

AMADEUS AUTOMATED REFUNDS

Amadeus automated refunds allows you to refund sale documents and electronic tickets quickly and easily.

The refund transactions you enter search for data stored in the central ticketing server's document database. If the data is still available, the system uses it to create a refund record. Data is normally stored in the system for 180 days. If the data is no longer available, you enter details of the refund manually into a blank refund record.

You can process refund records directly for full refunds, or manually update them for partial refunds.

Here is an example of a query report that contains refunded documents. They are indicated by the '**RFND**' transaction type code in the last column.

AGY NO - 77777722		QUERY REPORT 23NOV		CURRENCY QAR			
OFFICE - DOHQR2900		SELECTION:		25 NOV 2006			
AGENT - ALL							
SEQ NO	A/L	DOC NUMBER	TOTAL DOC	TAX	COMM FP PAX NAME	AS RLOC	TRNC
001528 *	125	4810006632	19540.00	900.00	186.40 CA AMADEUS/M	RR YT2MGF	TKTT
001529*	125	4810006633	10900.00	900.00	0.00 CA AMADEUS/M	RR YT2OHR	TKTT
001530*	125	4810006634	10900.00	900.00	0.00 CA AMADEUS/M	RR YT2QX4	TKTT
001531*	125	4810006635	19540.00	900.00	186.40 CA AMADEUS/M	RR YT2RWH	TKTT
001532*	125	5142343932	19540.00	900.00	186.40 CA AMADEUS/M	RR YT2SF2	TKTA
001533*	125	5142343933	19540.00	900.00	186.40 CA AMADEUS/M	RR YT2SNO	TKTA
001534*	125	4810006636	10900.00	900.00	0.00 CA AMADEUS/M	RR YT2SZI	TKTT
001535*	125	5142343934	10900.00	900.00	186.40*CC AMADEUS/M	RR YT2TOJ	TKTA
001536*	125	4810006637	10900.00	900.00	0.00 CC AMADEUS/M	RR YT2VCG	TKTT
001537	125	4810006632	-19440.00	-900.00	-187.40 CA AMADEUS/M	RR YT2MGF	RFND
001538	125	4810006635	-9850.00	-650.00	-187.40 CA AMADEUS/M	RR YT2RWH	RFND
001539	125	4810006633	-10800.00	-900.00	-187.40 CA AMADEUS/M	RR YT2OHR	RFND
001540	125	4810006634	-5550.00	-650.00	-187.40 CA AMADEUS/M	RR YT2QX4	RFND
001541*	125	4810006638	8640.00	0.00	86.40 CA AMADEUS/M	RR YT2SZI	TKTT
001542*	125	4810006639	8640.00	0.00	86.40 CA AMADEUS/M	RR YT2TOJ	TKTT
001543	125	4810006638	-9850.00	-650.00	-187.40 CA AMADEUS/M	RR YT2SZI	RFND