**REFUNDS AND CHECKS PROCESS GUIDE (Summary)**

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1. **Refunds - Tax refund**
   1. Open the letter and highlight the PNRs
   2. Scan the letters into a thumb drive and name them accordingly E.g Letter\_RD9HNE
   3. For those ‘Case’ and ‘Small Claims Tribunals’ letters, email it to Evelyn for her further actions
   4. Refund through either credit card or bank account (For bank account refunds, please ensure that bank form is correctly filled up and attached)
   5. Login to skyspeed and process tax refund accordingly.
      1. (1 out of 2 pax)
         * Divide out PNR of pax requesting for tax refunds
         * Continue with normal processing
      2. (Flown flights)
         * Check name of pax, flight details and confirm status of flight is ‘no show’
         * Check the breakdown of fare prices to compute the amount of taxes under ‘Fees & Taxes’
         * Add in negative taxes under ‘fees’ as RFCT
         * Add in admin fees
         * Add in comment ending with initials E.g Tax refunds will be processed via credit card/bank account. /Bx
         * End record, print out summary page and update excel tracker.
         * Raise refund request form, attach with letter and summary print out of booking.
      3. (Unflown flight)
         * Check name of pax and flight details
         * Check the breakdown of fare prices to compute the amount of taxes under ‘Fees & Taxes’
         * Delete the affected flight and waive all fees
         * Add in SPG fee equals to total amount minus taxes
         * Add in admin fees
         * Add in comment ending with initials E.g Tax refunds will be processed via credit card/bank account. /Bx
         * End record, print out summary page and update excel tracker.
         * Raise refund request form, attach with letter and summary print out of booking.
2. **Refunds - Rule\_exception**
   1. Print out Email and attachments (proof of relations, death cert, medical cert etc)
   2. Refer to Condition of Carriage 4.5 for the policies on Rule\_exception case.
   3. Check authenticity of attachments matching with pax’s name, flight info and medical condition
      1. For medical condition/death of pax(travelling), proof of relations not necessary between pax.
      2. For medical condition/death of pax’s immediate family (not travelling), proof of relations is needed.
   4. Always refund through travel voucher except for death of pax which can be through credit card/Bank account
   5. Log in to skyspeed and process accordingly:
      1. (Not travelled yet)
         * Confirm flight segments to be deleted and delete accordingly
         * Waive all fees and add in RFCF (convenience fees) for affected segments
         * Add in comments
         * End record and print out summary page
      2. (Normal situation) – refund of whole itinerary
         * Check breakdown of the fare refund: ‘Fees & Taxes’ under RFCT, ‘SSRs & convenience fees’ under RFCF, ‘Published fares’ under RFC
         * Record down each amount on the request form beside the ‘refund amount’ column.
         * Insert RFCT, RFCF and RFC in the system accordingly
         * Add comment ending with initials. E.g Refunds due to medical condition (pregnancy) will be processed via travel voucher. /Bx
         * End record, print out summary page and update excel tracker.
         * Raise refund request form and attach with necessary documents
      3. (1 out of 2 pax affected)
         * Divide out pax to another PNR before processing
         * Continue with normal processing above
      4. (1 out of 2 segments affected)
         * E.g SIN-SYD-SIN
         * Refund RFCT, RFCF and RFC for SYD-SIN segment
         * Continue with normal processing above
      5. For refunds with previous VO used for current booking (unflown flight):
         * Cancel affected segment/s and waive all fees
         * Add in RFCF
         * Void previous VO which has been reversed out by system upon cancellation
         * Add in the previous VO amt as RFC
         * Add in comments E.g. Refunds due to medical condition of pax will be processed via travel voucher. /bx
         * End record and printout summary page to be attached with other relevant documents.
3. **Refunds - Scoot Error (Agent, GHA, HQ, system)**
   1. Print out email, check pax’s name and flight details
   2. Understand the error caused and fill up the refund request form accordingly under description
   3. Refunds to be done via credit card or bank account
   4. Login to Skyspeed and process accordingly:
      1. Sample 1 - (Wrong SSRs added)
         * Delete away SSRs ( baggage, Scoot-thru) caused by errors
         * Amount will be reflected in Blue
         * Add in comments E.g Refunds due to Agent error will be processed via credit card/bank account. /bx
      2. Sample 2 – (Double booking)
         * Refund “unflown” booking
         * Check pax’s details (name) and flight details (date, time and segments)
         * Add in RFCT, RFCF and RFC in “fees” computed from breakdown
         * Add in comments E.g Refunds due to GHA error will be processed via credit card. /bx

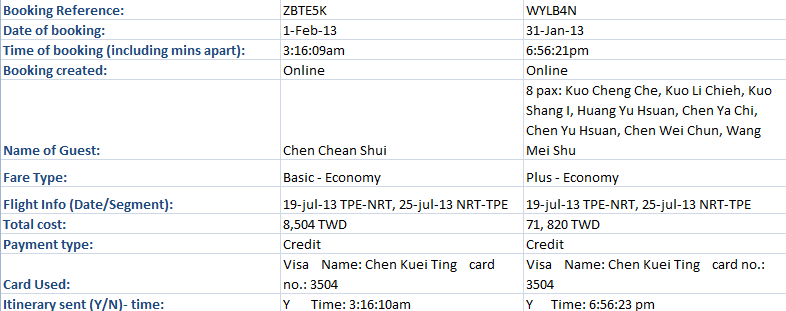
1. **Refunds – Denied boarding due to overbooking**
   1. Print out email and confirm the affected PNR
   2. Amount to be refunded via travel voucher
   3. Login to skyspeed and process accordingly:
      1. (Pax was not Iroped to next flight)
         * Check pax’s name and flight details
         * Ensure that status is “unflown”
         * Refund affected segment by computing amount from breakdown
         * Add RFCT, RFCF and RFC
         * Add in comments E.g Refunds of SIN-BKK segment due to overbooking will be processed via travel voucher and S$200/pax travel voucher of Scoot’s promise due to overbooking will be processed. /bx
         * Print out skyspeed summary page and attach with request form and email
         * Raise another form to provide S$200 Scoot’s promise voucher for every affected flight per pax
      2. **(**Pax Iroped to next flight)
         * Check pax’s name and flight details
         * Raise compensation form of S$200 travel voucher of Scoot’s promise due to overbooking
         * Add comments E.g Scoot’s promise of S$200/pax travel voucher will be processed. /bx
2. **Refunds - Flight cancellation**
   1. Print out email stating the flights that are impacted
   2. Print out the consolidated excel sheet of affected PNRs
   3. Do a random check on some PNRs on the flight segments and date
   4. Raise a refund request form stating number of PNRs affected and flight that is cancelled
   5. Attach all documents together for approval
   6. Upon approval:
      1. Send the excel list of affected PNRs over to Finance
      2. Submit the refund request form to Finance for separate handling
3. **Refunds – Schedule change**
   1. Print out email thread and excel sheet on consolidated SC refunds
   2. Refund of the affected segment or whole booking depending on request
   3. Login to Skyspeed and process accordingly:
      1. Check history for Schedule change (Press “Shift-F7)
      2. Delete segment and waive all fees (unflown flight)
      3. Add RFCT, RFCF and RFC under “fees” computed from breakdown
      4. Refunds to be done via travel voucher
      5. Add in comments E.g Refunds due to SC (SIN-SYD) segment will be processed via travel voucher. /bx
      6. End record and print out summary page on Skyspeed
      7. Attach all documents together with refund request form
4. **Cancelled Hahnair** 
   1. Print out email thread with regards to cancellations
   2. Login to Skyspeed and process accordingly:
      1. Ensure that flights are cancelled
      2. Check history of records (F7) on the flight details and amount for the cancelled segments
      3. Total up the amount and compute them in the total refund value on the form
      4. Add in comment E.g Refunds due to Hahnair cancellation will be processed via Hahnair. /bx
      5. Endrecordand printout the summary page
      6. Attach all documents together with refund request form
5. **Scoot’s promise – Delay**
   1. Print out email and excel list of affected PNRs
   2. Calculate the total number of pax affected
   3. Do a random check on some of the PNRs to ensure that pax boarded the flight
   4. Check that the flight delay is more than 4hrs in the history record.
   5. Raise request form with total number of vouchers (1 VO /pax/segment) – S$50 each
   6. Add in comments in the system E.g. Scoot’s promise VO of S$50 due to delay will be processed via travel voucher. /bx
6. **Scoot’s promise – Undelivered SSRs onboard**
   1. Verify the investigation on the email thread
   2. Print out the email thread
   3. Confirm in the system that pax bought the SSR
   4. Raise the refund request form accordingly with total number of vouchers (1 VO/pax) –S$20 each
   5. Add in comments in the system E.g. Scoot’s promise of S$20 will be processed via travel voucher. /bx
7. **Check – INS cooling off period**
   1. Copy pax’s name or email address from excel sheet
   2. Login to skyspeed and process accordingly:
      1. Search PNR by pax’s name or email address
      2. Go to “Travel insurance” under “Reservation”
      3. Check insurance number E.g SCIAUAA0004742 and amount
      4. Select INS and delete
      5. Add in comments: INS deleted as per ACE advice, cooling off period. /bx
      6. End record and copy PNR
      7. Email Karen Goh (Finance) the PNR to inform her on the cancelled INS

1. **Check – Baggage claim verification**
   1. Print out the necessary PIR forms, email, BCQ form, receipts, photo of damaged bag etc
   2. Check the pax’s name on the PIR form and BCQ form
   3. Ensure that pax sent in PIR form within policy of 7 days for damaged bag and 21 days for delayed bags
   4. Check the methodology applied to the claim amount and ensure it is within the parameters below:
      1. For claims without receipt and amount <= to market rate – we take outright 50%
      2. For claims without receipt and an amount which is > than market rate – we take 50%, followed by 20%
      3. For delayed baggages with new items purchased with receipt and capped at S$100
   5. Some cases may vary and differ from methodology
   6. Email CTa on any queries and approve the claim when it is clear
   7. Settlement cases for cheques:
      1. Print out all attachments and attach them together
      2. Check amount of each case and recalculate the total claim sum
      3. Prepare cover letter for Steven’s and Evelyn’s approval
      4. Once approved, pass to finance for processing cheques (takes 1-2 weeks)
      5. Once cheques are ready, arrange time to pass them to CTa
   8. Guidelines**:**
      1. Exclusion items:
         * Fragile, delicate or perishable items
         * Computers
         * Items with special value such as money, jewellery, precious metals, silverware
         * Negotiable papers’ share certificates, securities or other valuable documents
         * Cameras
         * Personal electronic equipment
         * Commercial good or business documents
         * Passports and other travel documents
         * Valuables (>S$100) – depends on the item and claim

1. **Check – POLI payment**
   1. Do a random check on a few PNR
   2. Copy PNR and check in skyspeed the correct payment amount has been processed
   3. Ensure those comments are inserted for those processed manually by CC
2. **Check – SP payment**
   1. Check on all highlighted PNR
   2. Copy PNR and check in skyspeed the correct payment amount has been processed
   3. For cancelled/lapsed bookings, ensure POA is added in
   4. Ensure all POA are reflected under “fees” when there is overpayment from pax
   5. For balance amount, ensure that it is reflected in red

**Check – Duplicate booking**

1. Fill up the excel sheet below:



Press “Shift-F7”



