



# TICKETING AND EXCHANGE TICKET

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# 1. PRINTER LINKAGE

Before any document is produced, each terminal must be linked up to the relevant printers.

A terminal may only be linked to one of each type of printer at a time, i.e. a terminal may not be linked to 2 different tickets printers at the same time.

## 1.1 HELP ME LINK ME (HMLM)

### My Travelport Knowledge KB0023684

Here is a list of linkage printer codes:

#### H/PRLK

<b>DT</b>	Demand Ticket Print (ATB printer)
<b>DI</b>	Demand Invoice/Itinerary Print
<b>DIE</b>	Demand Invoice / Itinerary / Electronic Ticket Supporting Documents Print
<b>DA</b>	Demand GMIR Print

To link terminal to ticketing printer GTID C25154  
Input: HMLMC25154DT

To link terminal to itinerary printer GTID C25153  
Input: HMLMC25153DI

To link terminal to itinerary/electronic ticket supporting document printer GTID C2231B  
Input: HMLMC25156DIE

To link terminal to MIR printer GTID C2231A  
Input: HMLMC2231ADA

It is possible to link maximum 3 printers to 3 stock types  
Input: HMLMC25154DT/C25153DI/C2231ADA

To delink ticket printer only  
Input: HMLM/DELINK/T

To delink itinerary printer only  
Input: HMLM/DELINK/I

To delink MIR only  
Input: HMLM/DELINK/A

To delink all printers  
Input: HMLM/DELINK

## 1.2 HELP ME OPERATE MACHINE (HMOM)

Once linked printer, it is necessary to designate the printer stock type.

List of printer stock type:

TKT            Ticket Printer

ITN            Itinerary Printer

To designate printer for ticketing  
Input: HMOMC25154-TKT

To designate printer for itinerary/invoice  
Input: HMOMC25153-ITN

In case printer status is DOWN, please bring it UP so that tickets/itineraries may print

To bring up printer status  
Input: HMOMC25153-U

## 1.3 HOW'S MY LINE DOING (HMLD)

Once printer is linked up, it is possible to display linkage and printer status

To display linkage, input: **HMLD**

Response:

1	HMLD					
CRT	TKT DEV	ST FM /	ITN DEV	ST FM /	MIR DEV	ST FM /
C24CA9	C25154D	U T	C25153D	U I	C52C85D	U
>						

**TKT DEV**                            Output Device – TKT or ITN  
**ST**                                    Status  
**FM**                                    Form Type

## 1.4 SUPPORT DOCUMENT PRINT TABLE (HMET)

To check printer linkage and status for E-ticketing

Input: **HMET**

Response:

1		HMET				
>HMET/ 79E4						
REQUIRED BY:						
COUPON	GTID	TYPE	BSP	AGENCY	STATUS	PRINT NOW
AGENT CPN	·C25154	ITN	Y	Y	U	·Y
PSGR RCPT	·C25154	ITN	0	·Y	U	·Y
CHG FORM	·C25154	ITN	Y	Y	U	·N
RFND NOTC	·C25153	ITN			U	

## 2. TICKETING (TINS) TABLE

TINS – Ticket and Invoice Numbering System

### 2.1 HOW'S MY TINS (HMTN/D)

To display all ticket numbers held in all printer ticket table

Input: **HMTN/D**

Response:

1		HMTN/D			
DEV	NEXT	END	REMAINING		
ALLOCATED	TICKET	NUMBER	RANGE	FOR INT STP SITE -	99999992
	9900082006		9900082199	194	

Note: Ticket numbers will be reloaded automatically in system once being used up

### 3. HELP ME TICKET QUOTA (HMTQ/D)

To ensure there are enough ticket quotas for ticketing, it is possible to check ticket quota for each BSP period and numbers of tickets that have been issued.

Input: **HMTQ/D**

Response:

1	HMTQ/D									
--	CARRIER	---	QUOTA	---	ISSUED	---	LAST UPDATE BY	---	TOTAL	--
	MAXIMUM		9999999		0		16MAY21 00.01		SYSPR	6555
M	MAXIMUM		9999999		0		16MAY21 00.01		SYSPR	4
	AA		400		0		16MAY21 00.01		SYSPR	33
	AB		0		0		16MAY21 00.01		SYSPR	0
	AC		100		0		16MAY21 00.01		SYSPR	35
	AE		0		0		16MAY21 00.01		SYSPR	1
	AF		0		0		16MAY21 00.01		SYSPR	129
	AI		0		0		16MAY21 00.01		SYSPR	3
	AM		0		0		16MAY21 00.01		SYSPR	2
	AR		0		0		16MAY21 00.01		SYSPR	0
	AS		0		0		16MAY21 00.01		SYSPR	0
	AT		0		0		16MAY21 00.01		SYSPR	0
	AV		0		0		16MAY21 00.01		SYSPR	0
	AY		10		0		16MAY21 00.01		SYSPR	178
	AZ		0		0		16MAY21 00.01		SYSPR	0
	BA		105		0		16MAY21 00.01		SYSPR	356
	BE		0		0		16MAY21 00.01		SYSPR	1
	BG		5		0		16MAY21 00.01		SYSPR	5
	BI		0		0		16MAY21 00.01		SYSPR	0
	BP		0		0		16MAY21 00.01		SYSPR	0
	BR		100		0		16MAY21 00.01		SYSPR	509
	BT		0		0		16MAY21 00.01		SYSPR	0
	BW		0		0		16MAY21 00.01		SYSPR	0
	BX		0		0		16MAY21 00.01		SYSPR	0
	B2		0		0		16MAY21 00.01		SYSPR	0
	CA		100		0		16MAY21 00.01		SYSPR	102
	CI		76		0		16MAY21 00.01		SYSPR	312
	CX		140		0		16MAY21 00.01		SYSPR	500
M	CX		55		0		16MAY21 00.01		SYSPR	0
	CY		0		0		16MAY21 00.01		SYSPR	0
	CZ		5		0		16MAY21 00.01		SYSPR	39
	DL		10		0		16MAY21 00.01		SYSPR	48

This table only shows those airlines with limits of ticket quota.

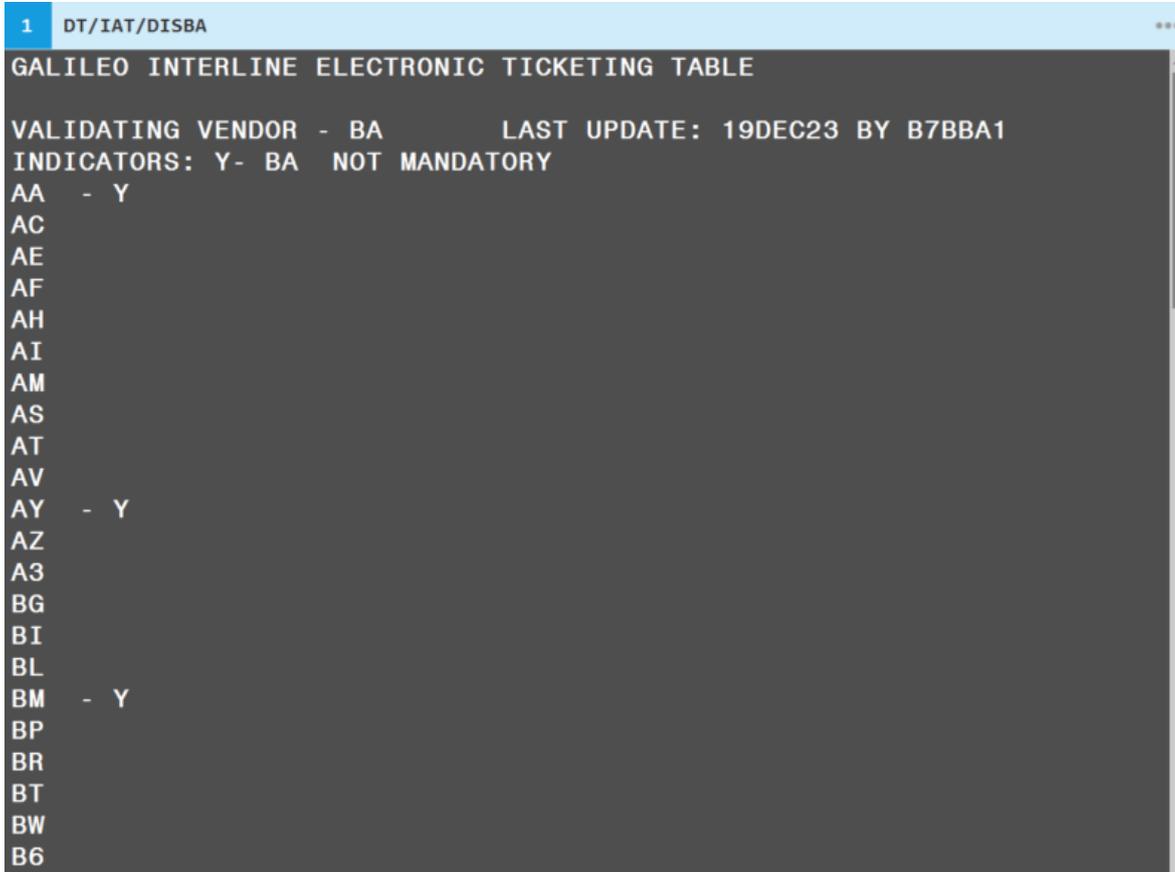
## 4. INTERLINE AGREEMENT

### My Travelport Knowledge KB0012113

To display interline the electronic ticketing agreement table by plating carrier e.g. BA

Input: DT/IAT/DISBA

Response:



```
1 DT/IAT/DISBA
GALILEO INTERLINE ELECTRONIC TICKETING TABLE
VALIDATING VENDOR - BA          LAST UPDATE: 19DEC23 BY B7BBA1
INDICATORS: Y- BA NOT MANDATORY
AA - Y
AC
AE
AF
AH
AI
AM
AS
AT
AV
AY - Y
AZ
A3
BG
BI
BL
BM - Y
BP
BR
BT
BW
B6
```

There is Y next to AA, it means that BA segment is not required to be involved in the booking file, but still can issue e-ticket for purely AA segments.

## 5. TICKET MODIFIERS (TMUs)

### 5.1 MANDATORY TICKETING MODIFIERS

#### 5.1.1 Carrier

It is a must to specify the plating carrier to issue ticket. The airline name is printed on the ticket, and the 3-letter IATA ticketing code number will be inserted in front of the ticket number.

Airline's 2-letter code followed by "C"

>TMU1CUA

Note: If the plating carrier code has already been specified at the time of Fare Quote, i.e. FQCUA, it is not required to input again as a ticketing modifier.

#### 5.1.2 Commission

Commission rate is followed by "Z"

>TMU1Z5 *(if 5 % commission)*

>TMU1Z0 *(if 0% commission)*

Note: If the plating carrier has pre-filed in stored fare, i.e. Net ticket data (NTD) exist, it may **NOT** require inputting again as a ticketing modifier.

If the fare is either an airline Category 35 private fare, or an Agency Private Fare then the ticketing data such as Net remit/IT/BT modifiers will **not** be displayed in the filed fare's T line.

The following will be displayed on the Detailed Net Ticket Data. Input manual entry e.g. >\*NTD1/D to view following:

- Tour Code
- CAR Code
- Value Code
- Commission
- Net fare level (where applicable)
- Ticket fare levels (Pax and audit coupon values)

IT/BT will only appear in the fare construction viewable in either the >\*NTDx or >\*NTDx/D

The "NF" & "NR" modifiers will **not** store anymore where comes automatically i.e. when there is a net fare in the fare record.

To view default commission table filed from airline.

>CGCTD/CUA

1 CGCTD/CUA				
COMMISSION FROM PSEUDO CITY				
	DOM	05.00	PERCENT	
	INT	02.00	PERCENT	
EXCEPTIONS:				
CARRIER	COUNTRY	JOURNEY TYPE	RATE	EXC
UA	HK	DOM	03.00	
UA	HK	INT	03.00	00.00 IF POO US/CA
END OF DISPLAY				

### 5.1.3 Form of Payment

A form of payment is a mandatory field as a Ticketing Modifier, only if the FOP has not already been stored in the booking file using **F.** entry. If a ticketing modifier FOP entry is made in addition to an earlier **F.** entry, the original **F.** entry will be overridden.

>TMU1FS

<b>FS</b>	CASH
<b>FCK</b>	Cheque
<b>FAX370000000000028*D0129</b>	Automatic credit request at ticketing with expiry date
<b>FAX370000000000028*D0129*A12345</b>	Credit card number, expiry date & approval code
<b>FINVAGT</b>	Invoice (may optionally follow by free text up to maximum of 32 characters)
<b>FNONREF</b>	Non-Refund (may optionally follow by free text up to maximum of 35 characters)
<b>FMS</b>	Miscellaneous (may optionally follow by free text up to maximum of 45 characters)
<b>*FMR</b>	Multiple Types of Payment collected (refer below)
<b>*FEX0169900715359</b>	Exchange electronic ticket (Electronic Ticket Number)

Note:

- \* PNR must be ended prior to adding either FMR or FEX.
- \* Separate Filed Fare should be created for each passenger.

#### Multiple Receivable

When a passenger wishes to pay for his/her ticket by more than one method, (e.g. Credit Card and Cash). A separate ticket modifier entry is required. >TMU1FMR

<pre> &gt;*MR TOTAL AMOUNT RECEIVABLE 3400.00 HKD /F·AX3701234567890*D1225\$2400..... /F·S\$1000.00..... /F·..... .</pre>
---

The amount should tally with the "TOTAL AMOUNT RECEIVABLE" shown. If an error is made and/or it is necessary to clear the screen, you can re-display the fill-in format by manual input entry. >\*MR1/1

## 5.2 OPTIONAL TICKETING MODIFIERS

### 5.2.1 Endorsement Box

Maximum 2 lines of endorsements with 29 characters each line. Individual endorsement items must be separated with an asterisk \*

>TMU1**EBNONENDORSABLE NONREROUTABLE\*EBVALID ON FLIGHT DATE SHOWN**

Note: Do not use / (Slash character)

### 5.2.2 Tour Code

Tour code may be either alpha or numeric or a mixture of both. A maximum of 14 characters are permitted while there is no minimum.

**TC** For ticket without net fare

>TMU1**TC**123456HKG

**AI-** For tickets with net fare (*NF*)

>TMU1**AI**-98765432A

### 5.2.3 Net Fare

To input net fare, currency code is necessary. Net fare amount is followed by “**NF**”.

>TMU1**NF**HKD5600

### 5.2.4 Net Remittance

Some airlines may offer commission to agent base on the net fare. “**NR**” is required to input and used together with commission and net fare.

>TMU1Z3/**NF**HKD5600/**NR**

### 5.2.5 Actual Selling Fare

If an airline accept credit card payment for a special fare ticket, i.e. ticket with net fare, the **ASF** ticket modifier should be used to indicate the actual selling fare to be charged on the passenger’s credit card. **Taxes are excluded** when using ASF modifier as the system will charge the credit card with ASF plus taxes.

The currency code is not necessary for the actual selling fare.

>TMU1Z0/**FAX**370000000000028\*D0129/**NF**HKD5600/**ASF**6000

Note: Agent must get the authorization from airline before issuing this kind of ticket.

### 5.2.6 Inclusive and Bulk Tour

To suppress fare, **IT\*PC** or **BT\*PC** should be added to the ticket modifier. Once added, IT or BT is printed in the fare box instead of the fare.

This modifier is usually used with the TC modifier.

>TMU1IT\*PC/TC123456HKG

## 5.2.7 Carrier Ticketing Fees

### My Travelport Knowledge KB0024108

An exempt modifier to inhibit the collection of any and all carrier fees at ticketing time.

>TMU1OBX

Note:

- "OB" is the service 'tax' code value specified for Carrier "Ticketing Fees" (Depends on which credit cards being charged)
- This fee can be viewed upon Fare Quote but cannot be pre-stored in Filed Fare
- Carrier fees and final calculation will occur at ticketing time if payment by Credit Card
- Will be displayed and printed separately from the ticketed fare

```

A6S7DS/61 HKGNH C339614 AG 13305213 09JUL
1.1TEST/OBMS
1 . LH 2058 J 14NOV MUCHAM HK1 0630 0745 0* E MO

>FQS1/CLH
PSGR FARE TAXES TOTAL PSG DES
FQG 1 HKD 3820 859 4679 ADT
GUARANTEED AT TIME OF TICKETING
GRAND TOTAL INCLUDING TAXES **** HKD 4679
**ADDITIONAL FEES MAY APPLY**SEE >FO.
**CARRIER MAY OFFER ADDITIONAL SERVICES**SEE >FQ/DASO.
ADT RATE USED IN EQU TOTAL IS BSR 1EUR - 8.59821HKD
ADT LAST DATE TO PURCHASE TICKET: 14NOV24
ADT E-TKT REQUIRED
    
```

TKT FEES - LH	DESCRIPTION	BASE HKD	TX HKD	TTL HKD
ADT				
CC FEES - LH				
OBFCA	OPC DE	78	0	78
OBFDA	OPC DE	78	0	78

### TINS Report shown OB fee generated with payment done by Credit Card

```

TRAVELPORT HK CLASSROOM A TINS REPORT 22 JUN 24
CURRENCY CODE HKD IATA NUMBER 13305213

A/L TKT/STOCK NBR PASSENGER NAME FARE TAX COMM FOP
*FEES
220E9902641083 TEST/OB 3820 59 5.00 CR
*78 CR
    
```

## 5.3 USING TICKET MODIFIERS

They may be used in any order separated by / (slash).

There are 2 ways of entering Ticket Modifiers. They may be stored with a Filed Fare before ticket entry – TKP is made, or they may be used in conjunction with the TKP entry.

### 5.3.1 STORING MODIFIERS IN FILED FARE

Modifiers are stored with entry TMU – Ticket Modifier Update, followed by the number of the filed fare that needs to be stored.

To update ticket modifiers in filed fare 1

>*TMU1Z7/FINVAGT/CUA/EBSUBJECT TO REFUND CHARGE*

Note:

- Filed fare number must be specified even there is only one filed fare in booking file.
- Must use each separate TMU entry for each filed fare which means TMU1-3 entry is NOT permitted.

### 5.3.2 CHANGING/DELETING TICKET MODIFIERS STORED IN PNR

Once ticket modifiers have been stored into filed fare, they can be changed or deleted if required.

#### 5.3.3 Change

To change the specify modifier, input the new data after the @ sign.

Change commission rate to 5%

>*TMU1Z@5*

Change Tour Code to HKG2468

>*TMU1AI@-HKG2468*

**\*\*Note:**

AI contains the – (dash), @ sign should be preceded the – (dash) and follow with the new tour code.

Add additional data to an existing endorsement, e.g. NONREFUND already input into endorsement box and additional data is required:

>*TMU1EB@NONREFUND\*EBVALID ON FLIGHT AND DATE SHOWN*

#### 5.3.4 Delete

To delete the modifier, use the @ sign without inputting new data.

Delete form of payment.

>*TMU1F@*

Delete Tour Code (AI- format)

>TMU1AI@

It is possible to add, change and delete ticket modifiers in a single entry

>TMU1Z@3/TC@/EBSUBJ TO REFUND CHARGE

## **5.4 ADD TICKET MODIFIERS WITH TKP ENTRY**

Apart from updating ticket modifiers to filed fare, it is also possible to add those ticket modifiers to TKP entry.

>TKPCUA/Z3/FINVAGT

*Note: Ticket modifiers will not be stored to the Filed Fare after ticket issued.*

## **6.DOCUMENT PRODUCTION**

### **6.1 ISSUE TICKET**

To issue tickets for all completed Filed Fares, or if there is only 1 filed fare in booking file, no filed fare number need to be specified.

>TKPDTD

However, to ensure ticket information are properly sent to the airline system, it is highly recommended to issue multiple filed fares in separate transactions. Also please ensure that segments to be ticketed has been acknowledged by the carrier upon ticket issuance. Be alert that the ticket is reflected in the booking file and in the TINS report before moving on to another transaction.

To issue ticket for filed fare number 1

>TKP1DTD

To issue ticket for passenger 2 only of the filed fare number 1

>TKP1P2/DTD

To issue all filed fare ticket and MIR

>TKPDTDAD

To issue ticket for filed fared number 1 and MIR

>TKP1/DTDAD

## 7. MANUAL FARE BUILD

### 7.1 CREATE MANUAL FARE BUILD SCREEN

For some situations, no fare can be quoted and thus fare is required to be created manually.

To create manual fare build screens for all passengers including plating carrier  
>FBCCUA

To create manual fare build screen for passenger 1 and 3 (Child aged 08)  
>FBP1.3\*C08

To create manual fare build screen for segment 1-2 and 4  
>FBCS1-2.4

To create manual fare build screen for passenger 1 and segment 1-4  
>FBP1/S1-4

```
FBCCUA
FBC
P01 FARE/MANUAL *ADT                                01 OF 01
X CTY CX FLT CL DATE  TIME ST FB / TD              NVB  NVA  BG
. HKG UA 862  Y 19JAN 1220 OK @.....           .....  .....  CHK  1
O SFO UA 869  Y 27JAN 1330 OK @.....           .....  .....  CHK  2
. HKG
FARE @./..... EQ ./..... ROE @.....
TAX   1 ...../.. 2 ...../.. 3 ...../.. 4 ...../..
      5 ...../.. 6 ...../.. 7 ...../.. 8 ...../..
TTL (INC TAX)   @.....
FC
@.....
.....
```

**Note:** @ indicates that field is mandatory

### 7.1.1 REDISPLAY MANUAL FARE BUILD SCREEN

Once goes into the manual fare build screen, it is possible to re-display if necessary:  
>\*FB

### 7.2 FARE BUILD UPDATE

To update any ticket element e.g. fare basis, it is simply start with entry FBU – fare Build Update follow by ticket Element Code

## 7.2.1 List of Ticket Element Code

Code	Definition	Index
X	Stopover / Transit	7.2.1.1
FB	Fare Basis	7.2.1.2
TD	Ticket Designator	7.2.1.3
NVB	Not Valid Before (DDMMYY)	7.2.1.4
NVA	Not Valid After (DDMMYY)	7.2.1.4
BG	Baggage Allowance with maximum 3 characters	7.2.1.5
FARE	Base Fare	7.2.1.6
EQ	Equivalent Fare	7.2.1.7
ROE	IATA ROE (Rate of Exchange)	7.2.1.8
TAX	Allow multiple taxes up to 20	7.2.1.9
TTL	Total fare including taxes	7.2.1.10
FC	Fare Construction	7.2.1.11
EB	Endorsement Box	7.2.1.12

### 7.2.1.1 X - Stopover /Transit

To specify segment 3 with no stopover  
>*FBUX3/X*

To specify segment 1.3 with stopover  
>*FBUX1.3/O*

### 7.2.1.2 FB - Fare Basis

To update fare basis to YRT for all segments  
>*FBUFB/YRT*

To update fare basis to YEE1M for segment 1  
>*FBUFB1/YEE1M*

### 7.2.1.3 TD - Ticket Designator

To update ticket designator to CH25 (child discount)  
>*FBUTD/CH25*

Note: Up to maximum 15 characters in total for fare basis and ticket designator

### 7.2.1.4 NVB - Not Valid Before & NVA - Not Valid After

>FBUNVB/DDMMYY e.g. FBUNVB/15JUN25  
>FBUNVA/DDMMYY e.g. FBUNVA/25DEC25  
>FBUNVA/DDMMYY+NVB/DDMMYY e.g. FBUNVA/25DEC25+NVB/15JUN25

### 7.2.1.5 BG - Baggage Allowance

To update baggage allowance to 1PC for all segments  
>FBUBG/1PC

Up to 3 characters to be input:

Piece System**	1PC, 2PC, 3PC
Weight System	20K, 23K, 30K, 40K
No Baggage Allowance	NIL

\*\*System default 1 piece of baggage allowance if input PC only.

**Note:** if CHK shows in baggage allowance field, please clarify with related carriers prior to issue ticket.

### 7.2.1.6 FARE – Base Fare

Currency code is required for updating FARE.  
>FBUFARE/USD260.00

Once the FARE has been completed, the same currency code automatically appears in the TAX and TTL fields.

### 7.2.1.7 EQ - Equivalent fare

In case Fare is in foreign currency, it requires to update the EQ field as well.  
>FBUEQ/HKD1000

When an equivalent amount is entered, the currency code for TAX and TTL is automatically changed to that of the EQ field.

### 7.2.1.8 ROE – IATA ROE (Rate of Exchange)

>FBUROE/7.837634

### 7.2.1.9 TAX - Taxes

Up to Multiple taxes with maximum of 20 tax boxes are allowed.  
>FBUTAX1/120HK  
>FBUTAX1/120HK+TAX2/115CN

Passenger Facility Charge (PFC) breakdown required to be updated if XF tax code input.

>FBUTAX1/36XF  
>FBUPFC/SFO4.50

(TB1) Tax breakdown required to be updated if ZP tax code input.

>FBUTAX1/26ZP  
>FBUTB1/ZPSEA3.20

Both of XF and ZP are added to fare construction line after END ROE

Note: Allow inputting maximum of 20 tax boxes in exchange ticketing as well

Under Fare Build screen only show 8 taxes, to display all tax boxes use below entry:

>\*FBTAX

>*FBTAX											
FBC TAX BREAKDOWN SCREEN											
FARE HKD/ 29270 EQ .../..... ROE 7.837634											
TAX HKD											
1	90	G3	2	120	HK	3	50	I5	4	39	OI
5	77	SW	6	44	AY	7	292	US	8	31	XA
9	36	XF	10	55	XY	11	46	YC	12	1100	YQ
13	...../..	14	...../..	15	...../..	16	...../..				
17	...../..	18	...../..	19	...../..	20	...../..				

### 7.2.1.10 TTL - Total fare including taxes

It is a must to update total after fare or tax has been updated.

>FBUTTTL/

System will calculate the sum of fare and taxes automatically.

### 7.2.1.11 FC - Fare Construction

Up to 255 characters. Symbols \* - . / are allowed in Fare Construction box.

>FBUFC/HKG....

### 7.2.1.12 EB - Endorsement Box

A maximum of 2 lines of endorsement with 29 characters each line could be updated in endorsement box.

Normally, this endorsement is generated by system if airline has loaded information in fare rules.

System prints endorsement in separate lines if it is over 29 characters or / can be used to indicate the endorsement to be printed in separate line.

>FBUEB/NONENDDORSABLE NONREFUNDABLE/VALID ON FLT DATE SHOWN

## 7.2.2 Add/Change

To add or change the specify field, input the new data after / (slash)

To update fare basis to YRT

>FBUFB/YRT

To update fare basis to YRT for segment 1 only

>FBUFB1/YRT

To update total (system will calculate the total amount automatically)

>FBUTTTL/

## 7.2.3 Delete

To delete, just press enter after the / (slash) without inputting new data.

e.g. Delete Not Valid Before field

>FBUNVB/

It is possible to update multiple fields in one single entry by using “+” sign.

e.g. Update fare basis to YRT, baggage to 2PC and fare to HKD10000

>FBUFB/YRT+BG/2PC+FARE/HKD10000+TTL/

*Note: Please be reminded to update Total once fare and taxes have been updated.*

## 7.3 FARE BUILD FILE

After completing the manual fare screen, it is a must to file the manual fare, otherwise the updated data will not be stored into the filed fare.

To file the current manual build screen only

>FBF

If there are 2 passengers in the filed fare which has converted to manual fare screen by \*FB1, once used FBF to file the current manual build screen, another manual build screen is displayed automatically for next passenger to be completed.

To file the current manual build screen to all passengers

>FBFALL

## 7.4 PARTIAL MANUAL BUILD

Once the fare is quoted, it is possible to update the fare manually.

To convert filed fare 1 into manual fare screen

>\*FB1

To convert passenger 1 of filed fare 1 into manual fare screen

>\*FB1P1

Note: Adopt same entries for fare build update and filed fare build, please refer section 7.2 Fare build update and 7.3 Fare Build File

## 8. RESTORE FILE FARE

### 8.1 NON-GUARANTEE FARE

Once a filed fare has been ticketed, it can only be re-ticketed once the fare has been restored. However, Filed Fare is NOT guaranteed after restored.

Step 1: Retrieve booking file  
>\*8N137R

Step 2: Restore filed fare 1  
>FF1@R

Restore passenger 2 of filed fare 1  
>FF1P2@R

Note: Filed fare including T – line ticket modifiers data being restored e.g. INVAGT/Z3/EB... You may update file fare data if required by partial fare build process

Step 3: Issue ticket for filed fare 1 after amendment has done  
>TKP1DTD

Issue ticket for passenger 2 of filed fare 1 after amendment has done  
>TKP1P2/DTD

### 8.2 GUARANTEE FARE INDICATOR

To issue ticket again using GUARANTEE FARE G or A

Step 1: Re-order segment without changing itinerary  
>/OS1 (inset segment 1 after segment 0)

Note: Upon end transact, system response: ITIN CHANGE - FILED FARES CANCELLED  
Enter twice >ER then filed fare will be cancelled

Step 2: Filed fare will be cancelled by end and retrieve the booking file  
>R.P + ER

Step 3: Fare quote again  
>FQCUA

Step 4: Ticket modifiers update (TMU)  
>TMU1FINVAGT/Z3

Step 5: Issue ticket  
>TKPDTD

## 9. ELECTRONIC TICKET

Airline who participates in electronic ticketing, have the ability to respond with an “E” at the end of a sold segment to advise that the segment may be eligible for electronic ticketing. This is seen both at the time of sell and after end transactions in PNR view terminal.

Before requesting an electronic ticket, the following things should be checked.

- A vendor locator has been returned to the Booking File
- All segments to be ticketed show an E

```
9XSTZ2/A1 HKGOU 79E4A1 AG 13303441 09JUL
1.1SZE/LAIMEIMS 2.1LAM/CHILINGMS
1 . QF 98 D 13JUL HKGBNE HK2 2000 #0650 0* E WE/TH1
2 . QF 509 D 14JUL BNESYD HK2 0825 1000 0* E TH 1
3 . QF 117 D 17JUL SYDHKG HK2 1115 1840 0* E SU
```

\*ALL \*P \*FOP \*TD \*FF \*NP \*VL \*SI \*EM \*HTI \*HTE \*PI

Some Airlines require Form of Identity (FOID) prior to ET Issuance, FOID can be in the form of Passport Number, Credit Card Number, Frequent Flyer Number and this will vary according to the individual airline requirement.

### 9.1 DISPLAY ELECTRONIC TICKET RECORD

#### 9.1.1 From a displayed Booking File

On retrieval of the Booking File, the fact that an electronic ticket has been generated is reflected in the following places:

Filed Fare (\*FF)  
The Booking File (\*HTE)  
E ticket information (\*HTI)

\*FF Response:

```
FQ1 - S1-3 AP 09JUL24 /
P1 1SZE/LAIMEIMS ADT G E 0819615526990

FQ2 - S1-3 AP 09JUL24 /
P2 1LAM/CHILINGMS ADT G E 0819615526991
```

\*HTE Response:

«Back to Electronic Ticket List»

```
TKT: 081 9615 526990      NAME: SZE/LAIMEIMS
ISSUED: 09JUL24          FOP:CASH
PSEUDO: 79E4 PLATING CARRIER: QF ISO: HK IATA: 13305213
  USE CR FLT CLS DATE BRDOFF TIME ST F/B      FARE  CPN
  OPEN QF  98  D 13JUL HKGBNE 2000 OK DSHK1      1
                        NVB13JUL NVA13JUL
  OPEN QF  509 D 14JUL BNESYD 0825 OK DSHK1      2
                        NVB14JUL NVA14JUL
  OPEN QF  117 D 17JUL SYDHKG 1115 OK DSHK1      3
                        NVB17JUL NVA17JUL

FARE HKD    34750 TAX      120HK TAX      321AU TAX      397XT
TOTAL HKD    35588
  CARRIER RESTRICTIONS APPLY/FEES APPLY

HKG QF X/BNE Q5.79 QF SYD 2234.47 QF HKG 2234.47 NU
C4474.73END ROE7.7647 XT 82QR315WY
RLOC 1G 9XSTZ2    1A YMDV6Y
```

In a booking where more than one Electronic Ticket Issuance exist, \*HTE produces a Ticket Record Name List.

```
ELECTRONIC TICKET LIST BY *HTE
      NAME          TICKET NUMBER
>*TE001· SZE/LAIMEIMS 0819615526990
>*TE002· LIN/CHILINGMS 0819615526991
END OF LIST
```

Tab to the relevant prompt accesses the Electronic Ticket Record for each passenger. Alternatively the inputs \*TE1, \*TE2 may be used form anywhere within the Booking File to access the appropriate Electronic Ticket Record.

\*HTI

```
** CURRENT TIN DATA **
LAM/CHIMINGMS-/0819615526991/-HKD/35588/ET
```

### 9.1.2 With no Booking File present

Electronic Ticket Records may be displayed with direct input:

\*TE/0161234567890 By ticket number

\*TE/UA/15JUN24HKGSFO-CHAN By Airline Code/Date/Board/Off/Name

### 9.1.3 REPRINT

To reprint all Support Documents (Except refund authorization)  
>TSD016123456789

System Response: SUPPORTING DOCUMENTS ISSUED

*Note: Before reprint the support documents, the E-Ticket record must first display by \*HTE*

## 9.1.4 HISTORY OF ELECTRONIC TICKET RECORD

>\*TEH Display the history of electronic ticket record

SINGAPORE AIRLINES		ELECTRONIC TICKET HISTORY						
TKT: 618 2268 535851		NAME: ANG/LNMS						
CPN	ACTION	CR	FLT	CLS	DATE	BRD	OFF	
2	CHECK IN	SQ	825	W	13MAY	PVG	SIN	
			13MAY24	:	Z			
1	USED	SQ	826	W	08MAY	SIN	PVG	
SAC	618U1HWA3MIWB							
			08MAY20	:	Z			

Note : Before display E-ticket record history, the E-ticket record must first be displayed by \*HTE

## 9.1.5 UNSUCCESSFUL ELECTRONIC TICKET REQUEST

### TRAVELPORT+ ERRORS – Ticketing errors My Travelport Knowledge KB0024581

When an electronic ticket fails, a screen response has been created. It may contain a response from vendor. If it applies, a tab-enter record locator will be shown. The E-ticket will be cancelled before the failure screen is displayed.

\*\*Please ensure read the “VENDOR MSG” line of information that is returned from the vendor.

Example 1:

For a failed ET issued against a credit card

```
**ALERT - ELECTRONIC TICKETING TRANSACTION CANCELLED1
ELECTRONIC TICKETING FAILED
VENDOR MSG: NAME MISMATCH2

RECORD LOCATOR: >*MQ29TS·

CREDIT CARD NUMBER: 370000000000028          AUTH: 74892

DON*T AFFECT CUSTOMER CREDIT - ADD AUTH TO FOP
```

Note: Please mark down credit card authorized code if proceed same amount for ticket issuance

Example 2:

For a failed ET issued against a cash form of payment

```
**ALERT - ELECTRONIC TICKETING TRANSACTION CANCELLED1
ELECTRONIC TICKETING FAILED
VENDOR MSG: VENDOR UNABLE TO PROCESS ETKT - 1182

RECORD LOCATOR: >*MQ29TS·
```

1. Warning message that the request failed
2. Error response indicating the reason for the request failure

## LINK ERRORS

If there are problems with the link to the carrier, the following error message will be returned.

TICKETING LINK UNAVAILABLE – PLEASE RETRY

Note: Please refer to **My Travelport Knowledge KB0016545** to check E-ticketing functionality information for all carriers participating in Travelport+

### 9.1.6 E-TICKET STATUS CODE

#### My Travelport Knowledge KB0025435

E-Ticket Coupon Status	Definition
OPEN	Open for use, not yet used.
ARPT	Under airport control - the operating carrier has secured the coupon prior to the scheduled departure.
CKIN	The passenger has checked in for the flight.
LFTD	The passenger has boarded the aircraft.
EXCH	The value of the coupon has been used as payment for a new transaction.
USED	The coupon has been used
RFND	The e-ticket record has been refunded.
VOID	The e-ticket record has been voided.
CLSD	The validating carrier has determined that the coupon can no longer be used and <i>cannot</i> be reissued or refunded.

### 9.1.7 Calculation of Check Digit

XX0161234567890/7

EQUALS 23,033,509,698 REM 4      Check Digit = 4

## 9.2 VOIDING TICKET/EXCHANGE

#### My Travelport Knowledge KB0025439

TRV/0161234567890      Void E-ticket number must be done on same day (Even if conjunction tickets exist, just input the first conjunction ticket, system automatically voided the range of conjunction tickets)

TRVE/0164488990021      Void an exchanged E-ticket

Note:

- Please note that you are required to check that all coupons status are showing as OPEN before voiding E-ticket. System will response ticket voided when the entry was succeeded

- Ticket can be voided on same day ONLY
- List of airlines allow Void Exchange may refer **My Travelport Knowledge KB0015461**

Sample of a voided E-ticket

TKT: 016 9900 742406		NAME: WONG/PSYCHEMS								
ISSUED: 10JUN24		FOP:INVAGT								
PSEUDO: 79E4 PLATING CARRIER: UA ISO: HK IATA: 13305213										
USE	CR	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	FARE	CPN
<b>VOID</b>	UA	862	Y	19JAN	HKGSFO	1250	OK	Y2R		1
<b>VOID</b>	UA	869	Y	27JAN	SFOHKG	1155	OK	Y2R		2
FARE HKD		20790	TAX	120	HK TAX	20	AY TAX	2076	XT	
TOTAL HKD		23006								
HKG UA SFO Q4.22M1329.57UA HKG M1329.57 NUC2663.36E										
ND ROE7.80327 XT 240US39XA55XY43YC1664YQ35XF SFO4.5										
RLOC 1G JRG2P3 UA QMZ9SW										

## 10. REVALIDATION

### My Travelport Knowledge KB0023869

Not all airlines permit revalidation. If the airline does not permit the function, the process must be handled as an even exchange.

If there is any fee to be paid for changing the reservation, the transactions must be handled as a reissue.

You must revalidate each segment and flight coupon separately.

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

>TKRETS1/TN1251234567890/C1/NVB31NOV20/NVA31NOV20

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

>TKRETS2/TNIN1259900281382/C2

Upon successful response:

ELECTRONIC TICKET REVALIDATED

## 11. TINS REPORT

### 11.1 Help Me Payment Report (HMPR)

#### My Travelport Knowledge KB0011486

To look at TINS (TICKET and INVOICE NUMBERING SYSTEM) report for today

>HMPR

## Sample of TINS Report

A/L TKT/STOCK NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
217E9902641084	TRAVELPORT/MARWITZM	1670	291 5.00	IN	
		2000		CR	
217E9902641085	TRAVELPORT/MARWITZM	3670	291 5.00	CR	
217E9902641086	TRAVELPORT/MARWITZM	VOID 23JUN			

To display TINS report for specify date  
>HMPR/19DEC

To display enhanced TINS report for today  
>HMPR\*E

To display enhanced TINS report for specify date  
>HMPR\*E/19DEC

To display enhanced TINS report request screen  
>HMPR\*E/

### Sample of enhanced TINS Report request screen

>HMPRR/ ENHANCED TINS REPORT REQUEST SCREEN			
DATE OR DATE RANGE	·16JUN24--·23JUN24	DAILY	·.
GTID	·.....	PERIOD	·X
BRANCH PSEUDO	·....	SUMMARY	·.
CURRENCY CODE	·...	SEARCH/SORT	·X
>			

>HMPRS/ SEARCH AND/OR SORT REQUEST SCREEN		
ENTER ITEM NBRS FROM THIS LIST: *ITEM 6 SORT ONLY*		
1.TICKET NBR	7.FOP TYPE S/CC	13.DOCUMENT TYPE
2.STOCK CNTRL NBR	8.FOP CODE AX/ETC	14.TICKET MEDIA
3.AIRLINE NBR	9.CUST ID CI.	15.TRANSACTION TYPE
4.INVOICE NBR	10.CUST NBR DI.AC-	16.ID FIELD ID.
5.PASSENGER NAME	11.STP/CBSTP IATA	
6.ISSUE DATE	12.AGENT SIGN-ON	
SEARCH FOR ITEMS WHERE ITEM NBR ·15 S EQUAL TO ·V.....		
ALSO EQUAL TO ·..... ALSO IS EQUAL TO ·.....		
SORT BY ITEM NBR ·.. THEN BY ITEM NBR ·.. SUBTOTALS ·.		
>		

## Sample of Enhanced TINS Report screen

TRAVELPORT HK CLASSROOM A		DAILY ACTIVITY REPORT	
6F TOWER 5 15 CANTON RD		16 JUN 24 - 23 JUN 24	
HONG KONG HONG KONG			
CURRENCY CODE HKD	IATA-13305213	TOTAL 00011	
-----			
TICKET NBR----	CONJ	AGENT	STOCK NBR
			STP/CBSTP
		HOST SCN	
AL M DT FP TT MR	PASSENGER	BFRLOC	INVNBR
BASE/EQV	TOTAL	TAX	COM AMT
TAX 1	TAX 2	TAX 3	*FEES
FOP DETAIL	NFR	BOOKAGT	BPCC CC AUTH
FB/TD	FCI TC	NF	
AI	ASF	IF	NR VC
-----			
217	9902641084	C33961	
	E VA	JONES/PETERMR	
	DATE - 16JUN		
217	9902641085	C33961	
	E VA	SMITH/JULIAMRS	
	DATE - 17JUN		
217	9902641086		
	E VA	WONG/PRISCILLAM	
	DATE - 23JUN		

## 12. APPENDIX 1

### Ticketing Workflow

STEPS	AUTO	PARTIAL MANUAL	MANUAL
• Retrieve Booking File	*723ABC	*723ABC	*723ABC
• Fare Quote	FQCxx	FQCxx	NA
• Fare Build	NA	*FB1	FBCCxx
• Fare Build Update	NA	FBU	FBU
• Fare Build File	NA	FBF or FBFALL	FBF or FBFALL
• Ticket Modifier Update	TMU1	TMU1	TMU1
• Add Received Field	R.P	R.P	R.P
• Issue Ticket	TKPDTD	TKPDTD	TKPDTD

## 13. EXCHANGE/REISSUE TICKET

### My Travelport Knowledge KB0023684

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)

### 13.1 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 could 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  23NOV24  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 color).

<b>*EX TICKET FOR **</b>	Passenger name automatically placed here
<b>NEW FARE</b>	Automatically placed here from the filed fare
<b>TX1 to TX4</b>	All taxes from the filed fare will be displayed here.
<b>EQUIV</b>	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 field.
<b>TKT NO</b>	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
<b>THRU</b>	If exchanging a conjunction ticket type X here, otherwise leave blank.
<b>TKT NO</b>	Enter the last conjunction ticket number of the sequence. (Including the check digit). If not applicable leave blank.
<b>NO. CPNS</b>	The number of flight coupons to be exchanged e.g. 03 will be automatically added here by the Travelport+ system.
<b>COUPONS FOR TKT1</b>	The coupons to be exchanged will be added by Travelport+ system. e.g. 123 to signify coupons 1, 2 and 3
<b>PD TAXES</b>	All paid taxes (shown individually) will be displayed here, It is not permissible to show a combination of taxes using the XT tax code. The tax require manually break into each tax field.
<b>TTL VALUE</b>	The original fare excluding taxes is reflected here along with the currency code e.g. HKD38835.00
<b>BSR</b>	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)

<b>ORIG FOP</b>	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
<b>*ORIG ISSUE*</b>	Line of information relating to original ticket
<b>TICKET NUMBER</b>	If the ticket being exchanged has previously been re-issued, the original ticket number must be shown here
<b>ORG/DES</b>	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.
<b>CITY</b>	The city code where the original ticket was issued
<b>DATE</b>	The date the original ticket was issued in DDMMYY format
<b>IATA CODE</b>	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 recall the PD tax screen.

```

>*TP **TICKET FOR** : CHAN/CHIFAIMR                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 .....
.
>

```

<b>PD TAXES</b>	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 must be manually broken down into individual data box.
<b>U.S. PSGR FACILITY CHARGES</b>	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 Knowledge **KB0015461** for updated carriers.

### 13.2 Display Non-Editable Exchange Screen

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

*EX1/1	To display the exchange information for filed fare 1, passenger 1
*EX2/2	To display the exchange information for filed fare 2, passenger 2
*TP1/1	Redisplay of paid tax screen details for filed fare 1, passenger 1

### 13.3 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/**

### 13.4 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/**

## 14. TYPES OF EXCHANGE

### 14.1 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.

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

```
*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
```

- |                |  |  |
|----------------|--|--|
| <b>Step 5</b>  | Adjust the taxes by removing original paid taxes or adding new tax applicable to the new journey.                                | <b>FBUTAX1/+TAX2/+TAX3/+TAX4/<br/>+TAX5/+TAX6/+TAX7/+TAX8/</b>     |
| <b>Step 6</b>  | Update the total value   | <b>FBUTTTL/</b>  |
| <b>Step 7</b>  | ** Update only if the XF tax have been removed under the tax column.   | <b>FBUPFC/</b>   |
| <b>Step 8</b>  | Using *FB review and check changes upon fare build screen.   | <b>*FB</b>   |
| <b>Step 9</b>  | To file data only for current screen   | <b>FBF</b><br><i>Response: MANUAL FARE FILED - TOTAL GENERATED</i> |
| <b>Step 10</b> | Received and end transaction   | <b>R.P+ER</b>  |
| <b>Step 11</b> | Enter the Exchange FOP Modifier<br><i>Note: Other type of ticket modifiers (TMU) can be added prior to form of payment (FEX)</i> | <b>TMU1FEX0169902794400</b>  |

```

1 TMU1FEX6959904302465
>
WOULD YOU LIKE TO HAVE AUTOMATIC FEX PROCESSING? Y/N Y
>

```

```

1 TMU1FEX6959904302465
>
WOULD YOU LIKE TO HAVE AUTOMATIC FEX PROCESSING? Y/N N
>

```

Note: For original FOP is not Cash, Cheque or Credit Card. Please answer and type 'N'. Then system return 1<sup>st</sup> screen of exchange mask, ensure input original ticket FOP

```

>*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 12** Tab and complete the Exchange Screen

**Step 13** Add Received Field

R.P

**Step 14** Issue Exchange Ticket

TKPDTD

## 14.2 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 Y on TG. Now travelling HKG/BKK/HKG in business J on TG.  
Ticket is totally unused.

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

```

*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/
>

```

- |                |  |  |
|----------------|--|--|
| <b>Step 5</b>  | Adjust the taxes by removing original paid taxes or adding new tax applicable to the new journey.                                | <b>FBUTAX1/+TAX2/+TAX3/+<br/>TAX4/+TAX5/</b>                           |
| <b>Step 6</b>  | Update the total value   | <b>FBUTTTL/</b>  |
| <b>Step 7</b>  | Using *FB review and check changes upon fare build screen.   | <b>*FB</b>   |
| <b>Step 8</b>  | To file data only for current screen   | <b>FBF</b><br><i>Response: MANUAL FARE FILED - TOTAL<br/>GENERATED</i> |
| <b>Step 9</b>  | Received and end transaction   | <b>R.P+ER</b>  |
| <b>Step 10</b> | Enter the Exchange FOP Modifier<br><i>Note: Other type of ticket modifiers (TMU) can be added prior to form of payment (FEX)</i> | <b>TMU1FEX2179902794401</b>  |

```

>*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

**Step 11** Tab and complete the Exchange Screen  
 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**

## 14.3 REFUND DUE

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

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

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

```
*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/
```

- |                |  |  |
|----------------|--|--|
| <b>Step 5</b>  | Adjust the taxes by removing original paid taxes or adding new tax applicable to the new journey. Using *FB review and check changes upon fare build screen. | <b>FBUFBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/</b>                         |
| <b>Step 6</b>  | Update the total value   | <b>FBUTTL/</b>   |
| <b>Step 7</b>  | To view completed mask before filing   | <b>*FB</b>   |
| <b>Step 8</b>  | To file data only for current screen   | <b>FBF</b><br><i>Response: MANUAL FARE FILED - TOTAL GENERATED</i> |
| <b>Step 9</b>  | Received and end transaction   | <b>R.P+ER</b>  |
| <b>Step 10</b> | Enter the Exchange FOP Modifier  | <b>TMU1FEX1059902794402</b>  |



Note: If airline participate with EMD Refundable Balance, an automated Electronic Miscellaneous Document creation screen will 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 05NOV24 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 to the EMD Issuance user guide for more details.

## 15. APPENDIX 2

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>Fare Quote for the existing flown and un-flown segments</p> <p><b>FQCMH.T10JAN234S1-2</b>                      (.T Historical fare &amp; taxes, 10JAN24 Ticket issued date incl year)</p> <p><b>FQCMH.H10JAN24/S1-2</b>                      (.H Historical fare &amp; Current taxes, 10JAN24, Ticket issued date incl year)</p> <p><b>FQCMH.T10JAN24/S3-4</b></p> <p><b>FQCMH.H10JAN24/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.T10JAN24/S1-4</b>                      (.T Historical fare &amp; taxes, 10JAN24 Ticket issued date incl year)</p> <p><b>FQCMH.H10JAN24/S1-4</b>                      (.H Historical fare &amp; Current taxes, 10JAN24, 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.