



## Farelogix American Airlines

American Airlines booked through our Tripstack API in Farelogix. The form of payment in Farelogix for AA is always CASH. Last updated November 25, 2024

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### Step 1 - Starting point

#### Question

No linked steps

You are never allowed to modify a booking outside of the airlines portal - Farelogix.  
Do not manage the booking on airline website or in the GDS.

All post sale changes/handling must be handled through the external portal if no other information is stated for the specific post sale handling.

## Question

1. General info and login Step 12
2. Cancellation/refund Step 20
3. Rebooking Step 19
4. Name correction Step 16
5. Adding ancillaries and requests Step 10
6. Split passenger Step 18
7. New ticket Step 14
8. Flight Irregularities (FM/SC) Step 9

Step 2



Question

Parent step: 9

# American Airline - Farelogix (via Tripstack)

General Guidelines	Click here for the login details: <a href="#"> Farelogix American Airlines</a>
How we receive the SC notifications?	<p>Schedule change notifications from carrier are:</p> <ul style="list-style-type: none"><li>- send to OTRS via email (SC -Inbox)</li><li>- send via TS API to Edvin/ SC Workmode</li><li>- placed on Q7 in Farelogix</li></ul>
What ETG is responsible to handle?	<p>Non-VI We handle all schedule changes that occurred up to 24 hours from departure from Edvin Workmode, but agent should always check and remove it from any other queue.</p> <p>VI We handle all schedule changes, and agent should always remember to remove them from any other queue, before handling.</p>
How ETG handle the SC notification ?	<p>Check the link for the handling via <a href="#">Phone SC task</a></p> <p>Check the link for the handling via <a href="#">Chat SC task</a></p> <p>Check the link for the handling via <a href="#">Email SC task</a></p> <p>Check the link for the handling via SC WM task: <a href="#">SC Description Manual handling</a></p>
If the agent is not trained on SC handling, follow the below:	<p>If customer, contact us for rebooking or refund due to schedule change, and there is no information under Edvin:</p> <ol style="list-style-type: none"><li>1. Open the booking via airline portal</li><li>2. Check if there is a schedule change.</li><li>3. Transfer the call to SC Q based on the division: <a href="#"> FL/SC Genesys Qs to transfer an interaction and checklist</a></li></ol>

## SC - Schedule change

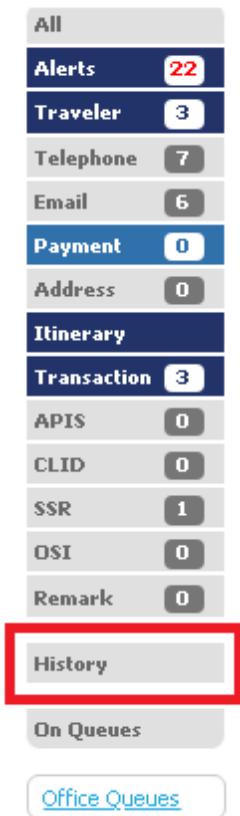
1. [SC Queue login in FLX AA](#) Step 11
2. [How to identify Minor SC in FLX AA](#) Step 3
3. [How to identify Major SC in FLX AA](#) Step 4
4. [How to inform passenger about received SC](#) Step 8
5. [Involuntary reissue in FLX AA](#) Step 5
6. [Involuntary refund in FLX AA](#) Step 6

## Step 3

 Solution

Parent step: 2

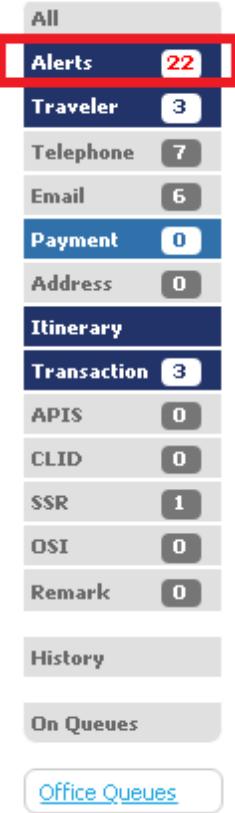
## How to identify Minor SC in FLX

Information through History page

Time change:

2022-04-15 12:17	AutoTypeB/MIARMF1	SSR	A3977U26JUN BEGATH TK1 / 1745 2020
2022-04-15 12:17	AutoTypeB/MIARMF1	SSR	SSR OTHS F1 A3977 TIME CHANGED
2022-04-15 12:17	AutoTypeB/MIARMF1	SSR	Updated by MUCRM1A
			R- Automation AGT-automation AGY-AutoTypeB PCC-MIARMF1 RecFrom-Auto Update by MUCRM1A on 2022-04-15 at 11:41 1217Z/15APR22
2022-04-15 12:17	AutoTypeB/MIARMF1	QUE	QU ON AEYE 7/ 15APR22/1217Z PLACED BY MIARMF1 Automation automation
			R- Automation AGT-automation AGY-AutoTypeB PCC-MIARMF1 RecFrom- 1217Z/15APR22

Information from Alerts



Schedule change for 10 minutes:

<input type="checkbox"/>	ScheduleChange	16JUN20 19:33	LH	Previous Status:UN LX 2063 OPO ZRH 2020- 16:00 2020- 19:25 flight data 06-20 06-20	New Status:TK LX 2063 OPO ZRH 2020- 16:10 2020- 19:35 flight data 06-20 06-20
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#### Important notes

If alerts state SSR TKNE: This can mean that the airline has already reissued the ticket. Check the ticket reference under the transaction.

If coupon status is changed and date, flight times etc matches the change and coupon is open then the ticket has already been updated.

#### Step 4

##### Solution

Parent step: 2

#### How to identify Major SC in FLX

Information from the history of the PNR

All
Alerts <span style="background-color: red; border: 1px solid black; padding: 2px 5px;">22</span>
Traveler <span style="background-color: black; color: white; border: 1px solid black; padding: 2px 5px;">3</span>
Telephone <span style="background-color: grey; border: 1px solid black; padding: 2px 5px;">7</span>
Email <span style="background-color: grey; border: 1px solid black; padding: 2px 5px;">6</span>
Payment <span style="background-color: blue; color: white; border: 1px solid black; padding: 2px 5px;">0</span>
Address <span style="background-color: grey; border: 1px solid black; padding: 2px 5px;">0</span>
Itinerary
Transaction <span style="background-color: black; color: white; border: 1px solid black; padding: 2px 5px;">3</span>
APIS <span style="background-color: grey; border: 1px solid black; padding: 2px 5px;">0</span>
CLID <span style="background-color: grey; border: 1px solid black; padding: 2px 5px;">0</span>
SSR <span style="background-color: grey; border: 1px solid black; padding: 2px 5px;">1</span>
OSI <span style="background-color: grey; border: 1px solid black; padding: 2px 5px;">0</span>
Remark <span style="background-color: grey; border: 1px solid black; padding: 2px 5px;">0</span>
<a href="#">History</a>
<a href="#">On Queues</a>
<a href="#">Office Queues</a>

1. Flight number/ Date of travel / Directions / Segments status :
2. The PNR placed on Schedule change queue 7

2022-01-11 10:55	AutoTypeB/MIARMF1	SSR	A3555T10MAY TLVSKG UN3 /
2022-01-11 10:55	AutoTypeB/MIARMF1	SSR	A3925T10MAY TLVATH TK3 / 1940 2150
2022-01-11 10:55	AutoTypeB/MIARMF1	SSR	A3136T10MAY ATHSKG TK3 / 2305 2359
2022-01-11 10:55	AutoTypeB/MIARMF1	SSR	SSR OTHS F1 A3555 FLT IS CANCELLED
2022-01-11 10:55	AutoTypeB/MIARMF1	SSR	Updated by MUCRM1A
			R- Automation AGT-automation AGY-AutoTypeB PCC-MIARMF1 RecFrom-Auto Update by MUCRM1A on 2022-01-11 at 10:44 1055Z/11JAN22
2022-01-11 10:55	AutoTypeB/MIARMF1	QUE	QU ON AEYE 7/ 11JAN22/1055Z PLACED BY MIARMF1 Automation automation
			R- Automation AGT-automation AGY-AutoTypeB PCC-MIARMF1 RecFrom- 1055Z/11JAN22

The information from the Alerts

All
<b>Alerts</b> 22
<b>Traveler</b> 3
Telephone 7
Email 6
Payment 0
Address 0
<b>Itinerary</b>
<b>Transaction</b> 3
APIS 0
CLID 0
SSR 1
OSI 0
Remark 0
<b>History</b>
<b>On Queues</b>
<a href="#">Office Queues</a>

When one-way trip changed to a trip with a stopover:

<input type="checkbox"/>	ScheduleChange	15JUN20 09:00	LH	Previous Status:UN OS 315 VIE ARN 2020- 17:20 2020- 19:35 flight 06-29 06-29 data
				New Status:TK LH 1241 VIE FRA 2020- 18:05 2020- 19:30 flight 06-29 06-29 data
				New Status:TK LH 808 FRA ARN 2020- 21:45 2020- 23:50 flight 06-29 06-29 data

Schedule change with no alternative:

<input type="checkbox"/>	ScheduleChange	16JUN20 14:11	SNA	Previous Status:UN SN 2825 BRU BUD 2020- 15:20 2020- 17:15 flight 06-29 06-29 data
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[How to check Alerts and history](#)

If alerts state SSR TKNE: This can mean that the airline has already reissued the ticket. Check the ticket reference under the transaction.

Contact the airline if authorization is required.

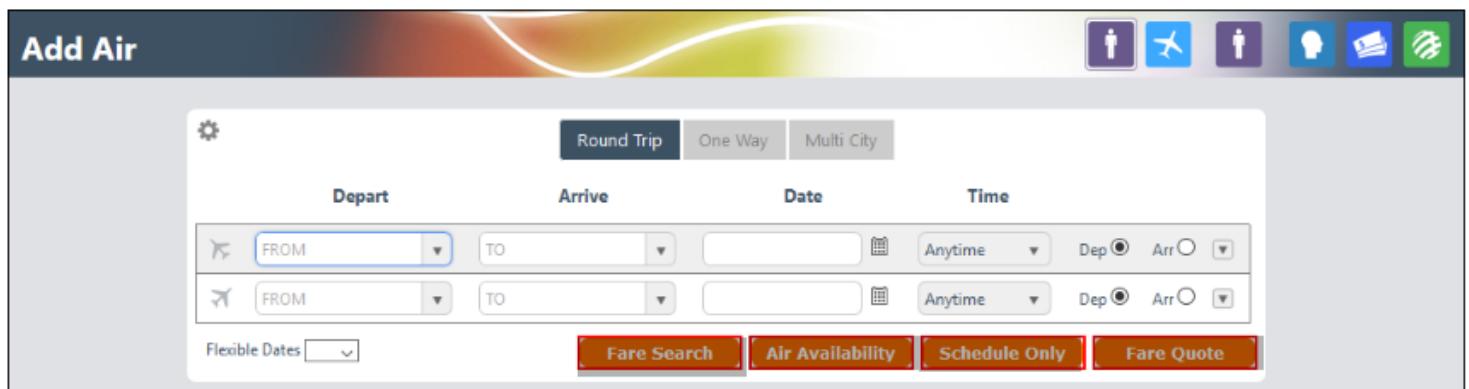
## Step 5

### Solution

Parent step: 2

### Involuntary reissue in FLX AA

**Add the new flights** in the PNR by selecting "Add air" or "Direct Sell".



The following actions are available using the search criteria via buttons at the bottom of the panel:

- **Fare Search:** This will allow selection of from a list of available flights, starting with the lowest fare first.
- **Air Availability:** The Air Availability display lists flights by departure time based on the search criteria provided.
- **Schedule Only:** Schedule Only displays only the schedule without Availability or the ability to select flights.
- **Fare Quote:** The Fare Quote panel will display all available fares for the itinerary, from lowest to highest.

Click on the flights and booking classes you wish.

Add the flights to shopping cart by pressing on the basket icon:

## Air Availability



Edit Search

MIA - DFW Friday, April 19 2019

Classes			On Time Perf	→	Source	
YY 61	F7 A7 P1 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7	⌚ 06:00a MIA → 08:07a DFW	3h 07m	80-89%	738 YY	Select
YY 281	F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7	⌚ 06:00a MIA → 08:20a DFW	3h 20m	80-89%	738 YY	Select
YY 1537	F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7	⌚ 09:20a MIA → 11:27a DFW	3h 07m	90-100%	777 YY	Select
YY 969	F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7	⌚ 10:52a MIA → 01:02p DFW	3h 10m	50-59%	738 YY	Select
YY 1325	F7 A7 P0 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7	⌚ 12:21p MIA → 02:30p DFW	3h 09m		738 YY	Select
YY 1222	F7 A7 P0 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7	⌚ 02:00p MIA → 04:11p DFW	3h 11m		738 YY	Select
YY 1266	F7 A7 P6 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N5 Q2 O0	⌚ 03:25p MIA → 05:42p DFW	3h 17m		738 YY	Select
YY 207	F7 A7 P1 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7	⌚ 05:01p MIA → 07:25p DFW	3h 24m		738 YY	Select
YY 1558	F7 A7 P2 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7	⌚ 06:20p MIA → 08:37p DFW	3h 17m		757 YY	Select
YY 1002	F7 A7 P7 Y7 B7 H7 K7 M7 L7 W7 V7 G7 S7 N7 Q7 O7	⌚ 07:45p MIA → 09:54p DFW	3h 09m	80-89%	757 YY	Select

(◀ ▶) 1 - 10 11 - 20 21 - 29 (▶ ▷)

Flights found: 29



## Involuntary reissue for full and partially used tickets without EMD

Select the Pin icon next to the Flight Number on the Ticketed itinerary, check the checkbox for the flight in the Shopping Cart, and click Book.

**Itinerary**

**Booked - Air**

			Class		Status	Cnx		Fare
▶ <input type="checkbox"/>		Tue 16 Oct 18 06:05a - 08:10a	MIA - DFW YY 281	V	3h 05m	738 HK		YY 1

**Shopping Cart - Air**

			Class		Status	Cnx		Fare
▶ <input checked="" type="checkbox"/>		Wed 17 Oct 18 06:05a - 08:10a	MIA - DFW YY 281	G		738		YY 2

**Action Buttons:**

- Book**
- Price**
- Services**
- Create Fare**
- Template**
- Auto-Exchange**
- Bag Fees**
- Seats**
- Delete**
- Fees**
- Issue Documents**

Click to create fare:

**Reservation**

Record Locator: LQJHBT

All	Traveler	1
Telephone	1	
Email	1	
Payment	1	
Address	1	
<b>Itinerary</b>		
Transaction	0	
APIS	1	
CLID	0	
SSR	5	
OSI	0	
Remark	0	
History		
On Queues		
Record Locator		
Advanced Search		
Office Queues		

**Traveler**

#	Type	Title	First Name	Middle Name	Last Name	Date Of Birth	Remark	Name Reference	FF#
1	ADT	MS	JANE	DOE	TRAVELER	18Mar1990			

**Itinerary**

**Booked - Air**

			Class		Status	Cnx		Fare
any	Mon 25Mar19	ORD - DFW	YY 2301	M	2h 31m	738	HK	YY 1
	06:01a - 08:35a							

Fare: 1  
Source: YY  
Ref: OLIHNX  
364.10 (USD)

Price Services **Create Fare** Template Bag Fees Seats Delete

Fee Documents

Update the mandatory information for invl reissue per passenger type:

- Farebasis
- NVB/NVA
- Taxes should be marked as paid
- Add “I-” in front of fare calculation
- Reason: Reissue
- Commission: 0
- Stopover designations : X - Connection city // O - Origin\*
- Endorsement box: Add the waiver from Edvin Docs

Stored Fare

Office ID	LIL1	Agent ID	zeph25	Origin Destination	LHRMUC	Validating Carrier	YY						
Passenger Type ADT		Last Date/Time to ticket: 2018-09-21											
STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
<input checked="" type="checkbox"/>	LHR	MUC	YY	2471	Q	27SEP18	09:00 AM	HK	Q56LGT9A		27SEP2018	27SEP2018	OPC

**Fare Details**

Base Fare	GBP	119.00
Equivalent Fare	EUR	133.00
Taxes	EUR	76.17

**Tax Details**

Designator	Amount	Nature	Collection Point	Airport	Currency	Airport Amount	Paid (PD)
GB	14.54	GB					<input checked="" type="checkbox"/>
UB	27.63	GB					<input checked="" type="checkbox"/>
YQ	13.00						<input checked="" type="checkbox"/>
YQ	21.00						<input type="checkbox"/>

Taxes Paid: 55.17  
Taxes to be Collected: 21.00

Add Row Delete Row

Total: EUR 209.17

**Commission and Information**

Commission	Percent	0.00
Reason	REISSUE	
Tour Code		
FARE RESTRICTION APPLY		
Endorsements		

**Fare Calculation Line**

LON LH MUC153.30Q56LGT9A NUC153.30END ROE0.77624 XT EXEMPT YR
---

Received From: ZEPH25

**Buttons:** Submit (orange), Cancel

To begin the Exchange process, click the Transactions element of the Toolbox to gain access to the ticket:

### Reservation

Record Locator: DUBWDT

**Toolbox:** Traveler Itinerary Transaction APIS CLID SSR OSI Remark

**Traveler:** 1 Traveler

#	Type	Title	First Name	Middle Name	Last Name	Date Of Birth	Remark	Name Reference	FF#
1	ADT	MS	JANE	DOE	TRAVELER	18Mar1990			

**Itinerary:** Booked - Air

Class	Status	Cnx	Fare						
any	Wed 17 Oct 18	MIA - DFW	YY 281	G	3h 05m	738	HK	YY	1

**Actions:** Price, Services, Create Fare, Template, Auto-Exchange, Bag Fees, Seats, Delete, Fees, Issue Documents

When the Transactions panel opens, the ticket still shows travel on the original date.

Click the Reference number to open the Electronic Ticket Record (ETR) to gain access to the Exchange/Reissue button:

The screenshot shows a table with columns: Reference, Source, Status, Transaction Date, Travelers, and Segments. The 'Reference' column contains the value '0015745083015', which is highlighted with a red border. The 'Source' column shows 'YY'. The 'Status' column shows 'Ticketed'. The 'Transaction Date' column shows '08OCT18 09:46'. The 'Travelers' column shows 'MS JANE DOE TRAVELER'. The 'Segments' column shows 'YY281 MIA-DFW 14OCT'.

At the bottom of the ticket are buttons that control the available Post-Ticketing actions, in this case, an Exchange.

There are several scenarios (some of the POS-specific) involved when exchanging a ticket. To display a menu of the choices, click the Exchange/Reissue button.

The screenshot shows the ETR panel with a table of fare details. The table includes columns for CP, STP, AL, FLT, CL, DATE, BRD, OFF, TIME, ST, FARE BASIS, NVB, NVA, BAG, and CS. A row for flight 1 shows values: AA 281 V 23FEB MIA DFW 06:00 AM OK VA07ZN11 23FEB 23FEB 0PC O. Below the table, a 'Fare Details' section shows fare components: FARE: USD 328.37, TAX: USD 24.63, TAX: USD 4.00, TAX: USD 5.60, TAX: USD 4.50, and TOTAL: USD 367.10. To the right, a 'Details' box displays payment information: Form of payment: USD 367.10 VI 8902, Endorsements: NONREF/SVCCHGPLUSFAREDIF/, and Fare Calculation: MIA AA DFW328.37VA07ZN11 USD328.37END ZP MIA XF MIA4.50. At the bottom, there are buttons for Data Protection Notice, Void, Refund, Exchange/Reissue (which is highlighted with a red border), and Close.

A Select Travelers and Fare Groups panel will display. If there is more than one Traveler or Fare Group, multiple selections will be available.

In this case, there is a single Traveler and Fare Group. Clicking the Submit button will display the Ticket Exchange mask, which will differ depending on which option selected, in terms of the type of exchange.

The screenshot shows the Ticket Exchange panel. The 'Select a Traveler' section lists three travelers: CNN (MISS PEBBLES FLINTSTONE, 07Apr2005), ADT (MR JON SNOW, 10Dec1971), and INF (DINO FLINTSTONE, 05May2018). The 'Select a Fare Group' section shows two fare groups: USD 832.44 (Sun 11Nov18 12:56p - 03:25p MIA - MEX YY1397 M 3h 29m 319 HK YY) and USD 832.44 (Wed 21Nov18 11:05a - 03:21p MEX - MIA YY264 M 3h 16m 319 HK YY). At the bottom, there are 'Submit' and 'Cancel' buttons.

- Tax Details: Click the Calculator icon next to Taxes Original Ticket to see the breakdown of taxes by Designator Code.
- Commission: If there are Commission amounts associated with the original or new tickets, the detail can be displayed here, along with an amount entry box.

**Ticket Exchange**

**Ticket Information**

Ticket	Name	Ticket #	Coupons	Currency	FOP/CardHolder	Date	PNR	Tour Code	IATA
Old	MS JANE DOE TRAVELER	00157451656036	1	USD	CASH	01Dec18	DJBPD		71752214
New	MS JANE DOE TRAVELER			USD		01Dec18	DJBPD		71752214

**Calculation of Exchange**

Equivalent Fare New	281.86
Equivalent Fare Original Ticket	- 281.86
Equivalent Fare Difference	0.00
Taxes New Fare	35.24
Taxes Original Ticket	- 35.24
Tax Difference	0.00
Penalty	0.00
<b>Even Exchange</b>	<b>USD 0.00</b>

**New Fare Information**

**Reason for Issuance**: REISSUE

**Endorsements**: NONREF/SVCCHGPLUSFAREDIF/CXL BY FLT TIME OR NOVALUE

**Fare Calculation Line**: MIA YY DFW281.86GA07ZNII USD281.86END ZP MIA XF MIA4.50

**Commission**: No Commission due 0.00

**Submit** **Cancel** **?**

**Ticket Exchange**

**Ticket Information**

Ticket	Name	Ticket #	Coupons	Currency	FOP/CardHolder	Date	PNR	Tour Code	IATA
Old	MS JANE DOE TRAVELER	00157451656040	1	USD	CASH	01Dec18	DJBPD		71752214
New	MS JANE DOE TRAVELER			USD		02Dec18	DJBPD		71752214

**Calculation of Exchange**

Equivalent Fare New	281.86
Equivalent Fare Original Ticket	- 281.86
Equivalent Fare Difference	0.00
Taxes New Fare	35.24
Taxes Original Ticket	- 35.24
Tax Difference	0.00
Penalty	0.00
<b>Even Exchange</b>	<b>USD 0.00</b>

**New Fare Information**

**Reason for Issuance**: REISSUE

**Endorsements**: NONREF/SVCCHGPLUSFAREDIF/CXL BY FLT TIME OR NOVALUE

**Confirmation Required**: Do you really want to EXCHANGE this ticket?

**Continue** **Cancel**

**Submit** **Cancel** **?**

The new ticket will appear, with a note at the bottom indicating that it has been exchanged for the previous one.

Note that, once a ticket has been Exchanged, no further actions are available on the original. Click the button below to return to Exchange Options.

Ticket Exchange

[Print](#) Status : **Ticketed**

[Ticket Image](#) [Agent Coupon](#)

**Ticket Image Details for Document**

ET RECORD TRAVELER / JANE(ADT)					
AGY:	71752214	O/D:	MIA / DFW	FF NO.:	
ISSUED:	11FEB19	TKT:	00157451656036	AGT:	DDUNN
PNR:	EMXYBT / F1 IUJQXX / YY	IATA:	71752214	FCI:	0 00157451656036
ISO:	US	TC:		VAL CXR:	YY
VOID BY:	11FEB19 11:59P	ESAC:	C0013XB4U9EM1H	ORIG ISSUE:	00157451656036 NYC 11FEB15 71752214)
EXCH FOR:	0015745253634				

**Coupons**

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	YY	281	G	27FEB	MIA	DFW	06:00 AM	OK	GA07ZNII	27FEB	27FEB	OPC	O

**Fare Details** [\[Details\]](#)

FARE:	USD	281.86		
TAX:	USD	21.14	US	
TAX:	USD	4.00	ZP	
TAX:	USD	5.60	AY	
TAX:	USD	4.50	XF	
<b>TOTAL:</b>	<b>USD</b>	<b>317.10</b>		

**Details**

Form of payment: USD 0.00 CASH  
Exch Doc 00157451656036

Endorsements: NONREF/SVCCHGPLUSFAREDIF/  
CXL BY FLT TIME OR NOVALUE

Fare Calculation: MIA YY DFW281.86GA07ZNII USD281.86END ZP MIA XF MIA4.50

[Close](#)

Send email to the passenger with the new ticket (delete pricing information) from Farelogix and Edvin

Insert errand notes

Change the status of the order in Edvin

Place on "UPA TKT- "Close D365 External portals"" if it is AA

For involuntary reissue:

- System handled: FLX AA
- Action taken: EMD added/ vol reissue/invol reissue/flexible tkt for example
- FOP: how was the service paid for by us CASH
- New ticket numbers:
- Amount: what did the EMD/reissue cost per person
- TOT A/L fee : XXX

For Ancillaries:

In the order note/queue action message add below info:

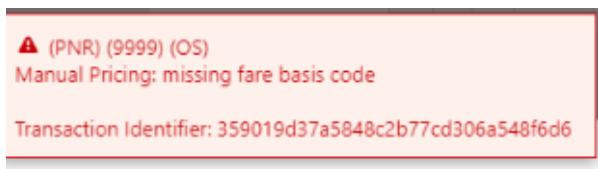
- System: FLX AA
- Issue EMD: Baggage

- FOP: how was the service paid for by us BSP payment (CASH)
- Name of pax: xxx
- EMD number:
- Whole/part of booking/pnr: XXX (ex. outbound)
- Price in portal: XXX (per pers)

**DO not forget to reissue each ticket separately.**

### **'Manual Pricing: missing fare basis code'**

When working on a PNR that includes multiple passenger types (ADT and CHD or ADT and INF or both), there is the possibility that you will receive the below error message:



That means that you have to create a fare mask for each passenger type by selecting the appropriate passenger type from the dropdown menu depending on each passenger.

### **Stored Fare**

The screenshot shows a software interface with several input fields at the top: 'OFFICE ID' (ALHM), 'AGENT ID' (vlabra), and a dropdown menu for 'Passenger Type'. The dropdown menu has three options: 'INF' (selected), 'ADT', and 'INF' again. Below the dropdown, there is a section labeled 'Last Date/Time to tic' and a row of buttons for 'STP', 'DEP', 'ARR', 'AL', 'FLTNO', 'CL', 'DATE', and 'TII'.

While you are updating all the fare masks for all passenger types, the error message will still appear. Once all fare masks are created, the mask automatically closes and the fares are stored successfully.

## Involuntary reissue with EMD

It is not possible to proceed with re-association on our own, **Always contact AA for assistance with reissue or re-association of the EMD.**

### Step 6

#### Solution

Parent step: 2

### Involuntary refund in FLX AA

#### Procedure for Handling Involuntary Refunds

1. Document Verification in Edvin: The FL/SC agent is responsible for reviewing Edvin's documents to ensure that an involuntary refund is authorized in accordance with policy guidelines.

#### 2. Deadline Check

- Verify if there are any specific deadlines associated with processing this refund.
- If yes, and it is close to the deadline as per airline policy, or SSR, or guide (*within 4 hours of the deadline*), then the agent should **prioritize the refund and manually handle the refund.**
- If no deadlines are indicated, proceed with the following steps:

#### 3. Handling Based on Original Travel Time:

- If Original Travel is **More than 4 Hours:**

1. Update the Modify button accordingly, allowing SL to assume the case.
2. Ensure any applicable waiver codes are documented clearly in the errands.
3. Remove the segments if possible
4. Send cancellation confirmation email from Edvin

- If Original Travel is **Within or Less than 4 Hours:**

Follow the manual handling refund routine and handle it.

## Manual refund handling for Full or Partially Refund

1. Display Ticket Image
2. Click on the ticket number to display the ticket image.
3. Use <Refund> and the ticket refund screen will be displayed.

Electronic Ticket

Print Status : **Ticketed**

**Ticket Image**   **Agent Coupon**

**Ticket Image Details for Document**

ET RECORD TRAVELER / JOHNQUINCY(ADT)			
AGY:	71752214	O/D:	MIA / DFW
ISSUED:	25MAR19	TKT:	0015745310620
PNR:	L2YDBT / F1 PEHFJ / YY	IATA:	71752214
ISO:	US	TC:	
VOID BY:	26MAR19 11:59P	VAL CXR:	YY

**Coupons**

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	YY	281	W	17APR	MIA	DFW	06:00 AM	OK	WA07ZN11	17APR	17APR	OPC	O

**Fare Details**

Details			
FARE:	USD	375.71	Form of payment: USD 418.00 VI 8902/517392
TAX:	USD	28.19	Endorsements: 31121NONREF/SVCCHGPLUSFAREDIF/
TAX:	USD	4.00	32121CXL BY FLT TIME OR NOVALUE
TAX:	USD	5.60	Fare Calculation: MIA YY DFW Q0.83 374.88WA07ZN11 USD375.71END ZP MIA XF MIA4.50
TAX:	USD	4.50	
TOTAL:	USD	418.00	

**Data Protection Notice**  
<http://www.iatatravelcenter.com/privacy>

**Void**   **Refund**   **Exchange/Reissue**   **Close**

Choose Manual Refund:

Ticket Refund

**Auto**   **Manual**

**Ticket Information**

Traveler	Ticket #	Currency	Date	PNR	IATA	Tour Code
MS JANE DOE TRAVELER (ADT)	0015745239 34	USD	04Feb19	EQA1DT	71752214	

The list of elements that make up a refund request is as follows, according to the airline policy:

- **Base Fare Used:** If the Fare is Refundable, this should stay at 0.00
- **Tax Used:** For each listed tax, the tax rate will show Refunded; if, however, some portion of the tax is not refundable, it can be edited. Note : Non-Refundable taxes can be checked in Edvin documents > Cancelations and Refunds > Tax Refund
- **Penalty:** The Penalty amount will be included in the Fare Rules for a refundable fare; enter this amount to add the Penalty.
- **Commission:** If a Commission is to be added to a Penalty, it can be added manually.

- **Refunded To:** This is the total amount of the Refund and should be entered.
- **Waiver Code:** If the Penalty is being waived, a valid Waiver Code must be entered in this box.

Ticket Refund

**Ticket Information**

Traveler	Ticket #	Currency	Date	PNR	IATA	Tour Code
MS JANE DOE TRAVELER (ADT)	0015745239934	USD	04Feb19	EQA1DT	71752214	

**Coupons**

TKT	CP	AL	FLT	CL	DATE	BRD	OFF	FARE BASIS	ST	Used
934	1	YY	281	V	23FEB	MIA	DFW	VA07ZN11	O	N

**Calculation of Refund**

Base Fare	328.37
Base Fare Used	- 0.00
Base Fare Refund	328.37
Tax Original	38.73
Tax Used	- 0.00
Tax Refund	38.73
Ticket Refund	367.10
Penalty	- 0.00
<b>Total Refund</b>	<b>367.10</b>

**Commission**

No Commission due	0.00
-------------------	------

**Waiver Code**

Enter waiver code here if applicable
--------------------------------------

**Monetary Settlement**

Charged To	Refunded To		
VI8902	367.10	VI8902	367.10
Total Amount	367.10	Refund/Credit	367.10

4. <Submit> and confirm warning message to process the refund.

#### Ticket Refund Confirmation

Electronic Ticket Refund Exchange Authorization (ETREA)	
Result	Ticket Refund Successfully processed.
ESAC	220YGNARYVE9M
Date	30JUL18
Document Number	2202120001530

5. Copy the refund confirmation and add it in Edvin notes.

6. Select the segments you want to cancel and click <Delete>.  
*Please note that you cannot delete FLOWN flight segments.*

**Itinerary**

Booked - Air

<input type="checkbox"/>	Fri 26Aug22 06:40a - 07:35a	FRA - BRU	LH 1004	K	0h 55m	32N		Fare
<input type="checkbox"/>	Wed 31Aug22 08:15a - 09:15a	BRU - FRA	LH 1005 Operated By: Lufthansa Cityline GmbH	K	1h 00m	E90		LH 1

7. Modify the button in Edvin.

Add note **TKT REFUNDED** in the "Other info to BO" box

*Note: The above process should be done for each ticket separately.*

### How to refund baggage EMD in SPRK (FLX):

#### **Refund the ticket and the EMD.**

Baggage has to be refunded via the BSP link.

There is no guarantee for baggage refund.

Each ticket is to be refunded in Sprk as usual (if AA policy or agent from AA hasn't stated anything else for the specific situation), **then copy the emd number and add in Edvin "Escalate to BO" and write pls send RA via bsp link for the baggage EMD: XXXXX**

Example:

Base/Bookings PNR's Payment transactions 1 Confirmations **Refund** Product Pricing Tracking Event

Refund cases

Force Majeure - refund Open ! Escalate to BO Send status email

Booking [REDACTED] Last updated: 2020-12-23 i

Refund request received Refund application sent to airline Money received from airline Payment done to customer

Choose escalation reason FLX EMD:

## Escalate to BO



Escalation reason

FLX EMD | ▾

when customer have paid for luggage and EMD is issued.  
Refund application needs to be sent by BO via bsp link

Order note

Pls send RA, cxl reason: cxld due to Covid, for  
EMD: XXX-XXXXXXX

Tickets already refunded in FLX.

Channel

Select channel... | ▾

Category

Select category... | ▾

Type

Select type... | ▾

Action

Select action... | ▾

Templates ▾     Frontline  Back Office

Escalate    Cancel

## Refund only the EMD

**Baggage and seats have to be refunded via the BSP link.**

If you have proceeded with a reissue, but the airline is unable to associate the EMD to the new reissued ticket, then we need to refund the old EMD and issue a new one for the new tickets (if possible).

Since the old EMD need to be placed on refund queue (claims) with relevant notes. Use one of the below modify reasons:

**>> EMD/TKT - Refund to us:** a new EMD is issued by SC (after a ticket was reissued and it was not possible to associate the EMD), thus the old EMD should be refunded to us.

No EMD refund to pax.

**>> EMD - Refund to customer:** An EMD needs to be refunded to the customer after a ticket is reissued, but it was impossible to associate the EMD or issue a new EMD, thus the EMD of the original ticket should be paid to the customer.

EMD refund to pax.

The SC agent during the 'modify order' always should add in the note section the below information:

**Reason type: [Invl EMD]**

**EMD/Ticket to refund:**

**Value & Currency of EMD:**

**EMD/Ticket to keep:**

EMD/TKT - Refund to us

Scenarios: 1.Unable to associate the EMD to new reissued ticket, 2.RVSR, 3.Dupe EMD/ticket issuance. Refund to us - No payout to pax.

- 34: SC Phone in
- 18: Schedule change
- 2: We have inf. about SC
- 13. EMDs due to invl

- Reason type: [Invl EMD]  
- EMD/Ticket to refund: [Number of the ticket/EMD that needs to be refunded]  
- Value & Currency of EMD/Ticket: [Amount of the ticket/EMD that needs to be refunded]  
- EMD/Ticket to keep: [Number of the ticket/EMD that needs to be kept, If none, add "NO"]

2

EMD - Refund to customer

When proceeded with an invl reissue, but unable to associate the EMD to the new reissued ticket, and we cannot issue a new EMD. Refund the EMD to pax.

- 34: SC Phone in
- 18: Schedule change
- 2: We have inf. about SC
- 13. EMDs due to invl

- Reason type: [Invl EMD]  
- EMD/Ticket to refund: [Number of the ticket/EMD that needs to be refunded]  
- Value & Currency of EMD/Ticket: [Amount of the ticket/EMD that needs to be refunded]  
- EMD/Ticket to keep: [Number of the ticket/EMD that needs to be kept, If none, add "NO"]

2

## Step 7

### Solution

Parent step: 2

## How to send email from FLX

The guidelines for sending an email through Farelogix can be found here: [How to send email from Farelogix](#).

## Step 8

### Solution

Parent step: 2

## How to inform passenger about SC

Please handle accordingly to the [SC Description -> SC Queues - Manually handling flow](#)

## Step 9

### Question

Parent step: 1

## Flight Irregularities

1. SC - Schedule change

Step 2

2. FM - Force Majeure

Step 23

## Step 10

### Solution

Parent step: 1

### Adding ancillaries and requests

For AA it is not possible to add baggage in FLX, please refer the customer to add it themselves on AA site (we can NOT do this for them), or to contact the airline directly.

## Seating

Please mark the segments you want to add seating on and then click on the highlighted seat.

**Itinerary**

**Booked - Air**

			Class		Status	Cnx		Fare
▶	Thu 16Sep21 12:04p - 02:00p	CLE - DFW	AA 2331	V	2h 56m	738	HK	Y 1 AA 1
▶	Thu 16Sep21 02:46p - 04:29p	DFW - SMF	AA 2554	V	3h 43m	320	HK	1 AA 1

**Click to view Seat Availability**

Choose the seat that suits the passenger and click on submit:

**Seats**

CLE-DFW AA 2331

Available Occupied Selected Restricted Preferential Premium Premium Plus Exit

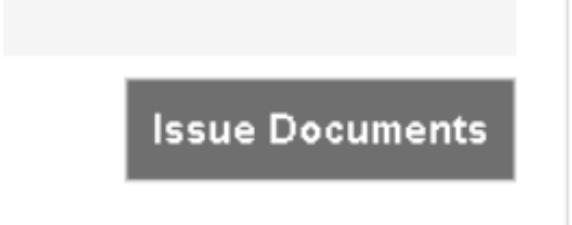
737 (Boeing 737 Passenger) - Economy Class

	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33
F	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
E	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
D	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
C	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
B	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
A	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■

When seating is HD we send payment link to passenger, choose GDS ancillary manual **option in payment link** and always multiply the seating price in sprk with mark-up (check the correct markup [in the main menu](#), in point 1) *Ancillaries and Services List* ).

When payment link is received FL agent needs to issue the seat emd in FLX.

1. Select the seat added on the segments and click on:



Issue Documents

2.

Under Fare groups/services it is very important that we do **NOT** click in the "Check all fare groups" or any flight segments. - if you do this you will issue the tickets again and we (ETG) will pay for passengers ticket again to the airline.

Only check the boxes for the Seating that you want to issue and press next.

Click on show next to "forms of payment".

We **always** have to change the payment method to **CASH**.

Click on **CASH** and continue.

Then press issue documents.

3. When you have completed the ancillary issuance, queue in Edvin to ticketing or to UPA TKT- "**Close D365 External portals**" as you have already finalized all steps in Farelogix.

4. Send seating confirmation email from Edvin to passenger and register errand.

Template found in:

For ETG orders: First Line Others Others External portal booking details

For B.com orders: Booking.com First Line Other External portal booking details

### Step 11

 Solution

Parent step: 2

SC Queue login in FLX AA

1. Log in to [Farelogix American Airline website](#)

2. Go to "Office Queues".



3. Choose PCC/ IATA.



4. Go to Queue 7.

#### Count Summary

Office ID	AV80	Refresh
Source	F1 - Farelogix	
<input checked="" type="checkbox"/> Active Only	<input type="checkbox"/> Filter by agent	

#### Queues

Number	Name	Count	
0	General	1	
1	Confirmation	110	
2	ConfirmationFromWaitlist	1	
7	ScheduleChange	2	
9	Ticketing Time Limit (TTL) Advisory	18	
12	Expired Time Limit and SSR Cancellation	8	

Note: SC team will be working from queue 7 (As long as there are no pnrs in that queue, it will not be shown)



Press the file to open the queue

5. Press on the record locator to open the booking:

#### AV80: Queue 7

Position	Date Time	Category	Placed by	Office ID	Record
57956362	2021-06-05 22:45:51		automation	MIAR	16OZY1
57993493	2021-06-07 00:02:06		automation	MIAR	N89MGZ

6. Start handling the case by following the SC manual handling for major/minor process.

- On top left there are options on to remove the pnr from queue/exit/ next PNR. Just put the cursor on top, and you can see what to choose.



#### Step 12

##### Solution

Parent step: 1

#### General info and login

American airlines booked through Farelogix/Sprk has Tripstack as the technical provider.

Bookings are marked with Tripstack logo and Farelogix banner in Edvin.

All post sale is managed through the Farelogix portal.

#### PCCs/IATAs:

**AYVR** is the main PCC for AA FLX and agents should always log in to this PCC to avoid any issues while managing their booking.

By logging in to the main PCC **AYVR**, the system will automatically jump over to any PCC that your booking is issued through without any action needed from the agent.

The FOP will be CASH on all these orders.

PCC	IATA	Currency	Market
A961 (for only CC2C orders)	10570781	USD	US (ARC) <b>CC2C</b> with FOP: <b>CASH</b> for post-sale handling
AYVR	80208774	SEK	Sweden
AYUC	23278533	EUR	Germany
AYVK	67599033	CAD	Canada
AYVM	27213082	EUR	Greece
AYVN	19210376	EUR	Finland
AYVP	17208461	DKK	Denmark
AYVQ	60203905	NOK	Norway
AZQF	57595926	BRL	Brazil
AZUB	91200233	GBP	United Kingdom
AZUC	37200321	ILS	Israel

## Contact info:

For support with AA policy's please contact AA by email: American.Support@aa.com

If Farelogix/Sprk portal support needed please contact: NDC.Support@aa.com

These bookings will always be made under our Tripstack API, hence the Tripstack logo will always be showing in Edvin.

To define a AA booking through Farelogix in Edvin please look for this banner and the Tripstack logo:



## Farelogix booking - must be handled by FL

[Register Errand](#)[Link Pnr](#)[Add a purchase!](#)[Place On Queue](#)[Send E](#)

...

Order information - [REDACTED] / supersaver\_us

[Base/Bookings](#)[1/1 VAN:s](#)[PNR:s](#)[Payment transactions 1](#)[Confirmations](#)[Refund](#)[Product Pricing](#)[Manual VANs V2](#)[Show All](#)

Customer

The airlines rules and guidelines can still be followed as usual for AA, but when it comes to performing the tasks they are different since we handle them through the Farelogix portal and not through the GDS.

### How to access portal:

Log in through this link: [Farelogix/SPRK](#)

All agents have received an email with credentials for **PCC AYVR** to Farelogix for AA.

**AYVR** is the main pcc for AA FLX and agents should **always** log in to this pcc to avoid any issues while managing their booking.

By logging in to the main pcc AYVR, the system will automatically jump over to any pcc that your booking is issued through without any action needed from the agent.

The different pcc can be seen in the tab in the far right corner:

Welcome, Nada Lindberg | Logout

80208774 : AYVR - SUPERSAVERTRAVEL.SE (Home)

80208774 : AYVR - SUPERSAVERTRAVEL.SE (Home) **(selected)**

50604794 : AV80 - COLVILLE TRAVEL

23278533 : AYUC - WWW.AIRTICKETS24.COM

60203905 : AYVQ - WWW.SUPERSAVER.NO

17208461 : AYVP - WWW.SUPERSAVER.DK

19210376 : AYVN - SUPERSAVER

27213082 : AYVM - E-TRAVEL AE

67599033 : AYVK - FLIGHT NETWORK

57595926 : AZQF - GOTOGATE AGENCIA DE VIAGENS LTDA

91200233 : AZUB - WWW.MYTRIP.COM

37200321 : AZUC - E-TRAVEL ISRAEL (E.T.I.) LTD

If you have not received credentials for AYVR, please reach out to your team leader/manager.  
TL/manager create jira to IT with agent name, surname and email.

## Retrieve order:

To retrieve future dated bookings click on advanced search: (for past dated bookings or if you can't find booking in Farelogix, please scroll down to the end of the page as you need to get the agency reference first through TS.)

# Reservation

All

Traveler 0

Telephone 0

Email 0

Payment 0

Address 0

Itinerary

Transaction 0

APIS 0

CLID 0

SSR 0

OSI 0

Remark 0

Record Locator



Advanced Search

Insert the pnr from Edvin, and change the source to "ALL"

The screenshot shows the Farelogix interface. At the top, there is a search bar labeled "Search by Record Locator" with a yellow highlight. Below it, a "Record Locator" field contains a blacked-out value, and a "Source" dropdown set to "ALL" is also highlighted in yellow. A "Search" button is visible. The main content area shows a "Traveler" table with two rows:

#	Type	Title	First Name	Middle Name	Last Name	Date Of Birth	FF#
1	ADT	MS	IRENE				
2	CNN	MS	NADA				

Below the traveler table is an "Itinerary" section titled "Booked - Air". It lists a flight from MIA to JFK on Mon 07Jun21 at 09:00p - 11:59p, with details like Class L, Status 2h 59m, Cnx 77W, HK, AA, and 1 seat. Buttons for Price, Services, Create Fare, Auto-Exchange, Bag Fees, Seats, Delete, and Issue Documents are present.

If you have followed the above steps and are unable to retrieve the booking in FARELOGIX, check [here](#) the steps for a purged PNR.

Alternatively, you may log into the [Tripstack portal](#) and retrieve the booking there will be a agency reference showing in the booking details. Copy the agency reference and open the booking in Farelogix using the advanced search as shown in the steps above.

If agent does not have access to the Tripstack portal, please escalate booking to your support team. all agents should have access to Tripstack portal so if you do not please talk to your or team lead or manager.

To Date  
04/1

## Booking Details

Status:	Succeeded
Locator:	[REDACTED]
Agency Reference:	[REDACTED] [REDACTED]
LCC Booking ID:	[REDACTED]
Price:	129.57 EUR
Email:	[REDACTED]

ch 1

## Passenger Details

### Step 13

**Solution**

Parent step: 20

24 hour cancellation and void

American Airlines do NOT allow refund according to 24 h rule.

Void is permitted on the same day as the ticket issuance.

For VOID of the entire order, use Automation, step by step [here](#).  
Otherwise, proceed manually as per step by step below:

## How to void:

Click on the ticket number to open the ticket.

## Transactions



Reference

[REDACTED]

[REDACTED]

Click on void:

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	AA	1357	L	07JUN	MIA	JFK	09:00p	OK	L7AUZRN1			OPC	O

**Fare Details**

FARE:	USD	152.56	
TAX:	USD	11.44	US
TAX:	USD	4.30	ZP
TAX:	USD	5.60	AY
TAX:	USD	4.50	XF
TOTAL:	USD	178.40	

**Details**

Form of payment: USD 178.40 CA 5793/05/23 824776  
Fare Calculation: MIAAA NYC152.56L7AUZRN1 USD152.56END ZP MIA XF MIA4.50

**Data Protection Notice**  
<http://www.iatatravelcenter.com/privacy>

**Buttons:** Void Refund Exchange/Reissue Close

## Ticket Void Authorization Request (VAR)

Ticket Number: [REDACTED]

Ticket Issue Date: 29MAR21

Name: [REDACTED] (ADT)

PNR: [REDACTED]

IATA: [REDACTED]

**Submit**

**Cancel**

Click on submit and then click continue.

**You must copy the cancellation confirmation message into Edvin either in a note or in register errand through modify order.**

You can either copy the message from the pop up that will turn up in the left corner



or copy this text:

Void Confirmation		
Ticket and EMD Void Results		
Ticket Number: 050000170705	Status: Successfully Canceled	ESAC Number: 050000170705

**If more than one passenger in the booking each ticket needs to be voided separately.**

When void completed.

Cancel itinerary by clicking on the trashcan, "click to confirm" and then click continue:

Record Locator: [REDACTED]   

**Traveler**

#	Type	Title	First Name
▶ 1	CHD	MR	[REDACTED]
▶ 2	ADT	MR	[REDACTED]

[Cancel Itinerary](#)

## Confirmation Required



Itinerary of this Reservation will be lost.



Click to confirm

[Cancel](#)

[Continue](#)

Go to Edvin and use modify order.

Insert the void confirmation messages and note "TKT REFUNDED" in "Other info to BO"

Send cancellation confirmation to the passenger from Edvin.

**Step 14**

 [Solution](#)

Parent step: 1

**New ticket**

A new ticket can be sold through Farelogix/SPRK for AA.

1. Click on ADD AIR and select your destination:

**Reservation**

All Traveler 0

Record Locator: Not Set Traveler

+ - X Traveler

+ - X Itinerary

Add Air + - X

+ Round Trip One Way Multi City

Depart	Arrive	Date	Time		
<span style="border: 1px solid #ccc; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">X</span> MIA	<span style="border: 1px solid #ccc; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">X</span> JFK	6/21/2021 <span style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px;"> </span>	Anytime <span style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px;"> </span>		
Flexible Dates <span style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px;"> </span>		<span style="background-color: #0070C0; color: white; border: 1px solid #0070C0; border-radius: 5px; padding: 2px 10px; text-decoration: none; font-weight: bold;">Fare Search</span>	<span style="background-color: #0070C0; color: white; border: 1px solid #0070C0; border-radius: 5px; padding: 2px 10px; text-decoration: none; font-weight: bold;">Air Availability</span>	<span style="background-color: #0070C0; color: white; border: 1px solid #0070C0; border-radius: 5px; padding: 2px 10px; text-decoration: none; font-weight: bold;">Schedule Only</span>	<span style="background-color: #0070C0; color: white; border: 1px solid #0070C0; border-radius: 5px; padding: 2px 10px; text-decoration: none; font-weight: bold;">Fare Quote</span>

## 2. Choose Fare Search or Air Availability

+ Round Trip One Way Multi City

Depart	Arrive	Date	Time		
<span style="border: 1px solid #ccc; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">X</span> MIA	<span style="border: 1px solid #ccc; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">X</span> JFK	6/21/2021 <span style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px;"> </span>	Anytime <span style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px;"> </span>		
Flexible Dates <span style="border: 1px solid #ccc; border-radius: 5px; padding: 2px 5px;"> </span>		<span style="background-color: #0070C0; color: white; border: 1px solid #0070C0; border-radius: 5px; padding: 2px 10px; text-decoration: none; font-weight: bold;">Fare Search</span>	<span style="background-color: #0070C0; color: white; border: 1px solid #0070C0; border-radius: 5px; padding: 2px 10px; text-decoration: none; font-weight: bold;">Air Availability</span>	<span style="background-color: #0070C0; color: white; border: 1px solid #0070C0; border-radius: 5px; padding: 2px 10px; text-decoration: none; font-weight: bold;">Schedule Only</span>	<span style="background-color: #0070C0; color: white; border: 1px solid #0070C0; border-radius: 5px; padding: 2px 10px; text-decoration: none; font-weight: bold;">Fare Quote</span>

- Source: AA MIA - JFK 21Jun2021  
Departing: 07:00a - 09:00p | Journey: 2h 59m - 7h 19m Selected Total Fare:USD 128.40  
Lowest Total Fare: USD 128.40

MIA - JFK Monday, June 21, 2021				Main Cabin	Main Cabin Flexible	First	First Flexible
AA 1466 09:00a MIA ➔ 12:05p JFK	3h 05m 77W	Direct nonstop Journey: 3h 05m	<span style="border: 1px solid #ccc; border-radius: 5px; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">X</span> 128.40	158.40 V	293.39 R	334.40 R	
AA 1208 10:30a MIA ➔ 01:32p JFK	3h 02m 772	Direct nonstop Journey: 3h 02m	128.40 V	158.40 V	463.40 D	443.40 D	
AA 2906 12:00p MIA ➔ 03:01p JFK	3h 01m 772	Direct nonstop Journey: 3h 01m	128.40 V	158.40 V	293.39 R	334.40 R	
AA 1199 02:18p MIA ➔ 05:21p JFK	3h 03m 772	Direct nonstop Journey: 3h 03m	128.40 V	158.40 V	293.39 R	334.40 R	
AA 771 05:30p MIA ➔ 08:34p JFK	3h 04m 772	Direct nonstop Journey: 3h 04m	178.40 L	178.40 L	343.39 R	349.39 R	
AA 571 07:30p MIA ➔ 10:36p JFK	3h 06m 77W	Direct nonstop Journey: 3h 06m	178.40 L	178.40 L	343.39 R	349.39 R	

## 3. Select the price/flight and add it to the shopping cart. Then fill in the information below:

a) Traveler: Here we can select PTC, title, first name, middle name if any, and last name.

(Traveler's type: ADT for adult /CHD for child)

b) Telephone: Operational contact is a useful 24hour emergency number for the passenger in case of

irregular operations.

c) Email: Add the email address for the passenger.

The screenshot shows the 'Record Locator' interface with the title 'Traveler' set to 'Not Set'. On the left, there's a sidebar with various categories like 'Traveler' (1), 'Telephone' (0), 'Email' (0), etc. The main area displays a table for 'Traveler' records with columns: #, Type, Title, First Name, Middle Name, Last Name, Date Of Birth, and FF#. One record is listed: ADT. Below this are sections for 'Telephone', 'Email', and 'Forms of Payment'. At the bottom, there's an 'Itinerary' section titled 'Shopping Cart - Air' showing a flight from MIA to JFK on AA 1466. The flight details are: Mon 21Jun21, 09:00a - 12:05p, Class V, 77W seat, AA fare. Buttons at the bottom include Book, Price, Bag Fees, Seats, and Delete.

4. Select the itinerary field and click on Book.

This screenshot shows the 'Itinerary' section with the 'Book' button highlighted in yellow. The 'Shopping Cart - Air' table is identical to the one in the previous screenshot, showing the same flight details. The buttons at the bottom are Book, Price, Bag Fees, Seats, and Delete.

Important notice: Time limit will appear in the reservation as an SSR element.

Send the payment link to the customer using this product for the airline fee: **Airline Cost - Rebooking / New Ticket (GDS) NOT Flexible Ticket**

5. Select Issue Documents so as to proceed.

All

Record Locator: NMMQ23

Traveler 1

Telephone 1

Email 1

Payment 0

Address 0

Itinerary

Transaction 0

APIS 0

CLID 0

SSR 0

OSI 1

Remark 0

History

Traveler

#	Type	Title	First Name	Middle Name	Last Name	Date Of Birth	FF#
1	ADT	MS	AMERICAN		AIRLINES		

Itinerary

Booked - Air

	Class	Status	Cnx	Fare
Mon 21Jun21 09:00a - 12:05p	AA 1466	V	3h 05m 77W HK	AA 1

Price Services Create Fare Bag Fees Seats Delete Issue Documents

In the next screen choose the traveler you wish to issue. There is the option of selecting them separately or all together.

6. Click Next to continue with the Fare Groups/ Services panel. Then select the fare group.

1 - Travelers    2 - Fare Groups/Services    3 - Optional Selections

### Select Fare Group(s)

Uncheck All Fare Groups

MIA/JFK - ADT 128.40 (USD)

	Class	Status	Cnx	Fare
	Mon 21Jun21 09:00a - 12:05p	MIA - JFK	AA 1466	V 3h 05m 77W <b>HK</b> AA 1

**Back** **Next** 

**7. ONLY form of payment allowed is CASH.**

Once you insert the CASH click on Issue documents to issue the ticket.

8. The ticket is now issued.

No need to use the rebooking wizard, please remember to change the order in Edvin.

When you have completed the issuance, queue in Edvin to ticketing or to UPA TKT- "Close D365 External portals" as you have already finalized all steps in Farelogix.

Send email confirmation to customer from Edvin. Use template titled " External portal booking details " located under folder First Line-> Other.

9. Link the new PNR in Edvin and change status in Edvin

## Step 15

### Solution

Parent step: 20

Segments missing, already cancelled with the airline

The claim task has been moved to the SL team as of November 5, 2024.

Handling Based on Original Travel Time:

- If Original Travel is **more than 4 Hours**:  
- Inform customer about the Penalty and if the customer confirms the cancellation, delete the segments, click on "Modify" button accordingly, SL will continue and cancel the order in the Portal.
  - If Original Travel is **within or Less than 4 Hours**:  
Follow the standard refund routine as usual.
- 
- 

If passenger claims to have already canceled with the airline we still need to refund tickets (if refundable or taxes, refund against waiver, etc.) and cancel the itinerary from our end in the Farelogix portal - **if we do not do this no refund will be received from the airline!**

If the booking has been canceled by the airline it usually looks like this:

### Itinerary

No Itinerary

### Transactions

   Tickets

The itinerary has been canceled/removed but the tickets have not been refunded - we always have to refund the tickets from our end so we see that the ticket status changes to REFUNDED for us to receive any refund from the airline.

**NEVER refund a ticket if the refunded amount is 0. If a ticket is fully non-refundable, you should only cancel the segments in Farelogix, and not follow the refund steps per ticket.**

When cancellation has been done correctly and the ticket has been refunded in Sprk/Farelogix the status will change to refunded (if void status will change to VOIDED) as below:

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS
[REDACTED]	LXA	REFUNDED	13AUG19 23.11	[REDACTED] (ADT)

Please see how to refund ticket under each refund scenario in the separate tabs in this folder

## Step 16

### Solution

Parent step: 1

### Name correction

#### General info

- American Airlines does not accept name changes. For name correction, there is a **case-to-case** policy.
- Please collect the passport copy from the passenger and check Edvin's documents' name correction guidelines.
- Contact AA with the passport copy and request for name correction: [American.Support@aa.com](mailto:American.Support@aa.com)
- American Airlines' general policies and Guidelines for name correction can be found [here](#).
- When collecting payment from the customer, the airline fee is charged as **Airline Cost -Name Change**
- Once payment is received from the customer, then follow the below steps in order to reissue the ticket due to NACO.

#### Steps for NACO:

(once AA approves the NACO and we received the customer's payment (if needed)):

- Check the waiver applicable with docs provided by YY  
(American Airlines will reply to us if NACO is possible along with the waiver).
- Update the name in FLX by using the edit button  
(Important! AA will advise if it is a Minor or Major NACO, thereby ensuring if a new PNR is needed or not).
- Select segments and click on "**Create Fare**" - Reproduce (mimic) the original fare that is visible when clicking on the "**Edit**" button under the Fare for the available segments.
- Store fare with the added waiver and penalty if applicable. The reason on top of the endorsement must be selected as "**REISSUE**".
- Select the ticket to be reissued from the transactions and exchange the ticket. Make sure that the waiver has been correctly added. The reissue is now finalized.

**Important!** All payments towards AA in FLX are done using **CASH**.

Please remember to change the order in Edvin.

When you have completed the NACO, queue in Edvin to ticketing or to UPA TKT- "Close D365 External portals" as you have already finalized all steps in Farelogix.

Send email confirmation to the customer from Edvin. Use the template titled " **External portal booking details**" located under folder First Line-> **Other**.

### Step 17

 Solution

Parent step: 20

## Fare rules and taxes

For cancellation as per fare rules/taxes of the entire order please use Automation, step by step [here](#).

Otherwise, proceed manually as per step by step below.

---

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The claim task has been moved to the SL team as of November 5, 2024.

Handling Based on Original Travel Time:

- If Original Travel is **more than 4 Hours**:  
- Inform customer about the Penalty and if the customer confirms the cancellation, delete the segments, click on "Modify" button accordingly, SL will continue and cancel the order in the Portal.
  
  - If Original Travel is **within or Less than 4 Hours**:  
Follow the standard refund routine as usual.
- 
- 

Auto refunds are not possible for AA.



All refunds are manual and the agent must check **fare rules** before refunding.

Click here to view the fare rules of the ticket:

Transactions			
Reference	Source	Status	
0017621353045	 AA	Ticketed	
0017621353046	 AA	Ticketed	

If there are 2 different fare basis codes you must check both as you would do in the GDS.

Fare Information									
Fare Type			Total Travelers			Source			
NEGO			2			OA			
Traveler Group(s)									
Requested		Priced			Travelers				
ADT		ADT			1				
Departure	Airport Codes	Fare Basis Code	Airline	Cabin	Booking Class	Bags	Not Valid Before/After		
14MAY	ATH - SMI	TNLGTDD/PR20		Y	T	OPC	14MAY/14MAY		
17MAY	SMI - ATH	TNLGTDD/PR20		Y	T	OPC	17MAY/17MAY		

Change the category filter to "PENALTIES". And read the fare rule.

## Fare Rules

Airport Codes	Date	Airline	Fare Basis Code	Fare Type	Source
MIA - JFK	07JUN	AA	L7AUZRN1	PUBL	AA

Category Filter: Penalties ▾

### Penalties

- TYPE: GENERAL-RULE
- CHANGES/CANCELLATIONS
- CHANGES/CANCELLATIONS PERMITTED.
- NOTE -
- -TICKETS MUST BE REISSUED FOR ALL VOLUNTARY
- CHANGES.
- -CHANGES RESULTING IN A HIGHER FARE MUST BE
- ADD COLLECTED.

If the refund is possible and there is a penalty you need to manually add it to the calculation before you complete the refund.

**NEVER refund a ticket if the refunded amount is 0. If a ticket is fully non-refundable, you should only cancel the segments in Farelogix, and not follow the refund steps per ticket.**

Refund is a manual process. You must check the Fare Rules to see, first, if the fare is refundable, and then if a penalty is required. Once this information is obtained, the penalty, if any, is calculated into the total refund and subtracted as appropriate. The Penalty will automatically update the Refunded To field.

Click on the ticket number to open the ticket

## Transactions

   Tickets

### Reference

0E02E001041451

0E02E001041451

click on refund:

Void

Refund

Exchange/Reissue

Close

If there is a penalty add as below, the penalty will be automatically deducted from the total refundable amount

Auto Manual

Ticket Information

Traveler	Ticket #	Currency	Date	PNR	IATA	Tour Code
[REDACTED]	[REDACTED]	USD	18May21	[REDACTED]	50604794	[REDACTED]

Coupons

TKT	CP	AL	FLT	CL	DATE	BRD	OFF	FARE BASIS	ST	Used
045	1	AA	1357	L	07JUN	MIA	JFK	L7AUZRN1	O	N

Calculation of Refund

Base Fare	152.56
Base Fare Used	- 0.00
Base Fare Refund	152.56
Tax Original	25.84
Tax Used	- 0.00
Tax Refund	25.84
Ticket Refund	178.40
Penalty	- 50.00
Penalty Taxes to Pay	- 0.00
Total Refund	128.40

Commission

No Commission due	0.00
-------------------	------

Waiver Code

Enter waiver code here if applicable

Monetary Settlement

Charged To	Refunded To	
CA 5793	178.40	
Total Amount	356.80	Refund/Credit
		128.40

Submit

Cancel

To confirm the refund press submit -and then press continue.

**The text for the cancellation confirmation received for each ticket must be copied and added to Edvin as a note or in your modify order "other notes to bo".**

0000000000000000 Voided

The following credit card(s) approval(s) have been reversed:

Passenger: MR ROBERTO MARAFANI; CreditCard: CA XXXXXXXXXXXXXXXXX; MIGS Request I  
CCReversal ApprovalCode: null; Merchant Reference Code: 00000; Amount: [REDACTED]

Remember if there is more than 1 passenger in the booking each ticket needs to be refunded separately.

When the refund completed you must cancel the itinerary:

Record Locator: [REDACTED]

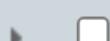


## Traveler

#	Type	Title	First Name
1	ADT	MS	[REDACTED]
2	CNN	MS	[REDACTED]

## Itinerary

### Booked - Air



Mon 07Jun21 MIA - JFK  
09:00p - 11:59p

When the itinerary is canceled go to Edvin and cancel by using modify order.

Add note **TKT REFUNDED** in the "Other info to BO" box

Send cancellation confirmation to the passenger from Edvin.

## Step 18

### Solution

Parent step: 1

## Split passenger

If you need to split a passenger from a reservation before making any cancellation or a rebooking:

Since every reservation has to be connected to an email address and phone number we always have to insert a phone number and email address on the passenger that we want to split our, before splitting the reservation.

The same phone number and email address can be used for all passengers.

After you have verified that there is a phone number and email for each pax, click on the pax that you want to split out.

And then click on the highlighted arrows to the right.

The screenshot shows the Edvin interface with a 'Record Locator' bar at the top. Below it is a 'Traveler' section with a table showing two passengers: one ADT (Adult) and one CNN (Child). The table includes columns for #, Type, Title, First Name, Middle Name, Last Name, Date Of Birth, and FF#. Below the traveler table is an 'Itinerary' section showing 'Booked - Air'.

## Confirmation Required



Are you sure you want to split this Reservation?

[Cancel](#)

[Continue](#)

After you have split out the pax you will get a new pnr.

The original PNR can be retrieved under "Related Reservations".

Always link the new split pnr in Edvin, if you do not we can't find it

### Step 19

Solution

Parent step: 1

## Rebooking

### General info:

- For partly used tickets, the agents can never price or rebook themselves in the portal. In case you want to rebook a partly used ticket, please contact agency support for calculations and cost and details on how to proceed.

After the cost has been calculated by the carrier, collect the payment from the customer and reissue the ticket as per the manual rebooking guidelines.

- Important info on how to find the correct fare brand used:

You can see the fare brand used to price the reservation in Edvin under Air Bookings.

Examples:

Air bookings

TRIPSTACK- [REDACTED] More information TktInfo History (Sync) Show All

[REDACTED] providerBookingId: 2531152347120 [REDACTED] Fare name: Basic Economy [REDACTED]

Latest Information - Tripstack: [REDACTED] RSRV: AYVK / TKT: AYVK - 2023-12-04 01:11:44 Not synced

Additionally, we can verify the fare brand used in Farelogix as well if we hover the mouse over the booking class of the segments.

**Itinerary**

**Booked - Air**

		Class	Status	Cnx	Fare
Tue 26Mar24 12:26 - 13:48	MIA - NAS AA 2249	I [REDACTED] 1h 22m 7M8 HK		AA	1
Basic Economy					

Price Services Create Fare Auto-Exchange Bag Fees Seats Delete Issue Documents

## Reissue a ticket (Manual calculation) (FOR AA we are not allowed to use ATC)

-Check the fare rules of the ticket for rebooking conditions.

- Always check fare rules regarding the fare family so that not to downgrade to lower fares by using "Best Available", as AA has only manual rebooking available. Every time we need to cross-check in fare rules what is mentioned about fare calculation/combination:

*Example when MAIN CABIN FARE cannot be exchanged to BASIC ECONOMY:*

Fare rules mention:

"USE ANY AA FARE ALLOWED BY COMBINATION AND REISSUE RULES WHICH DOES NOT USE FARE TYPE EOU/ERU."

- WHEN THE NEW ITINERARY RESULTS IN A LOWER FARE NO REFUND WILL BE MADE HOWEVER THE DIFFERENCE IN FARE WILL BE RETURNED TO THE PASSENGER IN THE FORM OF A NONREFUNDABLE TRAVEL VOUCHER WHICH MAY BE APPLIED TOWARDS THE PURCHASE OF A TICKET VALID FOR TRANSPORTATION GOVERNED BY AA.
- REISSUES/EXCHANGES NOT ALLOWED TO EOU/ERU FARE
- TYPES**
- AFTER DEPARTURE

- Furthermore, it is essential to verify whether the requested change can be processed in accordance with the **Travel Dates** specified in the fare rules.

As in the Day/Night part of the fare rules, only specific days of the week are eligible for rebooking (screenshots below).

When FL agents are trying to price, a pop-up message will appear -->

"We could not find a solution. Possible cause: Applicable fares failed one of the following, Category 2: Day/Time Restrictions, Category 3: Seasonality, Category 5: Advance Purchase Restrictions, Incorrect record-1

passenger type, Booking code availability."

## Fare Information

Category Filter: **PENALTIES** 

### PENALTIES

- TYPE: GENERAL-RULE
- CANCELLATIONS
- TICKET IS NON-REFUNDABLE.
- NOTE -
- TICKET HAS NO VALUE UNLESS PASSENGER CANCELS
- TICKETED FLIGHT RESERVATIONS PRIOR TO TICKETED
- DEPARTURE TIME.
- CHANGES
- **CHANGES PERMITTED FOR REISSUE.**
- NOTE -
- IF PASSENGER CANCELS TICKETED FLIGHT
- RESERVATION PRIOR TO TICKETED DEPARTURE
- TIME/ TRAVEL THAT IS REBOOKED IS VALID AS
- FOLLOWS. 1/WHOLLY UNUSED TICKETS ARE VALID
- PROVIDED TRAVEL COMMENCES WITHIN ONE YEAR
- FROM THE ORIGINAL TICKET ISSUE DATE OR 2/
- PARTIALLY USED TICKETS ARE VALID PROVIDED
- TRAVEL IS COMPLETED WITHIN ONE YEAR FROM
- THE OUTBOUND TRAVEL DATE ON THE ORIGINAL
- TICKET.
- IF TICKETED FLIGHT RESERVATION
- IS NOT CANCELLED PRIOR TO TICKETED
- DEPARTURE TIME/ REBOOKING IS NOT PERMITTED
- AND THE TICKET HAS NO VALUE.
- ---
- FARE DIFFERENCE MUST BE
- PAID AND TICKET MUST BE REISSUED WHEN
- ITINERARY IS REBOOKED.
- ---

## DAY/TIME

- TYPE: GENERAL-RULE
- FOR TRAVEL ON/BEFORE 27MAY 23
- PERMITTED TUE/WED/SAT.
- FOR TRAVEL ON/AFTER 28MAY 23 AND ON/BEFORE 28MAY 23
- PERMITTED SUN.
- FOR TRAVEL ON/AFTER 29MAY 23 AND ON/BEFORE 01JUL 23
- PERMITTED TUE/WED/SAT.
- FOR TRAVEL ON/AFTER 02JUL 23 AND ON/BEFORE 07JUL 23
- PERMITTED SUN THROUGH FRI.
- FOR TRAVEL ON/AFTER 08JUL 23 AND ON/BEFORE 02SEP 23
- PERMITTED TUE/WED/SAT.
- FOR TRAVEL ON/AFTER 03SEP 23 AND ON/BEFORE 03SEP 23
- PERMITTED SUN.
- FOR TRAVEL ON/AFTER 04SEP 23 AND ON/BEFORE 08SEP 23
- PERMITTED TUE THROUGH FRI.
- FOR TRAVEL ON/AFTER 09SEP 23
- PERMITTED TUE/WED/SAT.

## Step by step:

1. Add the new flights in the PNR by selecting "Add air" or "Direct Sell".

The screenshot shows the American Airlines Reservation system interface. At the top, there's a banner with the American Airlines logo and a large airplane in flight against a cloudy sky. To the right of the plane, the text "Welcome, [redacted]" and "Logout" is displayed, along with the IATA code "IATA: 50604794" and Office ID "AV80". Below the banner, the word "Reservation" is prominently displayed. The main workspace has a header bar with icons for "Record Locator" (containing a red '2'), "Alerts" (containing a red '2'), "Traveler" (containing a red '2'), and "Telephone" (containing a red '2'). To the right of these are icons for email, print, flight status, user profile, and a menu. A specific icon of an airplane is highlighted with a yellow circle. Below the header is a table titled "Traveler" with columns for #, Type, Title, First Name, Middle Name, Last Name, Date Of Birth, and FF#. The "Traveler" column contains a plus sign, a pencil, and a trash bin icon.

2. Click on either Roundtrip or one way depending on the type of rebooking.  
Add the departure and arrival airport, rebooking date, and click on "Air availability"

Round Trip   One Way   Multi City

Depart      Arrive      Date      Time

MIA      JFK      6/30/2021      Anytime      Dep      Arr

Flexible Dates      Fare Search      Air Availability      Schedule Only      Fare Quote

**Booked**

	Class	Status	Cnx	
	Mon 07Jun21 09:00p - 11:59p	MIA - JFK AA 1357	L    2h 59m    77W <b>HK</b>	AA

3. Choose the same booking class if available, or if not available, the next available higher bookings class, (the fare can't be lower than the original fare.) Click on the **shopping cart** to add the segments.

Edit Search

MIA - JFK Wednesday, June 30, 2021

Classes	On Time Perf	Source
AA 1466 C7 J7 R7 D7 I7 Y7 B7 H7 K7 M7 L7 G7 V7 <b>S0 NO Q7 O7</b>	90:100%	77W AA
AA 1208 C7 J7 R7 D7 I7 Y7 B7 H7 K7 M7 L7 G7 V7 <b>S0 NO Q7 O7</b>	no data (new)	772 AA
AA 2906 C7 J7 R7 D7 I7 Y7 B7 H7 K7 M7 L7 G7 V7 S7 <b>NO Q7 O7</b>	80-89%	772 AA
AA 1199 C7 J7 R7 D7 I7 Y7 B7 H7 K7 M7 L7 <b>G0 VO S0 NO Q7 O7</b>	no data (new)	772 AA
AA 771 C7 J7 R7 D7 I7 Y7 B7 H7 K7 M7 L7 G7 V7 S7 <b>NO Q7 O7</b>	no data (new)	772 AA
AA 571 C7 J7 R7 D7 I7 Y7 B7 H7 K7 M7 L7 <b>G0 V7 S0 NO Q7 O7</b>	70-79%	77W AA
AA 1357 C7 J7 R7 D7 I7 Y7 B7 H7 K7 M7 L7 <b>G0 V7 S0 NO Q7 O7</b>	no data (new)	77W AA
AA 2877 C4 J7 R2 D3 I2 Y7 B7 H7 K7 M7 <b>L0 GO VO S0 NO Q0 O0 E7</b>	no data (new)	738 AA
AA 2710 C4 J7 R2 D3 I2 Y7 B7 H7 K7 M7 <b>L0 GO VO S0 NO Q0 O0 E0</b>	no data (new)	319 AA

 Price  
Best Buy

4. Now you need to price the new segments.

Click on the added segment and click on "**Price**":

Shopping Cart - Air

Class	Status	Cnx	Fare
WED 30JUN21 MIA - JFK AA 1357 L  2h 59m 77W	AA		

Book      **Price**      Services      Create Fare      Auto-Exchange      Bag Fees      Seats      Delete      Issue Documents

5. Make sure to choose the validating carrier of the original ticket. Click **continue** and manually calculate the price difference.

#### Fare for selected Flights

Pricing Options

Published Fares       Check/Uncheck All  
 Contract Fares       Advance purchase  
 Both       Allow Penalties  
 Current Classes       Allow Min Stay  
     Best Available       Allow Max Stay

**Validating Carrier**    Historical Pricing

Travelers

Fare Selection Options

Tour Codes

Qualifiers

Tax Exempt Options

Services Filter

**Continue** **Cancel**

**Important!** If we receive the **below error** when incorrectly pricing a PNR in basic economy fares therefore should not proceed. The same error should be visible when we are trying to reissue a ticket that does not permit any changes.

Once the FL agent is trying to do an exchange and the new fare ends up being a Basic Economy fare, the tool displays a message similar to the one below. It means that the exchange should **not** be completed this way. Also, this warning message displays, whenever the exchange is from a non-BE (Basic Economy) fare to a BE fare or vice versa, which is also not allowed.

(AA)

Ticket passed for exchange is either not exchange eligible or has no value. If you decide to proceed a new ticket will be issued.

This ticket cannot be auto-exchanged/reissued. After rebooking, please issue a new ticket.



Fare for selected Flights

Reserve

All  
Traveler  
Telephone  
Email  
Payment  
Address  
**Itinerary**  
Transactions  
APIS  
CLID  
SSR  
OSI  
Remark  
History  
On Queue

Record Link  
Advance  
Office Queue

**Fare Information**

**Forms Of Payment used on tickets.**

**Additional Fare Details (Fare Calculation / Endorsement)**

**Itinerary Details**

**Bag Fees**

**Passenger Type**

Base Fare per Passenger

	Currency	ADT
AA 20: DFW-LHR Class: Main Cabin (L) Cabin: Economy	USD	1960.00
<b>Total Base Fare per Passenger</b>	USD	<b>1960.00</b>

**Taxes and Fees**

	Currency	ADT
AY United States Passenger Civil Aviation Security Service Fee	USD	5.60
YR AA YR surcharge	USD	250.00
XF US Passenger Facility Charge	USD	4.50
US US International Departure Tax	USD	21.10
<b>Total Taxes and Fees</b>	USD	<b>281.20</b>
Total Airfare per Passenger - (Validated on AA)	USD	2241.20
<b>Grand Total USD - (ADT x 1)</b>	USD	<b>2241.20</b>

**Book** **Cancel**

Make sure that the new pricing consists of the correct **fare family**:

Booked - Air

Fare for selected Flights

**Fare Information**

**Additional Fare Details (Fare Calculation / Endorsement)**

**Itinerary Details**

**Bag Fees**

**Passenger Type**

Base Fare per Passenger

	Currency	ADT
AA 2988: AVL-CLT Class: <b>Main Cabin</b> (N) Cabin: Economy	USD	
AA 874: CLT-AUA Class: Main Cabin (N) Cabin: Economy	USD	290.00
AA 874: AUA-CLT Class: Main Cabin (V) Cabin: Economy	USD	
AA 689: CLT-AVL Class: Main Cabin (V) Cabin: Economy	USD	434.00
<b>Total Base Fare per Passenger</b>	USD	<b>724.00</b>

**Taxes and Fees**

YC United States Customs User Fee	USD	6.97
XY United States Immigration User Fee	USD	7.00
XA United States APHIS Passenger Fee Passengers	USD	3.83
US U.S.A Transportation Tax	USD	44.40
AY United States Passenger Civil Aviation Security Service Fee	USD	11.20
XF US Passenger Facility Charge	USD	10.50
AW Aruba Passenger Facility And Security Charge	USD	49.00
QC Aruba Travel Promotion Levy	USD	10.00
VJ Aruba Special Facility Charge	USD	9.00
<b>Total Taxes and Fees</b>	USD	<b>151.90</b>
Total Airfare per Passenger - (Validated on AA)	USD	875.90
<b>Grand Total USD - (ADT x 2)</b>	USD	<b>1751.80</b>

**Book** **Cancel**

- If it is not the correct fare family, please check below how to find it:

### How to find the Correct family:

- Refresh, Duplicate the page and repeat the step: "Add Air"
- Add more filters in the availability search (e.g number of stops, connecting cities, flight times) and Click on the "FARE SEARCH" instead of "AIR AVAILABILITY":

- Open the details of each option by clicking on the "+" symbol.

Flight Details	Total Fare
AVL - AUA 09Aug2024 Connections: 1   Departing: 07:30   Journey: 5h 44m AUA - AVL 16Aug2024 Connections: 1   Departing: 15:07 - 15:07   Journey: 19h 06m - 27h 54m	USD 1394.02
AVL - AUA 09Aug2024 Connections: 1   Departing: 07:30   Journey: 7h 47m AUA - AVL 16Aug2024 Connections: 1   Departing: 15:07 - 15:07   Journey: 19h 06m - 27h 54m	USD 1492.02
AVL - AUA 09Aug2024 Connections: 1   Departing: 07:30   Journey: 5h 44m AUA - AVL 16Aug2024 Connections: 1   Departing: 15:07   Journey: 17h 23m	USD 1510.46
AVL - AUA 09Aug2024 Connections: 1   Departing: 07:30   Journey: 5h 44m AUA - AVL 16Aug2024 Connections: 1   Departing: 15:07 - 15:07   Journey: 19h 06m - 27h 54m	USD 1574.36
AVL - AUA 09Aug2024 Connections: 1   Departing: 09:11   Journey: 6h 17m AUA - AVL 16Aug2024 Connections: 1   Departing: 15:07 - 15:07   Journey: 19h 06m - 27h 54m	USD 1608.02

- In the results, we should select the one with a total fare higher than the original fare amount of all passengers and by hovering over the "i" symbol we can see exactly the fare family category and select the correct one:

Flight Details	Total Fare
AVL - AUA Friday, August 9, 2024 AA 2988 Class: N 07:30 AVL → 08:30 CLT 1h 00m 319 Connections: 1 Journey: 5h 44m AA 874 Class: N 09:05 CLT → 13:14 AUA 4h 09m 738	USD 1751.80
AUA - AVL Friday, August 16, 2024 AA 874 Class: V 16:07 AUA → 19:20 CLT 4h 13m 738 Connections: 1 Journey: 6h 07m AA 689 Class: V 20:10 CLT → 21:14 AVL 1h 04m 319	(Elite Qualifying Credits (EQMs, EQSs or EQDs))

When you find the relevant option, click on "**Shopping Cart**".

Now, the new pricing mask will be available in order to make the manual calculations (along with the penalty that can be found in fare rules):

Fare for selected Flights			
<b>Fare Information</b>			
Additional Fare Details (Fare Calculation / Endorsement)			
Itinerary Details			
Bag Fees			
<b>Passenger Type</b>		Currency	ADT
<b>Base Fare per Passenger</b>			
AA 2988: AVL-CLT Class: Main Plus (N) Cabin: Economy		USD	
AA 874: CLT-AUA Class: Main Plus (N) Cabin: Economy		USD	365.00
AA 874: AUA-CLT Class: Main Plus (V) Cabin: Economy		USD	
AA 689: CLT-AVL Class: Main Plus (V) Cabin: Economy		USD	519.00
<b>Total Base Fare per Passenger</b>		USD	<b>884.00</b>
<b>Taxes and Fees</b>			
YC United States Customs User Fee		USD	6.97
XY United States Immigration User Fee		USD	7.00
XA United States APHIS Passenger Fee Passengers		USD	3.83
US U.S.A Transportation Tax		USD	44.40
AY United States Passenger Civil Aviation Security Service Fee		USD	11.20
XF US Passenger Facility Charge		USD	10.50
AW Aruba Passenger Facility And Security Charge		USD	49.00
QC Aruba Travel Promotion Levy		USD	10.00
VJ Aruba Special Facility Charge		USD	9.00
<b>Total Taxes and Fees</b>		USD	<b>151.90</b>
Total Airfare per Passenger - (Validated on AA)		USD	1035.90
<b>Grand Total USD - (ADT x 2)</b>			<b>2071.80</b>
<b>Add to Shopping Cart</b>		<b>Cancel</b>	

**Do not click on "Book" after the manual pricing of the segments, as it saves the mask. Therefore, it should only be clicked once the customer's payment has been received.**

6. Send PL to the customer using the following depending if the passenger has a Flex ticket or not:

Add on Sales Our Service Fee **Airline Cost and other** Other

Name	Our Fee	Provider Cost	Text to customer	
i Airline Cost - Rebooking / New Ticket (LCC) NOT Flexible Ticket			No text added *	
i Incorrect Refund			No text added	
i Airline Cost -Name Change			No text added *	
i Airline Cost - Rebooking / New Ticket (GDS) NOT Flexible Ticket			No text added *	
i Airline Cost - <b>Flexible Ticket</b> (LCC & GDS)			No text added *	

**Attention: Do NOT submit the reissue if you haven't collected the payment from the customer. Meaning that, if the customer did not pay the MOTO payment/Payment Link, then do NOT save any new segments, do not delete old ones, or proceed with the reissue. Just close this window and refresh the PNR by clicking on the record locator.**

7. If the customer pays, proceed with the following.

**Form of payment in Farelogix for AA is always CASH.**

Go back to Farelogix:

Follow the steps for Pricing.

Choose the added segments for the new flights.

Click on Price, Make sure to choose the validating carrier of the original ticket.

Click continue and then "**store fare**".

**Fare Information**

Additional Fare Details (Fare Calculation / Endorsement)

Itinerary Details

Bag Fees

**Passenger Type**

**Currency ADT CNN (ADT)**

**Base Fare per Passenger**

AA 1357: MIA-JFK Class: Main Cabin Flexible (L) Cabin: Economy

USD 152.56 152.56

**Total Base Fare per Passenger**

USD 152.56 152.56

**Taxes and Fees**

US U.S.A Transportation Tax

USD 11.44 11.44

ZP United States Flight Segment Tax Domestic

USD 4.30 4.30

AY United States Passenger Civil Aviation Security Service Fee

USD 5.60 5.60

XF US Passenger Facility Charge

USD 4.50 4.50

**Total Taxes and Fees**

USD 25.84 25.84

**Total Airfare per Passenger - (Validated on AA)**

USD 178.40 178.40

**Grand Total USD - (ADT x 1 + ADT x 1)**

356.80

**Store Fare**

Rebook

Cancel

8. Go to **TRANSACTIONS** and click on the ticket number.

Click on "**Exchange/reissue**"

**Print** Status : Ticketed

**Ticket Image**

**Agent Coupon**

**Ticket Image Details for Document**

**ET RECORD**

AGY:		O/D:	MIA / JFK	FF NO.:	
ISSUED:	18MAY21	TKT:		AGT:	
PNR:		IATA:	50604794	FCI:	0
ISO:	US	TC:		FCPI:	0
VOID BY:	19MAY21 11:59P			VAL CXR:	AA

**Coupons**

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	AA	1357	L	07JUN	MIA	JFK	09:00p	OK	L7AUZRN1			OPC	O

**Fare Details**

**Details**

FARE:	USD	152.56	US	Form of payment: USD 178.40 CA 5793/05/23 824776
TAX:	USD	11.44	ZP	Fare Calculation: MIA AA NYC152.56L7AUZRN1 USD152.56END ZP MIA XF MIA4.50
TAX:	USD	4.30		
TAX:	USD	5.60	AY	
TAX:	USD	4.50	XF	
TOTAL:	USD	178.40		

**Data Protection Notice**

<http://www.iatatravelcenter.com/privacy>

Void

Refund

**Exchange/Reissue**

Close

Confirm that you have the correct flights chosen and then click on "**Submit**".

Click **continue**.

9. Confirm the correct penalty in the penalty box. **Change the form of payment to CASH**.

Ticket Exchange

Ticket Information		Auto		Manual	
Ticket	Name	Ticket #	Coupons	Currency	FOP/CardHolder
Old	[REDACTED]	[REDACTED]	1	USD	CA 5793 05/23/ 18May21 [REDACTED] 50604794
New	[REDACTED]			USD	18May21 [REDACTED] [REDACTED] 50604794

**Calculation of Exchange**

Equivalent Fare New	152.56
Equivalent Fare Original Ticket	- 152.56
Equivalent Fare Difference	0.00
Add Collect Taxes	0.00
Residual Taxes	0.00
<b>Penalty</b>	<b>50.00</b>
Penalty Taxes to Pay	0.00
Exchange Documents	0.00
<b>Add Collect</b>	<b>USD 50.00</b>

**New Fare Information**

Reason for Issuance	REISSUE
Endorsements	Not Set
Fare Calculation Line	MIA AA NYC152.56L7AUZRN1 USD152.56END ZP MIA XF MIA4.50
Commission	No Commission due 0.00

**Other**  
CASH

Total - 110.00

Exchange w/Add Collect  
110.00 (EUR)

- Click on **SUBMIT** and then continue.

10. Exchange is completed until the end in Farelogix. Do not send it to ticketing.

**Important!** Kindly note that all original tickets must be exchanged (if customers request so). The FL agents have to make sure that all original tickets are exchanged (If all passengers have agreed to rebook their flights). Ticket statuses will be: Exchanged & Ticketed.

This should be checked before deleting the unwanted segments.

11. Once the rebooking is confirmed, proceed with the rest actions in Edvin as per our normal routines as per this Shelf page: Sync Trip button, under customer trip field.

If this is not possible, use the old routine: Send email confirmation to customer from Edvin. Use template titled " External portal booking details " located under folder First Line-> Other ,and Register an Errand.

12. When you have completed the rebooking, queue in Edvin to ticketing or to UPA TKT- "**Close D365 External portals**" as you have already finalized all steps in Farelogix.

## Step 20

 Question

Parent step: 1

**The claim task has been moved to the SL team as of November 5, 2024.**

Handling Based on Original Travel Time:

- If Original Travel is **more than 4 Hours**:

- Inform customer about the Penalty and if the customer confirms the cancellation, delete the segments, click on "Modify" button accordingly, SL will continue and cancel the order in the Portal.

- If Original Travel is **within or Less than 4 Hours:**

Follow the standard refund routine as usual.

**FL team will continue to:**

- Handle urgent cases (clarification above)
  - Void
  - Check Rules and inform customers
  - Placing on Support in case anything requires YY contact
  - Delete Segments & Modify button (Automation will work - if it is available)
  - Send cancellation confirmation email
- 
- 

- Don't Forget: In any cases where BSP refund is the only option FL agent must cancel segments, modify order and label it in edvin using BO escalation as described under step 5. BSP Refunds.

- If agent can't handle case by phone - information is missing or airline needs to be contacted:  
Agents informs passenger of our cancellation fees and queues to support. The OUT agents escalate to SOD.

**NEVER refund a ticket if the refunded amount is 0. If a ticket is fully non-refundable, you should only cancel the segments in Farelogix, and not follow the refund steps per ticket.**

**The cancellation confirmation message that shows in sprk always has to be inserted in Edvin, it is displayed as a ESAC number or ETREA number. Send to SL in Edvin using Modify Order and your order notes must contain the exact amount.**

New Question

1. 24 h cancellation and void Step 13
2. Fare rules, taxes Step 17
3. Cancellation with ETG CXL protection / Cover Genius Step 22
4. Segments missing/already cancelled with the airline Step 15
5. BSP link refunds Step 24
6. Refund with waiver/dupe bookings Step 21

Step 21

 Solution

Parent step: 20

## Refund with waiver/ dupe bookings

The claim task has been moved to the SL team as of November 5, 2024.

Handling Based on Original Travel Time:

- If Original Travel is **more than 4 Hours**:  
- Inform customer about the Penalty and if the customer confirms the cancellation, click on "Modify" button accordingly (automation will work if it is available), SL will continue and cancel the order in the Portal.
  - If Original Travel is **within or Less than 4 Hours**:  
Follow the standard refund routine as usual.
- 
- 

Inhouse agents: Escalate booking to Support.

For WNS/Concentrix: Please escalate to Support/SOD.

**In such cases, we have a non-refundable ticket or ticket with a penalty that needs to be fully refunded in Sprk we need to use Manual refund with a waiver code received from the airline.**

**We are only allowed to make a manual refund if we have received a waiver/authorization from the airline.**

**Examples: Duplicate bookings, name correction, schedule change, Force majeure etc.**

**Before completing a manual refund all below steps needs to be followed:**

- Call the airline and inform the situation and the reason why you need an authorization and waiver code, always explain that you are working in Sprk (this is so they will add the authorizations and waiver in the correct way so we can see it in sprk, or else it won't be visible for us.)  
The waiver and authorization from the airline can be found under Alerts. If you still can't see it there, after refreshing the page ask the airline to give you the waiver code by phone so you can proceed with the refund.
- If the airline accepts the full refund and gives an authorization and waiver code, copy both waiver and authorization and add in Edvin as an add note.
- Proceed with the refund by opening up the ticket and clicking on the manual refund. Here the waiver code needs to be inserted. We also need to check that the penalty box says 0 and that the full amount is showing under Refund/credit:

Auto Manual

#### Ticket Information

Traveler	Ticket #	Currency	Date	PNR	IATA	Tour Code
[REDACTED]	[REDACTED]	USD	18May21	[REDACTED]	50604794	[REDACTED]

#### Coupons

TKT	CP	AL	FLT	CL	DATE	BRD	OFF	FARE BASIS	ST	Used
045	1	AA	1357	L	07JUN	MIA	JFK	L7AUZRN1	O	N

#### Calculation of Refund

Base Fare	152.56
Base Fare Used	- 0.00
Base Fare Refund	152.56
Tax Original	25.84
Tax Used	- 0.00
Tax Refund	25.84
Ticket Refund	178.40
Penalty	- 0.00
Total Refund	178.40

#### Commission

No Commission due	0.00
-------------------	------

#### Waiver Code

Enter waiver code here if applicable	123456789
--------------------------------------	-----------

#### Monetary Settlement

Charged To	Refunded To		
CA 5793 178.40	CA 5793		
Total Amount	Refund/Credit	178.40	178.40

**Submit** **Cancel**

- In some cases, the airline might give authorization and waiver but with a penalty. ALWAYS double-check the Edvin docs.  
For example, the above ticket can be fully refunded with a waiver but the YQ tax of 5 EUR is still non-refundable.
- Before confirming the refund we need to add the waiver code and also add the 5 EUR in the penalty box so it is deducted.
- If all the above steps have been followed submit and confirm the refund. Copy the refund message (ESAC/ETREA number) and insert in Edvin as per usual routine in modify order and state the refund type in the subject: Add note **TKT REFUNDED** in the "Other info to BO" box

## Add Note

### Title

VOID

### Order Note

**Ticket and EMD void results**

COPY in the whole ESAC/ETREA message from SPRK and add here

### Don't forget to

- Cancel itinerary/segments in Sprk.
- send cancellation confirmation to the passenger through Edvin.

- If more than one passenger in booking make sure you have refunded each ticket as they need to be refunded separately.

## **DUPE BOOKINGS:**

- When it comes to dupe bookings, American Airlines are authorizing a full refund with a processing fee based on the itinerary and the similarity of the dupe bookings. These processing fees are stated under Edvin docs (Cancellation and Refund --> Dupe).
- **ALWAYS** inform the customer in advance of those processing fees even if the airline will not mention them in their email when they are providing us with the waiver code.
- You should not apply this fee when processing the refund in Farelogix. We will claim the refund as a full refund with the provided waiver code, and afterward, we will receive an ADM with the respective fee mentioned under Edvin docs. For this reason, it is important for the customer to be aware that except our fee there will also be a fee from the airline.
- Follow the process mentioned above for refunding the ticket in Farelogix and then Modify order and add in "other info to BO" the below text:  
**Airline penalty: Fee for Dupe expected as ADM is (amount in USD, or equivalent in ticketing currency)**
- Do not forget to cancel segments, and send cancellation confirmation from Edvin to the passenger.
- After you use Modify order to send the booking to Second line **ALWAYS** escalate also to SL using the label "**Dupe tripstack AA**" (this is the second errand so channel should be 21: Already handled/Incorrect Department). It is really **IMPORTANT** not to forget to escalate to SL with the label, otherwise, the system will payout to the customer the entire amount without deducting the processing fee and when the ADM will come it will be considered an RL due to agent error.

## Step 22

 Solution

Parent step: 20

## Cancellation with ETG CXL protection / Cover Genius

If a passenger wants to cancel the booking and has cancellation protection via ETG - DO NOT REFER PAX TO CANCEL THE BOOKING WITH THE AIRLINE

- Cancel/change booking in Edvin according to cancellation protection.
- Inform the passenger about our cancellation fee and to send in medical/death certificate.

**Note: From 10 May 2023, the administrative fee will NO longer be applied.** For orders canceled before May 10, the administrative fee of 15 euros is charged except for the customers who had purchased the Platinum Support Package.

- Agent sends cancellation email to the passenger as per the normal procedure.
- Cancel segments in sprk/Farelogix portal and refund taxes/refundable amount by refunding each ticket one by one. Add note **TKT REFUNDED** in the "Other info to BO" box  
**NEVER refund a ticket if the refunded amount is 0. If a ticket is fully non-refundable, you should only cancel the segments in Farelogix, and not follow the refund steps per ticket.**

- If only 1 passenger is to be canceled make sure to **split** in sprk before canceling.
- When CR receives the certificate from passenger they will evaluate and handle.

## If passenger requests cancellation by using the travel insurance of Cover Genius (XCover):

- Check Ticket Status (O or A) in the ticket line.
- Confirm cancellation of segments with the customer to avoid non-show.
- Delete segments.
- Go to Edvin and Press Cancel button, choose reason: **Cancellation Protection XCover**
- Send cancellation confirmation email from Edvin. **CXL conf - XCover 3.A.**
- Register errand and refer the customer to XCover to make a claim.
- Never promise the customer that he/she will get a full refund from Cover Genius. Whether the customer will get a refund or not is subject to Cover Genius regulations.

### Step 23

 Solution

Parent step: 9

## FM - Force majeure

Please check force majeure documents in Edvin/Shelf to see what rules applies for the specific situation.

Depending on what AA has in their force majeure guidelines go ahead with refund instructions for refund with waiver or BSP link refunds.

If involuntary reissue, please follow SC guidelines and the FM policy.

### Step 24

 Solution

Parent step: 20

## BSP link refunds

**In those cases, we need to send a refund application (RA) to the airline via BSP link.**

**Only use this option if the airline clearly has asked for RA via BSP or Force majeure info states that we need to send RA.**

- **Check ticket status**
- **If ticket status is not E for exchanged continue as above. (For status E - Exchanged please check Shelf page 11. Ticket exchanged by the airline, under this one for instructions )**
- **Never cancel the whole booking or try to refund in Sprk.**
- **Cancel the flight segments only.**
- **Click on the segments and then click on delete.**

## Itinerary

Booked - Air

<input checked="" type="checkbox"/>	Mon 09Mar20	ARN - FRA	Class
<input checked="" type="checkbox"/>	04:25p - 06:30p		L
<input checked="" type="checkbox"/>	Mon 09Mar20	FRA - TIA	L Operated By LUFTHANSA CI
<input checked="" type="checkbox"/>	Tue 21Apr20	TIA - VIE	L
<input checked="" type="checkbox"/>	Tue 21Apr20	VIE - ARN	L
	03:05p - 04:40p	08:20p - 10:35p	

Price Services Create Fare Bag Fees Seats **Delete**

Send booking in Edvin to back office, using Modify Order and write info:

- Cancellation reason ex: Booking cxld due to Covid19
- add info here if any specific waiver applicable or endorsement needed
- add the ticket numbers from Farelogix and that they shall send RA via BSP link.
- if any EMD is in the booking the emd numbers need to be added to Edvin too as we need to send separate RA for the EMDs.

-Add note **BSP NEEDED** in the "Other info to BO" box

When sending confirmation to the customer remember to change the template if needed, as we can't guarantee any refund when sending RA application to the airline.

We will send a refund application and if the airline approves it we will refund the customer.

- After Using modify order, go to the Refund tab in Edvin, then click on "escalate to BO":

Base/Bookings PNR:s Payment transactions 1 Confirmations Refund Product Pricing Tracking Events and

### Refund cases

Force Majeure - refund Open Escalate to BO Send status email

Booking [REDACTED] Last updated: 2020-12-23 i

Refund request received ✓ Refund application sent to airline Money received from airline Payment done to customer

```
graph LR; A((Refund request received)) --> B((Refund application sent to airline)); B --> C((Money received from airline)); C --> D((Payment done to customer))
```

Chose Escalation reason: NDC - RA in BSP, add info in the order note field:

Ticket numbers:

RA/Refund reason:

Emd's to be refunded:

**Escalate to BO**

**Escalation reason**  
NDC - RA in BSP

Refund application needs to be sent by BO via bsp link

**Order note**

**Ticket numbers:**  
**RA/Refund reason:**  
**Emd's to be refunded:**

**Channel**  
 Select channel...

**Category**  
 Select category...

**Type**  
 Select type...

**Action**  
 Select action...

**Templates** ▼    Frontline  Back Office

**Escalate**   **Cancel**