CORRECT USE OF WAIVER CODES IN GDS FOR AUTOMATED REFUNDS

As per Virgin Australia's Ticketing Policy, Waiver codes are required to be obtained and used whenever a ticket is refunded outside the Fare Rules.

Below are the correct entries for Travel Agents presenting tickets for refund via the GDS. This will ensure that the Waiver Code is in the correct Airline Authority/Waiver Code box to enable Virgin Australia to identify that a Waiver has been offered and to avoid ADMs being issued.

Galileo Agents

To display mask: TRNE7950000000000/(*date of issue*)
Example : TRNE7950000000000/20MAY14

Add waiver code in A/L AUTHORITY field


```
Window 1                                                    _ □ ✕
>✳TRN2   A/L AUTHORITY ···············        PAGE 2 OF 4
REFUNDED PFC AIRPORT CODE AND CHARGE INDICATOR
PFC1···· ······ PFC2···· ······ PFC3···· ······ PFC4···· ······
CREDIT CARD CODE    CARD NUMBER
EXPIRY DATE            REFUND AMOUNT ·········
CREDIT FOP CODE    NUMBER
EXPIRY DATE            REFUND AMOUNT ·········
COMM PERCENT/AMOUNT ON CANCELLATION CHARGE ······/ ·········
TOUR CODE                  NET Y/N ·N NET FARE AMT
TOTAL CREDIT REFUND DUE 0.00
TOTAL CASH REFUND DUE   904.47          THIRD SCREEN Y/N ·N
>
```

Sabre Agents

Entry: WFR(TKT)‡AVA‡U(*add VA waiver code here*)
Example: WFR7950000000000‡AVA‡USWF25481113

Amadeus Agents

Entry: TRFU/WA(*add VA waiver code here*)
Example: TRFU/WASWF25481113

Reversing a Refund

Refunds can be reversed by the GDS as long as the reversal is carried out on the same day as the Refund is processed in the GDS.

For further details please contact:-
Travelport – http://www.ask-travelport.com,
Sabre Helpdesk – http://agencyeservices.sabre.com
Amadeus - https://mye-supportcentre.amadeus.com
Virgin Australia Industry & Trade Support – 13 67 37