

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:

 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
    VALIDATING AIRLINE (
                            ) DATE OF FLIGHT
 LAST NAME
 FIRST NAME (
     A. ORIGIN CITY(
                        ) DESTINATION CITY (
                                             ) FLIGHT NBR(
     B. CREDIT CARD CODE (
                             ) NUMBER (
    C. TELEPHONE NUMBER
OR-
```

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). 3.

ETR1259010792569

TIC	KET 12590	010792569	BONE	KAMP/HANSMR	M47H3N	I/1P/XBL	9984568
CPN	FROM/TO	FLT	DATE	FBC	STAT	បន	
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	010CT10	BFFEUR	OPEN	FOR USE	
>E!	PR VIEW !	FICKET DA	()				
>E!	r Displ	AY HISTOR	()				
>E!	rr void i	ELECTRONI	()				
>E1	LECTRONI	REFUND	ST ()				
>E!	PR REVAL	IDATION			()		

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

ENTRY

4F.R3

4F.R1#PEN

4FLONPAR*NEUNBA-BA

4FLONPAR*NEUNBA-BA

FARE RULES FROM A PRICED ITINERARY

- Multiple rule categories (max 5)

HELP FARE RULES

4FLONPAR*NEUNBA-A#PEN/ADV

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
4P
Lowest available fare
Lowest potential fare
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

4PR-1

4PRPCNN-1

4PRPCNN-1

4PRPCNN-1

4PRPCNN-1

4PRPADT-1

4PRPADT-1

4PRPADT-1

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.

<u>DESCRIPTION</u> <u>ENTRY</u>

Display historical fares display 4LONWAS15JUN0901JUL09-UA

(15JUN09 = ticket date / 01JUL09 = travel date)

- With a fare basis code 4FLONWAS15JUN0901JUL09-UA*B14L77N



AUTOMATED ELECTRONIC REFUND TEMPLATE

HELP REFBSP, INFO REFXX, INFO REFXXETKT XX = country code

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

TICH	KET 12590	010792569	9 BONE	KAMP/HANSMI	R м47н3	N/1P/XE	3L 9984568		
CPN	FROM/TO	FLT	DATE	FBC	STA	TUS			
1	AMSLHR	BA423	23SEP10	BFFEUR	OPEN	FOR US	SE .		
2	LHRJNB	BA33	23SEP10	BFFEUR	OPEN	FOR US	SE .		
3	JNBLHR	BA54	30SEP10	BFFEUR	OPEN	FOR US	SE .		
4	LHRAMS	BA430	010CT10	BFFEUR	OPEN	FOR US	SE .		
>E1	R VIEW !	ricket da	ATA		()				
>E1	R DISPLA	AY HISTOR	RY		()				
>E1	R VOID I	ELECTRON	IC TICKE!	ľ	()				
>EI	LECTRONI	C REFUND	AUTHORI	ZATION REQU	JEST (R)				
>E1	R REVAL	IDATION			(C)				
					n te Refund Templ or R here and <ent< th=""><th></th><th></th></ent<>				

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

REFUND TEMPLATE

ELECT	RONIC	REFUND AMOUN	T VERIFICAT	ION	DATE OF ISSUE 16MAR10
TICKE	T 125	9010792569	BONEKAMP	/HANSMR	M47H3N/1P/XBL 9984568
					>VIEW
FULL	FARE	DATA *	PARTIAL FAR	E 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:	XТ	328.20	TAX: ()	*COMMISSION RECALLED*
TTL:	EUR	1828.79	TTL: ()	PCT: 0.00
					RN (2) ADDL DATA (Y)
ACTIO	И ()	F/FULL REFUN	D P/PARTIAL	REFUND	H/HELP E/EXIT

Most data are added automatically.

PARTIAL FARE DATA	Only to be filled in case of a Partial Refund. The fare and taxes to be refunded are mentioned here.
PENALTY FOR REFUND	Penalty amount
FARE USED	 Fare amount for the used coupons excluding taxes. The Fare Used field in the refund template is completed, is when: The journey has started. When the journey has not yet started and you are processing a non-refundable fare but taxes are refundable.
COMMISSION RECALLED	Value of recalled commission (AMT for specific amount PCT for a percentage value)
RN	The number of refund notice documents to print. The default is 2
ADDL DATA	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 TRUOMA 1828.79 DOMESTIC N Y/N Y/N EUR NET 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:

ORIG FOP*** Form of payment from original ticket

AMOUNT*** Three letter currency code and currency value Y - F for wholly domestic travel, otherwise, N.

NET Y – for a Net transaction, otherwise, N

ORIG FOP2*** The second form of payment for a document issued with two forms of

payment

AMOUNT2*** The amount for the ORIG FOP 2 field

TOUR CODE As shown on the ticket (mandatory if the Net Field contains Y)

ORIG ISS DOC*** The validating carrier code, the 10-digit ticket number and the check digit

of the original issue ticket.

NET FARE AMT The net fare amount for a **Net Remit** transaction (excluding taxes)

SELLING FARE AMT Not in use

A/L AUTHORITY 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: - * . / \$

REFUND PENALTY 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

COMM EARNED Not in use

CUSTOMER FILE REF

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

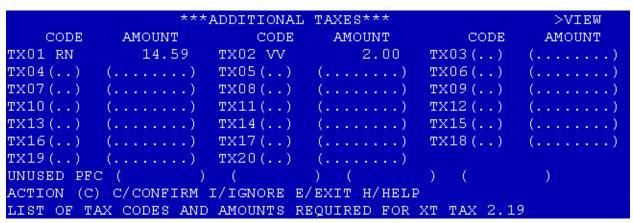
ADDITIONAL TAX TEMPLATE

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



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:

Full refund on unused ticket Full refund on unused ticket Partial refund on unused non-refundable ticket Partial refund on used ticket Popenalty for refund No penalty for refund No penalty for refund No penalty for refund

Type of refund

No penalty for refund with XT/XF taxes

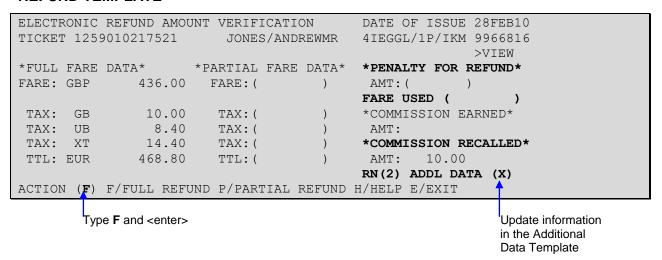
Published / IT / BT fares

7. Partial refund on used ticket with split FOP

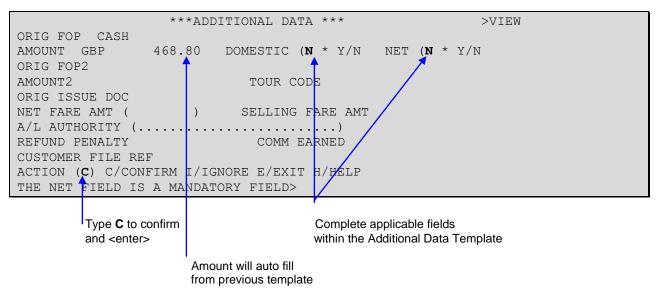
EXAMPLE 1 – FULL REFUND / UNUSED TICKET / NO PENALTY FOR REFUND

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



ADDITIONAL DATA 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

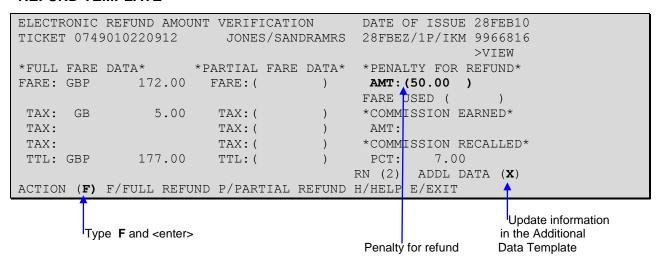
DD

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 *****

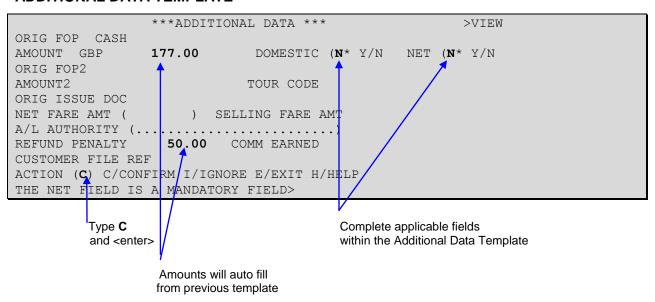
EXAMPLE 2 – FULL REFUND / UNUSED TICKET / PENALTY FOR REFUND

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



ADDITIONAL DATA TEMPLATE

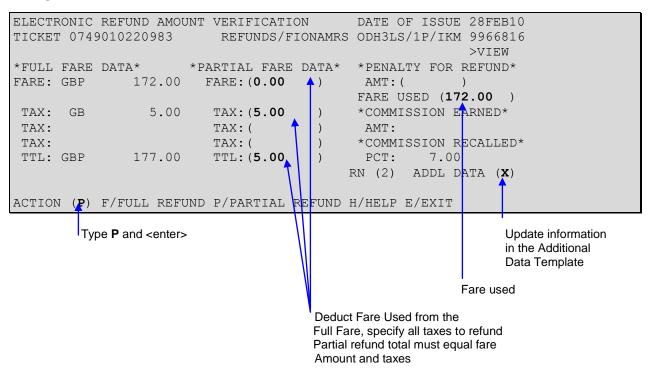


Type C to Confirm and Enter

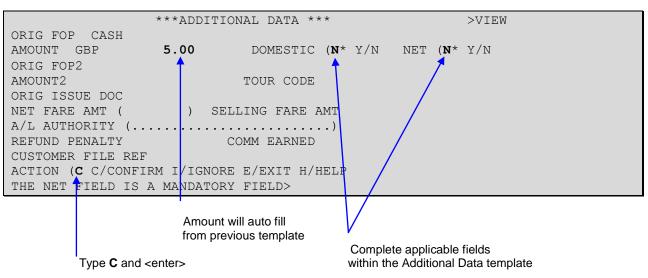
?REFUND PROCESSED

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

REFUND TEMPLATE



ADDITIONAL DATA TEMPLATE

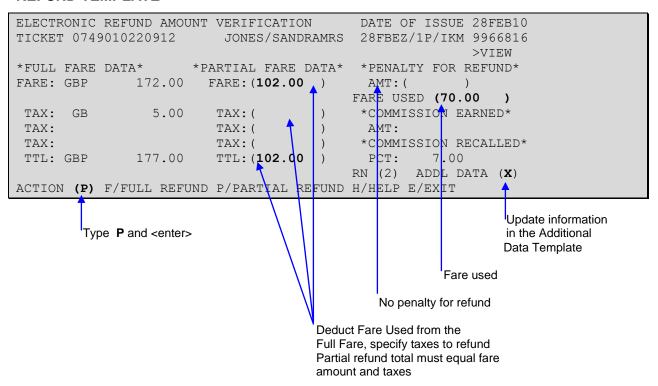


Type C to Confirm and Enter

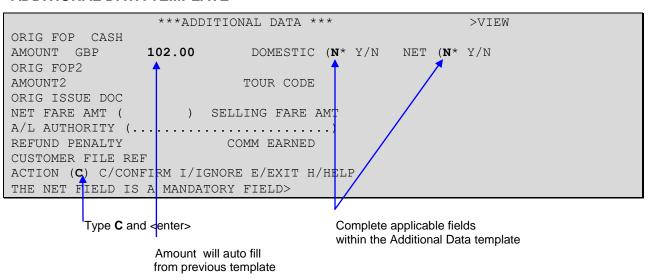
?REFUND PROCESSED

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

REFUND TEMPLATE



ADDITIONAL DATA TEMPLATE

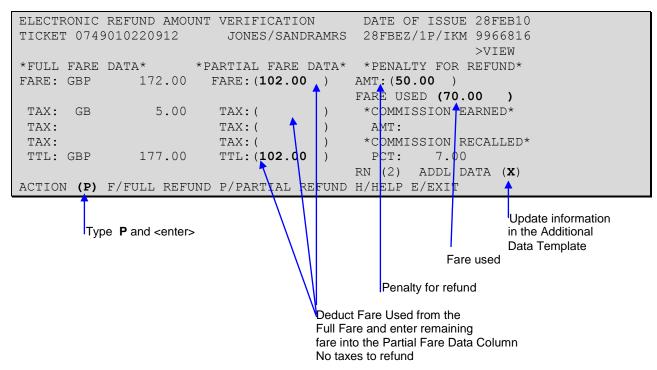


Type C to Confirm and Enter

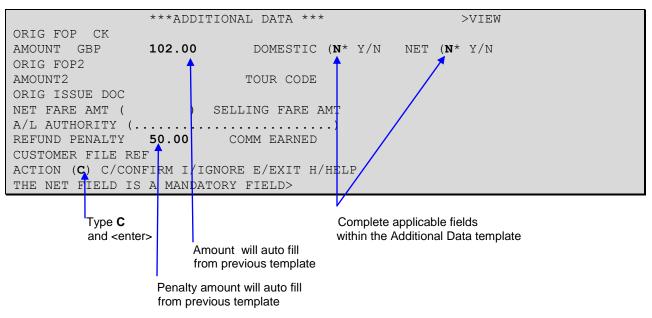
?REFUND PROCESSED	
-------------------	--

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

REFUND TEMPLATE



ADDITIONAL DATA TEMPLATE

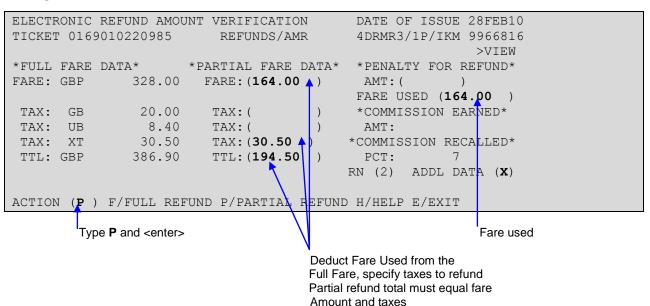


Type C to Confirm and Enter

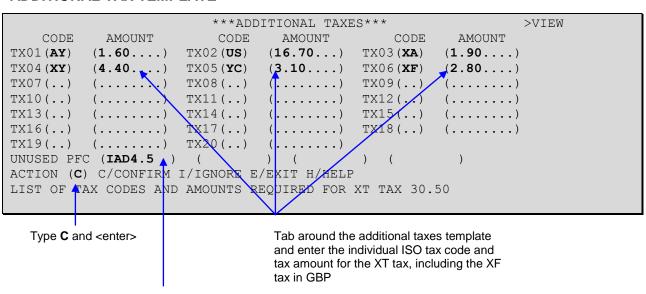
?REFUND PROCESSED

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

REFUND TEMPLATE

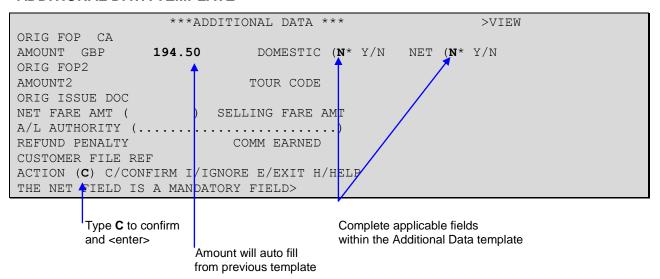


ADDITIONAL TAX TEMPLATE



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

ADDITIONAL DATA TEMPLATE



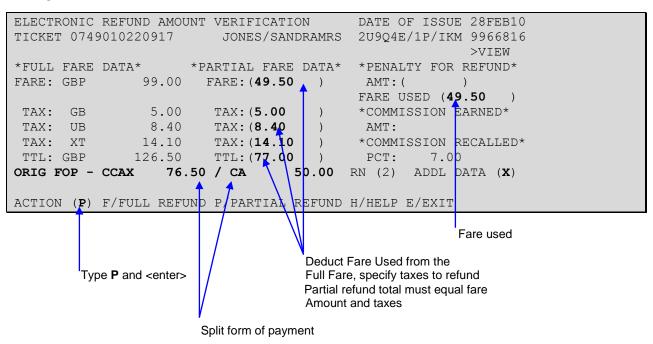
Type C to Confirm and Enter

?REFUND PROCESSED

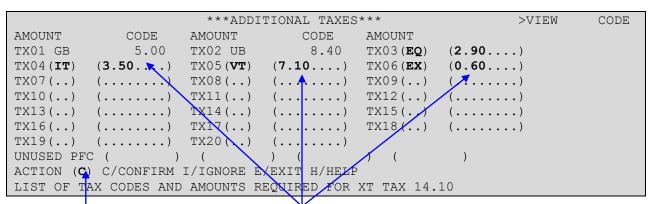
EXAMPLE 7 – PARTIAL REFUND / USED TICKET/ WITH SPLIT FOP / NO PENALTY FOR REFUND WITH XT TAXES

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



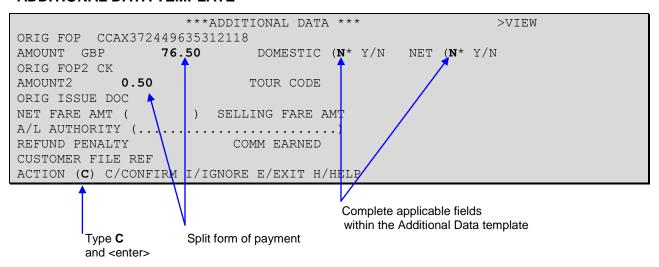
ADDITIONAL TAX TEMPLATE



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



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 DOCUMNETATION 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
	188.48	A	RRE	6439	9010	792568	18	88.48	VELD	HUIS/C	
APPROVA	AL OBTA	INE	ED -	REI	ZUND.	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	- ELE	CTRO	ONIC TICE	KET ACKI	10MF	EDGEMENT/AUTHOR	RI:	ZATION
	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

Auto priced Refunded RF

RR Refund Reversal

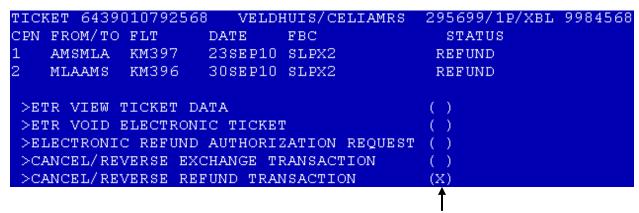
DESCRIPTION ENTRY Refund cancel/reverse DDL item number DDRR1

Refund cancel/reverse Ticket number 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



Type X here and <enter>

CONFIRMED REFUND REVERSAL PROCESS

ITEM	GROSS P	S	A/L	TKT	NBR	NET	AMT	PSGR	NAME	INVOICE
	188.48A	RRI	36439	010	792568	18	88.48	VELDE	HUIS/C	
APPRO	VAL OBTAIN	ED -	- REE	UND	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

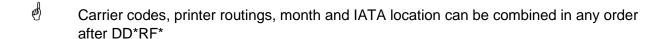
PRINT REFUND REPORTS

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



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
        6439010792568/12
 RTKT
 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
```

SECUNDARY 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.