




<b>Documentation code:</b> bsplink.refundapplicationmassloader.usermanual.1.04.14		
<b>Last changed by:</b> BSPlink Production Team	<b>Reviewed and approved by:</b> BSPlink Support	
<b>Reference: 00001109</b>	<b>Date:</b> 23/05/2013	

# **BSPlink Refund Applications Massive download & upload 1.04.14**

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## 1 Global overview

The aim of this interface is to provide BSPlink with a different way to massively update Refund Applications and massively download Refund Applications issued the day before. The participants (enhanced Airlines only) may upload a file containing Refund Applications that already exist in BSPlink to update their status, in this way avoiding to fill out the current web forms for every Refund Application. In the same way, participants can download a file containing Refund Applications that have been issued the day before avoiding then to run a manual query.

The Refund Applications received through file will fall under the same process as if they were manually updated through the BSPlink Web-based application. Refund Notices should still have to be sent to BSPlink in RET file format. Please, take into account that in this manual, we are dealing with DISH RET file format.

There are **two ways to load** files, depending on the file descriptor used in the file name:

- Via BSPlink Web-based application, through *Upload Refund Application Approval File* option, whenever the file descriptor is “e9”.
- Via SFTP, whenever the users have already created an SFTP account via the Secure FTP Account option, within the Sub-Users Management module, in BSPlink Web-based application. The “e9” files can be sent via SFTP.<sup>1</sup>

Once an “e9” file gets loaded, BSPlink will proceed to process it. When it is done, BSPlink will send a file with descriptor “e8” reporting whether all transactions have been processed successfully or not. Please note that the “e9” files are processed in the following order: date-sequence-issuer.

The name of the error file is as follows:

**XXe8AAAA\_YYYYMMDD\_sequence**


- **AAAA:** IATA Airline Code + Check Digit

There are **two different kinds of errors**:

- **Syntactic:** Those related to the format of the file, length of the records and fields, and type of fields (alphanumeric, numeric or alphabetic fields). The way to inform about these errors, when the file is sent either via BSPlink Web-based application or via SFTP, is by means of a response file denoted with the **e8** file identifier, which will be generated indicating the user the syntactic errors that have been found.

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<sup>1</sup> BSPlink secure FTP accounts expire after 3 months of inactivity.

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Likewise, if the file name is the same as that of another file already processed or the user sending the file is not the same as that in the file name; the system will inform the user about it, by means of a message within an e8 file.

- **Semantic:** Those related to the content of the file.

For further information on the content of the error file, please refer to section 4 – Refund Application Evaluation File section.

For both kinds of errors, syntactic and semantic, Airlines will receive a file with same file descriptor. Airlines can retrieve their e8 files in four different ways:

- Via the *Download Files* option, where they will appear together with all the other files the Airline received.
- Mass Download Secure FTP account (for enhanced airlines).
- Through a SFTP client (for enhanced airlines), whenever they have activated a respective Download Secure FTP Account (only available for the main BSPlink user).
- Mass Loaded Files Download option.

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## 2 Daily Refund Application Download File

If the airline wants to receive on a daily basis the results of querying pending Refund Applications issued the day before (i.e. only new ones) and their corresponding attachments, there is a parameter to set up this option in BSPlink web application for Airlines within *Basic Configuration – Basic Parameters* module:

- **Receive Daily Refund Application File?** To define whether the airline wants to receive a file that includes the results of pending Refund Application query on a daily basis. By default, it will have the **No** value.

Note that the attachments within the file will be included in folders named after the Refund Application number they belong to. (See test file Vve69995\_20110519.zip attached to this manual).

This downloadable file will have the following file naming convention:


**Xxe6AAAA\_YYYYMMDD.zip**

Where,

- **XX:** ISO Country Code
- **e6:** File Descriptor
- **AAAA:** IATA Airline Code + Check Digit
- **YYYYMMDD:** Application Date

The file will contain file **Xxe6AAAA\_YYYYMMDD** with the following fields delimited by “pipes” (|):


Element Number	Data Field Name	Data Description	Format
1	Country Code	ISO Country Code	2A
2	Refund Application Number	BSPlink Refund Application Number, including check digit	NNNNNNNNNN N
3	Refunded Ticket Number	Number of ticket being refunded	10N
4	Refund Ticket Coupon Number Identifier	Shows refunded coupon number(s) of the refunded ticket	4N
5	Agent IATA Code	IATA Code of Agent issuing Refund Application (including check digit)	8N
6	Refund Application Date	Date of Refund Application	DD/MM/YYYY
7	Currency Code	Currency Code of Refunded Ticket	3A
8	Form of Payment	Form of Payment Type (e.g. CASH, CREDIT)	
9	Refunded Fare Amount	Refunded Fare (exclusive of taxes)	Decimal point

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			separator
10	Passenger Name	Name of Passenger	
11	ET Indicator	To indicate whether Refunded Ticket was an E-Ticket (values Y or blank)	
12	Agent Comment	Free format text for Agent	Up to 450AN
13	First Conjunction Ticket	Shows the first conjunction ticket	10N
14	First Conjunction Ticket Coupon Number Identifier	Shows refunded coupon number(s) of first Conjunction Ticket	4N
15	Second Conjunction Ticket	Shows the second conjunction ticket	10N
16	Second Conjunction Ticket Coupon Number Identifier	Shows refunded coupon number(s) of the second Conjunction Ticket	4N
17	Third Conjunction Ticket	Shows the third conjunction ticket	10N
18	Third Conjunction Ticket Coupon Number Identifier	Shows refunded coupon number(s) of the third Conjunction Ticket	4N
19	Fourth Conjunction Ticket	Shows the fourth conjunction ticket	10N
20	Fourth Conjunction Ticket Coupon Number Identifier	Shows refunded coupon number(s) of the fourth Conjunction Ticket	4N
21	Fifth Conjunction Ticket	Shows the fifth conjunction ticket	10N
22	Fifth Conjunction Ticket Coupon Number Identifier	Shows refunded coupon number(s) of the fifth Conjunction Ticket	4N
23	Airline Code	Shows the airline code of the tickets	3N
24	Indicator for Attachments	Shows if there are attachments	1AN (Y or blank)
25	E-Mail address provided in the Refund Application	Shows the agent email entered in the Refund Application form	Up to 200AN
26	Tax codes and Amounts of all Taxes	All Refund Application taxes including CP and MF separated by blank spaces	Up to 500AN
27	Waiver Code	A code given by the validating carrier to be entered by the refunding agent. For example, a code that authorized the waiver of cancellation penalty.	14AN

Airlines can retrieve their e6 files in 4 different ways:

- Via the *Download Files* option, where they will appear together with all the other files the Airline received.
- Mass Download Secure FTP account (for enhanced airlines).
- Through a Secure FTP client (for enhanced airlines), whenever they have activated a respective Download Secure FTP Account (only available for the main BSPlink user).

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- Mass Loaded Files Download option.

### 3 Refund Application Action File

#### 3.1 Upload Refund Application Action File

Please, refer to DISH versions equal to or greater than 20.0, in order to correctly generate the RFND file to be loaded into BSPlink. (DISH 20, DISH 20.1, and DISH 20.3 Chapter 5 – Agent Reporting Data).

Enhanced Airlines users may **upload**, via BSPlink, as much files as they want, via the ‘*Upload Refund Application Approval File*’ option.

The refund applications included in a file sent by an airline should have been previously issued in BSPlink by *agent users*.


Below there is a brief explanation about each additional control that is carried out and conditions that should be fulfilled for the correct loading of the file:

1. These files will be loaded into BSPlink via the ‘*Upload Refund Application Approval File*’ option.

UPLOAD REFUND APPLICATION APPROVAL FILE

File to Send

2. There are three conditions that are checked in BSPlink web-based application, before the file is finally posted to BSPlink Centre:

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- The file name should observe the following file naming convention:

**Xxe9EARS\_YYYYMMDD\_AAAC\_sequence**

Where,

**AAAC** should contain the IATA airline code plus the check digit.


- The user loading the file should be the same as that in the file name.
  - The **RPSI** should always be **MASS**, thus indicating that the loaded file is a massively uploaded RET file. **Note** that when BSPlink Center generates the respective RET with uthorized refund applications to be sent to the corresponding DPC, the reporting system will be EARS, i.e. the same as the rest of documents issued via BSPlink.
3. One of the first controls that the BSPlink Centre carries out on this kind of files is related to REVN field in IT01. DISH versions that are supported by the system are equal to or greater than 20.0
  4. All the transactions included in the file must have TRNC field in IT02 set to RFND.
  5. The system will check that all the refunds in the file had been previously issued through BSPlink.
  6. Note that the FFTP field is compared with the credit card types free of Luhn check validation previously selected by the BSP, and whenever there's a match, the credit card will be exempted from check digit validation.

### *3.2 Basic Configuration Table for Refund Application Action File*


There are a few options in BSPlink web application for Airlines and BSP that configure certain parameters related to Indirect Refunds and that affect this functionality:

**Airline:** Within Basic Configuration – Basic Parameters – Refund Settings option:




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- *Are all agents allowed to issue online Refund Notices via BSPlink?:* To allow all agents registered in the system to issue RN via BSPlink. By default is set to **No**, which means that the airline will have to decide individually which agents are able to issue Refund Notice for such airline via BSPlink through the Document Settings option, within the Basic Configuration module in the airline main menu. If set to **Yes**, all agents will be able to issue RN via BSPlink.
- *Are all agents allowed to issue online Refund Applications via BSPlink?* To allow all agents registered in the system to issue RA via BSPlink. By default is set to **No**, which means that the airline will have to decide individually which agents are able to issue RA for such airline via BSPlink through the Document Settings option, within the Basic Configuration module in the airline main menu. If set to **Yes**, all agents will be able to issue RA via BSPlink.
- *Are E-Ticket Refund issues permitted?* To define whether to refund E-tickets is allowed.
  - **Yes:** Default value. No validation for E-tickets will be carried out when issuing refunds. For RN issues a message will be displayed informing the user that the refunded document is defined as E-ticket.
  - **No:** The refunded document number will be validated against the document series and types defined in *BSPlink* in order to assure that it is not an E-ticket.
    - RN Issue: If the refunded ticket number is defined as E-ticket, the issue is not saved. The user will, then, have the option to issue a Refund Application instead. **Note** that the agent may have restrictions to issue indirect refunds. In such case, the document cannot be refunded via *BSPlink*.
    - RA Issue: If the refunded ticket number is defined as E-ticket, the issue will only be saved if the *ET* check box is selected.
- *Are CCNR Refunds allowed?:* This parameter indicates whether the airline allows the issuance of credit refunds of NR tickets.
- *Receive Daily Refund Application File?:* To define whether the airline wants to receive a file that includes the results of Refund Application query on daily basis. By default, it will have the **No** value.
- *Handling fee on Refunds (only when allowed by BSP):* Define whether MF taxes are allowed on refunds or not. This parameter affects Refund Notice, Refund Application/Authority issue and ADM/ACM issue concerning refunds.
- *Penalty charge on refunds (only when allowed by BSP):* Define whether CP taxes are allowed on refunds or not. This parameter affects Refund Notice, Refund Application/Authority issue and ADM/ACM issue concerning refunds.
- *Commission on CP and MF (only when allowed by BSP):* To activate the field *Commission on CP and MF* in Refund Application / Authorisation. Note that this parameter applies only if CP in Refunds are allowed, i.e. if the *Penalty charge on refunds* is set to **Yes**.

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**BSP:** Within Basic Configuration – BRW\_REFUNDS option:

- *CC allowed on Refund Application/Authority:* Decide whether indirect credit card refunds are allowed in such BSP or not.
  - If **Yes:** value by default, indicating that credit refunds are allowed.
  - If **No:** Only cash refunds are allowed.
- *Mixed Taxes in Refunds:* Decide if the refund application issued via BSPlink can have mixed taxes, that is, if taxes can be paid by cash and credit at the same time.
- *NR Refunds permitted?:* Allows the airline to decide whether to permit Ras on credit NR documents. If set to **Yes**, the Net Remit field will be displayed in the Refund Application forms.
- *Fare Adjustment Amount:* To indicate whether Fare Adjustment Amount is permitted in the Refund Application form. It can only be activated if the “NR Refunds Permitted” parameter is set to YES, and “Include SPAM on Commission” set to NO; by default is set to NO.
- *TCTP for VAT on CP:* To define the TCTP (Tax on Commission type) for VAT on CP, if applicable. As per DISH, the TCTP (Tax On Commission Type) can be filled with 6 alphanumeric characters.
- *TCTP for VAT on MF:* To define the TCTP (Tax on Commission type) for VAT on MF, if applicable. As per DISH, the TCTP (Tax On Commission Type) can be filled with 6 alphanumeric characters.
- *VAT on MF/VAT on CP:* To activate VAT on MF and CP fields in Refund Application. Only applicable in case that MF or CP taxes are allowed in refund issues. i.e. if the *Handling fee on Refunds* and *Penalty Charge in Refunds* parameters are set to Yes.
- *Issue Refunds without coupons:* Define if the refunds can be issued without coupons.
  - **No:** value by default, indicating that refunds should be issued indicating the refunded coupons.
  - **Yes:** BSP will allow users to issue refunds via BSPlink without coupons, if so desired.

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### 3.3 *Technical Aspects to take into consideration:*

#### 3.3.1 Changes into Refund Application when it is authorized:

Airlines may make changes into Refund Applications through mass-upload file if necessary. Fields that can be modified are:

- ✓ IT02.ESAC
- ✓ IT03.WAVR
- ✓ IT03.RCPN
- ✓ IT03.RTDN
- ✓ IT03.DIRD
- ✓ IT05.TDAM
- ✓ IT05.CORT
- ✓ IT05.COAM
- ✓ IT05.COTP
- ✓ IT05.TMFT
- ✓ IT05.TMFA
- ✓ IT08.FPAM
- ✓ IT08.FPTC
- ✓ IT08.FPAC
- ✓ IT08.CSTF (Only if there is a FPTP=CC)

#### 3.3.2 No-DISH compliant field "IT02.RFAS":

The purpose of this field, located into IT02 line, position 255, is to change Refund Application status. The admitted values are:


- ✓ **A** => Authorized
- ✓ **U** => Under Investigation
- ✓ **R** => Rejected

#### 3.3.3 IT02.STAT, IT02.TRNC, IT02.PXNM and IT05.TMFTs in uppercase letters:

The fields STAT, TRNC, PXNM and TMFTs only accept uppercase letters.

#### 3.3.4 The value in IT02.PXNM depends on IT01.REVN:

When IT01.REVN=200, the PXNM may not be blank, for REVN greater than 200, it could be blank.

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### 3.3.5 RTDN modification when authorizing Ras:

Airlines can modify the IT02.ESAC and IT03.RTDN fields and its CNJs thru mass upload (e9). The RTDN field will correspond to that of the first occurrence in the IT03 field, and then the rest to that of the CNJs. RTDN and its CNJs are to be consecutives in positioning and numbering; up to 6 documents (RTDN + 5 CNJs) will be accepted, just as in the form.

Airlines are able to change the associated document number when authorizing Refund Applications i.e. when field IT02.RFAS is "A". The transaction will be rejected if the next RTDN is not the same as the first inserted.

### 3.3.6 IT05 CORT, COAM and COTP

The first CORT/COAM pair is strictly reserved to the "Standard Commission"; if there is no such commission, the fields must be completed with zeroes. The second COAM will always be the supplementary commission "SPAM" whenever it is a Net Remit transaction. When a transaction includes CP and/or MF taxes, it will be possible to include a 'Commission on CP and MF' (if so defined by the BSP), in the second (if it is not a NR transaction) or third CORT/COAM, identified by COTP=XLP, where  $0 < \text{COAM} < \text{CP} + \text{MF}$  and  $0 < \text{CORT} < 100$ ."


### 3.3.7 IT0H records for Remarks:

Airlines have the possibility to add an IT0H record to be able to insert remarks in the accepted or rejected refunds form. The content of IT0H will be inserted in the

"Airline Remarks" box for "authorize" and "under investigation" transactions and in the "Rejection Reason" box for "reject" transactions.

Two IT0H records will be permitted with 5 RMIN per IT0H containing 45 characters (the allowable characters are Ç, ü, é, â, ä, à, á, ç, ê, ë, è, ì, î, ï, Å, Ä, É, æ, Æ, ô, ö, ò, û, ù, Ö, Ü, £, ¥, á, í, ó, ú, ñ, Ñ, <sup>a</sup>, <sup>o</sup>, ç, j, ß, Ø, ±, as well as Portuguese characters ( ã, Ã, õ, Ö, Ó, ~ ), and the EURO symbol (€) and the at sign (@). This corresponds to the American Standard Code for Information Interchange (ASCII) characters from 32 to 126, 128 to 151, 153 to 157, 159 to 165 and 225) per RMIN, which corresponds to the maximum characters allowed in the BSPlink RA form (10 lines of 45 characters each). Please, see below:

#### Refund Remarks Information Records

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El.No.	Format/ Rec. Lvl	Element Description	Glossary Reference	Element Attribute	Start Position	Status
1	S	Record Identifier	RCID	1AN	1	M
2	S	Transaction Number	TRNN	6N	2	M
3	S	Reason for Memo Line Identifier	RMLI	3N	8	M
4	S	Reason for Memo Information	RMIN	45AN	11	M
5	S	Reason for Memo Line Identifier	RMLI	3N	56	C
6	S	Reason for Memo Information	RMIN	45AN	59	C
7	S	Reason for Memo Line Identifier	RMLI	3N	104	C
8	S	Reason for Memo Information	RMIN	45AN	107	C
9	S	Reason for Memo Line Identifier	RMLI	3N	152	C
10	S	Reason for Memo Information	RMIN	45AN	155	C
11	S	Reason for Memo Line Identifier	RMLI	3N	200	C
12	S	Reason for Memo Information	RMIN	45AN	203	C
13	S	Reserved Space	RESD	8AN	248	M

## 4 Refund Application Evaluation File

Once the file processing has finished, BSPlink Centre generates a file with the results of the processing. This file has the following file name:

**Xxe8AAAC\_YYYYMMDD\_sequence**

- **AAAA:** IATA Airline Code + Check Digit

This file includes the transactions that have not been loaded due to [errors](#) that are explained further down.

The content of the “e8” file would be as follows:

*Line: n TRNN: xxxxxxxx Record.Field Element.Number Glossary.Reference  
Error.Description*

Where,


*n* is the line number where the error is found.

*TRNN* is the transaction number where the error is found.

*Record* is the record id.

*Field* the field within the record.

*Description* is the error explanation about the error.

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*Element.Number & Glossary.Reference* correspond to DISH RET specifications.


*Example:*

*Line: 30      TRNN: 000008      Record: IT02    Element: # 8    TDNR*  
*Error: The Refund does not exist.*


The errors can be divided into 3 groups:

**1. Specific errors per register and field:**

<b>IT* Type</b>	<b>Field</b>	<b>Error</b>	<b>Description</b>
1	RCID	1	IT01 expected in the first line.
		2	More that one IT01.
	RPSI	1	The RPSI has to be equal to MASS.
	REVN	1	Invalid REVN.
	ISOC	1	Invalid ISO Country Code.
	2	RCID	1
TRNN		1	The transaction numbering must be sequential.
		2	The first transaction number must be 000001.
		3	Record is not in a transaction
AGTN		1	The agent code is incorrect.
		2	The agent does not exist.
		3	The agency is not the one of the application.
STAT		1	STAT expected to be blank or to start with I or D.
		2	STAT should indicate international/ domestic the same way as indicated in the refund issue.
		3	STAT expected to be equal to that of the refunded issue.
TDNR		1	The ticket document number must be preceded by the airline code.
		2	There is no a corresponding series of documents.
		3	There is no a document with the indicated ticket document number.
		4	The refund has already been billed.
		5	Duplicated TDNR.
		6	TDNR does not match TACN.
		7	The refund does not exist.
CDGT		1	The ticket document number control digit is incorrect.


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	TRNC	1	The document is not an RFND.	
		2	Incorrect transaction code.	
	TACN	1	The ticketing airline code must contain the airline code.	
		2	The airline does not exist.	
		3	The airline is not the owner of the document.	
		4	Invalid Ticketing Airline Code Number (TACN)	
		5	The airline is not a user of BSPlink.	
		6	The BSPlink Account of the airline has expired.	
		7	The value must be equal to the first 3 characters of TDNR	
		8	The airline is not the same that appears in the file name.	
	CDGT	1	The airline code control digit is incorrect.	
	ISOC	1	The ISO Country Code must be the same as the reported in the file name.	
	RFAS	1	Invalid RFAS.	
		2	The requested operation does not comply with the actual status of the refund.	
	3	RCPN	1	Invalid RCPN.
			2	You have not reported any coupon.
			3	An ADM/ACM does not have coupons.
	5	TMFT	1	Incorrect format for the Tax Fee Type.
2			XT not allowed as Tax Fee Type.	
3			For the Tax Fee Type a Tax Amount has to be reported.	
4			For the Tax Fee Type XFAAAdd no Tax Amount has to be reported.	
5			The Tax Fee Type should only be reported once.	
6			The Tax Fee Type XF should be reported before the first Tax Fee Type XFAAAdd.	
7			A Tax Fee Type XFAAAdd should follow the Tax Fee Type XF.	
8			No CP allowed	
9			No MF allowed	
10			You are not allowed to issue Refunds with mixed taxes.	
11			The Tax Fee Types XFAAAdd should be reported successively after a first XF.	
12			Invalid commission type	
TMFA		1	Tax on CP expected to be reported in corresponding TMFA.	
		2	Reported Tax on CP value is inferior to the existing value.	
		3	Tax on MF expected to be reported in corresponding TMFA.	
	4	Reported Tax on MF value is inferior to the existing value.		
TDAM	1	The ticket/document amount has to be reported.		
	2	Ticket/Document Amount only has to be reported on the first IT05.		
	3	Ticket/Document Amount has to be a positive amount.		

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	COTP	1	Invalid XLP commission.
		2	Only one commission allowed.
		3	No XLP allowed.
		4	Invalid Commission Type.
		5	XLP Commission Amount has to be less than the sum of Tax on CP and MF
		6	If XLP Commission is reported, a Tax on CP or MF is expected to be reported
		7	Commission Type only has to be reported on the first IT05
	CORT	1	Invalid CORT
		2	Commission Rate only has to be reported on the first IT05
	COAM	1	The Commission has to be less than the fare amount.
		2	No Discount Amount allowed.
		3	When Discount Amount is reported the value for NRID has to be NR
		4	Invalid COAM
		5	Commission Amount or Rate for XLP has to be reported
		6	Commission Amount only has to be reported on the first IT05
8	FPAC	1	The Form of Payment Account Number is not a valid credit card number
		2	FPAC has to be reported
		3	The reported value is not correct
	FPAM	1	The sum of Form of Payment Amount has to be equal to the Ticket/Document Amount.
		2	FPAM has to be reported.
	CUTP	1	The CUTP is incorrect.
		2	CUTP has to be the same one in all CUTP of the transaction.
		3	CUTP has to be reported.
	FPTP	1	It is not possible to issue Credit Indirect Refunds.
		2	Only one CA FPTP allowed.
		3	Only CC and CA allowed for Form of Payment Type
		4	Invalid FPTP for CC.
H	RCID	1	The IT0H record is not in the correct position.
	RMLI	1	The reason for memo line identifier cannot be 0, if reason for memo information has been reported in the corresponding line.
		2	The reason for memo line identifier numbering must be consecutive.
		3	The maximum reason for memo line identifier cannot exceed 10.
		4	A reason for memo line identifier equal to 0 has been reported, so no more IT0H records can be reported.
		5	Please note the agent is basic and will not see in BSPlink any information entered by the airline (warning, not error).



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Z	RCID	1	IT0Z expected in the last line.
	RRDC	1	Reported Record Counter does not report correct number of lines.

**2. Errors that may affect several registers at the same time:**


IT* Type	Field	Error	Description
1	SPED PRDA		
2	DAIS	1	The reported value cannot be zero.
3	DIRD	2	The date is not a valid calendar date.

**3. Errors common to all registers that do not refer to specific fields:**

Error	Description
1	Empty lines are not allowed.
2	The record identifier is not an identifier of the allowed records.
3	The reported value is not correct.
4	The record has more than 255 characters.
5	The record has less than 255 characters.
6	Non-numeric characters in numeric fields.
7	The record is not in the correct format.

**4. Errors while checking the file and transaction format:**


Error	Description
1	The transaction cannot be processed.
2	The record is not in the correct transaction.
3	The reported transaction number is not correct.
4	Only two Records with this RCID allowed.
5	The record element has to be left blank.
6	The record element has to be zero.
7	The record element is mandatory.
8	Record is not in a transaction.
9	The transaction numbering must be sequential.

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10	There cannot be more than 70 IT03 records.
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## 5 Revision Control Chart

Revision N°	Issue date	Changes
1.00.00	28/02/08	First version.
1.01.00	26/05/08	Elements 12, 13, 14, 15, 16 & 17 added into table on section 2 Daily Refund Application Download File
1.02.00	01/07/08	IT0H records for Remarks added on Section 3.3 Specific errors for IT0H record added on Section 4.
1.03.00	01/08/08	"Modify the RTDN when authorizing Ras" added on Section 3.3 "RTDN" removed on Section 4.1
1.04.00	30/01/09	1 Global Overview: P4: Note on upper case conversion. 3.3.4 IT0H records for remarks: P10: Title changed from Reason for Memo Information Records to Refund Remarks Information Records, and removal of Reason for Memo Issuance Code from the remark records.
1.04.01	06/07/2009	1 Specific errors per register and field: P 13 and 14 inclusion of two new errors by register field (COAM), and one for RTDN. 3.3.1 and 3.3.1.3 Refund Application Action File: inclusion of DISH 20. 2.3.2 Refund Validations text for e tickets removed since no longer applies and Fare Adjustment Amount included. 3.3.1 Technical Aspects to take into consideration: adding two more fields to be modified. 3.3.3 RTDN modification when authorizing Ras.
1.04.02	21/07/21009	3.3.6 IT05 CORT and COAM values reported in COAM and CORT.
1.04.03	21/01/2010	3.3.1 Changes into Refund Application when it is authorized: Adding IT03.DIRD

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1.04.04	14/04/2010	1 Specific errors per register and field: RMLI. Adding new warning related to basic agents.
1.04.05	28/05/2010	3.2 Basic Configuration Table For Refund Application Action File, adding MF to Comm on CP. 3.3.4 IT05 CORT, COAM, adding COTP. 1. Specific errors per register and field: Removing and adding new errors to COTP, COAM and COR
1.04.06	28/12/2010	Note added to "Global overview" stating the order of processing of the "e9" files.
1.04.07	24/05/2011	2.Daily Refund Application Download File: Including new enhancements information (p5 and 6)
1.04.08	07/07/2011	Section 1 <i>Specific errors per register and field</i> : Adding Error Invalid commission type, 3.2 Basic Config for BSP/Airlines CP/MF Airline configuration.
1.04.09	19/04/2012	1 Global Overview and 2 Daily RA file, info on related RA files and the new Mass Loaded Files Download option.
1.04.10	19/05/2012	3.1 Upload RA file: Note on Luhn Validation (p8)
1.04.11	17/10/2012	3.3.1 Changes into Refund Application when it is authorized: Updating modifiable fields by including IT08.FFTP and FPAC.
1.04.12	13/02/2013	2 Daily Refund Application Download File: Adding Waiver Code to the e6 file. 3.3.3 STAT, TRNC, PXNM, TMFTs only accept uppercase letters. 3.3.4 PXNM may be blank depending on the value of REVN.

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1.04.13	25/03/2013	3.3.7 IT0H records for remark: adding new accepted characters (p12)
1.04.14	23/05/213	1 Specific errors per register field: adding new STAT errors.