

# TICKETING AND EXCHANGE TICKET QUICK REFERENCE

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## Ticketing – Auto Pricing

Auto Pricing			
Steps	Description	Entry	Detail information
1	Retrieve PNR	*7ALBW4	Retrieve by 1G Rloc >*7ALBW4 Retrieve by Pax Surname >*-ZHANG/ZIYU
2	PNR Pricing	FQ	Fare Quote with Plating carrier e.g. >FQ or FQCCX Fare Quote Best Buy e.g. >FQBB or FQBB/CCX (Tab and Enter >FQBBK if rebook itinerary and stored fare)
3	Ticket Modifier Update	TMUx x = Filed Fare 1	Add ticketing modifier for E-ticket issuance e.g. >TMU1Z5/FINVAGT (use "/" character link up different ticket modifiers)  <b>Successful Response: TICKET MODIFIER UPDATED</b>
	View Filed Fare	*FFx x = Filed Fare 1 or Click FQ1	All ticket modifiers will show under T-line in Filed Fare
	View NTD (Net Ticket Data Summary)	*NTDx x = Filed Fare 1 e.g. *NTD1	Agency or Airline Private Fares exist - Tab to view Net Ticket Data Summary e.g. Net Fare amount, IT fare
	View NTD (Net Ticket Data Details)	*NTDx/D x = Filed Fare 1 e.g. *NTD1/D	Agency or Airline Private Fares exist - Tab to view Net Ticket Data Details e.g. Commission, Tour Code
			Other Ticket Modifiers:  Commission = e.g. Z5 >TMU1Z5 *Usually normal ticket  Commission = e.g. Z0 >TMU1Z0/NFHKD4560 *Usually with Net fare modifier  Tour Code = e.g. >TMU1Z5/TC1234 *Usually normal ticket with tour code  Tour code = e.g. AI-6789 >TMU1Z0/NFHKD3870/AI-6789 *Usually net fare with tour code  Form of Payment

			<ul style="list-style-type: none"> <li>• INVAGT = Invoice Agent &gt;TMU1<b>FINVAGT</b></li> <li>• S = Cash &gt;TMU1<b>FS</b></li> <li>• CK = Cheque &gt;TMU1<b>FCK</b></li> <li>• Credit Card = Include card vendor code &amp; expiry date &gt;TMU1<b>FAX370000000000028*D1228</b></li> </ul> <p>Add *A1234 (manual approval code if required)</p> <p>&gt;TMU1<b>FAX370000000000028*D1228*A1234</b></p> <p>Endorsement Box &gt;TMU1<b>EBNONENDORSABLE</b> NONREROUTEABLE*<b>EB</b>SUBJ TO REFUND CHARGE HKD500</p> <p>Each line with 29 characters x 2 lines, total 58 characters</p>
4	Add Received	R.P	<i>*MUST add manually disregard Smartpoint application setting</i>
5	Issue Ticket	TKPDTD	<p>Issue all filed fares with Ticket Modifiers Updated &gt;TKPDTD</p> <p>Issue selected Filed Fare number <b>1</b> only &gt;TKP<b>1</b>DTD</p> <p>Issue selected Filed Fare number <b>1</b> for Pax <b>1</b> only &gt;TKP<b>1P1</b>/DTD</p>

### **Points to Note:**

i/ View Net Ticket Data summary or details whenever Airline/Agency Private Fares exist. Click **\*NTD1** (Summary) and input entry **>\*NTD1/D** (Details)

ii/ Do not input duplicate NF (Net Fare), Z (Commission), TC (Tour Code) or AI- (Tour Code) under Ticket Modifiers Update, system return error

response "ERROR 9095 - NET TICKET DATA MAY NOT BE MODIFIED"

iii/ Or attempt to remove these ticket modifiers, system return error response "ERROR 31 - INVALID FORMAT/DATA - MODIFIER DOES NOT EXIST"

iv/ Demand MIR data (DAD) can be combined when issue ticket e.g. **TKPDTDAD**

## Ticketing – Partial Build

Partial Build			
Steps	Description	Entry	Detail Information
1	Retrieve PNR	*7ALBW4	Retrieve by 1G Rloc >*7ALBW4 Retrieve by Pax Surname >*-ZHANG/ZIYU
2	PNR Pricing	FQ	Fare Quote with Plating carrier e.g. >FQ or FQCCX Fare Quote Best Buy e.g. >FQBB or FQBB/CCX (Tab and Enter >FQBBK if rebook itinerary and stored fare)
3	Access Fare Build screen	*FBx x = Filed Fare 1	Access Fare Build Screen Filed Fare number 1 >*FB1  Access Fare Build Screen Filed Fare number 1 under Pax 1 >*FB1P1
4	Fare Build Update	FBU	Update required fare data [Refer Manual Fare Build - List of fare data] e.g. >FBUFB3-4/YRW2+FARE/HKD10300+TTL/+FC/.....  <b>Successful Response: DATA ACCEPTED</b>  **Retrieve to view fare build screen during update >*FB
5	Fare Build Filed	FBF or FBFALL	Fare Build Filed for single one PTC >FBF  Fare Build Filed for multiple Paxs within same PTC >FBFALL
6	Ticket Modifier Update	TMUx x = Filed Fare 1	**Refer Auto Pricing TMU example
7	Add Received	R.P	<i>*MUST add manually disregard Smartpoint application setting</i>
8	Issue Ticket	TKPDTD	**Refer Auto Pricing TKP example

**Points to Note:**

i/ Do not forget use entry >FBF or >FBFALL once completed fare data update in FBU screen. Failed to save filed fare and add Ticket Modifiers (TMU), system return error response: USE TICKET MODIFIERS AFTER FBF OR FBFALL

ii/ It is recommended to view saved Partial Build Fare by entry >\*FFx or Click FQx (x=Filed Fare number) after saved entry >FBF

iii/ Accessing fare build screen by entry \*FB1, if user do not use entry >FBF or >FBFALL but continue to input entry >\*FB1 again, system return error response:  
MANUAL FARES SCREEN ALREADY EXISTS

## Ticketing – Manual Fare Build

Manual Fare Build			
Steps	Description	Entry	Detail Information
1	Retrieve PNR	*7ALBW4	
2	Fare Build Create	FBCCxx	Fare Build Creation with Plating carrier e.g. <a href="#">&gt;FBCCCCX</a>  <a href="#">&gt;FBCEP1/CCX</a> Fare Build Create for Pax 1 only  <a href="#">&gt;FBCEP1/S1-4.7/CCX</a> Fare Build Create for Pax 1 with Seg 1-4.7
3	Fare Build Update	FBU	Update required fare data [List of Fare Build Data]  <a href="#">&gt;FBUFB/YRW2+FARE/HKD10300+TAX1/120HK+TAX2/90G3+TAX3/50I5...</a>
4	Fare Build Filed	FBF or FBFALL	**Refer Partial Build FBF example
5	Ticket Modifier Update	TMUx x = Filed Fare 1	**Refer Auto Pricing TMU example
6	Add Received	R.P	<i>MUST add manually disregard Smartpoint application setting</i>
7	Issue Ticket	TKPDTD	**Refer Auto Pricing TKP example

## List of Fare Build Data

Item	Code	Definition	Example
a.	X	Stopover/ Transit	>FBUX1.3/X Specify Seg 1 and 3 with Transit >FBUX1.3/O Specify Seg 1 and 3 with Stopover
b.	FB	Fare Basis	>FBUB1.4/YRT+FB2-3/YEE1M
c.	TD	Ticket Designator	>FBUTD/CH25
d.	NVB NVA	Not Valid Before Not Valid After	>FBUNVB1-2/10SEP25+NVB3-4/20SEP25+NVA/31DEC25
e.	BG	Baggage Allowance	>FBUBG1-2/23K+BG3-4/30K  Piece System 1PC/2PC/3PC Weight System 20K/23K/30K/40K No Baggage Allowance NIL Check related Airline CHK
f.	FARE	Base Fare	>FBUFARE/USD1346.00
g.	EQ	Equivalent Fare	>FBUEQ/HKD3120
h.	ROE	IATA ROE (Rate of Exchange)	>FBUROE/7.813623
i.	TAX	Tax breakdown Max 20 taxes	>FBUTAX1/120HK+TAX2/90G3+TAX3/50I5+TAX4/280US+TAX5/355AY+TAX6/36XF+... *Retrieve 20 taxes breakdown >*FBTAX
		XF Tax breakdown	>FBUPFC/SFO4.50 **Separate entry after input Tax XF
		ZP Tax breakdown	>FBUTB1/ZPSEA3.20 **Separate entry after input Tax ZP
j.	TTL	Total fare including taxes	>FBUTTL/24350  **If delete Total >FBUTTL/, system will automatically recalculate Total fare amount upon >FBF or >FBFALL
k.	FC	Fare Construction Max 255 characters	>FBUFC/TEXT
l.	EB	Endorsement Box show in Fare Construction	>FBUEB/NON ENDORSABLE NON REFUNDABLE/VALID ON FLT DATE SHOWN  Use "/" character separate another line

Note: Following fare data modification DO NOT affect fare guaranteed 'G' or 'A' upon partial build process

1/ Baggage allowance

2/ Taxes

3/ Endorsement Box

## My Travelport Knowledge

- KB0016545** E-Ticketing Fact Sheet for all participating carriers  
E-ticketing information for specific carrier can be searched by input e.g. **ETKT LH** in My.Travelport.com
- KB0016544** EMD Fact Sheet for all participating carriers  
EMD Fact Sheet for each specific carrier can be searched by input e.g. **EMD LH** in My.Travelport.com
- KB0015461** List of airlines allow VOID Exchange and CANCEL Refund

## TINS Report

### My Travelport answer ID KB0011486

- HMPR** Ticket Report (default today)
- HMPR/14JUN** Ticket Report with specific date
- HMPR/14JUN/C-CX** Ticket Report with Carrier and Date specific
- HMPR/14JUN-21JUN/VOID** Display all void tickets for specific period
- HMPR/14JUN21JUN/EXCH** Display all exchange tickets for specific period
- HMPR/14JUN-21JUN/REF** Display all refund tickets for specific period
- HMPR\*E** To display enhanced daily activity report. TINS report  
Includes detailed information such as booking file reference,  
Booking agency sign on, ticketing agent sign on...etc
- HMPR\*E/** To access enhanced TINS report request Fill-in-Format  
screen. It contains search and sort function.



## Restore Filed Fare

### Issued ticket with NON-Guaranteed fares e.g. 'B' indicator

Step 1: \*7ALBW4 Retrieve 1G PNR

Step 2: **FF1@R** or **FF1P1@R** Fare indicator show [R]

Note: Filed fare including T – line ticket modifiers data being restored e.g. INVAGT/Z3/EB...

#### Modification

Ticket Modifier Update e.g. TMU1Z@5 or TMU1Z@, TMU1Z5

Fare Build Update e.g. \*FB1 or \*FB1P1 (Access Fare Build screen) → FBUFB/YEE35 → FBF

Step 3: R.P Add Received

Step 4: TKPDTD Issue Ticket

### Issued ticket with GUARANTEED fares e.g. 'G' or 'A' indicator

>FX1 A Ticketed filed fare CANNOT cancel filed fare, system response:  
UNABLE TO CANCEL - FILED FARE TICKETED

Step 1: \*7ALBW4 Retrieve 1G PNR

Step 2: **/OS1** Move segment. Upon end transact, system response:  
ITIN CHANGE - FILED FARES CANCELLED → ER → ER twice  
Filed fare will be cancelled.

Step 3: FQ Proceed Fare Quote again to store filed fare with indicator [G] or [A]

Step 4: TMU1 Update Ticket Modifier for ticketing for e.g.  
>TMU1TCABC123/Z5/EBSUBJ TO REFUND CHARGE\*EBVALID ON  
UA FLTS ONLY/FAX370000000000028\*D1228\*A1234

Step 5: R.P Add Received

Step 6: TKPDTD Issue Ticket

## Revalidation of E-Ticket

**Steps:** 1. Retrieve E-ticket number to view if coupon status shows "OPEN"

>\*TE/1251234567890

2. To revalidate segment 1 on coupon 1 with new validity date (NVB or NVA)

>TKRETS1/TN1251234567890/C1/NVB31NOV23/NVA31NOV23

To revalidate a ticket for an infant, enter IN after TN:

>TKRETS2/TN**IN**1259900281382/C2

Upon successful response: ELECTRONIC TICKET REVALIDATED

## Reprint of E-Ticket

To reprint all Support Documents (Except refund authorization)

>TSD0161234567890

System Response: SUPPORTING DOCUMENTS ISSUED

## Void E-Ticket/Exchange

**\*\*Ticket MUST VOID on Same Day**

**Steps:** 1. Retrieve E-ticket number to view if coupon status shows "OPEN"

>\*TE/0161234567890

2. Void E-ticket number

>TRV/0161234567890

Void Exchange E-ticket

>TRVE/0164488990021

3. Retrieve TINS Report

>HMPR

To confirm E ticket being voided

## Exchange Ticket

### Even Exchange

OLD Fare amount and taxes are exactly **SAME** as NEW Fare e.g. change itinerary date

Step	Description	Entry
1	Retrieve PNR	<a href="#">*7ALBW4</a>
2	Auto Pricing	<a href="#">FQ or FQCxx</a>  PNR Pricing and compare OLD fare and taxes amount against NEW fare
3	Partial Build fare	<a href="#">*FB1</a> Access fare build screen to remove all paid taxes
4	Remove paid taxes	<a href="#">FBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/+TAX6/+TAX7/+TAX8/+TTL/</a>  Remove paid taxes for NEW fare which are the same as OLD fare. Remove total amount and system auto recalculate  **Retrieve to view fare build screen during update <a href="#">&gt;*FB</a>
		<a href="#">FBUPFC/</a> Remove XF (PFC tax breakdown) if required
		<a href="#">FBUTB1/</a> Remove ZP (TB1 tax breakdown) if required
5	Saved Filed fare	<a href="#">FBF</a> or <a href="#">FBFALL</a>
6	Ticket Modifiers Update	<a href="#">TMU1Z0/EBSUBJ TO REFUND CHARGE HKD300</a>  Input all ticketing modifiers if required. **Except Form of Payment
7	Add Received and End PNR	<a href="#">R.P+ER</a>
8	Add TMU	<a href="#">TMU1FEX0169902794400</a>  Add TMU with Exchange Ticket number
9	Complete exchange screen	Tab and fill in ORIG FOP box  Complete the Exchange Fill-in-mask with Original Form of Payment
10	Add Received	<a href="#">R.P</a>

11	Issue Exchange Ticket	TKPDTD
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>*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  .04JAN23  .1330521
               .←Use Tab Key stay at this position and press "Enter" key
>*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 .....
               .←Use Tab Key stay at this position and press "Enter" key

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### Even Exchange – Others Example

### Case 1 - Handle taxes difference which result with NEW and OLD fare amount and taxes are the SAME

**\*\*Check with airline if allow combination of OLD and NEW fare and tax amount for calculation**

	<b>Fare</b>	<b>Taxes</b>	<b>Taxes</b>	<b>Total</b>	<b>Entry</b>
<b>NEW Fare</b>	HKD 2500	TAX1 150HK	TAX2 200SW	2850	>FQ or FQCxx
<b>OLD Fare</b>	HKD 2450	TAX1 180HK	TAX2 220SW	2850	>*FB1

Difference	HKD 50 (Add Collect)	TAX1 30HK (Refund)	TAX2 20SW (Refund)	0	<p>&gt;FBUTAX1/+TAX2/+TTL/ Update all new taxes to be paid and not require refund to customer</p> <p>&gt;FBF &gt;TMU1Z0/EBSUBJECT TO REFUND CHARGE</p> <p>Input all relevant ticket modifiers. **Except Form of Payment</p>
					<p>&gt;TMU1FEX0169902793322 Exchange screen:</p> <p>Update "TTL VALUE" captured amount from HKD2450 to <b>HKD2500</b>. And input original Form of Payment for exchange ticket</p> <p>**Result with Even Exchange</p>

## Case 2 - Even Exchange : Private Fares - Gross and Net Fare [\*NTD]

	Fare	Taxes	Taxes	Total	Entry
NEW Fare	HKD 2500	TAX1 150HK	TAX2 200SW	2850	>FQ or FQCxx
Net Fare	HKD 1800				System return *NTD (Net Ticket Data)
OLD Fare	HKD 2500	TAX1 150HK	TAX2 200SW	2850	
Net Fare	HKD 1800				>*FB1

Difference	HKD 0	0	0	0	<p>&gt;FBUTAX1/+TAX2/</p> <p>Remove paid taxes as usual but it doesn't affect *NTD data to be removed</p> <p>&gt;FBUFARE/HKD2500+TTL/</p> <p>In order to remove out NTD pre-stored net fare data, change fare amount to Gross fare <b>HKD2500</b>. Upon saved filed fare *NTD data will be removed.</p> <p>**If not update the Gross fare, system capture Net Fare HKD1800</p> <p>&gt;FBF</p> <p>&gt;TMU1Z0/EBSUBJECT TO REFUND CHARGE</p> <p>Input all relevant ticket modifiers</p> <p>**Except Form of Payment</p>
					<p>&gt;TMU1FEX0819902876779</p> <p>Exchange screen:</p> <p>Input original Form of Payment for exchange ticket as usual</p> <p>Note: Update tax breakdown for XT taxes if shown, separate each tax code and amount</p> <p>**Result with Even Exchange</p>

Note: If failed to remove \*NTD data, system will capture incorrect NF amount in TINS report

Correct TINS report should be:

A/L	TKT/STOCK	NBR	PASSENGER	NAME	FARE	TAX	COMM	FOP
						*FEES		
081E9902876779			LAU/MARWITZMS		2500G	350	0.00	IN
			AUSYRT16		1800N			
081E9902876780			LAU/MARWITZMS		0	0	0.00	EX

### Case 3 - Even Exchange : Private Fares with IT Fare [\*NTD]

	Fare	Taxes	Taxes	Total	Entry
NEW Fare	IT	TAX1 150HK	TAX2 200SW	2150	>FQ or FQCxx
Net Fare	HKD 1800				System return *NTD (Net Ticket Data) with IT Fare
OLD Fare	IT	TAX1 150HK	TAX2 200SW	2150	
Net Fare	HKD 1800				>*FB1
Difference	HKD 0	0	0	0	>FBUTAX1/+TAX2/+TTL/  Remove paid taxes as usual but it doesn't affect *NTD data to be removed  >FBF  >TMU1EBSUBJECT TO REFUND CHARGE Input all relevant ticket modifiers **Except Form of Payment **Alert commission amount may not require update, refer *NTD1/D check if pre-store commission exist
					>TMU1FEX0819902876790 Exchange screen:  As IT net fare amount <b>NOT</b> auto populated in TTL VALUE box, manually input Currency with Fare amount e.g. <b>HKD1800</b> and original Form of Payment for exchange ticket as usual.  Note: Update tax breakdown for XT taxes if shown, separate each tax code and amount **Result with Even Exchange

Correct TINS report should be:

A/L	TKT/STOCK	NBR	PASSENGER	NAME	FARE	TAX	COMM	FOP
						*FEES		
081E9904572398			LAU/MARWITZMS		1800T	350	0.00	IN
081E9904572399			LAU/MARWITZMS		0T	0	0.00	EX

**Points to Note:**

i/ The **\*EX** and **\*TP** follow-on screens will be displayable and changeable. **Once the \*EX screen has been saved, it cannot be changed.** To view only apply the below commands:

- >\*EX1/1      To display exchange information for filed fare 1, Pax 1
- >\*TP1/1      Redisplay of tax screen for filed fare 1, Pax 1
- >\*MR1/1      To display add collect form of payment screen for filed fare 1, Pax 1



### Uneven Exchange/Add Collect

OLD Fare amount and taxes are lower than NEW Fare  
e.g. Change booking class with higher fare

Step	Description	Entry
1	Retrieve PNR	*7ALBW4
2	Auto Pricing	FQ or FQCxx  PNR Pricing and compare OLD fare and taxes amount against NEW fare
3	Partial Build	*FB1  Access fare build screen to remove all paid taxes if any
4	Removed paid taxes	FBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/+TTL/  Remove paid taxes for NEW fare which are the same as OLD fare. Remove total amount and system auto recalculate  **Retrieve to view fare build screen during update >*FB
		FBUPFC/ Remove XF (PFC tax breakdown) if required
		FBUTB1/ Remove ZP (TB1 tax breakdown) if required
5	Saved Filed fare	FBF or FBFALL
6	Ticket Modifiers Update	TMU1Z5/EBSUBJ TO REFUND CHARGE HKD300 Input all ticketing modifiers if required. **Except Form of Payment
7	Add Received and End PNR	R.P+ER
8	Add TMU	TMU1FEX2179902794401  Add TMU with Exchange Ticket number
9	Complete exchange screen	Tab and fill in ORIG FOP box  Complete the Exchange Fill-in-mask with Original Form of Payment
10	Add Received	R.P
11	Issue Exchange Ticket	TKPDTD

>*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:..... <b>ORIG FOP:INVAGT.....</b> *ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE . . . . . .HKG/HKG .HKG .04JAN23 .1330521 .←Use Tab Key stay at this position and press "Enter" key	
>*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 ..... .←Use Tab Key stay at this position and press "Enter" key	
>*MR TOTAL ADD COLLECT 1770 HKD /F <b>INVAGT</b> ←Press "Enter" key here..... /F..... /F..... .	

Note: Add collect screen accept maximum of **3** Multiple Form of Payment, tab to /F and input new fare Form of Payment

## Uneven Exchange – Others Example

### Case 1 - Uneven Exchange: Handle taxes difference with new fare taxes higher than old fare

	Fare	Taxes	Taxes	Total	Entry
NEW Fare	HKD 2500	TAX1 150HK	TAX2 200SW	2850	>FQ or FQCxx
OLD Fare	HKD 2500	TAX1 150HK	TAX2 150SW	2800	>*FB1
Difference	HKD 0	0	TAX2 50SW (Add Collect)	50	>FBUTAX1/+TAX2/50SW+TTL/ >FBF >TMU1Z0/EBSUBJECT TO REFUND CHARGE  **Commission use Z0 when add collect with taxes only  Input all relevant ticket modifiers. **Except Form of Payment
					>TMU1FEX0819902875599 Exchange screen:  Input original Form of Payment for exchange ticket  **Result with Add collect screen and input new Form of Payment

**\*\*Refer airline requirement new tax code CP or OD may add when exchange ticket**

### Case 2 - Uneven Exchange : Private Fares with Gross and Net Fare [\*NTD]

	Fare	Taxes	Taxes	Total	Entry
NEW Fare	HKD 5000	TAX1 150HK	TAX2 200SW	5350	>FQ or FQCxx
Net Fare	HKD 4250				System return *NTD (Net Ticket Data)
OLD Fare	HKD 3500	TAX1 150HK	TAX2 200SW	5350	
Net Fare	HKD 2750				>*FB1

Net Fare Difference	HKD 1500 (4250-2750)	0	0	0	<p>&gt;FBUTAX1/+TAX2/+FARE/HKD5000+TTL/</p> <p>Remove paid taxes as usual and update Gross Fare HKD5000 due system only capture net fare HKD4250</p> <p>&gt;FBF</p> <p>Upon saved filed fare *NTD data will be removed</p> <p>&gt;TMU1Z0/NFHKD1500/EBSUBJECT TO REFUND CHARGE</p> <p>Input commission 0 and Net Fare HKD1500 (Net Fare Add collect amount) and other relevant ticket modifiers.</p> <p>**Except Form of Payment</p>
					<p>&gt;TMU1FEX0819902876789</p> <p>Exchange screen:</p> <p>Input original Form of Payment for exchange ticket</p> <p>**Result with Add Collect screen and input new form of payment</p>

Correct TINS report should be:

A/L	TKT/STOCK	NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
					*FEES		
081E9902876789			POON/ARESMR	3500G	350	0.00	IN
				2750N			
081E9902876791			POON/ARESMR	1500A	0	0.00	IN
				1500N			

\*\* There must be a difference between New Fare and the TTL Value, and this difference **must be equal or greater than** the net amount to be collected.

### Case 3 - Uneven Exchange : Private Fares with IT Fare [\*NTD]

	Fare	Taxes	Taxes	Total	Entry
NEW Fare IT	IT	TAX1 150HK	TAX2 200SW	4600	>FQ or FQCxx
Net Fare IT	HKD 4250				System return *NTD (Net Ticket Data)
OLD Fare IT	IT	TAX1 150HK	TAX2 200SW	3100	
Net Fare IT	HKD 2750				>*FB1
Net Fare Difference	HKD 1500 (4250-2750)	0	0	1500	>FBUTAX1/+TAX2/+TTL/  Remove paid taxes as usual but it doesn't affect *NTD data to be removed  >FBF  >TMU1EBSUBJECT TO REFUND CHARGE Input all relevant ticket modifiers **Except Form of Payment  **Alert commission amount may not require update, refer *NTD1/D check if pre-store commission exist
					>TMU1FEX1609902876793 Exchange screen:  IT net fare amount <b>NOT</b> auto populated in TTL VALUE box, manually input OLD Net fare amount e.g. <b>HKD2750</b> and input original Form of Payment for exchange ticket as usual  **Result with Add Collect screen and input new form of payment

Correct TINS report should be:

A/L	TKT/STOCK	NBR	PASSENGER	NAME	FARE	TAX	COMM	FOP
						*FEES		
160E9902876793			LAU/MARWITZMS		2750T	449	0.00	IN
160E9902876794			LAU/MARWITZMS		1500A	0	0.00	IN

## Refund Due

OLD Fare amount and taxes are higher than NEW Fare

Step	Description	Entry
1	Retrieve PNR	*7ALBW4
2	Auto Pricing	FQ or FQCxx  PNR Pricing and compare OLD fare and taxes amount against NEW fare
3	Partial Build	*FB1  Access fare build screen to remove all paid taxes if any
4	Remove paid taxes	FBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/+TTL/  Remove paid taxes for NEW fare which are the same as OLD fare. Remove total amount and system auto recalculate.  **Retrieve to view fare build screen during update >*FB
		FBUPFC/ Remove XF (PFC tax breakdown) if required
		FBUTB1/ Remove ZP (TB1 tax breakdown) if required
5	Saved Filed fare	FBF or FBFALL
6	Ticket Modifiers Update	TMU1Z0/EBSUBJ TO REFUND CHARGE HKD300  Input all ticketing modifiers if required **Except Form of Payment
7	Add Received and End PNR	R.P+ER
8	Add TMU	TMU1FEX1059902794402  Add TMU Exchange ticket number
9	Complete exchange screen	Tab and fill in ORIG FOP box  Complete the Exchange Fill-in-mask with Original Form of Payment
10	Add Received	R.P
11	Issue Exchange Ticket	TKPDTD

```
*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 .05JAN23 .1330521  
•←Use Tab Key stay at this position and press "Enter" key
```

```
>*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  ·...·.....
·←Use Tab Key stay at this position and press "Enter" key
```

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

### **Points to Note:**

i/ For Airline NOT participate with EMD Refundable Balance, type **Y** and press 'Enter' key, system return response:

CONTACT AIRLINE/APPLY FOR ACM PROCEED WITH E-TICKET EXCHANGE Y/N

ii/ In case of fare amount with refund due exist while add collect require for taxes. System will prompt relevant screen for Add Collect screen for form of payment and Refund Due.

iii/ For Airline participate with EMD Refundable Balance once you input **Y** and press 'Enter' key, an automated Electronic Miscellaneous Document screen will be populated. Fill up EMD endorsement field if required. Upon completion system will issue both exchange ticket and EMDRB document at the same time.

iv/ For Airline participate with EMD Refundable Balance however if based on fare rule condition refund balance is not accepted. Once you type N and press 'Enter' key, the system will continue issue exchange ticket only.

```

>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  05JAN23                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".

Upon issue exchange ticket with entry **>TKPDTD** both exchange ticket and EMD document issue at the same time.

***\*Please refer EMD Issuance manual for more details.***

## Partial Used Exchange

### Partially flown ticket exchange checklist

- 1- Coupon status allow reissue/exchange is 'OPEN' 'UNVL' or 'ARPT'.
- 2- Flown coupon status must be 'USED'. Other than that, refer carrier to update status.
- 3- Reissue ticket cut off time i.e. not less than 2 hours before departure (subject to carrier).
- 4- New departure date still within ticket validity.
- 5- Check fare restriction such as change fee, fare validity, flight application and seasonality.
- 6- Select segment to reissue correctly when do fare quote.
- 7- Flown segment still appear as active segment in PNR (\*R) OR drop into history (\*H).
- 8- Check fare type of original ticket issued. Include corporate account code to quote fare if required.



## Fare Quote on partially flown segment scenarios.

Scenario	Description	Entries Example
1	<p>Flown segment still shown on existing PNR (*R) and not shown in History</p> <p>Example: PNR show both flown segment (S1-2) and existing segment (S3-4)</p>	<p><b>Fare Quote for the existing flown and un-flown segments</b></p> <p><b>FQCMH.T10JAN23/S1-2</b> (.T Historical fare &amp; taxes, 10JAN23 Ticket issued date incl year)</p> <p><b>FQCMH.H10JAN23/S1-2</b> (.H Historical fare &amp; Current taxes, 10JAN23, Ticket issued date incl year)</p> <p><b>FQCMH.T10JAN23/S3-4</b></p> <p><b>FQCMH.H10JAN23/S3-4</b></p>
2	<p>Flown segment shown in history (*H)</p> <p>Example: PNR segment (*R) show S3-4 and S1-2 shown in PNR history (*H )</p>	<p><b>FQCMH.T10JAN23/S1-4</b> (.T Historical fare &amp; taxes, 10JAN23 Ticket issued date incl year)</p> <p><b>FQCMH.H10JAN23/S1-4</b> (.H Historical fare &amp; Current taxes, 10JAN23, Ticket issued date incl year)</p>

### Note:

Under Exchange fill-in-format (Partial-used exchange paid tax boxes will show blank), require manual update paid taxes breakdown.