

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:

1. 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')

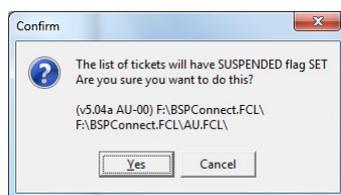
Go into Main - Maintenance
- click the "suspend" button

The screenshot shows the FLNIGHT CENTRE software interface. On the left, a table lists tickets with columns for Record, Platting, Ticket Number, and Ticket. A red box highlights the 'Ticket Number' column. On the right, the 'Agent Details' form is open, and a red arrow points to the 'Update Settings' section, specifically to the 'Ignore if Refunded' and 'Ignore if Exchanged' checkboxes. A red arrow also points to the 'Paste here (Ctrl-V)' instruction in the form.

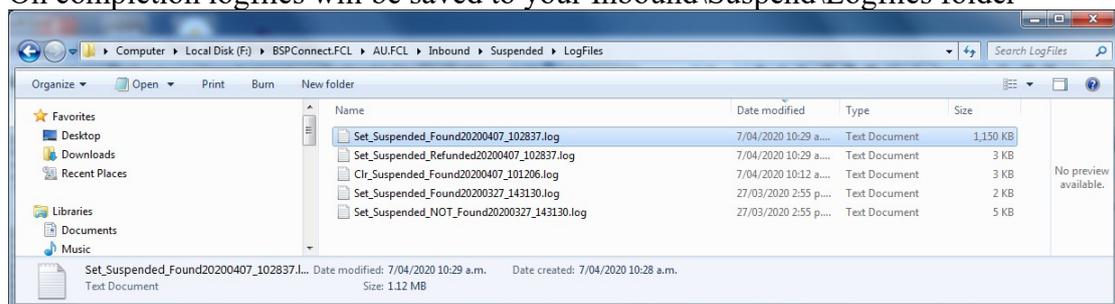
| Record | Platting | Ticket Number | Ticket |
|--------|----------|----------------|--------|
| 1 | | 863870078957 | |
| 2 | YVATRS | | |
| 3 | YVAWGU | 795 3870155950 | S9V |
| 4 | YVAWGU | 795 3870155952 | S9V |
| 5 | YVBAEK | 86 3870132250 | KI9I |
| 6 | YVBCWS | 86 3869944247 | VQ |
| 7 | YVBCWS | 86 3869944248 | VQ |
| 8 | YVBGSU | 869464987553 | |
| 9 | YVBJNZ | 86 3870099974 | KI9I |
| 10 | YVBLIW | 45 9464686488 | S9V |
| 11 | YVBLIW | 45 9464686493 | S9V |
| 12 | YVBLXN | 86 9464683020 | RA8 |
| 13 | YVBNUM | 795 9465022816 | S9V |
| 14 | YVBNUM | 795 9465022809 | S9V |
| 15 | YVBSTS | 863870044723 | |
| 16 | YVUGBM | 260 9464472868 | S9V |
| 17 | YVUGBM | 86 9464472870 | S9V |
| 18 | YVUGBM | 86 9464472872 | S9V |
| 19 | YVUGBM | 260 9464472867 | S9V |
| 20 | YVUMUT | 75 9464465382 | S9V |
| 21 | YVUMUT | 75 9464465383 | S9V |
| 22 | YVUOJW | 86 9464375430 | S9V |
| 23 | YVUOJW | 86 9464375429 | S9V |
| 24 | YVUOJW | 86 9464375426 | S9V |
| 25 | YVUOJW | 86 9464375427 | S9V |
| 26 | YVUOJW | 86 9464375431 | S9V |
| 27 | YVUOJW | 86 9464375432 | S9V |
| 28 | YVUSLS | 819465059442 | |
| 29 | YVUUET | 863870031205 | |
| 30 | YVVFFA | 157 9464746757 | S9V |
| 31 | YVVODD | 86 9465008075 | PON |
| 32 | YVVTDI | 86 9464752528 | RAR |

- 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



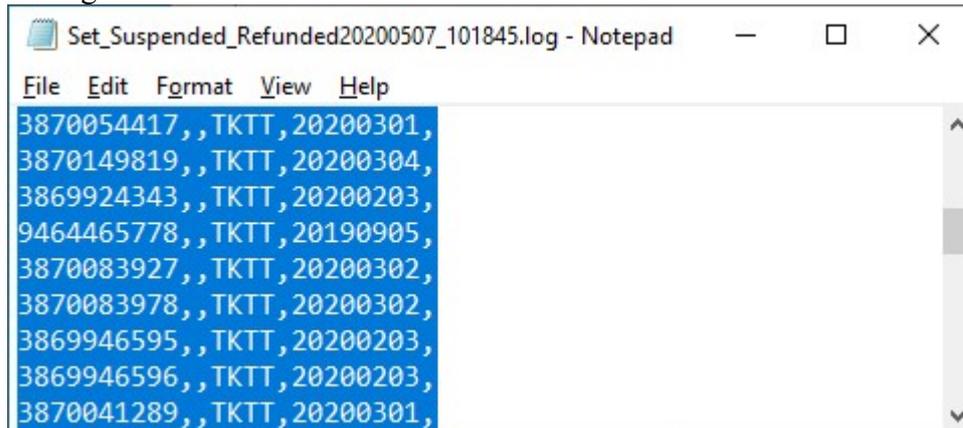
'Su.Clr' This will clear the 'suspended' flag on all the tickets

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.



```
Set_Suspended_Refunded20200507_101845.log - Notepad
File Edit Format View Help
3870054417, ,TKTT,20200301,
3870149819, ,TKTT,20200304,
3869924343, ,TKTT,20200203,
9464465778, ,TKTT,20190905,
3870083927, ,TKTT,20200302,
3870083978, ,TKTT,20200302,
3869946595, ,TKTT,20200203,
3869946596, ,TKTT,20200203,
3870041289, ,TKTT,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 the coupons listed.
Example
1234567890,34
1234567891,1
1234567891,2

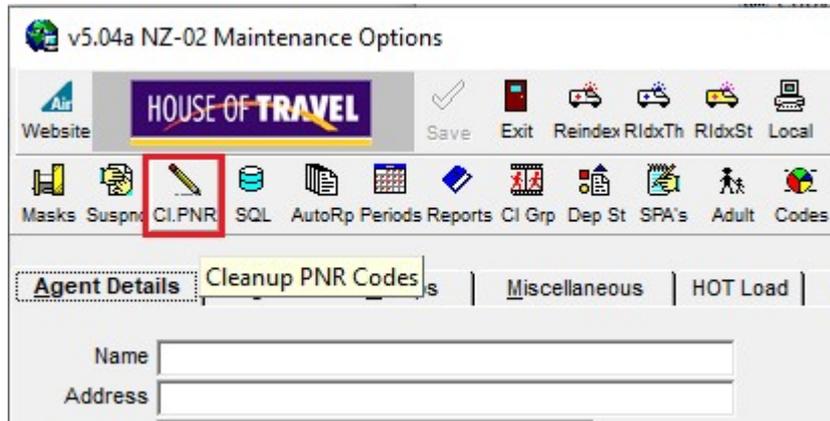
1B Importing a list of PNR's

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.

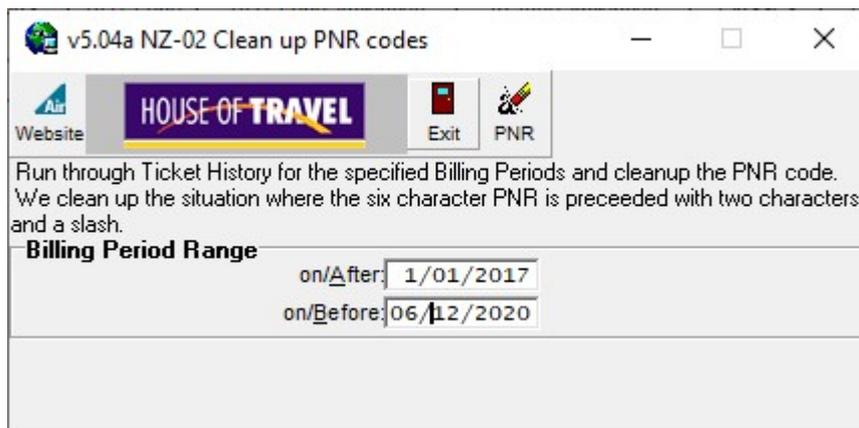
We provide a function in AIRConnect to do this and it must be used on data loaded by AIRConnect versions prior to 5.04a before trying to import a list of PNR's to suspend. Version 5.04a and later versions will correct the PNR as each HOT is loaded going forward.

To clean up the PNR's in your data:

- Go into Main – Maintenance
- Click 'CL PNR'

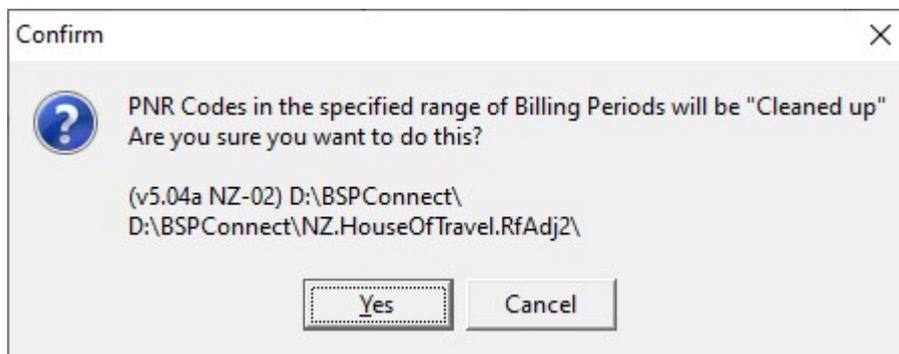


Then enter the range of billing periods.



Then click the 'PNR' button.

You will be asked to confirm this action:



Click 'Yes'

2. Credit Expiry dates

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

| Plate | Order | Ticket Origin | Ticket Turnaround | Add Days to Issue Date | Add Days to 1st Flight | Issued on/after | Issued on/before | First flight on/after | First flight on/before | Minimum Expiry Date | Maximum Expiry Date |
|-------|-------|---------------|-------------------|------------------------|------------------------|-----------------|------------------|-----------------------|------------------------|---------------------|---------------------|
| 006 | 1 | | | 0 | 0 | 03/04/2020 | | 31/05/2020 | 31/05/2022 | 31/05/2022 | 31/05/2022 |
| 006 | 2 | | | 0 | 0 | 01/03/2020 | 31/05/2020 | | 27/04/2021 | 27/04/2021 | 27/04/2021 |
| 014 | 1 | | | 0 | 0 | 15/04/2020 | | 30/04/2020 | 30/04/2020 | 30/04/2021 | 30/04/2021 |
| 016 | 1 | | 730 | 0 | 0 | 01/05/2019 | 31/03/2020 | 31/05/2020 | 31/05/2020 | 31/03/2022 | 31/03/2022 |
| 016 | 2 | | 365 | 0 | 0 | 03/03/2020 | 30/04/2020 | 31/12/2020 | 31/12/2020 | 30/04/2021 | 30/04/2021 |
| 030 | 1 | | | 0 | 0 | 10/03/2020 | | 01/06/2020 | 01/06/2020 | 10/03/2021 | 10/03/2021 |
| 044 | 1 | | | 0 | 0 | 26/03/2020 | | 31/08/2020 | 30/11/2020 | 30/11/2020 | 30/11/2020 |
| 045 | 1 | | | 0 | 0 | 06/03/2020 | 22/03/2020 | 31/12/2020 | 31/12/2020 | 31/12/2020 | 31/12/2020 |
| 047 | 1 | | | 0 | 0 | 31/03/2020 | | 31/05/2020 | 31/12/2020 | 31/12/2020 | 31/12/2020 |
| 053 | 1 | | | 0 | 0 | 09/03/2020 | | 31/05/2020 | 20/03/2021 | 20/03/2021 | 20/03/2021 |
| 055 | 1 | | | 0 | 0 | 30/04/2020 | | 30/06/2020 | 31/03/2021 | 31/03/2021 | 31/03/2021 |
| 057 | 1 | | | 0 | 0 | 16/04/2020 | | 03/07/2020 | 16/04/2021 | 16/04/2021 | 16/04/2021 |
| 057 | 1 | | | 0 | 0 | 31/12/2020 | | 30/06/2020 | 31/12/2020 | 31/12/2020 | 31/12/2020 |

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 1st 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

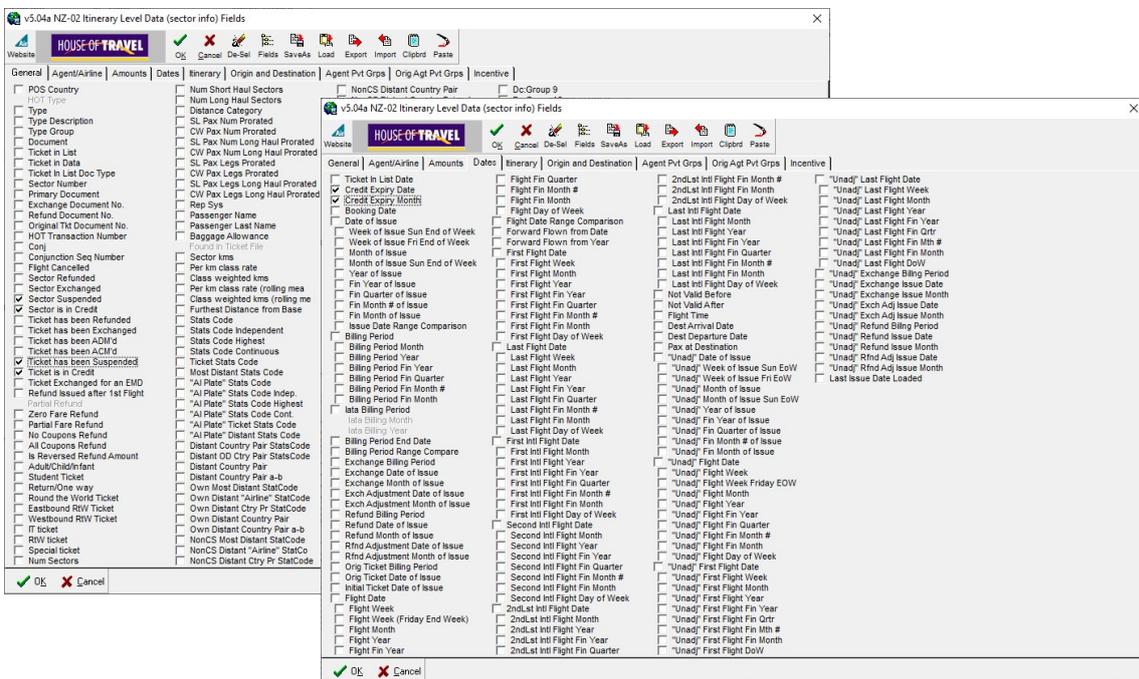
First Flight on/before The latest First Flight date allowed for this rule.

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 1st 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'

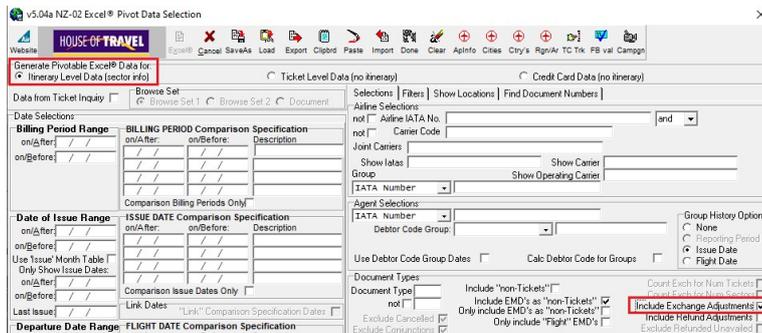
Maximum Expiry Date The Latest expiry date that can apply for this rule. This will adjust the date calculated by "Add days to Issue Date" and "Add days to 1st Flight date" if either calculates a greater date. This should also be used to specify a fixed expiry date in which case 'Minimum Expiry Date'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

3. New Fields in Pivot Data Reporting



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



5. Options in Incentive Contracts

Each contract can include or exclude tickets held in credit.

v5.04a NZ-02 Airline Contract Management

Website

Exit Nav Find IR P V F Print Select Copy Export Import Rename Matrix Routes Agents Adjust

Totals Ag Tot Oa Tot AI Stats Calc Calc All ReCalc IncCal ICAl All ReCalc CI Grp Codes Flights Pr SIC CPairs O.D Prs Fit Mon RFlC TC Trk FB val PvtFids Pivot

Sort by: Natural Airline Contract Start Date AI+Dates Group Filter: 23 Active ReCalc Airline D or I Date >= Date <=

Contract Identification
Airline: 157 Domestic and/or International
Name: QR-2019-2020
Start Date: 1/04/2019 Deal is Active?
Incremental Calculation On
Incremental Calc Allowed

Agents
Add Agents for Group: QR Brand Add Codes from Group: QR Brand
Only add
Try Sales Agent IATA to Match
Group History Option:
 None
 Reporting Period
 Issue Date
 Flight Date

Airlines (Plates and Carrier Codes)
Alternate Own Plates
Alternate Own Carrier
Only these Plates: not
Own Carrier on Other Plates Allowed Convert to

Dates
Ticketing from: 1/04/2017
Ticketing to: 31/03/2020
Departures from: 1/04/2019
Departures to: 31/03/2020
Contract Length (months): 12

Statistics
Contract Target (default): 0 Use Flight Month Table Max % Growth: 0
Route Group (default): Stats Code Translation Airline Plate
Route Code Uses: Ticket Stats Code
Email Report to:
CC Fee Option: Own Carrier sectors only

Settings
Target Amount is: Net Fare
Target Fare is Straight-line prorated
Incentive Levels are Set as Gross Fare
Target Levy Amounts include YQ
Target Levy Amounts include YR
Own Carrier Levy only
Own Carrier Non-codeshare Levy only
Recalculate Totals in "Calc All"
Recalculate Totals at End of Month
Populate Totals to Agent Iata Level
Populate Totals to Originating Agent Iata Level
Populate Agent Group Totals
Generate Pivot Data when Calc Totals
Pivot Data includes Agent Iata Number
Calc Amounts Issued during Contract Period
Include Exchange Adjustments in Totals
Include Refund Adjustments in Totals
Include EMD's in Totals
Check Debtor Code Group CY
Check Debtor Code Group LY
Include Sectors In Credit in Totals

No Filters - YQ allowed on any sector

