O V E R V I E W

Exchanging a ticket can involve complex rules, different currencies, and complicated procedures. If the process is manual and labor intensive, you may miscalculate or overlook additional revenue.

Refunds and Exchanges (formerly known as QREX), the Sabre® global distribution system automated refund and exchange solution, gives you the ability to process various exchange transactions quickly.

E X C H A N G E  V S .  R E I S S U E

The International Air Transport Association (IATA) defines two ways to calculate a ticket change, and in what circumstances each must be used. The two methods are EXCHANGE and REISSUE.

- **EXCHANGE** – When you make a change to the first flight coupon of a wholly unused ticket, Refunds and Exchanges considers this an EXCHANGE and re-prices the itinerary using current fares, current taxes, and current Rate of Exchange when converting to and from NUC.

- **REISSUE** – When you make no change to the first coupon or the passenger has partially used the ticket, Refunds and Exchanges considers this a REISSUE and re-prices the itinerary using historical fares, historical taxes, and historical Rate of Exchange when converting to and from NUC.

G E N E R A L  R E Q U I R E M E N T S

- You must have a PNR active in your work area and have your printers assigned prior to beginning an exchange.
- Exchange must be processed by the original ticketing agency (under the same ARC/IATA number).
- The currency code of the base fare must be the same on both tickets.
- One ticket cannot have an EQV currency if the other ticket does not.
- The EQV currency must be the same on each ticket.

Q U A L I F I E R S  F O R M A T

Use the formats below to begin your transaction. Be sure to include any additional qualifiers (validating carrier, name/segment select, corporate id, command pricing, tour code, change fee, etc.).

<table>
<thead>
<tr>
<th>Qualifier Description</th>
<th>Format Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Begin an exchange</td>
<td>WFR(13-digit ticket number)</td>
</tr>
<tr>
<td>Begin an exchange and include the hemisphere/journey codes</td>
<td>WFR0372453487090¥H¥J1</td>
</tr>
<tr>
<td>Begin an exchange and include a change fee</td>
<td>WFR0376134567890¥CP100.00</td>
</tr>
<tr>
<td>Begin an exchange and include name select (Mandatory</td>
<td>WFR0372453487090¥N1.2</td>
</tr>
<tr>
<td>when the PNR contains multiple passengers.)</td>
<td></td>
</tr>
<tr>
<td>Begin an exchange and use a Phase IV record to price the</td>
<td>WFR0016134567890¥T2N1.2</td>
</tr>
<tr>
<td>new ticket</td>
<td></td>
</tr>
<tr>
<td>Redisplay most recent mask screen</td>
<td>WFR*</td>
</tr>
</tbody>
</table>

**Note:** There are also linear formats that you may use to process an exchange in specific situations. See the FastPath (Linear) Refund and Exchange Formats quick reference or the Format FinderSM help system for more information.
EXCHANGE STEP

1. Display the PNR
   - Passenger changed his outbound flight BOS to FCO from 15JUL to 14JUL. Transaction is an exchange.
   Because this is an EXCHANGE, the system prices the new itinerary at the current fare applicable at the time you create the PNR.

ARC only: If you must issue a paper ticket, remember to include the XETR qualifier so that the price includes any applicable paper ticket surcharge. If you do not include this qualifier, your ticket and exchange amounts may be incorrect.

Data used in this document is for example purposes only.

2. (Optional) Display the original ticket coupon status
   - Enter *T to view the ticket number
     - Next enter WTDB*(item number from *T field) to view the Sabre system ticket image database
     - You can also enter WETR*(item number from *T field) to view the carrier's electronic ticket image database
     - The coupon status in both systems should be OPEN
     - You may also double-click the highlighted *T and item number fields to use MySabre point and click functionality.

**Note:** Refunds and Exchanges automatically verifies the current coupon status and displays that status in the mask.
3. Begin the exchange:

- **WFR0017879182251¥PQ1**
  - The system automatically retrieves the original ticket information from the ticket database, including the base fare and taxes.
- Type an X in the Code box to specify an exchange transaction.
- Select NEXT to continue to the Comparison Summary screen.

Note: If the system cannot find the original ticket in the ticket database, the Non-Database Document screen displays. In this situation you must manually enter all of the original ticket data. See the Exchange/Refund a Non-Database Ticket quick reference or Format Finder for more information.

**IMPORTANT!** – Be aware that the mask screens display different fields based on the type of transaction and your location/reporting authority (ARC/BSP Canada). This document identifies when a specific field displays to a specific authority.

4. The Comparison Summary screen displays both the original and new amounts.

- Enter applicable change fee in the CHG FEE AMOUNT field
- BSP Canada/Bermuda only - CHG FEE TAX CODE/AMT. Enter the 2-character tax code and tax amount on the change fee.
- Select NEXT to continue to the Ticketing Instructions screen.

Note: When you add a change fee, the screen redisplay with the total sum of the additional collection and a warning message. Press Enter to continue.

Note: If you want more detail on the tax comparison amounts, type X in the TAX COMPARISON field. The Tax Comparison screen (Screen 31) may display up to 33 times in order to display up to 99 paid and 99 unpaid taxes.
4a. BSP Canada/Bermuda only – If your form of payment for the additional collection is a credit card:

- **Refunds and Exchanges does not automatically obtain the credit card approval code for any additional collection amount.**
  - Because you now have the total exchange amount displayed, you should escape out of the mask, obtain the credit card approval code and then **return to the mask** to continue the process.
  - You can then enter this approval code on the last screen of the exchange process.

5. The Ticketing Instructions screen displays.

- Enter your commissions:
  - **ARC only** - **NEW TKT FULL COMM AMT** commission on original ticket amount plus commission on add collect amount
  - **ADD COLLECT COMM AMT** - amount of commission on add collect amount only
  - **COMM PENALTY** - applicable commission on the change fee (penalty)
- **ARC only** - use the **WAIVER** field for Refund transactions only.
- Enter applicable **TOURCODE** and **BAGGAGE ALLOWANCE** information.
- Select the **form of payment** for the additional collection as applicable.

Note: The system does **not** add any non-refundable endorsement messages from the old ticket to the new ticket. If the airline requires non-refundable messages to be carried over to the new ticket, you must **manually** add these using the endorsement override.

- Select **TKT** to issue the ticket immediately;
- Or select **RETAIN** to issue the ticket at a later time.

1. Press **ESC or Reset** on your keyboard.
2. Enter the credit card approval format:

   CK*(credit card code)(credit card number)/(expiration date)/(amount)/(airline code)

   **CK*VI44443332221111/0406/250.00/AA**

   Sabre system response:

   CK*VI44443332221111/0406/250.00/AA
   * CREDIT VERIFICATION IN PROGRESS
   OK 3558 VERIFY CARDHOLDER SIGNATURE AND EXPIRATION DATE

Note: Once you receive the approval code, **write it down**, or place it in the remarks field. If you clear your screen you cannot retrieve it.

3. Enter **WFR** to return to the mask; the last active screen displays.
4. Enter to continue.

Note: The exact response message may be different depending on the flight segments, your region, and your Travel Journey Record (TJR) default settings.

Response to **TKT**:

MASK PROCESSING COMPLETE - MASK TERMINATED
OK 1157.50 54321
US INS INSPECTION AND CUSTOMS FEES INCLUDED
ETR MESSAGE PROCESSED
*DO NOT FORGET TO ISSUE SERVICE FEE*

Note: The exact response message may be different depending on the flight segments, your region, and your Travel Journey Record (TJR) default settings.

Response to **RETAIN**:

TRANSACTION RETAINED
EXCHANGE STEP | RESPONSE
---|---
**6. Display ticket image of original and new ticket**

- **"T"** - displays original ticket number and new ticket number
- **WTDB** (item number)
  - **Original ticket** in the Sabre ticket image database now displays **EXCH** in the Status column.

  **WTDB** (original ticket)

  | INV:0003345 | CUST:011234 |
  | SABRE TICKET RECORD |
  | TKT:0017879182251 | ISSUED:24APR2010 | PCC:2XX1 | IATA:96188116 |
  | NAME:ROMITO/ANTHONY MR |
  | FOP:VIXXXXXXXX1111*XXX/12345 M |
  | CPN A/L FLT CLS DATE BROOFF TIME ST F/B |
  | 1 | AA | 4389 | N | 15JUL | BOSJFK | 205P | OK | NHX14E2C | EXCH |
  | 2 | AA | 236 | N | 15JUL | JFKFCO | 515P | OK | NHX14E2C | EXCH |
  | 3 | AA | 235 | N | 25JUL | FCOJFK | 1000A | OK | NHW14E2C | EXCH |
  | 4 | AA | 4388 | N | 25JUL | JFKBOS | 340P | OK | NHW14E2C | EXCH |

  **Partial Display**

- **New ticket** in the Sabre ticket image database displays **OPEN** in the Status column.

  **WTDB** (new ticket)

  | INV:0003443 | CUST:011234 |
  | SABRE TICKET RECORD |
  | TKT:0017879182252 | ISSUED:24MAY2010 | PCC:2XX1 | IATA:96188116 |
  | NAME:ROMITO/ANTHONY MR |
  | FOP:VIXXXXXXXXXX1111*XXX/54321 M |
  | CPN A/L FLT CLS DATE BROOFF TIME ST F/B |
  | 1 | AA | 4389 | N | 14JUL | BOSJFK | 205P | OK | NHX14E2C | OPEN |
  | 2 | AA | 236 | N | 14JUL | JFKFCO | 515P | OK | NHX14E2C | OPEN |
  | 3 | AA | 235 | N | 25JUL | FCOJFK | 1000A | OK | NHW14E2C | OPEN |
  | 4 | AA | 4388 | N | 25JUL | JFKBOS | 340P | OK | NHW14E2C | OPEN |

  **Partial Display**

- The original ticket number and the coupon numbers exchanged

- Date and place of original issue, and the form of payment for the additional collection exchange
EXCHANGE STEP

You may also display the carrier’s electronic ticket record of the original and new tickets:

- **WETR*(item number)**
  - Original ticket in the carrier’s electronic ticket database now displays EXCH in the Status column
  - For participating carriers, the display also contains a settlement authorization number
  - New ticket displays OPEN in the Status column and:
    - The original ticket number, date and place of original issue and the original form of payment
    - The original ticket number, the coupon numbers exchanged and the add collect amount

7. Display the accounting lines (*PAC*)
   - The original ticket accounting line remains in the PNR unless you delete it
   - The new ticket accounting line displays with the additional collection base and tax amounts
   - The /E indicating an exchange followed by the original ticket number and the flight coupons you exchanged

Note: Depending on your agency’s accounting and invoicing procedures:
   - You may delete the original ticket accounting line and issue the invoice with the new ticket accounting line only (DIN or DIN¥DP)
   - Or you may keep the original ticket accounting line in the PNR and accounting line select (DIN¥A2¥DP) the new ticket accounting line to issue the invoice.
When you complete the exchange process, the system creates a Price Quote Reissue (PQR) record. This PQR record contains all of the information used to process the exchange.

Display Price Quote Record Summary

- The PQ Summary displays all PQ and PQR records; the system numbers each record sequentially
  - The PQR record amount is the new ticket total amount, not the exchange amount (enter *PQR to view the exchange amount)
  - The type of exchange displays on the second line
  - T in the Status column indicates you have ticketed the PQR

Display the Price Quote Reissue (PQR) record details

- The PQR contains:
  - The entry you used to begin the exchange
  - The original ticket number and amount
  - The type of exchange (in this example, A/C for additional collection) and the exchange amount
  - The fare/tax breakdown and the new ticket total
  - The new itinerary
  - The change fee when entered on the Comparison Summary screen
  - The commission
  - The validating carrier
  - The form of payment for the additional collection

**PQR or *PQR(record number)**

```
*PQR2«

PQR - REISSUE DETAILS
PQR 2 WFR00178791822251#PQR

ROMITO/ANTHONY EXCH TKT 0017879182251 TTL USD 1157.50
A/C, FEES TTL USD 250.00

<table>
<thead>
<tr>
<th>BASE FARE</th>
<th>TAXES</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>USD1064.00</td>
<td>93.50XT</td>
<td>USD1157.50</td>
</tr>
<tr>
<td>XT</td>
<td>32.20US</td>
<td>5.50YC</td>
</tr>
<tr>
<td>7.50AY</td>
<td>2.80EX</td>
<td>10.40IT</td>
</tr>
<tr>
<td>6.20HB</td>
<td>0.90MJ</td>
<td>13.50XF</td>
</tr>
</tbody>
</table>

ADT-01 NHX14E2C NHW14E2C
BOS AA X/NYC AA ROM Q160.00M357.00NHX14E2C AA X/NYC Q160.00A
A BOS M387.00NHX14E2C NUC1064.00END ROE1.00 XFBOS4.5JK4.5JK
K4.5
NONREF/CHG FEE APPLIES/NO VALUE AFTER FLT TIME
01 O BOS AA 4389N 14JUL 205P NHX14E2C 14JUL14JUL
02 X JFK AA 236N 14JUL 515P NHX14E2C 14JUL14JUL
03 O FCO AA 235N 25JUL 1000A NHW14E2C 25JUL25JUL
04 X JFK AA 4388N 25JUL 340P NHX14E2C 25JUL25JUL
BOS

CHANGE FEE 250.00
COMM AMT 0.00
VALIDATING CARRIER-AA
FOP_CCVIXXXXXXXXXXXXX1111

2XX1 2XX1 *AKP 1328/24MAY

PRICE-SYS
```
Issue a ticket using a Price Quote Reissue record (after you select RETAIN in the mask and now want to issue the ticket).

W*PQR(Price Quote Reissue record number)

W*PQR4

Display Price Quote Reissue (PQR) record history

*PQRH

Delete all PQR records

PQRD-ALL

Delete a specific PQR record

PQRD(PQR record number)/( or -(PQR record number)
PQRD1 PQRD1/3 PQRD1-5

Delete a PQR record by name number

PQRD(PQR record number)N(name number)
PQRD2.1

Security Restrictions for Ticketing a Retained PQR

- Non-branch locations are prohibited from displaying or ticketing a retained PQR.
- If the agent issuing the ticket does not reside in the same country, or the same Canadian province as the agent who retained the PQR, the ticketing agent cannot issue the ticket from the retained PQR. They receive this error response:
  RETAINED PQR LOCATION DOES NOT MATCH TICKETING LOCATION
- This ensures that the price the system has returned and calculated based on a particular country as the point of sale is not issued in a different point of sale. If a ticket does need to be issued in a different country then a new PQR must be retained.

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 help system. Use these keyword combinations or formats in your Search request:

- Refunds and Exchanges Full Exchange