

PAT Check for Automated Refunds in Worldspan®

| | | | |
|--|---|------------------------------------|---|
| Product Advisory Number: | 736 | | |
| Version: | 01 | | |
| Load To Production: | 07-Jul-09 | Between 03:30 and 05:00 EST | Between 07:30 and 09:00 GMT |
| High Level Description: | Automated refunds will now check the agency's Positive Authorization Table (PAT) to ensure authority to issue a refund for the airline. | | |
| Impact Summary: | New error message for automated refunds | | |
| Reason For Issue: | First notification | | |
| Customer Impact: | <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 |
| System: | <input type="checkbox"/> | Galileo | |
| | <input type="checkbox"/> | Apollo | |
| | <input checked="" type="checkbox"/> | Worldspan | |
| Load To Copy: | Already available | EST | GMT |
| Web Services: (API and Messaging) | The Worldspan XML Pro customer advisory has been sent advising of the new error response. | | |
| Issue History: | Version 01 | | |

Overview

Display the following new error message if the airline for the refunded ticket number is not in the PAT for the agency location issuing the refund:

```
REFUND NOT ALLOWED - NO CARRIER TICKETING AUTHORITY. SEE 4G/AT
```

Customer Benefit

- Ensures that airlines do not pay refunds for agencies that do not have their Ticketing Authority

Detail and Customer Examples

The following examples are to show the display of the new error message for an electronic ticket refund:

Response of the ETR display:

```

      1           2           3           4           5           6
1234567890123456789012345678901234567890123456789012345678901234
01  TICKET 0083927324223   TEST/EDWARD   38BNRU/1P/H8L 5720123
02  CPN FROM/TO FLT      DATE      FBC           STATUS
03  1  AMSLHR  XX429    20JUL09 Y2           OPEN FOR USE
04
05  >ETR VIEW TICKET DATA           ( )
06  >ETR DISPLAY HISTORY             ( )
07  >ETR VOID ELECTRONIC TICKET      ( )
08  >ELECTRONIC REFUND AUTHORIZATION REQUEST ( )
09  >ETR REVALIDATION                ( )
10  >
11
12
13
14
15
```

NOTE: The above example may not be to print position / print line specifications.

The input of an R for the ELECTRONIC REFUND AUTHORIZATION REQUEST tab will display the new error message (shown in bold for illustration) if the airline code for the refunded ticket is not in the refunding agency's PAT.

```

      1          2          3          4          5          6
123456789012345678901234567890123456789012345678901234
01 TICKET 0083927324223 TEST/EDWARD 38BNRU/1P/H8L 5720123
02 CPN FROM/TO FLT DATE FBC STATUS
03 1 AMSLHR XX429 20JUL09 Y2 OPEN FOR USE
04
05 >ETR VIEW TICKET DATA ( )
06 >ETR DISPLAY HISTORY ( )
07 >ETR VOID ELECTRONIC TICKET ( )
08 >ELECTRONIC REFUND AUTHORIZATION REQUEST (R
09 REFUND NOT ALLOWED - NO CARRIER TICKETING AUTHORITY. SEE 4G/AT
10 >
11
12
13
14
15
```

NOTE: The above example may not be to print position / print line specifications.

Glossary

| Term | Definition |
|------|------------|
| | |

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