AUTO REFUND

Contents

Auto Refund

1. Reminder

1.1 Refund rules

- Please refer to BSP Quick Reference through BSP link as below:
http://www.iata.org/customer-portal/Pages/LocalResourceCenter.aspx

1.2 Penalty

- All necessary refund penalties have to be included unless otherwise authorized by airlines

1.3 Tax(es)

- Detailed breakdown of tax(es) as printed on the ticket has to be shown

1.4 Used Fare amount

- All refunded tickets required to calculate used fare amount if partial used occurred

2. Auto Refund Tips

2.1 Retrieve E-Ticket number *TE/1601234567890 to ensure below information are correct

- ✓ Passenger Name
- ✓ Ticket Number
- ✓ E-ticket status of all flights segment show “OPEN”

2.2 Refund for Net Partial

- *TRN1 – Calculate Amount Used always based on “Face Value”
- *TRN2 – NET field box will automatically capture “Y – Yes”
- *TRN2 – NET Fare Amount *MUST* override to input zero e.g. HKD 0

2.3 Ensure commission rate has inputted at the first screen so that airline can recall the commission correctly and avoid ADM received

3. Key Formats

3.1 Auto Refund - Electronic Ticket

My Travelport Answer ID KB0011199

TRNEaaannnnnnnnnn/ddmmm

Modifier

Airline code

Ticket number

Issue Date

**If you receive the error message “USE OW MODIFIER TO MANUALLY INPUT OWNING AGENCY PCC”, then you need to input the Owning Agency PCC in the Refund entry.

e.g. **TRNEaaannnnnnnnnn/OWPCC/ddmmm**

3.2 Cancel Refund

(Only allow perform on the same day of the refund transaction)

TRNCaaannnnnnnnnn

Modifier

Airline code

Ticket number

Note:

- Only applicable on carriers have turned on Cancel Refund function. Please refer My Travelport answer ID **KB0015461** for carriers allow e-ticket refund cancellation.
- Cancel Refund can be done on **same day**

4. Historical Fare Checking

- Search historical fare with Ticketing Date under Fare Quote (IFD only)

FQ.T12JUN22	Historical fare and taxes
FQ.H12JUN22	Historical fare with current taxes

- Search historical fare with Travel date and Ticketing date on specific carrier under Fare Display

FDHKGBKK01JUN22/CX.T11MAY22

Display fare note with Penalties category: **FN*3/16**

5. Reprint Auto Refund Notice

(Within 7 days of the refund application date)

TSDRaaannnnnnnnnn/ddmmm

Modifier

Airline code

Ticket number

Refund Date

6. Report

6.1 TINS Report

All kinds of ticketing report **HMPR**
Display refund tickets only **HMPR/16JUN-31JUN/REF**

6.2 Enhanced TINS Report

My Travelport Answer ID KB0011486

You can also use the Search and Sort function available with the Enhanced TINS report.

Step 1
Entry: **HMPR*E/**

```
>HMPRR/      ENHANCED TINS REPORT REQUEST SCREEN

DATE OR DATE RANGE ·.......-·.......  DAILY         ·.
GTID               ·......            PERIOD        ·.
BRANCH PSEUDO      ·....              SUMMARY       ·.
CURRENCY CODE      ·...               SEARCH/SORT   ·.
>
```

Step 2
Update the report request screen with the related data.

```
>HMPRR/      ENHANCED TINS REPORT REQUEST SCREEN

DATE OR DATE RANGE ·01JUN22·15JUN22   DAILY         ·.
GTID               ·......            PERIOD        ·X
BRANCH PSEUDO      ·....              SUMMARY       ·.
CURRENCY CODE      ·...               SEARCH/SORT   ·X
>
```

Step 3

Update the Search and/or Sort request screen, with RF as the Transaction Type.

```
>HMPRS/  SEARCH AND/OR SORT REQUEST SCREEN
      ENTER ITEM NBRS FROM THIS LIST:   *ITEM 6 SORT ONLY*
 1.TICKET NBR        7.FOP TYPE S/CC     13.DOCUMENT TYPE
 2.STOCK CNTRL NBR   8.FOP CODE AX/ETC   14.TICKET MEDIA
 3.AIRLINE NBR       9.CUST ID CI.       15.TRANSACTION TYPE
 4.INVOICE NBR      10.CUST NBR  DI.AC-  16.ID FIELD ID.
 5.PASSENGER NAME   11.STP/CBSTP IATA
 6.ISSUE DATE       12.AGENT SIGN-ON

SEARCH FOR ITEMS WHERE ITEM NBR ·15  IS EQUAL TO ·RF..........
  ALSO EQUAL TO ·...........   ALSO IS EQUAL TO ·...........
SORT BY ITEM NBR ·..  THEN BY ITEM NBR ·..  SUBTOTALS  ·.
>
```

```
GALILEO HK CLASSROOM A        PERIOD ACTIVITY REPORT
UNIT 02-08 23F BEA TOWER      01 JUN 22 - 15 JUN 22
MILLENNIUM CITY 5, 418 KWUN TONG RD
CURRENCY CODE HKD           IATA-13305213           TOTAL 00001
---------------------------------------------------------------
TICKET NBR----CONJ        AGENT      STOCK NBR        STP/CBSTP
                                     HOST SCN
  AL M DT FP TT MR   PASSENGER        BFRLOC         INVNBR
  BASE/EQV           TOTAL          TAX            COM AMT
           TAX 1        TAX 2          TAX 3          *FEES
  FOP DETAIL         NFR           BOOKAGT BPCC CC AUTH
  FB/TD           FCI  TC              NF
  AI               ASF         IF          NR VC
---------------------------------------------------------------
217 9902674038            C33961
  TG E    S  RF MR   LAU/MARWITZMS    Z8ZKFI
       5530                  5658            128         289
                120HK         8E7            0
                                  C33961 79E4 1234
```

Auto Refund Scenarios (Non-Credit Card Payment)

Scenario 1: Normal Full Refund

Normal ticket/wholly unused - 016 9331670012

Gross fare : HKD26320
Used fare : HKD0
Cancellation charge : HKD1200
Refundable tax : HKD585
Total refundable amount : HKD25705
(Gross + Unused Taxes – Canx Charge) = Refund
[26320 + 585 - 1200]= 25705

Screen 1

```
>*TRN1                                      01                PAGE 1 OF 4
DATE OF REFUND: 13JUN22 ORIGINAL COMM RATE ·5.00. CURRENCY HKD HKD
ISSUE DATE OF REFUNDED DOC 13JUN22 02 AIRLINE  UA 03 DOM/INT I
04 PASSENGER NAME LAI/MINGONMR
DOCUMENT NUMBER 0169331670012 1 05 THRU    DOC
06 UNUSED COUPONS FOR DOC1:  123    DOC2:         DOC3:
UNUSED COUPONS FOR DOC4:            DOC5:         DOC6:
07 CASH AMT EX TAX PAID      26320        CASH AMOUNT USED    ·0.......
CREDIT AMT EX TAX PAID                  CREDIT AMOUNT USED  ·........
09 TOTAL TAX AMOUNT PAID       585    10 CANCELLATION CHARGE ·1200...
11 UNUSED TAXES TO BE REFUNDED Y/N ·Y
```

01 COMM RATE	Enter commission rate
02 AIRLINE	Enter two letters code of airline
03 DOM/INT	Enter D for Domestic, I for International
04 PASSENGER NAME	Enter passenger name
05 THRU	Enter X if conjunction tickets exist and type the last conjunction ticket with check digit
06 UNUSED COUPONS	Enter refund coupons' number. If coupons are all used, type "N".
07 CASH AMT EX TAX PAID	Amount to be refunded excluding Tax
08 CASH AMOUNT USED	Enter amount used on partial used ticket, or enter 0 for full refund
09 TOTAL TAX AMOUNT PAID	Enter total tax amount paid if any
10 CANCELLATION CHARGE	Enter refund penalty
11 UNUSED TAXES TO BE REFUNDED	Input Y when there is amount entered on TOTAL TAX PAID. If not, input N.

Tax Breakdown screen

```
>*TRNTAX
1: ·160.....·G3 2: ·120.....·HK 3: ·50......·I5 4: ·88......·AY
5: ·31......·XA 6: ·35......·XF 7: ·55......·XY 8: ·46......·YC
```

TX1	Enter tax amount and tab to next tab stop for 2-letter tax code
BT01	Enter the breakdown of tax code ZP, if exist (e.g. LAX 3)

Screen 2

```
>*TRN2 12 A/L AUTHORITY ·...................                 PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
13 PFC1·ORD ·4.50. PFC2·... ·..... PFC3·... ·..... PFC4·... ·.....
CREDIT CARD CODE      CARD NUMBER
EXPIRY DATE  ·....  REFUND AMOUNT ·........
CREDIT FOP CODE      NUMBER
EXPIRY DATE ·....  REFUND AMOUNT ·........
14 COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ·...../ ·........
15 TOUR CODE             16 NET Y/N ·N  17 NET FARE AMT
TOTAL CREDIT REFUND DUE 0
TOTAL CASH REFUND DUE   25705           18 THIRD SCREEN Y/N ·N
```

12 A/L AUTHORITY	Enter waiver code advised from airlines (maximum 19 characters)
13 PFC	Enter Passenger Facility Charge, if any (e.g. ORD 4.50)
14 COMM PERCENT/AMOUNT ON CANCELLATION CHARGE	Enter either a commission percentage or the amount that is due to your agency from any cancellation charge. If not amount is due to your agency, leave blank. 1st Tab position allow input percentage if require 2nd Tab position allow input amount if require
15 TOUR CODE	Enter tour code of net fare which is shown on the ticket
16 NET	Enter Y if the ticket is a Net Fare ticket. If not, enter N
17 NET FARE	Enter net fare amount of the ticket with currency code. Please note the amount is not shown on the refund notice.
18 THIRD SCREEN	Enter N

Scenario 2: Normal Partial Refund

Normal ticket/partially used - 131 9331670014

Gross fare : HKD12970
Used fare : HKD6480 (Cash amount used)
Cancellation charge : HKD800
Refundable tax : HKD344
Total refundable amount : HKD6034
(Gross – Used fare + Unused taxes – Canx Charge) = Refund
[12970 - 6480 + 344 - 800] = 6034

Screen 1

```
>*TRN1                                                  PAGE 1 OF 4
DATE OF REFUND: 13JUN22 ORIGINAL COMM RATE  7.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 13JUN22 AIRLINE ·JL. DOM/INT I
PASSENGER NAME HIRASAWA/MASATOMR
DOCUMENT NUMBER 13193316700141 THRU   DOC
UNUSED COUPONS FOR DOC1: ·34     DOC2:            DOC3:
UNUSED COUPONS FOR DOC4:         DOC5:            DOC6:
CASH AMT EX TAX PAID       12970  CASH AMOUNT USED    ·6480....
CREDIT AMT EX TAX PAID            CREDIT AMOUNT USED  ·........
TOTAL TAX AMOUNT PAID        839  CANCELLATION CHARGE ·800.....
UNUSED TAXES TO BE REFUNDED Y/N ·Y
```

```
>*TRNTAX
1: ·20......·JP 2: ·55......·HJ 3: ·156......·SW 4: ·39....·OI
5: ·74......·TK 6: ·........·.. 7: ·.........·.. 8: ·.......·..
```

Screen 2

```
>*TRN2   A/L AUTHORITY ·...................            PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1·... ·..... PFC2·... ·..... PFC3·... ·..... PFC4·... ·.....
CREDIT CARD CODE     CARD NUMBER
EXPIRY DATE  ·....  REFUND AMOUNT ·........
CREDIT FOP CODE     NUMBER
EXPIRY DATE  ·....  REFUND AMOUNT ·........
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ·...../ ·........
TOUR CODE                 NET Y/N ·N NET FARE AMT    ·........
TOTAL CREDIT REFUND DUE 0
TOTAL CASH REFUND DUE    6034                THIRD SCREEN Y/N ·N
```

Scenario 3: Net Full Refund

Nett fare/wholly unused - 1609331670013

Gross fare	: HKD4810
Nett fare	: HKD2823
Cash Amount used	: HKD1987 (4810-2823)
Cancellation charge	: HKD800
Refundable tax	: HKD495
Commission amount (0.00)	: HKD0
Total refundable amount	: HKD2518

(Net Fare + Unused taxes – Canx charge) = Refund
[2823 + 495 - 800] = 2518

Screen 1

```
>*TRN1                                                      PAGE 1 OF 4
 DATE OF REFUND: 13JUN22 ORIGINAL COMM RATE  0.00 CURRENCY HKD
 ISSUE DATE OF REFUNDED DOC 13JUN22 AIRLINE ·CX. DOM/INT I
 PASSENGER NAME CHIU/TAKKEUNGMR
 DOCUMENT NUMBER 16093316700134 THRU   DOC
 UNUSED COUPONS FOR DOC1: ·12..  DOC2:             DOC3:
 UNUSED COUPONS FOR DOC4:     DOC5:          DOC6:
 CASH AMT EX TAX PAID        4810  CASH AMOUNT USED    ·1987....
 CREDIT AMT EX TAX PAID            CREDIT AMOUNT USED  ·........
 TOTAL TAX AMOUNT PAID        495  CANCELLATION CHARGE ·800.....
 UNUSED TAXES TO BE REFUNDED Y/N ·Y
```

```
>*TRNTAX
1: ·90.....·G3 2: ·120...·HK 3: ·50.....·I5 4: ·35....... ·OP
5: ·200....·SG 6: ·.........·.. 7: ·..........·.. 8: ·.......·..
```

Screen 2

```
>*TRN2   A/L AUTHORITY ·...................             PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1·... ·..... PFC2·... ·..... PFC3·... ·..... PFC4·... ·.....
CREDIT CARD CODE     CARD NUMBER
EXPIRY DATE  ·....   REFUND AMOUNT ·........
CREDIT FOP CODE      NUMBER
EXPIRY DATE  ·....   REFUND AMOUNT ·........
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ·...../ ·........
TOUR CODE HKG7100/F38     NET Y/N ·Y NET FARE AMT HKD·    2823
TOTAL CREDIT REFUND DUE 0
TOTAL CASH REFUND DUE   2518                 THIRD SCREEN Y/N ·N
```

Scenario 4: Net Partial Refund
(Net Fare ticket with Tax refund only)

Nett fare/partial used - 043 9331670024

Gross fare	: HKD3650
Nett fare	: HKD1833
Used nett fare	: HKD917
Cash amount used	: HKD2734 (3650-1833+917)
Refundable tax	: HKD132
Cancellation charge	: HKD800
Commission amount (0.00)	: HKD0
Total refundable amount	: HKD701

(Net Fare – Used Net Fare + Unused Taxes – Canx charge) = Refund
[1833 – 917 + 132 – 800] = 701

Screen 1

```
>*TRN1                                                  PAGE 1 OF 4
DATE OF REFUND: 13JUN22 ORIGINAL COMM RATE  0.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 13JUN22 AIRLINE ·KA. DOM/INT I
PASSENGER NAME LIU/NINGMS
DOCUMENT NUMBER 04393316700242 THRU   DOC
UNUSED COUPONS FOR DOC1: ·34..   DOC2:            DOC3:
UNUSED COUPONS FOR DOC4:         DOC5:            DOC6:
CASH AMT EX TAX PAID        3650 CASH AMOUNT USED    ·2734....
CREDIT AMT EX TAX PAID           CREDIT AMOUNT USED  ·........
TOTAL TAX AMOUNT PAID        392 CANCELLATION CHARGE ·800.......
UNUSED TAXES TO BE REFUNDED Y/N ·Y
```

```
>*TRNTAX
1: ·132......·TW 2: ·.........·.. 3: ·........·.. 4: ·........·..
```

Screen 2

```
>*TRN2   A/L AUTHORITY ·...................          PAGE 2 OF 4
 REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
 PFC1·... ·..... PFC2·... ·..... PFC3·... ·..... PFC4·... ·.....
 CREDIT CARD CODE      CARD NUMBER
 EXPIRY DATE  ·....   REFUND AMOUNT ·........
 CREDIT FOP CODE      NUMBER
 EXPIRY DATE  ·....   REFUND AMOUNT ·........
 COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ·...../ ·........
 TOUR CODE 021HK/TW        NET Y/N ·Y NET FARE AMT HKD·     0
 TOTAL CREDIT REFUND DUE 0
 TOTAL CASH REFUND DUE   701                 THIRD SCREEN Y/N ·N
```

Refer above example above, if refund with **Taxes amount only**,

CASH AMT EX TAX PAID	3650
CASH AMT USED	3650
TOTAL TAX AMOUNT PAID	392
NET FARE AMT	0 (Must override this net fare amount to zero "0")
REFUND DUE	132 (taxes amount only)

**System originally captured net fare amount HKD 1833. For Partial Net Fare refund scenario, this amount MUST override to change as zero.

FIF Screen 3 and 4 are optional

```
>*TRN3                                                PAGE 3 OF 4
CREDIT CARD CODE ·..  CARD NUMBER ·..................
EXPIRY DATE  ·....  REFUND AMOUNT ·........
STP IATA ·........
TOTAL CREDIT REFUND DUE 0
TOTAL CASH REFUND DUE   701
REMARKS ·.....................................................
·.............................................................
·.............................................................




                            FOURTH MIR FREETEXT SCREEN Y/N ·.
```

```
>*TRN4   MIR FREEFORM DATA                            PAGE 4 OF 4
DI- ·.........................................................
DI- ·.........................................................
DI- ·.........................................................
DI- ·.........................................................
DI- ·.........................................................
DI- ·.........................................................
DI- ·.........................................................
DI- ·.........................................................
DI- ·.........................................................
DI- ·.........................................................
DI- ·.........................................................
DI- ·.........................................................
>
```

Retrieve previous screen	***TRN**
Return to page screen 1 fill-in-format	***TRN1**

Report & Refund Notice Sample

Sample of HMPR

```
GALILEO HK CLASSROOM A              TINS REPORT       16 JUL 22
CURRENCY CODE  HKD       IATA NUMBER 13305213

A/L TKT/STOCK NBR PASSENGER NAME  FARE       TAX     COMM   FOP
                                            *FEES
217E9902674038    LAU/MARWITZMS        4872       128  5.00   CR
                                        908                   IN
217 9902674038    LAU/MARWITZMS         530       128  5.00   FS
                                       5000                   CR
                                   RFND-
016E9902674039    LAM/POYUEMS         17830       387  5.00   CR
                                        200                   IN
016 9902674039    LAM/POYUEMS             0       387  5.00   FS
                                      17780                   CR
                                   RFND-
220E9902674040    CHOW/EMILYMS        16060       600  5.00   CR
                                        500                   IN
220 9902674040    CHOW/EMILYMS            0       600  5.00   FS
                                      16310                   CR
                                   RFND-
```

Sample of Enhanced TINS Report

```
GALILEO HK CLASSROOM A        PERIOD ACTIVITY REPORT
UNIT 02-08 23F BEA TOWER      01 JUN 22 - 15 JUN 22
MILLENNIUM CITY 5, 418 KWUN TONG RD
CURRENCY CODE HKD           IATA-13305213          TOTAL 00006
-----------------------------------------------------------------
TICKET NBR----CONJ        AGENT      STOCK NBR        STP/CBSTP
                                     HOST SCN
  AL M DT FP TT MR   PASSENGER        BFRLOC         INVNBR
  BASE/EQV           TOTAL           TAX            COM AMT
           TAX 1        TAX 2          TAX 3          *FEES
  FOP DETAIL         NFR            BOOKAGT BPCC CC AUTH
  FB/TD           FCI  TC               NF
  AI               ASF          IF          NR VC
-----------------------------------------------------------------
217 9902674038            C33961
  TG E    AX    MR   LAU/MARWITZMS    Z8ZKFI
       5780                 5908            128          289
                120HK          8E7            0
  ***********0028                   C33961 79E4 1234
  FOWPHK           G
217 9902674038            C33961
  TG E    S  RF MR   LAU/MARWITZMS    Z8ZKFI
       5530                 5658            128          289
                120HK          8E7            0
                                    C33961 79E4 1234
  FOWPHK           G
     REFUND -
016 9902674039            E22909
  UA E    AX    MR   LAM/POYUEMS         ZGJH9G
      18030                18417            387          902
                120HK        138US          129XT
  ***********0028                   E22909 79E4 1088
  BFFJAO           G
016 9902674039            E22909
  UA E    S  RF MR   LAM/POYUEMS         ZGJH9G
      17780                18167            387          902
                120HK        138US          129XT
                                    E22909 79E4 1088
  BFFJAO           G
     REFUND -
220 9902674040            E22909
  LH E    AX    MR   CHOW/EMILYMS     JPMN7D
      16560                17160            600          828
                600HK          0              0
  ***********0028                   E22909 79E4 1234
```

Sample of Refund Notice

```
REFUND NOTICE  DATE OF ISSUE   GALILEO HK CLASSROOM A
PASSENGER NAME   16JUL22
LAU/MARWITZMS                                   HK
INTERNATIONAL   TOUR CODE                       13305213
                                      REFUNDED DOCUMENTS   CPNS   NET
                                      016 9903673097 4     123     N
FARE PAID     26320
FARE USED         0
FARE RFND     26320
CANX FEE      1200
TAX RFND       585                    COMM 5.00
TAX1      160G3   TAX2      120HK
TAX3       50I5   TAX4       88AY     ORIGINAL TICKET NUMBER EXCHANGE
TAX5       31XA   TAX6       35XF
TAX7       55XY   TAX8       46YC
                                      CARD NUMBER
CASH          25705
CREDIT            0
TOTAL         25705                   AIRLINE AUTHORITY
                                       773UA75879333
                                      WAIVER CODE
                                      WAIVER CODE 1234

REMARKS FREEFORM TEXT MESSAGE
```

Auto Refund Scenarios (Credit Card Payment)

Scenario 1: Normal Full Refund with single form of payment

Ticket number: 78199004715653

Gross fare	: HKD10430
Total amount of tax paid	: HKD661
Used fare	: HKD0
Cancellation charge	: HKD800
Refundable tax	: HKD661
Commission amount	: 5%
Total refundable amount	: HKD10291

(Gross + Refundable taxes – Canx Charge) = Refund
[10430 + 661 - 800] = 10291

Screen 1

```
>*TRN1                                              PAGE 1 OF 4
DATE OF REFUND: 30JUN22 ORIGINAL COMM RATE  5.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 30JUN22 AIRLINE ·CX. DOM/INT I
PASSENGER NAME SMITH/JOHNMR
DOCUMENT NUMBER 78199004715653 THRU   DOC
UNUSED COUPONS FOR DOC1: ·123     DOC2:          DOC3:
UNUSED COUPONS FOR DOC4:          DOC5:          DOC6:
CASH AMT EX TAX PAID            CASH AMOUNT USED    ·........
CREDIT AMT EX TAX PAID    13760 CREDIT AMOUNT USED  ·0.......
TOTAL TAX AMOUNT PAID       921 CANCELLATION CHARGE ·800.....
UNUSED TAXES TO BE REFUNDED Y/N ·Y
```

```
>*TRNTAX
1: ·90....·G3 2: ·120....·HK 3: ·50.....·I5 4: ·101....·CN
5: ·39....·OI 6: ·156....·SW 7: ·74.....·TK 8: ·31.....·YQ
```

Screen 2

```
>*TRN2   A/L AUTHORITY ·....................        PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1·... ·..... PFC2·... ·..... PFC3·... ·..... PFC4·... ·.....
CREDIT CARD CODE AXCARD NUMBER 370000000000028
EXPIRY DATE  ·0226  REFUND AMOUNT ·10291...
CREDIT FOP CODE     NUMBER
EXPIRY DATE  ·....  REFUND AMOUNT ·........
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ·...../ ·........
TOUR CODE                NET Y/N ·N NET FARE AMT
TOTAL CREDIT REFUND DUE 10291
TOTAL CASH REFUND DUE   0                 THIRD SCREEN Y/N ·N
```

Scenario 2: Normal Full Refund with multiple form of payment

Ticket number: 04399004715664

Gross fare : HKD9350
Total amount of tax paid : HKD431
FOP1: Credit card – HKD9280
FOP2: INVAGT – HKD501 (HKD70 + HKD431)
Used fare : HKD0
Cancellation charge : HKD800
Refundable tax : HKD431
Commission amount : 5%
Total refundable amount : HKD8981
(Gross + Refundable taxes – Canx Charge) = Refund
[9350 + 431 – 800] = 8981

Screen 1

```
>*TRN1                                                   PAGE 1 OF 4
DATE OF REFUND: 30JUN22 ORIGINAL COMM RATE  5.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 30JUN22 AIRLINE ·KA. DOM/INT I
PASSENGER NAME WHITEFIELD/EDITHMS
DOCUMENT NUMBER 04399004715664 THRU   DOC
UNUSED COUPONS FOR DOC1: ·12     DOC2:            DOC3:
UNUSED COUPONS FOR DOC4:         DOC5:            DOC6:
CASH AMT EX TAX PAID         70  CASH AMOUNT USED    ·0.......
CREDIT AMT EX TAX PAID     9280  CREDIT AMOUNT USED  ·0.......
TOTAL TAX AMOUNT PAID       431  CANCELLATION CHARGE ·800.....
UNUSED TAXES TO BE REFUNDED Y/N ·Y
```

```
>*TRNTAX
1: ·160....·G3 2: ·120....·HK 3: ·50.....·I5 4: ·101....·CN
```

Screen 2

```
>*TRN2   A/L AUTHORITY ·...................              PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1·... ·..... PFC2·... ·..... PFC3·... ·..... PFC4·... ·.....
CREDIT CARD CODE AX  CARD NUMBER 370000000000028
EXPIRY DATE  ·0826   REFUND AMOUNT ·8550....
CREDIT FOP CODE      NUMBER
EXPIRY DATE  ·....   REFUND AMOUNT ·........
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ·...../ ·........
TOUR CODE                 NET Y/N ·N NET FARE AMT    ·........
TOTAL CREDIT REFUND DUE 8550[1]
TOTAL CASH REFUND DUE    431[2]                 THIRD SCREEN Y/N ·N
```

1: HKD9280 – HKD730 = HKD8550 (HKD730 is the difference between the Cash Collection and the cancellation penalty, i.e. HKD800 – HKD70 in this example)
2. Cash amount, after deducting the cancellation penalty plus refundable tax.
**If cash amount is not able to cover for penalty, system will deduct from credit card

Response upon issuance of refund notice:

```
AUTOMATED REFUND NOTICE ISSUED
CASH REFUND AMOUNT 431
CREDIT CARD AX 370000000000028      AMOUNT 8550
```

Scenario 3: Normal Partial Refund with single form of payment

Ticket number: 99999004715675

Gross fare	: HKD1700
Total amount of tax paid	: HKD461
Used fare	: HKD1080
Cancellation charge	: HKD500
Refundable tax	: HKD157
Commission amount	: 3%
Total refundable amount	: HKD277

(Gross – Used amount + Refundable taxes – Canx Charge) = Refund
[1700 – 1080 +157 – 500] = 277

Screen 1

```
>*TRN1                                                    PAGE 1 OF 4
DATE OF REFUND: 30JUN22 ORIGINAL COMM RATE  3.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 30JUN22 AIRLINE ·CA. DOM/INT I
PASSENGER NAME CHAN/TAIMANMR..
DOCUMENT NUMBER 99999004715675 THRU   DOC
UNUSED COUPONS FOR DOC1: ·2              DOC2:      DOC3:
UNUSED COUPONS FOR DOC4:                 DOC5:      DOC6:
CASH AMT EX TAX PAID               CASH AMOUNT USED    ·........
CREDIT AMT EX TAX PAID      1700   CREDIT AMOUNT USED  ·1080....
TOTAL TAX AMOUNT PAID        461   CANCELLATION CHARGE ·500.....
UNUSED TAXES TO BE REFUNDED Y/N ·Y
```

```
>*TRNTAX
1: ·101....·YQ 2: ·56.....·YQ 3: ·........·.. 4: ·........·..
```

Screen 2

```
>*TRN2   A/L AUTHORITY ·...................          PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1·... ·..... PFC2·... ·..... PFC3·... ·..... PFC4·... ·.....
CREDIT CARD CODE AX  CARD NUMBER 370000000000028
EXPIRY DATE  ·1226  REFUND AMOUNT ·277.....
CREDIT FOP CODE     NUMBER
EXPIRY DATE  ·....  REFUND AMOUNT ·........
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ·...../ ·........
TOUR CODE                NET Y/N ·N NET FARE AMT    ·........
TOTAL CREDIT REFUND DUE 277
TOTAL CASH REFUND DUE   0                  THIRD SCREEN Y/N ·N
```

Scenario 4: Normal Partial Refund with multiple forms of payment

Ticket number: 16099004715686-569
Gross fare : HKD58370
Total amount of tax paid : HKD1314
FOP1: Credit card – HKD55599
FOP2: INVAGT – HKD4085 (HKD2771 + HKD1314)
Used fare : HKD30920
Cancellation charge : HKD800
Refundable tax : HKD757
Commission amount : 5%
Total refundable amount : HKD27407
(Gross – Used amount + Refundable taxes – Canx Charge) = Refund
[58370 – 30920 + 757 – 800] = 27407

Screen 1

```
>*TRN1                                                PAGE 1 OF 4
DATE OF REFUND: 30JUN22 ORIGINAL COMM RATE  5.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 30JUN22 AIRLINE ·CX. DOM/INT I
PASSENGER NAME CHEUNG/ANDYMR
DOCUMENT NUMBER 16099004715686 THRU X DOC 16099004715690
UNUSED COUPONS FOR DOC1: ·34..  DOC2: ·1...  DOC3: ·....
UNUSED COUPONS FOR DOC4: ·....  DOC5: ·....  DOC6: ·....
CASH AMT EX TAX PAID        2771  CASH AMOUNT USED    ·0.......
CREDIT AMT EX TAX PAID     55599  CREDIT AMOUNT USED  ·30920...
TOTAL TAX AMOUNT PAID       1314  CANCELLATION CHARGE ·800.....
UNUSED TAXES TO BE REFUNDED Y/N ·Y
```

```
>*TRNTAX
1: ·228....·US 2: ·36.....·XF 3: ·55.....·XY 4: ·139....·SW
5: ·299....·YR 6 :·........·.. 7: ·........·.. 8: ·........·..
```

Screen 2

```
>*TRN2   A/L AUTHORITY ·...................           PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1·JFK ·4.50. PFC2·... ·..... PFC3·... ·..... PFC4·... ·.....
CREDIT CARD CODE AX  CARD NUMBER 370000000000028
EXPIRY DATE  ·0520  REFUND AMOUNT ·24679...
CREDIT FOP CODE     NUMBER
EXPIRY DATE  ·....  REFUND AMOUNT ·........
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ·...../ ·........
TOUR CODE                NET Y/N ·N NET FARE AMT    ·........
TOTAL CREDIT REFUND DUE 24679[1]
TOTAL CASH REFUND DUE    2728[2]               THIRD SCREEN Y/N ·N
```

1. HKD55599 – HKD30920 = HKD24679 (Amount paid by credit card – amount used)
2. Cash amount, after deducting the cancellation penalty, plus refundable tax

Scenario 5: Wholly unused Net fare refund (Payment by Credit Card with ASF)

Ticket number: 78199004715701

Gross fare : HKD3980
Total amount of tax paid : HKD461
Nett fare : HKD2423
Actual Selling Fare (ASF) : HKD2703
Used fare : HKD0
Cancellation charge : HKD500
Refundable tax : HKD461
Commission amount : 0%
Total refundable amount : HKD2664
(ASF + Refundable taxes – Canx Charge) = Refund
[2703 + 461 – 500] = 2664

Screen 1

```
>*TRN1                                                  PAGE 1 OF 4
DATE OF REFUND: 30JUN22 ORIGINAL COMM RATE  0.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 30JUN22 AIRLINE ·MU. DOM/INT I
PASSENGER NAME WANG/LIDONGMR
DOCUMENT NUMBER 78199004715701 THRU   DOC
UNUSED COUPONS FOR DOC1: ·12     DOC2:          DOC3:
UNUSED COUPONS FOR DOC4:         DOC5:          DOC6:
CASH AMT EX TAX PAID             CASH AMOUNT USED     ·........
CREDIT AMT EX TAX PAID      2703 CREDIT AMOUNT USED   ·0.......
TOTAL TAX AMOUNT PAID        461 CANCELLATION CHARGE ·500.....
UNUSED TAXES TO BE REFUNDED Y/N ·Y
```

```
>*TRNTAX
1: ·90.....·G3 2: ·120....·HK 3: ·50.....·I5 4: ·101....·CN
5: ·100....·YQ 6: ·........·.. 7: ·........·.. 8: ·........·..
```

Screen 2

```
>*TRN2   A/L AUTHORITY ·...................           PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1·... ·..... PFC2·... ·..... PFC3·... ·..... PFC4·... ·.....
CREDIT CARD CODE AX  CARD NUMBER 370000000000028
EXPIRY DATE  ·0526  REFUND AMOUNT ·2664....
CREDIT FOP CODE     NUMBER
EXPIRY DATE  ·....  REFUND AMOUNT ·........
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ·...../ ·........
TOUR CODE HKG06188       NET Y/N ·Y NET FARE AMT HKD·    2423
TOTAL CREDIT REFUND DUE 2664
TOTAL CASH REFUND DUE   0                    THIRD SCREEN Y/N ·N
```

Scenario 6: Partial used Net fare refund (Payment by Credit Card with ASF)

Ticket number: 99999004715712

Gross fare	: HKD5340
Total amount of tax paid	: HKD361
Nett fare	: HKD4020
Actual Selling Fare (ASF)	: HKD4256
Used fare	: HKD3200
Cancellation charge	: HKD500
Refundable tax	: HKD101
Commission amount	: 0%
Total refundable amount	: HKD657

(ASF – Used fare + Refundable taxes – Canx Charge) = Refund
[4256 - 3200 + 101 - 500] = 657

Screen 1

```
>*TRN1                                                PAGE 1 OF 4
DATE OF REFUND: 30JUN22 ORIGINAL COMM RATE  0.00 CURRENCY HKD
ISSUE DATE OF REFUNDED DOC 30JUN22 AIRLINE ·CA. DOM/INT I
PASSENGER NAME ZHANG/EVELYNMS
DOCUMENT NUMBER 99999004715712 THRU   DOC
UNUSED COUPONS FOR DOC1: ·2      DOC2:            DOC3:
UNUSED COUPONS FOR DOC4:         DOC5:            DOC6:
CASH AMT EX TAX PAID             CASH AMOUNT USED    ·........
CREDIT AMT EX TAX PAID     4256  CREDIT AMOUNT USED  ·3200....
TOTAL TAX AMOUNT PAID       361  CANCELLATION CHARGE ·500.....
UNUSED TAXES TO BE REFUNDED Y/N ·Y
```

```
>*TRNTAX
1: ·101.....·CN 2: ·.......·.. 3: ·.........·.. 4: ·........·..
```

Screen 2

```
>*TRN2   A/L AUTHORITY ·...................           PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1·... ·..... PFC2·... ·..... PFC3·... ·..... PFC4·... ·.....
CREDIT CARD CODE AX  CARD NUMBER 370000000000028
EXPIRY DATE  ·0526  REFUND AMOUNT ·657.....
CREDIT FOP CODE     NUMBER
EXPIRY DATE  ·....  REFUND AMOUNT ·........
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ·...../ ·........
TOUR CODE ARCCC          NET Y/N ·Y NET FARE AMT HKD·0
TOTAL CREDIT REFUND DUE 657
TOTAL CASH REFUND DUE   0                  THIRD SCREEN Y/N ·N
```

NET FARE AMT 0 (Must override this net fare amount to zero “0”)

**System originally captured net fare amount HKD 4020. For Partial Net Fare refund scenario, this amount MUST override to change as zero.

Miscellaneous

1.1 Linear Full Refund

My Travelport Answer ID KB0011199

Manual Entry for full Refund (Normal Only)

TRNE0169903635701/D12MAY22/RF

TRNE0169903635701/D12MAY22/RF/X1200
(With penalty)

TRNE0169903635701/D12MAY22/RF/AAWaiver Code
(Without penalty include waiver code)

Where:

D12MAY22	Ticket issued date mandatory include year last 2 digits
RF	Mandatory new modifier for full refund
X1200	Optional modifier (X) for cancellation penalty and amount
AA	Optional modifier – Airline Authority
Wavier Code	The waiver code received applicable for the refund

Note: /UA (Airline Authority) modifier allows up to 19 characters waiver code to be entered, only the first 14 characters are sent to BSP.

1.2 IT Fare Full Refund (CX)

>TRNE1609903635703/D24APR22/RF/X1000

Sample of CX IT Fare E-ticket full refund

```
WMMZ62/61 HKGNH  C339614 AG 13305213 24APR
 1.1LAU/MARWITZMS
 1. CX  717 S 20SEP HKGBKK HK1  0855   1055  O*        E SU
 2. CX  712 S 26SEP BKKHKG HK1  1600   2000  O*        E SA

** FILED FARE DATA EXISTS ** >*FF
** VENDOR LOCATOR DATA EXISTS ** >*VL
** SERVICE INFORMATION EXISTS ** >*SI
** TINS REMARKS EXIST ** >*HTI
*** NET TICKET DATA EXISTS ***
*** CUSTOM CHECK RULES EXISTS *** >*RU
** ELECTRONIC DATA EXISTS ** >*HTE

FQ1  - S1-2                                  AP     A 24APR20 61/
AG
CAT35
*** NET TICKET DATA EXISTS *** >*NTD1
FQ
P1  LAU/MARWITZMS              ADT    A  E   1609903635703
HKG CX BKK 145.44 CX HKG 145.44 NUC290.88END ROE7.772812
FARE HKD2270 TAX 90G3 TAX 120HK TAX 50I5 TAX 18E7 TAX 6G8 TAX
168TS TAX 170YR TOT HKD2892
***ADDITIONAL FEES MAY APPLY*SEE>FO1·
S1  FB-SLATRWSP B-30K                 NB-20SEP    NA-20SEP
S2  FB-SLATRWSP B-30K                 NB-26SEP    NA-26SEP
T5 NONEND RESTRICTIONS /
TERMS AND CONDITIONS APPLY
LAST DATE TO PURCHASE TICKET: 24APR20

<<VIEW BRAND DETAILS>>
T P1/S1-2/CCX/ET/FS/NOCC/TA79E4
```

```
              *** NET TICKET DATA SUMMARY ***

 P1  LAU/MARWITZMS          ADT      T          *
* NET FARE DATA
FARE HKD2270 TAX 90G3 TAX 120HK TAX 50I5 TAX 18E7 TAX 6G8 TAX
168TS TAX 170YR TOT HKD2892

* TKT FARE - AUDIT DATA
FARE HKD2270 TAX 90G3 TAX 120HK TAX 50I5 TAX 18E7 TAX 6G8 TAX
168TS TAX 170YR TOT HKD2892

* TKT FARE - PASSENGER DATA
FARE HKD IT TAX 90G3 TAX 120HK TAX 50I5 TAX 18E7 TAX 6G8 TAX
168TS TAX 170YR TOT  HKD IT

TKT: 160 9903 635703     NAME: LAU/MARWITZMS

ISSUED: 24APR20            FOP:CASH
PSEUDO: 79E4  PLATING CARRIER: CX  ISO: HK  IATA: 13305213
   USE  CR FLT  CLS  DATE BRDOFF TIME  ST F/B          FARE   CPN
   RFND CX  717  S  20SEP HKGBKK  0855 OK SLATRWSP               1
                                          NVB20SEP NVA20SEP 30K
   RFND CX  712  S  26SEP BKKHKG  1600 OK SLATRWSP               2
                                          NVB26SEP NVA26SEP 30K

FARE          IT TAX       90G3 TAX      120HK TAX      412XT
TOTAL HKD       IT
   T5 NONEND RESTRICTIONS //TERMS AND CONDITIONS APPLY
HKG CX BKK M/IT CX HKG M/IT END ROE7.772812 XT 50I5
18E76G8168TS170YR
TOUR CODE HKG0338FF508
RLOC 1G WMMZ62    1A J53T3F
```

TINS Report

```
GALILEO HK CLASSROOM A             TINS REPORT       24 APR 22
CURRENCY CODE  HKD       IATA NUMBER 13305213

A/L TKT/STOCK NBR PASSENGER NAME  FARE       TAX      COMM    FOP
                                            *FEES
160E9903635703    LAU/MARWITZMS        2270T      622  0.00   FS
160 9903635703    LAU/MARWITZMS        1270       622  0.00   FS
                                    RFND-
```

Note: CX not accept cancel refund, system return response 'UNABLE TO PROCESS ELECTRONIC REFUND CANCEL - TRANSACTION NOT SUPPORTED'