REFUND GUIDELINES

In our continuous effort to update you with the best practices, we wish to share with you some important tips while performing automated refunds on Amadeus system.

- ➢ Always refund E-Tickets that are originally issued / re-issued in Amadeus system and not any other GDS.
- ➢ Remember, in India, refund is possible for the tickets issued within 364 days in past.
- ➢ Always ensure to check relevant fare rules for correct refund penalty or contact the validating carrier. Do check the complete fare rules with ticket issuance date before processing the refund.
- ➢ Incase original E-Tickets are reissued by Airlines, and then subsequent refund must be referred to concerned Airlines.
- ➢ Always check the TWD status should be O (Open) or A (Airport Control) for processing the refund. In case of C (Check-In) status, call Airlines to de-check the passenger before processing the refund.
- ➢ In case ticket/coupon status is S (suspended), contact Airline to know the process for refund through GDS.
- ➢ Update penalty amount using "TRFU/CP<Amount>A" command along with the applicable JN tax on penalty.
- ➢ In case penalty amount is higher than base fare, contact Airline to verify if the balance needs to be deducted from taxes.
- ➢ Do not process manual refund through Amadeus for any E-Ticket which is not displayed (TWD Entry) on; contact the concerned airline for necessary approval for such indirect refund.
- ➢ For Net Remit tickets, always enter FPNR+CASH/INR<total amount of TST> at the time of ticketing to avoid any problems during refund.
- ➢ Always check that REFUND TOTAL that should be equal to FPCASH amount in refund panel and in case of net remit tickets, FARE REFUND should be equal to NET REFUND.

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- For Partial refund, always take the necessary approval from Airlines as some airlines do not allow partial refund on Amadeus.
- In case there are any tax(es) that are either used or not refundable, MUST be deleted from the Refundable Tax Panel completely instead of changing to value INR 0.
- In case of NIL penalty TRFU/CP0A is not required on refund panel.
- Ticket refund cannot be processed with 0 (Zero) value, you may contact Airlines to check the refund process for such cases.
- Don't change the commission manually to FM0 while reissuing the ticket, as it may lead to discrepancy in refund report to BSP/Airline.
- Always recheck the commission which should be same as updated at the time of ticket issuance.
- If ticket is issued in a GDS other than Amadeus, refund should be processed from that GDS (if available), else contact the Airline to check the refund process.
- While refunding Reissued Ticket, always remove the date change penalty taken at the time of reissuance to avoid any ADM or billing discrepancy in BSP Reports.
- For refund of tickets issued with multiple Forms of Payment tickets, do verify with airlines if such tickets should be refunded on Amadeus.
- Always enter your wavier code with TRFU/WA<WAIVERCODE> for any special cases.
- For special remarks in refund, use entry TRFU/RMFREEFLOW.
- Verify the Refund Total Amount before processing the refund.

For any help on the refund entries, please refer to HETRF or contact your Amadeus Helpdesk.

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