

**Incidents & Complaints Management**

**Case Ref: tc\_caseid**

**Case Liquidation**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Booking** | **Customer** | **Source Market** | **Brand** | **Destination** |
| tc\_bookingidtc\_bookingreferencefreetext | tc\_customername | tc\_sourcemarketidtc\_sourcemarketid | tc\_brandidtc\_brandid | tc\_destinationidtc\_destinationid |

**Complaint Categories**

|  |  |
| --- | --- |
| **Complaint Categories** | **Total Amount owed for Issues** |
| tc\_caseline1 | tc\_caseline1amount |
| tc\_caseline2 | tc\_caseline2amount |
| tc\_caseline3 | tc\_caseline3amount |
| tc\_caseline4 | tc\_caseline4amount |

**Payments**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Payment Method** | **Amount to Pay** | **Exchange Rate** | **Payment Currency** | **Amount to pay (after conversion)** |
| Cash | tc\_cashamount | tc\_cashexchangerate | tc\_localcurrencyid | c\_localcashamount\_decimal |
| Non-Financial | tc\_nonfinancialamount | tc\_nonfinancialexchangerate | tc\_nonfinancialcurrency | tc\_localnonfinancialamount\_decimal |

**Additional Payment Details**

**Agency Stamp Signatures**

Signature (Thomas Cook)

Signature (Supplier)