

How to reissue tickets based on LH Group airlines' Goodwill Policy in Galileo

User Guide

Version 1.2

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Introduction

This User Guide will assist Galileo User to reissue tickets based on “LHG Expert Policy”.

General Information

Applicable with ticketed flights for following LHG airlines supporting “**Refund Balance EMDs**”:

OS/LH/SN (257-, 220-, 082-)

LX / EN (724-, 101-): to be advised, in the meantime raise an ACM via BSP Link.

It is not possible to use automatic recalculation/reissue tools like Rapid Reprice.

But you can use other tools like “Manual Mask” (#MANMASK) from Marketplace to build the Manual Fare Build with a GUI or use the existing cryptic formats.

Passengers using the rebooking options of this goodwill policy will receive a discount of EUR50/CHF50/USD50 or the equivalent in local currency (conversion to any other additional currency must be done from EUR).

Exception for all tickets including child/infant tickets:

At least one of the tickets (original or new) must have a base fare (without taxes/fees/surcharges) higher than EUR50/CHF50/USD50. This means: If both tickets (original and new) have a base fare of EUR50/CHF50/USD50 or less, then no discount is applicable.

Calculation Principles

The passenger receives a discount of EUR50/CHF50/USD50 either deducted from the additional collection (ADC) or on EMD as refundable balance, which can be refunded at a later stage.

For your Information: “Residual Value EMD” for further transportation is not supported by Travelport/Galileo.

	If the new fare is	then	and
A	more than EUR50/CHF50/USD50 higher than the original fare	deduct EUR50/CHF50/USD50 from the ADC and reissue the ticket with the remaining ADC amount	no EMD is applicable
B	exactly the same as the original fare	reissue the ticket with no additional collection *)	issue a refund balance EMD for the EUR50/CHF50/USD50
C	higher than the original fare but the difference is less than EUR50/CHF50/USD50	reissue the ticket with no additional collection *)	issue a refund balance EMD for the difference
D	is exactly EUR50/CHF50/USD50 higher than the original fare	reissue the ticket with no additional collection *)	no EMD is applicable
E	lower than the original fare	reissue the ticket with no additional collection *)	issue a refund balance EMD for the EUR50/CHF50/USD50

Please mind:

*) NEW applicable TAXES need to be collected!

Examples of Calculation Principles

	New fare	Original fare	Additional collection (ADC)	Residual value EMD
A	EUR600	EUR500	EUR50 (100-50)	n/a
B	EUR240	EUR240	EUR0	EUR50
C	EUR530	EUR500	EUR0,00 (50-30=20)	EUR20
D	EUR550	EUR500	EUR0 (50-50=0)	n/a
E	EUR350	EUR500	EUR0	EUR50

Rebooking/Reissue Process

The fare shown in the reissued ticket must always be the current fare for the trip. The discount is deducted from the additional collection where applicable, which will reflect to the TOTAL VALUE in the EXCHANGE TICKET Mask in Galileo. See examples below.

Please note: Fare, Taxes, Fees, Surcharges in the ticket must always show the correct values.

Booking File:

1. **Cancel original flights** (e.g. VIE-BRU-VIE)

Original Ticket:

```

FARE EUR 260.00 TAX 8.32AT TAX 3.50QD TAX 99.52XT
TOTAL EUR 371.34
FARE RESTRICTION MAY APPLY

VIE OS BRU 146.04 OS VIE 146.05 NUC292.09END ROE0.8
9013 XT 18.51ZY31.01BE34.00YQ16.00YR
RLOC 1G N5DFQ0 1A UP9TWU

```

2. **Book new flights** on original or different routing, Lufthansa Group airline flight or as per new fare rule

```

N5DFQ0/30 VIENH C334305 AG 06212345 15APR
1.1BOEHM/EXCHANGEMR
1. OS 351 S 12OCT VIEBRU HS1 0710 0855 0 E MO
2. OS 352 S 19OCT BRUVIE HS1 1015 1200 0 E MO

```

3. Enter a **VENDOR REMARK** (SSR OTHS element) to the PNR which will be used to identify the ticket you have reissued for the Bonus of EUR 10 per ticket.

```
>V.AOS*TWP2011 *
```

Note: * for all places where TWP 2011 is mentioned *add TWP number as advised by LHG.

```

VENDOR REMARKS
VRMK-VO/AOS *TWP2011 1651Z 20APR

```

New Fare Quote:

4. **Price new flights** with current fares, taxes, fees and surcharges

```

FQ1 - S1-2                                AP      G 20APR20 68/AG
FQ
P1 BOEHM/EXCHANGEMR                      ADT      G 20APR20 * EUR 371.34
VIE OS BRU 146.04 OS VIE 146.05 NUC292.09END ROE0.89013
FARE EUR260.00 TAX 8.32AT TAX 3.50QD TAX 18.51ZY TAX 31.01BE T
AX 34.00YQ TAX 16.00YR TOT EUR371.34

```

5. **Update** the Manual Fare Build either via cryptic commands or GUI.

Display Manual Fare Build: ***FB1** (for Filed Fare 1)

Remove all PAID taxes and TTL from the manual Fare Build

New applicable Taxes should remain and will be collected at the end of the exchange process automatically.

In some cases you need to adjust the difference between new and original tax paid (e.g. YQ tax)

```

P01 BOEHM/EXCHANGEMR *ADT                                01 OF 01
X CTY CX FLT CL DATE  TIME ST FB / TD                NVB  NVA  BG
. VIE OS 351  S 12OCT 0710 OK SATCLSP4                12OCT 12OCT 1PC 1
O BRU OS 352  S 19OCT 1015 OK SATCLSP4                19OCT 19OCT 1PC 2
. VIE
FARE EUR/   260.00 EQ .../..... ROE 0.89013
TAX EUR 1     8.32 AT 2     3.50 QD 3     18.51 ZY 4     31.01 BE
          5     34.00 YQ 6     16.00 YR 7 ...../.. 8 ...../..
TTL (INC TAX) EUR   371.34
FC
VIE OS BRU 146.04SATCLSP4 OS VIE 146.05SATCLSP4 NUC292.09END
ROE0.89013
ENDORSEMENTS>FBUEB/FARE RESTRICTION MAY APPLY/
>FBUTAX1/+TAX2/+TAX3/+TAX4/+TAX5/+TAX6/+TTL/

```

Update Endorsement box: TWP2011

```

VIE OS BRU 146.04SATCLSP4 OS VIE 146.05SATCLSP4 NUC292.09END
ROE0.89013
ENDORSEMENTS>FBUEB/TWP2011/FARE RESTRICTION MAY APPLY/
>

```

*Note: * for all places where TWP 2011 is mentioned *add TWP number as advised by LHG.*

Store Manual Fare Build: FBF/FBFALL

```

>FBF
MANUAL FARE FILED - TOTAL GENERATED

```

End Booking File: ER

Ticket Exchange

Issue Exchange Ticket: **TKPFEX***Ticketnumber* (add other *Ticketmodifiers*, if needed)

or

Store Exchange Ticket: **TMU1FEX***Ticketnumber* (add other *Ticketmodifiers*, if needed)

e.g. **TKPFEX2579903634899** or **TMU1FEX2579903634899**

Compare Fare of original ticket and new Fare:

If the new fare is higher or equal than the original fare: **ADD €50.00 to the TOTAL VALUE in the FEX Exchange Mask.**

If the new fare is lower than the original fare: **ADD €50.00 to the displayed NEW FARE amount and insert the result in the TTL VALUE of the FEX Exchange Mask**

```
>*EX **TICKET FOR** : BOEHM/EXCHANGEMR          PSGR 1/ 1
NEW FARE: EUR    260.00  EQUIV:.....
TX1:    0.00  TX2:    0.00  TX3:    0.00  TX4:    0.00

*EXCH TICKET*: TICKET NUMBER  THRU  TICKET NUMBER  NO. CPNS
                -25799036348993  . .  .....      -02
COUPONS FOR  TKT1:-12..  TKT2:.....  TKT3:.....  TKT4:.....
TTL VALUE: -EUR260.00... BSR:.....  ORIG FOP:-S.....
*ORIG ISSUE*: TICKET NUMBER  ORG/DES  CITY  DATE  IATA CODE
                .....  -VIE/VIE  -VIE  -15APR20  -0621234
```

In this case NEW FARE is equal to TTL VALUE therefore raise TTL VALUE to EUR310.00

```
>*EX **TICKET FOR** : BOEHM/EXCHANGEMR          PSGR 1/ 1
NEW FARE: EUR    260.00  EQUIV:.....
TX1:    0.00  TX2:    0.00  TX3:    0.00  TX4:    0.00

*EXCH TICKET*: TICKET NUMBER  THRU  TICKET NUMBER  NO. CPNS
                -25799036348993  . .  .....      -02
COUPONS FOR  TKT1:-12..  TKT2:.....  TKT3:.....  TKT4:.....
TTL VALUE: EUR310.00... BSR:.....  ORIG FOP:-S.....
*ORIG ISSUE*: TICKET NUMBER  ORG/DES  CITY  DATE  IATA CODE
                .....  -VIE/VIE  -VIE  -15APR20  -0621234
```

ENTER

Taxscreen:

All Taxes from the Original Ticket show as "PAID" Taxes.
 As there are no applicable NEW TAXES. The TX1 – TX4 field shows 0.00

```
>*TP **TICKET FOR** : BOEHM/EXCHANGEMR          PSGR 1/ 1
NEW FARE: EUR      260.00  EQUIV:.....
TX1:      0.00  TX2:      0.00  TX3:      0.00  TX4:      0.00
PAID TAXES
T1 -8.32....-AT T2 -3.50....-QD T3 -18.51....-ZY T4 -31.01....-BE
T5 -34.00....-YQ T6 -16.00....-YR T7 ..... T8 .....
T9 ..... T10 ..... T11 ..... T12 .....
T13 ..... T14 ..... T15 ..... T16 .....
T17 ..... T18 ..... T19 ..... T20 .....

U.S. PSGR FACILITY CHARGES
APT1 ..... APT2 ..... APT3 ..... APT4 .....
```

Refund Balance EMD (if applicable)

```
>*ER REFUND DUE      50.00 EUR
CREATE EMD Y/N Y
>
```

Create €50.00 Refund Balance EMD by typing "Y" at TAB Stop and ENTER

Enter Endorsement in EMD: TWP2011

*Note: * for all places where TWP 2011 is mentioned *add TWP number as advised by LHG.*

```
1-*ER REFUND DUE      50.00 EUR
CREATE EMD Y/N Y
>EMDRB *REFUND BALANCE ELECTRONIC MISCELLANEOUS DOCUMENT*
TO AUSTRIAN
AT VIE RFIC/RFISC D-996
TYPE OF SVC REFUNDABLE BALANCE
AMOUNT EUR      50.00
ENDORSEMENT TWP2011...
.....
*ORIG ISSUE*: TICKET NUMBER 25799036348993 CITY VIE
DATE 15APR20 IATA CODE 0621234
```

```
TICKET MODIFIERS UPDATED
\
```

Issue Ticket and Refund Balance EMD (if applicable):

Enter: TKP

```

ELECTRONIC TKT GENERATED TTL FARE EUR 260.00
SUPPORTING DOCUMENTS GENERATED
MIR GENERATED - TTL FARE EUR 260.00
RECORD LOCATOR: >*N5DFQ0-
-----
EMD GENERATED TOTAL 50.00
2579991168845 50.00 BOEHM/EXCHANGEMR
-----
ITINERARY/INVOICE GENERATED
>
    
```

SVC Segment will be generated automatically:

```

N5DFQ0/30 VIENH C334305 AG 06212345 15APR
1. 1BOEHM/EXCHANGEMR
1. SVC OS HI1 VIE 20APR-D/996/REFUNDABLE BALANCES/NM-1BOEHM/E
XCHANGEMR/2579991168845C1/50.00/EUR
2. OS 351 S 12OCT VIEBRU HK1 0710 0855 0* E MO
3. OS 352 S 19OCT BRUVIE HK1 1015 1200 0* E MO
    
```

TINS Report:

HMPR

GALILEOAUSTRIA		HELPDESK		TINS REPORT		20 APR 20		
CURRENCY CODE EUR		IATA NUMBER		06212345				
A/L	TKT/STOCK	NBR	PASSENGER	NAME	FARE	TAX	COMM	FOP
						*FEES		
257D9991168826			BOEHM/EXCHANGEMR	VOID	20APR			
257E9903634904			BOEHM/EXCHANGEMR	VOID	20APR			
220E9903634905			UBEROI/NIDHIMIR	VOID	20APR			
235E9903634906			MAND/IMRS	VOID	20APR			
257D9991168845			BOEHM/EXCHANGEMR	0.00	0.00	0.00	EX	
257E9903634907			BOEHM/EXCHANGEMR	0.00	0.00	0.00	EX	

Refund Balance EMD: 50.00

No additional collection

```

2579991168845 BOEHM/EXCHANGEM N5DFQ0/1G/0XZ1 06212345
CPN RFISC DESCRIPTION VALUE DATE STATUS
1 D-996 REFUNDABLE BALANCES EUR 50.00 OPEN
EMD DOCUMENT TOTAL: EUR 50.00
>EMD DETAIL DISPLAY .
>EMD HISTORY DISPLAY .
>EMD VOID ..
>EMD REFUND ..
    
```

EMD can be refunded via BSP (Refund application).

Currently LHG has technically restricted the refund of documents directly in all GDSs.

For Swiss LX and Air Dolomiti EN raise an ACM via BSP Link:

```
>*ER REFUND DUE    50.00 CHF - CONTACT AIRLINE/APPLY FOR ACM  
PROCEED WITH E-TICKET EXCHANGE Y/N . .
```

Best practice for all scenarios A-E

Scenario A – New fare is higher than original fare

If the new fare is	then	and
more than EUR50/CHF50/USD50 higher than the original fare	deduct EUR50/CHF50/USD50 from the ADC and reissue the ticket with the remaining ADC amount *)	no EMD is applicable

*) NEW applicable TAXES need to be collected!

Original Ticket – Fare EUR 260.00:

```

FARE EUR 260.00 TAX 8.32AT TAX 3.50QD TAX 99.52XT
TOTAL EUR 371.34
FARE RESTRICTION MAY APPLY

VIE OS BRU 146.04 OS VIE 146.05 NUC292.09END ROE0.8
9013 XT 18.51ZY31.01BE34.00YQ16.00YR
RLOC 1G N5DFQ0 1A UP9TWU
    
```

New Ticket / Routing (VIE-AMS-VIE) – Fare EUR 400.00 with new applicable taxes!

```

FQ
P1 BOEHM/EXCHANGEMR ADT B EUR 427.87
VIE OS AMS 106.16 OS VIE 106.16 NUC212.32END ROE0.89013
FARE EUR400.00 TAX 12.61CJ TAX 15.26RN TOT EUR427.87
    
```

TMU1FEX2579903634899

Compare Fare of original ticket and new Fare:

If the new fare is higher than the original fare: ADD €50.00 to the TOTAL VALUE in the FEX Exchange Mask.

```

>*EX **TICKET FOR** : BOEHM/EXCHANGEMR PSGR 1/ 1
NEW FARE: EUR 400.00 EQUIV: .....
TX1: 12.61CJ TX2: 15.26RN TX3: 0.00 TX4: 0.00

*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
-25799036348993 -. .... -02
COUPONS FOR TKT1:-12.. TKT2:..... TKT3:..... TKT4:.....
TTL VALUE:-EUR260.00... BSR:..... ORIG FOP:-S.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
..... -VIE/VIE -VIE -15APR20 -0621234
    
```

Modify TTL VALUE to EUR310.00:

```

>*EX **TICKET FOR** : BOEHM/EXCHANGEMR          PSGR 1/ 1
NEW FARE: EUR 400.00 EQUIV:.....
TX1: 12.61CJ TX2: 15.26RN TX3: 0.00 TX4: 0.00

*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
                -25799036348993 . . . . . -02
COUPONS FOR TKT1:-12.. TKT2:..... TKT3:..... TKT4:.....
TTL VALUE: EUR310.00... BSR:..... ORIG FOP:.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
                ..... -VIE/VIE -VIE -15APR20 -0621234
    
```

```

>*TP **TICKET FOR** : BOEHM/EXCHANGEMR          PSGR 1/ 1
NEW FARE: EUR 400.00 EQUIV:.....
TX1: 12.61CJ TX2: 15.26RN TX3: 0.00 TX4: 0.00
PAID TAXES
T1 -8.32....-AT T2 -3.50....-QD T3 -18.51....-ZY T4 -31.01....-BE
T5 -34.00....-YQ T6 -16.00....-YR T7 ..... T8 .....
T9 ..... T10..... T11..... T12.....
T13..... T14..... T15..... T16.....
T17..... T18..... T19..... T20.....

U.S. PSGR FACILITY CHARGES
APT1 ..... APT2 ..... APT3 ..... APT4 .....
    
```

New applicable Taxes (entered in Manual Fare Build) are shown in TX1 and TX2 field and need to be collected in next step as well as the difference in fares. The amount of the €50 “voucher” will be deducted automatically.

```

>*MR          TOTAL ADD COLLECT 117.87 EUR
/F.S.....
/F.....
/F.....
    
```

Manual Calculation:

Original Fare: 260.00
New Fare: 400.00
 Difference: 140.00A
Voucher: - 50.00
 Balance: 90.00A
New Taxes: 27.87A
 TTL to be collected: **117.87A**

Scenario B – New fare is the same as the original fare

	If the new fare is	then	and
B	exactly the same as the original fare	reissue the ticket with no additional collection *)	issue a refund balance EMD for the EUR50/CHF50/USD50

*) NEW applicable TAXES need to be collected!

Original Ticket:

```

FARE EUR 260.00 TAX 8.32AT TAX 3.50QD TAX 99.52XT
TOTAL EUR 371.34
FARE RESTRICTION MAY APPLY

VIE OS BRU 146.04 OS VIE 146.05 NUC292.09END ROE0.8
9013 XT 18.51ZY31.01BE34.00YQ16.00YR
RLOC 1G N5DFQ0 1A UP9TWU
    
```

New Fare:

```

FQ1 - S1-2 AP G 20APR20 68/AG
FQ
P1 BOEHM/EXCHANGEMR ADT G 20APR20 * EUR 371.34
VIE OS BRU 146.04 OS VIE 146.05 NUC292.09END ROE0.89013
FARE EUR260.00 TAX 8.32AT TAX 3.50QD TAX 18.51ZY TAX 31.01BE T
AX 34.00YQ TAX 16.00YR TOT EUR371.34
    
```

TMU1FEX2579903634899

Compare Fare of original ticket and new Fare:

If the new fare is equal to the original fare: ADD €50.00 to the TOTAL VALUE in the FEX Exchange Mask.

```

>*FX **TICKET FOR** : BOFHM/EXCHANGEMR PSGR 1/ 1
NEW FARE: EUR 260.00 EQUIV:.....
TX1: 0.00 TX2: 0.00 TX3: 0.00 TX4: 0.00

*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
-25799036348993 .. ..... -02
COUPONS FOR TKT1:-12.. TKT2:..... TKT3:..... TKT4:.....
TTL VALUE:-EUR260.00... BSR:..... ORIG FOP:-S.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
..... -VIE/VIE -VIE -15APR20 -0621234
    
```

NEW FARE is equal to TTL VALUE, therefore raise TTL VALUE to EUR310.00

```
>*EX **TICKET FOR** : BOEHM/EXCHANGEMR          PSGR 1/ 1
NEW FARE: EUR      260.00  EQUIV:.....
TX1:      0.00  TX2:      0.00  TX3:      0.00  TX4:      0.00

*EXCH TICKET*: TICKET NUMBER  THRU  TICKET NUMBER  NO. CPNS
                -25799036348993  .  .  .....  -02
COUPONS FOR  TKT1:-12..  TKT2:.....  TKT3:.....  TKT4:.....
TTL VALUE: EUR310.00... BSR:.....  ORIG FOP:-S.....
*ORIG ISSUE*: TICKET NUMBER  ORG/DES  CITY  DATE  IATA CODE
                .....  -VIE/VIE  -VIE  -15APR20  -0621234
```

ENTER

Tax screen:

All Taxes from the Original Ticket show as "PAID" Taxes.

As there are no applicable NEW TAXES. The TX1 – TX4 field shows 0.00

```
>*TP **TICKET FOR** : BOEHM/EXCHANGEMR          PSGR 1/ 1
NEW FARE: EUR      260.00  EQUIV:.....
TX1:      0.00  TX2:      0.00  TX3:      0.00  TX4:      0.00
PAID TAXES
T1 -8.32...-AT T2 -3.50...-QD T3 -18.51...-ZY T4 -31.01...-BE
T5 -34.00...-YQ T6 -16.00...-YR T7 .....  T8 .....
T9 .....  T10.....  T11.....  T12.....
T13.....  T14.....  T15.....  T16.....
T17.....  T18.....  T19.....  T20.....

U.S. PSGR FACILITY CHARGES
APT1 .....  APT2 .....  APT3 .....  APT4 .....
```

Refund Balance EMD

```
>*ER REFUND DUE      50.00 EUR
CREATE EMD Y/N  Y
```

Create €50.00 Refund Balance EMD by typing "Y" at TAB Stop and ENTER

Enter Endorsement in EMD: TWP2011

*Note: * for all places where TWP 2011 is mentioned *add TWP number as advised by LHG.*

```

1-ER REFUND DL +
CREATE EMD Y/N
>EMDRB *REFUND BALANCE ELECTRONIC MISCELLANEOUS DOCUMENT*
TO AUSTRIAN
AT VIE RFIC/RFISC D-996
TYPE OF SVC REFUNDABLE BALANCE
AMOUNT EUR 50.00
ENDORSEMENT TWP2011...
*ORIG ISSUE*: TICKET NUMBER 25799036348993 CITY VIE
DATE 15APR20 IATA CODE 0621234
    
```

Manual Calculation:

Original Fare: 260.00
 New Fare: 260.00
 Difference: 0.00A
 Voucher: -50.00
 Refund Balance: **50.00**

Scenario C – New fare is higher than the original fare but difference is less than € 50.00

	If the new fare is	then	and
C	higher than the original fare but the difference is less than EUR50/CHF50/USD50	reissue the ticket with no additional collection *)	issue a refund balance EMD for the difference

*) NEW applicable TAXES need to be collected!

Original Ticket – Fare EUR260.00:

```

FARE EUR 260.00 TAX 8.32AT TAX 3.50QD TAX 99.52XT
TOTAL EUR 371.34
FARE RESTRICTION MAY APPLY

VIE OS BRU 146.04 OS VIE 146.05 NUC292.09END ROE0.8
9013 XT 18.51ZY31.01BE34.00YQ16.00YR
RLOC 1G N5DFQ0 1A UP9TWU
    
```

New Ticket / Routing (VIE-AMS-VIE) – Fare EUR 300.00 with new applicable taxes!

```

FQ
P1 BOEHM/EXCHANGEMR ADT B EUR 327.87
VIE OS AMS 106.16 OS VIE 106.16 NUC212.32END ROE0.89013
FARE EUR300.00 TAX 12.61CJ TAX 15.26RN TOT EUR327.87
    
```

TMU1FEX2579903634899

Compare Fare of original ticket and new Fare:

If the new fare is higher than the original fare: ADD €50.00 to the TOTAL VALUE in the FEX Exchange Mask.

```

>*EX **TICKET FOR** : BOEHM/EXCHANGEMR          PSGR 1/ 1
NEW FARE: EUR 300.00 EQUIV:.....
TX1: 12.61CJ TX2: 15.26RN TX3: 0.00 TX4: 0.00

*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
                -25799036348993 . . . . . -02
COUPONS FOR TKT1:-12.. TKT2:..... TKT3:..... TKT4:.....
TTL VALUE:-EUR260.00.. BSR:..... ORIG FOP:-S.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
                . . . . . -VIE/VIE -VIE -15APR20 -0621234

```

NEW FARE is higher than TTL VALUE, therefore raise TTL VALUE to EUR310.00

```

>*EX **TICKET FOR** : BOEHM/EXCHANGEMR          PSGR 1/ 1
NEW FARE: EUR 300.00 EQUIV:.....
TX1: 12.61CJ TX2: 15.26RN TX3: 0.00 TX4: 0.00

*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
                -25799036348993 . . . . . -02
COUPONS FOR TKT1:-12.. TKT2:..... TKT3:..... TKT4:.....
TTL VALUE:-EUR310.00.. BSR:..... ORIG FOP:-S.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
                . . . . . -VIE/VIE -VIE -15APR20 -0621234

```

```

>*TP **TICKET FOR** : BOEHM/EXCHANGEMR          PSGR 1/ 1
NEW FARE: EUR 300.00 EQUIV:.....
TX1: 12.61CJ TX2: 15.26RN TX3: 0.00 TX4: 0.00
PAID TAXES
T1 -8.32...-AT T2 -3.50...-QD T3 -18.51...-ZY T4 -31.01...-BE
T5 -34.00...-YQ T6 -16.00...-YR T7 ..... T8 .....
T9 ..... T10..... T11..... T12.....
T13..... T14..... T15..... T16.....
T17..... T18..... T19..... T20.....

U.S. PSGR FACILITY CHARGES
APT1 ..... APT2 ..... APT3 ..... APT4 .....

```

New applicable Taxes (entered in Manual Fare Build) are shown in TX1 and TX2 field and need to be collected in next step.

```

>*MR          TOTAL ADD COLLECT 27.87 EUR
/F S .....
/F .....
/F .....

```

As the new fare is €40 higher than the original fare the €50 “voucher” will be deducted automatically, which results in a refund balance of €10.00.

```

>*ER REFUND DUE 10.00 EUR
CREATE EMD Y/N -Y

```

Create €10.00 Refund Balance EMD by typing “Y” at TAB Stop and **ENTER**
Enter Endorsement in EMD: TWP2011

Note: * for all places where TWP 2011 is mentioned *add TWP number as advised by LHG.

```
>EMDRB *REFUND BALANCE ELECTRONIC MISCELLANEOUS DOCUMENT*
TO AUSTRIAN
AT VIE RFIC/RFISC D-996
TYPE OF SVC REFUNDABLE BALANCE
AMOUNT EUR 10.00
ENDORSEMENT TWP2011.....
.....
*ORIG ISSUE*: TICKET NUMBER 25799036348993 CITY VIE
DATE 15APR20 IATA CODE 0621234
```

Manual Calculation:

Original Fare: 260.00
 New Fare: 300.00
 Difference: 40.00A
 Voucher: -50.00
 Refund Balance: 10.00

To be collected:
 New Taxes: 27.87A

Scenario D – New fare is exactly €50.00 higher than the original fare

	If the new fare is	then	and
D	is exactly EUR50/CHF50/USD50 higher than the original fare	reissue the ticket with no additional collection *)	no EMD is applicable

*) NEW applicable TAXES need to be collected!

Original Ticket – Fare EUR 260.00:

```
FARE EUR 260.00 TAX 8.32AT TAX 3.50QD TAX 99.52XT
TOTAL EUR 371.34
FARE RESTRICTION MAY APPLY

VIE OS BRU 146.04 OS VIE 146.05 NUC292.09END ROE0.8
9013 XT 18.51ZY31.01BE34.00YQ16.00YR
RLOC 1G N5DFQ0 1A UP9TWU
```

New Ticket / Routing (VIE-AMS-VIE) – Fare EUR 310.00 with new applicable taxes!

```
FQ
P1 BOEHM/EXCHANGEMR ADT B EUR 337.87
VIE OS AMS 106.16 OS VIE 106.16 NUC212.32END ROE0.89013
FARE EUR310.00 TAX 12.61CJ TAX 15.26RN TOT EUR337.87
```

TMU1FEX2579903634899

Compare Fare of original ticket and new Fare:

If the new fare is higher than the original fare: ADD €50.00 to the TOTAL VALUE in the FEX Exchange Mask.

```
>*EX **TICKET FOR** : BOEHM/EXCHANGEMR          PSGR 1/ 1
NEW FARE: EUR 310.00 EQUIV:.....
TX1: 12.61CJ TX2: 15.26RN TX3: 0.00 TX4: 0.00

*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
                25799036348993 . . . . . -02
COUPONS FOR TKT1:12.. TKT2:..... TKT3:..... TKT4:.....
TTL VALUE:EUR260.00.. BSR:..... ORIG FOP:S.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
                . . . . . -VIE/VIE -VIE -15APR20 -0621234
```

NEW FARE is higher than TTL VALUE, therefore raise TTL VALUE to EUR310.00

```
>*EX **TICKET FOR** : BOEHM/EXCHANGEMR          PSGR 1/ 1
NEW FARE: EUR 310.00 EQUIV:.....
TX1: 12.61CJ TX2: 15.26RN TX3: 0.00 TX4: 0.00

*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
                25799036348993 . . . . . -02
COUPONS FOR TKT1:12.. TKT2:..... TKT3:..... TKT4:.....
TTL VALUE:EUR310.00.. BSR:..... ORIG FOP:S.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
                . . . . . -VIE/VIE -VIE -15APR20 -0621234
```

```
>*TP **TICKET FOR** : BOEHM/EXCHANGEMR          PSGR 1/ 1
NEW FARE: EUR 310.00 EQUIV:.....
TX1: 12.61CJ TX2: 15.26RN TX3: 0.00 TX4: 0.00
PAID TAXES
T1 -8.32...-AT T2 -3.50...-QD T3 -18.51...-ZY T4 -31.01...-BE
T5 -34.00...-YQ T6 -16.00...-YR T7 ..... T8 .....
T9 ..... T10..... T11..... T12.....
T13..... T14..... T15..... T16.....
T17..... T18..... T19..... T20.....

U.S. PSGR FACILITY CHARGES
APT1 ..... APT2 ..... APT3 ..... APT4 .....
```

New applicable Taxes (entered in Manual Fare Build) are shown in TX1 and TX2 field and need to be collected in next step.

```
>*MR          TOTAL ADD COLLECT 27.87 EUR
/F S .....
/F .....
/F .....
```

TICKET MODIFIERS UPDATED

NO refund balance EMD will be generated.

Manual Calculation:

Original Fare: 260.00
New Fare: 310.00
 Difference: 50.00A
Voucher: -50.00
 Refund Balance: 0.00

To be collected:

New Taxes: 27.87A

Scenario E – New fare is lower than the original fare

	If the new fare is	then	and
E	lower than the original fare	reissue the ticket with no additional collection *)	issue a refund balance EMD for the EUR50/CHF50/USD50

*) NEW applicable TAXES need to be collected!

According LHG policy: regardless of the calculated refundable amount the refund balance EMD should always result in €50.00

There is no refund of any fare related residual value, if the passenger opts for the €50.00.

Original Ticket – Fare EUR 260.00:

```

FARE EUR 260.00 TAX 8.32AT TAX 3.50QD TAX 99.52XT
TOTAL EUR 371.34
FARE RESTRICTION MAY APPLY

VIE OS BRU 146.04 OS VIE 146.05 NUC292.09END ROE0.8
9013 XT 18.51ZY31.01BE34.00YQ16.00YR
RLOC 1G N5DFQ0 1A UP9TWU
    
```

New Ticket / Routing (VIE-AMS-VIE) – Fare EUR 200.00 with new applicable taxes!

TMU1FEX2579903634899

Compare Fare of original ticket and new Fare:

If the new fare is lower than the original fare: ADD €50.00 to the displayed NEW FARE amount and insert the result in the TTL VALUE of the FEX Exchange Mask

```

>*EX **TICKET FOR** : BOEHM/EXCHANGEMR PSGR 1/ 1
NEW FARE: EUR 200.00 EQUIV:.....
TX1: 12.61CJ TX2: 15.26RN TX3: 0.00 TX4: 0.00

*EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS
                -25799036348993 -. . . . . -02
COUPONS FOR TKT1:-12. TKT2:..... TKT3:..... TKT4:.....
TTL VALUE: -EUR260.00... BSR:..... ORIG FOP: -S.....
*ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE
                ..... -VIE/VIE -VIE -15APR20 -0621234
    
```

