Sabre Travel Network
Automated Refund Web Service
Edition 1
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<tr>
<th>Date</th>
<th>Revised by</th>
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<th>Revision Control No.</th>
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</tbody>
</table>
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Introduction

1.1 Overview

A new web service has been developed for Automated Refunds. This web service utilizes the filed Category 33 Voluntary Refund rules. The web service will verify the rules for refund and apply the appropriate penalties. Airlines that are filing their rules through Category 33 must agree to participate in the product. If no rules are filed or the airline does not participate then the transaction will fail and must be completed using existing refund tools.

The purpose of Automated Refunds web service is to fully automate the refund process in order to accurately and consistently calculate the value of the refund and apply the appropriate fees as filed by the airline. Automating this process will ensure that accurate refund calculations occurs following the rules as outlined by the filing carrier. Automated Refunds will provide the highest level of automation, guarantee the results through the Fare Guarantee Policy and provide the ability to deploy this technology across all distribution channels.

The web service can be used by XML based web sites, online travel agencies, front end GUI web services, and mobile applications. Sabre has also developed a host based user interface that allows usage of the service.

This product is available with a new service, TKT_ExChangeRefundRQ version 1.1.0 using RefundRQ.

The Automated Refunds web service has two main processes:

• Price the refund using CAT33 rules as filed by airlines
• Confirm the refund for settlement

The details of these processes will be described in following sections

1.2 Purpose of this Guide

The purpose of this guide is to introduce the Automated Refunds web service. It is not a complete reference tool for XML design. Developers should refer to the Sabre Dev Studio for the most complete information. You can find instructions on how to access the Sabre Dev Studio in section 1.5 of this guide.

This guide provides:

• Description of web service features.
• Examples of typical refund business scenarios.
• Examples of requests and responses for Automated Refunds transactions.
• Common error messages that may be returned by the service along with the explanation as to why they occur and ways for fixing the problem where applicable.
1.3 XML Examples in this Document

The purpose of the XML examples provided in this document is to present the possible content of the request and response.

Note: Examples are for illustrative purposes only.

1.4 Access Conditions

The Automated Refunds web service is a billable product. For additional information or to request activation, please contact your Sabre Account Director.

The following applies:

- Access is based on Employee Profile Record (EPR). No functional accounts can access the Automated Refunds web service.
- All EPR groups should be auto provisioned with required OpenSystemsUser attribute and no additional security provisioning is required.

1.5 Sabre Dev Studio

The Sabre repository for all web service information can be found at Sabre Dev Studio.

It has documentation including schemas, WSDL files, code samples, workflows, and Sabre Web Services related information.

It is the most comprehensive reference tool available for XML developers.

Please visit the site and register for an account if you have not done so already.

1.6 Automated Refunds WSDL file

The WSDL file provides a description of the basic formats of Web Service requests – how the service can be called, what parameters it expects, and what data structures it returns.

For the latest available links to WSDL files, check the Automated Refunds documentation on the Sabre Dev Studio.
Understanding the Automated Refunds Web Service

2.1 Introduction

This chapter provides a description of Automated Refunds. It provides information about types of transactions that the service supports, prerequisites and the Automated Refunds process.

2.2 Prerequisites for Automated Refunds

Following are the prerequisites for using Automated Refunds:

- Automated Refunds must be active for the market in which the subscriber operates
- Automated Refunds must be activated for the PCC. I.e. the subscriber PCC must have the correct TJR setting for Automated Refunds (unless it is in a free limited trial mode).

2.3 Automated Refunds Requirements

The following information provides the rules and applicability of Automated Refunds.

2.3.1 Eligible Documents

Automated Refunds can be used for refunding the following document types:

- The ticket must be an original issue electronic ticket
- The ticket must be in the Sabre ticket database and the carrier database
- The ticket must have at least one coupon in Open status and available for refund
- The validating carrier must participate in Sabre’s Automated Refunds product

Automated Refunds does not apply to the following:

- Paper tickets
- Exchanged tickets.
- Net remit tickets
- Tickets issued with a miscellaneous FOP
2.3.2 The Automated Refund Process

This section provides a brief description of the Automated Refund processes.

2.3.2.1 Price Request

The following will happen when an Automated Refund price is requested using RefundRQ:

- Validations are done to ensure the PCC is entitled to use the product and the product is available in the country the PCC operates in.
- The ticket to be refunded is retrieved from the Sabre ticket database and validations are performed to ensure that the ticket is eligible for refund and the validating carrier is participating in Sabre’s Automated Refunds product.
- An internal request is made to the Pricing system to determine a price for the refund. Pricing will match the fares of the ticket against the carrier’s CAT33 filing and if successful will return information about the refundability of the fare, the taxes and if applicable, the used portion of the fare, as well as any applicable cancel fees/tax on fees.
- A post calculation is performed to apply any cancel fee/tax on fee and/or fee and tax overrides included in the request to determine the final fare and tax to be refunded.
- If no error conditions are detected, the ticket details, the post calculation results and a success message will be returned in the response.
- If an error is detected at any point, the process will be interrupted and the appropriate error message returned in the response.

2.3.2.2 Fulfill Request

The following will happen when a when a RefundRQ Fulfill request is issued to complete the refund:

- All the steps to price the refund as in the previous section will be repeated up to the post calculation.
- Assuming there is an amount to refund, the pricing information will be passed to the PSS system.
- The PSS system will perform additional validations and if successful, the ticket document status will be updated and a PQR will be created. If there is no active PNR, a PNR will be created. If applicable, a REN will be printed. Additionally, the refund audit trail will be updated and data sent to the settlement plan. Optionally, based on TJR settings the PNR may be ended, ended and retrieved or not ended at all.
- All the pricing information as well as the confirmation information that the refund has been completed will be returned in the response.
- If any errors are detected at any point, the process will be interrupted and the appropriate error message returned in the response.
3.1 Introduction

The purpose of this chapter is to briefly explain the content of the Automated Refunds Request XML.

This chapter should not be treated as complete information about the Automated Refunds request XML schema, but can be used as additional source of information for the Automated Refunds schema definition available in the Sabre DEV Studio.

There are items in the TKT_ExchangeRefundRQ schema not used for refunds. This guide on only cover those items applicable to Automated Refunds.

3.2 Request Attributes

Following is the request attribute for RefundRQ:

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>version</td>
<td>Required in the XML schema.</td>
<td>RefundRQ/@version</td>
</tr>
</tbody>
</table>

3.3 Request Elements

Following are the top level request elements:

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header</td>
<td>Standard header information that helps orchestrate the requests.</td>
<td>RefundRQ/Header</td>
</tr>
<tr>
<td>Point of Sale (POS)</td>
<td>Information about the point of sale and the agent performing the Automated Refunds transaction.</td>
<td>RefundRQ/POS</td>
</tr>
<tr>
<td>TransactionInfo</td>
<td>Information about the transaction to be performed. Whether it is pricing or fulfilling transaction. The document to be refunded and any optional parameters related to the request.</td>
<td>RefundRQ/TransactionInfo</td>
</tr>
<tr>
<td>Diagnostic</td>
<td>For internal troubleshooting purposes only.</td>
<td>RefundRQ/Diagnostic</td>
</tr>
</tbody>
</table>

The POS element and the TransactionInfo element is detailed in the following sub sections:

3.3.1 POS Elements

Following is the list of elements identifying the Point of Sale in an Automated Refunds transaction. They are optional in the XML schema; however, their presence is verified by the service business validation layer. Although optional elements, the Company and Pseudo elements are required for refunds.
### 3.3.2 Transaction information

This part of the Automated Refunds request specifies the type of transaction required and supplies the information to perform the transaction.

The `transactionInfo` element has the following mandatory attribute:

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>requestType</code></td>
<td>Type of Request. Possible values:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Price - validate and price the refund</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fulfill - validate, price and fulfill the refund</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A Price request type will return all the information about the price of the refunds whereas the Fulfill request type will return the price information of the refund as well as complete the refund and return the confirmation of a successful refund.

The `transactionInfo` element has the following sub element:

#### 3.3.2.1 Number of the Ticketing Document

The ticketing document number is the only required element.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>TicketingDocument/Number</td>
<td>Details of the document to be priced for a refund or refunded</td>
<td>1003675888763</td>
<td></td>
</tr>
</tbody>
</table>

#### 3.3.2.2 Pricing Options

The `Options` element provides secondary information for the Price or Fulfill request. Multiple options can be added in a single request. It contains two sub elements: Pricing and Fulfillment. The following is a list of options that falls under pricing:

- Cancel Fee Override
- Tax Override
- Commission
Commission on Penalty

Note: Commission and Commission on Penalty may be included in Pricing Options they do not play any role in determining the amount of the refund.

These must also be included in the fulfill request.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Options/Pricing/CancelFeeOverride</td>
<td>Amount of cancel penalty to apply to the refund. This will override any penalty calculated by the system.</td>
<td>100.00</td>
<td>RefundRQ/TransactionInfo/Options/Pricing/CancelFeeOverride</td>
</tr>
<tr>
<td>Options/Pricing/TaxOverride</td>
<td>Codes and amounts of taxes to be overridden.</td>
<td>See section on tax override below</td>
<td>RefundRQ/TransactionInfo/Options/Pricing/TaxOverride</td>
</tr>
<tr>
<td>Options/Pricing/Commission</td>
<td>Amount or percent of commission to apply to the refund</td>
<td>See section on commission below</td>
<td>RefundRQ/TransactionInfo/Options/Pricing/Commission</td>
</tr>
<tr>
<td>Options/Pricing/CommissionOnPenalty</td>
<td>Amount of commission on penalty to apply to the refund</td>
<td>20.00</td>
<td>RefundRQ/TransactionInfo/Options/Pricing/CommissionOnPenalty</td>
</tr>
</tbody>
</table>

3.3.2.2.1 Tax Override

Any of the taxes calculated by the system can be overridden up to the refundable amount calculated by the system.

The TaxOverride attribute

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code</td>
<td>2 character Tax Code being overridden.</td>
<td>RefundRQ/TransactionInfo/Options/Pricing/TaxOverride@code</td>
</tr>
</tbody>
</table>

The TaxOverride elements and sub elements:

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>TaxOverride/Amount</td>
<td>Amount of the tax being overridden. A zero value is used to make the entire tax non-refundable</td>
<td>25.50</td>
<td>RefundRQ/TransactionInfo/Options/Pricing/TaxOverride/Amount</td>
</tr>
<tr>
<td>TaxOverride/TaxBreakdown/Airport</td>
<td>Breakdown information for XF taxes</td>
<td>See section below</td>
<td>RefundRQ/TransactionInfo/Options/Pricing/TaxOverride/Airport</td>
</tr>
</tbody>
</table>
Airport Breakdown attributes in XF tax overrides

Tax override of XF taxes require a 3 letter airport code for each applicable airport and the amount of the individual XF tax code.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>TaxOverride/TaxBreakdown/Airport</td>
<td>Amount of the individual airport XF tax</td>
<td>4.5</td>
<td>RefundRQ/TransactionInfo/Options/Pricing/TaxOverride/Airport</td>
</tr>
<tr>
<td>airportCode</td>
<td>3 letter airport code</td>
<td>LAX</td>
<td>RefundRQ/TransactionInfo/Options/Pricing/TaxOverride/Airport@airportCode</td>
</tr>
</tbody>
</table>

3.3.2.2.2 Commission

By default the commission from the ticket will be used in processing the refund, but when specified in the Options/Pricing/Commission element the specified amount or percent will be used. If the transaction is for a partial refund and the original commission was an amount, the partial refund commission amount should be input so that the full refund is not recalled.

Note that certain markets do not support commission amount. If a commission amount is used when it is not supported an error response will be returned.

The commission elements:

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commission/Amount</td>
<td>Amount of commission</td>
<td>10.00</td>
<td>RefundRQ/TransactionInfo/Options/Pricing/Commission/Amount</td>
</tr>
<tr>
<td>Commission/Percent</td>
<td>Percent of commission</td>
<td>5, 10.5</td>
<td>RefundRQ/TransactionInfo/Options/Pricing/Commission/percent</td>
</tr>
</tbody>
</table>

3.3.2.2.3 Commission on Penalty

Commission on penalty amount may be input. If there is no penalty, as determined by the system or supplied in a change fee override, then an error will be returned if a commission on penalty is included.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Options/Pricing/CommissionOnPenalty</td>
<td>Amount of commission being collected on the cancel penalty</td>
<td>10.00</td>
<td>RefundRQ/TransactionInfo/Options/Pricing/CommissionOnPenalty</td>
</tr>
</tbody>
</table>
3.3.2.3 Fulfillment Options

Elements are provided for the following refund data:

- Waiver Code
- Tour Code
- Payment
- Journey Type

Although these elements fall under fulfillment they may also be added during a price request.

Fulfillment Elements:

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Options/Fulfillment/WaiverCode</td>
<td>A waiver code to be applied to the refund. Typically a waiver code will be supplied by the airline for the agent to use to override a cancel fee</td>
<td>WAV123</td>
<td>RefundRQ/TransactionInfo/Options/Fulfillment/WaiverCode</td>
</tr>
<tr>
<td>Options/Fulfillment/TourCode</td>
<td>A tour code to be applied to the refund. Input of a tour code will override any tour code on the original ticket.</td>
<td>TRAC345</td>
<td>RefundRQ/TransactionInfo/Options/Fulfillment/TourCode</td>
</tr>
<tr>
<td>Options/Fulfillment/Payment</td>
<td>Payment information to be applied when refunding a ticket that was issued to multiple forms of payment</td>
<td>See section on payment below</td>
<td>RefundRQ/TransactionInfo/Options/Fulfillment/Payment</td>
</tr>
<tr>
<td>Options/Fulfillment/JourneyType</td>
<td>This is applicable to BSP France only. A journey type must be supplied if the refund is for a domestic flight. Possible values are B, F or M</td>
<td>B</td>
<td>RefundRQ/TransactionInfo/Options/Fulfillment/JourneyType</td>
</tr>
</tbody>
</table>

3.3.2.3.1 Payment:

When a ticket was issued to two forms of payment the fulfill request must specify the amount to apply to each form of payment. This would require two Payment elements one for each form of payment. The order of the two elements should be the same as the order of the ticket. The amounts of the two forms of payment must equal the total refund amount otherwise an error will be returned in the response. A zero amount for one of the forms of payment is considered a valid amount.

The two forms of payment may also be included in a Price request.

The payment element contains one sub-element, Amount:

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>Amount for the form of payment</td>
<td>126.40</td>
<td>RefundRQ/TransactionInfo/Options/Fulfillment/Payment/Amount</td>
</tr>
</tbody>
</table>
3.4 Automated Refund Request Examples

This section contains a number of refund examples. The sabre host view of the tickets to be refunded are supplied:

3.4.1 Example Request to Price a Refund

Ticket to be refunded:

```
SABRE TICKET RECORD
INV:0034805 PNR:XPLFMS
TKT:7951053984868 ISSUED:14DEC2016SYD PCC:A4S1 IATA:99999992
NAME:HARRIS/ROLF
FOP:VIXXXXXXXXXXXX1111*XXXX/556 M
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 VA 943 V 20FEB SYDBNE 1300 OK VZEV0 OPEN
2 VA 950 V 25FEB BNESYD 1305 OK VZEV0 OPEN
FARE AUD360.38 TAX 39.82UO TAX 7.50WG TAX 30.30QR
TOTAL AUD438.00
COMM: 36.04
SYD VA BNE180.19VA SYD180.19AUD360.38END
ENDORSEMENT/RESTRICTION:
NONREF/RESTRICTIONS APPLY/NONEND/PENALTIES APPLY
```

XML to price refund of this ticket:

```
<RefundRQ version="1.1.0"
xmllns="http://services.sabre.com/STL/v01"
xmllns:ns2="http://services.sabre.com/STL/Catalog/v01"
xmllns:ns3="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0">
  <Header/>
  <POS>
    <Company>1S</Company>
    <Pseudo>A4S1</Pseudo>
  </POS>
  <TransactionInfo requestType="Price">
    <TicketingDocument>
      <Number>7951053984868</Number>
    </TicketingDocument>
  </TransactionInfo>
</RefundRQ>
```

3.4.2 Example Request to Fulfill a Refund

The following is the request to fulfill the refund of the same ticket as in the previous example.
### 3.4.3 Example with Optional Items

This is an example of a request to refund a ticket with overriding the cancel fee to 0 and providing a waiver code as well as a commission percent:

**Ticket to be refunded:**

```
SABRE TICKET RECORD
PNR: YRIAID
TKT: 6072296876581 ISSUED: 14DEC2016DFW PCC: 97S7 IATA: 99999992
NAME: HARDLEY/JAMES
FOP: VIXXXXXXXXXX1111*XXXXX/1234 M
CPN  A/L  FLT  CLS  DATE  BRDOFF  TIME  ST  F/B  STAT
1  EY  103  K  20FEB  AUHJKF  0335  OK  KLRTAE/YV  OPEN
2  EY  102  K  25FEB  JFKAUH  1415  OK  KLRTAE/YV  OPEN
FARE  AED7640 TAX  19.30AE TAX  1.29TP TAX  1.29ZR
     33.64US TAX  5.20YC TAX  6.62XY
     3.75XA TAX  5.30AY TAX  4.26XF
TOTAL  EUR2046.65 EQUIV FARE PD  EUR1966.00

COMM: 103.22
AUH EY NYC Q2.50 1014.16EY AUH Q46.28Q2.50 1014.16NUC2079.60END
ROE3.67299 XFJFK4.5
‡
ENDORSEMENT/RESTRICTION: ‡
VALID ON EY ONLY/ NON END
```

**Request:**

```
<RefundRQ version="1.1.0" xmlns="http://services.sabre.com/STL/v01"
xmlns:ns2="http://services.sabre.com/STL/Catalog/v01"
xmlns:ns3="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0">
  <Header/>
  <POS>
    <Company>1S</Company>
    <Pseudo>A4S1</Pseudo>
  </POS>
  <TransactionInfo requestType="Fulfill">
    <TicketingDocument>
      <Number>7951053984868</Number>
    </TicketingDocument>
  </TransactionInfo>
</RefundRQ>
```
<Company>1S</Company>
<Pseudo>97S7</Pseudo>
</POS>
<TransactionInfo requestType="Fulfill">
  <TicketingDocument>
    <Number>6072296876581</Number>
  </TicketingDocument>
  <Options>
    <Pricing>
      <CancelFeeOverride>0.00</CancelFeeOverride>
      <Commission>
        <Percent>10.00</Percent>
      </Commission>
    </Pricing>
    <Fulfillment>
      <WaiverCode>ABC123</WaiverCode>
    </Fulfillment>
  </Options>
</TransactionInfo>
</RefundRQ>

More request examples with responses are supplied in section 5 of this document.
Automated Refunds Response

4.1 Introduction

This section describes business specifics of the Automated Refund response. It is not intended to supply information of all the elements and attributes. For complete information please refer to schema documentation in Sabre Dev Studio. Examples of responses are included in the scenarios in section 5.

The Automated Refunds response (Refunds) consists of the following attributes and elements.

4.2 Response Attributes

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>XML version</td>
<td>Required in the XML schema.</td>
<td>Refunds/@Version</td>
</tr>
</tbody>
</table>

4.3 Response Elements

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Header</td>
<td>Information indicating the result of the service call, orchestration and transaction identifiers, errors, and warnings.</td>
<td>Refunds/Header</td>
</tr>
<tr>
<td>Ticket</td>
<td>Information about the ticket to be priced for refund. This information comes from the ticket database</td>
<td>Refunds/Ticket</td>
</tr>
<tr>
<td>Price Info</td>
<td>Detailed information about pricing of the refund including the fare, fee, tax and commission information. It also includes the final refund amount</td>
<td>Refunds/Price Info</td>
</tr>
<tr>
<td>Transaction Info</td>
<td>Used to indicate if refund has been fulfilled</td>
<td>Refunds/Transaction Info</td>
</tr>
<tr>
<td>Diagnostic data</td>
<td>Used only for internal troubleshooting purposes and will not be populated in the response returned to the customer.</td>
<td>Refunds/Diagnostic</td>
</tr>
</tbody>
</table>

4.3.1 Header

Apart from the message ID and orchestration and transaction identifier the header also contains a Results element which contains business messages warnings and errors.
### 4.3.2 Results elements

The results element has three elements that contain the success of the transaction as well warning or errors. The success and Error elements are mutually exclusive, i.e. you can only have one of them in a response, not both.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Success</td>
<td>Contains elements identifying the source (AREX WS) and the system (TKT-WS).</td>
<td>Refunds/Header/Results/Success</td>
</tr>
<tr>
<td></td>
<td>The success element will be present if the price or fulfillment request has</td>
<td></td>
</tr>
<tr>
<td></td>
<td>been successful.</td>
<td></td>
</tr>
<tr>
<td>Warning</td>
<td>Contains elements identifying the source (AREX WS) and the system (TKT-WS).</td>
<td>RefundRS/Header/Results/Warning</td>
</tr>
<tr>
<td></td>
<td>as well as a SystemSpecificResults element containing the warning message</td>
<td></td>
</tr>
<tr>
<td></td>
<td>texts.</td>
<td></td>
</tr>
<tr>
<td>Error</td>
<td>Contains elements identifying the source (AREX WS) and the system (TKT-WS).</td>
<td>RefundRS/Header/Results/Error</td>
</tr>
<tr>
<td></td>
<td>as well as a SystemSpecificResults element containing the error message</td>
<td></td>
</tr>
<tr>
<td></td>
<td>texts.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The error element will be present if an error condition has been encountered</td>
<td></td>
</tr>
<tr>
<td></td>
<td>and the price or fulfill transaction has not been successful.</td>
<td></td>
</tr>
</tbody>
</table>

#### 4.3.2.1 SystemSpecificResults element

Both the warning and error elements will contain the SystemSpecificResults element that provides information about the warning or error. This element has a number of sub elements. Only the following are used for Automated Refunds:

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>ErrorMessage</td>
<td>Contains the text of the message and a message code attribute</td>
<td>Incorrect decimals in commission on penalty</td>
<td>RefundRS/Header/Results/Warning/SystemSpecificResults/ErrorMessage</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>RefundRS/Header/Results/Warning/SystemSpecificResults/ErrorMessage</td>
</tr>
<tr>
<td>ShortText</td>
<td>Contains text which identifies the category of the error.</td>
<td>Decimal Check Validation</td>
<td>RefundRS/Header/Results/Warning/SystemSpecificResults/ShortText</td>
</tr>
</tbody>
</table>
### Error Message Attribute

The ErrorMessage element has one attribute to uniquely identify the warning or error.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>code</td>
<td>Unique code of the error or warning message.</td>
<td>RefundRS/Header/Results/Warning/SystemSpecificResults/ErrorMessage@code</td>
</tr>
<tr>
<td></td>
<td></td>
<td>RefundRS/Header/Results/Error/SystemSpecificResults/ErrorMessage@code</td>
</tr>
</tbody>
</table>

A table with possible error and warning messages and codes is given in section 6.2

---

### 4.3.3 Ticket

The ticket element contains the details of the ticket to be refunded. This information can be used by the calling user interface to display some of the ticket information together with the pricing information as required. The high level elements are listed here. Please refer to the schema documentation for detail information of the sub elements.

#### Ticket Attributes

The ErrorMessage element has one attribute to uniquely identify the warning or error.

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>type</td>
<td>The type of document to be refunded. The value is always TKT for Automated Refunds</td>
<td>RefundRS/Ticket@type</td>
</tr>
<tr>
<td>number</td>
<td>The number of the ticket to be refunded</td>
<td>RefundRS/Ticket@number</td>
</tr>
</tbody>
</table>

#### Ticket Elements

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Details</td>
<td>Contains the ticket issue date, Issue agency PCC and IATA ,PNR identifier, and validating carrier</td>
<td>RefundRS/Ticket/Details</td>
</tr>
<tr>
<td>Element</td>
<td>Description</td>
<td>Automated Refunds Path</td>
</tr>
<tr>
<td>--------------</td>
<td>------------------------------------------------------------------------------</td>
<td>---------------------------------------------</td>
</tr>
<tr>
<td>Traveler</td>
<td>Has attributes for the passenger name and type information</td>
<td>RefundRS/Ticket/Traveler</td>
</tr>
<tr>
<td>ServiceCoupon</td>
<td>There will be one service coupon element for each segment of travel. It</td>
<td>RefundRS/Ticket/ServiceCoupon</td>
</tr>
<tr>
<td></td>
<td>contains elements of the start and end locations, dates and times, booking</td>
<td></td>
</tr>
<tr>
<td></td>
<td>class, flight number, fare bases and ticket designators. Only the start and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>end locations are required elements</td>
<td></td>
</tr>
<tr>
<td>RelatedDocument</td>
<td>Contains Conjunctive element with the conjunctive ticket number as attribute when applicable.</td>
<td>RefundRS/Ticket/RelatedDocument</td>
</tr>
<tr>
<td>Payment</td>
<td>Has attributes for the payment information such as the type and credit card code and numbers where applicable. There will be two payment elements if the ticket was purchased using two forms of payment</td>
<td>RefundRS/Ticket/RelatedPayment</td>
</tr>
</tbody>
</table>

### 4.3.4 PriceInfo

The PriceInfo contains everything pertaining to the price or the refund. It is included in the response to a pricing request or a fulfill request.

#### PriceInfo elements

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refund</td>
<td>Contains the breakdown of all pricing information</td>
<td>RefundRS/PriceInfo/Refund</td>
</tr>
<tr>
<td>GrandTotal</td>
<td>Total refund amount</td>
<td>RefundRS/PriceInfo/GrandTotal</td>
</tr>
</tbody>
</table>

The Refund element is broken down below

#### 4.3.4.1 Refund elements

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>BaseFareInfo</td>
<td>Contains Used and Refundable base fare amounts</td>
<td>RefundRS/PriceInfo/Refund/BaseFareInfo</td>
</tr>
<tr>
<td>FareInfo</td>
<td>Contains used and refundable fare amounts</td>
<td>RefundRS/PriceInfo/Refund/FareInfo</td>
</tr>
<tr>
<td>FeeInfo</td>
<td>Contains information of fees (penalties) and tax on fee amounts</td>
<td>RefundRS/PriceInfo/Refund/FeeInfo</td>
</tr>
</tbody>
</table>
Automated Refunds Web Service User Guide

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>TaxInfo</td>
<td>Contains breakdown of all the refundable and non-refundable taxes</td>
<td>RefundRS/PriceInfo/Refund/TaxInfo</td>
</tr>
<tr>
<td>CommissionInfo</td>
<td>Contains commission to refund percent or amount and commission on fee amounts if applicable</td>
<td>RefundRS/PriceInfo/Refund/CommissionInfo</td>
</tr>
</tbody>
</table>

Each of these are detailed below:

4.3.4.1.1 Base Fare Information

The base fare of the ticket is the fare in the currency of the country from which the journey originate.

BaseFareInfo Attributes:

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>currencyCode</td>
<td>The currency code of the base fare document and used amounts</td>
<td>RefundRS/PriceInfo/Refund/BaseFareInfo@currencyCode</td>
</tr>
<tr>
<td>decimalPlaces</td>
<td>The decimal places of the base fare amounts</td>
<td>RefundRS/PriceInfo/Refund/BaseFareInfo@decimalPlaces</td>
</tr>
</tbody>
</table>

BaseFareInfo Elements:

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>DocumentAmount</td>
<td>The base fare amount of the ticket document.</td>
<td>2340.00</td>
<td>RefundRS/PriceInfo/Refund/BaseFareInfo@DocumentAmount</td>
</tr>
<tr>
<td>UsedAmount</td>
<td>The base fare of any used amounts for partial refunds. For full refunds this amount will be 0</td>
<td>1155.00</td>
<td>RefundRS/PriceInfo/Refund/BaseFareInfo@usedAmount</td>
</tr>
</tbody>
</table>

4.3.4.1.2 Fare Information

The fare information includes the fare of the document, any used fare for a partial refund, non-refundable fare, and any fees applicable to the refund in the currency the ticket was issued in.

FareInfo Attributes

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>currencyCode</td>
<td>The currency code for all the amounts within the FareInfo element. It is the code of the currency the ticket was issued in</td>
<td>RefundRS/PriceInfo/Refund/BaseFareInfo@currencyCode</td>
</tr>
</tbody>
</table>
decimalPlaces | The decimal places of the fare amounts | RefundRS/PriceInfo/Refund/BaseFareInfo@decimalPlaces

### FareInfo Elements

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>DocumentAmount</td>
<td>The fare on the ticket</td>
<td>2010.00</td>
<td>RefundRS/PriceInfo/Refund/FareInfo/DocumentAmount</td>
</tr>
<tr>
<td>NonRefundableAmount</td>
<td>Amount of fare that is non refundable. In most cases this amount is 0</td>
<td>0.00</td>
<td>RefundRS/PriceInfo/Refund/FareInfo/NonRefundableAmount</td>
</tr>
<tr>
<td>UsedAmount</td>
<td>Fare that is used in partial refund</td>
<td>1050.00</td>
<td>RefundRS/PriceInfo/Refund/FareInfo/UsedAmount</td>
</tr>
<tr>
<td>TotalFeesAmount</td>
<td>The total amount of all fees</td>
<td>50.00</td>
<td>RefundRS/PriceInfo/Refund/FareInfo/TotalFeesAmount</td>
</tr>
<tr>
<td>CalculatedAmount</td>
<td>This amount is calculated as follows: DocumentAmount-UsedAmount-TotalFeesAmount</td>
<td>1000.00</td>
<td>RefundRS/PriceInfo/Refund/FareInfo/CalculatedAmount</td>
</tr>
<tr>
<td>RefundAmount</td>
<td>The RefundAmount is usually equal to the CalculatedAmount. If the CalculatedAmount is negative, the RefundAmount will be zero</td>
<td>1000.00</td>
<td>RefundRS/PriceInfo/Refund/FareInfo/RefundAmount</td>
</tr>
</tbody>
</table>

### FeeInfo Attributes

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>currencyCode</td>
<td>The currency code for the fee amounts</td>
<td>RefundRS/PriceInfo/Refund/FeeInfo@currencyCode</td>
</tr>
<tr>
<td>decimalPlaces</td>
<td>The decimal places of the fee amounts</td>
<td>RefundRS/PriceInfo/Refund/FeeInfo@decimalPlaces</td>
</tr>
<tr>
<td>Overridden</td>
<td>Indication that the fee has been overridden in the request</td>
<td>RefundRS/PriceInfo/Refund/FeeInfo@overridden</td>
</tr>
</tbody>
</table>

### FeeInfo Elements

The Fee elements may contain one or more fee amounts, tax on fee amounts and a total fee amount.
<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee</td>
<td>Cancel Fee (Penalty) amount</td>
<td>45.45</td>
<td>RefundRS/PriceInfo/Refund/FeeInfo/Fee</td>
</tr>
<tr>
<td>FeeTax</td>
<td>Tax on Fee. This is typically as GST or VAT on the Fee in markets where this is applicable. There may be more than tax on fee.</td>
<td>4.55</td>
<td>RefundRS/PriceInfo/Refund/FeeInfo/FeeTax</td>
</tr>
<tr>
<td>TotaFeesAmount</td>
<td>This includes the total of all the fees and the taxes on fees</td>
<td>50.00</td>
<td>RefundRS/PriceInfo/Refund/FeeInfo/TotalFeesAmount</td>
</tr>
</tbody>
</table>

**Fee attribute**

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>type</td>
<td>Type of fee. For Automated Refunds the value would be “CHG”</td>
<td>RefundRS/PriceInfo/Refund/FeeInfo/Fee@type</td>
</tr>
</tbody>
</table>

**FeeTax attribute**

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>code</td>
<td>The tax code for the tax on fee</td>
<td>RefundRS/PriceInfo/Refund/FeeInfo@currencyCode</td>
</tr>
</tbody>
</table>

**4.3.4.1.4 Tax Information**

All the tax information for the refund will be under the TaxInfo element

**TaxInfo Attributes**

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>currencyCode</td>
<td>The currency code for the tax amounts</td>
<td>RefundRS/PriceInfo/Refund/TaxInfo@currencyCode</td>
</tr>
<tr>
<td>decimalPlaces</td>
<td>The decimal places of the tax amounts</td>
<td>RefundRS/PriceInfo/Refund/TaxInfo@decimalPlaces</td>
</tr>
<tr>
<td>Overridden</td>
<td>Indication that one or more of the calculated tax amounts have been overridden in the request</td>
<td>RefundRS/PriceInfo/Refund/TaxInfo@ overridden</td>
</tr>
</tbody>
</table>

**TaxInfo Elements**

There is a Tax element for each tax type as well as TotalTaxRefundAmount element
### Element | Description | Example | Automated Refunds Path
---|---|---|---
Tax | Contains elements for each tax type | Broken down below | RefundRS/PriceInfo/Refund/ TaxInfo/Tax
TotalTaxRefundAmount | The sum of all the individual tax refund amounts | 77.67 | RefundRS/PriceInfo/Refund/ TaxInfo/TotalTaxRefundAmount

### Tax Attribute

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>code</td>
<td>The two letter tax code</td>
<td>RefundRS/PriceInfo/Refund/ TaxInfo/Tax@code</td>
</tr>
</tbody>
</table>

### Tax Elements

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>DocumentAmount</td>
<td>The tax on the ticket</td>
<td>36.00</td>
<td>RefundRS/PriceInfo/Refund/ TaxInfo/DocumentAmount</td>
</tr>
<tr>
<td>NonRefundableAmount</td>
<td>Amount of the tax that is non refundable</td>
<td>0.00</td>
<td>RefundRS/PriceInfo/Refund/ TaxInfo/NonRefundableAmount</td>
</tr>
<tr>
<td>UsedAmount</td>
<td>Tax that is used in partial refund</td>
<td>18.00</td>
<td>RefundRS/PriceInfo/Refund/ TaxInfo/UsedAmount</td>
</tr>
<tr>
<td>CalculatedAmount</td>
<td>This amount is calculated as follows: DocumentAmount - NonRefundableAmount - UsedAmount</td>
<td>18.00</td>
<td>RefundRS/PriceInfo/Refund/ TaxInfo/CalculatedAmount</td>
</tr>
<tr>
<td>RefundAmount</td>
<td>The RefundAmount is usually equal to the CalculatedAmount. If the CalculatedAmount is negative, the RefundAmount will be zero</td>
<td>18.00</td>
<td>RefundRS/PriceInfo/Refund/ TaxInfo/RefundAmount</td>
</tr>
<tr>
<td>TaxBreakdown</td>
<td>This element is only applicable to XF tax code.</td>
<td>See TaxBreakdown element below</td>
<td>RefundRS/PriceInfo/Refund/ TaxInfo/TaxBreakdown</td>
</tr>
</tbody>
</table>

### TaxBreakdown

This element is used to pass on the airport code and amount in USD for airport facility charges (XF tax code) applicable to departures from US airports.

TaxBreakdown has only one sub element, Airport:

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airport</td>
<td>Contains the XF tax amount for the airport. The airport</td>
<td>4.5</td>
<td>RefundRS/PriceInfo/Refund/ TaxInfo/TaxBreakdown/Airport</td>
</tr>
<tr>
<td>Element</td>
<td>Description</td>
<td>Example</td>
<td>Automated Refunds Path</td>
</tr>
<tr>
<td>-----------------</td>
<td>--------------------------------------------------</td>
<td>--------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>code is contained in an attribute.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Attributes of the Airport element:

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>airportCode</td>
<td>The three letter airport code of the airport</td>
<td>RefundRS/PriceInfo/Refund/TaxInfo/TaxBreakdown/Airport @airportCode</td>
</tr>
<tr>
<td>currencyCode</td>
<td>The currency code for the tax amounts. It is always USD</td>
<td>RefundRS/PriceInfo/Refund/TaxInfo/TaxBreakdown/Airport @currencyCode</td>
</tr>
<tr>
<td>decimalPlaces</td>
<td>The decimal places of the tax amounts</td>
<td>RefundRS/PriceInfo/Refund/TaxInfo/TaxBreakdown/Airport @decimalPlaces</td>
</tr>
</tbody>
</table>

4.3.4.1.5 Commission Information

Two types of commission can be present in the response, namely commission on the refund and commission on the fee (or penalty)

CommissionInfo Elements:

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commission</td>
<td>This is the commission applied to the refund. It can either be expressed as an amount or a percent. The value would be the value supplied in the request. If no value was supplied, it will be the value from the ticket document</td>
<td>Broken down below</td>
<td>RefundRS/PriceInfo/Refund/CommissionInfo/Commission</td>
</tr>
<tr>
<td>CommissionOnPenalty</td>
<td>This is the commission that is applied to the penalty. This element will only exist if the service request included a commission on penalty and will be the same amount as was supplied in the request</td>
<td>50.00</td>
<td>RefundRS/PriceInfo/Refund/CommissionInfo/CommissionOnPenalty</td>
</tr>
</tbody>
</table>

Both the commission amount and commission on penalty amounts will have the currency and decimalPlaces attributes.
Commission Elements:

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Example</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>The commission amount applied to the refund</td>
<td>120.00</td>
<td>RefundRS/PriceInfo/Refund/CommissionInfo/Commission/Amount</td>
</tr>
<tr>
<td>Percent</td>
<td>This is the commission percentage applied to the refund</td>
<td>12.50</td>
<td>RefundRS/PriceInfo/Refund/CommissionInfo/Commission/Percent</td>
</tr>
</tbody>
</table>

Note: Only commission amount or percent element will be present, not both.

4.3.4.2 Grand Total

The grand total is the sum to the refundable fare and the total refundable tax. In terms of elements it can be expressed as follows:

\[
\text{RefundRS/PriceInfo/GrandTotal} = \text{RefundRS/PriceInfo/Refund/FareInfo/RefundAmount} + \text{RefundRS/PriceInfo/Refund/TaxInfo/TotalTaxRefundAmount}
\]

Attributes of the GrandTotal element:

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>currencyCode</td>
<td>The currency code for the total refund amount. This will be the same currency the ticket was issued in</td>
<td>RefundRS/PriceInfo/GrandTotal@currencyCode</td>
</tr>
<tr>
<td>decimalPlACES</td>
<td>The decimal places of the total refund amount. It will be the same as the ticket issuing currency</td>
<td>RefundRS/PriceInfo/GrandTotal@decimalPlaces</td>
</tr>
</tbody>
</table>

4.3.1 TransactionInformation

The TransactionInfo element can contain messages, payment tourcode and WaiverCode information

TransactionInfo attribute

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>fulfilled</td>
<td>This attribute will be set to true when a request to fulfill has been successfully completed, otherwise it will be false. If the request was for Price it will be false.</td>
<td>RefundRS/TransactionInfo@fulfilled</td>
</tr>
<tr>
<td>reservationAutoEndProcessed</td>
<td>This attribute will be set to true when the optional TJR indicator for End</td>
<td>RefundRS/TransactionInfo@reservationAutoEndProcessed</td>
</tr>
</tbody>
</table>
A transaction is active and the PNR has been automatically ended.

reservationAutoRetrieveProcessed  This attribute will be set to true when the TJR indicator for Auto End and Retrieve is active and the attribute reservationAutoEndProcess is true.

TransactionInfo elements

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Examples</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message</td>
<td>These transaction messages will only be present when the refund has been processed. They are similar to the messages returned on the greenscreen when completing a manual refund.</td>
<td>REFUND TRANSACTION PROCESSED&lt;br&gt;REFUND ACCOUNTING DATA CREATED IN ACTIVE PNR</td>
<td>RefundRS/TransactionInfo/Message</td>
</tr>
<tr>
<td>Payment</td>
<td>This is the payment information applied to the refund. If there are two forms of payment, then there will be two Payment elements. The sub element, PaymentAmount and the attributes are listed below.</td>
<td>Broken down below</td>
<td>RefundRS/TransactionInfo/Payment/Amount</td>
</tr>
<tr>
<td>TourCode</td>
<td>This will be the tour code from the ticket document unless it was overridden in which case the supplied tour code will be returned. It will be used in the refund fulfillment processing but is also returned in response to a pricing request</td>
<td>FRX676</td>
<td>RefundRS/TransactionInfo/To urcode</td>
</tr>
<tr>
<td>WaiverCode</td>
<td>This is the waiver code supplied in the request. It will be used in the refund fulfillment processing but is also returned in response to a pricing request</td>
<td>WAV1234</td>
<td>RefundRS/TransactionInfo/Payment/WaiverCode</td>
</tr>
</tbody>
</table>

4.3.1.1.1 Message Element attributes

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>type</td>
<td>Type of message. For Automated refunds, this will always be “I” for information.</td>
<td>RefundRS/TransactionInfo/Message@type</td>
</tr>
<tr>
<td>code</td>
<td>Optional message code number not used for Automated refund</td>
<td>RefundRS/TransactionInfo/Message@code</td>
</tr>
</tbody>
</table>
4.3.1.1.2 Payment

Attribute of the Payment element

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>type</td>
<td>This is the form of payment for the refund. E.g. CA, CC</td>
<td>RefundRS/TransactionInfo/Payment@type</td>
</tr>
<tr>
<td>vendorCode</td>
<td>Form of payment vendor code e.g. credit card code</td>
<td>RefundRS/TransactionInfo/Payment@vendorCode</td>
</tr>
<tr>
<td>number</td>
<td>Form of payment reference number. Eg. The masked credit card number</td>
<td>RefundRS/TransactionInfo/Payment@number</td>
</tr>
</tbody>
</table>

Payment Element

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
<th>Examples</th>
<th>Automated Refunds Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount</td>
<td>The amount of the payment. Like other amounts the Amount element will have attribute for currencyCode and decimalPlaces.</td>
<td>300.00</td>
<td>RefundRS/TransactionInfo/Payment/Amount</td>
</tr>
</tbody>
</table>
5.1 Introduction

The following examples provide sample XML requests and responses for more complex Automated Refunds transactions including various scenarios presenting the ways in which the web service can be used. The corresponding Sabre host commands and response screens are shown as well.

The following examples will be covered:

- Price and fulfill a full refund
- Price a partial refund
- Price a refund with fee override
- Fulfill a refund with tax override
- Fulfill a refund of ticket issued to two forms of payment

Notes: Since the data is the same on the response for price and fulfill we have not repeated on every example

5.2 Price and Fulfill a Full Refund

In this scenario the agent priced the refund without any optional parameters and then completed the refund. Auto End is activated in the agency TJR

Ticket to be refunded:

<table>
<thead>
<tr>
<th>SABRE TICKET RECORD</th>
</tr>
</thead>
<tbody>
<tr>
<td>INV:0034805</td>
</tr>
<tr>
<td>PNR:XPLFMS</td>
</tr>
<tr>
<td>TKT:7951053984868</td>
</tr>
<tr>
<td>ISSUED:14DEC2016SYD</td>
</tr>
<tr>
<td>PCC:A4S1 IATA:99999992</td>
</tr>
<tr>
<td>NAME:HARRIS/ROLF</td>
</tr>
<tr>
<td>FOP:VIXXXXXXXXXXXXX1111*XXXX/556</td>
</tr>
<tr>
<td>M</td>
</tr>
<tr>
<td>CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT</td>
</tr>
<tr>
<td>1 VA 943 V 20FEB SYDBNE 1300 OK V2EVO 1300 OK V2EVO</td>
</tr>
<tr>
<td>2 VA 950 V 25FEB BNESYD 1305 OK V2EVO 1305 OK V2EVO</td>
</tr>
<tr>
<td>FARE AUD360.38 TAX 39.82UO TAX 7.50WG TAX 30.30QR</td>
</tr>
<tr>
<td>TOTAL AUD438.00</td>
</tr>
<tr>
<td>COMM: 36.04</td>
</tr>
<tr>
<td>SYD VA BNE180.19VA SYD180.19AUD360.38END</td>
</tr>
</tbody>
</table>

ENDORSEMENT/RESTRICTION:
NONREF/RESTRICTIONS APPLY/NONEND/PENALTIES APPLY
5.2.1 Price the Refund

In this case the agent did not add any optional parameters.

Requesting refund price on Sabre host:

```
WFRA7951053984868«
```

Response on Sabre Host:

```
+------------------------------------------+
| NAME HARRIS/ROLF                       |
| TOTAL REFUND AUD 387.99                 |

+------------------------------------------+
| TKT 7951053984868                       |

+------------------------------------------+
| FLT  BK DATE  BRDOFF FB/TKT DES STAT    |
| 1  VA 943  V 20FEB SYDBNE VZEV0  OK    |
| 2  VA 950  V 25FEB BNESYD VZEV0  OK    |

+------------------------------------------+
| REFUND AMOUNTS - AUD                    |
| FARE 360.38                             |
| TAX 77.62                               |
| CANCEL FEE -45.45                       |
| TAX ON FEE 4.56UO                       |
| TTL REFUND 387.99                       |

+------------------------------------------+
| REFUNDABLE TAX BREAKDOWN                |
| 39.82UO  7.50WG  30.30QR               |

‡ COMM TO REFUND 10.0 PCT ‡

+------------------------------------------+
| TOUR CODE                                |
| FOP VIXXXXXXXXXXXXXXXXX1111            |
```

Request for Pricing the Refund:

```xml
<RefundRQ version="1.1.0"
xmlns="http://services.sabre.com/STL/v01"
xmlns:ns2="http://services.sabre.com/STL/Catalog/v01"
xmlns:ns3="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0">  
<Header/>
<POS/>
<Company>1S</Company>
<Pseudo>A4S1</Pseudo>
```
Response for Pricing the Refund

The response shows that all the taxes are refundable, the total refundable tax is 77.62. A cancel fee of 45.56 is applied as well as a tax on the cancel fee of 4.56 bringing the total fees to 50.01. The refundable fare is the original for of 360.38 minus the fees and is calculated as 310.37.

The total refund amount is the total of the refundable fare and refundable tax and is calculated as 387.99. The TransactionInfo@fulfilled attribute is set to “false” as the refund was not completed.
<StartTime>13:05:00</StartTime>
<MarketingFlightNumber carrierCode="VA">950</MarketingFlightNumber>
<BookingClass>V</BookingClass>
<FareBasis>VZEV0</FareBasis>
<ServiceCoupon>
<Payment number="XXXXXXXXXXXXXXXX1111" type="CC" vendorCode="VI">
<Amount currencyCode="AUD" decimalPlaces="2">438.00</Amount>
</Payment>
</Ticket>
<PriceInfo>
<Refund fareNonRefundable="false" priceType="System" taxesNonRefundable="false">
<FareInfo currencyCode="AUD" decimalPlaces="2">
<DocumentAmount>360.38</DocumentAmount>
<NonRefundableAmount>0.00</NonRefundableAmount>
<UsedAmount>0.00</UsedAmount>
>TotalFeesAmount>50.01</TotalFeesAmount>
<CalculatedAmount>310.37</CalculatedAmount>
<RefundAmount>310.37</RefundAmount>
</FareInfo>
<FeeInfo currencyCode="AUD" decimalPlaces="2">
<Fee type="CHG">45.45</Fee>
<FeeTax code="UO">4.56</FeeTax>
>TotalFeesAmount>50.01</TotalFeesAmount>
</FeeInfo>
<TaxInfo currencyCode="AUD" decimalPlaces="2">
<Tax code="UO">
<DocumentAmount>39.82</DocumentAmount>
<NonRefundableAmount>0.00</NonRefundableAmount>
<UsedAmount>0.00</UsedAmount>
<CalculatedAmount>39.82</CalculatedAmount>
<RefundAmount>39.82</RefundAmount>
</Tax>
<Tax code="WG">
<DocumentAmount>7.50</DocumentAmount>
<NonRefundableAmount>0.00</NonRefundableAmount>
<UsedAmount>0.00</UsedAmount>
<CalculatedAmount>7.50</CalculatedAmount>
<RefundAmount>7.50</RefundAmount>
</Tax>
<Tax code="QR">
<DocumentAmount>30.30</DocumentAmount>
<NonRefundableAmount>0.00</NonRefundableAmount>
<UsedAmount>0.00</UsedAmount>
<CalculatedAmount>30.30</CalculatedAmount>
<RefundAmount>30.30</RefundAmount>
</Tax>
>TotalTaxRefundAmount>77.62</TotalTaxRefundAmount>
</TaxInfo>
</Refund>
</CommissionInfo>
</Commission>
</Refund>
5.2.2 Fulfil the Refund

This is the request and response for fulfilling the refund priced in the previous example. It also includes the Auto End in the response.

**Requesting refund on Sabre host**:

```
WFRA7951053984868/REF«
```

**Response on Sabre host**:

```
REFUND TRANSACTION PROCESSED
REFUND ACCOUNTING DATA CREATED IN ACTIVE PNR
ETR REFUND TRANSACTION PROCESSED
OK 0925 MZYXKJ
```

**Request for completing the refund**

The request `TransactionInfo@requestType` is set to “Fulfill”

```
<RefundRQ version="1.1.0"
xmlns="http://services.sabre.com/STL/v01"
xmlns:ns2="http://services.sabre.com/STL/Catalog/v01"
xmlns:ns3="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0">
  <Header/>
  <POS>
    <Company>1S</Company>
    <Pseudo>A4S1</Pseudo>
  </POS>
  <TransactionInfo requestType="Fulfill">
    <TicketingDocument>
      <Number>7951053984868</Number>
    </TicketingDocument>
  </TransactionInfo>
</RefundRQ>
```

**Response**

The pricing information in the response is the same as for the Price request but the `TransactionInfo@fulfilled` attribute is set to “true” to indicate that the refund was completed successfully.
In addition the completion information messages are included as well as the form of payment for the refund and the auto end message.

```xml
<RefundRS version="1.1.0"
xmlns="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0">
<Header messageID="TKTHLI701-25798-1100839723-1481726599646-38200-arex"
version="1.1.0">
<STL:OrchestrationID xmlns:STL="http://services.sabre.com/STL/v01">
TKTHLI701-25798-1100839723-1481726599646-38200-arex</STL:OrchestrationID>
<STL:Results xmlns:STL="http://services.sabre.com/STL/v01">
<STL:Success>
<STL:System>TKT-WS</STL:System>
<STL:Source>AREX</STL:Source>
</STL:Success>
</STL:Results>
</Header>
<Ticket number="7951053984868" type="TKT">
<Details>
<LocalIssueDate>2016-12-14T10:28:00</LocalIssueDate>
<IssueLocation>A4S1</IssueLocation>
<Reservation>XPLFMS</Reservation>
<AgencyIdentifier>99999992</AgencyIdentifier>
<ValidatingCarrier>VA</ValidatingCarrier>
</Details>
<Traveler firstName="ROLF" lastName="HARRIS" type="ADT" />
<ServiceCoupon number="1" status="OK">
<StartLocation>SYD</StartLocation>
<EndLocation>BNE</EndLocation>
<StartDate>2017-02-20</StartDate>
<StartTime>13:00:00</StartTime>
<MarketingFlightNumber carrierCode="VA">943</MarketingFlightNumber>
<BookingClass>V</BookingClass>
<FareBasis>VZEV0</FareBasis>
</ServiceCoupon>
<ServiceCoupon number="2" status="OK">
<StartLocation>BNE</StartLocation>
<EndLocation>SYD</EndLocation>
<StartDate>2017-02-25</StartDate>
<StartTime>13:05:00</StartTime>
<MarketingFlightNumber carrierCode="VA">950</MarketingFlightNumber>
<BookingClass>V</BookingClass>
<FareBasis>VZEV0</FareBasis>
</ServiceCoupon>
<Payment number="XXXXXXXXXXXX1111" type="CC" vendorCode="VI">
<Amount currencyCode="AUD" decimalPlaces="2">438.00</Amount>
</Payment>
</Ticket>
<PriceInfo>
<Refund fareNonRefundable="false" priceType="System"
taxesNonRefundable="false">
<FareInfo currencyCodes="AUD" decimalPlaces="2">
<DocumentAmount>360.38</DocumentAmount>
<NonRefundableAmount>0.00</NonRefundableAmount>
</FareInfo>
</Refund>
</PriceInfo>
</RefundRS>
```
<UsedAmount>0.00</UsedAmount>
<TotalFeesAmount>50.01</TotalFeesAmount>
<CalculatedAmount>310.37</CalculatedAmount>
<RefundAmount>310.37</RefundAmount>

<FeeInfo currencyCode="AUD" decimalPlaces="2">
  <Fee type="CHG">45.45</Fee>
  <FeeTax code="UO">4.56</FeeTax>
</FeeInfo>

<FeeInfo currencyCode="AUO" decimalPlaces="2">
  <Fee type="CHG">45.45</Fee>
  <FeeTax code="UO">4.56</FeeTax>
</FeeInfo>

<FeeInfo currencyCode="AUD" decimalPlaces="2">
  <Fee type="CHG">45.45</Fee>
  <FeeTax code="UO">4.56</FeeTax>
</FeeInfo>

<TaxInfo currencyCode="AUD" decimalPlaces="2">
  <Tax code="WG">
    <DocumentAmount>7.50</DocumentAmount>
    <NonRefundableAmount>0.00</NonRefundableAmount>
    <UsedAmount>0.00</UsedAmount>
    <CalculatedAmount>7.50</CalculatedAmount>
    <RefundAmount>7.50</RefundAmount>
  </Tax>
  <Tax code="QR">
    <DocumentAmount>30.30</DocumentAmount>
    <NonRefundableAmount>0.00</NonRefundableAmount>
    <UsedAmount>0.00</UsedAmount>
    <CalculatedAmount>30.30</CalculatedAmount>
    <RefundAmount>30.30</RefundAmount>
  </Tax>
</TaxInfo>

<GrandTotal currencyCode="AUD" decimalPlaces="2">
  387.99</GrandTotal>
</PriceInfo>
### 5.3 Price Partial Refund

In this example the ticket is partially used and the customer wants a refund for the unflown portion of the journey.

**Partially used ticket to be refunded:**

```
ELECTRONIC TICKET RECORD
INV:            PNR:TWEXJG
TKT:0011226548691  ISSUED:20FEB17    PCC:DR93    IATA:99999999
NAME:HARDMAN/GREG
FOP:  VIXXXXXX11111*XXXX /76 M
CPN   A/L   FLT   CLS   DATE   BRDOFF   TIME   ST   F/B   STAT
   1   AA   2626  Y  20APR  DFWLAS 0715   OK  YA2AA  USED
   2   AA   2176  Y  27APR  LASDFW 0620   OK  YA2AA  OPEN

FARE  USD2126.52  TAX  150.08US  TAX  7.72ZP  TAX  10.54AY
       TAX  8.48XF
TOTAL  EUR2177.82

DFW AA LAS Q27.91Q18.60 1026.05AA DFW Q27.91 1026.05USD2126.52E
ND 2PDFWLAS XFDFW4.5LAS4.5
```

The original ticket was issued with a commission amount of EUR50.00. The agent enters a commission amount of EUR25.00 to be recalled.

**Refund Pricing the Sabre host**

```
WFRA0011226548691‡K25.00«
```

**Response on the Sabre host**

```
REFUND PRICE RESPONSE
NAME HARDMAN/GREG                  TOTAL REFUND EUR     1079.77
TKT 0011226548691

FLT   BK   DATE   BRDOFF   FB/TKT   DES   STAT
   1   AA   2626  Y  20APR  DFWLAS  YA2AA  USED
   2   AA   2176  Y  27APR  LASDFW  YA2AA  OK

REFUND AMOUNTS - EUR
FARE     992.00
TAX      87.77
CANCEL FEE N/A
TTL REFUND 1079.77
```

**REFUNDABLE TAX BREAKDOWN**
**Request for pricing the refund**

The commission is included

```xml
<ns2:RefundRQ version="1.1.0"
xmlns="http://services.sabre.com/STL/v01"
xmlns:ns2="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0"
xmlns:ns3="http://services.sabre.com/STL/Catalog/v01">
  <ns2:POS>
    <Company>1S</Company>
    <Pseudo>DR93</Pseudo>
  </ns2:POS>
  <ns2:TransactionInfo requestType="Price">
    <ns2:TicketingDocument>
      <ns2:Number>0011226548691</ns2:Number>
    </ns2:TicketingDocument>
    <ns2:Options>
      <ns2:Pricing>
        <ns2:Commission>
          <ns2:Amount>25.00</ns2:Amount>
        </ns2:Commission>
      </ns2:Pricing>
    </ns2:Options>
  </ns2:TransactionInfo>
</ns2:RefundRQ>
```

**Response for pricing the refund**

The used amount for the fare is now included in the response and the calculated amount for the fare is reduced by this amount. The used amounts for all the taxes are also included in the calculation.

Because the trip was in the US, the airport breakdown for the passenger facility charges (XF tax) for the Las Vegas (LAS) departure is also reported in the response under the `TaxBreakdown` element. Airport breakdown amounts for XF taxes are always in USD.

The commission amount of 25.00 entered in the request is returned in the response

```xml
<RefundRS version="1.1.0"
xmlns="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0">
  <Header messageID="TKTHLI700-14953-1469728999-1487613206086-1410-arex"
version="1.1.0">
    <ns2:RefundRS version="1.1.0"
    xmlns="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0">
      <ns2:RefundResponse>
        <ns2:Options>
          <ns2:Commission>
            <ns2:Amount>25.00</ns2:Amount>
          </ns2:Commission>
        </ns2:Options>
        <ns2:TaxBreakdown>
          <ns2:AirportBreakdown>
            <ns2:Amount>74.40</ns2:Amount>
          </ns2:AirportBreakdown>
        </ns2:TaxBreakdown>
      </ns2:RefundResponse>
    </ns2:RefundRS>
  </Header>
</RefundRS>
```
<STL:OrchestrationID xmlns:STL="http://services.sabre.com/STL/v01">
  TKTHLI700-14953-1469728999-1487613206086-1410-arex/STL:OrchestrationID>
</STL:OrchestrationID>
<STL:Results xmlns:STL="http://services.sabre.com/STL/v01">
  <STL:Success>
    <STL:System>TKT-WS</STL:System>
    <STL:Source>AREX</STL:Source>
    <STL:Success>
  </STL:Results>
</Header>
<Ticket number="0011226548691" type="TKT">
  <Details>
    <LocalIssueDate>2017-02-20T19:40:00</LocalIssueDate>
    <IssueLocation>DR93</IssueLocation>
    <Reservation>TWEXJG</Reservation>
    <AgencyIdentifier>99999999</AgencyIdentifier>
    <ValidatingCarrier>AA</ValidatingCarrier>
  </Details>
  <Traveler firstName="GREG" lastName="HARDMAN" type="ADT" />
  <ServiceCoupon number="1" status="USED">
    <StartLocation>DFW</StartLocation>
    <EndLocation>LAS</EndLocation>
    <StartDate>2017-04-20</StartDate>
    <StartTime>07:15:00</StartTime>
    <MarketingFlightNumber carrierCode="AA">2626</MarketingFlightNumber>
    <BookingClass>Y</BookingClass>
    <FareBasis>YA2AA</FareBasis>
  </ServiceCoupon>
  <ServiceCoupon number="2" status="OK">
    <StartLocation>LAS</StartLocation>
    <EndLocation>DFW</EndLocation>
    <StartDate>2017-04-27</StartDate>
    <StartTime>06:20:00</StartTime>
    <MarketingFlightNumber carrierCode="AA">2176</MarketingFlightNumber>
    <BookingClass>Y</BookingClass>
    <FareBasis>YA2AA</FareBasis>
  </ServiceCoupon>
  <Payment number="XXXXXXXXXXXX1111" type="CC" vendorCode="VI">
    <Amount currencyCode="EUR" decimalPlaces="2">2177.82</Amount>
    <Remarks>VI4444I00G41161111</Remarks>
  </Payment>
</Ticket>
<PriceInfo>
  <Refund fareNonRefundable="false" priceType="System" taxesNonRefundable="false">
    <BaseFareInfo currencyCode="USD" decimalPlaces="2">
      <DocumentAmount>2126.52</DocumentAmount>
      <UsedAmount>1072.56</UsedAmount>
    </BaseFareInfo>
    <FareInfo currencyCode="EUR" decimalPlaces="2">
      <DocumentAmount>2001.00</DocumentAmount>
      <NonRefundableAmount>0.00</NonRefundableAmount>
      <UsedAmount>1009.00</UsedAmount>
      <TotalFeesAmount>0.00</TotalFeesAmount>
      <CalculatedAmount>992.00</CalculatedAmount>
    </FareInfo>
  </Refund>
</PriceInfo>
<RefundAmount>992.00</RefundAmount>
</FareInfo>
<TaxInfo currencyCode="EUR" decimalPlaces="2">
  <Tax code="US">
    <DocumentAmount>150.08</DocumentAmount>
    <NonRefundableAmount>0.00</NonRefundableAmount>
    <UsedAmount>75.68</UsedAmount>
    <CalculatedAmount>74.40</CalculatedAmount>
    <RefundAmount>74.40</RefundAmount>
  </Tax>
  <Tax code="ZP">
    <DocumentAmount>7.72</DocumentAmount>
    <NonRefundableAmount>0.00</NonRefundableAmount>
    <UsedAmount>3.86</UsedAmount>
    <CalculatedAmount>3.86</CalculatedAmount>
    <RefundAmount>3.86</RefundAmount>
  </Tax>
  <Tax code="AY">
    <DocumentAmount>10.54</DocumentAmount>
    <NonRefundableAmount>0.00</NonRefundableAmount>
    <UsedAmount>5.27</UsedAmount>
    <CalculatedAmount>5.27</CalculatedAmount>
    <RefundAmount>5.27</RefundAmount>
  </Tax>
  <Tax code="XF">
    <DocumentAmount>8.48</DocumentAmount>
    <NonRefundableAmount>0.00</NonRefundableAmount>
    <UsedAmount>4.24</UsedAmount>
    <CalculatedAmount>4.24</CalculatedAmount>
    <RefundAmount>4.24</RefundAmount>
    <TaxBreakdown>
      <Airport airportCode="LAS" currencyCode="USD" decimalPlaces="2">4.50</Airport>
    </TaxBreakdown>
  </Tax>
  <TotalTaxRefundAmount>87.77</TotalTaxRefundAmount>
</TaxInfo>
<CommissionInfo>
  <Commission>
    <Amount currencyCode="EUR" decimalPlaces="2">25.00</Amount>
  </Commission>
</CommissionInfo>
<Refund>
  <GrandTotal currencyCode="EUR" decimalPlaces="2">1079.77</GrandTotal>
</Refund>
</PriceInfo>
</RefundRS>

5.4 Price Refund with Fee Override

In this scenario the fee is waived by the airline and the agent has to supply a waiver code
Ticket to be refunded:

SABRE TICKET RECORD
PNR: EGSPNA
TKT: 6071226546693
ISSUED: 04JAN2017
PCC: DR93
IATA: 99999999
NAME: HARDLEY/JOE
TOUR ID: ITTR1800

FOP: CHECK
CPN   A/L   FLT   CLS   DATE   BRDOFF   TIME   ST   F/B   STAT
1   EY   103   K   20MAR   AUHJFK   0335   OK   KLRTAE/YV   OPEN
2   EY   102   K   27MAR   JFKAUH   1500   OK   KLRTAE/YV   OPEN

FARE   AED7550
       TAX  19.43AE
       TAX  1.30TP
       TAX  1.30ZR
       TAX  34.24US
       TAX  5.23YC
       TAX  6.66XY
       TAX  3.77XA
       TAX  5.33AY
       TAX  4.28XF
TOTAL  EUR2037.54
       EQUIV FARE PD  EUR1956.00

COMM: 97.80
AUH EY NYC Q2.50 1025.03EY AUH Q2.50 1025.03NUC2055.06END ROE3. 67303 XFJK4.5
+MD+†
ENdorseMent/RESTRICTION:
VALID ON EY ONLY/ NON END

Refund Pricing on Sabre Host:

WFRA6071226546693‡CP0.00‡RC/WAIV123«

REFUND PRICE RESPONSE

NAME HARDLEY/JOE
TKT 6071226546693

FLT   BK   DATE   BRDOFF   FB/TKT DES   STAT
1   EY   103   K   20MAR   AUHJFK   KLRTAE/YV   OK
2   EY   102   K   27MAR   JFKAUH   KLRTAE/YV   OK

REFUND AMOUNTS - EUR
FARE  1956.00
TAX   51.68
CANCEL FEE  0.00
TTL REFUND  2007.68

REFUNDABLE TAX BREAKDOWN
1.30TP  1.30ZR  34.24US  5.23YC
Request to Price the Refund

The cancel fee override of 0.00 and the waiver code are supplied in the request.

```xml
<ns2:RefundRQ version="1.1.0" xmlns="http://services.sabre.com/STL/v01"
xmlns:ns2="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0"
xmlns:ns3="http://services.sabre.com/STL/Catalog/v01">
  <ns2:Header/>
  <ns2:POS>
    <Company>1S</Company>
    <Pseudo>DR93</Pseudo>
  </ns2:POS>
  <ns2:TransactionInfo requestType="Price">
    <ns2:TicketingDocument>
      <ns2:Number>607122654693</ns2:Number>
    </ns2:TicketingDocument>
    <ns2:Options>
      <ns2:Pricing>
        <ns2:CancelFeeOverride>0.00</ns2:CancelFeeOverride>
      </ns2:Pricing>
      <ns2:Fulfillment>
        <ns2:WaiverCode>WAIV123</ns2:WaiverCode>
      </ns2:Fulfillment>
    </ns2:Options>
  </ns2:TransactionInfo>
</ns2:RefundRQ>
```

Response

The cancel fee override of 0.00 is applied in the calculation and the waiver code are returned in the response. For this example we are also showing some taxes as non-refundable.

```xml
<RefundRS version="1.1.0" xmlns="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0">
  <Header messageID="TKTHL1700-2924-1838400051-148543929265-36100-arex"
version="1.1.0">‡
  <STL:OrchestrationID xmlns:STL="http://services.sabre.com/STL/v01">
    TKTHL1700-2924-1838400051-148543929265-36100-arex</STL:OrchestrationID>
  </STL:Results xmlns:STL="http://services.sabre.com/STL/v01">
  <STL:Success>
<STL:System>TXT-WS</STL:System>
<STL:Source>AREX</STL:Source>
</STL:Success>
<STL:Warning status="Complete" type="Validation">
<STL:Source>AREX</STL:Source>
<STL:System>TXT-WS</STL:System>
<STL:SystemSpecificResults>
<STL:ErrorMessage code="49702">Fee override not guaranteed</STL:ErrorMessage>
<STL:ShortText>Post Calc Validation</STL:ShortText>
</STL:SystemSpecificResults>
</STL:Warning>
<Ticket number="6071226546693" type="TKT">
<Details>
<LocalIssueDate>2017-01-04T21:57:00</LocalIssueDate>
<IssueLocation>DR93</IssueLocation>
<Reservation>EGSPNA</Reservation>
<AgencyIdentifier>99999999</AgencyIdentifier>
<ValidatingCarrier>EY</ValidatingCarrier>
</Details>
<Traveler firstName="JOE" lastName="HARDLEY" type="ADT"/>
<ServiceCoupon number="1" status="OK">
<StartLocation>AUH</StartLocation>
<EndLocation>JFK</EndLocation>
<StartDate>2017-03-20</StartDate>
<StartTime>03:35:00</StartTime>
<MarketingFlightNumber carrierCode="EY">103</MarketingFlightNumber>
<BookingClass>K</BookingClass>
<FareBasis>KLRTAE</FareBasis>
<TicketDesignator>YV</TicketDesignator>
</ServiceCoupon>
<ServiceCoupon number="2" status="OK">
<StartLocation>JFK</StartLocation>
<EndLocation>AUH</EndLocation>
<StartDate>2017-03-27</StartDate>
<StartTime>15:00:00</StartTime>
<MarketingFlightNumber carrierCode="EY">102</MarketingFlightNumber>
<BookingClass>K</BookingClass>
<FareBasis>KLRTAE</FareBasis>
<TicketDesignator>YV</TicketDesignator>
</ServiceCoupon>
<Payment type="CK" currencyCode="EUR" decimalPlaces="2">2037.54</Payment>
</Ticket>
</PriceInfo>
<Refund fareNonRefundable="false" priceType="Agent" taxesNonRefundable="false">
<BaseFareInfo currencyCode="AED" decimalPlaces="0">
<DocumentAmount>7550</DocumentAmount>
<UsedAmount>0</UsedAmount>
</BaseFareInfo>
<FareInfo currencyCode="EUR" decimalPlaces="2"/>
<DocumentAmount>1956.00</DocumentAmount>
<NonRefundableAmount>0.00</NonRefundableAmount>
<UsedAmount>0.00</UsedAmount>
>TotalFeesAmount>0.00</TotalFeesAmount>
<CalculatedAmount>1956.00</CalculatedAmount>
<RefundAmount>1956.00</RefundAmount>
</FareInfo>

<FeeInfo currencyCode="EUR" decimalPlaces="2" overridden="true">
<TotalFeesAmount>0.00</TotalFeesAmount>
</FeeInfo>

<TaxInfo currencyCode="EUR" decimalPlaces="2">
<Tax code="AE">
<DocumentAmount>19.43</DocumentAmount>
<NonRefundableAmount>19.43</NonRefundableAmount>
<UsedAmount>0.00</UsedAmount>
<CalculatedAmount>0.00</CalculatedAmount>
<RefundAmount>0.00</RefundAmount>
</Tax>
<Tax code="TP">
<DocumentAmount>1.30</DocumentAmount>
<NonRefundableAmount>0.00</NonRefundableAmount>
<UsedAmount>0.00</UsedAmount>
<CalculatedAmount>1.30</CalculatedAmount>
<RefundAmount>1.30</RefundAmount>
</Tax>
<Tax code="ZR">
<DocumentAmount>1.30</DocumentAmount>
<NonRefundableAmount>0.00</NonRefundableAmount>
<UsedAmount>0.00</UsedAmount>
<CalculatedAmount>1.30</CalculatedAmount>
<RefundAmount>1.30</RefundAmount>
</Tax>
<Tax code="US">
<DocumentAmount>34.24</DocumentAmount>
<NonRefundableAmount>0.00</NonRefundableAmount>
<UsedAmount>0.00</UsedAmount>
<CalculatedAmount>34.24</CalculatedAmount>
<RefundAmount>34.24</RefundAmount>
</Tax>
<Tax code="YC">
<DocumentAmount>5.23</DocumentAmount>
<NonRefundableAmount>0.00</NonRefundableAmount>
<UsedAmount>0.00</UsedAmount>
<CalculatedAmount>5.23</CalculatedAmount>
<RefundAmount>5.23</RefundAmount>
</Tax>
<Tax code="XY">
<DocumentAmount>6.66</DocumentAmount>
<NonRefundableAmount>6.66</NonRefundableAmount>
<UsedAmount>0.00</UsedAmount>
<CalculatedAmount>0.00</CalculatedAmount>
<RefundAmount>0.00</RefundAmount>
</Tax>
<Tax code="XA">
<DocumentAmount>3.77</DocumentAmount>
<NonRefundableAmount>3.77</NonRefundableAmount><UsedAmount>0.00</UsedAmount><CalculatedAmount>0.00</CalculatedAmount><RefundAmount>0.00</RefundAmount></Tax><Tax code="AY"> <DocumentAmount>5.33</DocumentAmount> <NonRefundableAmount>0.00</NonRefundableAmount> <UsedAmount>0.00</UsedAmount> <CalculatedAmount>5.33</CalculatedAmount> <RefundAmount>5.33</RefundAmount></Tax><Tax code="XF"> <DocumentAmount>4.28</DocumentAmount> <NonRefundableAmount>0.00</NonRefundableAmount> <UsedAmount>0.00</UsedAmount> <CalculatedAmount>4.28</CalculatedAmount> <RefundAmount>4.28</RefundAmount></TaxBreakdown> <Airport airportCode="JFK" currencyCode="USD" decimalPlaces="2">4.50</Airport></TaxBreakdown></Tax></TotalTaxRefundAmount>51.68</TotalTaxRefundAmount> </TaxInfo> </CommissionInfo> <Commission> <Percent>5.0</Percent> </Commission> </CommissionInfo> </Refund> <GrandTotal currencyCode="EUR" decimalPlaces="2">2007.68</GrandTotal></PriceInfo> </TransactionInfo> </RefundRS> 5.5 Fulfill a Refund with Tax Override

This example shows where a refundable tax is modified and made non-refundable.

Ticket to be refunded:

<table>
<thead>
<tr>
<th>ELECTRONIC TICKET RECORD</th>
</tr>
</thead>
<tbody>
<tr>
<td>INV:</td>
</tr>
<tr>
<td>CUST: 8866775544</td>
</tr>
<tr>
<td>PNR: KRDBNT</td>
</tr>
<tr>
<td>TKT: 1257928337391</td>
</tr>
<tr>
<td>ISSUED: 20FEB17</td>
</tr>
<tr>
<td>PCC: B4T0</td>
</tr>
<tr>
<td>IATA: 999999992</td>
</tr>
<tr>
<td>NAME: HARLEY/DAVID</td>
</tr>
<tr>
<td>FOP: CASH</td>
</tr>
<tr>
<td>CPN</td>
</tr>
<tr>
<td>-----</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
</tbody>
</table>
The YQ tax is non set as non-refundable in the system but the user does not want to refund the tax. They include the override by making the YQ tax as 0.00 in the service. (The host entry can accept NR to indicate non-refundable amount).

Completing the Refund on the Sabre Host:

```
WFRA1257928337391/REF‡TO/NRYQ
```

REFUND TRANSACTION PROCESSED
REFUND ACCOUNTING DATA CREATED IN ACTIVE PNR
ETR REFUND TRANSACTION PROCESSED

---

**Request to complete the refund**

The information to override the YQ tax to 0.00 is included is included in `Options/Pricing/TaxOverride` element.

```xml
<ns2:RefundRQ version="1.1.0"
xminds="http://services.sabre.com/STL/v01"
xminds:ns2="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0"
xminds:ns3="http://services.sabre.com/STL/Catalog/v01">
    <ns2:POS>
        <Company>1S</Company>
        <Pseudo>B4T0</Pseudo>
    </ns2:POS>
    <ns2:TransactionInfo requestType="Fulfill">
        <ns2:TicketingDocument>
            <ns2:Number>1257928337391</ns2:Number>
        </ns2:TicketingDocument>
        <ns2:Options>
            <ns2:Pricing>
                <ns2:TaxOverride code="YQ">
                    <ns2:Amount>0.00</ns2:Amount>
                </ns2:TaxOverride>
            </ns2:Pricing>
        </ns2:Options>
    </ns2:TransactionInfo>
</ns2:RefundRQ>
```

---

**Response to complete the refund**
In the response the TaxInfo@override has a value of “true”. The YQ tax now has a Non-Refundable amount of 250.00 and calculated amount of 0.00 and is not included in the TotalTaxRefundAmount or the GrandTotal.

```xml
<RefundRS version="1.1.0"
xmlns="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0">
  <Header messageID="TKTHL700-14953-1469728999-1487617616140-1856-arex"
version="1.1.0">
    <STL:OrchestrationID xmlns:STL="http://services.sabre.com/STL/v01"
TKTHL700-14953-1469728999-1487617616140-1856-arex</STL:OrchestrationID>
    <STL:Results xmlns:STL="http://services.sabre.com/STL/v01">
      <STL:Success>
        <STL:System>TKT-WS</STL:System>
        <STL:Source>AREX</STL:Source>
      </STL:Success>
      <STL:Warning status="Complete" type="Validation">
        <STL:System>TKT-WS</STL:System>
        <STL:Source>AREX</STL:Source>
        <STL:ErrorMessage code="49703">Tax override not guaranteed</STL:ErrorMessage>
        <STL:ShortText>Post Calc Validation</STL:ShortText>
      </STL:Warning>
    </STL:Results>
  </Header>
  <Ticket number="1257928337391" type="TKT">
    <Details>
      <LocalIssueDate>2017-02-20T13:02:00</LocalIssueDate>
      <IssueLocation>B4T0</IssueLocation>
      <Reservation>KRDBNT</Reservation>
      <AgencyIdentifier>99999992</AgencyIdentifier>
      <ValidatingCarrier>BA</ValidatingCarrier>
    </Details>
    <Traveler firstName="DAVID" lastName="HARLEY" type="ADT"/>
    <ServiceCoupon number="1" status="OK">
      <StartLocation>DFW</StartLocation>
      <EndLocation>LHR</EndLocation>
      <StartDate>2017-03-20</StartDate>
      <StartTime>17:40:00</StartTime>
      <MarketingFlightNumber carrierCode="BA">192</MarketingFlightNumber>
      <BookingClass>K</BookingClass>
      <FareBasis>KLX3S1C3</FareBasis>
    </ServiceCoupon>
    <ServiceCoupon number="2" status="OK">
      <StartLocation>LHR</StartLocation>
      <EndLocation>DFW</EndLocation>
      <StartDate>2017-03-27</StartDate>
      <StartTime>12:50:00</StartTime>
      <MarketingFlightNumber carrierCode="BA">1530</MarketingFlightNumber>
      <BookingClass>K</BookingClass>
      <FareBasis>KLX3S1C3</FareBasis>
    </ServiceCoupon>
  </Ticket>
</RefundRS>
```
<ServiceCoupon>
  <Payment type="CA">
    <Amount currencyCode="USD" decimalPlaces="2">2400.66</Amount>
    <Remarks>CASH</Remarks>
  </Payment>
</Ticket>
<PriceInfo>
  <Refund fareNonRefundable="false" priceType="Agent" taxesNonRefundable="false">
    <FareInfo currencyCode="USD" decimalPlaces="2">
      <DocumentAmount>1947.00</DocumentAmount>
      <NonRefundableAmount>0.00</NonRefundableAmount>
      <UsedAmount>0.00</UsedAmount>
      <TotalFeesAmount>275.00</TotalFeesAmount>
      <CalculatedAmount>1672.00</CalculatedAmount>
      <RefundAmount>1672.00</RefundAmount>
    </FareInfo>
    <FeeInfo currencyCode="USD" decimalPlaces="2">
      <Fee type="CHG">
        <DocumentAmount>275.00</DocumentAmount>
        <UsedAmount>0.00</UsedAmount>
        <TotalFeesAmount>275.00</TotalFeesAmount>
      </Fee>
    </FeeInfo>
    <TaxInfo currencyCode="USD" decimalPlaces="2" overridden="true">
      <Tax code="YQ">
        <DocumentAmount>250.00</DocumentAmount>
        <NonRefundableAmount>250.00</NonRefundableAmount>
        <UsedAmount>0.00</UsedAmount>
        <CalculatedAmount>0.00</CalculatedAmount>
        <RefundAmount>0.00</RefundAmount>
      </Tax>
      <Tax code="US">
        <DocumentAmount>36.00</DocumentAmount>
        <NonRefundableAmount>0.00</NonRefundableAmount>
        <UsedAmount>0.00</UsedAmount>
        <CalculatedAmount>36.00</CalculatedAmount>
        <RefundAmount>36.00</RefundAmount>
      </Tax>
      <Tax code="YC">
        <DocumentAmount>5.50</DocumentAmount>
        <NonRefundableAmount>5.50</NonRefundableAmount>
        <UsedAmount>0.00</UsedAmount>
        <CalculatedAmount>5.50</CalculatedAmount>
        <RefundAmount>5.50</RefundAmount>
      </Tax>
      <Tax code="XY">
        <DocumentAmount>7.00</DocumentAmount>
        <NonRefundableAmount>7.00</NonRefundableAmount>
        <UsedAmount>0.00</UsedAmount>
        <CalculatedAmount>0.00</CalculatedAmount>
        <RefundAmount>0.00</RefundAmount>
      </Tax>
      <Tax code="XA">
        <DocumentAmount>3.96</DocumentAmount>
        <NonRefundableAmount>3.96</NonRefundableAmount>
        <UsedAmount>0.00</UsedAmount>
        <CalculatedAmount>0.00</CalculatedAmount>
        <RefundAmount>0.00</RefundAmount>
      </Tax>
    </TaxInfo>
  </Refund>
</PriceInfo>
### Automated Refunds Scenarios

**Automated Refunds Web Service User Guide**

Confidential and Proprietary Sabre Travel Network

---

<table>
<thead>
<tr>
<th>Tax code</th>
<th>DocumentAmount</th>
<th>NonRefundableAmount</th>
<th>UsedAmount</th>
<th>CalculatedAmount</th>
<th>RefundAmount</th>
</tr>
</thead>
<tbody>
<tr>
<td>AY</td>
<td>5.60</td>
<td>0.00</td>
<td>0.00</td>
<td>5.60</td>
<td>5.60</td>
</tr>
<tr>
<td>GB</td>
<td>88.60</td>
<td>0.00</td>
<td>0.00</td>
<td>88.60</td>
<td>88.60</td>
</tr>
<tr>
<td>UB</td>
<td>52.50</td>
<td>0.00</td>
<td>0.00</td>
<td>52.50</td>
<td>52.50</td>
</tr>
<tr>
<td>XF</td>
<td>4.50</td>
<td>0.00</td>
<td>0.00</td>
<td>4.50</td>
<td>4.50</td>
</tr>
</tbody>
</table>

**Tax Breakdown**

- **Airport**: DFW
  - **currencyCode**: USD
  - **decimalPlaces**: 2

**Total Tax Refund Amount**: 192.70

**Commission Info**

- **Percent**: 10.0

**Payment**

- **type**: CA
  - **Amount**: 1864.70
  - **currencyCode**: USD
  - **decimalPlaces**: 2
  - **Remarks**: CASH

**Grand Total**: 1864.70

---

Automated Refunds Scenarios
5.6 Fulfill a Refund to two Forms of Payment

In this example a ticket was purchased using a cash amount of 3477.60 and an American Express credit card to the amount of 300.00.

Ticket to be refunded:

<table>
<thead>
<tr>
<th>WETR*4« ELECTRONIC TICKET RECORD</th>
</tr>
</thead>
<tbody>
<tr>
<td>INV:0034862</td>
</tr>
<tr>
<td>TKT:1251164294400</td>
</tr>
<tr>
<td>PNR:TWKZOT</td>
</tr>
<tr>
<td>ISSUED:21FEB17</td>
</tr>
<tr>
<td>PCC:A4S1</td>
</tr>
<tr>
<td>IATA:02309145</td>
</tr>
<tr>
<td>NAME:HARRIS/ROLF</td>
</tr>
<tr>
<td>FOP1:CASH AMOUNT: 3477.60</td>
</tr>
<tr>
<td>FOP2:AXXXXXXXXT2700*XXXX /23423 M AMOUNT: 300.00</td>
</tr>
<tr>
<td>CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT</td>
</tr>
<tr>
<td>1 BA 193 Y 20MAR LHRDFW 1025 OK Y1N0Y4C5 OPEN</td>
</tr>
<tr>
<td>2 BA 192 Y 25MAR DFWLHR 1745 OK Y1N0Y4C5 OPEN</td>
</tr>
</tbody>
</table>

FARE GBP1937.00 TAX 371.40YQ TAX 115.10GB TAX 68.20UB
    TAX 47.00US TAX 7.20YC TAX 9.20XY
    TAX 5.20XA TAX 7.40AY TAX 5.90XF
TOTAL AUD3777.60 EQUIV FARE PD AUD3141.00

LON BA DFW1226.36BA LON1226.36NUC2452.72END ROE0.789732 XFDFW4.5

The agent has to specify the amounts for each form of payment for the refund.

The agent performs a pricing request to see the refund amount.

WFRA1251164294400

<table>
<thead>
<tr>
<th>REFUND PRICE RESPONSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME HARRIS/ROLF TOTAL REFUND AUD 3763.20</td>
</tr>
<tr>
<td>TKT 1251164294400</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FLT BK DATE BRDOFF FB/TKT DES STAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 BA 193 Y 20MAR LHRDFW Y1N0Y4C5 OK</td>
</tr>
<tr>
<td>2 BA 192 Y 25MAR DFWLHR Y1N0Y4C5 OK</td>
</tr>
</tbody>
</table>

REFUND AMOUNTS - AUD
FARE 3141.00
TAX 622.20
CANCEL FEE N/A
TTL REFUND 3763.20

REFUNDABLE TAX BREAKDOWN
371.40YQ 115.10GB 68.20UB 47.00US
The agent specify 500.00 to FOP1 and 3263.20 for FOP2 and request the refund

WFRA1251164294400/REF+FOP1/500.00+FOP2/3263.20

REFUND TRANSACTION PROCESSED
UNABLE TO CREATE REFUND ACCOUNTING LINE DATA
FOR TWO FORMS OF PAYMENT
ETR REFUND TRANSACTION PROCESSED.

Request to complete the refund

The web service request to complete the refund inclue the amounts for the first and second form of payment under the Options/Fulfillment/Payment element

<ns2:RefundRQ version="1.1.0"
xmlns="http://services.sabre.com/STL/v01"
xmlns:ns2="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0"
xmlns:ns3="http://services.sabre.com/STL/Catalog/v01">
  <ns2:POS>
    <Company>1S</Company>
    <Pseudo>A4S1</Pseudo>
  </ns2:POS>
  <ns2:TransactionInfo requestType="Fulfill">
    <ns2:TicketingDocument>
      <ns2:Number>1251164294400</ns2:Number>
    </ns2:TicketingDocument>
    <ns2:Options>
      <ns2:Fulfillment>
        <ns2:Payment>
          <ns2:Amount>500.00</ns2:Amount>
        </ns2:Payment>
        <ns2:Payment>
          <ns2:Amount>3263.20</ns2:Amount>
        </ns2:Payment>
    </ns2:Fulfillment>
  </ns2:Options>
Response to complete the refund

The web service response include the two forms of payments information

<RefundRS version="1.1.0" xmlns="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0">
  <Header messageId="TKTHLI701-13896-1280517557-1487620572375-1943-arex" version="1.1.0">
    <STL:OrchestrationID xmlns:STL="http://services.sabre.com/STL/v01">
      TKTHLI701-13896-1280517557-1487620572375-1943-arex
    </STL:OrchestrationID>
    <STL:Results xmlns:STL="http://services.sabre.com/STL/v01">
      <STL:Success>
        <STL:System>TKT-WS</STL:System>
        <STL:Source>AREX</STL:Source>
        <STL:Success/>
      </STL:Results>
    </Header>
    <Ticket number="1251164294400" type="TKT">
      <Details>
        <LocalIssueDate>2017-02-21T06:54:00</LocalIssueDate>
        <IssueLocation>A4S1</IssueLocation>
        <Reservation>TWKZOT</Reservation>
        <AgencyIdentifier>02309145</AgencyIdentifier>
        <ValidatingCarrier>BA</ValidatingCarrier>
        <Traveler firstName="ROLF" lastName="HARRIS" type="ADT"/>
        <ServiceCoupon number="1" status="OK">
          <StartLocation>LHR</StartLocation>
          <EndLocation>DFW</EndLocation>
          <StartDate>2017-03-20</StartDate>
          <StartTime>10:25:00</StartTime>
          <MarketingFlightNumber carrierCode="BA">193</MarketingFlightNumber>
          <BookingClass>Y</BookingClass>
          <FareBasis>Y1N0Y4C5</FareBasis>
        </ServiceCoupon>
        <ServiceCoupon number="2" status="OK">
          <StartLocation>DFW</StartLocation>
          <EndLocation>LHR</EndLocation>
          <StartDate>2017-03-25</StartDate>
          <StartTime>17:45:00</StartTime>
          <MarketingFlightNumber carrierCode="BA">192</MarketingFlightNumber>
          <BookingClass>Y</BookingClass>
          <FareBasis>Y1N0Y4C5</FareBasis>
        </ServiceCoupon>
        <Payment type="CA">
          <Amount currencyCode="AUD" decimalPlaces="2">3477.60</Amount>
          <Remarks>CASH</Remarks>
        </Payment>
        <Payment number="XXXXXXXXXXXXXX2700" type="CC" vendorCode="AX">
          <Amount currencyCode="AUD" decimalPlaces="2">300.00</Amount>
        </Payment>
      </Details>
    </Ticket>
  </Header>
</RefundRS>
<Remarks>AX3711003UM8D2700</Remarks>
</Payment>
</Ticket>
</PriceInfo>
<Refund fareNonRefundable="false" priceType="System"
taxesNonRefundable="false">
<BaseFareInfo currencyCode="GBP" decimalPlaces="2">
  <DocumentAmount>1937.00</DocumentAmount>
  <UsedAmount>0.00</UsedAmount>
</BaseFareInfo>
<FareInfo currencyCode="AUD" decimalPlaces="2">
  <DocumentAmount>3141.00</DocumentAmount>
  <NonRefundableAmount>0.00</NonRefundableAmount>
  <UsedAmount>0.00</UsedAmount>
  <TotalFeesAmount>0.00</TotalFeesAmount>
  <CalculatedAmount>3141.00</CalculatedAmount>
  <RefundAmount>3141.00</RefundAmount>
</FareInfo>
<TaxInfo currencyCode="AUD" decimalPlaces="2">
  <Tax code="YQ">
    <DocumentAmount>371.40</DocumentAmount>
    <NonRefundableAmount>0.00</NonRefundableAmount>
    <UsedAmount>0.00</UsedAmount>
    <CalculatedAmount>371.40</CalculatedAmount>
    <RefundAmount>371.40</RefundAmount>
  </Tax>
  <Tax code="GB">
    <DocumentAmount>115.10</DocumentAmount>
    <NonRefundableAmount>0.00</NonRefundableAmount>
    <UsedAmount>0.00</UsedAmount>
    <CalculatedAmount>115.10</CalculatedAmount>
    <RefundAmount>115.10</RefundAmount>
  </Tax>
  <Tax code="UB">
    <DocumentAmount>68.20</DocumentAmount>
    <NonRefundableAmount>0.00</NonRefundableAmount>
    <UsedAmount>0.00</UsedAmount>
    <CalculatedAmount>68.20</CalculatedAmount>
    <RefundAmount>68.20</RefundAmount>
  </Tax>
  <Tax code="US">
    <DocumentAmount>47.00</DocumentAmount>
    <NonRefundableAmount>0.00</NonRefundableAmount>
    <UsedAmount>0.00</UsedAmount>
    <CalculatedAmount>47.00</CalculatedAmount>
    <RefundAmount>47.00</RefundAmount>
  </Tax>
  <Tax code="YC">
    <DocumentAmount>7.20</DocumentAmount>
    <NonRefundableAmount>0.00</NonRefundableAmount>
    <UsedAmount>0.00</UsedAmount>
    <CalculatedAmount>7.20</CalculatedAmount>
    <RefundAmount>7.20</RefundAmount>
  </Tax>
  <Tax code="XY">
    <DocumentAmount>9.20</DocumentAmount>
  </Tax>
</TaxInfo>
<NonRefundableAmount>9.20</NonRefundableAmount>
<UsedAmount>0.00</UsedAmount>
<CalculatedAmount>0.00</CalculatedAmount>
<RefundAmount>0.00</RefundAmount>
</Tax>
<Tax code="XA">
<DocumentAmount>5.20</DocumentAmount>
<NonRefundableAmount>5.20</NonRefundableAmount>
<UsedAmount>0.00</UsedAmount>
<CalculatedAmount>0.00</CalculatedAmount>
<RefundAmount>0.00</RefundAmount>
</Tax>
<Tax code="AY">
<DocumentAmount>7.40</DocumentAmount>
<NonRefundableAmount>0.00</NonRefundableAmount>
<UsedAmount>0.00</UsedAmount>
<CalculatedAmount>7.40</CalculatedAmount>
<RefundAmount>7.40</RefundAmount>
</Tax>
</TaxBreakdown>
</Tax>
>TotalTaxRefundAmount>622.20</TotalTaxRefundAmount>
</TaxInfo>
</CommissionInfo>
</Commission>
</CommissionInfo>
</Refund>
<GrandTotal currencyCode="AUD" decimalPlaces="2">3763.20</GrandTotal>
</PriceInfo>
<TransactionInfo fulfilled="true">
<Message type="I">REFUND TRANSACTION PROCESSED</Message>
<Message type="I">UNABLE TO CREATE REFUND ACCOUNTING LINE DATA</Message>
<Message type="I">FOR TWO FORMS OF PAYMENT</Message>
<Message type="I">ETR REFUND TRANSACTION PROCESSED</Message>

<Payment type="CA">
<Amount currencyCode="AUD" decimalPlaces="2">500.00</Amount>
<Remarks>CASH</Remarks>
</Payment>
<Payment number="XXXXXXXXXXXX2700" type="CC" vendorCode="AX">
<Amount currencyCode="AUD" decimalPlaces="2">3263.20</Amount>
<Remarks>AX3711003UM8D2700</Remarks>
</Payment>
</TransactionInfo>
</RefundRS>
Troubleshooting

6.1 Introduction

This section provides a list of error messages and their causes as well as examples of some of them. There are a few steps that Automated Refunds makes during transaction processing and, on each of these steps, an error message can be returned if the system detects the problem.

These steps are:
- Validation of incoming request against XSD schema.
- Business validation of incoming request and the document to be refunded.
- Matching the fare information of the document against the CAT33 filed information pricing.
- Business validation when calculating the refundable amount.
- Validation when fulfilling the refund.

The category in the message table below are related to these steps.

6.2 List of Error and Warning Messages

Not all messages are error messages. Some serve as warnings or have an informational purpose. Messages returned are identified by unique codes. Messages from different subsystems within Sabre will have different ranges of codes. The codes of messages originating from the automated refund web service falls within the range 4900 to 49999.

The web service response may also include messages originating from other subsystems.

The following table contains error messages that can be returned during a Price or Fulfill Request originating from the Automated Refund web service.

<table>
<thead>
<tr>
<th>Code</th>
<th>Message</th>
<th>Category/Short Message</th>
<th>Condition/Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>49000</td>
<td>AREX WS Generic Error</td>
<td>Error in AtseDirectSender</td>
<td>Error while calling ATSE</td>
</tr>
<tr>
<td></td>
<td>N/A</td>
<td>Unable to detokenize CC number</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A</td>
<td>Exception while unmarshalling</td>
<td></td>
</tr>
<tr>
<td></td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>AREX WS Timeout received when calling TktDoc service</td>
<td>N/A</td>
<td>This message is returned when a call made to</td>
</tr>
<tr>
<td>49001</td>
<td></td>
<td></td>
<td>the TktDoc service to retrieve the document and</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>no answer is received</td>
</tr>
<tr>
<td>Code</td>
<td>Message</td>
<td>Category/Short Message</td>
<td>Condition/Comment</td>
</tr>
<tr>
<td>-------</td>
<td>-------------------------------------------------------------------------</td>
<td>------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>49002</td>
<td>Automated Refunds not available this country</td>
<td>Market Configuration Validation</td>
<td>Automated Refunds has not been activated for the country</td>
</tr>
<tr>
<td>49003</td>
<td>Carrier does not participate in Automated Refunds</td>
<td>Market Configuration Validation</td>
<td>Validating carrier information from the ticket will be compared against a table containing the carriers participating in Sabre’s CAT33 Automated Refunds</td>
</tr>
<tr>
<td>49004</td>
<td>Automated Refunds not available this country</td>
<td>Market Configuration Validation</td>
<td>Automated Refunds has not been activated for the settlement plan</td>
</tr>
<tr>
<td>49005</td>
<td>Automated Refunds not active</td>
<td>Market Configuration Validation</td>
<td>Automated Refunds indicator is not active in the TJR for the agency PCC</td>
</tr>
<tr>
<td>49006</td>
<td>Domestic journey type not allowed</td>
<td>Market Configuration Validation</td>
<td>If SAC Journey Type supplied then settlement plan should be BSP FRANCE</td>
</tr>
<tr>
<td>49100</td>
<td>AREX WS Validation Error</td>
<td>Refund Business Validation</td>
<td>No documents to refund</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Decimal Check Validation</td>
<td>XPathExpressionException while doing Decimal checks</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Market Configuration Validation</td>
<td>XPathExpressionException while doing Market Configuration Validation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Request Validation</td>
<td>XPathExpressionException while doing Request Validation</td>
</tr>
<tr>
<td>49101</td>
<td>POS/Company is required element of the request</td>
<td>Request Validation</td>
<td>No POS/Company specified in request</td>
</tr>
<tr>
<td>49102</td>
<td>Specified POS/Company is not allowed. Allowed types are:</td>
<td>Request Validation</td>
<td>Invalid POS/Company in request</td>
</tr>
<tr>
<td>49103</td>
<td>Specified POS/Company is not matching session information</td>
<td>Request Validation</td>
<td>POS/Company in the request doesn’t match what’s in the session</td>
</tr>
<tr>
<td>49104</td>
<td>POS/Pseudo is required element of the request</td>
<td>Request Validation</td>
<td>No POS/Pseudo specified in request</td>
</tr>
<tr>
<td>49105</td>
<td>Specified POS/Pseudo is not matching session information</td>
<td>Request Validation</td>
<td>POS/Pseudo in the request doesn’t match what’s in the session</td>
</tr>
<tr>
<td>49106</td>
<td>Verify coupon status</td>
<td>Refund Business Validation</td>
<td>No coupon with open status in the ticket</td>
</tr>
<tr>
<td>49200</td>
<td>AREX WS TKTDOC validation error</td>
<td>Document Validation</td>
<td>Error in TktDoc response</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Document Validation</td>
<td>Unable to retrieve document from database</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Document Validation</td>
<td>XPathExpressionException while doing document validation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Security Validation</td>
<td>XPathExpressionException while doing IATA number validation</td>
</tr>
<tr>
<td>49201</td>
<td>Retrieving ticketing document failed, try again</td>
<td>Document Validation</td>
<td>Ticketing document body is empty.</td>
</tr>
<tr>
<td>Code</td>
<td>Message</td>
<td>Category/Short Message</td>
<td>Condition/Comment</td>
</tr>
<tr>
<td>-------</td>
<td>---------------------------------------------------------------------------------------------</td>
<td>------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>49202</td>
<td>Invalid ticketing document format in response from down-line system, try again</td>
<td>Document Validation</td>
<td>Ticketing document body is not valid.</td>
</tr>
<tr>
<td>49203</td>
<td>Exchanged ticket does not qualify for Automated Refunds</td>
<td>Document Validation</td>
<td>Ticket documents is an exchanged ticket</td>
</tr>
<tr>
<td>49204</td>
<td>Ticket/Document not found in Airline Database</td>
<td>Document Validation</td>
<td>Ticketing document is not in the database</td>
</tr>
<tr>
<td>49205</td>
<td>IATA number mismatch</td>
<td>Document Validation</td>
<td>The IATA number of the ticket does not match the IATA number of the agency</td>
</tr>
<tr>
<td>49206</td>
<td>Net remit ticket does not qualify for Automated Refunds</td>
<td>Document Validation</td>
<td>The ticket to be refunded is an automated or manual net remit ticket</td>
</tr>
<tr>
<td>49207</td>
<td>MS FOP not allowed for refunds</td>
<td>Document Validation</td>
<td>The ticket to be refunded is issued with MS form of payment</td>
</tr>
<tr>
<td>49208</td>
<td>Paper ticket does not qualify for Automated Refunds</td>
<td>Document Validation</td>
<td>The ticket to be refunded is a paper ticket</td>
</tr>
<tr>
<td>49209</td>
<td>Domestic journey type not applicable</td>
<td>Document Validation</td>
<td>Journey type should apply only for Domestic Itineraries</td>
</tr>
<tr>
<td>49210</td>
<td>Domestic journey type required</td>
<td>Document Validation</td>
<td>If ticket is BSP France, Journey type is required in the request</td>
</tr>
<tr>
<td>49211</td>
<td>Invalid journey type code</td>
<td>Document Validation</td>
<td>Journey type should be B or M or F</td>
</tr>
<tr>
<td>49212</td>
<td>Multiple FOP not allowed</td>
<td>Document Validation</td>
<td>Multiple FOP supplied in request for single FOP ticket</td>
</tr>
<tr>
<td>49213</td>
<td>Multiple FOP exists - specify amount for each FOP</td>
<td>Document Validation</td>
<td>If FOP is not supplied in request for multiple FOP ticket</td>
</tr>
<tr>
<td>49214</td>
<td>Multiple FOP not allowed</td>
<td>Document Validation</td>
<td>FOP is supplied in request for single FOP tickets</td>
</tr>
<tr>
<td>49300</td>
<td>AREX WS T2HUB validation Error</td>
<td>Document Validation</td>
<td>XPathExpressionException while checking if Hub call is needed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E-Ticket Validation</td>
<td>Unable to retrieve e-ticket from validating carrier</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E-Ticket Validation</td>
<td>XPathExpressionException while validating Hub response</td>
</tr>
<tr>
<td>49300</td>
<td>Internal TKTHUB WS Connector error</td>
<td>E-Ticket Validation</td>
<td>Hub response returns an error</td>
</tr>
<tr>
<td></td>
<td>Timeout during waiting on NMR response</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Error occurred during internal to EDIFACT conversion</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Troubleshooting**

Automated Refunds Web Service User Guide

Confidential and Proprietary Sabre Travel Network
<table>
<thead>
<tr>
<th>Code</th>
<th>Message</th>
<th>Category/Short Message</th>
<th>Condition/Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>49301</td>
<td>Retrieving e-ticket from validating carrier failed, try again</td>
<td>E-Ticket Validation</td>
<td>Hub response is not valid xml</td>
</tr>
<tr>
<td>49302</td>
<td>Invalid e-ticket format in response from down-line system, try again</td>
<td>E-Ticket Validation</td>
<td>Hub response is null</td>
</tr>
<tr>
<td>49303</td>
<td>E-Ticket not found in validating carrier database</td>
<td>E-Ticket Validation</td>
<td>Ticket Not found in Carrier Database</td>
</tr>
<tr>
<td>49400</td>
<td>Unable to process automated refund</td>
<td>Pricing Validation</td>
<td>ATSE returns an error other than error code 171 OR XPathExpressionException while validating ATSE response</td>
</tr>
<tr>
<td>49401</td>
<td>Pricing refund failed, try again</td>
<td>Pricing Validation</td>
<td>ATSE returns an empty response</td>
</tr>
<tr>
<td>49402</td>
<td>Invalid pricing response from down-line system, try again</td>
<td>Pricing Validation</td>
<td>ATSE response is not a valid xml</td>
</tr>
<tr>
<td>49403</td>
<td>No Refund Value</td>
<td>Pricing Validation</td>
<td>Fare is nonrefundable (@P27=T) and taxes are nonrefundable (@PXH=F)</td>
</tr>
<tr>
<td>49404</td>
<td>Refund not allowed – Voluntary refund rules failed</td>
<td>Pricing Validation</td>
<td>ATSE returns error 171 - Voluntary refund rules failed</td>
</tr>
<tr>
<td>49500</td>
<td>AREX WS validation warning</td>
<td>N/A</td>
<td>Generic warning</td>
</tr>
<tr>
<td>49600</td>
<td>Processing interrupted with stop diagnostic</td>
<td>Processing interrupted with stop diagnostic</td>
<td>Diagnostic to stop processing</td>
</tr>
<tr>
<td>49700</td>
<td>Post calculation error</td>
<td>Error in PostCalculation</td>
<td>Generic error message for post calc validation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Post Calc Validation</td>
<td>Generic warning message for post calc validation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PostCal Validation</td>
<td>XPathExpressionException while doing post calc response validation</td>
</tr>
<tr>
<td>49701</td>
<td>Voluntary refund rules failed</td>
<td>PostCalc Validation</td>
<td>Penalty (including taxes on fees) or flown cost or these two combined exceeds the ticket fare</td>
</tr>
<tr>
<td>49702</td>
<td>Fee override not guaranteed</td>
<td>Post Calc Validation</td>
<td>Agent supplied Override Fees in Arex Request</td>
</tr>
<tr>
<td>49703</td>
<td>Tax override not guaranteed</td>
<td>PostCalc Validation</td>
<td>Agent supplied Override Taxes in Arex Request</td>
</tr>
<tr>
<td>49705</td>
<td>Tax refund request invalid - Exceeds eligible amount -</td>
<td>PostCalc Validation</td>
<td>override includes a tax amount that is greater than the tax in the refundable calculation for that tax</td>
</tr>
<tr>
<td>49706</td>
<td>Tax refund request invalid - Tax not eligible for refund</td>
<td>PostCalc Validation</td>
<td>override of taxes to be refunded includes a tax that is not in the refundable calculation</td>
</tr>
<tr>
<td>49707</td>
<td>Tax refund request invalid - Duplicate tax code -</td>
<td>PostCalc Validation</td>
<td>If two or more of the same tax code are supplied in the request</td>
</tr>
<tr>
<td>49708</td>
<td>Tax refund request invalid – XF tax breakdown required</td>
<td>PostCalc Validation</td>
<td>XF tax code is included in the override it must have at least one city code with tax amount associated with it in the request</td>
</tr>
<tr>
<td>Code</td>
<td>Message</td>
<td>Category/Short Message</td>
<td>Condition/Comment</td>
</tr>
<tr>
<td>--------</td>
<td>----------------------------------------------</td>
<td>------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>49709</td>
<td>Incorrect decimals in cancel fee override</td>
<td>Decimal Check Validation</td>
<td>Correct number of decimal should be supplied in Amount</td>
</tr>
<tr>
<td>49710</td>
<td>FOP amounts must equal refund total</td>
<td>PostCal Validation</td>
<td>Supplied two FOP amounts do not add up to the total refund amount a message will be returned</td>
</tr>
<tr>
<td>49711</td>
<td>Incorrect decimals in commission override</td>
<td>Decimal Check Validation</td>
<td>Incorrect decimals in commission override</td>
</tr>
<tr>
<td>49712</td>
<td>Incorrect decimals in commission on penalty</td>
<td>Decimal Check Validation</td>
<td>Incorrect decimals in commission on penalty override</td>
</tr>
<tr>
<td>49713</td>
<td>Incorrect decimals in tax override</td>
<td>Decimal Check Validation</td>
<td>Incorrect decimals in tax override</td>
</tr>
<tr>
<td>49714</td>
<td>Incorrect decimals in multiple forms of payment</td>
<td>Decimal Check Validation</td>
<td>Incorrect decimals in FOP</td>
</tr>
<tr>
<td>49715</td>
<td>Incorrect decimals in tax override - airport breakdown</td>
<td>Decimal Check Validation</td>
<td>Incorrect decimals in tax override - airport breakdown</td>
</tr>
<tr>
<td>49716</td>
<td>Commission on penalty requires penalty</td>
<td>PostCal Validation</td>
<td>No penalty when commission on penalty is supplied in request</td>
</tr>
<tr>
<td>49800</td>
<td>Invalid data received from subsystem - unable to fulfill refund</td>
<td>Internal error</td>
<td>Invalid data received from subsystem</td>
</tr>
<tr>
<td>49801</td>
<td>PSS returned an error while fulfilling the refund</td>
<td>N/A</td>
<td>PSS returns an error</td>
</tr>
</tbody>
</table>

The following are messages originating from the Sabre Host System (PSS), where certain validations are performed before the fulfill process can be completed. These messages will only be returned in the response to a Fulfill request. Because they originate from PSS they are capitalized. The code in this case is not constant therefore not provided.

<table>
<thead>
<tr>
<th>Code</th>
<th>Message</th>
<th>Category/Short Message</th>
<th>Condition/Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>XXXXXX</td>
<td>AUTH CARRIER INVLD</td>
<td>PSS Fulfillment</td>
<td>The validating carrier is no longer in the agent’s TJR</td>
</tr>
<tr>
<td>XXXXXX</td>
<td>ASSIGN HARDCOPY PRINTER</td>
<td>PSS Fulfillment</td>
<td>A hardcopy printer is required to print the REN. Not applicable to ARC agencies</td>
</tr>
<tr>
<td>XXXXXX</td>
<td>UNABLE TO REFUND – INVALID CURRENCY</td>
<td>PSS Fulfillment</td>
<td>The currency of the ticket was issued in is no longer a valid currency for the location</td>
</tr>
<tr>
<td>XXXXXX</td>
<td>CURRENCY DECIMAL HAS CHANGED - REFUND MANUALLY</td>
<td>PSS Fulfillment</td>
<td>The number of decimal places in the issuing currency has changed since the ticket was issued.</td>
</tr>
<tr>
<td>XXXXXX</td>
<td>COMMISSION AMOUNT NOT ALLOWED USE COMMISSION PERCENT</td>
<td>PSS Fulfillment</td>
<td>A commission amount was supplied in the request while only a percent is allowed</td>
</tr>
</tbody>
</table>
6.3 Example of Error Responses

This section provides a number of example requests and responses when an error conditions is present.

In the response the message is included in the Header/Results/Error/SystemSpecificResults/ErrorMessage element.

The message code is in the Header/Results/Error/SystemSpecificResults/ErrorMessage@code attribute.

The Category is included in the Header/Results/Error/SystemSpecificResults/ShortText element.

6.3.1 Schema validation error

The following request contains a mistake, it has the attribute “Rice” instead of “Price”. This will fail in the schema validation.

Request:

```xml
<RefundRQ xmlns="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0"
xmlns:STL="http://services.sabre.com/STL/v01" version="1.1.0">
  <POS>
    <STL:Company>1S</STL:Company>
    <STL:Pseudo>DR93</STL:Pseudo>
  </POS>
  <TransactionInfo requestType="Rice">
    <TicketingDocument>
      <Number>6071226546811</Number>
    </TicketingDocument>
    <Options>
      <Pricing>
        <CancelFeeOverride>100</CancelFeeOverride>
      </Pricing>
    </Options>
  </TransactionInfo>
</RefundRQ>
```

Response:

The ShortText shows that there is a schema validation error and the ErrorMessage contains the code and details.

```xml
<RefundRS xmlns="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0" version="1.1.0">
  <Header messageID="TKTHLI702-24088-61137665-1484084013910-64-arex" time Stamp="2017-01-10T15:33:33">
    <STL:OrchestrationID xmlns:STL="http://services.sabre.com/STL/v01" seq="0">TKTHLI702-24088-61137665-1484084013910-64-arex</STL:OrchestrationID>
  </Header>
```

6.3.2 Document not found in Airline database

In this example a refund price request is attempted while the document number supplied could not be retrieved.

Request:

```xml
<RefundRQ xmlns="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0" xmlns:STL="http://services.sabre.com/STL/v01" version="1.1.0">
  <POS>
    <STL:Company>1S</STL:Company>
    <STL:Pseudo>DR93</STL:Pseudo>
  </POS>
  <TransactionInfo requestType="Price">
    <TicketingDocument>
      <Number>607126546810</Number>
    </TicketingDocument>
    <Options>
      <Pricing>
        <CancelFeeOverride>100</CancelFeeOverride>
      </Pricing>
    </Options>
  </TransactionInfo>
</RefundRQ>
```

Response:

```xml
<RefundRS xmlns="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0" version="1.1.0">
  <Header messageID="TKTHLI702-24088-61137665-1484084703350-77-arex" timeStamp="2017-01-10T15:45:03">
    <STL:OrchestrationID xmlns:STL="http://services.sabre.com/STL/v01" seq="0">TKTHLI702-24088-61137665-1484084703350-77-arex</STL:OrchestrationID>
  </Header>
  <STL:Error status="NotProcessed" timeStamp="2017-01-10T15:45:03" type="Validation">
    <STL:Source>AREX WS</STL:Source>
    <STL:System>Tkt-WS</STL:System>
  </STL:Error>
</RefundRS>
```
6.3.3 Printer not assigned

A hardcopy printer needs to be assigned for the REN to be printed. If a printer is not assigned an error will be returned in the response to a Fulfill request:

Request:

```xml
<RefundRQ xmlns="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0" xmlns:STL="http://services.sabre.com/STL/v01" version="1.1.0">
  <POS>
    <STL:Company>1S</STL:Company>
    <STL:Pseudo>DR93</STL:Pseudo>
  </POS>
  <TransactionInfo requestType="Fulfill">
    <TicketingDocument>
      <Number>6071226546811</Number>
    </TicketingDocument>
  </TransactionInfo>
</RefundRQ>
```

Response:

The ShortText shows the origin of the error, and the ErrorMessage contains the code and the message. The actual PSS program is included in the Element element.

```xml
<RefundRS xmlns="http://www.sabre.com/ns/Ticketing/ExchangeRefund/1.0" version="1.1.0">
  <Header messageID="TKTHLI702-24088-61137665-1484085413792-88-arex" timeStamp="2017-01-10T15:56:53">
    <STL:Results xmlns:STL="http://services.sabre.com/STL/v01">ASSIGN HARDCOPY PRINTER</STL:Results>
    <STL:ErrorMessage code="112275">ASSIGN HARDCOPY PRINTER</STL:ErrorMessage>
    <STL:ShortText>PSS Fulfillment</STL:ShortText>
    <STL:Element>TERRA=2275|PRGRM=TKLS</STL:Element>
  </Header>
</RefundRS>
```
</STL:Results>
</Header>
</RefundRS>