Worldspan
by Travelport

Revalidation and Exchange Manual

The World's Leading provider of informed travel choice

1.   ELECTRONIC TICKET REVALIDATION

2.   EXCHANGE TICKETING

ELECTRONIC REVALIDATION	HELP ETREVAL
	INFO ETREVAL

An Electronic Revalidation provides a means to notify the validating carrier when there is a change to an itinerary that does not affect the fare.

Worldspan does not validate fare rules when a revalidation is processed. It is the agent's responsibility to check the fares rules prior to processing a revalidation.

Not all airlines provide the ability to perform Electronic Revalidations. Below is an example of a PNR, which was ticketed for travel from Boston to Heathrow, 21st September, and the new travel date is 22nd September.

The amendment(s) to the flight itinerary in the live PNR must be completed before attempting to process the revalidation.

COUPON STATUS DISPLAY

```
TICKET 1259999427003   FREEDMAN/PMR        4F9GCR/1P/IKM 9966816
CPN FROM/TO FLT     DATE    FBC             STATUS
1   LHRBOS  BA239   19SEP07 S2              OPEN FOR USE
2   BOSLHR  BA214   21SEP07 S2              OPEN FOR USE

 >ETR VIEW TICKET DATA                    ( )
 >ETR VOID ELECTRONIC TICKET             ( )
 >ELECTRONIC REFUND AUTHORIZATION REQUEST ( )
 >ETR REVALIDATION                        ( )
```

Position your cursor here and <enter>

Response:

```
                    REVALIDATION
            CURRENTLY VIEWING 001 OF 001
TICKET E1259999427003    FREEDMAN/PMR    4F9GCR/1P/   9966816
CPN FROM/TO FLT     DATE    FBC          PNR SEGMENT:
                                                >VIEW
1   LHR BOS BA239   19SEP07 S2                ( )
2   BOS LHR BA214   21SEP07 S2                (2 )
ACTION (P) MU/MD/MT/MB   P/PROCESS   H/HELP   E/EXIT
```

Type P to process and <enter>

Type PNR segment number requiring revalidation

Response:

```
               REVALIDATION PROCESSED
```

The ETA is updated to reflect the flight coupon has been revalidated.

Example

```
ETA- ELECTRONIC TICKET ACKNOWLEDGEMENT/AUTHORIZATION
   1.BA   I 14SEP07 171001 ETR 1259999427003 - FREEDMAN/PMR
   2.BA  RV 16SEP07 180034 ETR 1259999427003 - FREEDMAN/PMR
```

Date re-validation was processed

Time re-validation was processed(local time)

EXCHANGE TICKETING   2.1

The process to perform an Electronic Exchange is almost identical to a Paper Exchange transaction. The main difference is the ticket entry. The start of the entry to issue an Electronic Ticket Exchange is EZE, a paper ticket exchange is EZT

Worldspan does not validate fare rules when an exchange ticket is processed. It is the agent's responsibility to check the fares rules prior to processing an exchange ticket.

PRICE PNR   HELP BSPEXCH

A ticketing record must be created in order to perform an exchange transaction. Use the pricing method **Rate Desk Price** to create the ticketing record.

N.B. Refer to page 2.6 for an alternative method of pricing if all of the flight coupons are unused at the time of performing the exchange transaction.

4/R   Start RATE DESK pricing

4/X–   Segments with transfer connections

4/S–   Segment Data for the new ticket   - Fare Basis Codes
                                                 - Validity Dates
                                                 - Baggage Allowance

4/L–   Fare Calculation (ladder) for the new fare

4/RF   Reissue Fare Information
                    - New Base Fare
                    - Original or Original and New Ticketing Currencies
                    - Taxes paid and/or unpaid (maximum 20)
                    - Additional Collection (NOADC = no additional collection)

4/OD   Origin and Destination Information

4/   To store

Once the PNR has been priced, the ticket can be issued. Refer to pages 1.8 – 1.10 for ticketing commands.

| EVEN EXCHANGE - NO ADDITIONAL COLLECTION | 2.2 |

Example: Exchange ticket will be issued in the same currency as the original document. Original & exchange ticket issued in the UK, currency (GBP). This option can be used for re-route, name change, schedule change, damaged ticket, full payment with an MCO, etc.

1. Start pricing
4/R

2. Transfer connections
4/X–0

3. Segment details (fare basis, validity and baggage allowance)
4/S–1/2–SBD#A#*20K

4. Fare construction (linear format)
4/L- LON BA PAR 205.55 BA LON 205.54 NUC411.09 END ROE.615424 BA

5. Reissued Fare
4/RFGBP253.00#EVGBP#XGB10.00PD#XUB14.30PD#XYQ21.00PD#XFR8.50PD#XIZ0.70PD#XQX4.90PD#ANOADC

Additional Collection
(no additional)

Original Taxes (PD=paid)

Original Ticketing Currency
Base Fare (new fare excluding applicable taxes)

Reissued Fare

6. Origin and Destination
4/ODLONLON

7. Store new ticketing record
4/

EVEN EXCHANGE - NO ADDITIONAL COLLECTION

Example: Exchange ticket will be issued in a different currency from the original document. Original ticket issued in Germany, currency (EUR).
Exchange ticket issued in the UK, currency (GBP). This option can be used for re-route, schedule change, damaged ticket, etc.
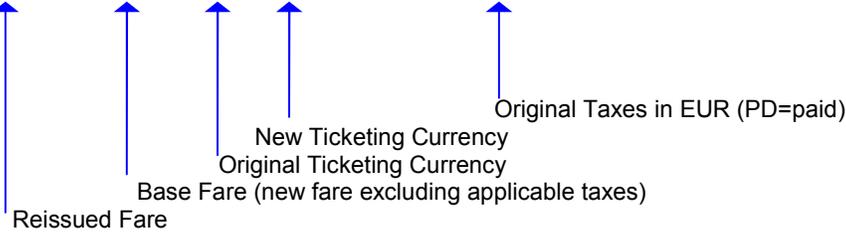
1. Start pricing
4/R

2. Transfer connections
4/X–0

3. Segment details (fare basis, validity and baggage allowance)
4/S–1/2–SBBRT#NV/31DEC#*20K

4. Fare construction (linear format)
4/L-FRA BA LHR 352.90 BA FRA 352.89 NUC705.79 END ROE1.7923 BA

5. Reissued Fare
4/RFEUR428.00#EVEURGBP#XDE6.79PD#XRA17.28PD#XGB14.85PD#XUB21.23PD

Original Taxes in EUR (PD=paid)
New Ticketing Currency
Original Ticketing Currency
Base Fare (new fare excluding applicable taxes)
Reissued Fare

#XYQ32.00PDANOADC

Additional Collection (no additional)

6. Origin and Destination
4/ODFRAFRA

7. Store new ticketing record
4/

UNEVEN EXCHANGE - ADDITIONAL COLLECTION   2.4

Example: Exchange ticket will be issued in the same currency as the original document.
Original & exchange ticket issued in the UK, currency (GBP). This option can be used
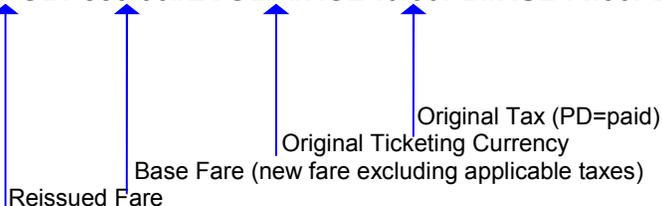for re-route, upgrade, part payment using an MCO, etc.

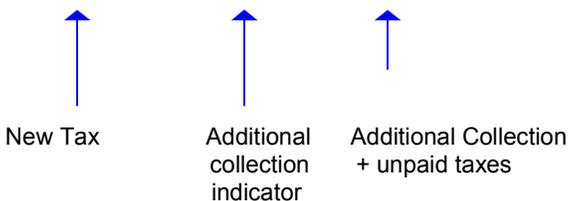**1.** Start pricing
4/R

2. Transfer connections
4/X–0

3. Segment details   (fare basis, validity and baggage allowance)
4/S–1/2–B2#A#*2PC

4. Fare construction (linear format)
4/L-LON BA NYC Q4.87 685.70AA LON Q4.87 685.70NUC1381.14END ROE.615424 BA

5. Reissued Fare   (spaces shown below are for clarity only)
4/RFGBP850.00#EVGBP#XGB40.00PD#XUB14.30PD#XYQ81.00PD#XAY1.30PD#XUS15.20PD

Original Tax (PD=paid)
Original Ticketing Currency
Base Fare (new fare excluding applicable taxes)
Reissued Fare

#XXA2.50PD#XXY3.50PD#XYC2.80PD#XXF2.30JFK4.5 #A GBP502.30A

New Tax   Additional   Additional Collection
collection   + unpaid taxes
indicator

6. Origin and Destination
4/ODLONLON

7. Store new ticketing record
4/

UNEVEN EXCHANGE - ADDITIONAL COLLECTION

Example: Exchange ticket will be issued in a different currency from the original document. Original ticket issued in New York, currency (USD). This option can be used for exchange ticket issued in the UK, currency (GBP). Re-route, Upgrade, etc.

1. Start pricing
4/R

2. Transfer connections
4/X–2/4

3. Segment details (fare basis, validity and baggage allowance)
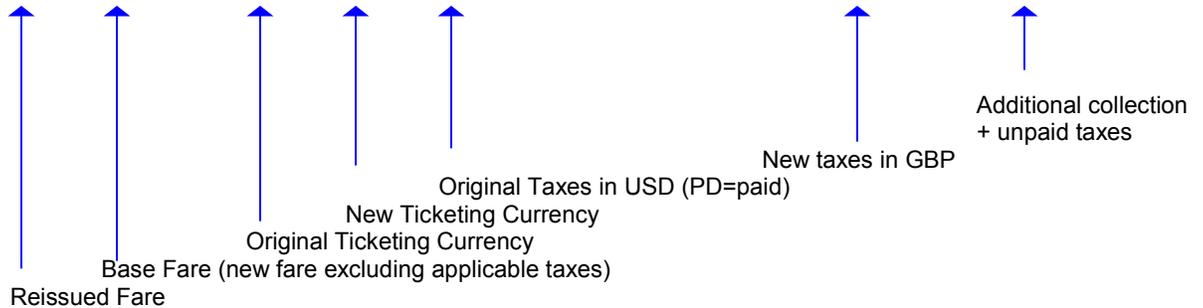**4/S–1–YUA#NV/1JUL#*2PC**2/3–Y#*2PC**

4. Fare construction (linear format)
4/L–NYC UA LAX 1052.09UA LON Q5.00 2286.00UA NYC Q5.00 1452.00 NUC 4800.09END ROE1.00UA

Reissued Fare
5. 4/RFUSD4800.00#EVUSDGBP#XYC5.00PD#XXF4.50JFK4.5PD#XXY6.00#AGBP145.00A

Additional collection + unpaid taxes

New taxes in GBP

Original Taxes in USD (PD=paid)
New Ticketing Currency
Original Ticketing Currency
Base Fare (new fare excluding applicable taxes)
Reissued Fare

6. Origin and Destination
4/ODNYCNYC

7. Store new ticketing record
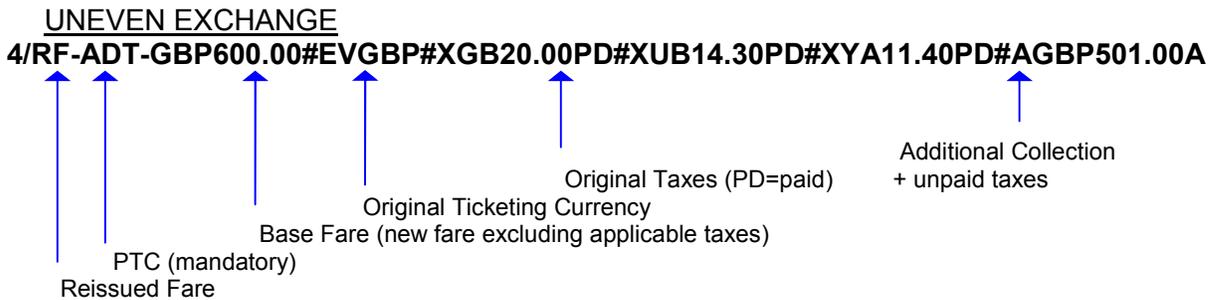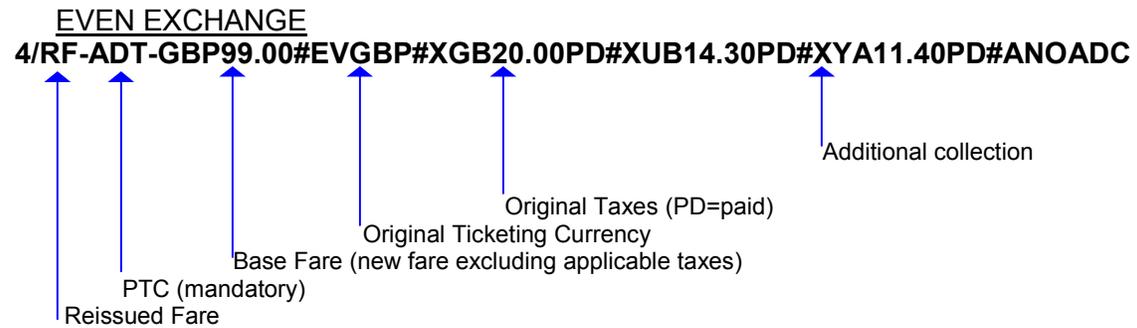**4/**

EVEN or UNEVEN EXCHANGE - QUICK STEPS

Example: Passenger has not started his/her journey. This option can be used for re-route, name change, schedule change, damaged ticket, full/part payment with MCO, upgrade, etc.

1. Auto price PNR for new entire journey
4P*

2. Open ticketing record (created in step 1)
4/@R

3. Change the fare construction line - this can be copied from the displayed ticket record (4*) created using the Auto Price entry from step 1 - *do not include XT tax breakdown*
4/L- ADT- LON SK STO 77.25 SK LON 77.24 NUC154.49END ROE.64081SK

4. Change the fare data line for:

EVEN EXCHANGE
4/RF-ADT-GBP99.00#EVGBP#XGB20.00PD#XUB14.30PD#XYA11.40PD#ANOADC

Additional collection

Original Taxes (PD=paid)
Original Ticketing Currency
Base Fare (new fare excluding applicable taxes)

PTC (mandatory)
Reissued Fare

UNEVEN EXCHANGE
4/RF-ADT-GBP600.00#EVGBP#XGB20.00PD#XUB14.30PD#XYA11.40PD#AGBP501.00A

Additional Collection
+ unpaid taxes

Original Taxes (PD=paid)
Original Ticketing Currency
Base Fare (new fare excluding applicable taxes)

PTC (mandatory)
Reissued Fare

5. Origin and Destination
4/ODLONLON

6. Store new ticketing record
4/

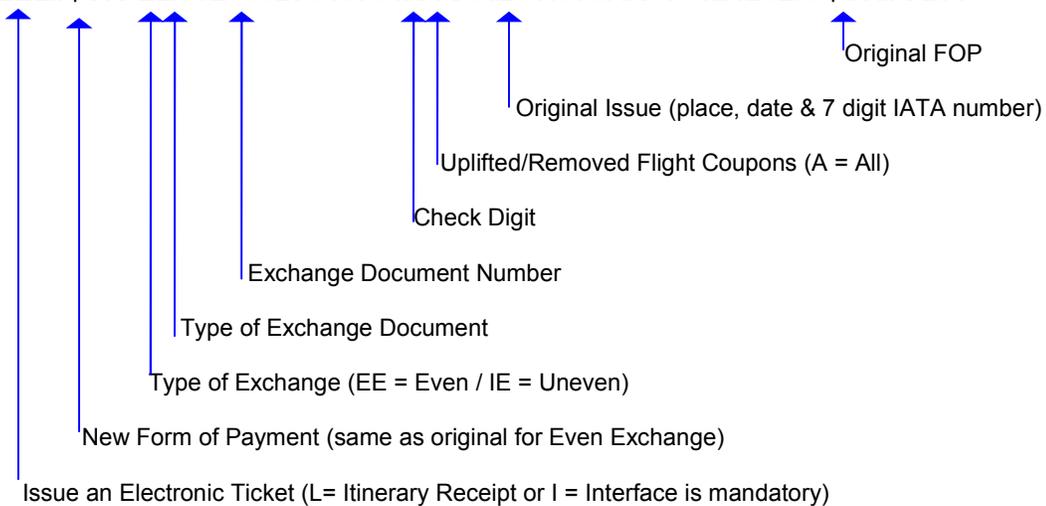| EXCHANGE TICKETING EXAMPLES	HELP BSPEXCH

Once your PNR has been priced the ticket can be issued. The ticketing command must include the following information:

a)   **New Form of Payment**

b)   **Type of Exchange**:
   EE = Even Exchange
   IE = Uneven Exchange

c)   **Exchange Document** Information:
   T = Ticket (paper or electronic, 14 digits including check digit)
   M = MCO - Miscellaneous Charges Order (14 digits including check digit)
   O = Other e.g. voucher (2-14 alpha/numeric characters)
      Substitute the check digit with the letter X instead if unavailable.

d)   **Original Issue** Information (Date including year, city and IATA number – seven digit)

e)   **Original Document Number** (only if its not first reissue)

f)   **Original Form Of Payment**
   (if original Form Of Payment is **Agent Non Ref**, this will show as **CASH** in the Electronic Ticket Record (ETR))
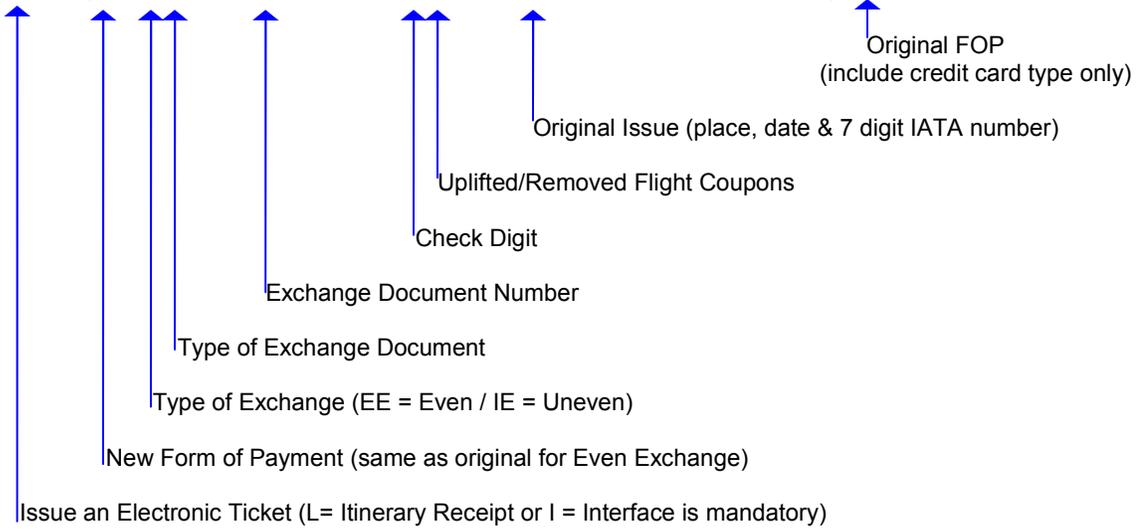
Ticketing examples:

1. Even Exchange with Itinerary Receipt
   **EZEL#$CK*EET1256527845751X*A/OILON07JAN079124252/O$CK#CBA**

Original FOP

Original Issue (place, date & 7 digit IATA number)

Uplifted/Removed Flight Coupons (A = All)

Check Digit

Exchange Document Number

Type of Exchange Document

Type of Exchange (EE = Even / IE = Uneven)

New Form of Payment (same as original for Even Exchange)

Issue an Electronic Ticket (L= Itinerary Receipt or I = Interface is mandatory)

2. Uneven Exchange with Interface
    EZEI#$CA*IET0754578838914X*4/OIGLA13JUN079122311/O$CCVI#CIB#K7

Original FOP
(include credit card type only)

Original Issue (place, date & 7 digit IATA number)

Uplifted/Removed Flight Coupons

Check Digit

Exchange Document Number

Type of Exchange Document

Type of Exchange (EE = Even / IE = Uneven)

New Form of Payment (same as original for Even Exchange)

Issue an Electronic Ticket (L= Itinerary Receipt or I = Interface is mandatory)

3. Even Exchange - Exchange Document MPD (full payment with MCO)
    EZELI#$AN*EEM0571284328189X*A/OIMAN20MAY079129542/O$CA#CAF
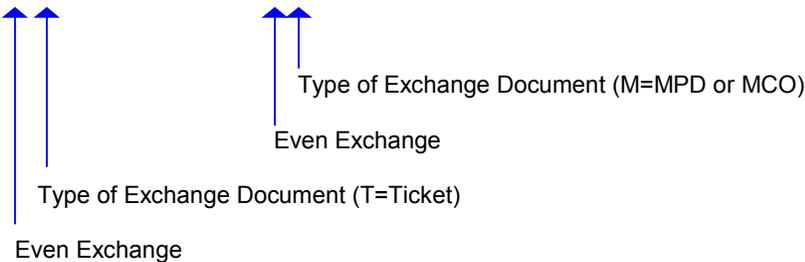
Original FOP

Type of Exchange Document (M= MCO)
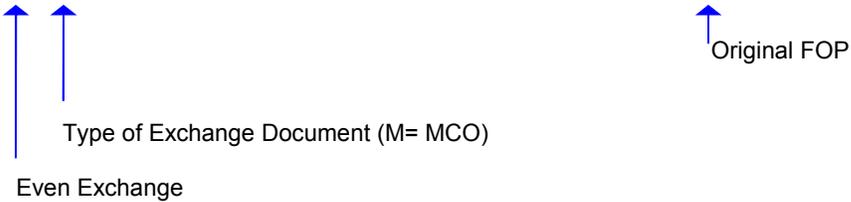
Even Exchange

4. Uneven Exchange - Exchange Document MPD (part payment with MPD)
    EZELI#$AN*IEM0571284328189X*A/OIMAN20MAY079129542/O$CA#CAF#K7

Original FOP

Type of Exchange Document (M=MPD or MCO)
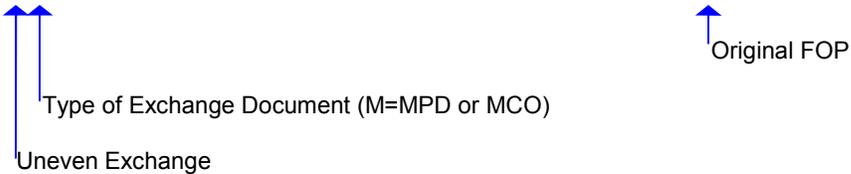
Uneven Exchange

5. Even Exchange with Multiple Exchange Documents
    EZEL#$CK*EET2209377257208X*2/EEM2209329587891X*A /OILON19APR079124371/O$CK#CLH

Type of Exchange Document (M=MPD or MCO)

Even Exchange

Type of Exchange Document (T=Ticket)

Even Exchange

6. Uneven Exchange with Conjunction Tickets
EZEI#$CA*IET0812844662288X*34-289/OILON4OCT079123456/O$CK#CQF#K7

Coupons   Conjunction
3 & 4   ticket
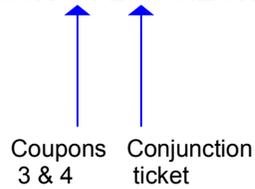
7. Uneven Exchange and Original Document Number (not 1st reissue)
EZEI#$CA*IET0812844662320X*A/ODT0819027592047X/OILON4OCT059123456/O$CK#CQF#K7

Type of Original Document (T=Ticket)

Original Document

Uneven Exchange
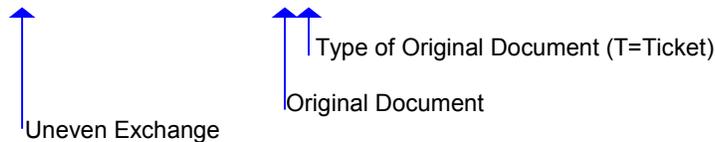
SPECIAL NOTES

1.   A Bridge/Branch must exist for exchange transactions to be performed by
        anyone other than the original issuing office.

2.   An Electronic Ticket shall only be exchanged/re-issued by the issuing
        agent or an accredited branch location of the same agent.

3.   Ticket numbers must be in logical sequence between 2 and 4
        contiguous numbers (e.g. 999-002).

4.   Check digit and coupon number do not need to be added to the last
        conjunctive ticket number.

5.   A maximum of 4 conjunction tickets can be shown in the entry.

6.   Up to 3 document numbers may be used in one entry, separated with slashes,
        but only 2 of the 3 document numbers will print on the ticket.

7.   An exchange transaction should only be performed when the original ticket can no longer be
        voided.

ELECTRONIC TICKET EXCHANGE REVERSE   HELP ETEXCHREV
INFO ETEXCHREV

Worldspan provides the ability for agencies to "undo" or cancel/reverse exchange Electronic Ticket transactions as long as the request is made on the same day as the original transaction and the validating carrier and reporting settlement plan supports the reversal functionality.

At present there are only six airlines that support the Electronic Ticket reversal functionality. They are:

Air Malta – KM
American Airlines – AA
Continental Airlines – CO
Delta Air Lines – DL
United Airlines – UA
US Airways – US

An Electronic Ticket exchange reversal can be processed via the DDL or via the Electronic Ticket Coupon Status Display.

ELECTRONIC TICKET EXCHANGE REVERSAL via DDL DISPLAY HELP DDV
INFO DDLPRI

Example: **DAILY DOCUMENTATION LOG**

```
DAILY DOCUMENTATION LOG
WORLDSPAN TRAINING CENTRE 2                    9966816    12 APR 07
ITEM    GROSS  P  S  A/L TKT NBR       NET AMT PSGR NAME INVOICE
000001   578.50A  RRE0019010384699      542.17 SMITH
000002   578.50A  RRE0019010384699      542.17 SMITH
000003     0.00A  EXE0019010384701        0.00 SMITH
***** END OF REPORT *****
```

Entry: **DDER3**

Response: **CONFIRMED EXCHANGE REVERSAL**

```
ITEM   GROSS P  S  A/L TKT NBR        NET AMT  PSGR NAME   INVOICE
         0.00A  XIE0019010384701         0.00 SMITH
APPROVAL OBTAINED - EXCHG REVERSAL  - SAC C0013DO62HCFK0
```

Example: **DAILY DOCUMENTATION LOG**

```
DAILY DOCUMENTATION LOG
WORLDSPAN TRAINING CENTRE 2                    9966816    12 APR 07
ITEM    GROSS  P  S  A/L TKT NBR       NET AMT PSGR NAME INVOICE
000001   578.50A  RRE0019010384699      542.17 SMITH
000002   578.50A  RRE0019010384699      542.17 SMITH
000003     0.00A  XIE0019010384701        0.00 SMITH
```

DESCRIPTION	ENTRY

Exchange cancel/reverse
    DDL item number   **DDER10**
    Ticket number   **DDER0011234567890**
    Ticket number and IATA number   **DDER0011234567890*1234567**

ELECTRONIC TICKET EXCHANGE REVERSAL via COUPON STATUS DISPLAY

Example: **COUPON STATUS DISPLAY**

```
TICKET 0019010384701   SMITH/SMISS        NDWY77/1P/IKM 9966816
CPN FROM/TO FLT     DATE    FBC             STATUS
1   LHRMIA  AA57    19SEP07 SJNCGB5         EXCHANGED
2   MIALHR  AA56    26SEP07 SJNCGB5         EXCHANGED

 >ETR VIEW TICKET DATA                     ( )
 >ETR VOID ELECTRONIC TICKET               ( )
 >ELECTRONIC REFUND AUTHORIZATION REQUEST  ( )
 >CANCEL/REVERSE EXCHANGE TRANSACTION      (X)
 >CANCEL/REVERSE REFUND TRANSACTION        ( )
```

Type X and **<enter>**

Response: **CONFIRMED EXCHANGE REVERSAL**

```
ITEM   GROSS P  S  A/L TKT NBR       NET AMT  PSGR NAME   INVOICE
        0.00A   XIE0019010384701       0.00 SMITH
APPROVAL OBTAINED - EXCHG REVERSAL  - SAC C0013DO62HCFK0
```

It is not necessary to perform an Electronic Ticket exchange reversal in the DDL and the CSD.

SPECIAL NOTES

1.   A DDL must be displayed prior to making the exchange reverse entry.

2.   If the old ticket is paper and the new ticket is Electronic the exchange reversal is not allowed. If the old ticket is electronic and the new ticket is paper the exchange reversal is allowed.

3.   The coupon status in the DDL must have a status of EX or the reversal is not allowed.

4.   Multiple reversals can occur on a ticket within the same day time period.

5.   Other document updates reflecting cancel/reversal include:
-    Electronic Ticket Authorization/Acknowledgement (ETA). See INFO ETA
-    Daily Documentation Log (DDL). See INFO DDLPRI
-    Daily Activity Report (DDP). See INFO DDP
-    Daily Void Report (DDN). See INFO DDN
-    Documentation History. For Electronic Exchange reversals the code EXREV appears after the document field and before the form of payment field. It contains the time stamp of the reversal the time stamp appears only on the new issue ticket. See INFO DH FULL

6.   The coupon status of all coupons in the ETR must be O–open for use or A–airport control.