



Amadeus Electronic Ticketing

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CHAPTER 1: INTRODUCTION

What is an Electronic Ticket?

An electronic ticket or e-ticket is used to replace the old multi-layered paper tickets, because:

- **Save the paper and other costs.**
- **No paper ticket to lose.**
- **No wait for tickets to be delivered.**
- **No shipping charge.**
- **Easier check-in.**
- **Print their boarding passes at the self-service check-in kiosks.**

What is an Electronic Ticket Direct?

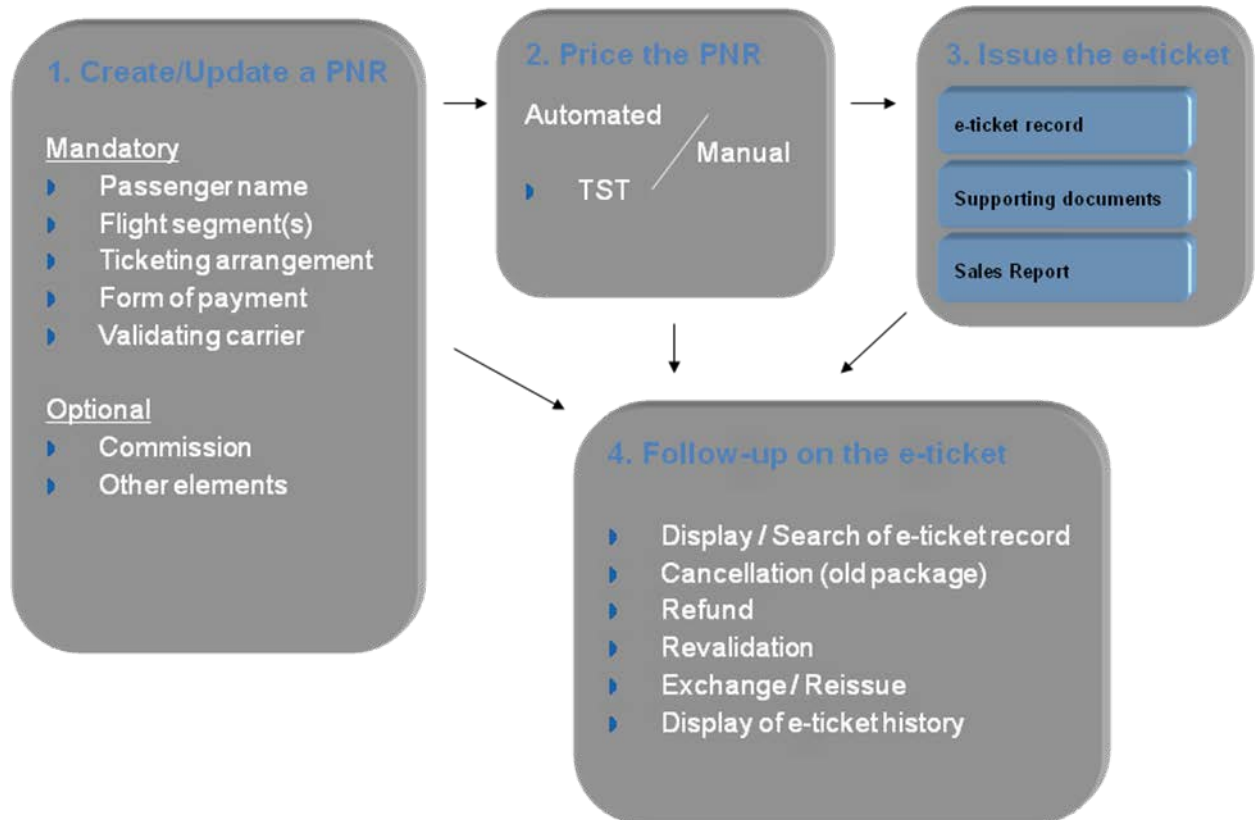
E-Ticket direct are designed for non BSP Market and enables travel agent to perform e-Ticket functionalities as below:

- **Issue/Reissue**
- **Void**
- **Refund**
- **Display ticketing record**
- **Sales report**

The airline e-ticket range is stored in the system and automatically allocated to the travel agencies who are authorized to issue e-ticket on airline stock, instead of using BSP neutral stock.

E-ticket sales are directly reported to the airline for settlement.

Electronic Ticketing Direct offer



CHAPTER 2: CREATING TST

At the end of this chapter, you will be able to:

1. Understand the concept of TST
2. TST Creation
3. Understanding Manual TST
4. Understanding Automated TST
5. Creating Manual TST
6. Creating Automated TST
7. Display TST and delete
8. Removing PC flag

TST (Transitional Stored Ticket) Creation

A TST, or transitional stored ticket, is a record containing all the ticketing information attached to a PNR. A TST record can apply to multiple passenger names if the air segments, fare elements and forms of payment are the same.

The following information is stored in the TST:

1. Line entitlement
2. Stopover / Transfer indicator
3. Not valid before / Not valid after dates
4. Baggage allowance
5. Fare basis / Ticket designator
6. Fare including currency code
7. Equivalent fare including currency code
8. Tax including currency code
9. Total fare including currency code
10. Grand total
11. Net fare
12. Fare calculation
13. Origin / Destination indicator
14. International sales indicator (manual TSTs only)
15. Ticket type indicator
16. Banker's rates of exchange
17. Endorsement / Restriction

There are two types of TST(s):

1. **Manual Stored Ticket (MST)**
2. **Automatic Stored Ticket (AST)**

Manual Stored Ticket

A manual stored ticket is a TST which has been created manually, or an automatic TST that has been updated manually.

Automatic Stored Ticket

An automatic stored ticket is automatically created by the system as a result of a PNR itinerary pricing command (FXP). The system uses the TST to issue the ticket. After the system creates a TST, TST identification is placed on the header line of the PNR. This indicates that a TST is attached to a PNR.

Display a TST

The system displays the actual TST if only one and no deleted TST's exist. If the system can find more than one active TST or a deleted TST, a list is displayed with all active and deleted TSTs.

TQT or TQT/T1

Here you can find TST example:

```

TST00001      THR1A0980 KI/27SEP I 0 LD 04OCT10 OD THRTHR SI
T-
FXP/R,VC-KL
  1.AMADEUS/BILLY MR
  1 IKA KL 434 K 23NOV 0235 OK KLPXIR              11MAR 2PC
  2 X AMS KL 605 K 23NOV 1115 OK KLPXIR              11MAR 2PC
  3 O SFO KL 606 K 10MAR 1550 OK KLPXIR              26NOV11MAR 2PC
  4 X AMS KL 433 K 11MAR 1700 OK KLPXIR              26NOV11MAR 2PC
    IKA
FARE  F USD      2160.00
EQUIV  IRR      22447000
TX001 X IRR      70000IRAE TX002 X IRR      174000RNDP TX003 X IRR      56000VVMU
TX004 X IRR      198000CJSO TX005 X IRR      58000YCAE TX006 X IRR      168000USAP
TX007 X IRR      168000USAS TX008 X IRR      52000XACO TX009 X IRR      73000XYCR
TX010 X IRR      26000AYSE TX011 X IRR      47000XF
TOTAL  IRR      23537000      BSR 10392.00
GRAND TOTAL IRR      23537000
THR KL X/AMS KL SFO Q250.76 829.00KL X/AMS Q250.76KL THR829.00N
UC2159.52END ROE1.000000 XF SFO4.5

*KL *

  8.FE NONENDO
  9.FP CASH
 10.FV KL

```

If you decided to delete specific TST or all TSTs, use below:

TTE/T1 or TTE/ALL

PNR Change Flag (PC Flag)

You can modify the TST itinerary automatically, or manually. When the itinerary or the name has been changed, the system automatically adds a message (PNR CHNG) to the TST.

The system also changes the pricing indicator from automatic (I) to manual (M). The following is an example of a TST with a PNR change flag:

```
TST00001  PC THR1A0980 KI/28SEP M 0 LD 23OCT10 OD  FRATHR SI
T-
FXP/R,VC-LH
  1.AMADEUS/BEST
  1  FRA LH  600 F 11NOV 1800  OK F77RT                40K
    IKA
FARE  F USD      4807.00
EQUIV  IRR      49955000
TX001 X IRR      70000IRAE TX002 X IRR      373000RAEB TX003 X IRR
95000DESE
TOTAL  IRR      50493000      BSR 10392.00
GRAND TOTAL IRR      50493000
THR LH FRA Q112.18 2291.50LH THR Q112.18 2291.50NUC4807.36END
ROE1.000000
```

When flight times in a PNR are changed, the system updates the TST by replacing the original flight times with the new times.

When a status code in a PNR is changed to KK, KL, NO, UC, UN, UU or US, the flight is retained in the TST, but the status code in the TST is removed, leaving a blank. When a status code is changed to HK and RR, the status code in the TST is changed to ok.

Note: the PNR change flag must be removed before you can issue the ticket.

If you decided to remove PC flag for specific TST, TST number must be added to the entry.

Example:

TTF/T1

TTF Transaction code
/T1 TST selects option

System Response:

TST flag removed

The TST change flag is also removed from the TST index.

To remove the PC flag from all existing TSTs, enter:

TTF/ALL

TTF Transaction code
/ALL Indicates all TST

System Response:

All TST flags removed

Manually updating the TST itinerary

When you need to manually modify the itinerary of a TST, use the TTU entry. The TTU entry updates the TST with all new flight information added to the PNR after TST creation.

Have a look to below PNR:

```

--- TST ---
RP/THR1A0980/THR1A0980          KI/SU  28SEP10/1140Z  5ERYY2
THR1A0980/8080KI/28SEP10
  1.AMADEUS/BEST
  2  LH 601 F 23OCT 6 IKAFRA HK1  0110    0210 0600   *1A/E*
  3  LH 600 F 11NOV 4 FRAIKA HK1  1730 1  1800 0120+1 *1A/E*
  4 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  5 TK OK28SEP/THR1A0980
  6 FV PAX LH/S2-3

```

To display TST, enter:

TQT

System response:

```

TST00001      THR1A0980 KI/28SEP I 0 LD 23OCT10 OD THRTHR SI
T-
FXP/R,VC-LH
  1.AMADEUS/BEST
  1  IKA LH 601 F 23OCT 0210  OK F77RT          40K
  2  O FRA LH 600 F 11NOV 1800  OK F77RT          40K
      IKA
FARE  F USD      4807.00
EQUIV  IRR      49955000
TX001 X IRR      70000IRAE TX002 X IRR      373000RAEB TX003 X IRR      95000DESE
TOTAL  IRR      50493000  BSR 10392.00
GRAND TOTAL IRR      50493000
THR LH FRA Q112.18 2291.50LH THR Q112.18 2291.50NUC4807.36END
ROE1.000000

```

Now change the outbound flight to **20OCT**, enter

SB20OCT2

System response:

```

--- TST ---
RP/THR1A0980/THR1A0980          KI/SU  28SEP10/1140Z  5ERYY2
THR1A0980/8080KI/28SEP10
  1.AMADEUS/BEST
  2  LH 601 F 20OCT 3 IKAFRA HK1  0110    0210 0600   346 E 0 M
      SEE RTSVC
  3  LH 600 F 11NOV 4 FRAIKA HK1  1730 1  1800 0120+1 *1A/E*
  4 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  5 TK OK28SEP/THR1A0980
  6 FV PAX LH/S3

```

To display TQT, enter:

TQT

System response:

```
TST00001  PC THR1A0980 KI/28SEP M 0 LD 23OCT10 OD FRATHR SI
T-
FXP/R,VC-LH
  1.AMADEUS/BEST
  1  FRA LH  600 F 11NOV 1800  OK F77RT                      40K
    IKA
FARE  F USD    4807.00
EQUIV  IRR    49955000
TX001 X IRR    70000IRAE TX002 X IRR    373000RAEB TX003 X IRR
95000DESE
TOTAL  IRR    50493000    BSR 10392.00
GRAND TOTAL IRR    50493000
THR LH FRA Q112.18 2291.50LH THR Q112.18 2291.50NUC4807.36END
ROE1.000000
```

You can see that PC flag is displayed and outbound is removed from TST.
If you want to reuse the TST (Revalid, Reissue) you can update the existing TST by using TTU, then TTK entries. To update whole itinerary, enter:

TTU/S2,3

System response:

UPDATE - OK

To display TQT, enter:

TQT

System response:

```
TST00001  PC THR1A0980 KI/28SEP M 0 LD 23OCT10 OD THRTHR SI
T-
FXP/R,VC-LH
  1.AMADEUS/BEST
  1  IKA LH  601 F 20OCT 0210  OK
  2  O FRA LH  600 F 11NOV 1800  OK F77RT                      40K
    IKA
FARE  F USD    4807.00
EQUIV  IRR    49955000
TX001 X IRR    70000IRAE TX002 X IRR    373000RAEB TX003 X IRR
95000DESE
TOTAL  IRR    50493000    BSR 10392.00
GRAND TOTAL IRR    50493000
THR LH FRA Q112.18 2291.50LH THR Q112.18 2291.50NUC4807.36END
ROE1.000000
```

Now you can remove PC flag and update TST fields like fare basis, NVA, baggage allowance and etc.

Create a Manual TST

You create a manual TST if the system is unable to price a PNR or if you need to override system pricing. You create an empty TST that you manually fill in with ticketing and fare information.

To manually create a TST or TSTs, enter:

TTC

This entry creates an empty TST shell for each group of passengers of the same type. For example, infants in one TST, children in a second TST, and adults in a third.

Here you can find a PNR which is decided to create manual TST.

```
RP/THR1A0980/THR1A0980          KI/SU  28SEP10/0654Z   49UBO9
THR1A0980/8080KI/28SEP10
  1.AMADEUS/BEST
  2  TK 875 M 22AUG 1 IKAIST HK1          0400 0555   *1A/E*
  3  TK 874 M 10SEP 6 ISTIKA HK1          2130 0200+1 *1A/E*
  4 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  5 TK OK28SEP/THR1A0980
```

To manually create a TST or TSTs, enter:

TTC

System response:

```
TST00001      THR1A0980 KI/28SEP M 1          OD THRTHR SI
T-
  1.AMADEUS/BEST
  1  IKA TK  875 M 22AUG 0400  OK
  2  O IST TK  874 M 10SEP 2130  OK
      IKA
```

To update any particular TST field, you can use TTK entry.

To insert fare basis, NVA and baggage allowance, enter:

TTK/BMRT/VXX01OCT/A30K

System response:

```
TST00001      THR1A0980 KI/28SEP M 1          OD THRTHR SI
T-
  1.AMADEUS/BEST
  1  IKA TK  875 M 22AUG 0400  OK MRT          01OCT 30K
  2  O IST TK  874 M 10SEP 2130  OK MRT          01OCT 30K
      IKA
```

To insert base fare, equivalent, new taxes and total, enter:

TTK/FUSD226.00/EIRR2349000/XIRR70000IR/XIRR156000TR/TIRR2575000

System response:

```

TST00001      THR1A0980 KI/28SEP M 1              OD THRTHR SI
T-
  1.AMADEUS/BEST
  1  IKA TK  875 M 22AUG 0400  OK MRT              01OCT 30K
  2 O IST TK  874 M 10SEP 2130  OK MRT              01OCT 30K
    IKA
FARE  F USD      226.00
EQUIV  IRR      2349000
TX001 X IRR      70000IR    TX002 X IRR    156000TR
TOTAL  IRR      2575000
GRAND TOTAL IRR      2575000

```

To insert fare calculation, enter:

**TTK/CTHR TK IST Q52.79 60.00TK THR Q52.79 60.00NUC225.58END
ROE1.000000**

System response:

```

TST00001      THR1A0980 KI/28SEP M 1              OD THRTHR SI
T-
  1.AMADEUS/BEST
  1  IKA TK  875 M 22AUG 0400  OK MRT              01OCT 30K
  2 O IST TK  874 M 10SEP 2130  OK MRT              01OCT 30K
    IKA
FARE  F USD      226.00
EQUIV  IRR      2349000
TX001 X IRR      70000IR    TX002 X IRR    156000TR
TOTAL  IRR      2575000
GRAND TOTAL IRR      2575000
THR TK IST Q52.79 60.00TK THR Q52.79 60.00NUC225.58END
ROE1.000000

```

TTK Table Options:

Here you can find the summarized TTK table:

Format	Task
TTK/DTHRDOH	Origin/Destination
TTK/BYEE3M	Fare basis for all segments
TTK/L1,2/BYEE3M	Fare basis for flight segments 1,2
TTK/V10AUG15SEP	NVB/NVA for all flight segments
TTK/VXX15SEP	NVA for all flight segments
TTK/L1,4/VXX15SEP	NVA for flight segments 1, 4
TTK/APC	Baggage allowance for all segments
TTK/A20K	Baggage allowance for all segments
TTK/FUSD500.00	Fare amount-First issue
TTK/RIRR5900000	Fare amount- reissue
TTK/EIRR2900000	Equivalent amount
TTK/XIRR120000CJ/XIRR200000CN	New tax
TTK/OIRR120000JM/OIRR200000FB	Paid tax
TTK/TIRR29000000	Total amount
TTK/CIKA QR DOH M400.00 QR FRA 400 QR DOH 400 QR IKA 400 NUC1600 END ROE 1.00	Fare calculation
TTK/L4X	Change segment 4 to transit
TTK/L4	Change segments 4 to stopover
TTK/K18900.00	To add or change bankers rate- TTK Transaction K1 Mandatory 8900.00 Banker's rate
TTK/X3	Delete tax 3
TTC	Creates empty TST shell
TTF/T1-2	Remove PC flag for specific TSTs
TTF/ALL	Remove PF flag for all TSTs

CHAPTER 3: ISSUING AN E-TICKET

At the end of this chapter, you will be able to:

1. To be more familiar with e-ticket
2. Condition for e-ticket
3. E-ticketing eligibility
4. Fare elements
5. Issuing an e-ticket
6. Issuing an e-ticket for infant
7. Itinerary receipt
8. Condition for issuing ITR
9. Displaying an ITR
10. Issue the ticket and email ITR
11. Reprinting accounting coupon

Amadeus Electronic Ticketing (e-ticketing) allows you to sell air transportation without issuing printed tickets.

It also allows passengers to check in and board flights without holding printed tickets.

In order to issue e-tickets, the following conditions are required:

- The office is authorized to issue e-tickets.
- To verify if interlining is possible, refer to the Ticketing Agreement Table
- The e-ticketing indicator is shown in the availability display.
- All flight segments in the same TST must be eligible for e-ticketing.

In addition to the general conditions required in Amadeus, every airline that supports e-ticketing has its own conditions, and these conditions may vary between markets.

For information about the e-ticketing eligibility rules for a specific airline, enter for example:

HEETTKL

Partial System Response:

KL E-TICKET										EN	9NOV10 0131Z								
MARKET										REFERENCE									
-----										-----									
AN	AT	AW	BR	CH	PK	DK	EC	EG	ES	FR	GB	RU	IN	IS	IL	VE	IT	MS 22	
KW	LT	LV	MT	NI	NL	NO	PA	PE	PL	PT	SE	SG	SK	SV	TR	CI	UG		
TZ	KE	CY	FI	BG	CZ	HU	RO	RS	ZW	NA	UA	JO	MD	BW	GP	NG	MW		
MQ	RE	SI	CO	GY	GP	GF	MA	HR	ME	BA	KZ	GY	ZM	GR	BE	EE	HK		
ID	JP	LU	MY	PH	AU	OM	BH	QA	AE	NZ	KH	LK	YE	DE	TH	TW	IE		
GH																			
ELECTRONIC TICKETING DIRECT MARKET										REFERENCE									
-----										-----									
SD	IR	LR											MS 22						

Ticketing Agreement Table

You can request a list of interline agreements for a particular airline. To display the list of airlines that airline TK has interline agreements with, enter:

TGAD-TK

Partial system response:

--AIRLINES HAVING AGREEMENT WITH: TK											
AA	TPE	-	AB	TPE	-	AC	TPE	-	AF	TPE	-
AH	TP	-	AI	TPE	-	AM	TP	-	AP	TPE	-
AT	TPE	-	AV	TPE	-	AY	TPE	-	AZ	T E	-
A3	TPE	-	BA	TPE	-	BD	TPE	-	BG	TP	-

Note: the code 'TP' in the table means 'Ticketing and PTA'. The code 'E' means 'electronic ticketing'.

Before the ticket can be issued, fare elements need to be added to the PNR. Below the most important fare elements are explained.

Fare elements

Fare element	Description
FPCASH FPCCA5566830000002215/1212/N4344	Form of payment is always mandatory.
FT*THRIR800	Tour code is mandatory when you issue an IT (Inclusive Tour) ticket. You get the tour code from the airline.
FE NON REF NON ENDO	Endorsements/restrictions. This element can be automatically created by the system if, for example, you price a special fare with restrictions. You can add an FE element manually if you want something to be printed in the endorsement box on the ticket.
FZ TICKET PAID BY IBM	Miscellaneous information.
FHE 555-2405900700/P1/S4-7	Manual ticket number. You use the FH element to manually enter a ticket number in the PNR. The ticket number is sent to all airlines in the itinerary if they have agreed to receive it.
FM9	Commission
FVKL/S4-7	Validating airline. Issuing airline
FAPAX157-2402162712/ETQR/IRR8046000 /20AUG08/THR1A0980/00000000/S2-5	Automatic ticket number. The FA element is automatically created when you enter TTP to print the ticket.
FBPAX 2000000056 TTP/T-QR/ RT OK ETICKET/S2-5	Automatic Amadeus interface record sequence number. The FB element is automatically created when you enter TTP to print the ticket.

As a rule, all fare elements may be passenger and/or segment associated. If there is no passenger association, the fare element applies to all passengers.

Issuing an e-ticket

To issue a ticket, enter the transaction code:

TTP/T-XY

You can include optional elements in the ticketing entry. You can also combine multiple ticket options in a single entry. You separate the options, which you can enter in any sequence, with slashes.

IATA recommends that you issue no more than 16 segments in a ticket or conjunction ticket. However, this limitation depends on the airline on which the ticket is validated.

Before starting e-ticket issuance, there are some prerequisites that should be done, like creating TST and fare elements, and then you can use TTP transaction to issue an e-ticket. Have a look to example below:

TTP/T-QR/RT

System response:

```

--- TST ---
RP/THR1A0980/THR1A0980          KI/SU  20AUG08/0659Z   38UH4B
THR1A0980/8080KI/20AUG08
1. ETICKET/IRAN
2  QR 485 K 22SEP 1 IKADOH HK1          0505 0630   *1A/E*
3  QR 025 K 22SEP 1 DOHFRA HK1          0825 1400   *1A/E*
4  QR 028 K 22OCT 3 FRADOH HK1          1 1155 1900  *1A/E*
5  QR 484 K 23OCT 4 DOHIKA HK1          0105 0329  *1A/E*
6 AP THR +98 21 88706601 - HELP DESK / ACO OFFICE - A
7 TK OK20AUG/THR1A0980//ETQR
8 FA PAX 157-2402162712/ETQR/IRR8046000/20AUG08/THR1A0980/0000
   0000/S2-5
9 FB PAX 2000000056 TTP/T-QR/RT OK ETICKET/S2-5
10 FE PAX NON END VALID ON QR/NO STPC/S2-5
11 FM *M*9
12 FP CASH
13 FV QR

```

When an e-ticket is issued, the following elements in the PNR are updated:

- **TK element:** updated with an e-ticket indicator (ETXX)
- **FA element:** updated with the ticket number and an e-ticket indicator.
- **FB element:** updated with the A.I.R sequence number.
- **FV element:** if a TST does not already exist for the itinerary that you are ticketing, the TTP entry prices the itinerary and creates or updates a passenger and segment associated validating airline element in the PNR (one per TST). The validating carrier in the FV element is automatically selected by the system.

Note: you can only issue a ticket if both the validating carrier used for pricing and the one in the FV element are the same.

Issuing an e-tickets for infants

To issue tickets for infants only, enter:

TTP/T-EY/INF

TTP	Transaction code
/T-EY	Validating Carrier
/INF	Infant indicator

System response:

```

--- TST ---
RP/THR1A0980/THR1A0980          KI/SU  24OCT10/1030Z  3OJSFQ
THR1A0980/8080KI/24OCT10
1.AMADEUS/MIKE MR(INF/GILE/10JAN09)
2  EY 344 J 22DEC 3 IKAAUH HK1          1735 2020  *1A/E*
3  EY 343 J 29DEC 3 AUHIKA HK1          1  1455 1645  *1A/E*
4 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
5 TK OK24OCT/THR1A0980
6 TK INF OK24OCT/THR1A0980//ETEY/S2-3
7 SSR INFT EY HN1 AMADEUS/GILE 10JAN09/S2
8 SSR INFT EY HN1 AMADEUS/GILE 10JAN09/S3
9 FA INF 607-2400005007/ETEY/IRR1558000/24OCT10/THR1A0980/0000
  0000/S2-3
10 FB INF 2400002245 TTP/T-EY/INF OK ETICKET/S2-3
11 FE INF VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-3
12 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-3
13 FM *M*9
14 FP CASH
15 FV INF EY/S2-3
16 FV PAX EY/S2-3

```

Issuing tickets for non-infant passenger types

To issue tickets for all non-infant passenger types in a PNR, enter:

TTP/PAX/T-EY

TTP	Transaction code
/PAX	Non-infant passenger types indicator
/T-EY	Validating Carrier

Itinerary Receipt

An e-ticket itinerary receipt (ITR) is a document that is printed as part of the issuance of an e-ticket.

The ITR is a legal document. It adheres to the Warsaw Convention by providing a legal contract between the airline and the passenger.

The information printed on the ITR can also include information such as detailed flight information, agency or airline information, form of payment, and general remarks.

Conditions for issuing an ITR

In order to issue e-ticket ITRs, the following conditions must exist:

- Your office is authorized to issue e-tickets
- A valid e-ticket PNR is present or you are in the process of creating a new one
- The PNR contains a ticket number (FA) element and an Amadeus Interface Record sequence identifier (FB)

To print an ITR, enter:

ITR

Here is an example of an Amadeus default e-ticket itinerary receipt (ITR).

Partial system response:

ELECTRONIC TICKET		PASSENGER ITINERARY RECEIPT	
HELP DESK / ACO OFFICE NO 6,17TH ST,BUCHAREST ST, TEHRAN, 15138 TEHRAN IATA : 000 00000 TELEPHONE: +98 21 88101140	DATE: 10 NOVEMBER 2010 AGENT: 8080 NAME: WATSON/JOHN MT		
ISSUING AIRLINE	: ETIHAD AIRWAYS		
TICKET NUMBER	: ETKT 607 2400005013		
BOOKING REF : AMADEUS: 4HKSTS, AIRLINE: EY/4HKSTS			
FROM / TO	FLIGHT CL DATE DEP	FARE BASIS	NVB NVA BAG ST
TEHRAN KHOMEINI	EY 0344 H 31DEC 0445	HRTIR1	31DEC 31DEC 23K OK
ABU DHABI			ARRIVAL TIME: 0730
TEHRAN KHOMEINI			ARRIVAL TIME: 0730
ABU DHABI	EY 0017 H 31DEC 1320	HRTIR1	31DEC 31DEC 23K OK
ABU DHABI			ARRIVAL TIME: 1730
LONDON LHR			ARRIVAL TIME: 1730
TEHRAN KHOMEINI			ARRIVAL TIME: 1730
LONDON LHR	EY 0020 H 10FEB 1350	HRTIR1	10FEB 10FEB 23K OK
ABU DHABI			ARRIVAL TIME: 0050
TEHRAN KHOMEINI			ARRIVAL TIME: 0050
ABU DHABI	EY 0343 H 11FEB 0205	HRTIR1	11FEB 11FEB 23K OK
TEHRAN KHOMEINI			ARRIVAL TIME: 0355
AT CHECK-IN, PLEASE SHOW A PICTURE IDENTIFICATION AND THE DOCUMENT YOU GAVE FOR REFERENCE AT RESERVATION TIME			
ENDORSEMENTS : VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY			
EXCHANGE RATE : 10362.00			
PAYMENT : CASH			
FARE CALCULATION : THR EY X/AUH EY LON Q6.50 665.00EY X/AUH Q6.50EY THR665.00NUC1343.00END ROE1.000000			
AIR FARE	: USD	1343.00	
EQUIV FARE PAID	: IRR	13917000	
TAX	: IRR	70000IR	1004000GB 385000UB

To issue an e-ticket ITR for selected passengers when there is only one FA or FB element, enter, for example:

ITR/P1,3-5

If multiple FA or FB elements exist in the PNR, you must select only one element by specifying its line number. An e-ticket ITR will be issued for each passenger associated to this FA or FB element. Enter, for example:

ITR/L10

To send ITR to email address, enter, for example:

ITR-EML-TSM@IR.NET

You can use RIZ remark to include miscellaneous information on the e-ticket ITR.

RIZ Have a Nice Trip

Displaying an ITR

You can display the ITR on your terminal before or after printing it. If there is only one **FA** or **FHE** element in the PNR, to display an e-ticket ITR on your terminal, enter:

ITRD

Combining Ticket Issuance with ITR E-Mail Options

You can combine the ticket issuance entry with ITR e-mail options.

TTP/T-XY/ITR-EML-AMADEUS@GMAIL.COM

Reprinting accounting coupon

You can reprint the agent coupons that have been previously printed and reported using the TTR entry. This can be done within seven days after the issuance of the original ticket.

A request to reprint an accounting coupon can be made with or without a PNR present.

To reprint accounting coupons use the following entry:

TTR/SN0200015698

TTR	transaction code
/SN0200015698	slash, followed by SN and the sequence number (Taken from the FB element)

You can specify which particular accounting coupons you want to print by using the following option:

TTR/T/SN0200015698/C-I

TTR	Transaction code
/T	Ticket only (/T)
/SN0200015698	slash, followed by SN and the sequence number (Taken from the FB)
/C-I	Slash, followed by the coupon type option identifier C, a dash and the coupon type. You can specify any number of the following types, in any order:

F	Credit card charge form
I	Agent coupon

CHAPTER 4: DISPLAYING AN E-TICKET RECORD

At the end of this chapter, you will be able to:

1. Displaying an e-ticket record
2. Status of an e-ticket record
3. Display detail of taxes
4. Display old e-ticket record from new one

Displaying an e-ticket record

When you successfully issue an e-ticket, an e-ticket record is stored in the airline's electronic ticketing database (ETDB). Once the e-ticket record has been stored in the ETDB, it can still be displayed in Amadeus.

To display an e-ticket record, when there is only one FA/FHE in the PNR, enter:

TWD

For a specific FA/FHE element, by the line number, enter:

TWD/L8

System response:

```

TKT-1572402162712          RCI-          1A LOC-38UH4B
OD-THRTHR SI-          FCMI-0  POI-THR  DOI-20AUG08  IOI-00000000
1.ETICKET/IRAN          ADT          ST
1 OIKA QR 485  K 22SEP 0505 OK KLEE6MIR          O          22MAR 20K
2 XDOH QR 25   K 22SEP 0825 OK KLEE6MIR          O          22MAR 20K
3 OFRA QR 28   K 22OCT 1155 OK KLEE6MIR          O 25SEP22MAR 20K
4 XDOH QR 484  K 23OCT 0105 OK KLEE6MIR          O 25SEP22MAR 20K
  IKA
FARE  F USD          650.00
EQUIV  IRR          6212000          BSR          9556.000
TAX    IRR          1320000YQ
TAX    IRR          30000AV
TAX    IRR          484000XT
TOTAL  IRR          8046000
/FC THR QR X/DOH QR FRA325.00QR X/DOH QR THR325.00NUC650.00END
ROE1.000000XT70000IR321000RA93000DE
FE NON END VALID ON QR/NO STPC

```

You can also display an ET record without a retrieved PNR by including the ticket number in your TWD entry. For example, enter:

TWD/TKT157-2402162712

The following table explains the components in the header line:

Component	Explanation
TKT-1572402162712	E-ticket number
RCI-	Confirmation number (if returned by the ETDB). This field is currently only used by Varig (RG).
LOC-38UH4B	Record locator
OD-THRTHR	Origin and destination
SI-	Sales indicator. By most airlines this field is no longer used.
FCMI-0	Fare calculation mode indicator
POI-THR	Place of issue
DOI-20AUG08	Date of issue
IOI-00000000	IATA number of the issuing office

Status of an e-ticket record

Based on different situations, e-ticket record can have various status codes. Following are the most important status indicators of an electronic ticket record.

A AIRPORT CONTROL	O OPEN FOR USE
C CHECKED IN	P PRINTED
E EXCHANGED/REISSUED	R REFUNDED
F FLOWN/USED	S SUSPENDED
V VOID	L LIFTED/BOARDED

Displaying detail of taxes

If an ET record contains taxes, a total tax line that contains the total amount of all the taxes is displayed. Here is an example:

```

TKT-1762408164882-883      RCI-                          1A  LOC-YQYQM3
OD-THRTHR  SI-          FCMI-0   POI-THR  DOI-30SEP10  IOI-33214462
1.RASOOLI/SMR                ADT                ST
1 OIKA EK 0976 E 14OCT 0405 OK EEEYIR1      O          14OCT 30K
2 XDXB EK 3364 E 14OCT 0940 OK EEEYIR1      O          14OCT 30K
3  CAN      ARNK
4 OPVG EK 0303 R 24OCT 2330 OK REEYIR1      O          14OCT 30K
5 XDXB EK 0971 R 25OCT 0745 OK REEYIR1      O          14OCT 30K
  IKA
FARE  F  USD          1727.00
EQUIV  IRR          17718000      BSR          10259.00
TOTALTAX  IRR          208000
TOTAL    IRR          17926000
/FC THR EK X/DXB EK CAN924.00/-SHA EK X/DXB EK THR803.00NUC1727.
00END ROE1.000000
FE NON-END/SKYWARDS FLEX/
FP CASH
FOR TAX DETAILS USE TWD/TAX

```

To display tax details, enter

TWD/TAX

System response:

```

TOTALTAX  IRR          208000
TX01 IRR          70000IR  TX02 IRR          138000CN

```

The total tax amount is displayed with the individual taxes listed by number showing the currency code, the tax amount, and the tax code.

If old taxes exist, in the case of a reissue for example, PD for Paid Tax is displayed instead of TX for Tax.

Example:

```

TOTALTAX  EUR  71.26
TX01 EUR 30.00YQ  TX02 EUR 19.71RA  TX03 EUR  6.55DE
TX04 EUR 15.00YA
PD01 EUR 40.00YQ  PD02 EUR 10.00DE

```

Displaying an Old ET Record from a New ET Record

If you have exchanged an e-ticket, you can display the original e-ticket record from the new e-ticket display. To do this, first displays the new e-ticket record by enter:

TWD

System Response:

```
TKT-7455297333624 RCI- 1A LOC-309QLC
OD-DUSDUS SI- FCMI-0 POI-NCE DOI-10FEB09 IOI-00045673
1.NEWMAN/EDWARD MR ADT
1 ODUS AB 6436 Y 10MAR 0620 OK YFLEX2DE O 30APR 20K
2 TXL ARNK
3 OHAM AB 6751 Y 15MAR 1030 OK YFLEX2DE O 30APR 20K
DUS
FARE R EUR 409.00
TOTALTAX 0.00
TAXES PD
TOTAL EUR 5.00A
/FC DUS AB BER202.00/-HAM AB DUS206.50EUR408.50END
FO 745-5297333623NCE10FEB09/00045673/7455297333623
FP O/CASH+/CASH
NON-ENDORSABLE
FOR TAX DETAILS USE TWD/TAX
```

Then, to display the original e-ticket record, enter:

TWD/O*

System Response:

```
TKT-7455297333623 RCI- 1A LOC-309QLC
OD-DUSDUS SI- FCMI-0 POI-NCE DOI-10FEB09 IOI-00045673
1.NEWMAN/EDWARD MR ADT
1 ODUS AB 6436 Y 10MAR 0620 OK YFLEX2DE E 30APR 20K
2 OTXL AB 6443 Y 13MAR 1510 OK YFLEX2DE E 30APR 20K
DUS
FARE F EUR 404.00
TOTALTAX EUR 83.27
TOTAL EUR 487.27
/FC DUS AB BER202.00AB DUS202.00EUR404.00END
FP CASH
NON-ENDORSABLE
SAC- 7450F8SCZO2GN
FOR TAX DETAILS USE TWD/TAX
```

Note that with the original e-ticket display the coupon status shows "E" for exchanged, and with the new e-ticket display the coupon status shows "O" for open.

CHAPTER 5: CANCEL A SALE, EXCHANGE OR REFUND

At the end of this chapter, you will be able to:

1. Understand the concept of Voiding
2. Condition for Voiding an exchange document
3. Condition for cancelling a refunded document

Voiding Amadeus Electronic Tickets

Void / Canceling an ET record causes the system to send a void request to the airline. The record is also cancelled in the sales report automatically, as long as the cancellation is within the current sales period.

When an e-ticket has been successfully voided, the following message is displayed:

```
OK - DOCUMENT(S) CANCELLED
```

Notes: You can void an e-ticket at the same date of the issuance.

You can void e-ticket coupons that have an 'open' status.

```
TKT-1572497151742          RCI-          1A  LOC-63VZBK
OD-THRTHR SI-          FCMI-0  POI-THR  DOI-06APR13  IOI-00000000
  1. ETICKET/BEST          ADT          ST
1 OIKA QR 485  Y 22SEP0445 OK YRTIR          O          30K
2 XDOH QR 25  Y 22SEP0825 OK YRTIR          O          30K
3 OFRA QR 26  Y 22OCT1530 OK YRTIR          O          30K
4 XDOH QR 484  Y 23OCT0100 OK YRTIR          O          30K
  IKA
FARE  F USD          2071.00
EQUIV  IRR          76006000          BSR          36700.00
TOTALTAX IRR          3294000
TOTAL  IRR          79300000
/FC THR QR X/DOH QR FRA Q123.00 912.50QR X/DOH Q123.00QR THR912.
50NUC2071.00END ROE1.000000
FE VALID ON QR SERVICE ONLY
```

The following steps apply:

- Using the FA or FH :

TRDC/L8/T-QR

- Using the ticket Number :

TRDC/TK-2497151742/T-QR

- Using the query report :

TRDC/228/T-QR

Now take a look at the PNR and e-ticket record:

```

--- TST ---
RP/THR1A0980/THR1A0980          TR/SU  6APR13/1036Z  63VZBK
1.ETICKET/BEST
2  QR 485 Y 22SEP 7 IKADOH HK1          0445 0620  *1A/E*
3  QR 025 Y 22SEP 7 DOHFRA HK1          0825 1400  *1A/E*
4  QR 026 Y 22OCT 2 FRADOH HK1          1 1530 2235  *1A/E*
5  QR 484 Y 23OCT 3 DOHIKA HK1          0100 0335  *1A/E*
6 AP THR +98 21 85760 - HELP DESK / ACO OFFICE - A
7 TK OK06APR/THR1A0900//ETQR
8 FA PAX 157-2497151742/EVQR/IRR79300000/06APR13/THR1A0900/000
  00000/S2-5
9 FB PAX 0600000451 TTP/T-QR/RT OK ETICKET/S2-5
10 FE PAX VALID ON QR SERVICE ONLY/S2-5
11 FM PAX *C*9/S2-5
12 FP CASH
13 FV PAX QR/S2-5

```

E-ticket record:

```

TKT-1572497151742          RCI-          1A LOC-63VZBK
OD-THRTHR SI-          FCMI-0  POI-THR  DOI-06APR13  IOI-00000000
1.ETICKET/BEST          ADT          ST
1 OIKA QR 485 Y 22SEP0445 OK YRTIR          V          30K
2 XDOH QR 25 Y 22SEP0825 OK YRTIR          V          30K
3 OFRA QR 26 Y 22OCT1530 OK YRTIR          V          30K
4 XDOH QR 484 Y 23OCT0100 OK YRTIR          V          30K
IKA
FARE F USD          2071.00
EQUIV IRR          76006000          BSR          36700.00
TOTALTAX IRR          3294000
TOTAL IRR          79300000
/FC THR QR X/DOH QR FRA Q123.00 912.50QR X/DOH Q123.00QR THR912.
50NUC2071.00END ROE1.000000
FE VALID ON QR SERVICE ONLY
FP CASH
NON-ENDORSABLE
FOR TAX/FEE DETAILS USE TWD/TAX
SAC- 157FP0YMYVNJY

```

Voiding Exchange, Cancel Refund

Depending on the airline, if you re-issued a ticket or refunded a document by mistake, you may be authorized to void or cancel it.

For more information about which airline supports TRDC entry, you can refer to HE ETT XY(XY means airline code) and find "VOID EXCHANGE" and "CANCEL REFUND ". If they set to "Y", you have permission to use TRDC entry.

		LH E-TICKET	EN 12SEP12 0120Z
HISTORY	:Y	REVALIDATION	:N
PRINT	:N	REFUND	:Y
VOID	:Y	VOID EXCHANGE/REISSUE	:Y
CANCEL REFUND	:Y		

NOTE: FOR INFORMATION ABOUT GENERAL CONDITIONS AND FORMATS
FOR E-TICKETING IN AMADEUS, ENTER: HE ETT

You can use TRDC to void exchanged/reissued document or cancel refunded document.

Here you can find some entries:

- **TRDC/L3/T-LH** (From the PNR by FA/FH element line number)
- **TRDC/TK-1234567890/T-LH** (By documents number)
- **TRDC/123/T-LH** (From the query report)

System response:

OK - DOCUMENT(S) CANCELLED

If the validating airline does not support the TRDC entry, the system will display the warning message:

FUNCTION NOT SUPPORTED FOR THIS AIRLINE

Note: In all cases, remember you can only cancel a document that has not yet been confirmed. When you display a query report, you can identify a confirmed document by an asterisk (*), when is displayed next to the sequence number.

Scenario 1: Void Exchange

The return flight of the following itinerary has been changed to Z class and ticket reissued. After that you found the mistake in calculation, now you can use TRDC command to cancel the reissue ticket in order to update your calculation.

```
RP/THR1A0980/THR1A0980          AA/SU 12SEP12/0736Z  5Y9AUL
1.AMADEUS/TEST MR
2 LH 601 M 20NOV 2 IKAFRA HK1 0110 0240 0540 *1A/E*
3 LH 600 Z 25NOV 7 FRAIKA HK1 1700 1 1730 0045+1 *1A/E*
4 AP THR +9821-22700402-22717179 - TATILAT - A
5 TK OK12SEP/THRI42105//ETLH
6 FA PAX 220-2453405747/ETLH/IRR5063000/12SEP12/THR1A0980/0000
  0000/S2-3
7 FB PAX 1200000013 TTP/T2/T-LH/RT OK ETICKET/S2-3
8 FE PAX FL/CNX/CHG RESTRICTED CHECK FARE NOTE/S2-3
9 FM PAX *C*9/S2-3
10 FO 220-2453405746THR12SEP12/00000000/220-24534057461E1
11 FP O/CASH+/CASH
12 FV PAX LH/S2-3
```

E-ticket record:

```
TKT-2202453405747          RCI-          1A LOC-5Y9AUL
OD-THRTHR SI-          FCMI-1  POI-THR  DOI-12SEP12  IOI-00000000
1.AMADEUS/TEST MR          ADT          ST
1 OIKA LH 601  M 20NOV0240 OK MRFIR          O          20NOV 1PC
2 OFRA LH 600  Z 25NOV1730 OK ZRFIR          O          20NOV 2PC
  IKA
FARE  R USD          2399.00
EQUIV  IRR          29412000
TOTALTAX IRR          0
TAXES  PD
TOTAL  IRR          5063000A
/FC THR LH FRA Q158.21 835.00LH THR Q158.21 1247.50NUC2398.92END
ROE1.000000
FE FL/CNX/CHG RESTRICTED CHECK FARE NOTE
FO 220-2453405746THR12SEP12/33200215/220-2453405746
FP O/CASH+/CASH
FOR TAX/FEE DETAILS USE TWD/TAX
```

Entry to cancel exchange ticket: TRDC/L6/T-LH

System response:

```
OK - DOCUMENT(S) CANCELLED
```

The reissued e-ticket record after using TRDC entry:

```
TKT-2202453405747          RCI-          1A LOC-5Y9AUL
OD-THRTHR SI-          FCMI-1  POI-THR  DOI-12SEP12  IOI-00000000
1.AMADEUS/TEST MR          ADT          ST
1 OIKA LH 601  M 20NOV0240 OK MRFIR          V          20NOV 1PC
2 OFRA LH 600  Z 25NOV1730 OK ZRFIR          V          20NOV 2PC
  IKA
FARE  R USD          2399.00
EQUIV  IRR          29412000
TOTALTAX IRR          0
TAXES  PD
TOTAL  IRR          5063000A
/FC THR LH FRA Q158.21 835.00LH THR Q158.21 1247.50NUC2398.92END
ROE1.000000
FE FL/CNX/CHG RESTRICTED CHECK FARE NOTE
FO 220-2453405746THR12SEP12/00000000/220-2453405746
FP O/CASH+/CASH
FOR TAX/FEE DETAILS USE TWD/TAX
SAC- 220DO07IVLGZ7
```

The exchanged ticket record after using TRDC entry:

```

TKT-2202453405746          RCI-          1A LOC-5Y9AUL
OD-THRTHR SI-          FCMI-0   POI-THR   DOI-12SEP12   IOI-0000000
  1.AMADEUS/TEST MR          ADT          ST
  1 OIKA LH 601   M 20NOV0240 OK MRFIR          O          1PC
  2 OFRA LH 600   M 25NOV1730 OK MRFIR          O          1PC
    IKA
FARE   F USD          1986.00
EQUIV  IRR          24349000          BSR          12260.00
TOTALTAX IRR          1193000
TOTAL  IRR          25542000
/FC THR LH FRA Q158.21 835.00LH THR Q158.21 835.00NUC1986.42END
ROEL.000000
FE FL/CNX/CHG RESTRICTED CHECK FARE NOTE
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX

```

Cancelled ticket will be displayed in the query report as below:

```

TJQ/SOF/T-LH
AGY NO - 0000000          QUERY REPORT 12SEP          CURRENCY IRR
OFFICE - THR1A980          SELECTION:
AGENT  - ALL                                     12 SEP 2012
-----
SEQ NO A/L DOC NUMBER TOTAL DOC   TAX   FEE   COMM FP PAX NAME AS RLOC   TRNC
-----
002445 220 2453405746  25542000 11930T   0 21914T CA AMADEUS/ AA 5Y9AUL TKTT
002446 220 2453405747   5063000   0       0 455670 CA AMADEUS/ AA 5Y9AUL CANX

```

Scenario 2: Cancel Refund

You refunded an e-ticket by mistake instead of another one, now you can cancel the refunded ticket from sales report.

TJQ/SOF/T-LH												
AGY NO - 00000000			QUERY REPORT 12SEP				CURRENCY IRR					
OFFICE - THR1A0980			SELECTION:				12 SEP 2012					
AGENT - ALL												
SEQ NO	A/L	DOC NUMBER	TOTAL DOC	TAX	FEE	COMM	FP	PAX	NAME	AS	RLOC	TRNC
002445	220	2453405746	25542000	11930T	0	21914T	CA	AMADEUS/	AA	5Y9AUL	TKTT	
002446	220	2453405747	5063000	0	0	455670	CA	AMADEUS/	AA	5Y9AUL	CANX	
002447	220	2453405748	5063000	0	0	455670	CA	AMADEUS/	AA	5Y9AUL	CANX	
002448	220	2453405749	5063000	0	0	455670	CA	AMADEUS/	AA	5Y9AUL	TKTT	
002449	220	2453405749	-30605000-11930T		0-26470T	CA	AMADEUS/	AA	5Y9AUL	RFND		

Entry to cancel refunded ticket: TRDC/002449/T-LH

OK - DOCUMENT(S) CANCELLED

Canceled refund document will be displayed in the query report as below:

TJQ/SOF/T-LH												
AGY NO - 00000000			QUERY REPORT 12SEP				CURRENCY IRR					
OFFICE - THR1A0980			SELECTION:				12 SEP 2012					
AGENT - ALL												
SEQ NO	A/L	DOC NUMBER	TOTAL DOC	TAX	FEE	COMM	FP	PAX	NAME	AS	RLOC	TRNC
002445	220	2453405746	25542000	11930T	0	21914T	CA	AMADEUS/	AA	5Y9AUL	TKTT	
002446	220	2453405747	5063000	0	0	455670	CA	AMADEUS/	AA	5Y9AUL	CANX	
002447	220	2453405748	5063000	0	0	455670	CA	AMADEUS/	AA	5Y9AUL	CANX	
002448	220	2453405749	5063000	0	0	455670	CA	AMADEUS/	AA	5Y9AUL	TKTT	
002449	220	2453405749	-30605000-11930T		0-26470T	CA	AMADEUS/	AA	5Y9AUL	RFNX		

In this scenario TRDC entry changes the coupon status of the ticket from R to O.

CHAPTER 6: REISSUE/REVALID

At the end of this chapter, you will be able to:

1. Understand concept of reissue/exchange
2. Reissue with TTU transaction
3. Reissue with TTC transaction
4. Reissue with using FXP transaction
5. Revalidation

Introduction

When a passenger change his/her reservation after a ticket has been issued, the original ticket has to be reissued or rerouted.

If the new route remains the same, but there is a date or class change, it is called reissue.

If the new route is different, it is called a rerouting.

There are three methods of processing a reissue or rerouting.

1. Updating an already existing TST using TTU transaction
2. Creating a new manual TST using the TTC transaction (no TST present)
3. Re-pricing the itinerary and creating a new TST using the FXP

Reissue with TTU Transaction (Change fee)

When a ticket has to be reissued, and there is a TST stored in the PNR, the original TST may be used and updated with the new reservation and recalculated fare.

Passenger Watson wants to change his outbound flight to a later date.
This fare allows a change in date, but the passenger has to pay a changing fee.

Current PNR:

```

--- TST ---
RP/THR1A0980/THR1A0980          KI/SU  31OCT10/0735Z  YHWZ7J
THR1A0980/8080KI/31OCT10
1.WATSON/JOHN MR
2  EY 344 H 24DEC 5 IKAUHK1          0445 0730  *1A/E*
3  EY 017 H 24DEC 5 AUHLHR HK1      3  1320 1730  *1A/E*
4  EY 020 H 10FEB 4 LHRAUH HK1      4  1350 0050+1 *1A/E*
5  EY 343 H 11FEB 5 AUHIKA HK1      1  0205 0355  *1A/E*
6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
7 TK OK31OCT/THR1A0980//EY
8 FA PAX 6072400005008/EY/IRR15399000/31OCT10/THR1A0980/000
  00000/S2-5
9 FB PAX 3100002248 TTP/T-EY/RT OK ETICKET/S2-5
10 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-5
11 FM *M*9
12 FP CASH
13 FV PAX EY/S2-5

```

The following steps have to be taken:

1. Book the new flight.

```

TICKET REVALIDATION/REISSUE IS RECOMMENDED
--- TST ---
RP/THR1A0980/THR1A0980          KI/SU  31OCT10/0738Z  YHWZ7J
THR1A0980/8080KI/31OCT10
1.WATSON/JOHN MR
2  EY 344 H 31DEC 5 IKAUHK1          0445 0730  319 E 0 M
3  EY 017 H 31DEC 5 AUHLHR HK1      3  1320 1730  333 E 0 M
4  EY 020 H 10FEB 4 LHRAUH HK1      4  1350 0050+1 *1A/E*
5  EY 343 H 11FEB 5 AUHIKA HK1      1  0205 0355  *1A/E*
6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
7 TK OK31OCT/THR1A0980//EY
8 FA PAX 6072400005008/EY/IRR15399000/31OCT10/THR1A0980/000
  00000/S4-5
9 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S4-5
10 FM *M*9
11 FP CASH
12 FV PAX EY/S4-5

```

2. Update the TST with the whole itinerary by using TTU as below:

TTU/S2-5

System response:

UPDATE - OK

3. Display new TST.

TQT/T1

System response:

```
TST00001  PC THR1A0980 KI/31OCT M 0 LD 24DEC10 OD THRTHR SI
T-
FXP/R,VC-EY
1.WATSON/JOHN MR
1  IKA EY 344 H 31DEC 0445 OK
2 O AUH EY 017 H 31DEC 1320 OK
3 O LHR EY 020 H 10FEB 1350 OK HRTIR1          10FEB10FEB 23K
4 X AUH EY 343 H 11FEB 0205 OK HRTIR1          11FEB11FEB 23K
   IKA
FARE  F USD      1343.00
EQUIV  IRR      13970000
TX001 X IRR      70000IRAE TX002 X IRR      982000GBAD TX003 X IRR
377000UBAS
TOTAL  IRR      15399000      BSR 10402.00
GRAND TOTAL IRR      15399000
THR EY X/AUH EY LON Q6.50 665.00EY X/AUH Q6.50EY THR665.00NUC13
43.00END ROE1.000000
```

4. Because there is no change in fare, a new calculation is not necessary.
But the fare has to be changed to R (Reissue/Reroute), the taxes to Old (Paid)
and the total to zero.
This can be done with the entry:

TTK/EXCH

Have a look to TST:

```
TST00001  PC THR1A0980 KI/31OCT M 0 LD 24DEC10 OD THRTHR SI
T-
FXP/R,VC-EY
1.WATSON/JOHN MR
1  IKA EY 344 H 31DEC 0445 OK
2 O AUH EY 017 H 31DEC 1320 OK
3 O LHR EY 020 H 10FEB 1350 OK HRTIR1          10FEB10FEB 23K
4 X AUH EY 343 H 11FEB 0205 OK HRTIR1          11FEB11FEB 23K
   IKA
FARE  R USD      1343.00
EQUIV  IRR
TX001 O IRR      70000IRAE TX002 O IRR      982000GBAD TX003 O IRR
377000UBAS
TOTAL  IRR              0
GRAND TOTAL IRR              0
THR EY X/AUH EY LON Q6.50 665.00EY X/AUH Q6.50EY THR665.00NUC13
43.00END ROE1.000000
```

5. Fill the fields with TTK entries:

TTK/EIRR13970000
TTK/L1,2/BHRTIR1
TTK/L1,2/V31DEC31DEC
TTK/L1,2/A23K
TTK/L2X

6. In this case the change fee of 100 USD should be added. To convert it to IRR, you can use FQC, then using TTK as below:

TTK/XIRR1041000XP/TIRR1041000

7. You have to enter the original issue/in exchange ticket number.
 First display e-ticket record by using TWD/L8, then FO*L8.

System response:

FO607-2400005008E1THR31OCT10/00000000/607-2400005008E1

You have to add passenger and segment association.

Amadeus PNR:

```

--- TST ---
RP/THR1A0980/THR1A0980          KI/SU  31OCT10/0906Z  YHWZ7J
THR1A0980/8080KI/31OCT10
 1.WATSON/JOHN MR
 2  EY 344 H 31DEC 5 IKAAUH HK1          0445 0730  *1A/E*
 3  EY 017 H 31DEC 5 AUHLHR HK1          3  1320 1730  *1A/E*
 4  EY 020 H 10FEB 4 LHRAUH HK1          4  1350 0050+1 *1A/E*
 5  EY 343 H 11FEB 5 AUHIKA HK1          1  0205 0355  *1A/E*
 6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
 7 TK OK31OCT/THR1A0980//ETRY
 8 FA PAX 6072400005008/ETRY/IRR15399000/31OCT10/THR1A0980/000
00000/S4-5
 9 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-5
10 FM *M*9
11 FO PAX 607-2400005008THR31OCT10/00000000/607-2400005008E1
/S2-5
12 FV PAX EY/S2-5

```

8. Cancel old Form of payment and enter new one:

FPO/CASH+/CASH/IRR1041000

9. Remove PC flag by using,

TTF/ALL

10. The TST can be issued. To do that display e-ticket record, then enter:

TTP/P1/T-EY/RT

Reissue with the TTU transaction (Additional Payment)

Passenger Watson wants to change (Reroute) his inbound reservation from London to Paris. You have to retrieve his PNR and FA element shows you that an e-ticket was issued.

Current PNR:

```

--- TST ---
RP/THR1A0980/THR1A0980          KI/SU  31OCT10/1049Z  YITLUG
THR1A0980/8080KI/31OCT10
  1.WATSON/JOHN MR
  2  EY 344 Q 24DEC 5 IKAAUH HK1          0445 0730  *1A/E*
  3  EY 017 Q 24DEC 5 AUHLHR HK1          3  1320 1730  *1A/E*
  4  EY 020 Q 19MAY 4 LHRAUH HK1          4  1445 0050+1 *1A/E*
  5  EY 343 Q 20MAY 5 AUHIKA HK1          1  0225 0510  *1A/E*
  6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  7 TK OK31OCT/THR1A0980//EY
  8 FA PAX 6072400005010/EY/IRR9521000/31OCT10/THR1A0980/0000
    0000/S2-5
  9 FB PAX 3100002251 TTP/T-EY/RT OK ETICKET/S2-5
 10 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-5
 11 FM *M*9
 12 FP CASH
 13 FV PAX EY/S2-5

```

The following steps have to be taken:

1. Book the new flight.

Here you can find PNR after changing inbound reservation:

```

--- TST ---
RP/THR1A0980/THR1A0980          KI/SU  31OCT10/1107Z  YITLUG
THR1A0980/8080KI/31OCT10
  1.WATSON/JOHN MR
  2  EY 344 Q 24DEC 5 IKAAUH HK1          0445 0730  *1A/E*
  3  EY 017 Q 24DEC 5 AUHLHR HK1          3  1320 1730  *1A/E*
  4  ARNK
  5  EY 032 Q 19MAY 4 CDGAUH HK1          2A 1135 2025  *1A/E*
  6  EY 343 Q 20MAY 5 AUHIKA HK1          1  0225 0510  *1A/E*
  7 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  8 TK OK31OCT/THR1A0980//EY
  9 FA PAX 6072400005010/EY/IRR9521000/31OCT10/THR1A0980/0000
    0000/S2-3
 10 FB PAX 3100002251 TTP/T-EY/RT OK ETICKET/S2-3
 11 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-3
 12 FM *M*9
 13 FP CASH
 14 FV PAX EY/S2-3

```

2. Update the TST with the whole itinerary by using TTU as below:

TTU/S2-6

Here you find TST:

```

TST00001 PC THR1A0980 KI/31OCT M 0 LD 24DEC10 OD THRTHR SI
T-
FXP/R,VC-EY
  1.WATSON/JOHN MR
  1 IKA EY 344 Q 24DEC 0445 OK QEE6MIR1 24DEC24DEC 23K
  2 X AUH EY 017 Q 24DEC 1320 OK QEE6MIR1 24DEC24DEC 23K
  3 LHR ARNK
  4 O CDG EY 032 Q 19MAY 1135 OK
  5 O AUH EY 343 Q 20MAY 0225 OK
    IKA
FARE F USD 763.00
EQUIV IRR 7937000
TX001 X IRR 70000IRAE TX002 X IRR 982000GBAD TX003 X IRR
532000UBAS
TOTAL IRR 9521000 BSR 10402.00
GRAND TOTAL IRR 9521000
THR EY X/AUH EY LON Q6.50 375.00EY X/AUH Q6.50EY THR375.00NUC76
3.00END ROE1.000000

```

3. Change the fare to R and taxes to O.

TTK/EXCH

4. Calculate the new fare with FQP, including the date of issue of the original ticket.

FQPIKA/AEY/CQ/D24DECAUHLHR---CDG/D19MAYAUH/D20MAYIKA

System response:

```

LAST TKT DTE 24DEC10 - DATE OF ORIGIN
-----
      AL FLGT  BK T DATE  TIME  FARE BASIS          NVB  NVA  BG
THR
XAUH EY      Q  Q 24DEC      QEE6MIR1          24DEC24DEC 23
LON EY      Q  Q          QEE6MIR1          24DEC24DEC 23
PAR      S U R F A C E
XAUH EY      Q  Q 19MAY      QEE6MIR1          19MAY19MAY 23
THR EY      Q  Q 20MAY      QEE6MIR1          20MAY20MAY 23

USD  813.00      24DEC10THR EY X/AUH EY LON Q6.50 375.00/-
IRR  8456900      PAR EY X/AUH Q6.50EY THR425.00NUC813.00END
IRR  70000IR      ROE1.000000
IRR  340000QX      XT IRR 59000IZ IRR 109000FR IRR 164000FR
IRR  332000XT
IRR  9199000
RATE USED 1USD=10402.00000IRR

```

5. Adjust the fare calculation field with TTK entries according to FQP.

**TTK/CTHR EY X/AUH EY LON Q6.50 375.00/-PAR EY X/AUH Q6.50EY
THR375.00NUC763.00END ROE1.000000**

6. Adjust the following fields with TTK entries:

**TTK/L4,5/BQEE6MIR1
TTK/L4,5/V24DEC24DEC
TTK/L4,5/A23K
TTK/L5X**

System response:

```
TST00001  PC THR1A0980 KI/07NOV M 1 LD 24DEC10 OD  THRTHR SI
T-
FXP/R,VC-EY
  1.WATSON/JOHN MR
  1  IKA EY  344 Q 24DEC 0445  OK QEE6MIR1          24DEC24DEC 23K
  2  X AUH EY  017 Q 24DEC 1320  OK QEE6MIR1          24DEC24DEC 23K
  3  LHR      ARNK
  4  O CDG EY  032 Q 19MAY 1135  OK QEE6MIR1          24DEC24DEC 23K
  5  X AUH EY  343 Q 20MAY 0225  OK QEE6MIR1          24DEC24DEC 23K
      IKA
FARE  R USD      763.00
EQUIV  IRR
TX001 O IRR      70000IRAE TX002 O IRR      982000GBAD TX003 O IRR
532000UBAS
TOTAL  IRR      0
GRAND TOTAL IRR      0
THR EY X/AUH EY LON Q6.50 375.00/-PAR EY X/AUH Q6.50EY
THR425.00NUC813.00END ROE1.000000
```

7. Fill the new (Rerouted) fare, taxes and total.

The fare difference is 519900 IRR and there are some new taxes as below:

340000 IRR QX
59000 IRR IZ
109000 IRR FR
164000 IRR FR

Here you can find entries:

**TTK/RUSD813.00
TTK/EIRR8456900
TTK/TIRR1191900
TTK/XIRR340000QX/XIRR59000IZ/XIRR109000FR/
XIRR164000FR**

System response:

```

TST00001 PC THR1A0980 KI/07NOV M 1 LD 24DEC10 OD THRTHR SI
T-
FXP/R,VC-EY
  1.WATSON/JOHN MR
  1 IKA EY 344 Q 24DEC 0445 OK QEE6MIR1 24DEC24DEC 23K
  2 X AUH EY 017 Q 24DEC 1320 OK QEE6MIR1 24DEC24DEC 23K
  3 LHR ARNK
  4 O CDG EY 032 Q 19MAY 1135 OK QEE6MIR1 24DEC24DEC 23K
  5 X AUH EY 343 Q 20MAY 0225 OK QEE6MIR1 24DEC24DEC 23K
    IKA
FARE R USD 813.00
EQUIV IRR 8456900
TX001 O IRR 70000IRAE TX002 O IRR 982000GBAD TX003 O IRR
532000UBAS
TX004 X IRR 340000QX TX005 X IRR 59000IZ TX006 X IRR
109000FR
TX007 X IRR 164000FR
TOTAL IRR 1191900
GRAND TOTAL IRR 1191900
THR EY X/AUH EY LON Q6.50 375.00/-PAR EY X/AUH Q6.50EY
THR425.00NUC813.00END ROE1.000000

```

8. Remove PC flag by using,

TTF/ALL

9. Cancel old form of payment and enter new one:

FPO/CASH+/CASH

System response:

```

--- TST ---
RP/THR1A0980/THR1A0980 KI/SU 7NOV10/1250Z YITLUG
THR1A0980/8080KI/31OCT10
  1.WATSON/JOHN MR
  2 EY 344 Q 24DEC 5 IKAUHK1 0445 0730 *1A/E*
  3 EY 017 Q 24DEC 5 AUHLHR HK1 3 1320 1730 *1A/E*
  4 ARNK
  5 EY 032 Q 19MAY 4 CDGAUH HK1 2A 1135 2025 *1A/E*
  6 EY 343 Q 20MAY 5 AUHIKA HK1 1 0225 0510 *1A/E*
  7 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  8 TK OK31OCT/THR1A0980//ETRY
  9 FA PAX 607-2400005010/ETRY/IRR9521000/31OCT10/THR1A0980/0000
    0000/S2-3
  10 FB PAX 3100002251 TTP/T-EY/RT OK ETICKET/S2-3
  11 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-3
    ,5-6
  12 FM *M*9
  13 FP O/CASH+/CASH/IRR1191900
  14 FV PAX EY/S2-3,5-6

```

10. You have to enter the original issue/in exchange ticket number. To do that first display e-ticket record by using TWD/L9, then FO*L9.

System response:

FO607-2400005010E1THR31OCT10/00000000/607-2400005010E1

You have to add passenger and segment association.

11. The TST can be issued. To do that display e-ticket record, then enter:

TTP/P1/T-EY/RT

Reissue with the TTC transaction

Passenger Watson wants to change his inbound reservation to EY343/02FEB. This fare allows a change in date and the new departure date is within the validity, but the passenger has to pay changing fee.

Considering in this case there is no TST present in the PNR.

Amadeus PNR:

```

--- TST ---
RP/THR1A0900/THR1A0900          KI/SU   7NOV10/1351Z   2537WN
THR1A0900/8080KI/7NOV10
1.WATSON/JOHN MR
2  EY 344 D 23JAN 7 IKAUH HK1      FLWN
3  EY 343 D 30JAN 7 AUHIKA HK1     1 1455 1645 *1A/E*
4 AP THR +98 21 88101140 - AMADEUS IRAN TRAINING ROOM - A
5 TK OK07NOV/THR1A0980//ETEY
6 FA PAX 607-2400005011/ETEY/IRR5579000/07NOV10/THR1A0980/0000
  0000/S2-3
7 FB PAX 0700002253 TTP/T-EY OK ETICKET/S2-3
8 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-3
9 FM *M*9
10 FP CASH
11 FV PAX EY/S2-3

```

The following steps have to be taken:

1. Book the new flight and cancel original flight.
2. Display e-ticket record and check if the second flight coupon is still open for use.

TWD/TKT236-2400001311

System response:

```

TKT-6072400005011          RCI-          1A LOC-2537WN
OD-THRTHR SI-          FCMI-0   POI-THR   DOI-07NOV10   IOI-00000000
1.WATSON/JOHN MR          ADT          ST
1 OIKA EY 0344 D 23JAN 1735 OK DRTIR1          F          30K
2 OAUH EY 0343 D 30JAN 1455 OK DRTIR1          O          30K
  IKA
FARE   F USD          510.00
EQUIV  IRR          5296000          BSR          10384.00
TOTALTAX IRR          283000
TOTAL  IRR          5579000
/FC THR EY AUH Q20.00 235.00EY THR Q20.00 235.00NUC510.00END ROE
1.000000
FE VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY
FP CASH
NON-ENDORSABLE
FOR TAX DETAILS USE TWD/TAX

```

3. Recalculate the fare with FQP, including the historical dates or use the fare calculation from the original e-ticket.
4. Create manual TST for flight segment 3 by using:

TTC/S3

5. Fill in the applicable fields in the TST with the TTK entries:

TTK/DIKAICA
TTK/BDRTIR1
TTK/VXX23JAN
TTK/A30K

Fare calculation:

TTK/CTHR EY AUH Q20.00 235.00EY THR Q20.00 235.00NUC510.00END
ROE1.000000

Fare/Old taxes/New taxes/Total:

TTK/RUSD510.00/EIRR529600/OIRR70000IR/OIRR213000AE/XIRR50000XP/
TIRR500000

System response:

```

TST00001      THR1A0980 KI/07NOV M 1          OD THRTHR SI
T-
  1.WATSON/JOHN MR
  1  AUH EY 343 D 02FEB 1455  OK DRTIR1          23JAN 30K
    IKA
FARE  R USD      510.00
EQUIV  IRR      529600
TX001 O IRR      70000IR  TX002 O IRR  213000AE  TX003 X IRR
500000XP
TOTAL  IRR      500000
GRAND TOTAL IRR  500000
THR EY AUH Q20.00 235.00EY THR Q20.00 235.00NUC510.00END
ROE1.000000

```

6. Cancel old form of payment and enter new one:

FPO/CASH+/CASH

7. You have to enter the original issue/in exchange ticket number:

FO607-2400005011E2THR07NOV10/00000000/S3

System response:

```

--- TST ---
RP/THR1A0900/THR1A0900          KI/SU  7NOV10/1441Z  2537WN
THR1A0900/8080KI/7NOV10
  1.WATSON/JOHN MR
  2  EY 344 D 23JAN 7  IKAUHK1          FLWN
  3  EY 343 D 02FEB 3  AUHIKA HK1      1  1455 1645  *1A/E*
  4 AP THR +98 21 88101140 - AMADEUS IRAN TRAINING ROOM - A
  5 TK OK07NOV/THR1A0980//ETEY
  6 FB PAX 0700002253 TTP/T-EY OK ETICKET/S2
  7 FM *M*9
  8 FO PAX 607-2400005011THR07NOV10/00000000/607-2400005011E2
    /S3
  9 FP O/CASH+/CASH/IRR500000
 10 FV EY

```

8. The TST can be issued. To do that display e-ticket record, then enter:

TTP/P1/T-EY/RT/S3

Reissue with re-pricing the itinerary

Re-pricing with the FXP transaction is only possible when the passenger has not used part of his ticket yet.

Below you can find an example of PNR that e-ticket has been issued.

```

--- TST ---
RP/THR1A0980/THR1A0980          KI/SU   8NOV10/1139Z   3F6V7A
THR1A0980/8080KI/8NOV10
1.WATSON/JOHN MR
2  EY 344 J 23JAN 7 IKAUHK1      1735 2020   *1A/E*
3  EY 343 J 30JAN 7 AUHIKA HK1    1 1455 1645 *1A/E*
4 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
5 TK OK08NOV/THR1A0980//EY
6 FA PAX 607-2400005012/EY/IRR11394000/08NOV10/THR1A0980/000
  0000/S2-3
7 FB PAX 0800002255 TTP/T-EY/RT OK ETICKET/S2-3
8 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-3
9 FM *M*9
10 FP CASH
11 FV PAX EY/S2-3
  
```

The following ticket was issued.

```

TKT-6072400005012          RCI-          1A LOC-3F6V7A
OD-THRTHR SI-          FCMI-0   POI-THR   DOI-08NOV10   IOI-00000000
1.WATSON/JOHN MR          ADT          ST
1 OIKA EY 0344 J 23JAN 1735 OK JRTIR1    O          30K
2 OAUH EY 0343 J 30JAN 1455 OK JRTIR1    O          30K
IKA
FARE F USD          1070.00
EQUIV IRR          11111000          BSR          10384.00
TOTALTAX IRR          283000
TOTAL IRR          11394000
/FC THR EY AUH Q20.00 515.00EY THR Q20.00 515.00NUC1070.00END RO
E1.000000
FE VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY
FP CASH
NON-ENDORSABLE
FOR TAX DETAILS USE TWD/TAX
  
```

Passenger Watson wants to change his destination to London.

As this is a rerouting, you have to re-price the new itinerary and create a new TST.

The following steps have to be taken:

1. Adjust the PNR with new inbound reservation

```

--- TST ---
RP/THR1A0980/THR1A0980          KI/SU   8NOV10/1151Z   3F6V7A
THR1A0980/8080KI/8NOV10
1.WATSON/JOHN MR
2  EY 344 D 23JAN 7 IKAUHK1      1735 2020   *1A/E*
3  EY 011 D 24JAN 1 AUHLHR HK1    3 0240 0645 *1A/E*
4  EY 012 D 29JAN 6 LHRAUH HK1    4 0915 2015 *1A/E*
5  EY 343 D 30JAN 7 AUHIKA HK1    1 1455 1645 *1A/E*
6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
7 TK OK08NOV/THR1A0980//EY
8 FHE PAX 607-2400005012
9 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2,5
10 FM *M*9
  
```

2. Cancel original TST by using TTE/ALL
3. Price the new itinerary with FXP/R,VC-EY
4. Store new TST
5. Display the new TST

System response:

```

TST00001      THR1A0980 KI/08NOV I 0 LD 23JAN11 OD THRTHR SI
T-
FXP/R,VC-EY
  1.WATSON/JOHN MR
  1  IKA EY  344 D 23JAN 1735  OK DRTIR1                30K
  2 X AUH EY  011 D 24JAN 0240  OK DRTIR1                30K
  3 O LHR EY  012 D 29JAN 0915  OK DRTIR1                30K
  4 X AUH EY  343 D 30JAN 1455  OK DRTIR1                30K
    IKA
FARE  F USD      2020.00
EQUIV  IRR      20976000
TX001 X IRR      70000IRAE TX002 X IRR  2001000GBAD TX003 X IRR
384000UBAS
TOTAL  IRR      23431000      BSR 10384.00
GRAND TOTAL IRR      23431000
THR EY X/AUH EY LON Q20.00 990.00EY X/AUH Q20.00EY THR990.00NUC
2020.00END ROE1.000000

```

6. Change the fare to R and taxes to O.

TTK/EXCH

System response:

```

TST00001      THR1A0980 KI/08NOV M 0 LD 23JAN11 OD THRTHR SI
T-
FXP/R,VC-EY
  1.WATSON/JOHN MR
  1  IKA EY  344 D 23JAN 1735  OK DRTIR1                30K
  2 X AUH EY  011 D 24JAN 0240  OK DRTIR1                30K
  3 O LHR EY  012 D 29JAN 0915  OK DRTIR1                30K
  4 X AUH EY  343 D 30JAN 1455  OK DRTIR1                30K
    IKA
FARE  R USD      2020.00
EQUIV  IRR
TX001 O IRR      70000IRAE TX002 O IRR  2001000GBAD TX003 O IRR
384000UBAS
TOTAL  IRR              0
GRAND TOTAL IRR              0
THR EY X/AUH EY LON Q20.00 990.00EY X/AUH Q20.00EY THR990.00NUC
2020.00END ROE1.000000

```

7. Adjust the NVA, Equivalent, Total and new taxes.
In this case fare differential is 9865000 and two new taxes, IRR 2001000 GB, IRR 384000 UB.

TTK/VXX23JAN
TTK/EIRR20976000
TTK/TIRR12250000
TTK/XIRR2001000GB
TTK/XIRR384000UB

8. Cancel old form of payment and enter new one:

FPO/CASH+/CASH

9. You have to enter the original issue/in exchange ticket number:

FO607-2400005012E1THR08NOV10/00000000/S2-5/P1

System response:

```

--- TST ---
RP/THR1A0980/THR1A0980          KI/SU   8NOV10/1333Z   3F6V7A
THR1A0980/8080KI/8NOV10
1.WATSON/JOHN MR
2  EY 344 D 23JAN 7 IKAAUH HK1          1735 2020   *1A/E*
3  EY 011 D 24JAN 1 AUHLHR HK1          3  0240 0645   *1A/E*
4  EY 012 D 29JAN 6 LHRAUH HK1          4  0915 2015   *1A/E*
5  EY 343 D 30JAN 7 AUHIKA HK1          1  1455 1645   *1A/E*
6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
7 TK OK08NOV/THR1A0980//ETRY
8 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-5
9 FM *M*9
10 FO PAX 607-2400005012THR08NOV10/00000000/607-2400005012E1
    /S2-5
11 FP O/CASH+/CASH/IRR12250000
12 FV PAX EY/S2-5

```

10. The TST can be issued.

Revalidation

Before requesting revalidation, you must display the ET record by making a TWD entry.

To revalidate the e-ticket, enter for example:

TTP/ETRV/L10/S5-6/E3-4

Here you can find description of above command:

Option	Description
TTP	Transaction code to issue a ticket
/ETRV	Slash, e-ticket revalidation option
/L10	Slash, line number identifier (L), line number of the FA/FHE element in the PNR that contains the e-ticket number (10)
/S5-6	Slash, segment identifier (S), numbers of the changed segments in the PNR (5-6)
/E3-4	Slash, e-ticket coupon identifier (E), numbers of the original coupons in the e-ticket record that need to be revalidated

CHAPTER 7: AUTOMATED REFUND

At the end of this chapter, you will be able to:

1. Condition to refund an e-ticket
2. Different type of refund
3. Different scenarios to illustrate the cases
4. Display refund record from multi list

Introduction

Amadeus automated refunds allows you to refund sale documents and electronic tickets quickly and easily.

Note: You can refund e-ticket coupons that have an 'open' status.

Data is normally stored in the system for 180 days. If the data is no longer available, you enter details of the refund manually into a blank refund record.

You can refund e-tickets as fully or partially used.

Steps to refund an e-ticket

1. Displaying the refund record
2. Update the refund record; if required
3. Process refund

Scenario 1

The ticket number **235-2490000010** needs to be fully refunded on TK stock with cancellation penalty IRR 500000.

PNR (Before refund):

```

--- TST RLR ---
RP/THRC32103/THRC32103          AA/SU  28DEC08/1219Z   5ML5HN
 1.ETKT/IRAN
 2 TK1275 Q 01FEB 7 IKAIST HK1          0430 0630   *1A/E*
 3 TK1274 Q 14FEB 6 ISTIKA HK1          I  2110 0140+1 *1A/E*
 4 AP THR +9821-88799999
 5 TK OK28DEC/THRC32103//ETTK
 6 FA PAX 235-2490000010/ETTK/IRR4494000/28DEC08/THRC32103/3324
   7690/S2-3
 7 FB PAX 2800000034 TTP/T-TK/RT OK ETICKET/S2-3
 8 FE PAX NONEND/TK ONLY/S2-3
 9 FP CASH
10 FV TK

```

Query report:

```

>TJQ/T-TK/SOF
AGY NO - 33247690          QUERY REPORT 28DEC          CURRENCY IRR
OFFICE - THRC32103        SELECTION:
AGENT  - ALL              29 DEC 2008
-----
SEQ NO A/L DOC NUMBER TOTAL DOC   TAX   FEE   COMM FP PAX NAME AS RLOC TRNC
-----
000011*235 2490000009  15256000 10690T    0     0   0 CA ETICKET/ AA 44GXUX TKTT
000012 235 2490000006  -4494000-10690T    0     0   0 CA ETKT/TES AA 5ML5HN RFND
000013*235 2490000010   4494000 10690T    0     0   0 CA ETKT/TES AA 5ML5HN TKTT

```


The following steps apply:

1. Displaying the refund record.

- Using the ticket number:

TRF235-2490000010/T-TK

- Using the FA or FH:

TRF/L6/T-TK

- Using the query report:

TRF /I-13/T-TK

System response:

```
>TRF235-2490000010/T-TK
REFUND RECORD                AGT-33247690 AA/29DEC08 F TKT-Y
NM  NAME                     ETKT/TEST
I   ISSUED                   28DEC08
D1  DOCUMENT                 235 2490000010 1 CPNS 1200

F   FARE PAID                IRR      3425000
U   FARE USED                0
   FARE REFUND                3425000
TP  TAX PAID                 1069000
XT  TAX REFUND               1069000 >TRFT
   REFUND TOTAL              4494000

FP1 CASH                     4494000

S   ITINERARY                INTERNATIONAL
```

2. Update cancellation penalty in IRR, enter:

TRFU/CP500000A

System response:

```
REFUND RECORD                AGT-33247690 AA/30DEC08 A TKT-Y
NM  NAME                     ETKT/TEST
I   ISSUED                   28DEC08
D1  DOCUMENT                 235 2490000010 1 CPNS 1200

F   FARE PAID                IRR      3425000
U   FARE USED                0
   FARE REFUND                3425000
CP  CANX FEE                 500000      14.60P
TP  TAX PAID                 1069000
XT  TAX REFUND               1069000 >TRFT
   REFUND TOTAL              3994000

FP1 CASH                     3994000

S   ITINERARY                INTERNATIONAL
```

3. Process auto refund, **TRFP**

System response:

```
OK ETKT RECORD UPDATED SAC- 2352EB351D101
OK - REFUND PROCESSED
```

If you make the TRFP entry from a refund record that has already been processed, the system simply reprints the refund document.

You can ignore a refund record at any time prior to processing the record with the following entry:

TRFIG

4. Display Query report:

```
>TJQ/SOF/T-TK
AGY NO - 33247690          QUERY REPORT 30DEC          CURRENCY IRR
OFFICE - THRC32103        SELECTION:
AGENT - ALL                                     30 DEC 2008
-----
SEQ NO A/L DOC NUMBER TOTAL DOC   TAX   FEE   COMM FP PAX NAME AS RLOC   TRNC
-----
000017 235 2490000010 -3994000-10690T    0     0   0 CA ETKT/TES AA 5ML5HN RFND
```

Scenario 2

The ticket number **235-2490000011** needs to be partially refunded with used amount **1100000 IRR** and **500000 IRR** as refund charge.

Also taxes **IR** and **AV** are used totally and **YR** used amount is **902000 IRR**.

PNR (Before refund):

```

--- TST RLR ---
RP/THRC32103/THRC32103          AA/SU  28DEC08/1224Z  5MLZWY
1.ETICKET/TEST
2  TK1275 Y 01FEB 7 IKAIST      FLWN
3  TK1587 Y 01FEB 7 ISTFRA      FLWN
4  TK1590 Y 10FEB 2 FRAIST HK1   1  1800 2155  *1A/E*
5  TK1276 Y 17FEB 2 ISTIKA HK1   I  2340 0410+1 *1A/E*
6 AP THR +9821-88998889
7 TK OK28DEC/THRC32103//ETTK
8 SSR OTHS 1A IRC-2/ADV OTO TKT OR XX BY 03JAN/1300
9 FA PAX 235-2490000011/ETTK/IRR20672000/28DEC08/THRC32103/332
  47690/S2-5
10 FB PAX 28000000035 TTP/T-TK/RT OK ETICKET/S2-5
11 FP CASH
12 FV TK
  
```

Query report:

SEQ	NO	A/L	DOC NUMBER	TOTAL	DOC	TAX	FEE	COMM	FP	PAX	NAME	AS	RLOC	TRNC
000011	*235		2490000009	15256000	10690T		0	0	CA	ETICKET/	AA	44GXUX	TKTT	
000012	235		2490000006	-4494000	-10690T		0	0	CA	ETKT/TES	AA	5ML5HN	RFND	
000013	*235		2490000010	4494000	10690T		0	0	CA	ETKT/TES	AA	5ML5HN	TKTT	
000014	*235		2490000011	20672000	22880T		0	0	CA	ETICKET/	AA	5MLZWY	TKTT	

The following steps apply:

1. Displaying the refund record.

- Using the ticket number:

TRF235-2490000011/T-TK

- Using the FA or FH:

TRF /L9/T-TK

- Using the query report:

TRF /I-14/T-TK

System response:

REFUND RECORD		AGT-33247690 AA/10JAN09 F TKT-Y
NM NAME	ETICKET/TEST	
I ISSUED	28DEC08	
D1 DOCUMENT	235 2490000011 2 CPNS 0034	
F FARE PAID	IRR	18384000
U FARE USED		0
FARE REFUND		18384000
TP TAX PAID		2288000
XT TAX REFUND		2288000 >TRFT
REFUND TOTAL		20672000
FP1 CA		20672000
S ITINERARY	INTERNATIONAL	

2. Update cancellation penalty, enter:

TRFU/CP500000A

System response:

REFUND RECORD		AGT-33247690 AA/10JAN09 A TKT-Y
NM NAME	ETICKET/TEST	
I ISSUED	28DEC08	
D1 DOCUMENT	235 2490000011 2 CPNS 0034	
F FARE PAID	IRR	18384000
U FARE USED		0
FARE REFUND		18384000
CP CANX FEE		500000
TP TAX PAID		2288000
XT TAX REFUND		2288000 >TRFT
REFUND TOTAL		20172000
FP1 CA		20172000
S ITINERARY	INTERNATIONAL	

3. Update the Used fare field, enter:

TRFU/U11000000

System response:

REFUND RECORD		AGT-33247690 AA/10JAN09 L TKT-Y
NM NAME	ETICKET/TEST	
I ISSUED	28DEC08	
D1 DOCUMENT	235 2490000011 2 CPNS 0034	
F FARE PAID	IRR	18384000
U FARE USED		11000000
FARE REFUND		7384000
CP CANX FEE		500000
TP TAX PAID		2288000
XT TAX REFUND		2288000 >TRFT
REFUND TOTAL		9172000
FP1 CA		9172000
S ITINERARY	INTERNATIONAL	

4. To display tax record, enter **TRFT**.

System response:

```

REFUNDABLE TAXES
ETICKET/TEST
235 2490000011 - 011
UNUSED TAXES
-----
T1 1644000.00 YR
T2 30000.00 AV
T3 70000.00 IR
T4 147000.00 TR
T5 307000.00 RA
T6 90000.00 DE

REFUNDABLE TAX TOTAL IRR 2288000 XT

```

To delete **AV** and **IR**, enter:

TRFU/TX2-3

System response:

```

REFUNDABLE TAXES
ETICKET/TEST
235 2490000011 - 011
UNUSED TAXES
-----
T1 1644000.00 YR
T2 147000.00 TR
T3 307000.00 RA
T4 90000.00 DE

REFUNDABLE TAX TOTAL IRR 2288000 XT

```

To update **YR** tax, enter:

TRFU/TU1-742000

System response:

```

REFUNDABLE TAXES
ETICKET/TEST
235 2490000011 - 011
UNUSED TAXES
-----
T1 742000.00 YR
T2 147000.00 TR
T3 307000.00 RA
T4 90000.00 DE

REFUNDABLE TAX TOTAL IRR 1286000 XT

```

5. In order to return to main refund record mask to validate all the fields, enter :

TRF

6. To Process refund record, enter:

TRFP

Refund Options Table

Here you can find the most applicable options for refund.

Format	Task
TRFU/I25JAN02	Date of issue
TRFU/F5000000	Fare paid
TRFU/FNZD100000	Fare paid in alternate Currency
TRFU/U2000000	Fare used
TRFU/FM9 TRFU/FM100.00A	Commission
TRFU/CP500000A TRFU/CP50	Cancellation penalty
TRFU/TA10.00GB TRFU/TA149000XFJFK4.5	Add specific tax
TRFU/TU4-175000	Update existing tax
TRFU/TX9 TRFU/TX1-12	Delete specific tax
TRFU/TC IT9LH2TOUR1	Tour code
TRFU/FP1CASH /FP2 CCVI4000123456789010/1211	Form of payment
TRFU/FPA 1 1000.00	FOP amount
TRFU/FO1253700000007LHR...	Original issue
TRFU/RM free-flow text	Remarks
TRFU/CURUSD5.00	Equivalent currency

Displaying a processed refund record from a multi list:

Here is an example of a multiple document numbers list obtained using the TRF entry with the document number.

Example

Display refund record by using TRF as below:

TRF235-2490000011/T-TK

System response:

MATCHING DOCUMENT NUMBERS LIST					
NUMBER - 235 - 2490000011					
SEQ	TYPE	STATUS	PASSENGER NAME	OFFICE	REFUND NUMBER
01	SALE	CS	ETICKET/TEST	THRC32103	
02	REFD	RD	ETICKET/TEST		

To display the refund record, enter:

TRF/I-02/T-TK

System response:

REFUND RECORD	235	2490000011	2	AGT-33247690	AA/12JAN09	F	TKT-N
NM	NAME	ETICKET/TEST					
I	ISSUED	28DEC08					
D1	DOCUMENT	235	2490000011	2	CPNS	1234	
F	FARE PAID	IRR	18384000				
U	FARE USED	0					
	FARE REFUND	18384000					
CP	CANX FEE	500000					2.72P
XT	TAX REFUND	2288000					>TRFT
	REFUND TOTAL	20172000					
FP1	CASH	20172000					
S	ITINERARY	INTERNATIONAL					
AA	AIRLINE AUTHORITY	2357EC8F1D111					

CHAPTER 8: SALES REPORT

At the end of this chapter, you will be able to:

1. Understand the sales report concept
2. Default condition
3. Make daily report
4. Components of daily report
5. Options for daily report
6. Query report
7. Options for query report
8. Item sales report
9. Options for item sales report
10. Item transaction report

Introduction

Amadeus Central Ticketing transactions generate the storage of data in the document database.

The system uses certain defaults to create and display a report:

- Data from your office
- Data created by your sign
- In the default currency as defined in your office profile
- Data from the current date (TJD, TJQ, TJT)
- Data from the current sales period (TJI)

Daily Report

The daily report is a summary of all documents issued for a single day within the current sales period by cash, credit, refund, and adjustment totals.

The system uses the following defaults to create and display the daily report.

- Data from your office
- Data created by your sign
- In default currency as defined in your office profile
- Data from today

To display daily report enter: TJD/T-QR/SOF

System response:

AGY NO - 33200000			DAILY REPORT 24AUG		CURRENCY IRR
OFFICE - THR1A0980					
AGENT - ALL					24 AUG 2008

PAYMENTS X	DOCUM		SALES	REFUNDS	BALANCE

FARE	AMOUNT	CA	16144000	12148000-	3996000
TAX	AMOUNT	CA	1504000	752000-	752000
FEE	AMOUNT	CA	0	0	0
DOC	AMOUNT	CA	17648000	12900000-	4748000
COMM	AMOUNT	CA	1452960-	1093320	359640-
REMIT	AMOUNT	CA	16195040	11806680-	4388360

FARE	AMOUNT	CC	0	0	0
TAX	AMOUNT	CC	0	0	0
FEE	AMOUNT	CC	0	0	0
DOC	AMOUNT	CC	0	0	0
COMM	AMOUNT	CC	0	0	0
REMIT	AMOUNT	CC	0	0	0

FARE	AMOUNT	TOT	16144000	12148000-	3996000
TAX	AMOUNT	TOT	1504000	752000-	752000
FEE	AMOUNT	TOT	0	0	0
DOC	AMOUNT	TOT	17648000	12900000-	4748000
COMM	AMOUNT	TOT	1452960-	1093320	359640-
REMIT	AMOUNT	TOT	16195040	11806680-	4388360

FORM OF PAYMENTS			SALES	REFUNDS	BALANCE
CA/CASH			17648000	12900000-	4748000

DOCUMENT	VOLUME		ISSUED	CANCELLED	SOLD
RFND			1	0	1
ELECTRONIC			4	2	2

					AMT DOC SOLD
					12900000
					17648000

The following table explains the components of above response:

Component	Explanation
AGY NO - 33200000	Agency IATA number.
OFFICE – THR1A0980	Office identification.
AGENT - ALL	Agent sign
DAILY REPORT 24AUG	Name of the report and the current date.
CURRENCY IRR 24AUG2008	Currency of the report and the current date.
PAYMENTS X DOCUM	Header of the form-of-payment type per document column.
SALES	Header of the sales column.
REFUNDS	Header of the refunds column.
BALANCE	Header of the balance column. The balance amounts equal the sales minus the refunds amounts.
FARE AMOUNT	Reflects the published fare total of all sales and refunds during the sales period.
TAX AMOUNT	Reflects the accumulated total tax value of each document and transaction type during the sales period.
FEE AMOUNT	Reflects, if applicable, the total Airline Ticketing Fees including taxes on these fees during the sales period.
DOC AMOUNT	Document amount. Equals the sum of the fare amount and tax amount row for each column (sales, refunds, and balance) of the report.
COMM AMOUNT	Commission amount.

The following table explains the lower portion of the response:

Component	Explanation
FORM OF PAYMENTS	Header of the form-of-payment column. This section reflects the total of all sales and refunds by form-of payment type (CASH, NONREF, CCAX, CCVI, etc.). The sales minus the refunds equal the balance.
DOCUMENT VOLUME	Header of the document type column. The document volume section is only displayed if documents were issued or canceled.
ISSUED	The number of all documents issued during the sales period listed by document type.
CANCELLED	The number of all documents canceled during the sales period listed by document type.
SOLD	The difference between the issued and canceled documents listed by document type.
AMT DOC SOLD	The total document amount (DOC AMOUNT TOT) sold (sales minus refunds of all documents paid for in cash and by credit) including Airline Ticketing Fees and tax, if applicable, listed by individual document type.

You can add more option to the basic entry. Here you can find list of TJD options:

Format	Task
TJD/T-QR	Ticket stock provider
TJD/SAS-1234AZ/T-QR	Specific agent sign/Stock provider
TJD/SOF/T-QR	All agents/Stock provider
TJD/D-12AUG/T-QR	Specific date/Stock provider

Query Report

The query report contains a list of all documents for a single date or date range issued within the last 45 days of the current.

The list is numbered so that it is easy to modify, cancel, and reinstate a canceled sale.

You can also display extended data for a specific item. The total fare, tax, airline fee, commission, form of payment, agent sign, PNR record locator, and transaction type are all included in the report.

The system uses the following defaults to create and display a query report:

- Data from your office
- Data created by your sign
- In the default currency defined in your office profile
- Data from today

To display daily report enter: TJQ/T-QR

System response:

AGY NO - 33200000		QUERY REPORT 24AUG				CURRENCY IRR				
OFFICE - THR1A0980		SELECTION:				24 AUG 2008				
AGENT - ALL										
SEQ NO	A/L	DOC NUMBER	TOTAL DOC	TAX	FEE	COMM FP	PAX NAME	AS	RLOC	TRNC
000001	*157	2490012050	6845000	17690T	0	456840	CA SETAREHA	JA	Y2DTA6	CANX
000002	*157	2490012051	1552000	436000	0	100440	CA AHMADI/M	AA	3VZIDP	TKTT
000003	*157	2490012052	6944000	13640T	0	502200	CA AHMADI/A	AA	3VZIDP	TKTT
000004	*157	2490012053	6944000	13640T	0	502200	CA AHMADI/R	AA	3VZIDP	TKTT
000005	*157	2490012054	1552000	436000	0	100440	CA AHMADI/M	AA	3VZIDP	TKTT
000006	*157	2490012055	6944000	13640T	0	502200	CA AHMADI/A	AA	3VZIDP	TKTT
000007	*157	2490012056	200000		0	18000	CA AHMADI/M	AA	3VZIDP	TKTT
000008	*157	2490012057	500000		0	45000	CA AHMADI/R	AA	3VZIDP	TKTT
000009	*157	2490012058	500000		0	45000	CA AHMADI/A	AA	3VZIDP	TKTT
000010	157	2490012056	-436000	-436000	0	0	CA AHMADI/M	AA	3VZIDP	RFND
000011	157	2490012057	-1364000	-13640T	0	0	CA AHMADI/R	AA	3VZIDP	RFND
000012	157	2490012058	-1364000	-13640T	0	0	CA AHMADI/A	AA	3VZIDP	RFND
000013	*157	2490012059	10465000	13640T	0	819090	CA REZAE/AL	AA	3WXVAI	TKTT
000014	*157	2490012060	10465000	13640T	0	819090	CA REZAE/NI	AA	3WXVAI	TKTT
000015	157	2490012059	-10465000	-13640T	0	-819090	CA REZAE/AL	AA	3WXVAI	RFND
000016	157	2490012060	-10465000	-13640T	0	-819090	CA REZAE/NI	AA	3WXVAI	RFND

You can add more option to the basic entry. Here you can find list of TJQ options:

Format	Task
TJQ/T-QR	Ticket stock provider
TJQ/SAS-1234AZ/T-QR	Specific agent sign/Stock provider
TJQ/SOF/T-QR	All agents/Stock provider
TJQ/D-12DEC/T-EK	Specific date/Stock provider
TJQ/D-12MAY15MAY/T-TK	Specific date range/Stock provider
TJQ/SOF/T-EK/QTX-REFD	All agents/Stock provider/Refunded tickets
TJQ/SOF/T-EK/QTC-TKTT	All agents/Stock provider/Ticketed documents
TJQ/SOF/T-AZ/QTC-CANX	All agents/Stock provider/Cancelled documents

Item sales report

The item sales period report provides a list of all documents issued within the current sales period with the cash and credit totals against each item. The report is split in two main sections: sales and refunds.

To display the most recently closed period you can add /H-1 option, and also 2 which means the second most recently closed period.

TJI/SOF/H-1/T-QR

DOCNUM	PAYMENT	CREDIT	CASH	TAX	FEE	COMM
AGY NO - 33211474 ITEM REPORT 003 CURRENCY IRR OFFICE - THRI42182 SALE PERIOD AGENT - ALL 2307-2307 25 AUG 2008						

SALES						

2490012051	CASH	0	1552000	436000	0	100440
2490012052	CASH	0	6944000	1364000	0	502200
2490012053	CASH	0	6944000	1364000	0	502200
2490012054	CASH	0	1552000	436000	0	100440
2490012055	CASH	0	6944000	1364000	0	502200
2490012056	E 157-2490012054 CASH	0	200000	0	0	18000
2490012057	E 157-2490012053 CASH	0	500000	0	0	45000
2490012058	E 157-2490012052 CASH	0	500000	0	0	45000
2490012059	CASH	0	10465000	1364000	0	819090
2490012060	CASH	0	10465000	1364000	0	819090
2490012061	CANCELLED	0	0	0	0	0
2490012062	CASH	0	10465000	1364000	0	819090

SALES	!	CREDIT	0	TAX	9056000	
TOTALS	!	CASH	56531000	COMMISSION	-4272750	
				FEE		0

REFUNDS						

2490012056	CASH	0	-436000	-436000	0	0
2490012057	CASH	0	-1364000	-1364000	0	0
2490012058	CASH	0	-1364000	-1364000	0	0
2490012059	CASH	0	-10465000	-1364000	0	-819090
2490012060	CASH	0	-10465000	-1364000	0	-819090

REFUNDS	!	CREDIT	0	TAX	-5892000	
TOTALS	!	CASH	-24094000	COMMISSION	1638180	
				FEE		0

REPORT	!	CREDIT	0	TAX	3164000	
TOTALS	!	CASH	32437000	COMMISSION	-2634570	
				FEE		0

You can add more option to the basic entry. Here you can find list of TJI options:

Format	Task
TJI/T-QR	Ticket stock provider
TJI/ SOF /T-QR	All agents/Stock provider
TJI/ SAS-1234AZ/T-QR	Specific agent sign/Stock provider
TJI/SOF/H-1/T-QR	All agents/The most recently closed period
TJI/SOF/H-2/T-QR	All agents/The second recently closed period

Item transaction report

From a query report you can request an item transaction report; this display gives you extended data about the specified item.

You can display this type of report either by entering the sequence number or by entering the ten-digit document number.

TJT/I-16/T-QR

Or

TJT/TK-2490012838/T-QR

AGENCY - 33210752	23AUG08	0 CREDIT
OFFID/AS- MHDC32100 HO HO	ITEM - 000027	8698000 CASH
DOC TYPE- ELEC TKT SALE	CURR - IRR	2324000 TAX
AL/PROV - 157 - QR	STATUS - CONFIRMED	0 FEES
DOCUMENT- 2490012838-	ELEC TKT SALE	573660 COMM
		PNR 4VY4C4
PASSENGER : NAKHSAZ/HOSSEIN MR		
TOUR : MHD1001	INVOICE :	
FOP1 : CA	8698000 CASH	
FOP2 :		
FOP3 :		
TAX :	30000AV	70000IR 224000XT
ORIGIN :		
PURCHASER :		
FARE CALC :	MHD QR X/DOH QR X/LON AC YTO 000.00NUC 000.00 END	
MANUAL	ROE1.000000XT1872000YQ352000UB	
PRICED		

