

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

# **Agent User Guide**

## **Part 2**

### **Travel Documentation, Ticket Refund, Ticket Exchange**

## Recent Updates

Date	Description
29.08.2025	<p>The section 8.3.1 renamed to the section 8.4 “VIEWING INFORMATION ABOUT PREVIOUSLY SAVED TICKET EXCHANGE OR EMD PRICING IN THE PNR”.</p> <p>Added to the section:</p> <ul style="list-style-type: none"> <li>– variants of requests for viewing previously saved pricing for exchange: <b>TM/PFO</b>, <b>TMR/PFO</b>, <b>TMC/PFO</b> etc.;</li> <li>– example 2 “View a saved pricing for exchange”.</li> </ul>
	<p>The sections 8.5.12 “TICKET EXCHANGE WITHOUT CHANGING THE FLIGHT SEGMENT (REQUEST <b>BLV/BLI</b>)”, 8.5.13 “MANUAL” TICKET EXCHANGE WITHOUT CHANGING THE FLIGHT SEGMENT (<b>BLM</b> REQUEST):</p> <p>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.</p>
	<p>The section 13 “APPENDIX 3.PNR HISTORY: EXAMPLES OF DISPLAYING OPERATIONS”:</p> <p>Example 32 “Refund of the secondary operation” added.</p>
	<p>The section “ALPHABETICAL INDEX OF OPERATION CODES”:</p> <p>cancellation codes for secondary operations <b>OM</b> and <b>(-)</b> added.</p>

### 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

**Attention!!!** As of 00:00 Moscow time **on November 1, 2024, the rules for charging and refunding fee code ZZ will change:**

- 1) The **ZZ** fee will no longer be charged for air transportation issued on **SPD BSP** during initial sale or when issuing exchange tickets.
- 2) For exchanges of tickets issued before November 1, 2024, the **ZZ** fee information will be retained in the new, exchanged ticket with the indicator "**PD**".
- 3) Starting November 1, 2024, for involuntary refunds of transportations issued on **BSP** electronic tickets before this date (including exchanged tickets), the amount of the **ZZ** fee will be refunded.

### 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					
ТАНИИ					
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.

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																							

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				

+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.*

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.



## 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

## Agent Commission:

**RUB** – Currency code

## The agent may change the commission amount

**20122024** – The earliest date on which travel on this coupon may begin (format **DDMMYYYY**)

**20122024** – The latest date by which travel on this coupon must begin, in the format **DDMMYYYY**

## Transfer indicator

Allowed values:

**Space** – No transfer indicator

[illegible]

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

+                      – 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.

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
ТАНИИ                                                                |
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 PERMITTED**»:

```
| TICKETING                1V3RVS PASS 1   SEGM 1-2                PAGE 1
ENDORS/REST+PSPT PS/4321654321/RU/НДСА/К5449.02/НЕВОЗВРАТЕН/БАГАЖ ПЛАТНЫЙ/БЕЗ ПИ
ТАНИИ/CHNG PERMITTED                                                |
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:

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 PERMITTED
VAT INCL: A/C=5449.02[10.00%(Т: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"
--- UPSSELL: +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

<b>AL</b>	–	Airline code
<b>FLGT</b>	–	Flight number
<b>BK</b>	–	RBD code
<b>T</b>	–	Number of seats
<b>DATE</b>	–	Departure date
<b>TIME</b>	–	Departure time
<b>FARE BASIS</b>	–	Fare basis in the ticket
<b>NVB</b>	–	Not valid before
<b>NVA</b>	–	Not valid after
<b>BG</b>	–	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 ПИТАНИЯ/CHNG PERMITTED

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.ODF.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

- |              |  |
|--------------|--|
| <b>PAX</b>   | – Passenger numbers for whom the ticket copy is to be printed  |
| <b>/</b>     | – Separator  |
| <b>TYPE</b>  | – <ul style="list-style-type: none"><li>• <b>R</b> – In Russian for international travel</li><li>• <b>L</b> – In Latin for national travel</li></ul>           |
| <b>EMAIL</b> | – 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	
HOMEР БИЛIETA/TICKET NUMBER	: 298 6110094919
ТЮМЕНЬ	UT 513 K 12MAP24 1820 OK KFLEXOW
СОЧИ	MECT 1
ФОРМА ОПЛАТЫ/FORM OF PAYMENT	: HAJI
ИТОГО/TOTAL	: 9600PYB
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**, all 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 the ticket and EMD for that child will not be automatically sent to the adult's email address.*

- To send an **itinerary receipt** to the passenger's email address **without printing** 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 EMDs 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 sent to 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:

<b>ET</b>	–	Request code
<b>#</b>	–	Separator
<b>ETicket_Number</b>	–	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/ND SA/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

**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:

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

## 3.2 BY FREQUENT FLYER CARD NUMBER

Request format:

**ET/AIRLINE/ (Date) # (FQTV)**

Request parameters:

<b>ET</b>	–	Request code
<b>/</b>	–	Separator
<b>AIRLINE</b>	–	Airline code
<b>Date</b>	–	Departure date
<b>#</b>	–	Separator
<b>FQTV</b>	–	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:

<b>ET</b>	– Request code
<b>/</b>	– Separator
<b>Flight</b>	– Airline code + flight number
<b>Date</b>	– Departure date
<b>DEP</b>	– Origin
<b>ARR</b>	– Arrival location
<b>-</b>	– Separator
<b>Surname</b>	– 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:

<b>ET</b>	– Request code
<b>/</b>	– Separator
<b>AIRLINE</b>	– Airline code
<b>Date</b>	– Departure date
<b>-</b>	– Separator
<b>FullName</b>	– Passenger's last name, first name, and patronymic
<b>#</b>	– Separator
<b>Card</b>	– 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:

```
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/В/ТО/АТ: CPN1 AEROFLOT SVO	
1VMLXF/15 0CDLDP/SU	
СТР./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/В/ТО/АТ: CPN1 AEROFLOT SVO	
1VMLXF/15 0CDLDP/SU	
СТР./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 -----          ARO ---- ----
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
HOMEP БИЛЈЕТА/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
ΦOPMA OИЛЈАТЪ/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 C/ISSUED IN CONNECTION WITH: 4256101273765

ТИП УСЛУГИ, ДЛЯ КОТОРОЙ ВЫДАН/TYPE OF SERVICE FOR WHICH ISSUED
50 PENALTY
D 093 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 OCDLV5/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**

## 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 С/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/В/ТО/АТ: 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/ТО/АТ: 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 :	
HOMEР 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/B/TO/AT:	
1VMM54/15	
CTP./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

**Attention!!!** As of 00:00 Moscow time **on November 1, 2024, the rules for charging and refunding fee code ZZ will change:**

- 1) The **ZZ** fee will no longer be charged for air transportation issued on SPD BSP during initial sale or when issuing exchange tickets.
- 2) For exchanges of tickets issued before November 1, 2024, the **ZZ** fee information will be retained in the new, exchanged ticket with the indicator "**PD**".
- 3) Starting November 1, 2024, for involuntary refunds of transportations issued on BSP electronic tickets before this date (including exchanged tickets), the amount of the **ZZ** fee will be refunded.

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:

<b>RF</b>	– Request code
<b>M</b>	– Manual refund using a "mask"
<b>Type</b>	– Type of refund: <b>I</b> – involuntary, <b>V</b> – 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.
<b>O (letter)</b>	– manual <b>MCO</b> issuance
<b>Pax</b>	– Passenger numbers whose tickets are being refunded
<b>*</b>	– Separator
<b>Seg</b>	– Numbers of all <u>unused</u> 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.

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 Mixwel terminal.

b) through the **Mixwel 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  ○

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 **○** (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:

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

#### Lines 4-5

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

Refund:

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

#### Line 6

PENALTY: RUB2000 FEE=RUB0.00

Withheld:

<b>RUB2000</b>	– Amount of the cancellation fee (penalty)
<b>FEE=RUB0.00</b>	– 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 at this point 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/OFF), 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:

<b>REFUND VOLUNT</b>	– Operation type
<b>28MAR25</b>	– Date of transaction
<b>99GRS</b>	– Agency code where the ticket refund was processed
<b>00118580</b>	– POS number
<b>4591</b>	– Personal agent ID
<b>2986101281261</b>	– Refunded ticket number
<b>MOW-TJM</b>	– 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 **mandatory** 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/В/ТО/АТ: CPN1 UTAIR AVIATION VKO  
1VN05L/15 1K2615/UT  
  
CTP./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 :  
 HOME 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/В/ТО/АТ:  
 1VN05L/15  
 CTP./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 790300000001 -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 :  
 HOME 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/В/ТО/АТ: 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:

I CONFIRM THAT ALL SPECIFIED DATA IS CORRECT. CONTINUE

+ | +&gt;

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 790300000001 -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. VFL400W "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 790300000001 -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.

**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 VKO AER HK1 1020 1410 LSN E
2  UT-250      Z 28FEB25 AER VKO 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 OPLACENNIM TARIFOM I TARIFOM ZA
      ISPOLXZOVANNUU PEREVOZKU V TOM ZE ILI BOLEE
      VYSOKOM KLASSE BRONIROVANIA SOOTVETSTVUWEGO
      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							

## 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

**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

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/OFF), 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.ODF.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:

- |            |  |
|------------|--|
| <b>UN</b>  | – Operation code   |
| <b>PAX</b> | – Passenger number   |
| <b>*</b>   | – Separator before the "SEG" parameter   |
| <b>SEG</b> | – Segment numbers on a separate ticket, if the transportation is issued on multiple tickets with different <b>Billing ID</b> |
| <b>/</b>   | – Separator  |
| <b>-</b>   | – 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 30 MINUTES AFTER ISSUANCE)

If an error was made when entering the passenger's name, and you need to correct it, you must cancel the recently issued ticket 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>/-**

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

#### Sequence of Actions:

- 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 necessary to cancel the pricing and authorized 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

- Important!!!** As of 00:00 Moscow time **on November 1, 2024, the rules for charging and refunding fee code ZZ will change:**
- 1) The **ZZ** fee will no longer be charged for air transportation issued on SPD BSP during initial sale or when issuing exchange tickets.
  - 2) For exchanges of tickets issued before November 1, 2024, the **ZZ** fee information will be retained in the new, exchanged ticket with the indicator **"PD"**.
  - 3) starting November 1, 2024, for involuntary refunds of transportations issued on BSP electronic tickets before this date (including exchanged tickets), the amount of the **ZZ** fee will be refunded.

### 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**:

*** 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	TY=1830	
6	YFLOW/IN00	0.00	TY=1830	
7	YOW	1000.00	TY=0090 M=MOVSXOV	B

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 ➤ <b>Note:</b> 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, 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:

- |             |  |
|-------------|--|
| <b>PFO</b>  | – Request code (O is a letter)   |
| <b>TYPE</b> | – <b>I</b> – involuntary exchange, <b>V</b> – 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. |
| <b>PAX</b>  | – The sequential number of the passenger(s) in the name field of the <b>PNR</b><br>If no passenger numbers are specified, the payment form is applied to all passengers.   |
| <b>*</b>    | – Separator  |
| <b>SEG</b>  | – <b>New</b> segment numbers (flight legs) where the top-up is applied with the specified document.<br>– ➤ <b>Note:</b> <i>This parameter is mandatory. Indicate segments entered in the <b>EX</b> request.</i>  |

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**)



	<p><b>Num2</b> – The list of segments jointly evaluated under the given <b>PF</b> (if the list is specified, it must include the segments indicated in parameter <b>Num1</b>).</p> <p>By default, the entire route is priced.</p>
/	– Separator
<b>SUM</b>	– Amount for partial payment of the fare using a payment document.
<b>CUR</b>	<p>– Currency code</p> <p>– <b>► Note:</b> <i>If not specified, the current session currency (terminal currency) is assumed.</i></p>
/	– Separator
<b>FOP</b>	– Code of Form of payment
+	– Separator
<b>AUTH</b>	– Authorization Code (6 characters)
	<p><b>For example:</b> <b>PFO*1//CC+123456 VI40000000000006</b></p> <p><b>► Note:</b> <i>In the <b>TCH</b> session, the authorization code is mandatory for <b>FOP=PK</b>.</i></p> <p>The authorization code is displayed in the response to <b>TMF</b> and <b>PF</b>/PFO requests and in the <b>PNR</b> history.</p>
Space	– Must be entered before the <b>FIN_DOC</b> parameter
<b>FIN_DOC</b>	– Payment document code, series, number, and issuing organization (max. <b>41 characters</b> )
< >	– Optional parameter
<b>PARAMS</b>	See See Agent's Manual Part 1, Section <b>7.4.1</b>
Parameter <b>CYMA (BAI)</b>	
Space	– The full amount proposed for additional payment ( <b>TBK</b> ) is paid by the payment document.
<b>100</b>	– A portion of the fare surcharge in the amount of 100 units in the current currency is paid by the payment document
<b>100USD</b>	A portion of the fare surcharge in the amount of 100 US dollars is paid by the payment document
<b>T</b>	– Only the fare surcharge amount is paid by the payment document.
<b>T=100</b>	A portion of the fare surcharge amount in the amount of 100 units in the current currency is paid by the payment document
<b>T=100USD</b>	A portion of the fare surcharge amount in the amount of 100 US dollars is paid by the payment document
	<p><b>► Note:</b> <i>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. <b>For example:</b> <b>10USD(1USD/27RUB</b> or vice versa <b>27RUB/1USD)</b>, where <b>USD</b> – is the pricing currency and <b>RUB</b> is the payment currency)</i></p>
<b>TX</b> or <b>TBK</b>	– 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.

<b>TB</b>	– The fare surcharge and all fees printed on the ticket are paid by the payment document
<b>TK</b>	– The fare surcharge and all fees printed on the receipt are paid by the payment document
<b>X or BK</b>	– All fees are paid by the payment document
<b>X (A)</b>	Fee <b>A</b> is paid by the payment document
<b>X (A , T)</b>	Fees <b>A</b> and <b>T</b> are paid by the payment document
<b>X (CP)</b>	The change fee (exchange penalty) is paid by the payment document
<b>X (A) =100</b>	Fee <b>A</b> in the amount of 100 rubles is paid by the payment document
<b>X (A) =10USD</b>	Fee <b>A</b> in the amount of 10 US dollars is paid by the payment document
<b>B</b>	– Only the fees printed on the ticket are paid by the payment document
<b>K</b>	– 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:**

<b>PFO*1/X (SA) /IN N123</b>	– collection of fee <b>SA</b> via <b>IN</b>
<b>PFO*2/X (CP) /IN N123/X (SA) =100/IN N123</b>	– collection of exchange fee and <b>SA</b> via <b>IN</b>
<b>PFO*1/X (AYQT) /IN N123</b>	– the amount of fuel surcharge <b>YQ</b> is paid via <b>IN</b>
<b>PFO*1/X (AYRI) /IN N123</b>	– the amount of airline surcharge <b>YR</b> is paid via <b>IN</b>
<b>PFO*1/X (AOBFCA) /ПП N123</b>	– the amount of the ticketing fee <b>OB</b> via <b>IN</b>
<b>PFO*1/X (AXFJFK) /IN N123</b>	– collection of <b>XF</b> fee for departure from <b>JFK</b> airport via <b>IN</b>

► **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 **KJA–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\*1,2\*\*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           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\*1,2\*\*4,5//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**

*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 exchange 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/OC2			01	01	01					1	O?	2986180121392 C1
	02	TA	C/OC2			01	02	02					1	O?	2986180121392 C2
	03		C/OC2												
	04		D/993 UT												
CANNOT PRICE															
CANNOT PRICE															
SAVED EXCHANGE PRICING (DFO/MASK MANUAL) :															
ADT	01	TA	C/OC2			01	01	01					0		2980000000000 C1
	03	TA	C/OC2			01	03	03					0		2980000000000 C2

**TMT/S+S**

*1BFP19	BLANK	TYPE	EMD	RTG	TPU	NK	TIME	LIMIT
ADT	01	TA	298 C/OC2			01	2200/27DEC23	
	02	TA	298 C/OC2			01	1715/10JAN24	
	03		C/OC2					
	04		D/993 UT					
CANNOT PRICE								
CANNOT PRICE								
SAVED EXCHANGE PRICING (DFO/MASK MANUAL) :								
ADT	01	TA	298 C/OC2			01	2200/27DEC23	
	03	TA	298 C/OC2			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/HEBO3BPATEH
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"
```

6) 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 arrival segment must be inserted 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).

**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"**.

**Before** sending the **EX** request, you **must**:

**In TCH session:**

**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***

**In the airline's session:**

**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 **is not implemented 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:

- |             |   |
|-------------|---|
| <b>EX</b>   | – Request code  |
| <b>M</b>    | – Manual adjustment of fare information during ticket exchange.   |
| <b>TYPE</b> | – <b>I</b> – involuntary exchange, <b>V</b> – 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**»).

- \* – 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**:

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/NDSDA/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%)  
 PART

### Field descriptions

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



**Left column:**

PDXT

Final Total amount of Fare and Fees

**CASH DE** – Form of payment for the ticket

(if just **XT** and a list of charges are shown, the charges are collected again)

- 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.

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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 ○
2	SU-1138 E 20APR25 0635 SVO AER OK ENOQR 20APR25 20APR25 NONE ○
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: ○ – **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**

```
1BCILJII 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 ----- ARO -----
3  SU-1123   Y 28APR25 AERSVO HS1 1550 1935 LS2 E
4  ----- F ----- ARO -----
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 790300000001 -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 790300000001 -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 790300000001 -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 790300000001 -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:

- |                |   |   |
|----------------|---|---|
| <b>EX</b>      | – | Request code  |
| <b>M</b>       | – | Manual adjustment of fare information during ticket exchange.   |
| <b>TYPE</b>    | – | <b>I</b> – involuntary exchange, <b>V</b> – voluntary exchange.<br>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. |
| <b>*</b>       | – | Separator before the <b>SEG_NEW</b> parameter   |
| <b>SEG_NEW</b> | – | List of segments in the new itinerary (including used ones)   |
| <b>**</b>      | – | Separator before the <b>SEG_OLD</b> parameter   |
| <b>SEG_OLD</b> | – | 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) New transportation OW+OW

Route: **LED-AER**

New Route: **LED-MOW-AER**

```
1VTF1G          STATUS:
99GRS N499GRS4591 MOVPIV 23APR25 14:21 N4 (KJI000087,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 (KJI000087,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.

Pricing for voluntary exchange.

**TM/EX\*2-3\*\*1**

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\*2-3\*\*1**

- 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\*1,3\*\*2**

```

*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\*1,3\*\*2**

- The old segment is in the third position

PNR for exchange:

```

1VTF1G          STATUS:NOT SAVED
99GRS N499GRS4591 MOVPIV 23APR25 14:21 N4 (KJ000087,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\*1-2\*\*3**

```

*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\*1-2\*\*3**

## 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\*2-3\*\*1**

```
*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\*2-3\*\*1**

- **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\*1,3\*\*2**

```

*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\*1,3\*\*2**

- 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\*1-2\*\*3**

```

*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 comes first**

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**

**B) 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/3request*) 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\*3-6\*\*1,2**

```
*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\*3-6\*\*1,2**

- **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:

<b>EX</b>	– Request code
<b>TYPE</b>	– Type of exchange (optional for voluntary exchanges)
<b>PAX</b>	– Passenger numbers for whom the ticket changes are made
<b>*</b>	– Separator before the <b>SEG_NEW</b> parameter
<b>SEG_NEW</b>	– List of segments in the new itinerary, including used ones
<b>**</b>	– Separator before the <b>SEG_OLD</b> parameter
<b>SEG_OLD</b>	– 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 ----- ARO -----
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**

```

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:

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 FARE RUB850 (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
RUB/RUB 850.00

CTP./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 no longer be refunded;
- 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.

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						

Line 1					
EXCHANGE	VOL/INV	V	1V67ZR	PASS 1	SEGM 1 PAGE 2

Operation performed on the corresponding segment in the **PNR**.  
(in this case, "Exchange")

Operation type  
**V** – voluntary  
**I** – involuntary  
 In this case **V**

PNR number

## Passenger Number

Segment number in the **PNR** on which the operation is being performed.

## Mask page number

OLD:FARE RETURN	+KFLEXRT	+7600	+RUB	MILES+	
-----------------	----------	-------	------	--------	--

The information pertains to the exchanged ticket.

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- 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

**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**

#### **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**

<b>TAX</b>		++ +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 ("+").

**Lines 14-15**

<b>AGN TX+</b>	+	+	+	+	+	+	+	+	+	+	+	+	+	+
	+	+	+	+	+	+	+	+	+	+	+	+	+	+

**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 11-14\*

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":

	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 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/NSDA/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

<b>AL</b>	– Airline code
<b>FLGT</b>	– Flight number
<b>BK</b>	– RBD code

<b>T</b>	–	Number of seats
<b>DATE</b>	–	Departure date
<b>TIME</b>	–	Departure time
<b>FARE BASIS</b>	–	Fare basis in the ticket
<b>NVB</b>	–	Not valid before
<b>NVA</b>	–	Not valid after
<b>BG</b>	–	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



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  $\frac{1}{2}$  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.

To properly issue the exchanged ticket, the mask must be adjusted as follows:

After entering the “mask” into the system, the response “**INFORMATION PART INPUTED OK**” is displayed.

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

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- 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/ND SA/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.ODF.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.ODF.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 used segment (one line) and the exchanged segment (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:

The first line 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.

The second line 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 VKO AER HK1 0930 1305 LS2 E
2 DP-112      P 25MAY25 AER VKO 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 VKOER HK1 0955 1330 LS2 E
  2 DP-113      P 19MAY25 VKOER 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**.

The mask, modified in accordance with the **fare rule**, should appear as follows:

After scrolling **FORWARD**, the system prompts for confirmation of the entered data by displaying the "mask":

➤ **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.

- 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 VKO AER HK1 0955 1330 LS2 E
2  DP-112   P 25MAY25 AER VKO 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

```
1VF0X          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 VKOAE 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

*1VF0X(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
++ +YQI	+1000	+RUB +- +YQI	+1000	+RUB ++ +YRI	+30
++ +YRI	+200	+RUB +- +YRI	+30	+RUB +- +YRI	+200
+  +	+	+  +	+	+  +	+
+  +	+	+  +	+	+  +	+
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/NSDA/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
+ -  +K4   +1200	+RUB ++ +K7   +180	+RUB + -  +K7	+180
++ +YQI   +1000	+RUB + -  +YQI   +1000	+RUB ++ +YRI	+200
+ -  +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/NDISA/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/NDISA/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 - ХОБЫЙ
  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+	+	+	MILES+
DSC+   <b>PENALTY+</b>	+	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  
HOMEP БИЛЖЕТА/TICKET NUMBER : 555 6102012009  
ST PETERSBURG SU 11 R 30MAY25 1245 OK RCO 1PC  
MOSCOW SU 2134 R 31MAY25 1700 OK RCO 1PC  
ISTANBUL  
ΦOPMA OИЛЖАТЫ/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 31MAY25 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**

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:**



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
++ +YRI	+200	+RUB +- +YRI	+30	+RUB +- +YRI	+200
+  +	+	+  +	+	+  +	+
+  +	+	+  +	+	+  +	+
+  +	+	+  +	+	+  +	+
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**

## 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

<b>TAX</b>	++ +YQF	+800	+RUB +- +YQF	+800	+RUB
++ +YQI	+500	+RUB +- +YQI	+500	+RUB ++ +YRI	+30
++ +YRI	+200	+RUB +- +YRI	+30	+RUB +- +YRI	+200

### 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

<b>AGN TX+</b>	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+
	+	+	+	+	+	+	+	+	+	+	+	+	+	+	+

### 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 11-14\*

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/ND5A/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

<b>AL</b>	–	Airline code
<b>FLGT</b>	–	Flight number
<b>BK</b>	–	RBD code
<b>T</b>	–	Number of seats
<b>DATE</b>	–	Departure date

<b>TIME</b>	–	Departure time
<b>FARE BASIS</b>	–	Fare basis in the ticket
<b>NVB</b>	–	Not valid before
<b>NVA</b>	–	Not valid after
<b>BG</b>	–	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**

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 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 VKO AER 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.ODF.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/HICA/K906.36

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**”.

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		+120		+RUB		++		+RI		+302		
+-		+YRF		+120		+RUB		++		+YRF		+120		
+		+		+		+		+		+		+		
+		+		+		+		+		+		+		
+		+		+		+		+		+		+		
AGN TX+		++		++		++		++		++		++		
+		++		++		++		++		++		++		
FORM OF PAY+														
CALCULATION PRELIMINARY														
CHECK AND CORRECT IN ACCORDANCE WITH THE REGULATIONS OF CARRIER														
INPUT														

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 **EMD**s 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  
HOMEP БИЛЈЕТА/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

CTP./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  
HOMEP 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  RCOLSR          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
HOMEP EMIJETA/TICKET NUMBER : 555 6102015254
MOSCOW SU 1122 R 06JUN25 1050 OK RCOSLR 1PC
SOCHI
ΦOPMA OIJIATH/FORM OF PAYMENT : DE
MTOFO/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:

<b>ETH</b>	– Request code
<b>#</b>	– Separator
<b>Ticket</b>	– 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 <b>FLOWN</b>
<b>ISSUE</b>	
05JUN25 06:51 CRS-15 SC-MOW	
AGN-99GRS AGC-UUS	ID-4591 TERM-MOVPIV POS-59801721
HZ-4745 Y 15JUN25	0010 KJAUUS OK <b>OPEN</b>
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 <b>REFUND</b>
<b>ISSUE</b>	
05JUN25 06:51 CRS-15 SC-MOW	
AGN-99GRS AGC-UUS	ID-4591 TERM-MOVPIV POS-59801721
HZ-4744 Y 20JUN25	2245 UUSKJA OK <b>OPEN</b>

where

<b>TKNE</b>	– E-ticket number
<b>SERGEEVA/IRINA VLADIMIROVNA</b>	– Passanger's last name, name
<b>COUPON 1</b>	– Below is the history of the first coupon. The sequence of operations with the coupon is presented from bottom to top.
<b>05JUN25</b>	– Date of the operation
<b>07:23</b>	– Time of the operation
<b>CRS-15</b>	– Booking system ID in which the ticket was issued (15 – Mixvel)
<b>SC-MOW</b>	– System's base city
<b>AGN-99GRS</b>	– Code of the agency where the ticket was issued
<b>AGC-MOW</b>	– City where the point of sale is located
<b>ID-4591</b>	– Operator ID who issued the ticket
<b>TERM-MOVPIV</b>	– Terminal code from which the ticket was issued
<b>POS-59801721</b>	– POS number where the ticket was issued
<b>ISSUE</b>	– Operation name

Flight segment information, where:

- FLOWN** – Coupon status code – **Flown | Used** (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 Mixvel server, 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: 99GPC
POINT OF SALE: 26207440
TICKET QUOTA: 999999
EMD QUOTA: 1000000
```

#### Example 2. TCH session

```
ATSS-TCH
AGENCY:99GPC
POINT OF SALE: 00118580
E-TICKET QUOTA: 75973
EMD QUOTA: 87745
```

```
CBBT-TKII
АГЕНТСТВО:99GPC
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 Closed**

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

**F** – Flown

**P** – Printed

**R** – Refunded

**X** – Replaced with a paper document

**V** – Void

**T** – Paper ticket

**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

## 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

MOVPIV – 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 (MKJI)

/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»

#### 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

```

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.ODF.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 WITH262):

```

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.ODF.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 automatic 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 **IT** 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 07IUL77 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  
TEST2@TEST.RU  
+2

- itinerary receipt is prepared for sending
- one of the email addresses listed in the PNR
- 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
- one of the email addresses

TEST2@TEST.RU

```
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 07IUL77 63K1006805603/C1/SH7/20JUN25  
OBG

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 07IUL77 63K1006805602/C1/SH7/15JUN25  
OBG 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 to pay for an award ticket = request **FFS**

where **PAYI** – code of the automatically generated **SSR** request for deduction or refund of award miles



<b>42000 MLS</b>	- number of miles to be deducted
<b>TID</b>	- transaction ID for the redemption
<b>1-2TNBDI2L</b>	- mileage redemption transaction number
<b>FF</b>	- request code to the airline's loyalty system
<b>FFS</b>	- operation code for redemption of award miles
<b>42000</b>	- number of award miles
<b>XXX</b>	- currency code for payment – award miles
<b>PP:AM</b>	- code for fare pricing parameter in award miles

```
AG POPOVA MARINA 01APR89 PAYI HK1 OHY/100 MLS/TID 1-2TNC7SL7
FF FFS PASS1: POPOVA MARINA SU1080680425 OHY/100 MLS/TID 1-2TNC7SL7
PA FFS SRV SU-24 Y 10SEP24 SVOLED POPOVA MARINA 01APR89 ADT
TKT:EMD(555) 100XXX FARE=OHY(A) RULE=S7.A.SU.OC.OHY.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 to pay for additional services = request **FFS/P+S1**

where **OHY** - 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: "POVYV ZA MILI EK BIZ"/"UPGRADE FOR
MILES Y J"
(>> 5552240007669/K1) PP:MLEX/AM ARTP/58567
```

- automatic mileage evaluation and redemption of award miles to pay for an upgrade = 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 for an award ticket = 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 for additional services = 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 <b>TH</b> 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: <b>CBBG</b> indicator
/EX	– In fare code: <b>EXST</b> 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 <b>PNR</b>
[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 ( <b>EMD</b> )
->	– Change indicator “was -> became”
7O	– Ticket revalidation
99C	– Invoice code for a charge set by the agency (on <b>EMD</b> )
CBBG	– Cabin baggage with a separate seat
EMAIL	– Remark type with email address
EMD	– Document: Electronic Miscellaneous Document
EMD SENT	– Operation: <b>EMD</b> sent
EX	– Exchange: <b>Exchange</b> – 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)

<b>FFP</b>	– Frequent flyer category for award ticket: Adult
<b>FIS</b>	– Frequent flyer category for award ticket: Child aged 0–2 with seat
<b>INF</b>	– Passenger category: Infant without seat
<b>IT</b>	– <b>IT</b> -fare
<b>MLS</b>	– Award miles
<b>NOS</b>	– service name in the <b>SVC</b> element changed
<b>PAYI</b>	– Automatically generated <b>SSR</b> request for deduction or refund of award miles
<b>Q=</b>	– Surcharge
<b>RE</b>	– Exchange: <b>Reissue</b> – no changes on the first segment
<b>TID</b>	– Transaction ID for award mile redemption
<b>TNF</b>	– Frequent flyer category for award ticket: Child aged 0–2 without seat
<b>TNN</b>	– Frequent flyer category for award ticket: Child aged 0–2
<b>XXX</b>	– Currency code: award miles
<b>YY</b>	– For any airline
<b>A</b>	– Source of fare information: <b>ATPCO</b>
<b>ADT</b>	– Passenger category: Adult
<b>AK1</b>	– Ground segment
<b>AM</b>	– Cancellation of fare or service evaluation before ticket/ <b>EMD</b> printing
<b>AP</b>	– Automatic ticket printing
<b>XT</b>	– Refund
<b>AI</b>	– Insurance policy refund operation
<b>BD</b>	– Fee key: voluntary exchange due to passenger data change
<b>EC</b>	– Print copy of itinerary receipt by <b>CIR</b> request
<b>CT</b>	– Exchange without changing flight segments
<b>BLI</b>	– Operation: involuntary exchange without segment changes
<b>BLV</b>	– Operation: voluntary exchange without segment changes
<b>VV</b>	– Fee key: involuntary refund
<b>VGML</b>	– Request for special (vegetarian) meal

<b>VD</b>	– Fee key: voluntary refund – Operation: voluntary refund
<b>II</b>	– Insurance entry operation
<b>INBOUND</b>	– Received from the airline
<b>IND</b>	– Involuntary refund or exchange
<b>GR</b>	– Group
<b>D</b>	– <b>PNR</b> split
<b>AN</b>	– Add passenger name
<b>VOL</b>	– Voluntary refund or exchange
<b>AL</b>	– Linking child to adult passenger
<b>AS</b>	– Add segment
<b>PF</b>	– Enter form of payment info; – Operation: enter form of payment
<b>CL</b>	– Change of passenger category or benefit eligibility
<b>FCMI</b>	– Evaluation indicator
<b>CD</b>	– Passenger data change, incl. passport data
<b>OUTBOUND</b>	– Sent to the airline
<b>XC</b>	– Decrease in number of seats
<b>IF</b>	– ( <b>IVRA</b> )
<b>K=</b>	– Penalty Keys
<b>C1</b>	– Coupon number
<b>KDTR</b>	– Input text in the ticket field: <b>TOUR CODE</b>
<b>COMM. NAME</b>	– Commercial name of the service
<b>FARE=</b>	– Applied fare basis
<b>LG</b>	– Discount
<b>CA</b>	– Form of payment: cash
<b>BG=</b>	– Baggage allowance included in the ticket price
<b>HK1</b>	– Status: confirmed
<b>AM</b>	– Award miles fare parameter
<b>SEAT</b>	– Seat assignment request in aircraft cabin
<b>NC1</b>	– Segment: non-system flight

<b>Q111</b>	– Queue number (e.g., 111th)
<b>UC</b>	– Fee key: voluntary exchange – Operation: Voluntary exchange
<b>OP1</b>	– Segment: open date
<b>OM</b>	– <b>Cancel a transportation document secondary operation</b>
<b>QD</b>	– Remove booking from queue and return it on specified date/time
<b>QP</b>	– Place booking in queue
<b>OS</b>	– Insurance policy cancellation
<b>OT</b>	– Fee key: <b>PT</b> refusal – Emergency ticket refund, void
<b>QR</b>	– Booking removal from queue
<b>OI</b>	– Insurance valuation deletion operation
<b>AT</b>	– Ticket printing
<b>PI</b>	– Refund certificate printing
<b>UP</b>	– Fee key: revaluation (voluntary exchange)
<b>FLD</b>	– <b>IROP</b>
<b>PK</b>	– Form of payment: bank card
<b>TX</b>	– Receipt for agency service fee
<b>CI</b>	– Ticket Exchange
<b>UPSELL</b>	– Brand upgrade operation
<b>PREPARED FOR SENDING</b>	– Operation: sending the itinerary receipt of the electronic ticket to Email
<b>IN</b>	– Form of payment: invoice (non-cash)
<b>PR</b>	– Operation: sale
<b>AR0</b>	– Arrival segment
<b>PRIM</b>	– Entering text in the <b>EMD</b> field for agency-imposed charges: <b>REMARKS</b>
<b>OTHS</b>	– Remarks: other
<b>PP :</b>	– Pricing Parameter
<b>TI</b>	– Insurance policy issuance operation
<b>PS</b>	– Itinerary receipt or <b>EMD</b> email sending
<b>PP</b>	– Carrier fee for changes or cancellations
<b>CNN</b>	– Passenger category: child over 2 years

<b>RM</b>	– Remark, <b>OSI</b>
<b>INF</b>	– Passenger category: Infant without seat
<b>MP</b>	– Refund without printing paper certificate
<b>SA1</b>	– Segment: Space available
<b>SV</b>	– <b>SVC</b> element
<b>SV CP</b>	– Cancellation of service form of payment input
<b>AG</b>	– Send <b>SSR</b> ; – Receive airline notification
<b>CG</b>	– Modify <b>SSR</b>
<b>CC</b>	– <b>PNR</b> session change
<b>XG</b>	– Delete <b>SSR</b> request
<b>T</b>	– Message
<b>PA</b>	– Pricing during automatic ticket printing; – Automatic pricing with operation code while evaluation preserved
<b>TBK</b>	– Any combo: <b>T</b> – fare, <b>B</b> – ticket fee, <b>K</b> – receipt fee
<b>TVA</b>	– Fare pricing by <b>TV</b> request with auto fare selection
<b>TVM</b>	– Fare pricing by <b>TV</b> request with manual fare selection
<b>TOUR CODE</b>	– Ticket field text: <b>TOUR CODE</b>
<b>ENDORSEMENTS</b>	– Ticket field text: <b>ENDORSEMENTS/RESTRICTIONS</b>
<b>TKST</b>	– Input text in ticket field: <b>ENDORSEMENTS/RESTRICTIONS</b>
<b>TL</b>	– Time limit
<b>PC</b>	– <b>TO</b> request pricing; – Exchange evaluation through “mask”
<b>PH</b>	– <b>TH</b> request pricing
<b>PR</b>	– <b>TT</b> request pricing; – Manual <b>PTM</b> ticket printing pricing (with or without changes)
<b>NN1</b>	– Status: awaiting confirmation
<b>TTC</b>	– Manual Assignment of Pricing Unit
<b>UN1</b>	– Status: denied
<b>DL</b>	– Unlink child from adult passenger
<b>SRV</b>	– Service pricing
<b>UT</b>	– Reissuance fee key (voluntary exchange)

<b>FM</b>	– Agency Commission (Fee)
<b>FF</b>	– Loyalty program request to airline
<b>FFR</b>	– Award miles refund operation
<b>FFS</b>	– Pricing: in award miles. – Reward miles redemption operation
<b>XN</b>	– Name deletion
<b>XS</b>	– Segment deletion
<b>XX1</b>	– Status: deleted
<b>C</b>	– Fare info source: <b>TCH</b>
<b>FQTR</b>	– Add frequent flyer card for miles redemption
<b>FQTU</b>	– Add frequent flyer card for extra services
<b>FQTV</b>	– Add frequent flyer card for mileage accrual
<b>EBM</b>	– Electronic ticket form
<b>ER</b>	– <b>EMD</b> refund
<b>EDPR</b>	– Input text in <b>EMD: REMARKS</b>
<b>EDKT</b>	– Input text in <b>EMD: TOUR CODE</b>
<b>EDTK</b>	– Input text in <b>EMD: ENDORSEMENTS/RESTRICTIONS</b>
<b>EE</b>	– <b>EMD</b> exchange
<b>EMD</b>	– Electronic Miscellaneous Document
<b>EV</b>	– <b>EMD</b> void (cancelation)
<b>EI</b>	– Issuing the <b>EMD</b>
<b>EA</b>	– Save created <b>EMD</b> mask



## 14 RECENT UPDATES

Date	Description
29.08.2025	<p>The section 8.3.1 renamed to the section 8.4 “VIEWING INFORMATION ABOUT PREVIOUSLY SAVED TICKET EXCHANGE OR EMD PRICING IN THE PNR”.</p> <p>Added to the section:</p> <ul style="list-style-type: none"> <li>– variants of requests for viewing previously saved pricing for exchange: <b>TM/PFO</b>, <b>TMR/PFO</b>, <b>TMC/PFO</b> etc.;</li> <li>– example 2 “View a saved pricing for exchange”.</li> </ul>
	<p>The sections 8.5.12 “TICKET EXCHANGE WITHOUT CHANGING THE FLIGHT SEGMENT (REQUEST <b>BLV/BLI</b>)”, 8.5.13 “MANUAL” TICKET EXCHANGE WITHOUT CHANGING THE FLIGHT SEGMENT (<b>BLM</b> REQUEST):</p> <p>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.</p>
	<p>The section 13 “APPENDIX 3.PNR HISTORY: EXAMPLES OF DISPLAYING OPERATIONS”:</p> <p>Example 32 “Refund of the secondary operation” added.</p>
	<p>The section “ALPHABETICAL INDEX OF OPERATION CODES”:</p> <p>cancellation codes for secondary operations <b>OM</b> and <b>(-)</b> added.</p>