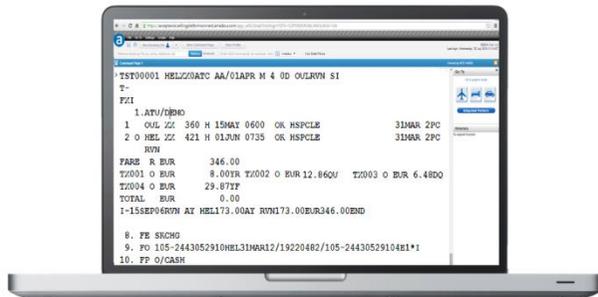# Amadeus Ticket Changer for Involuntary Reissue

ATC Involuntary is a new automated feature that allows fast, efficient handling of involuntary itinerary changes during flight disruption. Any planned or unexpected schedule changes to a passenger itinerary, such as severe weather or a strike, can be handled with the agreement of the airline. The PNR is rebooked and queued by the airline for handling.

To request an involuntary reissue, use the following dedicated cryptic entry: **FXI**

This generates a TST containing:
_ the new booking
_ the original fare (R) and taxes (O)
_ the original fare calculation (preceded by I-)
_ an automated endorsement (FE SKCHG)
_ the original exchange document (FO)
_ the original form of payment (FPO)

As this feature does not rely on airline fare rule filing, all airlines and all e-tickets are eligible, whether issued by Amadeus or by any other GDS. Involuntary changes are always processed without any penalty, additional collection or residual value.

Note: The process is not linked to any specific airline filing and therefore ATC Involuntary is not controlling any agreement that may (or may not) exist between the travel agent and airline. For these reasons ATC Involuntary generates manual TSTs.

Follow-up Display Entries

To display the Penalty (if stored in a MCO or EMD) or the Residual Value TSM, enter: **TQM/M5** (**M** = TSM identifier, **5** = TSM number from the TSM index)
To display the reissue TST, enter: **TQT** or for example **TQT/T4**

To display the Amadeus Ticket Changer Reissue Panel, enter: **TQR**.

Document Issuance

For a reissue:
You can use the normal document issuance entries for issuing the new ticket (**TTP** or **TTP/P1**) and the Penalty and Residual Value TSMs (**TTM**). You can also use the combined ticketing entry (**TTP/TTM** or **TTP/TTM/P1-3**).

For EMD issuance you must make the combined ticketing entry.

Note: If your office profile field ATR is set to 2, you must use the combined ticketing entry. In a **TTP** entry, passenger association is mandatory for single and multi-passenger PNRs.

For a revalidation:
Use the revalidation entry to revalidate the ticket (**TTP/ETRV/L10/S5-6/E3-4**) and the normal issuance entry to issue the Penalty TSM, if there is one (**TTM**).

You cannot use the combined ticketing entry for a revalidation.

Note: If the penalty is automatically stored in the ticket by ATC (for example in a tax code), there won't be any document preparation or issuance to store the penalty. The penalty will automatically be added to the new TST.

Functional Help Pages

For more information on all functional aspects of ATC in Amadeus, please see the help pages **HE ATC** in cryptic / command page.

For more information on pricing entries, please refer to the relevant help pages **HE FXF** or **HE FXQ**, **HE FXE** or **HE FXO** and **HE FXI**.

amaDEUS

Welcome to Amadeus Ticket Changer

Amadeus Ticket Changer (ATC) allows you to automatically recalculate voluntary reissues, revalidations and involuntary reissue for e-tickets and paper tickets based on the IATA industry standard. You can reissue or revalidate all types of ticket:

_ Electronic tickets issued in Amadeus or any GDS
_ Automated paper tickets issued in Amadeus
_ Interline tickets for partner airlines
_ Reissued or revalidated tickets
_ Unused or partially used tickets

Amadeus Ticket Changer handles exchanges and reissues for all fares - public fares, privates fares and negotiated fares – and for all airlines, using either category 31 or category 16 filed fare data for voluntary changes.

A full list of airlines filing category 31 fare data and markets where ATC is deployed can be seen with the entry **FQNATC/CXR**.

Itinerary Changes allowed with Amadeus Ticket Changer

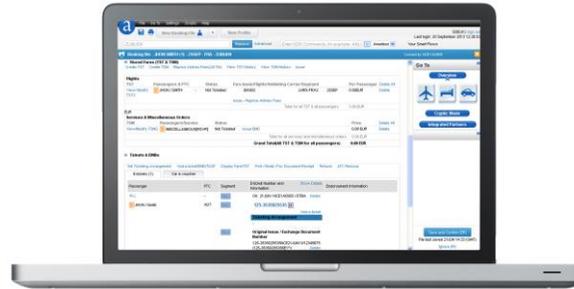With Amadeus Ticket Changer you can make the following changes to an itinerary

_ Date
_ Flight number
_ Booking class
_ Routing (international and/or domestic)

How Amadeus Ticket Changer Works

When a passenger decides to change an itinerary, Amadeus Ticket Changer offers six options once the itinerary has been rebooked. You can request:

1 An informative pricing for the reissue (**FXF**).
2 A confirmed pricing (**FXQ**).
3 An informative pricing (**FXF**) followed by a confirmed pricing (**FXQ**).
4 A Best Pricer informative pricing (**FXE**).
5 A Best Pricer confirmed pricing (**FXO**).
6 A Best Pricer informative pricing (**FXE**) followed by a Best Pricer confirmed pricing (**FXO**).

The system will automatically determine whether to revalidate or reissue the ticket.

Use Amadeus Ticket Changer to change any ticket for any airline.

For a multi-passenger PNR, you can process the reissue or revalidation request for all passengers simultaneously.

With informative pricing, the system does not store a reissue Transitional Stored Ticket (TST) and no changes are made to the PNR.

With confirmed pricing, the system creates and stores the following information:

_ A reissue TST if needed

_ A vMCO/EMD to contain the Penalty Fee for a reissue or revalidation:

   For vMCO issuance: a PNR Miscellaneous Charges Order (MCO) line and a Transitional Stored Miscellaneous document (TSM), type M (TSM-M)

   For Electronic Miscellaneous Document (EMD) issuance: an SVC segment in the PNR and a TSM, type P (TSM-P)

_ A PNR MCO line and TSM-M containing any residual value (with vMCO issuance), or an SVC segment and a TSM-P containing the residual value (with EMD issuance).

_ A PNR FO element and a Residual Value vMCO or EMD sub-element (if any) containing the original exchange document.

_ An Amadeus Ticket Changer reissue panel (TQR) for a reissue which includes the fare and tax balances, the ticket difference, the residual value (if any), the TST additional collection (if any), the penalty fee, the total additional collection and the grand total, which is the ticket difference plus the penalty fee.

Amadeus Ticket Changer Pricing and Best Pricer Entries

E-ticket Pricing basic entries

Entry	Explanation
FXF	Reprice the PNR with ATC informative pricing
FXQ	Reprice the PNR with ATC confirmed pricing
FXF/T7 **FXQ/T7**	Reprice the PNR for a specific ticket number, specifying the FA/FH element line number
FXF/P1,4 **FXQ/P1,4**	Reprice the PNR for specific passengers
FXF/TKT057-1234567890/P1 **FXQ/TKT057-1234567890/P1**	Reprice the PNR for a specific ticket number, entering the ticket number. **Note:** Passenger association is mandatory
FXF/S5 **FXQ/S5**	Reprice a selected flight segment. (Same entry for paper ticket)

To reissue **paper tickets** you must enter the **FA/FH** element line number (**T7**) or the 13-digit ticket number (**105-1234567890**), followed by the last two digits of the ticket number (**90**) , the paper ticket coupon identifier (**C**) and the coupon numbers to be reissued (**34**) in your Ticket Changer pricing entry, e.g. **FXF/T7*90C34, FXQ/TKT105-1234567890*90C34/P1**

Paper and E-ticket Best Pricer basic entries

Entry	Explanation
FXE	Reprice the PNR with ATC Best Pricer informative pricing
FXO	Reprice the PNR with ATC Best Pricer confirmed pricing
FXE/T7 **FXO/T7**	Reprice the PNR for a specific ticket number, specifying the FA/FH element line number
FXE/TKT057-1234567890/P1 **FXO/TKT057-1234567890/P1**	Reprice the PNR for a specific ticket number, entering the ticket number. **Note:** Passenger association is mandatory
FXE/S5 **FXO/S5**	Reprice a selected flight segment

To reprice the new itinerary, Amadeus Ticket Changer uses the Amadeus office ID of the original issuing office.