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Amadeus Automated Refunds

Product Overview

15th October 2007

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1. Introduction

Overview

Automation of the entire passenger reservation and ticketing process is a 'must' in today's travel industry. Amadeus backs this approach by constantly providing new products that help Travel Agents and Airline ATO/CTOs' increase productivity and efficiency by automating traditionally manual processes.

The Amadeus Automated Refunds product provides an efficient time saving method of refunding paper tickets, electronic tickets and miscellaneous documents that were sold by Travel Agents in markets or by Altéa Reservation Airline agents using the Amadeus Central Ticketing System (CTS).

Refund transactions automatically search for original ticket sale data that is stored in the Central Ticket System Document Database (Ticketing Sales Reports – TSR) and use it to populate refund records. Ticket sale data is available for a period of six months.

Electronic ticket refunding is dynamic and interactive as Amadeus interrogates TSR, or Airline E-ticketing database (if original sale is over 6 months old) whilst simultaneously requesting the authorisation to refund from the validating Airline. Successful communication results in a 'Settlement Authorisation Code' (SAC) from the Airline that Amadeus uses to populate the refund record along with the sales data.

These can be processed directly for full refunds, or manually updated for partial refunds using cryptic mode type formats or via the Amadeus Selling Platform Version 2.3 P100 and above.

The Amadeus Ticketing Sales Reporting database (TSR) automatically completes the automated refund process. This UNIX application works offline and reports automated refund data in IATA industry standard file formats (RET files to the stock provider (BSP/ARC), or HOT files to the Airline Revenue Accounting systems). The stock provider settles the refund directly between the Travel Agency and validating Airline.

In 2005, as part of the TPF decommissioning initiative, the Amadeus Automated Refund package underwent a technical re-design. The new product is housed on a UNIX platform.

The opportunity was taken to significantly enhance the current functionality. The following changes are now implemented on the new Auto-Refund package:

- Integration of Auto-Refund functionality in Graphical Page of Amadeus Selling Platform V2.3 P100 and above
- Withdrawal of ISPF panel mode for Auto-Refunds
- **One unique transaction (>TRF)** to refund Paper and Electronic documents
- **Electronic Ticket Refunds**
 - TWREF withdrawn for Auto-Refund users
 - Coupon status changes to 'Refunded' only after refund is processed (>TRFP)

- Tax only Refunds
- TRFIG entry to request a refund is ignored only needs to be performed once
- Cancellation penalty
 - Percentage applied by default for both Paper and Electronic documents
 - End-user may override with an amount, if required.
- New Net Remit field in Auto-Refund table
 - Identifies if FULL and/or PARTIAL refunds are allowed on Net Remit tickets
- TRFX entry (cancel a refund) replaced by TRDC entry
- Form of Payment (FOP) enhancements
 - Complete FOP data from PNR in refund record
- Manual Refund enhancements
- Refund notice on plain paper

2.Features & Benefits

Unique transaction for Electronic and Paper document refunds

The Automated Refund product offers the capability to refund both Electronic and Paper travel documents (Paper tickets, Electronic tickets, Miscellaneous documents). In order to facilitate the Auto-Refund process, Amadeus Automated Refunds now uses one unique transaction (>TRF) to initiate refunds on any document type.

When a refund is initiated, the system automatically verifies that the sale is confirmed and has been reported¹.

A search is made for the original ticket sales data in the Amadeus Ticketing Sales Reports (TSR) Database, where sales data is retained for a period of six months.

For Paper Documents:

When original sales data is found in TSR database, it is used to automatically populate the refund record.

If original sales data is not found, a blank refund record is provided for manual completion.

For Electronic Tickets:

If original sales data cannot be found in the TSR database, because it was issued more than six months before, the system automatically recognises an Electronic ticketing participant carrier and interactively queries their Electronic Ticket Database (Amadeus or other) for retrieval of original electronic ticket data. If no electronic data is found, a blank refund record is provided for manual completion.

When data is found, it is used to automatically populate the refund record. If the electronic ticket has been partially used, the remaining open coupons are identified and used with the original sale data to populate the refund record. It is then the end-user's responsibility to complete the refund record based on journey used. When the Electronic ticket refund is processed, data such as the SAC (Settlement Authorisation Code) is returned from the Airline as proof of E-ticket refund approval and stored in refund record. Electronic ticket coupon status indicators are automatically updated to 'R' for 'Refunded'.

Benefits

Simplifies the refund process for users, reduces the risk of agent error at refund time and time spent handling refunds manually.

¹ For electronic tickets, when the sale has not been reported and all coupons are unused the user is prompted to void the sale using the >TWX transaction (the system does however automatically disallow voiding if an electronic ticket is sold, partially used and proposed for refund before reporting occurs).

For paper tickets, when the sale has not been reported, the agent is prompted to void the sale using the >TRDC transaction.

Initiate an Automated Refund

The >TRF transaction can be initiated in 3 different ways in order to generate an automated refund record.

- With the **document number** (or)
- With a **PNR line number** that refers to an FA or FH element (or)
- With a **data sequence number from the >TJQ sales query display**

Examples are provided illustrating full refund processing where the original ticket sales data is not updated.

Illustration

- **Via document Number**

The following example illustrates an automated refund record displayed in cryptic-mode format. The transaction is generated using the ticket number.

>TRF077-4373750503

REFUND RECORD	AGT-23233162 NC/31AUG06 F TKT-Y		
NM NAME	ABBOTS/PATRICIA ANN MS		
I ISSUED	14JUL06		
D1 DOCUMENT	077 4373750503 6 CPNS 1000		
F FARE PAID	EUR	258.00	
U FARE USED		0.00	
		FARE REFUND	258.00
XT TAX REFUND		85.78	>TRFT
		REFUND TOTAL	343.78
FM COMMISSION		23.22	9.00P
FP1 INV		343.78	
S ITINERARY	INTERNATIONAL		

- Via PNR Line number

The automated refund record is displayed from within a Passenger Name Record (PNR) by referencing a system entered ticket number (FA element) or manually entered ticket number (FH element), for example >TRF/L6.

>TRF/L6

```

--- TST RLR ---
RP/ABCXX1234/ABCXX1234          OC/PR   1AUG06/1324Z   2MIR2M
 1.ABBOTS/NICKI
 2  LH 171 C 12OCT 4 TXLFRA HK1  0545    0605 0710   *1A/E*
 3  LH 190 C 12OCT 4 FRATXL HK1  1715 1  1745 1850   *1A/E*
 4 AP BER 0900 1116777 - AERTICKET AG - A
 5 TK OK01AUG/ABCXX1234
 6 FA PAX 220-4373381525/PTLH/EUR621.19/01AUG06/BERAE2101/23233
   162/S2-3
 7 FB PAX 0100456260 TTP/XF1/PT/RT OK PROCESSED/S2-3
 8 FM PAX *C*0.00/S2-3
 9 FP CASH
10 FV LH
>TRF/L6

```

```

REFUND RECORD                      AGT-23233162 AA/01AUG06 F TKT-Y
NM  NAME                          ABBOTS/NICKI
I   ISSUED                          01AUG06
D1  DOCUMENT                        220 4373381525 3 CPNS 1200

F   FARE PAID                        EUR          536.00
U   FARE USED                          0.00
   FARE REFUND                          536.00
XT  TAX REFUND                          85.19 >TRFT
   REFUND TOTAL                          621.19

FM  COMMISSION                          0.00          0.00P
FP1 CASH                                621.19

S   ITINERARY                          DOMESTIC

```

- Via Data Sequence number

Alternatively the automated refund record can be displayed by using the data sequence number of a document that is stored within the Central Ticket Server Document Database.

The following example illustrates an automated refund record displayed in cryptic mode format using the data sequence number:

>TRF/I-2

```

AGY NO - 23233162          QUERY REPORT 01AUG          CURRENCY EUR
OFFICE - ABCXX1234        SELECTION:
AGENT  - ALL              01 AUG 2006
-----
SEQ NO A/L DOC NUMBER  TOTAL DOC      TAX      COMM FP PAX NAME  AS RLOC  TRNC
-----
000001*220 4373381525    621.19    85.19    0.00 CA ABBOTS/NIC AA 2MIR2M TKTB
000002*220 4309271749    621.19    85.19    0.00 CA BARR/ALEX  AA 2MIR56 TKTB
000003*220 4309271750    533.19    85.19    0.00 CA SMITH/KATY AA 2MIR8P TKTT
>TRF/I-2

```

```

REFUND RECORD          AGT-23233162 AA/01AUG06 F TKT-Y
NM  NAME              BARR/ALEX
I   ISSUED            01AUG06
D1  DOCUMENT          220 4309271749 3 CPNS 1200

F   FARE PAID         EUR      536.00
U   FARE USED         0.00
   FARE REFUND        536.00
XT  TAX REFUND        85.19 >TRFT
   REFUND TOTAL       621.19

FM  COMMISSION        0.00      0.00P
FP1 CASH              621.19

S   ITINERARY        DOMESTIC

```

Within the automated refund record a breakdown of the taxes can be displayed for verification and/or update when required.

>TRFT

```

REFUNDABLE TAXES
BARR/ALEX
220 4309271749 - 749
UNUSED TAXES
-----
T1      40.00 YQ
T2      32.26 RD
T3      12.93 DE

REFUNDABLE TAX TOTAL  EUR      85.19 XT

```

The automated refund record can be ignored at any time prior to the confirmation process by using the >TRFIG command as illustrated in the following example:

>TRFIG

AUTOMATED REFUND IGNORED

In order to process the automated refund, report and in some cases print a refund notice, the >TRFP transaction is used as illustrated in the following example:

>TRFP

When a paper document is refunded (Paper ticket, MCO), the following message is issued:

OK - REFUND PROCESSED

When an Electronic document is refunded (i.e. Electronic Ticket), the following message is issued, along with the Settlement Authorisation Code (SAC) provided by target Airline.

**OK ETKT RECORD UPDATED SAC-2203140484754
OK - REFUND PROCESSED**

The refund is reported and the coupons are identified as refunded in the Central Ticketing Document Database.

If the PNR is still active, the Paper or Electronic document indicator in the FA element (automated ticket number) is automatically updated to 'refunded' status.

Example of an FA element in active PNR with E-ticket refunded indicator:

**6 FA PAX 077-2400001001/ERCC/ZAR1393/23NOV06/JNBCC0100/7749527
2/S2-3**

Example of an FA element in active PNR with Paper ticket refunded indicator:

**6 FA PAX 077-2400001002/PRCC/ZAR1393/23NOV06/JNBCC0100/7749527
2/S2-3**

Consistent with paper ticket refunds, a refund notice may be printed if required.

It is possible to initiate and process a **FULL** Automated Refund in one-shot, if no prior display of the refund record, or subsequent update is required. Cancellation penalty and commission can also be optionally input (appending **/FULL**, **/CP** and **/CM** options respectively, and as required)

> TRF077-4373750503/FULL/CP10A/CM2

Benefits

End-user is able to initiate Auto-Refunds from a choice of three different options, taking into account the varying working practices of travel agents and Airline customers.

Partial Refunds

In certain cases, a passenger may have used part of his ticket and still be eligible for refund on the unused sector(s). Amadeus offers sales agents the ability to perform partial refunds.

Initiate a Partial Refund

When a partial refund is required, the sales agent must initiate the refund first before being able to change or delete data within the refund record (using either cryptic transactions, via the Graphical page in the Amadeus Selling Platform V2.3 P100 and above or Amadeus Altéa Reservation Desktop).

Update using Cryptic Mode Format

Refund records can be updated with cryptic transactions by using the Refund Update >TRFU transaction. The system recognises the fields that are in the process of being updated thanks to specific refund field identifiers.

For example, you can change Fare used with code U or add a Tax (TA). The list of cryptic transaction field identifiers is in [appendix 2](#).

Fields can be updated one at a time or simultaneously as desired. When the transaction is transmitted, the refund record is redisplayed with the relevant data updated.

Illustration

- Update multiple refund record fields

The following example illustrates how to update multiple refund record fields using one single transaction.

REFUND RECORD		AGT-23233162 AA/04AUG06 F TKT-Y	
NM	NAME	ABBOTS/NICKI	
I	ISSUED	01AUG06	
D1	DOCUMENT	220 4373381525 6 CPNS 1200	
F	FARE PAID	EUR	536.00
U	FARE USED		0.00
	FARE REFUND		536.00
XT	TAX REFUND		85.19 >TRFT
	REFUND TOTAL		621.19
FM	COMMISSION	0.00	0.00P
FP1	CASH		621.19
S	ITINERARY	DOMESTIC	

Only coupon 2 of the first ticket is to be refunded and the fare used is EUR268.00. When fare used amount is updated, the system automatically calculates the refund total:

>TRFU/D1C2/U268.00

REFUND RECORD		AGT-23233162 AA/04AUG06 L TKT-N		
NM	NAME	ABBOTS/NICKI		
I	ISSUED	01AUG06		
D1	DOCUMENT	220 4373381525 6 CPNS 1200		
F	FARE PAID	EUR	536.00	
U	FARE USED		268.00	
	FARE REFUND		268.00	
XT	TAX REFUND		85.19	>TRFT
	REFUND TOTAL		353.19	
FM	COMMISSION		0.00	0.00P
FP1	CASH		353.19	
S	ITINERARY	DOMESTIC		

Benefits

Ability to handle partial refunds quickly and efficiently.

Tax only Refund

Increasing numbers of Airline fares are now non-refundable; however, certain unused taxes may still be refunded to the passenger that has not travelled on all or part of his/her journey.

Amadeus has introduced a brand new feature in the Auto-Refund package. Agents will now be able to initiate tax only refunds in a simple and efficient way. As with other Auto-Refund requests, the tax only refund entry can be initiated *via document number*, by referencing a system entered *ticket number* (FA element) *in PNR* or *via Sales Report data sequence number*. A **/TAX** option is appended to the refund transaction.

Illustration

In this example, a tax only refund is initiated from the Sales Report data sequence number. The **/TAX** option automatically sets the FARE USED amount to equal the FARE PAID amount in the refund record and the fare refund is set to zero. Only the tax amounts are available for refund. Taxes may be updated or deleted as needed before finalising the Auto-Refund.

>TRF/I-206/TAX

REFUND RECORD		AGT-23233162 AA/26SEP06 F TKT-Y	
NM	NAME	CHAUVIN/NICKI	
I	ISSUED	26SEP06	
D1	DOCUMENT	220 4309438388 0 CPNS 1200	
F	FARE PAID	EUR	126.00
U	FARE USED		126.00
	FARE REFUND		0.00
XT	TAX REFUND		86.45 >TRFT
	REFUND TOTAL		86.45
FM	COMMISSION	0.00	0.00P
FP1	CASH		86.45
S	ITINERARY	DOMESTIC	

The TRFP transaction updates the open coupons to refunded in the Airline's E-Ticket Database, confirms the electronic ticket refund, updates the Document Database and prints a refund notice if required

>TRFP

```
OK ETKT RECORD UPDATED SAC-2203140485320
OK - REFUND PROCESSED
```

Alternative methods to refund taxes only:

Tax only refund from PNR:

>TRF/L5/TAX (where 5 equals ticket number line in PNR (FA))

Tax only refund from Document number:

>TRF220-4309438388/TAX

Benefits

Simplifies the handling of tax only refunds for sales agents by reducing the number of keystrokes required.

Manual Refund

When a customer needs to refund a document for which no original sales data is available either in the Document Database or Airline E-ticket database, it may be possible to manually complete an empty refund record, providing authorised in the customer's Auto-Refund table.

The refund transaction will automatically query the Amadeus TSR Document Database, then the Airline E-ticket database in order to retrieve original sales data. If no data is found, and the customer allows manual refunds, the system will automatically return an empty refund record for manual completion by the agent.

Illustration

>TRF125-1122112234

REFUND RECORD		AGT-23233162 AA/20NOV06 M TKT-Y	
NM	NAME		
D1	DOCUMENT	125 1122112234	CPNS 1234
F	FARE PAID	EUR	0.00
U	FARE USED		0.00
	FARE REFUND		0.00
XT	TAX REFUND		0.00 >TRFT
	REFUND TOTAL		0.00
NO DATA FOUND			

The agent manually updates the refund record. When the Form of Payment (FOP) to be used for the refund is inserted, the system will automatically update the form of payment **amount** field without needing an additional update to the refund record.

>TRFU/FP1CASH

REFUND RECORD		AGT-23233162 AA/20NOV06 M TKT-Y	
NM	NAME		
I	ISSUED	SMITH ANN MRS	02JAN06
D1	DOCUMENT	125 1122112234 4	CPNS 1234
F	FARE PAID	EUR	4500.00
U	FARE USED		0.00
	FARE REFUND		4500.00
XT	TAX REFUND		0.00 >TRFT
	REFUND TOTAL		4500.00
	FP1 CASH		4500.00

The agent may then process the refund with TRFP.

Benefits

The manual refund feature enables sales agents to manually complete a refund even if the original sales data is no longer available for retrieval in the TSR Database or Airline E-ticket Database. Consequently sales agent has the flexibility to perform *any type* of refund.

Automated Refund Documentation Print

Sales agents often require a receipt to indicate that a refund is successfully processed for their back office accounts or for their customers.

Refund notice documentation may be optional or mandatory depending on market/Airline requirements and the printing technology available. In addition, customers have the option to benefit from the refund notice re-print function in cases where the original refund notice may be mislaid.

Line Printing

A line or serial printer is the standard default that may be used to print plain paper refund notices for automated refunds.



In line with IATA's Simplifying the Business initiative to move towards 100% E-ticket and to reduce use of ATB coupons by end 2007, Amadeus now defaults to a plain-paper Refund notice on the new Auto-Refund product. The standard Amadeus Refund Notice print is shown in [appendix 3](#).

Benefits

Proof that Automated Refund transaction completed successfully.
Sales agents benefit from automatic print-out of refund notice(s) for their office records.

Automated Refund Reporting

Once the automated refund process has been successfully completed the original sale is flagged as refunded and the TSR Document Database is populated with the new refund record. This prevents the ticket from being refunded a second time.

The automated refund transactions are displayed in the Agent sales report and data sequence numbers are allocated to each refund transaction. The automated refund transactions can be viewed as an integral part of the report, for example >TJQ. Alternatively these can be singled out as illustrated in the following example:

Illustration

- Agent Sales Report

>TJQ/QTX-REFD

SEQ NO	A/L	DOC NUMBER	TOTAL DOC	TAX	COMM	FP	PAX NAME	AS	RLOC	TRNC
000179	220	4309438372	-1066.71	-38.71	0.00		REISSUE/ET	AA	YOCSEK	RFND
000180	125	1254125412	-1023.00	-123.00	0.00	CC	FDFFDFDFD	AA		RFND
000100	220	4309438370	-12150.00	-150.00	0.00	CA	IT/MANU	AA	YOBDOP	RFND
000102	220	4309438371	-638.51	-44.51	0.00	CA	NETREMIT/M	AA	YOBEPV	RFND
000104	072	4374977112	-522.16	-144.16	0.00	CA	IT/NEGO	AA	YOBE46	RFND
000106	072	4374977113	-696.90	-144.16	0.00	CC	IT/NEGO	AA	YOBE46	RFND
000181	074	4309438373	-252.30	-46.66	0.00	CA	NET/REMIT	AA	YODNMC	RFND
000187	220	4309438377	-248.55	-44.66	0.00	CA	WWWWW/NET	AA	YODOY8	RFND
000188	220	4309438376	-308.36	-44.66	0.00	CA	WWWWW/NET	AA	YODOY8	RFND
000109	220	4309438372	-58.00	-58.00	0.00	CA	INFT/TEST	AA	YOBJ90	RFND

An automated refund can be cancelled prior to reporting to the stock provider. This is achieved by using the transaction that follows:

>TRDC/18 (cancelled directly from the >TJQ query report using the data sequence number)²

When a refund cancellation is made in error it can be reinstated prior to reporting to the stock provider. This is achieved by using one of the two transactions that follow:

>TRDR/L6 (reinstate refund corresponding to the item on PNR line 6)

>TRDR/18 (reinstate refund on >TJQ query report using the data sequence number)

² For Electronic ticket refunds, the document may be cancelled from the Sales Reports, however, the coupon status in the Airline's E-Ticket database is not automatically reverted from 'R' Refunded status to 'O' Open for Use status. Please refer to Product Evolution chapter.

The stock provider pre-determines the Amadeus Automated Refund process package that is adapted according to the local market/Airline specific conditions. This can mean, for example, that refunded tickets are accompanied by a printed refund notice or without a refund notice.

Once refunded the ticket coupons may be forwarded to the stock provider/Airline or retained by the agency depending upon local arrangements.

The travel agency refunded ticket data is reported in the RET (reporting tape) file that is automatically transmitted by the system to the market stock provider. The refund is processed by the stock provider and reported to the Airline in the HOT (Hand Off tape).

The Airline ATO/CTO refunded ticket data is reported in the HOT (Airline Accounting/Sales data) that is automatically transmitted by the system to Airline Revenue accounting.

Benefits

The automated refund functionality is automatically integrated in the Agent Sales Reports and transmitted to BSP/Airline in the Reporting files which allows for optimal and speedy follow up by sales agents and stock providers.

Sales agents no longer need to perform the cumbersome and time-consuming manual refund procedures.

Optional Features

Amadeus Auto-Refunds also proposes other industry wide options that can be of use to both Airline and Market customers when refunding travel documents.

The complete list of fields in a refund record is located in [appendix 2](#). However, the use of the following options may be of particular interest:

- **CP** Cancellation Fee / Penalty
- **MF** Miscellaneous Fee (administrative fee)
- **CM** Cancellation Fee commission

The following example illustrates the use of Cancellation penalty.

Illustration

- **Refund Electronic ticket with Cancellation Penalty**

Cancellation penalties may be levied by Airline or Markets when refunding certain document types based on fare rules. Sales agents may apply a cancellation penalty as a percentage (default) or as an amount.

The refund transaction will automatically query in real-time the Airline E-Ticket database in order to determine if the document is eligible for refund. If original sales data is available for retrieval, it will be automatically populated into the refund record.

>TRF125-6923350120

REFUND RECORD		AGT-23233162 AA/23NOV06 F TKT-Y	
NM	NAME	HALL/NICKI	
I	ISSUED	22NOV06	
D1	DOCUMENT	125 6923350120 5 CPNS 1200	
F	FARE PAID	EUR	900.00
U	FARE USED		0.00
	FARE REFUND		900.00
XT	TAX REFUND		78.58 >TRFT
	REFUND TOTAL		978.58
FM	COMMISSION	0.00	0.00P
FP1	CASH		978.58
S	ITINERARY	INTERNATIONAL	

The refund record can be updated if necessary prior to processing the refund. In this example, the agent decides to subsequently apply a cancellation penalty of 10 EUR. As the default processing for cancellation penalty is to apply a percentage for both Electronic and Manual documents, agent will need to override by appending 'A' for amount.

>TRFU/CP10A

REFUND RECORD		AGT-23233162 AA/23NOV06 L TKT-Y			
NM	NAME	HALL/NICKI			
I	ISSUED	22NOV06			
D1	DOCUMENT	125 6923350120 5 CPNS 1200			
F	FARE PAID	EUR	900.00		
U	FARE USED	0.00			
	FARE REFUND	900.00			
CP	CANX FEE		10.00	1.11P	
XT	TAX REFUND		78.58	>TRFT	
	REFUND TOTAL		968.58		
FM	COMMISSION		0.00	0.00P	
FP1	CASH		968.58		
S	ITINERARY	INTERNATIONAL			

The TRFP transaction updates the open coupons to 'refunded' in Airline's E-Ticket Database, confirms the electronic ticket refund, along with the Settlement Authorisation Code (SAC) provided by target Airline, updates the Document Database and prints a refund notice if required.

>TRFP

```
OK ETKT RECORD UPDATED SAC- 125SNV64A6VS8
OK - REFUND PROCESSED
```

Electronic ticket record is updated with coupon status changed to 'R' for Refunded.

```
TKT-1256923350120          RCI-          1A LOC-37K35A
OD-BERBER SI-          FCMI-0          POI-BER          DOI-22NOV06          IOI-23233162
  1.HALL/NICKI          ADT          ST
  1 OTXL BA 981  Y 12JAN 0735 OK Y2FLBA          R          23K
  2 OLHR BA 990  Y 20JAN 0700 OK Y2FLBA          R          23K
  TXL
FARE  F EUR          900.00
TAX   EUR          32.00YQ
TAX   EUR          14.83RA
TAX   EUR          31.75XT
TOTAL EUR          978.58
/FC BER BA LON575.03BA BER575.03NUC1150.06END ROE0.782562XT5.08D
E7.41GB19.26UB
FE BA ONLY
FP CASH
NON-ENDORSABLE
SAC- 125SNV64A6VS8
```

Benefits

Optional features allow sales agents flexibility to be able to correctly apply cancellation penalties or collect miscellaneous fees for services rendered when refunding tickets. Potential revenue earner for sales agent.

Incentive Ticketing Refunds

Amadeus Automated Refunds allows refunding of Incentive Ticketing types: Net Remit and IT/BT Tickets providing authorised in the customer's Automated Refund table.

Illustration

- **Net Remit Refund**

The following example illustrates how to refund a manual Net Remit ticket. Refund is initiated using document number.

>TRF125-6923350121

```

REFUND RECORD                AGT-23233162 AA/22NOV06 F TKT-Y
NM  NAME                     NETREMIT/ANN
I   ISSUED                   22NOV06
D1  DOCUMENT                 125 6923350122 0 CPNS 1000

F   FARE PAID                EUR      602.00
U   FARE USED                 0.00
   FARE REFUND               602.00
XT  TAX REFUND                35.87 >TRFT
   REFUND TOTAL              637.87

FM  COMMISSION                0.00      0.00P
NF  NET REFUND                NR      402.00
FP1 CASH                      477.87

S   ITINERARY                INTERNATIONAL
TC  TOUR CODE                 12345678

```

The Fair Paid amount is equal to the *published* fare. Net Fare (402.00) corresponds to net fare amount agent owes Airline. FOP amount (477.87) corresponds to the selling fare (amount paid by passenger *including* taxes) and not to refund total.

Agent completes refund:

>TRFP

```

OK ETKT RECORD UPDATED SAC- 125SNIEQ40DII
OK - REFUND PROCESSED

```

SAC is displayed in refund record under Airline authority field

```

REFUND RECORD 125 6923350122 0 AGT-23233162 AA/22NOV06 F TKT-N
NM NAME NETREMIT/ANN
I ISSUED 22NOV06
D1 DOCUMENT 125 6923350122 0 CPNS 1000

F FARE PAID EUR 602.00
U FARE USED 0.00
FARE REFUND 602.00
XT TAX REFUND 35.87 >TRFT
REFUND TOTAL 637.87

FM COMMISSION 0.00 0.00P
NF NET REFUND NR 402.00
FP1 CASH 477.87

S ITINERARY INTERNATIONAL
TC TOUR CODE 12345678
AA AIRLINE AUTHORITY 125SNIEQ40DII

```

- Incentive Ticket Refund

The following example illustrates how to refund a manual IT ticket. Refund is initiated using Sales Report Sequence number.

```

AGY NO - 23233162          QUERY REPORT 22NOV          CURRENCY EUR
OFFICE - ABCXX1234        SELECTION:
AGENT - 0001AA           22 NOV 2006
-----
SEQ NO A/L DOC NUMBER  TOTAL DOC      TAX      COMM FP PAX NAME  AS RLOC  TRNC
-----
000016*125 6923350124   778.50    78.50    14.00 CA ITTICKET/A AA 37K8SH TKTT
>TRF/I-16

```

```

REFUND RECORD          AGT-23233162 AA/22NOV06 F TKT-Y
NM NAME ITTICKET/ANN
I ISSUED 22NOV06
D1 DOCUMENT 125 6923350124 2 CPNS 1200

F FARE PAID EUR 700.00
U FARE USED 0.00
FARE REFUND 700.00
XT TAX REFUND 78.50 >TRFT
REFUND TOTAL 778.50

FM COMMISSION 14.00 2.00P
FP1 CASH 778.50

S ITINERARY INTERNATIONAL
TC TOUR CODE IT6BA3FREE

```

The Fair Paid amount is equal to the *net* fare. The Refund record for manual IT/BT tickets does not contain any net fare data (since is not populated in TST). FOP amount will equal the refund total. Agent updates refund to indicate the amount of fare already used, before processing the refund.

>TRFU/U350.00

REFUND RECORD		AGT-23233162 AA/22NOV06 F TKT-Y		
NM	NAME	ITTICKET/ANN		
I	ISSUED	22NOV06		
D1	DOCUMENT	125 6923350124	2 CPNS	1200
F	FARE PAID		EUR	700.00
U	FARE USED			350.00
	FARE REFUND			700.00
XT	TAX REFUND			78.50 >TRFT
	REFUND TOTAL			428.50
FM	COMMISSION		14.00	2.00P
FP1	CASH		428.50	
S	ITINERARY		INTERNATIONAL	
TC	ICR CODE		IT6BA3FREE	
OK ETKT RECORD UPDATED SAC- 125SNIEQ40DIK				
OK - REFUND PROCESSED				