Refund an EMD

Quick Reference

REFUND AN EMD

You are able to refund an Electronic Miscellaneous Document (EMD).

- No qualifiers will be allowed with the EMD refund entry
- Only one EMD document can be refunded at a time
- You cannot select which coupons to refund. The system sends the EMD number in the refund request and the carrier determines which coupons to actually refund.
- Automated Refunds must be active in your country's BSP table
- Only the IATA/ARC number which issued the EMD can refund the EMD
- At this time, you **cannot** cancel an EMD refund

BEFORE YOU BEGIN

- You must assign your hard copy printer if you are printing the EMD Refund Notice
- Display the PNR that contains the EMD you wish to refund
  - If you do **not** display a PNR or if **no** current PNR exists when you process the EMD refund, the system creates a reference PNR and automatically ends the refund transaction.

STEP

1. Begin the EMD refund:

• Using EMD number	WFRR(13-digit EMD number)/EMD **WFRR1234567890123/EMD**
• Using *T item number	WFRRTR(*T item number)/EMD **WFRRTR4/EMD**

Note: The system automatically verifies the current EMD coupon status from the carrier's ticket database and determines if any coupons are eligible for refund.

- If the carrier returns a good response (determines if any EMD coupon status is **OPEN**), the refund process continues.
- If **no** coupon status is OPEN, you receive the error message of **REFUND NOT ALLOWED – VERIFY EMD COUPON STATUS**.

2. The system determines the total refund amount using the coupon values in the *Sabre* system ticket database for the refunded coupons the carrier returns.

3. The system returns the response to the screen.

Response when you have refunded the EMD from a displayed PNR:

EMD REFUND TRANSACTION PROCESSED
EMD REFUND ACCOUNTING DATA CREATED IN ACTIVE PNR

Response when you have refunded the EMD with **no** PNR displayed:

EMD REFUND TRANSACTION PROCESSED
EMD REFUND ACCOUNTING DATA CREATED IN PNR REFERENCE JZXRDB

Note: When you refund a **ticket** via *Refunds and Exchanges* and associated EMDs exist, you receive this trailer message:

EMD DOCUMENTS EXIST – REFUND SEPARATELY

SYSTEM UPDATES

When you process the refund, the system also:

- creates a reference PNR **when no PNR is present in the work area**

The PNR contains:

- An OTH segment for the current date
- An EMD refund accounting line
- An MR item in the *T field

```
*JZXRDB«
JZXRDB
 1.1HANSEN/KAREN
 1  OTH YY 29JUL Q GK1  HDQ/AUTOMATED REFUND EMD
TKT/TIME LIMIT
  1.T-
PHONES
  1.AMS817-123-1234-A
CUSTOMER NUMBER - H10100
ACCOUNTING DATA
  1. RNZ¤1234567890/    .00/     95.00/  0.00/ONE/CXAXXXXXXXX
      XXXX1009 1.1HANSEN K/1/123/F/EMD
RECEIVED FROM - P
ABC1.ABC1*A5Z 0742/29MAR11 JZXRDB H
```

Refund item in *T field:

```
*T«
TKT/TIME LIMIT
  1.T-
  2.MR 0861234567890-AT HANSE/K ABC1*A5Z 1442/29MAR*A
```

- Updates the *T field of the current PNR displayed in your work area with an **MR** item

```
*T«
TKT/TIME LIMIT
  1.T-12MAY-ABC1*AKP
  2.TE 0862845752809-NZ YANG/K ABC1*AKP 0802/05MAY I
  3.TE 0862845752810-NZ YANG/M ABC1*AKP 0802/05MAY I
  4.ME 0861820006244-NZ YANG/M ABC1*AKP 0803/05MAY A
  5.ME 0861820006245-NZ YANG/K ABC1*AKP 0803/05MAY A
  6.MR 0861820006244-NZ YANG/M ABC1*AKP 0812/12MAY A
```

- Add an EMD refund accounting line

Note: The system does **not** associate the accounting line to any segment in the itinerary or to the applicable AE items.

```
*PAC«
ACCOUNTING DATA
  1.  NZ¥2845752809/   0.00/    3159.00/ 196.10/ONE/
CCAXXXXXXXXXXXXX0120 1.1YANG KIM MAI MRS/1/F/E
  2.  NZ¥2845752810/   0.00/    3159.00/ 196.10/ONE/
CCAXXXXXXXXXXXXX0120 1.2YANG MAI LING MISS/1/F/E
  3.  NZ¥1820006244/   0.00/      10.00/   0.00/ONE/
E/CXAXXXXXXXXXXXXX0120 1.2YANG MAI LING MISS/1/I/EMD
  4.  NZ¥1820006245/   0.00/     100.00/ 0.00/ONE/
CXAXXXXXXXXXXXXX0120 1.1YANG KIM MAI MRS/1/I/EMD
 5. RNZ¥1820006244/   0.00/10.00/0.00/ONE/
CCAX371234567890120 1.2YANG MAI LING MISS/1/1/F/F/EMD
```

- Removes the EMD number in the ***AE** display from each applicable AE item and changes the AE item status from fulfilled (HI) to confirmed, pending payment (HD)

```
*AE«
ANCILLARY SERVICES
  1.SMALL SPORTING EQUIPMENT         1.1 YANG/KIM MAI MRS
    STATUS - HI1/FULFILLED
    AMOUNT - 25.00NZD
    TOTAL  - 25.00NZD
    FLIGHT - NZ0176M02JUNPERAKL
    DOC/CF - 0861820006245           CPN - 01
  2.SMALL SPORTING EQUIPMENT         1.1 YANG/KIM MAI MRS
    STATUS - HI1/FULFILLED
    AMOUNT - 25.00NZD
    TOTAL  - 25.00NZD
    FLIGHT - NZ0008Q03JUNAKLSFO
    DOC/CF - 0861820006245           CPN - 02
  3.SMALL SPORTING EQUIPMENT         1.1 YANG/KIM MAI MRS
    STATUS - HI1/FULFILLED
    AMOUNT - 25.00NZD
    TOTAL  - 25.00NZD
    FLIGHT - NZ0007S11JUNSFOAKL
    DOC/CF - 0861820006245           CPN - 03
  4.SMALL SPORTING EQUIPMENT         1.1 YANG/KIM MAI MRS
    STATUS - HI1/FULFILLED
    AMOUNT - 25.00NZD
    TOTAL  - 25.00NZD
    FLIGHT - NZ0175V13JUNAKLPER
    DOC/CF - 0861820006245           CPN - 04
  5.PILLOW/BLANKET PACK              1.2 YANG/MAI LING MISS
    STATUS - HD1/PAYMENT REQUIRED
    AMOUNT - 10.00NZD
    TOTAL  - 10.00NZD
    FLIGHT - NZ0008Q03JUNAKLSFO
    DOC/CF -                         CPN -
```

- Logs the refund to **PNR history**

```
*H«
AAR   RNZ¥1820006244/   0.00/10.00/0.00/ONE/
CCAXXXXXXXXXXXX0120 1.2YANG MAI LING MISS/1/1/F/F/EMD
UAX PILLOW/BLANKET PACK/HD1/NZ008Q03JUNAKLSFO/ETKT-0862845752
     810C02-YANG/MAI LING MISS
A7   MR 0861820006244-NZ YANG/M ABC1*AKP 0812/12MAY A
R-   P
ABC1 ABC1*AKP 1538/12MAY11
```

- Changes the coupon status to RFND in the ***Sabre* system ticket database**

Note: The status for any remaining open coupons which are **not refundable** changes to **NORF** status, meaning Not Refundable.

When you refund the EMD, the system removes the EMD number(s) from the **associated ticket image display**.

```
WTDB*4«
SABRE ELECTRONIC MISCELLANEOUS DOCUMENT RECORD
                                                     PNR:EDCPCK
EMD:0861820006244  ISSUED:05MAY2011AKL PCC:ABC1 IATA:12345678
NAME:YANG/MAI LING MISS                 FF:
NAME REF:                               TOUR ID:
FOP:AXXXXXXXXXXXX0120*XXXX/710253
CPN  A/L  BRDOFF  DATE  QTY          AIR EXTRA           STAT
1    NZ   AKLSFO  N/A    1  IN-FLIGHT ENTERTAINMENT      RFND

BASE AMT NZD10.00                         EMD TTL NZD10.00

                                          EQUIV AMT NZD10.00
AKL NZ SFO 10.00 END
RFIC - G
ENDORSEMENTS/RESTRICTIONS - NON-REFUNDABLE/NON-EXCHANGEABLE
EMD TYPE - ASSOCIATED
ASSOCIATED ELECTRONIC TICKET NUM: 0862845752810

CPN ASSOCIATION
ETKT CPN  EMD CPN  FEE CARRIER  REFUND FOP  SIMULT TKTG
   2         1        NZ                        X
```

- Changes the coupon status in the ***Sabre* system ticket database history** and updates the ticketing history section of the display

```
WTDB*4/H«
SABRE ELECTRONIC MISCELLANEOUS DOCUMENT RECORD
                                                     PNR:EDCPCK
EMD:0861820006244  ISSUED:05MAY2011AKL PCC:ABC1 IATA:12345678
NAME:YANG/MAI LING MISS                 FF:
NAME REF:                               TOUR ID:
FOP:AXXXXXXXXXXXX0120*XXXX/710253
CPN  A/L  BRDOFF  DATE  QTY          AIR EXTRA           STAT
1    NZ   AKLSFO  N/A    1  IN-FLIGHT ENTERTAINMENT      RFND

BASE AMT NZD10.00                         EMD TTL NZD10.00
                                          EQUIV AMT NZD10.00
AKL NZ SFO 10.00 END
RFIC - G
ENDORSEMENTS/RESTRICTIONS - NON-REFUNDABLE/NON-EXCHANGEABLE
EMD TYPE - ASSOCIATED
ASSOCIATED ELECTRONIC TICKET NUM: 0862845752810

CPN ASSOCIATION
ETKT CPN  EMD CPN  FEE CARRIER  REFUND FOP  SIMULT TKTG
   2         1        NZ                        X

TICKETING HISTORY
PCC:ABC1  SINE:AKP  DUTY:*  DATE:05MAY  TIME:0803
REST:     ID CODE:EMD ISSUE
INPUT MSG: W‡EMD*AE1-5‡DP

PCC:ABC1  SINE:AKP  DUTY:*  DATE:12MAY  TIME:0812
REST:     ID CODE:STAT CHG
INPUT MSG: WFRRTR4/EMD
PREV STATUS:OPEN  NEW STATUS:RFND
```

- Sends a message to the carrier to change the EMD status to RFND in the **carrier's ticket database**

```
WEMD*4«
ELECTRONIC MISCELLANEOUS DOCUMENT RECORD
INV:                 CUST:                          PNR:EDCPCK
EMD:0861820006244    ISSUED:05MAY11   PCC:ABC1 IATA:12345678
NAME:YANG/MAI LING MISS                     FF:
NAME REF:                             TOUR ID:
FOP: AXXXXXXXXXXXX0120*XXXX /7
CPN  A/L  BRDOFF  DATE   QTY         AIR EXTRA           STAT
1    N/A  AKLSFO   N/A       IN-FLIGHT SERVICES          RFND

CPN SERVICE DETAIL       BASE AMT
1   PILLOW/BLANKET PACK  NZD10.00

BASE AMT NZD10.00                      EMD TTL NZD10.00
                                       EQUIV AMT NZD10.00
AKL NZ SFO 10.00 END

ASSOCIATED ELECTRONIC TICKET NUM: 0862845752810
CPN ASSOCIATION
ET CPN - EMD CPN
  2       1
```

- Adds the EMD refund to the REA list

Note: Use existing formats to display and print the REA. See the Format Finder[SM] help system for formats and additional information.

```
DQB*REA«
    ETR REA LIST       12MAY2011      ABC1 TRAVELTOURS

     ITEM    TICKET NUMBER       PNR        TYPE
P       1    086 1820006244      EDCPCK     RFND EMD
             YANG/MAI LING MISS             ESAC-008640B6F50032

TOTAL REA -       1
 EXCH REA -
 RFND REA -       1
```

EMD REFUND AUDIT TRAIL

The system logs EMD transactions to the EMD refund audit trail.

Display the current date's report

DQB*RFEMD

Note: If more than 500 records are present, the DQB*RFEMD response displays the first 500 records with no Total line. Use the follow-up entries below to display the remaining items

```
DQB*RFEMD «
 EMD REFUND REPORT    12MAY11          ABC1 TRAVELTOURS

AIRLINE  DOCUMENT       AGENT     DATE OF  FORM OF      REFUND
 CODE     NUMBER      SINE/TIME   REFUND   PAYMENT      AMOUNT
PNR-EDCPCK YANG/MAI LING MISS
  086  1820006244     AKP/0812    12MAY11  CC EMD NZD    10.00

TOTAL REFUNDS -   1          CASH/CHECK           CREDIT
    NZD     10.00                   .00            10.00
```

Display next 500 (can be repeated as necessary)	DQB*RFEMD/MD
Display previous 500	DQB*RFEMD/MU
Move to the first 500	DQB*RFEMD/MT
Move to the last batch	DQB*RFEMD/MB

Use existing MD, MU, MB, and MT entries to navigate within the existing batch you have displayed.

The Total Line displays only on the **last** page.

Display the current date's report and specify the airline (maximum of 1 airline code)

DQB*RFEMD/A(2-character airline code)
DQB*RFEMD/ANZ

Display the report and specify a date or date range (maximum of 31 days from today)

DQB*RFEMD/D(date month)
DQB*RFEMD/D02MAR

DQB*RFEMD/D(date month)-(date month)
DQB*RFEMD/D02MAR-10MAR

Display the report and specify that only direct ticketing EMD transactions are included in the display

DQB*RFEMD¥TAT

You may combine the A and D qualifiers in any order, separated by a /; the ¥TAT qualifier must be the last qualifier in the entry:

- Specify airline and date
  DQB*RFEMD/ANZ/D02MAR
- Specify date range, airline and direct ticketing EMD transactions only
  DQB*RFEMD/D02MAR-10MAR/ANZ¥TAT

ADDITIONAL HELP AND REFERENCES

Additional quick references and interactive tutorials are available on the Web at **http://eservices.sabre.com/** under the Training menu. You may also find additional information in the Format Finder[SM] help system. Use these keyword combinations or formats in your Search request:

- Sell Air Extras

©2011 Sabre Inc. All rights reserved. Sabre, Sabre Holdings, and Sabre Travel Network are trademarks and/or service marks of an affiliate of Sabre Holding Corporation. All other trademarks, service marks, and trade names are the property of their respective owners. 1.0