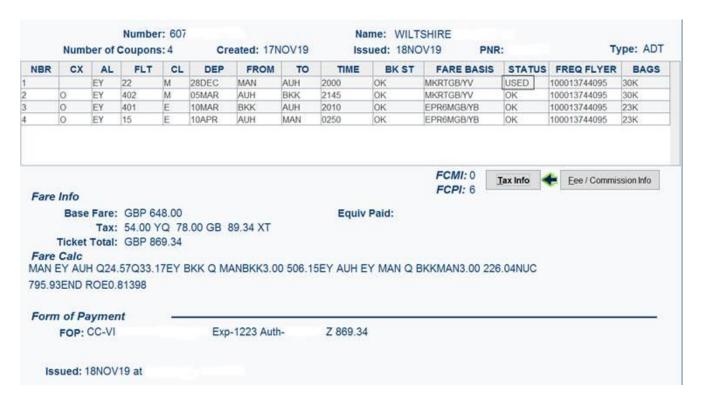**How to calculate prorate refunds**

Here is an example of how to calculate prorate refunds. In this example, only one sector has been flown, and a refund has been requested for the remaining sectors.

Number: 607							Name: WILTSHIRE				Type: ADT
Number of Coupons: 4			Created: 17NOV19				Issued: 18NOV19		PNR:		

NBR	CX	AL	FLT	CL	DEP	FROM	TO	TIME	BK ST	FARE BASIS	STATUS	FREQ FLYER	BAGS
1		EY	22	M	28DEC	MAN	AUH	2000	OK	MKRTGB/YV	USED	100013744095	30K
2	O	EY	402	M	05MAR	AUH	BKK	2145	OK	MKRTGB/YV	OK	100013744095	30K
3	O	EY	401	E	10MAR	BKK	AUH	2010	OK	EPR6MGB/YB	OK	100013744095	23K
4	O	EY	15	E	10APR	AUH	MAN	0250	OK	EPR6MGB/YB	OK	100013744095	23K

FCMI: 0
FCPI: 6   Tax Info ← Fee / Commission Info

Fare Info

Base Fare: GBP 648.00   Equiv Paid:
Tax: 54.00 YQ 78.00 GB 89.34 XT
Ticket Total: GBP 869.34

Fare Calc
MAN EY AUH Q24.57Q33.17EY BKK Q MANBKK3.00 506.15EY AUH EY MAN Q BKKMAN3.00 226.04NUC
795.93END ROE0.81398

Form of Payment
FOP: CC-VI   Exp-1223 Auth-   Z 869.34

Issued: 18NOV19 at

1. **Use below command/entry to retrieve the ticketed sector TPM** -

Note, in this case only the first sector is used and also for Outbound & Inbound different fare basis fare have charged.
   Therefore, while retrieving TPM Miles check only for Outbound sector.

WNMANAUHBKK

Sector wise TPM details as per Sabre –

Ticketed Sector	TPM
MAN-AUH	3522

AUH-BKK	3091
Total TPM	**6613**

2. **Calculation Method and formula to be used for each sector prorate value with the help of TPM & Outbound fare NUC** EQV **GBP —**
NUC amount for outbound paid on ticket is Q24.57 + Q33.17 + Q3.00 + 506.15 = Total NUC566.89 = GBP461.00

Formula - Sector TPM Miles * Outbound Fare / Total TPM Miles = Prorate Mileage Fare

MAN-AUH : 3522 * 461 / 6613 **= 246**
AUH-BKK : 3091 * 461 / 6613 **= 215**

3. **Now deduct the "Used" sector fare from the ticketed base fare to conclude the refundable value of ticket —**

Total Ticketed Fare: GBP648.00

Less Used sector Fare: GBP246.00

Refundable Fare: GBP402.00

So, as per above calculation the refundable fare for the unused ticketed sector is **GBP 402.00**.

Note, Taxes need to calculate based on tax rule policy and sabre pricing.

However, for service/sales taxes *for ex.,* K3 & NG tax should be calculate manually as per the tax calculation policy/rule.

- **Below is the 2nd example scenario where Outbound is Used and Inbound requesting for refund.**

NBR	CX	AL	FLT	CL	DEP	FROM	TO	TIME	BK ST	FARE BASIS	STATUS	FREQ FLYER	BAGS
1	O	EY	0889	U	27JAN	PEK	AUH	125A	OK	UHXPRCN/YS	USED		30K
2	O	EY	888	E	24FEB	AUH	PEK	920P	OK	EXSALECN/YB	OK		30K

Number: 607
Number of Coupons: 2
Created: 16DEC19
Name: YAN/
Issued: 16DEC19
PNR:
Type: ADT

FCMI: G
FCPI: G
Tax Info ⬅ Fee / Commission Info

Fare Info

Base Fare: CNY 2260
Tax: 187.00 CN 299.00 AE 5585.00 XT
Ticket Total: ZAR 10781.00
Equiv Paid: ZAR 4710.00

Fare Calc
BJS EY AUH Q3.00 208.77 EY BJS Q3.00 106.88 NUC321.65END ROE7.016987

Form of Payment
FOP: CC-
Exp-1220 Auth-
S 10781.00

Issued: 16DEC19 at
IATA NBR:

- In this example case, ticket have point to point routing and outbound sector fare is **USED**.
- Therefore, no TPM formula or steps need to follow to check "Used" sector fare.

- In such case you can directly take the Used sector i.e., outbound fare and do conversion in sabre from **NUC** to **CNY** (POO currency) then, **CNY** to **ZAR** (POS currency) to calculate the refund amount by deducting "Base fare – Used fare".

POO stands for – Point of Origin (O/B NUC 211.77 EQV CNY)
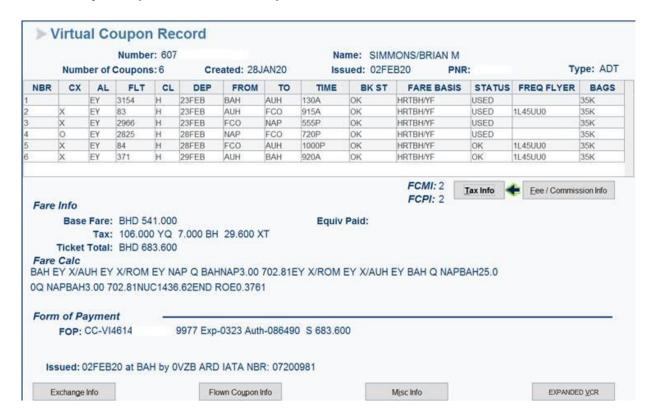**POS stands for** – Point of Sale (CNY EQV ZAR)

For Example –
Base fare paid on ticket = ZAR 4710
Less Used O/B fare = ZAR 3100
Refundable amount is ZAR 1610

Note, Taxes need to calculate based on tax rule policy and sabre pricing.

However, for service/sales taxes *for ex.,* K3 & NG tax should be calculate manually as per the tax calculation policy/rule.

- **Below is the 3rd example scenario where Outbound totally Used and from Inbound only 1 coupon is used, rest requested for refund.**

> **Virtual Coupon Record**
>
> Number: 607   Name: SIMMONS/BRIAN M
>
> Number of Coupons: 6   Created: 28JAN20   Issued: 02FEB20   PNR: Type: ADT

NBR	CX	AL	FLT	CL	DEP	FROM	TO	TIME	BK ST	FARE BASIS	STATUS	FREQ FLYER	BAGS
1		EY	3154	H	23FEB	BAH	AUH	130A	OK	HRTBH/YF	USED		35K
2	X	EY	83	H	23FEB	AUH	FCO	915A	OK	HRTBH/YF	USED	1L45UU0	35K
3	X	EY	2966	H	23FEB	FCO	NAP	555P	OK	HRTBH/YF	USED		35K
4	O	EY	2825	H	28FEB	NAP	FCO	720P	OK	HRTBH/YF	USED		35K
5	X	EY	84	H	28FEB	FCO	AUH	1000P	OK	HRTBH/YF	OK	1L45UU0	35K
6	X	EY	371	H	29FEB	AUH	BAH	920A	OK	HRTBH/YF	OK	1L45UU0	35K

> FCMI: 2   [Tax Info] ⬅ [Fee / Commission Info]
> FCPI: 2
>
> **Fare Info**
>
> Base Fare: BHD 541.000   Equiv Paid:
>
> Tax: 106.000 YQ 7.000 BH 29.600 XT
>
> Ticket Total: BHD 683.600
>
> **Fare Calc**
>
> BAH EY X/AUH EY X/ROM EY NAP Q BAHNAP3.00 702.81EY X/ROM EY X/AUH EY BAH Q NAPBAH25.0
> 0Q NAPBAH3.00 702.81NUC1436.62END ROE0.3761
>
> **Form of Payment**
>
> FOP: CC-VI4614   9977 Exp-0323 Auth-086490 S 683.600
>
> Issued: 02FEB20 at BAH by 0VZB ARD IATA NBR: 07200981
>
> [Exchange Info]   [Flown Coupon Info]   [Misc Info]   [EXPANDED VCR]

1. **Use below command/entry to retrieve the ticketed sector TPM** -

Note, in this case "Outbound" is totally used and from "Inbound" travel only 1 sector is used.

Therefore, while retrieving TPM Miles check for only inbound sector.

WNNAPFCOAUHBAH

Sector wise TPM details as per Sabre –

Ticketed Sector	TPM
NAP – FCO	117
FCO – AUH	2679
AUH – BAH	271
Total TPM	**3067**

2. **Calculation Method and formula to be used as below –**

   Since Outbound is totally used, take Outbound total NUC fare (including Surcharge) *i.e.,* **Q 3.00 + 702.81 = NUC 705.81 = BHD 266.00.**
   And, for Inbound 1st sector will do pro rate TPM calculation as below -

Formula - Sector TPM Miles * Base Fare / Total TPM Miles = Prorate Mileage Fare

Outbound Fare = BHD 266.00 +
NAP-FCO : 117 * 275 / 3067 **= 10**

3. **Now deduct the "Used" sector fare from the ticketed base fare to conclude the refundable value of ticket –**

Total Ticketed Fare: BHD541.000

Less Used sector Fare: BHD276.00

Refundable Fare: BHD265.000

So, as per above calculation the refundable fare for the unused ticketed sector is **BHD265.000**.

Note, Taxes need to calculate based on tax rule policy and sabre pricing.

However, for service/sales taxes *for ex.,* K3 & NG tax should be calculate manually as per the tax calculation policy/rule.

As an example, Etihad used Sabre. For any assistance with other GDS, please contact your respective GDS helpdesk.