

# *Travelport*

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# Worldspan

## Refunds Manual

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# INTRODUCTION

If a passenger decides not to use (part of) his ticket, he can request a refund for the unflown sectors and unused taxes. It depends on the conditions of the fare if a refund can be granted. Normally airport taxes can be refunded. The refund of fuel surcharges depends on the policy of the airline.

To check if the fare can be refunded, the notes of the original fare with the original date of issue need to be checked.

In Worldspan refunds are divided in:

- Full Refund. If a ticket is not used and the fare allows a refund, with or without cancellation fee, this is considered a full refund.
- Partial Refund. If a ticket is partly used, or the fare is nonrefundable, this is seen as a partial Refund.

A Refund can only be done if the ticket still has valid flight coupons and the e-ticket needs to be displayed. From the eticket the Refund Template can be opened.

If the ticket to be refunded is a First Issue, the template will be filled in automatically with the data from the e-ticket, including the original fare and tax information.

In case of a refund of an exchanged document, the fare information needs to be added manually.

After te refund has been done, the Daily Documentation Log is updated. The **ER** stands for Electronic Refund.

A Refund cannot be Voided or Unrefunded.



A Refund is not possible on the day of issue. A ticket must be voided.

# ELECTRONIC TICKET RECORD

HELP ETR, INFO ETR

Before the Refund procedure is started, the Electronic Ticket Record (ETR) needs to be retrieved.

Electronic Ticket Records (ETR) are stored in a separate database from the PNR. This means the ETR can be used to retrieve the Coupon Status with or without a displayed PNR.

The Electronic Ticket Record is retrieved from the validating carriers Electronic Ticket database to process the Electronic Ticket, post ticketing options, ie Refund etc.

There are three methods to retrieve the Electronic Ticket Record:

1. From a displayed PNR using the Electronic Ticket Acknowledgement (ETA) item Number.

**\*ETA**

```
ETA- ELECTRONIC TICKET ACKNOWLEDGEMENT/AUTHORIZATION
1.BA I 16MAR10 130851 ETR 1259010792569 - BONEKAMP/HANSMR
```

**ETR1** will open the Electronic Ticket Record.

2. The Electronic Ticket Record (ETR) template (with or without a displayed PNR).

**ETR**

```
>ETR 1.ELECTRONIC TICKET/DOCUMENT NUMBER ( )
      2.VALIDATING AIRLINE ( )
        FREQUENT TRVL NBR ( ) DATE OF FLT ( )
-OR- AIRLINE CONFO ( )
      3.VALIDATING AIRLINE ( ) DATE OF FLIGHT ( )
LAST NAME ( )
FIRST NAME ( )
      A. ORIGIN CITY ( ) DESTINATION CITY ( ) FLIGHT NBR ( )
-OR- B. CREDIT CARD CODE ( ) NUMBER ( )
-OR- C. TELEPHONE NUMBER ( )
```

With the above template you have three ways to open up the Electronic Ticket Record.

- Using the Electronic Ticket Number (with or without a displayed PNR).

**ETR1259010792569**

```
TICKET 1259010792569      BONEKAMP/HANSMR      M47H3N/1P/XBL 9984568
CPN FROM/TO FLT      DATE      FBC      STATUS
1  AMSLHR  BA423    23SEP10  BFFEUR   OPEN FOR USE
2  LHRJNB  BA33     23SEP10  BFFEUR   OPEN FOR USE
3  JNBLHR  BA54     30SEP10  BFFEUR   OPEN FOR USE
4  LHRAMS  BA430    01OCT10  BFFEUR   OPEN FOR USE

>ETR VIEW TICKET DATA      ( )
>ETR DISPLAY HISTORY        ( )
>ETR VOID ELECTRONIC TICKET ( )
>ELECTRONIC REFUND AUTHORIZATION REQUEST ( )
>ETR REVALIDATION          ( )
```

The above ticket has coupons that are OPEN FOR USE so the passenger can apply for a refund.

# FARE RULES

Worldspan does not validate fare rules when a refund is processed. It is the agent's responsibility to check the fares rules prior to processing a refund. There are several useful methods to check fare rules prior to processing a refund.

## FARE RULES FOR CURRENT FARES

[HELP RULES](#)

### DESCRIPTION

- Mini rule from line 3 of a fares display
  - Penalties only
- Mini rule assumes today's date/ fare basis/airline code
  - Penalty only
  - Multiple rule categories (max 5)

### ENTRY

**4F.R3**  
**4F.R1#PEN**  
**4FLONPAR\*NEUNBA-BA**  
**4FLONPAR\*NEUNBA-BA#PEN**  
**4FLONPAR\*NEUNBA-A#PEN/ADV**

## FARE RULES FROM A PRICED ITINERARY

[HELP FARE RULES](#)

Fare rules can also be accessed from a priced itinerary. One of the following pricing entries must be made to obtain the applicable fare before the pricing rule entries (4PR) will work.

### DESCRIPTION

- Priced as booked
- Lowest available fare
- Lowest potential fare

### ENTRY

**4P**  
**4PLF@**  
**4PLFQ@**

Once the applicable fare is displayed on the screen any one of the following entries will access the fare rules.

### DESCRIPTION

- Display full rules for fare component 1 in a PNR
  - Specify PTC (PNR contains multiple PTC's)
- Display specific rule category for fare component 1
  - Specify PTC (PNR contains multiple PTC's)
  - Multiple rule categories (max 5)

### ENTRY

**4PR-1**  
**4PRPCNN-1**  
**4PR-1@PEN**  
**4PRPCNN-1@PEN**  
**4PRPADT-1@PEN/ADV**



## HISTORICAL FARES DISPLAY

INFO 4FHIST

If the fare is no longer in the Worldspan fares display, agents can access an historical fares display.

ATPCO automated past date fares and rules can be accessed for up to thirteen months from the current day. This is only applicable to ATPCO carriers.

### DESCRIPTION

Display historical fares display  
(15JUN09 = ticket date / 01JUL09 = travel date)  
- With a fare basis code

### ENTRY

**4LONWAS15JUN0901JUL09-UA**

**4FLONWAS15JUN0901JUL09-  
UA\*B14L77N**



To display an historical fares display in Worldspan, the following items are mandatory:  
**Routing, travel date, year, ticketing date and airline code.**

# AUTOMATED ELECTRONIC REFUND TEMPLATE

HELP REF BSP, INFO REF XX, INFO REF XX ETKT  
XX = country code

The tab option in the Coupon Status Display indicates that the carrier participates in the ability to process Electronic Refunds.

```
TICKET 1259010792569      BONEKAMP/HANSMR      M47H3N/1P/XBL 9984568
CPN FROM/TO FLT      DATE      FBC      STATUS
1  AMSLHR  BA423    23SEP10  BFFEUR   OPEN FOR USE
2  LHRJNB  BA33     23SEP10  BFFEUR   OPEN FOR USE
3  JNBLHR  BA54     30SEP10  BFFEUR   OPEN FOR USE
4  LHRAMS  BA430    01OCT10  BFFEUR   OPEN FOR USE

>ETR VIEW TICKET DATA      ( )
>ETR DISPLAY HISTORY        ( )
>ETR VOID ELECTRONIC TICKET ( )
>ELECTRONIC REFUND AUTHORIZATION REQUEST (R)
>ETR REVALIDATION          ( )
```

To open te Refund Template  
type X or R here and <enter>



Do not forget to activate the **OVR** function with the Insert button.

## REFUND TEMPLATE

```
ELECTRONIC REFUND AMOUNT VERIFICATION DATE OF ISSUE 16MAR10
TICKET 1259010792569 BONEKAMP/HANSMR M47H3N/1P/XBL 9984568
>VIEW
*FULL FARE DATA* *PARTIAL FARE DATA* *PENALTY FOR REFUND*
FARE: EUR 1484.00 FARE: ( ) AMT: ( )
FARE USED ( )
TAX: RN 14.59 TAX: ( ) *COMMISSION EARNED*
TAX: VV 2.00 TAX: ( ) AMT:
TAX: XT 328.20 TAX: ( ) *COMMISSION RECALLED*
TTL: EUR 1828.79 TTL: ( ) PCT: 0.00
RN (2) ADDL DATA (Y)
ACTION ( ) F/FULL REFUND P/PARTIAL REFUND H/HELP E/EXIT
```

Most data are added automatically.

<b>PARTIAL FARE DATA</b>	Only to be filled in case of a Partial Refund. The fare and taxes to be refunded are mentioned here.
<b>PENALTY FOR REFUND</b>	Penalty amount
<b>FARE USED</b>	Fare amount for the used coupons excluding taxes. The Fare Used field in the refund template is completed, is when: <ul style="list-style-type: none"><li>• The journey has started.</li><li>• When the journey has not yet started and you are processing a non-refundable fare but taxes are refundable.</li></ul>
<b>COMMISSION RECALLED</b>	Value of recalled commission ( <b>AMT</b> for specific amount <b>PCT</b> for a percentage value)
<b>RN</b>	The number of refund notice documents to print. The default is 2
<b>ADDL DATA</b>	Place an /X/ in the parentheses to update information in the additional data template.

## ERROR MESSAGE

### NEED REA PRINTER

This response is generated when there is no CRT/Printer Association for Refund Exchange Authorization in the document distribution template. Contact your local Help Desk for assistance. The CRT performing the Refund must be associated to the REA option in the Air Table. i.e. 4G#ME. This can only be done by agents with a FA duty code.

## ADDITIONAL DATA TEMPLATE

```

***ADDITIONAL DATA *** >VIEW
ORIG FOP  CASH
AMOUNT  EUR      1828.79      DOMESTIC  N  Y/N  NET  N  Y/N
ORIG FOP2
AMOUNT2                TOUR CODE
ORIG ISSUE DOC
NET FARE AMT                SELLING FARE AMT
A/L AUTHORITY (.....)  MISC FEE
REFUND PENALTY                COMM EARNED
CUSTOMER FILE REF
ACTION (C) C/CONFIRM I/IGNORE E/EXIT H/HELP
  
```

Explanations of fields:

<b>ORIG FOP***</b>	Form of payment from original ticket
<b>AMOUNT***</b>	Three letter currency code and currency value
<b>DOMESTIC</b>	Y – for wholly domestic travel, otherwise, N .
<b>NET</b>	Y – for a Net transaction, otherwise, N
<b>ORIG FOP2***</b>	The second form of payment for a document issued with two forms of payment
<b>AMOUNT2***</b>	The amount for the ORIG FOP 2 field
<b>TOUR CODE</b>	As shown on the ticket (mandatory if the Net Field contains Y)
<b>ORIG ISS DOC***</b>	The validating carrier code, the 10-digit ticket number and the check digit of the original issue ticket.
<b>NET FARE AMT</b>	The net fare amount for a <b>Net Remit</b> transaction (excluding taxes)
<b>SELLING FARE AMT</b>	Not in use
<b>A/L AUTHORITY</b>	Airline authorisation code to refund certain types of tickets (min 1 max 25 characters). The code prints on the Refund Notice document. The following characters only are permitted: - * . / \$
<b>REFUND PENALTY</b>	Not applicable for electronic tickets. This value should be input in the PENALTY FOR REFUND field in the e-ticket refund template. This will subsequently auto fill to this field in the additional data template
<b>COMM EARNED</b>	Not in use
<b>CUSTOMER FILE REF</b>	Reference number for credit card – maximum of 27 characters (optional entry, used if entered in original sales transaction)

**ACTION**

C = CONFIRM and process the data.

I = IGNORE all data.

E = EXIT and discontinue data processing.

H = HELP displays an explanation for each template field.

\*\*\* These fields, when completed in the primary refund template, are automatically copied to the additional data template. This will include the appropriate forms of payment and their values for split payment transactions. The fields will display without the parentheses so the data cannot be removed or changed.

If the action has been confirmed and all data are filled in correctly, Worldspan will reply with:

**?REFUND PROCESSED**

## ADDITIONAL TAX TEMPLATE

An additional tax templates has been created to show the breakdown of combined taxes (XT) and unused Passenger Facility Charges (PFC'S) for refund. These additional template will display when:

- XT and/or XF tax code are present in the 'Full Fare Data' column
- An amount for the XT and/or XF tax code is found in the 'Partial Fare data' column of the Refund Template
- P (for partial refund) is entered in the action field.

The following templates highlight the sequential events when refunding unused combined (XT) and/or Passenger Facility Charges (XF) taxes.

## ADDITIONAL TAX TEMPLATE

***ADDITIONAL TAXES***						>VIEW
CODE	AMOUNT	CODE	AMOUNT	CODE	AMOUNT	
TX01 RN	14.59	TX02 VV	2.00	TX03 (..)	(.....)	
TX04 (..)	(.....)	TX05 (..)	(.....)	TX06 (..)	(.....)	
TX07 (..)	(.....)	TX08 (..)	(.....)	TX09 (..)	(.....)	
TX10 (..)	(.....)	TX11 (..)	(.....)	TX12 (..)	(.....)	
TX13 (..)	(.....)	TX14 (..)	(.....)	TX15 (..)	(.....)	
TX16 (..)	(.....)	TX17 (..)	(.....)	TX18 (..)	(.....)	
TX19 (..)	(.....)	TX20 (..)	(.....)			
UNUSED PFC	( )	( )	( )	( )	( )	
ACTION (C) C/CONFIRM I/IGNORE E/EXIT H/HELP						
LIST OF TAX CODES AND AMOUNTS REQUIRED FOR XT TAX 2.19						

In the above example, the taxes to be refunded are:

14.59 RN  
2.00 VV

Plus, as shown on the last line, one or more XT taxes have to be refunded with the total amount of 2.19. These taxes have to be added to the Additional Tax Template.

## EXAMPLES OF ELECTRONIC TICKET REFUNDS

Electronic Ticket refunds can be processed for Published and IT/BT Fares and can be either Full Refund or Partial Refund transactions.

Examples for the following types of refunds are shown in this manual:

### Published / IT / BT fares

### Type of refund

- |   |  |
|---|--|
| 1. Full refund on unused ticket                   | No penalty for refund                  |
| 2. Full refund on unused ticket                   | Penalty for refund                     |
| 3. Partial refund on unused non-refundable ticket | Taxes are refundable                   |
| 4. Partial refund on used ticket                  | No penalty for refund                  |
| 5. Partial refund on used ticket                  | Penalty for refund                     |
| 6. Partial refund on used ticket                  | No penalty for refund with XT/XF taxes |
| 7. Partial refund on used ticket with split FOP   | No penalty for refund with XT/XF taxes |

## EXAMPLE 1 – FULL REFUND / UNUSED TICKET / NO PENALTY FOR REFUND

No calculations are necessary when requesting a full refund, simply type **F** and enter on the action line, complete the additional data template and the process is complete.

### REFUND TEMPLATE

```

ELECTRONIC REFUND AMOUNT VERIFICATION          DATE OF ISSUE 28FEB10
TICKET 1259010217521          JONES/ANDREWMMR  4IEGGL/1P/IKM 9966816
                                                    >VIEW
*FULL FARE DATA*          *PARTIAL FARE DATA*  *PENALTY FOR REFUND*
FARE: GBP          436.00  FARE: (          )  AMT: (          )
                                                    *FARE USED (          )
TAX:  GB          10.00  TAX: (          )  *COMMISSION EARNED*
TAX:  UB          8.40  TAX: (          )  AMT:
TAX:  XT          14.40  TAX: (          )  *COMMISSION RECALLED*
TTL:  EUR          468.80  TTL: (          )  AMT: 10.00
                                                    RN (2) ADDL DATA (X)
ACTION (F) F/FULL REFUND P/PARTIAL REFUND H/HELP E/EXIT
    
```

Type **F** and <enter>

Update information  
in the Additional  
Data Template

### ADDITIONAL DATA TEMPLATE

```

***ADDITIONAL DATA ***          >VIEW
ORIG FOP CASH
AMOUNT GBP          468.80  DOMESTIC (N * Y/N  NET (N * Y/N
ORIG FOP2
AMOUNT2          TOUR CODE
ORIG ISSUE DOC
NET FARE AMT (          )  SELLING FARE AMT
A/L AUTHORITY (.....)
REFUND PENALTY          COMM EARNED
CUSTOMER FILE REF
ACTION (C) C/CONFIRM I/IGNORE E/EXIT H/HELP
THE NET FIELD IS A MANDATORY FIELD>
    
```

Type **C** to confirm  
and <enter>

Complete applicable fields  
within the Additional Data Template

Amount will auto fill  
from previous template

Type **C** to Confirm and Enter

```

?REFUND PROCESSED
    
```

The ETA is updated to reflect that the refund has been processed.



**\*ETA**

```
ETA- ELECTRONIC TICKET ACKNOWLEDGEMENT/AUTHORIZATION
1.BA I 29NOV09 102432 ETR 1259010217521 - JONES/ANDREWMR
2.BA RF 28FEB10 102757 ETR 1259010217521 - 125EGD611TB1T
```

The Daily Documentation Log is also updated

**DD**

```
DAILY DOCUMENTATION LOG
TRAVELPORT SERVICES LTD./ TRAINING LAB 9966816 28 FEB 10
ITEM GROSS P S A/L TKT NBR NET AMT PSGR NAME INVOICE
000001 468.80 A ERE1259010217521 468.80 JONES/A
***** END OF REPORT *****
```

## EXAMPLE 2 – FULL REFUND / UNUSED TICKET / PENALTY FOR REFUND

Before processing a refund with penalties or fare used amounts, ensure that the refund amounts are correct. **When a refund has been processed, the refunded amount cannot be changed.** The following templates highlight the sequential events when a full or partial refund is processed where there are no combined unused (XT) and/or Passenger Facility Charges (XF) taxes.

### REFUND TEMPLATE

```

ELECTRONIC REFUND AMOUNT VERIFICATION          DATE OF ISSUE 28FEB10
TICKET 0749010220912          JONES/SANDRAMRS 28FBEZ/1P/IKM 9966816
                                                >VIEW
*FULL FARE DATA*          *PARTIAL FARE DATA*  *PENALTY FOR REFUND*
FARE: GBP          172.00  FARE: (          )  AMT: (50.00 )
                                                FARE USED (          )
TAX:  GB          5.00    TAX: (          )  *COMMISSION EARNED*
TAX:                TAX: (          )  AMT:
TAX:                TAX: (          )  *COMMISSION RECALLED*
TTL: GBP          177.00  TTL: (          )  PCT:          7.00
                                                RN (2)  ADDL DATA (X)
ACTION (F) F/FULL REFUND P/PARTIAL REFUND H/HELP E/EXIT
    
```

Type **F** and <enter>

Penalty for refund

Update information  
in the Additional  
Data Template

### ADDITIONAL DATA TEMPLATE

```

***ADDITIONAL DATA ***          >VIEW
ORIG FOP  CASH
AMOUNT GBP          177.00          DOMESTIC (N* Y/N  NET (N* Y/N
ORIG FOP2
AMOUNT2
TOUR CODE
ORIG ISSUE DOC
NET FARE AMT (          )  SELLING FARE AMT
A/L AUTHORITY (.....)
REFUND PENALTY          50.00          COMM EARNED
CUSTOMER FILE REF
ACTION (C) C/CONFIRM I/IGNORE E/EXIT H/HELP
THE NET FIELD IS A MANDATORY FIELD>
    
```

Type **C**  
and <enter>

Complete applicable fields  
within the Additional Data Template

Amounts will auto fill  
from previous template

Type **C** to Confirm and Enter

```

?REFUND PROCESSED
    
```

### EXAMPLE 3 – PARTIAL REFUND / UNUSED NON-REFUNDABLE TICKET/ REFUNDABLE TAXES

#### REFUND TEMPLATE

```

ELECTRONIC REFUND AMOUNT VERIFICATION          DATE OF ISSUE 28FEB10
TICKET 0749010220983          REFUNDS/FIONAMRS ODH3LS/1P/IKM 9966816
                                     >VIEW
*FULL FARE DATA*          *PARTIAL FARE DATA*  *PENALTY FOR REFUND*
FARE: GBP          172.00  FARE: (0.00 )          AMT: ( )
                                     FARE USED (172.00 )
TAX: GB          5.00    TAX: (5.00 )          *COMMISSION EARNED*
TAX:              TAX: ( )          AMT:
TAX:              TAX: ( )          *COMMISSION RECALLED*
TTL: GBP          177.00  TTL: (5.00 )          PCT: 7.00
                                     RN (2) ADDL DATA (X)
ACTION (P) F/FULL REFUND P/PARTIAL REFUND H/HELP E/EXIT
    
```

Type **P** and <enter>

Update information  
in the Additional  
Data Template

Fare used

Deduct Fare Used from the  
Full Fare, specify all taxes to refund  
Partial refund total must equal fare  
Amount and taxes

#### ADDITIONAL DATA TEMPLATE

```

***ADDITIONAL DATA ***          >VIEW
ORIG FOP CASH
AMOUNT GBP          5.00          DOMESTIC (N* Y/N NET (N* Y/N
ORIG FOP2
AMOUNT2
ORIG ISSUE DOC
NET FARE AMT ( )          SELLING FARE AMT
A/L AUTHORITY (.....)
REFUND PENALTY          COMM EARNED
CUSTOMER FILE REF
ACTION (C) C/CONFIRM I/IGNORE E/EXIT H/HELP
THE NET FIELD IS A MANDATORY FIELD>
    
```

Type **C** and <enter>

Amount will auto fill  
from previous template

Complete applicable fields  
within the Additional Data template

Type **C** to Confirm and Enter

```
?REFUND PROCESSED
```

## EXAMPLE 4 – PARTIAL REFUND / USED TICKET/ NO PENALTY FOR REFUND

### REFUND TEMPLATE

```

ELECTRONIC REFUND AMOUNT VERIFICATION          DATE OF ISSUE 28FEB10
TICKET 0749010220912          JONES/SANDRAMRS 28FBZ/1P/IKM 9966816
                                                    >VIEW
*FULL FARE DATA*          *PARTIAL FARE DATA*  *PENALTY FOR REFUND*
FARE: GBP          172.00  FARE: (102.00 )  AMT: ( )
TAX: GB          5.00    TAX: ( )          FARE USED (70.00 )
TAX:              TAX: ( )          *COMMISSION EARNED*
TAX:              TAX: ( )          AMT:
TTL: GBP          177.00  TTL: (102.00 )  *COMMISSION RECALLED*
                                                    PCT: 7.00
RN (2)  ADDL DATA (X)
ACTION (P) F/FULL REFUND P/PARTIAL REFUND H/HELP E/EXIT
    
```

Type **P** and <enter>

Update information  
in the Additional  
Data Template

Fare used

No penalty for refund

Deduct Fare Used from the  
Full Fare, specify taxes to refund  
Partial refund total must equal fare  
amount and taxes

### ADDITIONAL DATA TEMPLATE

```

***ADDITIONAL DATA ***          >VIEW
ORIG FOP CASH
AMOUNT GBP          102.00          DOMESTIC (N* Y/N  NET (N* Y/N
ORIG FOP2
AMOUNT2              TOUR CODE
ORIG ISSUE DOC
NET FARE AMT ( )  SELLING FARE AMT
A/L AUTHORITY (.....)
REFUND PENALTY          COMM EARNED
CUSTOMER FILE REF
ACTION (C) C/CONFIRM I/IGNORE E/EXIT H/HELP
THE NET FIELD IS A MANDATORY FIELD>
    
```

Type **C** and <enter>

Complete applicable fields  
within the Additional Data template

Amount will auto fill  
from previous template

Type **C** to Confirm and Enter

```

?REFUND PROCESSED
    
```

## EXAMPLE 5 – PARTIAL REFUND / USED TICKET/ PENALTY FOR REFUND

### REFUND TEMPLATE

```

ELECTRONIC REFUND AMOUNT VERIFICATION          DATE OF ISSUE 28FEB10
TICKET 0749010220912          JONES/SANDRAMRS  28FBZ/1P/IKM 9966816
                                                    >VIEW
*FULL FARE DATA*          *PARTIAL FARE DATA*  *PENALTY FOR REFUND*
FARE: GBP          172.00  FARE: (102.00 )  AMT: (50.00 )
TAX: GB           5.00    TAX: ( )      FARE USED (70.00 )
TAX:              TAX: ( )      *COMMISSION EARNED*
TAX:              TAX: ( )      AMT:
TTL: GBP          177.00  TTL: (102.00 )  *COMMISSION RECALLED*
                                                    PCT: 7.00
RN (2)  ADDL DATA (X)
ACTION (P) F/FULL REFUND P/PARTIAL REFUND H/HELP E/EXIT
    
```

Type **P** and <enter>

Update information  
in the Additional  
Data Template

Fare used

Penalty for refund

Deduct Fare Used from the  
Full Fare and enter remaining  
fare into the Partial Fare Data Column  
No taxes to refund

### ADDITIONAL DATA TEMPLATE

```

***ADDITIONAL DATA ***          >VIEW
ORIG FOP CK
AMOUNT GBP          102.00      DOMESTIC (N* Y/N)  NET (N* Y/N)
ORIG FOP2
AMOUNT2              TOUR CODE
ORIG ISSUE DOC
NET FARE AMT ( )      SELLING FARE AMT
A/L AUTHORITY (.....)
REFUND PENALTY          50.00    COMM EARNED
CUSTOMER FILE REF
ACTION (C) C/CONFIRM I/IGNORE E/EXIT H/HELP
THE NET FIELD IS A MANDATORY FIELD>
    
```

Type **C**  
and <enter>

Complete applicable fields  
within the Additional Data template

Amount will auto fill  
from previous template

Penalty amount will auto fill  
from previous template

Type **C** to Confirm and Enter

```
?REFUND PROCESSED
```

## EXAMPLE 6 – PARTIAL REFUND / USED TICKET/ NO PENALTY FOR REFUND WITH XT/XF TAXES

### REFUND TEMPLATE

```

ELECTRONIC REFUND AMOUNT VERIFICATION          DATE OF ISSUE 28FEB10
TICKET 0169010220985          REFUNDS/AMR      4DRMR3/1P/IKM 9966816
                                                >VIEW
*FULL FARE DATA*          *PARTIAL FARE DATA*  *PENALTY FOR REFUND*
FARE: GBP          328.00   FARE: (164.00 )   AMT: (      )
TAX: GB           20.00   TAX: (      )   FARE USED (164.00 )
TAX: UB           8.40   TAX: (      )   *COMMISSION EARNED*
TAX: XT           30.50   TAX: (30.50 )   AMT:
TTL: GBP          386.90   TTL: (194.50 )   *COMMISSION RECALLED*
                                                PCT: 7
                                                RN (2)  ADDL DATA (X)

ACTION (P ) F/FULL REFUND P/PARTIAL REFUND H/HELP E/EXIT
    
```

Type **P** and <enter>

Fare used

Deduct Fare Used from the Full Fare, specify taxes to refund  
Partial refund total must equal fare Amount and taxes

### ADDITIONAL TAX TEMPLATE

```

***ADDITIONAL TAXES***          >VIEW
CODE      AMOUNT          CODE      AMOUNT          CODE      AMOUNT
TX01 (AY) (1.60....)   TX02 (US) (16.70....) TX03 (XA) (1.90....)
TX04 (XY) (4.40....)   TX05 (YC) (3.10....)   TX06 (XF) (2.80....)
TX07 (...) (.....)   TX08 (...) (.....)   TX09 (...) (.....)
TX10 (...) (.....)   TX11 (...) (.....)   TX12 (...) (.....)
TX13 (...) (.....)   TX14 (...) (.....)   TX15 (...) (.....)
TX16 (...) (.....)   TX17 (...) (.....)   TX18 (...) (.....)
TX19 (...) (.....)   TX20 (...) (.....)
UNUSED PFC (IAD4.5 ) (      ) (      ) (      )
ACTION (C) C/CONFIRM I/IGNORE E/EXIT H/HELP
LIST OF TAX CODES AND AMOUNTS REQUIRED FOR XT TAX 30.50
    
```

Type **C** and <enter>

Tab around the additional taxes template and enter the individual ISO tax code and tax amount for the XT tax, including the XF tax in GBP

Tab to unused PFC and enter the unused PFC airport code and USD amount for the XF tax

## ADDITIONAL DATA TEMPLATE

```

***ADDITIONAL DATA ***                                >VIEW
ORIG FOP CA
AMOUNT GBP      194.50      DOMESTIC (N* Y/N  NET (N* Y/N
ORIG FOP2
AMOUNT2          TOUR CODE
ORIG ISSUE DOC
NET FARE AMT (      )  SELLING FARE AMT
A/L AUTHORITY (.....)
REFUND PENALTY      COMM EARNED
CUSTOMER FILE REF
ACTION (C) C/CONFIRM I/IGNORE E/EXIT H/HELP
THE NET FIELD IS A MANDATORY FIELD>
  
```

Type **C** to confirm  
and <enter>

Amount will auto fill  
from previous template

Complete applicable fields  
within the Additional Data template

Type **C** to Confirm and Enter

```
?REFUND PROCESSED
```

## EXAMPLE 7 – PARTIAL REFUND / USED TICKET/ WITH SPLIT FOP / NO PENALTY FOR REFUND WITH XT TAXES

Where the refund involves a transaction with split forms of payment, the refund amount will be applied to the first form of payment, with any remaining balance applied towards the second form of payment.

### REFUND TEMPLATE

ELECTRONIC REFUND AMOUNT VERIFICATION			DATE OF ISSUE 28FEB10		
TICKET 0749010220917			JONES/SANDRAMRS 2U9Q4E/1P/IKM 9966816		
>VIEW					
*FULL FARE DATA*		*PARTIAL FARE DATA*		*PENALTY FOR REFUND*	
FARE: GBP	99.00	FARE: (49.50	)	AMT: ( )	
TAX: GB	5.00	TAX: (5.00	)	FARE USED (49.50	)
TAX: UB	8.40	TAX: (8.40	)	*COMMISSION EARNED*	
TAX: XT	14.10	TAX: (14.10	)	AMT:	
TTL: GBP	126.50	TTL: (77.00	)	*COMMISSION RECALLED*	
ORIG FOP - CCA	76.50	/ CA	50.00	PCT: 7.00	
RN (2) ADDL DATA (X)					
ACTION (P) F/FULL REFUND P/PARTIAL REFUND H/HELP E/EXIT					

Type **P** and <enter>

Split form of payment

Deduct Fare Used from the Full Fare, specify taxes to refund  
Partial refund total must equal fare  
Amount and taxes

Fare used

### ADDITIONAL TAX TEMPLATE

***ADDITIONAL TAXES***						>VIEW	CODE
AMOUNT	CODE	AMOUNT	CODE	AMOUNT			
TX01 GB	5.00	TX02 UB	8.40	TX03 (EQ)	(2.90 . . . .)		
TX04 (IT)	(3.50 . . . .)	TX05 (VT)	(7.10 . . . .)	TX06 (EX)	(0.60 . . . .)		
TX07 (..)	(. . . . .)	TX08 (..)	(. . . . .)	TX09 (..)	(. . . . .)		
TX10 (..)	(. . . . .)	TX11 (..)	(. . . . .)	TX12 (..)	(. . . . .)		
TX13 (..)	(. . . . .)	TX14 (..)	(. . . . .)	TX15 (..)	(. . . . .)		
TX16 (..)	(. . . . .)	TX17 (..)	(. . . . .)	TX18 (..)	(. . . . .)		
TX19 (..)	(. . . . .)	TX20 (..)	(. . . . .)				
UNUSED PFC	( )	( )	( )	( )	( )		
ACTION (C) C/CONFIRM I/IGNORE E/EXIT H/HELP							
LIST OF TAX CODES AND AMOUNTS REQUIRED FOR XT TAX 14.10							

Type **C** and <enter>




Tab around the additional taxes template  
and enter the individual ISO tax code and  
tax amount for the XT tax



## ADDITIONAL DATA TEMPLATE



```

***ADDITIONAL DATA *** >VIEW
ORIG FOP  CCAX372449635312118
AMOUNT  GBP      76.50      DOMESTIC (N* Y/N  NET (N* Y/N
ORIG FOP2 CK
AMOUNT2      0.50      TOUR CODE
ORIG ISSUE DOC
NET FARE AMT (      )  SELLING FARE AMT
A/L AUTHORITY (.....)
REFUND PENALTY      COMM EARNED
CUSTOMER FILE REF
ACTION (C) C/CONFIRM I/IGNORE E/EXIT H/HELP
  
```

 Type **C** and <enter>  
 Split form of payment  
 Complete applicable fields within the Additional Data template

Type **C** to Confirm and Enter

```
?REFUND PROCESSED - CCAX 76.50/CA 0.50
```

- 
 When the refund involves split forms of payment, the refund amount will be applied to the first form of payment, with any remaining balance applied towards the second form of payment. Exception to this process will be for credit card transactions. When a combination of cash and/or check and credit card is used, the credit card will always be refunded first, with any remaining balance applied towards cash/check. In the case of two (2) credit cards used as form of payment, the first card used will be refunded with any remaining balance applied towards the second credit card.
  
- 
 The auto fill of the AMOUNT field retains the parentheses so the data can be changed. The ORIG FOP2 field and the AMOUNT2 field also retain the parentheses so manual data can be input in these 2 template fields.

## ELECTRONIC TICKET REFUND REVERSE

Worldspan provides the ability for agencies to “undo” or cancel/reverse a refund on Electronic Ticket transactions as long as the request is made on the same day as the original transaction and the validating carrier and reporting settlement plan supports the reversal functionality.

At present there are only seven airlines that support the Electronic Ticket reversal functionality, they are:

KM	-	Air Malta
AA	-	American Airlines
CO	-	Continental Airlines
CY	-	Cyprus Airways
DL	-	Delta Air Lines
UA	-	United Airlines
US	-	US Airways

An Electronic Ticket refund reversal can be processed via the DDL or via the Electronic Ticket Coupon Status Display.

## ELECTRONIC TICKET REFUND REVERSE VIA DDL

### DAILY DOCUMENTATION LOG – DD

```

          DAILY DOCUMENTATION LOG
TRAVELPORT SERVICES LTD./ TRAINING LAB          9984568      17 MAR 10
ITEM      GROSS  P   S   A/L TKT NBR      NET AMT  PSGR NAME  INVOICE
000001    188.48A  ERE6439010792568      188.48  VELDHUI
000002    1828.79A  ERE1259010792569      1828.79  BONEKAM
***** END OF REPORT *****
    
```

Entry: **DDRR1**

### CONFIRMED REFUND REVERSAL PROCESS

```

ITEM      GROSS  P   S   A/L TKT NBR      NET AMT  PSGR NAME  INVOICE
          188.48A  RRE6439010792568      188.48  VELDHUIS/C
APPROVAL OBTAINED - REFUND REVERSAL
    
```

### DAILY DOCUMENTATION LOG – DD

```

          DAILY DOCUMENTATION LOG
TRAVELPORT SERVICES LTD./ TRAINING LAB          9984568      17 MAR 10
ITEM      GROSS  P   S   A/L TKT NBR      NET AMT  PSGR NAME  INVOICE
000001    188.48A  RRE6439010792568      188.48  VELDHUI
000002    1828.79A  ERE1259010792569      1828.79  BONEKAM
***** END OF REPORT *****
    
```

RR stands for Refund Reversal

### ELECTRONIC TICKET ACKNOWLEDGEMENT – \*ETA

```

ETA- ELECTRONIC TICKET ACKNOWLEDGEMENT/AUTHORIZATION
 1.KM    I 16MAR10 130542 ETR 6439010792568 - VELDHUIS/CELIAM
 2.KM    RF 17MAR10 123755 ETR 6439010792568 - C6431VDAGHDT94
 3.KM    RR 17MAR10 123841 ETR 6439010792568 - VELDHUIS/CELIAM
    
```

**I** - Auto priced  
**RF** - Refunded  
**RR** - Refund Reversal

#### DESCRIPTION

Refund cancel/reverse DDL item number  
 Refund cancel/reverse Ticket number

#### ENTRY

**DDRR1**  
**DDRR6439010792568**

## ELECTRONIC TICKET REFUND REVERSE VIA COUPON STATUS DISPLAY

The tab option in the Coupon Status Display indicates that the carrier participates in the ability to process Electronic Ticket Refund reversals.

### COUPON STATUS DISPLAY

```
TICKET 6439010792568   VELDHUIS/CELIAMRS  295699/1P/XBL 9984568
CPN FROM/TO FLT      DATE      FBC      STATUS
1   AMSMLA  KM397    23SEP10  SLPX2    REFUND
2   MLAAMS  KM396    30SEP10  SLPX2    REFUND

>ETR VIEW TICKET DATA      ( )
>ETR VOID ELECTRONIC TICKET ( )
>ELECTRONIC REFUND AUTHORIZATION REQUEST ( )
>CANCEL/REVERSE EXCHANGE TRANSACTION ( )
>CANCEL/REVERSE REFUND TRANSACTION (X)
```

↑  
Type X here and <enter>

### CONFIRMED REFUND REVERSAL PROCESS

```
ITEM  GROSS P  S  A/L TKT NBR      NET AMT  PSGR NAME  INVOICE
      188.48A  RRE6439010792568      188.48  VELDHUIS/C
APPROVAL OBTAINED - REFUND REVERSAL
```

The ETA is updated to reflect that the refund reversal has been processed

### Notes

1. A DDL or DDP must be displayed prior to making the refund reverse entry.
2. The coupon status in the DDL must have a status of RF or the reversal is not allowed.
3. Multiple reversals can occur on a ticket within the same day time period.
4. Other document updates reflecting cancel/reversal include:
  - Electronic Ticket Authorization/Acknowledgement (ETA).
  - Daily Documentation Log (DDL).
  - Daily Activity Report (DDP).
  - Documentation History (DH).
5. The coupon status of all coupons in the ETR must be O-OPEN FOR USE or A-AIRPORT CONTROL.

## ADDITIONAL INFORMATION

### REPRINT REFUND NOTICE

HELP REFREP, HELP DDRF

Reprint refund notice from DDL:

item 1 and print 2 copies

items 3,5 & 8 and print 4 copies

items 4 through 10 and print 1 copy

items 3 and 4 through 7 and 12 and print 3 copies

maximum number of reprinted items per transaction = 10

**DDRF1#RN2**

**DDRF3/5/8#RN4**

**DDRF4-10#RN1**

**DDRF3/4-7/12#RN3**

#### Special Notes

1. Only possible if DDL is still active (maximum 10 days after issuance)
2. Reprinting is not allowed when an e-ticket is exchanged and refunded on the same day

### PRINT REFUND REPORTS

HELP REFRPT, HELP DD\*RF

Refund data will be retained for a period of one month and two days, e.g. on Jul 01 and 02 the refund data will be available for May and June. On Jul 03, the data for May will be purged.

Print June refund report

Print report to specific printer routing

Print report for specific carrier

Print report for bridged IATA location 9122244

(prints at location making the entry)

**DD\*RF\*MJUN-JT**

**DD\*RF\*MJUN-JTC4BRR**

**DD\*RF\*C220\*MJUN-JT**

**DD\*RF\*9122244\*MJUN-JT**



Carrier codes, printer routings, month and IATA location can be combined in any order after DD\*RF\*

## DOCUMENT HISTORY

The following is an example of the document history, highlighting the refund data. This is a Full Refund for ticket number 6439010792568, where the Refund has been reversed.

Entry **\*DH**

Response

**\*DH**

```
1 16MAR1305 1P/XBL/AA*E6439010792568
VELDHUIS/CELIAMRS*ADT
**DOCUMENT COMMANDS**
EZ EZE#CKM
AGENT EZE#CKM
4P 4P*
FARE STORED ON 16MAR 1305
SELECTED PRICING CARRIER -KM
**DOCUMENT**
REFUND 17MAR1237 1P/XBL/AA/RN6439010792568
RFARE EUR140.00/TAX48.48/EUR188.48 FULL/A
RTKT 6439010792568/12
RTAX RN14.59/VV2.00/CJ12.94/DB2.19/UF16.76
REFREV 17MAR1254 1P/XBL/AA
FOP CA
ENDOR VALID KM FARES ONLY/NON-END / NO REFUND/
FARE EUR140.00//RN14.59/VV2.00/XT31.89/EUR188.48 SLPX2
SLPX2
FCALC AMS KM MLA 96.21KM AMS 96.21 NUC192.42END ROE.
727519KM XT 12.94CJ2.19DB16.76UF
TTN SSR TKNE KM
SCN SUPPRESSED A 9984568
PLAIN PAPER T 9984568
SUPPRESSED P 9984568
```

## SECONDARY DDL DISPLAY

The following is an example of the secondary DDL highlighting the refund notice details

Entry **DD\*1**

Response

```
TRAVELPORT SERVICES LTD./ TRAINING LAB      9984568      17 MAR 10
ITEM      GROSS P  S  A/L TKT NBR          NET AMT PSGR NAME INVOICE
000001    188.48A RRE6439010792568      188.48 VELDHUI

FA - 295699   TLI - NNN   AGT-AA   SID-XBL
RN-6439010792568
NAME - VELDHUIS/CELIAM
TTL TAX -      48.48      COMM AMT -      0.00
FOP- CASH
SAC- C6431VDAGHDT94
```



Digits 1-3 of the refund notice number represent the airline numeric code. Digits 4-13 represent the refund notice number (the ticket number).



The Status **RRE** tells you the Refund has been Reversed.