REFUND GUIDELINES

Further to our last newsflash with Ticketing Guidelines, we are happy to share with you certain tips that will help you avoid issues related to refunds performed on Amadeus.

- Always refund E-Tickets that are originally issued / re-issued in Amadeus system and not any other GDS. This is for the reason, refunding tickets issued on other GDS may lead to billing discrepancies in BSP reporting, and refund may not be received

- Remember, in India, refund is allowed for the tickets issued within 364 days in past. For a ticket issued more than 364 in past is processed manually, refund may not be received.

- Always ensure to check relevant fare rules for correct refund penalty or contact the Validating Carrier. Do check complete fare rules with ticket issuance date before processing the refund.

- For the tickets reissued through airline, please contact the Airline for refund process.

- In case ticket/coupon status is S (Suspended), contact Airlines to know the process for refund through GDS.

- Update penalty amount using "TRFU/CP<Amount>A" command along with the applicable GST on penalty.

- In case penalty amount is higher than base fare, contact Airline to verify if the balance needs to be deducted from taxes.

- In case of processing the refund for reissued ticket with different Forms of Payments taken for original and reissued tickets, always verify with Airlines to know the process for refund.

- For refund of tickets issued with multiple Forms of Payments, do verify with Airline if such tickets should be refunded on Amadeus.

- Do not process manual refund through Amadeus for any E-Ticket which is not displayed (TWD Entry), contact the concerned airline for necessary approval.

- Always check, REFUND TOTAL should be equal to FPCASH amount in refund panel.

- For Net Remit tickets, FARE REFUND should be equal to NET REFUND.

- 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 the value INR 0.

- In case of NIL Penalty TRFU/CP0A is not required on refund panel.

- Ticket refund could not process with 0 (Zero) value, you may contact Airlines to check the refund process for such cases.

- Do not change commission manually in the refund panel. Changing commission manually may attract ADM from airline.

- 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.

- Always enter wavier code with TRFU/WA<WAIVERCODE> for special cases.

- For special remarks in refund, use entry TRFU/RMFREEFLOW.

- Verify the Refund Total Amount before processing the refund.

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

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