Self Service Vouchers

Step 1 - Starting point

Question   No linked steps

Self Service Vouchers

Step 2

Question   Parent step: 1

Voucher flow process

Step 3

Question   Parent step: 1

FAQ

1. What if a customer calls after receiving the email with the code and wants to use it with an agent? — Step 29

2. What is the value of my voucher? — Step 5

3. "Why should I pay the assisted fee of 30 euro as I made the rebooking on my own via the website?" — Step 11

4. What if the customer wants to refund eventually instead of rebook? — Step 19

5. Can I use the voucher separately per passenger? — Step 14

6. Can I use the voucher for any flight? — Step 30

7. I inserted the voucher in the respective field but received an error? — Step 27

8. How can I pay for fare/tax difference? — Step 10

9. When will I receive my new ticket? — Step 20

10. I don't want to wait 24 hours in order to receive the new tkt, what can I do? — Step 21

11. I have paid for baggage in my original ticket, will it be included in the new ticket? — Step 13

12. I have purchased different services seating, flexible ticket, cancellation protection etc, will those products be transferred to the new ticket? — Step 17

13. Can I use the voucher for different passengers from the original booking? — Step 25

14. Will I be able to rebook the new ticket? — Step 7

15. What happens if new flight restrictions apply due to COVID-19? — Step 16

16. I received an email that my rebooking attempt was rejected, what can I do now? — Step 28

17. When the amount will be available to my card? — Step 6

Step 4

■ Solution   Parent step: 1

Stages of the Self service vouchers project

Each time a stage of the process is launched, we will update this part of the page with information regarding the batches that we send out.

Voucher Sendouts:

- Batch 1 - 16/07/20:
  - Air Mauritius (MK): 109 vouchers
  - Iceland Air (FI): 23 vouchers
  - Alaska Airlines (AS): 68 vouchers
  - El Al (LY): 20 vouchers

- Batch 2 - 17/07/20:
  - El Al (LY): 152 vouchers
  - Iceland Air (FI): 102 vouchers

- Batch 3 - 20/07/20:
  - Ethiopian Airlines (ET) :215 vouchers
  - El Al (LY): 214 vouchers

- Batch 4 - 21/07/20
  - Iceland Air (FI): 558 vouchers

- Batch 5 - 23/07/20
  - Air France (AF): 92 vouchers
  - Avianca (AV): 6 vouchers
  - Copa Airlines (CM): 115 vouchers
  - Gulf Air (GF): 100 vouchers
  - KLM (KL): 117 vouchers
  - Malaysia Airlines (MH): 44 vouchers

- Batch 6 - 24/07/20
  - Air France (AF): 195 vouchers
  - Avianca (AV): 200 vouchers
  - Copa Airlines (CM): 360 vouchers
  - Iceland Air (FI): 839 vouchers
  - Gulf Air (GF): 807 vouchers
  - KLM (KL): 177 vouchers
  - El Al (LY): 407 vouchers

- Batch 7 - 27/07/20
  - Air France (AF): 185 vouchers

- Copa Airlines (CM): 457 vouchers
- Iceland Air (FI): 776 vouchers
- Gulf Air (GF): 577 vouchers
- KLM (KL): 240 vouchers
- New Zealand (NZ): 681 vouchers

- Batch 8 - 28/07/20
  - Turkish Airline (TK): 2000 vouchers

- Batch 9 - 29/07/20
  - Aeromexico (AM): 589 vouchers
  - Air Baltic (BT): 1049 vouchers
  - Iberia (IB): 300 vouchers
  - Turkish Airline (TK): 1000 vouchers

- Batch 10 - 31/07/20
  - Air Europa (UX): 2315 vouchers
  - Thai airways (TG): 856 vouchers

- Batch 11 - 03/08/20
  - Tap Portugal (TP): 490 vouchers

- Batch 12 - 04/08/20
  - Tap Portugal (TP): 3239 vouchers

- Batch 13 - 05/08/20
  - Egypt air (MS): 1068 vouchers
  - Air Europa (UX): 705 vouchers

- Batch 14 - 06/08/20
  - Scandinavian Airlines (SK): 500 vouchers
  - Aegean Airlines (A3): 500 vouchers

- Batch 15 - 07/08/20
  - Scandinavian Airlines (SK): 1000 vouchers
  - Aegean Airlines (A3): 1000 vouchers

- Batch 16 - 07/08/20
  - Scandinavian Airlines (SK): 2264 vouchers
  - Aegean Airlines (A3): 417vouchers
  - Lufthansa group (LH/LX/OS/SN): 2500 each (10.000 vouchers)
  - Virgin Australia (VA): 4751 vouchers

- Batch 17 - 13/08/20
  - Lufthansa(LH): 697 vouchers
  - Swiss(LX): 926 vouchers

- Austrian Airlines (OS): 98 vouchers
- Brussles Airlines (SN): 590 vouchers
- Ethiopian Airlines (ET): 859 vouchers
- Turkish Airlines (TK): 2000 vouchers

- Batch 18 - 14/08/20
  - Turkish Airlines (TK): 2793 vouchers
  - Scandinavian Airlines (SK): 961 vouchers
  - Air Europa (UX): 852 vouchers
  - Pegasus (PC): 232 vouchers

- Batch 19 - 17/08/20
  - Scandinavian Airlines (SK): 2471 vouchers

- Batch 20 - 18/08/20
  - Emirates Airlines (EK): 2779 vouchers

- Batch 21 - 19/08/20
  - LOT Polish Airlines (LO): 2045 vouchers

- Batch 22 - 20/08/20
  - Singapore Airlines (SQ): 568 vouchers

- Batch 23 - 21/08/20
  - Alitalia (AZ): 1041 vouchers

- Batch 24 - 24/08/20
  - Air Canada (AC): 1818 vouchers
  - Alitalia (AZ): 3437 vouchers

- Batch 25 - 25/08/20
  - Oman Air (WY): 518 vouchers
  - WestJet Airlines (WS): 216 vouchers
  - Air Transat (TS): 312 vouchers

- Batch 26 - 26/08/20
  - Thai Airways (TG): 406 vouchers
  - Air Canada (AC): 698 vouchers
  - Corsair (SS): 150 vouchers
  - Egyptair (MS): 42 vouchers

- Batch 27 - 28/08/20
  - Lot Polish (LO): 777 vouchers
  - Singapore Airlines (SQ): 259 vouchers
  - Turkish Airlines (TK): 217 vouchers

- Aegean Airlines (A3): 163 vouchers
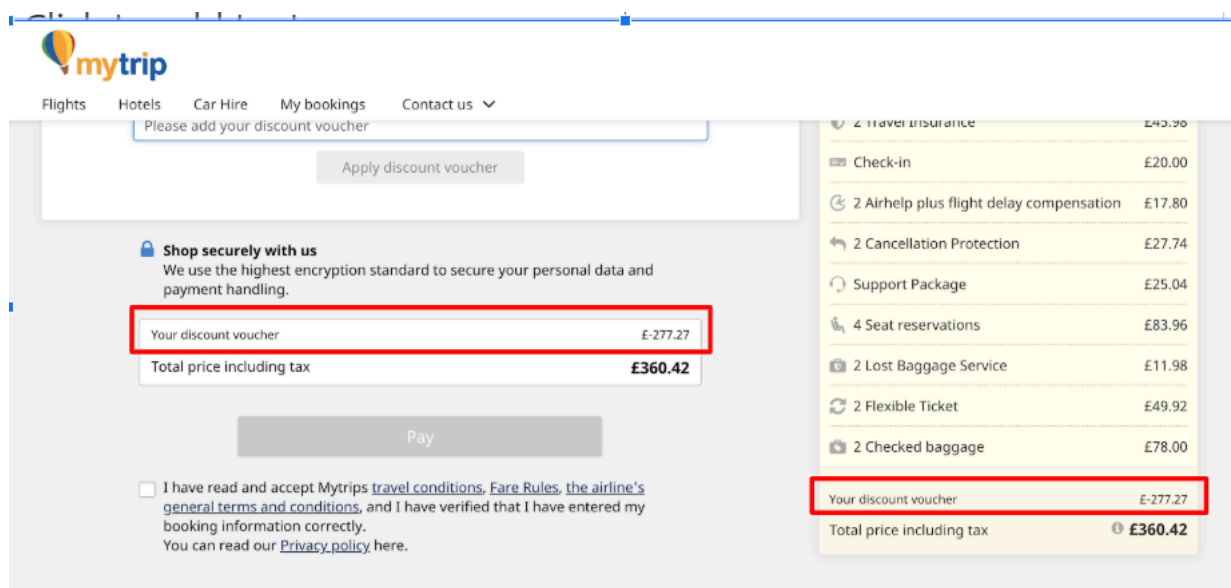- KLM Royal Dutch Airlines (KL): 72 vouchers
- Air France (AF): 78 vouchers

Step 5

Solution Parent step: 3

Answer

1. Passengers may ask the total value of the voucher as we don't provide it in the email. Voucher value will appear in the new booking flow at the respective field during the booking flow. As we mentioned in the bulk email, customer may rebook later on for the full value of the tickets.

2.

Step 6

Solution Parent step: 3

Answer

From our side we release the amount automatically back to you at the moment of rebooking rejection. If you encounter any delay please contact your bank directly.

Step 7

Solution Parent step: 3

Answer

The new ticket will have to follow the airline's fare rules in case of rebooking or cancellation.

Step 8

Solution Parent step: 1

How to void sent vouchers

A functionality to void the voucher has been created, so that whenever we come across an order whose voucher is non eligible due to several reasons (e.g. the customer asked for cancellation after they received the voucher code, ticket status is exchanged, the customer rebooks over the phone etc.),

We can now void the voucher and the customer will not be able to use it on our website.

The steps to cancel the voucher are as follows:

1. Go to the provider booking view in the original order by clicking on the PNR in the "**Air bookings**" section:

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2. Click on the "**Delete**" button in the "Related info/actions section:

Image failed to load(https://wiki.etraveli.net/download/attachments/105715879/Capture2.PNG?version=1&modificationDate=1598619879547&api=v2)

2. Click "**Ok**" in the related prompt:

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An errand note will be created in the order:

Image failed to load(https://wiki.etraveli.net/download/attachments/105715879/Capture3.PNG?version=2&modificationDate=1598624882622&api=v2)

3. Send an e-mail to the customer using the following template, mentioning the voucher code and the cancellation reason:

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Image failed to load(https://wiki.etraveli.net/download/attachments/105715879/image2020-8-28_17-43-52.png?version=1&modificationDate=1598625832000&api=v2)

The voucher code is shown in the errand of the e-mail communication for the Self Service Rebooking voucher:

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Please note, you can cancel the voucher if it is still not used and if there's no active reissue request:

Image failed to load(https://wiki.etraveli.net/download/attachments/105715879/Capture7.PNG?version=3&modificationDate=1598626166000&api=v2)

If such a request is pending, it must be rejected before the cancellation of the voucher.

Solution

Selfservice Rebooking description

From mid-April, we have started sending bulk emails to our customers asking them to convert their tickets to open / voucher. Right now we have received more than 150.000 PNR that have accepted the voucher solution.

Through the self-service rebooking option, passengers will be able to select their new flights on their own. Customers will receive their voucher code via e-mail along with the instructions they need to follow in order to rebook their ticket(s).

Apr 2, 2021

As some airlines have extended the deadline for open ticket rebooking, we are re-sending vouchers to customers or updating the validity of the existing ones. So far, approximately 20.000 vouchers have been re-sent for Lufthansa Group as well as KLM / Air France, and more will follow.
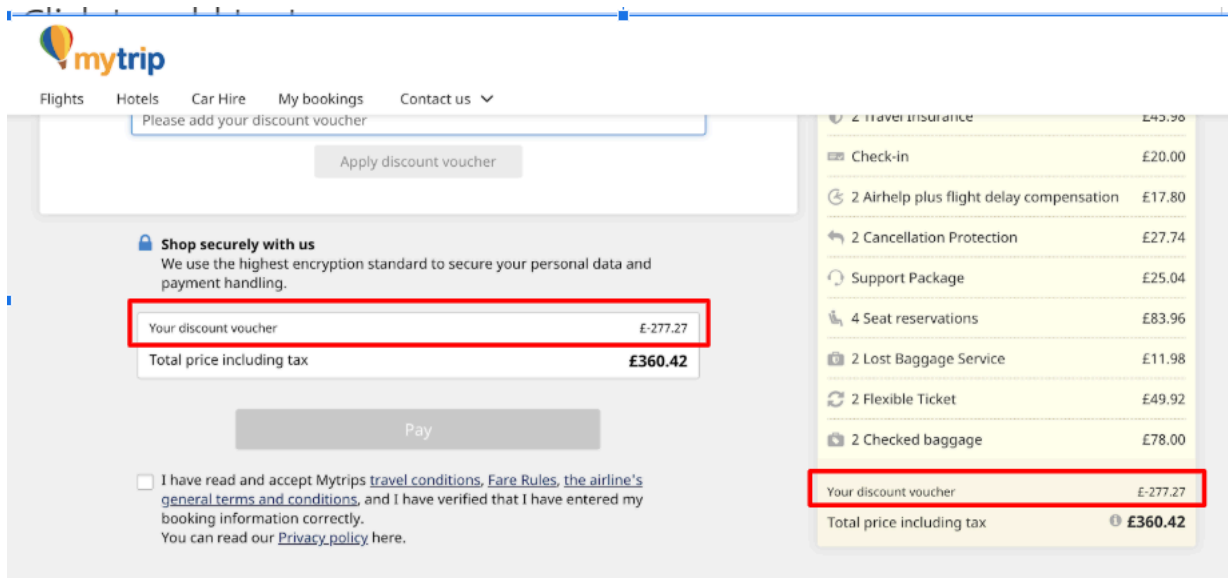
The information of the sent message, as well as the restrictions, can be seen in the relevant errand note:

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The instructions provided to the customers are the same as the ones we have received from each carrier that provides the open ticket option and we have sent the bulk e-mail.

In the received e-mail, a link will be included that will redirect the customers in our booking flow in order to select their new flights, insert travel details and proceed with payment.

The customer will insert the voucher code in the respective field as you can see below before the payment:

The voucher amount will be deducted from the price the customer will have to pay and after the payment, we will try to reissue the ticket manually from our side.

The assisted fee of 30 euro will be charged during the booking flow.

Edvin:

The sent e-mail to the customer will be available in an order note.

We have created respective Errand types for self-service rebooking calls that will have to be used for self-service rebooking affected PNR. More specifically:

Channel- Phone in, Mail-in, Social media, ETG Escalation, Frontend in progress, and Frontend Finalized

Category – Force Majeure and Rebooking

Action - Informed about discount code, change made, no change made, Sent Pl/email, sent to support, already on support, referred to airline

Below you may find how the generated vouchers look like in Edvin orders for different scenarios:

Once a voucher has been created you will be able to see the new indicator.

When the voucher has been used to rebook, the original order will look like this:

In the Edvin order view of the new order there is now an indicator showing that a voucher was used to rebook with a cross reference link to the original order

And the original order will contain a cross-reference link to the new order generated with the use of the voucher:

In case a rebooking is declined, the original order will now have a red rebooking indication, with a cross-reference link to the new order generated with the use of the voucher:

You can also review the flow of the self rebooking process in the following video here.

Step 10

Solution   Parent step: 3

Answer

The payment can be performed with any credit/debit card.

Solution   Parent step: 3

Answer

We will need to explain from our side that even though we provide the self service option this is only the half part in order to rebook the ticket. After the completion of the payment we are performing a lot of manual process in order to rebook the ticket as this requires technical tasks, communication with the airline, verification of the new flight etc.

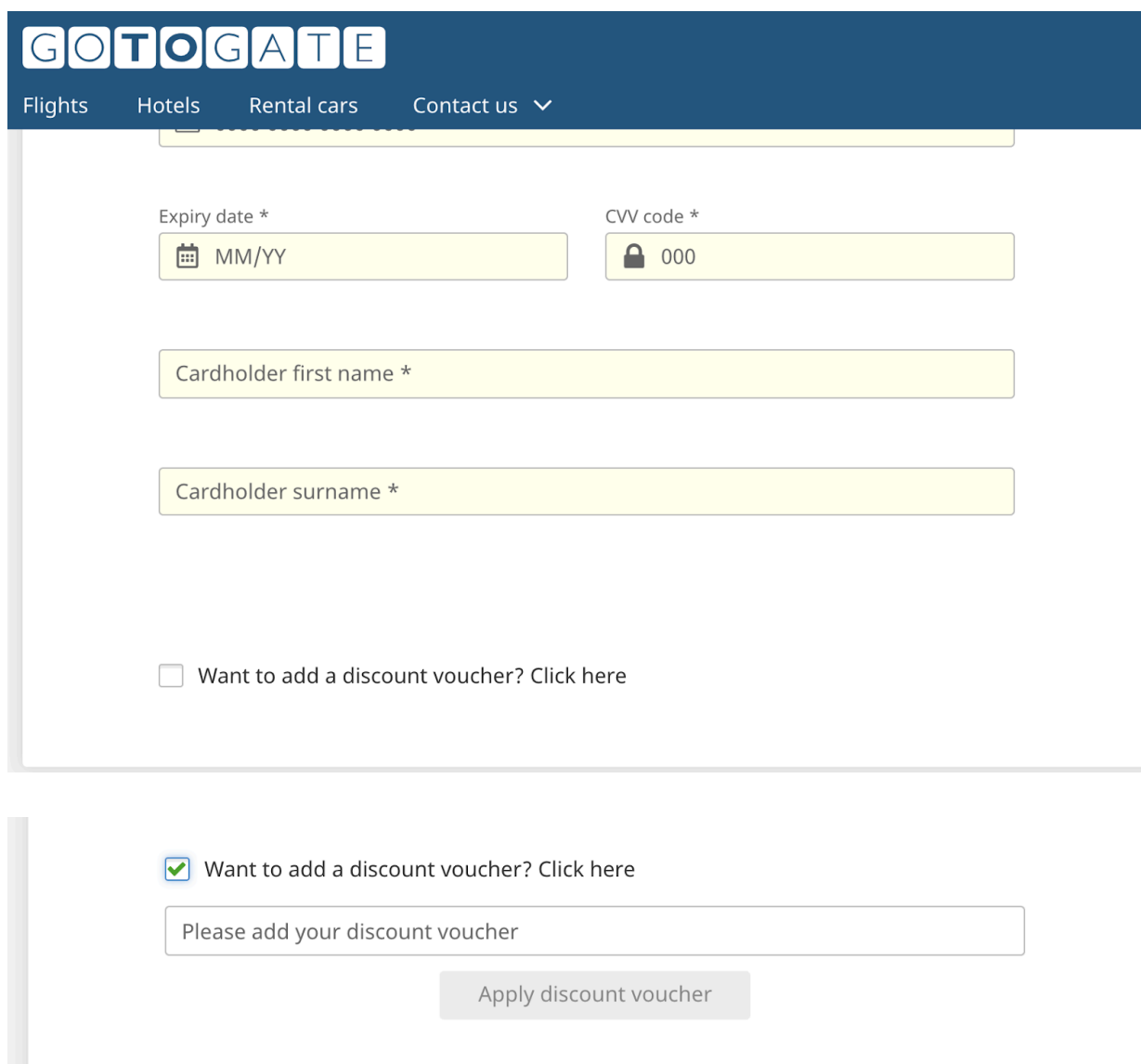Solution   Parent step: 2

Applying discount voucher code

- Applying discount voucher code

In the responsive flow, the customer will find the field to enter the discount voucher code on the payment page. They need to check the checkbox "Want to add a discount voucher? Click here".

- If the voucher is applied successfully then it will look like this:

- In case there is some requirement that has not been met, then there will be a validation error:

Step 13

⬛ **Solution** Parent step: 3

Answer

1. Case by case approach. Will need to check if the ticket was issued through upsell with Bagfare, in this case baggage will be included in the new ticket as well. If we have issued EMD we will try to associate with the new ticket. If association is not possible pax will have to buy baggage again (find related info here).

Step 14

⬛ **Solution** Parent step: 3

Answer

No, the voucher will have to be used for the total number of passengers included in the original booking at the same time. In case the customer wants to split and rebook for some passengers we will have to do it manually following the routine for open tickets.

Step 15

⬛ **Solution** Parent step: 1

How to manually resend the voucher

From the order view open the PNRs:

Then click the "More Actions" button in the provider booking view:

Select the PNR in the table, and select what queue and then press "IbeQueueMove":

Step 16

| Solution | Parent step: 3 |

Answer

I understand your concern. Unfortunately, this depends on the restrictions each country will apply & the instructions of the airline itself. If a new pandemic wave starts, please make sure to submit your request through our order form online and we will make sure to assist you the soonest possible.

Solution   Parent step: 3

Answer

Case by case approach. For each product applies different rule whether it will be associated to the new booking or pax will have to buy again (useful info [here](#))

Solution   Parent step: 1

Feedback form

We have created a form that needs to be submitted by FL agents, in cases you receive any questions from customers regarding the selfservice rebooking option for Open ticket / vouchers that is not yet included in Shelf.

Fill in the respective form [here](#).

Solution   Parent step: 3

Answer

We follow the routine of cancellation case, the voucher will have to be deactivated.   The functionality for the deactivation will be implemented on a later stage, if we have cases where the customer tries to use a voucher for an already cancelled reservation, we should reject their request.

Solution   Parent step: 3

Answer

After you have successfully completed the order flow we will send you an email that your request is being processed. Please expect a resolution & the new ticket number within 24 hours from the moment you receive this email.

Solution   Parent step: 3

Answer

If customer do not wish to wait until we process the rebooking, we can decline the booking and the payment will be released back to the card.

Solution

Pending state page

- Once the customer has paid using the discount voucher code the cart will be set in a Pending State (internally called PendingProviderRebooking state). The page the customer will see looks like this ("We are currently processing your order"):

GOTOGATE

Flights   Hotels   Car Hire   Contact ∨

We are currently processing your order.

The funds have been set aside in your account but will not be withdrawn until your booking has been approved.

Gotogate / OY SRG Finland AB, ID Org no. 1925453-7, VAT no. FI19254537

Besides being presented with the pending page "We are currently processing your order", the customer will also receive an email with same message and some additional information. (the text is subject to be changed).

[TEST] We're now handling your booking request.

Inbox ×

↩ Reply   ➡ Forward

👤 **Gotogate** <noreply.ie@gotogate.com> Unsubscribe   12:39 (0 minutes ago) ☆ ↩ ⋮

to me ▾

REBOOKING TEST Hello Kalle Kula! Your booking request is being processed and we'll get back to you when we know more. Please note that this may take up to 72 hours. Did you pay by card? Then we've already reserved the amount on your account. If you paid by online bank transfer, we've already charged your account. Best regards, Gotogate

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■ Solution   Parent step: 2

Cancellation email

After the pending page state and email, in case we cannot fulfill the reissue for any given reason, and have selected Decline, this email will be sent out, the cart will be cancelled and the customers funds will be returned to the credit card. (text is subject to be changed).
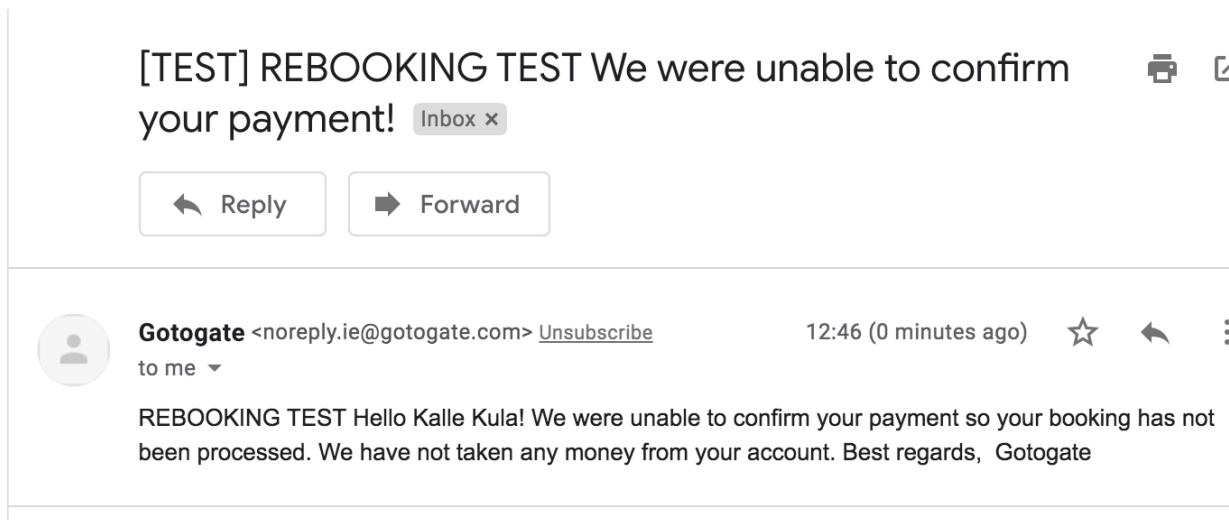
■ Solution   Parent step: 2

Entering booking flow via link from email

- Once a voucher has been sent out, it will appear in the customers email inbox and it will look like this:

Subject: Your voucher for rebooking DEV00FOLO

Hi Kalle,

You now have the possibility to rebook your ticket on your own by using the following voucher code: LHG-EFMLKEIACN

Here's how to use the code to rebook:

- Through our website, by clicking on the link below which will take you to where you can search for new flights to rebook. It works the same way as above: enter the code on the payment page.

These are your fastest options. You can of course also call us, but that will take longer since our phone lines are still experiencing heavy pressure due to the Covid-19 pandemic.

The following criteria must be met for you to use your voucher code, according to the guidelines from the airline:

Discount is valid for
- Flight
- valid until 2020-08-31
- departure until 2020-12-31
- return until 2020-12-31

Passengers names must be inserted with the exact same spelling as listed below:
- aleksi larsson

Once you have found a suitable flight that meets the above criteria, you will be asked for the code that is provided in this email. If your new tickets are more expensive, then the fare and tax difference will be charged at the payment step. We will also charge an assisted handling fee of 30 EUR. This fee will be charged in the currency of the website you do the rebooking at. To read more about our handling fee, **[Click here].**

You will receive your rebooking confirmation by email within 24 hours once you have rebooked your tickets. Please wait for that email before trying to contact us as our answering times are currently much longer than normal.

Use this link to go directly to rebooking with your code: http://gotogate-ie-ipa01.web.ibetest.etgcloud.io/rf/start?ibe.dib=H4sIAAAAAAAALON043XjYsHk7aGZhZmhibGNbqWlpY15uZmABY9r6wdAAAA&domain=covid19

Kind regards,
Gotogate

Please note that this is a no-reply email.

- In the email it is described what requirements are needed in order for the voucher to be applicable (Discount is valid for:)
- Traveller names are stated (and the customer needs to use the exact spelling)
- In order to rebook, it is important that the customer enters our site using the URL stated in the email.
    - The URL includes context that we will use to later pre populate different fields such as traveller names etc going forward
    - It also sets the pricing to be as low as possible, it will make sure that only Amadeus and Sabre content is returned and that only credit cards are offered as a payment method.

- Using the link will also ensure that the customers enters the responsive flow (regardless of mobile or desktop device).

Step 25

Solution

Answer

Unfortunately, the voucher is associated with the passengers included in the original booking.

Step 26

Solution

How to send an Additional Payment Link

We now have the possibility of sending an additional payment link to the customer in case the difference for the rebooking is higher than originally stated.

You may come across customers asking for additional information about their rebooking request while the status of the order is "Awaiting MOP Cart Payment":

This is a CART - State: **Awaiting MOP Cart Payment**

In such cases, a payment link has been sent to the customer to cover the additional amount that is needed for the reissue to be processed, and a relevant errand note has been created:

2020-09-16 19:03 Operations Mumbai	Rebooking	Ticket reissue payment link - Fare diff	Email sent to Hi Kendra, We have received your rebooking request. After checking the costs in the reservation system we see that the cost to process the rebooking is higher than the originally estimated amount, and an additional amount of 93.05 CHF needs to be covered for the rebooking to take effect. If you still want to rebook your flight, please proceed with the additional payment of the above amount via this Link before 2020-09-17 14:40 CEST. If no payment is received by that time, your rebooking request will be automatically cancelled. Kind regards, Mytrip

In case the customer does not wish to pay for the additional amount, the originally paid amount will be refunded after the expiry of the payment link. If the customer contacts while they have already paid, the status of the cart will change to "Pending provider rebooking" and the reissue team will handle it shortly:

This is a CART - State: **Pending Provider Rebooking**

In case you receive calls related to the additional payment link, please register the following errand:

Category: **1: Rebooking**

Type: **5: Self Service Rebooking**

Action: **8: Extra PL query**

Register Errand

Channel

Select Channel ⌄

Category

1: Rebooking ⌄

Type

5: Self Service Rebooking ⌄

Action

8: Extra PL query ⌄
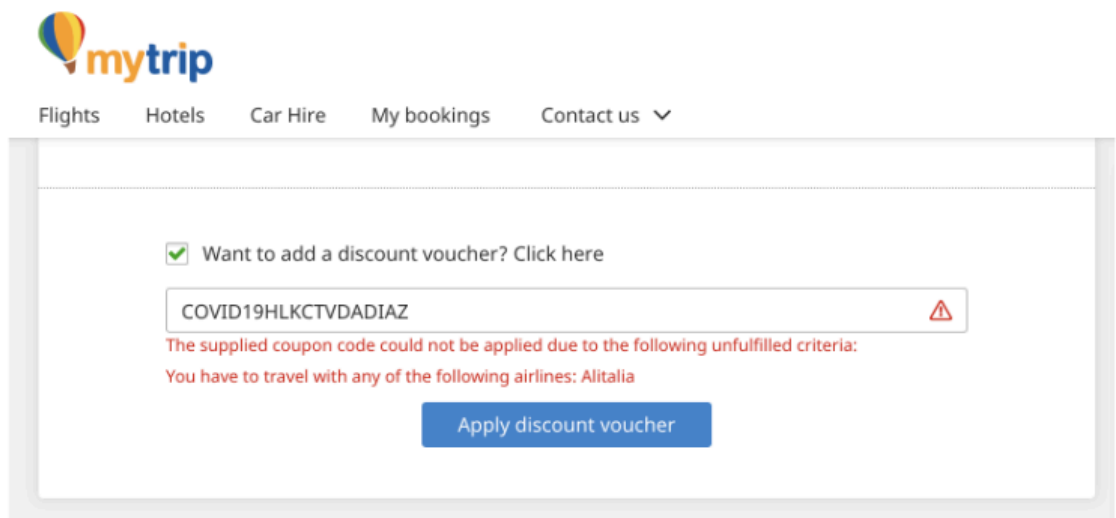
Step 27

■ Solution   Parent step: 3

Answer

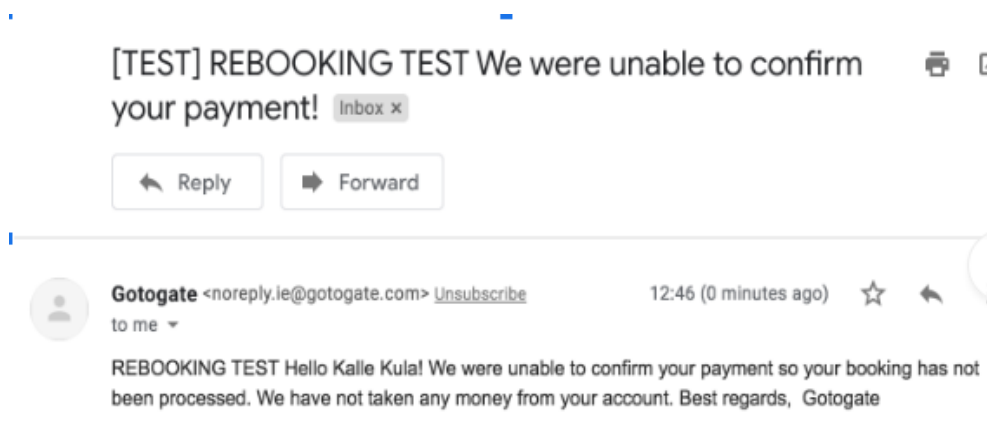Make sure that you have selected the flights based on the criterias mentioned in the received email and try again.

Solution

Answer

Your booking may be rejected for different reasons (lack of availability, price change etc), try to follow the process in order to use your voucher code.

Solution

Answer

1. Agents should push the customers to use the link in the received email and follow the process on their own in order to select the flights that they wish to rebook. In case customer insists agent should assist with rebooking the voucher agent will have to assist with the open ticket routine(Process [here](#)).

Solution

Answer

As long as the flights you select meet the criterias mentioned in the email you received you can rebook your ticket and use your voucher code.