exchange

-after click issue
-confirm exchange page
-new fare information
-paid taxes
-display blank for 0 value/even exchange
-make sure all information are correct
-add form of payment for additional only
-click ok

Travelport Ticket Manager for Asia (TTMA) - Exchange

-after click issue
-confirm exchange page
-new fare information
-paid taxes
-display refund value
-make sure all information are correct
-add form of payment for additional only
-click ok

Travelport Ticket Manager for Asia (TTMA) - Exchange

-after click ok
-reconfirm exchange page
-if agree, click ok
-there is a message
-click yes to issue ticket in host
-click no to continue with other ticket

Confirm Exchage View

New Fare: HKD/14740   Equiv: /   PSGR: 01/01

Tax: TX2:   TX3:   TX4:

*Ticket Exchange: Ticket Number   THRU   Ticket Number   NO.CPNS
                    61899017133015   02

COUPONS   FOR: TKT1: 12   TKT2:   TKT3:   TKT4:

PD TAXES: Amount / Code   Amount / Code   Amount / Code   Amount / Code
           1 120   / HK   2 50   / OO   3 38   / OP   4 124   / SG
           5 400   / YQ   6   /   7   /   8   /

TTL Value: HKD9226   BSR: ORIG FOP: INVAGT

*ORIG ISSUE: Ticket Number   ORG/DES   CITY   DATE   IATA CODE
                               HKG/HKG   HKG   08MAR13   1330521

Form of Payment: INVAGT$5514

✔ OK

Information

ⓘ Exchanged TKT data Saved. Do TKP to issue documents.
Click [yes] to close TM or click [no] to continue in TM.

Yes   No

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Travelport Ticket Manager for Asia (TTMA) - Exchange

```
FQ1  - S1-2                                    AP 16APR13 49/AG
>FQCSQ/P1
 CAT35
 P1  WONG/A                    ADT   B              HKD    6785
 HKG SQ SIN Q4.25 433.20YLEE6M SQ HKG 433.20YLEE6M NUC870.65END
  ROE7.75614
 FARE HKD6760 TAX 1OO TAX 24YQ TOT HKD6785
            ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
 S1  FB-YLEEE6M
     BG-20K              NA-11MAY
 S2  FB-YLEEE6M
     BG-20K  NB-13NOV    NA-11MAY
 NON-ENDORSABLE/
 T P01/S1-2/ET/FEX6189901713301/CSQ

>*EX **TICKET FOR**: WONG/A                    PSGR 01/01
  NEW FARE: HKD    6760  EQUIV:·...........
  TX1:      1 OO TX2:     24 YQ TX3:          TX4:
 *EXCH TICKET*: TICKET NUMBER   THRU  TICKET NUMBER  NO. CPNS
              61899017133015   .    ..............   02
  COUPONS FOR  TKT1: 12..   TKT2: ....  TKT3: ....  TKT4: ....
  PD TAXES 1: 120    HK 2: 50    OO 3: 39    OP 4: 125    SG
  PD TAXES 5: 484    YQ 6: ...... .. 7: ...... .. 8: ...... ..
  TTL VALUE: HKD9140    BSR: ...... ORIG FOP:·INVAGT.........
 *ORIG ISSUE*: TICKET NUMBER  ORG/DES  CITY  DATE   IATA CODE
              ..............  HKG/HKG  HKG  08MAR13 1330521
·

>*MR TOTAL AMOUNT RECEIVABLE      25HKD
 /F INVAGT$25................................................
 /F ........................................................
 /F ........................................................

>
```

Travelport Ticket Manager for Asia (TTMA) - Exchange

-able to exchange if PNR has been passed
-create a booking PNR with a file fare
-display the booking PNR
-activate Travelport Ticket Manager for Asia
-click exchange
-insert the ticket number
-display ticket information in home page
-other processes are same as before

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Travelport Ticket Manager for Asia (TTMA) - Issue admin service fee

-before 100 reissue admin fee

-after 100 reissue admin fee

Travelport Ticket Manager for Asia (TTMA) – Original paid taxes

-able to display all original paid taxes in one screen
-input the tax breakdown XT from tax 8 onward if more than 8 taxes in FC

Travelport Ticket Manager for Asia (TTMA) – more than 8 paid taxes

-if there are more than 8 paid taxes, needs to add all paid taxes from 8 onwards

-e.g. add tax 8 , tax 9 and tax 10 together and code should be XT

-XT taxes breakdown should insert in Fare calculation

Travelport Ticket Manager for Asia (TTMA) – modify original paid taxes

-option to allow to modify the original paid taxes if XT taxes breakdown are not able to display from the original fare

-make sure to modify the original XT paid taxes before select file fare

-set option in tktmng.ini file
IsModOriTax=1

Travelport Ticket Manager for Asia (TTMA) – Exchange for IT fare

-display the booking PNR
-activate Travelport Ticket Manager for Asia
-click exchange
-choose file fare
-add currency code and amount in original fare paid to work out the fare difference

Travelport Ticket Manager for Asia (TTMA) – Original Credit Card Information

-Able to input the original credit card information
(if Form of Payment of original ticket by credit card)

Travelport Ticket Manager for Asia (TTMA) New feature - name change ticket reissue

-if passenger name and Ticket name are not matched
-a new label "Select Passenger" will be displayed
-select the correct passenger first
-then select the file fare

Travelport Ticket Manager for Asia (TTMA) - enhancement v2.2.4.3

-extend the display up to 15 chars in Fare Basic

Travelport Ticket Manager for Asia (TTMA) - enhancement v2.2.4.3

-add some notes next to endorsement boxes

Travelport Ticket Manager for Asia (TTMA) - enhancement v2.2.4.3

-add option of DTD or DTDAD in TMU line

Travelport Ticket Manager for Asia (TTMA) - enhancement v2.2.4.3

-enable to refund balance function and with 3 lines of endorsement

Travelport Ticket Manager for Asia (TTMA) - enhancement v2.2.4.3

-able to cater new 20 taxes screen for ticket exchange
-combine *EX1/1, *TP1/2 and *MR1/1 if applicable

Travelport Ticket Manager for Asia (TTMA) - enhancement v2.2.4.3 for Malaysia market

-refundable balance with additional taxes

Travelport Ticket Manager for Asia (TTMA)

Application Limitation
TTMA is not able to support fare quote and file fare
Fare Quote and File Fare before using TTMA to do Ticket Reissue
Some functions will be based on Carrier specific   - e.g. some carriers are not support void exchange ticket
If Plating Carrier is not in one of air segments, need to add ET when doing the fare quote, e.g. FQCYY(Plating Carrier)/ER
Host is only allowed max 8 Paid Taxes, so need to add all taxes from 8 and onward to be Tax 8
When in confirm exchange screen, if find any discrepancy, need to refile the file fare and start the application again.

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Travelport Ticket Manager for Asia (TTMA)

Reduce
- Key stokes
- Processing time

Increase
- Productivity
- Auto compare old and new fare
- Auto calculate tax difference

Gain
- User experience
- User friendly
- Avoid those complicated commands

Improve
- Efficiency
- Not need to memorize those cryptic commands
- Smooth exchange workflows

Save
- Money
- Time

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