



What is ATC Refund ?

ATC Refund allows you to automatically refund unused or partially used tickets. It uses the fare rules, fare calculation, and penalty fees required to calculate and process a refund.

How to identify whether ATC Refund is available on particular Airline ?

Use [FQNATC/CXR](#) Entry on your cryptic window

System will display a lists of,

- Markets where ATC Refund is deployed.
- Airlines using ATC Refund in their own offices.
- Airlines that have filed fare content for ATC Refund (category 33).

You can use this information to determine if you can use ATC Refund for a particular airline (Interline itineraries) or in a particular market.

Help Page

For more information please refer to HE ATC, GPREF

When is ATC Refund guaranteed?

You can check the ATC Refund Guarantee indicator value in the Refund record to see if an ATC refund is guaranteed. If you manually update the Refund record after using ATC, the refund may not be guaranteed.

For more information about Refund Guarantee indicator (DISI), Please refer to Data Input Status Indicator (DISI) section on this document.

ATC Refund entries and options

- **ATC Voluntary Refund**

| Entry | Description |
|------------------------------|---|
| TRF603-2111098101/ATC | Initiate refund by Ticket number |
| TRF/L8/ATC | Initiate refund by FA element line number |
| TRF/I-2/ATC | Initiate refund from Query report |
| TRF603-2111098101/ATC/CURGBP | Initiate refund by different currency |

- **ATC Involuntary Refund**

| Entry | Description |
|------------------------------|---|
| TRF603-2111098101/ATC/INV | Initiate refund by Ticket number |
| TRF/L8/ATC/INV | Initiate refund by FA element line number |
| TRF/I-2/ATC/INV | Initiate refund from Query report |
| TRF603-2111098101/ATC/CURGBP | Initiate refund by different currency |

- **Re-display Refund record**

| Entry | Description |
|---------|--|
| TRF | Re-display a refund record |
| TRF/L8 | Re-display a refund record by FA line number |
| TRF/I-2 | Re-display refund record from Query report |

- **ATC Refund Follow-up entries**

| Entry | Description |
|-------|---|
| TRFT | Display refundable TAX record |
| TRFOB | Display refundable OB fees |
| TRFU | Update Refund panel (Refer HE TRFU, MS97) |
| TRFP | Process Refund |
| TRFIG | Ignore refund record |

TRFP Entry (Refund process entry) not to be used until Finance / Revenue accounts authority received.

Anatomy of Refund record & TAX Refund record

With initial TRF entry, system will display the refund record as below. Refund record will prompt from original form of payment currency in default.

| | | | | |
|-----------------------|-----------|---------------------------------|---------------|---------------|
| TRF603-2111098101/ATC | | | | |
| REFUND RECORD | | AGT-07302035 CS/25SEP19 C TKT-Y | | |
| NM | NAME | WILLIS/ANNABEL MRS | | 1 |
| I | ISSUED | 05AUG19 | | |
| D1 | DOCUMENT | 603 2111098101 0 CPNS 1200 | | |
| 2 | F | FARE PAID | LKR | 31800 |
| 3 | U | FARE USED | | 0 |
| | | FARE REFUND | | 31800 4 |
| 5 | CP | CANX FEE | | 10700 |
| | XT | TAX REFUND | | 16725 >TRFT 6 |
| 7 | | REFUND TOTAL | | 37825 |
| | NF | NET REFUND | ITBT | 31800 |
| 8 | FP1 | CASH | | 37825 |
| S | ITINERARY | | INTERNATIONAL | |

- 1) Refund guarantee indicator/ Data Input Status Indicator (DISI)
- 2) Total Fare paid
- 3) Used fare (Applicable for partially utilized tickets)
- 4) Available fare for the refund (Fare Refund = Fare paid – Fare used)
- 5) Cancellation fee / No-show fee / Fare refund amount (In case CANX fee is higher than Fare refund amount)
- 6) Refundable TAX amount (For detailed explanation use TRFT)
- 7) Refundable amount (Refund total = Fare Refund – cancellation fee + tax refund)
- 8) Form of payment (May need to define if multiple Form of payment is used)

Contd.

Continued from above.

Refundable TAX panel can be displayed after you revived Refund record using TRFT entry.

```
TRFT

WILLIS/ANNABEL MRS
603 2111098101 - 101

1 PAID TAX                2 USED TAX
    210 IN                3 NON REF TAX
   10574 LK
    1005 WO
    4936 YQ                4 REFUNDABLE TAX
                               T1          210 IN
                               T2        10574 LK
                               T3          1005 WO
                               T4          4936 YQ

REFUNDABLE TAX TOTAL LKR 5      16725 XT
```

- 1) Breakdown of total amount of paid TAX + YQ amount
- 2) Used TAX amount with breakdown (Applicable for partially utilized tickets)
- 3) Nonrefundable TAX breakdown
- 4) Breakdown of the refundable taxes
- 5) Total of Taxes to be refund (This amount is shown on TAX REFUND column of Refund record)

How to identify whether the Refund is processed

As soon as you perform Process Refund entry, System will generate a message along with SAC (Settlement authorization code).

```
OK ETKT RECORD UPDATED SAC- 60390CX4X035H
OK - REFUND PROCESSED
```

Query Report will indicate the transaction as REND (Refunded).

| | | | | | | | | | |
|--------------------|-----|--------------------|--------|--------|-----|--------------|------|----|-------------------------|
| AGY NO - 07302035 | | QUERY REPORT 25SEP | | | | CURRENCY LKR | | | |
| OFFICE - CMBUL0111 | | SELECTION: | | | | | | | |
| AGENT - 0115CS | | | | | | 25 SEP 2019 | | | |
| SEQ NO | A/L | DOC NUMBER | TOTAL | DOC | TAX | FEE | COMM | FP | PAX NAME AS RLOC TRNC |
| 001098 | 603 | 2111098101 | -37825 | -16725 | | 0 | 0 | CA | WILLIS/A CS TJPIRY RFND |

** Additionally E-ticket coupon status will automatically change to R status.



Data Input Status Indicator (Refund Guarantee Indicator)

The ATC Refund Guarantee indicator in the Refund record display is also known as the Data Input Status Indicator (DISI). It indicates that the refund is performed by ATC Refund, and indicates if the result is guaranteed by Amadeus.

If the indicator is set to C or N, the refund is guaranteed by Amadeus.

If you manually update any of the following (Not Recommend to update) Refund record elements after the ATC Refund transaction, the system sets the indicator to P, and the refund is not guaranteed by Amadeus:

- Fare paid
- Fare used
- Cancellation fee
- Tax refund

If you manually update any other elements in the Refund record, the refund is still guaranteed, and the system sets the guarantee indicator to N.

| Type of Refund mask updated | ATC Refund Process (CAT 33) | | Refund of a Ticket with Involuntary option |
|---|--------------------------------------|----------------------------------|---|
| | Refund of an Automated Ticket | Refund of a Manual Ticket | |
| No Modification | C | Q | I |
| Modify data returned by ATC Refund | P | P | B |
| Modify data other than returned by ATC Refund | N | R | D |

DISI set to C or N, the ATC Refund is guaranteed by Amadeus

Example 1

Refund of a partially utilized P9 fare (NRF)

TRF/L11/ATC
REFUND RECORD AGT-07302035 CS/03SEP19 C TKT-Y
NM NAME ADAMS/BARBARA MRS
I ISSUED 03SEP19
D1 DOCUMENT 603 2111098558 5 CPNS 0200

F FARE PAID LKR 19500
U FARE USED 9800
FARE REFUND 9700
CP CANX FEE 9700
XT TAX REFUND 6354 >TRFT
REFUND TOTAL 6354

NF NET REFUND ITBT 19500
FP1 CASH 6354

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- Un used fare amount is converted to CANX fee due to NRF condition

TRFT

ADAMS/BARBARA MRS
603 2111098558 - 558

PAID TAX

8837 LK
8837 YQ
1378 L7
779 OP
4197 SG
8837 YQ

USED TAX

T1 8837 LK
T2 8837 YQ

NON REF TAX

T6 8837 YQ

REFUNDABLE TAX

T3 1378 L7
T4 779 OP
T5 4197 SG

REFUNDABLE TAX TOTAL LKR

6354 XT

- YQ is non refundable, hence showing under non refundable TAX.

Example 2

Manually updated Refund record (Multiple form of payment)

TRFU/FP2CASH
REFUND RECORD AGT-07302035 CS/03SEP19 **N** TKT-Y

NM NAME JAYAWARDENA/INAYA RANALEE MIS
I ISSUED 03SEP19
D1 DOCUMENT 603 2110972437 3 CPNS 0200

| | | LKR | MILES |
|-----|--|---------|-------|
| F | FARE PAID | 16700 | 10000 |
| U | FARE USED | 8000 | 10000 |
| | FARE REFUND | 8700 | 0 |
| CP | CANX FEE | 10700 | |
| XT | TAX REFUND | 3685 | >TRFT |
| | REFUND TOTAL | 1685 | 0 |
| NF | NET REFUND | ITBT 94 | |
| FP1 | FFUUL189000000*A | 0 | 0 |
| FP2 | CASH | 1685 | |
| FO | EX TKT 6032111098553CMB03SEP1907302035 | | |

S ITINERARY INTERNATIONAL
AA AIRLINE AUTHORITY 6038SKB2IRMWP