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APPROVED
S7 Airlines



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**ELECTRONIC TICKETING PROCEDURE
OF S7 AIRLINES**

CONTENTS

1. GENERAL PROVISIONS	3
2. DEFINITIONS	3
3. BOOKING.....	4
4. TICKET ISSUANCE	6
5. ELECTRONIC TICKET RECORD.....	14
6. ITINERARY RECEIPT DUPLICATE.....	25
7. ELECTRONIC TICKET HISTORY.....	26
8. ELECTRONIC TICKET CANCELLATION.....	28
9. CHANGE OF TRAVEL CONDITIONS.....	29
10. ELECTRONIC TICKET REFUND.....	38
11. ELECTRONIC TICKETING PROCEDURE UNDER INTERLINE AGREEMENTS	46
12. SYSTEM FAILURES DURING E-TICKET TRANSACTIONS.....	48
Appendix 1.....	50

1. GENERAL PROVISIONS

- 1.1. This document shall replace the Electronic ticketing procedure of s7 airlines as of January 01, 2012, which ceases to have effect from the date of this document implementation.
- 1.2. This procedure defines the procedure of booking and electronic ticketing of S7 Airlines.
- 1.3. Electronic Ticketing (ETKT) is a method of sale documenting (e-ticket) and monitoring passenger carriage without issuing a paper document. All actions connected with the electronic ticketing are entered and stored in the computer file.
- 1.4. Electronic ticketing speeds up tickets sale procedure and flight data processing. All information relating to passenger carriage (itinerary, fare, service class, amount paid, charges, etc.) as well as all changes made to an electronic ticket are stored in the e-ticket file and located in the database of the Validating Carrier.
- 1.5. The Validating Carrier has permanent access to the electronic coupon. Since electronic documents are located in the database of the Validating Carrier, they cannot be lost and, consequently, there is no need to issue new documents instead of the lost ones.
- 1.6. A separate electronic ticket is issued for each passenger, including group carriage. For carriage of an infant accompanied by an adult passenger and without a separate seat on the plane, a separate electronic ticket is issued.
- 1.7. For carriage of a group consisting of more than 4 people, sequentially numbered electronic tickets are issued (so called Conjunction Ticket). The maximum number of people—16, i.e., 4 conjoined tickets.
- 1.8. Completely unused or partially used electronic ticket is stored in the database of the Validating Carrier within 21 months from the date of ticket issuance. After the carriage completion, exchange, refund or cancellation, the file is stored in the terminal and can be accessed within 90 days.
- 1.9. After ticketing the Agent should issue to the Passenger the Itinerary/Receipt print-out. In case of ticketing by cash or by credit card, the Agent should also issue a cash receipt generated with a cash register. The Itinerary/Receipt can be also sent to the Passenger by email.

2. DEFINITIONS

- **“Ticket”** means a transportation document which ascertains the fact that the contract of the passenger and baggage transportation has been formed. This document is issued by the Agent on behalf of S7 Airlines. It contains flight segments, data about carriage price and another information.

- **“Electronic Coupon”** means an electronic flight coupon or another payment document contained in the database of the Carrier.
- **“Electronic Ticket (ET)”** means a document used to certify the Agreement of Carriage of Passengers and Baggage in which the information about the air carriage of passengers and baggage is represented in an electronic digital form.
- **“Electronic Miscellaneous Document (EMD)”** means a document used for paying various services and charges of S7 Airlines.
- **“Itinerary/Receipt”** means a document or documents constituting an integral part of an electronic ticket and containing all necessary information (for example, passenger’s name, itinerary, fare, etc.), notices and advices.
- **“Marketing Carrier”** means an air carrier implementing promotion and realization of air carriages on the flight of joint operation under the Code Share Agreement, acting under its own IATA code but not having an operational control of the aircraft used for the flight of joint operation and which code is specified in the designation of the flight of joint operation.
- **“Operating Carrier”** means the airline actually performing the carriage. The Operating Carrier and the Marketing Carrier can be different airlines providing there are bilateral agreements between them, for example, Code Share Agreement.
- **“Validating Carrier”** means the airline which digital code appears in the process of electronic transaction with flight/exchange coupon(s). The Validating Carrier is a monitoring and authorizing party in the transactions with an electronic ticket.

3. BOOKING

- No electronic ticket may be generated without creating a PNR. Only flights marked with **E** indicator are eligible to the booking:

```

AVOVBMOW01SEP
1- S7 174 /J8 C7 D3 WE01SEP OVBDME 0740 0855 320 0 M E
      I3 UC YA PS BA HA KA MA LA VA TA RA SA N3 QS OC WC
      GC ZC X6 EC
2 S7 178 /JA CA DA WE01SEP OVBDME 1005 1120 738 0 M E
      IA UC YA P1 BA HA KA MA LA VA TA RA SA NA QA OC WC
      GC ZC X2 EC
      FLIGHT OPERATED BY GLOBUS LLC
3+ S7 182 /J8 C6 D4 WE01SEP OVBDME 1745 1905 320 0 M E
      I4 UC YA P1 BA HA KA MA LA VA TA RA SA NA QA OA WC
      GS ZS X6 EC
  
```

- When a flight segment is created, notice appears regarding the electronic ticketing availability on the given flight.

```
SD1Y1
S7 174 Y WE01SEP OVBDME HK1 0740 0855 320 MO_ R _
*ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
```

- **IMPORTANT!** When booking a segment of carriage with the open departure date it is required to use **only** the codes of departure/arrival airports.
- All the booking elements must be entered in the booking fields. In order to be able to send the Itinerary/Receipt to the passenger, his email address must be entered in the contact field:
CT:E/TECH@S7.RU

- The indispensable condition is the availability of the passenger's document number in the Itinerary/Receipt. The number of the document must be entered in the booking with the help of SSR-element **before** ticket issuance so that it will appear automatically in the electronic ticket and the Itinerary/Receipt:

SSR:FOID S7 HK/PP12345467890/P1

where:

FOID —special request code
S7 —airline code
HK —confirmation status
PP —document code (passport, certificate of birth, etc.)
12345467890 —document number
P1 —passenger related

Request format SSR:FOID for a child of 2 to 12 years old, not occupying a seat

SSR:FOID S7 HK/PP12345467890/INF1/P1

where:

INF1 —identifier for a child under 2 years of age without a seat on the plane (the number in the OSI element is #1, #2, etc.)
P1 —indicator for a passenger accompanying a child.

SSR:FOID element does not substitute SSR: DOCS element, entering passenger's complete passport data in the booking is required.

4. TICKET ISSUANCE

4.1. Electronic ticket may only be issued automatically. As an exception (which is described in the point 4.2) an electronic ticket may be issued by means of semi-automated pricing or manual pricing.

Electronic Ticketing through	Calculation format:	ETK Mask Retrieval
Automated pricing	FQT: FQT:@ or FGP:	ETK:01/P1—an automated mask ETK:@/ALL- an automated mask for issuing tickets for all passengers using one transaction. ETK:@/ALL/P1-4/INF1 –an automated mask for issuing tickets for selected passengers using one transaction. ETK:@/P1-4/INF1 – an automated mask for issuing tickets for selected passengers in turn. ETK:1/XX/P1—a semi-automated mask
Manual tariffication	TKT:	ETK:XX/P1— a manual mask

- To perform an automatic calculation for all categories of passengers FQT:@ the RMK element specifying categories of passengers must be entered: ADT (adult passenger), CNN (child from 2 to 12 years). For an infant under 2 years the category is not specified, information for calculation is recognized from SSR:INFT request.

- RMK format:

RMK: T/ADT/P1

RMK: T/CNN/P1-4/7/8/9

where,

- RMK:** – request code;
T – code before passenger type;
/ – slash;
ADT – category of adult passenger;
CNN – category of a child from 2 to 12 years;
P1-4/7/8/9 – identifier of one or more passengers.

4.2. The ticket must be issued with automated pricing only. Issuing ticket on the published fare with the help of semi-automated or manual pricing is prohibited. There are some exception when a ticket may be issued after semi-automated or manual pricing:

- Failure when automated pricing is impossible. In this case the Agent must inform the Carrier about the failure sending an e-mail to tech@s7.ru. The print screen with system failure response must be attached to the e-mail.
- Ticket issuance in the group PNR on the saved fare or when time-limit in the group booking for the confirmed RBD is over.
- When ticket is issued in accordance with technology which demands semi-automated or manual pricing.

4.3. Automated ETK mask sample:

4.3.1. To retrieve an automated electronic ticket sales mask it is necessary to price the PNR automatically and after that use the format:

ETK:01/P1

where:

01 is the pricing variant

P1 is the indication of the passenger from the name field.

or:

ETK:01/INF1

01 is the pricing variant

INF1 is the indication of the passenger from the OSI element if the passenger is infant not occupying a seat.

ETK mask looks as following:

```

ETK:1AP          TEST/TICKET MR                                     FF
PSGRINFO _____ SPONSOR _____
FARE  1/RFLRT          /RUB15600   COMM _____ COAM _____
AGT   3064             SRPT _____ TOUR _____
IR(Y,N,E) E EMAIL TECH@S7.RU _____
FOP CA _____ AMT _____
FOP _____ AMT _____
ENDO INCL VAT 1418.18RUB/S7 ONLY/REF/CHNG/RESTR

                                           COMPLETE TICKET ISSUANCE X
    
```

4.3.2. **FF** indicator appears in the mask if there is **SSR:FQTV** with frequent flyer cards number in the PNR.

4.3.3. The **RECEIPT** field indicates either confirmation (Y) or refusal (N) to obtain a printed-out Itinerary/Receipt, or passenger’s confirmation to receive the Itinerary/Receipt by email (E).

4.3.4. If the Itinerary/Receipt is to be sent to the passenger’s e-mail address, the indicator **E** is entered in the **RECEIPT** field and the required address is indicated in the **EMAIL** field. If in the process of booking the passenger’s e-mail address was entered in the contact field, then this address will be entered in the ticket mask **EMAIL** field automatically.

4.3.5. The appropriate form of payment is entered in the **FOP** field (Form of Payment).

4.3.6. **ENDO** field in non-active in the automated sales mask, it is impossible to enter information into this field.

4.3.7. The indicator **X** is entered in the **COMPLETE TICKET ISSUANCE** field (confirmation of ticketing).

System response:

```

OK ET 2410247358 1          TICKET TOTAL: RUB22640   /P1   -RT:T1TWE _
TRANSACTION TOTAL: RUB22640 /P1                       *ETKT COMPLETE*
    
```

4.4. Semi-automated mask sample:

4.4.1. To retrieve a semi-automated electronic ticket sales mask it is necessary to price the PNR automatically and after that use the format:

ETK:01/XX/P1

where:

- 01 is the pricing variant
- XX is the indication of the possibility to correct data in the mask
- P1 is the indication of the passenger from the name field.

or:

ETK:01/XX/INF1

- 01 is the pricing variant
- XX is the indication of the possibility to correct data in the mask
- INF1 is the indication of the passenger from the OSI element if the passenger is infant not occupying a seat.

ETK mask looks as follows:

ETK:1AM		IVANOV/IVAN MR	
PSGRINFO	SPONSOR		
AGT 6132	SRPT	TOUR	
IR(Y,N,E) Y EMAIL			
FOP CA			AMT
FOP			AMT
ENDO S7_ONLY/REF/CHNG/RESTR			
FARE RUB9370	EQUIV PD USD171.00	COMM	COAM
FARE CALC 15JUL15MOW_S7_LED9370RUB9370			
TAX/FEE/CHARGE	: USD27.40YR	/	/
/	/	/	/
/	/	/	/
/	/	/	/
/	/	/	/
/	/	/	/
/	/	/	/
/	/	/	/
			MORE
ENTER FBC/VALIDITY/BAG _ ENTER ZP/XF AIRPORTS _ COMPLETE TICKET ISSUANCE _			

4.4.2. The **RECEIPT** field indicates either confirmation (**Y**) or refusal (**N**) to obtain a printed-out Itinerary/Receipt, or passenger’s confirmation to receive the Itinerary/Receipt by email (**E**).

4.4.3. The appropriate form of payment is entered in the **FOP** field (Form of Payment).

4.4.4. The required information may be entered in the **ENDO** field (Endorsement/Restriction);

4.4.5. The indicator **X** is entered in the **COMPLETE TICKET ISSUANCE** field (confirmation of ticketing)

4.4.6. If it is necessary to make any changes in the mask fields, one can proceed to the screens of the masks 2AM, 4AM and 9AM

4.5. Manual mask sample:

4.5.1. To retrieve a manual electronic ticket sales mask it is necessary to price the PNR manually and after that use the format:

ETK: XX/P1

where:

XX is the indication of the completing mask manually

P1 is the indication of the passenger from the name field.

or:

ETK:XX/INF1

XX is the indication of the completing mask manually

INF1 is the indication of the passenger from the OSI element if the passenger is infant not occupying a seat.

Screen 1MP

```

ETK:1MP      TEST/TICKET MR
PSGRINFO _____SPONSOR _____
AGT   3064      SRPT _____TOUR _____
IR(Y,N,E) Y EMAIL TECH@S7.RU_____
FOP CA_____AMT _____
FOP _____AMT _____
ENDO INCL VAT 1026.36RUB/S7 ONLY/NON-REF/CHNG/RESTR_____
_____
FARE RUB8290_____EQUIV PD _____COMM _____COAM _____
FARE CALC 25MAR16OVB S7 IKT4145S7 OVB4145RUB8290END_____
_____
TAX/FEE/CHARGE : RUB3000YR_____/_____/_____/_____/
_____/_____/_____/_____/
_____/_____/_____/_____/
_____/_____/_____/_____/
ENTER FBC/VALIDITY/BAG X   ENTER ZP/XF AIRPORTS _   COMPLETE TICKET ISSUANCE _
    
```

Screen 2MP

```

ETK:2MP      IVANOV/IVAN MR
SEGMENT *   DATE      FBC/DESIGNATOR CODE   NVB _____ NVA _____ BAG
1 OVB IKT R_ 25MAR16 RBSRT_____ NVB 25MAR16 NVA 25MAR16 NO_
2 IKT OVB R_ 26MAR16 RBSRT_____ NVB 26MAR16 NVA 26MAR16 NO_
BACK TO FARE & FOPS _   COMPLETE TICKET ISSUANCE X
    
```

4.5.2. The mask fields are filled in according to ETK Masks Completion Procedure.

4.6. Ticket mask withdrawal.

If it is needed to complete the work with the ticket mask before mask sending it to the system, the following request is used:

TCLR:

System response:

*** TICKETING CYCLE INTERRUPTED ***

4.7. Possible errors of e-ticket issuance.

IS NOT VALID FOR ELECTRONIC TICKETING—an attempt to issue the electronic ticket on the flight which is not valid for electronic ticketing.

NO SEG CHGS WHILE ISSUING TKTS—the changes made in the booking were not completed by the command EOT (*).

GIVEN NAME/TITLE MANDATORY FOR E-TICKETING—there is no “/” between the passenger’s surname and name.

MUST SPECIFY PSGRS/INFANTS—the passenger’s or infant’s number was not specified in the mask retrieval request.

TKT ALLOCATION DEPLETED—the stock of forms is used up.

TKT NOT PRICED—the fare on tickets was not set (FQT: /FGP: or TKT:).

Y, N OR E FOR RECEIPT—there are no indicators of confirmation (Y) or refusal (N) to obtain a printed-out Itinerary/Receipt, or passenger’s confirmation to receive the Itinerary/Receipt by email (E).

ENTER "X" TO SELECT ACTION—the indicator X was not specified in the appropriate field.

VERIFY FOID—the format SSR: FOID was not entered properly.

WAIT TICKET ISSUANCE IN PROGRESS—communication failure in the process of ticket issuance. It is necessary to withdraw from the mask by the request TCLR:, to check whether the ticket is issued, and if there is none, to create a new ETK mask. If the ticket has been issued, it is necessary to check whether the record of this e-ticket and SSR:TKNE elements are available in the booking.

TICKETING IN PROGRESS—communication failure in the process of ticket issuance. It is necessary to withdraw from the mask by the request TCLR:, to check whether the ticket is issued, and if there is none, to create a new ETK mask. If the ticket has been issued, it is necessary to check whether the record of this e-ticket and elements SSR:TKNE are available in the booking.

USE TCLR FUNCTION—**TCLR:** incorrect withdrawal from the mask, the request TCLR: must be used.

4.8. Characteristic features of ETK mask elements.

4.8.1. Passenger’s name — the name element consists of 2 fields: **PASSENGER NAME** and **PSGRINFO** and may contain 55 characters at the most.

4.8.2. Endorsement (ENDO) consists of 147 characters, which can be entered in the ETK mask and seen in the e-ticket record.

IMPORTANT! Passenger’s passport data must be specified through the SSR: FOID element in the booking.

4.8.3. Form of Payment (FOP). Standard payment forms are available for electronic ticketing

CA—cash

DE – ticket issued in exchange (such FOP appears automatically)

MC—difference charge to EMD

IN—non-cash payment:

- IN FOP may be used only according to appropriate technologies of S7 Airlines and must be entered according to the format indicated in the technology
- When the ticket is issued according to the Agency own contract (between Agency and passenger or between Agency and some company) IN FOP must be indicated as following:

IN*A*text

Where:

* is a dividing symbol

A is an indicator of the Agency's own contract

text is a free text not more than 35 symbols may be entered if required to the Agent

4.9. Sample of booking with a ticket issued.

```

RTVECGF
OVB017 2494 0447 02JUN15 /RU/PID30862
1.TEST/TICKET MR VECGF      -ETK-
2.  S7 174 Y WE01SEP  OVBDME HK1  0740 0855
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
3.  S7 181 Y FR10SEP  DMEOV B HK1  1705 2355
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
4.B/2223135
5.T/ *T
6.SSR DOCS S7  HK1 /P/RU/5006123456/RU/01JAN80/M/01JUN12/TEST/TICKET/P1
7.SSR FOID S7  HK1 PP12345467890/P1
8.SSR TKNE S7  HK1 OVBDME 0174Y01SEP.4212410208694C1/P1
9.SSR TKNE S7  HK1 DMEOV B 0181Y10SEP.4212410208694C2/P1
RTK
1.TEST/TICKET MR VECGF
2.TN/2410208694/S7 /33333333 /2494/E //P1 A 02JUN15
  
```

where:

-ETK- —the indicator of ET issuance in the booking (sale mask)

8.SSR TKNE S7 HK1 OVBDME 0174Y01SEP.4212410208694C1/P1

—the SSR element which is automatically generated for each flight segment and includes:

OVBDME—the departure and arrival airports

0174 —the flight number;

Y —the booking code;

01SEP —the departure date

4212410208693 —the ticket number

C1 —the flight coupon

P1 —the passenger indicator

E —the indicator of the issued ET in the TN field

4.10. SSR: TKNE is the element of confirmation of e-ticket issuance. It must be necessarily available in the booking.

IMPORTANT! After completing and sending the e-ticket mask it is advised to check whether the SSR:TKNE elements are available in the booking.

4.11. Electronic ticket status

Each e-ticket coupon has its own status. To retrieve the information on a status of e-ticket flight coupons the following format can be used:

RT:ETA

RTETA	
1.ETA I	01SEP15 OVBDME 4212410208694C1/P1
2.ETA I	10SEP15 DMEOVB 4212410208694C2/P1

where:

1.ETA I 01SEP15 OVBDME 4212410208694C1/P1 – is an automatically generated information element, containing the following data:

- e-ticket coupon status
- departure date
- departure and arrival airports
- ticket number
- coupon number
- passenger indicator

4.12. Status codes of flight coupon in the ETA element:

ETA element status	Coupon status in the ticket	Status meaning
I	Open for use	open for use
AL	Airport control/ OA Control YY	under control of an airport/Operating Carrier
N	Information only	only for information
RV	Revalidation	rebooked without ticket reissuance
V	Void	cancelled
RF	Refund	the ticket was refunded completely or partially
E	Exchange	the ticket was exchanged
PE	Print Exchange	the e-ticket/coupon was printed out on a TKT paper form
U	Unavailable-Exchange only	unavailable for use, to be exchanged
Z	Closed	closed for use
S	Suspended	the use was discontinued
CK	Checked-In	checked-in with boarding pass issuance
BD	Boarded	the passenger has flown

4.13. Itinerary Receipt.

4.13.1. The Itinerary Receipt is given to the passenger as a confirmation of e-ticket acquisition. The Itinerary Receipt contains the complete information about the itinerary, form and details of carriage payment as does the paper ticket. The passengers are advised to keep it throughout the tour.

4.13.2. In the process of e-ticket issuance the Itinerary Receipt will be printed automatically, if the indicator “Y” is entered in the **RECEIPT?** field of the ETK mask. The printed-out Itinerary Receipt is to be given to the passenger. The Itinerary Receipt is printed in English and Russian.

4.13.3. If necessary, the Itinerary Receipt can be sent to the passenger's e-mail address, having specified the "E" indicator in the **RECEIPT?** field of the ETK mask and the address in the **EMAIL** field.

4.13.4. If it is not necessary to print the Itinerary/Receipt or to send it to the passenger's email address, the "N" indicator is entered in the ETK mask **RECEIPT?** field.

4.13.5. An Itinerary/Receipt looks as follows:

```

*** ITINERARY RECEIPT - DUPLICATE ***
*** ДУБЛИКАТ МАРШРУТНОЙ КВИТАНЦИИ ЭЛЕКТРОННОГО БИЛЕТА ***

AGENCY/AIRLINE NAME                               DATE OF ISSUE 14NOV14
НАЗВАНИЕ АГЕНТСТВА/АВИАКОМПАНИИ                 ДАТА ОФОРМЛЕНИЯ 14NOV14
QAA S7 TEST QAA      OVB                          RLOC S7 - T6RBX
NON-TRANSFERABLE
БЕЗ ПРАВА ПЕРЕДАЧИ ДРУГОМУ ЛИЦУ
NAME: RETROV/IVANMR
ФАМИЛИЯ ИМЯ: RETROV/IVANMR                       FOID:PP/12345467890
E-TICKET NUMBER: 4212410586739
НОМЕР БИЛЕТА:      4212410586739
ISSUED IN EXCH:    4212410586738
ПРЕД. № БИЛЕТА:   4212410586738

DATE FLIGHT DEPARTURE AIRPORT TIME ARRIVAL AIRPORT CLASS BAG
ДАТА РЕЙС АЭРОПОРТ ВЫЛЕТА ВРЕМЯ АЭРОПОРТ ПРИВЫТИЯ КЛАСС БАГАЖ
15DEC S7 178 OVB-NOVOSIBIRSK, RUSSI 0620 DME-DOMODEDOVO-MOSCOW R -OK 1PC
      TERMINAL A ARRIVAL:0755

27DEC S7 179 DME-DOMODEDOVO-MOSCOW 1115 OVB-NOVOSIBIRSK, RUSSI M -OK 1PC
      TERMINAL A ARRIVAL:1825

RESTRICTIONS: INCL VAT 4179.66RUB/S7 ONLY/REF/CHNG/RESTR
ОГРАНИЧЕНИЯ : ВКЛЮЧАЯ НДС 4179.66RUB/S7 ONLY/REF/CHNG/RESTR
FORM OF PAYMENT: CASH CASH
ФОРМА ОПЛАТЫ: CASH CASH
BASE FARE RUB 25400
ТАРИФ RUB 25400
TICKET TOTAL RUB 7600 ADDITIONAL COLLECTION
БИЛЕТ ВСЕГО RUB 7600 СУММА ДОПЛАТЫ
PENALTY RUB 1000
ПЛАТА RUB 1000
TRANSACTION TOTAL RUB 8600
ИТОГО RUB 8600

Notice: "Carriage and all other services provided by the carrier are governed
by the terms and conditions of the contract of carriage with S7 Airlines or
other carrier operating your flight, as well as the applicable rules of the
fare chosen by you. The terms of your contract of carriage, as well as the
applicable fare rules and the terms and conditions of carriage are fully
incorporated into this air ticket by reference. You should familiarise
yourself with the terms of the contract of carriage (Terms and Conditions of
Carriage and applicable Fare Rules), available at any S7 sales office, on the
web site of S7 Airlines or with the carrier operating your flight."

Примечание: "Перевозка и другие предоставляемые перевозчиком услуги подчиняются всем
условиям договора перевозки с S7 Airlines или иного перевозчика, фактически
выполняющего Ваш рейс, а также правилам применения выбранного Вами тарифа. Условия
Вашего договора перевозки, а также вышеуказанные условия применения тарифа и правила
перевозки включены в настоящий авиабилет посредством ссылки на таковые. С условиями
договора перевозки (правилами перевозки, правилами применения тарифов) можно
ознакомиться в офисах продаж, на сайте S7 Airlines или перевозчика, фактически
выполняющего Ваш рейс."
  
```

4.13.6. The Itinerary/Receipt contains the following details:

- Name and address of the agency that issued the ticket
- Date of ticket issuance and booking number
- Passenger's name (up to 55 characters)

- ID document number
- Issued ticket number
- Departure dates
- Code of Marketing Carrier airline
- Name of Operating Carrier, if it differs from the Marketing Carrier
- Flight numbers
- Departure/arrival airport/city for each flight segment
- Departure terminal
- Departure time (local)
- Arrival time (local)
- Booking code
- Booking status
- Free baggage allowance
- Permissions/limitations (including expiry date)
- Form of payment
- Fare, fare equivalent (if applicable)
- Taxes and charges
- Total amount for the ticket

5. ELECTRONIC TICKET RECORD

5.1. An electronic ticket record is a screen on which all operations with the electronic ticket are displayed (rebooking, refund, ticket history retrieval, etc.) Retrieving the record of an e-ticket is made through the ETR command.

5.2. E-Ticket Record Search

5.2.1. For e-ticket operations, it is necessary to enter the e-ticket record. For this purpose the following commands are used:

Search	Entry	Sample
By the ticket number	ETR:TN/ticket number	ETR:TN/4212410002002
By the flight number and departure date/departure or arrival airport; passenger last name or first name	ETR:FD/xx flight/ddmmyy/ DPTARR/surname/given	ETR:FD/S7174/21JUN10/ OVBDME/TEST/TICKET MR
By the departure/arrival airport, departure data, passenger's name	ETR:OD/DPTARR/ddmmyy/ surname/given	ETR: OD/OVBDME/21SEP10/ TEST/TICKET MR
By the Frequent Flyer card number (max 20 characters) and departure date	ETR:FF/CCnnnnnnnnnn/ ddmmyy	ETR:FF/S7123456789/21SEP10

Search	Entry	Sample
By the phone number, departure date, passenger's name	ETR:PH/nnnnnn/ddmmyy/surname/given	ETR:PH/3832106694/21SEP10/TEST/TICKET MR
By ET confirmation element number in PNR	RT:ETA ETR:PNR ETA line number	RT:ETA ETR:3

5.2.2. To search an electronic ticket record, the first letters of the passenger's last name and first name may be entered. The required ET record is chosen from the received list. For example:

ETR:FD/S7810/11JUL15/NOZDME/LOG/I

where

ETR:FD —format for electronic ticket record inquiry by the passenger's last name and first name
LOG —first letters in the last name
I —first letter in the first name

System response:

-ETR:FD/S7810/11JUL15/NOZDME/LOG/I			
NAME		TICKET NBR	SELECT
LOGVINOV/IGORMR	NOZDME 11JUL15	-ETR:TN/4212450786003	_
LOGVINOVA/IRINAMRS	NOZDME 11JUL15	-ETR:TN/4212450786004	_
*** End Report ***			

5.3. Lists of passengers with e-tickets.

5.3.1. E-ticketed passengers will be marked with an "E" indicator in the right part of the screen in the total list of passengers who booked the flight.

S7 174 /03AUG	BK							
OVBDME								
001	1ERRERAROSALINO/MARK+	T0LDR	C	HK1	OVB005	03AUG		OQST
002	1MORSIN/PETR MR	V6VB7	C	HK1	OVB777	03AUG		O ST
003	1PINOUS/OLEGMR	VG9P9	C	HK1	SWI1G	03AUG		O ST
004	1BOGUSLAVSKIY/ANDREY+	T358Z	D	HK1	OVB045	02AUG10	K	ST E
005	1ELERT/ALEXANDER MR	T533F	D	HK1	WWW002	02AUG10		ST E
006	1ZAMIRALOV/ALEKSANDR+	VDM2W	D	HK1	OVB088	02AUG10		ST E
007	1EREMIN/ANTON MR	V4L01	I	HK1	OVB088	29JUL10		O ST E

5.3.2. For viewing the list of passengers with e-tickets who booked the flight, the following command can be applied:

ML:EF/181/03AUG

S7 181 /03AUG	EF							
DMEOV B								
001	1KAYGORODOV/DMITRY MR	VL7RE	C	HK1	4212417851499C1			I
002	1SVETIKOV/VLADISLAV +	T29JK	C	HK1	4212419204638C1			I
003	1BOGUSLAVSKIY/ANDREY+	T358Z	D	HK1	4212416824284C2			I
004	1REDKO/EVGENIY MR	TMSJK	P	HK1	4212417685194C1			I
005	1TEPLOV/ALEXANDR MR	VD7Z7	P	HK1	4212421022173C1			I
006	2VAGAYTSEVA/MARINA M+	T27VW	P	HK2	4212417405688C1			I
006	2VAGAYTSEVA/MARINA M+	T27VW	P	HK2	4212417405689C1			I
007	1VASILEV/ANTON VIKTO+	V689E	K	HK1	4216158199482C1			I

where: **4212417851499C1** —e-ticket number with flight coupon number
I —flight coupon status

5.4. E-ticket record

5.4.1. To perform any operations with an electronic ticket, retrieve the ET. For instance, by the number:

ETR:TN/4212410208694

or from the booking in the format:

RT:ETA

RTETA

```
1.ETA I 01SEP10 OVBDME 4212410208694C1/P1
2.ETA I 10SEP10 DMEOV B 4212410208694C2/P1
```

ETR: 1

where 1 is the number of the row with ETA element in PNR

System response:

```
A ETR:PG TKT 1 OF 1 ** S7 DATABASE ** 33333333/OVB017/A/S7/VECGF
B ETKT 4212453544990 LOSEV/ALEXEYMR
C CPN FROM/TO FLT DATE TIME CLS STATUS SELECT ASSOC
C 1 TIV DME S7 926 28SEP15 1530 T OPEN FOR USE _ N
D DT- DISPLAY E-TICKET DETAILS DH- DISPLAY E-TICKET HISTORY
D RC- REQUEST CONTROL OF SELECTED CPNS SC- SEND CONTROL SELECTED CPNS
D RV- REVALIDATE SELECTED CPNS PE- PRINT EXCHG SELECTED COUPONS
D RF- REFUND E-TICKET COUPONS VT- VOID TICKET
D IR- ITINERARY RECEIPT -DUPLICATE EE- EXCHG/REISSUE ETKT TO ETKT
D EP- EXCHG/REISSUE ETKT TO PAPER TKT IA- ISSUE EMD-A
D PN, PB, PF, PL- PAGING ACTIONS
E ACTION _ INVOL _ (Y/N) CARRIER _ GH _ (Y)
```

5.4.2. E-Ticket Record Fields

Row	Field	Description
A.	ETR:PG	Command to retrieve electronic ticket record
	TKT 1 OF 1	Ticket number and total number of conjugated tickets: maximum 4 ticket numbers and 16 coupons. If there is one ticket, the field shows "1 of 1"
	** S7 DATABASE **	The Carrier's database in which the ticket was issued. ETR record can be retrieved in the database of the Validising or Operating Carrier.
	33333333/OVB017/A/S7/VECGF	Validator's number, office of the Agent that issued the ticket, booking system/screen, number of booking.
B.	ETKT 4212453544990	Ticket number
	LOSEV/ALEXEYMR	Passenger last name/first name/status (55 characters)
C.	CPN 1	Coupon number Void/ARNK coupons also have numbers, they are included in the coupons of the ticket but are not shown in the ETR record.
	FROM/TO	Departure/destination point

	OVB DME	
	FLT S7 926	The airline's two-digit code and flight number
	DATE 28SEP15	Departure date
	TIME 1530	Departure time
	CLS T	Booking code
	STATUS OPEN FOR USE	Coupon Status
	SELECT	The coupon's selection field for further actions (for example, RV rebooking)
	ASSOC	Information about EMDs associated to the ticket (N – there is not associated EMD, Y – there is associated EMD)
D.	DT- DISPLAY E-TICKET DETAILS и Т.Д.	Applicable operation codes (see Clause 5.5.1)
E.	ACTION __	Transaction identifier
	INVOL _ (Y/N)	Transaction indicator (Y—involuntary, N—voluntary)
	CARRIER ____	Code of the carrier that is to be sent a notification about the performed operation
	GH _ (Y)	Ground servicing (to be left blank)

5.5. E-ticket actions.

5.5.1. The following actions are available during e-ticket operations:

DT — display e-ticket details	DH —display ticket history
RC — request selected coupons control	SC —send control of selected coupons
RV — revalidate selected coupons	CS — change the status of the selected coupons
PE —print selected coupons on paper form	RF —refund e-ticket
VT — void the ticket	IR — duplicate itinerary/receipt
EE — exchange/reissue electronic ticket to an electronic ticket	EP — exchange/reissue electronic ticket to a paper ticket
IA – EMD issuance	

5.5.2. If some of the above mentioned action codes are not found in the ET record, the Agent's access level does not enable performing this or that action. The Agent can use exclusively the action codes included in the ET record.

5.5.3. Actions used for information viewing:

- E-ticket details (DT)
- History of transactions with ET coupons (DH)
- Itinerary/receipt duplicate (IR)

5.5.4. Actions applicable to one or several coupons, at option:

- request for coupon auditing (RC)

- sending coupon auditing (SC)
- revalidation (RV)
- EMD-A issue (IA)

5.5.5. Actions applied to the whole ticket:

- voiding the ticket (VT)
- ticket refund (RF)
- e-ticket to e-ticket exchange (EE)

IMPORTANT! After the above mentioned actions have been done, transactions with the ticket other than information viewing are not possible (see Clause 5.5.3).

5.5.6. Four fields are used for the work in the ETR:

- **SELECT** —select the flight coupon to make the required adjustments (if required)
- **ACTION** —enter the function code to perform the required action with the electronic ticket (exchange, refund, etc.)
- **INVOL** —select the indicator of voluntary/involuntary change
- **CARRIER** —code of the carrier that is to be sent a notification about the performed operation

5.5.7. Coupon selection.

5.5.7.1 While using the actions that can be applied to certain coupons, it is necessary to select a coupon (flight segment) for which this operation is performed. Selection of the coupon in the ETR is done by entering the character “X” in the **SELECT** field. If two characters are entered, or a character other than “X”, the system will give out a warning about the error.

CPN	FROM/TO	FLT	DATE	TIME	CLS	STATUS	SELECT	ASSOC
1	OVB	DME S7 178	15OCT15	0620	T	OPEN FOR USE	X	Y

5.5.7.2 If X is entered twice or some other symbol different from X is entered the system responds with error message.

5.5.7.3 If selection of coupon is not used for the performed action (for instance, DT—ticket details), any data entered by the agent will be ignored.

5.5.8. Action codes

5.5.8.1 The code of an action is indicated in the **ACTION** field.

ACTION	RV	INVOL	_ (Y/N)	CARRIER	___	GH	_ (Y)
---------------	-----------	--------------	----------------	----------------	------------	-----------	--------------

5.5.8.2 When the action code is entered, the system will display information about the requested action.

5.5.8.3 If the action is not included in the list of actions accessible to the agent, the system will give out a notification about the error.

02 - ACTION - NOT ALLOWED

5.5.9. Transaction indicator

5.5.9.1 For the actions of exchange, revalidation, ticket refund, changing the status of a coupon it is necessary to point out if the given action is involuntary (Y) or voluntary (N). The indicator Y/N appears in the **INVOL** field.

ACTION	<u>RV</u>	INVOL	<u>N</u> (Y/N)	CARRIER	___	GH	_ (Y)
--------	-----------	-------	----------------	---------	-----	----	-------

5.5.9.2 When a confirmation indicator is not required, the system ignores any data entered in this field.

5.5.10. A Carrier's Code

5.5.10.1 A carrier's code is required to enter some action. The airline's two-letter or digit code is to be entered into the **CARRIER** field.

ACTION	<u>RV</u>	INVOL	<u>N</u> (Y/N)	CARRIER	<u>S7</u>	GH	_ (Y)
--------	-----------	-------	----------------	---------	-----------	----	-------

5.5.10.2 If the code of an invalid carrier is entered, there appears a notification about the error; when the code of the carrier is not required, the system ignores any data entered into this field.

5.5.11. Paging

5.5.11.1. In case there are conjunction tickets, an e-ticket record may cover several pages. Movement through the pages is done by means of paging commands that are to be entered into the field of action codes (ACTION):

PN (Page Next),
PB (Page Back),
PF (Page First),
PL (Page Last),

5.5.11.2. The information about several pages is shown in the first line of electronic ticket record (for instance, TKT 1 OF 2).

5.6. Electronic ticket details.

5.6.1. To view all the information about the ticket, it is necessary to retrieve the details of the ticket. The details of the ticket can be viewed by means of action code DT in ETR. To do this, the ETR command is used to retrieve the electronic ticket record, where in the ACTION field the **DT** action code is indicated. In this case it is not required to fill in the SELECT, INVOL and CARRIER fields.

Electronic Ticketing Procedure of S7 Airlines

```

ETR:PG  TKT 1 OF 1  ** S7  DATABASE **  00000055/OVB017/A/S7/VLL50

ETKT 4212410706438  PETROV/IVANMR

CPN FROM/TO FLT      DATE      TIME      CLS      STATUS      SELECT  ASSOC
 1  OVB IKT S7 3511   25MAR16  2035     T        OPEN FOR USE      _        Y

DT- DISPLAY E-TICKET DETAILS          DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS   SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS          CS- CHANGE COUPON STATUS
PE- PRINT EXCHG SELECTED COUPONS      RF- REFUND E-TICKET COUPONS
VT- VOID TICKET                       IR- ITINERARY RECEIPT -DUPLICATE
EE- EXCHG/REISSUE ETKT TO ETKT       EP- EXCHG/REISSUE ETKT TO PAPER TKT
IA- ISSUE EMD-A

PN, PB, PF, PL- PAGING ACTIONS

ACTION DT      INVOL _ (Y/N)  CARRIER ___  GH _ (Y)
  
```

System response:

```

A TKT NBR: 4212410706438          ISSUING CITY: OVB  ISSUING OFFICE: 00000055
A NAME: PETROV/IVANMR
B ORIG/DEST:OVBDME      NBR OF TKTS ISSUED:001  TTL NBR OF SEGS:001
C CP S FRM/TO A/L FLT  CLS DATE      TIME ST FBC      BAG RLOC  STATUS
D 1-O OVB IKT S7 3511  T   25MAR16  2035 OK TFLOW   1PC VLL50  OPEN FOR USE
                                     NV25MAR16/25MAR16

E      FF/S7 601035900
Q      ASSOCIATED TO EMD: 4214560112609 C1

F **ENDORSEMENTS/FARE CALCULATION**
G ER:INCL VAT 1481.82RUB/S7 ONLY/REF/CHNG/RESTR
H FARE CALCULATION/LADDER          FARE CALC INDICATOR: 0
I 25MAR16OVB S7 MOW14800RUB14800END

K ** FARE BREAKDOWN / FOP / TOUR CODE **
L *TKT FARE DATA*                * AUDITOR
L  BASE:RUB      14800          BASE:RUB      14800
L  EQUIV:                EQUIV:
L  T/F/C:RUB      1500          T/F/C:RUB      1500
L  TTL:RUB      16300          TTL:RUB      16300
  
```

Next page:

```

L * TAX/FEE/CHARGE DETAIL:
L      TAX:RUB      1500YR

M TOUR CODE :
N FOP:CA
O FOPAMT:16300          COMM AMT:          COMM RATE:

V      ** ADDITIONAL PASSENGER INFORMATION **
W PSGR TYPE:ADULT          ISSUING SYSTEM/RLOC:S7/VLL50
X DATE OF ISSUE: 27OCT15
Y SGR PHONE:89134567811          INVOICE NBR:
Z FOID:PP/123456789
  
```

5.6.2. Table of fields on the screen of an e-ticket details

Row	Field	Description
A	TKT NBR	Ticket number
	ISSUING CITY	City of issue
	ISSUING OFFICE	Validator of the issuing office
B	NAME	Passenger's name
	ORIG/DEST	Departure/destination point
	NBR OF TKTS ISSUED	Number of additional tickets issued
C	TTL NBR OF SEGS	Total number of flight segments
	CP S	Coupon number and stopover indicator (O) or transfer indicator (X)
	FRM/TO	From/To—the codes of the airports indicated in the coupon
	A/L	Two-character airline code
	FLT	Flight number or "open"
	CLS	Booking code
	DATE	Departure date
	TIME	Departure time
	ST	Booking status
	FBC	Fare type
	BAG	Free baggage allowance
	RLOC	PNR number
	STATUS	Electronic ticket status
D	Line D	Entering of coupon information according to C line
E	FF	FFP card number
	NV	Not valid before/after = NV:/DD/MMM/YY/DD/MMM/YY
F	ASSOCIATED TO EMD:	Associated EMD-A number and coupon
G	**ENDORSEMENTS/FARE CALCULATION**	Heading "Endorsements/Fare Calculation"
H	ER	Restriction/permission (Endorsement)
I	FARE CALCULATION/LADDER	Heading "Fare Calculation"
	FARE CALC INDICATOR	Indicator of fare calculation: 0—automated calculation, automated mask 1—manual calculation, manual mask 9—automated calculation, semi-automated mask
J		Fare calculation line
K	** FARE BREAKDOWN / FOP / TOUR CODE **	Heading "Fare Breakdown/Form of Payment/Tour Code"
L	*TKT FARE DATA*	Flight coupons price
	* AUDITOR	Audit Coupon
	BASE	Base fare
	EQUIV	Local currency equivalent
	T/F/C	Taxes amount
	TTL	Total ticket price

	TAX/FEE/CHARGE DETAIL	Tax breakdown
M	TOUR CODE	Tour code
N	FOP	Form of payment
O	FOPAMT	Amount for the form of payment
P	** ADDITIONAL PASSENGER INFORMATION **	Heading "Additional Passenger Information"
Q	PSGR TYPE	Passenger type
	ISSUING SYSTEM RLCC	PNR number
R	DATE OF ISSUE	Data of issue
S	PSGR PHONE	Passenger contact phone number
T	FOID	Passenger's identification data (ID document number)

5.7. Flight coupon status.

Coupon Status	ETA Code	Status meaning
Airport Control / OA CONTROL YY	AL	Indicates that the operating carrier received control over flight coupon(s). Control over coupon(s) can be requested manually. Control over the coupons of a ticket is transferred to the operating carrier in accordance with the policy of the Carrier (simultaneously with the issue of the ticket or 72 hours before the departure)
Boarded	BD	The passenger has boarded the plane
Checked-In	CK	The passenger has checked in at the check-in desk at the airport, or by himself, using electronic means
Closed	Z	The Validating Carrier has determined this coupon as invalid for use
Exchanged	E	A new ticket was issued in exchange for this e-ticket
Flown	BD	Transportation by this e-ticket coupon has been performed (the status changes to FLOWN automatically within 3 days from the departure date)
Irregular Operations	I	Due to any reason, operating or marketing carrier's control over the coupon has been prolonged above the standard 72 hours.
Coupon Notification	N	The coupon is for information purposes only and the carrier has no control over it.
Open For Use	I RV	This status of the flight coupon of an e-ticket enables performing any operations, it can be changed to any other status
Print Exchanged	PE	The flight coupon of the electronic ticket has been printed out with the same number.
Refunded	RF	The ticket has been refunded
Suspended	S	The Validating Carrier has limited the use of this flight coupon of an e-ticket

Unavailable-Exchange only	U	The coupon is unavailable for use as payment of penalties or additional payment for revalidating has to be made. It is only possible to exchange the coupon.
Void	V	The record of the sale of the e-ticket has been canceled

5.7.1. IMPORTANT! In connection with possible deviations between ETA and electronic ticket record, exact status of the flight coupon should be determined according to the information in the electronic ticket record.

5.7.2. IMPORTANT! The statuses: Closed, Exchanged, Flown, Print Exchanged, Refunded, Void are final. They cannot be changed for any others; no operation with a ticket having one of the above mentioned statuses is possible.

5.7.3. In case the passenger applies to the Agent for exchanging the ticket with the UNAVLB-EXCHG ONLY status, the Agent exchanges the ticket (EE) and levies all necessary taxes, fees or additional payment. In this case the ticket status is not to be changed.

5.7.4. In case the passenger applies to the Agent for refunding the ticket with the UNAVLB-EXCHG ONLY status, the Agent must request for changing the ET coupon status from UNAVLB-EXCHG ONLY to OPEN FOR USE (according to the Guidelines on the changing coupon status of ET and AMD). After the status is changed, the refund transaction is performed according to Carrier's Fare Rules.

5.8. Electronic ticket pre-image

5.8.1. To view the pre-image of the electronic ticket (audit coupon) the following format is used:

DMB24102392733

where:

24102392733 is the electronic ticket number without an indication of the payment code (10 digits).

```

DMB2410725809
E-TKT NBR:4212410725809          SIBERIA AIRLINES          OFFICE:00000055V
NAME: PETROV/IVAN MR              QAA TEST
                                   TRAINING QAA
ORIG-DEST:OVB/OVB      RLOC: T0BKV      ISSUE DATE:01NOV15      OVB
TOUR CODE:              ISSUE AGENT:003064

S FRM/TO  A/L  FLT  CLS  DATE      TIME ST FBC              NVB/NVA          BAG
O OVBIKT  S7   3273 R    26MAR16  1705 OK RBSRT          26MAR16/26MAR16 NO
O IKTOVB  S7   3276 M    31MAR16  1050 OK MBSRT          31MAR16/31MAR16 NO
ENDORSEMENTS/RESTRICTIONS:INCL VAT 1695.00RUB/S7 ONLY/NON-REF/CHNG/RESTR
FARE CALCULATION:              FARE CALC INDICATOR: 1
26MAR16OVB S7 IKT4145S7 OVB11500RUB15645END
FARE BREAKDOWN:
  BASE:RUB          15645
  EQUIV:RUB         RUB
  T/F/C:RUB         0
  TTL:RUB           7355A
FOP / TAX/FEE/CHARGE DETAIL:
  
```

Next page:

```

DMB2410725809
FOP:DE*CA/RUB11290
FOPAMT:RUB      11290
FOP:CASH
FOPAMT:RUB      7355
EXCHANGE/REISSUE:OVB01NOV15/00000055V
4212410725808
TAX/FEE/CHARGE  DETAIL:
  PD-TAX:RUB      3000YR
  
```

5.9. Monitoring the electronic ticket coupons.

5.9.1. Flight Coupon Control System

5.9.1.1 In case of carriage involving more than one Carrier (Operating, Validating, Marketing), the flight coupon control system is used for the e-ticket. The control system allows issuing the e-ticket flight coupon to be used by the Carrier or the Agent for the passenger check-in, boarding and carriage as well as for the purposes of the ticket reissuance, cancellation or return. This system is necessary in order to eliminate the possibility of simultaneous use of a ticket coupon by different Carriers/Agents.

5.9.1.2 Only one airline can monitor the document at a time (either Operating Carrier or Validating Carrier). Thus, for the Agent to be able to make changes in the e-ticket it is necessary, to have the access to it, that is to be able to monitor the coupons subject to change. The Agency may perform any ticket transactions—cancel, exchange or refund providing all unused flight coupons statuses are “Open for use”.

5.9.2. Selected coupons control request.

In order to request control over the selected coupons the necessary segments of the e-ticket record must be marked with the indicator **X** in the SELECT field, the **RC** action code must be indicated in the ACTION field and the code of the Carrier, whose control is requested, must be indicated in the CARRIER field.

Electronic ticket file

```

ETR:PG  TKT 1 OF 1  ** S7  DATABASE **  33333333/OVB017/A/S7/T4W9J

ETKT 4212450208711 TEST/TICKETMR

CPN FROM/TO FLT      DATE      TIME      CLS      STATUS      SELECT  ASSOC
  1  DME MSQ S7 4957  01SEP15  1220      V      OA CONTROL B2      X      N

DT- DISPLAY E-TICKET DETAILS      DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS  SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS      PE- PRINT EXCHG SELECTED COUPONS
RF- REFUND E-TICKET COUPONS      VT- VOID TICKET
IR- ITINERARY RECEIPT -DUPLICATE  EE- EXCHG/REISSUE ETKT TO ETKT
EP- EXCHG/REISSUE ETKT TO PAPER TKT  IA- ISSUE EMD-A

PN, PB, PF, PL- PAGING ACTIONS

ACTION RC      INVOL N (Y/N)      CARRIER S7      GH _ (Y)
  
```


5.9.2.1. In this case the Operating Carrier exercises control over the coupons. In order to rebook the ticket the selected coupon control must be requested.

System response:

```
TRANSACTION PROCESSED, COUPON CONTROL RECEIVED
```

5.9.2.2. After receiving coupon control the electronic ticket record looks as follows:

```
ETR:PG TKT 1 OF 1 ** S7 DATABASE ** 33333333/OVB017/A/S7/T4W9J
ETKT 4212450208711 TEST/TICKETMR
CPN FROM/TO FLT DATE TIME CLS STATUS SELECT ASSOC
 1 DME MSQ S7 4431 01SEP15 0540 V OPEN FOR USE _ N
DT- DISPLAY E-TICKET DETAILS DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS PE- PRINT EXCHG SELECTED COUPONS
RF- REFUND E-TICKET COUPONS VT- VOID TICKET
IR- ITINERARY RECEIPT -DUPLICATE EE- EXCHG/REISSUE ETKT TO ETKT
EP- EXCHG/REISSUE ETKT TO PAPER TKT IA- ISSUE EMD-A
PN, PB, PF, PL- PAGING ACTIONS
ACTION _ INVOL _ (Y/N) CARRIER _ GH _ (Y)
```

5.9.2.3. The coupon status is changed for OPEN FOR USE, ticket transactions can be processed.

6. ITINERARY RECEIPT DUPLICATE.

6.1. If necessary the Itinerary Receipt duplicate may be issued for the passenger. The Itinerary Receipt duplicate may be issued an unlimited number of times.

6.2. In order to receive the Itinerary Receipt duplicate it is necessary to use **IR** code in the e-ticket record.

Electronic ticket file

```
ETR:PG TKT 1 OF 1 ** S7 DATABASE ** 33333333/OVB017/A/S7/VECGF
ETKT 4212450208694 TEST/TICKETMR
CPN FROM/TO FLT DATE TIME CLS STATUS SELECT ASSOC
 1 OVB DME S7 174 01SEP15 0740 Y OPEN FOR USE _ N
 2 DME OVB S7 181 10SEP15 1705 Y OPEN FOR USE _ N
DT- DISPLAY E-TICKET DETAILS DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS PE- PRINT EXCHG SELECTED COUPONS
RF- REFUND E-TICKET COUPONS VT- VOID TICKET
IR- ITINERARY RECEIPT -DUPLICATE EE- EXCHG/REISSUE ETKT TO ETKT
EP- EXCHG/REISSUE ETKT TO PAPER TKT IA- ISSUE EMD-A
PN, PB, PF, PL- PAGING ACTIONS
ACTION IR INVOL _ (Y/N) CARRIER _ GH _ (Y)
```

6.3. The system response is the Duplicate Itinerary Receipt Screen, where the type of Itinerary Receipt must be specified—printing-out or sending out to the passenger’s email address.

6.4. When selecting the Itinerary Receipt print-out

```

ETIR:
          *** Duplicate Itinerary Receipt Screen ***

Name: TEST/TICKETMR
E-Ticket: 4212410208694

Paper Duplicate Itinerary Receipt          Select
                                           X
E-Mail Duplicate Itinerary Receipt         _
E-Mail Addr:  >
                                           <

Transmit here _ <=

```

6.5. System response:

```
Msg 045 - RECEIPT SENT TO PRINTER
```

6.6. When selecting to send the Itinerary Receipt to the passenger’s email address, the address must be specified in the **E-Mail Addr** field:

```

ETIR:
          *** Duplicate Itinerary Receipt Screen ***

Name: TEST/TICKETMR
E-Ticket: 4212410208694

Paper Duplicate Itinerary Receipt          Select
                                           _
E-Mail Duplicate Itinerary Receipt         X
E-Mail Addr:  > TECH@S7.RU
                                           <

Transmit here _ <=

```

System response:

```
Msg 044 - RECEIPT E-MAILED
```

7. ELECTRONIC TICKET HISTORY.

7.1. If necessary the agent can display the e-ticket history where all the modifications with the e-ticket coupons are specified (exchange, refund, revalidation, change of status, control transfer, associating and dissociating of EMD-A).

7.2. For this purpose the action code DH must be specified in the ACTION field of the e-ticket record. In this case it is not required to fill in the SELECT, INVOL and CARRIER fields.

Electronic ticket file

```

ETR:PG TKT 1 OF 1 ** S7 DATABASE ** 33333333/OVB017/A/S7/V2F3M

ETKT 4212410211349 TEST/TICKETMR

CPN FROM/TO FLT DATE TIME CLS STATUS SELECT
1 OVB DME S7 174 06SEP10 0740 R REFUNDED -
2 DME OVB S7 179 20SEP10 1150 Q REFUNDED -

DT- DISPLAY E-TICKET DETAILS DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS CS- CHANGE COUPON STATUS
PE- PRINT EXCHG SELECTED COUPONS RF- REFUND E-TICKET COUPONS
VT- VOID TICKET IR- ITINERARY RECEIPT -DUPLICATE
EE- EXCHG/REISSUE ETKT TO ETKT EP- EXCHG/REISSUE ETKT TO PAPER TKT

PN, PB, PF, PL- PAGING ACTIONS

ACTION DH INVOL _ (Y/N) CARRIER ____ GH _ (Y)

```

System response:

```

ETKT 4212450706439 STRALKOUSKAYA/VIKTORYIAMS
CPN FROM/TO FLT DATE STATUS REMARK
A 1 OVBDME S7178 15OCT15 REFUNDED
B 14SEP15 1039 S7/HDQ/SYSTEM REFUNDED 703 4214560112610 C1
C 14SEP15 1039 S7/OVB017/001152 REFUNDED
D 14SEP15 1014 S7/S7/SYSTEM OPEN FOR USE 702 4214560112610 C1
E 14SEP15 1013 S7/OVB017/001152 OPEN FOR USE

```

7.3. Table of rows and fields of the e-ticket history screen:

Row	Description
A	1 OVBDME S7178 15OCT15 REFUNDED Coupon numbers, airports, flight, date, coupon status, notes.
B	14SEP15 1039 S7/HDQ/SYSTEM REFUNDED 703 4214560112610 C1 Date and time of the change/airlines code/office number/Agent's reference, information about changes (REMARK 703- dissociation of EMD-A)
C	14SEP15 1039 S7/OVB017/001152 REFUNDED Date and time of the change/airlines code/office number/Agent's reference
D	14SEP15 1014 S7/S7/SYSTEM OPEN FOR USE 702 4214560112610 C1 Date and time of the change/airlines code/office number/Agent's reference, information about changes (REMARK 702- association of EMD-A)
E	14SEP15 1013 S7/OVB017/001152 OPEN FOR USE Primary coupon status, date and time of ticket issue, office and reference of the Agent who issued the ticket.

8. EMD-A ISSUE

8.1. Indicate function code IA on the in the Action field of ETK file

```

ETR:PG  TKT 1 OF 1  ** S7  DATABASE **  42121052/KHV003/A/S7/VS0XT

ETKT 4212450810224 ANSONOV/VLADISLAVMR

CPN FROM/TO FLT      DATE      TIME      CLS      STATUS      SELECT  ASSOC
 1  VAR DME S7 922    14AUG15  1555      T        OPEN FOR USE  _        N

DT- DISPLAY E-TICKET DETAILS          DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS   SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS          PE- PRINT EXCHG SELECTED COUPONS
RF- REFUND E-TICKET COUPONS           VT- VOID TICKET
IR- ITINERARY RECEIPT -DUPLICATE      EE- EXCHG/REISSUE ETKT TO ETKT
EP- EXCHG/REISSUE ETKT TO PAPER TKT   IA- ISSUE EMD-A

PN, PB, PF, PL- PAGING ACTIONS

ACTION IA      INVOL _ (Y/N)  CARRIER ____  GH _ (Y)

```

8.2. To issue EMD in the EMD-A ISSUANCE COUPON SELECTION SCREEN indicate service code (RFISC sub-code) in the ENTER RFISC FOR SELECTED CPNS only for the coupons, for which EMD must be issued. Put X into the TRANSMIT HERE field and transmit.

Sample:

```

ETIA:                EMD-A ISSUANCE COUPON SELECTION SCREEN
Ticket 4212450810224          ENTER RFISC FOR
CPN From/To Flight Date Time CLS Status      SELECTED CPNS
 1  VAR DME S7922  14AUG15  1555  T  OPEN FOR USE          0B5

TRANSMIT HERE X

```

8.3. EMD-A issue mask must be completed in accordance with demand of the appropriate technology.

9. ELECTRONIC TICKET CANCELLATION.

9.1. Ticket cancellation or ticket void may be done to eliminate an error which appears while ticket issuance.

9.2. Void of electronic ticket is not permitted in case there has been some intermediate coupon status (for example, CHECKED-IN, REFUNDED etc.)

9.3. The cancellation of the issued ticket can be processed on the date of sale before the booking system has generated an automated sale report.

9.3.1. If the ticket is issued on the day of departure, it is permitted to void the ticket not less than 3 hours prior departure if the PNR has been also cancelled not less than 3 hours prior departure.

9.3.2. If the ticket is issued less than 3 hours prior departure, the ticket may be voided within 30 minutes since the ticket issuance but not less than 40 minutes prior departure and only in case the PNR is cancelled more than 40 minutes prior departure.

9.4. VT must be entered into ACTION field of electronic ticket file. SELECT, INVOL and CARRIER fields are not obligatory to be completed.

9.5. The ticket can be cancelled only in case of all coupons having the status "Open for use".

```

ETR:PG TKT 1 OF 1 ** S7 DATABASE ** 33333333/OVB017/A/S7/VECGF
ETKT 4212450208694 TEST/TICKETMR

CPN FROM/TO FLT DATE TIME CLS STATUS SELECT ASSOC
1 OVB DME S7 174 01SEP15 0740 Y OPEN FOR USE _ N
2 DME OVB S7 181 10SEP15 1705 Y OPEN FOR USE _ N

DT- DISPLAY E-TICKET DETAILS DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS PE- PRINT EXCHG SELECTED COUPONS
RF- REFUND E-TICKET COUPONS VT- VOID TICKET
IR- ITINERARY RECEIPT -DUPLICATE EE- EXCHG/REISSUE ETKT TO ETKT
EP- EXCHG/REISSUE ETKT TO PAPER TKT IA- ISSUE EMD-A

PN, PB, PF, PL- PAGING ACTIONS

ACTION VT INVOL _ (Y/N) CARRIER ____ GH _ (Y)
  
```

System response:

```

DGL2410208694/S7/33333333/2494/02AUG10
OK SAC421860000300
  
```

9.6. After the booking is completed, the electronic ticketing indicator ETK, SSR: TKNE elements are automatically removed from the booking and the ticket number is removed from the RT:K field. The status of flight coupons in ETA elements is changed for Voided.

```

RT:ETA
1.ETA V 01SEP10 OVBDME 4212410208694C1/SAC4212I00000FSJ/P1
2.ETA V 10SEP10 DMEOV B 4212410208694C2/SAC4212I00000FSJ/P1
  
```

IMPORTANT! It is impossible to cancel the Voided command for an electronic ticket!

9.7. After the electronic ticket is void all EMDs-A issued for the ticket are automatically dissociated

10. CHANGE OF TRAVEL CONDITIONS.

10.1. Passengers have the right to change the carriage itinerary, date or time of departure at the airport of departure/transfer/stop with the agreement of the Carrier and in accordance with fare rules.

10.2. Revalidation.

10.2.1. The revalidation transaction is applied for rebooking of the first flight segment as well as subsequent ones. In this case only flight segments are changed. The ticket number does not change. All ticket information except that regarding the flight (flight numbers/departure dates/departure time) remains the same.

10.2.2. The revalidation transaction is processed providing:

- The flight, which is rebooked, allows electronic ticketing.
- The carriage itinerary and the airlines do not change.
- Booking code (fare type) does not change.
- Ticketing price does not change.
- Open date must be specified.
- SSR: TKNE elements must be restored.

10.2.3. The revalidation transaction can be processed an unlimited number of times regarding one ticket coupon as well as several (all) coupons.

10.2.4. Procedure:

- Check conditions for revalidation (price does not change, booking code does not change).
- Change flight segments in the booking:

```

RT:
OVB017 2494 0903 09AUG /RU/PID30862
1.TEST/TICKET MR T4WRW -ETK-
2. S7 174 Y WE01SEP OVBDME HK1 0740 0855
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
3. S7 181 Y FR10SEP DMEOV B HK1 1705 2355
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
4.B
5.T/ *T
6.SSR TKNE S7 HK1 OVBDME 0174Y01SEP.4212410208717C1/P1
7.SSR TKNE S7 HK1 DMEOV B 0181Y10SEP.4212410208717C2/P1
8.OVB017
-XE3,11SEP
  S7 181 Y SA11SEP DMEOV B HK1 1705 2355 319 M0_ R _
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*

```

- Reclose booking *R
- E-ticket record retrieval:

```

RTETA
1.ETA I 01SEP10 OVBDME 4212410208717C1/P1
2.ETA I 10SEP10 DMEOV B 4212410208717C2/P1
-ETR:1

```

where 1 is the number of ETA row with the required ticket number.

```

ETR:PG TKT 1 OF 1 ** S7 DATABASE ** 33333333/OVB017/A/S7/T4WRW

ETKT 4212450208717 TEST/TICKETMR

CPN FROM/TO FLT DATE TIME CLS STATUS SELECT ASSOC
1 OVB DME S7 174 01SEP15 0740 Y OPEN FOR USE _ N
2 DME OVB S7 181 10SEP15 1705 Y OPEN FOR USE X N

DT- DISPLAY E-TICKET DETAILS DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS PE- PRINT EXCHG SELECTED COUPONS
RF- REFUND E-TICKET COUPONS VT- VOID TICKET
IR- ITINERARY RECEIPT -DUPLICATE EE- EXCHG/REISSUE ETKT TO ETKT
EP- EXCHG/REISSUE ETKT TO PAPER TKT IA- ISSUE EMD-A

PN, PB, PF, PL- PAGING ACTIONS
ACTION RV INVOL N (Y/N) CARRIER S7 GH _ (Y)
  
```

- The segment being modified is marked with the indicator X, action code RV is specified in the ACTION field, the indicator of voluntary (N) or involuntary (Y) modification in the INVOL field, and the Carrier code (S7) in the CARRIER field.

System response:

```

ETRV: Revalidation Screen
Ticket 4212410208717
CPN From/To Flight Date Time CLS Status PNR Seg
1 OVB DME S7174 01SEP10 0740 Y OPEN FOR USE _
2 DME OVB S7181 10SEP10 1705 Y OPEN FOR USE 03

Transmit here _
  
```

- On the Revalidation Screen the **row number of the modifiable segment** must be specified in **PNR** opposite the corresponding ticket segment. The tracking symbol must be put in "Transmit here" field, the information is sent to the system.
- In one Revalidation request one or several modifiable segments can be selected.

System response:

```
Msg 030 - TRANSACTION PROCESSED O.K
```

10.2.4.1 After Revalidation is processed the booking is displayed as follows:

```

RT:T4WRW
OVB017 2494 0903 09AUG /RU/PID30862
1.TEST/TICKET MR T4WRW -ETK-
2. S7 174 Y WE01SEP OVBDME HK1 0740 0855
 *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
3. S7 181 Y SA11SEP DMEOVB HK1 1705 2355
 *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
4.B/2223135 S7 AIRLINES
5.T/ *T
6.SSR TKNE S7 HK1 OVBDME 0174Y01SEP.4212410208717C1/P1
7.SSR TKNE S7 HK1 DMEOVB0181Y11SEP.4212410208717C2/P1
8.OVB017
-RTETA
1.ETA I 01SEP10 OVBDME 4212410208717C1/P1
2.ETA RV 11SEP10 DMEOVB 4212410208717C2/P1
  
```

- SSR: TKNE element with the information on a new flight segment is automatically made in the booking.
- ETA element code is changed into RV.
- In case of revalidation the revalidation charges in accordance with the applicable fare rules are made on EMD-S (98F). EMD Mask must be retrieved from an open PNR. The SVC (Auxiliary Service Segment) is automatically generated in the PNR when EMD-S is issued.

10.2.4.2 If in case of booking with the issued e-ticket the flight segments were cancelled and then restored or SSR: TKNE elements were not formed in the process of ticket issuance, it is required to perform RV transaction on the corresponding segments in the e-ticket record. This transaction is necessary since the cancellation of segments entails the cancellation of SSR: TKNE elements. In this case the passenger does not appear on the lists during the flight check-in and cannot be checked in.

10.2.5. Possible mistakes in the revalidation transaction processing:

INVALID COUPON SELECTION—selection of a coupon that has a status different than “OPEN FOR USE” or “AIRPORT CONTROL” or on Revalidation Screen wrong segment number was selected from PNR.

SELECT - MUST SELECT COUPON(S)—the required coupons were not selected (the indicator X is not specified in the SELECT field).

INVOL - MUST ENTER Y FOR YES OR N FOR NO—in the INVOL field the indicator Y/N was not specified.

NAME IN TICKET DOES NOT MATCH ANY NAME IN PNR—the name of the passenger or the infant in the booking does not coincide with the name in the ticket. The revalidation is impossible.

REVALIDATION REQUEST DENIED—refusal to process revalidation, booking code in PNR does not coincide with the ticket or the carriage is processed on the stock of Validating Carrier other than Operating Carrier or the carriage is for the flight of the carrier which prohibits revalidation.

INVALID SEGMENT NUMBER—the itinerary on the indicated booking segment does not coincide with the itinerary in the ticket on the same segment.

PNR MODIFIED. PLEASE EOT OR IG THEN RE-RETRIEVE—in PNR the modifications were not completed.

10.3. E-ticket to e-ticket exchange.

10.3.1. Ticket exchange is made in case of:

- Change of booking code
- Change of carriage cost
- Change of itinerary
- Change of document or passenger’s name

10.3.2. All unused coupons of the e-ticket can be exchanged. In order to exchange the ticket, it is necessary to:

10.3.2.1 Open the booking and make all necessary modifications:

10.3.2.2 In case of exchange of partially used tickets, it is necessary to check the flight segments in the booking. If the booking has a used segment, it must be removed from the booking before exchanging the ticket.

10.3.2.3 Revalidation charge can be processed on EMD or it can be specified in the ticket exchange mask in the Penalty field.

10.3.2.4 The original ticket data can be viewed by command to display the ticket details (DT) in ET record.

10.3.2.5 Perform the exchange procedure:

- Price the PNR manually TKT:

```
FSIXX
S S7 .3275R27MAR OVB1920 2350IKTOS
S S7 .3276M30MAR IKT1050 1130OVBOS
MANUAL TARIFICATION
```

- Electronic ticket record retrieval:

```
RTETA
1.ETA I 26MAR16 OVBIKT 4212410725812C1/P1
2.ETA I 31MAR16 IKTOVB 4212410725812C2/P1
ETR:1/P1
```

where:

1—number of ETA row with the corresponding ticket number

P1—passenger indicator

or:

```
ETR:TN/4212410725812/P1
```

where:

4212410725812—number of the ticket being exchanged

P1—passenger indicator

- In the e-ticket record the action code EE is indicated in the ACTION field, the indicator of involuntary (Y) or voluntary (N) modification as well as Carrier code (S7) are selected.

Electronic Ticketing Procedure of S7 Airlines

```

ETR:PG TKT 1 OF 1 ** S7 DATABASE ** 00000055/OVB017/A/S7/T0KW3

ETKT 4212410725812 TEST/TICKETMR

CPN FROM/TO FLT DATE TIME CLS STATUS SELECT ASSOC
1 OVB IKT S7 3273 26MAR16 1705 R OPEN FOR USE _ N
2 IKT OVB S7 3264 31MAR16 1010 R OPEN FOR USE _ N

DT- DISPLAY E-TICKET DETAILS DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS CS- CHANGE COUPON STATUS
PE- PRINT EXCHG SELECTED COUPONS RF- REFUND E-TICKET COUPONS
VT- VOID TICKET IR- ITINERARY RECEIPT -DUPLICATE
EE- EXCHG/REISSUE ETKT TO ETKT EP- EXCHG/REISSUE ETKT TO PAPER TKT
IA- ISSUE EMD-A

PN, PB, PF, PL- PAGING ACTIONS
ACTION EE INVOL N (Y/N) CARRIER S7 GH _ (Y)
  
```

Errors arising in the EE transaction:

- TKT NOT PRICED** —the ticketing was not priced (TKT:).
- PASSENGER OR INFANT ID REQUIRED** —in the process of the ticket opening the identifier of the passenger or the infant, whom the exchange to be made to, was not indicated.
- AUTOPRICING SELECTED** —automated fare calculation was used instead of manual
- EXCHANGE NOT ALLOWED - CHECK COUPON STATUS** —the e-ticket coupon has a status other than OPEN FOR USE or OA CONTROL YY, the exchange is not possible.
- INVALID TKT COUPON STATUS** —the e-ticket coupon has a status OA CONTROL YY or AIRPORT CONTROL. It is required to request the coupon control.

- The system response is the ETE: mask, containing the information regarding the ticket to be exchanged (date and place of sale, fare and tax amounts, form of payment).

ETE mask looks as follows:

```

ETE:OMP TEST/TICKET MR
PSGRINFO _____SPONSOR _____
AGT 3064 SRPT _____ TOUR _____
IR(Y,N,E) Y EMAIL _____
EXCHANGE DOCUMENT 1 DOC TYPE DE
DOC NBRS 4212410725812 CITY OVB DATE 05NOV15 OFFICE 00000055V
CPN NBRS 12 TOTAL AMT RUB11290
EXCH FOP CA AMT RUB11290____
EXCH FOP AMT
EXCHANGE DOCUMENT 2 DOC TYPE ____
DOC NBRS _____ CITY ____ DATE _____ OFFICE _____
CPN NBRS _____ TOTAL AMT _____
EXCH FOP _____ AMT _____
EXCH FOP _____ AMT _____
ORIGINAL ISSUE DOCUMENT O&D OVBOVB
DOC NBRS CITY DATE OFFICE
NEW ENDO INCL VAT 1695.00RUB/S7 ONLY/NON-REF/CHNG/RESTR _____
ENTER NEW FBC/VALIDITY/BAG X ENTER NEW FARE/TAXES/ADC OR REFUND PAYMENT _
  
```

The mask must be filled in according to the “Mask creation procedure ETK”

NOTE: When E to E Exchange transaction is completed, the issued electronic ticket may not be cancelled/voided!

- System response after all fields have been filled in:

OK ET 2410725813 6	TICKET TOTAL: RUB7355A	/P1	RT:TOKW3 _
TRANSACTION TOTAL: RUB13355	/P1 PNLT: RUB6000		*ETKT COMPLETE*

10.3.2.6 After the exchange has been processed the booking looks as follows:

```

OVB017 3064 0601 05NOV /RU/PID5034
1.TEST/TICKET MR TOKW3      -ETK-
2.  S7 3275 R  SU27MAR  OVBIKT HK1  1920 2350
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
3.  S7 3276 M  WE30MAR  IKTOVB HK1  1050 1130
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
4.M/OVB/89124591236
5.T/ *T
6.SSR DOCS S7  HK1 /P/RU/123456789/RU/01JAN80/M/01JAN20/TEST/TICKET/P1
7.SSR FOID S7  HK1 PP123456789/P1
8.SSR TKNE S7  HK1 OVBIKT 3275R27MAR.4212410725813C1/P1
9.SSR TKNE S7  HK1 IKTOVB 3276M30MAR.4212410725813C2/P1
10.OVB017
RTETA
1.ETA I  27MAR16 OVBIKT 4212410725813C1/P1
2.ETA I  30MAR16 IKTOVB 4212410725813C2/P1
3.ETA E  26MAR16 OVBIKT 4212410725812C1/SAC421B500000OG9/P1
4.ETA E  31MAR16 IKTOVB 4212410725812C2/SAC421B500000OG9/P1

```

The SSR: TKNE elements with a new ticket number and new flight data are to be formed.

10.3.2.7 The status of the original ticket is modified to EXCHANGED, further ticket transactions are not possible. All further transactions must be processed with the new ticket having the status OPEN FOR USE.

New ticket details:

```

TKT NBR: 4212410725813      ISSUING CITY: OVB      ISSUING OFFICE: 00000055
NAME: TEST/TICKETMR
ORIG/DEST:OVBOVB      NBR OF TKTS ISSUED:001      TTL NBR OF SEGS:002
CP S FRM/TO A/L FLT  CLS DATE      TIME ST FBC      BAG RLOC      STATUS
 1-O OVBIKT S7  3275 R   27MAR16 1920 OK RBSRT   0K  TOKW3  OPEN FOR USE
                               NV27MAR16/27MAR16
 2-O IKTOVB S7  3276 M   30MAR16 1050 OK MBSRT   0K  TOKW3  OPEN FOR USE
                               NV30MAR16/30MAR16

**ENDORSEMENTS/FARE CALCULATION**
ER:INCL VAT 1695.00RUB/S7 ONLY/NON-REF/CHNG/RESTR
FARE CALCULATION/LADDER      FARE CALC INDICATOR: 1
27MAR16OVBS7 IKT4145S7 OVB11500RUB15645END
** FARE BREAKDOWN / FOP / TOUR CODE **
*TKT FARE DATA*      * AUDITOR
  BASE:RUB      15645      BASE:RUB      15645
EQUIV:RUB      RUB      EQUIV:RUB      RUB
T/F/C:RUB      0      T/F/C:RUB      0
  TTL:RUB      7355A      TTL:RUB      7355A
* TAX/FEE/CHARGE DETAIL:
  PD-TAX:RUB      3000YR
PENALTY:RUB      6000 OD
TOUR CODE :
FOP:CA
FOPAMT:7355      COMM AMT:      COMM RATE:
FOP:CA
FOPAMT:11290
EXCHANGE/REISSUE DOCUMENTS:OR/OVB/05NOV15/00000055
4212410725812
      ** ADDITIONAL PASSENGER INFORMATION **
PSGR TYPE:ADULT      ISSUING SYSTEM/RLOC:S7/TOKW3
DATE OF ISSUE: 05NOV15
PSGR PHONE:      INVOICE NBR:
FOID:PP/123456789
  
```

where:

TTL:RUB 7600A —additional ticket charge
T/F/C:RUB0 —newly imposed taxes
PD-TAX —paid taxes (carried from the original ticket)
EXCHANGE/REISSUE DOCUMENTS —information about the original document
PENALTY:RUB 6000 OD — charge for changes

10.3.2.8 The information about the exchanged ticket is indicated in the original ticket history:

```

ETKT 4212410725812      TEST/TICKETMR
CPN FROM/TO FLT      DATE      STATUS      REMARK
 1 OVBIKT S73273 26MAR16      EXCHANGED
  05NOV15 0633 S7/OVB017/003064 EXCHANGED      TKT4212410725813
  05NOV15 0602 S7/OVB017/003064 OPEN FOR USE
 2 IKTOVB S73264 31MAR16      EXCHANGED
  05NOV15 0633 S7/OVB017/003064 EXCHANGED      TKT4212410725813
  05NOV15 0602 S7/OVB017/003064 OPEN FOR USE
  
```

10.3.2.9 After the ticket is reissued all EMDs-A issued for this ticket are dissociated automatically

10.4. Ticket exchange in the new booking

10.4.1. If the original booking was cancelled, new booking of the required flights/dates is to be created and the ticket exchange or revalidation transaction is to be performed.

10.4.2. After creating rebooking it is necessary:

- to make a manual calculation of TKT booking: (in case of exchanging)
- to open a ticket as per the number specifying the passenger’s identifier:
ETR:TN/4212410210975/P1
- to exchange the ticket (according to Clause 10.3), or to revalidate it (according to Clause 10.2).

10.5. Open date in the ticket.

10.5.1. The revalidation transaction can be used for specifying the open date in the ticket if the booking code indicated in the ticket is available for this date.

10.5.2. The exchange transaction is performed, if the booking code changes or the code of a city instead of the airport code is indicated in the ticket with open date.

10.5.3. If the PNR is still available in the system, it is necessary to book new segment and then to perform the revalidation (or exchange) of the ticket.

10.5.4. If the PNR is cancelled, it is necessary to:

- create a new PNR, specifying the ticket number: TK:T/TKTD/4212410211230
- open the ET record
ETR:TN/4212410211230/P1
- perform the ticket revalidation:

```

ETR:PG TKT 1 OF 1 ** S7 DATABASE ** 33333333/OVB017/A/S7/VG544

ETKT 4212450211230 TEST/TICKETMR
CPN FROM/TO FLT DATE TIME CLS STATUS SELECT ASSOC
1 OVB DME S7 182 21AUG10 1745 B FLOWN - N
2 DME OVB S7 OPEN OPEN B OPEN FOR USE x N

DT- DISPLAY E-TICKET DETAILS DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS PE- PRINT EXCHG SELECTED COUPONS
RF- REFUND E-TICKET COUPONS VT- VOID TICKET
IR- ITINERARY RECEIPT -DUPLICATE EE- EXCHG/REISSUE ETKT TO ETKT
EP- EXCHG/REISSUE ETKT TO PAPER TKT IA- ISSUE EMD-A

PN, PB, PF, PL- PAGING ACTIONS
ACTION RV INVOL N (Y/N) CARRIER S7_ GH _ (Y)
    
```

Next screen:

ETRV:		Revalidation Screen						
CPN	From/To	Flight	Date	Time	CLS	Status	PNR Seg	
Ticket 4212450211230								
1	OV B DME	S7182	21AUG10	1745	B	FLOWN		
2	DME OV B	S7OPEN	OPEN		B	OPEN FOR USE	<u>02</u>	

- To close EOT booking (*)
- Booking with modifications made:

```

OVB017 2494 1244 21AUG /RU/PID30862
1.TEST/TICKET MR VG549
2. S7 179 B WE25AUG DMEOV B HK1 1150 1845
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
3.B/2223135
4.T/TKTD/4212410211230
5.SSR TKNE S7 HK1 DMEOV B0179B25AUG.4212410211230C2/P1
6.OVB017
-RTETA
1.ETA RV 25AUG10 DMEOV B 4212410211230C2/P1

```

10.6. E-ticket exchange in case of passenger's name error.

Please note that Name Field correction is processed only by the Carrier after Agent's request in the PNR.

10.6.1. In case a mistake is found in the passenger's last name/first name after issuing the ticket, it is necessary:

- to request **RT:K**
- to delete the line with the ticket number where the incorrect name is indicated **XE:2** (if the passenger with name error has an infant then line with infant's ticket number must be deleted as well)
- to request for changing the name field
SSR:OTHS S7 P1 CHNT 1PETROV/IVAN MR
- after the name field is changed by the Carrier, to exchange the ticket by the EE request in accordance with p.10.3. **INVOL CHNG NAME** must be input into the ENDO field.

11. ELECTRONIC TICKET REFUND.

11.1. Fully Unused Ticket Returnd.

11.1.1. To perform the refund transaction of fully unused e-ticket it is necessary to:

- Open the e-ticket record by the ETA element number in the booking (RTETA, ETR:1) or, if there is no PNR, by ETR requests, specified in Clause 5.2 of this Procedure.
- Calculate refund amount. The data on the ticket price are given in ET details.

- The ET record contains the RF action code in the ACTION field, the indicator of voluntary (N) or involuntary (Y) refund in the INVOL field, the Carrier code S7—in the CARRIER field:

```

ETR:PG TKT 1 OF 1 ** S7 DATABASE ** 00000055/OVB017/A/S7/T0KZB

ETKT 4212410725814 TEST/TESTMR

CPN FROM/TO FLT DATE TIME CLS STATUS SELECT ASSOC
1 OVB IKT S7 3275 25MAR16 1920 M OPEN FOR USE X N
2 IKT OVB S7 3276 30MAR16 1050 M OPEN FOR USE X N

DT- DISPLAY E-TICKET DETAILS DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS CS- CHANGE COUPON STATUS
PE- PRINT EXCHG SELECTED COUPONS RF- REFUND E-TICKET COUPONS
VT- VOID TICKET IR- ITINERARY RECEIPT -DUPLICATE
EE- EXCHG/REISSUE ETKT TO ETKT EP- EXCHG/REISSUE ETKT TO PAPER TKT
IA- ISSUE EMD-A

PN, PB, PF, PL- PAGING ACTIONS

ACTION RF INVOL N (Y/N) CARRIER S7 GH _ (Y)
    
```

All unused coupons (with the OPEN FOR USE status) are accepted for refunding. **It is impossible to refund a separate coupon (coupons)!**

- System response is the **RFND** mask:

```

RFND:1RE E-TICKET REFUND
TEST/TESTMR S7/T0KZB
RETURNED ETKT NBRS 4212410725814
FOP CA/PAMT RUB30000
FOP
FOP
FARE OR EQUIV AMOUNT RUB27000 TAXES/FEES/CHARGES TOTAL RUB3000
PENALTY AMT _____
REFUND AMOUNT LESS TAXES LESS PENALTY _____ TAXES/FEES/CHARGES 1-20
RUB3000YR_____ Y

XF TAX : _ _ _ _ XF RFD
SRPT _____ COMM RATE _____ OR COMM AMT _____
RFND FOP _____ AMT _____
RFND FOP _____ AMT _____
RFND FOP _____ AMT _____
PAPER MCO REF NBR _____ AMT REFUNDED

COMPLETE REFUND _
    
```

- The RFND mask contains the following information:

TEST/ TEST MR —passenger’s name
S7/ TOKZB —carrier code/PNR number
RETURNED ETKT NBRS: 4212410725814 —refunded ticket number

FOP CA/PAMT RUB30000 —form of payment of the refunded ticket
FARE OR EQUIV AMOUNT —fare amount
TAXES/FEES/CHARGES TOTAL RUB —tax amount
TAXES/FEES/CHARGES 1-20
RUB3000YR_____Y —tax amount, tax refund indicator

- Charge for refund can be processed on EMD or it can be specified in the refund mask in the **PENALTY AMT** field:
- The following mask fields are to be filled in:
PENALTY AMT:—refund charge amount (if necessary).
REFUND AMOUNT LESS TAXES LESS PENALTY:—refunded fare amount less refund charges.
RFND FOP—form of refund payment.
 tax refund indicators are also specified (Y—tax is refunded, N—is not refunded).
 After filling-in the the mask, the **X** indicator is entered in the **COMPLETE REFUND** field and the mask is sent to the system.
- The filled-in mask looks as follows:

RFND:1RE	E-TICKET REFUND	
TEST/TESTMR		S7/T0KZB
RETURNED ETKT NBRS 4212410725814		
FOP CA/PAMT RUB30000		
FOP		
FOP		
FARE OR EQUIV AMOUNT RUB27000	TAXES/FEES/CHARGES TOTAL RUB3000	
PENALTY AMT RUB2000_____		
REFUND AMOUNT LESS TAXES LESS PENALTY RUB25000_____	TAXES/FEES/CHARGES 1-20	
RUB3000YR_____ Y		
XF TAX	:	— XF RFD
SRPT _____	—	—
	COMM RATE _____	OR COMM AMT _____
RFND FOP CA _____		AMT _____
RFND FOP _____		AMT _____
RFND FOP _____		AMT _____
PAPER MCO REF NBR _____		AMT REFUNDED
		COMPLETE REFUND X

Once the refund has been passed into the system, the amount for refunding appears in the **AMT REFUNDED** field.

AMT REFUNDED RUB28000

System response confirming the refund:

/REFUND PROCESSED - SAC/421BD00000GEK

- After the refunding transaction is completed, the ticket status is changed for REFUNDED. The agent must check the status change:

ETR:PG TKT 1 OF 1 ** S7 DATABASE ** 00000055/OVB017/A/S7/T0KZB


```

ETKT 4212410725814 TEST/TESTMR

CPN FROM/TO FLT      DATE      TIME      CLS      STATUS      SELECT  ASSOC
 1  OVB IKT S7 3275  25MAR16 1920      M      REFUNDED      _        N
 2  IKT OVB S7 3276  30MAR16 1050      M      REFUNDED      _        N

DT- DISPLAY E-TICKET DETAILS          DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS  SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS         CS- CHANGE COUPON STATUS
PE- PRINT EXCHG SELECTED COUPONS     RF- REFUND E-TICKET COUPONS
VT- VOID TICKET                      IR- ITINERARY RECEIPT -DUPLICATE
EE- EXCHG/REISSUE ETKT TO ETKT      EP- EXCHG/REISSUE ETKT TO PAPER TKT
IA- ISSUE EMD-A

PN, PB, PF, PL- PAGING ACTIONS

ACTION __      INVOL _ (Y/N)  CARRIER ____  GH _ (Y)
  
```

- After the ticket is refunded all EMDs-A issued for this ticket are dissociated automatically

11.1.2. If the refund transaction is performed in active booking, then after completing this transaction the changes are to be saved in PNR as well. The ETA code will be changed for RF. After this the booking is to be cancelled.

```

OVB017 3064 0757 05NOV /RU/PID5034
1.TEST/TEST MR TOKZB
2.  S7 3275 M  FR25MAR  OVB IKT HK1  1920 2350
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
3.  S7 3276 M  WE30MAR  IKTOVB HK1  1050 1130
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
4.M/OVB/89124567896
5.T/ *T
6.SSR DOCS S7  HK1 /P/RU/721211111/RU/01JAN80/M/01JAN20/TEST/TEST/P1
7.SSR FOID S7  HK1 PP721211111/P1
8.OVB017
RTETA
1.ETA RF 25MAR16 OVB IKT 4212410725814C1/SAC421B5000000HK/P1
2.ETA RF 30MAR16 IKTOVB 4212410725814C2/SAC421B5000000HK/P1
  
```

11.2. Partially used ticket refund.

11.2.1. In order to perform the refund transaction of partially used e-ticket it is necessary to:

- Open the e-ticket record by the ETA element number in the booking (RTETA, ETR:1) or, if there is no PNR, by ETR requests, specified in Clause 5.1 of this Procedure ETR:TN/4212410586737.
- Calculate the refund amount. The data on the ticket price are given in ET details.
- To perform the refund transaction the following information is entered in the ET record: the RF action code is specified in the ACTION field, the indicator of voluntary (N) or involuntary (Y) refund—in the INVOL field, the Carrier code S7—in the CARRIER field:

```

ETR:PG TKT 1 OF 1 ** S7 DATABASE ** 00000055/OVB017/A/S7/T0L05
  
```

```

ETKT 4212410725815 TEST/TICKETMR

CPN FROM/TO FLT      DATE      TIME      CLS      STATUS      SELECT  ASSOC
 1  DME BTK S7 121    26MAR16  2105      V        FLOWN           _        N
 2  BTK DME S7 122    30MAR16  0835      V        OPEN FOR USE    X        N

DT- DISPLAY E-TICKET DETAILS          DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS  SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS          CS- CHANGE COUPON STATUS
PE- PRINT EXCHG SELECTED COUPONS      RF- REFUND E-TICKET COUPONS
VT- VOID TICKET                       IR- ITINERARY RECEIPT -DUPLICATE
EE- EXCHG/REISSUE ETKT TO ETKT        EP- EXCHG/REISSUE ETKT TO PAPER TKT
IA- ISSUE EMD-A

PN, PB, PF, PL- PAGING ACTIONS

ACTION RF      INVOL N (Y/N)  CARRIER S7  GH _ (Y)
  
```

- All unused coupons (with the OPEN FOR USE status) are accepted for refunding. **It is impossible to refund a separate coupon (coupons)!**

System response is the RFND mask:

```

RFND:1RE              E-TICKET REFUND
TEST/TICKETMR              S7/TOL05
RETURNED ETKT NBRS 4212410725815
FOP CA/PAMT RUB45250
FOP
FOP
FARE OR EQUIV AMOUNT RUB42250          TAXES/FEES/CHARGES TOTAL RUB0
PENALTY AMT _____
REFUND AMOUNT LESS TAXES LESS PENALTY _____ TAXES/FEES/CHARGES 1-20
RUB3000YR_____ _

XF TAX      :      _      _      _      XF RFD
SRPT _____ COMM RATE _____ OR COMM AMT _____
RFND FOP _____ AMT _____
RFND FOP _____ AMT _____
RFND FOP _____ AMT _____
PAPER MCO REF NBR _____ AMT REFUNDED

COMPLETE REFUND _
  
```

- Refunding charge can be processed on EMD or it can be specified in the refund mask in the PENALTY AMT field:
 - The following mask fields are filled in:
 - PENALTY AMT:** —refund charge amount (if necessary)
 - REFUND AMOUNT LESS TAXES LESS PENALTY:** —refunded fare amount less refund charges
 - RFND FOP:** —form of refund payment
 - TAXES/FEES/CHARGES** —tax refund indicators are also specified (Y—tax is refunded, N—is not refunded). If tax amount is refunded partially, it is necessary to change its cost in the mask and indicate Y indicator
- After filling in the the mask, the X indicator is entered in the **COMPLETE REFUND** field and the mask is sent to the system.

- The filled-in mask looks as follows:

```

RFND:1RE                      E-TICKET REFUND
TEST/TICKETMR                      S7/TOL05
RETURNED ETKT NBR 4212410725815
FOP CA/PAMT RUB45250
FOP
FOP
FARE OR EQUIV AMOUNT RUB42250      TAXES/FEES/CHARGES TOTAL RUB1500
PENALTY AMT RUB1000_____
REFUND AMOUNT LESS TAXES LESS PENALTY RUB20125_____ TAXES/FEES/CHARGES 1-20
RUB1500YR_____ Y

XF TAX          :          -          -          -          XF RFD
SRPT _____ COMM RATE _____ OR COMM AMT _____
RFND FOP CA_____AMT _____
RFND FOP _____AMT _____
RFND FOP _____AMT _____
PAPER MCO REF NBR _____AMT REFUNDED RUB21625

COMPLETE REFUND X
/REFUND PROCESSED - SAC/421B500000OIB
    
```

where:

- AMT REFUNDED RUB21625** —amount refunded
- /REFUND PROCESSED - SAC/421B500000OIB** —the system response confirming the refund

- After the refunding transaction is completed, the unused coupon status is changed for REFUNDED. The Agent must check the status change.

```

ETR:PG  TKT 1 OF 1  ** S7  DATABASE **  00000055/OVB017/A/S7/TOL05

ETKT 4212410725815 TEST/TICKETMR

CPN FROM/TO FLT      DATE      TIME      CLS      STATUS      SELECT  ASSOC
 1  DME BTK S7 121    26MAR16  2105      V         FLOWN       -        N
 2  BTK DME S7 122    30MAR16  0835      V         REFUNDED    -        N

DT- DISPLAY E-TICKET DETAILS          DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS   SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS          CS- CHANGE COUPON STATUS
PE- PRINT EXCHG SELECTED COUPONS      RF- REFUND E-TICKET COUPONS
VT- VOID TICKET                       IR- ITINERARY RECEIPT -DUPLICATE
EE- EXCHG/REISSUE ETKT TO ETKT       EP- EXCHG/REISSUE ETKT TO PAPER TKT
IA- ISSUE EMD-A

PN, PB, PF, PL- PAGING ACTIONS

ACTION ___  INVOL _ (Y/N)  CARRIER ___  GH _ (Y)
    
```

11.2.2. If the refund transaction is performed in active booking, then after completing this transaction the changes are to be saved in PNR as well. The ETA code will be changed for RF. After this the booking is to be cancelled.

```

OVB017 3064 0911 05NOV /RU/PID5034
1.TEST/TICKETMR TOL05
    
```

```

2. S7 121 V SA26MAR DMEBTK HK1 2105 0725+1
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
3. S7 122 V WE30MAR BTKDME HK1 0835 0935
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
4.M/MOW/89164561234
5.T/ *T
6.SSR DOCS S7 HK1 /P/RU/721211111/RU/01JAN80/M/01JAN20/TEST/TICKET/P1
7.SSR FOID S7 HK1 PP721211111/P1
8.OVB017
RTETA
1.ETA BD 26MAR16 DMEBTK 4212410725815C1/P1
2.ETA RF 30MAR16 BTKDME 4212410725815C2/SAC421B500000OIB/P1
  
```

11.3. Ticket refund in case the fare is non-refundable:

- Complete RFND mask looks as following after it has been sent to the system:

```

RFND:1RE E-TICKET REFUND S7/T6SD4
POPOV/IVANMR
RETURNED ETKT NBR 4212410597411
FOP CA/PAMT RUB8928
FOP
FOP
FARE OR EQUIV AMOUNT RUB4600 TAXES/FEES/CHARGES TOTAL RUB4328
PENALTY AMT _____
REFUND AMOUNT LESS TAXES LESS PENALTY RUB0 TAXES/FEES/CHARGES 1-20
RUB320DE_____ Y RUB4320Y_____ Y RUB1161RA_____ Y RUB2415YR_____ N

XF TAX : - - - - - XF RFD
SRPT _____ COMM RATE _____ OR COMM AMT _____
RFND FOP CA _____ AMT _____
RFND FOP _____ AMT _____
RFND FOP _____ AMT _____
PAPER MCO REF NBR _____ AMT REFUNDED

COMPLETE REFUND X

/REFUND PROCESSED - SAC/421BG00000LAW
  
```

- The following fields must be completed:

PENALTY AMT _____ is amount of charge for refund procedure (indicated if any)

REFUND AMOUNT LESS TAXES LESS PENALTY RUB0 is refund amount less taxes less penalty.

RUB2415YR_____ N is indicator of tax refund (Y if the tax must be refunded, N if the tax is non-refundable).

RFND FOP CA is the form of payment for refund (must be the same as the form of payment for the ticket issue)

AMT _____ is the amount for each FOR (when there are two different FOPs only)

After all fields are completed put X into the COMPLETE REFUND and enter.

11.4. Ticket refund when the refund currency is different from the currency of ticket issue

- Complete RFND mask looks as following after it has been sent to the system:

RFND:1RE	E-TICKET REFUND	S7/VEL5K
IVANOV/IVANMR		
RETURNED ETKT NBRS 4212410466980		
FOP CA/PAMT USD667.70		
FOP		
FOP		
FARE OR EQUIV AMOUNT USD592.00	TAXES/FEES/CHARGES TOTAL RUB2423	
PENALTY AMT RUB1000		
REFUND AMOUNT LESS TAXES LESS PENALTY RUB18140	TAXES/FEES/CHARGES 1-20	
RUB128UA Y RUB64UD Y RUB544YK Y RUB1687YR Y		
XF TAX :	XF RFD	
SRPT	COMM RATE OR COMM AMT	
RFND FOP CA	AMT	
RFND FOP	AMT	
RFND FOP	AMT	
PAPER MCO REF NBR	AMT REFUNDED RUB20563	
	COMPLETE REFUND	
/REFUND PROCESSED - SAC/4216000000G7H		

- The following fields must be completed:

PENALTY AMT RUB1000 – amount of charge for ticket refund (indicated if any)

REFUND AMOUNT LESS TAXES LESS PENALTY RUB18140 – amount of the refundable part of the fare less penalty which is indicated in the PENALTY AMT. Amount must be indicated in the currency of refund and must be calculated on the date of ticket sale.

RUB128UA Y RUB64UD Y RUB544YK Y RUB1687YR Y

– taxes which must be refunded. Taxes are recalculated into the currency of refund using exchange rate effective on the date of ticket sale.

RFND FOP CA

– form of payment for refund (must be the same as the form of payment for the ticket sale)

AMT

– amount for each form of payment (is to be completed only in case there are two different FOPs)

11.5. View and modification of the RFND mask

11.5.1. When the RFND mask is filled-in and sent to the system, it can be viewed by the request:

RFDI: 4212410725816, where 4212410725816 is the ticket number for which the refund is performed.

System response:

```

RFDI:1RE                                E-TICKET REFUND
TEST/TICKETMR                            S7/TOK8V
RETURNED ETKT NBRS 4212410725816
FOP CA/PAMT RUB17700
FOP
FOP
FARE OR EQUIV AMOUNT RUB16200
REFUND AMOUNT LESS TAXES LESS PENALTY RUB15200    TAXES/FEES/CHARGES 1-20
RUB1500YR      Y

XF TAX      :                                XF RFD
COMM RATE   OR COMM AMT                     PENALTY AMT RUB1000
REFUNDING AGENT 003064 SRPT
RFND FOP CA                                AMT
RFND FOP                                    AMT
RFND FOP                                    AMT
PAPER MCO REF NBR                          AMT REFUNDED RUB16700

```

11.5.2. The modification of the RFND mask can be performed on the date of refund transaction. The request format is

RFDM: 4212410725816,

where **4212410725816** is the ticket number for which the refund is performed.

In response to the request the filled-in RFND mask will appear for ticket refunding. All active fields of the mask are available for modification. Once the required information has been entered, it is necessary to indicate the symbol "X" in the COMPLETE MODIFICATION field and to press Transmit. The mask with the modified information is saved in the system.

12. ELECTRONIC TICKETING PROCEDURE UNDER INTERLINE AGREEMENTS

12.1. Revalidation of the ticket issued on stock 421241 on the flights of the Interline Partner.

12.1.1. Revalidation transaction is available for the group of Interline Partners on the tickets issued on stock 421241 (the list of companies is specified in EZ directory). If revalidation is possible, the following steps are to be taken:

- Make modifications in the booking.
- Request control over the coupon from the Operating Carrier. In order to do this the action code RC is indicated in the field ACTION, the indicator of voluntary (N) or involuntary (Y) action is specified and in the CARRIER field the code of the Carrier, who the control is requested from, is indicated.

```

ETR:PG  TKT 1 OF 1  ** S7  DATABASE **  12345675/OVB017/A/S7/T4XX2

ETKT 4212421230846 TEST/TICKETMR

CPN FROM/TO FLT      DATE      TIME      CLS      STATUS      SELECT  ASSOC
 1  DME MAD IB 3809  05DEC15  0725      Y      OA CONTROL IB      X      N

DT- DISPLAY E-TICKET DETAILS          DH- DISPLAY E-TICKET HISTORY
RC- REQUEST CONTROL OF SELECTED CPNS   SC- SEND CONTROL SELECTED CPNS
RV- REVALIDATE SELECTED CPNS          PE- PRINT EXCHG SELECTED COUPONS
RF- REFUND E-TICKET COUPONS           VT- VOID TICKET
IR- ITINERARY RECEIPT -DUPLICATE      EE- EXCHG/REISSUE ETKT TO ETKT
EP- EXCHG/REISSUE ETKT TO PAPER TKT   IA- ISSUE EMD-A

PN, PB, PF, PL- PAGING ACTIONS

ACTION RC      INVOL N (Y/N)  CARRIER S7  GH _ (Y)
  
```

- After control is requested, revalidation is processed in accordance with paragraph 10.2 of this Procedure.
- System response confirming successful revalidation processing is the following text:

```
Msg 030 - TRANSACTION PROCESSED O.K
```

- In case revalidation transaction is denied, the system response will be the following text:

```
REVALIDATION REQUEST DENIED
```

12.2. Ticket exchange issued on stock 421241 for the flights of the Interline Partner.

12.2.1. In case ticket revalidation is not possible, ticket exchange is to be made. The following steps are to be taken:

- Request control over the ticket coupon.
- Exchange the ticket in accordance with the procedures specified in Clauses 10.3–10.6

12.3. Exchange of the ticket issued on flights S7 on stock of the Interline Partner.

12.3.1. In order to change the conditions of carriage of such tickets only one exchange transaction is used (revalidation is not possible).

12.3.2. To exchange tickets issued on screens other than Gabriel ABS it is necessary to transfer the responsibility for the booking to one's office:

- To include in the booking the elements of the contact, the booking status (time limit or sale status), information about rebooking (which is sent to the system in which the booking was made).
- To make an RP:OVB017 request, where OVB017 is the number of the office.

12.3.3. In case the ticket comprises Interline Partners' elements with the INFO ONLY-S7 status, they have to be included in the new ticket in the course of exchange. For this purpose

information segments, which correspond to the flight coupons of the ticket, are created in the PNR. The information segment is created by means of direct sale with the GK (or PK) status in accordance to the procedures described in Procedure of work with travel documents issued under Interline Agreements, Code-share Agreements and SPA Agreements.

12.3.4. After all required data input into the PNR, the ticket must be exchanged according to the procedures described in the p.10.3 and according to the following procedure:

- Price the PNR manually with TKT: function
- Open ETK record
- Put EE into the Action field, N or Y into the INVOL field and S7 into the CARRIER field
- Complete exchange mask

12.3.5. In case the original booking is not stored in the system, it is necessary to make a new booking for the required flights and to make an exchange of the ticket.

13. SYSTEM FAILURES DURING E-TICKET TRANSACTIONS.

13.1. System voiding of a ticket.

13.1.1. In the course of issuing the ET record will not be created; when the ticket pre-image DMB241... is required the system responds:

```
SYSTEM VOIDED ELECTRONIC TICKET
```

In this case no actions are required of the agent. The ticket is not specified in the report.

13.2. Formation of audit coupon.

13.2.1. In the process of issuing the ticket the system does not compose the number of the e-ticket (the system's response to the inquiry ETR:TN/421241... TICKET NUMBER NOT FOUND), but there appears an audit coupon, which can be retrieved in the DMB241 format. Also in case of the formation of an audit coupon during the ticket issuance the system may give the following response:

```
TKT ALREADY ISSUED 421 2410 208706
```

13.2.2. The agent has to cancel the audit coupon by request:

```
DGL2410208706/S7/33333333/2494/05AUG10/OVR
```

where:

- DGL—request code
- 2410208706 – ticket number
- 33333333 – office number
- 2494 – cashier's reference number

05AUG10 – date of sale

OVB – obligatory images in the request

System response:

DGL2410208706/S7/33333333/2494/05AUG10/OVR OVERRIDE OK

13.3. The ETA element is unavailable in a booking.

The ETA element is informational, it is not obligatory in the booking. No actions on the part of the agent are required in this case.

13.4. The SSR: TKNE element is unavailable.

To restore the SSR: TKNE element it is necessary to revalidate the e-ticket coupons.

13.5. The statuses failure during the refund, exchange, cancellation transactions.

The Agent has to act according to the ET statuses change instruction concerning system failure situations, namely—he has to fill in the request for changing the status. The request must be completed at Virtual Manager: <https://partner.s7.ru>

Appendix 1

List of system failures for transactions with an e-ticket.

- AUTOPRICING SELECTED**—automated fare calculation was used instead of manual fare calculation.
- EXCHANGE NOT ALLOWED - CHECK COUPON STATUS** —the e-ticket coupon with a status different from OPEN FOR USE or OA CONTROL YY, the exchange is impossible.
- GIVEN NAME/TITLE MANDATORY FOR E-TICKETING** —there is no “/” between the passenger’s last name and first name, the e-ticket issuance is impossible.
- INVALID COUPON SELECTION** —the coupon with a status different from OPEN FOR USE or AIRPORT CONTROL was selected or the incorrect number of segment from PNR was selected in the Revalidation Screen.
- INVALID SEGMENT NUMBER** —the itinerary on the specified segment in the booking does not coincide with the itinerary in the ticket on this segment.
- INVALID TKT COUPON STATUS** —the e-ticket coupon has a OA CONTROL YY, or AIRPORT CONTROL status. It is necessary to request a control over the coupon.
- IS NOT ELIGIBLE FOR ETK** —an attempt to issue the electronic ticket on the flight which is not valid for electronic ticketing.
- MUST SPECIFY PSGRS/INFANTS** —the passenger’s number was not specified in the mask retrieval request
- NAME IN TICKET DOES NOT MATCH ANY NAME IN PNR** —the passenger’s or infant’s name in the booking does not coincide with the name in the ticket, revalidation is impossible.
- NO SEG CHGS WHILE ISSUING TKTS** —the modifications were made in the booking or the booking was not completed
- PASSENGER OR INFANT ID REQUIRED** —when opening the ticket the ID number of the passenger or infant for whom the exchange transaction is done was not specified
- REVALIDATION REQUEST DENIED** —denial of revalidation, the PNR booking code does not coincide with the ticket
- TKT ALLOCATION DEPLETED** —the stock of forms is used up
- TICKETING IN PROGRESS** —communication failure in the process of ticket issuance. It is necessary to withdraw from the mask by the request TCLR: and to continue the ticket issuance.
- TKT NOT PRICED** —the price on tickets was not set (FQT: or TKT:)
- USE TCLR FUNCTION -TCLR:** —incorrect mask exit, the following request must be used:
TCLR:

System response:

*** TICKETING CYCLE INTERRUPTED ***

- WAIT TICKET ISSUANCE IN PROGRESS** —communication failure in the process of ticket issuance. It is necessary to withdraw from the mask by the request TCLR: and to continue the ticket issuance