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Edvin Refund Calculator

Addition of Sabre Automated refund(RA) results under Edvin calculator Updated 26 September 2024 Live 03 August 2023

Step 1 - Starting point

■ Question	No linked steps

Edvin Refund Calculator

1. ETG and B2B partners	Step 2
2. Booking.com	Step 3

Step 2

■ Question	Parent step: 1

ETG and B2B partners

Edvin Refund Calculator (ATC)

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3. Refund offer history	Step 6
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Solution

Booking.com -Phase 1orders

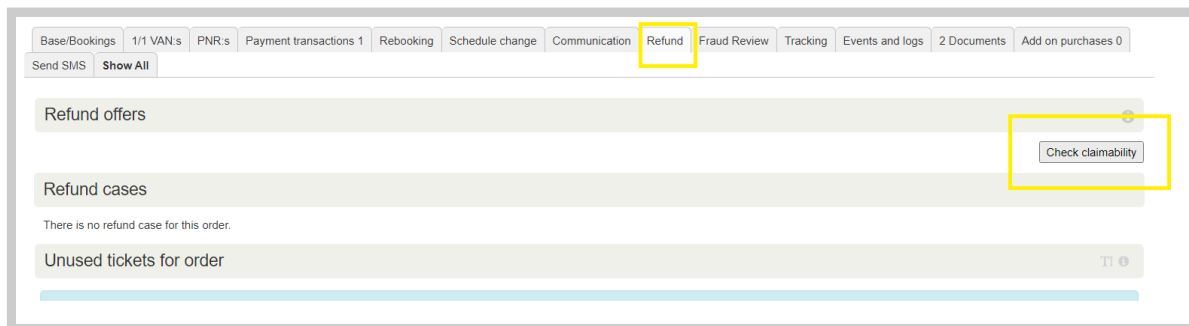For Booking.com Phase 1 orders check the respective guidelines here.

Solution

Step by step for Edvin Calculator (ATC refund capabilities)

Please follow the below guidelines on how to use Edvin Refund Calculator (ATC).

1. Customers call/email/chat to ask for cancellation on a voluntary basis.
2. After standard security verification, proceed to "Refund " tab in Edvin and press on "Check Claimability " as shown below.

Attention! In case Edvin Calculator will not give a successful result proceed as per usual routine with checking if the booking is eligible for refund(check Edvin docs and fare rules), communicate airlines penalties, ETG fees if applicable, etc.

3. The tool will automatically calculate the refundable amount and provide results based on the date of the order and date of customer's request for cancellation.

<u>You may receive more than one offer results such as Void and 24h airline rule or 24h airline rule and Ticket rules, in such case you must always provide to the customer the offer with the highest amount.</u>

You will also have a deadline when this refundable amount can be provided based on the "Expires" field.

For example, if the booking is eligible for refund due to void, the refundable amount will indicate "VOID" as cancellation reason in the "Source field" as shown below and this offer is available until 25JUN23.

The deadline for customers to confirm cancellation is ALWAYS the previous day before departure, thus always you must check if any restrictions occur, i.e. 24h rule.

In case the order is not eligible for Void, Edvin Calculator will calculate the potential refundable amount based on ATC functionality.

Please note when you click on the button **"Show items"** you will find the breakdown of the refundable amount including the penalty that is applicable by the airline in the customer's currency and in GDS currency. Consequently, you should not check fare rules in GDS, the refund calculator will give you the airlines penalty.

4. Inform the customer about the total refundable amount as shown in the "Total" field. For email/chat communication use the applicable templates/scripts.
5. If a customer decides to cancel the order, copy the airline penalty amount in the GDS currency as it must be inserted in the "Modify order" wizard. The airline penalty is visible when you click on "Show items".
6. Use the "Modify order" button with the applicable cancellation reason.

7. Send the applicable cancellation confirmation email template from Edvin. The templates have blank fields which need to be updated manually. All related templates are available in the folder "ATC Refund Calculator". The folder is located under First Line-> Cancellation. Same location is under" Booking.com" templates.
8. As soon as all actions are completed by First Line, the claim of the tickets will be done automatically based on the ATC capabilities and without human interference from Second Line.

Solution   Parent step: 2

General information about Edvin Refund Calculator

For Booking.com -Step by step for Edvin Calculator here.

Edvin Calculator(ATC) is a tool in Edvin, located in the "Refund tab" and can be used only for original active orders (not changed/not canceled/no past reservations/no same-day departure).

This feature automatically calculates the total refundable amount that the customer will receive if we proceed with canceling the order.

The tool might give more than 2 results based on ATC for example both Void and 24h airline rule, agents must always provide to the customer with the offer with the higher amount.

The tool is based on the Amadeus automatic (ATC) and Sabre Automated Refund (AR) refund capabilities.

For any airline that is eligible for ATC **and** has been configured in Edvin, we can see the final total refundable amount which is accurate and guaranteed to be refunded to the customer.

The tool will calculate the total refundable amount on PNR level and per customer as shown below.

For <mark>Sabre Automated Refund(AR)</mark> below will be the response in Edvin calculator with a refund offer and cancellation reason "*Ticket rules - airline fee*"

Order information - _____ / booking_fr

Base/Bookings	1/1 VAN:s	VAN for ticket reject	PNR:s	Payment transactions 2	Support cases	Rebooking	Schedule change	Communication	Refund	Tracking	Events and logs	3 Documents
Add on purchases 1	Send SMS	Manual VANs V2	Experimental	**Show All**

Refund offers

Source	Cancellation reason	Expires (Göteborg office)	Expires (FR site)	Refundable air	Refundable other	Handling fee	Total
Void	—	—	—	*Void expiration time has passed*			
SABRE	Ticket rules - airline fee	2024-10-26 14:35	2024-10-26 14:35	190.99 EUR	0.00 EUR	0.00 EUR	190.99 EUR
☐ Show items							
Fare rules (for internal use only)	Ticket rules - airline fee	2024-10-26 14:35	2024-10-26 14:35	190.99 EUR	0.00 EUR	0.00 EUR	190.99 EUR
☐ Show items							

Edvin calculator is designed to deduct penalties/ETG fees and all amounts that are not refundable(taxes, markups, any other non-refundable products, etc.).

The total refundable amount (including tax refund) must be communicated to the customer for clarity and a conscious decision if they want to proceed with the cancellation.

The tool is available for below GDS/Portals :

- Amadeus/Sabre reservations and only for the airlines configured in Edvin.
- Tickets issued via Tripstack/Farelogix for more than 20 major airlines for the scenario - VOID.
- Tickets issued via Farelogix for Lufthansa Group airlines (LHG), and we can modify the order for Void, Ticket rules - airline fee and 24h rule, from Edvin without needing to take action in Farelogix, as the self-service mechanism covers that.
- Tickets issued by Amadeus NDCx for Scenarios : VOID, Refund by rules.

For all the systems and configured airlines, the tool shows the total refundable amount for the VOID scenario.

For Tripstack NDC connections the scenario of cancellation per fare rules is in progress.

It is crucial to **ALWAYS** remember that whenever Edvin Calculator -ATC or VOID gives a result no manual actions are needed by FL, only run the "Modify order" with the respective cancellation reason.

All below actions will be automatically processed
- Removal of segments
- Ghostline addition
- Void of tickets or claim of tickets

The applicable cancellation scenarios are only voluntary as of today, additional cancellation reasons will be added in the future.

Consequently, for the below scenarios the calculator should give a successful result.

- Cancellation request per fare rules (with airline fee, tax refund)
- Void
- 24h airline rule

If no result is provided, follow the usual routine and check manually Edvin docs and rest actions.

Edvin calculator will **NOT give a result** in the below scenarios

- Partial cancellation of booking or split PNRs
- LCC orders
- Departure on the same day
- Past dated reservations

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Step 6

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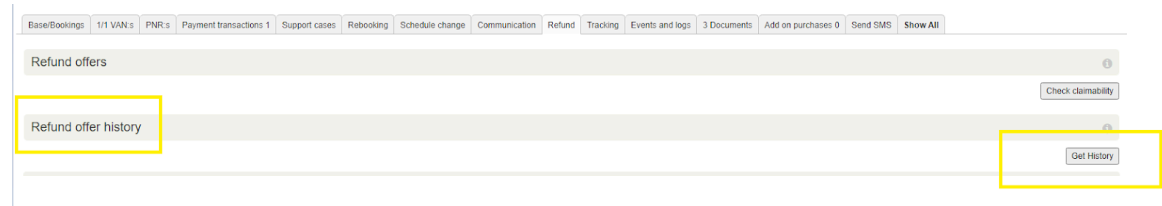■ **Solution**   Parent step: 2

Refund offer history

The Edvin Calculator(ATC) has the feature of storing the previously shown results to FL agents.

In case you want to verify when and what the "Check Claimability" button has shown in the past, go to " Refund tab" in Edvin, click on the "Get history" button.

Once you click on the button, the history will show you when the Edvin calculator (ATC) was used and what amount was shown to the agent in the past.

The refund offer history is available for orders,either original or canceled, as it stores historically the results that were shown.

Refund offer history is **NOT available** in case the order is canceled AND refund was completed(meaning payout was processed and refund case was removed from refund dashboard).
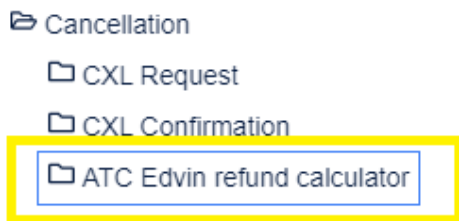
Solution

Chat scripts, email templates in Edvin and Genesys

All email templates and chat scripts related to Edvin Refund Calculator(ATC) are marked in the title with the word "ATC".

Please note a new folder named "ATC refund calculator" has been created in Edvin under First Line folder-> Cancellation .

📂 Cancellation
   📁 CXL Request
   📁 CXL Confirmation
   📁 ATC Edvin refund calculator

The folder contains all applicable email templates when the ATC refund calculator is used.

The below email templates are available in Edvin for ETG orders and B2B(except Booking.com) .

Cancellation requests email templates

ATC-Cxl request-non ref, tax refund possible

ATC-Cxl request - per fare rules

Cancellation confirmation email templates

ATC-Cxl Confirmation Fare ticket rules

ATC -Cxl conf non ref/tax refund possible

ATC-CXL conf. - flight void/24h

CC2C

ATC CXL request-CC2C void/24h + tkt non ref

ATC CXL request - CC2C void/24h + tkt ref

ATC -CXL request - CC2C tkt ref tkt rules

ATC CXL request - CC2C tkt non ref+ pax tax ref

For **Booking.com** orders, the below email templates are available in Edvin in the folder Booking.com->First Line-> Cancellation-> ATC Refund calculator

Cancellation request

Booking. com ATC Cxl request-non ref, tax refund possible

Booking.com ATC Cxl request - per fare rules

Cancellation confirmation

Booking. com ATC Cxl request-non ref, tax refund possible

Booking.com ATC Cxl request - per fare rules

Booking.com ATC-CXL conf. - flight void/24h

Chat scripts related to Edvin Refund Calculator (ATC) have been uploaded to Genesys.

Available language EN,TR,AR

Applicable chat scripts as below

- [Chat] - ATC CXL - fare rules ETG UK
- [Chat] - ATC-CXL - non ref tax ETG UK
- [Chat] - ATC- CXL - conf ETG UK
- [Chat] - ATC- CXL - fare rules B.com UK
- [Chat] - ATC- CXL - non ref tax B.com UK
- [Chat] - ATC -CXL - conf B.com UK