



Exchange/Reissue Ticket

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1. Exchange/Reissue Ticket

My Travelport Answer KB 0023684, KB 0027777

Whenever a passenger requires a change to his travel which has been ticketed, the following factors must be taken into consideration.

1. Check that the type of ticket (normal or special fare), is the ticket still valid and note any existing restrictions.
2. Check interline agreement.
3. Check if an endorsement is necessary.
4. Check whether an exchange is necessary based on the fare used. In some cases, an exchange is required for the following:
 - for date change
 - for change in itinerary
 - for a change of flight number and/or reservation status
 - for change of carrier
5. When a passenger requires a change to his travel plans, this may occur either:

Before he has started travelling on his ticket – in which case an **unused** document is presented for reissue OR

After he has commenced his journey – in which case a **partially used** document is presented for reissue.

6. The Value of the new ticket required by the passenger may be:
 - The same value as the exchange document (even exchange)
 - More than the value of the exchanged document (an additional collection)
 - Less than the value of the exchanged document (a refund)

1.1 Reissue Procedure

1. Modify/Create the booking file

If the passenger's original Booking File can be retrieved, it may be modified by cancelling the flights no longer required and booking the new itinerary. Alternatively a new Booking File may be created.

2. Retrieve Agent Coupon of the original ticket to identify the following:

- Gross / Net Fare
- Paid Taxes
- Tour Code
- Form of Payment
- Endorsement
- Fare construction

3. Quote the fare for the new itinerary

A fare quote is obtained for the entire journey from the point of origin.

4. Taxes involved must be carefully considered at this stage

Remove any previously paid taxes from the new fare which are still relevant to the new journey.

5. Reflect point of origin in Fare Construction if ticket is partially used.

6. Filed the fare. End transaction and retrieved the Booking File.

7. Enter the Form of Payment modifier: TMU1**FEX**1609616287990 (E-Ticket number)

```
>*EX **TICKET FOR**: CHAN/CHIFAIMR                PSGR 01/01
NEW FARE: JPY      350500  EQUIV:·HKD      23140
TX1:           0  TX2:           0  TX3:           0  TX4:           0

*EXCH TICKET*: TICKET NUMBER   THRU  TICKET NUMBER  NO. CPNS
                16096162879904  .  .....          03
COUPONS FOR  TKT1: 123.  TKT2: ....  TKT3: ....  TKT4: ....
TTL VALUE: HKD38835.... BSR: ..... ORIG FOP:·INVAGT.....
*ORIG ISSUE*: TICKET NUMBER   ORG/DES  CITY  DATE   IATA CODE
                .....  HKG/HKG  HKG  23NOV20  13300521
```

8. Complete the Exchange fill-in mask

Use the tab key to move through each field, make sure that the insert key is turned off (cursor should be yellow).

*EX TICKET FOR **	Passenger name automatically placed here
NEW FARE	Automatically placed here from the filed fare
TX1 to TX4	All taxes from the filed fare will be displayed here.
EQUIV	If applicable, the currency <i>code</i> (not the amount) of the original currency of issue and of the additional collection currency should be shown here from the manually updated filed fare. Up to three currency codes may be entered, leaving a space between each.
TKT NO	The ticket number will have been filled in automatically. If not, type in the ticket number to be exchanged substituting the check digit with P
THRU	If exchanging a conjunction ticket type X here, otherwise leave blank.
TKT NO	Enter the last conjunction ticket number of the sequence. (Including the check digit). If not applicable leave blank.
NO. CPNS	The number of flight coupons to be exchanged e.g. 03 will be automatically added here by the Galileo system.
COUPONS FOR TKT1	The coupons to be exchanged will be added by Galileo System. e.g. 123 to signify coupons 1, 2 and 3
PD TAXES	All <i>paid</i> taxes (shown individually) will be displayed here, <i>It is not permissible to show a combination of taxes using the XT tax code</i> . The tax has to be manually broken down in the tax box.
TTL VALUE	The original fare excluding taxes is reflected here along with the currency code e.g HKD38835.00
BSR	If dealing with different currencies, enter the bank selling rate according to the FZS entry. Prefix the BSR with an oblique (/) to indicate divide. If the BSR contains more than 4 numbers, ignore the last one(s)
ORIG FOP	Enter the Form of Payment used on the use in the original ticket. If it was a credit card, enter e.g. AX37000000000028 (input credit card number to fill up the dot space shown)

	S to denote Cash CK to denote Cheque
ORIG ISSUE	Line of information relating to original ticket
TICKET NUMBER	If the ticket being exchanged has previously been re-issued, the original ticket number must be shown here
ORG/DES	Enter the origin/destination of the <i>whole journey</i> , using the city, not airport, codes. E.g. the ORG/DES fields for an itinerary HKGHKG would be reflected as HKGHKG. This will need to be manually amended as for an e-Ticket the system will take the first two city codes from the Booking File which would only be correct for a one way journey.
CITY	The city code where the original ticket was issued
DATE	The date the original ticket was issued in DDMMYY format
IATA CODE	The original office IATA number

9. The PAID TAX screen is presented when user enter the last entry or at the tab stop at the end of the *EX screen. Use entry ***TP** to call back the PD tax screen.

```

>*TP **TICKET FOR**: CHAN/CHIFAIRM                PSGR 01/01
NEW FARE: JPY      350500  EQUIV:·HKD      23140
TX1:      0   TX2:      0   TX3:      0   TX4:      0
PAID TAXES
T1 ·      20·HJ T2 ·      236·JP T3 ·      68·SW T4 ·      33·YR
T5 ·      72·SW T6 ·      ..... .. T7 ·      ..... .. T8 ·      ..... ..
T9 ·      ..... .. T10 ·      ..... .. T11 ·      ..... .. T12 ·      ..... ..
T13 ·      ..... .. T14 ·      ..... .. T15 ·      ..... .. T16 ·      ..... ..
T17 ·      ..... .. T18 ·      ..... .. T19 ·      ..... .. T20 ·      ..... ..

U.S. PSGR FACILITY CHARGES
APT1 ·      ..... APT2 ·      ..... APT3 ·      ..... APT4 ·      .....
.
>

```

PD TAXES	All <i>paid</i> taxes (shown individually) will be displayed here, <i>it is not permissible to show a combination of taxes using the XT tax code</i> . XT tax code has to be manually broken down into individual data box.
U.S. PSGR FACILITY CHARGES	Input Airport code and tax value for Passenger Facility Charges . EG LAX·4.50

10. If exchange mask was stored before the implementation of the new Paid tax screen, and the user tries to display ***TP** or redisplay ***TP1/1** the user will receive the error message: ERROR - REBUILD EXCHANGE SCREEN

11. The Exchange may result as an Even Exchange, Additional Collect or Refund balance.

If it is an EVEN EXCHANGE a ticket will be produced.

If a REFUND is due, a Refund FIF will be displayed, showing the amount of refund.

If an ADDITIONAL COLLECTION is required, an Additional Collection FIF will be displayed, showing the amount of the additional collection.

12. Some airlines allow you to void an e-ticket exchange on the same day of reissue in exchange. Refer to My Travelport Answer **KB 0015461** for updated carriers.

1.2 Display Non-Editable Exchange Screen

The ***EX** and ***TP** its follow-on screens will be displayable and changeable. Once the ***EX** screen has been saved, it will not be changeable. To view only apply the below commands

*EX1/1	To display the exchange information for filed fare 1, passenger 1
*EX3/1	To display the exchange information for filed fare 3, passenger 1
*TP1/1	Redisplay of tax screen

1.3 To remove XF (PFC) tax

Convert the filed fare to manual status: ***FB1**

Remove the XF tax: **FBUTAX2/** (where TAX 2 is the XF tax)

Remove the PFC: **FBUPFC/**

1.4 To remove ZP tax

Convert the filed fare to manual status: ***FB1**

Remove the ZP tax: **FBUTAX2/** (where TAX 2 is the ZP tax)

Remove the ZP breakdown: **FBUTB1/**

2. Even Exchange

The fare is the same, and all paid taxes are relevant to the new journey.

Example – Passenger original ticketed for HKG/SFO/HKG departing on 10May for HKG-SFO sector in economy class travelling on UA

Now change travel date from 10May to 11May which itinerary got the same fare. Ticket totally unused.

Step 1 Create/modify a Booking File

Step 2 Fare quote (to fare quote individually using passenger select if there are multiple passengers) **FQCUA**

Step 3 Received and end transaction **R.P+ER**

Step 4 Display Fare build screen and removed the paid taxes accordingly ***FB1**

*FB1

```

P01 EXCHANGE/EVEN *ADT                                01 OF 01
X CTY CX FLT CL DATE  TIME ST FB  / TD              NVB  NVA  BG
. HKG UA 862  Y 11MAY 1130 OK YRTJA                ..... 2PC  1
O SFO UA 869  Y 20MAY 1310 OK YRTJA                ..... 2PC  2
. HKG
FARE HKD/      31440 EQ .../..... ROE 7.75684
TAX HKD 1      160 G3 2      120 HK 3      44 AY 4      280 US
          5      31 XA 6      35 XF 7      55 XY 8      43 YC
TTL (INC TAX)  HKD      32208
FC
HKG UA SFO Q5.80 2023.37YRTJA UA HKG 2023.38YRTJA NUC4052.55E
ND ROE7.75684 XF 35 SFO4.5

```

Step 5 Using *FB, adjust the taxes by removing the original paid taxes which is applicable to the new journey **FBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/+TAX6/+TAX7/+TAX8/**

Step 6 Update the total value **FBUTTTL/**

Step 7 ** Update only if the XF tax have been removed under the tax column. **FBUPFC/**

Step 8 To view completed mask before filing ***FB**

Step 9 To file data only for current screen

FBF

Response: MANUAL FARE FILED - TOTAL
GENERATED

Step 10 Received and end transaction

R.P+ER

Step 11 Enter the Exchange Form of Payment Modifier
*Note: Other type of ticket modifiers (TMU) can be
added prior to form of payment (FEX)*

TMU1FEX0169902794400
(for ET)

Step 12 Tab and complete the Exchange Screen

>*EX **TICKET FOR**:				EXCHANGE/EVEN	PSGR	1/ 1
NEW FARE:				HKD 31440	EQUIV:	
TX1:	TX2:	TX3:	TX4:			
EXCH TICKET:				TICKET NUMBER	THRU	TICKET NUMBER NO. CPNS
				•01699027944003	•.	 •02
COUPONS FOR				TKT1:•12..	TKT2:•....	TKT3:•.... TKT4:•....
TTL VALUE:				•HKD31440....	BSR:•.....	ORIG FOP:• INVAGT.....
ORIG ISSUE:				TICKET NUMBER	ORG/DES	CITY DATE IATA CODE
				•.....	•HKG/HKG	•HKG •04NOV20 •1330521
>*TP **TICKET FOR**:				EXCHANGE/EVEN	PSGR	1/ 1
NEW FARE:				HKD 31440	EQUIV:	
TX1:	TX2:	TX3:	TX4:			
PAID TAXES						
T1 •160.....G3 T2 •120.....HK T3 •44.....AY T4 •280.....US						
T5 •31.....XA T6 •55.....XY T7 •43.....YC T8 •35.....XF						
T9 T10..... T11..... T12.....						
T13..... T14..... T15..... T16.....						
T17..... T18..... T19..... T20.....						
U.S. PSGR FACILITY CHARGES						
APT1 •SFO•4.50. APT2 APT3 APT4						
.						
>						

Response: TICKET MODIFIER UPDATED

Step 13 Add Received Field

R.P

Step 14 Issue Exchange Ticket

TKPDTD

3. Add Collect

When there is additional collection in either fare, taxes or surcharges to the revised itinerary.

Example – Passenger original ticketed for HKG/BKK/HKG in economy on TG.
Now travelling HKG/BKK/HKG in business on TG.
Ticket is totally unused.

Step 1 Create/modify a Booking File

Step 2 Fare quote (to fare quote individually using passenger select if there are multiple passengers) **FQCTG**

Step 3 Received and end transaction **R.P+ER**

Step 4 Display Fare build screen and removed the paid taxes accordingly ***FB1**

```
*FB1
ENDORSEMENTS PRESENT
P01 EXCHANGE/ADD *ADT                                01 OF 01
X CTY CX FLT CL DATE  TIME ST FB  / TD              NVB   NVA   BG
. HKG TG 603  J 10JUN 0745 OK JRLA3HK              10JUN 10JUN 40K  1
O BKK TG 606  J 15JUN 1600 OK JRLA3HK              15JUN 15JUN 40K  2
. HKG
FARE HKD/      3730 EQ .../..... ROE 7.75684
TAX HKD 1      160 G3 2      120 HK 3      16 E7 4      8 G8
      5      153 TS 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX) HKD      4187
FC
HKG TG BKK Q5.80 237.21JRLA3HK TG HKG 237.21JRLA3HK NUC480.22

END ROE7.75684
ENDORSEMENTS>FBUEB/NON ENDORSE/ CHNG AND REF/PENALTY APPLY /RFND
NOT/LATER THAN 90 DAYS AFTER/TKT EXPIRY/
>
```

Step 5 Using *FB, adjust the taxes by removing the original paid taxes which is applicable to the new journey **FBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/**

Step 6 Update the total value **FBUTTTL/**

Step 7 To view completed mask before filing ***FB**

FBF

Response: MANUAL FARE FILED - TOTAL
GENERATED

Step 9 Received and end transaction

R.P+ER

Step 10 Enter the Exchange Form of Payment Modifier

TMU1FEX2179902794401 (for ET)

Note: Other type of ticket modifiers (TMU) can be added prior to form of payment (FEX)

```

>*EX **TICKET FOR**:
```

EXCHANGE/ADD	PSGR	1/ 1
--------------	------	------

```

NEW FARE: HKD      3730  EQUIV:.....
TX1:                TX2:                TX3:                TX4:

*EXCH TICKET*: TICKET NUMBER    THRU  TICKET NUMBER    NO. CPNS
                21799027944013  .  .  .....  02
COUPONS FOR  TKT1:12..  TKT2:.....  TKT3:.....  TKT4:.....
TTL VALUE: HKD1960..... BSR:.....  ORIG FOP: INVAGT.....
*ORIG ISSUE*: TICKET NUMBER    ORG/DES  CITY  DATE  IATA CODE
                .....  HKG/HKG  HKG  04NOV20  1330521
.
>
```

```

>*TP **TICKET FOR**:
```

EXCHANGE/ADD	PSGR	1/ 1
--------------	------	------

```

NEW FARE: HKD      3730  EQUIV:.....
TX1:                TX2:                TX3:                TX4:

PAID TAXES
T1  90.....G3 T2 120.....HK T3 16.....E7 T4 8.....G8
T5 153.....TS T6 ..... T7 ..... T8 .....
T9 ..... T10..... T11..... T12.....
T13..... T14..... T15..... T16.....
T17..... T18..... T19..... T20.....

U.S. PSGR FACILITY CHARGES
APT1 ..... APT2 ..... APT3 ..... APT4 .....
.
>
```

Add collection screen with 3 lines allows multiple Form of Payment

```

>*MR          TOTAL ADD COLLECT          1770 HKD
/F•INVAGT.....
/F•.....
/F•.....
.

```

Response: TICKET MODIFIER UPDATED

- Tab and complete the Exchange Screen
- Step 11** Fill in the new form of payment for the add collect amount to be collected
- Step 12** Add Received Field **R.P**
- Step 13** Issue Exchange Ticket **TKPDTD**

4. Refund Due

When there is refund balance in either fare, taxes to the revised itinerary.

Example – Passgenger original ticketed for HKG/HEL/HKG in economy class (B) with fare HKD 14333. Before deparature passenger change to a lower class (Q) fare

- Step 1** Create/modify a Booking File
- Step 2** Fare quote (to fare quote individually using passenger select if there are multiple passengers) **FQCAY**
- Step 3** Received and end transaction **R.P+ER**
- Step 4** Display Fare build screen and removed the paid taxes accordingly ***FB1**

*FB1

ENDORSEMENTS PRESENT

P01 EXCHANGE/REFUND *ADT 01 OF 01

X	CTY	CX	FLT	CL	DATE	TIME	ST	FB	/	TD	NVB	NVA	BG
.	HKG	AY	70	Q	10JUL	0025	OK	QHBA2HK				10OCT	1PC 1
O	HEL	AY	61	Q	15JUL	1645	OK	QHBA2HK			15JUL	10OCT	1PC 2
.	HKG												

FARE HKD/ 8130 EQ .../..... ROE 7.75684

TAX	HKD	1	160	G3	2	120	HK	3	41	DQ	4	72	FI
		5		10	XU	6	/..	7	/..	8	/..		

TTL (INC TAX) HKD 8533

FC

HKG AY HEL Q5.80 520.83QHBA2HK AY HKG 520.83QHBA2HK NUC1047.4

6END ROE7.75684

ENDORSEMENTS>FBUEB/CHNG HKD1000/REF RESTR/

- | | | |
|----------------|--|---|
| Step 5 | Using *FB, adjust the taxes by removing the original paid taxes which is applicable to the new journey | FBUFBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/ |
| Step 6 | Update the total value | FBUTTL/ |
| Step 7 | To view completed mask before filing | *FB |
| Step 8 | To file data only for current screen | FBF
Response: MANUAL FARE FILED - TOTAL GENERATED |
| Step 9 | Received and end transaction | R.P+ER |
| Step 10 | Enter the Exchange Form of Payment Modifier | TMU1FEX1059902794402 (for ET) |

```

>*EX **TICKET FOR**: EXCHANGE/REFUND                PSGR  1/ 1
  NEW FARE: HKD      8130  EQUIV:.....
TX1:                TX2:                TX3:                TX4:

  *EXCH TICKET*: TICKET NUMBER   THRU  TICKET NUMBER  NO. CPNS
                  .10599027944024  .  .  .....  .02
  COUPONS FOR  TKT1:~12..  TKT2:~....  TKT3:~....  TKT4:~....
TTL VALUE:~HKD13930.... BSR:~.....  ORIG FOP:~INVAGT.....
  *ORIG ISSUE*: TICKET NUMBER   ORG/DES  CITY  DATE   IATA CODE
                  .....  .HKG/HKG  .HKG  .05NOV20  .1330521
.
>

```

```

>*TP **TICKET FOR**: EXCHANGE/REFUND                PSGR  1/ 1
  NEW FARE: HKD      8130  EQUIV:.....
TX1:                TX2:                TX3:                TX4:
PAID TAXES
T1 ~160.....G3 T2 ~120.....HK T3 ~41.....DQ T4 ~72.....FI
T5 ~10.....XU T6 ..... T7 ..... T8 .....
T9 ..... T10..... T11..... T12.....
T13..... T14..... T15..... T16.....
T17..... T18..... T19..... T20.....

U.S. PSGR FACILITY CHARGES
APT1 ..... APT2 ..... APT3 ..... APT4 .....
.
>

```

```

>*ER REFUND DUE      5800 HKD
CREATE EMD Y/N ..
>

```

Tab and complete the Exchange Screen
Step 11 After the TP screen, hit enter at the last Tab
 Stop position. You will received a **ER**
REFUND refund screen

Step 12 Tab your cursor at the end of Y/N and type
 "Y "to refund the amount.
 Response: TICKET MODIFIER UPDATED

Step 13 Add Received Field **R.P**

Step 14 Issue Exchange Ticket **TKPDTD**

NOTE: If airline participate with EMD Refundable Balance, an automated Electronic Miscellaneous Document creation screen will be pop up once you answer Y to create EMD.

```
>EMDRB *REFUND BALANCE ELECTRONIC MISCELLANEOUS DOCUMENT*
TO  FINNAIR LTD
AT  HKG                                RFIC/RFISC D-996
TYPE OF SVC  REFUNDABLE BALANCE
AMOUNT   HKD      5800
ENDORSEMENT . . . . .
. . . . .
. . . . .
*ORIG ISSUE*: TICKET NUMBER  10599027944024 CITY  HKG
                DATE  05NOV20                IATA CODE  1330521
.
```

Note: Tab to fill in Endorsement if required and tab to last tab stop position and press "Enter", system response "TICKET MODIFIERS UPDATED".

Once issue exchange ticket with entry: TKPDTD, both exchange ticket and EMD document will issue at the same time.

****Please refer Refundable Balance EMD procedures for more details.**