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 FRAWAW HK2 0720 0910 Changed Itinerary: 1 . LO 382 Y 30MAR FRAWAW 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… ELECTRONIC TICKET LIST BY *HTE NAME TICKET NUMBER >*TE001· KOT/JAN 0809903392360 >*TE002· KOT/MARIAMRS 0809903392361 >*TE00**3**· KOT/JAN 080990339236**2** >*TE00**4**· KOT/MARIAMRS 080990339236**3** …use command: **INVOL/S1.2C1.2.3T3.4**

INVOL APP-Additional entries

Entry	Explanation

TMU1FEXnnn nnnn nnn nnn	Offers the automatic process of the exchange screens, or to go the manual/classic way
	`WOULD YOU LIKE TO HAVE AUTOMATIC FEX PROCESSING? Y/N·Y`
	If you select **Y** the **Add Collect** screen is automatically displayed:
	`>*MR TOTAL ADD COLLECT 195.20 CHF`
	`/F·S.....`
	`/F·.....`
	`/F·.....`

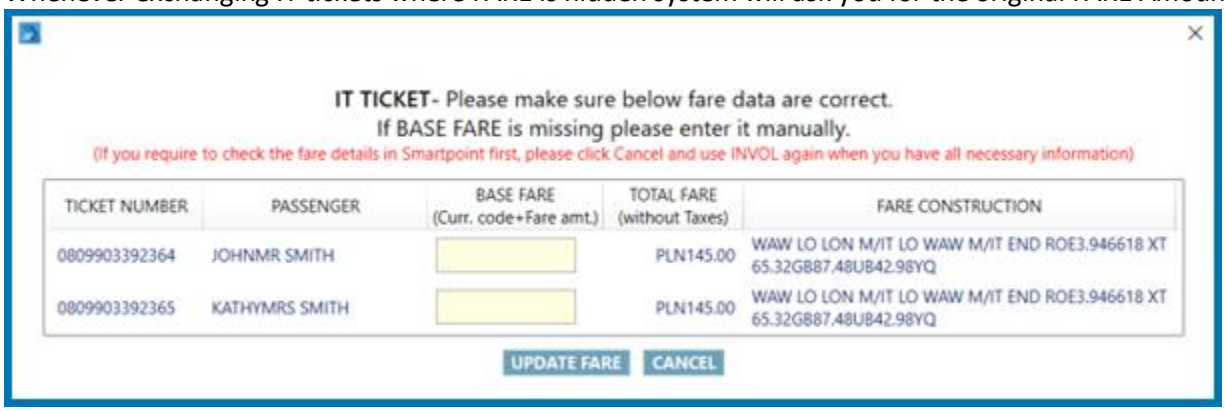
!TMU1FEXnnn nnnn nnn nnn	Go the manual/classic way, without offering the automatic process

TMU1FEXnnn nnnn nnn nnn/ TTL500	Offers the automatic process of the exchange screens, or to go the manual/classic way.
	`WOULD YOU LIKE TO HAVE AUTOMATIC FEX PROCESSING? Y/N·Y`
	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)
	`>*EX **TICKET FOR**: CONTARTESE/MANUELAMRS PSGR 01/01`
	`NEW FARE: CHF 1406.00 EQUIV:·.....`
	`TX1: 35.00CH TX2: 10.90DE TX3: 14.25OY 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`

Modifier…/Wfree text	Works with entries: **INVOL** and **#INVOL** 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.
HELP INVOL	Opens **How-to-Guide** and shows the **App expiry date**
HELP INVOL LH/SK/UA	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 **/**

INVOL APP-Exchanging IT tickets

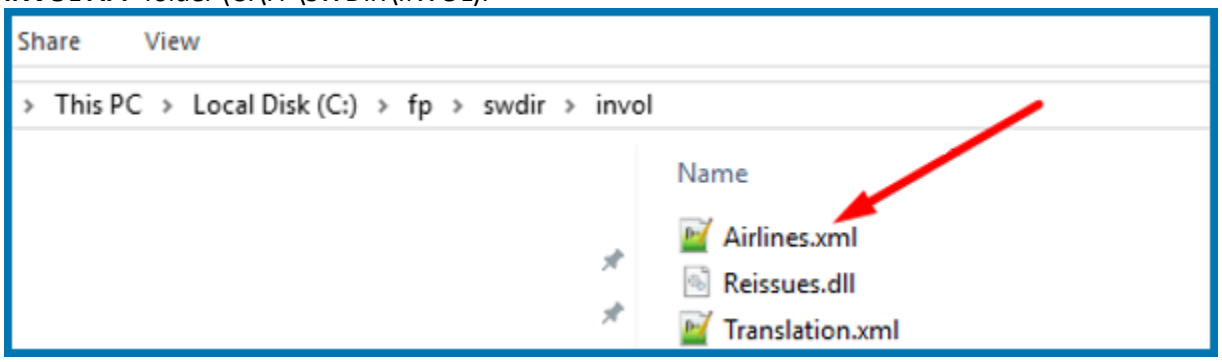
Whenever exchanging IT tickets where FARE is hidden system will ask you for the original FARE Amount.



Fill it with the currency code and amount.

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):



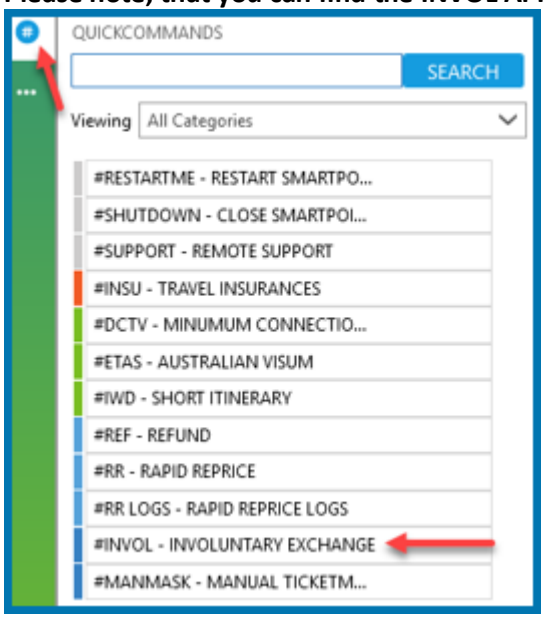
You can check the format of endorsement box per airline using command:

HELP INVOL LH/SK/UA	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 **/**

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

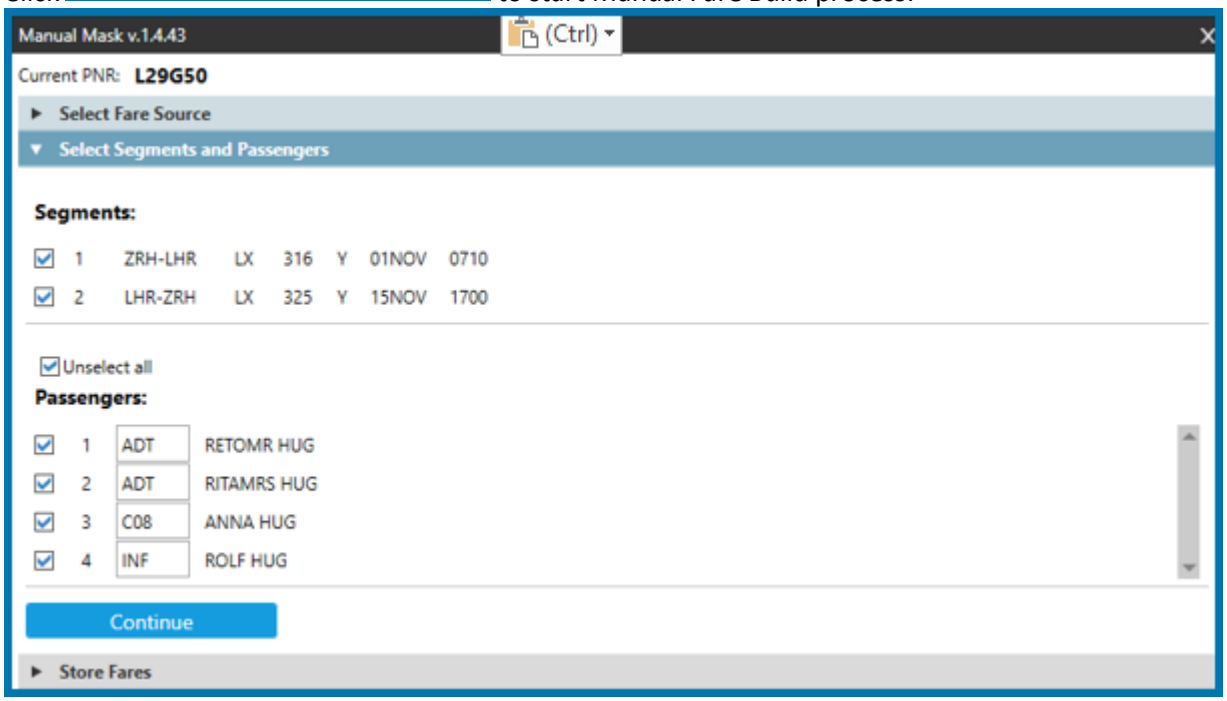
Enter **MANMASK** or **#MANMASK** to open a mask which will allow the user to build a Filed Fare in a GUI (a Booking File must be present).

You have 3 options to create you Filed Fare:

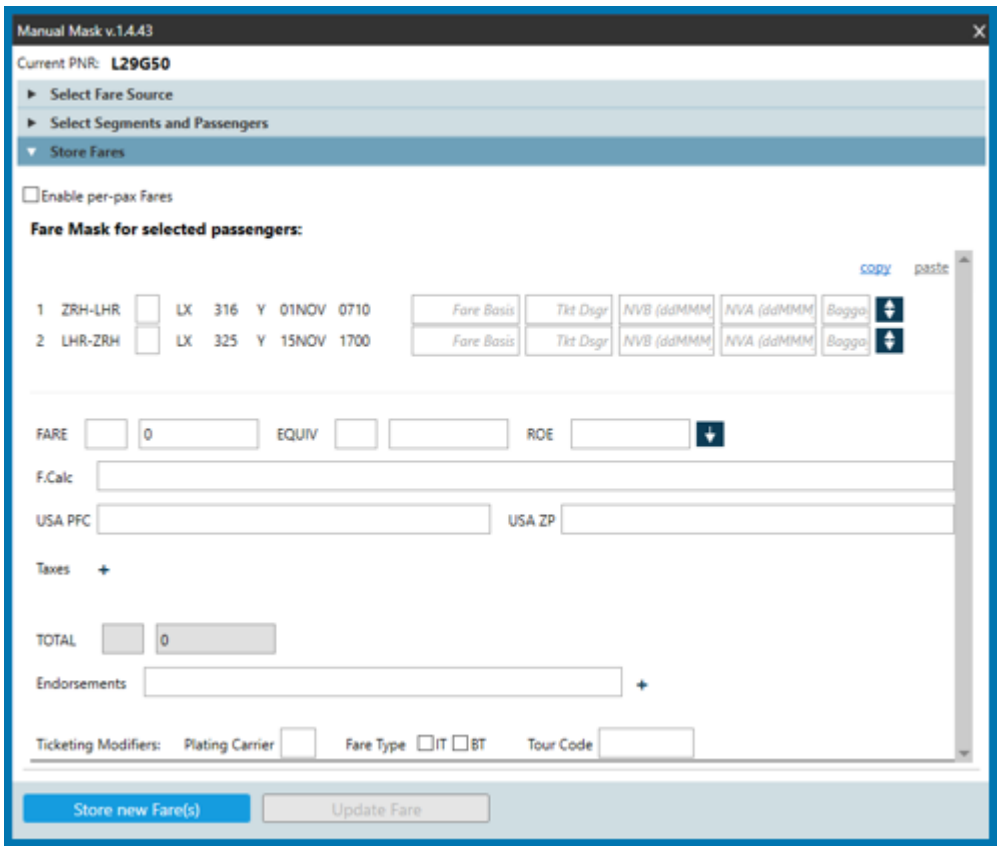
- From scratch using **"Create Empty Fare"**
- Based on information in a stored Filed Fare using **"Load mask from FF"**
- Based on information from an E-Ticket using **"Load mask from E-ticket"**

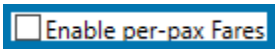
MANMASK APP-Create Empty Fare

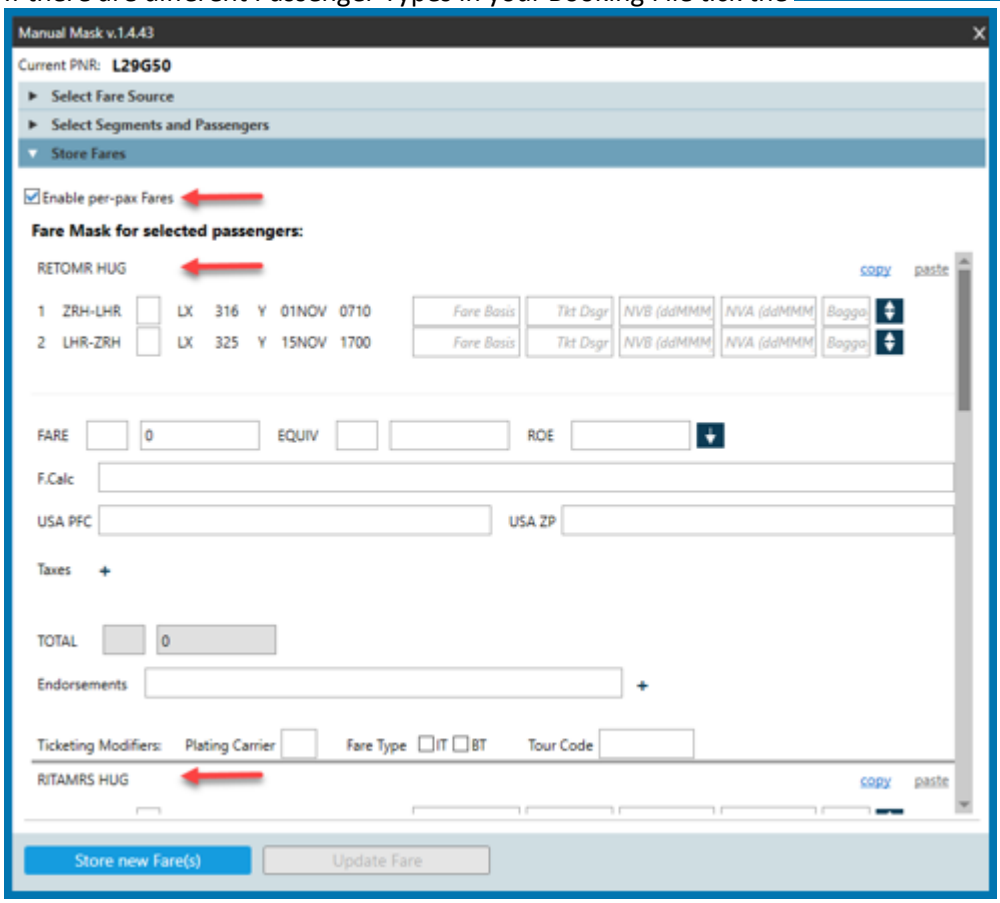
Click Create Empty Fare to start Manual Fare Build process:



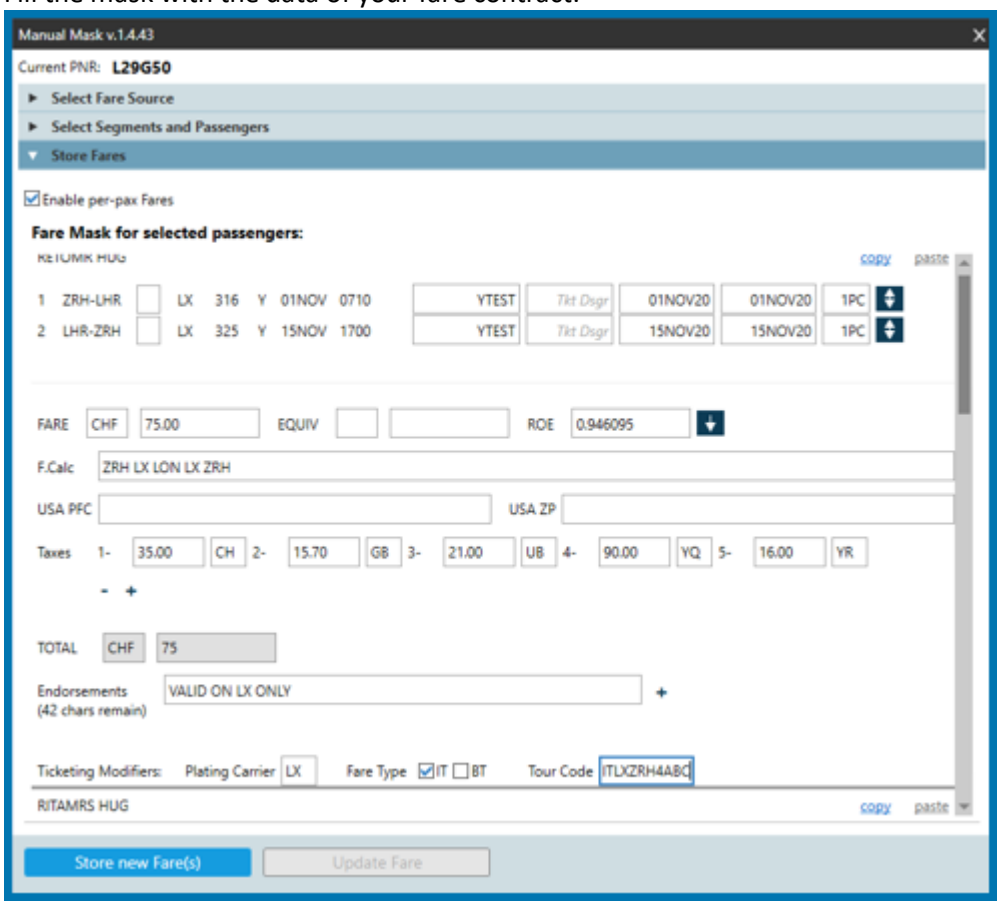
Select Segments and Passengers for which you want to create a manual fare and continue with Continue.



If there are different Passenger Types in your Booking File tick the  field.



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 .

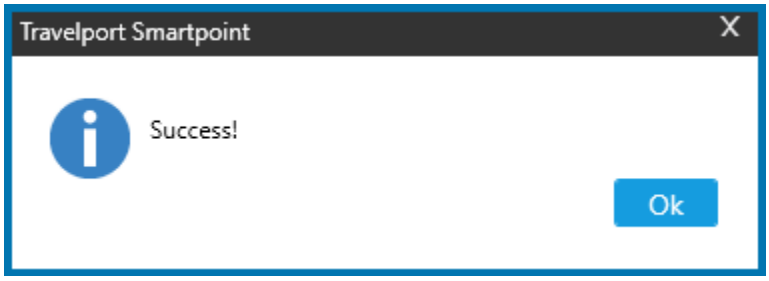
A completed fare mask can be copied from one person to another. Click

at the top of e.g. Fare Mask of person 1 and then

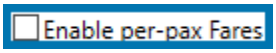
at the top of e.g. Fare Mask of person 2.

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 

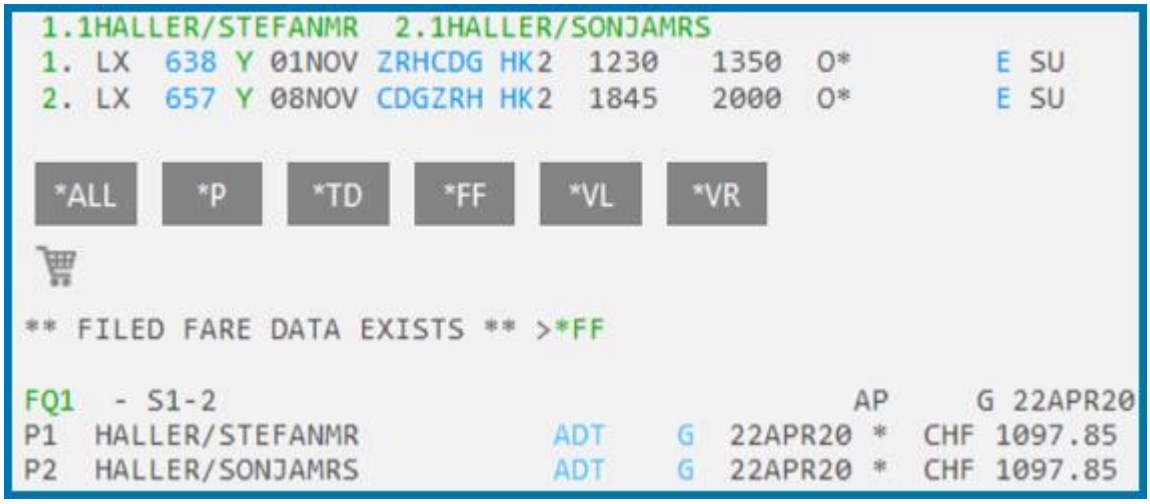
field, **ManMask APP** is filing one fare per person.

```
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
```

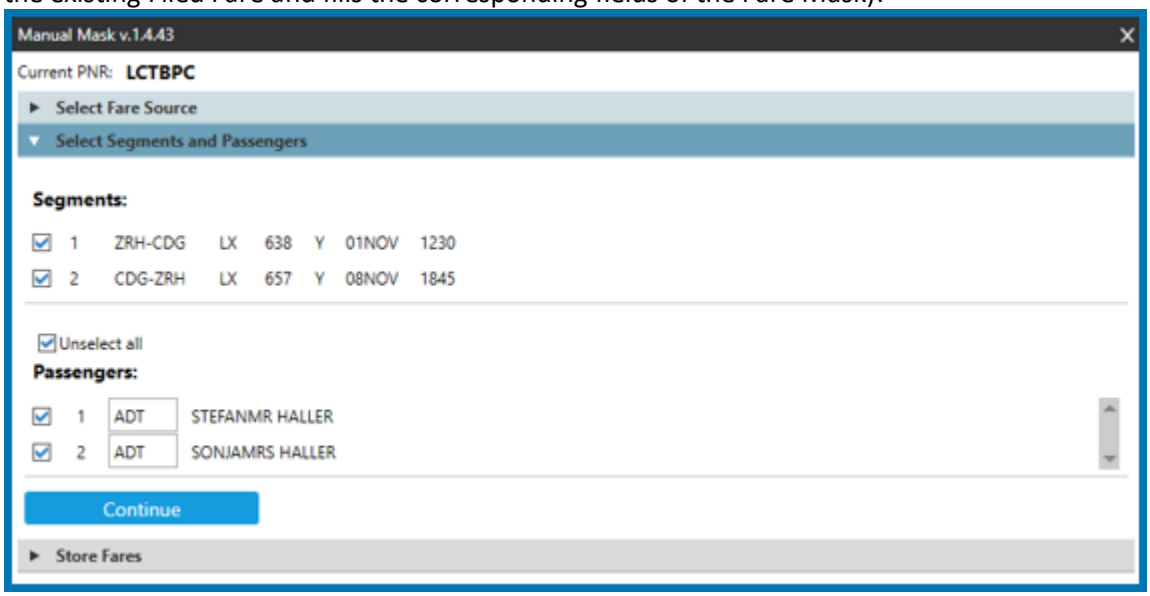
If this field is not ticked, **ManMask APP** is storing one fare for all persons.

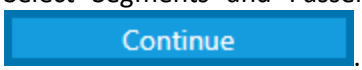
```
FB1  - S1-2                                  AP     B 22APR20   /
P1  HALLER/STEFANMR         ADT    B             CHF 423.85
P2  HALLER/SONJAMRS         ADT    B             CHF 423.85
```

MANMASK APP-Load mask from Filed Fare

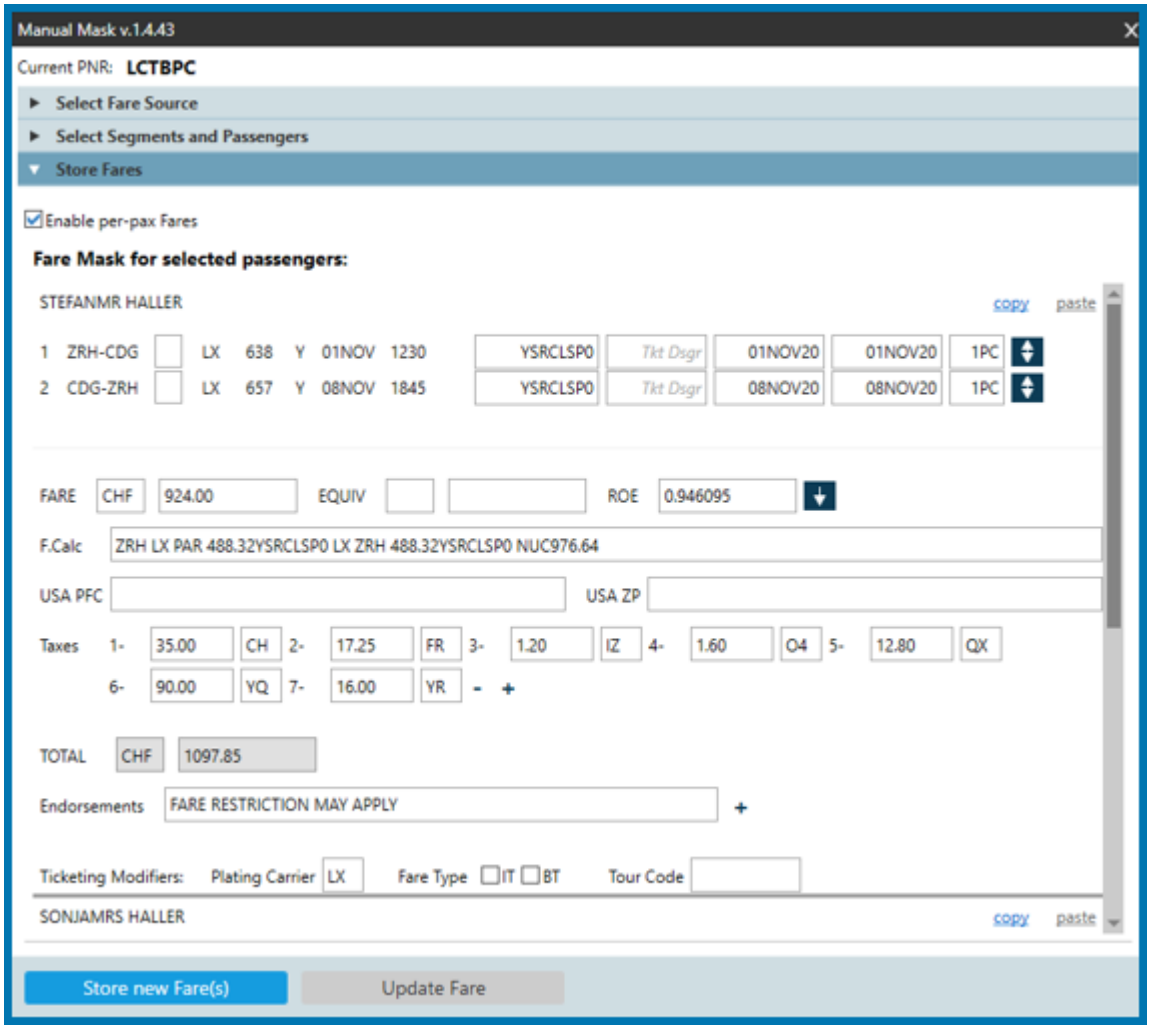


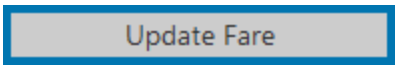
Click Load mask from FF to open the filed fare for modification (**MANMASK APP** reads Fare Date from the existing Filed Fare and fills the corresponding fields of the Fare Mask):



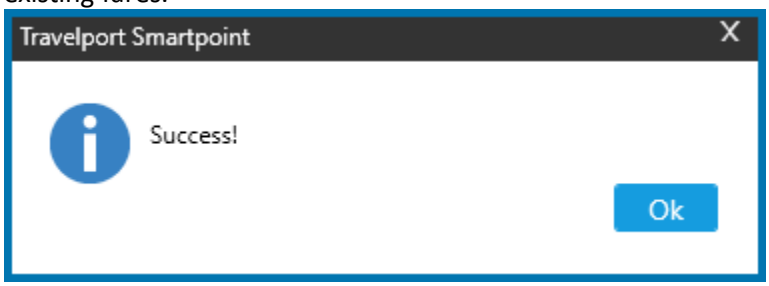
Select Segments and Passengers for which you want to create a manual fare and continue with 

.



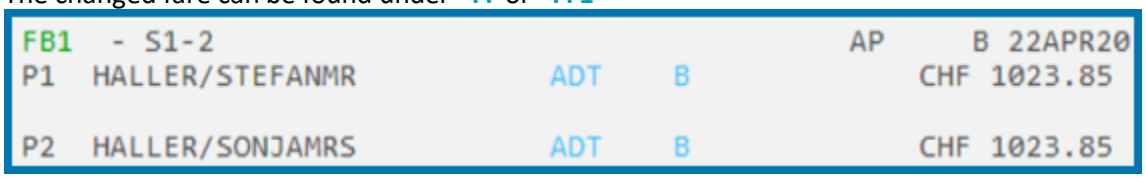
Make the necessary changes to the fare. When finished, click 

to overwrite existing fares.

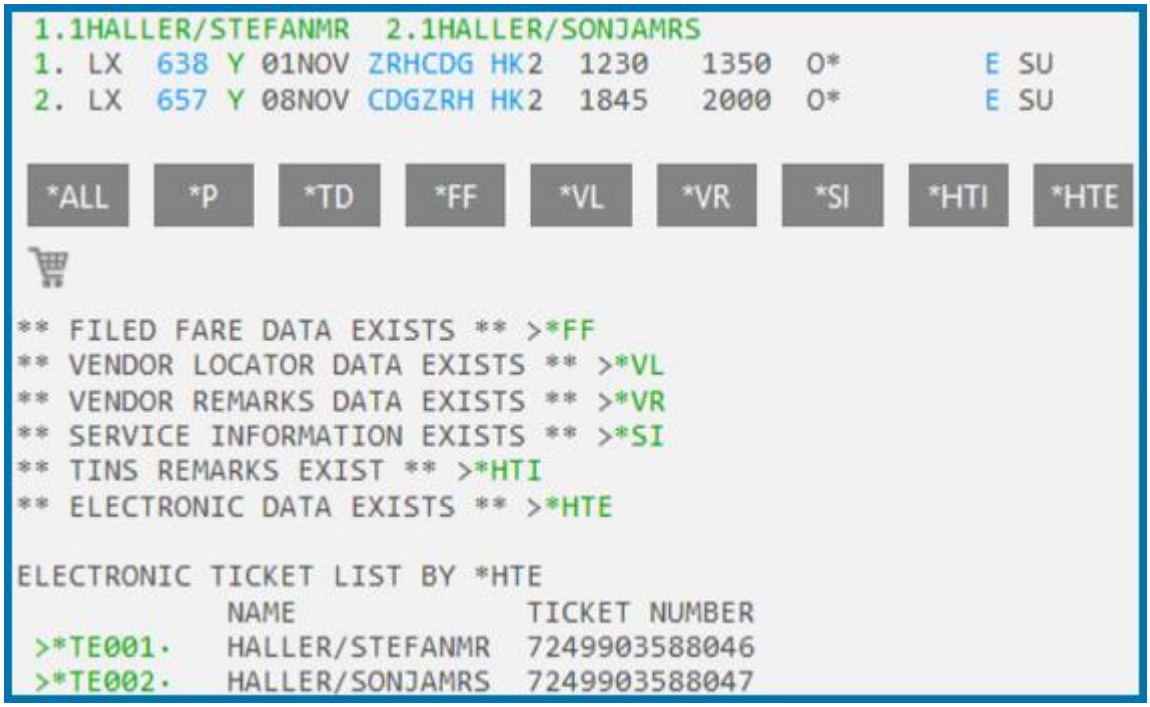


End Transact your Booking File (**R.REF** & **ER**).

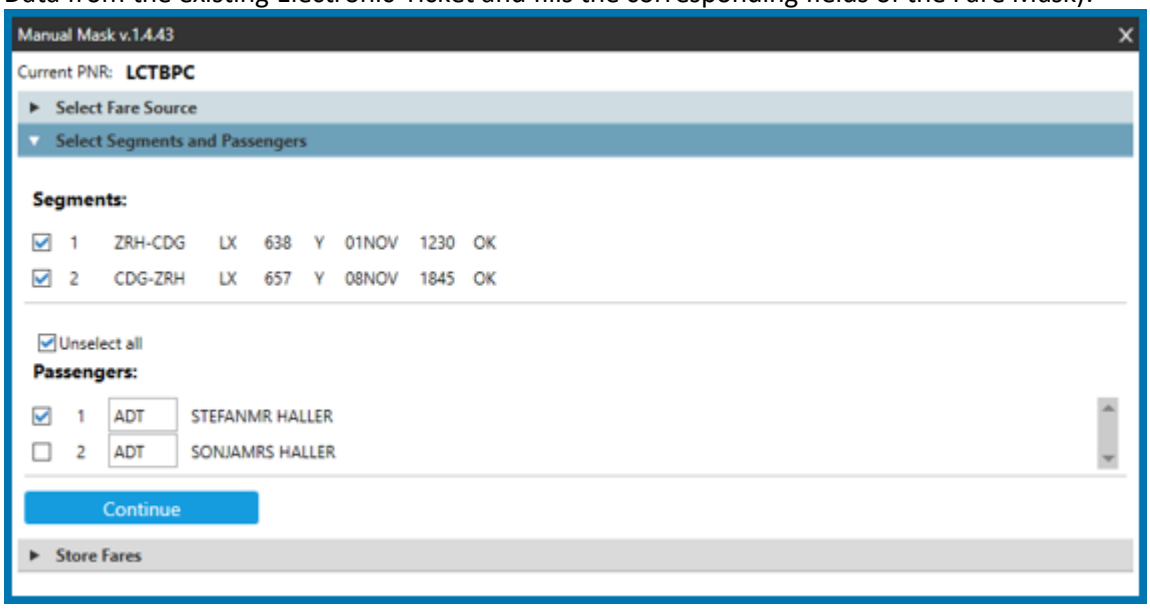
The changed fare can be found under ***FF** or ***FF1**

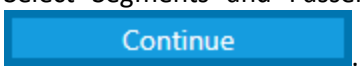


MANMASK APP-Load mask from E-Ticket

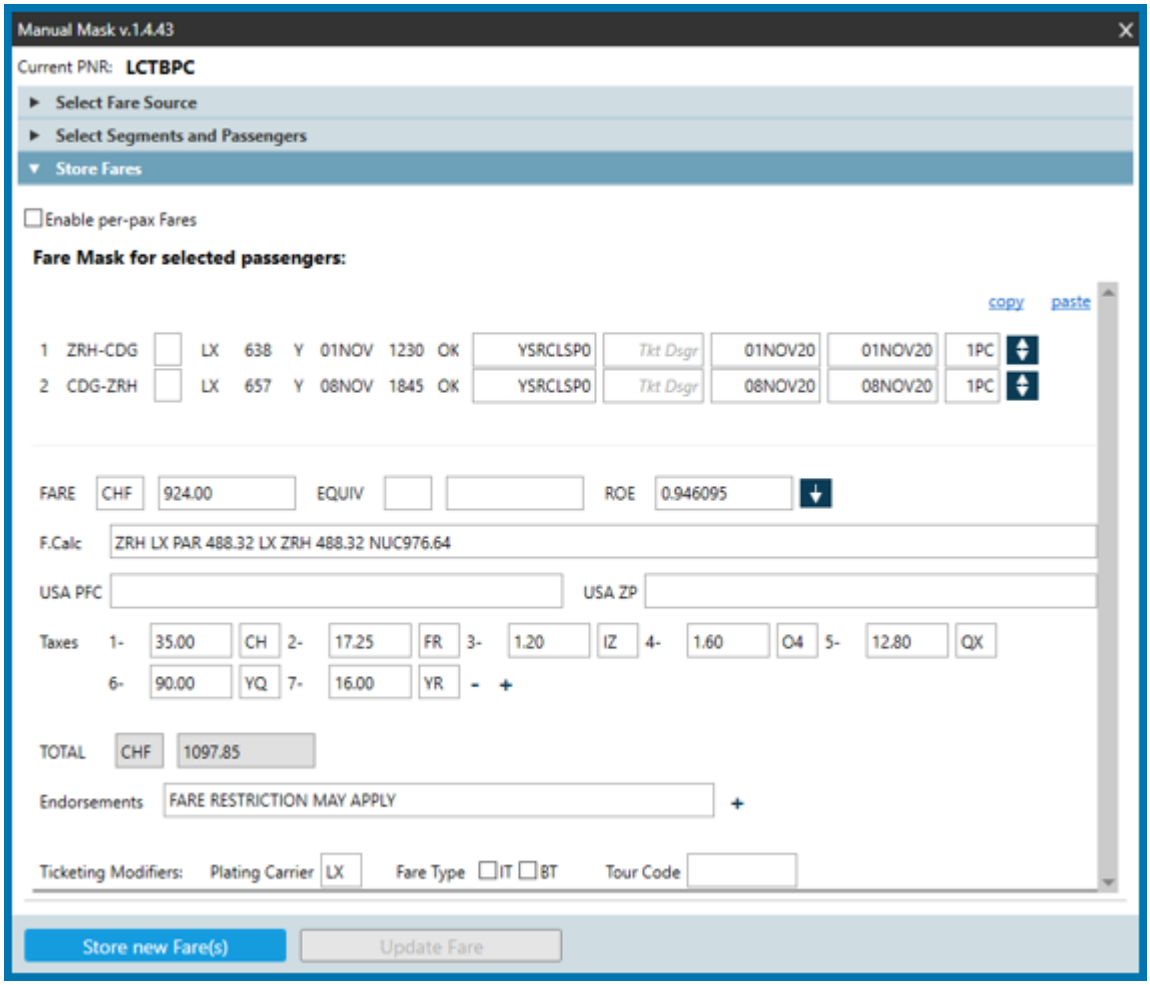


Click to Load mask from E-ticket the open the filed fare for modification (**MANMASK APP** reads Fare Data from the existing Electronic-Ticket and fills the corresponding fields of the Fare Mask):



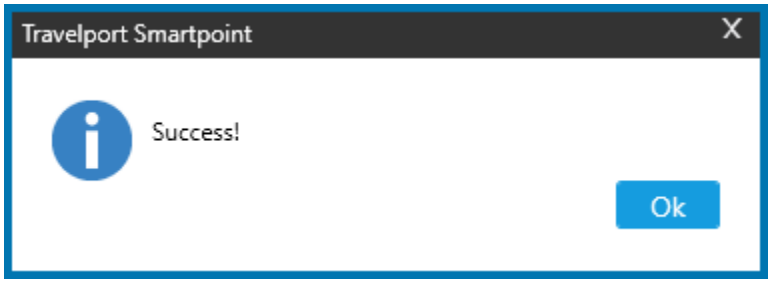
Select Segments and Passengers for which you want to create a manual fare and continue with 

.



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.**

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

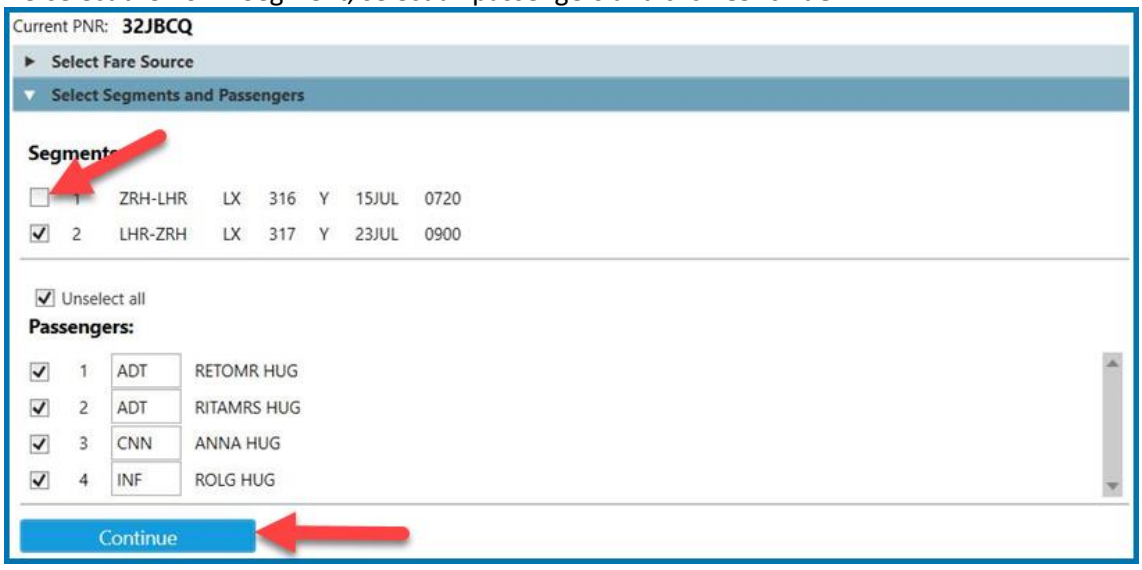
Used segments are still visible in your Booking File up to 24 Hours after the usage. If you must create a new Filed Fare for a Ticket Exchange, please perform the Fare Quotation as usual and then enter **#MANMASK**. There you untick the flown segment and save the fare again.

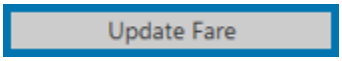
Filed Fare with both segments quoted (flown/unflown):

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

#MANMASK then **Load mask from FF**

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



In the next mask save the Fare with 

or

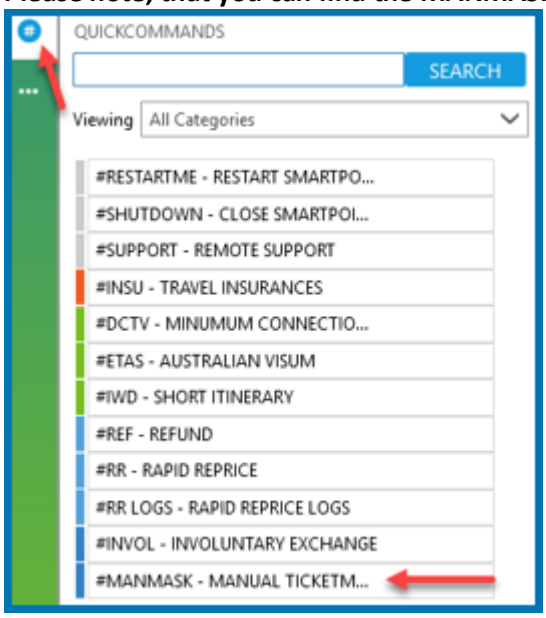
.

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>FO2·
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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