**TCS 4.0 - Cancel for Any Reason ASAP**

As part of TCS 4.0 Benefits Tier 3, all included, passengers are entitled to 100% credit with ~~us(CBMT)~~ with the airline - Selling price amount or 75% as monetary refund (selling price).

In case of either of the above outputs, his ticket has to be **non-refundable and non-exchangeable**. ( please refer to TCS Scenarios doc) <<https://docs.google.com/spreadsheets/d/1Kb3UHFQsmB2J2-wjg3rdFxJUUyG3KWq4oOp3lPUoC58/edit?usp=sharing>>

Following restrictions apply:

* **Fully unused tickets only**
* The amount the passenger gets back excludes the amount they paid for the service(TCS). This amount is nonrefundable.
* Passengers must cancel before their first scheduled departure (no later than 24 hours)
* All cancellations must be done through ASAP, not the airline.(Any exceptions to be reported to Management team, which they should report higher)

In case customer is eligible, process will be as follows:

1. Create refund object
2. Insert in the notes of the GBO, how the ticket refund should be processed and what’s the amount that should be refunded to CBMT/monetary.
3. Send the OAF to the customer with the value of either 100% of the selling price (voucher/CBMT) or 75% of the selling price(monetary).

**Example - Tkt refund with a fee:** *Dear Ref Team,* Type of refund for the customer - *CBMT* *Please refund the tickets against the $100.00 airline penalty + 50$ Non-refundable Tax(YR)* *And create for the customer a CBMT voucher in the amount of $500.00 (full selling price) as part of TCS 4.0 benefits.* *Thank you.*

**Example - Tax refund:** *Dear Ref Team,* *Type of refund for the customer -CBMT* *Please process a tax refund with the following breakdown:* *Refundable taxes:* *AY - 20.00 USD* *YQ - 156.00 USD* *RC - 2.56 USD* *XG - 3.30 USD* *TTL refundable - 181.86 USD* *And create for the customer a CBMT voucher in the amount of $500.00 ( full selling price) as part of TCS 4.0 benefits* *Thank you.*

***In case of monetary 75% please update the notes to reflect the correct information.***

1. Once the Refund team processes the refund and container, inform the customer regarding the outcome.
2. Close the CMS lead in CMS as Refund.

**Note** : In case the ticket is fully non-refundable, not even tax refund, you still follow the same process, however, in the GBO notes you do not provide the refund breakdown for Refunds Dep. +all these tickets have to be reported to the local Manager for further review:

**Example for 0 value tickets:**

*Dear Ref Team,* *Type of refund for the customer -CBMT* *Ticket is fully non-refundable and was escalated to higher management for a decision.*

*In the meantime, please create for the customer a CBMT voucher in the amount of 600 USD ( full selling price) as part of TCS4.0 benefits.* *DO NOT process the container for now.*

*Thank you.*

—------------------------------

***Mandatory to process at least a tax refund on all non-refundable tickets, if possible.***

**CBMT vouchers with us for 100% value can be created only when the ticket is fully unused, prior to the departure flight and it's non-refundable AND non-exchangeable.**

When the ticket is non-refundable but exchangeable, the 100% voucher is with the **airline**.

*(basically in such cases you just need to cancel the seats and leave the ticket open for a future exchange.*

FAQ:

**Q**: Pre-departure, what to do if the ticket is refundable? (applicable only for TCS 4.0 - Tier 3 customers)

**A**: Customer Choices:

1. 100% airline credit or
2. Refund:

a) 75% cash if refund penalty > 25% of ticket cost (i.e. $1000, refund penalty is $300, then we refund $750)

b) \*\*If the refund penalty < 25% of ticket cost, then only charge airline penalties. (i.e. $1000, refund penalty is $100, then we refund $900)

**Q**. Pre-departure: What if the ticket is non-refundable? (applicable only for TCS 4.0 - Tier 3 customers)

1. If only non-refundable but changeable: 100% **airline credit** or 75% refund
2. **If both non-refundable AND non-changeable (with no airline credit left over), the customer has 100% credit with us or 75% refund.**

**Q**. Post-departure: What if the customer wants a refund? (applicable only for TCS 4.0 - Tier 3 customers)

**A**: Cancel for Any Reason product becomes void, only changes allowed. Cash refund is only for fully unused tickets. If a ticket is partially used, we would waive agency fees and follow airline refund rules.

CFAR Benefit is exclusive to TCS 4.0 only.