

# **Travelport** Rapid Reprice™

## **Worldspan User Guide**

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## Overview – Travelport Rapid Reprice

This document will provide a complete overview and user guide for Travelport Rapid Reprice on Worldspan. Rapid Reprice provides Worldspan subscribers the ability to reissue a ticket when a customer makes a voluntary change to their itinerary.

Rapid Reprice functionality, which is available for all agency users within Worldspan, is dependent upon airlines filing of ATPCO Category 31 'voluntary reissues' data. Based on a participating airline's filing, Rapid Reprice automatically processes the reissue of an electronic ticket. Rapid Reprice calculates the new fare for a revised itinerary using historical and current fares and rules data and displays the results, including any additional collections, change or penalty fee amounts.

For a current list of airlines that participate in please see INFOREISSUEPART in the HELP/INFO pages.

## Features

### Features supported

- Automated reissue processing when a customer makes a voluntary change to their itinerary
- PNRs that have been created on the Worldspan host system
- Features supported by Rapid Reprice, include:
  - All public fares filed via ATPCO that include Category 31 (Voluntary Changes) data
  - All private fares filed via ATPCO that include Category 31 (Voluntary Changes) data including Category 15, 25 35 and SecuRate Air Plus
  - Applies only to electronic tickets
  - All flights on the itinerary must be on the same carrier, includes code share flights. The user must be able to retrieve the ETR (Electronic Ticket Record)
  - Applies to BT/IT tickets
  - Applies to Worldspan agency users with point of sale:
    - ARC Reporting – United States
    - ,BSP Reporting – Canada, Bermuda, Mexico, United Kingdom, Ireland
  - Applies to wholly unused and partially used tickets
  - Tickets with up to 4 PTC (Passenger Type Codes)
  - Tickets with up to 9 passengers
  - Tickets with up to 16 air segments

### Features not yet supported

- Functionality not supported by Rapid Reprice, includes:
  - Automated reissue processing when an involuntary change is made to an itinerary and the customer does not make a voluntary change to the itinerary
  - Tickets issued on non-participating carriers
  - Net remit tickets
  - C/ group PNRs
  - Waitlisted Segments
  - Multiple reissue processing for Worldspan BSP agents

## Rapid Reprice Processing

Rapid Reprice processing consists of five basic steps:

1. Display PNR and make appropriate change
2. Initiate the reissue process with a simple entry
3. Confirm template data
4. Store the results
5. Issue the new ticket

The following sections will walk through the steps listed above, illustrating the process flow of an automated reissue transaction, providing specific instructions for agent input where required.

### Step 1 - Display PNR and Make Appropriate Changes

Entry - \*ABC123

Response -

```

1P-ABC123
1.1WILSON/TEST@*ADT
1 UA 959Q 15OCT MO LHRORD HK1 1540 1821
2 UA 958Q 22OCT MO ORDLHR HK1 1611 0555
P- 1.W2S 816 891-5000T/WSPAN TRNG LAB/ ROBIN
T- 1.T/07MAR0913 1P/W2S/BB*E0161528109032 I123555 *I
    
```

Cancel and rebook itinerary with desired flights.

Entry – X2#0/23OCT

Response -

```

1P-ABC123
1.1WILSON/TEST@*ADT
1 UA 959Q 15OCT MO LHRORD HK1 1540 1821
2 UA 958Q 23OCT TU ORDLHR HK1 1611 0555
P- 1.W2S 816 891-5000T/WSPAN TRNG LAB/ ROBIN
T- 1.T/07MAR0913 1P/W2S/BB*E0161528109032 I123555 *I
    
```

Note: Rapid Reprice does not require ending the transaction on the modified itinerary prior to initiating the reissue process. Ignoring or exiting Rapid Reprice is allowed at any time in the template process. Ignoring the PNR during the template process will return the itinerary to its previous state.

### Step 2 - Initiate the Reissue Process

#### 2.1. Entries and Options

Reissue processing may be initiated with either an as booked or low fare finder request.

Explanation	Entry
Initiate Rapid Reprice using the booked class of service	4P-AR
Initiate Rapid Reprice using the lowest applicable class of service	4PLFB-AR

The following pricing options are allowed with Rapid Reprice entries. These options are combinable but may not be used in conjunction with other pricing options.

Explanation	Entry
Fare type of NP	4PLFB-AR#FNP
Custom Discount Pricing	4P-AR#FEX/-10/TKTDSG
ATPCO SecuRate only	4P-AR#FSR
Ticket Number	4P-AR#0001589766512
Existing Ticket Record Override	4PLFB#TR

---

## BSP FOR BSP AGENTS

In addition to the pricing options above, the following options are valid for Worldspan BSP agencies to allow agents to collect and report penalty amounts resulting from Rapid Reprice processing in non-IATA standard formats (see section 5.6).

Explanation	Entry
Include penalty amount in the total fare amount	4PLFB-AR#NI1
Include penalty amount as an XP tax	4PLFB-AR#NI2

The non-IATA format options are combinable with the Rapid Reprice pricing options listed above but may not be used in conjunction with any other pricing options.

---

## 2.2. Validating the ETR

Rapid Reprice Exchange processing requires that a valid for use ETR exists. An ETR can either be:

- Associated to the currently retrieved PNR (where the itinerary will be changed and the new flights booked)
- Or, not associated to the currently retrieved PNR (where a new itinerary will be booked on a new PNR)

If a valid for use ETR is associated to the currently retrieved PNR, Rapid Reprice will automatically incorporate the original ticket data for use in the reissue process.

If a valid for use ETR does not exist in a retrieved PNR an error response will be returned when the entry to initiate Rapid Reprice is entered:

ETR DOES NOT EXIST - USE E-TKT NBR OPTION OR PROCESS MANUALLY

If multiple ETRs are associated to an active PNR, Rapid Reprice processing will automatically determine which ETR is valid for use. If multiple valid for use ETRS are associated to an active PNR, the agent must indicate in the initial reissue entry which ETR will be used for the exchange transaction.

To display a list of ETRs associated to an active PNR enter \*ETA when the PNR is displayed.

Entry - \*ETA

Response -

```
ETA- ELECTRONIC TICKET ACKNOWLEDGEMENT/AUTHORIZATION
      1.NW I 07JAN09 144352 ETR 0127381223727 - BARCUS/JOELLY
      2.NW I 14JAN09 130031 ETR 0127398099010 - BARCUS/JOELLY
```

To access individual ETRs to determine if valid for use, enter ETR followed by the line item number.

Entry – ETR1

Response –

TICKET	E0127398099010	BARCUS/JOEL	33QHEP/NW/O1D	5252732		
CPN	FROM/TO	FLT	DATE	FBC	STATUS	
1	MCI	MSP	NW1534	02FEB09	T14ELNR9	OPEN FOR USE
2	MSP	CWA	NW3227	02FEB09	T14ELNR9	OPEN FOR USE
3	CWA	MSP	NW3087	06FEB09	T14ELNR9	OPEN FOR USE
4	MSP	MCI	NW2153	06FEB09	T14ELNR9	OPEN FOR USE

Coupons must have an OPEN FOR USE status to be valid for Rapid Reprice processing.

If multiple valid for use ETRs are associated to an active PNR and the agent has determined which ETR will be used for the exchange transaction the applicable ETR number must be included in the initial reissue entry.

Entry – 4PLFB-AR#0127381223727

If multiple valid for use ETRs are associated to an active PNR and the agent does not indicate in the initial reissue entry which ETR will be used for the exchange transaction an error response will be returned:

MULTIPLE ETRS EXIST – USE TICKET NUMBER OPTION

If a new itinerary is booked in a new PNR and an ETR is not associated, the agent must use an applicable ETR number in the entry to initiate Rapid Reprice.

Entry – 4PLFB-AR#0127381223727

If a new itinerary is booked in a new PNR and an ETR is not associated and the agent does not use an applicable ETR number in the entry to initiate Rapid Reprice an error response will be returned.

Entry – 4PLFB-AR#01273

Response - VERIFY TICKET NUMBER

The name associated to the ticket number in the ETR option included in the entry must be the same name as the name found in the PNR or an error response will be returned.

Entry – 4PLFB-AR#0127381223333

Response - UNABLE TO PROCESS – NAME FIELD MISMATCH

If a new itinerary is booked in a new PNR and an ETR is not associated and the agent uses an ETR number that is no longer valid for use in the entry to initiate Rapid Reprice an error response will be returned.

Entry – 4PLFB-AR#

Response - UNABLE TO PROCESS - VERIFY FLT COUPON STATUS IN ETR

### 2.3. Validating the Itinerary

Upon initiating Rapid Reprice, processing will automatically validate the ticket being presented for reissue processing. If the criteria are not met, an error message will be displayed.

Error Response	Explanation
CARRIER NOT AN AUTOMATED REISSUE PARTICIPANT - PROCESS MANUALLY	Rapid Reprice was initiated on a carrier that is not a Rapid Reprice participant
INELIGIBLE ITINERARY - PROCESS MANUALLY	Multiple carriers included in itinerary
COUPON STATUS MUST BE THE SAME FOR ALL PASSENGERS	Flight coupon status not the same for all passengers in ETR
ALL SEGMENTS MUST BE BOOKED ON THE SAME CARRIER	All flight segments in PNR are not booked on the same carrier
UNABLE TO PROCESS - REISSUE LOCATION NOT VALID	Rapid Reprice was initiated at a location not currently authorized to perform automated reissue transactions or an ARC subscriber attempted to reissue a ticket originally issued by a BSP subscriber
FARE NOT VALID FOR AUTOMATED REISSUE – PROCESS MANUALLY	Rapid Reprice was initiated on a ticket that was originally priced at a zero amount with 'FREE' in the total fare amount box
UNABLE TO PROCESS - VERIFY FLT COUPON STATUS IN ETR	All flight segments are shown as flown, refunded, void or exchanged in the ETR
UNABLE TO PROCESS – NAME FIELD MISMATCH	Rapid Reprice was initiated using the ticket number option and the name associated to the ticket number in the ETR is not the same name as the name found in the PNR.
GROUP PNR - PROCESS MANUALLY	Rapid Reprice was initiated on a group PNR (C/PNR)
NEED 13 DIGIT TICKET NUMBER	TKTNBR option was entered with less than 13 digits or an invalid ticket number
VERIFY TICKET NUMBER	Rapid Reprice was initiated on a PNR and the status of the ETR is not OPEN for USE
MULTIPLE ETRS EXIST – USE TICKET NUMBER OPTION	Multiple ETRs exist for a single passenger
MULTIPLE ETRS EXIST FOR PASSENGER NAME – SEE >INFO 4P-AR ERR1	Multiple ETRs exist for a multiple passengers

MULTIPLE TICKETS NOT ALLOWED	TKTNBR option was entered with more than one ticket number
NUMBER IN PARTY NOT THE SAME IN ALL SEGMENTS	Rapid Reprice was initiated on a PNR with unequal number of inventory sold for number of passengers in PNR
PASSENGER NAMES AND ETRS ARE NOT EQUAL – SEE INFO ERR2	Rapid Reprice was initiated on a PNR that has multiple passenger names but not passengers have an ETR
E-TKTS MUST BE PRICED/ISSUED ON SAME DAY-SEE >INFO 4P-ARERR4	Rapid Reprice was initiated on a PNR with tickets not priced/issued on the same day
UNABLE TO PROCESS – DUPLICATE SEGMENTS	Rapid Reprice was initiated on a PNR with duplicate segments confirmed for the same city pairs
NO VOLUNTARY CHGS MADE TO PARTIALLY USED TKT-PROCESS MANUALLY	Rapid Reprice was initiated on a partially used PNR and no change was made to the itinerary
PI/S EXIST - USE TR PARAMETER OR REMOVE PI/S	Pi-s exist in a PNR and Rapid Reprice is initiated
MULTIPLE TR/S EXIST - USE TR PARAMETER	TR-s exist in a PNR and Rapid Reprice is initiated
SECURED ETR - UNABLE TO RETRIEVE - PROCESS MANUALLY	Agency attempts the reissue process using the 4PLFB-AR#TKTNBR entry and doesn't have authority to access the ETR where the ticket number resides.
E-TKT NOT ISSUED IN WORLDSPAN - PROCESS MANUALLY	Rapid Reprice was initiated on an itinerary not originally booked and ticketed in Travelport
PAPER/PRINTED TICKET HAS BEEN ISSUED - PROCESS MANUALLY	Rapid Reprice was initiated on an itinerary that reflects a P(printed) or T(paper) status in the ETR
OPTION INVALID FOR REISSUE PROCESS	Rapid Reprice was initiated using an invalid option
E-TICKET NUMBER NOT VALID FOR CARRIER IN THE ITINERARY	Rapid Reprice was initiated using the #TKTNBR option for a carrier in the associated ETR that does not match the carrier in the PNR
MULTIPLE FARE CONSTRUCTION EXIST - SEE >INFO	Rapid Reprice was initiated on a PNR that doesn't have the same fare construction for all passengers

*Note – although Rapid Reprice automatically inhibits reissue processing on itineraries with an issue date of greater than 12 months, airlines may have additional ticket validity requirements that cannot be accommodated through the current ATPCO Category 31 product. To ensure a ticket is valid for reissue processing, verify all ticket validity requirements for the originally issued fare prior to initiating Rapid Reprice.*

## Step 3 – Confirm Template Data (Template Processing)

A reissue request entry produces a series of template screens that may be displayed depending on the availability of required data elements and the result returned from Rapid Reprice processing. Once a PNR has been retrieved, modified and the entry to initiate reissue processing has been entered, Rapid Reprice auto-fills most data required for the template process.

Old Data Screen - only displayed if processing is unable to determine all original fare data

Supplemental Tax Screen - for viewing purposes only/accessed from the Old Data screen

Surcharges Screen - for viewing purposes only/accessed from the Old Data screen

Revised Itinerary Screen - for confirmation of flown segments and 'new' to be flown itinerary

Final Results Screen - displays new ticket information and applicable additional collections, refunds and penalties

Additional Collection Screen - for input of documents for payment of additional collections/accessed from the Final Result screen

Exchange Element Screen - for input of any additional data required for reporting of reissue transaction

### 3.1. Template Process Example - Additional Collection

The following is an example of Rapid Reprice template processing resulting in an additional collection. For illustration purposes it is assumed that the original ticket was issued electronically and a valid for use ETR is associated to the PNR.

Display PNR and make appropriate changes

Entry - \*ABC123

Response -

```

1P-ABC123
1.1WILSON/TEST@*ADT
1 NW 565T 06FEB FR DTWMEX HK1 926A 125P/O
2 NW 564T 13FEB FR MEXDTW HK1 225P 738P/O
P- 1.W2S 816 891-5000T/WSPAN TRNG LAB/ ROBIN
T- 1.T/02FEB0913 1P/W2S/BB*E0121528109032 I123555 *I
    
```

Cancel and rebook itinerary with desired flights.

Entry - X2#0/16FEB

Response -

```

1P-ABC123
1.1WILSON/TEST@*ADT
1 NW 565T 06FEB FR DTWMEX HK1 926A 125P/O
2 NW 564T 16FEB MO MEXDTW HK1 225P 738P/O
P- 1.W2S 816 891-5000T/WSPAN TRNG LAB/ ROBIN
T- 1.T/02FEB0913 1P/W2S/BB*E0121528109032 I123555 *I
    
```

Initiate the reissue process.

Entry - 4PLFB-AR  
Response -

### Revised Itinerary Screen

The Revised Itinerary screen is for confirmation of the flown segments and the 'new' to be flown itinerary. This screen is populated from the ETR of the PNR. Input is not required on this screen.

```

** REVISED ITINERARY SCREEN -REISSUE TEMPLATE **
NAME- WILSON/TEST*ADT 1/1
TKT NBR 0121528109032
S X A/L FLT/COS DATE FROM/TO DPTR ST
01 O NW 0565T 06FEB DTWMEX 926A O
02 O NW 0564T 16FEB MEXDTW 225P O
ACTION(C) C/CONFIRM - O/OLD DATA - E/EXIT - H/HELP
    
```

The **ST** column displays the status of the coupon from the ETR. There are two values:

1. **F** - Flown (flown segments from original ticket)
2. **O** - Open for Use (to be flown segments from modified itinerary)

The ACTION field at the bottom of the template screens may have one of the following options:

Action Field	Explanation
C	Confirms the information and displays the next screen
R	Returns to the previous template screen
E	Exits the template and returns to the PNR. No data is saved
H	Displays an explanation for each template field
O	Displays the Old Data screen from the Revised Itinerary screen
D	Displays individual passenger result details from the Final Result screen

In addition to the ACTION field options listed above, entering (I)gnore at any time will cancel all changes to the itinerary, ignore the PNR and exit the Rapid Reprice template process.

A Revised Itinerary screen is displayed for each person in the PNR. To view the next passenger's screen, type **C** in the **ACTION** field and enter. For single passenger transactions or upon confirmation of all passengers' Revised Itinerary screens, the Final Results screen is displayed.

### Final Results Screen

The Final Results screen is displayed when the system completes the processing of re-pricing data from the Revised Itinerary screen. The reissue results are based on calculation processes as filed by the carriers in ATPCO Category 31, using historical fares, current fares, or a combination of historical and current fares. Data displayed on the Final Results screen will be carried forward to the new ticket and used for reporting of the reissue transaction to ARC or the applicable BSP. Input is not required on this screen.

The following is an example of the Final Results screen with a penalty amount only (spacing approximate in the example below).

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE                >VIEW
TOTAL ADD COLLECT AMT USD      100.00
FARE DIFF USD                   0.00          CHANGE FEE USD      100.00

4PLFB-AR
* NON-REFUNDABLE//PENALTY FOR CHANGES
* PRICING RULES VALIDATING CARRIER DEFAULT NW
* SURCHARGE APPLIED *
** 06FEB DEPARTURE DATE/ 06FEB IS LAST DATE TO TICKET
SCROLL CMD(...)                ADDITIONAL DOCS Y/N (N)
ACTION(C)  R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
  
```

Based on the carriers Category 31 filings results returned in the Final Result screen may include the following data:

- TOTAL ADD COLLECT AMT or TOTAL REFUND AMT
  - difference in fare + change/penalty amount
- FARE DIFF
  - difference between original fare and new fare for the changed itinerary
- CHANGE FEE
  - penalty amount of the originally issued fare filed by the airline in the Category 31
- SCROLL CMD
  - Scrollable field with new ticket data. The **SCROLL CMD** allows for moving down/up to view the remaining information (e.g., the fare calculation line) on the ticketing record by typing
    - MD – move down
    - MU – move up
    - MT – move to the top
    - MB – move to the bottom

Scrollable field data illustration –

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE                >VIEW
TOTAL ADD COLLECT AMT USD      100.00
FARE DIFF USD                   0.00          CHANGE FEE USD      100.00

4PLFB-AR
* NON-REFUNDABLE//PENALTY FOR CHANGES
* PRICING RULES VALIDATING CARRIER DEFAULT NW
* SURCHARGE APPLIED *
** 06FEB DEPARTURE DATE/ 06FEB IS LAST DATE TO TICKET
SCROLL CMD(md.)                ADDITIONAL DOCS Y/N (N)
ACTION(C)  R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
  
```

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE                >VIEW
TOTAL ADD COLLECT AMT USD      100.00
FARE DIFF USD                   0.00          CHANGE FEE USD      100.00

TICKET      BASE USD          TX/FEE USD          TKT TTL USD
ADT01        419.00            95.44              514.44
*TTL         419.00            95.44              514.44

SCROLL CMD(md.)                ADDITIONAL DOCS Y/N (N)
ACTION(C)  R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
  
```

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE >VIEW
TOTAL ADD COLLECT AMT USD 100.00
FARE DIFF USD 0.00 CHANGE FEE USD 100.00

*AS BOOKED
LOWEST FARE ALREADY BOOKED IN THIS COMPARTMENT
FBC ADT TWENR01
ADT DTT NW MEX Q30.00 179.50NW DTT Q30.00 179.50NUC419.00END
ROE1.00NW XT5.00XA2.50AY19.58UK24.66XD4.50XF DTW4.5
SCROLL CMD(md.) ADDITIONAL DOCS Y/N (N)
ACTION(C) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP

```

Entering MT in any screen brings the scrollable field back to the top of the display –

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE >VIEW
TOTAL ADD COLLECT AMT USD 100.00
FARE DIFF USD 0.00 CHANGE FEE USD 100.00

4PLFB-AR
* NON-REFUNDABLE//PENALTY FOR CHANGES
* PRICING RULES VALIDATING CARRIER DEFAULT NW
* SURCHARGE APPLIED *
** 06FEB DEPARTURE DATE/ 06FEB IS LAST DATE TO TICKET
SCROLL CMD(...) ADDITIONAL DOCS Y/N (N)
ACTION(C) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP

```

- ADDITIONAL DOCS Y/N (N)
  - If the reissue transaction results in an additional collection due from the passenger, the ADDITIONAL DOCS field will appear on the FINAL RESULTS screen. If the reissue transaction results in an even exchange or a refund due to the passenger, the ADDITIONAL DOCS field will be suppressed on the FINAL RESULTS screen.
  - Placing **Y** in the **ADDITIONAL DOCS** field and entering will display the Additional Collection screen.

### Additional Collection Screen

Displaying the Additional Collection screen allows an agent to manually input any document numbers and amounts to apply towards the additional collection. Auto-filled or manually input data on the Additional Collection screen will be carried forward to the new ticket and used for reporting of the reissue transaction to ARC or the applicable BSP.

In the following example, the additional collection is \$100. However, the passenger has a \$25 MCO they want to apply towards the additional collection, making the total additional collection amount \$75 (spacing approximate in the example below).

```

** ADDITIONAL COLLECTION - EXCHANGE DOCUMENTS ** >VIEW
TOTAL ADD COLL 100.00
NAME- WILSON/TEST*ADT 1/1
TYPE (M) DOC (0121098765123X) CPN (1...) TTL USD (25.00...)
TYPE (.) DOC (.....) CPN (....) TTL USD (.....)
ACTION(C) C/CONFIRM R/RETURN E/EXIT H/HELP

```

Formats for manual input of data fields on the Additional Collection screen include:

- TYPE
  - Document type being used for the additional collection
    - T = industry ticket / 13 digit document number plus 1 numeric check digit
    - M = MCO / 13 digit document number plus 1 numeric check digit
    - O = other voucher or certificate / min 2 - max 14 alpha/numeric
- DOC
  - 14 digit/character document number
- CPN
  - Coupon numbers exchanged for the associated document number
- TTL
  - Total amount of the associated document number manually input by the subscriber.

**C** to confirm is auto-filled in the **ACTION** field. Enter to display the Exchange Element screen.

If there are no documents to apply towards the additional collection, the template screen is not applicable and not accessed from the Final Results screen, where the agent would place a **C** in the **ACTION** field to display the Exchange Element screen.

### Exchange Element Screen (Additional Collection)

The Exchange Element screen is for any additional data required for reporting of reissue transaction. All fields are auto-filled by Rapid Reprice with the exception of the UNUSED PFC, ORIG ISSUE CITY, COMM OLD TKT, COMM ADMIN/PNLTY FEE, FOP, and APVL CODE.

The following is an example of the Exchange Element screen (ARC formats) for a transaction resulting in an additional collection (spacing approximate in the example below).

```

** EXCHANGE ELEMENT SCREEN - REISSUE TEMPLATE **                >VIEW
NAME- WILSON/TEST*ADT 1/1.....
TKT NBR 0121528109032-...-...-...
UNUSED PFC (.....) (.....) (.....)
ORIG FOP  CCCA      ORIG DOCUMENT  T0121098765123X
ORIG ISSUE CITY (...) DATE  02FEB09  IATA  123555
COMM OLD TKT  USD   (      )
COMM ADMIN/PNLTY FEE  USD   (      )  BULK TKT Y/N(.)
FOP (.....) APVL CODE (.....)
ACTION (F) F/FILE R/RETURN E/EXIT H/HELP
  
```

Fields not auto-filled by Rapid Reprice processing are optional. Formats for manual input of the optional fields include:

- UNUSED PFC
  - 3 character ISO airport code and 1 numeric amount for each unused PFC (maximum of 4)
- ORIG ISSUE CITY
  - Optional however individual airlines may require – 3 character ISO city code
- COMM OLD TKT
  - 3 character ISO currency code for the commission amount and the commission amount taken from the 'old/exchanged' ticket

- COMM ADMIN/PNLTY FEE
  - 3 character ISO currency code for the commission amount and commission amount taken on the administrative/penalty fee
- FOP and APVL CODE
  - Optional, however if applicable, will require manual input. Data manually input in the FOP and APVL CODE fields will be used for the additional collection. If the FOP and APVL CODE fields are left blank, the form of payment in the 5\$ field of the PNR will be used for the additional collection.
- BULK TKT Y/N (.)
  - Agents have the option to drive the new ticket as a bulk ticket by inputting a Y

## 3.2. Additional Processing Screens

### 3.2.1. Old Data Screen

The Old Data screen displays original ticket record data from the last ticketed itinerary, auto-populated from the associated ETR.

Example - Old Data Screen (spacing approximate)

```

** OLD DATA SCREEN - REISSUE TEMPLATE **                >VIEW
NAME- RINALDI/SALVATORE*GGV 1/1                        ORIG ISSUE 04FEB09
TKT NBR 0167557596049 - - - SALE IND SITI TKT LOC US
CPN NBR ..3. .... IATA/SID
 S X A/L FLT/COS DATE FROM/TO DPTR FBASIS/T-DSG BF USD ST
01 O UA 0940V 06FEB DENORD 0154P VCA                      O
02 X UA 0566V 06FEB ORDATL 0610P VCA                      122.79 O
SCROLL CMD(... )03 SEGS XF DEN4.5ORD4.5ATL4.5
ZP DENORDATL
TX1 XT 21.00 TX2 US 18.42 TX3 ZP 10.80 SUR(.)
OFOP CCVXXXXXXXXXXXX3333 VIEW XT TAX(.)
BASE USD 245.58 EQV OLD TTL USD 295.80
ACTION(C) C/CONFIRM - R/RETURN - E/EXIT - H/HELP

```

The Old Data screen may only be displayed by entering **O** in the **ACTION** field of the Revised Itinerary screen, however, if processing is unable to determine all original fare data from the ETR the Old Data screen will be displayed prior to the Revised Itinerary screen when Rapid Reprice is initiated.

Behind the scenes processing for Rapid Reprice includes reading or 'parsing' the fare calculation ladder in the ETR of the original ticket in an attempt to determine fare breaks. Rapid Reprice is successful in parsing the fare calculation ladder most of the time, but if a ticket was not originally auto-priced, or manually priced by an agent, determining fare breaks can be difficult.

If the fare breaks of the original ticket cannot be determined, processing will require the data to be manually input by the agent on the Old Data screen before continuing the template process. Fare breaks are designated by the fare amounts following city pairs in the fare calculation ladder. Fare amounts for manual input can be found by retrieving the ETR and moving to the ENDORSEMENT/FARE CALCULATION section where the amounts are broken down.

Once the fare amounts for the original ticket have been noted the agent can return to the OLD DATA screen by typing in VIEW and entering. The fare amounts must be input on the flight segment data line that corresponds with the applicable fare break.

The following example illustrates Rapid Reprice processing when agent input is required on the Old Data screen. For illustration purposes it is assumed that the original ticket was issued electronically and a valid for use ETR is associated to the PNR.

Display PNR and make appropriate changes.

Entry - \*438JPX

Response -

```
1P- 438JPX
1.1SCHMIDT/TEST.L*ADT
1 UA 503L 09FEB MO MCIDEN HK1 946A 1035A/O
2 UA 362T 13FEB FR DENMCI HK1 427P 701P/O
```

Cancel and rebook itinerary with desired flights.

Entry - X2#0/16FEB

Response -

```
1P- 438JPX
1.1SCHMIDT/TEST.L*ADT
1 UA 503L 09FEB MO MCIDEN HK1 946A 1035A/O
3 UA 362Y 16FEB MO DENMCI SS1 427P 701P/O
```

Initiate the reissue process.

Entry - 4PLFB-AR

Response -

```

** OLD DATA SCREEN - REISSUE TEMPLATE **          >VIEW
NAME- SCHMIDT/TEST.L*ADT 1/1                      ORIG ISSUE 15JAN09
TKT NBR 0167555827790 - - - SALE IND SITI TKT LOC US
CPN NBR 12..     ....     ....     ....     IATA/SID
S X A/L FLT/COS DATE FROM/TO DPTR FBASIS/T-DSG BF USD ST
01 O UA 0503L 09FEB MCIDEN 0946A (LE14A2N/NUP ) I
02 O UA 0362T 13FEB DENMCI 0427P (TE14A1N/NUP ) I
          XF MCI4.5DEN4.5
ZP MCIDEN
TX1 XT 14.00 TX2 US 10.26 TX3 ZP 7.20 SUR(.)
OFOP CCAXXXXXXXXXXXXX1006 VIEW XT TAX(.)
BASE USD 136.74 EQV OLD TTL USD 168.20
ACTION(C) C/CONFIRM - R/RETURN - E/EXIT - H/HELP

```

In the example above, processing was unable to determine the fare breaks of the original ticket. The Old Data screen is displayed with no data in the BF fields. Manual input of the fare break amounts will be required before continuing the template process. Fare break data is easily accessible in the associated ETR.

Entry - \*ETA

Response -

```
ETA- ELECTRONIC TICKET ACKNOWLEDGEMENT/AUTHORIZATION
1.UA I 15JAN09 123932 ETR 0167555827790 - SCHMIDT/LORI.L
```

Entry – ETR1  
Response -

```
TICKET 0167555827790 SCHMIDT/LORI.L 438JPX/1P/R48 1193673
CPN FROM/TO FLT DATE FBC STATUS
1 MCIDEN UA503 09FEB09 LE14A2N/NUP OPEN FOR USE
2 DENMCI UA362 13FEB09 TE14A1N/NUP OPEN FOR USE

>ETR VIEW TICKET DATA ( )
>ETR VOID ELECTRONIC TICKET ( )
>ELECTRONIC REFUND AUTHORIZATION REQUEST ( )
>CANCEL/REVERSE EXCHANGE TRANSACTION ( )
>CANCEL/REVERSE REFUND TRANSACTION ( )
```

Place an X in the ETR VIEW TICKET DATA ( )  
Response (partial ETR display) -

```

**ENDORSEMENT/FARE CALCULATION**

ER:S/CVA TRAVELPORT/ TRAVELPORT/

FARE CALCULATION: FARE CALC INDICATOR: 6
MKC UA DEN 62.90UA MKC 73.84 USD136.74END UA ZPMCIDEN XT 5.00AY
9.00XFMCI4.5DEN4.5
```

Agent may make note of the fare break amounts MKC UA DEN 62.90 and DEN UA MKC 73.84.

Typing VIEW and entering will return the agent back to the Old Data screen for input of the noted data.

Entry - VIEW  
Response -

```

** OLD DATA SCREEN - REISSUE TEMPLATE ** >VIEW
NAME- SCHMIDT/TEST.L*ADT 1/1 ORIG ISSUE 15JAN09
TKT NBR 0167555827790 - - - SALE IND SITI TKT LOC US
CPN NBR 12.. .... IATA/SID
S X A/L FLT/COS DATE FROM/TO DPTR FBASIS/T-DSG BF USD ST
01 O UA 0503L 09FEB MCIDEN 0946A (LE14A2N/NUP 62.90) I
02 O UA 0362T 13FEB DENMCI 0427P (TE14A1N/NUP 73.84) I
XF MCI4.5DEN4.5

ZP MCIDEN
TX1 XT 14.00 TX2 US 10.26 TX3 ZP 7.20 SUR(.)
OFOP CCAXXXXXXXXXXXXX1006 VIEW XT TAX(.)
BASE USD 136.74 EQV OLD TTL USD 168.20
ACTION(C) C/CONFIRM - R/RETURN - E/EXIT - H/HELP
```

In this example, 62.90 was input on the MCI to DEN segment and 73.84 was input on the DEN to MKC segment.

Once all fare break amounts are input, **C** to Confirm in the **ACTION** field and entering displays the Revised Itinerary screen. Normal processing continues.

```

** REVISED ITINERARY SCREEN - REISSUE TEMPLATE ** >VIEW
NAME- SCHMIDT/TEST.L*ADT 1/1
TKT NBR 0167555827790
S X A/L FLT/COS DATE FROM/TO DPTR ST
01 O UA 0503L 09FEB MCIDEN 946A O
02 O UA 0362Y 16FEB DENMCI 427P O
ACTION(C) C/CONFIRM - O/OLD DATA - E/EXIT - H/HELP
```

C to Confirm in the **ACTION** field displays the Final Results screen, etc.

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE >VIEW
TOTAL ADD COLLECT AMT USD 308.62
FARE DIFF USD 158.62 CHANGE FEE USD 150.00

4PLFB-AR|TR
* NON-REFUNDABLE 136.74 USD
* PRICING RULES VALIDATING CARRIER DEFAULT UA
* FARE SELECTED - SR AND PUB
* AC C0000000000000008917
SCROLL CMD(...) ADDITIONAL DOCS Y/N (N)
ACTION(C) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
  
```

### 3.2.2. Supplemental Tax Screen

The Supplemental Tax Screen can be accessed from the Old Data screen. To view, place an X next to ADDTX and enter. The following informational screen is displayed. This screen cannot be modified. It is for viewing purposes only (spacing approximate in the example below).

```

** SUPPLEMENTAL TAX SCREEN - REISSUE/REFUND TEMPLATE ** >VIEW
CODE AMOUNT CODE AMOUNT CODE AMOUNT
TX1 US 16.60 TX2 ZP 5.00 TX3 XF 6.00
TX4 TX5 TX6
TX7 TX8 TX9
TX10 TX11 TX12
TX13 TX14 TX15
TX16 TX17 TX18
TX19 TX20
ACTION(C) C/CONFIRM - R/RETURN - E/EXIT - H/HELP
  
```

To return back to the Old Data Screen, place a **C** or **R** in the **ACTION** field and enter.

### 3.2.3. Surcharges Screen

The Surcharges screen can be accessed from the Old Data screen. To view, place an X next to **SUR** and enter. The following informational screen is displayed. This screen cannot be modified. It is for viewing purposes only (spacing approximate in the example below).

```

** SURCHARGES REISSUE TEMPLATE ** >VIEW
SEG CODE AMOUNT SEG CODE AMOUNT
SUR 2 Q 9.30 SUR
SUR 4 Q 9.30 SUR
SUR SUR
SUR SUR
SUR SUR
SUR SUR
SUR SUR
SUR SUR
ACTION(C) C/CONFIRM - R/RETURN - E/EXIT - H/HELP
  
```

To return to the Old Data Screen, place a **C** or **R** in the **ACTION** field. From the Old Data screen, place a **C** or **R** in the **ACTION** field to return to the Revised Itinerary screen.

## Step 4 – Store the Results

The **ACTION** of **F** for **FILE** on the Exchange Element screen processes all the data input in the template. If no errors are found, it will:

- Clear the template from the screen
- Create a ticket record
- Create a (D)ocument (I)nstruction line with the exchange data and pricing results
- Process any changes to the itinerary
- Display the following message:

```
OK - EXCHANGE INFORMATION ADDED TO 4-DI
- END TRANSACTION TO PERMANENTLY STORE
```

Once the Exchange Element screen is filed the agent has the option of ignoring the transaction, which will cancel all changes to the itinerary, ignore the PNR and exit the Rapid Reprice template process or ending transaction and storing the results in preparation for ticketing.

### Automated Ticket Record

Once the Exchange Element screen is filed a ticket record is created and may be viewed with normal display entries:

Entry – 4\*  
Response –

```
4PLFB-AR
PNR PRICED ON 04FEB FOR TKTG ON 06FEB
* NON-REFUNDABLE//PENALTY FOR CHANGES
TRIP VALUE DATA EXISTS
ADT 01 TTL-USD 514.44 BF-USD 419.00 TX1- 56.24XT
          TX2- 7.00XY TX3- 32.20US
  DTW NW 565 T 06FEB 926A OK TWENR01 06FEB06FEB 2PC
O MEX NW 564 T 16FEB 225P OK TWENR01 16FEB16FEB 2PC
DTW
DTT NW MEX Q30.00 179.50NW DTT
Q30.00 179.50NUC419.00END
ROE1.00NW XT5.00XA2.50AY
19.58UK24.66XD4.50XF DTW4.5
```

### Automated Document Instruction Line (4-DI)

Once the data is filed from the Exchange Element Screen, the applicable data needed to issue the exchange transaction is created in an automated document instruction (**4-DI**) line. The 4-DI line is created by the system and is appended to the PNR. **The Rapid Reprice created DI line must be used at time of ticketing to be considered for the fare guarantee policy.**

The automated 4-DI line created as a result of the Rapid Reprice process displays with an asterisk preceding the number in the document instruction (**\*DI**) line.

The following example shows a system created automated 4-DI line for an additional collection with a penalty (ARC formats).

Entry - \*DI  
Response -

```
DI- *1. |N1.1|$*IET01215281090320*A/O$CCCA/AB0.00X0.00P100.00AT100.00
/OB419.00XXT56.24XXY7.00XUS32.20T514.44/ODT0128123768575X -
1WILSON/TEST
```

The following example shows multiple document instruction lines, including an automated 4-DI line for an even exchange.

Entry - \*DI  
Response -

```
DI- 1. #N1.1#$CCCA1234567890123456*Z84582
DI- 2. #N1.1#K12
DI- *3. #N1.1#$*IET01617296783081*A/O$CK
/OILON27AUG07912321715 -1WILSON/TEST
```

A change/update to a DI line created by Rapid Reprice processing removes the asterisk indicating the DI line was a result of automated Rapid Reprice. Modifying the Rapid Reprice created DI line will remove the asterisk and the result will no longer be considered for the guarantee policy. See INFOPRICEPOL for further Rapid Reprice guarantee information.

### Document Instruction History

When a system created automated DI line is added to a PNR, an item is added to the document instruction history (\*HDI).

The following example illustrates the document instruction history item for a new system created automated DI item. This new DI item in history is added when the new system created automated DI line is appended to the PNR.

Entry - \*HDI  
Response -

```
R-1P P/
PRG DTE-18APR00
C4B GS BB 1621Z/21FEB00
DX |N1.1|$CK|K9 1P/C4B/BB 21FEB 1622Z
T/21FEB1148 1P/C4B/BB*0011528859672 N1.1
R-P/ -CR- C4B/1P GS BB 21FEB00 1934Z 020C1B ***
DA |N1.1|$*EET0001954123456X*12/OIBOS29DEC993516500
/OB432.00XUS50.00XZP2.00XXF6.00T490.00/KO$25.00N$10.00
RP/ -CR- C4B/1P GS BB 21FEB00 1641Z 020C1B ***
DX |N1.1|ERENDORSEMENTS FROM THE DOCUMENT INSTRUCTIONS
1P/C4B/BB 21FEB 1622Z
T/21FEB1137 1P/C4B/BB*0011528859671 N1.1
RP/ -CR- C4B/1P GS BB 21FEB00 1641Z 020C1B ***
```

The history identifier of **DA** is used to indicate the item is a **D** document instruction line that was added to the PNR by the **A** Rapid Reprice re-pricing process. The asterisk, which is the automated indicator for the system created DI line, does not display in the document instruction history.

An automated DI line that is deleted prior to being ticketed displays in the document instruction history.

## Step 5 – Issue the New Ticket

Once the template process has been completed and the fare for the new ticket is stored with an end transaction the new ticket can be driven with a simple EZ entry and the Rapid Reprice created DI line:

Entry – EZ#DI1

Agent may select a manually created DI line to use in conjunction with the Rapid Reprice created DI in the EZ entry:

Entry – EZ#DI1/2

The selection of the DI\* (primary DI) is not allowed with the selection of the two DI items. The two DI lines selected in the EZ entry can either be manual DI lines for the same name item or a manual and an automated DI line for the same name item.

*Note - For additional information regarding the use of DI lines see the HELP/INFO INFODI page.*

## Additional Examples

### 6.1. Refund Process

Rapid Reprice processing that results in a refund follows the same 5 basic steps as processing that results in an additional collection. The following is an example of Rapid Reprice template processing resulting in a refund. For illustration purposes it is assumed that the original ticket was issued electronically and a valid for use ETR is associated to the PNR.

#### Step Display PNR and make appropriate changes

1

Entry - \*ABC123  
Response -

```
1P-ABC123
1.1WILSON/TEST@*ADT
1 NW1265Y 10FEB TU STLMSK HK1 605A 741A/O
2*NW3467Y 20FEB FR MSPSTL HK1 725A 906A/O
P- 1.T4S SEE FILE
T- 1.T/06FEB 1000 1P/T4S/CE DOCUMENTATION COMPLETE
```

Cancel and rebook itinerary with desired flights.

Entry - X2#0/24FEB  
Response -

```
1P-ABC123
1.1WILSON/TEST@*ADT
1 NW1265Y 10FEB TU STLMSK HK1 605A 741A/O
2*NW3467Y 24FEB TU MSPSTL HK1 725A 906A/O
P- 1.T4S SEE FILE
T- 1.T/06FEB 1000 1P/T4S/CE DOCUMENTATION COMPLETE
```

#### Step Initiate the reissue process

2

Entry - 4PLFB-AR  
Response -

Revised Itinerary Screen

#### Step Template process

3

```
** REVISED ITINERARY SCREEN -REISSUE TEMPLATE **
>NAME- WILSON/TEST*ADT 1/1
TKT NBR 0121528109032
S X A/L FLT/COS DATE FROM/TO DPTR ST
01 O NW 1265Y 10FEB STLMSK 605A O
02 O NW 3467Y 24FEB MSPSTL 725A O
ACTION(C) C/CONFIRM - O/OLD DATA - E/EXIT - H/HELP
```

Type **C** in the **ACTION** field and enter. The Final Results screen is displayed.

## Final Results Screen

Data displayed on the Final Results screen will be carried forward to the new ticket and used for reporting of the reissue transaction.

The following is an example of the Final Results screen with a penalty amount only (spacing approximate in the example below).

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE                >VIEW
REFUND AMT USD      268.00
FARE DIFF USD     -268.00                CHANGE FEE USD      0.00

TICKET      BASE USD          TX/FEE USD          TKT TTL USD
  ADT01      1103.26            103.94            1207.20
 *TTL        1103.26            103.94            1207.20

*LOWEST FARE
SCROLL CMD(...)
ACTION(C)  R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
  
```

As the reissue transaction resulted in a refund due to the passenger, the ADDITIONAL DOCS Y/N field will be suppressed.

Type **C** in the **ACTION** field and enter. The Exchange Element screen is displayed.

## Exchange Element Screen (Refund)

The Exchange Element screen is for any additional data required for reporting of reissue transaction. All fields are auto-filled by Rapid Reprice with the exception of the UNUSED PFC, ORIG ISSUE CITY, COMM OLD TKT, RESIDUAL VALUE MCO, FOP, and APVL CODE.

The following is an example of the Exchange Element screen (ARC formats) for a transaction resulting in an additional collection (spacing approximate in the example below).

```

** EXCHANGE ELEMENT SCREEN - REISSUE TEMPLATE **          >VIEW
NAME-  WILSON/TEST*ADT 1/1
TKT NBR 0121528109032 - - -
UNUSED PFC (.....) (.....) (.....) (.....)
ORIG FOP CA          ORIG DOCUMENT T0127557334385X
ORIG ISSUE CITY (...) DATE 06FEB09 IATA 3516500
COMM OLD TKT USD ( )
RESIDUAL VALUE MCO (.) Y/N
FOP (.....) APVL CODE (.....)
ACTION (F) F/FILE R/RETURN E/EXIT H/HELP
  
```

As the reissue transaction resulted in a refund due to the passenger, the RESIDUAL VALUE MCO field is displayed. The RESIDUAL VALUE MCO field is a mandatory field and requires input by the agent. Inputting Y in the field will instruct processing to issue a MCO for the value of the total refund due the passenger, at time of ticketing. Inputting N will instruct processing to return the total refund due to the passenger to the original form of payment at time of ticketing.

## Step Store the Results

4

The **ACTION** of **F** for **FILE** on the Exchange Element screen processes all the data input in the template. If no errors are found, it will:

- Clear the template from the screen
- Create a ticket record
- Create a (D)ocument (I)nstruction line with the exchange data and pricing results
- Process any changes to the itinerary
- Display the following message:

```
OK - EXCHANGE INFORMATION ADDED TO 4-DI
- END TRANSACTION TO PERMANENTLY STORE
```

Once the Exchange Element screen is filed the agent has the option of ignoring the transaction, which will cancel all changes to the itinerary, ignore the PNR and exit the Rapid Reprice template process or ending transaction and storing the results in preparation for ticketing.

### Automated Ticket Record

Once the Exchange Element screen is filed a ticket record is created and may be viewed with normal display entries:

Entry – 4\*  
Response –

```
4PLFB-AR
PNR PRICED ON 06FEB FOR TKTG ON 07FEB
* NON-REFUNDABLE//PENALTY FOR CHANGES
TRIP VALUE DATA EXISTS
ADT 01 TTL-USD 1207.20 BF-USD 1103.26 TX1- 14.00XT
      TX2- 82.74US TX3- 7.20ZP
STL NW 1265 M 10FEB 605A OK MA3BFN 10FEB10FEB
O MSP NW 3467 M 24FEB 725A OK MA3BFN 24FEB24FEB
STL
STL NW MSP 551.63NW STL 551.63
USD1103.26END NW ZPSTLMSP XT
5.00AY9.00XF STL4.5MSP4.5
```

### Automated Document Instruction Line (4-DI)

Once the data is filed from the Exchange Element Screen, the applicable data needed to issue the exchange transaction is created in an automated document instruction (**4-DI**) line. The 4-DI line is created by the system and is appended to the PNR. **The Rapid Reprice created DI line must be used at time of ticketing to be considered for the fare guarantee policy.**

The following example shows a system created automated 4-DI line for a refund transaction. For the purposes of this example it is assumed that the REFUND MCO field on the EXCHANGE ELEMENT screen was overlaid with a Y to instruct processing to issue a MCO for the value of the total refund due the passenger, at time of ticketing.

Entry – \*DI

Response –

```
DI- *3. |N1.1|$*EET01215281090320*A/O$CCA  
/OB1352.56XXT14.00XUS101.44XZP7.20T1475.20  
/ ODT0128123768575X|MCRV*/MA268.00 -1WILSON/TEST
```

**Step** **Issue the New Ticket**

**5**

Once the template process has been completed and the fare for the new ticket is stored with an end transaction the new ticket can be driven with a simple EZ entry and the Rapid Reprice created DI line:

Entry – EZ#DI1

## 6.2. Reissue Transaction on a Partially Flown Itinerary

Rapid Reprice processing for a partially flown itinerary follows the same 5 basic steps as processing for a wholly unused itinerary. The following is an example of Rapid Reprice template processing on an itinerary that has been partially flown. For illustration purposes it is assumed that the original ticket was issued electronically and a valid for use ETR is associated to the PNR.

### Step Display PNR and make appropriate changes

1

Entry - \*ABC123

Response -

```
1P-ABC123
1.1WILSON/TEST*ADT
3*UA7703V 09FEB MO ATLDEN HK1 828A 958A/O
P- 1.T4S SEE FILE
T- 1.T/06FEB 1000 1P/T4S/CE DOCUMENTATION COMPLETE
```

Cancel and rebook itinerary with desired flights.

Entry - X2#0/10FEB

Response -

```
1P-ABC123
1.1WILSON/TEST*ADT
3*UA7703V 10FEB TU ATLDEN HK1 828A 958A/O
P- 1.T4S SEE FILE
T- 1.T/06FEB 1000 1P/T4S/CE DOCUMENTATION COMPLETE
```

### Step Initiate the reissue process

2

Entry - 4PLFB-AR

Response -

Revised Itinerary Screen

### Step Template process

3

```
** REVISED ITINERARY SCREEN -REISSUE TEMPLATE **
>NAME- WILSON/TEST*ADT 1/1
TKT NBR 0121528109032
S X A/L FLT/COS DATE FROM/TO DPTR ST
01 O UA 0940V 06FEB DENORD 154P F
02 X UA 0566V 06FEB ORDATL 610P F
03 O UA 7703Y 10FEB ATLDEN 828A O
ACTION(C) C/CONFIRM - O/OLD DATA - E/EXIT - H/HELP
```

Note - Flight status reflects (F)lown for the segments that have been flown.

Type **C** in the **ACTION** field and enter. The Final Results screen is displayed.

The following is an example of the Final Results screen with no penalty amount but an additional collection in fare (spacing approximate in the example below).

```

TOTAL ADD COLLECT AMT USD      99.99
FARE DIFF USD      99.99          CHANGE FEE USD      0.00

4PLFB-AR
* PRICING RULES VALIDATING CARRIER DEFAULT UA
* SURCHARGE APPLIED *
** 06FEB DEPARTURE DATE/ 06FEB IS LAST DATE TO TICKET

SCROLL CMD(...)                ADDITIONAL DOCS Y/N (N)
ACTION(C)  R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
    
```

Type **C** in the **ACTION** field and enter. The Exchange Element screen is displayed.

The following is an example of the Exchange Element screen (ARC formats) for a transaction resulting in an additional collection (spacing approximate in the example below).

```

** EXCHANGE ELEMENT SCREEN - REISSUE TEMPLATE **      >VIEW
NAME- REISSUE/OTTO*ADT 1/1
TKT NBR 0127557334387 - - -
UNUSED PFC (.....) (.....) (.....) (.....)
ORIG FOP CCVI      ORIG DOCUMENT T0167557596049X
ORIG ISSUE CITY (...) DATE 04FEB09 IATA 0666083
COMM OLD TKT USD ( ) COMM NEW TKT USD ( )
FOP (.....) APVL CODE (.....)
ACTION(F) F/FILE R/RETURN E/EXIT H/HELP
    
```

## Step Store the Results

4

The **ACTION** of **F** for **FILE** on the Exchange Element screen processes all the data input in the template. If no errors are found, it will:

- o Clear the template from the screen
- o Create a ticket record
- o Create a (D)ocument (I)nstruction line with the exchange data and pricing results
- o Process any changes to the itinerary
- o Display the following message:

```

OK - EXCHANGE INFORMATION ADDED TO 4-DI
- END TRANSACTION TO PERMANENTLY STORE
    
```

Once the Exchange Element screen is filed the agent has the option of ignoring the transaction, which will cancel all changes to the itinerary, ignore the PNR and exit the Rapid Reprice template process or ending transaction and storing the results in preparation for ticketing.

### Automated Ticket Record

Once the Exchange Element screen is filed a ticket record is created and may be viewed with normal display entries:

Entry – 4\*  
Response –

```

4PLFB-AR
PNR PRICED ON 06FEB FOR TKTG ON 06FEB
TRIP VALUE DATA EXISTS
GGV 01 TTL-USD 395.79 BF-USD 338.60 TX1- 21.00XT
          TX2- 25.39US TX3- 10.80ZP
ATL UA 7703 Y 10FEB 828A OK YCA
DEN
DEN UA X/CHI UA ATL 122.79UA
DEN Q55.81 160.00USD338.60END
UA ZPDENORDATL XT7.50AY13.50XF
DEN4.5ORD4.5ATL4.5
    
```

Because the itinerary is partially flown, the ticket record only reflects the to be flown segments. However, if the carrier has filed to price the entire itinerary, including flown segments, from point of origin, the fare calculation ladder will reflect pricing for the entire ticket as illustrated above.

### Automated Document Instruction Line (4-DI)

Once the data is filed from the Exchange Element Screen, the applicable data needed to issue the exchange transaction is created in an automated document instruction (4-DI) line. The 4-DI line is created by the system and is appended to the PNR. **The Rapid Reprice created DI line must be used at time of ticketing to be considered for the fare guarantee policy.**

Entry – \*DI  
Response –

```

DI- *1. |N1.1|$*IET01215281090320*A/O$CCCA/AB93.02X6.97T99.99
      /OB245.58XXT21.00XUS18.42XZP10.80T295.80
      /ODT0128123768575X -1WILSON/TEST
    
```

### Step Issue the New Ticket

5

Once the template process has been completed and the fare for the new ticket is stored with an end transaction the new ticket can be driven with a simple EZ entry and the Rapid Reprice created DI line:

Entry – EZ#DI1

## BSP Requirements

In general, the process for calculating reissue transactions is the same for ARC and BSP agencies. However, ticketing and reporting of reissue transactions for agencies that report to BSPs require different formats than those in use in the ARC agency environment.

Rapid Reprice for BSP agencies utilizes the same functionality, entries, options and templates as those outlined in the previous sections and provides the following additional requirements specific to BSP processing:

1. Automates the manual price (RDP) BSP requirement including:
  - a) Paid and unpaid taxes in the tax boxes and fare ladder
  - b) Equivalent currency codes in the EQUIV Fare Paid field for multiple currency reissues
  - c) The total additional collection amount in the total fare amount box or NOADC
2. Processes a refund as an even exchange, the refund amount to be handled separately
3. Exchange Elements screen for BSP
4. Creation of a DI line that conforms to BSP mandatory requirements
5. Creation of a unique remark for penalty information and refund information
6. Creation of non-IATA standard reporting format options

### 7.1. Automated Manual Price (RDP) for BSP

Rapid Reprice processing creates the ticket record for BSP reissues so the manual process will no longer be required. The reissue data on the Final Result Screen will reflect BSP formats including:

- Paid/unpaid tax in tax box and fare ladder
- Equivalent (EQV) box contains currency codes for multiple currency reissues
- Total ticket is the add-collect amount or NOADC for even exchanges and refunds

From that data, Rapid Reprice will create a BSP format ticket record.

### 7.2. Additional Collection

The following BSP example illustrates the changes in the Final Result screen for a reissue that results in an additional collection. For illustration purposes it is assumed that the original ticket was issued electronically in the UK and a valid for use ETR is associated to the PNR.

Entry - \*438JPX  
Response -

1P- 438MEN
1.1REISSUE/BSP*ADT
1 UA 959W 10OCT WE LHRDEN HK1 1540 2130 /O
2 UA 938W 20OCT SA DENLHR HK1 1655 1115  1/O

Cancel and rebook itinerary with desired flights.

Entry - X2#0/21OCT  
Response -

```

1.1REISSUE/BSP*ADT
1 UA 959W 10OCT WE LHRDEN HK1 1540 2130 /O
2 UA 938W 21OCT SU DENLHR SS1 1655 1115 |1/O
    
```

Entry - 4PLFB-AR  
Response -

```

** REVISED ITINERARY SCREEN - REISSUE TEMPLATE ** >VIEW
NAME- REISSUE/BSP*ADT 1/1
TKT NBR 0161729678308
S X A/L FLT/COS DATE FROM/TO DPTR ST
01 O UA 0959W 10OCT LHRDEN 340P O
02 O UA 0938W 21OCT DENLHR 455P O
ACTION(C) C/CONFIRM - O/OLD DATA - E/EXIT - H/HELP
    
```

(C) to Confirm returns the Final Results screen.

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE >VIEW
TOTAL ADD COLLECT AMT GBP 15.00A
FARE DIFF GBP 15.00 CHANGE FEE GBP 0.00

BF GBP TX TX TX TOTAL GBP
GB TAX UB TAX XT TAX
001- 220.00 PD40.00 PD14.30 PD118.60 15.00A
WHXNN55W*WHWNN55W
220.00 PD40.00 PD14.30 PD118.60 15.00A TTL
AS BOOKED
LOWEST FARE ALREADY BOOKED IN THIS COMPARTMENT
ADT LON UA DEN 203.45UA LON 233.22NUC436.67END ROE.503812UA XT PD
91.00YQ1.30AY15.20US2.50XA3.50XY2.80YC2.30XFDEN4.5
4PLFB-AR
SCROLL CMD(...) ADDITIONAL DOCS Y/N (N)
ACTION(C) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
    
```

- Paid/unpaid tax in tax box and fare ladder
- Currency of paid tax is not displayed on Final Result Screen. Unpaid tax currency is displayed
- Total ticket is the additional Collection amount followed by the letter A
- In the 1P partition, there can be only one XT in the fare calculation, therefore the paid XT tax is separated from the unpaid XT tax with PD only.
- The change fee is informational only and is not included in the Total Add Collect amount.

### 7.3. Additional Collection and a Penalty

The following BSP example illustrates the changes in the Final Result screen for a reissue that results in an additional collection and a penalty. For illustration purposes it is assumed that the original ticket was issued electronically in the UK and a valid for use ETR is associated to the PNR.

Entry - \*778BEA  
Response -

```

*778BEA
1.1REISSUE/BSPNW*ADT
1 NW 31V 10OCT WE LGWDTW HK1 1350 1725 /O E
2 NW 32V 17OCT WE DTWLGW HK1 2125 1005 |1/O E
    
```

Cancel and rebook itinerary with desired flights.

Entry – X2#0/18OCT

Response -

```
*778BEA
1.1REISSUE/BSPNW*ADT
1 NW 31V 10OCT WE LGWDTW HK1 1350 1725 /O E
2 NW 32V 18OCT TH DTWLGW SS1 2125 1005 |1/O
```

Entry - 4PLFB-AR

Response:

```
** REVISED ITINERARY SCREEN - REISSUE TEMPLATE ** >VIEW
NAME- REISSUE/BSPNW*ADT 1/1
TKT NBR 0741796740514
S X A/L FLT/COS DATE FROM/TO DPTR ST
01 O NW 0031V 10OCT LGWDTW 150P O
02 O NW 0032V 18OCT DTWLGW 925P O
ACTION(C) C/CONFIRM - O/OLD DATA - E/EXIT - H/HELP
```

(C) to Confirm returns the Final Results screen.

```
** FINAL RESULTS SCREEN - REISSUE TEMPLATE >VIEW
TOTAL ADD COLLECT AMT GBP 50.00A
FARE DIFF GBP 50.00 CHANGE FEE GBP 168.61

BF GBP TX TX TX TOTAL GBP
GB TAX UB TAX XT TAX
001- 486.00 PD40.00 PD7.20 PD102.70 50.00A
QJPKXNATL
486.00 PD40.00 PD7.20 PD102.70 50.00A TTL *
LOWEST FARE
ADT LON NW DTT 482.32NW LON 482.32NUC964.64END ROE.503812NW XT
PD1.20AY15.00US2.50XA3.50XY2.70YC75.60YR2.20XFDTW4.5
* REBOOK 01/ Q 02/ Q
ALL SEGMENTS MUST BE CONFIRMED
SCROLL CMD(...) ADDITIONAL DOCS Y/N (N)
ACTION(C) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
```

- Paid tax in tax boxes
- Add-collect amount is in the Total Box with an 'A' appended
- The change fee is informational only and is not included in the Total Add Collect amount.

## 7.4. Refund Processing

BSP reissues are only processed as an even exchange or an additional collection. Refunds are processed as an even exchange with a separate transaction for the refund process. Change and cancel fees are not part of the exchange calculation. The fees are collected separately from the reissue transaction.

The following BSP example illustrates the changes in the Final Result screen for a reissue that results in a refund. For illustration purposes it is assumed that the original ticket was issued electronically in the UK and a valid for use ETR is associated to the PNR.

Entry - \*438JPX  
Response -

```
1P- 4327HT
  1.1REISSUE/BSP*ADT
  1 NW 53Y 10JAN TH AMSDTW HK1 1540 1840 /O
  2 NW 40Y 15JAN TU DTWAMS HK1 1600 0555 |1/O
```

Cancel and rebook itinerary with desired flights.

Entry - X2#0/21OCT  
Response -

```
1P- 4327HT
  1.1REISSUE/BSP*ADT
  1 NW 53Y 10JAN TH AMSDTW HK1 1540 1840 /O
  2 NW 40Y 13JAN SU DTWAMS SS1 1600 0555 |1/O
```

Entry - 4PLFB-AR  
Response -

```
** REVISED ITINERARY SCREEN - REISSUE TEMPLATE ** >VIEW
NAME- REISSUE/BSPNW*ADT 1/1
TKT NBR 0741796740521
S X A/L FLT/COS DATE FROM/TO DPTR ST
01 O NW 0053Y 10JAN AMSDTW 340P O
02 O NW 0040Y 13JAN DTWAMS 400P O
ACTION(C) C/CONFIRM - O/OLD DATA - E/EXIT - H/HELP
```

(C) to Confirm returns Final Results screen.

```
** FINAL RESULTS SCREEN - REISSUE TEMPLATE >VIEW
REFUND AMT GBP 1585.00
FARE DIFF GBP -1585.00 CHANGE FEE GBP 0.00

      BF EUR   TX      TX      TX      EQV      TOTAL GBP
      AY TAX   US TAX   XT TAX  GBP
001-  370.00  PD1.20  PD15.00 PD115.90      NOADC
      VLSX3NL
      370.00  PD1.20  PD15.00 PD115.90      NOADC
TTL *LOWEST FARE
ADT AMS NW DTT 249.05NW AMS 249.04NUC498.09END ROE.742833NW XT
PD2.50XA3.50XY2.70YC7.30CJ8.80RN1.30VV87.60YR2.20XFDTW4.5
* REBOOK 01/ V 02/ V
SCROLL CMD(...)
ACTION(C) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
```

- Paid tax in tax boxes
- Currency code of the reissue location in the EQV box
- The change fee is informational only and is not included in the Total Refund amount.

Separate transactions are required for BSP reissues that result in a refund. An advisory message will be appended to the response returned upon filing the Exchange Element screen (see section 5.5 for more information on refund advisory messages):

```
OK - EXCHANGE INFORMATION ADDED TO 4-DI
SEE PNR REMARKS - 5.Z - FOR CHANGE FEE/RESIDUAL VALUE INFO
- END TRANSACTION TO PERMANENTLY STORE
```

## 7.5. Refund and a Penalty

The following BSP example illustrates the changes in the Final Result screen for a reissue that results in a refund and a penalty. For illustration purposes it is assumed that the original ticket was issued electronically in the UK and a valid for use ETR is associated to the PNR.

Entry - \*438JPX

Response -

```
1P- 4327HT
 1.1REISSUE/BSP*ADT
1 UA 959B 15JUL TH LHRORD HK1 1520 1840 /O
2 UA 958M 22JUL SA ORDLHR HK1 1600 0555 |1/O
```

Cancel and rebook itinerary with desired flights.

Entry - X2#0/21OCT

Response -

```
1P- 4327HT
 1.1REISSUE/BSP*ADT
1 UA 959B 15JUL TH LHRORD HK1 1520 1840 /O
2 UA 958M 23JUL SU ORDLHR HK1 1600 0555 |1/O
```

Entry - 4PLFB-AR

Response -

```
** REVISED ITINERARY SCREEN - REISSUE TEMPLATE ** >VIEW
NAME- REISSUE/BSP*ADT 1/1
TKT NBR 0165763882414
S X A/L FLT/COS DATE FROM/TO DPTR ST
01 O UA 0959B 15JUL LHRORD 320P O
02 O UA 0958M 23JUL ORDLHR 400P O
ACTION(C) C/CONFIRM - O/OLD DATA - E/EXIT - H/HELP
```

(C) to Confirm returns Final Results screen.

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE >VIEW
REFUND AMT GBP      252.00
FARE DIFF GBP     -252.00                CHANGE FEE GBP      75.00

      BF GBP      TX      TX      TX      EQV      TOTAL GBP
      GB TAX      UB TAX      XT TAX      GBP
001-  458.00    PD40.00    PD19.70    PD189.00
      WHXNCGBW
      458.00    PD40.00    PD19.70    PD189.00      NOADC
TTL GBP
LOWEST FARE
ADT LON UA CHI 448.81UA LON448.80NUC897.61END ROE.510239
  UA PD XT161.00YQ1.30AY15.60US2.50XA3.50XY2.80
  YC2.30XF ORD4.5
SCROLL CMD(...)
ACTION(C)  R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
  
```

- Paid tax in tax boxes
- Currency code of the reissue location in the EQV box
- The change fee is informational only and is not included in the Total Refund amount.

Separate transactions are required for BSP reissues that result in a refund and an additional collection of a penalty amount. An advisory message will be appended to the response returned upon filing the Exchange Element screen (see section 5.5 for more information on refund advisory messages):

```

OK - EXCHANGE INFORMATION ADDED TO 4-DI
SEE PNR REMARKS - 5.Z - FOR CHANGE FEE/RESIDUAL VALUE INFO
- END TRANSACTION TO PERMANENTLY STORE
  
```

## 7.6. Modifications to Exchange Element Screen for BSP

The Exchange Elements Screen provides fields for the input of data necessary for agency reissues. Data from this screen is used to create a 4-DI field for the agent to select when issuing the new ticket. BSP reissue requirements differ from ARC, therefore the Exchange Elements Screen for BSP agents will be modified.

ARC Exchange Element Screen -

```

** EXCHANGE ELEMENT SCREEN - REISSUE TEMPLATE **      >VIEW
NAME- REISSUE/BSP*ADT 1/1
TKT NBR 0161729678308 - - -
UNUSED PFC (.....) (.....) (.....) (.....)
ORIG FOP CK          ORIG DOCUMENT T0161729678308X
ORIG ISSUE CITY (...) DATE 27AUG07 IATA 9123217
COMM OLD TKT USD    (      )
FOP (.....) APVL CODE (.....)
ACTION (F) F/FILE R/RETURN E/EXIT H/HELP

```

Modified for BSP requirements -

```

** EXCHANGE ELEMENT SCREEN - REISSUE TEMPLATE **      >VIEW
NAME- REISSUE/BSP*ADT 1/1
TKT NBR 0161729678308 - - -

ORIG FOP CK          ORIG DOCUMENT T0161729678308X
ORIG ISSUE CITY (...) DATE 27AUG07 IATA 9123217

FOP (.....) APVL CODE (.....)
ACTION (F) F/FILE R/RETURN E/EXIT H/HELP

```

All fields are auto-filled with the exception of the ORIG ISSUE CITY, FOP, and APVL CODE. These fields require user input.

- ORIG ISSUE CITY
  - Optional however individual airlines may require – 3 character ISO city code

The user must input a valid city code. If the field is left blank the following error will be displayed:

ORIG ISSUE CITY REQUIRED

The ORIG ISSUE CITY requires three (3) alpha characters, no special characters are allowed or the following error will be displayed:

INVALID DATA IN THE ORIG ISSUE FIELD

- FOP and APVL CODE
  - Optional, however if applicable, will require manual input. Data manually input in the FOP and APVL CODE fields will be used for the additional collection. If the FOP and APVL CODE fields are left blank, the form of payment in the 5\$ field of the PNR will be used for the additional collection.

## 7.7. Automated Document Instruction Line (4-DI)

Once the data is filed from the Exchange Element screen, the applicable BSP data needed to issue the exchange transaction is created in an automated document instruction (4-DI) line. The 4-DI line is created by the system and is appended to the PNR. **The Rapid Reprice created DI line must be used at time of ticketing to be considered for the fare guarantee policy.**

ARC Rapid Reprice created DI line –

```
DI- *1. |N1.1|$*IET01215281090320*A/O$CCCA
      /AB0.00X0.00P100.00AT100.00
      /OB419.00XXT56.24XXY7.00XUS32.20T514.44
      /ODT0128123768575X -1WILSON/TEST
```

BSP Rapid Reprice created DI line –

```
DI- *1. |N1.1|$*IET01617296783081*A/O$CK
      /OILON27AUG07912321715 -1WILSON/TEST
```

For BSP, the mandatory fields include:

- \$\*IE document identified uneven exchange
- or
- \$\*EE document identifier even exchange/or refund (BSP Requirement)
- /OI original issue city – date (ddmmmy) – IATA
- /O\$CCCA or /O\$CK original form of payment

## 7.8. PNR Remarks for Change Fee and Residual Value

For some transactions, BSP requires the change/cancel fees to be collected in a separate transaction and residual value to be refunded in a separate transaction. For BSP reissue transactions that require separate transactions for the collection of change/cancel fees or the refund of residual value, an advisory message will be appended to the response returned upon filing the Exchange Element screen:

OK - EXCHANGE INFORMATION ADDED TO 4-DI  
 SEE PNR REMARKS - 5.Z - FOR CHANGE FEE/RESIDUAL VALUE INFO  
 - END TRANSACTION TO PERMANENTLY STORE

Rapid Reprice will update the change fee/refund amount by PTC in unique remarks when the Exchange Elements screen is filed. If modified or deleted, 5.Z remarks go to PNR history.

The following examples illustrate change/cancel fee and residual value amounts appended to the PNR as unique remarks.

### Single Adult Change fee:

MZ- 1.RR N1.1 10AUG07 ADT 50.00 GBP CHANGE FEE APPLIES

### Multiple Adult Change fee:

MZ- 1.RR N1.1 10AUG07 ADT 50.00 GBP CHANGE FEE APPLIES  
 2.RR N2.1 10AUG07 ADT 50.00 GBP CHANGE FEE APPLIES

### Multiple PTC Change fee:

MZ- 1.RR N1.1 10AUG07 ADT 50.00 GBP CHANGE FEE APPLIES  
 2.RR N1.2 10AUG07 CNN 25.00 GBP CHANGE FEE APPLIES

### Single Adult Refund:

MZ- 1.RR N1.1 10AUG07 ADT 55.00 GBP REFUND AMOUNT

### Multiple Adult Refund:

MZ- 1.RR N1.1 10AUG07 ADT 55.00 GBP REFUND AMOUNT  
 2.RR N2.1 10AUG07 ADT 55.00 GBP REFUND AMOUNT

### Multiple PTC Refund:

MZ- 1.RR N1.1 10AUG07 ADT 55.00 GBP REFUND AMOUNT  
 2.RR N1.2 10AUG07 CNN 27.50 GBP REFUND AMOUNT

### Single Adult Refund and Change Fee:

MZ- 1.RR N1.1 10AUG07 ADT 50.00 GBP CHANGE FEE APPLIES  
 2.RR N1.1 10AUG07 ADT 55.00 GBP REFUND AMOUNT

**Multiple Adult Refund and Change Fee:**

MZ- 1.RR N1.1 10AUG07 ADT 50.00 GBP CHANGE FEE APPLIES  
2.RR N1.1 10AUG07 ADT 55.00 GBP REFUND AMOUNT  
3.RR N2.1 10AUG07 ADT 50.00 GBP CHANGE FEE APPLIES  
4.RR N2.1 10AUG07 ADT 55.00 GBP REFUND AMOUNT

**Multiple PTC Refund and Change Fee:**

MZ- 1.ZRR N1.1 10AUG07 ADT 50.00 GBP CHANGE FEE APPLIES  
2.ZRR N1.1 10AUG07 ADT 55.00 GBP REFUND AMOUNT  
3.ZRR N1.2 10AUG07 ADT 25.00 GBP CHANGE FEE APPLIES  
4.ZRR N1.2 10AUG07 ADT 27.50 GBP REFUND AMOUNT

**No Residual Value:**

MZ- 1.RR N1.1 10AUG07 ADT NO RESIDUAL VALUE PER CARRIER

## 7.9. Penalty Amounts in Non-IATA Formats

At the request of BSP agency subscribers, two new options have been developed to allow agents to collect and report penalty amounts resulting from Rapid Reprice processing in non-IATA formats.

**4P-AR#NI1 or 4PLFB-AR#NI1** = will add the penalty amount to the total fare amount

**4P-AR#NI2 or 4PLFB-AR#NI2** = will place the penalty amount as an XP tax

If neither option is included in the initial reissue request entry, the result returned from Rapid Reprice processing will reflect IATA standard formats as previously outlined, i.e., penalty amounts will not be included in the total fare amount box but reflected in the remarks field and collected in a separate transaction.

The Rapid Reprice created Document Instruction line (DI) will not be impacted by these two new options.

### 1 If a reissue results in an additional collection fare difference and a penalty

Original ETR -

TKT NBR: 0165763882413		NAME:REISSUE/BSP							
NBR OF TKTS ISSUED: 1		TTL NBR OF SEGS: 02							
CP N	FRM/TO	A/L	FLT	COS	DATE	TIME	ST	FBC	S
01-	LHR	ORD	UA	959	W	15JUL08	320P	OK	WHXNCGBW
									NV 15JUL/15JUL
									O
02-O	ORD	LHR	UA	958	W	22JUL08	400P	OK	WHXNCGBW
									NV 22JUL/22JUL
									O
**ENDORSEMENT/FARE CALCULATION**									
ER:NONREF/NONEND/NONTRANS/CHANGE									
FARE CALCULATION:					FARE CALC INDICATOR: 9				
LON UA CHI 448.81UA LON 448.80NUC897.61END ROE.510239UA XT 16)>									
00YQ1.30AY15.60US2.50XA 3.50XY2.80YC2.30XFORD4.5									
**FARE BREAKDOWN/FOP/TOUR CODE**									
*TKT FARE DATA*					*AUDITOR*				
BASE:GBP	458.00	BASE:GBP	458.00						
TAX: GB	40.00	TAX: GB	40.00						
TAX: UB	19.70	TAX: UB	19.70						
TAX: XT	189.00	TAX: XT	189.00						
TTL:GBP	706.70	TTL:GBP	706.70						

Revised Itinerary -

** REVISED ITINERARY SCREEN - REISSUE TEMPLATE **										>VIEW
NAME- REISSUE/BSP*ADT 1/1										
TKT NBR 0165763882413										
S	X	A/L	FLT/COS	DATE	FROM/TO	DPTR		ST		
01	O	UA	0959W	15JUL	LHR	ORD	320P		O	
02	O	UA	0958M	22JUL	ORD	LHR	400P		O	
ACTION(C) C/CONFIRM - O/OLD DATA - E/EXIT - H/HELP										

NI1: the combined fare difference and penalty will go in the total fare amount box

**Final Result** - the TOTAL ADD COLLECT AMT includes the fare difference and the penalty amount and will be reflected in the total fare amount box.

** FINAL RESULTS SCREEN - REISSUE TEMPLATE						>VIEW
TOTAL ADD COLLECT AMT GBP		170.00				
FARE DIFF GBP		95.00		CHANGE FEE GBP		75.00
	BF GBP	TX	TX	TX	TOTAL GBP	
		GB TAX	UB TAX	XT TAX		
001-	553.00	PD40.00	PD19.70	PD189.00	170.00A	
					WHXNCGBW	
					MHXNCGBW	
	553.00	PD40.00	PD19.70	PD189.00	170.00A TTL GBP	
ADT LON UA CHI 448.81UA LON634.01NUC1082.82END ROE.510239						
UA PD XT161.00YQ1.30AY15.60US2.50XA3.50XY2.80						
YC2.30XF ORD4.5						
SCROLL CMD(...)			ADDITIONAL DOCS Y/N (N)			
ACTION(C) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP						

Ticket Record -

4P-AR						
PNR PRICED ON 01JUL FOR TKTG ON 04JUL BY AGT-CE/5TQ						
* NON-REFUNDABLE 553.00 GBP						
TRIP VALUE DATA EXISTS OD-LHR/LHR						
ADT 01	TTL-GBP	170.00A	BF-GBP	553.00	TX1-	40.00GB PD
EQV-	TX2-	19.70UB	PD	TX3-	189.00XT	PD
LHR UA	959 W	15JUL	320P	OK	WHXNCGBW	15JUL15JUL 2PC
O ORD UA	958 M	22JUL	400P	OK	MHXNCGBW	22JUL22JUL 2PC
LHR						
LON UA CHI 448.81UA LON						
634.01NUC1082.82END ROE.510239						
UA PD XT161.00YQ1.30AY						
15.60US2.50XA3.50XY2.80						
YC2.30XF ORD4.5						

NI2: the combined fare difference and penalty will go in the total fare amount box and the penalty will be reflected as an XP tax. The XP tax is not included in the FARE DIFF field.

**Final Result** - the TOTAL ADD COLLECT AMT includes the fare difference and the penalty amount and will be reflected in the total fare amount box.

** FINAL RESULTS SCREEN - REISSUE TEMPLATE						>VIEW
TOTAL ADD COLLECT AMT GBP		170.00				
FARE DIFF GBP		95.00		CHANGE FEE GBP		75.00
	BF GBP	TX	TX	TX	TOTAL GBP	
		GB TAX	UB TAX	XT TAX		
001-	553.00	PD40.00	PD19.70	75.00	170.00A	
					WHXNCGBW	
					MHXNCGBW	
	553.00	PD40.00	PD19.70	PD189.00	170.00A TTL GBP	
ADT LON UA CHI 448.81UA LON634.01NUC1082.82END ROE.510239						
UA XT75.00XP PD161.00YQ1.30AY15.60US2.50XA3.50XY2.80						
YC2.30XF ORD4.5						
SCROLL CMD(...)			ADDITIONAL DOCS Y/N (N)			
ACTION(C) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP						

Ticket Record -

```

4P-AR
PNR PRICED ON 01JUL FOR TKTG ON 04JUL BY AGT-CE/5TQ
* NON-REFUNDABLE 553.00 GBP
TRIP VALUE DATA EXISTS OD-LHR/LHR
ADT 01 TTL-GBP 170.00A BF-GBP 553.00 TX1- 40.00GB PD
EQV- TX2- 19.70UB PD TX3- 75.00XT
LHR UA 959 W 15JUL 320P OK WHXNCGBW 15JUL15JUL 2PC
O ORD UA 958 M 22JUL 400P OK MHXNCGBW 22JUL22JUL 2PC
LHR
LON UA CHI 448.81UA LON
634.01NUC1082.82END ROE.510239
UA XT75.00XP PD161.00YQ1.30AY
15.60US2.50XA3.50XY2.80
YC2.30XF ORD4.5
    
```

## 2 If a reissue results in an additional collection fare difference and NO penalty

NI1: the fare difference will go in the total fare amount box

**Final Result** - the TOTAL ADD COLLECT AMT includes the fare difference amount and will be reflected in the total fare amount box

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE >VIEW
TOTAL ADD COLLECT AMT GBP 95.00
FARE DIFF GBP 95.00 CHANGE FEE GBP 0.00

BF GBP TX TX TX TOTAL GBP
GB TAX UB TAX XT TAX
001- 553.00 PD40.00 PD19.70 PD189.00 95.00A
WHXNCGBW
MHXNCGBW
553.00 PD40.00 PD19.70 PD189.00 95.00A TTL GBP

ADT LON UA CHI 448.81UA LON634.01NUC1082.82END ROE.510239
UA PD XT161.00YQ1.30AY15.60US2.50XA3.50XY2.80
YC2.30XF ORD4.5
SCROLL CMD(...) ADDITIONAL DOCS Y/N (N)
ACTION(C) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
    
```

Ticket Record -

```

4P-AR
PNR PRICED ON 01JUL FOR TKTG ON 04JUL BY AGT-CE/5TQ
* NON-REFUNDABLE 553.00 GBP
TRIP VALUE DATA EXISTS OD-LHR/LHR
ADT 01 TTL-GBP 95.00A BF-GBP 553.00 TX1- 40.00GB PD
EQV- TX2- 19.70UB PD TX3- 189.00XT PD
LHR UA 959 W 15JUL 320P OK WHXNCGBW 15JUL15JUL 2PC
O ORD UA 958 M 22JUL 400P OK MHXNCGBW 22JUL22JUL 2PC
LHR
LON UA CHI 448.81UA LON
634.01NUC1082.82END ROE.510239
UA PD XT161.00YQ1.30AY
15.60US2.50XA3.50XY2.80
YC2.30XF ORD4.5
    
```

NI2: the fare difference will go in the total fare amount box

**Final Result** - the TOTAL ADD COLLECT AMT includes the fare difference amount and will be reflected in the total fare amount box

** FINAL RESULTS SCREEN - REISSUE TEMPLATE						>VIEW
TOTAL ADD COLLECT AMT	GBP	95.00				
FARE DIFF	GBP	95.00		CHANGE FEE	GBP	0.00
	BF	GBP	TX	TX	TX	TOTAL GBP
			GB TAX	UB TAX	XT TAX	
001-	553.00	PD40.00	PD19.70	PD189.00		95.00A
						WHXNCGBW
						MHXNCGBW
	553.00	PD40.00	PD19.70	PD189.00		95.00A TTL GBP
ADT LON UA CHI 448.81UA LON634.01NUC1082.82END ROE.510239						
UA PD XT161.00YQ1.30AY15.60US2.50XA3.50XY2.80						
YC2.30XF ORD4.5						
SCROLL CMD(...)			ADDITIONAL DOCS Y/N (N)			
ACTION(C) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP						

Ticket Record -

4P-AR						
PNR PRICED ON 01JUL FOR TKTG ON 04JUL BY AGT-CE/5TQ						
* NON-REFUNDABLE 553.00 GBP						
TRIP VALUE DATA EXISTS OD-LHR/LHR						
ADT	01	TTL-GBP	95.00A	BF-GBP	553.00	TX1- 40.00GB PD
EQV-		TX2-	19.70UB	PD	TX3-	189.00XT PD
LHR	UA	959	W	15JUL	320P	OK WHXNCGBW 15JUL15JUL 2PC
O	ORD	UA	958	M	22JUL	400P OK MHXNCGBW 22JUL22JUL 2PC
LHR						
LON UA CHI 448.81UA LON						
634.01NUC1082.82END ROE.510239						
UA PD XT161.00YQ1.30AY						
15.60US2.50XA3.50XY2.80						
YC2.30XF ORD4.5						

### 3 If a reissue results in penalty with no additional collection fare difference

NI1: the penalty will go in the total fare amount box

**Final Result** - the TOTAL ADD COLLECT AMT includes the penalty amount and will be reflected in the total fare amount box

** FINAL RESULTS SCREEN - REISSUE TEMPLATE						>VIEW
TOTAL ADD COLLECT AMT	GBP	75.00				
FARE DIFF	GBP	0.00		CHANGE FEE	GBP	75.00
	BF	GBP	TX	TX	TX	TOTAL GBP
			GB TAX	UB TAX	XT TAX	
001-	458.00	PD40.00	PD19.70	PD189.00		75.00A
						WHXNCGBW
	458.00	PD40.00	PD19.70	PD189.00		75.00A TTL GBP
ADT LON UA CHI 448.81UA LON448.80NUC897.61END ROE.510239						
UA PD XT161.00YQ1.30AY15.60US2.50XA3.50XY2.80YC2.30XF ORD4.5						
SCROLL CMD(...)						
ACTION(C) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP						

Ticket Record -

```

4P-AR
PNR PRICED ON 01JUL FOR TKTG ON 04JUL BY AGT-CE/5TQ
* NON-REFUNDABLE 553.00 GBP
TRIP VALUE DATA EXISTS OD-LHR/LHR
ADT 01 TTL-GBP 75.00A BF-GBP 553.00 TX1- 40.00GB PD
EQV- TX2- 19.70UB PD TX3- 189.00XT PD
LHR UA 959 W 15JUL 320P OK WHXNCGBW 15JUL15JUL 2PC
O ORD UA 958 M 22JUL 400P OK MHXNCGBW 22JUL22JUL 2PC
LHR
LON UA CHI 448.81UA LON
634.01NUC1082.82END ROE.510239
UA PD XT161.00YQ1.30AY
15.60US2.50XA3.50XY2.80
YC2.30XF ORD4.5
    
```

NI2: the penalty will go in the total fare amount box and will be reflected as an XP tax. The XP tax is not included in the FARE DIFF field.

**Final Result** - the TOTAL ADD COLLECT AMT includes the penalty amount and will be reflected in the total fare amount box

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE >VIEW
TOTAL ADD COLLECT AMT GBP 75.00
FARE DIFF GBP 0.00 CHANGE FEE GBP 75.00

BF GBP TX TX TX TOTAL GBP
GB TAX UB TAX XT TAX
001- 458.00 PD40.00 PD19.70 75.00 75.00A
WHXNCGBW
458.00 PD40.00 PD19.70 PD189.00 75.00A TTL GBP

ADT LON UA CHI 448.81UA LON448.80NUC897.61END ROE.510239
UA XT75.00XP PD161.00YQ1.30AY15.60US2.50XA3.50XY2.80
YC2.30XF ORD4.5
SCROLL CMD(...)
ACTION(C) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
    
```

Ticket Record -

```

4P-AR
PNR PRICED ON 01JUL FOR TKTG ON 04JUL BY AGT-CE/5TQ
* NON-REFUNDABLE 553.00 GBP
TRIP VALUE DATA EXISTS OD-LHR/LHR
ADT 01 TTL-GBP 75.00A BF-GBP 553.00 TX1- 40.00GB PD
EQV- TX2- 19.70UB PD TX3- 75.00XT
LHR UA 959 W 15JUL 320P OK WHXNCGBW 15JUL15JUL 2PC
O ORD UA 958 M 22JUL 400P OK MHXNCGBW 22JUL22JUL 2PC
LHR
LON UA CHI 448.81UA LON
634.01NUC1082.82END ROE.510239
UA XT75.00XP PD161.00YQ1.30AY
15.60US2.50XA3.50XY2.80
YC2.30XF ORD4.5
    
```

#### 4 If a reissue results in a refund fare difference and a penalty

Original ETR -

```

TKT NBR: 0165763882414      NAME:REISSUE/BSP
                          NBR OF TKTS ISSUED: 1   TTL NBR OF SEGS: 02

CP N  FRM/TO A/L FLT  COS DATE   TIME  ST  FBC           S
01-  LHR ORD UA    959 B  15JUL08  320P OK BHXNCGBW      O
                          NV 15JUL/15JUL
02-O  ORD LHR UA    958 B  22JUL08  400P OK BHXNCGBW      O
                          NV 22JUL/22JUL

**ENDORSEMENT/FARE CALCULATION**

ER:NONREF/NONEND/NONTRANS/CHANGE

FARE CALCULATION:          FARE CALC INDICATOR: 9
LON UA CHI 695.75UA LON 695.75NUC1391.50END ROE.510239UA XT 1)>
.00YQ1.30AY15.60US2.50XA 3.50XY2.80YC2.30XFORD4.5

**FARE BREAKDOWN/FOP/TOUR CODE**

*TKT FARE DATA*          *AUDITOR*
BASE:GBP  710.00          BASE:GBP  710.00
TAX: GB   40.00          TAX: GB   40.00
TAX: UB   19.70          TAX: UB   19.70
TAX: XT   189.00         TAX: XT   189.00
TTL:GBP  958.70          TTL:GBP  958.70
    
```

Revised Itinerary -

```

** REVISED ITINERARY SCREEN - REISSUE TEMPLATE **      >VIEW
NAME- REISSUE/BSP*ADT 1/1
TKT NBR 0165763882414
S  X A/L FLT/COS DATE  FROM/TO DPTR           ST
01 O UA  0959B  15JUL LHRORD  320P           O
02 O UA  0958M  23JUL ORDLHR  400P           O
ACTION(C)  C/CONFIRM - O/OLD DATA - E/EXIT - H/HELP
    
```

NI1: the refund amount goes in the remarks field and the penalty amount goes in the total fare amount box

**Final Result** - the TOTAL ADD COLLECT AMT includes the penalty amount and the penalty amount will be reflected in the total fare amount box. The refund amount is reflected in the FARE DIFF field as a negative (-) amount and will be appended to the remarks field for reference when issuing to MCO in a separate transaction.

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE              >VIEW
TOTAL ADD COLLECT AMT GBP      75.00
FARE DIFF GBP      -252.00          CHANGE FEE GBP      75.00

      BF GBP      TX      TX      TX      TOTAL GBP
      GB TAX      UB TAX      XT TAX
001-  458.00  PD40.00  PD19.70  PD189.00      75.00A
                          WHXNCGBW
      458.00  PD40.00  PD19.70  PD189.00      75.00A TTL GBP
LOWEST FARE
ADT LON UA CHI 448.81UA LON448.80NUC897.61END ROE.510239
UA PD XT161.00YQ1.30AY15.60US2.50XA3.50XY2.80YC2.30XF ORD4.5
* REBOOK 01/ W 02/ W
SCROLL CMD(...)
ACTION(C)  R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
    
```

Ticket Record -

```

4PLFB-AR
PNR PRICED ON 02JUL FOR TKTG ON 15JUL
* NONREF/NONEND/NONTRANS/CHANGE FEE APPLIES
  TRIP VALUE DATA EXISTS   OD-LHR/LHR
ADT 01 TTL-75.00A           BF-GBP  458.00  TX1-  40.00GB PD
EQV-                        TX2-   19.70UB PD  TX3-  189.00XT PD
  LHR UA  959 W  15JUL  320P OK WHXNCGBW      15JUL15JUL
O ORD UA  958 W  23JUL  400P OK WHXNCGBW      23JUL23JUL
  LHR
LON UA CHI 448.81UA LON
448.80NUC897.61END ROE.510239
UA PD XT161.00YQ1.30AY
15.60US2.50XA3.50XY2.80
YC2.30XF ORD4.5
  
```

NI2: the refund amount goes in the remarks field and the penalty amount goes in the total fare amount box and will be reflected as an XP tax. The XP tax is not included in the FARE DIFF field.

**Final Result** - the TOTAL ADD COLLECT AMT includes the penalty amount and the penalty amount will be reflected in the total fare amount box. The refund amount is reflected in the FARE DIFF field as a negative (-) amount and will be appended to the remarks field for reference when issuing to MCO in a separate transaction.

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE                >VIEW
TOTAL ADD COLLECT AMT GBP          75.00
FARE DIFF GBP          -252.00           CHANGE FEE GBP          75.00

      BF GBP      TX          TX          TX          TOTAL GBP
      GB TAX      UB TAX      XT TAX
001-  458.00    PD40.00    PD19.70    75.00    75.00A
      WHXNCGBW
      458.00    PD40.00    PD19.70    PD189.00    75.00A TTL GBP
LOWEST FARE
ADT LON UA CHI 448.81UA LON448.80NUC897.61END ROE.510239
  UA XT75.00XP PD161.00YQ1.30AY15.60US2.50XA3.50XY2.80
  YC2.30XF ORD4.5
* REBOOK 01/ W 02/ W
SCROLL CMD(...)
ACTION(C) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
  
```

Ticket Record -

```

4PLFB-AR
PNR PRICED ON 02JUL FOR TKTG ON 15JUL
* NONREF/NONEND/NONTRANS/CHANGE FEE APPLIES
  TRIP VALUE DATA EXISTS   OD-LHR/LHR
ADT 01 TTL-75.00A           BF-GBP  458.00  TX1-  40.00GB PD
EQV-                        TX2-   19.70UB PD  TX3-  189.00XT PD
  LHR UA  959 W  15JUL  320P OK WHXNCGBW      15JUL15JUL
O ORD UA  958 W  23JUL  400P OK WHXNCGBW      23JUL23JUL
  LHR
LON UA CHI 448.81UA LON
448.80NUC897.61END ROE.510239
UA XT75.00XP PD161.00YQ1.30AY
15.60US2.50XA3.50XY2.80
YC2.30XF ORD4.5
  
```

## 5 If a reissue results in a refund fare difference and no penalty

NI1: the refund amount goes in the remarks field and NOADC goes in the total fare amount box

**Final Result** - the TOTAL ADD COLLECT AMT includes NOADC and NOADC will be reflected in the total fare amount box. The refund amount is reflected in the FARE DIFF field as a negative (-) amount and will be appended to the remarks field for reference when issuing to MCO in a separate transaction.

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE >VIEW
TOTAL ADD COLLECT AMT GBP      NOADC
FARE DIFF GBP      -252.00      CHANGE FEE GBP      0.00

      BF GBP      TX      TX      TX      TOTAL GBP
      GB TAX      UB TAX      XT TAX
001-  458.00  PD40.00  PD19.70  PD189.00      NOADC
      458.00  PD40.00  PD19.70  PD189.00      NOADC TTL
LOWEST FARE
ADT LON UA CHI 448.81UA LON448.80NUC897.61END ROE.510239
  UA PD XT161.00YQ1.30AY15.60US2.50XA3.50XY2.80
  YC2.30XF ORD4.5
* REBOOK 01/ W 02/ W
SCROLL CMD(...)
ACTION(C) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
  
```

Ticket Record -

```

4PLFB-AR
PNR PRICED ON 02JUL FOR TKTG ON 15JUL
* NONREF/NONEND/NONTRANS/CHANGE FEE APPLIES
TRIP VALUE DATA EXISTS OD-LHR/LHR
ADT 01 TTL-NOADC      BF-GBP  458.00  TX1-  40.00GB PD
EQV-      TX2-  19.70UB PD TX3-  189.00XT PD
  LHR UA  959 W  15JUL  320P OK WHXNCGBW      15JUL15JUL
O ORD UA  958 W  23JUL  400P OK WHXNCGBW      23JUL23JUL
  LHR
LON UA CHI 448.81UA LON
448.80NUC897.61END ROE.510239
UA PD XT161.00YQ1.30AY
15.60US2.50XA3.50XY2.80
YC2.30XF ORD4.5
  
```

NI2: the refund amount goes in the remarks field and NOADC goes in the total fare amount box.

**Final Result** - the TOTAL ADD COLLECT AMT includes NOADC and NOADC will be reflected in the total fare amount box. The refund amount is reflected in the FARE DIFF field as a negative (-) amount and will be appended to the remarks field for reference when issuing to MCO in a separate transaction.

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE >VIEW
TOTAL ADD COLLECT AMT GBP      NOADC
FARE DIFF GBP    -252.00          CHANGE FEE GBP    0.00

      BF GBP    TX      TX      TX      TOTAL GBP
      GB TAX    UB TAX  XT TAX
001-  458.00   PD40.00  PD19.70  PD189.00    NOADC
                                      WHXNCGBW
      458.00   PD40.00  PD19.70  PD189.00    NOADC TTL
LOWEST FARE
ADT LON UA CHI 448.81UA LON448.80NUC897.61END ROE.510239
  UA PD XT161.00YQ1.30AY15.60US2.50XA3.50XY2.80
  YC2.30XF ORD4.5
* REBOOK 01/ W 02/ W
SCROLL CMD(...)
ACTION(C)  R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
  
```

Ticket Record -

```

4PLFB-AR
PNR PRICED ON 02JUL FOR TKTG ON 15JUL
* NONREF/NONEND/NONTRANS/CHANGE FEE APPLIES
TRIP VALUE DATA EXISTS  OD-LHR/LHR
ADT 01 TTL-NOADC          BF-GBP  458.00  TX1-   40.00GB PD
EQV-                      TX2-   19.70UB PD TX3-  189.00XT PD
  LHR UA   959 W  15JUL  320P OK WHXNCGBW      15JUL15JUL
O ORD UA   958 W  23JUL  400P OK WHXNCGBW      23JUL23JUL
  LHR
LON UA CHI 448.81UA LON
448.80NUC897.61END ROE.510239
  UA PD XT161.00YQ1.30AY
  15.60US2.50XA3.50XY2.80
  YC2.30XF ORD4.5
  
```

## Miscellaneous Information

### 8.1. Restriction by Location

A ticket issued by a 1P ARC reporting subscriber may be reissued by a 1P BSP reporting subscriber. A ticket issued by a 1P BSP reporting subscriber cannot be reissued by a 1P ARC reporting subscriber.

If a 1P ARC subscriber attempts to reissue a ticket originally issued by a 1P BSP subscriber, the following error will display:

UNABLE TO PROCESS - REISSUE LOCATION NOT VALID

### 8.2. Tag | Results

Tag I processing is a Rapid Reprice default that returns a result that prices only the to be flown segments with current fares. If Tag I is returned as the best result for the passenger a reissue transaction is not required. If Tag I is returned as the best result for the passenger the following message is displayed upon filing the FINAL RESULTS screen:

```
EXCHANGE TRANSACTION NOT REQUIRED
- AUTOMATED RAPID REPRICE DI LINE NOT CREATED
- END TRANSACTION TO STORE FARE FOR NEW TKT
- ORIGINAL TKT MAY HAVE VALUE FOR FUTURE TVL
```

Since Tag I does not result in a reissue, the Final Result and ticket record will not be formatted using BSP exchange requirements.

### 8.3. Conjunctive Ticket Numbers

If conjunctive ticket numbers are found in the Electronic Ticket Record (ETR), the **TKTNBR** field of the Revised Itinerary Screen automatically auto-fills with all applicable three-digit conjunction ticket numbers. However, only the initial ticket number can be used when beginning the reissue/re-pricing process.

### 8.4. Multiple Electronic Ticket Records (ETRs)

When the Rapid Reprice process is initiated with a **4P-AR** or a **4PLFB-AR** entry and more than one valid ticket exists in the ETR for a passenger, you must select which ticket number is being exchanged or an error response will be returned:

MULTIPLE ETRS EXIST - USE TICKET NUMBER OPTION

Entry - 4P-AR#0159010089110

Response -

```
** REVISED ITINERARY SCREEN - REISSUE TEMPLATE **
NAME- MCWILLIAMS/DON*ADT 1/1
TKT NBR 0159010089110
S   X  A/L  FLT/COs  DATE   FROM/TO  DPTR  ST
01  O  NW   0766T   08DEC  MCISTL   835A  O
02  X  NW   0059T   08DEC  STLPHX   1135A  O
03  O  NW   0520T   12DEC  PHXSTL   810A  O
04  O  NW   0411T   12DEC  STLMCI   108P  O
ACTION(C) C/CONFIRM - O/OLD DATA - E/EXIT - H/HELP
```

The #TKTNUMBER option can also be used by an agent when there is an active ETR but the original PNR is no longer in the system. An agent can build a new PNR with the passenger's new itinerary and use the option to populate the Old Data screen with the data from the active ETR.

## 8.5. Pricing Instructions (PIs)

If PIs are found in the PNR when the entry to initiate the reissue/re-pricing is made, the following error response is displayed.

PI/S EXIST - USE TR PARAMETER OR REMOVE PI/S
--

Input the entry again with the #TR parameter. The following entries are examples when using the #TR parameter to begin the reissue/re-pricing process.

Entry: **4P-AR#TR** or **4PLFB-AR#TR** or **4PLFB-AR#0151000839712#TR**

## 8.6. Waiver Processing

Waiver processing is an in-house product Travelport developed in advance of the implementation of an ATPCO waiver product at the industry level. Travelport's waiver processing is used behind the scenes in the agency partition by NW, DL, YX and UA.

In general, the carrier creates a waiver table item that applies to tickets for a period of time for a market(s) where a catastrophic event has occurred, i.e., in/out of New Orleans. Waiver processing is queried every time Rapid Reprice is initiated to determine if the ticket being presented for reissue matches any of the criteria in any of the waiver table items, i.e., was the original ticket into/out of New Orleans?

If the ticket being presented for reissue matches criteria the carrier identified in a waiver item, Rapid Reprice processing will waive or reduce the penalty amount per the carrier's specifications found in the waiver item. If the ticket being presented for reissue does not match any criteria in any current waiver table item then waiver processing is exited and Rapid Reprice processing continues normally.

If a waiver is applied during Rapid Reprice processing, the corresponding waiver code and a short description of the waiver will be appended to the ticket record. The waiver code will also be placed in the endorsement box of the new ticket when it is driven.

## 8.7. Error Responses

The following index gives a page reference of Rapid Reprice error responses that may be found under the HELP/INFO pages.

Error Response	Page Reference
Generic Errors A - I	INFO 4P-ARERR
Generic Errors J - Z	INFO 4P-ARERRCON
Reissue Error 1 Explanation	INFO 4P-ARERR1
Reissue Error 2 Explanation	INFO 4P-ARERR2
Reissue Error 3 Explanation	INFO 4P-ARERR3
Reissue Error 4 Explanation	INFO 4P-ARERR4

## Frequently Asked Questions

### Q1: Why do I have to type in a long entry to drive my new ticket?

```
>EZELI#SI-#S$X#@C1#HV#RL#$*IET1323513385344X*34/OIGDL13FEB098650
971/O$CA
```

### A1: You don't. Use the DI line option in your ticketing drivestream to include the data in the Rapid Reprice created DI line.

Entry to display DI line - \*DI  
Response -

```
DI- *1. |N1.1|$*IET00635133795421*A/O$CA/OIGDL12FEB098650971
-1PENA/JOSEMANUEL
```

All the data required to drive your new ticket and report the reissue transaction to BSP is included in the Rapid Reprice created DI line.

Entry to drive the new ticket using the DI line option in the ticketing drivestream to include the data in the Rapid Reprice created DI line -

```
>EZELI#SI-#S$X#@C1#HV#RL#DI1
```

### Q2: Why did I get an error response when I made the following entry to initiate Rapid Reprice?

```
EZELI#SI-#S$X#@C1#HV#RL
```

Response -

```
MULTIPLE DI/S EXIST - SPECIFY DI NUMBER
```

### A2: When multiple DI lines exist, a DI must be specified during document production.

Entry to display DI line list - \*DI  
Response -

```
DI- *1. |N1.1|$*IET00635133795421*A/O$CA/OIGDL12FEB098650971
-1PENA/JOSEMANUEL
DI- *2. |N1.1|$*IET00635133795421*A/O$CA/OIGDL12FEB098650971
-1PENA/JOSEMANUEL
DI- *3. |N1.1|$*IET00635133795421*A/O$CA/OIGDL12FEB098650971
-1PENA/JOSEMANUEL
```

After determining which DI line to ticket against, append the DI line item number in the ticketing entry -

```
EZELI#SI-#S$X#@C1#HV#RL#DI3
```

### Q3: Why did I get an error response when I made the following entry to initiate Rapid Reprice?

```
EZELI#SI-#S$X#@C1#HV#RL#DI*1
```

Response -

CK FORMAT

**A3: An incorrect format for the DI line option was used. Correct format for driving a ticket using the Rapid Reprice created DI line -**

EZELI#SI-#S\$X#@C1#HV#RL#DI1

**Q4: Why did I get an error response when I made the following entry to initiate Rapid Reprice?**

EZELI#SI-#S\$X#@C1#HV#RL#DI

Response -

INVALID DI NUMBER

**A4: An incorrect format for the DI line option was used. Correct format for driving a ticket using the Rapid Reprice created DI line -**

EZELI#SI-#S\$X#@C1#HV#RL#DI1

**Q5: Why did I get an error response when I made the following entry to initiate Rapid Reprice?**

EZELI#SI-HS\$X#@C1#HV#RL#DI

Response -

CK FORMAT

**A5: If additional ticketing drivestream options are included in the ticketing entry they must be formatted correctly. In the above example the agent typed in #SI-HS\$X instead of #SI-#S\$X. Correct format for driving a ticket using additional drivestream options -**

EZELI#SI-#S\$X#@C1#HV#RL#DI1

**Q6: Why did I get an error response when I made the following entry to request an itinerary invoice?**

EZL#DI1

Response -

/O\$DATA NOT ALLOWED ON LLI

**A6: You cannot request a LLI (itinerary/invoice) by itself using a Rapid Reprice created DI line. The Rapid Reprice created DI line has options included in it that are for reporting the reissue transaction to the BSP and are not valid for an itinerary/invoice.**

Drive your itinerary/invoice at the time of ticketing with an EZEL#DI1. This entry will provide the ticket and an itinerary/invoice at the same time. If you use this entry and need another itinerary/invoice at a later time you can then use the duplicate entry to create another one, i.e., DUP\*1123456 or DUP\*DH5.

**Q7: I tried to cancel and rebook my entire itinerary to a different class of service but couldn't. What should I do?**

**A7: If a class of service is not available for a particular flight you can book in a higher class, i.e., Y and do the low fare finder entry – 4PLFB-AR.**

Rapid Reprice with low fare finder will return the lowest fare based on availability at the time of the reissue transaction.

**Q8: I tried to cancel and rebook my entire itinerary to a different class of service but Rapid Reprice returned results in another class of service. What should I do?**

**A8: Use the as booked entry – 4P-AR.**

The as booked entry will only attempt to price the new itinerary with fares valid for the class of service booked.

**Q9: How can I cancel an existing DI line?**

**A9: You can cancel a DI line with a 4-DI@1 entry where the 1 is the DI line number you want to cancel.**

**Q10: How can I override an existing DI line?**

**A10: You can use the #DIX entry in your ticketing drivestream to override a DI line.**

**Q11: How can I use Rapid Reprice on a ticket that is no longer in the system?**

**A11: If a PNR (record) has been purged from the system but the ETR (electronic ticket record) is still valid. i.e., the ticket was not fully used and the coupon status shows OPEN FOR USE for the to be flown segment, the agent would build a new PNR reflecting the new itinerary and use the #E-TKT NBR option to pull in all of the original ticket data -**

**4P-AR#1394397593857 or 4PLFB-AR#1394397593857**

The ticket number input is the ticket number from the original ticket.