



e-Ticketing and QREX Course

(Revision 01)

Address: 24 Alkeou St, Engomi
P.O.Box 25326, 1308 Nicosia – Cyprus
Tel: 357-22664515, Fax: 357-22664502,
SITA:NICXZCY
e-mail:zenon@cyprusair.com.cy

©Copyright 2006 ZENON National Distribution Centre Ltd.
All rights reserved.

All trademarked product and company names are the property of their respective trademark holders.

No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, or translated into any language, without the prior written permission of the publisher.

Copying software used in this course is prohibited without the express permission of ZENON National Distribution Centre Ltd. Making unauthorised copies of such software violates copyright law, which includes both civil and criminal penalties.

Table of Contents

ELECTRONIC TICKETING.....	3
Overview	3
Basic entries before issuing e-ticket	4
Issue e-ticket.....	5
Regenerate non-flight coupons	6
Revalidate an e-ticket	7
Form Of Identification (FOID)	8
Unused Electronic Ticket Report	9
Void an e-ticket	10
Daily Sales Summary	11
QREX – QUICK REFUNDS AND EXCHANGES	12
Overview	12
Full Refund Process	13
Partial Refund Process	15
Refund with No Active PNR.....	17
Refund Exchange Notice	18
Refund Audit Trail Report	19
Revision History	20

Electronic Ticketing

Overview

Function

This product is designed to greatly reduce the costs and manual effort today spent on securing paper ticket stock, issuing, delivering, tracking and reconciling paper tickets for airline travel.

Description

Electronic ticketing allows computerised storage of a passenger's flight coupons by an airline. Instead of printing flight coupons the information is sent to the airline and stored in a database until the passenger checks in for his flight.

Benefits for Travel Agencies

- ❖ Reduces agent time and production costs (delivery, mail) for airline
- ❖ Minimizes instances of lost tickets and the fees associated with replacing those tickets
- ❖ Enables exchanges to be processed faster and more efficiently
- ❖ Gives agencies the Unused Electronic Ticketing Report - allowing them to better manage their customer's travel money and identify unused tickets for refund or exchange to add even more value to their services and to better justify the collection of service fees
- ❖ Gives agency customers more flexibility to make last minute changes to their travel itineraries within a "paperless" ticket environment
- ❖ Reduces agency need to purchase and secure extra ticket stock
- ❖ Reduces coupon storage capacity needs to meet BSP reference requirements

Basic entries before issuing e-ticket

Description	Format Example
List of participating airlines in BSP Cyprus	W/BSPCY*
Display the Electronic Ticketing Profile for an airline to determine what features the carrier supports in your market	WETP*BA
Designate the ticket printer	W*CYB1FCCD
Designate the same printer for both hardcopy and invoice/itinerary functions (dual print function)	PTR/B1FDFB DSIVB1FDFB

Issue e-ticket

The format you use to issue an electronic ticket depends upon the level of participation of the carrier you are ticketing. There are two levels of e-ticketing participation that affect your ticketing format :

- **Automatic electronic ticketing**
The carrier wants the ticketing default to be an e-ticket automatically. You do not have to use a special format.
- **Non-automatic electronic ticketing**
The carrier wants the ticketing default to be a paper ticket. In order to override the default and produce an e-ticket, you must add the ticketing qualifier ‡ETR to your ticketing entry.

Description	Format Example
Issue e-ticket and print agent coupon on automatic e-ticketing carrier	W‡ABA‡KP7‡FCASH
Issue e-ticket and print agent coupon on non-automatic e-ticketing carrier	W‡ETR‡ABA‡KP7‡FCASH
Issue e-ticket, print agent coupon, itinerary invoice and passenger itinerary/receipt	W‡ABA‡KP7‡FCASH‡DPB
Issue e-ticket, print agent coupon and passenger itinerary/receipt	W‡ALH‡KP7‡FCHEQUE‡DPE

- ❖ Any kind of ticket can be issued electronically i.e. command, discount pricing, phase IV, Net Remit, IT, etc.
- ❖ When you want to issue a paper ticket on an automatic e-ticket carrier, you must override the e-ticket default by adding the ticketing qualifier ‡XETR to your ticketing entry
- ❖ Upon issuance of an e-ticket a TKNE message is sent to the airline with the ticket number. It can be seen only in the history of the PNR (*H) as below:

```
A3S  SSR TKNE CY HK1 LCABEY0342Y20JUN/0482278060493C1
      -TEST/TEST MS
```

- ❖ The sabre guarantee policy is found on the Agent Coupon under the form of payment. Look for **FCI 00** or **FCI 02** or **FCI 06**.
- ❖ An Electronic Ticket Record (ETR) is created and can be seen using the following entries:

Display the electronic ticket record from *T (must be in the PNR)	WETR*2
Display the electronic ticket record using the ticket number-13 digits (outside PNR)	WETR*T1251234567890
Display the electronic ticket record using the search mask (outside PNR)	WETR*S
After displaying the electronic ticket record you can display its history	WETR*H or WETR*2/H

Regenerate non-flight coupons

Description	Format Example
Regenerate the agent coupon	W‡RG1251234567890‡RE
Regenerate passenger receipt	W‡RG1251234567890‡RR

Note: If the passenger receipt is not printed means that the airline does not allow it.

Revalidate an e-ticket

Prior to revalidating an electronic ticket it is important to check the status of the flight in the electronic ticket record.

First display the electronic ticket record as shown previously; the status of the flight to be changed must show OPEN. If OPEN is the displayed status, change the flight, then follow the procedure below to revalidate.

Revalidation is necessary when you change the segment dates in order to update the ETR. Status remains OPEN, in WETR*H the revalidation is shown.

Note: Check the airline's profile for revalidation restriction.

Description	Format Example
To revalidate an electronic ticket and add validity dates (not valid before and not valid after dates)	WETRL/S2/C2*10OCT0620OCT06

Important: When the airline revalidates and reissues an e-ticket that the agent issued, the information is sent to the agent as well.

Form Of Identification (FOID)

Some airlines require a form of identification (FOID) to be present in the PNR before you can issue an electronic ticket.

You enter the FOID in the Special Service Request (SSR) field. At check-in time, the passenger must present the same FOID as that in the PNR.

Description	Format Example
Enter credit card as FOID	3FOID/CC (credit card code and number) 3FOID/CCVI4548123412341234
Enter passport as FOID	3FOID/PP (country code and passport number) 3FOID/PPCY12345678

Note: Each airline has its own rules regarding what FOIDs are acceptable.

Unused Electronic Ticket Report

The Unused Electronic Ticketing Report will display unused electronic tickets that are 30 days past the last travel date. The unused electronic ticketing report is activated only once the required TJR edit is switched on.

Description	Format Example
Display the entire unused electronic ticket report	DQB*ETU
To switch on the unused electronic ticketing report (TJR)	W/ETU±ON

Note: The system deactivates the Travel Journal Record security feature indicator if you do not run a report for 60 days.

Void an e-ticket

Description	Format Example
Display ticketing field	*T
Display electronic ticket record to verify the coupon status is OPEN	WETR*2
Void the electronic ticket	WV2
Repeat the same format to process the transactions	WV2
Display the ticketing field to verify the system has voided the ticket	*T
Void an electronic ticket if the ticket number does not appear in the ticketing field (*T) Display electronic ticket record to verify the coupon status is OPEN	WETR*T1251234567890
Void the electronic ticket	WETRV
Repeat the same format to process the transaction	WETRV

Daily Sales Summary

Use these formats to display an audit report of all tickets you generate through the *Sabre* system.

An audit trail report for the previous 31 working (business) days by adding the date of the report to your entry.

Description	Format Example
Display the current audit report	DQB*
Display the sales report for specific date	DQB*10JUN
Display the sales report for date in previous year	DQB*10DEC05

Following is the response of Sabre format:

DQB*								
UR2B	07MAR06	TICKETING REPORT				ZENON TRAINING		
CE								
TICKET		COMMISSION		AGENT		TICKET		
NUMBER		AMOUNT		SINE	TIME	CURR	AMOUNT	
PNR-FEKNSJ IOANNOU/S MRS						ETR		
0482278060497		2.80		ATR	1153	EX	CYP	40.00 A
PNR-FEKNSJ IOANNOU/S MRS						ETR		
0482278060496		13.23		ATR	1131	CA	CYP	231.00
PNR-HEYKMS ANDREOU/A MR						ETR		
1252278060495				ATR	1123	EX	CYP	20.00 A
PNR-HEYKMS ANDREOU/A MR						ETR		
1252278060494		10.50		ATR	1048	CA	CYP	194.00

QREX – Quick Refunds and Exchanges

Overview

The *Quick Refunds and Exchanges* (QREX) tool, Sabre® global distribution system's automated refund and exchange solution, gives you the ability to quickly process various refund transactions. These transactions may include refunds with multiple forms of payment, net remit refunds, tax only refunds, refunds of a partially used ticket and full refunds.

Benefits

- ❖ Capture original ticket information to process refunds
- ❖ Simplify steps for refund transactions
- ❖ Process flown segments/partially used ticket coupons for refund transactions
- ❖ Process refunds with multiple forms of payment, net remit and tax only refunds
- ❖ Reduce agent processing time and pricing errors
- ❖ Increase revenue through automated calculations
- ❖ Enhance agent productivity and accuracy through consistent mask processing
- ❖ Improve processing for cancellation penalty

QREX refunds and BSP reporting

Because QREX transmits refund information to BSP, it is imperative that all refunds be processed in the **original ticketing location**, including satellite ticket printer (STP) locations. This ensures that the refund transactions are reported to the correct BSP location report.

There are five general types of refunds. Four of these may include a cancellation penalty:

- ❖ Full refunds – refunding the entire amount of the ticket
- ❖ Partial refunds - refund of a ticket with flown segments or used flight coupons
- ❖ Multiple form of payment refunds – refund the ticket amount to more than one form of payment
- ❖ Net remit refunds – refund of net remit amount
- ❖ Tax only refunds – refund of tax amounts only (can not include a cancellation penalty)

Note: It is your responsibility to verify that the fare(s)/tax(es) being refunded are indeed refundable.

Once you initiate a refund transaction, the mask process prompts you through a series of screens based upon the type of refund and the action you select on the action line.

Before entering the mask, make sure you have assigned your ticket printer (usually W*CY and your ticket printer line address)

Full Refund Process

FORMAT	RESPONSE
<p>WFR0482278060519+ACY</p> <p>The ticket information is automatically retrieved from the ticket database, including the base fare and taxes.</p> <p>Specify the transaction type, R, for Refund. Select NEXT to continue to the Comparison Summary screen.</p>	<pre> WF WFR EXCH DATABASE TKT - ELECTRONIC SCREEN 10 N1.1 SERAFIDOU/DESFO TKT 0482278060519 ENTER A VALID TRANSACTION CODE X-EXCH/R-REFUND/F-FLOWN FLT BK DATE BRDOFF FB/TKT DES STAT CODE 1 CY 342 B 01NOV LCABEY BFLEX OK <R> 2 O CY 343 B 10NOV BEYLCA BFLEX OK <R> BASE CYP 120.00 TAXES 9.00 CY 8.50 LB 15.00 XT TTL CYP 152.50 VALIDATING CXR CY NEXT <X> MULTIDOCs <_> QUIT < > </pre>
<p>The Comparison Summary screen displays both the original and refund amounts.</p> <p>Enter applicable cancellation penalty in the CHG FEE AMOUNT field. Select NEXT to continue to the refund information screen.</p> <p>Note: If you want more detail on the comparison amounts, type X in the TAX COMPARISON field.</p>	<pre> WF WFR COMPARISON SUMMARY SCREEN 30 REISSUE PLACE NIC EXCHANGE CYP BASE 120.00 TTL TAXES 32.50 TOTAL ----- 152.50 CHG FEE AMOUNT < > REISSUE CUR CYP -120.00 -32.50 ----- -152.50 TOTAL ----- -152.50 TAX COMPARISON < > NEXT <X> QUIT <_> </pre>

The Refund Information screen displays with the refund type populated.	WF WFR REFUND INFORMATION SCREEN 32 TKT 0482278060519 D-DOMESTIC REFUND/I-INTERNATIONAL/T-TRANSBORDER REFUND I
If the original ticket was electronic, the REFUND AUTHORIZATION CODE field is automatically populated with the code.	REFUND AUTHORIZATION CODE C04800M9BVBEIJ COMMISSION ON REFUND AMT OR PCT < 7>
Enter the commission to refund in the COMMISSION ON REFUND AMT OR PCT fields (mandatory to enter information in at one of these fields).	TOTAL REFUND DUE CYP -152.50 CASH X CK CC CC NBR DK NBR < >
Enter the original INVOICE NBR and any FREE TEXT you want to display at the end of the accounting line in the appropriate fields. Type X in the REFUND field to complete the refund transaction.	REFUND ACCOUNTING LINE DATA INVOICE NBR < > FREE TEXT < > REFUND <X> Note: The Sabre system automatically transmits the appropriate data to BSP for agencies reporting to the various BSPs. COMMISSION ON REFUND AMT automatically transmits to the refund accounting line. However, COMMISSION ON PENALTY AMT does not automatically update in the accounting lines; you must manually invoice amounts for a Commission on Penalty.

Once the refund is processed, the Sabre system's ticket database is updated to reflect RFND.

If the ticket is electronic, the refund message is also sent to update the carrier's electronic ticket database with this new coupon status.

Because the original ticket has been fully refunded, this image now replaces the original ticket item image in the database.

```

*T<<
TKT/TIME LIMIT
  1.T-16MAR-UR2B*ADS
  2.TE 0482278060519-CY SERAF/D UR2B*ADS 1011/16MAR*I
  3.TR 0482278060519-AT SERAF/D UR2B*ADS 1025/16MAR*I

WETR*2<<
ELECTRONIC TICKET RECORD
INV:                                CUST:                                PNR:BYETUA
TKT:0482278060519      ISSUED:16MAR06      PCC:UR2B      IATA:96188116
NAME:SERAFIDOU/DESPO
FOP: CASH
CPN  A/L  FLT  CLS  DATE  BRDOFF  TIME  ST  F/B              STAT
1    CY   342   B   01NOV  LCABEY  2210  OK  BFLEX             RFND
2    CY   343   B   10NOV  BEYLCA  0715  OK  BFLEX             RFND

VALID ON CY
FARE   CYP120.00 TAX    9.00CY TAX    8.50LB TAX    2.00VL
                TAX   13.00YQ
TOTAL   CYP152.50

LCA CY BEY123.18 CY LCA123.18NUC246.36END ROE0.48708XT2.00VL  1
3.00YQ

```

Partial Refund Process

<p>WFR048777772722+ACY</p> <p>The ticket information is automatically retrieved from the ticket database, including the base fare and taxes.</p> <p>Specify the transaction type, F, for Flown, R, for Refund. If original ticket was issued electronically, the F indicator is automatically inserted for any used coupons/flown segments.</p> <p>Select NEXT to continue to the Comparison Summary screen.</p>	<pre> WF WFR EXCH DATABASE TKT - PAPER SCREEN 10 N1.1 SERAFIDOU/DESPO TKT 048777772722 ENTER A VALID TRANSACTION CODE X-EXCH/R-REFUND/F-FLOWN FLT BK DATE BRDOFF FB/TKT DES STAT CODE 1 CY 486 M 20NOV LCASVO MLSX14SU PPR <F> 2 O CY 487 M 25NOV SVOLCA MLSX14SU PPR <R> BASE CYP 160.00 TAXES 9.00 CY 10.00 RI 18.50 XT TTL CYP 197.50 NEXT <X> MULTIDOCs <_> QUIT < > </pre>
<p>The Itinerary Calculation screen displays with some original ticket information and the flown segments' city pair, carrier class of service and departure date populated.</p> <p><u>System re-price:</u></p> <p>To have the system re-price the flown segments, leave all itinerary fields blank and place a P in THE PRICE-P/MANUAL-M field. Enter to continue to the Comparison Summary screen.</p> <p><u>Manual price:</u></p> <p>To manually price the flown segments, enter the fare basis code, base fare amount and any Q surcharge amount for each flown segment. Place an M in the PRICE-P/MANUAL-M field. Enter to continue to the Comparison Summary screen.</p>	<pre> WF WFR ITINERARY CALCULATION - REFUND SCREEN 20 PSGR TYPE <ADT> SOLD/TKTD <NICNIC> PURCH DATE <16MAR06> BASE CURR CYP REISSUE PLCE <NIC> ORIG ROE < 0.48708> CXR CY CORP ID < > FB/TKT DES AMOUNT 1 LCASVO M <MLSX14SU > <164.24 > F CY 20NOV Q < > PRICE-P/MANUAL-M <M> ADDL FARE CONSTRUCTION < > QUIT <_> </pre> <p>Note: For more complicated partial refunds that require you to manually enter fare calculation indicator codes such as mileage surcharges or differentials, place an X in the ADDL FARE CONSTRUCTION field in addition to an M in the PRICE-P/MANUAL-M field.</p>

<p>The Comparison Summary screen displays. The system computes the taxes for the used segments and calculates the refund due.</p> <p>Indicate any applicable penalty in the CHG FEE AMOUNT field.</p> <p>If your amounts are incorrect, select RETURN TO AGENT PRICING to return to the Itinerary Calculation screen and manually enter the fare data.</p> <p>Select NEXT to continue to the Refund Information screen.</p>	<pre> WF WFRR COMPARISON SUMMARY SCREEN 30 REISSUE PLACE NIC EXCHANGE USED CYP CYP BASE 160.00 80.00 TTL TAXES 37.50 29.50 ----- TOTAL 197.50 109.50 CHG FEE AMOUNT < > REISSUE CUR CYP -80.00 -8.00 ----- TOTAL -88.00 TAX COMPARISON < > NEXT <X> RETURN TO AGENT PRICING <_> QUIT < > </pre> <p>Note: To view more details of the comparison amounts, place an X in the TAX COMPARISON field and enter.</p>
<p>The Refund Information screen displays with the refund type populated.</p> <p>If the original ticket was electronic, the REFUND AUTHORIZATION CODE field is automatically populated with the code.</p> <p>Enter the commission to refund in the COMMISSION ON REFUND AMT OR PCT fields (mandatory to enter information in at one of these fields).</p> <p>Enter the original INVOICE NBR and any FREE TEXT you want to display at the end of the accounting line in the appropriate fields.</p> <p>Type X in the REFUND field to complete the refund transaction.</p>	<pre> WF WFR REFUND INFORMATION SCREEN 32 TKT 0487777772722 D-DOMESTIC REFUND/I-INTERNATIONAL/T-TRANSBORDER REFUND I REFUND AUTHORIZATION CODE < > COMMISSION ON REFUND AMT OR PCT < 7> TOTAL REFUND DUE CYP -88.00 CASH X CK CC CC NBR DK NBR < > REFUND ACCOUNTING LINE DATA INVOICE NBR < > FREE TEXT < > REFUND <X> </pre> <p>Note: The Sabre system automatically transmits the appropriate data to BSP for agencies reporting to the various BSPs.</p> <p>COMMISSION ON REFUND AMT automatically transmits to the refund accounting line.</p>

Refund with No Active PNR

If you are not in a PNR when you process a refund transaction (full or partial), a reference PNR is created when you complete the transaction. This reference PNR does not go through your agency's required PNR edits unless you add something to the PNR. This is not cross-referenced with the PNR of the original ticket. This PNR is held in the system for 24 hours.

Note: It is your responsibility to verify that the fare(s) being refunded is indeed refundable.

Begin the transaction with your WFR(original ticket number) format.

Note: Process the refund as usual through the mask screens. Your response is:

```
MASK PROCESSING COMPLETE-MASK TERMINATED
REFUND TRANSACTION PROCESSED
REFUND ACCOUNTING DATA CREATED IN PNR REFERENCE JQWLDX
ETR REFUND TRANSACTION PROCESSED
```

Warning: Be sure to make a note of the reference PNR record locator before you clear your screen. You need the locator to display the PNR, it cannot be displayed by name. You may also find the record locator on the refund audit trail.

```
*JQWLDX«
1.1SERAFIDOU/DESPO
1 OTH YY 16MAR Q GK1 HDQ/AUTOMATED REFUND PNR-A
TKT/TIME LIMIT
1.T-
PHONES
1.NIC0
ACCOUNTING DATA
1.ARBA#2278060520/ P9/239.00/18.50/ONE/CA 1.1SERAFIDOU DE
SPO/1/1/F/E
RECEIVED FROM - P
UR2B.5JH1*ADS 0420/16MAR06 JQWLDX H
```

Refund Exchange Notice

When the refund is processed, the system automatically prints multiple copies of the REN. The REN shows the original base, less fares used, plus penalties etc. to reflect the true amount of the refund. You provide one copy to the passenger and retain another copy for your records. You do not need to send a copy to BSP.

The REN cannot be regenerated.

REN example:

ELECTRONIC TICKET	AUTH NUMBER	1234567890123	SABRE TRAVEL AGENT
001 1 AMERICAN AIRLINES	DATE OF ISSUE	27JAN03	75 PICADILLY CIRCUS
REFUND NOTICE		LONDON	GB
PASSENGER NAME	HANSEN/MARGE	96188116	
CURRENCY CODE	GBP		
INTERNATIONAL			
	GROSS	NET	REFUNDED DOCUMENTS
FARE PAID	357.00		001 3124746826 6 .2..
FARE USED	200.00		
CANX FEE			
REFUND	157.00		ORIG ISSUE/EXCHANGE ONLY
T/F/C AA	8.40		
T/F/C BB	4.90		
T/F/C		T/F/C - TAX/FEE/CHARGE	TOUR CODE
CASH	170.30	CARD NUMBER	
CREDIT			
COMMISSION RATE	10	REFUND NOTICE NUMBER	001 2030200323 1

Refund Audit Trail Report

When you use the QREX mask to process the refund transaction the refund data is sent to the refund audit trail report.

- ❖ The refund audit trail is set up on a day to day basis when data is created, the same as DQB* list today. I.E. If no refunds are created that day then no audit trail is created.
- ❖ The refund audit trail is stored for the three previous months as well as the current month's data.
- ❖ On creation of the first refund audit trail in the fifth month, the complete data for the oldest month should be deleted
- ❖ If there are no refunds available in response to the DQB*RF entry, the system responds with NO REFUND DATA AVAILABLE.

Description	Format Example
Display refund audit trail report (current month)	DQB*RF
Display refund audit trail report by airline code	DQB*RF‡ABA
Display refund audit trail report by date range	DQB*RF‡D1-20
Display refund audit trail report by month(s)	DQB*RF/MAR or DQB*RF/JAN-MAR
Display refund audit trail report by month and date	DQB*RF/MAR‡D20
Display refund audit trail report by ticket number	DQB*RF‡T04877777272
Display all refund data	DQB*RF/ALL

Revision History

Revision	Date	Description
01	05.10.06	Automatic electronic ticketing introduced