



# **Airline Guide to Involuntary Rerouting**

1st Edition  
Effective 1 September 2002

*International Air Transport Association*





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## PREFACE

Nobody likes being faced with an involuntary rerouting situation. Passengers are often left with a poor feeling of the customer service they receive. Airline employees are often inundated with many hundreds of passengers needing to be reaccommodated. Unfortunately irregular operations do happen for a whole variety of reasons. With the passengers' needs uppermost in our minds, how we deal with these situations can make the difference between providing an efficient and quick solution, or making a difficult situation worse. One of the most common misunderstandings is that, when we are in these situations, the simplest thing to do is issue a Flight Interruption Manifest (FIM) and then the billing and settlement of the affected flight coupons can be taken care of in the Revenue Accounting departments. This guide details procedures and processes to facilitate involuntary rerouting situations and attempts to show that in fact the FIM should be the last possible solution rather than the first. The issuance of a FIM gives no financial or other advantage over either accepting the coupons or reissuing the ticket.

This guide is intended for front-line ticket agents and passenger services staff, procedures officers and trainers. It is designed to interpret the Resolutions contained in the Passenger Services Conference Resolution Manual and the Revenue Accounting Manual (RAM). It also explains some of the most commonly held misconceptions concerning the interline billing of tickets and FIMs, and the impact that this creates for our colleagues in Revenue Accounting.

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## SECTION 1 — INTRODUCTION

In developing and enhancing the resolutions for involuntary rerouting it has become apparent that further instructions are required which, whilst not appropriate for inclusion in the IATA resolution text, are fundamental to obtaining a clear understanding of how to effectively and efficiently deal with an involuntary rerouting situation and add to the general understanding of the procedures and processes of involuntary rerouting.

No one likes to be placed in a situation where passengers must be involuntarily rerouted. However given the complexity of the aviation business, it can happen. Everyone acknowledges that every effort is taken to keep these situations to a minimum. When they do happen they are difficult times for the passenger, the passenger service agents and the airline. How we deal with these situations would determine how the passenger feels about us after the event, in what are often quite difficult circumstances for all concerned.

Given the many different scenarios that can arise and, as a consequence, the many different ways in which they can be dealt with, there appears to be significant benefit in documenting various aspects of the overall processes to promote a common understanding and standardised approach to involuntary rerouting.

Consequently this *“Airline Guide to Involuntary Rerouting”* provides a way to inform and document the various processes and provide clarifications and explanations of the involuntary rerouting procedures.

Specifically it should be noted that:

- The guide is based on the IATA resolution text “Involuntary Change of Carrier, Routing, Class or Type of Fare” published in IATA Resolution 735d, and “Procedures for Involuntary Change of Routing en Route” published in Resolution 735e. (*See appendices A and B*).
- References to revenue accounting procedures are based on procedures published in the IATA “Revenue Accounting Manual”.
- This guide provides explanations and guidelines to involuntary rerouting; it is not a definitive or binding document since the formal text is contained in the resolutions and recommended practices adopted by the IATA Passenger Services Conference and the revenue accounting procedures as published in the Revenue Accounting Manual (RAM).
- This document does not prevent carriers from agreeing to bi-lateral agreements which may from time to time be required.
- In particular this document is designed to assist carriers in reducing the number of Flight Interruption Manifests (FIMs) and the lengthy revenue accounting procedures that take place as a result.
- In addition it is hoped that this document will address some of the myths that have grown up concerning the revenue to be won or lost based on whether you should accept the tickets or issue the FIM.
- This guide does not cover Air Transport Association (ATA) of America procedures for involuntary rerouting and billing rules in the USA where different rules apply.
- It is acknowledged that to reduce the accounting processes that are required to settle FIMs some carriers have entered into “Simplified Billing Procedures” as set out in Chapter B10 of the Revenue Accounting Manual.



## Airline Guide to Involuntary Rerouting

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This is the first version of this guide. Rules and procedures can, and often do change. As such this document should be viewed as an initial basis for further development. In this context, any comments, suggestions or proposals for enhancement are welcome and should be directed to Manager – Ticketing Services (GVATZXB), email [mcewend@iata.org](mailto:mcewend@iata.org).

This guide is intended for front-line passenger services staff and ticket agents who are handling these situations, procedures officers and instructors who may use this document as a procedural guide and training tool.

***Final Note:*** *Examples used in this guide are for illustration purposes only and no implication as to the reliability of an air route or carriers' services is inferred or suggested.*

## **SECTION 2 — OVERVIEW**

### **2.1 WHAT IS AN INVOLUNTARY REROUTE?**

An involuntary rerouting situation occurs when the passenger is forced to change the carrier, and/or routing and/or class and/or type of fare from that on which the passenger was due to fly.

There are two main types of involuntary reroute to consider:

- 1) When a disruption occurs prior to the departure of a flight on which the passenger holds a confirmed reservation and the aircraft has not left. In this case the flight coupons would normally still be available at the place where the involuntary rerouting occurs.
- 2) When a diversion occurs en route in that the flight has already left its point of departure and the passengers are on board.(i.e. the aircraft is in flight) In this case the passenger will not be in possession of the flight coupons.

#### **2.1.1 Flight Disruption Prior to Departure (Coupons available at the place where the Involuntary Rerouting occurs)**

The following situations shall justify an involuntary change of carrier, routing or class of service:

- a flight is cancelled;
- a flight which does not operate reasonably in accordance with the schedule;
- an airline is unable to provide space on the flight on which the passenger is holding previously confirmed space;
- an airline causes a passenger to miss a connecting flight on which he holds a confirmed reservation;
- a flight fails to stop at a point to which the passenger is destined or is ticketed to stopover (whether over or under carriage). See also 2.1.2.

##### **2.1.1.1 A flight is cancelled**

Situations necessitating a flight to be cancelled could be but not limited to:

- airport closure;
- technical/mechanical;
- crew out of hours;
- strike action.

##### **2.1.1.2 A flight does not operate reasonably in accordance with the schedule (Delays)**

Situations resulting in a delay either to the departure or arrival could be but not limited to:

- airport congestion (gate/runway);
- air traffic control restrictions;
- technical/mechanical;
- adverse weather conditions (for example fog/snow/de-icing required).

### **2.1.1.3 An airline is unable to provide space on the flight on which the passenger is holding previously confirmed space (Oversales)**

The flight was overbooked and more than the expected number of passengers have presented themselves for carriage in accordance with the airline's latest check-in times resulting in the fact that there is not enough space for all the passengers to be carried on the flight on which they were originally booked.

### **2.1.1.4 An airline causes a passenger to miss a connecting flight on which he/she holds a confirmed reservation**

This could occur for any of the reasons mentioned above in that due to the late arrival of the inbound aircraft the passenger has been unable to make the connection.

### **2.1.1.5 A flight fails to stop at a point to which the passenger is destined or is ticketed to stopover (whether over or under carriage)**

Passengers may be waiting to board a flight at an intermediate stop and the aircraft fails to operate to one or other of those intermediate points resulting in the passengers not being able to depart on that flight. They will still have their coupons at their point of departure.

(E.G. A flight is scheduled from AMS to TPE via BKK. Because TPE has been reported as fog-bound the flight has terminated in BKK. Passengers checked in at BKK for this flight will be unable to travel since this sector has been cancelled).

### **2.1.2 Flight Diversion En Route (After Departure Coupons Not Available)**

The reasons when it becomes necessary to reroute passengers involuntarily en route are varied. The most important issue is that the applicable flight coupons are not available. For example a flight leaves HKG and is scheduled to arrive at LHR. Unexpectedly the aircraft is required to divert to BAH. The passengers need to be rerouted onwards from BAH to LHR but the flight coupons are in HKG.

Similarly a flight may be scheduled to land at London Heathrow airport but due to adverse weather conditions the flight is diverted to Manchester where the flight terminates. Likewise in this scenario the passengers need to be rerouted to their destination but the coupons are not available.

## **SECTION 3 — PARTICIPANTS IN THE INVOLUNTARY REROUTING PROCESS (ROLES AND RESPONSIBILITIES)**

### **3.1 THE PASSENGER**

The person entitled to be rerouted to his destination based on his original ticketed itinerary.

### **3.2 THE AIRLINE – DEFINITIONS FROM THE RESOLUTIONS**

A carrier involved in the involuntary rerouting process. In this regard an airline can be as follows:

#### **3.2.1 “Forwarding Member”**

This means the carrier who created the condition in which a need for an involuntary change to the passengers’ journey is required. There are two scenarios:

- 1) in the case of a flight interruption en route: the Member and/or non-IATA carriers responsible for the condition which creates a need for an involuntary change in the passenger’s journey, due to a flight interruption/diversion en-route or
- 2) in the case of involuntary reroutings: the Member and/or non-IATA carriers responsible for the reissuance of the original flight coupons or for the issuance of a Flight Interruption Manifest. This may be the carrier responsible for the involuntary rerouting or the carrier acting on its behalf.

#### **3.2.2 “Original Receiving Member”**

This means the carrier on whose flight a passenger is originally ticketed from a connection point.

#### **3.2.3 “New Receiving Carrier”**

This means a new carrying airline or surface transportation provider selected for onward carriage by the “Forwarding Member” from the point where an involuntary change becomes necessary. In other words the carrier who will be taking the passengers onwards from where they experienced the disruption on an involuntary reroute basis.

### **3.3 OTHER INTERESTED PARTIES**

Other parties may have an interest in this process:

- the travel agent from whom the passenger purchased the ticket;
- the CRS which was used to make the reservation/changes;
- the ground handling company providing the passenger handling functions and who may well be taking care of the involuntary rerouting;
- the corporate office who is waiting for their personnel to arrive;
- friends and relatives.

### **3.4 RESPONSIBILITIES**

#### **3.4.1 “Forwarding Member”**

It is the responsibility of the carrier that caused the involuntary reroute (“Forwarding Member”) to arrange onward carriage with the least possible delay or inconvenience.

The carrier should always take care of, and have due consideration for the passengers' reasonable interests. Depending on the circumstances necessitating the involuntary change a carrier shall consider the following:

- a) arrange for an involuntary refund;
- b) provide onward carriage with the least possible delay or inconvenience to the destination or stopover point named on the ticket. This should be undertaken without additional cost to the passenger;
- c) the involuntary rerouted passenger can be provided with carriage on one of the forwarding carrier's own aircraft, on the services of the "Original Receiving Member" carrier or on another carrier's aircraft ("*New Receiving Carrier*").

It is important to note that in the event of involuntary rerouting the availability maintained in a carrier's own reservation system or CRS is not to be used for transferring passengers involved in an irregular operation even though the bookings are for parties below the normal quota sale as agreed bi-laterally between the carriers. Space for irregular operations protection must be requested by telephone or message.

Other carriers may be experiencing similar problems (airport closure due to weather for example) and would likewise be unable to accommodate the rerouted passengers. Flights may show available in a reservations system at last minute however new reservations may not be easily accepted by the other carrier since that flight may already be under airport control and additional handling problems could occur as a result;

- d) subject to the Conditions of Carriage, the "Forwarding Member" shall be responsible for passenger expenses as may be incurred during the period of the passenger's delay at the place where the involuntary change occurred, and may absorb such expenses at subsequent points en route where they are a direct consequence of such a change, provided that they are limited to essential expenses such as hotel accommodation, suitable meals and beverages without regard to class of service.

**Exception:** *Where a "Forwarding Member's" domestic service causes such a change, the "Forwarding Member" need not comply with the requirements and such responsibilities may be assumed instead by the "Original Receiving Member" or the "New Receiving Carrier".*

**E.G.** *Carrier BB arrives late into LHR from EDI causing the passenger to miss his connection to NYC. In this case either the carrier on whom the passenger was originally due to fly OR the carrier onto whom the passenger has been rerouted may assume the responsibilities.*

### 3.4.2 "New Receiving Carrier"

Provided that the "Forwarding Member" has observed the rules and provisions of the Involuntary Reroute Resolutions the carrier that has been selected to carry the passengers onwards ("*New Receiving Carrier*") shall accept the coupons presented for involuntary rerouting irrespective of the fare basis entered on the flight coupon. This includes passengers travelling on ID50, BT/IT tickets and passengers travelling on Frequent Flyer mileage redemption tickets but not other industry discount tickets which can still nonetheless be accepted by mutual agreement between the "Forwarding Member" and the "New Receiving Carrier".

## **SECTION 4 — KEY INVOLUNTARY REROUTE CONCEPT**

Essential to a smooth handling of involuntary reroute situations is to understand the key concept:

**To get the passengers to their destinations as quickly as possible with due regard for the passengers needs in what are very difficult and stressful circumstances.**

The biggest question that needs to be answered when determining how you are going to do this is:

**Can I use the original flight coupons?**

**Can I do a reissue?**

**or**

**Will I need to issue a Flight Interruption Manifest (FIM)?**

**Note:** *The issuance of the FIM should be the last thing to consider. Only if you cannot use the original flight coupons, if they are not available, or if a reissue is not possible should a FIM be considered.*





## **SECTION 5 — THE INVOLUNTARY REROUTE PROCESS**

### **5.1 COUPONS AVAILABLE**

Wherever possible the original flight coupons should be used to involuntarily reroute a passenger. The preference and emphasis should be that carriers should always use the original flight coupons whenever they are available.

It is acknowledged that differing situations may require different solutions, however it is much easier to determine the billing of the coupons themselves rather than the billing of coupons entered on Flight Interruption Manifests (FIMs).

The following section discusses when coupons shall be used in preference to issuing a Flight Interruption Manifest.

#### **5.1.1 No Change of Routing**

When no change in routing occurs, IATA Resolution 735d paragraph 6.2.1 stipulates that the appropriate coupons must be used in preference to issuing a FIM. It is important to note the following points from this Resolution:

##### **Check-in**

- The “Forwarding Member” shall present the original flight coupon(s) for onward carriage.
- When presented they shall be accepted by the “New Receiving Carrier”.

##### **Ticketing**

- The endorsement procedure must be followed on the understanding that an endorsement to the “New Receiving Carrier” should not be withheld.
- WHEN THE PASSENGER IS IN POSSESSION OF THE FLIGHT COUPON(S) A FIM SHALL NOT BE ISSUED NOR SHALL THE “NEW RECEIVING CARRIER” REQUEST THE ISSUANCE OF A FIM.

#### **5.1.1.1 Procedural Requirements When Accepting the Original Flight Coupons.**

Interline departments often agree amounts that will be paid to the “New Receiving Carrier” when an involuntary reroute takes place irrespective of what type of fare is used within the same cabin. The Revenue Accounting Manual (RAM) has rules for billing different types of tickets in an involuntary reroute situation. For this reason it is preferable to use the coupons. When the coupons are used, the “Forwarding Member” must mark them “INVOL REROUTE”. A rubber stamp to do this may be issued locally to effect this annotation to the ticket.

For electronic coupons the “Forwarding Member” shall forward the Involuntary Indicator.

A Flight Interruption Manifest must ONLY be used where the passenger has surrendered the flight coupon prior to the occurrence of the disruption in order to provide the least possible delay or inconvenience to the passenger. In this case the FIM shall be accepted. However it should be noted that as soon as possible afterwards, the original flight coupon(s) should be substituted for the FIM. This should be done PRIOR to submitting documentation to the Revenue Accounting department.

### Examples:

- 1) Passenger is booked to fly on carrier BB from LON to NYC. Due to technical reasons you are advised that the flight has been cancelled. Carrier CC agrees to take your passengers. Having confirmed the space by telephone simply endorse the coupon in the normal manner and enter the words "INVOL REROUTE" additionally in the endorsements box. After revalidating the ticket the passenger can then go to the other carrier to check-in. The "New Receiving Carrier" has the original flight coupons against which the interline billing is made.
- 2) Passenger is checked in to fly with carrier BB from LON to NYC. The coupon has been uplifted at check-in and is now in the flight monitoring unit or coupon control office. The passenger is sitting at the gate when an announcement is made that the flight will be delayed by six hours for technical reasons. At the next gate another airline is scheduled to depart within 40 minutes and agrees to take some of the passengers from the delayed flight. There is no time to retrieve the coupons and pass them to the new airline and so a FIM could be issued to allow the passengers to travel with least possible delay. However as soon as possible afterwards, the FIM should be substituted for the ticket coupons and preferably before submission to the revenue accounting department.

**IT SHOULD BE NOTED THAT COUPONS SHOULD ALWAYS BE USED WHEN AVAILABLE AND THE "NEW RECEIVING CARRIER" CAN NOT INSIST UPON THE ISSUANCE OF A FIM.**

### 5.1.2 Change of Routing

It will often happen that to get the passengers to their final destination there will not be a direct flight and a change of routing will be required to ensure that the passengers get to their destination.

#### Example:

A passenger is booked to fly from AMS to BKK and the flight is advised as cancelled. The only alternative available is to reroute the passengers via FRA and fly the passengers AMS-FRA-BKK. This section explains how to handle this situation.

The ideal situation would be to reissue the ticket using the ticketing procedures for involuntary rerouting.



# The Involuntary Reroute Process

## Example:

### Original Ticket

FROM/TO AMS BKK AMS XT EUR VV 1.00 EUR CJ 4.40	CARR. FARE CALC. BB 1360.02 BB 1360.02	ENDORSEMENTS/RESTRICTIONS (CARBON) NAME OF PASSENGER VANDERMERWE / FRANS MR NOT TRANSFERABLE DATE OF ISSUE 21 SEP 02 CONJUNCTION TICKETS ORIGINAL ISSUE	ORIGIN/DESTINATION SITI AIRLINE DATA RXLDMU ISSUED IN EXCHANGE FOR	FLIGHT COUPON 1 PLACE OF ISSUE - AGENCY VALIDATED IN AMSTERDAM	THIS TICKET IS NOT VALID AND WILL NOT BE ACCEPTED FOR REFUND OR EXCHANGE FROM THE ISSUING CARRIER OR ITS AUTHORIZED TRAVEL AGENT.							
NOT GOOD FOR PASSAGE			CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CK/UNCK
FROM AMSTERDAM			BB	877 C	23SEP	2000	OK	CR				30K PCS WT
TO BANGKOK			BB	878 C	01OCT	2305	OK	CR				30K PCS WT
TO AMSTERDAM			V	0	I	D						PCS WT
TO VOID			V	0	I	D						PCS WT
TO VOID			TOUR CODE									
FORM OF PAYMENT NONREF			PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY ABC AIRLINES SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET									
TOTAL FARE CALC. EUR2884.00 TOTAL EUR2905.64			EQUIV. FARE PD.	TAX/FEES/CHARGE 5.35NL	TAX/FEES/CHARGE 10.89RN	TAX/FEES/CHARGE 5.40XT	CPN	AIRLINE CODE	FORM AND SERIAL NUMBER	CK		
						000 3434567890 5			DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE			

### Involuntary Rerouted Ticket

FROM/TO AMS BKK AMS XT EUR VV 1.00 EUR CJ 4.40	CARR. FARE CALC. BB 1360.02 BB 1360.02	PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY ABC AIRLINES SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET ENDORSEMENTS/RESTRICTIONS (CARBON) INVOL REROUTE NAME OF PASSENGER VANDERMERWE / FRANS MR NOT TRANSFERABLE ISSUED IN EXCHANGE FOR 0003434567890(1) CONJUNCTION TICKETS ORIGINAL ISSUE 0003434567890AMS21SEP02	ORIGIN/DESTINATION SITI AIRLINE DATA SOUTBD DATE AND PLACE OF ISSUE 23 SEP 02	FLIGHT COUPON 1 AGENT DM	THIS TICKET IS NOT VALID AND WILL NOT BE ACCEPTED FOR REFUND OR EXCHANGE FROM THE ISSUING CARRIER OR ITS AUTHORIZED TRAVEL AGENT.							
NOT GOOD FOR PASSAGE BETWEEN POINTS OUTLINED			CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CK/UNCK
FROM AMSTERDAM			BB	1765 C	23SEP	2035	OK	CR				30K PCS WT
TO FRANKFURT			CC	9714 C	23SEP	2310	OK	CR				30K PCS WT
TO BANGKOK			V	0	I	D						PCS WT
TO VOID			V	0	I	D						PCS WT
TO VOID			TOUR CODE									
FORM OF PAYMENT NONREF			ADDITIONAL ENDORSEMENTS/RESTRICTIONS (CARBON)									
TOTAL FARE CALC. EUR2884.00 TOTAL NO ADC			EQUIV. FARE PD.	TAX/FEES/CHARGE 5.35NL	TAX/FEES/CHARGE 10.89RN	TAX/FEES/CHARGE 5.40XT	CPN	AIRLINE CODE	FORM AND SERIAL NUMBER	CK		
						4 000 4434567890 6			DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE			

**Note:** Carry forward to the new ticket the ORIGINAL "Fare Calc", "Fare", "Tax/Fee/Charge", "Equiv. Fare Pd." and "Total" entries and show the revised routing only in the "Good for Passage" Sections. No recalculation of fare and tax/fee/charges is required. Endorse the ticket "INVOL REROUTE".

It is accepted that this process, particularly with a large number of passengers to deal with, could be rather cumbersome and take some time. It is precisely because of our obligation to provide carriage with the least possible delay or inconvenience to the passenger that we have become accustomed to simply issuing a FIM in these circumstances. Indeed one could still issue a FIM if the reissue process would take too long. However there is a third method that should be considered if time is short before resorting to issuing a FIM.



# Airline Guide to Involuntary Rerouting

## 5.1.2.1 Change of Routing Using Original Flight Coupons

Wherever possible and if acceptable to the “New Receiving Carrier” the original flight coupons can be used over a different routing rather than issue a FIM or reissue the ticket. This can be done provided that:

- The origin and destination are the same and will not change from that which was originally ticketed;
- The new routing is to be flown by one “New Receiving Carrier”. There can be two or more sectors;
- The coupons are endorsed and marked “INVOL REROUTE” in a blank area other than the “SCAN AREA” on the applicable coupons.

### Examples:

#### 1) Change in Connecting Point

A passenger is ticketed to fly MEL BB AKL BB LAX

FROM/TO <b>MEL</b>		CARR. <b>BB</b>	FARE CALC. <b>M</b>	ENDORSEMENTS/RESTRICTIONS (CARBON) <b>XTAUD20.00WY10.00AB4.45AY46.96</b>		ORIGIN/DESTINATION <b>SITI</b>		<b>FLIGHT COUPON 1</b>	
X/AKL		BB	M	US5.52XA12.45XY8.90YC XF5.34LAX3		AIRLINE DATA <b>RXBLMT</b>		PLACE OF ISSUE - AGENCY <b>VALIDATED IN MELBOURNE</b>	
LAX		BB	2039.39	NAME OF PASSENGER <b>NELSON / ANTOINETTE MS</b>		DATE OF ISSUE <b>29 SEP 02</b>		ISSUED IN EXCHANGE FOR	
X/AKL		BB	M	CONJUNCTION TICKETS		ORIGINAL ISSUE		AGENT'S NUMERIC CODE	
MEL		BB	2039.39	X/O		NOT GOOD FOR PASSAGE		BAGGAGE CK/UNCK	
				FROM		CARRIER		FLIGHT/CLASS	
				TO		DATE		TIME	
				STATUS		FARE BASIS		NOT VALID BEFORE	
				NOT VALID AFTER		ALLOW		PCS	
				WT					
				TO		DATE		TIME	
				STATUS		FARE BASIS		NOT VALID BEFORE	
				NOT VALID AFTER		ALLOW		PCS	
				WT					
				TO		DATE		TIME	
				STATUS		FARE BASIS		NOT VALID BEFORE	
				NOT VALID AFTER		ALLOW		PCS	
				WT					
				TO		DATE		TIME	
				STATUS		FARE BASIS		NOT VALID BEFORE	
				NOT VALID AFTER		ALLOW		PCS	
				WT					
				TO		DATE		TIME	
				STATUS		FARE BASIS		NOT VALID BEFORE	
				NOT VALID AFTER		ALLOW		PCS	
				WT					
				TO		DATE		TIME	
				STATUS		FARE BASIS		NOT VALID BEFORE	
				NOT VALID AFTER		ALLOW		PCS	
				WT					
				TO		DATE		TIME	
				STATUS		FARE BASIS		NOT VALID BEFORE	
				NOT VALID AFTER		ALLOW		PCS	
				WT					
				TO		DATE		TIME	
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				STATUS		FARE BASIS		NOT VALID BEFORE	
				NOT VALID AFTER		ALLOW		PCS	

In this case the original flight coupon for carrier BB can be used for travel via Sydney even though there is only one coupon. The origin (MEL) and destination (LAX) are the same and travel is on one carrier only, via Sydney. Carrier CC will accrue the revenue for the direct service. A carrier's own internal procedures would determine how to handle the boarding passes and the flight coupon.

As only one flight coupon has been issued the "Forwarding Member" must ensure that this will be acceptable to the "New Receiving Carrier". This coupon will be uplifted at Melbourne and there will be no flight coupon for the sector from Sydney to Los Angeles.

It is important therefore that the "New Receiving Carrier" agrees in advance with the "Forwarding Carrier" to accept the one coupon for the two sectors.

### 3) Two or more Carriers. No change in Connecting Point. Onward Connection Not Affected.

A passenger is ticketed to fly YVR DD X/FRA EE CPH, with no stopover at FRA. At Vancouver airport the passenger is advised that the flight is cancelled. In this case the passenger was travelling direct to FRA with a connection to CPH. There is no other direct flight from YVR to FRA. The passenger is advised that an alternative solution to get the passenger to FRA (so that he/she can still make a connection from FRA to CPH) has been arranged via Chicago to fly YVR FF ORD FF FRA EE CPH. In this case the original flight coupon YVR DD FRA can be used to transport the passenger via Chicago (subject to the agreement of the "New Receiving Carrier") without the need to reissue the coupon or issue a FIM since the origin of the coupon (YVR-the point of disruption) and the destination of the coupon (FRA-the transfer point) will remain the same. The coupon from FRA to CPH (the onward sector) is NOT affected by the rerouting.

This would not be permitted if:

- Carriage was on two different carriers
- The Origin/Destination were not the same.

#### Examples:

i) This involuntary rerouting is permitted, subject to the agreement of the "New Receiving Carrier", since YVR DD FRA is being changed to YVR FF ORD FF FRA

YVR ←———— Point of Involuntary Rerouting  
X/FRA DD  
CPH EE

YVR  
X/ORD FF  
X/FRA FF  
CPH EE

ii) This involuntary rerouting using the flight coupon YVR FRA is not permitted since the passenger is being rerouted on to TWO different carriers (FF and GG).

YVR ←———— Point of Involuntary Rerouting  
X/FRA DD  
CPH EE

YVR  
X/ORD FF  
X/FRA GG  
CPH EE

iii) This involuntary rerouting using the flight coupon YVR-FRA is NOT permitted since the destination has changed to AMS.

YVR	←—————	Point of Involuntary Rerouting	YVR
X/FRA DD			X/ORD HH
CPH EE			X/AMS HH
			CPH JJ

The ticket must now be reissued or a FIM issued (if there is insufficient time) to cover all the carriage from YVR to CPH via ORD and AMS

#### 4) Change from a Connection to a Direct Flight.

A passenger is ticketed to fly SAO BB RIO BB MIA.

At Sao Paulo the passenger is advised that the flight from SAO to RIO will not make the connection to MIA since the flight is delayed however the passenger has been reaccommodated on a direct flight SAO CC MIA.

In this case rerouting using the original flight coupons is permitted subject to the agreement of the "New Receiving Carrier" since the origin (SAO) and the destination (MIA) does not change. All the ticket/check-in agent needs to do is uplift both flight coupons.

Note that in all cases the endorsement procedure, where applicable, must be followed. Coupons accepted in this manner must be clearly marked "INVOL REROUTE" in a blank area of the ticket taking care not to obscure any of the important data.

## SECTION 6 — PROCEDURES FOR INVOLUNTARY UPGRADING

There may be times when, due to high demand, there may not be space in the original class for which the involuntary rerouted passenger has paid. If a passenger has paid for an economy seat it is logical to assume that he/she is reaccommodated in the same class. However, when this is not possible, it is possible to provide an upgrade on the “New Receiving Carrier’s” service at no extra cost to the “Forwarding Member”. As you can imagine this could lead to abuse. Billing disputes often arise when this facility is used. It is important therefore to understand that strict criteria must be observed in order to avoid any misunderstanding between the carriers and subsequent mishandling of the passengers as a result.

Upgrading to a higher class can only take place when:

- at the time of making the new reservation, space is not available in the same class of **any airline** which is due to depart from the point of rerouting;
- when requesting such carriage the “New Receiving Carrier” is to be advised that the reservations are on an involuntary upgrade basis;
- it is understood that when a passenger is carried in a higher class it shall be at no additional charge to the “Forwarding Member”.

Revenue that will accrue to the “New Receiving Carrier” will be based on the ORIGINAL FARE PAID and NOT the class of travel. Thus if a passenger has paid for an “APEX” fare and now travels in the “New Receiving Carrier” Business Class, the “New Receiving Carrier” will receive ONLY the value of the original coupon and not the Business Class fare.

It is important to note that if the involuntary rerouting to a higher class is arranged less than 24 hours prior to departure of the “New Receiving Carrier” flight, any upgrading to a higher cabin may take place ONLY WITH THE PRIOR APPROVAL of this “New Receiving Carrier”. It should be noted that availability maintained in a computerised reservations system must NOT be used for irregular operations protection. Space for irregular operations protection must be requested by telephone or message where local or toll-free access is not available. When upgrading to a higher cabin it is important that you obtain specific authority from the “New Receiving Carrier” that they will accommodate your involuntary rerouted passengers at no extra charge.

There is currently no procedure to offer an upgrade to a higher cabin on discretionary basis even if the “Forwarding Carrier” indicates that they would be prepared to pay for it as a courtesy to the passenger.

When the coupons are accepted for carriage in a higher class the affected flight coupon(s) AND the passenger coupon must be endorsed “INVOL REROUTE INVOL UP” in the “Endorsement/Restrictions” box of the ticket.

When issuing a FIM enter the complete fare basis from the original flight coupon and NOT the fare basis for the actual class of travel. As stated previously, the “New Receiving Carrier” will receive only the value of the original flight coupon.

It is likewise possible that a passenger may have to be downgraded on an involuntary basis. In this case endorse the coupon “INVOL REROUTE INVOL DOWN TO...” followed by the class in which the passenger is being reaccommodated.

There is currently NO PROCEDURE for a carrier to authorise billing and settlement of a coupon at a higher fare than the one shown on the ticket even if the passenger is accepted in a higher class, neither on a voluntary or involuntary basis. It should be emphasised in particular that putting the boarded class (e.g. C, J or F) on the FIM or adding verbiage such as “authorised to prorate at normal ‘C’ class full fare basis” has no foundation in the interline billing process and there should be no expectation that these higher amounts will be accrued, nor can a carrier demand payment at such higher fare.





## SECTION 7 — THE FLIGHT INTERRUPTION MANIFEST

In the previous sections we have discussed how easy it is to involuntarily reroute a passenger using the flight coupons. The first thought should always be to use the coupons in the manner described. If the coupons cannot be accepted then tickets should be reissued. Only if this is absolutely impossible should a FIM be considered.

Whether or not to issue a FIM can sometimes be a difficult decision to make so let us summarise.

### 7.1 COUPON ACCEPTANCE

Always accept the flight coupon when available and when no change of routing occurs, or, when the origin and destination remain the same and the new routing is to be flown by one carrier as described in Section 5.

### 7.2 TICKET REISSUANCE

Tickets must be reissued when the coupons are available and:

- the passenger's origin and/or destination changes; and/or
- connecting point changes; and/or
- the rerouting involves more than one "New Receiving Carrier".

### 7.3 WHEN TO ISSUE A FLIGHT INTERRUPTION MANIFEST

FIMS should only be issued when:

- a flight is diverted en route and the coupons are not available;
- a flight has missed out an agreed stopping point and has under/over carried passengers;
- the flight coupons are not available in that the passenger is at the gate and the coupons are at check-in. To retrieve them would adversely affect the ability to reaccommodate the passengers with least possible delay;
- a ticket cannot be reissued, for example, there are no ticket issuance facilities available at the gate or to reissue would adversely affect the requirement to get the passengers to their destination with least possible delay. Proper planning and care should be taken to ensure that the issuance of FIMs in this respect are kept to a minimum.

**Important note:** *FIMs shall not be used to carry passengers onwards in the case a ticket is lost. Each carrier will have their own procedures for replacement/indemnification of lost/stolen tickets.*

Note also that an itinerary receipt of an electronic ticket is NOT an accountable document and must **never** be accepted for carriage. The E-ticket number must be annotated on the FIM unless the electronic ticket is to be printed to paper. Each carrier will have their own procedures for involuntary rerouting electronic tickets (see Section 11). When entering electronic ticket numbers on to a FIM, it is advisable, whenever possible, to take a copy of the itinerary receipt to attach to the FIM for verification by revenue accounting.

The "Forwarding Member" is responsible for ensuring that the FIM is completed correctly in accordance with the instructions in Resolution 735e. See *Appendix B*.

### 7.4 ACCEPTANCE OF A FIM

Before accepting a FIM the "New Receiving Carrier" should first confirm that there was absolutely no possibility of using the original flight coupons if available. Remember that a FIM should not in

general be issued when the flight coupons are available and neither the “Forwarding Member” nor the “New Receiving Carrier” shall insist on FIM issuance.

If the FIM is absolutely necessary then the “New Receiving Carrier” should ensure that:

- the FIM is completed correctly and in full. Incorrectly completed FIMs cause many problems when they arrive in the revenue accounting departments.
- particular attention should be given to the original fare basis shown on the ticket, original class of service and the new class of service.
- information entered on a FIM shall always be copied from the ORIGINAL flight coupons.
- ensure that the correct numbers are entered and that all the ticket numbers involved in the rerouting are annotated correctly.
- ensure ALL the coupons are uplifted to cover the journey mentioned on the FIM .
- the FIM shall be validated correctly by the FIM issuing carrier/ground handler and shall include the FIM issuing agent’s name and/or ID.

Check only one box in the “Reason for Issuance” box OR enter the carrier code in the “Diversion By” box. Under no circumstances must you complete BOTH boxes since either you will have a “cancelled”, “delayed”, “oversold” or “misconnected” situation OR a flight has been diverted. It is extremely important that in the first four scenarios, when you check the “Reason for Issuance” box, you DO NOT at the same time check the “Diversion By” box as well. The “Diversion By” box is only to be used in the event that you are dealing with a true diversion en route situation where the coupons are not available. Entering a carrier code in this box will mean that the FIM receiving carrier (i.e. “New Receiving Carrier”) will bill the FIM to the carrier mentioned in the “Diversion By” box. In all cases except a true diversion it is the FIM issuing carrier that should receive the billing from the “New Receiving Carrier”.

When issuing a FIM for a diversion, (flight interruption en route) and as a result the original flight value coupons are not available ensure that each passenger coupon is stamped clearly showing the

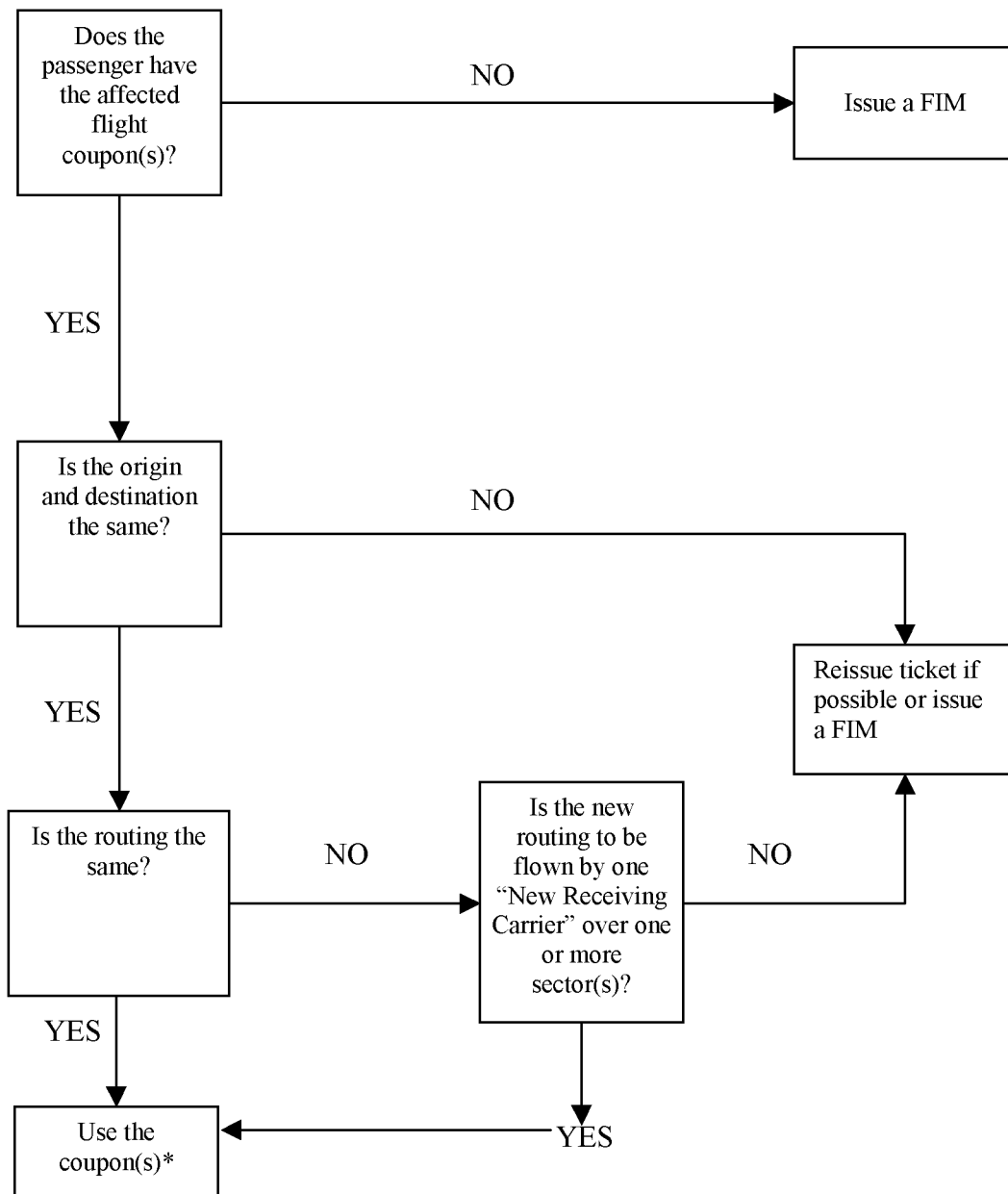
- Place of rerouting
- To the place to which rerouted
- Via carrier (annotate the coupon with the designator of the “New Receiving Carrier”)

This is important so that the passenger has a record of the route and carrier they travelled on to get to their destination which will not be shown anywhere else on the passenger ticket.

**REMEMBER: DO NOT INSIST ON ISSUING OR ASKING FOR A FIM WHEN THE FLIGHT COUPONS CAN BE USED FIRST.**

On the following page there is a quick reference diagram which will help you to determine whether to accept the coupons or ask for a FIM.

## 7.4 QUICK REFERENCE GUIDE – “TO FIM OR NOT TO FIM”



\*In the case of a change of routing to be flown by one “New Receiving Carrier” ensure that usage of the original flight coupon(s) is acceptable first.

### 7.5 COMPLETION OF THE FLIGHT INTERRUPTION MANIFEST

Remember the basic principle that a FIM is a document that is used in place of a ticket and should only be issued when, due to a flight interruption en route, it becomes necessary to reroute the passenger(s) involuntarily to their final destination or point of stopover and the flight coupons are not available at the point where the rerouting takes place. Only in exceptional cases when circumstances or insufficient time do not permit the involuntary reissue or acceptance of the original flight coupon(s) may a FIM be issued.

The FIM has three formats:

- the “paper size” FIM (A4 format)
- the “ticket size” FIM,
- the teletype FIM

Whenever possible, the “ticket size” FIM should be used as this format can be processed automatically in the Revenue Accounting systems. Each carrier will have their own procedures concerning which format they use however it is recommended that the “ticket size” FIM be used in most cases. Only for groups of more than 5 passengers should the “paper size” FIM be used.

A “teletype” FIM is a method of transmitting by teletype message the information that would normally appear on the paper FIM. However due to the high risk of fraud this method can only be used if a bilateral agreement exists between the “Forwarding Carrier” and the “New Receiving Carrier”. This agreement should be endorsed by the senior management of the Interline and/or Revenue Accounting departments. Some carriers have already banned the use of the teletype FIM. It should be avoided where ever possible.

#### 7.5.1 Completion

The FIM shall be completed as follows (applicable to both versions):

##### 7.5.1.1 “Rerouted from” box

In the case of a “flight interruption en route” and the original flight coupons are not available, enter the airline designator, flight number, departure date of the flight being interrupted en route and the place where the interruption took place. In the case of codeshare flights, preferably (and if known) the flight number of the “Operating Carrier” shall be used.

##### Example:

Flight BB123 routing HEL - NYC is diverted to AMS and the passengers are involuntary rerouted to (an)other carrier(s).

Enter: BB123 08JUN AMS (Note that AMS is the “place of interruption”)

In case of an involuntary reroute where the original flight coupons are available, enter the airline designator, flight number, departure date of the flight effecting the involuntary reroute and the place where the involuntary reroute took place.

In case of codeshare flights, preferably (and if known) the flight number of the “Operating Carrier” shall be used.

**Example:**

Flight CC6037 routing AMS - WAS is overbooked and the passengers are involuntary rerouted to (an)other carrier(s). Time or circumstances do not permit the reissuance of the available flight coupons.

Enter: BB037 (if known) 09JUN AMS or  
CC6037 09JUN AMS

(Note: BB037 is the "Operating Carrier", CC6037 is the codeshare flight number)

**Example:**

Flight BB1840 routing VIE - AMS arrives late and causes the passenger to miss his/her connection to flight BB641 (AMS - NYC). The passenger is involuntary rerouted BB617 - CC518 (AMS - DTW - NYC). As the coupon AMS - NYC is available for involuntary reissue, but a FIM is issued instead, the "Reroute from" - box ("Forwarding Carrier") must show: BB641 date AMS.

## 7.5.1.2 "Rerouted to" box

Enter the airline designator, flight number, departure date and from/to of the flight being selected for the onward carriage or for the new routing. In case the passengers are involuntary rerouted over 2 consecutive flights, show the details of the second flight in the "Second Receiving Carrier" box.

If the "Second Receiving Carrier" box is not utilised, this box shall be voided. In such case, the second copy (both white and yellow) may be destroyed or otherwise voided subject to your own carrier's regulations.

**Examples:**

Flight BB123 routing HEL - NYC is diverted to AMS en route from HEL to NYC. The passengers are involuntary rerouted onto CC641 from AMS to NYC.

Enter: CC641 08JUN AMS NYC

If the passenger's final destination is beyond NYC (e.g. SFO) alternatively reroute via another point.

Enter: CC611 08JUN AMS CHI DD456 08JUN CHI SFO

Flight CC6037 routing AMS - WAS is overbooked and the passengers are involuntary rerouted to WAS via NYC.

Enter: CC 641 09JUN AMS NYC DD567 09JUN NYC WAS

If the passenger's final destination is beyond WAS (e.g. MIA).

Enter: CC 641 09JUN AMS NYC DD 678 09JUN NYC MIA.

## 7.5.1.3 "Passenger Name" box

Use one line for each individual passenger, showing full family name followed by given first name or initial(s) as shown on the passenger ticket. Cross out the second and subsequent name box(es) when multiple ticket numbers related to a single passenger are bracketed together. All unused name lines shall be voided.

## 7.5.1.4 "Ticket Number" box

Enter the ticket number(s) for which the FIM is being issued.

## 7.5.1.4.1 Flight diversion en route.

For each passenger, enter the ticket numbers affected by the flight diversion en route and for which the original coupon is not available.

### Example:

CC642 scheduled routing: NYC – AMS. Due to adverse weather conditions in AMS, the flight diverts to BRU and does not continue to AMS. The flight coupon NYC - AMS has been uplifted in NYC. A FIM is issued to reroute passengers from BRU to AMS. However several passengers are booked to fly onward from Amsterdam to Vienna. The passengers being in BRU are rerouted BRU DD VIE. The ticket number(s) (coupons) for NYC - AMS and AMS - VIE must be entered on the FIM. The coupon AMS CC VIE must be uplifted at BRU where the FIM for BRU DD VIE is being issued to cover the carriage from BRU to VIE.

## 7.5.1.4.2 Involuntary reroute.

For each passenger enter the ticket numbers being affected by the involuntary reroute.

### Example:

Itinerary: NYC CC X/AMS DD X/FRA EE BUH

CC flight arrives late in AMS and causes passengers to miss the connection on the DD flight from AMS to FRA and the subsequent flight from FRA to BUH. Passengers are involuntary rerouted AMS CC BRU FF BUH.

The coupons AMS - FRA - BUH must be reissued into AMS - BRU - BUH. However when circumstances or insufficient time do not permit the involuntary reissuance of the original flight coupon(s) a FIM may be issued.

The ticket number(s) (coupons) for AMS - FRA and FRA - BUH must be entered on the FIM.

**Multiple coupons for one ticket number must be entered on a single line, omitting the check digit(s)**

### Example

Passenger Name	Ticket Number			
	Cpn	Airline Code	Form and Serial Number	Ck
JONES/ALAN	1	0 00	4 2 2 0 1 1 2 6 7 8	3
WRIGHT/BRIAN	1-2	123	4 4 5 2 5 6 7 3 4 9	

**Multiple coupons for tickets issued in conjunction must be entered on a single line, omitting the coupon number(s) and check digit(s)**

### Example

Passenger Name	Ticket Number			
	Cpn	Airline Code	Form and Serial Number	Ck
GILBERT/JOHN		0 00	2 4 8 6 5 8 9 3 4 5 - 4 7	
WRIGHT/BRIAN		123	4 4 5 2 5 6 7 3 4 9 / 50	

Multiple ticket numbers, not issued in conjunction, must be entered on separate lines

**Example**

Passenger Name	Ticket Number			
	Cpn	Airline Code	Form and Serial Number	Ck
WRIGHT/BRIAN	4	0 00	4 4 5 2 3 4 5 6 7 8	2
XXX	1	123	4 2 1 7 9 8 7 6 5 4	4
GILBERT/JOHN		123	2 4 5 6 1 3 5 7 9 2 / 93	
XXX	1	123	4 4 0 6 7 8 1 3 5 7 9	2

## 7.5.1.5 “ET” box

Enter “E” in case of flight interruptions en route and the original flight coupon was issued “electronically” (Electronic Ticket). Passengers holding an electronic ticket are treated in exactly the same way as passengers holding a paper ticket.

## 7.5.1.6 “Fare Basis and Passenger Type Code” box

Enter the complete Fare Basis as shown on the original ticket for each ticket (coupon) listed on the FIM.

## 7.5.1.7 “Class on new flight” box

Enter the cabin class of the flight(s) of the “New Receiving Carrier(s)” on which space has been involuntary booked or requested.

## 7.5.1.8 “Wt/Pc” box

When an excess baggage ticket is entered on the FIM, show the excess weight or pieces that has been paid for.

e.g. 12K or 2PC

When a paper size FIM is issued enter the excess baggage ticket number in the space provided under “Excess Baggage” noting the amount of excess baggage in either the “Exc Wt” or “Exc Pc” box as applicable. If there are more than two excess baggage tickets to be entered a separate FIM must be issued.

When a ticket size FIM is issued enter the excess baggage ticket number directly under the passenger ticket noting the amount of excess baggage in the “Excess PC/WT” box.

## 7.5.1.9 “Total Number of Passengers” box

Show the total number of ticketed passengers entered on the FIM, including children and infants. It is recommended to use letters rather than numbers as an aid in preventing fraud.

## 7.5.1.10 “Reason for Issuance” box (Involuntary Reroute)

When the FIM is issued for involuntary reroutings, the reason for issuance of the FIM shall be marked in the appropriate box. Additional/clarifying information may be entered.

**Example:**

- ☐ CXLD    ☐ DLYD  
☐ OVSLD    ☒ MSCN.

In the case of a misconnection it may be useful to enter the flight number to which there is no connection.

### 7.5.1.11 “Diversion by” box (Flight Interruption En Route)

When the FIM is issued for a flight interruption en route, the carrier code of the flight being interrupted en route must be entered in the “Diversion By” box. In a codeshare situation, the airline code of the operating carrier must be entered if known.

IMPORTANT NOTE: DO NOT USE BOTH THE “Reason For Issuance” box AND THE “Diversion By” box. If the involuntary reroute is caused either by a cancellation, delay, oversale or misconnection check only one box in the “Reason for Issuance” box. Leave the “Diversion By” box blank.

### 7.5.1.12 “Validation” box

This box shall be completed and validated by the FIM issuing carrier or the party acting on behalf of such carrier. The validation shall include the FIM issuing agent’s name and/or ID.

## 7.5.2 Distribution

The white copy(ies) shall be sent/forwarded to the “New Receiving Carrier(s)”

The yellow copy(ies), together with the uplifted flight coupon(s), if any, shall be sent to your revenue accounting department who will forward it to:

either

- In case of involuntary rerouting, to the revenue accounting department of the FIM issuing carrier.

or

- In the case of a flight interruption en route, to the revenue accounting department of the carrier shown in the “Diversion By” box.

### 7.5.3 Segments for which the FIM Must be Issued

It is important to note that the final destination on the FIM must match the final destination of the uplifted flight coupons.

**Example:**

If the new routing on the FIM shows AMS - BRU - BUH, the uplifted flight coupons must cover the transportation from AMS to BUH.

The pink copy must be kept on file for a period of time determined by each carrier by the FIM issuing station/office.

### 7.5.4 Endorsements

Normal endorsement procedures will apply. The ticket(s)/coupon(s) entered on a FIM must be endorsed if these coupons would be subject to an endorsement in normal reissuance situations. Issuing a FIM does not waive the endorsement requirements that you would expect for a reissue.



Think about the FIM in this respect as simply facilitating quick and easy reissues and as such endorsements where necessary will still be required

### **7.5.5 Handling Agents**

At stations where an airline is handled by non-airline (third) parties the airline's own FIM must be supplied to these Handling Agents with clear instructions when and how the FIM must be issued, adhering to the instructions as shown above. In some circumstances, where an airline is acting as ground handler for another carrier, the ground handling airline may decide to issue their own FIM in which case settlement of the FIM will take place with the FIM issuing airline since they will be holding the coupons.



## Airline Guide to Involuntary Rerouting

**Paper Size FIM:** This is the correct layout of a paper size FIM in accordance with Resolution 735e Attachment 'A'. This is the standard format which all carriers should now use to prevent fraud and reject billings.

Revenue accounting departments should note that where the "Diversion By" box has been completed and no coupons have been submitted the billing should be sent to the carrier mentioned in the "Diversion By" box and NOT to the FIM issuing carrier. Note that FIMs should be numbered using the form code 450.

FLIGHT INTERRUPTION MANIFEST										1 000 4500 000 000 0			
Rerouted from: (Forwarding-Carrier)				Rerouted to: (Receiving Carrier)						Rerouted to: (2nd Receiving Carrier)			
Airline	Flight	Date	Place of interruption	Airline	Flight	Date	From:	To:	Airline	Flight	Date	From:	To:
(1a)	(1b)	(1c)	(1d)	(2a)	(2b)	(2c)	(2d)		(3a)	(3b)	(3c)	(3d)	
No.	Passengers Name	Cpn	Airline code	Form and Serial Number	Ck	ET	Fare Basis and Passenger Type Code					Cabin Class:	
												New flight 1	New flight 2
1	(7)	(8)		(9)			(10)	(11)					(12)
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													
20													
21													
22													
23													
24													
25													
	Excess Baggage											Exc. Wt	Exc. Pc
1E	(13)												
2E													

Reason for issuance: <input type="checkbox"/> CXLD <input type="checkbox"/> DLYD (4*) <input type="checkbox"/> OVSLD <input type="checkbox"/> MSCNX	DIVERSION BY (CARRIER CODE) (5*)	Total number of passengers (6)
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For accounting purpose only:  
The receiving carrier agrees to transport the listed passengers (irrespective of class, service or routing) at no additional charge to the forwarding carrier (IATA Resolution 735d). Billing and settlement of the coupons listed shall be in accordance with the provisions of the IATA Revenue Accounting Manual (RAM).

(14) Validator, name and/or ID of the FIM issuing agent.	<b>DISTRIBUTION:</b> White copy(ies) — to receiving carrier(s) Yellow copy(ies) (and lifted coupons if applicable) — to Revenue Accounting FIM issuing airline Pink copy — for issuing office file
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\* Check either the "Reason for Issuance" box in case of involuntary reroute or the "Diversion By" box in the case of involuntary reroute en route where a flight has been diverted. Only one box must be completed.

## “Ticket size” FIM:

<b>Rerouted from: (Forwarding carrier)</b>				<b>FLIGHT INTERRUPTION MANIFEST</b>				validator and name and/or ID of the FIM issuing agent  <b>(14)</b>					
Airline <b>(1a)</b>	Flight <b>(1b)</b>	Date <b>(1c)</b>	Pl. of Interrupt <b>(1d)</b>	Reason for issuance: <b>(4*)</b> <input type="checkbox"/> CXLD <input type="checkbox"/> OVSLD <input type="checkbox"/> DLYD <input type="checkbox"/> MSCNX								Diversion By: (Carrier code) <b>(5*)</b>	
<b>Rerouted to: (Receiving Carrier)</b>				<b>Rerouted to: (2nd Receiving Carrier)</b>									
Airline <b>(2a)</b>	Flight <b>(2b)</b>	Date <b>(2c)</b>	From <b>(2d)</b>	To	Airline <b>(3a)</b>	Flight <b>(3b)</b>	Date <b>(3c)</b>	From <b>(3d)</b>	To				
				<b>Ticket Number</b>						<b>Cabin Class:</b>			
<b>No.</b>	<b>Passenger's Name</b>	<b>Cpn</b>	<b>Airline Code</b>	<b>Form and Serial Number</b>				<b>Ck</b>	<b>ET</b>	<b>Fare Basis and Passenger Type Code</b>	<b>Excess PC / WT</b>		
1	<b>(7)</b>	<b>(8)</b>		<b>(9)</b>						<b>(11)</b>	<b>(12)</b>		
2											<b>(12)</b>		
3													
4													
5													
For accounting purposes only:		TTL PAX <b>(6)</b>	<b>DISTRIBUTION</b> WHITE: REC. CARRIER YELLOW: REV. ACC. of FIM issuing carrier PINK: ISSUING OFFICE				1 000 4500 000 000 0						

\* Check either the “Reason for Issuance” box in case of involuntary reroute or the “Diversion By” box in the case of involuntary reroute en route where a flight has been diverted. Only one box must be completed.

Revenue Accounting departments should note that where the “Diversion By” box has been completed and no coupons have been submitted, the billing should be sent to the carrier mentioned in the “Diversion By” box and not to the FIM issuing carrier. Note that FIMs should be numbered using form code 450.

It is important to ensure the accuracy of the information entered on to the FIM to enable correct billing within the revenue accounting department.

## Quick Reference Guide for Completion of the FIM

### Box

### Entry Required

- (1) Enter the (a) airline designator, (b) flight number, (c) departure date and (d) place of interruption or involuntary reroute.
  - (2) Enter the (a) airline designator, (b) flight number, (c) departure date and “from/to” of the flight being selected for onward carriage or the new routing.
  - (3) Enter the (a) airline designator, (b) flight number, (c) departure date and “from/to” of the second (consecutive) flight if applicable or else enter “VOID”.
  - (4) Either check/tick the appropriate box
- OR
- (5) Enter the carrier code of the forwarding carrier when the FIM is issued for a diversion en route. In a codeshare situation enter the airline code of the operating carrier.
  - (6) Enter the total number of ticketed passengers entered on the FIM.
  - (7) Enter the passenger's name showing full family name followed by given (first name) or initial as shown on the original ticket. Cross out the second and subsequent name box(es) when multiple ticket numbers related to a single passenger are bracketed together.
  - (8) Enter the coupon number(s) affected by the flight interruption en route. (Not applicable to the Teletype FIM).



## Airline Guide to Involuntary Rerouting

- (9) Enter the ticket number(s) affected by the flight interruption en route and include the check digit. (Check digit is not applicable to the Teletype FIM.)
- (10) Enter "E" if the ticket number entered on the FIM was issued electronically. (Not applicable to the Teletype FIM.)
- (11) Enter the complete Fare Basis including Passenger Type codes for each coupon listed on the FIM.
- (12) Enter the cabin class of the flight(s) of the new receiving carrier(s) on which space has been booked or requested.
- (13) Enter the excess baggage ticket details as for 7/8/9/10 plus the excess weight or pieces when an excess baggage ticket is entered on the FIM.
- (14) Validate the FIM and include the FIM issuing agent's name and/or ID.

### Example of a completed ticket sized FIM

<b>Rerouted from: (Forwarding carrier)</b>				<b>FLIGHT INTERRUPTION MANIFEST</b>						validator and name and/or ID of the FIM issuing agent  <b>VALIDATE</b>  <b>B. ISMAIL</b>	
Airline	Flight	Date	Pl. of Interrupt	Reason for issuance: *				Diversion By: * (Carrier code)			
DD	222	02 OCT	JED	<input type="checkbox"/> CXLD <input type="checkbox"/> OVSLD <input checked="" type="checkbox"/> DLYD <input type="checkbox"/> MSCNX							
<b>Rerouted to: (Receiving Carrier)</b>				<b>Rerouted to: (2nd Receiving Carrier)</b>							
Airline	Flight	Date	From	To	Airline	Flight	Date	From	To		
BB	333	02 OCT	JED	CAI	CC	444	03 OCT	CAI	ATH		

No.	Passenger's Name	Cpn	Ticket Number										Fare Basis and Passenger Type Code	Cabin Class:		Excess PC / WT					
			Airline Code	Form and Serial Number						Ck	ET	New flight 1		New flight 2							
1	SHAHNAWAZ/ISMAIL	2	1	2	3	4	4	6	7	8	9	1	2	3	4	1		YEE45	Y	Y	—
2	SHAHNAWAZ/ISMAIL	1	1	2	3	2	5	1	1	2	3	4	6	6	7			—	—	—	17K
3	MENDES/ANTONIO	4	1	2	3	4	4	6	7	8	9	1	2	3	5	3	E	F	Y	F	—
4	GELDENHUYS/ANDREW	3	3	4	5	4	4	8	9	1	2	3	4	5	6	2		YEE3M	Y	C	—
5	MOGADDAM/SAAD	2	2	3	4	4	4	7	8	9	1	2	3	4	5	0		C	Y	F	—

For accounting purposes only:	TTL PAX 4	<b>DISTRIBUTION</b> <b>WHITE:</b> REC. CARRIER <b>YELLOW:</b> REV. ACC. of FIM issuing carrier <b>PINK:</b> ISSUING OFFICE	1 000 4500 000 000 0
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In the above example flight DD222 from JED to ATH has been delayed. As the coupons JED DD ATH are available at JED, the first thought should be, "Can I use the coupons?", however as the passengers are being rerouted onto two different carriers this is not possible. Ideally the tickets should be reissued, however, as there was not enough time to reissue the tickets and get the passengers on their way with least possible delay a FIM had to be issued to carry them via CAI. The coupons JED DD ATH are uplifted at JED to cover the passage from JED to ATH via CAI. A nominated passenger must be given the second white copy to present to the second "New Receiving Carrier" at the transit point of CAI.



# The Flight Interruption Manifest

## Example of a completed paper sized FIM

FLIGHT INTERRUPTION MANIFEST										1 000 4500 000 000 0									
Rerouted from: (Forwarding-Carrier)				Rerouted to: (Receiving Carrier)						Rerouted to: (2nd Receiving Carrier)									
Airline	Flight	Date	Place of interruption	Airline	Flight	Date	From:	To:	Airline	Flight	Date	From:	To:						
DD	222	02FEB	JED	BB	333	02FEB	JED	CAI	CC	444	03FEB	CAI	ATH						
No.	Passengers Name	Cpn	Ticket Number										Fare Basis and Passenger Type Code	Cabin Class:					
			Airline code	Form and Serial Number								Ck		ET	New flight 1	New flight 2			
1	SHAHNAWAZ/ISMAIL	2	1	2	3	4	4	6	7	8	9	1	2	3	4	1	YEE45	Y	Y
2	MENDES/ANTONIO	4	1	2	3	4	5	6	7	8	9	6	7	6	5	3	E F	F	Y
3	GELDENHUYS/ANDREW	3	3	4	5	4	4	8	9	1	2	3	4	5	6	2	YEE3M	Y	Y
4	MOGADDAM/SAAD	2	2	3	4	4	4	7	8	9	1	2	3	4	5	0	C	Y	Y
5																			
6																			
7																			
8																			
9																			
10																			
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19																			
20																			
21																			
22																			
23																			
24																			
25																			
Excess Baggage																		Exc. Wt	Exc. Pc
1E	SHAHNAWAZ/ISMAIL	1	1	2	3	2	5	1	1	2	3	4	5	6	7	1		17KG	
2E																			
Reason for issuance:				DIVERSION BY (CARRIER CODE)				Total number of passengers											
<input type="checkbox"/> CXLD <input checked="" type="checkbox"/> DLYD <input type="checkbox"/> OVSLD <input type="checkbox"/> MSCNX				<div style="border: 1px solid black; width: 50px; height: 20px; margin: 0 auto;"></div>				4											
For accounting purpose only:																			
The receiving carrier agrees to transport the listed passengers (irrespective of class, service or routing) at no additional charge to the forwarding carrier (IATA Resolution 735d). Billing and settlement of the coupons listed shall be in accordance with the provisions of the IATA Revenue Accounting Manual (RAM).																			
VALIDATE							DISTRIBUTION:												
Validator, name and/or ID of the FIM issuing agent. <i>B. ISMAIL</i>							White copy(ies) — to receiving carrier(s)												
							Yellow copy(ies) (and lifted coupons if applicable) — to Revenue Accounting FIM issuing airline												
							Pink copy — for issuing office file												



## SECTION 8 — CONSEQUENCES FOR REVENUE AND REVENUE ACCOUNTING PROCEDURES

In an involuntary reroute situation, whilst being ever mindful of the passengers needs, one cannot help but be concerned about the loss of revenue that is being incurred as we try to reaccommodate all the passengers.

Likewise from the point of view of the “New Receiving Carrier” they will receive extra revenue. At some point or another a carrier will have been the “Forwarding Member” and at some other time will also have been the “New Receiving Carrier”. With the advent of special fare tickets, net type tickets and other non-endorseable tickets it is easy to assume that the best thing to do when in doubt is to issue a FIM. The “Forwarding Member” may consider that this may limit any billing of the value that appears on the face of the coupon. The “New Receiving Carrier” may think that by insisting on a FIM that they will maximise the additional revenue by being able to bill at the fullest fare possible given the cabin that the passenger is now being accommodated in.

Throughout this guide we have attempted to stress that whenever possible always use the coupons. So why after we have been using FIMs so easily for so long are we changing our ideas concerning the use of FIMs?

FIMs in the manner that they are most commonly used, should be seen as a simple and quick way to effect a reissue. However unlike a normal reissue we do not have all the ticketing data available to us to enable revenue accounting departments to quickly and efficiently determine the value of the coupon.

Revenue accounting departments are the ones that have to sort out who is paid what for each ticket listed on a FIM. When a FIM gets to revenue accounting, they will have only the basic information on which to prepare an interline billing.

There has been a massive increase in FIM issuance throughout the world. When FIMs are issued unnecessarily, they cause considerable manual accounting effort and incorrect revenue calculations. Issuance of a FIM will NOT result in a different revenue value neither for the “Forwarding Member” nor the “New Receiving Carrier”.<sup>1</sup> Ultimately whatever is put on the FIM will have to be tracked back to the original flight coupon so why not use that?

The Revenue Accounting Manual states as follows:

“2.5.1 When an original flight coupon is accepted for involuntary rerouting the airline carrying the passenger (receiving member) shall receive the value that would have accrued to the original carrier (forwarding member) calculated in accordance with the Multilateral Proration Agreement (MPA)

2.6.1 Where a flight Interruption Manifest (Passenger) has been issued in accordance with IATA Resolution 735d and 735e, the receiving member shall bill the airline whose name and airline code is preprinted on the FIM, the **applicable full normal local one way fare** or excess baggage charge for each passenger reflected on the Flight Interruption Manifest. The billing may be one single amount for one single FIM. When the FIM is issued for a flight interruption/diversion en-route, the ‘New Receiving Carrier’ shall bill the carrier identified in the diversion area of the ‘reason for issuance’ box of the FIM”.

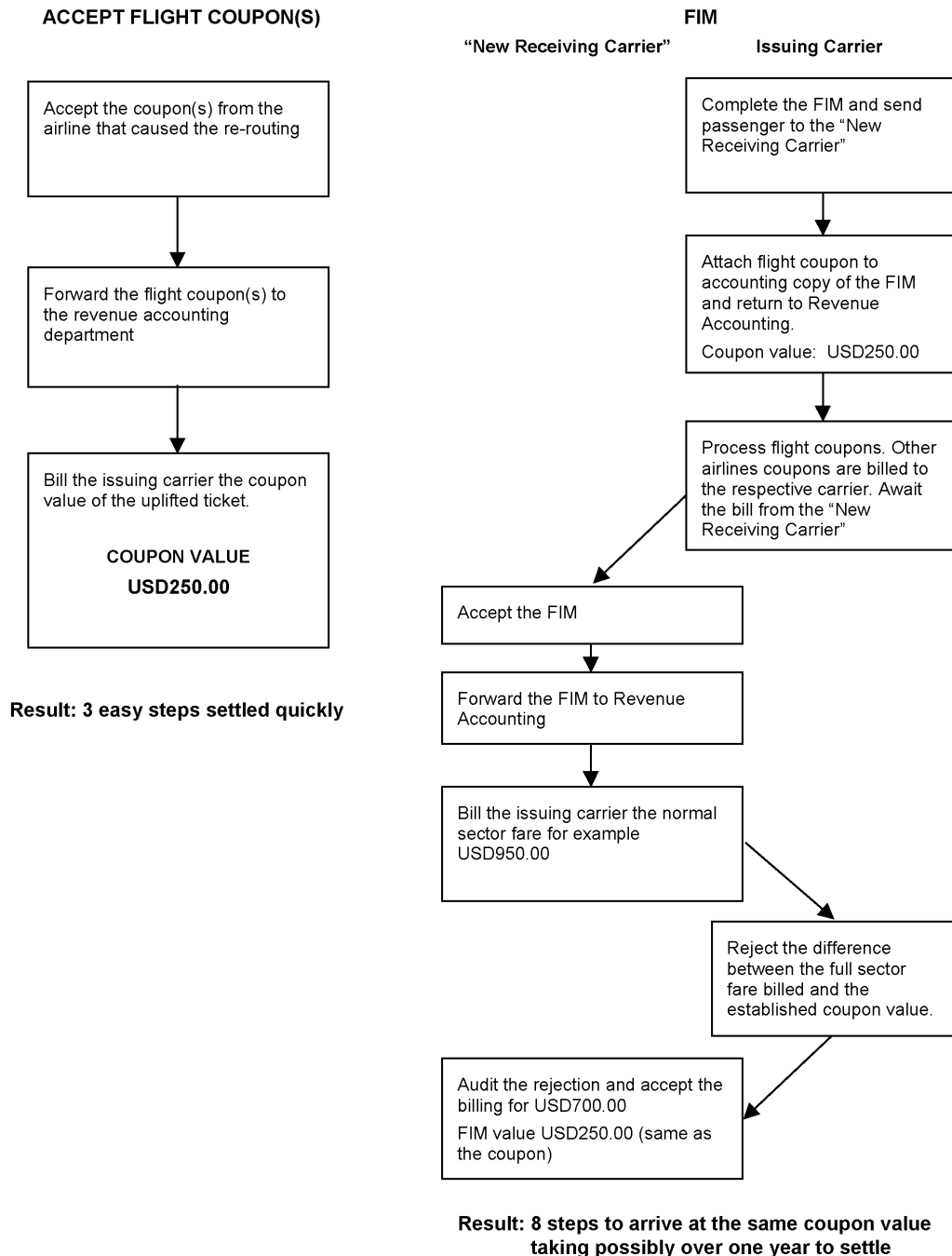
However this is only the first step in the billing process. The carrier that issued the FIM must now calculate the coupon value of the actual tickets and make an adjustment to the value of the FIM that the receiving carrier has sent for settlement by raising a “rejection memo” to the FIM billing carrier.

Using a FIM when the coupons were available has actually now incurred additional costs in the revenue accounting departments and the carrier that accepted the FIM may not be paid for some time whilst the FIM issuing carrier determines the actual value of the coupons. This is time-consuming and has to be done manually.

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<sup>1</sup> Unless carriers have a bi-lateral FIM agreement.

The following diagram illustrates in the most simplest of terms the complexity of processing a FIM as opposed to the simplicity of accepting the coupon. It also demonstrates that the final settlement value of the FIM is identical to the coupon value.<sup>1</sup>



<sup>1</sup> Unless carriers have a bi-lateral FIM agreement.



Note that in this simple scenario, the use of a FIM has necessitated unnecessary billings and rejections. The final settlement values are identical. This process of billing and rejecting billings can take over a year. Using the coupon when appropriate can reduce this process considerably and is the preferred method.

Some carriers may have simplified billing processes and/or special involuntary reroute agreements however still it is always preferable to use the coupons since Revenue Accounting can quickly and accurately determine the coupon value based on the full information they have in front of them and the carrier who carried the passenger is able to accrue the revenue which is rightfully theirs much earlier.



## **SECTION 9 — BASIC INTERLINE BILLING RULES FOR SPECIAL FARE TICKETS**

There are many different types of tickets in the market, and it is right that passenger service/ticket agents be concerned about the revenue that is being won or lost in the involuntary reroute scenarios, however, as can be seen in section 7, the preferred method is always to use the flight coupons when available.

Some of the most common areas of confusion have been therefore what to do with discounted fare tickets (ID/AD/SC/PG etc); tickets that show no value such as Frequent Flyer Reward tickets; tickets issued at a Bulk or Inclusive tour fare where only BT or IT is shown in the “fare” box; tickets issued under a net scheme and marked “NON-ENDORSABLE”.

This section attempts to dispel some of the most commonly held misconceptions concerning these types of tickets.

### **9.1 ID/AC/AD/DG/CG PASSENGERS**

Where the full fare basis code and passenger type code as shown on the ticket has not been entered on the FIM the “Receiving Carrier” is entitled to bill 50 percent of the full normal sector fare at date of travel for the transportation performed or the prorate value whichever is higher. It is important therefore that if the FIM is issued that the full fare basis is shown for example YEE3M/DG25. If only DG25 is shown on the FIM then the “Forwarding Carrier” will lose out as the “Receiving Carrier” will bill 50 percent of the full one way sector fare. Remember that if the original flight coupon had been used the “New Receiving Carrier” shall receive the value that would have accrued to the original carrier. Ultimately if the FIM is issued correctly the billing will be the same.

### **9.2 FREQUENT FLYER AWARDS – MILEAGE REDEMPTION TICKETS**

There is a lot of confusion concerning the handling of these types of tickets. However these are our most regular customers. They are holding a redemption ticket as a result of travelling frequently and as such need recognition for their custom also in an involuntary reroute situation. The revenue accounting experts have recognised this and the following provision is noted in the Revenue Accounting Manual:

“2.5.6. When a frequent flyer award ticket is accepted for travel or reissued for involuntary rerouting, the receiving carrier(s) if different from the original ticketed carrier(s) shall be entitled to bill 50 percent of the full normal sector fare at date of travel for the transportation performed as determined from the ‘Flight Class’ box of the flight coupons(s). For billing purposes it is assumed that if a frequent flyer ticket is endorsed according to prevailing IATA Resolutions to another carrier, the change of carriers resulted from an involuntary situation even if the forwarding carrier did not indicate that on the applicable coupon.”

This rule assumes the value of the passenger to a carrier as a frequent flyer generating a lot of revenue even though the ticket that he is holding now is an award ticket. It is easy to assume that this coupon has no value and as a result will cost the “Forwarding Member” the equivalent of 50 percent of the full one way fare. However in determining this, one must accept that a frequent flyer ticket is not reflecting the value of the coupon but the value of the passenger as a loyal customer. In fact there is a value attached to a reward ticket.

As a result there is no benefit to be gained from insisting on issuing a FIM for these types of tickets. It is much easier and quicker and would provide smoother handling of your premium customers if the coupons were accepted. Likewise, as the “New Receiving Carrier” it is understandable that one might assume that you will not be paid anything for carrying this passenger if you accept the award coupon. However based on the provisions of the RAM, you are able to bill what could be considered to be quite substantial additional revenue. The billing rule applies to coupons as well as FIMs so there is no advantage to issuing a FIM in these circumstances.



### 9.3 BT/IT/NET FARE TICKETS

If the ticket issuing carrier cannot supply an official tariff reference the settlement will be based on the lowest applicable official fare. For revenue accounting staff this reference is based on the Revenue Accounting Manual section A2 paragraph 2.6.3.

## **SECTION 10 — A NOTE ABOUT CUSTOMER SERVICE**

It is easy to receive compliments when things go right, but have you ever heard of anyone sending a compliment when things go wrong? You may have the most loyal customers, but if they are mishandled when things go wrong they may never wish to fly with you again. View the challenge of an involuntary reroute situation as an opportunity to show how great your airline is at caring for its passengers. You may still not be able to give them all they ask for, but they should still nonetheless be treated courteously, efficiently and with the professionalism your passengers expect from their chosen airline.

When we are suddenly faced with an involuntary rerouting situation it can be overwhelming for both the airline staff and the passengers. The airline staff are often inundated with confused, angry, upset, emotional passengers all of whom are worried about how they will get to their destination. Passengers are travelling for different reasons. They may be attending an important business meeting, visiting friends or relatives for whom this is a “trip of a lifetime” experience or they may be going on holiday for a hard earned rest or long weekend for that special moment. None of them will be happy when you have to break the bad news of a delay or worse a cancellation or diversion. So what can be done to make it easier and more efficient for everyone. Below are some hints and tips as to how you may be able to manage the situation?

### **10.1 BE PREPARED**

When you are first informed of a problem try to take a moment to prepare for what you are going to do. Liase with the senior staff and management on duty to ascertain how long the problem will go on for and try, as best you can, to plan accordingly. Look at your inbound and outbound connecting passenger lists. Try to determine how many passengers will miss their connections and reaccommodate if possible in advance of the passengers’ arrival. Look at your anticipated load and determine how many staff will in all likelihood be needed to assist. Check if there are alternatives for reaccommodation. Check about the possibility of enlisting the help of reservations staff to help with reaccommodation. Familiarise yourself with your local procedures so that you know what to do.

### **10.2 SYMPATHISE AND EMPATHISE**

We know it’s not your fault but the passengers will probably see you as the one person who is responsible for their predicament. Try to understand them. Put yourself “in their shoes”. It’s not easy but if you have prepared yourself it should be possible to offer assistance to everyone in a timely manner. Try to avoid conflict. Passengers are understandably anxious and need reassurance that you are dealing with the problem.

### **10.3 INFORM AND KEEP INFORMED**

One of the biggest complaints from passengers is that they were not informed of any problems. As best you can, keep your passengers informed at all times. If you promise “next information at ten o’clock” make sure that the announcement is made. If you give information and this information is subsequently no longer correct then update the passengers. If you say the flight will be leaving in approximately 30 minutes and it is clear this deadline can not be met then readvise accordingly.

### **10.4 LIASING WITH OTHER CARRIERS**

Other carriers will usually be happy to assist if they can. Liasing locally with staff on the airport can help greatly in getting passengers on their way with least possible delay but to avoid any confusion and subsequent misunderstanding and mishandling of your passengers ensure that both parties know what is expected and what to expect. Bear in mind that you may need to discuss the use of the tickets and endorsements and another carrier may need to uplift additional catering at last minute. It is also possible to accept charter passengers on scheduled services subject to local agreement (*See Appendix C*). If you block space on another carrier and subsequently determine that you no longer need it, cancel it promptly.

### 10.5 FAMILIARISE YOURSELF WITH YOUR AIRLINE'S POLICIES AND PROCEDURES AND THE RESOLUTIONS

IATA Resolutions 735d and 735e (on which this guide is based) covers the procedures for involuntary rerouting and aircraft diversion en route. Resolution 735d deals with what to do when there is an "involuntary change of carrier, routing, class or type of fare" at the point of origin and the ticket coupons are for the most part available on station. This resolution can be found in **Appendix A**. Resolution 735e deals with "procedures for involuntary change of routing en route" and covers diversions when the ticket coupons are not available. This resolution can be found in **Appendix B**. Study them carefully to familiarise yourself with the industry standards. If you read these in conjunction with your own airline's internal policies and procedures you should be ready to handle efficiently any involuntary rerouting scenario that you are asked to deal with. Resolution 735f deals with procedures to be followed for "involuntary change of routing of charter passengers to scheduled services" and can be found in **Appendix C**.

## **SECTION 11 — HANDLING OF ELECTRONIC TICKET COUPONS**

There is currently no standard procedure for the handling of electronic ticket coupons in an involuntary rerouting. Carriers may have developed their own internal procedures to address this issue. If you are unsure, check with your station management. Below you will find some recommendations as to how this could possibly be handled.

### **11.1 FLIGHT DIVERSION EN ROUTE**

When a flight has departed the electronic ticket coupons are usual indicated as “FLOWN”. In other words the coupon status has been set to “FLOWN” within the “Electronic Ticket Record” and the revenue is accrued. An electronic ticket having a “FLOWN” coupon status is considered to be “FINAL” and in theory can not be undone. In this case consider the coupon as not available just like a paper ticket and issue a FIM in accordance with Resolution 735e.

#### **Example:**

A flight departs from BKK en route for ZRH. Whilst en route a passenger is taken ill and the captain decides to land at AUH where the crew must rest. The handling agent can accommodate all the passengers on a flight from AUH to ZRH. All the coupons including the electronic coupons are to be considered to be as held in BKK and a FIM is to be issued to transport the passengers from AUH to ZRH. The carrier uplifting the FIM for the carriage will bill the airline mentioned in the “Diversion By” box for the portion of the journey carried by them from AUH to ZRH because the coupons including the electronic coupons are not available.

### **11.2 INVOLUNTARY REROUTE AT ORIGIN**

This is a little bit more difficult since technically the coupons should still be available, however it is possible that the electronic coupons have been already set to “FLOWN”. The “FLOWN” status however should not normally be set unless the flight has actually departed the airport however, it is possible that the aircraft returns to the point of origin. A carrier's own internal process will determine how this must be handled.

#### **11.2.1 Rerouting to another flight on-line**

If you are rerouting to another of your own flights it should be possible to reaccommodate the passenger using the original electronic ticket coupon and thereby the revenue will accrue for that flight and the coupon will be correctly closed and recorded as “FLOWN”. You may experience a situation when you are required to convert one electronic ticket coupon for two flights rerouting over a connection point or vice versa where a passenger was scheduled to fly via a connecting point and is now being reaccommodated on a direct flight. In these cases it is important to check with your station management as to how to proceed.

#### **11.2.2. Rerouting on to another carrier**

The “Validating Carrier” (i.e. the airline who has issued the electronic ticket and whose numeric code is reflected in the electronic ticket transaction) is the controlling and authorising entity for electronic ticketing transactions. To enable the electronic ticket coupons to be used by another carrier, the carrier experiencing the irregular operations must firstly return the control of these coupons to this “Validating Carrier”. The “Validating Carrier” can then forward the coupon to another carrier (i.e. a “New Receiving Carrier” with whom they have a bilateral agreement). Control is transferred by means of a “Change of Status” message, a “Request Airport Control” message or an “Unsolicited Airport Control” message.

If this is not possible there are a number of alternative possible solutions that can be considered as follows:

- 1) If the passenger has an electronic ticket coupon issued by your own airline simply print the coupon and endorse it to the "New Receiving Carrier" for their uplift. This will change the status of the electronic coupon to "PRINTED". This document is then used in the same way as a paper ticket.
- 2) If the passenger has an electronic ticket coupon issued by another airline one of the following techniques may be used:
  - i) Convert the electronic coupon to paper using the "Print Exchange" transaction. This will change the status of the electronic coupon to "PRINT EXCHANGE". It will be billed to the "Validating Carrier" as an exchange document. Endorse the printed coupon to the "New Receiving Carrier" in accordance with Resolution 735d for their uplift. This method is most efficient where only a change in carrier or connecting city is required.
  - ii) Reissue the unused electronic coupon into a paper ticket as an even exchange in accordance with Resolution 735d. This will change the status of the electronic coupons to "EXCHANGED" and it will be billed as such to the "Validating Carrier". Ensure that the coupons are endorsed "INVOL REROUTE" in the new paper ticket. This method is most efficient where a different number of coupons are needed for the new routing (e.g. direct flight into two connecting flights) or more than one "New Receiving Carrier" is necessary.
- 3) Issue a FIM to ensure that the passenger is transported with least possible delay. This method may be required where you are handling the flight on behalf of another airline and you have no access to their ticket stock or ticketing system. However in accordance with Resolution 735d in the case of no change of route the FIM should be exchanged for the coupons as soon as possible if you have access to the electronic coupons.

**IMPORTANT NOTE:** When issuing a manual FIM for an electronic ticket coupon it is important that the electronic coupon is later closed to prevent further usage or refund of a coupon since the "New Receiving Carrier" will consider the coupon "used" for billing. Currently the only way to ensure that the electronic coupon will not be further used is to "PRINT" the applicable coupon(s) and substitute those for the FIM when the coupons can not be used for the rerouting.

Whenever possible a check should be made to ensure that all the electronic coupons are in a "FINAL" status after an involuntary rerouting to prevent further usage.

**DISCLAIMER:** There are currently no agreed procedures for handling electronic coupons in an involuntary reroute situation. Carriers may agree or have in place alternative procedures for the manual handling or usage of electronic coupons. Reference should be made with your own station management and revenue accounting staff to determine how you are handling this. The above is only a suggested procedure.



## APPENDIX A

### RESOLUTION 735d

#### INVOLUNTARY CHANGE OF CARRIER, ROUTING, CLASS OR TYPE OF FARE

PSC(23)735d

Expiry: Indefinite

Type: B

RESOLVED that:

#### 1. DEFINITIONS *(as used herein)*

##### 1.1 "FORWARDING MEMBER" means

1.1.1 in the case of a flight interruption en route: the Member and/or non-IATA carriers responsible for the condition which creates a need for an involuntary change in the passenger's journey, due to a flight interruption/diversion en-route;

1.1.2 in the case of involuntary reroutings: the Member and/or non-IATA carriers responsible for the re-issuance of the original flight coupons or for the issuance of a Flight Interruption Manifest. This may be the carrier responsible for the involuntary rerouting or the carrier acting on its behalf.

1.2 "ORIGINAL RECEIVING MEMBER" means the Member on whose flight a passenger is originally ticketed to be carried from a connection point.

1.3 "NEW RECEIVING CARRIER" means a new carrying Member or non-IATA air carrier or surface transportation carrier selected for onward carriage by the forwarding Member from the point where an involuntary change becomes necessary.

1.4 "MISCONNECTION" occurs when a passenger is unable to use reserved accommodation out of a connection point due to late arrival or cancellation of delivering flight.

#### 2. GENERAL PROVISIONS

2.1 The following circumstances shall justify an involuntary change of carrier, routing, class of service:

2.1.1 a Member cancels a flight;

2.1.2 a Member fails to operate a flight reasonably in accordance with schedule;

2.1.3 a Member fails to stop at a point to which the passenger is destined or is ticketed to stop over (whether over or under carriage);

2.1.4 a Member is unable to provide previously confirmed space;

2.1.5 a Member causes a passenger to miss a connecting flight on which he holds a reservation.

2.2 In the foregoing circumstances the forwarding Member, with due consideration to the passenger's reasonable interests, shall:

2.2.1 arrange for involuntary refund in accordance with Resolution 737; or

2.2.2 provide onward carriage with the least possible delay or inconvenience to the destination or point of stopover named on the ticket, if necessary at a higher cost and without additional charge to the passenger, as follows:

2.2.2.1(a) for 'Forwarding Member' as defined under paragraph 1.1.1 : on the same or another of its own aircraft;

2.2.2.1(b) for 'Forwarding Member' as defined under paragraph 1.1.2: on the service of the original receiving carrier

or

2.2.2.2 on any other transportation service(s).

2.3 Provided the forwarding Member has observed all the provisions of this Resolution, the new receiving carrier(s) shall accept the flight coupons presented for "Involuntary Re-routing" irrespective of the fare basis entered on the flight coupon(s).

2.3.1 Flight coupons for transportation covered by IATA Resolution 788 (other than ID50 which are covered under 2.3) shall be accepted by mutual agreement between the forwarding Member and the new receiving carrier.

2.4 Where onward carriage is provided pursuant to 2.2.2.2 the following additional conditions shall also apply:

2.4.1 The provisions of resolution 766, paragraph 10.6 shall be adhered to.

2.4.2 except for normal fares, if onward carriage is arranged more than 24 hours prior to departure of the new receiving carrier's flight, re-routing may only take place with the prior approval of the new receiving carrier;

2.4.3 if onward carriage is arranged less than 24 hours prior to departure of the new receiving carrier's flight:

2.4.3.1 re-routing/upgrading to a higher compartment class (cabin class) may only take place with the prior approval of the new receiving carrier;

2.4.3.2 re-routing within any compartment class (cabin class) may take place without prior approval of the new receiving carrier.

2.5 Where onward carriage is provided pursuant to 2.2.2:

2.5.1 in the case of misconnections at the scheduled connecting point, new reservations, acceptable to the passenger, shall first be requested from the original receiving Member before being requested from any new receiving carrier;

2.5.2 upgrading to a higher compartment class (cabin class) shall be permitted only when, at the time of making new reservations, space is not available in the same compartment class (cabin class) originally paid for and that when upgraded, the passenger need not be downgraded during his carriage on the applicable flight;

2.5.2.1 carriage at a higher cost shall be permitted only when accommodation similar to that paid for is not available on the flight of any Member which is due to depart from the point of involuntary change before the flight of the selected new receiving carrier. When requesting such carriage, the new receiving carrier is to be advised that the reservations are on an involuntary upgrading basis;

2.5.2.2 when a passenger is carried by a Member at a higher cost, it shall be at no additional charge to the forwarding Member.

#### 3. BAGGAGE

3.1 A passenger shall be entitled to the free baggage allowance applicable to the fare originally paid.

3.2 The forwarding Member shall return checked baggage to the passenger or transfer it to the new receiving carrier. If the forwarding Member fails to complete either of these transactions, that airline shall expedite the baggage in accordance with Resolution 743a.

## 4. REFUNDS

Where the transportation cost for the revised routing or class of service is lower than the fare originally paid, the Member effecting the involuntary change shall arrange for the difference to be refunded to the passenger. Where a passenger is carried in a lower class of service, the refund shall be the difference between the higher and lower fares for the re-routed section(s) or the amount calculated in accordance with Resolution 737, whichever is higher; forwarding Member shall absorb any difference between the amount of the refund as calculated and the balance remaining after all claims for carriage have been ascertained.

## 5. ABSORPTION OF PASSENGER'S EXPENSES

The carrier responsible for the condition which creates a need for an involuntary change in the passenger's journey shall be responsible for such of the passenger's expenses as may be incurred during the period of the passenger's delay at the place where the involuntary change occurred, and may absorb such expenses at subsequent points en route where they are a direct consequence of such a change, provided that they are limited to essential expenses such as hotel room, suitable meals and beverages without regard to class of service, ground transportation, transit taxes, and reasonable communications costs necessarily incurred by the passenger because of the involuntary change; provided further that where a domestic service of the carrier responsible for the delay causes such a change, such forwarding Member need not comply with the requirements of this paragraph and such responsibilities may be assumed instead by the original receiving Member or the new receiving carrier.

## 6. PROCEDURAL REQUIREMENTS

**6.1** The endorsement requirement of Resolution 736 shall apply.

### 6.2 No change of routing

The forwarding Member shall:

**6.2.1** present the original flight coupon(s) for onward carriage. When so presented, they shall be accepted by the new receiving carrier, provided that provisions of 6.2.3 of resolution 735d are applied, taking into account the applicable endorsement procedures, on the understanding that an endorsement to the new receiving carrier should not be withheld. When the passenger is in possession of the flight coupon(s), a FIM shall not be issued nor shall the new receiving carrier request the issuance of a FIM, or

**6.2.2** issue a Flight Interruption Manifest where the passenger has surrendered the flight coupon(s) prior to the occurrence of the involuntary re-route, in order to provide the least possible delay or inconvenience to the passenger. When so presented, the FIM shall be accepted.

**Note:** Whenever possible the original flight coupon(s) should later be substituted for the FIM.

**6.2.3** when the original paper flight coupon(s) are presented for onward carriage, the forwarding Member shall enter "INVOL REROUTE" on the applicable flight coupon(s). When such onward carriage is at a higher or at a lower cost, the forwarding Member shall enter and validate "INVOL UP" or "INVOL DOWN", as applicable, in the "Restrictions/Endorsements" box of the appropriate flight coupon(s) and the carbonised passenger coupon(s) or the ATB passenger receipt(s). When the

passenger is downgraded and it is known which class of service he will be downgraded to, enter "INVOL DOWN TO (enter applicable class of service code) CLASS"; provided further that when the forwarding Member is physically unable to do so, the original or new receiving Member shall enter and validate this notation;

**6.2.3.1** for electronic coupons the forwarding Member shall forward the appropriate involuntary indicator as described in Resolution 722f.

### 6.3 Change of routing

The forwarding Member shall:

**6.3.1** reticket the passenger; or

**6.3.2** issue Flight Interruption Manifest(s) (FIM(s)) in accordance with paragraphs 1.2 and 2 of Resolution 735e in order to provide onward carriage with the least possible delay or inconvenience to the passenger; or

**6.3.3** if acceptable to the new receiving carrier, present the original flight coupon(s) for onward carriage when there is no change in the origin and destination and the new routing is to be flown by one receiving carrier over two or more sector(s). In such case, the forwarding Member shall enter "INVOL REROUTE" in a blank area, other than the "SCAN AREA" on the applicable coupon(s).

#### Example 1: Change in Connecting Point

- Original Ticketed Routing:  
OSL KL AMS KL FRA (no stopover)
- New Routing:  
OSL SK CPH SK FRA (no stopover)

*Rerouting using original flight coupons is permitted since origin and destination did not change and the new routing is by one carrier.*

#### Example 2: Change from a 'direct' flight to 'connecting' flights

- Original Ticketed Routing:  
OSL SK FRA
- New Routing:  
OSL KL AMS KL FRA (no stopover)

*Rerouting using original flight coupons is permitted since origin and destination did not change and new routing is by one carrier.*

#### Example 3: Two or more carriers, no change in Connecting Point

Change from a 'direct' flight to 'connecting' flights with an onward sector, the latter not being effected by the change.

- Original Ticketed Routing:  
OSL KL AMS KL FRA (no stopover)
- New Routing:  
OSL SK CPH SK AMS KL FRA (no stopover)

*Rerouting using original flight coupons is permitted since origin and destination of each original flight coupon did not change.*

#### Example 4: Change from 'connecting' flights to a 'direct' flight

- Original Ticketed Routing:  
OSL LH HAM LH AMS (no stopover)
- New Routing:  
OSL KL AMS

*Rerouting using original flight coupons is permitted since origin and destination did not change.*

**6.3.4** nothing in this paragraph shall prevent the new receiving carrier from reissuing the ticket when the forwarding Member is unable to do so.

**6.4** In all cases where the passenger is reticketed to cover carriage via a different routing, carry forward to the new ticket the original "Fare Calculation", "Fare", "Tax/Fee/Charge", "Equiv. Fare Paid" and "Total" entries and show the revised routing being reflected only in the "Good for Passage" section. Optionally, "NO ADC" may be entered in the "Total" box. The "Restrictions/Endorsements" box on all appropriate coupons shall be marked "INVOL REROUTE".

## **7. INVALIDATING OF WITHDRAWN FLIGHT COUPONS**

The withdrawn flight coupons of tickets shall be endorsed across the face of coupons "EXCHANGED" (or another notation to the same effect), in order to prevent their fraudulent reuse if lost or stolen.

**8.** Members who are not members of the Tariff Coordinating Conferences shall not be bound by this Resolution in respect of on-line transportation but may elect to be bound on giving notice to the Secretary of the Traffic Conference concerned.

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## APPENDIX B

### RESOLUTION 735e PROCEDURES FOR INVOLUNTARY CHANGE OF ROUTING EN ROUTE

PSC(23)735e

Expiry: Indefinite

Type: B

RESOLVED that:

1. Where, due to flight interruption en route, it becomes necessary to re-route passengers involuntarily and the applicable flight coupons are not available, the forwarding Member shall provide for alternate onward air carriage for the interrupted portion of the journey as follows.

1.1 Each carbonised passenger coupon or ATB passenger receipt will be stamped:

.....  
(place of re-routing)

to .....  
(place to which re-routed)

via carrier .....  
(new receiving Member)

alternatively, a sticker with the above text may be attached to the passenger coupon or ATB passenger receipt.

1.2 A Flight Interruption Manifest (FIM) as shown in Attachments 'A' or 'C' shall be completed. The areas provided for the second receiving carrier are optional. The white copy(ies) shall be validated and given to the receiving carrier(s).

1.3 subject to a bilateral agreement, carriers may use a teletype FIM as shown in Attachment 'B' or similar form containing the same information.

2.1 When there will be two receiving carriers, an FIM, as shown in Attachment 'A' or 'C' shall be issued. The white copy(ies) shall be validated and given to the receiving carrier(s).

2.2 or alternatively, and if bilaterally agreed, a teletype FIM as shown in Attachment 'B' may be sent to the second receiving carrier.

3. Except as otherwise indicated above, the provisions of Resolution 735d shall apply.

4. For interline carriage, Members shall use the form of the Flight Interruption Manifest hereinafter described and referred to as the "FIM" either the Paper-size layout shown in attachment 'A' or the Ticket size layout shown in Attachment 'C', or if bilaterally agreed a teletype FIM as shown in Attachment 'B'. The technical specifications of the FIM are shown in Section 5. The FIM shall be issued and accepted in accordance with section 6 of the Resolution.

## 5. TECHNICAL SPECIFICATIONS

### 5.1 Document numbering

5.1.1 The FIM shall have a 13 digit number, the composition of which is:

- coupon number (1 or 2 for white, 0 for yellow and pink copies)
- 3-digit airline accounting code
- 450 being the form code assigned to the FIM in accordance with Recommended Practice 1720a

- a 7 digit serial number
- the document number shall have a check digit calculated on the coupon number and the 10-digit form and serial number, excluding the airline code.

5.1.2 The document number shall be printed in the top right hand corner. In addition, the document number may be repeated in the lower right hand corner. At the option of the issuing carrier, the number may be in OCR readable font.

### 5.2 Measurements

The outside measurements of the FIM shall be 210 × 297 mm for the A4 size and 8 1/2 by 11 inches for the US letter size.

### 5.3 Document layout

5.3.1 The layout of the document shall be as set forth in Attachment 'A'.

5.3.2 The FIM shall contain the following copies:

- 1 or 2 Originals (white) — receiving carrier
- 1 or 2 copies (yellow) — for Revenue Accounting of FIM issuing carrier
- 1 copy (pink) — for issuing office file.

### 5.4 Carbon

Preferably the data shall be transferred to the copies by using chemical paper NCR ('Non Carbon required'). Optionally, black carbon may be used.

### 5.5 Variations to layout

5.5.1 A FIM containing only a column to show one receiving carrier may be used.

5.5.2 The columns for coupon numbers and check digits are optional.

5.5.3 A 'ticket size' FIM as shown in Attachment 'C' may be used. If used, the outside measurements shall be 8.3 × 18.7 cm (3 1/4 × 7 3/8 inch).

5.5.3.1 At the option of the FIM issuing carrier, the document number may be printed in OCR readable fonts.

## 6. ISSUING AND HONOURING PROCEDURES

### 6.1 General

6.1.1 The FIM shall only be used in accordance with the provisions of Resolution 735d and 735e.

6.1.2 The FIM shall be issued when, due to a flight interruption en route it becomes necessary to reroute the passengers involuntarily to their final destination or point of stop over, and the flight coupons are not available at the point where the re-routing takes place.

**Note:** A flight interruption en route occurs when a flight diverts to a city which is not a published/scheduled landing of the flight in question.

Example:

KL642 scheduled routing: NYC — AMS

Due to weather conditions in AMS, the flight diverts to BRU and does not continue to AMS

Flight coupons NYC — AMS have been uplifted in NYC

**6.1.3** Pursuant to Resolution 735d, paragraph 6.2.2 and 6.3.2, a FIM may be issued when it is necessary to reroute passengers on an involuntary basis and time or circumstances do not permit the re-issuance of the original flight coupon(s) at the point where the involuntary re-routing takes place.

## 6.2 Completion

The form shall be completed in accordance with the following instructions:

### 6.2.1 'Rerouted from' — box

Enter the airline designator, flight number and departure date of the flight being interrupted/diverted en route, or of the flight of which the flight coupons should have been re-issued. In the case of code shares preferably the flight number of the operating carrier shall be used. Also enter place where the interruption or the involuntary rerouting takes place.

### 6.2.2 'Rerouted to' — box

Enter the airline designator, flight number departure date and "from/to" of the flight being selected for onward carriage or for the new routing. In case the passengers are involuntary re-routed over 2 consecutive flights, show the details of the second flight in the '2nd Receiving Carrier'-box. If the second receiving carrier box is not utilised, the box shall be voided.

### 6.2.3 'Passenger Name' — box

Use one line for each individual passenger, showing full family name followed by given (first name) or initial as shown on the original ticket. Cross out the second and subsequent name box(es) when multiple ticket numbers related to a single passenger are bracketed together.

### 6.2.4 'Ticket Number' — box

Enter the ticket numbers for which the FIM is being issued. Multiple ticket numbers related to a single passenger may be bracketed together.

#### 6.2.4.1 Flight Interruption en route

For each passenger enter the ticket number(s) affected by the flight interruption enroute.

Multiple coupons with same ticket numbers, and tickets issued in conjunction may be entered on a single line.

Example:

KL642 scheduled routing: NYC — AMS

Due to weather conditions in AMS the flight diverts to BRU and does not continue to AMS

Flight coupons NYC — AMS have been uplifted in NYC.

Passenger has an onward reservation AMS KL VIE

The passenger being in BRU is re-routed BRU SN VIE.

(The ticket number for the AMS-VIE flight shall also be entered on the FIM.)

### 6.2.4.2 Involuntary Reroute (As provided In Resolution 735d, 6.2.2 and 6.3.2)

For each passenger enter the ticket number(s) being affected by the involuntary reroute.

Example:

Itinerary: NYC KL AMS LH FRA RO BUH

KL flight arrives late in AMS and causes the passenger miss the connection on the LH flight.

Passenger is involuntary re-routed AMS KL BRU SN BUH

If, pursuant to Resolution 735e, paragraph 2, the coupons AMS-FRA-BUH can not be re-issued involuntary into AMS-BRU-BUH, enter the ticket numbers of the AMS-FRA-BUH flights.

### 6.2.5 'ET' box

Enter 'E' if the ticket number entered on the FIM was issued electronically.

### 6.2.6 'Fare Basis and Passenger Type Code' — box

Enter the complete Fare Basis including Passenger Type codes for each coupon listed on the FIM.

### 6.2.7 'Class on New Flight' — box

Enter the cabin class of the flight(s) of the new receiving carrier(s) on which space has been booked or requested.

### 6.2.8 'Exc. Wt' 'Exc. Pc' boxes (Paper Size FIM)/'Excess PC/WT box' (Ticket size FIM)

When a passenger has paid excess baggage, show the amount of excess baggage that has been paid for in weight or pieces, e.g. 12K or 2PC.

**6.2.8.1** When a paper size FIM is issued enter the excess baggage ticket number in the space provided under 'Excess Baggage' noting the amount of excess baggage in either the 'Exc.Wt' or 'Exc. Pc' box as applicable. If there are more than two excess baggage tickets to be entered, a separate FIM must be issued.

**6.2.8.2** when a ticket size FIM is issued enter the excess baggage ticket number directly under the passenger ticket number noting the amount of excess baggage in the 'Excess PC/WT' box.

### 6.2.9 'Total number of Passengers' — box

Total number of ticketed passengers entered on the FIM

### 6.2.10 'Reasons for issuing' — box

**6.2.10.1** When the FIM is issued for involuntary re-routing pursuant to Resolution 735d paragraph 6.2.2, the reason for issuance box shall be marked in the appropriate box

**6.2.10.2** When the FIM is issued for a diversion en-route, the carrier code of the forwarding carrier shall be entered in the space provided. In a code share situation the airline code of the operating carrier shall be used.

**6.2.11 'Validation' — box**

This box shall be completed and validated by the FIM issuing carrier or party acting as such. This validation shall include the FIM issuing agent's name and/or ID.

**6.2.12** All non used name lines shall be voided.

**6.3 Distribution**

Uplifted flight coupons, if any, shall be appended to the yellow copy of the FIM and sent to the Revenue Accounting department of the FIM issuing carrier.

**6.4 FIMs Issued By Non-Airline Handling Agents**

Carriers allowing their FIMs to be issued by non-airline handling agents shall ensure that these handling agents are supplied with their stock.

**7. BILLING AND SETTLEMENT**

**7.1** When the FIM is issued for involuntary re-routing, the new receiving carrier(s) shall bill the FIM issuing carrier.

**7.2** When the FIM is issued for a flight interruption/diversion en-route, the new receiving carrier shall bill the carrier identified in the diversion area of the 'reasons for issuance' box of the FIM.



## Airline Guide to Involuntary Rerouting

### RESOLUTION 735e

#### Attachment 'A'

FLIGHT INTERRUPTION MANIFEST										1 000 4500 000 000 0				
Rerouted from: (Forwarding-Carrier)				Rerouted to: (Receiving Carrier)					Rerouted to: (2nd Receiving Carrier)					
Airline	Flight	Date	Place of interruption	Airline	Flight	Date	From	To	Airline	Flight	Date	From	To	
No.	Passengers Name	Cpn	Airline code	Ticket Number					Fare Basis and Passenger Type Code		Cabin Class:			
				Form and Serial Number	Ck	ET					New flight 1	New flight 2		
1														
2														
3														
4														
5														
6														
7														
8														
9														
10														
11														
12														
13														
14														
15														
16														
17														
18														
19														
20														
21														
22														
23														
24														
25														
	Excess Baggage										Exc. Wt	Exc. Pc		
1E														
2E														
Reason for issuance:*				DIVERSION BY (CARRIER CODE)*					Total number of passengers					
<input type="checkbox"/> CXLD <input type="checkbox"/> DLYD <input type="checkbox"/> OVSLD <input type="checkbox"/> MSCNX				<div></div>										
For accounting purpose only: The receiving carrier agrees to transport the listed passengers (irrespective of class, service or routing) at no additional charge to the forwarding carrier (IATA Resolution 735d). Billing and settlement of the coupons listed shall be in accordance with the provisions of the IATA Revenue Accounting Manual (RAM).														
Validator, name and/or ID of the FIM issuing agent.								DISTRIBUTION: White copy(ies) — to receiving carrier(s) Yellow copy(ies) (and lifted coupons if applicable) — to Revenue Accounting FIM issuing airline Pink copy — for issuing office file						

\* Check either the "Reason for Issuance" box in case of involuntary reroute or the "Diverted By" in the case of involuntary reroute en route where a flight has been diverted. Only one box must be completed.



## RESOLUTION 735e

### Attachment 'B'

#### IATA TELETYPE FLIGHT INTERRUPTION MANIFEST (FIM)

FORMAT

ADDRESS(ES)

SIGNATURE

FIM

INTERRUPTED FLT/DTE/LEG

W/O TKT REISSUE NBR PAX

REROUTED ON FLT/DTE/LEG

ONTO FLT/DTE/LEG

CARRIER/LOCATION HOLDING FLT CPNS/ORIG. ROUTING

NAME

TKT NBR

ORIG. FARE

CLASS ON NEW FLT

BASIS/TKT DESIG

Example:

QU CPHKPLH FRAKPAZ CPY FRAKPSK LINKPSK

CPHKPSK

FIM

INTERRUPTED SK685/02/CPHMIL

W/O TKT REISSUE

35 PAX

REROUTED ON LH007/02 CPHFRA

ONTO AZ423/02 FRALIN

SK/STO HOLDING FLT CPNS STOLIN

01	SMITH	123	4567	891234	YE60	C
02	SMITH	123	4567	891235	YE60CH	C
03	SCHULZ	345	6789	123456	C	Y
04	ANDERSON	234	5678	912345	ME45	Y

EXCESS BAGGAGE

01	SMITH	333	451	1234567	20KG
03	SCHULZ	014	452	1234568	2PC



## RESOLUTION 735e

### Attachment 'C'

#### FLIGHT INTERRUPTION MANIFEST (Ticket-size layout)

Rerouted from: (Forwarding carrier)				FLIGHT INTERRUPTION MANIFEST						validator and name and/or ID of the FIM issuing agent						
Airline	Flight	Date	Pl. of Interrupt	Reason for issuance: *				Diversion By: * (Carrier code)								
				<input type="checkbox"/> CXLD <input type="checkbox"/> OVSLD <input type="checkbox"/> DLYD <input type="checkbox"/> MSCNX												
Rerouted to: (Receiving Carrier)					Rerouted to: (2nd Receiving Carrier)											
Airline	Flight	Date	From	To	Airline	Flight	Date	From	To							
No.	Passenger's Name	Ticket Number										Cabin Class:		Excess PC / WT		
		Cpn	Airline Code	Form and Serial Number						Ck	ET	Fare Basis and Passenger Type Code	New flight 1		New flight 2	
1																
2																
3																
4																
5																
For accounting purposes only:			TTL PAX	DISTRIBUTION WHITE: REC. CARRIER YELLOW: REV. ACC. of FIM issuing carrier PINK: ISSUING OFFICE							1 000 4500 000 000 0					

\* Check either the "Reason for Issuance" box in case of involuntary reroute or the "Diverted By" in the case of involuntary reroute en route where a flight has been diverted. Only one box must be completed.

## APPENDIX C

### **RESOLUTION 735f INVOLUNTARY CHANGE OF ROUTING OF CHARTER PASSENGERS TO SCHEDULED SERVICE**

PSC(03)735f

Expiry: Indefinite

Type: B

RESOLVED that:

1. The following circumstances shall justify involuntary change of routing of passenger in chartered aircraft:

1.1 a Member for reasons beyond its control is unable to land at the destination provided in the charter agreement (whether over or under carriage); or

1.2 a Member is unable to provide previously confirmed space due to operational limitations beyond its control, including but not limited to:

1.2.1 weather conditions necessitating the off-loading of the passengers involved,

1.2.2 mechanical failure en route which would result in a delay of at least 24 hours.

2. In such circumstances the chartering Member may re-route the passenger on the lowest class of the first available scheduled service; when the passenger is re-routed on another carrier's flight, the chartering Member shall pay the applicable fare and charges of the carrying carrier for the class of service used.

3. In the foregoing circumstances the chartering Member, during the period of delay, may absorb passenger expenses resulting from the change of routing; provided that these are limited to essential expense such as hotel room, meals and beverages, ground transportation, transit taxes and reasonable communication costs of the passenger because of re-routing.

### **GOVERNMENT RESERVATIONS**

#### **UNITED STATES**

*Order 74-1-109 dated 22 January 1974:*

*A carrier may not conduct any operations pursuant to the provisions of Resolution 735f (previously 045b) unless it has on file at the Board an effective tariff which embodies the specific conditions under which the re-routings of charter passengers to scheduled service will be made; or unless it has received specific Board authority to conduct such operations.*

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## APPENDIX D

### RESOLUTION 737

#### REFUNDS

PSC(22)737

Expiry: Indefinite

Type: A

RESOLVED that, refunds shall be subject to the rules hereinafter provided:

#### 1. DEFINITIONS *(as used herein)*

**1.1** "INVOLUNTARY REFUND" means a refund of an unused ticket or portion thereof or an unused miscellaneous charges order required for any reason specified in Resolution 735d or where because of safety or legal requirements or the condition or conduct of the passenger carriage is refused.

**1.2** "VOLUNTARY REFUND" means a refund of an unused ticket or portion thereof or an unused miscellaneous charges order other than an involuntary refund.

#### 2. INVOLUNTARY REFUNDS

Involutary refunds may be made by the Members responsible for forwarding the passenger, or by the issuing Member as follows:

**2.1** if no portion of the ticket has been used, the amount of refund will be equal to the fare paid;

**2.2** if a portion of the ticket has been used, the refund will be: *either* in an amount equal to the one way fare less the same rate of discount, if any, that was applied in computing the original one way fare (or, on round trip or circle trip tickets, one half of the round trip fare) and charges applicable to the unused transportation from the point of termination to the destination or stopover point named on the ticket or to the point at which transportation is to be resumed, via:

**2.2.1** the routing specified on the ticket, if the point of termination was on such routing, or

**2.2.2** the routing of any Member(s) operating between such points, if the point of termination was not on the routing specified on the ticket; in such case the amount of refund will be based on the lowest fare applicable between such points,

*or* the difference between the fare paid and the fare for the transportation used or to be used whichever is higher;

**2.3** service charges will not be imposed and reasonable reservations communication expenses of the passenger will be assumed provided that in case of cancellations required for safety or legal reasons or caused by the condition or conduct of the passenger, such charges may be imposed and such expenses may be refused.

