BOOKING AND SALES OF PASSENGER AIR TRANSPORTATION VIA MIXVEL GLOBAL DISTRIBUTION SYSTEM

Agent User Guide

Part 2

Travel Documentation, Ticket Refund, Ticket Exchange

2025

Recent Updates

Date	Description
28.11.2025	The section 5.9 "MANUAL REFUND OF A TICKET": Added a ban on charging airline fees upon return.
	The section 8.3 "ENTERING FORM OF PAYMENT DURING EXCHANGE (PFO REQUEST)": Added a note about display an error message if there are fees in the evaluation that do not correspond to the new geography.

In the guide:
System responses or parts of requests that have no English equivalent and appear only in Russian are highlighted in red.
The most recent updates made to the MXV are marked with yellow highlighting. For the full change history, see **Chapter 14**.

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1   INTRODUCTION

Electronic ticketing is a method of documenting the sale and monitoring the process of passenger transportation (via electronic ticket), as well as providing related services (via electronic documents), without issuing paper-based accounting documents.

Electronic ticketing is permitted only if electronic transportation documents are accepted **for the entire route.** If any part of the route does not accept electronic documents, then a paper ticket must be issued for the entire route.

The **`HCAB-TCH` electronic ticket** refers to electronic formats of **`HCAB-TCH`** transportation documents used for issuing contracts for the carriage of passengers, baggage, and related services.

Marketing Carrier – The airline whose two-letter code is indicated in the ticket as the carrier for a segment of the route.

Operating Carrier – Used in code-sharing situations where the Marketing Carrier and the actual Operating Carrier are different airlines.

Validating carrier (Responsible Carrier) – The airline that issues the ticket and whose settlement code is displayed on the ticket. This carrier is responsible for controlling and authorizing the electronic ticketing transaction.

CRS (Computerized Reservation System) – An automated booking system through which the ticket reservation and/or issuance is conducted.

Electronic Ticketing System – a set of software and hardware tools that manages the inventory of electronic tickets and miscellaneous charge orders of an accredited agency, assigns numbers to electronic tickets and miscellaneous charge orders, and performs bank card authorization.

The **Airline's Electronic Ticket Server (`ETS`) is the software and hardware system** where the database of all operations involving the airline's electronic tickets or documents is stored.

The **Database of Electronic Tickets/Miscellaneous Charge Orders of the Validating Carrier** contains information about all operations involving electronic tickets or miscellaneous charge orders of the validating carrier.

Passenger transport control involves granting involved parties access to the flight coupon (in electronic form) and the ability to change its status.
The control concept allows the flight coupon of an electronic ticket to be accessed for the purpose of passenger check-in, boarding, as well as for ticket reissuance or refund processing. Information about all operations involving the electronic ticket is stored in the electronic ticket database of the validating carrier and can be displayed on a monitor screen. Each coupon stored in the electronic ticket database of the validating carrier has a corresponding status code, which allows the carrier to monitor the status of each coupon

throughout the entire lifecycle of the ticket.

In order to make changes to an electronic ticket at the point of sale of an accredited agency, it is necessary—just as with a paper ticket—to have access to it, i.e., to control the coupons that need to be modified.

The difference is that in the case of an electronic ticket, it is necessary to request access permission from the validating carrier. Access will be granted if the coupon has a status that allows the requested operation and is not exclusively controlled by other transportation entities.

The coupon status codes are provided in **Appendix 1**.

ATTENTION!!!   There are airlines that do not support the "ignore" procedure for certain subsequent ticket operations (**such as** ticket refunds, exchanges, etc.). When submitting an "`I/IR`" request after such operations, the system may return the response: «**CURRENT OPERATION WITH ET IS DENIED BY AIRLINE**»

2 ISSUANCE OF TICKET AND RECEIPT FOR FEES SET BY THE AGENCY

2.1 FEATURES OF TICKET ISSUANCE

During the fare calculation process when issuing a ticket, the fare basis, fare amount, and the number of tickets required for the passenger's route are determined. Additionally, the segment of the route to be printed on each ticket (if multiple tickets are issued) is also specified.

1) When issuing transportation on **TCH forms** involving multiple airlines, the system checks for the presence of interline agreements between these airlines. If no interline agreement is found in the system, transportation must be issued on separate forms within the **TCH** session.

2) If an interline agreement is found, or if the route involves only one airline using **fare rule** fares on different segments, the system checks whether fare combination is allowed.
   If fare combination is allowed, the segments are issued on one or more interrelated tickets. The number of tickets depends on the number of segments in the route and the ticket.

   Note: *In the **TCH** session with the settlement code **99A** (Agreement **M1**), fare combination using **Fare rule** is not verified – fare combination is enforced automatically.*

3) The **Fare rule** system checks whether construction of unpublished fares or combination of round-trip fare segments is allowed.
   If the construction or combination of round-trip fare segments is allowed, the segments are printed on one or more interrelated tickets.

4) If the construction or combination of round-trip fare segments is not allowed, the fare type is analyzed.
   If the fare is round-trip, itinerary-based, or through (an itinerary-based fare without segment breakdown), the segments are printed on one or more interrelated tickets.

5) In all other cases, separate tickets are issued for the itinerary requested by the passenger.

2.2 TICKET ISSUANCE

Rules for the initial issuance of electronic ticket flight coupons:

1) Once the electronic ticket is issued and stored in the validating carrier's database, modifying the ticket data elements (such as the name field or flight segment) is prohibited; changes are only allowed through exchange or refund operations.

2) The flight coupons of an electronic ticket are numbered sequentially from 1 to 4 and must be issued in order.

3) No more than 4 flight coupons may be issued under a single ticket number.

4) For itineraries that include more than 4 flight segments, electronic tickets must be issued with sequential ticket numbers (interrelated electronic tickets). A maximum of 4 linked tickets may be issued, totaling up to 16 coupons.

ATTENTION!!!   Before issuing a ticket, an "**ER**" request must be executed to confirm the reservation. The system will allow ticket issuance only if the segment status code in the **PNR** is "**HK**".

Before ticket issuance:

- An active **ETM** ticket stock must be set (using the **CHT** command). If an active ticket form (**ETM**) is not set, the response to a ticket printing request will be: "**NOT TYPE TICKET**".
- An active receipt form for agency-set fees must be set (using the **CHR** command).

ATTENTION!!! 1) When using Electronic Miscellaneous Documents (**EMD**) as the receipt, after the **PT** request and scrolling following the warning response, the reservation system contacts the electronic ticketing center to retrieve an **EMD** number. Therefore, if the **EMD** forms are not set (**CHR/EMD**) before submitting the **PT** request, they cannot be set during the printing process. You can print a cash receipt using the **PFO** command.

2) If a saved **PFO** evaluation is found on the segment (or **SVC**) , the operation is blocked with the message: "**PAYFORM FOR CHANGE ALREADY SET, CANNOT SELL**"

Once the **PNR** is created, fare calculation (**TM**) is verified, and both the active ticket form (**CHT**) and receipt form (**CHR**) are set, the agent may proceed to issue tickets.

2.2.1 AUTOMATIC TICKET ISSUANCE

- Automatic ticket issuance – this refers to ticket issuance along with the printing of the itinerary receipt on a printing device.
  Request format:
    PT<PAX><*SEG>

- Ticket issuance without printing the itinerary receipt.
  Request format:
    PTO<PAX><*SEG>

ATTENTION!!! If the transportation includes any segment **outside the territory of the Russian Federation**, and is issued on one or more interrelated tickets, it is automatically issued in **Latin script.** If, for any reason, the transportation cannot be issued on one or more linked forms and must be split, with one part within **Russia** and the other **outside**, the following message is displayed: «**CANNOT PRINT SUCH ROUTE IN WHOLE PNR**». Such transportation must be issued in separate **PNRs**, since transportation within the **territory of the Russian Federation** may be issued in **Cyrillic** (in particular, **the passenger's full name**), while transportation outside the **Russian Federation** must be issued in Latin script.

After submitting a ticket issuance request (**PT**), a warning message will appear on the screen:

```
CURRENT FORMS:
CURRENT TICKET FORM:ETM CURRENT MCO FORM:EMD CURRENT RECEIPT FORM:EMD
CHECK IT, THEN PRESS <FORWARD>,
OR CORRECT USING REQUESTS (CHT,CHM,CHR) THEN PRESS <FORWARD>.
```

Note: *When this message is received, the ticket issuance process has not yet started, so if the active ticket form/EMD/receipt has not been set, it can still be entered.*

After scrolling "**FORWARD**", the **CRS** contacts the electronic ticketing center to obtain the ticket number and **EMD** number. The **CRS** generates the information for the booked transportation (a draft of the ticket/receipt) and sends it to the electronic ticketing center and to the electronic ticket server **of the airline** whose **billing code** is used for ticket issuance.

Possible responses:

1) If there is no connection, the following message is displayed:

«**E-TICKET SERVER TIMED OUT, LIST FORWARD**»

You must perform a request **I**.

Then, retrieve the **PNR** again and submit the **PT** request.

Note: *If the response to the PT request is: «SOME OF ET INTERCHANGE IS NOT FINISHED. WAIT PLEASE», you must perform an Ignore (I) and wait 1–2 minutes, then retrieve the PNR and repeat the PT request. If the connection cannot be restored for an extended period, contact technical support.*

2) If the response is **successful**, the following message will appear on the screen in two lines:

«**TICKET SERVER CONFIRMED REQUEST.**

PRESS <FORWARD>»

After pressing "**FORWARD**", the itinerary receipt is printed on **A4**-sized paper.

When issuing an electronic ticket in the **TCH** session, the passenger is provided with additional information (terms of the transportation contract). This additional information for a passenger is printed on **A4** paper. If the passenger is issued two or more electronic tickets (itinerary receipts), the additional information is provided in a single copy. The additional passenger information is presented in two languages: Russian and English.

To print this additional information, select the "**Commands**" option from the terminal menu, then select: "**PRINT CARRIAGE TERMS FOR E-TICKET"**.

2.2.2 "MANUAL TICKET ISSUANCE" (PTM REQUEST)

The term "**manual issuance**" refers to the ability to intervene in the ticket issuance process, which is normally performed automatically. Manual issuance does not mean the ticket is issued manually. The ticket is still printed automatically by the system.

The manual ticket issuance operation can be used in the following cases:

- When it is necessary to handle charges differently from the predefined conditions for applying fees;
- When it is necessary to modify the "text in the ticket" compared to the data provided by the **fare rule** system.

Request format:

PTM<PAX>

where: **PAX** is a passenger number

The system responds by displaying a "mask" that contains the fare, and fee amounts the system intends to use. The agent can edit the fields in this mask.

If the ticket is being issued using a form of payment, and the form of payment has already been entered (via the **PF** request), then all fields that affect the cost of transportation (fare amounts, fees, currency) are locked for editing in the mask. The system will display the message: «**FORM OF PAYMENT IS SET. CHANGES OF VALUES RESTRICTED**»

After the data entered in the mask is confirmed, the system generates a preliminary pricing evaluation of the route, allowing the agent to verify that the entered data has been displayed correctly.

ATTENTION!!   The information in the mask is filled in automatically by the system to assist the agent and **must be carefully reviewed**. The agent **is fully responsible** for the data, regardless of whether any changes were made to the mask.

Example:

PNR

```
1V3RVS           STATUS:
99GRS TKP99GRS4591 MOVPIV 03DEC24 14:15 TCH (00118580,MOW,RU)
   1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/4321654321
   2 SERGEEVA/MARINA VLADIMIROVNA 07JUL77(F)/PS /RU/4521222333
1  UT-454   Y 20DEC24 TJMVKO HK2 0715 0810 LSN E
2  UT-463   Y 25DEC24 VKOTJM HK2 1000 1450 LSN E
TL-0515/20DEC24/A (TIME ZONE OF MOW)
```

Route Pricing: **TM**

```
*1V3RVS(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
          LAST TKT DTE 20DEC24 05:15 (MOW) - DATE OF ORIGIN
                    FARE            TAXES           FEE            TOTAL
001 ADT          57400.00          1385.00           0.00         58785.00
001 ADT          57400.00          1385.00           0.00         58785.00
               --------------  --------------  --------------  ----------------
 RESULT          114800.00         2770.00           0.00        117570.00  RUB

  1. ADT 01 TJM/UT/MOW 28700.00 YLTRT "MN/MINIMUM" FR:UT.0162 *FM=574.00(1%)
  2.     02 MOW/UT/TJM 28700.00 YLTRT "MN/MINIMUM" FR:UT.0162
  3. ADT 01 TJM/UT/MOW 28700.00 YLTRT "MN/MINIMUM" FR:UT.0162 *FM=574.00(1%)
  4.     02 MOW/UT/TJM 28700.00 YLTRT "MN/MINIMUM" FR:UT.0162
*** TAXES ***:
ADT TJM/UT/MOW YQI=500.00 YRI=185.00
    MOW/UT/TJM YQI=500.00 YRI=200.00
ADT TJM/UT/MOW YQI=500.00 YRI=185.00
    MOW/UT/TJM YQI=500.00 YRI=200.00
```

1) Submit the request: **PTM**

In response, the system displays a mask (if there are multiple passengers or multiple segments in the **PNR**, a separate mask is shown for each segment of each passenger; the system first opens all pages of the mask for the first passenger, then for the second passenger, and so on). The mask displays the endorsement/restriction text, tour code (if any), and the fare/fee amounts the system intends to use. The agent can edit the fields in this mask.

First Page of the Mask for the First Passenger in the **PNR**:

```
¦  TICKETING              1V3RVS PASS 1   SEGM 1-2                    PAGE   1
ENDORS/REST+PSPT PS/4321654321/RU/НДСА/К5449.02/НЕВОЗВРАТЕН/БАГАЖ ПЛАТНЫЙ/БЕЗ ПИ
ТАНИЯ                                                                        ¦
FARE CALCULATION (INITIAL, FOR REFERENCE)
TJM UT MOW28700UT TJM28700RUB57400END



TOUR CODE   +                    ¦
+›


INPUT
```

ATTENTION!!!   To save changes made in the mask while in "**INPUT**" mode, the mask must be submitted to the system. If not submitted, any changes made will not be saved when scrolling "**FORWARD/BACKWARD**".

Description of "Mask" Fields

Line 1

```
¦  TICKETING              1V3RVS PASS 1   SEGM 1-2                    PAGE   1
```

TICKETING

Operation type

1V3RVS

> **PNR** number

PASS 1

> Passenger number

SEGM 1-2

> Segment numbers

PAGE   1

> Page number

Lines 2-3

```
ENDORS/REST+PSPT PS/4321654321/RU/НДСА/К5449.02/НЕВОЗВРАТЕН/БАГАЖ ПЛАТНЫЙ/БЕЗ ПИ
ТАНИЯ                                                                         ¦
```

ENDORS/REST

> Endorsements/Restrictions

Lines 4-7

```
FARE CALCULATION (INITIAL, FOR REFERENCE)
TJM UT MOW28700UT TJM28700RUB57400END
```

FARE CALCULATION (INITIAL, FOR REFERENCE)

> Then:

TJM UT MOW28700UT TJM28700RUB57400END

> A non-editable informational field containing the initial fare calculation line

Line 8

```
TOUR CODE   +                    ¦
```

In the mask, the "**ENDORS/REST**" and "**TOUR CODE**" fields display the text that will appear in the ticket, used during pricing, i.e., entered in Category 18 of the **fare rules** or specified in the **PNR** via **3OTHS**. This text can be modified or supplemented. The agent is responsible for any changes made.

Second page of the mask:

```
¦  TICKETING                                    1V3RVS PASS 1   SEGM 1  PAGE   2
           +YLTRT              ¦+28700                ¦+RUB¦     MILES+         ¦
    DSC+         ¦                      BG+NO  ¦+ ¦              +            ¦
*FM+574                 ¦+RUB¦NOT VALID BEFORE+20122024 ¦AFTER+20122024 ¦TRAN+ ¦
TAX                      ++¦+YQI  ¦+500        ¦+RUB¦++¦+YRI  ¦+185       ¦+RUB¦
+ ¦+      ¦+         ¦+    ¦+ ¦+      ¦+          ¦+    ¦+ ¦+     ¦+        ¦+   ¦
+ ¦+      ¦+         ¦+    ¦+ ¦+      ¦+          ¦+    ¦+ ¦+     ¦+        ¦+   ¦
+ ¦+      ¦+         ¦+    ¦+ ¦+      ¦+          ¦+    ¦+ ¦+     ¦+        ¦+   ¦
+ ¦+      ¦+         ¦+    ¦+ ¦+      ¦+          ¦+    ¦+ ¦+     ¦+        ¦+   ¦
AGN TX+ ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+ ¦+    ¦+        ¦+   ¦
     + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+ ¦+    ¦+        ¦+   ¦
FORM OF PAY+
                                                                              ¦
                         CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER      +›

INPUT
```

Description of "Mask" Fields

Line 1

```
¦  TICKETING                             1V3RVS PASS 1   SEGM 1  PAGE   2
```

TICKETING

    Operation type

1V3RVS

    PNR number

PASS 1

    Passenger number

SEGM 1

    Current segment number

PAGE   2

    Mask page number

Line 2

```
         +YLTRT            ¦+28700              ¦+RUB¦     MILES+           ¦
```

YLTRT

    Applied fare basis

    Note: *The use of Cyrillic characters and the hyphen ("–") as a separator before the fare designator code is prohibited.*
                 The agent may change the fare basis.

    ATTENTION!!!   Be **careful** when changing the fare basis. Since this mask does not provide **Fare rule** input, the **Fare rule** conditions of the original fare remain in effect. Even if the old and new fare codes appear to share the same **Fare rule**, there is no guarantee that the conditions will be identical across different fare codes.
                        For example, penalties for flight cancellations or changes, as well as their amounts, may differ depending on the fare basis.

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28700

> Fare amount applied
>
> The agent may edit the fare basis.

RUB

> Currency code
>
> *Note*: A currency different from the terminal's default may be specified; it will later be converted to the terminal's currency.

MILES

> Payment with miles
>
> *Note*: Filled in only when payment is made using miles

Line 3

DSC+	¦	BG+NO	¦+ ¦	+	¦

DSC

> Percentage value (from `-999.9999` to `100.0000`)
>
> If a "**+**" is indicated, it represents a discount
>
> If a "**-**" is indicated, it represents a surcharge
>
> > **Example**: Fare `100 RUB`
> >
> > > `5 -` means a 5% discount, final fare `95RUB`
> > >
> > > `-5 -` means a 5% surcharge, final fare `105RUB`
>
> The fare is considered a manual fare with applied discount.
>
> Discount amount:
>
> - From a regular fare, the amount entered is used
> - From a discounted fare:
>   - If the fare amount shown in the mask is unchanged, the discount is calculated based on the final result
>   - If the fare value in the mask is changed, the discount is taken as entered
>
> **Example**: Fare `1000RUB`, discount `25%`
>
> If the fare shown in the mask is `750RUB` (unchanged), `DSC`=`-10`
>
> > final fare `750+75=825RUB`, discount `17.5%`
>
> If the fare in the mask is manually changed to `1000RUB,DSC`=`-10`
>
> > Final fare `1000+100=1100RUB`, surcharge `10%`

BG

> Free baggage allowance
>
> > `K` - in kilograms (`0-99`)
> >
> > `L` - in pounds (`0-99`)
> >
> > `C` - number of pieces (`0-9`)
> >
> > `NO` - no baggage

Space (blank field)

> Indicates confidential fare indicator
>
> > `IT` or `BT`

Line 4

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```
*FM+574                       ¦+RUB¦NOT VALID BEFORE+20122024 ¦AFTER+20122024 ¦TRAN+ ¦
```

*FM

    Agent Commission:

        574 – Commission amount

        RUB – Currency code

    The agent may change the commission amount

NOT VALID BEFORE

    20122024 – The earliest date on which travel on this coupon

        may begin (format **DDMMYYYY**

AFTER

    20122024 – The latest date by which travel on this coupon

        must begin, in the format **DDMMYYYY**

TRAN

    Transfer indicator

    Allowed values:

        X – Transfer indicator set

        Space – No transfer indicator

Lines 5-8

```
TAX                        ++¦+YQI  ¦+500       ¦+RUB¦++¦+YRI   ¦+185       ¦+RUB¦
+ ¦+     ¦+        ¦+    ¦+ ¦+       ¦+         ¦+    ¦+ ¦+       ¦+         ¦+    ¦
...
```

TAX

    Taxes and charges to be included in the ticket (neutral fees, airline fees, **IATA**-registered taxes, surcharges from Categories 8, 9, 12).

    Collected charge codes, where:

        + – Indicates fee is collected from the passenger

        YQI, YRI – Charge codes with subcodes:

            • Charges such as **YQ**, **YR**, **XF**, **OB** are issued with subcodes;

            • charges like **X1**, derived from **OB**, are displayed as **<Charge_Code_X1>/OB**, where **X1** is a government tax **Example**: **RI/OB**

        500, 185 – Charge amounts

        RUB – Terminal currency

    The charge amounts can be adjusted by the agent.

    Charges can be added or removed.

Lines 9-10

```
AGN TX+ ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+    ¦
       + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+    ¦
```

AGN TX

    Displays the charges that are included in the receipt (agency fees)

    Charge code details:

        • **+** indicates the charge is collected from the passenger

- Charge code, e.g., **AG**
- Charge amount: e.g., **100**
- Currency of the terminal: e.g., **RUB**

The charge amounts can be adjusted by the agent.

Agency fees can be added or removed.

Lines 11-14*

```
FORM OF PAY+
                                                                       ¦
```

*Not used

Note: *The form of payment must be entered or modified using the* **PF** *or* **PFO** *commands.*

On the third page of the mask for the first passenger, the system displays the fare and charges for the second segment that it intends to use.

On the fourth page of the mask, the system displays the endorsement text, initial fare calculation line, and tour code for the second passenger:

```
¦  TICKETING                1V3RVS PASS 2   SEGM 1-2                    PAGE   4
ENDORS/REST+PSPT PS/4521222333/RU/НДСА/К5449.02/НЕВОЗВРАТЕН/БАГАЖ ПЛАТНЫЙ/БЕЗ ПИ
ТАНИЯ                                                                          ¦
FARE CALCULATION (INITIAL, FOR REFERENCE)
TJM UT MOW28700UT TJM28700RUB57400END



TOUR CODE   +                 ¦
+›
INPUT
```

The following pages contain per-segment masks for the second and subsequent passengers in the **PNR**, if any.

Assume that in this example, the ticket text needs to be changed to «**CHNG PERMITED**»:

```
¦  TICKETING                1V3RVS PASS 1   SEGM 1-2                    PAGE   1
ENDORS/REST+PSPT PS/4321654321/RU/НДСА/К5449.02/НЕВОЗВРАТЕН/БАГАЖ ПЛАТНЫЙ/БЕЗ ПИ
ТАНИЯ/CHNG PERMITED                                                            ¦
FARE CALCULATION (INITIAL, FOR REFERENCE)
TJM UT MOW28700UT TJM28700RUB57400END



TOUR CODE   +                 ¦
+›
INPUT
```

2) Submit the mask to the system.

System response: "**INFORMATION PART INPUTED OK**"

3) Scroll **FORWARD** "**FORWARD**"

The system prompts to confirm the correctness of the entered data:

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```
¦   TICKETING                                                          PAGE    7

             I CONFIRM THAT ALL SPECIFIED DATA IS CORRECT
          FARE CODE AND FARE AMOUNT ALLOW BY FARE RULE. CONTINUE


                         IF NEED TO SAVE MASK FILLING RESULT, INPUT "SV" +  ¦+›

INPUT
```

Note: *You can specify the* ***SV*** *key to save the pricing. In this case, the system displays a* ***TMR*** *help message on the screen. If the* ***PNR*** *contains multiple passengers, the pricing is saved for all passengers, but the TMR help is shown only for the first passenger. No scrolling is required. You can proceed to enter the* ***FOP*** *and print the ticket using the* ***PT*** *command.*

To confirm the correctness of the entered data, press "**ENTER**".

If the agent is uncertain about the accuracy of the entered information, they can cancel the **PTM** operation by submitting an **IR** request or go back to the previous mask by pressing "**BACK**", and verify or modify the data.

4) Confirm the data accuracy.

The system responds with fare construction details displaying the fare calculation section (**TMR** help):

```
01 SERGEEVA/IRINA VLADIMIROVNA
         LAST TKT DTE 20DEC24 05:15 (MOW) - DATE OF ORIGIN
*1V3RVS------------------------------------------FCMI:1(MANUAL)---------
         AL       FLGT  BK T   DATE TIME    FARE BASIS   NVB   NVA       BG
  1. TJM UT MOW   0454  Y  1   20DEC 0715   YLTRT            20DEC 20DEC   NO
  2. MOW UT TJM   0463  Y  1   25DEC 1000   YLTRT            25DEC 25DEC   NO
RUB  57400.00    TJM UT MOW28700UT TJM28700RUB57400END
                 RUB1000YQ RUB385YR


RUB   1385.00XT
RUB  58785.00    CASH
AIRLINE CODE 298  A/C   UT
ENDOS PSPT PS/4321654321/RU/НДСА/К5449.02/НЕВОЗВРАТЕН/БАГАЖ ПЛАТНЫЙ/БЕЗ ПИТАНИ
     Я/CHNG PERMITED
VAT INCL: A/C=5449.02[10.00%(T:57400.00)=5218.18 20.00%(YQ:1000.00)=166.67 20.
00%(YR:385.00)=64.17]


*FM=574.00(1%)


RUB0.00 FEE


RUB500.00 AGN
RUB500.00AG
BRANDED FARES:
1. YLTRT "MN/MINIMUM"
2. YLTRT "MN/MINIMUM"
--- UPSELL: +7000.00 "OP/OPTIMUM"-"OP/OPTIMUM"


PART
```

If content overflows (**PART**) − scroll **FORWARD** using **F9**

Field descriptions

```
01 SERGEEVA/IRINA VLADIMIROVNA
```

01 SERGEEVA/IRINA VLADIMIROVNA
>   Passenger number and last name

```
        LAST TKT DTE 20DEC24 05:15 (MOW) - DATE OF ORIGIN
```

>   Validity of the pricing for the given fare

```
*1V3RVS-------------------------------------------FCMI:1 (MANUAL) ---------
```

*1V3RVS
>   **PNR** number

FCMI:1(MANUAL)
>   Calculation indicator, where **1** – means ticket text was changed via mask
>   input

AL	FLGT	BK	T	DATE TIME	FARE BASIS	NVB	NVA	BG

>   Header for Flight Segment

AL	– Airline code
FLGT	– Flight number
BK	– RBD code
T	– Number of seats
DATE	– Departure date
TIME	– Departure time
FARE BASIS	– Fare basis in the ticket
NVB	– Not valid before
NVA	– Not valid after
BG	– Free baggage allowance

```
  1. TJM UT MOW  0454  Y  1  20DEC 0715  YLTRT        20DEC 20DEC   NO
  2. MOW UT TJM  0463  Y  1  25DEC 1000  YLTRT        25DEC 25DEC   NO
```

>   Flight Segment Data

The information is then divided into two columns:
Left column:

```
RUB  57400.00


RUB   1385.00XT
RUB  58785.00   CASH
```

Final Total amount of Fare and Fees:

RUB 57400.00
>   The total fare amount in the destination currency

RUB 1385.00XT
>   The total **AG** fees amount in the payment currency

```
RUB 58785.00 CASH
```
The combined total of fare and fees in the ticket's payment currency

Right column:
```
                  TJM UT MOW28700UT TJM28700RUB57400END
                  RUB1000YQ RUB385YR
```
Calculation of Fare and Fees by Route Segments

TJM UT MOW28700UT TJM28700RUB57400END

Fare pricing in the fare construction currency

RUB1000YQ RUB385YR

List of collected charges in the reporting currency (additionally, may be shown in the payment currency if it differs from the reporting currency)

Next:
```
AIRLINE CODE 298  A/C  UT
```
Settlement code and airline code

```
ENDOS PSPT PS/4321654321/RU/НДСА/К5449.02/НЕВОЗВРАТЕН/БАГАЖ ПЛАТНЫЙ/БЕЗ ПИТАНИ
    Я/CHNG PERMITED
```
Text in the «**Endorsements/Restrictions**» line

```
VAT INCL: A/C=5449.02[10.00%(T:57400.00)=5218.18 20.00%(YQ:1000.00)=166.67 20.
00%(YR:385.00)=64.17]
```
VAT calculation based on the fare and charges in the ticket

```
*FM=574.00(1%)
```
Agent Commission

```
RUB0.00 FEE
```
Information on ticketing fees (**OB** fee)

```
RUB500.00 AGN
RUB500.00AG
```
Information on ticketing fees:

RUB500.00 AGN

Total amount of agency fees in the payment currency

RUB500.00AG

Calculation of agency fees in the payment currency

```
BRANDED FARES:
1. YLTRT "MN/MINIMUM"
2. YLTRT "MN/MINIMUM"
--- UPSELL: +7000.00 "OP/OPTIMUM"-"OP/OPTIMUM"
```
Branded fares

1   − Line number

YLTRT	–	Fare basis
MN	–	Brand code associated with the fare
MINIMUM	–	Brand name

Possible upgrade to another brand **"OP/OPTIMUM"**

6) After scrolling "**FORWARD**"

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

7) After scrolling "**FORWARD**"

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

8) After scrolling "**FORWARD**", the ticket is printed
9) End the session: **E**

PNR History

```
1V3RVS
(05) TKP99GRS4591 MOVPIV (T/GRT) 00118580 04DEC24 17:23:28 COMMIT
 T  OUTBOUND TELEGRAM NUMBER 1116493880 04DEC24 17:23:28
 AT (AP) ETM 298 6101182841 2/UT-463/SERGEEVA MARINA VLADIMIROVNA 07JUL77  **
04DEC24 17:23:24
 AT (AP) ETM 298 6101182841 1/UT-454/SERGEEVA MARINA VLADIMIROVNA 07JUL77  **
04DEC24 17:23:24
 PR PR ROUNDTRIP UT-454 Y 20DEC24 TJMVKO    SERGEEVA MARINA VLADIMIROVNA 07JUL77
ADT
    TKT:EBM(298)  28700.00RUB FARE=YLTRT(A,MA) "MN/MINIMUM" RULE=C.UT.0162
BG=NO(A)[S7.C.UT.OC.0DF.A.54190(36461027)]
     YQI=500.00RUB /500.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)[30996]
     YRI=185.00RUB /185.00RUB(1.00/1.00)/(A,K=VV/OT)[30711]
 FCMI:0(AUTO) TOTAL 29385.00RUB *FM=574.00RUB(1%)[AFM.99GRSAGN.298.1(37164813)]
VAT INCL: A/C=5449.02[10.00%(T:57400.00)=5218.18 [TCH.298.100(35129642)]
20.00%(YQ:1000.00)=166.67 [TCH.298.100(35129642)] 20.00%(YR:385.00)=64.17
[TCH.298.100(35129642)]] ENDORSEMENTS: "PSPT
PART
```

In the **PNR** history under transaction code (**05**), the following are displayed:

AT	–	Ticket printing
AP	–	Automatic ticket printing
PR	–	Ticket printing via the "mask," which allows for modifications, therefore considered a manual evaluation)
PR	–	Sale

In the charges section:

> **YRI=185.00RUB /185.00RUB(1.00/1.00)/(A,K=VV/OT)**

> After the comma, the following is indicated:

>> **K=** – stands for **KEY**

>> **VV/OT** etc. – keys set in the charge configuration card, indicating the operations for which the charge will be refunded. (**VV** – the charge is refunded in the case of involuntary refund.)

2.2.3   FEATURES OF TICKET PRINTING FOR INDIVIDUAL PASSENGERS FROM A GROUP

2.2.3.1   Passenger names are not known in advance

If passenger names are not known in advance when booking seats for a group, a **PNR** is created **for the group** without a name field. To print tickets for certain passengers from the group (as they arrive), follow these steps:

1) Retrieve the **PNR**: ***(PNR)**

2) Separate the required number of passengers into a new **PNR**:

Request format:

  D*(PAX_NUM)

 where **PAX_NUM** is the total number of passengers for whom tickets need to be printed

3) Save **PNR**: **ER**

4) Enter names

2) Submit a ticket printing request: **PT**

6) Complete the transaction: **E**

2.2.3.2   Passenger names are known

If passenger names are known in advance when booking seats for a group, all names are entered into the **PNR**. To print tickets for certain passengers from the group (as they arrive), follow these steps:

1) Retrieve the **PNR**

2) Submit a ticket printing request specifying passenger numbers. Request format:

     PT(PAX)

where **PAX** refers to the numbers of the passengers for whom tickets need to be printed

Note: *Multiple passengers can be specified in any order (e.g., 2,5,1); a range of consecutive passengers can be specified (.g., 2–7).*

3) Complete the transaction: **E**

2.2.3.3   Only some passenger names are known

If only some passenger names are known at the time of group booking, the known names are entered into the **PNR**. To print tickets for these passengers, follow these steps:

1) Retrieve the **PNR**

2) Separate passengers with entered names into a new **PNR**:

     Request format:

       D(PAX)

where **PAX** refers to the numbers of passengers whose names are known and for whom tickets need to be printed

3) Save **PNR**: **ER**

4) Submit a ticket printing request: **PT**

5) Complete the transaction: **E**

Note: *If tickets need to be printed not only for passengers with entered names but also for several passengers whose names are not yet in the* ***PNR****, all these passengers can be separated into a new* ***PNR*** *using the following request: D(PAX)*(PAX_NUM) , where*

PAX refers to passengers with known names, and *PAX_NUM* is the total number of passengers requiring tickets (including those specified in *PAX*). For example, a group *PNR* has 10 reserved seats. The names of two passengers are entered. Tickets need to be printed for these two passengers and three others whose names are not yet in the *PNR*. Passengers can be separated using this request: *D1,2*5*, where *5* is the total number of passengers requiring tickets. Then, enter the names of the three remaining passengers and submit the ticket printing request *PT*.

2.3   PRINTING A RECEIPT FOR FEES SET BY THE AGENCY

As a receipt for agency-established fees, either a paper receipt form **K95** or an **EMD** may be used.

2.3.1 PRINTING A PAPER RECEIPT

Request format:

```
PR<O><PAX><*SEG>
```

Where **O** indicates printing the receipt on paper, if no receipt form has been set.

PRF for families (prints one shared receipt)

```
CURRENT RECEIPT FORM IS K
CONTINUE WITH <FORWARD>
```

After pressing **FORWARD**, the system prints the receipt.

If an EMD has been entered as the receipt, then upon submitting the **PR** request, the system displays: "**FOR PRINTING EMD AGENT TAXES USE EMD/PR AFTER END OF TRANSACTION**".

2.3.2 PRINTING A MULTI-PURPOSE EMD DOCUMENT

See paragraph 4.8.

2.4   ISSUANCE OF AN ELECTRONIC TICKET COPY (ITINERARY RECEIPT)

A copy of the electronic ticket (itinerary receipt) may be issued to the passenger for an already issued electronic ticket.

Request format:

```
CIR<E><PAX></TYPE></EMAIL>
```

Request parameters:

CIR	–	Request code
E	–	Indicates that ticket copies for all or selected passengers will be sent as a single file. System response: "**ITINERARY/RECEIPT(S) DONE.**" Submit an "**E**" or "**ER**" request to send the copy to the email address specified in the request.

	Note: If both "*E*" and a passenger "*indicator* " are specified simultaneously, the request will not work
PAX	– Passenger numbers for whom the ticket copy is to be printed
/	– Separator
TYPE	– • **R** – In Russian for international travel • **L** – In Latin for national travel
EMAIL	– Email address. Specified if it is necessary to send a copy of the itinerary receipt to the passenger's email address without printing the itinerary receipt.

If the **email address is not specified** in the request, then during the operation, the itinerary receipt is **printed on** a **A4** paper. The fields of the itinerary receipt display the information from the electronic ticket for which the copy is being issued.

When printing a copy of the **ET**, the statuses of the coupons in the electronic ticket remain unchanged.

If an **email address is specified** in the request, the itinerary receipt is not printed. A copy of the itinerary receipt is sent to the specified address.

Sequence of Actions:

1) Retrieve the **PNR**:

```
1BZ28B          STATUS:
99GRS TKP99GRS4591 MOVPIV 12FEB24 15:50 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/4321654321
  2 SERGEEVA/MARINA VLADIMIROVNA 07JUL77(F)/PS /RU/4521222333
1  UT-513   K 12MAR24 TJMAER HK2 1820 2040 LSN
P- 1  T 74957821315
```

2) Select the electronic ticket form as the active form (for printing on **A4** paper): **CHT/ETM**

3) Submit the request to print a copy of the electronic ticket (itinerary receipt)

Request format:

CIR

If you attempt to print a copy of the **electronic ticket** for only one or several segments of the itinerary, the system will display the following message: "**ALL SEGMENTS SHOULD BE PRINTED**."

For example, if you need to print a copy of the electronic ticket (itinerary receipt) for one or more passengers booked in the same **PNR**, the request format will be:

1) To print a copy of **ET** for one passenger (the first):   **CIR1**

2) To print a copy of **ET** for two passengers (e.g., the 2nd and 4th): **CIR2,4**

In this case, each specified passenger will receive their own copy.

If the request is **successful**, the following message is displayed on the screen:

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

After scrolling "**FORWARD**", the following information is displayed on the screen:

```
SERGEEVA/IRINA V Г-ЖА
НОМЕР БИЛЕТА/TICKET NUMBER  : 298 6110094919
 ТЮМЕНЬ           UT 513  K 12МАР24 1820 OK KFLEXOW               МЕСТ 1
 СОЧИ
ФОРМА ОПЛАТЫ/FORM OF PAYMENT  : НАЛ
ИТОГО/TOTAL          : 9600РУБ
                                                        CTP./PAGE 1/1

 ›ALL COPIES ARE PRINTED, LIST FORWARD TO RETRIEVE PNR
```

and a copy of the itinerary receipt is printed on **A4** paper

4) After scrolling **FORWARD**, the active **PNR** is displayed on the screen.

5) The ticket copy printing operation is recorded in the historical section of the **PNR**:

```
1BZ28B
(4) TKP99GRS4591 MOVPIV (T/GRT) 00118580 12FEB24 15:58:55 COMMIT
 EC ETM 298 6110094919 1/UT-513/SERGEEVA IRINA VLADIMIROVNA 08AUG80  **
12FEB24 15:58:55
(3) TKP99GRS4591 MOVPIV (T/GRT) 00118580 12FEB24 15:51:16 COMMIT
 T  OUTBOUND TELEGRAM NUMBER 1114445263 12FEB24 15:51:16
 AT (AP) ETM 298 6110094920 1/UT-513/SERGEEVA MARINA VLADIMIROVNA 07JUL77  **
12FEB24 15:51:12
 PS IR IS PREPARED FOR SENDING 126377 TEST555@TEST.RU 12FEB24 15:51:12
 AT (AP) ETM 298 6110094919 1/UT-513/SERGEEVA IRINA VLADIMIROVNA 08AUG80  **
12FEB24 15:51:10
PART
```

2.5 SENDING THE ITINERARY RECEIPT AND EMD TO THE PASSENGER'S EMAIL ADDRESS

• To send a **copy** of the itinerary receipt to the passenger's email address with a printed copy, a "**REMARKS**" or "**CONTACT**" field must be added to the **PNR** with the email address specified.

Request Format for "**REMARKS**" Field:

1) General email address for all passengers in the booking:

5E(Space)(Email)

where:

5 — request code (enter the "**REMARKS**" field in the **PNR**)

E — Email indicator

2) Email address for a specific passenger:

5N(PAX)*E(Space)(Email)

where:

5 — request code (enter the "**REMARKS**" field in the **PNR**)

N — letter «**N**» indicates that the next parameter refers to a specific passenger

PAX — passenger number for whom the email address is being entered

*	–	Required separator after the passenger number
E	—	Email indicator

ATTENTION!   A **SPACE** must be entered before the email address.
For example: **5E TEST@INBOX.RU**
                     5N2*E TEST@INBOX.RU

Request Format for "**CONTACT**" Field:

1) General email address for all passengers in the booking:

9E#(Email)

where:

9	—	request code (enter the "**CONTACT**" field in the **PNR**)
E	—	Email indicator
#	–	Required separator before the email address

2) Email address for a specific passenger:

9P(PAX)E#(Email)

where:

9	—	request code (enter the "**CONTACT**" field in the **PNR**)
P	—	letter "**P**" indicates that the next parameter refers to a specific passenger
PAX	–	passenger number for whom the email address is being entered
		address
E	—	Email indicator
#	–	Required separator before the email address

For example: **9E#TEST@INBOX.RU**
                     9P3E#TEST@INBOX.RU

ATTENTION!   Requests **5E** and **9E** must be entered **before starting the transaction** (i.e., before **PT**, **EX**). The itinerary receipt and **EMD** will be sent to the specified email address after the transaction is completed using (the **E** or **ER** command).

• If it is necessary to print and send a copy of the **EMD** for a fee set by the agency, then after printing the itinerary receipt, the agent must:
  − complete the transaction: **ER**
  − Print the **EMD**:   **EMD/PR**
  − After scrolling **FORWARD** complete the transaction: **I**

Rules for Automatic Sending of Itinerary Receipts and **EMDs** to Email Addresses:

1) If a general email address is specified in the **PNR**, <u>**all**</u> issued tickets and **EMDs** will be sent to that address, regardless of whether individual passenger email addresses are also included in the booking.

2) If an individual email address is entered for a passenger in the **PNR**, only the tickets and **EMDs** issued for that passenger will be sent to their individual email address.

3) If no email addresses are entered in the booking, no automatic email with tickets or **EMDs** will be sent.

4) If no general email address is specified, and individual addresses are entered only for some passengers, then only those passengers whose email addresses are listed will receive their tickets and **EMDs** via email.

5) If an individual email address is not entered for an infant without a seat (**INF**) in the **PNR**, the infant's itinerary receipt is automatically sent to the email address of the accompanying adult passenger. In all other cases, the infant's travel documents are sent according to the same rules that apply to adult passengers (see points 1–4).

> ***Note***: *If an individual email address is entered for an adult passenger in the **PNR**, but not entered for a child with a seat, then <u>the ticket and **EMD** for that child will not be</u> automatically sent to the adult's email address.*

- To send an <u>**itinerary receipt**</u> to the passenger's email address <u>**without printing**</u> it, the email address must be entered in the request (**PT**, **EX**, or **RF**) using a slash (/).

    Request format:
      (REQ)<PAX>/(Email)

    where:
    - **REQ** – Request code (**PT, EX*(SEG)** or **RF**)
          where **SEG**—numbers of the new segments in **PNR**
          > ***Note***: *If exchanging multiple segments, list them separated by commas (**e.g., EX*1,3**).*
    - **PAX** – Passenger number for whom the issuance or refund of the **ET** is being done

For example:
      PT1/TEST@INBOX.RU
      RF/TEST@INBOX.RU
      EX*1,3/TEST@INBOX.RU

- To send an **EMD** to an email address after completing the transaction (**ER**), use the following request:
      EMDC/(TYPE)/(Email)

    where:
    - **TYPE** – Operation type.

For example:

    `EMDC/CP/TEST@INBOX.RU`   – **EMD** for charges set by the airline via `Fare rule`

    `EMDC/NT/RF/TEST@INBOX.RU`   – **EMD** for refund notices

    `EMDC/PR/TEST@INBOX.RU`   – **EMD** for fees set by the agency

- If you decide to send the **itinerary receipt** via email **after it has already been printed**, you can retrieve the **PNR** and submit a **CIR** request

    Request format:

      `CIR<PAX>/(Email)`

- To send an **EMD** to an email address after completing the transaction (**ER**), use the following request:

      `EMDC/(TYPE)/(Email)`

- To send ticket copies in a single file to the specified passengers' email address, use:

      `CIRE<PAX>/(Email)`

      `CIR<PAX>*<PNR>/(Email)`

Example 1. Printing the itinerary receipt and sending a copy to the passenger's email address

1) Create a **PNR**

```
1VM98B            STATUS:
99GRS TKP99GRS4591 MOVPIV 17MAR25 11:10 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1   UT-453   Y 24MAR25 VKOTJM HK1 0110 0555 LSN E
TL-0110/24MAR25/A (TIME ZONE OF MOW)
P- 1  T 74957821315
```

2) Enter the email address:

    `5E TEST@INBOX.RU`

```
1VM98B            STATUS:
99GRS TKP99GRS4591 MOVPIV 17MAR25 11:10 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1   UT-453   Y 24MAR25 VKOTJM HK1 0110 0555 LSN E
TL-0110/24MAR25/A (TIME ZONE OF MOW)
P- 1  T 74957821315
R- 1  EMAIL TEST@INBOX.RU
```

3) Itinerary receipt printing: **PT**

- If **EMD** printing is not required, complete the transaction with: **E**
- If it is necessary to **print** an **EMD** for a fee set by the agency:
    - Complete the transaction: **ER**
    - Print the **EMD**:   **EMD/PR**
    - after scrolling **FORWARD** complete the transaction: **I**

Note: After completing the transaction following the `PT` command, a copy of the itinerary receipt will be sent to the email address specified in the remarks. After the `EMD` is printed and the transaction is completed, a copy of the `EMD` will also be sent.

Example 2. Sending the itinerary receipt (without printing) to the passenger's email address

1) Create a `PNR`

```
1VM98B          STATUS:
99GRS TKP99GRS4591 MOVPIV 17MAR25 11:10 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-453   Y 24MAR25 VKOTJM HK1 0110 0555 LSN E
TL-0110/24MAR25/A (TIME ZONE OF MOW)
P- 1  T 74957821315
```

2) Sending the itinerary receipt (without printing) to the passenger's email address:

> `PT/TEST@INBOX.RU`

- If `EMD` printing is not required, complete the transaction with: `E`
- If it is necessary to **print** an **EMD** for a fee set by the agency:
  - Complete the transaction: `ER`
  - Send a copy of the `EMD`:   `EMDC/PR/TEST@INBOX.RU`
  - after scrolling **FORWARD** complete the transaction: `I`

Note: After completing the transaction following `PT` (`E` or `ER`), a copy of the itinerary receipt will be sent to the email address specified in the `PT` request, without printing. After completing the transaction following `EMDC`, a copy of the `EMD` will be sent to the email address specified in the `EMDC` request, without printing.

Example 3. Sending the itinerary receipt to the passenger's email address after it has already been printed

1) Retrieve the `PNR`. The itinerary receipt has already been printed.

```
1BZ2BM          STATUS:
99GRS TKP99GRS4591 MOVPIV 13FEB24 11:25 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/4321654321
1  UT-473   Y 23FEB24 VKOTJM HK1 0900 1300 LSD
P- 1  T 74957821315
```

2) Sending the itinerary receipt (without printing) to the passenger's email address:

> `CIR/TEST@INBOX.RU`

Note: When executing the `CIR` command, the `ETM` form must be active. Otherwise, the system will return the message: "`NOT TYPE TICKET`"

- If `EMD` printing is not required, complete the transaction with `I`
- If it is necessary to **print** an **EMD** for a fee set by the agency:
  - Send a copy of the `EMD`: `EMDC/PR/TEST@INBOX.RU`
  - after scrolling **FORWARD** complete the transaction: `I`

Note: After completing the transaction following `CIR` (`E` or `ER`), a copy of the itinerary receipt will be sent to the email address specified in the request. After completing the transaction

*following **EMDC**, a copy of the **EMD** will be sent to the email address specified in the request.*

Example 4. Sending all passengers' itinerary receipts as a single file to an email address

1) Retrieve the **PNR**. The itinerary receipt has already been printed.

```
1VM997          STATUS:
99GRS TKP99GRS4591 MOVPIV 17MAR25 11:35 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
  2 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
1  SU-7     N 27MAR25 LEDSVO HK2 1000 1130 LS2 E
2  SU-1700  B 27MAR25 SVOVVO HK2 1605 0735 #1 LS2 E
P- 1  T 74957821315
```

2) To send all itinerary receipts as a single file to an email address, use one of the following request formats:

CIRE/TEST@INBOX.RU

or

CIR*1VM997/TEST@INBOX.RU

      where

      *1VM997 – PNR number

System response: "**ITINERARY/RECEIPT(S) DONE.**"

Note: *When executing the **CIR** and **CIRE** commands, an **ETM** form must be set. Otherwise, the system will return the message: "**NOT TYPE TICKET**".*

3   VIEWING AN ELECTRONIC TICKET

This procedure allows you to view all data elements of flight coupons from an electronic ticket directly on the screen.

The ticket/**EMD** must remain available for viewing within 13 months from the departure date of the last coupon.

Storage Periods for Electronic Tickets (`ET`) and `EMD`s from August 1, 2024:

1. **ET** and **EMD** are stored in operational **ETS** and are available for viewing for 396 days from their issuance date.
    After this period, electronic documents are transferred to the archival **ETS**, except for:
    – documents with coupons in non-final status (except status **N**) whose departure date/service date is less than 396 days from the current date.
    – documents whose last operation date is within 7 days of the current date.
    – documents with pending notifications about changes not yet sentto the airline.
    – COVID-marked documents.

2. In the archival **ETS**, electronic documents are stored for 5 years from the start date of their use.

3. Data on documents deleted from the archival **database** can be accessed by airlines only from their own accounting systems.

Exception: For **TCH** tickets, the **database** is periodically cleaned, since the **TCH** ticket number range is reused at certain intervals (frequency depends on ticket stock turnover rate).

Non-final Coupon Statuses Include:
    O – Open for Use
    A – Airport Control
    C – Checked in
    L – Lifted/Boarded
    U – Unavailable
    S – Suspended
    N – Coupon notification
    I – Irregular operations
    Note: *For a complete list of coupon status codes, refer to Appendix 1: Coupon Status Codes.*

COVID-related documents – documents marked as COVID-related at the airline's request. References to them are stored in the **DB MXV**, **MKA**, both active and archive **ETS** in the `covid_reclocs` table.

COVID status is removed from documents in the active and archive **ETS** for all documents with coupons in a final status, as well as in "Closed" **Z** status, where the departure/service date is at least 3 years from the current date.

The `covid_reclocs` table is generated based on merged data from both operational and archival **ETS** databases and is replicated to all four systems.

COVID documents are retained until March 18, 2026, after which the contents of the `covid_reclocs` table will be deleted.

3.1   BY ELECTRONIC TICKET NUMBER

Request format:

ET#(ETicket_Number)

Request parameters:

ET	–	Request code
#	–	Separator
ETicket_Number	–	Settlement code and electronic ticket number

For example:

ET#2626140073643

```
ISSUED 23APR24 FROM RS-15  CIT-MOW  PNR: 15 1BZWFN, U6 05BM9C
AGN-99GRS CIT-MOW NO-4591 PUL-MOVPIV POS-00118580 FCMI-0

 SERGEEVA/IRINA VLADIMIROVNA


        === ET 2626140073643 ===
 1    U6-5299 Y 23APR24 1815 DME SVX OK  YECRT             2620000133441  1N   F
 2    U6-5300 Y 28APR24 1600 SVX DME OK  YECRT             28APR24 28APR24 1N   O

FOID    :
FARE    :B/73700RUB
TAXES   :ZZ370 YQ2000 YR860 RI684
TOTAL   :77614 RUB
PAYMENT :77614 RUB CA
CONTACT :74957821315
END/RES :PP4321654321/NDSA/K7022.18 NDSZZ61.67/NONEND/TEKST-U6
FARE CLC :MOW U6 SVX36850U6 MOW36850RUB73700END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
TOUR CODE:1586
```

Note: *The ticket is displayed in the terminal's language, either in Cyrillic or Latin script.*

where:

Line 1

ISSUED **23APR24**	–	Date the ticket was issued
RS	–	Reservation system identifier (e.g., "**15**" for **MXV**) where the ticket was issued
CIT	–	City where the reservation system is based
PNR **15 1BZWFN**	–	Reservation system identifier ("**15**" `for` **MXV**) and **PNR** number where it was created
U6 05BM9C	–	Identifier of the airline's reservation system (e.g., **U6**) where the inventory is located, and the **PNR** number in that system.

Line 2

AGN	–	Code of the agency where the ticket was issued
CIT	–	City where the point of sale is located
NO	–	Operator ID who issued the ticket
PUL	–	Terminal code from which the ticket was issued

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POS	—	**POS** number where the ticket was issued
FCMI	-	Fare Calculation Mode Indicator

Line 4

Passenger information

Line 6

Settlement code (**262**) and ticket number (**6140073643**)

Following lines

Flight segments

Coupon status codes:

F	—	**Flown**,
O	—	**Open for use**
FOID	—	Passenger identification document
FARE	—	Ticket fare
TAXES	—	Taxes and fees printed on the ticket
TOTAL	—	Total amount
PAYMENT	—	Cash
CONTACT	—	Passenger's phone number
END/RES	—	Endorsements/Restrictions information
FARE CLC	—	Fare calculation line (standard format)
AGN NAME	—	Place of ticket issuance
TOUR CODE	—	Tour code

If the ticket is not found, the system responds with: "**TICKET/DOCUMENT NUMBER NOT FOUND**"

Note: *In Sirena 2.3, a request using* **ET#** *may return the message: "**NOT AUTHORIZED."** This means that one of the identifying details for the agent* **PPR/OPR/PUL,** *may not be registered in the system from which the ticket display is being requested. If this message is received, you should contact Mixvel support.*

3.2   BY FREQUENT FLYER CARD NUMBER

Request format:
ET/AIRLINE/(Date)#(FQTV)

Request parameters:

ET	—	Request code
/	—	Separator
AIRLINE	—	Airline code
Date	—	Departure date
#	—	Separator
FQTV	—	Frequent Flyer card number with airline code specified

For example:
ET/SU/2405#SU555555

```
ISSUED 24APR24 FROM RS-15  CIT-MOW  PNR: 15 1BW012, SU 0BDK3C
AGN-99GRS CIT-MOW NO-4591 PUL-        POS-00118580 FCMI-0


 SERGEEVA/IRINA VADIMOVNA
 FQTV: SU:555555


         === ET 5556140076234 ===
 1    SU-24  R 24MAY24 1710 SVO LED OK  RCOSL            24MAY24 24MAY24 1N   O


FOID     :
FARE     :B/3060RUB
TAXES    :ZZ185 RI507
TOTAL    :3752 RUB
PAYMENT  :3752 RUB CA
CONTACT  :74957821315 79030000001
END/RES  :P4321654321/DOB08AUG80/NDSA/C278.18 NDSZZ30.83
FARE CLC :MOW SU LED3060RUB3060END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
TOUR CODE:
```

3.3 BY CITY PAIR AND PASSENGER'S SURNAME

Request format:

ET/Flight/(Date)/DEPARR-Surname

Request parameters:

ET	–	Request code
/	–	Separator
Flight	–	Airline code + flight number
Date	–	Departure date
DEP	–	Origin
ARR	–	Arrival location
–	–	Separator
Surname	–	Passenger Last name

For example:

ET/UT-580/28JUN25/AERVKO-IVANOV

3.4 BY BANK CARD NUMBER

Request format:

ET/AIRLINE/(Date)-(FullName)#(Card)

Request parameters:

ET	–	Request code
/	–	Separator
AIRLINE	–	Airline code
Date	–	Departure date
–	–	Separator
FullName	–	Passenger's last name, first name, and patronymic
#	–	Separator
Card	-	Payment system code and bank card number

For example:

```
ET/UT/2703-MA#VI4405030999915
```

```
ISSUED 21MAR25-10:30 FROM RS-15  CIT-MOW  PNR: 15 1VMLSK, UT 05FP59
AGN-99GRS CIT-MOW NO-4591 PUL-MOVPIV POS-29842300 FCMI-0


 MAKAROV/KIRILL ANDREEVICH


        === ET 2982410876934 ===
 1    UT-295  Y 27MAR25 1115 VKO SGC OK  Y                              1N    O

FOID      :
FARE      :B/3900RUB
TAXES     :YQ2000 YR215
TOTAL     :6115 RUB
PAYMENT   :6115 RUB MS (PK/VI440503XXX9915)
CONTACT   :74957821315
END/RES   :PSPT PS/4522133200/RF/NDSA/K555.92
FARE CLC  :MOW UT SGC3900RUB3900END
AGN NAME  :MOSCOW SIRENA TRAVEL JSC
TOUR CODE :
```

4 ISSUANCE OF ELECTRONIC MISCELLANEOUS DOCUMENT (EMD)

The Electronic Miscellaneous Document (`EMD`) issuance technology allows for the issuance of:

- payment for additional services related to air travel, such as excess baggage, paid seat selection, group deposit fees, etc.
- fees/charges set by the carrier for cancellation or changes to the transportation.
- charges set by the agency.

Attention! The ability to issue `EMD` for refund certificates, flight usage confirmations, and `EMD` for agency-set fees depends on airline configurations.

Additionally, the system supports retrieving a list of created but not yet printed `EMD`, which can then be printed.

To issue an Electronic Miscellaneous Document (`EMD`), it must be selected as the active document type before any issuance, refund, or exchange operations:

`CHM/EMD` – for issuing:
- ✓ payments for additional services,
- ✓ carrier-imposed fees/charges,
- ✓ refund certificates,
- ✓ flight usage confirmations

`CHR/EMD` – for issuing receipts for agency-imposed charges

4.1 ISSUANCE OF EMD FOR PAYMENT OF ANCILLARY SERVICES

For information on the issuance, exchange, and refund of `EMD` in TCH, BSP, and airline sessions, refer to:

https://www.sirena-travel.ru/agentstvam/instrukczii/
→ "Additional Instructions for Air Ticket Sales"
→ section "Issuance of `EMD`, `MCO`"

4.2 ISSUANCE OF FEES/CHARGES SET BY THE CARRIER UPON CANCELLATION ON AN EMD

Request format:

`EMD/CP/RF` – to print an `EMD` for charges set by the carrier in case of ticket cancellation

`EMD/CP` – to print an `EMD` for all previously unprinted carrier-imposed charges

Sequence of Actions:
1) Retrieve the `PNR`
2) Check the fare rules for the ticket being refunded
3) Perform the ticket refund using the `RF` command
4) Scroll **FORWARD**
5) The system will display a preliminary refund receipt for each passenger:

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```
01 MAKAROV/KIRILL A
*1VMLXF------------------------------------------VOL-FCMI:0(AUTO)----------
PAID: FARE=RUB40220 XT=RUB1330 ZZ=RUB0.00 FEE=RUB0.00
REFUNDED: FARE=RUB40220 XT=RUB634 ZZ=RUB0.00
         FEE=RUB0.00
PENALTY: RUB2800 FEE=RUB0.00
TOTAL TO REFUND: RUB38054
CASH: RUB38054


*FM=-403.00(1%)
BRANDED FARES:
1. YCOR "EC/ECONOMY CLASSIC"


PART
```

After scrolling **FORWARD**, the receipt for the second passenger is shown:

```
02 SERGEEVA/IRINA V
*1VMLXF------------------------------------------VOL-FCMI:0(AUTO)----------
PAID: FARE=RUB40220 XT=RUB1330 ZZ=RUB0.00 FEE=RUB0.00
REFUNDED: FARE=RUB40220 XT=RUB634 ZZ=RUB0.00
         FEE=RUB0.00
PENALTY: RUB2800 FEE=RUB0.00
TOTAL TO REFUND: RUB38054
CASH: RUB38054


*FM=-403.00(1%)
BRANDED FARES:
1. YCOR "EC/ECONOMY CLASSIC"


PART
```

6) Scroll **FORWARD**

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

** If the airline does not support the "ignore" operation for the ticket refund, the system will display a message when scrolling **FORWARD**:

```
              NEXT OPERATION ARE NOT REVERSIBILITY
                   FOR PROCEED CALL GO FORWARD
                  FOR EDIT CALL GO FORWARD BY DATE
```

7) After scrolling **FORWARD**, the screen displays the refund information for the agent:

```
REFUND VOLUNT 21MAR25
99GRS 00118580 4591
5556101273124 MOW-LED FARERUB40220(RUB40220) RUB634(RUB634)RI
RUB0.00(RUB0.00)ZZ
CHARGE=RUB2800(RUB2800)
ISSUED BY: 99GRS
PAID FARE=RUB40220 XT=RUB1330 ZZ=RUB0.00 TOTAL=RUB41550
ITINERARY:
SU 30  27MAR MOW-LED
  >PART
```

Scroll **FORWARD**

```
REFUND VOLUNT 21MAR25
99GRS 00118580 4591
5556101273125 MOW-LED FARERUB40220(RUB40220) RUB634(RUB634)RI
RUB0.00(RUB0.00)ZZ
CHARGE=RUB2800(RUB2800)
ISSUED BY: 99GRS
PAID FARE=RUB40220 XT=RUB1330 ZZ=RUB0.00 TOTAL=RUB41550
ITINERARY:
SU 30  27MAR MOW-LED
  >
PRESS FORWARD -WITHOUT PRINTING
```

8) After scrolling **FORWARD**, informational data about the refund is shown for each passenger:

ATTENTION!   The information displayed is not the **EMD**

```
INFORMATION ON REFUND          21MAR25      555           1VMLXF/15
PSP452213320                                      99GRS TCH
MAKAROV/KIRILL A MR                               SIRENA
5556101273124/MOW/21MAR25/00118580                MOSCOW RU
REFUND VOLUNTARY                                  00118580     4591
MOSCOW(SVO)-ST PETERSBURG(LED)
MOWLED SU 30 Y 27MAR
PAID: FARE=RUB40220 XT=RUB1330 ZZ=RUB0.00 FEE=RUB0.00
REFUNDED: FARE=RUB40220 XT=RUB634 ZZ=RUB0.00 FEE=RUB0.00
PENALTY: RUB2800 FEE=RUB0.00
TOTAL TO REFUND: RUB38054
CASH: RUB38054
I HAVE RECEIVED THE NOTICE AND THE AMOUNT OF: THIRTY EIGHT THOUSAND FIFTY FOUR
RUB 00KOP
> PART
```

Scroll **FORWARD**

```
INFORMATION ON REFUND          21MAR25      555            1VMLXF/15
PSP742543210                                       99GRS TCH
SERGEEVA/IRINA V MS                                SIRENA
5556101273125/MOW/21MAR25/00118580                 MOSCOW RU
REFUND VOLUNTARY                                   00118580     4591
MOSCOW(SVO)-ST PETERSBURG(LED)
MOWLED SU 30 Y 27MAR
PAID: FARE=RUB40220 XT=RUB1330 ZZ=RUB0.00 FEE=RUB0.00
REFUNDED: FARE=RUB40220 XT=RUB634 ZZ=RUB0.00 FEE=RUB0.00
PENALTY: RUB2800 FEE=RUB0.00
TOTAL TO REFUND: RUB38054
CASH: RUB38054
I HAVE RECEIVED THE NOTICE AND THE AMOUNT OF: THIRTY EIGHT THOUSAND FIFTY FOUR
RUB 00KOP
>76108.00RUB
DONT FORGET TO COMPLETE TRANSACTION
```

9) Complete the ticket refund session:

> **ER**

or   **IR**   –   *if the airline allows ignoring the refund*

Changes in the PNR:

If a cancellation fee/charge is applied during the refund process, a remark appears in the **PNR** about unprinted **EMD** for the charge. These **EMD** **must** be printed. Otherwise, when submitting the **E** command, the system will reply: "**HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE**"

```
HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE
1VMLXF           STATUS:,NS!
99GRS TKP99GRS4591 MOVPIV 21MAR25 11:46 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
  2 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
P- 1  T 74957821315
```

If the **EMDs** are not printed and the **PNR** with the remark "**HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE**" is closed, the **PNR** is placed in queue 113.

10) Print the **EMD** for the charge:

> **EMD/CP**   – print **EMDs** for all previously unprinted charges
> **EMD/CP/RF**   – print **EMDs** for cancellation charges
> **EMD/995**   – print **EMDs** with (**RFISC**) subcode **995**

Airlines may assign **RFISC** subcodes for cancellation-related charges that differ from those above.

The following message appears on the screen:

```
EMD ISSUE. INSERT A4 PAPER, THEN PRESS: FORWARD TO CONTINUE
```

After scrolling **FORWARD**, the **EMD** for the fee set by the carrier in case of cancellation is printed:

```
SIRENA              MAKAROV/KIRILL A MR
MOSCOW RU
00118580     4591 0                    PSP452213320
ВЫДАН ОТ/ISSUED BY  : AEROFLOT
НОМЕР EMD/EMD NUMBER: 555 6190083214
ВЫДАН ВМЕСТЕ С/ISSUED IN CONNECTION WITH: 5556101273124


ТИП УСЛУГИ, ДЛЯ КОТОРОЙ ВЫДАН/TYPE OF SERVICE FOR WHICH ISSUED
50 PENALTY
D 995 CANCELLATION PENALTY
ТАРИФ/BASE FARE AMOUNT: RUB2800
КУРС ПЕРЕВОДА ВАЛЮТЫ/BANK EXCHANGE RATE:
ЭКВИВ. ТАРИФА/EQUIVALENT AMOUNT PAID    :
ИТОГО/TOTAL                   : RUB2800
ФОРМА ОПЛАТЫ/FORM OF PAYMENT: CASH
КОМУ/B/TO/AT: CPN1 AEROFLOT SVO
 1VMLXF/15 0CDLDP/SU
                                        CTP./PAGE 1/1 ›

 PART
```

Scroll **FORWARD**

```
SIRENA              SERGEEVA/IRINA V MS
MOSCOW RU
00118580     4591 0                    PSP742543210
ВЫДАН ОТ/ISSUED BY  : AEROFLOT
НОМЕР EMD/EMD NUMBER: 555 6190083215
ВЫДАН ВМЕСТЕ С/ISSUED IN CONNECTION WITH: 5556101273125


ТИП УСЛУГИ, ДЛЯ КОТОРОЙ ВЫДАН/TYPE OF SERVICE FOR WHICH ISSUED
50 PENALTY
D 995 CANCELLATION PENALTY
ТАРИФ/BASE FARE AMOUNT: RUB2800
КУРС ПЕРЕВОДА ВАЛЮТЫ/BANK EXCHANGE RATE:
ЭКВИВ. ТАРИФА/EQUIVALENT AMOUNT PAID    :
ИТОГО/TOTAL                   : RUB2800
ФОРМА ОПЛАТЫ/FORM OF PAYMENT: CASH
КОМУ/B/TO/AT: CPN1 AEROFLOT SVO
 1VMLXF/15 0CDLDP/SU
                                        CTP./PAGE 1/1 ›
ALL EMDS ARE PRINTED, LIST FORWARD TO RETRIEVE PNR.
```

After scrolling **FORWARD**, the **PNR** will be displayed with the following changes:

- the remark about the unprinted **EMD** for the fee has been removed,

- **SVC** elements with the numbers of the issued **EMDs** have been added:

```
1VMLXF           STATUS:,NS!
99GRS TKP99GRS4591 MOVPIV 21MAR25 11:46 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
  2 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
P- 1  T 74957821315
R- 1  EMAIL TEST@TEST.RU -1
   2  EMAIL TEST@TEST.RU -2
SVC 1  HI1 /D/995//5556190083214C1/CANCELLATION PENALTY/SU/MOW/LED/21MAR25 P1
    2  HI1 /D/995//5556190083215C1/CANCELLATION PENALTY/SU/MOW/LED/21MAR25 P2
```

11) End the dialog:

      I or **IR**

In PNR history, information about the **EMD** issuance is recorded:

      *H/1

```
1VMLXF
(6) TKP99GRS4591 MOVPIV (S/GRT) 00118580 21MAR25 12:00:27 COMMIT
 SV NEW D/995 HI1 SU/MOW/LED/21MAR25 5556190083215/1 SERGEEVA/IRINA V 21MAR25
12:00:28
 SV NEW D/995 HI1 SU/MOW/LED/21MAR25 5556190083214/1 MAKAROV/KIRILL A 21MAR25
12:00:28
 PP  2800.00RUB 555 6190083215 555 6101273125 21MAR25 12:00:28
 PP  2800.00RUB 555 6190083214 555 6101273124 21MAR25 12:00:28
(5) MOWSU AIRIMP (S/GRT) 21MAR25 11:59:09 COMMIT
 T  INBOUND TELEGRAM NUMBER  1117656663 21MAR25 11:59:09
PART
```

If you attempt to print the **EMD** for the change fee again, the system will display the message: "**EMD FOR PRINTING NOT FOUND**".

4.3   ISSUANCE OF A FEE/CHARGE FOR CHANGES TO TRAVEL CONDITIONS ONAN EMD

Request format:

      EMD/CP/EX – Printing an **EMD** for fees/charges imposed by the carrier due to changes in travel conditions

      EMD/CP – Printing an **EMD** for all previously unprinted fees/charges

Sequence of Actions:

1) Retrieve the **PNR**

```
1VMM3K         STATUS:
99GRS TKP99GRS4591 MOVPIV 21MAR25 13:50 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  DP-995   K 25MAR25 VKOIST HK1 1025 1530 LS2 E
2  DP-994   K 28MAR25 ISTVKO HK1 1740 2225 LS2 E
P- 1  T 74957821315
```

2) Check the fare rules that were applied to the ticket being exchanged.

3) Prepare the **PNR** for exchange:

      - book the new segments,

      - enter the arrival segments,

      - complete the transaction with the changes saved and display the **PNR** on screen:

          ER

```
1VMM3K         STATUS:
99GRS TKP99GRS4591 MOVPIV 21MAR25 13:50 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  DP-995   K 25MAR25 VKOIST HK1 1025 1530 LS2 E
2  DP-994   K 29MAR25 ISTVKO HK1 1740 2225 LS2 E
3  ------- F -------       AR0 ---- ----
4  DP-994   K 28MAR25 ISTVKO HK1 1740 2225 LS2 E
TL-1425/21MAR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
P- 1  T 74957821315
```

4) Delete the arrival segments;

5) Perform the exchange (**EX** command) specifying the new segments

After pressing "**FORWARD**," the system displays a preliminary exchange assessment:

```
01 MAKAROV/KIRILL A
          LAST TKT DTE 21MAR25 14:05 (MOW) - FARE RULE DP.0027
*1VMM3K--------------------------------------RE-VOL-FCMI:0(AUTO)-----------
          AL       FLGT   BK T    DATE TIME    FARE BASIS    NVB    NVA       BG
  1. MOW DP IST    0995   K  1   25MAR 1025   KADUT                25MAR 25MAR   NO
  2. IST DP MOW    0994   K  1   29MAR 1740   KADUT                29MAR 29MAR   NO
EUR    410.00    MOW DP IST212.00DP MOW212.00NUC424.00END ROE0.966941
RUB              PDRUB200YR PDRUB2068TR PDRUB376M6


  PDXT
       NO ADC    DE
AIRLINE CODE 425  A/C  DP
RATE 1EUR=94.00RUB
ENDOS NDSA/C33.33/NON-REF,1PC BAG UP TO 10KG 203CM,ITEMS IN THE CABIN (TOTAL)
     DIMENSIONS 36X30X27CM OR 1PC DIMENSIONS 36X30X4CM AND ADDITIONAL ITEMS A
     CC
VAT INCL: A/C=33.33[10.00%(T:0.00)=0.00 20.00%(YR:200.00)=33.33]


PENALTY=5640.00RUB
RUB0.00 AGN
PART
```

After pressing "**FORWARD**," the following message is displayed on the screen:

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

If the airline does not support the "ignore" operation for the ticket refund, the system will display a message when scrolling **FORWARD:

```
              NEXT OPERATION ARE NOT REVERSIBILITY
                 FOR PROCEED CALL GO FORWARD
                 FOR EDIT CALL GO FORWARD BY DATE
```

If the evaluation results are acceptable to the agent, press **FORWARD**
An exchange summary for the agency is then displayed on the screen:

```
EXCHANGE VOLUNT 21MAR25
99GRS 00118580 4591
4256101273746 MOW-MOW
CHARGE=RUB5640(RUB5640)
NEW TICKET 4256101273765
ADC RUB0.00(RUB0.00)
 ›PRESS <FORWARD> TO CONTINUE
```

After pressing **FORWARD**, the new ticket's itinerary receipt is printed:

```
MAKAROV/KIRILL A MR
НОМЕР БИЛЕТА/TICKET NUMBER  : 425 6101273765
 MOSCOW          DP 995  K 25MAR25 1025 OK KADUT         25MAR25MAR NO
 ISTANBUL        DP 994  K 29MAR25 1740 OK KADUT         29MAR29MAR NO
 MOSCOW
ФОРМА ОПЛАТЫ/FORM OF PAYMENT  :  DE
ИТОГО/TOTAL          : NO ADC
                                                  CTP./PAGE 1/1
 ›5640.00RUB AGN TAX ON REFUND=0.00RUB AIRL TAX ON REFUND=5640.00RUB
DONT FORGET TO COMPLETE TRANSACTION AND RECEIPT PRINT
```

6) Complete the ticket exchange session:

    ER

or   **IR**   – *if the airline allows ignoring the exchange operation*

Changes in the PNR:

If an airline-imposed fee/charge for a change of travel conditions is applied during the exchange, a remark will appear in the **PNR** indicating that the **EMD** for the fee has not yet been printed. These **EMD must** be printed. Otherwise, when submitting an **E** command, the system responds: "**HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE**":

```
HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE
1VMM3K        STATUS:
99GRS TKP99GRS4591 MOVPIV 21MAR25 13:50 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  DP-995   K 25MAR25 VKOIST HK1 1025 1530 LS2 E
2  DP-994   K 29MAR25 ISTVKO HK1 1740 2225 LS2 E
P- 1  T 74957821315
```

If the **EMDs** are not printed and the **PNR** with the remark **HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE**» is closed, the **PNR** is placed in queue 113.

7) Printing the **EMD** for the fee/charge imposed by the airline due to changes in travel condition

       EMD/CP –   print **EMDs** for all previously unprinted charges
   EMD/CP/EX –   print **EMDs** for change-of-conditions fees
      EMD/993 –   print **EMDs** for change-of-conditions fees with **RFISC** subcode **993**

Response Message:

```
EMD ISSUE. INSERT A4 PAPER, THEN PRESS: FORWARD TO CONTINUE
```

After scrolling **FORWARD**" the **EMD** for the airline-imposed fee due to a change of travel conditions is printed:

```
SIRENA              MAKAROV/KIRILL A MR
MOSCOW RU
00118580    4591 0                      PSP452213320
ВЫДАН ОТ/ISSUED BY  : POBEDA
НОМЕР EMD/EMD NUMBER: 425 6190083345
ВЫДАН ВМЕСТЕ С/ISSUED IN CONNECTION WITH: 4256101273765


ТИП УСЛУГИ, ДЛЯ КОТОРОЙ ВЫДАН/TYPE OF SERVICE FOR WHICH ISSUED
50 PENALTY
D O93 BOOKING CHANGE PENALTY
ТАРИФ/BASE FARE AMOUNT: EUR60.00
КУРС ПЕРЕВОДА ВАЛЮТЫ/BANK EXCHANGE RATE: 1EUR=94.00RUB
ЭКВИВ. ТАРИФА/EQUIVALENT AMOUNT PAID   : RUB5640
ИТОГО/TOTAL                 : RUB5640
ФОРМА ОПЛАТЫ/FORM OF PAYMENT: CASH
КОМУ/В/ТО/AT: CPN1 POBEDA IST
 1VMM3K/15 0CDLV5/DP
                                            CTP./PAGE 1/1 ›
ALL EMDS ARE PRINTED, LIST FORWARD TO RETRIEVE PNR.
```

8) After scrolling **FORWARD**, the **PNR** will be displayed with the following changes:

    - the remark about the unprinted **EMD** for the fee has been removed,

    - **SVC** elements with the numbers of the issued **EMDs** for the fee/charge due to changes have been added:

```
1VMM3K          STATUS:
99GRS TKP99GRS4591 MOVPIV 21MAR25 13:50 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  DP-995  K 25MAR25 VKOIST HK1 1025 1530 LS2 E
2  DP-994  K 29MAR25 ISTVKO HK1 1740 2225 LS2 E
P- 1  T 74957821315
SVC 1  HI1 /D/O93//4256190083345C1/BOOKING CHANGE PENALTY/DP/IST/MOW/21MAR25 P1
```

9) End the dialog:

    I or **IR**

In the **PNR** history, information about the **EMD** issuance is recorded:

    *H/1

```
1VMM3K
(15) TKP99GRS4591 MOVPIV (S/GRT) 00118580 21MAR25 14:08:15 COMMIT
 T  OUTBOUND TELEGRAM NUMBER 1117658032 21MAR25 14:08:15
 SV NEW D/O93 HI1 DP/IST/MOW/21MAR25 4256190083345/1 MAKAROV/KIRILL A 21MAR25
14:08:15
 PP  5640.00RUB 425 6190083345 425 6101273765 21MAR25 14:08:15
(14) TKP99GRS4591 MOVPIV (T/GRT) 00118580 21MAR25 14:01:12 COMMIT
 T  OUTBOUND TELEGRAM NUMBER 1117658001 21MAR25 14:01:12
 XS DP-994 K 28MAR25 ISTVKO HK1  1740 2225 LS2 21MAR25 13:59:52
 CI (AP) ETM 425 6101273765 2/DP-994/MAKAROV KIRILL A 07JUL77  **  21MAR25
13:59:53
 CI (AP) ETM 425 6101273765 1/DP-995/MAKAROV KIRILL A 07JUL77  **  21MAR25
13:59:53
 PART
```

If you attempt to print the **EMD** for the fee again, the system replies: "**EMD FOR PRINTING NOT FOUND**"

4.4 ISSUING AN EMD FROM THE LIST OF UNPRINTED DOCUMENTS

4.4.1 DISPLAYING THE LIST OF UNPRINTED EMDS

Viewing unprinted **EMDs** in PNR is possible using the command:

    *EMDN

where **N** is the indicator for displaying unprinted **EMDs** on the screen

For example,

    *EMDN

```
1VMM54
  N  NAME                                          T NUMBER           C  SVC  ST
  1. MAKAROV/KIRILL ANDREEVICH                     S 298             D        N
     C1 993 RESERVATIONS CHANGE FEE                > 2986101273774
  2. SERGEEVA/IRINA VLADIMIROVNA                   S 298             D        N
     C1 993 RESERVATIONS CHANGE FEE                > 2986101273775
```

where:

N   – Sequential line number

NAME   – Name of the passenger for whom the **EMD** was issued

T   – **EMD** type

                             S – Standalone **EMD**

                             A – Associated **EMD**

NUMBER   – **EMD** number

                       • accounting code if not issued

                       • **EMD** number if issued

C   – Issuance code: **D** – **EMD** for charges imposed by the carrier

ST   – **EMD** status:

                             P – printed

                             N – Not printed

                             O – Issued but not printed

993   – Subcode indicating the purpose of issuance (**RFISC**)

                    993 – Fee imposed by the carrier for changes to travel conditions

                    995 – Fee imposed by the carrier upon cancellation

Other **RFISC** codes may also be used depending on the carrier's policies

4.4.2 ISSUING AN EMD FROM THE LIST

To issue an **EMD** from the list of unprinted EMDs in the **PNR**, a print request is submitted using the command **EMDP** followed by the item number in the list:

EMDP#<number>

For example: **EMDP#1**

              EMDP#4-6

              EMDP#1,3-6

All **EMDs** specified in the request must have the same subcode (e.g., **993**, **995**, etc.). Otherwise, the following system message will appear on the screen: "**OPERATIONS ON EMDS WITH DIFFERENT RFIC DENIED**"

      where **RFIC** refers to the **EMD**, the basis for issuing the EMD.

4.5   VIEWING AN EMD

You can display an **EMD** on the screen using its number:

      Request format:

        EMD#(EMD_Num)

Note: *This request applies only to* ***EMDs*** *issued for fees*

For example:
EMD#2986180125125

```
ISSUED 19JAN24-11:05 FROM RS-15  CIT-MOW  PNR: 15 1BCCNW, UT 057K79
AGN-99GRS CIT-MOW NO-4591 PUL-MOVPIV POS-00118580 FCMI-0


 SERGEEVA/IRINA VLADIMIROVNA


      === EMD-S 2986180125125 ICW 2986110043399 ===
 C RFI QT  AL    DATE   AD  AA  VALUE        SAC      BAG   ST
 1 993 1   UT    ------ --- --- 2000                 NONE  F
   PLATA PRI IZMENENII


RFIC      :D FINANCIAL IMPACT
FARE      :B/2000RUB
TAXES     :
TOTAL     :2000 RUB
PAYMENT   :2000 RUB CA
END/RES   :NON REFUNDABLE
AGN NAME  :MOSKVA ZAO SIRENA TREVEL
```

The **EMD** number can be found in the booking record:
- in the list *of* **SVC** elements,   *if the **EMD** is issued for services or fee*

or

- in the list of issued **EMD**:

    *EMD

```
1VMM54
  N  NAME                                      T NUMBER         C  SVC  ST
  1. MAKAROV/KIRILL ANDREEVICH                 S 2986190083387  D       P
     C1 993 RESERVATIONS CHANGE FEE            > 2986101273774
  2. SERGEEVA/IRINA VLADIMIROVNA               S 2986190083388  D       P
     C1 993 RESERVATIONS CHANGE FEE            > 2986101273775
  3. MAKAROV/KIRILL ANDREEVICH                 S 2986190083400  D       P
     C1 996 REFUNDABLE BALANCES                > 2986101273774    S1
  4. SERGEEVA/IRINA VLADIMIROVNA               S 2986190083401  D       P
     C1 996 REFUNDABLE BALANCES                > 2986101273775    S2
```

where **NUMBER** is the **EMD** number

You can also view an **EMD** in the following ways:
1)   by its sequence number (**N**) in the list of issued EMDs:
        EMD#<Number>
where:
        Num – the sequence number from the previously displayed **EMD** list
For example: **EMD#1**

2)   by the sequence number of the **SVC** element in the **PNR**:
        EMD+S<Number>
where:
        Num – the sequence number of the **SVC** element in the **PNR**
For example: **EMD+S3**

4.6 PRINTING A COPY OF THE EMD RECEIPT

The copy of the **EMD** receipt can be printed with an active **PNR**.
Request format:

    EMDC/<Type>:<Lang>

or with email delivery:

    EMDC/<Type></Email>:<Lang>

where

EMDC	– request code
/	– separator
Type	– indicator:
	CP – fee/charge set by the carrier;
	NT – notices;
	PR – agent fee receipts
:	– separator
Lang	– language of the **EMD** receipt printout:
	R – In Russian for international travel,
	L – In Latin for national travel

For example:

Printing copies of the **EMD** receipt for a fee set by the carrier for cancellation:

    EMDC/CP/RF
    EMDC/CP/RF:L

You can also print a copy of the **EMD** receipt from a previously displayed list of issued **EMDs** on screen.

    EMDC<#Number></Email>:<Lang>

where:

#	– separator
Number	– **EMD** number from the list
/	– separator
Email	– email address
:	– separator
Lang	– language of the **EMD** receipt printout:
	R – In Russian for international travel,
	L – In Latin for national travel

For example:

1) Display the list of **EMDs** issued in the **PNR**: ***EMD**

2) Print a copy of the **EMD** receipt using the number from the list

    EMDC#1
    EMDC#3/test@mail.com

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4.7   ISSUANCE OF CERTIFICATES ON EMD

Request format:

`EMD/NT</Type>`

where:

EMD	–	Request code
NT	–	notice issuance indicator
Type	–	type of notice

        USE – notice of used segments of the ticket

        RF – ticket refund certificate

4.7.1   ISSUING A TICKET REFUND CERTIFICATE ON EMD

Request format:

      EMD/NT/RF   – based on certificate type

Response Message:

```
EMD ISSUE. INSERT A4 PAPER, THEN PRESS: FORWARD TO CONTINUE
```

After pressing **FORWARD**, the refund certificate is printed on **EMD**:

```
SIRENA              SERGEEVA/IRINA V MS
MOSCOW RU
00118580    4591 2                      PS7425432100
ВЫДАН ОТ/ISSUED BY  :
НОМЕР EMD/EMD NUMBER: 298 1006774748
ВЫДАН ВМЕСТЕ C/ISSUED IN CONNECTION WITH:
ТИП УСЛУГИ, ДЛЯ КОТОРОЙ ВЫДАН/TYPE OF SERVICE FOR WHICH ISSUED
71 REFUND NOTICE
2986101273811/MOW/21MAR25/00118580
ТАРИФ/BASE FARE AMOUNT:
КУРС ПЕРЕВОДА ВАЛЮТЫ/BANK EXCHANGE RATE:
ЭКВИВ. ТАРИФА/EQUIVALENT AMOUNT PAID    :
ИТОГО/TOTAL                     :
ФОРМА ОПЛАТЫ/FORM OF PAYMENT: REFUND INVOLUNTARY
КОМУ/B/TO/AT: TJMMOW UT 621 K 30MAR25 0100
 1VMM54/15 1K1PZ8/UT
                                        CTP./PAGE 1/1  ›

ALL EMDS ARE PRINTED, LIST FORWARD TO RETRIEVE PNR.
```

Then, after another **FORWARD**, the **PNR** is displayed on the screen.

4.7.2 ISSUANCE OF A CERTIFICATE OF USED FLIGHT SEGMENTS ON AN EMD

Request format:

EMD/NT/USE – based on certificate type

Response Message:

```
EMD ISSUE. INSERT A4 PAPER, THEN PRESS: FORWARD TO CONTINUE
```

After pressing "**FORWARD**," a certificate of used flight segment of the ticket is printed:

```
SIRENA               SERGEEVA/IRINA V MS
MOSCOW RU
00118580     4591 0                      PS4522133200
ВЫДАН ОТ/ISSUED BY   :
НОМЕР EMD/EMD NUMBER: 298 1006774747
ВЫДАН ВМЕСТЕ С/ISSUED IN CONNECTION WITH:
ТИП УСЛУГИ, ДЛЯ КОТОРОЙ ВЫДАН/TYPE OF SERVICE FOR WHICH ISSUED
71 FLOWN SEGMENT(S) NOTICE
2986101273809/MOW/21MAR25/00118580
ТАРИФ/BASE FARE AMOUNT:
КУРС ПЕРЕВОДА ВАЛЮТЫ/BANK EXCHANGE RATE:
ЭКВИВ. ТАРИФА/EQUIVALENT AMOUNT PAID    :
ИТОГО/TOTAL                    :
ФОРМА ОПЛАТЫ/FORM OF PAYMENT: CASH
КОМУ/В/TO/AT: MOWTJM UT 453 K 25MAR25 0110 KFLEXRT
 1VMM54/15 1K1PZ8/UT
                                          CTP./PAGE 1/1 ›

ALL EMDS ARE PRINTED, LIST FORWARD TO RETRIEVE PNR.
```

Then, after scrolling **FORWARD**, the `PNR` is displayed on the screen.

4.8 PRINTING AN EMD RECEIPT FOR A FEE ESTABLISHED BY THE AGENCY

Request format:

  EMD/PR

where:

EMD – Request code

PR – Indicator for printing an **EMD** receipt for a fee established by the agency

All **EMD** receipts for agency-established fees will be printed.

Response Message:

```
EMD ISSUE. INSERT A4 PAPER, THEN PRESS: FORWARD TO CONTINUE
```

After pressing **FORWARD**, the **EMD** for the agency-established fee is printed:

```
SIRENA            SERGEEVA/IRINA V MS
MOSCOW RU
00118580     4591 0                    PS7425432100
ВЫДАН ОТ/ISSUED BY  :
НОМЕР EMD/EMD NUMBER: 99C 1006774535
ВЫДАН ВМЕСТЕ С/ISSUED IN CONNECTION WITH: 2986101273811
ТИП УСЛУГИ, ДЛЯ КОТОРОЙ ВЫДАН/TYPE OF SERVICE FOR WHICH ISSUED
90 SERVICE FEE
D 98J MISCELLANEOUS CHARGE
ТАРИФ/BASE FARE AMOUNT: RUB500
КУРС ПЕРЕВОДА ВАЛЮТЫ/BANK EXCHANGE RATE:
ЭКВИВ. ТАРИФА/EQUIVALENT AMOUNT PAID   :
ИТОГО/TOTAL                    : RUB500
ФОРМА ОПЛАТЫ/FORM OF PAYMENT: CASH
КОМУ/В/TO/AT:
 1VMM54/15
                                        СТР./PAGE 1/1 ›

ALL EMDS ARE PRINTED, LIST FORWARD TO RETRIEVE PNR.
```

Then, after another **FORWARD**, the **PNR** is displayed on the screen.

ATTENTION!!!   To reflect additional service information, including **VAT** details (if required), in the "**Remarks**" field when issuing an **EMD** (code 90) for an agency-established fee, the "**SSR**" field with the code **OTHS** and the additional code **SPIN** must be entered in the **PNR** before issuing the **EMD**.

Request format:
```
3<S(Seg)><N(Pax)>OTHSSPIN(Text)
```

where:

OTHS	–	Special service request code
SPIN	–	Additional mandatory code
Text	–	The text that is printed in the "**Remarks**" field when issuing an **EMD** for an agency-established fee.

For example:
```
3S1N2OTHSSPIN VAT10.58RUB        (for the 1st segment, 2nd passenger)
3OTHSSPIN VAT10.58RUB
```

4.9   CHECKING THE STATUS OF QUEUE 113 FOR THE AGENCY

Viewing queue **113** for agency **99GRS**:
```
QCT/113/99GRS
```

```
18JAN 16:44      99GRS


    QUEUE                 PPR                 D/R     Q/TTL
    113    NON PRINTE     92190744            D0      1
                         B2333333            D0      1
                         N4000087            D0      1
                         00118580            D0      2
```

Opening the queue for viewing:

`Q/113`

```
==     QUEUE  N 113   ==
HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE
1BCXPS          STATUS:
99GRS TKP99GRS0311 MIKV13 15JAN24 12:29 TCH (92190744,MOW,RU)
ERSP: 92013644
  1 PETROVA/IRINA 25OCT02(F):RU:RU/PS /RU/4509948333
  2 IVANOV/PAVEL 25OCT02(F):RU:RU/PS /RU/4509948222
1  N4-522   X 20JAN24 SVOLED HK2 2225 2355 LSN
P- 1  T 74951234567
```

5   TICKET REFUND

In the historical section of the refund transaction of an `ET` in the `PNR`, the number of the refunded `ET` is recorded.

ATTENTION!!!   Before performing the refund procedure, you must review the `fare rules` under which the ticket was issued.

The ticket refund operation includes:
- Releasing seats
- Calculating the refund amount
- Printing the `EMD`
  - ✓ A separate `EMD` is issued for each fee charged under the ticket that was established by the carrier in the case of voluntary refund. A separate `EMD` is issued for each passenger.
    When **using EMDs**, after the `RF` request, you **must** perform the `ER` request, and then issue the `EMD` (using the `EMD` request). Issuing the `EMD` is **mandatory**.
  - ✓ At the passenger's request, a refund certificate on `EMD` can be issued (using the `EMD` request). The certificate is issued for the unused portion of the transportation. A separate certificate is issued for each passenger.
  - ✓ If part of the transportation has already been used, the passenger may request an `EMD` certificate for used travel segments (using the `EMD` request). A separate certificate is issued for each passenger.

- Information on the fee set by the agency in case of a refund is displayed on screen. If necessary, this information is manually entered into the miscellaneous receipt form `K95`.
  If the `EMD` is used as a receipt, the `EMD` request is used to print it.

In this case, the amount of the carrier's refund fee, the agency-imposed fee, and the amount to be refunded to the passenger are determined automatically by the system.

ATTENTION!!!   To obtain the most accurate fare conditions after ticket issuance, use the `TM/S` inquiry to retrieve pricing at the time of purchase, followed by `TP(VAR)` (see paragraph **7.6.3 part 1 of the Agent Guide**).

Refunds for an **electronic ticket** can only be processed at the point of sale of the issuing agency.

If the airline does not support the "ignore" procedure for the **electronic** ticket refund operation, then after the warning message about active forms, the system displays a preliminary refund summary when scrolling "**FORWARD**."
- If the agent is not satisfied with the evaluation results, then when scrolling "`FORWARD BY DATE`," the system displays the "mask" (in "`INPUT`" mode), where it sets the refundable/chargeable fare/fee amounts the system intends to use. The agent has the option to modify the fields in this mask (*the agent bears full responsibility for any changes made*).
  After working with the "masks," the system again displays the preliminary ticket refund summary.

- If the evaluation results are unsatisfactory, the agent can cancel the refund operation using the **IR** command.
- If the evaluation results are acceptable to the agent, press "**FORWARD**."

ATTENTION!!!   1) After sending the **RF** request, a warning message appears indicating which active ticket forms are set. At this point, you can activate forms if they are not already set. Upon scrolling **FORWARD**, the CRS contacts the Electronic Ticketing Center **(ETC)** in the **TCH** session or the **ETS system in the airline's session to request document numbers.** If electronic **EMD** forms are not set, they cannot be set during the refund process. Therefore, **before** submitting the **RF** request, an **EMD** form must be selected as active—use **CHM/EMD** for **MCOs** and **CHR/EMD** for agency fee receipts.

2) If a saved pre-pricing (**PFO**) is found on a segment (or **SVC**), the operation is blocked with the message: **"EXCHANGE PRE-PRICING FOUND. SEND AM/- REQUEST FIRST"**

Refund **request format**:
 `RF<M><Type><O><Pax><*Seg></->`

Request parameters:

RF	–	Request code
M	–	Manual refund using a "mask"
Type	–	Type of refund: **I** – involuntary, **V** – voluntary
		If the type of refund is not specified, the system checks the flight status. If the status indicates involuntary refund, the refund will be processed according to involuntary rules, otherwise, by voluntary rules.
O (letter)	–	manual **MCO** issuance
Pax	–	Passenger numbers whose tickets are being refunded
*	–	Separator
Seg	–	Numbers of all **unused** segments in the itinerary.
		Notes:
		1) *Parameters "PAX" and "SEG" are mutually exclusive*
		2) *Only **all unused** segments in the itinerary may be refunded. If there are **used** segments in the PNR, you must specify the numbers of the unused segments in the RF request. Otherwise, the system will respond with: «CANNOT RETURN/CHANGE SEGMENT MARKED AS 'USED'».*
/	–	Separator
"-"	–	Dummy refund

Examples: `RF  RF1  RF*1  RFM  RFI  RFMI  RFV  RFI/-  RFO  RFO1  RFO*1  RFIO  RFMIO  RFVO  RFIO/-`

If involuntary refund is not allowed by the **fare rules**, you can enable it by entering a special service field with code **OTHS** and subcode **RVVP** based on a document authorizing the involuntary refund.

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Request format:

```
3S(Seg)OTHSRVVP(Free_text)
```

where

`Free_text` – is the justification for authorization

ATTENTION!!!   If the `airline's ETS` system requires separate refunds (system message: `"ETS <AL> NEEDS SEPARATE OPERATION ON EACH TICKET"`), each ticket must be refunded individually:

For multiple passengers: `RF(PAX)`

Example for 2 passengers: `RF1   RF2`

For multiple segments per passenger:

```
RF*(SEG)
```

For example, the itinerary includes three segments; the first segment is issued on a separate ticket, and the second and third segments are also issued on a separate ticket: `RF*1   RF*2,3`

1) If there are several passengers and each has their own ticket for one or more segments, separate the passenger first using `D(PAX)`, then refund per segment.

2) If the `PNR` includes an infant without a seat, refund must start with the infant. Otherwise, you will get: "`ERROR: NON-RETURNED TICKET EXISTS FOR DELETED SEGMENT`".

  `!!!`   Remember to complete each operation with `ER`   `!!!`
  `!!!`   and only then move to the next one   `!!!`

In critical situations, you can use the refund request without releasing the seats:

```
RF(PAX)*(SEG)/-
```

In this case, seats must be released manually later.

`RF` is not allowed on arrival segments.

Note: *The form of payment for the refund fee imposed by the airline is determined by the original form of payment. **For example**, if the ticket was paid by credit card, both the authorization and `PF` refund fee are charged to the same payment method. Additional agency fees are collected in `CASH` in all cases except for:*

only for `PK` form of payment with authorization

a) through the `TCH` authorization system integrated into the Mixvel terminal.

*b) through the **Mixvel authorization system** when selling online.*

In this case, the form of payment for these charges is set according to the "`AGN`" directory.

Currently, the refund amount for segments of a route fare and the return portion of a round-trip fare must be calculated manually if it is necessary to recalculate the fare for the used segments.

In the case of a broken-down route fare and round-trip fares, if there is no need to recalculate the fare for the used segments, the refund amount is calculated automatically by the system.

If, during the refund process, the amount of the fee set by the carrier for cancellation exceeds the fare and surcharges, the automatic refund (**RF** request) will not be processed. Refund through a mask (**RFM** request) is used instead.

After a partially used ticket is refunded, only the used segments remain in the **PNR**, and the fare calculation for them is removed (when sending **TM/S** group requests, the response "**TICKET REFUNDED**" is displayed).

5.1   TICKET REFUNDS USING ELECTRONIC MISCELLANEOUS DOCUMENTS (EMD)

When performing **RF**/**RFM** operations, the following warning message about the active form is displayed on the screen:

```
CURRENT FORMS:
CURRENT TICKET FORM:ETM CURRENT MCO FORM:EMD CURRENT RECEIPT FORM:EMD
CHECK IT, THEN PRESS <FORWARD>,
OR CORRECT USING REQUESTS (CHT,CHM,CHR) THEN PRESS <FORWARD>.
REFUND NOTICE: CAN BE ISSUED USING EMD AFTER END OF TRANSACTION
YOU CAN CHANGE REQUEST 'RF' PARAMETERS IF YOU NEED IT
OR PRESS <FORWARD> TO CONTINUE
```

When this message appears, the ticketing procedure has not yet started, so if active forms are not set, they can be set at this stage.

ATTENTION!!!   After the **RF** request, the **ER** request **must be** executed. Then the **EMD** is issued (using the **EMD** request).

- Issuing an **EMD** for a cancellation fee imposed by the carrier: **EMD/CP/RF**
  If a cancellation fee is charged by the carrier during the refund process, a remark will appear in the **PNR** about unprinted **EMDs** for the fee.
  Printing the EMD for the cancellation fee is mandatory, otherwise the transaction will not be reflected in the financial report.
- Issuing an **EMD** for a fee imposed by the agency upon cancellation: **EMD/PR**
- Issuing a refund certificate on an **EMD**: **EMD/NT/RF**
- Issuing a used segment certificate on an **EMD**: **EMD/NT/USE**

Detailed instructions for issuing EMDs can be found in Chapter 4.

ATTENTION!!!   If, after the **RF** operation, the agent mistakenly enters the **I** (Ignore) command, the **RF** operation will be canceled, and the seats will not be returned to the system, which will result in seats being frozen.

Note: *Before performing a ticket refund operation, the agent must read the **fare rules** that apply to the ticket in order to inform the passenger of the refund conditions. To do this, request the applied fare information using **TM*(Num)/S** request. Then read the refund conditions with the command **TP(Line_num)/16** or **TP(Line_num)/33**.*

5.2   EXAMPLES

Example 1. Ticket refund. EMD forms are used

1)   Retrieve the **PNR**:

```
1VN05L           STATUS:
99GRS TKP99GRS4591 MOVPIV 28MAR25 13:29 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-453   Z 05APR25 VKOTJM HK1 0110 0555 LSN E
P- 1  T 74957821315
```

2)   Check the status of the ticket coupon:
ET#2986101281261

```
ISSUED 28MAR25-13:29 FROM RS-15  CIT-MOW  PNR: 15 1VN05L, UT 1K25XP
AGN-99GRS CIT-MOW NO-4591 PUL-MOVPIV POS-00118580 FCMI-0

 MAKAROV/KIRILL ANDREEVICH


       === ET 2986101281261 ===
 1    UT-453  Z 05APR25 0110 VKO TJM OK  ZFLEXOW                        1N   O

FOID     :
FARE     :B/6800RUB
TAXES    :YQ1000 YR200 K41200 K7180
TOTAL    :9380 RUB
PAYMENT  :9380 RUB CA
CONTACT  :79030000001 74957821315
END/RES  :PSPT PS/4522133200/RF/NDSA/K818.18/PRI NEIAVKE VOZVRAT ZAPRESHCHEN/BEZ
PIT ANIIA
FARE CLC :MOW UT TJM6800RUB6800END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
TOUR CODE:
```

Coupon status O (Open) – refund can be processed.

3)   Process the refund:
RF

In response, the system issues a warning message:

```
CURRENT FORMS:
CURRENT TICKET FORM:ETM CURRENT MCO FORM:EMD CURRENT RECEIPT FORM:EMD
CHECK IT, THEN PRESS <FORWARD>,
OR CORRECT USING REQUESTS (CHT,CHM,CHR) THEN PRESS <FORWARD>.
REFUND NOTICE: CAN BE ISSUED USING EMD AFTER END OF TRANSACTION
YOU CAN CHANGE REQUEST 'RF' PARAMETERS IF YOU NEED IT
OR PRESS <FORWARD> TO CONTINUE
```

When this message appears, the refund has not yet started, so if active forms are not set, they can be set at this stage.

- If the airline supports the "ignore" procedure for the ticket refund operation, see below
***

- If the airline does not support the "ignore" procedure for the ticket refund operation, then when scrolling **FORWARD** the system displays a preliminary refund summary

```
01 MAKAROV/KIRILL ANDREEVICH
*1VN05L----------------------------------------VOL-FCMI:0(AUTO)----------
PAID: FARE=RUB6800 XT=RUB2580 ZZ=RUB0.00 FEE=RUB112
REFUNDED: FARE=RUB6800 XT=RUB2580 ZZ=RUB0.00
          FEE=RUB12
PENALTY: RUB2000 FEE=RUB0.00
TOTAL TO REFUND: RUB7392
CASH: RUB7392

VAT INCL: 181.82[10.00%(K:2000.00)=181.82]
VAT REFUND: A/C=-818.18[10.00%(T:6800.00)=618.18 20.00%(YQ:1000.00)=166.67 20.
00%(YR:200.00)=33.33]

*FM=-68.00(1%)
BRANDED FARES:
1. ZFLEXOW "PR/PREMIUM"


PART
```

Field descriptions

Line 1

```
01 MAKAROV/KIRILL ANDREEVICH
```

01	– Passenger number
MAKAROV/KIRILL ANDREEVICH	– Passenger's Full Name

Line 2

```
*1VN05L----------------------------------------VOL-FCMI:0(AUTO)----------
```

*1VN05L	– PNR **number**
VOL	– Type of refund (voluntary)
FCMI:0(AUTO)	– Fare calculation mode indicator (automatic)

Line 3

```
PAID: FARE=RUB6800 XT=RUB2580 ZZ=RUB0.00 FEE=RUB112
```

Paid:

FARE=RUB6800	–	Fare amount in the payment currency
XT=RUB2580	–	The **AG** fees amount in the payment currency
ZZ=RUB0.00	–	Tax **ZZ** refunded in payment currency
FEE=RUB112	–	The amount of service fees in payment currency

Lines 4-5

```
REFUNDED: FARE=RUB6800 XT=RUB2580 ZZ=RUB0.00
          FEE=RUB12
```

Refund:

FARE=RUB6800	–	Fare amount in the payment currency
XT=RUB2580	–	The **AG** fees amount in the payment currency
ZZ=RUB0.00	–	Tax **ZZ** refunded in payment currency
FEE=RUB12	–	The amount of service fees in payment currency

Line 6

```
PENALTY: RUB2000 FEE=RUB0.00
```

Withheld:

    RUB2000   –   Amount of the cancellation fee (penalty)

    FEE=RUB0.00   –   Amount of the agency fee for the refund

Line 7

```
TOTAL TO REFUND: RUB7392
```

Total amount to refund

Line 8

```
CASH: RUB7392
```

Form of payment for the refund

After scrolling **FORWARD**:

```
            NEXT OPERATION ARE NOT REVERSIBILITY
                 FOR PROCEED CALL GO FORWARD
               FOR EDIT CALL GO FORWARD BY DATE
```

4) If the agent is satisfied with the results, they use the **FORWARD** scroll (see below ***.
If the agent is not satisfied with the results, they use the "**SCROLL FORWARD BY DATE**"
option. In this case, the system displays a "mask" with the amounts of refundable/chargeable
fees/fare that it intends to apply. The agent has the option to modify the fields in this mask
(*the agent is responsible for any changes made*).

5)   Submit the mask to the system.

      System response: «**INFORMATION PART INPUTED OK**»

      Scroll **FORWARD**

If there are other refundable segments, the system will display another refund calculation
mask for the next refundable segment upon scrolling **FORWARD**.

If the **RFM** request format does not include other refundable segments, the system prompts to
confirm the correctness of the entered data:

6)   To confirm the correctness of the entered data, press "**ENTER**". If the agent is
uncertain about the accuracy of the entered information, they can cancel the **RFM** operation
by submitting an **IR** request or go back to the previous mask by scrolling "**BACK**" and verify
or modify the data.

After confirmation, the system will once again display a preliminary refund summary to
ensure that the data was correctly entered into the mask:

After scrolling "**FORWARD**," the following message is displayed:

```
            NEXT OPERATION ARE NOT REVERSIBILITY
                 FOR PROCEED CALL GO FORWARD
               FOR EDIT CALL GO FORWARD BY DATE
```

- If the agent is not satisfied with the evaluation results, they can still cancel the refund
  operation <u>at this point</u> using the **IR** command**.**

- If the evaluation results are acceptable to the agent, press "**FORWARD**."

*** After scrolling **FORWARD**, or after confirming data during a refund via the "mask", the **CRS** contacts the Electronic Ticketing System.

Possible responses:
a)   If there is no connection, the following message is displayed:

> **"E-TICKET SERVER TIMED OUT"**.
>> You must perform a request **IR**.
>> At this point, the system displays the message: **"CHANGES IN THE PNR HAS BEEN IGNORED, BUT IGNORING OF OPERATION WITH ET FAILED -- CONTACT CALL CENTER"**.

> You need to contact customer support.

b)   In case of **refusal**, the system returns the message:

> **"REFUND NOT PERMITTED"**

> along with the reason why the operation cannot be performed.

c)   If the request is **successful**, the following response message is displayed on the screen:

```
EXCHANGE/REFUND PRINT. USE PAPER A4. LIST FORW/BACKW - RUSSIAN LANG. (PRINT ON/O
FF), LIST DATE FORW/BACKW - ENGLISH LANG.(PRINT ON/OFF)
```

After pressing **FORWARD**, reference information on the refund is displayed on the screen for the agency:

```
REFUND VOLUNT 28MAR25
99GRS 00118580 4591
2986101281261 MOW-TJM FARERUB6800(RUB6800) RUB180(RUB180)K7 RUB1000(RUB1000)YQ
RUB200(RUB200)YR RUB12(RUB12)RI RUB1200(RUB1200)K4 RUB0.00(RUB0.00)ZZ
CHARGE=RUB2000(RUB2000)
ISSUED BY: 99GRS
PAID FARE=RUB6800 XT=RUB2692 ZZ=RUB0.00 TOTAL=RUB9492
ITINERARY:
UT 453  05APR MOW-TJM
  >
PRESS FORWARD -WITHOUT PRINTING
```

where:

REFUND VOLUNT	–	Operation type
28MAR25	–	Date of transaction
99GRS	–	Agency code where the ticket refund was processed
00118580	–	**POS** number
4591	–	Personal agent ID
2986101281261	–	Refunded ticket number
MOW-TJM	–	Passenger's route

The following lines show the fare and tax amounts that are refunded upon trip cancellation.

After scrolling "**FORWARD**," a refund information summary is displayed on the screen:

ATTENTION!   The information displayed is not the **EMD**.

```
INFORMATION ON REFUND          28MAR25      298           1VN05L/15
PSP452213320                                         99GRS TCH
MAKAROV/KIRILL A MR                                  SIRENA
2986101281261/MOW/28MAR25/00118580                   MOSCOW RU
REFUND VOLUNTARY                                     00118580      4591
MOSCOW(VKO)-TYUMEN(TJM)
MOWTJM UT 453 Z 05APR
PAID: FARE=RUB6800 XT=RUB2692 ZZ=RUB0.00 FEE=RUB0.00
REFUNDED: FARE=RUB6800 XT=RUB2592 ZZ=RUB0.00 FEE=RUB0.00
PENALTY: RUB2000 FEE=RUB0.00
TOTAL TO REFUND: RUB7392
CASH: RUB7392
I HAVE RECEIVED THE NOTICE AND THE AMOUNT OF: SEVEN THOUSAND THREE HUNDRED
NINETY TWO RUB 00KOP
>7392.00RUB
DONT FORGET TO COMPLETE TRANSACTION
```

7)   **Be sure** to end the session with the following command: **ER**

8)   If a carrier-imposed fee is charged during the refund process, the system responds with a **PNR** and the message "**HAVE NOT PRINTED EMD ON CANCEL FEE**". These **EMD must** be printed. Otherwise, when submitting an **E** command, the system responds: "**HAVE NOT PRINTED EMD ON CANCEL FEE**":

```
HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE
1VN05L          STATUS:,NS!
99GRS TKP99GRS4591 MOVPIV 28MAR25 13:29 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
P- 1  T 74957821315
```

In this case, it is <u>**mandatory**</u> to print the **EMD** for this fee:

      EMD/CP/RF

```
EMD ISSUE. INSERT A4 PAPER, THEN PRESS: FORWARD TO CONTINUE
```

After scrolling **FORWARD**, the **EMD** for the fee set by the carrier in case of cancellation is printed (**code 50**):

```
SIRENA                  MAKAROV/KIRILL A MR
MOSCOW RU
00118580     4591 0                      PS4522133200
ВЫДАН ОТ/ISSUED BY  : UTAIR AVIATION
НОМЕР EMD/EMD NUMBER: 298 6190085067
ВЫДАН ВМЕСТЕ С/ISSUED IN CONNECTION WITH: 2986101281261

ТИП УСЛУГИ, ДЛЯ КОТОРОЙ ВЫДАН/TYPE OF SERVICE FOR WHICH ISSUED
50 PENALTY
D 995 CANCELLATION PENALTY
ТАРИФ/BASE FARE AMOUNT: RUB2000
КУРС ПЕРЕВОДА ВАЛЮТЫ/BANK EXCHANGE RATE:
ЭКВИВ. ТАРИФА/EQUIVALENT AMOUNT PAID    :
ИТОГО/TOTAL                    : RUB2000
ФОРМА ОПЛАТЫ/FORM OF PAYMENT: CASH
КОМУ/B/ТО/AT: CPN1 UTAIR AVIATION VKO
 1VN05L/15 1K2615/UT
                                              СТР./PAGE 1/1 ›

ALL EMDS ARE PRINTED, LIST FORWARD TO RETRIEVE PNR.
```

The following message is displayed: "**ALL EMDS ARE PRINTED, LIST FORWARD TO RETRIEVE PNR.**"

The message "**ALL EMDS ARE PRINTED**" refers to the requested **EMDs** (in this case, for the fees imposed by the carrier in case of ticket cancellation).

9)   If an agency-imposed fee was charged during the refund due to trip cancellation, you can print the **EMD** for this fee:

EMD/PR

```
EMD ISSUE. INSERT A4 PAPER, THEN PRESS: FORWARD TO CONTINUE
```

After pressing **FORWARD**, the **EMD** for the fee (**code 90**) is printed:

```
SIRENA                  MAKAROV/KIRILL A MR
MOSCOW RU
00118580     4591 0                      PS4522133200
ВЫДАН ОТ/ISSUED BY  :
НОМЕР EMD/EMD NUMBER: 99C 1006778465
ВЫДАН ВМЕСТЕ С/ISSUED IN CONNECTION WITH: 2986101281261
ТИП УСЛУГИ, ДЛЯ КОТОРОЙ ВЫДАН/TYPE OF SERVICE FOR WHICH ISSUED
90 SERVICE FEE
D 98J MISCELLANEOUS CHARGE
ТАРИФ/BASE FARE AMOUNT: RUB250
КУРС ПЕРЕВОДА ВАЛЮТЫ/BANK EXCHANGE RATE:
ЭКВИВ. ТАРИФА/EQUIVALENT AMOUNT PAID    :
ИТОГО/TOTAL                    : RUB250
ФОРМА ОПЛАТЫ/FORM OF PAYMENT: CASH
КОМУ/B/ТО/AT:
 1VN05L/15
                                              СТР./PAGE 1/1 ›
ALL EMDS ARE PRINTED, LIST FORWARD TO RETRIEVE PNR. 250.00RUB
```

The following message is displayed: "**ALL EMDS ARE PRINTED, LIST FORWARD TO RETRIEVE PNR. 250.00RUB**"

10) After scrolling **FORWARD**, the **PNR** will be displayed with the following changes:
   - the remark about the unprinted **EMD** for the cancellation fee is no longer present.
   - an **SVC** element with the number of the **EMD** for the carrier-imposed cancellation fee is automatically generated

   Note: an SVC element is not generated for fees imposed by the agency

```
1VN05L           STATUS:,NS!
99GRS TKP99GRS4591 MOVPIV 28MAR25 13:29 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
P- 1  T 74957821315
   2  M 79030000001 -1
R- 1  EMAIL TEST@TEST.RU -1
SVC 1  HI1 /D/995//2986190085067C1/CANCELLATION PENALTY/UT/MOW/TJM/28MAR25 P1
```

11) Printing a refund certificate on **EMD**:

   EMD/NT/RF

```
EMD ISSUE. INSERT A4 PAPER, THEN PRESS: FORWARD TO CONTINUE
```

After pressing **FORWARD**, the refund certificate (`code 71`) is printed:

```
SIRENA            MAKAROV/KIRILL A MR
MOSCOW RU
00118580    4591 2                      PS4522133200
ВЫДАН ОТ/ISSUED BY  :
НОМЕР EMD/EMD NUMBER: 298 1006778475
ВЫДАН ВМЕСТЕ С/ISSUED IN CONNECTION WITH:
ТИП УСЛУГИ, ДЛЯ КОТОРОЙ ВЫДАН/TYPE OF SERVICE FOR WHICH ISSUED
71 REFUND NOTICE
2986101281261/MOW/28MAR25/00118580
ТАРИФ/BASE FARE AMOUNT:
КУРС ПЕРЕВОДА ВАЛЮТЫ/BANK EXCHANGE RATE:
ЭКВИВ. ТАРИФА/EQUIVALENT AMOUNT PAID   :
ИТОГО/TOTAL                     :
ФОРМА ОПЛАТЫ/FORM OF PAYMENT: REFUND VOLUNTARY
КОМУ/B/TO/AT: MOWTJM UT 453 Z 05APR25 0110
 1VN05L/15 1K2615/UT
                                      CTP./PAGE 1/1 ›
ALL EMDS ARE PRINTED, LIST FORWARD TO RETRIEVE PNR. 0.00RUB
```

The following message is displayed: «**ALL EMDS ARE PRINTED, LIST FORWARD TO RETRIEVE PNR. 0.00RUB**»

12) End the dialog: **I**

In the **PNR** history, information about the **EMD** issuance is recorded:

   *H/1

```
1VN05L
(29) TKP99GRS4591 MOVPIV (S/GRT) 00118580 28MAR25 13:54:43 COMMIT
 PI 298 1006778475 298 6101281261
(28) TKP99GRS4591 MOVPIV (T/GRT) 00118580 28MAR25 13:52:07 COMMIT
 PS EMAIL EMD SENT 146698 TEST@TEST.RU 28MAR25 13:52:08
(27) TKP99GRS4591 MOVPIV (S/GRT) 00118580 28MAR25 13:52:06 COMMIT
 TX  250.00RUB 99C 1006778465 298 6101281261
(26) TKP99GRS4591 MOVPIV (T/GRT) 00118580 28MAR25 13:51:58 COMMIT
 PS EMAIL EMD SENT 146697 TEST@TEST.RU 28MAR25 13:51:58
(25) TKP99GRS4591 MOVPIV (S/GRT) 00118580 28MAR25 13:51:57 COMMIT
 SV NEW D/995 HI1 UT/MOW/TJM/28MAR25 2986190085068/1 MAKAROV/KIRILL A 28MAR25
13:51:57
 PP  2000.00RUB 298 6190085067 298 6101281261
(24) TKP99GRS4591 MOVPIV (T/GRT) 00118580 28MAR25 13:51:47 COMMIT
 T  OUTBOUND TELEGRAM NUMBER 1117718486 28MAR25 13:51:48
 XS UT-453 Z 05APR25 VKOTJM HK1  0110 0555 LSN 28MAR25 13:51:47
PART
```

where

PP 2000.00RUB 298 6190085067 298 6101281261

    EMD for the fee imposed by the carrier for flight cancellation on the ticket with the specified number

TX 250.00RUB 99C 1006778465 298 6101281261

    EMD with **Billing ID 99C** for the agency-imposed fee on the ticket with the specified number

PI 298 1006778475 298 6101281261

    Refund certificate for the ticket with the specified number, issued as an **EMD**

Example 2. Ticket refund. The first segment has been used.

1) **PNR**:

```
1VP4WS           STATUS:
99GRS TKP99GRS4591 MOVPIV 01APR25 15:05 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1 U6-274   A 10APR25 SVXDME HK1 1200 1235 LS3 E
2 U6-269   A 15APR25 DMESVX HK1 1335 1755 LS3 E
P- 1  T 74957821315
```

2) Pricing of the sold transportation:

    TM/S

```
*1VP4WS(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING*****************
              FARE            TAXES           FEE           TOTAL
001 ADT          9195.00         3796.00          0.00       12991.00

          --------------- --------------- --------------- -----------------
 RESULT          9195.00         3796.00          0.00       12991.00  RUB

  1. ADT 03 SVX/U6/MOW 4597.50 AECRT "EC/ECONOM" FR:U6.1620
  2.    04 MOW/U6/SVX 4597.50 AECRT "EC/ECONOM" FR:U6.1620
*** TAXES ***:
ADT SVX/U6/MOW YQI=1000.00 YRI=430.00 RI=402.00 RI=66.00
    MOW/U6/SVX YQI=1000.00 YRI=430.00 RI=402.00 RI=66.00
```

3) Information about refund conditions from Category 16 of the **Fare Rules**:
   TP1/16

```
OR           (PENALTIES FOR VOLUNTARY RETURNS)
  VOLUNTARY REFUND IS PERMITTED BY PARTIALLY USED TICKET FROM 24 HOUR AND
    GREATER BEFORE DEPARTURE.
  AT THAT IS REFUNDED THE DIFFERENCE BETWEEN THE FARE PAID AND THE FARE OW OF
    THE USED PART OF ITINERARY ON THE DAY OF THE ORIGINAL ISSUE.
    FARE FOR PENALTY CALCULATION - FARE OF SEGMENT.
    TIME CALCULATION BASED ON SEGMENT.
    PENALTY CALCULATING FOR EVERY RETURNING SEGMENT.
                                                       (S S A A A)
 PART
```

Voluntary refund of a partially used ticket is allowed 24 hours or more before the departure of the aircraft.

4) Checking the status codes of the ticket coupons:
   ET#2626101283827

```
ISSUED 01APR25-15:06 FROM RS-15   CIT-MOW   PNR: 15 1VP4WS, U6 0003PP
AGN-99GRS CIT-MOW NO-4591 PUL-MOVPIV POS-00118580 FCMI-0

 MAKAROV/KIRILL ANDREEVICH


        === ET 2626101283827 ===
 1    U6-274  A 10APR25 1200 SVX DME OK   AECRT          2620000692561  1N   F
 2    U6-269  A 15APR25 1335 DME SVX OK   AECRT          2620000692582  1N   O

FOID     :
FARE     :B/9195RUB
TAXES    :YQ2000 YR860 RI936
TOTAL    :12991 RUB
PAYMENT  :12991 RUB CA
CONTACT  :79030000001 74957821315
END/RES  :PP4522133200/NDSA/K1181.00/NONEND
REMARKS  :FOID PP4522133200
FARE CLC :SVX U6 MOW4597.50U6 SVX4597.50RUB9195END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
```

Status codes:

   first coupon **F** (Flown)   – used.
   second coupon **O** (Open)   – eligible for refund.

5) Refund the ticket by specifying the unused segment:
   RF*2

6) Print the **EMD** for the carrier-imposed fee in case of flight cancellation (**mandatory** if applicable):
   EMD/CP/RF

7) Print the **EMD** for the agency-imposed fee (if applicable):
   EMD/PR

8) Since the first leg has already been used, you may print an **EMD** for the usage of the first leg:

EMD/NT/USE

9) Checking the status codes of the ticket coupons:
    ET#2626101283827

```
ISSUED 01APR25-15:06 FROM RS-15  CIT-MOW  PNR: 15 1VP4WS, U6 0003PP
AGN-99GRS CIT-MOW NO-4591 PUL-MOVPIV POS-00118580 FCMI-0

 MAKAROV/KIRILL ANDREEVICH


        === ET 2626101283827 ===
 1    U6-274  A 10APR25 1200 SVX DME OK   AECRT            2620000692561  1N   F
 2    U6-269  A 15APR25 1335 DME SVX OK   AECRT            2620000692582  1N   R

FOID     :
FARE     :B/9195RUB
TAXES    :YQ2000 YR860 RI936
TOTAL    :12991 RUB
PAYMENT  :12991 RUB CA
CONTACT  :79030000001 74957821315
END/RES  :PP4522133200/NDSA/K1181.00/NONEND
REMARKS  :FOID PP4522133200
FARE CLC :SVX U6 MOW4597.50U6 SVX4597.50RUB9195END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
```

Status codes:

first coupon **F** (Flown)   – used.
second coupon **R** (**Refunded**)   – a refund has been issued.

10) Appearance of the **PNR** after a partially used ticket has been refunded:

```
1VP4WS            STATUS:
99GRS TKP99GRS4591 MOVPIV 01APR25 15:05 TCH (00118580,MOW,RU)
  1 МАКАРОВ/КИРИЛЛ АНДРЕЕВИЧ 07JUL77(M)/PS /RU/4522133200
1  U6-274    A 10APR25 SVXDME HK1 1200 1235 LS3 E
P- 1  T 74957821315
```

After the partial ticket refund, only the used segments remain in the **PNR**.

11) Viewing the pricing after a partially used ticket refund:
    TM/S

```
*1VP4WS(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING*****************
             FARE             TAXES             FEE             TOTAL
001 ADT         0.00             0.00             0.00             0.00
         --------------- --------------- --------------- ------------------
 RESULT         0.00             0.00             0.00             0.00  RUB

  1. ADT 01 SVX/U6/MOW TICKET REFUNDED
*** TAXES ***:
ADT SVX/U6/MOW
```

The pricing for the used segment has been removed.

12) End the dialog:
    I

Example 3. Ticket refund. The fare rules specify the form of refund SCRIPT

PNR for refund

```
1VP7XX           STATUS:
99GRS TKP99GRS4591 MOVPIV 02APR25 09:09 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-804   S 03APR25 VKOLED HK1 1205 1225 LSN E
P- 1  T 74957821315
```

Reference on pricing for refund:

TM/RF

```
*1VP7XX(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
             FARE              TAXES             FEE             TOTAL
001 ADT           -4000.00           440.00            0.00        -3560.00
            --------------- --------------- --------------- -----------------
 RESULT           -4000.00           440.00            0.00        -3560.00  RUB

  1. ADT 01 MOW/UT/LED -4000.00 SFORE FR:UT.FORE *FM=-200.00(5%) SCRIPT NEED
*** TAXES ***:
ADT MOW/UT/LED CP=500.00 =??? YRI=-30.00 YRI=-30.00
```

In the **TM** reference "**SCRIPT NEED**" and indicator **=???**, are displayed, indicating that the refund must be processed through the mask: **RFM**.

Since refunds to a script are not implemented, the operation is blocked with the message "**CANNOT REFUND TO SCRIPT**".

Cancelling Completed Operations and Displaying the **PNR** on screen:

IR

If the refund request forcibly specifies the refund form, the operation will be allowed, and the refund will be processed:

RFM/PP:VOUCHER=NO

After pressing "**FORWARD**," the system displays a manual refund "mask" with preset amounts of the refundable or chargeable fare and fees that the system intends to use; the agent can make changes to the fields in this mask and is responsible for any such changes:

```
¦  REFUND            VOL/INV+V¦            1VP7XX  PASS 1   SEGM 1   PAGE   1
FARE RETURN   +SFORE          ¦+4000           ¦+RUB¦     MILES+           ¦
PENALTY       +???            ¦+   ¦                        +             ¦
*FM+-¦+200            ¦+RUB¦
TAX                   +-¦+YRI  ¦+30       ¦+RUB¦+-¦+YRI ¦+30       ¦+RUB¦
+ ¦+YQF ¦+1000     ¦+RUB¦+ ¦+YQI ¦+1000     ¦+RUB¦+ ¦+   ¦+       ¦+   ¦
+ ¦+    ¦+         ¦+   ¦+ ¦+    ¦+         ¦+   ¦+ ¦+   ¦+       ¦+   ¦
+ ¦+    ¦+         ¦+   ¦+ ¦+    ¦+         ¦+   ¦+ ¦+   ¦+       ¦+   ¦
+ ¦+    ¦+         ¦+   ¦+ ¦+    ¦+         ¦+   ¦+ ¦+   ¦+       ¦+   ¦
AGN TX+ ¦+  ¦+         ¦+    ¦ + ¦+  ¦+        ¦+    ¦ + ¦+ ¦+       ¦+   ¦
     + ¦+  ¦+         ¦+    ¦ + ¦+  ¦+        ¦+    ¦ + ¦+ ¦+       ¦+   ¦
                      CALCULATION PRELIMINARY
      CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER      +>


INPUT
```

In the **PENALTY** field, instead of **???**, enter – **500RUB**

After entering the mask and pressing "**FORWARD**," the system requests confirmation of the entered data:

```
¦  REFUND                                                       PAGE    2


            I CONFIRM THAT ALL SPECIFIED DATA IS CORRECT. CONTINUE

                                                            +     ¦+›


 INPUT
```

After confirming the data entered in the "mask," the system displays a preliminary refund summary so that the agent can verify that the entered data is displayed correctly:

```
01 MAKAROV/KIRILL ANDREEVICH
*1VP7XX--------------------------------------VOL-FCMI:1(MANUAL)---------
PAID: FARE=RUB4000 XT=RUB2060 ZZ=RUB0.00 FEE=RUB0.00
REFUNDED: FARE=RUB4000 XT=RUB60 ZZ=RUB0.00
         FEE=RUB0.00
PENALTY: RUB500 FEE=RUB0.00
TOTAL TO REFUND: RUB3560
CASH: RUB3560

VAT INCL: 45.45[10.00%(K:500.00)=45.45]
VAT REFUND: A/C=-373.64[10.00%(T:4000.00)=363.64 20.00%(YR:60.00)=10.00]

*FM=-200.00(5%)

 PART
```

After scrolling "**FORWARD**," the following message is displayed:

```
              NEXT OPERATION IS NOT REVERSIBLE
              FOR PROCEED CALL GO FORWARD
              FOR IGNORE CALL 'IR'
```

After scrolling "**FORWARD**," a refund summary **for the agency** is displayed on the screen and automatically printed on paper: The summary for the agency is printed on paper.
After scrolling **FORWARD**, a refund information summary is displayed on the screen.
It is mandatory to complete the transaction:

      ER

(to save the changes in the **PNR** and display it on the screen)

```
HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE
1VP7XX          STATUS:,NS!
99GRS TKP99GRS4591 MOVPIV 02APR25 09:09 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
P- 1  T 74957821315
```

If, during a refund, a fee/charge is collected due to cancellation of travel, a remark appears in the **PNR** indicating unprinted **EMDs** for the carrier-imposed cancellation fee or agency fees.

In this case, the following command **must** be executed:

      EMD/CP/RF

Print the **EMD** for the agency-imposed fee (if applicable):

      EMD/PR

After pressing **FORWARD**, the **PNR** will be displayed without the remark about the unprinted **EMD** for the fee:

```
1VP7XX            STATUS:,NS!
99GRS TKP99GRS4591 MOVPIV 02APR25 09:09 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
P- 1  T 74957821315
    2  M 79030000001 -1
SVC 1  HI1 /D/995//2986190085577C1/CANCELLATION PENALTY/UT/MOW/LED/02APR25 P1
```

End the dialog: **I**

Response message: "**PNR RELEASED**."

Example 4. Ticket refund. The fare rules specify the refund form as VOUCHER or EMD

PNR for refund:

```
1VP7Z9            STATUS:
99GRS TKP99GRS4591 MOVPIV 02APR25 09:47 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/7425432100
1  UT-804   V 03APR25 VKOLED HK1 1205 1225 LSN E
P- 1  T 74957821315
```

Reference on pricing for refund:

     TM/RF

```
*1VP7Z9(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
             FARE            TAXES            FEE            TOTAL
001 ADT         -5810.00          -60.00          0.00        -5870.00
             --------------- --------------- --------------- -----------------
 RESULT         -5810.00          -60.00          0.00        -5870.00  RUB

  1. ADT 01 MOW/UT/LED -5810.00 VFL40OW "PR/PREMIUM" FR:UT.0197 *FM=-291.00(5%)
VOUCHER NEED
*** TAXES ***:
ADT MOW/UT/LED CP=2000.00 YQF=-1000.00 YQI=-1000.00 YRI=-30.00 YRI=-30.00
```

In the **TM** reference, the message: **VOUCHER NEED** is displayed.

Since **voucher issuance is currently not implemented**, the refund operation (**RF**) is blocked with the message: "**CANNOT REFUND TO VOUCHER**".

Cancelling Completed Operations and Displaying the **PNR** on screen:

     IR

If the refund request forcibly specifies the refund form **PP:VOUCHER=NO**, then the refund will be processed to the original **FOP**:

     RF/PP:VOUCHER=NO

The system displays a preliminary refund summary:

```
01 SERGEEVA/IRINA VLADIMIROVNA
*1VP7Z9------------------------------------------VOL-FCMI:0(AUTO)-----------
PAID: FARE=RUB5810 XT=RUB2060 ZZ=RUB0.00 FEE=RUB0.00
REFUNDED: FARE=RUB5810 XT=RUB2060 ZZ=RUB0.00
         FEE=RUB0.00
PENALTY: RUB2000 FEE=RUB0.00
TOTAL TO REFUND: RUB5870
CASH: RUB5870

VAT INCL: 181.82[10.00%(K:2000.00)=181.82]
VAT REFUND: A/C=-871.51[10.00%(T:5810.00)=528.18 20.00%(YQ:2000.00)=333.33 20.
00%(YR:60.00)=10.00]

*FM=-291.00(5%)
BRANDED FARES:
1. VFL40OW "PR/PREMIUM"

PART
```

After scrolling **FORWARD** the following message is displayed:

```
            NEXT  OPERATION  ARE  NOT  REVERSIBILITY
                 FOR  PROCEED  CALL  GO  FORWARD
                FOR  EDIT  CALL  GO  FORWARD  BY  DATE
```

After scrolling "**FORWARD**," a refund summary **for the agency** is displayed on the screen
and automatically printed on paper: The summary for the agency is printed on paper.
After scrolling **FORWARD**, a refund information summary is displayed on the screen.
It is mandatory to complete the transaction:

> **ER**

(to save the changes in the **PNR** and display it on the screen)

```
HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE
1VP7Z9           STATUS:,NS!
99GRS TKP99GRS4591 MOVPIV 02APR25 09:47 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/7425432100
P- 1  T 74957821315
   2  M 79030000001 -1
```

If, during a refund, a fee/charge is collected due to cancellation of travel, a remark appears in
the **PNR** indicating unprinted **EMDs** for the carrier-imposed cancellation fee or agency fees.

In this case, the following command **must** be executed:

> **EMD/CP/RF**

Print the **EMD** for the agency-imposed fee (if applicable):

> **EMD/PR**

After pressing **FORWARD**, the **PNR** will be displayed without the remark about the unprinted
EMD for the fee:

```
1VP7Z9           STATUS:,NS!
99GRS TKP99GRS4591 MOVPIV 02APR25 09:47 TCH (00118580,MOW,RU)
   1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/7425432100
P- 1  T 74957821315
    2  M 79030000001 -1
SVC 1  HI1 /D/995//2986190085578C1/CANCELLATION PENALTY/UT/MOW/LED/02APR25 P1
```

End the dialog: **I**

Response message: "**PNR RELEASED**."

5.3   REFUND OF TICKETS FOR ALL PASSENGERS FROM PNR

To process ticket refunds, follow these steps:

1) Retrieve the **PNR**: *** (PNR)**

2) If refunding tickets for all passengers, use the command:

> **RF**

3) End the dialog:

> **E**

5.4   REFUND OF TICKETS FOR PART OF PASSENGERS FROM THE PNR

When refunding tickets for only some of the passengers in a **PNR** (for example, for the first passenger), follow these steps:

1) Retrieve the **PNR**: *** (PNR)**

2) Submit the request (refund of the first passenger's ticket from the **PNR**):

> **RF1**

3) End the dialog:

> **E**

5.5   REFUND OF A TICKET FOR UNUSED TRAVEL SEGMENTS FOR SELECTED PASSENGERS

If it is necessary to refund a ticket for one or more passengers in a booking for unused travel segments, the **PNR** must be split. To do this, retrieve the booking (*** (PNR)**) and split the **PNR** using the request:

> **D(PAX)**

where

> **PAX** – the number(s) of the passenger(s) whose tickets are to be refunded.

Example: Refund of the second passenger's ticket. The first segment has been used.

1)   Retrieve the **PNR**:

> ***1VP81N**

```
1VP81N           STATUS:
99GRS TKP99GRS4591 MOVPIV 02APR25 11:02 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
  2 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/7425432100
1  N4-225   F 02APR25 SVOAER HK2 2215 2315 LSN E
2  N4-226   F 12APR25 AERSVO HK2 2005 2250 LSN E
P- 1  T 74957821315
```

2) Retrieve the **PNR**:
> **D2**

Note: You may use *D1,3* when refunding tickets for the 1st and 3rd passengers, or *D2-4* when refunding tickets for passengers from the 2nd to the 4th.

```
1VP830           STATUS:NEW
99GRS TKP99GRS4591 MOVPIV  TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/7425432100
1  N4-225   F 02APR25 SVOAER HK1 2215 2315 LSN E
2  N4-226   F 12APR25 AERSVO HK1 2005 2250 LSN E
P- 1  T 74957821315
R- 1   (YY) 1VP830<-1VP81N
```

A new **PNR** is created: **1VP830**

3) Complete the transaction and display the **PNR** on the screen:
> **ER**

4) Process the refund for the unused segments of the itinerary:
   In this example, the first segment was used, and the ticket is being refunded for the second segment
> **RF*2**

Attention!!!   If there are multiple **unused segments** in the **PNR**, **all** of them must be specified in the refund request.

5) End the dialog:
> **E**

5.6   INVOLUNTARY REFUND

In the event of a flight delay or cancellation, relevant information is entered into the system, after which the refundable amount is **automatically** calculated according to the rules for an **involuntary refund**

Refund **request format** for involuntary flight cancellation:
(for example, due to a passenger's illness confirmed by a medical certificate)
> **RFI<PAX><*SEG>**

Example:
1) Retrieve the **PNR**:
> ***(PNR)**
2) Process the involuntary refund:
> **RFI**

3) End the dialog:

    E

5.7   DUMMY REFUND

Use the following request:

    RFI/–

In this case, the segment is not removed from the **PNR**.

The fee imposed by the carrier for cancellation is charged according to the involuntary refund rules stated in the **fare rules** (usually not charged). If it is charged, an **EMD** for this fee must be printed:

    EMD/CP/RF

For agency-imposed fees upon cancellation, a message is displayed on the screen for further issuance on an **EMD** form:

    EMD/PR

Upon the passenger's request, a refund certificate may be printed on an **EMD** form:

    EMD/NT/USE

5.8   RETURN OF SEATS ONLY (WITHOUT FINANCIAL SETTLEMENT WITH THE PASSENGER)

To return seats, you need to call the **PNR** and perform the **XX operation**, which will release the seats back to the system.

Example:

1) Retrieve the **PNR**:

    *(PNR)

2) Return seats to the system:

    XX2

where

    2 – the segment number in the **PNR** from which the seat is being released

3) End the dialog:

    E

If you need to return seats for part of the passengers in the PNR:

1) Retrieve the **PNR**:

    *(PNR)

2) Split the **PNR**:

    D1

where

    1 - the passenger number in the **PNR** who should be split into a new **PNR**

3) Complete the transaction and display the **PNR** on the screen:

    ER

4) Return the seat on a specific segment:

    XX2

where:

    XX – indicator of returned seat

    2 – the segment number in the **PNR** where the seat is being returned

5) End the dialog:

    E

Notes:

− *Returning seats on used segments is blocked (if in the **TMC** report the parameter **USE=1**). System response: «**CANNOT SET XX STAT ON 'USED' SEGMENT**».*

− *The **XX** operation is blocked without specifying segment numbers. System response: «**USE SEGMENT NUMBERS**».*

− *A ticket refund on the second segment is only possible after the first segment has been used.*

5.9 MANUAL REFUND OF A TICKET

The term manual refund refers to the ability to intervene in the ticket refund process, which is typically performed automatically.

If the system is unable to automatically calculate the refund amount and issue the corresponding documents, then after submitting the **RF** request, the system displays the message:

"**THIS IS A MANUAL OPERATION – SET PENALTY MANUALLY**". In this case, the RFM command **is used**.

Request format:

RFM<I>(PAX)*(SEG)

where

    I – indicates an involuntary refund

Note: *If the letter "**I**" is not specified in the request, the refund is considered voluntary. In this case, the mask will display data for a **voluntary refund**.*

In response, the system displays a manual refund mask with preset amounts for refundable/charged fares and fees that the system proposes to use. The agent has the ability to edit the fields in this mask.

ATTENTION!!   The agent is responsible for any corrections made to the information.

There is a ban on charging airline fees upon return. An attempt to enter a this fee into the system after the cancellation of the mask leads to a failure: "**CANNOT GET TAX ON REFUND**".

RFM is not allowed on arrival segments.

After completing work with the "masks," the system displays a preliminary refund summary.

- If the evaluation results are unsatisfactory, the agent can cancel the refund operation using the **IR** command.
- If the evaluation results are acceptable to the agent, press "**FORWARD**."

Notes:

1) In fields where the system could not automatically determine the data, question marks (???) are displayed.

2) The data entered in the "mask" overrides the conditions specified in the fare rules.

Example: **A ticket was sold as part of the following booking under a round-trip fare. The fare and ticket refund conditions are provided.**

PNR

```
1VKGS2            STATUS:
99GRS TKP99GRS4591 MOVPIV 19FEB25 11:40 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-267   Z 25FEB25 VKOAER HK1 1020 1410 LSN E
2  UT-250   Z 28FEB25 AERVKO HK1 1525 1910 LSN E
P- 1  T 74957821315
```

The passenger completed the first leg of the journey and is requesting a voluntary refund of a partially used ticket.

Route Pricing:

TM/S

```
*1VKGS2(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
              FARE              TAXES             FEE             TOTAL
001 ADT         16600.00          3060.00            0.00        19660.00
             --------------- --------------- --------------- ------------------
 RESULT         16600.00          3060.00            0.00        19660.00  RUB

  1. ADT 01 MOW/UT/AER 8300.00 ZFLEXRT "PR/PREMIUM" FR:UT.0198 *FM=830.00(5%)
  2.     02 AER/UT/MOW 8300.00 ZFLEXRT "PR/PREMIUM" FR:UT.0198
*** TAXES ***:
ADT MOW/UT/AER YQF=800.00 YQI=500.00 YRI=200.00 YRI=30.00
    AER/UT/MOW YQF=800.00 YQI=500.00 YRI=200.00 YRI=30.00
```

Information about refund conditions from Category 16 of the **Fare Rules**:

TP1/16

```
OR          (PENALTIES FOR VOLUNTARY RETURNS)
USE MANUAL CHANGE/RETURN
  VOLUNTARY REFUND IS PERMITTED BY PARTIALLY USED TICKET.
                                                           (S U F A D)

  NOTE:
                *VOZVRAT RAZREWAETSA ZA ISKLUCENIEM SLUCAEV
                NEAVKI NA REJS(NO-SHOW).*VOZVRAWAETSA RAZNISA
                MEZDU OPLACENNYM TARIFOM I TARIFOM ZA
                ISPOLXZOVANNUU PEREVOZKU  V TOM ZE ILI BOLEE
                VYSOKOM KLASSE BRONIROVANIA SOOTVETSTVUUWEGO
                TARIFNOGO BRENDA. TARIFY SMOTRETX NA DATU NACALA
                PEREVOZKI S UCETOM DATY PRODAZI.
                *VZIMAETSA PLATA 2000 RUB ZA KAZDYJ VOZVRAWAEMYJ
                UCASTOK.PLATA VZIMAETSA ZA OPERASII PO
                ANNULIROVANIU BRONIROVANIA, OSUWESTVLENIU
                RASCETOV SUMM, PRICITAUWIHSA DLA VOZVRATA, I
                OFORMLENIU VOZVRATA SUMM. DETSKIE  SKIDKI K
                VELICINE PLATY NE PRIMENAUTSA.MLADENSY BEZ
                PREDOSTAVLENIA OTDELXNOGO   MESTA BEZ UDERZANIA
  PART
```

When executing the `RF*2` operation, the system displays the message: «**THIS IS A MANUAL OPERATION – SET PENALTY MANUALLY**».

When receiving such a system response, the following actions must be taken:
1) Request Submission:

   RFM*2

In response, the system displays a warning message on the screen:

```
CURRENT FORMS:
CURRENT TICKET FORM:ETM CURRENT MCO FORM:EMD CURRENT RECEIPT FORM:EMD
CHECK IT, THEN PRESS <FORWARD>,
OR CORRECT USING REQUESTS (ST,SM,SR) THEN PRESS <FORWARD>.
REFUND NOTICE: CAN BE ISSUED USING EMD AFTER END OF TRANSACTION
YOU CAN CHANGE REQUEST 'RF' PARAMETERS IF YOU NEED IT
OR PRESS <FORWARD> TO CONTINUE
```

Note: *When this message appears, the refund has not yet started, so if active forms are not set, they can be set at this stage.*
*Then submit the request RFM*2 again.*

After pressing **FORWARD**, the system displays the manual refund mask, which contains the amounts of refundable/chargeable fares and fees that the system proposes to use. The agent has the ability to modify the fields in this mask and is responsible for any changes made.

```
¦   REFUND            VOL/INV+V¦              1VKGS2  PASS 1   SEGM 2   PAGE    1
FARE RETURN     +ZFLEXRT          ¦+8300                    ¦+RUB¦     MILES+             ¦
PENALTY        +???                    ¦+   ¦                        +                  ¦
*FM+-¦+415                ¦+RUB¦
TAX                        +-¦+YQF  ¦+800        ¦+RUB¦+-¦+YQI  ¦+500        ¦+RUB¦
+-¦+YRI  ¦+30        ¦+RUB¦+-¦+YRI  ¦+200        ¦+RUB¦+ ¦+     ¦+          ¦+   ¦
+ ¦+      ¦+          ¦+   ¦+ ¦+     ¦+          ¦+   ¦+ ¦+     ¦+          ¦+   ¦
+ ¦+      ¦+          ¦+   ¦+ ¦+     ¦+          ¦+   ¦+ ¦+     ¦+          ¦+   ¦
+ ¦+      ¦+          ¦+   ¦+ ¦+     ¦+          ¦+   ¦+ ¦+     ¦+          ¦+   ¦
AGN TX+ ¦+   ¦+          ¦+    ¦ + ¦+   ¦+          ¦+    ¦ + ¦+  ¦+          ¦+   ¦
     + ¦+   ¦+          ¦+    ¦ + ¦+   ¦+          ¦+    ¦ + ¦+  ¦+          ¦+   ¦
                          CALCULATION  PRELIMINARY
        CHECK  AND  CORRECT  IN  ACCORDANCE  WITH  THE  REGULATIONS  OF  CARRIER      +›

INPUT
```

Description of "Mask" Fields

Line 1

¦ REFUND VOL/INV+V¦		1VKGS2 PASS 1 SEGM 2 PAGE 1

REFUND   VOL/INV

    Type of refund operation:

        V – voluntary

        I – involuntary

1VKGS2

    PNR number

PASS 1

    Passenger number

SEGM 2

    Number of the current refunded segment

PAGE   1

    Page number

Line 2

FARE RETURN +ZFLEXRT	¦+8300	¦+RUB¦ MILES+ ¦

FARE RETURN   +ZFLEXRT

    Refunded fare basis

    Note: The use of Cyrillic characters and the hyphen ("-") as a separator before the fare designator code is prohibited

8300

    Amount of the fare being refunded for the returned segment

    This amount will be refunded to the passenger (the agent has the option to adjust the refunded amount to account for any additional fare collected for the used segment of the route).

RUB

    Currency of the terminal (payment)

    Note: A currency different from the terminal currency may be specified.

MILES

    Payment with miles

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Note: *This field is completed only if the ticket was paid with miles, see the procedure for refunding award tickets of the airline whose miles were used for payment.*

Line 3

PENALTY	+???	¦+ ¦	+	¦

PENALTY

It is necessary to enter the amount of the refund fee for the returned segment (by default, it is set as **???**).

Note: *A currency different from the terminal's default may be specified; it will later be converted to the terminal's currency.*

Space

Confidential fare indicator

IT or **BT**

Line 4

*FM+-¦+415	¦+RUB¦

*FM

Agency commission (to be refunded):

- Amount
- Currency code

The value previously entered in the **PNR** may be changed.

The agent is responsible for any changes made.

Lines 5-11

TAX	+-¦+YQF	¦+800	¦+RUB¦+-¦+YQI	¦+500	¦+RUB¦
+-¦+YRI	¦+30	¦+RUB¦+-¦+YRI	¦+200	¦+RUB¦+ ¦+	¦+	¦+ ¦

TAX

The charges applied in the ticket are specified (neutral charges, airline charges, charges registered with **IATA**)

Codes for refundable/non-refundable charges:

Charge indicator:

     "+"   −   the charge is collected from the passenger

     "−"   −   the charge is refunded to the passenger

     Space   −   the charge was applied when the ticket was sold and is not refunded

          when the ticket is returned

YQF

Fee code

800

Charge amount

RUB

Terminal currency

Note: *The charge amounts can be adjusted. Charges can be added or removed.*

Lines 12-13

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```
AGN TX+ ¦+   ¦+              ¦+    ¦ + ¦+   ¦+            ¦+    ¦ + ¦+   ¦+              ¦+    ¦
        + ¦+  ¦+              ¦+    ¦ + ¦+   ¦+            ¦+    ¦ + ¦+   ¦+              ¦+    ¦
```

AGN TX

> Displays the charges that are included in the receipt (agency fees)
> Charge code details:
>
> - **+** indicates the charge is collected from the passenger
> - Charge code, e.g., **AG**
> - Charge amount: e.g., **100**
> - Currency of the terminal: e.g., **RUB**
>
> All fields indicated in these lines are input fields, meaning their values can be edited.
> Additionally, necessary charges can be added to the mask, and unnecessary ones can
> be removed.

According to the **Fare Rules** of the applied fare, when partially used tickets are refunded, the fare for the used segment must be recalculated (based on the fare paid and the fare for the used portion of travel in the same or higher booking class within the same brand as of the travel start date), and a penalty fee of 2000 RUB must be withheld.

As of the travel start date, there is a fare available for the used segment (**OW**) in the same booking class (**Z**) within the corresponding brand: **ZFLEXOW** is 8600 RUB.

Therefore, the amount of the fare to be refunded to the passenger is calculated as follows: 16600 – 8600 = 8000 RUB. A penalty of 2000 RUB must be charged to the passenger. Based on this calculation, the content of the refund mask before sending it to the system should be as follows:

```
¦  REFUND              VOL/INV+V¦                1VKGS2  PASS 1   SEGM 2  PAGE   1
FARE RETURN    +ZFLEXRT        ¦+8000                  ¦+RUB¦      MILES+          ¦
PENALTY        +2000              ¦+RUB¦                      +              ¦
*FM+-¦+400               ¦+RUB¦
TAX                    +-¦+YQF  ¦+800      ¦+RUB¦+-¦+YQI ¦+500        ¦+RUB¦
+-¦+YRI  ¦+30        ¦+RUB¦+-¦+YRI  ¦+200      ¦+RUB¦+ ¦+     ¦+        ¦+    ¦
+ ¦+     ¦+          ¦+    ¦+ ¦+     ¦+        ¦+   ¦+ ¦+     ¦+        ¦+    ¦
+ ¦+     ¦+          ¦+    ¦+ ¦+     ¦+        ¦+   ¦+ ¦+     ¦+        ¦+    ¦
+ ¦+     ¦+          ¦+    ¦+ ¦+     ¦+        ¦+   ¦+ ¦+     ¦+        ¦+    ¦
AGN TX+ ¦+   ¦+              ¦+    ¦ + ¦+   ¦+            ¦+    ¦ + ¦+   ¦+              ¦+    ¦
        + ¦+  ¦+              ¦+    ¦ + ¦+   ¦+            ¦+    ¦ + ¦+   ¦+              ¦+    ¦
                         CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER       +›


INPUT
```

> *Note*:   *After manually adjusting the refundable fare amount, the refundable agency commission amount is not updated automatically. Therefore, if necessary, the agency commission must also be adjusted manually.*

2) Submit the mask to the system. System response: "**INFORMATION PART INPUTED OK**".

3) Scroll **FORWARD**:

If there are other refundable segments, the system will display another refund calculation mask for the next refundable segment upon scrolling **FORWARD**.

If the **RFM** request format does not include other refundable segments, the system prompts to confirm the correctness of the entered data:

```
¦  REFUND                                                        PAGE    2

           I CONFIRM THAT ALL SPECIFIED DATA IS CORRECT. CONTINUE


                                                              +    ¦+›


INPUT
```

To confirm the correctness of the entered data, press "**ENTER**".

If the agent is uncertain about the accuracy of the entered information, they can cancel the **RFM** operation by submitting an **IR** request, or go back to the previous mask by scrolling "**BACK**", and verify or modify the data.

4) Confirm the data accuracy.

After confirming the data entered in the "mask," the system displays a preliminary refund summary so that the agent can verify that the entered data is displayed correctly

```
01 MAKAROV/KIRILL ANDREEVICH
*1VKGS2-----------------------------------VOL-FCMI:1(MANUAL)---------
PAID: FARE=RUB16600 XT=RUB3060 ZZ=RUB0.00 FEE=RUB0.00
REFUNDED: FARE=RUB8000 XT=RUB1530 ZZ=RUB0.00
         FEE=RUB0.00
PENALTY: RUB2000 FEE=RUB0.00
TOTAL TO REFUND: RUB7530
CASH: RUB7530

VAT INCL: 181.82[10.00%(K:2000.00)=181.82]
VAT REFUND: A/C=-982.27[10.00%(T:8000.00)=727.27 20.00%(YQ:1300.00)=216.67 20.
00%(YR:230.00)=38.33]

*FM=-400.00(5%)

PART
```

Field descriptions:

```
01 MAKAROV/KIRILL ANDREEVICH
```

01

      Passenger number

MAKAROV/KIRILL ANDREEVICH

      Passenger Last name

```
*1VKGS2-----------------------------------VOL-FCMI:1(MANUAL)---------
```

*1VKGS2

      PNR number

VOL

      Type of refund: voluntary

FCMI:1(MANUAL)

      Calculation indicator, where **1** – means that in this case the fare or ticket text has

                    been changed manually

                     via the mask

```
PAID: FARE=RUB16600 XT=RUB3060 ZZ=RUB0.00 FEE=RUB0.00
```

PAID:

Paid:

FARE=RUB16600

Fare amount in the payment currency

XT=RUB3060

The **AG** fees amount in the payment currency

ZZ=RUB0.00

Tax **ZZ** refunded in payment currency

FEE=RUB0.00

The amount of service fees in payment currency

```
REFUNDED: FARE=RUB8000 XT=RUB1530 ZZ=RUB0.00
          FEE=RUB0.00
```

REFUNDED:

Refund:

FARE=RUB8000

Fare amount in the payment currency

XT=RUB1530

The **AG** fees amount in the payment currency

ZZ=RUB0.00

Tax **ZZ** refunded in payment currency

FEE=RUB0.00

The amount of service fees in payment currency

```
PENALTY: RUB2000 FEE=RUB0.00
```

PENALTY:

Withheld:

RUB2000

Refund fee amount (penalty)

FEE=RUB0.00

Amount of service fee for refund

```
TOTAL TO REFUND: RUB7530
```

Total amount to refund

```
CASH: RUB7530
```

Form of payment for the refund

```
VAT INCL: 181.82[10.00%(K:2000.00)=181.82]
```

VAT calculation based on the fare and charges in the ticket

```
VAT REFUND: A/C=-982.27[10.00%(T:8000.00)=727.27 20.00%(YQ:1300.00)=216.67 20.
00%(YR:230.00)=38.33]
```
VAT refund calculation based on the fare and charges in the ticket

```
*FM=-400.00(5%)
```
Refund of agency commission

5) After scrolling **FORWARD** the following message is displayed:

```
            NEXT OPERATION IS NOT REVERSIBLE
            FOR PROCEED CALL GO FORWARD
            FOR IGNORE CALL 'IR'
```

- If the evaluation results are unsatisfactory, the agent can cancel the refund operation using the **IR** command.
- If the evaluation results are acceptable to the agent, press "**FORWARD**."

6) After scrolling **FORWARD**:

```
EXCHANGE/REFUND PRINT. USE PAPER A4. LIST FORW/BACKW - RUSSIAN LANG. (PRINT ON/O
FF), LIST DATE FORW/BACKW - ENGLISH LANG.(PRINT ON/OFF)
```

A refund summary for the agency is displayed on the screen and printed.
After pressing **FORWARD**, the ticket refund information is shown on the screen.
It is mandatory to complete the transaction: **ER**
(to save the changes in the **PNR** and display it on the screen)

If a fee/charge is applied for the refunded segment of transportation or for cancellation, a remark appears in the **PNR** about unprinted **EMDs** for the fee.
These **EMD** must be printed.
Otherwise, when submitting the **E** command, the system will reply: "**HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE**".
In this case, the following command must be executed:
EMD/CP
After pressing "**FORWARD**," the **EMD** for the fee/charge imposed by the carrier for cancellation (**code 50**) is printed.
After pressing "**FORWARD**," the system displays the **PNR** with the remark about the unprinted **EMD** removed.
End the dialog: **I**

PNR history:

```
1VKGS2
(18) TKP99GRS4591 MOVPIV (T/GRT) 00118580 19FEB25 15:33:05 COMMIT
 T  OUTBOUND TELEGRAM NUMBER 1117285964 19FEB25 15:33:06
 XS UT-250 Z 28FEV25 AERVKO HK1  1525 1910 LSN 19FEB25 15:33:05
 XT (MP) H.NOTICE:2986101245570/UT-250/MAKAROV KIRILL ANDREEVIC 07JUL77  **
19FEB25 15:32:54
 PR VD ROUNDTRIP UT-250 Z 28FEB25 AERVKO   MAKAROV KIRILL ANDREEVIC 07JUL77
ADT
   TKT:EBM(298)  -8000.00RUB FARE=ZFLEXRT(M,MM) "PR/PREMIUM" RULE=C.UT.0198
BG=1PC(A)[S7.C.UT.OC.0DF.A.111250(36463985)]
     CP=2000.00RUB(A)
     YQI=-500.00RUB /-500.00RUB(1.00/1.00)/(A)[30996]
PART
```

In the PNR history, transaction 18 (refund transaction) shows:

XT – refund operation

    MP – in this case, the **RFM** request without printing a paper receipt

PR – refund via the "mask," which allows for modifications, and therefore is considered a manual evaluation

    VD – voluntary refund

In the charges section:

    CP=2000.00RUB – refund fee (penalty)

    YQI=-500.00RUB – refunded charge (indicated with a "**-**" sign)

6   EMERGENCY TICKET REFUND (UN REQUEST)

ATTENTION!!!   An emergency ticket refund (if the ticket is already listed in the financial report) can only be processed under the following conditions:

- within **30 minutes** after the sale, if departure is within 24 hours.
- during the same calendar day, if departure is more than 24 hours away.
- unless otherwise specified by the airline.

Request format:

```
UN<PAX>*<SEG></->
```

Request parameters:

UN	–	Operation code
PAX	–	Passenger number
*	–	Separator before the "**SEG**" parameter
SEG	–	Segment numbers on a separate ticket, if the transportation is issued on multiple tickets with different **Billing ID**
/	–	Separator
–	–	The "**minus**" sign indicates the cancellation of a ticket while retaining the seat.

6.1   EMERGENCY TICKET REFUND

When processing an emergency ticket refund, follow these steps:

1) Retrieve the **PNR**

2) Submit the request: **UN<PAX>**

   System response **"ABANDONMENT SUCCEEDED"**

3) End the session: **E**

*Note: If the **UN** request is made immediately after the **electronic** ticket is issued, the system may return the message: «SOME OF ET INTERCHANGE IS NOT FINISHED. WAIT PLEASE». In this case, execute an ignore request (**I**), wait 1–2 minutes, then retrieve the **PNR** and retry the **UN** request.*

ATTENTION!!!   After the **UN** operation is successfully completed, do not use ignore requests (**I/IR**). Otherwise, the system will return the message: "**SAVE PNR WITH "E" OR "ER" REQUESTS   .**"

6.2   TICKET REFUND WHEN TRANSPORTATION IS ISSUED ON MULTIPLE TICKETS WITH DIFFERENT AIRLINE BILLING ID

In this case, the request must specify the segment numbers associated with the separate tickets. **Example**: the route consists of **4** segments operated by different airlines. The journey is issued on two tickets with different accounting codes (segments 1 and 2 on one ticket, segments 3 and 4 on another). You must submit two requests: **UN*1-2** and **UN*3-4**

6.3 TICKET REFUND IN CASE OF INCORRECT PASSENGER NAME (WITHIN <u>30 MINUTES</u> AFTER ISSUANCE)

If an error was made when entering the passenger's name, and you need to correct it, you must cancel the <u>recently issued ticket</u> while retaining the reserved seats using the command: `UN/-`). Then end the transaction with: `ER` request. Correct the error in the passenger name and reissue the ticket.

ATTENTION!!! After the `UN/-` request, the previously calculated fare and all forms of payment, including authorized forms of payment (`FOP`), are retained. If you need to issue a ticket with a new pricing, the old fare must be canceled using the command: `CP/-`. Request format:

`CP<PAX><*SEG>/-`

(<u>Use the same parameters in the `CP` request as were used in the previously executed `UN`</u> request). The transaction must then be completed using: (`ER` request). Then a new pricing of the route is performed.

<u>Sequence of Actions:</u>
1) Retrieve the `PNR`
2) Submit the request: `UN<PAX>/-`

   System response: "`TICKET REFUND OK.PRICING STORED.PRESS ER.TO DELETE PRICING PRESS CP/-`"

   ATTENTION!!! After the `UN` operation is successfully completed, do not use ignore requests (`I/IR`). Otherwise, the system will return the message: "`SAVE PNR WITH "E" OR "ER" REQUESTS.`"

3) Complete the transaction: `ER`
4) In case it is <u>necessary to cancel the pricing and authorized</u> **forms of payment** (e.g., when changing the passenger category code):

   `CP<PAX>/-`
5) Complete the transaction: `ER`
6) Make the necessary changes
7) Print the ticket: `PT<PAX>`
8) End the session: `E`

ATTENTION!!! After `UN/-` or `ER`, when attempting to enter the command `E` or `I`, the system displays the message: «`TRY IR/ER. YOU MAY ALSO TRY CANCEL PRICING USING CP OR CP/-.`».
If the ticket will not be issued after `UN/-`, then after the `ER` command to complete the dialog, it is necessary to first delete the pricing with the command: `CP/-`. Without performing this operation, the `PNR` cannot be released.

Let's check the status code of the **electronic** ticket coupons after the `UN` operation:

ET#5556101286029

```
ISSUED 04APR25-10:27 FROM RS-15  CIT-MOW  PNR: 15 1VPKMM, SU 0CFMPN
AGN-99GRS CIT-MOW NO-4591 PUL-        POS-00118580 FCMI-0


 MAKAROV/KIRILL A


        === ET 5556101286029 ===
 1    SU-11   N 14APR25 1245 LED SVO OK  NCOR            5550000692809  1N   V

FOID     :
FARE     :B/7730RUB
TAXES    :YR666 RI634
TOTAL    :9030 RUB
PAYMENT  :9030 RUB CA
CONTACT  :79030000001 74957821315
END/RES  :P452213320/DOB07JUL77/NDSA/C813.73
FARE CLC :LED SU MOW7730RUB7730END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
```

Coupon status code **V-Void** (Cancelled). This status is final (no further operations with the coupon are allowed). 5550000692809 – authorization code for settlements. It is displayed if the coupon status is final.

7   BOOKING CHANGE

The "revalidation" procedure is used when changing the departure date or time on the same ticket (based on the flight coupon), provided that **the carrier code and fare remain unchanged**. In this case, the **7O** command is used.

When using **the 7O command, no repricing is done, and no penalties or fees are charged to the passenger.**

ATTENTION!!!   When executing the **7O** command, the new segment must not have a fare quote applied; otherwise, the message: **"ILLEGAL NUMBER SEG"**. If you receive this message, you must remove the fare quote.
When the **7O** command is executed, the fare quote is **automatically** transferred from the old segment to the new one.

7.1   TICKET REVALIDATION FOR ALL PASSENGERS IN PNR

Request format:

  7O*(SEG)

Request parameters:

      7O   –   command code (digit "7" and letter "O")

      SEG   –   number of the new segment in the **PNR**

      Note: The command must be executed in the same session in which the original ticket was issued

IMPORTANT!!!   The system does not verify whether the fares on the old and new segments are identical. You must check fare consistency manually before executing the **7O** command.

Notes:

1) The system checks the departure/arrival points and the airline code.

2) The response «CURRENT OPERATION WITH ET IS DENIED BY AIRLINE» to request 7O means that the airline prohibits ticket revalidation. In this case, the EX (exchange) request must be used instead.

Sequence of Actions:

1) Retrieve the **PNR**:

     *1VSG72

```
1VSG72           STATUS:
99GRS TKP99GRS4591 MOVPIV 11APR25 08:45 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-7     Y 21APR25 LEDSVO HK1 0945 1110 LS2 E
P- 1  T 74957821315
```

2) Check availability on the new date:

     1LEDMOW2204–SU

3) Make a booking, making sure to indicate the segment in the **PNR** that is being changed:

     01Y1/1

```
1VSG72             STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 11APR25 08:45 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-7    Y 22APR25 LEDSVO HS1 0945 1110 LS2 E
2  SU-7    Y 21APR25 LEDSVO HK1 0945 1110 LS2 E
TL-0927/11APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
P- 1  T 74957821315
```

4) Enter the arrival segment in order to complete the transaction and confirm the booking for the new segment (the status "**HS**" must change to "**HK**"):

0ARNK/2

```
1VSG72             STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 11APR25 08:45 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-7    Y 22APR25 LEDSVO HS1 0945 1110 LS2 E
2  ------- F -------        AR0 ---- ----
3  SU-7    Y 21APR25 LEDSVO HK1 0945 1110 LS2 E
TL-0927/11APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
P- 1  T 74957821315
```

5) Complete the transaction:

ER

6) After the **HS** status changes to **HK**, delete the arrival segment:

X2

7) Submit a request for booking change:

7O*1

When using an **e-ticket**:

After submitting the **7O** request, the **CRS** contacts the electronic ticketing center. The **CRS** generates the information for the booked transportation (a draft of the ticket/receipt) and sends it to the electronic ticketing center and to the electronic ticket **server** of **the airline whose billing code** is used for ticket issuance.

Possible responses:

a)   If there is no connection, the system displays: "**E-TICKET SERVER TIMED OUT, LIST FORWARD**"

You must perform an **IR** request

At this point, the system displays the message: "**(CHANGES IN THE PNR HAS BEEN IGNORED, BUT IGNORING OF OPERATION WITH ET FAILED -- CONTACT CALL CENTER)**".

In this case, you need to contact the support center.

b)   If the issuance of an electronic ticket **is denied**, one of the following messages appears:

"**ONLY REFUND ALLOWED IN THIS PNR.**"

«REVALIDATION IS FORBIDDEN, USE EX»

If attempts to obtain a positive response are unsuccessful, you may perform an ignore operation (**IR**/**I**).

c)   If the request is **successful**, the following message is displayed on the screen:

```
1VSG72
SEATS-
  1. SU-7 Y 22APR25 LEDSVO HK1  0945 1110 PORT=0835
     (MOWSU:0CG827)
     1. MAKAROV/KIRILL A                      5556101292086 C1    HK ET ***
```

8) End the dialog:
>   **E**

ATTENTION!!!   In the case of a positive response, **it is not allowed** to ignore operations (**I**/**IR** requests).

After the transaction is completed, the old segment is automatically deleted, and the seats are returned to open inventory.

Let's check the status code of the **electronic** ticket coupons after the **7O** operation:

>   **ET#5556101292086**

```
ISSUED 11APR25-08:45 FROM RS-15  CIT-MOW  PNR: 15 1VSG72, SU 0CG827
AGN-99GRS CIT-MOW NO-4591 PUL-       POS-00118580 FCMI-0

 MAKAROV/KIRILL A

        === ET 5556101292086 ===
 1    SU-7    Y 22APR25 0945 LED SVO OK  YFOR                            2N   O

FOID     :
FARE     :B/50220RUB
TAXES    :YR696 RI634
TOTAL    :51550 RUB
PAYMENT  :51550 RUB CA
CONTACT  :79030000001 74957821315
END/RES  :P452213320/DOB07JUL77/NDSA/C4681.45
FARE CLC :LED SU MOW50220RUB50220END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
TOUR CODE:
```

Coupon status code (**O** – **Open for use** – Available for use). The old flight segment has been replaced with a new one.

If it is necessary to print an itinerary receipt with the updated details, execute the **CIR** request.

*Note: If, during the procedure, the system displays the message: "**CHECK UP STATUS OF COUPONS (ET# REQUEST)**", you must check the coupon status code using the request* **ET#(Ном_билета)**. *For example*: **ET#5556101292086**. *The ticket number can be obtained from the* ***S** *reference or from the* **PNR** *history (***H/1**). The coupon status code (O – Open for use) allows the booking change procedure to be carried out.*

ATTENTION!!!   The rebooking procedure can only be carried out if the coupon status code is not a final one.

Final codes:
E – Exchanged/reissued, **X** – Replaced with a paper document, **F** –
Flown (used), **V** – Voided, **P** – Printed, **T** – Paper ticket, **R** – Refunded, **Z**
– Closed.

7.2 REVALIDATION OF TICKETS FOR INDIVIDUAL PASSENGERS FROM A PNR

Revalidation of individual tickets is possible either with a single request specifying the list of passengers, or through a series of separate requests, each specifying one or more passenger numbers from the booking.
Request format:

> `7O(PAX)*(SEG_NEW)**(SEG_OLD)`

Request parameters:

`7O`	– Request code, where **O** is a letter
`PAX`	– Passenger numbers for whom the ticket changes are made
`*`	– Separator before the "**SEG_NEW**" parameter
`SEG_NEW`	– New segment
`**`	– Separator before the "**SEG_OLD**" parameter
`SEG_OLD`	– Old segment

For example,

> `7O2*1**3`
> `7O1,4*1**3`

Unlike the revalidation of all tickets in a **PNR**, for individual ticket revalidation, **arrival segments** must remain in the booking. Otherwise, if they are deleted before sending the **7O** request, the system returns the message: "**ITIN INCONSISTENT**."

Segments where no ticket remains after revalidation must be manually **deleted** from the booking if the system does not remove them automatically (**e.g.**, when services/**EMDs** are issued for the old segment).

7.3 REVALIDATION FOR INVOLUNTARY FLIGHT CHANGES (WITHOUT SEGMENT REPLACEMENT)

Ticket revalidation using the **7O** request is also possible in cases of involuntary flight changes, **without replacing the segment**, to update the ticket data
(if the airline supports the **7O** request):

> Request format:
> `7O*(SEG_NUM)**(SEG_NUM)`

where **(SEG_NUM)** –is the number of the segment to be modified, and the values after *****
and ****** must always match!
For example: `7O*1**1`

8 TICKET EXCHANGE

8.1 SEMI-AUTOMATIC PRICING (TH REQUEST ONLY FOR EXCHANGE)

8.1.1 REFERENCE ON POSSIBLE APPLICABLE FARES FOR THIS PASSENGER CATEGORY ON THIS SEGMENT ONLY DURING EXCHANGE

Attention: It is prohibited to use the **TH** request when initially issuing a ticket.

Request format:
```
TH(PAX)(*SEG)
```
Request parameters:

      PAX   –   Passenger Number

      SEG   –   Segment number in **PNR**

➢ *Note:*
- *If there is more than one segment, specifying the segment number is mandatory.*
- *As a rule, the request is made for* **one** *passenger. For passengers with the same category (PCC/TYPE) and the same year of birth, the request can be made for multiple passengers by specifying their numbers.*

IMPORTANT!!!   Upon **TH** request, the system provides a **list** of fares, and the check of the **fare rules** for compliance with the travel conditions is performed **only!** based on the following parameters:
- Booking code
- Point of sale

IMPORTANT!!!   The ticketing agent **is responsible** for applying a fare from the suggested list.

Operators without the appropriate authorization are prohibited from using the **TH** request. System message: "**SELLING TICKET WITH MANUAL PRICING (TR REQUEST) IS RESTRICTED**".

The **TH** request is recommended for selecting a more expensive fare compared to the one offered by the system during automatic pricing. In automatic pricing, the system selects the cheapest fares (if there are no restrictions), provided that the **fare rules** do not specify manual/semi-automatic pricing.
After semi-automatic pricing during ticket exchange (**EX**)**, the system does not perform** automatic **form of payment control**.

For example,
```
TH2*2
```
System response for fares from **TCH**:

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```
*** SEGMENT FARES VARIANTS -  U6-254    Y 28APR25 RMG/0 LET (RUB) ***
POMNI! VARIANT S NOMEROM V NEGATIVE-DLA PEREVOZOK TUDA-OBRATNO ILI PO MARWRUTU!
  1 YPRRT            20125.00              TU=1510 M=X> ROUND-TRIP
  2 YPRRT/IN00           0.00              TU=1510 M=X> ROUND-TRIP
  3 YECRT            21375.00              TU=1620 M=X< ROUND-TRIP
  4 YECRT/IN00           0.00              TU=1620 M=X< ROUND-TRIP
  5 YFLOW            28150.00              TУ=1830
  6 YFLOW/IN00           0.00              TУ=1830
  7 YOW               1000.00              TУ=0090 M=MOWSVXOVB
```

System response for fares from **ATPCO**:

```
*** SEGMENT FARES VARIANTS -   SU-277   W 26APR25 AAA/47 LET (RUB) ***
POMNI! VARIANT S NOMEROM V NEGATIVE-DLA PEREVOZOK TUDA-OBRATNO ILI PO MARWRUTU!
  1 WNB1           127807.50    1555.00EUR TU=CN02 S=HKT...MOW<=
  2 WCL1           138490.00    1685.00EUR TU=CC02 S=HKT...MOW<=
  3 WNB2           148517.50    1807.00EUR TU=CN02 S=HKT...MOW<=
  4 WCL2           159202.50    1937.00EUR TU=CC02 S=HKT...MOW<=
  5 WFM1           159862.50    1945.00EUR TU=CF02 S=HKT...MOW<=
  6 WNB3           173420.00    2110.00EUR TU=CN02 S=HKT...MOW<=
  7 WFM2           180575.00    2197.00EUR TU=CF02 S=HKT...MOW<=
  8 WNB1           135297.50   58825.00THB TU=CN02 S=HKT...MOW>=
  9 WCL1           147257.50   64025.00THB TU=CC02 S=HKT...MOW>=
 10 WNB2           156735.00   68145.00THB TU=CN02 S=HKT...MOW>=
 11 WNO1           162360.00   70590.00THB TU=CN02 S=HKT...MOW
```

where:

TCH	ATPCO	Description
1	**1**	– Line number
		➢ *Note*: *In the list of options, the line number containing information about the routing fares is highlighted in inverse*
YPRRT	**WNB1**	– Fare basis
20125.00	**127807.50**	– Fare amount in the payment currency
	1555.00EUR	– Fare amount as per the fare rule
TU=1510	**TU=CN02**	– Fare application conditions

The route is displayed as follows:

For fares from TCH

M=XXXYYYZZZ — Letter **M** is for a routing fare with segment breakdown

S=XXXYYYZZZ Letter **S** is for a routing fare without segment breakdown

- **for one-way routing fare** – just the route
- **for round-trip routing fare** – the route followed by the symbol "**=**"
- **for round-trip routing fare with a fixed departure point** – Symbol "**>=**" if the city pair matches the routing direction; Symbol "**<=**" if the city pair does not match the routing direction

M=X — For round-trip fare

X< – fare in the direction opposite to the route in the **PNR**

X> – fare in the same direction as the route in the **PNR**

For fares from `ATPCO`

- For a routing fare, the origin and destination cities are printed (intermediate cities appear as "`...`", e.g., `S=HKT...MOW`, where `S` indicates a routing fare).

- For one-way routing fare–just the route.

- For round-trip routing fare with a fixed point of origin:
    symbol "`>=`", if the city pair matches the routing direction;
    symbol "`<=`", if the city pair does not match the routing direction.
    (for example, `S=HKT...MOW<=`)

➤ *Note*:   *To get information on the applied `fare rule`, use the command `TP(line_number)`, where `line_number` is the line number from the `TH` fare quote display.*

8.1.2 SELECTION OF A PRICING OPTION (AFTER TH REQUEST)

Request format:

    `VV(VAR)`

where `VAR`   is the number of the pricing option assigned to all passengers listed in the `TH` display for the specified segment (similar to `TT`).

For example:

    `VV1`

➤ *Note:*   *To cancel the pricing before ticket issuance (after pricing and entering the form of payment), you can submit the command `CP/–`. followed by `ER`. Full command format: `CP<PAX><*SEG>/–`. Response message: «STORED PRICING DELETED».*

8.2   MANUAL PRICING DURING EXCHANGE (TO REQUEST)

If necessary (for example, when an exchange requires pricing based on a fare level that is not available in the system), the `TO` request is used.

Request format:

    `TO<PAX><*SEG>/<PAX_CAT>/<DISC>/(FARE)/(FARE_CODE)<+R(ROUTE)>`
    `<!FARE_APP></EXTRA></CHARGE><#T1#></(FARE_PARAM)>` ►

    ➤ *Note:*
        1) In the request format, parameters enclosed in round brackets `( )` are mandatory, while those in angle brackets `< >`, are optional.
        2) The use of Cyrillic letters in the «`FARE_CODE`» parameter is prohibited, as is the use of the hyphen "`–`" as a delimiter before the designator code.
        3) Request parameters are described in detail in Agent's Manual Part 1, section 7.7 "Manual Pricing During Sale (TT Request)".

If the parameters "`CAT`" and "`DISC`" are omitted, the "`/`" delimiter symbols must still be specified.

Information about charges is included in the request if additional charges need to be applied or if the charge amount differs from the value entered in the system. If it is necessary to specify multiple fees simultaneously, the set of parameters `(FEE_CODE(PARAMETER) (VALUE))` must be repeated the required number of times, and a "`/`" delimiter must **precede** each "`FEE`" parameter.

In a `TO` request, fees can be specified with either a "`+`" sign (fee is collected) or a "`-`" sign (fee is refunded). It is also possible to indicate a fee with the same code both with a "`+`" and a "`-`" sign at the same time.

For example:

```
TO1*1///1000./Y/CP=100./F=-50.
```

It is recommended to specify the fare in the fare construction currency in the `TO` request. **For example**, if the evaluation was done using `NUC`, then the fare should preferably be entered in `NUC` in the `TO` request.

In the `TO` request, you can use the "`FEE`" parameter to input a change fee. The fee code is `CP`.

The format of the "`FEE`" parameter in this case is:

```
CP(PARAMETER) (VALUE)
```

where

    PARAMETER – Indicator of the penalty format

- «=» – the penalty amount is entered as an absolute value
- «#» – the penalty amount is entered as a percentage of the fare

    VALUE –
- an absolute penalty amount in decimal format with currency code
- percentage/fare (the percentage value and the fare amount it is based on are entered using a slash **/** in decimal format)

For example:

```
TO1*1///1000./Y/CP=100.
TO1*1///1000./Y/CP#10./1000.
TO1*1///1000./Y/CP=100./AK1CP=20.
```
➤ **Note**: Penalty-related fees are designated as `(FEE_CODE)CP`

8.3 ENTERING FORM OF PAYMENT DURING EXCHANGE (PFO REQUEST)

It is possible to make additional payments for fare, fees, and penalties via cashless form during an exchange. For this, the `PFO` request is used.

➤ **Note**:   If during an exchange the form of payment is entered using the `PF` request (used to enter payment form for sales), then after entering the `EX` request, the system will return the message: «`ERROR: PAYFORM FOR SELL ALREADY SET,`

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CANNOT CHANGE». In this case, the evaluation must be canceled and the form of payment entered again using the `PFO` request.

If the exchange is not allowed according to the **fare rules**, the system will return the message: "**THIS IS A MANUAL OPERATION – SET PENALTY MANUALLY**".
When changing travel conditions on a ticket issued using a combined **form of payment** "**IN+PK**", and in case of an increased travel cost, the surcharge is paid by:

- Bank card—form of payment «**PK**»   or
- Payment document—form of payment **«IN»**

Request format:

    **PFO<TYPE><PAX><SEG>/<SUM(CUR)>/(FOP)<+AUTH>(Space)
(FIN_DOC)</(PARAMS)>**

Request parameters:

PFO	–	Request code (**O** is a letter)
TYPE	–	**I** – involuntary exchange, **V** – voluntary exchange. By default, the system checks the flight status. If the status indicates involuntary exchange, the exchange will proceed under involuntary rules; otherwise, voluntary exchange rules apply.
PAX	–	The sequential number of the passenger(s) in the name field of the **PNR**
		If no passenger numbers are specified, the payment form is applied to all passengers.
*	–	Separator
SEG	–	**New** segment numbers (flight legs) where the top-up is applied with the specified document.
	–	➤ *Note:* *This parameter is mandatory. Indicate segments entered in the EX request.*
		The system allows entering a form of payment for segments used in joint pricing of the route.
		Parameter format: *** (Num1)<*Num2>**
		where
		Num1 – List of segments for which the form of payment is entered (payment for these segments is applied using the specified **FOP**)
		Num2 – The list of segments jointly evaluated under the given **PF** (if the list is specified, it must include the segments indicated in parameter **Num1**).
		By default, the entire route is priced.
/	–	Separator
SUM	–	Amount for partial payment of the fare using a payment document.
CUR	–	Currency code
	–	➤ *Note:* *If not specified, the current session currency (terminal currency) is assumed.*

/	–	Separator
FOP	–	Code of Form of payment
+	–	Separator
AUTH	–	Authorization Code (6 characters)

For example: PFO*1//CC+123456 VI4000000000006

> ➤ *Note*:   *In the **TCH** session, the authorization code is mandatory for **FOP=PK**.*

The authorization code is displayed in the response to **TMF** and **PF/**PFO requests and in the **PNR** history.

Space	–	Must be entered before the **FIN_DOC** parameter
FIN_DOC	–	Payment document code, series, number, and issuing organization (max. **41 characters**)
< >	–	Optional parameter
PARAMS		See See Agent's Manual Part 1, Section **7.4.1**

Parameter **СУММА(ВАЛ)**

Space	–	The full amount proposed for additional payment (**TBK**) is paid by the payment document.
100	–	A portion of the fare surcharge in the amount of 100 units in the current currency is paid by the payment document
100USD		A portion of the fare surcharge in the amount of 100 US dollars is paid by the payment document
T	–	Only the fare surcharge amount is paid by the payment document.
T=100		A portion of the fare surcharge amount in the amount of 100 units in the current currency is paid by the payment document
T=100USD		A portion of the fare surcharge amount in the amount of 100 US dollars is paid by the payment document

> ➤ *Note*:   *If the amount is specified in a currency other than the payment currency, you may specify the exchange rate of the given currency to the payment currency. **For example: 10USD(1USD/27RUB** or vice versa **27RUB/1USD**), where **USD** – is the pricing currency and **RUB** is the payment currency)*

TX or **TBK**	–	The amount of the fare surcharge and all fees, including fees charged for changes to travel conditions (exchange penalty), is paid by the payment document.
TB	–	The fare surcharge and all fees printed on the ticket are paid by the payment document
TK	–	The fare surcharge and all fees printed on the receipt are paid by the payment document
X or **BK**	–	All fees are paid by the payment document
X(A)		Fee **A** is paid by the payment document
X(A,T)		Fees **A** and **T** are paid by the payment document
X(CP)		The change fee (exchange penalty) is paid by the payment document

`X(A)=100`	Fee **A** in the amount of 100 rubles is paid by the payment document
`X(A)=10USD`	Fee **A** in the amount of 10 US dollars is paid by the payment document
`B`	– Only the fees printed on the ticket are paid by the payment document
`K`	– Only the fees printed on the receipt are paid by the payment document

Only one form of payment can be specified for the fare.

A separate form of payment can be specified for each fee, for example, a FOP for a CP charge or for a penalty charge; except in cases where the charge code matches the code of another additional charge, in which case the entered form of payment is applied to all charges with the specified code.

For example:

`PFO*1/X(SA)/IN N123`	– collection of fee **SA** via **IN**
`PFO*2/X(CP)/IN N123/X(SA)=100/IN N123`	
	– collection of exchange fee and **SA** via **IN**
`PFO*1/X(AYQT)/IN N123`	– the amount of fuel surcharge **YQ** is paid via **IN**
`PFO*1/X(AYRI)/IN N123`	– the amount of airline surcharge **YR** is paid via **IN**
`PFO*1/X(AOBFCA)/ПП N123`	– the amount of the ticketing fee **OB** via **IN**
`PFO*1/X(AXFJFK)/IN N123`	– collection of **XF** fee for departure from **JFK** airport via **IN**

➤ *Note*:   *YQ/YR, OB, XF fees must be specified with a subcode (as entered).*
If the subcode is not specified, the FOP applies to all charges with the given code, regardless of the subcode.

Request format for entering a form of payment when exchanging tickets for specific passengers from the **PNR**:

`PFO(PAX)*(SEG_NEW)**(SEG_OLD)`

Request parameters:

`PFO`	– Request code, where **O** is a letter
`PAX`	– Passenger numbers for whom the ticket changes are made
`*`	– Separator before the **SEG_NEW** parameter
`SEG_NEW`	– List of segments in the new itinerary, including used ones
`**`	– Separator before the **SEG_OLD** parameter
`SEG_OLD`	– List of segments in the old itinerary, including used ones

For example:

```
PFO1*1**3//IN 121224
EX1,3*1**3
```

8.3.1 FEATURE OF THE CP/– REQUEST FUNCTION AFTER PFO

If any of the passenger segments specified in the **CP/–** request contains an evaluation using **PFO**, the result of the **CP/–** request will be the cancellation of only the **PFO** evaluation (evaluations from other requests remain intact). Additionally, **CP/–** after **PFO** erases the **PFO** evaluation for all segments of the passenger, regardless of which segments are listed in the **CP** request.

Example: A transportation was sold for K**JA–MOW–AER** (segments 4–5, see below) with form of payment **CASH**, and the departure date is changed (segments 1–2).

```
1VSWLP          STATUS:
99GRS TKP99GRS4591 MOVPIV 14APR25 09:25 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-1487  N 20APR25 KJASVO HK1 1945 2045 LS2 E - НОВЫЙ
2  SU-1138  Q 21APR25 SVOAER HK1 0635 1015 LS2 E - НОВЫЙ
3  -------  F -------        AR0 ---- ----
4  SU-1487  N 19APR25 KJASVO HK1 1945 2045 LS2 E
5  SU-1138  E 20APR25 SVOAER HK1 0635 1015 LS2 E
TL-0924/16APR25/P (TIME ZONE OF MOW)
```

Automatic exchange pricing:
```
     TM/EX*1,2**4,5
```

```
*1VSWLP(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
          LAST TKT DTE 16APR25 09:26 (MOW) - FARE RULE A.327.SU.ENR1
               FARE           TAXES           FEE           TOTAL
001 ADT          3600.00         2800.00           0.00        6400.00
           --------------- --------------- --------------- -----------------
 RESULT          3600.00         2800.00           0.00        6400.00  RUB

  1. ADT 01 KJA/SU/MOW 15300.00 NNOENR "NB/ECONOMY LITE" FR:A.327.SU.ENR1
*FM=36.00(1%)
                    -15300.00 NNOENR "NB/ECONOMY LITE" FR:A.327.SU.ENR1
  2.      02 MOW/SU/AER 14880.00 QNOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/E7
                    -11280.00 ENOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/E7
*** TAXES ***:
 ADT KJA/SU/MOW YRF=7.40EUR=696.00(94.00/1.00) CP=2800.00 RI=173.00 RI=357.00
           YRF=-7.40EUR=-696.00(94.00/1.00) RI=-173.00 RI=-357.00
    MOW/SU/AER YRF=7.40EUR=696.00(94.00/1.00) RI=120.00 RI=357.00 RI=-120.00
           YRF=-7.40EUR=-696.00(94.00/1.00) RI=-357.00
```

The evaluation of the second segment (**MOW–AER**) is changed:

```
        TT*2*1,2///12000.00/QNOENR!A.304.SU.ENR1
```

```
*1VSWLP(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
         LAST TKT DTE 21APR25 06:35 (MOW) - DATE OF ORIGIN
                  FARE            TAXES             FEE            TOTAL
001 ADT           12000.00        1173.00           0.00          13173.00
              --------------- --------------- --------------- -----------------
 RESULT           12000.00        1173.00           0.00          13173.00  RUB

  1. ADT 02 MOW/SU/AER 12000.00 QNOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1
*FM=120.00(1%)
*** TAXES ***:
ADT MOW/SU/AER YRF=7.40EUR=696.00(94.00/1.00) RI=120.00 RI=357.00
```

        ER

Viewing the pricing for the exchange after manual pricing of the **MOW-AER** segment:

        TM/EX*1,24,5**

```
*1VSWLP(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
         LAST TKT DTE 16APR25 09:26 (MOW) - FARE RULE A.327.SU.ENR1
                  FARE            TAXES             FEE            TOTAL
001 ADT            720.00         2800.00           0.00          3520.00
              --------------- --------------- --------------- -----------------
 RESULT            720.00         2800.00           0.00          3520.00  RUB

  1. ADT 01 KJA/SU/MOW 15300.00 NNOENR "NB/ECONOMY LITE" FR:A.327.SU.ENR1
*FM=8.00(1%)
                     -15300.00 NNOENR "NB/ECONOMY LITE" FR:A.327.SU.ENR1
  2.      02 MOW/SU/AER 12000.00 QNOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1
                     -11280.00 ENOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/E7
*** TAXES ***:
ADT KJA/SU/MOW YRF=7.40EUR=696.00(94.00/1.00) CP=2800.00 RI=173.00 RI=357.00
            YRF=-7.40EUR=-696.00(94.00/1.00) RI=-173.00 RI=-357.00
   MOW/SU/AER YRF=7.40EUR=696.00(94.00/1.00) RI=120.00 RI=357.00 RI=-120.00
            YRF=-7.40EUR=-696.00(94.00/1.00) RI=-357.00
```

The additional form of payment **PK** is set:

        PFO*1,24,5//PK+980944 VI4276380091142468**

```
*1VSWLP BLANK TYPE ETM
  PK                 3520.00      AUTH:980944 PC:VI VI427638XXXXXX2468
  CA/O              27587.00
- CA                 1007.00
 ------- ------------------ --- -----------------------------------------
                   31107.00 RUB
ADT 01 TA 555 KJA/SU/MOW
     NNOENR           15300.00 CA/O
     RI                 173.00 CA/O
   - RI                 173.00 CA
     RI                 357.00 CA/O
   - RI                 357.00 CA
     CP                2800.00 PK   VI427638XXXXXX2468/VI/980944
  02 TT 555 MOW/SU/AER
     QNOENR             720.00 PK   VI427638XXXXXX2468/VI/980944
                     11280.00 CA/O
     RI                 120.00 CA/O
   - RI                 120.00 CA
     RI                 357.00 CA/O
   - RI                 357.00 CA

DOCUMENT IS WRITE FOR TOTAL SUM AMOUNT. TOTAL BY DOC 3520.00 RUB
```

> **ER**

The **PFO** evaluation is deleted (only the first segment is specified in the request):

> **CP*1/-**

```
STORED PRICING DELETED
```

> **ER**

The exchange form of payment is checked; the **PK** form of payment was deleted from both segments, while the evaluation by **TT** for the second segment was retained:

> **TMF/EX*1,2**4,5**

```
*1VSWLP BLANK TYPE ETM
  CA                 3520.00
  CA/O              27587.00
- CA                 1007.00
 ------- ------------------ --- -----------------------------------------
                   31107.00 RUB
ADT 01 TA 555 KJA/SU/MOW
     NNOENR           15300.00 CA/O
     RI                 173.00 CA/O
   - RI                 173.00 CA
     RI                 357.00 CA/O
   - RI                 357.00 CA
     CP                2800.00 CA
  02 TT 555 MOW/SU/AER
     QNOENR             720.00 CA
                     11280.00 CA/O
     RI                 120.00 CA/O
   - RI                 120.00 CA
     RI                 357.00 CA/O
   - RI                 357.00 CA
```

The fare amount for the segment **MOW–AER** (**12,000 RUB**), set by the **TT** request, was retained:

> **TM/EX*1,2**4,5**

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```
*1VSWLP(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
          LAST TKT DTE 16APR25 09:26 (MOW) - FARE RULE A.327.SU.ENR1
                  FARE              TAXES              FEE              TOTAL
001 ADT             720.00           2800.00             0.00           3520.00
                --------------   --------------   --------------   -----------------
 RESULT             720.00           2800.00             0.00           3520.00   RUB

  1. ADT 01 KJA/SU/MOW 15300.00 NNOENR "NB/ECONOMY LITE" FR:A.327.SU.ENR1
                      -15300.00 NNOENR "NB/ECONOMY LITE" FR:A.327.SU.ENR1
  2.        02 MOW/SU/AER 12000.00 QNOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1
                      -11280.00 ENOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/E7
*** TAXES ***:
ADT KJA/SU/MOW CP=2800.00 RI=173.00 RI=357.00 RI=-173.00 RI=-357.00
    MOW/SU/AER RI=120.00 RI=357.00 RI=-120.00 RI=-357.00
```

➢ *Note:*   *To delete the evaluation performed by the* `TT` *request, you need to submit the* `CP` *request again.*

`TT` evaluation is deleted:

> `CP*2/-`

```
STORED PRICING DELETED
```

> `ER`

Automatic evaluation has been restored on the second segment (**14880 RUB**):

> `TM/EX*1,2**4,5`

```
*1VSWLP(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
          LAST TKT DTE 16APR25 09:26 (MOW) - FARE RULE A.327.SU.ENR1
                  FARE              TAXES              FEE              TOTAL
001 ADT            3600.00           2800.00             0.00           6400.00
                --------------   --------------   --------------   -----------------
 RESULT            3600.00           2800.00             0.00           6400.00   RUB

  1. ADT 01 KJA/SU/MOW 15300.00 NNOENR "NB/ECONOMY LITE" FR:A.327.SU.ENR1
                      -15300.00 NNOENR "NB/ECONOMY LITE" FR:A.327.SU.ENR1
  2.        02 MOW/SU/AER 14880.00 QNOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/E7
                      -11280.00 ENOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/E7
*** TAXES ***:
ADT KJA/SU/MOW CP=2800.00 RI=173.00 RI=357.00 RI=-173.00 RI=-357.00
    MOW/SU/AER RI=120.00 RI=357.00 RI=-120.00 RI=-357.00
```

8.4 VIEWING INFORMATION ABOUT PREVIOUSLY SAVED TICKET EXCHANGE OR EMD PRICING IN THE PNR

You can check whether a pricing for <u>exchange</u> was previously saved after a manual mask creating or a form of payment assignment by reviewing the responses to the following requests:

> `TMC/S`, `TMB/S` and `TMT/S` – for ticket exchange,

> `TMC/S+S`, `TMB/S+S`, and `TMT/S+S` – for **EMD** exchange.

You can see the previously saved pricing for exchange by reviewing the system's responses to the following requests:

> `TM/PFO`, `TMR/PFO`, `TMC/PFO` etc. – for ticket exchange,

TM/PFO+S, **TMR/PFO+S**, **TMC/PFO+S** etc. – for **EMD** exchange.

The system's response "**DATA NOT FOUND**" occurs if there is no saved pricing of the ticket exchange or EMD.

Example 1. The system responses **with a saved PFO**:

a) during a ticket exchange:

    TMC/S

```
*1BFP1Z BLANK TYPE ETM       RTG TPU NK PU FC TD FD TK USE
ADT 01 TA 298 TJM/UT/MOW         OW  01 01 01  1  1  1       KFLEXOW
    02        MOW/UT/TJM             CANNOT PRICE
    04 TA 298 MOW/UT/TJM         OW  01 04 04  1  1  1       KFLEXOW
SAVED EXCHANGE PRICING (DFO/MASK MANUAL):
ADT 01 TA 298 TJM/UT/MOW         OW  01 01 01  1  1  1       KFLEXOW
    02 TA 298 MOW/UT/TJM         OW  01 02 02  1  1  1       KFLEXOW
```

    TMB/S

```
*1BFP1Z BLANK TYPE ETM    RTG TPU NK PU FC TD FD TK USE PR ST INV
ADT 01 TA TJM/UT/MOW          OW  01 01 01  1  1  1     1 O?   2986110000281 C1
    02    MOW/UT/TJM              CANNOT PRICE
    04 TA MOW/UT/TJM          OW  01 04 04  1  1  1     1 O?   2986110000281 C2
SAVED EXCHANGE PRICING (DFO/MASK MANUAL):
ADT 01 TA TJM/UT/MOW          OW  01 01 01  1  1  1       0    2980000000000 C1
    02 TA MOW/UT/TJM          OW  01 02 02  1  1  1       0    2980000000000 C2
```

    TMT/S

```
*1BFP1Z BLANK TYPE ETM       RTG TPU NK  TIME LIMIT
ADT 01 TA 298 TJM/UT/MOW         OW  01 1617/22DEC23
    02        MOW/UT/TJM             CANNOT PRICE
    04 TA 298 MOW/UT/TJM         OW  01 1618/24DEC23
SAVED EXCHANGE PRICING (DFO/MASK MANUAL):
ADT 01 TA 298 TJM/UT/MOW         OW  01 0515/25DEC23
    02 TA 298 MOW/UT/TJM         OW  01 1000/15JAN24
```

b) when exchanging **EMD**:

    TMC/S+S

```
*1BFP19 BLANK TYPE EMD       RTG TPU NK PU FC TD FD TK USE
ADT 01 TA 298 C/0C2                  01 01 01             0C2
    02 TA 298 C/0C2                  01 02 02             0C2
    03        C/0C2                  CANNOT PRICE
    04        D/993 UT               CANNOT PRICE
SAVED EXCHANGE PRICING (DFO/MASK MANUAL):
ADT 01 TA 298 C/0C2                  01 01 01             0C2
    03 TA 298 C/0C2                  01 03 03             0C2
```

TMB/S+S

```
*1BFP19 BLANK TYPE EMD   RTG TPU NK PU FC TD FD TK USE PR ST INV
ADT 01 TA C/0C2                   01 01 01              1 O?   2986180121392 C1
    02 TA C/0C2                   01 02 02              1 O?   2986180121392 C2
    03    C/0C2                   CANNOT PRICE
    04    D/993 UT                CANNOT PRICE
SAVED EXCHANGE PRICING (DFO/MASK MANUAL):
ADT 01 TA C/0C2                   01 01 01              0      2980000000000 C1
    03 TA C/0C2                   01 03 03              0      2980000000000 C2
```

TMT/S+S

```
*1BFP19 BLANK TYPE EMD       RTG TPU NK  TIME LIMIT
ADT 01 TA 298 C/0C2                  01 2200/27DEC23
    02 TA 298 C/0C2                  01 1715/10JAN24
    03       C/0C2                   CANNOT PRICE
    04       D/993 UT                CANNOT PRICE
SAVED EXCHANGE PRICING (DFO/MASK MANUAL):
ADT 01 TA 298 C/0C2                  01 2200/27DEC23
    03 TA 298 C/0C2                  01 1715/10FEB24
```

If the **/S** parameter is not specified in the **TMB**, **TMC**, and **TMT** requests, or if the **PFO** or manual mask has not been previously saved, no additional information about the exchange evaluation will be shown in the system responses.

The **Fare rule** can't be viewed via the **TP<number>** request or seen directly in the response to these requests; to view it, use the **TM** request with the **EX** parameter.

Example 2. View a saved pricing for exchange.

a) for ticket exchange:
– view a saved pricing for exchange:

TM/PFO

```
*1G1TD3(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING*****************
        LAST TKT DTE 27AUG25 07:15 (MOW) - FARE RULE A.304.SU.ENR1
            FARE            TAXES             FEE             TOTAL
001 ADT       40700.00        3500.00            0.00        44200.00
          --------------- --------------- --------------- -----------------
 RESULT       40700.00        3500.00            0.00        44200.00  RUB

  1. ADT 01 MOW/SU/LED 20350.00 MNBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1
  2.     04 LED/SU/MOW 20350.00 MNBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1
*** TAXES ***:
ADT MOW/SU/LED YRF=7.40EUR=692.00(93.50/1.00) CP=3500.00 RI=277.00 RI=357.00
            YRF=-7.40EUR=-692.00(93.50/1.00) RI=-277.00 RI=-357.00
    LED/SU/MOW YRF=7.40EUR=692.00(93.50/1.00) RI=277.00 RI=357.00 RI=-277.00
            YRF=-7.40EUR=-692.00(93.50/1.00) RI=-357.00
```

TMC/PFO

```
*1G1TD3 BLANK TYPE ETM      RTG TPU NK PU FC TD FD TK USE
ADT 01 TA 555 MOW/SU/LED    65 RT  01 01 01  1  1  1       MNBR
    04 TA 555 LED/SU/MOW    65 RT  01 01 04  2  2  1       MNBR
```

– with the fare calculation graph displayed:

TMR/PFO

```
01 PUSHKIN/IVAN S
         LAST TKT DTE 27AUG25 07:15 (MOW) - FARE RULE A.304.SU.ENR1
*1G1TD3----------------------------------EX-VOL-FCMI:0(AUTO)-----------
         AL      FLGT  BK T   DATE TIME    FARE BASIS    NVB   NVA      BG
  1. MOW SU LED  0006  M  1   28AUG 0715   MNBR              28AUG 28AUG  NO
  2. LED SU MOW  0007  M  1   29AUG 0945   MNBR              29AUG 29AUG  NO
RUB  40700.00    MOW SU LED20350SU MOW20350RUB40700END
                 PDRUB1384YR PDRUB1268RI RUB3500CP


    PDXT
RUB   3500.00A   INV DE 111
AIRLINE CODE 555  A/C  SU
ENDOS P4524060234/DOB12MAR78/NDSA/C3930.67/NONREF/НЕВОЗВРАТЕН
VAT INCL: A/C=3930.67[10.00%(T:40700.00)=3700.00 20.00%(YR:1384.00)=230.67]

RUB0.00 AGN

BRANDED FARES:
1. MNBR "NB/ECONOMY LITE"
2. MNBR "NB/ECONOMY LITE"
```

б) for **EMD** exchange:

TMR/PFO+S2

```
01 PUSHKIN/IVAN S
    LAST TKT DTE 28AUG25 07:15 (MOW) - DATE OF ORIGIN
*1G1TD3---------------------------------------VOL-FCMI:0(AUTO)-----------
RFIC - A AIR TRANSPORTATION
  1. RFISC - PEC PET IN CABIN PEC
  AL    PD-PA    NVB       NVA         ET
  SU    MOWLED                   K1 5556102091161
  3900.00RUB
RUB   3900.00

RUB      0.00XT
RUB    100.00A   INV DE 333
AIRLINE CODE 555  A/C  SU
ENDOS NDS650.00
VAT INCL: A/C=650.00[20.00%(T:3900.00)=650.00]

RUB0.00 AGN
```

8.5   TICKET EXCHANGE OPERATION

Ticket exchange refers to any modifications made to a ticket that do not involve changing the carrier or altering the validating carrier code.
The exchange procedure mainly involves issuing a new ticket in place of a previously issued one.

IMPORTANT!!!   Before performing an exchange, it is essential to read the **fare rules** associated with the fare used to issue the ticket.

Tickets may be exchanged in the following cases:
- changing the departure flight date to a later date

- changing the departure flight date to an earlier date
- changing flight number
- changing the itinerary within the same airline
- changing passenger details while retaining all other booking data
- changing the class of service

The following command codes are used for ticket exchanges:

EX	–	Used for changes to flight date, departure flight, class of service, or routing
EXO		on the same airline
BLI	–	Used for name corrections:
BLV		**I** – involuntary, **V** – voluntary

The system retrieves exchange data from the **PNR**.

IMPORTANT! To obtain the most accurate fare conditions after ticket issuance, use the **TM/S** inquiry to retrieve pricing at the time of purchase, followed by **TP(BAP)**.

IMPORTANT!! If the original ticket contained an **SSR** field (e.g., **MAAS**, **CBBG**, **VVIP**, **VGML**, etc.), and since SSR services are linked to specific segments, the **SSR** field must be re-entered for the new segment after the exchange.

It is recommended to check seat availability for the desired date and confirm it with the passenger before retrieving the **PNR** and proceeding with the issuance of the new ticket.

To obtain confirmed booking for the new segment during an exchange, the transaction must be finalized using the **E/ER** command.

To finalize the transaction, an <u>arrival segment must be inserted</u> between the new and old segments.

Once confirmation (**HK** status) is received, **the arrival segment should be deleted**.

Exchange is prohibited if the number of originally issued tickets differs from the number of tickets resulting from the exchange.

For example, the itinerary was originally issued as one ticket (a single transportation segment), but during the exchange process, the transportation is split into two segments (which requires the issuance of two separate tickets). In this case, a prohibitive system message is displayed.

During exchange, the entire itinerary is evaluated, even if some segments have already been used. If Category 16 applies, current fares are used. If Category 31 applies, the fares defined under Category 31 are used.

In the **TMR** reference and **PNR** history, an exchange indicator is displayed with the following values (in accordance with the IATA resolution):

RE – Reissue	–	no changes on the first segment (the historical exchange rate is used).

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EX – **Exchange**   – there are changes on the first segment (the current exchange rate

                                    is used).

If the form of payment is entered using the **PFO** command during an exchange, it is prohibited to change any parameters that affect the cost of transportation (fare amount, fees, penalties, currency) in the "mask". System message **"EXCHANGE PRE-PRICING FOUND. SEND CP/- REQUEST FIRST**».

➤ *Note*:   *If an exchange needs to be performed but the name field is missing the date of birth and document (**PNR** from **GALILEO**), then it is necessary to:*
  - *enter the date of birth and document;*
  - *execute the command **BLI(PAX)**, where **PAX**– is the list of passenger numbers separated by commas;*
  - *then proceed with the exchange.*

IMPORTANT!!!   When using Electronic Miscellaneous Documents (**EMD**) as a receipt, after sending the **EX** request, the booking system contacts the electronic ticketing center to obtain the **EMD** number. Therefore, if electronic **EMDs** are not set before sending the **EX** request, they can only be set after the warning message is displayed and before scrolling. After scrolling, setting the **EMD** is not possible. If the **EMD** is not set, then after scrolling following the **EX** request, the system will return the message: **"TICKETING OF PENALTY NOT ALLOWED - EMD IS NOT SET"**. If no receipt is set, then after ticket/penalty printing, the information will be displayed on the screen. You can print it on paper using the **PRO command (letter O)**. If you use the **PR** command in this case, the system will respond with: **"UNKNOWN RECEIPT TYPE"**.

<u>Before</u> sending the **EX** request, you **must**:

<u>In TCH session:</u>

    For an EMD used for a penalty set by the airline for flight cancellation:
      • an **EMD** form must be set as active (command **CHM/EMD**)

    when using EMD as a receipt:
      • an **EMD** form must be set as active (command **CHR/EMD**)

➤ *Note:*   *The form for the Electronic Miscellaneous Document can be specified either in Cyrillic – ЭМД, or in Latin – EMD*

<u>In the airline's session:</u>

    For an EMD used for a penalty set by the airline for flight cancellation:
      • an **EMD** form must be set as active (command **CHM/EMD**)

    when using EMD as a receipt:

- an **EMD** form must be set as active (command **CHR/EMD**)

  if the receipt form <u>is not implemented</u> in the system:

- in this case, the response to the **CHR/EMD** request will be:

  «**PERMISSION DENIED**»

If the **fare rules** of the applied fare or discount state that reissuing the ticket is prohibited in case of a flight or class change, the system will display the message: "**CHANGE IS NOT PERMITTED. TRY CANCELLATION**."

If the **fare rules** specify that when travel conditions change, an additional charge up to a specific fare must be collected, it may be necessary to perform a semi-automatic (manual) pricing of the new segment using the specified fare.

During exchange, the system performs an automatic check of the active document form. When performing an exchange using Category 16, the system does not check **the booking and ticketing time limits (Category 5)** if **the same fare basis** is applied during the exchange.

8.5.1   EXCHANGE USING ELECTRONIC MULTI-PURPOSE DOCUMENTS (EMD)

The exchange **must** be completed with the **ER** command.

A new **PNR** will be displayed on the screen.

If, during the exchange, a fee set by the carrier is collected due to changes in travel conditions, a remark will appear in the **PNR** about unprinted **EMDs** for this fee.

In this case, the following command **must** be executed:

  EMD/CP/EX

Otherwise, when the **E** command is entered, the system will respond with:

"**HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE**".

Issuing an **EMD** for fees set by the agency:

  EMD/PR

Issuing a report on the usage of travel segments on **EMD**:

  EMD/NT/USE

Detailed instructions for issuing **EMDs** can be found in Chapter 4.

8.5.2   EXCHANGE OF AN ELECTRONIC TICKET (COMMAND EX)

If the airline does not support the "**ignore**" procedure for the **electronic** ticket exchange operation, then upon scrolling **FORWARD** after the system warning about active documents, the system displays a preliminary fare calculation.

- If the agent is not satisfied with the evaluation results, then when scrolling "**FORWARD BY DATE**," the system displays the "mask" (in "**INPUT**" mode), where it sets the refundable/chargeable fare/fee amounts the system intends to use. The agent has the option to modify the fields in this mask (*the agent bears full responsibility for any changes made*).

After completing work with the "masks," the system again displays the preliminary route evaluation.

- If the evaluation results are not satisfactory to the agent, they can cancel the exchange operation using the **IR** command.
- If the evaluation results are acceptable to the agent, press "**FORWARD.**"

When executing the **EX**/**EXM** operations, a message exchange with the electronic ticketing center/servers takes place, and a warning message about the active document is displayed on the screen: "**CURRENT FORMS:**
CURRENT TICKET FORM:ETM CURRENT MCO FORM:EMD CURRENT RECEIPT FORM:EMD
CHECK IT, THEN PRESS <FORWARD>,
OR CORRECT USING REQUESTS (CHT,CHM,CHR) THEN PRESS <FORWARD>»
When this message is received, the ticketing procedure has not yet started, so any operations can still be performed.

8.5.3 EXCHANGE WITHOUT CHANGING THE NUMBER OF SEGMENTS

Request format:
EX<M><TYPE>*(SEG)

Request parameters:

EX	–	Request code
M	–	Manual adjustment of fare information during ticket exchange.
TYPE	–	**I** – involuntary exchange, **V** – voluntary exchange.

When using the **EX** command, the exchange type is taken **from the segment**. By default, the system checks the flight status. If at least one flight segment is marked as an involuntary exchange, the exchange will be processed under the rules for involuntary exchanges; otherwise, the rules for voluntary exchanges will apply.

IMPORTANT!!!   If a stored **exchange evaluation was previously saved** (using the **PFO** or **SV** command during **EXM**), then when the **EX** command is issued, the type of exchange is taken from the saved evaluation. The type of exchange cannot be changed after the evaluation has been saved. That is, if the evaluation was saved for a voluntary (or involuntary) exchange, then issuing the **EXI** (**EXV**) command will result in the following system message: «**PRICING SAVED FOR VOLUNTARY EXCHANGE. CHECK REQUEST OR DELETE SEVED PRICING**» («**PRICING SAVED FOR INVOLUNTARY EXCHANGE. CHECK REQUEST OR DELETE SEVED PRICING**»).

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| ***** | – Separator before the "`SEG`" parameter |
| **SEG** | – List of new segments. |

> **Note**: If exchanging multiple segments, list them separated by commas (**e.g., `EX*1,3`**).

If the **ticket was issued** using **manual pricing without specifying** the `fare rules` (via a pseudo-`fare rule`), or if the `fare rule` includes **a flag indicating manual exchange**, the request must include the amount of the penalty charged to the passenger during the ticket exchange.

Request format:

```
EX<O><TYPE>(*SEG)</CP(PARAM)(VALUE)>
```

where:

/	– Separator
CP	– Penalty code
PARAM	– Indicator of the penalty format

- «=» – the penalty amount is entered as an absolute value
- «#» – the penalty amount is entered as a percentage of the fare amount

| **VALUE** | – • an absolute penalty amount in decimal format with currency code |

- percentage/fare (the percentage value and the fare amount it is based on are entered using a slash **/** in decimal format)

> **Note**: If in these cases the penalty is not specified in the request, the system displays the message: "*THIS IS A MANUAL OPERATION – SET PENALTY MANUALLY*"

Examples:

```
EX*1
EX*2/CP=100.
EX*1/CP#5.
```

> **Note**: Currently, instead of the **`EX/CP...`** request, it is **recommended** to use the **`EXM`** (**"Manual ticket exchange"**) request.

Example 1. Exchange of one segment for one

1) Retrieve the **PNR**:

```
*1VSWLP
```

```
1VSWLP           STATUS:
99GRS TKP99GRS4591 MOVPIV 14APR25 09:25 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-1487  N 19APR25 KJASVO HK1 1945 2045 LS2 E
2  SU-1138  E 20APR25 SVOAER HK1 0635 1015 LS2 E
P- 1  T 74957821315
```

2) Check availability on the new date:

```
1KJAMOW1804-SU
```

3) Make the booking with mandatory indication of the number of the segment being exchanged in the **PNR**:

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```
      01E1/1
```

where **1** – number of the new segment in the **PNR**

➤ *Note: The new segment in the* **PNR** *must be placed before the old one.*

```
1VSWLP           STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 14APR25 09:25 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-1487  E 18APR25 KJASVO HS1 1945 2045 LS2 E
2  SU-1487  N 19APR25 KJASVO HK1 1945 2045 LS2 E
3  SU-1138  E 20APR25 SVOAER HK1 0635 1015 LS2 E
TL-1126/18APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
P- 1  T 74957821315
```

4) Enter the arrival segment in order to complete the transaction and confirm the booking for the new segment (the status "**HS**" must change to "**HK**"):

```
      0ARNK/2
```

```
1VSWLP           STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 14APR25 09:25 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-1487  E 18APR25 KJASVO HS1 1945 2045 LS2 E
2  -------  F -------        AR0 ---- ----
3  SU-1487  N 19APR25 KJASVO HK1 1945 2045 LS2 E
4  SU-1138  E 20APR25 SVOAER HK1 0635 1015 LS2 E
TL-1126/18APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
P- 1  T 74957821315
```

5) Complete the transaction:

```
      ER
```

6) After the "**HS**" status changes to "**HK**," delete the arrival segment:

```
      X2
```

7) Perform the exchange with the indication of the new segment in the **PNR**:

```
      EX*1
```

In response, the system issues a warning message:

```
CURRENT FORMS:
CURRENT TICKET FORM:ETM CURRENT MCO FORM:EMD CURRENT RECEIPT FORM:EMD
CHECK IT, THEN PRESS <FORWARD>,
OR CORRECT USING REQUESTS (CHT,CHM,CHR) THEN PRESS <FORWARD>.
```

➤ *Note:* *When this message is received, the ticketing procedure has not yet started, so any operations can still be performed.*

- If the airline supports the "ignore" procedure for the ticket exchange operation, see below*
- If the airline does not support the "ignore" procedure for the ticket exchange operation, then when scrolling **FORWARD**, the system displays a preliminary evaluation for the exchange:

```
01 MAKAROV/KIRILL A
          LAST TKT DTE 18APR25 12:35 (MOW) - FARE RULE A.327.SU.ENR1/X7
*1VSWLP----------------------------------------EX-VOL-FCMI:0(AUTO)-----------
          AL          FLGT  BK T   DATE TIME     FARE BASIS    NVB   NVA      BG
  1. KJA SU MOW  1487   E  1  18APR 1945   ENOQR              18APR 18APR     NO
  2. MOW SU AER  1138   E  1  20APR 0635   ENOQR              20APR 20APR     NO
RUB  14400.00    KJA SU MOW SU AER14400RUB14400END
                 PDRUB666YR PDRUB1007RI RUB2800CP RUB666YR


    PDXT
RUB   3466.00A    CASH DE
AIRLINE CODE 555  A/C   SU
ENDOS P452213320/DOB07JUL77/NDSA/C1531.09/NONREF/HEBO3BPATEH
VAT INCL: A/C=1531.09[10.00%(T:14400.00)=1309.09 20.00%(YR:1332.00)=222.00]

*FM=0.00(1%)

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```

<u>Field descriptions</u>

01 MAKAROV/KIRILL A

01   − Passenger Number

MAKAROV/KIRILL A   − Passenger name field

LAST TKT DTE 18APR25 12:35 (MOW) - FARE RULE A.327.SU.ENR1/X7

Validity of the pricing for the given fare

*1VSWLP--EX-VOL-FCMI:0(AUTO)-----------

PNR number

EX-VOL   − Exchange indicator: voluntary **Exchange**

FCMI   − Pricing identifier: **0 (AUTO)** – automatic pricing

AL   FLGT   BK T   DATE TIME   FARE BASIS   NVB   NVA   BG

Header for Flight Segment

AL   − Airline code

FLGT   − Flight number

BK   − RBD code

T   − Number of seats

DATE   − Departure date

TIME   − Departure time

FARE BASIS   − Fare basis in the ticket

NVB   − Not valid before

NVA   − Not valid after

BG   − Free baggage allowance

1. KJA SU MOW   1487   E   1   18APR 1945   ENOQR   18APR 18APR   NO
2. MOW SU AER   1138   E   1   20APR 0635   ENOQR   20APR 20APR   NO

Flight Segment Data

The information is then divided into two columns

Left column:

```
RUB  14400.00



   PDXT
RUB    3466.00A   CASH DE
```

Final Total amount of Fare and Fees

> **RUB 14400.00** – The total fare amount in the destination currency
>
> **PDXT** – At least one of the **XT** charges is included in the ticket payment
>
> **RUB 3466.00A** – Additional payment (penalties **CP** and **YR**)
>
> **CASH DE** – Form of payment for the ticket

Right column:

```
            KJA SU MOW SU AER14400RUB14400END
         PDRUB666YR PDRUB1007RI RUB2800CP RUB666YR
```

Calculation of Fare and Fees by Route Segments

> **KJA SU MOW SU AER14400RUB14400END**
>
> **PDRUB666YR PDRUB1007RI RUB2800CP RUB666YR**
>
> > **PD XT** – the listed charges are counted toward the ticket payment
> >
> > (if just **XT** and a list of charges are shown, the charges are collected
> >
> > again)

Next:

```
AIRLINE CODE 555  A/C  SU
```

Settlement code and airline code

```
ENDOS P452213320/DOB07JUL77/NDSA/C1531.09/NONREF/HEBO3BPATEH
VAT INCL: A/C=1531.09[10.00%(T:14400.00)=1309.09 20.00%(YR:1332.00)=222.00]
```

Field «**ENDORSEMENTS/RESTRICTIONS**» – Text in the ticket and Value Added Tax (VAT)

```
*FM=0.00(1%)
```

Agent Commission

After scrolling **FORWARD**, the system displays the following message:

```
            NEXT OPERATION ARE NOT REVERSIBILITY
                FOR PROCEED CALL GO FORWARD
              FOR EDIT CALL GO FORWARD BY DATE
```

- If the results do not satisfy the agent, they submit the **IR** request (it is no longer possible to return to the "mask") and perform the exchange again.
- If the evaluation results satisfy the agent, the **FORWARD***scroll is used.

* After scrolling "**FORWARD**," the **CRS** contacts the electronic ticketing system. The **CRS** generates information based on the booked itinerary (a ticket prototype) and sends it to the electronic ticketing system on the ticketing **server of the airline whose settlement code** is

used for issuing the itinerary.

Possible responses:
a) If there is no connection, the system displays: «**E-TICKET SERVER TIMED OUT, LIST FORWARD**»
You must perform an **IR** request
If the message: «**(CHANGES IN THE PNR HAS BEEN IGNORED, BUT IGNORING OF OPERATION WITH ET FAILED -- CONTACT CALL CENTER)**» appears, you must contact the support service.

b) If the issuance of the electronic ticket is **denied**, the message returned is: "**ONLY REFUND ALLOWED IN THIS PNR.**"

c) If the request is **successful**, the following message is displayed on the screen:

```
EXCHANGE/REFUND PRINT. USE PAPER A4. LIST FORW/BACKW - RUSSIAN LANG. (PRINT
ON/OFF), LIST DATE FORW/BACKW - ENGLISH LANG.(PRINT ON/OFF)
```

After scrolling **FORWARD**, an **exchange summary for the agency** is displayed on the screen and automatically printed on paper.
The summary for the agency is printed on paper.
After scrolling **FORWARD** a new itinerary receipt is displayed on the screen

8) Be sure to complete the transaction using: **ER**
(to save the changes in the **PNR** and display it on the screen)
A new **PNR** will be displayed on the screen.

```
HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE
1VSWLP          STATUS:
99GRS TKP99GRS4591 MOVPIV 14APR25 09:25 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-1487  E 18APR25 KJASVO HK1 1945 2045 LS2 E
2  SU-1138  E 20APR25 SVOAER HK1 0635 1015 LS2 E
P- 1  T 74957821315
```

Changes in the PNR:
If, during the exchange, a fee/charge is applied due to changes in the travel conditions, a remark appears in the **PNR** about unprinted **EMDs** for the charge established by the carrier for these changes.
9) In this case, the following command **must** be executed:
     EMD/CP/EX

```
EMD ISSUE. INSERT A4 PAPER, THEN PRESS: FORWARD TO CONTINUE
```

Otherwise, when submitting the **E** command, the system will reply: "**HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE**".
After scrolling **FORWARD**, the **EMD** is printed for the fee/charge imposed by the carrier due to changes in travel conditions (**code 50**).
The remark: «**ALL EMDS ARE PRINTED**» refers to the requested **EMDs** . In this case, it

refers to the charges imposed by the carrier due to changes in travel conditions.

After scrolling **FORWARD**, a **PNR** will be displayed on the screen without the remark about an unprinted **EMD** for the charge.

10) Issuing an **EMD** for charges imposed by the agency due to changes in travel conditions:

      EMD/PR

Scroll **FORWARD** to print the charges imposed by the agency (**code 90**), until the message appears: «**ALL EMDS ARE PRINTED, LIST FORWARD TO RETRIEVE PNR.**».

Scroll **FORWARD** again to display the **PNR**.

11) If needed, you can issue an **EMD** for segment usage confirmation:

      EMD/NT/USE

12) End the session with: **I**

Let's check the status codes of the new and old tickets after completing the exchange operation using the command to view **e-tickets** by ticket number:

      New ticket number: **5556101301815**

      Old ticket number: **5556101293890**

➤ *Note*:   *Ticket numbers can be obtained either from the ***S** query summary, the itinerary receipt, or from the **PNR** history.*

Viewing the new ticket:

      ET#5556101301815

```
ISSUED 18APR25-12:04 FROM RS-15  CIT-MOW  PNR: 15 1VSWLP, SU 0CGF33
AGN-99GRS CIT-MOW NO-4591 PUL-        POS-00118580 FCMI-0

 MAKAROV/KIRILL A

        === ET 5556101301815 / ISSUED IN EXCHANGE FOR 5556101293890 ===
 1    SU-1487 E 18APR25 1945 KJA SVO OK  ENOQR            18APR25 18APR25 NONE O
 2    SU-1138 E 20APR25 0635 SVO AER OK  ENOQR            20APR25 20APR25 NONE O

FOID     :
FARE     :B/14400RUB
TAXES    :CP2800 YR666 PD:YR666 RI1007
TOTAL    :3466A RUB
PAYMENT  :3466 RUB CA; RUB CA
CONTACT  :79030000001 74957821315
END/RES  :P452213320/DOB07JUL77/NDSA/C1531.09/NONREF/HEBO3BPATEH
FARE CLC :KJA SU MOW SU AER14400RUB14400END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
ORIG DOC :5556101293890MOW14APR2500118580
TOUR CODE:
```

Status codes of the new ticket coupons: **O** – **Open for use**.

Viewing the old ticket:

      ET#5556101293890

```
ISSUED 14APR25-09:25 FROM RS-15  CIT-MOW  PNR: 15 1VSWLP, SU 0CGF33
AGN-99GRS CIT-MOW NO-4591 PUL-        POS-00118580 FCMI-0

 MAKAROV/KIRILL A


        === ET 5556101293890 ===
 1    SU-1487 N 19APR25 1945 KJA SVO OK  NNOENR            5550000693767   NONE E
 2    SU-1138 E 20APR25 0635 SVO AER OK  ENOENR            5550000693767   NONE E


FOID     :
FARE     :B/26580RUB
TAXES    :YR1392 RI1007
TOTAL    :28979 RUB
PAYMENT  :28979 RUB CA
CONTACT  :79030000001 74957821315
END/RES  :P452213320/DOB07JUL77/NDSA/C2648.36/NONREF/HEBO3BPATEH
FARE CLC :KJA SU MOW15300SU AER11280RUB26580END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
TOUR CODE:
```

Status codes of the old ticket coupons:

E – **Exchanged/Reissued** (Обменен/переоформлен)

 5550000693767 – authorization code for financial settlement. It appears if the coupon status code is final (further operations with the coupon are prohibited).

➤ *Note:*

  1) If the airline does not support the "ignore" procedure for ticket exchange, then after submitting the **I/IR** *request following the* **EX** *request, the system will display the message: "CURRENT OPERATION WITH ET IS DENIED BY AIRLINE"*

  2) If during the procedure the system returns the message: "CHECK UP STATUS OF COUPONS (ET# REQUEST)", you must submit the request **ET#(Ticket_Number)**, *and then repeat the exchange request* **EX*1**. *The ticket number can be obtained from the* ***S** *reference or from the* **PNR** *history (*H/1). The coupon status code (O – **Open for use** allows the exchange procedure to be performed.*

PNR history:

  *H/1

```
1ВСШЛП 1VSWLP
(53) TKP99GRS4591 MOVPIV (T/GRT) 00118580 18APR25 12:04:59 COMMIT
 T  OUTBOUND TELEGRAM NUMBER 1118147425 18APR25 12:05:00
 XS SU-1487 N 19APR25 KJASVO HK1  1945 2045 LS2 18APR25 12:04:55
 CI (AP) ETM 555 6101301815 2/SU-1138/MAKAROV KIRILL A 07JUL77  **  18APR25 12:0
4:56
 CI (AP) ETM 555 6101301815 1/SU-1487/MAKAROV KIRILL A 07JUL77  **  18APR25
12:04:56
 PS IR IS PREPARED FOR SENDING 147758 TEST@TEST.RU 18APR25 12:04:56
 PA UC(EX) ROUTING SU-1487 E 18APR25 KJASVO   MAKAROV KIRILL A 07JUL77 ADT
    TKT:EBM(555)  14400.00RUB FARE=ENOQR(A) "NB/ECONOMY LITE"
RULE=A.327.SU.ENR1/X7   BG=NO(A)[S7.A.SU.OC.0DF.A.105535(37711744)]
     YRF=7.40EUR=666.00RUB(90.00/1.00)
/666.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)[37688685]
     YRF=-7.40EUR=-666.00RUB(90.00/1.00) /-666.00RUB(1.00/1.00)/(A)[37688685]
     RI=173.00RUB /173.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)[37106437]
     RI=357.00RUB /357.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)[37643034]
PART
```

In the **PNR** history, transaction **53** (exchange transaction) shows the following:

T/GRT **GRT** — indicates that operations were performed in the test system

S – system, **T** - terminal, **X** - internet

CI – exchange operation

AP – automatic ticket printing during exchange

Next comes the pricing history.

Exchange of the first segment on a fully unused ticket.

PA – automatic exchange

UC – voluntary exchange; **EX**- Exchange

In the charges section:

RI=173.00RUB /173.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)

K – stands for **KEY**; **UC/** etc. are keys set in the charge profile, indicating the operations during which this charge will be refunded. (**UC** – the charge is refunded during voluntary exchange).

Example 2. Exchange of multiple flight segments (equal number of new and old segments)

1) Retrieve the **PNR**:

*1VTGNG

```
1VTGNG          STATUS:
99GRS TKP99GRS4591 MOVPIV 18APR25 13:51 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  U6-269   A 20APR25 DMESVX HK1 1335 1755 LS3 E
2  U6-274   A 22APR25 SVXDME HK1 1200 1235 LS3 E
P- 1  T 74957821315
```

2) Get an availability display for the required date on the first segment:

1MOWSVX2404-U6

```
MOW(RU) SVX(RU) 24APR25 TH
 1.     U6 -269    C9 F9 D9 Z9 I9 Y9 T9 U9 DMESVX 1335 1755      320        2:20 E
                   G9 R9 S9 Q9 L9 B9 V9 H9
                   M9 K9 X9 P9 N9 E9 A9 W9
```

3) Make the booking with mandatory indication of the number of the segment being exchanged in the **PNR**:

01A1/1

where **1** is the number of the new exchanged segment in the **PNR**

```
1VTGNG              STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 18APR25 13:51 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  U6-269    A 24APR25 DMESVX HS1 1335 1755 LS3 E
2  U6-269    A 20APR25 DMESVX HK1 1335 1755 LS3 E
3  U6-274    A 22APR25 SVXDME HK1 1200 1235 LS3 E
TL-2118/19APR25/A (TIME ZONE OF MOW)
P- 1  T 74957821315
```

4) Get an availability display for the required date on the second segment:

1SVXMOW2804-U6

```
SVX(RU) MOW(RU) 28APR25 MO
 1.     U6 -274   C9 F9 D9 Z9 I9 Y9 T9 U9 SVXDME 1200 1235     320        2:35 E
                  G9 R9 S9 Q9 L9 B9 V9 H9
                  M9 K9 X9 P9 N9 E9 A9 W9
```

5) Make the booking with mandatory indication of the number of the segment being exchanged in the **PNR**:

01A1/3

where **3** is the number of the exchanged segment in the **PNR**

```
1VTGNG              STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 18APR25 13:51 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  U6-269    A 24APR25 DMESVX HS1 1335 1755 LS3 E
2  U6-269    A 20APR25 DMESVX HK1 1335 1755 LS3 E
3  U6-274    A 28APR25 SVXDME HS1 1200 1235 LS3 E
4  U6-274    A 22APR25 SVXDME HK1 1200 1235 LS3 E
TL-2118/19APR25/A (TIME ZONE OF MOW)
P- 1  T 74957821315
```

6) Enter arrival segments before the fourth and second legs:

0ARNK/4

0ARNK/2

```
1VTGNG              STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 18APR25 13:51 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  U6-269    A 24APR25 DMESVX HS1 1335 1755 LS3 E
2  -------   F -------         AR0 ---- ----
3  U6-269    A 20APR25 DMESVX HK1 1335 1755 LS3 E
4  U6-274    A 28APR25 SVXDME HS1 1200 1235 LS3 E
5  -------   F -------         AR0 ---- ----
6  U6-274    A 22APR25 SVXDME HK1 1200 1235 LS3 E
TL-2118/19APR25/A (TIME ZONE OF MOW)
P- 1  T 74957821315
```

7) Complete the transaction:

ER

```
1VTGNG            STATUS:
99GRS TKP99GRS4591 MOVPIV 18APR25 13:51 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  U6-269   A 24APR25 DMESVX HK1 1335 1755 LS3 E
2  -------  F -------        AR0 ---- ----
3  U6-269   A 20APR25 DMESVX HK1 1335 1755 LS3 E
4  U6-274   A 28APR25 SVXDME HK1 1200 1235 LS3 E
5  -------  F -------        AR0 ---- ----
6  U6-274   A 22APR25 SVXDME HK1 1200 1235 LS3 E
TL-2118/19APR25/A (TIME ZONE OF MOW)
P- 1  T 74957821315
```

8) Delete the arrival segments:

> **X2,5**

```
1VTGNG            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 18APR25 13:51 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  U6-269   A 24APR25 DMESVX HK1 1335 1755 LS3 E
2  U6-269   A 20APR25 DMESVX HK1 1335 1755 LS3 E
3  U6-274   A 28APR25 SVXDME HK1 1200 1235 LS3 E
4  U6-274   A 22APR25 SVXDME HK1 1200 1235 LS3 E
TL-2118/19APR25/A (TIME ZONE OF MOW)
P- 1  T 74957821315
```

9) Issue the ticket indicating the new segments in the **PNR**:

> **EX*1,3**

The seat on the segment of the itinerary that was exchanged does not need to be manually released back into the system, it will be returned automatically, except for seats reserved in other centers.

10) End the dialog:

> **ER**

A new **PNR** will be displayed on the screen. If, during the exchange, a fee set by the carrier is collected due to changes in travel conditions, a remark will appear in the **PNR** about unprinted **EMDs** for this fee.

11) Issue the **EMD** for this fee (**mandatory**):

> **EMD/CP/EX**

12) Issuing an **EMD** for fees set by the agency:

> **EMD/PR**

13) Issuing a report on the usage of travel segments on **EMD:**

> **EMD/NT/USE**

14) End the dialog:

> **E**

Example 3. Ticket exchange due to a route change for the same airline

PNR

route **MOW-LED-MOW**

```
1VTGRB             STATUS:
99GRS TKP99GRS4591 MOVPIV 18APR25 14:14 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
1  SU-24    N 20APR25 SVOLED HK1 1715 1845 LS2 E
2  SU-7     N 25APR25 LEDSVO HK1 0945 1110 LS2 E
P- 1  T 74957821315
```

Fare calculation of the issued ticket route

TM/S

```
*1VTGRB(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
               FARE             TAXES            FEE             TOTAL
001 ADT          23640.00          2600.00            0.00        26240.00
             --------------- --------------- --------------- -----------------
 RESULT          23640.00          2600.00            0.00        26240.00  RUB

   1. ADT 01 MOW/SU/LED 11820.00 NFMR "EL/ECONOMY FLEX" FR:A.304.SU.EFR1/V2
*FM=237.00(1%)
   2.       02 LED/SU/MOW 11820.00 NFMR "EL/ECONOMY FLEX" FR:A.304.SU.EFR1/V2
*** TAXES ***:
ADT MOW/SU/LED YRF=7.40EUR=666.00(90.00/1.00) RI=277.00 RI=357.00
    LED/SU/MOW YRF=7.40EUR=666.00(90.00/1.00) RI=277.00 RI=357.00
```

PNR for exchange:

route **MOW-LED AER-MOW**

```
1VTGRB             STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 18APR25 14:14 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
1  SU-24    N 20APR25 SVOLED HK1 1715 1845 LS2 E
2  SU-1123  Y 28APR25 AERSVO HS1 1550 1935 LS2 E
3  SU-7     N 25APR25 LEDSVO HK1 0945 1110 LS2 E
TL-1456/18APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
P- 1  T 74957821315
```

To confirm the booking of the new segment (**ER** request), it is necessary to insert an arrival segment (**0ARNK/3**) between the new and the old segments.

Due to the route change, an additional arrival segment must also be inserted before the new segment (**0ARNK/2**).

```
1VTGRB             STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 18APR25 14:14 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
1  SU-24    N 20APR25 SVOLED HK1 1715 1845 LS2 E
2  -------  F -------          AR0 ---- ----
3  SU-1123  Y 28APR25 AERSVO HS1 1550 1935 LS2 E
4  -------  F -------          AR0 ---- ----
5  SU-7     N 25APR25 LEDSVO HK1 0945 1110 LS2 E
TL-1456/18APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
P- 1  T 74957821315
```

End the transaction to receive booking confirmation: **ER**

Delete the arrival segment before the old segment (request **X4**), and obtain the **PNR** for

exchange:

```
1VTGRB           STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 18APR25 14:14 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
1  SU-24    N 20APR25 SVOLED HK1 1715 1845 LS2 E
2  -------  F -------        AR0 ---- ----
3  SU-1123  Y 28APR25 AERSVO HK1 1550 1935 LS2 E
4  SU-7     N 25APR25 LEDSVO HK1 0945 1110 LS2 E
TL-1456/18APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
P- 1  T 74957821315
```

IMPORTANT!!! The arrival segment before the new segment must not be deleted, otherwise the system will return the following message during the exchange: «**ITIN INCONSISTENT**»

Pricing during exchange:

TM/EX*3

```
*1VTGRB(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
         LAST TKT DTE 18APR25 23:59 (MOW) - DATE OF ORIGIN
              FARE             TAXES            FEE           TOTAL
001 ADT        26760.00            0.00           0.00       26760.00
             --------------- --------------- --------------- -----------------
 RESULT        26760.00            0.00           0.00       26760.00  RUB

  1. ADT 01 MOW/SU/LED 9300.00 NFOENR "EL/ECONOMY FLEX" FR:A.304.SU.EFR1/E7
*FM=268.00(1%)
          - MOW/SU/LED-11820.00 NFMR "EL/ECONOMY FLEX" FR:A.304.SU.EFR1/V2
  2.      03 AER/SU/MOW 41100.00 YNOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/E7
          - LED/SU/MOW-11820.00 NFMR "EL/ECONOMY FLEX" FR:A.304.SU.EFR1/V2
  3.      01 D/996 SU    0.00 996 FR:S7.C.SU.OC.996.T.0
*** TAXES ***:
ADT MOW/SU/LED YRF=7.40EUR=666.00(90.00/1.00) RI=277.00 RI=357.00 RI=-277.00
              YRF=-7.40EUR=-666.00(90.00/1.00) RI=-357.00
    AER/SU/MOW YRF=7.40EUR=666.00(90.00/1.00) RI=120.00 RI=357.00 RI=-277.00
              YRF=-7.40EUR=-666.00(90.00/1.00) RI=-357.00
```

When the route is changed, the **TM** report also prints the old route (old route **LEDMOW**, new – **AERMOW**).

Exchange:

EX*3

Final **PNR**:

```
1VTGRB           STATUS:
99GRS TKP99GRS4591 MOVPIV 18APR25 14:14 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
1  SU-24    N 20APR25 SVOLED HK1 1715 1845 LS2 E
2  -------  F -------        AR0 ---- ----
3  SU-1123  Y 28APR25 AERSVO HK1 1550 1935 LS2 E
P- 1  T 74957821315
```

Example 4. Ticket exchange. The fare rules specify the form of refund SCRIPT

PNR for exchange

```
1VTGTP            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 18APR25 14:41 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-804   S 22APR25 VKOLED HK1 1205 1225 LSN E
2  UT-804   S 20APR25 VKOLED HK1 1205 1225 LSN E
TL-1205/22APR25/A (TIME ZONE OF MOW)
P- 1  T 74957821315
```

Reference on pricing for exchange:

TM/EX*1

```
*1VTGTP(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
         LAST TKT DTE 22APR25 12:05 (MOW) - DATE OF ORIGIN
               FARE            TAXES            FEE            TOTAL
001 ADT            0.00           150.00           0.00          150.00
           --------------- --------------- --------------- -----------------
 RESULT            0.00           150.00           0.00          150.00  RUB

  1. ADT 01 MOW/UT/LED 3000.00 SFORE FR:UT.FORE *FM=0.00(5%)
                   -4000.00 SFORE FR:UT.FORE
  2.     01 D/996 UT    1000.00 996 FR:S7.C.UT.OC.996.T.0 SCRIPT NEED
*** TAXES ***:
ADT MOW/UT/LED CP=150.00 YQF=1000.00 YQI=1000.00 YRI=30.00 YRI=30.00 YRI=-30.00
            YQF=-1000.00 YQI=-1000.00 YRI=-30.00
    D/996 UT
```

Since the new fare is lower than the old one, the appropriate parameter must be specified in Category 5 of the **fare rules**.

In the **TM** reference the message: **«SCRIPT NEED»** is displayed

Since refund to a script is not implemented during exchange, the operation is blocked with the message: "**CANNOT REFUND TO SCRIPT**".

Cancelling Completed Operations and Displaying the **PNR** on screen:

IR

X2

If the exchange request explicitly specifies the refund form, the operation will be allowed and the refund will be made to the original **form of payment**:

EX*1/PP:VOUCHER=NO

TMR reference during the exchange process:

```
01 MAKAROV/KIRILL ANDREEVICH
           LAST TKT DTE 22APR25 12:05 (MOW) – DATE OF ORIGIN
*1VTGTP------------------------------------EX-VOL-FCMI:1(MANUAL)---------
           AL      FLGT  BK T   DATE TIME    FARE BASIS   NVB   NVA       BG
  1. MOW UT LED  0804  S  1  22APR 1205  SFORE                           1PC
RUB   3000.00    MOW UT LED3000RUB3000END
                 PDRUB2000YQ PDRUB60YR


   PDXT
        NO ADC    DE
AIRLINE CODE 298  A/C   UT
ENDOS PSPT PS/4522133200/RU/NDSA/C616.06
VAT INCL: A/C=616.06[10.00%(T:3000.00)=272.73 20.00%(YQ:2000.00)=333.33 20.
00%(YR:60.00)=10.00]

*FM=0.00(5%)
PENALTY=150.00RUB
VAT INCL: 13.64[10.00%(K:150.00)=13.64]


RUB0.00 AGN
PART
```

<F9>

```
01 MAKAROV/KIRILL ANDREEVICH
    LAST TKT DTE 18APR26 23:59 (MOW) – REFUND RESIDUAL RULE
*1VTGTP-------------------------------------VOL-FCMI:1(MANUAL)---------
RFIC – D FINANCIAL IMPACT
  2. RFISC – 996 REFUNDABLE BALANCES
  AL   PD-PA     NVB      NVA          ET
  UT   MOW       18APR25 18APR26
  1000.00RUB
RUB   1000.00




RUB      0.00XT
RUB   1000.00   CASH
AIRLINE CODE 298  A/C   UT
ENDOS PSPT PS/4522133200/RU

PART
```

Scroll **FORWARD**

```
              NEXT OPERATION ARE NOT REVERSIBILITY
                 FOR PROCEED CALL GO FORWARD
               FOR EDIT CALL GO FORWARD BY DATE
```

After scrolling **FORWARD**, an **exchange summary for the agency** is displayed on the
screen and automatically printed on paper:
The summary for the agency is printed on paper.
After scrolling **FORWARD** a new itinerary receipt is displayed on the screen

Be sure to complete the transaction using: **ER**
(to save the changes in the **PNR** and display it on the screen).
A new **PNR** will be displayed on the screen:

```
HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE
1VTGTP          STATUS:
99GRS TKP99GRS4591 MOVPIV 18APR25 14:41 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-804   S 22APR25 VKOLED HK1 1205 1225 LSN E
P- 1  T 74957821315
   2  M 79030000001 -1
SVC 1  HD1 /D/996///REFUNDABLE BALANCES/UT/MOW/18APR25 P1
```

If, during the exchange, a fee/charge is applied due to changes in the travel conditions, a remark appears in the **PNR** about unprinted **EMDs** for the charge established by the carrier for these changes.

In this case, the following command **must** be executed:

> **EMD/CP/EX**

```
EMD ISSUE. INSERT A4 PAPER, THEN PRESS: FORWARD TO CONTINUE
```

After pressing **FORWARD**, the **PNR** will be displayed without the remark about the unprinted **EMD** for the fee:

```
1VTGTP          STATUS:
99GRS TKP99GRS4591 MOVPIV 18APR25 14:41 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-804   S 22APR25 VKOLED HK1 1205 1225 LSN E
P- 1  T 74957821315
   2  M 79030000001 -1
SVC 1  HD1 /D/996///REFUNDABLE BALANCES/UT/MOW/18APR25 P1
    2  HI1 /D/993//2986190089728C1/RESERVATIONS CHANGE FEE/UT/MOW/LED/18APR25 P1
```

End the dialog: **I**

Message: «**COMPLETE OPERATIONS WITH RESIDUAL VALUE**»

Service pricing check:

> **TM/T+S1**

```
*1VTGTP(BLANK TYPE EMD   )WARNING! VERIFY PRICING ON TICKETING*****************
   LAST TKT DTE 18APR26 23:59 (MOW) - REFUND RESIDUAL RULE
                FARE            TAXES            FEE            TOTAL
001 ADT             1000.00            0.00            0.00        1000.00
            --------------- --------------- --------------- -----------------
 RESULT             1000.00            0.00            0.00        1000.00  RUB

  1. ADT 01 D/996 UT    1000.00 996 FR:S7.C.UT.OC.996.T.0
*** TAXES ***:
ADT D/996 UT
```

Issuing the **EMD:**

> **EMDA/T+S1**

EMD is being printed.

Then, after another **FORWARD**, the **PNR** is displayed on the screen

```
1VTGTP            STATUS:
99GRS TKP99GRS4591 MOVPIV 18APR25 14:41 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-804   S 22APR25 VKOLED HK1 1205 1225 LSN E
P- 1  T 74957821315
   2  M 79030000001 -1
SVC 1  HI1 /D/996//2986190089704C1/REFUNDABLE BALANCES/UT/MOW/18APR25 P1
    2  HI1 /D/993//2986190089728C1/RESERVATIONS CHANGE FEE/UT/MOW/LED/18APR25 P1
```

EMD refund:

> **EMDR+S1**

Response: "**EMD REFUND SUCCESS, LIST FORWARD**"

When scrolling **FORWARD**, the **PNR** is displayed on the screen.

```
1VTGTP            STATUS:
99GRS TKP99GRS4591 MOVPIV 18APR25 14:41 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-804   S 22APR25 VKOLED HK1 1205 1225 LSN E
P- 1  T 74957821315
   2  M 79030000001 -1
SVC 1  HI1 /D/993//2986190089728C1/RESERVATIONS CHANGE FEE/UT/MOW/LED/18APR25 P1
```

End the dialog: **I**

Example 5. Ticket exchange. The fare rules specify the refund form as VOUCHER or EMD

PNR for exchange

```
1VTNB2            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 21APR25 09:08 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/7425432100
1  UT-824   S 25APR25 VKOLED HK1 1420 1550 LSN E
2  UT-804   S 25APR25 VKOLED HK1 1205 1225 LSN E
TL-1420/25APR25/A (TIME ZONE OF MOW)
P- 1  T 74957821315
```

Reference on pricing for refund:

> **TM/EX*1**

```
*1VTNB2(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
         LAST TKT DTE 21APR25 23:59 (MOW) - DATE OF ORIGIN
              FARE              TAXES              FEE              TOTAL
001 ADT              0.00            150.00             0.00            150.00
         --------------- --------------- --------------- -----------------
 RESULT              0.00            150.00             0.00            150.00  RUB

  1. ADT 01 MOW/UT/LED 4000.00 SFORE FR:UT.FORE *FM=0.00(5%)
                    -5000.00 SFORE FR:UT.FORE
  2.    01 D/98B UT    1000.00 98B FR:S7.C.UT.OC.98B.T.0 VOUCHER NEED
*** TAXES ***:
ADT MOW/UT/LED CP=150.00 YQF=1000.00 YQI=1000.00 YRI=30.00 YRI=30.00 YRI=-30.00
              YQF=-1000.00 YQI=-1000.00 YRI=-30.00
    D/98B UT
```

Since the new fare is lower than the old one, the appropriate parameter must be specified in

Category 5 of the **fare rules**.

In the **TM** reference, the message: "**VOUCHER NEED**" is displayed.

Since **voucher issuance is not** implemented at this time, the operation is blocked with the message "**CANNOT REFUND TO VOUCHER**".

Cancelling Completed Operations and Displaying the **PNR** on screen:

    IR
    X2

If the refund request forcibly specifies the refund form **PP:VOUCHER=NO**, then the refund will be processed to the original **FOP**:

    EX*1/PP:VOUCHER=NO

TMR reference during the exchange process:

```
01 SERGEEVA/IRINA VLADIMIROVNA
         LAST TKT DTE 25APR25 14:20 (MOW) - DATE OF ORIGIN
*1VTNB2-------------------------------------EX-VOL-FCMI:1(MANUAL)---------
         AL        FLGT  BK T   DATE TIME    FARE BASIS    NVB    NVA        BG
  1. MOW UT LED   0824   S  1   25APR 1420   SFORE                           1PC
RUB   4000.00    MOW UT LED4000RUB4000END
                 PDRUB2000YQ PDRUB60YR


   PDXT
       NO ADC   DE
AIRLINE CODE 298  A/C  UT
ENDOS PSPT PS/7425432100/RU/NDSA/C706.97
VAT INCL: A/C=706.97[10.00%(T:4000.00)=363.64 20.00%(YQ:2000.00)=333.33 20.
00%(YR:60.00)=10.00]

*FM=0.00(5%)
PENALTY=150.00RUB
VAT INCL: 13.64[10.00%(K:150.00)=13.64]

RUB0.00 AGN
PART
```

<F9>

```
01 SERGEEVA/IRINA VLADIMIROVNA
   LAST TKT DTE 21APR26 23:59 (MOW) - REFUND RESIDUAL RULE
*1VTNB2------------------------------------------VOL-FCMI:1(MANUAL)---------
RFIC - D FINANCIAL IMPACT
  2. RFISC - 996 REFUNDABLE BALANCES
  AL   PD-PA    NVB      NVA           ET
  UT   MOW      21APR25 21APR26
  1000.00RUB
RUB   1000.00




RUB      0.00XT
RUB   1000.00   CASH
AIRLINE CODE 298  A/C  UT
ENDOS PSPT PS/7425432100/RU

 PART
```

When scrolling **FORWARD**, the following message is received:

```
              NEXT OPERATION ARE NOT REVERSIBILITY
                   FOR PROCEED CALL GO FORWARD
                 FOR EDIT CALL GO FORWARD BY DATE
```

After scrolling **FORWARD**, an **exchange summary for the agency** is displayed on the screen and automatically printed on paper:
The summary for the agency is printed on paper.
After scrolling **FORWARD** a new itinerary receipt is displayed on the screen

Be sure to complete the transaction using: **ER**
(to save the changes in the **PNR** and display it on the screen).

A new **PNR** will be displayed on the screen:

```
HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE
1VTNB2           STATUS:
99GRS TKP99GRS4591 MOVPIV 21APR25 09:08 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/7425432100
1  UT-824   S 25APR25 VKOLED HK1 1420 1550 LSN E
P- 1  T 74957821315
   2  M 79030000001 -1
R- 1  EMAIL TEST@TEST.RU -1
SVC 1  HD1 /D/996///REFUNDABLE BALANCES/UT/MOW/21APR25 P1
```

If, during the exchange, a fee/charge is collected due to changes in travel conditions, a remark about unprinted **EMDs** for the fee/charges established by the carrier under the changed travel conditions appears in the **PNR**.
In this case, the following command **must** be executed:

>   **EMD/CP/EX**
>   **EMD/PR**

After pressing **FORWARD**, the **PNR** will be displayed without the remark about the unprinted **EMD** for the fee:

```
1VTNB2           STATUS:
99GRS TKP99GRS4591 MOVPIV 21APR25 09:08 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/7425432100
1  UT-824   S 25APR25 VKOLED HK1 1420 1550 LSN E
P- 1  T 74957821315
   2  M 79030000001 -1
R- 1  EMAIL TEST@TEST.RU -1
SVC 1  HD1 /D/996///REFUNDABLE BALANCES/UT/MOW/21APR25 P1
    2  HI1 /D/993//2986190089730C1/RESERVATIONS CHANGE FEE/UT/MOW/LED/21APR25 P1
```

End the dialog:

> **I**

Message: «**COMPLETE OPERATIONS WITH RESIDUAL VALUE**».

Pricing verification:

> **TM/T+S1**

```
*1VTNB2(BLANK TYPE EMD   )WARNING! VERIFY PRICING ON TICKETING****************
   LAST TKT DTE 21APR26 23:59 (MOW) - REFUND RESIDUAL RULE
                 FARE            TAXES            FEE           TOTAL
001 ADT         1000.00           0.00            0.00         1000.00
             --------------- --------------- --------------- ----------------
 RESULT         1000.00           0.00            0.00         1000.00  RUB

  1. ADT 01 D/996 UT    1000.00 996 FR:S7.C.UT.OC.996.T.0
*** TAXES ***:
ADT D/996 UT
```

Issuing the **EMD**:

> **EMDA/T+S1**

After the issuance of the **EMD** and scrolling "**FORWARD**", the **PNR** is displayed on the screen:

```
1VTNB2           STATUS:
99GRS TKP99GRS4591 MOVPIV 21APR25 09:08 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/7425432100
1  UT-824   S 25APR25 VKOLED HK1 1420 1550 LSN E
P- 1  T 74957821315
   2  M 79030000001 -1
R- 1  EMAIL TEST@TEST.RU -1
SVC 1  HI1 /D/996//2986190089705C1/REFUNDABLE BALANCES/UT/MOW/21APR25 P1
    2  HI1 /D/993//2986190089730C1/RESERVATIONS CHANGE FEE/UT/MOW/LED/21APR25 P1
```

EMD refund:

> **EMDR+S1**

After scrolling **FORWARD**, the **PNR** is displayed on the screen:

```
1VTNB2           STATUS:
99GRS TKP99GRS4591 MOVPIV 21APR25 09:08 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/7425432100
1  UT-824   S 25APR25 VKOLED HK1 1420 1550 LSN E
P- 1  T 74957821315
   2  M 79030000001 -1
R- 1  EMAIL TEST@TEST.RU -1
SVC 1  HI1 /D/993//2986190089730C1/RESERVATIONS CHANGE FEE/UT/MOW/LED/21APR25 P1
```

End the dialog: **I**

8.5.4 EXCHANGE WITH A CHANGE IN THE NUMBER OF SEGMENTS

Request format:

`EX<M><TYPE>*(SEG_NEW)**(SEG_OLD)`

Request parameters:

`EX`	–	Request code
`M`	–	Manual adjustment of fare information during ticket exchange.
`TYPE`	–	`I` – involuntary exchange, `V` – voluntary exchange.
		By default, the system checks the flight status. If the status indicates involuntary exchange, the exchange will proceed under involuntary rules; otherwise, voluntary exchange rules apply.
`*`	–	Separator before the `SEG_NEW` parameter
`SEG_NEW`	–	List of segments in the new itinerary (including used ones)
`**`	–	Separator before the `SEG_OLD` parameter
`SEG_OLD`	–	List of segments in the old itinerary.

> ➤ **Note**: *In payment form entry requests during exchange (PFO, PFOI, PFOR), it is necessary to specify all segments of the old itinerary.*

> ➤ **Note**: *In the case of a voluntary exchange, to avoid financial losses, it is recommended that the agent consult with the airline regarding the procedure for calculating fare and tax surcharges and, if necessary, carry out the exchange using manual masks.*

Example 1. Exchange of one segment for two

1) Underlined New transportation `OW+OW`

Route: `LED-AER`

New Route: `LED-MOW-AER`

```
1VTF1G            STATUS:
99GRS N499GRS4591 MOVPIV 23APR25 14:21 N4 (КЛ000087,KJA,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  N4-517   R 05MAY25 LEDAER HK1 0905 1230 LSN E
P- 1  T (391)20080070
```

- **The old segment comes first.**

PNR for exchange:

```
1VTF1G            STATUS:NOT SAVED
99GRS N499GRS4591 MOVPIV 23APR25 14:21 N4 (КЛ000087,KJA,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  N4-517   R 05MAY25 LEDAER HK1 0905 1230 LSN E
2  N4-521   R 05MAY25 LEDSVO HK1 1130 1245 LSN E
3  N4-225   R 05MAY25 SVOAER HK1 2215 2315 LSN E
TL-1454/23APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
```

> ➤ **Note**: *To confirm the booking of the new segment (ER request), it is necessary to insert an arrival segment (0ARNK/2) between the new and the old segments.*

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Pricing for voluntary exchange.

TM/EX*2-31**

where **2-3** – new segments,

1 – old segment

```
*1VTF1G(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
          LAST TKT DTE 23APR25 15:00 (MOW) - FARE RULE N4.0208
               FARE             TAXES            FEE            TOTAL
001 ADT           4993.00          2313.00           0.00          7306.00
               ---------------  ---------------  ---------------  ----------------
 RESULT           4993.00          2313.00           0.00          7306.00  RUB

  1. ADT 02 LED/N4/MOW 6400.00 RPMOW "YPM/ECONOMY PREMIUM" FR:N4.0208
         - LED/N4/AER-11257.00 RPMOW "YPM/ECONOMY PREMIUM" FR:N4.0208
  2.      03 MOW/N4/AER 9700.00 RPMOW "YPM/ECONOMY PREMIUM" FR:N4.0208
*** SURCHARGES ***:
ADT LED/N4/MOW Q=150.00
    MOW/N4/AER
*** TAXES ***:
ADT LED/N4/MOW YRI=1350.00 YQS=110.00 RI=277.00 RI=357.00 YRI=-1350.00
             YQS=-110.00 RI=-120.00 RI=-138.00
    MOW/N4/AER YRI=1350.00 YQS=110.00 RI=120.00 RI=357.00
```

Exchange:

EX*2-31**

- **The old segment is in the second position**

PNR for exchange:

```
1VTF1G            STATUS:NOT SAVED
99GRS N499GRS4591 MOVPIV 23APR25 14:21 N4 (KJI000087,KJA,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  N4-521   R 05MAY25 LEDSVO HK1 1130 1245 LSN E
2  N4-517   R 05MAY25 LEDAER HK1 0905 1230 LSN E
3  N4-225   R 05MAY25 SVOAER HK1 2215 2315 LSN E
TL-1454/23APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
```

➤ **Note**: *To confirm the booking of the new segment (**ER** request), it is necessary to insert an arrival segment (request **0ARNK/3** and **0ARNK/2**) between the new and the old segments.*

Pricing during exchange:

TM/EX*1,32**

```
*1VTF1G(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
         LAST TKT DTE 23APR25 15:07 (MOW) - FARE RULE N4.0208
                  FARE           TAXES           FEE          TOTAL
001 ADT            4993.00         2313.00          0.00        7306.00
              --------------- --------------- --------------- -----------------
 RESULT            4993.00         2313.00          0.00        7306.00  RUB

  1. ADT 01 LED/N4/MOW 6400.00 RPMOW "YPM/ECONOMY PREMIUM" FR:N4.0208
         - LED/N4/AER-11257.00 RPMOW "YPM/ECONOMY PREMIUM" FR:N4.0208
  2.      03 MOW/N4/AER 9700.00 RPMOW "YPM/ECONOMY PREMIUM" FR:N4.0208
*** SURCHARGES ***:
ADT LED/N4/MOW Q=150.00
    MOW/N4/AER
*** TAXES ***:
ADT LED/N4/MOW YRI=1350.00 YQS=110.00 RI=277.00 RI=357.00 YRI=-1350.00
              YQS=-110.00 RI=-120.00 RI=-138.00
    MOW/N4/AER YRI=1350.00 YQS=110.00 RI=120.00 RI=357.00
```

Exchange:

EX*1,32**

- **The old segment is in the third position**

PNR for exchange:

```
1VTF1G              STATUS:NOT SAVED
99GRS N499GRS4591 MOVPIV 23APR25 14:21 N4 (КЛ000087,KJA,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  N4-521   R 05MAY25 LEDSVO HK1 1130 1245 LSN E
2  N4-225   R 05MAY25 SVOAER HK1 2215 2315 LSN E
3  N4-517   R 05MAY25 LEDAER HK1 0905 1230 LSN E
TL-1454/23APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
```

➤ *Note*: *To confirm the booking of the new segment (**ER** request), it is necessary to insert an arrival segment (request **0ARNK/3**) between the new and the old segments.*

Pricing during exchange:

TM/EX*1-23**

```
*1VTF1G(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
         LAST TKT DTE 23APR25 15:14 (MOW) - FARE RULE N4.0208
                  FARE           TAXES           FEE          TOTAL
001 ADT            4993.00         2313.00          0.00        7306.00
              --------------- --------------- --------------- -----------------
 RESULT            4993.00         2313.00          0.00        7306.00  RUB

  1. ADT 01 LED/N4/MOW 6400.00 RPMOW "YPM/ECONOMY PREMIUM" FR:N4.0208
         - LED/N4/AER-11257.00 RPMOW "YPM/ECONOMY PREMIUM" FR:N4.0208
  2.      02 MOW/N4/AER 9700.00 RPMOW "YPM/ECONOMY PREMIUM" FR:N4.0208
*** SURCHARGES ***:
ADT LED/N4/MOW Q=150.00
    MOW/N4/AER
*** TAXES ***:
ADT LED/N4/MOW YRI=1350.00 YQS=110.00 RI=277.00 RI=357.00 YRI=-1350.00
              YQS=-110.00 RI=-120.00 RI=-138.00
    MOW/N4/AER YRI=1350.00 YQS=110.00 RI=120.00 RI=357.00
```

Exchange:

EX*1-23**

2) New transportation **RT**

PNR

Route: **MOW-AER**

New Route: **MOW-AER-MOW**

```
1VTF30            STATUS:
99GRS SU99GRS4591 MOVPIV 23APR25 14:55 SU 99999992 (99999992,MOW,RU)
  1 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
1  SU-1138  N 05MAY25 SVOAER HK1 0635 1015 LS2 E
P- 1  T 74951234567
```

a) If the date or booking class of the old segment is changed, both segments must be upsold.

- **The old segment comes first.**

PNR for exchange (on different dates)

```
1VTF30            STATUS:NOT SAVED
99GRS SU99GRS4591 MOVPIV 23APR25 14:55 SU 99999992 (99999992,MOW,RU)
  1 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
1  SU-1138  N 05MAY25 SVOAER HK1 0635 1015 LS2 E
2  SU-1136  E 04MAY25 SVOAER HK1 1015 1405 LS2 E
3  SU-1177  E 10MAY25 AERSVO HK1 1830 2210 LS2 E
TL-1528/23APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
```

➤ **Note**:   *To confirm the booking of the new segment (**ER** request), it is necessary to insert an arrival segment (**0ARNK/2**) between the new and the old segments.*

Pricing during exchange:

    TM/EX*2-31**

```
*1VTF30(BLANK TYPE ETM  )WARNING! VERIFY PRICING ON TICKETING*****************
          LAST TKT DTE 04MAY25 10:15 (MOW) - DATE OF ORIGIN
                  FARE            TAXES            FEE            TOTAL
001 ADT          9320.00          3277.00          0.00          12597.00
             --------------- --------------- --------------- -----------------
 RESULT          9320.00          3277.00          0.00          12597.00  RUB

  1. ADT 02 MOW/SU/AER 9400.00 ENBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
                  -9480.00 NNOR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
  2.     03 AER/SU/MOW 9400.00 ENBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
*** TAXES ***:
ADT MOW/SU/AER CP=2800.00 RI=120.00 RI=357.00 RI=-120.00 RI=-357.00
    AER/SU/MOW RI=120.00 RI=357.00
```

Exchange:

    EX*2-31**

- **The old segment is in the second position**

PNR for exchange:

```
1VTF30            STATUS:NOT SAVED
99GRS SU99GRS4591 MOVPIV 23APR25 14:55 SU 99999992 (99999992,MOW,RU)
   1 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
1  SU-1136  E 04MAY25 SVOAER HK1 1015 1405 LS2 E
2  SU-1138  N 05MAY25 SVOAER HK1 0635 1015 LS2 E
3  SU-1177  E 10MAY25 AERSVO HK1 1830 2210 LS2 E
TL-1528/23APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
```

➤ **Note**: To confirm the booking of the new segment (**ER** request), it is necessary to insert an arrival segment (**0ARNK/2**）between the new and the old segments.

Pricing during exchange:

TM/EX*1,32**

```
*1VTF30(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING*****************
          LAST TKT DTE 04MAY25 10:15 (MOW) - DATE OF ORIGIN
                FARE            TAXES            FEE             TOTAL
001 ADT             9320.00         3277.00           0.00       12597.00
              --------------- --------------- --------------- -----------------
 RESULT             9320.00         3277.00           0.00       12597.00  RUB

  1. ADT 01 MOW/SU/AER 9400.00 ENBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
                       -9480.00 NNOR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
  2.      03 AER/SU/MOW 9400.00 ENBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
*** TAXES ***:
ADT MOW/SU/AER CP=2800.00 RI=120.00 RI=357.00 RI=-120.00 RI=-357.00
    AER/SU/MOW RI=120.00 RI=357.00
```

Exchange:

EX*1,32**

- **The old segment is in the third position**

PNR for exchange:

```
1VTF30            STATUS:NOT SAVED
99GRS SU99GRS4591 MOVPIV 23APR25 14:55 SU 99999992 (99999992,MOW,RU)
   1 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
1  SU-1136  E 04MAY25 SVOAER HK1 1015 1405 LS2 E
2  SU-1177  E 10MAY25 AERSVO HK1 1830 2210 LS2 E
3  SU-1138  N 05MAY25 SVOAER HK1 0635 1015 LS2 E
TL-1528/23APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
```

➤ **Note**: To confirm the booking of the new segment (**ER** request), it is necessary to insert an arrival segment (request **0ARNK/3**） between the new and the old segments.

Pricing during exchange:

TM/EX*1-23**

```
*1VTF30(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING*****************
            LAST TKT DTE 04MAY25 10:15 (MOW) - DATE OF ORIGIN
                   FARE              TAXES             FEE            TOTAL
001 ADT             9320.00          3277.00           0.00         12597.00
                 --------------- --------------- --------------- -----------------
  RESULT            9320.00          3277.00           0.00         12597.00  RUB

   1. ADT 01 MOW/SU/AER 9400.00 ENBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
                        -9480.00 NNOR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
   2.       02 AER/SU/MOW 9400.00 ENBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
*** TAXES ***:
ADT MOW/SU/AER CP=2800.00 RI=120.00 RI=357.00 RI=-120.00 RI=-357.00
    AER/SU/MOW RI=120.00 RI=357.00
```

Exchange:

EX*1-2**3

b) If the date of the old segment does not change, only one segment must be upsold

- **The old segment comesfirst**

PNR for exchange

```
1VTF30           STATUS:
99GRS SU99GRS4591 MOVPIV 23APR25 14:55 SU 99999992 (99999992,MOW,RU)
  1 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
1  SU-1138  N 05MAY25 SVOAER HK1 0635 1015 LS2 E
2  SU-1177  E 10MAY25 AERSVO HK1 1830 2210 LS2 E
TL-1528/23APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
```

Pricing during exchange:

TM/EX*1-2**1

```
*1VTF30(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING*****************
            LAST TKT DTE 05MAY25 06:35 (MOW) - DATE OF ORIGIN
                   FARE              TAXES             FEE            TOTAL
001 ADT             7820.00          3277.00           0.00         11097.00
                 --------------- --------------- --------------- -----------------
  RESULT            7820.00          3277.00           0.00         11097.00  RUB

   1. ADT 01 MOW/SU/AER 7900.00 NNBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
                        -9480.00 NNOR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
   2.       02 AER/SU/MOW 9400.00 ENBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
*** TAXES ***:
ADT MOW/SU/AER CP=2800.00 RI=120.00 RI=357.00 RI=-120.00 RI=-357.00
    AER/SU/MOW RI=120.00 RI=357.00
```

Exchange:

EX*1-2**1

c) The initial transportation consists of two segments **MOW-AER-MOW**.

The first segment has been used.

The second segment **AER-MOW** is changed to two segments **AER-MOW-LED** with departure on a different date

PNR for exchange:

```
1VTF30              STATUS:NOT SAVED
99GRS SU99GRS4591 MOVPIV 23APR25 14:55 SU 99999992 (99999992,MOW,RU)
  1 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
1  SU-1138  N 05MAY25 SVOAER HK1 0635 1015 LS2 E
2  SU-1177  E 10MAY25 AERSVO HK1 1830 2210 LS2 E
3  SU-1139  E 15MAY25 AERSVO HK1 1125 1505 LS2 E
4  SU-26    E 15MAY25 SVOLED HK1 1915 2045 LS2 E
TL-1606/23APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
```

➤ *Note*:　　　*To confirm the booking of the new segment (**ER** request), it is necessary to insert an arrival segment (**0ARNK/3**request) between the new and the old segments.*

Pricing during exchange:

TM/EX*1,3,4**1,2

```
*1VTF30(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING*****************
          LAST TKT DTE 15MAY25 11:25 (MOW) - DATE OF ORIGIN
              FARE            TAXES            FEE            TOTAL
001 ADT          4450.00         3434.00          0.00         7884.00
            --------------- --------------- --------------- -----------------
 RESULT          4450.00         3434.00          0.00         7884.00  RUB

  1. ADT 01 MOW/SU/AER 7900.00 NNBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
                      -7900.00 NNBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
  2.     03 AER/SU/MOW 13850.00 ENBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1
                       -9400.00 ENBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/V2
  3.     04 MOW/SU/LED  (03)     ENBR "NB/ECONOMY LITE" FR:A.304.SU.ENR1
*** TAXES ***:
ADT MOW/SU/AER RI=120.00 RI=357.00 RI=-120.00 RI=-357.00
    AER/SU/MOW CP=2800.00 RI=120.00 RI=357.00 RI=-120.00 RI=-357.00
    MOW/SU/LED RI=277.00 RI=357.00
```

Exchange:

EX*1,3,4**1,2

Example 2. Exchange of two segments for one

Transportation OW+OW (booking in class **N**)

Route:　　　**LED-MOW-MRV**

New Route: **LED-MRV**

```
1VTXN1             STATUS:
99GRS TKP99GRS4591 MOVPIV 24APR25 13:54 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-7     N 26APR25 LEDSVO HK1 0945 1110 LS2 E
2  SU-1312  N 30APR25 SVOMRV HK1 1035 1400 LS2 E
P- 1  T 74957821315
```

- **The new segment comes first**

PNR for exchange:

```
1VTXN1            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 24APR25 13:54 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-2814  N 15MAY25 LEDMRV HK1 1450 1855 LS2 E
2  SU-7     N 26APR25 LEDSVO HK1 0945 1110 LS2 E
3  SU-1312  N 30APR25 SVOMRV HK1 1035 1400 LS2 E
TL-1447/24APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
```

➤ *Note*:　　　　To confirm the booking of the new segment (*ER* request), it is necessary to insert an arrival segment (request *0ARNK/2*) between the new and the old segments.

Pricing during exchange:

TM/EX*1**2-3

```
*1VTXN1(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING*****************
         LAST TKT DTE 24APR25 23:59 (MOW) - DATE OF ORIGIN
               FARE            TAXES            FEE            TOTAL
001 ADT            0.00         2800.00           0.00         2800.00
          --------------- --------------- --------------- -----------------
 RESULT            0.00         2800.00           0.00         2800.00  RUB

  1. ADT 01 LED/SU/MRV 13870.00 NNOR "NB/ECONOMY LITE" FR:A.304.SU.ENR1 *FM=0.
00(1%)
          - LED/SU/MOW-5550.00 NNOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/E7
          - MOW/SU/MRV-8700.00 NNOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/E7
  2.      01 D/996 SU    380.00 996 FR:S7.C.SU.OC.996.T.0
*** TAXES ***:
ADT LED/SU/MRV YRF=7.40EUR=666.00(90.00/1.00) CP=2800.00 RI=110.00 RI=138.00
               YRF=-7.40EUR=-666.00(90.00/1.00) RI=-110.00 RI=-277.00
               RI=-357.00 RI=-357.00
    D/996 SU    RI=277.00 RI=357.00 RI=219.00
```

Exchange:

EX*1**2-3

- **The new segment is in the second position**

```
1VTXN1            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 24APR25 13:54 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-7     N 26APR25 LEDSVO HK1 0945 1110 LS2 E
2  SU-2814  N 15MAY25 LEDMRV HK1 1450 1855 LS2 E
3  SU-1312  N 30APR25 SVOMRV HK1 1035 1400 LS2 E
TL-1447/24APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
```

➤ *Note:*　　　　To confirm the booking of the new segment (*ER* request), it is necessary to insert an arrival segment (request *0ARNK/3* and *0ARNK/2*) between the new and the old segments

Pricing during exchange:

TM/EX*2**1,3

```
*1VTXN1(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING*****************
          LAST TKT DTE 24APR25 23:59 (MOW) - DATE OF ORIGIN
                  FARE              TAXES             FEE             TOTAL
001 ADT               0.00          2800.00            0.00          2800.00
                  --------------  --------------  --------------  ----------------
 RESULT               0.00          2800.00            0.00          2800.00  RUB

  1. ADT 02 LED/SU/MRV 13870.00 NNOR "NB/ECONOMY LITE" FR:A.304.SU.ENR1 *FM=0.
00(1%)
          - LED/SU/MOW-5550.00 NNOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/E7
          - MOW/SU/MRV-8700.00 NNOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/E7
  2.    01 D/996 SU    380.00 996 FR:S7.C.SU.OC.996.T.0
*** TAXES ***:
ADT LED/SU/MRV YRF=7.40EUR=666.00(90.00/1.00) CP=2800.00 RI=110.00 RI=138.00
               YRF=-7.40EUR=-666.00(90.00/1.00) RI=-110.00 RI=-277.00
               RI=-357.00 RI=-357.00
    D/996 SU   RI=277.00 RI=357.00 RI=219.00
```

Exchange:

EX*2**1,3

- **The new segment is in the third position**

```
1VTXN1            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 24APR25 13:54 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-7     N 26APR25 LEDSVO HK1 0945 1110 LS2 E
2  SU-1312  N 30APR25 SVOMRV HK1 1035 1400 LS2 E
3  SU-2814  N 15MAY25 LEDMRV HK1 1450 1855 LS2 E
TL-1447/24APR25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
```

➤ *Note:* *To confirm the booking of the new segment (**ER** request), it is necessary to insert an arrival segment (**0ARNK/3**) between the new and the old segments.*

Pricing during exchange:

TM/EX*3**1-2

```
*1VTXN1(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING*****************
          LAST TKT DTE 24APR25 23:59 (MOW) - DATE OF ORIGIN
                  FARE              TAXES             FEE             TOTAL
001 ADT               0.00          2800.00            0.00          2800.00
                  --------------  --------------  --------------  ----------------
 RESULT               0.00          2800.00            0.00          2800.00  RUB

  1. ADT 03 LED/SU/MRV 13870.00 NNOR "NB/ECONOMY LITE" FR:A.304.SU.ENR1 *FM=0.
00(1%)
          - LED/SU/MOW-5550.00 NNOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/E7
          - MOW/SU/MRV-8700.00 NNOENR "NB/ECONOMY LITE" FR:A.304.SU.ENR1/E7
  2.    01 D/996 SU    380.00 996 FR:S7.C.SU.OC.996.T.0
*** TAXES ***:
ADT LED/SU/MRV YRF=7.40EUR=666.00(90.00/1.00) CP=2800.00 RI=110.00 RI=138.00
               YRF=-7.40EUR=-666.00(90.00/1.00) RI=-110.00 RI=-277.00
               RI=-357.00 RI=-357.00
    D/996 SU   RI=277.00 RI=357.00 RI=219.00
```

Exchange:

EX*3**1-2

Example 3. Exchange of two segments for four

Route: **TJM-AER-TJM**

New Route: **TJM-MOW-AER-MOW-TJM**

```
1VTXPB            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 24APR25 14:36 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-621   K 05MAY25 TJMAER HK1 0100 0900 LSN E
2  UT-514   K 10MAY25 AERTJM HK1 1020 1610 LSN E
P- 1  T 74957821315
```

- **New segments at the end**

PNR for exchange:

```
1VTXPB            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 24APR25 14:36 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-621   K 05MAY25 TJMAER HK1 0100 0900 LSN E
2  UT-514   K 10MAY25 AERTJM HK1 1020 1610 LSN E
3  UT-464   L 01MAY25 TJMVKO HK1 1800 1855 LSN E
4  UT-3349  L 02MAY25 SVOAER HK1 1100 1300 LSN E
5  UT-250   L 10MAY25 AERVKO HK1 1525 1910 LSN E
6  UT-453   L 15MAY25 VKOTJM HK1 0110 0555 LSN E
TL-1600/01MAY25/A (TIME ZONE OF MOW)
```

➤ *Note*:   *To confirm the booking of the new segment (**ER** request), it is necessary to insert an arrival segment (**0ARNK/3**) between the new and the old segments.*

Pricing during exchange:

  TM/EX*3-61,2**

```
*1VTXPB(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
          LAST TKT DTE 25APR25 14:38 (MOW) - FARE RULE UT.0196
             FARE            TAXES           FEE            TOTAL
001 ADT       20100.00        6400.00          0.00        26500.00
          --------------- --------------- --------------- -----------------
 RESULT       20100.00        6400.00          0.00        26500.00  RUB

  1. ADT 03 TJM/UT/MOW 5600.00 LSTDRT "OP/OPTIMUM" FR:UT.0196 *FM=1005.00(5%)
          - TJM/UT/AER-4750.00 KSTDRT "OP/OPTIMUM" FR:UT.0196
  2.      04 MOW/UT/AER 9200.00 LSTDRT "OP/OPTIMUM" FR:UT.0196
          - AER/UT/TJM-4750.00 KSTDRT "OP/OPTIMUM" FR:UT.0196
  3.      05 AER/UT/MOW 9200.00 LSTDRT "OP/OPTIMUM" FR:UT.0196
  4.      06 MOW/UT/TJM 5600.00 LSTDRT "OP/OPTIMUM" FR:UT.0196
*** TAXES ***:
ADT TJM/UT/MOW CP=2000.00 YQF=800.00 YQI=500.00 YRI=200.00 YRI=30.00 YRI=-30.00
            YQF=-800.00 YQI=-500.00 YRI=-30.00
   MOW/UT/AER CP=2000.00 YQF=800.00 YQI=500.00 YRI=200.00 YRI=30.00 YRI=-30.00
            YQF=-800.00 YQI=-500.00 YRI=-30.00
   AER/UT/MOW YQF=800.00 YRI=200.00 YRI=30.00
   MOW/UT/TJM YQF=800.00 YRI=200.00 YRI=30.00
```

Exchange:

  EX*3-61,2**

- **New segments at the beginning**

PNR for exchange:

```
1VTXPB            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 24APR25 14:36 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1   UT-464    L 01MAY25 TJMVKO HK1 1800 1855 LSN E
2   UT-3349   L 02MAY25 SVOAER HK1 1100 1300 LSN E
3   UT-250    L 10MAY25 AERVKO HK1 1525 1910 LSN E
4   UT-453    L 15MAY25 VKOTJM HK1 0110 0555 LSN E
5   UT-621    K 05MAY25 TJMAER HK1 0100 0900 LSN E
6   UT-514    K 10MAY25 AERTJM HK1 1020 1610 LSN E
TL-1600/01MAY25/A (TIME ZONE OF MOW)
```

➢ **Note**: To confirm the booking of the new segment (**ER** request), it is necessary to insert an arrival segment (request **0ARNK/5**) between the new and the old segments.

Pricing during exchange:

> **TM/EX*1-4**5-6**

```
*1VTXPB(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
         LAST TKT DTE 25APR25 14:38 (MOW) - FARE RULE UT.0196
                    FARE            TAXES            FEE           TOTAL
001 ADT          20100.00         6400.00           0.00         26500.00
               ---------------  ---------------  ---------------  -----------------
 RESULT          20100.00         6400.00           0.00         26500.00  RUB

  1. ADT 01 TJM/UT/MOW 5600.00 LSTDRT "OP/OPTIMUM" FR:UT.0196 *FM=1005.00(5%)
          - TJM/UT/AER-4750.00 KSTDRT "OP/OPTIMUM" FR:UT.0196
  2.      02 MOW/UT/AER 9200.00 LSTDRT "OP/OPTIMUM" FR:UT.0196
          - AER/UT/TJM-4750.00 KSTDRT "OP/OPTIMUM" FR:UT.0196
  3.      03 AER/UT/MOW 9200.00 LSTDRT "OP/OPTIMUM" FR:UT.0196
  4.      04 MOW/UT/TJM 5600.00 LSTDRT "OP/OPTIMUM" FR:UT.0196
*** TAXES ***:
ADT TJM/UT/MOW CP=2000.00 YQF=800.00 YQI=500.00 YRI=200.00 YRI=30.00 YRI=-30.00
               YQF=-800.00 YQI=-500.00 YRI=-30.00
    MOW/UT/AER CP=2000.00 YQF=800.00 YQI=500.00 YRI=200.00 YRI=30.00 YRI=-30.00
               YQF=-800.00 YQI=-500.00 YRI=-30.00
    AER/UT/MOW YQF=800.00 YRI=200.00 YRI=30.00
    MOW/UT/TJM YQF=800.00 YRI=200.00 YRI=30.00
```

Exchange:

> **EX*1-4**5-6**

8.5.5 TICKET EXCHANGE DUE TO ITINERARY CHANGE FOR ONLY PART OF THE PASSENGERS IN THE PNR

1) Retrieve the **PNR**:

> ***(PNR_Number)**

2) Split the **PNR**:

> **For example:**
>
> > **D2**
>
> where **2** – the passenger for whom the exchange will be made in this example

3) Complete the transaction and display the **PNR** on the screen:

> **ER**

4) Retrieve availability information:

> **1(CITY_PAIR)(DATE)**

5) Proceed with the booking:

> **01Y1/1**

In this case, the new flight appears first in the response message.

➤ **Note**: *If the fare's `fare rule` (in the "`NOTE`" field) indicates that, in case of changes to the travel conditions, an upgrade to a specific fare is required, semi-automatic (manual) repricing of the new segment must be performed using the specified fare.*

6) Enter the arrival segment and complete the transaction:

    `0ARNK/2`

    `ER`

7) Delete the arrival segment:

    `X2`

8) Carry out the ticket exchange:

    `EX*1`

9) End the dialog:

    `E`

8.5.6 TICKET EXCHANGE FOR SELECTED PASSENGERS FROM THE PNR

The exchange of individual tickets within a `PNR` can be performed either with a single request specifying a list of passengers, or through a series of consecutive requests, each specifying the number of one or more passengers from the booking.

Request format:

    `EX<TYPE>(PAX)*(SEG_NEW)**(SEG_OLD)`

Request parameters:

`EX`	–	Request code
`TYPE`	–	Type of exchange (optional for voluntary exchanges)
`PAX`	–	Passenger numbers for whom the ticket changes are made
`*`	–	Separator before the `SEG_NEW` parameter
`SEG_NEW`	–	List of segments in the new itinerary, including used ones
`**`	–	Separator before the `SEG_OLD` parameter
`SEG_OLD`	–	List of segments in the old itinerary, including used ones

Important!   Unlike the process for exchanging all tickets in the `PNR`, when exchanging individual tickets, **the arrival segments must remain in the booking**.
Otherwise, if they are removed, an error message appears during the exchange attempt: "`ITIN INCONSISTENT`".

Segments for which no tickets remain after the exchange must be **removed** from the booking, if they were not automatically deleted by the system (**for example**, if ancillary services/`EMD` are issued for the old segment, or if a ticket exchange was processed for an infant without a seat).

Example requests for exchanging tickets of individual passengers:

PNR prepared for ticket exchange:

```
1VK9GL            STATUS:
99GRS TKP99GRS4591 MOVPIV 17FEB25 10:42 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320 (+4)
  2 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210 (+3)
  3 MAKAROV/IVAN K 08MAR24(M)/SR /RU/IIIIK111222*INF (-2)
  4 MAKAROVA/ANNA K 08MAR24(F)/SR /RU/IIIIK111223*INF (-1)
1  SU-11    Y 21FEB25 LEDSVO HK2 1200 1330 LS2 E - НОВЫЙ
2  -------  F -------          AR0 ---- ----
3  SU-7     Y 22FEB25 LEDSVO HK2 1000 1130 LS2 E
4  SU-30    Y 26FEB25 SVOLED HK2 1930 2100 LS2 E
TL-1044/19FEB25/P (TIME ZONE OF MOW)
```

➤ *Note: The arrival segment is not removed from the PNR.*

Request to exchange the ticket of the 1st passenger:

    EX1*1,4**3,4

After the exchange:

− on the new flight segment (**1**), there is a new ticket only for the 1st passenger,

− on the old segment (**2**), the 1st passenger no longer has a ticket:

    *S

```
1VK9GL
SEATS-
  1. SU-11 Y 21FEB25 LEDSVO HK2  1200 1330 PORT=1050
     (MOWSU:0CBB06)
     1. MAKAROV/KIRILL A                5556101244048 C1   HK ET ***
     2. SERGEEVA/IRINA V                                   HK    ***
     3. MAKAROV/IVAN K                                     HK    ***
     4. MAKAROVA/ANNA K                                    HK    ***
  2. SU-7 Y 22FEB25 LEDSVO HK2  1000 1130 PORT=0850
     (MOWSU:0CBB06)
     1. MAKAROV/KIRILL A                                   HK    ***
     2. SERGEEVA/IRINA V                5556101244044 C1   HK ET ***
     3. MAKAROV/IVAN K                  5556101244045 C1   HK ET ***
     4. MAKAROVA/ANNA K                 5556101244046 C1   HK ET ***
  3. SU-30 Y 26FEB25 SVOLED HK2  1930 2100 PORT=1820
     (MOWSU:0CBB06)
     1. MAKAROV/KIRILL A                5556101244048 C2   HK ET ***
     2. SERGEEVA/IRINA V                5556101244044 C2   HK ET ***
     3. MAKAROV/IVAN K                  5556101244045 C2   HK ET ***
     4. MAKAROVA/ANNA K                 5556101244046 C2   HK ET ***
```

Request for simultaneous ticket exchange of the 3rd and 4th passengers (both passengers are **INF**):

    EX3,4*1,4**3,4

After the exchange, only the second passenger's ticket remains on the old segment (**2**):

    *S

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```
1VK9GL
SEATS-
  1. SU-11 Y 21FEB25 LEDSVO HK2  1200 1330 PORT=1050
     (MOWSU:0CBB06)
     1. MAKAROV/KIRILL A                   5556101244048 C1   HK ET ***
     2. SERGEEVA/IRINA V                                      HK    ***
     3. MAKAROV/IVAN K                     5556101244050 C1   HK ET ***
     4. MAKAROVA/ANNA K                    5556101244051 C1   HK ET ***
  2. SU-7 Y 22FEB25 LEDSVO HK2  1000 1130 PORT=0850
     (MOWSU:0CBB06)
     1. MAKAROV/KIRILL A                                      HK    ***
     2. SERGEEVA/IRINA V                  5556101244044 C1    HK ET ***
     3. MAKAROV/IVAN K                                        HK    ***
     4. MAKAROVA/ANNA K                                       HK    ***
  3. SU-30 Y 26FEB25 SVOLED HK2  1930 2100 PORT=1820
     (MOWSU:0CBB06)
     1. MAKAROV/KIRILL A                   5556101244048 C2   HK ET ***
     2. SERGEEVA/IRINA V                   5556101244044 C2   HK ET ***
     3. MAKAROV/IVAN K                     5556101244050 C2   HK ET ***
     4. MAKAROVA/ANNA K                    5556101244051 C2   HK ET ***
```

Request to exchange the remaining second passenger's ticket:

EX2*1,4**3,4

We check the booking after completing the exchange procedure for all required tickets:

 PNR

```
1VK9GL            STATUS:
99GRS TKP99GRS4591 MOVPIV 17FEB25 10:42 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320 (+4)
  2 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210 (+3)
  3 MAKAROV/IVAN K 08MAR24(M)/SR /RU/IIIIK111222*INF (-2)
  4 MAKAROVA/ANNA K 08MAR24(F)/SR /RU/IIIIK111223*INF (-1)
1  SU-11    Y 21FEB25 LEDSVO HK2 1200 1330 LS2 E
2  -------  F -------        AR0 ---- ----
3  SU-30    Y 26FEB25 SVOLED HK2 1930 2100 LS2 E
P- 1  T 74957821315
```

where
- The old flight segment is no longer present in the booking (it was automatically removed by the system);
- The arrival segment can be removed from the **PNR**:
    X2
    ER

8.5.7 TICKET EXCHANGE FOR FLIGHTS THAT REQUIRE MANUAL PRICING

To exchange such a ticket, it is necessary to:
1) Retrieve the **PNR**:

    *(PNR_NUMBER)

2) Check seat availability for the required date:

```
1(CITY+PAIR) (DATE)
```

3) Make the booking with mandatory indication of the number of the segment being exchanged in the **PNR**:

```
01Y1/1
```

where **/1** is the number of the exchanged segment in the **PNR**

➤ **Note**: *The new segment must always be placed before the old one.*

4) Enter the fare:

When exchanging tickets for flights that require manual pricing, the fare for each passenger must be entered either manually or using semi-automatic pricing.

> **Semi-automatic pricing**
> Request format:
>
> ```
> TH(PAX)(*SEG)
> VV(VAR)
> ```
>
> **IMPORTANT!!!**   When using the "**TH**" request, the system provides **all** applicable fares for the given passenger category on the selected segment. It is the **agent's** responsibility to **verify** the correct application of these fares.
>
> **Manual pricing (if necessary)**
>
> ```
> TO<PAX><*SEG>/<PAX_CAT>/<DISC>/(FARE)/(FARE_CODE)<+R(ROUTE)>
>    <!FARE_APP></EXTRA></CHARGE><#T1#></(FARE_PARAM)> ▶
> ```
>
> For example: `TO*1///600.00/Y!0001`

5) Enter the arrival segment:

> ```
> 0ARNK/(SEG)
> ```
>
> where **SEG** is the number of the flight segment before which the arrival segment is inserted

6) Complete the transaction:

> ```
> ER
> ```

7) Delete the arrival segment.

8) Then print the ticket indicating the new segment in the **PNR**:

> **For example**:
>
> ```
> EX*1
> ```
>
> where ***1** – number of the new segment in the **PNR**

There is no need to manually return the seat from the exchanged segment back to the system (it will be returned automatically) on the segment in the **PNR**, except for seats booked in other centers

9) Complete the transaction:

> ```
> ER
> ```

10) Issue the **EMD** for the carrier-imposed fee for changes in travel conditions::

> ```
> EMD/CP/EX
> ```

11) Issue the **EMD** for the agency-imposed fee for changes in travel conditions:

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```
        EMD/PR
```
12) End the dialog:
```
        E
```

8.5.8 TECHNOLOGY FOR EXCHANGING AN AIRLINE ELECTRONIC TICKET FOR A TCH-NSAV ELECTRONIC TICKET

To perform the exchange of an airline electronic ticket for a **TCH**, it is necessary to execute a **PNR** session change. To change the session, all tickets in the given **PNR** must be sold. If not all tickets in the **PNR** are sold, the session change operation for ticket exchange will be denied. When attempting to change the session, the system message is: "**NOT ALL TICKETS ARE SOLD**".

The session change is performed with the following command:
```
        *+(AGN)/TCH//EXCHANGE
```

For example: **`*+26MOK/TCH//EXCHANGE`**

In response, the **PNR** with the new session is displayed.

Once the session has been changed, the agent can proceed with the standard ticket exchange procedure.

The following system restrictions apply to the exchange of airline electronic tickets for **TCH NSAV** electronic tickets:

- Only the exchange of an airline electronic ticket for a **TCH** electronic ticket is allowed.
- All coupons of the airline's **e-ticket** must be open (status "**O**"). If at least one coupon has the status "**USED**," the exchange request will be denied.
- Married segments are not eligible for such exchange. If the agent attempts to exchange one of the married segments, the request will be denied.

Example: Exchange of an airline electronic ticket for a **TCH** electronic ticket

1) **PNR**

```
1VTZ0D          STATUS:
99GRS IUT99GRS4591 MOVPIV 25APR25 11:39 UT (29842300,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-453   K 05MAY25 VKOTJM HK1 0110 0555 LSN E
P- 1  T 74951234567
```

2) Session change:
```
        *+12MOK/TCH//EXCHANGE
```

```
1VTZ0D          STATUS:NOT SAVED
12MOK IUT99GRS4591 MOVPIV 25APR25 11:39 TCH (29842300,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-453   K 05MAY25 VKOTJM HK1 0110 0555 LSN E
P- 1  T 74951234567
```

3) Completion of the operation:
```
        E
```
Response: «**TRANSACTION COMPLETED**»

4) Switch to **TCH** session:

      `WTCH`

Response: «`SESSION CHANGED`»

5) Exchange:

Retrieve **PNR:**

      `*1VTZ0D`

```
1VTZ0D          STATUS:
12MOK IUT99GRS4591 MOVPIV 25APR25 11:39 TCH (29842300,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-453   K 05MAY25 VKOTJM HK1 0110 0555 LSN E
P- 1  T 74951234567
```

PNR for exchange:

```
1VTZ0D          STATUS:NOT SAVED
12MOK IUT99GRS4591 MOVPIV 25APR25 11:39 TCH (29842300,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-453   K 10MAY25 VKOTJM HK1 0110 0555 LSN E
2  UT-453   K 05MAY25 VKOTJM HK1 0110 0555 LSN E
TL-0110/10MAY25/A (TIME ZONE OF MOW)
P- 1  T 74951234567
```

Exchange:

      `EX*1`

8.5.8.1   Restrictions Applied to the PNR After Session Change

In a PNR where the session was changed to the **TCH** session, all ticketing operations will be prohibited except for "**EX**" and "**BL**".

If the booking contains multiple unrelated tickets and the **TCH** agent performs an exchange on only one of them, further operations on the remaining, unexchanged tickets will be blocked. To work with the remaining tickets, the booking must be returned to its original session. The booking can only be returned to the previous session if all tickets reissued in the **TCH** session are canceled.

8.5.8.2   Return to the Original Session

If it becomes necessary to return the PNR to its original session after executing the **E/ER** command (and before reissuing tickets in the **TCH** session), the following command is used to restore the previous session:

      `*+(AGN)/(AIRLINE)//RESTORE`

Example: `*+24MOK/UT//RESTORE`

The exchange must be processed at the same agency where the original ticket was issued using the airline's ticket stock. Otherwise, the system will display the message: «`WRONG SESSION PAIR`».

8.5.9 ISSUANCE OF TICKETS IN EXCHANGE WHEN FARE OR AG FEES ARE REDUCED, AND ISSUANCE OF EMD (RFISC=996) FOR THE AMOUNT TO BE REFUNDED TO THE PASSENGER

When changes in transportation conditions lead to a reduction in the total cost of travel (i.e., fare and/or `AG` fee), an additional **EMD** must be issued for the difference between the old and new fare/fee amounts, which is to be refunded to the passenger, along with the new exchanged ticket.

The possibility of processing a ticket exchange with a reduced travel cost depends on the airline and is subject to its configuration settings.

Exchanged tickets involving a fare decrease may be processed if the currency of the original ticket is Russian Ruble (RUB), US Dollar (USD), or Euro (EUR), and the currency of the new ticket is the same as that of the original.

The exchange procedure follows the standard process (as described in the agent instructions). However, when the travel cost decreases, an additional **EMD** must be issued for the refund amount, and then this **EMD** must be refunded.

When exchanging a ticket with a reduced fare, the following procedure must be followed:

1. Open the existing booking.
2. Check the coupon statuses of the ticket being exchanged.
3. Book the new segment(s) in the **PNR**.
4. Obtain confirmation from the airline.
5. Verify fare repricing for the exchange.
6. Complete the ticket exchange (issue the new **e-ticket** and provide the passenger with the itinerary receipt).
7. If needed, issue an **EMD** for the exchange fee.
8. Issue an **EMD** for the refundable amount.
9. If the airline's configuration does not specify a validity period for the **EMD** issued due to fare reduction, proceed to refund the **EMD** for the refundable difference.
10. End the dialog.

When exchanging tickets with a fare reduction and issuing an **EMD** (in session TCH, code 51) for the amount to be refunded to the passenger, the refund of the issued **EMD** may be made within the validity period of the **EMD**, as determined by the carrier's rules.

If the validity period for the issued **EMD** (in **TCH** session, code 51) is determined according to the airline's settings, then the information about the period during which the refund of such **EMD** can be made (validity period) is printed in the "**Endorsements/Restrictions**" field of the **EMD** receipt.

The system requirement for mandatory **EMD** issuance in the case of a fare reduction exchange (**TCH** session code 51) remains unchanged—regardless of system settings or specified validity periods, an **EMD** for the refundable amount must always be issued.

Example. Exchange of a Ticket with a Decrease in Fare

1. Open **PNR**

```
1VTZ77          STATUS:
99GRS IUT99GRS4591 MOVPIV 25APR25 14:54 UT (29842300,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-804   S 05MAY25 VKOLED HK1 1205 1225 LSN E
P- 1  T 74951234567
```

2. Check the status of the coupons of the ticket being exchanged, as all coupons to be exchanged must have the status "**O**" (Open for use):

ET#2982410898611

```
ISSUED 25APR25-14:56 FROM RS-15  CIT-MOW  PNR: 15 1VTZ77, UT 1K465V
AGN-99GRS CIT-MOW NO-4591 PUL-MOVPIV POS-29842300 FCMI-1

 MAKAROV/KIRILL ANDREEVICH


        === ET 2982410898611 ===
 1    UT-804  S 05MAY25 1205 VKO LED OK  SFORE                        1N    O

FOID     :
FARE     :B/5000RUB
TAXES    :YQ2000 YR215
TOTAL    :7215 RUB
PAYMENT  :7215 RUB CA
CONTACT  :74951234567
END/RES  :PSPT PS/4522133200/RF/NDSA/K655.92
FARE CLC :MOW UT LED5000RUB5000END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
TOUR CODE:
```

3. Book the new segment(s) and arrival segment(s):

1MOWLED0605-UT

02S1/1

0ARNK/2

4. Get confirmation from the airline:

ER

```
1VTZ77          STATUS:
99GRS IUT99GRS4591 MOVPIV 25APR25 14:54 UT (29842300,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-804   S 06MAY25 VKOLED HK1 1205 1225 LSN E
2  ------- F -------        AR0 ---- ----
3  UT-804   S 05MAY25 VKOLED HK1 1205 1225 LSN E
TL-1205/06MAY25/A (TIME ZONE OF MOW)
P- 1  T 74951234567
```

5. Check the fare calculation for the exchange using the automatic pricing:

X2

TM/EX*1

```
*1VTZ77(BLANK TYPE ETM    )WARNING! VERIFY PRICING ON TICKETING****************
   LAST TKT DTE 28APR25 23:59 (MOW) - REFUND RESIDUAL RULE
                 FARE              TAXES              FEE              TOTAL
001 ADT          -150.00          150.00             0.00             0.00
              ---------------  ---------------  ---------------  -----------------
 RESULT          -150.00          150.00             0.00             0.00  RUB

  1. ADT 01 MOW/UT/LED 4000.00 SFORE FR:UT.FORE *FM=0.00(5%)
                      -5000.00 SFORE FR:UT.FORE
  2.      01 D/996 UT    850.00 996 FR:S7.C.UT.OC.996.T.0
*** TAXES ***:
ADT MOW/UT/LED CP=150.00 YQF=1000.00 YQI=1000.00 YRI=185.00 YRI=30.00
            YQF=-1000.00 YQI=-1000.00 YRI=-185.00 YRI=-30.00
    D/996 UT
```

From the information received, an **EMD** with **RFISC=996** will be issued for the amount of 850 RUB.

| **IMPORTANT!** | If the exchange of a ticket with a decreased fare is not allowed by the airline for this session, the pricing request will return a warning: «**CHANGE IS NOT PERMITTED. TRY CANCELLATION**." |

6. Complete the ticket exchange (issue the new **e-ticket** and provide the passenger with the itinerary receipt):

```
     EX*1
```

```
01 MAKAROV/KIRILL ANDREEVICH
        LAST TKT DTE 06MAY25 12:05 (MOW) - DATE OF ORIGIN
*1VTZ77------------------------------------EX-VOL-FCMI:1(MANUAL)---------
       AL       FLGT  BK T   DATE TIME    FARE BASIS   NVB   NVA      BG
  1. MOW UT LED  0804  S  1  06MAY 1205  SFORE                        1PC
RUB   4000.00    MOW UT LED4000RUB4000END
              PDRUB2000YQ PDRUB215YR


   PDXT
      NO ADC   DE
AIRLINE CODE 298  A/C  UT
ENDOS PSPT PS/4522133200/RU/NDSA/C565.01
VAT INCL: A/C=565.01[10.00%(T:4000.00)=363.64 10.00%(YQ:2000.00)=181.82 10.
00%(YR:215.00)=19.55 /1(T:0.00)=0.00]

*FM=0.00(5%)
PENALTY=150.00RUB
VAT INCL: 25.00[20.00%(K:150.00)=25.00]

RUB0.00 AGN
PART
```

Scroll **FORWARD**

```
01 MAKAROV/KIRILL ANDREEVICH
   LAST TKT DTE 28APR25 23:59 (MOW) - REFUND RESIDUAL RULE
*1VTZ77----------------------------------------VOL-FCMI:1(MANUAL)---------
RFIC - D FINANCIAL IMPACT
  2. RFISC - 996 REFUNDABLE BALANCES
  AL    PD-PA    NVB       NVA          ET
  UT    MOW      25APR25 28APR25
  850.00RUB
RUB     850.00



RUB      0.00XT
RUB     850.00   CASH
AIRLINE CODE 298  A/C   UT
ENDOS PSPT PS/4522133200/RU

 PART
```

The **EMD** validity period (highlighted on the screen) is displayed. In this case, 3 days.

Scroll **FORWARD**

```
              NEXT OPERATION ARE NOT REVERSIBILITY
                 FOR PROCEED CALL GO FORWARD
                FOR EDIT CALL GO FORWARD BY DATE
```

IMPORTANT!   If the exchange of a ticket with a decrease in fare is prohibited by the airline for the current session, then when proceeding further ("scrolling **FORWARD**"), the following warning will be displayed: "**CHANGE IS NOT PERMITTED." TRY CANCELLATION**».

Scroll **FORWARD**

```
EXCHANGE VOLUNT 25APR25
99GRS 29842300 4591
2982410898611 MOW-LED
CHARGE=RUB150(RUB150)
NEW TICKET 2982410898613
ADC RUB0.00(RUB0.00)
REFUND FARERUB850(RUB850)
 >PRESS <FORWARD> TO CONTINUE
```

Scroll **FORWARD**

       ER

```
1VTZ77           STATUS:
99GRS IUT99GRS4591 MOVPIV 25APR25 14:54 UT (29842300,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-804    S 06MAY25 VKOLED HK1 1205 1225 LSN E
P- 1   T 74951234567
SVC 1  HD1 /D/996///REFUNDABLE BALANCES/UT/MOW/25APR25 P1
```

IMPORTANT!   After exchanging the ticket with a fare decrease, the system automatically generates an **SVC** element in the booking for issuing the **EMD-S** for the refundable difference.

7. Issue an **EMD** for the refundable amount.

IMPORTANT!   If you attempt to close or ignore the **PNR** without issuing the **EMD** for the refundable amount, the system will display a warning:

```
COMPLETE OPERATIONS WITH RESIDUAL VALUE
```

Before issuing the **EMD**, you can check the refundable amount using the **TM** command (to call up the fare calculation reference)

       TM/T+S1

```
*1VTZ77(BLANK TYPE EMD   )WARNING! VERIFY PRICING ON TICKETING*****************
   LAST TKT DTE 28APR25 23:59 (MOW) - REFUND RESIDUAL RULE
              FARE              TAXES              FEE            TOTAL
001 ADT          850.00              0.00             0.00          850.00
           --------------- --------------- --------------- -----------------
 RESULT          850.00              0.00             0.00          850.00  RUB

   1. ADT 01 D/996 UT    850.00 996 FR:S7.C.UT.OC.996.T.0
*** TAXES ***:
ADT D/996 UT
```

       EMDA/T+S1

```
EMD ISSUE. INSERT A4 PAPER, THEN PRESS: FORWARD TO CONTINUE
```

Scroll **FORWARD**

```
25APR25                      ФАМИЛИЯ/NAME: MAKAROV/KIRILL MR
SIRENA                                     PS4522133200
MOSCOW/RU
ВЫДАН ОТ/ISSUED BY  : UTAIR AVIATION
НОМЕР EMD/EMD NUMBER: 298 8200024788
ВЫДАН ВМЕСТЕ С/ISSUED IN CONNECTION WITH: 2982410898613


RFIC/ОСНОВАНИЕ
D:ФИНАНСОВЫЕ ПОСЛЕДСТВИЯ/FINANCIAL IMPACT
ТИП УСЛУГИ, ДЛЯ КОТОРОЙ ВЫДАН/TYPE OF SERVICE FOR WHICH ISSUED
996 REFUNDABLE BALANCES

СТОИМОСТЬ СУММА ПРОПИСЬЮ                    ВАЛЮТА    СУММА ЦИФРАМИ
VALUE FOR EXCHANGE AMOUNT IN LETTERS   CURRENCY AMOUNT IN FIGURES
  РУБ/RUB  850.00


                                                   СТР./PAGE 1/1 >
ALL EMDS ARE PRINTED, LIST FORWARD TO RETRIEVE PNR. 0.00RUB
```

Scroll **FORWARD**

```
1VTZ77             STATUS:
99GRS IUT99GRS4591 MOVPIV 25APR25 14:54 UT (29842300,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-804   S 06MAY25 VKOLED HK1 1205 1225 LSN E
P- 1  T 74951234567
SVC 1  HI1 /D/996//2988200024788C1/REFUNDABLE BALANCES/UT/MOW/25APR25 P1
```

8. Process the **EMD** refund.

It is recommended to check the fare information again before the **EMD** refund

> **TM/RF+S1**

```
*1VTZ77(BLANK TYPE EMD   )WARNING! VERIFY PRICING ON TICKETING****************
              FARE             TAXES             FEE            TOTAL
001 ADT          -850.00            0.00            0.00         -850.00
          --------------- --------------- --------------- -----------------
 RESULT          -850.00            0.00            0.00         -850.00  RUB

  1. ADT 01 D/996 UT    -850.00 996 FR:S7.C.UT.OC.996.T.0
*** TAXES ***:
ADT D/996 UT
```

The **EMD** refund can be done by the **EMD** number, from the previously retrieved list of **EMDs**, or by the **SVC** element number.

Refund the **EMD** by the **SVC** element number in the **PNR**

> **EMDR+S1**

Scroll **FORWARD**

```
REFUND 25APR25
99GRS 29842300 4591
2988200024788
VOLUNT FARE RUB850.00(RUB850.00)

EMD REFUND IS IRREVERSIBLE. ROLLBACK OPERATION (IO/I) OR
INSERT A4 PAPER, THEN PRESS: FORWARD TO CONTINUE
```

Scroll **FORWARD**

```
1VTZ77             STATUS:
99GRS IUT99GRS4591 MOVPIV 25APR25 14:54 UT (29842300,MOW,RU)
  1 МАКАРОВ/КИРИЛЛ АНДРЕЕВИЧ 07JUL77(M)/PS /RU/4522133200
1  UT-804   S 06MAY25 VKOLED HK1 1205 1225 LSN E
P- 1  T 74951234567
```

9. End the session:

> **I**

If the **EMD** is not refunded within the specified validity period (in the example 3 days), then:

- It will remain issued and can <u>no longer be refunded</u>;
- The booking will remain active until it is archived after a certain period.

8.5.10   "MANUAL EXCHANGE" OF A TICKET (EXM REQUEST)

The term "manual exchange" does not imply manual ticket issuance. The ticket is still printed automatically by the system.

The manual ticket exchange operation (**EXM**) must be used in the following cases:

- According to condition of category 16 of the **fare rule**, the ticket exchange must be performed manually;
- According to condition of category 16 of the **fare rule**, when a ticket has been partially used, the fare for the used segments must be recalculated;
- According to condition of category 16 of the **fare rule**, the exchanged segment must be repriced using a different fare (compared to the non-exchanged segment), but category 10 of the **fare rule** for one or both fares does not allow their combination;
- According to category 5 of the **fare rule,** exchange via category 31 must be done using the **EXM** form.

Just like the automatic exchange operation (**EX**), the manual exchange operation (**EXM**) consists of two stages:

– In the first stage, pricing is performed for the newly booked segments (this may be done automatically by the system or manually by the agent using operations **TH/VV**, **TV/VV** or **TO**);

– In the second stage, the pricing result is adjusted (if needed), the value of the exchanged ticket transferred to the new ticket is recalculated, and applicable exchange fees are entered.

➤ *Note*:   *If during the exchange, the agent attempts to enter a penalty for a **used** segment in the **EXM** form, the system will display the message:*
                    "FLOWN SEGMENT: PENALTY RESTRICTED".

IMPORTANT!!   The information in the mask is filled in automatically by the system to assist the agent and **must be carefully reviewed**.
                    The agent **is** fully **responsible** for the data**,** regardless of whether any changes were made to the mask.

After completing work with the "forms," the system displays a preliminary evaluation of the itinerary.

- If the agent is not satisfied with the results, they can cancel the exchange operation using the **IR** command.
- If the evaluation results satisfy the agent, the **FORWARD** scroll is used.

➤ *Note*:   *If the response*
                    «CAN'T MAKE AUTOPRICING»,
                    is returned to the manual exchange request, it means that automatic pricing of the newly booked segments cannot be performed (Stage 1), and manual or semi-automatic pricing of the newly booked segments must be carried out before submitting the manual exchange request.

If a form of payment is entered using the **PFO** command, all pricing-related parameters (fare amount, fees, penalty, currency) in the form become locked. Any attempt to change them will

trigger the system message: «**FORM OF PAYMENT IS SET. CHANGES OF VALUES RESTRICTED**».

Manual exchange request format:
    EXM<I>*(SEG)

where **I** – indicates involuntary exchange

➢ *Note*:   *If the letter "**I**" is not specified in the request, the refund is considered voluntary. In this case, the mask will display data for a **voluntary refund**.*

Important!   You **must not change** the **voluntary/involuntary** status within the form manually. You should use the appropriate initial command: **EXMI** / **EXMR** / **EXMV** / **EXMF**.

Format for manual exchange without printing the itinerary receipt:
    EXMO*(SEG)

where **O** – without printing the itinerary receipt

➢ *Note*:   *Use of voluntary/involuntary parameters is not supported in the "without itinerary receipt" request format.*

Example 1. Exchange of a completely unused round-trip ticket

According to the **fare rules**, the exchange operation must be performed manually. Only one segment is being exchanged. The non-exchanged segment is **reissued**.

 PNR

```
1V67ZR           STATUS:
99GRS TKP99GRS4591 MOVPIV 30JAN25 10:03 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/4321654321
  2 SERGEEVA/MARINA VLADIMIROVNA 07JUL77(F)/PS /RU/4521222333
1  UT-453   K 10FEB25 VKOTJM HK2 0110 0555 LSN E
2  UT-454   K 20FEB25 TJMVKO HK2 0715 0810 LSN E
P- 1  T 74957821315
```

Route Pricing:
    TM/S

```
*1V67ZR(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
              FARE               TAXES              FEE             TOTAL
001 ADT          15200.00         1385.00             0.00         16585.00
001 ADT          15200.00         1385.00             0.00         16585.00
             ---------------  ---------------  ---------------  -----------------
 RESULT          30400.00         2770.00             0.00         33170.00  RUB

  1. ADT 01 MOW/UT/TJM 7600.00 KFLEXRT "PR/PREMIUM" FR:UT.0198 *FM=152.00(1%)
  2.     02 TJM/UT/MOW 7600.00 KFLEXRT "PR/PREMIUM" FR:UT.0198
  3. ADT 01 MOW/UT/TJM 7600.00 KFLEXRT "PR/PREMIUM" FR:UT.0198 *FM=152.00(1%)
  4.     02 TJM/UT/MOW 7600.00 KFLEXRT "PR/PREMIUM" FR:UT.0198
*** TAXES ***:
ADT MOW/UT/TJM YQI=500.00 YRI=200.00
    TJM/UT/MOW YQI=500.00 YRI=185.00
ADT MOW/UT/TJM YQI=500.00 YRI=200.00
    TJM/UT/MOW YQI=500.00 YRI=185.00
```

Information from the **fare rule** – Category 16:

```
         (PENALTIES FOR VOLUNTARY CHANGES)
USE MANUAL CHANGE/RETURN
  VOLUNTARY CHANGE IS PERMITTED.
  NOTE:
            -RAZREWENY IZMENENIA DATY/VREMENI VYLETA/KLASSA
            OBSLUZIV/MARWRUTA(TOLXKO PO RF)-
            --------------------------
                      *BOLEE CEM ZA 40 MINUT DO VREMENI
            VYLETA REJSA PO IZMENAEMOMU UCASTKU VZIMAETSA
            PLATA V RAZMERE 2000 RUB ZA KAZDYJ IZMENAEMYJ
            UCASTOK.
  PART
```

Passengers, 10 days before the start of the journey, request to change the departure date of the first segment from February 10 to February 11 (the return date remains unchanged). According to the **fare rule**, a fee of 2000 RUB must be paid.

After booking the new segment, the **PNR** appears as follows:

```
1V67ZR              STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 30JAN25 10:03 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/4321654321
  2 SERGEEVA/MARINA VLADIMIROVNA 07JUL77(F)/PS /RU/4521222333
1  UT-453   K 11FEB25 VKOTJM HK2 0110 0555 LSN E
2  UT-453   K 10FEB25 VKOTJM HK2 0110 0555 LSN E
3  UT-454   K 20FEB25 TJMVKO HK2 0715 0810 LSN E
TL-0110/11FEB25/A (TIME ZONE OF MOW)
P- 1  T 74957821315
```

If the automatic pricing of segments that must be present in the new ticket shows the required fare for the newly booked segment, you can proceed directly to the exchange.
If during automatic pricing the system selects an "incorrect fare" for the new segment, the segment should be priced manually using the **TH**, **TV** or **TO**.

Automatic pricing of the new segment:
    TM/EX*1

```
*1V67ZR(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
          LAST TKT DTE 11FEB25 01:10 (MOW) - DATE OF ORIGIN
                FARE              TAXES              FEE              TOTAL
001 ADT              0.00              0.00              0.00              0.00
001 ADT              0.00              0.00              0.00              0.00
          --------------- --------------- --------------- ------------------
 RESULT              0.00              0.00              0.00              0.00  RUB

  1. ADT 01 MOW/UT/TJM 7600.00 KFLEXRT "PR/PREMIUM" FR:UT.0198 *FM=0.00(1%)
                    -7600.00 KFLEXRT "PR/PREMIUM" FR:UT.0198
  2.      03 TJM/UT/MOW 7600.00 KFLEXRT "PR/PREMIUM" FR:UT.0198
                    -7600.00 KFLEXRT "PR/PREMIUM" FR:UT.0198
  3. ADT 01 MOW/UT/TJM 7600.00 KFLEXRT "PR/PREMIUM" FR:UT.0198 *FM=0.00(1%)
                    -7600.00 KFLEXRT "PR/PREMIUM" FR:UT.0198
  4.      03 TJM/UT/MOW 7600.00 KFLEXRT "PR/PREMIUM" FR:UT.0198
                    -7600.00 KFLEXRT "PR/PREMIUM" FR:UT.0198
*** TAXES ***:
ADT MOW/UT/TJM ???        YQI=500.00 YRI=200.00 YQI=-500.00 YRI=-200.00
    TJM/UT/MOW YQI=500.00 YRI=185.00 YQI=-500.00 YRI=-185.00
ADT MOW/UT/TJM ???        YQI=500.00 YRI=200.00 YQI=-500.00 YRI=-200.00
    TJM/UT/MOW YQI=500.00 YRI=185.00 YQI=-500.00 YRI=-185.00
```

Manual exchange request:

EXM*1

In response, the system displays a mask that includes the text of the endorsement / tour code (or their absence), and it sets the amounts for applicable fees / fares that the system proposes to use. (If the **PNR** contains multiple passengers or multiple segments, a separate "mask" is displayed for each passenger and each segment; first all pages of the mask for the first passenger are shown one by one, then for the second passenger, and so on). The agent has the ability to edit the fields in this mask.

First Page of the Mask for the First Passenger in the **PNR**:

```
¦  EXCH  2986101232076 1V67ZR PASS 1   NEW.SEGM 1,3                    PAGE   1
ENDORS/REST+PSPT ПС/4321654321/РФ/НДСА/К1612.66/ПРИ НЕЯВКЕ ВОЗВРАТ ЗАПРЕЩЕН/БЕЗ
ПИТАНИЯ                                                                       ¦
FARE CALCULATION (INITIAL, FOR REFERENCE)
MOW UT TJM7600UT MOW7600RUB15200END




TOUR CODE  +                   ¦
+›


INPUT
```

IMPORTANT!!!   To save changes made in the mask while in "**INPUT**" mode, the mask must be submitted to the system.
If not submitted, any changes made will not be saved when scrolling "**FORWARD**/**BACKWARD**".

Description of "Mask" Fields

Line 1

```
¦  EXCH  2986101232076 1V67ZR PASS 1   NEW.SEGM 1,3                      PAGE    1
```

EXCH
Operation type

2986101232076
Ticket number being exchanged

1V67ZR
PNR number

PASS 1
Passenger Number

NEW.SEGM 1,3
Segment numbers of the new itinerary

PAGE   1
Page number

Lines 2-3

```
ENDORS/REST+PSPT ПС/4321654321/РФ/НДСА/К1612.66/ПРИ НЕЯВКЕ ВОЗВРАТ ЗАПРЕЩЕН/БЕЗ
ПИТАНИЯ                                                                       ¦
```

ENDORS/REST
Endorsements/Restrictions

Lines 4-8

```
FARE CALCULATION (INITIAL, FOR REFERENCE)
MOW UT TJM7600UT MOW7600RUB15200END
```

FARE CALCULATION (INITIAL, FOR REFERENCE)
Header
Then:

MOW UT TJM7600UT MOW7600RUB15200END
Information field with the original fare calculation line

Line 9

```
TOUR CODE  +                 ¦
```

In the mask, the "**ENDORS/REST**" and "**TOUR CODE**" fields display the text that will appear in the ticket, used during pricing, i.e., entered in Category 18 of the **fare rules** or specified in the **PNR** via **3OTHS**. This text can be modified or supplemented. The agent is responsible for any changes made.

Second page of the mask:

```
¦ EXCHANGE                              VOL/INV V 1V67ZR PASS 1   SEGM 1   PAGE   2
OLD:FARE RETURN   +KFLEXRT       ¦+7600                 ¦+RUB¦  MILES+        ¦
NEW:              +KFLEXRT       ¦+7600                 ¦+RUB¦  MILES+        ¦
DSC+       ¦  PENALTY+        ¦+  ¦  BG+1  ¦+C¦  RT(H/C/A)+ ¦  +             ¦
*FM+0                   ¦+RUB¦NOT VALID BEFORE+        ¦AFTER+11022026 ¦TRAN+ ¦
TAX                    ++¦+YQI  ¦+500       ¦+RUB¦+-¦+YQI  ¦+500       ¦+RUB¦
++¦+YRI  ¦+200      ¦+RUB¦+-¦+YRI  ¦+200       ¦+RUB¦+ ¦+      ¦+      ¦+   ¦
+ ¦+      ¦+          ¦+    ¦+ ¦+      ¦+          ¦+    ¦+ ¦+      ¦+      ¦+   ¦
+ ¦+      ¦+          ¦+    ¦+ ¦+      ¦+          ¦+    ¦+ ¦+      ¦+      ¦+   ¦
+ ¦+      ¦+          ¦+    ¦+ ¦+      ¦+          ¦+    ¦+ ¦+      ¦+      ¦+   ¦
AGN TX+ ¦+  ¦+          ¦+    ¦ + ¦+   ¦+          ¦+    ¦ + ¦+  ¦+      ¦+   ¦
      + ¦+  ¦+          ¦+    ¦ + ¦+   ¦+          ¦+    ¦ + ¦+  ¦+      ¦+   ¦
FORM OF PAY+
                                                                      ¦
                        CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER      +›


INPUT
```

Description of "Mask" Fields

Line 1

```
¦ EXCHANGE                              VOL/INV V 1V67ZR PASS 1   SEGM 1   PAGE   2
```

EXCHANGE

Operation performed on the corresponding segment in the **PNR**

(in this case, "Exchange")

VOL/INV

Operation type

V – voluntary

I – involuntary

In this case **V**

1V67ZR

PNR number

PASS 1

Passenger Number

SEGM 1

Segment number in the **PNR** on which the operation is being performed.

PAGE   2

Mask page number

Line 2

```
OLD:FARE RETURN   +KFLEXRT       ¦+7600                 ¦+RUB¦  MILES+        ¦
```

The information pertains to the exchanged ticket.

OLD:FARE RETURN

- Refunded fare code
  - ➤ *Note*:   *The use of Cyrillic characters and the hyphen ("–") as a separator before the fare designator code is prohibited*
- The fare amount for the current segment
- Currency

MILES

Payment with miles
➤ *Note: Filled in only when paid with miles*

Line 3

NEW:	+KFLEXRT	¦+7600	¦+RUB¦	MILES+	¦

Information pertains to the newly issued ticket

NEW

KFLEXRT

Fare basis code of the segment in the new ticket
➤ *Note*:   *The use of Cyrillic characters and the hyphen ("–") as a separator before the fare designator code is prohibited*

7600

Fare amount in the new ticket for the second segment

RUB

Fare **currency** (if the calculation is made using **NUC**, then **NUC**).

The information in the specified fields is filled in by the system based on the fare calculation results for the new segment

MILES

Payment with miles
➤ *Note: Filled in only when paid with miles*

Line 4

DSC+	¦	PENALTY+	¦+	¦	BG+1	¦+C¦	RT(H/C/A)+	¦	+	¦

DSC

Percentage value (from **-999.9999** to **100.0000**)

If a "**+**" is indicated, it represents a discount

If a "**-**" is indicated, it represents a surcharge

Example: Fare **100 RUB**

5 – means a 5% discount, final fare **95RUB**

-5 – means a 5% surcharge, final fare **105RUB**

The fare is considered a manual fare with applied discount.

Discount amount:

- From a regular fare, the amount entered is used
- From a discounted fare:
  - If the fare amount shown in the mask is unchanged, the discount is calculated based on the final result
  - If the fare value in the mask is changed, the discount is taken as entered

Example: Fare `1000RUB`, discount `25%`

If the fare shown in the mask is `750RUB` (unchanged), `DSC=-10`

> final fare `750+75=825RUB`, discount `17.5%`

If the fare in the mask is manually changed to `1000RUB,DSC=-10`

> Final fare `1000+100=1100RUB`, surcharge `10%`

PENALTY

Amount of the penalty for changing travel conditions according to the **fare rules**. If, for any reason, the system is unable to calculate the penalty amount, it will display `???`. The agent must calculate the penalty manually and, after removing the "`???`", enter the correct amount in this field. The following field indicates the currency in which the penalty is calculated.

If no penalty is to be charged for the exchange, the "`???`" symbols must be deleted.

BG

Free baggage allowance:

> `K` – in kilograms (`0-99`)
>
> `L` – in pounds (`0-99`)
>
> `C` – number of pieces (`0-9`)
>
> `NO` – no baggage

RT(H/C/A)

`H` – Use historical exchange rate (= by the exchange rate date of the exchanged ticket)

`C` – Use current exchange rate (= at the time of the transaction)

`A` – Use the automatic calculation exchange rate (= space (blank field))

Notes:

1. The date of the historical exchange rate is the date of the exchange rate in the exchanged ticket (not the date of operation). If the exchanged ticket had the current exchange rate, then the exchange rate date and the operation date are the same. If the exchanged ticket had historical exchange rate, then the date of the historical exchange rate will remain the same in the new ticket.

2. The specified parameter affects only the calculation of the fare, namely: the conversion of the filing currency into the currency of the fare calculation line and then from the currency of the fare calculation line into the ticket currency (COC); at the same time, the remaining fare currencies are calculated in accordance with IATA resolution 017f.

3. The value set in this field does not affect the calculation rate of fines and/or fees.

4. When you specify "H" or "C" in the course field, a manual assessment indicator is displayed (FCMI).

Space (blank field)

Indicates confidential fare indicator:

> `IT` or `BT`

Line 5

*FM+0	¦+RUB¦NOT VALID BEFORE+	¦AFTER+11022026 ¦TRAN+ ¦

*FM

Agent Commission:

- Amount
- Currency code

The value previously entered in the **PNR** may be changed. The agent is responsible for any changes made.

NOT VALID BEFORE

Date before which travel on this coupon cannot commence,
in the format **DDMMYYYY**

AFTER

11022026 – The latest date by which travel on this coupon
must begin, in the format **DDMMYYYY**

TRAN

Transfer indicator
Allowed values:

X – transfer indicator

Space – no transfer indicator

Lines 6-13

```
TAX                      ++¦+YQI  ¦+500      ¦+RUB¦+-¦+YQI  ¦+500      ¦+RUB¦
++¦+YRI  ¦+200      ¦+RUB¦+-¦+YRI  ¦+200      ¦+RUB¦+ ¦+      ¦+        ¦+    ¦
```

TAX

Charges included in the ticket are specified (neutral charges, airline charges, charges registered with **IATA**), which are collected from the passenger, refunded to the passenger, or carried over from the exchanged ticket.

- Order of fee processing:

    «**+**» – the fee is collected

    "**–**" – the fee is refunded

    Space – the fee is shown for information only

- Fee code:
    - charges such as **YQ**, **YR**, **XF**, **OB** are issued with subcodes;
    - charges of type **X1** collected from **OB** are shown as
      <код_сбора_X1>/OB;
    - charges of type **X1** collected from a penalty are shown as
      <код_сбора_X1>/CP

    For example, **YQI   YRI   RI/OB   K1/CP**

- Charge amount
- Charge currency

All fields indicated in these lines are input fields, meaning their values can be edited. Additionally, necessary charges can be added to the mask, and unnecessary ones can be removed.

In the example, the **YQ** charge is refunded to the passenger ("**–**") and collected again ("**+**").

```
AGN TX+ ¦+   ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦
        + ¦+   ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦
```

AGN TX

> Displays the charges that are included in the receipt (agency fees)
> Charge code details:
>
> - **+** indicates the charge is collected from the passenger
> - Charge code, e.g., **AG**
> - Charge amount: e.g., **100**
> - Currency of the terminal: e.g., **RUB**
>
> All fields indicated in these lines are input fields, meaning their values can be edited.
> Additionally, necessary charges can be added to the mask, and unnecessary ones can
> be removed.

Lines 16-17*

```
FORM OF PAY+
                                                                              ¦
```

*Not used

➤ **Note**:The form of payment must be entered/adjusted using the **PFO** command.

The modified "mask" should (in accordance with the **fare rule**) appear as follows:

```
¦ EXCHANGE                          VOL/INV V 1V67ZR PASS 1    SEGM 1   PAGE   2
OLD:FARE RETURN    +KFLEXRT        ¦+7600                 ¦+RUB¦  MILES+        ¦
NEW:               +KFLEXRT        ¦+7600                 ¦+RUB¦  MILES+        ¦
DSC+       ¦  PENALTY+2000         ¦+RUB¦  BG+1    ¦+C¦  RT(H/C/A)+ ¦   +       ¦
*FM+0                ¦+RUB¦NOT VALID BEFORE+          ¦AFTER+11022026 ¦TRAN+ ¦
TAX                   ++¦+YQI  ¦+500        ¦+RUB¦+-¦+YQI  ¦+500        ¦+RUB¦
++¦+YRI   ¦+200       ¦+RUB¦+-¦+YRI  ¦+200        ¦+RUB¦+ ¦+   ¦+       ¦+   ¦
+ ¦+   ¦+          ¦+   ¦ + ¦+   ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦
+ ¦+   ¦+          ¦+   ¦ + ¦+   ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦
+ ¦+   ¦+          ¦+   ¦ + ¦+   ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦
AGN TX+ ¦+   ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦
        + ¦+   ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦
FORM OF PAY+
                                                                              ¦
                           CALCULATION PRELIMINARY
         CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER       +›

 INPUT
```

After entering the "mask" into the system, the response"**INFORMATION PART INPUTED
OK**" is displayed.
After scrolling "**FORWARD**", the "mask" related to the next segment that will be included in
the newly issued ticket appears (in this case – segment 3 of the **PNR**).

```
¦ EXCHANGE (REPRICING)                 VOL/INV V 1V67ZR PASS 1    SEGM 3   PAGE    3
OLD:FARE RETURN    +KFLEXRT       ¦+7600                 ¦+RUB¦  MILES+           ¦
NEW:               +KFLEXRT       ¦+7600                 ¦+RUB¦  MILES+           ¦
DSC+        ¦  PENALTY+         ¦+  ¦  BG+1  ¦+C¦  RT(H/C/A)+ ¦   +               ¦
*FM+                   ¦+  ¦NOT VALID BEFORE+          ¦AFTER+11022026 ¦TRAN+ ¦
TAX                  ++¦+YQI  ¦+500        ¦+RUB¦+-¦+YQI  ¦+500        ¦+RUB¦
++¦+YRI  ¦+185        ¦+RUB¦+-¦+YRI  ¦+185        ¦+RUB¦+ ¦+     ¦+         ¦+  ¦
+ ¦+     ¦+          ¦+   ¦+ ¦+     ¦+          ¦+   ¦+ ¦+     ¦+         ¦+  ¦
+ ¦+     ¦+          ¦+   ¦+ ¦+     ¦+          ¦+   ¦+ ¦+     ¦+         ¦+  ¦
+ ¦+     ¦+          ¦+   ¦+ ¦+     ¦+          ¦+   ¦+ ¦+     ¦+         ¦+  ¦
AGN TX+ ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+ ¦+         ¦+  ¦
      + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+ ¦+         ¦+  ¦
FORM OF PAY+
                                                                              ¦
                           CALCULATION PRELIMINARY
          CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER       +›


INPUT
```

The mask indicates the operation being performed on the segment—in this case,
(**REPRICING**), which is the result of an exchange.

Information about the segment in the exchanged ticket—refundable fare **KFLEXRT**,
7600RUB.

Information about the segment in the new ticket **KFLEXRT**, **7600RUB**.

Since the seats for this segment are not being refunded, the "**PENALTY**" field is not filled in
by the system.

Next comes the information on the charges that are collected, refunded, or carried over from
the exchanged ticket.

In this example, the mask does not require any changes and should be submitted to the
system as is.

System response: «**INFORMATION PART INPUTED OK**».

On the fourth page of the mask, the system displays the endorsement text, initial fare
calculation line, and tour code for the second passenger:

```
¦  EXCH  2986101232077 1V67ZR PASS 2   NEW.SEGM 1,3                    PAGE    4
ENDORS/REST+PSPT ПС/4521222333/РФ/НДСА/К1612.66/ПРИ НЕЯВКЕ ВОЗВРАТ ЗАПРЕЩЕН/БЕЗ
ПИТАНИЯ                                                                        ¦
FARE CALCULATION (INITIAL, FOR REFERENCE)
MOW UT TJM7600UT MOW7600RUB15200END



TOUR CODE  +                    ¦
+›


INPUT
```

The following pages contain per-segment masks for the second and subsequent passengers
in the **PNR**, if any.

After scrolling **FORWARD**, the system prompts for confirmation of the entered data by
displaying the "mask":

```
              I CONFIRM THAT ALL SPECIFIED DATA IS CORRECT
            FARE CODE AND FARE AMOUNT ALLOW BY FARE RULE. CONTINUE


                      IF NEED TO SAVE MASK FILLING RESULT, INPUT "SV" +  ¦+›

INPUT
```

➤ **Note:**   *You can specify the SV key to save the pricing. In this case, the system displays a*
                     ***TMR help message on the screen.** If the PNR contains multiple passengers, the*
                     pricing is saved for all passengers, but the TMR help is shown only for the first
                     *passenger. No scrolling is required. You can enter the **FOP** and **resubmit** the*
                     exchange request.

- If there is a need to return to the previous mask (data accuracy is not confirmed), you should scroll "**BACK**".
- If the data is correct, the "mask" should be submitted to the system.

In response, the system displays a preliminary assessment for the exchange:

```
01 SERGEEVA/IRINA VLADIMIROVNA
          LAST TKT DTE 11FEB25 01:10 (MOW) - DATE OF ORIGIN
*1V67ZR-----------------------------------EX-VOL-FCMI:1(MANUAL)----------
          AL       FLGT  BK T   DATE TIME    FARE BASIS   NVB   NVA       BG
  1. MOW UT TJM  0453   K  1   11FEB 0110  KFLEXRT             11FEB   1PC
  2. TJM UT MOW  0454   K  1   20FEB 0715  KFLEXRT             11FEB   1PC
RUB  15200.00    MOW UT TJM7600UT MOW7600RUB15200END
                 PDRUB1000YQ PDRUB385YR


   PDXT
        NO ADC    DE
AIRLINE CODE 298  A/C   UT
ENDOS PSPT PS/4321654321/RU/NDSA/C1612.66/IF NO-SHOW NONREFUNDABLE/NO MEAL
VAT INCL: A/C=1612.66[10.00%(T:15200.00)=1381.82 20.00%(YQ:1000.00)=166.67 20.
00%(YR:385.00)=64.17]

*FM=0.00(1%)
PENALTY=2000.00RUB

PART
```

If content overflows (**PART**) − scroll **FORWARD** using **F9**.

Field descriptions

```
01 SERGEEVA/IRINA VLADIMIROVNA
```

01 SERGEEVA/IRINA VLADIMIROVNA
     Passenger number and last name

```
        LAST TKT DTE 11FEB25 01:10 (MOW) - DATE OF ORIGIN
```
     Validity of the pricing for the given fare

```
*1V67ZR-------------------------------------------EX-VOL-FCMI:1(MANUAL)----------
```

*1V67ZR

> **PNR** number

EX-VOL

> Assessment indicator: **Exchange –** voluntary

FCMI:1(MANUAL)

> Assessment indicator, where **1** – in this case, indicates a text change in the ticket
> through the mask

AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG

> Header for Flight Segment

AL	–	Airline code
FLGT	–	Flight number
BK	–	RBD code
T	–	Number of seats
DATE	–	Departure date
TIME	–	Departure time
FARE BASIS	–	Fare basis in the ticket
NVB	–	Not valid before
NVA	–	Not valid after
BG	–	Free baggage allowance

```
  1. MOW UT TJM  0453  K  1  11FEB 0110  KFLEXRT              11FEB   1PC
  2. TJM UT MOW  0454  K  1  20FEB 0715  KFLEXRT              11FEB   1PC
```

> Flight segment data of the new ticket

The information is then divided into two columns:
Left column:

```
RUB  15200.00

   PDXT
       NO ADC   DE
```

Final Total amount of Fare and Fees:

RUB 15200.00

> The total fare amount in the destination currency

PDXT

> At least one of the **XT** charges is included in the ticket payment

NO ADC DE

> No additional payment for the ticket / Form of payment for the ticket

Right column:

```
            MOW UT TJM7600UT MOW7600RUB15200END
            PDRUB1000YQ PDRUB385YR
```

Fare and tax calculation by route segments:

`MOW UT TJM7600UT MOW7600RUB15200END`

    Fare pricing in the fare construction currency

`PDRUB1000YQ PDRUB385YR`

    List of collected charges in the reporting currency (additionally, may be shown in the payment currency if it differs from the reporting currency)

    PD – the listed charges are credited toward the payment of the ticket (if only **XT** and a list of charges are indicated, the listed charges are collected again).

Next:

```
AIRLINE CODE 298  A/C  UT
```

    Settlement code and airline code

```
ENDOS PSPT PS/4321654321/RU/NDSA/C1612.66/IF NO-SHOW NONREFUNDABLE/NO MEAL
```

    Text in the «**Endorsements/Restrictions**» line

```
VAT INCL: A/C=1612.66[10.00%(T:15200.00)=1381.82 20.00%(YQ:1000.00)=166.67 20.
00%(YR:385.00)=64.17]
```

    VAT calculation based on the fare and charges in the ticket

```
*FM=0.00(1%)
```

    Agent Commission

```
PENALTY=2000.00RUB
```

    Airline-imposed charge for changing flight conditions

After scrolling **FORWARD**:

```
            NEXT OPERATION IS NOT REVERSIBLE
            FOR PROCEED CALL GO FORWARD
            FOR IGNORE CALL 'IR'
```

- If the agent is not satisfied with the results, they can cancel the exchange operation using the **IR** command.
- If the evaluation results satisfy the agent, the **FORWARD** scroll is used.

An exchange summary for the agency is then displayed on the screen.
After pressing "**FORWARD**," the new ticket's itinerary receipt is printed.
It is mandatory to complete the transaction: **ER**

(to save the changes in the **PNR** and display it on the screen)

A new **PNR** will be displayed on the screen**:**

```
HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE
1V67ZR          STATUS:
99GRS TKP99GRS4591 MOVPIV 30JAN25 10:03 TCH (00118580,MOW,RU)
   1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/4321654321
   2 SERGEEVA/MARINA VLADIMIROVNA 07JUL77(F)/PS /RU/4521222333
1  UT-453   K 11FEB25 VKOTJM HK2 0110 0555 LSN E
2  UT-454   K 20FEB25 TJMVKO HK2 0715 0810 LSN E
P- 1  T 74957821315
```

Changes in the **PNR**:

If an airline-imposed fee/charge for a change of travel conditions is applied during the exchange, a remark will appear in the **PNR** indicating that the **EMD** for the fee has not yet been printed.

These **EMD** must be printed.

Otherwise, when submitting the **E** command, the system will reply: "**HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE**".

In this case, the following command **must** be executed:

> **EMD/CP** or **EMD/CP/EX**

```
EMD ISSUE. INSERT A4 PAPER, THEN PRESS: FORWARD TO CONTINUE
```

After scrolling **FORWARD**, the **EMD** is printed for the fee/charge imposed by the carrier due to changes in travel conditions (**code 50**):

The remark: «**ALL EMDS ARE PRINTED**» refers to the requested **EMDs** . In this case, it refers to the charges imposed by the carrier due to changes in travel conditions.

After pressing "**FORWARD**," the system displays the **PNR** with the remark about the unprinted **EMD** removed.

End the dialog: **I**

Example 2. Exchange of a partially used ticket sold under a "round-trip" fare, with a fare supplement

The supplement is applied across all segments up to a fare with a specific fare code

PNR

```
1V67W5          STATUS:
99GRS TKP99GRS4591 MOVPIV 30JAN25 11:34 TCH (00118580,MOW,RU)
   1 SERGEEVA/MARINA VLADIMIROVNA 07JUL77(F)/PS /RU/4521222333
1  UT-453   K 01FEB25 VKOTJM HK1 0110 0555 LSN E
2  UT-454   K 05FEB25 TJMVKO HK1 0715 0810 LSN E
P- 1  T 74957821315
```

Route Pricing:

> **TM/S**

```
*1V67W5(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
                FARE             TAXES            FEE            TOTAL
001 ADT          15200.00        1385.00            0.00        16585.00
                --------------   --------------   --------------   -----------------
  RESULT         15200.00        1385.00            0.00        16585.00   RUB

  1. ADT 01 MOW/UT/TJM 7600.00 KFLEXRT "PR/PREMIUM" FR:UT.0198 *FM=152.00(1%)
  2.    02 TJM/UT/MOW 7600.00 KFLEXRT "PR/PREMIUM" FR:UT.0198
*** TAXES ***:
ADT MOW/UT/TJM YQI=500.00 YRI=200.00
    TJM/UT/MOW YQI=500.00 YRI=185.00
```

Information from the **`fare rule`** – Category 16:

```
          (PENALTIES FOR VOLUNTARY CHANGES)
USE MANUAL CHANGE/RETURN
  VOLUNTARY CHANGE IS PERMITTED.
  NOTE:
              -RAZREWENY IZMENENIA DATY/VREMENI VYLETA/KLASSA
              OBSLUZIV/MARWRUTA(TOLXKO PO RF)-
              --------------------------
  PRI ETOM PROIZVODICA DOPLATA DO TARIFA YFLEXRT NA DATU IZMENENIIA.
  DOPLATA DOLJNA BYTX SDELANA PO VSEM UCASTKAM.
                    *BOLEE CEM ZA 40 MINUT DO VREMENI
              VYLETA REJSA PO IZMENAEMOMU UCASTKU VZIMAETSA
              PLATA V RAZMERE 2000 RUB ZA KAZDYJ IZMENAEMYJ
              UCASTOK.
  PART
```

The passenger has completed the first segment of the journey and is voluntarily exchanging the return segment.

Assume: the fare amount for **YFLEXRT** on the date of the change is **20000RUB**. The fuel surcharge **YQ**, under the conditions of its application, must be carried over to the new ticket in the same amount during voluntary exchange. At the same time, the used segments are indicated in the fare construction.

After booking the new segment, the **PNR** appears as follows:

```
1V67W5            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 30JAN25 11:34 TCH (00118580,MOW,RU)
  1 SERGEEVA/MAIRINA VLADIMIROVNA 07JUL77(F)/PS /RU/4521222333
1  UT-453   K 01FEB25 VKOTJM HK1 0110 0555 LSN E
2  UT-454   Y 06FEB25 TJMVKO HK1 0715 0810 LSN E
3  UT-454   K 05FEB25 TJMVKO HK1 0715 0810 LSN E
TL-0515/06FEB25/A (TIME ZONE OF MOW)
P- 1  T 74957821315
```

Manual exchange request:

   EXM*2

First page of the exchange mask:

```
¦   EXCH   2986101232078 1V67W5 PASS 1   NEW.SEGM 1-2                    PAGE   1
ENDORS/REST+PSPT ПС/4521222333/РФ/НДСА/К4212.66/ПРИ НЕЯВКЕ ВОЗВРАТ ЗАПРЕЩЕН/БЕЗ
ПИТАНИЯ                                                                        ¦
FARE CALCULATION (INITIAL, FOR REFERENCE)
MOW UT TJM7600UT MOW10000RUB17600END



TOUR CODE   +                    ¦
+›

 INPUT
```

where:
 – The first line of the mask displays the ticket number being exchanged;
 – In the informational fare calculation line, the system automatically shows the fare of the new level only for the exchanged segment.

Information about the first (used) segment:

```
¦ EXCHANGE (REPRICING)              VOL/INV V 1V67W5 PASS 1   SEGM 1  PAGE   2
OLD:FARE RETURN   +KFLEXRT          ¦+7600              ¦+RUB¦  MILES+          ¦
NEW:              +KFLEXRT          ¦+7600              ¦+RUB¦  MILES+          ¦
DSC+       ¦ PENALTY+        ¦+   ¦ BG+1   ¦+C¦ RT(H/C/A)+ ¦  +                 ¦
*FM+                ¦+  ¦NOT VALID BEFORE+        ¦AFTER+01022026 ¦TRAN+ ¦
TAX                ++¦+YQI  ¦+500       ¦+RUB¦+-¦+YQI  ¦+500        ¦+RUB¦
++¦+YRI  ¦+200       ¦+RUB¦+-¦+YRI  ¦+200       ¦+RUB¦+ ¦+     ¦+       ¦+    ¦
+ ¦+     ¦+          ¦+  ¦+ ¦+       ¦+          ¦+  ¦+ ¦+     ¦+       ¦+    ¦
+ ¦+     ¦+          ¦+  ¦+ ¦+       ¦+          ¦+  ¦+ ¦+     ¦+       ¦+    ¦
+ ¦+     ¦+          ¦+  ¦+ ¦+       ¦+          ¦+  ¦+ ¦+     ¦+       ¦+    ¦
AGN TX+ ¦+  ¦+         ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+         ¦+    ¦
      + ¦+  ¦+         ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+         ¦+    ¦
FORM OF PAY+
                                                                               ¦
                        CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER     +›

 INPUT
```

IMPORTANT!!!   If it is necessary to save the changes made to the "mask" in "`INPUT`" mode, the "mask" must be submitted to the system.
If not submitted, any changes made will not be saved when scrolling "`FORWARD`/`BACKWARD`".

After entering the "mask" into the system, the response"`INFORMATION PART INPUTED OK`" is displayed.
After scrolling **FORWARD**, information for the second (exchanged) segment is displayed:

```
¦ EXCHANGE                            VOL/INV V 1V67W5 PASS 1    SEGM 2   PAGE    3
OLD:FARE RETURN    +KFLEXRT          ¦+7600                 ¦+RUB¦  MILES+            ¦
NEW:               +YFLEXRT          ¦+10000                ¦+RUB¦  MILES+            ¦
DSC+        ¦   PENALTY+2000      ¦+RUB¦  BG+1  ¦+C¦  RT(H/C/A)+ ¦   +                ¦
*FM+286                  ¦+RUB¦NOT VALID BEFORE+          ¦AFTER+01022026 ¦TRAN+ ¦
TAX                        ++¦+YQI  ¦+500        ¦+RUB¦+-¦+YQI  ¦+500        ¦+RUB¦
++¦+YRI  ¦+185        ¦+RUB¦+-¦+YRI  ¦+185        ¦+RUB¦+ ¦+     ¦+           ¦+   ¦
+ ¦+     ¦+           ¦+  ¦+ ¦+      ¦+           ¦+  ¦+ ¦+      ¦+           ¦+   ¦
+ ¦+     ¦+           ¦+  ¦+ ¦+      ¦+           ¦+  ¦+ ¦+      ¦+           ¦+   ¦
+ ¦+     ¦+           ¦+  ¦+ ¦+      ¦+           ¦+  ¦+ ¦+      ¦+           ¦+   ¦
AGN TX+ ¦+  ¦+          ¦+   ¦ + ¦+  ¦+           ¦+   ¦ + ¦+  ¦+           ¦+   ¦
      + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+           ¦+   ¦ + ¦+  ¦+           ¦+   ¦
FORM OF PAY+
                                                                                 ¦
                       CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER      +›

INPUT
```

The mask indicates the operation being performed on the second segment for the first passenger, in this case – **VOLUNTARY EXCHANGE** (**V**), **PNR** number **1V67W5**. Information about the segment in the exchanged ticket—refundable fare **KFLEXRT**, **7600RUB**.
Information about the segment in the new ticket—fare **YFLEXRT**, **10000RUB**.
The charge for the refunded segment is **2000RUB**.
Next comes the information on the charges that are collected, refunded, or carried over from the exchanged ticket.

In this case, the fare amount for the first (used) segment was also **7600RUB**. To meet the exchange requirement (the fare for the first segment must be ½ of **YFLEXRT 10000 RUB**, i.e., **2400 RUB** more than indicated on the exchanged ticket), the fare amount for the second segment, considered toward the new ticket, must be reduced by **2400 RUB**. That is, the additional fare for the used segment is compensated by the unused segment.

Thus, the fare increase for the newly booked segment is accounted for by recalculating the fare (see above), and the fare increase for the used segment is accounted for by reducing the fare amount carried over from the exchanged segment.

To properly issue the exchanged ticket, the mask must be adjusted as follows:

```
¦ EXCHANGE                          VOL/INV V 1V67W5 PASS 1   SEGM 2   PAGE   3
OLD:FARE RETURN    +KFLEXRT         ¦+5200                    ¦+RUB¦  MILES+       ¦
NEW:               +YFLEXRT         ¦+10000                   ¦+RUB¦  MILES+       ¦
DSC+        ¦  PENALTY+2000      ¦+RUB¦  BG+1   ¦+C¦  RT(H/C/A)+ ¦   +             ¦
*FM+286                  ¦+RUB¦NOT VALID BEFORE+       ¦AFTER+01022026 ¦TRAN+ ¦
TAX                      ++¦+YQI  ¦+500       ¦+RUB¦+-¦+YQI  ¦+500       ¦+RUB¦
++¦+YRI  ¦+185       ¦+RUB¦+-¦+YRI  ¦+185       ¦+RUB¦+ ¦+      ¦+        ¦+    ¦
+ ¦+      ¦+          ¦+    ¦+ ¦+      ¦+          ¦+    ¦+ ¦+      ¦+        ¦+    ¦
+ ¦+      ¦+          ¦+    ¦+ ¦+      ¦+          ¦+    ¦+ ¦+      ¦+        ¦+    ¦
+ ¦+      ¦+          ¦+    ¦+ ¦+      ¦+          ¦+    ¦+ ¦+      ¦+        ¦+    ¦
AGN TX+ ¦+   ¦+           ¦+    ¦ + ¦+   ¦+          ¦+    ¦ + ¦+   ¦+        ¦+    ¦
     + ¦+   ¦+           ¦+    ¦ + ¦+   ¦+          ¦+    ¦ + ¦+   ¦+        ¦+    ¦
FORM OF PAY+
                                                                              ¦
                        CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER      +›

INPUT
```

After entering the "mask" into the system, the response"**INFORMATION PART INPUTED OK**" is displayed.

After scrolling **FORWARD**, the system prompts for confirmation of the entered data by displaying the "mask":

```
¦   EXCHANGE                                                      PAGE    4

            I CONFIRM THAT ALL SPECIFIED DATA IS CORRECT
        FARE CODE AND FARE AMOUNT ALLOW BY FARE RULE. CONTINUE


                IF NEED TO SAVE MASK FILLING RESULT, INPUT "SV" +  ¦+›

INPUT
```

➢ *Note:*   *You can specify the* ***SV*** *key to save the pricing. In this case, the system displays a* ***TMR help message on the screen.*** *If the* ***PNR*** *contains multiple passengers, the pricing is saved for all passengers, but the TMR help is shown only for the first passenger. No scrolling is required. You can enter the* ***FOP*** *and* **resubmit** *the exchange request.*

- If there is a need to return to the previous mask (data accuracy is not confirmed), you should scroll "**BACK**".
- If the data is correct, the "mask" should be submitted to the system.

The system returns a preliminary fare calculation for the itinerary:

```
01 SERGEEVA/MARINA VLADIMIROVNA
          LAST TKT DTE 01FEB25 01:10 (MOW) - FARE RULE UT.0198
*1V67W5-------------------------------------RE-VOL-FCMI:1(MANUAL)---------
          AL      FLGT  BK T   DATE TIME    FARE BASIS   NVB   NVA       BG
  1. TJM UT MOW  0454  Y  1  06FEB 0715  YFLEXRT               01FEB   1PC
RUB  17600.00    MOW UT TJM7600UT MOW10000RUB17600END
RUB             PDRUB1000YQ PDRUB385YR


   PDXT
RUB   4800.00A   CASH DE
AIRLINE CODE 298  A/C   UT
ENDOS PSPT PS/4521222333/RU/NDSA/C1830.84/IF NO-SHOW NONREFUNDABLE/NO MEAL
VAT INCL: A/C=1830.84[10.00%(T:17600.00)=1600.00 20.00%(YQ:1000.00)=166.67 20.
00%(YR:385.00)=64.17]

*FM=286.00
PENALTY=2000.00RUB
VAT INCL: 181.82[10.00%(K:2000.00)=181.82]
PART
```

If content overflows (**PART**) – scroll **FORWARD** using **F9**.

After scrolling **FORWARD**:

```
                    NEXT OPERATION IS NOT REVERSIBLE
                    FOR PROCEED CALL GO FORWARD
                    FOR IGNORE CALL 'IR'
```


- If the agent is not satisfied with the results, they can cancel the exchange operation using the **IR** command.
- If the evaluation results satisfy the agent, the **FORWARD** scroll is used.

An exchange summary for the agency is then displayed on the screen.
After pressing "**FORWARD**," the new ticket's itinerary receipt is printed.
It is mandatory to complete the transaction: **ER**
(to save the changes in the **PNR** and display it on the screen)

A new **PNR** will be displayed on the screen:

```
HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE
1V67W5          STATUS:
99GRS TKP99GRS4591 MOVPIV 30JAN25 11:34 TCH (00118580,MOW,RU)
  1 SERGEEVA/MARINA VLADIMIROVNA 07JUL77(F)/PS /RU/4521222333
1  UT-453   K 01FEB25 VKOTJM HK1 0110 0555 LSN E
2  UT-454   Y 06FEB25 TJMVKO HK1 0715 0810 LSN E
P- 1  T 74957821315
```


Changes in the **PNR**:

If an airline-imposed fee/charge for a change of travel conditions is applied during the exchange, a remark will appear in the **PNR** indicating that the **EMD** for the fee has not yet been printed. These **EMD** must be printed.

Otherwise, when submitting the **E** command, the system will reply: "**HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE**".

In this case, the following command **must** be executed:

> **EMD/CP** or **EMD/CP/EX**

```
EMD ISSUE. INSERT A4 PAPER, THEN PRESS: FORWARD TO CONTINUE
```

After scrolling **FORWARD**, the **EMD** is printed for the fee/charge imposed by the carrier due to changes in travel conditions (**code 50**):

The remark: «**ALL EMDS ARE PRINTED**» refers to the requested **EMDs** . In this case, it refers to the charges imposed by the carrier due to changes in travel conditions.

After pressing "**FORWARD**," the system displays the **PNR** with the remark about the unprinted **EMD** removed.

End the dialog: **I**

PNR history:

```
1V67W5
(40) TKP99GRS4591 MOVPIV (S/GRT) 00118580 30JAN25 17:31:48 COMMIT
 T   OUTBOUND TELEGRAM NUMBER 1116946924 30JAN25 17:31:49
 SV NEW D/993 HI1 UT/TJM/MOW/30JAN25 2986190075039/1 SERGEEVA/MARINA
VLADIMIROVNA 30JAN25 17:31:48
  PP  2000.00RUB 298 6190075039 298 6101232885 30JAN25 17:31:48
(39) TKP99GRS4591 MOVPIV (T/GRT) 00118580 30JAN25 17:26:37 COMMIT
 T   OUTBOUND TELEGRAM NUMBER 1116946909 30JAN25 17:26:38
 XS UT-454 K 05FEV25 TJMVKO HK1  0715 0810 LSN 30JAN25 17:26:34
 CI (AP) ETM 298 6101232885 1/UT-454/SERGEEVA MARINA VLADIMIROVNA 07JUL77  **
30JAN25 17:26:35
 PC PR ROUNDTRIP UT-454 K 05FEB25 TJMVKO   SERGEEVA MARINA VLADIMIROVNA 07JUL77
ADT
    TKT:EBM(298)  5200.00RUB FARE=KFLEXRT(M,MM) "PR/PREMIUM" RULE=C.UT.0198
BG=1PC(A)[S7.C.UT.OC.0DF.A.111250(36463985)] FCMI:1(MANUAL) TOTAL 5200.00RUB
ENDORSEMENTS: "PSPT PS/4521222333/RF/NDSA/K1830.84/PRI NEAVKE VOZVRAT
ZAPREWEN/BEZ PITANIA"/"PSPT PS/4521222333/RU/NDSA/C1830.84/IF NO-SHOW
NONREFUNDABLE/NO MEAL" ARTP/66350 30JAN25 17:26:16
 PC UP(RE) ROUNDTRIP UT-453 K 01FEB25 VKOTJM   SERGEEVA MARINA VLADIMIROVNA
07JUL77 ADT
    TKT:EBM(298)  7600.00RUB FARE=KFLEXRT(A,MA) "PR/PREMIUM" RULE=C.UT.0198 BG=1
PC(A)[S7.C.UT.OC.0DF.A.111250(36463985)] USED=1(M)
      YQI=500.00RUB /500.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)[30996]
      YQI=-500.00RUB /-500.00RUB(1.00/1.00)/(A)[30996]
      YRI=200.00RUB /200.00RUB(1.00/1.00)/(A,K=VV/OT)[31451]
      YRI=-200.00RUB /-200.00RUB(1.00/1.00)/(A)[31451]
 FCMI:1(MANUAL) TOTAL 7600.00RUB VAT INCL:
A/C=1830.84[10.00%(T:17600.00)=1600.00 [TCH.298.100(35129642)]
20.00%(YQ:1000.00)=166.67 [TCH.298.100(35129642)] 20.00%(YR:385.00)=64.17
[TCH.298.100(35129642)]] VAT INCL(PEN): 181.82[10.00%(K:2000.00)=181.82
[TCH.298.100(35129642)]] ENDORSEMENTS: "PSPT PS/4521222333/RF/NDSA/K1830.84/PRI
NEAVKE VOZVRAT ZAPREWEN/BEZ PITANIA"/"PSPT PS/4521222333/RU/NDSA/C1830.84/IF NO-
SHOW NONREFUNDABLE/NO MEAL" ARTP/66350 30JAN25 17:26:16
 PC UC(RE) ROUNDTRIP UT-454 Y 06FEB25 TJMVKO   SERGEEVA MARINA VLADIMIROVNA
07JUL77 ADT
 PART
```

where

PP – printing of a fee imposed by the carrier when changing travel conditions;

CI – exchange operation;

AP – automatic ticket printing during exchange.

Next is the information regarding the fare assessment during the exchange.

In this example, the history shows information on the assessment of the <u>used</u> segment (one line) and the <u>exchanged segment</u> (two lines):

- Line for the used segment assessment:
  - **PC** – exchange via the "mask" (input form), which allows for modifications, and therefore is considered a manual evaluation
  - **UP** – reissuance, **RE** – **Reissue**
- Lines for the exchanged segment assessment:
  - <u>The first line</u> refers to the exchanged segment on the old ticket:
    - This line appears when the payment currency changes during the exchange or when the fare amount for the exchanged segment on the old ticket is changed in the "mask".
    - **PC** – exchange via the "mask" (input form), which allows for modifications, and therefore is considered a manual evaluation
    - **PR** – changes were made to the segment assessment on the old ticket (sold segment); the amount of fare refunded from the old ticket was changed.
  - <u>The second line</u> refers to the new segment:
    - **PC** – exchange via the "mask" (input form), which allows for modifications, and therefore is considered a manual evaluation
    - **UC** – voluntary exchange

Example 3. Exchange of a completely unused round-trip ticket. According to the fare rules, the exchange operation must be performed manually

Only one segment is being exchanged.

The non-exchangeable segment is being **re-evaluated**.

PNR

```
1VFFKZ           STATUS:
99GRS TKP99GRS4591 MOVPIV 12MAY25 10:09 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  DP-113   P 19MAY25 VKOAER HK1 0930 1305 LS2 E
2  DP-112   P 25MAY25 AERVKO HK1 1800 2125 LS2 E
P- 1  T 74957821315
```

Route Pricing:

TM/S

```
*1VFFKZ(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING*****************
             FARE             TAXES             FEE            TOTAL
001 ADT          3598.00          200.00            0.00       3798.00
            --------------- --------------- --------------- -----------------
 RESULT          3598.00          200.00            0.00       3798.00  RUB

  1. ADT 01 MOW/DP/AER 1999.00 PROMOALL "ST/BASIC" FR:DP.0001
  2.       02 AER/DP/MOW 1599.00 PROMOALL "ST/BASIC" FR:DP.0001
*** TAXES ***:
ADT MOW/DP/AER YRI=100.00
    AER/DP/MOW YRI=100.00
```

Information from the **fare rule** – Category 16:

```
-----       (PENALTIES FOR VOLUNTARY CHANGES)
USE MANUAL CHANGE/RETURN
  VOLUNTARY CHANGE IS PERMITTED.
  THE MAXIMUM NUMBER OF CHANGES IS1.
    REPRICING PRICING UNIT.
    REPRINTING FARE COMBINATION.

  NOTE:
    AT THAT ADDITIONAL PAYMENT IS EFFECTED TO MORE FARE LEVEL.
    PENALTY IS CHARGED IN RATE 5000.00 RUB.
PART
```

The passenger, 7 days before the start of travel, requests to change the departure date of the first segment from May 19 to May 17 (the return date remains unchanged).
According to the applicable **fare rules**, an additional charge up to a higher round-trip (**RT**) fare level must be applied.

After booking the new segment, the **PNR** appears as follows:

```
1VFFKZ            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 12MAY25 10:09 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  DP-113   O 17MAY25 VKOAER HK1 0955 1330 LS2 E
2  DP-113   P 19MAY25 VKOAER HK1 0930 1305 LS2 E
3  DP-112   P 25MAY25 AERVKO HK1 1800 2125 LS2 E
TL-1146/12MAY25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
P- 1  T 74957821315
```

Since the automatic exchange operation (**EX**), in cases where the applicable **fare rules** include a "reassessment" requirement, can only change the fare amount of the ticketed and unused segment—within the same fare basis code—if it has increased by the time of exchange, the fare of the non-exchanged segment (in this example, the return segment with a ticket already issued) cannot be changed by any request other than **EXM**.

Manual exchange:
    EXM*1
Second page of the mask:

```
¦ EXCHANGE                              VOL/INV V 1VFFKZ PASS 1    SEGM 1   PAGE   2
OLD:FARE RETURN    +PROMOALL        ¦+1999                   ¦+RUB¦  MILES+           ¦
NEW:               +OALL            ¦+3299                   ¦+RUB¦  MILES+           ¦
DSC+        ¦  PENALTY+5000         ¦+RUB¦  BG+NO  ¦+ ¦  RT(H/C/A)+ ¦  +             ¦
*FM+                    ¦+    ¦NOT VALID BEFORE+17052025 ¦AFTER+17052025 ¦TRAN+ ¦
TAX                     ++¦+YRI  ¦+100         ¦+RUB¦+-¦+YRI  ¦+100        ¦+RUB¦
+ ¦+      ¦+           ¦+    ¦+ ¦+      ¦+            ¦+    ¦+ ¦+     ¦+          ¦+   ¦
+ ¦+      ¦+           ¦+    ¦+ ¦+      ¦+            ¦+    ¦+ ¦+     ¦+          ¦+   ¦
+ ¦+      ¦+           ¦+    ¦+ ¦+      ¦+            ¦+    ¦+ ¦+     ¦+          ¦+   ¦
+ ¦+      ¦+           ¦+    ¦+ ¦+      ¦+            ¦+    ¦+ ¦+     ¦+          ¦+   ¦
AGN TX+ ¦+   ¦+            ¦+    ¦ + ¦+   ¦+          ¦+    ¦ + ¦+   ¦+          ¦+   ¦
      + ¦+   ¦+            ¦+    ¦ + ¦+   ¦+          ¦+    ¦ + ¦+   ¦+          ¦+   ¦
FORM OF PAY+
                                                                              ¦
                        CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER        +›


INPUT
```

The mask indicates the operation performed on the first segment for the first passenger—in this case, a **VOLUNTARY EXCHANGE** (**V**).

Information about the segment in the exchanged ticket— refundable fare **PROMOALL**, **1999RUB**.

Information about the segment in the new ticket: new fare – **OALL**, **3299RUB**.

Exchange fee – **5000RUB**.

Next comes the information on the charges that are collected, refunded, or carried over from the exchanged ticket.

All data on this page of the mask comply with the exchange rules, no changes are required.

After scrolling "**FORWARD**", the third page of the mask appears, related to the next segment that will be included in the newly issued ticket (in this case – the 3rd segment of the **PNR**):

```
¦ EXCHANGE (REPRICING)                  VOL/INV V 1VFFKZ PASS 1    SEGM 3   PAGE   3
OLD:FARE RETURN    +PROMOALL        ¦+1599                   ¦+RUB¦  MILES+           ¦
NEW:               +PROMOALL        ¦+1599                   ¦+RUB¦  MILES+           ¦
DSC+        ¦  PENALTY+            ¦+    ¦  BG+NO  ¦+ ¦  RT(H/C/A)+ ¦  +             ¦
*FM+                    ¦+    ¦NOT VALID BEFORE+25052025 ¦AFTER+25052025 ¦TRAN+ ¦
TAX                     ++¦+YRI  ¦+100         ¦+RUB¦+-¦+YRI  ¦+100        ¦+RUB¦
+ ¦+      ¦+           ¦+    ¦+ ¦+      ¦+            ¦+    ¦+ ¦+     ¦+          ¦+   ¦
+ ¦+      ¦+           ¦+    ¦+ ¦+      ¦+            ¦+    ¦+ ¦+     ¦+          ¦+   ¦
+ ¦+      ¦+           ¦+    ¦+ ¦+      ¦+            ¦+    ¦+ ¦+     ¦+          ¦+   ¦
+ ¦+      ¦+           ¦+    ¦+ ¦+      ¦+            ¦+    ¦+ ¦+     ¦+          ¦+   ¦
AGN TX+ ¦+   ¦+            ¦+    ¦ + ¦+   ¦+          ¦+    ¦ + ¦+   ¦+          ¦+   ¦
      + ¦+   ¦+            ¦+    ¦ + ¦+   ¦+          ¦+    ¦ + ¦+   ¦+          ¦+   ¦
FORM OF PAY+
                                                                              ¦
                        CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER        +›


INPUT
```

The mask indicates the operation being performed on the segment. In this case, **REPRICING**, which is the result of an exchange.

Information about the segment in the exchanged ticket— refundable fare **PROMOALL**, **1599RUB**.

Information about the segment in the new ticket: refundable fare **PROMOALL**, **1599RUB**.

However, according to the **fare rule** condition specified in the note, a higher-level fare (**OALL**, **3299RUB**.). Since seats for this segment are non-refundable, the "**PENALTY**" field is left blank.

Next comes the information on the charges that are collected, refunded, or carried over from the exchanged ticket.

The mask, modified in accordance with the **fare rule**, should appear as follows:

```
¦ EXCHANGE (REPRICING)                   VOL/INV V 1VFFKZ PASS 1    SEGM 3   PAGE    3
OLD:FARE RETURN    +PROMOALL        ¦+1599                 ¦+RUB¦   MILES+        ¦
NEW:                   +OALL        ¦+3299                 ¦+RUB¦   MILES+        ¦
DSC+         ¦  PENALTY+         ¦+  ¦  BG+NO  ¦+ ¦  RT(H/C/A)+ ¦   +             ¦
*FM+                     ¦+   ¦NOT VALID BEFORE+25052025 ¦AFTER+25052025 ¦TRAN+ ¦
TAX                      ++¦+YRI  ¦+100         ¦+RUB¦+-¦+YRI   ¦+100        ¦+RUB¦
+ ¦+      ¦+            ¦+    ¦+ ¦+      ¦+           ¦+    ¦+ ¦+     ¦+         ¦+   ¦
+ ¦+      ¦+            ¦+    ¦+ ¦+      ¦+           ¦+    ¦+ ¦+     ¦+         ¦+   ¦
+ ¦+      ¦+            ¦+    ¦+ ¦+      ¦+           ¦+    ¦+ ¦+     ¦+         ¦+   ¦
+ ¦+      ¦+            ¦+    ¦+ ¦+      ¦+           ¦+    ¦+ ¦+     ¦+         ¦+   ¦
AGN TX+ ¦+  ¦+            ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+         ¦+   ¦
     + ¦+  ¦+            ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+         ¦+   ¦
FORM OF PAY+
                                                                          ¦
                          CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER      +›

INPUT
```

System response: «**INFORMATION PART INPUTED OK**»

After scrolling **FORWARD**, the system prompts for confirmation of the entered data by displaying the "mask":

```
¦   EXCHANGE                                                     PAGE    4


            I CONFIRM THAT ALL SPECIFIED DATA IS CORRECT
        FARE CODE AND FARE AMOUNT ALLOW BY FARE RULE. CONTINUE



                   IF NEED TO SAVE MASK FILLING RESULT, INPUT "SV" +    ¦+›


INPUT
```

➢ *Note:*   *You can specify the **SV** key to save the pricing. In this case, the system displays a **TMR** **help message on the screen.** If the **PNR** contains multiple passengers, the pricing is saved for all passengers, but the TMR help is shown only for the first passenger. No scrolling is required. You can enter the **FOP** and **resubmit** the exchange request.*

- If there is a need to return to the previous mask (data accuracy is not confirmed), you should scroll "**BACK**".
- If the data is correct, the "mask" should be submitted to the system.

In response, the system displays a preliminary assessment for the exchange:

```
01 MAKAROV/KIRILL ANDREEVICH
         LAST TKT DTE 12MAY25 10:46 (MOW) - FARE RULE DP.0001
*1VFFKZ-------------------------------------EX-VOL-FCMI:1(MANUAL)---------
         AL        FLGT   BK  T    DATE TIME     FARE BASIS    NVB   NVA        BG
  1. MOW DP AER   0113  O   1   17MAY 0955   OALL            17MAY 17MAY     NO
  2. AER DP MOW   0112  P   1   25MAY 1800   OALL            25MAY 25MAY     NO
RUB   6598.00    MOW DP AER3299DP MOW3299RUB6598END
RUB              PDRUB200YR


   PDXT
RUB   3000.00A   CASH DE
AIRLINE CODE 425  A/C  DP
ENDOS NDSA/C633.15/NON-REF,ITEMS IN THE CABIN (TOTAL) DIMENSIONS 36X30X27CM OR
      1PC DIMENSIONS 36X30X4CM AND ADDITIONAL ITEMS ACC TO A/C RULES
VAT INCL: A/C=633.15[10.00%(T:6598.00)=599.82 20.00%(YR:200.00)=33.33]

PENALTY=5000.00RUB
RUB0.00 AGN
PART
```

After scrolling **FORWARD**:

```
                    NEXT OPERATION IS NOT REVERSIBLE
                    FOR PROCEED CALL GO FORWARD
                    FOR IGNORE CALL 'IR'
```

- If the agent is not satisfied with the results, the exchange operation can be canceled with the **IR** command.
- If the evaluation results are acceptable to the agent, press "**FORWARD.**"

An exchange summary for the agency is then displayed on the screen.

After pressing **FORWARD** the new ticket's itinerary receipt is printed.

Be sure to complete the transaction using: **ER**

A new **PNR** is displayed on the screen with a remark about unprinted **EMDs:**

```
HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE
1VFFKZ           STATUS:
99GRS TKP99GRS4591 MOVPIV 12MAY25 10:09 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  DP-113    O 17MAY25 VKOAER HK1 0955 1330 LS2 E
2  DP-112    P 25MAY25 AERVKO HK1 1800 2125 LS2 E
P- 1   T 74957821315
```

In this case, the following command must be executed:

    EMD/CP/EX

After printing the **EMD** and scrolling "**FORWARD**," the **PNR** will be displayed with the removed remark about unprinted **EMDs**.

➤ *Note:*   *In the example considered, the **fare rule** requirement "**USE MANUAL CHANGE/RETURN**" is not essential. Repricing of the unused and non-exchangeable segment using a different fare can only be done through a manual exchange operation. The booking class of the second segment in the reissued ticket remains unchanged (in this example, "**P**"); only the fare code and amount are changed.*

Example 4. Exchange of a partially used ticket sold at a round-trip fare, without specifying segment-based amounts

Used segments are reassessed.

PNR

```
1VFC0X           STATUS:
99GRS TKP99GRS4591 MOVPIV 13MAY25 09:15 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-464   K 15MAY25 TJMVKO HK1 1800 1855 LSN E
2  UT-267   K 16MAY25 VKOAER HK1 0445 0900 LSN E
3  UT-250   K 20MAY25 AERVKO HK1 1525 1910 LSN E
4  UT-453   K 21MAY25 VKOTJM HK1 0110 0555 LSN E
P- 1  T 74957821315
```

The passenger has used part of the ticket (the "outbound" direction) and is requesting to change the departure date from Sochi from May 20 to May 22 (and accordingly the departure date from Moscow).

Route Pricing:

TM/S

```
*1VFC0X(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
              FARE             TAXES            FEE            TOTAL
001 ADT           2000.00          8120.00           0.00       10120.00
             --------------- --------------- --------------- -----------------
 RESULT           2000.00          8120.00           0.00       10120.00  RUB

  1. ADT 01 TJM/UT/MOW 1000.00 KSTDTR "OP/OPTIMUM" FR:UT.0051 *FM=100.00(5%)
  2.     02 MOW/UT/AER  (01)   KSTDTR "OP/OPTIMUM" FR:UT.0051
  3.     05 AER/UT/MOW 1000.00 KSTDTR "OP/OPTIMUM" FR:UT.0051
  4.     08 MOW/UT/TJM  (05)   KSTDTR "OP/OPTIMUM" FR:UT.0051
*** TAXES ***:
ADT TJM/UT/MOW YQI=1000.00 YQF=800.00 YRI=200.00 YRI=30.00
    MOW/UT/AER YQI=1000.00 YQF=800.00 YRI=200.00 YRI=30.00
    AER/UT/MOW YQI=1000.00 YQF=800.00 YRI=200.00 YRI=30.00
    MOW/UT/TJM YQI=1000.00 YQF=800.00 YRI=200.00 YRI=30.00
```

Information from the **fare rule** – Category 16:

```
-----      (PENALTIES FOR VOLUNTARY CHANGES)
  VOLUNTARY CHANGE IS PERMITTED.
    REPRICING FARE COMPONENT.
    FARE FOR PENALTY CALCULATION - FARE OF FARE COMPONENT.

  NOTE:
    AT THAT ADDITIONAL PAYMENT IS EFFECTED TO MORE TRANSFER FARE
    LEVEL.
    PENALTY IS CHARGED IN RATE 1000RUB.
PART
```

Fare reference:

TTJMAER-UT

```
TJM AER 16MAY25 *16MAY25* RUB AAT
N.  FARECODE PTC R T     FARE            $DATE$ MIN/MAX AC  RULE NTRIP
1   KSTDTR       K R     2000                           UT  0051  1002 1
2   RSTDTR       R R     5000                           UT  0157  1005 1
```

The system has a higher-level transfer fare: **RSTDTR**, **5000RUB**.

According to the **fare rules**, an additional payment up to the **RSTDTR** fare must be made: the amount of the surcharge is **5000 - 2000 = 3000** RUB, and the fee for voluntary changes is **1000** RUB. **Total = 4000 RUB**

After booking the new segment, the **PNR** appears as follows:

```
1VFC0X           STATUS:
99GRS TKP99GRS4591 MOVPIV 13MAY25 09:15 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  UT-464   K 15MAY25 TJMVKO HK1 1800 1855 LSN E
2  UT-267   K 16MAY25 VKOAER HK1 0445 0900 LSN E
3  UT-250   R 22MAY25 AERVKO HK1 1525 1910 LSN E
4  -------  F -------         AR0 ---- ----
5  UT-250   K 20MAY25 AERVKO HK1 1525 1910 LSN E
6  UT-453   R 23MAY25 VKOTJM HK1 0110 0555 LSN E
7  -------  F -------         AR0 ---- ----
8  UT-453   K 21MAY25 VKOTJM HK1 0110 0555 LSN E
TL-1525/22MAY25/A (TIME ZONE OF MOW)
```

Since the automatic exchange operation (**EX**) can only change the fare amount for unused segments, the fare for used segments cannot be changed by any requests other than **EXM**.

Removal of arrival segments:

> **X4,7**

Pricing of newly booked segments:

> **TM/EX*3,5**

```
*1VFC0X(BLANK TYPE ETM  )WARNING! VERIFY PRICING ON TICKETING*****************
          LAST TKT DTE 22MAY25 15:25 (MOW) - DATE OF ORIGIN
               FARE            TAXES            FEE            TOTAL
001 ADT         1500.00          0.00           0.00          1500.00
            --------------- --------------- --------------- -----------------
 RESULT         1500.00          0.00           0.00          1500.00  RUB

  1. ADT 01 TJM/UT/MOW 1000.00 KSTDTR "OP/OPTIMUM" FR:UT.0151
                       -1000.00 KSTDTR "OP/OPTIMUM" FR:UT.0051
  2.      02 MOW/UT/AER  (01)    KSTDTR "OP/OPTIMUM" FR:UT.0151
                         (01)    KSTDTR "OP/OPTIMUM" FR:UT.0051
  3.      03 AER/UT/MOW 2500.00 RSTDTR "OP/OPTIMUM" FR:UT.0155 *FM=150.00
                       -1000.00 KSTDTR "OP/OPTIMUM" FR:UT.0051
  4.      05 MOW/UT/TJM  (03)    RSTDTR "OP/OPTIMUM" FR:UT.0155
                         (04)    KSTDTR "OP/OPTIMUM" FR:UT.0051
*** TAXES ***:
ADT TJM/UT/MOW YQI=1000.00 YQF=800.00 YRI=200.00 YRI=30.00 YQI=-1000.00
            YQF=-800.00 YRI=-200.00 YRI=-30.00
   MOW/UT/AER YQI=1000.00 YQF=800.00 YRI=200.00 YRI=30.00 YQI=-1000.00
            YQF=-800.00 YRI=-200.00 YRI=-30.00
   AER/UT/MOW YQI=1000.00 YQF=800.00 YRI=200.00 YRI=30.00 YQI=-1000.00
 PART
```

Manual exchange:

> **EXM*3,5**

Reissuing of used segments:

```
¦ EXCHANGE (REPRICING)              VOL/INV V 1VFC0X PASS 1   SEGM 1  PAGE   2
OLD:FARE RETURN    +KSTDTR          ¦+1000                    ¦+RUB¦  MILES+       ¦
NEW:               +KSTDTR          ¦+1000                    ¦+RUB¦  MILES+       ¦
DSC+       ¦  PENALTY+          ¦+   ¦  BG+1   ¦+C¦  RT(H/C/A)+ ¦  +             ¦
*FM+                  ¦+   ¦NOT VALID BEFORE+15052025 ¦AFTER+15052025 ¦TRAN+ ¦
TAX                      ++¦+YQF  ¦+800      ¦+RUB¦+-¦+YQF  ¦+800        ¦+RUB¦
++¦+YQI  ¦+1000      ¦+RUB¦+-¦+YQI  ¦+1000      ¦+RUB¦++¦+YRI  ¦+30         ¦+RUB¦
++¦+YRI  ¦+200       ¦+RUB¦+-¦+YRI  ¦+30        ¦+RUB¦+-¦+YRI  ¦+200        ¦+RUB¦
+ ¦+      ¦+          ¦+   ¦+ ¦+      ¦+         ¦+   ¦+ ¦+      ¦+          ¦+   ¦
+ ¦+      ¦+          ¦+   ¦+ ¦+      ¦+         ¦+   ¦+ ¦+      ¦+          ¦+   ¦
AGN TX+ ¦+  ¦+            ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦
     + ¦+  ¦+            ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦
FORM OF PAY+
                                                                         ¦
                       CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER       +›

INPUT
```

```
¦ EXCHANGE (REPRICING)              VOL/INV V 1VFC0X PASS 1   SEGM 2  PAGE   3
OLD:LOOK SEGMENT 1+                 ¦+                  ¦+   ¦  MILES+       ¦
NEW:LOOK SEGMENT 1+                 ¦+                  ¦+   ¦  MILES+       ¦
DSC+       ¦  PENALTY+          ¦+   ¦  BG+1   ¦+C¦  RT(H/C/A)+ ¦  +             ¦
*FM+                  ¦+   ¦NOT VALID BEFORE+16052025 ¦AFTER+16052025 ¦TRAN+X¦
TAX                      ++¦+YQF  ¦+800      ¦+RUB¦+-¦+YQF  ¦+800        ¦+RUB¦
++¦+YQI  ¦+1000      ¦+RUB¦+-¦+YQI  ¦+1000      ¦+RUB¦++¦+YRI  ¦+30         ¦+RUB¦
++¦+YRI  ¦+200       ¦+RUB¦+-¦+YRI  ¦+30        ¦+RUB¦+-¦+YRI  ¦+200        ¦+RUB¦
+ ¦+      ¦+          ¦+   ¦+ ¦+      ¦+         ¦+   ¦+ ¦+      ¦+          ¦+   ¦
+ ¦+      ¦+          ¦+   ¦+ ¦+      ¦+         ¦+   ¦+ ¦+      ¦+          ¦+   ¦
AGN TX+ ¦+  ¦+            ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦
     + ¦+  ¦+            ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦
FORM OF PAY+
                                                                         ¦
                       CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER       +›

INPUT
```

Exchange of new segments:

```
¦ EXCHANGE                          VOL/INV V 1VFC0X PASS 1   SEGM 3  PAGE   4
OLD:FARE RETURN    +KSTDTR          ¦+1000                    ¦+RUB¦  MILES+       ¦
NEW:               +RSTDTR          ¦+2500                    ¦+RUB¦  MILES+       ¦
DSC+       ¦  PENALTY+          ¦+   ¦  BG+1   ¦+C¦  RT(H/C/A)+ ¦  +             ¦
*FM+150               ¦+RUB¦NOT VALID BEFORE+      ¦AFTER+        ¦TRAN+ ¦
TAX                      ++¦+YQF  ¦+800      ¦+RUB¦+-¦+YQF  ¦+800        ¦+RUB¦
++¦+YQI  ¦+1000      ¦+RUB¦+-¦+YQI  ¦+1000      ¦+RUB¦++¦+YRI  ¦+30         ¦+RUB¦
++¦+YRI  ¦+200       ¦+RUB¦+-¦+YRI  ¦+30        ¦+RUB¦+-¦+YRI  ¦+200        ¦+RUB¦
+ ¦+      ¦+          ¦+   ¦+ ¦+      ¦+         ¦+   ¦+ ¦+      ¦+          ¦+   ¦
+ ¦+      ¦+          ¦+   ¦+ ¦+      ¦+         ¦+   ¦+ ¦+      ¦+          ¦+   ¦
AGN TX+ ¦+  ¦+            ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦
     + ¦+  ¦+            ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦
FORM OF PAY+
                                                                         ¦
                       CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER       +›

INPUT
```

The mask indicates the operation being performed on the current segment (in this case, segment 3), which in this case is a **VOLUNTARY EXCHANGE** (**V**).

Information about the segment in the exchanged ticket: the refundable fare is **KSTDTR**, **1000 RUB** (for fares without breakdown by segments, the cost of the entire fare component that includes the exchanged segment is shown).

Information about the segment in the new ticket: the fare is **RSTDTR**, **2500 RUB** (for fares without breakdown by segments, the cost of the entire fare component that includes the exchanged segment is shown). The "**PENALTY**" field is left blank—according to the **fare rules**, when upgrading to a higher fare level, a surcharge of **1000 RUB** is applied.

Next comes the information on the charges that are collected, refunded, or carried over from the exchanged ticket.

The surcharge for used segments is applied by reducing the fare amount carried over to the new ticket from the exchanged segments. In this example, the carried-over amount should be reduced by **1000RUB**. An additional **500RUB** is collected through appropriate pricing of the newly booked segments.

The modified mask should (in accordance with the **fare rule**) appear as follows:

```
¦ EXCHANGE                            VOL/INV V 1VFC0X PASS 1    SEGM 3   PAGE   4
OLD:FARE RETURN    +KSTDTR         ¦+0                  ¦+RUB¦  MILES+            ¦
NEW:               +RSTDTR         ¦+3000               ¦+RUB¦  MILES+            ¦
DSC+       ¦  PENALTY+1000     ¦+RUB¦ BG+1   ¦+C¦  RT(H/C/A)+ ¦   +              ¦
*FM+150                 ¦+RUB¦NOT VALID BEFORE+          ¦AFTER+         ¦TRAN+ ¦
TAX                  ++¦+YQF  ¦+800        ¦+RUB¦+-¦+YQF ¦+800       ¦+RUB¦
++¦+YQI  ¦+1000     ¦+RUB¦+-¦+YQI  ¦+1000        ¦+RUB¦++¦+YRI ¦+30        ¦+RUB¦
++¦+YRI  ¦+200      ¦+RUB¦+-¦+YRI  ¦+30          ¦+RUB¦+-¦+YRI ¦+200       ¦+RUB¦
+ ¦+     ¦+         ¦+   ¦+ ¦+     ¦+           ¦+   ¦+ ¦+     ¦+          ¦+   ¦
+ ¦+     ¦+         ¦+   ¦+ ¦+     ¦+           ¦+   ¦+ ¦+     ¦+          ¦+   ¦
AGN TX+ ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+ ¦+          ¦+   ¦
     + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+          ¦+   ¦ + ¦+ ¦+          ¦+   ¦
FORM OF PAY+
                                                                        ¦
                    CALCULATION PRELIMINARY
     CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER      +›

INPUT
```

After entering the "mask" into the system, the response is: «**INFORMATION PART INPUTED OK**».

After scrolling "**FORWARD**", the "mask" related to the next segment that will be included in the newly issued ticket appears (in this case – segment 5 of the **PNR**)

```
¦ EXCHANGE                           VOL/INV V 1VFC0X PASS 1   SEGM 5   PAGE    5
OLD:LOOK SEGMENT 3+               ¦+                     ¦+  ¦  MILES+            ¦
NEW:LOOK SEGMENT 3+               ¦+                     ¦+  ¦  MILES+            ¦
DSC+       ¦  PENALTY+         ¦+  ¦  BG+1    ¦+C¦  RT(H/C/A)+ ¦  +              ¦
*FM+                   ¦+  ¦NOT VALID BEFORE+        ¦AFTER+          ¦TRAN+X¦
TAX                  ++¦+YQF  ¦+800       ¦+RUB¦+-¦+YQF  ¦+800       ¦+RUB¦
++¦+YQI  ¦+1000      ¦+RUB¦+-¦+YQI  ¦+1000      ¦+RUB¦++¦+YRI  ¦+30        ¦+RUB¦
++¦+YRI  ¦+200       ¦+RUB¦+-¦+YRI  ¦+30        ¦+RUB¦+-¦+YRI  ¦+200       ¦+RUB¦
+ ¦+     ¦+          ¦+    ¦+ ¦+     ¦+          ¦+    ¦+ ¦+     ¦+          ¦+    ¦
+ ¦+     ¦+          ¦+    ¦+ ¦+     ¦+          ¦+    ¦+ ¦+     ¦+          ¦+    ¦
AGN TX+ ¦+  ¦+           ¦+    ¦ + ¦+   ¦+           ¦+    ¦ + ¦+  ¦+          ¦+    ¦
      + ¦+  ¦+           ¦+    ¦ + ¦+   ¦+           ¦+    ¦ + ¦+  ¦+          ¦+    ¦
FORM OF PAY+
                                                                           ¦
                          CALCULATION PRELIMINARY
         CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER       +›


INPUT
```

This mask differs in format from the previous examples, and this feature is related to through fares without specifying segment-level amounts.

It should be interpreted as follows: all the information (how the segment is priced, what fare amount is carried over from the exchanged ticket) for the current segment 5 is included in the mask related to segment 3.

Both «**LOOK SEGMENT 3**» fields must be left blank!

The "**PENALTY**" field should be filled out in accordance with the applicable **fare rules**.

Next comes the information on the charges that are collected, refunded, or carried over from the exchanged ticket. These fields are handled in the standard manner.

In this example, no changes to the mask are required. It should be submitted to the system in its current form.

After scrolling **FORWARD**, the system prompts for confirmation of the entered data by displaying the "mask":

```
¦  EXCHANGE                                                    PAGE    6


             I CONFIRM THAT ALL SPECIFIED DATA IS CORRECT
         FARE CODE AND FARE AMOUNT ALLOW BY FARE RULE. CONTINUE



                 IF NEED TO SAVE MASK FILLING RESULT, INPUT "SV" +    ¦+›


INPUT
```

➤ *Note:*   *You can specify the SV key to save the pricing. In this case, the system displays a*
                   ***TMR** **help message on the screen.** If the **PNR** contains multiple passengers, the*
                   pricing is saved for all passengers, but the TMR help is shown only for the first
                   *passenger. No scrolling is required. You can enter the **FOP** and **resubmit** the*
                   exchange request.

- If there is a need to return to the previous mask (data accuracy is not confirmed), you should scroll "**BACK**".
- If the data is correct, the "mask" should be submitted to the system.

In response, the system displays a preliminary assessment for the exchange:

```
01 MAKAROV/KIRILL ANDREEVICH
          LAST TKT DTE 22MAY25 15:25 (MOW) - DATE OF ORIGIN
*1VFC0X------------------------------------RE-VOL-FCMI:1(MANUAL)--------
         AL       FLGT  BK T   DATE TIME     FARE BASIS    NVB    NVA        BG
  1. AER UT MOW  0250   R  1  22MAY 1525  RSTDTR                             1PC
  2. MOW UT TJM  0453   R  1  23MAY 0110  RSTDTR                             1PC
RUB   4000.00    TJM UT X/MOW UT AER1000UT X/MOW UT TJM3000RUB4000END
RUB RUB RUB      PDRUB7200YQ PDRUB920YR


   PDXT
RUB   3000.00A   CASH DE
AIRLINE CODE 298  A/C   UT
ENDOS PSPT PS/4522133200/RU/NDSA/C1716.97
VAT INCL: A/C=1716.97[10.00%(T:4000.00)=363.64 20.00%(YQ:7200.00)=1200.00 20.
00%(YR:920.00)=153.33]

*FM=150.00
PENALTY=1000.00RUB
PART
```

After scrolling **FORWARD**:

```
                    NEXT OPERATION IS NOT REVERSIBLE
                    FOR PROCEED CALL GO FORWARD
                    FOR IGNORE CALL 'IR'
```

- If the agent is not satisfied with the results, the exchange operation can be canceled with the **IR** command.
- If the evaluation results are acceptable to the agent, press "**FORWARD.**"

An exchange summary for the agency is then displayed on the screen.

After pressing **FORWARD** the new ticket's itinerary receipt is printed.

Be sure to complete the transaction using: **ER**

(to save the changes in the **PNR** and display it on the screen)

A new **PNR** is displayed on the screen, containing a remark about unprinted **EMDs** for the fee.

These **EMD** must be printed. Otherwise, when submitting the **E** command, the system will reply: "**HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE**"

In this case, the following command **must** be executed:

     EMD/CP/EX

Otherwise, when submitting the **E** command, the system will reply: "**HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE**".

After scrolling **FORWARD**, the **EMD** is printed for the fee/charge imposed by the carrier due to changes in travel conditions (**code 50**)

After scrolling **FORWARD**, a **PNR** will be displayed on the screen without the remark about an unprinted **EMD** for the charge.

End the dialog: **I**

Example 5. Exchange using currency rates in a manual pricing request

Route: `AER`-`MOW`-`IST`.

The ticket was sold under a through (`OW`) fare.

The passenger requests to change the departure date from May 25 to May 26.
At the time of the exchange procedure, the exchange rate decreased.
According to the `Fare Rules`, the fare of the new ticket must be equal to or higher than the fare of the exchanged ticket.

PNR

```
1VX1X9            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 16MAY25 13:58 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-1137  R 25MAY25 AERSVO HK1 1515 1850 LS2 E
2  SU-2132  R 25MAY25 SVOIST HK1 2115 0230 #1 LS2 E
P- 1  T 74957821315
```

Saved pricing:

TM/S

```
*1VX1X9(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING*****************
                FARE              TAXES             FEE           TOTAL
001 ADT         23220.00          2469.00           0.00       25689.00
          --------------- --------------- --------------- -----------------
 RESULT         23220.00          2469.00           0.00       25689.00  RUB

  1. ADT 01 AER/SU/MOW 258.00EUR 266.82NUC(1000000.00/966941.00) 258.
00EUR(966941.00/1000000.00) 23220.00 (90.00/1.00) RCOQ "EC/ECONOMY CLASSIC" FR:
A.021.SU.EC01/X7   *FM=233.00(1%)
  2.    02 MOW/SU/IST  (01)             RCOQ "EC/ECONOMY CLASSIC" FR:A.021.SU.
EC01/X7
*** TAXES ***:
ADT AER/SU/MOW YRF=7.40EUR=666.00(90.00/1.00) RI=120.00 RI=357.00
    MOW/SU/IST YRF=7.40EUR=666.00(90.00/1.00) RI=660.00
```

Information from the `fare rule` – Category 31:

```
31. VOLUNTARY CHANGES
  EXCHANGE CONDITIONS: WITHIN THE TICKET VALIDITY.
  REISSUE RULES:
      PRICING RULES: APPLY CURRENT FARES AND RULES.
      PRICING RULES: CHANGES TO THE FARE BREAK POINTS ARE PERMITTED; IF ALL
        REMAINING FLIGHT COUPONS ON THE TICKET ARE FOR DOMESTIC TRAVEL, ALL
        UNFLOWN TRAVEL ON THE NEW ITINERARY MUST BE DOMESTIC.
      PRICING RULES: FARE TYPE CODE BXR IS PERMITTED; BOR IS PERMITTED; ZPX IS
          PERMITTED; ZIP IS PERMITTED; XPX IS PERMITTED; SIP IS PERMITTED;
          SBP IS PERMITTED; SB IS PERMITTED; BRN IS PERMITTED; ZRN IS
          PERMITTED; ZON IS PERMITTED.          [A.###.974.AXX00012197]
      PRICING RULES: FROM A NEW TICKET ISSUE DATE; TO DEPARTURE OF THE JOURNEY.
      PRICING RULES: WHEN PRICING, THE TOTAL VALUE OF THE NEW TICKET IS EQUAL
         OR HIGHER VALUE THAN THE ORIGINAL TICKET.
      CONTINUE PROCESS TO NEXT SEQUENCE FOR THE SAME PROCESS TAG.
                                                [A..988.AXX03264078.2]
```

To process the exchange, both segments must be changed according to the old fare level:

```
1VX1X9            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 16MAY25 13:58 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1   SU-1137  R 26MAY25 AERSVO HK1 1515 1850 LS2 E
2   SU-1137  R 25MAY25 AERSVO HK1 1515 1850 LS2 E
3   SU-2132  R 26MAY25 SVOIST HK1 2115 0230 #1 LS2 E
4   SU-2132  R 25MAY25 SVOIST HK1 2115 0230 #1 LS2 E
TL-1523/16MAY25/A (TIME ZONE OF MOW) SET TIME LIMIT BY PRICING (TL REQUEST)
```

In a situation where the fare level has decreased, for example, due to a change in the exchange rate, an automatic exchange will not be processed (since the requirement for automatic exchange (see **fare rule**) consists in the requirement to apply the same or a higher fare level.

When attempting to view the fare calculation for automatic exchange using **TM/EX*1,3** or to perform the exchange (via either the **EX** or **EXM** request), the message is displayed: "**CHANGE IS NOT PERMITTED. TRY CANCELLATION**."

To perform the exchange at the original fare level, it is necessary to use a manual pricing request for exchange (**TO**), specifying the fare level and exchange rates that were in effect at the time the original ticket was issued:

> **TO*1,3///258.00EUR(9669.41EUR/10000.00NUC)(1.00EUR/90.00RUB)/RCOQ+R65!A.021.SU.EC01**

```
*1VX1X9(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
          LAST TKT DTE 26MAY25 15:15 (MOW) - DATE OF ORIGIN
              FARE            TAXES             FEE            TOTAL
001 ADT           0.00            0.00            0.00            0.00
          --------------- --------------- --------------- ----------------
 RESULT           0.00            0.00            0.00            0.00  RUB

  1. ADT 01 AER/SU/MOW 258.00EUR 266.82NUC(10000.00/9669.41) 258.00EUR(9669.
41/10000.00) 23220.00 (90.00/1.00) RCOQ "EC/ECONOMY CLASSIC" FR:A.021.SU.EC01
*FM=0.00(1%)
                  -258.00EUR -266.82NUC(1000000.00/966941.00) -258.
00EUR(966941.00/1000000.00) -23220.00 (90.00/1.00) RCOQ "EC/ECONOMY CLASSIC"
FR:A.021.SU.EC01/X7
  2.     03 MOW/SU/IST  (01)   RCOQ "EC/ECONOMY CLASSIC" FR:A.021.SU.EC01
                        (02)            RCOQ "EC/ECONOMY CLASSIC" FR:A.021.
SU.EC01/X7
*** TAXES ***:
ADT AER/SU/MOW YRF=7.40EUR=659.00(89.00/1.00) RI=120.00 RI=357.00 RI=-120.00
            YRF=-7.40EUR=-659.00(89.00/1.00) RI=-357.00
   MOW/SU/IST YRF=7.40EUR=659.00(89.00/1.00) RI=660.00 RI=-660.00
            YRF=-7.40EUR=-659.00(89.00/1.00)
```

➤ **Note**: *Exchange rates in the TO request may be specified with no more than two digits after the decimal point.*

After manual fare pricing, the exchange should be carried out using the **EXM** request in order to adjust any discrepancies in the levels of collected fees in the masks (see fees **YR**, **YQ**, **RI**, etc.).

Example 6. Saving the Evaluation When Changing Data in the EXM Mask

If the transportation was sold using a **FOP** (Form of Payment), then during a manual exchange (**EXM**), if there were changes in the mask, you can save the new evaluation and then re-enter the **FOP** so that the new amounts correspond to the same **FOP**.

To do this, during **EXM** scroll to the last screen and enter **SV** (**save**). The exchange process will be interrupted, and the evaluation will be saved.

PNR

```
1VX9LM           STATUS:
99GRS TKP99GRS4591 MOVPIV 21MAY25 10:51 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/7425432100
1  UT-453   Z 01JUN25 VKOTJM HK1 0110 0555 LSN E
P- 1  T 74957821315
```

FOP at the time of sale **IN**:

   TMF/S

```
*1VX9LM BLANK TYPE ETM
  IN                9380.00
  ------- -------------------- --- ------------------------------------------
                    9380.00 RUB
ADT 01 TA 298 MOW/UT/TJM
    ZFLEXOW           6800.00 IN
    YQI               1000.00 IN
    YRI                200.00 IN
    K4                1200.00 IN
    K7                 180.00 IN
```

Prepared **PNR** for exchange:

```
1VX9LM           STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 21MAY25 10:51 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/7425432100
1  UT-453   Z 03JUN25 VKOTJM HK1 0110 0555 LSN E
2  UT-453   Z 01JUN25 VKOTJM HK1 0110 0555 LSN E
TL-0110/03JUN25/A (TIME ZONE OF MOW)
```

   EXM*1

Second page of the mask:

```
¦ EXCHANGE                        VOL/INV V 1VX9LM PASS 1   SEGM 1  PAGE   2
OLD:FARE RETURN    +ZFLEXOW        ¦+6800               ¦+RUB¦  MILES+        ¦
NEW:               +ZFLEXOW        ¦+6800               ¦+RUB¦  MILES+        ¦
DSC+        ¦  PENALTY+2000        ¦+RUB¦  BG+1   ¦+C¦  RT(H/C/A)+ ¦  +       ¦
*FM+0                  ¦+RUB¦NOT VALID BEFORE+         ¦AFTER+      ¦TRAN+ ¦
TAX                    ++¦+K1/CP¦+300      ¦+RUB¦++¦+K4  ¦+1200     ¦+RUB¦
+-¦+K4   ¦+1200     ¦+RUB¦++¦+K7   ¦+180     ¦+RUB¦+-¦+K7   ¦+180     ¦+RUB¦
++¦+YQI  ¦+1000     ¦+RUB¦+-¦+YQI  ¦+1000    ¦+RUB¦++¦+YRI   ¦+200     ¦+RUB¦
+-¦+YRI  ¦+200      ¦+RUB¦+ ¦+      ¦+        ¦+   ¦+ ¦+      ¦+       ¦+    ¦
+ ¦+      ¦+         ¦+   ¦+ ¦+      ¦+        ¦+   ¦+ ¦+      ¦+       ¦+    ¦
+ ¦+      ¦+         ¦+   ¦+ ¦+      ¦+        ¦+   ¦+ ¦+      ¦+       ¦+    ¦
AGN TX+ ¦+   ¦+          ¦+    ¦ + ¦+   ¦+        ¦+    ¦ + ¦+ ¦+        ¦+    ¦
     + ¦+   ¦+          ¦+    ¦ + ¦+   ¦+        ¦+    ¦ + ¦+ ¦+        ¦+    ¦
FORM OF PAY+
                                                                           ¦
                          CALCULATION PRELIMINARY
          CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER     +›


   INPUT
```

Let's change the penalty from **2000** to **1000RUB** and send it to the system by pressing

<Enter>

Scroll **FORWARD**

```
¦   EXCHANGE                                                  PAGE   3


                I CONFIRM THAT ALL SPECIFIED DATA IS CORRECT
            FARE CODE AND FARE AMOUNT ALLOW BY FARE RULE. CONTINUE



                       IF NEED TO SAVE MASK FILLING RESULT, INPUT "SV" +   ¦+›



   INPUT
```

Enter **SV** to save the assessment.

Response message in the form of **TMR**:

```
01 SERGEEVA/IRINA VLADIMIROVNA
        LAST TKT DTE 03JUN25 01:10 (MOW) - DATE OF ORIGIN
*1VX9LM----------------------------------------EX-VOL-FCMI:0(AUTO)-----------
        AL      FLGT  BK T   DATE TIME    FARE BASIS   NVB   NVA      BG
  1. MOW UT TJM  0453  Z  1   03JUN 0110  ZFLEXOW                     1PC
RUB    6800.00    MOW UT TJM6800RUB6800END
                  PDRUB1000YQ PDRUB200YR PDRUB1200K4 PDRUB180K7


   PDXT
RUB     300.00A   CASH DE
AIRLINE CODE 298  A/C  UT
ENDOS PSPT PS/7425432100/RU/NDSA/C818.18/IF NO-SHOW NONREFUNDABLE/NO MEAL
VAT INCL: A/C=818.18[10.00%(T:6800.00)=618.18 20.00%(YQ:1000.00)=166.67 20.
00%(YR:200.00)=33.33]

*FM=0.00(1%)
PENALTY=1000.00RUB
VAT INCL: 90.91[10.00%(K:1000.00)=90.91]
OK PRICING. SPECIFY PASSENGER/SEGMENT NUMBERS, PLEASE
```

New assessment for **CASH**, old ticket under **IN**.

    TMF/EX*1**2

```
*1VX9LM BLANK TYPE ETM
  CA                 1300.00
  IN/O               9380.00
- IN                 2580.00
 ------- -------------------- --- -----------------------------------------
                    10680.00 RUB
ADT 01 TA 298 MOW/UT/TJM
     ZFLEXOW           6800.00 IN/O
     YQI               1000.00 IN/O
   - YQI               1000.00 IN
     YRI                200.00 IN/O
   - YRI                200.00 IN
     K1/CP              300.00 CA
     K4                1200.00 IN/O
   - K4                1200.00 IN
     K7                 180.00 IN/O
   - K7                 180.00 IN
     CP                1000.00 CA
```

Enter the **FOP** during the exchange:

    PFO*1//IN 1234

```
*1VX9LM BLANK TYPE ETM
  IN                 1300.00      1234
  IN/O               9380.00
- IN                 2580.00
 ------- -------------------- --- -----------------------------------------
                    10680.00 RUB
ADT 01 TA 298 MOW/UT/TJM
     ZFLEXOW           6800.00 IN/O
     YQI               1000.00 IN/O
   - YQI               1000.00 IN
     YRI                200.00 IN/O
   - YRI                200.00 IN
     K1/CP              300.00 IN   1234
     K4                1200.00 IN/O
   - K4                1200.00 IN
     K7                 180.00 IN/O
   - K7                 180.00 IN
     CP                1000.00 IN   1234

DOCUMENT IS WRITE FOR TOTAL SUM AMOUNT. TOTAL BY DOC 1300.00 RUB
```

We proceed with the ticket exchange, as the exchange evaluation has been saved, and if no further changes are needed, the manual mask does not need to be called again:

    EX*1

```
01 SERGEEVA/IRINA VLADIMIROVNA
          LAST TKT DTE 03JUN25 01:10 (MOW) - DATE OF ORIGIN
*1VX9LM---------------------------------------EX-VOL-FCMI:2(AUTO,MODIFIED)--
          AL      FLGT  BK T   DATE TIME    FARE BASIS   NVB   NVA      BG
  1. MOW UT TJM  0453  Z 1  03JUN 0110  ZFLEXOW                         1PC
RUB    6800.00    MOW UT TJM6800RUB6800END
                  PDRUB1000YQ PDRUB200YR PDRUB1200K4 PDRUB180K7


    PDXT
RUB    300.00A    INV DE 1234
AIRLINE CODE 298  A/C   UT
ENDOS PSPT PS/7425432100/RU/NDSA/C818.18/IF NO-SHOW NONREFUNDABLE/NO MEAL
VAT INCL: A/C=818.18[10.00%(T:6800.00)=618.18 20.00%(YQ:1000.00)=166.67 20.
00%(YR:200.00)=33.33]

*FM=0.00(1%)
PENALTY=1000.00RUB
VAT INCL: 90.91[10.00%(K:1000.00)=90.91]


RUB0.00 AGN
PART
```

PNR after the ticket exchange and issuance of the **EMD** for the penalty:

```
1VX9LM           STATUS:
99GRS TKP99GRS4591 MOVPIV 21MAY25 10:51 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/7425432100
1  UT-453   Z 03JUN25 VKOTJM HK1 0110 0555 LSN E
P- 1  T 74957821315
   2  M 79030000001 -1
SVC 1  HI1 /D/993//2986190093699C1/RESERVATIONS CHANGE FEE/UT/MOW/TJM/21MAY25 P1
```

Review the ticket:

ET1*1

```
ISSUED 21MAY25-11:40 FROM RS-15  CIT-MOW  PNR: 15 1VX9LM, UT 1K5562
AGN-99GRS CIT-MOW NO-4591 PUL-MOVPIV POS-00118580 FCMI-2

 SERGEEVA/IRINA VLADIMIROVNA

       === ET 2986102011478 / ISSUED IN EXCHANGE FOR 2986102011474 ===
 1    UT-453  Z 03JUN25 0110 VKO TJM OK  ZFLEXOW                      1N   O

FOID    :
FARE    :B/6800RUB
TAXES   :PD:YQ1000 YR200 K41200 K7180
TOTAL   :300A RUB
PAYMENT :300 RUB MS (IN/1234); RUB MS (IN/)
CONTACT :79030000001 74957821315
END/RES :PSPT PS/7425432100/RF/NDSA/K818.18/PRI NEIAVKE VOZVRAT ZAPRESHCHEN/BEZ
PIT ANIIA
FARE CLC :MOW UT TJM6800RUB6800END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
ORIG DOC :2986102011474MOW21MAY2500118580
TOUR CODE:
```

New assessment via **IN**, old ticket via **IN**.

Viewing the **EMD** for the penalty:

```
     EMD+S1

 ISSUED 21MAY25-11:41 FROM RS-15  CIT-MOW  PNR: 15 1VX9LM, UT 1K5562
 AGN-99GRS CIT-MOW NO-4591 PUL-MOVPIV POS-00118580 FCMI-1

  SERGEEVA/IRINA VLADIMIROVNA


      === EMD-S 2986190093699 ICW 2986102011478 ===
 C RFI QT  AL    DATE    AD  AA  VALUE       SAC       BAG   ST
 1 993 1   UT    ------ --- --- 1000                  NONE  F
    RESERVATIONS CHANGE FEE


 RFIC     :D FINANCIAL IMPACT
 FARE     :B/1000RUB
 TAXES    :
 TOTAL    :1000 RUB
 PAYMENT  :1000 RUB MS (IN/1234)
 END/RES  :NON REFUNDABLE
 AGN NAME :MOSKVA AO SIRENA TREVEL
 ADD INFO :NDS90.91
```

Form of payment – via **IN**.

8.5.11   VOLUNTARY FORCED TICKET EXCHANGE (REQUEST EXMF)

Attention! Do not change the voluntary/involuntary status within the form manually. To do so, use the appropriate initial command: **EXMI / EXMR / EXMV / EXMF**.

The **EXMF** request allows you to carry out a voluntary ticket exchange in situations where an **EX/EXM** request returns the system response: "**CHANGE IS NOT PERMITTED. TRY CANCELLATION.**"

The **EXMF** request transfers the fare calculation from the exchanged ticket in full, without altering the breakdown into **PU** and **FC**, and retaining the currency calculation scheme, except in cases where the currency of the country of commencement changes.

Note: The currency of the country of commencement (*COC*) in the **EXMF** request may change if the country of commencement in the ticket changes, or if an international segment is replaced with a domestic one, or a domestic segment with an international one.

When using the **EXMF** request, the agent must enter the correct values for the code and level of the new fare, as well as the fee (penalty) for the exchange operation if required. In this case, fees and currency exchange rates are initially calculated as for a voluntary exchange. Since the voluntary exchange rules defined in the **fare rule** (categories **16/31**) are ignored when executing the **EXMF** request, all changes made in the masks are entirely the responsibility of the agent.

The format of the **EXMF request** is similar to the formats of the **EX/EXM** requests (with the addition of segment indications and, if necessary, fare pricing parameters).

Example. Execution of an exchange operation using the **EXMF** request

Original transportation (segments 2 and 3) and the newly booked segment (1)

```
1VX9XV            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 21MAY25 14:59 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
1  SU-11    R 30MAY25 LEDSVO HK1 1245 1415 LS2 E - НОВЫЙ
2  SU-11    R 31MAY25 LEDSVO HK1 1245 1415 LS2 E
3  SU-2134  R 31MAY25 SVOIST HK1 1700 2210 LS2 E
TL-1502/23MAY25/P (TIME ZONE OF MOW)
```

Pricing of the original transportation:

TM/S*2,3

```
*1VX9XV(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING*****************
              FARE            TAXES            FEE           TOTAL
001 ADT           7480.00         2612.00           0.00      10092.00
              --------------- --------------- --------------- -----------------
 RESULT           7480.00         2612.00           0.00      10092.00  RUB

  1. ADT 02 LED/SU/MOW 84.00EUR 86.87NUC(1000000.00/966941.00) 84.00EUR(966941.
00/1000000.00) 7480.00 (89.00/1.00) RCO "EC/ECONOMY CLASSIC" FR:A.021.SU.EC01
*FM=75.00(1%)
  2.     03 MOW/SU/IST  (02)         RCO "EC/ECONOMY CLASSIC" FR:A.021.SU.EC01
*** TAXES ***:
ADT LED/SU/MOW YRF=7.40EUR=659.00(89.00/1.00) RI=277.00 RI=357.00
    MOW/SU/IST YRF=7.40EUR=659.00(89.00/1.00) RI=660.00
```

When attempting fare calculation for the exchange:

TM/EX*1

System response:

```
CHANGE IS NOT PERMITTED. TRY CANCELLATION
```

In this case, perform the exchange operation using the command

EXMF*1

First page of the mask:

```
¦  EXCH  5556102012003 1VX9XV PASS 1   NEW.SEGM 1,3                PAGE   1
ENDORS/REST+P742543210/DOB08AUG80/NDSA/C219.67
                                                                         ¦
FARE CALCULATION (INITIAL, FOR REFERENCE)
LED SU X/MOW SU IST86.87NUC86.87END ROE0.966941


TOUR CODE  +                ¦
+›
INPUT
```

Second page – original exchange mask for the first segment:

```
¦ EXCHANGE                          VOL/INV V 1VX9XV PASS 1   SEGM 1   PAGE    2
OLD:FARE RETURN    +RCO              ¦+86.87                   ¦+NUC¦  MILES+        ¦
NEW:               +???              ¦+???                     ¦+NUC¦  MILES+        ¦
DSC+        ¦  PENALTY+???        ¦+  ¦  BG+1   ¦+C¦  RT(H/C/A)+ ¦   +              ¦
*FM+0                    ¦+RUB¦NOT VALID BEFORE+           ¦AFTER+         ¦TRAN+ ¦
TAX                       ++¦+RI   ¦+277        ¦+RUB¦++¦+RI    ¦+357        ¦+RUB¦
+-¦+RI    ¦+277       ¦+RUB¦+-¦+RI   ¦+357       ¦+RUB¦++¦+YRF   ¦+659        ¦+RUB¦
+-¦+YRF   ¦+659       ¦+RUB¦+ ¦+     ¦+          ¦+   ¦+ ¦+      ¦+           ¦+    ¦
+ ¦+      ¦+          ¦+    ¦+ ¦+     ¦+          ¦+   ¦+ ¦+      ¦+           ¦+    ¦
+ ¦+      ¦+          ¦+    ¦+ ¦+     ¦+          ¦+   ¦+ ¦+      ¦+           ¦+    ¦
AGN TX+ ¦+   ¦+           ¦+   ¦ + ¦+   ¦+          ¦+   ¦ + ¦+   ¦+           ¦+    ¦
     + ¦+   ¦+           ¦+   ¦ + ¦+   ¦+          ¦+   ¦ + ¦+   ¦+           ¦+    ¦
FORM OF PAY+
                                                                              ¦
                         CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER      +›

   INPUT
```

Corrected exchange mask for the first segment:

```
¦ EXCHANGE                          VOL/INV V 1VX9XV PASS 1   SEGM 1   PAGE    2
OLD:FARE RETURN    +RCO              ¦+86.87                   ¦+NUC¦  MILES+        ¦
NEW:               +RCO              ¦+86.87                   ¦+NUC¦  MILES+        ¦
DSC+        ¦  PENALTY+          ¦+  ¦  BG+1   ¦+C¦  RT(H/C/A)+ ¦   +              ¦
*FM+0                    ¦+RUB¦NOT VALID BEFORE+           ¦AFTER+         ¦TRAN+ ¦
TAX                       ++¦+RI   ¦+277        ¦+RUB¦++¦+RI    ¦+357        ¦+RUB¦
+-¦+RI    ¦+277       ¦+RUB¦+-¦+RI   ¦+357       ¦+RUB¦++¦+YRF   ¦+659        ¦+RUB¦
+-¦+YRF   ¦+659       ¦+RUB¦++¦+CP    ¦+55        ¦+EUR¦+ ¦+      ¦+           ¦+    ¦
+ ¦+      ¦+          ¦+    ¦+ ¦+     ¦+          ¦+   ¦+ ¦+      ¦+           ¦+    ¦
+ ¦+      ¦+          ¦+    ¦+ ¦+     ¦+          ¦+   ¦+ ¦+      ¦+           ¦+    ¦
AGN TX+ ¦+   ¦+           ¦+   ¦ + ¦+   ¦+          ¦+   ¦ + ¦+   ¦+           ¦+    ¦
     + ¦+   ¦+           ¦+   ¦ + ¦+   ¦+          ¦+   ¦ + ¦+   ¦+           ¦+    ¦
FORM OF PAY+
                                                                              ¦
                         CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER      +›

   INPUT
```

Third page is an original exchange mask (revaluation) for the return segment:

```
¦ EXCHANGE (REPRICING)              VOL/INV V 1VX9XV PASS 1   SEGM 3   PAGE    3
OLD:LOOK SEGMENT 1+              ¦+                      ¦+   ¦  MILES+        ¦
NEW:LOOK SEGMENT 1+              ¦+                      ¦+   ¦  MILES+        ¦
DSC+        ¦  PENALTY+???        ¦+  ¦  BG+1   ¦+C¦  RT(H/C/A)+ ¦   +              ¦
*FM+                  ¦+  ¦NOT VALID BEFORE+           ¦AFTER+         ¦TRAN+X¦
TAX                       ++¦+RI   ¦+660        ¦+RUB¦+-¦+RI    ¦+660        ¦+RUB¦
++¦+YRF   ¦+659       ¦+RUB¦+-¦+YRF   ¦+659       ¦+RUB¦+ ¦+      ¦+           ¦+    ¦
+ ¦+      ¦+          ¦+    ¦+ ¦+     ¦+          ¦+   ¦+ ¦+      ¦+           ¦+    ¦
+ ¦+      ¦+          ¦+    ¦+ ¦+     ¦+          ¦+   ¦+ ¦+      ¦+           ¦+    ¦
+ ¦+      ¦+          ¦+    ¦+ ¦+     ¦+          ¦+   ¦+ ¦+      ¦+           ¦+    ¦
AGN TX+ ¦+   ¦+           ¦+   ¦ + ¦+   ¦+          ¦+   ¦ + ¦+   ¦+           ¦+    ¦
     + ¦+   ¦+           ¦+   ¦ + ¦+   ¦+          ¦+   ¦ + ¦+   ¦+           ¦+    ¦
FORM OF PAY+
                                                                              ¦
                         CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER      +›

   INPUT
```

Corrected exchange mask (revaluation) for the return segment:

```
¦ EXCHANGE (REPRICING)              VOL/INV V 1VX9XV PASS 1   SEGM 3  PAGE   3
OLD:LOOK SEGMENT 1+                  ¦+                        ¦+  ¦  MILES+            ¦
NEW:LOOK SEGMENT 1+                  ¦+         ¦  BG+1   ¦+C¦  RT(H/C/A)+ ¦  +         ¦
DSC+          ¦  PENALTY+            ¦+  ¦  BG+1   ¦+C¦  RT(H/C/A)+ ¦  +         ¦
*FM+                    ¦+  ¦NOT VALID BEFORE+           ¦AFTER+          ¦TRAN+X¦
TAX                   ++¦+RI   ¦+660        ¦+RUB¦+-¦+RI   ¦+660        ¦+RUB¦
++¦+YRF  ¦+659        ¦+RUB¦+-¦+YRF  ¦+659        ¦+RUB¦+ ¦+      ¦+      ¦+  ¦
+ ¦+      ¦+          ¦+  ¦+ ¦+      ¦+          ¦+  ¦+ ¦+      ¦+      ¦+  ¦
+ ¦+      ¦+          ¦+  ¦+ ¦+      ¦+          ¦+  ¦+ ¦+      ¦+      ¦+  ¦
+ ¦+      ¦+          ¦+  ¦+ ¦+      ¦+          ¦+  ¦+ ¦+      ¦+      ¦+  ¦
AGN TX+ ¦+  ¦+          ¦+   ¦ + ¦+  ¦+            ¦+   ¦ + ¦+  ¦+      ¦+  ¦
      + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+            ¦+   ¦ + ¦+  ¦+      ¦+  ¦
FORM OF PAY+
                                                                      ¦
                        CALCULATION PRELIMINARY
        CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER       +›


INPUT
```

Scroll **FORWARD**

```
¦  EXCHANGE                                                          PAGE   4


            I CONFIRM THAT ALL SPECIFIED DATA IS CORRECT
         FARE CODE AND FARE AMOUNT ALLOW BY FARE RULE. CONTINUE



                    IF NEED TO SAVE MASK FILLING RESULT, INPUT "SV" +    ¦+›


INPUT
```

Exchange pricing in **TMR** format:

```
01 SERGEEVA/IRINA V
          LAST TKT DTE 23MAY25 14:59 (MOW) - FARE RULE A.021.SU.EC01
*1VX9XV----------------------------------------EX-VOL-FCMI:1(MANUAL)---------
        AL        FLGT  BK T    DATE TIME     FARE BASIS   NVB    NVA        BG
  1. LED SU MOW  0011   R  1   30MAY 1245   RCO                             1PC
  2. MOW SU IST  2134   R  1   31MAY 1700   RCO                             1PC
EUR     84.00    LED SU X/MOW SU IST86.87NUC86.87END ROE0.966941
RUB              PDRUB1318YR PDRUB1294RI RUB4895CP


   PDXT
RUB   4895.00A   CASH DE
AIRLINE CODE 555  A/C  SU
RATE 1EUR=89.00RUB
ENDOS P742543210/DOB08AUG80/NDSA/C219.67
VAT INCL: A/C=219.67[10.00%(T:0.00)=0.00 20.00%(YR:1318.00)=219.67]

*FM=0.00(1%)
BRANDED FARES:
PART
```

Exchange information:

```
EXCHANGE VOLUNT 21MAY25
99GRS 00118580 4591
5556102012003 LED-IST
CHARGE=RUB0.00(RUB0.00)
NEW TICKET 5556102012009
ADC RUB4895(RUB4895) RUB4895(RUB4895)CP
PRESS <FORWARD> TO CONTINUE
```

Scroll **FORWARD**

```
SERGEEVA/IRINA V MS
НОМЕР БИЛЕТА/TICKET NUMBER  : 555 6102012009
 ST PETERSBURG    SU 11   R 30MAY25 1245 OK RCO                        1PC
 MOSCOW           SU 2134 R 31MAY25 1700 OK RCO                        1PC
 ISTANBUL
ФОРМА ОПЛАТЫ/FORM OF PAYMENT  : CASH DE
ИТОГО/TOTAL         : RUB4895A
                                                       CTP./PAGE 1/1

 ›4895.00RUB AGN TAX ON REFUND=0.00RUB
DONT FORGET TO COMPLETE TRANSACTION AND RECEIPT PRINT
```

Ticket in exchange:

ET1*1

```
ISSUED 21MAY25-15:30 FROM RS-15  CIT-MOW  PNR: 15 1VX9XV, SU 0CM7M0
AGN-99GRS CIT-MOW NO-4591 PUL-       POS-00118580 FCMI-1

 SERGEEVA/IRINA V


        === ET 5556102012009 / ISSUED IN EXCHANGE FOR 5556102012003 ===
 1    SU-11   R 30MAY25 1245 LED SVO OK  RCO                        1N   O
 2    SU-2134 R 31MAY25 1700 SVO IST OK  RCO                        1N   O

FOID     :
FARE     :B/84.00EUR
TAXES    :CP4895 PD:YR1318 RI1294
TOTAL    :4895A RUB
PAYMENT  :4895 RUB CA; RUB CA
CONTACT  :79030000001 74957821315
END/RES  :P742543210/DOB08AUG80/NDSA/C219.67
FARE CLC :LED SU X/MOW SU IST86.87NUC86.87END ROE0.966941
AGN NAME :MOSCOW SIRENA TRAVEL JSC
ORIG DOC :5556102012003MOW21MAY2500118580
TOUR CODE:
```

Exchange history record:

```
1VX9XV
(17) TKP99GRS4591 MOVPIV (T/GRT) 00118580 21MAY25 15:32:24 COMMIT
 T  OUTBOUND TELEGRAM NUMBER 1118603881 21MAY25 15:32:24
 XS SU-11 R 31MAI25 LEDSVO HK1  1245 1415 LS2 21MAY25 15:31:40
 CI (AP) ETM 555 6102012009 2/SU-2134/SERGEEVA IRINA V 08AUG80  **  21MAY25
15:31:40
 CI (AP) ETM 555 6102012009 1/SU-11/SERGEEVA IRINA V 08AUG80  **  21MAY25
15:31:40
 PS IR IS PREPARED FOR SENDING 149521 TEST@TEST.RU 21MAY25 15:31:40
 PC UC(EX) ROUTING SU-11 R 30MAY25 LEDSVO    SERGEEVA IRINA V 08AUG80 ADT
    TKT:EBM(555)   84.00EUR 86.87NUC(1000000.00/966941.00)
84.00EUR(966941.00/1000000.00) 7480.00RUB(89.00/1.00) FARE=RCO(M,MM) "EC/ECONOMY
CLASSIC" RULE=A.021.SU.EC01 BG=1PC(A)[S7.A.SU.OC.0DF.A.278750(37698756)]
      YRF=7.40EUR=659.00RUB(89.00/1.00)
/659.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)[37688685]
      YRF=-7.40EUR=-659.00RUB(89.00/1.00) /-659.00RUB(1.00/1.00)/(A)[37688685]
      RI=277.00RUB /277.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)[37219973]
      RI=357.00RUB /357.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)[37643034]
      RI=-277.00RUB /-277.00RUB(1.00/1.00)/(A)[37219973]
      RI=-357.00RUB /-357.00RUB(1.00/1.00)/(A)[37643034]
      CP=55.00EUR=4895.00RUB(89.00/1.00) /4895.00RUB(1.00/1.00)/(M,K=VV/OT)
 FCMI:1(MANUAL) TOTAL 12375.00RUB
*FM=0.00RUB(1%)[AFM.99GRSAGN.555.500(37493542)] VAT INCL:
A/C=219.67[10.00%(T:0.00)=0.00 [TCH.555.4000(35348189)]
20.00%(YR:1318.00)=219.67 [TCH.555.4000(35348189)]] ENDORSEMENTS:
"P742543210/DOB08AUG80/NDSA/K219.67"/"P742543210/DOB08AUG80/NDSA/C219.67"
ARTP/73439 21MAY25 15:30:34
 PC UP(EX) ROUTING SU-2134 R 31MAY25 SVOIST   SERGEEVA IRINA V 08AUG80 ADT
    TKT:EBM(555)   84.00EUR 86.87NUC(1000000.00/966941.00)
84.00EUR(966941.00/1000000.00) 7480.00RUB(89.00/1.00) FARE=RCO(M,MM) "EC/ECONOMY
CLASSIC" RULE=A.021.SU.EC01 BG=1PC(A)[S7.A.SU.OC.0DF.A.278750(37698756)]
      YRF=7.40EUR=659.00RUB(89.00/1.00)
/659.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)[37688685]
      YRF=-7.40EUR=-659.00RUB(89.00/1.00) /-659.00RUB(1.00/1.00)/(A)[37688685]
      RI=660.00RUB /660.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)[37490239]
      RI=-660.00RUB /-660.00RUB(1.00/1.00)/(A)[37490239]
 FCMI:1(MANUAL) TOTAL 7480.00RUB VAT INCL: A/C=219.67[10.00%(T:0.00)=0.00
[TCH.555.4000(35348189)] 20.00%(YR:1318.00)=219.67 [TCH.555.4000(35348189)]]
 PART
```

8.5.12 TICKET EXCHANGE WITHOUT CHANGING THE FLIGHT SEGMENT (REQUEST BLV/BLI)

With the airline's permission, and in cases provided for by the fare rules (such as an official letter from an organization or family relationship), a ticket can be exchanged when passenger data (entered in the name field) is changed, provided all other ticket information remains unchanged.

In the case of an **involuntary** exchange (`BLI`) due to changes in passenger data, no revaluation is performed. The cost of transportation remains unchanged, regardless of the conditions of the originally issued ticket fare (**for example**, regardless of the rules in category 5 "Booking and ticketing conditions"). All data is automatically transferred from the previous ticket. The operation is equivalent to `EXI` without changing route segments.

In the case of a **voluntary** exchange (`BLV`) due to changes in passenger data, a revaluation is performed for both surcharges and the fare portion of the ticket. A fee for exchanging the ticket may apply. The operation is equivalent to `EXV`.

When making changes to passenger data, it is required to check the previously entered passenger category and, if necessary, re-enter it before the ticket exchange procedure.

The active ticket stock must match the form used to issue the original ticket.

This operation is only possible with the same form of payment.

Request format:

```
BL(TYPE)<PAX><*SEG>
```

Request parameters:

BL – Request code

TYPE – Required parameter

I – involuntary

V – voluntary

➤ *Note*: *In the case of a voluntary change of passenger data, a ticket exchange fee may be charged.*

PAX – Passenger number whose details are being changed

* – Separator

SEG – Segment number of the unused ticket. It is specified if the transportation was issued on two tickets and one of them has been fully used.

Example:

1) Open **PNR**

```
1VXGBF          STATUS:
99GRS TKP99GRS4591 MOVPIV 23MAY25 10:09 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-1700  B 03JUN25 SVOVVO HK1 1540 0655 #1 LS2 E
2  SU-1727  B 12JUN25 VVOSVO HK1 1545 1730 LS2 E
P- 1  T 74957821315
```

2) Make changes to the **full name** or part of the **name** and/or the passenger's passport details:

Request format:

```
–(PAX)"(FULL_NAME)
```

Request parameters:

– – Code of the field being changed in the **PNR** ("**–**" indicates the name field)

PAX – Passenger number whose details are being changed

" – Modification request code in the **PNR**

FULL_NAME – New passenger data for whom the transportation is being issued

For example:

```
–1"MAKAROV KIRILL ANDREEVICH 070777+M/PS 4522133200
```

```
1VXGBF          STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 23MAY25 10:09 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL ANDREEVICH 07JUL77(M)/PS /RU/4522133200
1  SU-1700  B 03JUN25 SVOVVO HK1 1540 0655 #1 LS2 E
2  SU-1727  B 12JUN25 VVOSVO HK1 1545 1730 LS2 E
P- 1  T 74957821315
```

3) Complete the transaction:

    ER

Otherwise, the system's response to any other requests will be:

«**NAME CHANGED. SAVE CHANGES OR ROLLBACK THEM (ER/IR/I)**»

4) Perform ticket exchange (**BLV** request):

    BLV(PAX)

        where **PAX** – passenger numbers listed separated by commas

    BLV1 – for the first passenger, if there are multiple in the **PNR**

This operation is only possible with the same form of payment.

5) End the dialog:

    E

➤ *Note:*

    1) After the **BLV** *request and scrolling* **FORWARD***, a preview of the new ticket is displayed on the screen in* **TMR** *format.*

    2) If the transportation is issued on several unlinked tickets, then in case of changes, it is necessary to specify the number of the segment(s). Otherwise, the system will return the message: «**ETKT TRANSACTION DENIED DUE TO SEVERAL ACCOUNT CODES**»*.*

8.5.13   "MANUAL" TICKET EXCHANGE WITHOUT CHANGING THE FLIGHT SEGMENT (BLM REQUEST)

The term "manual exchange" (in the case of changes to passenger data) refers to the possibility of intervention in the ticket exchange process, which is usually performed automatically. The term "manual exchange" does not imply manually issuing a ticket; the ticket is printed automatically by the system.

A manual ticket exchange operation for another passenger or due to changes in passenger data may be used in the following cases:

- it is necessary to make changes to the fare, free baggage allowance, etc.;
- When it is necessary to handle charges differently from the predefined conditions for applying fees;
- When it is necessary to modify the "text in the ticket" compared to the data provided by the **fare rule** system

The manual ticket exchange operation is generally used in non-standard situations when the defined fare or fee conditions do not resolve a specific ticket exchange scenario.

This operation complements the list of commands used in manual ticket operations (**RFM**, **EXM**, **PTM**).

In the case of an **involuntary** ticket exchange (**BLMI**) when changing passenger data, no re-pricing is performed. The fare remains unchanged regardless of the conditions of the fare applied to the original ticket (**for example**, regardless of Category 5: "Advance reservation

and ticketing requirements"). All data is automatically transferred from the previous ticket. **Fare changes and additional charges are not allowed** in involuntary exchanges**.**

In the case of a **voluntary** exchange (`BLMV`) due to changes in passenger data, an automatic revaluation is performed for both surcharges and the fare portion of the ticket. A fee for exchanging the ticket may apply.

In a **forced voluntary** ticket exchange (`BLMF`) when changing passenger data, no **automatic re-pricing is performed for the fare or fees**. The exchange "mask" requires mandatory verification and adjustment.

When making changes to passenger data, it is required to check the previously entered passenger category and, if necessary, re-enter it before the ticket exchange procedure. The active ticket stock must match the form used to issue the original ticket.

Request format:
```
BLM(TYPE)<PAX><*SEG>
```

Request parameters:

`BLM`	–	Request code
`TYPE`	–	Required parameter

              `I` – involuntary

              `V` – voluntary

              `F` – forced voluntary

> ➢ *Note*:   *In the case of a voluntary change of passenger data, a ticket exchange fee may be charged.*
> *__Forced voluntary__ exchange is recommended only in cases where `BLM` and `BLMV` do not work*

`PAX`	–	Passenger number whose details are being changed
`*`	–	Separator
`SEG`	–	Segment number

The system responds by displaying a "mask" that contains the fare and fee amounts the system intends to use. The agent has the ability to edit the fields in this mask.
After completing work with the "masks," the system displays a preliminary evaluation of the itinerary.

- If the assessment results do not satisfy the agent, they can cancel the reissue operation using the `IR` command.

- If the evaluation results satisfy the agent, the **FORWARD** scroll is used.

IMPORTANT!!   The **agent is responsible for all** the **information** in the manual "mask**,**" regardless of whether it was changed or not.

Example 1. Voluntary "manual" ticket exchange
                without changing the flight segment.

```
PNR
```

```
1V6842            STATUS:
99GRS TKP99GRS4591 MOVPIV 31JAN25 10:11 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/4321654321
1  UT-267   K 11FEB25 VKOAER HK1 1020 1410 LSN E
2  UT-470   K 20FEB25 AERSVO HK1 1200 1540 LSN E
P- 1  T 74957821315
```

Route Pricing:

TM/S

```
*1V6842(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
             FARE            TAXES            FEE            TOTAL
001 ADT       20600.00        3060.00           0.00        23660.00

            --------------- --------------- --------------- ------------------
 RESULT       20600.00        3060.00           0.00        23660.00   RUB

  1. ADT 01 MOW/UT/AER 10300.00 KFLEXRT "PR/PREMIUM" FR:UT.0198 *FM=1030.00(5%)
  2.       02 AER/UT/MOW 10300.00 KFLEXRT "PR/PREMIUM" FR:UT.0198
*** TAXES ***:
ADT MOW/UT/AER YQF=800.00 YQI=500.00 YRI=200.00 YRI=30.00
    AER/UT/MOW YQF=800.00 YQI=500.00 YRI=200.00 YRI=30.00
```

Original ticket:

```
ISSUED 31JAN25-10:12 FROM RS-15  CIT-MOW  PNR: 15 1V6842, UT 1GZ1WZ
AGN-99GRS CIT-MOW NO-4591 PUL-MOVPIV POS-00118580 FCMI-0

 SERGEEVA/IRINA VLADIMIROVNA

      === ET 2986101234070 ===
 1   UT-267  K 11FEB25 1020 VKO AER OK  KFLEXRT             11FEB26 1N   O
 2   UT-470  K 20FEB25 1200 AER SVO OK  KFLEXRT             11FEB26 1N   O

FOID     :
FARE     :B/20600RUB
TAXES    :YQ2600 YR460
TOTAL    :23660 RUB
PAYMENT  :23660 RUB MS (IN/0101)
CONTACT  :79030000001 74957821315
END/RES  :PSPT PS/4321654321/RF/NDSA/K2382.73/PRI NEIAVKE VOZVRAT ZAPRESHCHEN/BE
Z PI TANIIA
FARE CLC :MOW UT AER10300UT MOW10300RUB20600END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
TOUR CODE:
```

1) The passenger needs to change their passport number

PNR after the data change:

```
1V6842            STATUS:
99GRS TKP99GRS4591 MOVPIV 31JAN25 10:11 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS /RU/4524100200
1  UT-267   K 11FEB25 VKOAER HK1 1020 1410 LSN E
2  UT-470   K 20FEB25 AERSVO HK1 1200 1540 LSN E
P- 1  T 74957821315
```

Check fare calculation when changing the name field:

TM/BLV

```
*1V6842(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING****************
           LAST TKT DTE 11FEB25 10:20 (MOW) - DATE OF ORIGIN
                    FARE              TAXES              FEE            TOTAL
001 ADT             0.00            1000.00             0.00          1000.00
              ---------------   ---------------   ---------------   ----------------
 RESULT             0.00            1000.00             0.00          1000.00   RUB

  1. ADT 01 MOW/UT/AER 10300.00 KFLEXRT "PR/PREMIUM" FR:UT.0198 *FM=0.00(5%)
                      -10300.00 KFLEXRT "PR/PREMIUM" FR:UT.0198
  2.        02 AER/UT/MOW 10300.00 KFLEXRT "PR/PREMIUM" FR:UT.0198
                      -10300.00 KFLEXRT "PR/PREMIUM" FR:UT.0198
*** TAXES ***:
ADT MOW/UT/AER CP=1000.00 YQF=800.00 YQI=500.00 YRI=200.00 YRI=30.00 YRI=-30.00
               YQF=-800.00 YQI=-500.00 YRI=-200.00
    AER/UT/MOW YQF=800.00 YQI=500.00 YRI=200.00 YRI=30.00 YQF=-800.00
               YQI=-500.00 YRI=-200.00 YRI=-30.00
```

2) Submit a request for manual ticket reissue:

BLMV1

The result of the operation is the following mask, which displays the text of the endorsement / tour code (or their absence) and sets the amounts of applicable fees / fare that the system intends to apply. (If the **PNR** contains multiple passengers / multiple segments, a separate "mask" is displayed for each segment for each passenger. In this case, all pages of the mask for the first passenger are shown in sequence first, followed by all pages of the mask for the second passenger, and so on).
The agent has the ability to edit the fields in this mask.

First page of the mask:

```
¦  EXCH  2986101234070 1V6842 PASS 1   NEW.SEGM 1-2                   PAGE   1
ENDORS/REST+PSPT ПС/4524100200/РФ/НДСА/К2382.73/ПРИ НЕЯВКЕ ВОЗВРАТ ЗАПРЕЩЕН/БЕЗ
ПИТАНИЯ                                                                       ¦
FARE CALCULATION (INITIAL, FOR REFERENCE)
MOW UT AER10300UT MOW10300RUB20600END



TOUR CODE   +                   ¦
+›

 INPUT
```

IMPORTANT!!!   To save changes made in the mask while in "**INPUT**" mode, the mask must be submitted to the system.
If not submitted, any changes made will not be saved when scrolling "**FORWARD**/**BACKWARD**".

Description of "Mask" Fields

Line 1

```
¦  EXCH  2986101234070 1V6842 PASS 1   NEW.SEGM 1-2                    PAGE   1
```

EXCH
> Operation type

2986101234070
> Ticket number being exchanged

1V6842
> **PNR** number

PASS 1
> Passenger Number

NEW.SEGM 1-2
> Segment numbers of the new itinerary

PAGE   1
> Page number

Lines 2-3

```
ENDORS/REST+PSPT ПС/4524100200/РФ/НДСА/К2382.73/ПРИ НЕЯВКЕ ВОЗВРАТ ЗАПРЕЩЕН/БЕЗ
ПИТАНИЯ                                                                        ¦
```

ENDORS/REST
> Endorsements/Restrictions

Lines 4-8

```
FARE CALCULATION (INITIAL, FOR REFERENCE)
MOW UT AER10300UT MOW10300RUB20600END
```

FARE CALCULATION (INITIAL, FOR REFERENCE)
> Header
> Then:

MOW UT AER10300UT MOW10300RUB20600END
> Information field with the original fare calculation line

Line 9

```
TOUR CODE  +                 ¦
```

In the mask, the "**ENDORS/REST**" and "**TOUR CODE**" fields display the text that will appear in the ticket, used during pricing, i.e., entered in Category 18 of the **fare rules** or specified in the **PNR** via **3OTHS**. This text can be modified or supplemented. The agent is responsible for any changes made.

Second page of the mask:

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```
¦ PASSENGER'S DATA CHANGE              VOL/INV V 1V6842 PASS 1   SEGM 1  PAGE   2
OLD:FARE RETURN    +KFLEXRT        ¦+10300              ¦+RUB¦  MILES+           ¦
NEW:               +KFLEXRT        ¦+10300              ¦+RUB¦  MILES+           ¦
DSC+        ¦  PENALTY+1000        ¦+RUB¦  BG+1  ¦+C¦  RT(H/C/A)+ ¦  +           ¦
*FM+0                   ¦+RUB¦NOT VALID BEFORE+          ¦AFTER+11022026 ¦TRAN+ ¦
TAX                     ++¦+YQF  ¦+800       ¦+RUB¦+-¦+YQF  ¦+800       ¦+RUB¦
++¦+YQI  ¦+500      ¦+RUB¦+-¦+YQI  ¦+500       ¦+RUB¦++¦+YRI  ¦+30        ¦+RUB¦
++¦+YRI  ¦+200      ¦+RUB¦+-¦+YRI  ¦+30        ¦+RUB¦+-¦+YRI  ¦+200       ¦+RUB¦
+ ¦+      ¦+        ¦+     ¦+ ¦+       ¦+        ¦+     ¦+ ¦+       ¦+        ¦+    ¦
+ ¦+      ¦+        ¦+     ¦+ ¦+       ¦+        ¦+     ¦+ ¦+       ¦+        ¦+    ¦
+ ¦+      ¦+        ¦+     ¦+ ¦+       ¦+        ¦+     ¦+ ¦+       ¦+        ¦+    ¦
AGN TX+ ¦+   ¦+            ¦+    ¦ + ¦+   ¦+            ¦+    ¦ + ¦+  ¦+        ¦+    ¦
      + ¦+   ¦+            ¦+    ¦ + ¦+   ¦+            ¦+    ¦ + ¦+  ¦+        ¦+    ¦
FORM OF PAY+
                                                                               ¦
                        CALCULATION PRELIMINARY
         CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER       +›


INPUT
```

Description of "Mask" Fields

Line 1

```
¦ PASSENGER'S DATA CHANGE              VOL/INV V 1V6842 PASS 1   SEGM 1  PAGE   2
```

PASSENGER'S DATA CHANGE

> Operation performed on the corresponding segment in the **PNR**

VOL/INV

> Operation type
>
> > **V** – voluntary
> >
> > **I** – involuntary
>
> In this case **V**

1V6842

> **PNR** number

PASS 1

> Passenger Number

SEGM 1

> Segment number in the **PNR** on which the operation is being performed.

PAGE   2

> Mask page number

Line 2

```
OLD:FARE RETURN    +KFLEXRT        ¦+10300              ¦+RUB¦  MILES+           ¦
```

The information pertains to the exchanged ticket:

OLD:FARE RETURN

- Refunded fare code
  - ➢ *Note*:   *The use of Cyrillic characters and the hyphen "-" as a separator before the fare designator code is prohibited*

- The fare amount for the current segment
- Currency

MILES

Payment with miles
> **Note**: Filled in only when paid with miles

Line 3

`NEW:`	`+KFLEXRT`	`¦+10300`	`¦+RUB¦  MILES+`	`¦`

Information pertains to the newly issued ticket:

NEW

- Refunded fare code
  > **Note**: The use of Cyrillic characters and the hyphen ("–") as a separator before the fare designator code is prohibited
- The fare amount for the current segment
- Currency

MILES

Payment with miles
> **Note**: Filled in only when paid with miles

Line 4

`DSC+`	`¦  PENALTY+1000`	`¦+RUB¦  BG+1`	`¦+C¦  RT(H/C/A)+ ¦  +`	`¦`

DSC

Percentage value (from **`-999.9999`** to **`100.0000`**)

If a "**`+`**" is indicated, it represents a discount

If a "**`-`**" is indicated, it represents a surcharge

PENALTY

The amount of the fee for changing passenger data according to the **`fare rule`**

BG

Free baggage allowance:

- **`K`** – in kilograms (**`0-99`**)
- **`L`** – in pounds (**`0-99`**)
- **`C`** – number of pieces (**`0-9`**)
- **`NO`** – no baggage

RT(H/C/A)

`H` – Use historical rate

`C` – Use current exchange rate

`A` – Use default exchange rate (equivalent to a **`BLANK FIELD`**)

Space (blank field)

Indicates confidential fare indicator:

`IT` or **`BT`**

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```
*FM+0                       ¦+RUB¦NOT VALID BEFORE+         ¦AFTER+11022026 ¦TRAN+ ¦
```

*FM

> Agent Commission:
> - Amount
> - Currency code
>
> The value previously entered in the **PNR** may be changed.
>
> The agent is responsible for any changes made.

NOT VALID BEFORE

> Date before which travel on this coupon cannot commence,
> in the format **DDMMYYYY**

AFTER

> **11022026** – The latest date by which travel on this coupon
> must begin, in the format **DDMMYYYY**

TRAN

> Transfer indicator
> Allowed values:
>> **X**   – transfer indicator
>> **Space** – no transfer indicator

Lines 6-13

```
TAX                       ++¦+YQF  ¦+800    ¦+RUB¦+-¦+YQF  ¦+800    ¦+RUB¦
++¦+YQI  ¦+500    ¦+RUB¦+-¦+YQI  ¦+500    ¦+RUB¦++¦+YRI  ¦+30     ¦+RUB¦
++¦+YRI  ¦+200    ¦+RUB¦+-¦+YRI  ¦+30     ¦+RUB¦+-¦+YRI  ¦+200    ¦+RUB¦
```

TAX

> Charges included in the ticket are specified (neutral charges, airline charges, charges registered with **IATA**), which are collected from the passenger, refunded to the passenger, or carried over from the exchanged ticket.
> - Order of fee processing
>> «**+**» – the fee is collected
>> "**–**" – the fee is refunded
>> **Space** – the fee is shown for information only
> - Fee code
> - Charge amount
> - Charge currency
>
> All fields indicated in these lines are input fields, meaning their values can be edited. In addition, the necessary fees can be added to the mask, and unnecessary ones can be removed.

Lines 14-15

```
AGN TX+ ¦+  ¦+          ¦+   ¦ + ¦+  ¦+        ¦+    ¦ + ¦+  ¦+       ¦+   ¦
        + ¦+  ¦+          ¦+   ¦ + ¦+  ¦+        ¦+    ¦ + ¦+  ¦+       ¦+   ¦
```

AGN TX

Displays the charges that are included in the receipt (agency fees)

Charge code details:

- **+** indicates the charge is collected from the passenger
- Charge code, e.g., **AG**
- Charge amount: e.g., **100**
- Currency of the terminal: e.g., **RUB**

All fields indicated in these lines are input fields, meaning their values can be edited. Additionally, necessary charges can be added to the mask, and unnecessary ones can be removed.

Lines 16-17*

```
FORM OF PAY+
                                                                        ¦
```

*Not used

3) Submit the mask to the system.

   System response: «**INFORMATION PART INPUTED OK**».

4) Scroll **FORWARD**

5) The "mask" for the second segment is displayed

6) If necessary, changes can be made to the mask.

7) Submit the mask to the system.

   System response: «**INFORMATION PART INPUTED OK**».

8) After scrolling **FORWARD**, the system prompts for confirmation of the entered data by displaying the "mask":

```
¦   EXCHANGE                                                 PAGE    7


            I CONFIRM THAT ALL SPECIFIED DATA IS CORRECT
         FARE CODE AND FARE AMOUNT ALLOW BY FARE RULE. CONTINUE


                    IF NEED TO SAVE MASK FILLING RESULT, INPUT "SV" +   ¦+›


INPUT
```

➤ **Note**: You can specify the **SV** key to save the evaluation.

9) If there is a need to return to the previous mask (data accuracy is not confirmed), you should scroll **"BACK"**.

If the data is correct, the mask should be submitted to the system.

The system returns a preliminary fare calculation for the itinerary:

```
01 SERGEEVA/IRINA VLADIMIROVNA
          LAST TKT DTE 11FEB25 10:20 (MOW) - DATE OF ORIGIN
*1V6842-----------------------------------RE-VOL-FCMI:0(AUTO)-----------
          AL       FLGT  BK T    DATE TIME    FARE BASIS    NVB   NVA        BG
  1. MOW UT AER   0267   K  1   11FEB 1020   KFLEXRT              11FEB     1PC
  2. AER UT MOW   0470   K  1   20FEB 1200   KFLEXRT              11FEB     1PC
RUB  20600.00    MOW UT AER10300UT MOW10300RUB20600END
                 PDRUB2600YQ PDRUB460YR


   PDXT
       NO ADC    DE
AIRLINE CODE 298  A/C   UT
ENDOS PSPT PS/4524100200/RU/NDSA/C2382.73/IF NO-SHOW NONREFUNDABLE/NO MEAL
VAT INCL: A/C=2382.73[10.00%(T:20600.00)=1872.73 20.00%(YQ:2600.00)=433.33 20.
00%(YR:460.00)=76.67]

*FM=0.00(5%)
PENALTY=1000.00RUB
PART
```

If content overflows (**PART**) – scroll **FORWARD** using **F9**.

Field descriptions


```
01 SERGEEVA/IRINA VLADIMIROVNA
```

01 SERGEEVA/IRINA VLADIMIROVNA
>   Passenger number and last name


```
          LAST TKT DTE 11FEB25 10:20 (MOW) - DATE OF ORIGIN
```
>   Validity of the pricing for the given fare


```
*1V6842-----------------------------------RE-VOL-FCMI:0(AUTO)-----------
```

*1V6842
>   **PNR** number

RE-VOL
>   Assessment indicator: **Reissue –** voluntary

FCMI: 0(AUTO)
>   Evaluation indicator, where **0** means automatic (since the penalty was not changed in the mask)


```
          AL       FLGT  BK T    DATE TIME    FARE BASIS    NVB   NVA        BG
```
>   Header for Flight Segment

AL	–	Airline code
FLGT	–	Flight number
BK	–	RBD code
T	–	Number of seats
DATE	–	Departure date

	TIME	–	Departure time
	FARE BASIS	–	Fare basis in the ticket
	NVB	–	Not valid before
	NVA	–	Not valid after
	BG	–	Free baggage allowance

```
 1. MOW UT TJM  0453  K  1  11FEB 0110  KFLEXRT              11FEB  1PC
 2. TJM UT MOW  0454  K  1  20FEB 0715  KFLEXRT              11FEB  1PC
```

Flight segment data of the new ticket

The information is then divided into two columns:

Left column:

```
RUB  20600.00

   PDXT
       NO ADC   DE
```

Final Total amount of Fare and Fees:

RUB 20600.00

At least one of the **XT** charges is included in the ticket payment

PDXT

At least one of the **XT** charges is included in the ticket payment

NO ADC   DE

No additional payment for the ticket / Form of payment for the ticket

Right column:

```
            MOW UT AER10300UT MOW10300RUB20600END
            PDRUB2600YQ PDRUB460YR
```

Fare and tax calculation by route segments:

MOW UT AER10300UT MOW10300RUB20600END

Fare pricing in the fare construction currency

PDRUB2600YQ PDRUB460YR

List of collected charges in the reporting currency (additionally, may be shown in the payment currency if it differs from the reporting currency)

PD – the listed charges are credited toward the payment of the ticket (if only **XT** and a list of charges are indicated, the listed charges are collected again).

Next:

```
AIRLINE CODE 298  A/C  UT
```

Settlement code and airline code

```
ENDOS PSPT PS/4524100200/RU/NDSA/C2382.73/IF NO-SHOW NONREFUNDABLE/NO MEAL
```

Text in the «**Endorsements/Restrictions**» line

```
VAT INCL: A/C=2382.73[10.00%(T:20600.00)=1872.73 20.00%(YQ:2600.00)=433.33 20.
00%(YR:460.00)=76.67]
```
VAT calculation based on the fare and charges in the ticket

```
*FM=0.00(5%)
```
Agent Commission

```
PENALTY=1000.00RUB
```
Airline-imposed charge for changing flight conditions

10) After scrolling **FORWARD**:

```
                    NEXT OPERATION IS NOT REVERSIBLE
                    FOR PROCEED CALL GO FORWARD
                    FOR IGNORE CALL 'IR'
```

- If the agent is not satisfied with the results, they can cancel the exchange operation using the **IR** command.
- If the evaluation results satisfy the agent, the **FORWARD** scroll is used.

An exchange summary for the agency is then displayed on the screen.

After pressing **FORWARD** the new ticket's itinerary receipt is printed.

It is mandatory to complete the transaction: **ER**

(to save the changes in the **PNR** and display it on the screen)

A new **PNR** is displayed on the screen, containing a remark about unprinted **EMDs** for the fee.

These **EMD** must be printed.

Otherwise, when submitting the **E** command, the system will reply: "**HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE**"

In this case, the following command **must** be executed:

   EMD/CP or **EMD/CP/EX**

After scrolling **FORWARD**, the **EMD** is printed for the fee/charge imposed by the carrier due to changes in travel conditions (**code 50**)

After scrolling **FORWARD**, a **PNR** will be displayed on the screen without the remark about an unprinted **EMD** for the charge.

Booking history:

*H/1

```
1v6842
(9) TKP99GRS4591 MOVPIV (S/GRT) 00118580 31JAN25 12:20:02 COMMIT
 T  OUTBOUND TELEGRAM NUMBER 1116951806 31JAN25 12:20:02
 SV NEW D/993 HI1 UT/MOW/AER/31JAN25 2986190075946/1 SERGEEVA/IRINA VLADIMIROVNA
31JAN25 12:20:02
 PP  1000.00RUB 298 6190075946 298 6101234071 31JAN25 12:20:02
(8) TKP99GRS4591 MOVPIV (T/GRT) 00118580 31JAN25 12:19:54 COMMIT
 T  OUTBOUND TELEGRAM NUMBER 1116951798 31JAN25 12:19:55
 CT (AP) ETM 298 6101234071 2/UT-470/SERGEEVA IRINA VLADIMIROVNA  **  31JAN25
12:19:52
 CT (AP) ETM 298 6101234071 1/UT-267/SERGEEVA IRINA VLADIMIROVNA  **  31JAN25
12:19:52
 PC BLV(RE) ROUNDTRIP UT-267 K 11FEB25 VKOAER   SERGEEVA IRINA VLADIMIROVNA ADT
    TKT:EBM(298)   10300.00RUB FARE=KFLEXRT(A,MA) "PR/PREMIUM" RULE=C.UT.0198
BG=1PC(A)[S7.C.UT.OC.0DF.A.111250(36463985)]
      CP=1000.00RUB /1000.00RUB(1.00/1.00)/(A)
      YQI=500.00RUB /500.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)[30996]
      YQF=800.00RUB /800.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)[37602706]
      YQI=-500.00RUB /-500.00RUB(1.00/1.00)/(A)[30996]
      YQF=-800.00RUB /-800.00RUB(1.00/1.00)/(A)[37602706]
      YRI=200.00RUB /200.00RUB(1.00/1.00)/(A,K=VV/OT)[31451]
 PART
```

In the **PNR** history, transaction **8** (exchange transaction) shows the following:

CT – exchange operation (change in the name field – in this case, the passport number was changed)

    AP – automatic ticket printing during exchange

PC – exchange via the "mask" (input form), which allows for modifications, and therefore is considered a manual evaluation

    BLV – voluntary exchange without changes to flight segments

    BLI – involuntary exchange without changes to flight segments

In the fees

YQI=500.00RUB/500.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)

In parentheses it is indicated:

K – stands for **KEY**

    UC and etc. are keys set in the charge profile, indicating the operations during which this charge will be refunded. (**UC** – the charge is refunded during voluntary exchange).

Example 2. Forced voluntary ticket exchange without changing the flight segment

PNR

```
1V6V4T          STATUS:
99GRS TKP99GRS4591 MOVPIV 04FEB25 15:31 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VADIMOVNA 08AUG80(F)/PS /RU/4321654321
1  SU-1124  R 09FEB25 SVOAER HK1 1210 1605 LS2 E
P- 1  T 74957821315
```

Route Pricing:

```
        TM/S
```

```
*1V6V4T(BLANK TYPE ETM   )WARNING! VERIFY PRICING ON TICKETING*****************
                 FARE            TAXES             FEE            TOTAL
001 ADT          9750.00          542.00            0.00         10292.00

            --------------- --------------- --------------- -----------------
 RESULT          9750.00          542.00            0.00         10292.00  RUB

  1. ADT 01 MOW/SU/AER 9750.00 RFOSLR "EL/ECONOMY FLEX" FR:A.304.SU.EFR1
*FM=98.00(1%)
*** TAXES ***:
ADT MOW/SU/AER YRF=120.00 RI=120.00 RI=302.00
```

PNR after passenger data change (patronymic and date of birth updated):

```
1V6V4T            STATUS:
99GRS TKP99GRS4591 MOVPIV 04FEB25 15:31 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA VLADIMIROVNA 07JUL88(F)/PS /RU/4321654321
1  SU-1124  R 09FEB25 SVOAER HK1 1210 1605 LS2 E
P- 1  T 74957821315
```

Request for manual ticket reissue:

BLMF1

The result of the operation is the following mask:

First page of the mask:

```
¦   EXCH   5556101235772 1V6V4T PASS 1    NEW.SEGM 1                        PAGE   1
ENDORS/REST+P4321654321/DOB07JUL88/НДСА/К906.36
                                                                              ¦

FARE CALCULATION (INITIAL, FOR REFERENCE)
MOW SU AER9750RUB9750END



TOUR CODE  +                   ¦
+›

INPUT
```

IMPORTANT!!! To save changes made in the mask while in "**INPUT**" mode, the mask must be submitted to the system.
If not submitted, any changes made will not be saved when scrolling "**FORWARD/BACKWARD**".

Second page of the mask:

```
¦ PASSENGER'S DATA CHANGE                VOL/INV V 1V6V4T PASS 1    SEGM 1   PAGE    2
OLD:FARE RETURN    +RFOSLR          ¦+9750                   ¦+RUB¦  MILES+          ¦
NEW:                    +???         ¦+???                    ¦+RUB¦  MILES+          ¦
DSC+        ¦   PENALTY+???          ¦+  ¦  BG+2   ¦+C¦  RT(H/C/A)+ ¦   +            ¦
*FM+0                       ¦+RUB¦NOT VALID BEFORE+          ¦AFTER+        ¦TRAN+ ¦
TAX                       ++¦+RI   ¦+120          ¦+RUB¦++¦+RI   ¦+302       ¦+RUB¦
+-¦+RI   ¦+120        ¦+RUB¦+-¦+RI   ¦+302        ¦+RUB¦++¦+YRF  ¦+120       ¦+RUB¦
+-¦+YRF  ¦+120        ¦+RUB¦+ ¦+      ¦+            ¦+   ¦+ ¦+      ¦+          ¦+   ¦
+ ¦+      ¦+          ¦+   ¦+ ¦+      ¦+            ¦+   ¦+ ¦+      ¦+          ¦+   ¦
+ ¦+      ¦+          ¦+   ¦+ ¦+      ¦+            ¦+   ¦+ ¦+      ¦+          ¦+   ¦
+ ¦+      ¦+          ¦+   ¦+ ¦+      ¦+            ¦+   ¦+ ¦+      ¦+          ¦+   ¦
AGN TX+ ¦+   ¦+          ¦+   ¦ + ¦+   ¦+            ¦+    ¦ + ¦+   ¦+          ¦+   ¦
      + ¦+   ¦+          ¦+   ¦ + ¦+   ¦+            ¦+    ¦ + ¦+   ¦+          ¦+   ¦
FORM OF PAY+
                                                                             ¦
                        CALCULATION PRELIMINARY
         CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER      +›

 INPUT
```

You must enter the correct values for the code and level of the new fare into the mask, as well as the exchange fee (penalty) if necessary; in this case, fees and currency rates are initially calculated as for a voluntary exchange.

The corrected exchange mask appears as follows:

```
¦ PASSENGER'S DATA CHANGE                VOL/INV V 1V6V4T PASS 1    SEGM 1   PAGE    2
OLD:FARE RETURN    +RFOSLR          ¦+9750                   ¦+RUB¦  MILES+          ¦
NEW:                    +RFOSLR      ¦+9750                   ¦+RUB¦  MILES+          ¦
DSC+        ¦   PENALTY+500          ¦+RUB¦  BG+2   ¦+C¦  RT(H/C/A)+ ¦   +            ¦
*FM+0                       ¦+RUB¦NOT VALID BEFORE+          ¦AFTER+        ¦TRAN+ ¦
TAX                       ++¦+RI   ¦+120          ¦+RUB¦++¦+RI   ¦+302       ¦+RUB¦
+-¦+RI   ¦+120        ¦+RUB¦+-¦+RI   ¦+302        ¦+RUB¦++¦+YRF  ¦+120       ¦+RUB¦
+-¦+YRF  ¦+120        ¦+RUB¦+ ¦+      ¦+            ¦+   ¦+ ¦+      ¦+          ¦+   ¦
+ ¦+      ¦+          ¦+   ¦+ ¦+      ¦+            ¦+   ¦+ ¦+      ¦+          ¦+   ¦
+ ¦+      ¦+          ¦+   ¦+ ¦+      ¦+            ¦+   ¦+ ¦+      ¦+          ¦+   ¦
+ ¦+      ¦+          ¦+   ¦+ ¦+      ¦+            ¦+   ¦+ ¦+      ¦+          ¦+   ¦
AGN TX+ ¦+   ¦+          ¦+   ¦ + ¦+   ¦+            ¦+    ¦ + ¦+   ¦+          ¦+   ¦
      + ¦+   ¦+          ¦+   ¦ + ¦+   ¦+            ¦+    ¦ + ¦+   ¦+          ¦+   ¦
FORM OF PAY+
                                                                             ¦
                        CALCULATION PRELIMINARY
         CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER      +›

 INPUT
```

Exchange Pricing:

```
01 SERGEEVA/IRINA VLADIMIROVNA
          LAST TKT DTE 06FEB25 15:31 (MOW) - FARE RULE A.304.SU.EFR1
*1V6V4T-------------------------------------RE-VOL-FCMI:1(MANUAL)---------
          AL      FLGT  BK T    DATE TIME    FARE BASIS    NVB    NVA        BG
  1. MOW SU AER  1124   R 1   09FEB 1210  RFOSLR                             2PC
RUB   9750.00    MOW SU AER9750RUB9750END
                 PDRUB120YR PDRUB422RI RUB1000CP


   PDXT
RUB   1000.00A   CASH DE
AIRLINE CODE 555  A/C   SU
ENDOS P4321654321/DOB07JUL88/NDSA/C906.36
VAT INCL: A/C=906.36[10.00%(T:9750.00)=886.36 20.00%(YR:120.00)=20.00]

*FM=0.00(1%)
BRANDED FARES:
1. RFOSLR "EL/ECONOMY FLEX"

PART
```

An exchange summary for the agency is then displayed on the screen.

After pressing **FORWARD** the new ticket's itinerary receipt is printed.

Be sure to complete the transaction using: **ER**

(to save the changes in the **PNR** and display it on the screen).

A new **PNR** is displayed on the screen, containing a remark about unprinted **EMDs** for the fee (if any). These **EMD** must be printed.

Otherwise, when submitting the **E** command, the system will reply: «**HAVE NOT PRINTED EMD ON CANCEL FEE/CHARGE**».

8.5.14 INVOLUNTARY EXCHANGE OF ELECTRONIC TICKETS

Important!!! **You must not change** the **voluntary/involuntary** status within the form manually. You should use the appropriate initial command: **EXMI** / **EXMR** / **EXMV** / **EXMF**.

Three types of involuntary ticket exchange are considered:

- involuntary exchange due to a scheduled timetable change or flight cancellation (more than 2 days before departure) — **SKCH** exchange mode;
- involuntary exchange due to an unscheduled timetable change or flight cancellation (less than 2 days before departure) — **IROP** exchange mode;
- involuntary exchange with airline authorization in exceptional situations (e.g., medical reasons, changes in passenger personal data, etc.).

In the case of a scheduled change or flight cancellation, the involuntary ticket exchange is performed using the **EXI**/**EXMI** request (it can also be performed with **EX**/**EXM** if the new itinerary has the **INVOL_SKCHG** indicator).

In **IROP** mode, the ticket exchange is performed using the **EXR**/**EXMR** request or the

automatic **EX/EXM** request, and can only be executed if the **INVOL_IROP** indicator is set on the new itinerary.

When authorized by the airline, an involuntary ticket exchange is performed using the **EXI/EXMI** request (if there are no **INVOL_SKCHG/INVOL_IROP** indicators), or **BLI/EXMI**.

IMPORTANT!!! The involuntary exchange request in **IROP** mode is only available in airline sessions and only if the new itinerary contains the **INVOL_IROP** indicator.
The involuntary exchange request for scheduled timetable changes and with airline authorization is also available in neutral sessions.
Performing an involuntary exchange in scheduled change mode is not allowed if the INVOL_IROP indicator is set.

For any type of involuntary exchange, any additional charges or refunds related to the fare and taxes are prohibited, as are exchange fees, **OB/OC** charges, and agency fees. The currency of payment and the fare calculation line in the new ticket remain the same as in the exchanged ticket, regardless of the currency set at the terminal where the exchange is performed. The free baggage allowance remains unchanged, and VAT is not recalculated. The "**Not Valid Before**" and "**Not Valid After**" fields on the new ticket will contain dates corresponding to the departure dates of the new flights.

Involuntary exchange is not permitted if the new segment already contains a pricing evaluation set by the **TT/TO/TV/TH** requests.

8.5.14.1 Involuntary ticket exchange due to a scheduled timetable change or flight cancellation(EXI request)

Request format:

  EXI or **EXMI**

Example.

Travel itinerary: Minsk–Moscow–Vladivostok. Flight SU-1831 from Minsk to Moscow on June 10 is delayed by 3 hours, causing a missed connection. The passenger makes an involuntary exchange to flight SU-1835, which departs earlier on the same day. The ticket was issued in Minsk in **BYN** ; the exchange is processed in Moscow, where the currency is **RUB**.

  PNR

```
1VXGRD          STATUS:
99GRS TKP99GRS4591 MOVPIV 23MAY25 14:19 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-1831  R 10JUN25 MSQSVO TK1 1440 1610 LS2 E
2  SU-1700  R 10JUN25 SVOVVO HK1 1540 0655 #1 LS2 E
P- 1  T 74957821315
```

Issued ticket:

```
ISSUED 23MAY25-14:24 FROM RS-15  CIT-MOW  PNR: 15 1VXGRD, SU 0CMFM9
AGN-99GRS CIT-MOW NO-4591 PUL-        POS-00118580 FCMI-0


 MAKAROV/KIRILL A


         === ET 5556102015199 ===
 1    SU-1831 R 10JUN25 1140 MSQ SVO OK  RCOSL          10JUN25 10JUN25 1N   O
 2    SU-1700 R 10JUN25 1540 SVO VVO OK  RCOEMR         10JUN25 10JUN25 1N   O


FOID     :
FARE     :B/384.00EUR  E/1337.00BYN
TAXES    :YR51.50 RI42.93 WJ20.75 WH16.20 WI42.53 B89.97
TOTAL    :1520.88 BYN
PAYMENT  :1520.88 BYN MS (IN/1244ZAO)
CONTACT  :79030000001 74957821315
END/RES  :P452213320/DOB07JUL77
FARE CLC :MSQ SU MOW62.05SU VVO334.34NUC396.39END ROE0.966941
AGN NAME :MOSCOW SIRENA TRAVEL JSC
TOUR CODE:
```

PNR with the new segment:

```
1VXGRD            STATUS:NOT SAVED
99GRS TKP99GRS4591 MOVPIV 23MAY25 14:19 TCH (00118580,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-1835  Y 10JUN25 MSQSVO HK1 0630 0755 LS2 E
2  SU-1831  R 10JUN25 MSQSVO TK1 1440 1610 LS2 E
3  SU-1700  R 10JUN25 SVOVVO HK1 1540 0655 #1 LS2 E
TL-1427/25MAY25/P (TIME ZONE OF MOW)
```

Involuntary exchange:

EXI*1

Scroll **FORWARD**

```
EXCHANGE INVOLUNT 23MAY25
99GRS 00118580 4591
5556102015199 MSQ-VVO
CHARGE=EUR0.00(BYN0.00)  (1EUR=3.4798BYN)
NEW TICKET 5556102015208
ADC EUR0.00(BYN0.00)
PRESS <FORWARD> TO CONTINUE
```

Scroll **FORWARD**

```
MAKAROV/KIRILL A MR
НОМЕР БИЛЕТА/TICKET NUMBER : 555 6102015208
 MINSK            SU 1835 Y 10JUN25 0630 OK RCOSL          10JUN10JUN 1PC
 MOSCOW           SU 1700 R 10JUN25 1540 OK RCOEMR         10JUN10JUN 1PC
 VLADIVOSTOK
ФОРМА ОПЛАТЫ/FORM OF PAYMENT  :  DE
ИТОГО/TOTAL          : NO ADC
                                                     СТР./PAGE 1/1

 ›0.00BYN AGN TAX ON REFUND=0.00BYN
DONT FORGET TO COMPLETE TRANSACTION AND RECEIPT PRINT
```

New ticket:

```
ISSUED 23MAY25-14:34 FROM RS-15  CIT-MOW  PNR: 15 1VXGRD, SU 0CMFM9
AGN-99GRS CIT-MOW NO-4591 PUL-       POS-00118580 FCMI-0

 MAKAROV/KIRILL A


        === ET 5556102015208 / ISSUED IN EXCHANGE FOR 5556102015199 ===
 1    SU-1835 Y 10JUN25 0630 MSQ SVO OK  RCOSL           10JUN25 10JUN25 1N   O
 2    SU-1700 R 10JUN25 1540 SVO VVO OK  RCOEMR          10JUN25 10JUN25 1N   O

FOID     :
FARE     :B/384.00EUR
TAXES    :PD:YR51.5 RI42.93 WJ20.75 WH16.2 WI42.53 B89.97
TOTAL    :NO ADC BYN
PAYMENT  :BYN CA; BYN MS (IN/1244ZAO)
CONTACT  :79030000001 74957821315
END/RES  :SKCHG/P452213320/DOB07JUL77
FARE CLC :S-MSQ SU MOW62.05SU VVO334.34NUC396.39END ROE0.966941
AGN NAME :MOSCOW SIRENA TRAVEL JSC
ORIG DOC :5556102015199MSQ23MAY2500118580
TOUR CODE:
```

The ticket includes indicators of involuntary exchange due to schedule change or flight
cancellation:

– in the field«**Endorsements/Restrictions**» – `SKCHG`,

– in the field«**Fare calculation**» – `S-`.

– in the field«**Total**» – `NO ADC`.

➢ *Note*:   *For any type of involuntary exchange, the currency of the newly issued ticket*
                    remains unchanged (same as the exchanged ticket), regardless of the possibly
                    different currency of the terminal used for the exchange or the different country of
                    departure (if the itinerary is changed during exchange).

Before performing the exchange operation, a request to set the form of payment (`PFOI`) may
be submitted. Since any additional payments/refunds are prohibited for all types of
involuntary exchanges—including penalties, `OB`/`OC` fees, agency fees, and mileage
surcharges (as per `IATA` Resolutions 735d and 1735)—the `PFOI` request will always return
zero additional payment (see below). The `PFOI` request can be used to lock in the pricing to
prevent errors in exchange type during subsequent exchange operations (e.g., if an `EX`/`EXM`
request is later submitted, the exchange will be processed as involuntary).

Involuntary exchange is prohibited if the new segment already contains a stored pricing (from
previously executed `TT`/`TO`/`TV`/`TH` requests).

Pricing of involuntary exchange:
     PFOI*1//CA

```
*1VXGRD BLANK TYPE ETM
  IN/O                 1520.88     1244 ZAO
- IN                    183.88     1244 ZAO
 ------- ------------------- --- ------------------------------------------
                      1520.88 BYN
ADT 01 TA 555 MSQ/SU/MOW
     RCOSL               209.00 IN/O 1244 ZAO
     YRF                  25.75 IN/O 1244 ZAO
   - YRF                  25.75 IN   1244 ZAO
     RI                   23.93 IN/O 1244 ZAO
   - RI                   23.93 IN   1244 ZAO
     WJ                   20.75 IN/O 1244 ZAO
   - WJ                   20.75 IN   1244 ZAO
     WH                   16.20 IN/O 1244 ZAO
   - WH                   16.20 IN   1244 ZAO
     WI                   42.53 IN/O 1244 ZAO
   - WI                   42.53 IN   1244 ZAO
     B8                    9.97 IN/O 1244 ZAO
   - B8                    9.97 IN   1244 ZAO
   02 TA 555 MSQ/SU/MOW
     RCOEMR             1128.00 IN/O 1244 ZAO
DOCUMENT IS WRITE FOR TOTAL SUM AMOUNT. TOTAL BY DOC 0.00 RUB
```

When performing the exchange using the **EXMI** request, the "**VOL/INV**" field in the mask is locked for editing and is set to the value corresponding to the type of exchange – **I**.

Important!	For all types of involuntary exchanges, the **RT** (exchange rate) field must remain **unfilled**.

8.5.14.2   Involuntary IROP exchange in the airline session(EXR request)

IMPORTANT!!!	The exchange **can only be performed in the airline session** (if attempted in a neutral session, the message "**ERROR: IROP ALLOW IN AWK SESSION ONLY**" will appear), and only **if** the new itinerary has the **INVOL_IROP indicator set**.

Request format:
  EXR or **EXMR**

Example:
Carriage from Saint Petersburg – Moscow – Sochi, the departure time of the second flight has been changed.

  PNR
```
1VXMLV            STATUS:
99GRS SU99GRS4591 MOVPIV 26MAY25 10:11 SU 99999992 (99999992,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-7     N 06JUN25 LEDSVO HK1 0945 1110 LS2 E
2  SU-1124  N 06JUN25 SVOAER UN1 1240 1630 LS2 E
3  SU-1140  N 06JUN25 SVOAER TK1 IR 1935 2325 LS2 E
P- 1  T 74951234567
```

Issued ticket:

```
ISSUED 26MAY25-10:16 FROM RS-15  CIT-MOW  PNR: 15 1VXMLV, SU 0CMM73
AGN-99GRS CIT-MOW NO-4591 PUL-        POS-99999992 FCMI-0


 MAKAROV/KIRILL A


        === ET 5552240010401 ===
 1    SU-7    N 06JUN25 0945 LED SVO OK  NCOENR           06JUN25 06JUN25 1N   O
 2    SU-1124 N 06JUN25 1240 SVO AER OK  NCOENR           06JUN25 06JUN25 1N   O


FOID     :
FARE     :B/17530RUB
TAXES    :RI1111
TOTAL    :18641 RUB
PAYMENT  :18641 RUB CA
CONTACT  :79030000001 74951234567
END/RES  :P452213320/DOB07JUL77/INCL VAT1593.64RUB
FARE CLC :LED SU MOW6800SU AER10730RUB17530END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
TOUR CODE:
```

IROP-exchange:

```
    EXR*1,3**1,2
```

Scroll **FORWARD** (F9)

```
EXCHANGE INVOLUNT 26MAY25
99GRS 99999992 4591
5552240010401 LED-AER
CHARGE=RUB0.00(RUB0.00)
NEW TICKET 5552240010403
ADC RUB0.00(RUB0.00)
PRESS <FORWARD> TO CONTINUE
```

Scroll **FORWARD** (F9)

```
ПАССАЖИР/PASSENGER: MAKAROV/KIRILL A MR
INVOL/P452213320/DOB07JUL77/INCL VAT1593.64RUB/MAKAROV/KIRILL A MR//
ST PETERSBURG       -PULKOVO 1           /MOSCOW-SHEREMETYEVO B
LED SU  7    N 06JUN 0945  OK NCOENR          1PC
MOSCOW              -SHEREMETYEVO B     /SOCHI-SOCHI
SVO SU  1140 N 06JUN 1935  OK NCOENR          1PC
НОМЕР БИЛЕТА/TICKET NUMBER: 555 2240010403
ФОРМА ПЛАТЕЖА/FORM OF PAYMENT:  DE
ТАРИФ/FARE:                    RUB17530
ТАКСЫ/TAXES:                   PD XT 1111RI

СТОИМОСТЬ/TOTAL:               NO ADC
ЭКВ. ТАРИФА/EQUIV. FARE PD:
                                                 CTP./PAGE 1/1

 >0.00RUB AGN TAX ON REFUND=0.00RUB
DONT FORGET TO COMPLETE TRANSACTION AND RECEIPT PRINT
```

 PNR after exchange:

```
1VXMLV            STATUS:
99GRS SU99GRS4591 MOVPIV 26MAY25 10:11 SU 99999992 (99999992,MOW,RU)
  1 MAKAROV/KIRILL A 07JUL77(M)/12DEC35/PSP/RU/452213320
1  SU-7     N 06JUN25 LEDSVO HK1 0945 1110 LS2 E
2  SU-1140  N 06JUN25 SVOAER TK1 IR 1935 2325 LS2 E
P- 1  T 74951234567
```

New ticket:

```
ISSUED 26MAY25-10:28 FROM RS-15  CIT-MOW  PNR: 15 1VXMLV, SU 0CMM73
AGN-99GRS CIT-MOW NO-4591 PUL-       POS-99999992 FCMI-0

 MAKAROV/KIRILL A


        === ET 5552240010403 / ISSUED IN EXCHANGE FOR 5552240010401 ===
 1    SU-7    N 06JUN25 0945 LED SVO OK   NCOENR           06JUN25 06JUN25 1N   O
 2    SU-1140 N 06JUN25 1935 SVO AER OK   NCOENR           06JUN25 06JUN25 1N   O

FOID     :
FARE     :B/17530RUB
TAXES    :PD:RI1111
TOTAL    :NO ADC RUB
PAYMENT  :RUB CA; RUB CA
CONTACT  :79030000001 74951234567
END/RES  :INVOL/P452213320/DOB07JUL77/INCL VAT1593.64RUB
FARE CLC :I-LED SU MOW6800SU AER10730RUB17530END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
ORIG DOC :5552240010401MOW26MAY2599999992
TOUR CODE:
```

The ticket has been marked with indicators of an involuntary exchange of the **IROP** type:
- in the field«**Endorsements/Restrictions**» – **INVOL**,
- in the field«**Fare calculation**» – **I-**,
- in the field«**Total**» – **NO ADC**.

For any type of involuntary exchange, the currency of the newly issued ticket remains unchanged (same as the exchanged ticket), regardless of the possibly different currency of the terminal used for the exchange or the different country of departure (if the itinerary is changed during exchange).
Involuntary exchange is prohibited if the new segment already contains a stored pricing (from previously executed **TT/TO/TV/TH** requests).

If a request is used that specifies both the segments of the new itinerary and the segments of the exchanged itinerary, all segments—both new and exchanged—must be listed (previously, it was sufficient to indicate at least one segment of the exchanged itinerary). Otherwise, the message: «**NOT ALL OLD SEGMENTS ARE LISTED ...**».

Before performing the exchange operation, a request to set the form of payment (**PFOR**) may be submitted. Since any additional payments/refunds are prohibited for all types of involuntary exchanges—including penalties, **OB**/**OC** fees, agency fees, and mileage surcharges (as per IATA Resolutions 735d and 1735)—the **PFOR** request will always return zero.
The **PFOR** request can be used to lock in the pricing to prevent errors in exchange type during subsequent exchange operations (e.g., if an **EX/EXM** request is later submitted, the exchange will be processed as involuntary IROP exchange).

When performing the exchange using the **EXMR** request, the "**VOL/INV**" field in the mask is locked for editing and is set to the value corresponding to the type of exchange – **R** :

Important! For all types of involuntary exchanges, the `RT` (exchange rate) field must remain **unfilled**.

8.5.14.3   Involuntary Ticket Exchange with Airline Authorization

Request format:

  EXI or **EXMI**   (when **INVOL_SKCHG** /**INVOL_IROP** indicators are not present);

  BLI or **BLMI**   (in case of changes to the passenger's personal data).

Example.

Transportation: Moscow–Sochi, passenger's passport details are being changed.

Original **PNR**:

```
1VXMMB            STATUS:
99GRS TKP99GRS4591 MOVPIV 26MAY25 10:48 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA V 08AUG80(F)/12DEC35/PSP/RU/742543210
1  SU-1122  R 06JUN25 SVOAER HK1 1050 1440 LS2 E
P- 1  T 74957821315
```

Issued ticket:

```
ISSUED 26MAY25-10:48 FROM RS-15  CIT-MOW  PNR: 15 1VXMMB, SU 0CMMCL
AGN-99GRS CIT-MOW NO-4591 PUL-        POS-00118580 FCMI-0

 SERGEEVA/IRINA V


       === ET 5556102015249 ===
 1    SU-1122 R 06JUN25 1050 SVO AER OK  RCOSLR          06JUN25 06JUN25 1N   O

FOID     :
FARE     :B/5000RUB
TAXES    :YR659 RI477
TOTAL    :6136 RUB
PAYMENT  :6136 RUB CA
CONTACT  :79030000001 74957821315
END/RES  :P742543210/DOB08AUG80/NDSA/C564.38
FARE CLC :MOW SU AER5000RUB5000END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
TOUR CODE:
```

Booking with updated passport details:

```
1VXMMB            STATUS:
99GRS TKP99GRS4591 MOVPIV 26MAY25 10:48 TCH (00118580,MOW,RU)
  1 SERGEEVA/IRINA V 08AUG80(F)/PS /RU/4521133200
1  SU-1122  R 06JUN25 SVOAER HK1 1050 1440 LS2 E
P- 1  T 74957821315
```

Ticket exchange:

    BLI

Scroll **FORWARD** (`F9`)

```
EXCHANGE INVOLUNT 26MAY25
99GRS 00118580 4591
5556102015249 MOW-AER
CHARGE=RUB0.00(RUB0.00)
NEW TICKET 5556102015254
ADC RUB0.00(RUB0.00)
PRESS <FORWARD> TO CONTINUE
```

Scroll **FORWARD** (**F9**)

```
SERGEEVA/IRINA V MS
НОМЕР БИЛЕТА/TICKET NUMBER  : 555 6102015254
 MOSCOW           SU 1122 R 06JUN25 1050 OK RCOSLR              1PC
 SOCHI
ФОРМА ОПЛАТЫ/FORM OF PAYMENT  :  DE
ИТОГО/TOTAL          : NO ADC
                                                     CTP./PAGE 1/1

 >0.00RUB AGN TAX ON REFUND=0.00RUB
DONT FORGET TO COMPLETE TRANSACTION AND RECEIPT PRINT
```

New ticket:

```
ISSUED 26MAY25-10:57 FROM RS-15  CIT-MOW  PNR: 15 1VXMMB, SU 0CMMCL
AGN-99GRS CIT-MOW NO-4591 PUL-        POS-00118580 FCMI-0

 SERGEEVA/IRINA V


       === ET 5556102015254 / ISSUED IN EXCHANGE FOR 5556102015249 ===
 1    SU-1122 R 06JUN25 1050 SVO AER OK  RCOSLR                 1N   O

FOID     :
FARE     :B/5000RUB
TAXES    :PD:YR659 RI477
TOTAL    :NO ADC RUB
PAYMENT  :RUB CA; RUB CA
CONTACT  :79030000001 74957821315
END/RES  :P742543210/DOB08AUG80/NDSA/C564.38
FARE CLC :MOW SU AER5000RUB5000END
AGN NAME :MOSCOW SIRENA TRAVEL JSC
ORIG DOC :5556102015249MOW26MAY2500118580
TOUR CODE:
```

For this type of exchange, no indicators are entered in the "**Endorsements/Restrictions**" and "**Fare calculation**" fields.

In any type of involuntary ticket exchange, the currency of the newly issued ticket remains unchanged (the same as in the exchanged ticket), regardless of the possibly different currency of the terminal from which the exchange is performed.

When performing the exchange using the **BLMI** request, the "**VOL/INV**" field in the mask is locked for editing and is set to the value corresponding to the type of exchange – **I**.

| **Important!** | For all types of involuntary exchanges, the **RT** (exchange rate) field must remain **unfilled**. |

9 ELECTRONIC TICKET HISTORY (ETH REQUEST)

Request format:

ETH#(Ticket)

Request parameters:

ETH	–	Request code
#	–	Separator
Ticket	–	Settlement code and electronic ticket number

Example of ticket history display:

ETH#5981200001624

```
TKNE: 5981200001624
      SERGEEVA/IRINA VLADIMIROVNA

COUPON 1
                     05JUN25 07:23 CRS-15  SC-MOW
AGN-99GRS  AGC-MOW  ID-4591  TERM-MOVPIV  POS-59801721
HZ-4745  Y 15JUN25  0010 KJAUUS OK     5980000696442 FLOWN
ISSUE                05JUN25 06:51 CRS-15  SC-MOW
AGN-99GRS  AGC-UUS  ID-4591  TERM-MOVPIV  POS-59801721
HZ-4745  Y 15JUN25  0010 KJAUUS OK                   OPEN


COUPON 2
                     05JUN25 07:25 CRS-15  SC-MOW
AGN-99GRS  AGC-UUS  ID-4591  TERM-MOVPIV  POS-59801721
HZ-4744  Y 20JUN25  2245 UUSKJA OK     5980000696415 REFUND
ISSUE                05JUN25 06:51 CRS-15  SC-MOW
AGN-99GRS  AGC-UUS  ID-4591  TERM-MOVPIV  POS-59801721
HZ-4744  Y 20JUN25  2245 UUSKJA OK                   OPEN
```

where

TKNE	–	E-ticket number
SERGEEVA/IRINA VLADIMIROVNA	–	Passanger's last name, name
COUPON 1	–	Below is the history of the first coupon. The sequence of operations with the coupon is presented from bottom to top.
05JUN25	–	Date of the operation
07:23	–	Time of the operation
CRS-15	–	Booking system ID in which the ticket was issued (**15** – Mixvel)
SC-MOW	–	System's base city
AGN-99GRS	–	Code of the agency where the ticket was issued
AGC-MOW	–	City where the point of sale is located
ID-4591	–	Operator ID who issued the ticket
TERM-MOVPIV	–	Terminal code from which the ticket was issued
POS-59801721	–	**POS** number where the ticket was issued
ISSUE	–	Operation name

Flight segment information, where:

FLOWN – Coupon status code – **<u>Flown | Used</u>** (Used)

5980000696442 – Authorization code for settlement. It appears if the coupon status code is final (further operations with the coupon are prohibited).

10   VIEWING AIRLINE TICKET ISSUANCE QUOTAS

10.1.1   VIEWING QUOTAS FOR AIRLINES WITH A "MIXVEL" SERVER

To view the electronic ticket issuance quota for airlines with a <u>Mixvel server</u>, the **RD** request is used.

The information is retrieved from the airline's server.

Request format:

```
RD/QUOTA
```

The agent's session determines the airline whose server will receive the request for the electronic ticket quota.

If the agent is in a session with an airline whose server does not support the quota request (all servers except the Mixvel server), a response message will be displayed, for example:

"**QUOTA REQUEST NOT SUPPORTED BY … ETS**."

Depending on the operator's privileges (agent or agency supervisor), the response will contain different levels of information:

For example: RD/QUOTA

The response message for an agency supervisor's request will contain information about the entire agency's quotas.

Example 1. U6 airline session

```
AIRLINE: U6
AGENCY: 99ГРС
POINT OF SALE: 26207440
TICKET QUOTA: 999999
EMD QUOTA: 1000000
```


Example 2. TCH session

```
ATSS-TCH
AGENCY:99ГРС
POINT OF SALE: 00118580
E-TICKET QUOTA: 75973
EMD QUOTA: 87745
```


```
СВВТ-ТКП
АГЕНТСТВО:99ГРС
ПУНКТ ПРОДАЖИ: 00118580
КВОТА ЭБ: 75973
КВОТА ЭО: 87745
```

System response available in Cyrillic only

To view all types of assigned quotas for issuing electronic tickets and **EMD**, use the **/ALL** parameter:

```
RD/QUOTA/ALL
```

The response message contains complete information on all assigned quotas by document type and amount:

```
AIRLINE: U6
AGENCY 77MOB
TICKET QUOTA: 10000
EMD QUOTA: 10000
MAX TICKET AMOUNT: 100000000 RUB
MAX EMD AMOUNT: 2000000 RUB
```

If no quota limit is set for the agent, the quota information will display "**UNLIMITED**":

```
AIRLINE: SU
AGENCY 99GRS
TICKET QUOTA: 1000000
EMD QUOTA: 100000000
MAX TICKET AMOUNT: UNLIMITED
MAX EMD AMOUNT: UNLIMITED
```

To view only the assigned **EMD** quotas, use the "**/EMD**" parameter:

RD/QUOTA/EMD

RD/QUOTA/EMD/ALL

```
AIRLINE: U6
AGENCY 77MOB
EMD QUOTA: 10000
MAX EMD AMOUNT: 2000000 RUB
```

To view the assigned quotas by amounts for electronic tickets and/or **EMDs**, the parameter «**/SUM**» is used:

RD/QUOTA/SUM

The response message contains complete information on all assigned quota amounts:

```
AIRLINE: U6
AGENCY 77MOB
MAX TICKET AMOUNT: 100000000 RUB
MAX EMD AMOUNT: 2000000 RUB
```

Request format to view amount details only for **EMD**:

RD/QUOTA/EMD/SUM

```
AIRLINE: U6
AGENCY 77MOB
MAX EMD AMOUNT: 2000000 RUB
```

10.1.2   VIEWING QUOTAS FOR AN AIRLINE WITHOUT A "MIXVEL" SERVER

To view the quota for issuing electronic tickets for an airline that does not have a Mixvel server, the **VP/AQT** request is used.

This request is also used for tickets with a generated number.

The information is retrieved from the agency's quota and the quota for the **POS** group of the respective agency.

Request format:

VP/AQT

Request parameters:

VP	–	Request code
/	–	Separator
AQT	–	Directory code

Example 1. Session of airline **UT**:

VP/AQT

```
SER=298   , TYPE=0, AGN=99GRS
     KAG: GRP=29842300  , TYPE=0, QUOTA=96
END
```

The quota is issued for the current agency and the current point of sale (**POS**).

where:

SER	–	Ticket series
TYPE	–	Ticket type
		0 – e-ticket
		1 – Ticket with a generated number
		2 – Both
AGN	–	Current agency
KAG	–	Indicator that the current **POS** is part of a group with its own assigned quota
GRP	–	The code of the group to which the current **POS** belongs ("**AGR**"), or the **POS** code if the quota is allocated only for this specific **POS** ("**KAG**").
QUOTA	–	Quota for issuing tickets of this type

Example 2. **TCH** session:

VP/AQT

```
SER=093   , TYPE=0, AGN=01VGG, QUOTA=0
     KAG: GRP=09728121  , TYPE=0, QUOTA=0
SER=093   , TYPE=0, AGN=01KZN, QUOTA=0
     KAG: GRP=093TATARVS, TYPE=0, QUOTA=0
SER=093   , TYPE=0, AGN=01KRR, QUOTA=0
     KAG: GRP=093TAVSKUB, TYPE=0, QUOTA=0
SER=093   , TYPE=0, AGN=01OMS, QUOTA=0
     KAG: GRP=093OMS0001, TYPE=0, QUOTA=0
SER=093   , TYPE=0, AGN=01ROV, QUOTA=0
     KAG: GRP=093UGAVIA1, TYPE=0, QUOTA=0
SER=093   , TYPE=0, AGN=01SMS, QUOTA=0
     KAG: GRP=093SMW0001, TYPE=0, QUOTA=0
     KAG: GRP=09727454  , TYPE=0, QUOTA=0
     KAG: GRP=09727841  , TYPE=0, QUOTA=0
PART
```

11 APPENDIX 1. COUPON STATUS CODES

A **Airport Control**
The actual carrier has taken control of the electronic ticket flight coupon prior to the scheduled flight departure.

C **Checked-In**
The passenger has checked in baggage and/or received a boarding pass

E **Exchanged/Reissued**
The value of the electronic ticket coupon has been credited toward the payment of a new transaction.

F **Flown| Used**
Transportation under the electronic ticket flight coupon has been completed.

G **Exchanged/FIM**
Exchanged for a FIM at the initiative of the ground handler (DCS system)

I **Irregular operations**
The operating carrier in control of the coupon extends its validity beyond the 48 hours allowed for coupons with status codes "`A`", "`C`", or "`L`".

L **Lifted| Boarded**
The passenger has boarded the aircraft.

N **Coupon Notification**
Indicator of "foreign" coupons or coupons for which final status codes `E,F,P,R,X` have already been assigned

O **Open for use**
The status code of the flight coupon can be changed to any other except `"T"`.

P **Printed**
The electronic flight coupons have been converted from an electronic file into a paper document. Once a coupon has been printed, it cannot be returned to its original electronic status code, and must be treated as a paper flight/value coupon.

R **Refunded**
The unused value of the electronic ticket flight coupons has been refunded or credited to the passenger.

S **Suspend**
The responsible carrier has temporarily suspended the use of the electronic ticket flight coupon.

T **Paper Ticket**
The sale was issued on paper with a system-generated number. This status code allows carriers to store and track both paper and electronic tickets in a unified database.

U **Unavailable**
The responsible carrier has found this coupon unavailable for use. Such a coupon may only be exchanged.

V **Void**
Complete cancellation of the electronic sales record. Used only when all coupons have the status code "`O`" or "`T`". Voiding applies only to the initial sale transaction or to a new ticket issued as a result of an "Exchange/Reissue" transaction.

X **Print exchange**

The electronic ticket has been printed with a new ticket number without changing the originally paid fare and fare rules.

Z   **<u>Closed</u>**

The responsible carrier has prohibited the use of this coupon.

0-9 Registered for use by the carrier exclusively in online mode.

The following coupon status codes are final (no further operations with the coupon are allowed)

E	– Exchanged/Reissued		**X**	– Replaced with a paper document
F	– Flown		**V**	– Void
P	– Printed		**T**	– Paper ticket
R	– Refunded		**Z**	– Closed

12 APPENDIX 2. SVC ELEMENT STATUS CODES

HK – Service confirmed, **EMD** issuance not required

HD – Service confirmed, **EMD** issuance required

HI – Service confirmed, **EMD** for the service has been issued

HN – Confirmation required

XX – Service canceled

UN – Service not available

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13 APPENDIX 3.
PNR HISTORY: EXAMPLES OF DISPLAYING OPERATIONS

13.1 EXAMPLES

Example1.   First line of the booking history

```
1BWSM7
```

where **1BWSM7** – Number **PNR**

Example2.   First line of each transaction

```
(3) TKP99GRS4591 MOVPIV (T/GRT) 00118580 21AUG24 16:35:12
```

where **(3)** – Transaction number. Transactions in the **PNR** history are listed in

reverse order: from newest to oldest

TKP99GRS4591	– Agent (operator) ID
MOWPIV	– Terminal ID
(T/GRT)	– How the transaction was made:

	T	– via terminal
	X	– via the Internet
	S	– by the system
	W	– using a web service

/ In which system:

/GRS –	live **MXV system** (МКЛ)
/GRU –	training **MXR** system
/GRT –	training **MXT** system

00118580	– POS **number**
21AUG24	– Date of change
16:35:12	– Time of change

Example3.   Messages

```
T   OUTBOUND TELEGRAM NUMBER 1115736028 21AUG24 16:35:12
```

where **T** – Line code indicating a message

Message type:

OUTBOUND	– Sent to the airline's booking center
INBOUND	– Received from the airline's booking center
1115755564	– message number

Example4. Route changes (*HI)

```
 XS U6-300 B 30AUG24 SVXDME HK1  1600 1630
 AS U6-274 B 30AUG24 SVXDME HS1  1200 1235
```

where **XS** – Segment deletion code,

      AS – Segment addition code

```
AS ------- F ???????        AR0  ---- ----
```

– Arrival segment

```
AS U6----- Y ??????? SVXDME OP1  ---- ----
```

– Open-date

```
AS U6-274 Y 25JUN25 SVXDME SA1  ---- ----
```

– Standby

```
AS 2A----- Y ??????? MUCQYG AK1  ---- ----
```

– Surface (ground) segment

```
AS UT-443 Y 09AUG25 VKOTJM NC1  1000 1400 UT*2245GK
```

– Surface (non-flight) transportation segment

```
XC U6-274 B 25JUN25 SVXDME HS2/1 1200 1235
```

where **XC** – Segment seat reduction code

      2 – Was

      1 – Became

```
XS SU-6197 L 20JUN25 SVOKZN HN9  1135 1310
```

where **HN** – Status of a canceled segment when booking is prohibited

        «BOOK FAILED»

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Example5.   Passenger name changes (*HN)

```
CL SERGEEVA/ANNA P/SR/RU/IIIIK742543*CNN
CD SERGEEVA/IRINA V/PS/RU/4521133200*1ADT
AN SERGEEVA/ANNA P 07JUL17(F)/SR/RU/IIIIK742543*ADT
XN MAKAROV/KIRILL A 07JUL77(M)
```

where **XN** – Name deletion code,

AN – Name addition code,

CD – Passenger data change code, including passport details

CL – Change of passenger category and/or entitlement to discount/privilege

Example6.   Changing child-to-adult association

```
DL SVIAZ MEZHDU SERGEEVA ANNA P I MAKAROV KIRILL A UDALENA
AL PASSAZHIR SERGEEVA ANNA P PRIVIAZAN K PASSAZHIRU MAKAROV KIRILL
```

where **AL** – Code for adding the association,

DL – Code for deleting the association

Example7.   Group PNR

```
GR GROUP 0-0-0/CORAL/GRP-1VC7VV
```

where **GR GROUP** – Code for entering the group name

CORAL – Group name

```
GR GROUP 0-0-0/TNT/10724
```

where **10724** – Group registration number, if specified

Example8.   Time limit

```
(1) TKP99GRS4591 MOVPIV (T/GRT) 00118580 06JUN25 14:56:23 COMMIT
(TL=2300/29JUN25/A)
```

– The time limit was automatically assigned upon booking
(It appears in the first transaction **(1)**)

```
  TL PNR'S TIME LIMIT CHANGED (TL=1513/06JUN25 TIME ZONE OF MOW) 06JUN25 14:58:51
  PA TL DP-6939 T 30JUN25 SVOAER    SERGEEVA IRINA VLADIMIROVNA 08AUG80 ADT
     TKT:EBM(425)   3899.00RUB FARE=TECONALL(A) "ST/BASIC" RULE=C.DP.0001
FCMI:0(AUTO)  TOTAL 3899.00RUB 06JUN25 14:58:51
```

- Time limit was set by evaluation (**PA**), using the **TL** request.
  In the history, the applied fare code is shown (**FARE=TECONALL(A)**)
  and the **fare rule** number (**RULE=C.DP.0001**),

where **TL** is the code for setting the time limit

```
(7) TKP99GRS4591 MOVPIV (T/GRT) 00118580 06JUN25 15:07:45 COMMIT
(TL=1700/06JUN25/M)
```

- Time limit was manually set using the "**8**" request

Example9.   Remarks, OSI

```
RM NEW YY VERY IMPORTANT PASSENGER
RM CHANGED DP SERVICE ASSIGNMENT -> DP SERVICE PASSENGER
RM REMOVED DP SERVICE PASSENGER
```

where **RM** – Code for a remark

    YY – For any airline

    DP – For airline DP

    -> – Indicates a remark change, with:

        before – the old remark text is indicated,

        after – the new remark text is indicated

➤ **Note**: *Confidential remarks (5/K/) are not shown in the* **PNR** *history.*

Example10.   Contact Information

- **Entered into the PNR via entry "9"**

    Important!   Contact information entered in the **PNR** via entry "**9**"
         is not reflected in the booking history!

- **Email address entered in the PNR via entry "5E"**

```
RM NEW TYPE=EMAIL YY TEST@TEST.RU
RM REMOVED TYPE=EMAIL YY TEST@TEST.RU
```

Example11.   Data on "who provided the booking information"

```
***  SIDOROV  ***
```

where ******* – indicator of data entry

Example12.   Special Service Request, SSR:

where **AG** – code for sending a special service request:

        OUTBOUND TELEGRAM – to the airline

        INBOUND TELEGRAM – from the airline

    CG – code for changing the status of a special service request

    XG – code for deleting a special service request

        Status codes for the service request:

           HK1 – request confirmed

           XX1 – request deleted

        (see "Service Request Status Codes" in Chapter 30, Part 1 of the Agent's Manual)

- **Specific seat request on board**

```
CG SU-7/MAKAROV KIRILL A 07JUL77 SEAT NN/HK1   02A W.LS
AG SU-7/MAKAROV KIRILL A 07JUL77 SEAT NN1    02A
```

where **SEAT** – code for specific seat request

    NN1 – request is pending confirmation by the airline

    HK1 – seat is confirmed

    02A W.A.LS – characteristics of the confirmed seat

- **Special meal**

```
CG DP-6939/SERGEEVA IRINA VLADIMIROVNA 08AUG80 VGML NN/UN1
```

where **VGML** – special meal code

    UN1 – special meal request was denied

- **Carriage of baggage with an extra seat in the cabin (CBBG)**

```
AN PETROV/IVAN 10APR60(M)/PS/RU/2234567890*ADT
XN PETROV/IVAN
AN PETROV/CBBG*1ADT
AN PETROV/IVAN*1ADT
```

– entering the passenger's last name with 1 seat for **CBBG**

```
CG U6-5027/PETROV IVAN 10APR60 CBBG NN/HK1   20VIOLONCEL 2
```

– Special service **CBBG** has been confirmed by the airline

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```
 PA UPSELL U6-5027 Y 20JUN25 DMESVX    PETROV IVAN 10APR60 ADT
    TKT:EBM(262)  44610.00RUB FARE=YECOW(A) "EC/ECONOM" RULE=C.U6.1611
BG=1PC(A)[S7.A.U6.OC.0DF.A.167500(36368455)] FCMI:0(AUTO) TOTAL 44610.00RUB
ENDORSEMENTS: "PP2234567890/NONEND" 06JUN25 21:22:30
 PA UPSELL U6-5027 Y 20JUN25 DMESVX    PETROV CBBG ADT
    TKT:EBM(262)  44610.00RUB FARE=YECOW/CB(A) "EC/ECONOM" RULE=C.U6.1611
BG=NO(A) FCMI:0(AUTO) TOTAL 44610.00RUB ENDORSEMENTS: "NONEND/VYDAN VMESTE
S262"/"NONEND/ISSUED IN CONNECTION WITH262" 06JUN25 21:22:30
```

- Automatic fare calculation when upgrading the brand: separately for the passenger and separately for the **CBBG** :

For **CBBG**: there is no baggage allowance (**BG=NO**), the fare code includes the indicator (**/CB**), and the "**ENDORSEMENTS**" field indicates that it was issued in conjunction with the passenger's ticket (**ISSUED IN CONNECTION WITH**262):

```
 AT (AP) ETM 262 1260022060 1/U6-5027/PETROV CBBG  **
 AT (AP) ETM 262 1260022059 1/U6-5027/PETROV IVAN 10APR60  **
```

- separate ticket printing for the passenger and the **CBBG**

- **Passenger occupying more than one seat in the aircraft cabin (EXST)**

```
AS U6-5027 Y 25JUN25 DMESVX HS3  1200 1630
```

- Booking 3 seats for one passenger

```
AN SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F)/PS/RU/7425432100*3ADT
```

- entering the name of one passenger occupying 3 seats

```
CG U6-5027/SERGEEVA IRINA VLADIMIROVNA 08AUG80 EXST NN/HK1  COMFORT
```

- special service **EXST** has been confirmed by the airline

```
PA PR U6-5027 Y 25JUN25 DMESVX   SERGEEVA IRINA VLADIMIROVNA 08AUG80 ADT
    TKT:EBM(262)  40610.00RUB FARE=YPROW/EX(A) "PR/PROMO" RULE=C.U6.1500
BG=NO(A)[S7.A.U6.OC.0DF.A.103500(36368293)]
      Q=81220.00RUB(A)
...
ENDORSEMENTS: "PP7425432100/NDSA/K11236.18/2EXST/NONEND"
```

- automatic fare calculation at the time of ticket issuance (**PR** – sale), with the following details: the fare basis includes the **EXST** indicator (**/EX**), the surcharge for additional seats is shown (**Q=81220.00RUB**), and the "**ENDORSEMENTS**" field contains information about the two additional seats (**2EXST**)

```
AT (AP) ETM 262 1260022061 1/U6-5027/SERGEEVA IRINA VLADIMIROVNA 08AUG80  **
```

   – Printing of one (single) ticket for all three seats

- **Entering additional information in the "ENDORSEMENTS/RESTRICTIONS" field of the ticket**

```
AG UT-621/OTHS HK0    TKST LARGE FAMILY
```

   – in the ticket field, not linked to a specific passenger

```
AG UT-621/MAKAROV KIRILL ANDREEVIC 07JUL77 OTHS HK1    TKST LARGE FAMILY
```

   – in the ticket field of an adult passenger or a child with a seat

```
AG UT-621/MAKAROV KIRILL ANDREEVIC 07JUL77 OTHS HK1    TKSTINF LARGE FAMILY
```

   – in the ticket field of a child without a seat / infant (**INF**)

- **Entry of additional information in the "ENDORSEMENTS/RESTRICTIONS" field of an EMD**

```
AG UT-621/MAKAROV KIRILL ANDREEVIC 07JUL77 OTHS HK1    EDTK
NON-REFUNDABLE
```

- **Entry of additional information in the "REMARKS" field of an EMD**

```
AG UT-621/MAKAROV KIRILL ANDREEVIC 07JUL77 OTHS HK1    EDPR
NON-REFUNDABLE
```

   – In the **EMD** field

```
AG OTHS HK0    PRIM VAT10.55RUB
```

   – In the **EMD** field for a service charge set by the agency

- **Entering of information in the "TOUR CODE" field**

```
AG OTHS HK0    KDTR 000100
```

   – in the ticket field, not linked to a specific passenger

```
AG MAKAROV KIRILL ANDREEVIC 07JUL77 OTHS HK1    KDTR 000100
```

   – in the ticket field of an adult passenger or a child with a seat

```
AG MAKAROV KIRILL ANDREEVIC 07JUL77 OTHS HK1    KDTRINF 000100
```

– in the ticket field of a child without a seat / infant (**INF**)

```
AG OTHS HK0    EDKT VIP FAMILY
```

– In the **EMD** field

Example13. Airline notifications, SSR

```
 T  INBOUND TELEGRAM NUMBER  1118738489
 CG UT-621/MAKAROV KIRILL ANDREEVIC 07JUL77 INFT NN/HK1   MAKAROVA/ANNA IVANOVNA
01DEC24
 QP 99GRS/00118580/MOVPIV//Q111 * D1
```

– Incoming message with confirmation from the airline and placement of **PNR** in queue 111

Example14. Queues (*HQ)

```
QP 99GRS/00118580/MOVPIV//Q111 * D1
```

where **QP**   – code for placing **PNR** in the queue

    111   – queue number

```
QR 99GRS/00118580/MOVPIV//Q111 * D-14
```

where **QR**   – code for removing **PNR** from the queue

```
QD 27JUN25 10:00/99GRS/00118580/MOVPIV//Q10
```

where **QD**   – code for removing **PNR** from the queue with automatic
                return to the same queue at the specified date and time

    27JUN24   – scheduled date for returning **PNR** to the queue

    10:00   – scheduled return time **PNR** to the queue

    10   – queue number

Example15. Pricing

· **Pricing identifiers**

where (**A**) – automatic pricing indicator

    (**M**) – manual pricing / manual adjustment indicator

    (**S**) – selected fare option after a **TH** request

- **Itinerary pricing**

```
PA PF SU-1141 N 17JUN25 AERSVO   SERGEEVA IRINA V 08AUG80 ADT
```

where **PA** – code for pricing during automatic ticket issuance via **PT** request;
  – automatic pricing code with the operation code under which
    the pricing was retained:
    PF – operation code for entering the form of payment

```
TVA PR SU-1141 N 17JUN25 AERSVO   SERGEEVA IRINA V 08AUG80 ADT
```

where **TVA** – pricing via **TV** request with **a**utomatic fare
    application
  PR = SALE – operation code under which pricing was performed

```
TVM PR UT-461 S 14NOV24 TJMDME   SERGEEVA IRINA V 08AUG80 ADT
```

where **TVM** – pricing via **TV** request with manually applied
    fare

```
PR PR SU-1141 N 17JUN25 AERSVO   SERGEEVA IRINA V 08AUG80 ADT
```

where **PR** – pricing code via **TT** request;
  – or during manual printing via **PTM** request (with or
    without changes)

```
PH PR ROUTING SU-1141 N 17JUN25 AERSVO   SERGEEVA IRINA V 08AUG80 ADT
```

where **PH** – pricing code via **TH** request

```
PC UC(EX) SU-1141 N 18JUN25 AERSVO   SERGEEVA IRINA V 08AUG80 ADT
```

where **PC** – pricing code via **TO** request
  – or during exchange via "mask"

```
PA VD SU-7 J 20JUN25 LEDSVO   MAKAROV KIRILL A 07JUL77 ADT
```

– automatic pricing of voluntary refund

```
AM /SU-1138/MAKAROV KIRILL A 07JUL77  **
```

where **AM**   −   cancellation code for route pricing via **CP/-** request

- **Service Pricing (EMD)**

```
PA PF SRV SU-1138 N 20JUN25 SVOAER   MAKAROV KIRILL A 07JUL77 ADT
```

  −   automatic pricing code for the service (**EMD**)

```
PR PR SRV SU-1138 N 20JUN25 SVOAER    MAKAROV KIRILL A 07JUL77 ADT
```

  −   pricing code for the service using **TT** request (**EMD**)

```
SV CP+S/-/ C/0C3 HD1 SU-1138N SVOAER 20JUN25 MAKAROV/KIRILL A
```

  −   cancellation of the entered form of payment for the service (**EMD**)

- **Pricing Indicator (FCMI)**

```
  BG=1PC(A)[S7.A.SU.OC.0DF.A.278750(37698756)] FCMI:0(AUTO) TOTAL
11980.00RUB ...
```

where **FCMI:**   −   pricing indicator

  0(AUTO)   −   automatic pricing

- **Penalty Keys**

```
YRF=7.40EUR=740.00RUB(100.00/1.00)
/740.00RUB(1.00/1.00)/(A,K=UC/VD/VV/OT/UP/UT/BD)
```

where **K**   −   code after which a list of penalty keys is shown, as defined in the fare
                    component
        Keys = operations under which the fee will be refunded:
            UC − voluntary exchange
            VD − voluntary refund
            VV − involuntary refund
            OT − denial on **PT**
            UP − re-evaluation (voluntary exchange)
            UT − re-issuance (voluntary exchange)
            BD − voluntary exchange due to passenger data change

- **Brand Upgrade via "VV+" Request**

```
PA UPSELL SU-1138 N 20JUN25 SVOAER   MAKAROV KIRILL A 07JUL77 ADT
   TKT:EBM(555)  11980.00RUB FARE=NCOR(A) "EC/ECONOMY CLASSIC" ...
```

where **UPSELL** – brand upgrade

EC/ECONOMY CLASSIC – brand to which the fare has been upgraded

- **IT Fare**

```
 TKT:EBM(555)  IT 11980.00RUB FARE=NCOR(M) "EC/ECONOMY CLASSIC"
```

  - The fare amount in **PNR** history is visible only to the operator who performed the **TT** request

- **Manual Assignment of Pricing Unit**

```
TTC TTC*2/FC=2/PU=1/NK=1/TPU=RT/FD=2/TD=2
```

where **TTC** – operation code for manual fare component assignment

Example16.   Entering FOP

```
 FP //CA. TOTAL BY DOC: 1217.00 RUB
 FP /T/IN. TOTAL BY DOC: 11980.00 RUB
```

where **PF** – code for entering form of payment information:

   Form of payment code:

   CA – cash,

   IN – bank transfer (non-cash)

```
FP /TBK/PK VI400000XXX0006 PC: VI AUTH: 1234. TOTAL BY DOC: 9957.00 RUB
```

where **PK**   – card payment code,

   VI400000XXX0006 – card number,

   PC: VI   – card type,

   AUTH: 1234   – authorization code

```
FP +S1/TBK/IN. TOTAL BY DOC: 3500.00 RUB
```

  - payment form entered for ancillary services (**EMD**)

Example17.   Agency Commission (Fee)

```
FCMI:0(AUTO) TOTAL 50822.00RUB *FM=502.00RUB(1%)
[AFM.99GRSAGN.555.500(36973321)] VAT INCL: A/C=4557.27 ...
```

− commission source: automatic table **AFM**

where   ***FM**   − commission display code

502.00RUB(1%) − **1%** commission and its **RUB** equivalent

99GRSAGN   − agency receiving the commission

555   − validating carrier

```
FCMI:0(AUTO) TOTAL 36142.00RUB *FM=200.00RUB[M,PNR] ...
```

− commission was manually entered in the **PNR**

```
FCMI:0(AUTO) TOTAL 14762.00RUB *FM=155.00RUB[M] ...
```

− commission was entered in the manual "mask" field of the e-ticket or **EMD**

```
FCMI:0(AUTO) TOTAL 2000.00RUB *FM=40.00RUB(2%) [C.UT.35.35WITH983(36972379)] ...
```

− commission source: category **35** of the confidential fare rules in the e-ticket:

where   **C**   − fare information source **TCH**

UT   − airline code

Example18.   Ticket Issuance (Printing)

```
AT (AP) ETM 555 2240010561 1/SU-1138/MAKAROV KIRILL A 07JUL77  **
```

where **AT**   − code for ticket issuance (printing)

AP   − code for automatic ticket printing

555 2240010561 − ticket number

```
 FCMI:0(AUTO) TOTAL 13197.00RUB *FM=120.00RUB(1%)
 ...
 ENDORSEMENTS: "P452213320/DOB07JUL77/NDSA/K1212.42" /
"P452213320/DOB07JUL77/NDSA/C1212.42" TOUR CODE: "VIP"
```

where **ENDORSEMENTS:** − text that appears in the ticket's

"ENDORSEMENTS/RESTRICTIONS" field and then

the text is indicated in quotation marks **"..."**

TOUR CODE: − the code of the text indicated in the **"TOUR CODE"**field of the

ticket

and the text is shown in quotation marks **"..."**

Example19.   Emergency Ticket Refund (Void)

```
OT /- /SU-1138/MAKAROV KIRILL A 07JUL77  **
```

where **OT**   – code for voiding operation

    /-   – with seat reservation retained on the flight (via **UN/-** request)

```
OT /SU-1138/MAKAROV KIRILL A 07JUL77  **
```

– without seat reservation (via **UN** request)

Example20.   Ticket Refund

```
XT (MP) H.NOTICE:5556102023722/SU-7/SERGEEVA IRINA V 08AUG80  **
```

– voluntary refund

where **XT** – refund operation code

```
XT (MP) IND H.NOTICE:5556102023723/SU-1700/SERGEEVA IRINA V 08AUG80  **
```

– involuntary refund

Example21.   Ticket Revalidation via "7O" Request

```
7O ETM 6102023724 1/99GRS/4591/UT-621/MAKAROV KIRILL A 07JUL77  **
```

where **7O** – revalidation operation code

Example22.   Ticket Exchange

● **When flight segments change**

```
CI (AP) ETM 628 6100029050 1/B2-975/SERGEEVA IRINA V 08AUG80  **
```

where **CI** – exchange operation code

    AP – automatic printing during exchange (via **EX** or **EXM** requests)

Next is the pricing history:

```
PC UC(EX) B2-975 Y 20AUG24 MSQSVO   SERGEEVA IRINA V 08AUG80 ADT
```

where **PC**   – code for exchange through a "mask" that allows modifications,
            therefore it is considered a manual pricing

      UC   – voluntary exchange code

```
CI (AP) IND ETM 555 6100107117 1/SU-25/SERGEEVA IRINA V 08AUG80  **
```

– involuntary exchange

```
CI (AP) FLD ETM 555 2240007684 1/SU-11/SERGEEVA IRINA V 08AUG80  **
```

– involuntary **IROP** exchange

• When passenger data changes

```
CT (AP) ETM 262 6100030354 1/U6-263/SERGEEVA IRINA VADIMOVNA  **
```

where **CT** – code of the exchange operation without changes to the flight segments

Next is the pricing history:

```
PC BLI(RE) ROUNDTRIP U6-266 W 07AUG24 SVXDME   SERGEEVA IRINA VADIMOVNA ADT
```

where **PC**   – mask-based exchange code
      BLI   – code of involuntary exchange without changes to the flight segments
      RE   – code indicating no changes on the first segment (**Reissue**)

Example23.   EMD

• For the payment of ancillary services

```
SV NEW C/0C2 HN1 UT-454Z TJMVKO 19JUN25 MAKAROV/KIRILL A
```

– **SVC** element added to **PNR**

```
SV STATUS HN->HD C/0C2 HN1 UT-454Z TJMVKO 19JUN25 MAKAROV/KIRILL A
```

– **SVC** status changed from **HN** to **HD**
   See Appendix 2 part 2 of the Agent Manual for `SVC` *status codes*

```
SV DELETED C/0C2 HD1 UT-454Z TJMVKO 19JUN25 MAKAROV/KIRILL A
```

– **SVC** element removed from **PNR**

```
SV NOS BAGAZH DO 44F 20KG->BAGAZH NE BOLEE 20KG 203SM C/0C2 HI1
```

– service name in the **SVC** element changed

```
EI (A) 2499.00RUB MAKAROV KIRILL ANDREEVICH 07IIUL77 2986190097039/C1 >
2986102023727/C1/UT-454/19JUN25 0C2
```

where **EI**   – **EMD** issuance code

 (A)   – automatic pricing indicator

 2499.00RUB – total amount

 2986190097039 – **EMD** number

 C1   – **EMD** coupon number

 2986102023727 – the ticket number for which the **EMD** has been issued

 C1   – number of the corresponding ticket coupon

 0C2   – **RFISC**

```
   TKT:EMD(298)  2499.00RUB FARE=0C2(A) RULE=S7.C.UT.OC.0C2.C.42550 /1,P
FCMI:0(AUTO) TOTAL 2499.00RUB VAT INCL: A/C=227.18 [10.00%(T:2499.00)=227.18
[TCH.298.6000(2716208)]] ENDORSEMENTS: "NDS227.18 REFUND ONLY"/"NDS227.18 REFUND
ONLY" TOUR CODE: "VIP" COMM.NAME: "BAGAZ NE BOLEE 20KG 203SM"/"BAG UPTO 20KG
203LCM" (>> 2986102023727/K1)
```

where **ENDORSEMENTS:**   – text that appears in the ticket's

          "ENDORSEMENTS/RESTRICTIONS"

       and the text is shown in quotation marks **"…"**

  TOUR CODE: – the code of the text indicated in the **"TOUR CODE"**field

of the ticket

       and the text is shown in quotation marks **"…"**

```
EV (A) 2499.00RUB MAKAROV KIRILL ANDREEVICH 07IIUL77 2986190097040/C1 >
2986102023727/C1/UT-454/19JUN25 0C2
```

where **EV** – **EMD** void (cancellation) code

```
EA (M) 1000.00RUB MAKAROV KIRILL ANDREEVICH 07IIUL77 298/C1 >
2986102023727/C1/UT-454/19JUN25 0C2
```

where **EA** – saving a manually created **EMD** mask

 (M) – manual pricing/mask indicator

```
ER (A) VOL 2499.00RUB MAKAROV KIRILL ANDREEVICH 07IIUL77 2986190097042/C1 >
2986102023727/C1/UT-454/19JUN25 0C2
```

where **ER** – **EMD** refund code

 VOL – voluntary refund code

```
EE (A) 4998.00RUB MAKAROV KIRILL ANDREEVICH 07IIUL77 2986190097044/C1 >
2986102023727/C1/UT-454/19JUN25 0C2
```

where **EE** – **EMD** exchange code

- **Fees / Carrier Charges on Cancellation or Changes**

```
PP  2000.00RUB 298 6190096614 298 6102023727
```

where **PP**   – code for fee issuance related to cancellation or changes
    2000.00RUB   – fee amount
    298 6190096614   – **EMD** number issued for the fee
    298 6102023727   – the ticket number for which the **EMD** has been issued

- **Ticket refund certificate**

```
PI 298 1006805963 298 6102023727
```

where **PI**   – code for printing the refund certificate
    298 1006805963   – **EMD** number used to issue the certificate

- **Receipt for fee set by the agency**

```
TX  500.00RUB 99C 1006805952 298 6102023727
```

where **TX**   – code for issuing a receipt for the fee set by the
                           agency
    500.00RUB   – fee amount
    99C 1006805952   – **EMD** number for the fee with **RSK 99C**

Example24.   Printing a copy of itinerary receipt and EMD

```
EC ETM 555 6102024946 1/SU-1135/MAKAROV KIRILL A 07JUL77  **
```

where **EC** – code for printing a copy of the itinerary receipt of the e-ticket using **CIR** request

Important!   Printing a copy of an **EMD** using the **EMDC** request is not reflected in the **PNR** history.

Example25.   Sending a copy of itinerary receipt and EMD via Email

```
PS IR IS PREPARED FOR SENDING 150223 TEST2@TEST.RU +2
```

where **PS**   − code for sending the e-ticket and/or
                                                 EMD itinerary receipt via Email

    PREPARED FOR SENDING   − itinerary receipt is prepared for sending

    TEST2@TEST.RU   − one of the email addresses listed in the **PNR**

    +2   − number of email addresses the itinerary receipt
                                                 was sent to
                                                 in a single email

> ➢ *Note*:   *Not all email addresses are displayed in the booking history, only one and the total number of addresses are visible (+2).*

```
PS EMAIL EMD SENT 150224 TEST2@TEST.RU
```

where **EMD SENT**   − **EMD** was sent

    TEST2@TEST.RU   − one of the email addresses

```
EC ETM 555 6102024946 1/SU-1135/MAKAROV KIRILL A 07JUL77  **
PS IR IS PREPARED FOR SENDING 150220 TEST@TEST.RU
```

− when sending an itinerary receipt via Email, the **EC** and **PS** codes are included in a single transaction

Example26.   Insurance

```
II VVEDENA STRAKHOVKA DLIA MAKAROV KIRILL AND NA WZ-1343 (20.06.25)
```

where **II**   – code for insurance entry operation

    WZ-1343   – flight number

    20.06.25   – flight date

```
TI IBG1 0000000016/ WZ-1343/20JUN25/MAKAROV KIRILL A
```

where **TI**   – code for issuing insurance policy

    IBG1 0000000016   – policy number

```
EI (A) 269.00RUB MAKAROV KIRILL ANDREEVICH 07IIUL77 63K1006805603/C1/SH7/20JUN25
0BG
```

where **EI**   – code for issuing an **EMD** for insurance payment

    63K1006805603   – issued **EMD** number

Important!   Printing a copy of the insurance using the **IC** request is not reflected in the **PNR** history.


```
ER (A) 269.00RUB MAKAROV KIRILL ANDREEVICH 07IIUL77 63K1006805602/C1/SH7/15JUN25
0BG 09JUN25 16:38:33
AI IBG1 0000000015/ WZ-1344/15JUN25/MAKAROV KIRILL A 07JUL77
```

where **ER**   – code for refunding the **EMD** issued for insurance payment

    AI   – code for refunding the insurance policy


```
OI INSURANCE FOR MAKAROV KIRILL AND ON WZ-1344 (25.06.25)
```

where **OI**   – code for deleting the insurance assessment


```
OS IBG2 0000000016/ WZ-1344/25JUN25/MAKAROV KIRILL A 07JUL77
```

where **OS**   – code for refusal/cancellation of the insurance policy

Example27.   Dividing a PNR

```
XC U6-5027 O 25IUL24 LEDAER HK2/1 1745 2210 LST 12JUL24 15:49:18
XN SERGEEVA/IRINA VLADIMIROVNA 08AUG80(F) 12JUL24 15:49:18
D  1BSHVF4->1BSHVF5
```

– in the original booking:

    HK2/1   – decrease in the number of booked seats

    XN   – passenger removal

    D   – code indicating a split

    1BSHVF5   – new PNR number

    1BSHVF4   – previous **PNR** number


```
D  1BSHVF5<-1BSHVF4
```

– In the new booking

Example28.   PNR Session switch

```
CC SESSION CHANGE: <:TCH>
```

where **CC**   – code for session change of current **PNR**

TCH – new session

Example29.   Discounted and Subsidized Travel

```
LG /BR/ FDR 1*
```

  – Operation for booking a discount

```
LG /REG/ FDR 1*1
```

  – Automatic registration of an issued ticket for subsidized transportation on the "Subsidized Transportation Portal"

```
LG /OT/ FDR 1*
```

  – Record of discount cancellation

Example30.   Frequent Flyer and Award Services (*HF)

- **Adding a Frequent Flyer Card to a PNR**

```
AG SU-26/SERGEEVA IRINA V 08AVG80 FQTV HK1   SU555555
```

where **FQTV**   – code for adding a card to accrue miles (bonuses) after
                        completing the flight

SU555555 – card number with airline code

```
AG TRONOV YURIY 01APR85 FQTR HK1   SU555555
```

where **FQTR**   – code for entering a card for mileage (bonus) redemption for the issuance

  of an award ticket

```
AG TRONOV YURIY 01APR85 FQTU HK1   SU555555
```

where **FQTU**   – code for entering a card for mileage (bonus) redemption for the issuance of additional services or for an upgrade operation

- **Passenger category code for the deduction/refund of award miles**

```
AN TRONOV/YURIY 01APR85(M)/PS/RU/1234567890*FFP
```

where **FFP** – example of the category code for an adult frequent flyer passenger for issuing an award ticket on an Aeroflot flight

Other passenger category codes:
- **TNN** – child from 2 to 12 years,
- **FIS** – infant (0–2 years) with a seat,
- **TNF** – infant (0–2 years) without a seat,
- **FCP** – unaccompanied minor from 5 to 12 years

- **Fare Codes for Award Miles**

```
PA FFS SU-1134 O 10SEP24 SVOAER   POPOVA MARINA 01APR89 FFP
```

– Code for automatic route fare calculation in award miles

```
PA FFS SRV  SU-1139 Y 15JUN24 AERSVO   SOROKINA VERA 01APR89 ADT
```

– Code for automatic fare calculation for services in award miles

```
PA FFS/ML SRV SU-1231 O 20AUG24 UFASVO   POPOVA MARINA 01APR89 ADT
```

– Automatic upgrade fare calculation in award miles

- **Redemption of Award Miles**

```
AG POPOVA MARINA 01APR89 PAYI HK1   42000 MLS/TID 1-2TNBDI2L 13AUG24
FF FFS PASS1: POPOVA MARINA SU1080680425 SEG1: SU-1134 10SEP24 SVOAER 42000
MLS/TID 1-2TNBDI2L
PA FFS SU-1134 O 10SEP24 SVOAER   POPOVA MARINA 01APR89 FFP
    TKT:EBM(555) 42000XXX FARE=OFAWH(A) "MB/FLEX AWARD BUSINESS"
RULE=A.903.SU.MWRF BG=2PC(A)[S7.A.SU.OC.0DF.A.273177(36914521)] FCMI:0(AUTO)
TOTAL 0.00RUB +42000XXX VAT INCL: A/C=0.00 [10.00%(TB:0.00)=0.00
[SU.555.1500(35773178)] 20.00%(YR:0.00)=0.00 [SU.555.1500(35773178)]]
ENDORSEMENTS: "P1231231230/DOB01APR89/INCL VAT0.00RUB/NON REF/HEBO3BPATEH" PP:AM
```

– automatic mileage evaluation and redemption of award miles <u>to pay for an award ticket</u> = request **FFS**

where **PAYI** – code of the automatically generated **SSR** request for deduction or refund of award miles

    42000 MLS – number of miles to be deducted

TID	–	transaction ID for the redemption
1-2TNBDI2L	–	mileage redemption transaction number
FF	–	request code to the airline's loyalty system
FFS	–	operation code for redemption of award miles
42000	–	number of award miles
XXX	–	currency code for payment – award miles
PP:AM	–	code for fare pricing parameter in award miles

```
AG POPOVA MARINA 01APR89 PAYI HK1    0HY/100 MLS/TID 1-2TNC7SL7
FF FFS PASS1: POPOVA MARINA SU1080680425 0HY/100 MLS/TID 1-2TNC7SL7
PA FFS SRV SU-24 Y 10SEP24 SVOLED    POPOVA MARINA 01APR89 ADT
   TKT:EMD(555) 100XXX FARE=0HY(A) RULE=S7.A.SU.OC.0HY.C.50000/1,P FCMI:0(AUTO)
TOTAL 0.00RUB +100XXX VAT INCL: A/C=0.00 [10.00% (TB:0.00)=0.00
[SU.555.6000(2638149)] 18.00%(YR:0.00)=0.00 [SU.555.6000(2638149)]]
ENDORSEMENTS: "NDS0.00"/"NDS0.00" COMM. NAME: "BICYCLE 1 PIECE UP TO 20 KG" (>>
5552240007667/K1) PP:AM
```

– automatic mileage evaluation and redemption of award miles <u>to pay for additional services</u> = request **FFS/P+S1**

where **0HY** – service subcode (**RFISC**)

   5552240007667 – ticket number to which the service is issued

```
AG TRONOV YURIY 01APR85 PAYI HK1    GYJ/10000 MLS/TID 1-2TNBDKVF
FF FFS PASS1: TRONOV YURIY SU1080448644 GYJ/10000 MLS/TID 1-2TNBDKVF
PA FFS/ML SRV SU-7 O 10SEP24 LEDSVO    TRONOV YURIY 01APR85 ADT
   TKT:EMD(555) 10000XXX FARE=GYJ(A) RULE=S7.A.SU.OC.GYJ.F.100250 FCMI:0(AUTO)
TOTAL 0.00RUB +10000XXX VAT INCL: A/C=0.00[18.00% (TB:0.00)=0.00
[SU.555.11000(2638154)] 18.00%(YR:0.00)=0.00 [SU.555.11000(2638154)]]
ENDORSEMENTS: "NDS0.00"/"NDS0.00" COMM.NAME: "POVYW ZA MILI EK BIZ"/"UPGRADE FOR
MILES Y J"
(>> 5552240007669/K1) PP:MLEX/AM ARTP/58567
```

– automatic mileage evaluation and redemption of award miles <u>to pay for an upgrade</u> = request **FFS/ML/F+S1/PP:MLEX**

where **5552240007669** – ticket number being exchanged

• **Refund of Award Miles**

```
AG TRONOV YURIY 01APR85 PAYI HK1    -15000 MLS/TID 1-2TNH4AT5
FF FFR TID 1-2TNH4AT5 / 15000 MLS/PASSENGER REFUSED TO BUY TICKET
```

– refund of award miles deducted <u>for an award ticket</u> = request **FFR/1-2TNH4AT5/15000/PASSENGER REFUSED TO BUY TICKET**

where **-15000 MLS** – number of miles to be refunded (with a minus **"-"**sign)

   1-2TNH4AT5 – transaction number of mileage redemption

   FFR – code for the operation of refunding miles to the frequent flyer's account

```
AG TRONOV YURIY 01APR85 PAYI HK1   0HY/-100 MLS/TID 1-2TNH8G6D
FF FFR TID 1-2TNH8G6D / 100 MLS/PASSENGER REFUSED TO TAKE BICYCLE
```

– refund of award miles deducted <u>for additional services</u> = request **FFR/1-2TNH8G6D/100/PASSENGER REFUSED TO TAKE BICYCLE**

Example31.   IVRA

```
IF IVRA-PAYMENT: WAITING FINISHED (ALL TICKETS ISSUED)
```

– sale

```
IF IVRA-PAYMENT: WAITING. PHONE: +79891762335, COST 31796.00 RUB, OPERATION:
TICKET EXCHANGE
IF IVRA-PAYMENT: WAITING FINISHED (PAYMENT FINISHED)
```

– exchange

```
IF IVRA-PAYMENT: WAITING. PHONE: +79169111148, COST 5999.00 RUB, OPERATION:
UPGRADE
```

– upgrade of service class

```
IF IVRA-PAYMENT: WAITING FINISHED (MANUALLY)
```

– manual cancellation of processing and payment

Example32.   Refund of the secondary operation

```
1G1418
(7) U699GRS4591 MOVPIV (T/GRT) 26200142 14AUG25 09:13:23 COMMIT
(TL=0911/17AUG25/A)
 T  OUTBOUND TELEGRAM NUMBER 1119447514 14AUG25 09:13:24
 OM ETM 262 1260022483 1/99GRS/4591/U6-5027/MAKAROV KIRILL ANDREEVIC 07JUL77  **
14AUG25 09:13:19
 PA UN U6-5027 Y 20AUG25 DMESVX   MAKAROV KIRILL ANDREEVIC 07JUL77 ADT
    TKT:EBM(262)   48110.00RUB FARE=YFLOW(A) "FL/FLEXIBLE" RULE=C.U6.1830 BG=2PC
...
 OM (-) ETM 262 1260022484 1/99GRS/4591/U6-5027/MAKAROV KIRILL ANDREEVIC 07JUL77
```

– refund of the ticket exchange operation

where **OM**   – code for the exchange or refund operation

262 1260022483   – number of the restored ticket

PA UN   – automatic pricing for the exchange or refund operation

(-)   – indicator of an the exchange cancellation operation

262 1260022484   – number of the cancelled ticket

13.2 ALPHABETICAL INDEX OF OPERATION CODES

`(2)`	–	Transaction number (in parentheses)
`(A)`	–	Automatic pricing
`(S)`	–	Fare option selected after `TH` request
`(M)`	–	Manual fare calculation or manual adjustment
`(-)`	–	Indicator of cancellation of the transportation document exchange operation
`***`	–	Data indicating "who provided the booking information"
`/CB`	–	In fare code: `CBBG` indicator
`/EX`	–	In fare code: `EXST` indicator
`/A`	–	Time limit: set automatically
`/BR/`	–	Operation for booking a discount
`/OT/`	–	Record of discount cancellation
`/M`	–	Time limit: set manually
`/REG/`	–	Automatic registration of a ticket issued under a subsidized fare
`[….35.…]`	–	Commission source: confidential fare rule category 35
`[AFM.…]`	–	Commission source: automatic table
`[M,PNR]`	–	Commission source: entered manually into the `PNR`
`[M]`	–	Commission source: entered into the relevant field of the manual form
`+2`	–	Number of email addresses the itinerary receipt was sent to
`+S`	–	For additional services (`EMD`)
`->`	–	Change indicator "was `->` became"
`7O`	–	Ticket revalidation
`99C`	–	Invoice code for a charge set by the agency (on `EMD`)
`CBBG`	–	Cabin baggage with a separate seat
`EMAIL`	–	Remark type with email address
`EMD`	–	Document: Electronic Miscellaneous Document
`EMD SENT`	–	Operation: `EMD` sent
`EX`	–	Exchange: **Exchange** – changes on the first segment
`EXST`	–	Passenger occupying more than one seat in the aircraft cabin
`FCP`	–	Frequent flyer category for award ticket: Unaccompanied minor (ages 5–12)

FFP	–	Frequent flyer category for award ticket: Adult
FIS	–	Frequent flyer category for award ticket: Child aged 0–2 with seat
INF	–	Passenger category: Infant without seat
IT	–	**IT**-fare
MLS	–	Award miles
NOS	–	service name in the **SVC** element changed
PAYI	–	Automatically generated **SSR** request for deduction or refund of award miles
Q=	–	Surcharge
RE	–	Exchange: **Reissue** – no changes on the first segment
TID	–	Transaction ID for award mile redemption
TNF	–	Frequent flyer category for award ticket: Child aged 0–2 without seat
TNN	–	Frequent flyer category for award ticket: Child aged 0–2
XXX	–	Currency code: award miles
YY	–	For any airline
A	–	Source of fare information: **ATPCO**
ADT	–	Passenger category: Adult
AK1	–	Ground segment
AM	–	Cancellation of fare or service evaluation before ticket/**EMD** printing
AP	–	Automatic ticket printing
XT	–	Refund
AI	–	Insurance policy refund operation
BD	–	Fee key: voluntary exchange due to passenger data change
EC	–	Print copy of itinerary receipt by **CIR** request
CT	–	Exchange without changing flight segments
BLI	–	Operation: involuntary exchange without segment changes
BLV	–	Operation: voluntary exchange without segment changes
VV	–	Fee key: involuntary refund
VGML	–	Request for special (vegetarian) meal

VD	–	Fee key: voluntary refund
	–	Operation: voluntary refund
II	–	Insurance entry operation
INBOUND	–	Received from the airline
IND	–	Involuntary refund or exchange
GR	–	Group
D	–	**PNR** split
AN	–	Add passenger name
VOL	–	Voluntary refund or exchange
AL	–	Linking child to adult passenger

AS	–	Add segment
PF	–	Enter form of payment info;
	–	Operation: enter form of payment
CL	–	Change of passenger category or benefit eligibility
FCMI	–	Evaluation indicator
CD	–	Passenger data change, incl. passport data
OUTBOUND	–	Sent to the airline
XC	–	Decrease in number of seats
IF	–	(**IVRA**)
K=	–	Penalty Keys
C1	–	Coupon number
KDTR	–	Input text in the ticket field: **TOUR CODE**
COMM.NAME	–	Commercial name of the service
FARE=	–	Applied fare basis
LG	–	Discount
CA	–	Form of payment: cash
BG=	–	Baggage allowance included in the ticket price
HK1	–	Status: confirmed
AM	–	Award miles fare parameter
SEAT	–	Seat assignment request in aircraft cabin
NC1	–	Segment: non-system flight

Q111	–	Queue number (e.g., 111th)
UC	–	Fee key: voluntary exchange
	–	Operation: Voluntary exchange
OP1	–	Segment: open date
OM	–	Cancel a transportation document secondary operation
QD	–	Remove booking from queue and return it on specified date/time
QP	–	Place booking in queue
OS	–	Insurance policy cancellation
OT	–	Fee key: **PT** refusal
	–	Emergency ticket refund, void
QR	–	Booking removal from queue
OI	–	Insurance valuation deletion operation
AT	–	Ticket printing
PI	–	Refund certificate printing
UP	–	Fee key: revaluation (voluntary exchange)
FLD	–	**IROP**
PK	–	Form of payment: bank card
TX	–	Receipt for agency service fee
CI	–	Ticket Exchange
UPSELL	–	Brand upgrade operation
PREPARED FOR SENDING	–	Operation: sending the itinerary receipt of the electronic ticket to Email
IN	–	Form of payment: invoice (non-cash)
PR	–	Operation: sale
AR0	–	Arrival segment
PRIM	–	Entering text in the **EMD** field for agency-imposed charges: **REMARKS**
OTHS	–	Remarks: other
PP:	–	Pricing Parameter
TI	–	Insurance policy issuance operation
PS	–	Itinerary receipt or **EMD** email sending
PP	–	Carrier fee for changes or cancellations
CNN	–	Passenger category: child over 2 years

RM	–	Remark, **OSI**
INF	–	Passenger category: Infant without seat
MP	–	Refund without printing paper certificate
SA1	–	Segment: Space available
SV	–	**SVC** element
SV CP	–	Cancellation of service form of payment input
AG	–	Send **SSR**;
	–	Receive airline notification
CG	–	Modify **SSR**
CC	–	**PNR** session change
XG	–	Delete **SSR** request
T	–	Message
PA	–	Pricing during automatic ticket printing;
	–	Automatic pricing with operation code while evaluation preserved
TBK	–	Any combo: **T** – fare, **B** – ticket fee, **K** – receipt fee
TVA	–	Fare pricing by **TV** request with auto fare selection
TVM	–	Fare pricing by **TV** request with manual fare selection
TOUR CODE	–	Ticket field text: **TOUR CODE**
ENDORSEMENTS	–	Ticket field text: **ENDORSEMENTS/RESTRICTIONS**
TKST	–	Input text in ticket field: **ENDORSEMENTS/RESTRICTIONS**
TL	–	Time limit
PC	–	**TO** request pricing;
	–	Exchange evaluation through "mask"
PH	–	**TH** request pricing
PR	–	**TT** request pricing;
	–	Manual **PTM** ticket printing pricing (with or without changes)
NN1	–	Status: awaiting confirmation
TTC	–	Manual Assignment of Pricing Unit
UN1	–	Status: denied
DL	–	Unlink child from adult passenger
SRV	–	Service pricing
UT	–	Reissuance fee key (voluntary exchange)

`FM`	– Agency Commission (Fee)
`FF`	– Loyalty program request to airline
`FFR`	– Award miles refund operation
`FFS`	– Pricing: in award miles.
	– Reward miles redemption operation
`XN`	– Name deletion
`XS`	– Segment deletion
`XX`1	– Status: deleted
`C`	– Fare info source: `TCH`
`FQTR`	– Add frequent flyer card for miles redemption
`FQTU`	– Add frequent flyer card for extra services
`FQTV`	– Add frequent flyer card for mileage accrual
`EBM`	– Electronic ticket form
`ER`	– `EMD` refund
`EDPR`	– Input text in `EMD`: `REMARKS`
`EDKT`	– Input text in `EMD`: `TOUR CODE`
`EDTK`	– Input text `in EMD`: `ENDORSEMENTS/RESTRICTIONS`
`EE`	– `EMD` exchange
`EMD`	– Electronic Miscellaneous Document
`EV`	– `EMD` void (cancelation)
`EI`	– Issuing the `EMD`
`EA`	– Save created `EMD` mask

14   RECENT UPDATES

Date	Description
07.11.2025	The sections 2 "ISSUANCE OF TICKET AND RECEIPT FOR FEES SET BY THE AGENCY", 5 "TICKET REFUND", 8 "TICKET EXCHANGE": The note about the rules for charging and refunding fee code `ZZ` deleted.
19.09.2025	The section 8.5.10 "MANUAL EXCHANGE" OF A TICKET (EXM REQUEST)": The description of the course field (`RT(H/C/A)`) of the manual "mask" in Example 1 is clarified and supplemented with a Note: 1. The date of the historical exchange rate is the date of the exchange rate in the exchanged ticket. 2. The specified parameter affects only the calculation of the fare. 3. The value set in this field does not affect the calculation rate of fines and/or fees. 4. When you specify "`H`" or "`C`" in the course field, a manual assessment indicator is displayed.
29.08.2025	The section 8.3.1 renamed to the section 8.4 "VIEWING INFORMATION ABOUT PREVIOUSLY SAVED TICKET EXCHANGE OR EMD PRICING IN THE PNR". Added to the section: – variants of requests for viewing previously saved pricing for exchange: `TM/PFO, TMR/PFO, TMC/PFO` etc.; – example 2 "View a saved pricing for exchange".
	The sections 8.5.12 "TICKET EXCHANGE WITHOUT CHANGING THE FLIGHT SEGMENT (REQUEST `BLV/BLI`)", 8.5.13 "MANUAL" TICKET EXCHANGE WITHOUT CHANGING THE FLIGHT SEGMENT (`BLM` REQUEST)": The warning "When making changes to passenger data, it is required to check the previously entered passenger category and, if necessary, re-enter it before the ticket exchange procedure" added.
	The section 13 "APPENDIX 3.PNR HISTORY: EXAMPLES OF DISPLAYING OPERATIONS": Example 32 "Refund of the secondary operation" added.
	The section "ALPHABETICAL INDEX OF OPERATION CODES": cancellation codes for secondary operations `OM` and `(-)` added.