

Amadeus Ticket Changer is a tool to automate the calculations necessary to reissue a ticket.

With Amadeus Ticket Changer you can serve your customers' change requests anywhere in the world – in a matter of seconds – giving them the right fare and the right penalty charge at any point of sale.

This quick-card will guide you through the simple steps of using **Amadeus Ticket Changer**.

Step 1: Modifying The Ticket

- Select the itinerary to be changed

Agent: IBSU EHD Responsible: CAI1A0982 Queuing: CAI1A0982 Company: 1A Record locator: ZALXZ4
Post-Departure Information

Main Add: Name - Contact - Frequent flyer - Ticket arrangement - Miscellaneous remarks - Received from

1 PINTO ANTONIO MR
AP M 0123456789
APE ANTONIO@PINTO.COM
TK OK 09NOV CAI1A0982 ET AF

Itinerary

Segment	City	Carrier	Flight	Class	Date	Time	From	To
2	CAI	AF	503	Y	06FEB	07:30	CDG	06FEB 11:25
3	CDG	AF	508	Y	10FEB	13:35	CAI	10FEB 19:00

Insurance
MCO

Billing/ mailing address Add: Billing/ mailing address

Fare elements Add: Payment - Original payment - Validating carrier - Commission - Endorsement - Fare discount - Original Access TST

FA PAX 057-2239763375/ETAF/EGP9112.00/09NOV08/CAI1A0982/90200003 /P1/S2,3
FB PAX 0900000170 TTP/ET/RT OK ETICKET /P1/S2,3
FM 1
FP CASH ✓
FV AF

- Modify the selected segments:



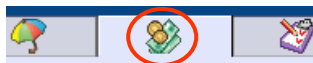
- Do the modification then click **Send**

From	To	Flight	Class	Date	Time	Flight	Class	Date	
2	CAI	CDG	AF503	Y	5FEB	07:30	AF521	J	6feb
3	CDG	CAI	AF508	Y	10FEB	13:35	AF508	J	11feb

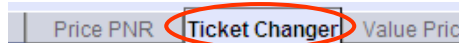
Send

Step 2: Repricing

- Click on **“Fare Tab”**



- Select **“Ticket Changer”**



- Click on **“Calculate”**

Fare display Informative pricing Price PNR **Ticket Changer** Value Pricer TST Historical

Ticket Changer

Passengers to re-price

Passenger name	Original ticket number
1. ELMENSHAWIRANA(ADT)	057 2239771745

Itinerary to re-price

From	To	Date	Time	Class	Airline	Flight number
2	CAI	CDG	1DEC	07:30	J	AF 503
3	CDG	MAD	1DEC	12:35	C	AF 1600
4	LHR	CDG	1JAN	10:15	C	AF 1081

Calculate

Step 3A: Reissuing:

- After pressing **“calculate”** in step 2, the **“Ticket change calculation information”** form will show up highlighting the differences (in basic/taxes) between the old & new ticket.

————> Click on **“Confirm”**

- Another window will show up showing a **“Confirmed status”**.

————> Click on **“Reissue Ticket”**

Fare - Ticket Changer - Calculation information

Passengers		Information									
City	Carrier	Flight	Class	Date	Time	Fare basis	Tkt designator	NVA	NWB	Baggage	
CAI	CDG	AF	521	J	06FEB	01:55	FEGR	20SEP		PC	
CDG	CAI	AF	508	J	11FEB	13:35	FEGR	20SEP		PC	
Old base fare						Original travel currency	Reissue currency				
New base fare						EGP	7518.00				
Fare balance						EGP	12600.00	EGP 5082.00			
						Payment currency					
Old tax						EGP	1594.00				
New tax						EGP	2202.00				
Tax balance						EGP	608.00	EGP 608.00			
						*** REISSUE ***			*** REISSUE ***		
Ticket difference						EGP	5690.00	EGP 5690.00			
Penalty						EGP 0.00					
Grand total						EGP 5690.00					
Total additional collection						EGP 5690.00					
Residual value						EGP	0.00				
Other information											
FEE PARTIALLY BASED ON VC=AF AND TT=ET											
<input checked="" type="checkbox"/> Use same form of payment(FOP) for all documents(ticket, MCOs)											
FOP type		Additional information									
CASH											
Confirm										Cancel	

Fare - Ticket Changer - Confirmed calculation information

Passengers		Information									
City	Carrier	Flight	Class	Date	Time	Fare basis	Tkt designator	NVA	NWB	Baggage	
CAI	CDG	AF	521	J	06FEB	01:55	FEGR	20SEP		PC	
CDG	CAI	AF	508	J	11FEB	13:35	FEGR	20SEP		PC	
Old base fare						Original travel currency	Reissue currency				
New base fare						EGP	7518.00				
Fare balance						EGP	12600.00	EGP 5082.00			
						Payment currency					
Old tax						EGP	1594.00				
New tax						EGP	2202.00				
Tax balance						EGP	608.00	EGP 608.00			
						*** REISSUE ***			*** REISSUE ***		
Ticket difference						EGP	5690.00	EGP 5690.00			
Penalty						EGP 0.00					
Grand total						EGP 5690.00					
Total additional collection						EGP 5690.00					
Residual value						EGP	0.00				
Other information											
FEE PARTIALLY BASED ON VC=AF AND TT=ET											
Reissue ticket										Cancel	

After clicking on **Reissue Ticket** in Step 3, the new PNR will contain the:

- Old ticket number** under **FHE**
- The original issuance** under **FO**
- The new/old form of payment** under **FPO**

Step 3B: Create MCO:

For some airlines*, **Penalties** (of change reservation) will be collected and printed on **Virtual Miscellaneous Charge Order** and not as a tax anymore.

Automatically the **ATC** will give you the option to Create an **MCO** when a **Penalty** is to be collected.

Fare - Ticket Changer - Calculation information

Passengers		Information									
ELMENSHAWI RANA(ADT)											
Cities	Carrier	Flight	Class	Date	Time	Fare basis	Tkt designator	NVA	NVB	Baggage	
CAI CDG	AF	521	Y	13JAN	01:40	Y9RT		200CT		PC	
CDG CAI	AF	508	Y	20JAN	13:35	Y9RT		200CT		PC	
					Original travel currency			Reissue currency			
Old base fare					EGP	3815.00					
New base fare					EGP	8120.00					
Fare balance								EGP	4305.00		
					Payment currency						
Old tax					EGP	1729.00					
New tax					EGP	1729.00					
Non refundable tax					EGP	11.00					
Tax balance					EGP	11.00		EGP	11.00		
					*** REISSUE ***			*** REISSUE ***			
Ticket difference					EGP	4316.00		EGP	4316.00		
Penalty								EGP	548.00		
Grand total								EGP	4864.00		
Total additional collection								EGP	4864.00		
Residual value					EGP	0.00					
Other information											
FEE PARTIALLY BASED ON VC=AF AND TT=ET											
<input type="button" value="Manage form of payment"/> <input type="button" value="Confirm and create MCO"/> <input type="button" value="Cancel"/>											

—> Click **Confirm and Create MCO**

Step 4: Printing the Ticket:

- After **step 3**, you will be automatically taken to **"Tickets & Documents"**.

Now you can issue the new ticket, and VMCO if needed

—> **Click Issue**

* **Please check with Amadeus Helpdesk which airlines accept their penalties on VMCOs**

Note: After printing the MCO, its data and number will be displayed under the MCO field in the PNR like that:

▼ MCO

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▼ 4 MCO MS CAI 24SEP/EGP300.00/*REBOOKING FEE INTERNATIONAL /P1
FA 077-9071546003/VTMS/EGP300.00/24SEP09/CAI1A0982/90203011
FB 2400030419 TTP/TTM/T1/RT OK ETICKET
FM *C*0
FP CASH✔

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ATC Quick Cryptic Entries...**1-Reprice = 'Calculate' step**

FXQ Confirmed Pricing
FXQ/T11 Confirmed Pricing & selecting the number of tkt
FXQ/P1 Confirmed Pricing & selecting the number of Pax
FXO Confirmed Best Pricer
FXO/T11 & ticket Number
FXO/P1 & Pax

2-Insert Old/New form of Payment

FPO/CASH+/CASH

3-Print New ticket + VMCO (if needed)

TTP/TTM

Important Notes...

- **A VMCO:**
 1. Can be voided from the sales report on the same day but cannot be refunded.
 2. Is printed on an A4 paper and is given to the customer along with the ticket
 3. Will have a serial number like e-tickets
- **Ticket Changer** can reissue e-tickets issued from other GDS from same IATA
- Ticket Changer will reissue a PNR with multi-pax
- Ticket Changer can perform a 2nd time reissue (in cryptic)

**Amadeus Ticket Changer**