

Quick Refunds and Exchanges Basics

Quick Reference

USING THE MASK	FORMAT
Begin an exchange or refund	WFR(13-digit ticket number) WFR0376134567890
Begin an exchange or refund with name select	WFR(13-digit ticket number)±N(name number) WFR0372453487090±N1.2
Begin an exchange or refund and include a change fee/cancellation penalty	WFR(13-digit ticket number)±CP(fee/penalty amount) WFR0376134567890±CP100.00
Begin an exchange and use a Price Quote (PQ) record to price the new ticket	WFR(13-digit ticket number)±PQ(Price Quote record number) WFR0372453487090±PQ2
Begin an exchange and use a Phase IV record to price the new ticket	WFR(13-digit ticket number)±T(Phase IV record number)N(name number) WFR0016134567890±T2N1.2
Begin an exchange and use segment select to price the new ticket	WFR(13-digit ticket number)±S(segment number)/(segment number) WFR0376134567890±S1/3
Begin an exchange and use a specific passenger type to price the new ticket	WFR(13-digit ticket number)±P(passenger type code) WFR0372453487090±PGVT
Begin an exchange and use secondary pricing parameters to price the new ticket	WFR(13-digit ticket number)±(pricing parameters) WFR0376134567890±Q/DS10

USING LINEAR ENTRIES	FORMAT
<p>Use the Fast Path linear exchange entries to bypass all of the mask screens. The Fast Path linear entries are only valid for tickets:</p> <ul style="list-style-type: none"> • which are completely unused (your agency is responsible for verification of ticket coupon status) • that exist in the Sabre system's ticket database <p>One document per passenger only, conjunctive tickets are considered one document.</p>	
Exchange a ticket and include form of payment and change fee	WFRE(13-digit ticket number)±F(form of payment)±CP(change fee amount) WFRE0016134567890±FCASH±CP50.00 Note: form of payment is mandatory when there is an additional collection.
Refund a ticket and include a cancellation penalty	WFRR(13-digit ticket number)±CP(cancellation penalty amount) WFRR0016134567890±CP50.00

T A S K	F O R M A T
Redisplay most recent mask screen	WFR*
Choose a ticket for reissue from a list of multiple ticket images in the database	WFR*L(line number) WFR*L2 Note: Use this entry to chose the correct ticket image when your original WFR entry displays a list of multiple images.
Display Price Quote Record Summary	*PQS
Display the Price Quote Reissue (PQR) record details	*PQR
Display Price Quote Reissue (PQR) record history	*PQRH
Issue a ticket using a Price Quote Reissue record	W‡PQR(Price Quote Reissue record number) W‡PQR4
Delete all PQR records	PQRD-ALL
Delete a specific PQR record	PQRD(PQR record number)/(or -)(PQR record number) PQRD1 PQRD1/3 PQRD1-5
Delete a PQR record by name number	PQRD(PQR record number)N(name number) PQRDN2.1

T R A V E L J O U R N A L R E C O R D T A S K S	F O R M A T
Note: Changes to the <i>Travel Journal Record</i> (TJR) security feature requires the keyword SUBMGR and duty code 9 in the travel agent's <i>Employee Profile Record</i> (EPR).	
Activate Quick Refunds and Exchanges (QREX) functionality	W/PQREX‡ON Note: Price Quote record functionality does not need to be active to use QREX functionality.
Deactivate QREX functionality	W/PQREX‡OFF Note: If QREX functionality is deactivated, it also automatically deactivates the Comparison Summary Inactive indicator.
Display status of QREX functionality	W/PQREX‡*
Make the Comparison Summary screen inactive	W/CSI‡ON Note: You do not want any of the mask screens to display when using the FastPath linear entries. COMPARISON SUMMARY WILL NOT DISPLAY is shown in the TJR display.
Make the Comparison Summary screen active	W/CSI‡OFF Note: You do want the mask screens to display when using the FastPath linear entries. COMPARISON SUMMARY WILL DISPLAY is shown in the TJR display.
Display status of the Comparison Summary screen	W/CSI‡*