

# REFUND APP

## Quick Reference

Version 2021



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## Contents

REFUND APP-General Information .....	2
REFUND APP-What is a refund? .....	2
REFUND APP-What types of refund are existing? .....	2
REFUND APP-Where can I find the cancellation conditions of the fare? .....	3
REFUND APP-Which airport tax can I refund? .....	5
REFUND APP-How do I void a ticket? .....	6
REFUND APP-How do I void a ticket from the Electronic Ticket List? .....	7
REFUND APP-How do I refund a ticket? .....	8
REFUND APP-How do I refund a ticket from the Electronic Ticket List? .....	12
REFUND APP-How do I void an EMD? .....	13
REFUND APP-How do I refund an EMD? .....	14
REFUND APP -Keyboard shortcuts.....	15

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## REFUND APP-General Information

**REFUND APP** gives the possibility to perform full or partial refunds of ticket via a GUI. EMD Refund and EMD Void is also possible if supported by the carrier.

### **WARNING:**

Please note that **REFUND APP** does **not** provide any guarantee against incorrect issued Refunds or ADMs. It is the user's responsibility to read cancellation conditions of the fare and to decide which taxes can be refunded or not, before proceeding with the refund. It is also the user's responsibility to check if all taxes and values in the **REFUND APP** are correct and complete.

## REFUND APP-What is a refund?

If a passenger must cancel his or her trip, the ticket issued for this purpose must also be cancelled. To do this, you must first read the cancellation conditions of the fare used and then handle the refund process accordingly. Furthermore, we still must decide between the cancellation conditions of the fare on the one hand and airport taxes on the other hand.

## REFUND APP-What types of refund are existing?

Depending on the moment of the cancellation and the type of fare, we differentiate between the following types of refund:

### **Void:**

On the day the ticket is issued, the ticket can be "voided". In this case the ticket is not settled with the airline and there are no costs for the cancellation.

### **Full Refund:**

High priced tickets are often very flexible and can be cancelled without any fees from the airline. The customer gets all his money back.

### **Partial Refund:**

In the case of fare combinations or partially used ticket, the customer may only get a part of his money back. In this situation, the difference between the used and unused fare will be refunded to the customer.

### **No Refund:**

Cheap tickets are in most cases not refundable. The passer does not receive the fare refunded. However, if airport taxes are unused, they may be refunded.

**REFUND APP-Where can I find the cancellation conditions of the fare?**

The cancellation conditions can be found in the **Fare Note** of the fare in **Chapter 16** (Penalties). Click on the **Fare Basis** in the Filed Fare of the ticket to be cancelled. If you find a fare combination in the ticket you must check each Fare Basis separately.

```

P1 SCHERMANN/TIMOMR          ADT   G   E   2579903132888
VIE OS MIL 46.50KATCLSP4 OS VIE 46.50KATCLSP4 NUC93.00END ROE0
.838707
FARE EUR78.00 TAX 8.40AT TAX 3.50QD TAX 18.69ZY TAX 6.50HB TAX
15.04IT TAX 0.99MJ TAX 2.75VT TAX 10.00YQ TAX 16.00YR TOT EUR
159.87
***ADDITIONAL FEES MAY APPLY*SEE>F01.
S1 FB-KATCLSP4 B-1PC          NB-20OCT   NA-20OCT
S2 FB-KATCLSP4 B-1PC          NB-25OCT   NA-25OCT
FARE RESTRICTION MAY APPLY
LAST DATE TO PURCHASE TICKET: 14JUN18
SUBTOTAL EUR 159.87  TOTAL FEES 0.00  GRAND TOTAL 159.87
    
```

A search window will open, which you may need to complete if some fields are not filled in. Then click on **Search**.

**Find Fares** X

Please enter the Origin and Destination \*

Fare Origin:

Fare Destination:

Travel Date:

Ticket Date:

Fare Basis:

PTC:

Airlines:

Account:

Private Fares PCC:

Fare Type:

\* The Fare Basis Code is associated with multiple segments

The Fare Display of the selected fare is displayed. To display Chapter 16 (Penalties) click on the fare.

```

FARES LAST UPDATED 13JUN 12:09 P
OS      VIE-MIL DEPART 20OCT
MPM 465 EH
**ADDITIONAL TAXES/FEEs MAY APPLY**
PUBLIC FARES
      CX   FARE   FARE   C  AP  MIN/   SEASONS..... MR GI DT
          EUR   BASIS          MAX
VIEMIL
  1  OS   78.00R  KATCLSP4 K  +  V/12M          R  EH

```

You will be taken directly to Chapter 16 (Penalties). There you scroll down to the Cancellation information and read if a refund is allowed and what fees must be collected.

#### Non-Refundable:

```

16. PENALTIES
UNLESS OTHERWISE SPECIFIED  NOTE - RULE BFS1 IN IPRG
APPLIES
UNLESS OTHERWISE SPECIFIED
CANCELLATIONS
ANY TIME
  TICKET IS NON-REFUNDABLE.
  WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.
  NOTE -
  WAIVERS MUST BE EVIDENCED BY DEATH CERTIFICATE.
  REFUND PERMITTED BEFORE DEPARTURE IN CASE OF
  REJECTION OF VISA. EMBASSY STATEMENT REQUIRED.

```

#### Refundable with fee:

```

16. PENALTIES
UNLESS OTHERWISE SPECIFIED  NOTE - RULE BFL1 IN IPRG
APPLIES
UNLESS OTHERWISE SPECIFIED
CANCELLATIONS
ANY TIME
  CHARGE EUR 70.00 FOR CANCEL/NO-SHOW/REFUND.
  WAIVED FOR DEATH OF PASSENGER OR FAMILY MEMBER.
  NOTE -
  CHARGE EUR 70.00 FOR CANCEL/NO-SHOW/REFUND FOR
  ANY REFUNDED FARE COMPONENT.

```

#### Refundable without fees:

```

16. PENALTIES
UNLESS OTHERWISE SPECIFIED  NOTE - RULE BFX1 IN IPRG
APPLIES
UNLESS OTHERWISE SPECIFIED
CANCELLATIONS
ANY TIME
  CANCELLATIONS PERMITTED.
  NOTE -
  REFUND RULES APPLY PER FARE COMPONENT.

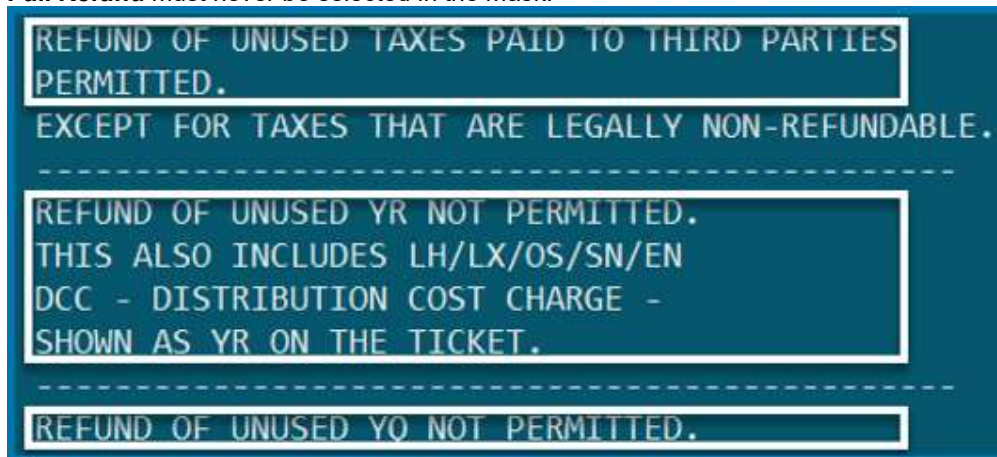
```

## REFUND APP-Which airport tax can I refund?

Regardless of the refundability of the Ticket fare, you must also check which taxes may be refunded. It is important to note whether the tax in question is a **Departure Tax** or an **Arrival Tax**. Please also check in the fare rule if these taxes can be refunded or not.

Please note that the tax codes **YQ** and **YR** are not airport taxes! These are charged for e.g. Kerosene supply or similar purposes. In most cases they are not refundable if the tariff is not refundable.

For the LH-Group the **YR** tax is the so-called **Distribution Cost Charge**. This charge is collected when the booking is made through a travel agency and is **NEVER** refundable. If you must refund such a ticket the option **Full Refund** must never be selected in the mask.



## REFUND APP-How do I void a ticket?

A ticket can be voided free of charge on the day of issue.

### Step 1 : Open the REFUND APP

Enter **#REF** to open the **REFUND APP**. In the mask, chose the ticket to be voided by ticking the Void box.

**1** Choose ticket(s) IP4FTA/6DS3

Ticketnumber	Name	Status	Full	Partial	Void	Undo
1 2209903590516	BERNHARD/DANIELMR	open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Step 2 : Void Ticket

In the mask, confirm the question **Do you want to void this ticket now?** by clicking the button Void.

ticket(s)

etnumber	Name	Status	Full	Partial
2209903590516	BERNHARD/DANIELMR	open	<input type="checkbox"/>	<input type="checkbox"/>

**Void ticket**

Do you really want to void ticket:

2209903590516

Void
Cancel

The voiding process is now complete.



## REFUND APP-How do I void a ticket from the Electronic Ticket List?

A ticket can be voided free of charge on the day of issue.

### Step 1 : Display the Electronic Ticket List

Enter **\*HTE** to display the List of Electronic Tickets.

```
1 *HTE
>
ELECTRONIC TICKET LIST BY *HTE
      NAME                TICKET NUMBER
>*TE001·  HUG/ANITAMRS     1609903597552
>*TE002·  HUG/RETOMR      1609903597553
END OF LIST
```

### Step 2 : Void Ticket

Enter **#VOIDn**, e.g. **#VOID1**

```
1 #VOID1
WARNING - YOU ARE ABOUT TO VOID THIS TICKET >TRV/1609903597552·
>
```

To Void the Ticket simply click the prepared entry with your mouse or tab next to it and hit Enter.

## REFUND APP-How do I refund a ticket?

From the day after the ticket is issued, it can only be refunded. To complete this process please proceed as follows:

### Step 1: Check Fare Rules

First, refer to Chapter 16 (Penalties) of the ticket's fare conditions and read in the Cancellation section the cancellation conditions.

### Step 2: Airport Taxes

Check Tax conditions and decide which tax may be returned. If the ticket is unused, all taxes may be refunded, and this step can be omitted. The exceptions are the YQ and YR taxes which depend on the fare.

### Step 3: Open the REFUND APP

Enter **#REF** to open the **REFUND APP**. In the mask, chose the ticket to be refunded by ticking either the Full box or partial box option.

1 Choose ticket(s)		IP4FTA/6DS3					
Ticketnumber	Name	Status	Full	Partial	Void	Undo	
1 2209903590516	BERNHARD/DANIELMR	open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	


### Step 4: Full Refund

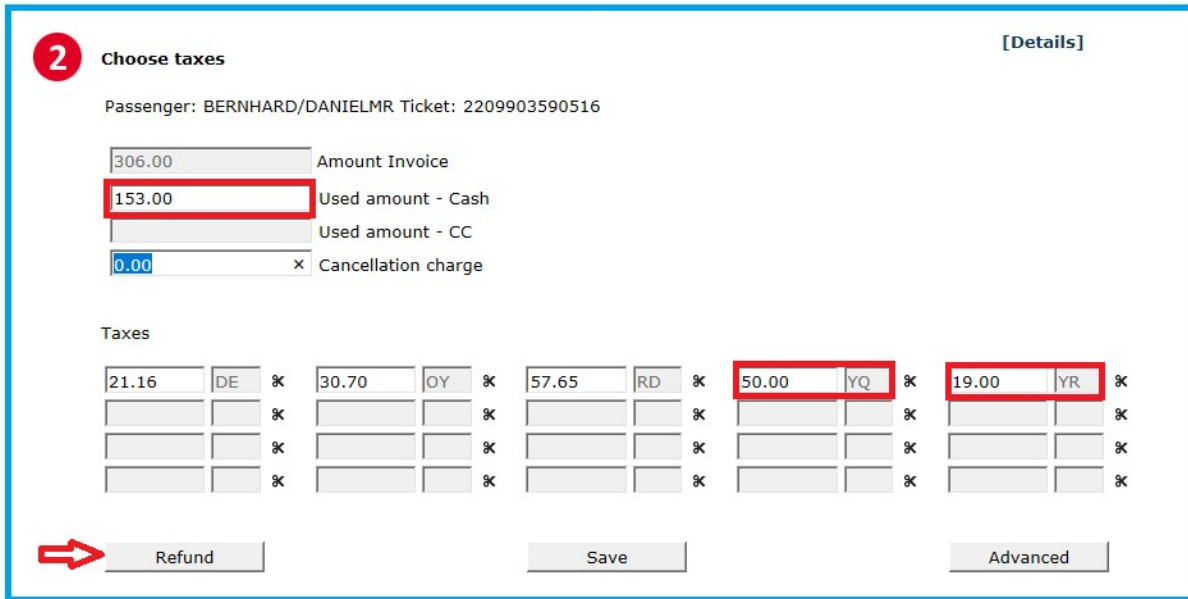
ticket(s)	etnumber	Name	Status	Full	Partial
<b>Full refund</b>					
Do you really want to perform a full refund on ticket:				<input checked="" type="checkbox"/>	
2209903590516 BERNHARD/DANIELMR				<input checked="" type="checkbox"/>	<input type="checkbox"/>
2209903590516					
Waiver Code (optional):				<input type="text"/>	
		<input type="button" value="Refund"/>		<input type="button" value="Cancel"/>	

Enter a Waiver Code (optional) if needed and finish the Refund by clicking the  button.

Please note: Airline Authority modifier allows up to 19-characters waiver code to be entered. However, only the first 14 characters are sent to BSP and are populated in the MIR message.

**Step 4: Partial Refund - Fill-in the refund mask**

Now fill-in the empty fields in the mask with the correct data. Under **Used amount – Cash or Used amount-CC** (depends on the original payment of the ticket to be refunded) enter the value of rate that the customer will not get back. For partially flown/partially refundable tickets it is your responsibility to calculate the correct amount. In the field **Cancellation charge** you must enter the cancellation fees according to Chapter 16 (Penalties). All non-refundable taxes must be removed from the list by clicking  (it is your responsibility to select the correct taxes to be removed). Please note that the **YR-TAX** (DCC, CHF 16.00) is never refunded for tickets of the **LH-Group** and must always be deleted.



**2 Choose taxes** [Details]

Passenger: BERNHARD/DANIELMR Ticket: 2209903590516

306.00 Amount Invoice


153.00 Used amount - Cash

Used amount - CC

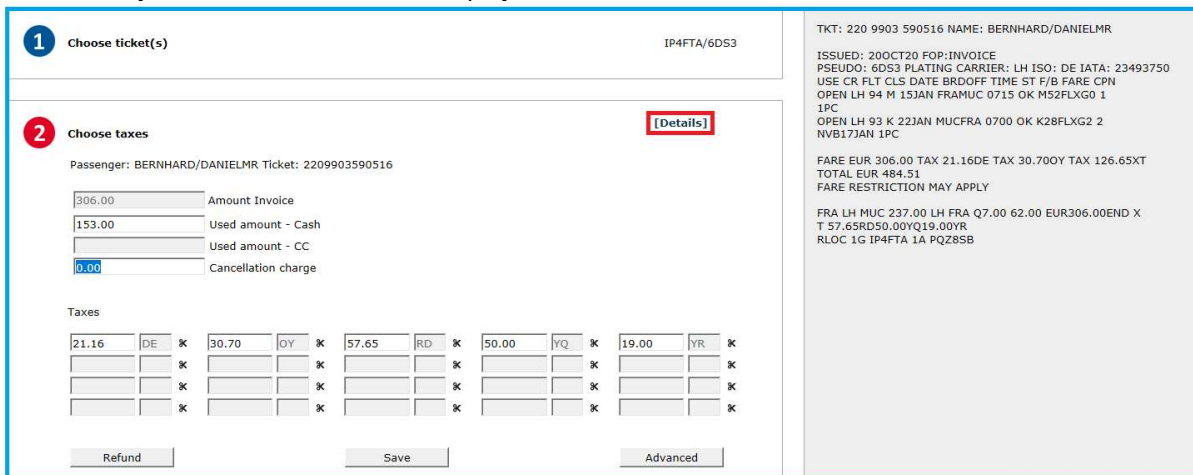
0.00 x Cancellation charge

Taxes

21.16	DE	x	30.70	OY	x	57.65	RD	x	50.00	YQ	x	19.00	YR	x
		x			x			x			x			x
		x			x			x			x			x
		x			x			x			x			x

 Refund Save Advanced

In the mask you can click [Details] to display details of the Electronic Ticket.



**1 Choose ticket(s)** IP4FTA/6D53

TKT: 220 9903 590516 NAME: BERNHARD/DANIELMR

ISSUED: 20OCT20 FOR-INVOICE  
 PSEUDO: 6D53 PLATING CARRIER: LH ISO: DE IATA: 23493750  
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN  
 OPEN LH 94 M 15JAN FRAMUC 0715 OK M52FLXG0 1  
 1PC  
 OPEN LH 93 K 22JAN MUCFRA 0700 OK K28FLXG2 2  
 NVB17JAN 1PC

FARE EUR 306.00 TAX 21.16DE TAX 30.70OY TAX 126.65XT  
 TOTAL EUR 484.51  
 FARE RESTRICTION MAY APPLY

FRA LH MUC 237.00 LH FRA Q7.00 62.00 EUR306.00END X  
 T 57.65RDS0.00YQ19.00YR  
 RLOC 1G IP4FTA 1A PQZ85B

**2 Choose taxes** [Details]

Passenger: BERNHARD/DANIELMR Ticket: 2209903590516

306.00 Amount Invoice

153.00 Used amount - Cash

Used amount - CC

0.00 Cancellation charge

Taxes

21.16	DE	x	30.70	OY	x	57.65	RD	x	50.00	YQ	x	19.00	YR	x
		x			x			x			x			x
		x			x			x			x			x
		x			x			x			x			x

Refund Save Advanced

In the mask you can click Advanced to deactivate all automatism. This is used if a user wants to type everything as in cryptic without taking the risk of typing over the dots or making input errors.

When finished click the Button Refund. If you discover errors at this time you can still cancel the refund in the next step!

In addition you can click Save to save your refund mask and continue the process manually at a later time.

**Step 5: Perform refund**

REFUND APP will now display the refundable amount.

If you must enter an **Airline Authorization** (e.g. **Waiver Code**), you can do this by clicking

**Airline Authorization**

The screenshot shows a web form titled "3 Confirm refund". Below the title, it states "The following amount will be refunded: 680.00". There are three input fields: "Airline Authorization", "Airline Remarks", and "DI Remarks". The "Airline Authorization" field is highlighted with a blue box. At the bottom, there are two buttons: "Proceed with refund" and "Abort refund".

In cryptic this corresponds with this field:

```

>*TRN2  A/L AUTHORITY ..... ←
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1·MIA ·4.50· PFC2·... ·..... PFC3·... ·..... PFC4·... ·.....
CREDIT CARD CODE      CARD NUMBER
EXPIRY DATE          REFUND AMOUNT .....
CREDIT FOP CODE      NUMBER
EXPIRY DATE          REFUND AMOUNT .....
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ...../ .....
TOUR CODE             NET Y/N ·N NET FARE AMT
TOTAL CREDIT REFUND DUE 0.00
TOTAL CASH REFUND DUE  1059.25          THIRD SCREEN Y/N ·Y
    
```

If you must enter an **Airline remark**, you can do this by clicking

**Airline Remarks**

The screenshot shows the same "3 Confirm refund" web form. In this version, the "Airline Remarks" field is highlighted with a blue box. The "Airline Authorization" field is now empty. The "DI Remarks" field and the "Proceed with refund" and "Abort refund" buttons remain the same.

In cryptic this corresponds with this field:

```

>*TRN3                                     PAGE 3 OF 4
CREDIT CARD CODE      CARD NUMBER
EXPIRY DATE          REFUND AMOUNT .....
TOTAL CREDIT REFUND DUE 0.00
TOTAL CASH REFUND DUE  1059.25
REMARKS ..... ←
.....
.....
    
```

If you must enter a **DI Remark** into your Booking File, you can do this by clicking

**DI Remarks**

After checking the amount, click on **Proceed with refund** to complete the process.

**REFUND APP** then confirms the execution of the refund with the message **Refund successful**.

The ticket is showing the coupon status **RFND**

```

«Back to Electronic Ticket List»
TKT: 257 9903 145977      NAME: SCHERMANN/TIMOMR

ISSUED: 31JUL18          FOP: INVOICE
PSEUDO: 0E05 PLATING CARRIER: OS ISO: AT IATA: 06212345
USE CR FLT CLS DATE BRDOFF TIME ST F/B      FARE CPN
RFND OS 511 K 12SEP VIEMXP 0640 OK KATLGTP3      1
                                NVB12SEP NVA12SEP
RFND OS 516 L 17SEP MXPVIE 2000 OK LATLGTP3      2
                                NVB17SEP NVA17SEP

FARE EUR 49.00 TAX 8.40AT TAX 3.50QD TAX 73.97XT
TOTAL EUR 134.87
FARE RESTRICTION MAY APPLY

VIE OS MIL 22.27 OS VIE 35.16 NUC57.43END ROE0.8530
07 XT 18.69ZY6.50HB15.04IT0.99MJ2.75VT14.00YQ16.00Y
R
RLOC 1G MQK6P8 1A SMCS3L
    
```

The refund process is now complete.

## REFUND APP-How do I refund a ticket from the Electronic Ticket List?

From the day after the ticket is issued, it can only be refunded. To complete this process please proceed as follows:

### Step 1: Check Fare Rules

First, refer to Chapter 16 (Penalties) of the ticket's fare conditions and read in the Cancellation section the cancellation conditions.

### Step 2: Airport Taxes

Check Tax conditions and decide which tax may be returned. If the ticket is unused, all taxes may be refunded, and this step can be omitted. The exceptions are the YQ and YR taxes which depend on the fare. A ticket can be voided free of charge on the day of issue.

### Step 3 : Display the Electronic Ticket List

Enter **\*HTE** to display the List of Electronic Tickets.

```

1 *HTE
>
ELECTRONIC TICKET LIST BY *HTE
      NAME                TICKET NUMBER
>*TE001·  HUG/ANITAMRS      1609903597552
>*TE002·  HUG/RETOMR       1609903597553
END OF LIST
  
```

### Step 4: Refund Ticket

Enter **#REFn**, e.g. **#REF1** to open the Refund Mask for the first Ticketnumber (manual Refund)

```

1 TRNE1609903597552/25JUN20
>*TRN1 PAGE 1 OF 4
DATE OF REFUND: 25JUN20 ORIGINAL COMM RATE -0.00. CURRENCY CHF
ISSUE DATE OF REFUNDED DOC 25JUN20 AIRLINE CX DOM/INT I
PASSENGER NAME HUG/ANITAMRS
DOCUMENT NUMBER 16099035975525 THRU DOC
UNUSED COUPONS FOR DOC1: 1 DOC2: DOC3:
UNUSED COUPONS FOR DOC4: DOC5: DOC6:
CASH AMT EX TAX PAID 1656.00 CASH AMT USED .....
CREDIT AMT EX TAX PAID CREDIT AMT USED .....
TOTAL TAX AMOUNT PAID 35.00 CANCELLATION CHARGE .....
UNUSED TAXES TO BE REFUNDED Y/N -.
>
  
```

or:

Enter **#REFn/waivercode**, e.g. **#REF1/COVID19** to process a Full Refund with a Waiver Code

```

1 #REF1/COVID19
WARNING - YOU ARE ABOUT TO PERFORM A FULL REFUND
>TRNE1609903597552/D25JUN20/RF/AACOV19·
>
  
```

To fully refund the Ticket simply click the prepared entry with your mouse or tab next to it and hit Enter.

## REFUND APP-How do I void an EMD?

An EMD can be voided free of charge on the day of issue.

### Step1 : Open the REFUND APP

Enter **#REF** to open the **REFUND APP**. In the mask you can click on the **details** button to display all details of the EMD.

**1** Choose ticket(s) IP4FTA/6DS3

Ticketnumber	Name	Status	Full	Partial	Void	Undo	
1	2209903590516	BERNHARD/DANIELMR	open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

EMD Number	Name	Status	full	partial	void	details
1	2209991163460	BERNHARD/DANIELMR	open	full	partial	void details

### Step 2 : Void EMD

Select the **EMD** to be voided in the mask and click on the button **void**. The **EMD** is now voided and the status in the mask is set to void.

## REFUND APP-How do I refund an EMD?

From the day after the **EMD** is issued, it can only be refunded. To complete this process please proceed as follows:

### Step 1: Open the REFUND APP

Enter **#REF** to open the **REFUND APP**. In the mask you can click on the **details** button to display all details of the **EMD**.

**1** Choose ticket(s) IP4FTA/6DS3

Ticketnumber	Name	Status	Full	Partial	Void	Undo
1 2209903590516	BERNHARD/DANIELMR	open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

EMD Number	Name	Status	full	partial	void	details
1 2209991163460	BERNHARD/DANIELMR	open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Step 2: Perform refund

Select the **EMD** to be refunded in the mask and click on the button **full** to start the refund process. The **EMD** is now refunded and the status in the mask is set to **refunded**. Unlike refunding tickets, an **EMD** can only be fully refunded.

### Attention:

Airlines reserve the right to block the refund of an EMD in the reservation systems. You can find the current status in the MyTravelport knowledge database. Just enter the keyword EMD and the airline code in the search line e.g. **EMD OS**.

In der Ausgabe finden sie dann den Status für die jeweilige Leistung:

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Rebooking Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Cancellation Fee	D	995	Manual SVC	N/A	EMD-S	Y	N	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Unaccompanied Minor	E	08H	DAS	UN	EMD-A	Y	Y	Y	Y
Oxygen	E	084	DAS	MD	EMD-A	Y	Y	Y	Y
Paid Seats	A	085	Smartpoint	SA	EMD-A	Y	N	Y	Y
First Checked Bag	C	0CC	DAS	BG	EMD-A	Y	N	Y	Y



## REFUND APP -Keyboard shortcuts

We have included several shortcuts into the Refund App for our customers that prefer keyboard entries rather than point and click.

**Refund+** Travelport Austria

**1 Choose ticket(s)** S3FPGE/0XZ1

Ticketnumber	Name	Status	Full	Partial	Void	Undo
1 2579903965927	DOE/JOHN MR	open ⓘ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 2579903965925	DOE/JOHN MR	exchanged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 2579903965926	DOE/JANE MRS	exchanged	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 2579903965923	DOE/JOHN MR	open	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 2579903965924	DOE/JANE MRS	open	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 0169903965921	DOE/JOHNMR	void	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 0169903965922	DOE/JANEMRS	void	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 2579903965919	DOE/JOHN MR	void	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 2579903965920	DOE/JANE MRS	void	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 2579903965928	DOE/JANE MRS	open ⓘ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- „ALT+F“ selects all tickets for Full Refund
- „ALT+V“ selects all tickets for Void
- „ALT+N“ N= the number at the beginning of each row (left of the ticket number)  
Selects this ticket for partial Refund (e.g. ALT+4 selects 2579903965923, DOE/JOHN MR)
- „ALT+U“ selects all tickets for Void
- „ALT+C“ „continue“ action (same as clicking the continue button) for all selected tickets

**2 Choose taxes** [Details]

Passenger: DOE/JOHN MR Ticket: 2579903965923

1405.00 Amount Cash

11.11 Used amount - Cash

Used amount - CC

22.22 Cancellation charge

**Taxes**

8.32	AT	⌘	06.00	QD	⌘		ZY	⌘	3.37	XA	⌘	5.96	XY	⌘
5.10	YC	⌘		YQ	⌘	19.00	YR	⌘			⌘			⌘
		⌘			⌘			⌘			⌘			⌘
		⌘			⌘			⌘			⌘			⌘

„ALT+S“ same as clicking on the save button

**TIP:**

There are more shortcuts available. As a rule of thumb you can always try to enter ALT+First letter of the box you could click on. For example ALT+A for Advanced Mode or ALT+L for load etc.

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