Revalidation and Exchange Manual

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INDEX

INTRODUCTION

This course is developed for professionals working with Worldspan. After this course the students should be able to re-issue or exchange e-tickets when necessary.

The structure of this book will be as follows:

- **General information regarding re-issue / exchange.**
  General rules for re-issue / exchange.

- **General procedures of re-issuance / exchanges in Worldspan.**
  Steps to be taken in Worldspan to re-issue / exchange a ticket.

- **Different scenarios.**
  Examples will be given of the most frequent situations will be explained.

Introduction.

It is a common practice that passengers want to change their flight(s). If a passenger changes flights, a ticket must be revalidated, exchanged or re-issued.
There are strict IATA rules governing the exchange procedure. **This course deals with the way to issue the document, not the rules concerning re-issue procedures.** For the explanation, though, it is necessary to explain some of the concepts.

Rebooking and Revalidation.

A **Rebooking** is a change of reservation that does not require the re-issue or exchange of the original ticket. The ticket must be 'updated' to the new situation. This is called a **Revalidation**. The ticket-number remains the same.

It is only possible to revalidate a ticket when there is a change of:

- flight-number,
- date of travel,
- status code or,
- flight-timings.

A revalidation is not allowed if there is a change in: fare, route, class of service, change fee, etc. Some airlines do not allow revalidations. In those cases a ticket needs to be exchanged or re-issued.

Make the entry **INFOET9W0** to check if a revalidation is allowed for Jet Airways.

The table below shows Jet Airways does not allow a revalidation.

```
>            ELECTRONIC TICKETING - JET AIRWAYS     INFO ET9WO

E-TICKETING FUNCTIONS/GUIDELINES
-------------------------------------------------------------
BULK TICKETING FARES          YES
CLAIM PNR                     NO
E-TICKET EXCHANGE             YES
E-TICKET HISTORY              NO
E-TICKET REFUND               YES
E-REVERSE EXCHANGE/REFUND     NO
E-TICKET VOID                 YES
ETR DISPLAY     MIN/MAX       O7DAYS/13 MONTHS
FORMS OF PAYMENT              CA-Y CC-Y CK-Y GR-Y MS-Y SGR-Y
                             UN-N NR-N AG-N DP-N
GROUP PNR                     YES
MAXIMUM NAMES PER TRANSACTION 9
OPEN SEGMENTS                 NO
PASSIVE SEGMENTS              YES  SEE  >INFO OALRLOC(
RESTRICTED PTC*S              YES  INS
REVALIDATION                  NO
MAXIMUM SEGMENTS PER TICKET   16   INCLUDING ARNKS
IT FARES                      YES
INTERLINE TICKETING           YES SEE >4G/TA*9W-E(
```

☝ Some airlines automatically revalidate an e-ticket after changing the flights, even in case when a re-issue or exchange needs to be done! The travel agent still has to exchange / re-issue the original ticket.

☝ Some airlines allow a revalidation in case of a rebooking with a change fee. In these cases the change fee needs to be collected by MCO. First issue the MCO, mention the MCO number in the new ticket including the 'reason for issue' and revalidate the ticket.

Exchange.

If a ticket needs to be changed before departure and a revalidation cannot be done, the ticket needs to be exchanged. The origin must remain the same, but the departure dates can be changed. The departure of the new ticket must take place within one year after original issue. The applicable fares will be the fares on the <u>new issue date</u>. The new ticket will be valid one year from the new date of departure.

☞   Above is an IATA rule. Always check penalties of airlines. Their rules can be different!

Reissue.

If a passenger wants to change his ticket after departure and a revalidation cannot be done, the ticket needs to be re-issued. The applicable fares will be the fares on the <u>original issue date</u>.

☞   Above is an IATA rule. Always check penalties of airlines. Their rules can be different!

Upgrade.

An upgrade is a change to a higher fare, except when the higher fare is a consequence of a change of season, day / time restrictions, stopover fees and other related charges to the original fare.
An upgrade can be done per fare component, but of course the combinations must be checked. Normally upgrades are necessary because the original class is not available anymore, or because the original fare is not applicable anymore.

Changes before departure / exchange:

In case of a change before departure the fare has to be recalculated from the point of origin of the journey. The point of origin may never be changed. The original fare must allow a change or rerouting. If not, the ticket cannot be changed.

Breakpoints can be changed to the new situation.

Change after departure / re-issue:

If a rerouting takes place at or after a fare break point the new fare will be recalculated from this fare construction point. This break point cannot be changed.

ETR1

```
TICKET 0749010792572   EXCHANGE/ANTONMR   248QSE/1P/XBL 9984568
CPN FROM/TO FLT      DATE     FBC              STATUS
1    AMSKUL  KL809   15MAY10 HLPX3NL          USED
2    KULSIN  SQ107   22MAY10 HLPX3NL          USED
3    SINAMS  KL836   28MAY10 HLPX3NL          OPEN FOR USE

 >ETR VIEW TICKET DATA                       ( )
 >ETR DISPLAY HISTORY                        ( )
 >ETR VOID ELECTRONIC TICKET                 ( )
 >ELECTRONIC REFUND AUTHORIZATION REQUEST    ( )
 >ETR REVALIDATION                           ( )
```

Or via   **>ETR VIEW TICKET DATA   ( )**

```
TKT NBR: 0749010792572          NAME:EXCHANGE/ANTONMR
ORIG/DEST: AMS/AMS  NBR OF TKTS ISSUED: 1    TTL NBR OF SEGS: 03


CP N  FRM/TO A/L FLT  COS DATE     TIME  ST FBC               S
01-  AMS KUL KL    809 H  15MAY10 2055  OK HLPX3NL
                                        NV 15MAY/15MAY   F
02-O KUL SIN SQ    107 K  22MAY10 1025  OK HLPX3NL
                                        NV 22MAY/22MAY   F
03-O SIN AMS KL    836 H  28MAY10 0025  OK HLPX3NL
                                        NV 28MAY/28MAY   O


            **ENDORSEMENT/FARE CALCULATION**


ER:NONENDO/FARE RESTR APPLY/

FARE CALCULATION:                      FARE CALC INDICATOR: 9
AMS KL KUL 619.78SQ SIN KL AMS 619.78 1S102.16NUC1341.72END ROE
.734131KL XT12.94CJ12.53MY4.55OO3.47OP7.91SG21.31YQ 200.00YR


            **FARE BREAKDOWN/FOP/TOUR CODE**


*TKT FARE DATA*          *AUDITOR*
 BASE:EUR    985.00   BASE:EUR    985.00
  TAX: RN     14.59    TAX: RN     14.59
  TAX: VV      2.00    TAX: VV      2.00
  TAX: XT    262.71    TAX: XT    262.71
  TTL:EUR   1264.30    TTL:EUR   1264.30
```

Now passenger Exchange wants to change his return flight to Amsterdam. He now wants to leave from BKK to AMS. Since he has passed the construction point KUL, it is not allowed to change this construction point anymore. The fare needs to be recalculated from KUL.
If a different fare basis is used outbound as inbound, the combination paragraph needs to be checked. If the combination is not allowed, the whole journey needs to be upgraded to a higher fare.

An Electronic Revalidation provides a means to notify the validating carrier when there is a change to an itinerary that does not affect the fare.

☞ If the fare does not change, but a change fee is applicable, the ticket cannot be revalidated.

☞ Worldspan does **not validate fare rules** when a revalidation is processed. It is the agent's responsibility to check the fares rules prior to processing a revalidation.

☞ Not all airlines provide the ability to perform Electronic Revalidations. Check the **INFOETxx0** airline pages.

Below is an example of a PNR, which was ticketed for travel from Brussels to Madrid. The passenger.

```
1P- M4QMOU
 1.1REVALIDATION/ALEXMR*ADT
 1 IB3207Y 12SEP SU BRUMAD HK1  0800  1020 /O $ E
 2 IB3208Y 12SEP SU MADBRU HK1  1945  2200 /O $ E
P- 1.XBL REISBURO ZONNESTEEK 023-5673800 REF. SIMONE-T
T- 1.T/17MAY1316  1P/XBL/AA*E0759010792573
TKG FAX-AUTO PRICED  FARE TYPE EX
FOP- 1.CA
G-  1.SSRTKNEIBHK1BRUMAD3207Y12SEP-  1.1 .0759010792573C1
    2.SSRTKNEIBHK1MADBRU3208Y12SEP-  1.1 .0759010792573C2
**** ITEMS SUPPRESSED ****/DH/ETA/DR
```

The passenger now wants to return on 14 September, same class.

Step 1:   Request the historical Fare Notes:

4FBRUMAD17MAY1012SEP10-IB
                 ↓   ↓
           Ticketing Date   Departure date

Request the penalties: 4F.Rxx#PEN   (xx = line number in Fares Display)

```
PENALTIES

 CHANGES

   BEFORE DEPARTURE
     CHANGES PERMITTED.
```

Step 2:   Adjust de booking.

```
1P- M4QMOU
 1.1REVALIDATION/ALEXMR*ADT
 1 IB3207Y 12SEP SU BRUMAD HK1  0800  1020 /O $ E
 2 IB3208Y 14SEP TU MADBRU HK1  1945  2200 /O $ E
P- 1.XBL REISBURO ZONNESTEEK 023-5673800 REF. SIMONE-T
T- 1.T/17MAY1316  1P/XBL/AA*E0759010792573
TKG FAX-AWAITING REPRICING  FARE TYPE EX
FOP- 1.CA
G-  1.SSRTKNEIBHK1BRUMAD3207Y12SEP-  1.1 .0759010792573C1
    2.SSRTKNEIBHK1MADBRU3208Y12SEP-  1.1 .0759010792573C2
**** ITEMS SUPPRESSED ****/DH/ETA/DR
```

Step 3:   Open the Electronic Ticket Record (*ETA – ETRx)

```
TICKET 0759010792573   REVALIDATION/ALEXM M4QMOU/1P/XBL 9984568
CPN FROM/TO FLT     DATE     FBC          STATUS
1   BRUMAD  IB3207  12SEP10 YRTEUIB       OPEN FOR USE
2   MADBRU  IB3208  12SEP10 YRTEUIB       OPEN FOR USE

 >ETR VIEW TICKET DATA                    ( )
 >ETR VOID ELECTRONIC TICKET             ( )
 >ELECTRONIC REFUND AUTHORIZATION REQUEST ( )
 >ETR REVALIDATION                        (X)
```

Position your cursor
here and <enter>

Step 4:   Fill the coupon line with the correct segment number and process the revalidation.

```
                    REVALIDATION
              CURRENTLY VIEWING 001 OF 001
TICKET E0759010792573     REVALIDATION/AL M4QMOU/1P/XBL 9984568
CPN FROM/TO FLT     DATE     FBC          PNR SEGMENT:
                                                    >VIEW

1   BRU MAD IB3207  12SEP10 YRTEUIB                 ( )
2   MAD BRU IB3208  12SEP10 YRTEUIB                 (2 )
ACTION (P ) MU/MD/MT/MB    P/PROCESS   H/HELP   E/EXIT
```

Type **P** to process and <enter>   Type PNR segment number
                                                     requiring revalidation

```
REVALIDATION PROCESSED
```

The ETA is updated to reflect the flight coupon has been revalidated.

```
ETA- ELECTRONIC TICKET ACKNOWLEDGEMENT/AUTHORIZATION
   1.IB   I 17MAY10 131610 ETR 0759010792573 - REVALIDATI/ALEX
   2.IB  RV 20MAY10 133909 ETR 0759010792573 - REVALIDATI/ALEX
```

Date and Time
of revalidation

Types of Electronic Ticket Acknowledgement / Authorization

- I   -   Original Issue
- E   -   Exchanged /Reissued
- PR   -   Printed
- RF   -   Refunded
- V   -   Void
- XI   -   Exchange Reverse
- RR   -   Refund Reverse
- RV   -   Revalidated

The ETR has been updated to the new situation.

```
TICKET 0759010792573   REVALIDATION/ALEXM M4QMOU/1P/XBL 9984568
CPN FROM/TO FLT      DATE     FBC              STATUS
1   BRUMAD   IB3207  12SEP10 YRTEUIB          OPEN FOR USE
2   MADBRU   IB3208  14SEP10 YRTEUIB          OPEN FOR USE

 >ETR VIEW TICKET DATA                        ( )
 >ETR VOID ELECTRONIC TICKET                  ( )
 >ELECTRONIC REFUND AUTHORIZATION REQUEST ( )
 >ETR REVALIDATION                            ( )
```

☞   Some airlines automatically revalidate an e-ticket after changing the flights, even in case
    when a re-issue or exchange needs to be done! The travel agent still has to exchange / re-
    issue the original ticket.

☞   Some airlines allow a revalidation in case of a rebooking with a change fee. In these cases
    the change fee needs to be collected by MCO. First issue the MCO, mention the MCO
    number in the new ticket including the 'reason for issue' and revalidate the ticket.

STEPS TO EXCHANGE / RE-ISSUE A TICKET

The following steps need to be taken to Exchange or Re-issue a ticket.
Only segments with the status **'OPEN'** in the e-ticket can be changed. In case of any other status, the airline must be contacted.

Step 1:   Retrieve the original fare, using the historical ticketing dates.
For example: **4FAMSSIN09JUN1023JUL10-KL**

Step 2:   Check the historical penalty and endorsement paragraphs **(4F.R1#PEN)**.

Step 3:   If the Fare Notes allow the change, but the new fare / route is different or a change fee is applicable the ticket cannot be revalidated.

Step 4:   Book the new flights.

Step 5:   Cancel the original flights and save the booking file.

Step 6:   Use **Rate Desk Pricing** (RDP) to create the Ticketing Record.
- **4/R**   Start **Rate Desk Pricing**
- **4/X-**   Segments with transfer connections
- **4/S-**   Segment Data for the new ticket:
- **4/L-**   Fare Calculation for the new ticket
- **4/RF**   Reissue Fare Information
- **4/OD**   Origin and Destination Information
- **4/**   Store the new Ticket Record

Or

If the exchange is before departure an auto pricing can be made and the Ticketing record can be adjusted:

- **4P***
- **4/@R**
- **4/L-ADT-**   Change the Fare Construction line. This can be copied from the ticket record (4*). Do not include the XT tax breakdown.
- **4/RF-ADT-** Change the Fare Data line.
- **4/OD**   Origin and Destination
- **4/**   Store the new Ticket Record

Step 7:   Save the PNR (**ER**)

Step 8:   Exchange / Re-issue the ticket. Include the following information:
- New Form of Payment
- Type of Exchange, Even (**EE**) or Uneven (**IE**).
- Exchange Document Information, Ticket (**T**), MCO (**M**), Other (**O**)
- Original Issue
- Original Document Number
- Original Form of Payment

EXCHANGE TICKETING

The process to perform an Electronic Exchange is almost identical to a Paper Exchange transaction. The main difference is the ticket entry. The start of the entry to issue an Electronic Ticket Exchange is EZE, a paper ticket exchange is EZT

Worldspan does not validate fare rules when an exchange ticket is processed. It is the agent's responsibility to check the fares rules prior to processing an exchange ticket.

PRICE PNR

HELP BSPEXCH

A ticketing record must be created in order to perform an exchange transaction. There are two possibilities to price the PNR:

1. Before departure: Auto quote the new route and adjust the Ticket Record via RDP. The ticket record becomes manually priced.
2. Before or after departure: Use **Rate Desk Pricing** to create the ticketing record.

EVEN OR UNEVEN EXCHANGE BEFORE DEPARTURE

Example: Passenger has not started his journey.

1. Auto price PNR for new entire journey.
4P*

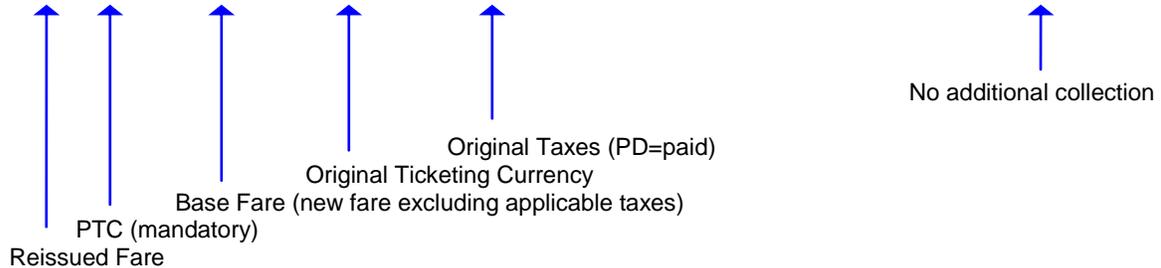**2.** Open ticketing record (created in step 1).
4/@R

3. Change the fare construction line - this can be copied from the displayed ticket
   record (4*) created using the Auto Price entry from step 1 - *do not include XT tax breakdown.*
4/L- ADT- LON SK STO 77.25 SK LON 77.24 NUC154.49END ROE.64081SK
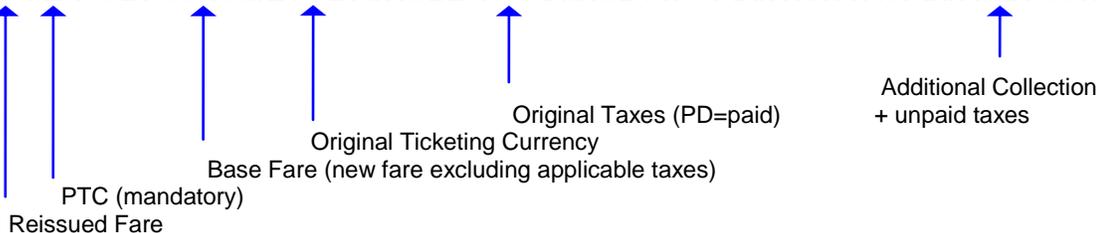
4. Change the fare data line for:

<u>EVEN EXCHANGE</u>
4/RF-ADT-GBP99.00#EVGBP#XGB20.00PD#XUB14.30PD#XYA11.40PD#ANOADC

No additional collection

Original Taxes (PD=paid)
Original Ticketing Currency
Base Fare (new fare excluding applicable taxes)
PTC (mandatory)
Reissued Fare

<u>UNEVEN EXCHANGE</u>
4/RF-ADT-GBP600.00#EVGBP#XGB20.00PD#XUB14.30PD#XYA11.40PD#AGBP501.00A

Additional Collection
+ unpaid taxes

Original Taxes (PD=paid)
Original Ticketing Currency
Base Fare (new fare excluding applicable taxes)
PTC (mandatory)
Reissued Fare

5. Origin and Destination
4/ODLONLON

6. Store new ticketing record
4/

EVEN EXCHANGE – NO ADDITIONAL COLLECTION – SAME CURRENCY

Example: Exchange ticket will be issued in the same currency as the original document.
Original & exchange ticket issued in the NL, currency (EUR).

1. Start pricing
4/R

2. Transfer connections
4/X−0

3. Segment details (fare basis, validity and baggage allowance)
4/S−1/2−HWEEKNL#A#*20K

4. Fare construction (linear format)
4/L- AMS AF PAR 125.99 AF AMS 125.99 NUC251.98 END ROE.734131 AF

5. Reissued Fare
4/RFEUR185.00#EVEUR#XCJ12.94PD#XRN14.52PD#XVV2.00PD#XFR15.36PD#XIZ1.00PD#XYQ60.00PD#ANOADC

Reissued Fare

Base Fare (new fare excluding applicable taxes)

Original Ticketing Currency

Original Taxes (PD=paid)

Additional Collection
(no additional)

6. Origin and Destination
4/ODAMSAMS

7. Store new ticketing record
4/

EVEN EXCHANGE – NO ADDITIONAL COLLECTION – DIFFERENT CURRENCY

Example: Exchange ticket will be issued in a different currency from the original document.
Original ticket issued in Germany, currency (EUR). Exchange ticket issued in the UK,
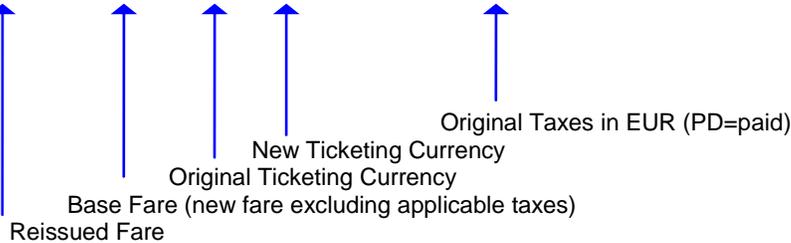currency (GBP).

1. Start pricing
4/R

2. Transfer connections
4/X−0

3. Segment details (fare basis, validity and baggage allowance)
4/S−1/2−SBBRT#NV/31DEC#*20K

4. Fare construction (linear format)
4/L-FRA BA LON 352.90 BA FRA 352.89 NUC705.79 END ROE1.7923 BA

5. Reissued Fare
4/RFEUR428.00#EVEURGBP#XDE6.79PD#XRA17.28PD#XGB14.85PD#XUB21.23PD

Original Taxes in EUR (PD=paid)

New Ticketing Currency

Original Ticketing Currency

Base Fare (new fare excluding applicable taxes)

Reissued Fare

#XYQ32.00PDANOADC

Additional Collection (no additional)

6. Origin and Destination
4/ODFRAFRA

7. Store new ticketing record
4/

UNEVEN EXCHANGE – ADDITIONAL COLLECTION – SAME CURRENCY

Example: Exchange ticket will be issued in the same currency as the original document.
Original & Exchange ticket issued in the UK, currency (GBP).

1. Start pricing
4/R

2. Transfer connections
4/X−0

3. Segment details   (fare basis, validity and baggage allowance)
4/S−1/2−B2#A#*2PC

4. Fare construction (linear format)
4/L-LON BA NYC Q4.87 685.70AA LON Q4.87 685.70NUC1381.14END ROE.615424 BA

5. Reissued Fare   (spaces shown below are for clarity only)
4/RFGBP850.00#EVGBP#XGB40.00PD#XUB14.30PD#XYQ81.00PD#XAY1.30PD#XUS15.20PD

Original Tax (PD=paid)
Original Ticketing Currency
Base Fare (new fare excluding applicable taxes)
Reissued Fare

#XXA2.50PD#XXY3.50PD#XYC2.80PD#XXF2.30JFK4.5 #A GBP502.30A

New Tax

Additional
collection
indicator

Additional Collection
+ unpaid taxes

6. Origin and Destination
4/ODLONLON

7. Store new ticketing record
4/

UNEVEN EXCHANGE – ADDITIONAL COLLECTION – DIFFERENT CURRENCY

Example: Exchange ticket will be issued in a different currency from the original document. Original ticket issued in New York, currency (USD).

1. Start pricing
4/R

2. Transfer connections
4/X−2/4

3. Segment details (fare basis, validity and baggage allowance)
4/S−1−YUA#NV/1JUL#*2PC2/3−Y#*2PC**

4. Fare construction (linear format)
4/L−NYC UA LAX 1052.09UA LON Q5.00 2286.00UA NYC Q5.00 1452.00 NUC 4800.09END ROE1.00UA

5. Reissued Fare
4/RFUSD4800.00#EVUSDGBP#XYC5.00PD#XXF4.50JFK4.5PD#XXY6.00#AGBP145.00A

Additional collection
+ unpaid taxes

New taxes in GBP

Original Taxes in USD (PD=paid)

New Ticketing Currency

Original Ticketing Currency

Base Fare (new fare excluding applicable taxes)

Reissued Fare
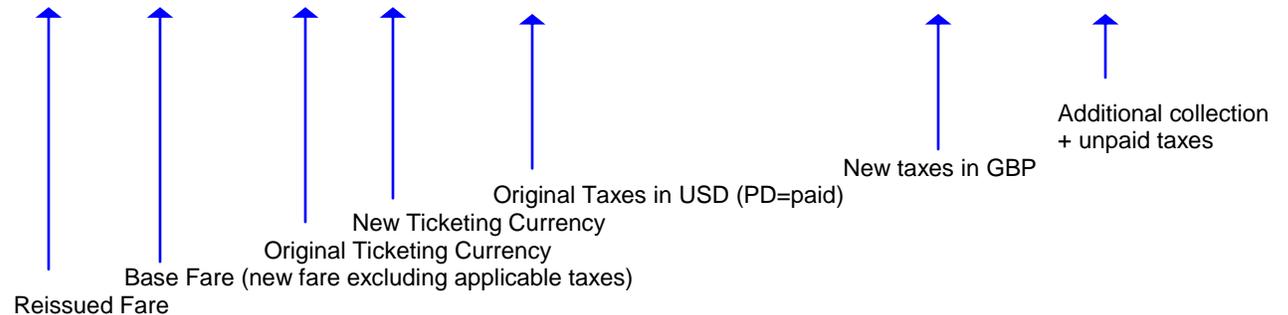
6. Origin and Destination
4/ODNYCNYC

7. Store new ticketing record
4/

EXCHANGE TICKETING EXAMPLES

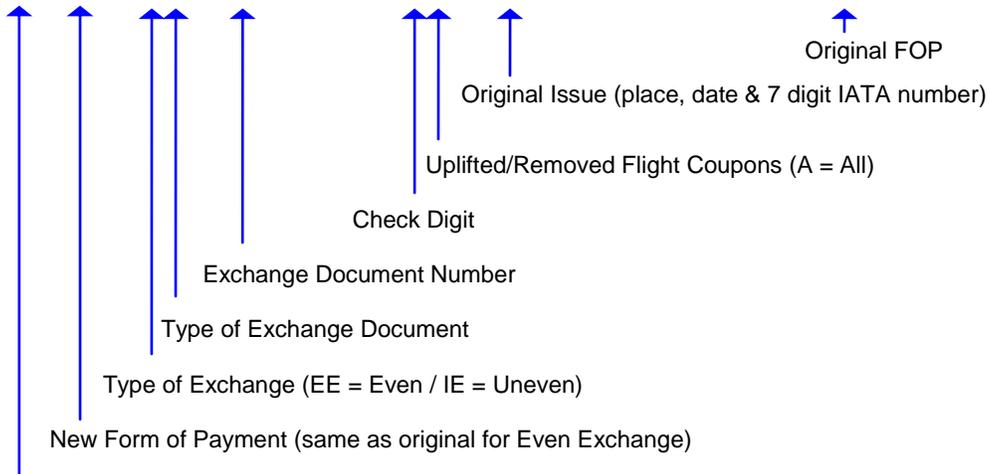Once your PNR has been priced, the ticket can be issued. The ticketing command must include the following information:

a) **New Form of Payment**

b) **Type of Exchange**:
   EE = Even Exchange
   IE = Uneven Exchange

c) **Exchange Document** Information:
   T = Ticket (paper or electronic, 14 digits including check digit)
   M = MCO - Miscellaneous Charges Order (14 digits including check digit)
   O = Other e.g. voucher (2-14 alpha/numeric characters)
   Substitute the check digit with the letter X instead if unavailable.

d) **Original Issue** Information (Date including year, city and IATA number – seven digit)

e) **Original Document Number** (only if its not first reissue)

f) **Original Form Of Payment**
   (if original Form Of Payment is **Agent Non Ref**, this will show as **CASH** in the Electronic Ticket Record (ETR))

Ticketing examples:

1. Even Exchange with Itinerary Receipt
   EZEL#$CA*EET1256527845751X*A/OILON07JUN109124252/O$CA#CBA

Original FOP

Original Issue (place, date & 7 digit IATA number)

Uplifted/Removed Flight Coupons (A = All)

Check Digit

Exchange Document Number

Type of Exchange Document

Type of Exchange (EE = Even / IE = Uneven)

New Form of Payment (same as original for Even Exchange)

Issue an Electronic Ticket (L= Itinerary Receipt or I = Interface is mandatory)

2. Uneven Exchange with Interface
   EZEI#$CA*IET0754578838914X*4/OIGLA13JUN109122311/O$CCVI#CIB#K7

Original FOP
(include credit card type only)

Original Issue (place, date & 7 digit IATA number)

Uplifted/Removed Flight Coupons

Check Digit

Exchange Document Number

Type of Exchange Document

Type of Exchange (EE = Even / IE = Uneven)

New Form of Payment (same as original for Even Exchange)

Issue an Electronic Ticket (L= Itinerary Receipt or I = Interface is mandatory)

3. Even Exchange - Exchange Document MPD (full payment with MCO)
   EZELI#$AN*EEM0571284328189X*A/OIMAN20MAY109129542/O$CA#CAF

Original FOP

Type of Exchange Document (M= MCO)
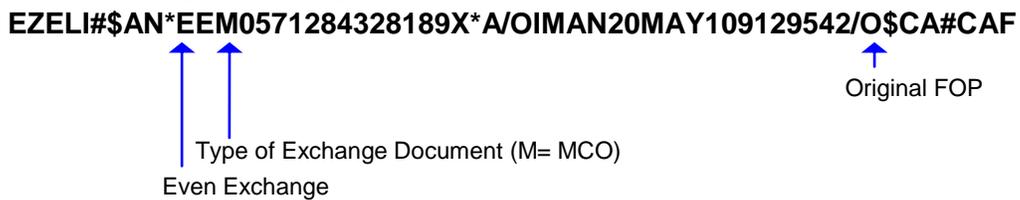
Even Exchange

4. Uneven Exchange - Exchange Document MPD (part payment with MPD)
   EZELI#$AN*IEM0571284328189X*A/OIMAN20MAY109129542/O$CA#CAF#K7

Original FOP

Type of Exchange Document (M=MPD or MCO)
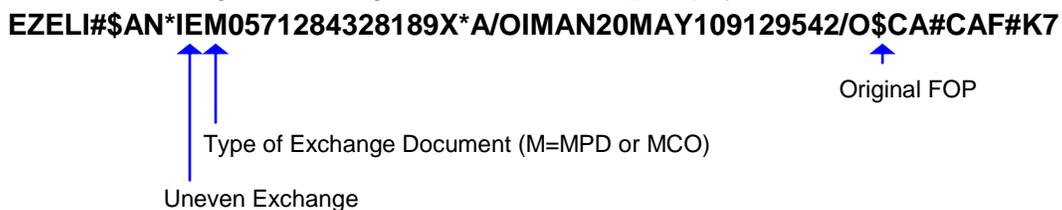
Uneven Exchange

5. Even Exchange with Multiple Exchange Documents
   EZEL#$CK*EET2209377257208X*2/EEM2209329587891X*A /OILON19JUN10

   9124371/O$CK#CLH

Type of Exchange Document (M=MPD or MCO)

Even Exchange

Type of Exchange Document (T=Ticket)
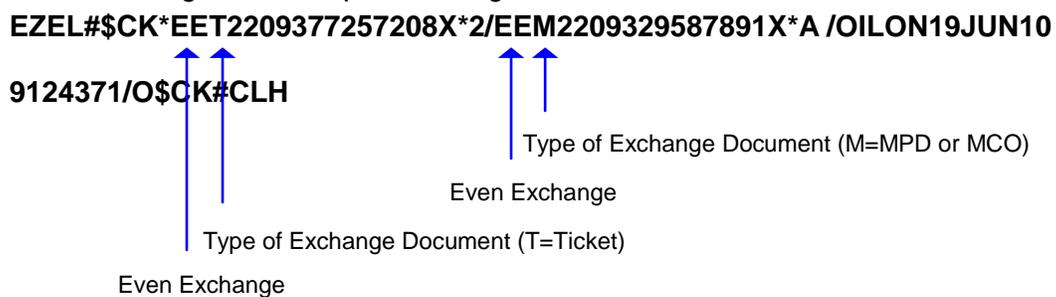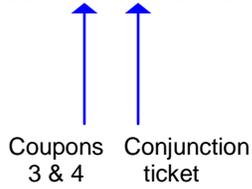
Even Exchange

6. Uneven Exchange with Conjunction Tickets
   EZEI#$CA*IET0812844662288X*34-289/OILON4JUN109123456/O$CK#CQF#K7

Coupons
3 & 4

Conjunction
ticket

7. Uneven Exchange and Original Document Number (not 1st reissue)
   EZEI#$CA*IET0812844662320X*A/ODT0819027592047X/OILON04JUL109123456/O$CK#CQF#K7

Type of Original Document (T=Ticket)

Original Document

Uneven Exchange
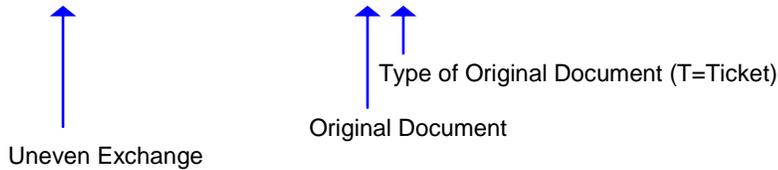
☝ Ticket numbers must be in logical sequence between 2 and 4 contiguous numbers (e.g. 999-002).

☝ Check digit and coupon number do not need to be added to the last conjunctive ticket number.

☝ A maximum of 4 conjunction tickets can be shown in the entry.

☝ Up to 3 document numbers may be used in one entry, separated with slashes, but only 2 of the 3 document numbers will print on the ticket.

☝ An exchange transaction should only be performed when the original ticket can no longer be voided.

AGENT REFUND VOUCHER RESULTING FROM TICKET EXCHANGE

Example   Exchange before departure, new fare is lower. The difference must be refunded to the passenger in the form of an ARV.

The following ticket has been issued:

```
1.1VANHEST/MARISKAMRS*ADT
1 EK 146Y 15SEP WE AMSDXB HK1   1530   2359 /0 $ E
2 EK 506Y 18SEP SA DXBBOM HK1   0935   1400 /0 $ E
3 EK 505Y 12OCT TU BOMDXB HK1   0945   1115 /0 $ E
4 EK 145Y 15OCT FR DXBAMS HK1   0825   1330 /0 $ E
```

```
TKT NBR: 1769010792608        NAME:VANHEST/MARISKAMRS
ORIG/DEST: AMS/AMS   NBR OF TKTS ISSUED: 1    TTL NBR OF SEGS: 04

CP N  FRM/TO A/L FLT  COS DATE     TIME  ST FBC               S
01-O AMS DXB EK    0146 Y  15SEP10  330P OK YRTNL1
                                           NV        /15SEP   O
02-O DXB BOM EK    0506 Y  18SEP10  935A OK YRTNL1
                                           NV        /15SEP   O
03-O BOM DXB EK    0505 Y  12OCT10  945A OK YRTNL1
                                           NV        /15SEP   O
04-O DXB AMS EK    0145 Y  15OCT10  825A OK YRTNL1
                                           NV        /15SEP   O

            **ENDORSEMENT/FARE CALCULATION**
ER:NON-END/SKYWARDS FLEX//VALID ON EK/DTE CHGE FOC//

FARE CALCULATION:                   FARE CALC INDICATOR: 9
AMS EK DXB EK BOM 839.49EK DXB EK AMS 839.49 1S59.96NUC 1738.94
END ROE.833831EK XT12.94CJ33.50AE10.59IN4.68WO

            **FARE BREAKDOWN/FOP/TOUR CODE**

*TKT FARE DATA*        *AUDITOR*
 BASE:EUR  1450.00    BASE:EUR  1450.00
  TAX: RN    14.59     TAX: RN    14.59
  TAX: VV     2.00     TAX: VV     2.00
  TAX: XT    61.71     TAX: XT    61.71
  TTL:EUR  1528.30     TTL:EUR  1528.30
```

The passenger does not want to make a stopover anymore in DXB on the inbound segment.

Step 1:   Retrieve the original fare, using the historical ticketing dates.
For example: **4FAMSBOM09JUN1015SEP10-EK**

Step 2:   Check the historical penalty and endorsement paragraphs **(4F.R5#PEN)** en **(4F.R5#END)**

```
PENALTIES

 CHANGES

    ANY TIME
       CHANGES PERMITTED FOR REISSUE/REVALIDATION.
            NOTE -
              REBOOKING/REISSUES PERMITTED ANYTIME AT NO CHARGE
              AND CAN BE DONE BY THE ORIGINAL ISSUING AGENT OR
              EK OFFICE ONLY.
```

Step 3:   If the Fare Notes allow the change, but the new fare / route is different or a change fee is applicable the ticket **cannot** be revalidated.

Step 4:   Book the new flights.

Step 5:   Cancel the original flights and save the booking file.

```
1P- 72U98U
 1.1VANHEST/MARISKAMRS*ADT
 1 EK 146Y 15SEP WE AMSDXB HK1  1530  2359 /0 $ E
 2 EK 506Y 18SEP SA DXBBOM HK1  0935  1400 /0 $ E
 3 EK 505Y 120CT TU BOMDXB HK1  0945  1115 /0 $ E
 4 EK 145Y 130CT WE DXBAMS HK1  0825  1330 /0 $ E
```

Step 6:   Auto price the new booking and adjust the Ticket Record.

- **4P***
- **4/@R**
- **4/L-ADT-4/L-ADT-AMS EK DXB EK BOM 839.49EK X/DXB EK AMS 839.49NUC1678.98 END ROE.833831EK**
- **4/RF-ADT-EUR1400.00#EVEUR#XRN14.59PD#XVV2.00PD#XCJ12.94PD #XAE16.75PD#XIN10.59PD#XWO4.68PD#ANOADC**
- **4/ODAMSAMS**
- **4/**

Step 7:   Save the PNR (**ER**)

Step 8: Display, complete and file the initial **AUTOMATED MCO** template

```
MCO 01/PAGE 1 OF 1  *MISCELLANEOUS CHARGE ORDER*          >VIEW
TO (EMIRATES                                        )
AT (AMSTERDAM                    )           RFIC (K)
TYPE OF SVC (AGENT REFUND VOUCHER
                                 )      COMM (P) (
ISO (EUR) FARE(    50.00)       FARE PER PSGR (Y) Y/N
ISO (    ) EQUIV FARE (         )    BSR (             )
MCO TFC CDE ( ) MCO TFC AMT (        )   TOTAL        0
VALIDATING CARRIER (    ) TOUR CODE (             )
DATE #01JUL10# SID #XBL # AGT #BB #  ADDL MCO TFC ( )   DATA (X)
MCO (2) 1-ORIGINAL ISSUE 2-AGENT REFUND VOUCHER
ACTION (F) F/FILE E/EXIT D/DELETE H/HELP
```

Step 9: Display, complete and file the **OPTIONAL DATA** template:

```
MCO 01/PAGE 2 OF 2    ***OPTIONAL DATA***              >VIEW
FOP                                    APVL CDE
FOP2                                   APVL CDE2
FOP AMT               FOP2 AMT
ENDORSEMENT (REFUNDABLE BY ISSUING AGENT ONLY
        )
ISSUED IN CONNECTION (             )
REMARK (


                            )       TKT TAXES
ACTION (F) F/FILE B/BACK E/EXIT H/HELP
```

```
MCO RECORD CREATED - WILL BE STORED AT END TRANSACTION
```

Step 10: End and Retrieve the PNR

Step 11: Issue the new ticket and MCO for the passenger. Include the following information:
- MCO number
- New Form of Payment
- Type of Exchange, Even (**EE**) or Uneven (**IE**).
- Exchange Document Information, Ticket (**T**)
- Original Issue
- Original Document Number
- Original Form of Payment

```
>EZEM#M1#$AN*EET1769010792608X*A/OIAMS01JUL109984568/0$CA#CEK
```

Worldspan provides the ability for agencies to "undo" or cancel/reverse exchange Electronic Ticket transactions as long as the request is made on the same day as the original transaction and the validating carrier and reporting settlement plan supports the reversal functionality.

At present there are only seven airlines that support the Electronic Ticket reversal functionality. They are:

KM - Air Malta
AA - American Airlines
CO - Continental Airlines
CY - Cyprus Airways
DL - Delta Air Lines
UA - United Airlines
US - US Airways

An Electronic Ticket exchange reversal can be processed via the DDL or via the Electronic Ticket Coupon Status Display.

ELECTRONIC TICKET EXCHANGE REVERSAL VIA DDL DISPLAY

Example: **DAILY DOCUMENTATION LOG**

```
              DAILY DOCUMENTATION LOG
TRAVELPORT SERVICES LTD./ TRAINING LAB      9984568    30 JUN 10
ITEM     GROSS  P  S  A/L TKT NBR      NET AMT PSGR NAME INVOICE
000001    0.00A  EXE0169010792607         0.00 PLAAT/R
***** END OF REPORT *****
```

Entry: **DDER1**

Response: **CONFIRMED EXCHANGE REVERSAL**

```
ITEM    GROSS P  S  A/L TKT NBR       NET AMT  PSGR NAME   INVOICE
         0.00A   XIE0169010792607        0.00 PLAAT/ROBE
APPROVAL OBTAINED - EXCHG REVERSAL   - SAC 00163F78058628
```

Example: **DAILY DOCUMENTATION LOG**

```
              DAILY DOCUMENTATION LOG
TRAVELPORT SERVICES LTD./ TRAINING LAB      9984568    30 JUN 10
ITEM     GROSS  P  S  A/L TKT NBR      NET AMT PSGR NAME INVOICE
000001    0.00A  XIE0169010792607         0.00 PLAAT/R
***** END OF REPORT *****
```

The status of the exchanged ticket is changed to **OPEN.** The new ticket has been voided.

DESCRIPTION	ENTRY
Cancel/Reverse exchange:	
DDL item number	**DDER10**
Ticket number	**DDER0011234567890**
Ticket number and IATA number	**DDER0011234567890*1234567**

☝ A DDL must be displayed prior to making the exchange reverse entry.

☝ The coupon status in the DDL must have a status of EX.

☝ Multiple reversals can occur on a ticket within the same day time period.

☝ It is not necessary to perform an Electronic Ticket exchange reversal in the DDL and the CSD.

ELECTRONIC TICKET EXCHANGE REVERSAL VIA COUPON STATUS DISPLAY

Example: **COUPON STATUS DISPLAY**

```
TICKET 0059010792603    VANMAAS/ANSMRS       7WLQW4/1P/XBL 9984568
CPN FROM/TO FLT      DATE     FBC               STATUS
1    AMSEWR  CO103    23SEP10 HKRCNLW          OPEN FOR USE
2    EWRAMS  CO102    03OCT10 HKRCNLW          OPEN FOR USE

 >ETR VIEW TICKET DATA                        ( )
 >ETR VOID ELECTRONIC TICKET                  ( )
 >ELECTRONIC REFUND AUTHORIZATION REQUEST ( )
 >CANCEL/REVERSE EXCHANGE TRANSACTION         (X)
 >CANCEL/REVERSE REFUND TRANSACTION           ( )
```

                                        Type X and **<enter>**

Response: **CONFIRMED EXCHANGE REVERSAL**

```
ITEM    GROSS P  S  A/L TKT NBR      NET AMT  PSGR NAME   INVOICE
          0.00A  XIE0059010792603      0.00 VANMAAS/AN
APPROVAL OBTAINED - EXCHG REVERSAL
```

The status of the **original ticket** is changed to **OPEN FOR USE.**

```
TICKET 0059010792602    VANMAAS/ANSMRS       7WLQW4/1P/XBL 9984568
CPN FROM/TO FLT      DATE     FBC               STATUS
1    AMSEWR  CO103    23SEP10 HKRCNLW          OPEN FOR USE
2    EWRAMS  CO102    30SEP10 HKRCNLW          OPEN FOR USE

 >ETR VIEW TICKET DATA                        ( )
 >ETR VOID ELECTRONIC TICKET                  ( )
 >ELECTRONIC REFUND AUTHORIZATION REQUEST ( )
 >CANCEL/REVERSE EXCHANGE TRANSACTION         ( )
 >CANCEL/REVERSE REFUND TRANSACTION           ( )
```

The status of the **new ticket** is changed to **VOID.**

```
TICKET 0059010792603    VANMAAS/ANSMRS       7WLQW4/1P/XBL 9984568
CPN FROM/TO FLT      DATE     FBC               STATUS
1    AMSEWR  CO103    23SEP10 HKRCNLW          VOID
2    EWRAMS  CO102    03OCT10 HKRCNLW          VOID

 >ETR VIEW TICKET DATA                        ( )
 >ETR VOID ELECTRONIC TICKET                  ( )
 >ELECTRONIC REFUND AUTHORIZATION REQUEST ( )
 >CANCEL/REVERSE EXCHANGE TRANSACTION         ( )
 >CANCEL/REVERSE REFUND TRANSACTION           ( )
```

The *ETA** will show up as below.

```
ETA- ELECTRONIC TICKET ACKNOWLEDGEMENT/AUTHORIZATION
  1.CO  I 28JUN10 114928 ETR 0059010792602 - VANMAAS/ANSMRS
  2.CO  E 30JUN10 124608 ETR 0059010792602 - 523C030260344
  3.CO  I 30JUN10 124608 ETR 0059010792603 - VANMAAS/ANSMRS
  4.CO XI 30JUN10 130126 ETR 0059010792603 - VANMAAS/ANSMRS
```

I   =   Original Issue
E   =   Exchanged
XI   =   Exchange Reverse

☞   The coupon status display must be **Open for Use** or **Airport Control**

☞   Multiple reversals can occur on a ticket within the same day time period.

Other document updates reflecting exchange cancel/reversal include:

- Electronic Ticket Authorization/Acknowledgement (ETA). See INFO ETA.
- Daily Documentation Log (DDL). See INFO DDLPRI.
- Daily Activity Report (DDP). See INFO DDP
- Daily Void Report (DDN). See INFO DDN
- Documentation History. For Electronic Exchange reversals the code EXREV appears after the document field and before the form of payment field. It contains the time stamp of the reversal the time stamp appears only on the new issue ticket. See INFO DH FULL

☞   It is not necessary to perform an Electronic Ticket exchange reversal in the DDL and the CSD.