



Automated Exchanges

Effective 02 February 2011, Sabre is pleased to announce the release of Automated Exchanges, an optional premium product in the Automated Refunds and Exchanges suite.

Automated Exchanges utilizes the voluntary change rules filed by the airline via ATPCO Category 31. This automated rule verifies the exchange ticket reissue rules and applies these rules when determining the new ticket price. In addition, the applicable change fees will be automatically calculated. This feature will attempt to apply CAT 31 rules to all tickets that are stored in the Sabre ticket database (WTDB*). Automated Exchanges will apply to both full and partial exchanges.

The purpose of Automated Exchanges is to fully automate the re-pricing process in order to accurately and consistently calculate revenue for fares and service charges (change fee and additional collections) as filed by the carrier through ATPCO. Automating this process will ensure that accurate re-pricing occurs following the rules as outlined by the filing carrier. Automated Exchanges will provide the highest level of automation, with ticketed results included in the Sabre Fare Guarantee Policy.

To introduce the service, we offer Automated Exchanges at no charge for approximately 3 months following the release, thus until April 30, 2011. Following the trial, Automated Exchanges is offered for one year at specially discounted prices.

Features and Benefits – Simplified mask process

Automated Exchanges consists of two main host masks; the Comparison Summary which outlines the new ticket cost, penalties, and total monies due and the Ticketing page which allows for you to input your final ticketing instructions, such as commission and form of payment. The same masks apply to full and partial exchanges.

Best Exchange Price Solution

Automated Exchanges can provide a price based on the itinerary as it is booked, or a lower price in a different inventory if one is found. In addition, if purchasing a new ticket is the cheapest option we will also provide you this information in addition to the exchange price.

Automatic Rebook option

Automated Exchanges will allow you to request an automatic rebook when a lower fare can be booked in a different inventory for the current itinerary. Even if the automatic rebook request is not included, Automated Exchanges will still advise you via a banner that a lower fare was found and provide you the appropriate booking inventory.

Price Guarantee

The reissue price, including penalties will be included in the Sabre Fare Guarantee Policy.

Agent Flexibility

Ticketed transactions that are not manually overridden are included in the Sabre Fare Guarantee Policy. In the event the change fee or taxes need to be modified, Automated Exchanges allows you to change these items within the transaction. Although the transaction will no longer be included in the Sabre Fare Guarantee, should these modifications occur, you may continue with the transaction knowing the fare was accurately assessed.

One agent work flow

The Automated Exchanges input can be used for all your exchange transactions even though not all airlines file automated rule data, nor will all tickets have rule data. In the event we are unable to find the CAT 31 data on the ticket being exchanged, Automated Exchanges will automatically re-price this transaction using Exchanges logic (formerly known as QREX). When transactions are automatically redirected to standard Exchanges (QREX), no charge will apply.

A new format has been developed for Automated Exchanges functionality. This new format will initiate an Automated Exchanges transaction.

WFRF(13 digit ticket number) ‡A(carrier code)

Example: Full Exchange completely unused ticket

The passenger below was originally ticketed LCA-BAH-LCA 10 Feb – 21 Feb. Fare cost EUR 483.80, EUR22.00 change fee.

```
WETR*2<
ELECTRONIC TICKET RECORD
INV:                CUST:123456                PNR:GCIMGR
TKT:0725982501559  ISSUED:01FEB11    PCC:7F5B    IATA:99999992
NAME:GEORGIOU/GEORGIOS MR
FOP: CASH
CPN  A/L  FLT  CLS  DATE  BRDOFF  TIME  ST  F/B          STAT
1    GF   942  M   10FEB  LCABAH  1440  OK  MEE6MCY       OPEN
2    GF   941  M   21FEB  BAHLCA  1125  OK  MEE6MCY       OPEN

VALID GF ONLY/NONEND
FARE   EUR350.00  TAX   100.00YQ  TAX   21.20CY  TAX   1.87JW
      TAX   0.94JX  TAX   9.79BH
TOTAL   EUR483.80

LCA GF BAH232.10MEE6MCY GF LCA232.10MEE6MCY NUC464.20    EN
D ROE0.753963 XT1.87JW0.94JX9.79BH
```

He changed his departure date to 12 Feb and also he wants to travel in C-class (PNR not yet ended, SS segment status)

```
GF 942C 12FEB 6 LCABAH SS1 1440 1830 /DCGF /E
GF 941M 21FEB 1 BAHLCA HK1 1125 1345 /DCGF*KZGWHC /E
```

To begin the exchange: **WFRF0725982501559†AGF†NCB**

Note: the inclusion of the **NCB**, price and rebook, may be included in the WFRF entry. This instruction is used when you are unsure of the most applicable booking inventory for the exchange and you want the system to automatically rebook when a lower fare is found.

Exchange Summary screen displays:

WF WFRR		EXCHANGE SUMMARY		SCREEN 30	
REISSUE PLACE		NIC			
	EXCHANGE	NEW AMT		REISSUE	
	EUR	EUR		CUR	EUR
BASE	350.00	620.00		270.00	
TTL TAXES	133.80	133.80		0.00	
-----		-----		-----	
TOTAL	483.80	753.80		270.00	
		CHG FEE AMOUNT	<	22.00	>
COLLECT FEE AS TAX <OB>					
COLLECT FEE IN TTL < >					

		TOTAL		292.00	
TAX COMPARISON < > MULTIDOCs < >					
NEXT <X> VIEW FARE CALCULATION < > QUIT < >					
LOWER FARE FOUND - REBOOKED 1D					

The system calculates the reissue amount based on applicable reissue price return. The system automatically populates the **change fee amount** from the CAT 31 rule. In this example, the change fee is collected as OB Tax code. In this example the system found a lower fare available (D class) and automatically rebooked the itinerary for that fare. A banner message LOWER FARE FOUND – REBOOKED 1D - display the action taken.

Note: the message banners returned to screen 30 are suggestions. You may choose not to change the itinerary because of restrictions the passenger may not want. When multiple information messages apply, the messages which advise of a lower reissue amount or lower ticket amount always take precedence.

WF WFRTK		TICKETING INSTRUCTIONS		SCREEN 40	
TOTAL-	EUR	292.00	ADD COLLECT	ELECTRONIC	X PAPER
COMM PCT	<	0	>		
TOURCODE	<		>		
BAG ALLOWANCE	ALL SEGS	<	>	OR BY SEGMENT	<X>
ADDTL TKTG INSTRUCTIONS					
AGENT ENDORSEMENTS	OVERRIDE	EO	<	>	
<					>
CASH <X>	CK <	>	CC <	>	VALIDATING CXR GF
CC NBR	<		>	CC EXP	<
MANUAL APPROVAL	<		>	SUPPRESS CC DATA ON INVOICE	<
				>	
RETAIN <X>	PREV	<	>	QUIT	<
				>	

The ticketing Instructions screen (screen 40) displays. This example is an additional collection exchange for fare and for the change fee amount. Enter additional information such as commission, tourcode, baggage allowance, etc. in the appropriate fields. Place an X in **RETAIN** to store the exchange data in the PQR record and issue the ticket later. Because the system rebooked the outbound segment, the TKT option is not available on the screen. You must end transaction before you are able to issue the ticket.

End and redisplay (ER) the PNR and issue the ticket from the stored PQR records.

W‡PQR

```
W‡PQR<<
OK      775.80
ETR EXCHANGE PROCESSED
COMPLETE TICKET EXCHANGE NOTICE
OK 6.6
```

The PQR contains:

- the entry you used to begin the transaction
- the passenger's name, original ticket number and original total fare amount
- the type of exchange (A/C for additional collection in this example) and total exchange amount
- the fare/tax breakdown and the new ticket total including any change fee collected as tax or in the total
- the new itinerary
- the change fee when entered on the Comparison Summary screen and which collection option you choose
- the commission
- validating carrier
- the form of payment for the additional collection

```
*PQR<<
                PQR - EXCHANGE DETAILS

PQR 2 WFRF0725982501559‡AGF‡NCB

GEORGIU/GEORGI EXCH TKT 0725982501559      TTL EUR   483.80
                A/C, FEES                      TTL EUR   292.00

    BASE FARE      EQUIV AMT      TAXES      TOTAL
    EUR620.00
    XT  PD100.00YQ  PD21.20CY      PD1.87JW  PD0.94JX
                PD9.79BH      22.00OB

ADT-01 DEE1MCY MEE6MCY
LCA GF BAH590.21DEE1MCY GF LCA232.10MEE6MCY NUC822.31END ROE
0.753963
VALIDATING CARRIER SPECIFIED - GF
VALIDATING CARRIER SPECIFIED - GF
CHANGE BOOKING CLASS - 1D
VALID GF ONLY/NONEND
01 O LCA GF 942D 12FEB 240P DEE1MCY      12FEB12FEB30K
02 O BAH GF 941M 21FEB 1125A MEE6MCY      21FEB21FEB20K
    LCA

CHANGE FEE 22.00      /FEE AS TAX
COMM PCT 0.00
    VALIDATING CARRIER-GF
FOP CASH
7F5B 7F5B *ADS 1158/01FEB                      PRICE-SYS
```

The system updates the history of ticketing (*HT) field with the appended text AUTOMATED REISSUE.

*HT

```
*HT<  
AT W†PQR/AUTOMATED REISSUE  
7F5B 7F5B*ADS 0420/01FEB11
```

All other PNR and system items (accounting lines, audit trail, etc.) are updated as applicable.

Many of the same pricing and ticketing instructions that apply to Exchanges (QREX) today may be included in the format, segment and name selection, passenger type etc. The following existing instructions are **NOT** allowed with the WFRF entry:

- Phase IV
- PQ
- Command Pricing (fare basis override)
- Discount Pricing when discount is greater than 0

You want to learn more?

Please visit the Agency eServices for additional information and supporting material.

https://eservices.sabre.com/tools/Community/Community.asp?form_action=ComDisplay&Com_Id=199&