

# Global Exchange Manager

## User Guide





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## **GLOBAL EXCHANGE MANAGER – GEM**

GEM is a new application that automates exchange/reissue of tickets.

With this application it is possible to receive the new Fare calculation based on revised itinerary in PNR (rebooking/rerouting) for tickets "before departure" when the travel has not started yet, as well as for tickets "after departure", it means for partly used tickets. After the Fare calculation is agreed, the Filed Fare prepared for exchange/reissue process and the Exchange mask are stored in the PNR.

For the exchange/reissue process it is also possible to use the already stored Filed Fare or to create manual Fare mask.

New ticket issued in exchange has the pricing indicator B or M and it is always the agent's responsibility to check the Rule conditions especially Category 16 applied to the appropriate Fare as it is done at the time being.

GEM compares the Fare and taxes from the original ticket with the new Fare calculation and automatically applied the difference but the agent is able to modify the results manually. In case of exchange before departure the new Fare calculation is returned by GEM for PNRs without ticket number as well.

With GEM it is possible to collect penalty as a new tax, as Q surcharge (to the Fare) or to collect penalty on EMD which is automatically issued during the exchange/reissue process.

#### How GEM is working at the time being

- The first, second or subsequent exchange before departure the Fare calculation is created based on the entry  ${>}FQ{<}.$
- The first, second or subsequent reissue after departure the Fare calculation is created based on the entry with the original ticketing date **>FQ.Tddmmmyy<.**
- If the desired Fare calculation is not returned using the entries above, GEM offers more FQ options for automatic calculation such as >FQ.Hddmmmyy<, >FQ@Fare basis< or the possibility to add PTC (passenger type code e.g. YTH for youth, SRC for senior citizen etc.) or account code in case of private Fares filed by the carriers.</li>

>FQ.Hddmmmyy< = pricing with the fare valid on the date entered and current taxes.

>FQ@Fare basis< = pricing with current fare and taxes, specified fare basis used - for explanation see page 12.

- GEM also offers some other options for manual calculation, such as "involuntary rerouting" or "manual mask" which can be used by the agent to store the Fare completely manually but without using cryptic entries.
- For exchanges before departure the original PNR with ticket number or new PNR without ticket number can be used.
- Filed Fare is stored and prepared for exchange/reissue automatically.
- Filed Fare already stored in PNR can be used as well.
- There are 3 ways how to collect a penalty:
- as a tax
  - to the Fare as Q surcharge in Fare calculation
  - on EMD SVC element is created and EMD is automatically issued during the exchange/reissue process.
- The exchange mask is created automatically and can be modified by the agent.



- GEM is checking the name of passenger in PNR with the name of passenger on the original ticket and if it doesn't match, warning message is displayed.
- The exchange/reissue of IT tickets see example later of this manual.

#### Important to remember

- The revised it inerary must be booked to the corresponding booking classes. GEM is not using  ${\rm >FQBB<}$  transaction.
- In case of exchange before departure (>FQ< entry) ticketing time limit or advanced purchase period (ADVP) have to be observed depending on the conditions described in Category 5 of the appropriate Fare used. If these conditions are not met, the system response is NO VALID FARES. In such a case GEM is trying to receive the Fare calculation using the entry >FQT< which ignores PNR creation date or the agent can choose another FQ option in order to store the desired Fare.
- Filed Fare has to be stored for each passenger separately. GEM has the ability to copy the data from already created Filed Fare for the first passenger to the masks for other passengers having the same Fare and PTC (passenger type code) in order for the agent not to repeat the process for each passenger separately.
- The PNR may not be retrieved from Queues in case of exchange/reissue tickets for non IATA travel agencies. In such a case the PNR has to be kept on queues and reopened separately (\*RECLOC).
- New endorsement message, if filed with the Fare, is automatically stored and the agent can modify it or add the important notice. Each message can be separated by dash (-) or dot (.). It is not possible to use asterisk (\*) or slash (/). The slash from the endorsement automatically stored is changed to dash.
- In case of reissue of partly used ticket (after departure) all segments including those already flown must be marked in order the ticket to be recalculated from the origin.
- The exchange/reissue of IT tickets the original Fare and/or Equivalent has to be entered manually by the agent in step 2 after "Calculate" command because GEM cannot read the Fare and/or Equivalent from the original ticket.
- GEM is based on Internet Explorer and is working only in PCC which is set in the agent's computer as default, in the screenshot below it is 73hj, otherwise you can receive one of the following error responses:

| Step 2. Fare calculation | There was an error in current operation<br>SIGN IN<br>Press button below to start GEM from beginning.<br>We recommend you to remove created filed fare.<br>Open last executed command |
|--------------------------|---|
| Step 4. Exchange mask    | Start over  |



| ACTION                             |  |            |        |
|------------------------------------|--|------------|--------|
| Reissue (your calculation will b   | There was an error in current operation  |            |        |
| O Informative calculation only (ye | NO B.F. TO DISPLAY - CREATE OR RETRIEVE FIRST<br>Press button below to start GEM from beginning.<br>We recommend you to remove created filed fare. |            |        |
| Select ticket                      | Open last executed command   |            |        |
| TICKET NUMBER                      |  |            | AMOUNT |
| 0                                  |  | Start over |        |
| GEM EXCHANGE AGREEMENT             |  |            |        |

- If you need to exchange/reissue ticket in another PCC you have to

  - change setting of default PCC in your computer or
     you can prepare the whole exchange/reissue in the default PCC, store Filed Fare and Exchange mask in PNR, then open this PNR in different PCC and issue new ticket using >TKP< entry only.

| -    | - Host/Ga | alileo Desk      | top TCP/ | IP Configu           | ation |       |     |
|------|-----------|------------------|----------|----------------------|-------|-------|-----|
| ul í | Connectio | ns               |          |                      |       |       |     |
| ık   | Default   | : Connect        | ion Name | Client ID            |       |       |     |
|      | •         | 73hj             |          | g73hja0j             | -     |       |     |
|      | 0         | 79ye<br>Serviceb | INC DU   | G79YEAOU<br>g5A5N02K |       |       |     |
| r    | 0         | DerviceD         | uicau    | <b>YOMONOZK</b>      |       |       |     |
| M    |           |                  |          | 1                    |       | (     |     |
|      | Edit.     |                  | New      |                      | ору   | Dele  | ete |
|      |           | эк               |          |                      |       | About |     |
| 7    | -         |                  |          | V                    |       | 2     |     |



#### Global Exchange Manager in Smartpoint.

You can either use the entry **#GEM in "Quick commands"** or click on **GEM icon** (small or big one) shown in the toolbar.

If you cannot see your toolbar with GEM icon on the top, grab the Smarpoint window and drag it slightly downwards.

| Galileo Desktop - okno 4   |   | - 0      | i x |
|--|---|----------|-----|
| Soubor Úpravy Relace Okno Možnosti Asistenti Nápověda  |   |          |     |
| MCD 💑 👰 👯 🥌 🎑 🚱 🕵 APIS 🚟 🛃 🎯 🖉 🚻 🚬 🎯   |   |          |     |
| 1 🖬 🖩 🚦 🕮 🍯 🖛 🗣 🥙 🖳 🏠 🆓 🏖 🖀 🌮 ኛ 💈 🕋  | 🚝 迿 🛃 🕘   |          |     |
| Travelport Smartpoint - Window 1   | A <u>B</u> C D E <b>73HJ √</b> ON                         | 79YE     | σ×  |
|  | APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS | HELP     |     |
| *ALL *P <b>*TD</b> *FF *VL *VR *SI *HTI *HTE *PI   | 1-*R  |          |     |
| · · · · · · · · · · · · · · · · · · ·  | s s   |          |     |
|  |   | <b>•</b> | (#) |
| PRICING RECORDS EXISTS - SUBSCRIBER - SHME<br>9NSVWM/17 BRQNH N347373 AG 99999992 200CT                |   |          | -   |
| 1.1KLIM0/J0SEFMR 2.1KLIM0VA/MISAMRS  |   |          | 21  |
| 1. LH 1401 V 14FEB PRGFRA HK2 1905 2015 O* E SU 3  |   |          |     |
| 2. LH 1172 V 14FEB FRALIS HK2 2100 2300 O* E SU 3  |   |          |     |
| 3. LH 1167 V 18FEB LISFRA HK2 1200 1610 0* E TH 2<br>4. LH 1400 V 18FEB FRAPRG HK2 1720 1820 0* E TH 2 |   |          |     |
| 4. LA 1400 V 16FEB FRAPRG RK2 1/20 1820 U* E IN 2  |   |          |     |
| ▶  |   |          |     |
| TKTG-T*BRQ 200CT1228Z 37 AG  |   |          |     |
|  |   |          |     |
|  |   |          |     |
|  |   |          |     |
|  |   |          |     |
|  |   |          | · • |

When you activate GEM using GEM icon, the Smartpoint window will be automatically hidden. Once the ticket is exchanged/reissued by Global Exchange Manager, <u>activate the</u> Smartpoint by clicking on Smartpoint icon shown in the Toolbar on your desktop.

| velport Smartpoint - Wir   |                                    |                    | A                  | B C D E                          | 73HJ ✔ ON                   |     |
|--|------------------------------------|--------------------|--------------------|----------------------------------|-----------------------------|-----|
| NGBW/12 BRONT MTRG128 /<br>NEMCOVA/NIKOLAMRS<br>BA 861 \$ 12SEP PRGLHI<br>BA 862 \$ 20SEP LHRPRI | R HS1 1550 1700 0                  | E FR<br>E SA       |                    | <u>1</u> -#GEM<br>>              | +                           |     |
| PARTS LHR TERMINAL 3<br>D ADVANCE PASSENGER II   | ADDITUTE ODE TEDUTUAL +            |                    |                    | ×                                | × O ×                       | (#) |
| TH YOUR TRAVEL MAY BE  | Global Exchange Manager            |                    |                    |                                  | User manual Language: EN RU | •   |
| *ALL *P *VL  | Step 1. Select tickets for reissue | 198UE DATE         | PASSENGER          | SEGMENTS                         | AMOUNT                      |     |
| DNE-PRGT*VYRIZUJE NIKO   | 0                                  | (Custom ticket num | iber)              |                                  |                             |     |
|  | 0 1259902055879                    | 28APR14            | NEMCOVA/NIKOLA MR8 | CHENT PRG → LHR / 125EP / BA 853 | 7868CZK                     |     |
|  | 1259402055676                      | 28APR14            | NENCOVANIKOLA MRS  | [Used]                           | 7886GZK                     |     |
|  | O 1250002055872                    | 28APR14            | NEMOOVANIKOLA MRS  | (Used)                           | 7868G2K                     |     |
|  | 12590022001602<br>1258000055878    | 22MAY14            | NEMCOVA/NIKOLA MBS | (Gero)                           | 11628                       |     |
|  | Step 2. Fare calculation           |                    |                    |                                  |                             |     |
| L  | javascript: void(0);               |                    |                    |                                  |                             | MQ  |
|  |                                    |                    |                    |                                  |                             | QC  |
|  |                                    |                    |                    |                                  |                             | 0   |
|  |                                    |                    |                    |                                  |                             |     |
|  |                                    | m                  |                    |                                  |                             | FS  |

When #GEM entry is used, the Smartpoint window stays open.



## The entry #GEM can only be used when the latest GEM version is installed. For reinstallation use the following link: <u>https://src.cee-systems.com/gem/gem current.exe</u>

During the installation both Galileo desktop and Smartpoint must be closed.

When you will use GEM for the first time after installation/reinstallation you might see the following warnings and all of them must be confirmed.

#### Follow the procedure step by step as shown below:

| Travelport S        | martpoint | - Window 1 |           |       |       |    |      |         |     | A B C D E  |
|---------------------|-----------|------------|-----------|-------|-------|----|------|---------|-----|--|
|                     |           |            |           |       |       |    |      |         |     | APPLICATION TERMINAL HISTORY WINDOW PNR SEARCH SELL TOOLS HELP |
| *ALL                | *Р        | *TD        | *VL       | *VR   | *SI   |    | *HTI | *HTE    | *PI | 1-#GEM   |
| ٿ <u>ار</u>         |           |            |           |       |       |    |      |         |     |  |
| CNX64G/3<br>1.1MISA |           |            | 3 AG 9999 | 99992 | ð9jun |    |      |         |     |  |
|                     |           |            | PEK HK1   | 1435  | #0555 | 0* |      | E FR/SA |     |  |
| 2. HU 7             | 937 W 19  | POCT PEK   | PRG HK1   | 0140  | 0600  | 0* |      | E WE    |     |  |
| TKTG- <b>T*B</b>    | RQ 09JUI  | NØ751Z 3   | 7 AG      |       |       |    |      |         |     |  |
|                     |           |            |           |       |       |    |      |         | k   |  |

| Fare calculation<br>Comission and penalties<br>Exchange mask | In order to continue with GEM processing you need to allow active X components in your browser.<br>For instruction see page 5 – 7 in GEM User Guide. |         |
|--|--|---------|
| Fare copying   |  |         |
| Tieket print   |  |         |
|  |  |         |
| This webpage wants to run the foll<br>What's the risk?       | lowing add-on: 'Host Access Dynamic Link Library' from 'Galileo International (unverified publisher)'.   | Allog Y |



| nre calculatio<br>omission and<br>kchange mas | In order to continue with GEM processing you need to allow active X components in your browser.<br>For instruction see page 5 – 7 in GEM User Guide. |         |      |
|---|--|---------|------|
| are copying                                   |  |         |      |
| cket print                                    |  |         | Cano |
|   | This webpage wants to run the following add-on: 'Viewpoint' from 'Travelport', What's the risk?  | Allow × | 1    |

#### Global Exchange Manager User Guide

You can access and save the GEM User Guide directly from GEM application clicking on "User manual" located in the right hand corner on the top.

| Global Exchange Manage                           | er                |                    | User manual                     | Language: EN RU |
|--|-------------------|--------------------|---------------------------------|-----------------|
| Step 1. Select tickets for reisson TICKET NUMBER | UE<br>ISSUE DATE  | PASSENGER          | 8EGMENT8                        | AMOUNT          |
| 0  | (Custom ticket nu | imber)             |                                 |                 |
| 1259902055879     1259902055879                  | 28APR14           | NEMCOVA/NIKOLA MR8 | OPEN PRG → LHR / 12SEP / BA 853 | 7868CZK         |



#### GEM in non IATA agencies - Selective access

## GEM can be also used by non IATA agencies in case that the agency has selective access with an IATA agency - agreement 34 - on both sides and can display e-ticket.

Non IATA agency can calculate new ticket and prepare and store Filed fare and Exchange masks in PNR (the second option "Store the Fare" in Step 6 should be selected). IATA agency can only open the PNR and complete the exchange process using >TKP< entry.

PERMISSION DISPLAY: 1A2B PSEUDO AGR CUSTOMIZER EFFECTIVE DISCONTINUE AFFILIATE CITY NBR IDENTIFIER DATE DATE 78YZ 34 18DEC13 OPEN ABC TRAVEL

PERMISSION DISPLAY: **78YZ** PSEUDO AGR CUSTOMIZER EFFECTIVE DISCONTINUE AFFILIATE CITY NBR IDENTIFIER DATE DATE **1A2B 34** 18DEC13 OPEN ROYAL TRAVEL

## With the GEM development the layout of some fields can be changed but the functionality remains the same.

#### Startup message

The startup message can be displayed at the beginning of step 1 and will be used to advise GEM users important information or new updates. When you click on "OK" you will be able to work with GEM as usual. When you click on "Hide for a day" button, then the startup message will be returned only once per day.

| Relissue (your calculation will be<br>Informative calculation only (yo | LH group Fare Families<br>In order to store the correct Fare in the same Fare Family (eg. FLEX), it is<br>necessary to enter this Fare Family as an account code in the "ACCOUNT  |  |
|--|---|--|
| t fieket<br>TICKET NUMBER  | CODE" field in step 2 and to enter the private Fare designator :P in the<br>"OPTIONAL FQ MODIFIER" field, even though they are not private Fares.<br>Fare Families used by carriers in LH Group (LH / LX / OS / SN) are:<br>• FLEX<br>• CLASSIC |  |
|  | • LIGHT   |  |
| GEN EXCHANGE AGREEME   | Example is here.  |  |
| I confirm I have checked Terr  | Hide for a day OK   |  |

#### Terms of Service

Terms and Conditions valid for GEM have been added to the application and can be displayed by clicking on <u>Terms of Service</u> at the end of step 1:

#### GEM EXCHANGE AGREEMENT

I confirm I have checked Terms of Service and all Fares and Fare rules applied to the original ticket - Category 16.



## **EXCHANGE PROCEDURE**

Original ticket: TKT: 074 9901 704614 NAME: VANECKOVA/SARKAMISS CC: AX37390000000000 FOP:AX37390000000000-123456 ISSUED: 020CT12 PSEUDO: 79YE PLATING CARRIER: KL ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B CPN FARE ARPT KL 3122 L 10MAR PRGAMS 1715 OK NPRCZ 1 NVB10MAR NVA10MAR OPEN KL 809 N 10MAR AMSKUL 2050 OK NPRCZ 2 NVB10MAR NVA10MAR ARPT KL 4102 N 20MAR KULAMS 2359 OK NPRCZ 3 NVB20MAR NVA20MAR ARPT KL 3121 L 21MAR AMSPRG 0925 OK NPRCZ 4 NVB21MAR NVA21MAR 13074 TAX 370 CJ TAX 10411 XT FARE CZK 525 CZ TAX 24380 TOTAL CZK NON ENDO//FARE RSTR COULD APPLY PRG KL X/AMS KL KUL 234.88 KL X/AMS KL PRG Q200.00 234.88 NUC669.76END ROE19.5204 XT 336RN102VV407MY95 66YR RLOC 1G VHPWSK 1A ZFR8Y2 Changed itinerary: VHPWSK/28 BRONT MTRG128 AG 99999992 020CT 1.1VANECKOVA/SARKAMISS 1. KL 1358 L 15MAR PRGAMS HK1 2. KL 809 Q 15MAR AMSKUL HK1 2000 0\* 1825 E FR 3 2050 #1545 0\* EFR 3 3. KL 810 L 30MAR KULAMS HK1

#### Step 1 – Get started

#### Select an action to perform

GEM can be used either for informative calculation of the changed itinerary to specify the additional collection if any or for real **reissue**. If the "Reissue" option is used, it is necessary to store new segments in the PNR, it means to close the PNR with new segments before activating GEM.

#0655 O\*

0925 0\*

E SA

E SU 2

2

2345

When "Informative calculation only" option is selected, it is not necessary to store new segments in the PNR. PNR needn't be closed after adding new segments and they are ignored when the calculation is done - see example in chapter Informative calculation.

#### Reissue option is always set as a default.

4. KL 1351 L 31MAR AMSPRG HK1 0755

#### Select ticket

Select ticket to be exchanged / reissued. If ticket number (\*HTE) is not present in PNR, enter ticket number in the appropriate box.



| iloba | al Exchange Manager                           |                    |   |                              |   | User manual | Language: | EN   | RU |  |
|-------|---|--------------------|---|------------------------------|---|-------------|-----------|------|----|--|
|       | 1. Get started<br>t an action to perform      |                    |   |                              |   |             |           |      |    |  |
| ۲     | ACTION<br>Reissue (your calculation will be s | saved and you wi   | ill be able to issue ticket)                  |                              |   |             |           |      |    |  |
| 0     | Informative calculation only (your            | calculation will n | ot be saved)                                  |                              |   |             |           |      |    |  |
| Selec | t ticket<br>TICKET NUMBER                     | ISSUE DATE         | PASSENGER                                     | SEGME                        | NTS   |             | AMC       | DUNT |    |  |
| 0     | ▲   | (Custom ticket nu  | imber)  |                              |   |             |           |      |    |  |
| ·     | 0749901704614                                 | 020CT12            | VANECKOVA/SARKA MISS                          | ARPT<br>OPEN<br>ARPT<br>ARPT | $\begin{array}{l} \mbox{PRG} \rightarrow \mbox{AMS} \ / \ 10\mbox{MAR} \ / \ \mbox{KL} \ 312 \\ \mbox{AMS} \rightarrow \ \mbox{KUL} \ / \ 10\mbox{MAR} \ / \ \mbox{KL} \ 809 \\ \mbox{KUL} \rightarrow \ \mbox{AMS} \ / \ 20\mbox{MAR} \ / \ \mbox{KL} \ 410 \\ \mbox{AMS} \rightarrow \ \mbox{PRG} \ / \ 21\mbox{MAR} \ / \ \mbox{KL} \ 312 \end{array}$ | 2           | 2438      | OCZK |    |  |
|       | GEM EXCHANGE AGREEMENT                        |                    |   |                              |   |             |           |      |    |  |
| ✓     | I confirm I have checked all Fares            | and Fare rules a   | applied to the original ticket – Category 16. |                              |   |             |           |      |    |  |

When selected press "Next" button located lower left.

#### Step 2 – New Fare quote

There are 2 options:

```
1/ request new Fare - if selected - Filed Fare cannot be stored in PNR before.
2/ use already stored Filed Fare
```

| Step 1. Select tickets                        | for reissue    |                   |   |          |
|---|----------------|-------------------|---|----------|
| 0479901657114                                 | 15AUG12        | KORECKY/VACLAV MR | COREX         PRG — LIS / 20MAY / TP 711           COREX         LIS → EWR / 21MAY / TP 103           COREX         EWR — LIS / 30MAY / TP 104           COREX         LIS → PRG / 31MAY / TP 708 | 14744C2X |
| Step 2. Fare calculation<br>SELECT FARE QUOTE | on             |                   |   |          |
| O FF1 KOR                                     | ECKY/VACLAV MR | HKT L<br>HKT E    | RG — LIS / 09MAY / TP 709<br>S — EWR / 10MAY / TP 103<br>WR — LIS / 30MAY / TP 104<br>IS — PRG / 31MAY / TP 708   | 14698CZK |
| Calculate                                     |                |                   |   |          |



| Step 2. Fare calculation SELECT FARE QUOTE |  |
|--|--|
| C New fare quote                           |  |
| Calculate                                  |  |
|  |  |

When no Filed Fare is present in PNR, there is only one option available - New fare quote.

| tep 2. Fare calculation                               |  |
|---|--|
| SELECT FARE QUOTE                                     |  |
| New fare quote  |  |
|   |  |
| FQ calculation Involuntary rerouting HFF quote Manual |  |
| FQ calculation Involuntary rerouting HFF quote Manual |  |

#### New fare quote

There are several options there: FQ calculation = calculation done automatically by the host (Galileo): Select the passenger name, segments and FQ option.

- Before departure (FQ) for totally unused tickets
  - After departure (FQ.T) for partly used tickets select also flown sectors in order the whole ticket to be recalculated from the point of origin using the original ticketing date.
  - FQ with option (FQ@Fare basis) enter required Fare basis on each segment. It can also be used for already flown sectors when the whole ticket including flown sectors needs to be upgraded to higher Fare - see the example below:
  - FQ.H can be used in special case only. The system applies the original Fare valid at the date when ticket was issued but current taxes.

Enter account code used for private Fares, PTC (passenger type code - YTH/SRC etc. if needed or currency modifier if the Filed Fare should be stored in other currency (e.g. FQ:USD). The last field "OPTIONAL FQ MODIFIER" can be used for other pricing modifiers, such as ACC in case of accompanied child booked in a separate PNR, stopover/non-stopover or fare breakpoint indicator used in case that stopover, transfer or fare breakpoint need to be changed or private fare / net fare selection (:P / :C).

## The other options like "Involuntary rerouting", "HFF quote" and "Manual" are explained in the next chapter.

**Segments (select all segments)** - segments can be selected one by one or all segments together clicking on "select all segments".



FQ with options Fare basis should be entered for each sector.

| Segments (select all segments)   |  |  |                         |  |
|--|--|--|-------------------------|--|
| SEGMENT  |  |  | MODIFIERS               |  |
| I. PRG → AMS / 15MAR / KL 13   | 358 / L  |  | QPRCZ                   |  |
| Z. AMS → KUL / 15MAR / KL 80   | 19 / Q   |  | QPRCZ                   |  |
| Ø 3. KUL → AMS/30MAR/KL 8  | 10 / L   |  | NPRCZ                   |  |
| 4. AMS → PRG / 31MAR / KL 13   | 351/L  |  | NPRCZ                   |  |
| C Before departure (FQ)  | f no change to the first flight coupon is done, the option "After departure  | e" with original ticketing date should be used - check i | Fare Rules.             |  |
|  | no change to the first flight coupon is done, the option "After departure  | e" with original ficketing date should be used – check I | <sup>z</sup> are Rules. |  |
| C Before departure (FQ)  | f no change to the first flight coupon is done, the option "After departure<br>FQ/P1/S1@QPRCZ.2@QPRCZ.3@NPRCZ.4@NPRCZ/ | e" with original ficketing date should be used - check I | Fare Rules.             |  |
| Before departure (FQ)     If     After departure (FQ.T)  |  | e" with original ficketing date should be used – check i | Fare Rules.             |  |
| C         Before departure (FQ)         If           C         After departure (FQ.T)         If           If         FQ with options         If                                     |  | e" with original ticketing date should be used – check I | Fare Rules.             |  |
| C         Before departure (FQ)         If           C         After departure (FQ,T)         If           If         FQ with options         If           C         FQ,H         If |  | e" with original ticketing date should be used – check i | Fare Rules.             |  |

#### Fare basis validation check

Warning message displayed by GEM in case when Fare basis is entered next to the segments - options "After departure" or "FQ with option".

| ) FQ with opti | Used Fare basis validation check sent by the sys          | stem: |
|----------------|---|-------|
| ) for          | LN3XPC: -ROUTING FAILURE<br>LN3XPC: -RULES VALIDATION MET | Q     |
|                |   | ОК    |

When Fare basis is entered next to the segments, the system validates the appropriate Fare rule applicable for each Fare component and returns the warning message. If all conditions are met, the returned warning message is **RULE VALIDATION MET**. If some condition(s) is not met, the system displays the warning message related to the condition(s) which is not met (the itinerary of the first Fare component doesn't correspond to the permitted routing in the example above).

| ſ      |   |  |
|--------|---|--|
|        | Used Fare basis validation check sent by the system:              |  |
| TICKET | TSFKZ: -ADVANCE PURCHASE FAILURE<br>MFFKZ: -BOOKING CLASS FAILURE |  |
| 2801   |   |  |
| 3812   | OK  |  |



In this example ADVP - advanced purchase - for the first Fare components (outbound) is not met and booking class used in the second Fare component (inbound) is not correct.

## If such warning message is returned, the agent has to check the Fare rule(s) and if he/she decides to continue with GEM, it is on his/her responsibility.

#### The original example continues:

| Passengers  |   |   |                      |
|---|---|---|----------------------|
| 1. VANECKOVA/SARKA MISS                           |   |   |                      |
| Segments (select all segments)                    |   |   |                      |
| SEGMENT   |   |   |                      |
| I. PRG → AMS / 15MAR / KL 1358 / L                |   |   |                      |
| Z. AMS → KUL / 15MAR / KL 809 / Q                 |   |   |                      |
| ✓ 3. KUL → AMS / 30MAR / KL 810 / L               |   |   |                      |
| ✓ 4. AMS → PRG / 31MAR / KL 1351 / L              |   |   |                      |
| Calculation type                                  | hange to the first flight coupon is done, the option "Aft | er departure" with original ticketing date should be used – check F | are Rules.           |
|   |   |   |                      |
| C After departure (FQ.T)                          |   |   |                      |
| C After departure (FQ.T)<br>C FQ with options     | FQ/P1/S1.2.3.4/   |   |                      |
|   | FQ/P1/S1.2.3.4/   |   |                      |
| C FQ with options                                 | FQ/P1/S1.2.3.4/   |   |                      |
| C FQ with options<br>C FQ.H                       | F0/P1/S1.2.3.4/   | CURRENCY  | OPTIONAL FQ MODIFIER |
| C FQ with options<br>C FQ.H<br>Additional options |   | CURRENCY  | OPTIONAL FQ MODIFIER |
| C FQ with options<br>C FQ.H<br>Additional options | ртс   | CURRENCY  | OPTIONAL FQ MODIFIER |

#### When selection is done press "Calculate" button located lower left.

GEM starts to calculate new Fare including taxes. The original Fare, Equivalent and taxes are compared with the new Fare, Equivalent and taxes and the difference is displayed in the fourth column. If the new tax is higher and the agent agrees, the difference in tax will be automatically collected as a new tax even if it would be very small amount. If the new tax is lower or the same, there will be zero (0) difference in the column for "Additional collection". The tax amount displayed in the fourth column as well as the Fare or Equivalent displayed in the third column (FARE VALUE) can be modified by the agent.

| ΤΑΧ ΤΥΡΕ                | TICKET VALUE                     | FARE VALUE               | ADDITIONAL COLLECTION |
|-------------------------|----------------------------------|--------------------------|-----------------------|
| cz                      | 525                              | 525                      | 0                     |
| CJ                      | 370                              | 376                      | 6                     |
| RN                      | 336                              | 344                      | 8                     |
| vv                      | 102                              | 104                      | 2                     |
| MY                      | 407                              | 408                      | 1                     |
| YR                      | 9566                             | 9754                     | 188                   |
| FARE                    | 13074                            | 15270                    | 2196                  |
| Total:                  |                                  |                          | 2401                  |
| Automatic calculation r | may be inaccurte. We recommend y | ou to check it manually. |                       |



If the agent doesn't want to collect 1 CZK as ADC for tax MY, he/she can change it to zero manually on his/her responsibility and the Total ADC is automatically changed as well.

| ТАХ ТҮРЕ                  | TICKET VALUE                            | FARE VALUE   | ADDITIONAL COLLECTION |
|---------------------------|---|--------------|-----------------------|
| cz                        | 525                                     | 525          | 0                     |
| CJ                        | 370                                     | 376          | 6                     |
| RN                        | 336                                     | 344          | 8                     |
| vv                        | 102                                     | 104          | 2                     |
| MY                        | 407                                     | 408          | 0                     |
| YR                        | 9566                                    | 9754         | 188                   |
| FARE                      | 13074                                   | 15270        | 2196                  |
| Total:                    |   |              | 2400                  |
| Automatic calculation may | be inaccurte. We recommend you to check | it manually. |                       |

The agent can check the new Filed Fare stored against the original ticket by clicking on the world  $``{\bf check''}.$ 

| Ticket  |   | Fare   |   |
|---|---|--|---|
| NVB20MAR NVA20MAR                                   | ~ | >FQ/S1.2.3.4/P1/CKL  | ^ |
| ARPT KL 3121 L 21MAR AMSPRG 0925 OK NPRCZ 4         |   | P1 VANECKOVA/SARKAMISS ADT G 24NOV12 * CZK 26781               |   |
| NVB21MAR NVA21MAR                                   |   | PRG KL X/AMS KL KUL 346.30 KL X/AMS KL PRG 435.95 NUC782.25END |   |
|   |   | ROE19.5204   |   |
| FARE CZK 13074 TAX 525 CZ TAX 370 CJ TAX 10411 XT   |   | FARE CZK15270 TAX 525CZ TAX 376CJ TAX 344RN TAX 104VV          |   |
| TOTAL CZK 24380                                     |   | TAX 408MY TAX 9754YR TOT CZK26781                              |   |
| NON ENDO//FARE RSTR COULD APPLY                     |   | ***ADDITIONAL FEES MAY APPLY*SEE>F01.                          |   |
|   |   | S1 FB-QLSRCZ   |   |
| PRG KL X/AMS KL KUL 234.88 KL X/AMS KL PRG Q200.00  |   | BG-1PC NB-15MAR NA-15MAR                                       |   |
| 234.88 NUC669.76END ROE19.5204 XT 336RN102VV407MY95 |   | S2 FB-QLSRCZ   |   |
| 66YR  | _ | BG-1PC NB-15MAR NA-15MAR                                       | _ |
| RLOC 1G VHPWSK 1A ZFR8Y2                            | ~ | S3 FB-LLSRCZ   | ~ |
| 4   | > | <  | > |

When agreed press "Next" button located lower left.

If the agent doesn't agree with the Fare calculation it is possible to stop the exchange/reissue process by pressing "**Cancel**" button located lower right. Then the agent has to decide if the Filed Fare already stored should have been removed or not. The recommendation is to remove the stored Fare and start once again from the beginning.

| Do you want to cancel reissue?                 |
|--|
|  |
| Yes, remove filed fare Yes, keep filed fare No |
|  |

When "Next" button is pressed GEM can continue with Step 3.



#### Step 3 - Penalty, Commission, Tour code, IT/BT.

There are 5 possibilities how to collect the applicable penalty – EMD / MCO / new tax / to the Fare as Q surcharge and one more – no penalty (Absent). By clicking on one of these 5 options the additional fields are displayed where the relevant information has to be entered.

#### No penalty collected

("Absent" radio button should be marked).

| PENALTY                   |                                     |   |
|---------------------------|-------------------------------------|---|
| Absent                    |                                     |   |
| O EMD                     |                                     |   |
| O Tax                     |                                     |   |
| C Q-Surcharge             |                                     |   |
| ENDORSEMENT               | $\mathcal{L}_{\mathcal{S}}$         |   |
| VALID AS/NON-RFD CHNG SUB | J TO FEE NON REF/RESTRICTIONS APPLY | * |
| COMMISSION                | TOUR CODE IT/BT                     |   |
| 001111001011              |                                     |   |

#### *Penalty collected on EMD (Electronic Miscellaneous Document)*

RFI CODE - D used for fees and charges (financial impact) is automatically added **RFI SUBCODE** - for example 992 or that one required by the carrier for penalty is automatically added by GEM CURRENCY - local currency, can be changed to EUR or USD if necessary AMOUNT - penalty amount in local currency FEE DESCRIPTION - free text - the default can be modified by the agent EMD FOP - Cash, Invoice or Other EMD FOP. "Other EMD FOP" is mostly used for payment by credit card. In this case CC number, expiry date, occasionally approval code should be entered in the next field. EMD TAX NAME (OPTIONAL) and EMD TAX AMOUNT (OPTIONAL) is used for tax applied to the penalty. It is used in some countries where VAT (value added tax) for penalty must be calculated. When the VAT is not collected these boxes will stay empty. ACTION ON EMD ISSUE - Print locally x Email to EMD can be printed locally on the itinerary printer or sent by e-mail, if the e-mail address has been entered in MT element before the exchange/reissue is done. If more than one e-mail address is entered, the agent can select which address is used.



| Absent                                     |                                       |                                      |                 |                     |
|--|---------------------------------------|--------------------------------------|-----------------|---------------------|
| EMD  |                                       |                                      |                 |                     |
| Note: Please take into act<br>EMD TEMPLATE | count EMD for this carrier may not be | activated in system for your market. |                 |                     |
| O Manual   REB                             | DOKING FEE                            |                                      |                 |                     |
| RFI CODE                                   | RFI SUBCODE                           | CURRENCY                             | AMOUNT          |                     |
| D  | 993                                   | CZK                                  | 2134            |                     |
| EMD TAX NAME (OPT                          | IONAL)                                | EMD TAX AMO                          | DUNT (OPTIONAL) |                     |
| UO   |                                       | 100                                  |                 |                     |
| FEE DESCRIPTION                            | EMD FO                                | Р                                    |                 |                     |
| REBOOKING FEE                              | Cash                                  |                                      | (For example:   | VI1234567890*D1219) |
| ACTION ON EMD ISS                          | UE                                    |                                      |                 |                     |
| O Print locally                            | ● Email to: M                         | ISA.KLIMOVA@CENTRUM.CZ               | $\checkmark$    |                     |
| Гах  |                                       |                                      |                 |                     |

When EMD for that carrier has not been activated on your market yet, EMD will not be issued.

| SVC  | ele  | ement  | is  | automa  | atically | y cre | eated by | y GEM a | nd add | ied to | PNR:    |
|------|------|--------|-----|---------|----------|-------|----------|---------|--------|--------|---------|
| 25JT | 766/ | /28 BI | RON | T MTRG1 | 128 AG 1 | 99999 | 992 211  | IAR     |        |        |         |
|      |      |        | ~   | ICOLMS  |          |       |          |         |        |        |         |
| 1.   | ΒA   | 853    | S   | 11SEP   | PRGLHR   | HK1   | 0830     | 0935    | 0*     | Е      | WE      |
| 2.   | ΒA   | 193    | Ν   | 11SEP   | LHRDFW   | HK1   | 1155     | 1550    | 0*     | Е      | WE      |
| 3.   | ΒA   | 5125   | Ν   | 11SEP   | DFWYYC   | HK1   | 1940     | 2225    | 0*     | E      | WE      |
|      |      | OPI    | ERA | TED BY  | AMERICA  | AN AI | RLINES   |         |        |        |         |
| 4.   | AA   | 5139   | Ν   | 20sep   | YYCORD   | HK1   | 1600     | 2013    | 0*     | E      | FR      |
|      |      | OPI    | ERA | TED BY  | WESTJE   | Г     |          |         |        |        |         |
| 5.   | ΒA   | 1547   | Ν   | 20sep   | ORDLHR   | HK1   | 2145     | #1125   | 0*     | E      | FR      |
| 6.   | ΒA   | 856    | S   | 21SEP   | LHRPRG   | HK1   | 1600     | 1900    | 0*     | E      | SA      |
| 7.   | svo  | C BA I | HI1 | PRG 2   | 23SEP-D  | /992/ | CHANGE   | FEE/NM  | -1SVIP | KOVA/N | ICOLMS/ |
|      | 259  | 999100 | 025 | 70C1/25 | 510/CZK  |       |          |         |        |        |         |



#### Penalty collected as a tax

**TAX TYPE** - 2 letter tax code such as DU / XP / OB etc. **VALUE** - the amount in local currency

| Step 3. Comission and penalties<br>PENALTY |           |                  |   |
|--|-----------|------------------|---|
| C Absent                                   |           |                  |   |
| C EMD                                      |           |                  |   |
| <ul> <li>Tax</li> <li>TAX TYPE</li> </ul>  |           | VALUE            |   |
| 1. DU                                      |           | 2000             |   |
| 2.   |           | 0                |   |
| C Q-Surcharge                              |           |                  |   |
| ENDORSEMENT                                |           |                  |   |
| FARE RESTRICTIONS APPLY                    |           |                  | × |
| COMMISSION                                 | TOUR CODE | IT/BT            |   |
| Percents 💌 0                               |           | ● None C IT C BT |   |

#### Penalty collected to the Fare as Q surcharge shown in the Fare calculation

#### See the example later of this manual.

Penalty must be converted to the local currency using today's BSR first. Then the amount in local currency must be converted to NUC using today's IROE (for reissues after departure using ROE valid on the date of ticket issue). Fare calculation must be modified manually and the penalty in NUC added as Q surcharge. The new NUC total must be converted to local currency using today's ROE (for reissues after departure using ROE valid on the date of ticket issue) and the Fare amount manually changed - see the example later in this manual.



| tep 3. Comission and penalties |                                       |                                |   |
|--------------------------------|---------------------------------------|--------------------------------|---|
| PENALTY                        |                                       |                                |   |
| C Absent                       |                                       |                                |   |
| C EMD                          |                                       |                                |   |
| О Тах                          | ~                                     |                                |   |
| Q-Surcharge                    |                                       |                                |   |
| FARE                           |                                       | EQUIV                          |   |
| USD 1024.00                    |                                       | CZK 20854                      |   |
| FARE CALCULATION               |                                       |                                |   |
| GEG AS SEA 70.70 BA X/LO       | N BA PRG M431.50 BA X/LON BA X/SEA AS | GEG M321.50 Q200.00 NUC1023.70 | × |
| ENDORSEMENT                    |                                       | <i>V</i>                       |   |
| VALID AS/NON-RFD CHNG SUBJ     | TO FEE NON REF/RESTRICTIONS APPLY     |                                | * |
| COMMISSION                     | TOUR CODE                             | ПЛВТ                           |   |
| Percents - 0                   |                                       | © None ◯ IT ◯ BT               |   |
|                                |                                       |                                |   |

#### The other fields shown on this page:

**ENDORSEMENT** is copied from the new Filed Fare if any and can be added or modified by the agent. Each message can be separated by dash (-) or dot (.). It is not possible to use asterisk (\*) or slash (/). The slash from the endorsement automatically stored is changed to dash.

**COMMISSION** is set in percentage to zero (0) by default and can be modified by the agent to specific percentage or to specific amount if necessary.

**TOUR CODE** if shown on the original ticket should be added by the agent or it is automatically added in case of private Fare.

IT or BT can be marked if the new ticket should be issued with IT or BT in the Fare box.

**ORIGINAL FOP CC NUMBER (OFP FIELD) / EXPIRATION DATE -** When the original ticket was paid by credit card, the OFP element (original form of payment) has to be entered due to subsequent refund to this credit card. If the credit card number is masked, the agent has to enter the correct CC number into the OFP field and add credit card expiry date preceding by \*D into "Expiration date" field in order for GEM to use OFP element automatically.

When all necessary data are entered press "Next" button located lower left.



Example continues - penalty collected on EMD paid by credit card, endorsement massage added, original FOP was credit card (OFP element displayed and the Expiry date has to be added).

| ) Absent                  |                                    |   |                            |                 |
|---------------------------|------------------------------------|---|----------------------------|-----------------|
| ) EMD                     |                                    |   |                            |                 |
| Note: Please take into ac | count EMD for this carrier may not | be activated in system for your market. |                            |                 |
| EMD TEMPLATE              |                                    |   |                            |                 |
| 🔿 Manual 🖲 REB            | OOKING FEE                         |   |                            |                 |
| RFI CODE                  | RFI SUBCODE                        | CURRENCY                                | AMOUNT                     |                 |
| D                         | 992                                | CZK                                     | 4713                       |                 |
| EMD TAX NAME (OPT         | TIONAL)                            | EMD TAX AM                              | OUNT (OPTIONAL)            |                 |
|                           |                                    |   |                            |                 |
| FEE DESCRIPTION           | EMD                                | ) FOP                                   |                            |                 |
|                           |                                    |   |                            |                 |
| REBOOKING FEE             | Cas                                | ih 🔽                                    | (For example: VI1234567890 | rD1219)         |
| ACTION ON EMD ISS         | UE                                 |   |                            |                 |
| Print locally             |                                    | C Email to: No emails available         |                            |                 |
| ) Tax                     |                                    |   |                            |                 |
| ) Q-Surcharge             |                                    |   |                            |                 |
| NDORSEMENT                |                                    |   |                            |                 |
|                           |                                    |   |                            |                 |
| NONREFUNDABLE RES         | TRICTIONS APPLY                    |   |                            |                 |
|                           |                                    | Enter correct                           |                            | Enter expiry da |
| OMMISSION                 | τοι                                | CC number                               | Ивт                        |                 |
| Percents V 0              |                                    |   | ● None O IT O BT           |                 |
|                           | R (OFP FIELD)                      |   | EXPIRATION DATE            |                 |
| RIGINAL FOP CC NUMBE      |                                    |   |                            |                 |



#### Step 4 - Exchange mask

Mostly nothing needs to be added or modified by the agent. Paid taxes are shown separately, only in case when there are more than 8 on the original ticket, they are included in XT. Originally paid taxes can be modified or deleted by the agent if necessary.

| ICKET NUMBER*         |          | THRU COUPON NUMBERS | f        |
|-----------------------|----------|---------------------|----------|
| 07499017046146        |          | C Yes 🕫 No 04       |          |
| OUPONS FOR TICKETS    |          |                     |          |
| ICKET 1 <sup>*</sup>  | TICKET 2 | TICKET 3            | TICKET 4 |
| 1234                  |          |                     |          |
| DTAXES                |          |                     |          |
| 525 CZ                | 370 CJ   | 336 RN              | 102 VV   |
| 407 MY                | 9566 YR  |                     |          |
| TL VALUE <sup>*</sup> |          | ORIGINAL FOP*       |          |
| CZK13074              |          | AX373900000000      |          |

It is necessary to specify Form of payment used for difference collected on the ticket. It is possible to use multiple forms of payment, maximum 3 FOPs. Cash is selected as a default.

| Step 4. Exchange mask FORM OF PAYMENT   | ADDITIONAL COLLECTION |
|---|-----------------------|
| Cash  | 600 x CZK             |
| Invoice / Credit card / Other:         AX3739000000000*D1214*A29                                    | 1000 CZK              |
| ✓ Invoice / Credit card / Other: VI4444333322221111*D1215*A123456 (For example: VI1234567890*D1219) | 800 CZK               |
| Add collection required: 2400 CZK   |                       |
| Fields marked with asterisk (*) are required.   |                       |

#### Step 5 – Fare copying

Now the agent can copy the already created Filed Fare and Exchange mask stored for the first passenger to other passengers having the same Fare and PTC (passenger type code). If there is only 1 passenger in the PNR this step is skipped and GEM immediately continues with step 6. The example with the explanation how to copy the mask is described later on.



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#### Step 6 – Ticket print

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The agent can do the last check before new ticket is issued by clicking on "check"."

| TICKET NUMBER PASSENGER ADDITIONAL  | COLLECTION FEE TYPE TERMINAL SCREENS  |
|---|---|
| 0749901704614 VANECKOVA/SARKAMISS 2400 CZK  | MCO Check   |
| change screen   | Fait  |
| FEX **TICKET FOR**: VANECKOVA/SARKAMISS       PSGR 0.*         NEW FARE: CZK       15570 EQUIV: | FQ1 - S1-4 AP 18JUN13<br>>FQ/S1.2.3.4/P1/CBA<br>P1 VANECKOVA/SARKAMISS ADT B CZK :<br>PRG BA X/LON BA DEN M397.03 BA X/LON BA PRG M397.03 NUC7!<br>ND ROE19.6078<br>FARE CZK15570 TOT CZK15570<br>***ADDITIONAL FEES MAY APPLY*SEE>F01. |
| P DTD Store the fares and start over  |   |

When checked, the agent can issue new ticket together with EMD if "**Print selected tickets**" option is marked or to choose the option "**Store the fare and start over**" and issue ticket(s) later using >TKP< entry.

The agent is able to add **optional print modifiers** like DTD / DID / DAD / DTDID / DTDAD etc. in **PRINT COMMAND** box.

This field can also be used for ticket modifiers e.g. in case of net remit (NF / NR etc.) - the whole example has been added to GEM Used Guide - page 81.

!!! To "Store the fare and start over" is not recommended in case of penalty collected on EMD because then EMD will not be issued automatically with the new ticket but must be issued manually by the agent using the entry: EMDI/IC......

When selected, press "Next" button located lower left and new ticket together with EMD is issued.

| Is complete. Ticket is now ready for printin<br>Ilection: 0.<br>We new fare and mob and confirm ticket as<br>the table of change capter and the failure of the fai | Collection: 0.<br>or your new fare and most and confirm licket re<br>Start over |
|--|---|
|--|---|



New ticket: TKT: 074 9901 730369 NAME: VANECKOVA/SARKAMISS CC: AX37390000000000 ISSUED: 24NOV12 FOP:AX37390000000000-24/MISC PSEUDO: 79YE PLATING CARRIER: KL ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B CPN FARE OPEN KL 1358 L 15MAR PRGAMS 1825 OK QLSRCZ 1 NVB15MAR NVA15MAR OPEN KL 809 Q 15MAR AMSKUL 2050 OK QLSRCZ 2 NVB15MAR NVA15MAR OPEN KL 810 L 30MAR KULAMS 2345 OK LLSRCZ 3 NVB30MAR NVA30MAR OPEN KL 1351 L 31MAR AMSPRG 0755 OK LLSRCZ 4 NVB31MAR NVA31MAR 15270 TAX 11306 XT TAX 6 CJ TAX 198 XT FARE CZK TOTAL CZK 2400A NON ENDO- FARE RSTR COULD/APPLY-PENALTY COLLECTED ON/MCO PRG KL X/AMS KL KUL 346.30QLSRCZ KL X/AMS KL PRG 43 5.95LLSRCZ NUC782.25END ROE19.5204 XT CZK8RN CZK2VV CZK188YR PD525CZ PD370CJ PD336RN PD102VV PD407MY P D9566YR EXCHANGED FOR: 0749901704614 ORIGINAL ISSUE: 0749901704614PRG020CT1299999992 RLOC 1G VHPWSK 1A ZFR8Y2

#### EMD issued:

| 1259992059187 VANECKOVA/SA | RKAMISS | 78NGBW/ | lg/79YE | 99999992 |  |
|----------------------------|---------|---------|---------|----------|--|
| CPN RFISC DESCRIPTION      | VAI     | LUE     | DATE    | STATUS   |  |
| 1 D-992 DATE CHNG FEE      | CZK     | 2510    |         | USED     |  |
| EMD DOCUMENT TOTAL:        | CZK     | 2510    |         |          |  |
| >EMD DETAIL DISPLAY ·      |         |         |         |          |  |
| >EMD VOID ·.               |         |         |         |          |  |
| >EMD REFUND ·.             |         |         |         |          |  |

When the exchange/reissue process is rejected by the system (Galileo), such or similar warning message - red one - is returned. The agent can check the reason by clicking on "Open last executed command" and start from the beginning using another FQ option when "Start over" button is pressed.

| Section  |  |   |
|--|--|---|
| ✓ 1. PRG → FRA / 12JUL / LH 1403 / S   | There was an error in current operation<br>NO VALID FARE FOR INPUT CRITERIA                    |   |
|  | Make appropriate changes in itinerary and run script once again.<br>Open last executed command |   |
| ✓ 3. MLA → FRA / 16JUL / LH 1277 / W   | FQ/81.2.3.4/F1/CLH   | ~ |
| ✓ 4. FRA → PRG / 16JUL / LH 1402 / W   | NO VALID FARE FOR INPUT CRITERIA<br>>  |   |
| Calculation date   |  |   |
| Before departure (FQ, 4JUL)      After departure (FQ.T,     After d |  |   |
| alculate   | <u>&lt;</u>  | > |
|  |  |   |



Such or similar message is displayed in case that GEM needs to add or correct some additional information.

| New fare quote Passengers  0 1. HAUZROVADANELA MRS Segments | Please confirm exchanging name difference in ticket(HAUZROVA/DANIELAMS)<br>and fare(HAUZROVA/DANIELAMRS) Confirm Cancel |  |
|---|---|--|
|   | or  |  |
|   | ×   |  |
|   | Please check credit card information<br>Open last executed command  |  |
|   |   |  |
|   | ок  |  |

## With the GEM development the layout of some fields can be changed but the functionality remains the same.

See specific examples of correct application in next chapter:



## **INFORMATIVE CALCULATION**

Original ticket partly used - after departure: TKT: 125 5299 308622-623 NAME: KUCHAROVA/MICHALAMS PH: 421 090 488 1552 ISSUED: 07NOV14 FOP:CASH PSEUDO: 6K67 PLATING CARRIER: BA ISO: SK IATA: 78320970 USE CR FLT CLS DATE BRDOFF TIME ST F/B CPN FARE USED BA 699 K 02JAN VIELHR 0755 OK KLWE1EU 1 NVB02JAN NVA02JAN EXCH BA 1528 K 02JAN LHRMIA 1105 OK KLWE1EU 2 NVB02JAN NVA02JAN EXCH BA 5257 K 02JAN MIAATL 1820 OK KLWE1EU 3 NVB02JAN NVA02JAN OPEN BA 226 N 23MAY ATLLHR 2130 OK NLWE2EU 4 NVB23MAY NVA23MAY ----623----OPEN BA 704 S 24MAY LHRVIE 1455 OK NLWE2EU 1 NVB24MAY NVA24MAY FARE EUR 439.00 TAX 7.75AT TAX 402.17XT TAX TOTAL EUR 848.92 RESTRICTIONS APPLY/NONREFUNDABLE VIE BA X/LON BA X/MIA BA ATL M368.54 BA X/LON BA VI E M200.13 NUC568.67END XT 35.00QD18.28ZY74.35UB8.96 AY27.98US4.00XA5.60XY4.40YC220.00YQ3.60XF RLOC 1G 55F8KQ 1A 54NEVP

# New segments added to the existing PNR: 55F8KQ/WS BRQOU 6CA3GWS AG 78320675 07NOV 1.1KUCHAROVA/MICHALAMS 5. BA 226 N 18MAY ATLLHR HS1 2200 #1110 0 6. BA 704 S 19MAY LHRVIE HS1 1455 1810 0 7. ARNK 8. BA 226 N 23MAY ATLLHR TK1 2200 #1110 0\* 9. BA 704 S 24MAY LHRVIE HK1 1455 1810 0\*

When "Informative calculation only" option is selected, it is not necessary to store the new segments in the PNR. PNR needn't be closed after adding new segments and they are ignored when the calculation is done.



| otep  | 1. Get started             |                          |                               |                                   |        |     |  |
|-------|----------------------------|--------------------------|-------------------------------|-----------------------------------|--------|-----|--|
| Selec | ot an action to perform    |                          |                               |                                   |        |     |  |
|       | ACTION                     |                          |                               |                                   |        |     |  |
| 0     | Reissue (your calculation  | will be saved and you    | will be able to issue ticket) |                                   |        |     |  |
| ۲     | Informative calculation on | y (your calculation will | not be saved)                 |                                   |        |     |  |
| Selec | ct ticket                  |                          |                               |                                   |        |     |  |
|       | TICKET NUMBER              | ISSUE DATE               | PASSENGER                     | SEGMENTS                          | AMOU   | NT  |  |
| 0     |                            | (Custom ticket r         | number)                       |                                   |        |     |  |
| ۲     | 1255299308622-623          | 07NOV14                  | KUCHAROVA/MICHALA MS          | USED VIE LHR / 02JAN / BA 699     | 848.92 | EUR |  |
|       |                            |                          |                               | USED LHR -> MIA / 02JAN / BA 1528 |        |     |  |
|       |                            |                          |                               | USED MIA -> ATL / 02JAN / BA 5257 |        |     |  |
|       |                            |                          | N                             | OPEN ATL → LHR / 23MAY / BA 226   |        |     |  |
|       |                            |                          | 4                             | OPEN LHR → VIE / 24MAY / BA 704   |        |     |  |
|       |                            | EMENT                    |                               |                                   |        |     |  |

It is necessary to select relevant flown segments and new segments added for calculation purposes only.

| LECT FARE QUOTE   |            |
|---|------------|
| New fare quote  |            |
| FQ calculation Involuntary rerouting HFF quote Manual   |            |
| Passengers  |            |
| 1. KUCHAROVA/MICHALA MS   |            |
|   |            |
|   |            |
| Segments (select all segments)  |            |
| Segments (select all segments) SEGMENT  | FARE BASIS |
|   | FARE BASIS |
| SEGMENT   | FARE BASIS |
| SEGMENT<br>1. FLOWN HK1 VIE → LHR / 02JAN / BA 699 / K  | FARE BASIS |
| SEGMENT         I. FLOWN HKT VIE → LHR / 02JAN / BA 699 / K         I. FLOWN HKT LHR → MIA / 02JAN / BA 1528 / K  | FARE BASIS |
| SEGMENT         I. FLOWN HKT VIE → LHR / 02JAN / BA 699 / K         I. FLOWN HKT LHR → MIA / 02JAN / BA 1528 / K         I. FLOWN HKT LHR → ATL / 02JAN / BA 227 / B  | FARE BASIS |
| ✓       1. FLOWIN HKT VIE → LHR / 02JAN / BA 699 / K         ✓       2. FLOWIN HKT LHR → MIA / 02JAN / BA 1528 / K         □       3. FLOWIN TKT LHR → ATL / 02JAN / BA 227 / B         ✓       4. FLOWIN HKT MIA → ATL / 02JAN / BA 5257 / K | FARE BASIS |



| Before departure (FQ)  | If no change to the first flight coup | on is done, the option "After departure" with orig | inal ticketing date should be used – check Fare Rules. |
|------------------------|---------------------------------------|--|--|
| After departure (FQ.T) |                                       |  |  |
| O FQ with options      | FQ/P1/S1.2.4.5.6/                     |  |  |
| ⊖ FQ.H                 |                                       |  |  |
|                        |                                       |  |  |
| are calculation date   | R                                     |  |  |
|                        |                                       |  |  |
| 07NOV14                |                                       |  |  |
| 07NOV14                |                                       |  |  |
|                        | РТС                                   | CURRENCY   | OPTIONAL FQ MODIFIER                                   |
| dditional options      | PTC<br>ADT                            | CURRENCY   | OPTIONAL FQ MODIFIER                                   |

| ТАХ ТҮРЕ | TICKET VALUE | FARE VALUE | ADDITIONAL COLLECTION |  |
|----------|--------------|------------|-----------------------|--|
| AT       | 7.75         | 7.75       | 0.00                  |  |
| QD       | 35.00        | 35.00      | 0.00                  |  |
| ZY       | 18.28        | 18.28      | 0.00                  |  |
| UB       | 74.35        | 74.35      | 0.00                  |  |
| AY       | 8.96         | 8.96       | 0.00                  |  |
| US       | 27.98        | 27.98      | 0.00                  |  |
| ХА       | 4.00         | 4.00       | 0.00                  |  |
| хү       | 5.60         | 5.60       | 0.00                  |  |
| YC       | 4.40         | 4.40       | 0.00                  |  |
| YQ       | 220.00       | 220.00     | 0.00                  |  |
| XF       | 3.60         | 3.60       | 0.00                  |  |
| FARE     | 439.00       | 424.00     | 0.00                  |  |
| Total:   |              |            | 0.00                  |  |



| OPEN DR 220 N 23PIRT RILLOR 2130 OK NEWEZEU 4  |   |
|--|---|
| 623<br>OPEN BA 704 S 24MAY LHRVIE 1455 OK NLWE22WAY NVA23MAY<br>NVB23MAY NVA23MAY<br>ARE EUR 439.00 TAX 7.75AT TAX 402.17XT TAX<br>OTAL EUR 848.92<br>RESTRICTIONS APPLY/NONREFUNDABLE<br>IE BA X/LON BA X/MIA BA ATL M368.54 BA X/LON BA VI<br>M200.13 NUC568.67END XT 35.00QD18.282Y74.35UB8.96<br>Y27.98US4.00XA5.60XY4.40YC220.00YQ3.60XF<br>TAC 1C 55F8KO 18 54NFUE | P1 KUCHAROVA/MICHALAMS ADT M EUR 833.92 ▲<br>VIE BA X/LON BA X/MIA BA ATL M368.54 BA X/LON BA VIE M180.70<br>UC549.24END ROEO.771963 XF 3.60ATL 4.5<br>FARE EUR424.00 TAX 7.75AT TAX 35.00QD TAX 18.282Y TAX 74.35UB<br>TAX 8.96AY TAX 27.98US TAX 4.00XA TAX 3.60XF TAX 5.60XY<br>TAX 4.40VC TAX 220.00YQ TOT EUR83.92<br>***ADDITIONAL FEES MAY APPLY*SEE>F01.<br>S1 FB-KLWE1EU<br>BG-1PC NB-02JAN NA-02JAN<br>S4 FB-KLWE1EU<br>BG-1PC NB-02JAN NA-02JAN<br>*** |

When the option "Informative calculation only" is selected, the agent has to stop the reissue process (Cancel button) after the new calculation is returned by GEM at the end of step 2.

The agent has 2 possibilities:

1/ remove filed fare - when this option is used, Filed Fare together with new segments are deleted.

| 220.00                        | 220.00                              | 0.00                 |    |  |
|-------------------------------|-------------------------------------|----------------------|----|--|
| 3.60                          |                                     |                      |    |  |
| Do y<br>439.00                | you want to cancel reissue?         |                      |    |  |
|                               | Yes, remove filed free              | Yes, keep filed fare | No |  |
| ulation may be inaccurate. We | recommend you to oncok it mandally. |                      |    |  |

2/ keep filed fare - when this option is used, Filed Fare together with new segments are stored in PNR.



## **EXCHANGE/REISSUE SCENARIOUS**

#### Reissue after departure

| step             | 1. Get started               |                             |                            |                                  |       |     |  |
|------------------|------------------------------|-----------------------------|----------------------------|----------------------------------|-------|-----|--|
| elect            | t an action to perform       |                             |                            |                                  |       |     |  |
|                  | ACTION                       |                             |                            |                                  |       |     |  |
| ۲                | Reissue (your calculation v  | will be saved and you wil   | I be able to issue ticket) |                                  |       |     |  |
| 0                | Informative calculation only | y (your calculation will no | ot be saved)               |                                  |       |     |  |
| alaa             | t ticket                     |                             |                            |                                  |       |     |  |
| CICC             | TICKET NUMBER                | ISSUE DATE                  | PASSENGER                  | SEGMENTS                         | AMO   | JNT |  |
| 0                |                              | (Custom ticket n            | umber)                     |                                  |       |     |  |
| $oldsymbol{eta}$ | 2202280482903                | 27SEP12                     | VODAK/MARTIN MR            | OPEN PEK → MUC / 20NOV / LH 723  | NO AL | oc  |  |
|                  | 2202280455898                |                             |                            | OPEN MUC → PRG / 16NOV / LH 1696 |       |     |  |
| •                | 2202280455698                | 31AUG12                     | VODAK/MARTIN MR            | USED                             | 29814 | CZK |  |
|                  |                              |                             |                            |                                  |       |     |  |
|                  | GEM EXCHANGE AGREEN          | MENT                        |                            |                                  |       |     |  |

| ✓ 1. Flown segment                  |     |   |
|-------------------------------------|-----|---|
| ✓ 2. Flown segment                  |     |   |
| ✓ 3. PEK → MUC / 20NOV / LH 723 / U |     | Flown sectors must be always                      |
| ✓ 4. MUC → PRG/20NOV/LH 1696/U      | (   | marked due to repricing of<br>the entire journey. |
| Calculation type                    |     |   |
| O Before departure (FQ)             |     |   |
| After departure (FQ.T)              |     |   |
| C FQ with options FQ/P1/S1.2.3      | .4/ |   |
| C FQ.H                              |     |   |
| Fare calculation date               |     | Original ticket issuance                          |
| 31AUG12                             |     | date – can be changed if                          |
| Additional options                  |     | necessary.  |
| ACCOUNT CODE                        | PTC | CURRENCY  |



## When already flown segment is not marked by the agent, which is not the correct procedure, GEM returns warning message see example below:

Original ticket - partly used - segment MOWPRG already flown: TKT: 064 4869 666554 NAME: KARAVAEV/VIACHESLAVMR ISSUED: 24JUN14 FOP: INVOICE PSEUDO: 5COL PLATING CARRIER: OK ISO: CZ IATA: 15200054 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN USED OK 4903 Q 27JUN SVOPRG 1125 OK QSTDRU 1 NVB27JUN NVA27JUN **OPEN** OK 894 Q 060CT PRGSVO 1150 OK QSTDRU 2 NVB060CT NVA060CT 229.00 TAX 583CZ TAX FARE EUR 390RI TAX 2099XT TOTAL CZK 9482 EQUIV CZK 6410 FARE RESTRICTIONS APPLY MOW OK PRG 158.04 OK MOW 158.04 NUC316.08END ROE0.7 24488 XT 139UH1960YQ RLOC 1G MNPFFU 1A 8CFGIP Changed PNR: MNPFFU/IO OSROU 5C0LIO AG 15200054 23JUN 1.1KARAVAEV/VIACHESLAVMR 2. OK 894 O 060CT PRGSVO HK1 1150 1625 O\* E MO

| 2. | 010 | 021 2 | 00001 | 11(00/0 | 111/1 | TT00 | 1020 | 0  |   | 110 |   |     |         |
|----|-----|-------|-------|---------|-------|------|------|----|---|-----|---|-----|---------|
| З. |     | ARNK  |       |         |       |      |      |    |   |     |   |     |         |
| 4. | OK  | 894 Q | 100CT | PRGSVO  | HK1   | 1150 | 1625 | 0* | Ε | FR  | ÷ | new | segment |

| FQ calculation   | Involuntary rebooking   | Involuntary rerouting      | HFF quote       | Manual         |                               |                    |                    |            |
|------------------|-------------------------|----------------------------|-----------------|----------------|-------------------------------|--------------------|--------------------|------------|
| Passengers       |                         |                            |                 |                |                               |                    |                    |            |
| I. KARAVAE       | EV/VIACHESLAV MR        |                            |                 |                |                               |                    |                    |            |
|                  |                         |                            |                 |                |                               |                    |                    |            |
| Segments (select | all segments)           |                            |                 |                |                               |                    |                    |            |
| SEGMENT          |                         |                            |                 |                |                               | TARE BASIS         |                    |            |
| 1. FLOWN         | HK1 SVO → PRG / 27J     | IUN / OK 4903 / 😋 💳        |                 |                | Already flown                 |                    |                    |            |
|                  |                         |                            |                 |                | segment is not                |                    |                    |            |
| 2. ACTIVE        | HK1 PRG → SVO / 060     | OCT / OK 894 / Q           |                 |                | ticked.                       |                    |                    |            |
| ✓ 4. ACTIVE      | HK1 PRG → SVO / 100     | OCT / OK 894 / Q           |                 |                |                               |                    |                    |            |
|                  |                         |                            |                 |                |                               |                    |                    |            |
| Calculation type |                         |                            |                 |                |                               |                    |                    |            |
| O Before depar   | rture (FQ) If no change | to the first flight coupon | is done, the op | otion "After d | leparture" with original tick | keting date should | be used – check Fa | are Rules. |
| After departu    | ire (FQ.T)              |                            |                 |                |                               |                    |                    |            |
|                  |                         |                            |                 |                |                               |                    |                    |            |



#### Following warning message is returned by GEM:

|                        |   | be used – check Fare Rules. |
|------------------------|---|-----------------------------|
| After departure (FQ.T) | You have not selected FLOWN segments in your booking. It may affect<br>Past Date Fare Quote process.You can get back and select FLOWN<br>segments or proceed without changes. |                             |
|                        | segments or proceed without changes.  |                             |
|                        | Get back Proceed  |                             |

The agent is able to go back (Get back) and mark flown segment(s) correctly or to continue (Proceed) because it was his/her intend.

|   | SEGMENT   | FARE BASIS                                       |
|---|---|--|
| - | I. FLOWN HKT SVO $\rightarrow$ PRG / 27JUN / OK 4903 / Q  |  |
|   | 2. ACTIVE HK1 PRG -> SVO / 06OCT / OK 894 / Q   |  |
|   | ✓ 4. ACTIVE HK1 PRG → SVO / 100CT / OK 894 / Q  |  |
|   | Calculation type  |  |
|   | O Before departure (FQ) If no change to the first flight coupon is done, the option "After departure" with original t | icketing date should be used – check Fare Rules. |
|   | After departure (FQ.T)  |  |
|   | O FQ with options FQ/P1/S1.4/   |  |
|   | O FQ.H  |  |
|   |   |  |
|   | Fare calculation date   |  |
|   | 24JUN14   |  |



#### Reissue after departure, upgrade of already flown sectors – FQ with option:

| Globa   | I Exchange Man                                     | ager                     |                                  |  | l       | Jser manual | Language: | EN | RU | FF |
|---|--|--------------------------|----------------------------------|--|---------|-------------|-----------|----|----|----|
|   | 1. Get started<br>t an action to perform<br>ACTION |                          |                                  |  |         |             |           |    |    |    |
| ۲   | Reissue (your calculation                          | will be saved ar         | nd you will be able to issue tic | ket)   |         |             |           |    |    |    |
| 0   | Informative calculation onl                        | <b>ly</b> (your calculat | ion will not be saved)           |  |         |             |           |    |    |    |
| Selec   | t ticket<br>TICKET NUMBER                          | ISSUE DATE               | PASSENGER                        | SEGMENTS   | AMOUNT  |             |           |    |    |    |
| 0   |  | (Custom ticker           | t number)                        |  |         |             |           |    |    |    |
| ٢   | 0572280507459                                      | 290CT12                  | GOODALL/ANDREW MR                | USED PRG $\rightarrow$ CDG / 20NOV / AF 1383<br>USED CDG $\rightarrow$ BOD / 20NOV / AF 7624<br>OFEN BOD $\rightarrow$ AMS / 24NOV / KL 1316<br>OPEN AMS $\rightarrow$ PRG / 24NOV / KL 1357 | 9584CZK |             |           |    |    |    |
|   | GEM EXCHANGE AGREE                                 | MENT                     |                                  |  |         |             |           |    |    |    |
| I confirm I have checked all Fares and Fare rules applied to the original ticket – Category 16. |  |                          |                                  |  |         |             |           |    |    |    |

Original Fare basis of already flown sectors PRG-PAR-BOD was **ESR6CZ which** has to be upgraded to **TWKCZ** fare due to conditions of the appropriate Fare. In such a case "FQ with option" functionality should be selected and required Fare basis should be entered into the appropriate fields for each segment.

| Segments (select all segments)   |           |
|--|-----------|
| SEGMENT  | MODIFIERS |
| V 1. Flown segment   | TWKCZ     |
| 2. Flown segment   | TWKCZ     |
| $\Box$ 3. BOD $\rightarrow$ AMS / 24NOV / KL 1316 / G  |           |
| $\Box$ 4. AMS $\rightarrow$ PRG / 24NOV / KL 1357 / G  |           |
| $\checkmark$ 6. BOD $\rightarrow$ AMS/28NOV/KL 1314/V  | VSRCZ     |
| ✓ 7. AMS → PRG / 28NOV / KL 1355 / V   | VSRCZ     |
| Calculation type O Before departure (FQ) If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules. |           |
| After departure (FQ.T)   |           |
| CVFQ with options F0/P1/S1@TWKCZ 2@TWKCZ.6@VSRCZ.7@VSRCZ/  |           |
| Fant Fare calculation date   |           |
| 290CT12  |           |



#### Penalty collected to the Fare as Q surcharge

Original ticket: TKT: 075 9901 672448 NAME: KLIMOVA/MISAMRS ISSUED: 16AUG12 FOP:CASH PSEUDO: 79YE PLATING CARRIER: IB ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B CPN FARE OPEN IB 5780 L 150CT PRGBCN 1505 OK LRTNVY 1 NVB150CT NVA150CT OPEN IB 7880 K 250CT BCNPRG 1645 OK KCZEU 2 NVB250CT NVA250CT 7591 TAX 525 CZ TAX 359 JD TAX FARE CZK 2020 XT TOTAL CZK 10495 21 NOEND/CHGS REST/NON REF/RESTRICTION APPLY/22 NOEND/CGS-REF RESTRICT PRG IB BCN 135.12 IB PRG 235.47 NUC370.59END ROE20. 4816 XT 99QV1921YQ 1A 6FAOMA RLOC 1G XMSZ2K

According to the Rule applicable to KCZEU Fare penalty of EUR 50.00 should be collected. FN\*28/16 028 PRGBCN 150CT12 IB CZK 9646 KCZEU STAY- V/12MBK-K 16. PENALTIES WITHIN EUROPE FOR K- TYPE FARES CHANGES ANY TIME CHARGE EUR 50.00 FOR REISSUE/REVALIDATION.

Penalty in EUR must be converted to CZK - country of exchange/reissue using today's BSR
first:
>FZSEUR50CZK
RATES LAST UPDATED 16AUG 07:00 AM
EQU CZK1281
BANK SELLING RATE 1EUR EQUALS 25.61 CZK

The amount in CZK must be converted to NUC using today's IROE (for reissues after departure using ROE valid on the date of ticket issue): >FZICZK1281NUC RATES LAST UPDATED 26JUL 00:47 AM EQU NUC62.54 ROE 20.4816 LCL CURR DIVIDED BY ROE

Fare calculation must be modified manually as follows: PRG IB BCN 135.12 IB PRG **Q62.54** 235.47 **NUC433.13** 

The new NUC total must be converted to CZK using today's ROE (for reissues after departure using ROE valid on the date of ticket issue) and the Fare amount manually changed:

>FZINUC433.13CZK RATES LAST UPDATED 16AUG 00:47 AM EQU CZK8872 ROE 20.4816 NUC RATE MULTIPLIED BY ROE



Step 3:

| Penalty                                       |   |                  |  |
|---|---|------------------|--|
| O Absent                                      |   |                  |  |
| O EMD   |   |                  |  |
| 🔘 Тах   |   |                  |  |
| <ul> <li>Q-Surcharge</li> <li>FARE</li> </ul> | EQUIV   |                  |  |
| CZK 8   | 72  |                  |  |
| FARE CAL                                      | ULATION   |                  |  |
| PRGIBE  | 2N 135.12 IB PRG Q62.54 235.47 NUC433.13  |                  |  |
| Endorsement                                   |   |                  |  |
|   | 21 NOEND/CHGS REST/NON REF RESTRICTION APPLY 22 NOEND/CGS-REF RESTRICT RESTRICTIONS APPLY |                  |  |
| Text:   |   |                  |  |
| COMMISSION                                    | TOUR CODE   | ІТ/ВТ            |  |
| Percents 🗸 0                                  | ZZGLI3ZZ  | ● None ○ IT ○ BT |  |
|   |   |                  |  |

#### New ticket:

NAME: KLIMOVA/MISAMRS TKT: 075 9901 672468 ISSUED: 16AUG12 FOP:CASH/CASH PSEUDO: 79YE PLATING CARRIER: IB ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN OPEN IB 5780 L 150CT PRGBCN 1505 OK LRTNVY 1 NVB150CT NVA150CT OPEN IB 5779 K 220CT BCNPRG 1205 OK KCZEU 2 NVB220CT NVA220CT FARE CZK 8872 TAX 525 CZ TAX 359 JD TAX 2020 XT TOTAL CZK 1281A 21 NOEND/CHGS REST/NON REF/RESTRICTION APPLY/22 NOEND/CGS-REF RESTRICT PRG IB BCN 135.12 IB PRG **<u>Q62.54</u>** 235.47 NUC433.13END ROE20.4816 XT PD99QV PD1921YQ EXCHANGED FOR: 0759901672448 ORIGINAL ISSUE: 0759901672448PRG16AUG1299999992 RLOC 1G XMSZ2K 1A 6FAOMA



## Penalty collected to the Fare in case of IT/BT ticket

#### Step 3:

As the private Fare cannot be modified by the agent (changes in Fare and/or Equivalent are not allowed), the Filed Fare mask must be manually built by GEM and **IT/BT box is ticked automatically**. This will ensure that the Fare, Equivalent and NUC amounts in the Fare calculation are not shown on the ticket but only as IT/BT. A penalty as Q surcharge is not shown in the Fare calculation as well. Therefore it is better to mention it in the endorsement box.

| Step 3. Comission and penalties<br>PENALTY               |                           |
|--|---------------------------|
| O Absent   |                           |
| ⊖ EMD  |                           |
| C Tax  |                           |
| Q-Surcharge     FARE     EUR 301.00     FARE CALCULATION | EQUIV<br>CZK 7824         |
| PAR OK X/PRG OK MOW 156.80 OK X/PRG                      | IK PAR 137.28 NUC294.08   |
| ENDORSEMENT  | TY COLLECTED              |
| COMMISSION   | TOUR CODE IT/BT           |
| Percents 🗸 0   | ZZGLI3ZZ O None O IT O BT |



## Private Fare with account code issued as BT – reissue after departure

Original ticket: TKT: 176 3905 721128 NAME: KOUBA/JANMR ISSUED: 09APR13 FOP: INVOICE PSEUDO: 5COL PLATING CARRIER: EK ISO: CZ IATA: 15200054 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN USED EK 0140 B 12APR PRGDXB 1600 OK BLE1YCZ1/GLI3 1 USED EK 0658 B 13APR DXBMLE 0325 OK BLE1YCZ1/GLI3 2 OPEN EK 0653 B 09JUL MLEDXB 2300 OK BLE1YCZ1/GLI3 3 NVB15APR OPEN EK 0139 B 10JUL DXBPRG 0905 OK BLE1YCZ1/GLI3 4 NVB15APR FARE BT TAX 565 CZ TAX 380 BQ TAX TOTAL BT NON-END/SKYWARDS SAVER WP/35932/DTE CHG FOC/CANX 40/NO SHOW CZK10280 PRG EK X/DXB EK MLE Q39.10 M/BT EK X/DXB EK PRG Q39 .10 M/BT END ROE19.6078 TOUR CODE ZZGLI3ZZ RLOC 1G NF49SC EK FIETFF

#### Changed itinerary:

ZJGHFW/IO OSROU 5COLIO AG 15200054 27MAY 1.1KOUBA/JANMR 3. EK 653 B 21AUG MLEDXB HK1 2300 #0200 O\* E WE 3 4. EK 139 B 22AUG DXBPRG HK1 0905 1325 O\* E TH 3

| Glob | al Exchange Manager                                 |                          |                                  |   | User manual | Language: | EN   | RU | FR |
|------|---|--------------------------|----------------------------------|---|-------------|-----------|------|----|----|
|      | 1. Get started<br>et an action to perform<br>ACTION |                          |                                  |   |             |           |      |    |    |
| ۲    | Reissue (your calculation will be sav               | ed and you will be abl   | e to issue ticket)               |   |             |           |      |    |    |
| 0    | Informative calculation only (your ca               | Iculation will not be sa | ved)                             |   |             |           |      |    |    |
| Sele | t ticket<br>TICKET NUMBER                           | ISSUE DATE               | PASSENGER                        | SEGMENTS  |             | AN        | IOUN | т  |    |
| 0    |   | (Custom ticket numb      | er)                              |   |             |           |      |    |    |
| ۲    | 1763905721128                                       | 09APR13                  | KOUBA/JAN MR                     | $\begin{tabular}{lllllllllllllllllllllllllllllllllll$ |             | BT        |      |    |    |
| V    | GEM EXCHANGE AGREEMENT                              | nd Fare rules applied t  | o the original ticket – Category | 16.   |             |           |      |    |    |



| SEGMENT                       |   |   | MODIFIERS                                       |
|-------------------------------|---|---|---|
|                               | 3 / 12APR / EK 140 / B                        |   |   |
|                               | / 13APR / EK 658 / B                          |   |   |
|                               | 3 / 21AUG / EK 653 / B                        |   |   |
| ✓ 4. ACTIVE DXB → PRO         | 3 / 22AUG / EK 139 / B                        |   |   |
| Calculation type              |   |   |   |
| Before departure (FQ)         | If no change to the first flight coupon is do | one, the option "After departure" with original | ticketing date should be used – check Fare Rule |
| After departure (FQ.T)        |   |   |   |
| O FQ with options             | FQ/P1/S1.2.3.4/                               |   |   |
| O FQ.H                        |   |   |   |
|                               |   |   |   |
| Fare calculation date         |   |   |   |
| Fare calculation date 09APR13 |   |   |   |
| 09APR13                       |   |   |   |
| 09APR13                       | ртс   | CURRENCY  | OPTIONAL FQ MODIFIER                            |
| 09APR13                       | PTC<br>ADT                                    | CURRENCY  | OPTIONAL FQ MODIFIER                            |

| ТАХ ТҮРЕ       | TICKET VALUE                      | FARE VALUE                               | ADDITIONAL COLLECTION |  |
|----------------|-----------------------------------|--|-----------------------|--|
| cz             | 565                               | 565                                      | 0                     |  |
| BQ             | 380                               | 380                                      | 0                     |  |
| FARE           | ?                                 | 21783                                    | NaN                   |  |
| Total:         |                                   |  | NaN                   |  |
| Automatic calc | ulation may be inaccurate. We rec | commend you to <b>check</b> it manually. |                       |  |

GEM is not able to read the Fare and the Equivalent from the original ticket because of IT/BT and therefore the Fare, respectively Equivalent must be added by the agent manually.



| TAX TYPE   | TICKET VALUE   | FARE VALUE   | ADDITIONAL COLLECTION   |
|--|--|--|---|
| cz   | 565  | 565  | 0   |
| BQ   | 380  | 380  | 0   |
| FARE   | 21783  | 21783  | 0   |
| Total:   |  |  | 0   |
|  | culation may be inaccurate. We rec   | commend you to <mark>check</mark> it manually.<br><b>Fa</b>                          | 9   |
| ïcket  | -  | Fa   |   |
| OPEN EK 013<br>ARE<br>OTAL   | Culation may be inaccurate. We rec<br>39 B 10JUL DXBPRG 0905 OF<br>BT TAX 565 CZ TAX 38<br>BT<br>WARDS SAVER WP/35932/DTE CI             | K BLE1YC21/GLI3 FQ<br>NVB15APR >F<br>0 BQ TAX F                                      | B<br>- S3-4 AP 27MAY13 3<br>/S1.2.3.4/P1/.H09APR13/CEK-GLI3<br>* NET TICKET DATA EXISTS *** >*NTD1.<br>KOUBA/JANNR ADT M CZK 22<br>G EK X/DXB EK MLE Q39.10 516.35 EK X/DXB EK PRG Q39.10 5<br>NUC1110.96ND ROE19.6078  |
| OPEN EK 013<br>OPEN EK 013<br>ARE<br>OTAL<br>NON-END/SKY<br>SHOW CZK102  | 39 B 10JUL DXBPRG 0905 O<br>BT TAX 565 CZ TAX 38<br>BT<br>WWARDS SAVER WP/35932/DTE C  | K BLE1YCZ1/GLI3 FC<br>NVB15APR<br>0 BQ TAX<br>HG FOC/CANX 4                          | - 53-4 AP 27MAY13 3▲<br>//51.2.3.4/P1/.H09APR13/CEK-GLI3<br>* NET TICKET DATA EXISTS *** >*NTD1.<br>KOUBA/JANMR ADT M CZK 22<br>G EK X/DXB EK MLE Q39.10 516.35 EK X/DXB EK PRG Q39.10 5  |
| OPEN EK 013<br>OPEN EK 013<br>PARE<br>OTAL<br>NON-END/SKY<br>SHOW CZK102 | 39 B 10JUL DXBPRG 0905 O<br>BT TAX 565 CZ TAX 38<br>BT<br>WARDS SAVER WP/35932/DTE C<br>280<br>EK MLE Q39.10 M/BT EK X/DXB<br>R0E19.6078 | K BLE1YCZ1/GLI3 FC<br>NVB15APR FC<br>0 BQ TAX FF<br>HG FOC/CANX 4 FF<br>EK PRG Q39 S | - S3-4 AP 27MAY13 3<br>/S1.2.3.4/P1/.H09APR13/CEK-GLI3<br>* NET TICKET DATA EXISTS *** >*NTD1.<br>KOUBA/JANMR ADT M CZK 22<br>G EK X/DXB EK MLE Q39.10 516.35 EK X/DXB EK PRG Q39.10 5<br>NUC1110.90END ROE19.6078<br>RE CZK21783 TAX 565CZ TAX 380BQ TOT CZK22728<br>***ADDITIONAL FEES MAY APPLY*SEE>F01. |

| Absent                 |   |               |        |
|------------------------|---|---------------|--------|
| ) EMD                  |   |               |        |
| ) Tax                  |   |               |        |
| ) Q-Surcharge          |   |               |        |
| NDORSEMENT             |   |               |        |
| NON-END/SKYWARDS SAVER | R WP 35932/DTE CHG FOC/CANX CZK 5140/NO S | SHOW CZK10280 | *<br>* |
|                        |   |               |        |
| COMMISSION             | TOUR CODE                                 | IT/BT         |        |

The Tour code is automatically added if filed by the carrier together with the private Fare.





The same is valid for commission. If private Fare is filed as IT/BT, IT or BT field will be marked automatically.

| Please confirm the same tour code in ticket a | and fare (ZZGL13ZZ). |
|---|----------------------|
|   | Confirm Cancel       |

| TICKET NUMBER <sup>*</sup> |          | THRU COUPON NUM | /BER8    |  |
|----------------------------|----------|-----------------|----------|--|
| 17639057211285             |          | ○ Yes ● No 02   |          |  |
| COUPONS FOR TICKETS*       |          |                 |          |  |
| TICKET 1                   | TICKET 2 | TICKET 3        | TICKET 4 |  |
| 34                         |          |                 |          |  |
| PD TAXES                   |          |                 |          |  |
| 565 CZ                     | 380 BQ   |                 |          |  |
|                            |          |                 |          |  |
| ITL VALUE <sup>*</sup>     |          | ORIGINAL FOP*   |          |  |
| CZK21783                   |          | INVOICE         |          |  |

Steps 5 and 6 in this example would be completed as described in previous cases.

#### New ticket:

NAME: KOUBA/JANMR TKT: 176 3905 789359 ISSUED: 28MAY13 FOP:MISC PSEUDO: 5COL PLATING CARRIER: EK ISO: CZ IATA: 15200054 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN OPEN EK 0653 B 21AUG MLEDXB 2300 OK BLE1YCZ1/GLI3 1 NVB15APR OPEN EK 0139 B 22AUG DXBPRG 0905 OK BLE1YCZ1/GLI3 2 NVB15APR FARE BT TAX 565 CZ TAX 380 BQ TAX TOTAL BT NON-END/SKYWARDS SAVER/WP 35932/DTE CHG FOC/CANX/CZK 5140/NO SHOW CZK10280 PRG EK X/DXB EK MLE Q39.10 **M/BT** EK X/DXB EK PRG Q39 .10 M/BT END ROE19.6078 TOUR CODE ZZGLI3ZZ EXCHANGED FOR: 1763905721128 ORIGINAL ISSUE: 1763905721128PRG09APR1315200054 RLOC 1G ZJGHFW EK FIETFF



## Reissue with Fare copy functionality

Filed Fare and Exchange mask can be copied for next passengers having the same PTC

Original tickets - 2 adult passengers - same Fare and same PTC: TKT: 064 9901 828825 NAME: PREJZKOVA/ELISKAMISS ISSUED: 18APR13 FOP:CASH PSEUDO: 79YE PLATING CARRIER: OK ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN OPEN OK 190 S 10AUG PRGICN 1255 OK SLPROEU1 1 NVB10AUG NVA10AUG 701 T 11AUG ICNNRT 0910 OK SLPROEU1 2 ARPT KE NVB11AUG NVA11AUG 706 T 25AUG NRTICN 0925 OK SLPROEU1 3 ARPT KE NVB25AUG NVA25AUG OPEN OK 191 S 25AUG ICNPRG 1245 OK SLPROEU1 4 NVB25AUG NVA25AUG FARE CZK 13000 TAX 565 CZ TAX 358 BP TAX 4361 XT TOTAL CZK 18284 FARE RESTRICTIONS APPLY PRG OK X/SEL KE TYO 331.50 KE X/SEL OK PRG 331.50 N UC663.00END ROE19.6078 XT 1020I415SW3844YQ RLOC 1G XLZMX8 1A 2NNOZM

TKT: 064 9901 828826 NAME: STEFANOVA/BARBORAMISS ISSUED: 18APR13 FOP:CASH PSEUDO: 79YE PLATING CARRIER: OK ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B CPN FARE OPEN OK 190 S 10AUG PRGICN 1255 OK SLPROEU1 1 NVB10AUG NVA10AUG ARPT KE 701 T 11AUG ICNNRT 0910 OK SLPROEU1 2 NVB11AUG NVA11AUG ARPT KE 706 T 25AUG NRTICN 0925 OK SLPROEU1 3 NVB25AUG NVA25AUG OPEN OK 191 S 25AUG ICNPRG 1245 OK SLPROEU1 4 NVB25AUG NVA25AUG FARE CZK 13000 TAX 565 CZ TAX 358 BP TAX 4361 XT TOTAL CZK 18284 FARE RESTRICTIONS APPLY PRG OK X/SEL KE TYO 331.50 KE X/SEL OK PRG 331.50 N UC663.00END ROE19.6078 XT 1020I415SW3844YQ RLOC 1G XLZMX8 1A 2NNOZM

Changed itinerary: XLZMX8/28 BRQNT MTRG128 AG 99999992 18APR 1.1PREJZKOVA/ELISKAMISS 2.1STEFANOVA/BARBORAMISS 1. OK 190 U 10SEP PRGICN HK2 1830 #1115 O E TU 2. KE 707 T 11SEP ICNNRT HK2 1705 1930 O E WE 3. KE 720 T 27SEP HNDICN HK2 0610 0835 O E FR 4. OK 4191 X 27SEP ICNPRG HK2 1245 1650 O E FR



## The mask for the first passenger should to be prepared as usual:

#### Step 1:

| loba  | al Exchange Manag                | er                     |   |                        | User manual | Language: | EN    | RU |  |
|-------|----------------------------------|------------------------|---|------------------------|-------------|-----------|-------|----|--|
|       |                                  |                        |   |                        |             |           |       |    |  |
| Step  | 1. Get started                   |                        |   |                        |             |           |       |    |  |
| Selec | t an action to perform           |                        |   |                        |             |           |       |    |  |
|       | ACTION                           |                        |   |                        |             |           |       |    |  |
| ۲     | Reissue (your calculation will b | e saved and you w      | vill be able to issue ticket)                 |                        |             |           |       |    |  |
| 0     | Informative calculation only (yo | our calculation will r | not be saved)                                 |                        |             |           |       |    |  |
| Selec | t ticket                         |                        |   |                        |             |           |       |    |  |
|       | TICKET NUMBER                    | ISSUE DATE             | PASSENGER                                     | SEGMENTS               |             | AMO       | DUNT  |    |  |
| o     |                                  | (Custom ticket n       | umber)  |                        |             |           |       |    |  |
| •     | 0649901828825                    | 18APR13                | PREJZKOVA/ELISKA MISS                         | OPEN PRG → ICN / 10AUG | / OK 190    | 1820      | 34CZł | ¢  |  |
|       |                                  |                        |   | ARPT ICN → NRT / 11AUG | / KE 701    |           |       |    |  |
|       |                                  |                        |   | ARPT NRT → ICN / 25AUG | / KE 706    |           |       |    |  |
|       |                                  |                        |   | OPEN ICN → PRG / 25AUG | / OK 191    |           |       |    |  |
| 0     | 0649901828826                    | 18APR13                | STEFANOVA/BARBORA MISS                        | OPEN PRG → ICN / 10AUG | / OK 190    | 1828      | 34CZł | c  |  |
|       |                                  |                        |   | ARPT ICN → NRT / 11AUG | / KE 701    |           |       |    |  |
|       |                                  |                        |   | ARPT NRT → ICN / 25AUG | / KE 706    |           |       |    |  |
|       |                                  |                        |   | OPEN ICN → PRG / 25AUG | / OK 191    |           |       |    |  |
|       | GEM EXCHANGE AGREEMEN            | т                      |   |                        |             |           |       |    |  |
| ✓     | I confirm I have checked all Fa  | res and Fare rules     | applied to the original ticket – Category 16. |                        |             |           |       |    |  |
|       |                                  |                        |   |                        |             |           |       |    |  |



#### Step 2:

|   | FQ calculation Involuntary rerouting HFF quote Manual  |  |  |  |  |
|---|--|--|--|--|--|
| I | Passengers   |  |  |  |  |
|   | 1. PREJZKOVA/ELISKA MISS   |  |  |  |  |
|   | C 2. STEFANOVA/BARBORA MISS  |  |  |  |  |
|   | 8EGMENT<br>I. ACTIVE PRG → ICN / 10SEP / OK 190 / U  |  |  |  |  |
|   | ✓ 2. ACTIVE ICN → NRT/11SEP/KE 1/T   |  |  |  |  |
|   | Image: State S |  |  |  |  |
|   | ✓ 4. ACTIVE ICN → PRG / 27SEP / OK 4191 / X  |  |  |  |  |
|   | Calculation type   |  |  |  |  |

| ТАХ ТҮРЕ                    | TICKET VALUE                                 | FARE VALUE | ADDITIONAL COLLECTION |  |
|-----------------------------|--|------------|-----------------------|--|
| cz                          | 565  | 565        | 0                     |  |
| вр                          | 358  | 340        | 0                     |  |
| OI                          | 102  | 0          | 0                     |  |
| sw                          | 415  | 410        | 0                     |  |
| YQ                          | 3844   | 5460       | 1616                  |  |
| FARE                        | 13000  | 22400      | 9400                  |  |
| Total:                      |  |            | 11016                 |  |
| Automatic calculation may b | e inaccurate. We recommend you to check it n | nanually.  |                       |  |



#### Step 3:

| tep 3. Comission and penalties PENALTY |           |                  |   |
|--|-----------|------------------|---|
| O Absent                               |           |                  |   |
| C EMD                                  |           |                  |   |
| ● Tax                                  |           |                  |   |
| ΤΑΧ ΤΥΡΕ                               |           | VALUE            |   |
| 1. DU                                  |           | 2000             |   |
| 2.                                     |           | 0                |   |
| 6 a.a. i                               |           |                  |   |
| O Q-Surcharge                          |           |                  |   |
| ENDORSEMENT                            |           |                  |   |
| FARE RESTRICTIONS APPLY                |           |                  | * |
| COMMISSION                             | TOUR CODE | ІТ/ВТ            |   |
| Percents - 0                           |           | © None ⊂ IT ⊂ BT |   |

## Step 4:

| Step 4. Exchange mask                         |          |               |          |
|---|----------|---------------|----------|
| TICKET NUMBER                                 | THRU     | U COUPON NUM  | IBERS'   |
| 06499018288254                                | О у      | Yes No 04     |          |
| COUPONS FOR TICKETS"<br>TICKET 1              | TICKET 2 | ТІСКЕТ З      | TICKET 4 |
| 1234  |          |               |          |
| PD TAXE8                                      |          |               |          |
| 665 CZ  | 368 BP   | 102 OI        | 415 SW   |
| 3844 YQ                                       |          |               |          |
| TTL VALUE                                     |          | ORIGINAL FOP" |          |
| CZK13000                                      |          | S             |          |
| Fields marked with asterisk (*) are required. |          |               |          |

| Step 4. Exchange ma     |                                     |                                   | ADDITIONAL C | OLLECTION |
|-------------------------|-------------------------------------|-----------------------------------|--------------|-----------|
| Cash                    |                                     |                                   | 3616         | СХК       |
| Invoice / Credit car    | d / Other: VI4444333322221111*D1215 |                                   | 9400         | СХК       |
| Invoice / Credit car    | d / Other:                          | (For example: VI1234567890*D1219) | 0            | СХК       |
| Add collection          | n required: 13016 CZK               |                                   |              |           |
| Fields marked with aste | risk (*) are required.              |                                   |              |           |



#### Step 5:

At this step the agent can copy already stored File Fare and Exchange mask created for the first passenger to other passengers having the same Fare and PTC (passenger type code - ADT/CNN/YTH etc.). It is necessary only to select correct passenger type and his ticket. If you don't need to use this functionality, you can just skip this step (press Next button) and continue to step 6.

| Step 5. Fare copying<br>Please check passengers and select correspond<br>Fare data to be copied from: | ding tickets, or skip this step by pressing "Next" button |                                   |  |          |
|---|---|-----------------------------------|--|----------|
| PASSENGER   |   | PASSENGER TYPE                    | TICKET   | TOTAL    |
| PREJZKOVA/ELISKAMISS  |   | ADT                               | 0649901828825  | 22400CZK |
| Copying targets:  |   |                                   |  |          |
| PASSENGER   | PASSENGER TYPE  | TICKET                            |  |          |
| 2. STEFANOVA/BARBORA MISS   | ADT - Adult   | 0649901828826 / STEFANOVA/BARBORA | MISS / PRG $\rightarrow$ ICN $\rightarrow$ NRT $\rightarrow$ ICN $\rightarrow$ PRG | 1        |

Step 6:

All tickets can be exchanged just now or Filed Fare and Exchange mask for each passenger can be stored in the PNR and exchanged later.

| Step 6. Ticket print<br>Exchange process completed. You can print yo<br>Print selected tickets: | ur tickets now or store the fare only and start over the s | cript to process other passengers. 13016 CZK |          |                  |
|---|--|--|----------|------------------|
| TICKET NUMBER   | PASSENGER  | ADDITIONAL COLLECTION                        | FEE TYPE | TERMINAL SCREENS |
| 0649901828825   | PREJZKOVA/ELISKAMISS                                       | 13016 CZK                                    | ТАХ      | Check            |
| 0649901828826   | STEFANOVA/BARBORAMISS                                      | 13016 CZK                                    | ТАХ      | Check            |
| PRINT COMMAND   |  |  |          |                  |
| ткр   |  |  |          |                  |
| <ul> <li>Store the fares and start over</li> <li>☑ I confirm the additional col</li> </ul>      | lection amounts in the table above                         |  |          |                  |



## Involuntary rerouting after departure

| Original ticket:  |            |          |         |      |            |          |     |
|-------------------|------------|----------|---------|------|------------|----------|-----|
| TKT: 037 9473 665 | 5057-058   | NAME: HA | VLIN/N  | VACI | LAVMR      |          |     |
| ISSUED: 02JUL12   |            | FOP:CASH | Ι       |      |            |          |     |
| PSEUDO: 5C0L PLA  | ATING CAR  | RIER: US | S ISO:  | : C2 | z iata: 1  | L5200054 |     |
| USE CR FLT (      | CLS DATE   | BRDOFF   | TIME    | ST   | F/B        | FARE     | CPN |
| USED LO 381       | S 26JUL    | WAWFRA   | 0630    | OK   | WHNCPLLW   |          | 1   |
|                   |            |          |         |      | NVB26JUL   | NVA26JUL |     |
| USED US 703       | W 26JUL    | FRAORD   | 1310    | OK   | WHNCPLLW   |          | 2   |
|                   |            |          |         |      | NVB26JUL   | NVA26JUL |     |
| SUSP US 7537      | W 26JUL    | ORDDTW   | 2130    | OK   | WHNCPLLW   |          | 3   |
|                   |            |          |         |      | NVB26JUL   | NVA26JUL |     |
| OPEN US 1463      | W 16JAN    | DTWPHL   | 1130    | OK   | WHNCPLLW   |          | 4   |
|                   |            |          |         |      | NVB16JAN   | NVA16JAN |     |
| 058               |            |          |         |      |            |          |     |
| OPEN US 700       | W 16JAN    | PHLFRA   | 1630    | OK   | WHNCPLLW   |          | 1   |
|                   |            |          |         |      | NVB16JAN   |          |     |
| ARPT LO 0382      | S 17JAN    | FRAWAW   | 0915    | OK   | WHNCPLLW   |          | 2   |
|                   |            |          |         |      | NVB17JAN   | NVA17JAN |     |
| FARE PLN 2715.00  | TAX        | 5 ND TA  | X 3     | 372  | XW TAX     | 3946 XT  |     |
| TOTAL CZK 2114    | 6          |          |         |      |            |          |     |
| EQUIV CZK 16823   | 3          |          |         |      |            |          |     |
| NO RFND/CHANG     | E FEE APP  | LIES     |         |      |            |          |     |
| WAW LO X/FRA US X | K/CHI Q79  | .88 US E | OTT M31 | 10.3 | 30 US X/PH | ł        |     |
| L US X/FRA Q79.88 | B LO WAW 1 | M310.30  | NUC780  | 0.30 | 6END ROE3. |          |     |
| 47879 XT 338DE103 | 14RA159AY  | 704US106 | XA1482  | KY1  | 16YC1266YQ | 2        |     |
| 95XF PHL4.5       |            |          |         |      | -          | -        |     |
| RLOC 1G N444F4    | US E6VL    | RP       |         |      |            |          |     |
|                   |            |          |         |      |            |          |     |

## Changed itinerary:

| Знf | 9- 3 | STELLA | A T | RAVEL   |         | E     | BRQ    |       |    |      |              |
|-----|------|--------|-----|---------|---------|-------|--------|-------|----|------|--------------|
| N44 | 4F4, | /LK OS | SRO | U 3HF9I | LK AG S | 99999 | 992 02 | JUL   |    |      |              |
| 1   | .1H2 | AVLIN/ | /VA | CLAVMR  |         |       |        |       |    |      |              |
| 4.  | US   | 1463   | W   | 16JAN   | DTWPHL  | HK1   | 1130   | 1306  | 0* | WE   |              |
| 5.  | US   | 728    | W   | 16JAN   | PHLFRA  | HK1   | 1625   | #0615 | 0* | E WE | $\leftarrow$ |
| 6.  | LO   | 382    | S   | 17JAN   | FRAWAW  | HK1   | 0915   | 1100  | 0* | E TH |              |



|      | al Exchange Manag               | ger                      |                             |  | User manual | Language: | EN  | RU |
|------|---------------------------------|--------------------------|-----------------------------|--|-------------|-----------|-----|----|
| Step | 1. Get started                  |                          |                             |  |             |           |     |    |
| Sele | ct an action to perform         |                          |                             |  |             |           |     |    |
|      | ACTION                          |                          |                             |  |             |           |     |    |
| ۲    | Reissue (your calculation will  | be saved and you wi      | II be able to issue ticket) |  |             |           |     |    |
| 0    | Informative calculation only () | your calculation will no | of be saved)                |  |             |           |     |    |
|      |                                 |                          |                             |  |             |           |     |    |
| sele | ct ticket<br>TICKET NUMBER      | ISSUE DATE               | PASSENGER                   | SEGMENTS   |             | AMOU      | NT  |    |
| С    |                                 |                          |                             |  |             |           |     |    |
| 0    |                                 | (Custom ticket n         | umber)                      |  |             |           |     |    |
| •    | 0379473665057-058               | 02JUL12                  | HAVLIN/VACLAV MR            | USED WAW → FRA / 26JUL / LO 381  |             | 21146     | сzк |    |
|      |                                 |                          |                             | USED FRA -> ORD / 26JUL / US 703   |             |           |     |    |
|      |                                 |                          |                             | SUSP ORD → DTW / 26JUL / US 7537   |             |           |     |    |
|      |                                 |                          |                             |  |             |           |     |    |
|      |                                 |                          |                             | OPEN DTW -> PHL / 16JAN / US 1463  |             |           |     |    |
|      |                                 |                          |                             | OPEN         DTW → PHL / 16JAN / US 1463           OPEN         PHL → FRA / 16JAN / US 700 |             |           |     |    |
|      |                                 |                          |                             |  |             |           |     |    |

The agent can use **"involuntary rerouting**" tab which creates Filed Fare manually based on the original ticket. <u>Involuntary Rerouting button works for all types of involuntary reissues.</u>

| Passengers                                     |               |         |         |     |   |           |
|--|---------------|---------|---------|-----|---|-----------|
| 1. HAVLIN/VACLAV MR                            | ~             |         |         |     |   |           |
| Segments (select all segments)                 |               |         |         |     |   |           |
|  | FAREBA SIS/TD | NVB     | NVA     | BG  | х | HFF SEG # |
| 1. Flown segment                               | WHNCPLLW      | 26JUL13 | 26JUL13 | 1PC | 0 |           |
| 2. Flown segment                               | WHNCPLLW      | 26JUL13 | 26JUL13 | 1PC | 0 |           |
| 3. Flown segment                               | WHNCPLLW      | 26JUL13 | 26JUL13 | 1PC | 0 |           |
| 4. DTW $\rightarrow$ PHL / 16JAN / US 1463 / W | WHNCPLLW      | 16JAN13 | 16JAN13 | 1PC | 0 | 4 -       |
| 5. PHL $\rightarrow$ FRA / 16JAN / US 700 / W  | WHNCPLLW      | 16JAN13 | 16JAN13 | 1PC | 0 | 5 🔻       |
| G. FRA → WAW / 17JAN / LO 382 / S              | WHNCPLLW      | 17JAN13 | 17JAN13 | 1PC |   | 6 🔻       |
|  |               |         |         |     |   |           |



#### Manual mask is automatically updated with the data taken from the original ticket.

|   | FAREBASIS/TD                               | NVB                                  | NVA      | BG                              | х    | HFF SEG |
|---|--|--------------------------------------|----------|---------------------------------|------|---------|
| 1. Flown segment                                  | WHNCPLLW                                   | 26JUL13                              | 26JUL13  | 1PC                             | 0    |         |
| 2. Flown segment                                  | WHNCPLLW                                   | 26JUL13                              | 26JUL13  | 1PC                             | 0    |         |
| 3. Flown segment                                  | WHNCPLLW                                   | 26JUL13                              | 26JUL13  | 1PC                             | 0    |         |
| 4. DTW → PHL / 16JAN / US                         | 1463 / W WHNCPLLW                          | 16JAN13                              | 16JAN13  | 1PC                             | X    | 4       |
| 5. PHL → FRA / 16JAN / US                         | 700 / W WHNCPLLW                           | 16JAN13                              | 16JAN13  | 1PC                             | Х    | 5 💌     |
| <b>E</b>  | 0 382 / S WHNCPLLW                         | 17JAN13                              | 17JAN13  | 1PC                             |      | 6 💌     |
| 6. FRA → WAW / 17JAN / L Taxes                    | WHINGPLEW                                  | 17JAN13                              | T7JAN 13 | IFC                             |      | 0       |
|   | VALUE / TYPE                               | VALUE / TYPE                         | T/JAN 13 | VALUE / TYP                     | PE   |         |
| Taxes   |  | VALUE / TYPE                         | DE       |                                 | PE   |         |
| Taxes<br>VALUE / TYPE                             | VALUE / TYPE                               | VALUE / TYPE<br>3. 338 /             |          | VALUE / TYP                     |      |         |
| Taxes<br>VALUE / TYPE<br>1. 5 / ND                | VALUE / TYPE<br>2. 372 / XW                | VALUE / TYPE<br>3. 338 /<br>7. 106 / | DE       | <b>VALUE / TYF</b><br>4. 1014   | / RA |         |
| Taxes<br>VALUE / TYPE<br>1. 5 / ND<br>5. 159 / AY | VALUE / TYPE<br>2. 372 / XW<br>6. 704 / US | VALUE / TYPE<br>3. 338 /<br>7. 106 / | DE XA    | VALUE / TYP<br>4. 1014<br>8. 95 | / RA |         |

Only new segments should be marked because no recalculation is done. No stopover indicator ``X'' should be entered in the last column on the right side.

Г



| VALUE / CITY   | VALUE / CITY | VALUE / CITY | VALUE / CITY |
|--|--------------|--------------|--------------|
| 1. 4.5 / PHL   | 2.           | 3.           | 4.           |
| 5/   | 6/           | 7.           | 8/           |
| Calculation details  |              |              |              |
|  |              |              |              |
| FARE   | EQUIV        | TOTAL        | ROE          |
| FARE PLN 2715.00 Additional information                                  | CZK 16823    | CZK 21146    | ROE          |
| PLN 2715.00  |              |              | ROE          |
| PLN 2715.00  | CZK 16823    |              | ROE          |
| PLN 2715.00 Additional information Endorsement:                          | CZK 16823    |              | ROE          |
| PLN 2715.00 Additional information Endorsement:                          | CZK 16823    |              | ROE          |
| PLN 2715.00  Additional information Endorsement: NO RFND/CHANGE FEE APPL | CZK 16823    |              | ROE          |

Exceptionally Fare calculation and ROE must be added manually. It can be copied from the ticket displayed under the manual mask below:

|   | EQUIV                                | TOTAL  | ROE  |
|---|--------------------------------------|--|--|
| PLN 2715.00   | CZK 16823                            | CZK 21146  | 3.47879  |
| Additional information  |                                      |  |  |
| Endorsement:  |                                      |  |  |
| INVOLUNTARY REISSUE DUE   | TO SCHEDULE CHANGE (NO RFND          | /CHANGE FEE APPLIES  | k  |
| Fare construction:  |                                      |  |  |
|   |                                      |  |  |
| Please check your HFF fare quot   | te                                   |  |  |
|   | te                                   | Fare   | 2  |
| Please check your HFF fare quot<br>Ticket<br>TOTAL CZK 21146  | te                                   | Fare   | AP 02JU  |
| Ticket  |                                      | FQ1 - S1-6<br>P1 HAVLIN/VACLAVMR<br>XF 95PHL 4.5   | ADT G E 0379473665057-05   |
| Ticket<br>TOTAL CZK 21146<br>EQUIV CZK 16823<br>NO RFND/CHANGE FEE APP  |                                      | FQ1 - S1-6<br>P1 HAVLIN/VACLAVMR<br>XF 95PHL 4.5<br>FARE PLN2715.00 EQU CZ                           | ADT G E 0379473665057-05   |
| Ticket<br>TOTAL CZK 21146<br>EQUIV CZK 16823<br>NO RFND/CHANGE FEE APP<br>MAW LO X/FRA US X/CHI Q79                             | PLIES                                | FQ1 - S1-6<br>P1 HAVLIN/VACLAVMR<br>XF 95PHL 4.5<br>FARE PLN2715.00 EQU CZ<br>TAX 1014RA TAX 159AY T | ADT G E 0379473665057-05<br>K16823 TAX 5ND TAX 372XW TAX 33<br>AX 704US TAX 106XA TAX 95XF TAX |
| Ticket<br>TOTAL CZK 21146<br>EQUIV CZK 16823<br>NO RFND/CHANGE FEE APE<br>WAW LO X/FRA US X/CHI Q79<br>L US X/FRA Q79.88 LO WAW | PLIES<br>0.88 US DTT M310.30 US X/PH | FQ1 - S1-6<br>P1 HAVLIN/VACLAVMR<br>XF 95PHL 4.5<br>FARE PLN2715.00 EQU CZ                           | ADT G E 0379473665057-05<br>K16823 TAX 5ND TAX 372XW TAX 33<br>AX 704US TAX 106XA TAX 95XF TAX |



| ΤΑΧ ΤΥΡΕ   | TICKET VALUE                   | FARE VALUE                 | ADDITIONAL COLLECTION   |
|--|--------------------------------|----------------------------|---|
| ND   | 5                              | 5                          | 0   |
| xw   | 372                            | 372                        | 0   |
| DE   | 338                            | 338                        | 0   |
| RA   | 1014                           | 1014                       | 0   |
| AY   | 159                            | 159                        | 0   |
| US   | 704                            | 704                        | 0   |
| ХА   | 106                            | 106                        | 0   |
| ХҮ   | 148                            | 148                        | 0   |
| YC   | 116                            | 116                        | 0   |
| YQ   | 1266                           | 1266                       | 0   |
| XF   | 95                             | 95                         | 0   |
| FARE   | 2715.00                        | 2715.00                    | -   |
| EQUIV  | 16823                          | 16823                      | 0   |
| Total:   |                                |                            | 0   |
| 🔄 Automatic calculati  | on may be inaccurate. We recom | imend you to check it manu | ally.   |
| Ticket   |                                |                            | Fare  |
| FARE PLN 2715.00 (<br>TOTAL CZK 21146<br>EQUIV CZK 16823<br>NO RFND/CHANGE<br>MAM LO X/FRA US X<br>L US X/FRA Q79.88 | TAX 5 ND TAX 372 )             | NUB17JAN NUA17JAN          | MAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PHL US X/<br>Q79.88 LO WAW M310.30 NUC780.36END ROE3.47879 XF 95PHL (<br>FARE FUR715.00 EQU C2KL6823 TAX 5ND TAX 372W TAX 338DE<br>TAX 1014RA TAX 159AY TAX 704US TAX 106XA TAX 95XF TAX 148)<br>TAX 116YC TAX 1266YQ TOT C2K21146<br>****ADDITIONAL FEES MAY APPLY*SEE>F01.<br>S4 FB-WHNCPLLW B-1PC NB-16JAN NA-16JAN<br>S5 FB-WHNCPLLW B-1PC NB-16JAN NA-16JAN<br>S5 FB-WHNCPLLW B-1PC NB-16JAN NA-16JAN<br>INVOLUNTARY REISSUE DUE TO SCHEDULE CHANGE - NO RFND-CHANG<br>E APPLIES<br>T P01/S4-6/ET/CUS |



| Step 3. Comission and penaltie<br>PENALTY | ŝ   |           |
|---|---|-----------|
| Absent                                    |   |           |
| C EMD                                     |   |           |
| О Тах                                     |   |           |
| C Q-Surcharge                             |   |           |
| ENDORSEMENT                               |   |           |
| INVOLUNTARY REROUTING DU                  | E TO AF158 20SEP CCLD - NON ENDO- FARE RSTR COULD APPLY | <u>*</u>  |
| COMMISSION                                | TOUR CODE IT/BT   |           |
| Percents - 0                              | © None (  | С іт С вт |

Steps 4 -6 in this example would be completed as described in previous cases.

#### New ticket:

TKT: 037 2280 536194 NAME: HAVLIN/VACLAVMR ISSUED: 29NOV12 FOP:CASH PSEUDO: 5COL PLATING CARRIER: US ISO: CZ IATA: 15200054 USE CR FLT CLS DATE BRDOFF TIME ST F/B CPN FARE OPEN US 1463 W 16JAN DTWPHL 1130 OK WHNCPLLW 1 NVB16JAN NVA16JAN OPEN US 728 W 16JAN PHLFRA 1625 OK WHNCPLLW 2 NVB16JAN NVA16JAN ARPT LO 382 S 17JAN FRAWAW 0915 OK WHNCPLLW 3 NVB17JAN NVA17JAN FARE PLN 2715.00 TAX 5 ND TAX 372 XW TAX 3946 XT TOTAL CZK NO ADC INVOLUNTARY REISSUE DUE TO SCHEDULE CHANGE - NO RFND-CHANGE FEE APPLIES WAW LO X/FRA US X/CHI Q79.88 US DTT M310.30 US X/PH L US X/FRA Q79.88 LO WAW M310.30 NUC780.36END ROE3. 47879 XT PD338DE PD1014RA PD159AY PD704US PD106XA P D1625XT EXCHANGED FOR: 0379473665057 ORIGINAL ISSUE: 0379473665057PRG02JUL1215200054



## Involuntary rerouting – 2 new segments instead of the original one

Original ticket: TKT: 057 9901 730206 NAME: SZABOOVA/MICHAELAMISS ISSUED: 09NOV12 FOP:CASH PSEUDO: 79YE PLATING CARRIER: AF ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN OPEN AF 5902 R 20FEB PRGLYS 1425 OK RSR3CZ/CH0 1 ← NVB20FEB NVA20FEB OPEN AZ 7851 O 01MAR LYSVCE 0855 OK OSPEU6CH 2 NVB01MAR NVA01MAR OPEN AZ 7948 O 01MAR VCEPRG 1315 OK OSPEU6CH 3 NVB01MAR NVA01MAR 1306 TAX 525 CZ TAX 362 FR TAX 1879 XT FARE CZK TOTAL CZK 4072 REFUND/CHANGE RESTRICTIONS/APPLY AZ/AP ONLY PRG AF LYS 51.43 AZ X/VCE AZ PRG 15.44 NUC66.87END ROE19.5204 XT 26IZ236QX115HB18MJ1484YR RLOC 1G L4LWHY 1A ZKVJK5

Changed itinerary: L4LWHY/28 BRQNT MTRG128 AG 99999992 08NOV 1.1SZABO/MIROSLAVMR 2.1SZABOOVA/MICHAELAMISS\*P-C08 1. AF 1383 R 20FEB PRGCDG HK2 1010 1155 O\* E WE 1 ← 2. AF 7644 R 20FEB CDGLYS HK2 1320 1430 O\* E WE 1 ← 3. AZ 7851 O 01MAR LYSVCE HK2 0855 1015 O\* E FR OPERATED BY AIR FRANCE 4. AZ 7948 O 01MAR VCEPRG HK2 1315 1440 O\* E FR OPERATED BY AIRONE SPA

| Globa | al Exchange Manage                               | er                   |   | User mai   | nual Language: EN | RU | FR |
|-------|--|----------------------|---|--|-------------------|----|----|
|       | 1. Get started<br>an action to perform<br>ACTION |                      |   |  |                   |    |    |
| ۲     | Reissue (your calculation will b                 | e saved and you v    | vill be able to issue ticket)                 |  |                   |    |    |
| 0     | Informative calculation only (yo                 | our calculation will | not be saved)                                 |  |                   |    |    |
| Selec | t ticket<br>TICKET NUMBER                        | ISSUE DATE           | PASSENGER                                     | SEGMENTS   | AMOUN             | т  |    |
| 0     |  | (Custom ticket nu    | mber)   |  |                   |    |    |
| C     | 0579901730205                                    | 09NOV12              | SZABO/MIROSLAV MR                             | OPEN         PRG → LYS / 20FEB / AF 5902           OPEN         LYS → VCE / 01MAR / AZ 7851           OPEN         VCE → PRG / 01MAR / AZ 7948 | 4220CZ            | ¢  |    |
| C     | 0579901730206                                    | 09NOV12              | SZABOOVA/MICHAELA MISS                        | OPEN         PRG → LYS / 20FEB / AF 5902           OPEN         LYS → VCE / 01MAR / AZ 7851  | 4072CZ            | ¢  |    |
|       | GEM EXCHANGE AGREEMENT                           | г                    |   |  |                   |    |    |
| ✓     | I confirm I have checked all Far                 | res and Fare rules   | applied to the original ticket – Category 16. |  |                   |    |    |

"Involuntary rerouting" option is based on ticketing data shown on the original ticket and manual mask is automatically updated but the agent needs to specify the segment from the original ticket to be used for each segment update of the new ticket.



In this case Fare basis, validity and baggage used for coupon 1 (PRG-LYS) of the original ticket should be used for sector 1 and 2 of the new ticket (PRG-PAR-LYS). Fare basis, validity and baggage used for coupon 2 (LYS-VCE) of the original ticket should be used for sector 3 of the new ticket and Fare basis, validity and baggage used for coupon 3 (VCE-PRG) of the original ticket should be used for sector 4 of the new ticket.

| New fare quote   |                         |                |                |           |      |          |
|--|-------------------------|----------------|----------------|-----------|------|----------|
| FQ calculation Involuntary rerouting HFF qu                            | uote Manual             |                |                |           |      |          |
| Passengers   |                         |                |                |           |      |          |
| C 1. SZABO/MIROSLAV MR   |                         |                |                |           |      |          |
|  |                         |                |                |           |      |          |
| 2. SZABOOVA/MICHAELA MISS  |                         |                |                |           |      |          |
| C 2. SZABOOVA/MICHAELA MISS  |                         |                |                |           |      |          |
| 2. SZABOOVA/MICHAELA MISS  Segments (select all segments)              |                         |                |                |           |      |          |
|  | FAREBA SIS/TD           | NVB            | NVA            | BG        | X HF | FF SEG # |
|  | FAREBA SIS/TD<br>RSR3CZ | NVB<br>20FEB13 | NVA<br>20FEB13 | BG<br>1PC |      | FF SEG # |
| Segments (select all segments)   |                         |                |                |           | 0 1  |          |
| Segments (select all segments)<br>□ 1. PRG → CDG / 20FEB / AF 1383 / R | RSR3CZ                  | 20FEB13        | 20FEB13        | 1PC       | 0 1  | 1 💌      |



## HFF segments should be changed as follows:

| Passengers  |   |   |                          |             |          |       |
|---|---|---|--------------------------|-------------|----------|-------|
| C 1. SZABO/MIROSLAV MR  |   |   |                          |             |          |       |
| 2. SZABOOVA/MICHAELA MISS   | 3   |   |                          |             | <i>₽</i> |       |
|   |   |   |                          |             | °        |       |
| Segments (select all segments)  |   |   |                          |             |          |       |
|   | FAREBASIS/TD                                      | NVB   | NVA                      | BG          | X HF     | F SEG |
| I. PRG → CDG / 20FEB / AF 13  | RSR3CZ  | 20FEB13   | 20FEB13                  | 1PC         | X 1      | •     |
| Z. CDG → LYS / 20FEB / AF 76  | 644 / R RSR3CZ                                    | 20FEB13   | 20FEB13                  | 1PC         | 0 1      | •     |
| I 3. LYS → VCE / 01MAR / AZ 7   | 851 / 0 OSPEU6                                    | 01MAR13   | 01MAR13                  | 1PC         | X 2      | •     |
| ✓ 4. VCE → PRG / 01MAR / AZ 7   | 948 / O OSPEU6                                    | 01MAR13   | 01MAR13                  | 1PC         | 3        | •     |
| T   |   |   |                          |             |          |       |
| Taxes<br>VALUE / TYPE   | VALUE / TYPE                                      | VALUE / TYPE  |                          | VALUE / TYP | F        |       |
|   |   |   |                          |             |          |       |
| 1. 525 / CZ   | 2. 362 / FR                                       | 3. 26   | IZ                       | 4. 236      | / QX     |       |
| 5. 115 / HB   | 6. 18 / MJ  | 7. 1484   | / YR                     | 8.          | /        |       |
|   |   |   |                          |             |          |       |
| Calculation details   |   |   |                          |             |          |       |
| Calculation details   | EQUIV   | TOTAL   |                          |             | ROE      |       |
|   | EQUIV   |   | 4220                     | ]           | ROE      |       |
| FARE  | EQUIV   |   |                          | ]           |          |       |
| FARE  | EQUIV   |   |                          | ]           |          |       |
| CZK 1454  | EQUIV   |   |                          | ]           |          |       |
| FARE CZK 1454 Additional information  |   | CZK   | 4220                     | )<br>P ONLY |          |       |
| FARE CZK 1454 Additional information Endorsement:   |   | CZK   | 4220                     | ° ONLY      |          |       |
| FARE CZK 1454 Additional information Endorsement: INVOLUNTARY REROUTING DU  |   | CZK   | 4220                     | P ONLY      |          |       |
| FARE CZK 1454 Additional information Endorsement: INVOLUNTARY REROUTING DU Fare construction:   | E TO AF6902 20FEB CCLD - R                        | CZK   | 4220                     | ° ONLY      |          |       |
| FARE CZK 1454 Additional information Endorsement: INVOLUNTARY REROUTING DU  | E TO AF6902 20FEB CCLD - R                        | CZK   | 4220                     | P ONLY      |          |       |
| FARE CZK 1454 Additional information Endorsement: INVOLUNTARY REROUTING DU Fare construction:   | E TO AF6902 20FEB CCLD - R                        | CZK   | 4220                     | PONLY       |          |       |
| FARE          CZK       1454         Additional information         Endorsement:         INVOLUNTARY REROUTING DU         Fare construction:         PRG AF LYS 51.43 AZ X/VCE AZ F | E TO AF6902 20FEB CCLD - RI                       | CZK   | 4220                     | ○ ONLY      |          |       |
| FARE CZK 1454 Additional information Endorsement: INVOLUNTARY REROUTING DU Fare construction:   | E TO AF6902 20FEB CCLD - RI                       | CZK   | 4220                     | P ONLY      |          |       |
| FARE CZK 1454 Additional information Endorsement: INVOLUNTARY REROUTING DU Fare construction: PRG AF LYS 51.43 AZ X/VCE AZ F  | E TO AF6902 20FEB CCLD - RI                       | CZK   | 4220                     | P ONLY      |          |       |
| FARE CZK 1454 Additional information Endorsement: INVOLUNTARY REROUTING DU Fare construction: PRG AF LYS 51.43 AZ X/VCE AZ F Please check your HFF fare quote                       | E TO AF6902 20FEB CCLD - RI                       | EFUND-CHANGE RESTRICT                                     | 4220<br>IONS APPLY AZ/AF |             | 19.5204  | 09NO  |
| FARE CZK 1454 Additional information Endorsement: INVOLUNTARY REROUTING DU Fare construction: PRG AF LYS 51.43 AZ X/VCE AZ F Please check your HFF fare quote                       | E TO AF6902 20FEB CCLD - RI<br>PRG 15.44 NUC66.87 | EFUND-CHANGE RESTRICT                                     | 4220<br>IONS APPLY AZ/AF |             | 19.5204  |       |
| FARE CZK 1454 Additional information Endorsement: INVOLUNTARY REROUTING DU Fare construction: PRG AF LYS 51.43 AZ X/VCE AZ F Please check your HFF fare quote Ticket                | E TO AF6902 20FEB CCLD - RI<br>PRG 15.44 NUC66.87 | EFUND-CHANGE RESTRICT<br>Fare<br>FQ1 - S1-3<br>P1 SZABO/1 | 4220<br>IONS APPLY AZ/AF | ADT G E     | 19.5204  | 205   |



| Step 3. Comission and penalties<br>PENALTY |                                      |                  |   |
|--|--------------------------------------|------------------|---|
| <ul> <li>Absent</li> </ul>                 |                                      |                  |   |
| C EMD                                      |                                      |                  |   |
| C Tax                                      |                                      |                  |   |
| C Q-Surcharge                              |                                      |                  |   |
| ENDORSEMENT                                |                                      |                  |   |
| INVOLUNTARY REROUTING DUE                  | TO AF158 20SEP CCLD - NON ENDO- FARE | RSTR COULD APPLY | × |
| COMMISSION                                 | TOUR CODE                            | IT/BT            |   |
| Percents  0                                |                                      | © None C IT C BT |   |

Steps 4-6 in this example would be completed as described in previous cases.

#### New ticket:

| TKT: 057 99 | 01 73037 | 7 NAME:      | SZABOOVA,  | /MICHAELAMI  | SS         |       |
|-------------|----------|--------------|------------|--------------|------------|-------|
| ISSUED: 29N | JOV12    | FOP:CA       | ASH        |              |            |       |
| PSEUDO: 79Y | E PLATI  | NG CARRIER:  | AF ISO:    | CZ IATA:     | 99999992   |       |
| USE CR      | FLT CLS  | DATE BRDON   | FF TIME S  | ST F/B       | FARE       | CPN   |
| OPEN AF     | 1383 R   | 20FEB PRGCI  | DG 1010 (  | OK RSR3CZ    |            | 1     |
|             |          |              |            | NVB20FEB     | NVA20FEB   |       |
| OPEN AF     | 7644 R   | 20FEB CDGLY  | rs 1320 (  | OK RSR3CZ    |            | 2     |
|             |          |              |            | NVB20FEB     | NVA20FEB   |       |
| OPEN AZ     | 7851 O   | 01MAR LYSVO  | CE 0855 (  | OK OSPEU6    |            | 3     |
|             |          |              |            | NVB01MAR     | NVA01MAR   |       |
| OPEN AZ     | 7948 O   | 01MAR VCEPH  | RG 1315 (  | OK OSPEU6    |            | 4     |
|             |          |              |            | NVB01MAR     | NVA01MAR   |       |
| FARE CZK    | 1306 TA  | X 525 CZ     | TAX 3      | 62 FR TAX    | 1879 XT    |       |
| TOTAL NO AL | DC       |              |            |              |            |       |
| INVOLUNI    | ARY RERO | UTING DUE TO | D/AF6902 2 | 20FEB CCLD · | -/REFUND-C | CHANG |
| E RESTRI    | CTIONS   |              |            |              |            |       |
|             |          |              |            |              |            |       |
|             |          |              |            |              |            |       |

 PRG AF LYS
 51.43 AZ X/VCE AZ PRG
 15.44 NUC66.87END

 ROE19.5204
 XT PD26IZ PD236QX PD115HB PD18MJ PD1484YR

 EXCHANGED FOR:
 0579901730206

 ORIGINAL ISSUE:
 0579901730206PRG09N0V1299999992

 RLOC 1G L4LWHY
 1A ZKVJK5



## Involuntary rerouting – manual mask

| Original ticket:  |     |
|---|-----|
| TKT: 157 9901 730220-221 NAME: NACHAZELOVA/HANAMRS      |     |
| CC: AX3739000000000                                     |     |
| ISSUED: 13NOV12 FOP:AX37390000000000-123456             |     |
| PSEUDO: 79YE PLATING CARRIER: QR ISO: CZ IATA: 99999992 |     |
| USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE             | CPN |
| ARPT LH 1395 W 10APR PRGFRA 1210 OK HHEE3MCZ            | 1   |
| NVB10APR NVA10APF                                       | 2   |
| OPEN QR 26 H 10APR FRADOH 1530 OK HHEE3MCZ              | 2   |
| NVB10APR NVA10APF                                       | Ł   |
| OPEN QR 610 H 11APR DOHBKK 0805 OK HHEE3MCZ             | 3   |
| NVB11APR NVA11APF                                       |     |
| OPEN QR 609 H 16APR BKKDOH 0240 OK HHEE3MCZ             | 4   |
| NVB16APR NVA16APF                                       | Ł   |
| 221   |     |
| OPEN QR 21 H 17APR DOHCDG 0145 OK HHEE3MCZ              | 1   |
| ~<br>NVB17APR NVA17APF                                  |     |
| ARPT OK 759 Q 17APR CDGPRG 0950 OK HHEE3MCZ             | 2   |
| ~ NVB17APR NVA17APF                                     |     |
| FARE CZK 12500 TAX 565 CZ TAX 515 RA TAX 6865 XT        |     |
| TOTAL CZK 20445   |     |
| NON END/VALID ON QR/OAL ONLY                            |     |
| PRG LH X/FRA QR X/DOH QR BKK 320.17 QR X/DOH QR X/P     |     |
| AR OK PRG 320.17 NUC640.34END ROE19.5204 XT 99PZ436     |     |
| TS411FR1730X5746YO                                      |     |
| 101111111,02110,1012                                    |     |
| Changed it in any dama in new DNP.                      |     |

#### Changed itinerary done in new PNR:

| LNAC | THAZEI                     | LOV   | /A/HANAN  | 1RS   |   |  |   |   |  |  |   |
|------|----------------------------|---|---|---|---|--|---|---|--|--|---|
| LH   | 1689                       | W   | 10APR   | PRGMUC  | HK1   | 0935   | 1025  | 0*  | E  | WE   |   |
| QR   | 10                         | Η   | 10APR   | MUCDOH  | HK1   | 1210   | 1850  | 0*  | E  | WE   | 1   |
| QR   | 612                        | Η   | 10APR   | DOHBKK  | HK1   | 2055   | #0745   | 0*  | E  | WE   | 1   |
| QR   | 617                        | Q   | 17APR   | BKKDOH  | HK1   | 2030   | 2320  | 0*  | E  | WE   | 2   |
| QR   | 97                         | Q   | 18APR   | DOHCPH  | HK1   | 0210   | 0740  | 0*  | E  | ΤН   | 2   |
| OK   | 505                        | Х   | 18APR   | CPHPRG  | HK1   | 0900   | 1020  | 0*  | E  | ΤН   |   |
|      | LH<br>QR<br>QR<br>QR<br>QR | LH 1689<br>QR 10<br>QR 612<br>QR 617<br>QR 97 | LH 1689 W<br>QR 10 H<br>QR 612 H<br>QR 617 Q<br>QR 97 Q | LH 1689 W 10APR<br>QR 10 H 10APR<br>QR 612 H 10APR<br>QR 617 Q 17APR<br>QR 97 Q 18APR | QR         10         H         10APR         MUCDOH           QR         612         H         10APR         DOHBKK           QR         617         Q         17APR         BKKDOH           QR         97         Q         18APR         DOHCPH | LH 1689 W 10APR PRGMUC HK1<br>QR 10 H 10APR MUCDOH HK1<br>QR 612 H 10APR DOHBKK HK1<br>QR 617 Q 17APR BKKDOH HK1<br>QR 97 Q 18APR DOHCPH HK1 | LH         1689         W         10APR         PRGMUC         HK1         0935           QR         10         H         10APR         MUCDOH         HK1         1210           QR         612         H         10APR         DOHBKK         HK1         2055           QR         617         Q         17APR         BKKDOH         HK1         2030           QR         97         Q         18APR         DOHCPH         HK1         0210 | LH         1689         W         10APR         PRGMUC         HK1         0935         1025           QR         10         H         10APR         MUCDOH         HK1         1210         1850           QR         612         H         10APR         DOHBKK         HK1         2055         #0745           QR         617         Q         17APR         BKKDOH         HK1         2030         2320           QR         97         Q         18APR         DOHCPH         HK1         0210         0740 | INACHAZELOVA/HANAMRS         LH 1689 W       10APR PRGMUC HK1       0935       1025       0*         QR       10 H       10APR MUCDOH HK1       1210       1850       0*         QR       612 H       10APR DOHBKK HK1       2055       #0745       0*         QR       617 Q       17APR BKKDOH HK1       2030       2320       0*         QR       97 Q       18APR DOHCPH HK1       0210       0740       0*         OK       505 X       18APR CPHPRG HK1       0900       1020       0* | LH       1689 W       10APR       PRGMUC       HK1       0935       1025       O*       E         QR       10 H       10APR       MUCDOH       HK1       1210       1850       O*       E         QR       612 H       10APR       DOHBKK       HK1       2055       #0745       O*       E         QR       617 Q       17APR       BKKDOH       HK1       2030       2320       O*       E         QR       97 Q       18APR       DOHCPH       HK1       0210       0740       O*       E | LH         1689         W         10APR         PRGMUC         HK1         0935         1025         O*         E         WE           QR         10         H         10APR         MUCDOH         HK1         1210         1850         O*         E         WE           QR         612         H         10APR         DOHBKK         HK1         2055         #0745         O*         E         WE           QR         617         Q         17APR         BKKDOH         HK1         2030         2320         O*         E         WE           QR         97         Q         18APR         DOHCPH         HK1         0210         0740         O*         E         TH |

| Glob  | al Exchange Manager                                     |                                    |           |          | User manual | Language: | EN | RU | FR |
|-------|---|------------------------------------|-----------|----------|-------------|-----------|----|----|----|
|       | o 1. Get started<br>et an action to perform<br>ACTION   |                                    |           |          |             |           |    |    |    |
| ۲     | Reissue (your calculation will be saved and you will b  | be able to issue ticket)           |           |          |             |           |    |    |    |
| 0     | Informative calculation only (your calculation will not | be saved)                          |           |          |             |           |    |    |    |
| Selec | ct ticket   |                                    |           |          |             |           |    |    |    |
|       | TICKET NUMBER   | ISSUE DATE                         | PASSENGER | SEGMENTS | 5           | AMOUNT    |    |    |    |
| œ     | 1579901730220   | (Custom ticket number)             |           |          |             |           |    |    |    |
|       | GEM EXCHANGE AGREEMENT                                  |                                    |           |          |             |           |    |    |    |
| ✓     | I confirm I have checked all Fares and Fare rules app   | plied to the original ticket – Cat | egory 16. |          |             |           |    |    |    |

It is not possible to use "Involuntary rerouting" or "HFF quote" tab because there is no Filed Fare History when quite new PNR is used for exchange. Therefore "Manual mask" has to be used.



| -     | 2. Fare calculation<br>ECT FARE QUOTE                 |
|-------|---|
| C     | New fare quote  |
|       | Calculate   |
| SELEC | ICT FARE QUOTE  |
|       | FQ calculation Involuntary rerouting HFF quote Manual |
|       | Passengers  |

| Segments (select all segments)   |         |              |     |      |    |      |
|--|---------|--------------|-----|------|----|------|
|  |         | FAREBASIS/TD | NVB | S NV | /A | BG X |
| I. PRG → MUC / 10APR / LH 10   | 689 / W |              |     |      |    | (    |
| $\square  2. \text{ MUC} \rightarrow \text{DOH} / 10 \text{APR} / \text{QR} 1$ | 0 / H   |              |     |      |    | (    |
| □ 3. DOH → BKK / 10APR / QR 6  | 12 / H  |              |     |      |    |      |
| 4. BKK $\rightarrow$ DOH / 17APR / QR 6  | 17 / Q  |              |     |      |    | (    |
| 5. DOH $\rightarrow$ CPH / 18APR / QR 9  | 7 / Q   |              |     |      |    | (    |
| 6. CPH $\rightarrow$ PRG / 18APR / OK 50                                       | 05/X    |              |     |      |    |      |
| Taxes  |         |              |     |      |    |      |

| Calculation details    |       |       |     |
|------------------------|-------|-------|-----|
| FARE                   | EQUIV | TOTAL | ROE |
|                        |       |       |     |
| Additional information |       |       |     |
| Additional information |       |       |     |
|                        |       |       |     |



|   |                 | FAREBASIS/TD             | NVB                              | NVA     | BG   | x |
|---|-----------------|--------------------------|----------------------------------|---------|------|---|
| I. PRG → MUC / 10APR  | / LH 1689 / W   | HHEE3MCZ                 | 10APR13                          | 10APR13 | 1PC  | X |
| Z. MUC → DOH / 10APR  | / QR 10 / H     | HHEE3MCZ                 | 10APR13                          | 10APR13 | 1PC  | Х |
| 3. DOH → BKK / 10APR  | / QR 612 / H    | HHEE3MCZ                 | 10APR13                          | 10APR13 | 1PC  | 0 |
| ✓ 4. BKK → DOH / 17APR  | / QR 617 / Q    | HHEE3MCZ                 | 17APR13                          | 17APR13 | 1PC  | X |
| 5. DOH → CPH / 18APR  | / QR 97 / Q     | HHEE3MCZ                 | 18APR13                          | 18APR13 | 1PC  | Х |
| 6. CPH → PRG / 18APR  | / OK 505 / X    | HHEE3MCZ                 | 18APR13                          | 18APR13 | 1PC  |   |
| VALUE / TYPE  | VALUE / T       | / RA                     | 3. 99 / PZ                       | 4. 436  |      |   |
| Taxes   |                 |                          |                                  |         |      |   |
| 4 505   | 0 545           | (                        | 3 99 / P7                        | 4, 436  | / TS |   |
| 1. 565 / CZ   | 2. 515          | / KA                     | 0.00                             |         |      |   |
| 5. 411 / FR   | 6. 173          | / QX                     | 7. 5746 / YQ                     | 8.      | /    |   |
| 5. 411 / FR   |                 | / QX<br>More             | 7. 5746 / YQ                     |         |      |   |
| 5. 411 / FR<br>Calculation details  | 6. 173          | / QX<br>More             | 7. 5746 / YQ                     |         | , L  |   |
| 5. 411 / FR<br>Calculation details  | 6. 173<br>EQUI  | V                        | 7. 5746 / YQ<br>e taxes<br>TOTAL |         | /    |   |
| 5. 411 / FR<br>Calculation details<br>FARE<br>CZK 12500<br>Additional information<br>Endorsement:   | 6. 173<br>EQUIN | V<br>LE CHANGE - NON END | 7. 5746 / YQ<br>e taxes<br>TOTAL |         | , L  |   |
| 5. 411 / FR<br>Calculation details<br>FARE<br>CZK 12500<br>Additional information<br>Endorsement:<br>INVOLUNTERY REROUTIN<br>Fare construction: | 6. 173<br>EQUIN | V<br>LE CHANGE - NON END | 7. 5746 / YQ<br>e taxes<br>TOTAL |         | , L  |   |

| Ő | CEE            |
|---|----------------|
|   | TRAVEL SYSTEMS |

| ΤΑΧ ΤΥΡΕ         | TICKET VALUE   | FARE VALUE                   | ADDITIONAL COLLECTION  |
|------------------|--|------------------------------|--|
| cz               | 565  | 565                          | 0  |
| RA               | 515  | 515                          | 0  |
| PZ               | 99   | 99                           | 0  |
| TS               | 436  | 436                          | 0  |
| FR               | 411  | 411                          | 0  |
| QX               | 173  | 173                          | 0  |
| YQ               | 5746   | 5746                         | 0  |
| FARE             | 12500  | 12500                        | 0  |
| Total:           |  |                              | 0  |
| Automatic calcul | ation may be inaccurate. We                              | recommend you to check it ma | nually.  |
| Ticket           |  |                              | Fare   |
|                  | Q 17APR CDGPRG 0950                                      | NVB17APR NVA17APF            | FB1 - S1-6 30NOV12 3<br>P1 NACHAZELOVA/HANAMRS ADT B CZK 2C<br>PRG LH X/FRA QR X/DOH QR BKK 320.17 QR X/DOH QR X/PAR OK I<br>20.17 NUC640.34END ROE19.5204   |
| TOTAL CZK 2044   | D TAX 565 CZ TAX<br>45<br>D ON QR/OAL ONLY               | 515 RA TAX 6865 XT           | FARE CZK12500 TAX 565CZ TAX 515RA TAX 99PZ TAX 436TS<br>TAX 411FR TAX 173QX TAX 5746YQ TOT CZK20445<br>***ADDITIONAL FEES MAY APPLY*SEE>F01.<br>S1 FB-HHEE3MCZ B-1PC NB-10APR NA-10APR<br>S2 FB-HHEE3MCZ B-1PC NB-10APR NA-10APR |
|                  | X/DOH QR BKK 320.17 QF<br>7 NUC640.34END ROE19.52<br>6YQ |                              | S2 FD-HHELSMCZ B-IFC NB-IOAFR NA-IOAFR<br>S3 FB-HHELSMCZ B-IFC NB-IOAPR NA-IOAPR<br>S4 FB-HHELSMCZ B-IFC NB-IAPR NA-ITAPR<br>S5 FB-HHELSMCZ B-IFC NB-181DD NB-183DD  |
| <                |  |                              |  |

| Absent                   |   |                      |   |
|--------------------------|---|----------------------|---|
| EMD                      |   |                      |   |
| Tax                      |   |                      |   |
| Q-Surcharge              |   |                      |   |
| NDORSEMENT               |   |                      |   |
|                          |   |                      |   |
| NVOLUNTARY REBOOKING DU  | IE TO SCHEDULE CHANGE - QS ONLY.NO RI             | BKG-NO RERTG NON-REF | * |
| NVOLUNTARY REBOOKING DU  | E TO SCHEDULE CHANGE - DS ONLY.NO R               | BKG-NO RERTG NON-REF | × |
| INVOLUNTARY REBOOKING DU | E TO SCHEDULE CHANGE - DS ONLY.NO RE<br>TOUR CODE | BKG-NO RERTG NON-REF | * |

Next steps are the same as in the previous examples.



## HFF quote

FQ calculation x HFF quote:

Original ticket: TKT: 125 9902 091764 NAME: KLIMOVA/MISAMRS ISSUED: 10JUL14 FOP:CASH PSEUDO: 79YE PLATING CARRIER: BA ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN OPEN BA 863 K 15AUG PRGLHR 1335 OK KHWE1EU 1 NVB15AUG NVA15AUG OPEN BA 203 K 15AUG LHRBOS 1700 OK KHWE1EU 2 NVB15AUG NVA15AUG OPEN BA 202 N 30SEP BOSLHR 2245 OK NHXE2EU 3 NVB30SEP NVA30SEP OPEN BA 860 S 010CT LHRPRG 1155 OK NHXE2EU 4 NVB010CT NVA010CT FARE CZK 24025 TAX 583CZ TAX 2003UB TAX 7377XT TOTAL CZK 33988 RESTRICTIONS APPLY/NONREFUNDABLE PRG BA X/LON BA BOS M694.68 BA X/LON BA PRG M495.32 NUC1190.00END ROE20.1889 XT 52AY718US103XA144XY113 YC6154YQ93XF BOS4.5 RLOC 1G N4G4HK 1A YCKA2C Changed itinerary: N4G4HK/37 BRQNH N347373 AG 99999992 10JUL 1.1KLIMOVA/MISAMRS 1. BA 863 K 15AUG PRGLHR HK1 1335 1440 O\* EFR 1

|          |     |   |   |    |   |    |       |      |     | -      |       |   |     |    |    |
|----------|-----|---|---|----|---|----|-------|------|-----|--------|-------|---|-----|----|----|
|          |     |   | 1 | FR | E | 0* | 1910  | 1700 | HK1 | LHRBOS | 15AUG | Κ | 203 | ΒA | 2. |
| segments | new | ← |   | SA | Ε | 0* | #1005 | 2245 | HK1 | BOSLHR | 180CT | Ν | 202 | ΒA | З. |
| segments | new | ← |   | SU | E | 0* | 1925  | 1625 | HK1 | LHRPRG | 190CT | S | 856 | BA | 4. |
|          |     |   |   |    |   |    |       |      |     |        |       |   |     |    |    |

#### 1/

New Fare quote - GEM option 1 - FQ calculation used:

|         | ( Oct started                |                              |                             |                                 |       |     |  |
|---------|------------------------------|------------------------------|-----------------------------|---------------------------------|-------|-----|--|
|         | 1. Get started               |                              |                             |                                 |       |     |  |
| ielec   | t an action to perform       |                              |                             |                                 |       |     |  |
|         | ACTION                       |                              |                             |                                 |       |     |  |
| ۲       | Reissue (your calculation w  | ill be saved and you wi      | Il be able to issue ticket) |                                 |       |     |  |
| $\circ$ | Informative asleulation ask  | Average a leader to a will a | at he equal)                |                                 |       |     |  |
| 0       | Informative calculation only | (your calculation will n     | bi be saved)                |                                 |       |     |  |
| elec    | t ticket                     |                              |                             |                                 |       |     |  |
|         | TICKET NUMBER                | ISSUE DATE                   | PASSENGER                   | SEGMENTS                        | AMOL  | NT  |  |
| 0       |                              | (Custom ticket               | number)                     |                                 |       |     |  |
|         |                              | •                            | *                           |                                 |       |     |  |
| ۲       | 1259902091764                | 10JUL14                      | KLIMOVA/MISA MRS            | OPEN PRG → LHR / 15AUG / BA 863 | 33988 | CZK |  |
|         |                              |                              |                             | OPEN LHR → BOS / 15AUG / BA 203 |       |     |  |
|         |                              |                              |                             | OPEN BOS → LHR / 30SEP / BA 202 |       |     |  |
|         |                              | MENT                         |                             |                                 |       |     |  |



| Step 2. Fare calcu<br>SELECT FARE QUO |                       |           |        |  |
|---------------------------------------|-----------------------|-----------|--------|--|
| New fare quote     FQ cancellation    | Involuntary rerouting | HFF quote | Manual |  |
| Calculate                             |                       |           |        |  |

| Step 2. Fare calculation  |
|---|
| SELECT FARE QUOTE   |
| New fare quote  |
| FQ calculation Involuntary rerouting HFF quote Manual   |
| Passengers  |
| 1. KLIMOVA/MISA MRS   |
|   |
| Segments (select all segments)  |
| SEGMENT   |
| I. FACTIVE HK1 PRG → LHR / 15AUG / BA 863 / K   |
| Image: Active HKT LHR → BOS / 15AUG / BA 203 / K  |
| 3. ACTIVE HKT BOS → LHR / 180CT / BA 202 / N  |
| ✓ 4. ACTIVE HK1 LHR → PRG / 19OCT / BA 856 / S  |
|   |
| Calculation type  |
| Before departure (FQ) If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used - check Fare Rules. |
| O After departure (FQ.T)  |
| O FQ with options FQ/P1/S1.2.3.4/   |
| О ғо.н  |
|   |
| Additional options  |
| ACCOUNT CODE PTC CURRENCY OPTIONAL FQ MODIFIER  |
| ADT   |
|   |
| Calculate   |
|   |



| AX TYPE | TICKET VALUE | FARE VALUE | ADDITIONAL COLLECTION |
|---------|--------------|------------|-----------------------|
| z       | 583          | 583        | 0                     |
| JB      | 2003         | 2003       | 0                     |
| AY      | 52           | 52         | 0                     |
| US      | 718          | 718        | 0                     |
| XA      | 103          | 103        | 0                     |
| хү      | 144          | 144        | 0                     |
| YC      | 113          | 113        | 0                     |
| YQ      | 6154         | 6154       | 0                     |
| XF      | 93           | 93         | 0                     |
| FARE    | 24025        | 24300      | 275                   |
| Total:  |              |            | 275                   |

There is the difference in Fare because instead of **midweek Fare NHXE2EU weekend Fare NHWE2EU must be used.** 

| Step 4. Exchange mask<br>FORM OF PAYMENT  |                                   | ADDITIONAL ( | COLLECTION |
|---|-----------------------------------|--------------|------------|
| Cash  |                                   | 275          | СХК        |
| Invoice / Credit card / Other:  |                                   | 0            | СХК        |
| Invoice / Credit card / Other:  | (For example: VI1234567890"D1219) | 0            | СХК        |
| Add collection required: 275 CZK<br>Fields marked with asterisk (*) are required. |                                   |              |            |



New ticket: TKT: 125 9902 091765 NAME: KLIMOVA/MISAMRS ISSUED: 10JUL14 FOP:CASH/CASH PSEUDO: 79YE PLATING CARRIER: BA ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B CPN FARE OPEN BA 863 K 15AUG PRGLHR 1335 OK KHWE1EU 1 NVB15AUG NVA15AUG OPEN BA 203 K 15AUG LHRBOS 1700 OK KHWE1EU 2 NVB15AUG NVA15AUG OPEN BA 202 N 180CT BOSLHR 2245 OK NHWE2EU 3 NVB180CT NVA180CT OPEN BA 856 S 190CT LHRPRG 1625 OK NHWE2EU 4 NVB190CT NVA190CT 4 93XF TAX FARE CZK 24300 TAX 583CZ TAX 9287XT TOTAL CZK 275A RESTRICTIONS APPLY/NONREFUNDABLE PRG BA X/LON BA BOS M694.68KHWE1EU BA X/LON BA PRG M508.94NHWE2EU NUC1203.62END ROE20.1889 XT PD2003UB PD52AY PD718US PD103XA PD144XY PD6267XT PD93XF EXCHANGED FOR: 1259902091764 ORIGINAL ISSUE: 1259902091764PRG10JUL1499999992 RLOC 1G N4G4HK 1A YCKA2C When GEM option 1 - FQ calculation - is used then the changed itinerary is recalculated using >FQ< entry, the appropriate difference is collected and ticket validity (dates in NVB / NVA fields) is automatically changed according to the new dates. 

#### 2/ New Fare quote - GEM option 4 - HFF quote used:

The new calculation is not done, the Filed Fare is only copied from PNR history. Using "HFF quote" option is not suitable in this case and it is <u>only on the agent</u> responsibility. It can be used only in some special nonstandard situations when the first option - FQ calculation - cannot be used, for example for name change of the group ticket.

| Glob | al Exchange Manage  | r                    |  |                                 | User manual | Language: | EN | RU | FR |  |  |  |
|------|---|----------------------|--|---------------------------------|-------------|-----------|----|----|----|--|--|--|
|      |   |                      |  |                                 |             |           |    |    |    |  |  |  |
| Ste  | p 1. Get started  |                      |  |                                 |             |           |    |    |    |  |  |  |
| Sele | ct an action to perform   |                      |  |                                 |             |           |    |    |    |  |  |  |
|      | ACTION  |                      |  |                                 |             |           |    |    |    |  |  |  |
| ۲    | Reissue (your calculation will be saved and you will be able to issue ticket) |                      |  |                                 |             |           |    |    |    |  |  |  |
| 0    | Informative calculation only (your calculation will not be saved)             |                      |  |                                 |             |           |    |    |    |  |  |  |
| Sele | Select ticket   |                      |  |                                 |             |           |    |    |    |  |  |  |
|      | TICKET NUMBER   | ISSUE DATE           | PASSENGER                                | 8EGMENT8                        |             | AMOUN     | T  |    |    |  |  |  |
| 0    |   | (Custom ticket nun   | nber)                                    |                                 |             |           |    |    |    |  |  |  |
| ۲    | 1259902091764   | 10JUL14              | KLIMOVA/MISA MRS                         | OPEN PRG → LHR / 15AUG / BA 863 |             | 33988C    | zĸ |    |    |  |  |  |
|      |   |                      |  | OPEN LHR → BOS / 15AUG / BA 203 |             |           |    |    |    |  |  |  |
|      |   |                      |  | OPEN BOS → LHR / 30SEP / BA 202 |             |           |    |    |    |  |  |  |
|      |   |                      |  | OPEN LHR → PRG / 01OCT / BA 860 |             |           |    |    |    |  |  |  |
| 0    | 1259902091765   | 10JUL14              | KLIMOVA/MISA MRS                         | USED                            |             | 275CZK    |    |    |    |  |  |  |
|      | 1258902091784   |                      |  |                                 |             |           |    |    |    |  |  |  |
|      | GEM EXCHANGE AGREEMENT  |                      |  |                                 |             |           |    |    |    |  |  |  |
| 7    | I confirm I have checked all Fare   | s and Fare rules app | lied to the original ticket – Category 1 | 6.                              |             |           |    |    |    |  |  |  |



| Step 2. Fare calculation SELECT FARE QUOTE                                |
|---|
| New fare quote      FQ calculation Involuntary rerouting HFE quote Manual |
| Calculate   |

| New fare quote   |                                 |                   |                |           |          |           |
|--|---------------------------------|-------------------|----------------|-----------|----------|-----------|
| FQ calculation Involuntary rerouting HFF quote Mar   | nual                            |                   |                |           |          |           |
| Note: Please take into account that no calculation is done and                                     | all data are only copied from F | led Fare History. |                |           |          |           |
| Passengers   |                                 |                   |                |           |          |           |
| 1. KLIMOVA/MISA MRS  |                                 |                   |                |           |          |           |
|  |                                 |                   |                |           |          |           |
|  |                                 |                   |                |           |          |           |
| Passenger type   |                                 |                   |                |           |          |           |
| Passenger type   |                                 |                   |                |           |          |           |
| Passenger type ADT   |                                 |                   |                |           |          |           |
|  |                                 |                   |                |           |          |           |
|  |                                 |                   |                |           |          |           |
| ADT  | FAREBASIS/TD                    | NVB               | NVA            | BG        | x        | HFF SEG # |
| ADT Segments (select all segments) SEGMENT   |                                 |                   |                |           |          |           |
| ADT<br>Segments (select all segments)<br>SEGMENT<br>✓ 1. ACTIVE HKT PRG → LHR / 15AUG / BA 863 / K | FAREBASIS/TD<br>KHWE1EU         | NVB<br>15AUG14    | NVA<br>15AUG14 | BG<br>1PC | <b>X</b> | 1         |
| ADT Segments (select all segments) SEGMENT   |                                 |                   |                |           |          |           |
| ADT<br>Segments (select all segments)<br>SEGMENT<br>✓ 1. ACTIVE HK1 PRG → LHR / 15AUG / BA 863 / K | KHWE1EU                         | 15AUG14           | 15AUG14        | 1PC       | 0        | 1         |

Validity (NVB / NVA dates) and Fare basis are not shown correctly because all data have been copied from Filed Fare History.



| VALUE / TYPE   | E  | VALUE / TYP  | ЪЕ                       | VALUE / TYPE   |   | VA      | LUE / TYPE |         |
|--|--|--|--------------------------|--|---|---------|------------|---------|
|  |  |  |                          |  |   |         |            |         |
| 1. 583   | / CZ   | 2. 2003  | / UB                     | 3. 52  | / AY  | 4.      | 718        | / US    |
| 5. 103   | / XA   | 6. 144   | / XY                     | 7. 113   | / YC  | 8.      | 6154       | / YQ    |
| 9. 93  | / XF   | 10.  | /                        | 11.  | /   | 12.     |            | /       |
| 13.  | /  | 14.  | /                        | 15.  | /   | 16.     |            | /       |
| 17.  |  | 18.  | /                        | 19.  | /   | 20.     |            | /       |
| (F taxes   |  |  |                          |  |   |         |            |         |
| VALUE / CITY   | (  | VALUE / CITY   | Y                        | VALUE / CITY   |   | VA      | LUE / CITY |         |
| 1. 4.5   | / BOS  | 2.   | /                        | 3.   | /   | 4.      |            | /       |
| 5.   | /  | 6.   | /                        | 7.   | /   | 8.      |            | /       |
|  |  |  |                          |  |   |         |            |         |
| alculation deta  | ails   |  |                          |  |   |         |            |         |
| FARE   |  | EQUIV  |                          | TOTA   | L   |         |            | ROE     |
| CZK 2402   |  |  |                          | CZK  | 33988   |         |            | 20.1889 |
| Additional infor   |  | FUNDABLE   |                          | СZК  | 33988   |         |            | 20.1889 |
| additional infor   | rmation  | FUNDABLE   |                          | CZK  | 33988   |         |            | 20.1889 |
| Additional infor<br>indorsement:<br>RESTRICTION  | mation<br>NS APPLY NONRE   | EFUNDABLE  | 3 M495.32 NUC119         |  | 33988   |         |            | 20.1889 |
| Additional infor<br>indorsement:<br>RESTRICTION  | mation<br>NS APPLY NONRE   |  | G M495.32 NUC119         |  | 33988   |         |            |         |
| Additional infor<br>indorsement:<br>RESTRICTION  | mation<br>NS APPLY NONRE   | 38 BA X/LON BA PRO   | G M495.32 NUC119         |  | 33988   |         |            |         |
| Additional infor<br>indorsement:<br>RESTRICTION<br>are construction<br>PRG BA X/LO   | In:  | 38 BA X/LON BA PRO   |                          | 0.00<br>Fare   | 33988   |         |            |         |
| Additional infor<br>Endorsement:<br>RESTRICTION<br>Fare construction<br>PRG BA X/LO<br>Please check your<br>Ficket   | In:<br>IN BA BOS M694.6<br>In:<br>IN BA BOS M694.6   | 38 BA X/LON BA PRO   | G M495.32 NUC119         | 0.00<br>Fare   |   |         |            |         |
| Additional infor<br>Endorsement:<br>RESTRICTION<br>Fare construction<br>PRG BA X/LO<br>Please check your<br>Ticket   | In:<br>IN BA BOS M694.6<br>In:<br>IN BA BOS M694.6   | 38 BA X/LON BA PRO   |                          | 0.00<br>Fare<br>S1 FB-KHP<br>BG-1PC  | WE1EU<br>C NB-15AUG   | NA-15AU | 16         |         |
| Additional infor<br>Endorsement:<br>RESTRICTION<br>Fare construction<br>PRG BA X/LO<br>Please check your<br>Ticket   | In:<br>IN BA BOS M694.6<br>In:<br>IN BA BOS M694.6<br>In:<br>In:<br>In:<br>In:<br>In:<br>In:<br>In:<br>In:<br>In:<br>In: | 38 BA X/LON BA PRO   |                          | 0.00<br>Fare<br>S1 FB-KHP<br>BG-1PC<br>S2 FB-KHP                               | WE1EU<br>C NB-15AUG   |         |            |         |
| Additional infor<br>Endorsement:<br>RESTRICTION<br>Fare construction<br>PRG BA X/LO<br>Please check your<br>Ticket<br>FARE CZK<br>RESTRICTION<br>RESTRICTION                 | INS APPLY NONRE  | 583CZ TAX 200<br>FUNDABLE<br>BA X/LON BA PRG   | 03UB TAX 737:<br>M495.32 | 0.00<br>Fare<br>S1 FB-KHP<br>BG-1PC<br>S2 FB-KHP                               | WEIEU<br>C NB-15AUG<br>WEIEU<br>C NB-15AUG                        |         |            |         |
| Additional infor<br>Endorsement:<br>RESTRICTION<br>Fare construction<br>PRG BA X/LO<br>Please check your<br>Ticket<br>TARE CZK<br>RESTRICTION<br>PRG BA X/LON<br>NUCLISO.00E | INS APPLY NONRE  | 583CZ TAX 200  | 03UB TAX 737:<br>M495.32 | 0.00<br>Fare<br>S1 FB-KH<br>BG-1PC<br>S2 FB-KH<br>BG-1PC<br>S3 FB-NH<br>BG-1PC | WEIEU<br>C NB-15AUG<br>WEIEU<br>C NB-15AUG<br>XE2EU<br>C NB-30SEP | NA-15AU | JG         |         |
| Additional infor<br>Endorsement:<br>RESTRICTION<br>Fare construction<br>PRG BA X/LO<br>Please check you<br>Ficket<br>FARE CZK<br>RESTRICTION<br>RESTRICTION                  | INS APPLY NONRE  | 58 BA X/LON BA PRO<br>583CZ TAX 200<br>FUNDABLE<br>BA X/LON BA PRG<br>IT 52AY718US103XA1 | 03UB TAX 737:<br>M495.32 | 0.00<br>Fare<br>S1 FB-KHy<br>BG-1PC<br>S2 FB-KHy<br>BG-1PC<br>S3 FB-NHD        | WEIEU<br>C NB-15AUG<br>WEIEU<br>C NB-15AUG<br>XE2EU<br>C NB-30SEP | NA-15AU | JG         |         |



When GEM option - HFF quote - is used the agent should **check HFF fare quote** as **highlighted there in red**.

| TAX TYPE | TICKET VALUE | FARE VALUE | ADDITIONAL COLLECTION |
|----------|--------------|------------|-----------------------|
| cz       | 583          | 583        | 0                     |
| UB       | 2003         | 2003       | 0                     |
| AY       | 52           | 52         | 0                     |
| US       | 718          | 718        | 0                     |
| XA       | 103          | 103        | 0                     |
| хү       | 144          | 144        | 0                     |
| YC       | 113          | 113        | 0                     |
| YQ       | 6154         | 6154       | 0                     |
| XF       | 93           | 93         | 0                     |
| FARE     | 24025        | 24025      | 0                     |
| Total:   |              |            | 0                     |

No difference in Fare between midweek Fare NHXE2EU and weekend Fare NHWE2EU is calculated because no calculation is done.

# New ticket has incorrect validity, Fare and Fare basis because all data have been only copied from Filed Fare History:

| mrm . 10  |      |        |               |   |               |               | / N & T / |                   |     |   |   |
|-----------|------|--------|---------------|---|---------------|---------------|-----------|-------------------|-----|---|---|
| TKT: 12   |      |        |               |   |               |               | /™⊥:      | SAMKS             |     |   |   |
| ISSUED:   | 105  | JUL14  |               | l                                       | FOP:CAS       | H             |           |                   |     |   |   |
| PSEUDO:   | 79Y  | E PI   | LATI          | NG CARI                                 | RIER: BA      | A ISO         | : C       | Z IATA: 99999992  |     |   |   |
| USE       | CR   | FLT    | CLS           | DATE                                    | BRDOFF        | TIME          | ST        | F/B FARE          | CPN |   |   |
| OPEN      | ΒA   | 863    | K             | 15AUG                                   | PRGLHR        | 1335          | OK        | KHWE1EU           | 1   |   |   |
|           |      |        |               |   |               |               |           | NVB15AUG NVA15AUG |     |   |   |
| OPEN      | ΒA   | 203    | K             | 15AUG                                   | LHRBOS        | 1700          | OK        | KHWE1EU           | 2   |   |   |
|           |      |        |               |   |               |               |           | NVB15AUG NVA15AUG | 3   |   |   |
| OPEN      | ВA   | 202    | Ν             | 180CT                                   | BOSLHR        | 2245          | OK        | NHXE2EU           | 3   |   |   |
|           |      |        |               |   |               |               |           | NVB30SEP NVA30SEI | 2   | ← | ← |
| OPEN      | ВA   | 856    | S             | 190CT                                   | LHRPRG        | 1625          | OK        | NHXE2EU           |     |   |   |
|           |      |        |               |   |               |               |           | NVB010CT NVA010CT |     | ← | ← |
| FARE CZ   | к    | 2402   | 25 TZ         | AΧ                                      | 93XF          | TAX           |           | 583CZ TAX 928     |     |   |   |
| TOTAL C   |      |        |               |   |               |               |           |                   |     |   |   |
|           |      |        |               | V /NONI                                 | REFUNDA       | DIE           |           |                   |     |   |   |
|           |      |        |               |   |               |               |           |                   |     |   |   |
| -         | , -  |        |               |   |               |               |           | RG M495.32        |     |   |   |
| NUC119    | 0.00 | )END H | ROE2          | ).1889                                  | XT PD2        | 003UB 1       | PD52      | 2AY PD718U        |     |   |   |
| S PD103   | XA E | PD1442 | KY PI         | D6267X                                  | r pd93x1      | F             |           |                   |     |   |   |
| EXCHANG   | ED F | OR: 1  | 259           | 902091                                  | 764           |               |           |                   |     |   |   |
| ORIGINA   |      |        |               |   |               | 1 O.TITT.1.   | 199       | 999992            |     |   |   |
| UNTOTINA. |      | .000   | т <i>2</i> Ј. | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | L / O IL I(O. | T 0 0 0 U T . | 1))       | ,,,,,,            |     |   |   |



## The second exchange

| <u> Original ticket - the first issue:</u>          |         |
|---|---------|
| TKT: 006 9901 672556 NAME: KLIMO/JOSEFMR            |         |
| ISSUED: 24SEP12 FOP:CASH                            |         |
| PSEUDO: 79YE PLATING CARRIER: DL ISO: CZ IATA: 9999 | 9992    |
| USE CR FLT CLS DATE BRDOFF TIME ST F/B F.           | ARE CPN |
| EXCH DL 9504 H 15NOV PRGAMS 0950 OK HLPXCZ          | 1       |
| NVB15NOV NVA  | 15NOV   |
| EXCH DL 9348 H 15NOV AMSJFK 1325 OK HLPXCZ          | 2       |
| NVB15NOV NVA  | 15NOV   |
| EXCH DL 8601 T 05DEC JFKCDG 1645 OK TLPRCZ          | 3       |
| NVB05DEC NVA  | 05DEC   |
| EXCH DL 8588 T 06DEC CDGPRG 0715 OK TLPRCZ          | 4       |
| NVB06DEC NVA  | 06DEC   |
| FARE CZK 14564 TAX 525 CZ TAX 184 CJ TAX 100        | 40 XT   |
| TOTAL CZK 25313                                     |         |
| NON ENDO  |         |
| FARE RSTR COULD APPLY                               |         |
| PRG DL X/AMS DL NYC M559.03 DL X/PAR DL PRG M152.01 |         |
| NUC711.04END ROE20.4816 XT 168RN51VV49AY652US98XA1  |         |
| 37XY108YC403FR170QX8116YR88XF JFK4.5                |         |
| RLOC 1G XS32JU DL GHIQHL                            |         |
|   |         |

#### The first exchange:

TKT: 006 9901 672575 NAME: KLIMO/JOSEFMR ISSUED: 020CT12 FOP:CASH/CASH PSEUDO: 79YE PLATING CARRIER: DL ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN ARPT DL 9504 H 15NOV PRGAMS 0950 OK HLPXCZ 1 NVB15NOV NVA15NOV ARPT DL 9348 H 15NOV AMSJFK 1325 OK HLPXCZ 2 NVB15NOV NVA15NOV ARPT DL 8557 W 15DEC JFKCDG 2145 OK WLAPCZ 3 NVB15DEC NVA15DEC ARPT DL 8590 W 16DEC CDGPRG 1255 OK WLAPCZ 4 NVB16DEC NVA16DEC 22400 TAX 10 US TAX 1196 YR TAX 2500 DU FARE CZK TOTAL CZK 11542A NON ENDO FARE RSTR COULD APPLY PRG DL X/AMS DL NYC M586.56HLPXCZ DL X/PAR DL PRG M 560.95WLAPCZ NUC1147.51END ROE19.5204 XT CZK1196YR CZK2500DU PD525CZ PD184CJ PD168RN PD51VV PD49AY PD6 52US PD98XA PD9022XT EXCHANGED FOR: 0069901672556 ORIGINAL ISSUE: 0069901672556PRG24SEP1299999992 RLOC 1G XS32JU DL GHIQHL

#### Changed itinerary: XS32JU/37 BRONH N347373 AG 99999992 24SEP 1.1KLIMO/JOSEFMR 1. DL 9504 B 15DEC PRGAMS HK1 0950 1135 O\* E SA 14 2. DL 9348 B 15DEC AMSJFK HK1 1325 1535 O\* E SA 14 3. DL 8601 B 05FEB JFKCDG HK1 1645 #0600 O\* E TU 15 4. DL 8588 B 06FEB CDGPRG HK1 0715 0850 O\* E WE 15



| ilob      | al Exchange Manage  | er                        |                                   |   | User manual | Language: | EN | RU     | FR |
|-----------|---|---------------------------|-----------------------------------|---|-------------|-----------|----|--------|----|
|           | 0 1. Get started<br>ct an action to perform<br>ACTION                               |                           |                                   |   |             |           |    |        |    |
| Selection | Reissue (your calculation will be<br>Informative calculation only (you<br>of ticket | ur calculation will not b | e saved)                          |   |             |           |    |        |    |
| 0         | TICKET  | (Custom ticket numb       | PASSENGER                         | SEGMENTS  |             |           | A  | MOUN   | л  |
| •         | 0069901672575   | 020CT12                   | KLIMOIJOSEF MR                    | CPEN         PRG → AMS / 15NOV / DL 9504           CPEN         AMS → JFK / 15NOV / DL 9348           ARET         JFK → CDG / 15DEC / DL 8557           ARET         CDG → PRG / 16DEC / DL 8590 |             |           | 1  | 154202 | zĸ |
| ✓         | GEM EXCHANGE AGREEMENT  | s and Fare rules applie   | ed to the original ticket – Categ | ory 16.   |             |           |    |        |    |

| Step 2. Fare calculation SELECT FARE QUOTE            |
|---|
| New fare quote  |
| O hew late quote                                      |
| FQ calculation Involuntary rerouting HFF quote Manual |
| Passengers  |
|   |
| ● 1. KLIMO/JOSEF MR                                   |
| Segments (select all segments)                        |
| SEGMENT   |
| ✓ 1. PRG → AMS / 15DEC / DL 9504 / B                  |
| ✓ 2. AMS → JFK / 150EC / DL 9348 / B                  |
| ☑ 3. JFK → CDG / 05FEB / DL 8601 / B                  |
| ✓ 4. CDG → PRG / 06FEB / DL 8588 / B                  |
|   |

# Taxes in the first column = the total sum of paid taxes taken from both tickets (the first issue and the first exchange:

CZ 525 CJ 184 RN 168 VV 51 AY 49 US 652 + 10 = 662 XA 98 XY 137 YC 108 FR 403 QX 170 YR 8116 + 1196 = 9312 XF 88 DU 2500



#### Taxes are correctly shown in step 2.

| 9       90       90       90         9       90       90       90         9       90       90       90         9       90       90       90         9       90       90       90         9       90       90       90         9       90       90       90         9       90       90       90         9       90       90       90         9       90       90       90         9       90       90       90         90       90       90       90         90       90       90       90       90         90       90       90       90       90       90         90       90       90       90       90       90         90       90       90       90       90       90         90       90       90       90       90       90         90       90       90       90       90       90         90       90       90       90       90       90         90       90       90       90   | US   |  | FARE VALUE                     | ADDITIONAL COLL   | ECTION  |
|---|--|--|--------------------------------|---|---|
| V     201     201       vx     201     34       vx     51     20       vx     52     20       vx     52     20       vx     52     52       vx  |  | 662  | 682                            | 20  |   |
| Image: Section of the section of t | YR   | 9312   | 9494                           | 182   |   |
| C     144     184       18     144       18     144       19     10       10     10 <t< td=""><td>DU</td><td>2500</td><td>0</td><td>0</td><td></td></t<>  | DU   | 2500   | 0                              | 0   |   |
| Image: International productions and promities       FRANCING       Image: International promities       Image: International productions and productions and productions andef internations and productions andef internations and production   | cz   | 525  | 525                            | 0   |   |
| vv     1     1       vv     1     1       vv     1     2       vv     10     4       vv     10       v  | cı   | 184  | 188                            | 4   |   |
| xr     43     51     2       xx     83     103     4       xx     84     12     4       xx     103     103       xx     103     104       xx     103     104       xx     104     105       xx     104     105       xx     104     100       xx     104     100 <t< td=""><td>RN</td><td>168</td><td>172</td><td>4</td><td></td></t<>   | RN   | 168  | 172                            | 4   |   |
| xx       40       100       4         xx       100       4       0         xx       101       0       0         xx       102       103       103       0         xx       103       103       0       0       0         xx       103       103       0       0       0       0         xx       103       103       0 <td< td=""><td>vv</td><td>51</td><td>52</td><td>1</td><td></td></td<>   | vv   | 51   | 52                             | 1   |   |
| xr     ss     sc       xr     sc     sc       xr     <  | AY   | 49   | 51                             | 2   |   |
| xr     117     140     6       yr     118     112     4       yr     110     4       yr     110     4       yr     110     4       yr     110     114       yr     110     114 <tr< td=""><td>ХА</td><td>98</td><td>102</td><td>4</td><td></td></tr<>   | ХА   | 98   | 102                            | 4   |   |
| vc       10       10         rs       40       411       0         rs       173       174       4         rs       2000       3054       9164         rs       1000       1000       1000         rs       1000       1000       1000         rs       1000       1000       1000       1000         rs       1000       1000       1000       1000       1000         rs       1000       1000       1000       1000       1000       1000       1000         rs       10000       10000       10000       10000       10000       10000  | XF   | 88   | 92                             | 4   |   |
| rs       403       411       a         rs       100       100       100         rss       100       100       100         rss       100       100       100       100         rss       100       100       100       100       100         rss       100 </td <td>ХҮ</td> <td>137</td> <td>143</td> <td>6</td> <td></td>   | ХҮ   | 137  | 143                            | 6   |   |
| ox     10     174       FARE     2040     3054     1084       Tote:     1687       Tote:  | YC   | 108  | 112                            | 4   |   |
| ox     10     174     4       Take     2500     30244     1554       Take     2500     160         Take     1600         File     File         Particle     1600         Particle     16000         Particle  | FR   | 403  | 411                            | 8   |   |
| Intel     2440     3554     1544       Table     1549       Table     1540       Table <t< td=""><td>QX</td><td>170</td><td>174</td><td></td><td></td></t<>  | QX   | 170  | 174                            |   |   |
| Total:     1447       Total:     Fare       Fig:     21-21-4     2-2000 TAX     2-2000 TAX </td <td></td> <td></td> <td></td> <td></td> <td></td>  |  |  |                                |   |   |
| Interf     Fare       Dealer three 39400 Tax     10 10 Tax     1100 Tax     110   |  |  |                                |   |   |
| ADDER COR     24400 TAX     13 05 TAX     13 05 TAX     13 05 TAX     AD 2200713 TAX       TOTAL COR     1454A     AD 2200713 COR     AD 2200713 COR     AD 2200713 COR       TOTAL COR     1454A     AD 2200713 COR     AD 2200713 COR     AD 2200713 COR       TOTAL COR     1454A     AD 2200713 COR     AD 2200713 COR     Start South Start TAX     Start South TAX     Start TAX     Start South TAX     Start TAX     S  |  |  |                                |   |   |
| PENALTY         Absent         EMD         Tax         Tax TYPE         VALUE         DU         2500         2         O         C O-Surcharge         ENDORSEMENT         FARE RESTRICTIONS APPLY         TOUR CODE       T/BT  | FARE RSTR COULD APPLY<br>PRG DL X/AMS DL NYC M586.5<br>560.55MLAPC2 NUC1147.5LEND<br>CZK2500DU PD525C2 PD184CJ<br>52US PD95XA PD9022XT<br>EXCHANG2D F07.0659016725<br>00FTGTNAL TARTE.0065901672 | ROE19.5204 XT CZK1196YR<br>PD168RN PD51VV PD49AY PD6<br>56 | END<br>FAD<br>TAX<br>TAX<br>S1 | ROE19.5204 XF 92JFK 4.5<br>CZK39564 TAX 525CZ TAX 18BCJ T<br>62US TAX 102XA TAX 92KF TAX 14<br>174QX TAX 9494YR TOT CZK50762<br>***ADDITIONAL FEES MAX<br>FB-BRTCZI<br>BG-1PC | TAX 172RN TAX 52VV TAX 51AY<br>13XY TAX 112YC TAX 411FR |
| FARE RESTRICTIONS APPLY   |  | d penalties  |                                |   |   |
| COMMISSION TOUR CODE IT/BT  | C Absent<br>C EMD<br>C Tax<br>TAX TYPE<br>1. DU<br>2.  |  | 2                              | 500   |   |
|   | C Absent<br>C EMD<br>C Tax<br>TAX TYPE<br>1. DU<br>2   |  | 2                              | 500   |   |
| Percents  O O None O IT O BT  | C Absent<br>C EMD<br>C Tax<br>TAX TYPE<br>1. DU<br>2   | SAPPLY   | 2                              | 500   |   |
|   | C Absent C EMD C EMD C Tax TAX TYPE 1. DU 2. C Q-Surcharge ENDOR8EMENT FARE RESTRICTIONS   |  | 2                              | 500   |   |



#### Paid taxes are correctly shown as well.

| ICKET NUMBER <sup>*</sup> |          | THRU COUPON NUMBER | \$<br>   |  |
|---------------------------|----------|--------------------|----------|--|
| 00699016725750            |          | ○ Yes  No 04       |          |  |
| OUPONS FOR TICKETS        |          |                    |          |  |
| ICKET 1 <sup>*</sup>      | TICKET 2 | TICKET 3           | TICKET 4 |  |
| 1234                      |          |                    |          |  |
| DTAXES                    |          |                    |          |  |
| 662 US                    | 9312 YR  | 2500 DU            | 525 CZ   |  |
| 184 CJ                    | 168 RN   | 51 VV              | 1053 XT  |  |
| TL VALUE <sup>*</sup>     |          | ORIGINAL FOP*      |          |  |
| CZK22400                  |          | S                  |          |  |

Steps 5 and 6 of this example would be completed as in previous cases.

#### New ticket:

TKT: 006 9901 730368 NAME: KLIMO/JOSEFMR ISSUED: 22NOV12 FOP:CASH/CASH PSEUDO: 79YE PLATING CARRIER: DL ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN ARPT DL 9504 B 15DEC PRGAMS 0950 OK BRTCZI 1 ARPTDL9348B15DECAMSJFK1325OKBRTCZIARPTDL8601B05FEBJFKCDG1645OKBRTCZIARPTDL8588B06FEBCDGPRG0715OKBRTCZI 2 3 4 FARE CZK 38564 TAX 14455 XT TAX 20 US TAX 2723 XT TOTAL CZK 18907A NON ENDO FARE RSTR COULD APPLY PRG DL X/AMS DL NYC M987.78BRTCZI DL X/PAR DL PRG M 987.78BRTCZI NUC1975.56END ROE19.5204 XT CZK182YR C ZK4CJ CZK4RN CZK1VV CZK2AY CZK4XA CZK2526XT PD662US PD9312YR PD2500DU PD525CZ PD184CJ PD168RN PD51VV P D1053XT EXCHANGED FOR: 0069901672575 ORIGINAL ISSUE: 0069901672556PRG24SEP1299999992 RLOC 1G XS32JU DL GHIQHL



## The second exchange done in new PNR without ticket number and Filed Fare History

#### Original ticket - the first issue:

TKT: 064 9901 672554 NAME: KLIMOVA/MISAMRS ISSUED: 21SEP12 FOP:CASH PSEUDO: 79YE PLATING CARRIER: OK ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B CPN FARE EXCH OK 768 B 250CT PRGCDG 0845 OK BPLSCZ 1 NVB250CT NVA250CT EXCH OK 767 K 01NOV CDGPRG 2050 OK KPLSCZ 2 NVB01NOV NVA01NOV 12000 TAX 525 CZ TAX FARE CZK 424 FR TAX 2312 XT TOTAL CZK 15261 FARE RESTRICTIONS APPLY PRG OK PAR 366.18 OK PRG 219.70 NUC585.88END ROE20. 4816 XT 25IZ291QX1996YQ RLOC 1G LVL5NY 1A 5BNTKB

The first exchange: TKT: 064 9901 672566 NAME: KLIMOVA/MISAMRS ISSUED: 27SEP12 FOP:CASH/CASH PSEUDO: 79YE PLATING CARRIER: OK ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B CPN FARE OPEN OK 768 B 250CT PRGCDG 0845 OK BPLSCZ 1 NVB250CT NVA250CT OPEN OK 761 K 03NOV CDGPRG 1515 OK KPLSCZ 2 NVB03NOV NVA03NOV FARE CZK 12000 TAX 3261 XT TAX <mark>8 FR</mark> TAX 39 XT TOTAL CZK 47A FARE RESTRICTIONS APPLY -/PENALTY COLLECTED ON MCO PRG OK PAR 366.18BPLSCZ OK PRG 219.70KPLSCZ NUC585. 88END ROE20.4816 XT CZK5QX CZK34YQ PD525CZ PD424FR PD25IZ PD291QX PD1996YQ EXCHANGED FOR: 0649901672554

 New PNR without \*HTE:

 KF21GM/37 BRQNH N347373 AG 99999992 21NOV

 1.1KLIMOVA/MISAMRS
 2.1KLIMOVA/MARIEMISS\*P-C04 DOB27AUG2008

 1. OK 758 B
 05DEC PRGCDG HK2 0710 0900 O\* E WE

 2. OK 767 K
 11DEC CDGPRG HK2 2050 2230 O\* E TU

ORIGINAL ISSUE: 0649901672554PRG21SEP1299999992



| Glob | al Exchange Manag                            | er                                     |                             |          | User manual L | anguage: | EN | RU | FR |
|------|--|--|-----------------------------|----------|---------------|----------|----|----|----|
|      | o 1. Get started<br>act an action to perform |  |                             |          |               |          |    |    |    |
|      | ACTION                                       |  |                             |          |               |          |    |    |    |
| ۲    | Reissue (your calculation will t             | be saved and you will be able to issu  | le ticket)                  |          |               |          |    |    |    |
| 0    | Informative calculation only (ye             | our calculation will not be saved)     |                             |          |               |          |    |    |    |
| Sele | ect ticket                                   |  |                             |          |               |          |    |    |    |
|      | TICKET NUMBER                                | ISSUE DATE                             | PASSENGER                   | SEGMENTS | AMOUNT        | Г        |    |    |    |
| ۲    | 0649901672566                                | (Custom ticket number)                 |                             |          |               |          |    |    |    |
|      | GEM EXCHANGE AGREEMEN                        | т                                      |                             |          |               |          |    |    |    |
| •    | I confirm I have checked all Fe              | ares and Fare rules applied to the ori | ginal ticket – Category 16. |          |               |          |    |    |    |

| ECT FARE QUOTE  |
|---|
| Vew fare quote  |
| F0 calculation Involuntary rerouting HFF quote Manual   |
| Passengers  |
| 1. KLIMOVAAMSA MRS  |
| O 2. KLIMOVA/MARIE MISS   |
| Segments (select all segments)  |
| SEGMENT   |
| ✓ 1. PRG → CDG / 05DEC / 0K 758 / B   |
| 2. CDG - PRG / 11DEC / OK 767 / K   |
|   |
| Calculation type  |
| Before departure (FQ)     If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules. |
| After departure (FQ.T)  |
| C FQ with options FQ/P1/S1.2/   |
| ○ FQ.H  |

GEM is not able to show paid taxes because the Filed Fare History is not stored in this new PNR. That is why the agent has to enter all paid taxes manually in the "Ticket value" column.

| X<br>Unable to fetch ticket data from HFF. Please fill ticket taxes manually.<br>Open last executed command |  |
|---|--|
| ОК  |  |
|   |  |



| ΤΑΧ ΤΥΡΕ                | TICKET VALUE   | FARE VALUE | ADDITIONAL COLLECTION |
|-------------------------|--|------------|-----------------------|
| FR                      | ?  | 441        | NaN                   |
| cz                      | ?  | 525        | NaN                   |
| IZ                      | ?  | 26         | NaN                   |
| QX                      | ?  | 303        | NaN                   |
| YQ                      | ?  | 2078       | NaN                   |
| FARE                    | 12000  | 12000      | 0                     |
| Total:                  |  |            | NaN                   |
| Automatic calculation m | ay be inaccurate. We recommend you to check it manually. |            |                       |

#### The total sum of paid taxes:

| FR | 424  | +   | ADC   | 8   | =  | 432   | / | CZ 525 | / | IZ 2 | 25 |
|----|------|-----|-------|-----|----|-------|---|--------|---|------|----|
| QΧ | 291  | +   | ADC   | 5   | =  | 296   |   |        |   |      |    |
| YQ | 1990 | 6 - | + ADC | 2 3 | 34 | = 203 | 0 |        |   |      |    |

| ΤΑΧ ΤΥΡΕ      | TICKET VALUE                                | FARE VALUE                             | ADDITIONAL COLLECTION  |
|---------------|---|--|--|
| FR            | 432   | 441                                    | 9  |
| cz            | 525   | 525                                    | 0  |
| IZ            | 25  | 26                                     | 1  |
| QX            | 296   | 303                                    | 7  |
| YQ            | 2030  | 2078                                   | 48   |
| FARE          | 12000                                       | 12000                                  | 0  |
| Total:        |   |  | 65   |
| Ticket        | on may be inaccurate. We recommend you to o | theck it manually.<br>Fare             |  |
| TOTAL CZK 47A | YAX 3261 XT TAX 8 FR TAX :                  | P1 KLIMOVA/MISAMR<br>PRG OK PAR 384.21 | AP 30NOV12 37/AG A<br>ADT G 30NOV12 * CIK 15873<br>OK PRG 230.52 NUC614.73END R0E19.5204<br>525C1 TAX 441FR TAX 2612 TAX 3030X |

Steps 3-6 of this example would be completed as in previous cases.

#### New ticket:

TKT: 064 9901 730378 NAME: KLIMOVA/MISAMRS ISSUED: 30NOV12 FOP:CASH/CASH PSEUDO: 79YE PLATING CARRIER: OK ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN OPEN OK 758 B 05DEC PRGCDG 0710 OK BPLSCZ 1 NVB05DEC NVA05DEC OPEN OK 767 K 11DEC CDGPRG 2050 OK KPLSCZ 2 NVB11DEC NVA11DEC FARE CZK 12000 TAX 3308 XT TAX 9 FR TAX 2056 XT TOTAL CZK 2065A FARE RESTRICTIONS APPLY PRG OK PAR 384.21BPLSCZ OK PRG 230.52KPLSCZ NUC614. 73END ROE19.5204 XT CZK1IZ CZK7QX CZK48YQ CZK2000DU PD432FR PD525CZ PD25IZ PD296QX PD2030YQ EXCHANGED FOR: 0649901672566 ORIGINAL ISSUE: 0649901672554PRG21SEP1299999992



#### Reissue after departure in new PNR (original PNR is past date and cannot be used) -

manual mask – option 5

Original ticket: TKT: 071 9428 195655 NAME: SIMPSON/DANIELLEAMMA PH: 183 3428 ISSUED: 16MAR13 FOP:CASH PSEUDO: 76M8 PLATING CARRIER: ET ISO: MW IATA: 61200123 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN USED ET 0701 M 10JUL LHRADD 2015 OK MHES1YGB 1 USED ET 877 M 11JUL ADDBLZ 0920 OK MHES1YGB 2 OPEN ET 877 M 01AUG BLZADD 1500 OK MHES1YGB 3 NVB13JUL OPEN ET 700 M 02AUG ADDLHR 0110 OK MHES1YGB 4 NVB13JUL FARE GBP 873.00 TAX 11812 LD TAX 1969 YZ TAX 201411 XT TOTAL MWK 759981 EQUIV MWK 544790 NON-ENDO/PENALTIES APPLY LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 N UC1404.00END ROE0.621791 XT 51796GB24806UB124809YR RLOC 1G XKV7BC ET BFHTRO

#### New PNR without original ticket:

P8926M/JK BLZOU 76M8JK AG 61200123 18JAN 1.1SIMPSON/DANIELLEAMMA 1. ET 877 M 02FEB BLZADD HK1 1500 2020 O\* E SU 2 2. ET 710 M 03FEB ADDLHR HK1 0935 1435 O\* E MO 2

#### Fare display:

LON-BLZ WED-10JUL13 ET >FDLONBLZ10JUL.T16MAR13/ET MPM 6351 EH \*\*ADDITIONAL TAXES/FEES MAY APPLY\*\* PUBLIC FARES HISTORY USD CURRENCY FARES EXIST CX FARE FARE C AP MIN/ SEASONS..... MR GI DT GBP BASIS MAX 1 ET 873.00R MHES1YGB M 3/12M 05JUL -11AUG R EH

#### Fare Rule - Category 16 - after departure

>FN\*1/16 001 LONBLZ 10JUL13 ET GBP 873.00 MHES1YGB STAY-03/12MBK-M 16. PENALTIES FROM/TO UNITED KINGDOM FOR SPECIAL EXCURSION FARES WITH FOOTNOTE 8N NOTE -CHANGES AFTER DEPARTURE FIRST CHANGE IS PERMITTED AT 25.00GBP AND SUBSEQUENT CHANGES PERMITTED AT 50.00GBP PER CHANGE. WHEN MORE THAN ONE FARE COMPONENT CHANGES THE HIGHEST PENALTY OF ANY OF THE FARE COMPONENTS WILL APPLY.

>FZSGBP25.00MWK EQU MWK18441

<= collected as XP tax in this example



| Globa | al Exchange Manager                       |  |              | l        | Jser manual | Language: | EN | RU | FI |
|-------|---|--|--------------|----------|-------------|-----------|----|----|----|
| Step  | 1. Get started                            |  |              |          |             |           |    |    |    |
| Selec | et an action to perform                   |  |              |          |             |           |    |    |    |
| ۲     | Reissue (your calculation will be saved   | and you will be able to issue ticket)      |              |          |             |           |    |    |    |
| 0     | Informative calculation only (your calcul | ation will not be saved)                   |              |          |             |           |    |    |    |
| Selec | et ticket                                 |  |              |          |             |           |    |    |    |
|       | TICKET NUMBER                             | ISSUE DATE                                 | PASSENGER    | SEGMENTS |             | AMOUNT    |    |    |    |
| ۲     | 0719428195655                             | (Custom ticket number)                     |              |          |             |           |    |    |    |
|       | GEM EXCHANGE AGREEMENT                    |  |              |          |             |           |    |    |    |
| ✓     |   | are rules applied to the original ticket – | Category 16. |          |             |           |    |    |    |

It is not possible to use **"FQ calculation"** option because there is **no history related to flown segments** in this PNR (new PNR created) and therefore FQ.T16MAR13 cannot be used.

| Step 2. Fare calculation  |
|---|
| SELECT FARE QUOTE   |
| New fare quote  |
| FQ calculation Involuntary rerouting HFF quote Manual   |
| Passengers  |
| 1. SIMPSON/DANIELLEAMMA   |
| Segments (select all segments)  |
| SEGMENT   |
| □ 1. HKT BLZ → ADD / 02FEB / ET 877 / M   |
| 2. HKT ADD → LHR / 03FEB / ET 710 / M   |
| Calculation type  |
| Before departure (FQ) If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used - check Fare Rules. |
| After departure (FQ.T)  |
| O FQ with options FQ/P1/  |
| О ғо.н  |



## That is why the whole itinerary including flown segments and ticketing date in the past must be recalculated using FQP function. This is the only possibility.

| timerary detailsNoOriginDestinationCarrierClassDateS1LHRADDETM10JUL132ADDBLZETM11JUL133BLZADDETM02FEB4ADDLHRETM03FEB  | Stopover<br>X<br>X | Break | Fare Basis         |    | Get FQP<br>Send FQP   |
|---|--------------------|-------|--------------------|----|-----------------------|
| No     Origin     Destination     Carrier     Class     Date     S       1     LHR     ADD     ET     M     10JUL13       2     ADD     BLZ     ET     M     11JUL13       3     BLZ     ADD     ET     M     02FEB | X                  | Break | Fare Basis         |    |                       |
| 1LHRADDETM10JUL132ADDBLZETM11JUL133BLZADDETM02FEB   | X                  | Break | Fare Basis         |    |                       |
| 2     ADD     BLZ     ET     M     11JUL13       3     BLZ     ADD     ET     M     02FEB   |                    |       |                    |    | Send FQP              |
| 3 BLZ ADD ET M 02FEB  | x                  |       |                    |    |                       |
|   | x                  |       |                    |    |                       |
| 4 ADD LHR ET M 03FEB  |                    |       |                    |    |                       |
|   |                    |       |                    |    |                       |
|   |                    |       |                    |    | About                 |
|   |                    |       |                    |    | FQP                   |
|   |                    |       |                    |    | Copy All              |
|   |                    |       |                    |    | Class                 |
|   |                    |       |                    |    | Clear                 |
|   |                    |       |                    | -  | Exit                  |
| are options   |                    |       |                    |    |                       |
| Point of Sale/TKT PTC - Discount Code Validating Carrier Ticketing Date   | Account (          | Code  | Private Fares Only | Pu | blished Fares<br>Only |

| 7 #2                               |         |         |      |            |       |     |       |       | _ 🗆 🗙 |
|------------------------------------|---------|---------|------|------------|-------|-----|-------|-------|-------|
| >FQPLHR10JUL13.                    | MX-ADD  | L1JUL13 | .MBI | Z02FEB.MX- | ADD03 | FEB | .MLHR | +ET.T | 16MA  |
| R13                                |         |         |      |            |       |     |       |       |       |
|                                    |         |         |      |            |       |     |       |       |       |
| *                                  | FARE    | (MWK)   | *    | PSGR DESC  |       | *   | TAX   | INFO  |       |
| 01 MHOWGB1                         | 97      | 7773    |      | ADT        |       |     | INCL  | TAX   |       |
| 02 MHES1YGB++                      | 829     | 9874    |      | ADT        |       |     | INCL  | TAX   |       |
| 03 MHES1YGB                        | 759     | 9981    |      | ADT        |       |     | INCL  | TAX   |       |
| * SUM IDENTIFI                     | ED AS U | JB IS A | PAS  | SENGER SER | VICE  | CHA | RGE   |       |       |
| * E NON-ENDO/P                     | ENALTI  | ES APPI | Y    |            |       |     |       |       |       |
| * FLIGHT RESTR                     | ICTION  | 5 APPLY |      |            |       |     |       |       |       |
| * RATE USED IN                     | EQU T   | OTAL IS | BSR  | 1GBP - 62  | 4.043 | 5MW | K     |       |       |
| * LAST DATE TO                     | PURCHA  | ASE TIC | KET: | 10JUL13    |       |     |       | •     |       |
| <ul> <li>* E-TKT REQUIR</li> </ul> | ED      |         |      |            |       |     |       | 7     |       |
| * TICKETING AG                     | ENCY 7  | 5M8     |      |            |       |     |       |       |       |
| * DEFAULT PLAT                     | ING CAI | RRIER E | т    |            |       |     |       |       |       |
| >                                  |         |         |      |            |       |     |       |       |       |
|                                    |         |         |      |            |       |     |       |       | Close |
|                                    |         |         |      |            |       |     |       |       | CIUSE |
| 00003                              |         |         |      |            |       |     |       |       |       |



Here is the Fare calculation for the entire journey returned by the system using FQP:

03 MHES1YGB \_ 🗆 × >FQPLHR10JUL13.MX-ADD11JUL13.MBLZ02FEB.MX-ADD03FEB.MLHR+ET.T16MA R13 (MWK) PSGR DESC FARE \* \* TAX INFO 03 MHES1YGB 759981 ADT INCL TAX LON ET X/ADD ET BLZ 702.00MHES1YGB ET X/ADD ET LON 702.00MHES1YG B NUC1404.00END ROE0.621791 GBP 873.00 EQU MWK 544790 RF 11812LD ГАХ 1969YZ 51796GB 24806UB MWK 124809YR 759981 TOTAL MWK LHR ADD MHES1YGB ADT М BLZ MHES1YGB ADT М ADT NVB13JUL ADD MHES1YGB М ADT LHR MHES1YGB NVB13JUL м 2PC HISTORICAL QUOTE - PAST TRAVEL DATE \* LAST DATE TO PURCHASE TICKET: 10JUL13 SUM IDENTIFIED AS UB IS A PASSENGER SERVICE CHARGE E NON-ENDO/PENALTIES APPLY FLIGHT RESTRICTIONS APPLY RATE USED IN EQU TOTAL IS BSR 1GBP - 624.0435MWK 03 NVB13JUL 04 NVB13JUL E-TKT REQUIRED TICKETING AGENCY 76M8 DEFAULT PLATING CARRIER ET Close Copy Print

Everything is the same as on the original ticket (both Fare and taxes), there is no additional collection. Manual mask - option 5 - must be used in such a case and all data have to be entered manually by the agent.



#### Step 2 - manual mask:

| FQ calculation Involuntary rerouting | HFF quote Mar   | nual           |             |         |            |          |          |
|--------------------------------------|-----------------|----------------|-------------|---------|------------|----------|----------|
| Passengers                           |                 |                |             |         |            |          |          |
| 1. SIMPSON/DANIELLEAMMA              |                 |                |             |         |            |          |          |
|                                      |                 |                |             |         |            |          |          |
| Segments (select all segments)       |                 |                |             |         |            |          |          |
| SEGMENT                              |                 | FAREBASIS/TD   |             | NVB     | NVA        | BG       | x        |
| I. HK1 BLZ → ADD / 02FEB / E         |                 | MHES1YGB       |             | 13JUL13 | 10JUL14    | 2PC      | X        |
| 2. HK1 ADD → LHR / 03FEB / E         | T 710 / M       | MHES1YGB       |             | 13JUL13 | 10JUL14    | 2PC      |          |
| Taxes (remove all taxes)             |                 |                |             |         |            |          |          |
| VALUE / TYPE                         | VALUE / TYPE    |                | VALUE / TYP | E       | VALUE / TY | PE       |          |
| 1. 11812 / LD                        | 2. 1969         | / YZ           | 3. 51796    | / GB    | 4. 24806   | / UB     |          |
|                                      |                 |                |             |         | 8.         | , 00     |          |
| 5. 124809 / YR                       | 6.              |                | 7.          |         | ö.         |          |          |
|                                      |                 | More           | taxes       |         |            |          |          |
| Calculation details                  |                 |                |             |         |            |          |          |
| FARE                                 | EQUIV           |                | т           | DTAL    |            | ROE      |          |
| GBP 873.00                           | /WK 54          | 4790           |             |         |            | 0.621791 |          |
|                                      |                 |                |             |         |            |          |          |
| Additional information               |                 |                |             |         |            |          |          |
| Endorsement:                         |                 |                |             |         |            |          |          |
| NON-ENDO-PENALTY APPLIES-FLI         | GHT RESTRICTIO  | NS APPLY       |             |         |            |          | <u>^</u> |
|                                      |                 |                |             |         |            |          | 7        |
| Fare construction:                   |                 | 00 NUC1404 00  |             |         |            |          | <b></b>  |
| LON ET AADD ET BLZ 702.00 ET A       | ADD ET LON 702. | 00110001404.00 |             |         |            |          | _        |



|        | TICKET VALUE                     | FARE VALUE | ADDITIONAL COLLECTION |
|--------|----------------------------------|------------|-----------------------|
| LD     | 11812                            | 11812      | 0                     |
| YZ     | 1969                             | 1969       | 0                     |
| GB     | 51796                            | 51796      | 0                     |
| UB     | 24806                            | 24806      | 0                     |
| YR     | 124809                           | 124809     | 0                     |
| FARE   | 873.00                           | 873.00     | _                     |
| EQUIV  | 544790                           | 544790     | 0                     |
|        |                                  |            |                       |
| Total: |                                  |            | 0                     |
|        | ulation may be inaccurate. We re | -          |                       |

#### Step 3:

#### Penalty collected as a tax with the code XP in this example:

| ) Absent                     |                           |       |          |
|------------------------------|---------------------------|-------|----------|
| ) emd                        |                           |       |          |
| ) Tax                        |                           |       |          |
| ΤΑΧ ΤΥΡΕ                     |                           | VALUE |          |
| 1. XP                        |                           | 18441 |          |
| 2.                           |                           |       |          |
|                              |                           |       |          |
| ) Q-Surcharge                |                           |       |          |
| NDORSEMENT                   |                           |       |          |
|                              | FLIGHT RESTRICTIONS APPLY |       | *        |
| VUIN-EINDU-PEINALTY APPLIES- |                           |       |          |
| NON-ENDO-PENALTY APPLIES-    |                           |       |          |
| NON-ENDO-PENALIY APPLIES-    |                           |       | <b>Y</b> |



#### Step 4:

| CKET NUMBER <sup>*</sup> |          | THRU       | COUPON NUMBERS |          |  |
|--------------------------|----------|------------|----------------|----------|--|
| 07194281956551           |          | 🔾 Yes 🖲 No | 02             |          |  |
| OUPONS FOR TICKETS       |          |            |                |          |  |
| ICKET 1                  | TICKET 2 | TICKET 3   | 3              | TICKET 4 |  |
| 34                       |          |            |                |          |  |
| PD TAXES                 |          |            |                |          |  |
| 11812 LD                 | 1969 YZ  | 51796      | GB             | 24806 UB |  |
| 124809 YR                |          |            |                |          |  |
| TL VALUE <sup>*</sup>    |          | ORIGINAL   | . FOP*         |          |  |
| MWK544790                |          | S          |                |          |  |

| Step 4. Exchange mask FORM OF PAYMENT         |                                   | ADDITIONAL COLLECT | ION |
|---|-----------------------------------|--------------------|-----|
| Cash  |                                   |                    | сzк |
| Invoice / Credit card / Other: INVAGT         |                                   | 18441              | сzк |
| Invoice / Credit card / Other:                | (For example: VI1234567890*D1219) | 0                  | сzк |
| Add collection required: 18441 MWK            |                                   |                    |     |
| Fields marked with asterisk (*) are required. |                                   |                    |     |

Step 5 is skipped - there is nothing to be copied.



#### Step 6:

| TICKET NUMBER PASSENGER  | ADDITIONAL COLLECTION  | FEE TYPE TERMINAL SCREENS  |
|--|--|--|
| 0719428195655 SIMPSON/DANIELLEAMMA   | 18441 MWK  | TAX Check  |
| rchange screen   | Fare   |  |
| <pre>-EX **TICKET FOR**: SIMPSON/DANIELLEAMMA PSGF<br/>NEW FARE: GBP 873.00 EQUIV: MWK 544790<br/>TX1: 18441 XP TX2: TX3: TX4:<br/>-EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NC<br/>07194281956551<br/>COUPONS FOR TKT1:34 TKT2: TKT3: TKT<br/>PD TAXES 1: 11812 LD 2: 1969 YZ 3: 51796 GB 4: 24<br/>PD TXES 1: 434000 VD 5: 7: 7:<br/>RINT COMMAND<br/>Store the fares and start over</pre> | P1 SIMPSON/DANIH<br>LON ET X/ADD ET H<br>D. CPNE D ROE0.621791<br>02 FARE GBP873.00 EX<br>C4: ***7 | BLZ 702.00 ET X/ADD ET LON 702.00 NUC1404.00<br>2U MWK544790 TAX 18441XP TOT MWK563231<br>ADDITIONAL FEES MAY APPLY*SEE>F01. |
| I confirm the additional collection amoun  | te in the table above  |  |

#### Filed Fare mask stored:

FB1- S1-222JAN14 5N/AGP1SIMPSON/DANIELLEAMMAADTBMWK 563231LON ET X/ADD ET BLZ 702.00 ET X/ADD ET LON 702.00 NUC1404.00END ROE0.621791FARE GBP873.00 EQU MWK544790 TAX 18441XP TOT MWK563231\*\*\*ADDITIONAL FEES MAY APPLY\*SEE>F01S1FB-MHES1YGBB-2PCNB-13JULNA-10JULS2FB-MHES1YGBB-2PCNB-13JULNA-10JULNON-ENDO-PENALTY APPLIES-FLIGHT RESTRICTIONS APPLYT P01/S1-2/Z0/ET/FEX0719428195655/CET

Exchange mask stored: >\*EX \*\*TICKET FOR\*\*: SIMPSON/DANIELLEAMMA PSGR 01/01 NEW FARE: GBP 873.00 EQUIV: MWK 544790 TX1: 18441 XP TX2: TX3: TX4: THRU TICKET NUMBER NO. CPNS \*EXCH TICKET\*: TICKET NUMBER COUPONS FOR TKT1: .... TKT2: .... TKT3: .... TKT4: .... PD TAXES 1: 11812 LD 2: 1969 YZ 3: 51796 GB 4: 24806 UB PD TAXES 5: 124809 YR 6: ..... 7: ..... 8: ..... TTL VALUE: MWK544790 BSR: ..... ORIG FOP: S..... \*ORIG ISSUE\*: TICKET NUMBER ORG/DES CITY DATE IATA CODE ..... LON/LON BLZ 16MAR13 6120012

To reissue the ticket >TKP< entry has to be done by the agent in retrieved PNR.



Net Remit – method 2E

Original tickets: NAME: FAREGALILEO/AZKAMS TKT: 297 9902 133551 PH: 08 211 160 0298 ISSUED: 08AUG14 FOP: INVAGT PSEUDO: 753P PLATING CARRIER: CI ISO: ID IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B CPN FARE OPEN CI 0762 Q 08NOV CGKTPE 1400 OK QEE90/CH 1 NVB03NOV NVA06FEB OPEN CI 0761 Q 13NOV TPECGK 0845 OK QEE90/CH 2 NVB03NOV NVA06FEB FARE USD 1325.00 TAX 9.20TW TAX 40.00YQ TAX TOTAL USD 1374.20 NONEND NONREF NONRERTE/ VALID ON CI ONLY JKT CI TPE 662.50QEE90 CI JKT 662.50QEE90 NUC1325.0 0END ROE1.0000 TOUR CODE JKT2013 RLOC 1G PPQ9RQ CI KHMJFJ TKT: 297 9902 133552 NAME: FAREGALILEO/FIKRIMS PH: 08 211 160 0298 ISSUED: 08AUG14 FOP: INVAGT PSEUDO: 753P PLATING CARRIER: CI ISO: ID IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN OPEN CI 0762 Q 08NOV CGKTPE 1400 OK QEE90 1 NVB03NOV NVA06FEB OPEN CI 0761 O 13NOV TPECGK 0845 OK OEE90 2 NVB03NOV NVA06FEB FARE USD 1766.00 TAX 9.20TW TAX 40.00YQ TAX TOTAL USD 1815.20 NONEND NONREF NONRERTE/ VALID ON CI ONLY JKT CI TPE 883.00QEE90 CI JKT 833.00QEE90 NUC1766.0 0END ROE1.000000 TOUR CODE JKT2013 RLOC 1G PPO9RO CI KHMJFJ TKT: 297 9902 133554 NAME: FAREGALILEO/FARHANMR PH: 08 211 160 0298 ISSUED: 08AUG14 FOP: INVAGT PSEUDO: 753P PLATING CARRIER: CI ISO: ID IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B CPN FARE OPEN CI 0762 Q 08NOV CGKTPE 1400 OK QEE90 1 NVB03NOV NVA06FEB OPEN CI 0761 Q 13NOV TPECGK 0845 OK QEE90 2 NVB03NOV NVA06FEB FARE USD 1766.00 TAX 9.20TW TAX 40.00YQ TAX TOTAL USD 1815.20 NONEND NONREF NONRERTE/ VALID ON CI ONLY JKT CI TPE 883.00QEE90 CI JKT 833.00QEE90 NUC1766.0 0END ROE1.000000 TOUR CODE JKT2013 RLOC 1G PPQ9RQ CI KHMJFJ



#### Filed Fare used for original tickets:

P1 FAREGALILEO/FIKRIMS ADT B E 2979902133552 JKT CI TPE 883.00QEE90 CI JKT 833.00QEE90 NUC1766.00END ROE1.0 00000 FARE USD1766.00 TAX 9.20TW TAX 40.00YQ TOT USD1815.20 S1 FB-QEE90 B-20K NB-03NOV NA-06FEB S2 FB-QEE90 B-20K NB-03NOV NA-06FEB P2 FAREGALILEO/FARHANMR ADT B E 2979902133554 JKT CI TPE 883.00QEE90 CI JKT 833.00QEE90 NUC1766.00END ROE1.0 00000 FARE USD1766.00 TAX 9.20TW TAX 40.00YQ TOT USD1815.20 S1 FB-QEE90 B-20K NB-03NOV NA-06FEB FB-OEE90 B-20K NB-03NOV NA-06FEB S2 P2FEES TOT USD 0.00 TTL USD 1815.20 P1FEES TOT USD 0.00 TTL USD 1815.20 TP01-02/S1-2/Z0/EB NONEND NONREF NONRERTE\*EB VALID ON CI ONLY /FINVAGT/CCI/NFUSD600.00/AI-JKT2013/NR FB2 - S1-2 08AUG14 62/AG P3 FAREGALILEO/AZKAMS ADT I USD 1374.20 JKT CI TPE 662.50QEE90 CI JKT 662.50QEE90 NUC1325.00END ROE1.0 000 FARE USD1325.00 TAX 9.20TW TAX 40.00YQ TOT USD1374.20 \*\*\*ADDITIONAL FEES MAY APPLY\*SEE>FO2 · B-20K NB-03NOV NA-06FEB B-20K NB-03NOV NA-06FEB S1 FB-QEE90/CH S2 FB-QEE90/CH T P03/S1-2/Z0/EB NONEND NONREF NONRERTE\*EB VALID ON CI ONLY/FI NVAGT/CCI/NFUSD400.00/AI-JKT2013/NR

Changed itinerary - outbound travel upgraded to higher booking class: PPQ9RQ/62 JKTNT MTRG162 AG 99999992 08AUG 1.1FAREGALILEO/FIKRIMS 2.1FAREGALILEO/FARHANMR 3.1FAREGALILEO/AZKAMS\*P-C08 1. CI 762 T 02NOV CGKTPE HS3 1440 2055 0 E SU 2. CI 761 Q 13NOV TPECGK HK3 0920 1335 0\* E TH



|      | al Exchange Manager                    |                           |                       | User i                            | manual Language: EN RI |
|------|--|---------------------------|-----------------------|-----------------------------------|------------------------|
| Step | 1. Get started                         |                           |                       |                                   |                        |
| Sele | an action to perform                   |                           |                       |                                   |                        |
| ۲    | Reissue (your calculation will be save | ed and you will be able   | to issue ticket)      |                                   |                        |
| 0    | Informative calculation only (your cal | culation will not be save | ed)                   |                                   |                        |
| Sele | t ticket                               |                           |                       |                                   |                        |
|      | TICKET NUMBER                          | ISSUE DATE                | PASSENGER             | SEGMENTS                          | AMOUNT                 |
| 0    |  | (Custom ticket numb       | per)                  |                                   |                        |
| ۲    | 2979902133552                          | 08AUG14                   | FAREGALILEO/FIKRI MS  | CGK → TPE / 08NOV / CI 762        | 1815.20USD             |
|      |  |                           |                       | TPE → CGK / 13NOV / CI 761        |                        |
|      | 2979902133551                          | 08AUG14                   | FAREGALILEO/AZKA MS   | CGK - TPE / 08NOV / CI 762        | 1374.20USD             |
| 0    |  |                           |                       | COPENT TPE → CGK / 13NOV / CI 761 |                        |
| 0    |  |                           |                       |                                   |                        |
| 0    | 2979902133554                          | 08AUG14                   | FAREGALILEO/FARHAN MR | COPEN CGK - TPE / 08NOV / CI 762  | 1815.20USD             |
| 0    | 2979902133554                          | 08AUG14                   | FAREGALILEO/FARHAN MR | CGK → TPE / 08NOV / CI 762        | 1815.20USD             |

## As QEE90 Fare used for the original tickets is not filed in the system, the Filed Fare mask must be created manually.

|      |      | E08NOV/CI  |         |   |    |      |         |    |    |    |
|------|------|------------|---------|---|----|------|---------|----|----|----|
| JKT- | TPE  | SAT-08NOV1 | L4 CI   |   |    |      |         |    |    |    |
| PUBL | IC F | ARES       |         |   |    |      |         |    |    |    |
|      | СХ   | FARE       | FARE    | С | AP | MIN/ | SEASONS | MR | GI | DT |
|      |      | USD        | BASIS   |   |    | MAX  |         |    |    |    |
| 1    | ΥY   | 1486.00R   | YEEIF3M | Y |    | 2/3M |         | М  | ΕH |    |
| 2    | CI   | 1486.00R   | YEE1M   | В |    | 5/1M |         | М  | ΕH |    |
| 3    | CI   | 1531.00R   | YEE3M   | В |    | 5/3M |         | М  | ΕH |    |
| 4    | CI   | 1928.00R   | YRT     | Y |    | /12M |         | М  | ΕH |    |
| 5    | CI   | 1157.00    | YOW     | Y |    | /12M |         | М  | ΕH |    |



| ECT FARE QUOTE                         |                    |              |       |         |       |
|--|--------------------|--------------|-------|---------|-------|
| New fare quote                         |                    |              |       |         |       |
| FQ calculation Involuntary rerouting H | HFF quote Manual   |              |       |         |       |
| Passengers                             |                    |              |       |         |       |
| 1. FAREGALILEO/FIKRI MS                |                    |              |       |         |       |
| O 2. FAREGALILEO/FARHAN MR             |                    |              |       |         |       |
| O 3. FAREGALILEO/AZKA MS               |                    |              |       |         |       |
|  |                    |              |       |         |       |
| Passenger type                         |                    |              |       |         |       |
| ADT                                    |                    |              |       |         |       |
|  |                    |              |       |         |       |
| Segments (select all segments)         |                    |              |       |         |       |
| SEGMENT                                |                    | FAREBASIS/TD | NVB   | NVA     | BG X  |
| I. ACTIVE HK3 CGK → TPE / 08NC         |                    | TEE90        |       | 30JAN15 | 20K O |
| ✓ 2. ACTIVE HK3 TPE → CGK / 13NC       | DV / CI 761 / Q    | QEE90        |       | 30JAN15 | 20K   |
| 1. 9.20 / TW                           | 2. 40.00 / YQ      | 3.           | 1     | 4.      | /     |
| 1. 9.20 / TW                           |                    | 3.           | /     | 4.      | /     |
| 5. /                                   | 6. /               | 7.           | 1     | 8.      | /     |
|  |                    | More taxes   |       |         |       |
| Calculation details                    |                    |              |       |         |       |
| FARE                                   | EQUIV              |              | TOTAL |         | ROE   |
| USD 1966.00                            |                    |              |       |         | 1.00  |
|  |                    |              |       |         |       |
| Additional information                 |                    |              |       |         |       |
| Endorsement:                           |                    |              |       |         |       |
| NONEND NONREF NONRERTE-VALID           | ON CI ONLY         |              |       |         |       |
|  |                    |              |       |         |       |
| Fare construction:                     |                    |              |       |         |       |
| JKT CI TPE 1083.00TEE90 CI JKT 883.0   | 00QEE90 NUC1966.00 |              |       |         |       |
|  |                    |              |       |         |       |
| Calculate                              |                    |              |       |         |       |
| Calculate                              |                    |              |       |         |       |



| ΤΑΧ ΤΥΡΕ  | TICKET VALUE  | FARE VALUE | ADDITIONAL COLLECTION  |          |
|---|---|------------|--|----------|
| тw  | 9.20  | 9.20       | 0.00   | Official |
| YQ  | 40.00   | 40.00      | 0.00   | ADC      |
| FARE  | 1766.00   | 1966.00    | 200.00   |          |
| Total:  |   |            | 200.00   |          |
| Ticket  | nay be inaccurate. We recommend you to check it   | manually.  | Fare<br>FB1 - S1-2 15AUG14   | 5N/bG    |
| OPEN CI 0761 Q 1<br>FARE USD 1766.00 TAX<br>TOTAL USD 1815.20 | SNOV CCKTPE 1400 CK QEE90 1<br>NVG03NOV NVADGFEB<br>SNOV TPECGK 0445 CK QEE90 2<br>NVG03NOV NVADGFEB<br>. 9.20TW TAX 40.00YQ TAX<br>RERTE/ VALID CN CI ONLY | ~          | P1         FARECALLES/FIKEINS         ADT         USD 201           URT CI TPE 1083.00TEB90 CI JRT 883.00QEE90 NUC1966.00END         0         0         0           PARE USD1966.00 TAX 9.20TH TAX 40.00YQ TOT USD2015.20         ***ADDITIONAL FEES MAX APPLY*SES+F01.         51         FB-TEF90         B-20K         NA-30JAN           S2         FB-DEF90         B-20K         NA-30JAN         NA-30JAN           NOWERD NORBERT NORBERTE-VALID ON CI ONLY         NA-30JAN         NA-30JAN | 5.20     |
| 0END ROE1.000000<br>TOUR CODE JKT2013                         | 0 CI JKT 833.00QEE90 NUC1766.0<br>KHMJFJ  | ~          | T PO1/S1-2/ET/CCI  | ~        |
| <   |   | >          | <  | >        |

#### Penalty collected as a new tax with the code CP:

| Step 3. Comission and penalties PENALTY |  |                            |   |
|---|--|----------------------------|---|
| Absent                                  |  |                            |   |
| О ЕМД                                   |  |                            |   |
| • Tax<br>TAX TYPE                       |  | VALUE                      |   |
| 1. <u>&gt;P</u><br>2.                   |  | 50.00                      |   |
| O Q-Surcharge                           |  |                            |   |
| NONEND NONREF NONRERTE-VALID ON CI ONLY |  |                            | Ŷ |
| COMMISSION                              | TOUR CODE                              | ПЛВТ                       |   |
| Percents 🔽 0                            | JKT2013                                | ● None O IT O BT           |   |
| O Q-Surcharge                           |  |                            |   |
| ENDORSEMENT                             | Please confirm the same tour code in t | ticket and fare (JKT2013). |   |

The tour code is copied from the original ticket and must be deleted (Cancel option) because this Tour code will be entered as AI code together with net Fare before ticketing.

Confirm Canq



| Step 3. Comission and penalties PENALTY Absent |           |       |                |   |
|--|-----------|-------|----------------|---|
| O EMD  |           |       |                |   |
| <ul> <li>Tax</li> <li>TAX TYPE</li> </ul>      |           | VALUE |                | C |
| 1. )>P<br>2.                                   |           | 50.00 |                |   |
| O Q-Surcharge                                  |           |       |                |   |
| NONEND NONREF NONRERTE-VALID ON CI ONLY        |           |       | <u>`</u>       |   |
| COMMISSION                                     | TOUR CODE |       | П/ВТ           |   |
| Percents V 0                                   |           |       | None O IT O BT |   |

| Step 4. Exchange mask                         |          |            |                           |                             |          |
|---|----------|------------|---------------------------|-----------------------------|----------|
| TICKET NUMBER <sup>®</sup>                    |          | THRU       |                           | COUPON NUMBERS <sup>*</sup> |          |
| 29799021335521                                |          | O Yes 🖲 No |                           | 02                          |          |
| COUPONS FOR TICKETS <sup>*</sup>              |          |            |                           |                             |          |
| TICKET 1                                      | TICKET 2 |            | TICKET 3                  |                             | TICKET 4 |
| 12  |          |            |                           |                             |          |
| PD TAXES                                      |          |            |                           |                             |          |
| 9.20 TW                                       | 40.00 YQ |            |                           |                             |          |
|   |          |            |                           |                             |          |
| TTL VALUE                                     |          |            | ORIGINAL FOP <sup>*</sup> |                             |          |
| USD1766.00                                    |          |            | INVAGT                    | ×                           |          |
| Fields marked with asterisk (*) are required. |          |            |                           |                             |          |

Official additional collection is USD 250.00 (200.00 official ADC for Fare difference plus 50.00 for penalty collected as a tax).

| FORM OF PAYMENT                        |                                   | ADDITIONAL CO | LLECTION |
|--|-----------------------------------|---------------|----------|
| Cash                                   |                                   |               | СZК      |
| Invoice / Credit card / Other: INVOICE |                                   | 250.00        | CZK      |
| Invoice / Credit card / Other:         | (For example: VI1234567890*D1219) | 0             | CZK      |

The other adult passenger can be copied based on the mask stored for the first adult passenger.



| Step 5. Fare copying<br>Please check passengers and select corresponding tickets, or skip this step by pressing "Next" button |                         |                       |                                       |                         |  |  |
|---|-------------------------|-----------------------|---------------------------------------|-------------------------|--|--|
| Fare data to be copied from:  |                         |                       |                                       |                         |  |  |
| PASSENGER   | PASSENGER               | ТҮРЕ                  | TICKET                                | TOTAL                   |  |  |
| FAREGALILEO/FIKRIMS   | ADT                     |                       | 2979902133552                         | 1966.00USD              |  |  |
| Copying targets:  |                         |                       |                                       |                         |  |  |
| PASSENGER   | PASSENGER TYPE          | TICKET                |                                       |                         |  |  |
| 2. FAREGALILEO/FARHAN MR  | ADT - Adult             | 2979902133554 / FAREC | GALILEO/FARHAN MR / CGK $\rightarrow$ | $TPE \to CGK\checkmark$ |  |  |
| 3. FAREGALILEO/AZKA MS  | Select passenger type 🗸 | Select ticket         |                                       | V                       |  |  |

Ticketing modifiers NFUSD100.00/NR/AI-JKT2013 must be added to TKP entry before ticketing.

NFUSD100.00 = real ADC is USD 100.00 instead of USD 200.00 which is the difference between TEE90 and QEE90 Fares.

AI-JKT2013 = tour code used in case of NET REMIT

| Г |   |  |                                     |          |                  |        |
|---|---|--|-------------------------------------|----------|------------------|--------|
|   | Step 6. Ticket print                      |  |                                     |          |                  |        |
|   | Exchange process completed. You can       | print your tickets now or store the fare only and start over the | script to process other passengers. |          |                  |        |
|   | Print selected tickets:                   |  |                                     |          |                  |        |
|   | TICKET NUMBER                             | PASSENGER  | ADDITIONAL COLLECTION               | FEE TYPE | TERMINAL SCREENS |        |
|   | 2979902133552                             | FAREGALILEO/FIKRIMS  | 250.00 USD                          | TAX      | Check            |        |
|   | 2979902133554                             | FAREGALILEO/FARHANMR   | 250.00 USD                          | ТАХ      | Check            |        |
|   | PRINT COMMAND                             |  |                                     |          |                  |        |
| Þ | TKP NFUSD100.00/NR/AI-JK                  |  |                                     |          |                  |        |
|   | $\bigcirc$ Store the fares and start over |  |                                     |          |                  |        |
|   | ☑ I confirm the additiona                 | al collection amounts in the table abov                          | ve                                  |          |                  |        |
|   | Next →                                    |  |                                     |          |                  | Cancel |

Child cannot be copied based on the mask for adult passenger and therefore the mask has to be created separately.



| Step  | 1. Get started                    |                           |                       |                                 |            |  |
|-------|-----------------------------------|---------------------------|-----------------------|---------------------------------|------------|--|
| Selec | an action to perform              |                           |                       |                                 |            |  |
| ۲     | Reissue (your calculation will be | saved and you will be a   | able to issue ticket) |                                 |            |  |
| 0     | Informative calculation only (you | r calculation will not be | saved)                |                                 |            |  |
| elec  | t ticket                          |                           |                       |                                 |            |  |
|       | TICKET NUMBER                     | ISSUE DATE                | PASSENGER             | SEGMENTS                        | AMOUNT     |  |
| 0     |                                   | (Custom ticket num        | ber)                  |                                 |            |  |
| 0     | 2979902133586                     | 15AUG14                   | FAREGALILEO/FIKRI MS  | OPEN CGK → TPE / 08NOV / CI 762 | 250.00USD  |  |
|       | 2979902133552                     |                           |                       | OPEN TPE → CGK / 13NOV / CI 761 |            |  |
| ۲     | 2979902133551                     | 08AUG14                   | FAREGALILEO/AZKA MS   | OPEN CGK → TPE / 08NOV / CI 762 | 1374.20USD |  |
|       |                                   |                           |                       | OPEN TPE → CGK / 13NOV / CI 761 |            |  |
| 0     | 2979902133587                     | 15AUG14                   | FAREGALILEO/FARHAN MR | OPEN CGK → TPE / 08NOV / CI 762 | 250.00USD  |  |
|       | 2979902133554                     |                           |                       | OPEN TPE → CGK / 13NOV / CI 761 |            |  |
| 0     | 2979902133554                     | 08AUG14                   | FAREGALILEO/FARHAN MR | USED                            | 1815.20USD |  |
| 0     | 2070002133552                     | 08AUG14                   | FAREGALILEO/FIKRI MS  | USED                            | 1815.20USD |  |
|       | GEM EXCHANGE AGREEMENT            |                           |                       |                                 |            |  |



| New fare quote   |               |              |       |              |             |   |
|--|---------------|--------------|-------|--------------|-------------|---|
| FQ calculation Involuntary rerouting HFF quot  | te Manual     |              |       |              |             |   |
| Passengers   |               |              |       |              |             |   |
| 0 1. FAREGALILEO/FIKRI MS  |               |              |       |              |             |   |
| 2. FAREGALILEO/FARHAN MR   |               |              |       |              |             |   |
| 3. FAREGALILEO/AZKA MS   |               |              |       |              |             |   |
| 3. FAREGALILEO/AZKA MS   |               |              |       |              |             |   |
| Passenger type   |               |              |       |              |             |   |
| C08  |               |              |       |              |             |   |
| 08   |               |              |       |              |             |   |
| Segments (select all segments)   |               |              |       |              |             |   |
| SEGMENT  |               | FAREBASIS/TD | NVB   | NVA          | BG          | x |
| I. ACTIVE HK3 CGK → TPE / 08NOV / CI 7   | 62 / Q        | TEE90 /CH    |       | 30JAN15      | 20K         | 0 |
| Image: ACTIVE HK3 TPE → CGK / 13NOV / CI 7   | 61 / Q        | QEE90/CH     |       | 30JAN15      | 20K         |   |
|  |               |              |       |              |             |   |
| Taxes (remove all taxes)   |               |              |       |              |             |   |
| VALUE / TYPE   | VALUE / TYPE  | VALUE / TYP  | PE    | VALUE / TYPE |             |   |
|  | 2. 40.00 / YQ | 3.           |       |              |             |   |
| 1. 9.20 / TW   |               | 3.           | /     | 4.           | /           |   |
| 1. 9.20 / TW<br>5. /   | 6. /          | 7.           |       | 8.           |             |   |
|  |               |              |       |              | /           |   |
|  |               | 7.           |       |              | /           |   |
|  |               | 7.           | //    |              | ]/]         |   |
| 5.   |               | 7.           | TOTAL |              | 1/          |   |
| 5. //  | 6.            | 7.           | TOTAL |              | ROE<br>1.00 |   |
| 5. / Calculation details FARE  | 6.            | 7.           | TOTAL |              |             |   |
| 5. / Calculation details FARE  | 6.            | 7.           | TOTAL |              |             |   |
| 5. / /   | 6. /          | 7.           | TOTAL |              |             |   |
| 5. //<br>Calculation details<br>FARE<br>USD 1475<br>Additional information                                     | 6. /          | 7.           |       |              |             |   |
| 5. / /   | 6. /          | 7.           | TOTAL |              |             |   |
| 5. / /   | 6. /          | 7.           | TOTAL |              |             | - |
| 5. / Calculation details FARE USD 1475 Additional information Endorsement: NONEND NONREF NONRERTE/ VALID ON CI | 6. /          | 7.           | TOTAL |              |             |   |

| ΤΑΧ ΤΥΡΕ                    | TICKET VALUE                                | FARE VALUE  | ADDITIONAL COLLECTION |
|-----------------------------|---|-------------|-----------------------|
| тw                          | 9.20  | 9.20        | 0.00                  |
| YQ                          | 40.00                                       | 40.00       | 0.00                  |
| FARE                        | 1325.00                                     | 1475.00     | 150.00                |
| Total:                      |   |             | 150.00                |
| Automatic calculation may b | be inaccurate. We recommend you to check it | t manually. |                       |



| Ticket   |   | Fare   |   |
|--|---|--|---|
| TET: 297 9902 13351 NAME: FAREGALILEO/AJERAMS<br>EH: 06 211 160 0396<br>ISSUED: 08AUG14 POP:INVAGT<br>SEEUD: 7539 FLATING CARRIER: CI ISO: ID IATA: 99399992<br>USE CR FLD CLS DATE BROOFT TIME ST P/B FARE CEN<br>USE CR FLD CLS DATE BROOFT TIME ST P/B FARE CEN<br>OFEN CI 0762 Q 08NOV CRKTPE 1400 CK CEES0/CH 1<br>NVE03NOV NVA06FEB<br>OPEN CI 0761 Q 13NOV TPECGK 0845 CK CEES0/CH 2<br>NVE03NOV NVA06FEB | ^ | PB3         - 61-2         15AUG14         51/AG           P2         FEREGALILEO/ATKAMS         C08         USD 1524.20           JMT CI TPE 612.0002EE90 CL JKT 662.5002EE90 NUC1474.50END ROE1.0         0           0         ARE USD1475.00 TAX 9.20TM TAX 40.00YG TOT USD1524.20           ****ADDITIONAL FEES MWX FPEYT*EE>F03           51         FB-TEE30           82         FB-CES0           81         FB-TEE30           82         FB-CES0           92.00         NA-30JAN           NONBERD NONBERTE- VALID ON CI ONLY           T 903/512-2/EFYCGI | ^ |
| FARE USD 1325.00 TAX 9.20TW TAX 40.00YQ TAX<br>TOTAL USD 1374.20<br>NONREF NONREFF VALID ON CI ONLY  | > | <  | > |

| Step 3. Comission and penalties          |           |                  |                   |
|--|-----------|------------------|-------------------|
| PENALTY                                  |           |                  |                   |
| O Absent                                 |           |                  |                   |
| O EMD                                    |           |                  |                   |
| ● Tax                                    |           |                  |                   |
| ΤΑΧ ΤΥΡΕ                                 |           | VALUE            |                   |
| 1. DP                                    |           | 35.00            |                   |
| 2.                                       |           |                  |                   |
| O Q-Surcharge                            |           |                  |                   |
| ENDORSEMENT                              |           |                  |                   |
| NONEND NONREF NONRERTE- VALID ON CI ONLY |           |                  | $\langle \rangle$ |
| COMMISSION                               | TOUR CODE | IT/BT            |                   |
| Percents 🗸 0                             | JKT2013   | ● None O IT O BT |                   |

The Tour code copied from the original ticket must be removed.

| Step 3. Comission and penalties PENALTY  |           |       |                |
|--|-----------|-------|----------------|
| O Absent                                 |           |       |                |
| ○ EMD                                    |           |       |                |
| • тах<br>ТАХ ТҮРЕ                        |           | VALUE |                |
| 1. JP                                    |           | 35.00 |                |
| 2.                                       |           |       |                |
| O Q-Surcharge                            |           |       |                |
| ENDORSEMENT                              |           |       |                |
| NONEND NONREF NONRERTE- VALID ON CI ONLY |           |       | Ŷ              |
| COMMISSION                               | TOUR CODE |       | ПЛВТ           |
| Percents V 0                             |           |       | • None OIT OBT |



| Step 4. Exchange mask                         |          |            |               |                             |          |
|---|----------|------------|---------------|-----------------------------|----------|
|   |          | THRU       |               | COUPON NUMBERS <sup>*</sup> |          |
| 29799021335510                                |          | O Yes 🖲 No |               | 02                          |          |
| COUPONS FOR TICKETS <sup>*</sup>              |          |            |               |                             |          |
| TICKET 1                                      | TICKET 2 |            | TICKET 3      |                             | TICKET 4 |
| 12  |          |            |               |                             |          |
| PD TAXES                                      |          |            |               |                             |          |
| 9.20 TW                                       | 40.00 YQ |            |               |                             |          |
|   |          |            |               |                             |          |
| TTL VALUE                                     |          |            | ORIGINAL FOP* |                             |          |
| USD1325.00                                    |          |            | INVAGT        | ×                           |          |
| Fields marked with asterisk (*) are required. |          |            |               |                             |          |

## Official additional collection is USD 185.00 (150.00 official ADC for Fare difference plus 35.00 for penalty collected as a tax).

| Cash                                  |                                    |
|---------------------------------------|------------------------------------|
|                                       | 0 CZK                              |
| Invoice / Credit card / Other: NVOICE | 185.00 СZК                         |
| Invoice / Credit card / Other: (For   | example: VI1234567890*D1219) 0 CZK |

#### Ignore step 5 because the masks for both adults are already created.

| Step 5. Fare copying<br>Please check passengers and select corresponding tickets, or skip this step by pressing "Next" button<br>Fare data to be copied from: |                       |               |               |            |  |  |
|---|-----------------------|---------------|---------------|------------|--|--|
| PASSENGER   | PASSENGER TYPE        |               | TICKET        | TOTAL      |  |  |
| FAREGALILEO/AZKAMS  | C08                   |               | 2979902133551 | 1475.00USD |  |  |
| Copying targets:<br>PASSENGER   | PASSENGER TYPE        | TICKET        |               |            |  |  |
| 1. FAREGALILEO/FIKRI MS   | Select passenger type | Select ticket |               | V          |  |  |
| 2. FAREGALILEO/FARHAN MR  | Select passenger type | Select ticket |               | Y          |  |  |
|   |                       |               |               |            |  |  |
| Step 6. Ticket print  |                       |               |               |            |  |  |
|   |                       |               |               | Cancel     |  |  |

Ticketing modifiers NFUSD75.00/NR/AI-JKT2013 must be added to TKP entry before ticketing. NFUSD75.00 = real ADC is USD 75.00 instead of USD 150.00 which is the difference between TEE90 and QEE90 Fares with children discount. AI-JKT2013 = tour code used in case of NET REMIT



|    | Step 6. Ticket print<br>Exchange process completed. You can print your tickets now or store the fare only and start over the script to process other passengers. |  |                       |          |                  |  |  |  |
|----|--|--|-----------------------|----------|------------------|--|--|--|
| ۲  | Print selected tickets:  |  |                       |          |                  |  |  |  |
|    | TICKET NUMBER  | PASSENGER  | ADDITIONAL COLLECTION | FEE TYPE | TERMINAL SCREENS |  |  |  |
| ✓  | 2979902133551  | FAREGALILEO/AZKAMS                               | 185.00 USD            | ТАХ      | Check            |  |  |  |
| PR | INT COMMAND  |  |                       |          |                  |  |  |  |
| ¥к |  |  |                       |          |                  |  |  |  |
| 0  | Store the fares and start over   |  |                       |          |                  |  |  |  |
| •  | l confirm the additiona  | l collection amount <del>s</del> in the table ab | ove                   |          |                  |  |  |  |

|  | Your tickets has been printed successfully<br>You can close this window and return to the Galileo Desktop or press a button<br>below to start over exchanging other tickets.<br>Start over                          |
|--|---|
|  |   |
| PH: 08 211 160 0298<br>ISSUED: 15AUG14<br>PSEUDO: 753P PLATING CAR<br>USE CR FLT CLS DATE<br>OPEN CI 0762 Q 08NOV<br>OPEN CI 0761 Q 13NOV<br>FARE USD 1966.00 TAX<br>TOTAL USD 250.00A<br>NONEND NONREF NONRERTE | BRDOFF TIME ST F/B FARE<br>CGKTPE 1440 OK TEE90<br>NVA30JAN<br>TPECGK 0920 OK QEE90<br>NVA30JAN<br>9.20TW TAX 40.00YQ TAX 50.00<br>-VALID/ON CI ONLY<br>I JKT 883.00QEE90 NUC1966.<br>552<br>3552JKT08AUG1499999992 |
| PH: 08 211 160 0298<br>ISSUED: 15AUG14<br>PSEUDO: 753P PLATING CAR<br>USE CR FLT CLS DATE<br>OPEN CI 0762 Q 08NOV<br>OPEN CI 0761 Q 13NOV<br>FARE USD 1966.00 TAX<br>TOTAL USD 250.00A<br>NONEND NONREF NONRERTE | BRDOFF TIME ST F/B FARE<br>CGKTPE 1440 OK TEE90<br>NVA30JAN<br>TPECGK 0920 OK QEE90<br>NVA30JAN<br>9.20TW TAX 40.00YQ TAX 50.00<br>-VALID/ON CI ONLY<br>I JKT 883.00QEE90 NUC1966.<br>554<br>3554JKT08AUG1499999992 |



TKT: 297 9902 133588 NAME: FAREGALILEO/AZKAMS PH: 08 211 160 0298 ISSUED: 15AUG14 FOP:INVAGT/MISC PSEUDO: 753P PLATING CARRIER: CI ISO: ID IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN OPEN CI 0762 Q 08NOV CGKTPE 1440 OK TEE90/CH 1 NVA30JAN OPEN CI 0761 Q 13NOV TPECGK 0920 OK QEE90/CH 2 NVA30JAN FARE USD 1475.00 TAX 9.20TW TAX 40.00YQ TAX 35.00CP TOTAL USD 185.00A NONEND NONREF NONRERTE- VALID/ON CI ONLY JKT CI TPE 812.00QEE90 CI JKT 662.50QEE90 NUC1474.5 0END ROE1.00 TOUR CODE JKT2013 EXCHANGED FOR: 2979902133551 ORIGINAL ISSUE: 2979902133551JKT08AUG1499999992 RLOC 1G PPQ9RQ CI KHMJFJ

#### HMPR:

| GALILEO INDONESIZ<br>CURRENCY CODE U | A TEST<br>SD IATA NUMBE     | -       | ORT<br>2              | 15 AU        | G 14 |
|--------------------------------------|-----------------------------|---------|-----------------------|--------------|------|
| A/L TKT/STOCK NB                     | R PASSENGER NAME F          |         | TAX<br>*FEES          | COMM         | FOP  |
|                                      | FIRLIANTI/ANITAM            |         |                       |              |      |
|                                      | FIRLIANTI/ANITAM            |         |                       |              |      |
| 297E9902133584                       | - ,                         |         |                       |              |      |
|                                      | ANINDITA/TASYAMI            |         |                       |              |      |
| 297E9902133586                       | FAREGALILEO/FIKR<br>JKT2013 | 200.00A | 50.00                 | 0.00         | IN   |
|                                      |                             | 100.00N | <ul><li>← €</li></ul> | <u> </u>     |      |
| 297E9902133587                       | FAREGALILEO/FARH<br>JKT2013 | 200.00A | 50.00                 | 0.00         | IN   |
|                                      |                             | 100.00N | ← €                   | <u>_</u>     |      |
| 297E9902133588                       | FAREGALILEO/AZKA<br>JKT2013 | 150.00A | 35.00                 | 0.00         | IN   |
|                                      |                             | 75.00N  | ← €                   | <del>.</del> |      |
| SUBTOTAL - CASH                      | 0.0                         | 0       | 0.00                  |              |      |
| SUBTOTAL - CHECK                     | 0.0                         | 0       | 0.00                  |              |      |
| SUBTOTAL - NONRE                     | F 0.0                       | 0       | 0.00                  |              |      |
| SUBTOTAL - MISC                      | 0.0                         |         | 0.00                  |              |      |
| SUBTOTAL - INV                       | 550.0                       | 0       | 135.00                |              |      |
| TOTAL CASH SALES                     |                             |         |                       |              |      |
| TOTAL CREDIT SAL                     |                             |         |                       |              |      |
| TOTAL FEES                           | 0.0                         | 0       |                       |              |      |
| GRAND TOTAL                          | 685.0                       |         |                       |              |      |
| TOTAL COMMISSION                     |                             |         |                       |              |      |
| LESS CREDIT SALES                    |                             |         |                       |              |      |
| NETT AMOUNT PAYA                     | BLE 685.0                   | U       |                       |              |      |



#### Exchange/Reissue with residual value - EMD for refundable balance

#### Original ticket

TKT: 064 9902 177383 NAME: KLIMOVA/MISAMRS ISSUED: 290CT14 FOP:CASH PSEUDO: 79YE PLATING CARRIER: OK ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN OPEN OK 618 D 16NOV PRGAMS 1725 OK DFLXCZ OPEN OK 619 D 18NOV AMSPRG 1945 OK DFLXCZ 1 2 FARE CZK 26840 TAX 583CZ TAX 362CJ TAX 2754XT 30539 TOTAL CZK PRG OK AMS 628.66 OK PRG 628.66 NUC1257.32END ROE21 .3469 XT 437RN57VV2260YO RLOC 1G C47C2G 1A 50DI67

#### Changed itinerary - change routing on outbound sector:

C47C2G/37 BRQNH N347373 AG 99999992 290CT 1.1KLIMOVA/MISAMRS 1. OK 526 D 16NOV PRGDUS HK1 1740 1915 O\* E SU 2. ARNK 3. OK 619 D 18NOV AMSPRG HK1 1945 2120 O\* E TU

| ÷.,  | 1. Get started             |                                   |                         |  |                |     |  |
|------|----------------------------|-----------------------------------|-------------------------|--|----------------|-----|--|
| lec  | t an action to perform     |                                   |                         |  |                |     |  |
|      | ACTION                     |                                   |                         |  |                |     |  |
| D    | Reissue (your calculation  | will be saved and you will b      | e able to issue ticket) |  |                |     |  |
|      |                            |                                   |                         |  |                |     |  |
| )    | Informative calculation or | nlv (vour calculation will not t  | be saved)               |  |                |     |  |
| С    |                            | nly (your calculation will not t  | pe saved)               |  |                |     |  |
|      | t ticket                   | nly (your calculation will not t  |                         |  |                |     |  |
|      |                            | nly (your calculation will not b  | PASSENGER               | SEGMENTS                               | AMOU           | INT |  |
|      | t ticket                   |                                   | PASSENGER               | SEGMENTS                               | UOMA           | INT |  |
| lec  | t ticket                   | ISSUE DATE                        | PASSENGER               | SEGMENTS<br>PRG → AMS / 16NOV / OK 618 | AMOU<br>30539/ |     |  |
| elec | et ticket<br>TICKET NUMBER | ISSUE DATE<br>(Custom ticket numb | PASSENGER<br>er)        |  |                |     |  |



| Presengere   I. KUMOVA/MISA MPIS   Segmenta (select all segmenta)   Segmenta (select all segmenta)   SEGMENT   I. T. TRIVE THE PRG / DUS / 16NOV / OK 508 / D   I. TRIVE THE PRG / 18NOV / OK 508 / D   I. TRIVE THE PRG / 18NOV / OK 619 / D   Coloritation type   Before departure (FQ)   If no change to the first flight coupon is done, the option "After departure" with original toketing date should be used - check Fare Rules.   After departure (FQ.T)   FQ with options   FQ H   Account CODE   PTC   CURRENCY   OPTIONAL FQ MODIFER   | New fare quote  |   |   |                          |  |
|--|---|---|---|--------------------------|--|
| I. KUMOVAMISA MRS          Segments (select all segments)         SECURENT         I. SERVE MP G - DUS / 16NOV / OK 526 / D         I. SERVE MM AMS - PRG / 18NOV / OK 619 / D         Calculation type         I. Before departure (FQ)       If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used - check Fare Rules.         I. Atter departure (FQ)       If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used - check Fare Rules.         I. FQ.H       FQ.P1/S1.3/         Account coptions       FQ.P1/S1.3/         Account coptions       PT         O. TORENCY       OPTIONAL FQ MODIFIER  | FQ calculation Involuntary re   | routing HFF quote Manual                            |   |                          |  |
| Segmente (select all segmente)         SEGMENT         I . Serine RP PRG - DUS / teNOV / OK 526 / D         I . Serine RM AMS - PRG / 18NOV / OK 519 / D         I . Serine RM AMS - PRG / 18NOV / OK 619 / D    Celotation type   | Passengers  |   |   |                          |  |
| SEGMENT         I . SCONCE INCO PRG - DUS / IRNOV / OK 526 / D         I . SCONCE INCO PRG - DUS / IRNOV / OK 619 / D         I . SCONCE INCO PRG / IRNOV / OK 619 / D         Calculation type         I for ohange to the first flight ocupon is done, the option "After departure" with original ticketing date should be used - check Fare Rules.         I After departure (FQ, T)         I FQ with options         FQ with options         Kutterional options         Account coDE       PC       QURENCY  | I. KLIMOVA/MISA MRS   |   |   |                          |  |
| SEGMENT         I 1. SETTING FRG → DUS / 16NOV / OK 526 / D         I 3. SETTING FRG → DUS / 16NOV / OK 619 / D    Celocation type   |   |   |   |                          |  |
| I. MORINE INST PRG → DUS / 16NOV / OK 526 / D     I. MORINE INST PRG → DUS / 16NOV / OK 619 / D   Celculation type   Celculation type      If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.   After departure (FQ.T)   FQ. with options     FQ.H   Additional options   Additional options     PTC   CURRENCY OPTIONAL FQ.MODIFIER  | Segments (select all segments)  |   |   |                          |  |
| Image: Imag | SEGMENT   |   |   |                          |  |
| Calculation type <ul> <li>Before departure (FQ)</li> <li>If no change to the first flight ooupon is done, the option "After departure" with original toketing date should be used – check Fare Rules.</li> <li>After departure (FQ.T)</li> <li>FQ with options</li> <li>FQ/P1/S1.3/</li> <li>FQ.H</li> </ul> Atteriational options           Account CoDE         PTC         OURRENCY         OPTIONAL FQ MODIFIER  |   | DUS / 16NOV / OK 526 / D                            |   |                          |  |
| Calculation type <ul> <li>Before departure (FQ)</li> <li>If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.</li> <li>After departure (FQ.T)</li> <li>FQ with options</li> <li>FQ/P1/S1.3/</li> <li>FQ.H</li> </ul> After departure (FQ.T)         After departure (FQ.T)         FQ with options       FQ/P1/S1.3/         FQ.H         Account code       PTC       CURENCY       OPTIONAL FQ MODIFIER   |   | PBG / 18NOV / OK 619 / D                            |   |                          |  |
| Before departure (FQ) If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.     After departure (FQ.T)     FQ with options     FQ with options     FQ with options     FQ COUNT CODE     PTC     OURRECY     OURRECY     OPTIONAL FQ MODIFIER  |   |   |   |                          |  |
| Before departure (FQ)     If no change to the first flight coupon is done, the option "After departure" with original ticketing date should be used – check Fare Rules.     After departure (FQ.T)     FQ with options     FQ/P1/S1.3/     FQ.H  Additional options  Account code     PTC     OURRECY     OURRECY     OPTIONAL FQ MODIFIER   |   |   |   |                          |  |
| After departure (FQ.T)         FQ.VP1/S1.3/  | Calculation type  |   |   |                          |  |
| FQ with options     FQ/P1/\$1.3/       FQ H  |   |   |   |                          |  |
| O FQ.H<br>Additional options<br>Account code ptc currency optional FQ MODIFIER   | Before departure (FQ)   | If no change to the first flight coupon is done, th | e option "After departure" with original ticketing date should be | used – check Fare Rules. |  |
| Additional options<br>ACCOUNT CODE PTC CURRENCY OPTIONAL FQ MODIFIER   | Before departure (FQ)   | If no change to the first flight coupon is done, th | e option "After departure" with original ticketing date should be | used – check Fare Rules. |  |
| ACCOUNT CODE PTC CURRENCY OPTIONAL FQ MODIFIER   | Before departure (FQ)     After departure (FQ.T)                              |   | e option "After departure" with original ticketing date should be | used – check Fare Rules. |  |
| ACCOUNT CODE PTC CURRENCY OPTIONAL FQ MODIFIER   | Before departure (FQ)     After departure (FQ.T)     FQ with options          |   | e option "After departure" with original ticketing date should be | used – check Fare Rules. |  |
|  | Before departure (FQ)     After departure (FQ.T)     FQ with options          |   | e option "After departure" with original ticketing date should be | used – chock Fare Rules. |  |
| ADT  | Before departure (FQ)     After departure (FQ,T)     FQ with options     FQ,H |   | e option "After departure" with original ticketing date should be | used – check Fare Rules. |  |
|  | Before departure (FQ)     After departure (FQ.T)     FQ with options     FQ.H | FQ/P1/S1.3/   |   |                          |  |
|  | Before departure (FQ)     After departure (FQ.T)     FQ with options     FQ.H | FQ/P1/S1.3/   |   |                          |  |

New Fare calculation is cheaper because DFLXCZ Fare from PRG to DUS is lower.

| Additional options          |   |            |                       |  |  |  |  |
|-----------------------------|---|------------|-----------------------|--|--|--|--|
| ACCOUNT CODE                |   | РТС        | CURRENCY              |  |  |  |  |
|                             |   | ADT        |                       |  |  |  |  |
| ΤΑΧ ΤΥΡΕ                    | TICKET VALUE  | FARE VALUE | ADDITIONAL COLLECTION |  |  |  |  |
| cz                          | 583   | 583        | 0                     |  |  |  |  |
| CJ                          | 362   | 362        | 0                     |  |  |  |  |
| RN                          | 437   | 437        | 0                     |  |  |  |  |
| vv                          | 57  | 57         | 0                     |  |  |  |  |
| YQ                          | 2260  | 2260       | 0                     |  |  |  |  |
| FARE                        | 26840   | 21380      | 0                     |  |  |  |  |
| Total:                      |   |            | 0                     |  |  |  |  |
| Automatic calculation may l | Automatic calculation may be inaccurate. We recommend you to check it manually. |            |                       |  |  |  |  |

The agent has to decide if the Fare difference can be refunded or not according to the appropriate Fare rule, Category 16 - Cancellation. DFLXCZ Fare is fully refundable and therefore the agent's reply is Yes.

| 2260                         |  |  |  |
|------------------------------|--|--|--|
| 26840                        | This Exchange will result in a Refundable Balance of 5400 CZK. Please<br>check category 10 of the appropriate Fare rule if the Fare is refundable. |  |  |
|                              | Do you want to refund this amount?   |  |  |
| inaccurate. We recommend you | Yefs No  |  |  |



| Step 3. Comission and penalties |           |                  |
|---------------------------------|-----------|------------------|
| PENALTY                         |           |                  |
| Absent                          |           |                  |
| ○ EMD                           |           |                  |
| ОТах                            |           |                  |
| O Q-Surcharge                   |           |                  |
| ENDORSEMENT                     |           |                  |
|                                 |           | $\hat{}$         |
| COMMISSION                      | TOUR CODE | плвт             |
| Percents V 0                    |           | ● None O IT O BT |

| tep 4. Exchange mask   |          | THRU      | COUPON NUMBERS      | i .      |  |
|------------------------|----------|-----------|---------------------|----------|--|
| 06499021773834         |          | O Yes  No | 02                  |          |  |
| COUPONS FOR TICKETS    |          |           |                     |          |  |
| TICKET 1               | TICKET 2 | тіске     | ET 3                | TICKET 4 |  |
| 12                     |          |           |                     |          |  |
| PD TAXES               |          |           |                     |          |  |
| 583 CZ                 | 362 CJ   | 437       | RN                  | 57 VV    |  |
| 2260 YQ                |          |           |                     |          |  |
| TTL VALUE <sup>*</sup> |          | ORIGIN    | AL FOP <sup>*</sup> |          |  |
| CZK26840               |          | S         |                     |          |  |

|  | ПС  | EMD for refundable balance was created automatically and will be issued                 | <b>)</b> |  |     |
|--|-----|---|----------|--|-----|
|  |     | along with the ticket.<br>You have to refund it to get the due amount of 5400 CZK back. |          |  |     |
|  | 362 | ok.   | 5        |  | - 1 |
|  |     |   |          |  |     |

When the agent confirms this message EMD for refundable balance will be issued automatically. If the agent doesn't want to issue EMD, it is possible to cancel the reissue and start the exchange/reissue procedure once again from the beginning.

| Step 6. Ticket print<br>Exchange process completed. You can print your tickets now or store the fare only and start over the script to process other passengers. |                                    |                 |                       |          |                  |        |
|--|------------------------------------|-----------------|-----------------------|----------|------------------|--------|
|  | t selected tickets:<br>CKET NUMBER | PASSENGER       | ADDITIONAL COLLECTION | FEE TYPE | TERMINAL SCREENS |        |
|  | 49902177383<br>COMMAND             | KLIMOVA/MISAMRS | NO ADC                | ABSENT   | Check            |        |
| ТКР  |                                    |                 |                       |          |                  |        |
| <ul> <li>O Store the fares and start over</li> <li>✓ I confirm the additional collection amounts in the table above</li> </ul>                                   |                                    |                 |                       |          |                  |        |
| Next   | t →                                |                 |                       |          |                  | Cancel |



New ticket: TKT: 064 9902 177384 NAME: KLIMOVA/MISAMRS ISSUED: 290CT14 FOP:CASH PSEUDO: 79YE PLATING CARRIER: OK ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN OPEN OK 526 D 16NOV PRGDUS 1740 OK DFLXCZ 1 OPEN OK 619 D 18NOV AMSPRG 1945 OK DFLXCZ 3 FARE CZK 21380 TAX 583CZ TAX 362CJ TAX 2754XT TOTAL CZK NO ADC PRG OK DUS 372.88DFLXCZ /-AMS OK PRG 628.66DFLXCZ N UC1001.54END ROE21.3469 XT PD437RN PD57VV PD2260YQ EXCHANGED FOR: 0649902177383 ORIGINAL ISSUE: 0649902177383PRG290CT1499999992 RLOC 1G C47C2G 1A 50DI67

#### EMD for refundable balance must be refunded

| 0649992068  | 617 KLIM     | OVA/MISA | MRS C470 | C2G/1G/79 | 9YE 9999 | 9992   |
|-------------|--------------|----------|----------|-----------|----------|--------|
| CPN RFISC   | DESCRIPTI    | ON       | VAI      | LUE       | DATE     | STATUS |
| 1 D-996     | REFUNDABLE B | ALANCES  | CZK      | 5460      |          | OPEN   |
|             | EMD DOCUMENT | TOTAL:   | CZK      | 5460      |          |        |
| >EMD DETAI  | L DISPLAY    | . /      |          |           |          |        |
| >EMD VOID   |              | · · · 🖌  |          |           |          |        |
| >EMD REFUNI | C            | ٠F       |          |           |          |        |

#### EMD with all details:

0649992068617 KLIMOVA/MISAMRS C47C2G/1G/79YE 99999992

RFI: D-996 REFUNDABLE BALANCES DATE OF SERVICE: QUANTITY OF SERVICES/FEES: 1

| CZK | 5460 | REFUNDED   | 064RAY77CA4ND |
|-----|------|------------|---------------|
| CPN | AMT  | CPN STATUS | ESAC          |

ENDORSEMENT RESTRICTIONS: REFUND.BY.ISSUING.AGENT

EMD FARE DATA BASE: CZK 5460 EQUIV: TOTAL: CZK 5460

FOP: CA

NAME: KLIMOVA/MISAMRS GDS PNR: 1G/C47C2G CARRIER PNR: 1A/50D167 AGENCY: 79YE TICKETING AGT ID:73 IATA NBR:99999992 NAME/PLACE OF ISSUE: GALILEO CESKA REPUBLI DATE OF ISSUE:290CT14 RELATED TO TKT: 0649902177384 ORIG ISSUE:



#### EXCHG/REISSUE DOC: 0649902177383 EMD for refundable balance on sales report - HMPR GALILEO CESKA REPUBLIKA TINS REPORT 29 OCT 14 CURRENCY CODE CZK IATA NUMBER 99999992 A/L TKT/STOCK NBR PASSENGER NAME FARE TAX COMM FOP \*FEES 064D9992068617 KLIMOVA/MISAMRS 0 0.00 EX $\leftarrow$ EMD issued 0 064E9902177384 KLIMOVA/MISAMRS 0 0.00 EX **( new TKT** 064 9992068617 KLIMOVA/MISAMRS 5460 0 0.00 EX **← EMD refunded** RFND-

## EMD for refundable balance is issued only in case when the carrier allows to issue EMD for refund in Galileo system.

When the carrier is not ready to issue EMD for refundable balance in Galileo, following warning message is retuned by GEM:

|        | New fare is lower. Contact airline / apply for ACM to get the due amount 2489 CZK back. |
|--------|---|
| 583 CZ | OK  |

You have to contact the carrier and ask for refund - CZK 2489 via ACM.

When the new Fare is lower but the original Fare is nonrefundable, EMD for refundable balance may not be issued.

#### CANCELLATIONS BEFORE DEPARTURE TICKET IS NON-REFUNDABLE IN CASE OF CANCEL/NO-SHOW/REFUND.

Following warning is returned by GEM and the agent should select NO.

| Total: | This Exchange will result in a Refundable Balance of 2260 CZK. Please check category 16 of the appropriate Fare rule if the Fare is refundable. Do you want to refund this amount? |
|--------|--|
|        | Yes Na   |

The ticket with new Fare is issued and no residual value is refunded.



#### Ticket after departure, accompanied child in a separate PNR

Original ticket: TKT: 176 8953 354512 NAME: ONDRACKOVA/AMALIEMISS ISSUED: 12MAR15 FOP:CASH PSEUDO: 6K64 PLATING CARRIER: EK ISO: CZ IATA: 15202014 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN USED EK 0140 U 12MAR PRGDXB 1550 OK UKEESCZ1CH 1 OPEN EK 0139 U 19MAR DXBPRG 0855 OK UKEESCZ1CH 2 NVB19MAR NVA19MAR FARE CZK 7275 TAX 583CZ TAX 495AE TAX 6904XT TOTAL CZK 15257 PRG EK DXB 149.26 EK PRG 149.26 NUC298.52END ROE24. 3696 XT 33TP33ZR6838YQ RLOC 1G 5HSTV0 EK MTGPUJ

 Changed itinerary:

 5HSTV0/FB BRQOU 6K64FB AG 15202014 12MAR

 1.10NDRACKOVA/AMALIEMISS\*P-C05

 2. EK 139 U 19MAR DXBPRG HK1 0855 1235 0\* E TH

 3. ARNK

 4. EK 139 U 26MAR DXBPRG HK1 0855 1235 0\* E TH

| Glob | al Exchange Manage   | r                     |  |                                 | User manual | Language: | EN | RU | FR |
|------|--|-----------------------|--|---------------------------------|-------------|-----------|----|----|----|
|      | p 1. Get started<br>ect an action to perform<br>ACTION<br>Reissue (your calculation will be<br>Informative calculation only (you |                       |  |                                 |             |           |    |    |    |
| Sele | ct ticket<br>TICKET NUMBER IS  | SUE DATE              | PASSENGER                                | SEGMENTS                        | AMOUNT      |           |    |    |    |
| C    | (C   | Custom ticket number) | )  |                                 |             |           |    |    |    |
| ۲    | 1768953354512 12   | 2MAR15                | ONDRACKOVA/AMALIE MISS                   | USED PRG → DXB / 12MAR / EK 140 | 15257CZK    |           |    |    |    |
|      | GEM EXCHANGE AGREEMENT   |                       |  |                                 |             |           |    |    |    |
| •    | I confirm I have checked all Fare  | es and Fare rules ap  | pplied to the original ticket – Category | 16.                             |             |           |    |    | L  |

In order to receive the fare calculation with children discount, the code "ACC" must be added to FQ entry as pricing modifier otherwise the fare calculation for adult would be returned by the system.



| SEGMENT                 |  |   | FARE BASIS                         |  |
|-------------------------|--|---|------------------------------------|--|
| ■ 1. FLOWN HK1 PRG → D  | XB / 12MAR / EK 140 / U                              |   |                                    |  |
|                         | RG / 19MAR / EK 139 / U                              |   |                                    |  |
|                         | RG / 26MAR / EK 139 / U                              |   |                                    |  |
|                         |  |   |                                    |  |
| Calculation type        |  |   |                                    |  |
| O Before departure (FQ) | If no change to the first flight coupon is done, the | option "After departure" with original ticketing date | should be used – check Fare Rules. |  |
| After departure (FQ.T)  |  |   |                                    |  |
| O FQ with options       | FQ/P1/S1.4/  |   |                                    |  |
| O FQ.H                  |  |   |                                    |  |
|                         |  |   |                                    |  |
| Fare calculation date   |  |   |                                    |  |
| 12MAR15                 |  |   |                                    |  |
| Additional options      |  |   |                                    |  |
| ACCOUNT CODE            | РТС  | CURRENCY  | OPTIONAL FQ MODIFIER               |  |
|                         | C05  |   |                                    |  |
|                         |  |   |                                    |  |

| TAX TYPE   | TICKET VALUE   | FARE VAL                                | JE | ADDITION                              | AL COLLECTION  |   |
|--|--|---|----|---------------------------------------|--|---|
| CZ   | 583  | 583                                     |    | 0                                     |  |   |
| AE   | 495  | 495                                     |    | 0                                     |  |   |
| ТР   | 33   | 33                                      |    | 0                                     |  |   |
| ZR   | 33   | 33                                      |    | 0                                     |  |   |
| YQ   | 6838   | 6838                                    |    | 0                                     |  |   |
| FARE   | 7275   | 7275                                    |    | 0                                     |  |   |
| Total:   |  |   |    | 0                                     |  |   |
| Automatic calculation                                  | on may be inaccurate. We recommend you   | u to check it manually.                 |    |                                       |  |   |
| Ticket   |  |   |    | Fare                                  |  |   |
| USE CR FLT CLS<br>USED EK 0140 U                       | 12 NAME: ONDRACKOVA/AMALIEMISS<br>FOP:CASH<br>ING CARRIER: EK ISO: CZ IATA: 15<br>5 DATE BRDOFF TIME ST //<br>12MAR PRGIXE 1550 OK UKEESC2ICH<br>NVD12MAR N<br>19MAR DXBFRG 0855 OK UKEESC2ICH<br>NVD19MAR N | 202014<br>FARE CFN<br>1<br>VA12MAR<br>2 | ^  | FARE CZK7275 TAX 5830<br>TOT CZK15257 | 17MAR15 37/AG<br>CZK 15257<br>FRG 149.26 NUC298.52END ROE24.3696<br>CZ TAX 495AE TAX 33TP TAX 33ZR TAX 6838YQ<br>FIONAL FEES MAY APPLY*SEE>F01·<br>B-30K NB-26MAR NA-26MAR | ^ |
| FARE CZK 7275 T<br>TOTAL CZK 15257<br>NON-END/FLEX/612 |  | 6904XT                                  | ~  |                                       |  | ~ |
| <  |  | >                                       |    | <                                     |  | > |



#### Involuntary rerouting of IT ticket:

As there are no ticketing data stored in the Filed Fare History, GEM has to take the information from the ticket. That is why some data, which are not shown on the ticket (e.g. baggage allowance, fare etc.) has to be added by the agent manually. The fields, where the information should be entered, are red.

Original ticket issued as IT: TKT: 160 9902 320669 NAME: ZELENY/ZBYNEKMR ISSUED: 06MAY15 FOP:CASH PSEUDO: 79YE PLATING CARRIER: CX ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B CPN FARE OPEN OK 618 Q 10NOV PRGAMS 1725 OK LL1YCZ 1 NVB10NOV NVA10NOV OPEN CX 270 L 11NOV AMSHKG 1245 OK LL1YCZ 2 NVB11NOV NVA11NOV OPEN CX 271 H 21NOV HKGAMS 0025 OK HL1YCZ 3 NVB21NOV NVA21NOV OPEN OK 617 Q 21NOV AMSPRG 0925 OK HL1YCZ 4 NVB21NOV NVA21NOV FARE IT TAX 591CZ TAX 374CJ TAX 4238XT TOTAL CZK IΤ NONEND NONREF//DATECHANGE FEE CZK3000/DATECHANGE FEE CZK2000 PRG OK X/AMS CX HKG M/IT CX X/AMS Q5.80 OK PRG M/IT END ROE24.9687 XT 346RN28VV380HK2192YQ1292YR TOUR CODE PRG201FF500 RLOC 1G ASD79E 1A 5KOAE4

Changed itinerary: return travel is changed to one day later via FRA: ASD79E/37 BRQNH N347373 AG 99999992 06MAY 1.1ZELENY/ZBYNEKMR 1. OK 618 Q 10NOV PRGAMS HK1 1725 1900 O\* E TU 2. CX 270 L 11NOV AMSHKG HK1 1245 #0655 O\* E WE E SU 3. CX 289 B 22NOV HKGFRA HK1 0035 0620 0\* 4. OK 537 O 22NOV FRAPRG HK1 1950 2100 O\* E SU



#### Step 1:

| ec   | an action to perform         |                            |                          |                                  |        |
|------|------------------------------|----------------------------|--------------------------|----------------------------------|--------|
|      | ACTION                       |                            |                          |                                  |        |
| )    | Reissue (your calculation w  | ill be saved and you will  | be able to issue ticket) |                                  |        |
| С    | Informative calculation only | (your calculation will not | be saved)                |                                  |        |
| elec | ot ticket                    |                            |                          |                                  |        |
|      | TICKET NUMBER                | ISSUE DATE                 | PASSENGER                | SEGMENTS                         | AMOUNT |
| 0    |                              | (Custom ticket nu          | umber)                   |                                  |        |
| ۲    | 1609902320669                | 06MAY15                    | ZELENY/ZBYNEK MR         | OPEN PRG -> AMS / 10NOV / OK 618 | IT     |
|      |                              |                            |                          | OPEN AMS → HKG / 11NOV / CX 270  |        |
|      |                              |                            |                          | OPEN HKG → AMS / 21NOV / CX 271  |        |
|      |                              |                            |                          | OPEN AMS → PRG / 21NOV / OK 617  |        |
| 0    | 1609902409433                | 21AUG15                    | ZELENY/ZBYNEK MR         | USED                             | гт     |
|      | 1609902320669                |                            |                          |                                  |        |
| 0    | 1609902409434                | 21AUG15                    | ZELENY/ZBYNEK MR         | USED                             | гт     |
|      | 1609902320669                |                            |                          |                                  |        |
|      | GEM EXCHANGE AGREE           | MENT                       |                          |                                  |        |

#### Step 2:

| Step 2. Fare calculation SELECT FARE QUOTE                 |                |
|--|----------------|
| New fare quote     FQ calculation Involuntary reporting HF | F quote Manual |
| Calculate  |                |

|                                      | ×<br>Fare quotes history does not contain items related to the selected ticket.<br>Data has been fetched from the ticket.<br>Open last executed command |
|--------------------------------------|---|
| SELECT FARE QUOTE     New fare quote | OK K  |
|                                      | ebooking Involuntary rejouting HFF quote Manual   |



| Note: Please take into account<br>Passengers   | that no calculation is done and al                              | Il data are only copied from       | Filed Fare History.                            |                         |           |      |           |
|--|---|------------------------------------|--|-------------------------|-----------|------|-----------|
| 1. ZELENY/ZBYNEK MF  | 1   |                                    |  |                         |           |      |           |
| Passenger type   |   |                                    |  |                         |           |      |           |
| ADT  |   |                                    |  |                         |           |      |           |
| Segments (select all segmen  | ts)   |                                    |  |                         |           |      |           |
| SEGMENT  |   | FAREBASIS/TD                       | NVB  | NVA                     | BG        | x    | HFF SEG # |
| 1. ACTIVE HK1 PRG  | → AMS / 10NOV / OK 618 / Q                                      | LL1YCZ                             | 10NOV15  | 10NOV15                 |           | 0    | 1         |
| 2. ACTIVE HK1 AMS  | → HKG / 11NOV / CX 270 / L                                      | LL1YCZ                             | 11NOV15  | 11NOV15                 |           | 0    | 2         |
|  |   |                                    |  |                         |           |      | 3 🗸       |
| 3. ACTIVE HK1 HKG  | → FRA / 22NOV / CX 289 / B                                      | HL1YCZ                             | 21NOV15  | 21NOV15                 |           | 0    | 3         |
| 4. ACTIVE HK1 FRA  | → FRA / 22NOV / CX 289 / B<br>→ PRG / 22NOV / OK 537 / Q        | HL1YCZ<br>HL1YCZ                   | 21NOV15<br>21NOV15                             | 21NOV15<br>21NOV15      |           | 0    | 4         |
| 4. ACTIVE HKT FRA  | → PRG / 22NOV / OK 537 / Q<br>VALUE / TYPE                      | HL1YCZ                             |  | 21NOV15                 | JE / TYPE |      |           |
| 4. ACTIVE HKT FRA Taxes (remove all taxes) VALUE / TYPE 1. 591 / CZ  | → PRG / 22NOV / OK 537 / Q<br>VALUE / TYPE<br>2. 374            | HL1YCZ<br>VA<br>/ CJ 3.            | 21NOV15  | 21NOV15<br>VALU<br>4. 2 |           | 0    |           |
| 4. ACTIVE HKT FRA  | → PRG / 22NOV / OK 537 / Q<br>VALUE / TYPE<br>2. 374            | HL1YCZ<br>VA<br>/ CJ 3.<br>/ YQ 7. | 21NOV15<br>LUE / TYPE<br>346 / RN<br>1292 / YR | 21NOV15                 |           |      |           |
| 4. ACTIVE HKT FRA Taxes (remove all taxes) VALUE / TYPE 1. 591 / CZ  | → PRG / 22NOV / OK 537 / Q<br>VALUE / TYPE<br>2. 374            | HL1YCZ<br>VA<br>/ CJ 3.            | 21NOV15<br>LUE / TYPE<br>346 / RN<br>1292 / YR | 21NOV15<br>VALU<br>4. 2 |           |      |           |
| 4. ACTIVE HKT FRA Taxes (remove all taxes) VALUE / TYPE 1. 591 / CZ  | → PRG / 22NOV / OK 537 / Q<br>VALUE / TYPE<br>2. 374            | HL1YCZ<br>VA<br>/ CJ 3.<br>/ YQ 7. | 21NOV15<br>LUE / TYPE<br>346 / RN<br>1292 / YR | 21NOV15<br>VALU<br>4. 2 |           |      |           |
| 4. ACTIVE HKT FRA Taxes (remove all taxes) VALUE / TYPE 1. 591 / CZ 5. 380 / HK                              | → PRG / 22NOV / OK 537 / Q<br>VALUE / TYPE<br>2. 374            | HL1YCZ<br>VA<br>/ CJ 3.<br>/ YQ 7. | 21NOV15<br>LUE / TYPE<br>346 / RN<br>1292 / YR | 21NOV15<br>VALU<br>4. 2 | 28        |      |           |
| 4. ACTIVE HKT FRA  Taxes (remove all taxes) VALUE / TYPE  1. 591 / CZ  5. 380 / HK  Calculation details      | → PRG / 22NOV / OK 537 / Q<br>VALUE / TYPE<br>2. 374<br>6. 2192 | HL1YCZ<br>VA<br>/ CJ 3.<br>/ YQ 7. | 21NOV15  | 21NOV15<br>VALU<br>4. 2 | 28        | ]/ w |           |
| 4. ACTIVE HKT FRA  Taxes (remove all taxes) VALUE / TYPE  1. 591 / CZ  5. 380 / HK  Calculation details FARE | → PRG / 22NOV / OK 537 / Q<br>VALUE / TYPE<br>2. 374<br>6. 2192 | HL1YCZ<br>VA<br>/ CJ 3.<br>/ YQ 7. | 21NOV15  | 21NOV15<br>VALU<br>4. 2 | 28        | ]/ w |           |
| 4. ACTIVE HKT FRA  Taxes (remove all taxes) VALUE / TYPE  1. 591 / CZ  5. 380 / HK  Calculation details      | → PRG / 22NOV / OK 537 / Q<br>VALUE / TYPE<br>2. 374<br>6. 2192 | HL1YCZ<br>VA<br>/ CJ 3.<br>/ YQ 7. | 21NOV15  | 21NOV15<br>VALU<br>4. 2 | 28        | ]/ w |           |



Red fields must be updated by the agent manually. It is not necessary to update all fields, e.g. "TOTAL" field or sometimes "EQUIV" field, if no equivalent exists.

| New fare quote  |                                     |                               |                  |         |           |             |           |
|---|-------------------------------------|-------------------------------|------------------|---------|-----------|-------------|-----------|
| FQ calculation Involuntary res  | routing HFF quote Manua             | 1                             |                  |         |           |             |           |
| Note: Please take into account tha  | it no calculation is done and all ( | data are only copied from Fil | ed Fare History. |         |           |             |           |
| Passengers  |                                     |                               |                  |         |           |             |           |
| 1. ZELENY/ZBYNEK MR   |                                     |                               |                  |         |           |             |           |
|   |                                     |                               |                  |         |           |             |           |
| Passenger type  |                                     |                               |                  |         |           |             |           |
| ADT   |                                     |                               |                  |         |           |             |           |
|   |                                     |                               |                  |         |           |             |           |
| Segments (select all segments)  |                                     |                               |                  |         |           |             |           |
| SEGMENT   |                                     | FAREBASIS/TD                  | NVB              | NVA     | BG        | x           | HFF SEG # |
|   | AMS / 10NOV / OK 618 / Q            | LL1YCZ                        | 10NOV15          | 10NOV15 | 30K       | X           | 1         |
|   | HKG / 11NOV / CX 270 / L            | LL1YCZ                        | 11NOV15          | 11NOV15 | 30K       | 0           | 2 -       |
|   | FRA / 22NOV / CX 289 / B            | HL1YCZ                        | 22NOV15          | 22NOV15 | 30K       | X           | 3 -       |
|   | PRG / 22NOV / OK 537 / Q            | HL1YCZ                        | 22NOV15          | 22NOV15 | 30K       |             | 4         |
|   |                                     |                               |                  |         |           |             |           |
| Taxes (remove all taxes)  |                                     |                               |                  |         |           |             |           |
| VALUE / TYPE  | VALUE / TYPE                        | VALU                          | E/TYPE           | VALU    | JE / TYPE |             |           |
|   | 2. 374 /                            | CJ 3. 3.                      | 46 / RN          | 4. 2    | 28        | / <b>VV</b> |           |
| 1. 591 / CZ   |                                     | YQ 7. 1                       | 292 / YR         | 8.      |           | /           |           |
| 1. 591 / CZ<br>5. 380 / HK  | 6. 2192 /                           | 10 1                          |                  |         |           |             |           |
|   | 6. 2192 /                           | More taxes                    |                  |         |           |             |           |
|   | 6. 2192                             |                               |                  |         |           |             |           |
|   | 6. 2192 /                           |                               |                  |         |           |             |           |
| 5. 380 / HK   | 6. 2192 /                           |                               | TOTAL            |         |           | ROE         |           |
| 5. 380 / HK<br>Calculation details  |                                     |                               | TOTAL            |         |           | ROE         |           |
| 5. 380 / HK<br>Calculation details  |                                     |                               | TOTAL            |         |           |             |           |
| 5. 380 / HK<br>Calculation details  |                                     |                               | TOTAL            |         |           |             |           |
| 5. 380 / HK<br>Calculation details<br>FARE<br>CZK 14645   |                                     |                               | TOTAL            |         |           |             |           |
| 5. 380 / HK<br>Calculation details<br>FARE<br>CZK 14645<br>Additional information                 | EQUIV                               | More taxes                    |                  | CZK3000 |           |             |           |
| 5. 380 / HK<br>Calculation details<br>FARE<br>CZK 14645<br>Additional information<br>Endorsement: | EQUIV                               | More taxes                    |                  | CZK3000 |           |             | A         |



As return travel is booked on one day later - 22NOV, NVB and NVA dates must be changed accordingly.

Fare calculation remains the same - via AMS in both ways.

| PRG OK X/AMS CX HKG M/I                 | I confirm the copied Fare data (NVB/NVA and others) to be used for the new ticket. | ×. |
|---|--|----|
| Please check your HFF fare qu<br>Ticket | Get back Ognfirm   |    |

| ТАХ ТҮРЕ         | TICKET VALUE                         | FARE VALUE                           | ADDITIONAL COLLECTION |
|------------------|--------------------------------------|--------------------------------------|-----------------------|
| cz               | 591                                  | 591                                  | 0                     |
| CJ               | 374                                  | 374                                  | 0                     |
| RN               | 346                                  | 346                                  | 0                     |
| vv               | 28                                   | 28                                   | 0                     |
| нк               | 380                                  | 380                                  | 0                     |
| YQ               | 2192                                 | 2192                                 | 0                     |
| YR               | 1292                                 | 1292                                 | 0                     |
| FARE             | ?                                    | 14645                                | NaN                   |
| Total:           |                                      |                                      | NaN                   |
| Automatic calcul | lation may be inaccurate. We recomme | and you to <b>check</b> it manually. |                       |

Original Fare has to be added by the agent because of -IT- in the Fare box.

| Z   | 591   | 591   | 0 |  |
|---|-------|-------|---|--|
| en la companya de la companya | 374   | 374   | 0 |  |
| N   | 346   | 346   | 0 |  |
| v   | 28    | 28    | 0 |  |
| к   | 380   | 380   | 0 |  |
| ′Q  | 2192  | 2192  | 0 |  |
| 'R  | 1292  | 1292  | 0 |  |
| ARE   | 14645 | 14645 | 0 |  |
| otal:   |       |       | 0 |  |



| Ticket  | Fare  |
|---|---|
| TKT: 160 9902 320669 NAME: ZELENY/ZBYNEKMR              | FB1 - S1-4 26AUG15 37/A<br>P1 ZELENY/ZBYNEKMR ADT B CZK 19848 |
| ISSUED: 06MAY15 FOP:CASH                                | PRG OK X/AMS CX HKG M/IT CX X/AMS Q5.80 OK PRG M/IT END ROE24 |
| PSEUDO: 79YE PLATING CARRIER: CX ISO: CZ IATA: 99999992 | 9687  |
| USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CP          | FARE CZK14645 TAX 591CZ TAX 374CJ TAX 346RN TAX 28VV          |
| OPEN OK 618 Q 10NOV PRGAMS 1725 OK LL1YCZ 1             | TAX 380HK TAX 2192YQ TAX 1292YR TOT CZK19848                  |
| NVB10NOV NVA10NOV                                       | ***ADDITIONAL FEES MAY APPLY*SEE>F01 ·                        |
| OPEN CX 270 L 11NOV AMSHKG 1245 OK LL1YCZ 2             | S1 FB-LL1YCZ B-30K NB-10NOV NA-10NOV                          |
| NVB11NOV NVA11NOV                                       | S2 FB-LL1YCZ B-30K NB-11NOV NA-11NOV                          |
| OPEN CX 271 H 21NOV HKGAMS 0025 OK HL1YCZ 3             | S3 FB-HL1YCZ B-30K NB-22NOV NA-22NOV                          |
| NVB21NOV NVA21NOV                                       | S4 FB-HL1YCZ B-30K NB-22NOV NA-22NOV                          |
| OPEN OK 617 O 21NOV AMSPRG 0925 OK HL1YCZ 4             | INVOLUNTARY REPOUTING DUE TO CX271 21NOV CCLD - NONEND NONREF |
| NVB21NOV NVA21NOV                                       | -DATECHANGE FEE CZK3000                                       |
| <   |   |



| Absent                   |  |                         |   |
|--------------------------|--|-------------------------|---|
| ) emd                    |  |                         |   |
| ) Tax                    |  |                         |   |
| ) Q-Surcharge            |  |                         |   |
| NDORSEMENT               |  |                         |   |
| INVOLUNTARY REROUTING DU | JE TO CZ271 21NOV CLD - NONEND NONREF- | DATE CHANGE FEE CZK3000 | 1 |
|                          |  |                         |   |
| COMMISSION               | TOUR CODE                              | ІТ/ВТ                   |   |

| NDORSEMENT NVOLUNTARY REPOUTING D Please confirm the same tour code in ticket and fare (PBG201EF500) | Please confirm that you want to set IT modifier to this fare.       | INVOLUNTARY REROUTING D |
|--|---|-------------------------|
|  | Please confirm the same tour code in ticket and fare (PRG201FF500). |                         |



Step 4:

| FICKET NUME            | BER       |          |    | THRU    |            | COUPON NUME     | BER8 <sup>*</sup> |    |  |
|------------------------|-----------|----------|----|---------|------------|-----------------|-------------------|----|--|
| 1609902320             | 6696      |          |    | O Yes 🖲 | No         | 04              |                   |    |  |
| COUPONS FO             | R TICKETS |          |    |         |            |                 |                   |    |  |
| TICKET 1               |           | TICKET 2 |    |         | TICKET 3   |                 | TICKET 4          |    |  |
| 1234                   |           |          |    |         |            |                 |                   |    |  |
| PD TAXES               |           |          |    |         |            |                 |                   |    |  |
| 591                    | CZ        | 374      | CJ |         | 346        | RN              | 28                | VV |  |
| 380                    | НК        | 2192     | YQ |         | 1292       | YR              |                   |    |  |
| TTL VALUE <sup>*</sup> |           |          |    |         | ORIGINAL F | OP <sup>*</sup> |                   |    |  |
| CZK14645               |           |          |    |         | S          |                 |                   |    |  |

#### Step 6:

| Exch      | 9 6. Ticket print<br>ange process completed. Y<br>Print selected tickets: | ou can print your tickets now or s | store the fare only and start over the script | to process other passe | engers.          |
|-----------|---|------------------------------------|---|------------------------|------------------|
|           | TICKET NUMBER   | PASSENGER                          | ADDITIONAL COLLECTION                         | FEE TYPE               | TERMINAL SCREENS |
| тк<br>О 1 | Store the fares and start o   |                                    | NO ADC  | ABSENT                 | Check            |
|           | Vrxt→   |                                    |   |                        | Cancel           |



New ticket:

NAME: ZELENY/ZBYNEKMR TKT: 160 9902 409439 ISSUED: 26AUG15 FOP:CASH PSEUDO: 79YE PLATING CARRIER: CX ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN ARPT OK 618 Q 10NOV PRGAMS 1725 OK LL1YCZ 1 NVB10NOV NVA10NOV OPEN CX 270 L 11NOV AMSHKG 1245 OK LL1YCZ 2 NVB11NOV NVA11NOV OPEN CX 289 B 22NOV HKGFRA 0035 OK HL1YCZ 3 NVB22NOV NVA22NOV ARPT OK 537 Q 22NOV FRAPRG 1950 OK HL1YCZ 4 NVB22NOV NVA22NOV FARE IT TAX 591CZ TAX 374CJ TAX 4238XT TOTAL CZK ΙT INVOLUNTARY REROUTING DUE TO CX271 21NOV CCLD - NONEND/NONREF - DATECHANGE FEE PRG OK X/AMS CX HKG M/IT CX X/AMS Q5.80 OK PRG M/IT END ROE24.9687 XT PD346RN PD28VV PD380HK PD2192YQ PD1292YR TOUR CODE PRG201FF500 EXCHANGED FOR: 1609902320669 ORIGINAL ISSUE: 1609902320669PRG06MAY1599999992 RLOC 1G ASD79E 1A 5KOAE4



# Distribution Cost Charge (DCC) shown on the ticket as YR tax in case of validating carrier LH/LX/OS/SN effective for ticket issued on/after 01SEP15.

This DCC applies to the first issued ticket only. It means that it shouldn't be collected in case of exchange/reissue even if it is returned by the system in all cases when automatic calculation - FQ is used.

| Original ticket issued before 01SEP15 without YR tax:                        |
|--|
| TKT: 220 9902 409451 NAME: MISA/MISAMRS                                      |
| ISSUED: 02AUG15 FOP:CASH   |
| PSEUDO: 79YE PLATING CARRIER: LH ISO: CZ IATA: 99999992                      |
| USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN                              |
| OPEN LH 1393 S 10NOV PRGFRA 1050 OK S30CLS3A 1                               |
| NVB10NOV NVA10NOV  |
| OPEN LH 1402 S 15NOV FRAPRG 2130 OK S30CLS3A 2                               |
| NVB15NOV NVA15NOV  |
| FARE CZK         4691 TAX         591CZ TAX         223DE TAX         1838XT |
| TOTAL CZK 7343   |
| FARE RESTRICTION APPLY   |
| PRG LH FRA 96.29S30CLS3A LH PRG 96.29S30CLS3A NUC19                          |
| 2.58END ROE24.3584 XT 2030Y715RA920YQ  |
| RLOC 1G M2XGCS 1A 2GYVMR   |
|  |

#### Changed itinerary:

M2XGCS/37 BRONH N347373 AG 99999992 02SEP 1.1MISA/MISAMRS 1. LH 1401 S 09NOV PRGFRA HK1 1905 2015 O\* E MO 2. LH 1402 S 15NOV FRAPRG HK1 2130 2230 O\* E SU

|      | 1. Get started<br>an action to perform |                             |                               |                                  |         |
|------|--|-----------------------------|-------------------------------|----------------------------------|---------|
|      | ACTION                                 |                             |                               |                                  |         |
| ۲    | Reissue (your calculation will         | be saved and you will b     | e able to issue ticket)       |                                  |         |
| 0    | Informative calculation only ()        | your calculation will not b | be saved)                     |                                  |         |
| eleo | t ticket<br>TICKET NUMBER              | ISSUE DATE                  | PASSENGER                     | SEGMENTS                         | AMOUNT  |
| 0    |  | (Custom ticket nu           | imber)                        |                                  |         |
| ۲    | 2209902409451                          | 02SEP15                     | MISA/MISA MRS                 | OPEN PRG → FRA / 10NOV / LH 1393 | 7343CZK |
|      | GEM EXCHANGE AGREEM                    | ENT                         |                               |                                  |         |
| ✓    | I confirm I have checked all           | Fares and Fare rules        | applied to the original ticke | rt – Category 16.                |         |



Automatic calculation (FQ calculation) is used for repricing. In case of multiple Fares with different conditions valid for one booking class (e.g. LH group Fare Family), it is necessary to used "FQ with option" button and enter Fare basis used for the original ticket, otherwise the system will offer the cheapest Fare calculation valid for booking class used which is lower than that one used for the original ticket.

| tep 2. Fare calculation  |   |
|--|---|
| BELECT FARE QUOTE  |   |
| New fare quote   |   |
| FQ calculation Involuntary rerouting HFF quote Manual  |   |
| Passengers   |   |
| 1. MISA/MISA MRS   |   |
|  |   |
| Segments (select all segments)   |   |
| SEGMENT  | FARE BASIS  |
| I. ACTIVE HKT PRG → FRA / 09NOV / LH 1401 / S  | S30CLS3A  |
| 2. ACTIVE FRA → PRG / 15NOV / LH 1402 / S  | S30CLS3A  |
|  |   |
| Calculation type   |   |
| O Before departure (FQ) If no change to the first flight coupon is done, the option "After dep | arture" with original ticketing date should be used – check Fare Rules. |
| O After departure (FQ.T)   |   |
| FQ with options     FQ/P1/S1@S30CLS3A.2@S30CLS3A/  |   |
| О ғо.н   |   |

The new Fare calculation is based on the automatic calculation done by the system (FQ) and therefore GEM returns YR tax for the exchange/reissue too. As this distribution fee (YR tax) shouldn't be collected for any exchange/reissue but only for the first issue, it is necessary to remove it manually from "ADDITIONAL COLLECTION," column. It means any difference shown in the "ADDITIONAL COLLECTION" column must be changed to 0 (zero).

| ТАХ ТҮРЕ | TICKET VALUE | FARE VALUE | ADDITIONAL COLLECTION |  |
|----------|--------------|------------|-----------------------|--|
| cz       | 591          | 591        | 0                     |  |
| DE       | 223          | 223        | o                     |  |
| ΟΥ       | 203          | 203        | 0                     |  |
| RA       | 715          | 715        | 0                     |  |
| YQ       | 920          | 920        | 0                     |  |
| YR       | 0            | 433        | 433                   |  |
| FARE     | 4691         | 4691       | 0                     |  |
| Total:   |              |            | 433                   |  |



| ТАХ ТҮРЕ             | TICKET VALUE                     | FARE VALUE                             | ADDITIONAL COLLECTION |            |
|----------------------|----------------------------------|--|-----------------------|------------|
| cz                   | 591                              | 591                                    | 0                     |            |
| DE                   | 223                              | 223                                    | 0                     |            |
| ΟΥ                   | 203                              | 203                                    | 0                     |            |
| RA                   | 715                              | 715                                    | 0                     |            |
| YQ                   | 920                              | 920                                    | 0                     |            |
| YR                   | 0                                | 433                                    | a 🚽                   |            |
| FARE                 | 4691                             | 4691                                   | 0                     |            |
| Total:               |                                  |  | 0                     |            |
| V Automatic calculat | tion may be inaccurate. We recon | nmend you to <b>check</b> it manually. |                       | $\searrow$ |

#### New ticket - YR not collected:

TKT: 220 9902 409452 NAME: MISA/MISAMRS ISSUED: 02SEP15 FOP:CASH/CASH PSEUDO: 79YE PLATING CARRIER: LH ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN OPEN LH 1401 S 09NOV PRGFRA 1905 OK S30CLS3A 1 NVB09NOV NVA09NOV OPEN LH 1402 S 15NOV FRAPRG 2130 OK S30CLS3A 2 NVB15NOV NVA15NOV 4691 TAX 591CZ TAX 1759A FARE CZK 2061XT TAX 1759DU TOTAL CZK FARE RESTRICTION APPLY -PENALTY COLLECTED AS DU TAX PRG LH FRA 96.29S30CLS3A LH PRG 96.29S30CLS3A NUC19 2.58END ROE24.3584 XT PD223DE PD2030Y PD715RA PD920 ΥQ EXCHANGED FOR: 2209902409451 ORIGINAL ISSUE: 2209902409451PRG02SEP1599999992 RLOC 1G M2XGCS 1A 2GYVMR



### Exchange/Reissue of LH Group tickets (carriers LH / LX / OS / SN) - Fare Families

Fare used for the original ticket = V30FLX0 (Fare Family - FLEX) TKT: 220 9902 476891 NAME: KLIMO/JOSEFMR CC: VIXXXXXXXXXX4242 ISSUED: 200CT15 FOP:VIXXXXXXXXXX4242-123123 PSEUDO: 79YE PLATING CARRIER: LH ISO: CZ IATA: 99999992 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN OPEN LH 1403 V 15FEB PRGFRA 0650 OK V30FLX0 1 OPEN LH 1166 V 15FEB FRALIS 0910 OK V30FLX0 2 OPEN LH 1167 V 18FEB LISFRA 1200 OK V30FLX0 3 OPEN LH 1400 V 18FEB FRAPRG 1720 OK V30FLX0 4 FARE CZK 12168 TAX 591CZ TAX 1150RA TAX 3539XT 17448 TOTAL CZK FARE RESTRICTION APPLY PRG LH X/FRA LH LIS 251.10 LH X/FRA LH PRG 251.10 N UC502.20END ROE24.229 XT 110PT283YP2712YQ434YR RLOC 1G 9NSVWW 1A 4U6FR5

New itinerary: 9NSVWW/37 BRONH N347373 AG 99999992 200CT 1.1KLIMO/JOSEFMR 2.1KLIMOVA/MISAMRS 1. LH 1401 V 14FEB PRGFRA HK2 1905 2. LH 1172 V 14FEB FRALIS HK2 2100 2015 0\* E SU 3 2100 2300 O\* E SU 3 3. LH 1167 V 18FEB LISFRA HK2 1200 1610 O\* E TH 2 4. LH 1400 V 18FEB FRAPRG HK2 1720 1820 O\* E TH 2

| FQ calculation  | Involuntary rerouting HFF quote Manual  |
|-----------------|---|
| Passengers      |   |
| • 1. KLIMO/J    | OSEF MR   |
| 0 2. KLIMOV     | A/MISA MRS  |
|                 |   |
| Segments (selec | t all segments)   |
| SEGMENT         |   |
| ✓ 1. ACTIVE     | FIG2 PRG → FRA / 14FEB / LH 1401 / V  |
| ✓ 2. ACTIVE     | HIC2 FRA LIS / 14FEB / LH 1172 / V  |
|                 |   |
| ✓ 3. ACTIVE     | HIC2 LIS → FRA / 18FEB / LH 1167 / V  |
|                 | HIC2         LIS → FRA / 18FEB / LH 1167 / V           HIC2         FRA → PRG / 18FEB / LH 1400 / V |
|                 |   |



| G FQ with options  | FQ/P1/S1.2.3.4/ |          |                      |  |
|--------------------|-----------------|----------|----------------------|--|
| O FQ.H             |                 |          |                      |  |
| Additional options |                 |          |                      |  |
|                    |                 |          |                      |  |
| ACCOUNT CODE       | РТС             | CURRENCY | OPTIONAL FQ MODIFIER |  |
| ACCOUNT CODE       | PTC<br>ADT      | CURRENCY | OPTIONAL FQ MODIFIER |  |

When the new Fare calculation is requested in GEM, the system returns the lowest Fare which corresponds to the booking code used, because the system is based on the lowest Fare calculation. The Fare stored by the system is V30LGT0 (Fare Family LIGHT) which is not correct because the change is allowed only within FLEX Fare Family and downgrade is not permitted.

| ΤΑΧ ΤΥΡΕ  | TICKET VALUE   | FARE VALUE                 | ADDITIONAL COLLECTION   |
|---|--|----------------------------|---|
| cz  | 591  | 591                        | 0   |
| RA  | 1150   | 1150                       | 0   |
| РТ  | 110  | 110                        | 0   |
| YP  | 283  | 283                        | 0   |
| YQ  | 2712   | 2712                       | • New Fare is lower   |
| YR  | 434  | 434                        | o   |
| FARE  | 12168  | 7084                       | 0   |
| Total:  |  |                            | 0   |
| Automatic calculation n   | nay be inaccurate. We recommend yo   | u to <b>check</b> it manua | lly. V30lgt0 Fare   |
| Ticket  |  |                            | Fare basis is stored  |
| USE CR FLT CLS I<br>OPEN LH 1401 V 14<br>OPEN LH 1172 V 14<br>OPEN LH 1177 V 14 | FOP:VIXXXXXXXXXXX4242-1231<br>CARRIER: LH ISO: CZ IATA: 99<br>DATE BROFF TIME ST F/B<br>4FEB PRGFRA 1905 OK V30FLX0<br>4FEB FRALIS 2100 OK V30FLX0<br>8FEB LISFRA 1200 OK V30FLX0<br>8FEB FRAPRG 1720 OK V30FLX0<br>591CZ TAX 1150RA TAX |                            | FQ1 - S1-4<br>>FQ(51.2.3.4/P1*ADT/CLH<br>P1 KLINO/JOSEFWR ADT G 22 C2K 12364<br>PRG LH X/FRA LH LIS 146.18 LH X/FRA 146.19 NUC292.37EN<br>ROE24.229<br>FARE C2KT084 TAX 591CZ TAX 110 T TAX 110PT TAX 283YP<br>TAX 2712YQ TAX 434YR TOT 4472864<br>***ADDI210MAL FEES MAY APPLY*SEE>F01.<br>S1 FE-V30LDT0<br>BG-OPC NB-14FEB NA-14FEB<br>S2 FE-V30LGT0<br>BG-OPC NB-14FEB NA-14FEB<br>S3 FE-V30LGT0 |



In order to store correct Fare in the same FLEX Fare Family it is necessary to enter this Fare Family as account code in "ACCOUNT CODE" field in step 2 and private Fare designator :P in "OPTIONAL FQ MODIFIER" field even though they are not private Fares.

| ТАХ ТҮРЕ   | TICKET VALUE  | FARE VALUE  | ADDITIONAL COLLECTION   | -                       |
|--|---|---|---|-------------------------|
| cz   | 591   | 591   | 0   |                         |
| RA   | 1150  | 1150  | 0   |                         |
| РТ   | 110   | 110   | 0   |                         |
| YP   | 283   | 283   | 0   |                         |
| YQ   | 2712  | 2712  | 0   | New Fare is<br>the same |
| YR   | 434   | 434   | 0   |                         |
| FARE   | 12168   | 12168   | 0   |                         |
| Total:   |   |   | 0   |                         |
| icket<br>KT: 220 9902 4<br>CC: VIXXXXXXX<br>SSUED: 200CT15 | XXXX4242  | Fa<br>F2<br>2-123123  | re<br>1 - S1-4<br>//S1.2.3.4/P1*ADT/:P/CLH-FLEX<br>1 KLIMO/JOSEFMR AD<br>K LH X/FRA LH LIS 251.10 LH X/                     |                         |
|  | CLS DATE BRDOFF TIME ST F/B<br>1 V 14FEB PRGFRA 1905 OK V30FI<br>2 V 14FEB FRALIS 2100 OK V30FI<br>7 V 18FEB LISFRA 1200 OK V30FI | FARE         C.P.           LX0         1         F           LX0         2         T           LX0         3         3 | ROE24.229<br>RRE CZK12168 TAX 591CZ TAY O<br>AX 2712YQ TAX 434YR TOT 22K1744<br>***ADD TONAL FEES<br>I FB-V30FLX0<br>BG-IPC | RA TAX 110PT TAX 283YP  |
|  | 168 TAX 591CZ TAX 1150R   | A TAX 3539XT A  | CCT-FLEX  |                         |

Fare Families used by carriers in LH Group (LH / LX / OS / SN) are: FLEX CLASSIC LIGTH

Using Fare Family as account code is possible only in case that the same Fare is used for the whole journey. In case of combination of 2 or more Fares "FQ with option" must be used in step 2 and the relevant Fare basis has to be entered next to each segment.