



TURKISH AIRLINES

AVIATION ACADEMY

INVOLUNTARY CHANGES AND REFUND



TURKISH AIRLINES

A STAR ALLIANCE MEMBER 

INVOLUNTARY CHANGES AND REFUND

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INVOLUNTARY EXCHANGE AND REISSUE

In case of flight irregularities, this is involuntary rerouting of passenger to the final destination point (by other carriers, or the same carriers other flights) on the ticket. The ticket is changed without any additional collection (**no ADC**).

If in case, an involuntary reissue will take place, first TK flights must be considered.

In case of involuntary reissue, the fare calculation, fare basis, fare and taxes of the original ticket is carried to the new ticket as they originally are.

Automatically involuntarily exchanged tickets later can be again exchanged automatically and refunded automatically as voluntary.

For further information check [TROYA Reservation Book](#).

INVOLUNTARY EXCHANGE AND REISSUE

Below IST-SEL ticket will be involuntary rerouted as IST-SIN by TK SIN-SEL by KE since the original flight is cancelled and there is no other direct flight of TK. When making involuntary reissue to another carrier's flights, rules defined in IATA RESO 735d, Company regulations and passenger travel documents restrictions must carefully be applied.

2352432070668				
CPN 1 O - OPEN				
IST ICN TK0090 01:40 O 24OCT19				
OK OT3PXOW 025K 24OCT19/24OCT19				

BASE FARE	:515.00		USD	
EQUIVALENT FARE	:2999.00		TRY	
TOTAL AMOUNT	:4091.84		TRY	
FORM OF PAYMENT	:CASH	4091.84		
TAXES	:130.03		TRYTR	
	943.30		TRYR	
	19.51		TRYM6	
FARE CALCULATION : (0)24OCT19IST TK SEL515.00NUC515.00 END ROE1.00				

INVOLUNTARY EXCHANGE AND REISSUE

Involuntary exchange/reissue transaction steps:

1- On the PNR new flights are booked and saved. Since KE carrier (Asiana) is Star Alliance carrier, due to booking class alignment of Star members, same class for TK is used for booking.

```
1.1PAD/LILYMRS
QTRTKAP 23OCT R2RAVE
 1 TK  54 O  TH 24OCT  ISTSIN HK1   0200 1750 CABIN YE
 2 KE 644 O  TH 24OCT  SINICN HK1   2235 0600*1E
FONE-QTR
TKT-1 Y23OCTQTRAP 2352432070668
2.A */*
AP FAX-1 SSRFOIDTKHK1 /NI0
2.SSRCTCRYYHK1
```

INVOLUNTARY EXCHANGE AND REISSUE

2- Fare lines are entered.

CM IET

: Fare header entry with ignore indicator.

C*IST TK CAI515.00OT3PXOW

: Fare calculation of the original ticket.

C*Z NUC515.00ROE1.00

: NUC and ROE from the original ticket.

CFRUSD515.00EQU TRY2999.00/TAXTOTPD

: Fare lines from the original ticket.

CTAXTRYPD/130.03TR/943.30YR/19.51M6

: Tax lines from the original ticket.

CNA24OCT19

: Coupon is restricted with the flight date.

CNB24OCT19

: Coupon is restricted with the flight date.

CB25K

: Free baggage allowance from original ticket.

INVOLUNTARY EXCHANGE AND REISSUE

3- Payment field entry is made. If **MEI** entry doesn't work automatically, you may enter as follow.

MEI2352432070668 (1) /24OCT19E

: **I** = Involuntary reissue indicator, exchanged ticket and first outbound flight date

4- To the endorsement box of the new ticket, involuntary reissue reason is written. The first information on the endorsement box must be INVOL note, that is why system writes this to endorsement line automatically once MEI entry is made , then it can be followed by involuntary reason as follows.

7E*CNX, FLT CNX, SNOW STORM, SCHD CHG ...

INVOLUNTARY EXCHANGE AND REISSUE

```
ITINERARY RECEIPT PRINTED :1 TIMES
PURGE DATE :24OCT21

-----
PAX NAME          :PAD/LILY MRS
TICKET NUMBERS    :2352432070677/
ISSUED ON        :23OCT19 INTERNATIONAL
ISSUED BY        :TK QTR 099800050 AP/T /A
                  TURKISHAIRLINES
                  EGITIM5
                  ISTANBUL
PNR REFERENCE     :TK/R2RAVE
ENDORSEMENT REST  :INVOL FLT CANX.
ID. NUMBER       : 0

ISSD IN EXCHANGE  :2352432070668
-----

2352432070677
CPN 1 O - OPEN
  IST SIN TK0054 02:00      O 24OCT19
  OK OT3PXOW                      025K 24OCT19/24OCT19
CPN 2 A - AIRPORT                      KE
  SIN ICN KE0644 22:35      O 24OCT19
  OK OT3PXOW                      025K 24OCT19/24OCT19
-----

BASE FARE          :515.00          USD
EQUIVALENT FARE    :2999.00          TRY
TOTAL AMOUNT       :NO ADC          TRY
ORIGINAL FOP       :TKT/CASH
PAID TAXES         :19.51          TRYM6
                  943.30          TRYR
                  130.03          TRYTR
FARE CALCULATION   : (2) I-23OCT19IST TK SEL515.00NUC515.00 END ROE1.00
ORIGINAL ISSUE     :
2352432070668 QTR23OCT1999800050
```


INVOLUNTARY AUTOMATIC EXCHANGE

In order to make involuntary automatic exchange, there should be I, S indicator on the related coupon of the ETKT. In case of flight irregularity indicator I, schedule change indicator S is placed automatically by the system.

```

ELECTRONIC TICKET DISPLAY

ITINERARY RECEIPT PRINTED :1 TIMES
PURGE DATE :15OCT21
-----
PAX NAME       :PULAK/ASLI MRS
TICKET NUMBERS :2352432038105/
ISSUED ON      :10OCT19 INTERNATIONAL
ISSUED BY      :TK QTR 099800050 AP/T /A
                TURKISHAIRLINES
                EGITIM5
                ISTANBUL
PNR REFERENCE  :TK/RTWA7J
ID. NUMBER     : 0
-----
2352432038105
CPN 1 A - AIRPORT      TK      I ←
  IST LHR TK1979 07:45   V 15OCT19
  OK VLT2XPBO           020K 15OCT19/15OCT19
-----
BASE FARE       :48.00          USD
EQUIVALENT FARE :280.00        TRY
TOTAL AMOUNT    :835.30        TRY
FORM OF PAYMENT :CASH          835.30
TAXES           :128.03          TRYTR
                233.06          TRYR
                19.21          TRYM6
                175.00          TRYDU
FARE CALCULATION : (0)15OCT19IST TK LON48.00NUC48.00 END ROE1.00

```

INVOLUNTARY AUTOMATIC EXCHANGE

In the example journey, the IST-LON flight is cancelled and passenger did not want to wait for the next TK flight of the same routing. Requests for rerouting to MAN city which is in the same country and is in the same kilometer scale. Since it is not possible to make involuntary revalidation on the same ticket due to route changes, and there is no interline carrier involved in the rerouting, involuntary exchange can be done automatically.

After booking from IST-MAN flight (**preferably from the same class**) the original ticket is entered as involuntary exchange document.

```
1.1PULAK/ASLIMRS
QTRTKAP 10OCT RTWA7J
 1 TK1993 V  TU 15OCT  ISTMAN HK1   0730 0945 CABIN YE
FONE-QTR
TKT-1 Y10OCTQTRAP 2352432038105
2.A */*
AP FAX-SSRCTCRYYHK1
2.1 SSRFOIDTKHK1 /NIO
```

```
MEI2352432038105 (1) /15OCT19E
```

If **MEI** entry doesn't work automatically, you may enter as above.

INVOLUNTARY AUTOMATIC EXCHANGE

FQP1.R entry is made for quotation. Because of the involuntary indicator on the coupon and **MEI** entry, system automatically loads all the original fare, tax data to the new flight as involuntary.

```
F 1.1PULAK/ASLIMRS
ETKTKAP 10OCT RTWA7J
 1 TK1993 V TU 15OCT ISTMAN HK1 0730 0945 CABIN YE
FQ-1 QI10OCT19 ET AP/SU V QTR T/ITR
2.IST TK LON48.00VLT2XPBO
3.Z NUC48.00ROE1.00
4.FARE(R) USD 48.00TAX TOT XT PD TOT NO ADC
5. TAXPTRYTR 128.03 TAXPTRYM6 19.21 TAXPTRYR 233.06
6.S1 B20K
7.E TRY280.00 NON-REF
8.S1 NB15OCT19
9.S1 NA15OCT19
10.S1 DINVOL
11.X IV 02 IVS59TU2
FONE-QTR
PYMT-M
2.E-I2352432038105(1)/15OCT19E
3.O-2352432038105ETK10OCT1999800050
4.F-ORGTKT/CASH
```

INVOLUNTARY AUTOMATIC EXCHANGE

Following that the previous payment and TKT field of the original ticket is removed and new ticket is issued.

M1@
71@
ETE

ELECTRONIC TICKET DISPLAY		
ITINERARY RECEIPT PRINTED :1 TIMES		
PURGE DATE :15OCT21		

PAX NAME	:PULAK/ASLI MRS	
TICKET NUMBERS	:2352432038106/	
ISSUED ON	:15OCT19 INTERNATIONAL	
ISSUED BY	:TK QTR 099800050 AP/T /A	
	TURKISHAIRLINES	
	EGITIM5	
	ISTANBUL	
INV WAIVER CODE	:S59TU2	
PNR REFERENCE	:TK/RTWA7J	
ENDORSEMENT REST	:INVOL TRY280.00 NON-REF.	
ID. NUMBER	: 0	
ISSD IN EXCHANGE	:2352432038105	

2352432038106		
CPN	1 O - OPEN	
IST MAN	TK1993 07:30	V 15OCT19
OK	INVOL	020K 15OCT19/15OCT19

BASE FARE	:48.00	USD
TOTAL AMOUNT	:NO ADC	TRY
ORIGINAL FOP	:TKT/CASH	
PAID TAXES	:233.06	TRYR
	19.21	TRYM6
	128.03	TRYTR
FARE CALCULATION	:(0)I-15OCT19IST TK LON48.00NUC48.00 END R	
OE1.00		
ORIGINAL ISSUE	:	
2352432038105	QTR10OCT1999800050	

INVOLUNTARY REFUND

In case of flight irregularities, extra ordinary circumstances, or related procedures giving reference to 'involuntary refund', if passenger requests to cancel the ticket, the involuntary refund calculation method for unused , partly used tickets that are issued with TK special fares will be made according to the instructions given as follows.

In the event that the passenger requests refund involuntarily, the entire DU is refunded if that ticket has been issued by the Company's sale offices.

If that ticket has been issued by the agency, the passenger will be refunded all fares but DU and sent to the agency s/he has bought the ticket from for refund of the ticketing service charge.

For further information about Ticketing Service Charge check out [PR.90.004.TR.00 Procedure for Application of Ticketing Service Charge \(DU\)](#).

For more information about Involuntary refund see [TROYA Reservation Book](#).

INVOLUNTARY REFUND OF UNUSED TICKETS

Regarding the above ticket sample, the total amount of 2205.85 TRY (DU included) that is in the **'Total Amount'** field is refunded in cash to the passenger.

Then on the PNR record the remaining segments are cancelled and the transaction is finalized.

```

                                ELECTRONIC TICKET DISPLAY
ITINERARY RECEIPT PRINTED :1 TIMES
PURGE DATE :18JUN18
-----
PAX NAME           :PULAK/ASLI MRS
TICKET NUMBERS      :2352430234472/2352430234473/
ISSUED ON           :04MAY16 INTERNATIONAL
ISSUED BY           :TK QTR 099800050  AP
                    TURKISHAIRLINES
                    EGITIM5
                    ISTANBUL
PNR REFERENCE       :TK/UFYSJV
ENDORSEMENT REST    : NONEND/TK ONLY
ID. NUMBER          : 0
-----
2352430253984
CPN  1  O - OPEN
    LHR IST TK1988 06:55      Q 17JUN16
    OK  QY2XP                      23K  17JUN16/17JUN16
CPN  2  O - OPEN
    IST LGW TK1981 07:00      K 25JUL16
    OK  KY1BX                      30K  25JUL16/25JUL16
-----
BASE FARE           :365.00                      GBP
EQUIVALENT FARE     :1558.00                      TRY
TOTAL AMOUNT        :2205.85                      TRY
FORM OF PAYMENT      :CASH                2205.85
TAXES               :222.30                      TRY
                    44.32                      TRY
                    148.00                      TRY
                    55.48                      TRY
                    177.75                      TRY
FARE CALCULATION    : (0)17JUN16LON TK IST209.09TK LON309.03NUG
518.12 END ROE0.70542

```

INVOLUNTARY REFUND OF PARTLY USED TICKETS

All partly used tickets involuntary refund calculation will be made with the NUC values in the 'Fare Calculation' field.

A- If involuntary refund is requested by the passenger in a fare break point, the total NUC value of the unused fare component/s is multiplied by the IROE on the ticket that will result in the calculation of unused local currency fare of the ticket. If the original ticket is sold with another currency than the local fare (the currency in the Equivalent Fare Paid field) the calculated local fare is converted to the payment currency **with the bankers selling rate of the original issue date.**

```
2352430234472
CPN 1 F - FLOWN      TK1966      17JUN16 TK
  LGW IST TK1966 12:35      E 17JUN16
  OK EN2PX                      40K 17JUN16/17JUN16
CPN 2 F - FLOWN      TK0716      17JUN16 TK
  X/IST DEL TK0716 19:55      E 17JUN16
  OK EN2PX                      40K 17JUN16/17JUN16
CPN 3 SURFACE
CPN 4 O - OPEN
  ALA IST TK0353 10:00      Q 15JUL16
  OK QN2PX                      40K 15JUL16/15JUL16
2352430234473
CPN 1 O - OPEN
  X/IST LHR TK1971 14:55      Q 15JUL16
  OK QN2PX                      40K 15JUL16/15JUL16
-----
BASE FARE              :411.00                      GBP
EQUIVALENT FARE        :1682.00                      TRY
TOTAL AMOUNT           :2933.27                      TRY
FORM OF PAYMENT        :CASH                          2933.27
TAXES                  :24.19                      TRYUJ
                      :140.00                      TRYDU
                      :298.63                      TRYGB
                      :59.01                      TRYIN
                      :52.04                      TRYUB
                      :645.28                      TRYR
                      :32.12                      TRYTR
FARE CALCULATION      : (0)17JUN16LGW TK X/IST TK DEL320.37/-ALA
TK X/IST TK LON262.25NUC582.62 END ROE0.70542
```


INVOLUNTARY REFUND OF PARTLY USED TICKETS

Calculation: For the above ticket sample the fare component holding LON X/IST DEL flights is completely used, ALA X/IST LON flights fare component is not used. The unused fare components NUC value is 262.25. The IROE on the ticket is 0.70542. In this case the local fare to be refunded is; **$262.25 \times 0.70542 = 185.00$ GBP**

Since the ticket is originally issued with TRY on 04 May 2016, the equivalent fare to be refunded is calculated by converting GBP amount to TRY with **FZSGBP185.00TRY.04MAY16** entry.

```
2352430234472
CPN 1 F - FLOWN      TK1966      17JUN16 TK
  LGW IST TK1966 12:35      E 17JUN16
  OK EN2PX                      40K 17JUN16/17JUN16
CPN 2 F - FLOWN      TK0716      17JUN16 TK
X/IST DEL TK0716 19:55      E 17JUN16
  OK EN2PX                      40K 17JUN16/17JUN16
CPN 3 SURFACE
CPN 4 O - OPEN
  ALA IST TK0353 10:00      Q 15JUL16
  OK QN2PX                      40K 15JUL16/15JUL16
2352430234473
CPN 1 O - OPEN
X/IST LHR TK1971 14:55      Q 15JUL16
  OK QN2PX                      40K 15JUL16/15JUL16
-----
BASE FARE              :411.00              GBP
EQUIVALENT FARE        :1682.00             TRY
TOTAL AMOUNT           :2933.27             TRY
FORM OF PAYMENT        :CASH                2933.27
TAXES                  :24.19              TRYUJ
                      140.00              TRYDU
                      298.63              TRYGB
                      59.01              TRYIN
                      52.04              TRYUB
                      645.28              TRYR
                      32.12              TRYTR
FARE CALCULATION      : (0)17JUN16LGW TK X/IST TK DEL320.37/-ALA
TK X/IST TK LON262.25NUC582.62 END ROE0.70542
```

```
>FZSGBP185TRY.04MAY16
RATES LAST UPDATED 04MAY 00:00 AM
EQU TRY757.00          base fare to be refunded.
BANK SELLING RATE 1GBP EQUALS 4.090789 TRY
```



INVOLUNTARY REFUND OF PARTLY USED TICKETS

Base fare is calculated as 757.00 TRY. Taxes which will be refunded is calculated as follows;

First an itinerary for the flown segments of the passenger is created (for any future date).

```
1 TK1966 Y FR 15JUL LGWIST HS1 X 1235 1825 CABIN YE  
2 TK 716 Y FR 15JUL ISTDEL HS1 1955 0420*CABIN YE
```

This itinerary is quoted with historical fare quotation date of the original ticket and city.

FQ.T04MAY16.IST

With **FQL** entry tax detail is checked. The taxes that are seen here are the taxes that are used on the ticket by the passenger. Fare quote ladder entry will help display the taxes in their fixed amounts (original currency) and the TRY equivalents for the original ticket issue date.

INVOLUNTARY REFUND OF PARTLY USED TICKETS

```
4B TAX      52.04  UB      59.01  IN      298.63  GB      16.06  TR
4C TAX      330.67  YR
```

```
...
TR-SVC-INTL-2 : TR  IST  5.0  EUR
IN-USER-DEL-DEP IN  NULL 21.09USD
YRF-TK        YR  IST  70.0  EUR
GB-PSC-INTL-DEP3 UB  LGW  12.72GBP
GB-APD-NEW    GB  LGW  73.0  GBP
YRF-TK        YR  LGW  33.0  EUR
```

```
TAXES      :24.19      TRYUJ
              140.00      TRYDU
              298.63      TRYGB
              59.01      TRY IN
              52.04      TRYUB
              645.28      TRYR/314.61 remaining YR
              32.12      TRYTR/16.06 remaining TR
```

INVOLUNTARY REFUND OF PARTLY USED TICKETS

The underlined items on the TAXES field of the ticket are the taxes, **THAT ARE NOT USED, WILL BE REFUNDED**, the total of these taxes is calculated.

For partly used tickets involuntary refund DU is not refunded.

Taxes	Amount
UJ	24,19 TRY
YR	314,61 TRY
TR	16,06 TRY
Total	354,86 TRY

Refund base fare + Unused taxes total = Involuntary refund total

$$757,00 + 354,86 = 1111,86 \text{ TRY}$$

After refunding to the passenger, the remaining segments on the **PNR record** are **cancelled** and the transaction is **finalized**.

INVOLUNTARY REFUND OF PARTLY USED TICKETS

B- If refund is requested before reaching a fare break point at an intermediate point in a journey due involuntary, again if there is any fare component left unused, then that component is taken as a whole to be added to calculation. Partly used component's unused NUC value is calculated by mileage proration. Finally totally unused NUC is multiplied by the IROE on the ticket to calculate the unused local currency fare.

If the original ticket is sold with another currency than the local fare (the currency in the Equivalent Fare Paid field) the calculated local fare is converted to the payment currency **with the bankers selling rate of the original ticket issue date.**

INVOLUNTARY REFUND OF PARTLY USED TICKETS

```
2352430234472
CPN 1 F - FLOWN      TK1966      17JUN16 TK
  LGW IST TK1966 12:35      E 17JUN16
  OK EN2PX                      40K  17JUN16/17JUN16
CPN 2 O - OPEN
X/IST DEL TK0716 19:55      E 17JUN16
  OK EN2PX                      40K  17JUN16/17JUN16
CPN 3 SURFACE
CPN 4 O - OPEN
  ALA IST TK0353 10:00      Q 15JUL16
  OK QN2PX                      40K  15JUL16/15JUL16
2352430234473
CPN 1 O - OPEN
X/IST LHR TK1971 14:55      Q 15JUL16
  OK QN2PX                      40K  15JUL16/15JUL16
-----
BASE FARE           :411.00                GBP
EQUIVALENT FARE     :1682.00               TRY
TOTAL AMOUNT        :2933.27               TRY
FORM OF PAYMENT      :CASH                  2933.27
TAXES                :24.19                TRYUJ
                   140.00                TRYDU
                   298.63                TRYGB
                   59.01                 TRYIN
                   52.04                 TRYUB
                   645.28                TRYJR
                   32.12                 TRYTR
FARE CALCULATION    : (0)17JUN16LGW TK X/IST TK DEL320.37/-ALA
TK X/IST TK LON262.25NUC582.62 END ROE0.70542
```

INVOLUNTARY REFUND OF PARTLY USED TICKETS

Calculation: For the above ticket sample, since it is obvious from the coupon status, after travelling from LON to IST, because of flight irregularity that took place in IST passenger decided to terminate the journey. Passenger does not ask for service ticket to go back to departure point. It can be understood from the fare calculation field that IST point is an intermediate point of LON IST DEL fare component.

ALA IST LON fare component is completely unused. NUC value for that component is added to calculation directly. (ALA IST LON) NUC = 262,25

For LON IST DEL component, to calculate the NUC value of unused flight IST DEL, the total TPM (Ticketed Point Mileage) of the fare component is found.

>FLLONISTDEL		
LONIST	1557	EH
ISTDEL	2821	EH
TOTAL	4378	

INVOLUNTARY REFUND OF PARTLY USED TICKETS

Total TPM which is mileage total of LON IST DEL flights is 4378 miles. The NUC value of the same component is 320.37. Total NUC value of that component is divided into the total TPM of the fare component to calculate NUC value of each mile.

NUC/TPM = NUC value of 1 mile

$320,37 \div 4378 = 0.07317$ (After division, 5 digits following the point is taken into consideration.)

The non-flown segment ISTDEL TPM is 2821 miles. To calculate the NUC value belonging to that TPM amount, non-flown mile is multiplied by NUC value of each mile, consequently the NUC value for the unused part of the fare component is calculated.

TPM x Value of 1 mile = NUC $2821 \times 0.07317 = 206,41$ NUC

INVOLUNTARY REFUND OF PARTLY USED TICKETS

The NUC for unused ALA IST LON component and NUC for unused IST DEL flight is summed up, and this total is multiplied with the IROE on the ticket to find the unused local currency fare.

$$\begin{array}{rcccl} 262,25 & + & 206,41 & = & 468,66 \text{ NUC} \\ \downarrow & & \downarrow & & \downarrow \\ (\text{ALA IST LON}) & & (\text{IST DEL}) & & \text{UNUSED NUC} \\ \\ 486.66 & \times & 0.70542 & = & 331.00 \text{ GBP} \\ \downarrow & & \downarrow & & \downarrow \\ \text{UNUSED} & & \text{IROE} & & \text{UNUSED LCF} \\ \text{NUC} & & & & \end{array}$$

Since the ticket is originally issued with TRY on 04 May 2016, the equivalent fare to be refunded is calculated by converting GBP amount to TRY with **FZSGBP331.00TRY.04MAY16** entry.

```
>FZSGBP331TRY.04MAY16
RATES LAST UPDATED 04MAY 00:00 AM
EQU TRY1355.00
BANK SELLING RATE 1GBP EQUALS 4.090789 TRY
```

After calculating the unused taxes with the defined method, the remaining coupons of the ticket is refunded to the system and the remaining segments on the PNR is cancelled to finalize the transaction.

INVOLUNTARY MANUAL REFUND ENTRIES

Manual refund entries:

I	: If there is an active transaction, it is ignored.
*ET-/2352420028166	: ETKT displayed.
7DREFUND	: Refund transaction entry.
-1PULAK/ELIFMRS	: Name field entry mandatory.
MEI2352420028166 (3-4) /10FEB16E	: Refunded ticket is entered with Involuntary indicator I and the coupons refunded are entered. Following / format, the original ticket issue date is written.
MM610.89	: Form of payment and total amount incl. taxes for refund.
CTAXTRY/29.79TR/144.10YR	: Tax details.
EM	: Records refund to manual sales report.

INVOLUNTARY AUTOMATIC REFUND ENTRIES

Automatic refund entries; (except BT/IT and codeshare unused tickets incl. TPB)

I	: If there is an active transaction, it is ignored.
*ET-/2352430311205	: ETKT is displayed.
7DREFUND	: Refund transaction entry.
-1PULAK/ELIFMRS	: Name field entry mandatory
MEI2352430311205 (1) /02SEP16E	: Refunded ticket is entered with Involuntary indicator I and the coupons refunded are entered. Following / format, the original ticket issue date is written.
FQREF	: Automatic refund entry.
System response;	
>FQREF	
PSGR	FARE TAXES ADC FARE PSG DES
FQG 1 TRY 1542.00 455.80 1997.80 ADT	
GUARANTEED	
GRAND TOTAL **** TRY 1997.80	
LOG ID: F8911609021534310080B3	
ADT TOTAL REFUND AMOUNT 1997.80TRY	
MMTRY1997.80	: Form of payment and total amount incl. taxes for refund.
MKREFTRY1997.80	: Form of payment or automatic credit card refund for ITT or Call center tickets with total amount incl. taxes for refund.
EM	: Records refund to manual sales report.



AVIATION ACADEMY

THANK YOU

Questions and feedbacks:
sttraining@thy.com