

# Auto Refund (QREX - Part 1)

Tan Yian

Training Centre of Excellence



**Sabre.**

## Designate Printers

**For Ticket Printers**

W\*TH

 **For Hardcopy Printers**

**PTR/6CCF73**

**For Itinerary Printers**

**DSIV6CCF73**

← **Optional**

## **Types of (QREX) Refund**

**Full Refund**



**Partial Refund**



**Tax Only Refund**

**Note: Specific conditions and rules apply for the various types**

**Full Refund**

# Refund Process - **WFR**

**Full Refund -**  
Entire amount of the ticket

**Screen 10**

**EXCH  
DATABASE  
TKT**

**Screen 30**

**COMPARISON  
SUMMARY**

**Screen 32**

**REFUND  
INFORMATION**

**Step 1:** Retrieve QREX Mask (**Screen 10**)

Entry: **WFR**<ticket No.>**YA**<Carrier>**YN**<no.>

**WFR0749756097463#AKL#N1.1«**

WF WFR **EXCH DATABASE TKT - ELECTRONIC** **SCREEN 10**  
N1.1 TAN/YIANMS TKT 0749756097463

ENTER A VALID TRANSACTION CODE **X-EXCH/R-REFUND/F-FLOWN**

	FLT	BK	DATE	BRDOFF	FB/TKT	DES	STAT	CODE
1	KL	836	Y	13AUG	SINAMS	YFFSG	OK	< R >
2	O KL	835	Y	28AUG	AMSSIN	YFFSG	OK	< R >

**BASE SGD 6635.00**  
**TAXES 13.90 SG 8.00 OO 517.50 XT**  
**TTL SGD 7174.40 VALIDATING CXR KL**

**NEXT < X >** MULTIDOCs < > QUIT < >

Base Fare,  
Taxes and  
Validating  
Carrier auto  
populate

**Step 2:**


Verify the refund amount **(Screen 30)**  
Input Change/Cancellation fee if required  
Specify "**X**" to continue to the next screen

WF WFRR	COMPARISON SUMMARY	SCREEN 30
REISSUE PLACE SIN		
	EXCHANGE	REISSUE
	SGD	CUR SGD
BASE	6635.00	-6635.00
TTL TAXES	539.40	-539.40
	-----	-----
TOTAL	7174.40	-7174.40
	CHG FEE AMOUNT	< 75.00 >
		-----
	TOTAL	-7174.40
TAX COMPARISON < >		
NEXT < X >		QUIT < >

**Step 2:**

Verify the refund amount (**less Charge Fee**)  
Specify "**X**" to continue to the next screen

WF	WFRR	COMPARISON SUMMARY		SCREEN 30
REISSUE PLACE		SIN		
		EXCHANGE	REISSUE	
		SGD	CUR SGD	
BASE		6635.00	-6635.00	
TTL TAXES		539.40	-539.40	
		-----	-----	
TOTAL		7174.40	-7174.40	
		CHG FEE AMOUNT	< 75.00 >	
			-----	
			<b>TOTAL -7099.40</b>	
TAX COMPARISON < >				
NEXT < X >				
QUIT < >				
<b>VERIFY TOTAL AMT-REENTER TO CONTINUE</b>				





**Step 2:**

Final Verification of the refund amount

**Refund can not be reversed at this point!**

(a message send to the Airlines to update the ETR coupon status to "RFND")

WF WFRR COMPARISON SUMMARY		SCREEN 30	
REISSUE PLACE SIN			
	EXCHANGE	REISSUE	
	SGD	CUR SGD	
BASE	6635.00	-6635.00	
TTL TAXES	539.40	-539.40	
-----			
TOTAL	7174.40	-7174.40	
	CHG FEE AMOUNT	< 75.00 >	
-----			
	<b>TOTAL</b>	<b>-7099.40</b>	
TAX COMPARISON < >			
NEXT < X >	QUIT < >		

**VERIFY RFND-CANCEL NOT ALLOWED-SELECT NEXT TO CONTNUE OR QUIT**

### Step 3: Refund Information (Screen 32)

Auto populated the amount of "**Total Refund Due**" (data reported to BSP)  
Auto populated "**commission percentage**" (specify **0** if no commission)

```
WF WFR REFUND INFORMATION SCREEN 32
TKT 0749756097463
D-DOMESTIC REFUND/I-INTERNATIONAL/T-TRANSBORDER REFUND I
REFUND AUTHORIZATION CODE 074AWEH9EMVNB
COMMISSION ON REFUND AMT OR PCT < 9>
COMMISSION ON PENALTY AMT < >
TOTAL REFUND DUE SGD -7099.40 WAIVER < >
CASH X CK CC CC NBR
DK NBR < >
TOURCODE < >
REFUND ACCOUNTING LINE DATA
INVOICE NBR < 0000013 >
FREE TEXT < FULL REFUND >
REFUND < X >
```

Basically, the Journey Type, Refund Authorization code, Commission, Total Refund Due and FOP will be auto-populated. This will differ according to the different type of refund processed.

Fill up the Invoice number and Free Text if required

**Step 4:** End the refund transaction

Need to "**ER**" or "**ET**" for the refund to be completed (updated refund data)

**MASK PROCESSING COMPLETE - MASK TERMINATED  
REFUND ACCOUNTING DATA CREATED IN ACTIVE PNR  
REFUND TRANSACTION PROCESSED  
ETR REFUND TRANSACTION PROCESSED**

**ER**

DJRIGE

1.1TAN/YIAN MS

1 KL 836Y 13AUG M SINAMS HK1 1225A 710A /DCKL\*5H4QZA /E

2 KL 835Y 28AUG T AMSSIN HK1 900P 320P 29AUG W /DCKL\*5H4QZA /E

TKT/TIME LIMIT

1.T-10JAN-D8I8\*AYT

2.TE 0749756097463-AT TAN/Y D8I8\*AYT 1010/10JAN\*I

**PRICE QUOTE RECORD EXISTS**

Entry: **\*PQR** to display price quote

**PQR** is created upon completion of refund process. It contains information that is used to process the refund

## Status Updated:

Audit Trail (**DQB\*RF**) updated

**DQB\*RF**«

REFUND AUDIT REPORT JAN12 D818 FUNTASTIC TRAVEL

AIRLINE DOCUMENT CODE NUMBER	AGENT SINE/TIME	DATE OF REFUND	FORM OF PAYMENT	REFUND AMOUNT
PNR-DJRIGE TAN/YIAN MS 074 9756097463	AYT/1019	10JAN12	CA ER	SGD 7099.40

TOTAL REFUNDS - 1	CASH/CHECK	CREDIT
1-SGD 7099.40	7099.40	.00

**Status Updated:** ETR Record reflect as **“RFND”**

**WETR\*2«**

ELECTRONIC TICKET RECORD

INV: CUST: PNR:DJRIGE

TKT:0749756097463 ISSUED:10JAN12 PCC:D8I8 IATA:99999992

NAME:TAN/YIAN MS

FOP: CASH

CPN A/L FLT CLS DATE BRDOFF TIME ST F/B

1 KL 836 Y 13AUG SINAMS 1225A OK YFFSG

2 KL 835 Y 28AUG AMSSIN 900P OK YFFSG

STAT

RFND

RFND

NON ENDORSABLE

FARE SGD6635.00 TAX 13.90SG TAX 8.00OO TAX 6.10OP

TAX 21.70CJ TAX 25.40RN TAX 3.50VV

TAX 460.80YR

TOTAL SGD7174.40

SIN KL AMS2576.55KL SIN2576.55NUC5153.10END ROE1.28757

**SETTLEMENT AUTHORIZATION: 074AWEH9EMVNB**

**Partial Refund**

**(System Priced)**

# Refund Process - **WFR**

## **Partial Refund - (System Priced)**

Ticket with partially flown segments

**Screen 10**

**EXCH  
DATABASE  
TKT**

**Screen 20**

**ITINERARY  
CALCULATION  
- REFUND**

**Screen 30**

**COMPARISON  
SUMMARY**

**Screen 32**

**REFUND  
INFORMATION**

**Step 1:**

Indicate the segments to be refunded **(Screen 10)**

"**F**" indicator is auto populated for the used coupons/ flown segments.

Place a "**R**" for refund.

Specify "**X**" to continue to the next screen.

```
WFR0019756097466#AAA#N1.1«
WF WFR   EXCH DATABASE TKT - ELECTRONIC   SCREEN 10
N1.1   TAN/YIANMS           TKT 0019756097466

ENTER A VALID TRANSACTION CODE X-EXCH/R-REFUND/F-FLOWN
  FLT   BK  DATE  BRDOFF  FB/TKT  DES  STAT  CODE
  1  AA  76  Y  25NOV  LAXIAD  YA2AA  USED  F
  2  O  AA  149 Y  30NOV  IADLAX  YA2AA  OK   < R >

BASE USD      2865.12  EQV  SGD      3762.00
TAXES  282.20  US      10.00  ZP      18.40  XT
TTL  SGD      4072.60                VALIDATING CXR AA
NEXT < X >          MULTIDOCs < >          QUIT < >
```



**Step 2:**

Input the flown segment data (**Screen 20**)  
Fill in the '**FB/TKT DES**', '**AMOUNT**' and '**Q**'  
surcharge (if required), for flown segments

**Note:** Using system pricing, the fare for partial refund is not guaranteed.

```
WF WFRI ITINERARY CALCULATION - REFUND SCREEN 20
PSGR TYPE <ADT> SOLD/TKTD <BOMBOM> PURCH DATE <24NOV11>
BASE CURR USD EQV CURR INR FARE CALC CURR <USD>
REISSUE PLCE <BOM>
CXR AA CORP ID < >
```

```
1 LAXIAD Y < YA2AA > < 1404.65 > F
AA 25NOV Q < 27.91 >
```

No need to fill in the **FB/TKT DES** and **AMOUNT** fields.

Should user fill in the Fare Basis, Amount and Q tax if any, system will price accordingly as specified by user

ADDL FARE CONSTRUCTION < >

PRICE-P/MANUAL-M < **P** >

QUIT < >

### Step 3:

Verify the refund amount **(Screen 30)**  
Input Change/Cancellation fee if required  
Specify "**X**" to continue to the next screen

WF	WFRR	COMPARISON SUMMARY		SCREEN 30
REISSUE PLACE SIN				
BASE USD	2865.12	1432.56	-1432.56	
	EXCHANGE	USED	REISSUE	
	SGD	SGD	CUR SGD	
EQV	3762.00		-1881.00	
TTL TAXES	310.60	155.30	-155.30	
	-----	-----	-----	
TOTAL	4072.60		-2036.30	
		CHG FEE AMOUNT	< 50.00 >	
			-----	
		TOTAL	-2036.30	
TAX COMPARISON < >				
NEXT < X >      RETURN TO AGENT PRICING < >    QUIT < >				

Fill in the 'CHG FEE AMOUNT' if required

### Step 3:

Final Verification of the refund amount

**Refund can not be reversed at this point!**

(a message send to the Airlines to update the ETR coupon status to "RFND")

WF	WFRR	COMPARISON SUMMARY		SCREEN 30
REISSUE	PLACE	SIN		
BASE USD		2865.12	1432.56	-1432.56
		EXCHANGE	USED	REISSUE
		SGD	SGD	CUR SGD
EQV		3762.00		-1881.00
TTL TAXES		310.60	155.30	-155.30
		-----	-----	-----
TOTAL		4072.60		-2036.30
			CHG FEE AMOUNT	<50.00 >
				-----
			TOTAL	-1986.30
TAX COMPARISON < >				
NEXT <X> RETURN TO AGENT PRICING < > QUIT < >				

**VERIFY RFND-CANCEL NOT ALLOWED-SELECT NEXT TO CONTNUE OR QUIT**

**Step 4:** Complete the refund transaction

Fill the 'DK NBR', 'TOURCODE', 'INVOICE NBR' and 'FREE TEXT' if required. Specify "**X**" in the "**REFUND**" to complete the refund transaction

```
WF WFR      REFUND INFORMATION                SCREEN 32
TKT 0019756097466
D-DOMESTIC REFUND/I-INTERNATIONAL/T-TRANSBORDER REFUND I

REFUND AUTHORIZATION CODE C0012XH7YXE55R
COMMISSION ON REFUND AMT      OR PCT < 5>
COMMISSION ON PENALTY AMT < >
TOTAL REFUND DUE SGD      -1986.30  WAIVER < >
CASH X                      CK      CC      CC NBR

          DK NBR < >

TOURCODE < >
          REFUND ACCOUNTING LINE DATA
INVOICE NBR < >
FREE TEXT < >
REFUND < X >
```

Fill up the Invoice number and Free Text if required

**Step 5:**

End the refund transaction

Need to "**ER**" or "**ET**" for the refund to be completed and refund data will be updated.

**MASK PROCESSING COMPLETE - MASK TERMINATED  
REFUND ACCOUNTING DATA CREATED IN ACTIVE PNR  
REFUND TRANSACTION PROCESSED  
ETR REFUND TRANSACTION PROCESSED**

**ER**

DJXBBR

1.1TAN/YIANMS

1 AA 76Y 25NOV S LAXIAD HK1 915A 500P /DCAA\*DIJMFQ /E

2 AA 149Y 30NOV F IADLAX HK1 905A 1200N /DCAA\*DIJMFQ /E

**PRICE QUOTE RECORD EXISTS**



Entry: \*PQR to display price quote

**\*T, \*PAC, DQB\*RF, \*PQR and ETR status updated**

TM

**Status Updated: ETR Record reflect as "RFND"**

**WETR\*2«**

ELECTRONIC TICKET RECORD

INV: CUST: PNR:DJXBBR

TKT:0019756097466 ISSUED:10JAN12 PCC:D8I8 IATA:99999992

NAME:TAN/YIANMS

FOP: CASH

CPN	A/L	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	STAT
-----	-----	-----	-----	------	--------	------	----	-----	------

1	AA	76	Y	25NOV	LAXIAD	915A	OK	YA2AA	USED
---	----	----	---	-------	--------	------	----	-------	------

2	AA	149	Y	30NOV	IADLAX	905A	OK	YA2AA	RFND
---	----	-----	---	-------	--------	------	----	-------	------

FARE USD2865.12 TAX 282.20US TAX 10.00ZP TAX 6.60AY

TAX 11.80XF

TOTAL SGD4072.60

EQUIV FARE PD SGD3762.00

LAX AA WAS Q27.91 1404.65AA LAX Q27.91 1404.65USD2865.12END ZPL

AXIAD XFLAX4.5IAD4.5

SETTLEMENT AUTHORIZATION: C0012XH7YXE55R

**Status Updated:**

**Audit Trail (DQB\*RF) updated**

**DQB\*RF«**

REFUND AUDIT REPORT JAN12 D818 FUNTASTIC TRAVEL

AIRLINE CODE	DOCUMENT NUMBER	AGENT SINE/TIME	DATE OF REFUND	FORM OF PAYMENT	REFUND AMOUNT
PNR-DJXBBR	TAN/YIANMS				
001	9756097466	AYT/1426	10JAN12	CA ER	SGD 1986.30

**Partial Refund**

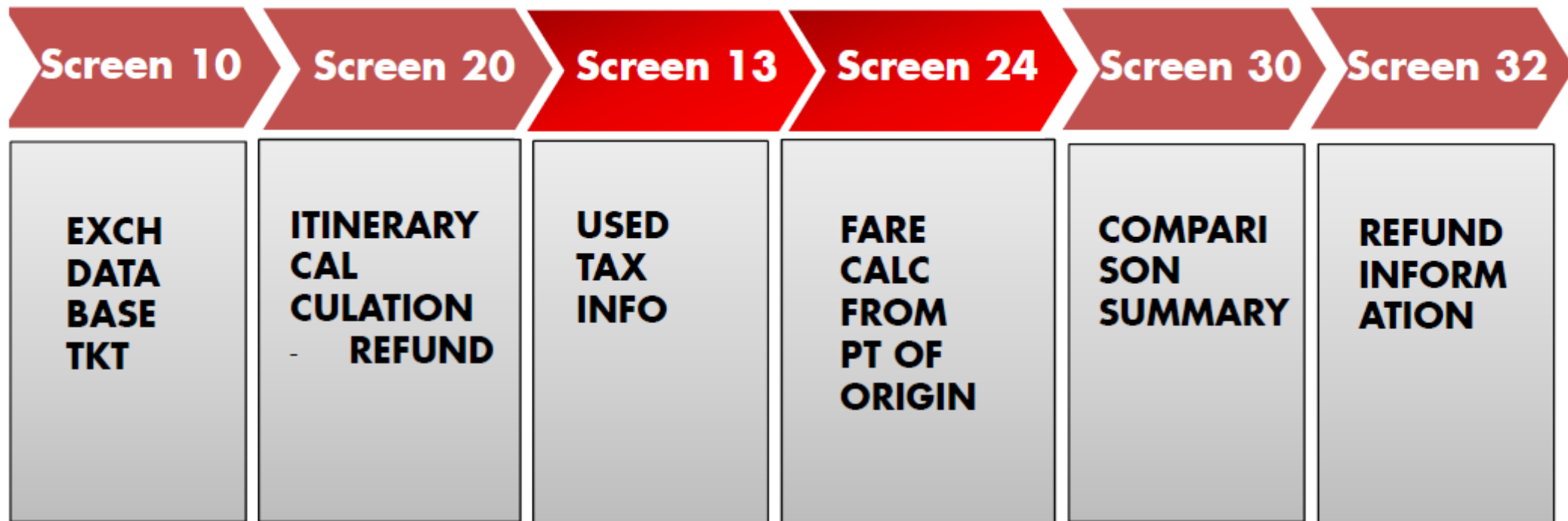
**(Manual Priced)**



# Refund Process - **WFR**

## **Partial Refund - (Manual Priced)**

Ticket with partially flown segments



# Partial Refund - WETR

**WETR\*2«**

ELECTRONIC TICKET RECORD

INV: CUST: PNR:FOJAVC  
TKT:0019756097489 ISSUED:11MAY12 PCC:D8I8 IATA:99999992  
NAME:TAN/YIANMS

**FOP1:AX371234567890120\*1015 /700436 S**

**2 FOP**

**FOP2:CASH**

CPN	A/L	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B
1	AA	6094	Y	20OCT	SINHKG	0805	OK	Y1CXRT
2	AA	6072	Y	20OCT	HKGLAX	1255	OK	Y1CXRT
3	AA	6119	Y	16DEC	LAXHKG	0005	OK	Y1CXRT
4	AA	6076	Y	17DEC	HKGSIN	1600	OK	Y1CXRT

STAT
USED
USED
OPEN
OPEN

FARE SGD6251.00 TAX 13.90SG TAX 8.00OO TAX 6.10OP  
TAX 1.00S1 TAX 0.40H1 TAX 42.40US  
TAX 7.00YC TAX 8.90XY TAX 6.40XA  
TAX 3.20AY TAX 674.20YQ TAX 5.70XF

ETR status showed USED  
for coupons 1 & 2

TOTAL SGD7028.20

SIN AA X/HKG AA LAX Q4.25M2481.94AA X/HKG AA SIN Q4.25M2481.94N  
UC4972.38END ROE1.25708 XFLAX4.5

## Step 1:

Indicate the segments to be refunded **(Screen 10)**

Original ticket data displayed (gross fare)

"**F**" indicator is auto populated for the used coupons/ flown segments.

Place a "**R**" for refund.

Specify "**X**" to continue to the next screen.

**WFR0019756097489#AAA«**

WF WFR EXCH DATABASE TKT - ELECTRONIC SCREEN 10

N1.1 TAN/YIANMS TKT 0019756097489

ENTER A VALID TRANSACTION CODE X-EXCH/R-REFUND/F-FLOWN

FLT	BK	DATE	BRDOFF	FB/TKT	DES	STAT	CODE
1	AA	6094	Y 20OCT	SINHKG	Y1CXRT	USED	F
2	X AA	6072	Y 20OCT	HKGLAX	Y1CXRT	USED	F
3	O AA	6119	Y 16DEC	LAXHKG	Y1CXRT	OK	< R >
4	X AA	6076	Y 17DEC	HKGSIN	Y1CXRT	OK	< R >

**Screen 13** will appear when there is '**XT**' involved

BASE	SGD	6251.00				
TAXES	13.90	SG	8.00	OO	755.30	<b>XT</b>
TTL	SGD	7028.20			VALIDATING	CXR AA

**Total taxes = SGD777.20**

NEXT < **X** > MULTIDOCs < > QUIT < >

## Step 2:

Input the flown segment data (**Screen 20**)  
Fill in the '**FB/TKT DES**', '**AMOUNT**' and '**Q**' surcharge  
(if required), for flown segments


Enter "**Used Fare**" according to the airline instruction upon verification

```
WF WFRI ITINERARY CALCULATION - REFUND SCREEN 20
PSGR TYPE <ADT> SOLD/TKTD <SINSIN> PURCH DATE <11MAY12>
BASE CURR SGD FARE CALC CURR <NUC>
REISSUE PLCE <SIN> ORIG ROE < 1.25708>
CXR AA CORP ID < >

FB/TKT DES AMOUNT
1 SINHKG Y <Y1CXRT > < > F
AA 20OCT Q < >
2 <X> HKGLAX Y <Y1CXRT > <2978.33 > F
AA 20OCT Q <4.25 >

ADDL FARE CONSTRUCTION < >
PRICE-P/MANUAL-M < M > QUIT < >
```

Fare used is entered at **FBP** only for **Flown segment**



### Step 3:

Input the flown segment data

**(Screen 13 - for manual price)**

Verify for the **used taxes** (remove all unused taxes)

WF WFRM **USED TAX INFO** SCREEN 13  
TKT 0019756097489

AMT	CODE	AMT	CODE	AMT	CODE
< 13.90>	<SG>	< 8.00>	<OO>	< 6.10>	<OP>
< 1.00>	<S1>	< 0.20>	<H1>	< 21.20>	<US>
< 7.00>	<YC>	< 8.90>	<XY>	< 6.40>	<XA>
<337.10>	<YQ>	< >	< >	< >	< >

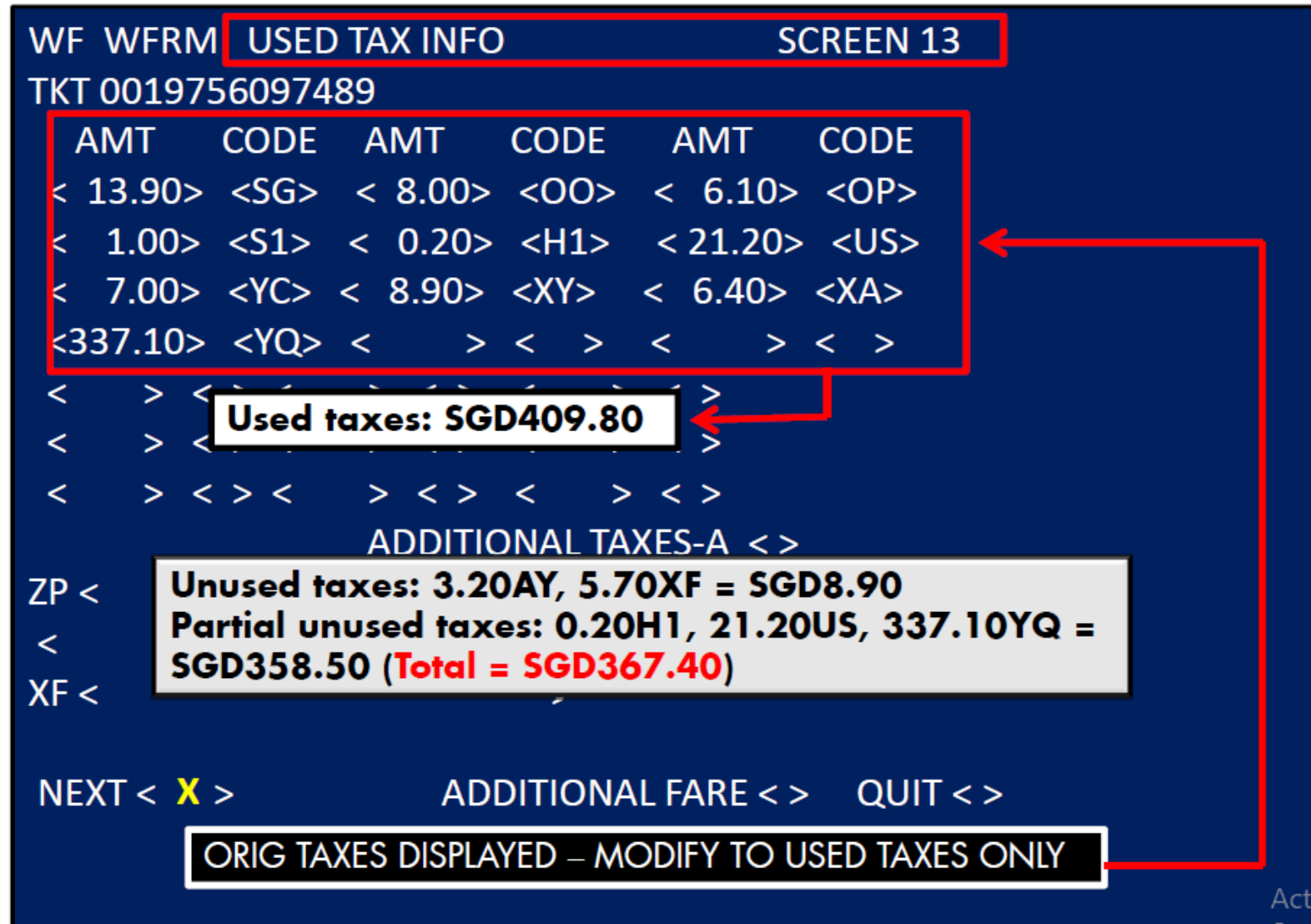
< > **Used taxes: SGD409.80** < >

ADDITIONAL TAXES-A < >

ZP < **Unused taxes: 3.20AY, 5.70XF = SGD8.90**  
< **Partial unused taxes: 0.20H1, 21.20US, 337.10YQ =**  
XF < **SGD358.50 (Total = SGD367.40)**

NEXT < X >      ADDITIONAL FARE < >      QUIT < >

**ORIG TAXES DISPLAYED – MODIFY TO USED TAXES ONLY**



The screenshot shows a terminal-style interface for 'USED TAX INFO'. It features a table with columns for Amount (AMT) and Code (CODE). The table lists several taxes, including SG, OO, OP, S1, H1, US, YC, XY, XA, and YQ. Below the table, a box highlights 'Used taxes: SGD409.80'. Another box below that lists 'Unused taxes: 3.20AY, 5.70XF = SGD8.90' and 'Partial unused taxes: 0.20H1, 21.20US, 337.10YQ = SGD358.50 (Total = SGD367.40)'. At the bottom, there are navigation options: 'NEXT < X >', 'ADDITIONAL FARE < >', and 'QUIT < >'. A final box at the bottom states 'ORIG TAXES DISPLAYED – MODIFY TO USED TAXES ONLY'. Red arrows point from the 'Used taxes' box to the 'Total' in the unused taxes box, and from the 'ORIG TAXES' box to the 'Used taxes' box.

## Step 4:

Input the flown segment data  
**(Screen 24 - for manual price)**  
Verify Fare Calculation

WF WFRC **FARE CALC FROM PT OF ORIGIN** **SCREEN 24**

FARE CALC

**< SIN AA X/HKG AA LAX Q4.25 2978.33Y1CXRT NUC2982.58END >**

**< ROE1.25708 >**

< >

< >

< >

< >

< >

< >

< >

< >

< >

**Flown segment fare data**  
**Used taxes: SGD409.80**

NUC	2982.58	ROE	1.25708
BASE	SGD 3750.00		

**TTL TAX < 409.80 >** TTL SGD 4159.80

RETURN TO AGENT PRICING < > QUIT < >

**NEXT < X >**

```
graph TD; A["Flown segment fare data  
Used taxes: SGD409.80"] --> B["< SIN AA X/HKG AA LAX Q4.25 2978.33Y1CXRT NUC2982.58END >"]; A --> C["NUC 2982.58  
BASE SGD 3750.00"]; A --> D["TTL TAX < 409.80 >"]; style B stroke:#f00,stroke-width:2px; style C stroke:#f00,stroke-width:2px; style D stroke:#f00,stroke-width:2px;
```

**Step 5:**

Final Verification of the refund amount

**Refund can not be reversed at this point!**

(a message send to the Airlines to update the ETR coupon status to "RFND")

WF WFRR		COMPARISON SUMMARY		SCREEN 30
REISSUE PLACE SIN		EXCHANGE	USED	REISSUE
		SGD	SGD	CUR SGD
BASE		6251.00	3750.00	-2501.00
TTL TAXES		<b>777.20</b>	<b>409.80</b>	<b>-367.40</b>
		-----	-----	-----
TOTAL		7028.20	4159.80	-2868.40
			CHG FEE AMOUNT	< 100.00 >
				-----
			TOTAL	<b>-2768.40</b>
TAX COMPARISON < >				
NEXT < X >      RETURN TO AGENT PRICING < >    QUIT < >				

**VERIFY RFND-CANCEL NOT ALLOWED-SELECT NEXT TO CONTNUE OR QUIT**



**Step 6:** Refund Information and end process (**Screen 32**)

Auto populated the amount of "**Total Refund Due**" (data reported to BSP)  
Auto populated "**commission percentage**" (specify **0** if no commission)

```
WF WFR REFUND INFORMATION SCREEN 32
TKT 0019756097489
D-DOMESTIC REFUND/I-INTERNATIONAL/T-TRANSBORDER REFUND I

REFUND AUTHORIZATION CODE C0018KJI2BF55R
COMMISSION ON REFUND AMT OR PCT < 9>
COMMISSION ON PENALTY AMT < >
TOTAL REFUND DUE SGD -2768.40 WAIVER < >
CASH X CK CC X CC NBR AX371234567890120
CASH/OTHER AMT < >
DK NBR < >

TOURCODE < >
REFUND ACCOUNTING LINE DATA
INVOICE NBR < >
FREE TEXT < >
REFUND < X >
```

Note 2 FOP updated

No amount updated in the CASH/OTHER AMT field



## Step 7:

End the refund transaction

Need to "**ER**" or "**ET**" for the refund to be completed  
(updated refund data)

**MASK PROCESSING COMPLETE - MASK TERMINATED  
REFUND TRANSACTION PROCESSED  
REFUND ACCOUNTING DATA CREATED IN ACTIVE PNR  
ETR REFUND TRANSACTION PROCESSED**

**ER«**

FOJAVC

1.1TAN/YIANMS

1 AA6094Y 20OCT 6 SINHKG HK1 0805 1155 /DCAA\*FOJANE /E

2 AA6072Y 20OCT 6 HKGLAX HK1 1255 1110 /DCAA\*FOJANE /E

3 AA6119Y 16DEC 7 LAXHKG HK1 0005 0740 17DEC 1 /DCAA\*FOJANE /E

4 AA6076Y 17DEC 1 HKGSIN HK1 1600 1945 /DCAA\*FOJANE /E

**PRICE QUOTE RECORD EXISTS**

**\*T, \*PAC, DQB\*RF, \*PQR and ETR status updated**

Status updated: **Ticket/Time Limit "TR"**,  
**Accounting Line "R"**

**Note:** System able to update accounting line due refund is only to **CC**, although Screen 32 reflect 2 FOP

**\*T\*PAC«**

TKT/TIME LIMIT

1.T-11MAY-D8I8\*AYT

2.TE 0019756097489-AT TAN/Y D8I8\*AYT 1606/11MAY I

3 **TR** 0019756097489-AT TAN/Y D8I8\*AYT 1703/11MAY\*I

ACCOUNTING DATA

1. AA#9756097489/ 562.59/ 6251.00/ 0.00/ONE/CCAX3712345

67890120 1.1TAN YIANMS/1/F/E-

AA#9756097489/ 0.00/ 0.00/ 777.20/ONE/CA 1.1TAN Y

IANMS/1/F/E-

2. **R**AA#9756097489/ P9/2401.00/367.40/ONE/CCAX371234567890

**120 1** 1TAN YIANMS/1/34/P/F/E



Status updated:

**Note:** System able to update accounting line for 2 FOP in Screen 32 as payment is to **CC only**. DQB will show CC.

**DQB\*RF**

REFUND AUDIT REPORT MAY12 D818 FUNTASTIC TRAVEL

AIRLINE CODE	DOCUMENT NUMBER	AGENT SINE/TIME	DATE OF REFUND	FORM OF PAYMENT	REFUND AMOUNT
PNR-FOJAVC	TAN/YIANMS				
001	9756097489	AYT/1703	11MAY12	CC ER SGD	2768.40

TOTAL REFUNDS -	1	CASH/CHECK	CREDIT
1-SGD	2768.40	.00	2768.40

## Status Updated: ETR Record reflect as "RFND"

**WETR\*2«**

ELECTRONIC TICKET RECORD

INV: CUST: PNR:FOJAVC

TKT:0019756097489 ISSUED:11MAY12 PCC:D8I8 IATA:99999992

NAME:TAN/YIANMS

FOP1:AX371234567890120\*1015 /700436 S

FOP2:CASH

CPN A/L FLT CLS DATE BRDOFF TIME ST F/B

1 AA 6094 Y 20OCT SINHKG 0805 OK Y1CXRT

2 AA 6072 Y 20OCT HKGLAX 1255 OK Y1CXRT

3 AA 6119 Y 16DEC LAXHKG 0005 OK Y1CXRT

4 AA 6076 Y 17DEC HKGSIN 1600 OK Y1CXRT

STAT

USED

USED

RFND

RFND

FARE SGD6251.00 TAX 13.90SG TAX 8.00OO TAX 6.10OP

TAX 1.00S1 TAX 0.40H1 TAX 42.40US

TAX 7.00YC TAX 8.90XY TAX 6.40XA

TAX 3.20AY TAX 674.20YQ TAX 5.70XF

TOTAL SGD7028.20

SIN AA X/HKG AA LAX Q4.25M2481.94AA X/HKG AA SIN Q4.25M2481.94N

UC4972.38END ROE1.25708 XFLAX4.5

**SETTLEMENT AUTHORIZATION: C0018KJI2BF55R**



**Tax  
Only  
Refund**

# Conditions for: Tax Only Refund

- When ticket fares are non-refundable and wholly unused
- And not previously exchanged or refunded
- Maximum taxes allowed for refund is 42
- Carriers that support "XT BREAKDOWN ACCEPTANCE – **YES**" in WETP\*xx table

- Strictly use '**WFRN**' command entry only, when performing Tax Only refund for NRCC or Net Remit with Selling Fare

# Refund Process - **WFRN**

## **Tax Only Refund -**

Only refunding the Tax amount

**Screen 13**

**EXCH TAX  
INFO**

**Screen 30**

**COMPARISON  
SUMMARY**

**Screen 32**

**REFUND  
INFORMATION**

# Tax Only Refund

Performing refund for **ALL** taxes  
except for '**WO**' tax

**WETR\*2«**

ELECTRONIC TICKET RECORD

INV: CUST: PNR:CMJWCM

TKT:6189756097467 ISSUED:10JAN12 PCC:D8I8 IATA:99999992

NAME:TAN/YIANMS

**FOP: INVAGT**

"**INVAGT**" will be treated as '**CASH**'

CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT

1 SQ 503 J 14JUN BLRSIN 1105P OK C OPEN

2 SQ 502 J 23JUN SINBLR 805P OK C OPEN

FARE INR74545 **TAX 7.30WO TAX 231.30JN TAX 27.50IN**  
**TAX 13.90SG TAX 8.00OO TAX 6.10OP**  
**TAX 333.60YQ**

TOTAL SGD2539.70 EQUIV FARE PD SGD1912.00

BLR SQ SIN722.16SQ BLR722.16NUC1444.32END ROE51.612



**Step 1:**

Verify Tax information  
Agent is able to remove tax information  
Specify "X" to continue to the next screen

```
WFRN6189756097467#ASQ#N1.1«
WF WFRM EXCH TAX INFO          SCREEN 13
TKT 6189756097467
  AMT   CODE  AMT   CODE  AMT   CODE
< 7.30> <WO> <231.30> <JN> < 27.50> <IN>
< 13.90> <SG> < 8.00> <OO> < 6.10> <OP>
< 333.60> <YO> < > < > < > < >
< > < > < > < > < > < >
< > < > < > < > < > < >
ADDITIONAL TAXES-A <>
ZP < >
< >
XF < >

TTL SGD 627.70
NEXT < >          QUIT <>
```

System automatically populate all the taxes

Can manually adjust the taxes to show the taxes to be refunded.  
In this e.g., will remove the 'WO' tax

After removing the 'WO' tax, specify 'X' in the "NEXT" field to continue

**WFRN6189756097467#ASQ#N1.1«**

WF WFRM EXCH TAX INFO

SCREEN 13

TKT 6189756097467

AMT	CODE	AMT	CODE	AMT	CODE
< >	< >	< 231.30>	<JN>	< 27.50>	<IN>
< 13.90>	<SG>	< 8.00>	<OO>	< 6.10>	<OP>
< 333.60>	<YQ>	< >	< >	< >	< >
< >	< >	< >	< >	< >	< >
< >	< >	< >	< >	< >	< >

ADDITIONAL TAXES-A <>

ZP < >

< >

XF < >

**TTL SGD 627.70**

NEXT < X >

QUIT <>



**Step 2:**

Verify the refund amount (**Screen 30**)  
Input Change/Cancellation fee (or Admin Fee) if  
required BUT must **NOT** be greater than Tax  
amount. Specify "**X**" to continue to the next screen

WF	WFRR	COMPARISON SUMMARY		SCREEN 30
REISSUE PLACE SIN				
		EXCHANGE	REISSUE	
			CUR SGD	
TTL TAXES		-620.40	-620.40	
		-----	-----	
TOTAL		-620.40	-620.40	
		CHG FEE AMOUNT	< >	
			-----	
		TOTAL	-620.40	
TAX COMPARISON < >				
NEXT < X >				
				QUIT < >

CHG FEE is possible, as 1B will allow refund to go through but **NOT** encourage.

## Step 2:

Final Verification of the refund amount

**Refund can not be reversed at this point!**

(a message send to the Airlines to update the ETR coupon status to "**RFND**")


WF	WFRR	COMPARISON SUMMARY	SCREEN 30
REISSUE PLACE	SIN		
	EXCHANGE	REISSUE	
		CUR SGD	
TTL TAXES	-620.40	-620.40	
	-----	-----	
TOTAL	-620.40	-620.40	
	CHG FEE AMOUNT	< >	
		-----	
		<b>TOTAL</b>	<b>-620.40</b>
TAX COMPARISON	< >		
NEXT	< X >	QUIT	< >
<b>VERIFY RFND-CANCEL NOT ALLOWED-SELECT NEXT TO CONTNUE OR QUIT</b>			


**Note:**  
The refund amount of **SGD620.40** exclude **7.30WO tax.**

**Step 3:** Complete the refund transaction

Fill in the 'DK NBR', 'INVOICE NBR' and 'FREE TEXT' if required.  
Specify "**X**" in the "**REFUND**" to complete the refund transaction


WF WFR REFUND INFORMATION SCREEN 32  
TKT 6189756097467  
D-DOMESTIC REFUND/I-INTERNATIONAL/T-TRANSBORDER REFUND I

REFUND AUTHORIZATION CODE 618AWEH9EMVNF  
COMMISSION ON REFUND AMT **OR PCT < 0 >**  Fill in as zero for Tax Only refund as no commission for tax

**TOTAL REFUND DUE SGD -620.40** WAIVER < >  
**CASH X** CK CC CC NBR 

System treats '**INVAGT**' as "**CASH**" DK NBR < >

TOURCODE < >  
REFUND ACCOUNTING LINE DATA

**INVOICE NBR < >**  
**FREE TEXT < >**  Fill in Invoice no. & Free Text if required

REFUND < **X** > **ER and \*T, \*PAC, DQB\*RF, \*PQR and ETR status updated**



**Cancel**

**Refund**

# WETP\*BA

**ETP -  
YES**

**WETP\*BA**«

ELECTRONIC TICKETING ASSOCIATE  
PROFILE

AIRLINE -  
AIRWAYS

BA - BRITISH

PARTICIPATION LEVEL - INTERACTIVE

**CANCEL REFUND/VOID EXCH - YES**

**EMOELY**

1.1TAN/YIANMS

1 BA 438V 01AUG W LHRAMS HK1 120P 330P /DCBA\*5KXXTS /E

**WETR\*2«**

ELECTRONIC TICKET RECORD

**Retrieve the ETR**

INV: CUST: PNR:EMOELY

TKT:1259756097479 ISSUED:20JAN12 PCC:D818 IATA:99999992

NAME:TAN/YIANMS

FOP: CASH

CPN A/L FLT CLS DATE BRDOFF TIME ST F/B

1 BA 438 V 01AUG LHRAMS 120P OK VHNCLON1

**STAT**  
**RFND**

Cancel this  
refund

NONREF/-NCLON1

FARE GBP50.00 TAX 24.20GB TAX 44.00UB TAX 33.30YQ

TOTAL SGD202.50 EQUIV FARE PD SGD101.00

LON BA AMS78.32NUC78.32END ROE0.638387

**SETTLEMENT AUTHORIZATION: 125AZY374FYDJ**



# Cancel Refund - **WTRX**

**Step 1:** Cancel Refund Process  
Entry: **WTRX**<ticket number>

**WTRX1259756097479«**  
RE-ENTER TO CANCEL REFUND FOR TKT  
1259756097479

**WTRX1259756097479«**  
OK-REFUND CANCELLED

**ER«**  
NO CHANGES MADE TO PNR - UPDATE OR IGNORE



You do not need to end transaction

**WTRX1259756097480«**  
CANCEL REFUND ALLOWED ONLY ON SAME DATE REFUNDED-1488

**WETR\*2«**

ELECTRONIC TICKET RECORD

INV: CUST: PNR:EMOELY  
TKT:1259756097479 ISSUED:20JAN12 PCC:D8I8 IATA:99999992

NAME:TAN/YIANMS

FOP: CASH

CPN A/L FLT CLS DATE BRDOFF TIME ST F/B  
1 BA 438 V 01AUG LHRAMS 120P OK VHNCLON1

STAT  
**OPEN**

NONREF/-NCLON1

FARE GBP50.00 TAX 24.20GB TAX 44.00UB TAX 33.30YQ  
TOTAL SGD202.50 EQUIV FARE PD SGD101.00

LON BA AMS78.32NUC78.32END ROE0.638387

Upon '**IR**' and redisplaying the record,  
ETR will show as '**OPEN**' status

## Status Updated:

Audit Trail (**DQB\*RF**) updated

**DQB\*RF**«

REFUND AUDIT REPORT JAN12 D818 FUNTASTIC TRAVEL

AIRLINE	DOCUMENT	AGENT	DATE OF	FORM OF	REFUND
CODE	NUMBER	SINE/TIME	REFUND	PAYMENT	AMOUNT

PNR-EMOELY TAN/YIANMS

125	9756097479	AYT/1633	20JAN12	<b>CANCELED</b>
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**CANCELED BY - AGT PCC/SINE D818/AYT - TIME/1635**

# WETP\*KE

**ETP -  
NO**

**WETP\*KE<<**

ELECTRONIC TICKETING ASSOCIATE  
PROFILE

AIRLINE - KE – KOREAN AIR

PARTICIPATION LEVEL - INTERACTIVE

**CANCEL REFUND/VOID EXCH - NO**

**COJVRW**

1.1TAN/YIANMS

1 KE 644H 02MAR F SINICN HK1 305P 1010P /DCKE\*DJFKRV /E

2 KE 641H 12MAR M ICNSIN HK1 635P 1159P /DCKE\*DJFKRV /E

**WETR\*4<<**

ELECTRONIC TICKET RECORD

INV: CUST: PNR:COJVRW

TKT:1809756097473 ISSUED:16JAN12 PCC:D8I8 IATA:99999992

NAME:TAN/YIANMS

NAME REF: TOUR ID:RZCD

**Retrieve the ETR**

FOP: AXXXXXXXXXXXX0120\*XXXX /725416 S

CPN A/L FLT CLS DATE BRDOFF TIME ST F/B

1 KE 0644 H 02MAR SINICN 305P OK HLEESE

2 KE 0641 H 12MAR ICNSIN 635P OK HLEESE

STAT  
RFND  
RFND

RFND PNTY APPLY-USD 75./RISSCHRG APPLY-USD 50./KE NON END

FARE SGD873.00 TAX 13.90SG TAX 8.0000 TAX 6.100P

TAX 32.70BP TAX 2.40YQ

TOTAL SGD936.10

SIN KE SEL Q106.00 232.99KE SIN Q106.00 232.99NUC677.98END ROE1.28757

# Cancel Refund - **WTRX**

**Step 1:** Cancel Refund Process

Entry: **WTRX**<ticket number>

**WTRX1809756097473«**

**CANCEL REFUND/VOID OF EXCHANGE IS NOT ALLOWED-1488**



**Error response if airline do not participate in the Cancel Refund/Void Exchange**

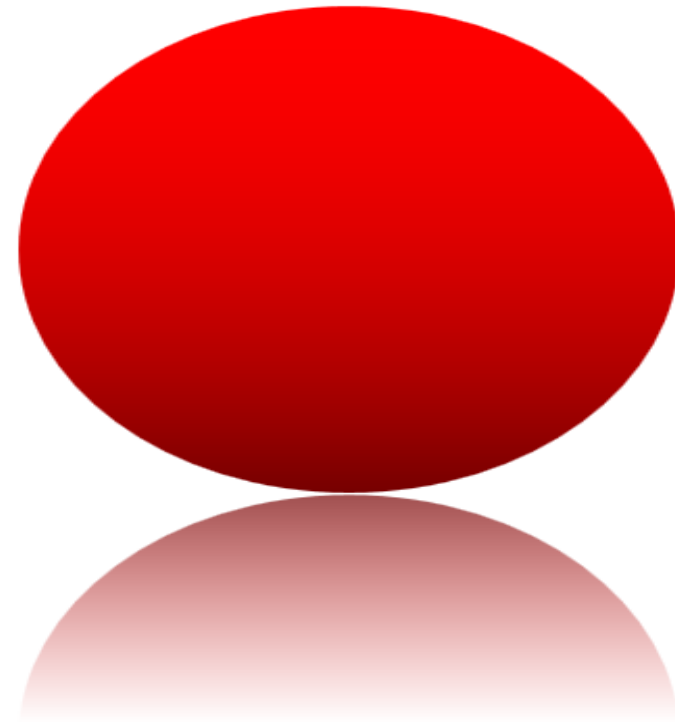
## Refund Audit Trail (**RF**) Options

Description	Entry
<b>Display Refund Audit Trail Report</b>	DQB*RF
<b>By Airline code or numeric code</b>	DQB*RF¥<validating carrier> E.g. DQB*RF¥SQ or DQB*RF¥618
<b>By Date Range</b>	DQB*RF¥D<date range> E.g. DQB*RF¥D1-30 (current month)
<b>By Month(s)</b>	DQB*RF/<month range> E.g. DQB*RF/APR or DQB*RF/JAN-MAR
<b>By Month and Date</b>	DQB*RF/<month>¥<date> E.g. DQB*RF/JUN¥D10
<b>By Ticket Number</b>	DQB*RF¥T<ticket number> E.g. DQB*RF¥T1609756097493
<b>All Refund Data</b>	DQB*RF/ALL

***Sabre***



Thank You



***Sabre***