

Agent user guide
Electronic Ticketing
(English version)

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Introduction

Electronic ticketing is a method of sale of passenger transportation and tracking of usage of this transportation without issuance of paper documents, and also allows the passenger to be checked-in and boarded without the paper ticket.

Electronic Ticket can be issued if the itinerary consist of entirely Electronic Ticket eligible segments. If on any segments of the itinerary the electronic ticket can't be issued, then the paper ticket should be issued for all transportation.

The electronic ticket and associated coupons are stored in a separate electronic flight coupon database.

Electronic ticket means the Itinerary/Receipt issued by or on behalf of a Carrier, the Electronic Coupons and, if applicable, a boarding document.

Electronic Coupon is electronic flight coupon or other value document held in Carrier's database.

Itinerary/Receipt is a document or documents forming part of the Electronic Ticket which contains the information and notices required (for example, passenger name, itinerary, farw, etc.)

Marketing carrier is the airline whose airline designator is recorded as the transporting carrier on the electronic flight coupon(s).

Operating carrier is the carrier used in a codeshare situation when different from the marketing carrier.

Validating carrier is the issuing airline whose numeric airline code is reflected in the electronic transportation for the flight coupon(s). The validating Carrier shall be the controlling and authorising entity for Electronic Ticketing transactions.

1. Electronic Ticket Issuance

1.1. Choice of ticket form

The agent should print an itinerary-receipt and give to the passenger after issuance of the electronic ticket. But the passenger is not obliged to have the itinerary-receipt in a trip because this document has information character only.

The Itinerary/Receipt may be printed on either an ATB type card, plain paper or any other form. It may be delivered by a some of methods such as by email, facsimile or post.

Entry:

a) for the itinerary-receipt print on a plain paper (format A4)

CHT/ETM

```
E-TICKET (A4) CHOUSED
```

1.2. E - ticket issue

1) Retrieval of the PNR or display on the screen the created. If PNR is in process of creation it is recommended to complete it (command ER) before ticket issuance.

***03SV85**

```
03SV85          STATUS:
99GRS TKP99GRS1471 MOVKES 20JUL11 14:47 TCH
  1 MOROZOV/VICTOR 01JAN70 (M) /PS /RU/1234567884
1  UT-464   Y 01AUG11 TJMVKO HK1 1710 1800 TST E
2  UT-697   Y 02AUG11 D MEMUC HK1 0830 1115 TST E
TL-1348/25JUL11/A (TIME ZONE OF IEV)
P- 1  T 4951234567
   2  1234
```

2) Itinerary pricing

TM

```
*03SV85 (TICKET BLANK ET      ) WARNING! PRICING MAY BE NOT CORRECT*****
      LAST TKT DTE 25JUL11 12:48 (IEV) - TIME LIMIT
      FARES          SURCHARGES          TAXES          RESULT
001 ADT          960.00             0.00             625.00             1585.00
-----
RESULT          960.00             0.00             625.00             1585.00 RUB

  1. ADT 01 TJM/UT/MOW 50.00RUB 1.96NUC(1000.20/25477.25) 2.00EUR(833831.
00/1000000.00) 90.00 (43.50/1.00) Y FR:UT.1111
  2.      02 MOW/UT/MUC 20.00EUR 23.98NUC(1000000.00/833831.00) 20.00EUR(833831.
00/1000000.00) 870.00 (43.50/1.00) YOW FR:UT.1111
*** TAXES ***:
ADT TJM/UT/MOW SA=5.00EUR=195.00(39.00/1.00) ZZ=125.00 YQ=80.00
MOW/UT/MUC ZZ=125.00 YQ=100.00
```

Or **TMR**

```

01 MOROZOV/VICTOR
      LAST TKT DTE 25JUL11 12:48 (IEV) - TIME LIMIT
*03SV85-----
      AL      FLGT BK T   DATE TIME      FARE BASIS   NVB   NVA   BG
1.  TJM UT MOW 0464 Y 1  01AUG 1710 Y           01AUG 01AUG 30K
2.  MOW UT MUC 0697 Y 1  02AUG 0830 YOW           30K
EUR   22.00    TJM UT MOW1.96UT MUC23.98NUC25.94END ROE0.8338
RUB   960.00    XT RUB195SA RUB80YQ RUB100YQ

RUB   250.00ZZ
RUB   375.00XT
RUB  1585.00  CASH
AIRLINE CODE 298 A/C UT
RATE 1EUR=43.50RUB
ENDOS NO SMOKING

```

3) Enter “PT” for ET issuance and itinerary-receipt printing.

PT

```

CURRENT FORMS:
CURRENT TICKET FORM:ETM CURRENT MCO FORM:M CURRENT RECEIPT FORM:K
CHECK IT, THEN PRESS <FORWARD>,
OR CORRECT USING REQUESTS (ST,SM,SR) THEN PRESS <FORWARD>.

```

Note:

After this system reply the issuance of the electronic ticket hasn't begun, therefore it is possible to make any operations.

Possible responses:

a) If a connection is broken, then the following response is returned

```
E-TICKET SERVER TIMED OUT, LIST FORWARD
```

Enter <F9>

```
ETKT REQUEST TIMED OUT. IGNORE TRANSACTION.
```

Enter “I” or “IR”. Then retrieve the PNR and try to issue E-ticket again (“PT”).

If after input of request “PT” you have received such response ignore PNR and try to issue the ticket in 1-2 minutes.

```
SOME OF ET INTERCHANGE IS NOT FINISHED. WAIT PLEASE
```

b) If electronic ticket issuance will be rejected at the time of the “PT” initiation, then agent can issue paper ticket(s).

```
SOME SEGMENTS ALLOW TICKETING ON PAPER ONLY
```

- ignore and re-display PNR (“IR”) ;
- choose ticket blank (paper ticket) (“CHT/ (SER_BLN)”, for example, “CHT/D”) ;
- print ticket (“PT”)

4) In case of a positive reply the system response will be displayed.

```
TICKET SERVER CONFIRMED REQUEST.
PRESS <FORWARD>
```

Attention! Entry “I/IR” is prohibited after that system response

5) Click <F9> for continue. The ticket image is displayed and printed.

<F9>

```

MOROZOV/VICTOR MR          PS1234567884
00118580      1471 0 ОТПРВ/HA3H/ORIG/DESTN: TJMMUC
НОМЕР БИЛЕТА/TICKET NUMBER : 298 6151206828 4
ДААННЫЕ БРОН/BOOKING REF   : 03SV85/1H 06PRDM/UT
TYUMEN          UT 464  Y 01AUG 1710  OK  Y          01AUG01AUG  30K
MOSCOW          V    O  I  D
MOSCOW          UT 697  Y 02AUG 0830  OK  YOW          30K
MUNICH
ФОРМА ОПЛАТЫ/FORM OF PAYMENT : CASH

РАСЧЕТ ТАРИФА/FARE CALCULATION: TJM UT MOW1.96UT MUC23.98NUC25.94END ROE0
.8338XT RUB80YQ RUB195SA RUB100YQ
ТАРИФ/FARE      : EUR22.00   ЭКВИВ. В ВАЛ. ПЛ/EQUIV.FARE PD:RUB960
СВОП/TAX/FEE/CHARGE: RUB250ZZ      RUB375XT      ИТОГО/TOTAL RUB1585
>ЭМ6151206828
1585.00RUB TAXES PR=0.00RUB BR=0.00RUB
DONT FORGET TO COMPLETE TRANSACTION OR RECEIPT PRINT

```

If the agent entered request "**CHT/ET**", then the itinerary-receipt will be printed on a blank D after click <F9>.

6) Enter "**E**" or "**ER**" for complete transaction or "**PR**" for receipt print.

ER

```

03SV85          STATUS:
99GRS TKP99GRS1471 MOVKES 20JUL11 14:47 TCH
YOU CAN USE "UN" TILL 20.07.2011 22:59
  1 MOROZOV/VICTOR 01JAN70 (M) /PS /RU/1234567884
1  UT-464  Y 01AUG11 TJMVKO HK1 1710 1800 TST E
2  UT-697  Y 02AUG11 DMEUC  HK1 0830 1115 TST E
P- 1  T 4951234567
   2  1234
G-  1 SSR ADTK DT  HK/ UT-0464/01AUG11 BY 20JUL/1447Z OR CNL
   2 SSR ADTK DT  HK/ UT-0697/02AUG11 BY 20JUL/1447Z OR CNL

```

7) Enter "***S**" for check ticket

```

03SV85
SEATS-
  1. UT-464 Y 01AUG11 TJMVKO HK1 1710 1800 PORT=0410
    (MOWUT:06PRDM)
    1. MOROZOV/VICTOR          2986151206828 C1  HK ET ***
  2. UT-697 Y 02AUG11 DMEUC  HK1 0830 1115 PORT=0720
    (MOWUT:06PRDM)
    1. MOROZOV/VICTOR          2986151206828 C3  HK ET ***

```

The additional information is printed at the instance of the passenger. For this purpose select item "Command" from the upper menu of the terminal, next "Printing of conditions of an agreement".

1.3 Itinerary-Receipt sending on an e-mail address.

- To send copy of itinerary-receipt on the e-mail (at the time of ticket issue), it is necessary to enter in PNR Remarks element.

Entry:

5<E><blank><E-MAIL>

Explanation of the Entries:

- 5** Element designator
- E** Indicator of input of the electronic address
- blank** Character "blank" (mandatory)
- E-MAIL** e-mail address (mandatory)

For example, **5E TEST@INBOX.RU**

Attention! The "blank" character is entered before the address mandatory.

Only one e-mail address can be entered in one request "5E".

The Remark enter before ticket print (request "PT"). Copy of the itinerary-receipt is send on the e-mail after end of transaction ("E" or "ER") of ticket printing. The addressee will receive the letter containing the itinerary-receipt. By default, the return address is specified as the office address of e-mail server Sirena-Travel.

Note:

If ticket type of "ETM" is not entered, then the reply will be returned:

E-MAIL CAN BE SENT ONLY FOR E-TICKET (A4-TYPE)

- For sending of the itinerary-receipt to e-mail address without the printing use the following format of "PT" request.

Entry:

PT<NUM_PASS>/<E-MAIL>

For example, **PT2/TEST@INBOX.RU**

- To send an itinerary-receipt copy via e-mail address after ticket issuance enter the request "CIR".

Entry:

CIR<E><NUM_PASS>/ (E-MAIL)

Explanation of the Entries:

CIR	Element designator
E	Indicator of sending copies of the itinerary-receipts in one file for all or listed passengers.
NUM_PASS	Passenger number
E-MAIL	e-mail address

Sequence of operations :

- 1) Retrieve the PNR.
- 2) Enter "CIR" .
- 3) EOT ("E" or "ER").

For example:

a) for 1-st passenger

CIR1/TEST@INBOX.RU

b) for 2-nd and 3-rd passengers

CIR2,3/TEST@INBOX.RU

c) for all passenger

CIRE/TEST@INBOX.RU

System response :

CIRE/VERAD@SIRENA2000.RU>
ITINERARY/RECEIPT(S) DONE. USE "ER" OR "E" TO SEND THEM VIA EMAIL

1.4 Displaying an E–ticket record.

In case of successful issuance of the electronic ticket, its record is stored in an electronic database of airline (ETS). After record is saved in ETS, it is possible to look it in Sirena.

At input of a command of review of e-ticket record, the system sends request on ETS to airline. The received response automatically will be transformed to a type accepted in Sirena, and displayed. The agent will retrieve the E-ticket data via an ET display.

1) To retrieve record of e-ticket using its number.

Entry:

ET#<ETKT_NUM>

ET Element designator
Separator
ETKT_NUM E-ticket number

For example,

ET#2986166657240>

System response :

```
ISSUED 20JUL11 FROM RS-1H CIT-MOW PNR: 1H 03SV9L, UT 06PRDR
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580

TEST/TEST

      === 2986151206831 ===
1  UT-451  Y 04AUG11 1030 DME TJM OK  Y           20KG  O
2  UT-464  Y 11AUG11 1710 TJM VKO OK  Y           20KG  O

END/RES :
FOID      :PP/1234567892/RU
FARE CLC :MOW UT TJM50.00UT MOW50.00RUB100.00END
FARE      :B/100RUB
TAXES     :ZZ250 SA413 YQ160
TOTAL     :923 RUB
PAYMENT   :923.00 RUB CA
```

1-st line		
ISSUED		
20JUL11	-	Date of issue
FROM		Data of reservation system in which the e-ticket has been issued.
RS-1H	-	1H - reservation system code
CIT-MOW	-	MOW - the code of city where reservation system is based
PNR:		
1H 03SV9L	-	system code and record locator
UT 06PRDR	-	code of the system in which airline is hosted and record locator
2-nd line (Issuing agent location information)		
AGN		Agency code
CIT		Code of city location
NO		Agent number

PUL		Code of terminal
POS		Number of POS (point of sale)
4-th line		
Passenger name information		
6-th line		
Ticket number		
Following lines		
Flight segment(s) and electronic coupon status (if coupon is ARNK, then it not included in the display)		
END/RES	-	Endorsements/restrictions
FOID	-	Form of Identification
FARE CLC	-	Fare calculation
FARE	-	Fare amount
TAXES	-	Taxes/fees/charges
TOTAL	-	Ticket total amount
PAYMENT	-	Form of payment

If the E-ticket isn't found, the response is displayed :

ETS YQ: 401 TICKET NUMBER NOT FOUND

2) To retrieve record of e-ticket using credit card number.

Entry:

ET/<Airline> / (DATE) - (PASS_NAME) # (CARD_NUM)

- ET** Element designator
- Airline** Airline code
- DATE** Date of departure
- PASS_NAME** Passenger name
- #** Separator
- CARD_NUM** Credit card number

For example,

ET/UT/2512-VOR#VI44050000009995>

```
ISSUED 10DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FDK3, UT 06P3KF
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-29842300

VORONIN/DENIS

      === 2982408001755 ===
1  UT-455  Y 25DEC10 0415 VKO TJM OK  Y                      33KG O

FOID      :PP/9865324477/RU; CC/440500000009995/VI
FARE CLC  :MOW UT TJM100.00RUB100.00END
FARE      :B/100RUB
TAXES     :UA500 YQ435
TOTAL     :1035 RUB
PAYMENT   :1035 RUB CC (VI )
```

3) To retrieve record of e-ticket using Frequent Flyer number.

Entry:

ET/<Airline) / (DATE) # (FQTV_NUM)

ET Element designator
Airline Airline code
DATE Date of departure
Separator
FQTV_NUM Credit card number

For example,

ET/UT/1501#UT000158004401251

```
ISSUED 09DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FG7K, UT 06P3GC
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580

IVANOV/MICHAEL
FQTV: UT:0000158004401251

      === 2986151147410 ===
1  UT-455  Y 15JAN11 0415 VKO TJM OK  Y                      33KG O

FOID      :PP/6548795487/RU; FF/0000158004401251/UT
FARE CLC  :MOW UT TJM100.00RUB100.00END
FARE      :B/100RUB
TAXES     :ZZ125 UA500 YQ435
TOTAL     :1160 RUB
PAYMENT   :1160.00 RUB CA
```

1.5. Displaying a list of electronic ticket records.

Search capability is offered to help an agent locate the electronic ticket number. In the response the list of electronic ticket records that match the search criteria entered is returned. All parameters in request are mandatory.

Entry:

ET/(Flight) / (DATE) / (Pair_City) - (PASS_NAME)

ET Element designator
/ Separator
FLIGHT Airline code and flight number (for example, UN-201)
DATE Date of departure
Pair_City Pair city
PASS_NAME Passenger name (It is possible to specify a surname part (not less than two letters)).

For example,

ET/UT-455/16DEC/MOWTJM-IVAN

```
TOTAL ETKT/S FOR ABOVE REQUEST: 4
001 IVANOV/IVAN                99GRS    2986151148323  06P3F9
002 IVANOVA/IRINA              99GRS    2986151148324  06P3F9
003 IVANOVA/MARINA             99GRS    2986151148325  06P3F9
004 IVANOV/IVAN IVANOVICH      99GRS    2982408001772  06P3X9
```

ET/UT-455/16DEC/MOWTJM-SEROV

```
ISSUED 15DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FSPW, UT 06P3F8
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580
```

```

SEROV/PAVEL

      === 2986151148321 ===
1  UT-455  Y 16DEC10 0415 VKO TJM OK  Y                      33KG A

FOID      :PP/1234566542/RU
FARE CLC  :MOW UT TJM100.00RUB100.00END
FARE      :B/100RUB
TAXES     :ZZ125 YQ435
TOTAL     :660 RUB
PAYMENT   :660.00 RUB CA

```

This example returned one electronic ticket record for passenger Serov on 16DEC.

2. Emergency of the ticket void

Attention! The emergency of the ticket void can be made till time indicated in PNR.

Without storing booked seat(s)

1. Retrieval of the PNR
2. Void the ticket by entry "UN" or "UN/-" (If agent use the request "UN/-", seats remain confirmed in PNR).

For example:

Enter **UN**

System reply :

```

ABANDONMENT SUCCEEDED

```

3. Enter "E" or "ER" for complete transaction.

Check of the coupon status after request "UN"

For example :

- 1) Retrieval of the PNR or displayed earlier created. If PNR is in process of creation it is recommended to complete it (command ER) before ticket issuance.

***02FG87**

```

02FG87          STATUS:
99GRS TKP99GRS1471 MOVKES 09DEC10 13:49 TCH
  1 USATOVA/ANNA 28DEC80(F)/PS /RU/6523148844
1  LH-2995  Y 10JAN11 DMETXL HK1 1610 1705 GAL E
TL-1349/14DEC10/A (TIME ZONE OF MOW)
P- 1  54215

```

- 2) Enter "PT" for ET issuance .

PT

```

CURRENT FORMS:
CURRENT TICKET FORM:ET CURRENT MCO FORM:M CURRENT RECEIPT FORM:K
CHECK IT, THEN PRESS <FORWARD>,
OR CORRECT USING REQUESTS (ST,SM,SR) THEN PRESS <FORWARD>.

```

- 3) The system response will be displayed.

```

TICKET SERVER CONFIRMED REQUEST.
PRESS <FORWARD>

```

Attention! Entry "I/IR" is prohibited after that system response

- 4) Click <F9> for continue. The ticket image is displayed and printed itinerary-receipt .

<F9>

```

USATOVA/ANNA MS
MOSCOW RU PS6523148844
00118580 1471 0 ОТПРБ/HA3H/ORIG/DESTN: MOWBER
ВЫДАН ОТ/ISSUED BY : UTAIR AVIATION
НОМЕР БИЛЕТА/TICKET NUMBER : 298 6151147417 2
ДАНИЕ БРОН/BOOKING REF : 02FG87/1H YFL4AK/LH
MOSCOW LH 2995 Y 10JAN 1610 OK Y22OW 20K
DOMODEDOVO
BERLIN
BERLIN TEGEL APT
>ЭМ6151147417
14234.00RUB TAXES PR=0.00RUBBR=0.00RUB
DONT FORGET TO COMPLETE TRANSACTION OR RECEIPT PRINT

```

5) Enter “E” or “ER” for complete transaction or “PR” for receipt print.

ER

```

02F9N4 STATUS:
99GRS TKP99GRS1471 MOVKES 07DEC10 10:13 TCH
YOU CAN USE "UN" TILL 07.12.2010 10:45
1 NOSOV/NIKOLAY 15DEC75(M)/PS /RU/5874692344
1 UT-454 Y 22DEC10 TJMVKO HK1 0715 0735 TST E
2 UT-697 Y 23DEC10 DMEUC HK1 0830 1115 TST E
P- 1 1234

```

6) Enter “UN/-”

If the transaction is successful, the following response will be returned to the agent:

```
TICKET REFUND OK. PRICING STORED. PRESS ER. TO DELETE PRICING PRESS CP/-
```

7) Enter “ER” for complete transaction

```

02FG87 STATUS:
99GRS TKP99GRS1471 MOVKES 09DEC10 13:49 TCH
1 USATOVA/ANNA 28DEC80(F)/PS /RU/6523148844
1 LH-2995 Y 10JAN11 DMETXL HK1 1610 1705 GAL E
TL-1349/14DEC10/A (TIME ZONE OF MOW)
P- 1 54215

```

8) Enter “CP/-” for pricing deletion

9) To check the coupon status after operation “UN” use request “ET#...”.

ET#2986151147417

```

ISSUED 09DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FG87, 1G XMKRKK
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580

```

USATOVA/ANNA

=== 2986151147417 ===

1 LH-2995 Y 10JAN11 1610 DME TXL OK Y22OW **298000084704** 20KG **v**

```

FOID :PP/6523148844/RU
FARE CLC :MOW LH BER435.88NUC435.88END
FARE :B/320.00EUR E/13920RUB
TAXES :ZZ125 UH189
TOTAL :14234 RUB
PAYMENT :14234.00 RUB CA

```

v – Void (coupon status code). It is the final status code (this status code is irreversible and prohibit any further action to be taken on a coupon).

298000084704 - Settlement Authorization Code (SAC).

Settlement Authorization Code (SAC) stored in the E-ticket Database in the Coupon Authorization Code field when E-tickets statuses are changed to printed, voided, exchanged, refunded, or flown.

3. Revalidation

The operation means a change of reservation and/or other changes which do not require ticket reissuance or exchange. Coupons may exchange for reasons such as a passenger changing flight times or flight date which does not result a change in the fare or origin/designation cities. Revalidation is intended for synchronization of the e-ticket coupon(s) with a segment(s) in a PNR.

For revalidation coupon(s) should have a status "O" (Open) or A (airport control).

Entry:

7O<*NUM_SEG>

Explanation of the Entries:

7O..... Element designator

***NUM_SEG** Asterisk (*) and segment number association

Note:

If the carrier prohibits a ticket revalidation, then the system response will be displayed

```
CURRENT OPERATION WITH IS DENIED BY ETS
```

Sequence of actions :

1) Retrieval of the PNR

***02FDT8**

```
02FDT8          STATUS:
99GRS TKP99GRS1471 MOVKES 10DEC10 13:22 TCH
YOU CAN USE "UN" TILL 10.12.2010 12:55
  1 BELKINA/OLGA 22NOV88(F)/PS /RU/9876544234
1  YQ-505   Y 18DEC10 LEDDME HK1 1000 1110 TST E
2  YQ-573   Y 19DEC10 DMEVOZ HK1 1300 1430 TST E
P- 1 12365
```

2) Rebook new date or/and flight

1MOWVOZ2012-YQ

04Y1/2

```
02FDT8          STATUS:NOT SAVED
99GRS TKP99GRS1471 MOVKES 10DEC10 13:22 TCH
YOU CAN USE "UN" TILL 10.12.2010 12:55
  1 BELKINA/OLGA 22NOV88(F)/PS /RU/9876544234
1  YQ-505   Y 18DEC10 LEDDME HK1 1000 1110 TST E
2  YQ-573   Y 20DEC10 DMEVOZ HS1 1300 1430 TST E
3  YQ-573   Y 19DEC10 DMEVOZ HK1 1300 1430 TST E
TL-1225/15DEC10/A (TIME ZONE OF IEV)
P- 1 12365
G-  1 SSR ADTK DT  HK/ YQ-0505/18DEC10 BY 15DEC/1022Z OR CNL
    2 SSR ADTK DT  HK/ YQ-0505/19DEC10 BY 15DEC/1022Z OR CNL
```

3) Add ARNK segment

0ARNK/3

```

02FDT8          STATUS:NOT SAVED
99GRS TKP99GRS1471 MOVKES 10DEC10 13:22 TCH
YOU CAN USE "UN" TILL 10.12.2010 12:55
  1 BELKINA/OLGA 22NOV88(F)/PS /RU/9876544234
1  YQ-505   Y 18DEC10 LEDDME HK1 1000 1110 TST E
2  YQ-573   Y 20DEC10 DMEVOZ HS1 1300 1430 TST E
3  ----- F -----          AR0 ---- ----
4  YQ-573   Y 19DEC10 DMEVOZ HK1 1300 1430 TST E
TL-1225/15DEC10/A (TIME ZONE OF IEV)
P- 1 12365
G-   1 SSR ADTK DT  HK/ YQ-0505/18DEC10 BY 15DEC/1022Z OR CNL
     2 SSR ADTK DT  HK/ YQ-0505/19DEC10 BY 15DEC/1022Z OR CNL

```

4) EOT and re-display PNR

ER

```

02FDT8          STATUS:
99GRS TKP99GRS1471 MOVKES 10DEC10 13:22 TCH
YOU CAN USE "UN" TILL 10.12.2010 12:55
  1 BELKINA/OLGA 22NOV88(F)/PS /RU/9876544234
1  YQ-505   Y 18DEC10 LEDDME HK1 1000 1110 TST E
2  YQ-573   Y 20DEC10 DMEVOZ HK1 1300 1430 TST E
3  ----- F -----          AR0 ---- ----
4  YQ-573   Y 19DEC10 DMEVOZ HK1 1300 1430 TST E
TL-1225/15DEC10/A (TIME ZONE OF IEV)
P- 1 12365
G-   1 SSR ADTK DT  HK/ YQ-0505/18DEC10 BY 15DEC/1022Z OR CNL
     2 SSR ADTK DT  HK/ YQ-0505/19DEC10 BY 15DEC/1022Z OR CNL
     3 SSR ADTK DT  HK/ YQ-0505/20DEC10 BY 15DEC/1025Z OR CNL

```

5) Delete ARNK segment

x3

```

02FDT8          STATUS:NOT SAVED
99GRS TKP99GRS1471 MOVKES 10DEC10 13:22 TCH
YOU CAN USE "UN" TILL 10.12.2010 12:55
  1 BELKINA/OLGA 22NOV88(F)/PS /RU/9876544234
1  YQ-505   Y 18DEC10 LEDDME HK1 1000 1110 TST E
2  YQ-573   Y 20DEC10 DMEVOZ HK1 1300 1430 TST E
3  YQ-573   Y 19DEC10 DMEVOZ HK1 1300 1430 TST E
TL-1225/15DEC10/A (TIME ZONE OF IEV)
P- 1 12365
G-   1 SSR ADTK DT  HK/ YQ-0505/18DEC10 BY 15DEC/1022Z OR CNL
     2 SSR ADTK DT  HK/ YQ-0505/19DEC10 BY 15DEC/1022Z OR CNL
     3 SSR ADTK DT  HK/ YQ-0505/20DEC10 BY 15DEC/1025Z OR CNL

```

5) Enter "70"

70*2 , After successful completion of the request, a revalidation screen displays.

```

02FDT8
SEATS-
  1. YQ-573 Y 20DEC10 DMEVOZ HK1 1300 1430 PORT=1150
    (MOWYQ:06P3LF)
  1. BELKINA/OLGA 3426151147614 C2 HK ET ***

```

Attention! Entry "I/IR" is prohibited after that system response

6) Enter "E" or "ER" for complete transaction.

ER

```

02FDT8          STATUS:
99GRS TKP99GRS1471 MOVKES 10DEC10 13:22 TCH
YOU CAN USE "UN" TILL 10.12.2010 12:55
  1 BELKINA/OLGA 22NOV88(F)/PS /RU/9876544234
1  YQ-505   Y 18DEC10 LEDDME HK1 1000 1110 TST E
2  YQ-573   Y 20DEC10 DMEVOZ HK1 1300 1430 TST E
P- 1 12365

```

7) Check the coupon information after revalidation.

```
ISSUED 10DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FDT8, YQ 06P3LF
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580
```

BELKINA/OLGA

==== 3426151147614 ===

```
1 YQ-505 Y 18DEC10 1000 LED DME OK YTR 20KG O
2 YQ-573 Y 20DEC10 1300 DME VOZ OK YTR 20KG O
```

```
FOID :PP/9876544234/RU
FARE CLC :LED YQ MOW YQ VOZ8.00EUR8.00END
FARE :B/8.00EUR E/345RUB
TAXES :ZZ250 YQ40
TOTAL :635 RUB
PAYMENT :635.00 RUB CA
```

Date on the second coupon is changed to 20DEC and the coupon status remain unchanged after revalidation transaction as seen in the ET-display.

If necessary the receipt can be printed using request "CIR".

4. Exchange / Reissue

The Exchange/Reissue transaction is basically an "issuance" of a new electronic- or paper ticket against a previously issued paper- or electronic document.

An e-ticket is exchanged in exactly the same manner as a paper ticket. Except for the endorsement procedures, all procedures relating to the recalculation and reissue of the ticket are the same.

Ticket exchange can be made in a case when after of the issuance ticket there are changes:

- date of flight(s) ;
- itinerary ;
- class of service ;
- passenger data.

There are different types of exchanges, such as :

- voluntary (at a passenger request) ;
- involuntary (carrier's fault,) ;
- before departure (all unused coupons of a ticket) ;
- after departure (partially used ticket);

Electronic Ticket will allow the following types of Exchange/Reissue transactions:

1. Electronic to electronic (E to E).
2. Electronic to Paper (E to P).
3. Paper to Electronic (P to E)

At an exchange/reissue of the electronic ticket following rules are applied:

- the carrier reissuing the ticket must have control of all relevant coupons and such coupons should be "O" open for use only (some carriers allow an exchange with status "A" Airport control) ;
- If the carrier doesn't support exchange/reissue cancellation (void), then such exchange can't be cancelled by the system. In this case following variants of actions are possible (after consultations of airline): a) to retry an exchange (if it is possible); b) or to refund the ticket which has been issued in an exchange, and to issue the new ticket.

Entry:

EX<M><O><INVOL_indicator><*NUM_SEG>

Explanation of the Entries:

- EX**..... Element designator
- M** Indicator manual ticket issuance
- O** Indicator manually ticket issuance (using ticket mask)
- INVOL_indiactor** ... Involuntary indicator (default voluntary)
- *NUM_SEG** Asterisk (*) and number of new segment(s)

For example : **EX*1, EXI*1,3, EXO, EXM*2, EXMOI**

Sequence of operations :

- 1) Retrieve the PNR.
- 2) Rebook the existing PNR :
 - book new segment(s) ;
 - add ARNK segment(s) ;
- 3) After modification complete transaction and re-display PNR "**ER**".
- 4) Delete ARNK segment.
- 5) Enter request "**EX**".
- 6) EOT ("**E**" or "**ER**").

An exchange processing:

- New ticket is issued as exchange for the old document.
- Itinerary-receipt auto printed in the issuance routine.
- Status code is updated to "E" on all old exchanged coupons.
- Status code is "O" on the new ticket coupons.
- If ticket was exchanged, SAC updates is sent in the ETLR.

Settlement Authorization Code (SAC) is generated as soon as a coupon is exchanged to final status (for following transactions: exchange/reissue; refund.

For example: All unused coupons of a ticket

1) Retrieval of the PNR

***02FP0T**

```
02FP0T          STATUS:
99GRS TKP99GRS1471 MOVKES 13DEC10 15:54 TCH
YOU CAN USE "UN" TILL 13.12.2010 15:25
  1  IGNATENKO/VICTOR 13SEP60(M)/PS /RU/9856321458
1  UT-251   Y 27DEC10 KBPSVO HK1 1100 1300 TST E
2  UT-252   Y 02JAN11 SVOKBP HK1 1600 1800 TST E
P- 1  123
G-   1  SSR ADTK DT  HK/ UT-0251/27DEC10 BY 18DEC/1255Z OR CNL
     2  SSR ADTK DT  HK/ UT-0252/02JAN11 BY 18DEC/1255Z OR CNL
```

***S**

```
02FP0T
SEATS-
  1.  UT-251 Y 27DEC10 KBPSVO HK1 1100 1300 PORT=0950
      (MOWUT:06P3N8)
      1.  IGNATENKO/VICTOR                               2986151147856 C1  HK ET ***
  2.  UT-252 Y 02JAN11 SVOKBP HK1 1600 1800 PORT=1450
      (MOWUT:06P3N8)
      1.  IGNATENKO/VICTOR                               2986151147856 C2  HK ET ***
```

ET#2986151147856

ISSUED 13DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FP0T, UT 06P3N8
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580

IGNATENKO/VICTOR

=== 2986151147856 ===

1 UT-251 Y 27DEC10 1100 KBP SVO OK YOW 20KG ○
2 UT-252 Y 02JAN11 1600 SVO KBP OK YOW 20KG ○

FOID :PP/9856321458/RU
FARE CLC :IEV UT MOW68.10UT IEV68.10NUC136.20END
FARE :B/138.00USD E/3590RUB
TAXES :ZZ250 RA328
TOTAL :4168 RUB
PAYMENT :4168.00 RUB CA

2) Rebook new date or/and class

1IEVMOW2612-UT

01Y1/1

02FP0T STATUS:NOT SAVED
99GRS TKP99GRS1471 MOVKES 13DEC10 15:54 TCH
YOU CAN USE "UN" TILL 13.12.2010 15:25
1 IGNATENKO/VICTOR 13SEP60(M)/PS /RU/9856321458
1 UT-251 Y 26DEC10 KBPSVO HS1 1100 1300 TST E
2 UT-251 Y 27DEC10 KBPSVO HK1 1100 1300 TST E
3 UT-252 Y 02JAN11 SVOKBP HK1 1600 1800 TST E
TL-1101/26DEC10/A (TIME ZONE OF IEV)
P- 1 123

3) Add ARNK segment

0ARNK/2

02FP0T STATUS:NOT SAVED
99GRS TKP99GRS1471 MOVKES 13DEC10 15:54 TCH
YOU CAN USE "UN" TILL 13.12.2010 15:25
1 IGNATENKO/VICTOR 13SEP60(M)/PS /RU/9856321458
1 UT-251 Y 26DEC10 KBPSVO HS1 1100 1300 TST E
2 ----- F ----- ARO -----
3 UT-251 Y 27DEC10 KBPSVO HK1 1100 1300 TST E
4 UT-252 Y 02JAN11 SVOKBP HK1 1600 1800 TST E
TL-1101/26DEC10/A (TIME ZONE OF IEV)
P- 1 123

4) EOT and re-display PNR

ER

02FP0T STATUS:
99GRS TKP99GRS1471 MOVKES 13DEC10 15:54 TCH
YOU CAN USE "UN" TILL 13.12.2010 15:25
1 IGNATENKO/VICTOR 13SEP60(M)/PS /RU/9856321458
1 UT-251 Y 26DEC10 KBPSVO HK1 1100 1300 TST E
2 ----- F ----- ARO -----
3 UT-251 Y 27DEC10 KBPSVO HK1 1100 1300 TST E
4 UT-252 Y 02JAN11 SVOKBP HK1 1600 1800 TST E
TL-1101/26DEC10/A (TIME ZONE OF IEV)
P- 1 123

5) Delete ARNK segment

x2

02FP0T STATUS:NOT SAVED
99GRS TKP99GRS1471 MOVKES 13DEC10 15:54 TCH
YOU CAN USE "UN" TILL 13.12.2010 15:25
1 IGNATENKO/VICTOR 13SEP60(M)/PS /RU/9856321458
1 UT-251 Y 26DEC10 KBPSVO HK1 1100 1300 TST E
2 UT-251 Y 27DEC10 KBPSVO HK1 1100 1300 TST E
3 UT-252 Y 02JAN11 SVOKBP HK1 1600 1800 TST E
TL-1101/26DEC10/A (TIME ZONE OF IEV)
P- 1 123

6) Print the new ticket. For this purpose enter request "EX" with indication of number(s) of a new segment(s) in PNR.

EX*1

```
CURRENT FORMS:
CURRENT TICKET FORM:ETM CURRENT MCO FORM:M CURRENT RECEIPT FORM:K
CHECK IT, THEN PRESS <FORWARD>,
OR CORRECT USING REQUESTS (ST,SM,SR) THEN PRESS <FORWARD>.
```

7) Click <F9> for continue

<F9>

The image of new ticket is returned on the CRT screen.

```
IGNATENKO/VICTOR MR
MOSCOW RU PS9856321458
00118580 1471 0 ОТПРБ/НАЗН/ORIG/DESTN: IEVIEV
ВЫДАН ОТ/ISSUED BY : UTAIR AVIATION
НОМЕР БИЛЕТА/TICKET NUMBER : 298 6151147858 2
ДААННЫЕ БРОН/BOOKING REF : 02FP0T/1H 06P3N8/UT
KIEV UT 251 Y 26DEC 1100 OK YOW 20K
KIEV BORISPOL APT
MOSCOW UT 252 Y 02JAN 1600 OK YOW 20K
SHEREMETYEVO 1
KIEV
KIEV BORISPOL APT
>ЭБМ6151147858
250.00RUBAGN TAX ON REFUND=0.00RUB
DONT FORGET TO COMPLETE TRANSACTION OR RECEIPT PRINT
```

8) Enter "E" or "ER" for complete transaction or "PR" for receipt print.

9) Verify coupon status of the new and old ticket after complete exchange transaction. For this purpose use request "ET"

***S**

```
02FP0T
SEATS-
1. UT-251 Y 26DEC10 KBPSVO HK1 1100 1300 PORT=0950
(MOWUT:06P3N8)
1. IGNATENKO/VICTOR 2986151147858 C1 HK ET ***
2. UT-252 Y 02JAN11 SVOKBP HK1 1600 1800 PORT=1450
(MOWUT:06P3N8)
1. IGNATENKO/VICTOR 2986151147858 C2 HK ET ***
```

The review of the old ticket

ET#2986151147856

```
ISSUED 13DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FP0T, UT 06P3N8
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580
```

IGNATENKO/VICTOR

=== 2986151147856 ===

```
1 UT-251 Y 27DEC10 1100 KBP SVO OK YOW 2980000084883 20KG E
2 UT-252 Y 02JAN11 1600 SVO KBP OK YOW 2980000084883 20KG E
```

```
FOID :PP/9856321458/RU
FARE CLC :IEV UT MOW68.10UT IEV68.10NUC136.20END
FARE :B/138.00USD E/3590RUB
TAXES :Z2250 RA328
TOTAL :4168 RUB
PAYMENT :4168.00 RUB CA
```

Status code "E" (exchanged) on all old exchanged coupons. SAC=**2980000084883**

The review of the new ticket

ET#2986151147858

ISSUED 13DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FP0T, UT 06P3N8
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580

IGNATENKO/VICTOR

=== 2986151147858 ===

1 UT-251 Y 26DEC10 1100 KBP SVO OK YOW 20KG O
2 UT-252 Y 02JAN11 1600 SVO KBP OK YOW 20KG O

FOID :PP/9856321458/RU
FARE CLC :IEV UT MOW68.10UT IEV68.10NUC136.20END
FARE :B/138.00USD E/3590RUB C/250RUB
TAXES :ZZ250
TOTAL :3840 RUB
PAYMENT :250.00 RUB CA; 3590.00 RUB CA

Status code "O" (open for use) on the new ticket.

For example: *Partial exchange*

1) Retrieval of the PNR

***02FP0T**

02FP1X STATUS:
99GRS TKP99GRS1471 MOVKES 13DEC10 16:29 TCH
YOU CAN USE "UN" TILL 14.12.2010 10:01
1 JANUKOVICH/NATALYA 19DEC82(F)/PS /RU/6587421587
1 UT-454 C 19DEC10 TJMVKO HK1 0715 0735 TST E
2 UT-252 C 20DEC10 SVOKBP HK1 1600 1800 TST E
P- 1 12354

***S**

02FP1X
SEATS-
1. UT-454 C 19DEC10 TJMVKO HK1 0715 0735 PORT=0815
(MOWUT:06P3R0)
1. JANUKOVICH/NATALYA 2986151147870 C1 HK ET ***
2. UT-252 C 20DEC10 SVOKBP HK1 1600 1800 PORT=1450
(MOWUT:06P3R0)
1. JANUKOVICH/NATALYA 2986151147870 C3 HK ET ***

Review e-ticket:

ET#2986151147870

ISSUED 14DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FP1X, UT 06P3R0
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580

JANUKOVICH/NATALYA

=== 2986151147870 ===

1 UT-454 C 19DEC10 0715 TJM VKO OK C 2980000084962 55KG F
3 UT-252 C 20DEC10 1600 SVO KBP OK C 30KG O

FOID :PP/6587421587/RU
FARE CLC :TJM UT MOW UT IEV163.45NUC163.45END
FARE :B/120.00EUR E/5220RUB
TAXES :ZZ250 UD50 YQ200 RA328
TOTAL :6048 RUB
PAYMENT :6048.00 RUB CA

Status code "F" (Flown) on the first coupon. SAC= 2980000084962

Status code "O" (Open) on the second coupon.

2) Rebook new date or/and class

1MOWIEV2112-UT

01C1/2

```

02FP1X          STATUS:NOT SAVED
99GRS TKP99GRS1471 MOVKES 13DEC10 16:29 TCH
YOU CAN USE "UN" TILL 14.12.2010 10:01
  1 JANUKOVICH/NATALYA 19DEC82(F)/PS /RU/6587421587
1  UT-454   C 19DEC10 TJMVKO HK1 0715 0735 TST E
2  UT-252   C 22DEC10 SVOKBP HS1 1600 1800 TST E
3  UT-252   C 20DEC10 SVOKBP HK1 1600 1800 TST E
TL-1501/22DEC10/A (TIME ZONE OF IEV)
P- 1 12354

```

3) Add ARNK segment

0ARNK/3

```

02FP1X          STATUS:NOT SAVED
99GRS TKP99GRS1471 MOVKES 13DEC10 16:29 TCH
YOU CAN USE "UN" TILL 14.12.2010 10:01
  1 JANUKOVICH/NATALYA 19DEC82(F)/PS /RU/6587421587
1  UT-454   C 19DEC10 TJMVKO HK1 0715 0735 TST E
2  UT-252   C 22DEC10 SVOKBP HS1 1600 1800 TST E
3  ----- F ----- ARO -----
4  UT-252   C 20DEC10 SVOKBP HK1 1600 1800 TST E
TL-1501/22DEC10/A (TIME ZONE OF IEV)
P- 1 12354

```

4) EOT and re-display PNR

ER

```

02FP1X          STATUS:
99GRS TKP99GRS1471 MOVKES 13DEC10 16:29 TCH
YOU CAN USE "UN" TILL 14.12.2010 10:01
  1 JANUKOVICH/NATALYA 19DEC82(F)/PS /RU/6587421587
1  UT-454   C 19DEC10 TJMVKO HK1 0715 0735 TST E
2  UT-252   C 22DEC10 SVOKBP HK1 1600 1800 TST E
3  ----- F ----- ARO -----
4  UT-252   C 20DEC10 SVOKBP HK1 1600 1800 TST E
TL-1501/22DEC10/A (TIME ZONE OF IEV)
P- 1 12354

```

5) Delete ARNK segment

x3

```

02FP1X          STATUS:NOT SAVED
99GRS TKP99GRS1471 MOVKES 13DEC10 16:29 TCH
YOU CAN USE "UN" TILL 14.12.2010 10:01
  1 JANUKOVICH/NATALYA 19DEC82(F)/PS /RU/6587421587
1  UT-454   C 19DEC10 TJMVKO HK1 0715 0735 TST E
2  UT-252   C 22DEC10 SVOKBP HK1 1600 1800 TST E
3  UT-252   C 20DEC10 SVOKBP HK1 1600 1800 TST E
TL-1501/22DEC10/A (TIME ZONE OF IEV)
P- 1 12354
G- 1 SSR ADTK DT HK/ UT-0252/22DEC10 BY 19DEC/0742Z OR CNL

```

6) The first segment of transportation is used, and a passenger wants to exchange the second segment (voluntary exchange).

EXM*2

```

CURRENT FORMS:
CURRENT TICKET FORM:ETM CURRENT MCO FORM:M CURRENT RECEIPT FORM:K
CHECK IT, THEN PRESS <FORWARD>,
OR CORRECT USING REQUESTS (ST,SM,SR) THEN PRESS <FORWARD>.

```

7) Click <F9> for continue

<F9>

The mask will be displayed on the screen.

```

| CHANGE VOLUNTARY/INVOLUNTARY+V| 02FP1X PASS 1 SEGM 2
RETURNED: FARE RETURN +C |+5220 |+RUB|
NEW TICKET: +C |+5220 |+RUB| *FM+ |+ |
PENALTY: + |+ | BG+30 |+K|
TAX ++|ZZ|+125 |+RUB| ++|YQ|+435 |+RUB| + |+RA|+328 |+RUB|
+ |+ | + |+ | + |+ | + |+ | + |+ |
+ |+ | + |+ | + |+ | + |+ | + |+ |
+ |+ | + |+ | + |+ | + |+ | + |+ |
+ |+ | + |+ | + |+ | + |+ | + |+ |
+ |+ | + |+ | + |+ | + |+ | + |+ |
+ |+ | + |+ | + |+ | + |+ | + |+ |
AGN TX+ |+ | + |+ | + |+ | + |+ | + |+ |
+ |+ | + |+ | + |+ | + |+ | + |+ |
TEXT ENDORS/RESTR +
TEXT FORM OF PAYMENT+
TEXT TOUR CODE + |+>
INPUT

```

Definition of fields

```

| CHANGE VOLUNTARY/INVOLUNTARY+V| 02FP1X PASS 1 SEGM 2

```

Field

Definition

CHANGE VOLUNTARY/INVOLUNTARY Type of exchange (**V**)

02FP1X PNR Record locator

PASS Number of passenger included in the refund (**1**)

SEGM Returned segment number (**2**)

```

RETURNED: FARE RETURN +C |+5220 |+RUB|

```

RETURNED: **FARE RETURN** The information in a line applies to the exchanged ticket

C the returned fare basis code

5220 fare amount of a returned fare (excluding taxes)

RUB fare currency code (local currency of the refunding office)

```

NEW TICKET: +C |+5220 |+RUB| *FM+ |+ |

```

NEW TICKET: The information in a line applies to the new ticket

C fare basis code on the new ticket

5220 fare amount excluding taxes on the new ticket

RUB fare currency code (local currency of the refunding office)

FM Agent commission
- commision amount
- currency

```

PENALTY: + |+ | BG+30 |+K|

```

PENALTY

Exchange penalty

- amount
 - penalty currency code (local currency of the refunding office)
- If the system can't define the data, then characters "???" are presented in fields of mask. The agent should calculate value of penalty and enter it to this field, having deleted characters "???". If the penalty isn't levied, characters "???" should be deleted.

BG

Free baggage allowance

The number of pieces or weight/kilos of baggage allowed.

TAX	++ +ZZ +125	+RUB	++ +YQ +435	+RUB	+	+RA +328	+RUB
	+ + +	+	+ + +	+	+	+ +	+

TAX

Taxes/fees/charges which are printed in the ticket are entered

- field to indicate + or - the individual tax/fee
- “+” - tax add
- “-” - tax delete (will be refunded to passenger)
- “blank” - tax won't be refunded
- tax amount
- tax currency code (local currency of the refunding office)

AGN TX+	+ +	+	+ + +	+	+ + +	+	
	+ + +	+	+ + +	+	+ + +	+	

AGN TAX

Agency taxes which are printed in the receipt

- field to indicate '+' or '-' the individual tax
- “+” - tax add
- “-” - tax will be refunded
- “blank” - tax won't be refunded
- tax amount
- tax currency code (local currency of the refunding office)

TEXT ENDORS/RESTR	+	
TEXT FORM OF PAYMENT+		
TEXT TOUR CODE	+	+ >

TEXT ENDORS/RESTR
TEXT FORM OF PAYMENT
TEXT TOUR CODE

The text entered in these lines will be allocated in appropriate columns of the ticket.

The agent can modify fields of mask (add / update / delete).

If the currency is entered different from local currency of the office, then it will be converted in local currency by system.

8) The mask is modified by agent.

```

| CHANGE                                VOLUNTARY/INVOLUNTARY+V| 02FP1X PASS 1 SEGM 2
RETURNED:  FARE RETURN      +C                |+5220                |+RUB|
NEW TICKET:                +C                |+6220                |+RUB| *FM+
PENALTY:                    +100              |+RUB|
TAX      ++|+ZZ|+125        |+RUB| ++|+YQ|+435        |+RUB| + |+RA|+328        |+RUB|
+ |+ | +                    |+ | + | +                    |+ | + | +                    |+ | + | +
+ |+ | +                    |+ | + | +                    |+ | + | +                    |+ | + | +
+ |+ | +                    |+ | + | +                    |+ | + | +                    |+ | + | +
+ |+ | +                    |+ | + | +                    |+ | + | +                    |+ | + | +
+ |+ | +                    |+ | + | +                    |+ | + | +                    |+ | + | +
+ |+ | +                    |+ | + | +                    |+ | + | +                    |+ | + | +
AGN TX+ |+ | +            |+ | + | +            |+ | + | +            |+ | + | +
+ |+ | +                    |+ | + | +            |+ | + | +            |+ | + | +
TEXT ENDORS/RESTR      +
TEXT FORM OF PAYMENT+
TEXT TOUR CODE          +
|+>
INPUT

```

9) The agent transmits the completed mask, the following system response will be displayed

<Enter>

```

INFORMATION PART INPUTED OK

```

10) For continue press key <forward>

<F9>

```

| CHANGE

I CONFIRM THAT ALL SPECIFIED DATA IS CORRECT. CONTINUE

+>

INPUT

```

11) If all edits are accepted, then the refund template will be displayed.

<Enter>

```

01 JANUKOVICH/NATALYA
LAST TKT DTE 22DEC10 14:01 (IEV) - TIME LIMIT
*02FP1X-----
AL      FLGT BK T  DATE TIME  FARE BASIS  NVB  NVA  BG
1. MOW UT IEV  0252 C 1  22DEC 1600 C                30K
EUR    142.00  MOW UT IEV194.76NUC194.76END ROE0.7341
RUB    6220.00  XT RUB435YQ

RUB    125.00ZZ
RUB    435.00XT
RUB    6780.00  CASH
AIRLINE CODE 298 A/C UT
RATE 1EUR=43.50RUB

RUB    100.00 AGN

```

PART

12) When the refund mask is transmitted successful, then the system reply will be displayed

<F9>

FOR PROCEED CALL GO FORWARD
FOR IGNORE CALL 'IR'

13) Click <F9> for continue

<F9>

JANUKOVICH/NATALYA MS
MOSCOW RU PS6587421587
00118580 1471 1 ОТПБ/HA3H/ORIG/DESTN: MOWIEV
ВЫДАН ОТ/ISSUED BY : UTAIR AVIATION
НОМЕР БИЛЕТА/TICKET NUMBER : 298 6151147871 1
ДААННЕ БРОН/BOOKING REF : 02FP1X/1H 06P3R0/UT
MOSCOW UT 252 C 22DEC 1600 OK C 30K
SHEREMETYEVO 1
KIEV
KIEV BORISPOL APT
>ЭМ6151147871
6780.00RUBAGN TAX ON REFUND=0.00RUBAIRL TAX ON REFUND=100.00RUB
DONT FORGET TO COMPLETE TRANSACTION OR RECEIPT PRINT

14) Enter “E” or “ER” for complete transaction or “PP” for issuance MCO “Penalty fees” and “PR” for receipt print if it is necessary.

Enter “PP*2” for print MCO penalty.

PP*2

The system will verify and require a check-digit for MCO numbers (if MCO is paper blank)

CURRENT RECEIPT FORM IS M TICKET NUMBER 6100056142

IF THE CURRENT ISSUE OF THE MISMATCH WITH PRINTING NUMBER,
CORRECT IT BY REQUEST
CM/PRINTING NUMBER FORM
CONTINUE WITH REQUEST CD<N>, WHERE <N> IS TICKET CONTROL NUMBER
<CD

Enter check digit and transmit. CD5

MCO penalty is displayed and printed after entry of the correct check digit.

PS6587421587 1EUR=43.50RUB
JANUKOVICH/NATALYA MS RUB100
50 PENALTY 99GRS TCH
14DEC10 SIRENA
MOSCOW RU
00118580 1471
TWO 29/100----- EUR 2.29

RUB100
02FP1X/1H 2986151147870
MOWIEV

CASH

UTAIR AVIATION

298

>0.00RUB
DONT FORGET TO COMPLETE TRANSACTION

15) Enter “E” or “ER” for complete transaction or “PR” for receipt print.


```

02FP1X          STATUS:
99GRS TKP99GRS1471 MOVKES 13DEC10 16:29 TCH
  1 JANUKOVICH/NATALYA 19DEC82(F)/PS /RU/6587421587
1  UT-454   C 19DEC10 TJMVKO HK1 0715 0735 TST E
2  UT-252   C 22DEC10 SVOKBP HK1 1600 1800 TST E
P- 1 12354
G-  1 SSR ADTK DT  HK/ UT-0252/22DEC10 BY 19DEC/0742Z OR CNL

```

16) Verify coupon status of the new and old ticket after complete exchange transaction. For this purpose use request **"ET"**

***S**

```

02FP1X
SEATS-
  1. UT-454 C 19DEC10 TJMVKO HK1 0715 0735 PORT=0815
      (MOWUT:06P3R0)
      1. JANUKOVICH/NATALYA                2986151147870 C1  HK ET ***
  2. UT-252 C 22DEC10 SVOKBP HK1 1600 1800 PORT=1450
      (MOWUT:06P3R0)
      1. JANUKOVICH/NATALYA                2986151147872 C1  HK ET ***

```

The review of the old ticket

ET#2986151147870

```

ISSUED 14DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FP1X, UT 06P3R0
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580

```

JANUKOVICH/NATALYA

=== 2986151147870 ===

```

1  UT-454   C 19DEC10 0715 TJM VKO OK  C          2980000084962  55KG F
3  UT-252   C 20DEC10 1600 SVO KBP OK  C          2980000085004  30KG E

```

```

FOID      :PP/6587421587/RU
FARE CLC  :TJM UT MOW UT IEV163.45NUC163.45END
FARE      :B/120.00EUR  E/5220RUB
TAXES     :ZZ250 UD50 YQ200 RA328
TOTAL     :6048 RUB
PAYMENT   :6048.00 RUB CA

```

The status code of the first coupon remained unchanged (**"F"** - Flown). SAC= 2980000084962

The status code **"O"** (Open) on the second coupon changed to **"E"**. SAC= 2980000085004

The review of the new ticket

ET#2986151147872

```

ISSUED 19DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FP1X, UT 06P3R0
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580

```

JANUKOVICH/NATALYA

=== 2986151147872 ===

```

1  UT-252   C 22DEC10 1600 SVO KBP OK  C          30KG O

```

```

FOID      :PP/6587421587/RU
FARE CLC  :MOW UT IEV194.76NUC194.76END
FARE      :B/142.00EUR  E/6220RUB  C/6780RUB
TAXES     :ZZ125 YQ435
TOTAL     :6780 RUB
PAYMENT   :6780.00 RUB CA; RUB CA

```

Status code **"O"** (Open for use) on the new ticket.

For example: Exchange E to P

1) Retrieve the PNR.

2) To specify a paper ticket series (CHT/ (SER_BLN)).

- 3) Rebook the PNR :
 - book new segment(s). **Note:** The new segment always should be before old. ;
 - add ARNK segment(s) ;
- 4) After modification complete transaction and re-display PNR “**ER**” .
- 5) Delete ARNK segment.
- 6) Exchange the ticket. (entry “**EX**”) .
- 7) EOT (“**E**” or “**ER**”).

An exchange processing:

- New paper ticket is issued as exchange for the old electronic ticket.
- Paper ticket is printed as per current paper ticket processing...
- Status code is updated to “E” on all old exchanged coupons.
- If e-ticket was exchanged, SAC is generated and returned to 1H.

5. Refund

As with paper tickets, electronic tickets may also be refundable. Coupons eligible for refund must either be “Open for use” (status code “O”), some carriers allow a refund with status “A” (Airport control).

Attention! Return is made **for all unused coupons at once**. To return only some (not all) unused coupons it is impossible!.

The electronic ticket can be returned only in points of sale (POS) of agency in which this ticket has been issued.

Refund includes :

- the seat that has been cancelled goes back into inventory and is available for sale ;
- calculation of the refunded amount ;
- print MCO and receipt (penalty fees for cancellation)
 - MCO is printed for each passenger,
 - MCOs “Ticket Refund Notice” and “Flown segment(s) Notice” is printed at will of the passenger (for TCH session only).
- status code is updated to “R” on all refunded coupons ;
- if e-ticket was refunded, SAC is generated and returned to 1H

There are different types of refund, such as :

- involuntary. Involuntary refund is defined as refund of unused ticket or its part if the carrier refuses because of:
 - flight cancellation;
 - flight schedule change;
 - over or under carriage;
 - offloading;
 - misconnection;
 - safety or legal reasons;
 - condition or conduct of passenger.
- voluntary. Voluntary refund is refund of unused ticket or its part except involuntary refund ;
- before departure (all unused coupons of a ticket) ;
- after departure (partially used ticket, at least the first ticket coupon is used);

Transaction “Refund” is prohibited for arrival segments.

Entry:

RF<M><INVOL_indicator><NUM_PASS><*NUM_SEG>

Explanation of the Entries:

- RF**..... Element designator
- M** Indicator manual ticket refund
- INVOL_indicator** ... Involuntary indicator (default voluntary)
- NUM_PASS** Passenger numbers (default all passengers)
- *NUM_SEG** Asterisk (*) and segment number association (default all segments)

For example :

- RF** - refund of all coupons for all passengers in PNR ;
- RFI** - involuntary refund of all coupons for all passengers in PNR ;
- RF*2** - refund of 2-nd coupon for all passengers in PNR ;
- RFM** - rmanual refund of all coupons for all passengers in PNR (using a mask) ;
- RF2*3-5** - refund of 2-nd coupon for 3,4,5 passengers in PNR ;
- RFMV** - manual voluntary refund of all coupons for all passengers in PNR (a mask using).

For example: The refund of totally unused ticket.

1) Retrieval of the PNR

***0FRGP**

```
02FRGP          STATUS:
99GRS TKP99GRS1471 MOVKES 14DEC10 15:20 TCH
YOU CAN USE "UN" TILL 14.12.2010 14:50
  1 KOLOSOVA/MARINA 24NOV65 (F)/PS /RU/8521476955
1  UT-697   Y 18DEC10 DMEUC HK1 0830 1115 TST E
2  UT-96    Y 28DEC10 MUCDME HK1 0830 1215 TST E
P- 1 12345
```

***S**

```
02FRGP
SEATS-
  1. UT-697 Y 18DEC10 DMEUC HK1 0830 1115 PORT=0720
    (MOWUT:06P3S1)
    1. KOLOSOVA/MARINA                2986151147878 C1  HK ET ***
  2. UT-96 Y 28DEC10 MUCDME HK1 0830 1215 PORT=0720
    (MOWUT:06P3S1)
    1. KOLOSOVA/MARINA                2986151147878 C2  HK ET ***
```

Review e-ticket:

ET#2982408001763

```
ISSUED 14DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FRGP, UT 06P3S1
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580

KOLOSOVA/MARINA

      === 2986151147878 ===
1  UT-697   Y 18DEC10 0830 DME MUC OK  YRT          18ДЕК11 20KG O
2  UT-96    Y 28DEC10 0830 MUC DME OK  YRT          18ДЕК11 40KG O

FOID      :PP/8521476955/RU
FARE CLC  :MOW UT MUC238.37UT MOW238.37NUC476.74END
FARE      :B/350.00EUR E/15225RUB
TAXES     :ZZ250 YQ870
TOTAL     :16345 RUB
PAYMENT   :16345.00 RUB CA
```

Status code "O" (Open for use) on the second coupon.

2) To enter the request of refund (voluntary and for all segments by default)

RF

CURRENT FORMS:
CURRENT TICKET FORM:ETM CURRENT MCO FORM:298M CURRENT RECEIPT FORM:K
CHECK IT, THEN PRESS <FORWARD>,
OR CORRECT USING REQUESTS (ST,SM,SR) THEN PRESS <FORWARD>.

3) Click <F9> for continue
<F9>

EMPTY CHECK. CONTINUE PRINTING PART PREPARE FORM M NUMBER 6100056128
PRESS "FORWARD" FOR RECEIPT PRINT, OR "DATE FORWARD"-WITHOUT PRINTING

4) <F9>
MCO penalty fees is displayed and printed

```
PS8521476955                                1EUR=43.50RUB
KOLOSOVA/MARINA MS                          RUB1523
50 PENALTY                                   99GRS TCH
                                             14DEC10  SIRENA
                                             MOSCOW RU
                                             00118580 1471
THIRTY FIVE ----- EUR 35
                                             RUB1523
02FRGP/1H                                    2986151147878
MOWMOW
                                             CASH
                                             UTAIR AVIATION
                                             298
> PART PREPARE FORM M NUMBER 6100056144
```

5) Click <F9> for continue
<F9>

EMPTY CHECK. CONTINUE PRINTING PART PREPARE FORM 298M NUMBER 4010000017
PRESS "FORWARD" FOR RECEIPT PRINT, OR "DATE FORWARD"-WITHOUT PRINTING

6) Click <F9> for continue
<F9>
MCO "Refund Notice" is displayed and printed ((for TCH session only)

```
PS8521476955
KOLOSOVA/MARINA MS
71 REFUND NOTICE
2986151147878 14DEC10 99GRS 00118580 1471 14DEC10

MOSCOW (DME) -MUNICH (MUC) -MOSCOW (DME)

MOWMUC UT 697 Y 18DEC 0830 MUCMOW UT 96 Y 28DEC 0830

PAID: FARE=RUB15225 XT=RUB870 ZZ=RUB250 FEE=RUB0.00 02FRGP/1H
REFUNDED:FARE=RUB15225 XT=RUB870 ZZ=RUB0.00 FEE=RUB0.00
REFUND VOLUNTARY
PENALTY:RUB1523 FEE=RUB0.00
TOTAL TO REFUND: RUB14572

I HAVE RECEIVED THE NOTICE AND THE AMOUNT OF:
UNDER DOCUMENT:RUB0.00 CASH:RUB14572
FOURTEEN THOUSAND FIVE HUNDRED SEVENTY TWO RUB

00KOP

298 >14572.00RUB

DONT FORGET TO COMPLETE TRANSACTION
```

7) Enter "E" or "ER" for complete transaction.

ER

```
02FRGP          STATUS:,NS!  
99GRS TKP99GRS1471 MOVKES 14DEC10 15:20 TCH  
1 KOLOSOVA/MARINA 24NOV65(F)/PS /RU/8521476955  
P- 1 12345
```

Review of the refunded ticket

ET#2982408001763

```
ISSUED 14DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FRGP, UT 06P3S1  
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580
```

KOLOSOVA/MARINA

=== 2986151147878 ===

```
1 UT-697 Y 18DEC10 0830 DME MUC OK YRT          2980000085023 20KG R  
2 UT-96 Y 28DEC10 0830 MUC DME OK YRT          2980000085023 40KG R
```

```
FOID      :PP/8521476955/RU  
FARE CLC :MOW UT MUC238.37UT MOW238.37NUC476.74END  
FARE      :B/350.00EUR E/15225RUB  
TAXES     :ZZ250 YQ870  
TOTAL     :16345 RUB  
PAYMENT   :16345.00 RUB CA
```

Status code "R" (Refunded) on the all coupon. SAC= 2980000085023

For example: The refund of partly used ticket.

1) Retrieval of the PNR

***0FRD5**

```
02FRD5          STATUS:  
99GRS TKP99GRS1471 MOVKES 14DEC10 15:38 TCH  
YOU CAN USE "UN" TILL 14.12.2010 15:13  
1 VASILYEV/ALEX 17OCT82(M)/PS /RU/9856325544  
1 YQ-723 V 05JAN11 DMEVOZ HK1 2150 2250 TST E  
2 YQ-705 V 06JAN11 VOZLED HK1 0640 0840 TST E  
P- 1 54321
```

***S**

```
02FRD5  
SEATS-  
1. YQ-723 V 05JAN11 DMEVOZ HK1 2150 2250 PORT=2040  
(MOWYQ:06P3S5)  
1. VASILYEV/ALEX 3426151147881 C1 HK ET ***  
2. YQ-705 V 06JAN11 VOZLED HK1 0640 0840 PORT=0530  
(MOWYQ:06P3S5)  
1. VASILYEV/ALEX 3426151147881 C2 HK ET ***
```

Review e-ticket:

ET#3426151147881

ISSUED 14DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FRD5, YQ 06P3S5
 AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580

VASILYEV/ALEX

=== 3426151147881 ===

1 YQ-723 V 05JAN11 2150 DME VOZ OK VTR 3420000085026 20KG F
 2 YQ-705 V 06JAN11 0640 VOZ LED OK VTR 20KG O

FOID :PP/9856325544/RU
 FARE CLC :MOW YQ VOZ YQ LED500.00RUB500.00END
 FARE :B/500RUB
 TAXES :ZZ250 YQ40
 TOTAL :790 RUB
 PAYMENT :790.00 RUB CA

Status code "F" (Flown) on the first coupon. SAC= 3420000085026
 Status code "O" (Open) on the second coupon.

2) To enter the request of refund (voluntary and for all segments by default)
RFM*2

CURRENT FORMS:
 CURRENT TICKET FORM:ET CURRENT MCO FORM:M CURRENT RECEIPT FORM:K
 CHECK IT, THEN PRESS <FORWARD>,
 OR CORRECT USING REQUESTS (ST,SM,SR) THEN PRESS <FORWARD>.

3) Click <F9> for continue
 <F9>

The requested document mask will be displayed on the screen.

REFUND	VOLUNTARY/INVOLUNTARY+V	02FRD5	PASS 1	SEGM 2
FARE RETURN +VTR	+0 +RUB	*FM+	+	+
PENALTY +	+ +			
TAX +-+YQ+20	+RUB+ +ZZ+125	+RUB+ +	+	+
+ + +	+ + + +	+ + + +		
+ + +	+ + + +	+ + + +		
+ + +	+ + + +	+ + + +		
+ + +	+ + + +	+ + + +		
+ + +	+ + + +	+ + + +		
+ + +	+ + + +	+ + + +		
AGN TX+ + +	+ + + +	+ + + +		
+ + +	+ + + +	+ + + +		
+ >				

INPUT

Definition of fields

REFUND	VOLUNTARY/INVOLUNTARY+V	02FRD5	PASS 1	SEGM 2
--------	-------------------------	--------	--------	--------

Field	Definition
REFUND VOLUNTARY/INVOLUNTARY	Type of refund (V)
02FRD5	PNR Record locator
PASS	Number of passenger included in the refund (1)
SEGM	Returned segment number (2)

FARE RETURN	+VTR	+0	+RUB	*FM+	+	
-------------	------	----	------	------	---	--

FARE RETURN Data of returned fare
 - fare basis code (VTR)
 - fare amount excluding taxes
 - fare currency code (local currency of the refunding office)

FM Agent commission
 - commision amount
 - currency

PENALTY	+	+	
---------	---	---	--

PENALTY Cancellation penalty
 - amount
 - penalty currency code (local currency of the refunding office)

TAX	+ - +YQ +20	+RUB	+	+ZZ +125	+RUB	+	+	+	+	
	+ + +	+	+	+	+	+	+	+	+	

TAX Refundable taxes/fees or charges
 - field to indicate + or - the individual tax/fee
 " + " - tax add
 " - " - tax delete (will be refunded to passenger)
 "blank" - tax won't be refunded
 - tax amount
 - tax currency code (local currency of the refunding office)

AGN TX+	+	+	+	+	+	+	+	+	+	
	+ + +	+	+	+	+	+	+	+	+	

AGN TAX Refundable agency taxes
 - field to indicate '+' or '-' the individual tax
 " + " - tax add
 " - " - tax will be refunded
 "blank" - tax won't be refunded
 - tax amount
 - tax currency code (local currency of the refunding office)

The agent can modify fields of mask (add/ update/ delete).
 If the entered currency is differed from local currency of the office, then the currency will be converted to local currency by system.

3) The mask is modified by agent.

```

| REFUND          VOLUNTARY/INVOLUNTARY+V|          02FRD5  PASS 1  SEGM 2
FARE RETURN    +VTR          |+250          |+RUB|          *FM+ |+  |
PENALTY        +50          |+RUB|
TAX    +-|+YQ|+20          |+RUB| + |+ZZ|+125          |+RUB| + |+  |
      + |+  | +          |+  | + |+  | +          |+  | + |+  |
      + |+  | +          |+  | + |+  | +          |+  | + |+  |
      + |+  | +          |+  | + |+  | +          |+  | + |+  |
      + |+  | +          |+  | + |+  | +          |+  | + |+  |
      + |+  | +          |+  | + |+  | +          |+  | + |+  |
      + |+  | +          |+  | + |+  | +          |+  | + |+  |
      + |+  | +          |+  | + |+  | +          |+  | + |+  |
AGN TX+ |+  | +          |+  | + |+  | +          |+  | + |+  |
      + |+  | +          |+  | + |+  | +          |+  | + |+  |
+ >

```

INPUT

4) The agent transmits the completed mask, the following system response will be displayed

<Enter>

```

INFORMATION PART INPUTED OK

```

5) For continue press key <forward>

<F9>

```

| REFUND

      I CONFIRM THAT ALL SPECIFIED DATA IS CORRECT. CONTINUE

                                                    + >

```

INPUT

6) If all edits are accepted, then the refund template will be displayed.

<Enter>

```

01 VASILYEV/ALEX
*02FRD5-----
PAID: FARE=RUB500 XT=RUB40 ZZ=RUB250 FEE=RUB0.00
REFUNDED: FARE=RUB250 XT=RUB20 ZZ=RUB0.00
          FEE=RUB0.00
PENALTY: RUB50 FEE=RUB0.00

TOTAL TO REFUND: RUB220
CASH: RUB220

```

PART

7) When the refund mask is successfully transmitted, the system reply will be displayed

<F9>

```
FOR PROCEED CALL GO FORWARD
FOR IGNORE CALL 'IR'
```

8) Click <F9> for continue

<F9>

MCO penalty fees is displayed and printed

```
PS9856325544
VASILYEV/ALEX MR
50 PENALTY
                                14DEC10  99GRS TCH
                                                SIRENA
                                                MOSCOW RU
                                                00118580    1471
FIFTY ----- RUB          50
                                RUB50
02FRD5/1H                                3426151147881
VOZLED
                                CASH
                                AIRCOMPANY POLET
                                342
> PART PREPARE FORM M NUMBER 6100056145
PRESS "FORWARD" FOR RECEIPT PRINT, OR "DATE FORWARD"-WITHOUT PRINTING
```

9) Click <F9> or <F6> for continue

<F6> - MCO "Refund notice" will be displayed

<F9> - MCO "Refund notice" will be displayed and printed (for TCH session only)

```
PS9856325544
VASILYEV/ALEX MR
71 REFUND NOTICE
3426151147881 14DEC10 99GRS 00118580 1471    14DEC10  99GRS TCH
                                                SIRENA
                                                MOSCOW RU
                                                00118580    1471
VORONEZH-ST PETERSBURG (LED)
VOZLED YQ 705 V 06JAN 0640
PAID: FARE=RUB500 XT=RUB40 ZZ=RUB250 (NDS76.27+6.10+38.14=120.51)    02FRD5/1H
FEE=RUB0.00
                                REFUND VOLUNTARY
REFUNDED:FARE=RUB250 XT=RUB20 ZZ=RUB0.00 (NDS38.14+3.05+0.00=41.19)
FEE=RUB0.00
                                I HAVE RECEIVED THE NOTICE AND THE AMOUNT OF:
PENALTY:RUB50 FEE=RUB0.00
                                TWO HUNDRED TWENTY RUB 00KOP
TOTAL TO REFUND: RUB220
UNDER DOCUMENT:RUB0.00 CASH:RUB220
                                342 >220.00RUB
DONT FORGET TO COMPLETE TRANSACTION
```

10) Enter "E" or "ER" for complete transaction.

E

TRANSACTION COMPLETED

Of ER

02FRD5 STATUS:
99GRS TKP99GRS1471 MOVKES 14DEC10 15:38 TCH
YOU CAN USE "UN" TILL 14.12.2010 15:13
1 VASILYEV/ALEX 17OCT82(M)/PS /RU/9856325544
1 YQ-723 V 05JAN11 DMEVOZ HK1 2150 2250 TST E
P- 1 54321

Review of the refunded ticket

ET#2982408001763

ISSUED 14DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FRD5, YQ 06P3S5
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580

VASILYEV/ALEX

=== 3426151147881 ===

1	YQ-723	V	05JAN11	2150	DME	VOZ	OK	VTR	3420000085026	20KG	F
2	YQ-705	V	06JAN11	0640	VOZ	LED	OK	VTR	3420000085028	20KG	R

FOID :PP/9856325544/RU
FARE CLC :MOW YQ VOZ YQ LED500.00RUB500.00END
FARE :B/500RUB
TAXES :ZZ250 YQ40
TOTAL :790 RUB
PAYMENT :790.00 RUB CA

The status code on the first coupon remains unchanged ("F" - Flown). SAC= 3420000085026

Status code "R" (Refunded) on the second coupon changed to "R". SAC= 3420000085028

6. Print Exchange

If it is necessary to change the ticket media of the electronic ticket coupon(s) to paper then the agent issue the paper ticket with new number and saving of the e-ticket data.

This is known as Print Exchange.

Print Exchange is not a new ticket sale. It is an exchange of electronic for paper ticket.

The document number will be assigned during «Print Exchange» transaction using next available ticket number appropriate to the paper stock used.

After Exchange transaction the status code of e-ticket is changed to "X".

Entry:

PET<NUM_PASS>

Explanation of the Entries:

PET..... Element designator

NUM_PASS Passenger numbers (default all passengers)

For example: **PET, PET1, PET2,4**

Sequence of actions:

1) Retrieval of the PNR

***02FSSX**

02FSSX STATUS:
 99GRS TKP99GRS1471 MOVKES 15DEC10 11:28 TCH
 1 VLASOV/KIRILL 02MAR75(M)/PS /RU/4569874562
 2 VLASOVA/ELENA 14JAN80(F)/PS /RU/8547459514
 1 UT-697 Y 22DEC10 DMEMUC HK2 0830 1115 TST E
 P- 1 1236

***S**

02FSSX
 SEATS-
 1. UT-697 Y 22DEC10 DMEMUC HK2 0830 1115 PORT=0720
 (MOWUT:06P3X0)
 1. VLASOV/KIRILL 2986151148354 C1 HK ET ***
 2. VLASOVA/ELENA 2986151148355 C1 HK ET ***

ET#2986151148354

ISSUED 15DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FSSX, UT 06P3X0
 AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580

VLASOV/KIRILL

=== 2986151148354 ===

1 UT-697 Y 22DEC10 0830 DME MUC OK YOW 20KG O

FOID :PP/4569874562/RU
 FARE CLC :MOW UT MUC272.43NUC272.43END
 FARE :B/200.00EUR E/291.00USD
 TAXES :ZZ3.50 YQ14.60
 TOTAL :309.10 USD
 PAYMENT :309.10 USD CA

2) Choose the ticket paper series

CHT/D

THE TYPE TICKET IS ENTERED. SERIES=D, CURRENT NUMBER=6000079192

3) To print exchange the electronic ticket for 1-st passenger

PET1

TICKET SERVER CONFIRMED REQUEST.
 PRESS <FORWARD>

4) Click <F9> for continue

<F9>

UTAIR AVIATION
 RATE 1EUR=43.50RUB 06P3X0/UT MOWMUC 99GRS TCH
 15DEC10 02FSSX/1H SIRENA
 PS4569874562 2986151148354 MOSCOW RU
 VLASOV/KIRILL MR 00118580 1471 0
 MOSCOW DOMODEDOVO 1 UT 697 Y 22DEC 0830 OK YOW 20K
 MUNICH MUC 2 = V O I D =
 = V O I D = = V O I D =
 = V O I D = = V O I D =
 = V O I D =
 EUR200.00
 MOW UT MUC272.43NUC272.43END ROE0.7341XT RUB435YQ
 RUB8700

 RUB125ZZ
 RUB435XT CASH
 RUB9260 2986151148354 15DEC10 99GRS 00118580 1471
 ETKT 298
 6000079192
 >D6000079192
 0.00RUBAGN TAX ON REFUND=0.00RUB
 DONT FORGET TO COMPLETE TRANSACTION OR RECEIPT PRINT

5) EOT ("E" or "ER").

Attention! Entry "I/IR" is prohibited after the Print Exchange transaction

ER

```
02FSSX          STATUS:
99GRS TKP99GRS1471 MOVKES 15DEC10 11:28 TCH
  1 VLASOV/KIRILL 02MAR75 (M)/PS /RU/4569874562
  2 VLASOVA/ELENA 14JAN80 (F)/PS /RU/8547459514
1  UT-697  Y 22DEC10 D MEMUC HK2 0830 1115 TST E
P- 1 1236
```

***S**

```
02FSSX
SEATS-
  1. UT-697 Y 22DEC10 D MEMUC HK2 0830 1115 PORT=0720
    (MOWUT:06P3X0)
    1. VLASOV/KIRILL          D    6000079192    HK    ***
    2. VLASOVA/ELENA         2986151148355 C1  HK ET ***
```

Review e-ticket :

ET#2986151148354

```
ISSUED 15DEC10 FROM RS-1H CIT-MOW PNR: 1H 02FSSX, UT 06P3X0
AGN-99GRS CIT-MOW NO-1471 PUL-MOVKES POS-00118580
```

VLASOV/KIRILL

=== 2986151148354 ===

```
1  UT-697  Y 22DEC10 0830 DME MUC OK  YOW          2980000085058  20KG X
```

```
FOID      :PP/4569874562/RU
FARE CLC  :MOW UT MUC272.43NUC272.43END
FARE      :B/200.00EUR  E/291.00USD
TAXES     :ZZ3.50 YQ14.60
TOTAL     :309.10 USD
PAYMENT   :309.10 USD CA
```

Status code "O" (Open for use) on the second coupon changed to "X". SAC= [2980000085058](#)

7. Duplicate Itinerary-Receipt

The agent can issue the copy (duplicate) of the Itinerary-Receipt (IR) subsequently to Electronic Ticket issuance by the use of option "CIR".

The system will print an absolute copy of the Itinerary-Receipt (IR) with inscription «COPY».

The statuses of coupons of the e-ticket don't change at the printing of its copy.

Entry:

CIR<E><NUM_PASS>/ (E-MAIL)

Explanation of the Entries:

CIR..... Element designator

E Indicator of sending copies of the itinerary-receipts in one file for all or listed passengers.

NUM_PASS Passenger numbers (default all passengers)

E-MAIL E-mail address

For example :

CIR1 - printing of copy IR for the first passenger ;

CIR2, 4 - printing of copy IR for the 2-nd and 4-th passengers ;

CIR1/TEST@INBOX.RU - sending copy of the IR for 1-st passenger to e-mail address;

CIRE/TEST@INBOX.RU - sending copies of the IR in one file for all passengers to e-mail address;

CIRE3,5,7/TEST@INBOX.RU - sending copies of the IR in one file for listed passengers to e-mail address.

If in request the electronic address isn't specified, the IR is printed on a plain paper of format A4.

If in request the e-mail address is specified, the IR isn't printed. The IR copy is sent on the specified address

Sequence of actions:

1) Retrieval of the PNR

***02FSSX**

```
02FST7          STATUS:
99GRS TKP99GRS1471 MOVKES 15DEC10 11:40 TCH
YOU CAN USE "UN" TILL 15.12.2010 12:15
  1 SOKOLOV/MICHAEL 15JUL84(M)/PS /RU/9856321475
  2 SOKOLOV/PETR 15JUL84(M)/PS /RU/9856321486
1 YQ-723   Y 03JAN11 DMEVOZ HK2 2150 2250 TST E
2 YQ-724   Y 10JAN11 VOZDME HK2 1950 2050 TST E
P- 1 1254
```

***S**

```
02FST7
SEATS-
  1. YQ-723 Y 03JAN11 DMEVOZ HK2 2150 2250 PORT=2040
    (MOWYQ:06P3X3)
      1. SOKOLOV/MICHAEL                3426151148360 C1   HK ET ***
      2. SOKOLOV/PETR                  3426151148361 C1   HK ET ***
  2. YQ-724 Y 10JAN11 VOZDME HK2 1950 2050 PORT=1840
    (MOWYQ:06P3X3)
      1. SOKOLOV/MICHAEL                3426151148360 C2   HK ET ***
      2. SOKOLOV/PETR                  3426151148361 C2   HK ET ***
```

2) Choose the e-ticket (print on plain paper)

CHT/ETM

```
E-TICKET (A4) CHOUSED
```

3) Print IR copy:

CIR

```
CURRENT TICKET FORM IS ETM
CONTINUE WITH <FORWARD>
```

4) Click <F9> for continue

<F9>

```
SOKOLOV/PETR MR
МОСКВА РФ                                PC9856321486
00118580 1471 0 ОТПРВ/НАЗН/ORIG/DESTN: МОБМОБ
ВЫДАН ОТ/ISSUED BY : ПОЛЕТ
НОМЕР БИЛЕТА/TICKET NUMBER : 342 6151148361 1
ДААННЫЕ БРОН/BOOKING REF : 02FST7/1H 06P3X3/YQ
```

МОСКВА	YQ 723	Э 03ЯНВ 2150	OK	Y	20K
ДОМОДЕДОВО					
ВОРОНЕЖ	YQ 724	Э 10ЯНВ 1950	OK	Y	20K
МОСКВА					
ДОМОДЕДОВО					
>ЭБМ6151148361					
0.00PYBAGN TAX ON REFUND=0.00PYB					
DONT FORGET TO COMPLETE TRANSACTION OR RECEIPT PRINT					

5) EOT (“E” or “ER”).

Print operation of the IR copy is maintained in historical portion of the PNR :

```
(5) TCH99GRS1471 MOVKES 28JUL11 11:55:18
EC ETM 342 6151211565/YQ-761/TEST VICTOR 01JAN70 **
(4) TCH99GRS1471 MOVKES 28JUL11 11:55:01
EC ETM 342 6151211565/YQ-761/TEST VICTOR 01JAN70 **
PS EMAIL PODGOTOVLEN K OTpravKE 5310 TEST@INBOX.RU
(3) ТКП99ГРС1471 МОВКЕС 28JUL11 11:54:42
T OUTBOUND TELEGRAM NUMBER 1020750189
AT (AP) ЭБ 342 6151211565/YQ-761/TEST VICTOR 01ЯНВ70 **
PA PR YQ-761 Y 01AUG11 VOZMUC TEST VICTOR 01JAN70 ADT
TKT:EB 100.00EUR 119.92NUC(1000000.00/833831.00) 100.00EUR(833831.00/1000000.00)
4300.00RUB(43.00/1.00) FARE=Y(A) RULE=C.YQ.0001 BG=20K(A) ZZ=125.00RUB
/125.00RUB(1.00/1.00) / (A,K=FC/VV/OT/FP/FT/US/FS/ET) [16187]
YQ=1.00EUR=43.00RUB(43.00/1.00)
/43.00RUB(1.00/1.00) / (A,K=UC/FC/VD/VV/UP/FP/UT/FT/US/FS/ET/OTA) [17149]
ER=1.00EUR=43.00RUB(43.00/1.00) /43.00RUB(1.00/1.00) / (A,K=FC/OT/FP/FT/US/FS/ET) [17191]
PR=10.00RUB /10.00RUB(1.00/1.00) / (A,K=VV/OT) [17512] TOTAL 4521.00RUB 28JUL11 11:54:34
```

The IR is printed

```
(5) TCH99GRS1471 MOVKES 28JUL11 11:55:18
EC ETM 342 6151211565/YQ-761/TEST VICTOR 01JAN70 ** -
```

The IR copy is sent on the e-mail address

```
(4) TCH99GRS1471 MOVKES 28JUL11 11:55:01
EC ETM 342 6151211565/YQ-761/TEST VICTOR 01JAN70 **
PS EMAIL PODGOTOVLEN K OTpravKE 5310 TEST@INBOX.RU
```

Negative response to “CIR” request:

a) If other ticket type has been chosen, then the system reply will be displayed.

```
NOT TYPE TICKET
```

b) If the agent tries to print a IR copy for a route segment(s) the following system reply is displayed.

```
ALL SEGMENTS SHOULD BE PRINTED
```

8. E-ticket history

The E-Ticket history provides historical details about each coupon associated with the electronic ticket.

Entry:

ETH# (ETKT_NUM) </CPN_NUM>

ET Element designator

Separator

ETKT_NUM Electronic number

CPN_NUM Coupon number

For example,

ETH#3426151147881

TKNE: 3426151147881
VASILYEV/ALEX

COUPON 1

FLOWN 14DEC10 15:42 CRS-YQ SC-MOW
AGN-99GRS AGC-MOW ID-1471 TERM-MOVKES POS-00118580
YQ-723 V 05JAN11 2150 DMEVOZ OK 3420000085026 FLOWN
ISSUE 14DEC10 15:40 CRS-1H SC-MOW
AGN-99GRS AGC-MOW ID-1471 TERM-MOVKES POS-00118580
YQ-723 V 05JAN11 2150 DMEVOZ OK OPEN

COUPON 2

REFUND 14DEC10 15:49 CRS-1H SC-MOW
AGN-99GRS AGC-MOW ID-1471 TERM-MOVKES POS-00118580
YQ-705 V 06JAN11 0640 VOZLED OK 3420000085028 REFUND
VOID OF REFUND 14DEC10 15:45 CRS-1H SC-MOW
PART

The last line indicates a multipage response (**PART**). Click <F9> to move to the second page.

AGN-99GRS AGC-MOW ID-1471 TERM-MOVKES POS-00118580
YQ-705 V 06JAN11 0640 VOZLED OK OPEN
REFUND 14DEC10 15:45 CRS-1H SC-MOW
AGN-99GRS AGC-MOW ID-1471 TERM-MOVKES POS-00118580
YQ-705 V 06JAN11 0640 VOZLED OK 3420000085027 REFUND
ISSUE 14DEC10 15:40 CRS-1H SC-MOW
AGN-99GRS AGC-MOW ID-1471 TERM-MOVKES POS-00118580
YQ-705 V 06JAN11 0640 VOZLED OK OPEN

TKNE: 3426151147881

VASILYEV/ALEX

COUPON 1

FLOWN

14DEC10

15:42

CRS-YQ SC-MOW

AGN-99GRS

AGC-MOW

ID-1471

TERM-MOVKES

POS-00118580

YQ-723 V 05JAN11 2150 DMEVOZ OK

3420000085026

FLOWN

E-ticket number

Passenger name

Coupon number

The transaction name

Date the change was entered

Time the change was entered

Identifier of the reservation system

Agency code

City code

Agent sign creating change

Code of terminal

Number of POS (point of sale)

Flight information

Settlement Authorization Code (SAC)

The coupon status of the electronic ticket.

If the ETS of airline doesn't support operation of viewing of historical details of the ticket, then the response will be displayed.

CURRENT OPERATION WITH IS DENIED BY ETS