### Managing Tickets in Credit

The Coronavirus covid-19 pandemic has caused airlines to cancel flights and hold most tickets in credit for future use within a limited expiry period.

Utilization of these tickets currently 'held in credit' will be achieved by tickets issued in exchange so it is essential that the value originally paid is dragged forward to report the actual flown revenue value.

AIRConnect has always provided the facility to report the flown revenue of exchanges so that the full amounts from all related documents can report the coupon values of the final itinerary. This has affected a very small portion of tickets in the past and other reporting systems have been happy to ignore the effect of tickets issued in exchange.

However, for the next 12 months or more almost all of the tickets could be issued in exchange for tickets 'held in credit' so the ability to incorporate the values of tickets linked together in the 'exchange tree' is essential.

AIRConnect manages tickets 'held in credit' in the following steps:

 A list of Ticket numbers or PNR's is produced from your ticketing system and imported into AIRConnect to 'suspend' these tickets. You can specify:

 Just Ticket numbers so we will flag the ticket and all conjunctions as

'suspended' and also flag every coupon on these tickets as 'suspended'Ticket numbers and coupon numbers in which case we only flag the specific ticket and just the coupons specified

- PNR's in which case we will suspend all tickets and all coupons for that PNR. It will be necessary to 'clean up' the PNR codes first. (see below)

- 2. Within AIRConnect we provide a table holding the expiry rules for each airline. You can adjust this to suit your own market agreements.
- 3. We provide additional fields at Ticket level and Itinerary level Pivot Reporting:

- Ticket has been Suspended	The ticket has been flagged as suspended
- Ticket is in Credit	The ticket is Suspended, not Exchanged and not refunded
- Sector has been suspended	The coupon has been suspended
- Sector is in Credit	The coupon is suspended, not Exchanged and not refunded
- Credit expiry date	The date the credit expires based on airline rules

4. Each airline contract provides an option to either include or exclude tickets that are held in credit.

### 1A Importing a list of tickets to "suspend"

Copy the list of tickets into the clipboard (Ctrl-C or right-click and choose 'Copy')



Go into Main - Maintenance - click the "suspend" button

- Paste the list of tickets into the form (Ctrl-V)

Click the 'Su.Set' button to set the 'suspended' flag on each of these tickets. This will apply to all coupons on the ticket. You will be asked to confirm this action:



On completion logfiles will be saved to your Inbound\Suspend\Logfiles folder

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🔆 Favorites	-	Name	Date modified	Туре	Size	
🧮 Desktop	=	Set_Suspended_Found20200407_102837.log	7/04/2020 10:29 a	Text Document	1,150 KB	
🗼 Downloads		Set_Suspended_Refunded20200407_102837.log	7/04/2020 10:29 a	Text Document	3 KB	
🔢 Recent Places		Clr_Suspended_Found20200407_101206.log	з кв	No previe		
		Set_Suspended_Found20200327_143130.log	27/03/2020 2:55 p	Text Document	2 KB	available
Libraries Documents		Set_Suspended_NOT_Found20200327_143130.log	27/03/2020 2:55 p	Text Document	5 KB	
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'Su.Clr' This will clear the 'suspended' flag on all the tickets

This process only takes a few minutes and on completion a log file will be created in the Inbound\Logfiles folder.

If some tickets cannot be found, there will be a second log of those tickets.

The log file can be used to copy from if you need to "unset" the flag.

The log will show the ticket number, specified coupons, document type and the Billing Period in which it was found.

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3869924343,,TKTT,20200203,		
9464465778,,TKTT,20190905,		
38/008392/,,IKII,20200302,		
38/00839/8,,IKII,20200302,		
3009940595,,IKII,20200205, 2860046506 TVTT 30300303		
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3070041209,, IKII, 20200301,		~

Format for the list of documents:

- a) You can list just ticket numbers. These ticket numbers may include the airline number or be just the 10-digit ticket number. We take the last 10 digits as the ticket number. If you just supply a ticket number without coupons we will check to see if there are any conjunctions and set the ticket, all conjunctions and all coupons to suspended. Example: 1234567890 6181234567891
  b) You can specify the ticket and the specific coupons to suspend. We will not look for conjunctions. We will suspend the ticket and suspend just
- We will not look for conjunctions. We will suspend the ticket and suspend just the coupons listed. Example 1234567890,34 1234567891,1 1234567891,2

## **1B Importing a list of PNR's**

The PNR loaded from the HOT file sometimes has additional characters separated by a slash. We need to ensure the additional information appears after the PNR code. e.g. ACPAYK/AA and not AA/ACPAYK.

We provide a function in AIRConnect to do this and it must be used on data loaded by AIRConnect versions prior to 5.04a before trying to import a list of PNR's to suspend. Version 5.04a and later versions will correct the PNR as each HOT is loaded going forward.

To clean up the PNR's in your data:

- Go into Main – Maintenance

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Then enter the range of billing periods.

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Then click the 'PNR' button. You will be asked to confirm this action:





# 2. Credit Expiry dates

You will find the control table in Main – Maintenance – Suspend – Cr Exp

	🐏 v5.04a NZ-02 Maintenance Options					>	<	-	
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v5.04a N	NZ-02 Suspended Ticket Credit Expiry Date Rules							- 0	×
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ate Orr	rder Ticket Origin	Ticket Turnaround	Add Days to Issue Date Add Days to 1	st Flight Issued on/after	Issued on/before First flight o	n/after First flight on/befor	e Minimum Expiry Dal	te Maximum Expiry D	ate ^
16	1		0	0	03/04/2020	31/05/2020	31/05/2022	31/05/2022	
16	2		0	0 01/03/2020	31/05/2020	27/04/2021	27/04/2021	27/04/2021	
4	1		0	0	15/04/2020	30/04/2020	30/04/2021	30/04/2021	
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			0	0	26/03/2020	31/08/2020	30/11/2020	30/11/2020	
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Each airline is identified by their plate number.

There may be several lines (rules) for each airline but each should have a different order number starting from '1'.

Ticket Origin	You can specify country codes separated by commas or Region codes separated by commas or Area codes separated by commas or you may leave this blank
Ticket Turnaround	As above, you can use Country codes, Region codes Area codes or just leave this blank.
Add days to Issue date	If the expiry is based on a number of days after the ticket was issued, enter the number of days, otherwise leave blank.
Add days to 1 <sup>st</sup> Flight	If the expiry is based on a number of days after the original ticket first flight date, enter the number of days, otherwise leave blank.
Issued on/after	The first issue date allowed for this rule. This may be left blank. Ideally, within each airline, the records should be in order of Issue date then Flight date.
Issued on/before	The last issue date allowed for this rule.
First Flight on/after	The earliest First Flight date allowed for this rule
First Flight on/before	The latest First Flight date allowed for this rule.
Minimum Expiry Date	The earliest expiry date that can apply for this rule. This will adjust the date calculated by "Add days to Issue Date" and "Add days to 1 <sup>st</sup> Flight date" if either calculates a lesser date.

This should also be used to specify a fixed expiry date in which case 'Minimum Expiry Date' would be set to the same date as 'Maximum Expiry Date'

Maximum Expiry Date The Latest expiry date that can apply for this rule. This will adjust the date calculated by "Add days to Issue Date" and "Add days to 1<sup>st</sup> Flight date" if either calculates a greater date. This should also be used to specify a fixed expiry date in which case 'Minimum Expiry Date' would be set to the same date as 'Maximum Expiry Date'

### 3. New Fields in Pivot Data Reporting

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Primary Document	CW Pax Legs Long Haul Prorated	Credit Expiry Date	Flight Fin Month	2ndLst Inti Flight Day of Week	"Unadi" Last Flight Month	
Refund Document No	Passenger Name	Booking Date	Flight Day of Week	Last Intl Flight Date	"Unadj" Last Flight Year	
Original Tkt Document No.	Passenger Last Name	Date of Issue	Flight Date Range Comparison	Last Intl Flight Month	"Unadj" Last Flight Fin Year	
HOT Transaction Number	Baggage Allowance	Week of Issue Fri End of Week	Forward Flown from Year	Last Inti Flight Fin Year	"Unadi" Last Flight Fin Mth #	
Conjunction Sea Number	Sector kms	Month of Issue	First Flight Date	Last Intl Flight Fin Quarter	"Unadj" Last Flight Fin Month	
Flight Cancelled	Per km class rate	Month of Issue Sun End of Week	First Flight Week	Last Intl Flight Fin Month #	"Unadj" Last Flight DoW	
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Ticket has been Refunded	Stats Code	Fin Month of Issue	First Flight Fin Month #	Flight Time	"Unadj" Exch Adj Issue Month	
Ticket has been Exchanged	Stats Code Highest	Biling Period	First Flight Day of Week	Dest Departure Date	"Unadj" Refund Issue Date	
Ticket has been ACM'd	Stats Code Continuous	Billing Period Month	Last Flight Date	Pax at Destination	"Unadj" Refund Issue Month	
<ul> <li>Ticket has been Suspended</li> </ul>	Ticket Stats Code	Billing Period Year	Last Flight Week	"Unadj" Date of Issue	"Unadj" Rfnd Adj Issue Date	
Ticket is in Credit	Most Distant Stats Code	Billing Period Fin Quarter	Last Fight Year	"Unadj" Week of Issue Fri EoW	Last issue Date Loaded	
Refund issued after 1st Flight	"Al Plate" Stats Code Indep.	Billing Period Fin Month #	Last Flight Fin Year	"Unadj" Month of Issue		
Partial Refund	Al Plate" Stats Code Highest	Billing Period Fin Month	Last Flight Fin Quarter	"Unadj" Month of Issue Sun EoW		
Zero Fare Refund	Al Plate" Stats Code Cont.	lata Billing Month	Last Flight Fin Month	"Unadi" Fin Year of Issue		
Partial Fare Refund	"Al Plate" Ticket Stats Code "Al Plate" Distant Stats Code	lata Biling Year	Last Flight Day of Week	"Unadj" Fin Quarter of Issue		
All Coupons Refund	Distant Country Pair StatsCode	Biling Period End Date	First Intl Flight Date	"Unadj" Fin Month # of Issue		
Is Reversed Refund Amount	Distant OD Ctry Pair StatsCode	Find Period Range Compare	First Inti Flight Women	"Unadi" Flight Date		
Adult/Child/Infant	Distant Country Pair	Exchange Date of Issue	First Intl Flight Fin Year	"Unadj" Flight Week		
Return/One way	Own Most Distant StatCode	Exchange Month of Issue	First Intl Flight Fin Quarter	"Unadj" Flight Week Friday EOW		
Round the World Ticket	Own Distant "Airline" StatCode	Exch Adjustment Date of Issue	First Intl Flight Fin Month #	"Unadj" Flight Month		
Eastbound RtW Ticket	Own Distant Ctry Pr StatCode	Refund Billing Period	First Intl Flight Day of Week	"Unad)" Flight Fin Year		
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RtW ticket	NonCS Most Distant StatCode	Refund Month of Issue	Second Intl Flight Month	"Unad/ Flight Fin Month #		
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		Flight Date	Second Inti Flight Day of Week	"Unad]" First Flight Year		
		Flight Week	2ndLst Inti Flight Date	"Unadj" First Flight Fin Year		
		Flight Week (Friday End Week)	2ndLst Inti Flight Month	"Unad/" First Flight Fin Qrtr		
		Flight Year	2ndLst Inti Flight Fin Year	"Unad]" First Flight Fin Month		
		Flight Fin Year	2ndLst Inti Flight Fin Quarter	"Unadj" First Flight DoW		
		🗸 OK 🗙 Cancel				

Remember, if you want to "drag" the original ticket values forward onto the ticket issued in exchange

- a) Use Itinerary level
- b) Check the option to include Exchange Adjustments

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# 5. Options in Incentive Contracts

Each contract can include or exclude tickets held in credit.

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Incremental Calculation On 🔽 C None	Target Levy Amounts include YQ 🔽
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Own Carrier on Other Plates Allowed Convert to	Populate Totals to Originating Agent lata Level
Dates Statistics	Populate Agent Group Totals 🔽
Ticketing from 1/04/2017 ContractTarget (default) O Use Flight Month Table Max & Growth O	Generate Pivot Data when Calc Totals 🔽
Ticketing to 31/03/2020 Route Group (default) Stats Code Translation Airline Plate	Pivot Data includes Agent lata Number 🔽
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