

Non-Reportable Electronic Ticketing Refunds for Worldspan® Japan Only

Product Advisory Number:	683			
Version:	03 (This version is specific to Worldspan subscribers in Japan Only.)			
Load To Production:	10-JUN-09	Between 03:30 and 05:30	EST	Between 08:30 and 10:30 GMT
High Level Description:	<p>Provide Worldspan customers in Japan with a new automated refund option that utilizes current automated refund process for electronic tickets but restricts reporting of specified refund transactions to the BSP.</p> <p>NOTE: Non-reportable refund processing for groups, defined under items 4 and 5 in 'Detail and Customer Examples' (below), applies only to Worldspan subscribers in Japan.</p>			
Impact Summary:	<ul style="list-style-type: none"> • ETR (Electronic Ticket Record) will be enhanced to provide a new “non-reportable” option for the ELECTRONIC REFUND AUTHORIZATION REQUEST. • New data advising that the refund is ‘NOT REPORTED’ will be included with the current REFUND PROCESSED response. • Document History display will contain a new “non-reportable” indicator when the new refund option is used. • Group refund processing in Japan (only) will be modified to allow non-refundable group refunds. 			
Reason For Issue:	Update – Includes group processing applicable only to Worldspan subscribers in Japan.			
Customer Impact:	<input type="checkbox"/>	Internal Only	<input checked="" type="checkbox"/>	Developers
	<input checked="" type="checkbox"/>	Agency Customers	<input type="checkbox"/>	Airline Customers
	<input checked="" type="checkbox"/>	eCommerce Customers	<input type="checkbox"/>	Car, Hotel, Rail or Cruise Customers
System:	<input type="checkbox"/>	Galileo		
	<input type="checkbox"/>	Apollo		
	<input checked="" type="checkbox"/>	Worldspan		
Load To Copy:	Available now			

Web Services: (API and Messaging) The Worldspan XML Pro Electronic Ticket Refund (ER) and D.I.R. Document History (DOHC) messages will be updated to support this enhancement. Customer advisories will be sent to registered users of the XML Pro and D.I.R. SDKs (Software Developer Kits) with more information.

Issue History: Version 01 – Issued 17th March 2009
Version 02 – Issued 7th April 2009
Version 03 – Applies to Japan only

Overview

The following new features and screen changes will be provided:

- A new “non-reportable” option will be used to select the ELECTRONIC REFUND AUTHORIZATION REQUEST tab from the ETR.
- New data that the refund is ‘NOT REPORTED’ will be included with the current REFUND PROCESSED response.
- There will be a new “non-reportable” indicator added to the document history display.

This new capability will prevent reporting of the refund transaction in the settlement process to ARC or the BSP, while preserving the ability customers currently have to:

- Initiate an automated refund request for 1P electronic tickets through the existing automated refund process.
- Send the refund request to the applicable carrier.
- Change the coupon status from ‘OPEN’ to ‘REFUND’.

Customer Benefit

- Provide a function that is needed by 1P customers worldwide.
- Enhances the automated refund process and allows 1P to be competitive with other GDSs who already have ‘non-reportable’ refund functionality.

Detail and Customer Examples

1. Non-Reportable Selection Option

A new 'non-reportable' option of RXR will be used to select the ELECTRONIC REFUND AUTHORIZATION REQUEST tab from the ETR display.

The use of the RXR option will mark the automated refund as 'non-reportable' so that the refund transaction will not be reported in the settlement process to ARC or to the BSP.

1.1 The following is an example of the ETR display and the selection of the ELECTRONIC REFUND AUTHORIZATION REQUEST tab using the current 'R' option:

```

      1           2           3           4           5           6
1234567890123456789012345678901234567890123456789012345678901234
01  TICKET 3337557238161    TEST/EDWARD          NMXH58/1P/CAB 0950321
02  CPN FROM/TO FLT      DATE      FBC          STATUS
03  1  YULORD  XX4321  22FEB09  Y321          OPEN FOR USE
04  2  ORDYUL  XX4567  28FEB09  Y345          OPEN FOR USE
05
06  >ETR VIEW TICKET DATA          ( )
07  >ETR VOID ELECTRONIC TICKET    ( )
08  >ELECTRONIC REFUND AUTHORIZATION REQUEST (R)
09  >
10
11
12
13
14
15
```

- 1.2 The following is an example of the ETR display and the selection of the ELECTRONIC REFUND AUTHORIZATION REQUEST tab using the new non-reportable 'RXR' option (shown in bold and highlighted in red):

Entering after the input of the RXR selection option will display the current ELECTRONIC REFUND template and auto fill data.

```

      1           2           3           4           5           6
1234567890123456789012345678901234567890123456789012345678901234
01  TICKET 3337557238161    TEST/EDWARD          NMXH58/1P/CAB 0950321
02  CPN FROM/TO FLT    DATE    FBC          STATUS
03  1  YULORD  XX4321  22FEB09 Y321          OPEN FOR USE
04  2  ORDYUL  XX4567  28FEB09 Y345          OPEN FOR USE
05
06  >ETR VIEW TICKET DATA          ( )
07  >ETR VOID ELECTRONIC TICKET    ( )
08  >ELECTRONIC REFUND AUTHORIZATION REQUEST (RXR)
09  >
10
11
12
13
14
15
```

2. Non-Reportable Indicator in the Document History

A new 'non-reportable' indicator of /N will be added to the document history to alert the user that the automated refund was not reported in the settlement process to ARC or to the BSP.

The /N will be added to the end of the line for the REFUND element.

2.1 The following is an example of a document history response (partial display) to show the /N (shown in bold and highlighted in red) at the end of the REFUND element line.

```
1234567890123456789012345678901234567890123456789012345678901234
01 *DH3
02 3 05FEB1140 1P/NH8/JE*E0082547690021
03 RICHARDS/WILLIAM*ADT
04 **DOCUMENT COMMANDS**
05 EZ EZE#N1.1#$CA
06 AGENT EZE#N1.1#$CA
07 **DOCUMENT**
08 REFUND 06FEB1145 1P/NH8/JE/RN0082547690021/N
09 RFARE TAX77.06/EUR77.06 PARTIAL/B
10 RTKT 0082547690021/12
11 RTAX BG12.00/UB21.06/YQ44.00
12 RAUTH A/L AUTHORITY XY12345
13 FOP CA
14 )>
15
```

3. Change to the REFUND PROCESSED Response

Additional data of NOT REPORTED will be included following the current REFUND PROCESSED message. The new data of NOT REPORTED is being included so as to alert the user that the refund is not going to be reported in the settlement process to ARC or to the BSP.

3.1 The following is an example to show the current response of REFUND PROCESSED for a completed electronic ticket refund.

	1	2	3	4	5	6
01	1234567890123456789012345678901234567890123456789012345678901234					
02	ELECTRONIC REFUND AMOUNT VERIFICATION			DATE OF ISSUE	02FEB09	
03	TICKET 3337557238161	TEST/EDWARD		NMXH58/1P/CBA	0950321	
04						>VIEW
05	*FULL FARE DATA*	*PARTIAL FARE DATA*		*PENALTY FOR REFUND*		
06	EQV : USD	2120.00	FARE: ()	AMT: (50.00)		
07	TAX: XT	150.46	TAX: ()	*COMMISSION EARNED*		
08	TAX: XY	7.00	TAX: ()	AMT: ()		
09	TAX: US	159.00	TAX: ()	*COMMISSION RECALLED*		
10	TTL: USD	2436.46	TTL: ()	AMT: (10.00)		
11	ACTION (F					
12	REFUND PROCESSED					
13	>					
14						
15						

- 3.2 The following example is to show the REFUND PROCESSED message for a completed electronic ticket refund along with the new data of / NOT REPORTED (shown in bold and highlighted in red).

```

      1           2           3           4           5           6
1234567890123456789012345678901234567890123456789012345678901234
01 ELECTRONIC REFUND AMOUNT VERIFICATION      DATE OF ISSUE 02FEB09
02 TICKET 3337557238161      TEST/EDWARD      NMXH58/1P/CBA 0950321
03                                     >VIEW
04 *FULL FARE DATA*      *PARTIAL FARE DATA*      *PENALTY FOR REFUND*
05 EQV : USD      2120.00      FARE:(      )      AMT:(50.00      )
06 TAX: XT      150.46      TAX:(      )      *COMMISSION EARNED*
07 TAX: XY      7.00      TAX:(      )      AMT:(      )
08 TAX: US      159.00      TAX:(      )      *COMMISSION RECALLED*
09 TTL: USD      2436.46      TTL:(      )      AMT:(10.00      )
10
11 ACTION (F
12 REFUND PROCESSED / NOT REPORTED
13 >
14
15
```


3.3 When there are split forms of payment as part of the e-ticket refund, the REFUND PROCESSED message for a completed electronic ticket refund will also include form of payment data and amounts.

The following is an example to show the current REFUND PROCESSED message along with the split form of payment data and amounts.

```

1          2          3          4          5          6
1234567890123456789012345678901234567890123456789012345678901234
01 ELECTRONIC REFUND AMOUNT VERIFICATION      DATE OF ISSUE 10FEB09
02 TICKET 0083105531510      TEST/NAME      4I58HJ/1P/RV5 1732543
03                                     >VIEW
04 *FULL FARE DATA*          *PARTIAL FARE DATA*  *PENALTY FOR REFUND*
05 EQV : KRW      1053900      FARE:(      )      AMT:(      )
06                                     FARE USED (      )
07 TAX:  BP      28000      TAX:(      )      *COMMISSION EARNED*
08 TAX:  SW      32100      TAX:(      )      AMT:
09 TAX:                                     TAX:(      )      *COMMISSION RECALLED*
10 TTL: KRW      1114000      TTL:(      )      PCT:      3.00
11 ORIG FOP - CA      1000000 / CK      114000 RN (2) ADDL DATA (Y)
12 ACTION (F
13 REFUND PROCESSED - CA 1000000/CH 114000
14 >
15

```

3.5 The following example is to show the REFUND PROCESSED message for a completed electronic ticket refund along with the new data of / NOT REPORTED (shown in bold and highlighted in red) and followed by the current split form of payment data and amounts.

```

1234567890123456789012345678901234567890123456789012345678901234
01 ELECTRONIC REFUND AMOUNT VERIFICATION DATE OF ISSUE 10FEB09
02 TICKET 0083105531510 TEST/NAME 4I58HJ/1P/RV5 1732543
03 >VIEW
04 *FULL FARE DATA* *PARTIAL FARE DATA* *PENALTY FOR REFUND*
05 EQV : KRW 1053900 FARE: ( ) AMT: ( )
06 FARE USED ( )
07 TAX: BP 28000 TAX: ( ) *COMMISSION EARNED*
08 TAX: SW 32100 TAX: ( ) AMT:
09 TAX: TAX: ( ) *COMMISSION RECALLED*
10 TTL: KRW 1114000 TTL: ( ) PCT: 3.00
11 ORIG FOP - CA 1000000 / CK 114000 RN (2) ADDL DATA (Y)
12 ACTION (F
13 REFUND PROCESSED / NOT REPORTED - CA 1000000/CH 114000
14 >
15

```

4. New Non-Reportable Option for the Group Refunds in Japan, only:

The new 'non-reportable' option of /RXR may be used with the group refund entry (applicable in Japan, only). The input of the /RXR option in the group refund entry will process the automated electronic refund as 'non-reportable' so that the group refunds will not be reported in the settlement process to the BSP.

- 4.1 The automated group refund entry is applicable only for Worldspan subscribers in Japan.
- 4.2 The electronic ticket group refund entry is input using the REF function and is not selected from the list of options on the ETR display.
- 4.3 The non-reportable option of /RXR must be input as the last item in the group refund entry.

4.4 The following example illustrates current group refund functionality:

	1	2	3	4	5	6
01	1	2	3	4	5	6
02	123456789012345678901234567890123456789012345678901234					
03	>REF/G/0089685123765-780					
04						
05						
06						
07						
08						
09						
10						
11						
12						
13						
14						
15						

NOTE: The example above may not be to print line / print position specifications.

- 4.5 The following example illustrates the group refund functionality including the new non-reportable option of /RXR (shown in bold and highlighted in red):

	1	2	3	4	5	6
	123456789012345678901234567890123456789012345678901234					
01	>REF/G/0089685123765-780/ RXR					
02						
03						
04						
05						
06						
07						
08						
09						
10						
11						
12						
13						
14						
15						

NOTE: The above example may not be to print line / print position specifications.

5. Change to the Group Refund Responses for a Non-Reportable Refund

The group refund responses for Worldspan subscribers in Japan will include the data of NOT REPORTED when the refund is being processed as a non-reportable refund. The new data of NOT REPORTED is being included in the response to alert the user that the refund is not going to be reported in the settlement process to the BSP.

5.1 The following example illustrates the current group refund response.

NOTE: This will continue to be the response returned when the refund is reported in the settlement process to the BSP:

	1	2	3	4	5	6
01	1234567890123456789012345678901234567890123456789012345678901234					
02	ELECTRONIC REFUND AMOUNT VERIFICATION			DATE OF ISSUE	15APR09	
03	TICKET 0081842567216	SMITH/A		OVLJPY/1P/2MP	1634567	
04						>VIEW
05	*FULL FARE DATA*	*PARTIAL FARE DATA*		*PENALTY FOR REFUND*		
06	FARE: JPY	709000	FARE: ()	AMT: ()		FARE USED ()
07	TAX: SW	2040	TAX: ()	*COMMISSION EARNED*		
08	TAX: AY	750	TAX: ()	AMT:		
09	TAX: XT	5400	TAX: ()	*COMMISSION RECALLED*		
10	TTL: JPY	717190	TTL: ()	PCT: 10.00		
11				RN (2)		ADDL DATA (Y)
12	ACTION (F					
13	AUTOMATED REFUND PROCESSED FOR TICKETS	0081842567216-225				
14	>					
15						

NOTE: The above example may not be to print line / print position specifications.

5.2 The following example illustrates the new group refund response for a non-reportable refund:

The group refund response (shown in bold) for a non-reportable refund removes the word 'AUTOMATED' from the beginning of the response and adds "/ NOT REPORTED" to the end of the response.

	1	2	3	4	5	6
	12345678901	2345678901	2345678901	2345678901	2345678901	2345678901234
01	ELECTRONIC REFUND AMOUNT VERIFICATION			DATE OF ISSUE 15APR09		
02	TICKET 0081842567216		SMITH/A		OVLJPY/1P/2MP 1634567	
03						>VIEW
04	*FULL FARE DATA*		*PARTIAL FARE DATA*		*PENALTY FOR REFUND*	
05	FARE: JPY	709000	FARE: ()	AMT: ()
06						FARE USED ()
07	TAX: SW	2040	TAX: ()	*COMMISSION EARNED*	
08	TAX: AY	750	TAX: ()	AMT:	
09	TAX: XT	5400	TAX: ()	*COMMISSION RECALLED*	
10	TTL: JPY	717190	TTL: ()	PCT: 10.00	
11						RN (2) ADDL DATA (Y)
12	ACTION (F					
13	REFUND PROCESSED FOR TICKETS 0081842567216-225 / NOT REPORTED					
14	>					
15						

NOTE: The above example may not be to print line / print position specifications.

- 5.3 The following example illustrates the current group refund response. The electronic ticket refund template will continue to be cleared from the screen before the response is displayed.

NOTE: This will continue to be the response when the refund is reported in the settlement process to the BSP:

```

      1           2           3           4           5           6
123456789012345678901234567890123456789012345678901234
01 AUTOMATED REFUND PROCESSED FOR TICKETS 0081842567208-212
02 TICKET NUMBER 0081842567213 UNABLE TO REFUND
03 REMAINING TICKET NUMBERS NOT PROCESSED
04 >
05
06
07
08
09
10
11
12
13
14
15
```

NOTE: The above example may not be to print line / print position specifications.

5.4 The following example illustrates the new group refund response for a non-reportable refund:

The group refund response for a non-reportable refund removes the word 'AUTOMATED' from the beginning of the response and adds "/ NOT REPORTED" to the end of the response.

```
1234567890123456789012345678901234567890123456789012345678901234
01 REFUND PROCESSED FOR TICKETS 0081842567208-212 / NOT REPORTED
02  TICKET NUMBER 0081842567213 UNABLE TO REFUND
03  REMAINING TICKET NUMBERS NOT PROCESSED
04  >
05
06
07
08
09
10
11
12
13
14
15
```

NOTE: The above example may not be to print line / print position specifications.

Glossary

Term	Definition

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