Amadeus Exchange (Reissue Steps)

This manual was designed to guide you through the manual reissue steps. The guide should give you all the necessary steps and entries that will be needed to make reissues.

1. Rebook the required segment(s), in case you are working on the old PNR.

   In case you are working on a new PNR, in addition to booking the new segments, you also have to add the flown segment(s) using the Ghost Segment (GK). Ghost Segments are added using the following entry:

   SS AF503 C 01DEC10 CAICDG GK 1/0730 1230/

   Please note that you have to mention the year 01DEC10

2. Delete the old TST if exists, using the entry: TTE/ALL

3. Price the Itinerary.

   • In case you are reissuing an unused ticket, use the following entry:
     
     FXP

   • In case of partially used ticket, use the following entry:
     
     FXP/S2,3/R,25NOV10

   Where the flown segment is (2) & the new segment is (3), and 25NOV10 is the original date of issue.

   In some cases, when the flown segments have a non-stop transit point, you may have to price by forcing the system as follows:

     FXP/S2X,3,5,6/R,25NOV10

4. Open the TST, by typing TQT.

5. Click on Exchange button. This will change the Base Fare indicator to Re-issue. The status of Taxes will change to Old(O). Total will be 0.00. Form of payment will be [O]old form of payment. In case there is a tax breakdown exists (e.g. JFK4.5) it will be updated in the Fare calculation and PD will be amended preceding it [PD JFK4.5].

6. In case of partially used ticket, click Update Segment and then choose from the displayed windows the segments which should be issued on the new ticket (all the unused sectors).

7. In case of partially used ticket, you have to adjust the Origin/Destination.

8. If not auto filled, fill the “Not Valid After” field according to the Maximum Stay of the new fare.

9. Keep The Base fare amount as it is to reflect the new base fare, unless the new one is less than the old and in this case keep the old base fare amount.
10. Adjust the taxes to reflect all the old taxes as Old(O) even if the old tax's amount are greater than the new or no longer exists as a result of changing the route. Any new taxes to be collected should be marked as New(X). Then click OK.

11. Manually, modify the Total amount to be collected, including: difference in fare plus total amount of taxes' differences.

12. If the new fare is equal to the old fare, put the commission equal "0", otherwise leave the old commission as it is (if it was percentage).

13. Form of payment must reflect the old form of payment and the new form as follows:
   O/ old form of payment +/- new form of payment i.e. O/CASH+/CASH

14. Click Update, and then close the TST.

15. Display the e-ticket by TWD entry. (TWD/L6 if multiple tickets exist in the PNR)

16. Then insert the original document as follows:
   - In the normal case:
     FO*L6
   - In case of PNR has adult & infant:
     FO PAX 077-3897822085E1CAI28APR10/90200003/077-3897822085E1
     FO INF 077-3897822086E1CAI28APR10/90200003/077-3897822086E1

17. Remove all TST flags by performing TTF/ALL.

18. Then issue the new ticket by displaying the ticket TWD then: TTP/T1 where 1 stands for the TST number
   TTP/P2/S4 or TTP/T3

For any further information please refer to the Help Page.