



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

REFUNDED DOCUMENTS

954 1234567890 1234

AIRLINE AUTHORITY
CARD NUMBER AX 37601234567890

ORIGINAL TICKET NUMBER EXCHANGE

ISP/BSP MICRONESIA

AUTO TRAVEL
GUAM **GU**
54-7-0000-1

Attachment A

Designated Airlines for automated refunds

Airline	Cash only	Credit only	Mixed forms of payment	Full or partial refunds	Comments
American Airlines (AA – 001)					No Advice Contact Carrier
Cathay Pacific (CX-160)	✓	✓	✓	PARTIAL	- Ticket with validity beyond 13 months - Partially used / market fare ticket
China Airlines (CI – 297)	NO	NO	NO	NO	No Advice Contact Carrier
Continental Airlines (CO – 005)	✓	✓	✓	Full and Partial	- Partially used tickets and reissued tickets must be submitted through BSPLink refund application. - Auto-Refund will allow cancellation penalty to be deducted on full refunds only if applicable.
Japan Airlines (JL – 131)	✓	NO	NO	FULL	-Fully unused unrestricted tickets with cash or/check payment - automated refunds through BSPLink allowed. - All credit card payment and mixed payment submit to JAL for refund. -Refund penalty charge USD10 are applied for all refund tickets through BSPLink, effective immediately.
Korean Airlines (KE – 180)	✓	NO	NO	FULL	- Net tickets = ok - Fully unused Published Fare / Net Remit tickets only - Credit Card refunds must be sent to KE - Correct Penalty and Cancellation fee must be deducted on ALL refunds
Northwest Airlines (NW - 012)	✓	✓	✓	FULL	- Partially used tickets and reissued tickets must be submitted through BSPLink refund application. - Auto-Refund will allow cancellation penalty to be deducted on full refunds only if applicable.
Philippine Airlines (PR – 079)	✓	✓	✓	FULL	No Advice Contact Carrier