



QREX

(Quick Refunds and Exchanges)

(Revision 04)

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QREX – Quick Refunds and Exchanges

The Quick Refunds and Exchanges (QREX) tool, gives you the ability to quickly process refund and ticket exchange transactions in an automated fashion.

QREX makes the entire refund and ticket exchange process easier, faster and more accurate by using the original ticket information from the ticketing database to prepopulate screens in the mask. These transactions may include refunds with multiple forms of payment, net remit refunds, tax only refunds, refunds of a partially used ticket, full refunds, as well as full or partial exchanges.

Key features and benefits

- Verifies the status of the electronic ticket coupons in the carrier's database
- Simplifies the steps required for refunds and exchanges as the mask guides you through the process
- Reduce your processing time and pricing errors by pre-populating with original ticket information and calculating fare and tax totals
- Increase revenue through automated calculations
- Enhance your productivity and accuracy through consistent mask processing
- Transmits refund and exchange transactions to both the back office system and BSP
- Ability to use Fastpath entries to bypass the screens in the mask, and are used for simple transactions (i.e. full refunds, tax only refunds, full and partial exchanges)
- Gives you the ability to process full Net Remit Refunds and to process Tax only Refunds, a must have with so many non-refundable fares, but refundable taxes

Quick Refunds

The Quick Refunds and Exchanges (QREX) tool, gives you the ability to 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.

The QREX mask process prompts you through a series of screens in which you enter pertinent refund data. Upon completion of the mask a price quote reissue (PQR) record is created which contains all of the refund information used to process the refund. All refund transactions are processed using a PQR.

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 (cannot 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 using the format W*CY.

Price Quote Reissue Mask

The QREX mask process is also known as the Price Quote Reissue mask. This mask is a set of thirteen fill-in-format screens. Each screen contains data elements that facilitate the flow of the refund transaction.

Not every screen displays in every refund transaction.

Upon successful completion of the mask process, a Price Quote Reissue Record (PQR) is created.

The Price Quote Reissue mask:

1. Determines the original ticket value. Ticket data is obtained from the ticket image database and the carrier's electronic ticket database or input manually. This data includes the original ticket price.
2. Compares the original ticket value to any applicable flown segment value and determines whether any monies are due to the passenger.
3. Processes the refund, issues applicable documentation and retains refund information. The last screen in the process allows for final refund instructions prior to processing the refund

Display Database Ticket Image

All electronic ticket transactions are captured in the Sabre system's ticket image database and are held for 13 months.

The display of the ticket image is restricted to the agency which issued the ticket and any authorized branch locations.

	Task	Format Example
A	Display database ticket image by item number from *T field	WTDB*(item number) WTDB*2
B	Display database ticket image by ticket number	WTDB*T(13-digit ticket number) WTDB*T0011221231234

The system's ticket image database does not interact with the carrier's electronic ticket database. The electronic coupon status that is displayed in the system's database does not change when the carrier updates the electronic coupon status in their database.

When you process a ticket exchange or refund through the Sabre system, QREX follows these steps:

1. Queries the Sabre system's ticket image database to determine if the ticket exists.
2. If the ticket is found, the details are pulled into the QREX transaction.
3. A message is sent to retrieve the coupon status from the carrier's electronic ticket database. This ensures that you have the most current coupon status for your transaction. This data may be held in the carrier's electronic ticket database for up to 13 months or more depending on the carrier.
4. If the ticket is not found in the system's database, as much ticket detail as possible is retrieved from the carrier's electronic ticket database, including coupon status and pricing information. These details are then pulled into the QREX transaction.
5. Once the new ticket has been issued or the refund processed, the Sabre system's ticket database is updated to reflect EXCH or RFND. If part of the ticket has been flown/used that coupon status is shown as USED.
6. The exchange or refund message is also sent to update the carrier's electronic ticket database with this new coupon status.

Full Refund Process

The QREX Full Refund Process consists of the following steps:

```
*N*IA*T«
1.1ANDREOU/ANDREAS
1 CY 312B 14FEB 4 LCAATH HK1 0930 1115 /DCCY*CLMDMA /E
2 CY 323B 20FEB 3 ATHLCA HK1 0935 1110 /DCCY*CLMDMA /E
TKT/TIME LIMIT
1.T-11JAN-UR2B*ADS
2.TE 0485633742763-CY ANDRE/A UR2B*ADS 1250/11JAN*I
```

In this example, the passenger is cancelling the entire itinerary. The fare is refundable.

Access the mask with the entry: WFR0485633742763‡ACY
WFR(original ticket number) ‡A(validating carrier)

Determine the original ticket value. The Database Ticket screen display when the ticket is found in the ticket image database. The system pre-populates the screen with the itinerary and price details of the original ticket.

Place an R (Refund) in the code box to indicate the segments are to be refunded. Select Next to continue.

```
WF WFR          EXCH DATABASE TKT - ELECTRONIC          SCREEN 10
N1.1          ANDREOU/ANDREAS          TKT 0485633742763
```

```
ENTER A VALID TRANSACTION CODE X-EXCH/R-REFUND/F-FLOWN
      FLT BK DATE BRDOFF      FB/TKT DES      STAT  CODE
1   CY 312  B 14FEB LCAATH      BRAND2          OK   <R>
2 O CY 323  B 20FEB ATHLCA      BRAND2          OK   <R>
```

```
BASE EUR          241.00
TAXES      19.76   CY          0.39   JW          79.79   XT
TTL EUR          340.94          VALIDATING CXR CY
NEXT <X>          MULTIDOC < >          QUIT < >
```

The Comparison Screen displays and is pre-populated with the fare data from the original ticket.

```

WF  WFRR          COMPARISON SUMMARY                      SCREEN 30
                        REISSUE PLACE  NIC

                        EXCHANGE
                        EUR
                        BASE      241.00
TTL  TAXES      99.94
                        -----
                        TOTAL     340.94

                        CHG FEE AMOUNT  <          >

                        -----
                        TOTAL          -340.94

                        TAX COMPARISON < >

NEXT <X>                                QUIT < >

```

Select Next to continue. The screen redisplay again to alert you that , if you continue, the refund cannot be reversed .

VERIFY RFND-CANCEL NOT ALLOWED-SELECT NEXT TO CONTNUE OR QUIT

Add refund information. The final screen of the refund process, the Refund Information screen, display so you can enter any additional data need to process the refund, including the refund authorization code commission to refund and commission on penalty. You may also add the original invoice number and free text to appear at the end of the refund accounting line if necessary.

Place an X in the Refund box to complete the transaction.

```

WF  WFR          REFUND INFORMATION                      SCREEN
32
TKT 0485633742763
D-DOMESTIC REFUND/I-INTERNATIONAL/T-TRANSBORDER REFUND  I

REFUND AUTHORIZATION CODE  C0481575UDD55R
COMMISSION ON REFUND AMT          OR PCT <    0>

TOTAL REFUND DUE EUR          -340.94
CASH  X  CK          CC          CC NBR

                        DK NBR <          >

TOURCODE <          >
                        REFUND ACCOUNTING LINE DATA
INVOICE NBR <          >
FREE TEXT <          >
REFUND <X>

```

Note: The form of payment defaults to the form of payment of the original ticket and cannot be changed.

MASK PROCESSING COMPLETE - MASK TERMINATED
REFUND ACCOUNTING DATA CREATED IN ACTIVE PNR
REFUND TRANSACTION PROCESSED
ETR REFUND TRANSACTION PROCESSED

E or ET to end transaction.

The refund accounting line is added to your PNR if that option is active in your agency TJR.

*PAC<<
ACCOUNTING DATA
1. RCY+5633742763/ P0/241.00/99.94/ONE/CA 1.1ANDREOU
ANDREAS/1/12/F/F/E

An item is added to the *T field of the PNR, similar to this example.

3.TR 0485633742763-AT ANDRE/A UR2B*ADS 1307/11JAN*I

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 PNR is held in the system for 24 hours.

The PNR is not cross-referenced with the PNR or the original ticket.

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

Begin the transaction with the entry: WFR (original ticket number) ‡A (validating carrier)

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

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

Display the PNR created.

```
JNGJPI
 1.1GEORGIU/MARIA
 1 OTH YY 02OCT T GK1 HDQ/AUTOMATED REFUND PNR-A
TKT/TIME LIMIT
 1.T-
PHONES
 1.NICO
ACCOUNTING DATA
 1.ARCY+4967967025/ P0/180.00/47.00/ONE/CA 1.1GEORGIU
MARIA/1/12/F/E
RECEIVED FROM - P
UR2B.UR2B*ADS 0746/02JAN08 JNGJPI H
```

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.

Tax only Refund Process

A tax only refund utilizes the existing QREX fast path refund product. No mask is displayed. This type of refund is only valid for tickets:

- not previously exchanged or refunded
- that are wholly unused
- that exist in the Sabre system's ticket database

You are not able to select specific taxes to refund, all taxes are refunded.

Tax only refunds use a slightly different primary action code: WFRT(13 digit ticket number)

```
WFRT0485633742764«  
REFUND TRANSACTION PROCESSED  
REFUND ACCOUNTING DATA CREATED IN ACTIVE PNR  
ETR REFUND TRANSACTION PROCESSED
```

E or ET to end transaction.

The refund accounting line is added to your PNR , if that option is active in your agency TJR. A TR item is also added to the *T field (line 3 below) and a Price Quote Reissue (PQR) record is stored in the PNR.

```
*PAC«  
ACCOUNTING DATA  
1. RCY+5633742764/ 0.00/0.00/99.94/ONE/CA 1.1GEORGIU MARIA  
/1/12/F/F/E
```

```
*T«  
TKT/TIME LIMIT  
1. T-15JAN-UR2B*ADS  
2. TE 0485633742764-CY GEORG/M UR2B*ADS 1214/15JAN*I  
3. TR 0485633742764-AT GEORG/M UR2B*ADS 1216/15JAN*I
```

Partial Tax Only Refund Process

A partial tax only refund displays a mask allowing you to select which taxes you wish to refund. This type of refund is only valid for tickets :

- not previously exchanged or refunded
- that are wholly unused
- that exist in the Sabre system's ticket database

Tax only refunds use a slightly different primary action code : WFRN

Begin a partial tax only refund :
WFRN(13-digit ticket number)
WFRN0721990028399

Begin a partial tax only refund for a specific name :
WFRN(13-digit ticket number) ‡N(name number)
WFRN0721990028399‡N1.1

Process a partial tax only refund example :
WFRN0721990028399

```

WF  WFRM    EXCH TAX INFO                                SCREEN 13
TKT 0721990028399
      AMT          CODE      AMT          CODE      AMT          CODE
    < 20.25>    <CY>    < .39>    <JW>    < .86>    <JX>
    <  6.35>    <BH>    < 90.00>  <YQ>    <      >    <  >
    <      >    <  >    <      >    <  >    <      >    <  >
    <      >    <  >    <      >    <  >    <      >    <  >
                                     ADDITIONAL TAXES-A < >
ZP <                                     >
XF <                                     >
                                     EUR  117.85
NEXT <X>                                     QUIT < >
    
```

The mask can be modified to reflect which taxes to be refunded. If no changes are required, tab to NEXT and the Comparison Summary screen is displayed.

```

WF  WFRR      COMPARISON SUMMARY                                SCREEN 30
REISSUE PLACE  NIC
      EXCHANGE
                                     REISSUE
                                     CUR  EUR
TTL TAXES      -117.85                                     -117.85
-----
TOTAL          -117.85                                     -117.85
                                     -----
                                     TOTAL      -117.85
TAX COMPARISON < >
NEXT <X >                                     QUIT < >
    
```

Again, select NEXT and continue with the refund.

```
WF WFR          REFUND INFORMATION                      SCREEN 32
TKT 0721990028399
D-DOMESTIC REFUND/I-INTERNATIONAL/T-TRANSBORDER REFUND  I

REFUND AUTHORIZATION CODE  C0723BIL2PE55R
COMMISSION ON REFUND AMT          OR PCT < 7>

TOTAL REFUND DUE EUR          -117.85
CASH X   CK           CC      CC NBR

                                DK NBR <          >

TOURCODE <          >
                                REFUND ACCOUNTING LINE DATA
INVOICE NBR <          >
FREE TEXT <          >
REFUND <X>
```

**MASK PROCESSING COMPLETE - MASK TERMINATED
REFUND ACCOUNTING DATA CREATED IN ACTIVE PNR
REFUND TRANSACTION PROCESSED
ETR REFUND TRANSACTION PROCESSED**

E or ET to end transaction.

Partial Refund Process

Partial refunds apply to tickets with a refund due, such as when the passenger has already used the outbound portion of the ticket and has cancelled the return. The fare used allows a refund of this portion of the ticket.

Prior to beginning a partial refund you must determine the value of each used coupon or flown segment. You may want to verify this value with the carrier. If the original fare does not have to be adjusted, this information may be found in the retained fare (*WS or *PQ) or in the retained fare history (*WSH or *PQH) of the active PNR.

Begin your Partial Refund process with the entry:

WFR (13-digit ticket number)‡A(validating carrier)

When more than one passengers exist in a PNR you need to specify the name field of the passenger that you are refunding his/her ticket.

Before entering the price quote reissue mask, make sure you have determined the value of each used coupon or flown segment. Also make sure you have assigned your ticket printer.

It is recommended that you complete the partial refund process first and then cancel the unused segments or proceed with the division. This allows you to invoice the refund correctly.

It is your responsibility to verify rules of fare issued and if ticket is refundable.

In the example below Mr Patsalides used the flights on 14 February and is cancelling the return on 25 February. The fare is refundable.

```
*N*IA*T<<
1.1PATSALIDES/GEORGE
1 OA 332C 14FEB 4 LCAATH HK1 0915 1100 /DCOA*KLMABC
2 OA 269C 14FEB 4 ATHLHR HK1 1330 1530 /DCOA*KLMABC
3 OA 260C 25FEB 1 LHRATH HK1 1220 1755 /DCOA*KLMABC
4 OA 331C 25FEB 1 ATHLCA HK1 1845 2020 /DCOA*KLMABC
TKT/TIME LIMIT
1.T-15JAN-UR2B*ADS
2.TK 050777777237-CY PATSA/G UR2B*ADS 1243/15JAN*I
```

Access the mask : WFR050777777237‡AOA

Determine the original ticket value. The Database Ticket screen displays when the ticket is found in the ticket image database. The system pre-populates the screen with the itinerary and price details of the original ticket.

(F) will be placed automatically for any segment that is FLOWN or USED. Select Next to continue.

WF WFR EXCH DATABASE TKT - ELECTRONIC SCREEN 10
 N1.1 PATSALIDES/GEORGE TKT 050777777237

ENTER A VALID TRANSACTION CODE X-EXCH/R-REFUND/F-FLOWN
 FLT BK DATE BRDOFF FB/TKT DES STAT CODE
 1 OA 332 C 14FEB LCAATH COA1RT USED <F>
 2 X OA 269 C 14FEB ATHLHR COA1RT USED <F>
 3 O OA 260 C 25FEB LHRATH COA1RT OK <R>
 4 X OA 331 C 25FEB ATHLCA COA1RT OK <R>

TAXES 19.76 BASE EUR 958.00
 CY 0.39 JW 197.84 XT
 TTL EUR 1175.99 VALIDATING CXR OA
 NEXT <X> MULTIDOCS < > QUIT < >

Enter the flown segment data. The Itinerary Calculation screen displays with some original ticket information pre-populated from the ticket image database.

System re-price: 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.

Manual price: 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.

WF WFRI ITINERARY CALCULATION - REFUND SCREEN 20
 PSGR TYPE <ADT> SOLD/TKTD <NICNIC> PURCH DATE <15JAN08>
 BASE CURR EUR FARE CALC CURR <NUC>
 REISSUE PLCE <NIC> ORIG ROE < 0.681549>
 CXR OA CORP ID < >
 FB/TKT DES AMOUNT
 1 LCAATH C < > < > F
 OA 14FEB Q < >
 2 <X>ATHLHR C < > < > F
 OA 14FEB Q < >
 ADDL FARE CONSTRUCTION < >
 PRICE-P/MANUAL-M <P> QUIT < >

Note: The Sabre global distribution system calculates the taxes for the flown segments. If it does not, the Comparison Summary screen displays with the error UNABLE TO COMPUTE TAX FOR REFUND - UPDATE TAX COMPARISON. Enter X in the Tax Comparison field of the mask to display the Tax Comparison Summary screen to manually enter the taxes.

Verify the refund amount and add any penalty. The Comparison Summary screen displays. The system computes the taxes for the used coupon and calculates the refund due. Place an X in Next box to continue.

```

WF  WFRR          COMPARISON SUMMARY                               SCREEN 30
                        REISSUE PLACE  NIC

                        EXCHANGE      USED      REISSUE
                        EUR           EUR      CUR  EUR
      BASE           958.00      479.00      -479.00
TTL  TAXES         217.99      96.03      -121.96
      -----
      TOTAL         1175.99      575.03      -600.96
                        CHG FEE AMOUNT  <      >

                        -----
                                TOTAL      -600.96

TAX COMPARISON < >
NEXT <X>          RETURN TO AGENT PRICING < >  QUIT < >
  
```

If you do not agree with the system priced you can place and X in RETURN TO AGENT PRICING box and insert the fare amounts manually.

Indicate any applicable penalty fee on this screen. Do not include an agency service fee in CHG FEE AMOUNT box. Select Next to continue.

```

WF  WFRR          COMPARISON SUMMARY                               SCREEN 30
                        REISSUE PLACE  NIC

                        EXCHANGE      USED      REISSUE
                        EUR           EUR      CUR  EUR
      BASE           958.00      479.00      -479.00
TTL  TAXES         217.99      96.03      -121.96
      -----
      TOTAL         1175.99      575.03      -600.96
                        CHG FEE AMOUNT  <      >
                                10.00>

                        -----
                                TOTAL      -590.96

TAX COMPARISON < >
NEXT <X>          RETURN TO AGENT PRICING < >  QUIT< >
  
```

If a penalty fee is included, the screen redisplay and the penalty fee is deducted from the refund amount to produce the new total. Verify the total amount is correct and enter to continue.

VERIFY TOTAL AMT-REENTER TO CONTINUE

The screen redisplay again to alert you that, if you continue, the refund cannot be reversed.

VERIFY RFND-CANCEL NOT ALLOWED-SELECT NEXT TO CONTNUE OR QUIT

Add Refund Information: The final screen of the refund process, the Refund Information screen, displays so you can enter any additional data needed to process the refund. The Refund Authorization Code box is automatically populated with the code. You may also add the original invoice number and free text to appear at the end of the refund accounting line if necessary.

Place an X in the Refund box to complete the transaction.

```
WF  WFR          REFUND INFORMATION                      SCREEN 32
TKT 0507777777237
D-DOMESTIC REFUND/I-INTERNATIONAL/T-TRANSBORDER REFUND  I

REFUND AUTHORIZATION CODE <25JH34567890A                >
COMMISSION ON REFUND AMT                                OR PCT < 9>
COMMISSION ON PENALTY AMT <                             >
TOTAL REFUND DUE EUR                                  -590.96
CASH  X   CK           CC           CC NBR

                                DK NBR <                 >

TOURCODE <                                     >
REFUND ACCOUNTING LINE DATA
INVOICE NBR <                                     >
FREE TEXT <                                       >
REFUND <X>
```

The form of payment defaults to the form of payment of the original ticket and cannot be changed.

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

E or ET to end your transaction.

The refund accounting line is added to your PNR if that option is active in your agency TJR. A TR item is also added to the *T field and a Price Quote Reissue (PQR) record is stored in the PNR. See the Price Quote Reissue record information as shown on page 22.

Cancel a Refund

The cancel refund functionality provides you with the capability to cancel an electronic or paper ticket refund transaction.

The ability to cancel a refund for electronic tickets is controlled by the Associate Profile Table (WETP*CY)

CANCEL REFUND/VOID EXCH - YES

Please check the carrier's profile before trying to use this format

Important Notes about this format:

- You must make the cancel refund request by midnight on the same day the refund was processed
- You must make the entry in the same pseudo city code as where the refund was originally processed.
- At least one coupon of the ticket must show the status of RFND.

Cancel a refund request : WTRX(ticket number)

WTRX0485633742763

This is the response from the system when you cancel a refund transaction:

```
WTRX0485633742763«  
RE-ENTER TO CANCEL REFUND FOR TKT  
0485633742763
```

You must re-enter the WTRX format with the ticket number to cancel the refund. The response to the second entry will be similar to:

```
WTRX0485633742763«  
OK-REFUND  
CANCELLED
```

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. If you want to print a different number of copies, you can set the TJR indicator for the number of BSP REN copies. The maximum number to print is 5.

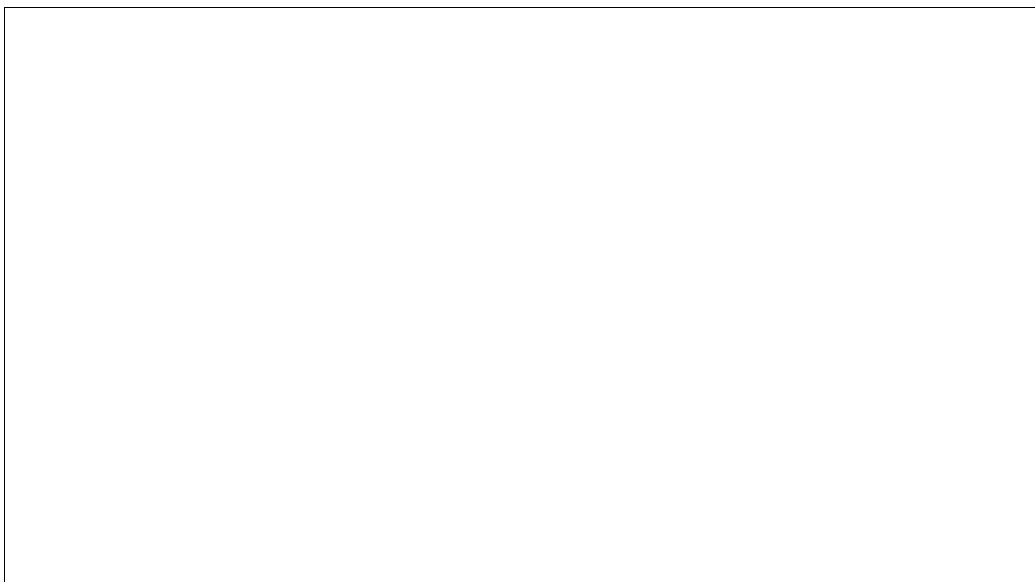
Display status of REN copies W/REN†*

Set number of REN copies W/REN†2

Consult with BSP as to which carriers require you to send in the REN with the BSP report.

The REN cannot be regenerated.

REN example:



Refund Audit Trail Report

When you use the QREX mask and/or QREX Fast Path entry to process the refund transaction, the refund data is sent to the refund audit trail report. Other manual refund formats do not populate 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

Display refund audit trail report	DQB*RF
Display refund audit trail report by airline code	DQB*RF‡ABA
Display refund audit trail report by date range	DQB*RF‡D(date range) DQB*RF‡D1-15
Display refund audit trail report by month(s)	DQB*RF/(month range) DQB*RF/MAY-JUN
Display refund audit trail report by ticket number	DQB*RF‡T(13-digit ticket number) DQB*RF‡T0482202349876
Display all refund data	DQB*RF/ALL

DQB*RF«

REFUND AUDIT REPORT JAN08 UR2B ZENON TRAINING CE

AIRLINE CODE	DOCUMENT NUMBER	AGENT SINE/TIME	DATE OF REFUND	FORM OF PAYMENT	REFUND AMOUNT
		PNR-MYQNJ I TSANGARIDES/PANAYIOTIS			
390	5633807031	ADS/1911	15JAN08	CA EUR	177.21
		PNR-MXZHYS PATSALIDES/GEORGE			
050	7777777237	ADS/1246	15JAN08	CA EUR	590.96
		PNR-MXZAIZ GEORGIOU/MARIA			
048	5633742764	ADS/1216	15JAN08		CANCELED
	CANCELED BY - AGT PCC/SINE UR2B/ADS - TIME/1230				
		PNR-IMXJSS ANDREOU/ANDREAS			
048	5633742763	ADS/1307	11JAN08		CANCELED
	CANCELED BY - AGT PCC/SINE UR2B/ADS - TIME/1333				
TOTAL REFUNDS -		2	CASH/CHECK		CREDIT
2-EUR	768.17		768.17		.00

Display PQR Records

When you complete the refund process, a Price Quote Reissue (PQR) record is created. The PQR record contains all of the information used to process the refund. A maximum of 99 PQ and PQR records are retained in the PNR. Each record is identified by a unique number.

Display a PQR record list	*PQS
Display PQR details	*PQR *PQR(record number) *PQR3 *PQR2-4 *PQR2/3
Display PQR history	*PQRH

Example of a PQR record display:

```
*PQR<<
                PQR - REISSUE DETAILS

PQR 1 WFR050777777236#AOA

PATSA LIDES/GEOR EXCH TKT 050777777236      BASE EUR    958.00
                REFUND                      TTL EUR   -600.96

                BASE FARE                    TAXES                TOTAL
                EUR479.00                    121.96XT                EUR600.96
                XT      3.91JX                4.11WQ                11.86WP                26.87GB
                19.21UB                56.00YQ

ADT-01 COA1OW
  OA X/ATH OA LON702.81NUC702.81END ROE0.681549
NONEND/ON OA ONLY
01 LCA OA 332C 14FEB 915A COA1OW                14FEB
02 X ATH OA 269C 14FEB 130P COA1OW                14FEB
  LHR
COMM TO REFUND 9.00 PCT
VALIDATING CARRIER-OA
UR2B UR2B *ADS 1955/15JAN                PRICE-AGT
```

Delete PQR records

A maximum of seven deleted PQR records are retained in history. Each time you delete a PQR the oldest record in history is removed and the remaining records are renumbered.

Delete PQR record by record number

PQRD(record number)
PQRD1
PQRD1/3
PQRD1-4
PQRD-ALL

Delete a PQR record by name number

PQRDN(name number)
PQRDN1.1

Quick Exchanges

Exchanging a ticket can involve complex rules, different currencies and complicated procedures. If the process is manual and labour intensive, additional revenue may be miscalculated or overlooked.

The Quick Refunds and Exchanges (QREX) tool, gives you the ability to quickly process various exchange transactions. These transactions may include first or subsidiary exchanges of completely unused tickets (full exchange) and exchanges of partially used tickets (partial exchange).

The most efficient way to take advantage of the QREX functionality is to store the fare for the new ticket using a Price Quote (PQ) Record.

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

The QREX mask process, also known as the Price Quote Reissue mask, assumes that the document you wish to reissue is available in either the ticket database or the carrier's database. If the system does not locate the specified document number in the initial reissue entry within the database, you will automatically start with the Non-Database Document screen.

Upon successful completion of the mask process, a Price Quote Reissue Record (PQR) is created to store the exchange transaction data.

There are two general types of exchanges:

- Full exchanges – exchanging the entire original ticket (no segments have been flown or flight coupons used) for a new ticket.
- Partial exchanges – exchanging part of an original ticket (where one or more of the original segments /flight coupons have been flown/used) for a new ticket.

Each of these exchange types is also one of these specific variations:

- Even exchange – issue new ticket in exchange for an original ticket with no additional amount due.
- Additional collection exchange – issue new ticket in exchange for an original ticket with additional amount due. This may be an additional fare amount, an airline imposed change fee, airport taxes or all.

Before you begin an exchange:

- you must have a PNR active in your work area
- your printers must be assigned prior to beginning an exchange
- the base fare currency of the old and the new ticket must be the same as the fare is based on the country of origin
- one ticket cannot have an EQV currency if the other ticket does not and the EQV currency must be the same on each ticket
- name number selection is required if more than one name exists
- ensure that any original accounting lines have been previously deleted

Full Exchanges with PQ Processing

When you store the fare in a PQ record and reference that PQ record in your entry to begin the exchange, QREX bypasses system pricing and pulls in the fare details from the PQ record. This is similar to the way the system processes an exchange with a Phase IV...no need for re-pricing. A few extremely important points:

- valid only for full exchanges; does not apply to partial exchanges
- normal guarantee restrictions apply to the ticket issued from the PQ record
- you must add the ‡PQ (record number) qualifier to the WFR entry to begin the exchange; the system does not automatically read the PQ record
- you must create the PQ record on the same calendar date as you are processing the exchange
- when you ticket from the retained PQR, it bypasses system pricing and uses the price stored in the PQ/PQR to issue the ticket
- the system does not invoke a warning message if the fare has changed (either increased or decreased). There is no chance to inhibit the ticket from printing with the stored PQR price

Even Exchange

An even exchange is processed when the airline requires a ticket exchange but the airfare remains the same, or a refund is due. The system prints NO ADC in the total box when there is no additional collection and the EQUIV FARE PD box shows the original form of payment with no amount.

The new itinerary prices as required by just entering WP. You can then proceed to create PQ or continue with the exchange format. If no PQ is selected or any other pricing qualifiers are entered with the exchange format, system defaults to auto-price.

Example:

```
*N*IA*T<<
1.1THOMSON/PETER
1 AA 115H 01MAY 4 LHRJFK HK1 0830 1100 /DCAA*KMHRKS /E
TKT/TIME LIMIT
1.T-15JAN-UR2B*ADS
2.TE 0015633807032-CY THOMS/P UR2B*ADS 2059/15JAN*I
```

In this example, the passenger changed their flight from 01 May to 3 May. There is no change in fare and no change fee.

Access the mask using the format : WFR0015633807032±AAA

If the ticket is a paper ticket on an e-ticket route, add ±XETR to the entry
Also if you want the Electronic Ticket/Itinerary Receipt to be printed, add the DPE to the entry.

The Database Ticket screen displays when the ticket is found in the ticket image database. The system populates the screen with the itinerary and price details of the original ticket. Place an X in the CODE field to indicate the segments are to be exchanged. Select NEXT with and X to continue.

```
WF WFR          EXCH DATABASE TKT - ELECTRONIC          SCREEN 10
N1.1          THOMSON/PETER                      TKT 0015633807032
```

```
ENTER A VALID TRANSACTION CODE X-EXCH/R-REFUND/F-FLOWN
      FLT BK DATE BRDOFF      FB/TKT DES      STAT CODE
1    AA 115  H 01MAY LHRJFK    H2                OK   <X>
```

```
BASE GBP          378.00      EQV EUR          508.00
TAXES 53.73      GB          23.64      UB          90.20      XT
TTL EUR          675.57                                VALIDATING CXR AA
NEXT <X>                                MULTIDOCs < >                                QUIT < >
```

Compare the original ticket price to the new ticket price and calculate any amounts due. In this example, the system has compared the original and new ticket amounts and determined that there is no additional collection. Select NEXT with an X to continue.

```

WF  WFRR          COMPARISON SUMMARY                      SCREEN 30
REISSUE PLACE  NIC

BASE GBP      378.00      378.00      0.00
                EXCHANGE      NEW AMT      REISSUE
                EUR          EUR          CUR  EUR
EQV           508.00      0.00
TTL TAXES     167.57      167.57      0.00
-----
TOTAL         675.57      0.00

                CHG FEE AMOUNT  <      >

                -----
                TOTAL           0.00

TAX COMPARISON < >
NEXT <X>                      QUIT < >

```

The ticketing instructions screen displays. Enter final ticketing information, endorsements or any other special instructions. Place an X in the TICKET field to issue the new ticket immediately, or place an X in the RETAIN field to retain the exchange data and issue the new ticket later.

```

WF  WFRTK          TICKETING INSTRUCTIONS                SCREEN 40
                EVEN EXCHANGE ELECTRONIC  X  PAPER

COMM PCT  <0      >
TOURCODE <          >
BAG ALLOWANCE ALL SEGS <02P>  OR BY SEGMENT < >
ADDTL TKTG INSTRUCTIONS

AGENT ENDORSEMENTS  OVERRIDE  EO  < >
<
                VALIDATING CXR  AA

TKT <X>  RETAIN < >  PREV < >                      QUIT < >

```

If you choose to ticket immediately, your response is:

```

MASK PROCESSING COMPLETE - MASK TERMINATED
OK      675.57
US INS INSPECTION AND CUSTOMS FEES INCLUDED
ETR EXCHANGE PROCESSED
COMPLETE TICKET EXCHANGE NOTICE
OK 6.6

```

End your transaction with E or ET.

An accounting line is added to the PNR. The amounts as shown in the accounting line are sent to your back office accounting system. The amounts, including any tax breakdown, are also sent to BSP.

```
*PAC<<
ACCOUNTING DATA
  1. AA+5633807033/ 0.00/ 0.00/ 0.00/ONE/CA1.1THOMS
    ON PETER/1/F/E-0015633807032/1
```

If you wish to redisplay the most recent screen of the QREX tool your format is :

WFR*

When multiple records and names exist in a PNR, use name and record selection.

Example :

WFR0012324252627‡N2. 1‡ AAA

WFR04824231345‡PQ2N1.1‡ACY

Additional Collection Exchange

The fare for the new itinerary is of a higher cost than the fare of the ticket already held by the passenger. This can be an additional cost to either the base fare, the tax or both. The ticket held can be reissued upon collection of the additional amount.

Please note that a penalty to change a reservation is not an additional collection. The value of the penalty can be collected upon ticketing but not added to the cost of the ticket or can be collected separately on an MPD (ask carrier for special instructions).

For completely unused tickets, you can use any pricing method (Phase 3, Phase 3.5, Phase 3.75) on your WFR entry or use a PQ to save time and repeated entries.

After ticket is issued, the total box on the ticket shows the additional collection amount along with the letter –A indicating an additional collection (e.g.CYP20.00A).

Example :

Below is the Electronic Ticket Record display of the original ticket issued. Now passenger is changing the outbound travel to 03 May but S-class booked as no L-class available. There is an additional fare collection due to upgrading fare and also a change fee of EUR10.00.

```
*N*IA*T«
1.1SOFOCLEOUS/MARIA
1 A3 907S 03MAY 6 LCAATH HK1 2050 2230 /DCA3*TLWX4 /E
2 A3 900L 20MAY 2 ATHLCA HK1 0620 0800 /DCA3*TLWX4 /E
TKT/TIME LIMIT
1.T-16JAN-UR2B*ADS
2.TE 3905633807035-CY SOFOC/M UR2B*ADS 1241/16JAN*I
```

Display the Electronic Ticket Record to verify status.

```
WETR*2«
ELECTRONIC TICKET RECORD
INV: CUST:
PNR:CQRUOA
TKT:3905633807035 ISSUED:16JAN08 PCC:UR2B
IATA:99999992
NAME:SOFOCLEOUS/MARIA
FOP: CASH
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 A3 905 L 06MAY LCAATH 1605 OK L1A3 OPEN
2 A3 900 L 20MAY ATHLCA 0620 OK L1A3 OPEN

VALID ON A3 FLIGHTS ONLY
FARE EUR170.00 TAX 19.76CY TAX 0.39JW TAX 41.79XT
TOTAL EUR231.94
LCA A3 ATH Q36.68 88.03L1A3 A3 LCA Q36.68 88.03L1A3 NUC
249.42END ROE0.681549 XT7.82JX12.00GR4.11WQ11.86WP6.00YQ
```

Begin your exchange by accessing the mask with the entry :

WFR3905633807035‡PQ2

No validating carrier in WFR entry needed as specified in PQ together with the pricing instruction, in this case Phase 3 (WP).

Determine the original ticket value. The Database Ticket screen displays when the ticket is found in the ticket image database. The system populates the screen with the itinerary and price details of the original ticket.

Place an X in the CODE field to indicate the segments are to be exchanged. Select NEXT to continue.

```
WF  WFR          EXCH DATABASE TKT - ELECTRONIC          SCREEN 10
N1.1      SOFOCLEOUS/MARIA          TKT  3905633807035
```

```
ENTER A VALID TRANSACTION CODE X-EXCH/R-REFUND/F-FLOWN
      FLT BK DATE BRDOFF      FB/TKT DES      STAT CODE
1   A3  905  L 06MAY LCAATH    L1A3          OK   <X>
2 O A3  900  L 20MAY ATHLCA    L1A3          OK   <X>
```

```
BASE  EUR          170.00
TAXES  19.76      CY          0.39      JW          41.79      XT
TTL   EUR          231.94
NEXT <X>          MULTIDOC < >          VALIDATING CXR A3
                                           QUIT < >
```

Determine the new ticket value. The Comparison Summary screen displays and is populated with the fare data from the original ticket(s) and the new ticket. Indicate any applicable change fee on this screen and select Next to continue. Do not include an agency service fee in the CHG FEE AMOUNT field.

```

WF  WFRR      COMPARISON SUMMARY                SCREEN 30
REISSUE PLACE  NIC

                EXCHANGE          NEW AMT          REISSUE
                EUR              EUR              CUR   EUR
   BASE          170.00          189.00          19.00
TTL TAXES        61.94          61.94           0.00
-----
   TOTAL          231.94          250.94          19.00
                CHG FEE AMOUNT    <10.00      >

-----
TOTAL              19.00

TAX COMPARISON < >
NEXT <X>                                QUIT < >

```

The Comparison Screen redisplay and the penalty fee is deducted from the refund amount to produce the new total. Verify the total amount is correct and enter to continue.

```

WF  WFRR      COMPARISON SUMMARY                SCREEN 30
REISSUE PLACE  NIC

                EXCHANGE          NEW AMT          REISSUE
                EUR              EUR              CUR   EUR
   BASE          170.00          189.00          19.00
TTL TAXES        61.94          61.94           0.00
-----
   TOTAL          231.94          250.94          19.00
                CHG FEE AMOUNT    < 10.00>

-----
TOTAL              29.00

TAX COMPARISON < >
NEXT <X>                                QUIT < >
VERIFY TOTAL AMT-REENTER TO CONTINUE

```

Issue the Ticket. The Ticketing Instructions screen displays. Enter final ticketing information, such as any commission (amount or percent), applicable tour code, applicable baggage allowance, endorsements or form of payment for additional collection.

Place an X in the TICKET field to issue the new ticket immediately, or place an X in the RETAIN field to retain the exchange data and issue the new ticket later.

```

WF  WFR TK      TICKETING INSTRUCTIONS      SCREEN 40
TOTAL- EUR      29.00 ADD COLLECT  ELECTRONIC  X  PAPER

COMM PCT < 4 >
TOURCODE < >
BAG ALLOWANCE ALL SEGS <20K> OR BY SEGMENT < >
ADDTL TKTG INSTRUCTIONS
DPE
AGENT ENDORSEMENTS  OVERRIDE  EO < >
< >
CASH <X>  CK < >  CC < >          VALIDATING CXR  A3
CC NBR < >          >  CC EXP < >
MANUAL APPROVAL < >  SUPPRESS CC DATA ON INVOICE < >

TKT <X>  RETAIN < >  PREV < >          QUIT < >

```

If you choose to ticket immediately, your response is :

```

MASK PROCESSING COMPLETE - MASK TERMINATED
OK      250.94
ETR EXCHANGE PROCESSED
COMPLETE TICKET EXCHANGE NOTICE
OK 6.6
*PAC TO VERIFY CORRECT NBR OF ACCTG LINES - THEN ET TO
CONTINUE

```

If you have inserted in your PQ to print the Electronic Ticket Itinerary Receipt (DPE) and have not deleted the accounting lines, you will need to type DIN#DPE for Sabre to print it at the end of the exchange process.

The STATUS of the original ticket changes to EXCH (exchanged) and a new Electronic Ticket Record is created with OPEN status together with the details of the original ticket.

Exchange with Additional Taxes

Some airlines require the change fee to be collected in the Tax/Service fee field of the exchange ticket, or you may need to collect additional tax due to re-routing.

The QREX exchange with additional taxes process consist of the following steps:

```
*N*IA*T<<
1.1COSMA/THEOPOULA
1 A3 901H 01NOV 6 LCAATH HK1 0630 0810 /DCA3*V8GZG /E
2 ARNK
3 A3 920H 20NOV 4 SKGLCA HK1 1325 1525 /DCA3*V8GZG /E
TKT/TIME LIMIT
1.T-16JAN-UR2B*ADS
2.TE 3905633807037-CY COSMA/T UR2B*ADS 1330/16JAN*I
```

In this example, the passenger is changing the return date and inbound departure city as follows:

```
*I<<
1 A3 901H 01NOV 6 LCAATH HK1 0630 0810 /DCA3*V8GZG /E
2 A3 900K 23NOV 7 ATHLCA HK1 0620 0800 /DCA3*V8GZG /E
```

A3 requires a change fee EUR10.00 to be collected as RB code tax. Also due to re-routing and change of booking class we need to collect additional fare and 2 taxes.

Access the mask : WFR3905633807037‡PQ2

Determine the original ticket value. The Database Ticket screen displays when the ticket is found in the ticket image database. The system populates the screen with the itinerary and price details of the original ticket.

Place an X in the CODE diel to indicate the segments are to be exchanged. Select NEXT to continue.

```
WF WFR EXCH DATABASE TKT - ELECTRONIC SCREEN 10
N1.1 COSMA/THEOPOULA TKT 3905633807037
```

ENTER	A	VALID	TRANSACTION	CODE	X-EXCH/R-REFUND/F-FLOWN				
		FLT	BK	DATE	BRDOFF	FB/TKT	DES	STAT	CODE
1	A3	901	H	01NOV	LCAATH	H1A3		OK	<X>
2		ARNK							*
3	O A3	920	H	20NOV	SKGLCA	H1A3		OK	<X>

```
BASE EUR 209.00
TAXES 19.76 CY 0.39 JW 25.82 XT
TTL EUR 254.97 VALIDATING CXR A3
NEXT <X> MULTIDOCs < > QUIT < >
```

Compare the original ticket price to the new ticket price and calculate any amounts due. In this example there is an exchange with additional collection on fare and taxes.

Select TAX COMPARISON to review taxes and to add the change fee.

WF	WFRR	COMPARISON SUMMARY			SCREEN 30
	REISSUE PLACE	NIC			
		EXCHANGE	NEW AMT		REISSUE
		EUR	EUR		CUR EUR
	BASE	209.00	219.00		10.00
TTL	TAXES	45.97	61.94		15.97
		-----	-----		-----
	TOTAL	254.97	280.94		25.97
			CHG FEE AMOUNT	<	>

				TOTAL	25.97
	TAX COMPARISON	<X>			
	NEXT	< >			QUIT < >

The Tax Comparison displays exchange ticket taxes as PD and any new taxes. Place an X in the TAX UPDATE field to continue.

WF	WFRST	TAX COMPARISON SUMMARY			SCREEN 31
		EXCHANGE	NEW AMT		REISSUE
	BASE	EUR	TAX	EUR	CUR EUR
		19.76	CY	19.76	PD
		0.39	JW	0.39	PD
		7.82	JX	7.82	PD
		12.00	GR	12.00	PD
		6.00	YQ	6.00	PD
			WQ	4.11	4.11
		-----		-----	-----
TTL		45.97		61.94	15.97
		ADDITIONAL TAXES-A	< >	TAX UPDATE <X>	
	ZP				
	XF				
	NEXT	< >	PREV	< >	QUIT < >

Add and/or amend tax and fees. In this example the EUR10.00 RB tax (penalty) has been added. Once the tax information has been changed the fare is not guaranteed.

If not enough lines to update tax insert an A in ADDITIONAL TAXES box for mask to be updated with more lines.

WF	WFRST	TAX	COMPARISON	SUMMARY	SCREEN 31	
BASE	EXCHANGE	EUR	TAX	NEW AMT	REISSUE	
		EUR		EUR	CUR EUR	
	<	19.76>	<CY>	<	19.76>	PD
	<	0.39>	<JW>	<	0.39>	PD
	<	7.82>	<JX>	<	7.82>	PD
	<	12.00>	<GR>	<	12.00>	PD
	<	6.00>	<YQ>	<	6.00>	PD
	<	>	<WQ>	<	4.11>	4.11
	-----			-----		
TTL		45.97		61.94	15.97	
		ADDITIONAL	TAXES-A	<A>		
ZP	<					>
	<					>
XF	<				>	
NEXT	<	>				QUIT < >

If the airline advised you for additional taxes not priced by Sabre, simply update NEW AMT list with total amount or insert TAX code and amount.

WF	WFRST	TAX	COMPARISON	SUMMARY	SCREEN 31	
BASE	EXCHANGE	EUR	TAX	NEW AMT	REISSUE	
		EUR		EUR	CUR EUR	
	<	>	<WP>	<	11.86>	11.86
	<	>	<RB>	<	10.00 >	
	<	>	<	>	<	>
	<	>	<	>	<	>
	<	>	<	>	<	>
	<	>	<	>	<	>
	-----			-----		
TTL		45.97		61.94	15.97	
		ADDL	TAXES-A/PREV	TAXES-P	<	>
ZP	<					>
	<					>
XF	<				>	
NEXT	<	>	<X>			QUIT < >

If you have more than one tax to collect, simply insert codes of taxes and amounts in additional boxes displayed.

You are returned to the Comparison Summary to review the updated additional collection. Place an X in the NEXT field to continue.

WF WFRR COMPARISON SUMMARY SCREEN 30
REISSUE PLACE NIC

	EXCHANGE	NEW AMT	REISSUE
	EUR	EUR	CUR EUR
BASE	209.00	219.00	10.00
TTL TAXES	45.97	71.94	25.97
	-----	-----	-----
TOTAL	254.97	290.94	35.97
		CHG FEE AMOUNT <	>

		TOTAL	35.97
TAX COMPARISON < >			
NEXT <X>			QUIT < >

Issue the Ticket. The Ticketing Instructions screen displays. Enter final ticketing information, such as any commission amount, applicable tour code, applicable baggage allowance, endorsements or form of payment for additional collection.

Place an X in the TICKET field to issue the new ticket immediately, or place an X in the RETAIN field to retain the exchange data and issue the new ticket later.

WF WFR TK TICKETING INSTRUCTIONS SCREEN 40
TOTAL- EUR 35.97 ADD COLLECT ELECTRONIC X PAPER

COMM PCT < 4 >
TOURCODE < >
BAG ALLOWANCE ALL SEGS <20K> OR BY SEGMENT < >
ADDTL TKTG INSTRUCTIONS
DPE
AGENT ENDORSEMENTS OVERRIDE EO < >
< >
CASH <X> CK < > CC < > VALIDATING CXR A3
CC NBR < > CC EXP < >
MANUAL APPROVAL < > SUPPRESS CC DATA ON INVOICE < >

TKT <X> RETAIN < > PREV < > QUIT < >

If you choose to ticket immediately, your response is :

```
MASK PROCESSING COMPLETE - MASK TERMINATED
OK      290.94
ETR EXCHANGE PROCESSED
COMPLETE TICKET EXCHANGE NOTICE
OK 6.6
*PAC TO VERIFY CORRECT NBR OF ACCTG LINES - THEN ET TO
CONTINUE
```

An accounting line is added to the PNR. The amounts, as shown in the accounting line, are sent to your back office accounting system. The amounts, including any tax breakdown, are also sent to BSP.

```
*PAC<<
ACCOUNTING DATA
  1.  A3+5633807038/      .40/      10.00/  25.97/ONE/CA
1.1COSMA THEOPOULA/1/F/E-3905633807037/13
```

Partial Exchange

Because the QREX tool is based on doing an automated comparison of the old and new ticket prices, the new itinerary must be reprised from point of origin for the comparison to calculate the correct exchange amount. The system calculates the base exchange amount and determines which taxes have been used, which taxes still need to be collected and which taxes, if any, need to be refunded.

Before entering the price quote reissue mask, make sure you have determined the value of each segment, both used and unused. The value should include the fare basis code, base fare amounts, applicable Q surcharge amounts and applicable stopover and connection indicators for each segment. Also, make sure you have assigned your ticket, invoice and hard copy printers.

Under QREX partial exchange functionality you no longer have to create a Phase IV, instead you can input the fare data components in the QREX mask. Do not add pricing qualifiers to your WFR entry such as ‡Q(fare basis) for command price or ‡T for a Phase IV. If you do add pricing qualifiers to a partial exchange transaction format, you will receive the error response of PRICING INSTRUCTIONS NOT ALLOWED WITH PARTIAL EXCHANGE

The QREX partial exchange process consists of the following steps:

Below is the Electronic Ticket Record of original segments booked and ticketed.

```
WETR*2<<
ELECTRONIC TICKET RECORD
INV:                CUST:                PNR:EYEUSE
TKT:0501990028263  ISSUED:03SEP08  PCC:UR2B  IATA:99999992
NAME:PAPANDREOU/GEORGEMR
FOP: CASH
CPN  A/L  FLT  CLS  DATE  BRDOFF  TIME  ST  F/B  STAT
1    OA   330  X   15SEP  LCAATH  0350  OK  XSPOA  USED
2    OA   802  K   15SEP  ATHIOA  0855  OK  XSPOA  USED
3    OA   803  K   04OCT  IOAATH  1035  OK  XSPOA  OPEN
4    OA   331  X   04OCT  ATHLCA  1845  OK  XSPOA  OPEN

NONREF/NONEND/ON OA ONLY
FARE  EUR154.00 TAX  20.25CY TAX  0.39JW TAX  150.36XT
TOTAL  EUR325.00

LCA OA X/ATH OA IOA119.78XSPOA OA X/ATH OA LCA119.78XSPOA  NU
C239.56END ROE0.642811 XT0.86JX12.00GR8.54WQ22.96WP106.00  YQ
```

In this example, the passenger used coupons 1 and 2 and is changing the return to 5 days later. Also passenger is upgrading the fare as no seats available in the same RBD of original fare ticketed. There is an amount due from passenger on fare and also a change fee.

```

*N*IA*T«
1.1PAPANDREOU/GEORGE MR
1 OA 803K 09OCT 4 IOAATH HK1 1035 1140 /DCOA*M6CAWY /E
2 OA 331B 09OCT 4 ATHLCA HK1 1845 2020 /DCOA*M6CAWY /E
TKT/TIME LIMIT
1.T-03SEP-UR2B*ADS
2.TE 0501990028263-CY PAPAN/G UR2B*ADS 1132/03SEP*I

```

Access the mask : WFR0501990028263‡AOA

Determine the original ticket value. The Database Ticket screen displays when the ticket is found in the ticket image database. The system populates the screen with the itinerary and price details of the original ticket.

The segments/coupons of the current ticket are displayed with their current status. Any previously flown segments/coupons that appear on this ticket are automatically populated as USED and F; these fields cannot be changed.

Place an X in the third and fourth segment CODE field to indicate these segments are to be exchanged. Select NEXT to continue.

```

WF WFR          EXCH DATABASE TKT - ELECTRONIC          SCREEN 10
N1.1          PAPANDREOU/GEORGE MR          TKT 0501990028263

```

```

ENTER A VALID TRANSACTION CODE X-EXCH/R-REFUND/F-FLOWN
      FLT BK DATE BRDOFF      FB/TKT DES      STAT CODE
1    OA 330 X 15SEP LCAATH      XSPOA          USED F
2 X OA 802 K 15SEP ATHIOA      XSPOA          USED F
3 O OA 803 K 04OCT IOAATH      XSPOA          OPEN <X>
4 X OA 331 X 04OCT ATHLCA      XSPOA          OPEN <X>

```

```

BASE EUR          154.00
TAXES 20.25      CY          0.39      JW          150.36      XT
TTL EUR          325.00          VALIDATING CXR OA
NEXT <X>          MULTIDOCs < >          QUIT < >

```

Determine the new ticket value. The Itinerary Calculation screen displays with some original ticket information populated from the ticket image database.

Select the path to price the new ticket value

The Itinerary Calculation screen displays with some original ticket information and the flown segment's city pair, carrier class of service and departure date. The new itinerary segments also display.

You have 2 paths to price the entire itinerary:

- System Price from Point of origin – the system prices the flown/used flights based on historical fare data found on the original date of ticket issue, along with agent input to note the Corp ID, fare basis code/ticket designator and fare amounts. The system calculates the tax.
- Manual Price from Point of origin – you manually enter all pricing information, including base fare, taxes, fare basis, ticket designator and amounts.

Whether the system prices the itinerary or you manually enter the fare data, the fare is not guaranteed. The ticket prints with the code indicating it was agent priced.

Always try to system price first!

To have the system price the entire itinerary, leave all itinerary fields blank and place a P in the PRICE-P/MANUAL-M field. Press enter to continue to the Fare Calc from Point of Origin screen. You may also add the fare basis code, ticket designator, applicable discount amount or percent and even the amount and still select P. This allows the system to calculate the price for any command (3.5) or discount (3.75) transactions.

```

          WF  WFRI  ITINERARY CALCULATION - NEW TICKET  SCREEN 20
PSGR TYPE <ADT>  SOLD/TKTD <NICNIC>      PURCH DATE  <03AUG08>
BASE CURR  EUR                      FARE CALC CURR <NUC>
REISSUE PLCE <NIC>  ORIG ROE <      0.642811>
CXR  OA          CORP ID <      >
          FB/TKT DES                      AMOUNT
1     LCAATH  X <          > <          >      F
   OA 15SEP          Q <          >
2 <X>ATHIOA  K <          > <          >      F
   OA 15SEP          Q <          >
3 <O>IOAATH  K <          > <          >
   OA 09OCT  NVB <09OCT>  NVA <09OCT> Q <          >
4 <X>ATHLCA  B <          > <          >
   OA 09OCT  NVB <10NOV>  NVA <10NOV> Q <          >

          ADDL FARE CONSTRUCTION < >
PRICE-P/MANUAL-M <P>          QUIT < >

```

You may receive the error response of UNABLE TO FIND HISTORICAL FARE DATA – PROVIDE FARE BASIS:XX, where XX is the pricing failcode. In this situation, enter the fare basis and any applicable ticket designator in the FB/TKT DES field and then press enter. If the system responds with UNABLE TO FIND HISTORICAL FARE DATA – INPUT MANUALLY, you must select the manual price option.

Verify the new ticket amount. The Fare calculation from Point of Origin screen (screen 24) displays with the fare calculation line completed. The total base fare, total tax and total ticket amount are also displayed at the bottom of the screen.

Do not modify amounts shown in the fare calculation line. Although you may modify the fare calculation data, amount modifications in this field are not updated in the new ticket base fare or tax amounts and are not used to calculate the difference between the original ticket and the new ticket. You may place an X in the RETURN TO AGENT PRICING field if you need to modify the base fare and Q surcharge amounts.

Verify the amounts are correct and select NEXT to continue.

```
WF  WFRC          FARE CALC FROM PT OF ORIGIN          SCREEN 24

FARE CALC
< LCA OA X/ATH OA IOA119.78 OA X/ATH OALCA127.56NUC247.34END>
<ROE0.642811                                     >
<                                               >
<                                               >
<                                               >
<                                               >
<                                               >
<                                               >
<                                               >
<                                               >
NUC          247.34          ROE          0.642811
BASE EUR     159.00
TTL TAX < 171.00> TTL EUR          330.00
NEXT <X>          RETURN TO AGENT PRICING < >          QUIT <>
```

Compare the original ticket price to the new ticket price and determine whether any amounts due to carrier or passenger. You enter any change fee in this step. If you select RETURN TO AGENT PRICING, Sabre will populate screen 20 for you to check how the system recalculate the new ticket. Select NEXT to continue.

```
WF  WFRR          COMPARISON SUMMARY          SCREEN 30
                        REISSUE PLACE  NIC

EXCHANGE          NEW AMT          REISSUE
EUR              EUR              CUR  EUR
BASE            154.00            159.00            5.00
TTL TAXES      171.00            171.00            0.00
-----
TOTAL          325.00            330.00            5.00
                        CHG FEE AMOUNT  <10.00  >

-----
TOTAL          5.00
TAX COMPARISON < >
NEXT <X>          RETURN TO AGENT PRICING < >          QUIT <>
```

To view more details of the tax comparison amounts, choose the TAX COMPARISON field. You can also select TAX UPDATE from screen 31 to collect any additional taxes not priced by the system. Example in pages 37 and 38.

WF WFRR COMPARISON SUMMARY
REISSUE PLACE NIC

SCREEN 30

	EXCHANGE	NEW AMT	REISSUE
	EUR	EUR	CUR EUR
BASE	154.00	159.00	5.00
TTL TAXES	171.00	171.00	0.00
	-----	-----	-----
TOTAL	325.00	330.00	5.00
		CHG FEE AMOUNT <	10.00>

TOTAL 15.00

TAX COMPARISON < >
NEXT <X> RETURN TO AGENT PRICING < > QUIT < >
VERIFY TOTAL AMT-REENTER TO CONTINUE

Screen 30 re-displays with a warning message to verify total amount due. Press enter to continue.

Issue the Ticket. The Ticketing Instructions screen 40 displays. Enter final ticketing information, such as form of payment for additional collection, endorsements or any other special instructions. Place an X in the TKT field to issue the new ticket immediately. Note : The Commission fields are mandatory. You must enter a value even if it is zero (0).

WF WFRTK TICKETING INSTRUCTIONS SCREEN 40
TOTAL- EUR 15.00 ADD COLLECT ELECTRONIC X PAPER

COMM PCT <0 >
TOURCODE < >
BAG ALLOWANCE ALL SEGS <20K> OR BY SEGMENT < >
ADDTL TKTG INSTRUCTIONS

AGENT ENDORSEMENTS OVERRIDE EO < >
< >
CASH <X> CK < > CC < > VALIDATING CXR OA
CC NBR < > CC EXP < >
MANUAL APPROVAL < > SUPPRESS CC DATA ON INVOICE < >

TKT <X> RETAIN < > PREV < > QUIT < >

MASK PROCESSING COMPLETE - MASK TERMINATED
OK 320.33
COMPLETE TICKET EXCHANGE NOTICE
OK 6.6

After above response type E or ET to end transaction.

An accounting line is added to the PRN to show the exchange value. The amounts, as shown in the accounting line, are also sent to your accounting system when you invoice the transaction. The system also automatically transmits the appropriate data to BSP.

*PAC<<
ACCOUNTING DATA
1. OA+1990018270/ 0.00/ 15.00/ 0.00/ONE/CA 1.1PAP
DREOU GEORGE MR/1/F-0501990028263/34

Fast Path Full Exchange Entry

The Fast Path full exchange entry is only valid for tickets:

- which are completely unused (your agency is responsible for verification of ticket coupon status)
- that exist in the Sabre system's ticket database
- one document per passenger only, conjunctive tickets are considered one document

If you have a simple full exchange transaction you may use the Fast Path linear exchange entry to bypass all of the mask screens. To bypass the mask screens, you must first make the Comparison Summary inactive:

	Task	Format Example
A	To make the Comparison Summary inactive Note: Requires the Employee Profile Record (EPR) keyword SUBMGR and duty code 9 to update	W/CSI ON Note: COMPARISON SUMMARY WILL NOT DISPLAY is shown in the TJR display
B	Display status of the Comparison Summary	W/CSI * Note: Response – COMPARISON SUMMARY WILL NOT DISPLAY
C	To make the Comparison Summary active Note: Requires the Employee Profile Record (EPR) keyword SUBMGR and duty code 9 to update	W/CSI OFF Note: COMPARISON SUMMARY WILL DISPLAY

Begin the Fast Path full exchange:

WFRE(13 digit ticket nbr)~~PQ~~(PQ record nbr)~~A~~(validating carrier code)

WFRE0484967966996~~PQ~~~~ACY~~

There is no opportunity to modify the format once entered, unless the system returns an error response. The exchange is processed immediately. The record remains active in your work area. E or ET to end your transaction. If you have not deleted the previous accounting lines and you have added ~~DPE~~ in your exchange format a warning message will appear to *PAC. After *PAC simply type the entry DIN~~DPE~~ for Electronic Ticket Itinerary/Receipt to print.

Collect a change/penalty fee

You can also exchange a completely unused ticket and collect a change/penalty fee.

WFRE(13 digit ticket nbr)‡PQ(PQ record nbr)‡CP(penalty amount)‡A(validating carrier code)‡F(form of payment)

WFRE0484967966998‡PQ‡CP10.00‡ACY‡FCA

Exchange a Non-flight Document

You may use this entry to begin an exchange transaction for a non-flight document such as a Voucher or MPD (Miscellaneous Purpose Document) etc.

- you must have a PNR active in your work area
- the base fare currency of the non-flight document and the new ticket must be the same
- you may not use these entries for refund transactions

These entries begin the mask process at the Comparison Summary screen. Screen function and input remains the same.

Begin a manual exchange for a non-flight documents WFRM(13 digit ticket number) / (amount)‡
PQ(record nbr)‡A(validating carrier)
WFRM0481234123456/EUR50‡PQ‡ACY

The exchange process consists of the following steps:

```
*IA*N<<
1.1PANAYIOTOU/MARILIA
1 CY 312M 06MAY 2 LCAATH HK1 0930 1115 /DCCY*JTHQYY /E
```

```
*PQ<<
PRICE QUOTE RECORD - DETAILS
```

FARE NOT GUARANTEED UNTIL TICKETED

PQ 1 PSTU‡ACY‡FCA‡KP0‡DPE

BASE FARE	TAXES	TOTAL
EUR83.00	38.23XT	EUR121.23STU
XT 11.93CY 0.39JW	3.91JX	22.00YQ

STU-01 MAJOR
LAST DAY TO PURCHASE 06APR/2359
LCA CY ATH121.78MAJOR NUC121.78END ROE0.681549
VALIDATING CARRIER SPECIFIED - CY
VALID ON CY / NON REF
01 O LCA CY 312M 06MAY 930A MAJOR 06MAY20K
ATH
COMM PCT 0
VALIDATING CARRIER-CY
UR2B UR2B *ADS 0847/18JAN PRICE-SYS

In this example, the passenger has an MPD validated on CY that is worth EUR50.00. She wants to use the MPD as partial payment for her new ticket to ATH.

- EUR50.00 – paid by MCO number 048777777701 which was already issued for this amount
- EUR71.23 remaining (EUR33.00 base fare, EUR38.23 taxes) cash

WFRM048777777701/EUR50~~+~~PQ~~+~~ACY

If the ticket is paper ticket on an e-ticket route, add ~~+~~XETR to the entry

The process begins on the Comparison Summary screen.

Determine the ticket value and compare with MPD value. The Comparison Summary screen displays and is populated with the fare data from the MPD and the ticket. The MPD amount is compared to the remaining ticket value and an additional collection amount is calculated on the screen. Place an X in NEXT and enter to continue.

```

WF  WFRR          COMPARISON SUMMARY                               SCREEN 30
REISSUE PLACE  NIC

                                EXCHANGE      NEW AMT                REISSUE
                                EUR              EUR                  CUR  EUR
    BASE          50.00          83.00                33.00
TTL TAXES          38.23          38.23                38.23
-----
    TOTAL          50.00          121.23               71.23
                                CHG FEE AMOUNT  <          >

                                -----
                                TOTAL          71.23

TAX COMPARISON < >
NEXT <X>
                                QUIT < >
  
```

Issue the Ticket. The Ticketing Instructions screen displays. Enter final ticketing information, such as cheque form of payment for additional collection, endorsements or any other special instructions.

```

WF  WFR TK      TICKETING INSTRUCTIONS                               SCREEN 40
TOTAL- EUR          71.23 ADD COLLECT  ELECTRONIC X  PAPER

COMM PCT < 0 >
TOURCODE < >
BAG ALLOWANCE ALL SEGS <20K> OR BY SEGMENT < >
ADDTL TKTG INSTRUCTIONS

AGENT ENDORSEMENTS  OVERRIDE  EO < >
<VALID ON CY ONLY
CASH <X>  CK < >  CC < >          VALIDATING CXR  CY
CC NBR < >          >  CC EXP < >
MANUAL APPROVAL < >  SUPPRESS CC DATA ON INVOICE < >

TKT <X>  RETAIN < >  PREV < >          QUIT < >
  
```

Place an X in the TICKET field to issue the ticket immediately, or place an X in the RETAIN field to retain the exchange data and issue the ticket later.

If you choose to ticket immediately, your response is:

MASK PROCESSING COMPLETE - MASK TERMINATED
OK 121.23
ETR MESSAGE PROCESSED
COMPLETE TICKET EXCHANGE NOTICE
OK 6.6

E or ET to end your exchange process.

Both an additional collection exchange accounting line and a PQR record are added to the record .

*PAC«
ACCOUNTING DATA
1. CY+5633807040/ .00/ 33.00/ 38.23/ONE/CA
1.1PANAYIOTOU MARILIA/1/F/E-0487777777701/1

*PQR«

PQR - REISSUE DETAILS

PQR 2 WFRM0487777777701/EUR50.00+PQ+ACY

PANAYIOTOU/MARI EXCH DOC 0487777777701	BASE EUR	50.00
A/C, FEES	TTL EUR	71.23

BASE FARE	EQUIV AMT	TAXES	TOTAL
EUR83.00	EUR	38.23XT	EUR71.23A
XT 11.93CY	0.39JW	3.91JX	22.00YQ

STU-01 MAJOR
LCA CY ATH121.78MAJOR NUC121.78END ROE0.681549

VALID ON CY / NON REF

VALID ON CY ONLY

01 O LCA CY 312M 01NOV 930A MAJOR

01NOV01NOV20K

ATH

COMM PCT 0.00

VALIDATING CARRIER-CY

FOP CASH

UR2B UR2B *ADS 1700/18JAN

PRICE-SYS

Subsequent Reissue

You can exchange a ticket that was previously processed either as a full or partial exchange.

If the ticket can be found in the ticket database, all the previously flown segment data are saved in the system's ticket database and retrieved for use in the exchange transaction. This is important for pricing from the point of origin and ensures that all transactions are reprised and calculated correctly. In the mask, you will see all of the previously flown segments as well as the itinerary segments of the current ticket. Follow the examples for an Even Exchange (page 26), Additional collection Exchange (page 29) and for Partial Exchange (page 38).

If the ticket is electronic and can be found only in the carrier's electronic database (it is no longer in the system database), you will process this as a slightly modified database exchange. Follow the examples for a Partial Exchange (page 38).

The QREX mask will guide you through the process.

FORMAT FINDER HELP SYSTEM

The Format Finder Help system provides quick access to Sabre global distribution system formats, descriptions, detailed procedural information and has all the functionality of a standard Windows Help system.

Once you are logged into Sabre system, there are three ways to launch Format Finder help system:

- Press Ctrl + Z on the keyboard as a shortcut
- From your browser window, open the Agent Tools tab and select Format Finder. Type the desired search words into the search box and click Search Format Finder
- Through a linear command from your blue screen, just type the word HELP/ followed by a keyword or keywords and press ENTER

Topics for this subject are located in the Format Finder help system in the main Table of Contents under the appropriate book:

QREX

REVISION HISTORY

Revision	Date	Description
01	07.01.08	Change of CYP currency to EUR
02	28.08.08	Updates to formats due to paper ticket removal
03	11.09.08	Amend REN entry
04	10.12.09	Removed data for non-database ticket