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APPROVED  
S7 Airlines

  
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R. Vereschagin  
July 30, 2015

**ELECTRONIC TICKETING PROCEDURE  
OF S7 AIRLINES**



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*Electronic Ticketing Procedure of S7 Airlines*

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## 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

- 2.1. **“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.



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

**3.3. IMPORTANT!** When booking a segment of carriage with the open departure date it is required to use **only** the codes of departure/arrival airports.

**3.4.** 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**

**3.5.** 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




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		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](mailto: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 witch demands semi-automated or manual pricing.

**4.3. Automated ETK mask sample:**

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

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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	SPONSOR	FF
PSGRINFO			
FARE 1/NPORT	/RUB14190	COMM	COAM
AGT 2494 PW	SRPT	TOUR	
IR(Y,N,E) E	EMAIL TECH@S7.RU		
FOP CA		AMT	
FOP		AMT	
ENDO S7	ONLY/REF/CHNG/RESTR		
			COMPLETE TICKET ISSUANCE X

- 4.3.1. FF indicator appears in the mask if there is SSR:FQTV with frequent flyer cards number in the PNR.
- 4.3.2. 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).
- 4.3.3. 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.
- 4.3.4. The appropriate form of payment is entered in the FOP field (Form of Payment).
- 4.3.5. ENDO field is non-active in the automated sales mask, it is impossible to enter information into this field.
- 4.3.6. 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**

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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





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

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**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:

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

**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.

<b>S7 174 /03AUG BK</b>										
<b>OVBDME</b>										
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**

<b>S7 181 /03AUG EF</b>										
<b>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**

<b>RTETA</b>	
<b>1.ETA I</b>	<b>01SEP10 OVBDME 4212410208694C1/P1</b>
<b>2.ETA I</b>	<b>10SEP10 DMEOV B 4212410208694C2/P1</b>

**ETR: 1**

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

System response:

ETR:PG	TKT 1 OF 1	** S7	DATABASE **	33333333/OVB017/A/S7/VECGF	<b>A</b>			
ETKT	<b>4212410208694</b>	<b>TEST/TICKETMR</b>			<b>B</b>			
CPN	FROM/TO	FLT	DATE	TIME	CLS	STATUS	SELECT	<b>C</b>
1	OV B	DME S7 174	01SEP10	0740	Y	OPEN FOR USE	-	<b>C</b>
2	DME OVB	S7 181	10SEP10	1705	Y	OPEN FOR USE	-	<b>C</b>
DT-	DISPLAY E-TICKET DETAILS			DH-			DISPLAY E-TICKET HISTORY	<b>D</b>
RC-	REQUEST CONTROL OF SELECTED CPNS			SC-			SEND CONTROL SELECTED CPNS	<b>D</b>
RV-	REVALIDATE SELECTED CPNS			CS-			CHANGE COUPON STATUS	<b>D</b>
PE-	PRINT EXCHG SELECTED COUPONS			RF-			REFUND E-TICKET COUPONS	<b>D</b>
VT-	VOID TICKET			IR-			ITINERARY RECEIPT -DUPLICATE	<b>D</b>
EE-	EXCHG/REISSUE ETKT TO ETKT			EP-			EXCHG/REISSUE ETKT TO PAPER TKT	<b>D</b>
PN, PB, PF, PL- PAGING ACTIONS								
ACTION	___	INVOL	_ (Y/N)	CARRIER	___	GH	_ (Y)	<b>E</b>

#### 5.4.2. E-Ticket Record Fields

Row	Field	Description
A.	<b>ETR:PG</b>	Command to retrieve electronic ticket record
	<b>TKT 1 OF 1</b>	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"
	<b>** S7 DATABASE **</b>	The Carrier's database in which the ticket was issued. ETR record can be retrieved in the database of the Validising or Operating Carrier.
	<b>33333333/OVB017/A/S7/VECGF</b>	Validator's number, office of the Agent that issued the ticket, booking system/screen, number of booking.
B.	<b>ETKT 4212410208694</b>	Ticket number
	<b>TEST/TICKETMR</b>	Passenger last name/first name/status (55 characters)
C.	<b>CPN</b>	Coupon number
	<b>1</b>	Void/ARNK coupons also have numbers, they are included in the coupons of the ticket but are not shown in the ETR record.



**Electronic Ticketing Procedure of S7 Airlines**

	<b>FROM/TO OVB DME</b>	Departure/destination point
	<b>FLT S7 174</b>	The airline's two-digit code and flight number
	<b>DATE 01SEP10</b>	Departure date
	<b>TIME 0740</b>	Departure time
	<b>CLS Y</b>	Booking code
	<b>STATUS OPEN FOR USE</b>	Coupon Status
	<b>SELECT</b>	The coupon's selection field for further actions (for example, RV rebooking)
D.	<b>DT- DISPLAY E-TICKET DETAILS и Т.Д.</b>	Applicable operation codes (see Clause 5.5.1)
E.	<b>ACTION ____</b>	Transaction identifier
	<b>INVOL _ (Y/N)</b>	Transaction indicator (Y— involuntary, N—voluntary)
	<b>CARRIER ____</b>	Code of the carrier that is to be sent a notification about the performed operation
	<b>GH _ (Y)</b>	Ground servicing (to be left blank)

**5.5. E-ticket actions.**

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

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

**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)

**Electronic Ticketing Procedure of S7 Airlines**

- printing selected coupons (PE)
- changing status of the coupon (CS)

**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.

- 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
1	OVV DME	S7 174	01SEP10	0740	Q	OPEN FOR USE	<u>X</u>

- 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

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

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

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

- 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)
--------	-----------	-------	----------------	---------	-----	----	-------

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

#### 5.5.10.A Carrier's Code

- 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	<u>_</u> (Y)
--------	-----------	-------	----------------	---------	-----------	----	--------------

- 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

- 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),

- 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.

```

ETR:PG TKT 1 OF 1 ** S7 DATABASE ** 01010111/OVB017/A/S7/TMD87

ETKT 4212410392733 TEST/TICKETMR

CPN FROM/TO FLT DATE TIME CLS STATUS SELECT
1 OVB DME S7 178 15NOV14 0720 O OPEN FOR USE _

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 DT INVOL _ (Y/N) CARRIER ____ GH _ (Y)

```



## Electronic Ticketing Procedure of S7 Airlines

## System response:

```

ETR:/PN
A TKT NBR: 4212410392733          ISSUING CITY: OVB   ISSUING OFFICE: 01010111
  NAME: TEST/TICKETMR
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 OVBDME S7  178  O   15NOV14 0720 OK OPOOW  1PC TMD87  OPEN FOR USE
E   FF/S7  300203825                      NV 15NOV14
F **ENDORSEMENTS/FARE CALCULATION**
G ER:S7 ONLY/REF/CHNG/RESTR
H FARE CALCULATION/LADDER                      FARE CALC INDICATOR: 0
I OVB S7 MOW5250RUB5250END
K ** FARE BREAKDOWN / FOP / TOUR CODE **
L *TKT FARE DATA*                          * AUDITOR
L  BASE:RUB          5250          BASE:RUB          5250
L  EQUIV:                      EQUIV:
L  T/F/C:RUB         900          T/F/C:RUB         900
L  TTL:RUB           6150          TTL:RUB           6150 +

```

## Next page:

```

ETR:/PN
L * TAX/FEE/CHARGE DETAIL:
L   TAX:RUB          900YR
M TOUR CODE :
N FOP:CA
O FOPAMT:6150          COMM AMT:          COMM RATE:
V   ** ADDITIONAL PASSENGER INFORMATION **
W PSGR TYPE:ADULT          ISSUING SYSTEM/RLOC:S7/TMD87
X DATE OF ISSUE: 01NOV14
Y PSGR PHONE:          INVOICE NBR:
Z FOID:PP/1234546

```

## 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
	NAME	Passenger's name
B	ORIG/DEST	Departure/destination point
	NBR OF TKTS ISSUED	Number of additional tickets issued
	TTL NBR OF SEGS	Total number of flight segments
C	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



## Electronic Ticketing Procedure of S7 Airlines

	BAG	Free baggage allowance
	RLOC	PNR number
	STATUS	Electronic ticket status
D	Line D	Entering of coupon information according to C line
E	FF NV	FFP card number Not valid before/after = <b>NV:/DD/MMM/YY/DD/MMM/YY</b>
F	<b>**ENDORSEMENTS/FARE CALCULATION**</b>	Heading "Endorsements/Fare Calculation"
G	ER	Restriction/permission (Endorsement)
H	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
I		Fare calculation line
K	<b>** FARE BREAKDOWN / FOP / TOUR CODE **</b>	Heading "Fare Breakdown/Form of Payment/Tour Code"
L	<b>*TKT FARE DATA*</b>	Flight coupons price
	<b>* AUDITOR</b>	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
V	<b>** ADDITIONAL PASSENGER INFORMATION **</b>	Heading "Additional Passenger Information"
W	PSGR TYPE	Passenger type
	ISSUING SYSTEM RLCC	PNR number
X	DATE OF ISSUE	Data of issue
Y	PSGR PHONE	Passenger contact phone number
Z	FOID	Pasenger's identification data (ID document number)

## 5.7. Flight coupon status.

Coupon Status	ETA Code	Status meaning
<b>Airport Control / OA CONTROL YY</b>	<b>AL</b>	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)

## Electronic Ticketing Procedure of S7 Airlines

<b>Boarded</b>	<b>BD</b>	The passenger has boarded the plane
<b>Checked-In</b>	<b>CK</b>	The passenger has checked in at the check-in desk at the airport, or by himself, using electronic means
<b>Closed</b>	<b>Z</b>	The Validating Carrier has determined this coupon as invalid for use
<b>Exchanged</b>	<b>E</b>	A new ticket was issued in exchange for this e-ticket
<b>Flown</b>	<b>BD</b>	Transportation by this e-ticket coupon has been performed (the status changes to FLOWN automatically within 3 days from the departure date)
<b>Irregular Operations</b>	<b>I</b>	Due to any reason, operating or marketing carrier's control over the coupon has been prolonged above the standard 72 hours.
<b>Coupon Notification</b>	<b>N</b>	The coupon is for information purposes only and the carrier has no control over it.
<b>Open For Use</b>	<b>I</b> <b>RV</b>	This status of the flight coupon of an e-ticket enables performing any operations, it can be changed to any other status
<b>Print Exchanged</b>	<b>PE</b>	The flight coupon of the electronic ticket has been printed out with the same number.
<b>Refunded</b>	<b>RF</b>	The ticket has been refunded
<b>Suspended</b>	<b>S</b>	The Validating Carrier has limited the use of this flight coupon of an e-ticket
<b>Unavailable-Exchange only</b>	<b>U</b>	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.
<b>Void</b>	<b>V</b>	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).

### 5.8.2. Ticket form:

DMB2410586739											
E-TKT NBR:4212410586739		SIBERIA AIRLINES		OFFICE:00000055Z							
NAME: PETROV/IVAN MR				QAA S7							
				TEST QAA							
ORIG-DEST:OVV/OVB		RLOC: T6RBX		ISSUE DATE:14NOV14		OVV					
TOUR CODE:				ISSUE AGENT:000133							
										S	
FRM/TO	A/L	FLT	CLS	DATE	TIME	ST	FBC	NVB/NVA		BAG	
O	OVBDME	S7	178	R	15DEC14	0620	OK RLERT	15DEC14/15DEC14		1PC	
O	DMEOVV	S7	179	M	27DEC14	1115	OK MLERT	27DEC14/27DEC14		1PC	
ENDORSEMENTS/RESTRICTIONS:INCL VAT 4179.66RUB/S7 ONLY/REF/CHNG/RESTR											
FARE CALCULATION: FARE CALC INDICATOR: 1											
15DEC14OVV S7 MOW8900S7 OVV16500RUB25400END											
FARE BREAKDOWN:											
BASE:RUB		25400									
EQUIV:RUB		RUB									
T/F/C:RUB		0									
TTL:RUB		7600A									
FOP / TAX/FEE/CHARGE DETAIL:											
DEMO/S7 /DB1/PAGE 1/2-FSPN											

Next page:

DMB2410586739	
FOP:DE*CA/RUB19800	
FOPAMT:RUB	19800
FOP:CASH	
FOPAMT:RUB	7600
EXCHANGE/REISSUE:OVV14NOV14/00000055Z	
4212410586738	
TAX/FEE/CHARGE DETAIL:	
PD-TAX:RUB	2000YR

## 5.9. Monitoring the electronic ticket coupons.

### 5.9.1. Flight Coupon Control System

- 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.

- Only one airline can monitor the document at a time (either Operating Carrier or Validating Carrier).
- Thus, for the Agent to 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.

```

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

ETKT 4212410208711  TEST/TICKETMR

CPN FROM/TO FLT  DATE  TIME  CLS  STATUS  SELECT
 1  DME MSQ S7 4957 01SEP10 1220  V  OA CONTROL B2  X

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 RC  INVOL N (Y/N)  CARRIER B2  GH _ (Y)
  
```

- 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
  
```



**Electronic Ticketing Procedure of S7 Airlines**

- 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 4212410208711 TEST/TICKETMR

CPN FROM/TO FLT DATE TIME CLS STATUS SELECT
1 DME MSQ S7 4957 01SEP10 1220 V OPEN FOR USE -

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

- 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.

```

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

ETKT 4212410208694 TEST/TICKETMR

CPN FROM/TO FLT DATE TIME CLS STATUS SELECT
1 OVB DME S7 174 01SEP10 0740 Y OPEN FOR USE -
2 DME OVB S7 181 10SEP10 1705 Y OPEN FOR USE -

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 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 _ <=
```

System response:

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

#### 6.5. 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).

**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 Ticketing Procedure of S7 Airlines**

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 <u>DH</u> INVOL _ (Y/N) CARRIER ___ GH _ (Y)							

**System response:**

ETR:/PN						
ETKT 4212410211349 TEST/TICKETMR						
CPN	FROM/TO	FLT	DATE	STATUS	REMARK	
1	OVB	DME S7174	06SEP10	REFUNDED		<b>A</b>
		26AUG10 0719	S7/OVB017/2494	REFUNDED		<b>B</b>
		26AUG10 0714	S7/OVB017/2494	OPEN FOR USE		<b>B</b>
		26AUG10 0714	S7/OVB017/2494	S7174/05SEP10	REVAL S7174/06SEP10	<b>B</b>
		26AUG10 0713	S7/OVB017/2494	OPEN FOR USE		<b>C</b>
2	DME	OVB S7179	20SEP10	REFUNDED		<b>A</b>
		26AUG10 0719	S7/OVB017/2494	REFUNDED		<b>B</b>
		26AUG10 0715	S7/OVB017/2494	OPEN FOR USE		<b>B</b>
		26AUG10 0715	S7/OVB017/2494	S7179/15SEP10	REVAL S7179/20SEP10	<b>B</b>
		26AUG10 0713	S7/OVB017/2494	OPEN FOR USE		<b>C</b>

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

Row	Description
A	1 OVB DME S7174 06SEP10 REFUNDED 2 DME OVB S7179 20SEP10 REFUNDED Coupon numbers, airports, flight, date, coupon status, notes.
B	26AUG10 0719 S7/OVB017/2494 REFUNDED 26AUG10 0714 S7/OVB017/2494 OPEN FOR USE 26AUG10 0714 S7/OVB017/2494 S7174/05SEP10 REVAL S7174/06SEP10 Modification date and time, company code/office number/agent reference, modification details
C	26AUG10 0713 S7/OVB017/2494 OPEN FOR USE The initial coupon status, date, time of ticket issuance, office/ reference number of the agent issuing the ticket

**8. ELECTRONIC TICKET CANCELLATION.**

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

**Electronic Ticketing Procedure of S7 Airlines**

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

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

**8.3.1.** 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.

**8.3.2.** 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.

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

**8.5.** 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 4212410208694 TEST/TICKETMR

CPN FROM/TO FLT DATE TIME CLS STATUS SELECT
1 OVB DME S7 174 01SEP10 0740 Y OPEN FOR USE _
2 DME OVB S7 181 10SEP10 1705 Y OPEN FOR USE _

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

System response:

```

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

**8.6.** 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. CHANGE OF TRAVEL CONDITIONS.**

**9.1.** 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.

## 9.2. Revalidation.

**9.2.1.** 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.

**9.2.2.** 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.

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

**9.2.4.** 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.



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```

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

ETKT 4212410208717      TEST/TICKETMR

CPN FROM/TO FLT      DATE      TIME      CLS      STATUS      SELECT
 1  OVB DME S7 174    01SEP10  0740      Y        OPEN FOR USE      -
 2  DME OVB S7 181    10SEP10  1705      Y        OPEN FOR USE      X

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 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
```

#### 9.2.4.1 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 DMEOV B 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 DMEOV B0181Y11SEP.4212410208717C2/P1
8.OVB017
-RTETA
1.ETA I 01SEP10 OVBDME 4212410208717C1/P1
2.ETA RV 11SEP10 DMEOV B 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.
- EMD Mask must be retrieved from an open PNR.
- The SVC (Auxiliary Service Segment) is automatically generated in the PNR.

**9.2.4.2** 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.

**9.2.5.** 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.

### **9.3. E-ticket to e-ticket exchange.**

**9.3.1.** 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

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

**9.3.2.1** Open the booking and make all necessary modifications:

**9.3.2.2** 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.

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

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

**9.3.2.5** Perform the exchange procedure:

- Price the PNR manually TKT:

```
FSIXX
S S7 . 178R15DEC OVB0620 0755DME0S
S S7 . 179R25DEC DME1115 1825OVB0S
MANUAL TARIFICATION
```

- Electronic ticket record retrieval:

```
RTETA
1.ETA I 15DEC14 OVBDME 4212410586738C1/P1
2.ETA I 25DEC14 DMEOV B 4212410586738C2/P1
-ETR:1/P1
```

where:

1—number of ETA row with the corresponding ticket number

P1—passenger indicator

or:

```
ETR:TN/4212410586738/P1
```

where :

4212410586738—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.





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```

ETR:PG TKT 1 OF 1 ** S7 DATABASE ** 00000055/OVB017/A/S7/T6RBX

ETKT 4212410586738 PETROV/IVANMR

CPN FROM/TO FLT DATE TIME CLS STATUS SELECT
1 OVB DME S7 178 15DEC14 0620 R OPEN FOR USE -
2 DME OVB S7 179 25DEC14 1115 R OPEN FOR USE -

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 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 PETROV/IVAN MR
PSGRINFO _____SPONSOR _____
AGT 133 SRPT _____TOUR _____
IR(Y,N,E) Y EMAIL _____

EXCHANGE DOCUMENT 1 DOC TYPE DE
DOC NBRS 4212410586738 CITY OVB DATE 14NOV14 OFFICE 00000055Z
CPN NBRS 12 TOTAL AMT RUB19800
EXCH FOP CA AMT RUB19800____
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 4179.66RUB/S7 ONLY/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"



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**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 2410586739 1	TICKET TOTAL: RUB7600A	/P1	-RT:T6RBX _
TRANSACTION TOTAL: RUB8600	/P1 PNLT: RUB1000		*ETKT COMPLETE*

**9.3.2.6** After the exchange has been processed the booking looks as follows:

```

OV B017 133 0511 14NOV /RU/PID4313
1.PETROV/IVAN MR T6RBX -ETK-
2. S7 178 R MO15DEC OVBDME HK1 0620 0755
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
3. S7 179 M SA27DEC DMEOV B HK1 1115 1825
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
4.NC
5.T/ *T
6.SSR FOID S7 HK1 PP12345467890/P1
7.SSR TKNE S7 HK1 OVBDME0178R15DEC.4212410586739C1/P1
8.SSR TKNE S7 HK1 DMEOV B0179M27DEC.4212410586739C2/P1
9.OV B017
-RTETA
1.ETA I 15DEC14 OVBDME 4212410586739C1/P1
2.ETA I 27DEC14 DMEOV B 4212410586739C2/P1
3.ETA E 15DEC14 OVBDME 4212410586738C1/SAC421BE00000GKN/P1
4.ETA E 25DEC14 DMEOV B 4212410586738C2/SAC421BE00000GKN/P1
    
```

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

**9.3.2.7** 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: 4212410586739      ISSUING CITY: OVB      ISSUING OFFICE: 00000055
NAME: PETROV/IVANMR
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 OVBDME S7 178 R 15DEC14 0620 OK RLERT 1PC T6RBX OPEN FOR USE
                               NV15DEC14/15DEC14
2-O DMEOV B S7 179 M 27DEC14 1115 OK MLERT 1PC T6RBX OPEN FOR USE
                               NV27DEC14/27DEC14

**ENDORSEMENTS/FARE CALCULATION**
ER:INCL VAT 4179.66RUB/S7 ONLY/REF/CHNG/RESTR
FARE CALCULATION/LADDER      FARE CALC INDICATOR: 1
15DEC14OV B S7 MOW8900S7 OV B16500RUB25400END

** FARE BREAKDOWN / FOP / TOUR CODE **
*TKT FARE DATA*      * AUDITOR
BASE:RUB      25400      BASE:RUB      25400
EQUIV:RUB      RUB      EQUIV:RUB      RUB
T/F/C:RUB      0      T/F/C:RUB      0
TTL:RUB      7600A      TTL:RUB      7600A

* TAX/FEE/CHARGE DETAIL:
PD-TAX:RUB      2000YR
    
```

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```

PENALTY:RUB      1000 OD
TOUR CODE :
FOP:CA
FOPAMT:7600          COMM AMT:          COMM RATE:
FOP:CA
FOPAMT:19800
EXCHANGE/REISSUE DOCUMENTS:OR/OVB/14NOV14/00000055
4212410586738
      ** ADDITIONAL PASSENGER INFORMATION **
PSGR TYPE:ADULT          ISSUING SYSTEM/RLOC:S7/T6RBX
DATE OF ISSUE: 14NOV14
PSGR PHONE:          INVOICE NBR:
FOID:PP/12345467890
  
```

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 1000 OD** – charge for changes

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

ETKT	4212410586738	PETROV/IVANMR			
CPN	FROM/TO	FLT	DATE	STATUS	REMARK
1	OVBDME	S7178	15DEC14	EXCHANGED	
	14NOV14	0533	S7/OVB017/000133	EXCHANGED	<b>TKT4212410586739</b>
	14NOV14	0512	S7/OVB017/000133	OPEN FOR USE	
2	DMEOVB	S7179	25DEC14	EXCHANGED	
	14NOV14	0533	S7/OVB017/000133	EXCHANGED	<b>TKT4212410586739</b>
	14NOV14	0512	S7/OVB017/000133	OPEN FOR USE	

**9.4. Ticket exchange in the new booking**

**9.4.1.** 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.

**9.4.2.** 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 9.3), or to revalidate it (according to Clause 9.2).

**9.5. Open date in the ticket.**

**9.5.1.** 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.

**9.5.2.** 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.



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**9.5.3.** 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.

**9.5.4.** 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 4212410211230 TEST/TICKETMR

CPN FROM/TO FLT DATE TIME CLS STATUS SELECT
1 OVB DME S7 182 21AUG10 1745 B FLOWN -
2 DME OVB S7 OPEN OPEN B OPEN FOR USE X

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 RV INVOL N (Y/N) CARRIER S7_ GH _ (Y)
ETRV: Revalidation Screen
Ticket 4212410211230
CPN From/To Flight Date Time CLS Status PNR Seg
1 OVB DME S7182 21AUG10 1745 B FLOWN
2 DME OVB S7OPEN OPEN B OPEN FOR USE 02
    
```

- 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
    
```

**9.6. 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.

**9.6.1.** 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.9.3. **INVOL CHNG NAME** must be input into the ENDO field.

## 10. ELECTRONIC TICKET REFUND.

### 10.1. Fully Unused Ticket Returnd.

**10.1.1.** 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/T6R32							
ETKT 4212410586736 TEST/TESTMR							
CPN	FROM/TO	FLT	DATE	TIME	CLS	STATUS	SELECT
1	OVB DME	S7 178	21NOV14	0620	M	OPEN FOR USE	<b>X</b>
2	DME OVB	S7 179	28NOV14	1115	M	OPEN FOR USE	<b>X</b>
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 <b>RF</b> 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)!**

**10.1.2.** System response is the **RFND** mask:



090002428071e533



Electronic Ticketing Procedure of S7 Airlines

RFND:1RE	E-TICKET REFUND	S7/T6R32
TEST/TESTMR		
RETURNED ETKT NBRS 4212410586736		
FOP CA/PAMT RUB35000		
FOP		
FOP		
FARE OR EQUIV AMOUNT RUB33000	TAXES/FEES/CHARGES TOTAL RUB2000	
PENALTY AMT _____		
REFUND AMOUNT LESS TAXES LESS PENALTY _____	TAXES/FEES/CHARGES 1-20	
RUB2000YR_____ 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/T6R32** —carrier code/PNR number  
**RETURNED ETKT NBRS: 4212410586736** —refunded ticket number  
**FOP CA/PAMT RUB35000** —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**  
**RUB2000YR\_\_\_\_\_ 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.

**Electronic Ticketing Procedure of S7 Airlines**

- The filled-in mask looks as follows:

RFND:1RE	E-TICKET REFUND	S7/T6R32
TEST/TESTMR		
RETURNED ETKT NBRS 4212410586736		
FOP CA/PAMT RUB35000		
FOP		
FOP		
FARE OR EQUIV AMOUNT RUB33000	TAXES/FEES/CHARGES TOTAL RUB2000	
PENALTY AMT <b>RUB2000</b>		
REFUND AMOUNT LESS TAXES LESS PENALTY <b>RUB31000</b>	TAXES/FEES/CHARGES 1-20	
RUB2000YR <b>Y</b>		
XF TAX :	XF RFD	
SRPT	COMM RATE	OR COMM AMT
RFND FOP <b>CA</b>	AMT	
RFND FOP	AMT	
RFND FOP	AMT	
PAPER MCO REF NBR	AMT REFUNDED	
	COMPLETE REFUND <b>X</b>	

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

<b>AMT REFUNDED RUB33000</b>
------------------------------

System response confirming the refund:

<b>/REFUND PROCESSED - SAC/421BD00000GEK</b>
----------------------------------------------

- 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/T6R32						
ETKT 4212410586736 TEST/TESTMR						
CPN	FROM/TO	FLT	DATE	TIME	CLS	STATUS
1	OVB DME	S7 178	21NOV14	0620	M	<b>REFUNDED</b>
2	DME OVB	S7 179	28NOV14	1115	M	<b>REFUNDED</b>
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						

**Electronic Ticketing Procedure of S7 Airlines**

ACTION \_\_\_ INVOL \_ (Y/N) CARRIER \_\_\_ GH \_ (Y)

**10.1.3.** 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 133 1244 13NOV /RU/PID4313
1.TEST/TEST MR T6R32
2. S7 178 M FR21NOV OVBDME HK1 0620 0755
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
3. S7 179 M FR28NOV DMEOV B HK1 1115 1825
   *ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
4.NC
5.T/ *T
6.SSR FOID S7 HK1 PP123456/P1
8.SSR TKNE S7 HK1 OVBDME 0178M21NOV. 4212410586736C1/P1
9.SSR TKNE S7 HK1 DMEOV B 0111M28NOV. 4212410586736C2/P1
10.OVB017
-RTETA
1.ETA RF 21NOV14 OVBDME 4212410586736C1/SAC421BD00000GEK/P1
2.ETA RF 28NOV14 DMEOV B 4212410586736C2/SAC421BD00000GEK/P1
```

**10.2. Partially used ticket refund.**

**10.2.1.** 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/T6R3X

ETKT 4212410586737 TEST/TICKETMR

CPN FROM/TO FLT DATE TIME CLS STATUS SELECT
1 OVB DME S7 178 22DEC14 0620 V FLOWN -
2 DME OVB S7 179 28DEC14 1115 V OPEN FOR USE X

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 TK

PN, PB, PF, PL- PAGING ACTIONS

ACTION RF INVOL N (Y/N) CARRIER S7_ GH _ (Y)
```





**Electronic Ticketing Procedure of S7 Airlines**

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	S7/T6R3X
TEST/TICKETMR		
RETURNED ETKT NBR	4212410586737	
FOP CA/PAMT	RUB27000	
FOP		
FOP		
FARE OR EQUIV AMOUNT	RUB25000	TAXES/FEES/CHARGES TOTAL RUB2000
PENALTY AMT	_____	
REFUND AMOUNT LESS TAXES LESS PENALTY	_____	TAXES/FEES/CHARGES 1-20
RUB2000YR	_____ 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 _

- 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	S7/T6R3X
TEST/TICKETMR		
RETURNED ETKT NBR	4212410586737	
FOP CA/PAMT	RUB27000	
FOP		
FOP		
FARE OR EQUIV AMOUNT	RUB25000	TAXES/FEES/CHARGES TOTAL RUB2000
PENALTY AMT	<b>RUB1000</b> _____	
REFUND AMOUNT LESS TAXES LESS PENALTY	<b>RUB11500</b> _____	TAXES/FEES/CHARGES 1-20
<b>RUB1000YR</b>	_____ <b>Y</b>	
XF TAX	:	XF RFD
SRPT	_____	COMM RATE _____ OR COMM AMT _____
RFND FOP	<b>CA</b> _____	AMT _____



**Electronic Ticketing Procedure of S7 Airlines**

RFND FOP _____	AMT _____
RFND FOP _____	AMT _____
PAPER MCO REF NBR _____	AMT REFUNDED <b>RUB12500</b>
COMPLETE REFUND <b>X</b>	
/REFUND PROCESSED - SAC/421BD00000GEP	

where:

**AMT REFUNDED RUB12500**

—amount refunded

**/REFUND PROCESSED - SAC/421BD00000GEP** —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/T6R3X
ETKT 4212410586737 TEST/TICKETMR
CPN FROM/TO FLT DATE TIME CLS STATUS SELECT
1 OVB DME S7 178 22DEC14 0620 V FLOWN -
2 DME OVB S7 179 28DEC14 1115 V 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 TK
PN, PB, PF, PL- PAGING ACTIONS
ACTION __ INVOL _ (Y/N) CARRIER __ GH _ (Y)
  
```

**10.2.2.** 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 133 1320 13NOV /RU/PID4313
1.TEST/TICKET MR T6R3X
2. S7 178 V MO22DECOVBDME HK1 0620 0755
*ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
3. S7 179 V SU28DEC DMEOV B HK1 1115 1825
*ELECTRONIC TKTG AVAILABLE ON THIS FLIGHT*
4.NC
5.T/ *T
6.SSR FOID S7 HK1 PP12345467890/P1
7.OVB017
6.SSR TKNE S7 HK1 OVBDME 0178V22DEC.4212410586737C1/P1
7.SSR TKNE S7 HK1 DMEOV B 0179V28DEC.4212410586737C2/P1
8.OVB017
-RTETA
1.ETA BD 22DEC14 OVBDME 4212410586737C1/P1
2.ETA RF 28DEC14 DMEOV B 4212410586737C2/P1
  
```

**10.3. 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 <b>X</b>
/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.

**10.4. 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 NBR	4212410466980		
FOP CA/PAMT	USD667.70		
FOP			
FOP			
FARE OR EQUIV AMOUNT	USD592.00	TAXES/FEES/CHARGES TOTAL	RUB2423
PENALTY AMT	<b>RUB1000</b>		
REFUND AMOUNT LESS TAXES LESS PENALTY	<b>RUB18140</b>	TAXES/FEES/CHARGES 1-20	
<b>RUB128UA</b>	_____ Y	<b>RUB64UD</b>	_____ Y
<b>RUB544YK</b>	_____ Y	<b>RUB1687YR</b>	_____ Y
XF TAX	:	_____	XF RFD
SRPT	_____	COMM RATE	_____ OR COMM AMT



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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)

### 10.5. View and modification of the RFND mask

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

**RFDI:4212410586737**, where 4212410586737 is the ticket number for which the refund is performed.

System response:

RFDI:1RE	E-TICKET REFUND	
TEST/TICKETMR		S7/T6R3X
RETURNED ETKT NBR	4212410586737	
FOP CA/PAMT	RUB27000	
FOP		
FOP		
FARE OR EQUIV AMOUNT	RUB25000	
REFUND AMOUNT LESS TAXES LESS PENALTY	RUB11500	TAXES/FEES/CHARGES 1-20
RUB1000YR	Y	
XF TAX	:	XF RFD
COMM RATE	OR COMM AMT	PENALTY AMT RUB1000
REFUNDING AGENT	000133 SRPT	
RFND FOP CA		AMT
RFND FOP		AMT
RFND FOP		AMT
PAPER MCO REF NBR		AMT REFUNDED RUB12500

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

**RFDM: 4212410586737,**

where **4212410586737** 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.

**11. ELECTRONIC TICKETING PROCEDURE UNDER INTERLINE AGREEMENTS**

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

**11.1.1.** 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
 1  DME MAD IB 3809 05DEC10 0725  Y  OA CONTROL IB  X

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 RC  INVOL N (Y/N)  CARRIER IB  GH _ (Y)
    
```

- After control is requested, revalidation is processed in accordance with paragraph 9.2 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
```

## **11.2. Ticket exchange issued on stock 421241 for the flights of the Interline Partner.**

**11.2.1.** 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 9.3–9.6

## **11.3. Exchange of the ticket issued on flights S7 on stock of the Interline Partner.**

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

**11.3.2.** 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.

**11.3.3.** 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 according to the procedures described in Procedure of work with travel documents issued under Interline Agreements, Code-share Agreements and SPA Agreements.

**11.3.4.** After all required data input into the PNR, the ticket must be exchanged according to the procedures described in the p.9.3 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

**11.3.5.** 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.

## **12. SYSTEM FAILURES DURING E-TICKET TRANSACTIONS.**

### **12.1. System voiding of a ticket.**

**12.1.1.** 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.

## 12.2. Formation of audit coupon.

**12.2.1.** 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

**12.2.2.** 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

## 12.3. 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.

## 12.4. The SSR: TKNE element is unavailable.

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

## 12.5. 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