

Automated Refunds - Refunding Electronic Tickets :-

You can refund electronic tickets that have a status code O (open) or A (airport control). When you enter the refund transaction code TWREF, the status of the flights is changed from O to R (refunded). Once this happens, the status cannot be changed back to open status.

To refund an electronic ticket, you must first display the Electronic Ticket Record TWD/L5 - With the ETR displayed,

TWREF- The Refund Record is displayed:

REFUND RECORD	AGT-00704115 AA/10OCT02 F TKT-Y
NM NAME	SMITH JOHN
I ISSUED	15MAY02
D1 DOCUMENT	125 1111111562 3 CPNS 1200
F FARE PAID	USD 1062.32
U FARE USED	0.00
FARE REFUND	1062.32
XT TAX REFUND	92.68 >TRFT
REFUND TOTAL	1155.00
FM COMMISSION	4.00P
FP1 CASH	1155.00
S ITINERARY	INTERNATIONAL
AA AUTHORISATION	1250598131037

The display is populated with the data from the airline's database. If this is a partial refund, you must update the data to show the fare used, and include any cancellation penalty or cancellation commission data.

To process the refund and have the data reflected on your Query Report

TRFP

The System responds with the following message:

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OK ETKT RECORD UPDATED SAC-1234567890123

OK - REFUND PROCESSED
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The refund is shown on the Query Report with the code RFND.

AGY NO - 00704115	QUERY REPORT 10OCT	CURRENCY
USD		
OFFICE - MIA1S2150	SELECTION:	
AGENT - ALL	10 OCT 2002	

OFFICE - MIA1S2150		

SEQ NO A/L DOC NUMBER	TOTAL DOC	TAX
RLOC TRNC	COMM	FP PAX NAME AS

003820 125 1111111561	1876.62	56.32
RFND	-10.11	CA TEST RECOR C0
003821 125 1111111562	0.00	0.00
		CA SMITH JOHN C0 RSCN
003822 125 1111111562	1155.00	56.32
		CA SMITH JOHN C0 RFND

You can process a full refund without displaying the Refund Record by adding the /FULL option to your entry. To process a full refund from a displayed ETR, enter:

TWREF/FULL

The System bypasses the Automated Refund Record, and returns the system message:

OK ETKT RECORD UPDATED SAC-1234567890123
OK - REFUND PROCESSED .

Automated Refunds - Updating the Refund Record

Use the transaction code TRFU/ followed by the field identifier to update the Refund Record. For example, to update the Original Issue field, enter: TRFU/I15MAY02 .

You can enter several options in one entry

TRFU/F1000.00/U500.00/CP25/TA50.00US/TAXFMIA4.5

Where TRFU- Transaction code

/ F1000.00 – Base Fare of the Original Document

/ U500.00 - Amount Of Document That has been Used .

/ CP25 Or /CP10A – Amount of Cancellation penalty.

/ TA50.00US – Add \$ 50 Refundable Tax for US

/ TAXFMIA4.5 – Add refund XF Tax for Miami .

Please find some Useful Entries to update the Refund Record .

Field Identifier	Entry	Explanation
NM	TRFU/NMSMITH JOHN	Adds a name to a blank Refund Record Note: You cannot have a space after the field identifier NM.
I	TRFU/I15MAY02	Adds/Updates the original

		issue date
DA	TRFU/DA1	Adds one conjunctive document to existing document Note: Up to 7 documents can be added.
DX	TRFU/DX1	Deletes one document
D1DG3	TRFU/D1DG3	Adds check digit 3 to document number 1
D1C34	TRFU/D1C34	Modifies the coupons to be refunded to coupons 3 and 4 for document number 1
F	TRFU/F1500.50	Adds or modifies the original fare paid (base amount)
U	TRFU/U700.25	Creates a partial refund by indicating the fare amount that has been used
CP	TRFU/CP10A TRFU/CP5	Adds a cancellation penalty of \$10 or 5%
XT	TRFU/TA27.00US	Adds tax amounts to Tax Refund

		field Note: To display the tax refund breakdown, enter TRFT.
XT	TRFU/TAXFMIA3	Adds an XF to the Tax Refund field Note: Each XF must be entered separately.
XT	TRFU/TAZPMIA2.5	Adds a ZP tax to the Tax Refund field Note: Each ZP must be entered separately.
XT	TRFU/TX2	Deletes the second tax from the Tax Refund field Note: To display the tax refund breakdown, enter TRFT.
XT	TRFU/TU2-15.00	Reduces the refundable tax amount in line 2 to \$15 Note: To display the tax refund breakdown, enter TRFT.
TRFT	TRFT	Displays the breakdown of the refundable taxes
FM	TRFU/FM15A	Adds the

	TRFU/FM5	original commission amount or percent paid on the document
CM	TRFU/CM5A TRFU/CM4	Adds a \$5 or 4% cancellation commission
FP	TRFU/FP1	Adds one form of payment line Note: Only one form of payment can be entered for the U.S. market. For exchanged tickets, see the FO field.
FPA	TRFU/FPA1500.00	Adds \$500 to the first form of payment Note: The amount in the Form of Payment field must equal the Refund Total amount.
RM	TRFU/RMCANCEL FEE WAIVED PER SUE AT BA	Adds a freeflow text remark, up to 69 characters Note: You cannot have a space after the RM option.
S	TRFU/SD TRFU/SI	Adds the itinerary type indicator (D-domestic I-

		International)
TC	TRFU/TCGVAS8602	Adds a tour code
FO	TRFU/FO1233700000007	Adds original issue information if this is an exchanged document
MF	TRFU/MF10	Adds a \$10 miscellaneous fee
AA	System generated	The airline code for refund authorization Note: For electronic tickets, this is the SAC from the airline.

Automated Refunds - Displaying an Automated Refund Record

Once a Refund Record has been processed, you can display it again, as long as the document is stored in the Amadeus Document Database. There are three methods to display the Refund Record: by document number, by FA line number of the PNR, or by item number on the Query Report.

Entry	Explanation
TRF037-12345678900	Refund by ticket number
TRF/L6	Refund by FA line number in the PNR
TRF/I-378	Refund by item number on the Query Report

If you are in the process of creating a Refund Record and have cleared your screen, you can redisplay a pending refund by entering:

TRF

To display a breakdown of the refundable taxes, enter:

TRFT

To return to the Refund Record after displaying the tax breakdown, enter:

TRF

Automated Refunds - Cancelling a Refund

You can cancel an Automated Refund from a displayed Refund Record or from the Query Report. To cancel a refund from a displayed Refund Record, enter:

TRFX

You can also cancel an Automated Refund from your Query Report. For example, to cancel a refund that is item number 75 on your Query Report, enter:

TRDC/75

Automated Refunds - Reinstating Refunds

If you have canceled an Automated Refund in error, you can reinstate it from the Query Report. For example, to reinstate item number 75 from the Query Report, enter:

TRDR/75