

Update Refund Record Cryptic Mode HE TRFU

Update passenger name	TRFU/NMMEYER ROLAND MR
Update date of issue of document	TRFU/I25JUL06
Indicate coupon numbers document 1	TRFU/D1C34
Add document numbers to refund record	TRFU/DA2
Delete document numbers	TRFU/DX2
Add check digit	TRFU/D1DG6
Identify document as ticket sale	TRFU/TKTY
Identify document as domestic sale	TRFU/SD
Identify document as international sale	TRFU/SI
Update the fare paid	TRFU/F1500.00
Update the fare used	TRFU/U850.00
Provide percentage commission rate	TRFU/FM7
Provide percentage cancellation fee	TRFU/CP25P
Provide amount cancellation fee	TRFU/CP250A
Percentage cancellation fee commission	TRFU/CM5P
Amount cancellation fee commission	TRFU/CM50
Add unused refundable tax	TRFU/TA17.50CH
Update existing tax	TRFU/TU4-15.50
Delete used taxes 1 through 3	TRFU/TX1-3
Provide a Tour Code	TRFU/TCIT1LH2TOUR1
Provide net refund amount	TRFU/NF1350.00
Provide form of payment 1	TRFU/FP1CASH
Provide form of payment 2	TRFU/FP2CCAX375812345602002/0909
Value form of payment 1	TRFU/FPA1 2000.00
Value form of payment 2	TRFU/FPA2 2500.00
Original issue data	TRFU/FO7241234567890ZRH 18JUL058120303
Airline refund authority	TRFU/AA12345678AVCX
Add remarks (not printed)	TRFU/RMFFREE TEXT

Update multiple fields:
TRFU/U580.00/D1C34/TX2/CP250.00A/TCIT1LH2TOUR1
 Fare used 580.00, refund coupons 3 and 4, delete refundable tax 2, cancellation penalty 250.00 and tour code.

Reprint a Refund Record

You can reprint a refund record that has already been processed without processing it again.

Display the refund record	see page 1
Select from the matching document numbers list (if already refunded)	TRF/I-02
Reprint the displayed record	TRFP

Sales Reports HE TJQ / HE TRDC / HE TRDR

Display a sales report with refunded documents only **TJQ/SOF/OTC-RFND**
 Display for past date (max 45 days back) **TJQ/SOF/D-12AUG/OTC-RFND**
 Display details of a refund **TRF/I-861** (sequence number)
 Cancel the refund **TRDC/861** (sequence number)
A cancelled refund cannot be reinstated!

Automated Refund GUI in Selling Platform

The graphical mask can be triggered from the "Ticket and documents" or select "Refund Record Display" in Graphical Display in your Preferences section in Amadeus Selling Platform

Only white fields can be changed.

Refunding Tax only

Initiate Refund using doc number	TRF125-2288999374/FULL/TAX
Initiate using PNR FA/FH line	TRF/L9/TAX
From the Query Sales Report	TRF/I-248/TAX

You can now update the refund with **TRFU** entries, process it with **TRFP** or ignore it with **TRFIG**

HELP PAGES

General Help Pages

HE REFUND - GPARE

For BSP related information, please contact BSP directly or go to

http://www.iata.org/worldwide/europe/switzerland_liechtenstein

Your own remarks:

amadeus
www.ch.amadeus.com



AMADEUS AUTOMATED REFUND

Refund Record Data Security – Data Source Field

- F** Automated data received from Document Database, processed without intervention
- L** Mixed data received from Document Database updates effected (e.g. partial refund)
- M** Manual data only, established by the agent in a blank refund record

Paper tickets: Retention of sale data **6 months**

E-Tickets: Retention of sale data **12 months**

Full Refund

HE TRF – GP ARE

Process a full refund using the ticket number	TRF125-1234123321/FULL
from a PNR (FA,FH element number)	TRF/L8/FULL
from the Query Report (sequence nbr)	TRF/I-121/FULL

Deduct Cancellation Penalty

HE TRF – GP

Process a refund with penalty using an amount	TRF724-1234567888/FULL/CP200A
using a percentage	TRF724-1234567888/FULL/CP20

Initiate a partial refund and display the refund record

Display the refund record using the ticket number	TRF724-1234562333
from a PNR (FA,FH element number)	TRF/L8
from the Query Report (sequence nbr)	TRF/I-121

Redisplay the refund record	TRF
Display the refundable tax record	TRFT
Ignore the refund record (anytime prior to confirmation)	TRFIG
Process/print a displayed refund record	TRFP