

REFUND APPLICATION

Download the Refund APPLICATION from the IATA website:

http://www.iata.org/worldwide/asia_pacific/australia/bsp_australia.htm

Select: **BSP Australia / Useful Information**

- Once successfully downloaded, the Refund APPLICATION form can be saved to your computer as a template for future use. Simply complete the form then print.
- The BSP Refund APPLICATION form is to be completed when the Agent is not sure of the fare amount to be refunded and requires airline approval or refund calculation. The refund can be for a full or partial cash refund.
- This form will not be actioned electronic tickets. These are best actioned in the GDS or BSPlink.
- Credit card transactions can be refunded on this form
- Only BSP documents are to be refunded, (Not Airline Issue documents)

TEMPLATE USE

- Save the template
- Reset each time before use, this will clear any unwanted information.
- Be sure to select the 02-0/02-3 IATA prefix for your agency code.

WHEN TO USE A REFUND APPLICATION

- Refund APPLICATION may only be used for the following:
- Full or partial refunds, where Airline authority is needed
- Credit Card, Cash and Mixed Form of Payment
- Net Remit tickets
- Ticket whose details can no longer be retrieved in the GDS

HOW TO COMPLETE A REFUND APPLICATION



REFUND APPLICATION / AUTHORITY
(Airline Copy)

Document No. 4

Agent Name	Agency Code	Airline Code	Date of issue
<input type="text"/>	11-3 <input type="text" value="0000"/> 4	<input type="text" value="000"/>	12/10/2006 (dd/mm/yyyy)
Agent's Contact Person	Contact Tel No	Contact Email	Year Month No: (Period)
<input type="text"/>	<input type="text"/>	<input type="text"/>	Jan <input type="text" value="1"/>

Fill in the top section of the form:

- Agent Name
- Agency Code, use drop down menu & input check digit.
- Airline code
- Date of issue will auto populate with today's date
- Agent's Contact person
- Contact Tel No
- Contact Email
- Year / Month / No: {Period} Enter the reporting period in which the original ticket was reported by using the drop down menu options
Example: 02-08 October 2007 = 2007(Year), 10 (Month), 1 (Period number)

Section 2.

A. REFUND APPLICATION											
Passenger Name	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Reasons for refund</td> <td style="width: 50%;">Stat</td> </tr> <tr> <td>Used / Voluntary</td> <td>Used / Involuntary</td> </tr> <tr> <td>Unused / Voluntary</td> <td>Unused / Involuntary</td> </tr> <tr> <td>Other</td> <td></td> </tr> </table>			Reasons for refund	Stat	Used / Voluntary	Used / Involuntary	Unused / Voluntary	Unused / Involuntary	Other	
Reasons for refund	Stat										
Used / Voluntary	Used / Involuntary										
Unused / Voluntary	Unused / Involuntary										
Other											
Used Transportation (Date/ Flight No/ Routing)	<input type="text"/>										
Agt Remarks	<input type="text"/>										
A/L Remarks	<input type="text"/>										

- Passenger Name
- Used Transportation (Date/Flight No/Routing)
- Stat field

Tick either of the following boxes

- Used / Voluntary
- Unused / Voluntary
- Used / Involuntary
- Unused / Involuntary

Agt Remarks field may be filled in, leaving the A/L Remarks field empty.

Section 3.

- Airline code (will populate once you input Airline code in area 1 on the form)
- Form & Serial No (Ticket number)
- Cpn.No (Click on the coupons to be refunded)
- Rpt Period – **Enter reporting period in which the ticket was billed**

ORIGINAL DOCUMENT

- Airline (3 letter code)
- Serial No. (Original ticket/doc number)
- Date Issued (dd/mm/yyyy)
- Place (alpha city code) – i.e., AKL/CHC
- Issuing Agency (use drop down options)

FORM OF PAYMENT

Tick: Cash /CC by simply clicking on either box, and include

- Credit Card Number
- Credit Card Expiry Date (mm/yyyy)
- Cardholders Name

AMOUNT fields

Please input refundable amount in one of the amount boxes which will be audited by the Airline concerned. If Split payment occurs you have two amount fields, one can be used for Cash/Chq and the other for UATP/CC.

Once completed the application Print Two copies of the Refund Application

1x AIRLINE COPY

1x AGENT COPY (duplicate copy)

ONCE COMPLETED THE REFUND NUMBER BECOMES THE LAST SIX DIGITS OF THE TICKET BEING REFUNDED.

WHERE TO SEND THE COMPLETED A REFUND APPLICATION:

- Mark “**REFUNDED**” boldly across the paper flight coupons
- Forward the airline copy attached to the refund coupons to the airline concerned.
- Retain the agent copy for reference.