



Amadeus Training

Amadeus Ticketing

Document control

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1 SALES REPORTS

Amadeus Central Ticketing transactions generate the storage of data in the document database. Sales report data is stored in the system for ten weeks. Sales reporting periods are market-specific. Sales and refunds can be confirmed on a daily basis.

You can request reports and queries of the document database, which include statistics for office accounting, statistics for the completion of sales reports, and ticketing activity data generated during the current sales period.

The following reports are for the current sales period, if the system default is used to display the reports:

TJD	Daily Report
TJQ	Query Report
TJT	Transaction Report
TJN	Net Remit Report
TJX	Cross-Reference Report
TJS	Summary Sales Period Report
TJI	Item Sales Period Report
TJL	Consolidated Report List
TJH	History Report
TJP	Print Sales Report

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

Data from your office
Data created by your sign
In the default currency as defined in your office profile
Data from the current sales period
Data from the current date

1.1 Displaying the Daily Report

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

The format is identical to the summary sales period report (**TJS**), with the exception of the date information located in the header line. The daily report is used to summarize a single day's sales data within the current sales period.

To display a daily report, enter:

TJD

AGY NO - 91203130			DAILY REPORT 02APR		CURRENCY GBP	
OFFICE - SOU12101						
AGENT - 0001AA					02 APR 2009	

PAYMENTS X DOCUM			SALES	REFUNDS	BALANCE	
FARE	AMOUNT	CA	571064.00	12210.50-	558853.50	
TAX	AMOUNT	CA	93802.86	4613.38-	89189.48	
DOC	AMOUNT	CA	664866.86	16823.88-	648042.98	
COMM	AMOUNT	CA	199.10-	0.00	199.10-	
REMIT	AMOUNT	CA	664667.76	16823.88-	647843.88	

FARE	AMOUNT	CC	0.00	0.00	0.00	
TAX	AMOUNT	CC	0.00	0.00	0.00	
DOC	AMOUNT	CC	0.00	0.00	0.00	
COMM	AMOUNT	CC	0.00	0.00	0.00	
REMIT	AMOUNT	CC	0.00	0.00	0.00	

FARE	AMOUNT	TOT	571064.00	12210.50-	558853.50	
TAX	AMOUNT	TOT	93802.86	4613.38-	89189.48	
DOC	AMOUNT	TOT	664866.86	16823.88-	648042.98	
COMM	AMOUNT	TOT	199.10-	0.00	199.10-	
REMIT	AMOUNT	TOT	664667.76	16823.88-	647843.88	

FORM OF PAYMENTS			SALES	REFUNDS	BALANCE	
CA/CASH			155427.40	10414.40-	145013.00	
CA/NONREF			509439.46	0.00	509439.46	
CA/NONREF AGT			0.00	4149.38-	4149.38-	
CA/NONREFAGEN			0.00	954.40-	954.40-	
CA/NONREFAGT			0.00	1305.70-	1305.70-	

DOCUMENT VOLUME		ISSUED	CANCELLED	SOLD	AMT	DOC SOLD
RFND		95	0	95		9775.10
MD50		123	18	105		27450.20
ELECTRONIC		2482	77	2405		563252.36

>						

Upper portion of the display:

AGY NO - 91203130		DAILY REPORT 02APR		CURRENCY GBP	
OFFICE - SOUU12101				02 APR 2009	
AGENT - 0001AA					
PAYMENTS X DOCUM		SALES	REFUNDS	BALANCE	
FARE	AMOUNT CA	571064.00	12210.50-	558853.50	
TAX	AMOUNT CA	93802.86	4613.38-	89189.48	
DOC	AMOUNT CA	664866.86	16823.88-	648042.98	
COMM	AMOUNT CA	199.10-	0.00	199.10-	
REMIT	AMOUNT CA	664667.76	16823.88-	647843.88	
FARE	AMOUNT CC	0.00	0.00	0.00	
TAX	AMOUNT CC	0.00	0.00	0.00	
DOC	AMOUNT CC	0.00	0.00	0.00	
COMM	AMOUNT CC	0.00	0.00	0.00	
REMIT	AMOUNT CC	0.00	0.00	0.00	
FARE	AMOUNT TOT	571064.00	12210.50-	558853.50	
TAX	AMOUNT TOT	93802.86	4613.38-	89189.48	
DOC	AMOUNT TOT	664866.86	16823.88-	648042.98	
COMM	AMOUNT TOT	199.10-	0.00	199.10-	
REMIT	AMOUNT TOT	664667.76	16823.88-	647843.88	

The following table explains the components of the upper portion of the response:

AGY NO - 91203130	Agency IATA number.
OFFICE - SOUU12101	Office identification.
AGENT - 0001AA	Agent sign. Since no option has been specified, this is the sign you are signed in with.
DAILY REPORT 02APR	Name of the report and the current date.
CURRENCY GBP 02 APR 2009	Currency of the report and the current date.
PAYMENTS X DOCUM	Header of the form-of-payment type per document column.
SALES	Header of the sales column.
REFUNDS	Header of the refunds column.
BALANCE	Header of the balance column. The balance amounts equal the sales minus the refunds amounts.

FARE AMOUNT	<p>Reflects the published fare total of all sales and refunds during the sales period. In the first section of the report this is reflected for the cash payment (CA), and in the second section for credit payment (CC); in the third section the cash and credit payment amounts are accumulated (TOT).</p> <p>Note: For net remit documents the fare amount represents the selling level.</p>
TAX AMOUNT	<p>Reflects the accumulated total tax value of each document and transaction type during the sales period.</p> <p>In the first section of the report this is reflected for cash payment (CA), and in the second section for credit payment (CC); in the third section the cash and credit payment amounts are accumulated (TOT).</p> <p>Note: If a document is paid for in cash and credit, the total tax value is shown in the cash section of the report.</p>
DOC AMOUNT	<p>Document amount.</p> <p>Equals the sum of the fare amount and tax amount row for each column (sales, refunds, and balance) of the report.</p> <p>In the first section of the report this is reflected for cash payment (CA), and in the second section for credit payment (CC); in the third section the cash and credit payment amounts are accumulated (TOT).</p>
COMM AMOUNT	<p>Commission amount.</p> <p>The sum of the fixed commission amounts and the commission amounts calculated by the commission rate.</p> <p>In the first section of the report this is reflected for cash payment (CA), and in the second section for credit payment (CC); in the third section the cash and credit payment amounts are accumulated (TOT).</p> <p>Note: For net remit documents, when the amount entered by the agent is greater than zero, the commission amount is the difference between the selling level and the net level plus the commission level (net remit methods 2A/E).</p>

REMIT	AMOUNT	TOT	664667.76	16823.88-	647843.88

FORM OF PAYMENTS	SALES		REFUNDS		BALANCE
CA/CASH	155427.40		10414.40-		145013.00
CA/NONREF	509439.46		0.00		509439.46
CA/NONREF AGT	0.00		4149.38-		4149.38-
CA/NONREFAGEN	0.00		954.40-		954.40-
CA/NONREFAGT	0.00		1305.70-		1305.70-

DOCUMENT VOLUME	ISSUED	CANCELLED	SOLD	AMT	DOC SOLD
RFND	95	0	95		9775.10
ELECTRONIC	2482	77	2405		563252.36

>					

REMIT AMOUNT

Remittance amount.

The approximate amount the agency may expect to appear in a BSP agent billing analysis as the amount owed by the agent. The remittance amount is the sum of the document amount plus the commission amount for each document/transaction type.

In the first section of the report the remittance amount is reflected for cash payment (CA), and in the second section for credit payment (CC); in the third section the cash and credit payment amounts are accumulated (TOT).

FORM OF PAYMENTS

Header of the form-of-payment column. This section reflects the total of all sales and refunds by form-of payment type (CASH, NONREF, CCAX, CCVI, etc.). The sale minus the refunds equals the balance.

DOCUMENT VOLUME

Header of the document type column. The document volume section is only displayed if documents were issued or canceled.

ISSUED

The number of all documents issued during the sales period listed by document type.

CANCELLED

The number of all documents canceled during the sales period listed by document type.

SOLD

The difference between the issued and canceled documents listed by document type.

AMT DOC SOLD

The total document amount (DOC AMOUNT TOT) sold (sales minus refunds of all documents paid for in cash and by credit) listed by individual document type.

1.2 Daily Report Options

The following table describes the options that you can add to the **TJD** entry. For the **/SAS-**, **/SOF**, and **/SAN** options, your agent sign must have a supervisor duty code (SU).

/SAS-	For another agent within the same office.	TJD/SAS-9812CN
/SOF	For all agents in the office. For all agents within another office.	TJD/SOF TJD/SOF-MIALT0005
/SAN	For all offices sharing the same agency IATA number.	TJD/SAN
/C-	In another currency (if configured to handle other currencies).	TJD/C-USD
/D-	For a specific date within the current sales period.	TJD/D-18MAR

Displaying the Query Report

This query report gives you a list of all documents for a single day or date range issued within the current sales period. The list is numbered to make it easy to modify, cancel, and reinstate canceled sales. You can also display extended data for a specific item. The total fare, tax, commission, form of payment, agent sign, PNR record locator, and transaction type are all included in the report.

To display the query report for documents issued on the current date by your own agent sign, enter:

TJQ

AGY NO - 38200901					QUERY REPORT 31MAY					CURRENCY EUR				
OFFICE - VRNIG2117					SELECTION:									
AGENT - 0001AA										31 MAY 2009				

SEQ	NO	A/L	DOC	NUMBER	TOTAL	DOC	TAX	COMM	FP	PAX	NAME	AS	RLOC	TRNC

000484	*527		4117069151		338.95		27.95	16.95	CA	GSCHNELL/H	AA	2B9OYR	TKTT	
000485	*191		4117069152		134.28		44.28	4.91	CA	RUDOLPH/DI	AA	2IC9UC	TKTT	
000486	*191		4117069153		142.37		42.37	5.45	CA	BELLUCO/RE	AA	YUTPFL	TKTT	
000487	191		4117069154		142.37		42.37	5.45	CA	FOLGHERAIE	AA	YUTPFL	TKTT	
000490	191		4117069157		142.37		42.37	5.45	CA	GABRIELLI/	AA	YUTPFL	TKTT	
000491	191		4117069158		142.37		42.37	5.45	CA	TAGLIAPIET	AA	YUTPRF	TKTT	
000492	191		4117069159		142.37		42.37	5.45	CA	SCOLA/LAUR	AA	ZQY7DK	TKTT	
000495	191		4117069162		142.37		42.37	5.45	CA	SECCHI/ALE	AA	ZQY7DK	TKTT	
000496	191		4117069163		142.37		42.37	5.45	CA	SECCHI/STE	AA	ZQY7DK	TKTT	
>														

To display the report for all agents in the office, enter:

TJQ/SOF

The header line is the same as for the other reports with the exception of the report name and the selection information. The selection remains blank when no selection options have been added to your entry. When you add a selection type option to the entry, the system displays it here.

The following table explains the remainder of the display:

SEQ NO	Sequence number column and the sequence number of the transaction, from 00001 to 99999. All numbers in sequence are not shown as the system only shows items created by that agent sign. An asterisk after the sequence number indicates that the sale has been confirmed. Once confirmed, a sale can no longer be canceled from or reinstated to the sales report. It can only be refunded or a new sale has to be made.
A/L	Validating airline column followed by the three-character code for the validating airline of that document. Note: If you have canceled a ticket as unusable (unused or spoilt document), you use 954 for neutral BSP stock or 889 to indicate that it is neutral ARC stock.
DOC NUMBER	Document number column followed by the 10-digit document number.
TOTAL DOC	Total value of the document, including tax.
TAX	Tax column followed by the total tax amount collected for each document.
COMM	Commission column followed by the amount of the commission earned for that sale.
FP	Form of payment column followed by either CA for cash or check, CC for credit card payment, MX for multiple forms of payment (cash and credit card), or NR for net remit.
PAX NAME	Passenger name column followed by the passenger name. The passenger name is only displayed on a 79-character display.
AS	Agent sign column followed by the last two characters of the agent sign of the issuing agent.
RLOC	Record locator column followed by the six-character record locator. Note: If a document was issued in temporary ticketing mode (TY), NOPNR is displayed.
TRNC	Transaction type followed by the four-character transaction code. A dash (-) before the transaction type indicates that the transaction is not reported to the BSP/ARC.

1.3 Query Report Options

The following table describes the options that you can add to the **TJQ** entry. For the **/SAS-**, **/SOF**, and **/SAN** options, your agent sign must have a supervisor duty code (SU).

/SAS-	For another agent within the same office.	TJQ/SAS-9812CN
/SOF	For all agents in the office. For all agents within another office.	TJQ/SOF TJQ/SOF-MIALT0005
/SAN	For all offices sharing the same agency IATA number.	TJQ/SAN
/C-	In another currency (if configured to handle other currencies).	TJQ/C-USD
/D-	For a specific date or date range within the current sales period.	TJQ/D-18MAR TJQ/D-18MAR20MAR
/F-	Beginning with a specific document or sequence number.	TJQ/F-9600015370
/R	With documents displayed in reverse order.	TJQ/R
/V-	For all voided (canceled) documents. The date range specified must be within the last 45 days.	TJQ/V-21FEB21FEB TJQ/V-19FEB25FEB
/N	Tickets issued using an incentive ticketing method.	TJQ/N

Query Report Selection Options

The query selection options can be only used with the query report. When you add one of these options to your entry, the option is listed in the selection field at the beginning of the report.

/QTX-	For the current sales period according to the group of transaction type groups.	TJQ/QTX-SALE
/QSI-	Listing all domestic or international sales.	TJQ/QSI-DOM TJQ/QSI-INT
/QFP-	For all sales with a specific form of payment. The form of payments you can specify are: CA - Cash CC - Credit Card NR - Net Remit MS – Miscellaneous	TJQ/QFP-CC
/QCC-	For all documents charged against a specific credit card company.	TJQ/QCC-AX
/QVP-	For all documents validated against a specific airline code (neutral stock).	TJQ/QVP-CO
/QCL-	For all documents issued against a specific client code. The client code is a code allocated and managed by IATA on behalf of the airlines, so that commercial and corporate accounts can be uniquely identified.	TJQ/QCL-128530
/QTC-	For the specified transaction type in the current sales period. You can also add a specific date and airline.	TJQ/QTC-TKTT TJQ/QTC-TKTT/D- 15MAY/QVP-BA

1.4 Transaction Type Codes

The following transaction type groups are added to the query report selection option **/QTX-**.

SALE	Sale	TKTA TKTM TKTT CANR CANX TORM PTAM MCOM MD10 MD50
REFD	Refund	RFND RENM
AUTS	Automated Sale	TKTA TKTT MCOA XSBA CANX
INVT	Inventory	CANX CANN VSCN PSCN RSCN BPAS
CCCS	Cancel Credit Card Sale	CANX
VOID	Voided Document	CANX CANN VSCN
CCAS	Cancel Cash Sale	CANX

1.5 Displaying the Transaction Report

The transaction report provides you with additional information for any item listed in the query report. Since you need to specify an item number, you must first display the query report. To display a transaction report, enter:

TJT/I-5

TJT	Transaction code
/I-	Slash, followed by the letter I for item followed by a dash
5	Sequence number in the query report

Alternatively, you can include the document number in your entry instead of the item sequence number:

TJT/TK-1699914500

TJT	Transaction code
/TK-	Slash, followed by TK for document, followed by a dash
1699914500	Document number

```

AGENCY - 02308810          14MAY09          0.00 CREDIT
OFFID/AS- SYDA22CTS LG LG  ITEM - 000001      230.00 CASH
DOC TYPE- ELEC TKT SALE    CURR - AUD         30.00 TAX
AL/PROV - 081 - AU        STATUS - CONFIRMED   20.00 COMM
DOCUMENT- 1699914500-      ELEC TKT SALE      PNR ZY3ELQ
PASSENGER : SMITH/TOM MR
    TOUR :                      INVOICE :
    FOP1 : CA      230.00 CASH
    FOP2 :
    FOP3 :
    TAX :      10.00AB      20.00UO
    DOC1 :
    DOC2 :
    ORIGIN :
    PURCHASER :
FARE CALC. : SYD QF MEL200.00AUD200.00END
AUTOMATED
PRICED
  
```


The following table explains the components of the display header:

AGENCY	Agency IATA number
14MAY09	Date of document issue
CREDIT	Total credit amount from the query report (TJQ)
OFFID/AS	Reporting office ID, agent sign initials of the ticketing agent and agent who made the last modification
ITEM	Item number in the document database
CASH	Total cash amount from the query report (TJQ)
DOC TYPE	Type of document issued
CURR	Currency used
TAX	Total tax amount from the query report (TJQ)
AL/PROV	Airline numeric code and stock provider
STATUS	Document status: confirmed or pending
COMM	Commission amount from the query report (TJQ)
DOCUMENT	10-digit document number, followed by the last two digits of the last conjunction ticket (if there is one)
ELEC TKT SALE	Data item (transaction) description
PNR	PNR record locator if present. NOPNR is displayed if a document was issued in temporary ticketing mode.

The table below describes the details shown on the main part of the screen:

PASSENGER	Passenger name and title from the PNR
TOUR	IT/BT tour code, if entered in the FT element
INVOICE	Invoice number, only applicable if using the print invoice function
FOP1, FOP2, FOP3	Form of payments from the PNR (maximum three)
TAX	Tax amount and tax code (up to three)
DOC1, DOC2	DOC1: Details of document (airline code, 10-digit document number, check digit, and flight coupons of exchange document or related document) when a document exchange has been made. DOC2: Details of second exchange or related document
ORIGIN	Original issue document details (airline code, 10-digit document number, check digit, original date and place of issue, and IATA number of the issuing office) from the FO element in the PNR, in case of a reissue.
PURCHASER	Name of the purchaser, when the ticket is a Prepaid Ticket Advice (PTA).
FARE CALC	Fare calculation
AUTOMATED	
PRICED	Manual or automated pricing indicator

1.6 Document Type

The following table explains the codes that you can see in the Doc type field of the transaction report:

OPATB SALE	ATB Ticket Sale
CANX SALE	Cancelled Sale
ELEC TKT SALE	Electronic Ticket Sale
AUTO MCO	Automated MCO
RECALL COM	Recall Commission Statement
REFUND NOTICE	Refund with Refund Exchange Notice
MAN REN	Refund without Refund Exchange Notice
AUTO DEDUCT	Agent Automated Deduction

1.7 Displaying the Net Remit Report

This net remit report gives you a list of all documents issued using an incentive ticketing method such as NEGO, IT/BT, and NET REMIT. The report shows all documents issued for a single day or date range within the current sales period. The list is numbered to make it easy to modify, cancel, and reinstate canceled sales from the report. The selling fare, net fare, commission amount, tour code, and the remit amount are all included in the report. To display the net remit report for documents issued today by your own agent sign, enter:

TJN

AGY NO - 91206041			NET/NEGO REPORT 02APR				CURRENCY EUR			
OFFICE - BCNU12220			SELECTION:							
AGENT - 0001AA							02 APR 2009			

SEQ	NO	A/L	DOC	NUMBER	SELLING	NET	COMM	TOUR	CODE	REMIT AMT

000024	*	057	4116566507		665.00	450.00	40.00	IT3EN2LET		410.00
000025	*	057	4116566508		300.00	220.00	25.00	IT2LV2PR02		195.00
000026		057	4116566509		665.00	450.00	40.00	IT3EN2LET		410.00
		057	4116566510							CNJ
000028		057	4116566512		192.37	N/A	0.00	IT4IB2BCN999		N/A
000035		057	4116566519		192.37	N/A	0.00	IT4IB2BCN999		N/A
000036		057	4116566520		192.37	N/A	0.00	IT4IB2BCN999		N/A
000040		057	4116566524		192.37	N/A	0.00	IT4IB2MAD999		N/A
000041		057	4116566525		192.37	N/A	0.00	IT4IB2MAD999		N/A
000042		057	4116566526		192.37	N/A	0.00	IT4IB2MAD999		N/A
>										

To display the report for all agents in the office, enter:

TJN/SOF

The header line is the same as for the other reports with the exception of the report name and the selection information. The selection remains blank when no selection options have been added to your entry. When you add a selection type option to the entry, the system displays it here.

The following table explains the system response:

SEQ NO	<p>Sequence number column and the sequence number of the transaction, from 00001 to 99999.</p> <p>All numbers in sequence are not shown as the system only shows items created by that agent sign.</p> <p>An asterisk after the sequence number indicates that the sale has been confirmed. Once confirmed, a sale can no longer be canceled from or reinstated to the sales report. It can only be refunded or a new sale has to be made.</p>
A/L	<p>Validating airline column followed by the three-character code for the validating airline of that document.</p> <p>Note: If you have canceled a ticket as unusable (unused or spoilt document), you use 954 for neutral BSP.</p>
DOC NUMBER	Document number column followed by the 10-digit document number.
SELLING	The selling fare including all taxes. It is the sum of all forms of payment of the document. If a sale has been canceled, the text CANCELLED is displayed.
NET	The net amount. This is the amount entered by the agent. If the amount entered by the agent is zero, then 'N/A' is displayed. If a sale has been canceled, this field remains blank.
COMM	The commission amount. If a sale has been canceled, this field remains blank.
TOUR CODE	The tour code. If a sale has been canceled, this field remains blank.
REMIT AMT	<p>The remit amount. The difference between the net amount and the commission amount. If the net amount is zero, then 'N/A' is displayed. If a sale has been canceled, this field remains blank.</p> <p>A conjunction ticket is displayed with blanks in all columns except for the REMIT AMT amount column where 'CNJ' for conjunction ticket is displayed.</p> <p>If the selling or the net amount exceeds 10 characters, the system truncates the amount and displays a 'T' for truncated in the last position of the field. The same applies for the commission and remit amounts if they exceed nine characters.</p>

1.8 Net Remit Report Options

The following table describes the options that you can add to the **TJN** entry. For the **/SAS-**, **/SOF**, and **/SAN** options, your agent sign must have a supervisor duty code (SU).

/SAS-	For another agent within the same office.	TJN/SAS-9812CN
/SOF	For all agents in the office. For all agents within another office.	TJN/SOF TJN/SOF-MIALT0005
/SAN	For all offices sharing the same agency IATA number.	TJN/SAN
/C-	In another currency (if configured to handle other currencies).	TJN/C-USD
/D-	For a specific date or date range within the current sales period.	TJN/D-18MAR TJN/D-18MAR20MAR
/F-	Beginning with a specific document or sequence number.	TJN/F-9600015370
/R	With documents displayed in reverse order.	TJN/R

1.9 Net Remit Report Selection Options

The net remit selection options can only be used with the net remit report. When you add one of these options to your entry, the option is listed in the selection field at the beginning of the report.

/QTX-	For the current sales period according to the group of transaction type groups.	TJN/QTX-SALE
/QSI-	Listing all domestic or international sales.	TJN/QSI-DOM TJN/QSI-INT
/QFP-	For all sales with a specific form of payment. The form of payments you can specify are: CA - Cash CC - Credit Card NR - Net Remit MS - Miscellaneous	TJN/QFP-CC
/QCC-	For all documents charged against a specific credit card company.	TJN/QCC-AX
/QVP-	For all documents validated against a specific airline code (neutral stock).	TJN/QVP-CO
/QCL-	For all documents issued against a specific client code. The client code is a code allocated and managed by IATA on behalf of the airlines, so that commercial and corporate accounts can be uniquely identified.	TJN/QCL-128530
/QTC-	For the specified transaction type in the current sales period. You can also add a specific date.	TJN/QTC-TKTT TJN/QTC-TKTT/D-15MAY

1.10 Displaying the Summary Sales Period Report

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

In the summary sales period report all the non-cancelled sales and refunds are summarized in three sections: the cash section, credit section, and the total section. The split between the credit and cash payment types shows the relative proportions for the sales period. Section four of the report reflects all sales, refunds, and balance amounts by individual form-of-payment type. Section five shows the document volume: it lists the number of documents issued, cancelled, and sold, and the total document amounts sold by document type.

The summary sales period report is not an accounting tool, but it provides useful figures and totals for office accounting purposes and sales returns to ticketing authorities, such as BSP and ARC.

Note: The summary sales period report layout may vary by market and airline.

To display the summary sales period report, enter:

TJS

AGY NO - 91203140			SUMMARY REPORT ***		CURRENCY GBP	
OFFICE - SOUU12100			SALE PERIOD			
AGENT - 0001AA			CURRENT		05 APR 2009	

PAYMENTS X DOCUM			SALES	REFUNDS	BALANCE	

FARE	AMOUNT	CA	106910.00	1554.00-	105356.00	
TAX	AMOUNT	CA	16941.20	218.10-	16723.10	
DOC	AMOUNT	CA	123851.20	1772.10-	122079.10	
COMM	AMOUNT	CA	0.00	0.00	0.00	
REMIT	AMOUNT	CA	123851.20	1772.10-	122079.10	

FARE	AMOUNT	CC	0.00	0.00	0.00	
TAX	AMOUNT	CC	0.00	0.00	0.00	
DOC	AMOUNT	CC	0.00	0.00	0.00	
COMM	AMOUNT	CC	0.00	0.00	0.00	
REMIT	AMOUNT	CC	0.00	0.00	0.00	

FARE	AMOUNT	TOT	106910.00	1554.00-	105356.00	
TAX	AMOUNT	TOT	16941.20	218.10-	16723.10	
DOC	AMOUNT	TOT	123851.20	1772.10-	122079.10	
COMM	AMOUNT	TOT	0.00	0.00	0.00	
REMIT	AMOUNT	TOT	123851.20	1772.10-	122079.10	

FORM OF PAYMENTS			SALES	REFUNDS	BALANCE	
CA/CASH			17571.90	1401.70-	16170.20	
CA/NONREF			106279.30	0.00	106279.30	
CA/NONREF AGT			0.00	370.40-	370.40-	

DOCUMENT VOLUME		ISSUED	CANCELLED	SOLD	AMT	DOC SOLD
RFND		9	0	9		1772.10
MD50		12	5	7		962.20
ELECTRONIC		493	2	491		122889.00

>						

For an explanation of the components of the display, see Displaying the Daily Report section.

Note: A summary sales period report number is only displayed when the history option is used in the **TJS** entry; otherwise the report number is replaced by three asterisks.

1.11 Summary Sales Report Options

The following table describes the options that you can add to the **TJS** entry. For the **/SAS-**, **/SOF**, and **/SAN** options, your agent sign must have a supervisor duty code (SU).

/SAS-	For another agent within the same office.	TJS/SAS-9812CN
/SOF	For all agents in the office. For all agents within another office.	TJS/SOF TJS/SOF-MIALT0005
/SAN	For all offices sharing the same agency IATA number.	TJS/SAN
/C-	In another currency (if configured to handle other currencies).	TJS/C-USD
/H-	For closed sales periods by period number. 1 is the most recent report.	TJS/H-1
/HNU-	For a closed sale period by report number.	TJS/HNU-369
	This is the number that appears on the top of the sales report. It can be a number from 001 to 999.	

1.12 Displaying the Item Sales Period Report

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

To display an item sales period report, enter:

TJI

AGY NO - 38200201		ITEM REPORT ***		CURRENCY EUR	
OFFICE - ROMAL2117		SALE PERIOD			
AGENT - 0001AA		CURRENT		02 APR 2009	
DOCNUM	PAYMENT	CREDIT	CASH	TAX	COMM
SALES					

4117069177	CASH	0.00	323.31	31.31	15.91
4117069178	E 220-4117069049	0.00	100.00	0.00	1.00
- 179	CASH				
4117069180	CASH	0.00	738.60	43.60	6.95
4117069181	CASH	0.00	372.34	42.34	23.10
4117069182	CASH	0.00	284.95	27.95	14.01
4117069183	CASH	0.00	338.95	27.95	16.95
4117069184	4539994840182402	180.76	0.00	21.76	14.31
4117069185	4539994840182402	180.76	0.00	21.76	14.31
4117069186	CASH	0.00	310.88	45.88	2.65
4117069187	CASH	0.00	775.60	35.60	7.40
4117069188	CASH	0.00	775.60	35.60	7.40
4117069189	CASH	0.00	775.60	35.60	7.40

SALES	!	CREDIT	361.52	TAX	369.35
TOTALS	!	CASH	4795.83	COMMISSION	-131.39

REFUNDS					

4117069171	CASH	0.00	656.20	26.20	0.00

REFUNDS	!	CREDIT	0.00	TAX	26.20
TOTALS	!	CASH	656.20	COMMISSION	0.00

REPORT	!	CREDIT	361.52	TAX	343.15
TOTALS	!	CASH	4139.63	COMMISSION	-131.39

NON ISSUED DOCUMENTS					

4117069150	4117069152	4117069153	4117069154	4117069156	
4117069160	4117069161	4117069163	4117069164	4117069165	
4117069166	4117069167	4117069168	4117069170		
>					

The header line of the display contains the same information as the header line of the summary sales period report.

Note: An item sales period report number is only displayed when the history option is used in the **TJI** entry; otherwise the report number is replaced by three asterisks.

Upper portion of the display:

AGY NO - 38200201		ITEM REPORT ***		CURRENCY EUR	
OFFICE - ROMAL2117		SALE PERIOD			
AGENT - 0001AA		CURRENT		02 APR 2009	
DOCNUM	PAYMENT	CREDIT	CASH	TAX	COMM
SALES					

4117069177	CASH	0.00	323.31	31.31	15.91
4117069178	E 220-4117069049	0.00	100.00	0.00	1.00
- 179	CASH				
4117069180	CASH	0.00	738.60	43.60	6.95
4117069181	CASH	0.00	372.34	42.34	23.10
4117069182	CASH	0.00	284.95	27.95	14.01
4117069183	CASH	0.00	338.95	27.95	16.95
4117069184	4539994840182402	180.76	0.00	21.76	14.31
4117069185	4539994840182402	180.76	0.00	21.76	14.31
4117069186	CASH	0.00	310.88	45.88	2.65
4117069187	CASH	0.00	775.60	35.60	7.40
4117069188	CASH	0.00	775.60	35.60	7.40
4117069189	CASH	0.00	775.60	35.60	7.40

SALES	!	CREDIT	361.52	TAX	369.35
TOTALS	!	CASH	4795.83	COMMISSION	-131.39

The following table explains the components of the upper portion of the display:

DOCNUM	Document number column and the 10-digit document number.
PAYMENT	Payment column and the applicable form of payment, cash, check, or credit card. If it is a reissue, the document number taken in exchange is shown and the form of payment for any additional collection.
CREDIT	Credit card column and the amount collected by credit card, including tax.
CASH	Cash column and the amount collected by cash or check, including tax.
TAX	Tax column and the tax amount collected for each item (both cash and credit).
COMM	Commission column and the commission amount for each item (both cash and credit).
SALES	The sales section information. This section is created from all items with a TKTA, TKTM, MCOM, XSBM, MD10, and MD50 transaction code. The items are listed by document number.
SALES TOTALS	The total amounts of each column in the sales section.

Lower portion of the display:

REFUNDS					

4117069171	CASH		0.00	656.20	26.20 0.00

REFUNDS	!	CREDIT	0.00	TAX	26.20
TOTALS	!	CASH	656.20	COMMISSION	0.00

REPORT	!	CREDIT	361.52	TAX	343.15
TOTALS	!	CASH	4139.63	COMMISSION	-131.39

NON ISSUED DOCUMENTS					

4117069150	4117069152	4117069153	4117069154	4117069156	
4117069160	4117069161	4117069163	4117069164	4117069165	
4117069166	4117069167	4117069168	4117069170		
>					

The following table explains the lower portion of the display:

REFUNDS	The refunds section information. This section is created from all items with a RFND and RENM transaction type code. The items are listed by document number.
REFUNDS TOTALS	The totals of each column in the refund section.
REPORT TOTALS	The report totals are calculated from the previous section totals according to the formula: sales minus refunds.
NON ISSUED DOCUMENTS	This section is built from all items with transaction type codes CANX . The items are listed by document number.
ALL REPORT TOTALS (not shown in the system response above.)	If the /SAN option is used in the TJI entry, this section indicates the sum of all item sales period report totals (report totals) for each individual office sharing the same agency IATA number.

1.13 Item Sales Period Report Options

The following table describes the options that you can add to the **TJI** entry. For the **/SAS-**, **/SOF**, and **/SAN** options, your agent sign must have a supervisor duty code (SU).

/SAS-	Item sales report information for another agent within the same office.	TJI/SAS-9812CN
/SOF	For all agents in the office. For all agents within another office.	TJI/SOF TJI/SOF-MIALT0005
/SAN	Item sales report information for all offices sharing the same agency IATA number.	TJI/SAN
/C-	Item sales report information in another currency (if configured to handle other currencies).	TJI/C-USD
/H-	Item sales report information for closed sales periods by period number. 1 is the most recent report.	TJI/H-1
/HNU-	Item sales report information for a closed sale period by report number. This is the number that appears on the top of the sales report. It can be a number from 001 to 999.	TJI/HNU-369
/N	Tickets issued using an incentive ticketing method.	TJI/N

1.14 Item Sales Period Report Selection Options

The validating airline selection option can be used with the item sales period report. When you add this option to your entry, the option is listed in the selection field at the beginning of the report.

/QVP-	For all documents validated against a specific airline code (neutral stock).	TJI/QVP-AY
--------------	--	-------------------

1.15 Displaying the Consolidated Report List

The consolidated report list is a list of all item sales period reports (**TJI**) and summary sales period reports (**TJS**) sorted from the highest to the lowest report number. Closed reports are available for 10 weeks in the past. You can request this type of report for your own agent sign, for a specific agent within your office or for all agents within your office.

To display the consolidated report list for your own agent sign, enter:

TJL

To display the consolidated report list for all agents within your office, enter:

TJL/SOF

AGY NO - 19491020		CONSOLIDATED REPORT LIST		
OFFICE - HELAY0101				
AGENT - ALL		21 MAY 2009		
REPORT NUMBER	OPEN-CLOSURE DATES	CURRENCY	STATUS	AGENT SINE
006	28APR09-28APR09	EUR	CLOSED	1673AA
006	28APR09-28APR09	EUR	CLOSED	2718AB
006	28APR09-28APR09	EUR	CLOSED	3025AC
006	28APR09-28APR09	EUR	CLOSED	3123AD
006	28APR09-28APR08	EUR	CLOSED	3282BT
006	28APR09-28APR09	EUR	CLOSED	3284SK
006	28APR09-28APR09	EUR	CLOSED	3447LF
006	28APR09-28APR09	EUR	CLOSED	3651EK
001	23APR09-23APR09	EUR	CLOSED	1552SA
001	23APR09-23APR09	EUR	CLOSED	1593TR
001	23APR09-23APR09	EUR	CLOSED	3276TF
001	23APR09-23APR09	EUR	CLOSED	3448LF
001	23APR09-23APR09	EUR	CLOSED	3650LK
>				

The following table explains the components of the display:

AGY NO – 19491020	Agency IATA number
OFFICE – HELAY0101	Office identification
AGENT – ALL	Agent sign or 'ALL' for all agents within this office
CONSOLIDATED REPORT LIST	Name of the report
21 MAY 2009	Report date
REPORT NUMBER	The report number column listing the report numbers in descending order
OPEN – CLOSURE DATES	Open/closure dates column with the sales report open and closure dates
CURRENCY	Currency column. Showing the currencies of the reports. Other currencies can be displayed if your terminal is configured to handle other currencies.
STATUS	Status column with the status of the sales report
AGENT SINE	Agent sign column listing the agent signs in ascending order

1.16 Consolidated Report List Options

The following table describes the options that you can add to the **TJL** entry. For the **/SAS-** and **/SOF** options, your agent sign must have a supervisor duty code (SU).

/SAS-	Consolidated Report List for another agent within the same office.	TJL/SAS-9812CN
/SOF	For all agents in the office.	TJL/SOF

1.17 Transaction Type Codes

When the system automatically reports a transaction in the document database, it uses certain transaction type codes to indicate the type of document and the transaction being performed on it.

When you make a manual registration in the document database, you enter the transaction type code to identify the type of document and transaction.

A transaction type is a four-letter code. All existing transaction types are listed below. They are grouped into three different groups depending on what type of document and transaction they represent. The ones with an asterisk (*) are automatically created by the system. The ones without the asterisk are used to make manual registrations.

Group 1: Sale (SALE)

CANX	Canceled Sale (canceled same day as issue)
CANR	Canceled Sale with Reversal (canceled after day of issue)
CANN	System Voids, E-Ticket Rejection
MD50 *	Virtual MCO Sale
MD10 *	Automated Excess Baggage Ticket (ATB2)
TKTT *	Electronic Ticket Sale

Group 2: Refund (REFD)

RFND	Refund
-------------	--------

Group 3: Inventory Type Documents (INVT)

CANX	Canceled Ticket or MCO
CANR	Canceled Sale with Reversal (canceled after the document has been reported to the BSP/ARC)
CANN *	Canceled System Generated Logical Ticket Number (ATB)
PSCN *	Printed Stock Control Number Note: In the case of refunded or exchanged flight coupons of an electronic ticket.
BPAS	Boarding Pass

1.18 History Report

The history report gives you the complete history of a document. the upper part of the report displays the original sale information and the lower part the refund information of the document, if there is any.

The original sale information consists of the passenger name and title, the selling office id, the sale/issuance date, the sales report number in which the sale of the document was originally reported, the sales report period, the sale document type (transaction type code), and the confirmation date of the original sale (if already confirmed).

The refund section contains the refunding office id, the refund date, and the sales report number and period in which the refund was reported.

You can display the history report for sale and refund type transactions. The history report is available for up to 90 days in the past.

1.19 Displaying a History Report

You can display the history report either by entering the sequence number of the document from the query report, or by entering the ten-digit document number.

To display the history report by sequence number, enter, for example:

TJH/I-74

To display a history report by document number, enter:

TJH/TK-1234567890

```
AL/PROV - 117 - SE                      PNR YE97EJ
DOCUMENT- 1234567890                     STATUS : REFUNDED

ORIGINAL SALE
-----
      PASSENGER : ERICSSON/SVEND MR
      SELLING OFFICE : STOXX2XXX
      SALE ISSUANCE DATE : 26SEP09
      SALES REPORT NO. : 074
      SALES REPORT PERIOD : 2609-1411
      SALE DOC TYPE : ETT SALE
      CONFIRMATION DATE : 26SEP08

REFUND
-----
      REFUNDING OFFICE : STOXX2XXX
      REFUND DATE : 30OCT09
      REF.SALES REPORT NO. : ***
      REF.SALES REPORT PERIOD : CURRENT
```

1.20 Printing Sales Reports

To print a displayed report on your default printer, enter:

TJP

If there is more than one printer installed in your office and you do not want to print on your default printer, you must specify which printer you want to use:

TJP/PRT-JA0281

You can also use the following entry to print a report that is not displayed on your screen:

WRA/TJI

You can add options to your entry, for example:

WRA/TJI/SOF

Refer to online help for the options for the **WRA** entry.

1.21 BSP link

BSPlink is a new Internet tool to BSP. The system will allow travel agents and airlines to access all BSP reports and perform transactions electronically on the Internet. It can be found at www.bsplink.iata.org Reports and information from BSP will only be available through BSPlink.

The On-line Billing Statement includes information on the net amount to be paid to the airlines.

The On-line Billing Analysis shows details of sales per airline.

You find your reports, newsletter and other documents under Files download.

1.22 ADM/ACM Queries

Most airlines are connected to BSPlink and distribute their ADM and ACM on-line. You have the possibility to make the following queries:

ADM/ACM to be billed in the next period

ADM/ACM pending settlement

ADM/ACM deactivated

Billed ADM/ACM query

It is recommended on a daily basis to check your ADM pending settlement, in order to see what has been issued and if you agree. If not, contact the airline directly, either by dispute on-line or phone.

Dispute on-line is possible when you find the "Dispute Button" in the end of the ADM. Use free flow text in the box and press enter. The airline will respond to you the same way. When you have a disputed ADM you can choose three queries: pending, approved and rejected.

For further information about BSPlink and functions, use the Help pages on the website.

1.23 AUTOMATED REFUNDS

The Automated Refunds feature allows you to refund sale documents such as paper tickets, electronic tickets, and MCOs in the Amadeus system quickly and easily.

Once you identify which document you want to refund, the system searches for data stored in the central ticketing server's document database. If this data is still available, the system uses it to create a refund record. Data is normally stored in the system for 90 days. If the data is no longer available you enter details of the refund into a blank refund record.

You can process refund records directly for full refunds or manually update them for partial refunds. You can display and update refund records in cryptic or panel mode. You can also print refund documents on a general or an ATB printer, depending on the setting in your office profile.

Automated refunds are included in the query report and reported to the BSP/ARC stock provider. The stock provider then settles the refund between the validating airline and your agency.

When a partial refund is required, you must find out how much you are entitled to refund, and which taxes can be canceled before you start to process the refund.

Note: Spaces used in the entries shown in this chapter are for clarity only.

1.24 Prerequisites

Before you can use Automated Refunds in Amadeus, the following conditions must exist:

The automated refund (ARF) indicator in your office profile must be set to Y (print refunds on a general printer)

A refund table for your BSP/ARC stock provider exists. This table determines the information that is allowed and not allowed for Automated Refunds.

2 AUTOMATED REFUNDS ENTRIES

The following table lists the entries used for Automated Refunds. These entries are described later in this chapter.

	Displays a refund record by specifying:
TRF 125-0000000274	A document number
TRF/L5	The line number of the ticket number element in the PNR
TRF/I-156	The sequence number of the item in the query sales report
TRF	Redisplays the refund record you are working with
TRFT	Displays the tax panel from the refund record
TRFU/	The cryptic entry to update a field in the record. It must be followed by additional options that specify what to update.
TRFP	Processes the refund record and prints the refund document
TRFPJA0281	Prints the document on a printer other than your default printer
TRFIG	Ignores the refund record. This entry must be repeated.
TRFX	Cancels the refund after it has been processed. This entry can only be used when the refund record is displayed.

2.1 Identifying the Document to Refund

You start the process to refund a paper document by entering **TRF** and identifying the document you want to refund in one of the following ways:

TRF125-0000000274	The ticket number
TRF/L5	The ticket element (FA or FH) in the PNR
TRF/I-156	The sequence number from the query sales report

For an e-ticket refund, you start the refund process by displaying the e-ticket record. Refer to the section, Refunding an E-ticket, for more information.

Processing a Full Refund

When a ticket has not been used you can process a full refund by including the **/FULL** option in your refund entry. When you do this the system prints the refund document without displaying the refund record on your screen. The refund is reported on the sales report.

Enter the **TRF** transaction, identify the document you want to refund and add the **/FULL** option. For example, to refund using the ticket number, enter for example:

TRF125-6700000001/FULL

The system processes the full refund and displays the message:

OK - REFUND PROCESSED

Note: If you made a mistake you can subsequently cancel the refund.

2.2 Displaying a Refund Record

If you make the TRF entry without including the /FULL option, the system displays a refund record. If the sales information is still held in the document database the record includes fare and tax information from the passenger's travel document. Otherwise, the refund record is blank. Once you have displayed the refund record you can modify it so that it contains the exact details of the refund the passenger is entitled to.

If you are in panel mode, you can change the data in a refund record display directly or you can use cryptic transactions. To make changes in the panel display, use the Tab key to move to fields you want to change. Once you have made changes, press Enter. The system redisplay the updated refund record automatically.

If you are in cryptic mode, you must use cryptic transactions to change a refund record. The tables on pages 8-13 to 8-17 list the cryptic entries.

Some of the fields in the refund record can be changed for any refund record. Some of the fields depend on the refund table for your stock provider. Some fields can only be updated if you are working with a blank refund record. If you try to change a field that is not allowed, the system displays an error message.

To display a refund record (panel mode) by entering a ticket number, enter for example:

TRF220-9600022168

REFUND RECORD		TRF	
>			
AGENT CODE	23205980	AGENT	AA/29JAN09
PASSENGER NAME	RUSSELL/JACK MR..	REFUND NUMBER
DATE OF ISSUE	26JAN09	DATA	SOURCE F
FIRST TICKET	220 9600022168 3 CPNS 1200	TKT	YES
CONJ TICKET	ITINERARY	INTERNATIONAL
	TOUR CODE
	AUTHORISATION
	CSTF1
	2
	3
FARE PAID	EUR817.00	COMMISSION7.00P
FARE USED0.00	NET REFUND
FARE REFUND	...817.00	CANX FEE COMMISSION
CANX FEE	FOP1 CASH868.36
MISC FEE	FOP2
TAX REFUND	XT51.36	FOP3
REFUND TOTAL868.36	EX TKT
REMARKS		

The Data Source value indicates:

- F for system-supplied data
- M for manual data
- L for a mix of system and manual data

Here is an example of a refund record in cryptic mode:

REFUND RECORD					AGT-23205980 SS/29JAN09 F TKT-Y				
NM	NAME	STAG/DEAN MR							
I	ISSUED	26JAN09							
D1	DOCUMENT	125 9600022267	6	CPNS	1000				
F	FARE PAID		EUR		542.00				
U	FARE USED				0.00				
	FARE REFUND				542.00				
XT	TAX REFUND				14.53	>TRFT			
	REFUND TOTAL				556.53				
FM	COMMISSION					5.00P			
FP1	CASH				556.53				
S	ITINERARY	INTERNATIONAL							
>									

You can temporarily leave the refund record to perform other transactions. The system keeps the refund record in memory and you can return to it at any time by entering:

TRF

You can ignore a refund record by entering:

TRFIG

The system asks you to re-enter the ignore entry to confirm that this is what you want to do.

2.3 Taxes Panel

You can change the taxes in the tax panel in the same way as you change the refund record. For a partial refund, you must delete the used taxes from the tax panel before processing a refund record. If data for the refund is not stored in the document database, you must enter the refundable taxes in the tax panel yourself.

Note: When a tax has been deleted it cannot be added back into the refund record. In this case you must ignore the refund with the **TRFIG** entry and process it again.

An XT tax code in a refund record indicates that there is more than one tax. To display the tax panel from a refund record, enter:

TRFT

REFUNDABLE TAXES		TRFT	
>			
PASSENGER NAME		RUSSELL/JACK MR	
DOCUMENT		220 9600022168 - 001	
UNUSED TAXES			
TAX 16.86 QX	TAX 16
TAX 218.12 YQ	TAX 17
TAX 33.92 FR	TAX 18
TAX 43.75 FR	TAX 19
TAX 513.00 RA	TAX 20
TAX 65.71 DE	TAX 21
TAX 7	TAX 22
TAX 8	TAX 23
TAX 9	TAX 24
TAX 10	TAX 25
TAX 11	TAX 26
TAX 12	TAX 27
TAX 13	TAX 28
TAX 14	TAX 29
TAX 15	TAX 30
REFUNDABLE TAX TOTAL		EUR	51.36 XT

Here is an example of a taxes panel in cryptic mode:

REFUNDABLE TAXES	
220 9600022166 - 166	
UNUSED TAXES	

T1	10.00 YQ
T2	5.71 FR
T3	6.86 QX
REFUNDABLE TAX TOTAL	EUR 22.57 XT
>	

2.4 Processing a Partial Refund

To process a partial refund, first display the refund record, then modify the record so that it accurately reflects the refund due to the customer. Always enter the Fare Used value first.

Here is an example of a partial refund. The screen displays are in panel mode, and the equivalent cryptic entry is shown at each stage of the update.

The passenger has bought a round-trip ticket (two segments) and has flown the first segment, but requests a refund for the second segment.

Display the refund record by entering for example:

TRF220-9600022168

As the sale is still stored in the document database, the details are automatically included in the refund record that is displayed on the screen. The value in the DATA SOURCE field is F to indicate system-supplied data:

REFUND RECORD				TRF
>				
AGENT CODE	23205980	AGENT AA/29JAN09		REFUND NUMBER
PASSENGER NAME	RUSSELL/JACK MR.....			DATA SOURCE F
DATE OF ISSUE	26JAN09			
FIRST TICKET	220 9600022168	3 CPNS 1200		TKT YES
CONJ TICKET		ITINERARY INTERNATIONAL
		TOUR CODE
		AUTHORISATION
	CSTF1
	2
	3
FARE PAID	EUR817.00		
FARE USED	0.00	COMMISSION7.00P
FARE REFUND	817.00	NET REFUND
CANX FEE	CANX FEE COMMISSION
MISC FEE	FOP1 CASH.....868.36
TAX REFUND	XT51.36	FOP2
			FOP3
REFUND TOTAL	868.36	EX TKT
REMARKS			

The part of the fare used is 501.00, so move the cursor to the FARE USED field and enter 501.00. The cryptic entry to make the same update is:

TRFU/U501.00

The system updates the REFUND TOTAL field with the new amount, and the value in the DATA SOURCE field changes to L to indicate a mix of system supplied and manual data:

REFUND RECORD				TRF	
>					
AGENT CODE	23205980	AGENT AA/29JAN09		REFUND NUMBER	
PASSENGER NAME	RUSSELL/JACK MR.....			DATA SOURCE L	
DATE OF ISSUE	26JAN09				
FIRST TICKET	220 9600022168 3 CPNS 1200			TKT YES	
CONJ TICKET	ITINERARY INTERNATIONAL	
	TOUR CODE	
	AUTHORISATION	
	CSTF1
	2
	3
FARE PAID	EUR817.00			
FARE USED	501.00		COMMISSION7.00P	
FARE REFUND	316.00		NET REFUND	
CANX FEE		CANX FEE COMMISSION	
MISC FEE			FOP1 CASH.....367.36	
TAX REFUND	XT51.36		FOP2	
				FOP3	
REFUND TOTAL	367.36		EX TKT	
.....					
REMARKS					

To modify the taxes to refund, display the tax panel:

TRFT

REFUNDABLE TAXES				TRFT	
>					
PASSENGER NAME			RUSSELL/JACK MR		
DOCUMENT			220 9600022168 - 001		
UNUSED TAXES					
TAX	16.86	QX	TAX 16
TAX	218.12	YQ	TAX 17
TAX	33.92	FR	TAX 18
TAX	43.75	FR	TAX 19
TAX	513.00	RA	TAX 20
TAX	65.71	DE	TAX 21
TAX	7	TAX 22
TAX	8	TAX 23
TAX	9	TAX 24
TAX	10	TAX 25
TAX	11	TAX 26
TAX	12	TAX 27
TAX	13	TAX 28
TAX	14	TAX 29
TAX	15	TAX 30
REFUNDABLE TAX TOTAL				EUR	51.36 XT

You must delete the taxes that have been used (those that were levied on the flown segment) and only leave the taxes in the record that are to be refunded.

For example, you want to retain the following taxes in the refund record as they must be refunded:

Half of the YQ tax (TAX 2)
The RA tax (TAX 5)
The DE tax (TAX 6)

Overtyping spaces on the taxes to delete and overtyping 9.06 in the YQ tax value (as these taxes have been applied on the first segment). When you press Enter the system reorders the taxes starting from TAX 1.

Alternatively, you can use the following cryptic entries:

TRFU/TX1	Deletes tax 1
TRFU/TX2-3	Deletes tax 2-3
TRFU/TU1-9.06	Updates the value of tax 1 to 9.06

REFUNDABLE TAXES				TRFT			
>							
PASSENGER NAME				RUSSELL/JACK MR			
DOCUMENT				220 9600022168 - 001			
UNUSED TAXES							
TAX	19.06	YQ	TAX	16
TAX	213.00	RA	TAX	17
TAX	35.71	DE	TAX	18
TAX	4	TAX	19
TAX	5	TAX	20
TAX	6	TAX	21
TAX	7	TAX	22
TAX	8	TAX	23
TAX	9	TAX	24
TAX	10	TAX	25
TAX	11	TAX	26
TAX	12	TAX	27
TAX	13	TAX	28
TAX	14	TAX	29
TAX	15	TAX	30
REFUNDABLE TAX TOTAL				EUR	27.77 XT		

Once the tax panel displays the correct refund information, return to the refund record by entering:

TRF

REFUND RECORD				TRF
>				
AGENT CODE	23205980	AGENT AA/29JAN09	REFUND NUMBER
PASSENGER NAME	RUSSELL/JACK MR.....		DATA SOURCE	L
DATE OF ISSUE	26JAN09			
FIRST TICKET	220 9600022168	3 CPNS 1200	TKT	YES
CONJ TICKET	ITINERARY	NTERNATIONAL
	TOUR CODE
	AUTHORISATION
	CSTF1
	2
	3
FARE PAID	EUR817.00		
FARE USED	501.00	COMMISSION7.00P
FARE REFUND	316.00	NET REFUND	..
CANX FEE		CANX FEE COMMISSION
MISC FEE		FOP1 CASH343.77
TAX REFUND	XT27.77	FOP2
			FOP3
REFUND TOTAL	343.77	EX TKT
REMARKS			

The refund is for Document 1 (first ticket) Coupon 2, and this should be indicated in the CPNS field of the refund record. Type a 0 in the first position of the CPNS field to indicate that the refund does not concern coupon 1.

The equivalent cryptic entry is:

TRFU/D1C2

REFUND RECORD				TRF
>				
AGENT CODE	23205980	AGENT AA/29JAN09	REFUND NUMBER
PASSENGER NAME	RUSSELL/JACK MR.....		DATA SOURCE	L
DATE OF ISSUE	26JAN09			
FIRST TICKET	220 9600022168	6 CPNS 0200	TKT	YES
CONJ TICKET	ITINERARY	NTERNATIONAL
	TOUR CODE
	AUTHORISATION
	CSTF1
	2
	3
FARE PAID	EUR817.00		
FARE USED	501.00	COMMISSION7.00P
FARE REFUND	316.00	NET REFUND
CANX FEE		CANX FEE COMMISSION
MISC FEE		FOP1 CASH343.77
TAX REFUND	XT27.77	FOP2
			FOP3
REFUND TOTAL	343.77	EX TKT
REMARKS			

The refund record is now correct, and can be processed. To process the refund document, enter:

TRFP

OK - REFUND PROCESSED

The refund is added to the query sales report:

```

AGY NO - 23205980          QUERY REPORT 29JAN          CURRENCY EUR
OFFICE - NCE1A098R        SELECTION:              AGENT - 0001AA
29 JAN 2009

-----
SEQ NO A/L DOC NUMBER  TOTAL DOC TAX COMM FP PAX NAME  AS RLOC  TRNC
-----
000239*220 9600022266 6404.85 88.85 442.12 CC  COOL/B  AA YSS3PB TKTT
000240*125 9600022267 556.53 14.53 27.10 CA  STAG/DEAN AA YSUBHE TKTT
000241*006 9600022268 583.84 66.84 25.85 CA  VLAKI/SUE AA YSUDE9 TKTT
000242*220 9600022269 868.36 51.36 57.19 CA  SMITH/TOM AA YSU2OT TKTT
000243 220 9600022168-343.77 27.77 22.12 CA  RUSSELL/JA AA EK2LS8 RFND
>

```

2.5 Using Cryptic Entries to Update a Refund Record

In cryptic mode you change values in a refund record using the field update transaction **TRFU**. In panel mode you can optionally use this method instead of overtyping in the panel.

Each field in a refund record has a one- or two-letter identifier that you add to your **TRFU** transactions to change the field.

The tables in this section list the identifiers, their corresponding fields, whether the field is mandatory in the record, and the **TRFU** entries you make to change the fields.

2.6 Any Refund Record

The following identifiers can be changed in a refund record with system-supplied data or in a blank record:

DA Mandatory	Ticket or Document Numbers (Add) The ticket or document numbers that you are refunding. Used to add, for example, conjunction ticket numbers.	TRFU /DA 2 (Adds two document numbers)
D, DG Mandatory	Check Digit (Add) The check digit for a ticket or document number that you are refunding. This value is mandatory in the refund record.	TRFU /D 1 DG 2
D, C Mandatory	Coupons (Add) The document number and coupon numbers of the unused coupons you are refunding. The document number must already be stored in the record.	TRFU /D 1 C34 /D2 C 12
DX	Ticket or Document Numbers (Delete) Used to delete document numbers from the refund record.	TRFU /DX 2 (Deletes two documents)
DX, C	Ticket or Document Coupons (Delete) Used to delete coupons numbers from the refund record.	TRFU /DX 1 C34 /DX 2 C12
TKT Mandatory	Ticket Identifies whether there are ticket coupons to be refunded. When this is set to Yes, it is mandatory to have a value in the CPNS field.	TRFU /TKT Y (Yes or No)

List of identifiers continued:

U Mandatory	Fare Used The fare that applies to the ticket or document coupons that have already been used.	TRFU /U 500.00
FM Optional	Commission The commission that applies to the original sale of the ticket or document you are refunding. It can be entered once the Fare Used value has been updated. The following formats apply: Percentage Amount Percentage of net fare (incentive ticketing)	TRFU /FM 9 TRFU /FM 100.00A TRFU /FM 9N
NF Optional	Net Refund The amount to be refunded for Net Remit tickets. It must be equal to or less than the Fare Paid value. Note: Net Remit ticketing is market-specific.	TRFU /NF 1000.00 or TRFU/NF
FP Mandatory	Form of Payment or Form of Payment Amount Used for multiple forms of payment. Can be used for a partial refund.	TRFU /FP1 CASH TRFU /FP2 CCVI1111000022223333 or TRFU /FP1 A 1000.00
RM Optional	Remarks Additional information related to the refund.	TRFU /RM FREEFLOW
AA Optional	Airline Authority The airline code for refund authorization (1-14 alphanumeric characters). For e-ticket refunds, use the ESAC returned by the airline.	TRFU /AA 10504Q59QBXE9C

You can change the following fields in the tax panel:

TA Optional	Tax Add The unused taxes that apply to the ticket or document you are refunding. You can add the total amount of the unused taxes.	TRFU /TA 10.00 GB or TRFU /TA 10.00 ZP MIA2 or TRFU /TA 10.00 XF JFK4
TX	Tax Delete Note: When a tax has been deleted it cannot be added back into the refund record. In this case you must ignore the refund with the TRFIG entry and process it manually.	TRFU /TX 1 or TRFU /TX 1-12
TU	Tax Update Updates the value of a tax. In this case it updates the value of tax 4 to 10.00.	TRFU/TU4-10.00

2.7 Determined By the Stock Provider

For the identifiers in the table below, the refund table of the stock provider determines whether the value can be updated in a refund record.

R Mandatory	Refund Number The refund number (1-14 numerics) associated with the refund. It is usually automatically generated by the system and cannot be updated.	TRFU /R 22096000056672
CP Optional	Cancellation Penalty The cancellation penalty that applies to the refund. The following formats apply: Percentage Amount Note: When you refund a paper ticket with a cancellation penalty and you do not specify an amount (A) or a percentage (P) indicator in your entry, the system defaults to a percentage. When you refund an ETicket with a cancellation penalty and you do not specify an amount or a percentage indicator, the system defaults to an amount.	TRFU /CP 10P TRFU /CP 50.00A
CM Optional	Cancellation Penalty Commission The commission that applies to the cancellation penalty charged for the refund. The following formats apply: Percentage Amount Note: When you refund a paper ticket with a cancellation penalty commission and you do not specify an amount (A) or a percentage (P) indicator in your entry, the system defaults to a percentage. When you refund an E-Ticket with a cancellation penalty commission and you do not specify an amount or a percentage indicator, the system defaults to an amount.	TRFU /CM 9P TRFU /CM 10.00A
MF Optional	Miscellaneous Fee An amount for administrative charges related to the refund (1-11 numeric characters).	TRFU /MF 10

2.8 Blank Record

The following identifiers can only be changed in a blank refund record:

NM Mandatory	Passenger Name Name on the document you are refunding.	TRFU /NM BEAUCHAMP ERIK MR
I Mandatory	Date of Issue The date on which the document you are refunding was originally issued.	TRFU /I 25JAN09
S Mandatory	Itinerary The type of sale (domestic or international) of the ticket or document you are refunding.	TRFU /S D
F Mandatory	Fare Paid Fare Paid and Currency The original fare paid for the ticket or document you are refunding (excluding taxes). Note: If you enter a currency, it must be in the DFC (default currency) or AAC (alternate currency) field of your office profile.	TRFU /F 1000.00 TRFU /FNZD 1000.00
TC Optional	Tour Code The tour code that applies to the ticket or document you are refunding.	TRFU /TC IT9LH2TOUR1
CD Optional	Customer File Reference The reference associated with a credit card form of payment (form-of-payment number, followed by the 1-27 numeric character customer file reference number).	TRFU /CD 1 DATA
FO Optional	Original Issue The original issue information, when you are refunding an exchange document (original document number, place and date of original issue, and the issuing office's IATA number).	TRFU /FO 1253700000007 LON17JUL08 23205980

Canceling an Automated Refund

Once you have processed a refund, you can cancel it provided that the sales period is still open, and the item still appears on the sales report. Follow these steps:

Display the query sales report:

TJQ

AGY NO - 91496716				QUERY REPORT 06MAR				CURRENCY GBP						
OFFICE - LONBA0101				SELECTION:				AGENT - 0001AA						
06 MAR 2009														

SEQ	NO	A/L	DOC	NUMBER	TOTAL	DOC	TAX	COMM	FP	PAX	NAME	AS	RLOC	TRNC

2941*	125		2308665201		316.70	12.70	20.00	CA	SEINFELD/J	AA	Y31WKC	TKTT		
2942*	125		2308665202		485.00	13.00	25.00	CA	PERRY/MATH	AA	YOTIDC	TKTT		
2943*	125		2308665203		6955.00	81.00	150.00	CA	DALTON/ROB	AA	Z25WKT	TKTT		
2944	125		2308665203		-6955.00	-81.00	150.00	CA	DALTON/ROB	AA	Z25WKT	RFND		
>														

Display the refund record you want to cancel by entering **TRF** and the item line number from the sales report:

TRF/I-2944

The system displays the refund record in display mode (cryptic mode).

REFUND RECORD	125	2308665203	2	AGT-91496716	AA/05MAR09	F	TKT-Y
NM	NAME	TIMOTHY/DAVE MR					
I	ISSUED	06MAR09					
D1	DOCUMENT	125	2308665203	3	CPNS	0034	
F	FARE PAID		GBP	6874.00			
U	FARE USED			0.00			
	FARE REFUND			6874.00			
XT	TAX REFUND			81.00	>TRFT		
	REFUND TOTAL			6955.00			
FP1	CASH			6955.00			
S	ITINERARY		INTERNATIONAL				

To cancel the refund enter:

TRFX

OK - REFUND CANCELLED														
>														

Note: You can also use the **TRDC** entry to cancel the refund from the query sales report. For example, **TRDC/2944**.

The query sales report indicates that the refund has been cancelled:

TJQ

AGY NO - 91496716			QUERY REPORT 06MAR				CURRENCY GBP				
OFFICE - LONBA0101			SELECTION:				AGENT - 0001AA				
06 MAR 2009											

SEQ NO	A/L	DOC NUMBER	TOTAL	DOC	TAX	COMM	FP	PAX NAME	AS	RLOC	TRNC

2941*	125	2308665201	316.70	12.70	20.00	CA		SEINFELD/J	AA	Y31WKC	TKTT
2942*	125	2308665202	485.00	13.00	25.00	CA		PERRY/MATH	AA	YOTIDC	TKTT
2943*	125	2308665203	6955.00	81.00	150.00	CA		DALTON/ROB	AA	Z25WKT	TKTT
2944	125	2308665203	-6955.00	-81.00	150.00	CA		DALTON/ROB	AA	Z25WKT	RFNX
>											

This cancelled refund will not be reported to BSP.

3 CANCEL DOC

You can cancel registered non-confirmed documents from the displayed E-ticket record (TWD). Remember, you can only cancel a sale or refund that has not yet been confirmed.

1. You have to open e-ticket record :

TWD/L15 from open PNR, where L15 is FA element Nr.

or

TWD/TKT874-1234567890

2. Cancel document :

TWX

3. Check e-ticket status (must be V (void)).

TKT-8741234567890	RCI-	1A	LOC-2JTPXS
OD-VNOVNO SI-	FCMI-0	POI-VNO	DOI-25JAN09 IOI-68321111
1.PAVARDENIS/VARDENIS MR	ADT	ST	
1 OVNO OK 570 L 20JUN 1315 OK LSKYLT		V	20JUN20JUN 20K
2 OPRG OK 571 L 24JUN 1625 OK LSKYLT		V	24JUN24JUN 20K
VNO			
FARE F LTL	872		
TAX LTL	45LT		
TAX LTL	132YQ		
TAX LTL	70CZ		
TOTAL LTL	1119		
/FC VNO OK PRG177.26OK VNO177.26NUC354.52END ROE2.353252			
FE OK ONLY/NONREF			
FP CASH			

4. Check Sales Report **TJQ** :

018643	064	5737241042	1251	235	71	CA	KELEIVIS/P	AR	YSUCAM	TKTT
018644	220	5737241043	1114	374	0	CA	KELEIVIS/A	IB	X9N2V2	TKTT
018645	064	5737241044	458	268	0	CA	KELEIVIS/L	KK	Y6LIKA	TKTT
018646	657	5737241045	458	268	0	CA	KELEIVIS/V	KK	Y6LK3E	TKTT
018647	064	1234567890	1119	247	44	CA	PAVARDENIS	KK	2JTPXS	CANX
018648	064	5737241047	986	235	53	CA	VANAITE/AI	KK	X65PL5	TKTT
018649	064	5737241048	986	235	53	CA	RAUPINYTE/	KK	X65PL5	TKTT

4 VIRTUAL MCO

To issue an MCO, you enter an MCO element in the PNR using the IMC transaction. Payment details are stored in the PNR using the FP element, or you can enter a separate FP element that applies to the MCO document only.

When you enter an MCO element, the system creates a Transitional Stored Miscellaneous document (TSM) automatically.

The MCO is printed using the TTM transaction. You can print it separately or along with the tickets using the TTP entry.

MCOs are included in all Amadeus sales reporting and are identified by the transaction code MD50.

4.1 Creating an MCO Element

You can create an MCO element for one passenger or multiple passengers in a PNR.

When you create an MCO for only one passenger, passenger association is not required. When you create an MCO for multiple passengers, it must be passenger associated and contain other types of itinerary elements. You cannot just create one MCO element for a multiple passenger PNR, when it is the only itinerary element to be created.

If only an MCO is to be created in the PNR, you must only enter one name in the PNR, and then associate the other names using the **TMI** entry in conjunction with the **Q** option for supplementary names.

When the PNR contains multiple names, you can passenger-associate the other names using the **TMI** entry with the **Q** option, but only if other segments are present in the itinerary. You can enter up to 99 names using the **TMI** entry.

All MCO elements must contain an IATA reason for issuance code. The system automatically inserts the description of the type of service in the MCO element and in the TSM.

The following table describes the IATA reason for issuance codes:

A	Air Transportation	I	Taxes
B	Surface transportation	D	Deposit/Down payments
C	Bag Shipped as cargo	K	Refundable balances
D	Land arrangement for inclusive tour	L	Hotel accommodation
E	Rental car	M	Sundry charges
F	Sleeper berth	N	Cancellation fee
G	Upgrading	O	Other
H	Under collection		

Note: Airlines may define additional airline-specific codes.

To create an MCO segment for a bag shipped as cargo.

```
RP/STOS121BB/STOS121BB          LF/SU  28JUN09/0833Z  ZXH75M
1.SMITH/ALEX MR
2  SK 937 C 17JUN 6 CPHSEA HK1      3  1550 1650    *1A/E*
3  SK 938 C 22JUN 4 SEACPH HK1      1855 1325+1  *1A/E*
4 AP CPH 12345678-B
5 TK OK28JUN/STO1A0980
6 RM MCO PAID WITH CC CA5499830000000015/X1210
7 FP NONREF
8 FV SK
*TRN*
```

IMCMC/SKCPH17JUN/DKK2500

IMC	MCO transaction code
M	Type of MCO identifier
C	IATA Reason-For-Issuance code
/SK	Slash, followed by the two-character airline code
CPH	Three-letter city code of the city where the MCO is to be presented
17JUN	Date the MCO is to be presented
/DKK	Slash, followed by the three-letter currency code
2500	Total value of the MCO

```
RP/STOS121BB/STOS121BB          LF/SU  28JUN09/1201Z  ZXH75M
1.SMITH/ALEX MR
2  SK 937 C 17JUN 6 CPHSEA HK1      3  1550 1650    *1A/E*
3  SK 938 C 22JUN 4 SEACPH HK1      1855 1325+1  *1A/E*
4 MCO SK CPH 17JUN/DKK 2500/*BAG SHIPPED AS CARGO
```

The minimum entry required to create an MCO element is:

IMCMC/SKCPH17JUN

You can also override the IATA reason code with free-flow text. For example:

IMCMC/SKCPH17JUN/*DEPOSIT - or -

IMCMC/SKCPH17JUN/EUR500/*DEPOSIT

An MCO can include accounting text. For example:

IMCMC/DLNYC27FEB/USD50/-ACCOUNTING TEXT**

You can also enter the following PNR elements specifically for an MCO.

FM	Commission Amount
FP	Form of Payment
FT	Tour Code
FO	Original Issue/Exchange For
FE	Endorsements and Restrictions

If any of the information entered in the elements pertains only to the MCO in an itinerary that contains other segments, then a sub-element must be created. The PNR below illustrates how to create a sub-element for an MCO.

```
RP/STOS121BB/STOS121BB          LF/SU  28JUN09/1201Z  ZXH75M
1.SMITH/ALEX MR
2  SK 937 C 17JUN 6 CPHSEA HK1      3  1550 1650  *1A/E*
3  SK 938 C 22JUN 4 SEACPH HK1      1855 1325+1 *1A/E*
4 MCO SK CPH 17JUN/DKK 2500/*BAG SHIPPED AS CARGO
5 AP CPH 12345678-B
6 TK OK28JUN/STO1A0980
7 RM MCO PAID WITH CC CA5499830000000015/X1210
8 FP NONREF
9 FV SK
*TRN*
```

To create a sub-element for the form of payment to be cash for the MCO, enter:

FPCCCA5499830000000015/X1209/L4

FP	Form of payment transaction code
CC	Form of payment, Credit Card
CA5499830000000015/X1209	Credit card company, credit card number and expiry date
/L4	Slash, followed by the line number of the MCO element

```
RP/STOS121BB/STOS121BB          LF/SU  28JUN09/1201Z  ZXH75M
1.SMITH/ALEX MR
2  SK 937 C 17JUN 6 CPHSEA HK1      3  1550 1650  *1A/E*
3  SK 938 C 22JUN 4 SEACPH HK1      1855 1325+1 *1A/E*
4 MCO SK CPH 17JUN/DKK 2500/*BAG SHIPPED AS CARGO
  1 FP CCCA5499830000000015/X1208
5 AP CPH 12345678-B
6 TK OK28JUN/STO1A0980
7 RM MCO PAID WITH CC CA5499830000000015/X1210
8 FP NONREF
9 FV SK
*TRN*
```

You can modify an MCO sub-element by using the element number and sub-element to be changed, a slash, and the new data. For example:

3.1/CASH

You can cancel an MCO sub-element using the cancel transaction code and the element and sub-element number in the PNR to be cancelled. For example:

XE3.1

4.2 Changing MCO Text

The only portion of an existing MCO element that can be changed is the free-flow text, or the text corresponding to the reason for issuance code appended automatically by the system. If any other portion of the MCO needs to be changed, you must cancel the existing element using the **XE** entry and create a new MCO element, or update the TSM using the **TMI** entry. Information updated using the **TMI** entry is not reflected in the PNR.

The partial PNR below illustrates this entry.

```
RP/NCE1A0900/
1.GREEN/WENDY MRS
2 MCO AA NYC 27FEB/USD 50.00/*DEPOSIT/**-12356
3 AP MIA 305 255 8983-H
>
```

To change the reason for the issuance of the MCO from deposit to an upgrade amount, enter:

2/*UPGRADE

```
RP/NCE1A0900/
1.GREEN/WENDY MRS
2 MCO AA NYC 27FEB/USD 50.00/*UPGRADE/**-12356
3 AP MIA 305 255 8983-H
>
```

You can also change the accounting text. For example:

2/-ABC123**

```
RP/NCE1A0900/
1.GREEN/WENDY MRS
2 MCO AA NYC 27FEB/USD 50.00/*UPGRADE/**-ABC123
3 AP MIA 305 255 8983-H
>
```

4.3 Updating the Transitional Stored MCO

Once a TSM has been created, you can display and modify it using panel mode or cryptic mode:

Cryptic mode (TQTC) allows you to use cryptic entries.

Any changes you make to the TSM are stored in the PNR at end of transaction.

4.4 Updating in Cryptic Mode

The TMI entry is used to insert or update information in a TSM. It can be entered in the PNR, or in the command line of a panel TSM. You must indicate what TSM field to update. Each TSM field has a letter identifier that you add to the TMI entry. You can update more than one field in the same entry. A TMI entry creates a TSM shell if no TSM already exists.

If there is more than one TSM in the PNR, you must indicate which TSM you want to update.

You can select the TSM in your TMI entry by adding the line number of the corresponding MCO element. The line number or numbers must be added immediately after the TMI entry, followed by a slash, letter identifier, and the new information. For example:

TMI/L3 -or- TMI/L3-5 -or- TMI/L5,7

You can also select the TSM or TSMs to update by adding the passenger association to the TMI entry. For example:

TMI/P1 -or- TMI/P2-4 -or- TMI/P1,3

If multiple TSMs exist, a TSM can be selected from the index using the TSM number. For example:

TMI/M3 -or- TMI/M5-7

The following table explains the letter identifier to be used to update information in conjunction with the **TMI** entry.

Y	International Indicator
	I for International
	D for Domestic
V	Airline Code
D	Present To
A	Present At
I	Reason for Issuance Code
G	Type of Service
H	Additional Information/Remarks
B	Issued In Connection With
F –or- R	Issue Identifier for the fare amount:
	F for first issue
	R for reissue

The following fare indicators are market-specific:

	I-Inclusive Tour (IT) first issue
	Y-for Inclusive Tour (IT) reissue
	U-for Bulk Tour (BT) first issue
	W-for Bulk Tour (BT) reissue
E	Equivalent Fare Amount
X –or- O	X for new tax O for old tax
XM	Tax on MCO
C	Other Charges
Z	Equivalent Other Charges
N	Exchange Value
J	Equivalent Exchange Value
S	Service Charge
W	Total Amount
K1	Bankers Rate 1
U	Traditional Currency Code
K2	Bankers Rate 2
NF	Net Fare Amount
Q	Supplementary Name

If you want to delete information stored in the TSM, you enter TMI and the TSM field identifier. For example, to delete one field, enter:

TMI/H

To delete multiple fields, enter, for example:

TMI/H/V/B -or- TMI/I/NF

To add or change the Type of Service field, enter:

TMI/G BAGGAGE SHIPPED AS CARGO

TMI	Transaction code
/G	Slash, followed by the field indicator
Baggage	Free-flow service information

You can display the table of valid reason for issuance codes by entering:

TMI/I?

REASON FOR ISSUANCE TABLE		S
CODE	TEXT	
. A	AIR TRANSPORTATION	
. B	SURFACE TRANSPORTATION	
. C	BAG SHIPPED AS CARGO	
. D	LAND ARRANGEMENTS FOR INCLUSIVE TOUR	
. E	CAR HIRE	
. F	SLEEPER BERTH	
. G	UPGRADING	
. H	UNDER COLLECTIONS	
. I	TAXES	
. J	DEPOSITS DOWN PAYMENTS	
. K	REFUNDABLE BALANCES	
. L	HOTEL ACCOMODATIONS	
. M	SUNDRY CHARGES	
. N	CANCELLATION FEE	
. O	OTHER	
. P	REBOOKING FEE DOMESTIC	
. Q	REBOOKING FEE INTERNATIONAL	
. U	EXCESS BAGGAGE	
. 1	PTA OR TOD	
	TRN	

Note: You can only use the TMI/I? entry in a PNR that contains an active TSM. The reason for issuance table can contain codes specific to the airline only.

If there are more codes than can be shown on one screen, you can scroll in the scrolling field (S) and pressing Enter:

DR	Scroll down in the table
UR	Scroll up the table

4.5 Displaying the Transitional Stored MCO

When you enter an MCO element in the PNR with the **IMC** transaction, the system automatically creates a transitional stored miscellaneous document or TSM. The TSM which you can display in panel or cryptic mode, is a record that contains all the MCO information attached to the PNR. The TSM default mode is the same as the TST default mode. The TSM is created for the passenger to whom the MCO elements are associated. A TSM is for a single passenger only, but you can enter additional passenger names in the TSM which are printed on the MCO.

The following partial PNR illustrates this entry.

```
RP/LONAF0101/
1.GREEN/WENDY MRS
2 MCO AF PAR 27FEB/EUR 250.00/*BAG SHIPPED AS CARGO
3 AP +33 1 45781481
>
```

To display the TSM, enter:

TQM

The system response is illustrated on the next page.

4.6 TSM History

Once an virtual MCO/TSM has been created and stored in a PNR it has an ongoing history which is updated each time a change is made with the latest changes being added to the bottom.

There are two types of TSM history:

Current TSM History
Deleted TSM History

Current TSM history contains all additions, changes, and deletions made to the TSM, such as updates resulting from **TMI** entries.

Deleted TSM history contains deleted TSMs. TSMs are deleted when:

The MCO element has been canceled
The passenger for whom the TSM was created is canceled from the PNR

When a TSM is deleted, the original TSM number is allocated to the deleted TSM and cannot be used for a new TSM.

4.7 Displaying TSM History

When only one TSM exists for the PNR, make the following entry to display the history:

TMH

If more than one TSM exists, this entry displays a TSM index and you must specify the TSM for which you want to see the history. For example:

TMH/M2

TMH Transaction code
/M2 Slash, followed by the TSM select option and the number

You can also display TSM history by MCO line number in the PNR. For example:

TMH/L3

TMH Transaction code
/L3 Slash, followed by the line select option and the number

Below is an example of a TSM index.

M	P	R	NAME	TOTAL	FOP	L	T
1	.1	T	ARCHER/ISABELL+	CHECK	2	M
2	.1	T	ARCHER/ISABELL+	AX379012340312+	3	M
DELETE TSMS							
1		T	ARCHER/MARION			

For TSMs that have not been changed up to delete time, the deleted history reflects all original information stored in the TSM.

When any part of the TSM is changed or deleted, the items affected and the identification of the office responsible for the modification are copied from PNR history for TSM history at end of transaction, with the same modification sequence number.

Below is an example of a TSM history.

** TSM HISTORY							
000	RF-	CR-HEL1A0101	SU	0788BE	27OCT/1414Z		
AH		FREQUENT FLYER					

```

CF/F EUR250.00/WEUR250.00
AF/F EUR250.00/XEUR4.00YR/WEUR254.00
A EUR254.00
001 RF- CR-HEL1A0101 SU 0788BE 27OCT/1422Z
CH FREQUENT FLYER
AH V.I.P
002 RF- CR-HEL1A0101 SU 0788BE 27OCT/1423Z
CI C
AI L
CG *BAG SHIPPED AS CARGO
AG HOTEL ACCOMMODATION
003 RF- CR-HEL1A0101 SU 0788BE 27OCT/1429Z
>

```

4.8 TSM History Codes

The following table presents the codes you can see in an MCO TSM history.

<u>Historical Code</u>	<u>Add Code</u>	<u>Change Code</u>	<u>Delete Code</u>
Passenger Name	AN	CN	XN
Present At	AA	CA	XA
Present To	AD	CD	XD
Type of Service	AG	CG	XG
Reason for Issuance	AI	CI	XI
Additional Information/Remarks	AH	CH	XH
Issued In Connection With	AB	CB	XB
International Indicator	AY	CY	XY
Bankers Rate 1	AK1	CK1	XK1
Bankers Rate 2	AK2	CK2	XK2
Names	AM	CM	XM
Fare Field Elements		CF/	XF/
Net Fare Amount	ANF	CNF	XNF

4.9 Printing an MCO

The **TTM** transaction is used to ticket virtual MCOs. This transaction can be used with a newly created PNR, an already existing PNR, or a PNR displayed from a queue.

Printing an MCO is the same as printing a ticket. You need to create the **FM**, **FP**, and **FV** elements before making the **TTM** entry.

To print all the MCO segments in a PNR, enter:

TTM

```
OK PROCESSED
>
```

Below is an example of a PNR after an MCO has been issued.

```
RP/NCE1A098A/NCE1A098A          OC/PR   9MAR09/1324Z   YX54JP
NCE1A098A/0001AA/9MAR03
1.BAKER/ARTHUR MR
2 MCO AF PAR 27MAY/EUR 600.00/*BAG SHIPPED AS CARGO
  1 FA 057-6600000404/VTAF/EUR600.00/09MAR08/NCE1A098A
    /12345675
  2 FB 0900000601 TTM OK PROCESSED
  3 FM *C*0
  4 FP CASH
3 AP PAR 67 78 67 90-H
4 TK OK09MAR/NCE1A098A
5 FM *M*5
6 FP CASH
7 FV AF
>
```

After an MCO is printed, the **FA** and **FB** elements in the PNR are updated with the corresponding MCO and A.I.R. sequence numbers, and placed directly below the MCO element.

You can print all MCO segments for a specific passenger only, when the PNR contains more than one passenger. Enter for example:

TTM/P3

You can also print a specific MCO, when the PNR contains more than one, by selecting it by line number. For example, enter:

TTM/L4

The following table presents the options you can add to the **TTM** entry:

TTM/RT	Prints all MCO segments and redisplay the PNR.
TTM/XED1	Prints all MCO segments in a PNR using a specific stock range.
TTM/C-F	Prints all MCO segments in a PNR and includes the credit card charge form in the MCO coupon sequence.
TTM/SST	Prints all MCO segments in a PNR and includes the self-sale indicator (/S) in the MCO document.
TTM/TMN	Prints all MCO segments and the supplementary name list in a PNR.

Note: If an **FA** element already exists for an MCO, your print request is rejected.

The following restrictions apply to the printing of MCOs:

MCO exchanges are not allowed.

Tickets and MCOs cannot be printed together, if the ticketed segments are Amtrak rail segments.

4.10 Combined MCO and Ticket Printing

The **TTM** entry can be combined with the **TTP** entry and most **TTP** options. When you print a ticket and an MCO together, the system only generates one A.I.R.

When the PNR only contains one MCO, the minimum entry is:

TTP/TTM

Below is an example of a PNR with both a ticket and an MCO.

```

--- TST ---
RP/NCE1A098A/NCE1A098A          AA/SU   9MAR09/1245Z   YXZD4S
NCE1A098A/0001AA/9MAR08
1. CLASEN/ALEXANDER MR
2  LH4161 C 01SEP 6 NCEFRA HK1  1340 1  1440 1625   *1A/
3  LH 738 F 01SEP 6 FRAHKG HK1  1710 1  1740 1040+1 *1A/E*
4 MCO LH NCE 01SEP/EUR 600.00/*BAG SHIPPED AS CARGO
   1 FA 220-6600000402/VT LH/EUR600.00/09MAR08/NCE1A098A/12345675
   2 FB 0900000598 TTP/TTM OK PROCESSED
   3 FM *C*0
   4 FP CASH
5 AP LON 33 4 92947111
6 TK OK09MAR/NCE1A098A
7 FA PAX 220-9600015394/ET LH/EUR2695.34/09MAR08/NCE1A098A/12345
  675/S2-3
8 FB PAX 0900000598 TTP/TTM OK PROCESSED/S2-3
9 FM *M*5
10 FP CASH
11 FV LH
>

```

The system automatically places the **FA** and the **FB** element for the MCO below the MCO element and in the body of the PNR for the ticket.

To differentiate an MCO from the air segments selected in a combined MCO and ticket print request, line selection for the MCO is used. For example:

TTP/TTM/L6

Segment association can be included in your entry:

TTP/TTM/S3

You can also include passenger association:

TTP/TTM/P2 -or- TTP/TTM/L6/P2

Note: If you are using additional **TTP** options, enter them at the end rather than between **TTP/** and **TTM/**.

When you use passenger association in a combined MCO and ticket print request, the **/P** reference applies to both the MCO and the ticket. For example:

TTP/TTM/P2

When you use both passenger and line selection in the same entry, the line selected must be associated to the same passenger.

The following options, when used in a combined MCO and ticket print entry, apply to both the MCO and the ticket: **/XED1**, **/C-F**, **/SST**, **/FP** (form of payment override).

You can also print the ticket, the MCO, and the supplementary name list in one entry. For example:

TTP/TTM/TMN

Sending an A.I.R. to the Back Office System

You can add an option to the **TTM** entry to create an Amadeus Interface Record (A.I.R.) and send it to the back office system, by entering:

TTM/BTK/L5

The system does not issue any documents.

5 REISSUE PAGRINDAI

5.1 PNR

1. Patikrinkite kainos taisykles : ar galimas datos ir klasės keitimas. Jeigu keičiasi klasė, su FQP komanda paskaičiuokite kainų skirtumą.

FQPVNO/ALH/D15JAN/CHFRAJFK-/ALH/D23JAN/CBFRAVNO/R,12AUG09

2. Užsakykite naujus skrydžius.
3. Nuimkite nereikalingus skrydžius.

HEFQP pagalbos puslapis

5.2 TST

1. Sutvarkyti TST :

Prisikabinti kainą, su TTI komanda susivesti trūkstamas vertes.

TTI/B XXX – fare basis

TTI/VXX12JUL - galiojimas. Dažniausiai bilietai galioja vienerius metus; nebent tai būtų speciali kaina. Galiojimą turime skaičiuoti nuo pirmojo flown segmento. Jeigu yra open segmentas, skaičiuojame nuo išrašymo datos.

TTI/A20K – baggage allowance

TTI/C – kainos kalkuliacinė eilutė

TTI/F(I) – susivedame kainą bei oro uostų mokesčius

TTI /RLTL3744/OLTL45LT/X8VT – jau sumokėtą kainą, senus bei naujus mokesčius

HETTI pagalbos puslapis

5.3 Ticket exchange option TTI/EXCH

The TTI/EXCH option is useful when you have to make a document exchange. It automatically converts an existing TST to a manual one, with the following changes:

The pricing indicator is converted to M (manual)

However, for a negotiated fares TST (F, G, or B type) the issue indicator is changed to R or Y. For Central Ticketing offices, the TST indicator is changed to B and negotiated fares data remains untouched.

The issue identifiers F/I/U are converted respectively into R/Y/W.

The equivalent amount currency is converted to 0 (blank) if present. There is no change if it is not present.

The Bankers' rate is converted to 0 (blank) if present. There is no change if it is not present.

The new tax indicator X is converted to O (old).

The total amount is converted to 0. There is no change if it is already 0.

The total amount currency is converted into the default currency of the reissuing location. If the currency is the same, there is no change.

The form of payment becomes an old form of payment O/ followed by the original form of payment after the primary FP transaction.

In the fare calculation, any XF tax is automatically changed into PD XF tax.

TAXES

To add a new tax, enter, for example:

TTK/XLTL39FR

TTK	Transaction code
/x	Slash followed by the tax identifier (X = new tax, O = old tax)
LTL39	Currency code (optional) and amount
FR	ISO country code or tax type code

Note: Before you add, delete, or change a tax field, you must ensure that the TST total is updated to reflect the new total amount.

To change the tax identifier of a new tax to old, enter, for example:

TTK/X3-O

TTK	Transaction code
/x	Slash followed by the update, modification, or deletion indicator
3	Tax number
-o	Dash followed by the identifier (O) for old tax

The tax amount, currency, and tax code remain unchanged. The base fare, equivalent fare, and other taxes are retained.

HETTK pagalbos puslapis

5.4 Original form of payment

Your form of payment entry must include the original form of payment and the new form of payment, when applicable.

The original form of payment entry when there was only one payment method is:

FPO/CASH

The letter O following the form of payment transaction code indicates that this is the original form of payment. You can add up to three original forms of payment separated by a plus sign (+):

FPO/CASH+CCAX37149635377004/1210

For a ticket reissue involving an additional collection, enter the additional payments after the +/- sign:

FPO/CASH+ CCAX37149635377004/1209/LTL1499.00

FPO	Transaction code
/CASH	Original form of payment
+/	Separator
CCAX3714963537004	Additional form of payment
LTL1499	Currency code and amount collected

You enter the original form of payment followed by the new form of payment, currency code, and amount of the additional collection.

HEFP pagalbos puslapis

5.5 Exchanging documents

To exchange one document for another, enter for example:

FO*LXX, (Lxx FA element number). Information is generated automatically.

FO 117-4402678345VNO11NOV0X/68320012

FO	Transaction code
117-4402678345	Original ticket number
VNO	City code of original issue
11NOV0x	Date of original issue
68320012	IATA number

You can also include the check digit with any ticket number. The check digit is optional. If included it immediately follows the last digit of the ticket number.

To exchange conjunction tickets, enter:

FO 117-4402764391-93VNO11NOV0X

You can add the IATA number to your entry. It is added at the end preceded by a slash:

FO 117-4402679126VNO11NOV0X/68320011

Here is an example of two original documents being exchanged:

FO 117-4402590456VNO11NOV0X/68320011/117-4404786557VNO12DEC0X

There are four important points to remember when reissuing tickets:

1. The exchange-for portion of your FO entry cannot contain more than two exchange-for documents.
2. You can use both passenger and segment association in the FO entry.
3. The maximum length of your entry cannot exceed 126 characters, excluding the transaction code and passenger and segment association.
4. If your entry exceeds one line of text, the system automatically wraps the text to the next line.

HEFO pagalbos puslapis