

Exported at by Swarna Mallik

Created by Patrycja Madro



Reissued ticket cancellation

Guidelines on verifying cancellation rules of reissued tickets by ETG

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2. [③ Amadeus/ Sabre voluntary reissued ticket](#)
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Step 1 - Starting point

Question

No linked steps

Reissued ticket cancellation

1. [1. Voluntary reissued ticket](#) Step 2
2. [2. Involuntary reissued ticket](#) Step 3

Step 2

Solution

Parent step: 1

Amadeus/ Sabre voluntary reissued ticket

Voluntary reissued tickets

Both GDSs:

Please follow these steps in the mentioned order to proceed with handling the voluntary reissued ticket.

- **Check the rule of the ticket**

When the ticket is voluntarily reissued it is by the choice of the passenger. This means that we need to check the rule of both the original ticket and the new ticket to determine which penalty to charge for the refund. We have three scenarios:

Scenario 1 - Same penalty in the original ticket and the reissued ticket. *Charge one penalty.*

Scenario 2 - Different penalties in the original ticket and the reissued ticket. *Charge the strictest penalty.*

Scenario 3 - The original ticket is nonrefundable and the reissued ticket has a penalty. *Add the fare from the original nonrefundable ticket as used and add the penalty for the upgraded part.*

- **What was the change fee?**

The change fee is never refundable so we need to figure out how we have paid for the change fee so that we can remove it from the refund mask. Here we also have three scenarios:

Scenario 1 - The change fee has been paid for separately on an EMD

Here we don't have to think about the change fee in the refund mask, we will just let the EMD be.

Scenario 2 - The change fee has been added as a tax.

Normal change fee taxes can be CP, OB, OA, XP, DU, BO and OD etc. Check Edvin, for most airlines the information is updated. Here we delete the applicable tax from the tax display in the refund mask.

Scenario 3 - The change fee is included in the fare of the new ticket.

If the amount of the change fee is not specified in the remarks we have to check the rule of the original ticket to see how much the change fee was. Then we have to add that amount as the fare used in the refund mask.

Step 3

Question

Parent step: 1

Involuntary reissued ticket

1. Amadeus

Step 4

2. Sabre

Step 5

Step 4

Solution

Parent step: 3

Amadeus involuntary reissued ticket

In this example there is no amount after total, instead it says NO ADC which means no additional collect. We now know that there's been no fare difference for this new ticket which indicates an involuntary reissue. It is visible in the bottom of the ticket calculation on the TOTAL amount row.

But to be absolutely sure we need to check the remarks and look for an EMD in the PNR. To check, use either RTF or RHFA to locate any possible additional EMD and ticket numbers.

TKT-082 [REDACTED] RCI- 1A LOC-[REDACTED]
 OD-YAOYAO SI- FCPI-0 POI-HEL DOI-21JUL19 IOI-19210376
 1. [REDACTED] ADT ST
 1 ONSI SN 372 V 11DEC2040 OK VNCE1CM O 11DEC11DEC 1PC
 2 XBRU SN3587 V 12DEC0945 OK VNCE1CM O 12DEC12DEC 1PC
 3 OLYS SN3594 W 08JAN0705 OK WNCE1CM O 08JAN08JAN 1PC
 4 XBRU SN 371 W 08JAN1040 OK WNCE1CM O 08JAN08JAN 1PC
 NSI
 FARE R XAF 205200
 EQUIV EUR EUR BSR 0.001524
 TOTALTAX EUR 0.00
 TAXES PD
TOTAL EUR NO ADC
 /FC YAO SN X/BRU SN LYS201.82SN X/BRU SN YAO150.33NUC352.15END R
 OE582.686000
 FE EUR313.00 NONREF - ANY SN FLIGHT FARE RESTRICTIONS APPLY
 FO 082-[REDACTED] HEL02JUN19/19210376/082-[REDACTED]
FP O/CASH+/CASH
 NON-ENDORSABLE
 FOR TAX/FEE DETAILS USE TWD/TAX
 >[REDACTED]

For involuntary reissued tickets with no ADC the form of payment (FP line, abbreviated to FOP) is always the same as the original ticket.

Refund of involuntary reissued ticket

When a ticket is reissued due to involuntary reasons we always try to find seats available in the same class, but if that is not possible the airline might give an authorization to upgrade the ticket.

This could mean that the refund rules differ between the original ticket and the reissued one. However since it is not by the choice of the passenger to change the ticket we will always go by the rules of the original ticket in this scenario.

Check the rules of the original ticket.

Try to access the original ticket from the history in the PNR using RHFA and TWD/TKT055-XXXXXXXX70. If you cannot access the ticket, check the original farebasis with TTH command. More info on how to display the history of active/purged PNR can be found [here](#).

Example on how to retrieve the original ticket issue date.

Whenever a ticket in Amadeus is reissued due to a previous Schedule change or Force Majeure without an additional collection, eventually we need to cancel the reservation upon the customer's request according to the fare rules:

1. If the usual ways to check the fare rules do not work(FQP flow, backdate pricing, or FQD command), usually that is because the date of issue is incorrect in our command.
2. To find the original ticket date, check the FO line inside the new ticket or the date when the original TST was created:

TKT-235 []

RCI-

1A LOC-[]

OD-FRA	FRA	SI-	FCPI-4	POI-ATH	DOI-20AUG22	IOI-27213082
1.	[]	JMR	ADT	ST		
1	OFRA	TK1588	J	14SEP1140 OK	JY1BRO10	O 15APR 40K
2	XIST	TK2558	C	14SEP1715 OK	JY1BRO10	O 15APR 40K
3	ODLM	TK2553	C	17NOV0950 OK	JY1BRO10	O 15APR 40K
4	XIST	TK1593	J	17NOV1530 OK	JY1BRO10	O 15APR 40K

FRA

FARE R EUR 330.00

TOTALTAX EUR 0.00

TAXES PD

TOTAL EUR NO ADC

/FC S-14SEP22FRA TK X/IST TK DLM180.68TK X/IST TK FRA180.68NUC36

1.36END ROE0.913178

FE INVOL REISSUE DUE TO SC TK2567 / 17NOV //

FO 235-[] ATH[15APR22/27213082/235-[]]

FP O/CCCA

FOR TAX/FEE DETAILS USE TWD/TAX

Or

> tth/t3

** CURRENT HISTORY DOES NOT EXIST

FC/ AUTOMATICALLY PRICED *0*

009 RF-A CR-ATHGR28CS SU 9997WS 15APR/1037Z

Let's see the difference:

After trying FQP flow:

FQPFRA/ATK/CJ/D14SEPIST/ATK/CC/D14SEPDLM/ATK/CC/D17NOVIST/AT
K/CJ/D17NOVFRA/R,20AUG22,UP,ATH

* FARE BASIS	* DISC	* PTC	* FARE<EUR>	* MSG	*T
01 JYBLR10+J*	*	*	1 714.95	*	*Y
02 JYBFR10	*	*	1 664.95	*	*Y

*1-2*RESTRICTIONS MAY APPLY/CHECK FQN

*1-2*TICKET STOCK RESTRICTION

FARE FAMILIES: (ENTER FQFN FOR DETAILS, FXY FOR UPSELL)

*1*FARE FAMILIES: BL ,BF

*2*FARE FAMILIES: BF

Or FQD command:

FQDFRADLM/ATK/D14SEP22/R,20AUG22/CJ

ROE 0.969513 UP TO 1.00 EUR

14SEP22**14SEP22/TK **FRADLM**/NSP;EH/TPM 1363/MPM 1945

LN FARE BASIS	OW	EUR	RT	B PEN	DATES/DAYS	AP	MIN	MAX	R
01+JYBLO3	510	1020	J	+	- -	+ + -	-	-	R
02+JYBFO3	460	920	J	NRF	- -	+ + -	-	-	R
03+JYBLR3		890	J	+	- -	+ + +	12M	R	
04+JYBFR3		790	J	NRF	- -	+ + +	12M	R	
05+JYBLR5		585	J	+	- -	+ + +	12M	R	
06+JYBFR5		485	J	NRF	- -	+ + +	12M	R	
07+JYBLR10		430	J	+	- -	+ + +	12M	R	
08+JYBFR10		330	J	NRF	- -	+ + +	12M	R	

> PAGE 2/ 2

None of the results is matching us.

But once we update the date of issuance:

FQPFRA/ATK/CJ/D14SEPIST/ATK/CC/D14SEPDLM/ATK/CC/D17NOVIST/AT
 K/CJ/D17NOVFRA/R,15APR22,UP,ATH

* FARE BASIS *	DISC	*	PTC	*	FARE<EUR>	*	MSG	*	T
01 JY1BX	*		*	1	*	1056.95	*		YY
02 JY1BRO10	*		*	1	*	596.95	*		YY

*1-2*RESTRICTIONS MAY APPLY/CHECK FQN
 *1-2*TICKET STOCK RESTRICTION

We get the correct farebasis on option 2.

Now, we can proceed with retrieving and interpreting the penalty rule.

If the refund is due to schedule change or force majeure, you do not need to check the ticket rules.

Step 5

Solution

Parent step: 3

Sabre Involuntary reissued ticketd

Sabre:

In this example there is no amount after total, instead, it says NOADC which means no additional cost has been collected.

We now know that there's been no fare difference for this new ticket which indicates an involuntary reissue.

But to be absolutely sure we need to check the remarks and look for an EMD in the PNR. In Sabre, you can easily see if you have any EMDs as they will show in the ticket list when you use command *T. They are indicated as a ME before the ticket/EMD number.

ELECTRONIC TICKET RECORD

INV: CUST: PNR:YIEHEN
 TKT:126 [REDACTED] 39/40 ISSUED:03JUL17 POC:2BFB TATA:57211534
 NAME: [REDACTED] MR
 FOB:
 CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
 1 ET 846 T 28SEP CFTADD 1455 OK TES1YAF OPEN
 2 ET 638 T 28SEP ADDSIN 2320 OK TES1YAF OPEN
 3 GA 841 M 29SEP SINPDS 1700 OK TES1YAF OPEN
 4 SQ 947 L 05OCT DPSSIN 2000 OK TES1YAF OPEN
 5 ET 639 T 06OCT SINADD 0200 OK TES1YAF OPEN
 6 ET 847 T 06OCT ADDCPT 0825 OK TES1YAF OPEN
 FARE ZAR4360.00 TAX 28.22YQ TAX 16.19ZA TAX 13.80WC
 TAX 1.47EV TAX 1.67UM TAX 3.98SG
 TAX 3.9800 TAX 14.13D5
 TOTAL [NO ADC] EQUIV FARE PD EUR
 I-CPT ET X/ADD ET X/SIN GA DPS159.02SQ X/SIN ET X/ADD ET CPT159Y

There is no EMD in this PNR and according to the remarks on RX-lines and in Edvin order notes, the ticket has clearly been reissued due to involuntary reasons (schedule change or force majeure).

34.H-ASC-SCHD CHG SUCCESSFULLY ACTIONED 02JUN/1134
 35.H-ASC-TKT SUCCESSFULLY REISSUED AFTER SCHD CHG 03JUL/1114

Refund of involuntary reissued ticket

When a ticket is reissued due to involuntary reasons we always try to find seats available in the same class, but if that is not possible the airline might give us the authorization to upgrade the ticket. This could mean that the refund rules differ between the original ticket and the reissued one.

However, since it is not by the choice of the passenger to change the ticket we will always go by the rules of the original ticket in this scenario.

Check the rules of the original ticket.

Try to access the original ticket. If you can't access the ticket directly in the PNR you will have to

To check the original Price Quote and use the command *PQS and then *PQ1 (if PQ1 is the original fare basis). Once you have the farebasis you can proceed with checking the fare rules. If you retrieve the original ticket number you can also open it with the command WTDB*Txxxx (where xxxx is the original ticket number).

If the refund is due to schedule change or force majeure, you do not need to check the ticket rules.