



# Amadeus Automated Refunds

March 2010

## Automated Refunds

HEREFUND  
HETRF

### Explanation:

- ✓ Amadeus automated refunds allows you to refund paper and electronic tickets quickly and easily for tickets issued on 364 days in the past.
  
- ✓ You can process two types of refunds:
  - 1-Full – to refund all coupons of the ticket
  
  - 2-Partial – to refund only some coupons of the ticket
  
- ✓ You can refund e-ticket coupons that have an "OPEN: O" status. Status indicators are received from the airline along with the Electronic ticket Settlement Authorization Code (ESAC). Both the status indicator and ESAC are used by the system to create the refund record.
  
- ✓ Refunded coupons are indicated as refunded in the e-ticket record and in the airline system where the e-ticket record is stored.
  
- ✓ The automate refund can be used in three different ways. You can generate automated refund by:
  - 1-Ticket number
  
  - 2-FA or FH element from PNR
  
  - 3-Sequence number from the query report (TJO display)

## Full Refund

### ❖ Here are the steps to generate full refund:

<b><u>STEP ONE:</u></b> INISIAE A FULL REFUND BY <b><u>TRF</u></b> ENTRY
<b><u>STEP TWO:</u></b> CHANGE THE REFUND RECORD AS REQUIRED BY <b><u>TRFU</u></b> ENTRY
<b><u>STEP THREE:</u></b> PROCESS AND PRINT A FULL REFUND BY <b><u>TRFP</u></b> ENTRY

### ❖ To initiate a full refund:

-To initiate full refund using the ticket number

TRF 125-6700000001

TRF                      TRANSACTION CODE

125-6700000001      TICKET NUMBER

-To initiate full refund using the FA or the FH element in the PNR

TRF /L6

TRF                      TRANSACTION CODE

/L6                      SLASH, LINE NUMBER OF THE FA OR FH ELEMENT

-To initiate full refund from the query report (TJQ display) using the sequence number

TRF /I-121

TRF            TRANSACTION CODE

/I-121         SLASH, SEQUENCE NUMBER OF THE ITEM IN THE  
QUERY REPORT

❖ Options of TRFU entry:

Description	Entry
Cancellation fee	CP
Tax	T
Remarks	RM

Note: We use TRFU entry to update the above fields after the TRF entry, you can perform TRFU independently or you can combine all fields together.

❖ Cancellation fee:

TRFU/CP50.00A

/CP        SLASH, FIELD IDENTIFIER

50.00A    AMOUNT (1-11 NUMERIC CHARACTERS) AND  
AMOUNT INDICATOR (A)

Note: when you refund a ticket with a cancellation penalty and you do not specify amount, *the system consider the default to always be a percentage.*

❖ **Additional remark related to the refund:**

TRFU/RM FREE FLOW

/RM SLASH, FIELD IDENTIFIER

FREEFLOW INFORMATION (1-69 ALPHANUMERIC  
CHARACTERS)

❖ **To process the refund:**

In order to complete and process the refund of the ticket by making the following entry:

TRFP

System response:

OK - REFUND PROCESSED

- ✓ A **TRFP** entry prints automatically the refund notice **(two copies of refund notice, one for the airline and one for the travel agent)**. If you make the TRFP entry from a refund record that has already been processed; the system simply reprints the refund notice.

Note: you cannot modify a refund record after processing it by **TRFP** entry

## Refund Record Display Options

Note: if you want to [return to the refund record](#) display form another screen simply enter:

TRF

### Example of refund record:

```

REFUND RECORD 125 2010010564 AGT-12345678 AA/02SEP00 M TKT-N
NM NAME      BEAUCHAMP/ERIK MR
I ISSUED     01JUL00
D1 DOCUMENT  125 4620023907 1 CPNS 4
D2           125 4620023908 2 CPNS 12
F FARE PAID      GBP  1000.00
U FARE USED           500.00
  FARE REFUND       500.00
CP CANX FEE       100.00
MF MISC FEE       50.00   20.00P
XT TAX REFUND     23.00 >TRFT
  REFUND TOTAL     373.00
FM COMMISSION                9.00P
XM CANX FEE COMMISSION    30.00   30.00P
FP1 CASH                100.00
FP2 MS                   25.00
FP3 CCVI12345678901234567890 248.00
AA AUTHORISATION  12345678901234
RM REMARKS        FREEFLOW DATA
  
```

- ✓ If you try to retrieve a refund record display of a ticket has been refunded, you will have a multiple document list after using the TRF entry; here is an example display of a multiple document numbers list obtained by TRF entry with ticket number 125-2224444666.

**Multiple document number list:**

TRF125 - 2224444666

Number - 125 - 2224444666

```
-----  
SEQ TYPE STATUS PASSENGER NAME OFFICE REFUND NUMBER  
-----  
01 TKTT CONFIRMED BROOKMAN/JOHN M NCE1A0900  
02 RFND BROOKMAN/JOHN M NCE1A0900
```

-To [display the refund record](#) on [line number 02](#)

TRF/I-2

## **Refund Record Ignore**

You can [ignore a refund record](#) at any time prior to processing the record refund by the following entry:

TRFIG

**The system response:**

```
>TRFIG  
AUTOMATED REFUND IGNORED
```

## Partial Refund

- ✓ We use partial refund to refund some coupons of the ticket. When a partial refund is required the data can be changed by using the **TRFU** transaction.

### ❖ Here are the steps to generate a partial refund:

<p><b><u>STEP ONE:</u></b>          INISIATE A PARTIAL REFUND BY <b><u>TRF</u></b> ENTRY</p>
<p><b><u>STEP TWO:</u></b>          CHANGE THE REFUND RECORD AS REQUIRED BY <b><u>TRFU</u></b> ENTRY</p>
<p><b><u>STEP THREE:</u></b>          PROCESS AND PRINT THE REFUND NOTICE BY <b><u>TRFP</u></b> ENTRY</p>

### ❖ Options of TRFU entry:

Description	Entry
Fare used	<i>U</i>
Cancellation fee	<i>CP</i>
Tax	<i>T</i>
Remarks	<i>RM</i>

Note: We use **TRFU** entry to update the above fields after the **TRF** entry.

### ❖ Fare used:

TRFU/U500.00

/U     SLASH, FIELD IDENTIFIER

500.0     FARE USED (1-11 NUMERIC CHARACTERS)

The following example illustrates how to update the fare used as EGP3596.00. When fare and tax amounts are updated the system automatically calculates the refund total:

>TRFU/U3596.00

AGENT CODE	02308810	AGENT AA/14JAN00	REFUND NUMBER	...
PASSENGER NAME	SMITH/JOHN	.....	DATA SOURCE	L
DATE OF ISSUE	14JAN00			
FIRST TICKET	081 6532000006 0	CPNS 34..	TKT	YES
CONJ TICKET	007 1	12..	ITINERARY	INTERNATIONAL
	...	...	TOUR CODE 1	.....
	...	...	AUTHORISATION	.....
	...	...	CSTF1	.....
	...	...	2	.....
	...	...	3	.....
FARE PAID	EGP	....8596.00		
<b>FARE USED</b>		.... <b>3596.00</b>	COMMISSION	.....9.00
FARE REFUND		....5000.00	NET REFUND	.....0.00
CANX FEE	.....	.....0.00	CANX FEE COMMISSION	..0.00 .....0.00
MISC FEE	.....	.....0.00	FOP1 CHECK	.....5082.40
TAX REFUND	XT	.....82.40	FOP2	.....
			FOP3	.....
REFUND TOTAL		.... <b>5082.40</b>	EX TKT	.....
REMARKS	.....			

### ❖ Cancellation fee:

TRFU/CP50.00A

/CP SLASH, FIELD IDENTIFIER

50.00A AMOUNT (1-11 NUMERIC CHARACTERS) AND

AMOUNT INDICATOR (A)

Note: when you refund a ticket with a cancellation penalty and you do not specify amount, *the system consider the default to always be a percentage.*

**❖ Refundable tax :**

-To display the tax record from the refund record

TRFT

-To delete an individual used tax

TRFU/TX9

TRFU/TX1-12

/TX SLASH, FIELD IDENTIFIER

9 NUMBER OF THE TAX TO DELETE

1-12 RANGE OF TAXES TO DELETE

Note: when a tax has been deleted, it can not be added back into the refund record. In this case you must ignore the refund with the TRFIG entry and process it again.

-To update an existing tax amount

TRFU/TU4-10.00

/TU SLASH, FIELD IDENTIFIER

4 NUMBER OF THE TAX TO UPDATE

-10.00 NEW TAX AMOUNT

**❖ Additional remark related to the refund:**

TRFU/RM FREE FLOW

/RM SLASH, FIELD IDENTIFIER

FREEFLOW INFORMATION (1-69 ALPHANUMERIC  
CHARACTERS)

## Automated Refunds in the Query Report (TJQ display)

- ✓ Once the automated refund process has been successfully completed the original sale is flagged as refunded in the Query Report (TJQ Display). This prevents the ticket from being refunded a second time.
- ✓ The automated refund transactions are displayed in the agency Query Report (TJQ Display). The automated refund transactions can be viewed as an **integral part** of the report **by TJQ entry**. Alternatively these can be singled out as illustrated in the following example:

### >TJQ/QTX-REFD

SEQ	NO	A/L	DOC	NUMBER	TOTAL	DOC	TAX	COMM	FP	PAX	NAME	AS	RLOC	TRNC
000387	081		6532000000	1381.40	3.40	124.02	CA	SMITH/J	AA		<b>REFND</b>			
000388	105		1698642000	280.10	33.10	22.23	CA	JONES/W	AA		<b>REFND</b>			
000389	081		6532000008	1984.90	33.90	355.59	CA	NASH/D	AA		<b>REFND</b>			

## System Warning Messages

*Here are some of warning messages you might have after refund transactions and their description.*

### **"ALREADY REFUNDED"**

THE DOCUMENT THAT YOU ARE TRYING TO REFUND HAS ALREADY BEEN REFUNDED. A DOCUMENT CAN ONLY BE REFUNDED ONCE.

### **"AUTOMATED REFUND PROCESSED - UPDATE NOT PERMITTED"**

THE REFUND HAS ALREADY BEEN PROCESSED, YOU CAN NO LONGER UPDATE THE REFUND RECORD.

### **"CANCELLATION DISALLOWED – REFUND REPORTED"**

YOU CANNOT CANCEL A REFUND THAT HAS ALREADY BEEN REPORTED TO THE BSP.

***"INVALID FARE USED TO REFUND"***

THE FARE USED MUST BE LESS THAN OR EQUAL TO THE FARE PAID AMOUNT.

***"INVALID NET FARE AMOUNT"***

THE NET FARE AMOUNT MUST BE LESS THAN OR EQUAL TO THE FARE TO BE REFUNDED.

***"NEED DOCUMENT COUPONS TO REFUND"***

THE REFUND RECORD MUST CONTAIN THE TRANSPORTATION COUPONS OF THE TICKET TO BE REFUNDED.

***"NEED FARE USED FOR PARTIAL REFUND"***

THE FARE USED MUST BE GREATER THAN ZERO WHEN YOU DELETE COUPON NUMBERS FROM THE CPNS FIELD OF THE REFUND RECORD.

***"NEED ORIGINAL ISSUE/EXCHANGE TICKET FORM OF PAYMENT"***

FOR REFUND OF EXCHANGE/REISSUE DOCUMENTS, YOU MUST ENTER THE FORM OF PAYMENT, AND THE FORM OF PAYMENT AMOUNTS, IF ANY, OF THE ORIGINAL DOCUMENT.

***"NEED REFUND RECORD"***

YOU CAN ONLY PROCESS A REFUND WITH AN EXISTING REFUND RECORD.

***"NO DATA FOUND"***

THE DOCUMENT DATABASE WAS UNABLE TO RETRIEVE ANY DATA FOR THIS DOCUMENT.

***"NO REFUND RECORD PRESENT"***

THERE IS NO ACTIVE REFUND RECORD TO REDISPLAY ON YOUR SCREEN.

***"REFUND RECORD PENDING - ACTION OR IGNORE"***

YOU MUST EITHER PROCESS OR IGNORE AN ACTIVE REFUND RECORD BEFORE YOU CAN DISPLAY THE NEXT ONE.

***"REFUND REJECTED - DOCUMENT CONFIRMED CANX"***

YOU CANNOT REFUND A CANCELED SALE, IF THE CANCELLATION IS ALREADY CONFIRMED (REPORTED TO THE LOCAL BSP).

***"TAX UPDATE NOT PERMITTED"***

YOU CAN ONLY UPDATE TAXES FOR PARTIAL REFUNDS. YOU CAN EITHER REDUCE OR DELETE USED TAXES.

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