



## **Automated Refunds**

### **Important ISP/BSP Procedures**

The following information covers ISP/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, Sabre, and Worldspan** 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 ISP/BSP.
- Refunds automatically on next billing.
- Improved customer service for Credit Refunds.
- Eliminates keypunch errors.
- Saves time and effort for Agents, Airlines and the ISP/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 who's 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, allows 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    DOSPADRES/JMR

AIRLINE IATA-ISP GUAM AIRWAYS    DATE 30SEP03  
 CURRENCY                    USD            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 US            TAX2                    03.40 QK  
 TAX3                         15.10 SG            TAX4                    16.10 MY  
 TAX5  
 TAX7  
 REMARKS

**ISP/BSP MICRONESIA**

AUTO TRAVEL  
 GUAM                         GU  
 54-7-0000-1

**REFUNDED DOCUMENTS**

954 1234567890 1234

**AIRLINE AUTHORITY**  
**CARD NUMBER AX 37601234567890**

**ORIGINAL TICKET NUMBER EXCHANGE**

## Attachment A

### Designated Airlines for automated refunds

<b>Airline</b>	<b>Cash only</b>	<b>Credit only</b>	<b>Mixed forms of payment</b>	<b>Full or partial refunds</b>	<b>Comments</b>
Northwest Airlines (NW - 012)	✓	✓	✓	FULL	Fully Unused Unrestricted Tickets - Automated Refunds allowed: - Cash - Credit Card - Mixed forms of payment (Cash & CC)  <b>Partial and Reissued Tickets - Refund Application must be submitted:</b> - Cash - Credit Card - Mixed forms of payment (Cash & CC)
Continental Airlines (CO – 005)	✓	✓	✓	FULL	- <b>Partially used tickets and reissued tickets must be submitted through BSPLink refund application.</b> - Auto-Refund will allow cancellation penalty to be deducted on full refunds only if applicable.
Korean Airlines (KE – 180)	✓	NO	NO	BOTH	- Refund through BSPLink is allowed when the FOP of the ticket is only in Cash. <b>If it is C/C, please submit to us. Mixed payments, submit to us.</b> - Refund penalty charges is to be deducted on ALL refunds.
Air Nauru (ON - 123)	X	X	X	X	Does not accept Auto Refunds.
Japan Airlines (JL – 131)	Yes	NO	NO	FULL	-Fully unused unrestricted tickets with cash or/check payment - automated refunds through BSPLink allowed. <b>- All credit card payment and mixed payment submit to JAL for refund.</b> -Refund penalty charge USD9 are applied for all refund tickets through BSPLink, effective immediately.
All Nippon Airways (NH – 205)	✓	NO	NO	FULL	- FOP Credit card - We do not have ECCI. Must submit refund application to us. - Partially used tickets and reissued tickets must be submitted refund application to us.
Philippine Airlines (PR – 079)	✓	✓	✓	FULL	