

Involuntary TKT Handling Guideline for Travel Agency (COVID19 Guideline Included)

1. Guidance Overview

- As of 01 September, 2020, TKT will be automatically Revalidated or Reissued when KE FLT REAC occurs in accordance to Amadeus Disruption Solution Implementation.
- If TKT is not subject to Auto Process or fail to be automatically processed due to System Error, Manual TKT H/D is required by TKT handling Agent

	REAC Occurrence before D-3 of Departure	REAC Occurrence within D-2 of Departure
TKT Auto Process	- Auto Revalidation	- Auto Revalidation or Auto Reissue
Action Needed by TKT Handling Agent	- Auto Revalidation Failed Cases - Handle TKTs other than Auto Revalidation Cases	- Auto Revalidation/Reissue Failed cases

Please refer to attached "TKT Auto Process for KE FLT REAC" for KE's TKT Auto Processing.

[Agent TKT handling Scope]

- Involuntary Reissue : Waive for the Reissue Penalty and fare difference
- Involuntary Refund : Waive for the Refund Penalty

2. Manual Handling Process of Involuntary TKT

○ Scope of Targeted TKTs

- Designated as 'KE Prime FLT' in KE (180) or OAL Stock
 - Exclude OAL Operating Codeshare FLT
 - Include KR DOM FLT issued with INTL FLT in one INTL TKT
- When KE FLT changed to TK, UN/TK, UN in the TKT

○ How to Check : Check PNR SSR Keyword

- SSR OTHS REAC KE xxx CNL- INTL SKD CHNG or
- SSR OTHS REAC KE xxx CNL- IRRESISTIBLE FORCE

○ Involuntary Change

- PNR Itinerary adjustment and manual TKT processing is to be performed according to following procedure in case of
 - TKT Auto Revalidation/Reissue is not performed
 - KE does not provide an alternative flight
 - Passenger disagrees with alternative flight provided by KE

REAC Case	SEG Status after REAC	To be handled by TKTG Agent	Involuntary Reissue allowed when No Alternative FLT provided or Pax disagrees with alternative FLT
Time CHNG only	TK	Inform PAX new time, If to update ITR with changed info, TKT INVOL Reissue required	<ul style="list-style-type: none"> ○ Allow New/Change of Reservations to FRAV FLT within ± 7 days of departure * FRAV FLT : First Available FL ○ Keep the KE's ORGN Booking Class ○ Only 1 more INVOL Reissue is allowed -If passenger disagrees with Auto REVL/Reissue TKT and requests for SKD change, INVOL reissue is allowed for 1 additional time. -If the agent first manually re-issues without KE's automatic processing, only one such re-issuance is possible and no further manual re-issuance is permitted.
FLT, Date CHNG (Same Route /CLS)	UN/TK	TKT Involuntary Reissue	
Route CHNG e.g. ICN/PAR → ICN/AMS REAC needs AMS/PAR to be added	UN/TK	Reconciliation of bookings and TKT INVOL Reissue to passenger's final destination -It should same DEP/ARR(O&D) But it can be INVOL Reissued with KE On-line FLT in the same region e.g. ICN/MAD→ICN-KE-BCN ICN/TYO/SPK→ICN-KE-AOJ	
FLT CNXL but no alternative FLT offered	UN	-Longhaul should be KE in the same region	
Cabin CLS change due to Air Craft Change e.g. F→C	UN/TK	<u>Voluntary</u> Reissue and refund the residual at Lowered Cabin Class Applicable Fare	
Commonly Applied	-	○ If there's FLT connecting to REAC FLT, please check and adjust MCT and transfer condition ○ If connect to OAL, check the Fare Rule : Routing Carrier, SPA or FQS Class	

○ Involuntary Refund

Refund Case	Refund Amount Calculation	Sample
Full Refund	Full Refund for all paid amount	ORGN : ICN-NRT-ICN USED : NIL
Return FLT Refund(*)	Refund the fare applied unused FLT	ORGN : ICN-NRT // KIX-ICN USED : ICN-NRT

Include Non-Refundable fare applied TKT

(*) Applicable Case

(1) ORGN :

- ICN-KE-NYC-WAS-KE-ICN
- [Fare Break Point : NYC](#)
- Fare Basis : MLX0ZKYK (KRW 2,140,000)

USED :

- ICN-KE-NYC-WAS

RFND :

- WAS-ICN
- USED AMT : SEL/NYC 2/1RT MLX0ZKYK 1,070,000 + NYC/WAS OW Sector
- RFND AMT : ORGN 2,140,000 - USED AMT (-> It can be No Value)

☞ If partially used (NYC-WAS) in a same PU (NYC-WAS-ICN), ask refund through KE

(2) ORGN :

- ICN-KE-NYC-WAS-KE-ICN
- [Fare Break Point : WAS](#)
- Fare Basis : MLX0ZKYK (KRW 2,102,000)

USED :

- ICN-KE-NYC-WAS

RFND :

- WAS-ICN
- USED AMT : SEL/NYC/WAS 2/1RT MLX0ZKYK 1,051,000
- RFND AMT : ORGN 2,102,000 - USED AMT 1,051,000 = 1,051,000

☞ Refundable by the Issuing Agency itself

3. Involuntary Reissuance of TKT

TKT Field	REAC Occurred D-2 of DEP	REAC Occurred between D-1 ~ Departure Date
Mandatory Fields	① Endorsement/Restriction Box : ‘SKCHG KEXXXX/ddmmm’ e.g. SKCHG KE017/30AUG (SKCHG+ORGN FLT NBR/DEP date) ② Fare Calculation Box : ‘S’ e.g. FC S-05JUN20PUS KE SEL60.78 KE FUK198.01NUC258.79END ※ If General Waiver Code(AUTH) is given, add into Tour Code or ENDS Box e.g. Tour Code : 0RCTFRWASW ENDS Box : //0RCTFRWASW//	① Endorsement/Restriction Box : ‘INVOL KEXXXX/ddmmm’ e.g. INVOL KE017/30AUG (INVOL+ORGN FLT NBR/DEP date) ② Fare Calculation Box : ‘I’ e.g. FC I-05JUN20PUS KE SEL60.78 KE FUK198.01NUC258.79END ※ If General Waiver Code(AUTH) is given, add into Tour Code or ENDS Box e.g. Tour Code : 0RCTFRWASW ENDS Box : //0RCTFRWASW//
Reissue Portion	Total Reissue of Unused Coupon	Total Reissue of unused coupon or Partial Reissue of IROP Impacted Coupon
Fare Calculation	Input Fare Calculation (including itinerary) of Origin TKT	
Tax	Input collected Tax of Origin TKT	
NVA (Not Valid After)	Input NVA of Origin TKT If New Departure Date exceeds ORGN NVA Date, input NVA as New Departure Date	
FBA	Input FBA of Origin TKT	

1) If Cabin is Downgraded, apply pricing of the lowered class (Fare, Tax) for refund of the Residual by Voluntary Reissuance and refund Residual EMD

- * Unable to input SKCHG(S), INVOL(I) Indicator into ENDS and Fare Cal. Box
- * If Fare rule requires Reissue Penalty, add “R/I PNLTY WVR DUE KE017 REAC” into ENDS Box and waive Penalty

2) REAC Occurred between D-1~Departure date will be handled directly by KE without being forwarded to the agency Queue, but if passengers request a change to the ticket agent, the agency may INVOL Reissue the ticket.

4. Involuntary Refund of TKT

Refund Panel	
Mandatory Fields	<ul style="list-style-type: none"> ○ Input “WAIVER CODE” into the refund panel <ul style="list-style-type: none"> – If General Waiver Code is given : Input Waiver AUTH NBR e.g. ORCTFRWASW – If No General Waiver AUTH is given : Input disrupted FLT info within 14 Byte e.g. KE017 DELAY, KE017 CNXL (ORGN FLT NBR+reason for waiver)

5. Others

- Contact KE counter or service center for undesignated INVOL Handling case in this guideline
- Covid 19 ticket handling instructions added (temporarily operated from September 14, 2020)

COVID-19 Ticket Handling Guidelines (for Travel Agency)

1. Application

- Scope of Target TKTs : Cancelled KE Prime FLT SKD regarding Covid19 (180 Stock Only)
 - * Period : KE FLT departing from ‘20/3/4 ~ ‘21/3/31
 - * OAL Operation Codeshare FLT is excluded
- How to Check : Check PNR SSR Keyword
 - Apply only for SSR OTHS REAC KE xxxx CNL-[COVID19](#) case

2. Details

1) Date Change and Extension (NO ADC)

- Extension is permitted under the condition of ORGN SAME RTG, SAME CARR
 - * Total Unused Tickets : Reschedule is permitted on/before 30JUN21 for 1st time
 - * Partially Used Tickets : The date can be extended on/before 30JUN21 for 1st time
- Additional extension within 30JUN21 is permitted if changed KE FLT is cancelled again by same reason
 - * ORGN FARE CAL must be kept ;

Example) If INVOL RRT Ticket of ICN-HKT (ORGN ICN-BKK COVID19 CNXL) is cancelled again by COVID19, it can be extended within 30JUN21 to same ICN-HKT routing

2) Involuntary Refund

- Following "Involuntary TKT Handling Guideline for Travel Agency", but Auth Number must be included
 - * Credit vouchers are prioritized for total unused tickets if the condition is possible

3) Involuntary Reissue (Within Ticket Validity)

- Following "Involuntary TKT Handling Guideline for Travel Agency", but Auth Number must be included

3. AUTH NBR : 0RCTFRWASW

(End)