TRAVELPORT

REFUND APP

Quick Reference

Version 2021

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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.

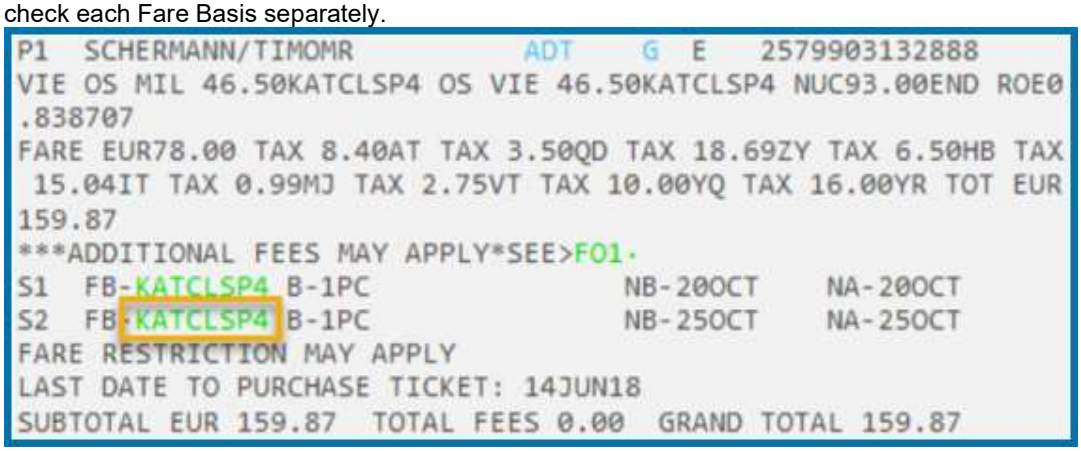
Full Refund:
High priced tickets are often very flexible and can be cancelled without any fees from the airline. The customer gets all his money back.

Partial Refund:
In the case of fare combinations or partially used ticket, the customer my 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.



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

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:

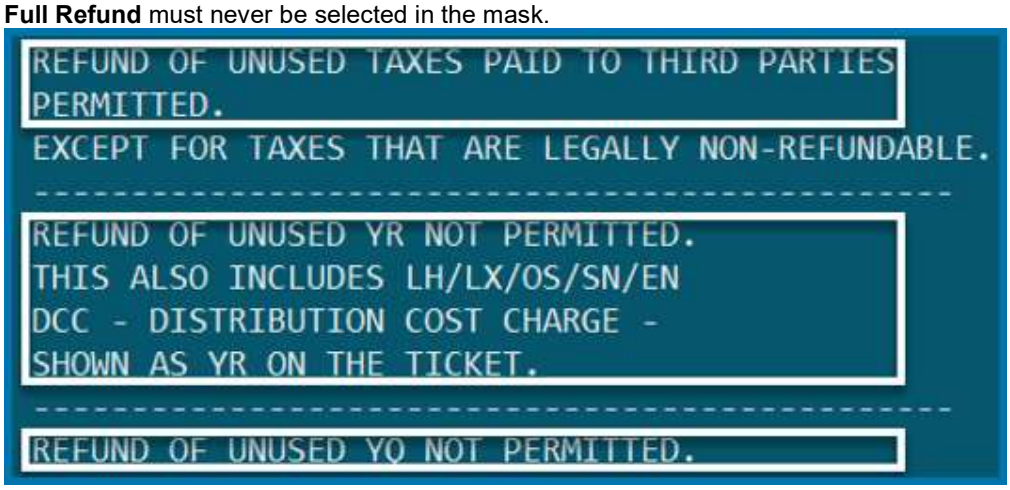
```
16. PENALTIES
UNLESS OTHERWISE SPECIFIED   NOTE - RULE BFX1 IN IPRG
APPLIES
UNLESS OTHERWISE SPECIFIED
  CANCELLATIONS
    ANY TIME
      CANCELLATIONS PERMITTED.
        NOTE -
         REFUND RULES APPLY PER FARE COMPONENT.
```

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.

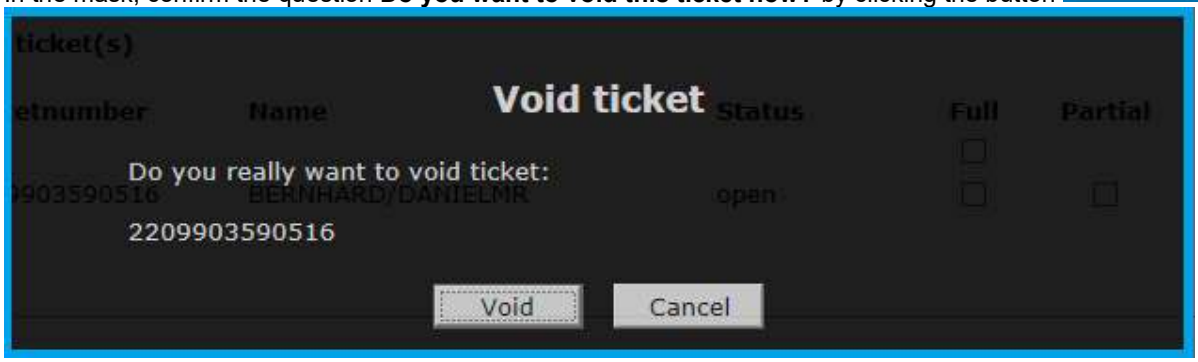


REFUND APP-How do I void a ticket?

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

Step1 : 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.

Step 2 : Void Ticket
In the mask, confirm the question **Do you want to void this ticket now?** by clicking the button Void.

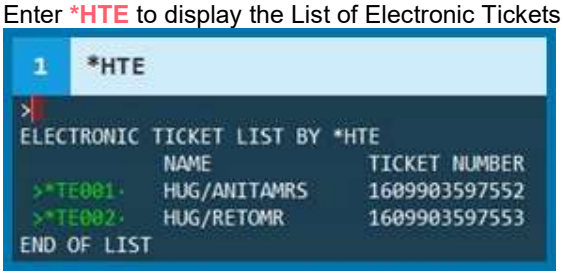


The voiding process is now complete.

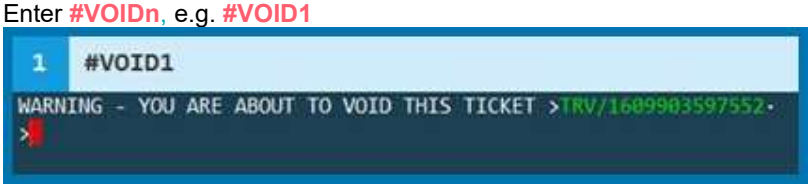
REFUND APP-How do I void a ticket from the Electronic Ticket List?

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

Step1 : Display the Electronic Ticket List
Enter *HTE to display the List of Electronic Tickets.



Step 2 : Void Ticket
Enter #VOIDn, e.g. #VOID1



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?

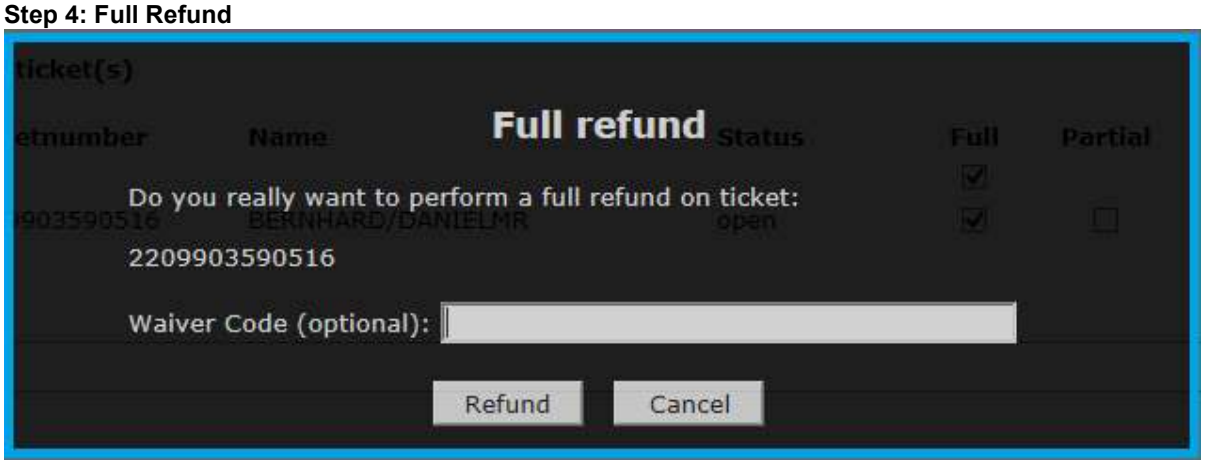
From the day after the ticket is issued, it can only be refunded. To complete this process please proceed as follows:

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.

Step 4: Full Refund



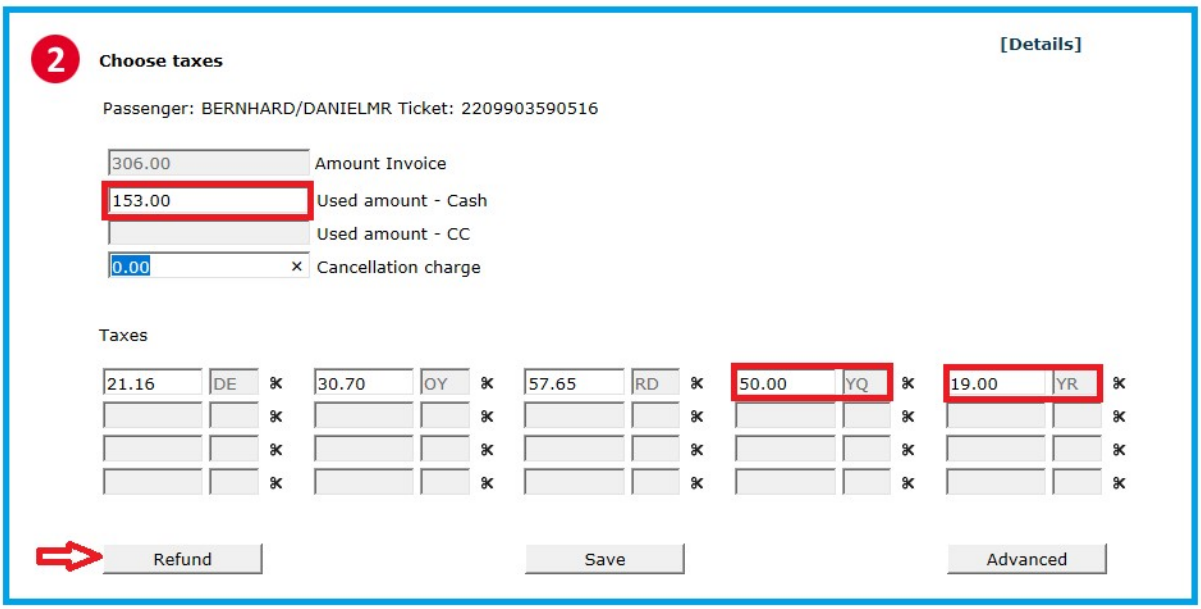
Enter a Waiver Code (optional) if needed and finish the Refund by clicking the

button.

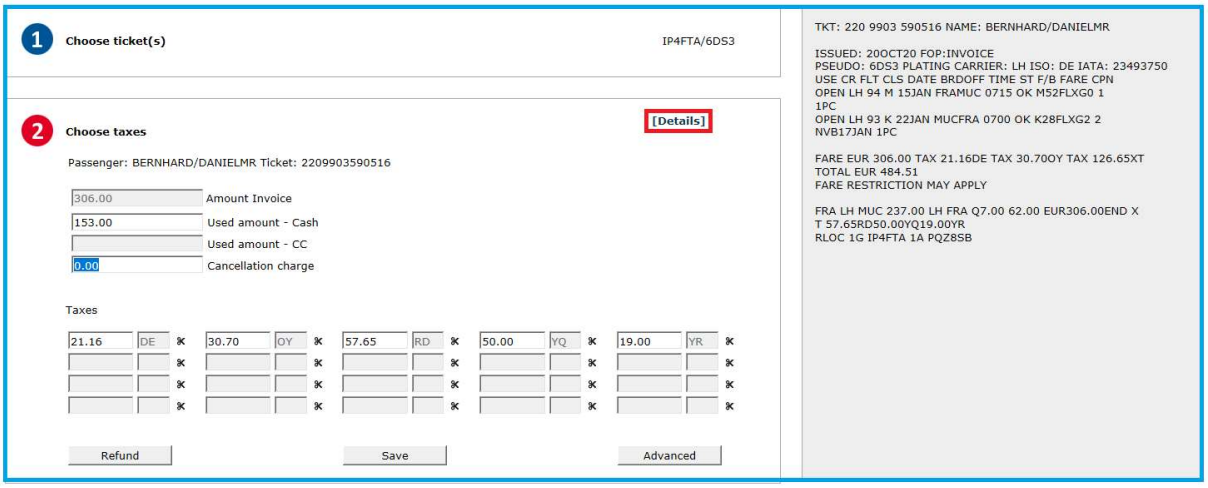
Please note: Airline Authority modifier allows up to 19-characters waiver code to be entered. However, only the first 14 characters are sent to BSP and are populated in the MIR message.

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.



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



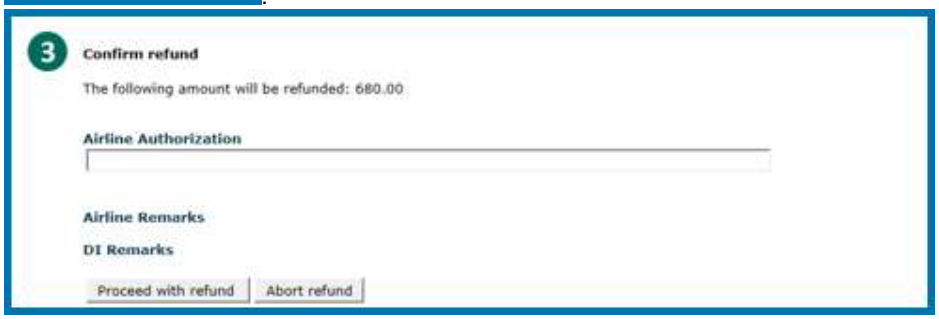
In the mask you can click Advanced to deactivate all automatisms. This is used if a user wants to type everything as in cryptic without taking the risk of typing over the dots or making input errors.

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

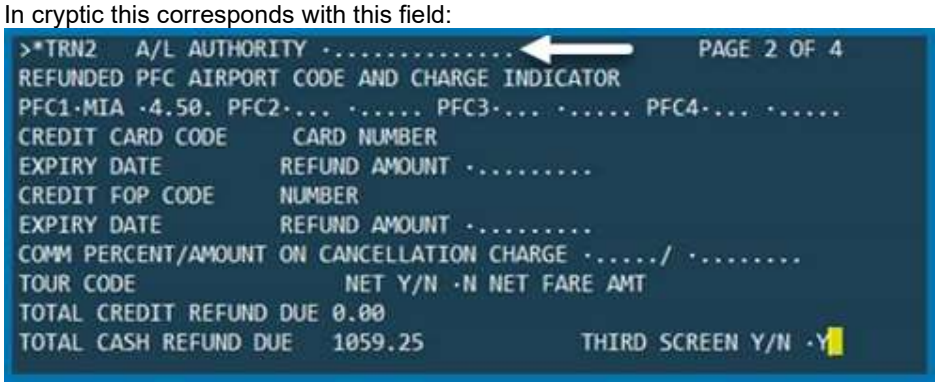
In addition you can click Save to save your refund mask and continue the process manually at a later time.

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.



In cryptic this corresponds with this field:



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

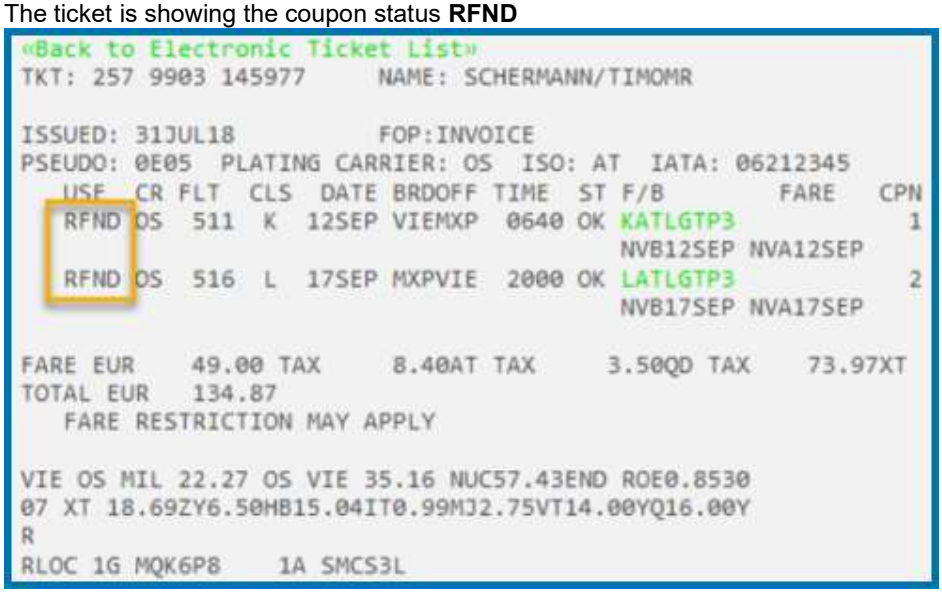
In cryptic this corresponds with this field:

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**



The refund process is now complete.

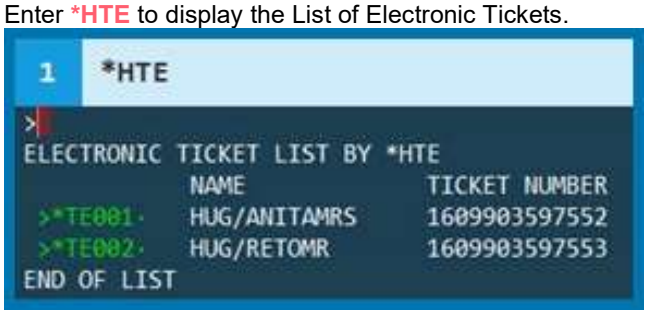
REFUND APP-How do I refund a ticket from the Electronic Ticket List?

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

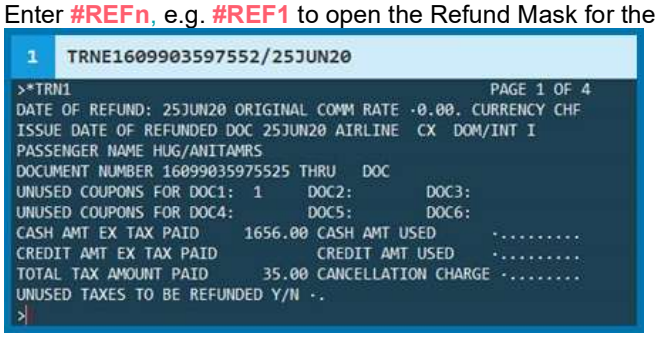
Step 1: Check Fare Rules
First, refer to Chapter 16 (Penalties) of the ticket's fare conditions and read in the Cancellation section the cancellation conditions.

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.

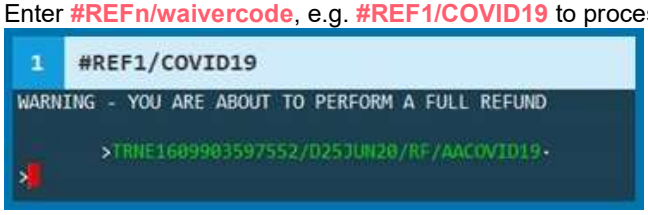


Step 4: Refund Ticket
Enter #REFn, e.g. #REF1 to open the Refund Mask for the first Ticketnumber (manual Refund)



or:

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



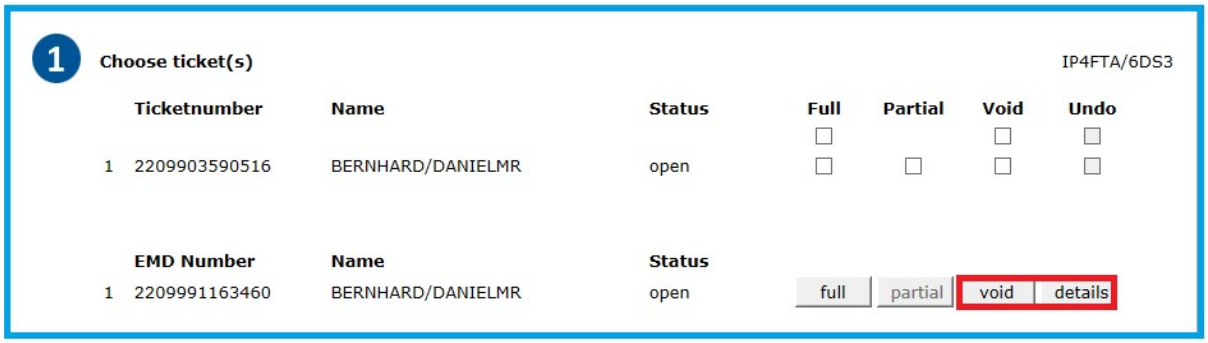
To fully refund the Ticket simply click the prepared entry with your mouse or tab next to it and hit Enter.

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.



Step 2 : Void EMD

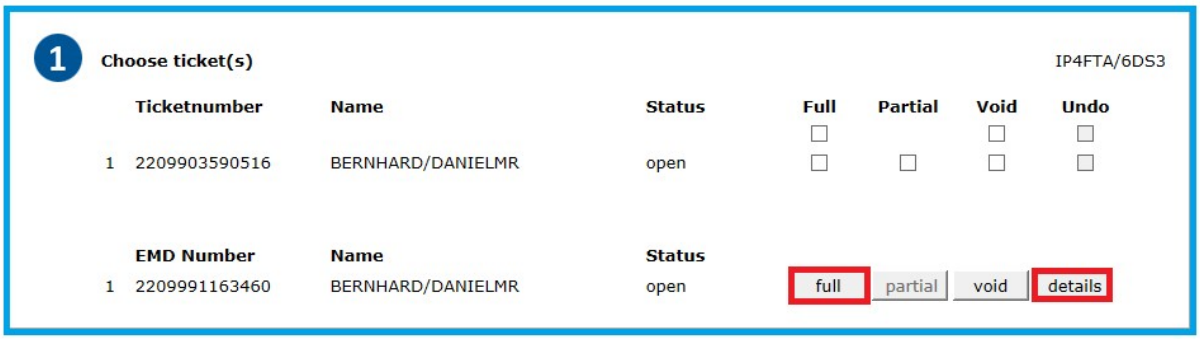
Select the **EMD** to be voided in the mask and click on the button void. The **EMD** is now voided and the status in the mask is set to void.

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**.



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.

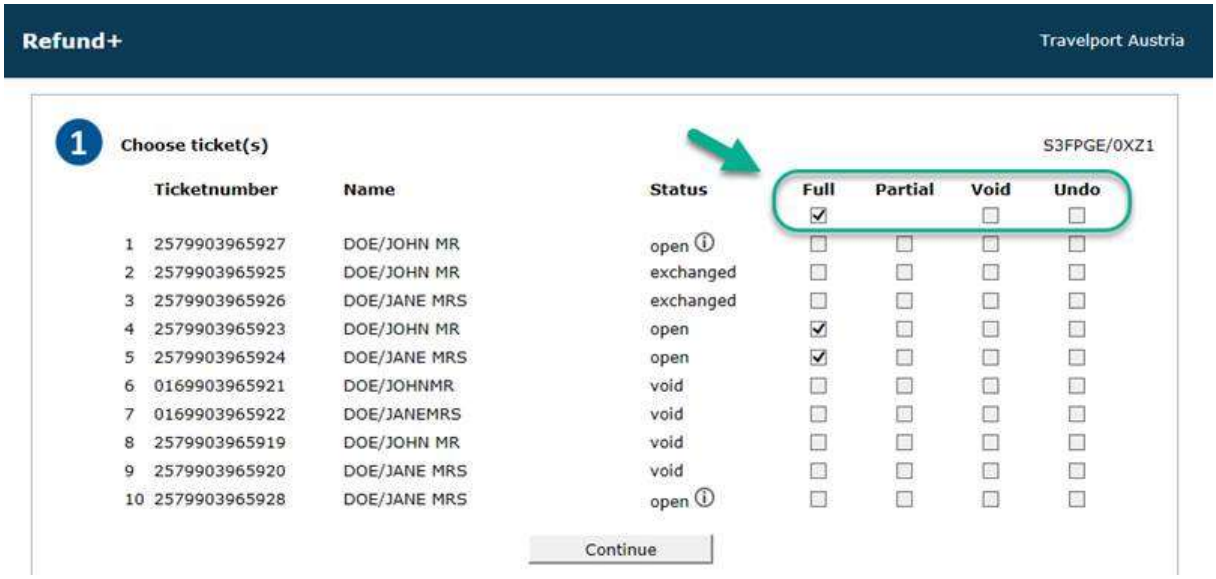
Attention:
Airlines reserve the right to block the refund of an EMD in the reservation systems. You can find the current status in the MyTravelport knowledge database. Just enter the keyword EMD and the airline code in the search line e.g. **EMD OS**.

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

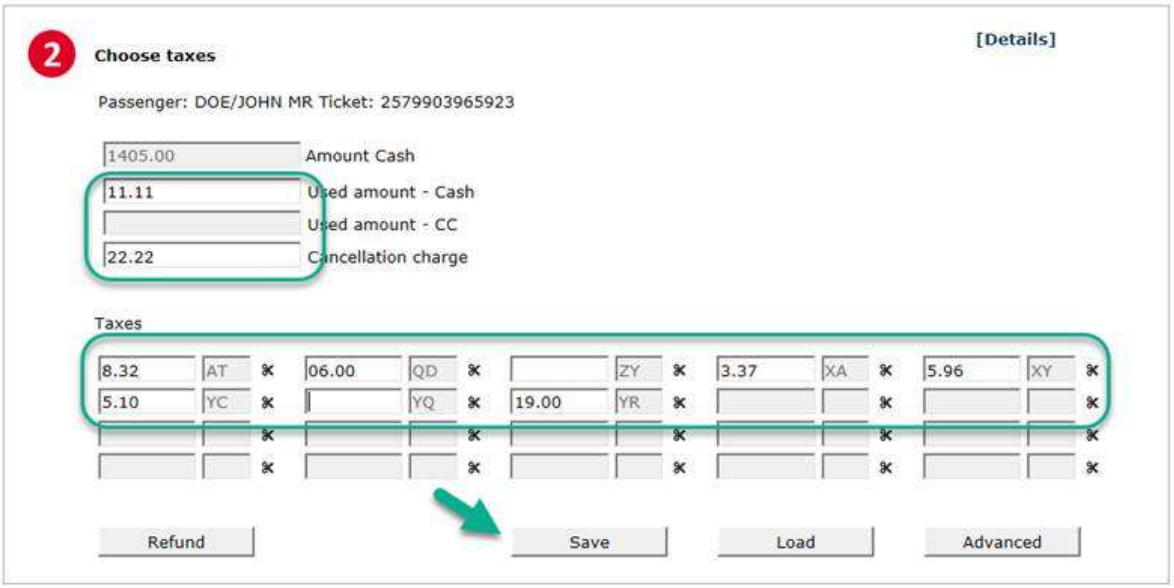
Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Rebooking Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Cancellation Fee	D	995	Manual SVC	N/A	EMD-S	Y	N	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Unaccompanied Minor	E	0BH	DAS	UN	EMD-A	Y	Y	Y	Y
Oxygen	E	0B4	DAS	MD	EMD-A	Y	Y	Y	Y
Paid Seats	A	0B5	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.



„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



„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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