



Amadeus Ticket Changer

Note: This module contains Amadeus Ticket Changer functions, updated in April, 2012.

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Tehran, Iran
Fax: INT +9821 88706606

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Welcome

Welcome to Amadeus Ticket Changer (ATC) course.

This course is intended to be used by travel agents who need to reissue tickets as a piece of cake.

In this course we describe Amadeus Ticket Changer (ATC), its prerequisites and preconditions, Ticket Changer pricing conditions and document issuance, and a list of possible Amadeus Ticket Changer pricing entries. For your convenience we have included the illustration of reissue scenarios using Amadeus Ticket Changer.

To benefit most from this course, you should have a comprehensive understanding of fares and ticketing.

Happy Learning!

Course objectives

After completion of this course, you will be able to:

- Understand how Ticket Changer speeds up the reissue processes.
- Understand how Ticket Changer will help you significantly reducing costs.
- Use Ticket Changer to reissue tickets after a change to the original booking.

What Is Amadeus Ticket Changer?

Amadeus Ticket Changer (ATC) is an automatic reissuing tool for voluntary ticket reissues based on the IATA industry standard.

Ticket Changer automates the rules retrieval, the fare calculation and the creation of MCOs for penalties and refunds (if MCOs are used in your market).

In a PNR with multiple passengers you can reissue tickets for all or for selected passengers.

Ticket Changer processes reissues for unused or partially flown tickets. When it processes a partially flown ticket (for example, you need to change the return leg of your journey) only the unflown segment (taken from the PNR) will be displayed and you can reissue the unflown segment.

Once you have made the necessary modifications on your passenger itinerary and introduced the pricing entries, the system will process the best pricing solution according to the reissue conditions.

CHAPTER 1: CONDITIONS FOR USING AMADEUS TICKET CHANGER

You can only reissue tickets under the following conditions with Amadeus Ticket Changer:

The fares must be filed in Category 31 and have the Voluntary Changes (VC) category attached in the fare rule. The system will check this when you attempt a reissue.

You can reissue a ticket when an airline, reservation, or routing has changed after a ticket has been issued, but before the journey has been completed.

Wholly unused tickets are available for unlimited reissues.

Only one reissue is allowed for partially flown tickets.

You cannot reissue tickets for group PNRs.

In a PNR with multiple passengers you can reissue tickets for up to nine passengers, including up to six different passenger types. Note that each infant counts as a passenger.

The ticket number of the document to be reissued/exchanged must be present in the PNR (FH/FA element). If not present, it must be entered manually in the PNR or in the Ticket Changer pricing entry.

The e-ticket record of the original document must be accessible by Amadeus so that the data that is required by Ticket Changer for the reissue can be retrieved. If Amadeus is not allowed to retrieve the e-ticket record, the following error message is displayed by the system:

'ACCESS TO DOCUMENT DENIED'

ATC repricing of multi-passenger PNRs is applicable when:

All tickets to be repriced together have the same itinerary.

All tickets to be repriced together have been priced at the same date, time and place.

All tickets to be repriced together with the same Passenger Type code have been priced with the same fare basis and the same amount.

If those conditions are not met, you will get an error message and each ticket will have to be repriced one by one, using mono-passenger ATC transactions.

In the case of multiple reissues, previous TSTs and previous FO elements will be automatically deleted and replaced with the new ones after the confirmed repricing of the PNR. The new FO lines are automatically associated to the appropriate segments and passengers in the case of multi-passenger PNRs.

You cannot process involuntary reissues using Ticket Changer. (Involuntary reissues are processed by airlines exclusively.)

How to Use Ticket Changer

When a passenger decides to change his itinerary, you have six options with Ticket Changer after you have rebooked the itinerary:

1. You can request an Amadeus Ticket Changer informative pricing (FXF).
2. You can request an Amadeus Ticket Changer confirmed pricing (FXQ).
3. You can request an Amadeus Ticket Changer informative pricing (FXF) followed by a confirmed pricing (FXQ).
4. You can request an Amadeus Ticket Changer Best Pricer informative pricing (FXE).
5. You can request an Amadeus Ticket Changer Best Pricer confirmed pricing (FXO).
6. You can request an Amadeus Ticket Changer Best Pricer informative pricing (FXE) followed by a Best Pricer confirmed pricing (FXO).

The difference between the informative and the confirmed pricing entries is that with informative pricing the system does not store a reissue TST and no changes are made to the PNR, whereas with confirmed pricing it creates and stores the following, if needed:

- A reissue Transitional Stored Ticket (TST).
- The original exchange document in a PNR (FO element).
- In the case of a reissue, an Amadeus Ticket Changer reissue panel (TQR) including the fare and tax balances, the ticket difference, the residual value (if there is one), the TST additional collection (if there is one), the penalty (if there is one), the total additional collection, and the grand total, which is the ticket difference plus the penalty fee.

Once this information is stored in the PNR you can issue document.

Pricing Entries: Amadeus Ticket Changer Informative Pricing

HE FXF

Amadeus Ticket Changer informative pricing reprices the PNR without creating a TST.

The following table illustrates the options that you can add to the Amadeus Ticket Changer informative pricing entry.

| Entry | Explanation |
|--|---|
| FXF | For all passengers for the same PNR, reprices up to nine tickets and six types of passengers with Amadeus Ticket Changer informative pricing. |
| FXF/TKT057-1234567890/P1 | Reprices a mono-passenger PNR with Amadeus Ticket Changer informative pricing for a selected ticket number. If the PNR contains no ticket number, you must enter the ticket number which you want to reissue together with passenger association. |
| FXF/T7 | Reprices one passenger in the PNR using the line number of the ticket associated to the passenger with Amadeus Ticket Changer informative pricing. |
| FXF/P2 | Reprices one passenger in the PNR using passenger association with Amadeus Ticket Changer informative pricing. |
| FXF/P1/TKT128-6754833921 //P2-3/T11,13 | Reprices a multi-passenger PNR for: Passenger 1 associated to a ticket number (the passenger/ticket association already exists in the PNR), passengers 2 and 3, and tickets referenced on lines 11 and 13 in the PNR (the passenger/ticket association already exists in the PNR). |

Amadeus Ticket Changer Confirmed Pricing

HE FXQ

Amadeus Ticket Changer confirmed pricing reprices the PNR with TST creation. You can also make the FXQ entry as a follow-up entry to FXF. You can add the same pricing options to the FXQ entry as for the FXF entry.

Amadeus Ticket Changer Best Pricer Informative Pricing

HE FXE

Amadeus Ticket Changer Best Pricer informative pricing reprices the PNR without creating a TST.

The following table illustrates basic options that you can add to the Amadeus Ticket Changer Best Pricer informative pricing entry.

| Entry | Explanation |
|--|--|
| FXE | For all passengers for the same PNR, reprices up to nine tickets and six types of passengers with Amadeus Ticket Changer Best Pricer informative pricing. |
| FXE/TKT057-1234567890/P1 | Reprices a mono-passenger PNR with Amadeus Ticket Changer Best Pricer informative pricing for a selected ticket number. If the PNR contains no ticket number, you must enter the ticket number which you want to reissue together with passenger association. |
| FXE/T7 | Reprices one passenger in the PNR using the line number of the ticket associated to the passenger. |
| FXE/P2 | Reprices one passenger in the PNR using passenger association. |
| FXE/P1/TKT128-6754833921 //P2-3/T11,13 | Reprices a multi-passenger PNR for: Passenger 1 associated to a ticket number (the passenger/ticket association already exists in the PNR), passengers 2 and 3, and tickets referenced on lines 11 and 13 in the PNR (the passenger/ticket association already exists in the PNR). |

Amadeus Ticket Changer Best Pricer Confirmed Pricing

HE FXO

Amadeus Ticket Changer Best Pricer confirmed pricing reprices the PNR with TST creation. You can also make the FXO entry as a follow-up entry to FXE. You can add the same pricing options to the FXO entry as for the FXE entry.

CHAPTER 2: REISSUE SCENARIOS

In this chapter we have tried to illustrate some genuine reissue scenarios to show you how to reissue e-tickets with Amadeus Ticket Changer. Illustrated scenarios are as follow:

- 1- Totally Unused Ticket (with additional fare only)
- 2- a) Reissuing a totally unused ticket with additional fare and tax
b) Second reissue of a totally unused ticket with additional fare and penalty
- 3- Totally Unused Ticket (Multi-Passenger)
- 4- Partially used Ticket

Scenario 1: Totally Unused Ticket (With additional fare only)

A passenger has purchased a round-trip ticket in economy class from Tehran (IKA) to Frankfurt (FRA) for the travel dates 22FEB-06MAR. The ticket has been issued at 27NOV11 and sold in Tehran.

PNR Image:

```

--- TST ---
RP/THR1A0980/THR1A0980          TA/SU  27NOV11/0631Z  YQBRHM
THR1A0980/6503TA/27NOV11
  1.AHMADI/ALI MR
  2  EY 344 M 22FEB 3 IKAUHK1          1640 1925 *1A/E*
  3  EY 001 M 23FEB 4 AUHFRA HK1      3  0210 0620 *1A/E*
  4  EY 008 M 06MAR 2 FRAUHK1          2  2205 0715+1 *1A/E*
  5  EY 343 M 07MAR 3 AUHIKA HK1      1  1400 1550 *1A/E*
  6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  7 TK OK27NOV/THR1A0980//EY
  8 FA PAX 607-2400008968/EY/IRR10883000/27NOV11/THR1A0980/000
    0000/S2-5
  9 FB PAX 3000003140 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

```

ETKT Image:

```

TKT-6072400008968          RCI-          1A LOC-YQBRHM
OD-THRTHR SI-          FCMI-0   POI-THR   DOI-27NOV11   IOI-00000000
  1.AHMADI/ALI MR          ADT          ST
  1 OIKA EY 0344 M 22FEB 1640 OK MRTIR          O 22FEB22FEB 23K
  2 XAUH EY 0001 M 23FEB 0210 OK MRTIR          O 23FEB23FEB 23K
  3 OFRA EY 0008 M 06MAR 2205 OK MRTIR          O 06MAR06MAR 23K
  4 XAUH EY 0343 M 07MAR 1400 OK MRTIR          O 07MAR07MAR 23K
    IKA
FARE   F USD          898.00
EQUIV  IRR          9744000          BSR          10850.00
TAX    IRR          250000IR
TAX    IRR          363000OY
TAX    IRR          526000XT
TOTAL  IRR          10883000
/FC THR EY X/AUH EY FRA449.00EY X/AUH EY THR449.00NUC898.00END R
OE1.000000XT432000RA94000DE
FE VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY
FP CASH
NON-ENDORSABLE

```

After ticket issuance, the passenger asks to change the return flight to 08MAR. This change date causes you to change the RBD to a higher one because the same RBD is closed. Consequently you need to reissue the ticket in order to take the additional fare. According to the fare note, date change before departure is one free of charge additional at charge of USD 30.00. Here are the steps to follow:

1. Retrieve the PNR and change the return flight.

```

--- TST ---
RP/THR1A0980/THR1A0980          TA/SU  30NOV11/0912Z   YQBRHM
THR1A0980/6503TA/27NOV11
  1.AHMADI/ALI MR
  2  EY 344 M 22FEB 3 IKAUH HK1          1640 1925   *1A/E*
  3  EY 001 M 23FEB 4 AUHFRA HK1          3  0210 0620   *1A/E*
  4  EY 002 H 08MAR 4 FRAAUH HK1          2  1100 2010   *1A/E*
  5  EY 343 H 09MAR 5 AUHIKA HK1          1  0155 0345   *1A/E*
  6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  7 TK OK27NOV/THR1A0980//ETRY
  8 FA PAX 607-2400008968/ETRY/IRR10883000/27NOV11/THR1A0980/000
    0000/S2-3
  9 FB PAX 3000003140 TTP/T-EY/RT OK ETICKET/S2-3
  10 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-3
  11 FM *M*9
  12 FP CASH
  13 FV PAX EY/S2-3

```

2. Use Amadeus Ticket Changer confirmed pricing (FXQ).

| AL | FLGT | BK | DATE | TIME | FARE BASIS | NVB | NVA | BG |
|-----------------------|------|------|----------------------|----------------|------------|------------------|----------------|----|
| THR | | | | | | | | |
| AUH | EY | 0344 | M | 22FEB | MRTIR | 22FEB | 22FEB | 23 |
| FRA | EY | 0001 | M | 23FEB | MRTIR | 23FEB | 23FEB | 23 |
| AUH | EY | 0002 | H | 08MAR | HRTIR | 08MAR | 08MAR | 23 |
| THR | EY | 0343 | H | 09MAR | HRTIR | 09MAR | 09MAR | 23 |
| | | | ORIGIN TRVL CURRENCY | | | REISSUE CURRENCY | | |
| OLD BASE FARE | | | USD | 898.00 | | | | |
| NEW BASE FARE | | | USD | 1013.00 | | | | |
| FARE BALANCE | | | | | | IRR | 1248000 | |
| | | | PAYMENT CURRENCY | | | | | |
| OLD TAX | | | IRR | 1139000 | | | | |
| NEW TAX | | | IRR | 1139000 | | | | |
| TAX BALANCE | | | | | | IRR | 0 | |
| TICKET DIFFERENCE | | | | | | IRR | 1248000 | |
| PENALTY | | | | | | IRR | 0 | |
| GRAND TOTAL | | | | | | IRR | 1248000 | |
| TOTAL ADD COLL | | | | | | IRR | 1248000 | |
| RESIDUAL VALUE | | | IRR | 0 | | | | |

Note: This pricing entry automatically replaces the old TST with the new one and enters the FO element in the PNR.

New reissue TST image:

```

TST00002      THR1A0980 TA/30NOV I 0 LD 22FEB12 OD THRTHR SI
T-
FXQ
  1.AHMADI/ALI MR
  1  IKA EY  344 M 22FEB 1640  OK MRTIR          22FEB22FEB 23K
  2  X AUH EY  001 M 23FEB 0210  OK MRTIR          23FEB23FEB 23K
  3  O FRA EY  002 H 08MAR 1100  OK HRTIR          08MAR08MAR 23K
  4  X AUH EY  343 H 09MAR 0155  OK HRTIR          09MAR09MAR 23K
    IKA
FARE  R USD    1013.00
EQUIV  IRRIRR
TX001 O IRR    250000IRAE TX002 O IRR    363000OYCB TX003 O IRR    432000RAEB
TX004 O IRR    94000DESE
TOTAL  IRR    1248000   BSR 10850.00
GRAND TOTAL IRR    1248000
THR EY X/AUH EY FRA449.00EY X/AUH EY THR563.50NUC1012.50END
ROE1.000000

10.FE IRR543000 NONREF - VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY
11.FM *M*9
12.FO 607-2400008968THR27NOV11/00000000/607-24000089680E1
13.FP CASH

```

PNR image after (FXQ):

```

--- TST ---
RP/THR1A0980/THR1A0980          TA/SU   30NOV11/0635Z   YQBRHM
THR1A0980/6503TA/27NOV11
  1.AHMADI/ALI MR
  2  EY 344 M 22FEB 3 IKAAUH HK1          1640 1925   *1A/E*
  3  EY 001 M 23FEB 4 AUHFRA HK1          3  0210 0620   *1A/E*
  4  EY 002 H 08MAR 4 FRAAUH HK1          2  1100 2010   *1A/E*
  5  EY 343 H 09MAR 5 AUHIKA HK1          1  0155 0345   *1A/E*
  6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  7 TK OK27NOV/THR1A0980//ETEY
  8 FA PAX 607-2400008968/ETEY/IRR10883000/27NOV11/THR1A0980/000
    0000/S2-3
  9 FB PAX 3000003140 TTP/T-EY/RT OK ETICKET/S2-3
 10 FE PAX IRR543000 NONREF - VALID ON EY ONLY/NON ENDO/REFUND
    CHARGES APPLY/S2-5
 11 FM *M*9
 12 FO PAX 607-2400008968THR27NOV11/00000000/607-24000089680E1
    /S2-5
 13 FP CASH
 14 FV PAX EY/S2-3

```

3. Delete the previous form of payment and enter an appropriate one if required.

FP O/CASH+/CASH

4. Display the e-ticket record of the original ticket, and issue the new ticket.

TTP/T-EY/RT

The e-ticket record of the new ticket:

```

TKT-6072400008970          RCI-          1A LOC-YQBRHM
OD-THRTHR SI-          FCMI-0  POI-THR  DOI-30NOV11  IOI-00000000
  1.AHMADI/ALI MR          ADT          ST
  1 OIKA EY 0344 M 22FEB 1640 OK MRTIR          O  22FEB22FEB 23K
  2 XAUH EY 0001 M 23FEB 0210 OK MRTIR          O  23FEB23FEB 23K
  3 OFRA EY 0002 H 08MAR 1100 OK HRTIR          O  08MAR08MAR 23K
  4 XAUH EY 0343 H 09MAR 0155 OK HRTIR          O  09MAR09MAR 23K
    IKA
FARE R USD          1013.00
EQUIV IRR          IRR          BSR          10850.00
TAX PD          250000IR
TAX PD          363000OY
TAX PD          526000XT
TOTAL IRR          1248000A
/FC THR EY X/AUH EY FRA449.00EY X/AUH EY THR563.50NUC1012.50END
ROE1.000000PD XT432000RA94000DE
FE IRR543000 NONREF - VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY
FO 607-2400008968THR27NOV11/00000000/6072400008968
FP O/CASH+/CASH
NON-ENDORSABLE

```


Scenario 2A: Reissuing a totally unused ticket with additional fare and tax

A passenger has purchased a round-trip ticket in economy class from Tehran (IKA) to Frankfurt (FRA) for the travel dates 22FEB-10MAR. The ticket has been issued at 01OCT11 and sold in Tehran.

PNR Image:

```

--- TST ---
RP/THR1A0980/THR1A0980          TA/SU  01OCT11/1134Z  364QNL
THR1A0980/6503TA/01OCT11
1.AHMADI/ALI MR
2  EY 344 M 22FEB 3 IKAAUH HK1      1640 1925  *1A/E*
3  EY 001 M 23FEB 4 AUHFRA HK1      3  0210 0620  *1A/E*
4  EY 008 M 10MAR 6 FRAAUH HK1      2  2205 0715+1 *1A/E*
5  EY 343 M 11MAR 7 AUHIKA HK1      1  1400 1550  *1A/E*
6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
7 TK OK01OCT/THR1A0980//ETRY
8 FA PAX 607-2400008976/ETRY/IRR10802000/01OCT11/THR1A0980/000
  00000/S2-5
9 FB PAX 1000003148 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

```

ETKT Image:

```

TKT-6072400008976          RCI-          1A LOC-364QNL
OD-THRTHR SI-          FCMI-0  POI-THR  DOI-01OCT11  IOI-00000000
1.AHMADI/ALI MR          ADT          ST
1 OIKA EY 0344 M 22FEB 1640 OK MRTIR          O  22FEB22FEB 23K
2 XAUH EY 0001 M 23FEB 0210 OK MRTIR          O  23FEB23FEB 23K
3 OFRA EY 0008 M 10MAR 2205 OK MRTIR          O  10MAR10MAR 23K
4 XAUH EY 0343 M 11MAR 1400 OK MRTIR          O  11MAR11MAR 23K
  IKA
FARE  F USD          898.00
EQUIV  IRR          9670000          BSR          10768.00
TAX    IRR          250000IR
TAX    IRR          364000OY
TAX    IRR          518000XT
TOTAL  IRR          10802000
/FC THR EY X/AUH EY FRA449.00EY X/AUH EY THR449.00NUC898.00END R
OE1.000000XT424000RA94000DE
FE VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY
FP CASH
NON-ENDORSABLE

```

After ticket issuance, the passenger asks to change the return flight to 13MAR. This date change causes you to change the RBD to a higher one because the same RBD is closed. Also tax amount has increased due to BSR change. Consequently you need to reissue the ticket in order to take the additional fare and tax. According to the fare note, date change before departure is one free of charge additional at charge of USD 30.00. Here are the steps to follow:

1. Retrieve the PNR and change the return flight.

```

--- TST ---
RP/THR1A0980/THR1A0980          TA/SU 10DEC11/1201Z  364QNL
THR1A0980/6503TA/01OCT11
1.AHMADI/ALI MR
2  EY 344 M 22FEB 3  IKAUHK1          1640 1925  *1A/E*
3  EY 001 M 23FEB 4  AUHFRA HK1       3  0210 0620  *1A/E*
4  EY 008 K 13MAR 2  FRAUHK1          2  2205 0715+1 *1A/E*
5  EY 343 K 14MAR 3  AUHIKA HK1       1  1400 1550  *1A/E*
6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
7 TK OK1OCT/THR1A0980//ETRY
8 FA PAX 607-240008976/ETRY/IRR10802000/01OCT11/THR1A0980/000
   00000/S2-3
9 FB PAX 1000003148 TTP/T-EY/RT OK ETICKET/S2-3
10 FE PAX VALID ON EY ONLY/NON ENDO/REFUND CHARGES APPLY/S2-3
11 FM *M*9
12 FP CASH
13 FV PAX EY/S2-3

```

2. Use Amadeus Ticket Changer confirmed pricing (FXQ).

```

01 AHMADI/ALI MR
LAST TKT DTE 22FEB12 - - DATE OF ORIGIN
ORIGINAL TICKET NOT GUARANTEED *4*
-----
      AL FLGT BK  DATE  TIME  FARE BASIS          NVB  NVA  BG
THR
AUH EY  0344 M   22FEB    MRTIR          22FEB22FEB 23
FRA EY  0001 M   23FEB    MRTIR          23FEB23FEB 23
AUH EY  0008 K   13MAR    KRTIR          13MAR13MAR 23
THR EY  0343 K   14MAR    KRTIR          14MAR14MAR 23
      ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE          USD          898.00
NEW BASE FARE          USD          952.00
FARE BALANCE                                IRR          588000
      PAYMENT CURRENCY
OLD TAX                IRR          1132000
NEW TAX                IRR          1144000
TAX BALANCE                                IRR          12000
TICKET DIFFERENCE                                IRR          600000
PENALTY                IRR          0
GRAND TOTAL                                IRR          600000
TOTAL ADD COLL                                IRR          600000
RESIDUAL VALUE                                IRR          0

```

Note: This pricing entry automatically replaces the old TST with the new one and enters the FO element in the PNR.

New reissue TST image:

```
TST00002      THR1A0980 TA/10DEC I 0 LD 22FEB12 OD THRTHR SI
T-
FXQ
  1.AHMADI/ALI MR
  1  IKA EY 344 M 22FEB 1640 OK MRTIR          22FEB22FEB 23K
  2 X AUH EY 001 M 23FEB 0210 OK MRTIR          23FEB23FEB 23K
  3 O FRA EY 008 K 13MAR 2205 OK KRTIR          13MAR13MAR 23K
  4 X AUH EY 343 K 14MAR 1400 OK KRTIR          14MAR14MAR 23K
      IKA
FARE R USD      952.00
EQUIV IRRIRR
TX001 X IRR      11000RAEB TX002 X IRR      1000OYCB TX003 O IRR      250000IRAE
TX004 O IRR      364000OYCB TX005 O IRR      424000RAEB TX006 O IRR      94000DESE
TOTAL IRR      600000 BSR 10880.00
GRAND TOTAL IRR      600000
THR EY X/AUH EY FRA449.00EY X/AUH EY THR503.00NUC952.00END
ROE1.000000

  10.FE IRR544000 NONREF - VALID ON EY ONLY/NON ENDO/REFUND CHARG
ES APPLY
  11.FM *M*9
  12.FO 607-2400008976THR01OCT11/00000000/607-24000089761E1
  13.FP CASH
```

PNR image after (FXQ):

```
--- TST ---
RP/THR1A0980/THR1A0980          TA/SU 10DEC11/1220Z 364QNL
THR1A0980/6503TA/01OCT11
  1.AHMADI/ALI MR
  2  EY 344 M 22FEB 3 IKAUHK1          1640 1925 *1A/E*
  3  EY 001 M 23FEB 4 AUHFRA HK1      3  0210 0620 *1A/E*
  4  EY 008 K 13MAR 2 FRAAUH HK1      2  2205 0715+1 *1A/E*
  5  EY 343 K 14MAR 3 AUHIKA HK1      1  1400 1550 *1A/E*
  6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  7 TK OK01OCT/THR1A0980//ETEY
  8 FA PAX 607-2400008976/ET EY/IRR10802000/01OCT11/THR1A0980/000
    00000/S2-3
  9 FB PAX 1000003148 TTP/T-EY/RT OK ETICKET/S2-3
  10 FE PAX IRR544000 NONREF - VALID ON EY ONLY/NON ENDO/REFUND
    CHARGES APPLY/S2-5
  11 FM *M*9
  12 FO PAX 607-2400008976THR01OCT11/00000000/607-24000089761E1
    /S2-5
  13 FP CASH
  14 FV PAX EY/S2-3
```

3. Delete the previous form of payment and enter an appropriate one if required.

FP O/CASH+/CASH

4. Display the e-ticket record of the original ticket, and issue the new ticket.

TTP/T-EY/RT

The e-ticket record of the new ticket:

```

TKT-6072400008977          RCI-                               1A  LOC-364QNL
OD-THRTHR  SI-          FCMI-0  POI-THR  DOI-10DEC11  IOI-00000000
1.AHMADI/ALI MR          ADT          ST
1 OIKA EY 0344 M 22FEB 1640 OK MRTIR          O  22FEB22FEB 23K
2 XAUH EY 0001 M 23FEB 0210 OK MRTIR          O  23FEB23FEB 23K
3 OFRA EY 0008 K 13MAR 2205 OK KRTIR          O  13MAR13MAR 23K
4 XAUH EY 0343 K 14MAR 1400 OK KRTIR          O  14MAR14MAR 23K
IKA
FARE      R  USD          952.00
EQUIV     IRR          IRR          BSR          10880.00
TAX       IRR          11000RA
TAX       IRR          1000OY
TAX       PD          1132000XT
TOTAL     IRR          600000A
/FC THR EY X/AUH EY FRA449.00EY X/AUH EY THR503.00NUC952.00END R
OE1.000000PD XT250000IR364000OY424000RA94000DE
FE IRR544000 NONREF - VALID ON EY ONLY/NON ENDO/REFUND CHARGES A
PPLY
FO 607-2400008976THR01OCT11/00000000/6072400008976
FP O/CASH+/CASH
NON-ENDORSABLE

```

Scenario 2B: Second reissue of a totally unused ticket with additional fare and penalty

Once again, Mr.Ahmadi decides to change the inbound from 13MAR to 10MAR. This change again causes additional fare, also due to the fare note, passenger must be charged USD 30 for the second date change before departure. Consequently you need to reissue the ticket in order to take the additional fare and date change penalty.

Here are the steps to follow:

1. Retrieve the PNR and change the return flight.

```

--- TST ---
RP/THR1A0980/THR1A0980          TA/SU  12DEC11/0540Z   364QNL
THR1A0980/6503TA/01OCT11
  1.AHMADI/ALI MR
  2  EY 344 M 22FEB 3 IKAAUH HK1          1640 1925  *1A/E*
  3  EY 001 M 23FEB 4 AUHFRA HK1          3  0210 0620  *1A/E*
  4  EY 008 B 10MAR 6 FRAAUH HK1          2  2205 0715+1 *1A/E*
  5  EY 343 B 11MAR 7 AUHIKA HK1          1  1400 1550  *1A/E*
  6 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  7 TK OK10DEC/THR1A0980//ETEY
  8 FA PAX 607-2400008977/ETEY/IRR600000/10DEC11/THR1A0980/00000
    000/S2-3
  9 FB PAX 1100003149 TTP/T-EY/RT OK ETICKET/S2-3
 10 FE PAX IRR544000 NONREF - VALID ON EY ONLY/NON ENDO/REFUND
    CHARGES APPLY/S2-3
 11 FM *M*9
 12 FO PAX 607-2400008976THR01OCT11/00000000/607-24000089761E1
    /S2-3
 13 FP O/CASH+/CASH
 14 FV EY

```

2. Use Amadeus Ticket Changer confirmed pricing (FXQ).

```

01 AHMADI/ALI MR
LAST TKT DTE 22FEB12 - - DATE OF ORIGIN
ORIGINAL TICKET NOT GUARANTEED *4*
-----
      AL FLGT BK  DATE  TIME  FARE BASIS          NVB  NVA  BG
THR
AUH EY  0344 M   22FEB      MRTIR          22FEB22FEB 23
FRA EY  0001 M   23FEB      MRTIR          23FEB23FEB 23
AUH EY  0008 B   10MAR      BRTIR          10MAR10MAR 23
THR EY  0343 B   11MAR      BRTIR          11MAR11MAR 23
      ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE           USD           952.00
NEW BASE FARE           USD           1097.00
FARE BALANCE                                IRR           1578000
      PAYMENT CURRENCY
OLD TAX                    IRR            1144000
NEW TAX                    IRR            1144000
TAX BALANCE                                IRR              0
TICKET DIFFERENCE                                IRR           1578000
PENALTY                                IRR           327000
GRAND TOTAL                                IRR           1905000
TOTAL ADD COLL                                IRR           1905000
RESIDUAL VALUE            IRR              0

```

Note: This time the pricing entry automatically replaces both the old TST and FO element with the new ones. But as you can see in the new reissue TST image, because in other markets an MCO is issued for penalty charge therefore system does not add up the penalty charge to the total additional in the TST. We must add it manually to the total additional also put it in the tax box as a new tax.

New reissue TST image (Before updating the penalty charge):

```

TST00004      THR1A0980 TA/12DEC I 0 LD 22FEB12 OD THRTHR SI
T-
FXQ
  1.AHMADI/ALI MR
  1  IKA EY  344 M 22FEB 1640  OK MRTIR                22FEB22FEB 23K
  2 X AUH EY  001 M 23FEB 0210  OK MRTIR                23FEB23FEB 23K
  3 O FRA EY  008 B 10MAR 2205  OK BRTIR                10MAR10MAR 23K
  4 X AUH EY  343 B 11MAR 1400  OK BRTIR                11MAR11MAR 23K
    IKA
FARE  R USD      1097.00
EQUIV  IRRIRR
TX001 O IRR      250000IRAE TX002 O IRR      365000OYCB TX003 O IRR      435000RAEB
TX004 O IRR      94000DESE
TOTAL  IRR      1578000      BSR 10880.00
GRAND TOTAL IRR      1578000
THR EY X/AUH EY FRA449.00EY X/AUH EY THR648.00NUC1097.00END
ROE1.000000

  11.FE IRR544000 NONREF - VALID ON EY ONLY/NON ENDO/REFUND CHARG
ES APPLY
  12.FM *M*9
  13.FO 607-2400008976THR01OCT11/00000000/607-24000089772E1
  14.FP O/CASH+/CASH
  15.FV EY

```

New reissue TST image (After updating the penalty charge):

```

TST00004      THR1A0980 TA/12DEC M 1 LD 22FEB12 OD THRTHR SI
T-
FXQ
  1.AHMADI/ALI MR
  1  IKA EY  344 M 22FEB 1640  OK MRTIR                22FEB22FEB 23K
  2 X AUH EY  001 M 23FEB 0210  OK MRTIR                23FEB23FEB 23K
  3 O FRA EY  008 B 10MAR 2205  OK BRTIR                10MAR10MAR 23K
  4 X AUH EY  343 B 11MAR 1400  OK BRTIR                11MAR11MAR 23K
    IKA
FARE  R USD      1097.00
EQUIV  IRRIRR
TX001 O IRR      250000IRAE TX002 O IRR      365000OYCB TX003 O IRR      435000RAEB
TX004 O IRR      94000DESE TX005 X IRR      327000XP
TOTAL  IRR      1905000      BSR 10880.00
GRAND TOTAL IRR      1905000
THR EY X/AUH EY FRA449.00EY X/AUH EY THR648.00NUC1097.00END
ROE1.000000

  11.FE IRR544000 NONREF - VALID ON EY ONLY/NON ENDO/REFUND CHARG
ES APPLY
  12.FM *M*9
  13.FO 607-2400008976THR01OCT11/00000000/607-24000089772E1
  14.FP O/CASH+/CASH
  15.FV EY

```

PNR image after (FXQ):

```

--- TST ---
RP/THR1A0980/THR1A0980          TA/SU 12DEC11/0731Z  364QNL
THR1A0980/6503TA/01OCT11
  1.AHMADI/ALI MR
  2  EY 344 M 22FEB 3  IKAUHK1          1640 1925  *1A/E*
  3  EY 001 M 23FEB 4  AUHFRA HK1      3  0210 0620  *1A/E*
  4  EY 008 B 10MAR 6  FRAAUH HK1      2  2205 0715+1 *1A/E*
  5  EY 343 B 11MAR 7  AUHIKA HK1      1  1400 1550  *1A/E*
  6 MCO EY THR 12DEC/IRR 327000/*REBOOKING FEE INTERNATIONAL
  7 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  8 TK OK10DEC/THR1A0980//EY
  9 FA PAX 607-2400008977/EY/IRR600000/10DEC11/THR1A0980/00000
    000/S2-3
 10 FB PAX 1100003149 TTP/T-EY/RT OK ETICKET/S2-3
 11 FE PAX IRR544000 NONREF - VALID ON EY ONLY/NON ENDO/REFUND
    CHARGES APPLY/S2-5
 12 FM *M*9
 13 FO PAX 607-2400008976THR01OCT11/00000000/607-24000089772E1
    /S2-5
 14 FP O/CASH+/CASH
 15 FV EY

```

3. Display the e-ticket record of the last ticket with open coupon status, and issue the new ticket.

TTP/T-EY/RT

The e-ticket record of the new ticket:

```

TKT-6072400008978          RCI-          1A LOC-364QNL
OD-THRTHR SI-          FCMI-1  POI-THR  DOI-12DEC11  IOI-00000000
  1.AHMADI/ALI MR          ADT          ST
  1 OIKA EY 0344 M 22FEB 1640 OK MRTIR          O  22FEB22FEB 23K
  2 XAUH EY 0001 M 23FEB 0210 OK MRTIR          O  23FEB23FEB 23K
  3 OFRA EY 0008 B 10MAR 2205 OK BRTIR          O  10MAR10MAR 23K
  4 XAUH EY 0343 B 11MAR 1400 OK BRTIR          O  11MAR11MAR 23K
    IKA
FARE  R USD          1097.00
EQUIV  IRR          IRR          BSR          10880.00
TAX    IRR          327000XP
TAX    PD          250000IR
TAX    PD          894000XT
TOTAL  IRR          1905000A
/FC THR EY X/AUH EY FRA449.00EY X/AUH EY THR648.00NUC1097.00END
ROE1.000000PD XT365000OY435000RA94000DE
FE IRR544000 NONREF - VALID ON EY ONLY/NON ENDO/REFUND CHARGES A
PPLY
FO 607-2400008976THR01OCT11/00000000/6072400008977
FP O/CASH+/CASH
NON-ENDORSABLE

```

Scenario 3: Totally Unused Ticket (Multi-Passenger)

A family has purchased a round-trip ticket in economy class from Tehran (IKA) to Frankfurt (FRA) for the travel dates 22FEB-10MAR. The ticket has been issued at 12DEC11 and sold in Tehran.

Partial PNR Image:

```

--- TST ---
RP/THR1A0980/THR1A0980          TA/SU  12DEC11/0823Z  4HUZW5
THR1A0980/6503TA/12DEC11
  1.AHMADI/ALI MR(INF/TINA/10JUN11)
  2.AHMADI/MOHAMMAD MSTR(CHD/10SEP06)  3.VAHDANI/MARYAM MRS
  4 EY 344 M 22FEB 3 IKAUH HK3          1640 1925 *1A/E*
  5 EY 001 M 23FEB 4 AUHFRA HK3         3 0210 0620 *1A/E*
  6 EY 008 M 10MAR 6 FRAUH HK3          2 2205 0715+1 *1A/E*
  7 EY 343 M 11MAR 7 AUHIKA HK3         1 1400 1550 *1A/E*
  8 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
  9 TK INF OK12DEC/THR1A0980//EY/S4-7/P1
 10 TK PAX OK12DEC/THR1A0980//EY/S4-7/P1-3
 16 FA INF 607-2400008979/EY/IRR1230000/12DEC11/THR1A0980/0000
    0000/S4-7/P1
 17 FA PAX 607-2400008980/EY/IRR8478000/12DEC11/THR1A0980/0000
    0000/S4-7/P2
 18 FA PAX 607-2400008981/EY/IRR10915000/12DEC11/THR1A0980/000
    0000/S4-7/P1
 19 FA PAX 607-2400008982/EY/IRR10915000/12DEC11/THR1A0980/000
    0000/S4-7/P3
 20 FB INF 1200003155 TTP/T-EY/RT OK ETICKET/S4-7/P1
 21 FB PAX 1200003156 TTP/T-EY/RT OK ETICKET/S4-7/P2
 22 FB PAX 1200003157 TTP/T-EY/RT OK ETICKET/S4-7/P1,3
 26 FM *M*9
 27 FP CASH
 28 FV INF EY/S4-7/P1
 29 FV PAX EY/S4-7/P2
 30 FV PAX EY/S4-7/P1,3

```

After ticket issuance the passengers ask to change the outbound to 01FEB. This date change causes you to change the RBD to a higher one because the same RBD is closed. Consequently you need to reissue the tickets in order to take the additional fare. According to the fare note, date change before departure is one free of charge additional at charge of USD 30.00.

Here are the steps to follow:

1. Retrieve the PNR and change the outbound.

```

--- TST ---
RP/THR1A0980/THR1A0980          TA/SU 12DEC11/0906Z 4HUZW5
THR1A0980/6503TA/12DEC11
 1.AHMADI/ALI MR(INF/TINA/10JUN11)
 2.AHMADI/MOHAMMAD MSTR(CHD/10SEP06) 3.VAHDANI/MARYAM MRS
 4 EY 344 K 01FEB 3 IKAAUH HK3          1640 1925 *1A/E*
 5 EY 001 K 02FEB 4 AUHFRA HK3          3 0210 0620 *1A/E*
 6 EY 008 M 10MAR 6 FRAAUH HK3          2 2205 0715+1 *1A/E*
 7 EY 343 M 11MAR 7 AUHIKA HK3          1 1400 1550 *1A/E*
 8 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
 9 TK OK12DEC/THR1A0980
15 FA INF 607-2400008979/ETEY/IRR1230000/12DEC11/THR1A0980/0000
   0000/S6-7/P1
16 FA PAX 607-2400008980/ETEY/IRR8478000/12DEC11/THR1A0980/0000
   0000/S6-7/P2
17 FA PAX 607-2400008981/ETEY/IRR10915000/12DEC11/THR1A0980/000
   0000/S6-7/P1
18 FA PAX 607-2400008982/ETEY/IRR10915000/12DEC11/THR1A0980/000
   0000/S6-7/P3
19 FB INF 1200003155 TTP/T-EY/RT OK ETICKET/S6-7/P1
20 FB PAX 1200003156 TTP/T-EY/RT OK ETICKET/S6-7/P2
21 FB PAX 1200003157 TTP/T-EY/RT OK ETICKET/S6-7/P1,3
25 FM *M*9
26 FP CASH
27 FV INF EY/S6-7/P1
28 FV PAX EY/S6-7/P2
29 FV PAX EY/S6-7/P1,3

```

2. Use Amadeus Ticket Changer confirmed pricing (FXQ).

| PASSENGER | PTC | PENALTY | TOT | ADDCOL | RESIDUAL | GRD | TOTAL |
|-----------------|-----|---------|------------|--------|----------|-----|------------|
| | | <IRR> | | <IRR> | <IRR> | | <IRR> |
| 01 AHMADI/ALI * | ADT | 0 | 588000 | | 0 | | 588000 |
| 03 VAHDANI/MAR* | ADT | 0 | 588000 | | 0 | | 588000 |
| 02 AHMADI/MOHA* | CH | 0 | 436000 | | 0 | | 436000 |
| 01 AHMADI/TINA | IN | 0 | 55000 | | 0 | | 55000 |
| TOTAL | | 0.00 | 1667000.00 | | 0.00 | | 1667000.00 |

Note: Enter MD or MU, to view each individual panel.

Note: This pricing entry automatically replaces all the old TSTs with the new ones and enters the FO element for all passengers in the PNR.

New Amadeus Ticket Changer reissue TST list.

| T | P/S | NAME | TOTAL | FOP | SEGMENTS |
|----|------|----------------------|------------|------|----------|
| 8 | .1 | AHMADI/ALI MR | IRR 588000 | CASH | 4-7 |
| 9 | .3 | VAHDANI/MARYAM MRS | IRR 588000 | CASH | 4-7 |
| 10 | .2 | AHMADI/MOHAMMAD MSTR | IRR 436000 | CASH | 4-7 |
| 11 | .1 I | AHMADI/TINA (INF) | IRR 55000 | CASH | 4-7 |

You can view each individual ticket changer reissue panel by entering, for example, TQR/T8 for passenger 1.

| | | | |
|-----------------------|----------------------|---------------|-------------------|
| TST00008 | TKT-607-2400008981E1 | | |
| BG CXR: 2*EY/2*EY | | | |
| 01.AHMADI/ALI MR | | | |
| OLD BASE FARE | USD | 898.00 | REISSUE CURRENCY |
| NEW BASE FARE | USD | 952.00 | |
| FARE BALANCE | | | IRR 588000 |
| | PAYMENT CURRENCY | | |
| OLD TAX | IRR | 1144000 | |
| NEW TAX | IRR | 1144000 | |
| TAX BALANCE | | | IRR 0 |
| TICKET DIFFERENCE | | | IRR 588000 |
| RESIDUAL VALUE | IRR | 0 | |
| TST ADD COLL | | | IRR 588000 |
| PENALTY | | | IRR 0 |
| TOTAL ADD COLL | | | IRR 588000 |
| GRAND TOTAL | | | IRR 588000 |

Partial PNR image after (FXQ):

```

--- TST ---
RP/THR1A0980/THR1A0980          TA/SU 12DEC11/0919Z  4HUZW5
THR1A0980/6503TA/12DEC11
1.AHMADI/ALI MR(INF/TINA/10JUN11)
2.AHMADI/MOHAMMAD MSTR(CHD/10SEP06)  3.VAHDANI/MARYAM MRS
4 EY 344 K 01FEB 3 IKAUHK HK3          1640 1925 *1A/E*
5 EY 001 K 02FEB 4 AUHFRA HK3          3 0210 0620 *1A/E*
6 EY 008 M 10MAR 6 FRAAUH HK3          2 2205 0715+1 *1A/E*
7 EY 343 M 11MAR 7 AUHIKA HK3          1 1400 1550 *1A/E*
8 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
9 TK OK12DEC/THR1A0980
15 FA INF 607-2400008979/ETEFY/IRR1230000/12DEC11/THR1A0980/0000
0000/S6-7/P1
16 FA PAX 607-2400008980/ETEFY/IRR8478000/12DEC11/THR1A0980/0000
0000/S6-7/P2
17 FA PAX 607-2400008981/ETEFY/IRR10915000/12DEC11/THR1A0980/000
0000/S6-7/P1
18 FA PAX 607-2400008982/ETEFY/IRR10915000/12DEC11/THR1A0980/000
0000/S6-7/P3
27 FO PAX 607-2400008981THR12DEC11/00000000/607-24000089816E1
/S4-7/P1
28 FO PAX 607-2400008982THR12DEC11/00000000/607-24000089820E1
/S4-7/P3
29 FO PAX 607-2400008980THR12DEC11/00000000/607-24000089805E1
/S4-7/P2
30 FO INF 607-2400008979THR12DEC11/00000000/607-24000089794E1
/S4-7/P1

```

3. Delete the previous form of payment and enter an appropriate one if required.

FP O/CASH+/CASH

4. Display the e-ticket record of the original ticket then issue the new ticket one by one.

A) TWD/L15

B) TTP/T-EY/RT/P1/INF

Scenario 4: Partially used Ticket

A couple had purchased a round-trip ticket in business class and flew from Tehran (IKA) to Cologne (CGN). Now they have decided to change the return flight from 13JAN to 20JAN. This date change causes you to change the RBD to a higher one because the same RBD is closed. Consequently you need to reissue the tickets in order to take the additional fare. According to the fare note, passenger must be charged USD 75 due to date change after departure.

Partial PNR Image before date change:

```

--- TST RLR ---
RP/THR1A0900/THR1A0900          OS/SU  15DEC11/0624Z  237FEW
  1.VAHDANI/MARYAM MRS
  2.AHMADI/ALI MR
  3 OS 872 Z 15DEC 4 IKAVIE          FLWN
  4 OS 191 Z 15DEC 4 VIECGN          FLWN
  5 ARNK
  6 OS7084 Z 13JAN 5 LUXVIE HK2      1045 1220 *1A/E*
  7 OS 871 Z 13JAN 5 VIEIKA HK2     1910  2010 0300+1 *1A/E*
  8 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
 12 TK OK07DEC/THR1A0900//ETOS
 21 FA PAX 257-2400051594-95/ETOS/IRR22096000/07DEC11/THR1A0900/
    00000000/S3-4,6-7/P1
 22 FA PAX 257-2400051596-97/ETOS/IRR22096000/07DEC11/THR1A0900/
    00000000/S3-4,6-7/P2
 23 FB PAX 0700026436 TTP/T-OS/RT OK ETICKET/S3-4,6-7/P1-2
 24 FE PAX REFUND RESTR/CHNGS RESTRNONENDO/S3-4,6-7/P1-2
 25 FM PAX *C*9/S3-4,6-7/P1-2
 26 FP CASH
 27 FV PAX OS/S3-4,6-7/P1-2

```

The e-ticket record of PAX1:

```

TKT-2572400051594-595 RCI- 1A LOC-237FEW
OD-THRTHR SI- FCMI-0 POI-THR DOI-07DEC11 IOI-00000000
  1.VAHDANI/MARYAM MRS ADT ST
  1 OIKA OS 0872 Z 15DEC 0345 OK ZBUYIR F 15DEC15DEC 2PC
  2 XVIE OS 0191 Z 15DEC 0710 OK ZBUYIR F 15DEC15DEC 2PC
  3 CGN ARNK
  4 OLUX OS 7084 Z 13JAN 1045 OK ZBUYIR O 13JAN13JAN 2PC
  5 XVIE OS 0871 Z 13JAN 2010 OK ZBUYIR O 13JAN13JAN 2PC
    IKA
FARE F USD 1935.00
EQUIV IRR 21053000 BSR 10880.00
TOTALTAX IRR 1043000
TOTAL IRR 22096000
/FC THR OS X/VIE Q197.75OS CGN769.50/-LUX OS X/VIE OS THR Q197.7
5 769.50NUC1934.50END ROE1.000000
FE REFUND RESTR/CHNGS RESTRNONENDO
FP CASH
FOR TAX/FEE DETAILS USE TWD/TAX
SAC-MULTI/USE TWH

```

Here are the steps to follow:

1. Retrieve the PNR and change the inbound.

```

--- TST RLR ---
RP/THR1A0900/THR1A0900          OS/SU  18DEC11/0624Z  237FEW
  1.VAHDANI/MARYAM MRS
  2.AHMADI/ALI MR
  3 OS 872 Z 15DEC 4 IKAVIE          FLWN
  4 OS 191 Z 15DEC 4 VIECGN          FLWN
  5 ARNK
  6 OS7084 C 20JAN 5 LUXVIE HK2  1015    1045 1220  ER4 E 0
  7 OS 871 C 20JAN 5 VIEIKA HK2  1910    2010 0300+1 319 E 0
  8 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
 12 TK OK07DEC/THR1A0900//ETOS
 17 FA PAX 257-2400051594-95/ETOS/IRR22096000/07DEC11/THR1A0900/
    00000000/S3-4/P1
 18 FA PAX 257-2400051596-97/ETOS/IRR22096000/07DEC11/THR1A0900/
    00000000/S3-4/P2
 19 FB PAX 0700026436 TTP/T-OS/RT OK ETICKET/S3-4/P1-2
 20 FE PAX REFUND RESTR/CHNGS RESTRNONENDO/S3-4/P1-2
 21 FM PAX *C*9/S3-4/P1-2
 22 FP CASH
 23 FV PAX OS/S3-4/P1-2

```

2. Use Amadeus Ticket Changer confirmed pricing for PAX1.

FXQ/P1/S6-7

```

01 VAHDANI/MARYAM MRS
LAST TKT DTE 17JAN12 - - SEE ADV PURCHASE
BG CXR: 2*OS/2*OS
-----
      AL FLGT BK  DATE  TIME  FARE BASIS      NVB  NVA  BG
LUX
VIE OS  7084 C   20JAN      CR2IR           20JAN20JAN 2P
THR OS  0871 C   20JAN      CR2IR           20JAN20JAN 2P
      ORIGIN TRVL CURRENCY  REISSUE CURRENCY
OLD BASE FARE           USD    1935.00
NEW BASE FARE           USD    2285.00
FARE BALANCE                   IRR    3838000
      PAYMENT CURRENCY
OLD TAX                   IRR    1043000
NEW TAX                   IRR    1043000
TAX BALANCE                   IRR           0
TICKET DIFFERENCE                   IRR    3838000
PENALTY                       IRR    823000
GRAND TOTAL                   IRR    4661000
TOTAL ADD COLL                   IRR    4661000
RESIDUAL VALUE                   IRR           0

```

Note: The pricing entry automatically replaces the old TST with the new one. But as you can see in the new reissue TST image, because in other markets an MCO is issued for penalty charge therefore system does not add up the penalty charge to the total additional in the TST. We must add it manually to the total additional also put it in the tax box as a new tax.

New reissue TST image (Before updating the penalty charge):

```

TST00004      THR1A0900 TA/18DEC I 0 LD 17JAN12 OD THRTHR SI
T-
FXQ/P1/S6-7
  1.VAHDANI/MARYAM MRS
  1  LUX OS 7084 C 20JAN 1045 OK CR2IR          20JAN20JAN 2PC
  2 X VIE OS 871 C 20JAN 2010 OK CR2IR          20JAN20JAN 2PC
    IKA
FARE  R USD      2285.00
EQUIV  IRRIRR
TX001 O IRR      250000IRAE TX002 O IRR      494000ZYAE TX003 O IRR      132000ATSE
TX004 O IRR      111000RAAD TX005 O IRR      56000LUDP
TOTAL  IRR      3838000      BSR 10880.00
GRAND TOTAL IRR      3838000
THR OS X/VIE Q197.75OS CGN769.50/-LUX OS X/VIE OS THR Q197.75
1119.50NUC2284.50END ROE1.000000

22.FE REFUND RESTR/CHNGS RESTRNONENDO
24.FO 257-2400051594-95THR07DEC11/00000000/257-24000515943E4
25.FP CASH

```

New reissue TST image (After updating the penalty charge):

```

TST00004      THR1A0900 TA/18DEC M 1 LD 17JAN12 OD THRTHR SI
T-
FXQ/P1/S6-7
  1.VAHDANI/MARYAM MRS
  1  LUX OS 7084 C 20JAN 1045 OK CR2IR          20JAN20JAN 2PC
  2 X VIE OS 871 C 20JAN 2010 OK CR2IR          20JAN20JAN 2PC
    IKA
FARE  R USD      2285.00
EQUIV  IRRIRR
TX001 O IRR      250000IRAE TX002 O IRR      494000ZYAE TX003 O IRR      132000ATSE
TX004 O IRR      111000RAAD TX005 O IRR      56000LUDP TX006 X IRR      823000DU
TOTAL  IRR      4661000      BSR 10880.00
GRAND TOTAL IRR      4661000
THR OS X/VIE Q197.75OS CGN769.50/-LUX OS X/VIE OS THR Q197.75
1119.50NUC2284.50END ROE1.000000

22.FE REFUND RESTR/CHNGS RESTRNONENDO
24.FO 257-2400051594-95THR07DEC11/00000000/257-24000515943E4
25.FP CASH

```

PNR image after pricing entry:

```

--- TST RLR ---
RP/THR1A0900/THR1A0900          OS/SU  18DEC11/0624Z   237FEW
 1.VAHDANI/MARYAM MRS
 2.AHMADI/ALI MR
 3 OS 872 Z 15DEC 4 IKAVIE          FLWN
 4 OS 191 Z 15DEC 4 VIECGN          FLWN
 5 ARNK
 6 OS7084 C 20JAN 5 LUXVIE HK2  1015    1045 1220   ER4 E 0
 7 OS 871 C 20JAN 5 VIEIKA HK2  1910    2010 0300+1 319 E 0
 8 MCO OS THR 18DEC/IRR 823000/*REBOOKING FEE INTERNATIONAL/P1
 9 AP THR +98 21 88101140 - HELP DESK / ACO OFFICE - A
13 TK OK07DEC/THR1A0900//ETOS
18 FA PAX 257-2400051594-95/ETOS/IRR22096000/07DEC11/THR1A0900/
   00000000/S3-4/P1
19 FA PAX 257-2400051596-97/ETOS/IRR22096000/07DEC11/THR1A0900/
   00000000/S3-4/P2
20 FB PAX 0700026436 TTP/T-OS/RT OK ETICKET/S3-4/P1-2
21 FE PAX REFUND RESTR/CHNGS RESTRNONENDO/S3-4/P1-2
22 FE PAX REFUND RESTR/CHNGS RESTRNONENDO/S6-7/P1
23 FM PAX *C*9/S3-4/P1-2
24 FO PAX 257-2400051594-95THR07DEC11/00000000/257-24000515943E
4/S6-7/P1
25 FP CASH
26 FV PAX OS/S3-4/P1-2

```

3. Delete the previous form of payment and enter an appropriate one if required.

FP O/CASH+/CASH

4. Display the e-ticket record of the original ticket, and issue the new ticket.

TTP/T-OS/RT/S6-7/P1