

## How ATC Refund works

ATC Refund is fully integrated in the existing Central Ticketing System (CTS) Auto-Refund solution. To request a refund using ATC Refund, the ATC Refund option must be specified in the 'TRF' input which will trigger the automatic calculation of the refundable amounts by the Amadeus Pricing Engine. The result is then automatically displayed in the refund mask, filling in the following fields:

<b>FARE PAID</b>	Total fare paid of ticket to be refunded (without taxes)
<b>FARE USED</b>	Fare amount of flown portion in the case of a partially used ticket (without taxes)
<b>FARE REFUND</b>	Fare paid minus fare used
<b>CANX FEE</b>	Cancellation penalty fee (when applicable)
<b>TAX REFUND</b>	Total amount of taxes to be refunded
<b>REFUND TOTAL</b>	Total amount to be refunded to the passenger

Display after TRF with /ATC option:



## Cryptic entries quick list:

Entry	Explanation
<b>TRF081-4373759483/T-XX/ATC</b>	Request refund with ATC Refund option using e-ticket number on specific airline stock provider (non BSP)
<b>TRF/L6/T-XX/ATC</b>	Request refund for specific e-ticket number element in PNR on specific airline stock provider (non BSP)
<b>TRF/M15/T-XX/ATC</b>	Request refund for specific item in the query report on specific airline stock provider (non BSP)
<b>TRFT</b>	Display tax refund detail
<b>TRFP</b>	Confirm refund
<b>TRFIG</b>	Ignore refund
<b>TRFU</b>	Update refund

## Functional Help Pages

For more information on all functional aspects of ATC Refund in Amadeus, please see the help pages "HE ATC GP REF".

For more information on Auto Refund entries, please refer to the "HE AUTOREFUND GP ARE" pages in the Amadeus distribution system.



## Quick Card



## Welcome to Amadeus Ticket Changer Refund

Amadeus Ticket Changer (ATC) Refund is a new feature of the Amadeus Ticket Changer product suite which fully automates the ticket refund calculation process. Following the same principle as for reissues, the ATC Refund calculation is based on ATPCO category 33 data where airlines are filing their Voluntary Refunds conditions.

For more information you can use **FQATC/CXR** entry to check participating airlines in ATC Refund.

Automated refunds using ATC Refund are covered by the Amadeus fare guarantee policy and can be calculated quickly and efficiently for all published fares and for all types of ticket. ATC Refund delivers impressive productivity gains by greatly reducing the time spent to process refunds, as well as eliminating the risk of errors and helping to secure revenue.

With ATC Refund, you can refund:

- E-tickets that have been issued in Amadeus.
- Automated tickets issued in Amadeus
- First issue, revalidated and reissued tickets

**Note:** to process the refund of a paper ticket, the ticket must have been issued inside the main market of the validating carrier.

All fares that have the 'VR Voluntary Refunds' category attached in the fare rule qualify for ATC Refund. To verify if a rule contains the Voluntary Refunds category, enter **FQNxx\*VR** in the Amadeus distribution system (**xx** to be replaced by the FQD line number of the fare rule you want to display).

### Technical requirements

Access to ATC Refund is controlled at office level. The office profile of the refunding office must be updated to have the access rights to the new transaction codes. If an office is not entitled to use ATC Refund, the following message will be displayed: ATC REFUND NOT AUTHORIZED

Interline agreements between airlines define which offices can retrieve e-ticket data from other carriers. This level of security is implemented via an office qualifier check. The security is applied to grant an office the right to refund e-tickets.

If the requester is not allowed to retrieve the e-ticket record, the following error message will be displayed: ACCESS TO DOCUMENT DENIED

## ATC Refund entries

The TRF entry is used together with an additional option to process automatic validation and calculation. A refund can also be requested from a PNR using the ticket number line (FA or FH).

### Electronic ticket entries

Entry	Explanation
TRF081-4373759483/T-XX/ATC	Request refund with ATC Refund option using ticket number on specific airline stock provider (non BSP)
TRF/L6/T-XX/ATC	Request refund for specific ticket number element in PNR on specific airline stock provider (non BSP)
TRF/115/T-XX/ATC	Request refund for specific item in the query report on specific airline stock provider (non BSP)

For paper tickets, the last two digits of the ticket number and the coupon to be refunded must always be specified.

### Auto Refund subsequent entries

Entry	Explanation
TRFP	Confirm refund
TRFIG	Ignore refund
TRFU	Update refund

Once processed, a refund record can be re-displayed using the ticket number, or directly from the Query Report.

### Additional display entry options

Entry	Explanation
TRF	Re-display refund record

Note that a refund record cannot be updated once processed.

## ATC Refund mask updates

Depending on the level of security defined in the Field Update Override table for Auto Refund, the possibility exists to override certain fields in the refund mask.

New data can also be added; please refer to the Auto Refund product overview for more details on override options.

**Note:** any manual update of the ATC Refund results will lead to a loss of the Amadeus fare guarantee policy.

## New ATC Refund feature

ATC Refund is now able to process ATPCO category 16 (penalties) data when no category 33 information has been filed. The office profile needs to be updated to use category 16 data. The same calculation methods and entries are used as for processing category 33 refunds.

**Note:** refunds made using category 16 data are not covered by the Amadeus fare guarantee policy.

## Reporting ATC Refund transaction

Once a refund has been processed, the original sale is flagged as refunded, and the Ticketing Sales Report database is populated with the new refund record. This prevents the ticket from being refunded a second time, except when the /COVER option is selected.