



International Air Transport Association

Automated Refunds

Important BSP procedures

The following information covers BSP requirements for Automated Refunds.

The “**Automated Refunds**” product allows Agents to process their Direct Refunds online for most types of Refunds with Cash, Charge and Mixed forms of payment.

All Agents issuing tickets through **Amadeus** will be able to use “**Automated Refunds**” for the designated carriers (refer Attachment A).

1. Benefits to Agents are:

- No more forms to be manually completed.
- Reported overnight to BSP.
- Refunds automatically on next billing.
- Improved customer service for Credit Refunds.
- Eliminates keypunch errors.
- Saves time and effort for Agents, Airlines and the BSP.

2. General Conditions for Automated Refunds

Pre-requisites

- Generally speaking, Automated Refunding may only be made by the original issuing agent for the following Standard Traffic Documents (STD's) : -
 - Automated Tickets (OPTAT's)
 - Electronic Tickets (ET's)
 - Multi Purpose Documents (MPD's)
- Agent must have the unused flight coupons, which are to be forwarded to the designated airlines, and report through an approved GDS or TSP.
- Agent must have an itinerary/invoice printer.

You can do automated refunds for unused Full fare (unrestricted) Tickets and/or Coupons if they were:

1. Issued at your location,
2. Form of Payment is Cash, Charge or a mix of Cash and Charge (as specified by the ticketing carrier).
3. Validity has not expired and Issue date is within 13 months of Refund.
4. Your Distribution/Ticketing System maintains a database of Document data.
5. Refund must be for the same forms of payment as the Sale.
6. Tickets with fare refund restrictions such as Cancellation Penalty, Sales Discount, must not be included for Automated Refunds. Unless otherwise stated in comments field (Attachment A).

NOTE: You cannot do an automated refund for

Tickets whose Date of Issue is older than 13 months from the refund request

Or

Tickets where Change of Class (Downgrade), Retroactive refund = a refund associated with an event post usage of the ticket eg: Downgrade, Fare quote, change of itinerary, etc.

These must be made on a Refund Application form (Indirect Refund).

3. Procedures

- The agent invokes the Refund process by either Direct entry command or a fill-in format screen.
- The system will, where possible, retrieve the document information from the System Provider database, allow the Agent to either accept the Refund in full, or select which coupons are to be refunded.
- After completing the request according to the specific System provider functionality and Airline criteria, an Automated Refund Notice, similar to the example below, will be printed, immediately.
- After the automated refund form is printed, mark the coupons refunded, and attach the coupon(s) to the system generated form.
- Forward the Automated Refund Notice with the Sales Transmittal Form when you submit your next sales transmittal.
- The refund will appear on your next billing as either a credit to you or a recall of commission.
- Complete procedures and training for the Agent on how to issue an Automated Refund will be given by their respective Automated Ticketing Provider.

EXAMPLE ONLY

AUTOMATED REFUND

PASSENGER NAME LECLAIR JMR

AIRLINE IATA-BSP AUSTRALIA AIRWAYS **DATE** 30SEP98

CURRENCY AUD **TOUR CODE**

REFUND COMPUTATION **PCT COMM** 9.00

FARE PAID 5003.00

FARE USED 0.00

FARE RFND 5003.00

CANX FEE

TAX RFND 61.60

CASH 250.15

CREDIT 4814.45

TAX1 27.00 AU **TAX2** 03.40 QK

TAX3 15.10 SG **TAX4** 16.10 MY

TAX5 **TAX6**

TAX7 **TAX8**

REMARKS

BSP French Polynesia

SIBRAA TRAVEL

NOUMEA NC

21-3-0000-1

REFUNDED DOCUMENTS

954 1234567890 1234

AIRLINE AUTHORITY

CARD NUMBER AX 37601234567890

ORIGINAL TICKET NUMBER EXCHANGE

Attachment A

Designated Airlines for automated refunds

Airline	Cash only	Credit only	Mixed forms of payment	Full or partial refunds	Comments
Air Austral (UU – 760)			✓	✓	- Form of RFD should be done same way as Form of Payment.
Air Caledonie International (SB – 063)	✓	No	No	Full refunds for cash only	- All refunds must comply with Aircalin cancellation and refund policy. - Penalty and cancellation fees must be applied where applicable.
Air France (AF – 057)	✓	✓	✓	Full and partial refunds for cash and credit only	- No downgrades and no retroactive refunds. - Form of refunds must equal form of payment. - All refunds must comply with cancellation and refund policy of AF fares.
Air New Zealand Limited (NZ – 086)	✓	✓	✓	✓	

Air Tahiti Nui (TN – 244)	✓	No	No	Full refund for cash only	<ul style="list-style-type: none"> - No Downgrades and no retroactive refunds. - Form of refunds must equal form of payment. - All refunds must comply with TN cancellation and refund policy. - Unused unrestricted fares issued by same location. - Cancellation fee must be collected under CP code when applicable. - Handling fee must be collected under MF code in tax area for indirect refund (Refund Application Form).
Air Vanuatu (NF – 218)		✓			<ul style="list-style-type: none"> - Any refund requested by the BSP agents, should use the credit facility to refund the customer their credit card. Cash refund is not accepted by NF.
Deutsche Lufthansa AG (LH – 220)					No comment: please contact the Airline directly
Hahn Air (HR 169)	No	No	No	No	<ul style="list-style-type: none"> - Refund only via Refund Application in BSPLink
Qantas (QF – 081)	✓	✓	✓	Full and partial refunds	<ul style="list-style-type: none"> - No downgrades / retroactive. - Penalty / Cancellation fees must be applied where applicable. - All refunds must comply with QF policy and regulations.