

Amadeus

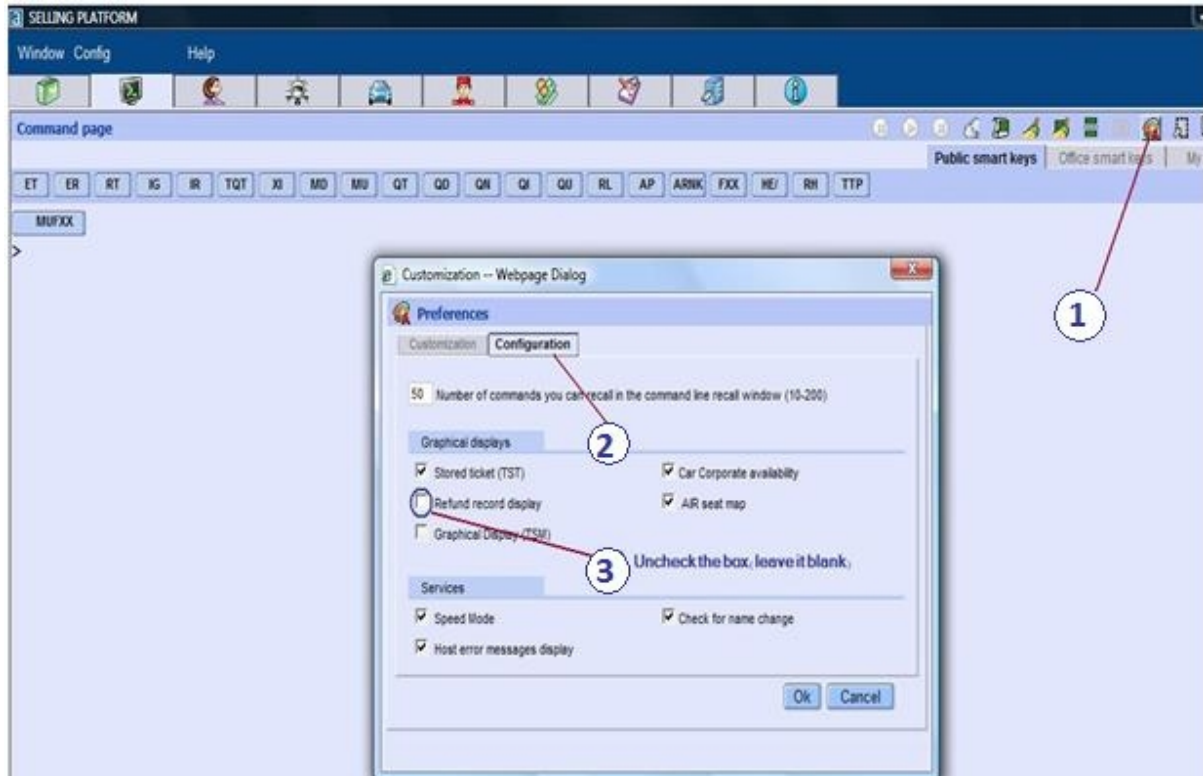
Automated Refunds



Quick Guide

Before Starting

- 1- We will process the following refunds scenarios in Cryptic Mode, Please be sure that Graphic Mode is not active. To do that see below:



- 2- There are two kinds of ticketing:
 - a- Normal Ticketing (with published fare)
 - b- Net Remit Ticketing (with net fare)
- 3- To cancel the refund process use the entry (TRFIG)
- 4- For more information refer to the help pages [HE TRF](#)

First: Full Refund (Normal & Net Remit Ticket)- Cryptic Mode

Note: The following steps can be implemented for both tow kinds.

TKT-6352589646895	RCI-	1A	LOC-4V5SX7
OD-ADEADE SI-	FCMI-1	POI-SAH	DOI-21FEB09 IOI-00057621
1.REFUND/FULL	ADT	ST	
1 OADE IY 0405 V 27FEB 2000 OK VYM2M		O	27APR 20K
2 XSAH IY 0600 V 28FEB 0015 OK VYM2M		O	27APR 20K
3 OCAI IY 0749 V 06MAR 1540 OK VYM2M		O	27APR 20K
4 XSAH IY 0854 V 07MAR 1930 OK VYM2M		O	27APR 20K
ADE			
FARE	N YER	55468	P YER 56600
TAX	YER	14925YR	
TAX	YER	30CQ	
TAX	YER	10786XT	
TOTAL	YER	81209	YER 82341
/FC ADE IY X/SAH IY CAI M142.21IY X/SAH IY ADE M142.21NUC284.42E			
ND ROE199.000000XT1393YE1415VF1794JK2985QH199EQ3000VD			
FE NONEND/NONRER MSSAHIYDFEB09			
FP CASH			
FT EEDFH			
NET REPORTING IT/BT			

Ø TRF635-2589646895

Start and Open the Refund Record

REFUND RECORD		AGT-00057621 AB/25FEB09 F TKT-Y	
NM	NAME	REFUND/FULL	
I	ISSUED	21FEB09	
D1	DOCUMENT	635 2589646895 5	CPNS 1234 <<<<< Ticket coupons that will be refunded
F	FARE PAID	YER	56600
U	FARE USED		0
	FARE REFUND		56600
TP	TAX PAID		25741
XT	TAX REFUND		25741 >TRFT
	REFUND TOTAL		82341
FM	COMMISSION		3883 7.00P
NF	NET REFUND	NR	55468
FP1	CASH		81209
S	ITINERARY	INTERNATIONAL	
TC	TOUR CODE	EEDFH	

Ø TRFU/CP1990A

Insert the cancelation Penalty amount to be 1990,
(A) = amount

REFUND RECORD		AGT-00057621 AB/25FEB09 A TKT-Y			
NM	NAME	REFUND/FULL			
I	ISSUED	21FEB09			
D1	DOCUMENT	635 2589646895 5	CPNS	1234	
F	FARE PAID		YER	56600	
U	FARE USED			0	
	FARE REFUND			56600	
CP	CANX FEE			1990	3.52P
TP	TAX PAID			25741	
XT	TAX REFUND			25741	>TRFT
	REFUND TOTAL			80351	
FM	COMMISSION			3883	7.00P
NF	NET REFUND		NR	55468	
FP1	CASH			79219	
S	ITINERARY		INTERNATIONAL		
TC	TOUR CODE		EEDFH		

Ø TRFP

Process the refund

OK - REFUND PROCESSED

Second: Partial Refund (Net Remit Ticket)- Cryptic Mode

TKT-6352589642452	RCI-	1A	LOC-ZF76K2
OD-SAHSAH SI-	FCMI-Z	POI-SAH	DOI-01FEB09
1.PARTIAL/REFUND NET	ADT	ST	IOI-00057621
1 OSAH IY 0825 V 06FEB 1015 OK VYM2M	F	06APR 20K	
2 OKWI IY 0824 V 01APR 1940 OK VYM2M	O	06APR 20K	
SAH			
FARE N YER	59267	P YER	60477
TAX YER	13930YR		
TAX YER	3000VD		
TAX YER	5083XT		
TOTAL YER	81280	YER	82490
/FC SAH IY KWI151.95IY SAH151.95NUC303.90END ROE199.000000XT10CQ			
1393YE1512VF1493KW398IU277GZ			
FE NONEND/NONRER MSSAHIYDJAN09			
FP CASH			
FT EIBFG			
NET REPORTING IT/BT			

Ø TRF635-2589642452

Start and Open the Refund Record

REFUND RECORD	AGT-00057621	AB/24FEB09	F	TKT-Y
NM NAME	PARTIAL/REFUND NET			
I ISSUED	01FEB09			
D1 DOCUMENT	635 2589642452	3 CPNS	0200	
F FARE PAID	YER		60477	
U FARE USED			0	
	FARE REFUND		60477	
TP TAX PAID			22013	
XT TAX REFUND			22013	>TRFT
	REFUND TOTAL		82490	
FM COMMISSION			4149	7.00P
NF NET REFUND	NR		59267	
FP1 CASH			81280	
S ITINERARY	INTERNATIONAL			
TC TOUR CODE	EIBFG			

Ø TRFU/U41000

Update the Fare Used

REFUND RECORD	AGT-00057621	AB/24FEB09	L	TKT-Y
NM NAME	PARTIAL/REFUND NET			
I ISSUED	01FEB09			
D1 DOCUMENT	635 2589642452	3 CPNS	0200	
F FARE PAID	YER		60477	
U FARE USED			41000	
	FARE REFUND		19477	
TP TAX PAID			22013	
XT TAX REFUND			22013	>TRFT
	REFUND TOTAL		41490	
FM COMMISSION			4149	7.00P
NF NET REFUND	NR		59267	
FP1 CASH			81280	
S ITINERARY	INTERNATIONAL			
TC TOUR CODE	EIBFG			
INVALID NET FARE AMOUNT				

Ø TRFU/NF

Remove the Net Refund Field

Note: When you remove the net refund the fare paid amount will be replaced automatically by the net fare amount.

REFUND RECORD		AGT-00057621 AB/24FEB09 M TKT-Y	
NM	NAME	PARTIAL/REFUND NET	
I	ISSUED	01FEB09	
D1	DOCUMENT	635 2589642452 3 CPNS 0200	
F	FARE PAID	YER	59267
U	FARE USED		41000
	FARE REFUND		18267
TP	TAX PAID		22013
XT	TAX REFUND		22013 >TRFT
	REFUND TOTAL		40280
FM	COMMISSION	4149	7.00P
FP1	CASH	40280	
S	ITINERARY	INTERNATIONAL	
TC	TOUR CODE	EIBFG	

Ø TRFT

Display the refundable tax record

REFUNDABLE TAXES	
PARTIAL/REFUND NET	
635 2589642452 - 452	
UNUSED TAXES	

T1	13930.00 YR
T2	3000.00 VD
T3	10.00 CQ
T4	1393.00 YE
T5	1512.00 VF
T6	1493.00 KW
T7	398.00 IU
T8	277.00 GZ
REFUNDABLE TAX TOTAL	YER 22013 XT

Ø TRFU/TU1-6965

Update the YR tax after deducting the used amount

REFUNDABLE TAXES	
PARTIAL/REFUND NET	
635 2589642452 - 452	
UNUSED TAXES	

T1	6965.00 YR
T2	3000.00 VD
T3	10.00 CQ
T4	1393.00 YE
T5	1512.00 VF
T6	1493.00 KW
T7	398.00 IU
T8	277.00 GZ
REFUNDABLE TAX TOTAL	YER 15048 XT

Ø TRFU/TX2-5

Delete the used taxes 2,3,4 and 5

REFUNDABLE TAXES
PARTIAL/REFUND NET
635 2589642452 - 452
UNUSED TAXES

T1 6965.00 YR
T2 1493.00 KW
T3 398.00 IU
T4 277.00 GZ

REFUNDABLE TAX TOTAL YER 9133 XT

Note: after updating and deleting the taxes the system will calculate the refundable taxes total automatically

Ø TRF

Return back and Redisplay the refund record

REFUND RECORD AGT-00057621 AB/24FEB09 M TKT-Y
NM NAME PARTIAL/REFUND NET
I ISSUED 01FEB09
D1 DOCUMENT 635 2589642452 3 CPNS 0200

F FARE PAID YER 59267
U FARE USED 41000
FARE REFUND 18267
TP TAX PAID 22013
XT TAX REFUND 9133 >TRFT
REFUND TOTAL 27400

FM COMMISSION 4149 7.00P
FP1 CASH 27400

S ITINERARY INTERNATIONAL
TC TOUR CODE EIBFG

Ø TRFP

Process the refund

OK - REFUND PROCESSED

Third: Partial Refund (Normal Ticket)- Cryptic Mode

TKT-1762589642476	RCI-	1A	LOC-24Q628
OD-SAHSAH SI-	FCMI-1	POI-SAH	DOI-07FEB09 IOI-00057621
1.REFUND/PARTIAL	NORMAL	ADT	ST
1	OSAH EK 0962 B	09FEB 1015	OK BEE3MYE1 F 09MAY 20K
2	XDXB EK 0362 B	10FEB 1055	OK BEE3MYE1 F 09MAY 20K
3	OCAN EK 0363 B	06MAR 2345	OK BEE3MYE1 O 12FEB09MAY 20K
4	XDXB EK 0961 B	07MAR 0710	OK BEE3MYE1 O 12FEB09MAY 20K
SAH			
FARE	F YER	189058	
TAX	YER	3000VD	
TAX	YER	10CQ	
TAX	YER	8739XT	
TOTAL	YER	200807	
/FC SAH EK X/DXB EK CAN475.02EK X/DXB EK SAH475.02NUC950.04END R			
OE199.000000XT1393YE4727VF2619CN			
FE NON END/VALID ON EK ONLY			
FP CASH			
FT RETSAE			

Ø TRF176-2589642476

Start and Open the Refund Record

REFUND RECORD		AGT-00057621 AB/25FEB09 F TKT-Y	
NM	NAME	REFUND/PARTIAL NORMAL	
I	ISSUED	07FEB09	
D1	DOCUMENT	176 2589642476	0 CPNS 0034
F	FARE PAID	YER	189058
U	FARE USED		0
	FARE REFUND		189058
TP	TAX PAID		11749
XT	TAX REFUND		11749 >TRFT
	REFUND TOTAL		200807
FM	COMMISSION	13234	7.00P
FP1	CASH	200807	
S	ITINERARY	INTERNATIONAL	
TC	TOUR CODE	RETSAE	

Ø TRFU/U143006

Update the Fare Used

REFUND RECORD		AGT-00057621 AB/25FEB09 L TKT-Y	
NM	NAME	REFUND/PARTIAL NORMAL	
I	ISSUED	07FEB09	
D1	DOCUMENT	176 2589642476	0 CPNS 0034
F	FARE PAID	YER	189058
U	FARE USED		143006
	FARE REFUND		46052
TP	TAX PAID		11749
XT	TAX REFUND		11749 >TRFT
	REFUND TOTAL		57801
FM	COMMISSION	3224	7.00P
FP1	CASH	57801	
S	ITINERARY	INTERNATIONAL	
TC	TOUR CODE	RETSAE	

How to reprint the Refund Notice

1- TRF635-2589643010

Display the document list

MATCHING DOCUMENT NUMBERS LIST

NUMBER - 635 - 2589643010

SEQ	TYPE	STATUS	PASSENGER NAME	OFFICE	REFUND NUMBER
01	SALE	CS	ALSAMEEI/ABDULH	SAH1A0980	
02	REFD	RD	ALSAMEEI/ABDULH		

2- TRF/I-2

Display the item that its type is REFD

REFUND RECORD	635	2589643010	2	AGT-00057621	AB/28FEB09	M	TKT-N
NM	NAME	ALSAMEEI/ABDULHAKIMMR					
I	ISSUED	06JAN09					
D1	DOCUMENT	635	2589643010	1	CPNS	0200	
F	FARE PAID		YER	27160			
U	FARE USED	13580					
	FARE REFUND	13580					
XT	TAX REFUND			610	>TRFT		
	REFUND TOTAL	14190					
FM	COMMISSION			407	3.00P		
FP1	CASH	14190					
S	ITINERARY	DOMESTIC					
TC	TOUR CODE	BAGBH					

3- TRFP

Reprint the refund

OK - REFUND REPRINTED