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1. Overview
Automated Exchanges via Sabre Web Services is introducing several new features which are currently available in the host product. These changes will bring alignment of the product whether utilized through the Sabre host mask product and the web service. These changes will be available in release xxx of AutomatedExchangesLLSRQ. This document provides an overview of the new functions as well as examples of the schema.

2. Fee Collection Methods
When a Change Fee applies to an exchange the method in which that change fee is to be collected varies based on airline policy and settlement method (ARC/BSP). During the exchange it is expected that the change fee method will be provided in the Exchange Comparison request. When no selection is made, the system will use a default value based on settlement method.

Change Fee Collection Methods

- Report Fee as CP  
  - The fee is collected as part of the ticket exchange transaction. It is not a value on the new ticket but is reported as part of the transaction for settlement. Applicable to ARC and BSP Canada/Bermuda only

- Collect Fee on EMD  
  - The fee is collected on a separate document (EMD) and reported separately from the exchange transaction. The EMD is issued with an “in connection with” indicator linking it to the new ticket.

- Collect Fee as Tax  
  - The fee is collected as a “tax” and reported as part of the new ticket transaction. The tax code is determined by airline policy. Not applicable to ARC or BSP Canada/Bermuda.

- Collect fee in Total  
  - The fee is collected as part of the overall “add collect” of the transaction. It is not reported as a tax or penalty and is part of the new ticket transaction. Not applicable to ARC or BSP Canada/Bermuda.

If more than one fee method is selected, the following error will be returned:

ONLY ONE CHANGE FEE OPTION ALLOWED
Example: Exchange Comparison Request with new fee collection options:

<?xml version="1.0" encoding="UTF-8"?>
<AutomatedExchangesRQ ReturnHostCommand="true" Version="2.6.0"
xmlns:xs="http://www.w3.org/2001/XMLSchema-instance">
    <ExchangeComparison ExemptPaperSurcharge="false" OriginalTicketNumber="5891075011193"
TicketMedia="E">
        <PriceRequestInformation>
            <OptionalQualifiers>
                <PricingQualifiers>
                    <ChangeFeeCollectionOptions>
                        <!-- Optional -->
                        <!-- Repeat Factor=0 -->
                        <!-- "InTotal" is used to specify to collect the fees as part of the total. -->
                        <!-- "OnEMD" is used to specify to collect the fees on EMD. -->
                        <!-- "AsChangeFee" is used to Specific to collect fees as part of the ticket exchange transaction -->
                        <!-- "AsTax" is used to specify the tax code associated with the change fee. -->
                        <!-- CollectFee InTotal="true" OnEMD="true" AsChangeFee="true" AsTax="XX"/>
                    </ChangeFeeCollectionOptions>
                    <NameSelect NameNumber="1.1"/>
                </PricingQualifiers>
            </OptionalQualifiers>
        </PriceRequestInformation>
    </ExchangeComparison>
</AutomatedExchangesRQ>

Example: Exchange Comparison Request with “As Change Fee” selected.

<?xml version="1.0" encoding="UTF-8"?>
<AutomatedExchangesRQ ReturnHostCommand="true" Version="2.6.0"
xmlns:xs="http://www.w3.org/2001/XMLSchema-instance">
    <ExchangeComparison ExemptPaperSurcharge="false" OriginalTicketNumber="5891075011193"
TicketMedia="E">
        <PriceRequestInformation>
            <OptionalQualifiers>
                <PricingQualifiers>
                    <ChangeFeeCollectionOptions>
                        <CollectFee AsChangeFee="true"/>
                    </ChangeFeeCollectionOptions>
                    <NameSelect NameNumber="1.1"/>
                </PricingQualifiers>
            </OptionalQualifiers>
        </PriceRequestInformation>
    </ExchangeComparison>
</AutomatedExchangesRQ>
Example: Exchange Comparison Request with “On EMD” selected.

```xml
<?xml version="1.0" encoding="UTF-8"?>
<AutomatedExchangesRQ ReturnHostCommand="true" Version="2.6.0"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <ExchangeComparison ExemptPaperSurcharge="false" OriginalTicketNumber="5891075011193"
TicketMedia="E">
    <PriceRequestInformation>
      <OptionalQualifiers>
        <PricingQualifiers>
          <ChangeFeeCollectionOptions>
            <CollectFee OnEMD="true"/>
          </ChangeFeeCollectionOptions>
          <NameSelect NameNumber="1.1"/>
        </PricingQualifiers>
      </OptionalQualifiers>
    </PriceRequestInformation>
  </ExchangeComparison>
</AutomatedExchangesRQ>
```

Example: Exchange Comparison Request with “As Tax” with tax code selected.

```xml
<?xml version="1.0" encoding="UTF-8"?>
<AutomatedExchangesRQ ReturnHostCommand="true" Version="2.6.0"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <ExchangeComparison ExemptPaperSurcharge="false" OriginalTicketNumber="5891075011193"
TicketMedia="E">
    <PriceRequestInformation>
      <OptionalQualifiers>
        <PricingQualifiers>
          <NameSelect NameNumber="1.1"/>
        </PricingQualifiers>
      </OptionalQualifiers>
    </PriceRequestInformation>
  </ExchangeComparison>
</AutomatedExchangesRQ>
```

Example: Exchange Comparison Request with “In total” selected.

```xml
<?xml version="1.0" encoding="UTF-8"?>
<AutomatedExchangesRQ ReturnHostCommand="true" Version="2.6.0"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <ExchangeComparison ExemptPaperSurcharge="false" OriginalTicketNumber="5891075011193"
TicketMedia="E">
    <PriceRequestInformation>
      <OptionalQualifiers>
        <PricingQualifiers>
          <NameSelect NameNumber="1.1"/>
        </PricingQualifiers>
      </OptionalQualifiers>
    </PriceRequestInformation>
  </ExchangeComparison>
</AutomatedExchangesRQ>
```
The following breaks down which fee collection methods are supported by settlement plans.

2.1 **ARC, BSP Canada, and BSP Bermuda**

Fee Collection methods that are supported are:

- Collect Fee on EMD
- Report Fee as CP

When no fee collection is selected then the default is Report Fee as CP.

2.2 **BSP (Other than Canada or Bermuda) and Airline Direct Ticketing**

Fee Collection methods that are supported are:

- Collect fee on EMD
- Collect fee in Total
- Collect fee as a Tax

When no fee collection is selected then the default is to Collect Fee on EMD.

The Exchange Comparison Response will also be providing a new element with the Change Fee method selected on the request, or the default.

3. **Override Change Fee/ Tax on Fee/ Ticket Fee**

The ability to modify/override the change fee and/or tax on fee, or ticket fee is now part of the Exchange Comparison Request. These overrides allow for possible waivers for fees, or the fee returned is not as expected or agreed.

**Note:** Any changes to fees or taxes that are incorrectly calculated by the user may result in agency debit memos.

There are two different work flows an agent might need to override/modify the fees:

- **Agent knows a fee applies and wants to override in the request**
  
  The modification is included in the Exchange Comparison Request and the response includes the modified data

- **Agent wants to modify the fees AFTER initial request**
Since the initial request has already created an incomplete PQR the application may want to delete the most recent PQR number and then send in the request (start over) again with the override. This will help in reducing the number of incomplete PQR records created as a result of overrides.

Example of the Exchange Request with Exchange Override

```xml
<?xml version="1.0" encoding="UTF-8"?>
<AutomatedExchangesRQ ReturnHostCommand="true" Version="2.6.0"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <ExchangeComparison ExemptPaperSurcharge="false" OriginalTicketNumber="5891075011193"
TicketMedia="E">
    <ExchangeOverrides>
      <!-- Change Fee -->
      <ChangeFee>100</ChangeFee>
      <!-- Tax on Fee -->
      <FeeOnPenalty>
        <Tax Amount="100" Code="XX"/>
      </FeeOnPenalty>
      <!-- Ticket Fee -->
      <TicketFeeAmount>100</TicketFeeAmount>
    </ExchangeOverrides>
    <PriceRequestInformation>
    </ExchangeComparison>
  </AutomatedExchangesRQ>
```

3.1 Change Fee

Automated Exchanges will return change fees as filed by the airlines. However, if a fee needs to be added, adjusted, or removed the user may do so.

Anytime a change fee is modified the response will include the following free text message to alert the user the Change Fee modification impacts the guarantee.

CHG FEE AMT MODIFIED - REISSUE GUARANTEE NO LONGER APPLIES

3.2 Tax on Fee (select markets only)

Select markets have logic to support tax(s) on Change Fee. In those markets, users have the ability to override/modify the tax on the fee. Modifying/overriding the Change Fee amount will NOT remove or modify the Tax on Fee if an amount previously existed.

Example: Exchange Comparison Request includes no override of Change Fee or Tax on Fee

- System returns a Change Fee of 100.00 and a Tax on Fee of 10.00XX
- User wants to remove the Change Fee 100.00 and replace with a 0.00 change fee as the airline has provided a waiver code.
- A new Exchange Comparison Request is sent with the Change Fee override of 0.00 and the Tax on Fee of 0.00
**Note:** The Change Fee amount calculated by the system (when applicable) will be used to calculate the Tax on Fee. Removing or modifying the Change Fee amount in the request will NOT recalculate the Tax on Fee so it must be modified as well.

Anytime a Tax on Fee is changed the system will respond with the following free text message to alert the user the Tax on Fee modification impacts the guarantee.

**CHG FEE AMT MODIFIED - REISSUE GUARANTEE NO LONGER APPLIES**

If a Tax on Fee is input in the request and the market does not support this function the system will return the following error:

**TAX ON FEE NOT VALID THIS LOCATION**

### 3.3 **Ticket Fee (select markets only)**

System processing of a Ticket Fee is limited to two markets: BSP Egypt and Russia’s TCH market. The ticket fee can also be added, adjusted, or removed. The system defaults to a specific tax code that is applicable to that market which cannot be changed.

If a Ticket Fee is input in the request and the market does not support this function the system will return the following error:

**TICKET FEE NOT ALLOWED THIS LOCATION**

### 4. **Tour Code**

Inclusion of a Tour Code is currently supported in the service but is limited to the initial Exchange Comparison Request. However, the comparable host functionality has the agent including the Tour Code on the final Ticketing mask screen which is the Exchange Confirmation Request. The service will now support the inclusion of the Tour Code in either the Comparison or Confirmation Request, providing additional flexibility in the workflow of the service.

**Note:** Inclusion of a Tour Code does not change the existing logic that restricts a Tour Code override if it is part of the fare filing.

Example of Exchange Comparison Request and Exchange Confirmation Request with Tourcode
5. **New Ticket Full Commission Amount (ARC Only)**

The Exchange Confirmation Request has been modified to support the input of the New Ticket Full Commission Amount to be compatible with the host mask capability. This commission field is in addition to the Add Collect Commission Amount and Add Collect Commission Percent currently allowed. When a value is placed in the New Ticket Full Commission Amount this is the value reported to ARC and used in commission calculation in IAR. When a value is included in the Add Collect Commission Amount and in the New Ticket Full Commission Amount then the Add Collect Commission Amount is used in the exchange accounting line and reported to the agency back office system.

**Note:** Inclusion of any commission field is optional for all transactions. If it is included in the request of a non-ARC location the value will be ignored.

Example of Exchange Confirmation Request with New Ticket Full Commission
6. **Auto-Redirect**

An optional feature has been added to the service to allow for repricing when the system is unable to automatically validate the filed exchange rules, including validating the applicable penalty. This new optional feature must be requested before the system will attempt to auto redirect the pricing request using the default exchange pricing logic.

When using this feature there will be changes to the workflow.

- Exchange Comparison Request includes the option to Auto Redirect if required
  - Response provides comparison details with an indicator if auto redirect applied
- Customer reviews the auto redirect result and then determines applicable change fee/tax on fee
- Incomplete PQR from previous request should be deleted
- Exchange Comparison Request is requested again
  - Includes the Auto Redirect
  - Change Fee override input (and Tax on Fee if applicable)

**Example of Exchange Comparison Request with Auto Redirect**

```xml
<?xml version="1.0" encoding="UTF-8"?>
<AutomatedExchangesRQ ReturnHostCommand="true"
xmlns="http://webservices.sabre.com/sabreXML/2011/10" Version="2.6.0"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <ExchangeComparison
    ExemptPaperSurcharge="false" OriginalTicketNumber="5891075011193"
    TicketMedia="E">
    <PriceRequestInformation>
      <OptionalQualifiers>
        <PricingQualifiers AutoRedirect="true">
          <NameSelect NameNumber="1.1"/>
        </PricingQualifiers>
      </OptionalQualifiers>
    </PriceRequestInformation>
  </ExchangeComparison>
</AutomatedExchangesRQ>
```
In addition to the auto redirect result there will be a banner returned in the free text response with the following message:

GUARANTEE REISSUE PRICE NOT APPLIED – VERIFY FARE/TAXES/FEES

Selecting Auto Redirect is optional and only applies if unable to reprice using the Voluntary Change rules.

If Auto Redirect is not selected there is no change to the existing workflow.

In the event that the system is unable to reprice using Automated Exchange pricing and Auto Redirect does not return a price when selected then the following error message will be returned:

UNABLE TO REPRICE FOR AUTOMATED AND MANUAL REISSUE

7. Automatic Issuance of EMD for Change Fee and Refundable Balance

Please Note: This functionality will be available through the service for limited release in mid-April and the subsequent full release. This enhancement to the host product can be found under SAN 9226.

When the exchange transaction fee collection type is EMD and a fee applies and/or the exchange results in residual which is refundable, Automated Exchanges will verify the validating carrier participation in automatic EMD issuance for Change Fee and Refundable Balance. Based on a positive response the EMD Change Fee details and/or the Refundable Balance details will be stored within the Price Quote Reissue Record (PQR) and at time of ticketing both the ticket and the EMD(s) will be issued. There are no new data elements or changes to the workflow required in order to issue the EMD(s).

EMD for Change Fee

The Exchange Comparison Response will include a new data element if the fee collection method is EMD but automated EMD issuance is not available in the system with the validating carrier. In this event the transaction will be retained, the change fee will be documented but the EMD will not be issued with the ticket transaction.
Example of Exchange Comparison Response when EMD is not supported and will not be issued.

```
<ExchangeDetails ChangeFee="130.00" ChgFeeEMDNotSupported="Y" ExchangeReissue="E"
TotalRefund="160.00">
  <ChangeFeeCollectionOptions>
    <CollectTotal Amount="30.00"/>
    <FeeCollectionMethod>FEE REPORTED ON SEPARATE DOCUMENT</FeeCollectionMethod>
  </ChangeFeeCollectionOptions>
</ExchangeDetails>
```

A new data element has been added to the Exchange Confirmation Request in the event that EMD is the change fee method indicated but the user does NOT want to the EMD to be automatically issued with the ticket exchange transaction. This field must be selected prior to retaining the PQR.

Example of Exchange Confirmation Request to NOT automatically issue the EMD with the ticket.

```
<?xml version="1.0" encoding="UTF-8"?>
<AutomatedExchangesRQ ReturnHostCommand="false"
xmlns="http://webservices.sabre.com/sabreXML/2011/10" Version="2.6.0"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <ExchangeConfirmation PQR_Number="3">
    DoNotIssueEMDForChangeFee="true"
    <OptionalQualifiers>
      <FOP_Qualifiers>
        <BasicFOP Type="CA"/>
      </FOP_Qualifiers>
    </OptionalQualifiers>
  </ExchangeConfirmation>
</AutomatedExchangesRQ>
```

**EMD for Refundable Balance**

The Exchange Comparison Response will also include 2 additional data elements in reference to Refundable Balance.

**Refundable Amount on EMD**

When the transaction results with a residual amount that is refundable AND the carrier supports Refundable Balance EMD then the amount will be returned in the Comparison Response. This value will be used to issue an EMD for the refundable balance automatically.

**Residual Taxes Present**

When a netting exception applies to a specific carrier, residual taxes are not considered in the processing of any Refundable Balance EMD. This indicator will be returned in the comparison
response when the transaction has residual taxes that may be refundable but are not part of the refundable balance amount.

Example of Exchange Comparison Response with Refundable Amount on EMD and Refundable Taxes Present

```xml
<FeeCollectionMethod>FEE REPORTED AS TAX CODE</FeeCollectionMethod>
</ChangeFeeCollectionOptions>
<RefundableAmountOnEMD>291.00</RefundableAmountOnEMD>
<ResidualTaxesPresent>Y</ResidualTaxesPresent>
<Text>RESIDUAL REFUNDABLE PER RULE</Text>
</ExchangeDetails>
</ExchangeComparison>
```

When completing the Exchange Confirmation Request, the Refundable Amount on EMD as calculated by the system will be used to issue the Refundable Balance EMD. If the user wants to modify the Refundable Balance amount (by either making it a zero value or changing the value to include the additional residual taxes) then the amount may be adjusted in the request by using the new Refundable Amount on EMD optional data element.

Example: Refundable amount modified from original value to include the refundable taxes (291.00 refundable fare plus 7.00 refundable tax)

```xml
<AutomatedExchangesRQ
  ReturnHostCommand="true" Version="2.6.0"
  <ExchangeConfirmation
    PQR_Number="6">
    <OptionalQualifiers>
      <FOP_Qualifiers>
        <BasicFOP
          Type="CA"/>
      </FOP_Qualifiers>
      <MiscQualifiers>
        <Commission/>
        <NewTicketFullCommission
          Amount=""/>
        <RefundableAmountOnEMD>298.00</RefundableAmountOnEMD>
      </MiscQualifiers>
    </OptionalQualifiers>
  </ExchangeConfirmation>
</AutomatedExchangesRQ>
```

If a Refundable Amount on EMD value is included in the request but NO refundable amount was returned in the confirmation response then the following error will be returned and the PQR cannot be completed:

```
AMOUNT ENTERED EXCEEDS ELIGIBLE REFUNDABLE BALANCE
```
8. Brazil Credit Card Installment for Exchange

Please Note: This functionality will be available June 15th. Details regarding this host enhancement can be found under SAN 9297.

Add collect exchange transactions may not be paid with credit card installments. In order to complete the exchange a new form of payment type has been added to the Exchange Confirmation request. In addition to the credit card form of payment, the installment details may also be included for qualifying transactions. More details about this functionality in the host product can be found in the user guide in the SAN notice.

Example of Exchange Confirmation with the credit card installment data

```xml
<AutomatedExchangesRQ ReturnHostCommand="false"
xmlns="http://webservices.sabre.com/sabreXML/2011/10" Version="2.6.0"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <ExchangeConfirmation PQR_Number="1">
    <OptionalQualifiers>
      <FOP_Qualifiers>
        <BasicFOP PayLaterPlan="true">
          <CC_Info>
            <PaymentCard
              Code="CA" ExpireDate="2018-01"
              Number="541XXXXXXXXXXX7778"/>
          </CC_Info>
          <PayLaterPlan AirlinePlanCode="PLAN01"
                        InstallmentCount="03"/>
        </BasicFOP>
      </FOP_Qualifiers>
    </OptionalQualifiers>
  </ExchangeConfirmation>
</AutomatedExchangesRQ>
```