Processing AIR Refunds
Agency Manager User Guide
Chapter 5

Processing Refund AIRs Using the RFDITI field ......................... 25
  Switch sd238 .............................................................................. 25
  Refunded Itinerary in TBS Line ................................................. 25

Chapter 6

Refunding the Full Tax Amount ...................................................... 27
  How Are Tax Amount Refunds Handled in Agency Manager? .... 27
  Setting Up Full Tax Amount Refunds ........................................ 27
    Switch sd241 .............................................................................. 27
    User Parameter Tax Code ......................................................... 27
    CDV 2103 ............................................................................... 28
  Refunding the Full Tax Amount .................................................. 28
    What Is the Full Tax Amount Refund Flow? .............................. 28
    Example: Refunding the Full Tax Refund .................................. 29

Index ............................................................................................ 31
Before You Start

About This Guide

This guide describes the workflow for refund processing through the AIR interface.

What's New in This Guide

<table>
<thead>
<tr>
<th>AGM Version Number</th>
<th>New or Changed Functionality</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.2</td>
<td>Switch sd241 is available for standard use. When switch sd241 is activated, you can have the full tax amount refunded when a tax override was done. See Refunding the Full Tax Amount on page 27.</td>
</tr>
<tr>
<td>13.1</td>
<td>Switch sd238 allows Agency Manager to interpret the RFD/ITI field in the TBS line. If the original document is not found in Agency Manager the itinerary in the refund AIR will be used to create the segments - see Processing Refund AIRs Using the RFD/ITI field on page 25.</td>
</tr>
</tbody>
</table>
Chapter 1
What Is an AIR Refund?

A refund for a reservation which is integrated in Amadeus Agency Manager, will use the ticket number in the file as a unique identifier to process the refund correctly.

There are different sides to this functionality, since there is a different way of handling the refund, depending on the status of the original booking in Agency Manager.

- First of all, it can be that in Agency Manager, the original booking has not yet been integrated. In that case, the ticket number is not found, and you will see that the refund handoff file will be put on a waiting status with a status 0, waiting until the original reservation is available in Agency Manager.
- Secondly, it can be that the original booking is already present in Agency Manager, but that the product lines in question have not yet been invoiced. In that case, a negative product line will be created in the dossier.
- Finally, if the original booking in the dossier has already been invoiced, Agency Manager will, upon integration of the refund, create a credit product for the products that have been invoiced and refunded via AIR.

The travel file segments for the original reservation will not be updated when a refund is processed, the credit product in the dossier will have a link to the original fare segment in the travel file. The credit line is only visible in the travel file by consulting the option Issued travel documents in the travel file segment.

Warning: Please note that processing refunds is only valid and accepted by BSP in some markets. You will need to check with your local Amadeus ACO to see whether it can be used in your particular market.

Amadeus office profile - AIR customization

If for your country, the refund AIR is possible and you want to be able to process refunds in Agency Manager, you will need to ask your local Amadeus NMC to adjust your office profile and activate the refund processing possibility.

Accounting remarks AIR

It is of utmost importance that you are aware that in the Refund AIR, no accounting remarks (RM* remarks) can be used.
Handling changes in VAT settings

When the Global Handoff Handler processes a refund, it will use the VAT settings that were valid when the original product was invoiced. If the VAT requirements changed in the period between the invoicing date of the original product and the date of the refund, the new VAT settings in Agency Manager will have no impact on the VAT applied to the refund. Agency Manager will take the previous settings.

When you manually credit an invoiced product, the resulting negative product line will retain the VAT settings of the original product, even if the VAT settings change in the time between the creation of the negative product line, and the printing of the credit note.

Note: If the VAT requirements in your country differ from this logic, please contact an Amadeus representative for advice on how to proceed.

TF segment cancellation upon voiding

When a ticket is automatically voided via the GHOH, the cancellation of the corresponding Travel file segments depends on the number of passengers linked to the segment:

- When a ticket is voided and the TF segment and Air Fare contain only one person, the TF segment and Air Fare are automatically cancelled.
- When a ticket is voided and the TF segment and the Air Fare contain multiple persons, the TF segment is not cancelled until the tickets for all passengers are voided.

When the void message for a particular passenger is received, only the ticket for that passenger is voided. At that point, there are still other passengers linked to the TF segment and Air Fare, for which the tickets have not yet been voided. Only when the void message for the last ticket has been received, the complete TF segment will be cancelled.
Chapter 2
Setting Up the Processing of the AIR Refund

Switch ace304: Refund enhancements

Note: The switch is available through the Main menu > General maintenance > Customer switches.

This switch activates the refund enhancements which relate to refund fees and transaction fees and commission pass back processing for the Global Handoff handler.

Possible values of this switch:
- 1: functionality activated.
- Different from 1: functionality not activated.

Company default 1113 is linked to this switch.

Company default values

Use airline from refund product (cdv 1104)

This company default value determines if the airline which is available in the R-line of the refund AIR, needs to be taken over. There are two possible values for this cdv:
- 1: the airline is to be taken from the R-line in the refund AIR;
- Different from 1: the airline of the original product will be taken over.
Use sales for fare saving amounts when full credit (cdv 1110)

This company default value determines whether the sales price should be used in the fare savings amount fields when a full refund is made, either via the Handoff Handler, or via the Credit note option on the Dossier maintenance screens.

Possible values are:
- 1 = The 'Sales price' is used for the normal and the lowest fare
- 2 = The 'Total price Incl.' is used for the normal and the lowest fare
- 3 = The 'Sales price' is used for the normal fare and the 'Total price Incl.' is used for the lowest fare
- 4 = The 'Sales price' is used for the normal fare and the 'Total price Incl.' without the OB fee amount is used for the lowest fare
- Any other value = The normal and lowest fare are copied from the original product

Use sales for fare saving amounts when partial credit (cdv 1111)

This company default value determines whether or not the sales price should be used in the fare savings amount fields when a partial refund is made, either via the Handoff Handler, or via the Credit note option on the Dossier maintenance screens.

Possible values are:
- 1 = The 'Sales price' is used for the normal and the lowest fare
- 2 = The 'Total price Incl.' is used for the normal and the lowest fare
- 3 = The 'Sales price' is used for the normal fare and the 'Total price Incl.' is used for the lowest fare
- 4 = The 'Sales price' is used for the normal fare and the 'Total price Incl.' without the OB fee amount is used for the lowest fare
- Any other value = The normal and lowest fare are copied from the original product

Disable saving fields for manual credit (cdv 1112)

When this cdv is activated - i.e. set to 1, the savings fields in the dossier product lines will be disabled when it concerns a manual credit.

Deduct refund fee from fare price (cdv 1113)

If this cdv is set to 1 or Y, the cancellation fee listed in the AIR does not need to be integrated as a supplement but included in the refund fare.

In that case, the commission on the refund fee will not be taken from the AIR. It will always be taken from the refunded ticket.

This Company default is linked to switch ace304.
Validation on CDV 903

If an AIR refund is created for the BSP supplier (but not via the credit note option) the Exchange Ticket and SCN fields are mandatory for those tickets that are stock type 1 or 2. The exchange ticket and stock control number are required when these conditions are met:

- The product type is Aviation
- The supplier is BSP
- The stock type is 1 or 2

This CDV will not apply if the stock type is 3.

Exchange ticket mandatory for negative air product (CDV 903)

Possible values:

- 1 = Mandatory
- 0 = Not mandatory

Validation message linked to CDV 903

If an Air refund for the BSP supplier ticket is processed and the ticket and / or SCN numbers are missing, an error message will be received:

- “Airline and exchange ticket are mandatory.”
- “The original invoice number needs to be filled in the SCN field.”

Note: CDV 903 is linked to CDV 311 (BSP Supplier)

Note: The reason for the change to the CDV logic

Previously when a refund of a pre-Agency Manager ticket was entered manually for a supplier other than BSP, Agency Manager sent a refund notice section to Global MAX and this caused a Quality Control error. The change to the CDV logic will prevent this from happening.

Note: Stock types:

- 0 = No stock
- 1 = With stock
- 2 = Stock allowed but not mandatory
- 3 = Only the ticket number is mandatory
- 9 = Gift cheque stock

Credit linked fees when crediting (cdv 1187)

This cdv controls the behaviour of the fees in all refund cases and in case of the void, when the original product is invoiced. It can have 4 values.

- 0: The fees which are linked to the original product are not credited when a refund or cancellation is processed.
- 1: The fees that are linked to the original product are credited when a refund is processed but not credited when a cancellation is processed.
• 2: The fees that are linked to the original product are credited when a cancellation is processed but not credited when a refund is processed.

• 3: The fees that are linked to the original product are credited when a refund or cancellation is processed.

Don't apply new fees when crediting (cdv 1188)

CDV 1188

This cdv controls the behavior of the fees in all refund cases and in case of the void, when the the original product is invoiced. It can have 4 values.

• 0: There are new fees created when a product line is refunded or cancelled.

• 1: There are no new fees created when a product line is refunded but there are fees created when a product line is cancelled.

• 2: There are no new fees created when a product line is cancelled but there are fees created when a product line is refunded.

• 3: There are no new fees created when a product line is cancelled or refunded.

Fees for refunds

In the refund process you can have cancellation fees and miscellaneous fees. Miscellaneous fees are used where a cancellation fee is not appropriate, for example, for handling fees or fees in case of a lost document.

First you need to make sure the fees are set up properly via the standard fee setup procedure.

For information on the standard setup of transaction fees, please see the Managing Transaction Fees guide.

The fees are handled as supplements so you need to set up specific supplement types and link them to the fees in the CRS settings screen.

If there is a dedicated supplement type, and it is defined in the CRS settings, the handoff handler will process the fee and create a supplement to the aviation product with the amount specified in the AIR.

If the supplement setup is not defined, the AIR will be processed for the full amount - no warning will be given!

User system parameter Supplements aviation

Create supplement types for the cancellation and miscellaneous refund fees via General maintenance > User system parameters > Supplements aviation.

Example:
Figure: Supplements aviation (gema060i) - fees

Make sure label code ‘Service’ is set to value ‘0’ to indicate that this supplement type must NOT be included in the product price.

Figure: Supplements aviation (gema060m) - label code Service

CRS settings

On the Void & Refund tab of the CRS settings for AIR, complete the Suppl for refund mis fee and Suppl for refund can fee fields. The lookup buttons will bring you to the Supplements aviation (gema060i) screen, listing the supplement types you defined before. These supplement types will be used to process the cancellation and miscellaneous fees and generate the supplements.
Figure: CRS settings (gema360m) - Supplements for refund fees

CRS translation Leistungscode (German market)

A Leistungscode 9935 ERSTATTUNGSENTGELT was defined for the miscellaneous refund supplement.

To include this information in the VERK feed, define a CRS translation for translation type 'LCL5', with CRS code 'RBS'.

Example:

Figure: CRS translations (gema330l) - Leistungscode 9935

For more information on translating Leistungscodes, please see the Export of Agency Manager data to RBS manual.
Chapter 3

Case studies

Find out how Agency Manager treats the different refund files.

The first section describes the refund AIR as it can be done in AIR version 205. The other sections describe the refund AIR for AIR version 207.

RF processing

The matching of the refund processed through the AIR interface, will be done on ticket number, since there are no PNR data.

The original ticket is integrated with a PNR of AIR type 7A:

*Figure: AIR original ticket*

The ticket number (in yellow in the screenshot above) shows in the Ticket field in the Dossier: AIR (ace0220m) screen. The total price (in pink in the screenshot)
above) can be found in the **Total ticket** field, the other amounts will be filled out in the **Fare price** and **Taxes** fields.

*Figure: Dossier AIR (ace0220m) screen*

Then a refund is done using the AIR below:

*Figure: AIR refund*

```
AIR: BLK205, RF, T, 175; 06000441102; GW3277317, 001001
AVID: 06000000458
GW3277317, GW3277317
MUC1A: 01; ANRBBG210R; ANRBBG210R; 00000000; ...............;
B-TRFP
C: 7906; SVSUL
D: 020906, 020906, 020906
REDM, 06SEP02, EUR1428.00, 714.00, 714.00, 20.00, XT21 85, 15.85
MK, EUR18.96 BE, EUR, 3.79, RS ..............................
I: 0000, 00 VERMEULEN L MRS: ....
T: 075-4043102002
R: 075-0795400341, 06SEP02
FM7.00P
FPCC1645066630400184011/EUR715.85
ENDX
```

In this AIR, you can see that the type of AIR is RF, for refund. The T-line will give you the ticket number (in yellow in the screenshot above) on which the AIR will match with the original booking in Agency Manager.
The RFDM-line will show you the total refund amount at the end of the line (in pink in the screenshot above), and the details of the ticket price and the taxes in front of this total refund amount.

This total refund amount will be shown in the **Total ticket** field in the **Dossier: AIR (ace0220m)** screen. Please note that this is a partial refund as not the whole amount of the original ticket was refunded.

![Figure: Dossier: AIR (ace0220m) screen](image)

### Refund AIR - status 0

When the refund AIR is processed, and the original ticket is not yet found in Agency Manager, the integrated handoff file gets status 0 in the **Handoff files (sd0100i)** screen.

Afterwards, if the AIR with the original ticket has been integrated into Agency Manager, the refund AIR will be processed together with the original AIR.

As you can see in the example refund AIR below, you can see that the refund for ticket number 6900000069 amounts to 609.52 Euros.
The file is integrated in Agency Manager, but apparently, the original AIR with the same ticket number has not been integrated yet. Therefore, the handoff file is integrated with a status 0 in the **Handoff files (sd0100i)** screen.

**Figure: Handoff files (sd0100i) screen**

If the AIR with the original ticket is integrated in Agency Manager, you will see that both the original AIR and the refund AIR will be processed as usual, and a travel file and/or dossier will be created.

Please note that the RF AIR will only create records at the Dossier and never update the Travel file as refund is always 'after ticketing' action.

## Original AIR, invoicing, Refund AIR

In this case, the original AIR has been integrated, and the mid office dossier products have been invoiced. You can see that if the refund AIR is integrated after the invoice, the dossier lines in question will be credited.

In the AIR below, you can see a reservation for ticket 9600000762 with a total price of 629.64 Euros.
The refund AIR is a full refund for the same ticket.

In Agency Manager, upon the integration of the refund AIR, a credit line will be created in the dossier and will be shown as credited in the database level.
Original AIR, no invoicing, Refund AIR

In the example below, you can see that the original AIR for ticket 9600000761 has been integrated but the dossier line for this reservation is not invoiced (yet). When the refund AIR is integrated, a negative mid office dossier line will be created in the same dossier.

Below you see the refund AIR, where you can see the RFDF-line for the prices of the refund, and the KRF-line for the taxes for the refund.
As you can see in the dossier below, a dossier line was created for the original ticket, but since it wasn’t invoiced yet, a negative line has been created for the integrated refund.

**Partial refund, no fees**

In the screenshot below, you can see an AIR which contains ticket 9600000267, with a total sales price of 343.39 Euros.
The refund AIR is a partial refund for 230.86 Euros, and for the refund, no fee needs to be calculated.

In the dossier, you will see that the first line, invoiced or not, contains the ticket with the sales price of the original AIR. When the refund AIR is integrated, a dossier product line is created with a negative value for the amount to be refunded.
Figure: Dossier: details (ace0215i) screen
Chapter 4
Handling exchange tickets with residual refund

Setup

As a prerequisite, on the Void & Refund tab of the CRS Settings (gema360m) screen for AIR, the Default expired date and the Default approval code must be entered.

You can reach this screen from the Main Menu via Front office > Basic Parameters > HO Settings > CRS Settings.

Tax type user system parameter

In the Tax type user system parameter you need to add the tax codes you need and define for each tax code whether or not it concerns an 'old' tax.

The Tax type user system parameter is only available when switch ace486 is activated.

Note: In case no tax types are set up in Agency Manager, taxes of type 'O' will be handled as old, and all other tax types will be handled as new taxes.

To define that a particular Tax type is 'old':

1. From the Main Menu, go to General maintenance > User system parameters and retrieve the Tax type user system parameter.
2. Click the **Insert** icon.

**Figure: Defining a Tax type**

3. Enter a **Code** for the Tax type and a **Description**.

4. In the Label code **Oldtax**, you can determine that the Tax type is an old tax or not.
   Possible values are:
   - YES: this is an old tax and will **NOT** be calculated in the total tax amount.
   - NO: this is an applicable and will be calculated in the total tax amount.

5. In the Label code **Color**, you can indicate the color in which this Tax type record must be presented in the tax browsing list. The colors can be coded from 1 to 11. For example, value '5' corresponds with 'red'.

Please consult the **Customizing the Agency Manager interface** manual for more information on the color codes.
6. Click **Validate** and **OK**.

   Repeat this procedure for every Tax type you want to add.

**TaxType CRS translations**

You can provide CRS translations of Translation type **TaxType** for the tax types needed, into the appropriate values you defined in the Tax type user system parameter.

**Note:** This CRS translation setup is only needed if you are using several GDSs for which different coding of tax types are used.

*Figure: CRS translations Tax type*

**Residual sales amount category**

For the residual refund handling functionality to work properly, you must provide the following setup in Agency Manager.

1. The residual refund part is issued in a separate category: the Residual Value (RV) category. Make sure that the RV categories you need are defined as refund categories in the **Categories (ace0100i)** screen, which can be accessed from the Main Menu via **Mid office > Stock > Categories**.

*Figure: Example of Residual value category*

For detailed information on how to set up categories in Agency Manager, please consult the **Setting up Categories and stock** manual.
2. The value 'RV' in combination with the category from the original ticket must be translated into the appropriate Agency Manager Residual Value (RV) category. Define CRS translations for all the categories that can issue tickets for an exchange with residual refund.

*Figure: Example CRS translations for Residual refund category*

### Functionality

When a sold ticket is exchanged for a new ticket, the Agency Manager Handoff handler will search for the presence of the residual RV+ amount in the exchange (FO) line from the Amadeus Interface Record (AIR). The Residual Value fare amount in the ticketed exchange will trigger the automatic creation of:

1. The zero sales amount exchange product - which is the standard procedure for exchange tickets.

2. A residual refund product containing the refund fare amount (RV+ amount) and the refund tax amount (T+ amount), the (old) tax details from the original AIR ticket and the segments from the exchange ticket.
Chapter 5
Processing Refund AIRs Using the RFDITI field

When a refund AIR is sent to Agency Manager, the Handoff Handler will try to find the dossier and product containing the ticket issue.

• If a matching ticket number is found, the dossier will be updated with the refund product.

• If the ticket issue is not found, a new dossier will be created in Agency Manager with a negative product line. The segments will be based on the refunded itinerary in the AIR.

Note: Tickets in Agency Manager with an issue date older than 18 months compared to the creation date of the refund AIR will be ignored during the matching process.

Switch sd238

Set switch sd238 to value 1 to allow Agency Manager to interpret the RFDITI field in the TBS line. If the original document is not found in Agency Manager the itinerary in the refund AIR will be used to create the segments.

Refunded Itinerary in TBS Line

If switch sd238 is activated and if the original document is not found, the RFDITI field in the TBS line will be used to create the segments in the dossier. The RFDITI field contains the refunded itinerary.

Example of a TBS line:

TBS1-1200;BHX AF MUC LH OTP SK ZRH BA BHX

The part in bold is the refunded itinerary.

• The first destination code is the departure code, and the first segment

• Each of the following destination codes is the arrival code of the previous segment, and departure code for the next segment

• The last destination code is always the arrival destination of the last segment
TBS1-1200;BHX AF MUC LH OTP SK ZRH BA BHX

would result in the following dossier segments in Agency Manager:

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
<th>Carrier</th>
</tr>
</thead>
<tbody>
<tr>
<td>BHX</td>
<td>MUC</td>
<td>AF</td>
</tr>
<tr>
<td>MUC</td>
<td>OTP</td>
<td>LH</td>
</tr>
<tr>
<td>OTP</td>
<td>ZRH</td>
<td>SK</td>
</tr>
<tr>
<td>ZRH</td>
<td>BHX</td>
<td>BA</td>
</tr>
</tbody>
</table>

Void (ARKN) segments will not be created as a segment in Agency Manager.

TBS1-1304;BHX AF MUC -- OTP SK ZRH BA BHX

would result in the following segments in Agency Manager:

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
<th>Carrier</th>
</tr>
</thead>
<tbody>
<tr>
<td>BHX</td>
<td>MUC</td>
<td>AF</td>
</tr>
<tr>
<td>OTP</td>
<td>ZRH</td>
<td>SK</td>
</tr>
<tr>
<td>ZRH</td>
<td>BHX</td>
<td>BA</td>
</tr>
</tbody>
</table>

Note:  If the RFDITI field is missing, the refund will not be processed by the Handoff Handler and the handoff file will receive status 19.

Note:  As the RFDITI field does not contain enough information to create travel file segments, the refund will not be created in the travel file.
Chapter 6
Refunding the Full Tax Amount

How Are Tax Amount Refunds Handled in Agency Manager?

When there is a refund, the price of the original ticket and taxes in Agency Manager are compared with the price and taxes of the refund to decide whether the refund is handled as a full or a partial refund.

If, in the original ticket, an ACEMPT remark was used to override the taxes in the tax lines, or if the total tax amount was changed manually in Agency Manager, the taxes of the original ticket in Agency Manager are different from the taxes in the refund AIR. Because of this tax difference, or markup, the refund is handled as a partial refund, meaning that the tax amount to be refunded is taken from the refund AIR. As this tax amount is lower than the originally paid tax, the customer does not get a full refund. When switch sd241 is activated, it is possible to have the full tax amount refunded when a tax override was done.

Setting Up Full Tax Amount Refunds

Switch sd241

Activation of switch sd241 allows full refunds on the tax amount.

The possible values are:

1

The separate tax amounts of the refund tax lines are compared to the tax amounts of the original tax lines to determine if the refund is handled as a full or a partial refund.

Any other value

The amounts of the refund tax lines are compared to the total tax amount in Agency Manager to determine if the refund is handled as a full or a partial refund.

User Parameter Tax Code

In the user system parameters, you define the tax code to be used to register the markup tax. The markup tax is the difference between the amount in the
ACEMPT remark and the total amount of the tax line. This is the tax code that you use in CDV 2103.

**Figure: Tax Code for Markup Tax**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>Tax difference ACEMPT</td>
</tr>
<tr>
<td>AA</td>
<td>Inc. Airport Departure (Dominican Republic)</td>
</tr>
<tr>
<td>AB</td>
<td>Airport Departure Tax (Hall)</td>
</tr>
<tr>
<td>AC</td>
<td>Value Added Tax (Malta)</td>
</tr>
<tr>
<td>AE</td>
<td>Passenger Service Charge (United Arab Emirates)</td>
</tr>
<tr>
<td>AF</td>
<td>Airport Departure Fee (Afghanistan)</td>
</tr>
<tr>
<td>AG</td>
<td>Ticket Tax (Austria)</td>
</tr>
<tr>
<td>AI</td>
<td>Baggage Security Screening Fee (Anguilla)</td>
</tr>
<tr>
<td>AJ</td>
<td>International Airport Exit (Venezuela)</td>
</tr>
<tr>
<td>AK</td>
<td>Inc. Domestic Airport Departure Tax (Venezuela)</td>
</tr>
<tr>
<td>AL</td>
<td>Passenger Service Charge (Albania)</td>
</tr>
</tbody>
</table>

**CDV 2103**

In CDV 2103, you can define the tax code that must be used to register the tax amount in Agency Manager. This is the tax code you defined in the user system parameters.

CDV 2103 is linked to switch sd241.

**Refunding the Full Tax Amount**

**What Is the Full Tax Amount Refund Flow?**

When switch sd241 is set to value 1, the following full tax refund process takes place:

- The AIR contains a tax line with several tax amounts and an ACEMPT remark with a tax amount override.
- The taxes from the tax line are stored in the **Tax Details** browser as separate lines.
  
  **Note:** Switch ace322 must be set to make the **Tax Details** tab available.
- The markup tax is also registered here, with the tax code defined in CDV 2103. The markup tax is the calculated difference between the value of the ACEMPT remark and the total taxes of the tax line.
- The refund AIR contains the same tax line, but cannot contain an ACEMPT remark.
• A comparison is done between the amounts in the refund tax line and the corresponding original taxes stored in the **Tax Details** tab. The markup tax is ignored.

• If these amounts are identical, the refund is handled as a full refund. This means that the original taxes, including the markup tax, are copied in the **Tax Details** browser, and reversed.

• The full tax amount is refunded.

**Note:** If switch **sd241** is activated and if the amounts are not identical, the refund is handled as a partial refund, and the tax amounts to be refunded are taken from the refund tax line.

**Note:** If switch **sd241** is not activated, the amounts from the refund tax line are compared with the total taxes, which also results in a partial refund.

**Example: Refunding the Full Tax Refund**

In the following example, the original ticket contains a KFT (tax) line with several taxes and an **ACEMPT** remark:

```
K-GBP545.00 ;EUR606.00 ;;;;;;;;;;;EUR1022.19 ;1.111618 ;;
KFTF; EUR264.00 YQ AC; EUR28.74 RA EB; EUR6.55 DE SE; EUR55.58 GB AD; EUR25.14 UB AS; EUR1.11 EV AB; EUR19.95 ZA EB; EUR15.12 WC TR;;;;;;;;;;;;;;;;;;;;;;
TAX-EUR264.00 YQ ;EUR28.74 RA ;EUR123.45 XT ;
RM*ACEMPT-420.00;S2-5
```

The total tax amount from the KFT line is 416.19.
The overriding amount from the **ACEMPT** remark is 420.00.

If switch **ace322** is set, the separate amounts from the KFT line and the markup amount are visible on the **Tax Details** tab of the dossier product:

**Figure: Tax Details for the Original Ticket**

The refund ticket contains a KRF line with the same taxes.
The total tax amount from the KRF line is 416.19.

This amount is identical to the amount of the original KFT line, so the refund is handled as a full refund.

The original taxes, including the markup, are copied to the Tax Details tab with reversed amounts.

*Figure: Tax Details for the Full Refund*

The full tax amount is refunded.
Index

A
Accounting remarks AIR, 3
Amadeus office profile - AIR customization, 3

C
Case studies, 11
Company default values, 5
Credit linked fees when crediting (cdv 1187), 7
CRS settings, 9
CRS translation Leistungscode (German market), 10

D
Deduct refund fee from fare price (cdv 1113), 6
Disable saving fields for manual credit (cdv 1112), 6
Don't apply new fees when crediting (cdv 1188), 8

E
Exchange ticket mandatory for negative air product (CDV 903), 7

F
Fees for refunds, 8
Functionality, 24

H
Handling changes in VAT settings, 4
Handling exchange tickets with residual refund, 21

I
Introduction, 27

O
Original AIR, invoicing, Refund AIR, 14
Original AIR, no invoicing, Refund AIR, 16

P
Partial refund, no fees, 17
Processing Refund Airs Using the RFDITI Field, 25

R
Refund AIR - status 0, 13
Refunding the full tax amount
  Flow, 28
  Scenario, 29
Residual sales amount category, 23
RF processing, 11
RFDITI Field in TBS Line, 25

S
Setup, 21
  CDV 2103, 28
  Switch sd241, 27
  Tax Code, 27
  Switch ace304
    Refund enhancements, 5
    Switch sd238, 25

T
Tax type user system parameter, 21
TaxType CRS translations, 23
TF segment cancellation upon voiding, 4

U
Use airline from refund product (cdv 1104), 5
Use sales for fare saving amounts when full credit (cdv 1110), 6
Use sales for fare saving amounts when partial credit (cdv 1111), 6
User system parameter Supplements aviation, 8

V
Validation message linked to CDV 903, 7
Validation on CDV 903, 7