

## Module 14: Issuing Travel Documents

---

Once you have completed a Booking File in Galileo for your customer, you may need to issue documents such as tickets, invoices or itineraries. This module describes how to issue these documents through the Galileo system.

### Module Objectives

Upon completion of this module, you will be able to:

- Check printer status and ticket and itinerary/invoice stock
- Issue both electronic and paper tickets
- Describe document issuance activities
- Void tickets
- Exchange tickets
- Process refunds

### Printer Status

HELP TINS or H/HMLD  
ASK Answer ID 8684  
ASK Answer ID 600

Before using the Galileo system to issue any documents, you should check your printer status. From your workstation, you can check your printer status and ticket and invoice (TINS) tables to verify correct document numbering (TINS is the Galileo Ticket/Invoice Numbering System).

The function identifier to check printer linkage and status from your workstation is: **HMLD**

The following linkage screen appears:

```
APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-HMLMF101BADA +
 CRT      TKT DEV  ST FM / ITN DEV  ST FM / MIR DEV  ST FM /
FE09C7    C5F061D U I    C5F062D U T    F101BAD  D
>
```

The following table describes the linkage screen components:

Component:	Description:	Example:
CRT	Workstation address	FE09C7
TKT DEV	Ticket device address	C5F061
ITN DEV	Itinerary/invoice printer address	C5F062
MIR DEV	Accounting interface address	F101BA
D (following each printer address)	Demand	

**Note:** You may also be linked to a hardcopy printer (**PRT DEV**) if available.

Component:	Description:	Example:
ST	Printer/interface status	U (Up) D (Down)
FM	Type of form in device/printer	T (Ticket) I Itinerary/invoice)

If you are not linked to a device and do not know the GTID, it is possible to check the GTIDs by viewing the linkage for your Pseudo City Code: HMLDXC7

The entry to then link to the appropriate device would be (linking to itinerary/electronic ticket support document printer GTID C5F061):  
HMLMF52343DIE

If the link is showing with a D for Down under the ST (status) column, to bring the status UP again would be: **HMOMC5F061-U**

## Ticket and Invoice Tables

### H/TINS

#### ASK Answer ID 578 TINS Table

Galileo has the Ticket/Invoice Numbering System (TINS) to help you reconcile auto-generated tickets and invoices. For each transaction, Galileo assigns ticket and invoice numbers that cross-reference each other.

There is a table for ticket data and a table for itinerary data. You can view these tables and generate reports on the data from your workstation.

The entry to check the ticket table is: **HMTN/D**

If you have multiple ticket printers in your office, you may see a response similar to the one below.

<u>1</u> -HMTN/D			
DEV	NEXT	END	REMAINING
C5F061	1248523000	1248523999	1000
D8498F	1248520000	1248520999	1000
C5F748	4440008000	4440008499	500

To check the itinerary/invoice table, enter HMIN followed by a slash (/), and the letter D for display.

Example entry: **HMIN/D**

## Preparation for Ticket Issue

HELP TICKET or H/TICKET

ASK Answer ID 8684

The Galileo system checks for the presence of a filed fare, plating carrier and form of payment (FOP) when a ticketing entry is made. The plating carrier is selected automatically by Galileo in agencies in markets that use Automatic Plating Carrier Logic.

Ensure the Booking File has been completed with the mandatory items, plus a filed fare and a form of payment. End and retrieve the Booking File before making the ticketing command.

Galileo can issue two types of tickets:

- Electronic tickets
- Paper tickets

To display the list of carriers that offer electronic ticketing, enter: **CGET**.

The Default field on the CGET table controls whether an airline allows electronic or paper tickets.

ELECTRONIC TICKETING - 002 GB			
TKT TYPES			
ATB - Y	ATB PLAIN PAPER SUPPORT DOCUMENTS - Y		
OPTAT - Y			
DOCUMENT TYPES			
AUD - N	AGT - O	PAX - O	UCF - N EXC - N REF - N
DEFAULT KEY: P-PAPER TKT E-ELECTRONIC TKT V-VIRTUAL ETKT			
COUNTRY: GB			
CARRIERS	DEFAULT	POSACK	ELIGIBLE
AA	V	Y	N
AB	V	Y	N
)>			
AC	V	Y	N
AF	V	Y	N
AH	V	Y	N
AI	V	Y	N
AM	V	Y	N
AO	V	Y	N
AR	V	Y	N
AS	V	Y	N
AT	V	Y	N
AV	V	Y	N
AY	V	Y	N
AZ	V	Y	N
A3	V	Y	N

Here are the settings that are currently in use.

- **V** – Virtual electronic ticket required
- **P** – Paper ticket
- **E** – Electronic ticket required

From the GCET table you can also determine whether the vendor locator must be present in the Booking File for the e-ticket to be issued.

Under the **POSACK** column, next to each carrier, **Y** = Vendor Locator is required, **N** = Vendor Locator not required.

## E-Ticketing Inter–Airline Agreement Table

ASK Answer ID 2347

To display a list of interline electronic agreements for a specific carrier, enter:  
**DT/IAT/DISXX** (XX= carrier code) (ASK Answer ID 3882)

Example entry: **DT/IAT/DISAF**  
 (AF = Air France)

The display shows those airlines that accept an AF ticket. For example for AC (Air Canada), Y appears next to the carrier code. This indicates that you can validate an Air Canada itinerary against Air France, even if no Air France flights exist in the itinerary.

```

GALILEO INTERLINE ELECTRONIC TICKETING TABLE
VALIDATING VENDOR - AF          LAST UPDATE: 05NOV13 BY C112D0
INDICATORS: Y- AF  NOT MANDATORY
AA - Y
AB
AC - Y
AE - Y
AH - Y
AI - Y
AM - Y
AP - Y
AR - Y
)>
    
```

Galileo issues all travel documents including the accounting interface simultaneously, although modifiers can be used to issue only the type of document required.

Galileo prints the supporting documents depending on how this has been set up in the Support Document Print Table options table. **HMET**

```

>HMET/ EA7
          REQUIRED BY:
COUPON   GTID   TYPE   BSP  AGENCY  STATUS  PRINT NOW
AGENT CPN -C5F062  TKT   O     -N      U       -N
PSGR RCPT -C5F062  TKT   O     -N      U       -N
RFND NOTC -C5F062  TKT                   U
REFUND NOTICE GTID SHOULD BE ITN
>
    
```

To change settings, tab to the N under print now and change to Y.

## Issuance Activities

When you issue travel documents, in addition to printing documents, Galileo:

- Sends Booking File information to the accounting system (if linked)
- Checks that the fare quote status is still valid for ticketing.
- Validates airline plating
- Updates the Ticketing field to show ticketed
- Updates the Filed Fare to show ticketed
- End transacts the Booking File

### **Accounting Information**

If your workstation is linked to an agency accounting system, Galileo automatically sends the Booking File accounting information to the system when you issue travel documents for your customer.

### **Fare Validation**

When you issue travel documents for your customer, Galileo checks that the Filed Fare is still valid for ticketing. If it is not, a new fare quote must be obtained and any fare increase advised to the passenger.

#### **Point to note:**

- If no filed fare is present in the Booking File, the system obtains an automatic fare quote for the classes as booked (FQ entry) when the ticketing entry is made.

### **Validation of Airline Plating**

When you issue a ticket for your customer, Galileo automatically validates that your agency has a validation plate authority to ticket the first airline in the itinerary.

### **Plating authority override**

To store a price and override plate authority, enter TKPC followed by the airline code that you are using to override the plating authority.

Example entry: **TKPCBA**

### **Update of Ticketing Field and Filed Fare**

Galileo changes the Booking File ticketing field (T.) to show that your customer has been ticketed. Galileo changes the ticketing field to show the nearest airport code to the agency issuing the ticket, ticketing date, ticketing time in Greenwich Mean Time (GMT) and the issuing agent sine and duty code.

When issuing travel documents for a customer, Galileo adds the ticket number into the Filed Fare.

### **End Transact Booking File**

The final activity that Galileo performs when issuing travel documents is to automatically end the Booking File. Galileo also displays a tab and format to redisplay the Booking File if you wish.

## Form of Payment

### HELP JV

See also **ASK Answer ID 2281** (If passenger needs to pay by more than one FOP)

Once you know the Form of Payment that a passenger will be using to pay for their journey, there are several ways to enter this into the Booking File. There are various forms of payment that can be added.

One option is to use the Booking File Form of Payment entry:

<b>Format:</b>	<b>Explanation:</b>
F.S	Cash
F.CK	Check / Cheque
F.INV12345	Invoice Number
F.NONREF	Non-refundable without reference to issuing agent
F.487652221110028*D1215*A1234	Credit card with date of expiry (no spaces in the credit card number), with a previously obtained approval number
F.MSfreetext	Miscellaneous payment
F.@CK	To change the FOP to check/cheque

If no approval code is added to the credit card entry, the system will automatically seek approval for the fare amount.

Alternatively, add the Form of Payment as Ticket Modifier Update entries:

<b>Entry:</b>	<b>Description:</b>
TMU	Ticketing modifier update
1	Filed fare number 1
F	Form of payment entry code
CK	FOP code (check/cheque)

Another alternative is to add the Form of Payment in the ticketing entry:

<b>Entry:</b>	<b>Description:</b>
TKP1	Ticketing modifier update
P1	Filed fare number 1
F	Form of payment entry code
CK	FOP code (cheque)

Refer to Ask Answer ID 30252 for a full list of possible credit card error responses and solutions.

<b>Response:</b>	<b>What it means:</b>
AUTHORISATION IS NOT ALLOWED	The link in the vendor control database is set to OFF. Contact your Galileo Help Desk.
CARD EXPIRED	Telephone the card vendor for authorization.
CARD NUMBER/VENDOR DO NOT MATCH	You have included the two-letter card vendor code in the entry that does not match the card number. <b>Note:</b> The card number also identifies the card issuer. You do not need to include the vendor code in your entry.
CARD NOT VALID FOR USE ON GALILEO	The optional vendor ID code is invalid, or the card number that was input does not match an existing vendor code.
CARD NOT YET VALID	Check whether the cardholder has another copy of the card which is about to expire and re-enter using the details of that card. Alternatively, telephone the card vendor for authorization.

## Electronic Tickets

HELP E-TICKET ISSUE or H/ETKT

ASK Answer ID 8430 – E-Ticket Functionality

You can issue an electronic ticket for those airlines that participate in electronic ticketing in Galileo, provided that the booking is eligible for electronic ticketing. Below are some of the requirements that must be met in order for the successful production of e-tickets:

- The carrier must be an e-ticketing participant
- The flight segments must be e-ticket eligible (should have E indicator)
- If there are multiple carriers in the Booking File, the interline agreement must be verified
- Positive acknowledgement from each carrier is required
- The form of payment must be accepted for e-ticketing by the carrier
- The passenger type code (PTC) must be accepted for e-ticketing by the carrier
- The travel agency must be within carrier's e-ticketing points of sale
- The secure flight SSR must be present when required
- Additional requirements may be applicable, depending on the carrier

**Note:** To determine whether or not the current itinerary is eligible for e-ticketing, use the format **DT/ETEO**

Example screen response:

```

DEFAULT PLATING CARRIER TRACE.          PCC: EA7
ITINERARY TYPE: BETWEEN AREAS          RELATIVE SEGMENT #: 1
UA      - VALID FOR ELECTRONIC TICKET
ZK (UA) - UNAUTHORIZED/INVALID PLATING CARRIER CODE
>
    
```

To issue all documents, including an electronic ticket, enter: **TKP**

Galileo issues the electronic ticket, prints related documents, and the following alert appears. As long as the default ticketing type is E-ticket for the airlines booked, an E-ticket will automatically be generated.

```

APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP
1-TKP +
ELECTRONIC TKT GENERATED TTL FARE GBP 1192.25
MIR GENERATED - TTL FARE GBP 1192.25
RECORD LOCATOR: >*P45972.
-----
ITINERARY/INVOICE GENERATED
>
    
```

There will now be two additional boxes shown beneath the itinerary to indicate that an electronic ticket has now been issued: **\*HTI** and **\*THE**.



When you click on the **\*HTI** box the following screen will be displayed showing the ticket number, currency and total fare.

```

** NO HISTORY TIN DATA **
** CURRENT TIN DATA **
ELLIOTT/WILLIAMM-/1259901891906/-GBP/1192.25/ET
>
    
```

When you display the Filed Fare, **\*FF** the ticket number will now be shown:

```

1-*FF +
>
FQ1 - S1 AP 18DEC13 /
P1 ELLIOTT/WILLIAMMR ADT G E 1259901891906
    
```

## Electronic Ticket Record

### ASK Answer ID 420 – ETR Status Codes

When you click on \*HTE the electronic ticket record is shown.

When you issue an electronic ticket, an image of the ticket is stored in the carrier's database. This image is referred to as an Electronic Ticket Record (ETR).

The Booking File is not linked to the Electronic Ticket Record. Any updates to the Booking File do *not* affect the Ticket Record.

The following are the status indicators that you will see in an ETR.

- ARPT Airport Carrier controlled (unused, exchanges and refunds are allowed by most carriers)
- CKIN Passenger has checked in with the operating carrier (most carriers do not allow exchanges/refunds)
- CLSD Closed
- EXCH Coupon has been exchanged
- LFTD Passenger has boarded the aircraft
- OPEN Open for use
- PRTD Printed by carrier (converted from electronic record to a paper document)
- RFND Coupon has been refunded
- SUSP Restricted use by validating carrier
- USED Passenger has flown
- UNVL Made unavailable for use by validating carrier-can only be exchanged
- VOID Ticket voided

### Displaying the Electronic Ticket Record

You can display an e-ticket from a displayed Booking File, by the e-ticket number or by other means.

To access the ETR from the Booking File, display the Booking File and then type **\*HTE** and enter or click on the box **\*HTE** in the ticketing field and enter.

To access the ETR by e-ticket number, without the Booking File being displayed, type **\*TE/** followed by the ticket number (13 digits) and enter.

Example entry: **\*TE/0161234567890**

The following table lists formats to view an Electronic Ticket Record.

To view the Electronic Ticket Record:	Use this format:
From an active Booking File	*HTE
By ticket number	*TE/0141667436821
Display e-Ticket record held in the American Airlines database using the passengers mileage membership number	*TE/AA/FF10087654
Display e-Ticket record held in the Deutsche Lufthansa database using the credit card number	*TE/LH/CC37390000000000
Retrieve an e-Ticket record from the Air France database using the date, routing and passenger family name	*TE/AF/10APR08PARMRS-LEBLANC

### Displaying Electronic Ticket Record History

If the carrier allows, an Electronic Ticket Record History can be displayed. It is helpful if you need to verify the ticket number on the first screen or track any changes that were made to the ticket.

The format to display ETR history is: **\*TEH**

### Retransmitting Electronic Ticket Support Documents

To reprint Support Documents enter the ticket number with the check digit:  
**TSD1259900191818**

## Paper Tickets

You may have to issue a paper ticket for a carrier that offers e-ticketing but your customer wishes to have a paper ticket or you may have to issue a paper ticket for a carrier that does *not* offer e-ticketing.

### Paper Ticket for Carrier Offering E-ticketing

ASK Answer IS 3046

For an airline that offers electronic ticketing, you may choose to issue a paper ticket.

**Note:** Some airlines may add a charge to issue a paper ticket, or may not allow a paper ticket to be issued. In this case, you may need to check the Interline Agreement Table to see if there is an alternate airline on which you can issue the ticket.

To issue all documents *including a paper ticket instead of an electronic ticket*,

Example entry: **TKPPT**

Galileo issues a paper ticket and an itinerary/invoice.

## Paper Ticket for Carrier Not Offering E-ticketing

For an airline that does *not* offer electronic ticketing, you must issue a paper ticket.

To issue all documents including a paper ticket for a carrier that does *not* offer e-ticketing:

### TKP

Galileo issues a paper ticket and an itinerary/invoice.

## Issuing Tickets for Specific Passengers/Filed Fares

The ticket command TKP assumes that tickets are required for all passengers and all filed fares. However, it is possible to identify a specific passenger and/or a specific filed fare for ticketing.

It is usually more efficient to make the passenger selection at the time of the fare request, often paired with a segment selection, and this will determine which passengers and/or segments will be produced at the time of ticketing.

The entry TKP will issue tickets for all passengers in the Booking File, irrespective of the number or type of passengers or different fare quotes. Each passenger is automatically linked to a fare quote.

If the filed fare is for all of the passengers in the Booking File but you only wish to issue tickets for some of them.

**TKP1P1** Issue ticket for Filed Fare 1 passenger 1. When specifying a passenger it is also necessary to specify the Filed Fare.

**TKP2** Issue ticket for all passengers for filed fare 2. When there are multiple passengers on one filed fare, if no passenger number is specified all passengers will be issued for that filed fare.

Format:	Explanation:
TKP3	Ticket for filed fare 3 only
TKP1P3	Ticket for filed fare 1 passenger 3
TKP1P3-5	Ticket for filed fare 1 passengers 3 through to 5
TKP2P2.4	Ticket for filed fare 2 passengers 2 and 4 only

### Specific Document Type Production

**ASK Answer 2164**

You can use ticketing entries to specify the device to which you transmit ticketing/document information. For example, you may just need to print an Itinerary.

The following table lists commonly used device modifiers and formats.

To issue:	Use this format:
Itinerary/invoice <i>only</i>	TKPDID
Accounting <i>only</i>	TKPDAD
Itinerary/invoice and accounting	TKPDIDAD
Ticket <i>only</i>	TKP
Ticket and accounting image	TKPDTDAD

### TINS Report

**ASK Answer ID 16210**

The TINS report displays a list of transactions for today, and is updated automatically as each ticket is issued, with details of the passenger name, fare, total taxes, commission and form of payment.

It is more commonly referred to as the Payment Report or Daily Activity Report and is forwarded to BSP electronically overnight. It is useful to view it when you need to know details of tickets issued in your office.

**HMPR**

The TINS report provides system generated ticket numbers. It will also show any tickets that have been voided.

GALILEO TRAINING		TINS REPORT			14 OCT 13		
CURRENCY CODE	GBP	IATA NUMBER 99999992					
A/L	TKT/STOCK	NBR	PASSENGER NAME	FARE	TAX	COMM	FOP
					*FEES		
	125E9901891854		TEST/JULIE	VOID	14OCT		
	125E9901891855		TEST/JULIE	298.00	59.80	0.00	FS
	SUBTOTAL - CASH			298.00	59.80		
	SUBTOTAL - CHEQUE			0.00	0.00		
	SUBTOTAL - NONREF			0.00	0.00		
	SUBTOTAL - MISC			0.00	0.00		
	)>						

TINS records may be displayed for up to 32 historical working days. It is also possible to view TINS for refunded tickets only.

To view:	Use this format:
Payment report for a specific date	HMPR/12MAR
Payment report for refunds (date range must be included in the entry, even when displaying a single day)	HMPR/REF/12MAR-15MAR
Payment report for domestic flights only	HMPR/D
Payment report for international flights only	HMPR/I

## Voiding Tickets

HELP VOID

ASK Answer ID 570 and 12748

Galileo enables you to easily void a ticket.

The period during which you can void a ticket differs in each country. The voiding period is specified by BSP and in some countries, it is only possible to void a ticket on the day of issuance.

To display the current day ticket/itinerary numbering system (TINS) report, enter:

**HMPR**

To void a ticket on the same date of issue enter ticket number:

**TRV/05799000354401**

**Note:** If you accidentally void the wrong ticket number it is not possible to un-void it

## Exchanging Tickets

HELP EXCHANGE

Ask Answer ID 436

When a passenger changes his travel plans and he has a flexible fare, it is possible to use the old ticket as part or full payment towards the cost of the new ticket.

The types of exchange that can result, depending on the cost of the original ticket compared to the new ticket are:

- Even
- Add collect
- Refund

This is an example of a blank exchange screen:

```

1-TMU1FEX      +
>*EX **TICKET FOR** : ELLIOTT/WILLIAMMR          PSGR 1/ 1
NEW FARE: GBP 1373.00 EQUIV:.....
TX1: 85.00 GB TX2: 39.75 UB TX3: 24.60 TU TX4: 213.00 YQ
*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
.....
COUPONS FOR TKT1:..... TKT2:..... TKT3:..... TKT4:.....
PD TAXES 1:..... 2:..... 3:..... 4:.....
PD TAXES 5:..... 6:..... 7:..... 8:.....
TTL VALUE:..... BSR:..... ORIG FOP:.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
.....
.
>
    
```

The first part of the screen contains the new fare details, including the fare and any increased amounts of tax, and any new taxes:

```

>*EX **TICKET FOR** : ELLIOTT/WILLIAMMR          PSGR 1/ 1
NEW FARE: GBP 1373.00 EQUIV:.....
TX1: 85.00 GB TX2: 39.75 UB TX3: 24.60 TU TX4: 213.00 YQ
    
```

The next part of the screen is where the details of the old ticket being used to pay for the new one will be entered:

```

*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
.....
COUPONS FOR TKT1:..... TKT2:..... TKT3:..... TKT4:.....
PD TAXES 1:..... 2:..... 3:..... 4:.....
PD TAXES 5:..... 6:..... 7:..... 8:.....
TTL VALUE:..... BSR:..... ORIG FOP:.....
    
```

The final part of the screen would contain details of the original issue.

```

*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
.....
    
```

Before processing an exchange, you must complete the following tasks:

1. Display the Booking File. Take note of the original fare details, in particular the taxes.
2. Change the Booking File to reflect the new itinerary.
3. Enter a Filed fare for the new itinerary  
**Note:** You must store fares individually for multi-passenger Booking Files and you must execute exchanges individually.
4. Add a Received field and save the Booking File.
5. Using Fare Build Entry commands, remove any taxes that have already been paid on the original ticket, retaining only any new or increased amounts of tax.

Enter the command to bring up the Exchange Ticket fill in format.

**TKP1FEX125990001234** (Ticket filed fare 1, form of payment exchange), followed by the ticket number. Once the exchange screen and additional collection screen (if applicable) have been completed, the ticket will be produced.

**Additional Collection – Unused Ticket**

Example – Refer to the following ticketed Booking File, showing details of the original Filed Fare.

```

Travelport Smartpoint - Window 1
A B C D E

P86MSG/67 XDBKR E361675 AG 99999992 18DEC
1.1SMITH/JOHNMR
1. BA 2706 O 010CT LGWBCN HK1 0640 0940 0* E WE
2. BA 2711 Y 030CT BCNLGW HK1 2155 2305 0* E FR

*ALL *P *FOP *TD *FF *VL *SI *HTI *HTE *PI

FQ1 - S1-2 AP 18DEC13 67/AG
P1 SMITH/JOHNMR ADT G E 1259901891907
LON BA BCN 17.980LV1K BA LON 482.58YV3K NUC500.56END ROE0.6392
64
FARE GBP320.00 TAX 13.00GB TAX 12.27UB TAX 12.80JD TAX 3.70QV
TAX 37.00YQ TOT GBP398.77
***ADDITIONAL FEES MAY APPLY*SEE>F01.
S1 FB-OLV1K B-1PC NB-010CT NA-010CT
S2 FB-YV3K B-1PC
NONREF/-V1K
LAST DATE TO PURCHASE TICKET: 18DEC13

T P1/S1-2/ET/CBA
    
```

The passenger now wishes to upgrade to a Business Class ticket.

Book the new flight details and store a Filed Fare for the new details.

Compare the new and original taxes.

```

FQ1 - S1-2 AP 18DEC13 67/AG
P1 SMITH/JOHNMR ADT G 18DEC13 * GBP 608.77
LON BA BCN 398.11CV3K BA LON 398.11CV3K NUC796.22END ROE0.6392
64
FARE GBP509.00 TAX 26.00GB TAX 12.27UB TAX 12.80JD TAX 3.70QV
TAX 45.00YQ TOT GBP608.77
***ADDITIONAL FEES MAY APPLY*SEE>F01.
S1 FB-CV3K B-2PC
S2 FB-CV3K B-2PC
LAST DATE TO PURCHASE TICKET: 010CT14

T P1/S1-2/ET/CBA
    
```

In this case, the YQ tax has increased by GBP8.00.

Using Manual Fare Build entries, remove the paid taxes:

**\*FB1**

**FBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/8.00YQ+TTL/**

**FBF**

**R.P+ER**

**Note:** Only the increased amount of the YQ tax is to be retained.

The total is recalculated automatically when TTL/ is entered. Remember to file the changes using the FBF entry. Once the booking has been ended, the Exchange fill in format can now be completed:

**TKPFEX**12599018919071

You will find most of the fields are automatically completed.

If there are more than 8 taxes, they will be grouped together as XT.

When possible the breakdown of taxes should be shown.

```
>*EX **TICKET FOR** : SMITH/JOHNMR                                PSGR 1/ 1
NEW FARE: GBP 509.00 EQUIV:.....
TX1: 8.00 YQ TX2: 0.00 TX3: 0.00 TX4: 0.00
*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
                -12599018919071 . . . . . 02
COUPONS FOR TKT1:-12.. TKT2:..... TKT3:..... TKT4:.....
PD TAXES 1:-13.00..GB 2:-12.27..UB 3:-12.80..JD 4:-3.70..QV
PD TAXES 5:-37.00..YQ 6:..... 7:..... 8:.....
TTL VALUE:-GBP320.00.. BSR:..... ORIG FOP:.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
                . . . . . -LGW/LGW -LON -18DEC13 -999999
.
>
```

Description of fields:

**TICKET FOR** Passenger name automatically placed here from the filed fare.

**NEW FARE** Automatically placed here from the filed fare.

**TX1 to TX4** All taxes from the filed fare will be displayed here.

**EQUIV** If applicable, the currency code (not the amount) of the original currency of issue and of the additional collection currency should be shown here from the manually updated filed fare. Up to three currency codes may be entered, leaving a space between each.

**TKT NO** The ticket number will have been filled in automatically. If not, type in the ticket number to be exchanged substituting the check digit with P

**THRU** If exchanging a conjunction ticket, type X here, otherwise leave blank.

**TKT NO** Enter the last conjunction ticket number of the sequence (including the check digit). If not applicable, leave blank.

**NO. CPNS** The number of flight coupons to be exchanged, e.g. 02 will be automatically added here by the Galileo system.

**COUPONS FOR** The coupons to be exchanged will be added automatically here by the Galileo system, e.g. 12 to signify coupons 1 and 2

**PD TAXES** All paid taxes (shown individually) will be displayed; it is not permissible to show a combination of taxes using the XT tax code.

**TTL VALUE:** The original fare excluding taxes is reflected here; along with the currency code e.g. GBP149.00.

**BSR** If dealing with different currencies, enter the Bank Selling Rate according to the FZS entry. Prefix the BSR with an oblique (/) to indicate divide. If the BSR contains more than 4 numbers, ignore the last one(s)

**ORIG FOP** Enter the Form of Payment used on the original ticket, for example NONREF. If it was a credit card, it will be displayed as CC.

**\*ORIG ISSUE\*** Line of information relating to original ticket

**TICKET NUMBER** If the ticket being exchanged has previously been re-issued the original ticket number must be shown here.

**ORG/DES** Enter the origin/destination of the whole journey, using the city, not airport, codes. For example, the ORG/DES fields for an itinerary STNTLVSTN would be reflected as LONLON. This will need to be manually amended as for an e-Ticket the system will take the first two city codes from the Booking File that would only be correct for a one way journey.

**CITY** The city code where the original ticket was issued.

**DATE** The date the original ticket was issued in DDMMYY format.

**IATA CODE** The original office IATA number

If the new ticket costs more than the original ticket, this will result in an additional collection being required and the following screen will appear:

```
>*MR          TOTAL ADD COLLECT    197.00 GBP
 /F.....
 /F.....
 /F.....
 .
```

Ensure the insert button is switched off before tabbing to and completing the FOP field, entering the form of payment for the outstanding amount.

Tab to the first line and enter the form of payment being used to pay for the additional amount. If the customer wishes to pay by two different forms of payment enter:

```
>*MR          TOTAL ADD COLLECT    197.00 GBP
 /F-S$97.00.....
 /F-CK$100.00.....
 /F.....
```

**Note:** The \$ symbol is always used to indicate the amount being paid on each FOP regardless of the currency.

**Even Exchange**

If the new ticket is of equal value to the original ticket, this is called an even exchange and as such no TOTAL ADD COLLECT screen will appear and the ticket is issued once the Exchange FIF is complete.

**Exchange with Partial Refund**

Example - Your passenger may wish to change their flight to one that is cheaper. Maybe he was originally flying in club class and has down-graded to a cheaper cabin class fare that will result in a refund.

Take the following steps:

1. Rebook the flights and re-quote, compare the new fare.
2. Normally there will not be any additional amounts or new taxes, but use Manual Fare Build Update entries to remove the taxes that have already been paid.

**\*FB1**

**FBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/+TTL/**

**FBF**

**R.P+ER**

Bring up the ticket exchange FIF using the entry: **TKPFEX12599018919082**

```

>*EX **TICKET FOR**: SMITH/JOHNMR                                PSGR 1/ 1
NEW FARE: GBP      23.00  EQUIV:.....
TX1:  13.00 GB TX2:  12.27 UB TX3:  12.80 JD TX4:  40.70 XT
*EXCH TICKET*: TICKET NUMBER  THRU  TICKET NUMBER  NO. CPNS
                12599018919082  .   .               .02
COUPONS FOR  TKT1:12..  TKT2:.....  TKT3:.....  TKT4:.....
PD TAXES 1:8.00...YQ 2:.....  3:.....  4:.....
PD TAXES 5:.....  6:.....  7:.....  8:.....
TTL VALUE:GBP509.00.. BSR:.....  ORIG FOP:.....
*ORIG ISSUE*: TICKET NUMBER  ORG/DES  CITY  DATE  IATA CODE
                .           .LGW/LGW  .LON  18DEC13  9999999
    
```

The Exchange screen will be presented with all fields completed.

The following screen will then be presented with the option to create an MCO for the refund amount, tab to enter Y or N. If no MCO is created, the refund will have to be processed through BSP.

```

>*ER REFUND DUE  486.00 GBP
CREATE MCO Y/N  .
>
    
```

## Refunding an e-Ticket

First, establish that there are no cancellation or service fees to be charged. To process the refund, you must create a refund notice in the system by making the entry:

TRNE1259901891821/05AUG13 (Ticket refund electronic) followed by ticket number and date of ticket issue.

The following screen displays:

```

>*TRN1                                     PAGE 1 OF 4
DATE OF REFUND: 18DEC13 ORIGINAL COMM RATE -0.00. CURRENCY GBP
ISSUE DATE OF REFUNDED DOC 18DEC13 AIRLINE BA DOM/INT I
PASSENGER NAME ELLIOTT/WILLIAMMR
DOCUMENT NUMBER 12599018919060 THRU DOC
UNUSED COUPONS FOR DOC1: 1 DOC2: DOC3:
UNUSED COUPONS FOR DOC4: DOC5: DOC6:
CASH AMT EX TAX PAID 961.00 CASH AMOUNT USED .....
CREDIT AMT EX TAX PAID CREDIT AMOUNT USED .....
TOTAL TAX AMOUNT PAID 231.25 CANCELLATION CHARGE .....
UNUSED TAXES TO BE REFUNDED Y/N .
>|

```

This is the first screen of the refund procedure. Note “Page 1 OF 4” in the top right of the screen. The fare and ticket information on this screen is captured from the electronic ticket details. You will need to complete all relevant fields before you press ENTER to move on.

### Cash Amount Used

When ticket payment was made by cash or cheque, tab to this field to enter the total value used on the ticket, excluding taxes, i.e. the value of the journey actually travelled.

If no sectors were flown, the value will be 0.00.

### Credit Amount Used

When payment for the ticket was made by Credit Card, tab to this field to enter the total value used on the ticket, excluding taxes.

If no sectors were flown, the value will be 0.00

### Cancellation Charge

When a cancellation charge is to be applied to the transaction, tab to this field to enter the appropriate amount.

If no cancellation charges apply, leave blank.

### Unused taxes to be refunded Y/N.

Enter Y if any or all taxes are to be refunded. Hit ENTER and the tax screen appears if required.

Here is an example of the tax screen. Any taxes to be refunded will have been automatically added.

**Note:** If there is a ZP tax to be refunded (US domestic journeys only), the tax should be entered using the tax boxes at the top and then the 3 letter code of the airport that it is being charged by.

The amount in USD should be entered in the section starting BT.

```

>*TRNTAX
TX1  ·85.00...·GB TX2  ·39.75...·UB TX3  ·106.50...·YQ TX4  ·.....
TX5  ·..... TX6  ·..... TX7  ·..... TX8  ·.....
TX9  ·..... TX10·..... TX11·..... TX12·.....
TX13·..... TX14·..... TX15·..... TX16·.....
TX17·..... TX18·..... TX19·..... TX20·.....
BT01 ·... ·..... BT02 ·... ·..... BT03 ·... ·.....
BT04 ·... ·..... BT05 ·... ·..... BT06 ·... ·.....
BT07 ·... ·..... BT08 ·... ·..... BT09 ·... ·.....
BT10 ·... ·..... BT11 ·... ·..... BT12 ·... ·.....
BT13 ·... ·..... BT14 ·... ·..... BT15 ·... ·.....
BT16 ·... ·..... BT17 ·... ·..... BT18 ·... ·.....
BT19 ·... ·..... BT20 ·... ·.....
>
    
```

Put the cursor after the last tax code, in this case YQ and hit enter; the following screen will now appear:

```

>*TRN2  A/L AUTHORITY ·..... PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1·... ·..... PFC2·... ·..... PFC3·... ·..... PFC4·... ·.....
CREDIT CARD CODE      CARD NUMBER
EXPIRY DATE           REFUND AMOUNT ·.....
CREDIT FOP CODE       NUMBER
EXPIRY DATE           REFUND AMOUNT ·.....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ·...../ ·.....
TOUR CODE              NET Y/N ·N NET FARE AMT
TOTAL CREDIT REFUND DUE 0.00
TOTAL CASH REFUND DUE   1192.25          THIRD SCREEN Y/N ·.
>█
    
```

The refund due, calculated from the previous screens, is shown at the bottom of the page.

**PFC**

To be used when PFCs (Passenger Facility Charges) are to be refunded. When applicable enter the 3 letter PFC airport code and then tab to enter the appropriate USD amount, i.e. 2, 3 or 4.

If no PFC is to be refunded, leave blank.

**Refund Amount**

The amount to be refunded to a credit card if one was used as the Form of Payment.

If no amount is refundable to a credit card, leave blank.

**Comm Percentage/Amount on Cancellation Charge**

When appropriate, enter either a commission percentage or the amount that is due to your agency from any cancellation charge.

If no amount is due to your agency, leave blank.

### Third Screen

Used only when more than one credit card was used for payment. Usually you will enter "N" in this field.

**Note:** Many BSP authorities will only permit one credit card per passenger. Agents in those countries will only use the first Refund amount field, and never go to the third screen.

When you hit enter, the following screen will appear to advise that the refund is now complete.

```
REFUND COMPLETE  
CASH REFUND AMOUNT 1192.25  
>
```