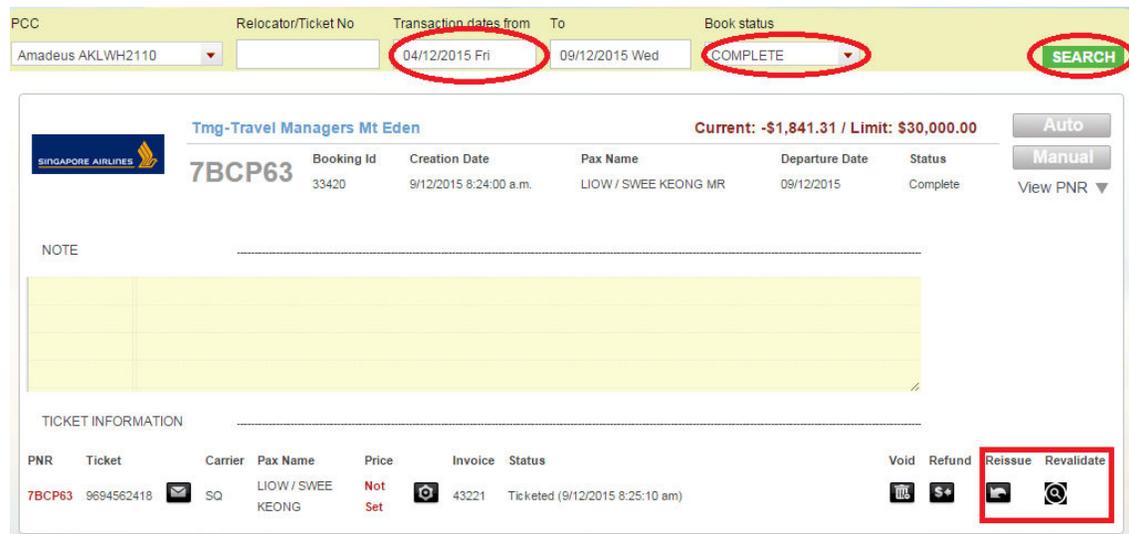


Revalidation and Reissue

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.



PCC: Amadeus AKLWH2110 | Relocator/Ticket No: | Transaction dates from: 04/12/2015 Fri | To: 09/12/2015 Wed | Book status: COMPLETE | SEARCH

Tmg-Travel Managers Mt Eden | Current: -\$1,841.31 / Limit: \$30,000.00 | Auto | Manual

7BCP63 | Booking Id: 33420 | Creation Date: 9/12/2015 8:24:00 a.m. | Pax Name: LIOW / SWEE KEONG MR | Departure Date: 09/12/2015 | Status: Complete | View PNR ▼

NOTE

TICKET INFORMATION

PNR	Ticket	Carrier	Pax Name	Price	Invoice	Status	Void	Refund	Reissue	Revalidate
7BCP63	9694562418	SQ	LIOW / SWEE KEONG	Not Set	43221	Ticketed (9/12/2015 8:25:10 am)				

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



Revalidation.

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

A modal dialog box with a title bar that says "Ticket No:9694562418" and a close button (X). The main text asks "Do you want to re-validate the ticket?". At the bottom, there are two buttons: "Yes" and "Cancel".

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:

Re-validate Process (Ticket No: 9694562418 Reloc:7BCP63)

PASSENGER DETAILS							
Title	Name	Surname	Age	Type	Net Fare	Tax	NetTotal
MR	SWEE KEONG	LIOW	0	ADT	\$1,145.00	\$38.10	\$1,183.10

SECTOR DETAILS							
Departure Date	Origin	Destination	Dep/Air Time	Carrier	Flight No	B/Class	
09DEC	AKL	SIN	1330 / 1905	SQ	286	M	
09DEC	SIN	KUL	2000 / 2100	SQ	5342	M	

PAYMENT DETAIL			
	Old	New	Balance
Fare	0.00	0.00	0.00
Tax	0.00	0.00	0.00
Penalty		0.00	0.00
Additional Collection:			
Reissue Fee		0.00	0.00
Total:			0.00

Please input the number on the right to continue validate this ticket. 3171

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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:

Please input the number on the right to continue validate this ticket. 3171

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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:

You are here: [New World Ticketing](#) > [Auto Ticket](#)

You currently login as: **New World Ticketing**

 Object reference not set to an instance of an object.

[Back](#)

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.

Tmg-Otaki Travel Ltd Current: \$15,648.53 / Limit: \$50,000.00

QANTAS 6IGUAY

Booking Id	Creation Date	Pax Name	Departure Date	Status
33381	7/12/2015 9:10:00 a.m.	PATEL / SATYAM MR	08/12/2015	Complete

NOTE

04/06 MK
20/07 MK
ASC

TICKET INFORMATION

PNR	Ticket	Carrier	Pax Name	Price	Void	Refund	Reissue	Revalidate
6IGUAY	9694562359	EK	PATEL / SATYAM	Not Set	43183	Ticketed (7/12/2015 11:36:12 am)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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:

Re-issue Process (Ticket No: 9694562359 Reloc:6IGUAY)

PASSENGER DETAILS								
Title	Name	Surname	Age	Type	Net Fare	Tax	NetTotal	Penalty
MR	SATYAM	PATEL	0	ADT	\$18.00	\$131.00	\$149.00	

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:



SECTOR DETAILS						
Departure Date	Origin	Destination	Dep/Air Time	Carrier	Flight No	B/Class
08DEC	AKL	SYD	1400 / 1540	QF	146	N
08DEC	SYD	KUL	2155 / 0320	MH	140	N
09DEC	KUL	BOM	2300 / 0125	MH	186	N
12DEC	BOM	DXB	1025 / 1210	EK	505	U
12DEC	DXB	LHR	1430 / 1815	EK	003	U
12JAN	LHR	KUL	2135 / 1825	MH	001	S
13JAN	KUL	SYD	2330 / 1045	MH	123	S
14JAN	SYD	AKL	1230 / 1740	QF	145	S

PAYMENT DETAIL			
	Old	New	Balance
Fare	18450.00	18450.00	0.00
Tax	452.20	452.20	0.00
Penalty		0.00	0.00
Additional Collection:			0.00
Reissue Fee		25.00	25.00
Total:			25.00

Date Of Issue:

Reloc:

Endorsement:

Please input the number on the right to continue re-issuing this ticket. 4535

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:

Date Of Issue:

Reloc:

Endorsement:

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.

Endorsement:



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

Please input the number on the right to continue re-issuing this ticket. 8086

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.