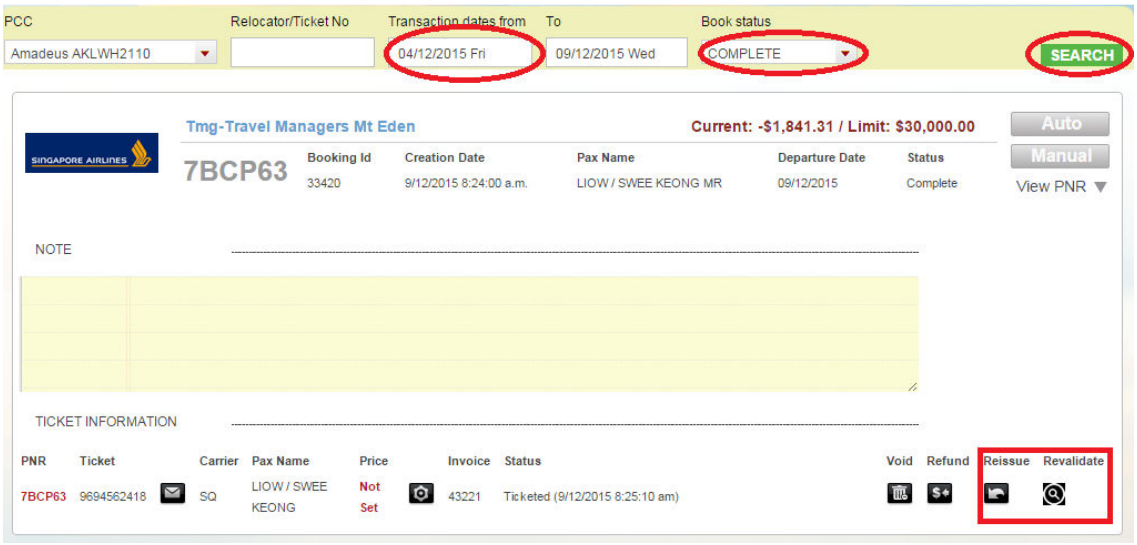
TICKETING SOLUTIONS

Revalidation and Reissue

This document is a description of automatic revalidation and reissue processes in t-agent for tickets previously issued through the system.

Ticket View.

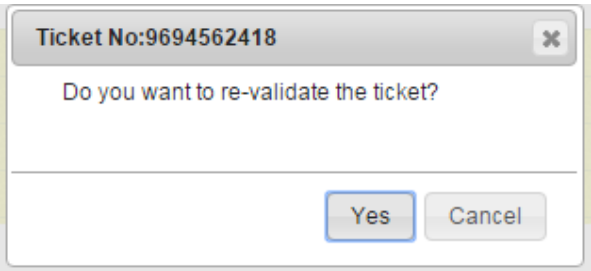
When you log in as consolidator (head office mode) the functions of revalidation and reissue are available. The system displays these options only if ticket is already issued and it is not voided.



These functions are available alongside with the “Refund” option.

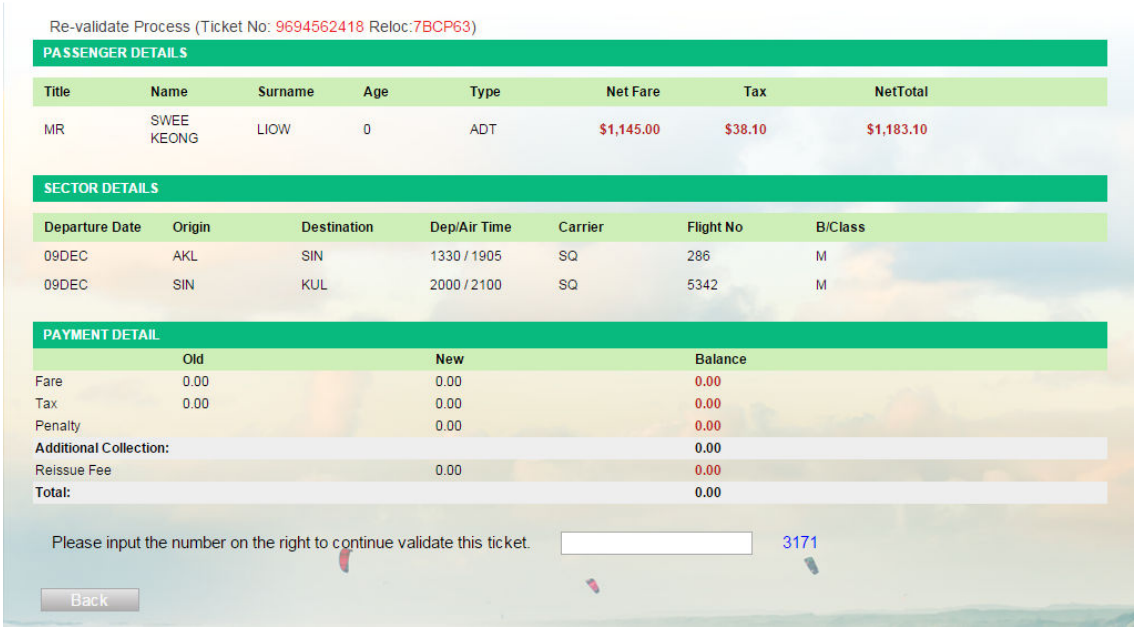
Revalidation.

When “Revalidation” button clicked the system follows with the prompt:



Please click on “yes” if you want to continue.

The process is then loading ticket information screen. During this time the system also checks if there were any differences in the itinerary and displays these differences. If there were no differences in the itinerary (Flight Number, date or departure/arrival date), then the system will only display original ticket information. Here is an example:



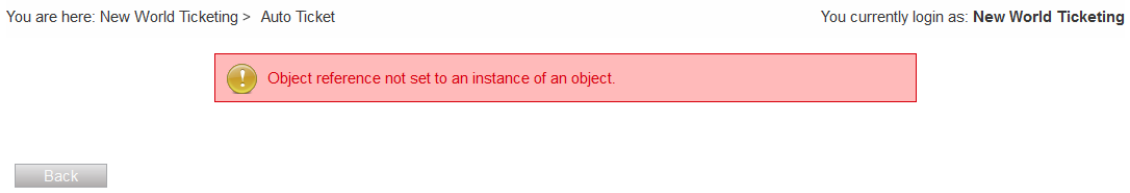
If you want to proceed with the revalidation process, please enter the security code (in case of the ticket above it is “3171”) and Submit button will appear:

Clicking on “Submit” button will complete process of Revalidation. Revalidation will be processed immediately and relevant message will appear on the screen:

The ticket (9694562418) has been re-validated successfully. Please click “Here” to continue.

When Revalidation is complete, the system will update itinerary into the ticketing database, change e-ticket information and re-set PDF emailer flag which will re-send e-tickets and invoice to the agent.

If during the process of checking revalidation (first screen) the error occurs the system will display error message and you will not be able to proceed with the revalidation:

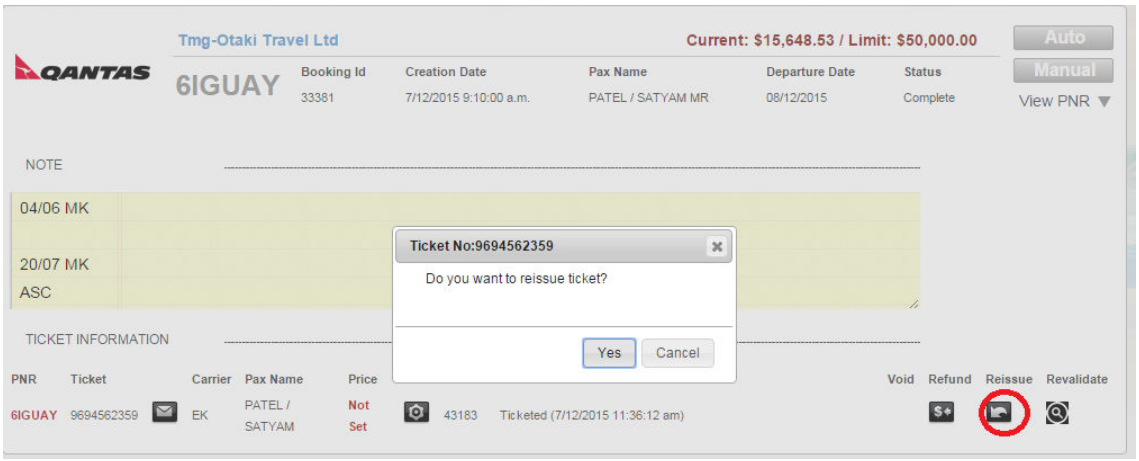


Please note that this is a consultant responsibility to choose either the ticket can be revalidated. The system will assist with the interaction with the GDS to obtain latest information on the itinerary and revalidation details but the judgement on submitting revalidation will lie on the consultant.

Reissue.

The process of reissue will work in a similar way to Revalidation with a few small differences in the interface.

Once reissue button is clicked the system displays prompt either the consultant wants to proceed with this process.

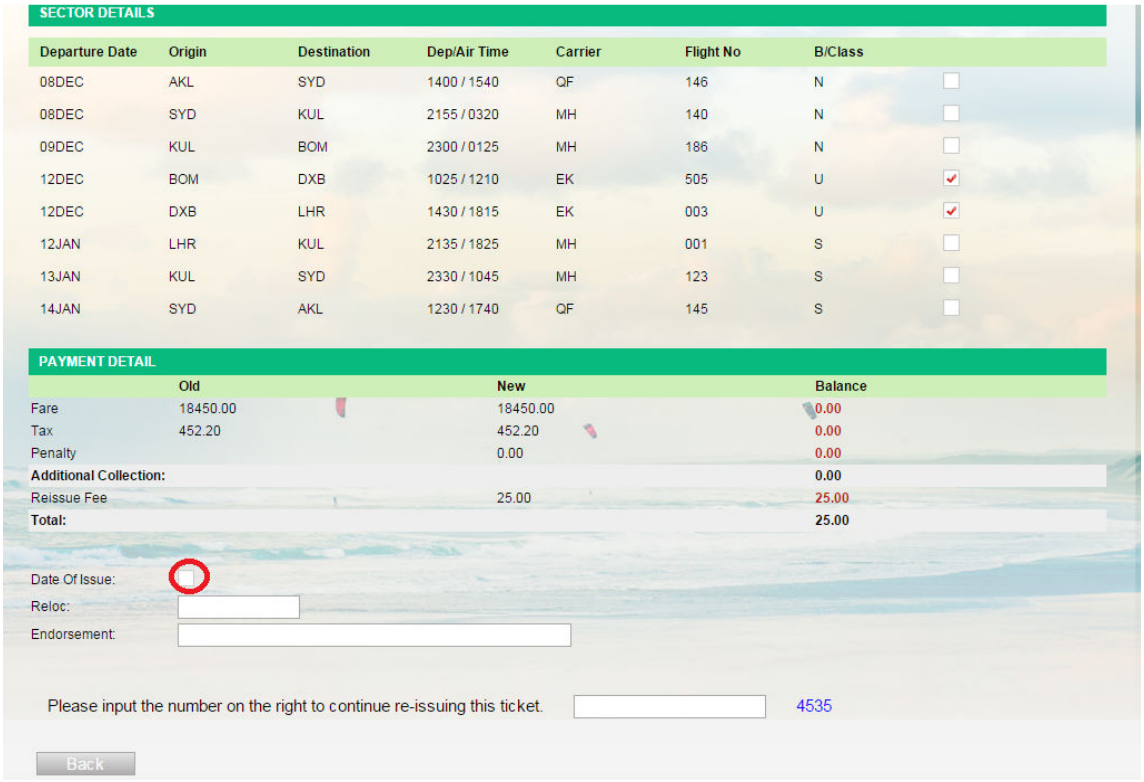


When continue with the Reissue the system checks the differences between the original ticket and reprised fare.

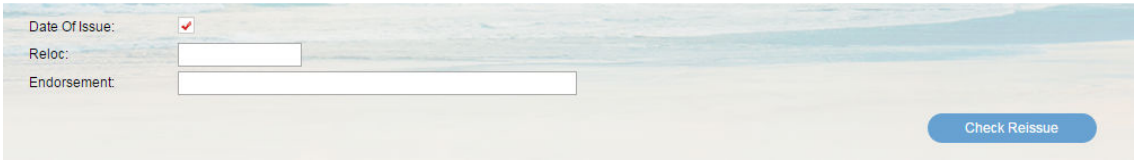
The information on original and new fare is displayed on the screen if there is any conflicts:

The system compares fare and taxes. Any penalty is calculated by the system, based on the information from GDS.

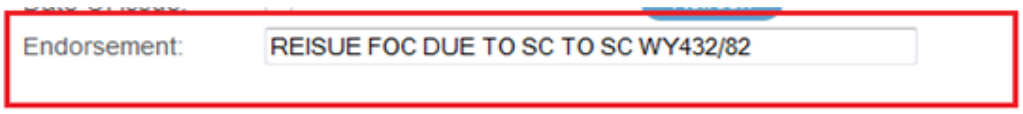
When the fare is reprised, the system uses original “Ticket Issue” date to compare the ticket amount:



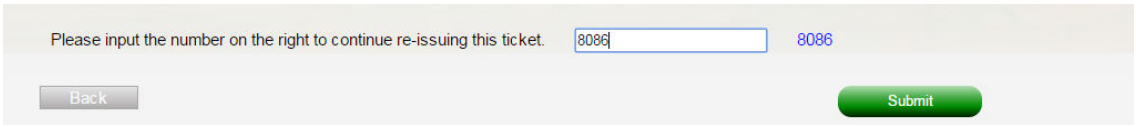
This can be changed by ticking the “Date Of Issue” check box. When done, the new “Cheque Reissue” button appears to re-submit the check for the new fare:



The system also allows the consultant to provide updated endorsements if necessary. If Endorsements text field is left blank the process will use endorsements, provided by GDS.



When all information is ready, please enter a security code and submit ticket for reissue:



The following message will appear on the screen:

> The ticket (9694562418) has been re-issued successfully. Please click “Here” to continue.

Please note that there are some differences in the way the ticket is reissued for Amadeus, SABRE or GALILEO:

For Amadeus the reissue is submitted immediately. For SABRE and GALILEO the system sends reissue into the ticketing Q. The usual process of reissue will take place, which can take between 10 and 60 seconds.

The process also creates a new ticket into the database, which will generate separate ticket number with the amount for fare, taxes and penalty updated on the invoice.

The invoice will be generated and emailed to the agency along with the new e-ticket document.