## Product Advisory

**Travelport Rapid Reprice - Ignore Residual Value for Alaska Airlines (AS)**

<table>
<thead>
<tr>
<th>Product Advisory number:</th>
<th>3526</th>
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<tbody>
<tr>
<td>Version:</td>
<td>01</td>
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<table>
<thead>
<tr>
<th>Effective date: (Load to production)</th>
<th>03-Nov-18</th>
<th>04:00 EDT</th>
<th>08:00 GMT</th>
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### High level description:
Travelport Rapid Reprice for Travelport Worldspan, Travelport Galileo and Travelport Apollo are being modified to allow always ignore residual value during the reissue process for Alaskan Airways (AS) regardless of ATPCO Category 31 filings.

### Impact summary:
Travelport Rapid Reprice will now process reissues for Alaska Airlines in accordance with their ATPCO Category 31 filing intentions to forfeit residual fare amounts.

### Reason for issue:
First notification

### Impacted customers:
- ☒ Agency customers
- ☐ Internal only
- ☐ Developers
- ☐ Airline customers
- ☐ eCommerce customers
- ☐ Car, hotel, rail or cruise customers

### System:
- ☒ Travelport Galileo
- ☒ Travelport Apollo
- ☒ Travelport Worldspan

### Load to pre-production:
Available now

### Web services: (API and Messaging)
Not applicable

### Issue history:
Version 01 issue date: 19-Nov-18
Overview

ATPCO Category 31 Voluntary Changes includes options that indicate how to resolve residual fare amounts (when the new ticket total is less than the previous ticket total) and charge amounts.

Currently, Alaska Airlines ATPCO Category 31 filing intentions are to forfeit residual fare amounts. Their intent is that the residual value cannot be refunded or used towards the change fee. Their ATPCO Category 31 filings indicate “WHEN CHANGE RESULTS IN LOWER FARE REFUND RESIDUAL THEN ADD-COLLECT - REFUND VIA SCRIPT”.

This refers to an internal AS process as Travelport cannot issue Alaska Airlines Scripts, so our processing does not match their intention. Carrier exception processing was implemented to accommodate Alaska Airlines in 2012 and removed in 2016. We are reapplying the previous carrier exception processing.

ATPCO Category 31 Voluntary Changes options to resolve residual fare amounts include:

- I - Ignore – Ignore (forfeit) any residual amount and collect the charges.
- R -Refund – Refund the residual amount and collect the charges.
- S -Subtract – Subtract the charges amount from the residual and refund the residual. If the charges amount is greater than the residual, subtract the residual from the charges and collect the difference.
- N -Subtract NR Fare – If the previous ticket contains both refundable and non-refundable fares, and the residual amount is greater than the charges amount, apply the residual to the charges amount and ignore (forfeit) the remainder of the residual. Otherwise, same application as “Blank.”
- Blank – Subscriber discretion

Travelport Rapid Reprice uses an internal Carrier Profile Record to customize processes for carriers that cannot be accommodated in Category 31. The “ALWAYS IGNORE RESIDUAL VALUE” field set to Yes will always ignore residual value on an agency initiated reissue request.

Customer benefit

- Reissue results will now be consistent with AS’s intent
- Increased automated reprice transaction volume for AS exchanges
Detail and customer examples

Travelport Worldspan Travelport Rapid Reprice - Residual fare amount ignored. No Add Collect. Tax difference refunded.

Itinerary:

AS 84G 12NOV MO ANCSEA NN1

Original Base Fare: $718.96
New Base Fare: $619.99
Ignored Residual Fare Amount: $98.97
Travelport Apollo – ARNE – Residual fare amount ignored. No Add Collect. Tax difference refunded

Original Base Fare: $718.96
New Base Fare: $620.00
Ignored Residual Fare Amount: $99.97

1234567890123456789012345678901234567890123456789012345678901234
01 >$RNEX -AUTO CALCULATION-EXCHANGE TICKET/S: 0277194056137 - ...
02 NAME: YUM/KON COUPON/S: 1.../..../..../....
03 SEGMENT REBOOK: PRICED AS BOOKED
04 ORIGINAL: NEW: EXCHANGE RESULT:
05 FARE USD 718.96 FARE USD 620.00 FARE USD- 98.96
06 TAX USD 27.84 TAX USD 27.01 TAX USD- 0.83
07 TOTAL USD 746.80 TOTAL USD 647.01 TOTAL USD- 99.79
08 CHANGE FEE: USD 0.00 RESIDUAL AMT: USD 0.00
09 COMM ON CHANGE FEE:i....... REFUND DUE: USD 0.83
10 POP:iS........................................................................
11 TKTG MODS:i...................................................................
12 i...........................................................................
13 ISSUE TICKET?i.(Y/N/S) BAGGAGE?i.(Y/N) OTHER INFO?i.(Y/N)
14
15
Travelport Galileo – Galileo Desktop Companion–Residual fare amount ignored; No Add Collect

Tax Difference refunded

Original Base Fare: $718.96
New Base Fare: $620.00
Ignored Residual Fare Amount: $ 99.97
No Add Collect

Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tr>
<td>ATPCO</td>
<td>Airline Tariff Publishing Company</td>
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<tr>
<td>ATPCO Category 31</td>
<td>Voluntary Changes – This <strong>category</strong> provides a way to automate provisions for reissue transactions</td>
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