Global Exchange Manager

User Guide

Content

GLOBAL EXCHANGE MANAGER – GEM

GEM is a new application that automates exchange/reissue of tickets.
With this application it is possible to receive the new Fare calculation based on revised itinerary in PNR (rebooking/rerouting) for tickets "before departure" when the travel has not started yet, as well as for tickets "after departure", it means for partly used tickets. After the Fare calculation is agreed, the Filed Fare prepared for exchange/reissue process and the Exchange mask are stored in the PNR.
For the exchange/reissue process it is also possible to use the already stored Filed Fare or to create manual Fare mask.
New ticket issued in exchange has the pricing indicator B or M and it is always the agent's responsibility to check the Rule conditions especially Category 16 applied to the appropriate Fare as it is done at the time being.
GEM compares the Fare and taxes from the original ticket with the new Fare calculation and automatically applied the difference but the agent is able to modify the results manually. In case of exchange before departure the new Fare calculation is returned by GEM for PNRs without ticket number as well.
With GEM it is possible to collect penalty as a new tax, as Q surcharge (to the Fare) or to collect penalty on EMD which is automatically issued during the exchange/reissue process.

How GEM is working at the time being

- The first, second or subsequent exchange before departure – the Fare calculation is created based on the entry **>FQ<**.
- The first, second or subsequent reissue after departure – the Fare calculation is created based on the entry with the original ticketing date **>FQ.Tddmmmyy<**.
- If the desired Fare calculation is not returned using the entries above, GEM offers more FQ options for automatic calculation such as **>FQ.Hddmmmyy<**, **>FQ@Fare basis<** or the possibility to add PTC (passenger type code – e.g. YTH for youth, SRC for senior citizen etc.) or account code in case of private Fares filed by the carriers.
  >FQ.Hddmmmyy< = pricing with the fare valid on the date entered and current taxes.
  >FQ@Fare basis< = pricing with current fare and taxes, specified fare basis used – for explanation see page 12.
- GEM also offers some other options for manual calculation, such as "involuntary rerouting" or "manual mask" which can be used by the agent to store the Fare completely manually but without using cryptic entries.
- For exchanges before departure the original PNR with ticket number or new PNR without ticket number can be used.
- Filed Fare is stored and prepared for exchange/reissue automatically.
- Filed Fare already stored in PNR can be used as well.
- There are 3 ways how to collect a penalty:
  – as a tax
  - to the Fare as Q surcharge in Fare calculation
  - on EMD – SVC element is created and EMD is automatically issued during the exchange/reissue process.

- The exchange mask is created automatically and can be modified by the agent.

- GEM is checking the name of passenger in PNR with the name of passenger on the original ticket and if it doesn't match, warning message is displayed.
- The exchange/reissue of IT tickets – see example later of this manual.

Important to remember

- The revised itinerary must be booked to the corresponding booking classes. GEM is not using >FQBB< transaction.
- In case of exchange before departure (>FQ< entry) ticketing time limit or advanced purchase period (ADVP) have to be observed depending on the conditions described in Category 5 of the appropriate Fare used. If these conditions are not met, the system response is NO VALID FARES. In such a case GEM is trying to receive the Fare calculation using the entry >FQT< which ignores PNR creation date or the agent can choose another FQ option in order to store the desired Fare.
- Filed Fare has to be stored for each passenger separately. GEM has the ability to copy the data from already created Filed Fare for the first passenger to the masks for other passengers having the same Fare and PTC (passenger type code) in order for the agent not to repeat the process for each passenger separately.
- The PNR may not be retrieved from Queues in case of exchange/reissue tickets for non IATA travel agencies. In such a case the PNR has to be kept on queues and reopened separately (*RECLOC).
- New endorsement message, if filed with the Fare, is automatically stored and the agent can modify it or add the important notice. Each message can be separated by dash (-) or dot (.). It is not possible to use asterisk (*) or slash (/). The slash from the endorsement automatically stored is changed to dash.
- In case of reissue of partly used ticket (after departure) all segments including those already flown must be marked in order the ticket to be recalculated from the origin.
- The exchange/reissue of IT tickets – the original Fare and/or Equivalent has to be entered manually by the agent in step 2 after "Calculate" command because GEM cannot read the Fare and/or Equivalent from the original ticket.
- GEM is based on Internet Explorer and is working only in PCC which is set in the agent's computer as default, **in the screenshot below it is 73hj,** otherwise you can receive one of the following error responses:

Step 2. Fare calculation

Step 3. Comission and penalties

There was an error in current operation
SIGN IN
Press button below to start GEM from beginning.
We recommend you to remove created filed fare.
Open last executed command

Step 4. Exchange mask

Start over

or

ACTION

Reissue (your calculation will...

Informative calculation only (y...

Select ticket

TICKET NUMBER

AMOUNT

GEM EXCHANGE AGREEMENT

There was an error in current operation
NO B.F. TO DISPLAY - CREATE OR RETRIEVE FIRST
Press button below to start GEM from beginning.
We recommend you to remove created filed fare.
Open last executed command

Start over

If you need to exchange/reissue ticket in another PCC you have to
- change setting of default PCC in your computer   or
- you can prepare the whole exchange/reissue in the default PCC, store Filed
  Fare and Exchange mask in PNR, then open this PNR in different PCC and issue
  new ticket using >TKP< entry only.

Host/Galileo Desktop TCP/IP Configuration

Connections

Default	Connection Name	Client ID
●	73hj	g73hja0j
○	79ye	G79YEA0U
○	Servicebureau	g5A5N02K

Edit...   New...   Copy...   Delete

OK   About

Global Exchange Manager in Smartpoint.

You can either use the entry **#GEM in "Quick commands"** or click on **GEM icon** (small or big one) shown in the toolbar.

If you cannot see your toolbar with GEM icon on the top, grab the Smarpoint window and drag it slightly downwards.

When you activate GEM using GEM icon, the Smartpoint window will be automatically hidden. Once the ticket is exchanged/reissued by Global Exchange Manager, **activate the Smartpoint by clicking on Smartpoint icon shown in the Toolbar on your desktop.**

When #GEM entry is used, the Smartpoint window stays open.

The entry #GEM can only be used when the latest GEM version is installed. For reinstallation use the following link: http://ftp.galileoczsk.cz/download/gem/gem_current.exe
During the installation both Galileo desktop and Smartpoint must be closed.

When you will use GEM for the first time after installation/reinstallation you might see the following warnings and all of them must be confirmed.

Follow the procedure step by step as shown below:

In order to continue with GEM processing you need to allow active X components in your browser.

For instruction see page 5 – 7 in GEM User Guide.

This webpage wants to run the following add-on: 'Viewpoint' from 'Travelport'.   What's the risk?   Allow ▾   ✕

Global Exchange Manager User Guide

You can access and save the GEM User Guide directly from GEM application clicking on "User manual" located in the right hand corner on the top.

Global Exchange Manager   User manual   Language: EN   RU

Step 1. Select tickets for reissue

TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
○ (Custom ticket number)				
● 1259902055879	28APR14	NEMCOVA/NIKOLA MRS	OPEN PRG → LHR / 12SEP / BA 853	7868CZK
			OPEN LHR → PRG / 20SEP / BA 862	

GEM in non IATA agencies - Selective access

GEM can be also used by non IATA agencies in case that the agency has selective access with an IATA agency – agreement 34 – on both sides and can display e-ticket.

Non IATA agency can calculate new ticket and prepare and store Filed fare and Exchange masks in PNR (the second option "Store the Fare" in Step 6 should be selected). IATA agency can only open the PNR and complete the exchange process using >TKP< entry.

```
PERMISSION DISPLAY:  1A2B
PSEUDO   AGR    CUSTOMIZER   EFFECTIVE   DISCONTINUE  AFFILIATE
CITY     NBR    IDENTIFIER   DATE        DATE
78YZ     34                  18DEC13     OPEN
ABC TRAVEL

PERMISSION DISPLAY:  78YZ
PSEUDO   AGR    CUSTOMIZER   EFFECTIVE   DISCONTINUE  AFFILIATE
CITY     NBR    IDENTIFIER   DATE        DATE
1A2B     34                  18DEC13     OPEN
ROYAL TRAVEL
```

With the GEM development the layout of some fields can be changed but the functionality remains the same.

Startup message

The startup message can be displayed at the beginning of step 1 and will be used to advise GEM users important information or new updates.
When you click on "OK" you will be able to work with GEM as usual.
When you click on "Hide for a day" button, then the startup message will be returned only once per day.

Terms of Service

Terms and Conditions valid for GEM have been added to the application and can be displayed by clicking on *Terms of Service* at the end of step 1:

EXCHANGE PROCEDURE

Original ticket:
```
TKT: 074 9901 704614     NAME: VANECKOVA/SARKAMISS
 CC: AX373900000000000
ISSUED: 02OCT12          FOP:AX373900000000000-123456
PSEUDO: 79YE  PLATING CARRIER: KL  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B       FARE   CPN
   ARPT KL 3122  L  10MAR PRGAMS  1715 OK NPRCZ            1
                                       NVB10MAR NVA10MAR
   OPEN KL  809  N  10MAR AMSKUL  2050 OK NPRCZ            2
                                       NVB10MAR NVA10MAR
   ARPT KL 4102  N  20MAR KULAMS  2359 OK NPRCZ            3
                                       NVB20MAR NVA20MAR
   ARPT KL 3121  L  21MAR AMSPRG  0925 OK NPRCZ            4
                                       NVB21MAR NVA21MAR
FARE CZK   13074 TAX    525 CZ TAX    370 CJ TAX  10411 XT
TOTAL CZK   24380
    NON ENDO//FARE RSTR COULD APPLY
PRG KL X/AMS KL KUL 234.88 KL X/AMS KL PRG Q200.00
234.88 NUC669.76END ROE19.5204 XT 336RN102VV407MY95
66YR
RLOC 1G VHPWSK    1A ZFR8Y2
```

Changed itinerary:
```
VHPWSK/28 BRQNT MTRG128 AG 99999992 02OCT
  1.1VANECKOVA/SARKAMISS
 1. KL 1358 L  15MAR PRGAMS HK1  1825   2000  O*      E FR  3
 2. KL  809 Q  15MAR AMSKUL HK1  2050  #1545  O*      E FR  3
 3. KL  810 L  30MAR KULAMS HK1  2345  #0655  O*      E SA  2
 4. KL 1351 L  31MAR AMSPRG HK1  0755   0925  O*      E SU  2
```

Step 1 – Get started

Select an action to perform
GEM can be used either for **informative calculation** of the changed itinerary to specify the additional collection if any or for real **reissue**. If the "Reissue" option is used, it is necessary to store new segments in the PNR, it means to close the PNR with new segments before activating GEM.

When "Informative calculation only" option is selected, it is not necessary to store new segments in the PNR. PNR needn't be closed after adding new segments and they are ignored when the calculation is done - see example in chapter *Informative calculation.*

Reissue option is always set as a default.

Select ticket
Select ticket to be exchanged / reissued. If ticket number (*HTE) is not present in PNR, enter ticket number in the appropriate box.

When selected press "Next" button located lower left.

Step 2 – New Fare quote

There are 2 options:

```
1/ request new Fare – if selected – Filed Fare cannot be stored in PNR before.
2/ use already stored Filed Fare
```


or

When no Filed Fare is present in PNR, there is only one option available –
New fare quote.

New fare quote
There are several options there:
FQ calculation = calculation done automatically by the host (Galileo):
Select the passenger name, segments and **FQ option.**
- **Before departure (FQ)** for totally unused tickets
- **After departure (FQ.T)** for partly used tickets – select also flown sectors in order the whole ticket to be recalculated from the point of origin using the original ticketing date.
- **FQ with option** (FQ@Fare basis) - enter required Fare basis on each segment. It can also be used for already flown sectors when the whole ticket including flown sectors needs to be upgraded to higher Fare – see the example below:
- **FQ.H** – can be used in special case only. The system applies the original Fare valid at the date when ticket was issued but current taxes.

Enter **account code** used for private Fares, **PTC** (passenger type code – YTH/SRC etc. if needed or **currency modifier** if the Filed Fare should be stored in other currency (e.g. **FQ:USD**). The last field "**OPTIONAL FQ MODIFIER**" can be used for other pricing modifiers, such as **ACC** in case of accompanied child booked in a separate PNR, **stopover/non-stopover or fare breakpoint indicator** used in case that stopover, transfer or fare breakpoint need to be changed or **private fare / net fare selection** (:P / :C).

The other options like "Involuntary rerouting", "HFF quote" and "Manual" are explained in the next chapter.

Segments (select all segments) – segments can be selected one by one or all segments together clicking on "select all segments".

FQ with options
Fare basis should be entered for each sector.

Fare basis validation check

Warning message displayed by GEM in case when Fare basis is entered next to the segments – options "After departure" or "FQ with option".

When Fare basis is entered next to the segments, the system validates the appropriate Fare rule applicable for each Fare component and returns the warning message. If all conditions are met, the returned warning message is **RULE VALIDATION MET**. If some condition(s) is not met, the system displays the warning message related to the condition(s) which is not met (the itinerary of the first Fare component doesn't correspond to the permitted routing in the example above).

In this example ADVP – advanced purchase - for the first Fare components (outbound) is not met and booking class used in the second Fare component (inbound) is not correct.

If such warning message is returned, the agent has to check the Fare rule(s) and if he/she decides to continue with GEM, it is on his/her responsibility.

The original example continues:

When selection is done press "Calculate" button located lower left.

GEM starts to calculate new Fare including taxes. The original Fare, Equivalent and taxes are compared with the new Fare, Equivalent and taxes and the difference is displayed in the fourth column. If the new tax is higher and the agent agrees, the difference in tax will be automatically collected as a new tax even if it would be very small amount. If the new tax is lower or the same, there will be zero (0) difference in the column for "Additional collection". The tax amount displayed in the fourth column as well as the Fare or Equivalent displayed in the third column (FARE VALUE) can be modified by the agent.

If the agent doesn't want to collect 1 CZK as ADC for tax MY, he/she can change it to zero manually on his/her responsibility and the Total ADC is automatically changed as well.

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	525	525	0
CJ	370	376	6
RN	336	344	8
VV	102	104	2
MY	407	408	0
YR	9566	9754	188
FARE	13074	15270	2196
Total:			2400

Automatic calculation may be inaccurate. We recommend you to check it manually.

The agent can check the new Filed Fare stored against the original ticket by clicking on the world "**check**".

Ticket / Fare comparison screen

When agreed press "**Next**" button located lower left.
If the agent doesn't agree with the Fare calculation it is possible to stop the exchange/reissue process by pressing "**Cancel**" button located lower right. Then the agent has to decide if the Filed Fare already stored should have been removed or not. The recommendation is to remove the stored Fare and start once again from the beginning.

Do you want to cancel reissue?

[Yes, remove filed fare] [Yes, keep filed fare] [No]

When "Next" button is pressed GEM can continue with Step 3.

Step 3 - Penalty, Commission, Tour code, IT/BT.

There are 5 possibilities how to collect the applicable penalty – EMD / MCO / new tax / to the Fare as Q surcharge and one more – no penalty (Absent). By clicking on one of these 5 options the additional fields are displayed where the relevant information has to be entered.

No penalty collected

("Absent" radio button should be marked).

Penalty collected on EMD (Electronic Miscellaneous Document)

RFI CODE – D used for fees and charges (financial impact) is automatically added
RFI SUBCODE – for example 992 or that one required by the carrier for penalty is automatically added by GEM
CURRENCY – local currency, can be changed to EUR or USD if necessary
AMOUNT - penalty amount in local currency
FEE DESCRIPTION – free text – the default can be modified by the agent
EMD FOP - Cash, Invoice or Other EMD FOP. "Other EMD FOP" is mostly used for payment by credit card. In this case CC number, expiry date, occasionally approval code should be entered in the next field.
EMD TAX NAME (OPTIONAL) and **EMD TAX AMOUNT** (OPTIONAL) is used for tax applied to the penalty. It is used in some countries where VAT (value added tax) for penalty must be calculated. When the VAT is not collected these boxes will stay empty.
ACTION ON EMD ISSUE - Print locally x Email to
EMD can be printed locally on the itinerary printer or sent by e-mail, if the e-mail address has been entered in MT element before the exchange/reissue is done. If more than one e-mail address is entered, the agent can select which address is used.

Step 3. Comission and penalties

PENALTY

○ Absent

● EMD

Note: Please take into account EMD for this carrier may not be activated in system for your market.

EMD TEMPLATE

○ Manual ● REBOOKING FEE

RFI CODE	RFI SUBCODE	CURRENCY	AMOUNT
D	993	CZK	2134

EMD TAX NAME (OPTIONAL)	EMD TAX AMOUNT (OPTIONAL)
UO	100

FEE DESCRIPTION	EMD FOP	
REBOOKING FEE	Cash ▾	(For example: VI1234567890*D1219)

ACTION ON EMD ISSUE

○ Print locally   ● Email to: MISA.KLIMOVA@CENTRUM.CZ ▾

○ Tax

○ Q-Surcharge

When EMD for that carrier has not been activated on your market yet, EMD will not be issued.

SVC element is automatically created by GEM and added to PNR:

```
25JF66/28 BRQNT MTRG128 AG 99999992 21MAR
  1.1SVIKOVA/NICOLMS
1. BA  853 S  11SEP PRGLHR HK1  0830   0935  O*       E WE
2. BA  193 N  11SEP LHRDFW HK1  1155   1550  O*       E WE
3. BA 5125 N  11SEP DFWYYC HK1  1940   2225  O*       E WE
        OPERATED BY AMERICAN AIRLINES
4. AA 5139 N  20SEP YYCORD HK1  1600   2013  O*       E FR
        OPERATED BY WESTJET
5. BA 1547 N  20SEP ORDLHR HK1  2145  #1125  O*       E FR
6. BA  856 S  21SEP LHRPRG HK1  1600   1900  O*       E SA
7. SVC BA HI1  PRG 23SEP-D/992/CHANGE FEE/NM-1SVIKOVA/NICOLMS/1
   259991002570C1/2510/CZK
```

Penalty collected as a tax

TAX TYPE – 2 letter tax code such as DU / XP / OB etc.
VALUE – the amount in local currency

Penalty collected to the Fare as Q surcharge shown in the Fare calculation

See the example later of this manual.

Penalty must be converted to the local currency using today's BSR first.
Then the amount in local currency must be converted to NUC using today's IROE (for reissues after departure using ROE valid on the date of ticket issue).
Fare calculation must be modified manually and the penalty in NUC added as Q surcharge.
The new NUC total must be converted to local currency using today's ROE (for reissues after departure using ROE valid on the date of ticket issue) and the Fare amount manually changed – see the example later in this manual.

The other fields shown on this page:

ENDORSEMENT is copied from the new Filed Fare if any and can be added or modified by the agent. Each message can be separated by dash (-) or dot (.). It is not possible to use asterisk (*) or slash (/). The slash from the endorsement automatically stored is changed to dash.

COMMISSION is set in percentage to zero (0) by default and can be modified by the agent to specific percentage or to specific amount if necessary.

TOUR CODE if shown on the original ticket should be added by the agent or it is automatically added in case of private Fare.

IT or **BT** can be marked if the new ticket should be issued with IT or BT in the Fare box.

ORIGINAL FOP CC NUMBER (OFP FIELD)/ EXPIRATION DATE – When the original ticket was paid by credit card, the OFP element (original form of payment) has to be entered due to subsequent refund to this credit card. If the credit card number is masked, the agent has to enter the correct CC number into the OFP field and add credit card expiry date preceding by *D into "Expiration date" field in order for GEM to use OFP element automatically.

When all necessary data are entered press "Next" button located lower left.

Example continues – penalty collected on EMD paid by credit card, endorsement massage added, original FOP was credit card (OFP element displayed and the Expiry date has to be added).

Step 3. Comission and penalties

PENALTY

○ Absent

● EMD

Note: Please take into account EMD for this carrier may not be activated in system for your market.

EMD TEMPLATE

○ Manual ● REBOOKING FEE

RFI CODE	RFI SUBCODE	CURRENCY	AMOUNT
D	992	CZK	4713

EMD TAX NAME (OPTIONAL)   **EMD TAX AMOUNT (OPTIONAL)**

FEE DESCRIPTION   **EMD FOP**

REBOOKING FEE   Cash ▾   (For example: VI1234567890*D1219)

ACTION ON EMD ISSUE

● Print locally   ○ Email to: No emails available ▾

○ Tax

○ Q-Surcharge

ENDORSEMENT

NONREFUNDABLE RESTRICTIONS APPLY

COMMISSION   **TOUR ...**   ...T/BT

Percents ▾ 0   ● None ○ IT ○ BT

ORIGINAL FOP CC NUMBER (OFP FIELD)   **EXPIRATION DATE (...YY)**

AX373900000000000   1215

Enter correct CC number

Enter expiry date

Step 4 - Exchange mask

Mostly nothing needs to be added or modified by the agent. Paid taxes are shown separately, only in case when there are more than 8 on the original ticket, they are included in XT. Originally paid taxes can be modified or deleted by the agent if necessary.

It is necessary to specify Form of payment used for difference collected on the ticket. It is possible to use multiple forms of payment, maximum 3 FOPs. Cash is selected as a default.

Step 5 – Fare copying

Now the agent can copy the already created Filed Fare and Exchange mask stored for the first passenger to other passengers having the same Fare and PTC (passenger type code). If there is only 1 passenger in the PNR this step is skipped and GEM immediately continues with step 6. The example with the explanation how to copy the mask is described later on.

Step 6 – Ticket print

The agent can do the last check before new ticket is issued by clicking on "**check**."

When checked, the agent can issue new ticket together with EMD if "**Print selected tickets**" option is marked or to choose the option "**Store the fare and start over**" and issue ticket(s) later using >TKP< entry.

The agent is able to add **optional print modifiers** like DTD / DID / DAD / DTDID / DTDAD etc. in **PRINT COMMAND** box.

This field can also be used for ticket modifiers e.g. in case of net remit (NF / NR etc.) – the whole example has been added to GEM Used Guide – page 81.

!!! To "Store the fare and start over" is not recommended in case of penalty collected on EMD because then EMD will not be issued automatically with the new ticket but must be issued manually by the agent using the entry: EMDI/IC………

When selected, press "Next" button located lower left and new ticket together with EMD is issued.

New ticket:

```
TKT: 074 9901 730369     NAME: VANECKOVA/SARKAMISS
 CC: AX373900000000000
ISSUED: 24NOV12           FOP:AX373900000000000-24/MISC
PSEUDO: 79YE  PLATING CARRIER: KL  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE    CPN
   OPEN KL 1358  L  15MAR PRGAMS  1825 OK QLSRCZ             1
                                        NVB15MAR NVA15MAR
   OPEN KL  809  Q  15MAR AMSKUL  2050 OK QLSRCZ             2
                                        NVB15MAR NVA15MAR
   OPEN KL  810  L  30MAR KULAMS  2345 OK LLSRCZ             3
                                        NVB30MAR NVA30MAR
   OPEN KL 1351  L  31MAR AMSPRG  0755 OK LLSRCZ             4
                                        NVB31MAR NVA31MAR
FARE CZK   15270 TAX   11306 XT TAX      6 CJ TAX     198 XT
TOTAL CZK   2400A
   NON ENDO- FARE RSTR COULD/APPLY-PENALTY COLLECTED ON/MCO
PRG KL X/AMS KL KUL 346.30QLSRCZ KL X/AMS KL PRG 43
5.95LLSRCZ NUC782.25END ROE19.5204 XT CZK8RN CZK2VV
 CZK188YR PD525CZ PD370CJ PD336RN PD102VV PD407MY P
D9566YR
EXCHANGED FOR: 0749901704614
ORIGINAL ISSUE: 0749901704614PRG02OCT1299999992
RLOC 1G VHPWSK    1A ZFR8Y2
```

EMD issued:

```
1259992059187     VANECKOVA/SARKAMISS 78NGBW/1G/79YE 99999992
CPN RFISC    DESCRIPTION        VALUE        DATE    STATUS
 1  D-992  DATE CHNG FEE       CZK    2510            USED
          EMD DOCUMENT TOTAL:  CZK    2510
>EMD DETAIL DISPLAY       ·
>EMD VOID                 ·.
>EMD REFUND               ·.
```

When the exchange/reissue process is rejected by the system (Galileo), such or similar warning message – red one - is returned. The agent can check the reason by clicking on "Open last executed command" and start from the beginning using another FQ option when "Start over" button is pressed.

Such or similar message is displayed in case that GEM needs to add or correct some additional information.

Please confirm exchanging name difference in ticket(HAUZROVA/DANIELAMS) and fare(HAUZROVA/DANIELAMRS)

[Confirm]   [Cancel]

or

Please check credit card information
Open last executed command

[OK]

<u>**With the GEM development the layout of some fields can be changed but the functionality remains the same.**</u>

See specific examples of correct application in next chapter:

INFORMATIVE CALCULATION

Original ticket partly used – after departure:
```
TKT: 125 5299 308622-623 NAME: KUCHAROVA/MICHALAMS
 PH: 421 090 488 1552
ISSUED: 07NOV14          FOP:CASH
PSEUDO: 6K67  PLATING CARRIER: BA  ISO: SK  IATA: 78320970
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   USED BA  699  K   02JAN VIELHR  0755 OK KLWE1EU          1
                                           NVB02JAN NVA02JAN
   EXCH BA 1528  K   02JAN LHRMIA  1105 OK KLWE1EU          2
                                           NVB02JAN NVA02JAN
   EXCH BA 5257  K   02JAN MIAATL  1820 OK KLWE1EU          3
                                           NVB02JAN NVA02JAN
   OPEN BA  226  N   23MAY ATLLHR  2130 OK NLWE2EU          4
                                           NVB23MAY NVA23MAY
----623----
   OPEN BA  704  S   24MAY LHRVIE  1455 OK NLWE2EU          1
                                           NVB24MAY NVA24MAY
FARE EUR   439.00 TAX      7.75AT TAX   402.17XT TAX
TOTAL EUR   848.92
   RESTRICTIONS APPLY/NONREFUNDABLE
VIE BA X/LON BA X/MIA BA ATL M368.54 BA X/LON BA VI
E M200.13 NUC568.67END XT 35.00QD18.28ZY74.35UB8.96
AY27.98US4.00XA5.60XY4.40YC220.00YQ3.60XF
RLOC 1G 55F8KQ    1A 54NEVP
```

New segments added to the existing PNR:
```
55F8KQ/WS BRQOU 6CA3GWS AG 78320675 07NOV
  1.1KUCHAROVA/MICHALAMS
 5. BA  226 N  18MAY ATLLHR HS1  2200  #1110  O        E MO  1  ← new segment
 6. BA  704 S  19MAY LHRVIE HS1  1455   1810  O        E TU  1  ← new segment
 7.    ARNK
 8. BA  226 N  23MAY ATLLHR TK1  2200  #1110  O*       E SA
 9. BA  704 S  24MAY LHRVIE HK1  1455   1810  O*       E SU
```

When "Informative calculation only" option is selected, it is not necessary to store the new segments in the PNR. PNR needn't be closed after adding new segments and they are ignored when the calculation is done.

It is necessary to select relevant flown segments and new segments added for calculation purposes only.

Calculation type

○ Before departure (**FQ**)   If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.

● After departure (**FQ.T**)

○ FQ with options   FQ/P1/S1.2.4.5.6/ [   ]

○ FQ.H

Fare calculation date

[07NOV14]

Additional options

ACCOUNT CODE	PTC	CURRENCY	OPTIONAL FQ MODIFIER
[ ]	[ADT]	[ ]	[ ]

[Calculate]

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
AT	7.75	7.75	0.00
QD	35.00	35.00	0.00
ZY	18.28	18.28	0.00
UB	74.35	74.35	0.00
AY	8.96	8.96	0.00
US	27.98	27.98	0.00
XA	4.00	4.00	0.00
XY	5.60	5.60	0.00
YC	4.40	4.40	0.00
YQ	220.00	220.00	0.00
XF	3.60	3.60	0.00
FARE	439.00	424.00	0.00
Total:			0.00

☑ Automatic calculation may be inaccurate. We recommend you to **check** it manually.

☑ Automatic calculation may be inaccurate. We recommend you to **check** it manually.

Ticket

```
OPEN BA   228  N  23MAY AILHR   2130 OK NLWE2EU          4
                                  NVB23MAY NVA23MAY
----623----
   OPEN BA   704  S  24MAY LHRVIE   1455 OK NLWE2EU          1
                                  NVB24MAY NVA24MAY

FARE EUR    439.00 TAX      7.75AT TAX    402.17XT TAX
TOTAL EUR    848.92
   RESTRICTIONS APPLY/NONREFUNDABLE

VIE BA X/LON BA X/MIA BA ATL M368.54 BA X/LON BA VI
E M200.13 NUC568.67END XT 35.00QD18.28ZY74.35UB8.96
AY27.98US4.00XA5.60XY4.40YC220.00YQ3.60XF
PLOC 1G 55F8KO    1A 54NFVD
```

Fare

```
P1  KUCHAROVA/MICHALAMS      ADT   M         EUR  833.92
VIE BA X/LON BA X/MIA BA ATL M368.54 BA X/LON BA VIE M180.70
UC549.24END ROE0.771963   XF 3.60ATL 4.5
FARE EUR424.00 TAX 7.75AT TAX 35.00QD TAX 18.28ZY TAX 74.35UB
TAX 8.96AY TAX 27.98US TAX 4.00XA TAX 3.60XF TAX 5.60XY
TAX 4.40YC TAX 220.00YQ TOT EUR833.92
                ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
S1   FB-KLWE1EU
     BG-1PC  NB-02JAN     NA-02JAN
S2   FB-KLWE1EU
     BG-1PC  NB-02JAN     NA-02JAN
S4   FB-KLWE1EU
     BG-1PC  NB-02JAN     NA-02JAN
```

Cancel

When the option "Informative calculation only" is selected, the agent has to stop the reissue process (Cancel button) after the new calculation is returned by GEM at the end of step 2.
The agent has 2 possibilities:
1/ remove filed fare – when this option is used, Filed Fare together with new segments are deleted.

Do you want to cancel reissue?

Yes, remove filed fare   Yes, keep filed fare   No

2/ keep filed fare – when this option is used, Filed Fare together with new segments are stored in PNR.

EXCHANGE/REISSUE SCENARIOUS

Reissue after departure

Global Exchange Manager

Step 1. Get started

Select an action to perform

ACTION

◉ Reissue (your calculation will be saved and you will be able to issue ticket)

○ Informative calculation only (your calculation will not be saved)

Select ticket

	TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS		AMOUNT
○	(Custom ticket number)					
◉	2202280482903	27SEP12	VODAK/MARTIN MR	OPEN	PEK → MUC / 20NOV / LH 723	NO ADC
	2202280455698			OPEN	MUC → PRG / 16NOV / LH 1696	
○	2202280455698	31AUG12	VODAK/MARTIN MR	USED		29814CZK

GEM EXCHANGE AGREEMENT

☑ I confirm I have checked all Fares and Fare rules applied to the original ticket – Category 16.

SEGMENT

☑ 1. Flown segment

☑ 2. Flown segment

☑ 3. PEK → MUC / 20NOV / LH 723 / U

☑ 4. MUC → PRG / 20NOV / LH 1696 / U

> Flown sectors must be always marked due to repricing of the entire journey.

Calculation type

○ Before departure (FQ)

◉ After departure (FQ.T)

○ FQ with options   FQ/P1/S1.2.3.4/ [   ]

○ FQ.H

Fare calculation date

[31AUG12]

> Original ticket issuance date – can be changed if necessary.

Additional options

ACCOUNT CODE	PTC	CURRENCY
[ ]	[ ]	[ ]

When already flown segment is not marked by the agent, which is not the correct procedure, GEM returns warning message see example below:

Original ticket – partly used – segment MOWPRG already flown:
```
TKT: 064 4869 666554      NAME: KARAVAEV/VIACHESLAVMR
ISSUED: 24JUN14           FOP:INVOICE
PSEUDO: 5C0L  PLATING CARRIER: OK  ISO: CZ  IATA: 15200054
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
  USED OK 4903  Q   27JUN SVOPRG  1125 OK QSTDRU             1
                                         NVB27JUN NVA27JUN
  OPEN OK  894  Q   06OCT PRGSVO  1150 OK QSTDRU             2
                                         NVB06OCT NVA06OCT
FARE EUR   229.00 TAX       583CZ TAX       390RI TAX    2099XT
TOTAL CZK     9482
EQUIV CZK     6410
   FARE RESTRICTIONS APPLY
MOW OK PRG 158.04 OK MOW 158.04 NUC316.08END ROE0.7
24488 XT 139UH1960YQ
RLOC 1G MNPFFU    1A 8CFGIP
```

Changed PNR:
```
MNPFFU/IO OSROU 5C0LIO  AG 15200054 23JUN
  1.1KARAVAEV/VIACHESLAVMR
 2. OK  894 Q  06OCT PRGSVO HK1  1150   1625  O*       E MO
 3.     ARNK
 4. OK  894 Q  10OCT PRGSVO HK1  1150   1625  O*       E FR  ← new segment
```

Following warning message is returned by GEM:

> You have not selected FLOWN segments in your booking. It may affect
> Past Date Fare Quote process. You can get back and select FLOWN
> segments or proceed without changes.
>
> Get back   Proceed

The agent is able to go back (Get back) and mark flown segment(s) correctly or to continue (Proceed) because it was his/her intend.

SEGMENT	FARE BASIS
☑ 1. FLOWN HK1 SVO → PRG / 27JUN / OK 4903 / Q	
☐ 2. ACTIVE HK1 PRG → SVO / 06OCT / OK 894 / Q	
☑ 4. ACTIVE HK1 PRG → SVO / 10OCT / OK 894 / Q	

Calculation type

○ Before departure (FQ)   If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.

● After departure (FQ.T)

○ FQ with options   FQ/P1/S1.4/

○ FQ.H

Fare calculation date

24JUN14

Reissue after departure, upgrade of already flown sectors – FQ with option:

Original Fare basis of already flown sectors PRG-PAR-BOD was **ESR6CZ which** has to be upgraded to **TWKCZ** fare due to conditions of the appropriate Fare. In such a case "FQ with option" functionality should be selected and required Fare basis should be entered into the appropriate fields for each segment.

Penalty collected to the Fare as Q surcharge

Original ticket:
```
TKT: 075 9901 672448     NAME: KLIMOVA/MISAMRS
ISSUED: 16AUG12          FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: IB  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B       FARE   CPN
   OPEN IB 5780  L  15OCT PRGBCN  1505 OK LRTNVY          1
                                          NVB15OCT NVA15OCT
   OPEN IB 7880  K  25OCT BCNPRG  1645 OK KCZEU           2
                                          NVB25OCT NVA25OCT
FARE CZK    7591 TAX     525 CZ TAX     359 JD TAX   2020 XT
TOTAL CZK   10495
   21 NOEND/CHGS REST/NON REF/RESTRICTION APPLY/22 NOEND/CGS-REF
    RESTRICT
PRG IB BCN 135.12 IB PRG 235.47 NUC370.59END ROE20.
4816 XT 99QV1921YQ
RLOC 1G XMSZ2K    1A 6FAOMA
```

According to the Rule applicable to KCZEU Fare penalty of EUR 50.00 should be collected.
```
FN*28/16
028 PRGBCN 15OCT12 IB CZK    9646 KCZEU    STAY- V/12MBK-K
16. PENALTIES
WITHIN EUROPE FOR K- TYPE FARES
CHANGES
    ANY TIME
       CHARGE EUR 50.00 FOR REISSUE/REVALIDATION.
```

Penalty in EUR must be converted to CZK – country of exchange/reissue using today's BSR first:
```
>FZSEUR50CZK
RATES LAST UPDATED 16AUG 07:00 AM
EQU CZK1281
BANK SELLING RATE  1EUR EQUALS  25.61      CZK
```

The amount in CZK must be converted to NUC using today's IROE (for reissues after departure using ROE valid on the date of ticket issue):
```
>FZICZK1281NUC
RATES LAST UPDATED 26JUL 00:47 AM
EQU NUC62.54      ROE  20.4816   LCL CURR DIVIDED BY ROE
```

Fare calculation must be modified manually as follows:
PRG IB BCN 135.12 IB PRG **Q62.54** 235.47 **NUC433.13**

The new NUC total must be converted to CZK using today's ROE (for reissues after departure using ROE valid on the date of ticket issue) and the Fare amount manually changed:

```
>FZINUC433.13CZK
RATES LAST UPDATED 16AUG 00:47 AM
EQU CZK8872      ROE  20.4816   NUC RATE MULTIPLIED BY ROE
```

Step 3:

New ticket:
```
TKT: 075 9901 672468      NAME: KLIMOVA/MISAMRS
ISSUED: 16AUG12           FOP:CASH/CASH
PSEUDO: 79YE  PLATING CARRIER: IB  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B         FARE    CPN
   OPEN IB 5780  L  15OCT PRGBCN  1505 OK LRTNVY              1
                                        NVB15OCT NVA15OCT
   OPEN IB 5779  K  22OCT BCNPRG  1205 OK KCZEU               2
                                        NVB22OCT NVA22OCT
FARE CZK    8872 TAX    525 CZ TAX    359 JD TAX   2020 XT
TOTAL CZK   1281A
   21 NOEND/CHGS REST/NON REF/RESTRICTION APPLY/22 NOEND/CGS-REF
     RESTRICT
PRG IB BCN 135.12 IB PRG Q62.54 235.47 NUC433.13END
 ROE20.4816 XT PD99QV PD1921YQ
EXCHANGED FOR: 0759901672448
ORIGINAL ISSUE: 0759901672448PRG16AUG1299999992
RLOC 1G XMSZ2K    1A 6FAOMA
```

Penalty collected to the Fare in case of IT/BT ticket

Step 3:
As the private Fare cannot be modified by the agent (changes in Fare and/or Equivalent are not allowed), the Filed Fare mask must be manually built by GEM and **IT/BT box is ticked automatically**. This will ensure that the Fare, Equivalent and NUC amounts in the Fare calculation are not shown on the ticket but only as IT/BT. A penalty as Q surcharge is not shown in the Fare calculation as well. Therefore it is better to mention it in the endorsement box.

Private Fare with account code issued as BT – reissue after departure

Original ticket:

```
TKT: 176 3905 721128      NAME: KOUBA/JANMR
ISSUED: 09APR13           FOP:INVOICE
PSEUDO: 5C0L  PLATING CARRIER: EK  ISO: CZ  IATA: 15200054
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B       FARE   CPN
   USED EK 0140  B  12APR PRGDXB  1600 OK BLE1YCZ1/GLI3     1
   USED EK 0658  B  13APR DXBMLE  0325 OK BLE1YCZ1/GLI3     2
   OPEN EK 0653  B  09JUL MLEDXB  2300 OK BLE1YCZ1/GLI3     3
                                          NVB15APR
   OPEN EK 0139  B  10JUL DXBPRG  0905 OK BLE1YCZ1/GLI3     4
                                          NVB15APR
FARE           BT TAX    565 CZ TAX    380 BQ TAX
TOTAL          BT
   NON-END/SKYWARDS SAVER WP/35932/DTE CHG FOC/CANX     40/NO
   SHOW CZK10280
PRG EK X/DXB EK MLE Q39.10 M/BT EK X/DXB EK PRG Q39
.10 M/BT END ROE19.6078
TOUR CODE ZZGLI3ZZ
RLOC 1G NF49SC    EK FIETFF
```

Changed itinerary:

```
ZJGHFW/IO OSROU 5C0LIO  AG 15200054 27MAY
  1.1KOUBA/JANMR
 3. EK  653 B  21AUG MLEDXB HK1  2300  #0200  O*      E WE  3
 4. EK  139 B  22AUG DXBPRG HK1  0905   1325  O*      E TH  3
```

Segments (select all segments)

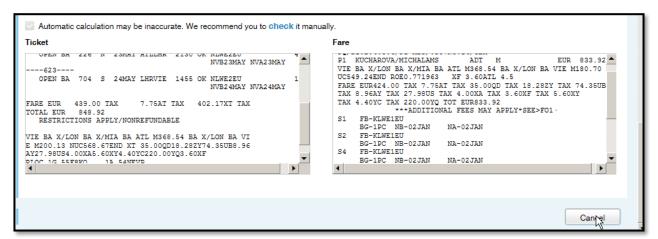| SEGMENT		MODIFIERS
☑ 1. FLOWN PRG → DXB / 12APR / EK 140 / B		
☑ 2. FLOWN DXB → MLE / 13APR / EK 658 / B		
☑ 3. ACTIVE MLE → DXB / 21AUG / EK 653 / B		
☑ 4. ACTIVE DXB → PRG / 22AUG / EK 139 / B		

Calculation type

○ Before departure (**FQ**)   If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.

◉ After departure (**FQ.T**)

○ FQ with options   FQ/P1/S1.2.3.4/

○ FQ.H

Fare calculation date

09APR13

Additional options

ACCOUNT CODE	PTC	CURRENCY	OPTIONAL FQ MODIFIER
GLI3 ←	ADT		

[Calculate]

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	565	565	0
BQ	380	380	0
FARE	?	21783	NaN
Total:			NaN

☑ Automatic calculation may be inaccurate. We recommend you to check it manually.

GEM is not able to read the Fare and the Equivalent from the original ticket because of IT/BT and therefore the Fare, respectively Equivalent must be added by the agent manually.

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	565	565	0
BQ	380	380	0
FARE	21783	21783	0
Total:			0

Automatic calculation may be inaccurate. We recommend you to **check** it manually.

Ticket

```
     OPEN EK 0139  B  10JUL DXBPRG  0905 OK BLE1YCZ1/GLI3
                                    NVB15APR

FARE            BT TAX     565 CZ TAX    380 BQ TAX
TOTAL           BT
   NON-END/SKYWARDS SAVER WP/35932/DTE CHG FOC/CANX       4
   SHOW CZK10280

PRG EK X/DXB EK MLE Q39.10 M/BT EK X/DXB EK PRG Q39
.10 M/BT END ROE19.6078
TOUR CODE ZZGLI3ZZ
PLOC 1G NF49SC    EK FIRTEE
```

Fare

```
FQ1  - S3-4                              AP 27MAY13 3
>FQ/S1.2.3.4/P1/.H09APR13/CEK-GLI3
 *** NET TICKET DATA EXISTS ***  >*NTD1·
 P1  KOUBA/JANMR           ADT   M           CZK   22
 PRG EK X/DXB EK MLE Q39.10 516.35 EK X/DXB EK PRG Q39.10 5
 5 NUC1110.90END ROE19.6078
 FARE CZK21783 TAX 565CZ TAX 380BQ TOT CZK22728
                    ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
 S3   FB-BLE1YCZ1/GLI3
      BG-30K  NB-15APR
 S4   FB-BLE1YCZ1/GLI3
      BG-30K  NB-15APR
```

Step 3. Comission and penalties

PENALTY

- ⦿ Absent
- ○ EMD
- ○ Tax
- ○ Q-Surcharge

ENDORSEMENT

NON-END/SKYWARDS SAVER WP 35932/DTE CHG FOC/CANX CZK 5140/NO SHOW CZK10280

COMMISSION	TOUR CODE	IT/BT
Percents ▾ 0	ZZGLI3ZZ	○ None ○ IT ⦿ BT

The Tour code is automatically added if filed by the carrier together with the private Fare.

Please confirm that you want to set BT modifier to this fare.

[Confirm] [Cancel]

The same is valid for commission. If private Fare is filed as IT/BT, IT or BT field will be marked automatically.

Please confirm the same tour code in ticket and fare (ZZGLI3ZZ).

Confirm   Cancel

Step 4. **Exchange mask**

TICKET NUMBER*	THRU	COUPON NUMBERS*
17639057211285	○ Yes ● No	02

COUPONS FOR TICKETS*

TICKET 1	TICKET 2	TICKET 3	TICKET 4
34			

PD TAXES*

565	CZ	380	BQ				

TTL VALUE*	ORIGINAL FOP*
CZK21783	INVOICE

Fields marked with asterisk (*) are required.

Steps 5 and 6 in this example would be completed as described in previous cases.

New ticket:
```
TKT: 176 3905 789359      NAME: KOUBA/JANMR
ISSUED: 28MAY13           FOP:MISC
PSEUDO: 5C0L  PLATING CARRIER: EK  ISO: CZ  IATA: 15200054
    USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE    CPN
    OPEN EK 0653  B   21AUG MLEDXB  2300 OK BLE1YCZ1/GLI3      1
                                            NVB15APR
    OPEN EK 0139  B   22AUG DXBPRG  0905 OK BLE1YCZ1/GLI3      2
                                            NVB15APR
FARE            BT TAX     565 CZ TAX    380 BQ TAX
TOTAL           BT
    NON-END/SKYWARDS SAVER/WP 35932/DTE CHG FOC/CANX/CZK 5140/NO
    SHOW CZK10280

PRG EK X/DXB EK MLE Q39.10 M/BT EK X/DXB EK PRG Q39
.10 M/BT END ROE19.6078
TOUR CODE ZZGLI3ZZ
EXCHANGED FOR: 1763905721128
ORIGINAL ISSUE: 1763905721128PRG09APR1315200054
RLOC 1G ZJGHFW    EK FIETFF
```

Reissue with Fare copy functionality

Filed Fare and Exchange mask can be copied for next passengers having the same PTC

Original tickets – 2 adult passengers – same Fare and same PTC:

```
TKT: 064 9901 828825     NAME: PREJZKOVA/ELISKAMISS
ISSUED: 18APR13          FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: OK  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B       FARE   CPN
   OPEN OK  190  S  10AUG PRGICN  1255 OK SLPROEU1          1
                                       NVB10AUG NVA10AUG
   ARPT KE  701  T  11AUG ICNNRT  0910 OK SLPROEU1          2
                                       NVB11AUG NVA11AUG
   ARPT KE  706  T  25AUG NRTICN  0925 OK SLPROEU1          3
                                       NVB25AUG NVA25AUG
   OPEN OK  191  S  25AUG ICNPRG  1245 OK SLPROEU1          4
                                       NVB25AUG NVA25AUG
FARE CZK   13000 TAX    565 CZ TAX    358 BP TAX   4361 XT
TOTAL CZK   18284
   FARE RESTRICTIONS APPLY
PRG OK X/SEL KE TYO 331.50 KE X/SEL OK PRG 331.50 N
UC663.00END ROE19.6078 XT 102OI415SW3844YQ
RLOC 1G XLZMX8    1A 2NNQZM




TKT: 064 9901 828826     NAME: STEFANOVA/BARBORAMISS
ISSUED: 18APR13          FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: OK  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B       FARE   CPN
   OPEN OK  190  S  10AUG PRGICN  1255 OK SLPROEU1          1
                                       NVB10AUG NVA10AUG
   ARPT KE  701  T  11AUG ICNNRT  0910 OK SLPROEU1          2
                                       NVB11AUG NVA11AUG
   ARPT KE  706  T  25AUG NRTICN  0925 OK SLPROEU1          3
                                       NVB25AUG NVA25AUG
   OPEN OK  191  S  25AUG ICNPRG  1245 OK SLPROEU1          4
                                       NVB25AUG NVA25AUG
FARE CZK   13000 TAX    565 CZ TAX    358 BP TAX   4361 XT
TOTAL CZK   18284
   FARE RESTRICTIONS APPLY
PRG OK X/SEL KE TYO 331.50 KE X/SEL OK PRG 331.50 N
UC663.00END ROE19.6078 XT 102OI415SW3844YQ
RLOC 1G XLZMX8    1A 2NNQZM
```

Changed itinerary:

```
XLZMX8/28 BRQNT MTRG128 AG 99999992 18APR
  1.1PREJZKOVA/ELISKAMISS   2.1STEFANOVA/BARBORAMISS
 1. OK  190  U  10SEP PRGICN HK2  1830  #1115  O        E TU
 2. KE  707  T  11SEP ICNNRT HK2  1705   1930  O        E WE
 3. KE  720  T  27SEP HNDICN HK2  0610   0835  O        E FR
 4. OK 4191  X  27SEP ICNPRG HK2  1245   1650  O        E FR
```

The mask for the first passenger should to be prepared as usual:

Step 1:

Step 2:

Step 2. Fare calculation

SELECT FARE QUOTE

⦿ New fare quote

| FQ calculation | Involuntary rerouting | HFF quote | Manual |

Passengers

⦿ 1. PREJZKOVA/ELISKA MISS

○ 2. STEFANOVA/BARBORA MISS

Segments (select all segments)

SEGMENT

☑ 1. `ACTIVE` PRG → ICN / 10SEP / OK 190 / U

☑ 2. `ACTIVE` ICN → NRT / 11SEP / KE 1 / T

☑ 3. `ACTIVE` HND → ICN / 27SEP / KE 720 / T

☑ 4. `ACTIVE` ICN → PRG / 27SEP / OK 4191 / X

Calculation type

⦿ Before departure (**FQ**)   If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.

○ After departure (**FQ.T**)

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	565	565	0
BP	358	340	0
OI	102	0	0
8W	415	410	0
YQ	3844	5460	1616
FARE	13000	22400	9400
Total:			11016

☑ Automatic calculation may be inaccurate. We recommend you to check it manually.

Step 3:

Step 3. Comission and penalties		
PENALTY		

○ Absent

○ EMD

● Tax

	TAX TYPE		VALUE
1.	DU		2000
2.			0

○ Q-Surcharge

ENDORSEMENT

FARE RESTRICTIONS APPLY

COMMISSION	TOUR CODE	IT/BT
Percents ▾ 0		● None ○ IT ○ BT

Step 4:

Step 4. Exchange mask			
TICKET NUMBER*	THRU	COUPON NUMBERS*	
06499018288254	○ Yes ● No	04	

COUPONS FOR TICKETS*

TICKET 1	TICKET 2	TICKET 3	TICKET 4
1234			

PD TAXES

565	CZ	358	BP	102	OI	415	SW
3844	YQ						

TTL VALUE*	ORIGINAL FOP*
CZK13000	S

Fields marked with asterisk (*) are required.

Step 4. Exchange mask		
FORM OF PAYMENT		**ADDITIONAL COLLECTION**
☑ Cash		3616 CZK
☑ Invoice / Credit card / Other: VI4444333322221111*D1215		9400 CZK
☐ Invoice / Credit card / Other:	(For example: VI1234567890*D1219)	0 CZK

Add collection required: 13016 CZK

Fields marked with asterisk (*) are required.

Step 5:

At this step the agent can copy already stored File Fare and Exchange mask created for the first passenger to other passengers having the same Fare and PTC (passenger type code – ADT/CNN/YTH etc.). It is necessary only to select correct passenger type and his ticket. If you don't need to use this functionality, you can just skip this step (press Next button) and continue to step 6.

Step 6:

All tickets can be exchanged just now or Filed Fare and Exchange mask for each passenger can be stored in the PNR and exchanged later.

Involuntary rerouting after departure

Original ticket:
```
TKT: 037 9473 665057-058 NAME: HAVLIN/VACLAVMR
ISSUED: 02JUL12          FOP:CASH
PSEUDO: 5C0L  PLATING CARRIER: US  ISO: CZ  IATA: 15200054
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   USED LO  381  S  26JUL WAWFRA  0630 OK WHNCPLLW          1
                                        NVB26JUL NVA26JUL
   USED US  703  W  26JUL FRAORD  1310 OK WHNCPLLW          2
                                        NVB26JUL NVA26JUL
   SUSP US 7537  W  26JUL ORDDTW  2130 OK WHNCPLLW          3
                                        NVB26JUL NVA26JUL
   OPEN US 1463  W  16JAN DTWPHL  1130 OK WHNCPLLW          4
                                        NVB16JAN NVA16JAN
----058----
   OPEN US  700  W  16JAN PHLFRA  1630 OK WHNCPLLW          1
                                        NVB16JAN NVA16JAN
   ARPT LO 0382  S  17JAN FRAWAW  0915 OK WHNCPLLW          2
                                        NVB17JAN NVA17JAN
FARE PLN 2715.00 TAX      5 ND TAX    372 XW TAX    3946 XT
TOTAL CZK   21146
EQUIV CZK   16823
   NO RFND/CHANGE FEE APPLIES
WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PH
L US X/FRA Q79.88 LO WAW M310.30 NUC780.36END ROE3.
47879 XT 338DE1014RA159AY704US106XA148XY116YC1266YQ
95XF PHL4.5
RLOC 1G N444F4    US E6VLRP
```

Changed itinerary:
```
3HF9- STELLA TRAVEL               BRQ
N444F4/LK OSROU 3HF9LK  AG 99999992 02JUL
  1.1HAVLIN/VACLAVMR
 4. US 1463 W  16JAN DTWPHL HK1  1130   1306  O*      WE
 5. US  728 W  16JAN PHLFRA HK1  1625  #0615  O*    E WE   ←
 6. LO  382 S  17JAN FRAWAW HK1  0915   1100  O*    E TH
```

The agent can use "**involuntary rerouting**" tab which creates Filed Fare manually based on the original ticket. **Involuntary Rerouting button works for all types of involuntary reissues.**

Manual mask is automatically updated with the data taken from the original ticket.

Only new segments should be marked because no recalculation is done. No stopover indicator "**X**" should be entered in the last column on the right side.

XF taxes

VALUE / CITY	VALUE / CITY	VALUE / CITY	VALUE / CITY
1. 4.5 / PHL	2. /	3. /	4. /
5. /	6. /	7. /	8. /

Calculation details

FARE	EQUIV	TOTAL	ROE
PLN 2715.00	CZK 16823	CZK 21146	

Additional information

Endorsement:

NO RFND/CHANGE FEE APPLIES

Fare construction:

Please check your HFF fare quote

Exceptionally Fare calculation and ROE must be added manually. It can be copied from the ticket displayed under the manual mask below:

FARE	EQUIV	TOTAL	ROE
PLN 2715.00	CZK 16823	CZK 21146	3.47879

Additional information

Endorsement:

INVOLUNTARY REISSUE DUE TO SCHEDULE CHANGE - NO RFND/CHANGE FEE APPLIES

Fare construction:

WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PHL US X/FRA Q79.88 LO WAW M310.30 NUC780.36

Please check your HFF fare quote

Ticket

```
TOTAL CZK   21146
EQUIV CZK   16823
    NO RFND/CHANGE FEE APPLIES


WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PH
L US X/FRA Q79.88 LO WAW M310.30 NUC780.36END ROE3.
47879 XT 338DE1014RA159AY704US106XA148XY116YC1266YQ
95XF PHL4.5
```

Fare

```
FQ1  - S1-6                              AP 02JU:
  P1  HAVLIN/VACLAVMR    ADT   G    E    0379473665057-05
         XF 95PHL 4.5
  FARE PLN2715.00 EQU CZK16823 TAX 5ND TAX 372XW TAX 33
  TAX 1014RA TAX 159AY TAX 704US TAX 106XA TAX 95XF TAX
  TAX 116YC TAX 1266YQ TOT CZK21146
  S1   FB-WHNCPLLW
```

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
ND	5	5	0
XW	372	372	0
DE	338	338	0
RA	1014	1014	0
AY	159	159	0
US	704	704	0
XA	106	106	0
XY	148	148	0
YC	116	116	0
YQ	1266	1266	0
XF	95	95	0
FARE	2715.00	2715.00	—
EQUIV	16823	16823	0
Total:			0

☑ Automatic calculation may be inaccurate. We recommend you to check it manually.

Ticket

```
 ARF1 LO 0382  S  17JAN FRAWAW  0915 OK WHNCPLLW
                                   NVB17JAN NVA17JAN
FARE PLN 2715.00 TAX      5 ND TAX    372 XW TAX    3946 XT
TOTAL CZK   21146
EQUIV CZK   16823
   NO RFND/CHANGE FEE APPLIES

WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PH
L US X/FRA Q79.88 LO WAW M310.30 NUC780.36END ROE3.
47879 XT 338DE1014RA159AY704US106XA148XY116YC1266YQ
95XF PHL4.5
```

Fare

```
WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PHL US X/
Q79.88 LO WAW M310.30 NUC780.36END ROE3.47879   XF 95PHL 4
FARE PLN2715.00 EQU CZK16823 TAX 5ND TAX 372XW TAX 338DE
TAX 1014RA TAX 159AY TAX 704US TAX 106XA TAX 95XF TAX 148X
TAX 116YC TAX 1266YQ TOT CZK21146
              ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
S4   FB-WHNCPLLW          B-1PC  NB-16JAN  NA-16JAN
S5   FB-WHNCPLLW          B-1PC  NB-16JAN  NA-16JAN
S6   FB-WHNCPLLW          B-1PC  NB-17JAN  NA-17JAN
INVOLUNTARY REISSUE DUE TO SCHEDULE CHANGE - NO RFND-CHANG
E APPLIES
T P01/S4-6/ET/CUS
```

Steps 4 -6 in this example would be completed as described in previous cases.

New ticket:
```
TKT: 037 2280 536194     NAME: HAVLIN/VACLAVMR
ISSUED: 29NOV12          FOP:CASH
PSEUDO: 5C0L  PLATING CARRIER: US  ISO: CZ  IATA: 15200054
    USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE    CPN
    OPEN US 1463  W  16JAN DTWPHL  1130 OK WHNCPLLW             1
                                       NVB16JAN NVA16JAN
    OPEN US  728  W  16JAN PHLFRA  1625 OK WHNCPLLW             2
                                       NVB16JAN NVA16JAN
    ARPT LO  382  S  17JAN FRAWAW  0915 OK WHNCPLLW             3
                                       NVB17JAN NVA17JAN
FARE PLN 2715.00 TAX     5 ND TAX    372 XW TAX    3946 XT
TOTAL CZK  NO ADC
    INVOLUNTARY REISSUE DUE TO
    SCHEDULE CHANGE - NO
    RFND-CHANGE FEE APPLIES
WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PH
L US X/FRA Q79.88 LO WAW M310.30 NUC780.36END ROE3.
47879 XT PD338DE PD1014RA PD159AY PD704US PD106XA P
D1625XT
EXCHANGED FOR: 0379473665057
ORIGINAL ISSUE: 0379473665057PRG02JUL1215200054
```

Involuntary rerouting – 2 new segments instead of the original one

Original ticket:

```
TKT: 057 9901 730206     NAME: SZABOOVA/MICHAELAMISS
ISSUED: 09NOV12          FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: AF  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN AF 5902  R   20FEB PRGLYS  1425 OK RSR3CZ/CH0        1  ←
                                   NVB20FEB NVA20FEB
   OPEN AZ 7851  O   01MAR LYSVCE  0855 OK OSPEU6CH          2
                                   NVB01MAR NVA01MAR
   OPEN AZ 7948  O   01MAR VCEPRG  1315 OK OSPEU6CH          3
                                   NVB01MAR NVA01MAR
FARE CZK    1306 TAX    525 CZ TAX    362 FR TAX    1879 XT
TOTAL CZK   4072
   REFUND/CHANGE RESTRICTIONS/APPLY AZ/AP ONLY
PRG AF LYS 51.43 AZ X/VCE AZ PRG 15.44 NUC66.87END
ROE19.5204 XT 26IZ236QX115HB18MJ1484YR
RLOC 1G L4LWHY    1A ZKVJK5
```

Changed itinerary:

```
L4LWHY/28 BRQNT MTRG128 AG 99999992 08NOV
  1.1SZABO/MIROSLAVMR   2.1SZABOOVA/MICHAELAMISS*P-C08
 1. AF 1383 R  20FEB PRGCDG HK2  1010   1155  O*       E WE  1  ←
 2. AF 7644 R  20FEB CDGLYS HK2  1320   1430  O*       E WE  1  ←
 3. AZ 7851 O  01MAR LYSVCE HK2  0855   1015  O*       E FR
        OPERATED BY AIR FRANCE
 4. AZ 7948 O  01MAR VCEPRG HK2  1315   1440  O*       E FR
        OPERATED BY AIRONE SPA
```


"Involuntary rerouting" option is based on ticketing data shown on the original ticket and manual mask is automatically updated but the agent needs to specify the segment from the original ticket to be used for each segment update of the new ticket.

In this case Fare basis, validity and baggage used for coupon 1 (PRG-LYS) of the original ticket should be used for sector 1 and 2 of the new ticket (PRG-PAR-LYS). Fare basis, validity and baggage used for coupon 2 (LYS-VCE) of the original ticket should be used for sector 3 of the new ticket and Fare basis, validity and baggage used for coupon 3 (VCE-PRG) of the original ticket should be used for sector 4 of the new ticket.

Step 2. Fare calculation

SELECT FARE QUOTE

○ New fare quote

| FQ calculation | Involuntary rerouting | HFF quote | Manual |

Passengers

○ 1. SZABO/MIROSLAV MR

◉ 2. SZABOOVA/MICHAELA MISS

Segments (select all segments)

	FAREBASIS/TD	NVB	NVA	BG	X	HFF SEG #
☐ 1. PRG → CDG / 20FEB / AF 1383 / R	RSR3CZ	20FEB13	20FEB13	1PC	O	1 ▾
☐ 2. CDG → LYS / 20FEB / AF 7644 / R	OSPEU6	01MAR13	01MAR13	1PC	O	2 ▾
☐ 3. LYS → VCE / 01MAR / AZ 7851 / O	OSPEU6	01MAR13	01MAR13	1PC	O	3 ▾
☐ 4. VCE → PRG / 01MAR / AZ 7948 / O						4 ▾

HFF segments should be changed as follows:

Steps 4-6 in this example would be completed as described in previous cases.

New ticket:
```
TKT: 057 9901 730377      NAME: SZABOOVA/MICHAELAMISS
ISSUED: 29NOV12           FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: AF  ISO: CZ   IATA: 99999992
    USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B          FARE    CPN
    OPEN AF 1383  R   20FEB PRGCDG  1010 OK RSR3CZ               1
                                            NVB20FEB NVA20FEB
    OPEN AF 7644  R   20FEB CDGLYS  1320 OK RSR3CZ               2
                                            NVB20FEB NVA20FEB
    OPEN AZ 7851  O   01MAR LYSVCE  0855 OK OSPEU6               3
                                            NVB01MAR NVA01MAR
    OPEN AZ 7948  O   01MAR VCEPRG  1315 OK OSPEU6               4
                                            NVB01MAR NVA01MAR
FARE CZK    1306 TAX    525 CZ TAX    362 FR TAX    1879 XT
TOTAL NO ADC
    INVOLUNTARY REROUTING DUE TO/AF6902 20FEB CCLD -/REFUND-CHANG
    E RESTRICTIONS
```

PRG AF LYS 51.43 AZ X/VCE AZ PRG 15.44 NUC66.87END
ROE19.5204 XT PD26IZ PD236QX PD115HB PD18MJ PD1484YR
EXCHANGED FOR: 0579901730206
ORIGINAL ISSUE: 0579901730206PRG09NOV1299999992
RLOC 1G L4LWHY   1A ZKVJK5

Involuntary rerouting – manual mask

Original ticket:

```
TKT: 157 9901 730220-221 NAME: NACHAZELOVA/HANAMRS
 CC: AX373900000000000
ISSUED: 13NOV12          FOP:AX373900000000000-123456
PSEUDO: 79YE  PLATING CARRIER: QR  ISO: CZ   IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   ARPT LH 1395  W  10APR PRGFRA  1210 OK HHEE3MCZ           1
                                        NVB10APR NVA10APR
   OPEN QR   26  H  10APR FRADOH  1530 OK HHEE3MCZ           2
                                        NVB10APR NVA10APR
   OPEN QR  610  H  11APR DOHBKK  0805 OK HHEE3MCZ           3
                                        NVB11APR NVA11APR
   OPEN QR  609  H  16APR BKKDOH  0240 OK HHEE3MCZ           4
                                        NVB16APR NVA16APR
----221----
   OPEN QR   21  H  17APR DOHCDG  0145 OK HHEE3MCZ           1
                                        NVB17APR NVA17APR
   ARPT OK  759  Q  17APR CDGPRG  0950 OK HHEE3MCZ           2
                                        NVB17APR NVA17APR
FARE CZK   12500 TAX    565 CZ TAX    515 RA TAX   6865 XT
TOTAL CZK   20445
   NON END/VALID ON QR/OAL ONLY
PRG LH X/FRA QR X/DOH QR BKK 320.17 QR X/DOH QR X/P
AR OK PRG 320.17 NUC640.34END ROE19.5204 XT 99PZ436
TS411FR173QX5746YQ
```

Changed itinerary done in new PNR:

```
 1.1NACHAZELOVA/HANAMRS
 1. LH 1689 W  10APR PRGMUC HK1  0935   1025  O*      E WE
 2. QR   10 H  10APR MUCDOH HK1  1210   1850  O*      E WE  1
 3. QR  612 H  10APR DOHBKK HK1  2055  #0745  O*      E WE  1
 4. QR  617 Q  17APR BKKDOH HK1  2030   2320  O*      E WE  2
 5. QR   97 Q  18APR DOHCPH HK1  0210   0740  O*      E TH  2
 6. OK  505 X  18APR CPHPRG HK1  0900   1020  O*      E TH
```


It is not possible to use "Involuntary rerouting" or "HFF quote" tab because there is no Filed Fare History when quite new PNR is used for exchange. Therefore "Manual mask" has to be used.

Step 2. Fare calculation

SELECT FARE QUOTE

⊙ New fare quote

| FQ calculation | Involuntary rerouting | HFF quote | Manual |

[Calculate]

SELECT FARE QUOTE

⊙ New fare quote

| FQ calculation | Involuntary rerouting | HFF quote | Manual |

Passengers

⊙ 1. NACHAZELOVA/HANA MRS

Segments (select all segments)

		FAREBASIS/TD	NVB	NVA	BG	X
☐	1. PRG → MUC / 10APR / LH 1689 / W					O
☐	2. MUC → DOH / 10APR / QR 10 / H					O
☐	3. DOH → BKK / 10APR / QR 612 / H					O
☐	4. BKK → DOH / 17APR / QR 617 / Q					O
☐	5. DOH → CPH / 18APR / QR 97 / Q					O
☐	6. CPH → PRG / 18APR / OK 505 / X					

Taxes

VALUE / TYPE	VALUE / TYPE	VALUE / TYPE	VALUE / TYPE
1. ___ / ___	2. ___ / ___	3. ___ / ___	4. ___ / ___
5. ___ / ___	6. ___ / ___	7. ___ / ___	8. ___ / ___

More taxes

Calculation details

FARE	EQUIV	TOTAL	ROE
___ ___	___ ___	___ ___	___

Additional information

Endorsement:

Fare construction:

Manual mask with all ticketing data entered:

Segments

	FAREBASIS/TD	NVB	NVA	BG	X
☑ 1. PRG → MUC / 10APR / LH 1689 / W	HHEE3MCZ	10APR13	10APR13	1PC	X
☑ 2. MUC → DOH / 10APR / QR 10 / H	HHEE3MCZ	10APR13	10APR13	1PC	X
☑ 3. DOH → BKK / 10APR / QR 612 / H	HHEE3MCZ	10APR13	10APR13	1PC	O
☑ 4. BKK → DOH / 17APR / QR 617 / Q	HHEE3MCZ	17APR13	17APR13	1PC	X
☑ 5. DOH → CPH / 18APR / QR 97 / Q	HHEE3MCZ	18APR13	18APR13	1PC	X
☑ 6. CPH → PRG / 18APR / OK 505 / X	HHEE3MCZ	18APR13	18APR13	1PC	

Taxes

VALUE / TYPE	VALUE / TYPE	VALUE / TYPE	VALUE / TYPE
1. 565 / CZ	2. 515 / RA	3. 99 / PZ	4. 436 / TS
5. 411 / FR	6. 173 / QX	7. 5746 / YQ	8. /

More taxes

Calculation details

FARE	EQUIV	TOTAL	ROE
CZK 12500			19.5204

Additional information

Endorsement:

INVOLUNTERY REROUTING DUE TO SCHEDULE CHANGE - NON END/VALID ON QR/OAL ONLY

Fare construction:

PRG LH X/FRA QR X/DOH QR BKK 320.17 QR X/DOH QR X/PAR OK PRG 320.17 NUC640.34

Calculate

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	565	565	0
RA	515	515	0
PZ	99	99	0
TS	436	436	0
FR	411	411	0
QX	173	173	0
YQ	5746	5746	0
FARE	12500	12500	0
Total:			0

☑ Automatic calculation may be inaccurate. We recommend you to check it manually.

Ticket

```
    OPEN QX   21  H  17APR DOHCDG   0145 OK HHEE3MCZ
                            NVB17APR NVA17APP
    ARPT OK  759  Q  17APR CDGPRG  0950 OK HHEE3MCZ
                            NVB17APR NVA17APP

FARE CZK   12500 TAX    565 CZ TAX    515 RA TAX   6865 XT
TOTAL CZK   20445
    NON END/VALID ON QR/OAL ONLY

PRG LH X/FRA QR X/DOH QR BKK 320.17 QR X/DOH QR X/P
AR OK PRG 320.17 NUC640.34END ROE19.5204 XT 99PZ436
TS411FR173QX5746YQ
```

Fare

```
FB1  - S1-6                                    30NOV12 3
 P1  NACHAZELOVA/HANAMRS      ADT   B          CZK    20
PRG LH X/FRA QR X/DOH QR BKK 320.17 QR X/DOH QR X/PAR OK P
20.17 NUC640.34END ROE19.5204
FARE CZK12500 TAX 565CZ TAX 515RA TAX 99PZ TAX 436TS
TAX 411FR TAX 173QX TAX 5746YQ TOT CZK20445
              ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
S1   FB-HHEE3MCZ           B-1PC  NB-10APR  NA-10APR
S2   FB-HHEE3MCZ           B-1PC  NB-10APR  NA-10APR
S3   FB-HHEE3MCZ           B-1PC  NB-10APR  NA-10APR
S4   FB-HHEE3MCZ           B-1PC  NB-17APR  NA-17APR
S5   FB-HHEE3MCZ           B-1PC  NB-18APR  NA-18APR
```

Step 3. **Comission and penalties**

PENALTY

⦿ Absent

○ EMD

○ Tax

○ Q-Surcharge

ENDORSEMENT

INVOLUNTARY REBOOKING DUE TO SCHEDULE CHANGE - QS ONLY.NO REBKG-NO RERTG NON-REF

COMMISSION	TOUR CODE	IT/BT
Percents ▾ 0		⦿ None ○ IT ○ BT

Next steps are the same as in the previous examples.

HFF quote

FQ calculation x HFF quote:

Original ticket:
```
TKT: 125 9902 091764      NAME: KLIMOVA/MISAMRS
ISSUED: 10JUL14           FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: BA  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE    CPN
   OPEN BA  863  K  15AUG PRGLHR  1335 OK KHWE1EU            1
                                NVB15AUG NVA15AUG
   OPEN BA  203  K  15AUG LHRBOS  1700 OK KHWE1EU            2
                                NVB15AUG NVA15AUG
   OPEN BA  202  N  30SEP BOSLHR  2245 OK NHXE2EU            3
                                NVB30SEP NVA30SEP
   OPEN BA  860  S  01OCT LHRPRG  1155 OK NHXE2EU            4
                                NVB01OCT NVA01OCT
FARE CZK   24025 TAX       583CZ TAX      2003UB TAX      7377XT
TOTAL CZK   33988
      RESTRICTIONS APPLY/NONREFUNDABLE
PRG BA X/LON BA BOS M694.68 BA X/LON BA PRG M495.32
 NUC1190.00END ROE20.1889 XT 52AY718US103XA144XY113
YC6154YQ93XF BOS4.5
RLOC 1G N4G4HK    1A YCKA2C
```

Changed itinerary:
```
N4G4HK/37 BRQNH N347373 AG 99999992 10JUL
  1.1KLIMOVA/MISAMRS
 1. BA  863 K  15AUG PRGLHR HK1 1335   1440  O*       E FR 1
 2. BA  203 K  15AUG LHRBOS HK1 1700   1910  O*       E FR 1
 3. BA  202 N  18OCT BOSLHR HK1 2245  #1005  O*       E SA      ← new segments
 4. BA  856 S  19OCT LHRPRG HK1 1625   1925  O*       E SU      ← new segments
```

1/
New Fare quote – GEM option 1 – FQ calculation used:

Step 2. Fare calculation

SELECT FARE QUOTE

◉ New fare quote

| FQ calculation | Involuntary rerouting | HFF quote | Manual |

[Calculate]

Step 2. Fare calculation

SELECT FARE QUOTE

◉ New fare quote

| FQ calculation | Involuntary rerouting | HFF quote | Manual |

Passengers

◉ 1. KLIMOVA/MISA MRS

Segments (select all segments)

SEGMENT

☑ 1. `ACTIVE` `HK1` PRG → LHR / 15AUG / BA 863 / K

☑ 2. `ACTIVE` `HK1` LHR → BOS / 15AUG / BA 203 / K

☑ 3. `ACTIVE` `HK1` BOS → LHR / 18OCT / BA 202 / N

☑ 4. `ACTIVE` `HK1` LHR → PRG / 19OCT / BA 856 / S

Calculation type

◉ Before departure (**FQ**)   If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.

◯ After departure (**FQ.T**)

◯ FQ with options   FQ/P1/S1.2.3.4/ [   ]

◯ FQ.H

Additional options

ACCOUNT CODE	PTC	CURRENCY	OPTIONAL FQ MODIFIER
[ ]	ADT	[ ]	[ ]

[Calculate]

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	583	583	0
UB	2003	2003	0
AY	52	52	0
US	718	718	0
XA	103	103	0
XY	144	144	0
YC	113	113	0
YQ	6154	6154	0
XF	93	93	0
FARE	24025	24300	275
Total:			275

Automatic calculation may be inaccurate. We recommend you to **check** it manually.

There is the difference in Fare because instead of **midweek Fare NHXE2EU weekend Fare NHWE2EU must be used.**

Step 4. Exchange mask

FORM OF PAYMENT		ADDITIONAL COLLECTION	
☑ Cash		275	CZK
☐ Invoice / Credit card / Other:		0	CZK
☐ Invoice / Credit card / Other:	(For example: VI1234567890*D1219)	0	CZK

Add collection required: 275 CZK

Fields marked with asterisk (*) are required.

New ticket:
```
TKT: 125 9902 091765     NAME: KLIMOVA/MISAMRS
ISSUED: 10JUL14          FOP:CASH/CASH
PSEUDO: 79YE  PLATING CARRIER: BA  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE      CPN
   OPEN BA  863  K   15AUG PRGLHR  1335 OK KHWE1EU               1
                                           NVB15AUG NVA15AUG
   OPEN BA  203  K   15AUG LHRBOS  1700 OK KHWE1EU               2
                                           NVB15AUG NVA15AUG
   OPEN BA  202  N   18OCT BOSLHR  2245 OK NHWE2EU               3
                                           NVB18OCT NVA18OCT    ← ←
   OPEN BA  856  S   19OCT LHRPRG  1625 OK NHWE2EU               4
                                           NVB19OCT NVA19OCT    ← ←
FARE CZK    24300 TAX         93XF TAX      583CZ TAX     9287XT
TOTAL CZK     275A
   RESTRICTIONS APPLY/NONREFUNDABLE
PRG BA X/LON BA BOS M694.68KHWE1EU BA X/LON BA PRG
M508.94NHWE2EU NUC1203.62END ROE20.1889 XT PD2003UB
 PD52AY PD718US PD103XA PD144XY PD6267XT PD93XF
EXCHANGED FOR: 1259902091764
ORIGINAL ISSUE: 1259902091764PRG10JUL1499999992
RLOC 1G N4G4HK    1A YCKA2C
```
When GEM option 1 – FQ calculation - is used then the changed itinerary is recalculated using >FQ< entry, the appropriate difference is collected and ticket validity (dates in NVB / NVA fields) is automatically changed according to the new dates.

▪▪

2/
New Fare quote – GEM option 4 – HFF quote used:

The new calculation is not done, the Filed Fare is only copied from PNR history. Using "HFF quote" option is not suitable in this case and it is <u>only on the agent responsibility.</u> It can be used only in some special nonstandard situations when the first option – FQ calculation - cannot be used, for example for name change of the group ticket.

Validity (NVB / NVA dates) and Fare basis are not shown correctly because all data have been copied from Filed Fare History.

Taxes (remove all taxes)

	VALUE / TYPE		VALUE / TYPE		VALUE / TYPE		VALUE / TYPE
1.	583 / CZ	2.	2003 / UB	3.	52 / AY	4.	718 / US
5.	103 / XA	6.	144 / XY	7.	113 / YC	8.	6154 / YQ
9.	93 / XF	10.	/	11.	/	12.	/
13.	/	14.	/	15.	/	16.	/
17.	/	18.	/	19.	/	20.	/

XF taxes

	VALUE / CITY		VALUE / CITY		VALUE / CITY		VALUE / CITY
1.	4.5 / BOS	2.	/	3.	/	4.	/
5.	/	6.	/	7.	/	8.	/

Calculation details

FARE	EQUIV	TOTAL	ROE
CZK 24025		CZK 33988	20.1889

Additional information

Endorsement:

RESTRICTIONS APPLY NONREFUNDABLE

Fare construction:

PRG BA X/LON BA BOS M694.68 BA X/LON BA PRG M495.32 NUC1190.00

Please check your HFF fare quote

Ticket

```
FARE CZK    24025 TAX      583CZ TAX     2003UB TAX    737
TOTAL CZK    33988
    RESTRICTIONS APPLY/NONREFUNDABLE

PRG BA X/LON BA BOS M694.68 BA X/LON BA PRG M495.32
 NUC1190.00END ROE20.1889 XT 52AY718US103XA144XY113
YC6154YQ93XF BOS4.5
```

Fare

```
S1   FB-KHWE1EU
        BG-1PC  NB-15AUG    NA-15AUG
S2   FB-KHWE1EU
        BG-1PC  NB-15AUG    NA-15AUG
S3   FB-NHXE2EU
        BG-1PC  NB-30SEP    NA-30SEP
S4   FB-NHXE2EU
```

Calculate

When GEM option - HFF quote – is used the agent should **check HFF fare quote** as **highlighted there in red.**

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	583	583	0
UB	2003	2003	0
AY	52	52	0
US	718	718	0
XA	103	103	0
XY	144	144	0
YC	113	113	0
YQ	6154	6154	0
XF	93	93	0
FARE	24025	24025	0
Total:			0

☑ Automatic calculation may be inaccurate. We recommend you to **check** it manually.

No difference in Fare between midweek Fare NHXE2EU and weekend Fare NHWE2EU is calculated because no calculation is done.

New ticket has incorrect validity, Fare and Fare basis because all data have been only copied from Filed Fare History:

```
TKT: 125 9902 091766      NAME: KLIMOVA/MISAMRS
ISSUED: 10JUL14           FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: BA  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE    CPN
   OPEN BA  863   K  15AUG PRGLHR  1335 OK KHWE1EU          1
                                          NVB15AUG NVA15AUG
   OPEN BA  203   K  15AUG LHRBOS  1700 OK KHWE1EU          2
                                          NVB15AUG NVA15AUG
   OPEN BA  202   N  18OCT BOSLHR  2245 OK NHXE2EU          3
                                          NVB30SEP NVA30SEP   ← ←
   OPEN BA  856   S  19OCT LHRPRG  1625 OK NHXE2EU          4
                                          NVB01OCT NVA01OCT   ← ←
FARE CZK    24025 TAX        93XF TAX       583CZ TAX      9287XT
TOTAL CZK    NO ADC
   RESTRICTIONS APPLY/NONREFUNDABLE
PRG BA X/LON BA BOS M694.68 BA X/LON BA PRG M495.32
 NUC1190.00END ROE20.1889 XT PD2003UB PD52AY PD718U
S PD103XA PD144XY PD6267XT PD93XF
EXCHANGED FOR: 1259902091764
ORIGINAL ISSUE: 1259902091764PRG10JUL1499999992
```

The second exchange

Original ticket – the first issue:

```
TKT: 006 9901 672556    NAME: KLIMO/JOSEFMR
ISSUED: 24SEP12         FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: DL  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   EXCH DL 9504  H   15NOV PRGAMS  0950 OK HLPXCZ            1
                                         NVB15NOV NVA15NOV
   EXCH DL 9348  H   15NOV AMSJFK  1325 OK HLPXCZ            2
                                         NVB15NOV NVA15NOV
   EXCH DL 8601  T   05DEC JFKCDG  1645 OK TLPRCZ            3
                                         NVB05DEC NVA05DEC
   EXCH DL 8588  T   06DEC CDGPRG  0715 OK TLPRCZ            4
                                         NVB06DEC NVA06DEC
FARE CZK   14564 TAX      525 CZ TAX   184 CJ TAX   10040 XT
TOTAL CZK  25313
   NON ENDO
   FARE RSTR COULD APPLY
PRG DL X/AMS DL NYC M559.03 DL X/PAR DL PRG M152.01
NUC711.04END ROE20.4816 XT 168RN51VV49AY652US98XA1
37XY108YC403FR170QX8116YR88XF JFK4.5
RLOC 1G XS32JU    DL GHIQHL
```

The first exchange:

```
TKT: 006 9901 672575    NAME: KLIMO/JOSEFMR
ISSUED: 02OCT12         FOP:CASH/CASH
PSEUDO: 79YE  PLATING CARRIER: DL  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   ARPT DL 9504  H   15NOV PRGAMS  0950 OK HLPXCZ            1
                                         NVB15NOV NVA15NOV
   ARPT DL 9348  H   15NOV AMSJFK  1325 OK HLPXCZ            2
                                         NVB15NOV NVA15NOV
   ARPT DL 8557  W   15DEC JFKCDG  2145 OK WLAPCZ            3
                                         NVB15DEC NVA15DEC
   ARPT DL 8590  W   16DEC CDGPRG  1255 OK WLAPCZ            4
                                         NVB16DEC NVA16DEC
FARE CZK   22400 TAX       10 US TAX  1196 YR TAX    2500 DU
TOTAL CZK  11542A
   NON ENDO
   FARE RSTR COULD APPLY
PRG DL X/AMS DL NYC M586.56HLPXCZ DL X/PAR DL PRG M
560.95WLAPCZ NUC1147.51END ROE19.5204 XT CZK1196YR
CZK2500DU PD525CZ PD184CJ PD168RN PD51VV PD49AY PD6
52US PD98XA PD9022XT
EXCHANGED FOR: 0069901672556
ORIGINAL ISSUE: 0069901672556PRG24SEP1299999992
RLOC 1G XS32JU    DL GHIQHL
```

Changed itinerary:

```
XS32JU/37 BRQNH N347373 AG 99999992 24SEP
  1.1KLIMO/JOSEFMR
 1. DL 9504 B  15DEC PRGAMS HK1  0950   1135  O*     E SA 14
 2. DL 9348 B  15DEC AMSJFK HK1  1325   1535  O*     E SA 14
 3. DL 8601 B  05FEB JFKCDG HK1  1645  #0600  O*     E TU 15
 4. DL 8588 B  06FEB CDGPRG HK1  0715   0850  O*     E WE 15
```

Taxes in the first column = the total sum of paid taxes taken from both tickets (the first issue and the first exchange:

```
CZ 525
CJ 184
RN 168
VV  51
AY  49
US 652 + 10 = 662
XA  98
XY 137
YC 108
FR 403
QX 170
YR 8116 + 1196 = 9312
XF  88
DU 2500
```

Taxes are correctly shown in step 2.

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
US	662	682	20
YR	9312	9494	182
DU	2500	0	0
CZ	525	525	0
CJ	184	188	4
RN	168	172	4
VV	51	52	1
AY	49	51	2
XA	98	102	4
XF	88	92	4
XY	137	143	6
YC	108	112	4
FR	403	411	8
QX	170	174	4
FARE	22400	38564	16164
Total:			16407

Ticket

```
FARE CZK  22400 TAX    10 US TAX  1196 YR TAX  2500 DU
TOTAL CZK  11542A
   NON ENDO
   FARE RSTR COULD APPLY

PRG DL X/AMS DL NYC M586.96HLPXCZ DL X/PAR DL PRG M
660.95WLAPCZ NUC1147.91END ROE19.9204 XT CZK1196YR
CZK2500DU PD525CZ PD184CJ PD168RN PD51VV PD49AY PD6
52US PD98XA PD9022XT
EXCHANGED FOR: 0069901672556
ORIGINAL ISSUE: 0069901672556PRG248EP1299999992
```

Fare

```
FQ1  - S1-4                            AP 22NOV12 37/AG
>FQ/S1.2.3.4/P1/CDL
 P1  KLIMO/JOSEFMR          ADT   G  22NOV12 *  CZK   50762
   PRG DL X/AMS DL NYC M987.78 DL X/PAR DL PRG M987.78 NUC1975.56
   END ROE19.9204   XF 92JFK 4.5
   FARE CZK38564 TAX 525CZ TAX 188CJ TAX 172RN TAX 52VV TAX 51AY
   TAX 682US TAX 102XA TAX 92XF TAX 143XY TAX 112YC TAX 411FR
   TAX 174QX TAX 9494YR TOT CZK50762
              ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
 S1   FB-BRTCZI
      BG-1PC
 S2   FB-BRTC2I
```

Step 3. Comission and penalties

PENALTY

○ Absent

○ EMD

● Tax

	TAX TYPE		VALUE
1.	DU		2500
2.			0

○ Q-Surcharge

ENDORSEMENT

FARE RESTRICTIONS APPLY

COMMISSION	TOUR CODE	IT/BT
Percents ▾ 0		● None ○ IT ○ BT

Paid taxes are correctly shown as well.

Steps 5 and 6 of this example would be completed as in previous cases.

New ticket:

```
TKT: 006 9901 730368      NAME: KLIMO/JOSEFMR
ISSUED: 22NOV12           FOP:CASH/CASH
PSEUDO: 79YE  PLATING CARRIER: DL  ISO: CZ  IATA: 99999992
    USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B       FARE    CPN
    ARPT DL 9504  B  15DEC PRGAMS  0950 OK BRTCZI            1
    ARPT DL 9348  B  15DEC AMSJFK  1325 OK BRTCZI            2
    ARPT DL 8601  B  05FEB JFKCDG  1645 OK BRTCZI            3
    ARPT DL 8588  B  06FEB CDGPRG  0715 OK BRTCZI            4
FARE CZK   38564 TAX  14455 XT TAX     20 US TAX   2723 XT
TOTAL CZK  18907A
    NON ENDO
    FARE RSTR COULD APPLY
PRG DL X/AMS DL NYC M987.78BRTCZI DL X/PAR DL PRG M
987.78BRTCZI NUC1975.56END ROE19.5204 XT CZK182YR C
ZK4CJ CZK4RN CZK1VV CZK2AY CZK4XA CZK2526XT PD662US
 PD9312YR PD2500DU PD525CZ PD184CJ PD168RN PD51VV P
D1053XT
EXCHANGED FOR: 0069901672575
ORIGINAL ISSUE: 0069901672556PRG24SEP1299999992
RLOC 1G XS32JU    DL GHIQHL
```

The second exchange done in new PNR without ticket number and Filed Fare History

Original ticket – the first issue:
```
TKT: 064 9901 672554      NAME: KLIMOVA/MISAMRS
ISSUED: 21SEP12           FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: OK  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   EXCH OK  768  B   25OCT PRGCDG  0845 OK BPLSCZ            1
                                          NVB25OCT NVA25OCT
   EXCH OK  767  K   01NOV CDGPRG  2050 OK KPLSCZ            2
                                          NVB01NOV NVA01NOV
FARE CZK   12000 TAX    525 CZ TAX    424 FR TAX   2312 XT
TOTAL CZK   15261
   FARE RESTRICTIONS APPLY
PRG OK PAR 366.18 OK PRG 219.70 NUC585.88END ROE20.
4816 XT 25IZ291QX1996YQ
RLOC 1G LVL5NY   1A 5BNTKB
```

The first exchange:
```
TKT: 064 9901 672566      NAME: KLIMOVA/MISAMRS
ISSUED: 27SEP12           FOP:CASH/CASH
PSEUDO: 79YE  PLATING CARRIER: OK  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN OK  768  B   25OCT PRGCDG  0845 OK BPLSCZ            1
                                          NVB25OCT NVA25OCT
   OPEN OK  761  K   03NOV CDGPRG  1515 OK KPLSCZ            2
                                          NVB03NOV NVA03NOV
FARE CZK   12000 TAX   3261 XT TAX    8 FR TAX    39 XT
TOTAL CZK     47A
   FARE RESTRICTIONS APPLY -/PENALTY COLLECTED ON MCO
PRG OK PAR 366.18BPLSCZ OK PRG 219.70KPLSCZ NUC585.
88END ROE20.4816 XT CZK5QX CZK34YQ PD525CZ PD424FR
PD25IZ PD291QX PD1996YQ
EXCHANGED FOR: 0649901672554
ORIGINAL ISSUE: 0649901672554PRG21SEP1299999992
```

New PNR without *HTE:
```
KF21GM/37 BRQNH N347373 AG 99999992 21NOV
  1.1KLIMOVA/MISAMRS   2.1KLIMOVA/MARIEMISS*P-C04 DOB27AUG2008
 1. OK  758  B  05DEC PRGCDG HK2  0710   0900  O*       E WE
 2. OK  767  K  11DEC CDGPRG HK2  2050   2230  O*       E TU
```

GEM is not able to show paid taxes because the Filed Fare History is not stored in this new PNR. That is why the agent has to enter all paid taxes manually in the "Ticket value" column.

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
FR	?	441	NaN
CZ	?	525	NaN
IZ	?	26	NaN
QX	?	303	NaN
YQ	?	2078	NaN
FARE	12000	12000	0
Total:			NaN

Automatic calculation may be inaccurate. We recommend you to check it manually.

The total sum of paid taxes:
```
FR 424 + ADC 8 = 432   /   CZ 525   /   IZ 25
QX 291 + ADC 5 = 296
YQ 1996 + ADC 34 = 2030
```


TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
FR	432	441	9
CZ	525	525	0
IZ	25	26	1
QX	296	303	7
YQ	2030	2078	48
FARE	12000	12000	0
Total:			65

Automatic calculation may be inaccurate. We recommend you to check it manually.

Ticket

```
FARE CZK  12000 TAX   3261 XT TAX     8 FR TAX    39 XT
TOTAL CZK    47A
   FARE RESTRICTIONS APPLY -/PENALTY COLLECTED ON MCO

PRG OK PAR 366.18BPLSCZ OK PRG 219.70KPLSCZ NUC585.
88END ROE20.4816 XT CZK5QX CZK34YQ PD525CZ PD424FR
PD25IZ PD291QX PD1996YQ
EXCHANGED FOR: 0649901672554
ORIGINAL ISSUE: 0649901672554PRG21SEP1299999992
RLOC 1G LVL5NY   1A 5BNTKB
```

Fare

```
FQ1  - S1-2                          AP 30NOV12 37/AG
>FQ/S1.2/P1/COK
 P1  KLIMOVA/MISAMRS        ADT  G  30NOV12 * CZK   15373
PRG OK PAR 384.21 OK PRG 230.52 NUC614.73END ROE19.5204
FARE CZK12000 TAX 525CZ TAX 441FR TAX 26IZ TAX 303QX
TAX 2078YQ TOT CZK15373
        ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
 S1   FB-BPLSCZ
      BG-1PC  NB-05DEC    NA-05DEC
 S2   FB-KPLSCZ
      BG-1PC  NB-11DEC    NA-11DEC
      FARE RESTRICTIONS APPLY
```

Steps 3-6 of this example would be completed as in previous cases.

New ticket:
```
TKT: 064 9901 730378      NAME: KLIMOVA/MISAMRS
ISSUED: 30NOV12              FOP:CASH/CASH
PSEUDO: 79YE  PLATING CARRIER: OK  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B         FARE   CPN
   OPEN OK  758  B  05DEC PRGCDG  0710 OK BPLSCZ                1
                                         NVB05DEC NVA05DEC
   OPEN OK  767  K  11DEC CDGPRG  2050 OK KPLSCZ                2
                                         NVB11DEC NVA11DEC
FARE CZK   12000 TAX   3308 XT TAX     9 FR TAX   2056 XT
TOTAL CZK   2065A
   FARE RESTRICTIONS APPLY
PRG OK PAR 384.21BPLSCZ OK PRG 230.52KPLSCZ NUC614.
73END ROE19.5204 XT CZK1IZ CZK7QX CZK48YQ CZK2000DU
 PD432FR PD525CZ PD25IZ PD296QX PD2030YQ
EXCHANGED FOR: 0649901672566
ORIGINAL ISSUE: 0649901672554PRG21SEP1299999992
```

Reissue after departure in new PNR (original PNR is past date and cannot be used) – manual mask – option 5

Original ticket:
```
TKT: 071 9428 195655      NAME: SIMPSON/DANIELLEAMMA
 PH: 183 3428
ISSUED: 16MAR13          FOP:CASH
PSEUDO: 76M8 PLATING CARRIER: ET  ISO: MW  IATA: 61200123
    USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B       FARE   CPN
    USED ET 0701  M  10JUL LHRADD  2015 OK MHES1YGB         1
    USED ET  877  M  11JUL ADDBLZ  0920 OK MHES1YGB         2
    OPEN ET  877  M  01AUG BLZADD  1500 OK MHES1YGB         3
                                          NVB13JUL
    OPEN ET  700  M  02AUG ADDLHR  0110 OK MHES1YGB         4
                                          NVB13JUL
FARE GBP  873.00 TAX  11812 LD TAX   1969 YZ TAX 201411 XT
TOTAL MWK  759981
EQUIV MWK  544790
   NON-ENDO/PENALTIES APPLY
LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 N
UC1404.00END ROE0.621791 XT 51796GB24806UB124809YR
RLOC 1G XKV7BC    ET BFHTRO
```

New PNR without original ticket:
```
P8926M/JK BLZOU 76M8JK  AG 61200123 18JAN
  1.1SIMPSON/DANIELLEAMMA
 1. ET  877 M  02FEB BLZADD HK1  1500   2020  O*      E SU  2
 2. ET  710 M  03FEB ADDLHR HK1  0935   1435  O*      E MO  2
```

Fare display:
```
LON-BLZ WED-10JUL13 ET
>FDLONBLZ10JUL.T16MAR13/ET
MPM 6351 EH
**ADDITIONAL TAXES/FEES MAY APPLY**
PUBLIC FARES                                    HISTORY
USD CURRENCY FARES EXIST
    CX    FARE   FARE    C  AP  MIN/    SEASONS...... MR GI DT
          GBP    BASIS          MAX
  1 ET  873.00R MHES1YGB M      3/12M  05JUL -11AUG  R  EH
```

Fare Rule – Category 16 – after departure
```
>FN*1/16
001 LONBLZ 10JUL13 ET GBP  873.00 MHES1YGB STAY-03/12MBK-M
16. PENALTIES
FROM/TO UNITED KINGDOM FOR SPECIAL EXCURSION FARES WITH FOOTNOTE
8N
        NOTE -
        CHANGES AFTER DEPARTURE
        FIRST CHANGE IS PERMITTED AT 25.00GBP AND
        SUBSEQUENT CHANGES PERMITTED AT 50.00GBP PER
        CHANGE. WHEN MORE THAN ONE FARE COMPONENT CHANGES
        THE HIGHEST PENALTY OF ANY OF THE FARE
        COMPONENTS WILL APPLY.

>FZSGBP25.00MWK
EQU MWK18441                    <= collected as XP tax in this example
```

It is not possible to use **"FQ calculation"** option because there is **no history related to flown segments** in this PNR (new PNR created) and therefore FQ.T16MAR13 cannot be used.

That is why the whole itinerary including flown segments and ticketing date in the past must be recalculated using FQP function. This is the only possibility.

FQP Assistant

FQP command

FQPLHR10JUL13.MX-ADD11JUL13.MBLZ02FEB.MX-ADD03FEB.MLHR+ET.T16MAR13

Itinerary details

No	Origin	Destination	Carrier	Class	Date	Stopover	Break	Fare Basis
1	LHR	ADD	ET	M	10JUL13	X		
2	ADD	BLZ	ET	M	11JUL13			
3	BLZ	ADD	ET	M	02FEB	X		
4	ADD	LHR	ET	M	03FEB			

Get FQP

Send FQP

About FQP ?

Copy All

Clear

Exit

Fare options

Point of Sale/TKT	PTC - Discount Code	Validating Carrier	Ticketing Date	Account Code	Private Fares Only	Published Fares Only
			16MAR13		☐	☐

```
#2

>FQPLHR10JUL13.MX-ADD11JUL13.MBLZ02FEB.MX-ADD03FEB.MLHR+ET.T16MA
R13

*               FARE   (MWK)   *   PSGR DESC   *   TAX INFO
01 MHOWGB1           977773        ADT             INCL TAX
02 MHES1YGB++        829874        ADT             INCL TAX
03 MHES1YGB          759981        ADT             INCL TAX
*   SUM IDENTIFIED AS UB IS A PASSENGER SERVICE CHARGE
* E   NON-ENDO/PENALTIES APPLY
*   FLIGHT RESTRICTIONS APPLY
*   RATE USED IN EQU TOTAL IS BSR 1GBP - 624.0435MWK
*   LAST DATE TO PURCHASE TICKET: 10JUL13
*   E-TKT REQUIRED
*   TICKETING AGENCY 76M8
*   DEFAULT PLATING CARRIER ET
>
```

Close

Here is the Fare calculation for the entire journey returned by the system using FQP:

```
* 03 MHES1YGB                                                    _ □ ✕
>FQPLHR10JUL13.MX-ADD11JUL13.MBLZ02FEB.MX-ADD03FEB.MLHR+ET.T16MA
R13
*                  FARE   (MWK)    *   PSGR DESC    *      TAX INFO
03 MHES1YGB       759981              ADT                  INCL TAX


LON ET X/ADD ET BLZ 702.00MHES1YGB ET X/ADD ET LON 702.00MHES1YG
B NUC1404.00END ROE0.621791
FARE   GBP        873.00 EQU   MWK        544790
TAX    MWK         11812LD      1969YZ       51796GB        24806UB
                  124809YR
TOTAL MWK       759981


 LHR
XADD MHES1YGB   ADT                              M      2PC
 BLZ MHES1YGB   ADT                              M      2PC
XADD MHES1YGB   ADT   NVB13JUL                   M      2PC
 LHR MHES1YGB   ADT   NVB13JUL                   M      2PC
   HISTORICAL QUOTE - PAST TRAVEL DATE
* LAST DATE TO PURCHASE TICKET: 10JUL13
   SUM IDENTIFIED AS UB IS A PASSENGER SERVICE CHARGE
   E NON-ENDO/PENALTIES APPLY
   FLIGHT RESTRICTIONS APPLY
   RATE USED IN EQU TOTAL IS BSR 1GBP - 624.0435MWK
   03 NVB13JUL
   04 NVB13JUL
   E-TKT REQUIRED
   TICKETING AGENCY 76M8
   DEFAULT PLATING CARRIER ET
>
                                     Close      Copy      Print
```

Everything is the same as on the original ticket (both Fare and taxes), there is no additional collection. Manual mask – option 5 – must be used in such a case and all data have to be entered manually by the agent.

Step 2 – manual mask:

Step 2. Fare calculation

SELECT FARE QUOTE

◉ New fare quote

| FQ calculation | Involuntary rerouting | HFF quote | Manual |

Passengers

◉ 1. SIMPSON/DANIELLEAMMA

Segments (select all segments)

	SEGMENT	FAREBASIS/TD	NVB	NVA	BG	X
☑	1. HK1 BLZ → ADD / 02FEB / ET 877 / M	MHES1YGB	13JUL13	10JUL14	2PC	X
☑	2. HK1 ADD → LHR / 03FEB / ET 710 / M	MHES1YGB	13JUL13	10JUL14	2PC	

Taxes (remove all taxes)

VALUE / TYPE	VALUE / TYPE	VALUE / TYPE	VALUE / TYPE
1. 11812 / LD	2. 1969 / YZ	3. 51796 / GB	4. 24806 / UB
5. 124809 / YR	6. /	7. /	8. /

More taxes

Calculation details

FARE	EQUIV	TOTAL	ROE
GBP 873.00	MWK 544790		0.621791

Additional information

Endorsement:

NON-ENDO-PENALTY APPLIES-FLIGHT RESTRICTIONS APPLY

Fare construction:

LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 NUC1404.00

Calculate

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
LD	11812	11812	0
YZ	1969	1969	0
GB	51796	51796	0
UB	24806	24806	0
YR	124809	124809	0
FARE	873.00	873.00	—
EQUIV	544790	544790	0
Total:			0

Automatic calculation may be inaccurate. We recommend you to **check** it manually.

Ticket

```
OPEN ET  877  M  01AUG BLZADD  1500 OK MHES1YGB    3
                                       NVB13JUL
OPEN ET  700  M  02AUG ADDLHR  0110 OK MHES1YGB    4
                                       NVB13JUL

FARE GBP  873.00 TAX  11812 LD TAX   1969 YZ TAX 201411 XT
TOTAL MWK  759981
EQUIV MWK  544790
   NON-ENDO/PENALTIES APPLY

LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 N
UC1404.00END ROE0.621791 XT 51796GB24806UB124809YR
RLOC 1G XKV7BC    ET BFHTRO
```

Fare

```
FB1  - S1-2                                22JAN14 5N/A
P1  SIMPSON/DANIELLEAMMA      ADT    B        MWK  759982
LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 NUC1404.00E
D ROE0.621791
FARE GBP873.00 EQU MWK544790 TAX 11812LD TAX 1969YZ
TAX 51796GB TAX 24806UB TAX 124809YR TOT MWK759982
              ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
S1  FB-MHES1YGB          B-2PC  NB-13JUL  NA-10JUL
S2  FB-MHES1YGB          B-2PC  NB-13JUL  NA-10JUL
NON-ENDO-PENALTY APPLIES-FLIGHT RESTRICTIONS APPLY
T P01/S1-2/ET/CET
>
```

Step 3:
Penalty collected as a tax with the code XP in this example:

Step 3. **Comission and penalties**

PENALTY

○ Absent

○ EMD

● Tax

	TAX TYPE	VALUE
1.	XP	18441
2.		

○ Q-Surcharge

ENDORSEMENT

NON-ENDO-PENALTY APPLIES-FLIGHT RESTRICTIONS APPLY

COMMISSION	TOUR CODE	IT/BT
Percents ▾ 0		● None ○ IT ○ BT

Step 4:

Step 4. **Exchange mask**

TICKET NUMBER*	THRU	COUPON NUMBERS*
07194281956551	○ Yes ● No	02

COUPONS FOR TICKETS*

TICKET 1	TICKET 2	TICKET 3	TICKET 4
34			

PD TAXES

11812	LD	1969	YZ	51796	GB	24806	UB
124809	YR						

TTL VALUE*	ORIGINAL FOP*
MWK544790	S

Fields marked with asterisk (*) are required.

Step 4. **Exchange mask**

FORM OF PAYMENT		ADDITIONAL COLLECTION	
☐ Cash		0	CZK
☑ Invoice / Credit card / Other: INVAGT		18441	CZK
☐ Invoice / Credit card / Other:	(For example: VI1234567890*D1219)	0	CZK

Add collection required: 18441 MWK

Fields marked with asterisk (*) are required.

Step 5 is skipped – there is nothing to be copied.

Step 6:

Step 6. Ticket print

Exchange process completed. You can print your tickets now or store the fare only and start over the script to process other passengers.

◯ Print selected tickets:

TICKET NUMBER	PASSENGER	ADDITIONAL COLLECTION	FEE TYPE	TERMINAL SCREENS
☐ 0719428195655	SIMPSON/DANIELLEAMMA	18441 MWK	TAX	Check

Exchange screen

```
>*EX **TICKET FOR**: SIMPSON/DANIELLEAMMA        PSGR 01/01
  NEW FARE: GBP   873.00  EQUIV:·MWK  544790
  TX1:  18441 XP TX2:          TX3:          TX4:
 *EXCH TICKET*: TICKET NUMBER   THRU  TICKET NUMBER  NO. CPNS
               07194281956551   .   ..............    02
  COUPONS FOR  TKT1: ..34   TKT2: ....  TKT3: ....  TKT4: ...
  PD TAXES 1: 11812  LD 2: 1969  YZ 3: 51796  GB 4: 24806  U
  PD TAXES 5: 124809 YR 6:
```

Fare

```
FB1  - S1-2                               22JAN14 5N/
P1  SIMPSON/DANIELLEAMMA     ADT  B        MWK  56323
LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 NUC1404.00
D ROE0.621791
FARE GBP873.00 EQU MWK544790 TAX 18441XP TOT MWK563231
           ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
S1  FB-MHES1YGB        B-2PC  NB-13JUL  NA-10JUL
```

PRINT COMMAND

TKP DTDAD

◉ Store the fares and start over

☑ I confirm the additional collection amounts in the table above

Next →   Cancel

Filed Fare mask stored:
```
FB1  - S1-2                                 22JAN14 5N/AG
 P1  SIMPSON/DANIELLEAMMA       ADT   B        MWK   563231
LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 NUC1404.00EN
D ROE0.621791
FARE GBP873.00 EQU MWK544790 TAX 18441XP TOT MWK563231
           ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
S1   FB-MHES1YGB           B-2PC  NB-13JUL  NA-10JUL
S2   FB-MHES1YGB           B-2PC  NB-13JUL  NA-10JUL
NON-ENDO-PENALTY APPLIES-FLIGHT RESTRICTIONS APPLY
T P01/S1-2/Z0/ET/FEX0719428195655/CET
```

Exchange mask stored:
```
>*EX **TICKET FOR**: SIMPSON/DANIELLEAMMA        PSGR 01/01
  NEW FARE: GBP   873.00  EQUIV:·MWK  544790
  TX1:  18441 XP TX2:          TX3:          TX4:
 *EXCH TICKET*: TICKET NUMBER   THRU  TICKET NUMBER  NO. CPNS
               07194281956551   .   ..............    02
  COUPONS FOR  TKT1: ..34   TKT2: ....  TKT3: ....  TKT4: ....
  PD TAXES 1: 11812  LD 2: 1969  YZ 3: 51796  GB 4: 24806  UB
  PD TAXES 5: 124809 YR 6: ...... .. 7: ...... .. 8: ...... ..
  TTL VALUE: MWK544790   BSR: ...... ORIG FOP:·S..............
 *ORIG ISSUE*: TICKET NUMBER   ORG/DES  CITY   DATE    IATA CODE
               ..............  LON/LON  BLZ  16MAR13  6120012
```

To reissue the ticket >TKP< entry has to be done by the agent in retrieved PNR.

Net Remit – method 2E

Original tickets:
```
TKT: 297 9902 133551     NAME: FAREGALILEO/AZKAMS
 PH: 08 211 160 0298
ISSUED: 08AUG14          FOP:INVAGT
PSEUDO: 753P  PLATING CARRIER: CI  ISO: ID  IATA: 99999992
    USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE    CPN
    OPEN CI 0762  Q   08NOV CGKTPE  1400 OK QEE90/CH         1
                                         NVB03NOV NVA06FEB
    OPEN CI 0761  Q   13NOV TPECGK  0845 OK QEE90/CH         2
                                         NVB03NOV NVA06FEB
FARE USD  1325.00 TAX     9.20TW TAX    40.00YQ TAX
TOTAL USD  1374.20
    NONEND NONREF NONRERTE/ VALID ON CI ONLY
JKT CI TPE 662.50QEE90 CI JKT 662.50QEE90 NUC1325.0
0END ROE1.0000
TOUR CODE JKT2013
RLOC 1G PPQ9RQ    CI KHMJFJ




TKT: 297 9902 133552     NAME: FAREGALILEO/FIKRIMS
 PH: 08 211 160 0298
ISSUED: 08AUG14          FOP:INVAGT
PSEUDO: 753P  PLATING CARRIER: CI  ISO: ID  IATA: 99999992
    USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE    CPN
    OPEN CI 0762  Q   08NOV CGKTPE  1400 OK QEE90            1
                                         NVB03NOV NVA06FEB
    OPEN CI 0761  Q   13NOV TPECGK  0845 OK QEE90            2
                                         NVB03NOV NVA06FEB
FARE USD  1766.00 TAX     9.20TW TAX    40.00YQ TAX
TOTAL USD  1815.20
    NONEND NONREF NONRERTE/ VALID ON CI ONLY
JKT CI TPE 883.00QEE90 CI JKT 833.00QEE90 NUC1766.0
0END ROE1.000000
TOUR CODE JKT2013
RLOC 1G PPQ9RQ    CI KHMJFJ




TKT: 297 9902 133554     NAME: FAREGALILEO/FARHANMR
 PH: 08 211 160 0298
ISSUED: 08AUG14          FOP:INVAGT
PSEUDO: 753P  PLATING CARRIER: CI  ISO: ID  IATA: 99999992
    USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE    CPN
    OPEN CI 0762  Q   08NOV CGKTPE  1400 OK QEE90            1
                                         NVB03NOV NVA06FEB
    OPEN CI 0761  Q   13NOV TPECGK  0845 OK QEE90            2
                                         NVB03NOV NVA06FEB

FARE USD  1766.00 TAX     9.20TW TAX    40.00YQ TAX
TOTAL USD  1815.20
    NONEND NONREF NONRERTE/ VALID ON CI ONLY
JKT CI TPE 883.00QEE90 CI JKT 833.00QEE90 NUC1766.0
0END ROE1.000000
TOUR CODE JKT2013
RLOC 1G PPQ9RQ    CI KHMJFJ
```

Filed Fare used for original tickets:

```
P1 FAREGALILEO/FIKRIMS    ADT   B   E   2979902133552
 JKT CI TPE 883.00QEE90 CI JKT 833.00QEE90 NUC1766.00END ROE1.0
 00000
 FARE USD1766.00 TAX 9.20TW TAX 40.00YQ TOT USD1815.20
 S1   FB-QEE90            B-20K  NB-03NOV  NA-06FEB
 S2   FB-QEE90            B-20K  NB-03NOV  NA-06FEB
 P2 FAREGALILEO/FARHANMR   ADT   B   E   2979902133554
JKT CI TPE 883.00QEE90 CI JKT 833.00QEE90 NUC1766.00END ROE1.0
00000
FARE USD1766.00 TAX 9.20TW TAX 40.00YQ TOT USD1815.20
S1   FB-QEE90             B-20K  NB-03NOV  NA-06FEB
S2   FB-QEE90             B-20K  NB-03NOV  NA-06FEB
P2FEES
TOT USD    0.00
TTL USD  1815.20
P1FEES
TOT USD    0.00
TTL USD  1815.20
TP01-02/S1-2/Z0/EB NONEND NONREF NONRERTE*EB VALID ON CI ONLY
  /FINVAGT/CCI/NFUSD600.00/AI-JKT2013/NR
```

```
FB2  - S1-2                                   08AUG14 62/AG
 P3 FAREGALILEO/AZKAMS       ADT   I          USD 1374.20
 JKT CI TPE 662.50QEE90 CI JKT 662.50QEE90 NUC1325.00END ROE1.0
 000
 FARE USD1325.00 TAX 9.20TW TAX 40.00YQ TOT USD1374.20
            ***ADDITIONAL FEES MAY APPLY*SEE>FO2·
 S1   FB-QEE90/CH          B-20K  NB-03NOV  NA-06FEB
 S2   FB-QEE90/CH          B-20K  NB-03NOV  NA-06FEB
 T P03/S1-2/Z0/EB NONEND NONREF NONRERTE*EB VALID ON CI ONLY/FI
   NVAGT/CCI/NFUSD400.00/AI-JKT2013/NR
```

Changed itinerary – outbound travel upgraded to higher booking class:

```
PPQ9RQ/62 JKTNT MTRG162 AG 99999992 08AUG
  1.1FAREGALILEO/FIKRIMS   2.1FAREGALILEO/FARHANMR
  3.1FAREGALILEO/AZKAMS*P-C08
 1. CI  762 T  02NOV CGKTPE HS3  1440   2055  O       E SU
 2. CI  761 Q  13NOV TPECGK HK3  0920   1335  O*      E TH
```

Global Exchange Manager
User manual   Language: EN   RU   FR

Step 1. Get started

Select an action to perform

ACTION

◉ Reissue (your calculation will be saved and you will be able to issue ticket)

○ Informative calculation only (your calculation will not be saved)

Select ticket

	TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
○	[ ] (Custom ticket number)				
◉	2979902133552	08AUG14	FAREGALILEO/FIKRI MS	OPEN CGK → TPE / 08NOV / CI 762 OPEN TPE → CGK / 13NOV / CI 761	1815.20USD
○	2979902133551	08AUG14	FAREGALILEO/AZKA MS	OPEN CGK → TPE / 08NOV / CI 762 OPEN TPE → CGK / 13NOV / CI 761	1374.20USD
○	2979902133554	08AUG14	FAREGALILEO/FARHAN MR	OPEN CGK → TPE / 08NOV / CI 762 OPEN TPE → CGK / 13NOV / CI 761	1815.20USD

GEM EXCHANGE AGREEMENT

☑ I confirm I have checked all Fares and Fare rules applied to the original ticket – Category 16.

As QEE90 Fare used for the original tickets is not filed in the system, the Filed Fare mask must be created manually.

```
>FDJKTTPE08NOV/CI
JKT-TPE SAT-08NOV14 CI
PUBLIC FARES
      CX    FARE    FARE    C  AP  MIN/     SEASONS...... MR GI DT
            USD     BASIS           MAX
 1   YY  1486.00R  YEEIF3M  Y      2/3M                   M  EH
 2   CI  1486.00R  YEE1M    B      5/1M                   M  EH
 3   CI  1531.00R  YEE3M    B      5/3M                   M  EH
 4   CI  1928.00R  YRT      Y       /12M                  M  EH
 5   CI  1157.00   YOW      Y       /12M                  M  EH
```

SELECT FARE QUOTE

◉ New fare quote

| FQ calculation | Involuntary rerouting | HFF quote | Manual |

Passengers

◉ 1. FAREGALILEO/FIKRI MS

○ 2. FAREGALILEO/FARHAN MR

○ 3. FAREGALILEO/AZKA MS

Passenger type

ADT

Segments (select all segments)

SEGMENT	FAREBASIS/TD	NVB	NVA	BG	X
☑ 1. ACTIVE HK3 CGK → TPE / 08NOV / CI 762 / Q	TEE90		30JAN15	20K	O
☑ 2. ACTIVE HK3 TPE → CGK / 13NOV / CI 761 / Q	QEE90		30JAN15	20K	

Taxes (remove all taxes)

VALUE / TYPE	VALUE / TYPE	VALUE / TYPE	VALUE / TYPE
1. 9.20 / TW	2. 40.00 / YQ	3. /	4. /
5. /	6. /	7. /	8. /

More taxes

Calculation details

FARE	EQUIV	TOTAL	ROE
USD 1966.00			1.00

Additional information

Endorsement:

NONEND NONREF NONRERTE-VALID ON CI ONLY

Fare construction:

JKT CI TPE 1083.00TEE90 CI JKT 883.00QEE90 NUC1966.00

Calculate

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
TW	9.20	9.20	0.00
YQ	40.00	40.00	0.00
FARE	1766.00	1966.00	200.00
Total:			200.00

Official ADC

☑ Automatic calculation may be inaccurate. We recommend you to **check** it manually.

Ticket

```
                                          
   OPEN CI 0762  Q  08NOV CGKTPE  1400 OK QEE90        1
                                  NVB03NOV NVA06FEB
   OPEN CI 0761  Q  13NOV TPECGK  0845 OK QEE90        2
                                  NVB03NOV NVA06FEB

FARE USD  1766.00 TAX       9.20TW TAX    40.00YQ TAX
TOTAL USD  1815.20
    NONEND NONREF NONRERTE/ VALID ON CI ONLY

JKT CI TPE 883.00QEE90 CI JKT 833.00QEE90 NUC1766.0
0END ROE1.000000
TOUR CODE JKT2013
RLOC 1G PPO9RO    CI KHMJFJ
```

Fare

```
FB1  - S1-2                             15AUG14 5N/AG
P1   FAREGALILEO/FIKRIMS     ADT  B     USD 2015.20
JKT CI TPE 1083.00TEE90 CI JKT 883.00QEE90 NUC1966.00END ROE1.
00
FARE USD1966.00 TAX 9.20TW TAX 40.00YQ TOT USD2015.20
          ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
S1   FB-TEE90           B-20K           NA-30JAN
S2   FB-QEE90           B-20K           NA-30JAN
NONEND NONREF NONRERTE-VALID ON CI ONLY
T P01/S1-2/ET/CCI
>
```

Penalty collected as a new tax with the code CP:

Step 3. **Comission and penalties**

PENALTY

○ Absent

○ EMD

◉ Tax

	TAX TYPE	VALUE
1.	CP	50.00
2.		

○ Q-Surcharge

ENDORSEMENT

NONEND NONREF NONRERTE-VALID ON CI ONLY

COMMISSION	TOUR CODE	IT/BT
Percents ▾ 0	JKT2013	◉ None ○ IT ○ BT

○ Q-Surcharge

ENDORSEMENT

NONEND NONREF NONRERTE-VALID ON CI ONLY

Please confirm the same tour code in ticket and fare (JKT2013).

Confirm   Cancel

The tour code is copied from the original ticket and must be deleted (Cancel option) because this Tour code will be entered as AI code together with net Fare before ticketing.

Step 3. Comission and penalties

PENALTY

- ○ Absent
- ○ EMD
- ● Tax

	TAX TYPE	VALUE
1.	OP	50.00
2.		

- ○ Q-Surcharge

ENDORSEMENT

NONEND NONREF NONRERTE-VALID ON CI ONLY

COMMISSION	TOUR CODE	IT/BT
Percents ▼ 0		● None ○ IT ○ BT

Step 4. Exchange mask

TICKET NUMBER*	THRU	COUPON NUMBERS*
29799021335521	○ Yes ● No	02

COUPONS FOR TICKETS*

TICKET 1	TICKET 2	TICKET 3	TICKET 4
12			

PD TAXES

9.20	TW	40.00	YQ				

TTL VALUE*	ORIGINAL FOP*
USD1766.00	INVAGT ✕

Fields marked with asterisk (*) are required.

Official additional collection is USD 250.00 (200.00 official ADC for Fare difference plus 50.00 for penalty collected as a tax).

Step 4. Exchange mask

FORM OF PAYMENT		ADDITIONAL COLLECTION	
☐ Cash			CZK
☑ Invoice / Credit card / Other: INVOICE		250.00	CZK
☐ Invoice / Credit card / Other:	(For example: VI1234567890*D1219)	0	CZK

Add collection required: 250.00 USD

Fields marked with asterisk (*) are required.

The other adult passenger can be copied based on the mask stored for the first adult passenger.

Step 5. Fare copying

Please check passengers and select corresponding tickets, or skip this step by pressing "Next" button

Fare data to be copied from:

PASSENGER	PASSENGER TYPE	TICKET	TOTAL
FAREGALILEO/FIKRIMS	ADT	2979902133552	1966.00USD

Copying targets:

	PASSENGER	PASSENGER TYPE	TICKET
☑	2. FAREGALILEO/FARHAN MR	ADT - Adult	2979902133554 / FAREGALILEO/FARHAN MR / CGK → TPE → CGK
☐	3. FAREGALILEO/AZKA MS	Select passenger type	Select ticket

Ticketing modifiers **NFUSD100.00/NR/AI-JKT2013** must be added to TKP entry before ticketing.
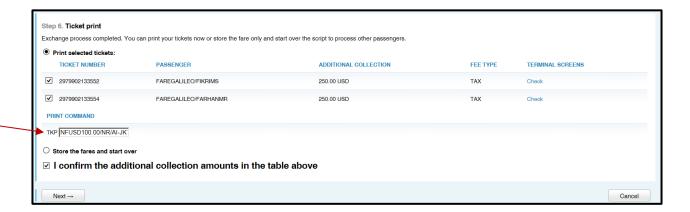NFUSD100.00 = real ADC is USD 100.00 instead of USD 200.00 which is the difference between TEE90 and QEE90 Fares.
AI-JKT2013 = tour code used in case of NET REMIT

Step 6. Ticket print

Exchange process completed. You can print your tickets now or store the fare only and start over the script to process other passengers.

● **Print selected tickets:**

	TICKET NUMBER	PASSENGER	ADDITIONAL COLLECTION	FEE TYPE	TERMINAL SCREENS
☑	2979902133552	FAREGALILEO/FIKRIMS	250.00 USD	TAX	Check
☑	2979902133554	FAREGALILEO/FARHANMR	250.00 USD	TAX	Check

PRINT COMMAND

TKP NFUSD100.00/NR/AI-JK

○ **Store the fares and start over**

☑ **I confirm the additional collection amounts in the table above**

Next →   Cancel

Child cannot be copied based on the mask for adult passenger and therefore the mask has to be created separately.

Global Exchange Manager

Step 1. Get started

Select an action to perform

ACTION

⦿ Reissue (your calculation will be saved and you will be able to issue ticket)

◯ Informative calculation only (your calculation will not be saved)
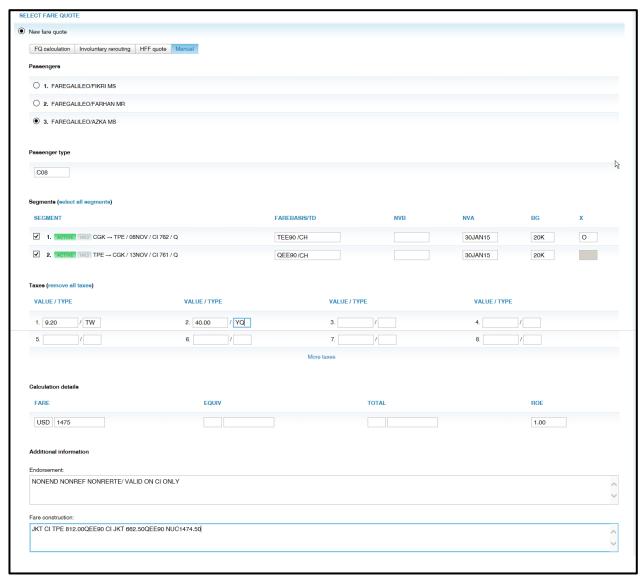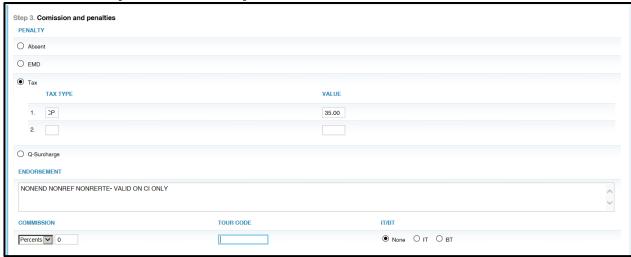
Select ticket

	TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
◯	[ ]	(Custom ticket number)			
◯	2979902133586 2979902133552	15AUG14	FAREGALILEO/FIKRI MS	OPEN CGK → TPE / 08NOV / CI 762 OPEN TPE → CGK / 13NOV / CI 761	250.00USD
⦿	2979902133551	08AUG14	FAREGALILEO/AZKA MS	OPEN CGK → TPE / 08NOV / CI 762 OPEN TPE → CGK / 13NOV / CI 761	1374.20USD
◯	2979902133587 2979902133554	15AUG14	FAREGALILEO/FARHAN MR	OPEN CGK → TPE / 08NOV / CI 762 OPEN TPE → CGK / 13NOV / CI 761	250.00USD
◯	2979902133554	08AUG14	FAREGALILEO/FARHAN MR	USED	1815.20USD
◯	2979902133552	08AUG14	FAREGALILEO/FIKRI MS	USED	1815.20USD

GEM EXCHANGE AGREEMENT

☑ I confirm I have checked all Fares and Fare rules applied to the original ticket – Category 16.

SELECT FARE QUOTE

◉ New fare quote

| FQ calculation | Involuntary rerouting | HFF quote | Manual |

Passengers

○ 1. FAREGALILEO/FIKRI MS

○ 2. FAREGALILEO/FARHAN MR

◉ 3. FAREGALILEO/AZKA MS

Passenger type

`C08`

Segments (select all segments)

SEGMENT	FAREBASIS/TD	NVB	NVA	BG	X
☑ 1. `ACTIVE` `HK3` CGK → TPE / 08NOV / CI 762 / Q	TEE90 /CH		30JAN15	20K	O
☑ 2. `ACTIVE` `HK3` TPE → CGK / 13NOV / CI 761 / Q	QEE90 /CH		30JAN15	20K	

Taxes (remove all taxes)

VALUE / TYPE	VALUE / TYPE	VALUE / TYPE	VALUE / TYPE
1. 9.20 / TW	2. 40.00 / YQ	3. /	4. /
5. /	6. /	7. /	8. /

More taxes

Calculation details

FARE	EQUIV	TOTAL	ROE
USD 1475			1.00

Additional information

Endorsement:

NONEND NONREF NONRERTE/ VALID ON CI ONLY

Fare construction:

JKT CI TPE 812.00QEE90 CI JKT 662.50QEE90 NUC1474.50

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
TW	9.20	9.20	0.00
YQ	40.00	40.00	0.00
FARE	1325.00	1475.00	150.00
Total:			150.00

☑ Automatic calculation may be inaccurate. We recommend you to **check** it manually.

Ticket

```
TKT: 297 9902 133551     NAME: FAREGALILEO/A2KAMS
 PH: 08 211 160 0298
ISSUED: 08AUG14        FOP:INVAGT
PSEUDO: 753P  PLATING CARRIER: CI  ISO: ID  IATA: 99999992
    USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B      FARE    CPN
    OPEN CI 0762  Q  08NOV CGKTPE  1400 OK QEE90/CH          1
                                       NVB03NOV NVA06FEB
    OPEN CI 0761  Q  13NOV TPECGK  0845 OK QEE90/CH          2
                                       NVB03NOV NVA06FEB

FARE USD  1325.00 TAX      9.20TW TAX    40.00YQ TAX
TOTAL USD  1374.20
    NONEND NONREF NONRERTE/ VALID ON CI ONLY
```

Fare

```
FB3  - S1-2                                   15AUG14 5N/AG
 P3  FAREGALILEO/A2KAMS       C08   B           USD 1524.20
JKT CI TPE 812.00QEE90 CI JKT 662.50QEE90 NUC1474.50END ROE1.0
0
FARE USD1475.00 TAX 9.20TW TAX 40.00YQ TOT USD1524.20
        ***ADDITIONAL FEES MAY APPLY*SEE>FO3·
S1   FB-TEE90          B-20K        NA-30JAN
S2   FB-QEE90          B-20K        NA-30JAN
NONEND NONREF NONRERTE- VALID ON CI ONLY
T P03/S1-2/ET/CCI
>
```

Step 3. Comission and penalties

PENALTY

- ◯ Absent
- ◯ EMD
- ⦿ Tax

	TAX TYPE	VALUE
1.	CP	35.00
2.		

- ◯ Q-Surcharge

ENDORSEMENT

NONEND NONREF NONRERTE- VALID ON CI ONLY

COMMISSION	TOUR CODE	IT/BT
Percents ▾ 0	JKT2013	⦿ None ◯ IT ◯ BT

```
The Tour code copied from the original ticket must be removed.
```

Step 3. Comission and penalties

PENALTY

- ◯ Absent
- ◯ EMD
- ⦿ Tax

	TAX TYPE	VALUE
1.	CP	35.00
2.		

- ◯ Q-Surcharge

ENDORSEMENT

NONEND NONREF NONRERTE- VALID ON CI ONLY

COMMISSION	TOUR CODE	IT/BT
Percents ▾ 0		⦿ None ◯ IT ◯ BT

Official additional collection is USD 185.00 (150.00 official ADC for Fare difference plus 35.00 for penalty collected as a tax).

Ignore step 5 because the masks for both adults are already created.

Ticketing modifiers **NFUSD75.00/NR/AI-JKT2013** must be added to TKP entry before ticketing.
NFUSD75.00 = real ADC is USD 75.00 instead of USD 150.00 which is the difference between TEE90 and QEE90 Fares with children discount.
AI-JKT2013 = tour code used in case of NET REMIT

Step 6. Ticket print

Exchange process completed. You can print your tickets now or store the fare only and start over the script to process other passengers.

⦿ **Print selected tickets:**

	TICKET NUMBER	PASSENGER	ADDITIONAL COLLECTION	FEE TYPE	TERMINAL SCREENS
☑	2979902133551	FAREGALILEO/AZKAMS	185.00 USD	TAX	Check

PRINT COMMAND

TKP `013/NFUSD75.00/NR` ✕

○ Store the fares and start over

☑ **I confirm the additional collection amounts in the table above**

TOTAL ADD COLLECT: 185.00 USD

Step 5. Fare copying

Additional tickets
No additional tickets selected

Step 6. Ticket print

Exchange process completed. You can print your tickets now or store the fare only and start over the script to process other passengers.

Your tickets has been printed successfully
You can close this window and return to the Galileo Desktop or press a button
below to start over exchanging other tickets.

[Start over]

New tickets:
```
TKT: 297 9902 133586      NAME: FAREGALILEO/FIKRIMS
 PH: 08 211 160 0298
ISSUED: 15AUG14          FOP:INVAGT/MISC
PSEUDO: 753P  PLATING CARRIER: CI  ISO: ID  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE    CPN
   OPEN CI 0762  Q  08NOV CGKTPE  1440 OK TEE90               1
                                           NVA30JAN
   OPEN CI 0761  Q  13NOV TPECGK  0920 OK QEE90               2
                                           NVA30JAN
FARE USD  1966.00 TAX      9.20TW TAX    40.00YQ TAX    50.00CP
TOTAL USD  250.00A
   NONEND NONREF NONRERTE-VALID/ON CI ONLY
JKT CI TPE 1083.00TEE90 CI JKT 883.00QEE90 NUC1966.
00END ROE1.00
TOUR CODE JKT2013
EXCHANGED FOR: 2979902133552
ORIGINAL ISSUE: 2979902133552JKT08AUG1499999992
RLOC 1G PPQ9RQ    CI KHMJFJ


TKT: 297 9902 133587      NAME: FAREGALILEO/FARHANMR
 PH: 08 211 160 0298
ISSUED: 15AUG14          FOP:INVAGT/MISC
PSEUDO: 753P  PLATING CARRIER: CI  ISO: ID  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE    CPN
   OPEN CI 0762  Q  08NOV CGKTPE  1440 OK TEE90               1
                                           NVA30JAN
   OPEN CI 0761  Q  13NOV TPECGK  0920 OK QEE90               2
                                           NVA30JAN
FARE USD  1966.00 TAX      9.20TW TAX    40.00YQ TAX    50.00CP
TOTAL USD  250.00A
   NONEND NONREF NONRERTE-VALID/ON CI ONLY
JKT CI TPE 1083.00TEE90 CI JKT 883.00QEE90 NUC1966.
00END ROE1.00
TOUR CODE JKT2013
EXCHANGED FOR: 2979902133554
ORIGINAL ISSUE: 2979902133554JKT08AUG1499999992
RLOC 1G PPQ9RQ    CI KHMJFJ
```

```
TKT: 297 9902 133588      NAME: FAREGALILEO/AZKAMS
 PH: 08 211 160 0298
ISSUED: 15AUG14           FOP:INVAGT/MISC
PSEUDO: 753P  PLATING CARRIER: CI  ISO: ID  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE    CPN
    OPEN CI 0762  Q  08NOV CGKTPE  1440 OK TEE90/CH           1
                                                   NVA30JAN
    OPEN CI 0761  Q  13NOV TPECGK  0920 OK QEE90/CH           2
                                                   NVA30JAN
FARE USD 1475.00 TAX      9.20TW TAX    40.00YQ TAX   35.00CP
TOTAL USD  185.00A
   NONEND NONREF NONRERTE- VALID/ON CI ONLY
JKT CI TPE 812.00QEE90 CI JKT 662.50QEE90 NUC1474.5
0END ROE1.00
TOUR CODE JKT2013
EXCHANGED FOR: 2979902133551
ORIGINAL ISSUE: 2979902133551JKT08AUG1499999992
RLOC 1G PPQ9RQ    CI KHMJFJ
```

HMPR:

```
GALILEO INDONESIA TEST              TINS REPORT      15 AUG 14
CURRENCY CODE   USD      IATA NUMBER 99999992


A/L TKT/STOCK NBR PASSENGER NAME  FARE        TAX    COMM  FOP
                                       *FEES
126E9902133582    FIRLIANTI/ANITAM  VOID 15AUG
126E9902133583    FIRLIANTI/ANITAM  VOID 15AUG
297E9902133584    LESTARI/INDAHARI  VOID 15AUG
297E9902133585    ANINDITA/TASYAMI  VOID 15AUG
297E9902133586    FAREGALILEO/FIKR  200.00A  50.00  0.00   IN
                  JKT2013
                                  100.00N   ←   ←
297E9902133587    FAREGALILEO/FARH  200.00A  50.00  0.00   IN
                  JKT2013
                                  100.00N   ←   ←
297E9902133588    FAREGALILEO/AZKA  150.00A  35.00  0.00   IN
                  JKT2013
                                   75.00N   ←   ←
SUBTOTAL - CASH            0.00          0.00
SUBTOTAL - CHECK           0.00          0.00
SUBTOTAL - NONREF          0.00          0.00
SUBTOTAL - MISC            0.00          0.00
SUBTOTAL - INV           550.00        135.00
TOTAL CASH SALES         685.00
TOTAL CREDIT SALES         0.00
TOTAL FEES                 0.00
GRAND TOTAL              685.00
TOTAL COMMISSION           0.00
LESS CREDIT SALES          0.00
NETT AMOUNT PAYABLE      685.00
```

Exchange/Reissue with residual value - EMD for refundable balance

Original ticket

```
TKT: 064 9902 177383       NAME: KLIMOVA/MISAMRS
ISSUED: 29OCT14            FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: OK  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN OK  618  D  16NOV PRGAMS  1725 OK DFLXCZ             1
   OPEN OK  619  D  18NOV AMSPRG  1945 OK DFLXCZ             2

FARE CZK     26840 TAX       583CZ TAX      362CJ TAX     2754XT
TOTAL CZK    30539
PRG OK AMS 628.66 OK PRG 628.66 NUC1257.32END ROE21
.3469 XT 437RN57VV2260YQ
RLOC 1G C47C2G    1A 5ODI67
```

Changed itinerary – change routing on outbound sector:

```
C47C2G/37 BRQNH N347373 AG 99999992 29OCT
  1.1KLIMOVA/MISAMRS
 1. OK  526 D  16NOV PRGDUS HK1  1740   1915  O*      E SU
 2.     ARNK
 3. OK  619 D  18NOV AMSPRG HK1  1945   2120  O*      E TU
```

New Fare calculation is cheaper because DFLXCZ Fare from PRG to DUS is lower.

The agent has to decide if the Fare difference can be refunded or not according to the appropriate Fare rule, Category 16 — Cancellation. DFLXCZ Fare is fully refundable and therefore the agent's reply is Yes.
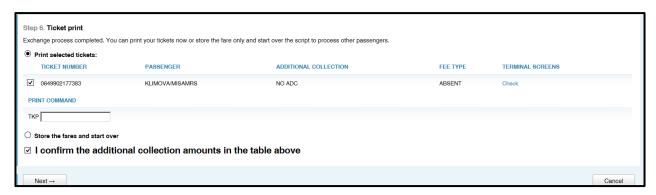
Step 3. Comission and penalties

PENALTY

● Absent

○ EMD

○ Tax

○ Q-Surcharge

ENDORSEMENT

COMMISSION	TOUR CODE	IT/BT
Percents ▾ 0		● None ○ IT ○ BT

Step 4. Exchange mask

TICKET NUMBER*	THRU	COUPON NUMBERS*
06499021773834	○ Yes ● No	02

COUPONS FOR TICKETS*

TICKET 1	TICKET 2	TICKET 3	TICKET 4
12			

PD TAXES

583	CZ	362	CJ	437	RN	57	VV
2260	YQ						

TTL VALUE*	ORIGINAL FOP*
CZK26840	S

Fields marked with asterisk (*) are required.

COUPONS FOR TICKETS*

TICKET 1

12

PD TAXES

583 CZ 362

2200 YQ

> EMD for refundable balance was created automatically and will be issued along with the ticket.
> You have to refund it to get the due amount of 5460 CZK back.
>
> OK

TICKET 4

57 VV

When the agent confirms this message EMD for refundable balance will be issued automatically. If the agent doesn't want to issue EMD, it is possible to cancel the reissue and start the exchange/reissue procedure once again from the beginning.

Step 6. Ticket print

Exchange process completed. You can print your tickets now or store the fare only and start over the script to process other passengers.

● Print selected tickets:

	TICKET NUMBER	PASSENGER	ADDITIONAL COLLECTION	FEE TYPE	TERMINAL SCREENS
☑	0649902177383	KLIMOVA/MISAMRS	NO ADC	ABSENT	Check

PRINT COMMAND

TKP |

○ Store the fares and start over

☑ **I confirm the additional collection amounts in the table above**

Next →   Cancel

New ticket:
```
TKT: 064 9902 177384    NAME: KLIMOVA/MISAMRS
ISSUED: 29OCT14          FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: OK  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B       FARE    CPN
    OPEN OK  526  D  16NOV PRGDUS  1740 OK DFLXCZ            1
    OPEN OK  619  D  18NOV AMSPRG  1945 OK DFLXCZ            3
FARE CZK    21380 TAX      583CZ TAX     362CJ TAX    2754XT
TOTAL CZK   NO ADC
PRG OK DUS 372.88DFLXCZ /-AMS OK PRG 628.66DFLXCZ N
UC1001.54END ROE21.3469 XT PD437RN PD57VV PD2260YQ
EXCHANGED FOR: 0649902177383
ORIGINAL ISSUE: 0649902177383PRG29OCT1499999992
RLOC 1G C47C2G    1A 5ODI67
```

EMD for refundable balance must be refunded

```
0649992068617     KLIMOVA/MISAMRS C47C2G/1G/79YE 99999992
CPN RFISC     DESCRIPTION         VALUE      DATE    STATUS
 1  D-996   REFUNDABLE BALANCES   CZK    5460          OPEN
          EMD DOCUMENT TOTAL:   CZK    5460
>EMD DETAIL DISPLAY       ·
>EMD VOID                ·.
>EMD REFUND             ·F
```

EMD with all details:
```
0649992068617     KLIMOVA/MISAMRS C47C2G/1G/79YE 99999992

************** EMD 0649992068617 COUPON 1 DETAILS **************

RFI: D-996 REFUNDABLE BALANCES
DATE OF SERVICE:         QUANTITY OF SERVICES/FEES: 1

CPN AMT              CPN STATUS        ESAC
CZK 5460             REFUNDED          064RAY77CA4ND

PRESENT TO: CZECH AIRLINES
PRESENT AT: PRAGUE/PRG
******************** EMD DOCUMENT DETAILS ********************

ENDORSEMENT RESTRICTIONS:
REFUND.BY.ISSUING.AGENT

EMD FARE DATA
 BASE: CZK    5460
 EQUIV:
 TOTAL: CZK    5460

FOP: CA

NAME: KLIMOVA/MISAMRS
GDS PNR: 1G/C47C2G
CARRIER PNR: 1A/5ODI67
AGENCY: 79YE       TICKETING AGT ID:73       IATA NBR:99999992
NAME/PLACE OF ISSUE: GALILEO CESKA REPUBLI
DATE OF ISSUE:29OCT14
RELATED TO TKT: 0649902177384
ORIG ISSUE:
```

EXCHG/REISSUE DOC: 0649902177383
EMD for refundable balance on sales report – HMPR

```
GALILEO CESKA REPUBLIKA              TINS REPORT         29 OCT 14
CURRENCY CODE  CZK       IATA NUMBER 99999992

A/L TKT/STOCK NBR PASSENGER NAME  FARE      TAX     COMM  FOP
                                          *FEES
064D9992068617    KLIMOVA/MISAMRS       0        0  0.00  EX    ← EMD issued
064E9902177384    KLIMOVA/MISAMRS       0        0  0.00  EX    ← new TKT
064 9992068617    KLIMOVA/MISAMRS    5460        0  0.00  EX    ← EMD refunded
                                          RFND-
```

EMD for refundable balance is issued only in case when the carrier allows to issue EMD for refund in Galileo system.

When the carrier is not ready to issue EMD for refundable balance in Galileo, following warning message is retuned by GEM:

New fare is lower. Contact airline / apply for ACM to get the due amount 2489 CZK back.

OK

You have to contact the carrier and ask for refund – CZK 2489 via ACM.

When the new Fare is lower but the original Fare is nonrefundable, EMD for refundable balance may not be issued.

CANCELLATIONS
  BEFORE DEPARTURE
    TICKET IS NON-REFUNDABLE IN CASE OF CANCEL/NO-SHOW/REFUND.

Following warning is returned by GEM and the agent should select NO.

This Exchange will result in a Refundable Balance of 2260 CZK. Please check category 16 of the appropriate Fare rule if the Fare is refundable. Do you want to refund this amount?

Yes   No

The ticket with new Fare is issued and no residual value is refunded.

Ticket after departure, accompanied child in a separate PNR

Original ticket:
```
TKT: 176 8953 354512     NAME: ONDRACKOVA/AMALIEMISS
ISSUED: 12MAR15          FOP:CASH
PSEUDO: 6K64  PLATING CARRIER: EK  ISO: CZ  IATA: 15202014
   USE  CR FLT  CLS  DATE BRDOFF  TIME  ST F/B        FARE   CPN
   USED EK 0140  U   12MAR PRGDXB  1550 OK UKEESCZ1CH         1
   OPEN EK 0139  U   19MAR DXBPRG  0855 OK UKEESCZ1CH         2
                                         NVB19MAR NVA19MAR
FARE CZK     7275 TAX       583CZ TAX      495AE TAX     6904XT
TOTAL CZK    15257
PRG EK DXB 149.26 EK PRG 149.26 NUC298.52END ROE24.
3696 XT 33TP33ZR6838YQ
RLOC 1G 5HSTV0    EK MTGPUJ
```

Changed itinerary:
```
5HSTV0/FB BRQOU 6K64FB  AG 15202014 12MAR
 1.1ONDRACKOVA/AMALIEMISS*P-C05
 2. EK  139 U  19MAR DXBPRG HK1  0855   1235  O*      E TH
 3.     ARNK
 4. EK  139 U  26MAR DXBPRG HK1  0855   1235  O*      E TH    ← new segment
```

In order to receive the fare calculation with children discount, the code "ACC" must be added to FQ entry as pricing modifier otherwise the fare calculation for adult would be returned by the system.

Segments (select all segments)

SEGMENT	FARE BASIS
☑ 1. FLOWN HK1 PRG → DXB / 12MAR / EK 140 / U	
☐ 2. ACTIVE HK1 DXB → PRG / 19MAR / EK 139 / U	
☑ 4. ACTIVE HK1 DXB → PRG / 26MAR / EK 139 / U	

Calculation type

○ Before departure (FQ)   If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.

● After departure (FQ.T)

○ FQ with options   FQ/P1/S1.4/ [ ]

○ FQ.H

Fare calculation date

[12MAR15]

Additional options

ACCOUNT CODE	PTC	CURRENCY	OPTIONAL FQ MODIFIER
[ ]	[C05]	[ ]	[ACC ✕]

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	583	583	0
AE	495	495	0
TP	33	33	0
ZR	33	33	0
YQ	6838	6838	0
FARE	7275	7275	0
Total:			0

☑ Automatic calculation may be inaccurate. We recommend you to **check** it manually.

Ticket

```
TKT: 176 8953 354512    NAME: ONDRACKOVA/AMALIEMISS

ISSUED: 12MAR15        FOP:CASH
PSEUDO: 6K64  PLATING CARRIER: EK  ISO: CZ  IATA: 15202014
  USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B      FARE   CPN
  USED EK 0140  U  12MAR PRGDXB  1550 OK UKEESCZ1CH       1
                              NVB12MAR NVA12MAR
  OPEN EK 0139  U  19MAR DXBPRG  0855 OK UKEESCZ1CH       2
                              NVB19MAR NVA19MAR

FARE CZK    7275 TAX      583CZ TAX      495AE TAX      6904XT
TOTAL CZK    15257
  NON-END/FLEX/ 61233
```

Fare

```
FB1  - S4                              17MAR15 37/AG
 P1  ONDRACKOVA/AMALIEMISS    C05   B         CZK   15257
 PRG EK DXB 149.26 EK PRG 149.26 NUC298.52END ROE24.3696
 FARE CZK7275 TAX 583CZ TAX 495AE TAX 33TP TAX 33ZR TAX 6838YQ
 TOT CZK15257
           ***ADDITIONAL FEES MAY APPLY*SEE>FO1·
 S4   FB-UKEESCZ1CH       B-30K  NB-26MAR  NA-26MAR
 NON-END-FLEX 61233
 T P01/S4/ET/CEK
>
```

Involuntary rerouting of IT ticket:

As there are no ticketing data stored in the Filed Fare History, GEM has to take the information from the ticket. That is why some data, which are not shown on the ticket (e.g. baggage allowance, fare etc.) has to be added by the agent manually. The fields, where the information should be entered, are red.

Original ticket issued as IT:
```
TKT: 160 9902 320669      NAME: ZELENY/ZBYNEKMR
ISSUED: 06MAY15           FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: CX  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B       FARE    CPN
   OPEN OK  618  Q  10NOV PRGAMS  1725 OK LL1YCZ            1
                                         NVB10NOV NVA10NOV
   OPEN CX  270  L  11NOV AMSHKG  1245 OK LL1YCZ            2
                                         NVB11NOV NVA11NOV
   OPEN CX  271  H  21NOV HKGAMS  0025 OK HL1YCZ            3
                                         NVB21NOV NVA21NOV
   OPEN OK  617  Q  21NOV AMSPRG  0925 OK HL1YCZ            4
                                         NVB21NOV NVA21NOV
FARE         IT TAX      591CZ TAX     374CJ TAX     4238XT
TOTAL CZK      IT
   NONEND NONREF//DATECHANGE FEE CZK3000/DATECHANGE FEE CZK2000
PRG OK X/AMS CX HKG M/IT CX X/AMS Q5.80 OK PRG M/IT
 END ROE24.9687 XT 346RN28VV380HK2192YQ1292YR
TOUR CODE PRG201FF500
RLOC 1G ASD79E    1A 5KOAE4
```

Changed itinerary: return travel is changed to one day later via FRA:
```
ASD79E/37 BRQNH N347373 AG 99999992 06MAY
  1.1ZELENY/ZBYNEKMR
 1. OK  618 Q  10NOV PRGAMS HK1  1725   1900  O*      E TU
 2. CX  270 L  11NOV AMSHKG HK1  1245  #0655  O*      E WE
 3. CX  289 B  22NOV HKGFRA HK1  0035   0620  O*      E SU
 4. OK  537 Q  22NOV FRAPRG HK1  1950   2100  O*      E SU
```
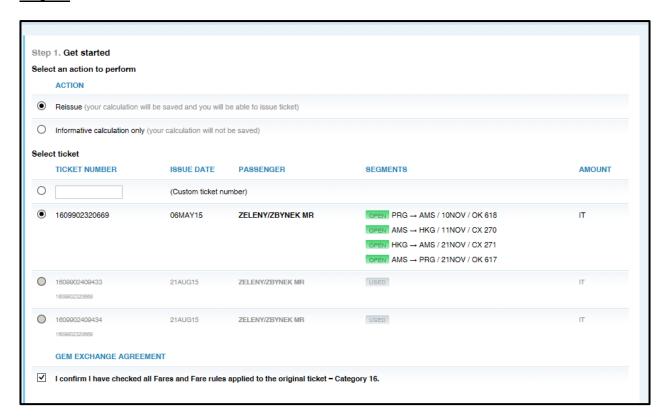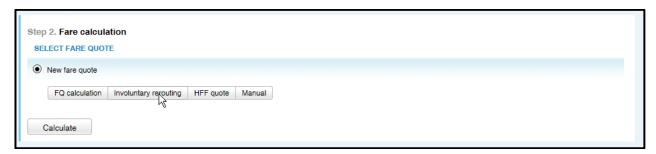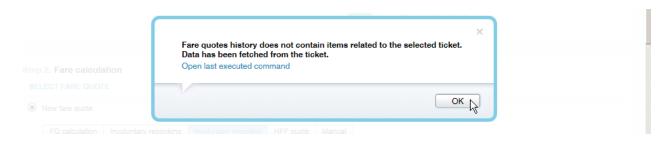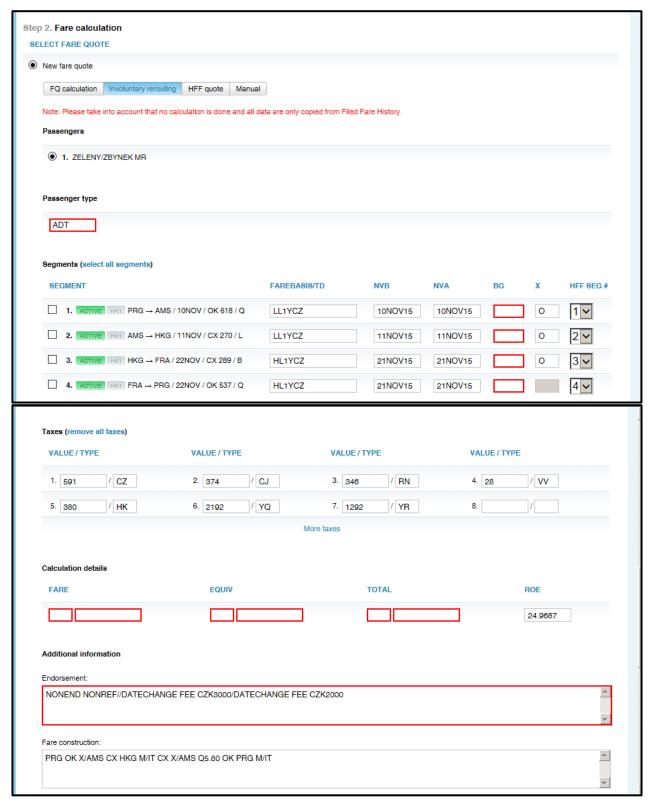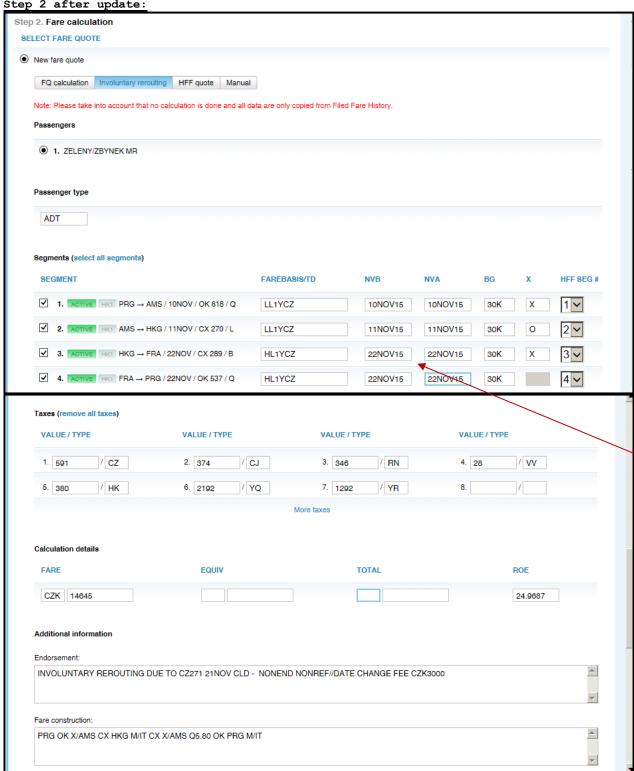
Step 1:

Step 1. Get started

Select an action to perform

ACTION

◉ Reissue (your calculation will be saved and you will be able to issue ticket)

○ Informative calculation only (your calculation will not be saved)

Select ticket

	TICKET NUMBER	ISSUE DATE	PASSENGER	SEGMENTS	AMOUNT
○	(Custom ticket number)				
◉	1609902320669	06MAY15	ZELENY/ZBYNEK MR	OPEN PRG → AMS / 10NOV / OK 618	IT
				OPEN AMS → HKG / 11NOV / CX 270	
				OPEN HKG → AMS / 21NOV / CX 271	
				OPEN AMS → PRG / 21NOV / OK 617	
○	1609902409433	21AUG15	ZELENY/ZBYNEK MR	USED	IT
	1609902320669				
○	1609902409434	21AUG15	ZELENY/ZBYNEK MR	USED	IT
	1609902320669				

GEM EXCHANGE AGREEMENT

☑ I confirm I have checked all Fares and Fare rules applied to the original ticket – Category 16.

Step 2:

Step 2. Fare calculation

SELECT FARE QUOTE

◉ New fare quote

[FQ calculation] [Involuntary rerouting] [HFF quote] [Manual]

[Calculate]

Step 2. Fare calculation

SELECT FARE QUOTE

◉ New fare quote

[FQ calculation] [Involuntary rebooking] [Involuntary rerouting] [HFF quote] [Manual]

Fare quotes history does not contain items related to the selected ticket. Data has been fetched from the ticket.

Open last executed command

[OK]

Step 2. Fare calculation

SELECT FARE QUOTE

⦿ New fare quote

| FQ calculation | Involuntary rerouting | HFF quote | Manual |

Note: Please take into account that no calculation is done and all data are only copied from Filed Fare History.

Passengers

⦿ 1. ZELENY/ZBYNEK MR

Passenger type

ADT

Segments (select all segments)

SEGMENT	FAREBASIS/TD	NVB	NVA	BG	X	HFF SEG #
☐ 1. ACTIVE HK1 PRG → AMS / 10NOV / OK 618 / Q	LL1YCZ	10NOV15	10NOV15		O	1 ⌄
☐ 2. ACTIVE HK1 AMS → HKG / 11NOV / CX 270 / L	LL1YCZ	11NOV15	11NOV15		O	2 ⌄
☐ 3. ACTIVE HK1 HKG → FRA / 22NOV / CX 289 / B	HL1YCZ	21NOV15	21NOV15		O	3 ⌄
☐ 4. ACTIVE HK1 FRA → PRG / 22NOV / OK 537 / Q	HL1YCZ	21NOV15	21NOV15			4 ⌄

Taxes (remove all taxes)

VALUE / TYPE	VALUE / TYPE	VALUE / TYPE	VALUE / TYPE
1. 591 / CZ	2. 374 / CJ	3. 346 / RN	4. 28 / VV
5. 380 / HK	6. 2192 / YQ	7. 1292 / YR	8. /

More taxes

Calculation details

FARE	EQUIV	TOTAL	ROE
			24.9687

Additional information

Endorsement:

NONEND NONREF//DATECHANGE FEE CZK3000/DATECHANGE FEE CZK2000

Fare construction:

PRG OK X/AMS CX HKG M/IT CX X/AMS Q5.80 OK PRG M/IT

Red fields must be updated by the agent manually. It is not necessary to update all fields, e.g. "TOTAL" field or sometimes "EQUIV" field, if no equivalent exists.
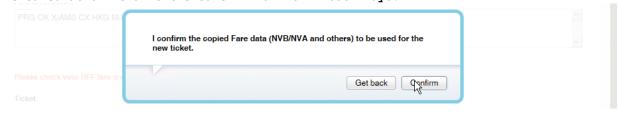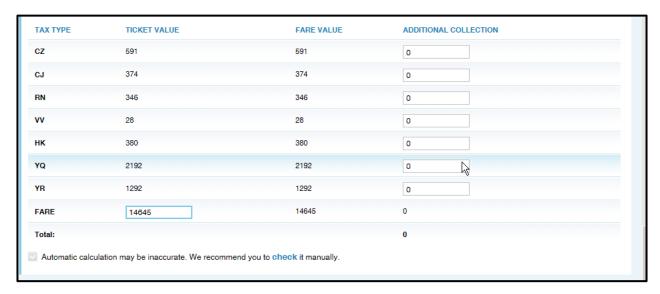
Step 2 after update:

Step 2. **Fare calculation**

SELECT FARE QUOTE

◉ New fare quote

| FQ calculation | Involuntary rerouting | HFF quote | Manual |

Note: Please take into account that no calculation is done and all data are only copied from Filed Fare History.

Passengers

◉ 1. ZELENY/ZBYNEK MR

Passenger type

ADT

Segments (select all segments)

	SEGMENT	FAREBASIS/TD	NVB	NVA	BG	X	HFF SEG #
☑	1. ACTIVE HK1 PRG → AMS / 10NOV / OK 618 / Q	LL1YCZ	10NOV15	10NOV15	30K	X	1
☑	2. ACTIVE HK1 AMS → HKG / 11NOV / CX 270 / L	LL1YCZ	11NOV15	11NOV15	30K	O	2
☑	3. ACTIVE HK1 HKG → FRA / 22NOV / CX 289 / B	HL1YCZ	22NOV15	22NOV15	30K	X	3
☑	4. ACTIVE HK1 FRA → PRG / 22NOV / OK 537 / Q	HL1YCZ	22NOV15	22NOV15	30K		4

Taxes (remove all taxes)

	VALUE / TYPE		VALUE / TYPE		VALUE / TYPE		VALUE / TYPE
1.	591 / CZ	2.	374 / CJ	3.	346 / RN	4.	28 / VV
5.	380 / HK	6.	2192 / YQ	7.	1292 / YR	8.	/

More taxes

Calculation details

FARE	EQUIV	TOTAL	ROE
CZK 14645			24.9687

Additional information

Endorsement:

INVOLUNTARY REROUTING DUE TO CZ271 21NOV CLD - NONEND NONREF//DATE CHANGE FEE CZK3000

Fare construction:

PRG OK X/AMS CX HKG M/IT CX X/AMS Q5.80 OK PRG M/IT

As return travel is booked on one day later – 22NOV, NVB and NVA dates must be changed accordingly.
Fare calculation remains the same – via AMS in both ways.

PRG OK X/AMS CX HKG M/

I confirm the copied Fare data (NVB/NVA and others) to be used for the new ticket.

Get back   Confirm

Please check your HFF fare qu

Ticket

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	591	591	0
CJ	374	374	0
RN	346	346	0
VV	28	28	0
HK	380	380	0
YQ	2192	2192	0
YR	1292	1292	0
FARE	?	14645	NaN
Total:			NaN

Automatic calculation may be inaccurate. We recommend you to **check** it manually.

Original Fare has to be added by the agent because of –IT- in the Fare box.

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	591	591	0
CJ	374	374	0
RN	346	346	0
VV	28	28	0
HK	380	380	0
YQ	2192	2192	0
YR	1292	1292	0
FARE	14645	14645	0
Total:			0

Automatic calculation may be inaccurate. We recommend you to **check** it manually.

Step 3:

Step 3. **Comission and penalties**

PENALTY

- ● Absent
- ○ EMD
- ○ Tax
- ○ Q-Surcharge

ENDORSEMENT

INVOLUNTARY REROUTING DUE TO CZ271 21NOV CLD - NONEND NONREF- -DATE CHANGE FEE CZK3000

COMMISSION	TOUR CODE	IT/BT
Percents 0	PRG201FF500	○ None ● IT ○ BT

Please confirm that you want to set IT modifier to this fare.

Confirm   Cancel

Please confirm the same tour code in ticket and fare (PRG201FF500).

Confirm   Cancel

Step 4:

Step 4. Exchange mask

TICKET NUMBER*		THRU		COUPON NUMBERS*

16099023206696   ○ Yes ● No   04

COUPONS FOR TICKETS*

TICKET 1	TICKET 2	TICKET 3	TICKET 4
1234			

PD TAXES

591	CZ	374	CJ	346	RN	28	VV
380	HK	2192	YQ	1292	YR		

TTL VALUE*   ORIGINAL FOP*

CZK14645   S

Fields marked with asterisk (*) are required.

Step 6:

Step 6. Ticket print

Exchange process completed. You can print your tickets now or store the fare only and start over the script to process other passengers.

● Print selected tickets:

	TICKET NUMBER	PASSENGER	ADDITIONAL COLLECTION	FEE TYPE	TERMINAL SCREENS
☑	1609902320669	ZELENY/ZBYNEKMR	NO ADC	ABSENT	Check

PRINT COMMAND

TKP [   ]

○ Store the fares and start over

☑ **I confirm the additional collection amounts in the table above**

[Next →]   [Cancel]

New ticket:

```
TKT: 160 9902 409439    NAME: ZELENY/ZBYNEKMR
ISSUED: 26AUG15          FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: CX  ISO: CZ  IATA: 99999992
    USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
    ARPT OK  618  Q   10NOV PRGAMS  1725 OK LL1YCZ           1
                                        NVB10NOV NVA10NOV
    OPEN CX  270  L   11NOV AMSHKG  1245 OK LL1YCZ           2
                                        NVB11NOV NVA11NOV
    OPEN CX  289  B   22NOV HKGFRA  0035 OK HL1YCZ           3
                                        NVB22NOV NVA22NOV
    ARPT OK  537  Q   22NOV FRAPRG  1950 OK HL1YCZ           4
                                        NVB22NOV NVA22NOV
FARE          IT TAX        591CZ TAX      374CJ TAX    4238XT
TOTAL CZK     IT
    INVOLUNTARY REROUTING DUE TO CX271 21NOV CCLD - NONEND/NONREF
    - DATECHANGE FEE
PRG OK X/AMS CX HKG M/IT CX X/AMS Q5.80 OK PRG M/IT
 END ROE24.9687 XT PD346RN PD28VV PD380HK PD2192YQ
PD1292YR
TOUR CODE PRG201FF500
EXCHANGED FOR: 1609902320669
ORIGINAL ISSUE: 1609902320669PRG06MAY1599999992
RLOC 1G ASD79E    1A 5KOAE4
```

Distribution Cost Charge (DCC) shown on the ticket as YR tax in case of validating carrier LH/LX/OS/SN effective for ticket issued on/after 01SEP15.

This DCC applies to the first issued ticket only. It means that it shouldn't be collected in case of exchange/reissue even if it is returned by the system in all cases when automatic calculation - FQ is used.

```
Original ticket issued before 01SEP15 without YR tax:
TKT: 220 9902 409451      NAME: MISA/MISAMRS
ISSUED: 02AUG15           FOP:CASH
PSEUDO: 79YE  PLATING CARRIER: LH  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE    CPN
   OPEN LH 1393  S  10NOV PRGFRA  1050 OK S30CLS3A          1
                                    NVB10NOV NVA10NOV
   OPEN LH 1402  S  15NOV FRAPRG  2130 OK S30CLS3A          2
                                    NVB15NOV NVA15NOV
FARE CZK      4691 TAX       591CZ TAX      223DE TAX      1838XT
TOTAL CZK      7343
   FARE RESTRICTION APPLY
PRG LH FRA 96.29S30CLS3A LH PRG 96.29S30CLS3A NUC19
2.58END ROE24.3584 XT 203OY715RA920YQ
RLOC 1G M2XGCS    1A 2GYVMR
```

```
Changed itinerary:
M2XGCS/37 BRQNH N347373 AG 99999992 02SEP
  1.1MISA/MISAMRS
 1. LH 1401 S  09NOV PRGFRA HK1  1905   2015  O*      E MO
 2. LH 1402 S  15NOV FRAPRG HK1  2130   2230  O*      E SU
```

Automatic calculation (FQ calculation) is used for repricing.

In case of multiple Fares with different conditions valid for one booking class (e.g. LH group Fare Family), it is necessary to used "**FQ with option**" button and enter Fare basis used for the original ticket, otherwise the system will offer the cheapest Fare calculation valid for booking class used which is lower than that one used for the original ticket.

The new Fare calculation is based on the automatic calculation done by the system (FQ) and therefore GEM returns YR tax for the exchange/reissue too. As this distribution fee (YR tax) shouldn't be collected for any exchange/reissue but only for the first issue, it is necessary to remove it manually from "ADDITIONAL COLLECTION" column. It means **any difference** shown in the "ADDITIONAL COLLECTION" column must be changed to 0 (zero).

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	591	591	0
DE	223	223	0
OY	203	203	0
RA	715	715	0
YQ	920	920	0
YR	0	433	433
FARE	4691	4691	0
Total:			433

Automatic calculation may be inaccurate. We recommend you to **check** it manually.

TAX TYPE	TICKET VALUE	FARE VALUE	ADDITIONAL COLLECTION
CZ	591	591	0
DE	223	223	0
OY	203	203	0
RA	715	715	0
YQ	920	920	0
YR	0	433	0
FARE	4691	4691	0
Total:			0

Automatic calculation may be inaccurate. We recommend you to **check** it manually.

New ticket – YR not collected:

```
TKT: 220 9902 409452      NAME: MISA/MISAMRS
ISSUED: 02SEP15           FOP:CASH/CASH
PSEUDO: 79YE  PLATING CARRIER: LH  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE   CPN
   OPEN LH 1401  S   09NOV PRGFRA  1905 OK S30CLS3A          1
                                    NVB09NOV NVA09NOV
   OPEN LH 1402  S   15NOV FRAPRG  2130 OK S30CLS3A          2
                                    NVB15NOV NVA15NOV
FARE CZK    4691 TAX      591CZ TAX     2061XT TAX      1759DU
TOTAL CZK   1759A
   FARE RESTRICTION APPLY -
   PENALTY COLLECTED AS DU TAX
PRG LH FRA 96.29S30CLS3A LH PRG 96.29S30CLS3A NUC19
2.58END ROE24.3584 XT PD223DE PD203OY PD715RA PD920
YQ
EXCHANGED FOR: 2209902409451
ORIGINAL ISSUE: 2209902409451PRG02SEP1599999992
RLOC 1G M2XGCS    1A 2GYVMR
```
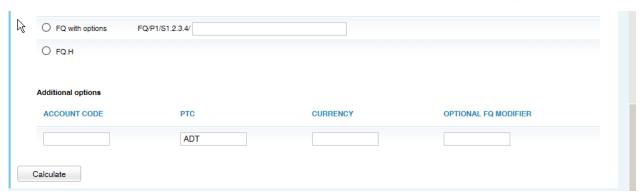
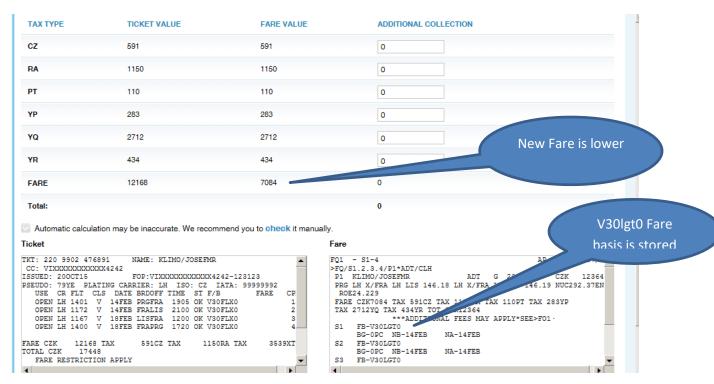## Exchange/Reissue of LH Group tickets (carriers LH / LX / OS / SN) - Fare Families

Fare used for the original ticket = V30FLX0 (Fare Family - FLEX)

```
TKT: 220 9902 476891     NAME: KLIMO/JOSEFMR
 CC: VIXXXXXXXXXXXXX4242
ISSUED: 20OCT15          FOP:VIXXXXXXXXXXXXX4242-123123
PSEUDO: 79YE  PLATING CARRIER: LH  ISO: CZ  IATA: 99999992
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B        FARE    CPN
   OPEN LH 1403  V  15FEB PRGFRA  0650 OK V30FLX0             1
   OPEN LH 1166  V  15FEB FRALIS  0910 OK V30FLX0             2
   OPEN LH 1167  V  18FEB LISFRA  1200 OK V30FLX0             3
   OPEN LH 1400  V  18FEB FRAPRG  1720 OK V30FLX0             4
FARE CZK    12168 TAX       591CZ TAX      1150RA TAX      3539XT
TOTAL CZK    17448
   FARE RESTRICTION APPLY
PRG LH X/FRA LH LIS 251.10 LH X/FRA LH PRG 251.10 N
UC502.20END ROE24.229 XT 110PT283YP2712YQ434YR
RLOC 1G 9NSVWW    1A 4U6FR5
```

New itinerary:

```
9NSVWW/37 BRQNH N347373 AG 99999992 20OCT
  1.1KLIMO/JOSEFMR   2.1KLIMOVA/MISAMRS
 1. LH 1401 V  14FEB PRGFRA HK2 1905   2015  O*      E SU  3
 2. LH 1172 V  14FEB FRALIS HK2 2100   2300  O*      E SU  3
 3. LH 1167 V  18FEB LISFRA HK2 1200   1610  O*      E TH  2
 4. LH 1400 V  18FEB FRAPRG HK2 1720   1820  O*      E TH  2
```
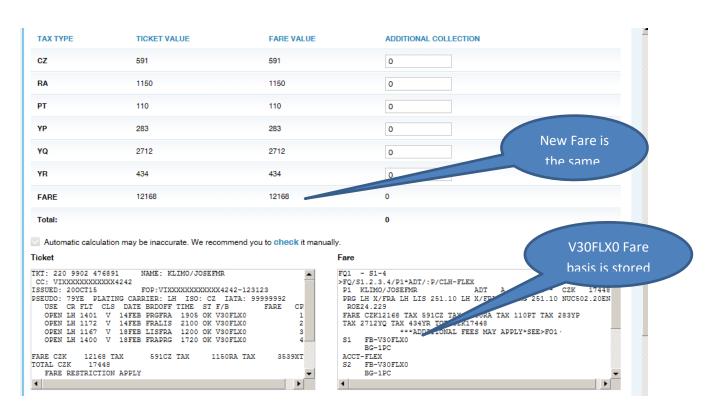
When the new Fare calculation is requested in GEM, the system returns the lowest Fare which corresponds to the booking code used, because the system is based on the lowest Fare calculation. The Fare stored by the system is V30LGT0 (Fare Family LIGHT) which is not correct because the change is allowed only within FLEX Fare Family and downgrade is not permitted.

In order to store correct Fare in the same FLEX Fare Family it is necessary to enter this Fare Family as account code in "ACCOUNT CODE" field in step 2 and private Fare designator **:P** in "OPTIONAL FQ MODIFIER" field even though they are not private Fares.

Fare Families used by carriers in LH Group (LH / LX / OS / SN) are: FLEX
                                                                     CLASSIC
                                                                     LIGTH

Using Fare Family as account code is possible only in case that the same Fare is used for the whole journey. In case of combination of 2 or more Fares "FQ with option" must be used in step 2 and the relevant Fare basis has to be entered next to each segment.