

## Non-Reportable Electronic Ticketing Refunds for Worldspan®

<b>Product Advisory Number:</b>	683		
<b>Version:</b>	02		
<b>Load To Production:</b>	10-JUN-09	Between 03:30 and 05:30 <b>EST</b>	Between 08:30 and 10:30 <b>GMT</b>
<b>High Level Description:</b>	Provide 1P customers worldwide with a new automated refund option that utilizes current automated refund process for electronic tickets but restricts reporting of specified refund transactions to ARC or BSP.		
<b>Impact Summary:</b>	<ul style="list-style-type: none"> <li>• ETR (Electronic Ticket Record) will be enhanced to provide a new “non-reportable” option for the ELECTRONIC REFUND AUTHORIZATION REQUEST.</li> <li>• New data advising that the refund is ‘NOT REPORTED’ will be included with the current REFUND PROCESSED response.</li> <li>• Document History display will contain a new “non-reportable” indicator when the new refund option is used.</li> </ul>		
<b>Reason For Issue:</b>	Update – Load to copy dates and Web Services (API and Messaging) information.		
<b>Customer Impact:</b>	<input type="checkbox"/>	Internal Only	<input checked="" type="checkbox"/> Developers
	<input checked="" type="checkbox"/>	Agency Customers	<input type="checkbox"/> Airline Customers
	<input checked="" type="checkbox"/>	eCommerce Customers	<input type="checkbox"/> Car, Hotel, Rail or Cruise Customers
<b>System:</b>	<input type="checkbox"/>	Galileo	
	<input type="checkbox"/>	Apollo	
	<input checked="" type="checkbox"/>	Worldspan	
<b>Load To Copy:</b>	06APR09 - TPF changes 13APR09 - TPF changes for DIR and XML	Between 03:30 and 05:30 <b>EST</b>	Between 08:30 and 10:30 <b>GMT</b>
<b>Web Services: (API and Messaging)</b>	The Worldspan XML Pro Electronic Ticket Refund (ER) and D.I.R. Document History (DOHC) messages will be updated to support this enhancement. Customer advisories will be sent to registered users of the XML Pro and D.I.R. SDKs (Software Developer Kits) with more information.		
<b>Issue History:</b>	Version 01 – Issued 16-Mar-09		

## Overview

The following new features and screen changes will be provided:

- A new “non-reportable” option will be used to select the ELECTRONIC REFUND AUTHORIZATION REQUEST tab from the ETR.
- New data that the refund is ‘NOT REPORTED’ will be included with the current REFUND PROCESSED response.
- There will be a new “non-reportable” indicator added to the document history display.

This new capability will prevent reporting of the refund transaction in the settlement process to ARC or the BSP, while preserving the ability customers currently have to:

- Initiate an automated refund request for 1P electronic tickets through the existing automated refund process.
- Send the refund request to the applicable carrier.
- Change the coupon status from ‘OPEN’ to ‘REFUND’.

## Customer Benefit

- Provide a function that is needed by 1P customers worldwide.
- Enhances the automated refund process and allows 1P to be competitive with other GDSs who already have ‘non-reportable’ refund functionality.

## Detail and Customer Examples

### 1. Non-Reportable Selection Option

A new 'non-reportable' option of RXR will be used to select the ELECTRONIC REFUND AUTHORIZATION REQUEST tab from the ETR display.

The use of the RXR option will mark the automated refund as 'non-reportable' so that the refund transaction will not be reported in the settlement process to ARC or to the BSP.

1.1 The following is an example of the ETR display and the selection of the ELECTRONIC REFUND AUTHORIZATION REQUEST tab using the current 'R' option:

```

1234567890123456789012345678901234567890123456789012345678901234
01  TICKET 3337557238161    TEST/EDWARD          NMXH58/1P/CAB 0950321
02  CPN FROM/TO FLT      DATE      FBC          STATUS
03  1  YULORD  XX4321  22FEB09  Y321          OPEN FOR USE
04  2  ORDYUL  XX4567  28FEB09  Y345          OPEN FOR USE
05
06  >ETR VIEW TICKET DATA          ( )
07  >ETR VOID ELECTRONIC TICKET    ( )
08  >ELECTRONIC REFUND AUTHORIZATION REQUEST (R)
09  >
10
11
12
13
14
15
```

- 1.2 The following is an example of the ETR display and the selection of the ELECTRONIC REFUND AUTHORIZATION REQUEST tab using the new non-reportable 'RXR' option (shown in bold and highlighted in red):

Entering after the input of the RXR selection option will display the current ELECTRONIC REFUND template and auto fill data.

```

      1           2           3           4           5           6
1234567890123456789012345678901234567890123456789012345678901234
01  TICKET 3337557238161    TEST/EDWARD          NMXH58/1P/CAB 0950321
02  CPN FROM/TO FLT      DATE      FBC          STATUS
03  1  YULORD  XX4321  22FEB09  Y321          OPEN FOR USE
04  2  ORDYUL  XX4567  28FEB09  Y345          OPEN FOR USE
05
06  >ETR VIEW TICKET DATA          ( )
07  >ETR VOID ELECTRONIC TICKET     ( )
08  >ELECTRONIC REFUND AUTHORIZATION REQUEST (RXR)
09  >
10
11
12
13
14
15
```

## 2. Non-Reportable Indicator in the Document History

A new 'non-reportable' indicator of /N will be added to the document history to alert the user that the automated refund was not reported in the settlement process to ARC or to the BSP.

The /N will be added to the end of the line for the REFUND element.

2.1 The following is an example of a document history response (partial display) to show the /N (shown in bold and highlighted in red) at the end of the REFUND element line.

```
1234567890123456789012345678901234567890123456789012345678901234
01 *DH3
02 3 05FEB1140 1P/NH8/JE*E0082547690021
03 RICHARDS/WILLIAM*ADT
04 **DOCUMENT COMMANDS**
05 EZ EZE#N1.1#$CA
06 AGENT EZE#N1.1#$CA
07 **DOCUMENT**
08 REFUND 06FEB1145 1P/NH8/JE/RN0082547690021/N
09 RFARE TAX77.06/EUR77.06 PARTIAL/B
10 RTKT 0082547690021/12
11 RTAX BG12.00/UB21.06/YQ44.00
12 RAUTH A/L AUTHORITY XY12345
13 FOP CA
14 )>
15
```

### 3. Change to the REFUND PROCESSED Response

Additional data of NOT REPORTED will be included following the current REFUND PROCESSED message. The new data of NOT REPORTED is being included so as to alert the user that the refund is not going to be reported in the settlement process to ARC or to the BSP.

3.1 The following is an example to show the current response of REFUND PROCESSED for a completed electronic ticket refund.

```

1234567890123456789012345678901234567890123456789012345678901234
01 ELECTRONIC REFUND AMOUNT VERIFICATION DATE OF ISSUE 02FEB09
02 TICKET 3337557238161 TEST/EDWARD NMXH58/1P/CBA 0950321
03 >VIEW
04 *FULL FARE DATA* *PARTIAL FARE DATA* *PENALTY FOR REFUND*
05 EQV : USD 2120.00 FARE: ( ) AMT: (50.00 )
06 TAX: XT 150.46 TAX: ( ) *COMMISSION EARNED*
07 TAX: XY 7.00 TAX: ( ) AMT: ( )
08 TAX: US 159.00 TAX: ( ) *COMMISSION RECALLED*
09 TTL: USD 2436.46 TTL: ( ) AMT: (10.00 )
10
11 ACTION (F
12 REFUND PROCESSED
13 >
14
15

```

- 3.2 The following example is to show the REFUND PROCESSED message for a completed electronic ticket refund along with the new data of / NOT REPORTED (shown in bold and highlighted in red).

```

      1           2           3           4           5           6
1234567890123456789012345678901234567890123456789012345678901234
01 ELECTRONIC REFUND AMOUNT VERIFICATION      DATE OF ISSUE 02FEB09
02 TICKET 3337557238161      TEST/EDWARD      NMXH58/1P/CBA 0950321
03                                     >VIEW
04 *FULL FARE DATA*      *PARTIAL FARE DATA*      *PENALTY FOR REFUND*
05 EQV : USD      2120.00      FARE:(      )      AMT:(50.00      )
06 TAX: XT      150.46      TAX:(      )      *COMMISSION EARNED*
07 TAX: XY      7.00      TAX:(      )      AMT:(      )
08 TAX: US      159.00      TAX:(      )      *COMMISSION RECALLED*
09 TTL: USD      2436.46      TTL:(      )      AMT:(10.00      )
10
11 ACTION (F
12 REFUND PROCESSED / NOT REPORTED
13 >
14
15
```

3.3 When there are split forms of payment as part of the e-ticket refund, the REFUND PROCESSED message for a completed electronic ticket refund will also include form of payment data and amounts.

The following is an example to show the current REFUND PROCESSED message along with the split form of payment data and amounts.

```

1          2          3          4          5          6
1234567890123456789012345678901234567890123456789012345678901234
01 ELECTRONIC REFUND AMOUNT VERIFICATION      DATE OF ISSUE 10FEB09
02 TICKET 0083105531510      TEST/NAME      4I58HJ/1P/RV5 1732543
03                                     >VIEW
04 *FULL FARE DATA*      *PARTIAL FARE DATA*      *PENALTY FOR REFUND*
05 EQV : KRW      1053900      FARE:(      )      AMT:(      )
06                                     FARE USED (      )
07 TAX: BP      28000      TAX:(      )      *COMMISSION EARNED*
08 TAX: SW      32100      TAX:(      )      AMT:
09 TAX:                                     TAX:(      )      *COMMISSION RECALLED*
10 TTL: KRW      1114000      TTL:(      )      PCT:      3.00
11 ORIG FOP - CA      1000000 / CK      114000      RN (2)      ADDL DATA (Y)
12 ACTION (F
13 REFUND PROCESSED - CA 1000000/CH 114000
14 >
15

```



3.5 The following example is to show the REFUND PROCESSED message for a completed electronic ticket refund along with the new data of / NOT REPORTED (shown in bold and highlighted in red) and followed by the current split form of payment data and amounts.

```

1234567890123456789012345678901234567890123456789012345678901234
01 ELECTRONIC REFUND AMOUNT VERIFICATION DATE OF ISSUE 10FEB09
02 TICKET 0083105531510 TEST/NAME 4I58HJ/1P/RV5 1732543
03 >VIEW
04 *FULL FARE DATA* *PARTIAL FARE DATA* *PENALTY FOR REFUND*
05 EQV : KRW 1053900 FARE:( ) AMT:( )
06 FARE USED ( )
07 TAX: BP 28000 TAX:( ) *COMMISSION EARNED*
08 TAX: SW 32100 TAX:( ) AMT:
09 TAX: TAX:( ) *COMMISSION RECALLED*
10 TTL: KRW 1114000 TTL:( ) PCT: 3.00
11 ORIG FOP - CA 1000000 / CK 114000 RN (2) ADDL DATA (Y)
12 ACTION (F
13 REFUND PROCESSED / NOT REPORTED - CA 1000000/CH 114000
14 >
15

```

## Glossary

Term	Definition

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