

RESOLUTION 838

CHANGE OF TRAFFIC DOCUMENTS BY AGENTS

PAC(57)838(except USA)

Expiry: Indefinite
Type: B

RESOLVED that the following provisions shall govern changes by Agents to Traffic Documents; provided that nothing in this Resolution shall preclude Members from establishing additional restrictive conditions on a unilateral or multilateral basis.

1. GENERAL

1.1 at a passenger's request, an Agent may effect a change of reservation or effect a rerouting under the conditions specified in the following paragraphs. In such case, the Agent shall ensure that all space originally reserved in respect of the segment affected by the change is promptly cancelled.

2. CHANGE OF RESERVATION FOR ELECTRONIC TICKETS ONLY

alterations to Electronic Tickets/flight coupons shall be made in accordance with Members specific instructions and as provided for by the automated ticketing systems.

3. VOLUNTARY REROUTING

(change made at passenger's request)

3.1 an Agent shall not reissue a Traffic Document

3.1.1 when the Traffic Document presented for reissue was issued or originally issued in currencies or countries with exchange control restrictions,

3.1.2 when the Traffic Document presented for reissue is not valid or is restricted for reissue by the fare rule, the discount applied or the form of payment or shows any other remarks restricting issue,

3.1.3 when the effect of reissue would be to change the type of fare (e.g. normal fare into excursion fare) or grant a reduction (e.g. normal fare into youth fare) for an itinerary involving a sector already flown;

3.2 in all other cases, an Agent may reissue a Traffic Document, provided authorisation to do so has been requested from and given by the issuing airline shown on the Traffic Document presented for reissuance, or by the airline shown in the 'Original Issue' box. Such authorisation is not required if a Traffic Document is reissued, without changing the routing, only to change the carrier named for transportation to become the carrier shown in the 'Original Issue' box of the ticket;

3.3 the reissued Traffic Document shall be issued only in the name of the carrier which issued the Traffic Document presented for reissue, or the carrier shown in the 'Original Issue' box;

3.4 any restrictive remark shown on the Traffic Document, presented for reissue, must be carried forward on the new Traffic Document;

3.5 an Agent shall not issue a miscellaneous document against an unused or partly used document;

3.6 when authorisation to reissue is required, written evidence of such authorisation shall be obtained and made available on request by the respective carrier, except where Electronic Ticketing processes are used.

4. INVOLUNTARY REROUTING

(change due to special airline operational circumstances)

4.1 in the case of involuntary rerouting, reissuance of Traffic Documents and change of reservations data on the Traffic Document are restricted to air carriers;

4.2 reissuance of involuntarily rerouted Traffic Documents and change of reservations data on such tickets are also restricted to air carriers.

Editorial Note: Amendments to [Resolution 838](#) are subject to unanimous concurrence by the Passenger Standards Conference.
