

INVOL APP/MANMASK APP

Quick Reference

Version 2020

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INVOL APP/MANMASK APP-Introduction

INVOL APP / MANMASK APP is a twofold agent productivity tool:

- **INVOL APP** processes involuntary exchanges in seconds
- **MANMASK APP** allows user to build Filed Fare in GUI from scratch, or based on any Filed Fare or ticket, all in a very user-friendly interface.

WARNING:

Please note that **INVOL APP** does not provide any guarantee against ADMs. Users are obligated to have all necessary approvals before proceeding with involuntary exchanges. User should always check all filed fares elements before ticketing.

INVOL APP-Functionality

To perform involuntary exchange using **INVOL APP**:

1. Open the booking with the ticket that needs to be involuntary exchanged
2. Change the itinerary so it reflects new dates and routing
3. Enter command: **INVOL** or **#INVOL**

The system tries to revalidate the ticket first. If it is not possible (rerouting, airline does not allow to revalidate) it will prepare the Fare Quote and the TMU1FEX masks, with all data required for involuntary exchanges

INVOL APP-New IATA resolution

INVOL APP will now add **S** or **I** at the beginning of Fare Construction, and **INVOL** or **SKCHG** at the beginning of the Endo box, depending if this is a Planned Schedule Change or an Involuntary Reroute.

INVOL APP-New definition of INVOL reroute

Since 01Jun2019, **IATA** has redefined involuntary reroute and planned schedule change. The date of change of the ticket is an **Involuntary Reroute** if it happens on the day or the day before the affected flight. Any other circumstances must be considered as a **Planned Schedule Change**. A **S** or **I** indicator should be put in the fare calculation box notes when performing ticket exchange.

INVOL APP-Basic entries

Entry	Explanation
INVOL or #INVOL	Use this command if you have changed only the date/flight number/airline of your flight or flights, but the routing remains the same. e.g. Original Itinerary: 1 . LO 384 Y 30MAR FRAAW HK2 0720 0910 Changed Itinerary: 1 . LO 382 Y 30MAR FRAAW HK2 1030 1215
INVOL/TKP	Use this command to instruct system to prepare the reissue masks (*FF and TMU1FEX) and to revalidate the ticket or issue the prepared exchange tickets.
INVOL/S1.2C1 INVOL/S1C1/S2C2/S4C3.4	Use this command if you have changed the routing of your original itinerary and you have 1 ticket per pax . This will instruct INVOL App to match new segments to specified coupons.
INVOL/S1.2C1.2.3T1.2 Match Segment 1 & 2 with coupon 1,2 and 3 in tickets 1 & 2.	Use this command if you have changed the routing of your original itinerary and you have more than 1 ticket per pax (e.g.1 ticket for outbound flight and 1 ticket for inbound flight) and you want to match segments in new itinerary with coupons in the corresponding tickets. Note Ticket numbering: The T-modifier means Ticket and the number is the sequence number of Tickets from the *HTE list , e.g. if you want to match segments 1.2 with coupons 1.2.3 in tickets 0809903392362 and 0809903392363... <pre> ELECTRONIC TICKET LIST BY *HTE NAME TICKET NUMBER >*TE001 . KOT/ JAN 0809903392360 >*TE002 . KOT/MARIAMRS 0809903392361 >*TE003 . KOT/ JAN 0809903392362 >*TE004 . KOT/MARIAMRS 0809903392363 </pre> ...use command: INVOL/S1.2C1.2.3T3.4

INVOL APP-Additional entries

Entry	Explanation
TMU1FEXnnn nnnn nnn nnn	<p>Offers the automatic process of the exchange screens, or to go the manual/classic way</p> <pre>WOULD YOU LIKE TO HAVE AUTOMATIC FEX PROCESSING? Y/N-Y</pre> <p>If you select Y the Add Collect screen is automatically displayed:</p> <pre>>*MR TOTAL ADD COLLECT 195.20 CHF /F-S..... /F..... /F.....</pre>
!TMU1FEXnnn nnnn nnn nnn	<p>Go the manual/classic way, without offering the automatic process</p>
TMU1FEXnnn nnnn nnn nnn/ TTL500	<p>Offers the automatic process of the exchange screens, or to go the manual/classic way.</p> <pre>WOULD YOU LIKE TO HAVE AUTOMATIC FEX PROCESSING? Y/N-Y</pre> <p>If you select Y the automatic process is specifying that the original value must be set to 500.00 (.00 is auto added if needed by the currency)</p> <pre>>*EX **TICKET FOR** : CONTARTESE/MANUELAMRS PSGR 01/01 NEW FARE: CHF 1406.00 EQUIV:..... TX1: 35.00CH TX2: 10.90DE TX3: 14.250Y TX4: 135.05XT *EXCH TICKET*: TICKET NUMBER THRU TICKET NUMBER NO. CPNS 22099034377582 02 COUPONS FOR TKT1: 12.. TKT2: TKT3: TKT4: TTL VALUE: CHF500.00... BSR: ORIG FOP:-S..... *ORIG ISSUE*: TICKET NUMBER ORG/DES CITY DATE IATA CODE ZRH/ZRH ZRH 20DEC19 9999999</pre>
Modifier.../Wfree text	<p>Works with entries: INVOL and #INVOL</p> <p>Inserts a free text at the beginning of the endorsement box. This is used primarily for waivers. /Wfree text modifier should be the last to add.</p>
HELP INVOL	<p>Opens How-to-Guide and shows the App expiry date</p>
HELP INVOL LH/SK/UA	<p>Shows carrier rule for endorsements</p> <p>Example:</p> <p>When TKT is plated on LH and Itin (old or new) having LH, SK & UA segments.</p> <p>You can also use , separator instead of /</p>

INVOL APP-Exchanging IT tickets

Whenever exchanging IT tickets where FARE is hidden system will ask you for the original FARE Amount.

IT TICKET- Please make sure below fare data are correct.
If BASE FARE is missing please enter it manually.
(If you require to check the fare details in Smartpoint first, please click Cancel and use INVOL again when you have all necessary information)

TICKET NUMBER	PASSENGER	BASE FARE (Curr. code+ Fare amt.)	TOTAL FARE (without Taxes)	FARE CONSTRUCTION
0809903392364	JOHNMR SMITH		PLN145.00	WAW LO LON M/IT LO WAW M/IT END ROE3.946618 XT 65.32GB87.48UB42.98YQ
0809903392365	KATHYMRS SMITH		PLN145.00	WAW LO LON M/IT LO WAW M/IT END ROE3.946618 XT 65.32GB87.48UB42.98YQ

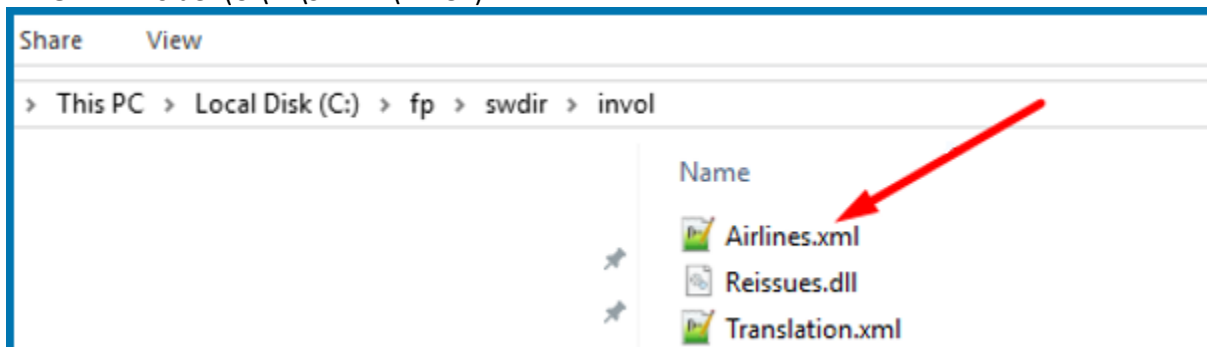
Fill it with the currency code and amount.

IT TICKET- Please make sure below fare data are correct.
If BASE FARE is missing please enter it manually.
(If you require to check the fare details in Smartpoint first, please click Cancel and use INVOL again when you have all necessary information)

TICKET NUMBER	PASSENGER	BASE FARE (Curr. code+ Fare amt.)	TOTAL FARE (without Taxes)	FARE CONSTRUCTION
0809903392364	JOHNMR SMITH	PLN145.00	PLN145.00	WAW LO LON M/IT LO WAW M/IT END ROE3.946618 XT 65.32GB87.48UB42.98YQ
0809903392365	KATHYMRS SMITH	PLN145.00	PLN145.00	WAW LO LON M/IT LO WAW M/IT END ROE3.946618 XT 65.32GB87.48UB42.98YQ

INVOL APP-Endorsement box text per Airline

Endorsements are being created based on the set up we keep in **Airlines.xml** file which you can locate in **INVOL APP** folder (C:\FP\SWDIR\INVOL):



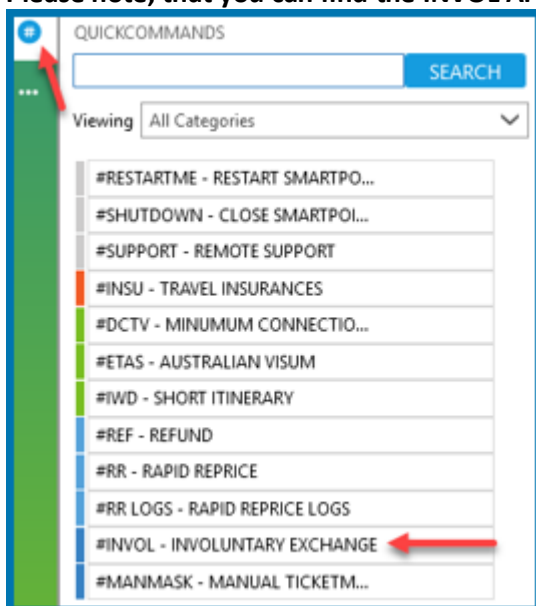
You can check the format of endorsement box per airline using command:

<p>HELP INVOL LH/SK/UA</p>	<p>Shows carrier rule for endorsements Example: When TKT is plated on LH and Itin (old or new) having LH, SK & UA segments. You can also use , separator instead of /</p>
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If you receive an official information from airline that the endorsement format has changed and should be amended globally or for specific market only, please contact the **INVOL APP** team on: involapp@travelport.com and your Account Manager.

INVOL APP-Quick Commands

Please note, that you can find the INVOL APP also in your Quick Commands:



MANMASK APP-Functionality

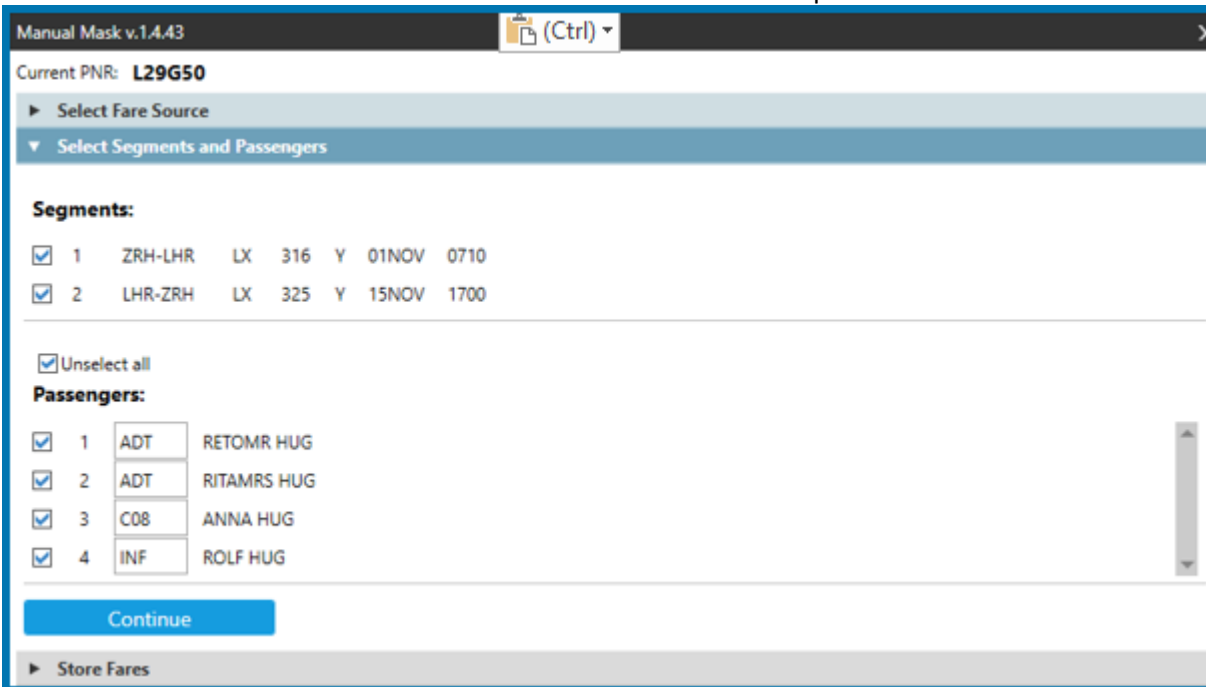
Enter **MANMASK** or **#MANMASK** to open a mask which will allow the user to build a Filed Fare in a GUI (a Booking File must be present).

You have 3 options to create you Filed Fare:

- From scratch using **“Create Empty Fare”**
- Based on information in a stored Filed Fare using **“Load mask from FF”**
- Based on information from an E-Ticket using **“Load mask from E-ticket”**

MANMASK APP-Create Empty Fare

Click  to start Manual Fare Build process:



Manual Mask v.1.4.43 (Ctrl)

Current PNR: **L29G50**

▶ Select Fare Source

▼ Select Segments and Passengers

Segments:

<input checked="" type="checkbox"/>	1	ZRH-LHR	LX	316	Y	01NOV	0710
<input checked="" type="checkbox"/>	2	LHR-ZRH	LX	325	Y	15NOV	1700

Unselect all


Passengers:

<input checked="" type="checkbox"/>	1	ADT	RETOMR HUG
<input checked="" type="checkbox"/>	2	ADT	RITAMRS HUG
<input checked="" type="checkbox"/>	3	COB	ANNA HUG
<input checked="" type="checkbox"/>	4	INF	ROLF HUG

Continue

▶ Store Fares

Select Segments and Passengers for which you want to create a manual fare and continue with



Manual Mask v.1.4.43

Current PNR: **L29G50**

▶ Select Fare Source

▶ Select Segments and Passengers

▼ Store Fares

Enable per-pax Fares

Fare Mask for selected passengers:

copy paste

1	ZRH-LHR	<input type="checkbox"/>	LX	316	Y	01NOV	0710	Fare Basis	Tkt Dsgr	NVB (ddMMM)	NVA (ddMMM)	Baggo	↕
2	LHR-ZRH	<input type="checkbox"/>	LX	325	Y	15NOV	1700	Fare Basis	Tkt Dsgr	NVB (ddMMM)	NVA (ddMMM)	Baggo	↕

FARE 0 EQUIV ROE ▼

F.Calc

USA PFC USA ZP

Taxes +

TOTAL 0

Endorsements +

Ticketing Modifiers: Plating Carrier Fare Type IT BT Tour Code

Store new Fare(s) Update Fare

If there are different Passenger Types in your Booking File tick the Enable per-pax Fares field.

Manual Mask v.1.4.43

Current PNR: **L29G50**

▶ Select Fare Source

▶ Select Segments and Passengers

▼ Store Fares

Enable per-pax Fares

Fare Mask for selected passengers:

RETOMR HUG

copy paste

1	ZRH-LHR	<input type="checkbox"/>	LX	316	Y	01NOV	0710	Fare Basis	Tkt Dsgr	NVB (ddMMM)	NVA (ddMMM)	Baggo	↕
2	LHR-ZRH	<input type="checkbox"/>	LX	325	Y	15NOV	1700	Fare Basis	Tkt Dsgr	NVB (ddMMM)	NVA (ddMMM)	Baggo	↕

FARE 0 EQUIV ROE ▼

F.Calc

USA PFC USA ZP

Taxes +

TOTAL 0

Endorsements +

Ticketing Modifiers: Plating Carrier Fare Type IT BT Tour Code


RITAMRS HUG



copy paste

Store new Fare(s) Update Fare

Fill the mask with the data of your fare contract:

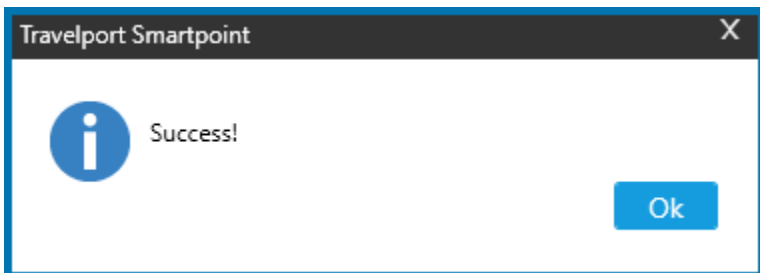
Fare Basis, Ticket Designator and Baggage can be copied to the next line with .

The actual ROE (Rate of exchange) can be copied from Galileo with .

A completed fare mask can be copied from one person to another. Click  at the top of e.g. Fare Mask of person 1 and then  at the top of e.g. Fare Mask of person 2.

Store new Fare(s)

When finished click



End Transact your Booking File (**R.REF & ER**).

The created fare can be found under ***FF** or ***FF1**, ***FF2**, etc. If you have ticked the **Enable per-pax Fares** field, **ManMask APP** is filing one fare per person.

FB1	- S1-2			AP	B	22APR20	/
P1	HUG/RETOMR	ADT	B			CHF 247.70	
FB2	- S1-2			AP	B	22APR20	/
P2	HUG/RITAMRS	ADT	B			CHF 247.70	
FB3	- S1-2			AP	B	22APR20	/
P3	HUG/ANNA	CNN	B			CHF 237.70	
FB4	- S1-2			AP	B	22APR20	/
P4	HUG/ROLF	INF	B			CHF 187.70	

If this field is not ticked, **ManMask APP** is storing one fare for all persons.

FB1	- S1-2			AP	B	22APR20	/
P1	HALLER/STEFANMR	ADT	B			CHF 423.85	
P2	HALLER/SONJAMRS	ADT	B			CHF 423.85	

MANMASK APP-Load mask from Filed Fare

```

1.1HALLER/STEFANMR  2.1HALLER/SONJAMRS
1. LX  638 Y 01NOV ZRHCDG HK2  1230  1350  0*      E SU
2. LX  657 Y 08NOV CDGZRH HK2  1845  2000  0*      E SU

*ALL *P *TD *FF *VL *VR

** FILED FARE DATA EXISTS ** >*FF

FQ1 - S1-2                                AP      G 22APR20
P1 HALLER/STEFANMR                        ADT     G 22APR20 * CHF 1097.85
P2 HALLER/SONJAMRS                        ADT     G 22APR20 * CHF 1097.85

```

Load mask from FF

Click **Load mask from FF** to open the filed fare for modification (**MANMASK APP** reads Fare Date from the existing Filed Fare and fills the corresponding fields of the Fare Mask):

Manual Mask v.1.4.43

Current PNR: **LCTBPC**

► Select Fare Source

▼ Select Segments and Passengers

Segments:

<input checked="" type="checkbox"/>	1	ZRH-CDG	LX	638	Y	01NOV	1230
<input checked="" type="checkbox"/>	2	CDG-ZRH	LX	657	Y	08NOV	1845

Unselect all

Passengers:

<input checked="" type="checkbox"/>	1	ADT	STEFANMR HALLER
<input checked="" type="checkbox"/>	2	ADT	SONJAMRS HALLER

Continue

► Store Fares

Select Segments and Passengers for which you want to create a manual fare and continue with

Continue

Manual Mask v.1.4.43

Current PNR: **LCTBPC**

▶ Select Fare Source

▶ Select Segments and Passengers

▼ Store Fares

Enable per-pax Fares

Fare Mask for selected passengers:

STEFANMR HALLER copy paste

1	ZRH-CDG	<input type="checkbox"/>	LX	638	Y	01NOV 1230	YSRCLSP0	Tkt Dsgr	01NOV20	01NOV20	1PC	<input type="button" value="↕"/>
2	CDG-ZRH	<input type="checkbox"/>	LX	657	Y	08NOV 1845	YSRCLSP0	Tkt Dsgr	08NOV20	08NOV20	1PC	<input type="button" value="↕"/>

FARE EQUIV ROE

F.Calc

USA PFC USA ZP

Taxes 1- 2- 3- 4- 5-

6- 7- - +

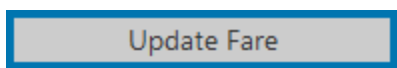
TOTAL

Endorsements +

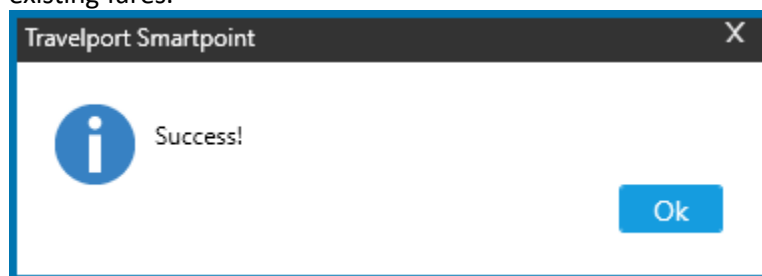
Ticketing Modifiers: Plating Carrier Fare Type IT BT Tour Code

SONJAMRS HALLER copy paste

Make the necessary changes to the fare. When finished, click



to overwrite existing fares.



End Transact your Booking File (**R.REF & ER**).

The changed fare can be found under ***FF** or ***FF1**

FB1	- S1-2		AP	B 22APR20
P1	HALLER/STEFANMR	ADT	B	CHF 1023.85
P2	HALLER/SONJAMRS	ADT	B	CHF 1023.85

MANMASK APP-Load mask from E-Ticket

```

1.1HALLER/STEFANMR  2.1HALLER/SONJAMRS
1. LX  638 Y 01NOV ZRHCDG HK2  1230  1350  0*      E SU
2. LX  657 Y 08NOV CDGZRH HK2  1845  2000  0*      E SU

*ALL *P *TD *FF *VL *VR *SI *HTI *HTE

** FILED FARE DATA EXISTS ** >*FF
** VENDOR LOCATOR DATA EXISTS ** >*VL
** VENDOR REMARKS DATA EXISTS ** >*VR
** SERVICE INFORMATION EXISTS ** >*SI
** TINS REMARKS EXIST ** >*HTI
** ELECTRONIC DATA EXISTS ** >*HTE

ELECTRONIC TICKET LIST BY *HTE
      NAME                TICKET NUMBER
>*TE001.  HALLER/STEFANMR  7249903588046
>*TE002.  HALLER/SONJAMRS  7249903588047

```

Click to [Load mask from E-ticket](#) to open the filed fare for modification (**MANMASK APP** reads Fare Data from the existing Electronic-Ticket and fills the corresponding fields of the Fare Mask):

Manual Mask v.1.4.43

Current PNR: **LCTBPC**

► Select Fare Source

▼ Select Segments and Passengers

Segments:

Segment	Class	Carrier	Flight	Yield	Start	End	Status
<input checked="" type="checkbox"/> 1	ZRH-CDG	LX	638	Y	01NOV	1230	OK
<input checked="" type="checkbox"/> 2	CDG-ZRH	LX	657	Y	08NOV	1845	OK

Unselect all

Passengers:

Passenger	Class	Name
<input checked="" type="checkbox"/> 1	ADT	STEFANMR HALLER
<input type="checkbox"/> 2	ADT	SONJAMRS HALLER

[Continue](#)

► Store Fares

Select Segments and Passengers for which you want to create a manual fare and continue with

Continue

Manual Mask v.1.4.43

Current PNR: **LCTBPC**

- ▶ Select Fare Source
- ▶ Select Segments and Passengers
- ▼ Store Fares

Enable per-pax Fares

Fare Mask for selected passengers:

[copy](#) [paste](#)

1	ZRH-CDG	<input type="checkbox"/>	LX	638	Y	01NOV	1230	OK	YSRCLSP0	Tkt Dsgr	01NOV20	01NOV20	1PC	<input type="button" value="↑"/>	<input type="button" value="↓"/>
2	CDG-ZRH	<input type="checkbox"/>	LX	657	Y	08NOV	1845	OK	YSRCLSP0	Tkt Dsgr	08NOV20	08NOV20	1PC	<input type="button" value="↑"/>	<input type="button" value="↓"/>

FARE EQUIV ROE

F.Calc:

USA PFC USA ZP

Taxes 1- 2- 3- 4- 5-

6- 7- - +

TOTAL

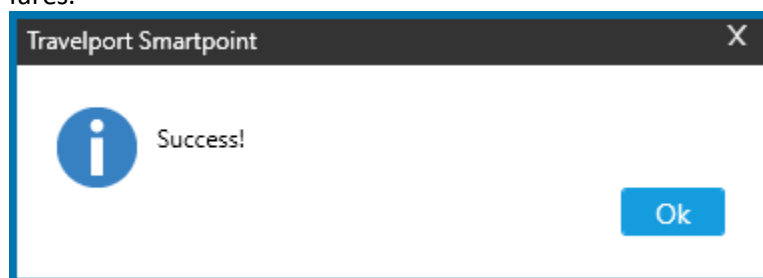
Endorsements +

Ticketing Modifiers: Plating Carrier Fare Type IT BT Tour Code

Make the necessary changes to the fare. When finished, click



to store new fares.



End Transact your Booking File (**R.REF & ER**).

The changed fare can be found under ***FF** or e.g. ***FF1, *FF2, etc.**

FB1	- S1-2		AP	B 22APR20
P1	HALLER/STEFANMR	ADT	B	CHF 1023.85
P2	HALLER/SONJAMRS	ADT	B	CHF 1023.85

MANMASK APP-Special Case-Flown segments are still in the Booking File

Used segments are still visible in your Booking File up to 24 Hours after the usage. If you must create a new Filed Fare for a Ticket Exchange, please perform the Fare Quotation as usual and then enter **#MANMASK**. There you untick the flown segment and save the fare again.

Filed Fare with both segments quoted (flown/unflown):

```
FQ1 - S1-2 AP G 15JUN20 /
P1 HUG/RETOMR ADT G 15JUN20 * CHF 1115.05
```

#MANMASK then Load mask from FF

Current PNR: 32JBCQ

Select Fare Source

Create Empty Fare

or

1 - 1115 CHF (P1 S1-2)  

or

7249903597532 - CHF1115.05 (RETOMR HUG)  

Select Segments and Passengers

Store Fares

De-select the flown Segment, select all passengers and click **Continue**:

Current PNR: 32JBCQ

Select Fare Source

Select Segments and Passengers

Segments

<input type="checkbox"/>	1	ZRH-LHR	LX	316	Y	15JUL	0720
<input checked="" type="checkbox"/>	2	LHR-ZRH	LX	317	Y	23JUL	0900

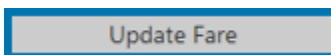
Unselect all

Passengers:

<input checked="" type="checkbox"/>	1	ADT	RETOMR HUG
<input checked="" type="checkbox"/>	2	ADT	RITAMRS HUG
<input checked="" type="checkbox"/>	3	CNN	ANNA HUG
<input checked="" type="checkbox"/>	4	INF	ROLG HUG

Continue

In the next mask save the Fare with



or



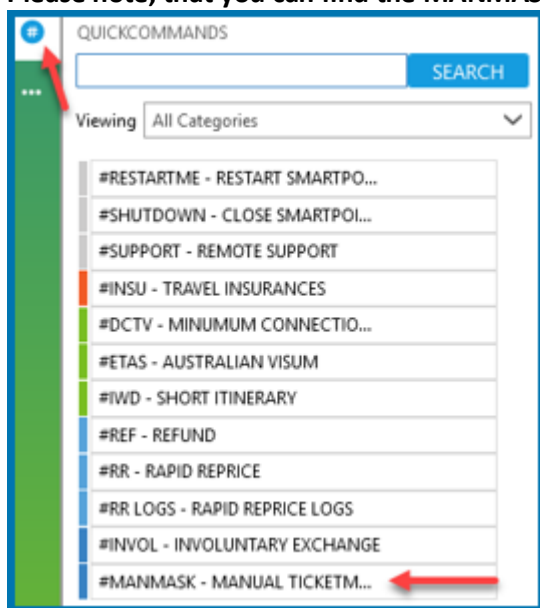
The Fare is saved and shows only Segment 2, but the Fare Calculation of Segment 1 & 2.

```
FB2 - S2 AP B 15JUN20 MC/
AG
FQP1
P1 HUG/RETOMR ADT B CHF 1115.05
ZRH LX LON 479.81YSRCLSP0 LX ZRH 479.82YSRCLSP0 NUC959.63 END
ROE0.969114
FARE CHF930.00 TAX 35.00CH TAX 15.55GB TAX 28.50UB TAX 90.00YQ
TAX 16.00YR TOT CHF1115.05
***ADDITIONAL FEES MAY APPLY*SEE>F02-
S2 FB-YSRCLSP0 B-1PC NB-23JUL NA-23JUL
FARE RESTRICTION MAY APPLY

T P1/S2/CLX
```

MANMASK APP-Quick Commands

Please note, that you can find the MANMASK APP also in your Quick Commands:



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