



PKFAR
FL/SC

1. ⓘ PKFAR
2. ⓘ How to submit queries & check answers
3. ⓘ Modify passenger details
4. ⓘ Cancellation
5. ⓘ General information and login
6. ⓘ How to retrieve a PNR
7. ⓘ How to check booking status and PNR history
8. ⓘ Void/ 24h cancellation rule/ voluntary cancellation/ dupe/ GDPR
9. ⓘ Involuntary refund (SC)
10. ⓘ How ETG receive SC notifications
11. ⓘ How to inform passenger about the received SC
12. ⓘ Request for Involuntary full or partially refund
13. ⓘ Ryanair PNRs sold through PKFAR
14. ⓘ Rebooking
15. ⓘ Ancillaries
16. ⓘ Flight Irregularities
17. ⓘ FM - Force Majeure tab
18. ⓘ Name Correction/ change
19. ⓘ Add infant
20. ⓘ Add child
21. ⓘ How to submit queries
22. ⓘ How to search for a request
23. ⓘ Void/ 24h cancellation rule
24. ⓘ Voluntary cancellation
25. ⓘ Schedule Change
26. ⓘ Involuntary Reissue
27. ⓘ Involuntary Refund
28. ⓘ How to inform passenger about the received SC

Step 1 - Starting point



No linked steps

PKFAR

All orders issued through PKFare are marked with the banner below:

PKFare API - Do not contact airline, must be handled by FL

PKFAR

1. General information and login Step 5
2. How to retrieve a PNR Step 6
3. How to check booking status and PNR history Step 7
4. How to submit queries & check answers Step 2
5. Rebooking Step 14
6. Modify passenger details Step 3
7. Cancellation Step 4
8. Ancillaries Step 15

9. Flight Irregularities Step 16

10. Ryanair PNRs sold through Step 13

Step 2



Question

Parent step: 1

How to submit queries & check answers

How to submit queries & check answers

1. How to submit queries Step 21

2. How to search for a request Step 22

Step 3



Question

Parent step: 1

Modify passenger details

Modify passenger details

1. Name correction Step 18

2. Add infant Step 19

3. Add child Step 20

Step 4



Question

Parent step: 1

Cancellation

Cancellation

1. Void/ 24h cancellation rule Step 23

2. Voluntary cancellation Step 24

Step 5



Solution

Parent step: 1

General information and login

Service Channel	Access	Service Time	Service Language
Online customer service	www.PKFAR.com	Air Ticket Consultation: 7*24 Complaints & Suggestion: 10:00-19:00 (Mon-Fri, UTC+8, excluding official holidays)	Chinese English
Email	Aftersale@pkfare.com	7*24	Chinese English

*If you need to escalate your request, please select the "Complaints and Suggestions" channel for consultation.

For order request status "Under review":

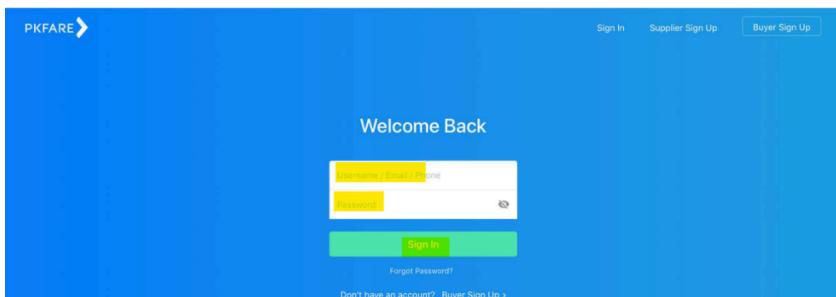
Please contact online customer service on the portal to confirm price within time limit to avoid order cancellation:

1. For flights within 24 hours, contact online customer service within 50 minutes after the order was created.
2. Otherwise, contact the online customer service within 2 hours after order was created.

A request is considered to be urgent if the departure flight is within 72 hours from the date of the request. Please note that whenever we need to apply for a request urgently, we must not guarantee to the customer the date of resolution or the actual result of the request as everything is handled case to case.

1. Open the portal through this [link](#).

2. Login by the registered username and password



* Forgot your password? Click on "Forgot Password" and reset the password accordingly.

* Don't have a user login? Check with your administrator to create a login.

Generally if some of the passengers in the order submit a refund/change/void request, the system will divide/split the PNR automatically.

Step 6

Solution

Parent step: 1

How to retrieve a PNR

Each order number consists of 18 digits

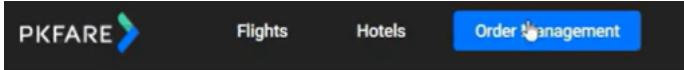
Any request created for the specific order will have its last digits in sequence to the PKFare order number

Original order: 91***01**

Void order: 91***02**

Change order: 91***03**

1. Click the "Order Management" button.



The next page will appear

Flight Order(Origin)				Return	Travel Time	
Order Date: 2023-08-09 10:40:55 UTC+8	Issued	HKG-MEL CX105 MEL-HKG CX104		2023-08-16 00:20~11:15 2023-08-26 14:25~21:45	4	3286.52 USD
Order Date: 2023-08-09 10:21:16 UTC+8	Issued	HKG-MEL CX105 MEL-HKG CX104		2023-08-16 00:20~11:15 2023-08-26 14:25~21:45	4	3100.58 USD
Export				6 Records Totally		

2. Add the order number and remove the "Create Date Start" input as it is filled in by default. Click on "Search"

A screenshot of the same dark-themed web interface as the first one. The 'Order No.' field contains '91*****'. The 'Create Date Start' field is highlighted with a yellow background. The other fields are empty. Below the search bar, the results table shows two flight orders.

The result will appear as per below:

Flight Order(Origin)				Return	Travel Time	
Order Date: 2023-08-22 13:55:05 UTC+8	Issued	HKG-MEL CX105 MEL-HKG CX104		2023-08-30 00:20~11:15 2023-09-13 14:25~21:45	4	3042.88 USD

Retrieve Past date PNR is not available via Portal. Please contact online chat for past date PNR info.

Step 7

Solution

Parent step: 1

How to check booking status and PNR history

Retrieve Past date PNR is not available via Portal. Please contact online chat for past date PNR info.

Bookings can be found after they have been cancelled, if post service requests are raised on PKFARE portal, you can track the status by monitoring the relevant order request.

Step 8

Solution

Parent step: 13

Void/ 24h cancellation rule/ voluntary cancellation/ dupe/ GDPR

ATTENTION

1. When passengers have already contacted the airline to request a refund for their ticket, you can submit a refund request on our portal based on the passenger's refund request (voluntary/involuntary). Please include any relevant information you have, such as The passenger's contact with the airline for refund / The Refund amount / Screenshots, etc. Typically, one refund request is sufficient, and PKFARE will verify the refund results with the supplier based on your request.

- a. Please note that rejections may occur if the airline's policy does not allow refunds, but the passenger has obtained an waiver from the airline, and this information is not included in PKFARE's refund request.

b. In case of any questions regarding rejections, you can always contact PKFARE portal's online chatbox. PKFARE will provide 24/7 online consultation services, and they will provide you with more detailed explanations and necessary assistance.

2. Under the scenario where passengers have not informed you that they have already contacted the airline for a refund, if the ticket is canceled and our supplier detects or receives notification from the airline, PKFARE will send you a ticket abnormality email. You can then confirm with the passenger whether they have requested a refund.

In general, **Void** and **24 hour cancellation rule** are not allowed according to Ryanair policy.

In case the customer has proceeded with a void or 24h cancellation on their own directly with the airline (either on the website of the carrier or through direct contact), it will not be reflected in the portal. So in case you receive a request, where the customer claims they have already requested a refund from the airline, you need to submit a refund request through the portal in order for the consolidator to refund us so that we can process the payout of the amount.

Submit void request

Please submit a void request on the order page, then wait for the update. Void result will depend on the final operation. If the ticket was voided successfully, order status will become "void, to be reimbursed"; otherwise, it will become "void rejected".

1. Click on the "Void" option on the specific order.

2. Select the passenger that requests void, then click "Submit".

Passenger

WANG/WENYUN	Adult	Ticket No. 0011234567890
KUANG/CAIJUN	Adult	Ticket No. 0011234567891

Submit

3. Confirm the void request by cross checking the flight and the passenger selected.

4. PKFARE system will provide the calculation format and the reimbursed total amount, if booking is voided.

5. Click "Confirm" and a void request has been submitted (a new order number (request) is created).

Flight

Jun 28	16:50 - 18:25	ORY - BIA	AF4465	V	Economy
Sep 08	14:05 - 15:45	BIA - ORY	AF4460	R	Economy

Passenger

WANG/WENYUN	Adult	Female
-------------	-------	--------

Void price

1x Service fee	1x Ticketing fee	Payment fee	Dist-Cost
20CNY	190CNY	0CNY	0CNY

Total **-1175 CNY**

Confirm

Agree to the [PKFARE Service Agreement & Privacy Policy](#)

Void Processing

- Once the void request is submitted, the void request will be followed by PKFARE.
- The void order number is per suggested in 2 and a quick copy function is available in 3.
- If booking is voided, then the status in 1 will change.

You can contact the online customer service during the whole process, if you have any doubt.

Void processing ①

Round Trip Paris ✈ Bastia

② Void order 916189710795030302	③ Order date 2021-04-21 11:02:17 UTC+8	PNR MSJQCH	Airline PNR AF/OF7TG5
④ 1 AF 16:50 Mon Jun 28 - 18:25 Mon Jun 28 PAR Paris - BIA Bastia		Details ↴	
⑤ 2 AF 14:05 Wed Sep 08 - 15:45 Wed Sep 08 BIA Bastia - PAR Paris		Details ↴	

Passenger Details ↴

⑥ 1 Adult Female WANG/WENYUN (Last name/Given names)	⑦ Itinerary ↴
--	---------------

For a **voluntary cancellation**, Ryanair has a general non refundable ticket policy so we cannot make any claim on our own. In case the customer has proceeded with a cancellation according to fare rules on their own directly with the airline (either on the website of the carrier or through direct contact), it will not be reflected in the portal.

So in case you receive a request, where the customer claims they have already requested a refund from the airline, you need to submit a refund request through the portal in order for the consolidator to refund us so that we can process the payout of the amount.

In the case of a voluntary cancellation request, you need to add the "Booking ID" (booking ID or PNR), select the option "Refund" and then "Voluntary".

Submit refund request

Step 1:

Click the "Refund" button at the top of the order details page.

Issued Change Refund Void

One Way Bangkok ✈ Chiang Mai

Air order Airline PNR	Order date 2022-12-01 23:50:37 UTC+8	PNR View PNR
1 AF 16:05 Sun Dec 04 - 17:20 Sun Dec 04 BKK Bangkok - CNX Chiang Mai		Details ↴

Passenger Details ↴

1 Adult Female [REDACTED] (Last name/Given names)	Itinerary ↴			
Date of birth 1967-11-28	ID number	ID expiry date	Nationality TH	Ticket No. [REDACTED]

Step 2:

Choose the passengers and the refund reason. Multiple passengers can be selected at one time, but the passenger who has already submitted the change, refund, or void request is not available for refund, and you can view the relevant order details by clicking the order

number behind the ticket number.

Refund Order 918050814271118393-1

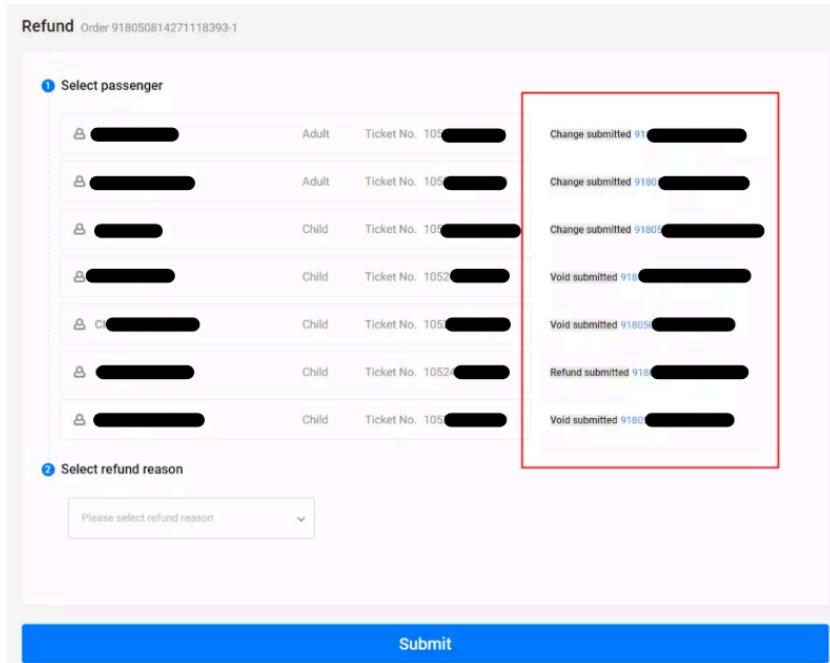
① Select passenger

Adult	Ticket No. 1051 [REDACTED]	Change submitted 91 [REDACTED]
Adult	Ticket No. 1052 [REDACTED]	Change submitted 9180 [REDACTED]
Child	Ticket No. 1051 [REDACTED]	Change submitted 9180 [REDACTED]
Child	Ticket No. 1052 [REDACTED]	Void submitted 9180 [REDACTED]
Child	Ticket No. 1051 [REDACTED]	Void submitted 9180 [REDACTED]
Child	Ticket No. 1052 [REDACTED]	Refund submitted 9180 [REDACTED]
Child	Ticket No. 1051 [REDACTED]	Void submitted 9180 [REDACTED]

② Select refund reason

Please select refund reason

Submit



There are 5 reasons PKFare provides for a refund.

- 1) Voluntary. Do not need to upload a certification file.
- 2) Flight Reschedule / Cancellation. Flight reschedule or cancellation certification is required. If PKFARE informs you of the schedule change before, you can skip the supporting document step.
- 3) Refund due to medical reasons:
 - Medical certification.
 - Doctor's certification of inability to board.
 - Receipt of hospital expenses of 300 CNY or above.
 - Passenger's passport copy
 - Certification of relationship if the others fell ill or died.
- 4) Refund due to visa refusal. A complete rejection certification with the embassy seal is required.
- 5) Others. Other reasons for refund not mentioned above.

② Select refund reason

Voluntary

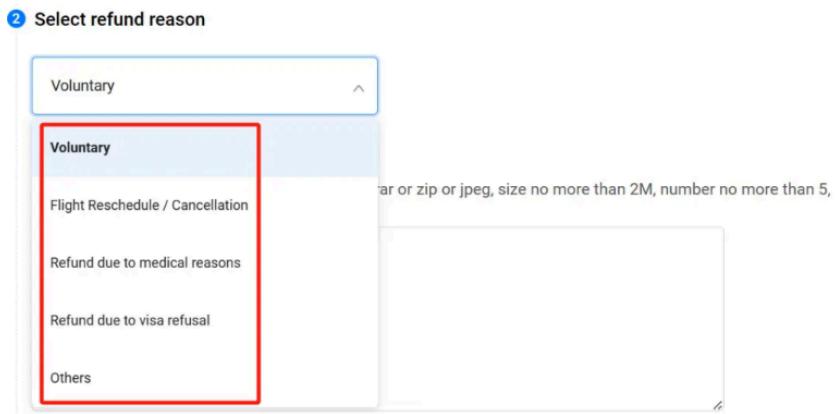
Voluntary

Flight Reschedule / Cancellation

Refund due to medical reasons

Refund due to visa refusal

Others



If the booking has been cancelled before departure time, click "Cancelled reservation before departure".

③ By checking this option, it indicates reservation of whole itinerary has been canceled before flight departure. Refund amount will be quoted base on 'unused ticket'. If airline verified the ticket has been used or partially used, the actual refund amount will be refer to the final result after airline refunded. Itinerary is partially canceled is not applicable for checking this option.

Canceled reservation before departure ①

Upload certification file jpg or png or rar or zip or jpeg, size no more than 10M, number no more than 20,

Remarks, you can describe the refund reason, etc.

Step 3:

After filling in the contact details, please click the "Submit" button.

③ Contact

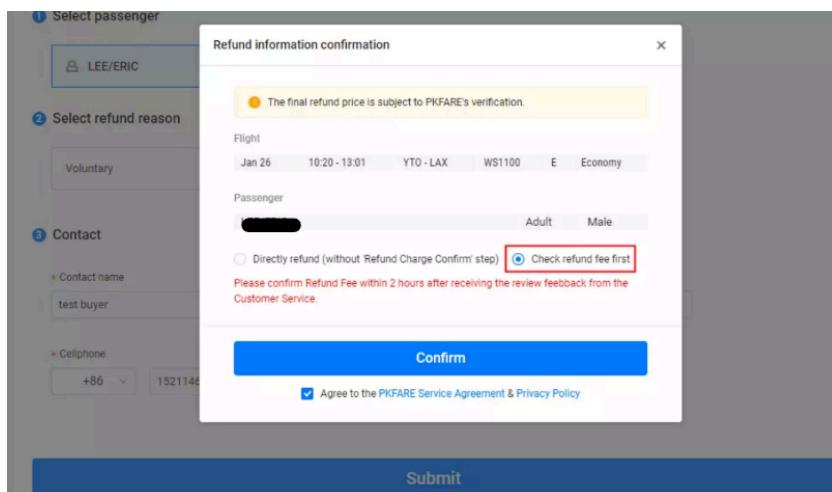
Contact name	Email
Customer Service	[REDACTED]
Cellphone	
+86	[REDACTED]

Submit

Scenario 1:

For voluntary refund, you have two ways to submit the refund order.

1) "Check refund fee first": It means the passenger wants to check the residual before deciding to proceed with a refund.



(a) After you click "Confirm", a refund pricing order will be generated. Our staff will verify the refund charges for you and the order status is "Refund Pricing". At this time, the refund pricing order can be found in the order pool of "refund pricing", "under review". You can also check the refund pricing record on the order details page of the original booking.

Refund Pricing

One Way Hong Kong → Bangkok

Refund Pricing Order 169 Order date 2023-08-03 14:38:05 UTC+8 PNR [REDACTED] Airline PNR [REDACTED]

22:10 Sat Aug 26 - 23:50 Sat Aug 26 2h 40m Details

HKG Hong Kong - BKK Bangkok

Passenger

1 Adult Female [REDACTED] (Last name/Given names) Itinerary

Date of birth 1990-08-23 ID number [REDACTED] ID expiry date 2024-03-17 Nationality CN Ticket No. [REDACTED] issued

PNR List

Pack Up

Segment	Flight	PAX Name(PTC)	Gender	PNR	Airline PNR	TKT Number
HKG-DMK	FD503	[REDACTED]	Female	[REDACTED]	[REDACTED]	[REDACTED]

PKFARE Home Order Management

Order Management

Flight orders

All orders To be paid (0) PKFARE reviewing (4) PKFARE processing (0) To be confirmed (0) To be reimbursed (0)

Reservation,under review (0) Change,under review (16) Refund,under review (18) Refund pricing,under review (6)

Refund pricing order no. [REDACTED] ticket order no. [REDACTED]

Hotel orders

Item Name	Product Type	Travel	Travel Time	Passenger	Amount	Status
[REDACTED]	[REDACTED]	[REDACTED]	2023-08-03 22:18 - 23:50	Adult(x)	40.16	Refund Pricing, Under review

ICN-HKG U0631 Female [REDACTED]

ICN-HKG U0631 Female [REDACTED]

ICN-HKG U0631 Male [REDACTED]

Service standard Fare rules Free baggage

Aftersales inquiry

- 169 Refund Pricing CreatedTime2023-06-19 16:55:13 +0800 View Detail
- 169 Canceled CreatedTime2023-06-19 14:38:37 +0800 View Detail

Contact

Contact Name	Email	Phone
roy	[REDACTED]	[REDACTED]

(b) Once the refund pricing is verified, the order status will switch to "Refund Priced". There is a 2-hour countdown for you to confirm the refund quotation.

- If the passenger confirms to proceed with the refund, click "Confirm" and a refund order will be generated. Meanwhile, our system will delete PNR & cancel the seat automatically, and deliver the refund request to the airline.

Refund Priced

Round Trip Hong Kong ⇔ Bangkok

Refund Pricing Order 169 Order date 2023-09-05 15:56:25 UTC+8 PNR [REDACTED] Airline PNR [REDACTED]

22:10 Thu Sep 14 - 23:50 Thu Sep 14 1h 40m Details

HKG Hong Kong - BKK Bangkok

Passenger

1 Adult Female [REDACTED] (Last name/Given names) Itinerary

Date of birth 1992-10-13 ID number [REDACTED] ID expiry date 2029-10-10 Nationality CN Ticket No. [REDACTED] issued

PNR List

-69.57 USD

激活 Windows 转到设置以激活 Windows.

Refund processing

According to current epidemic situation of coronavirus (COVID-19), some airlines have extended refund time or refund on voucher (EMD) or mileage etc. Please refer to the official website of each airline for subsequent updates before booking. We appreciate your support and understanding!

Round Trip Hong Kong ⇄ Bangkok

Refund order 91674	Order date 2023-09-05 16:04:14 UTC+8	PNR [REDACTED]	Airline PNR [REDACTED]
-----------------------	---	-------------------	---------------------------

Flight: 22:10 Thu Sep 14 - 23:50 Thu Sep 14 (1h 40m) HKG Hong Kong - BKK Bangkok Details

Passenger

Adult Female [REDACTED] (Last name/Given names)	Itinerary
Date of birth 1992-10-13	ID number [REDACTED]
ID expiry date 2029-10-10	Nationality CN
Ticker No. [REDACTED]	Issued [REDACTED]

Refund

(The final refund price is subject to PKFARE's verification.)

1 x Adult	100 USD
Refund fee per adult	100 USD
Non-refundable per adult	0 USD
1 x Service fee	8 USD
1 x Ticketing fee	0 USD

-69.57 USD

- If the passenger changes their mind, please click "Cancel" to cancel the refund pricing order and the passenger can still use the original ticket to travel. If you fail to do any action within the countdown time, the system will cancel this record automatically as well.

2) "Directly Refund": If you choose this option, the refund process will proceed directly, regardless of the residual refundable amount. The system will cancel the PNR automatically.

Refund information confirmation

The final refund price is subject to PKFARE's verification.

Flight: Jan 26 10:20 - 13:01 YTO - LAX WS1100 E Economy

Passenger: [REDACTED] Adult Male

Directly refund (without 'Refund Charge Confirm' step) Check refund fee first

If you choose to Directly Refund, regardless of whether it is refundable or not, the system will cancel the PNR automatically. If you only check the refund fee, please do not select this option.

Confirm

Agree to the [PKFARE Service Agreement & Privacy Policy](#)

(a) After clicking "Confirm", a refund order will be generated and the order status is "Under review" which means our staff is working on the verification of refund charges and eligibility.

Under review

One Way Toronto → Los Angeles

Refund order 91674	Order date 2023-01-03 18:20:31 UTC+8	PNR [REDACTED]	Airline PNR [REDACTED]
-----------------------	---	-------------------	---------------------------

Flight: 10:20 Thu Jan 26 - 13:01 Thu Jan 26 (2h 41m) YTO Toronto - LAX Los Angeles Details

Refund

(The final refund price is subject to PKFARE's verification.)

1 x Adult	To be verified
Refund fee per adult	To be verified
Non-refundable per adult	To be verified

(b) If the ticket is eligible for a refund, our staff will approve the refund request and the order status will transfer to "Refund Processing". You can also access the refundable amount but please note that the exact refundable amount shall be subject to the final return from the airline. Our quotation is only for your reference.

Refund processing

One Way Toronto → Los Angeles

Refund order 91674	Order date 2023-01-03 18:20:31 UTC+8	PNR [REDACTED]	Airline PNR [REDACTED]
-----------------------	---	-------------------	---------------------------

Flight: 10:20 Thu Jan 26 - 13:01 Thu Jan 26 (2h 41m) YTO Toronto - LAX Los Angeles Details

Refund

(The final refund price is subject to PKFARE's verification.)

1 x Adult	60 USD
Refund fee per adult	60 USD
Non-refundable per adult	0 USD
1 x Service fee	8 USD
1 x Ticketing fee	3 USD

-88.04 USD

(c) If the ticket has been refunded by the airline, PKFare will update the order status. They will also send an email notification to the email address you key in the contact details.

Refund, to be reimbursed

One Way Toronto → Los Angeles

Refund order: 91 Order date: 2023-01-03 18:20:31 UTC+8 PNR: [REDACTED] Airline PNR:

Flight: 10:20 Thu Jan 26 - 13:01 Thu Jan 26 Duration: 2h 41m Details ▾

Refund
(The final refund price is subject to PKFARE's verification.)

1 x Adult	60 USD
Refund fee per adult	60 USD
Non-refundable per adult	0 USD
1 x Service fee	8 USD
1 x Ticketing fee	3 USD

-88.04 USD

In general it is not possible for us to claim a refund due to **dupe** or due to **GDPR** when it comes to Ryanair. In case the customer has made the claim on his own directly with the airline, you are required to submit the request through the portal as per the voluntary cancellation.

Step 9



Parent step: 13

Involuntary refund (SC)

PK Fare Consolidator (via Tripstack)

General Guidelines	Click here for the login details: PKFARE
How we receive the SC notifications?	Schedule change notifications from carrier are: - send via email to OTRs directly to customer - send via email to OTRs for manual handling in SC-inbox
What ETG is responsible to handle?	Non-VI We handle all schedule changes that occurred up to 24 hours from departure from Edvin Workmode, but agent should always check and remove it from any other queue. VI We handle all schedule changes, and agent should always remember to remove them from any other queue, before handling.
How ETG handle the SC notification ?	Check the link for the handling via Phone SC task Check the link for the handling via Chat SC task Check the link for the handling via Email SC task Check the link for the handling via SC WM task: SC Description Manual handling
If the agent is not trained on SC handling, follow the below:	If customer, contact us for rebooking or refund due to schedule change, and there is no information under Edvin: 1. Open the booking via airline portal 2. Check if there is a schedule change. 3. Transfer the call to SC Q based on the division: FL/SC Genesys Qs to transfer an interaction and checklist

Involuntary refund (SC)

1. How ETG receive SC notifications Step 10
2. How to inform passenger about the received SC Step 11
3. Request for Involuntary full or partially refund Step 12

Step 10



Parent step: 9

How ETG receive SC notifications

ETG will get the notifications via OTRs tab, in the SC-inbox folder, where agents need to pick up the case and handle manually.

Step 11



Parent step: 9

How to inform passenger about the received SC

Please check [Schedule change description](#) page.

Note that PKFare is a consolidator, so we apply a request and the representative will make the changes on the airline's website.

Step 12



Parent step: 9

Request for Involuntary full or partially refund

In order to apply the request via portal, select Refund option:

"Flight Rescheduled/Cancellation

Note that a file needs to be added if we did not get any notifications from PK Fare about this change, but we got it from airline.

Under Review: Checking within 2-3 hours.

Refund Processing: Eligible for refund and the consolidator submit the request to the provider. So it is pending from airline.

Refund processing

Round Trip Hong Kong ✈ Bangkok

Refund order Order date PNR Airline PNR
917031553695602303 2023-12-21 19:19:59 UTC+8 F3J1XI

Flight Details:

- 16:25 Mon Jan 08 - 18:30 Mon Jan 08 (3h 5m) HKG Hong Kong - BKK Bangkok
- 12:00 Fri Jan 12 - 15:45 Fri Jan 12 (2h 45m) BKK Bangkok - HKG Hong Kong

Passenger:

Refund:
(The final refund price is subject to PKFARE's verification.)

1 x Adult	To be verified
Refund fee per adult	To be verified
Non-refundable per adult	To be verified

Refund to be reimbursed: The consolidator review the case and calculate the amount. So this is the final amount that will be refunded to us:

Refund, to be reimbursed

Round Trip Hong Kong ✈ Bangkok

Refund order Order date PNR Airline PNR
917031553695602303 2023-12-21 19:19:59 UTC+8 F3J1XI

Flight Details:

- 16:25 Mon Jan 08 - 18:30 Mon Jan 08 (3h 5m) HKG Hong Kong - BKK Bangkok
- 12:00 Fri Jan 12 - 15:45 Fri Jan 12 (2h 45m) BKK Bangkok - HKG Hong Kong

Refund:
(The final refund price is subject to PKFARE's verification.)

1 x Adult	0 USD
Refund fee per adult	0 USD
Non-refundable per adult	0 USD

Ticketing fee: 12.21 USD

-160.72 USD

Select "request refund pricing" if there is a need to calculate the refundable amount:

Passenger:

Adult Female YANG/TIF
Date of birth 1990-08-23 ID number ED7700466

Contact:

Contact Name Yuki Zhang
Email michelle.gong@pkfare.com;zijun.c 18745631245
Phone hen@pkfare.com

Request manual verification:

Directly refund (without Refund Charge Confirm step)
 Check refund fee first
Request refund pricing for manual verification. Please confirm Refund Fee as soon as possible after receiving the review feedback from the Customer Service

The refund penalty shall be 60USD.

Agree to the PKFARE Service Agreement & Privacy Policy

Refund Fees:

Fee Type	Fee Amount
Refund fee per adult	84.74 USD
Non-refundable per adult	0 USD
Refund fee per child	0 USD
Refund fee per infant	0 USD
Total Refund Fee	12.21 USD
Total Non-refundable Fee	0 USD

-75.98 USD

Confirm Refund

ATTENTION

- When passengers have already contacted the airline to request a refund for their ticket, you can submit a refund request on our portal based on the passenger's refund request (voluntary/involuntary). Please include any relevant information you have, such as The passenger's contact with the airline for refund / The Refund amount / Screenshots, etc. Typically, one refund request is sufficient, and PKFARE will verify the refund results with the supplier based on your request.
 - Please note that rejections may occur if the airline's policy does not allow refunds, but the passenger has obtained an waiver from the airline, and this information is not included in PKFARE's refund request.
 - In case of any questions regarding rejections, you can always contact PKFARE portal's online chatbox. PKFARE will provide 24/7 online consultation services, and they will provide you with more detailed

explanations and necessary assistance.

2. Under the scenario where passengers have not informed you that they have already contacted the airline for a refund, if the ticket is canceled and our supplier detects or receives notification from the airline, PKFARE will send you a ticket abnormality email. You can then confirm with the passenger whether they have requested a refund.

Step 13



Question

Parent step: 1

Ryanair PNRs sold through PKFARE

Ryanair does not provide support to travel agencies. Agents can never contact Ryanair - not by phone, chat, email or in any way and not even on behalf of the customer.

If you cannot handle it on the airline's website, refer them to contact Ryanair directly.

For our cooperation with PKFARE, it has been decided that we will sell Ryanair and handle it as per our normal routines for LCC and Special handling LCC, except for the cases where voluntary and involuntary refund has been requested.

This means that you can access and handle the PNRs through the airline's website and according to the possible processes that you are allowed to finalize without getting in contact with PKFARE at any point. It is also important to say that in case we are unable to proceed with the customer's request it is possible to refer him to the airline in order for him to complete the request. The processes for which you need to follow the usual approach for LCCs are the below, so please click on the link per process in order to check the relevant guidelines.

- [Rebooking](#)
- [Name correction/Name change](#)
- [New ticket](#)
- [SC Rebooking](#)
- You can also add ancillaries only through the airline's website as per normal routine

As you are already aware there might be instances where verification of the passenger is requested from Ryanair. The customers are provided with all the relevant information during the booking creation as well as through MYP. In case you stumble upon such cases you can advise the customer to proceed with the verification and then contact us again to try to assist further in the request. For any of the known ongoing issues you can always advise the guidelines [here](#).

Ryanair PNRs sold through PKFARE

1. [Void/ 24h cancellation rule/ voluntary cancellation/ dupe/ GDPR](#) Step 8

2. [Involuntary refund \(SC\)](#) Step 9

Step 14



Solution

Parent step: 1

Rebooking

Always raise a ticket change request on PKFARE Portal. PKFare will provide the pricing accordingly. If pax accepts the total price, just simply click confirm and PKFARE will proceed the change accordingly.

After the price quotation is provided, you will have 30 minutes to proceed with the payment. So amend your payment links accordingly.

Any response will be provided within the timeframe of 2 hours from the time that the request was posted.

Submit rebooking (change) request

1. Please submit Voluntary/Involuntary change request on page of "Order Management" (involuntary Change needs to upload certification and remarks, before "Submit")
2. PKFARE will review the request and revert the change quotation/ pricing in the system.(Quotation)

3. The order status will change to "To be Paid". You will have 30 mins to accept the quotation and click "Pay"(even for a free change request) or choose to cancel. If you do not respond in 30 mins, the request will be cancelled automatically.

4. Order status will become "Changed" once reissue is done. You can check new tickets and download itinerary on the order details page.

The screenshot shows the PKFare portal interface for a flight change request. It includes sections for selecting passengers, journeys, change reasons, travel dates, cabin classes, and finally selecting a flight. A red arrow points to the 'Select flight' button at the bottom.

1. Click on the "Change" option on the specific order.

2. Fill in the change request form. Select passenger, journey for change, new travel dates, cabins that you want to change and your change reason.

The new flights can be found either from the airline's website or from the 1st page of PKFare portal.

3. Click "Select flight" to the next step.

* Please do not select the passenger whose line is greyed out. This passenger had submitted another request previously and the corresponding order number is also displayed.

Select change reason

The screenshot shows a dropdown menu for selecting a change reason. It includes options like 'Voluntary' (marked with a red circle), 'Flight Reschedule / Cancellation' (marked with a red circle), 'Reissue due to medical reasons', 'Reissue due to visa refusal', and 'Others'.

When selecting a change reason, you can choose voluntary or select the related involuntary reason according to the actual situation.

1. Voluntary change request is calculated per fare rule by PKFare and doesn't need supporting documents.

2. Involuntary change request is subject to airlines' approval. It's mandatory to upload supporting documents and remarks are welcomed. The supporting documents will be sent to the airline and it will be the airline that determines, if the request is approved, rejected or if extra supporting documents are needed.

③ Select change reason

Flight Reschedule / Cancellation

Upload certification file jpg or png or rar or zip, size no more than 2M, number no more than 5. ③

flight cancelled.png ①

flight cancelled,involuntary change ④

Tips for Supporting documents

1. Recommended in English
2. Passport Copy is always mandatory as for involuntary requests
3. For uploading Medical related document, if the passenger cannot travel due to their own medical reasons: the document need to specify the symptom and better indicate the inability to board or travel, with Hospital/clinic's letterhead and seal (in some special scenarios airline requires payment record/expense record for the hospital/clinic).

If the passenger cannot travel due to their family's medical reason it is mandatory for a supporting document to be provided, indicating the relationship is needed besides the patient's medical related document requirement)

Next, you have two methods to select your new flight. For the first method:

1. You can select the flight and RBD on the web-page.

2. Click "Select" to move to the next step.

1 ORY Orly Airport Departure: Jun 29 13:00 Flight No.: AF4463 Booking code: Q Selecting

2 BIA Poretta Airport Arrival: Jun 29 14:35

AF AF 4742 NCE 50m BIA K9 L9 Q9 T9 E9 N9 R5 V5 X9 00 H9

Air France 13:00 14:35 P9 F9 A9 W9 S9 Y9 B9 D9 M9 AF 4463 ORY 1h 35m BIA U9 K9 H9 L9 D9 T9 E9 N0 R0 V0 X0

1./2. Confirm the change request by cross checking the flight and passenger that wants to proceed with this change.

3. Click "Confirm" and a change request has been submitted (a new order number (request) is created).

Change information confirmation

Flight

Jun 29	13:00 - 14:35	ORY - BIA	AF4463	E
Sep 08	14:05 - 15:45	BIA - ORY	AF4460	R

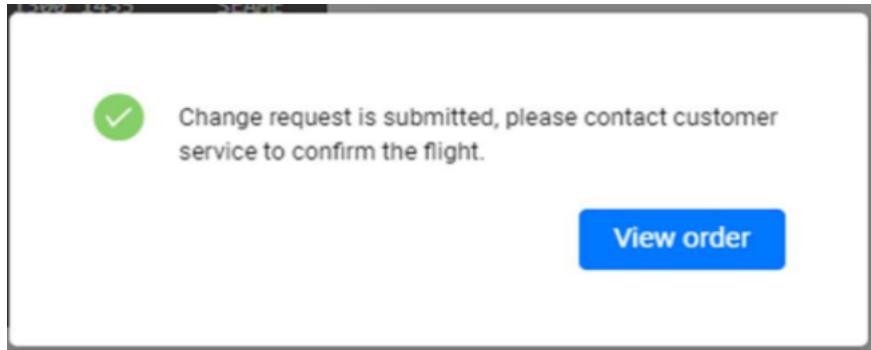
Passenger

KUANG/CAIJUN	Adult	Female
--------------	-------	--------

Confirm ③

Agree to the [PKFARE Service Agreement](#) & [Privacy Policy](#)

Flight Change - Under Review



- After confirmation, there's a pop-up window. You can click "View order" to see the change order number (request) and detailed information.
- Once the change request is submitted, it will be followed by PKFARE, with the status "Under review".
- The change order number (request) is suggested in 1.
- Before paying, you can click "Cancel", if the customer changed his mind.

The screenshot shows a "Under review" status. Below it, flight details for a "Round Trip Paris ⇄ Bastia" are listed. A red box highlights the "Change order" number: 916189. A red arrow points to the "Cancel" button.

Change To Be Paid

The screenshot shows a "To be paid" status. It lists flight details: Order Date: 2021-04-22 16:42:30 UTC+8; Flight: ORY-BIA AF4462; Return: BIA-ORY AF4460; Travel Time: 2021-04-23 09:25~11:00 and 2021-09-08 14:05~15:45. A red box highlights the "Change, to be paid" status. A red arrow points to the "Pay" button. Navigation controls show page 1/1.

Round Trip Paris ⇄ Bastia

The screenshot shows flight details: Order date: 2021-04-22 16:42:30 UTC+8; PNR: 916189; Airline PNR: View PNR. It lists two flights: AF 09:25 Fri Apr 23 - 11:00 Fri Apr 23 (PAR-BIA) and AF 14:05 Wed Sep 08 - 15:45 Wed Sep 08 (BIA-PAR). A red box highlights the flight details. To the right, a "Change" section shows a breakdown of costs: 1 x Adult (300 CNY), Change fee per adult (100 CNY), Ticket difference per adult (200 CNY), 1 x Service fee (50 CNY), Total (350 CNY). A red box highlights the total amount: 350 CNY.

- After submission, you need to contact online customer service to check the additional change fee. When you agree with the change fee, the customer service will inform you to pay and the payment deadline.
- 2/3. You can click "Cancel" if the customer changes his mind. Click "Pay" to finish payment and then your request turns to change processing status.
4. Change order request number
5. New flight details
6. Breakdown of the cost
7. Total amount to be paid

You can contact the online customer service during the whole process, if you have any doubt.

Step 15



Solution

Parent step: 1

Ancillaries

PKFare only supports baggage addition as ancillary fulfilment through the portal. As a result you can try to add any other ancillaries directly through the respective airline's website as per the normal process.

Only in case adding any ancillary services is not possible through the airline's website, then you may follow the link below:

http://pkfare.udesk.cn/im_client/feedback_tab/new.html?form=7&language=en-us

PKFARE will verify and reply with the result by email. If you confirm to add baggage, please create a new request and contact online customer service to modify the price.

If voluntary change is permitted, ancillaries will be carried forward to the updated schedule depending on the airline.

For voluntary refund, ancillaries are non-refundable.

Please note that the consolidator cannot provide specific guidelines as the possibilities depend on each carrier's policy, so every request is considered to be case to case policy and we need to apply for a request for ancillary transfer in case of voluntary or involuntary rebooking. Kindly bear in mind that this applies ONLY for the ancillaries added through the consolidator and not for ancillaries that we have added directly through the airline's website.

Step 16



Question

Parent step: 1

Flight Irregularities

PK Fare Consolidator (via TS)

General guidelines	<ul style="list-style-type: none">Schedule change notifications<ul style="list-style-type: none">- send via TS API to Edvin/ SC WorkmodeWe handle all schedule changes that occur up to 24 hours from departure from OTRs, but agent should always check and remove it from any other queue.Handling flow: Can be checked from SC Description - Manual handling.
Login and manage booking	Information on how to retrieve a PNR can be found here
Phone, email or chat agent flow	<p>If customer, contact us for rebooking or refund due to schedule change, and there is no information under Edvin OTRS tab:</p> <ol style="list-style-type: none">1. Open the booking on OTRs2. Check if there is a schedule change: If yes, Place the Order on the support queue using the Register Errand- Send to support function If not, please place on regular support.

For more information about the general manual handling flow, please visit [Schedule change description](#) page.

Flight Irregularities

1. Schedule Change tab

Step 25

Step 17



Parent step: 16

FM - Force Majeure tab

We are never allowed to refer the customer to the airline

Make sure to review the travel alert page for updates.

It is case to case policy depending on the airline

To check the request with PK Fares, Follow the guidelines here for [Invol Rebooking](#) and [Invol Refund](#).

Step 18



Parent step: 3

Name Correction/ change

Always raise a ticket change request on PKFARE Portal. PKFare will provide the details for the request according to the airline's policy.

For name/gender correction, it is mandatory to provide passport copy, correct format of name Name/gender and any other proof documentation that might be required (eg in case of name change due to marriage or divorce, the consolidator will need the relevant document) translated in English.

Contact details of the customer cannot be changed through the portal.

[Submit Pax Info Modification Request](#)

Round Trip Hong Kong ✈ Seoul

Air order 9168-501 Order date 2023-05-15 16:28:14 UTC+8 PNR 6 Airline PNR OZ/6

View PNR

Flight 1: 00:30 Sun May 28 - 05:10 Sun May 28 (3h 40m) HKG Hong Kong - SEL Seoul Details

Flight 2: 19:50 Fri Jun 16 - 22:30 Fri Jun 16 (3h 40m) SEL Seoul - HKG Hong Kong Details



Change Air order 9168-501

Change flight Change passenger info

Select passenger

Adult	Ticket No:	Void submitted 9168-07503
Child	Ticket No:	

1. Click on the "Change" option on the specific order.

2. Select the passenger that you want to change.

* Multiple passengers can be selected, but the passenger who has already submitted the change, refund, or void request is not available for a name change, and you can view the relevant order details by clicking the order number behind the ticket number.

⑤ Select change content

1. Adult: [REDACTED] tabai

Select change content

Change content is required

2. Child ouyang/xiaobai

Change name

Change gender

Change date of birth

Change ID

Please enter the correct information below.

* Given names (First name & Middle name) e.g. Mary Isabelle

* Last name e.g. Smith

* Gender Select

* Date of birth DD MM YYYY

* Nationality Select

* ID type Select

* ID number DD MM YYYY

* ID expiry date DD MM YYYY

Upload certification file jpg or png or rar or zip or jpeg, size no more than 2M, number no more than 9, [Requirement of certification file](#)

Remarks, you can describe the change reason, etc. 0 / 500

3. Select the change content to the next step.

- Choose change options for every selected passenger. You can choose to change name, change gender, change date of birth or change ID information. Each one could select different options.
- Input the correct information in the corresponding input box. For example, if you'd like to change names, you should input the correct given name and last name.
- Upload certification. Please upload Passport or Passport scanning copy for change passenger info. And if you have any questions or requirements, you can add remarks.

Please enter the correct information below.

* Nationality China(CN)

* ID type Passport

* ID number E1-[REDACTED]

Change information confirmation

Current	Change	Gender	Date of Birth	Nationality	Type	Number	Expiry Date
[REDACTED] dabai	[REDACTED] /Testnewname	Male	1990-01-01	CN	Passport	[REDACTED]	2077-01-01
[REDACTED]	[REDACTED]	Male	1990-01-01	CN	Passport	[REDACTED]	2077-01-01
[REDACTED] /xiaobai	[REDACTED] xiaobai	Male	2020-01-01	CN	Passport	[REDACTED]	2077-07-07
[REDACTED]	[REDACTED]	Male	2020-01-01	CN	Passport	E1-[REDACTED]	2030-11-11

Confirm

Agree to the [PKFARE Service Agreement & Privacy Policy](#)

Contact

* Contact name [REDACTED]

* Email [REDACTED]

4. Double confirm your change information

- After clicking "Submit", a pop-up window will display both the new and current passenger information. The information to be changed will be highlighted in red.
- Click 'Confirm' to create one order for changing passenger info.

Under review

[Cancel](#)

Round Trip Hong Kong ⇄ Seoul

Change order Order date PNR Airline PNR
9100000006 2023-07-12 15:47:44 UTC+8 [View PNR](#)

① 1 00:30 Sun May 28 - 05:10 Sun May 28 3h 40m [Details](#)
HKG Hong Kong - SEL Seoul

② 1 19:50 Fri Jun 16 - 22:30 Fri Jun 16 3h 40m [Details](#)
SEL Seoul - HKG Hong Kong

Passenger

[Details](#)

① Adult	Male	ouyang/dabai	(Last name/Given names)
Date of birth	ID number	ID expiry date	Nationality Ticket No.
1990-01-01	██████████	2077-01-01	CN
② Child	Male	ouyang/xiaobai	(Last name/Given names)
Date of birth	ID number	ID expiry date	Nationality Ticket No.
2020-01-01	██████████	2077-07-07	CN

5. Process Change passenger Info:

After the change request is submitted, the order status will switch to "Under review". Our specialists will follow up on your change request and offer change quotation/ pricing.

Contact

Contact Name Email Phone
██████████ ██████████ ██████████

After-sale reason

Change Content

1. ADULT ouyang/dabai

Change Content: [Change name](#)
Correct Name: ouyang/Testnewname

2. CHILD ouyang/xiaobai

Change Content: [Change ID](#)
Correct ID: CN/██████████

Certification File

If the uploaded files change, please inform online customer service to pay attention to this so that PKFARE can deal with it as soon as possible.

[Upload certification file](#) jpg or png or rar or zip or jpeg, size no more than 2M, number no more than 5.

[Requirement of certification file](#)

0.0 PNG

6. Check the change content

*You can check the changed content on the change order detail page. Scroll down to the 'After-sale reason' section, where you can see the specific modification information you submitted.

Pax Info Modification – To be paid

7. To be paid: *After PKFARE fills in the quotation, the order status will switch to "To be paid" and there is a 30-minute confirmation countdown in general.

If the passenger confirms to proceed with the change request, click "Pay" to complete the payment. If the passenger does not want to change, click "Cancel" to cancel this change request and the passenger can use the original ticket to travel.

If no action is taken within the specified time, the request will be cancelled automatically after the countdown is over.

To be paid

Time left to pay
30 min 0 sec

[Cancel](#)

[Pay](#)

Round Trip Hong Kong ⇔ Seoul

Change order
91 [REDACTED] 7506 [REDACTED]

Order date
2023-07-12 15:47:44 UTC+8

PNR
[REDACTED]

Airline PNR

Change passenger info.

[View PNR](#)

1	7	00:30 Sun May 28 - 05:10 Sun May 28	🕒 3h 40m	Details ↴
2	7	19:50 Fri Jun 16 - 22:30 Fri Jun 16	🕒 3h 40m	Details ↴

Passenger

[Details](#) ↴

1 Adult Male [REDACTED] /jabai (Last name/Given names)

Date of birth ID number ID expiry date Nationality Ticket No.
1990-01-01 [REDACTED] 2077-01-01 CN

2 Child Male [REDACTED] /xiaobai (Last name/Given names)

8. Change Processing

Once you make the payment, the order status will switch to "Change Processing", which means our specialists will work on this request.

After the ticket has been reissued, PKFare will fill in the new ticket number and PNR. The order status will be "Issued".

Change processing

One Way Vancouver → Kelowna

Change order
916 [REDACTED] 04 [REDACTED]

Order date
2023-09-25 11:58:45 UTC+8

PNR
[REDACTED]

Airline PNR

[Change passenger info.](#)

1	[REDACTED]	14:00 Tue Sep 26 - 14:57 Tue Sep 26	🕒 57m	Details ↴
		YVR Vancouver - YLW Kelowna		

Passenger

[Details](#) ↴

1 Adult Female [REDACTED] /YUKI (Last name/Given names)

Date of birth ID number ID expiry date Nationality Ticket No.
2000-10-21 [REDACTED] 2056-01-10 CN

Step 19

Solution

Parent step: 3

Add infant

Contact online chatbox for further assistance.

Please fill in the link below:

http://PKFARE.udesk.cn/im_client/feedback_tab/new.html?form=9&language=en-us

You need to forward the passport of the infant and PKFARE will verify and reply with the result by email. If you confirm to add infant, please create a new order and contact online customer service to modify the price.

Step 20

Solution

Parent step: 3

Add child

If you book a ticket for a child separately, the child shall be identified as an adult when you create the order. Contact the online customer service to check the price, modify order and provide the adult ticket number for revalidation.

Step 21

Solution

Parent step: 2

How to submit queries

After you have retrieved the booking on the consolidator's portal you can find the options below:

The screenshot shows a flight booking summary for a round trip from Paris to Bastia. At the top, there are three buttons labeled 'Change' (with a red '1'), 'Refund' (with a red '2'), and 'Void' (with a red '3'). Below the buttons, the flight details are listed: Air order 9161, Order date 2021-04-21 10:11:19 UTC+8, PNR N [REDACTED] View PNR, Airline PNR AF [REDACTED]. The itinerary includes two flights: ① AF 16:50 Mon Jun 28 - 18:25 Mon Jun 28 PAR Paris - BIA Bastia and ② AF 14:05 Wed Sep 08 - 15:45 Wed Sep 08 BIA Bastia - PAR Paris. Below the itinerary, a passenger section shows one adult female named CAIJUN, born 1967-05-25, with ID number [REDACTED], ID expiry date 2026-05-03, nationality CN, and ticket number 0011 [REDACTED] issued. At the bottom, there are three buttons: 'Service standard', 'Fare rules' (highlighted with a red box), and 'Free baggage'.

1. Click on the request options listed ("Change", "Refund", "Void"). Three options are available in the portal.
2. Please refer to the fare rules before submitting the related request in order to avoid unnecessary communication. Click on the "Fare Rules" button to see all the details available.

In case the customer would like to change his informative request, the existing one needs to be cancelled for PKFare to check the new request.

For more details in regards to each process you will find more within the relevant shelf pages per request.

Step 22

Solution

Parent step: 2

How to search for a request

1. Click on "Flights" button (top left corner of your screen)
2. Hover over the Username on the top right corner, then click on "Flight orders" in access of all flight orders

The screenshot shows the main navigation bar with 'Flights' (highlighted with a red box) and 'Hotels', 'Order Management', and a user profile icon. Below the navigation, there are search fields for 'Origin', 'Destination', 'Depart', 'Return', '1, Economy', 'All Airlines', and a 'Search' button. At the top right, there is a user menu with 'Flight orders' (highlighted with a red box), 'Hotel orders', 'My profile', 'My account', 'Invoice', and 'Sign out'. A red arrow points from the 'Flights' button to the 'Flight orders' menu item.

Alternatively, click on Order Management which can also lead you into the orders created.

The screenshot shows the PKFARE Order Management interface. On the left, there's a sidebar with categories like 'Flight Orders' and 'Order Management'. Under 'Order Management', there are several status filters: 'All orders' (1), 'To be paid' (2), 'PKFARE reviewing' (1), 'PKFARE processing' (4), 'To be confirmed' (3), and 'To be reimbursed (12)'. Below these are search fields for 'Item No.', 'PNR', 'Booking Account', 'Origin', 'Destination', 'Airline PNR', 'Carrier', and 'Passenger name(Last name/First name)'. There are also buttons for 'Export' and 'Search'. At the bottom, it says '7 Records Totally'.

1. **All orders:** All type orders.

2. **To be paid:** All orders are waiting to be paid.

3. **PKAFRE reviewing:** All orders under PKFARE review.

4. **PKAFRE processing:** All orders under PKFARE process.

5. **To be confirmed:** All orders awaiting confirmation from your team.

6. **To be reimbursed:** All orders awaiting to be reimbursed.

You can search for bookings with below filters besides the passenger name, origin and destination

7. **Item No:** PKFARE reference, an order number with 18 digits.

8. **Create Date:** Filter on the create date. Or click × to remove the date filter.

9. **Ticket No:** Ticket number issued/provided by PKFARE

10. **PNR:** Reservation PNR.

This screenshot is identical to the one above, showing the PKFARE Order Management interface with the same filters, search fields, and record count.

1. Find the order that wishes to be processed.

1. Input the issued order number and search.

2. Click on the order number in order to access the booking details.

3. You will be notified if your order request has any status change. You can check all notifications by clicking the right top bell icon.

4. At the right button, here's a green 4 earphone icon. You can click it and access our online customer service if you have any questions.

In case you only have the PKFare order number and you are trying to find if any requests have been raised, insert the order number, delete the 2 last digits and add the next number in sequence.

For example: if the order number is 123456789012345601 remove 01 and enter 02. Then remove the preselected date and click on "Search".

This screenshot shows the PKFARE Order Management interface with a specific focus on the date range filter. The 'Create Date' field is highlighted with a red dashed box, showing the dates '2023-09-20 ~ 2023-09-27'. A cursor is visible over the 'Search' button at the bottom right.

Step 23

Solution

Parent step: 4

Void/ 24h cancellation rule

Voiding the ticket through the portal does not guarantee a full refund outcome. Every case is subjected to the airline policies so never guarantee a full refund to the customers.

Submit void request

Please submit a void request on the order page, then wait for the update. Void result will depend on the final operation. If the ticket was voided successfully, order status will become "void, to be reimbursed"; otherwise, it will become "void rejected".

1. Click on the "Void" option on the specific order.

2. Select the passenger that requests void, then click "Submit".

Void Order# [REDACTED] 001

Passenger

[REDACTED] /WENYUN	Adult	Ticket No. [REDACTED]
[REDACTED] /CAIJUN	Adult	Ticket No. [REDACTED]

Submit

3. Confirm the void request by cross checking the flight and the passenger selected.

4. PKFARE system will provide the calculation format and the reimbursed total amount, if booking is voided.

5. Click "Confirm" and a void request has been submitted (a new order number (request) is created).

Void information confirmation

Flight

Jun 28	16:50 - 18:25	ORY - BIA	AF4465	V	Economy
Sep 08	14:05 - 15:45	BIA - ORY	AF4460	R	Economy

Passenger

[REDACTED] /WENYUN	Adult	Female
--------------------	-------	--------

Void price

1x Service fee 20CNY	1x Ticketing fee 19CNY	Payment fee 0CNY	Dist-cost 0CNY
-------------------------	---------------------------	---------------------	-------------------

Total -1175 CNY

Confirm

Agree to the [PKFARE Service Agreement](#) & [Privacy Policy](#)

Void Processing

1. Once the void request is submitted, the void request will be followed by PKFARE.

2. The void order number is per suggested in 2 and a quick copy function is available in 3.

3. If booking is voided, then the status in 1 will change.

You can contact the online customer service during the whole process, if you have any doubt.

Void processing

Round Trip Paris ⇄ Bastia

The screenshot shows a flight search result for a round trip from Paris to Bastia. It includes two flights: AF 16:50 Mon Jun 28 - 18:25 Mon Jun 28 (Paris - Bastia) and AF 14:05 Wed Sep 08 - 15:45 Wed Sep 08 (Bastia - Paris). The passenger section shows one adult female named WENYUN. The summary section at the bottom right shows a total price of 41.69 USD.

Flight 1: AF 16:50 Mon Jun 28 - 18:25 Mon Jun 28 (PAR - BIA)
Flight 2: AF 14:05 Wed Sep 08 - 15:45 Wed Sep 08 (BIA - PAR)

Passenger: 1 Adult Female WENYUN (Last name/Given names)

Total: 41.69 USD

Step 24

Solution

Parent step: 4

Voluntary cancellation

Voluntary cancellation of a ticket through the portal does not guarantee a specific refund outcome until PKFare has shared the details. Every case is subjected to the airline policies so never guarantee a specific amount for refund to the customers.

Dupe

If you have reservations of the same passengers with same itinerary from all channels other than PKFARE, please make sure to cancel them. Some airlines will cancel all seats due to duplicate reservation, PKFARE will not bear the risk. Every case is subjected to the airline policies so never guarantee a specific amount for refund to the customers.

GDPR

Always raise a ticket change request on PKFARE Portal. PKFare will provide the details for the request according to the airline's policy so never guarantee any specific result to the customers.. For GDPR cancellation, it is mandatory to provide the relevant documents that prove what the customer claims.

Submit refund request

Step 1: Click the "Refund" button at the top of the order details page.

The screenshot shows a one-way flight from Bangkok to Chiang Mai. It includes flight details (16:05 Sun Dec 04 - 17:20 Sun Dec 04, Bangkok - Chiang Mai) and passenger information (1 Adult Female, Date of birth: 1967-11-28). The summary section at the bottom right shows a total price of 41.69 USD.

Flight: 16:05 Sun Dec 04 - 17:20 Sun Dec 04 (Bangkok - Chiang Mai)

Passenger: 1 Adult Female (Last name/Given names)

Total: 41.69 USD

Step 2: Choose the passengers and the refund reason. Multiple passengers can be selected at one time, but the passenger who has already submitted the change, refund, or void request is not available for refund, and you can view the relevant order details by clicking the order number behind the ticket number.

① Select passenger

	Adult	Ticket No. 105 [REDACTED]	Change submitted 91 [REDACTED]
	Adult	Ticket No. 105 [REDACTED]	Change submitted 9180 [REDACTED]
	Child	Ticket No. 105 [REDACTED]	Change submitted 9180 [REDACTED]
	Child	Ticket No. 1052 [REDACTED]	Void submitted 91 [REDACTED]
	Child	Ticket No. 105 [REDACTED]	Void submitted 9180 [REDACTED]
	Child	Ticket No. 10524 [REDACTED]	Refund submitted 910 [REDACTED]
	Child	Ticket No. 105 [REDACTED]	Void submitted 9180 [REDACTED]

② Select refund reason

Please select refund reason ▾

Submit

There are 5 reasons PKFare provides for a refund.

- 1) Voluntary. Do not need to upload a certification file.
- 2) Flight Reschedule / Cancellation. Flight reschedule or cancellation certification is required. If PKFARE informs you of the schedule change before, you can skip the supporting document step.
- 3) Refund due to medical reasons:
 - Medical certification.
 - Doctor's certification of inability to board.
 - Receipt of hospital expenses of 300 CNY or above.
 - Passenger's passport copy
 - Certification of relationship if the others fell ill or died.
- 4) Refund due to visa refusal. A complete rejection certification with the embassy seal is required.
- 5) Others. Other reasons for refund not mentioned above.

② Select refund reason

Voluntary ▾

Voluntary

- Flight Reschedule / Cancellation
- Refund due to medical reasons
- Refund due to visa refusal
- Others

rar or zip or jpeg, size no more than 2M, number no more than 5,

If the booking has been cancelled before departure time, click "Cancelled reservation before departure".

③ **Canceled reservation before departure** ⓘ

By checking this option, it indicates reservation of whole itinerary has been canceled before flight departure. Refund amount will be quoted base on 'unused ticket'. If airline verified the ticket has been used or partially used, the actual refund amount will be refer to the final result after airline refunded. Itinerary is partially canceled is not applicable for checking this option.

Canceled reservation before departure ⓘ

Upload certification file ⓘ jpg or png or rar or zip or jpeg, size no more than 10M, number no more than 20,

Remarks, you can describe the refund reason, etc.

Step 3: After filling in the contact details, please click the "Submit" button.

③ Contact

Contact name: Customer Service

Email: [REDACTED]

Cellphone: +86 [REDACTED]

Submit

Scenario 1:

For voluntary refund, you have two ways to submit the refund order.

- 1) "Check refund fee first": It means the passenger wants to check the residual before deciding to proceed with a refund.

Select passenger: ERIC

Select refund reason: Voluntary

Contact name: test buyer

Cellphone: +86 [REDACTED] 1521146

Refund information confirmation

The final refund price is subject to PKFARE's verification.

Flight: Jan 26 10:20 - 13:01 YTO - LAX WS1100 E Economy

Passenger: Adult Male

Directly refund (without Refund Charge Confirm step) Check refund fee first

Please confirm Refund Fee within 2 hours after receiving the review feedback from the Customer Service.

Confirm

Agree to the PKFARE Service Agreement & Privacy Policy

Submit

(a) After you click "Confirm", a refund pricing order will be generated. Our staff will verify the refund charges for you and the order status is "Refund Pricing". At this time, the refund pricing order can be found in the order pool of "refund pricing", "under review". You can also check the refund pricing record on the order details page of the original booking.

Refund Pricing Order 109 [REDACTED]

Order date: 2023-08-03 14:38:05 UTC+8 PNR: [REDACTED] Airline PNR: [REDACTED]

View PNR

22:10 Sat Aug 26 - 23:50 Sat Aug 26 2h40m Details ↴

HKG Hong Kong - BKK Bangkok

Passenger

1 Adult Female [REDACTED] (Last name/Given names) Itinerary ↴

Date of birth: 1990-08-23 ID number: [REDACTED] ID expiry date: 2024-03-17 Nationality: CN Ticket No.: [REDACTED]

PNR List

Segment	Flight	PAX Name(PTC)	Gender	PNR	Airline PNR	TKT Number
HKG-DMK	FD503	[REDACTED]	Female	[REDACTED]	[REDACTED]	[REDACTED]

PKFARE Flights Hotels Order Management Uncertain System

Refund request under review

PKFARE

Flight Hotel Order Management

Reservation,under review (0) Change,under review (16) Refund,under review (18) Refund pricing,under review (8)

Flight orders

All orders To be paid (0) PKFARE reviewing (4) PKFARE processing (0) To be confirmed (0) To be reimbursed (0)

Hotel orders

Flight order no. [REDACTED] refund pricing order no. [REDACTED] ticket order no. [REDACTED]

Search

ION-HKG UO631 [REDACTED] Female [REDACTED]
ION-HKG UO631 [REDACTED] Female [REDACTED]
ION-HKG UO631 [REDACTED] Male [REDACTED]

Service standard **Fare rules** **Free baggage**

Aftersales inquiry

- 168 [REDACTED] Refund Pricing Created Time 2023-06-19 16:55:13 +0800 View Detail
- 1 [REDACTED] Canceled Created Time 2023-06-19 14:38:37 +0800 View Detail

Contact

Contact Name Email Phone
[REDACTED]

Price breakdown

3 x Adult	6243 HKD
Fare per adult	1282 HKD
Taxes per adult	741 HKD
1 x Child	2081 HKD
Fare per child	1282 HKD
Taxes per child	741 HKD
4 x Ticketing fee	232 HKD
Total	8324 HKD
Coupon	-10 USD
	8245 HKD

(b) Once the refund pricing is verified, the order status will switch to "Refund Priced". There is a 2-hour countdown for you to confirm the refund quotation.

- If the passenger confirms to proceed with the refund, click "Confirm" and a refund order will be generated. Meanwhile, our system will delete PNR & cancel the seat automatically, and deliver the refund request to the airline.

Refund Priced Time left to confirm: 1 hrs 57 min 55 sec Cancel Confirm

Round Trip Hong Kong ✈ Bangkok

Refund Pricing Order 14 [REDACTED] Order date 2023-09-05 15:56:25 UTC+8 PNR [REDACTED] Airline PNR [REDACTED]

View PNR

22:10 Thu Sep 14 - 23:50 Thu Sep 14 1h 40m Details

Passenger

Adult Female [REDACTED] (Last name/Given names) Itinerary

Date of birth 1992-10-13 ID number [REDACTED] ID expiry date 2029-10-10 Nationality CN Ticket No. [REDACTED] issued [REDACTED]

Refund pricing

The final refund price is subject to PKFARE's verification, the price was updated at 2023-09-05 16:02:10

1 x Adult	100 USD
Refund fee per adult	100 USD
Non-refundable per adult	0 USD
1 x Service fee	8 USD
1 x Ticketing fee	0 USD
Merchant fee	0 USD
	-69.57 USD

Refund processing

According to current epidemic situation of coronavirus (COVID-19), some airlines have extended refund time or refund on voucher (EMD) or mileage etc. Please refer to the official website of each airline for subsequent updates before booking. We appreciate your support and understanding!

Round Trip Hong Kong ✈ Bangkok

Refund order 916 [REDACTED] Order date 2023-09-05 16:04:14 UTC+8 PNR [REDACTED] Airline PNR [REDACTED]

22:10 Thu Sep 14 - 23:50 Thu Sep 14 1h 40m Details

Passenger

Adult Female [REDACTED] (Last name/Given names) Itinerary

Date of birth 1992-10-13 ID number [REDACTED] ID expiry date 2029-10-10 Nationality CN Ticket No. [REDACTED] issued [REDACTED]

Refund

(The final refund price is subject to PKFARE's verification.)

1 x Adult	100 USD
Refund fee per adult	100 USD
Non-refundable per adult	0 USD
1 x Service fee	8 USD
1 x Ticketing fee	0 USD
	-69.57 USD

- If the passenger changes their mind, please click "Cancel" to cancel the refund pricing order and the passenger can still use the original ticket to travel. If you fail to do any action within the countdown time, the system will cancel this record automatically as well.

2) "Directly Refund": If you choose this option, the refund process will proceed directly, regardless of the residual refundable amount. The system will cancel the PNR automatically.

Refund information confirmation

The final refund price is subject to PKFARE's verification.

Flight
Jan 26 10:20 - 13:01 YTO - LAX WS1100 E Economy

Passenger
Adult Male

Directly refund (without 'Refund Charge Confirm' step) Check refund fee first

If you choose to Directly Refund, regardless of whether it is refundable or not, the system will cancel the PNR automatically. If you only check the refund fee, please do not select this option.

Confirm

Agree to the [PKFARE Service Agreement & Privacy Policy](#)

(a) After clicking "Confirm", a refund order will be generated and the order status is "Under review" which means our staff is working on the verification of refund charges and eligibility.

Under review

One Way Toronto → Los Angeles

Refund order 916 [REDACTED] Order date 2023-01-03 18:20:31 UTC+8 PNR [REDACTED] Airline PNR

10:20 Thu Jan 26 - 13:01 Thu Jan 26 2h 41m Details

Refund
(The final refund price is subject to PKFARE's verification.)
1 x Adult To be verified
Refund fee per adult To be verified
Non-refundable per adult ⓘ
1 x Service fee To be verified
1 x Ticketing fee To be verified

(b) If the ticket is eligible for a refund, our staff will approve the refund request and the order status will transfer to "Refund Processing". You can also access the refundable amount but please note that the exact refundable amount shall be subject to the final return from the airline. Our quotation is only for your reference.

Refund processing

One Way Toronto → Los Angeles

Refund order 91675 [REDACTED] Order date 2023-01-03 18:20:31 UTC+8 PNR [REDACTED] Airline PNR

10:20 Thu Jan 26 - 13:01 Thu Jan 26 2h 41m Details

Refund
(The final refund price is subject to PKFARE's verification.)
1 x Adult 60 USD
Refund fee per adult 60 USD
Non-refundable per adult ⓘ 0 USD
1 x Service fee 8 USD
1 x Ticketing fee 3 USD

-88.04 USD

(c) If the ticket has been refunded by the airline, PKFare will update the order status. They will also send an email notification to the email address you key in the contact details.

Refund, to be reimbursed

One Way Toronto → Los Angeles

Refund order 91 [REDACTED] Order date 2023-01-03 18:20:31 UTC+8 PNR [REDACTED] Airline PNR

10:20 Thu Jan 26 - 13:01 Thu Jan 26 2h 41m Details

Refund
(The final refund price is subject to PKFARE's verification.)
1 x Adult 60 USD
Refund fee per adult 60 USD
Non-refundable per adult ⓘ 0 USD
1 x Service fee 8 USD
1 x Ticketing fee 3 USD

-88.04 USD

Step 25

Question

Parent step: 16

Schedule Change

New Question

1. How to inform passenger about the received SC Step 28
2. Involuntary Reissue Step 26

Step 26

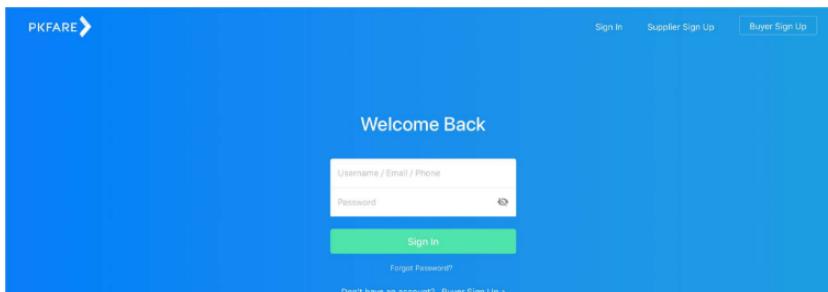
 Solution

Parent step: 25

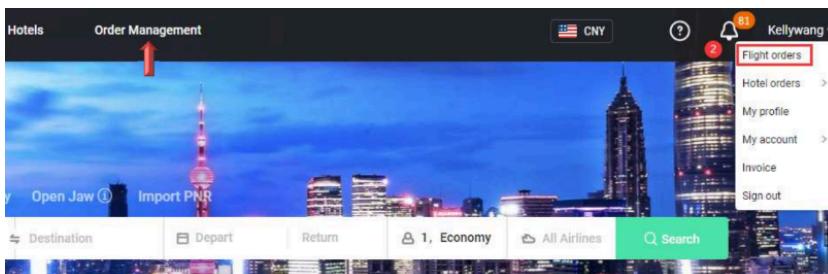
Involuntary Reissue

Request for Involuntary reissue of full or partially used tickets

Login to PKFare portal:



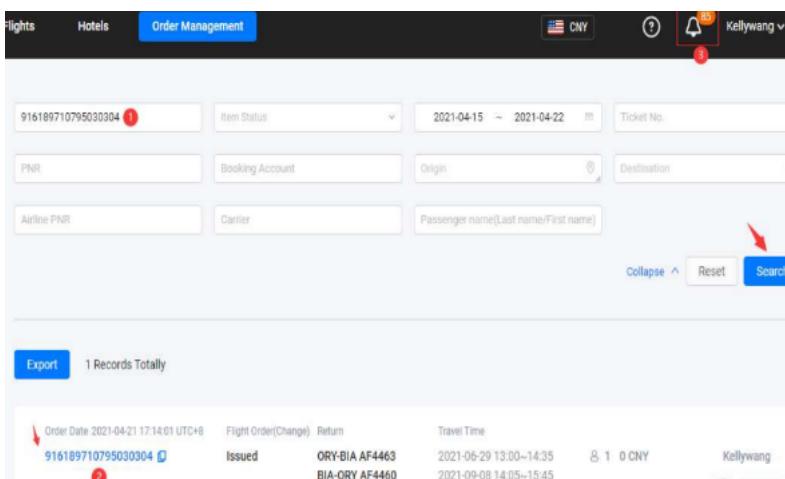
Open "Order Management" or "Flight orders" from the menu:



Find the Order that you wish to be processed.

Click on the Order Number to access booking details.

Note, that you will be notified if your order request has any status change.



Then apply the request on PK Fare with the requested flight, date, and time.

① Select passenger

WANG/WENYUN	Adult	Ticket No: 0011234567890	② Void submitted: 916189710795030302
KUANG/CAIJUN	Adult	Ticket No: 0011234567891	③

③ Select journey for change

PAR - BIA	④ Apr 22	Economy ⑤
BIA - PAR		

④ Select change reason

Voluntary ⑥

⑤ Economy

- Premium economy
- Business
- First

Select flight ⑦

Click on the Select Change Reason option on the specific order.

Fill in the change request form. Select Passenger/ Journey for change / New travel date / Cabin that you want to change and your Change Reason (**Flight Reschedule/Cancellation**).

Select change reason

Flight Reschedule / Cancellation ^

① Voluntary
Flight Reschedule / Cancellation
② Reissue due to medical reasons
Reissue due to visa refusal
Others

Note that involuntary change request is subject to airlines' approval. It's mandatory to upload supporting documents, and remarks are welcomed. The supporting documents will be sent to the airline and it will be the airline that determines if the request is approved, rejected or if extra supporting documents are needed.

Click **Select flight** to the next step.

PK fare will reply within 2 hours to confirm the difference amount if any and provide an acceptance.
Note, that it is possible to inform PK to proceed without waiting for our approval again.

PKFARE >

English | USD MichelleT1 ▾

To be paid Time left to pay 1 min 41 sec Cancel Pay

Round Trip Hong Kong ⇛ Bangkok

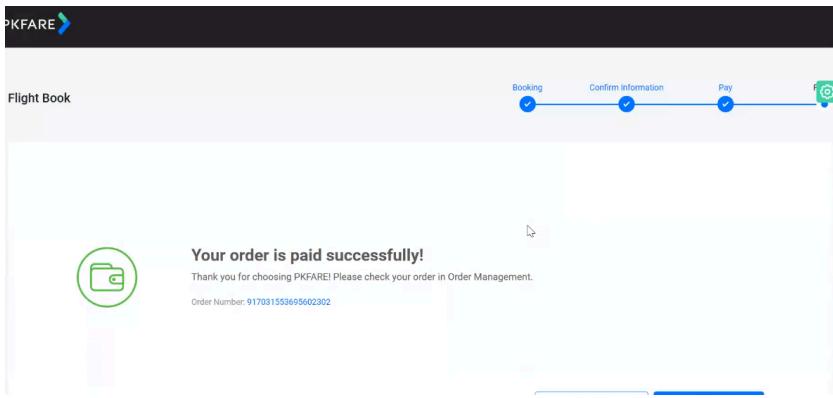
Change

1 x Adult	10 USD
Change fee per adult	10 USD
Ticket difference per adult	0 USD
1 x Service fee	5 USD
Total	15 USD

13:35 Wed Jan 10 - 15:35 Wed Jan 10 ② 2h
HKG Hong Kong - BKK Bangkok

12:00 Fri Jan 12 - 15:45 Fri Jan 12 ② 2h 45m
BKK Bangkok - HKG Hong Kong

Note: If you miss the deadline, then you need to submit a new request.



Change processing: Once we confirm the alternative, PKFare agent needs approximately 4 hours to complete the change with the airline.

Flight Details	Flight Type	Flight Number	Departure Date	Arrival Date	Duration	Action
13:35 Wed Jan 10 - 15:35 Wed Jan 10	Change	HKG Hong Kong - BKK Bangkok	2023-12-21 18:59:41 UTC+8	F3J1XI	2h	Details
12:00 Fri Jan 12 - 15:45 Fri Jan 12		BKK Bangkok - HKG Hong Kong	2023-12-21 18:59:41 UTC+8	F3J1XI	2h 45m	Details

Change

1 x Adult 10 USD
 Change fee per adult 10 USD
 Ticket difference per adult 0 USD
 1 x Service fee 5 USD

Total 15 USD

New ticket number will be displayed under "Passenger" details:

Passenger	Details
1 Adult Female CHEN/ZIJUN (Last name/Given names)	Itinerary ↴
Date of birth: 1990-08-23 ID number: E07700466 ID expiry date: 2024-03-17 Nationality: CN Ticket No: 1231234567890 issued 1231234567891 issued	

PNR List **Pack Up**

Step 27

Solution

Parent step: 25

Involuntary Refund

Request for Involuntary full or partially refund

In order to apply the request via portal, select Refund option:

"Flight Rescheduled/Cancellation"

UO759 BKK-HKG

Select refund reason

Flight Reschedule / Cancellation

Canceled reservation before departure

Upload certification file: 0069702596923.png

Remarks, you can describe the refund reason, etc.

Contact

Note that a file(Screenshot) needs to be added if we did not get any notifications from PK Fare about this change, but we got it from the airline.

Contact name: Yuki Zhang

Cellphone: +86 1874562

Flight: Jan 08 16:25 - 18:30 HKG - BKK UO702 UO759 U Economy
Jan 12 12:00 - 15:45 BKK - HKG UO702 UO759 U Economy

Passenger: YANG/TIFFANY Adult tipFemale

Directly refund (without Refund Charge Confirm step)
Involuntary refund: choose to Directly Refund, regardless of whether it is refundable or not, the system will automatically cancel the PNR.

Confirm

Agree to the PKFARE Service Agreement & Privacy Policy

Under Review: Checking within 2-3 hours.

Refund Processing: Eligible for refund and the consolidator submit the request to the provider. So it is pending from the airline.

Round Trip Hong Kong ✈ Bangkok

Refund order: 91703153695602303 Order date: 2023-12-21 19:19:59 UTC+8 PNR: F3J1XI Airline PNR: F3J1XI

Flight 1: 16:25 Mon Jan 08 - 18:30 Mon Jan 08 (3h 5m) Details

Flight 2: 12:00 Fri Jan 12 - 15:45 Fri Jan 12 (2h 45m) Details

Passenger

Refund

(The final refund price is subject to PKFARE's verification.)

1x Adult

Refund fee per adult: 0 USD
Non-refundable per adult: 0 USD

To be verified

Refund to be reimbursed: The consolidator reviews the case and calculates the amount. So this is the final amount that will be refunded to us:

Round Trip Hong Kong ✈ Bangkok

Refund order: 91703153695602303 Order date: 2023-12-21 19:19:59 UTC+8 PNR: F3J1XI Airline PNR: F3J1XI

Flight 1: 16:25 Mon Jan 08 - 18:30 Mon Jan 08 (3h 5m) Details

Flight 2: 12:00 Fri Jan 12 - 15:45 Fri Jan 12 (2h 45m) Details

Refund

(The final refund price is subject to PKFARE's verification.)

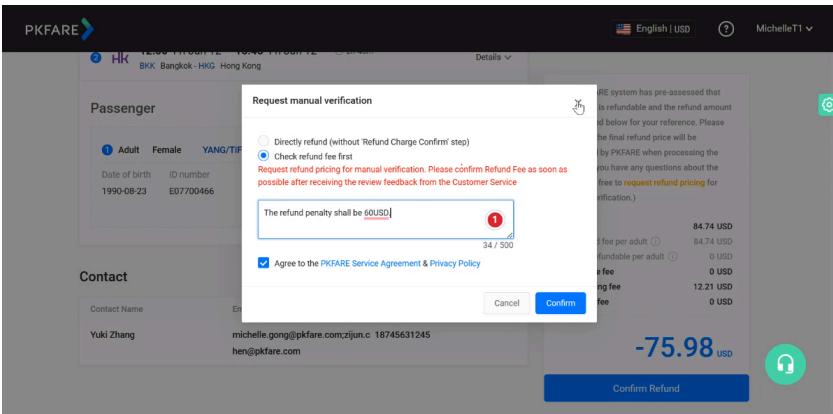
1x Adult

Refund fee per adult: 0 USD
Non-refundable per adult: 0 USD

1x Ticketing fee: 12.21 USD

-160.72 USD

Select "request refund pricing" if there is a need to calculate the refundable amount:



Step 28

Solution

Parent step: 25

How to inform passenger about the received SC

Please check the [Schedule change description](#) page.

Note that PKFare is a consolidator, so we apply a request and the representative will make the changes on the airline's website.