

CHECK PNR HISTORY

Use *H to display the PNR history

```
1P- 3RFOL4
  1.1CHAN/SIUFAI*ADT  2.1CHAN/PETER*CNN
P- 1.0XR HKG 2868 3377 PILOT TRAVEL / PETER
T- 1.T/
TKG FAX-NOT PRICED  FARE TYPE EX
```

>*H

```
R-1P P/
PRG DTE-09AUG08
0XR GS PC 0748Z/17DEC07
XS NZ  38L 14MAY LHRHKG HK2    905P  350P $ E
XS NZ  39L 10JUL HKGLHR HK2    845A  235P $ E
R-P/ -CR- 7EZ/1P GS PC 27DEC07 1435Z C77D07 ***
XN 1CHAN/PETER*ADT AN 1CHAN/PETER*CNN
R-P/ -CR- 3WP/1P SU PC 18DEC07 0916Z C77D12 ***
AD NZ  38L 14MAY LHRHKG ACKN AKLNZ HIF5IH
AD NZ  39L 10JUL HKGLHR ACKN AKLNZ HIF5IH
R-TRL-AKL RMNZ171055171055WSP482 -CR- AKL RM NZ 17DEC07 1055Z
***
XS NZ  38T 14MAY LHRHKG HK2    905P  350P $ E
XS NZ  39T 10JUL HKGLHR HK2    845A  235P $ E
```

Look for the code -XS- cancelled segment

e.g.

```
XS NZ  38L 14MAY LHRHKG HK2    905P  350P $ E
XS NZ  39L 10JUL HKGLHR HK2    845A  235P $ E
```

And the time of cancellation is listed below the XS segment

e.g.

```
R-P/ -CR- 7EZ/1P GS PC 27DEC07 1435Z C77D07 ***
```

i.e. the flight segment were cancelled at 27DEC07 GMT 1435.

NORMAL FARE – FULL REFUND

□ Refund Penalty – \$1000

* NONREF PNLTY/CHNG FEE
TRIP VALUE DATA EXISTS
ADT 08 TTL-HKD 13413 BF-HKD 11530 TX1- 1703XT
TX2- 120HK TX3- 60AY
HKG UA 896 V 15APR 1245P OK VLXHKR 15APR15APR 2PC
X ORD UA 7730 V 15APR 630P OK VLXHKR 15APR15APR 2PC
O MIA UA 7731 V 21APR 625A OK VLXHKR 21APR21APR 2PC
X ORD UA 895 V 21APR 1220P OK VLXHKR 21APR21APR 2PC
HKG
HKG UA X/CHI Q4.23UA MIA
737.79UA X/CHI UA HKG 737.79
NUC1479.81END ROE7.78676UA XT
242US40XA55XY44YC1286YQ36XF
ORD4.5

>ETR0169010639004

TICKET 0169010639004	NORMAL/FULL.REFUND	L5ALWL/1P/0XR	9985835
CPN FROM/TO FLT	DATE	FBC	STATUS
1 HKGORD UA896	15APR09	VLXHKR	OPEN FOR USE
2 ORDMIA UA7730	15APR09	VLXHKR	OPEN FOR USE
3 MIAORD UA7731	21APR09	VLXHKR	OPEN FOR USE
4 ORDHKG UA895	21APR09	VLXHKR	OPEN FOR USE

>ETR VIEW TICKET DATA ()
 >ETR VOID ELECTRONIC TICKET ()
 >ELECTRONIC REFUND AUTHORIZATION REQUEST (X)
 >CANCEL/REVERSE EXCHANGE TRANSACTION ()
 >CANCEL/REVERSE REFUND TRANSACTION ()

ELECTRONIC REFUND AMOUNT VERIFICATION	DATE OF ISSUE 11JUN08	
TICKET 0169010639004	NORMAL/FULL.REF L5ALWL/1P/0XR 9985835	
	>VIEW	
FULL FARE DATA	*PARTIAL FARE DATA*	*PENALTY FOR REFUND*
FARE: HKD 11530	FARE: ()	AMT: (1000) <input checked="" type="checkbox"/>
TAX: XT 1703	TAX: ()	FARE USED ()
TAX: HK 120	TAX: ()	*COMMISSION EARNED*
TAX: AY 60	TAX: ()	AMT:
TTL: HKD 13413	TTL: ()	*COMMISSION RECALLED*
		PCT: 7.00
		RN (2) ADDL DATA (Y)
ACTION (F) <input checked="" type="checkbox"/> F/FULL REFUND P/PARTIAL REFUND H/HELP E/EXIT		

REFUND PROCESSED

NORMAL FARE – PARTIAL REFUND

- ❑ Fare Used – \$8000
- ❑ Refund Fare - \$3530
- ❑ Refund Penalty - \$750
- ❑ Refundable Tax – US121 / XA40 / XY55 / YQ710 / XF36

* -REFUNDABLE/CXLFFEE/CHGFEE
TRIP VALUE DATA EXISTS
ADT 08 TTL-HKD 13547 BF-HKD 11530 TX1- 1837XT
TX2- 120HK TX3- 60AY
HKG CO 98 K 15APR 1025A OK KLXHKRTA 15APR15APR 2PC
X EWR CO 51 K 15APR 435P OK KLXHKRTA 15APR15APR 2PC
O IAH CO 510 K 21APR 850A OK KLXHKRTA 21APR21APR 2PC
X EWR CO 99 K 21APR 300P OK KLXHKRTA 21APR21APR 2PC
HKG
HKG CO X/EWR Q4.23CO HOU
737.79CO X/EWR CO HKG 737.79
NUC1479.81END ROE7.78676CO XT
242US40XA55XY44YC1420YQ36XF
EWR4.5

>ETR0059010639012

TICKET 0059010639012 NORMAL/PARTIALREFU L5EVJ9/1P/0XR 9985835					
CPN	FROM/TO	FLT	DATE	FBC	STATUS
1	HKG EWR	CO98	15APR09	KLXHKRTA	OPEN FOR USE
2	EWR IAH	CO51	15APR09	KLXHKRTA	OPEN FOR USE
3	IAH EWR	CO510	21APR09	KLXHKRTA	OPEN FOR USE
4	EWR HKG	CO99	21APR09	KLXHKRTA	OPEN FOR USE

>ETR VIEW TICKET DATA ()
 >ETR VOID ELECTRONIC TICKET ()
 >ELECTRONIC REFUND AUTHORIZATION REQUEST (X)
 >CANCEL/REVERSE EXCHANGE TRANSACTION ()
 >CANCEL/REVERSE REFUND TRANSACTION ()

ELECTRONIC REFUND AMOUNT VERIFICATION			DATE OF ISSUE	11JUN08
TICKET 0059010639012 NORMAL/PARTIALR			L5EVJ9/1P/0XR	9985835
>VIEW				
FULL FARE DATA	*PARTIAL FARE DATA*	*PENALTY FOR REFUND*		
FARE: HKD 11530	FARE: (3530) <input checked="" type="checkbox"/>	AMT: (750) <input checked="" type="checkbox"/>		
		FARE USED (8000) <input checked="" type="checkbox"/>		
TAX: XT 1837	TAX: (962) <input checked="" type="checkbox"/>	*COMMISSION EARNED*		
TAX: HK 120	TAX: ()	AMT:		
TAX: AY 60	TAX: ()	*COMMISSION RECALLED*		
TTL: HKD 13547	TTL: (4492) <input checked="" type="checkbox"/>	PCT: 7.00		
RN (2) ADDL DATA (X)				
ACTION (P) <input checked="" type="checkbox"/> F/FULL REFUND P/PARTIAL REFUND H/HELP E/EXIT				

ADDITIONAL TAXES						>VIEW
CODE	AMOUNT		CODE	AMOUNT		AMOUNT
TX01 (US)	(121.....)	☞	TX02 (XA)	(40.....)	☞	TX03 (XY) (55.....)
TX04 (YQ)	(710.....)	☞	TX05 (XF)	(36.....)	☞	TX06(..) (.....)
TX07(..)	(.....)		TX08(..)	(.....)		TX09(..) (.....)
TX10(..)	(.....)		TX11(..)	(.....)		TX12(..) (.....)
TX13(..)	(.....)		TX14(..)	(.....)		TX15(..) (.....)
TX16(..)	(.....)		TX17(..)	(.....)		TX18(..) (.....)
TX19(..)	(.....)		TX20(..)	(.....)		
UNUSED PFC (EWR4.5) ☞ () () ()						
ACTION (C) ☞ C/CONFIRM I/IGNORE E/EXIT H/HELP						
LIST OF TAX CODES AND AMOUNTS REQUIRED FOR XT TAX 962						

***ADDITIONAL DATA ***							>VIEW
ORIG FOP	MS/INVAGT						
AMOUNT HKD	4492		DOMESTIC	N	Y/N	NET N Y/N	
ORIG FOP2							
AMOUNT2			TOUR CODE				
ORIG ISSUE DOC							
NET FARE AMT			SELLING FARE AMT				
A/L AUTHORITY	(.....)		MISC FEE	(.....)			
REFUND PENALTY	0750		COMM EARNED				
CUSTOMER FILE REF							
ACTION (C) ☞ C/CONFIRM I/IGNORE E/EXIT H/HELP							

REFUND PROCESSED

NET FARE – FULL REFUND

- ❑ Net Fare (included tax) - \$8000
- ❑ Refund Penalty – \$3000

* FEE ON RFD/CHANGE
TRIP VALUE DATA EXISTS

ADT 08 TTL-HKD	21597	BF-HKD	19580	TX1-	1837XT
		TX2-	120HK	TX3-	60AY
HKG AA 6122 K	10APR	415P OK	KLWAPCX		10APR10APR 2PC
X LAX AA 180 K	10APR	415P OK	KLWAPCX		10APR10APR 2PC
O JFK AA 33 K	14APR	735A OK	KLXAPCX		14APR14APR 2PC
X LAX AA 6089 K	14APR	110P OK	KLXAPCX		14APR14APR 2PC

HKG
HKG AA X/E/LAX Q4.23AA NYC M
1294.51AA X/E/LAX AA HKG M
1215.52NUC2514.26END ROE
7.78676AA XT242US40XA55XY44YC
1420YQ36XF LAX4.5

>ETR0059010639020

TICKET 0019010639020 NET/FULLREFUNDEIGH L5HD4F/1P/OXR 9985835					
CPN	FROM/TO	FLT	DATE	FBC	STATUS
1	HKGLAX	AA6122	10APR09	KLWAPCX	OPEN FOR USE
2	LAXJFK	AA180	10APR09	KLWAPCX	OPEN FOR USE
3	JFKLAX	AA33	14APR09	KLXAPCX	OPEN FOR USE
4	LAXHKG	AA6089	14APR09	KLXAPCX	OPEN FOR USE
>ETR VIEW TICKET DATA () >ETR VOID ELECTRONIC TICKET () >ELECTRONIC REFUND AUTHORIZATION REQUEST (X) ^u >CANCEL/REVERSE EXCHANGE TRANSACTION () >CANCEL/REVERSE REFUND TRANSACTION ()					

```

ELECTRONIC REFUND AMOUNT VERIFICATION          DATE OF ISSUE 11JUN08
TICKET 0019010639020          NET/FULLREFUNDE L5HD4F/1P/0XR 9985835
                                                    >VIEW
*FULL FARE DATA*          *PARTIAL FARE DATA*  *PENALTY FOR REFUND*
FARE: HKD          19580  FARE:(          )  AMT:(3000          )
TAX: XT          1837  TAX:(          )  FARE USED (          )
TAX: HK          120  TAX:(          )  *COMMISSION EARNED*
TAX: AY          60  TAX:(          )  AMT:
TTL: HKD          21597  TTL:(          )  *COMMISSION RECALLED*
                                                    NET: 0.00
                                                    RN (2)  ADDL DATA (X)
ACTION (F)  F/FULL REFUND P/PARTIAL REFUND H/HELP E/EXIT
    
```

```

***ADDITIONAL DATA ***          >VIEW
ORIG FOP MS/INVAGT
AMOUNT HKD          21597          DOMESTIC N Y/N  NET Y Y/N
ORIG FOP2
AMOUNT2          TOUR CODE
ORIG ISSUE DOC
NET FARE AMT          5983  SELLING FARE AMT
A/L AUTHORITY (.....)  MISC FEE (.....)
REFUND PENALTY          3000  COMM EARNED
CUSTOMER FILE REF
ACTION (C)  C/CONFIRM I/IGNORE E/EXIT H/HELP
    
```

REFUND PROCESSED


NET FARE – PARTIAL REFUND

- ❑ Original Net Fare (included tax) – \$5000
- ❑ Net Fare Used - \$1000
- ❑ Refundable Net Fare – \$548
- ❑ Refundable Tax – FR374 / GB 300 / UB 150 / YQ1000








* NON END/NON REF
 TRIP VALUE DATA EXISTS
 ADT 08 TTL-HKD 8712 BF-HKD 5260 TX1- 2958XT
 TX2- 120HK TX3- 374FR
 HKG AF 183 L 10APR 1040A OK LLSXHK 10APR10APR 20K
 X CDG AF 1880 L 10APR 700P OK LLSXHK 10APR10APR 20K
 O LHR AF 1081 L 15APR 1015A OK LLSXHK 15APR15APR 20K
 X CDG AF 184 L 15APR 135P OK LLSXHK 15APR15APR 20K
 HKG
 HKG AF X/PAR Q4.23AF LON
 335.18AF X/PAR AF HKG 335.18
 NUC674.59END ROE7.78676AF XT
 615GB303UB2040YQ


>ETR0579010639028

TICKET 0579010639028 NET/PARTIALREFUNDE 75HGM9/1P/0XR 9985835
 CPN FROM/TO FLT DATE FBC STATUS
 1 HKGCDG AF0183 10APR09 LLSXHK OPEN FOR USE
 2 CDGLHR AF1880 10APR09 LLSXHK OPEN FOR USE
 3 LHRC DG AF1081 15APR09 LLSXHK OPEN FOR USE
 4 CDGHKG AF0184 15APR09 LLSXHK OPEN FOR USE

>ETR VIEW TICKET DATA ()
 >ETR DISPLAY HISTORY ()
 >ETR VOID ELECTRONIC TICKET ()
 >ELECTRONIC REFUND AUTHORIZATION REQUEST (X) 
 >ETR REVALIDATION ()
 >

ELECTRONIC REFUND AMOUNT VERIFICATION DATE OF ISSUE 11JUN08
 TICKET 0579010639028 NET/PARTIALREFU 75HGM9/1P/0XR 9985835
 >VIEW

FULL FARE DATA	*PARTIAL FARE DATA*	*PENALTY FOR REFUND*
FARE: HKD 5260	FARE: (4260) 	AMT: ()
		FARE USED (1000) 
TAX: XT 2958	TAX: (1450) 	*COMMISSION EARNED*
TAX: HK 120	TAX: () 	AMT:
TAX: FR 374	TAX: (374) 	*COMMISSION RECALLED*
TTL: HKD 8712	TTL: (6084) 	NET: 0.00
		RN (2) ADDL DATA (X) 

ACTION (P)  F/FULL REFUND P/PARTIAL REFUND H/HELP E/EXIT

ADDITIONAL TAXES						>VIEW
CODE	AMOUNT	CODE	AMOUNT	CODE	AMOUNT	
TX01 FR	374	TX02 (GB)	(300.....)	TX03 (UB)	(150.....)	
TX04 (YQ)	(1000.....)	TX05 (..)	(.....)	TX06 (..)	(.....)	
TX07 (..)	(.....)	TX08 (..)	(.....)	TX09 (..)	(.....)	
TX10 (..)	(.....)	TX11 (..)	(.....)	TX12 (..)	(.....)	
TX13 (..)	(.....)	TX14 (..)	(.....)	TX15 (..)	(.....)	
TX16 (..)	(.....)	TX17 (..)	(.....)	TX18 (..)	(.....)	
TX19 (..)	(.....)	TX20 (..)	(.....)			
UNUSED PFC ()	()	()	

ACTION (C) C/CONFIRM I/IGNORE E/EXIT H/HELP
LIST OF TAX CODES AND AMOUNTS REQUIRED FOR XT TAX 1450

***ADDITIONAL DATA ***							>VIEW
ORIG FOP	MS/INVAGT						
AMOUNT HKD	6084	DOMESTIC	N	Y/N	NET	Y	Y/N
ORIG FOP2							
AMOUNT2		TOUR CODE	23330				
ORIG ISSUE DOC							
NET FARE AMT	1548	SELLING FARE AMT					
A/L AUTHORITY	(.....)	MISC FEE	(.....)				
REFUND PENALTY		COMM EARNED					
CUSTOMER FILE REF							

ACTION (C) C/CONFIRM I/IGNORE E/EXIT H/HELP

ADDITIONAL DATA 2				>VIEW
NET FARE AMT	1548	NET FARE USED	(1000.....*	
NET FARE REFUND	(548.....*			

ACTION (C) C/CONFIRM I/IGNORE E/EXIT H/HELP
REFUND REQUIRES DATA IN THE NET FARE USED AND NET FARE REFUND FIELDS

REFUND PROCESSED