

Q&A AUTOMATION OF NAME CORRECTION FOR BASIC CHANGES.

The following Q&A is intended to document the main concerns that have been identified as relevant and may clarify any doubts that agencies may have after the automation of basic corrections.

1. What is the implementation about?

A/ Avianca offers the possibility of automatically correcting the name in a booking in the event that basic errors are found, which should not alter the meaning of the customer's name, gender or phonetics. Only for the cases described in this case it will not be necessary to have an authorization code.

2. Since when does it apply?

A/ This automation applies from **May 03, 2022**

3. To whom is it addressed?

A/ It is addressed at the indirect channel, specifically to travel agencies that have an Amadeus distribution system, as well as for AviancaDirect agencies with agency portal connection, for **Avianca Sync and Avianca Link** connections they must be managed through AGS360.

4. Why does it not apply to agencies with other distribution systems?

A/ This implementation cannot be performed with agencies using Sabre, Travelport (Galileo, Worldspan and Apollo) distribution systems, etc., because these GDS' do not include the possibility of applying the rule for partial name correction (3 characters), only full name correction can be enabled, so it is not enabled.

5. What are the allowed corrections?

A/ Avianca will automatically correct a **maximum of 3 characters** in the first or last name of an issued booking where there is evidence of a spelling or typing error.

Please consider:

- A. It is not allowed to change the meaning of the first or last name.
- B. The same route, bundle, date and time of the original purchase must be maintained.

Examples of allowed changes.

- Carolina Dias for Carolina Diaz
- Gisella Ruiz for Gisela Ruiz
- Cindy Martinez for Cindi Martinez or Sindy Martinez
- Mario Echeverri for Mario Echeverria"
- Luiss for Luis
- Cami for Camila
- Lucho for Luis

6. What charges should be made by the travel agent?

A/ The travel agent should NOT generate the automatic basic name correction charge as this is exempt from the change fee and fare differences. The original purchase conditions regarding route, bundle, date and time must always be maintained.

7. And what about the other waivers?

A/ The other name correction waivers continue to be handled in the traditional way through AGS360, attaching the corresponding supports.

- **Inverted name** - Rios/Jose Juan for Rios/Juan Jose.
- **Add last name** - Meza/Mario for Bedoya Meza/Mario.
- **Add name** - Bedoya/Angel for Bedoya/Miguel Angel.
- **Correction of name of nicknames or diminutives** - Franco/Peter for Franco/Pedro
- **Change for legal reasons** - Reyes/Yesid mr for Reyes/Geraldin mrs

8. What documentation should the agent request for this process?

A/ The travel agent must ask the client for an identity document that allows validation of the spelling or typing error.

9. Does it apply to bookings with quotas from other airlines (Codeshare & Interline)?

A /No, for bookings with quotas from another airline and tickets issued with AVH plate it is not possible to manage on the same booking, a new one must be made and reissued, this must be managed through AGS360.

10. What other considerations should I take into account?

- a) In the case of name correction on tickets with complimentary upgrades, the adjustment is allowed, maintaining the upgrade in class (I).
- b) Corrections **are allowed only once**.
- c) The ticket must be unused or partially used.
- d) The itinerary, date, time and route cannot be modified and must exactly match the original PNR.

- e) The ticket must be reissued immediately after the name correction, otherwise the booking will be cancelled due to expiration of the time limit, since the robot does not recalculate times.
- f) Automatic correction is allowed only for bookings that have an issued ticket.

11. Should the booking be documented?

A/ Bookings that apply to perform this procedure must be documented on an OTHS AV- SSR indicating the change that was made,

SSR OTHS AV NAME CORRECTION FROM TORREZ/ANDES TO TORRES/ANDRES

12. If I have a basic name correction in a group booking, how is it handled?

A/ For group bookings prior to issuance, the agency may correct or change names in GSO and this is updated in Amadeus without restrictions, once issued, they must contact the group area without exception for any name corrections.

13. How will I manage my changes as of May 3rd?

A/ As of May 03, Amadeus agencies that detect basic errors in the name of the ticket can self-manage it in their distribution system, proceeding to make the correction directly on the booking, taking into account the conditions set forth by the company in the **AUTOMATION OF BASIC NAME CORRECTIONS IN AMADEUS TRAVEL AGENCIES** bulletin, as of this date these requests will not be received through AGS360.

14. With which area is the error reporting done?

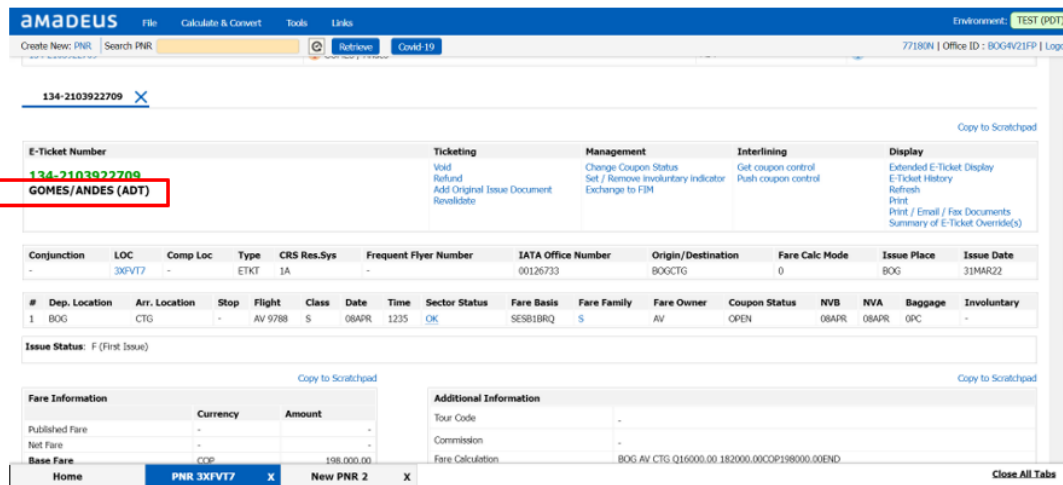
A /For system error queries please refer to the GDS help desk, for communication queries please refer to AVTRADE.

PROCESS

Below, you will find the step-by-step instructions to follow in Amadeus to make the basic name correction.

➤ GRAPHIC ENVIRONMENT

- 1) Identify the spelling or typing error in the booking.



amadeus File Calculate & Convert Tools Links Environment: TEST (PDT)

Create New: PNR Search PNR Refine Covid-19 77180N | Office ID : BOG4V21FP | Login

134-2103922709 X

E-Ticket Number
134-2103922709
GOMES/ANDES (ADT)

Conjunction LOC Comp Loc Type CRS Res.Sys Frequent Flyer Number IATA Office Number Origin/Destination Fare Calc Mode Issue Place Issue Date

Dep. Location Arr. Location Stop Flight Class Date Time Sector Status Fare Basis Fare Family Fare Owner Coupon Status NVB NVA Baggage Involuntary

Issue Status: F (First Issue)

Fare Information Currency Amount

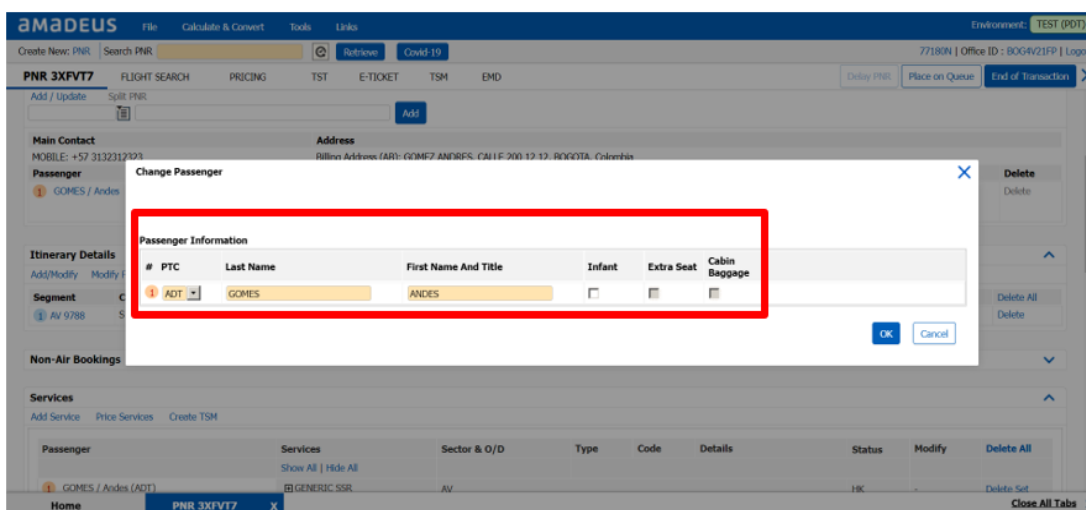
Published Fare - -
Net Fare - -
Base Fare - 198,000.00

Additional Information

Tour Code -
Commission -
Fare Calculation BOG AV CTG Q16000.00 182000.00COP198000.00END

Home PNR 3XFVT7 X New PNR 2 X Close All Tabs

- 2) Review the cases in which it is possible to automatically handle the error **Item 3.1 Considerations**.



amadeus File Calculate & Convert Tools Links Environment: TEST (PDT)

Create New: PNR Search PNR Refine Covid-19 77180N | Office ID : BOG4V21FP | Login

PNR 3XFVT7 FLIGHT SEARCH PRICING TST E-TICKET TSM EMD

Add / Update Split PNR Add

Main Contact Address

MOBILE: +57 3132317093

Passenger

1 GOMES / Andes

Change Passenger

Passenger Information

PTC Last Name First Name And Title Infant Extra Seat Cabin Baggage

1 ADT GOMES ANDES

OK Cancel

Itinerary Details

Add/Modify Modify

Segment

1 AV 9788

Non-Air Bookings

Services

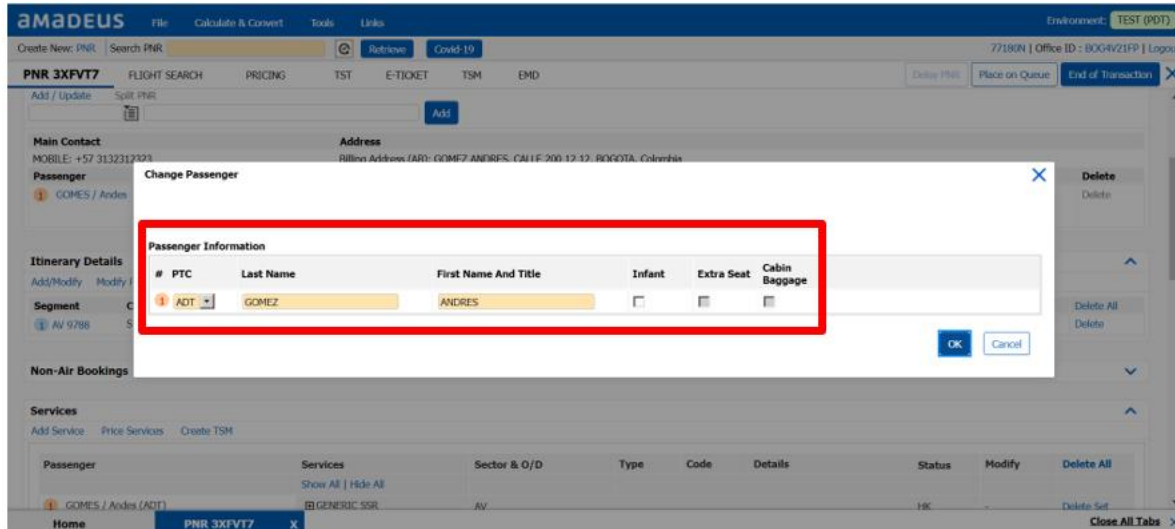
Add Service Price Services Create TSM

Passenger Services Sector & O/D Type Code Details Status Modify Delete All

1 GOMES / Andes (ADT) 181 GENERIC SSR AV 181

Home PNR 3XFVT7 X Close All Tabs

- 3) Under the same PNR, select the name and make the correction



amadeus

File Calculator & Convert Tools Links

Environment: TEST (PDT)

Create New: PNR Search PNR

PNR 3XFTV7

FLIGHT SEARCH PRICING TST E-TICKET TSM EMD

Add / Update Split PNR

Main Contact

MOBILE: +57 3132312323

Passenger

1 GOMES / Andres

Address

Billing Address (AR): GOMEZ ANDRES, CALLE 200 12-12, BOGOTA, Colombia

Change Passenger

Passenger Information

#	PTC	Last Name	First Name And Title	Infant	Extra Seat	Cabin Baggage
1	ADT	GOMEZ	ANDRES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OK Cancel

Itinerary Details

Add/Modify Modify

Segment

1 AV 9788

Non-Air Bookings

Services

Add Service Price Services Create TSM

Passenger

Services

Sector & O/D

Type

Code

Details

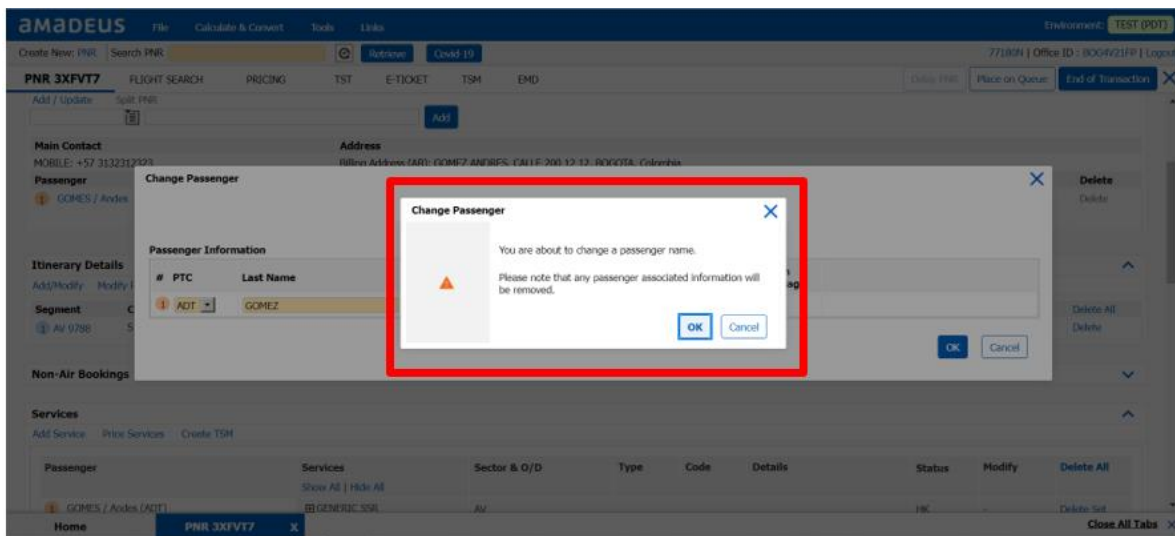
Status

Modify

Delete All

Home PNR 3XFTV7

- 4) The system will ask you to confirm if you are sure about correcting the booking name.



amadeus

File Calculator & Convert Tools Links

Environment: TEST (PDT)

Create New: PNR Search PNR

PNR 3XFTV7

FLIGHT SEARCH PRICING TST E-TICKET TSM EMD

Add / Update Split PNR

Main Contact

MOBILE: +57 3132312323

Passenger

1 GOMES / Andres

Address

Billing Address (AR): GOMEZ ANDRES, CALLE 200 12-12, BOGOTA, Colombia

Change Passenger

Change Passenger

You are about to change a passenger name.

Please note that any passenger associated information will be removed.

OK Cancel

Itinerary Details

Add/Modify Modify

Segment

1 AV 9788

Non-Air Bookings

Services

Add Service Price Services Create TSM

Passenger

Services

Sector & O/D

Type

Code

Details

Status

Modify

Delete All

Home PNR 3XFTV7

- 5) Upon acceptance, the system will create an alert, requesting immediate reissuance. In the name field, you can already see the correction made.

Passenger and Contact Information

Warning

- Warning message
 - WARNING REISSUE IS RECOMMENDED AFTER NAME CHANGE
 - ** WARNING PAX NAME CHANGED. CHECK NAME BEFORE EOT **

Passenger Information

#	PTC	Last Name	First Name And Title	Infant	Extra Seat	Cabin Baggage
1	ADT	GOMEZ	ANDRES			

Hide Passenger Contact Information

Contact Type	Recipient	Details	Passenger Association
Email		Language	<div> <div>Passenger's Relative/Friend (Non Travelling Person)</div> <div>Delete</div> </div>

Add Contact Detail

Hide Main Contact Information

Contact Type	Recipient	Details

Apply

Apply and Close

Close

- 6) Save changes.

amadeus
File
 Calculate & Convert
 Tools
 Links
 Environment: TEST (POT)

Create New: PNR
 Search PNR
 Retrieve
 Covid-19

PNR 3XFTV7
FLIGHT SEARCH
 PRICING
 TST
 E-TICKET
 TSM
 EMD

Delay PNR
 Place on Queue
 End of Transaction

Collapse All

Launch Smart Flow

Passenger Details

Passenger Details Section
 Add / Update
 Split PNR
 Add

Main Contact
 Address
 MOBILE: +57 3132312323
 Billing Address (AB): GOMEZ ANDRES, CALLE 200 12 12, BOGOTA, Colombia

Passenger	PTC	Contact & Address	VIP	Change	Delete
1 GOMEZ / Andres	ADT	-		Change	Delete

Itinerary Details

Add/Modify
 Modify Flights
 Modify Flights Flow
 Price Itinerary
 Re-Price/Change E-tickets Automatically
 Re-Price/Reissue E-tickets Manually
 Manage TST
 Print / Email / Fax Itinerary

Segment	Class	Date	Day	Dep. Location	Arr. Location	Dep. Time	Arr. Time	Status	Aircraft	Duration	Ticket Status	Info	Seat	Delete All
1 Av 9788	S	08APR	FRI	BOG 1	CTG	1235	1405	HK 1	320	01:30	Ticketed	61	Seat	Delete

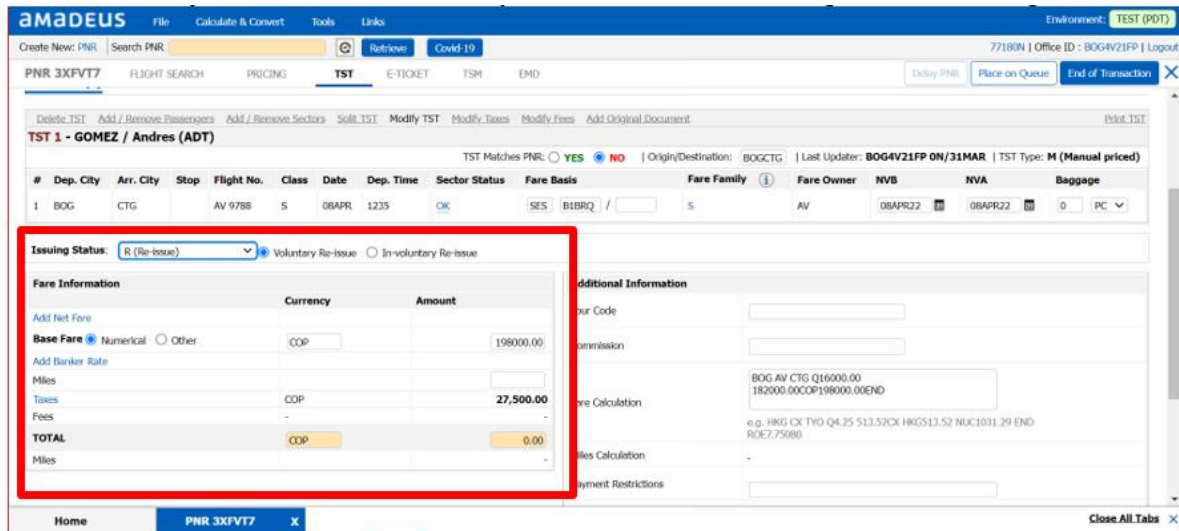
Non-Air Bookings

Services
 Add Service
 Price Services
 Create TSM

Home
 PNR 3XFTV7
 X

Close All Tabs

- 7) Edit the TST leaving it as non-ADC; including fees, fares, charges from the original ticket.



amadeus File Calculate & Convert Tools Links Environment: TEST (PDT)

Create New: PNR Search PNR [] Retrieve Covid-19 77180N | Office ID : BOG4V21FP | Logout

PNR 3XFPV7 FLIGHT SEARCH PRICING **TST** E-TICKET TSM EMD Delay PNR Place on Queue End of Transaction

Delete TST Add / Remove Passengers Add / Remove Sectors Split TST Modify TST Modify Taxes Modify Fees Add Original Document Edit TST

TST 1 - GOMEZ / Andres (ADT) TST Matches PNR: ☐ YES ☒ NO | Origin/Destination: BOGCTG | Last Update: BOG4V21FP 0N/31MAR | TST Type: M (Manual priced)

#	Dep. City	Arr. City	Stop	Flight No.	Class	Date	Dep. Time	Sector Status	Fare Basis	Fare Family	Fare Owner	NVB	NVA	Baggage
1	BOG	CTG		AV 9788	S	08APR	1235	OK	SES B1BRQ /	S	AV	08APR22	08APR22	0 PC

Issuing Status: **R (Re-issue)** Voluntary Re-issue In-voluntary Re-issue

Fare Information	Currency	Amount
Add Net Fare		
Base Fare Numerical Other	COP	198000.00
Add Banker Rate		
Miles		
Taxes	COP	27,500.00
Fees		
TOTAL	COP	0.00
Miles		

Additional Information

our Code

ommission

BOG AV CTG Q16000.00
182000.00COP198000.00END

are Calculation

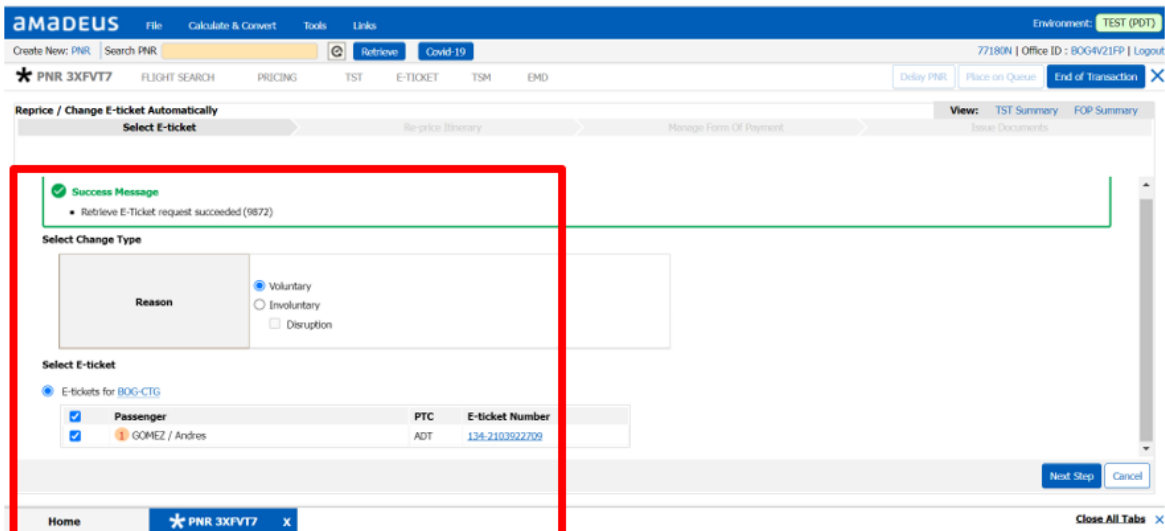
e.g. HKG CX TYO Q4.25 513.52CX HKG513.52 NUC1031.29 END
ROE7.75080

ies Calculation

ayment Restrictions

Home PNR 3XFPV7 x Close All Tabs

- 8) Reprice / Change is selected to perform the revision.



amadeus File Calculate & Convert Tools Links Environment: TEST (PDT)

Create New: PNR Search PNR [] Retrieve Covid-19 77180N | Office ID : BOG4V21FP | Logout

* PNR 3XFPV7 FLIGHT SEARCH PRICING TST E-TICKET TSM EMD Delay PNR Place on Queue End of Transaction

Reprice / Change E-ticket Automatically

Select E-ticket Re-price Itinerary Manage Form Of Payment View: TST Summary FOP Summary Issue Documents

Success Message

- Retrieve E-Ticket request succeeded (9872)

Select Change Type

Reason

☒ Voluntary
☐ Involuntary
☐ Disruption

Select E-ticket

☒ E-tickets for BOG-CTG

Passenger	PTC	E-ticket Number
<input checked="" type="checkbox"/> GOMEZ / Andres	ADT	134.2103922709

Next Step Cancel

Home * PNR 3XFPV7 x Close All Tabs

9) Reissue the ticket immediately, otherwise the booking will be cancelled due to time limit expiration, since the robot does not recalculate times. Confirm issue documents information.

The screenshot shows the Amadeus PNR 3XFVT7 interface. The 'Issue Documents' button is highlighted in a red box. The interface includes a search bar, a 'PNR 3XFVT7' tab, and a table of passengers. The 'Issue Documents' button is located at the bottom right of the main content area.

Passenger	PTC	Sector	Document	Ticketed/Issued	Reason for Issuance	Service Code	Price(Incl.taxes)
1 GOMEZ / Andres	ADT	ALL	TST 3	No		COP	0.00

10) Ticket issued

The screenshot shows the Amadeus PNR 3XFVT7 interface with the 'Ticketing' tab selected. The 'Issue Documents' button is highlighted in a red box. The interface displays the E-Ticket Number 134-2103922710 for GOMEZ/ANDRES (ADT). The 'Ticketing' tab includes options for Void, Refund, Add Original Issue Document, and Revalidate. The 'Management' tab includes options for Change Coupon Status, Set / Remove Involuntary Indicator, and Exchange to FIM. The 'Interlining' tab includes options for Get coupon control and Push coupon control. The 'Display' tab includes options for Extended E-Ticket Display, E-Ticket History, Refresh, Print, and Print / Email / Fax Documents Summary of E-Ticket Override(s).

Conjunction	LOC	Comp Loc	Type	CRS Res.Sys	Frequent Flyer Number	IATA Office Number	Origin/Destination	Fare Calc Mode	Issue Place	Issue Date
-	3XFVT7	-	ETKT	1A	-	00126733	BOGCTG	0	BOG	31MAR22

#	Dep. Location	Arr. Location	Stop	Flight	Class	Date	Time	Sector Status	Fare Basis	Fare Family	Fare Owner	Coupon Status	NVB	NVA	Baggage	Involuntary
1	BOG	CTG	-	AV 9788	S	08APR	1235	OK	SESB1BRQ	S	AV	OPEN	08APR	08APR	0PC	-

Issue Status: R (Reissue)

Copy to Scratchpad

Fare Information	Currency	Amount
Published Fare	-	-
Net Fare	-	-
Base Fare	COP	198,000.00
Banker's Rate	-	-
Equivalent Fare	-	-
Taxes	COP	0.00
TOTAL	COP	NO ADC

Additional Information

Field	Value
Tour Code	-
Commission	-
Fare Calculation	BOG AV CTG Q16000.00 182000.00COP198000.00END
Original Issue/In Exchange	134-2103922709BOG31MAR22/00126733/134-2103922709
Endorsement/Restrictions	/C1 NON REFUNDABLE/ CHANGES RESTRICTED/ RESTRICTIONS APPLY
Settlement Authorization	-

➤ CRYPTIC ENVIRONMENT

1) Identify the spelling or typing error in the reservation and on the ticket.

Booking

The screenshot shows the Amadeus Cryptic Window interface. The search criteria are: **AA/SU 22APR22/1523E 4NUEHQ**. The reservation details are as follows:

- 1. GOMES/ANDES MR
- 2. AV8472 S 30MAY 1 BOGCTG HK1 1 0500 0630 *1A/E*
- 3. AP B
- 4. APM +57 3132112123
- 5. APN AV/E+JILLY.TORRES@AVIANCA.COM
- 6. TK OK22APR/BOGAV0225
- 7. SSR CTOM AV HK1 573132112123
- 8. SSR CTCE AV HK1 JILLY.TORRES//AVIANCA.COM
- 9. SSR OTHS YY SE REALIZA CAMBIO DE NOMBRES ANDES POR ANDRES
- 10. SK CEID AV HK1 MFJ3VCGPTJDTJFISW4GJSD53
- 11. OPC-23APR:2300/1C0/TA CANCELLATION DUE TO NO TICKET 232 TIME
- 12. FE FAX /C1 NON REFUNDABLE/ CHANGES RESTRICTED/ RESTRICTIONS
- 13. FV FAX AV/S2
- 14. AS NA-GOMEZ ANDRES/A1-CALLE 85 10 13/CI-BOGOTA/CO-CO

The name **ANDRES GOMEZ** is highlighted in red in the original image.

Ticket

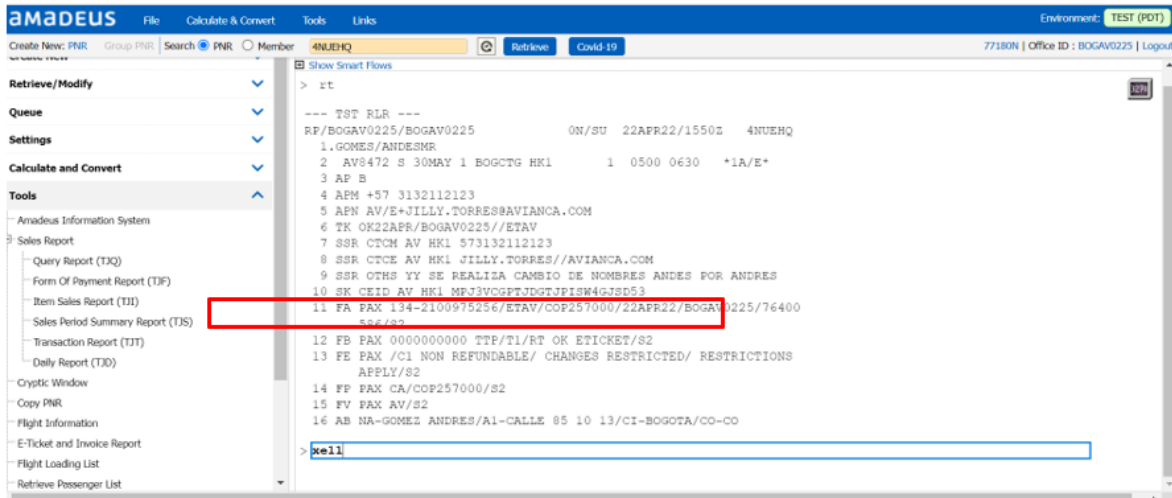
The screenshot shows the Amadeus Ticket Window interface. The search criteria are: **4NUEHQ**. The ticket details are as follows:

- KT-1342100975256 RCI- 1A LOC-4NUEHQ
- OD-BOGCTG SI- FCPI-0 FOI-BOG DOI-22APR22 IOI-76400596
- 1. GOMES/ANDES MR ADT S I
- 2. MAY0500 OK SESB1BRQ O 30MAY30MAY NO
- CTG
- FARE F COP 228000
- TOTALTAX COP 29000
- TOTAL COP 257000
- /FC BOG AV CTG Q16000.00 212000.00COP228000.00END
- FE /C1 NON REFUNDABLE/ CHANGES RESTRICTED/ RESTRICTIONS APPLY
- FF CASH
- FOR TAX/FEE DETAILS USE TWD/TAX

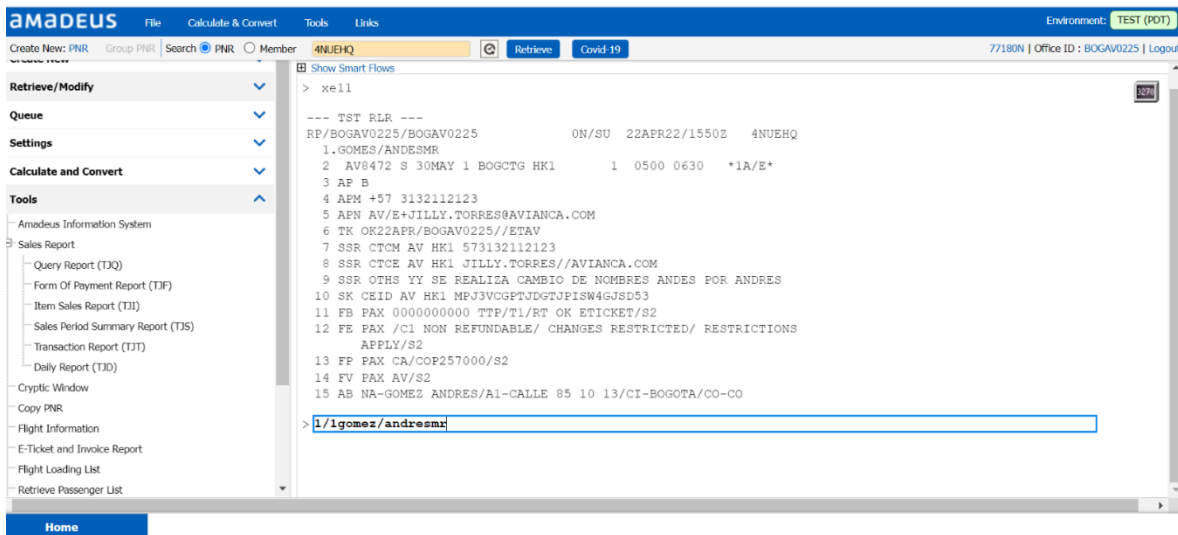
The ticket number **KT-1342100975256** is highlighted in red in the original image.

2) Review the cases in which it is possible to automatically manage the error **Item 3.1 Considerations**.

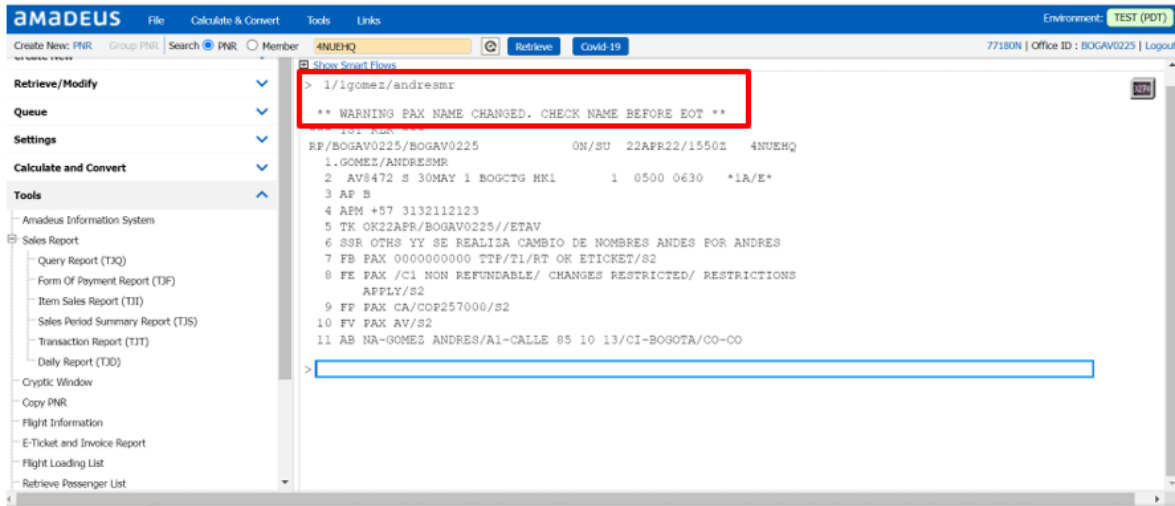
3) The ticket field is removed from the ticket on the booking.



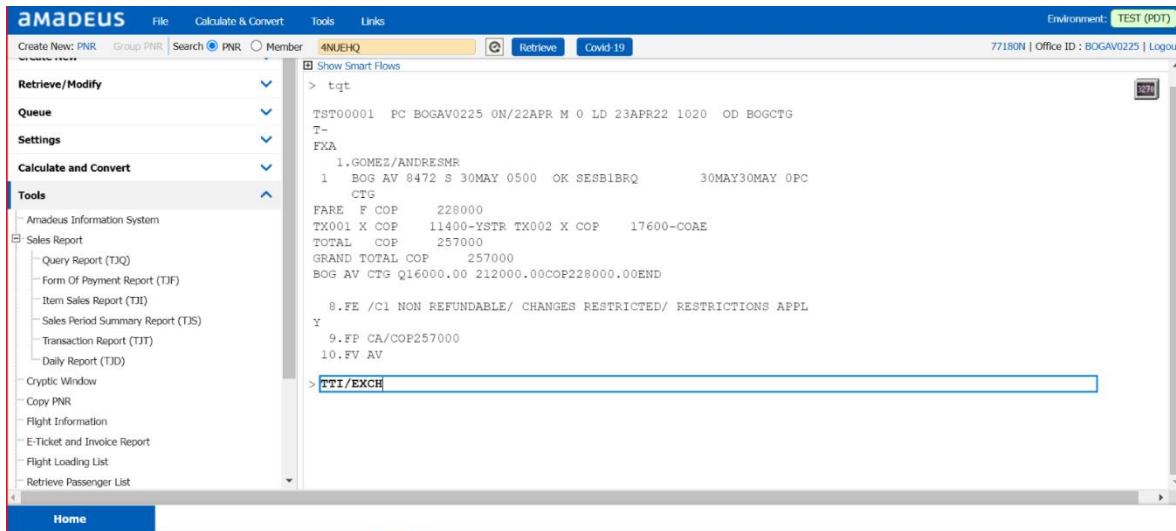
4) Under the same PNR, make the entry 1/1 with the correct name **1/1GOMEZ/ANDRES**



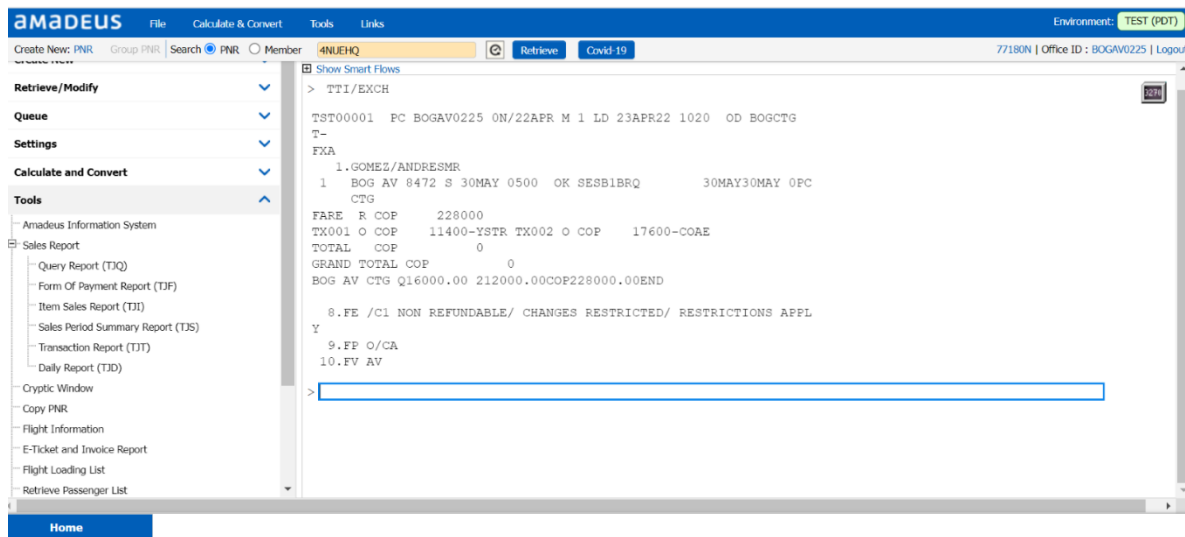
5) The system sends a message confirming the change.



6) Edit the TST leaving it as non-ADC; including fees, fares, charges from original ticket TTI/EXCH



7) NO ADC change is evidenced.



amadeus File Calculate & Convert Tools Links Environment: TEST (POT)

Create New: PNR Group PNR Search PNR Member 4NUEHQ Retrieve Covid-19 77180N | Office ID : BOGAV0225 | Logout

Retrieve/Modify Queue Settings Calculate and Convert Tools

Amadeus Information System Sales Report Query Report (TJQ) Form Of Payment Report (TJF) Item Sales Report (TJI) Sales Period Summary Report (TJS) Transaction Report (TJT) Daily Report (TJD) Cryptic Window Copy PNR Flight Information E-Ticket and Invoice Report Flight Loading List Retrieve Passenger List

Show Smart Flows

> TTI/EXCH

TST00001 PC BOGAV0225 0N/22APR M 1 LD 23APR22 1020 OD BOGCTG

T-
FXA

1.GOMEZ/ANDRESMR

1 BOG AV 8472 S 30MAY 0500 OK SESB1BRQ 30MAY30MAY 0PC

CTG

FARE R COP 228000

TX001 O COP 11400-YSTR TX002 O COP 17600-COAE

TOTAL COP 0

GRAND TOTAL COP 0

BOG AV CTG Q16000.00 212000.00COP228000.00END

8.FE /C1 NON REFUNDABLE/ CHANGES RESTRICTED/ RESTRICTIONS APPL

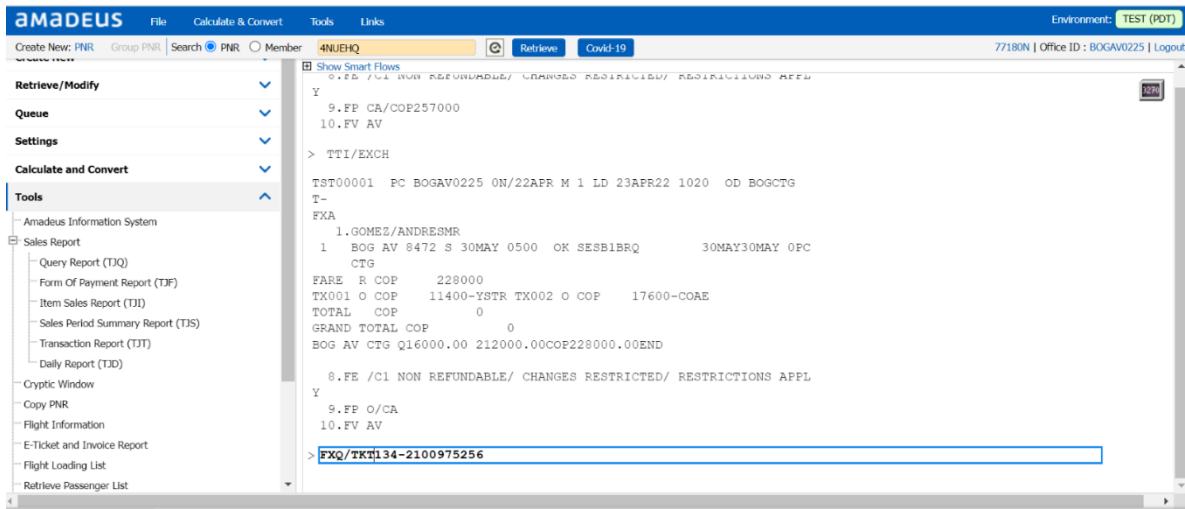
Y

9.FP O/CA

10.FV AV

>

8) The tkt is entered as original issuance (FO) fxq/tkt134-



amadeus File Calculate & Convert Tools Links Environment: TEST (POT)

Create New: PNR Group PNR Search PNR Member 4NUEHQ Retrieve Covid-19 77180N | Office ID : BOGAV0225 | Logout

Retrieve/Modify Queue Settings Calculate and Convert Tools

Amadeus Information System Sales Report Query Report (TJQ) Form Of Payment Report (TJF) Item Sales Report (TJI) Sales Period Summary Report (TJS) Transaction Report (TJT) Daily Report (TJD) Cryptic Window Copy PNR Flight Information E-Ticket and Invoice Report Flight Loading List Retrieve Passenger List

Show Smart Flows

9.FE /C1 NON REFUNDABLE/ CHANGES RESTRICTED/ RESTRICTIONS APPL

Y

9.FP CA/COP257000

10.FV AV

> TTI/EXCH

TST00001 PC BOGAV0225 0N/22APR M 1 LD 23APR22 1020 OD BOGCTG

T-
FXA

1.GOMEZ/ANDRESMR

1 BOG AV 8472 S 30MAY 0500 OK SESB1BRQ 30MAY30MAY 0PC

CTG

FARE R COP 228000

TX001 O COP 11400-YSTR TX002 O COP 17600-COAE

TOTAL COP 0

GRAND TOTAL COP 0

BOG AV CTG Q16000.00 212000.00COP228000.00END

8.FE /C1 NON REFUNDABLE/ CHANGES RESTRICTED/ RESTRICTIONS APPL

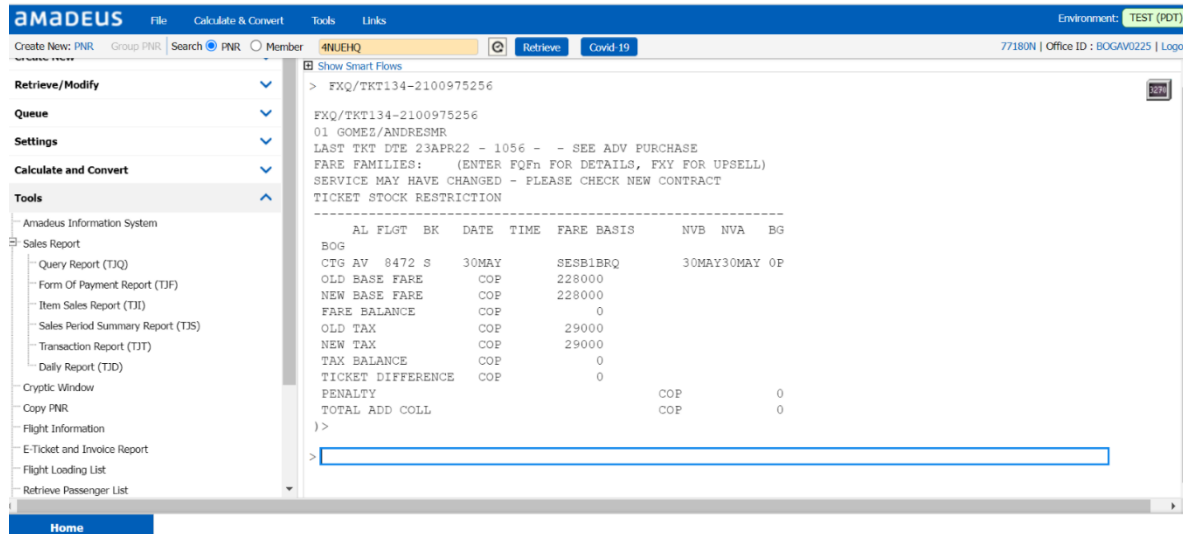
Y

9.FP O/CA

10.FV AV

> FXQ/TKT134-2100975256

9) System confirms the change made in the tkt as NO ADC.



amadeus File Calculate & Convert Tools Links Environment: TEST (PDT)

Create New: PNR Group PNR Search PNR Member 4NUEHQ Retrieve Covid-19 77180N | Office ID : BOGAV0225 | Logon

Retrieve/Modify Queue Settings Calculate and Convert Tools

Amadeus Information System

Sales Report

- Query Report (TJQ)
- Form Of Payment Report (TJF)
- Item Sales Report (TJI)
- Sales Period Summary Report (TJS)
- Transaction Report (TJT)
- Daily Report (TJD)

Cryptic Window

Copy PNR

Flight Information

E-Ticket and Invoice Report

Flight Loading List

Retrieve Passenger List

Home

Show Smart Flows

> FXQ/TKT134-2100975256

FXQ/TKT134-2100975256

01 GOMEZ/ANDRESMR

LAST TKT DTE 23APR22 - 1056 - - SEE ADV PURCHASE

FARE FAMILIES: (ENTER FQFn FOR DETAILS, FXY FOR UPSELL)

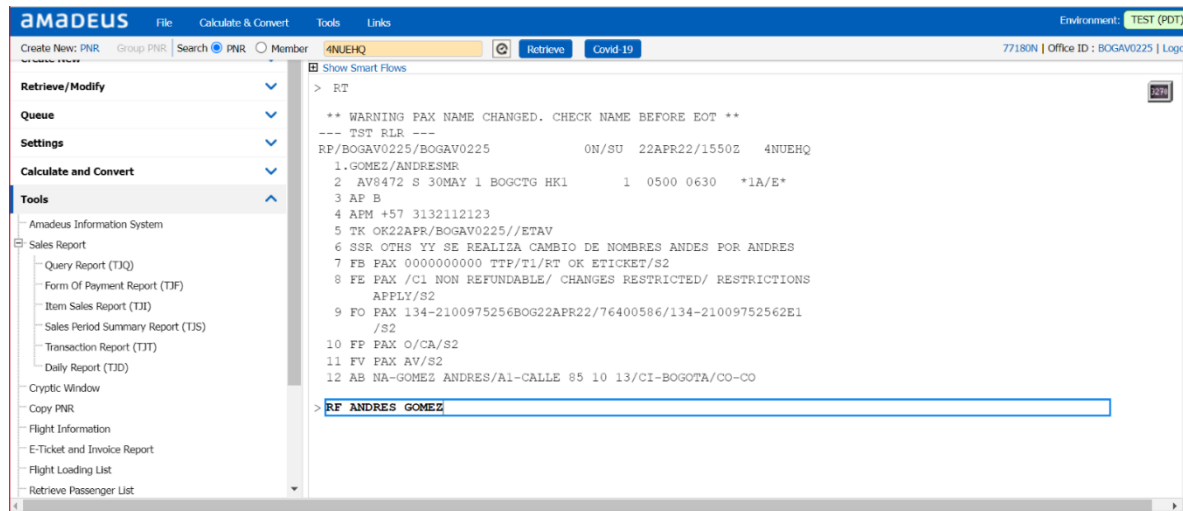
SERVICE MAY HAVE CHANGED - PLEASE CHECK NEW CONTRACT

TICKET STOCK RESTRICTION

AL	FLGT	BK	DATE	TIME	FARE BASIS	NVB	NVA	BG
BOG	AV	8472	S	30MAY	SESBLBRQ			
						30MAY	30MAY	OP
					OLD BASE FARE			COP
					228000			
					NEW BASE FARE			COP
					228000			
					FARE BALANCE			COP
					0			
					OLD TAX			COP
					29000			
					NEW TAX			COP
					29000			
					TAX BALANCE			COP
					0			
					TICKET DIFFERENCE			COP
					0			
					PENALTY			COP
					0			
					TOTAL ADD COLL			COP
					0			

>

10) Enter received



amadeus File Calculate & Convert Tools Links Environment: TEST (PDT)

Create New: PNR Group PNR Search PNR Member 4NUEHQ Retrieve Covid-19 77180N | Office ID : BOGAV0225 | Logon

Retrieve/Modify Queue Settings Calculate and Convert Tools

Amadeus Information System

Sales Report

- Query Report (TJQ)
- Form Of Payment Report (TJF)
- Item Sales Report (TJI)
- Sales Period Summary Report (TJS)
- Transaction Report (TJT)
- Daily Report (TJD)

Cryptic Window

Copy PNR

Flight Information

E-Ticket and Invoice Report

Flight Loading List

Retrieve Passenger List

Show Smart Flows

> RT

** WARNING FAX NAME CHANGED. CHECK NAME BEFORE EOT **

--- TST RLR ---

RP/BOGAV0225/BOGAV0225 0N/SU 22APR22/1550Z 4NUEHQ

1. GOMEZ/ANDRESMR

2 AV8472 S 30MAY 1 BOGCTG HK1 1 0500 0630 *1A/E*

3 AP B

4 APM +57 3132112123

5 TK OK22APR/BOGAV0225//ETAV

6 SSR OTHS YY SE REALIZA CAMBIO DE NOMBRES ANDES POR ANDRES

7 FB FAX 0000000000 TTP/T1/RT OK ETICKET/S2

8 FE FAX /C1 NON REFUNDABLE/ CHANGES RESTRICTED/ RESTRICTIONS

APPLY/S2

9 FO FAX 134-2100975256BOG22APR22/76400586/134-21009752562E1

/S2

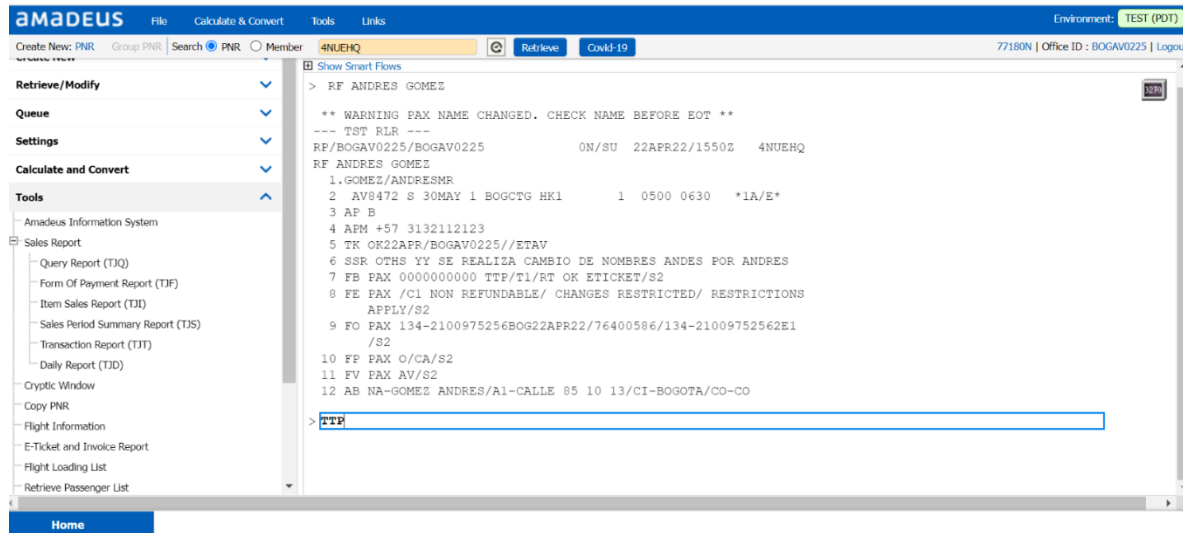
10 FP FAX O/CA/S2

11 FV FAX AV/S2

12 AB NA-GOMEZ ANDRES/A1-CALLE 85 10 13/CI-BOGOTA/CO-CO

> RF ANDRES GOMEZ

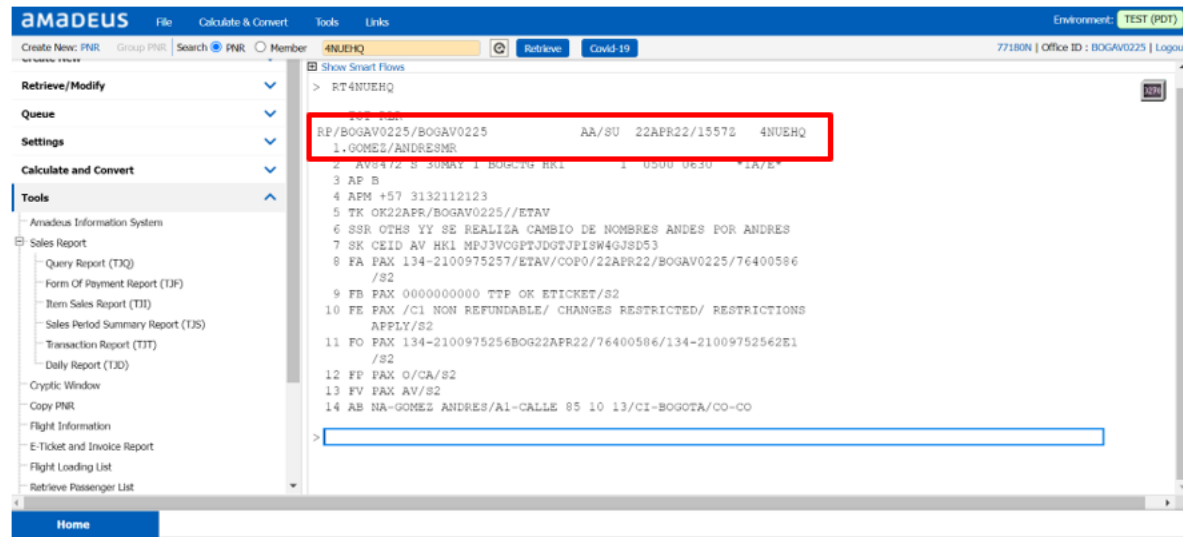
11) TTP ticket is issued.



The screenshot shows the Amadeus GDS interface with the following details:

- Header:** amadeus | File | Calculate & Convert | Tools | Links | Environment: TEST (PDT)
- Search:** Create New: PNR | Group PNR | Search: PNR | Member: 4NUEHQ | Retrieve | Cw45-19 | 77180N | Office ID : BOGAV0225 | Logout
- Left Menu:**
 - Retrieve/Modify
 - Queue
 - Settings
 - Calculate and Convert
 - Tools
 - Anadeus Information System
 - Sales Report
 - Query Report (TJQ)
 - Form Of Payment Report (TJF)
 - Item Sales Report (TJI)
 - Sales Period Summary Report (TJS)
 - Transaction Report (TJT)
 - Daily Report (TJD)
 - Cryptic Window
 - Copy PNR
 - Flight Information
 - E-Ticket and Invoice Report
 - Flight Loading List
 - Retrieve Passenger List
- Main Display:**
 - > RF ANDRES GOMEZ
 - ** WARNING FAX NAME CHANGED. CHECK NAME BEFORE EOT **
 - TST RLR ---
 - RP/BOGAV0225/BOGAV0225 0N/SU 22APR22/1550Z 4NUEHQ
 - RF ANDRES GOMEZ
 - 1.GOMEZ/ANDRESMR
 - 2 AV8472 S 30MAY 1 BOGOTG HK1 1 0500 0630 *1A/E*
 - 3 AP B
 - 4 AFM +57 3132112123
 - 5 TK OK22APR/BOGAV0225//ETAV
 - 6 SSR OTHS YY SE REALIZA CAMBIO DE NOMBRES ANDES FOR ANDRES
 - 7 FB FAX 0000000000 TTP/TI/RT OK ETICKET/S2
 - 8 FE FAX /C1 NON REFUNDABLE/ CHANGES RESTRICTED/ RESTRICTIONS
 - APPLY/S2
 - 9 FO FAX 134-2100975256BOG22APR22/76400586/134-21009752562E1
 - /S2
 - 10 FP FAX O/CA/S2
 - 11 FV FAX AV/S2
 - 12 AB NA-GOMEZ ANDRES/A1-CALLE 85 10 13/CI-BOGOTA/CO-CO
 - > TTP

12) The booking and ticket issued with the correction is validated.



The screenshot shows the Amadeus GDS interface with the following details:

- Header:** amadeus | File | Calculate & Convert | Tools | Links | Environment: TEST (PDT)
- Search:** Create New: PNR | Group PNR | Search: PNR | Member: 4NUEHQ | Retrieve | Cw45-19 | 77180N | Office ID : BOGAV0225 | Logout
- Left Menu:**
 - Retrieve/Modify
 - Queue
 - Settings
 - Calculate and Convert
 - Tools
 - Anadeus Information System
 - Sales Report
 - Query Report (TJQ)
 - Form Of Payment Report (TJF)
 - Item Sales Report (TJI)
 - Sales Period Summary Report (TJS)
 - Transaction Report (TJT)
 - Daily Report (TJD)
 - Cryptic Window
 - Copy PNR
 - Flight Information
 - E-Ticket and Invoice Report
 - Flight Loading List
 - Retrieve Passenger List
- Main Display:**
 - > RT4NUEHQ
 - RP/BOGAV0225/BOGAV0225 AA/SU 22APR22/1557Z 4NUEHQ
 - 1.GOMEZ/ANDRESMR
 - 2 AV8472 S 30MAY 1 BOGOTG HK1 1 0500 0630 *1A/E*
 - 3 AP B
 - 4 AFM +57 3132112123
 - 5 TK OK22APR/BOGAV0225//ETAV
 - 6 SSR OTHS YY SE REALIZA CAMBIO DE NOMBRES ANDES FOR ANDRES
 - 7 SK CEID AV HK1 MFJ3VCGPTJDOTJPIW4GJSD53
 - 8 FA FAX 134-2100975257/ETAV/COFO/22APR22/BOGAV0225/76400586
 - /S2
 - 9 FB FAX 0000000000 TTP OK ETICKET/S2
 - 10 FE FAX /C1 NON REFUNDABLE/ CHANGES RESTRICTED/ RESTRICTIONS
 - APPLY/S2
 - 11 FO FAX 134-2100975256BOG22APR22/76400586/134-21009752562E1
 - /S2
 - 12 FP FAX O/CA/S2
 - 13 FV FAX AV/S2
 - 14 AB NA-GOMEZ ANDRES/A1-CALLE 85 10 13/CI-BOGOTA/CO-CO
 - >

amadeus

File Calculate & Convert Tools Links

Environment: TEST (PDT)

Create New: PNR Group PNR Search PNR Member

4NUEHQ

Retrieve Covid-19

77180N | Office ID : BOGAV0225 | Logout

Retrieve/Modify

Queue

Settings

Calculate and Convert

Tools

Amadeus Information System

Sales Report

- Query Report (TJQ)
- Form Of Payment Report (TJF)
- Item Sales Report (TJI)
- Sales Period Summary Report (TJS)
- Transaction Report (TJT)
- Daily Report (TJD)

Cryptic Window

Copy PNR

Flight Information

E-Ticket and Invoice Report

Flight Loading List

Retrieve Passenger List

Show Smart Flows

> TWD

TKT-1342100975257

RCI-

1A LOC-4NUEHQ

OD-BOGCTG SI-

FCPI-0

POI-BOG

DOI-22APR22

IOI-76400586

1.GOMEZ/ANDRESMR

ADT

S I

1 OB OG AV8472

S

30MAY0500

OK

SESB1BRQ

O

30MAY30MAY NO

CTG

FARE R COP

228000

TOTALTAX COP

0

TAXES PD

TOTAL COP

NO ADC

/FC BOG AV CTG Q16000.00

212000.00COP228000.00END

FE /C1 NON REFUNDABLE/ CHANGES RESTRICTED/ RESTRICTIONS APPLY

FO 134-2100975256BOG22APR22/76400586/134-2100975256

FF O/CA

FOR TAX/FEE DETAILS USE TWD/TAX

Home