



## **QREX – Quick Refund and Exchange Enhancements**

Sabre Travel Network is pleased to announce upcoming enhancements to exchange functionality with the Quick Refunds and Exchange (QREX) solution. These enhancements will offer easier penalty collection methods, improved re-pricing capabilities, and enhanced calculations when the old ticket is more than the new. As a result of these enhancements, several modifications have been made to the QREX masks as well as the PQR display.

Please note these enhancements will apply to QREX exchange transactions only. Refund transactions are not impacted.

The enhancements detailed in this document are targeted for release on June 15, 2010.

### **Current Process for penalty collection**

IATA rules regarding collection of penalty in a BSP state that must be collected as a separate charge on a miscellaneous document. However, after polling airlines as well as the agency community, it is evident that penalty collection occurs in a variety of methods depending on the market, the airline, etc.

Today in QREX you can:

- Leave the penalty box blank and collect it via a separate document transaction (MCO or MPD)
- Include it in the total add collect amount
- Manually add the penalty as a tax by manually modifying taxes by the TAX UPDATE option on the Tax Comparison summary screen 31

### **New Penalty Collection Options**

To bring more consistency within the product line, bring more accuracy to calculations of subsequent exchanges, and better document the means of collection, improved processing has been added for collection of penalty.

- If the user wants to collect the fee as a separate document, they should continue to leave the Change Fee box blank
- If the user wants to collect the fee as a tax, they will add the amount in the Change Fee box and select COLLECT FEE AS TAX option by inputting the 2 character tax code as instructed by the carrier
- If the user wants to collect the fee in the total, they will continue to add the amount in the Change Fee box and input an X in the COLLECT FEE IN TTL option

**Note:** the user must decide which Penalty Collection option to use, as there is no industry standard source of this information that can be referenced by the Sabre system.

**New Mask Fields for Collecting Fee as Tax or Fee in Total**

Two new fields have been added to the Comparison Summary Screen 30 in the QREX mask. These new fields will be used to facilitate the collection of penalty as a tax or as a part of the total add collect.

**New Screen 30 Layout**

```

WF  WFRR          COMPARISON SUMMARY          SCREEN 30
REISSUE PLACE  NIC

          EXCHANGE          NEW AMT          REISSUE
          EUR              EUR              CUR  EUR
BASE      256.00          296.00              40.00
TTL TAXES  112.39          112.39              0.00
-----
TOTAL     368.39          408.39              40.00
          CHG FEE AMOUNT  <              >
COLLECT FEE AS TAX < >
COLLECT FEE IN TTL < >
          -----
          TOTAL              40.00
TAX COMPARISON < >
NEXT < >              QUIT < >
  
```

- If any value is included in the Change Fee box, one of the options must be selected
- A two character tax code can be input in the COLLECT FEE AS TAX box. You are responsible for knowing which tax code the airline has instructed to be used. Sabre does not validate the tax code beyond it being input as an alpha or alpha/numeric code
- If the COLLECT FEE AS TAX option is selected, the tax will be reported on the transaction as an add collect of tax and will become part of the total add collect. If this option is selected the penalty as tax value not be shown on Screen 31 as a manually added tax
- If the COLLECT FEE IN TTL option is selected, the change fee amount will only be rolled into the total add collect and not reported as a separate value
- These fields are valid whenever an exchange is processed using the WFR, WFRE and WFRM formats. When WFRE fast path is used in conjunction with the optional CP qualifier, and the mask display options are suppressed (no mask screen 30 displays) the system will default to the COLLECT FEE IN TTL option. The penalty will be included in the total add collect as done today. The only way to select the COLLECT FEE AS TAX option is to select the option on the Comparison Summary Screen 30
- Only one option may be selected
- If penalty is to be collected on a separate document, the Change Fee box must remain blank as today

**Second/Subsequent Transactions when Penalty has been collected as a Tax**

For a 2nd or subsequent transaction, when pulling in the exchange ticket values, the system will ensure the change fee value collected from the previous transaction as a tax is not part of the value applied to the new ticket. This process applies to WFR and WFRE requests.

**Current Process**

If a penalty has been manually processed using a tax code on the new ticket, that tax becomes part of the new ticket tax breakdown. When comparing tax values of the old and new ticket, you must manually manipulate the taxes using the TAX UPDATE option on the Tax Comparison Summary

screen 31. This is necessary in order for the full penalty amount to be collected as tax on the new ticket.

**Enhanced Process**

When the COLLECT FEE AS TAX option is selected on the first transaction the system will internally track this "tax" as a penalty in the ticket database. When this ticket is then exchanged again, this "tax" will be removed for comparison purposes and the total tax amount of the exchange ticket will be recalculated without this penalty amount.

**Example**

First exchange ticket issue with EUR50.00XP tax as penalty shown as add collect tax.

```

SABRE TICKET RECORD
                                                    PNR:OUAMTX
TKT:0489703668278      ISSUED:10JUN2010NIC PCC:UR2B IATA:99999992
NAME:SERAFIDOU/DESPO
FOP:CASH
CPN  A/L  FLT  CLS  DATE   BRDOFF  TIME  ST F/B          STAT
1    CY   332  O   15JUN  LCALHR  0500  OK OEARLY2      OPEN
2    CY   327  O   25JUN  LHRLCA  0930  OK OEARLY2      OPEN

FARE   EUR172.00 PD TAX  21.45CY  PD TAX  1.84JW
        PD TAX  0.92JX  PD TAX  13.40GB  PD TAX  27.90UB
        PD TAX  56.00YQ  TAX   50.00XP
TOTAL  EUR50.00

COMM: .00

VALID CY/NONREF/CHANGES RESTRICTED
LCA CY LON117.14OEARLY2 CY LCA117.14OEARLY2 NUC234.28END ROE0.7
34131

EXCH TKT:0489703668277/12
ISSUED AT:10JUN10NIC      FEF:CASH
IATA:99999992
  
```

Second exchange EUR50.00XP removed from tax total of exchange ticket.  
 Exchange ticket tax total EUR121.51 does NOT include the 50.00XP tax collected on first exchange.

```

WF  WFRR      COMPARISON SUMMARY          SCREEN 30
REISSUE PLACE  NIC

          EXCHANGE      NEW AMT      REISSUE
          EUR           EUR           CUR  EUR
BASE      172.00      172.00           0.00
TTL TAXES  121.51      121.51           0.00
-----
TOTAL      293.51      293.51           0.00
          CHG FEE AMOUNT  <           >

COLLECT FEE AS TAX < >
COLLECT FEE IN TTL < >

          -----
          TOTAL           0.00

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

If a penalty is applicable to the current transaction then the penalty is easily collected on the ticket by using the COLLECT FEE AS TAX option again. No manual manipulation is required. The new ticket will be updated with the penalty shown as an add collect of tax.

**Re-pricing based on EXCHANGE or REISSUE Identifier**

IATA defines two ways to calculate a ticket change, and in what circumstances each must be used. The two methods are called EXCHANGE and REISSUE. The current QREX solution always calculates ticket change prices using REISSUE Logic. This enhancement to QREX will incorporate logic to determine if the ticket change is an EXCHANGE or a REISSUE, and calculate the new ticket price accordingly.

According to IATA Resolution 017f, section C, a change to the first flight coupon of a wholly unused ticket is processed as an EXCHANGE. Since a new ticket must be issued, they point out that the new fare should be calculated using current fares, current taxes, and current Rate of Exchange when converted to and from NUC.

If no change is made to the first coupon or the ticket is partially used, it is considered a REISSUE and should be re-priced using historical fares, historical taxes, and historical Rate of Exchange when converting to and from NUC.

QREX will now incorporate this logic when calculating the new ticket price. As a result, some new screen changes and calculations have been applied.

**EXCHANGE Transaction with an Equivalent Amount Paid Currency**

Once a transaction is re-priced as an EXCHANGE transaction additional changes were necessary when the calculation involves an Equivalent currency.

To be able to better identify how a transaction was re-priced the title line of the Comparison Summary Screen 30 will show EXCHANGE SUMMARY when re-priced as an EXCHANGE transaction.

Example: Screen 30 with Equivalent currency for EXCHANGE

Title line now shows EXCHANGE SUMMARY

WF	WFRR	<b>EXCHANGE SUMMARY</b>	SCREEN 30
	REISSUE PLACE	NIC	
BASE	GBP	316.00	
	EXCHANGE	NEW AMT	REISSUE
	EUR	EUR	CUR EUR
	EQV	259.00	384.00
TTL	TAXES	114.11	125.00
		-----	0.00
	TOTAL	373.11	498.11
		CHG FEE AMOUNT	125.00
		<	>
COLLECT FEE AS TAX < >			
COLLECT FEE IN TTL < >			
		-----	
		TOTAL	125.00
TAX COMPARISON < >			
NEXT < >			
			QUIT < >

- Base amount is not displayed since it is not used for calculation
- Reissue difference is not displayed since it is not used for calculation
- New ticket Equivalent and Total amounts are now displayed since the calculation is now based on Total minus Total

The following calculations will apply for an EXCHANGE with an Equivalent Amount Paid:

- Subtract the Equivalent Amount Paid of the new ticket from the Equivalent Amount Paid of the exchange ticket
- Subtract the Tax of the new ticket from the Tax of the Exchange ticket
- The differences of the base and tax will be shown in the Reissue Column as today.

In addition to the new calculation, the following changes will apply to the mask display:

- The Exchange ticket base amount and the Reissue column base amount will not be displayed when an equivalent amount exists
- The new ticket Equivalent amount and the new ticket Total will be displayed

If no Equivalent Amount Paid is involved in the transaction for an EXCHANGE, then no changes to the calculation will occur

Note: There are no changes to the format of the Comparison Summary Screen 30 when the new price is calculated using REISSUE logic.

### Netting Residual Fare and Taxes to Additional Collection of Fare and Taxes

In order to simplify a transaction when residual values are involved the industry has published guidelines as to how to apply residuals of fare and or taxes to additional collection of fare and or taxes. QREX will now be applying these guidelines as part of the overall calculation

### Current Process

When comparing the values of the old and new tickets for the Reissue columns on Screens 30 and 31, the results will show either a positive amount, or zero (PD for Screen 31). Any negative value of fare or tax is ignored and all the positive values are rolled up into the add collect amount.

### Example: add collect of fare and residual tax ignored

```

SABRE TICKET RECORD
                                                                 PNR:CPLDYG
TKT:0489703668281      ISSUED:14JUN2010NIC PCC:UR2B IATA:99999992
NAME:SERAFIDOU/DESPO
FOP:CASH
CPN  A/L  FLT  CLS  DATE   BRDOFF  TIME  ST  F/B          STAT
1    CY   312  T   10JUL  LCAATH  1015  OK  TBASIC2      OPEN
2    CY   313  T   20JUL  ATHLCA  1250  OK  TBASIC2      OPEN

FARE   EUR146.00 TAX  21.45CY TAX  1.84JW TAX  .92JX
        TAX  12.00GR TAX  5.00WQ TAX  15.18WP
        TAX  56.00YQ
TOTAL  EUR258.39

COMM: .00

VALID CY/NONREF/CHANGES RESTRICTED
LCA CY ATH99.43TBASIC2 CY LCA99.43TBASIC2 NUC198.86      END ROE0.734131

```

Rebooked returned flight SKGLCA 21JUL

WF WFRR COMPARISON SUMMARY SCREEN 30  
 REISSUE PLACE NIC

	EXCHANGE	NEW AMT	REISSUE
	EUR	EUR	CUR EUR
BASE	146.00	176.00	30.00
TTL TAXES	112.19	92.01	-20.18
	-----	-----	-----
TOTAL	258.19	268.01	
		CHG FEE AMOUNT	< >

TOTAL 30.00

TAX COMPARISON < >  
 NEXT < >

QUIT < >

If any residual amount is refundable or may be "applied" to the additional money to be collected, it is up to the agent to manually modify values, when possible, via the TAX UPDATE mode on Screen 31.

**Enhanced Process**

When comparing the values of the old and new tickets for the Reissue columns on Screens 30 and 31, the results will show either a positive amount, a negative amount, or zero. In addition, the system will now apply the residual values towards any positive values to achieve a netted value. This netting will apply to the fare and the taxes.

Example: add collect fare and residual tax

WF WFRR COMPARISON SUMMARY SCREEN 30  
 REISSUE PLACE NIC

	EXCHANGE	NEW AMT	REISSUE
	EUR	EUR	CUR EUR
BASE	146.00	176.00	30.00
TTL TAXES	112.39	92.21	-20.18
	-----	-----	-----
TOTAL	258.39	268.21	9.82
		CHG FEE AMOUNT	< >

COLLECT FEE AS TAX < >  
 COLLECT FEE IN TTL < >

TOTAL 9.82

TAX COMPARISON < >  
 NEXT < >

QUIT < >

Unused taxes from the first ticket (-20.18) have been applied towards the fare increase of 30.00, leaving 9.82 to be paid

**Example: Tax Comparison Summary of Netting**

WF	WFRST	TAX COMPARISON SUMMARY			SCREEN 31
	EXCHANGE		NEW AMT	REISSUE	
BASE	EUR	TAX	EUR	CUR	EUR
	<b>21.45</b>	<b>CY</b>	<b>21.45</b>		<b>0.00</b>
	1.84	JW	1.84		0.00
	0.92	JX	0.92		0.00
	12.00	GR	12.00		0.00
	<b>5.00</b>	<b>WQ</b>	<b>0.00</b>		<b>-5.00</b>
	<b>15.18</b>	<b>WP</b>	<b>0.00</b>		<b>-15.18</b>
-----					
TTL	112.39		92.21		-20.18
	ADDITIONAL TAXES-A < >		TAX UPDATE < >		
ZP					
XF					
	NEXT < >	PREV < >		QUIT < >	

When old and new tax is equal the reissue column will now show zero. Negative tax values are applied towards positive tax values and a net value is determined. As today, netting of residual fare/tax towards PENALTY does not apply. This will remain the same.

**PQR Display Enhancements**

Changes are being made to the PQR display in order to provide additional details about the transaction. Some changes are applicable to the transaction' some are based on EXCHANGE or REISSUE.

**PQR - EXCHANGE DETAILS**

PQR 2 WFR0489703668258#ACY

SERAFIDOU/DESPO EXCH TKT 0489703668258 TTL EUR 155.19  
A/C, FEES TTL EUR 10.00

BASE FARE	EQUIV AMT	TAXES	TOTAL
EUR43.00		112.19XT	EUR155.19
XT PD21.20CY	PD1.87JW	PD0.94JX	PD12.00GR
PD5.00WQ	PD15.18WP	PD56.00YQ	

ADT-01 VEARLY2 QEARLY2  
LAST DAY TO PURCHASE 23MAY  
LCA CY ATH21.79VEARLY2 CY LCA36.77QEARLY2 NUC58.56END ROE0.7  
34131

VALIDATING CARRIER SPECIFIED - CY  
VALID CY/NONREF/CHANGES RESTRICTED  
01 O LCA CY 322V 09JUN 800A VEARLY2 09JUN09JUN20K  
02 O ATH CY 313Q 20JUN 1250P QEARLY2 20JUN20JUN20K  
LCA

CHANGE FEE 10.00 /FEE IN TOTAL  
COMM PCT 0.00  
VALIDATING CARRIER-CY

Title Line will now show as EXCHANGE or REISSUE DETAILS and penalty amount will either shown FEE IN TOTAL or FEE AS TAX depending of option selected.