

Sabre



Sabre Workspace
Red Apps
(Reissuance)

Kiv Sokunthea
Cambodian Distribution System
(CDS-Sabre System)



Sabre

What is Reissue?



REISSUE = EXCHANGE

To issue a new ticket in order to exchange the original ticket

Original
Ticket

Changes to Passenger name
Changes to Traveling date
Changes to class of service
Changes to routing / itinerary

New Ticket



Types of Reissue

Even Exchange

Same Itinerary, no additional collection Fare and Taxes

Uneven Exchange

Fare differences, taxes difference, additional collection required Fares and taxes

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Reissuance

Even Exchange



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Even Exchange due change of departure



```

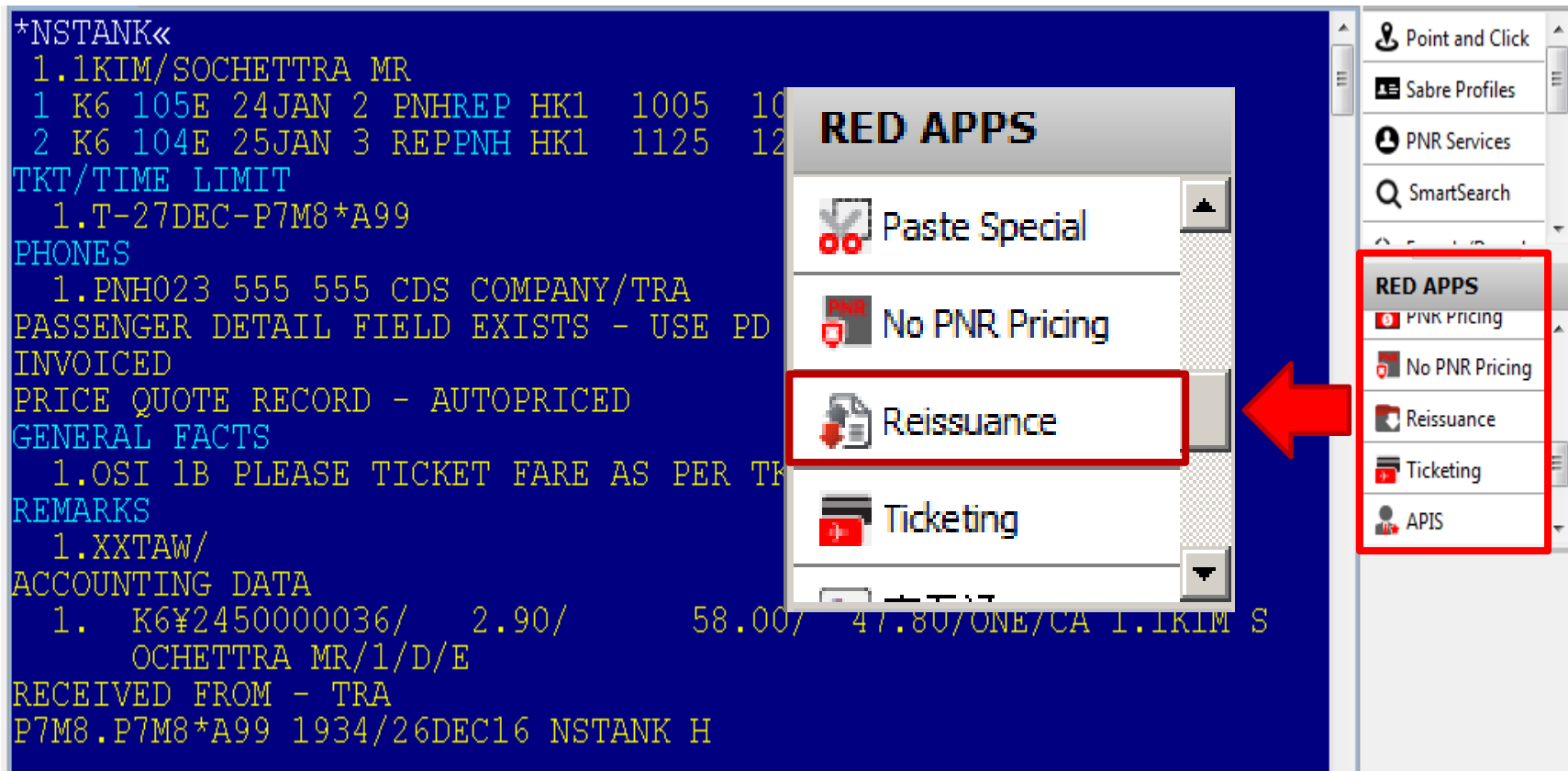
*NSTANK<<
 1.1KIM/SOCHETTRA MR
 1 K6 105E 24JAN 2 PNHREP HK1 1005 1050 /DCK6*HCAIVV /E
 2 K6 104E 25JAN 3 REPPNH HK1 1125 1210 /DCK6*HCAIVV /E
TKT/TIME LIMIT
 1.T-27DEC-P7M8*A99
PHONES
 1.PNH023 555 555 CDS COMPANY/TRA
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
INVOICED
PRICE QUOTE RECORD - AUTOPRICED
GENERAL FACTS
 1.OSI_1B_PLEASE_TICKET_FARE_AS_PER_TKT/TL_IN_PO _
WETR*2<<
ELECTRONIC TICKET RECORD
INV: CUST: PNR:NSTANK
TKT:1882450000036 ISSUED:27DEC16 PCC:P7M8 IATA:99999992
NAME:KIM/SOCHETTRA MR
NAME REF: TOUR ID:KH160403F
FOP: CASH
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 K6 105 E 20JAN PNHREP 1005 OK EKH OPEN
2 K6 104 E 25JAN REPPNH 1125 OK EKH OPEN
FARE USD58.00 TAX 12.00KX TAX 5.80KH TAX 30.00YQ
TOTAL USD105.80
PNH K6 REP29.00K6 PNH29.00USD58.00END
ENDORSEMENT/RESTRICTION:
NON-END/RRT/RFD./RBK FEE APPLY
    
```

New Date

Original Date

DATE

Note: You need to display your PNR first



The screenshot shows a Sabre GDS terminal window with the following text:

```

*NSTANK<<
1.1KIM/SOCHETTRA MR
1 K6 105E 24JAN 2 PNHREP HK1 1005 10
2 K6 104E 25JAN 3 REPPNH HK1 1125 12
TKT/TIME LIMIT
1.T-27DEC-P7M8*A99
PHONES
1.PNH023 555 555 CDS COMPANY/TRA
PASSENGER DETAIL FIELD EXISTS - USE PD
INVOICED
PRICE QUOTE RECORD - AUTOPRICED
GENERAL FACTS
1.OSI 1B PLEASE TICKET FARE AS PER TR
REMARKS
1.XXTAW/
ACCOUNTING DATA
1. K6¥2450000036/ 2.90/ 58.00/ 47.80/ONE/CA 1.1KIM S
OCHETTRA MR/1/D/E
RECEIVED FROM - TRA
P7M8.P7M8*A99 1934/26DEC16 NSTANK H
  
```

Overlaid on the terminal is a 'RED APPS' menu with the following items:

- Paste Special
- No PNR Pricing
- Reissuance** (highlighted with a red box and a red arrow)
- Ticketing

On the right side of the terminal, there is a vertical sidebar menu with the following items:

- Point and Click
- Sabre Profiles
- PNR Services
- SmartSearch
- RED APPS (highlighted with a red box)
 - PNR Pricing
 - No PNR Pricing
 - Reissuance
 - Ticketing
 - APIS

Under '**RED APPS**', click on "**Reissuance**"

Manually Create Fare record

Area A

OA FQTV S
RESTRICT

MD/REFUND
REFUNDABL
RESTRICT
ALLOW ETK
SSR TKNE
XT BREAKD
SEND AGEN
PERMITTED

* DENOT
¥ DENOT
P DENOT
S DENOT
Y DENOT
N DENOT
R DENOT
E DENOT
CI-Y
PG-Y
VN-Y
POINT OF
J1 KH

Reissuance

PNR > PASSENGER & SEGMENT > FARE & TICKET INFO

Fields with * are mandatory

Original Ticket Details

Pax Name: KIM/SOCHETTRA MR

No.	Flight	Class	Date	City	Time	F/B	Status
1	K6105	E	20JAN	PNHREP	1005	EKH	OPEN
2	K6104	E	25JAN	REPPNH	1125	EKH	OPEN

Original Ticket No.

* Original Date of Issue

* Original Place of Issue

* IATA No.

* Exchange Ticket Number

* Exchange Coupon No.

* Original Payment

New Ticket Details

Pax Name: KIM/SOCHETTRA MR Type: ADT

No.	Flight	Class	Date	City	Status	Time	*F/B	NVB	*NVA	*Baggage	Conx
1	K6105	E	24JAN	PNHREP	HK	1005	EKH	20JAN17	20JAN17	20K	▼
2	K6104	E	25JAN	REPPNH	HK	1125	EKH	25JAN17	25JAN17	20K	▼

Fill in the New Ticket Details, such as: **Fare Basis Code**, **NVB/NVA** and **Baggage Allowance**

Fill Fare Calculation

Fill Validating Carrier

Fill new Base Amount

Fill new Sell Amount

Area A

CPN A/L
1 K6

TOTAL US
COMM: 2.9

NON-END/R
DC¥USD58.

USD
WETP*K6
AIRLINE -
PARTICIPA
STATUS -
MAX COUPC
NAME CHAN

Reissuance

Fare Calculation **Copy Fare Calc from ETR** Number of character: 37
K6 PNH29.00USD58.00END

Validating Carrier ZP Code XF Code

Tour Code

Commission Standard / % Net % Currency

Other Charges **Convert to NUC & Add to Fare Calculation** **Reset**

New Fare & Tax		Original Fare & Tax		Additional Charge
Base Amount	USD <input type="text" value="58.00"/>	USD <input type="text" value="58.00"/>	USD <input type="text" value="58.00"/>	NIL
Amount	USD <input type="text" value="58.00"/>	USD <input type="text" value="58.00"/>	USD <input type="text" value="58.00"/>	NIL
Amount	USD <input type="text"/>	USD <input type="text"/>	USD <input type="text"/>	NIL

Equiv

Amount	Code		Amount	Code	
12.00	KX	<input type="checkbox"/>	12.00	KX	<input type="checkbox"/>
5.80	KH	<input type="checkbox"/>	5.80	KH	<input type="checkbox"/>
30.00	YQ	<input type="checkbox"/>	30.00	YQ	<input type="checkbox"/>
01.00	XP	<input type="checkbox"/>			

Tax Comparison

Add **Add** Total unpaid taxes:1.00

Reissuance

Paid taxes based on new tax amount Paid taxes based on original tax amount

New Taxes	Original Taxes	PD	Tax Amount	Tax Code
12.00KX	12.00KX	PD	12.00	KX
5.80KH	5.80KH	PD	5.80	KH
30.00YQ	30.00YQ	PD	30.00	YQ
01.00XP			01.00	XP

Total Additional Tax: 1.00
Refund Tax (info only): 0.00

Reset **Close**



May select Endorsement if necessary

Area A
CPN A/L
1 K6
PNH K6 RE
ENDORSEME
NON-END/R
DC¥USD58
RATE BSR
USD
USD
USD
WETP*K6
AIRLINE -
PARTICIPA
STATUS -
MAX COUPC
NAME CHAN

Reissuance

Selling Fare Amount

Endorsement
 EO NON-END/RRT/RFD./RBK FEE APPLY
 ED
 EO1/EO2
 For Information Only
 Process Refundable Balance by issuing EMD-S

30 character(s)

Refund Information
 Refund Gross Fare 0.00
 Refund Net Fare 0.00

***Note: Refund information is for reference only and w
 ***Please continue to process refund in separate transa
 ***Note: The above Equivalent Fare Amounts are just in
 only.For the accurate Equivalent Fare Amounts

Monitor Mode

< Back Reset Recall Save as FP **Issue Ticket** Quit

Information

sabre red

Reissuance Completed.

OK

Warning

sabre red

NUC amount is not found in Fare Calculation. Please verify the new fare and fare calculation. Click YES to proceed or click NO to abort.

Yes No

Information

sabre red

New tax is different from original tax. Click "Yes" to proceed?

Yes No

Information

sabre red

Please verify the baggage allowance detail and endorsement information. Click "Yes" to continue.

Yes No





WETR*2~
 ELECTRONIC TICKET RECORD
 INV: CUST: PNR:
 TKT:1882450000036 ISSUED:27DEC16 PCC:P7M8 IATA:99999999

Host Responses

CHETTRA MR TOUR ID:KH160403F

	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	STAT
1	K6	105	E	20JAN	PNHREP	1005	OK EKH	EXCH
2	K6	104	E	25JAN	REPPNH	1125	OK EKH	EXCH

FARE USD58.00 TAX 12.00KX TAX 5.80KH TAX 30.00YQ
 TOTAL USD105.80

Original ETR reflected as "EXCH"

PNH K6 REP29.00K6 PNH29.00USD58.00END

WETR*3<<
 ELECTRONIC TICKET RECORD
 INV: CUST: PNR:NSTANK
 TKT:1882450000037 ISSUED:27DEC16 PCC:P7M8 IATA:999999992
 NAME:KIM/SOCHETTRA MR
 FOP: CASH

	A/L	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	STAT
1	K6	105	E	24JAN	PNHREP	1005	OK EKH	OPEN	
2	K6	104	E	25JAN	REPPNH	1125	OK EKH	OPEN	

FARE USD58.00 TAX 12.00KX TAX 5.80KH TAX 30.00YQ
 TAX 1.00XP
 TOTAL USD1.00A

New reissued ETR reflected as "OPEN"

PNH K6 REP29.00K6 PNH29.00USD58.00END

ORIGINAL ISSUE: 1882450000036 27DEC16PNH
 ORIGINAL FOP: CASH
 EXCHANGE TKT: 1882450000036 12

ADD COLLECT AMOUNT: 1.00





Audit Trail as Even Exchange

```
DQB*
P7M8 27DEC16      TAT TICKETING REPORT      ABACUS CAMBODIA
TICKET          COMMISSION    AGENT                      NET
NUMBER                SINE TIME                CURR    AMOUNT
PNR-NSTANK KIM/SOCHETTRA MR      ETR
1882450000037      .00      A99  1003  CA  USD      1.00 A
PNR-NSTANK KIM/SOCHETTRA MR      ETR
1882450000036      2.90     A99  0836  CA  USD     102.90

TOTAL DAILY SALES      CASH/CHECK AMT  CREDIT AMT  COMM AMT
USD      103.90      103.90      .00      2.90
```

Sabre



Reissuance

Uneven Exchange





*NDXLMV<<

1.1KIM/SOCHETTRA MR

1 K6 105R 20JAN 5 PNHREP HK1 1005 1050 /DCK6*QGABAI /E
2 K6 104R 25JAN 3 REPPNH HK1 1125 1210 /DCK6*QGABAI /E

New Class of service

TKT/TIME LIMIT

1.T-29DEC-P7M8*A99

PHONES

1.PNH023 333 333 CDS COMPANY/TRA

PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY

INVOICED

PRICE QUOTE RECORD - AUTOPRICED

GENERAL FACTS

1.OSI 1B PLEASE TICKET FARE AS PER TKT/TL IN PQ

WETR*2<<

ELECTRONIC TICKET RECORD

INV: CUST: PNR:NDXLMV

TKT:1882450000043 ISSU ATA:99999992

NAME:KIM/SOCHETTRA MR

Original Class of service

NAME REF: 0403F

FOP: CASH

CPN	A/L	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	STAT
1	K6	105	E	20JAN	PNHREP	1005	OK	EKH	OPEN
2	K6	104	E	25JAN	REPPNH	1125	OK	EKH	OPEN

FARE USD58.00 TAX 12.00KX TAX 5.80KH TAX 30.00YQ
TOTAL USD105.80

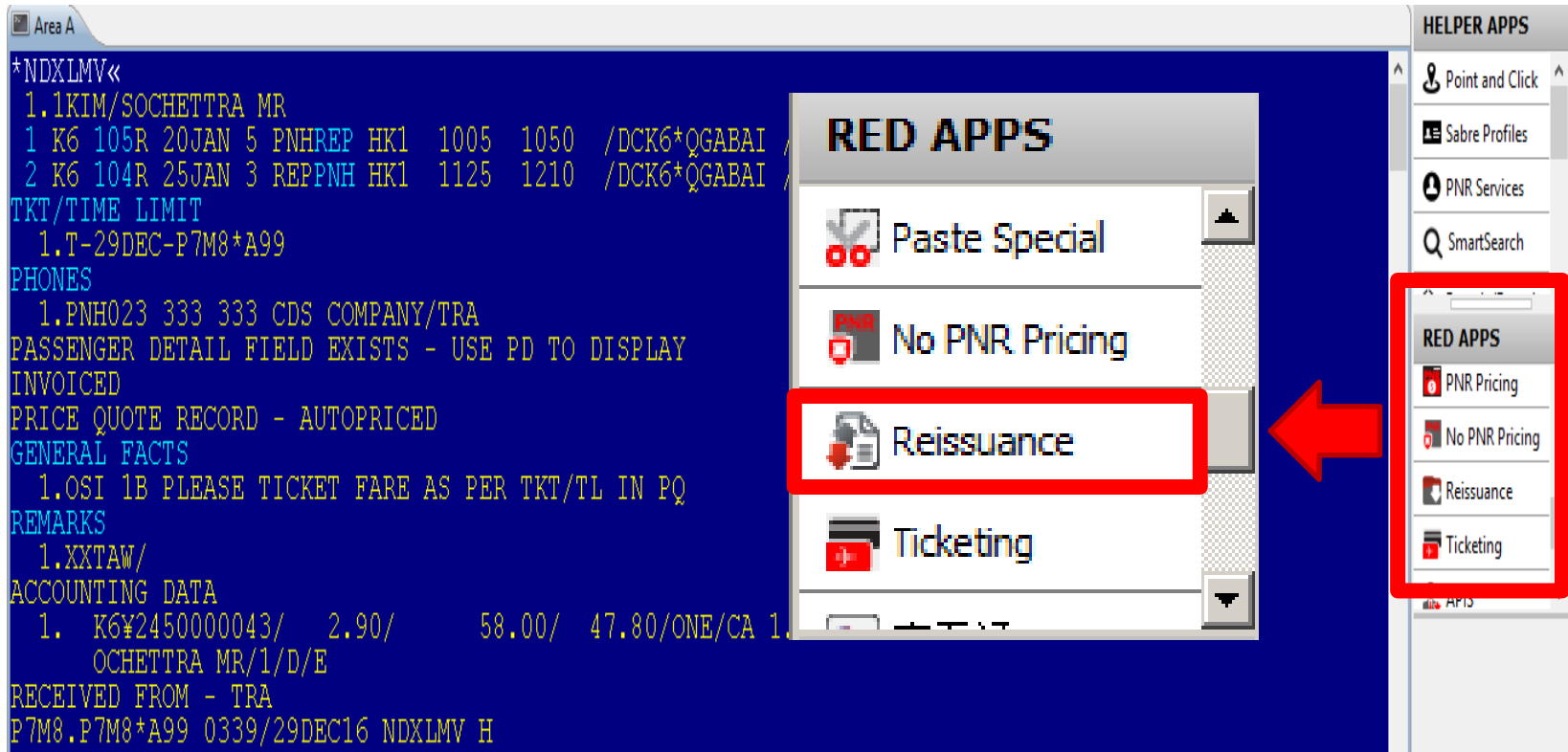
PNH K6 REP29.00K6 PNH29.00USD58.00END

ENDORSEMENT/RESTRICTION:

NON-END/RRT/RFD./RBK FEE APPLY



Note: You need to display your PNR first



The screenshot displays the Sabre GDS interface. On the left, a terminal window shows flight details for PNR 1KIM/SOCHETTRA MR, including segments for K6 105R and K6 104R. The right side features a 'HELPER APPS' sidebar with options like 'Point and Click', 'Sabre Profiles', 'PNR Services', and 'SmartSearch'. A 'RED APPS' menu is overlaid on the terminal, listing 'Paste Special', 'No PNR Pricing', 'Reissuance', and 'Ticketing'. A red box highlights the 'Reissuance' option in both the main menu and the sidebar, with a red arrow pointing from the sidebar to the main menu.

Under '**RED APPS**', click on "**Reissuance**"



```

Area A
1.1KIM/SOCHETTRA MR
VALIDATING CARRIER - K6
1 OPNH K6 105R 20JAN 10
2 OREP K6 104R 25JAN 11
PNH

BASE FARE
USD98.00
XT 12.00KX
TOUR CODE KH160403F
COMM PCT 5.00

```

Select & check on the specific Ticket Document to exchange

Reissuance

PNR > PASSENGER & SEGMENT > FARE & TICKET INFO

Fields with * are mandatory

Even/Uneven Exchanges (PQ Record required) Select Fare PNR Pricing Create Fare

Even Exchanges (PQ Record created from original ETR)
Even/Uneven Exchanges (PQ Record required)

Retrieve PQ Record from PNR

Capture Fare Record

Selected PQ Record response

No.	Flight	Class	Dept. Date	Board Pt.	Off Pt.	Status	Seats	Dep Time	Arr Time	Conx
<input checked="" type="checkbox"/>	1	K6105	R	20JAN	PNH	REP	1	1005	1050	
<input checked="" type="checkbox"/>	2	K6104	R	25JAN	REP	PNH	1	1125	1210	

```

MD
WPAK6YNT/KH
P7M8 P7M8 *A99 2048/29DEC

```

```

Area A
WETR*T1882450000043/E
ELECTRONIC TICKET RECORD
INV: CUST:
TKT:1882450000043 IS:
NAME:KIM/SOCHETTRA MR
NAME REF:
FORM OF PAYMENT
1 CASH
CPN A/L FLT CLS DATE
1 K6 105 E 20JAN
2 K6 104 E 25JAN

FARE USD58.00
TOTAL USD105.80

FARE CALCULATION
PNH K6 REP29.00K6 PNH29.00

TAX BREAKDOWN
TAX 12.00KX TAX

ENDORSEMENT
MD
NON-END/RRT/RFD./RBK FEE

```

Reissuance

* Ticket Field

Ticket Record

<input checked="" type="checkbox"/>	2.TE 1882450000043-1Y KIM/S P7M8*A99 1639/29DEC*D
-------------------------------------	---

ELECTRONIC TICKET RECORD CRS CODE:7766
INV: CUST: PNR:NDXLMV
TKT:1882450000043 ISSUED:29DEC16 PCC:P7M8 IATA:99999992
NAME:KIM/SOCHETTRA MR
NAME REF: TOUR ID:KH160403F
FORM OF PAYMENT FCI: 4
1 CASH
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT

Ticket Number MCO Number

* Select Passenger(s)

No.	Name	Pax Type
<input checked="" type="radio"/> 1.1	KIM/SOCHETTRA MR	ADT

Manually Create Fare record



```

Area A
1.XXTAW/
ACCOUNTING DATA
1. K6¥2450000043/ 2
   OCHETTRA MR/1/D/E
RECEIVED FROM - TRA
P7M8.P7M8*A99 0339/29DEC
*PQ«
FARE RECORD-ADT-AUTO PRI
PQ01

1.1KIM/SOCHETTRA MR
VALIDATING CARRIER - K6
1 OPNH K6 105R 20JAN 10
2 OREP K6 104R 25JAN 11
   PNH

BASE FARE
USD98.00
XT 12.00KX
TOUR CODE KH160403F
COMM PCT 5.00
PNH K6 REP49.00K6 PNH49.

NON-END/RRT./CHANGE FEE

PRICING TRAILER MSG
PRIVATE FARE APPLIED - C
VALIDATING CARRIER SPECI
PRIVATE 0
  
```

Reissuance

PNR > PASSENGER & SEGMENT > FARE & TICKET INFO

Fields with * are mandatory

Original Ticket Details

Pax Name: KIM/SOCHETTRA MR

No.	Flight	Class	Date	City	Time	F/B	Status
1	K6105	E	20JAN	PNHREP	1005	EKH	OPEN
2	K6104	E	25JAN	REPPNH	1125	EKH	OPEN

Original Ticket No. * Original Date of Issue * Original Place of Issue * IATA No.

* Exchange Ticket Number * Exchange Coupon No.

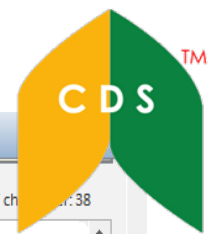
* Original Payment

New Ticket Details

Pax Name: KIM/SOCHETTRA MR Type: ADT

No.	Flight	Class	Date	City	Status	Time	*F/B	NVB	*NVA	*Baggage	Conx
1	K6105	R	20JAN	PNHREP	HK	1005	RKH	20JAN17	20JAN17	20K	▼
2	K6104	R	25JAN	REPPNH	HK	1125	RKH	25JAN17	25JAN17	20K	▼

Fill in the New Ticket Details, such as: **Fare Basis Code**, **NVB/NVA** and **Baggage Allowance**



Fill Fare Calculation

Fill Validating Carrier

Fill new Base Amount

Fill new Sell Amount

Area A
 RECEIVED FROM FAX
 P7M9 P7M9+100 0330/20DEC
 1.1KIM/SOCHETTRA MR
 VALIDATING CARRIER - K6
 1 OPNH K6 105R 20JAN 10
 2 OPED K6 104D 25JAN 11
 BASE FARE
 USD98.00
 PNH K6 REP49.00K6 PNH49.
 NON-END/RRT./CHANGE FEE
 PRICING TRAILER MSG
 PRIVATE FARE APPLIED - C
 VALIDATING CARRIER SPECI
 PRIVATE

Reissuance

Fare Calculation **Copy Fare Calc from ETR** Number of children: 1.38
 PNH K6 REP49.00K6 PNH49.00USD98.00END

Validating Carrier: K6 ZP Code: XF Code:

Tour Code: Print Gross on Fare Box without Tour Code

Commission: Standard Amount / Percentage % Net Percentage % Currency: USD

Q Surcharge: Other Charges: **Convert to NUC & Add to Fare Calculation** **Reset**

	New Fare & Tax	Original Fare & Tax	Additional Charge
Base Amount	USD 98.00	USD 58.00	40.00
Selling Fare Amount	USD 98.00	USD 58.00	40.00
Net Fare Amount	USD	USD	NIL

Equiv: USD

Amount	Code		Amount	Code	
12.00	KX	X	12.00	KX	X
5.80	KH	X	5.80	KH	X
30.00	YQ	X	30.00	YQ	X
01.00	XP	X			

Tax Comparison

Add **Add** Total unpaid taxes: 1.00

Reissuance

Paid taxes based on new tax amount Paid taxes based on original tax amount

New Taxes	Original Taxes	PD	Tax Amount	Tax Code
12.00KX	12.00KX	PD		12.00KX
5.80KH	5.80KH	PD		5.80KH
30.00YQ	30.00YQ	PD		30.00YQ
01.00XP				01.00XP

Total Additional Tax: 1.00
 Refund Tax (info only): 0.00

Reset **Close**





```

Area A
RECEIVED
P7M8 . P7M8

1 OPNH F
2 OREP K
PNH

BAS
US

XT
TOUR CODE
COMM PCT
PNH K6 RE

NON-END/R

PRICING T
PRIVATE R
VALIDATING
PRIVATE
  
```

May select Endorsement if necessary

Reissuance

Selling Fare Amount

Endorsement

EO NON-END/RRT/RFD./RBK FEE APPLY

ED

EO1/EO2

31 character(s)

For Information Only

Process Refundable Balance by issuing EMD-S

Refund Information

Refund Gross Fare

Refund Net Fare

Refund Tax 0.00

Refundable Balance 40.00

**Note: Refund information is for reference only. For the accurate Equivalent Fare Amount, please refer to the current workflow and for reference to IATA guidelines.

**Please continue to process refund in Sabre Red.

**Note: The above Equivalent Fare Amount is based on the current workflow and for reference to IATA guidelines.

Monitor Mode

<Back Reset Recall Save as FP **Issue Ticket** Quit

Information

sabre red

Reissuance Completed.

OK

Warning

sabre red

NUC amount is not found in Fare Calculation. Please verify the new fare and fare calculation. Click YES to proceed or click NO to abort.

Yes No

Information

sabre red

New tax is different from original tax. Click "Yes" to proceed?

Yes No

Information

sabre red

Please verify the baggage allowance detail and endorsement information. Click "Yes" to continue.

Yes No



WETR*2<<
 ELECTRONIC TICKET RECORD
 INV: CUST: PNR:NDXLMV
 TKT:1882450000043 ISSUED:29DEC16 PCC:P7M8 IATA:99999992
 NAME:KIM/SOCHETTRA MR
 NAME REF: TOUR ID:KH160403F

Host
Responses

T	CLS	DATE	BRDOFF	TIME	ST	F/B
5	E	20JAN	PNHREP	1005	OK	EKH
4	E	25JAN	REPPNH	1125	OK	EKH

STAT
EXCH
EXCH

FARE USD58.00 TAX 12.00KX TAX 5.80KH TAX 30.00YQ
 TOTAL USD105.80

Original ETR
reflected as "EXCH"

PNH K6 REP29.00K6 PNH29.00USD58.00END

SETTLEMENT AUTHORIZATION: C1881EHZDCG55R

WETR*3<<
 ELECTRONIC TICKET RECORD
 INV: CUST: PNR:NDXLMV
 TKT:1882450000044 ISSUED:29DEC16 PCC:P7M8 IATA:99999992
 NAME:KIM/SOCHETTRA MR
 FOP: CASH

CPN	A/L	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B
1	K6	105	R	20JAN	PNHREP	1005	OK	RKH
2	K6	104	R	25JAN	REPPNH	1125	OK	RKH

STAT
OPEN
OPEN

FARE USD98.00 TAX 12.00KX TAX 5.80KH TAX 30.00YQ
 TAX 1.00XP
 TOTAL USD41.00A

New reissued ETR
reflected as "OPEN"

PNH K6 REP49.00K6 PNH49.00USD98.00END

ORIGINAL ISSUE: 1882450000043 29DEC16PNH
 ORIGINAL FOP: CASH
 EXCHANGE TKT: 1882450000043 12
 ADD COLLECT AMOUNT: 41.00



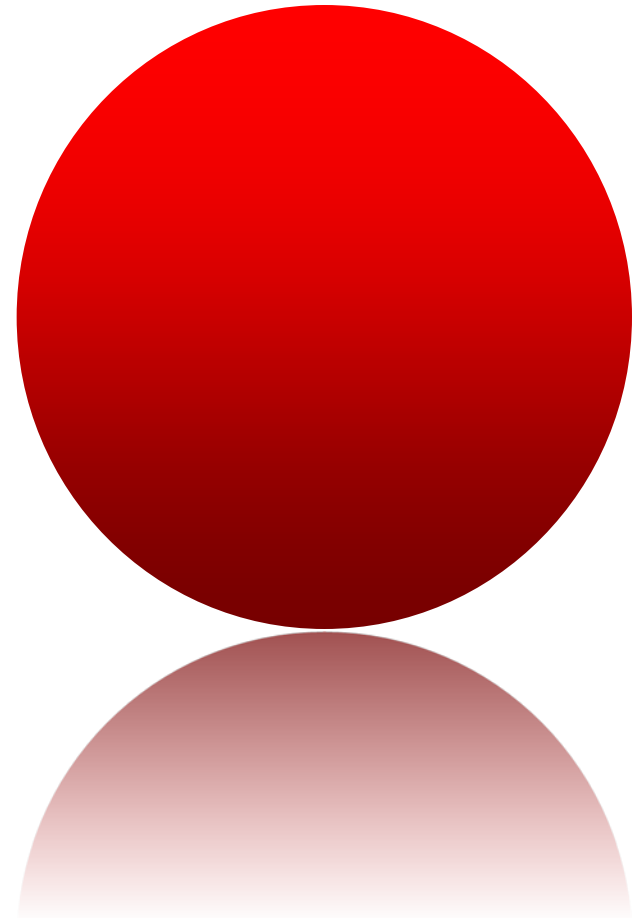
Audit Trail as Uneven Exchange

```
DQB*
P7M8 29DEC16 TAT TICKETING REPORT ABACUS CAMBODIA
TICKET COMMISSION AGENT NET
NUMBER SINE TIME CURR AMOUNT
PNR-NDXLMV KIM/SOCHETTRA MR ETR
1882450000044 .00 A99 2140 CA USD 41.00 A
PNR-NDXLMV KIM/SOCHETTRA MR ETR
1882450000043 2.90 A99 1639 CA USD 102.90
PNR-NCMFTL KIM/SOCHETTRA MR ETR
1882450000042 4.90 A99 1634 CA USD 144.90 V
PNR-NCMFTL KIM/SOCHETTRA MR ETR
```

Sabre



Thank You



Sabre