



INVOLUNTARY CHANGES AND REFUND

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 ICM 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	TRYYR
	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 /NIO
2.SSRCTCRYHK1
```

INVOLUNTARY EXCHANGE AND REISSUE

2- Fare lines are entered.

CMIET

C*IST TK CAI515.00OT3PXOW

C*Z NUC515.00ROE1.00

CFRUSD515.00EQUTRY2999.00/TAXTOTPD

CTAXTRYPD/130.03TR/943.30YR/19.51M6

CNA24OCT19

CNB24OCT19

CB25K

: Fare header entry with ignore indicator.

: Fare calculation of the original ticket.

: NUC and ROE from the original ticket.

: Fare lines from the original ticket.

: Tax lines from the original ticket.

: Coupon is restricted with the flight date.

: Coupon is restricted with the flight date.

: 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 TRYYR	
	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-SSRCTCRYHK1
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
		EGITIMS 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 TRYYR
		19.21 TRYM6
		128.03 TRYTR
FARE CALCULATION	:	(0) I-15OCT19IST TK LON48.00NUC48.00 END R
OE1.00		
ORIGINAL ISSUE	:	
2352432038105	QTR10OCT199800050	

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	
<hr/>		
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
<hr/>		
BASE FARE	: 365.00	GBP
EQUIVALENT FARE	: 1558.00	TRY
TOTAL AMOUNT	: 2205.85	TRY
FORM OF PAYMENT	: CASH 2205.85	
TAXES	: 222.30	TRYYR
	: 44.32	TRYTR
	: 148.00	TRYDU
	: 55.48	TRYGB
	: 177.75	TRYUB
FARE CALCULATION	: (0) 17JUN16LON TK IST209.09TK LON309.03NUC	
	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		TRYYR
	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; **262.25x0.70542= 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



TURKISH AIRLINES

AVIATION ACADEMY

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	21.09	USD				
YRF-TK	YR	IST	70.0	EUR				
GB-PSC-INTL-DEP3	UB	LGW	12.72	GBP				
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	TRYIN
	52.04	TRYUB
	645.28	TRYYR / 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.

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

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.			



THANK YOU

Questions and feedbacks:
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