



Automated Reissue Quick Reference

Display Template		HELP REISSUE
Automates the pricing for re-issuing Electronic Tickets issued on participating carriers. It uses historical data, current fares, and rules to re-price a revised itinerary. It displays a result including any additional collections, changes, and penalty fee amounts.	4PLFB-AR 4P-AR	Begins Automated Reissue process using the lowest applicable class of service Begins Automated Reissue process using booked class of service..
Pricing Options for Displaying Automated Reissue		HELP 4P-AROPT
These pricing options are permitted with Automated Reissue. They cannot be combined with other pricing options.		
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	
Multiple Ticket Record	4PLFB#TR	
Automated Reissue Templates		
This process is accomplished through a series of templates. <u>A PNR must be displayed before</u> using the entry to display the template. The information automatically populates from the PNR. Tab to each field to change any information. Insert and delete keys should not be used when filling in the template. If the first or last character of each field is moved or typed over, an error response is received upon entering. If this occurs, the template must be redisplayed.		
Completed Old Data Template		INFO REISSUEEXPL
<pre> ** OLD DATA SCREEN - REISSUE TEMPLATE ** >4BMASK NAME- HOPKINS/TONY*ADT 1/2 ORIG ISSUE (. TKT NBR (11111111111111111111 - - - LAST REISSUE(. CPN NBR 12 SALE INDICATOR(S X A/L FLT/COS DATE FROM/TO DPTR FBASIS/T-DSG BF ST 01(O AA 0111S 17FEB ORDLGA 0800A) (YSENIOR 100.00 I 02(O AA 0222S 18FEB LGAORD 1000A) (YSENIOR 100.00 I SCROLL CMD() 16 SEG MAX XF(ZP(ORDLGA TX1(US) (15.00) TX2(ZP) (10.00) TX3() (.....) SUR(X) OFOP(.....) MCO(.....) VIEW XT TAX(.) BASE USD 200.00 EQV() (.....) OLD TTL USD 228.00 ACTION(.) C/CONFIRM - E/EXIT - H/HELP </pre>		
This template displays the old ticket record data from the last ticketed itinerary. If the data is correct, proceed to the surcharge template by entering X in the SUR field.		

Completed Surcharge Template

```

** SURCHARGES - REISSUE TEMPLATE ** >VIEW
  SEG CODE AMOUNT      SEG CODE AMOUNT
SUR  2   Q   9.30      SUR (...) (...) (   )
SUR  4   Q  11.16      SUR (...) (...) (   )
SUR (...) (...) (   )  SUR (...) (...) (   )
SUR (...) (...) (   )  SUR (...) (...) (   )
SUR (...) (...) (   )  SUR (...) (...) (   )
SUR (...) (...) (   )  SUR (...) (...) (   )
SUR (...) (...) (   )  SUR (...) (...) (   )
SUR (...) (...) (   )  SUR (...) (...) (   )
ACTION © C/CONFIRM - R/RETURN - E/EXIT - H/HELP
    
```

This template can only be modified if the PNR was Rate Desk Priced. If the data is correct, return to the old data template by entering **C** in the ACTION field. From the old data template, enter **C** in the ACTION field to proceed to the revised itinerary template.

Completed Revised Itinerary Template

```

** REVISED ITINERARY SCREEN - REISSUE TEMPLATE ** >VIEW
NAME- HOPKINS/TONY *ADT 1/1
TKT NBR 0111111111111
S  X  A/L  FLT/COS  DATE    FROM/TO  DPTR  ST
01  O  DL   1111Y   13MAY  ATLMIA  817A  O
02  O  DL   2222Y   14MAY  MIABOS  730P  O
03  O  DL   3333Y   19MAY  BOSORD  600A  O
04  O  DL   4444Y   19MAY  ORDCVG  300P  O
05  O  DL   5555Y   23MAY  CVGATL  425P  O
SCROLL CMD (...) 08SEGS
ACTION © C/CONFIRM R/RETURN O/OLD DATA E/EXIT H/HELP
    
```

This template displays the confirmed revised itinerary. If there are more than six segments in the itinerary, enter **MD** in the SCROLL CMD field. If the data is correct, proceed to the final results template by entering **C** in the ACTION field.

Completed Final Results Template

```

** FINAL RESULTS SCREEN - REISSUE TEMPLATE >VIEW
** TOTAL ADD COLLECT AMT 95.00
** FARE DIFF 20.00 ** CHANGE FEE 75.00
  BF USD TX USD TX USD TX USD TOTAL USD
      ZP TAX ZP TAX
001- 130.24 9.76 5.00 6.00 151.00 HTW
      130.24 9.76 5.00 6.00 151.00 TTL *AS BO
KED
SCROLL CMD (.) ADDITIONAL DOCS Y/N (N)
ACTION (D) R/RETURN C/CONFIRM D/DETAIL E/EXIT H/HELP
    
```

This template displays the totals for ALL passengers. For a detailed breakdown of each passenger on a multi-passenger itinerary, enter **D** in the ACTION field for the detail final results template.

Completed Detail Final Results Template

```

** FINAL RESULTS SCREEN - HOPKINS/TONY*ADT 1/1 >VIEW
** TOTAL ADD COLLECT AMT 95.00
** FARE DIFF 20.00 ** CHANGE FEE 75.00
      BF USD      TX USD      TX USD      TX USD      TOTAL USD
      ZP TAX      XF TAX
001-    130.24    9.76      5.00      6.00      151.00 HTW
      130.24    9.76      5.00      6.00      151.00 *AS BO
KED
SCROLL CMD (...)          ADDITIONAL DOCS Y/N (Y)
ACTION (.)  R/RETURN  C/CONFIRM  D/DETAIL  E/EXIT  H/HELP
    
```

This template displays a breakdown of the fare, additional collection, and penalty information per passenger. If the data is correct, proceed to the additional documents template by entering **Y** in the ADDITIONAL DOCS field.

Completed Additional Documents Template

```

** ADDITIONAL COLLECTION - EXCHANGE DOCUMENTS ** >VIEW
TOTAL ADD COLL 75.00

TYPE (M) DOC (00010987651230) CPN (1 ( ) TTL USD (75.00 ( )
TYPE (.) DOC (.....) CPN (....) TTL USD (.....)

ACTION(C)  R/RETURN C/CONFIRM S/SAVE E/EXIT H/HELP
    
```

The agent can manually input any document numbers and amounts that apply towards the additional collection. **C** is auto-filled in the ACTION field. Entering displays the exchange element screen.

Completed Exchange Element Template

```

** EXCHANGE ELEMENT SCREEN - REISSUE TEMPLATE ** >VIEW
NAME- (HOPKINS/TONY.MR*ADT.....)
TKT NBR (0159010104036-...-...-
UNUSED PFC (.....) (.....) (.....) (.....)
ORIG FOP (CK..)  ORIG DOCUMENT (T0001528109032X)
ORIG ISSUE CITY (...) DATE (15JUN00) IATA (1379237)
COMM OLD TKT (...) (.....) COMM NEW TKT (...) (.....)
COMM ADMIN/PNLTY FEE (...) (.....)
REFUND MCO NBR (.....) MCO AMOUNT (...) (.....)
FOP (.....) APVL CODE(.....)
ACTION (F) F/FILE R/RETURN E/EXIT H/HELP
    
```

This template displays fields from the originally issued ticket needing manual input by the agent for the exchange transaction to automatically create in the 4-DI line. Enter **F** in the ACTION field to file and complete the Automated Reissue process.

Automated Reissue Response

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

Automated Reissue Notes

INFO REISSUEG

- Itinerary must be within the 50 U.S. states
- Itinerary must be on the same carrier
- Itinerary must be priced in U.S. dollars
- Only applicable for electronic tickets
- Must be able to retrieve an electronic ticket record (ETR)
- Not applicable if the PNR has 10 or more passenger names
- Not applicable to bulk (@BT), IT (@IT) or tickets issued with an amount of FREE

Automated Reissue Airline Participants

INFO REISSUEPART