



Quick Refunds and Exchanges Mask

Quick Reference

REFUND TRANSACTION

Before entering the mask, make sure you have assigned your ticket printer (usually W*AT and your ticket printer line address)

FORMAT

RESPONSE

WFR0017264678005

The ticket information is automatically retrieved from the ticket database, including the base fare and taxes.

Specify the transaction type, **R**, for Refund. Select **NEXT** to continue to the Comparison Summary screen.

```

WF WFR          EXCH DATABASE TKT - PAPER          SCREEN 10
N1.1          HONG/STEPHANIE          TKT 0017264678005

ENTER A VALID TRANSACTION CODE X-EXCH/R-REFUND/F-FLOWN
      FLT BK DATE BRDOFF      FB/TKT DES      STAT CODE
1  AA  2058  N 23JUN DFWSJU    NW7D2A          PPR <R>
2  O  AA  602  N 30JUN SJUDFW    NW7D2A          PPR <R>

BASE USD          632.00
TAXES            26.40      US 5.00      AY          6.00      XF
TTL USD          669.40          VALIDATING CXR AA
NEXT <X>          MULTIDOCs < >          QUIT < >
  
```

The Comparison Summary screen displays both the original and refund amounts.

Enter applicable cancellation penalty in the CHG FEE AMOUNT field. Select **NEXT** to continue to the refund information screen.

Note: If you want more detail on the comparison amounts, type **X** in the TAX COMPARISON field.

```

WF WFR          COMPARISON SUMMARY          SCREEN 30
REISSUE PLACE  DFW

          EXCHANGE          REISSUE
          USD              CUR USD
      BASE          632.00      -632.00
TTL TAXES          37.40      -31.40
-----
      TOTAL          669.40      -663.40
          CHG FEE AMOUNT < 100.00>

TAX COMPARISON < >          TOTAL          -563.40
NEXT <X>          QUIT < >
  
```

The Refund Information screen displays with the refund type populated.

If the original ticket was electronic, the REFUND AUTHORIZATION CODE field is automatically populated with the code.

Enter the commission to refund in the COMMISSION ON REFUND AMT OR PCT fields (mandatory to enter information in at one of these fields), and enter any commission you are receiving on the penalty in the COMMISSION ON PENALTY AMT field (optional).

Enter the original INVOICE NBR and any FREE TEXT you want to display at the end of the accounting line in the appropriate fields. Type **X** in the REFUND field to complete the refund transaction.

```

WF WFR          REFUND INFORMATION          SCREEN 32
TKT 0017264678005
D-DOMESTIC REFUND/I-INTERNATIONAL/T-TRANSBORDER REFUND I

REFUND AUTHORIZATION CODE <ABC123          >
COMMISSION ON REFUND AMT <0.00          > OR PCT <          >
COMMISSION ON PENALTY AMT <25.00          >

TOTAL REFUND DUE USD          -563.40
CASH          CK X CC          CC NBR

          DK NBR <          >

          REFUND ACCOUNTING LINE DATA
INVOICE NBR <          >
FREE TEXT <          >
REFUND <X>
  
```

Note: The Sabre system automatically transmits the appropriate data to Interactive Agent Reporting (IAR) for agencies reporting to ARC. The system also automatically transmits the appropriate data to BSP for agencies reporting to the various BSPs. COMMISSION ON REFUND AMT automatically transmits to the refund accounting line. However, COMMISSION ON PENALTY AMT does not automatically update in the accounting lines; you must manually invoice amounts for a Commission on Penalty.

ADDITIONAL COLLECTION EXCHANGE

Before entering the mask, make sure you have stored the fare (PQ) for the new ticket and have assigned your ticket printer (usually W*AT and your ticket printer line address)

FORMAT

RESPONSE

WFR0167264678024:PQ1

The ticket information is automatically retrieved from the ticket database, including the base fare and taxes.

Specify the transaction type, **X**, for Exchange.

Select **NEXT** to continue to the Comparison Summary screen.

```

WF WFR      EXCH DATABASE TKT - PAPER      SCREEN 10
N1.1      BRIAND/MIREILLE      TKT 0167264678024

ENTER A VALID TRANSACTION CODE X-EXCH/R-REFUND/F-FLOWN
      FLT BK DATE BRDOFF      FB/TKT DES      STAT CODE
1   UA 1594 V 27SEP SEAORD      VE7A1N      PPR <X>
2 X UA 7791 V 27SEP ORDRDU      VE7A1N      PPR <X>
3 O UA 7643 V 04OCT RDUORD      VE7A1N      PPR <X>
4 X UA 441  V 04OCT ORDSEA      VE7A1N      PPR <X>

BASE USD      362.79
TAXES 27.21   US      12.00      ZP      23.50      XT
TTL USD      425.50
NEXT <X>      MULTIDOC < >      VALIDATING CXR UA
QUIT < >
    
```

The Comparison Summary screen displays both the original and new amounts.

Enter applicable change fee in the CHG FEE AMOUNT field.

Select **NEXT** to continue to the Ticketing Instructions screen.

Note: If you want more detail on the comparison amounts, type **X** in the TAX COMPARISON field.

```

WF WFRR      COMPARISON SUMMARY      SCREEN 30
REISSUE PLACE DFW

      EXCHANGE      NEW AMT      REISSUE
      USD      USD
      BASE 362.79  437.20      CUR USD
TTL TAXES 62.71   52.80      -9.91
-----
TOTAL 425.50    490.00      64.50
      CHG FEE AMOUNT < 100.00>

TAX COMPARISON < >      TOTAL 164.50
NEXT <X>      QUIT < >
    
```

The Ticketing Instructions screen displays.

Enter the **NEW TKT FULL COMM AMT** (commission on original ticket amount plus add collect amount) and the **ADD COLLECT COMM** amount (add collect commission amount only), and any applicable commission on the penalty in the **COMM PENALTY** fields.

Enter applicable **TOURCODE** and **BAGGAGE ALLOWANCE** information.

Select the form of payment for the additional collection.

Select **TKT** to issue the ticket immediately or select **RETAIN** to issue the ticket at a later time.

```

WF WFR TK      TICKETING INSTRUCTIONS      SCREEN 40
TOTAL- USD 164.50 ADD COLLECT ELECTRONIC PAPER X
NEW TKT FULL COMM AMT <0.00 >
ADD COLL COMM <0.00 >      COMM PENALTY <25.00 >

TOURCODE < >
BAG ALLOWANCE ALL SEGS < > OR BY SEGMENT < >
ADDTL TKTG INSTRUCTIONS

AGENT ENDORSEMENTS OVERRIDE EO < >
< >
CASH < > CK <X> CC < >      VALIDATING CXR UA
CC NBR < >      > CC EXP < >
MANUAL APPROVAL < >      SUPPRESS CC DATA ON INVOICE < >

TKT <X> RETAIN < > PREV < >      QUIT < >
    
```

Note: You must include values in the **NEW TKT FULL COMM AMT** and **ADD COLL COMM** fields (zero values are acceptable). The *Sabre* system automatically transmits this data to the IAR. The **COMM PENALTY** field is optional and only displays when a penalty has been entered on the Comparison Summary screen.