INVOLUNTARY REISSUE
PARTIALLY USED

Important Note: Prior to any involuntary action, always consult Irregularities chapter in Aegean HUB (link below)

1. Click on the flight(s) and then choose from the options below, Create Fare.

2. Choose from the field Use Ticket Data the original ticket number
3. Fill in the new mask with the original fare basis and baggage allowance

Or you may “DRAG” the flight elements and then clear NVB/NVA field

4. Change the Commission box to “Percent”.

   In the “Reason” field select Reissue and in the Endorsements box fill in the sentence: *Invol Reissue due to.....*(the reason of the involuntary reissue).

5. Finally, in the field Fare Calculation Line insert the indicator I- in the beginning of the sentence.

   *In case of different Passenger Type (ADT,CHD,INF), the pricing mask must be completed for each type separately. Once all pricing masks have been filled in per Passenger Type, press SUBMIT.*
6. Mask should be displayed as per bellow:

![Image of Mask Display]

7. Choose the Transactions field to display the tickets. Select the ticket number you wish to reissue.
8. Select the option [Exchange/Reissue].