

## SPRK Short Guide v1.8

### Travel Waiver Policy 2011 (v5), 2013 (v2) and Bring me Home

Please make sure to observe the current policy provisions on <https://www.lufthansaexperts.com/> at all times while following the instructions in this short guide specialized on exchanges amid the Covid-19 crisis.

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## 1 TWP 2011 v5 for passengers with cancelled flights

### 1.1 Option 1: Rebooking per standard involuntary policy (for same O&D)

The following process only guides through the technicalities of the ticket exchange in schedule change cases. Please always refer to the **Lufthansa Group airlines Flight irregularities policy for Business Partners** for the conditions, rules and processes that need to be adhered.

Access **<Office Queues>** from the reservation screen

The screenshot shows a reservation system interface. On the left is a sidebar with various filters like TRAVELER, TELEPHONE, EMAIL, etc. The main area displays a 'Record Locator: Q7ZXDU' and a 'Traveler' table with one entry for FRANK SINATRA. Below that is an 'Itinerary' section showing two flights: FRA-VIE on 01Jan20 and VIE-FRA on 03Jan20. At the bottom, there is a 'Tickets' table with one entry for reference 2575747139115. A red box highlights the 'Office Queues' button at the bottom left of the interface.

Access Queue 7 Schedule Change by clicking on the folder and retrieve the affected PNR.

This screenshot shows the 'Count Summary' and 'Queues' section. The 'Office ID' is set to 'AEXP' and the 'Source' is 'F1 - Farelogix'. The 'Queues' table lists various queue types, with '7 - SCHEDULECHANGE' highlighted by a red box. The table has columns for NUMBER, NAME, and COUNT.

NUMBER	NAME	COUNT
0	GENERAL	188
1	CONFIRMATION	26
6	NON-AIR SEGMENT NOTIFICATION	12
7	SCHEDULECHANGE	13
9	TICKETING TIME LIMIT (TTL) ADVISORY	53
12	EXPIRED TIME LIMIT AND SSR CANCELLATION	54
14	NEW MARRIED CONDITION	1
81	REQUESTING APIS/SECURE FLIGHT DATA	1
89	REQUESTING EMD ISSUANCE	47
100	CATCH-ALL	96

This screenshot shows the 'AEXP: Queue 7' table, which lists records for the 'SCHEDULECHANGE' queue. The table has columns for POSITION, DATE TIME, CATEGORY, PLACED BY, OFFICE ID, and RECORD. The 'RECORD' column contains various alphanumeric codes, with '2U8XRT' at the bottom highlighted by a red box.

POSITION	DATE TIME	CATEGORY	PLACED BY	OFFICE ID	RECORD
1	2016-03-14 11:47:25		AUTOMATION	MIAR	BYGFJT
2	2016-03-14 13:43:02		AUTOMATION	MIAR	ZKFR9T
3	2016-04-15 14:20:19		AUTOMATION	MIAR	4U3LST
4	2016-05-10 10:30:26		AUTOMATION	MIAR	4JSKST
5	2016-05-19 11:28:50		AUTOMATION	MIAR	4K2KST
6	2016-05-25 13:53:26		AUTOMATION	MIAR	Q515FU
7	2016-08-16 15:02:31		AUTOMATION	MIAR	QOY2FU
8	2017-02-23 09:14:18		AUTOMATION	MIAR	RM4TEU
9	2018-02-15 14:18:59		AUTOMATION	MIAR	2L1URT
10	2018-02-21 14:15:26		AUTOMATION	MIAR	OADFEU
11	2018-02-21 14:15:29		AUTOMATION	MIAR	OJDFEU
12	2018-02-21 14:15:31		AUTOMATION	MIAR	O4TEEU
13	2018-02-21 14:16:05		AUTOMATION	MIAR	2U8XRT

Search the new flight(s) via Add Air and add to the shopping cart.

Pin the flight to be replaced for deletion and select the new flight from shopping cart.

Click **<Book>** to execute the flight exchange.

Record Locator: 4R5HRT

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	REMARK	NAME REFERENCE	FF#
1	ADT		FRANK		SINATRA	02NOV1976			

**Itinerary**  
Booked - Air

	Class	Status	Cnx	Fare
Wed 01Jan20 09:50a - 11:15a	FRA - VIE OS 122 W	HK	1h 25m 321	OS 1
Fri 03Jan20 08:10p - 09:40p	VIE - FRA OS 127 W	HK	1h 30m 320	OS 1

Shopping Cart - Air

	Class	Status	Cnx	Fare
Sat 04Jan20 07:10a - 08:40a	VIE - FRA OS 121 W		321	OS

Buttons: **Book** Price Services Create Fare Template Auto-Exchange Bag Fees Seats Delete Issue Documents

**Transactions**

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2575747139129	OS	TICKETED	19JUN19 12:43	FRANK SINATRA (ADT)	OS122 FRA-VIE 01JAN OS127 VIE-FRA 03JAN

Then, select all newly booked flights and click **<Price>** to store a fare in the PNR. Make sure it is the same fare family as the previous flight (use +Fares in Pricing Options if necessary).

Record Locator: 4R5HRT

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	REMARK	NAME REFERENCE	FF#
1	ADT		FRANK		SINATRA	02NOV1976			

**Itinerary**  
Booked - Air

	Class	Status	Cnx	Fare
Wed 01Jan20 09:50a - 11:15a	FRA - VIE OS 122 W	HK	1h 25m 321	OS
Sat 04Jan20 07:10a - 08:40a	VIE - FRA OS 121 T	HK	1h 30m 321	OS

Buttons: **Price** Services Create Fare Template Auto-Exchange Bag Fees Seats Delete

Tickets

**Fare not found for ticketed flight(s)**  
• FRANK SINATRA (ADT)

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2575747139129	OS	TICKETED	19JUN19 12:43	FRANK SINATRA (ADT)	OS122 FRA-VIE 01JAN OS127 VIE-FRA 03JAN

Select the applicable pricing options and click **<Continue>**. Select optional services and click **<Continue>**. Click **<Rebook>** to confirm the pricing.

Back in the reservation screen, click on the old ticket number in the Transactions section to open the original ticket image and copy the old fare calculation including base fare.

### Electronic Ticket

**Print** Status : Ticketed

[Ticket Image](#) [Agent Coupon](#)

#### Ticket Image Details for Document

<b>AGY:</b> 06492021	<b>ET RECORD:</b> SINATRA / FRANK (ADT)	<b>FF NO.:</b>
<b>ISSUED:</b> 08MAY19	<b>OID:</b> FRA / FRA	<b>AGT:</b> DAMIAN
<b>PNR:</b> Q7ZXDU / F1 WII3TD / OS	<b>TKT:</b> 2575747139115	<b>FCL:</b> 0
<b>ISO:</b> AT	<b>IATA:</b> 06492021	<b>VAL CXR:</b> OS
<b>VOID BY:</b> 08MAY19 11:59P	<b>TC:</b>	

#### Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	OS	126	W	01JAN	FRA	VIE	07:50p	OK	WDECLSP2	01JAN	01JAN	1PC	O
2	O	OS	125	W	03JAN	VIE	FRA	05:10p	OK	WDECLSP2	03JAN	03JAN	1PC	O

#### Fare Details

Fare			Details		
FARE:	EUR	193.00	Form of payment:	EUR 319.22 CASH	
TAX:	EUR	28.99	Endorsements:	FARE RESTRICTION MAY APPLY	
TAX:	EUR	9.50	Fare Calculation:	FRA OS VIE108.43WDECLSP2 OS FRA108.43WDECLSP2 NUC216.86END ROE0.8899	
TAX:	EUR	7.38			
TAX:	EUR	26.00			
TAX:	EUR	3.50			
TAX:	EUR	8.46			
TAX:	EUR	18.82			
TAX:	EUR	26.00			
TOTAL:	EUR	319.22			

#### Data Protection Notice

<http://www.iatatravelcenter.com/privacy>

[Void](#) [Refund](#) [Exchange/Reissue](#) [Close](#)

Back in the reservation screen, hover the mouse over the fare number and click on the pencil to edit the fare.

**Record Locator:** Q7ZXDU

**Traveler**

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	REMARK	NAME REFERENCE	FF#
1	ADT		FRANK		SINATRA	02NOV1976			

**Itinerary**  
Booked - Air

			Class	✈	Status	Cnx	Fare
▶		Wed 01Jan20 07:50p - 09:15p	FRA - VIE OS 126 W	✈	HK	OS	1
▶		Fri 03Jan20 08:10p - 09:40p	VIE - FRA OS 127 Y	✈	HK	OS	1

Price Services Create Fare Template Auto-Exchange Bag Fees Seats [Delete](#)

Fare: 1  
Source: OS  
Ref: WII3TD  
599.22 (EUR)

Correct the Base Fare, escalate the tax details, select all taxes as paid.

Paste the the old fare calculation in the Fare calculation line, **add the “S-“ or “I-“ indicator** (depending on which is applicable) and amend the fare calculation where necessary. Select “Reissue” as reason and **edit the endorsement box** according to the current **Lufthansa Group airlines Flight irregularities policy for Business Partners**.

**Important:** Adding the “S-“ or “I-“ indicator into the Fare calculation line will disable the automatic TWP 2011 application process. If not added, the system will automatically do the reissue according to TWP 2011 for tickets issued on/before 15MAY20 instead of involuntary handling.

### Stored Fare

OFFICE ID	AEXP	AGENT ID		ORIGIN DESTINATION	FRAFRA	VALIDATING CARRIER	OS
Passenger Type	ADT	Last Date/Time to ticket: 2019-05-11 01:40 PM					

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
0	FRA	VIE	OS	126	W	1JAN20	07:50 PM	HK	WDELGTX2		01JAN2020	01JAN2020	OPC
0	VIE	FRA	OS	127	Y	3JAN20	08:10 PM	HK	YDELGTX0		03JAN2020	03JAN2020	OPC

**FARE DETAILS**

Base Fare **EUR 193.00**

Equivalent Fare

Taxes **EUR 126.22**

**Tax Details**

Designator	Amount	Nature	Collection Point	Airport	Currency	Airport	Amount	Paid (PD)
<input type="checkbox"/> RA	26.56	DE						<input checked="" type="checkbox"/>
<input type="checkbox"/> DE	9.50	DE						<input checked="" type="checkbox"/>
<input type="checkbox"/> OY	7.38	DE						<input checked="" type="checkbox"/>
<input type="checkbox"/> YQ	52.00							<input checked="" type="checkbox"/>
<input type="checkbox"/> QD	3.50	AT						<input checked="" type="checkbox"/>
<input type="checkbox"/> AT	8.46	AT						<input checked="" type="checkbox"/>
<input type="checkbox"/> ZY	18.82	AT						<input checked="" type="checkbox"/>
Taxes Paid							126.22	
Taxes to be Collected							0.00	
Total							EUR 319.22	

**COMMISSION AND INFORMATION**

Commission Amount **0.00**

Reason **REISSUE**

ENDORSEMENTS

SKCHG OS123/03JAN // FARE RESTRICTION MAY APPLY

**FARE CALCULATION LINE**

S.FRA OS VIE108.05WDECLSP2 OS FRA108.05YDECLSP2 NUC216.10END ROE0.893096

RECEIVED FROM

**Submit** Cancel

<Submit> and confirm the stored fare with <Continue>.

In the reservation screen, open the ticket to be exchanged by clicking on the ticket number and then do <Exchange/Reissue>.

### Ticket Exchange

#### Select a Traveler

TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH
ADT		FRANK		SINATRA	02Nov1976

#### Select a Fare Group

EUR 338.22	Class	Status	Cnx
Wed 01Jan20 07:50p - 09:15p FRA - VIE OS 126 W 1h 25m 321 HK OS			
Fri 03Jan20 08:10p - 09:40p VIE - FRA OS 127 Y 1h 30m 320 HK OS			

**Submit** Cancel

Click on <Submit>.

## Tax Assessment

Currency Code: EUR

Designator	Old Ticket	New Fare	New Ticket	Refund	Refundable						
RA	26.56	26.56	PD 26.56								
DE	9.50	9.50	PD 9.50								
OY	7.38	7.38	PD 7.38								
QD	3.50	3.50	PD 3.50								
AT	8.46	8.46	PD 8.46								
ZY	18.82	18.82	PD 18.82								
YQ	52.00		PD 52.00		No ▾						
	126.22	74.22	<table border="1"> <tr> <td>PD</td> <td>126.22</td> </tr> <tr> <td>A/C</td> <td>+0.00</td> </tr> <tr> <td><b>Total</b></td> <td><b>126.22</b></td> </tr> </table>	PD	126.22	A/C	+0.00	<b>Total</b>	<b>126.22</b>	0.00	
PD	126.22										
A/C	+0.00										
<b>Total</b>	<b>126.22</b>										

**Continue**

✕ Close

There should not be any refund nor an additional collection. If so, re-check the steps from previous page. Click on **<Continue>**.

## Ticket Exchange

Auto

Manual

### Ticket Information

Ticket	Name	Ticket #	Coupons	Currency	FOP/CardHolder	Date	PNR	Tour Code	IATA
Old	FRANK SINATRA (ADT)	2575747139115	1, 2	EUR	CASH	08May19	Q7ZXDU		06492021
New	FRANK SINATRA (ADT)			EUR		08May19	Q7ZXDU		06492021

### Calculation of Exchange

Equivalent Fare New	193.00
Equivalent Fare Original Ticket	- 193.00
Equivalent Fare Difference	0.00
Add Collect Taxes	0.00
Residual Taxes	0.00
Penalty	0.00
<b>Even Exchange</b>	EUR 0.00

### New Fare Information

<b>Reason for Issuance</b>	REISSUE
<b>Endorsements</b>	SKCHG OS123/03JAN // FARE RESTRICTION MAY APPLY
<b>Fare Calculation Line</b>	S-FRA OS VIE108.05WDECLSP2 OS FRA108.05WDECLSP2 NUC216.10END ROE0.893096
<b>Commission</b>	No Commission due 0.00

**Submit**

✕ Cancel



Set the penalty to 0 and click **<Submit>** and **<Continue>**.

The new ticket is issued and will be shown in the next window.

The exchanged and the newly issued ticket will be shown in the transaction section of the reservation screen:

## Tickets

### Tickets

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
<a href="#">2575747139115</a>	OS	EXCHANGED	08MAY19 11:58	FRANK SINATRA (ADT)	OS126 FRA-VIE 01JAN OS125 VIE-FRA 03JAN
<a href="#">2575747139117</a>	OS	TICKETED	08MAY19 16:27	FRANK SINATRA (ADT)	OS126 FRA-VIE 01JAN OS127 VIE-FRA 03JAN

## 1.2 Option 2: "Ticket-on-hold" plus special EUR/USD/CHF 50 bonus

### Important:

- The TWP automation (with and also without voucher depending on cancellation/reissue dates/travel dates) will be applied to all tickets that meet the conditions of TWP2011 (i.e. issued on/before 15MAY20) and are manually exchanged.
- The only exception is if rebooking per standard involuntary policy is applied, then please follow chapter 1.1.
- Note that after 01SEP20, the TWP 2011 automation will not apply if at least one flight in the PNR is logged as no-show (status flown with coupon status open).

### 1.2.1 "Ticket-on-hold": Keeping a PNR active in Farelogix SPRK

This is only valid with the current goodwill rule allowing to postpone a journey to a later date, even without knowing the new travel date:

The same process applies as described on the eXperts website, but there is no need to enter a MEMO element in SPRK. After deleting the flights from the PNR, the PNR will act as a shell for future bookings.

Select the flights for deletion and click **<Delete>**.

Record Locator: QW39DU

**Traveler**

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#
1	ADT		JONA		SMITH		

**Itinerary**  
Booked - Air

	Class	Status	Cnx	Fare
<input checked="" type="checkbox"/> Sat 20Jun20 08:45a - 09:45a MUC - LHR LH 2472 T 2h 00m 32A HK LH 1				
<input checked="" type="checkbox"/> Tue 30Jun20 04:25p - 07:15p LHR - MUC LH 2477 T 1h 50m 32A HK LH 1				

Price Services Create Fare Template Auto-Exchange Bag Fees Seats **Delete** Issue Documents

### Transactions

Tickets

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
<u>2205747140069</u>	LH	TICKETED	16MAR20 15:39	JONA SMITH (ADT)	LH2472 MUC-LHR 20JUN LH2477 LHR-MUC 30JUN

After deleting the flights, the itinerary should be empty, but the ticket reference remains in the transactions section.

At a later stage when the customer wants to do the reissue with new travel dates, **you can reuse this ticket by retrieving the old PNR**. Then follow the steps from the following chapter, depending on which TWP rule applies.

## 1.2.2 Free-of-charge manual exchange with EUR/USD/CHF 50 bonus (incl. travel agency bonus)

First, display the booking on the reservation screen by searching the PNR or ticket number in advanced search. If the flights have been deleted from the PNR as in chapter 1 (or removed by the airline), the itinerary will be empty.

Use **Add Air** to add the new flight segments with new fare according to the current goodwill policy to the shopping cart.

The screenshot shows a reservation system interface. At the top, there are navigation icons, with the 'Add Air' icon (an airplane) highlighted in a red box. On the left, a sidebar lists various options: ALL, TRAVELER (1), TELEPHONE (0), EMAIL (1), PAYMENT (0), ADDRESS (0), ITINERARY, TRANSACTION (1), APIS (0), CLID (0), SSR (0), OSI (0), and REMARK (0). The main area displays the 'Record Locator: QW39DU'. Below this, the 'Traveler' section shows a table with one entry: # 1, TYPE ADT, TITLE, FIRST NAME JONA, MIDDLE NAME, LAST NAME SMITH, DATE OF BIRTH, and FF#. The 'Itinerary' section shows 'No Itinerary'. The 'Transactions' section shows a message: 'Fare not found for ticketed flight(s) • JONA SMITH (ADT)'. Below this is a table with columns: REFERENCE, SOURCE, STATUS, TRANSACTION DATE, TRAVELERS, and SEGMENTS. The data row shows: REFERENCE 2205747140069, SOURCE LH, STATUS TICKETED, TRANSACTION DATE 16MAR20 15:39, TRAVELERS JONA SMITH (ADT), and SEGMENTS LH2472 MUC-LHR 20JUN, LH2477 LHR-MUC 30JUN.

The new flight segments will appear in the itinerary below *Shopping Cart - Air*.

When adding the flights via **<Fare Search>**, pricing was already done in the process.

In case of using Air Availability, the new flights need to be priced by selecting and clicking **<Price>**.

Make sure that the new flights are priced accordingly. Please use SPRK wildcards (-LGT, -CLS, -FLX) in the pricing options window or the +Fares display to price in the correct fare family.

The screenshot shows the 'Pricing Options' and 'Fare Selection Options' sections. In the 'Pricing Options' section, the '+ Fares' radio button is selected and highlighted with a red box. Other options include 'Published Fares', 'Contract Fares', 'Both', 'Current Classes', and 'Best Available'. There are also checkboxes for 'Check/Uncheck All', 'Advance purchase', 'Allow Penalties', 'Allow Min Stay', and 'Allow Max Stay'. The 'Validating Carrier' is set to 'LX'. The 'Fare Selection Options' section shows a table with columns: Type, Flight, Cities, Fare Basis Code, and Ticket Designator. The data rows are: Type ADT, Flight LX 180, Cities ZRH - BKK, Fare Basis Code -LGT, and Ticket Designator. The second row is: Type ADT, Flight LX 181, Cities BKK - ZRH, Fare Basis Code -LGT, and Ticket Designator. The 'Fare Basis Code' column is highlighted with a red box.

Then, select the flight segments and click book.

Record Locator: QW39DU
✉ 📄 ✈ 👤

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Traveler
👤

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#
1	ADT		JONA		SMITH		

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Itinerary
Shopping Cart - Air

	Class	✈	Status	Cnx	Fare
<input checked="" type="checkbox"/> <span style="margin-left: 10px;">  Fri 02Oct20 08:25a - 10:20a                 </span>	MUC - OPO	LH 1782	T	320	LH 1
<input checked="" type="checkbox"/> <span style="margin-left: 10px;">  Tue 06Oct20 11:05a - 02:50p                 </span>	OPO - MUC	LH 1783	W	320	LH 1

**Book**
Price
Auto-Exchange
Bag Fees
Seats
Delete

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Transactions
Tickets

❗ Fare not found for ticketed flight(s)  
• JONA SMITH (ADT)

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205747140069	LH	TICKETED	16MAR20 15:39	JONA SMITH (ADT)	LH2472 MUC-LHR 20JUN LH2477 LHR-MUC 30JUN

You will get a notification that the record locator has been successfully updated and the respective flights are now logged as *Booked - Air* in the itinerary.

Record Locator: QW39DU
✉ 📄 ✈ 👤 ☰

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Traveler
👤

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#
1	ADT		JONA		SMITH		

---

Itinerary
Booked - Air

	Class	✈	Status	Cnx	Fare
<input type="checkbox"/> <span style="margin-left: 10px;">  Fri 02Oct20 08:25a - 10:20a                 </span>	MUC - OPO	LH 1782	T	2h 55m 320	HK LH 1
<input type="checkbox"/> <span style="margin-left: 10px;">  Tue 06Oct20 11:05a - 02:50p                 </span>	OPO - MUC	LH 1783	W	2h 45m 320	HK LH 1

Price
Services
Create Fare
Template
Auto-Exchange
Bag Fees
Seats
Issue Documents

Delete

---

Transactions
Tickets

❗ Traveler(s) not Ticketed  
• JONA SMITH (ADT)

❗ Fare not found for ticketed flight(s)  
• JONA SMITH (ADT)

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205747140069	LH	TICKETED	16MAR20 15:39	JONA SMITH (ADT)	LH2472 MUC-LHR 20JUN LH2477 LHR-MUC 30JUN

**+**
Special Service Requests(SSR)

To request the travel agency bonus, expand SSR by clicking it in the box on the left hand side. Then click the plus icon next to Special Service Requests (SSR). In the pop-up window, select or type in the SSR Code "OTHS" and add the following entry to the textbox:

- "TWP2011" to create the SSR OTHS-TWP2011 (for reissues according to TWP 2011).

Then click **<Submit>**.

### Special Service Requests

**Special Service Request**

SSR Code  
 OTHS

Text  
 TWP2011

Travelers

Segments

+ Add New

Submit
✕ Cancel

The status of the SSR will then be shown in the reservation screen below the Transactions section.

Click on the ticket number in the transactions section of the reservation screen to retrieve the initial ticket again and start the exchange process.

ALL

**TRAVELER** 1

TELEPHONE 0

EMAIL 1

PAYMENT 0

ADDRESS 0

**ITINERARY**

**TRANSACTION** 1

APIS 0

CLID 0

**SSR** 2

OSI 0

REMARK 0

**HISTORY**

ON QUEUES

Record Locator

→ Advanced Search

Office Queues

**Record Locator:** QW39DU

**Traveler**

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#
1	ADT		JONA		SMITH		

**Itinerary**

Booked - Air

		Class	✈	Status	Cnx	Fare
▶	Fri 02Oct20 08:25a - 10:20a	MUC - OPO	LH 1782	T	2h 55m 320	HK LH 1
▶	Tue 06Oct20 11:05a - 02:50p	OPO - MUC	LH 1783	W	2h 45m 320	HK LH 1

Price Services Create Fare Template Auto-Exchange Bag Fees Seats Issue Documents

Delete

**Transactions**

Tickets

❗ Traveler(s) not Ticketed  
• JONA SMITH (ADT)

❗ Fare not found for ticketed flight(s)  
• JONA SMITH (ADT)

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205747140069	LH	TICKETED	16MAR20 15:39	JONA SMITH (ADT)	LH2472 MUC-LHR 20JUN LH2477 LHR-MUC 30JUN

**Special Service Requests(SSR)**

AIRLINE	STATUS	REQUEST	TRAVELERS	SEGMENTS
LH	PN	OTHS TWP2011	JONA SMITH (ADT)	LH1782 MUC-OPO 02OCT
LH	PN	OTHS TWP2011	JONA SMITH (ADT)	LH1783 OPO-MUC 06OCT

In the ticket image, click **<Exchange/Reissue>** in the bottom of the window to proceed with the exchange.

## Electronic Ticket

**Print** Status : Ticketed

**Ticket Image** **Agent Coupon**

### Ticket Image Details for Document

AGY: 06492021		ET RECORD SMITH / JONA (ADT)		FF NO.:	
ISSUED: 16MAR20		OID: MUC / MUC		AGT:	
PNR: QW39DU / F1 K5DEHP / LH		TKT: 2205747140069		FCI: 4	
ISO: AT		IATA: 06492021		FCPI: B	
VOID BY: 16MAR20 11:59P		TC:		VAL CXR: LH	

### Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LH	2472	T	20JUN	MUC	LHR	08:45a	OK	TDECLSP3	20JUN	20JUN	1PC	O
2	O	LH	2477	T	30JUN	LHR	MUC	04:25p	OK	TDECLSP3	30JUN	30JUN	1PC	O

### Fare Details

FARE:	EUR	139.00	
TAX:	EUR	21.86	RA
TAX:	EUR	7.83	DE
TAX:	EUR	13.03	OY
TAX:	EUR	13.00	YQ
TAX:	EUR	27.01	UB
TAX:	EUR	14.71	GB
TAX:	EUR	13.00	YQ
TOTAL:	EUR	249.44	

### Details

Form of payment: EUR 249.44 CASH  
 Endorsements: FARE RESTRICTION MAY APPLY  
 Fare Calculation: MUC LH LON76.54TDECLSP3 LH MUC76.54TDECLSP3 NUC153.08END ROE0.907931

### Data Protection Notice

<http://www.iatatravelcenter.com/privacy>

**Void** **Refund** **Exchange/Reissue** **Close**

Select the applicable travelers and fare groups for the ticket exchange and click **<Submit>**.

## Ticket Exchange

### Select a Traveler

	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH
<input checked="" type="radio"/>	ADT		JONA		SMITH	

### Select a Fare Group

	UR 264.29	Class	→	Status	Cnx	
<input checked="" type="radio"/>	Fri 02Oct20 08:25a - 10:20a	MUC - OPO	LH 1782	T	2h 55m 320	HK LH
<input type="radio"/>	Tue 06Oct20 11:05a - 02:50p	OPO - MUC	LH 1783	W	2h 45m 320	HK LH

**Submit** **Cancel**

Assess the taxes in the next window and define if refundable, then click <Continue>.

### Tax Assessment

Currency Code: EUR

Designator	Old Ticket	New Fare	New Ticket		Refund	Refundable
YQ (MUC)	26.00	39.00	PD	26.00		
YQ (MUC)				13.00		
DE	7.83	7.83	PD	7.83		
OY	13.03	12.90	PD	12.90	0.13	Yes ▾
RA	21.86	21.86	PD	21.86		
PT		3.47		3.47		
YP		10.23		10.23		
UB	27.01				27.01	Yes ▾
GB	14.71				14.71	Yes ▾
	<b>110.44</b>	<b>95.29</b>	PD	<b>68.59</b>	<b>41.85</b>	
			A/C	<b>+26.70</b>		
			<b>Total</b>	<b>95.29</b>		

**Continue**

Enter 0.00 as penalty amount. In case there is an additional collection, select the payment method for its fulfillment. Any refund amount will be fulfilled through an EMD; activate the respective check box to issue the EMD during the exchange process.

**Note:** Bear in mind that the TWP voucher (here 50 EUR) is not yet applied to the calculation, but will be only after clicking Submit. You do NOT have to enter "TWP 2011" into endorsements yourself – this will be done automatically if the ticket issuance date is applicable to the TWP in place.

Click <Submit> and confirm your action. Now, the ticketing server will calculate the discount applicable to the TWP, add the text "TWP 2011" as endorsement and issue a correct residual value EMD, if applicable.

### Ticket Exchange

#### Ticket Information

Ticket	Name	Ticket #	Coupons	Currency	FOP/CardHolder	Date	PNR	Tour Code	IATA
Old	JONA SMITH (ADT)	2205747140069	1, 2	EUR	CASH	16Mar20	QW39DU		06492021
New	JONA SMITH (ADT)			EUR		27Apr20	QW39DU		06492021

#### Calculation of Exchange

Equivalent Fare New		169.00
Equivalent Fare Original Ticket	-	139.00
Equivalent Fare Difference		30.00
Add Collect Taxes		26.70
Residual Taxes		-41.72
Penalty		0.00
Add Collect	EUR	56.70
Refund	EUR	41.72

#### New Fare Information

Reason for Issuance  
REISSUE

Endorsements  
FARE RESTRICTION MAY APPLY

Fare Calculation Line  
MUC LH OPO68.52 LH MUC121.33 NUC189.85END ROE0.890130

Commission  
No Commission due 0.00

Refund  
 Issue Residual MCO/EMD/Other Document 41.72  
In reference to original document: 22057471400694

Other

Total - 56.70

Exchange w/Add Collect  
56.70 (EUR)  
JONA SMITH

**Submit**

The new ticket image will pop up in the next window. In this case, 50 EUR have been deducted from the additional collection according to TWP2011 (56,70€ - 50€ = **6,70€ ADC**) and "TWP2011" has been added to endorsements.

Please note that there can be a higher ADC due to new tax amounts being applied.

### Electronic Ticket

**Print** Status : Ticketed

**Ticket Image** Agent Coupon

#### Ticket Image Details for Document

ET RECORD SMITH / JONA (ADT)			
<b>AGY:</b>	06492021	<b>O/D:</b>	MUC / MUC
<b>ISSUED:</b>	27APR20	<b>TKT:</b>	2205747140078
<b>PNR:</b>	QW39DU / F1 K5DEHP / LH	<b>IATA:</b>	06492021
<b>ISO:</b>	AT	<b>TC:</b>	
<b>VOID BY:</b>	27APR20 11:59P	<b>ESAC:</b>	220B4KKFY07HH
<b>EXCH FOR:</b>	2205747140069	<b>FF NO.:</b>	
		<b>AGT:</b>	
		<b>FCI:</b>	4
		<b>FCPI:</b>	D
		<b>VAL CXR:</b>	LH
		<b>ORIG ISSUE:</b>	2205747140069 VE 16MAR20 06492021

#### Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LH	1782	T	02OCT	MUC	OPO	08:25a	OK	TDELGTX3	02OCT	02OCT	0PC	O
2	O	LH	1783	W	06OCT	OPO	MUC	11:05a	OK	WDELGTX3	06OCT	06OCT	0PC	O

#### Fare Details

FARE:	EUR		169.00	
TAX:	EUR	PD	26.00	YQ
TAX:	EUR		13.00	YQ
TAX:	EUR	PD	7.83	DE
TAX:	EUR	PD	12.90	OY
TAX:	EUR	PD	21.86	RA
TAX:	EUR		3.47	PT
TAX:	EUR		11.93	YP
<b>TOTAL:</b>	EUR		<b>6.70A</b>	

#### Details

Form of payment:	ADC EUR 6.70 CASH CASH
Endorsements:	TWP 2011 FARE RESTRICTION MAY APPLY
Fare Calculation:	MUC LH OPO68.52 LH MUC121.33 NUC189.85END ROE0.890130

#### Data Protection Notice

<http://www.iaatravelcenter.com/privacy>

**Void** **Refund** **Exchange/Reissue** **Close**

In the Transactions section, the status of the original ticket has changed to “Exchanged” while the new ticket will show as “Ticketed”. Any issued EMD will show up below the ticket in the Transactions section and can be refunded at a later stage.

**Record Locator:** QW39DU

**Traveler**

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#
1	ADT		JONA		SMITH		

**Itinerary**  
Booked - Air

	Class	Status	Cnx	Fare
Fri 02Oct20 08:25a - 10:20a	MUC - OPO LH 1782 T	HK	2h 55m 320	LH 1
Tue 06Oct20 11:05a - 02:50p	OPO - MUC LH 1783 W	HK	2h 45m 320	LH 1

Price Services Create Fare Template Auto-Exchange Bag Fees Seats Issue Documents

Delete

### Transactions

#### Tickets

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
<a href="#">2205747140078</a>	LH	TICKETED	27APR20 15:01	JONA SMITH (ADT)	LH1782 MUC-OPO 02OCT LH1783 OPO-MUC 06OCT
<a href="#">2205747140069</a>	LH	EXCHANGED	16MAR20 15:39	JONA SMITH (ADT)	LH2472 MUC-LHR 20JUN LH2477 LHR-MUC 30JUN

#### Services

REFERENCE	SOURCE	TYPE	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRAVELERS	SEGMENTS
<a href="#">2201815034755</a>	LH	EMD-S	27APR20 12:33	1	RESIDUAL VALUE FOR REFUND	ISSUED	EUR	41.72	JONA SMITH (ADT)	ALL

#### Special Service Requests(SSR)

AIRLINE	STATUS	REQUEST	TRAVELERS	SEGMENTS
LH	PN	OTHS TWP2011	JONA SMITH (ADT)	LH1782 MUC-OPO 02OCT
LH	PN	OTHS TWP2011	JONA SMITH (ADT)	LH1783 OPO-MUC 06OCT

## 1.2.3 Free-of-charge manual exchange for partially flown tickets

Passenger has used the outbound flight and now wants to rebook the inbound flight according to TWP 2011:

**Record Locator:** 4KQWQT ✉ 📄 ✈ 👤 ☰

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**Traveler**

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#
1	ADT		ERIKA		MUSTERMANN	23FEB1976	

---

**Itinerary**  
Booked - Air

			Class		Status	Cnx	Fare
▶	<input type="checkbox"/>	Thu 14May20 08:00a - 08:40a	FRA - LHR LH 900	S	1h 40m 32N	FLOWN	LH 1
▶	<input type="checkbox"/>	Thu 28May20 06:30a - 09:05a	LHR - FRA LH 921	S	1h 35m 32N	HK	LH 1

Price Services Create Fare Auto-Exchange Bag Fees Seats Delete Issue Documents

---

**Transactions**  
Tickets

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205748968140	LH	TICKETED	27APR20 12:39	ERIKA MUSTERMANN (ADT)	LH900 FRA-LHR 14MAY LH921 LHR-FRA 28MAY

Add a new inbound flight to the shopping cart by using **<Add Air>** with the requested flight dates and click on **<Air Availability>**.

Round Trip One Way Multi City

Depart Arrive Date Time

LHR FRA 6/16/2020 Anytime

Fare Search Air Availability Fare Quote

---

**Booked**

			Class		Status	Cnx
▶	<input type="checkbox"/>	Thu 14May20 08:00a - 08:40a	FRA - LHR LH 900	S	1h 40m 32N	FLOWN
▶	<input type="checkbox"/>	Thu 28May20 06:30a - 09:05a	LHR - FRA LH 921	S	1h 35m 32N	HK

After adding the requested inbound flight to the shopping cart, simulate an Auto-Exchange to get the correct informative pricing with the already used segment. Therefore, select the flights to be priced (flown and newly added segments) and click **<Auto-Exchange>**.

The screenshot shows the 'Itinerary' and 'Shopping Cart - Air' sections. In the 'Itinerary' section, the flight 'Thu 14May20' is selected with a red box around the checkbox. In the 'Shopping Cart - Air' section, the flight 'Tue 16Jun20' is selected with a red box around the checkbox. Below the cart, the 'Auto-Exchange' button is highlighted with a red box. Other buttons include 'Book', 'Price', 'Services', 'Create Fare', 'Bag Fees', 'Seats', and 'Issue Documents'. A 'Delete' button is also visible.

Click through the pricing options window, select the ticket to exchange in the subsequent pop-up window and click **<Continue>**.

This will lead you to the following Auto-Exchange Simulation:

## Fare for selected Flights

Fare Information			
Forms Of Payment used on tickets.			
Additional Fare Details (Fare Calculation / Endorsement)			
Itinerary Details			
Bag Fees			
Passenger Type		Currency	ADT
<b>Base Fare per Passenger</b>			
LH 900: FRA-LHR Class: Classic(S) Cabin: Economy		EUR	82.50
LH 905: LHR-FRA Class: Classic(W) Cabin: Economy		EUR	108.50
<b>Total Base Fare per Passenger</b>		<b>EUR</b>	<b>191.00</b>
<b>Taxes and Fees</b>			
YQ YQI LH CARRIER IMPOSED MISC FEE		EUR	17.00
YQ YQI LH CARRIER IMPOSED MISC FEE		EUR	17.00
YQ YQI LH CARRIER IMPOSED MISC FEE		EUR	9.00
DE AIRPORT SECURITY CHARGE		EUR	9.95
OY AIR TRANSPORT TAX		EUR	12.90
RA PASSENGER SERVICE CHARGE INTERNATIONAL DEPARTURE		EUR	26.59
GB AIR PASSENGER DUTY APD		EUR	14.87
UB PASSENGER SERVICE CHARGE DEPARTURES		EUR	19.92
UB PASSENGER SERVICE CHARGE DEPARTURES		EUR	7.39
<b>Total Taxes and Fees</b>		<b>EUR</b>	<b>134.62</b>
<b>Total New Airfare</b>		<b>EUR</b>	<b>325.62</b>
Applicable Change Fee/Penalty	<input checked="" type="radio"/> Check to accept Change Fee/Penalty <input type="radio"/> Select to enter Waiver Code to waive Change Fee/Penalty	EUR	70.00
less Value of Old Ticket		EUR	-283.23
<b>Amount to be collected</b>		<b>EUR</b>	<b>112.39</b>

Note down the following pricing information for the manual fare creation later on:

1. For the **Fare Basis Code (FBC)**, click on **<Fare information>**:

## Fare Information

FARE TYPE	TOTAL TRAVELERS	SOURCE
PUBL	1	LH

## Traveler Group(s)

REQUESTED		PRICED					TRAVELERS		
ADT		ADT					1		
DEPARTURE	AIRPORT CODES	FARE BASIS CODE	AIRLINE	CABIN	BOOKING CLASS	BAGS	NOT VALID BEFORE/AFTER	View	Mini
14MAY	FRA - LHR	SDECLSP3	LH	Y	S	1PC	14MAY/14MAY	View	Mini
16JUN	LHR - FRA	WDECLSP2	LH	Y	W	1PC	16JUN/16JUN	View	Mini

[Back](#) [Close](#)

2. For the **Fare calculation line**, click on the field “additional fare details” to expand the information on the fare calculation. You need to copy the full fare calculation line.
3. For the **base fare and taxes**, note down the needed data from the Exchange simulation.

## Fare for selected Flights

**Fare Information**

Forms Of Payment used on tickets.

Additional Fare Details (Fare Calculation / Endorsement)

**ADT**

Fare Calculation Line  
FRA LH LON92.88 LH FRA121.89 NUC214.57END ROE0.890130

Endorsements  
 EUR 191.00 NON-REFUNDABLE  
 FARE RESTRICTION MAY APPLY

Itinerary Details

Bag Fees

Passenger Type	Currency	ADT
<b>Base Fare per Passenger</b>		
LH 900: FRA-LHR Class: Classic (S) Cabin: Economy	EUR	82.50
LH 905: LHR-FRA Class: Classic (W) Cabin: Economy	EUR	108.50
<b>Total Base Fare per Passenger</b>	EUR	<b>191.00</b>
<b>Taxes and Fees</b>		
YQ YQI LH CARRIER IMPOSED MISC FEE	EUR	17.00
YQ YQI LH CARRIER IMPOSED MISC FEE	EUR	17.00
YQ YQI LH CARRIER IMPOSED MISC FEE	EUR	9.00
DE AIRPORT SECURITY CHARGE	EUR	9.95
OY AIR TRANSPORT TAX	EUR	12.90
RA PASSENGER SERVICE CHARGE INTERNATIONAL DEPARTURE	EUR	26.59
GB AIR PASSENGER DUTY APD	EUR	14.87
UB PASSENGER SERVICE CHARGE DEPARTURES	EUR	19.92
UB PASSENGER SERVICE CHARGE DEPARTURES	EUR	7.39
<b>Total Taxes and Fees</b>	EUR	<b>134.62</b>
<b>Total New Airfare</b>	EUR	<b>325.62</b>

Once all the needed pricing data has been noted down, cancel the Auto-Exchange simulation.

Back in the reservation screen, book the new inbound segment (Make sure that the Fare column is empty. If you added the new flight segment with a one-way fare, hover the mouse over the number in the fare column and delete the fare by clicking the bin icon) by pinning the segment to be exchanged and selecting the flight segment in the shopping cart and clicking **<Book>**.

**Itinerary**  
Booked - Air

				Class		Status	Cnx	Fare
<input type="checkbox"/>		Thu 14May20 08:00a - 08:40a	FRA - LHR	LH 900	S	1h 40m 32N	FLOWN	LH 1
<input type="checkbox"/>		Thu 28May20 06:30a - 09:05a	LHR - FRA	LH 921	S	1h 35m 32N	HK	LH 1

Shopping Cart - Air

				Class		Status	Cnx	Fare
<input checked="" type="checkbox"/>		Tue 16Jun20 11:30a - 02:05p	LHR - FRA	LH 905	W	1h 35m 32N		LH

Buttons: **Book**, Price, Services, Create Fare, Auto-Exchange, Bag Fees, Seats, Issue Documents, Delete

To correctly include the outbound flight in the new price calculation in a manual exchange flow – the fare creation currently needs to be done manually. Therefore, select the newly booked flights and click **<Create Fare>**.

**Itinerary**  
Booked - Air

				Class		Status	Cnx	Fare
<input checked="" type="checkbox"/>		Thu 14May20 08:00a - 08:40a	FRA - LHR	LH 900	S	1h 40m 32N	FLOWN	LH
<input checked="" type="checkbox"/>		Tue 16Jun20 11:30a - 02:05p	LHR - FRA	LH 905	W	1h 35m 32N	HK	LH

Buttons: Price, Services, **Create Fare**, Auto-Exchange, Bag Fees, Seats, Delete



Then start the manual exchange flow by retrieving the original ticket and clicking on **<Exchange/Reissue>**.

## Electronic Ticket

Print Status : Ticketed

[Ticket Image](#) [Agent Coupon](#)

### Ticket Image Details for Document

ET RECORD MUSTERMANN / ERIKA (ADT)					
<b>AGY:</b>	00104101	<b>O/D:</b>	FRA / FRA	<b>FF NO.:</b>	
<b>ISSUED:</b>	27APR20	<b>TKT:</b>	2205748988140	<b>AGT:</b>	
<b>PNR:</b>	4KQWQT / F1 R57GZD / LH	<b>IATA:</b>	00104101	<b>FCI:</b>	4
<b>ISO:</b>	DE	<b>TC:</b>		<b>FCPI:</b>	B
<b>VOID BY:</b>	27APR20 11:59P			<b>VAL CXR:</b>	LH

### Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LH	900	S	14MAY	FRA	LHR	08:00a	OK	SDECLSP3	14MAY	14MAY	1PC	F
2	O	LH	921	S	28MAY	LHR	FRA	06:30a	OK	SDECLSP3	28MAY	28MAY	1PC	O

### Fare Details

FARE:	EUR	185.00	
TAX:	EUR	17.00	YQ
TAX:	EUR	17.00	YQ
TAX:	EUR	9.95	DE
TAX:	EUR	12.90	OY
TAX:	EUR	26.59	RA
TAX:	EUR	14.87	GB
TAX:	EUR	19.92	UB
TOTAL:	EUR	283.23	

### Details

Form of payment:	EUR 283.23 CASH /
Endorsements:	FARE RESTRICTION MAY APPLY
Fare Calculation:	FRA LH LON92.68 LH FRA92.68 NUC185.36END ROE0.890130

### Data Protection Notice

<http://www.istatravelcenter.com/privacy>

[Void](#) [Refund](#) [Exchange/Reissue](#) [Close](#)

Select Traveler and Fare Group for the newly added flight segment and click submit.

## Ticket Exchange

### Select a Traveler

<input type="radio"/>	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH
<input checked="" type="radio"/>	ADT		ERIKA		MUSTERMANN	

### Select a Fare Group

<input checked="" type="radio"/>	EUR 325.62					
	Tue 16Jun20 11:30a - 02:05p	LHR - FRA	LH 905	W	1h 35m 32N	HK LH

[Submit](#) [Cancel](#)

The tax assessment will show already paid taxes as PD and the tax amount to be collected:

## Tax Assessment

### Currency Code: EUR

Designator	Old Ticket	New Fare	New Ticket	Refund	Refundable
DE	9.95	9.95	PD	9.95	
OY	12.90	12.90	PD	12.90	
RA	26.59	26.59	PD	26.59	
GB	14.87	14.87	PD	14.87	
UB	19.92	27.31	PD	19.92	
UB				7.39	
YQ	34.00	43.00	PD	34.00	
YQ				9.00	
	118.23	134.62	PD	118.23	0.00
			A/C	+16.39	
			Total	134.62	

[Continue](#) [Close](#)

In the Ticket Exchange window, please check the amounts of the ticket exchange, enter 0 as penalty and enter the form of payment for the additional collection.

Bear in mind that the TWP voucher (here 50 EUR) is not yet applied to the calculation – this will be done automatically in the next step.

Click **<Submit>** and confirm your action. Now, the ticketing server will calculate the discount applicable to the TWP, add the text “TWP 2011” as endorsement and issue a correct residual value EMD, if applicable.

## Ticket Exchange

Auto Manual

### Ticket Information

Ticket	Name	Ticket #	Coupons	Currency	FOP/CardHolder	Date	PNR	Tour Code	IATA
Old	ERIKA MUSTERMANN (ADT)	2205748968140	2	EUR	CASH	27Apr20	4KQWQT		00104101
New	ERIKA MUSTERMANN (ADT)			EUR		28May20	4KQWQT		00104101

### Calculation of Exchange

Equivalent Fare New	191.00
Equivalent Fare Original Ticket	- 165.00
Equivalent Fare Difference	26.00
Add Collect Taxes	16.39
Residual Taxes	0.00
Penalty	0.00
<b>Add Collect</b>	<b>EUR 42.39</b>

### New Fare Information

Reason for Issuance	REISSUE
Endorsements	FARE RESTRICTION MAY APPLY
Fare Calculation Line	FRA LH LON82.68 LH FRA121.89 NUC214.57END ROE0.890130
Commission	No Commission due 0.00

Other  
CASH

Total - 42.39

Exchange w/Add Collect  
42.39 (EUR)  
ERIKA MUSTERMANN

Submit Cancel

The new ticket image will pop up in the next window. The 50 EUR have been deducted from the additional collection according to TWP2011 and "TWP2011" has been added to endorsements. *This will be applied to all tickets that meet the conditions of TWP2011 and are manually exchanged.*

## Electronic Ticket

**Print** Status : Ticketed

**Ticket Image** Agent Coupon

### Ticket Image Details for Document

ET RECORD MUSTERMANN / ERIKA (ADT)			
<b>AGY:</b>	00104101	<b>O/D:</b>	LHR / FRA
<b>ISSUED:</b>	26MAY20	<b>TKT:</b>	2205749267876
<b>PNR:</b>	4KQWQT / F1 R57GZD / LH	<b>IATA:</b>	00104101
<b>ISO:</b>	DE	<b>TC:</b>	
<b>VOID BY:</b>	26MAY20 11:59P	<b>ESAC:</b>	220BEV9TVPMT0
<b>EXCH FOR:</b>	2205748968140	<b>FF NO.:</b>	
		<b>AGT:</b>	
		<b>FCI:</b>	4
		<b>FCPI:</b>	D
		<b>VAL CXR:</b>	LH
		<b>ORIG ISSUE:</b>	2205748968140 FRA 27APR20 00104101

### Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LH	905	W	16JUN	LHR	FRA	11:30a	OK	WDECLSP2			1PC	O

### Fare Details

FARE:	EUR		191.00	
TAX:	EUR	PD	9.95	DE
TAX:	EUR	PD	12.90	OY
TAX:	EUR	PD	28.59	RA
TAX:	EUR	PD	14.87	GB
TAX:	EUR	PD	19.92	UB
TAX:	EUR		7.39	UB
TAX:	EUR	PD	34.00	YQ
TAX:	EUR		9.00	YQ
<b>TOTAL:</b>	EUR		<b>NO ADC</b>	

### Details

Form of payment:	NO ADC EUR 0.00 CASH
	Exch Doc 2205748968140
<b>Endorsements:</b>	<b>TWP 2011</b>
	FARE RESTRICTION MAY APPLY
Fare Calculation:	FRA LH LON92.68 LH FRA121.89 NUC214.57END ROE0.890130

### Data Protection Notice

<http://www.istatravelcenter.com/privacy>

Close

In the Transactions section, the status of the original ticket has changed to “Exchanged” while the new ticket will show as “Ticketed”. Any issued EMD will show up below the ticket in the Transactions section and can be refunded at a later stage.

Expected result:

New price - old price = 325.62 - 283.23 = ADC 42.39 - 50 EUR voucher = **-7.61 residual value EMD**

**Record Locator:** 4KQWQT ✉ 🗑️ 📄 🛩️ 👤 ☰

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**Traveler**

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#
1	ADT		ERIKA		MUSTERMANN	23FEB1976	

---

**Itinerary**

Booked - Air

			Class	✈️	Status	Cnx	Fare
<input type="checkbox"/>	Thu 14May20	FRA - LHR	LH 900	S	1h 40m 32N	FLOWN	LH
<input type="checkbox"/>	Tue 16Jun20	LHR - FRA	LH 905	W	1h 35m 32N	HK	LH 1

Booked - Miscellaneous Services

ERIKA MUSTERMANN (ADT)

Service Description	Status	Price (EUR)	Type	Number	Cpn
RESIDUAL VALUE FOR REFUND	HI	7.61	EMD-S	2201817286394	1

Price Services Create Fare Auto-Exchange Bag Fees Seats Delete Issue Documents

---

**Transactions**

Tickets

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
2205748968140	LH	EXCHANGED	27APR20 12:39	ERIKA MUSTERMANN (ADT)	LH900 FRA-LHR 14MAY LH921 LHR-FRA 28MAY
2205749267876	LH	TICKETED	26MAY20 13:55	ERIKA MUSTERMANN (ADT)	LH905 LHR-FRA 16JUN

Services

REFERENCE	SOURCE	TYPE	TRANSACTION DATE	CPN	DESCRIPTION	STATUS	CURRENCY	TOTAL	TRAVELERS	SEGMENTS
2201817266394	LH	EMD-S	26MAY20 13:55	1	RESIDUAL VALUE FOR REFUND	ISSUED	EUR	7.61	ERIKA MUSTERMANN (ADT)	ALL

### 1.3 Option 3: “Ticket-on-hold” for travel-start until 31DEC21

Please follow the steps from chapter 1.2. Note that the EUR/USD/CHF 50 bonus will not be applied for travel start in 2021.

## 2 TWP 2011 v5 for passengers without cancelled flights

### Important:

- The TWP automation (with and also without voucher depending on cancellation/reissue dates/travel dates) will be applied to all tickets that meet the conditions of TWP2011 (i.e. issued on/before 15MAY20) and are manually exchanged.
- The only exception is if rebooking per standard involuntary policy is applied, then please follow chapter 1.1.
- Note that after 01SEP20, the TWP 2011 automation will not apply if at least one flight in the PNR is logged as no-show (status flown with coupon status open).
- For rebooking passengers with cancelled flights, all residual value will be given to passengers as well as the EUR/CHF/USD 50 bonus.
- For rebooking passengers without cancelled flights, any residual amount will be ignored unless permitted by original fare rule.
- Passengers are entitled to get the residual value (via BSP) if PNR is affected by flight cancellation or if allowed according to original fare rule.
  - o As offsetting additional collections with residual value EMDs is not possible in SPRK, it is allowed to refund the residual value EMD via BSP to offset the additional collection even without cancelled flights and not allowed as per original fare rule.

### 2.1 *Option 1: "Ticket-on-hold" plus special EUR/USD/CHF 50 bonus*

Please follow the steps from chapter 1.2.

### 2.2 *Option 2: "Ticket-on-hold" for travel before 31DEC21*

Please follow the steps from chapter 1.2. Note that the EUR/USD/CHF 50 bonus will not be applied for travel start in 2021.

## 2.3 Option 3: One-time change fee waiver for travel start until 31DEC21

For a free-of-charge manual exchange, display the PNR in the SPRK reservation screen.  
 Add new flights to the shopping cart by clicking Add Air.  
 (Keep in mind that for this option, change of OnD is only allowed as per fare rules.)

The screenshot displays the reservation interface for a traveler named ERIKA MUSTERMANN. The record locator is QDA3DU. The traveler's details include a date of birth of 23FEB1976. The itinerary shows two booked flights: one from ZRH to BKK on 03Nov20 (05:55p - 10:35a) and another from BKK to ZRH on 17Nov20 (01:05p - 07:10p). Both flights are operated by LX 180/181 in class L. The transactions table shows a single transaction on 20JUL20 at 14:47, sourced from LXA and ticketed.

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#
1	ADT		ERIKA		MUSTERMANN	23FEB1976	

  

Itinerary	Class	Status	Cnx	Fare
Booked - Air				
Tue 03Nov20 05:55p - 10:35a	ZRH - BKK LX 180 L	10h 40m 77W HK		LXA 1
Tue 17Nov20 01:05p - 07:10p	BKK - ZRH LX 181 L	12h 05m 77W HK		LXA 1

  

Transactions	REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
Tickets	7245747140114	LXA	TICKETED	20JUL20 14:47	ERIKA MUSTERMANN (ADT)	LX180 ZRH-BKK 03NOV LX181 BKK-ZRH 17NOV

Make sure that the new flights are priced accordingly. Please use SPRK wildcards (-LGT, -CLS, -FLX) in the pricing options window or the +Fares display to price in the correct fare family.

Pricing Options

Published Fares  
 Contract Fares  
 Both  
 Current Classes  Best Available  **+ Fares**

Check/Uncheck All  
 Advance purchase  
 Allow Penalties  
 Allow Min Stay  
 Allow Max Stay

Validating Carrier

---

Fare Selection Options

Type	Flight	Cities	Fare Basis Code	Ticket Designator <small>(applies to entire request)</small>
ADT	LX 180	ZRH - BKK	<input type="text" value="-LGT"/>	<input type="text"/>
ADT	LX 181	BKK - ZRH	<input type="text" value="-LGT"/>	<input type="text"/>

---

Tour Codes

Qualifiers

Tax Exempt Options

Services Filter

Pin the original flight segments and select the new flight segments in the shopping cart. Click **<Book>** to exchange the flight segments.

### Itinerary

Booked - Air

				Class		Status	Cnx	Fare
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Tue 03Nov20 05:55p - 10:35a	ZRH - BKK LX 180	L	10h 40m 77W	HK	LXA 1
<input type="checkbox"/>	<input checked="" type="checkbox"/>		Tue 17Nov20 01:05p - 07:10p	BKK - ZRH LX 181	L	12h 05m 77W	HK	LXA 1

Shopping Cart - Air

				Class		Status	Cnx	Fare
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Wed 03Feb21 05:55p - 10:35a	ZRH - BKK LX 180	L	77W		LXA 2
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Wed 17Feb21 01:05p - 07:10p	BKK - ZRH LX 181	T	77W		LXA 2

The newly added flights will now show as Booked-Air.

Click on the Ticket Number Reference in the Transactions section to open the ticket.

**Record Locator:** QDA3DU        

**Traveler**

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#
1	ADT		ERIKA		MUSTERMANN	23FEB1976	

**Itinerary**

Booked - Air

	Class	Status	Cnx	Fare
 Wed 03Feb21 05:55p - 10:35a ZRH - BKK LX 180 L 10h 40m 77W HK LXA 1	L	HK		LXA 1
 Wed 17Feb21 01:05p - 07:10p BKK - ZRH LX 181 T 12h 05m 77W HK LXA 1	T	HK		LXA 1

[Price](#)
[Services](#)
[Create Fare](#)
[Template](#)
[Auto-Exchange](#)
[Seats](#)
[Delete](#)
[Issue Documents](#)

**Transactions**

**Tickets**

ⓘ Traveler(s) not Ticketed  
 • ERIKA MUSTERMANN (ADT)

ⓘ Fare not found for ticketed flight(s)  
 • ERIKA MUSTERMANN (ADT)

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
7245747140114	LXA	TICKETED	20JUL20 14:47	ERIKA MUSTERMANN (ADT)	LX180 ZRH-BKK 03NOV LX181 BKK-ZRH 17NOV

Click **<Exchange/Reissue>** to start the manual exchange process.

## Electronic Ticket

Print Status : Ticketed

[Ticket Image](#) [Agent Coupon](#)

### Ticket Image Details for Document

AGY: 06492021		ET RECORD MUSTERMANN / ERIKA (ADT)		FF NO.:	
ISSUED: 20JUL20		O/D: ZRH / ZRH		AGT: DAMIAN	
PNR: QDA3DU / F1 WETR XV / LXA		TKT: 7245747140114		FCI: 4	
ISO: AT		IATA: 06492021		FCPI: B	
VOID BY: 20JUL20 11:59P		TC:		VAL CXR: LX	

### Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LX	180	L	03NOV	ZRH	BKK	05:55p	OK	L10DXLQ / DXWW	03NOV	03NOV	0PC	O
2	O	LX	181	L	17NOV	BKK	ZRH	01:05p	OK	L10DXLQ / DXWW	17NOV	17NOV	0PC	O

### Fare Details

FARE:	CHF	238.00	
EQUIV:	EUR	221.00	
TAX:	EUR	208.85	YQ
TAX:	EUR	208.85	YQ
TAX:	EUR	32.49	CH
TAX:	EUR	0.97	E7
TAX:	EUR	0.97	E7
TAX:	EUR	0.42	G8
TAX:	EUR	0.42	G8
TAX:	EUR	19.41	TS
TOTAL:	EUR	693.38	

### Details

Form of payment:	EUR 693.38 CASH / Rate used: 0.92820015, Table: BSR
Endorsements:	FARE RESTRICTION MAY APPLY
Fare Calculation:	ZRH LX BKK124.02 LX ZRH124.02 NUC248.04END ROE0.959465

### Data Protection Notice

<http://www.iatatravelcenter.com/privacy>

[Void](#) [Refund](#) [Exchange/Reissue](#) [Close](#)

Select the travel and fare group for the exchange. Click **<Submit>**.

## Ticket Exchange

### Select a Traveler

	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH
<input checked="" type="radio"/>	ADT		ERIKA		MUSTERMANN	23Feb1976

### Select a Fare Group

<input checked="" type="radio"/>	EUR 717.38				Class	→	Status	Cnx	🔗
	Wed 03Feb21 05:55p - 10:35a	ZRH - BKK	LX 180	L	10h 40m 77W		HK		LXA
	Wed 17Feb21 01:05p - 07:10p	BKK - ZRH	LX 181	T	12h 05m 77W		HK		LXA

[Submit](#) [Cancel](#)

Review the tax assessment and click <Continue>.

## Tax Assessment

Currency Code: EUR

Designator	Old Ticket	New Fare	New Ticket	Refund	Refundable
YQ (ZRH)	417.70	417.70	PD 417.70		
CH	32.49	32.49	PD 32.49		
E7	1.94	1.94	PD 1.94		
G8	0.84	0.84	PD 0.84		
TS	19.41	19.41	PD 19.41		
	472.38	472.38	PD 472.38 A/C +0.00 Total 472.38	0.00	

Continue

Close

Review the ticket exchange window in compliance with the applicable conditions.

Select and enter a FOP in case of an additional collection.

Click <Submit> to exchange the ticket.

## Ticket Exchange

Auto

Manual

### Ticket Information

Ticket	Name	Ticket #	Coupons	Currency	FOP/CardHolder	Date	PNR	Tour Code	IATA
Old	ERIKA MUSTERMANN (ADT)	7245747140114	1, 2	EUR	CASH	20Jul20	QDA3DU		06492021
New	ERIKA MUSTERMANN (ADT)			EUR		20Jul20	QDA3DU		06492021

### Calculation of Exchange

Equivalent Fare New	245.00
Equivalent Fare Original Ticket	- 221.00
Equivalent Fare Difference	24.00
Add Collect Taxes	0.00
Residual Taxes	0.00
Penalty	0.00
<b>Add Collect</b>	<b>EUR 24.00</b>

### New Fare Information

<b>Reason for Issuance</b>	REISSUE
<b>Endorsements</b>	FARE RESTRICTION MAY APPLY
<b>Fare Calculation Line</b>	ZRH LX BKK124.02 LX ZRH150.08 NUC274.10END ROE0.959465
<b>Commission</b>	No Commission due 0.00

Other

CASH

Total - 24.00

Exchange w/Add Collect  
24.00 (EUR)  
ERIKA MUSTERMANN

Submit

Cancel



The new ticket image is then shown with a ticketed status and the Endorsement entry “WAIVERCODE TWP2011” has been applied automatically. Note that no bonus voucher has been applied for this option due to new travel date in 2021.

## Electronic Ticket

Print Status : Ticketed

[Ticket Image](#) [Agent Coupon](#)

### Ticket Image Details for Document

ET RECORD MUSTERMANN / ERIKA (ADT)					
AGY:	06492021	O/D:	ZRH / ZRH	FF NO.:	
ISSUED:	20JUL20	TKT:	7245747140115	AGT:	DAMIAN
PNR:	QDA3DU / F1 WETRXX / LXA	IATA:	06492021	FCI:	4
ISO:	AT	TC:		FCPI:	D
VOID BY:	20JUL20 11:59P	ESAC:	724BYC3Q8MQ6Q	VAL CXR:	LX
EXCH FOR:	7245747140114			ORIG ISSUE:	7245747140114 VIE 20JUL20 06492021

### Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LX	180	L	03FEB	ZRH	BKK	05:55p	OK	L10DXLQ / DXWW	03FEB	03FEB	0PC	O
2	O	LX	181	T	17FEB	BKK	ZRH	01:05p	OK	T10DXLQ / DXWW	17FEB	17FEB	0PC	O

### Fare Details

FARE:	CHF		263.00	
EQUIV:	EUR		245.00	
TAX:	EUR	PD	417.70	YQ
TAX:	EUR	PD	32.49	CH
TAX:	EUR	PD	1.94	E7
TAX:	EUR	PD	0.84	G8
TAX:	EUR	PD	19.41	TS
TOTAL:	EUR		24.00A	

### Details

Form of payment:	ADC EUR 24.00 CASH CASH Exch Doc 7245747140114
Endorsements:	WAIVERCODE TWP2011 NON-REFUNDABLE - FARE RESTRICTION MAY APPLY
Fare Calculation:	ZRH LX BKK124.02 LX ZRH150.08 NUC274.10END ROE0.959465

### Data Protection Notice

<http://www.iatatravelcenter.com/privacy>

Close

Back in the reservation screen, the old ticket will be shown with status “EXCHANGED” in the Transactions section.

### Transactions

Tickets

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
<a href="#">7245747140114</a>	LXA	EXCHANGED	20JUL20 14:47	ERIKA MUSTERMANN (ADT)	LX180 ZRH-BKK 03NOV LX181 BKK-ZRH 17NOV
<a href="#">7245747140115</a>	LXA	TICKETED	20JUL20 15:04	ERIKA MUSTERMANN (ADT)	LX180 ZRH-BKK 03FEB LX181 BKK-ZRH 17FEB

## 3 TWP 2013 v2

### 3.1 Option for passengers with cancelled flights

In this case we recommend to rebook per standard involuntary policy (for same O&D) as outlined in chapter 1.1 or refund the ticket and book anew.

### 3.2 Option for passengers without cancelled flights

Follow the steps from chapter 2.3, but the waivercode has to be added manually since no automation for TWP2013 will be applied:

Before you start the manual exchange (by calling up the original ticket image and clicking “Exchange/Reissue”, hover the mouse over the fare group number and click the pencil icon before you start the manual exchange.

**Record Locator:** QDA3DU ✉ 🗑️ 📄 📁

---

**Traveler**

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#
1	ADT		ERIKA		MUSTERMANN	23FEB1976	

---

**Itinerary**  
Booked - Air

	Class	Status	Cnx	Fare	
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <input type="checkbox"/> </div> <div> <div style="margin-left: 5px;"> <p>Wed 03Feb21 05:55p - 10:35a</p> <p>ZRH - BKK LX 180 L 10h 40m 77W <span style="color: green;">HK</span></p> </div> </div> </div>	LXA	1			<div style="border: 1px solid #ccc; padding: 2px; font-size: 8px;"> <p>Fare: 1 Source: LXA Ref: WETRXV 717.38 (EUR)</p> </div>
<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <input type="checkbox"/> </div> <div> <div style="margin-left: 5px;"> <p>Wed 17Feb21 01:05p - 07:10p</p> <p>BKK - ZRH LX 181 T 12h 05m 77W <span style="color: green;">HK</span></p> </div> </div> </div>	LXA	1		<div style="border: 1px solid #ccc; padding: 2px; font-size: 8px;"> <p> </p> </div>	

Price Services Create Fare Template Auto-Exchange Seats Delete

Issue Documents

Add “TWP 2013” entry to the Endorsements and click <Submit>. Then continue with the same steps from chapter 2.3.

OFFICE ID: **AEXP**    AGENT ID:    ORIGIN DESTINATION: **ZRHZRH**    VALIDATING CARRIER: **LX**

Passenger Type: **ADT**    Last Date/Time to ticket: 2020-07-23

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
<input type="checkbox"/>	ZRH	BKK	LX	180	L	3FEB21	05:55 PM	HK	L10DXLQ	DXWW	03FEB2021	03FEB2021	OPC
<input type="checkbox"/>	BKK	ZRH	LX	181	T	17FEB21	01:05 PM	HK	T10DXLQ	DXWW	17FEB2021	17FEB2021	OPC

**FARE DETAILS**

Base Fare	CHF	263.00
Equivalent Fare	EUR	245.00
Taxes	EUR	472.38
<b>Total</b>	<b>EUR</b>	<b>717.38</b>

**COMMISSION AND INFORMATION**

Commission	Percent	0.00
Reason	REISSUE	
Tour Code		
Endorsements	TWP 2013 // FARE RESTRICTION MAY APPLY	

**FARE CALCULATION LINE**

ZRH LX BKK124.02 LX ZRH150.08 NUC274.10END ROE0.959465

RECEIVED FROM:

Submit
Cancel

Page 31

## 4 Bring me home – Manual exchange to waive the Fare Difference in case of Higher RBD

Display the ticket image from the reservation screen by clicking on the ticket number in the Transactions section. The ticket should show the coupon status F for the first Fare Component (outbound). Note down the original fare.

### Electronic Ticket

Print Status : Ticketed

[Ticket Image](#) [Agent Coupon](#)

#### Ticket Image Details for Document

ET RECORD ALEJANDRO / OROZCO (ADT)					
AGY:	81498962	O/D:	ZRH / ZRH	FF NO.:	
ISSUED:	02JUL20	TKT:	7245749412191	AGT:	
PNR:	4OQSQT / F1 O3R8YJ / LXA	IATA:	81498962	FCI:	4
ISO:	CH	TC:		FCPI:	B
VOID BY:	02JUL20 11:58P			VAL CXR:	LX

#### Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LX	568	Q	03JUL	ZRH	NCE	12:50p	OK	QSRFLX0	03JUL	03JUL	1PC	F
2	O	LX	563	Q	30JUL	NCE	ZRH	10:45a	OK	QSRFLX0	30JUL	30JUL	1PC	O

#### Fare Details

FARE:	CHF	400.00	
TAX:	CHF	39.00	YQ
TAX:	CHF	39.00	YQ
TAX:	CHF	35.00	CH
TAX:	CHF	4.95	FR
TAX:	CHF	8.40	FR
TAX:	CHF	1.25	IZ
TAX:	CHF	1.60	O4
TAX:	CHF	6.45	QX
TOTAL:	CHF	535.65	

#### Details

Form of payment:	CHF 535.65 CASH /
Endorsements:	FARE RESTRICTION MAY APPLY
Fare Calculation:	ZRH LX NCE208.44 LX ZRH208.44 NUC416.88END ROE0.959465

#### Data Protection Notice

<http://www.lufthansa.com/privacy>

Search for a return flight 2 days later (NCE-ZRH 02AUG) via Air Availability and select the desired return option. Add the new return in Y class to the shopping cart by clicking on the icon:

NCE - ZRH Sunday, August 2, 2020											
	Classes		On Time Perf	Source							
LX 569	J9 C9 D9 Z9 P9 <b>Y9</b> B9 M9 U9 H9 Q9 V0 W0 S0 T0 L0 KO	02:50p NCE → 04:05p ZRH 1h 15m	no data	221 LXA							
LX 561	J9 C9 D9 Z9 P9 <b>Y9</b> B9 M9 U9 H9 Q9 V0 W0 S0 T0 L0 KO	07:05p NCE → 08:15p ZRH 1h 10m	no data	221 LXA	Select						
LX 529	J9 C9 D9 Z9 P9 <b>Y9</b> B9 M9 U9 H9 Q9 V0 W0 S0 T0 L0 KO	09:10p NCE → 10:10p GVA	no data	223 LXA	Select						
LX 2811	J9 C9 D9 Z9 P9 <b>Y9</b> B9 M9 U9 H9 Q9 V0 W0 S0 T0 L0 KO	03:25p GVA → 04:15p ZRH 19h 05m	no data	221 LXA							

Reprice and rebook the PNR with the new segment using the “Current Classes” option:

Record Locator: 4OQSQT

**Traveler**

#	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH	FF#
1	ADT	MR	OROZCO		ALEJANDRO	06MAR1983	

**Itinerary**

Booked - Air

	Class	Status	Cnx	Fare
<input checked="" type="checkbox"/>  Fri 03Jul20 12:50p - 02:05p ZRH - NCE LX 568 Q 1h 15m 32B <b>FLOWN</b> LXA 1				
<input type="checkbox"/>  Thu 30Jul20 10:45a - 12:00p NCE - ZRH LX 563 Q 1h 15m 221 <b>HK</b> LXA 1				

Shopping Cart - Air

	Class	Status	Cnx	Fare
<input checked="" type="checkbox"/>  Sun 02Aug20 02:50p - 04:05p NCE - ZRH LX 569 Y 1h 15m 221 LXA				

Book Price Services Create Fare Template Auto-Exchange Seats Delete Issue Documents

**Transactions**

Tickets

REFERENCE	SOURCE	STATUS	TRANSACTION DATE	TRAVELERS	SEGMENTS
7245749412191	LXA	TICKETED	02JUL20 15:54	OROZCOMR ALEJANDRO (ADT)	LX568 ZRH-NCE 03JUL LX563 NCE-ZRH 30JUL

## Fare for selected Flights

**Pricing Options**

Published Fares  Check/Uncheck All

Contract Fares  Advance purchase

Both  Allow Penalties

Allow Min Stay

Allow Max Stay

**Current Classes**  Best Available  + Fares

Validating Carrier: Default

Travelers

Fare Selection Options

Tour Codes

Qualifiers

Tax Exempt Options

Services Filter

**Continue** Cancel

Review the new fare information:

## Fare for selected Flights

### Fare Information

Additional Fare Details (Fare Calculation / Endorsement)		
Itinerary Details		
Bag Fees		
<b>Passenger Type</b>	<b>Currency</b>	<b>ADT</b>
<b>Base Fare per Passenger</b>	EUR	415.00
LX 589: NCE-ZRH Class: Light (Y) Cabin: Economy	CHF	442.60
<b>Total Equivalent Fare (Rate used: 1.06853558, Table: BSR)</b>	CHF	443.00
<b>Taxes and Fees</b>		
YQ YQI LX CARRIER IMPOSED MISC FEE	CHF	48.00
FR CIVIL AVIATION TAX DOMESTIC AND INTERNATIONAL	CHF	4.95
FR AIRPORT TAX DOMESTIC AND INTERNATIONAL	CHF	8.40
IZ AIR PASSENGER SOLIDARITY TAX	CHF	1.25
O4 AIR PASSENGER SOLIDARITY TAX SURPLUS	CHF	1.60
QX PASSENGER SERVICE CHARGE INTERNATIONAL	CHF	6.45
<b>Total Taxes and Fees</b>	CHF	70.65
<b>Total Airfare per Passenger - (Validated on LX)</b>	CHF	513.65
<b>Grand Total CHF - (ADT x 1)</b>		513.65

Hover the mouse over the Fare Group number and click on the pencil icon to update the Stored Fare manually to match the amount of the original ticket.

The screenshot shows the NDC Partner Program interface. On the left is a navigation menu with options like ALL, ALERTS, TRAVELER, TELEPHONE, EMAIL, PAYMENT, ADDRESS, ITINERARY, TRANSACTION, APIS, CLID, SSR, OSI, REMARK, HISTORY, ON QUEUES, Record Locator, Advanced Search, and Office Queues. The main area displays flight details for a traveler named ALEJANDRO OROZCO. The itinerary shows two flights: ZRH - NCE on 03 Jul 20 and NCE - ZRH on 02 Aug 20. A tooltip for the second flight shows 'Fare: 1 Source: LXA Ref: O3R6YJ 513.65 (CHF)'. A red box highlights the pencil icon in the bottom right corner of the flight details section, which is used to edit the fare.

Click <Submit> after correcting the base fare.  
Stored Fare

OFFICE ID	LX11	AGENT ID		ORIGIN DESTINATION	NCEZRH	VALIDATING CARRIER	LX
-----------	------	----------	--	--------------------	--------	--------------------	----

Passenger Type: **ADT** Last Date/Time to ticket: 2020-08-02 02:45 PM

STP	DEP	ARR	AL	FLTNO	CL	DATE	TIME	ST	FARE BASIS	DESIGNATOR	NVB	NVA	BAG
O	NCE	ZRH	LX	569	Y	2AUG20	02:45 PM	HK	YEULGTX9		02AUG2020	02AUG2020	OPC

**FARE DETAILS**

Base Fare	EUR	415.00
Equivalent Fare	CHF	400.00
Taxes	CHF	70.65
<b>Total</b>	CHF	470.65

**COMMISSION AND INFORMATION**

Commission: Percent 0.00

Reason: FIRST TICKET

Tour Code:

Endorsements: FARE RESTRICTION MAY APPLY

**FARE CALCULATION LINE**

NCE LX ZRH467.89 NUC467.89END ROE0.888945

RECEIVED FROM

**Submit** **Cancel**

Display the ticket and click <Exchange/Reissue> to start the manual exchange.

## Electronic Ticket

**Print** Status : Ticketed

**Ticket Image** **Agent Coupon**

### Ticket Image Details for Document

ET RECORD ALEJANDRO / OROZCO (ADT)

AGY:	81498962	O/D:	ZRH / ZRH	FF NO.:	
ISSUED:	02JUL20	TKT:	7245749412191	AGT:	RICARDO.OROZCOGIRALDO@SWISS.COM
PNR:	4OQSQT / F1 O3R6YJ / LXA	IATA:	81498962	FCI:	4
ISO:	CH	TC:		FCPI:	B
VOID BY:	02JUL20 11:59P			VAL CXR:	LX

### Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LX	568	Q	03JUL	ZRH	NCE	12:50p	OK	QSRFLXX0	03JUL	03JUL	1PC	F
2	O	LX	563	Q	30JUL	NCE	ZRH	10:45a	OK	QSRFLXX0	30JUL	30JUL	1PC	O

### Fare Details

FARE:	CHF	400.00
TAX:	CHF	39.00
TAX:	CHF	39.00
TAX:	CHF	35.00
TAX:	CHF	4.95
TAX:	CHF	8.40
TAX:	CHF	1.25
TAX:	CHF	1.60
TAX:	CHF	6.45
TOTAL:	CHF	535.65

### Details

Form of payment:	CHF 535.65 CASH /
Endorsements:	FARE RESTRICTION MAY APPLY
Fare Calculation:	ZRH LX NCE208.44 LX ZRH208.44 NUC416.88END ROE0.959485

### Data Protection Notice

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**Void** **Refund** **Exchange/Reissue** **Close**

## Ticket Exchange

### Select a Traveler

<input checked="" type="radio"/>	TYPE	TITLE	FIRST NAME	MIDDLE NAME	LAST NAME	DATE OF BIRTH
	ADT	MR	OROZCO		ALEJANDRO	06Mar1983

### Select a Fare Group

<input checked="" type="radio"/>	CHF 470.65	Class	✈	Status	Cnx	
	Sun 02Aug20 02:45p - 04:00p	NCE - ZRH	LX 569	Y	1h 15m 221	HK LXA

Review the new tax assessment and click **<Continue>**.

## Tax Assessment

Currency Code: CHF

Designator	Old Ticket	New Fare	New Ticket	Refund	Refundable
FR	13.35	13.35	PD	13.35	
IZ	1.25	1.25	PD	1.25	
O4	1.80	1.80	PD	1.80	
QX	6.45	6.45	PD	6.45	
YQ	78.00	48.00	PD	78.00	No ▾
CH	35.00		PD	35.00	No ▾
	135.65	70.65	PD A/C Total	135.65 +0.00 135.65	0.00

As the Equivalent Fare New now matches the Equivalent Fare Original Ticket, the fare difference is 0.00. In this example there are no additional collections associated with the taxes. In case there is, you will have to add a FOP to cover this amount. Add 0.00 as penalty and click **<Submit>** to perform the exchange.

## Ticket Exchange

Auto Manual

### Ticket Information

Ticket	Name	Ticket #	Coupons	Currency	FOP/CardHolder	Date	PNR	Tour Code	IATA
Old	MR OROZCO ALEJANDRO (ADT)	7245749412191	2	CHF	CASH	02Jul20	4OQSQT		81498962
New	MR OROZCO ALEJANDRO (ADT)			CHF		02Jul20	4OQSQT		81498962

### Calculation of Exchange

Equivalent Fare New	400.00
Equivalent Fare Original Ticket	- 400.00
Equivalent Fare Difference	0.00
Add Collect Taxes	0.00
Residual Taxes	0.00
Penalty	
<b>Even Exchange</b>	<b>CHF 0.00</b>

### New Fare Information

<b>Reason for Issuance</b>	REISSUE
<b>Endorsements</b>	FARE RESTRICTION MAY APPLY
<b>Fare Calculation Line</b>	NCE LX ZRH467.89 NUC467.89END ROE0.888945
<b>Commission</b>	No Commission due <b>0.00</b>

Submit

Cancel



The new ticket with the changed return option will be shown.

## Electronic Ticket

Print Status : Ticketed

Ticket Image

Agent Coupon

### Ticket Image Details for Document

ET RECORD ALEJANDRO / OROZCO (ADT)			
<b>AGY:</b>	81498962	<b>O/D:</b>	NCE / ZRH
<b>ISSUED:</b>	02JUL20	<b>TKT:</b>	7245749412194
<b>PNR:</b>	4OQSQT / F1 O3R8YJ / LXA	<b>IATA:</b>	81498962
<b>ISO:</b>	CH	<b>TC:</b>	
<b>VOID BY:</b>	02JUL20 11:59P	<b>ESAC:</b>	724BRYSFBYELB
<b>EXCH FOR:</b>	7245749412191	<b>FF NO.:</b>	
		<b>AGT:</b>	
		<b>FCI:</b>	4
		<b>FCPI:</b>	D
		<b>VAL CXR:</b>	LX
		<b>ORIG ISSUE:</b>	7245749412191 ZRH 02JUL20 81498962

### Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	LX	589	Y	02AUG	NCE	ZRH	02:45p	OK	YEULGTX9	02AUG	02AUG	0PC	O

### Fare Details

FARE:	EUR	415.00
EQUIV:	CHF	400.00
TAX:	CHF PD	13.35 FR
TAX:	CHF PD	1.25 IZ
TAX:	CHF PD	1.80 O4
TAX:	CHF PD	6.45 QX
TAX:	CHF PD	78.00 YQ
TAX:	CHF PD	35.00 CH
TOTAL:	CHF	NO ADC

### Details

<b>Form of payment:</b>	NO ADC CHF 0.00 CASH Exch Doc 7245749412191
<b>Endorsements:</b>	FARE RESTRICTION MAY APPLY
<b>Fare Calculation:</b>	NCE LX ZRH467.89 NUC467.89END ROE0.888945

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