



## News Flash

### Amadeus Flash

Dear Business Partner,

In our continuous effort to update you with best practices, we would like to share with you some important tips while performing automated refunds in Amadeus system.

- Always refund E-Tickets that are originally issued in Amadeus system.
- Remember, maximum refund possible in India is for 364 days in past
- Always ensure to check relevant fare rules for correct refund penalty or contact the validating carrier
- In case original E-Tickets are reissued by airlines, and then subsequent refund must be referred to concerned airlines.
- Do not process any manual refund thru Amadeus for any E-Ticket which is not displayed with TWD entry; contact the concerned airline for necessary approval for indirect refund.
- For net Remit tickets, always put FPNR+CASH/INR<total amount of TST> at the time of ticketing to avoid any problems during refund
- Partial refund should be approved by concerned airlines.
- In case there are tax(s) that are either used or not refundable, such tax MUST be deleted and not changed to value INR 0.
- If ticket is issued in a GDS other than Amadeus, refund should be processed from that GDS (if available) or you may contact the airline.
- In case airlines authorizes refund in Amadeus then verify all refund details carefully (fare, taxes, document indicator etc.), if require update the details with correct manual entries.
- For refunds of tickets issued with credit card or Cash + Credit Card tickets please verify with airlines if the same tickets are to be refunded in GDS
- Finally please verify your TOTAL amount before you process the refund

#### Amadeus Helpdesk

#### Live Chat Function in Amadeus Selling Platform

#### Mail to Helpdesk

#### Know more about Amadeus

#### Amadeus Learning City

24 X 7 Access to Amadeus Helpdesk at Nationwide Toll free 1800-111-200

Connect to Amadeus Helpdesk through Live Chat Function in Amadeus Selling Platform

[help@amadeus.in](mailto:help@amadeus.in)

[www.amadeus.in](http://www.amadeus.in)

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Below illustration will help you to understand how to delete tax(s) from refund panel for both command page as well as graphic page.

### Command page options

#### Sample refund panel

REFUND RECORD	AGT-00220080 DC/23MAR11 F TKT-Y
NM NAME	SAHA/B MS
I ISSUED	16MAR11
D1 DOCUMENT	125 3301337886 4 CPNS 1000
F FARE PAID	INR 18230
U FARE USED	0
FARE REFUND	18230
XT TAX REFUND	8661 > <b>TRFT</b>
REFUND TOTAL	26891
FM COMMISSION	547 3.00P
FP1 CASH	26891
S ITINERARY	INTERNATIONAL

To open refundable tax panel, enter **TRFT** in command page

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### Refundable Tax panel

REFUNDABLE TAXES	
SAHA/B MS	
125 3301337886 - 886	
UNUSED TAXES	
-----	
T1	6434 YQ
T2	183 YQ
T3	515 JN
T4	1300 IN
T5	229 WO
REFUNDABLE TAX TOTAL INR	8661 XT

To delete specific tax(s), enter **TRFU/TX#** where # is the serial number of the tax to be deleted.  
For example,

(To delete tax 4 i.e. 1300IN from the previous display)

> <b>TRFU/TX4</b>	
REFUNDABLE TAXES	
SAHA/B MS	
125 3301337886 - 886	
UNUSED TAXES	
-----	
T1	6434 YQ
T2	183 YQ
T3	515 JN
T4	229 WO
REFUNDABLE TAX TOTAL INR	7361 XT

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### Graphic Page options

[Sample refund panel](#)

Refund record
✕

### Refund record

**Enter values to modify the refundable record:**

Agent code:       Agent sign:       Refund number:

Date of issue:        Refund table:

Passenger name:

Document list			Coupon				
	Airline code	Serial number	Check digit	1	2	3	4
First ticket:	125	3301337887	5	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Fare paid:

Fare used:

Fare refund:

Net refund:

Tax refund:

Total refund:

Original issue info:

Remarks:

TKT:  ▾

Itinerary:  ▾

Tour code:

Authorization:

Commission:   INR  %

Cancellation fee:   INR  %

Canx fee commission:   INR  %

Miscellaneous fee:

Form of payment	INR
CASH	52681

To open refundable tax panel, click on the **Taxes** icon

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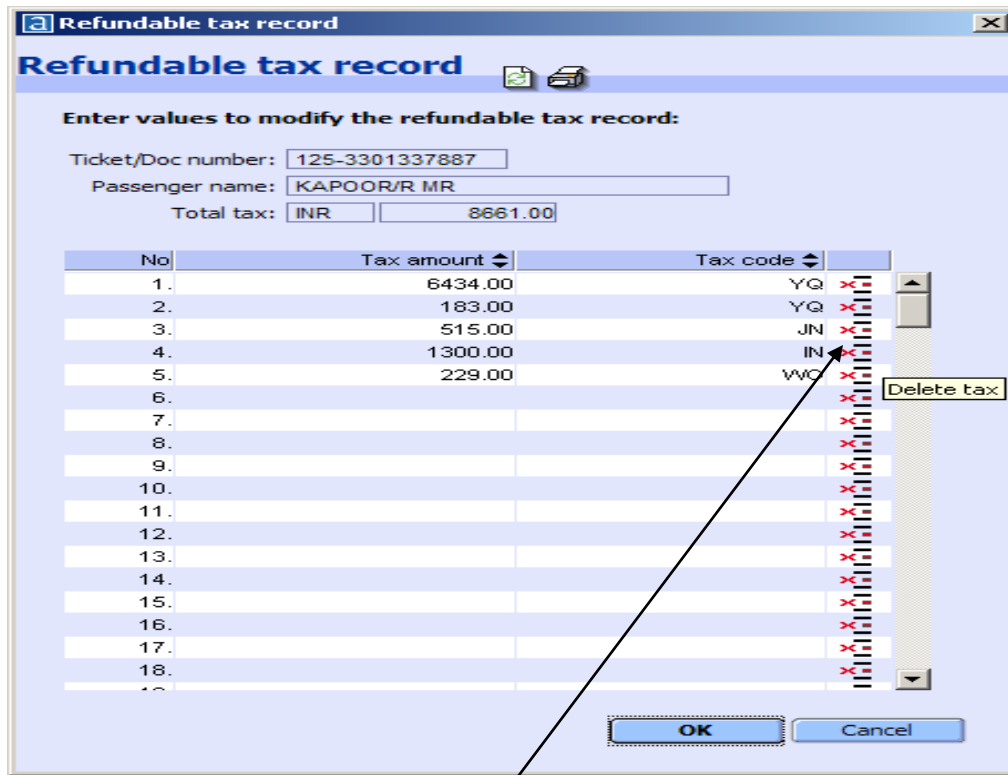
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### Refundable Tax panel



To delete specific taxes, click on **Delete tax** icon

**Do not use "Delete" or "Backspace" option to remove any used or non-refundable tax. Always delete the tax(s) for correct BSP reporting.**

For any wrongly processed refund, contact the validating airline for further assistance.

**For any clarifications, please contact your nearest Amadeus Helpdesk.**

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