

Automated Partial Refunds

Quick Reference



Table of Content

Introduction.....	1
Accepted Transactions for Partial Refunds.....	2
Minimum Requirements.....	2
Steps to Download the <i>Canadian Refunds</i> Application.....	3
Steps to Process an Automated Partial Refund.....	4
<i>Canadian Refunds</i> Application	5
<i>Canadian Refunds</i> Application Description.....	6

Introduction

The *Canadian Refunds* application can be used to report automated partial refunds to BSP Canada (Partial Refunds require a two step process – see page 4 for more information on the procedures). The current format used to transmit full refunds of electronic tickets (HBRF/RF) remains unchanged; please continue to use this Apollo format. The *Canadian Refunds* tool, accessed from the Focalpoint *Companions* menu, is used with any transaction that requires the use of the Apollo partial refund command HBRF/RF.

To process a partial refund correctly with the airline and BSP Canada, you will need to use a two-step process (except for the refund of a paper ticket or a Virtual MPD issued through *BSPlink*, where only step 2 is required).

- The first step uses the current Apollo HBRF/RF transaction, which updates the passenger's Electronic Ticket Record status to RFND, and prints a Refund Authorization coupon. This command sends a message to the airline only, not to BSP Canada.
- The second step is required to transmit the partial refund information to BSP Canada by the use of the *Canadian Refunds* tool accessed from the Focalpoint *Companions* menu. The application needs to be downloaded from the Galileo 360 Portal on each workstation that will be issuing partial refunds (see download procedures on page 3).

Accepted Transactions for Partial Refunds

This is the list of transactions that require the use of the automated partial refund two step process: the Apollo command HBRF/RP and the *Canadian Refunds* application.

Use the two step process for partial refund when refunding a:

- Paper ticket issued before June 1, 2008 (full refund or partially used)*
- Partially used electronic ticket
- Previously exchanged ticket where the refund cannot be accomplished using HBRF
- Paper or an electronic ticket where an exchange with a refund / negative taxes requires the refund of the original ticket*
- Paper ticket issued prior to June 1, 2008 or an unused electronic ticket where the fare paid has a cancellation penalty fee*
- Net fare ticket or bulk ticket issued using the IT and/or GT modifier
(Full refund or partial refund)*
- Virtual MPD issued in *BSPlink**
- Paper multi purpose document which has been issued before May 11, 2008*
- Non refundable fare ticket with tax refunds only. (ARNE subscribers can also use ARNE for these transactions. ARNE is applicable to North American itineraries only)*

*Note: If the refund is for a paper ticket or a Virtual MPD issued through *BSPlink*, only step 2 (*Canadian Refunds* application) is required, the Apollo command HBRF/RP is not used.

Minimum Requirements

The *Canadian Refunds* application requires the following:

- Focalpoint® 3.5 or higher
- Windows® XP or higher

Steps to Download the *Canadian Refunds* Application

This download procedure supports the installation of the *Canadian Refunds* application on a single machine. It will need to be installed on all workstations which will need to transmit Partial Refund information to BSP Canada.

1. Go to <http://www.galileo.com/can360> to access the Galileo 360 Portal and login using your pseudo-city code and PIN
2. On the left side of the screen, click the **Products** menu
3. Click the **Canadian Refunds** link
4. Complete the registration page information and click on the **Submit** button. You will then be presented with a screen where you can download the application and the Quick Reference.
5. Follow the steps to download the application. Click the **Canada Refunds Application Software** link to start the download.
6. When asked to save program to disk or run program from current location, select **Open or Run program from current location** (verbiage differs depending on Internet Explorer version). If a second dialog box displays, click **OK**.
7. Follow the prompts to install.

Steps to Process an Automated Partial Refund

1. Refund Authorization / Changing the Electronic Ticket Record Status:

Sign in to Apollo and send a refund authorization to the airline using the **HBRF/RP** command (for a paper ticket or Virtual MPD go to step 2). This command updates the status of the customer's Electronic Ticket Record (ETR) to RFND and provides a Refund Authorization to the airline (type ***TEH** to review the history of the ETR).
e.g. **HBRF0149900430109/RP/RC-91**

Note: You will need to read the electronic ticket's check digit from the Refund Authorization in order to complete Step 2.

2. Canadian Refunds Application:

Click the Companions Menu and select *Canadian Refunds*. Manually fill-in the *Canadian Refunds* application with appropriate partial refund information (the application needs to be downloaded on your workstation – see page 3 for download instructions).

Notes:

- It is mandatory to submit the check digit of each document being refunded. Make sure you use the correct number to avoid any transaction being rejected at BSP Canada. For an electronic ticket, the check digit can be found on the *Agent* coupon as well as the *Refund Authorization* coupon which printed at Step 1 - see below for an example.
- The *Canadian Refunds* application requires that all information be input manually. The application only validates the credit card number. Therefore, it is the travel agent's responsibility to make sure that the data added is accurate.
- The refund transaction can be printed or saved (before or after pressing Submit) using the Print and Save buttons.

Refund Authorization Form:

```
XYZ TRAVEL                MONTREAL      11NOV07 AUTH:00014000002332
REFUND AUTHORIZATION                YUL   YYZ 16NOV
ABC AIRLINES                69111119   Y
POWELL/L                    5880/  FCI0 YYZ O YUL 18NOV
                                ****REFUNDED TICKETS****      Y
                                1 014 16674368213 24
REVIEW ETKT FOR ENDORSE/RESTRICT/PENALT
FP3700000000000028EXP1297 FC05NOV YUL AC YYZ 238.00 AC YUL 238.00 CAD4
76.00 END
CAD 476.00
    39.32CA
    36.07XG
    35.84XQ
CAD 587.23
                                AUTH:00014000004653
```

Check Digit

Important Notes:

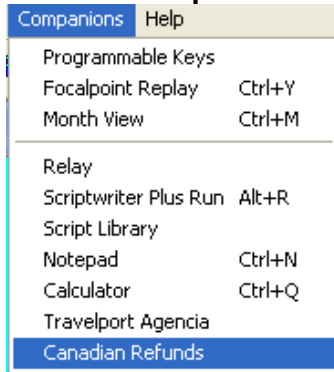
- Steps 1 & 2 do not update the passenger's PNR or your agency's accounting system (if applicable), please update accordingly.
- It is very important that both steps be completed in order to transmit the correct information to the airline and BSP Canada (only step 2 is required for certain types of documents, see above). Failure to complete the entire process may result in a debit memo from the airline.

Canadian Refunds Application

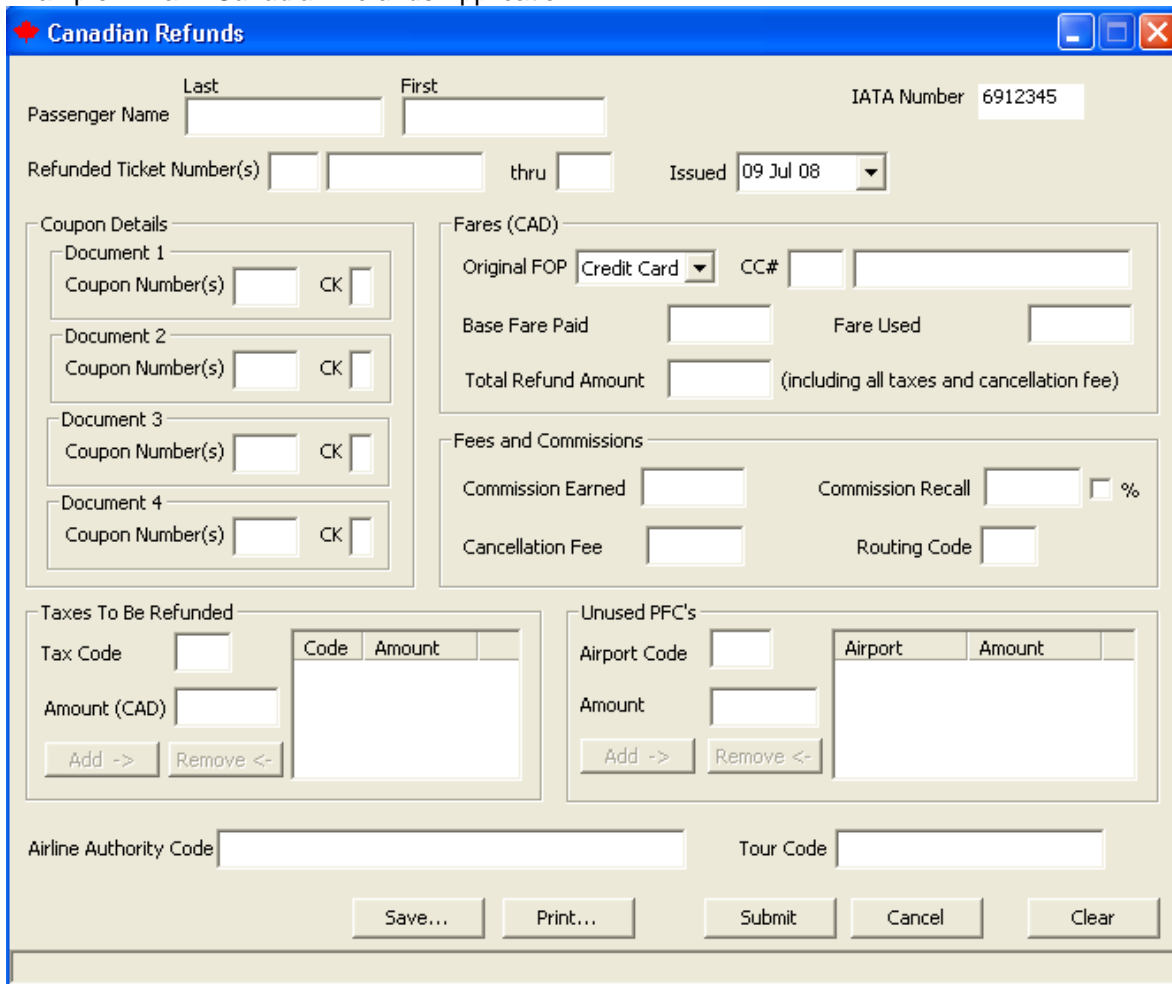
The *Canadian Refunds* application is an easy to use template to automatically report partial refund information to BSP Canada. This is the second step of a two-step process (see page 4 for Step 1). The application requires that all information be input manually; including the IATA number. Make sure you input the correct IATA number of the ticketing /refunding agency.

To display the *Canadian Refunds* application:

1. Click the **Companions** Menu in Focalpoint® and Select *Canadian Refunds*



Example – Blank *Canadian Refunds* Application

A screenshot of the 'Canadian Refunds' application window. The window has a blue title bar with the text 'Canadian Refunds' and standard window control buttons. The main area is a light beige form with various input fields and sections. At the top, there are fields for 'Last' and 'First' (under 'Passenger Name'), and 'IATA Number' (with the value '6912345'). Below this is a section for 'Refunded Ticket Number(s)' and 'Issued' (with a date of '09 Jul 08'). The form is divided into several sections: 'Coupon Details' with four document entries, each with a 'Coupon Number(s)' and a 'CK' checkbox; 'Fares (CAD)' with fields for 'Original FOP' (set to 'Credit Card'), 'CC#', 'Base Fare Paid', 'Fare Used', and 'Total Refund Amount'; 'Fees and Commissions' with fields for 'Commission Earned', 'Commission Recall' (with a percentage checkbox), 'Cancellation Fee', and 'Routing Code'; 'Taxes To Be Refunded' with a table for 'Tax Code', 'Code', and 'Amount', and an 'Amount (CAD)' field; and 'Unused PFC's' with a table for 'Airport Code', 'Airport', and 'Amount'. At the bottom, there are fields for 'Airline Authority Code' and 'Tour Code', and a row of buttons: 'Save...', 'Print...', 'Submit', 'Cancel', and 'Clear'.

Canadian Refunds Application Description

CANADIAN REFUNDS APPLICATION DESCRIPTION			
PASSENGER NAME	First and Last Name of Passenger as shown on ticket – no spaces permitted.	IATA NUMBER	IATA number of ticketing /refunding agency. The IATA number initially entered will be retained until changed. Check digit not required.
REFUNDED TICKET NUMBER(S)	3 digit validation carrier 10 digit refunded document number.	THRU	Last 3 digits of the conjunctive ticket number (if applicable).
ISSUED	Original issue date of the document to be refunded, may use drop-down calendar.		
COUPON DETAILS			
DOCUMENT 1 /COUPON NUMBER (S)	Unused coupon number from the 1 st refunded document /ticket number (if applicable).	CK	The check digit from the first refunded document/ticket number.
DOCUMENT 2 /COUPON NUMBER (S)	Unused coupon number from the 2nd refunded ticket number.	CK	The check digit from the 2nd refunded ticket number.
DOCUMENT 3 /COUPON NUMBER (S)	Unused coupon number from the 3rd refunded ticket number.	CK	The check digit from the 3 rd refunded ticket number.
DOCUMENT 4 /COUPON NUMBER (S)	Unused coupon number from the 4 th refunded ticket number.	CK	The check digit from the 4th refunded ticket number.
FARES (CAD)			
ORIGINAL FOP	The original form of payment for the refunded document.	CC#	Credit card 2 letter vendor code and credit card number (credit card number is validated).
BASE FARE PAID	Paid base fare of original document.	FARE USED	Base fare portion of ticket not being refunded. This is a mandatory field, use 0.00 if not applicable.
TOTAL REFUND AMOUNT	Total amount being refunded, including all taxes and cancellation fee.		
FEES AND COMMISSIONS			
COMMISSION EARNED	Commission of original ticket in dollar amount. Use 0.00 if no commission.	COMMISSION RECALL	Commission recall in dollar amount. Check the % box to indicate a percentage amount.
CANCELLATION FEE	Penalty for cancelling original ticket - without taxes.	ROUTING CODE	BSP Canada 2 numeric Routing Code.

TAXES TO BE REFUNDED			
TAX CODE	Tax code for tax to be refunded.	AMOUNT (CAD)	Amount of entered tax code to be refunded (in CAD). For a tax amount less than \$1.00, enter a zero in the amount e.g.: 0.75.
ADD	Click to add tax code and amount to be refunded (maximum 20 taxes). Note: Make sure you click add instead of pressing enter . Pressing enter will submit the refund right away.	REMOVE	Click to remove the tax code and amount to be refunded if added in error.
CODE	Displays the list of tax codes to be refunded.	AMOUNT	Displays the list of tax amounts to be refunded.
UNUSED PFCs			
AIRPORT CODE	Three letter Airport code of the PFC to be refunded (max 4 PFC).	AMOUNT	Amount of the PFC to be refunded (USD amount).
ADD	Click to add the PFC code and amount to be refunded. Note: Make sure you click add instead of pressing enter . Pressing enter will submit the refund right away.	REMOVE	Click to remove the PFC code and amount to be refunded if added in error.
AIRPORT	Displays the list of Airport Codes to be refunded.	AMOUNT	Displays the list of each amount of the PFC to be refunded.
MISCELLANEOUS			
AIRLINE AUTHORITY CODE	Special airline authorization code for refund transaction.	TOUR CODE	If document to be refunded was issued with a tour code, it must be entered here.
SAVE	Click to save the refund information in a text file on your hard drive. May be saved before or after pressing <i>Submit</i> .	PRINT	Click to print the refund information. May be printed before or after pressing <i>Submit</i> .
SUBMIT	Click to submit the refund transaction to BSP Canada. Suggest to Print /Save the transaction to a text file.	CANCEL	Click to cancel the refund transaction before submitting.
CLEAR	Click to clear the information of the refund transaction.		

Example – Completed *Canadian Refunds* Application

Canadian Refunds
_ □ ×

Passenger Name Last First

IATA Number

Refunded Ticket Number(s) thru

Issued ▾

Coupon Details

Document 1
 Coupon Number(s) CK

Document 2
 Coupon Number(s) CK

Document 3
 Coupon Number(s) CK

Document 4
 Coupon Number(s) CK

Fares (CAD)

Original FOP CC#

Base Fare Paid Fare Used

Total Refund Amount (including all taxes and cancellation fee)

Taxes To Be Refunded

Tax Code	Code	Amount
<input type="text"/>	SQ	10.00
<input type="text"/>	XF	4.57
<input type="text"/>	XG	20.00

Amount (CAD)

Unused PFC's

Airport Code	Airport	Amount
<input type="text"/>	LAX	4.50

Amount

Airline Authority Code

Tour Code

Example – Saved partial refund transaction completed using the *Canadian Refunds* Application

```
014552223333.txt - Notepad
File Edit Format View Help

CA Refund summary for JOHN SMITH

IATA:6912345          DATE OF ISSUE
REFUND NOTICE      08Jul08
PASSENGER NAME SMITH/JOHN
CURRENCY CODE CAD   ETKT-AUTH
                  A/L AUTH ABC1456

FARE PAID  1400.00      REFUNDED DOCUMENTS CPNS
FARE USED   400.00      014 5552223333 0 23
CANX FEE    50.00

TOTAL REFUND AMOUNT 984.57
TAX 1  SQ  10.00      TAX 11
TAX 2  XF   4.57      TAX 12
TAX 3  XG  20.00      TAX 13
TAX 4                                     TAX 14
TAX 5                                     TAX 15
TAX 6                                     TAX 16
TAX 7                                     TAX 17
TAX 8                                     TAX 18
TAX 9                                     TAX 19
TAX 10                                    TAX 20

TOUR CODE
445566

FOP:Cheque

COMMISSION RATE  0.00%
```

After you have successfully completed the *Canadian Refunds* application, you can:

1. Print the refund information or save it in a text file on your hard drive.
2. Make sure the Apollo partial refund command has been completed (HBRF/RP).
3. Close the application when finished.

Acknowledgement:

This document was developed by Galileo International, Training and Development. Customer feedback is important to us. Please take a few minutes to send any questions or comments to us at training.development@galileo.com

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