
OVERVIEW

Automated Exchanges (formerly known as *QREX Plus*) uses ATPCO's Category 31 (CAT 31) rules for voluntary rerouting. CAT 31 allows carriers to file specific rules for voluntary rerouting with their fares. The *Sabre* system interrogates these rules within *Automated Exchanges* at reissue time to determine if the rule allows itinerary changes, what fares you can use for the new ticket, and what change fee applies. The system then applies these rules when determining the new ticket price. In addition, the system automatically applies the applicable change fees.

Automated Exchanges attempts to apply CAT 31 rules to **all** tickets that are stored in the *Sabre* system ticket database (WTDB*). Verifying CAT 31 rules and applying them to the exchange process provides the highest level of automation. *Automated Exchanges* ticketed transactions are included in the Sabre Fare Guarantee Policy.

Note: This functionality is a **chargeable** item. Access subscription and agreement to the terms and conditions via *Agency eServices*.

GENERAL REQUIREMENTS

The *Automated Exchanges* entry is applicable to the following transactions:

- Full exchanges or partial reissues
- Paper or electronic tickets with at least **one** coupon eligible for exchange
- Ticket you are exchanging **must** be in the *Sabre* system ticket database (WTDB*)
- Previously exchanged through *Refunds and Exchanges* only
- Process only a **single** passenger at a time
- You **cannot** exchange coupons used **out of order**
- *Automated Exchanges* TJR indicator **must** be active
- You **must** have a previously ended PNR (a PNR that has a Sabre record locator) displayed in your work area
- Your PNR does **not** need to be in a ticketable state (for example, status code SS is accepted) prior to beginning the *Automated Exchanges* process

QUALIFIERS**FORMAT**

The primary action code to initiate the exchange transaction is:

- **WFRF(13 digit ticket number)**
- Or the shortcut entry **WFRFTR(*T item number)**

You may add secondary qualifiers to specify pricing selection or ticketing instruction as necessary (see the *Format Finder*SM help system for secondary action codes allowed). You can combine multiple qualifiers by separating each with a cross of Lorraine (¥).

- You **cannot** add any qualifier that bypasses pricing or manually forces a specific price/discount/or penalty amount affecting the new itinerary price (for example, PQ record, Phase IV, cancellation penalty, 3.5 command price, or 3.75 discount pricing with a percentage or amount other than zero).

Begin the exchange and include the validating carrier

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

WFRF0372468013579¥ABA

WFRFTR(*T item number)¥A(carrier code)

WFRFTR2¥ABA

Begin the exchange and use name select

Note: **Mandatory** when the PNR contains multiple passengers.

WFRF(13 digit ticket number)¥N(name item number)

WFRF0372468013579¥N1.2

Begin the exchange and request automatic rebook when a lower fare applies

WFRFTR(*T item number)¥N(name item number)¥NCB

WFRFTR2¥N1.2¥NCB

Begin the exchange and include a passenger type

WFRFTR(*T item number)¥N(name item number)¥P(passenger type)

WFRFTR2¥N1.2¥PC05

Begin the exchange and include a tour code

WFRF(13 digit ticket number)¥N(name item number)¥U(tour code)

WFRF1234567890123¥N1.2¥UABCD1234

Begin the exchange and include an account code

WFRFTR(*T item number)¥N(name item number)¥AC*(account code)

WFRFTR2¥N1.2¥AC*FED21

Begin the exchange and include a corporate ID

WFRF(13 digit ticket number)¥N(name item number)¥I(corporate ID)

WFRF1234567890123¥N1.2¥IDAG56

Begin the exchange and use 3.75 discount with output ticket designator and percentage 0 (zero)

WFRFTR(*T item number)¥N(name item number)¥Q//DP0-(output ticket designator)

WFRFTR2¥N1.2¥Q//DP0-TDOVR

With output ticket designator and amount 0 (zero)

WFRF(13 digit ticket number)¥N(name item number)¥Q//DA0-(output ticket designator)

WFRF1234567890123¥N1.2¥Q//DA0-TDOVR

Note: Output ticket designator - minimum 1 character, maximum 6 characters, alpha and/or numeric characters only.

Redisplay the most recent mask screen

WFR*

REISSUE PRICING OPTIONS

Automated Exchanges requests can return the following options:

- **As Booked** - the reissue cost as you booked the itinerary.
- **Rebook** - the cost if you rebook into the lowest available class and exchange the ticket. An informational message displays on screen 30 to advise when a lower fare is available or if the system automatically rebooked the itinerary (NCB)
- **Cancel/Start Over** - the cost of buying a new ticket for the unflown segments and forgetting about exchanging the old ticket. An informational message displays on screen 30 to show the cost of buying a new ticket.

The system evaluates these options and based on the calculation, returns the best possible requested solution to you on the Comparison Summary screen (screen 30).

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 informational messages apply, the messages which advise of a lower reissue amount or lower ticket amount always take precedence.

As Booked Process

When the itinerary as booked provides a reprice solution and no lower fare options are applicable, the Comparison Summary (screen 30) displays with the pricing solution. In addition, one of several informational message banners that relate to the new itinerary price may display at the bottom of the screen:

- FARE REQUIRES SIMULTANEOUS RES/TKTG
- LAST DATE TO PURCHASE (DATE)
- REISSUE AMOUNT DOES NOT ALLOW ELECTRONIC TICKETING
- REISSUE AMOUNT REQUIRES ELECTRONIC TICKETING
- REISSUE PRICE NOT GUARANTEED UNTIL RE-TICKETED

If no price as booked exists, but an alternative reprice solution is found, you may receive the following response outside of the mask: INVALID AS BOOKED – LOWER FARE APPLIES – REBOOK 1X2X. At this point, if you desire the alternative reprice solution, you can change the class of service for the advised segments and start a new WFRF request (or reenter your WFRF and include the ¥NCB qualifier).

Scenario

The passengers were originally ticketed:

- MIA-LGA-MIA, May 10-May 14
- \$179.20 per person, nonrefundable, \$150.00 change fee

They changed their return departure city (BOS-MIA) and date (May 15)

Screen Example

1. 2EDWARDS/PATRICK/EMILY

```
1 AA1256Q 10MAY S MIALGA HK2 800A 1100A /DCAA*NEHAVB /E
2 AA2027Q 15MAY F BOSMIA HK2 215P 535P /DCAA*NEHAVB /E
```

1. Begin the exchange:

WFRF0017402461216#N1.1

WF WFRR COMPARISON SUMMARY
REISSUE PLACE DFW

SCREEN 30

Comparison Summary screen (screen 30) displays:

- The system calculates the reissue amount based on applicable reissue price returned
- The system automatically populates the **change fee amount** from the CAT 31 rule
 - When there is no change fee filed, the system returns **N/A** in this field.
 - When multiple change fees apply, the system places the **total** amount in this field and displays a banner message on the total line:
MULTIPLE CHG FEES APPLIED

	EXCHANGE	NEW AMT	REISSUE
	USD	USD	CUR USD
BASE	146.98	174.89	27.91
TTL TAXES	32.22	34.31	2.09
TOTAL	179.20	209.20	30.00
		CHG FEE AMOUNT	< 150.00 >
		TOTAL	180.00

TAX COMPARISON < > MULTIDOCs < >
NEXT < > VIEW FARE CALCULATION < > QUIT < >
LAST DATE TO PURCHASE 03MAY2009

Note: If this was a paper ticket, the Exchange Database Ticket screen (screen 10) displays first so you can enter the correct action codes. See *Format Finder* for screen 10 details.

Place an X in **NEXT** to continue.

2. The Ticketing Instructions screen (screen 40) displays:

- Enter additional information such as commission, tourcode, baggage allowance, etc. in the appropriate fields.
- The system automatically populates the **form of payment** from the first form of payment field in the PNR.
 - If you do **not** wish to use this form of payment, you **must** change the information in this field.

WF WFRTK TICKETING INSTRUCTIONS SCREEN 40
TOTAL- USD **180.00 ADD COLLECT** ELECTRONIC X PAPER
NEW TKT FULL COMM AMT <0 >
ADD COLL COMM AMT <0 > COMM PENALTY <0 >
WAIVER < >
TOURCODE < >
BAG ALLOWANCE ALL SEGS < > OR BY SEGMENT < >
ADDTL TKTG INSTRUCTIONS
AGENT ENDORSEMENTS OVERRIDE EO < >
CASH < > CK <X> CC < > VALIDATING CXR AA
CC NBR < > CC EXP < >
MANUAL APPROVAL < > SUPPRESS CC DATA ON INVOICE < >
TKT < > RETAIN < > PREV < > QUIT < >

Place an X in **TKT** to issue the ticket immediately or place an X in **RETAIN** to store the exchange data in the PQR record and issue the ticket later.

Note: When reissuing PNRs with multiple passengers it is strongly recommended to **RETAIN** each exchange and only end transaction after **all** tickets have been successfully repriced.

Endorsement Processing:

- When the system processes CAT 31 and pricing returns a non-refundable amount, the system places this non-refundable amount at the beginning of the endorsement text on the new ticket.
Example:
USD254.00 NONREFUNDABLE*NONREFUNDABLE/RESTRICTIONS APPLY
- If you add additional Endorsements in the field, the system places this non-refundable amount at the beginning of the endorsement text, followed by system endorsements, then followed by the manually added endorsements.
- The system **truncates** the endorsement (as today) if the endorsement field exceeds the maximum data length allowed.
- If you select the Endorsement Override (EO) the non-refundable amount will **not** appear on the new ticket.

Note: **Changing the endorsement does not lose the guarantee; however,** if you receive a debit memo because something is **MISSING** in the endorsement and you clearly overrode it, the debit memo is **your** responsibility.

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 base fare, taxes, total amount, fare basis code, and fare calculation details of the new ticket
- Endorsements, including applicable non-refundable fare amount
- New itinerary
- Change fee amount
- Commission amounts
- Validating carrier
- Form of payment
- Pseudo city code, agent sine, time and date of PQR creation and price indicator (SYS)

```

*PQR2<
PQR - REISSUE DETAILS
PQR 2 WFRF0017402461216+N1.1
EDWARDS/PATRICK EXCH TKT 0017402461216      TTL USD 179.20
A/C, FEES                      TTL USD 180.00

      BASE FARE                TAXES                TOTAL
      USD174.89                34.31XT        USD209.20
      XT      13.11US          7.20ZP          5.00AY          9.00XF
ADT-01 Q7E3QGN
LAST DAY TO PURCHASE 03MAY
MIA AA NYC73.49Q7E3QGN/-BOS AA MIA101.39Q7E3QGN USD174.88END
ZPMIABOS XFMA4.5BOS4.5
VALIDATING CARRIER SPECIFIED - AA
USD174.88 NONREFUNDABLE
NONREF/CHGFEEPLUSFAREDIF/CXL BY FLT TIME OR NOVALUE
01 O MIA AA 1256Q 10MAY 800A Q7E3QGN 10MAY10MAY
02 LGA VOID
03 O BOS AA 2027Q 15MAY 215P Q7E3QGN 15MAY15MAY
MIA

CHANGE FEE 150.00
COMM AMT 0.00
COMM ON PENALTY 0.00
VALIDATING CARRIER-AA
FOP CHECK
97Q7 97Q7 *AKP 1408/24APR PRICE-SYS
  
```

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

```

*HT
AT W#PQR2/AUTOMATED REISSUE
97Q7 97Q7*AKP 1540/24APR09
  
```

Automated Exchanges adds a historical remark (5H-) to the PNR when you select the ticket (TKT) option within the mask, or when you ticket a retained Price Quote Reissue record (W#PQR).

```

*P5H
H-AEBT/0017402461460/97Q7*AKP/97Q7*AKP
  
```

H-AEBT/13-digit ticket number/pseudo city code where PQR was created/agent sign of the PQR create agent/pseudo city code where ticket was issued/ticketing agent sign

- The system adds a separate remark for each ticket you issued.

Important Notes:

- If the ticket is conjunctive, the remark includes only the primary 13 digit document number.
- You **cannot** delete the historical remark from the PNR. If you attempt to do so, you receive this error: NOT ALLOWED ON THIS ITEM.NOT ENT BGNNG WITH 5x
- The remark remains in the PNR even if you take further action on the ticket (for example. void or refund).
- When Automated Exchanges results in a redirect to classic Exchanges (formerly known as QREX), and no billable transaction occurs, the system does **not** add the remark to the PNR.

The system also:

- creates an accounting line to show the amount of exchange (0 for even exchange or add collect amount)
- updates the audit trail with the correct transaction type (even or add collect) and amount
- updates the Sabre system ticket database display of the original ticket (to show EXCH) and creates the database image for the new ticket
- for electronic tickets, updates the carrier's electronic ticket record display of the original ticket (to show EXCH) and creates the electronic display for the new ticket
- increments an internal counter in your agency TJR for billing purposes

Rebook Process

When you want to request *Automated Exchanges* to search for lower booking classes/fares to change the ticket to, include the **¥NCB** qualifier in your WFRF entry. When applicable the system performs an automatic rebook, and the rebook price displays on the Comparison Summary (screen 30).

If you did **not** include the **¥NCB** qualifier in your WFRF entry, screen 30 displays with the as booked price and a banner message displays at the bottom of the screen advising of the lower fare found, if applicable. At this point, if you desire the lower fare, you must **quit** the transaction, change the class of service for the advised segments and start a new WFRF request (or reenter your WFRF and include the **¥NCB** qualifier).

Note: When you are exchanging the first passenger of a multiple passenger PNR and pricing performs a rebook pricing request to determine the best re-price solution, the system includes the total number of booked passengers in the PNR in the pricing request. Therefore, the lowest pricing solution returned applies to the **total** number of passengers in the PNR.

Depending on the reprice solution returned, one of several informational message banners may display at the bottom of screen 30:

- LOWEST FARE ALREADY BOOKED
- LOWER FARE FOUND – REBOOKED 1X2X3X4X
- LOWER FARE FOUND – QUIT TO REBOOK 1X2X3X4
 - Response when you did **not** add **¥NCB**
- REBOOK INCOMPLETE – ORIG CLASS RETAINED – REPRICED AS BOOKED
 - You may want to QUIT the transaction and start the WFRF request over again so the system searches for a new reprice solution.

Example - Full Exchange - completely unused ticket

The passengers were originally ticketed:

- JFK-LHR-JFK, May 19 -June 1
- \$448.60 per person, nonrefundable, \$250.00 change fee

```
WETR*2<<
ELECTRONIC TICKET RECORD
INV:                                CUST:                                PNR:KHVLGL
TKT:1257417964511    ISSUED:28APR09    PCC:97Q7 IATA:45904983
NAME:BRADFORD/GEORGE MR
FOP:VIXXXXXXXXXXXXX1111*XXXX/654321
CPN  A/L  FLT  CLS  DATE  BRDOFF  TIME  ST  F/B  STAT
1    BA   178  Q   19MAY  JFKLHR  840A  OK  QJNCNAV  OPEN
2    BA   177  O   01JUN  LHRJFK  140P  OK  OJXUQNA  OPEN

FARE  USD79.00 TAX  32.20US  TAX  5.50YC  TAX  7.00XY
      TAX  5.00XA  TAX  2.50AY  TAX  59.40GB
      TAX  31.50UB  TAX  222.00YQ  TAX  4.50XF
TOTAL  USD448.60

COMM: .00

NON-REF/CHANGES RESTRICTED
```

They changed their return date to June 4, (PNR not yet ended).

```
1.2BRADFORD/GEORGE MR/SARAH MRS
1  BA 178Q 19MAY T JFKLHR HK2 840A 835P /DCBA*36AOD3 /E
2  BA 177Y 04JUN Q LHRJFK SS2 140P 410P /DCBA*36AOD3 /E
```

1. Begin the exchange:

WFRF1257417964511¥N1.1¥NCB

```
WF WFRR EXCHANGE SUMMARY SCREEN 30
REISSUE PLACE DFW
```

Exchange Summary screen (screen 30) displays:

- The system calculates the reissue amount based on applicable reissue price returned
- The system automatically populates the **change fee amount** from the CAT 31 rule
- The system found a lower fare available and automatically rebooked the itinerary for that fare.
- Banner message displays action taken.

```

EXCHANGE NEW AMT REISSUE
      USD      USD      CUR  USD
BASE      79.00    119.00    40.00
TTL TAXES 369.60    369.60     0.00
-----
TOTAL    448.60    488.60    40.00
                CHG FEE AMOUNT < 250.00>
-----
TOTAL                290.00
TAX COMPARISON < > MULTIDOCs < >
NEXT < > VIEW FARE CALCULATION < > QUIT < >
LOWER FARE FOUND - REBOOKED 20
```

Place an X in **NEXT** to continue.

2. The Ticketing Instructions screen (screen 40) displays:

- Enter additional information such as commission, tourcode, baggage allowance, etc. in the appropriate fields.
- The system automatically populates the **form of payment** from the first form of payment field in the PNR.

Place an X in **RETAIN** to store the exchange data in the PQR record and issue the ticket later.

Note: Because the system rebooked the return segment, the TKT option is not available on the screen. You **must** end transaction before you are able to issue the tickets.

The system rebooks the itinerary in Q class for **both** passengers.

3. You may now exchange the second passenger's ticket.

WFRF1257417964512#N1.2

Note: Because the system already rebooked the itinerary in the lower fare for **both** passengers, you do **not** add the ¥NCB to your entry.

Place an X in **NEXT** to continue.

4. The Ticketing Instructions screen displays.

- Enter additional information such as commission, tourcode, baggage allowance, etc. in the appropriate fields.
- The system automatically populates the **form of payment** from the first form of payment field in the PNR.

Place an X in **RETAIN** to store the exchange data in the PQR record and issue the ticket later.

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

WYPQR2
OK 488.60
ETR EXCHANGE PROCESSED-REA ISSUED
WYPQR3
OK 488.60
ETR EXCHANGE PROCESSED-REA ISSUED

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

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

```
WF WFR TK TICKETING INSTRUCTIONS SCREEN 40
TOTAL- USD 290.00 ADD COLLECT ELECTRONIC X PAPER
NEW TKT FULL COMM AMT <0 >
ADD COLL COMM AMT <0 > WAIVER < >
TOURCODE < >
BAG ALLOWANCE ALL SEGS < > OR BY SEGMENT < >
ADDTL TKTG INSTRUCTIONS
AGENT ENDORSEMENTS OVERRIDE EO < >
< >
CASH < > CK < > CC <X> VALIDATING CXR BA
CC NBR <VTXXXXXXXXXXXX1111 > CC EXP <XXXX>
MANUAL APPROVAL < > SUPPRESS CC DATA ON INVOICE < >
RETAIN <X> PREV < > QUIT < >
```

```
*IA«
1 BA 178Q 19MAY T JFKLHR HK2 840A 835P /DCBA*36AOD3 /E
2 BA 177Q 04JUN Q LHRJFK SS2 140P 410P /DCBA*36AOD3 /E
```

```
WF WFRR COMPARISON SUMMARY SCREEN 30
REISSUE PLACE DFW
EXCHANGE NEW AMT REISSUE
USD USD CUR USD
BASE 79.00 119.00 40.00
TTL TAXES 369.60 369.60 0.00
-----
TOTAL 448.60 488.60 40.00
CHG FEE AMOUNT < 250.00>
```

```
TOTAL 290.00
TAX COMPARISON < > MULTIDOCs < >
NEXT < > VIEW FARE CALCULATION < > QUIT < >
```

```
WF WFR TK TICKETING INSTRUCTIONS SCREEN 40
TOTAL- USD 290.00 ADD COLLECT ELECTRONIC X PAPER
NEW TKT FULL COMM AMT <0 >
ADD COLL COMM AMT <0 > WAIVER < >
TOURCODE < >
BAG ALLOWANCE ALL SEGS < > OR BY SEGMENT < >
ADDTL TKTG INSTRUCTIONS
AGENT ENDORSEMENTS OVERRIDE EO < >
< >
CASH < > CK < > CC <X> VALIDATING CXR BA
CC NBR <VTXXXXXXXXXXXX1111 > CC EXP <XXXX>
MANUAL APPROVAL < > SUPPRESS CC DATA ON INVOICE < >
RETAIN <X> PREV < > QUIT < >
```

```
*PQS«
PRICE QUOTE RECORD - SUMMARY BY NAME NUMBER
RETAINED FARE
NAME PQ TYPE TKT DES CREATED TKT TTL
1.1 1 28APR USD 448.60
1.2 1 28APR USD 448.60
RETAINED REISSUE
NAME PQR TYPE TKT DES TYPE CREATED NEW TKT TTL STAT
1.1 2 EXCH A/C 28APR USD 488.60
1.2 3 EXCH A/C 28APR USD 488.60
```

```
*HT
AT W#PQR3/AUTOMATED REISSUE
AT W#PQR2/AUTOMATED REISSUE
97Q7 97Q7 *AKP 1407/28APR09
```

Example - Partial Reissue - Passenger used first flight coupon

The passenger was originally ticketed:

- DFW-LHR-DFW, June 2 -June 12
- \$570.60 per person, nonrefundable, \$250.00 change fee

```
WETR*2<<
ELECTRONIC TICKET RECORD
INV:                                CUST:
TKT:0017417993554                 ISSUED:20MAY09   PCC:97Q7   IATA:45904983
NAME:KWON/JIN MR
FOP: CHECK
CPN  A/L  FLT  CLS  DATE  BRDOFF  TIME  ST  F/B  STAT
1    AA   50   Q   02JUN  DFWLHR  445P  OK  QHX7E2D  USED
2    AA   51   Q   12JUN  LHRDFW  1025A OK  QHW7E2D  OPEN

NONREF/CHG FEE APPLIES/NO VALUE AFTER FLT TIME
FARE  USD423.00 TAX  32.20US TAX  5.50YC TAX  7.00XY
TAX  5.00XA TAX  2.50AY TAX  59.40GB
TAX  31.50UB TAX  4.50XF
TOTAL  USD570.60
```

The passenger has flown the outbound flight DFW-LHR and has changed his return flight CDG -DFW on June 14, (PNR not yet ended).

```
DFW AA LON199.00QHX7E2D AA DFW Q4.80 219.00QHW7E2D NUC422.80EN
D ROE1.00 XFDFW4.5
```

1. Begin the reissue:

WFRF0017417993554#NCB

```
*N*IA<<
1.1KWON/JIN MR
2 AA 49Y 14JUN S CDGDFW SS1 1140A 320P /DCAA /E

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

Comparison Summary screen (screen 30) displays:

- The system calculates the reissue amount based on applicable reissue price returned. Price is based from point of origin.
- The system automatically populates the **change fee amount** from the CAT 31 rule
- The system found a lower fare available and automatically rebooked the itinerary for that fare.
- Banner message displays action taken.

```
EXCHANGE  NEW AMT  REISSUE
      USD      USD
BASE    423.00  1028.00  605.00
TTL TAXES  147.60  114.00   -33.60
-----
TOTAL    570.60  1142.00  571.40
CHG FEE AMOUNT < 250.00>
-----
TOTAL    821.40

TAX COMPARISON < > MULTIDOC < >
NEXT <X> VIEW FARE CALCULATION < > QUIT < >
LOWER FARE FOUND - REBOOKED 2M
```

Place an X in **NEXT** to continue.

Note: If you want to see full fare calculation details, place an X in the **VIEW FARE CALCULATION** field and press Enter.

2. The Ticketing Instructions screen (screen 40) displays:

- Enter additional information such as commission, tourcode, baggage allowance, etc. in the appropriate fields.
- The system automatically populates the **form of payment** from the first form of payment field in the PNR.

```
WF WFRK TICKETING INSTRUCTIONS SCREEN 40
TOTAL- USD 821.40 ADD COLLECT ELECTRONIC X PAPER
NEW TKT FULL COMM AMT <0 >
ADD COLL COMM AMT <0 > COMM PENALTY <0 >
WAIVER < >
TOURCODE < >
BAG ALLOWANCE ALL SEGS < > OR BY SEGMENT < >
ADDTL TKTG INSTRUCTIONS

AGENT ENDORSEMENTS OVERRIDE EO < >
< >
CASH < > CK <X> CC < > VALIDATING CXR AA
CC NBR < > CC EXP < >
MANUAL APPROVAL < > SUPPRESS CC DATA ON INVOICE < >
RETAIN <X> PREV < > QUIT < >
```

Place an X in **RETAIN** to store the exchange data in the PQR record and issue the ticket later. Because the system rebooked the return segment, the TKT option is not available on the screen. You **must** end transaction before you are able to issue the ticket.

The system rebooks the itinerary in M class for the return segment.

```
*IA<<
2 AA 49M 14JUN S CDGDFW SS1 1140A 320P /DCAA /E
```

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

```
W#PQR2<<
OK 1142.00
US INS INSPECTION AND CUSTOMS FEES INCLUDED
ETR EXCHANGE PROCESSED-REA ISSUED
```

The system updates the history of ticketing (*HT) field with the appended text **AUTOMATED REISSUE**. All other PNR and system items (accounting line, audit trail, etc.) are updated as applicable.

Cancel/Start Over Process

In the case where purchasing a new ticket is a lower cost solution than exchanging the ticket, the system displays a banner message at the bottom of the Comparison Summary (screen 30):

REISSUE COSTS MORE THAN NEW TICKET OF (ticket amount)

The passenger was originally ticketed:

```
1.1CATORI/YOKI MISS
1 US 599U 08MAY W PHXLAS HK1 746A 907A /DCUS*EL4CHT /E
```

- PHX-LAS, one way, May 6
- \$49.60 nonrefundable, \$150.00 change fee

She changed her departure date to May 8.

1. Begin the exchange:

WFRF0377417966125

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

Comparison Summary screen (screen 30) displays:

	EXCHANGE	NEW AMT	REISSUE
	USD	USD	CUR USD
BASE	36.28	36.28	0.00
TTL TAXES	13.32	13.32	0.00
TOTAL	49.60	49.60	0.00
		CHG FEE AMOUNT	< 150.00>
		TOTAL	150.00
TAX COMPARISON < > MULTIDOCs < >			
NEXT < > VIEW FARE CALCULATION < > QUIT < >			
REISSUE COSTS MORE THAN NEW TICKET OF 49.60			

- The system calculates the reissue amount based on applicable reissue price returned
- The system automatically populates the **change fee amount** from the CAT 31 rule
 - When there is no change fee filed, the system returns **N/A** in this field.

Because the one way fare for a new ticket is **less** than the total reissue amount including change penalty, the system returns the banner message of: REISSUE COSTS MORE THAN NEW TICKET OF 49.60

At this point you may:

- Place an **X** in **QUIT** to ignore the exchange transaction, go back to the PNR and issue the new one-way ticket.
- Please note; some airlines have specific policies governing if you are allowed to issue a new separate ticket for a PNR that you have already ticketed. Please ensure you respect any airline policy.
- Place an **X** in **NEXT** to proceed with the exchange as an additional collection for the \$150.00 change penalty.
 - The transaction continues and the system completes all updates as shown in the As Booked section of this reference.

AUTOMATIC REDIRECT TO EXISTING REFUNDS AND EXCHANGES

A successful *Automated Exchanges* transaction is dependent on critical pricing and ticketing data being available from the exchange ticket. In the event that this critical data is not available or the carrier does not file CAT 31 rules, automated pricing processing fails. When this occurs, the system automatically redirects the transaction to pricing using the existing *Exchanges* pricing logic.

IMPORTANT NOTE: When the transaction is redirected to existing *Exchanges* pricing, the Fare Guarantee Policy does not apply. A banner message displays at the bottom of screen 30 advising this:

GUARANTEE REISSUE PRICE NOT APPLIED – VERIFY FARE/TAXES/FEEES

When the system automatically redirects the transaction to existing *Exchanges* pricing, upon ticket issuance, there is **no Automated Exchanges charge** for this transaction.

The passenger was originally ticketed:

- ORD-ICN, Sep. 28 – Oct 6
- \$1172.20 nonrefundable

She changed her return date to Oct 10.

```

1.1JOAQUIN/GINA MRS
1 KE 38L 28SEP 2 ORDICN HK1 1235 1610 29SEP 3 /DCKE*EZDGTA /E
2 KE 37L 10OCT 7 ICNORD HK1 1140 1000 /DCKE*EZDGTA /E

WETR*2«
ELECTRONIC TICKET RECORD
INV:                                CUST:                                PNR:NFZDWE
TKT:1807895810024                 ISSUED:23JUL10                 PCC:97Q7                 IATA:99999992
NAME:JOAQUIN/GINA
FOP: CHECK
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 KE 0038 L 28SEP ORDICN 1235 OK LLXAP3M OPEN
2 KE 0037 L 06OCT ICNORD 1140 OK LLXAP3M OPEN

NON END/NO MILEAGE UPGRADE
FARE USD1089.00 TAX 32.20US TAX 5.50YC TAX 7.00XY
TAX 5.00XA TAX 2.50AY TAX 24.70BP
TAX 1.80YQ TAX 4.50XF

TOTAL USD1172.20

CHI KE SEL Q70.00 474.50LLXAP3M KE CHI Q70.00 474.50LLXAP3
M NUC1089.00END ROE1.00 XFORD4.5
    
```

1. Begin the exchange:
WFRF1807417968751

Comparison Summary screen (screen 30) displays:

- The system calculates the reissue amount based on the new itinerary price returned
 - The system did not apply reissue rules because the carrier does **not** file CAT 31 rule data
- The system **does not** automatically populate the change fee amount because it is not able to find the fare rule.

```

WF WFRR COMPARISON SUMMARY SCREEN 30
REISSUE PLACE DFW

EXCHANGE NEW AMT REISSUE
USD USD CUR USD
BASE 1089.00 1089.00 0.00
TTL TAXES 83.20 83.20 0.00
TOTAL 1172.20 1172.20 0.00
CHG FEE AMOUNT < >
TOTAL 0.00

TAX COMPARISON < > MULTIDOCs < >
NEXT < > VIEW FARE CALCULATION < > QUIT < >
GUARANTEE REISSUE PRICE NOT APPLIED - VERIFY FARE/TAXES/FEEES
    
```

The system automatically redirects the transaction to existing *Exchanges* processing, instead of *Automated Exchanges*.

- The banner message at the bottom of the screen alerts you to this processing change:
GUARANTEE REISSUE PRICE NOT APPLIED - VERIFY FARE/TAXES/FEEES

You must manually enter the change fee if applicable.

- Place an X in **NEXT** to continue.

```

WF WFRR COMPARISON SUMMARY SCREEN 30
REISSUE PLACE DFW

EXCHANGE NEW AMT REISSUE
USD USD CUR USD
BASE 1089.00 1089.00 0.00
TTL TAXES 83.20 83.20 0.00
TOTAL 1172.20 1172.20 0.00
CHG FEE AMOUNT <100.00 >
TOTAL 0.00

TAX COMPARISON < > MULTIDOCs < >
NEXT <X> VIEW FARE CALCULATION < > QUIT < >
GUARANTEE REISSUE PRICE NOT APPLIED - VERIFY FARE/TAXES/FEEES
    
```

2. The screen redisplay to include your change fee and a warning message at the bottom of the screen:

VERIFY TOTAL AMT-REENTER TO CONTINUE

Press **Enter** to continue.

```

WF WFRF          COMPARISON SUMMARY          SCREEN 30
REISSUE PLACE  DFW

                                EXCHANGE    NEW AMT          REISSUE
                                USD          USD            CUR  USD
    BASE          1089.00      1089.00          0.00
TTL TAXES        83.20        83.20            0.00
-----
    TOTAL         1172.20      1172.20          0.00
                                CHG FEE AMOUNT < 100;00>
  
```

3. The Ticketing Instructions screen displays:

- Enter additional information such as commission, tourcode, baggage allowance, etc. in the appropriate fields.
- The system automatically populates the **form of payment** from the first form of payment field in the PNR.

Place an X in **TKT** to issue the ticket immediately or place an X in **RETAIN** to store the exchange data in the PQR record and issue the ticket later.

The PQR displays:

- the change fee
- **AUTO REDIRECT** banner on signature line

```

                                TAX COMPARISON < > MULTIDOC < >
                                NEXT <X>          VIEW FARE CALCULATION < > QUIT < >
                                VERIFY TOTAL AMT-REENTER TO CONTINUE
WF WFRF          TICKETING INSTRUCTIONS          SCREEN 40
TOTAL- USD      100.00 ADD COLLECT ELECTRONIC X PAPER
NEW TKT FULL COMM AMT <0 >
ADD COLL COMM AMT <0 > COMM PENALTY < >
                                WAIVER < >
TOURCODE < >
BAG ALLOWANCE ALL SEGS < > OR BY SEGMENT < >
ADDTL TKTG INSTRUCTIONS
AGENT ENDORSEMENTS  OVERRIDE EO < >
< >
CASH < > CK <X> CC < >          VALIDATING CXR KE
CC NBR < > > CC EXP < >
MANUAL APPROVAL < > SUPPRESS CC DATA ON INVOICE < >

TKT <X> RETAIN < > PREV < >          QUIT < >
*PQR<<
                                PQR - REISSUE DETAILS
PQR 1 WFRF1807895810024
JOAQUIN/GINA      EXCH TKT 1807895810024      TTL USD 1172.20
                                A/C, FEES          TTL USD 100.00

                                BASE FARE          TAXES          TOTAL
                                USD1089.00          83.20XT          USD1172.20
                                XT          32.20US          5.50YC          7.00XY          5.00XA
                                2.50AY          24.70BP          1.80YQ          4.50XF
ADT-01 LLXAP3M
LAST DAY TO PURCHASE 03AUG
CHI KE SEL Q70.00 474.50LLXAP3M KE CHI Q70.00 474.50LLXAP3M
NUC1089.00END ROE1.00 XFORD4.5
VALIDATING CARRIER SPECIFIED - KE
NON END/NO MILEAGE UPGRADE
01 O ORD KE 38L 28SEP 1235P LLXAP3M          28SEP28SEP
02 O ICN KE 37L 10OCT 1140A LLXAP3M          10OCT10OCT
ORD

                                CHANGE FEE 100.00
COMM AMT 0.00
VALIDATING CARRIER-KE
FOP CHECK
97Q7 97Q7 *AKP 1503/23JUL          *AUTO REDIRECT* PRICE-SYS
*HT<<
AT W#POR1
97Q7 97Q7 *AKP 1503/23JUL
  
```

The history of ticketing (*HT) field **does not** include the text **AUTOMATED REISSUE**.

When the Auto Redirect fails, the system does not return a pricing solution. This is based on the itinerary as it was booked, even if you included the **¥NCB** auto rebook option. Instead, the system provides an error message outside of the mask:

UNABLE TO REPRICE FOR AUTOMATED AND MANUAL REISSUE

In this scenario, you would need to use a manual price option (for example, Phase IV, PQ, Screen 20 manual pricing) to complete this exchange as this transaction cannot be completed using Automated Exchanges.

GUARANTEE INFORMATION

Tickets issued from *Automated Exchanges* where the change rules were applied are included in the Sabre Fare Guarantee Policy. This guarantee **does not** apply in the following circumstances:

- If you make any modifications to the Change Fee a warning message displays on screen 30:
CHG FEE AMT MODIFIED – REISSUE GUARANTEE NO LONGER APPLIES
- If you make any modifications to the Taxes (exchange or new taxes), upon selecting TAX UPDATE on screen 31, a warning message displays on the screen.
WARNING - TAX CHANGES MAY RESULT IN LOSS OF REISSUE GUARANTEE
 - If you enter tax override qualifiers in your WFRF entry, the system flags the PQR with the tax modified banner and the reissue guarantee does **not** apply. You **do not** see the warning banner on the screen.

The system also flags the PQR (example below) when you make modifications to the change fee and/or taxes.

```
*PQR3<<
PQR - REISSUE DETAILS
PQR 3 WFRF0017390334093
MARTIN/TAMMI EXCH TKT 0017390334093 TTL USD 1190.20
A/C, FEES TTL USD 851.00
BASE FARE TAXES TOTAL
USD1786.04 155.16XT USD1941.20
XT 133.96US 7.20ZP 5.00AY 9.00XF
ADT-01 Y26D
DFW AA SFO Q79.07 813.95Y26D AA DFW Q79.07 813.95Y26D USD178
6.04END ZPDFWSFO XPDFW4.5SFO4.5
VALIDATING CARRIER SPECIFIED - AA
01 O DFW AA 1441Y 10APR 1235P Y26D 10APR02P
02 O SFO AA 1144Y 13APR 150P Y26D 10APR02P
DFW
CHANGE FEE 100.00 /FEE AND TAX MODIFIED
COMM AMT 20.00
COMM ON PENALTY 10.00
TOUR CODE-CB29743
VALIDATING CARRIER-AA
FOP CCVIXXXXXXXXXXXXXX1111
WAIVER CODE WV3483924
BH51 BH51 *AN5 1621/11FEB PRICE-SYS
```

You can reinstate the guarantee if you modify the change fee or tax fee values back to their original amounts returned from CAT 31 pricing.

- If you deleted the N/A indicator in the Change Fee field, you **cannot** re-enter N/A or a zero amount. You must leave the field **blank** to indicate N/A or a zero amount.

ADDITIONAL REFERENCES

Additional quick references and interactive tutorials are available on the Web at <http://eservices.sabre.com/> under the Training menu. You may also find additional information in the *Format Finder*SM help system. Use these keyword combinations or formats in your Search request:

- *Automated Exchanges*
- CAT 31