

Sabre

Enhanced Refund App



Student Guide



Overview

The Enhanced Refund is a Red App that runs in the background every time an Agent refunds a ticket and performs the following functions:

- Warns the agent that there is a PNR open in the work area that is unrelated to the PNR within which the ticket was originally issued. This is to prevent the inclusion of the ticket refund information in a PNR it does not belong to.
- Collects a series of refunded ticket values that Sabre does not include in the Refund IUR and writes them as remarks in the PNR. The remarks are either written in the Ticket PNR or the Reference PNR created by Sabre. This process enhances the standard Sabre IUR and provides any Back Office System that reads information off the IUR with all the data needed to correctly process the refund transaction.

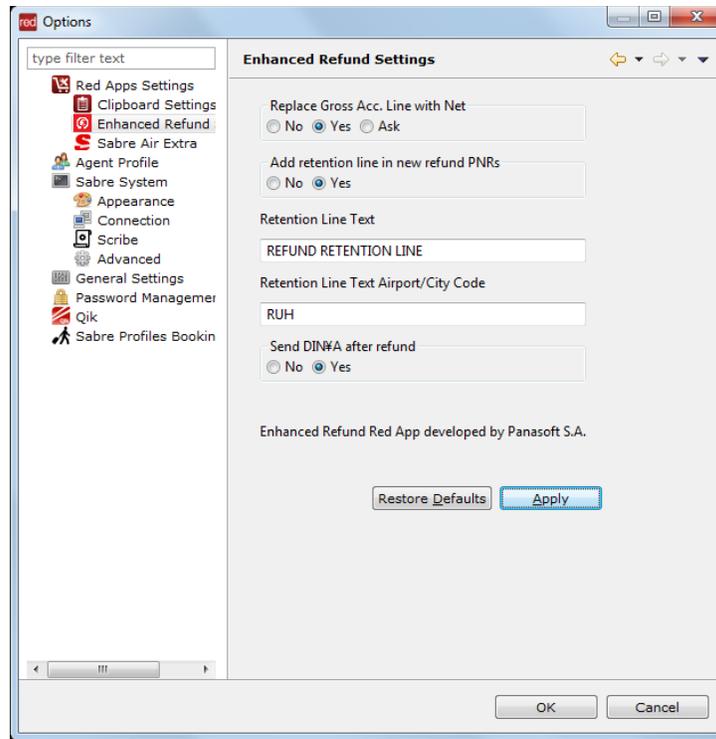
The values collected are:

- Refunded Taxes Analysis
- Cancellation Penalty Amount
- Commission amount or percent that the agency needs to return to the Airline
- Cancellation Penalty Commission Amount that the Agent is entitled to
- Gross fare
- Net or Selling Fare
- Tour Code

When the ticket to be refunded was issued on a net fare, the app will optionally delete the gross fare accounting line that Sabre creates and replace it with the correct Net fare accounting line.

Settings

The app features a settings page under Tool-> Options -> Red App Settings-> Enhanced Refund:



The following settings can be configured:

➤ **Replace Gross Acc. Line with Net**

Possible selections: Yes/No/Ask. If the selection is Yes, the accounting line that is created by the system on the gross fare will always be replaced by one, containing the net fare. If the selection is Ask, a popup dialog asking whether to proceed with such an action will come up when such a case comes up.

➤ **Add retention line in new refund PNRs**

Possible selections: Yes/No. If the selection is Yes, a retention line will automatically be created when a new refund PNR is created. The retention line will be an OTH segment with a date 360 days ahead of today.



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➤ **Retention Line Text**

Contains the text that will be used for the retention line OTH segment.

➤ **Retention Line Text Airport/City Code**

Contains the airport/city 3-letter code that will be used for the retention line OTH segment.

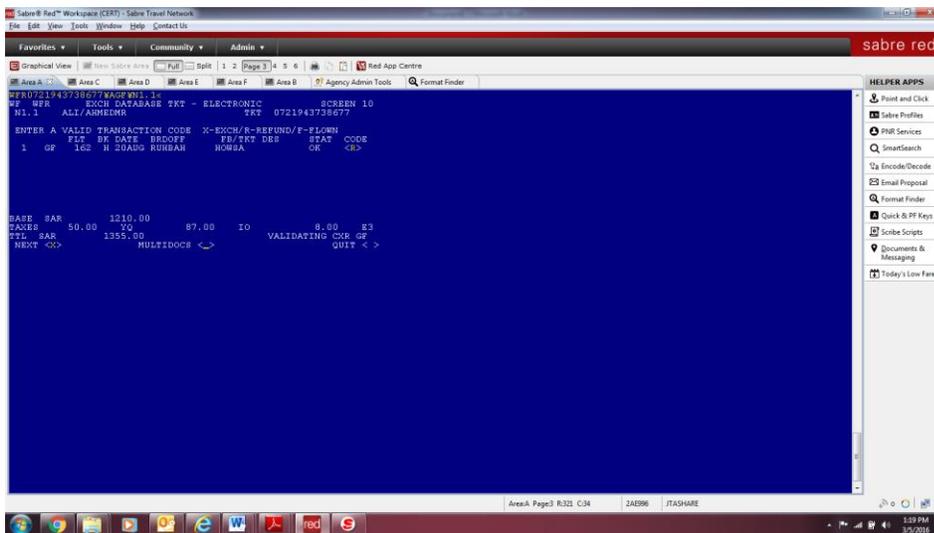
➤ **Send DIN¥A after refund**

Possible selections: Yes/No. If the selection is Yes, after the refund process has finished, a **DIN¥A(acc line #)** command will be automatically executed. This will ensure that the accounting line IUR is produced for back office update.

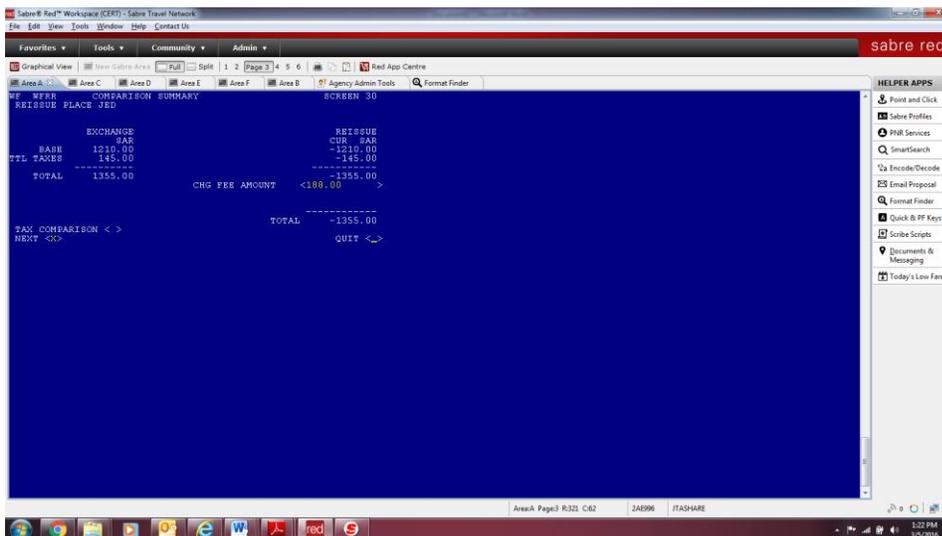
Workflow Screenshots

The process starts with the agent entering a WFR command to initiate the refund process. The app is triggered and performs the following:

1. WFR0721943738677¥AGF¥N1.1



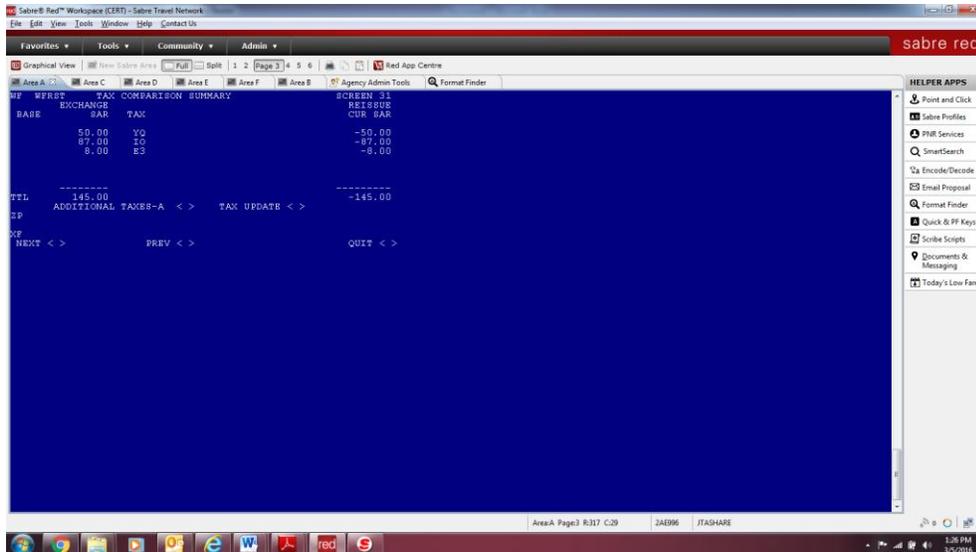
2. Enter the cancellation penalty amount and proceed



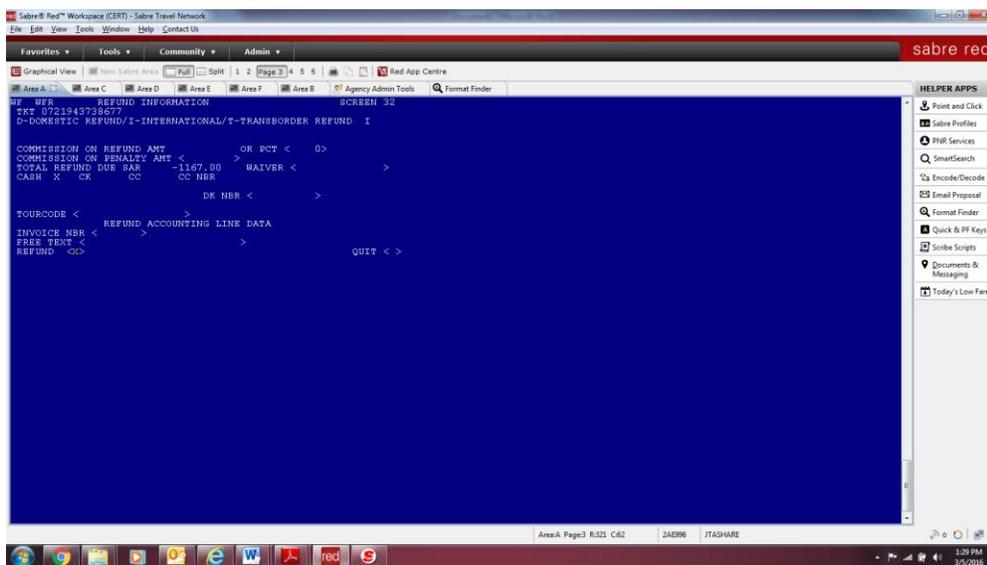


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- The app automatically takes us through the tax comparison screen in order to acquire the tax amounts:



- Proceed and complete refund transaction





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5. The process is finished, and remarks are automatically added to the active PNR the PNR that was created, after this process please wait for few seconds a DIN¥(Accounting line¥) command line will automatically executed. This will ensure that the Refund accounting line (Sabre IUR) is produced for back office update.

The screenshot shows the Sabre Red workspace interface. The main terminal window displays the following text:

```
S*REDDT-30MAY2016Y0721943738772
00THXGK1RUH25MAY-ENHANCED REFUND
SEG 2 GK
6ERP
*
DIN¥ALYR
XGNPKJ
1.1ALI/AHEMDR
1 OTH YY 30MAY M GK1 HDQ/AUTOMATED REFUND PNR-A
2 OTH XX 25MAY Q GK1 RUH/ENHANCED REFUND
TKT/TIME LIMIT
1 T-
PHONES
1 JBDDO
CUSTOMER NUMBER - 123456
INVOICED
REMARKS
1..RFDPC-188.00Y0721943738772
2..RFDTX-YQ400.00/YR12.00/IO87.00/E38.00Y0721943738772
3..RFDTX-HM2.00Y0721943738772
4..RFDGM-P010721943738772
5..RFDGROSSFARE-1120.00Y0721943738772
6..RFDGT-30MAY2016Y0721943738772
ACCOUNTING DATA
1.ARGFY1943738772/ P0/932.00/509.00/ONE/CA 1.1ALI AHEMDR/
1/12/E/E
RECEIVED FROM - P
CSSH.C55H*AAA 0745/30MAY16 XGNPKJ H
```

On the right side, there is a 'Quick Keys' panel with a list of shortcuts and a 'HELPER APPS' panel with various utility icons. A blue box at the bottom right of the interface contains the text 'AAFS TEST HOTEL HJ'. The taskbar at the bottom shows the Windows taskbar with the Sabre Red application icon and the system clock displaying 3:48 PM on 5/20/2016.



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Refund remarks structure:

- 1..RFD**CP**-188.00¥0721943738677
- 2..RFD**TX**-YQ50.00/IO87.00/E38.00¥0721943738677
- 3..RFD**COM**-P0¥0721943738677
- 4..RFD**GROSSFARE**-1210.00¥0721943738677
- 5..RFD**DT**-**05MAR2016**¥0721943738677

The filed names are:

RFD: To show that is a refund remark

1. **CP**: Cancellation Penalty
2. **TX**: Taxes
3. **COM** : Commission
4. **GROSSFARE**: Sell Fare
5. **DT**: Date of the refund

Sabre IUR file for agency back office system

```
AA05MAR0433M0217          Y          99 99999 2  RPQVJQ          611111100000000000 C55H * AA 2AE996
05MAR 0416C55H * AA      00020AUGRUHRIYADH          BAHBAHRAIN          002000001000001000000005000000 02
133305MAR
```

3993993-A

PAX

M101ALI/AHMEDMR
01 01000500

M102MUHAMMED/ALIMR
01 00000500 010102030405

```
M3011 0HK20AUGAIRNRUHRRIYADH          BAHBAHRAIN          GF 162H 0700 0810 1.10          000
321000261          00TERMINAL 1          0          002016KTWXDT
```

M50101 RGF#1943738677/ P0/1022.00/145.00/ONE/CA 1.1ALI AHMEDMR/1/1/F/F/E

M801RFD**CP**-188.00#0721943738677

M802RFD**TX**-YQ50.00/IO87.00/E38.00#0721943738677

M803RFD**COM**-P0#0721943738677

M804RFD**GROSSFARE**-1210.00#0721943738677

M805RFD**DT**-05MAR2016#0721943738677

EOM



Invoice a Refund Recommended Workflow

If your agency has activated refund accounting lines, the *Sabre* system automatically creates an air refund accounting line in your PNR when you complete the refund. Because this is an air accounting line, you **must** have at least one active air segment in the PNR in order to invoice and send the refund data to your accounting system. If you do not have an active air segment in the PNR when you invoice, you receive the following error response:

DIN

SEGMENTS SELECTED CANNOT BE INVOICED - *I*PAC - REQUEST AGAIN
PNR ON Q21

To avoid this problem, follow one of the recommended processes listed below.

Original itinerary not yet cancelled

Process the refund first and then cancel the unneeded segments.

1. Retrieve the active PNR for the ticket you need to refund.

***-MOHAMMED**

2. **Do not** cancel the unneeded air segments.
3. Process the refund via the *Refunds and Exchanges* tool.

WFR0017047904266~~Y~~AAA

4. Issue the invoice.

DIN or DIN~~Y~~DP

DIN~~Y~~A2~~Y~~DP if the original accounting line was not deleted, add accounting line select

5. Retrieve PNR and cancel unneeded air segments.

***-MOHAMMED** then **XI**