

**Passengers from cancelled flights, who do not yet know new travel date, can keep the original ticket value, use it towards purchase of a new journey, and receive 20 EUR discount per direction.**

**Please offer the following solution:**

**Keep the PNR active:**

- **It's mandatory to enter a MEMO segment first** to keep the PNR active. Enter free-flow text "COVID REBOOKING" (Amadeus entry: RU 1A HK1 RIX 31OCT - COVID REBOOKING). For other GDS samples enclosed in Q&A.
- Cancel all flight segments.
- Inform the customer to call back when he/she decided on the travel date – latest reissue must be done by 31OCT20

**When customer decided on new dates – follow steps below.**

- NOTE: New travel will have to be finished by 31MAY21.
- New booking and re-issue must be completed on/before 31OCT20
- In case of the original PNR is still found - update the original PNR.
- In case the original PNR is no longer accessible - create a new PNR according to passenger's travel wishes.
- Ticket can be issued to different names and destinations. Once ticket issued – all fare rules of the new ticket apply.
- This policy applies only to 657 ticket stock and BT operated flights for both cancelled (MEMO) tickets and reissued tickets.
- Re-price as per below and re-issue the associated tickets.
- NOTE – policy do not apply to IT fares.

**Old ticket had Published Fare:**

- Always reprice with current applicable fare (incl. taxes/fees and surcharges) and apply 20 EUR discount per direction.
- If the new ticket total value (incl. fare/tax/fees/surcharges) is higher than the original ticket total value (incl. fare/taxes/fees/surcharges) : difference must be collected and 20EUR discount for one way ticket or 40 EUR discount for roundtrip ticket apply from the ticket total value.
- If the new ticket total value (incl. fare/taxes/fees/surcharges) is the same as the original ticket total value (incl. fare/taxes/fees/surcharges): the discount does not apply.
- If the new ticket total value (incl. fare/taxes/fees/surcharges) is lower than the original ticket total value (incl. fare/taxes/fees/surcharges): no difference refunded.
- Manually update Fare Base with calculated discount TKT designator D20 where TKT designator is equal to calculated discount amount per coupon (example: QOPRM/D20 if discount 20EUR, QOPRM/D12 if discount 12EUR, QOPRM/D0 if no discount apply.)
- Manually update Endorsement line with additional COVID REBOOKING D20 where D20 is equal to calculated discount amount per ticket (example: COVID REBOOKING D20 if discount per ticket is 20EUR, COVID REBOOKING D12 if discount per ticket is 12EUR, COVID REBOOKING D0 if no discount apply.)

- Additional airBaltic services purchased together with the ticket can be transferred to the new flight without price difference calculation. EMD for additional services (SR CKBG, HAND etc.,) should be rebooked and reissued. If the same service is not available for the new flight, it can be refunded.
- For all other currencies than EUR, exchange rates should be based on new ticket issuance date.

## Q&A

### MEMO segment entries in various GDS and STEP by STEP example in Amadeus:

#### Amadeus

Example: > RU 1A HKn RIX 30OCT/ COVID REBOOKING

Format Item	Action
RU 1A	Transaction code and vendor code (always 1A)
HKn	Action code, replace n with number of passengers
RIX	replace RIX with issuing office city
31DEC	Date for service required
/COVID REBOOKING	/free format text

YOU CAN CREATE SEGMENTS FOR DATES FROM **ONE DAY IN THE PAST TO 361 DAYS IN THE FUTURE**.

#### Sabre

Example: > 00THzzGKnRIX30OCT-COVID REBOOKING

Format Item	Action
00THzz	replace zz with airline code
GKn	replace n with number of passengers
RIX	replace RIX with issuing office code

<b>31OCT</b>	replace 31OCT with valid until date
<b>– COVID REBOOKING</b>	free format text following

OTH segments are **prohibited** from storage in the PNR if the date of the OTH segment is **beyond 180 days from the last date of any other active segment**.

#### Travelport Galileo

Example: >RT.T/31OCT\*COVID REBOOKING

#### Travelport Apollo

Example: >0TURzzBKAMS31OCT-\*\*COVID REBOOKING\*\*

Format Item	Action
<b>0TURzz</b>	replace zz with airline code
<b>BKn</b>	replace n with number of passengers
<b>AMS</b>	replace AMS with issuing office code
<b>31OCT</b>	replace 31OCT with valid until date, recommend six months from today's date
<b>–COVID REBOOKING</b>	free format text following –

#### Travelport Worldspan

Example: >TNZZMKMIS31OCT/AN-COVID REBOOKING

Format Item	Action
<b>TNZZ</b>	do not replace the ZZ
<b>MKn</b>	replace n with number of passengers

<b>MIS31OCT</b>	replace 31OCT with valid until date, recommend six months from today's date
<b>/AN-</b>	free format text following –

### **Reissue procedure for COVID REBOOKING tickets for Amadeus GDS:**

**Open PNR and add MEMO segment.**

**Delete old segments.**

**Save changes.**

```
RP/RIXBT0980/RIXBT0980          AA/SU    1APR20/1657Z    MSM49Q
 1.COVID/REBOOKING
 2  BT 361 H 01APR 3 RIXTLL UC1          2315 0005+1 *1A/E*
 3  BT 318 A 02APR 4 TLLRIX UC1          2115 2205   *1A/E*
 4 AP RIX
 5 TK OK01APR/RIXBT0980//ETBT
 6 SK RESTRICTED
 7 FA PAX 657-2409527153/ETBT/EUR299.92/01APR20/RIXBT0980/67391
   063/S2-3
 8 FB PAX 0000000000 TTP/ET/RT OK ETICKET/S2-3
 9 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT. BAGGAGE
   CHECK-IN FEE APPLIES/S2-3
10 FP CASH
11 FV PAX BT/S2-3
```

#### **➤ RU 1A HK1 RIX 31OCT-COVID REBOOKING**

```
RP/RIXBT0980/RIXBT0980          IZ/SU    1APR20/1700Z    MSM49Q
 1.COVID/REBOOKING
 2  BT 361 H 01APR 3 RIXTLL UC1          2315 0005+1 *1A/E*
 3  BT 318 A 02APR 4 TLLRIX UC1          2115 2205   *1A/E*
 4 MIS 1A HK1 RIX 31OCT-COVID REBOOKING
 5 AP RIX
 6 TK OK01APR/RIXBT0980//ETBT
 7 SK RESTRICTED
 8 FA PAX 657-2409527153/ETBT/EUR299.92/01APR20/RIXBT0980/67391
   063/S2-3
 9 FB PAX 0000000000 TTP/ET/RT OK ETICKET/S2-3
10 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT. BAGGAGE
   CHECK-IN FEE APPLIES/S2-3
11 FP CASH
12 FV PAX BT/S2-3
```

#### **➤ XE2-3**

WARNING : SEGMENT DELETED - TST WILL BE DELETED IF ET/ER

#### **➤ ER**

```
RP/RIXBT0980/RIXBT0980          IZ/SU    1APR20/1701Z    MSM49Q
 1.COVID/REBOOKING
 2 MIS 1A HK1 RIX 31OCT-COVID REBOOKING
 3 AP RIX
```

4 TK OK01APR/RIXBT0980//ETBT  
5 SK RESTRICTED  
6 FHE PAX 657-2409527153  
7 FP CASH

**Customer call back and he/she decided on the travel date and routing.**

RP/RIXBT0980/RIXBT0980 IZ/SU 1APR20/1711Z MSM49Q  
1.COVID/REBOOKING  
2 BT 311 O 31MAY 7 RIXTLL HK1 0745 0835 \*1A/E\*  
3 BT 362 O 02JUN 2 TLLRIX HK1 0545 0635 \*1A/E\*  
4 MIS 1A HK1 RIX 31OCT-COVID REBOOKING  
5 AP RIX  
6 TK OK01APR/RIXBT0980//ETBT  
7 SK RESTRICTED  
8 FHE PAX 657-2409527153  
9 FE PAX RESTRICTIONS APPLY PER FARE COMPONENT. BAGGAGE  
CHECK-IN FEE APPLIES/S2-3  
10 FP CASH  
11 FV PAX BT/S2-3

**Reprice PNR with current applicable fare.**

1.COVID/REBOOKING  
1 RIX BT 311 O 31MAY 0745 OK ORBAS 31MAY31MAY OPC  
2 O TLL BT 362 O 02JUN 0545 OK ORBAS 02JUN02JUN OPC  
RIX  
FARE F EUR 264.00  
TX001 X EUR 72.00-YQAC TX002 X EUR 3.39-LVDP TX003 X EUR 6.50-XMSE  
TX004 X EUR 7.03-EEAE  
TOTAL EUR 352.92  
**GRAND TOTAL EUR 352.92**  
RIX BT TLL148.29BT RIX148.29NUC296.58END ROE0.890130

9.FE RESTRICTIONS APPLY PER FARE COMPONENT. BAGGAGE CHECK-IN F  
EE APPLIES  
10.FP CASH  
11.FV BT

**Open old ticket to see old Total**

➤ **TWD/TKT657-2409527153**

TKT-6572409527153 RCI- 1A LOC-MSM49Q  
OD-RIXRIX SI- FCPI-0 POI-RIX DOI-01APR20 IOI-67391063  
1.COVID/REBOOKING ADT S I  
1 ORIX BT 361 H 01APR2315 OK HRBAS A 01APR01APR NO  
2 OTLL BT 318 A 02APR2115 OK ARBAS A 02APR02APR NO  
RIX  
FARE F EUR 211.00  
TOTALTAX EUR 88.92  
**TOTAL EUR 299.92**  
/FC RIX BT TLL169.63BT RIX67.40NUC237.03END ROE0.890130  
FE RESTRICTIONS APPLY PER FARE COMPONENT. BAGGAGE CHECK-IN FEE A  
PPLIES  
FP CASH  
FOR TAX/FEE DETAILS USE TWD/TAX

**Calculate Total amount difference:**

**352.92EUR (New Total include fare/taxes/fees/surcharges) – 299.92EUR (Old Total include fare/taxes/fees/surcharges) = 53EUR – 40EUR (GVO 2\*20EUR) = 13EUR need to collect from passenger.**

**Exchange TST for reissue reason.**

**Update Total amount with fare difference.**

**Update Fare Base TKT designator with D20 (discount per coupon).**

**Update endorsement line with COVID REBOOKING D40 (discount per ticket).**

```
1.COVID/REBOOKING
1  RIX BT 311 O 31MAY 0745 OK ORBAS D20 31MAY31MAY OPC
2  O TLL BT 362 O 02JUN 0545 OK ORBAS D20 02JUN02JUN OPC
   RIX
FARE  R EUR      264.00
TX001 O EUR      72.00-YQAC TX002 O EUR      3.39-LVDP TX003 O EUR      6.50-XMSE
TX004 O EUR       7.03-EEAE
TOTAL  EUR      13.00
GRAND TOTAL EUR      13.00
RIX BT TLL148.29BT RIX148.29NUC296.58END ROE0.890130

8.FE *M*RESTRICTIONS APPLY PER FARE COMPONENT. BAGGAGE CHECK-I
N FEE APPLIES/COVID REBOOKING D40
9.FO 657-2409527153RIX01APR20/67391063/657-24095271535E1
10.FP O/CASH+/CASH
11.FV BT
```

**Reissue new ticket.**

➤ **TTP/ET/RT**

OK ETICKET

➤ **RT**

```
--- TST RLR ---
RP/RIXBT0980/RIXBT0980          IZ/SU  1APR20/1742Z  MSM49Q
1.COVID/REBOOKING
2  BT 311 O 31MAY 7 RIXTLL HK1          0745 0835  *1A/E*
3  BT 362 O 02JUN 2 TLLRIX HK1          0545 0635  *1A/E*
4  MIS 1A HK1 RIX 31OCT-COVID REBOOKING
5  AP RIX
6  TK OK01APR/RIXBT0980//ETBT
7  SK RESTRICTED
8  FA PAX 657-2409527154/ETBT/EUR13.00/01APR20/RIXBT0980/673910
   63/S2-3
9  FB PAX 0000000000 TTP/ET/RT OK ETICKET/S2-3
10 FE PAX *M*RESTRICTIONS APPLY PER FARE COMPONENT. BAGGAGE
   CHECK-IN FEE APPLIES/COVID REBOOKING D40/S2-3
11 FO 657-2409527153RIX01APR20/67391063/657-24095271535E1
12 FP PAX O/CASH+/CASH/S2-3
13 FV PAX BT/S2-3
```

➤ **TWD/L8**

```
TKT-6572409527154          RCI-          1A LOC-MSM49Q
OD-RIXRIX SI-          FCPI-1  POI-RIX  DOI-01APR20  IOI-67391063
1.COVID/REBOOKING          ADT          S I
```

1 ORIX BT 311 O 31MAY0745 OK **ORBAS/D20** O 31MAY31MAY NO  
2 OTLL BT 362 O 02JUN0545 OK **ORBAS/D20** O 02JUN02JUN NO  
RIX  
FARE R EUR 264.00  
TOTALTAX EUR 0.00  
TAXES PD  
**TOTAL EUR 13.00A**  
/FC RIX BT TLL148.29BT RIX148.29NUC296.58END ROE0.890130  
FE RESTRICTIONS APPLY PER FARE COMPONENT. BAGGAGE CHECK-IN FEE A  
PPLIES/**COVID REBOOKING D40**  
FO 657-2409527153RIX01APR20/67391063/657-2409527153  
FP O/CASH+/CASH  
FOR TAX/FEE DETAILS USE TWD/TAX