



Portal Flightroutes24 (FR24)

Last updated February 18th, 2025 - Here you will find all the information about Flightroutes24 and processes

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Step 1 - Starting point



No linked steps

Flightroutes24 (FR24)

FR24 is booked with Tripstack and works as a consolidator, we are never allowed to contact the airlines directly.

The only exception airline to the current handling is Ryanair (FR, RK), where the processes are followed are not the usual. More information can be found below.

ATTENTION ALL:

When you try to login to the group accounts of FR24, there is a possibility that you will be requested to confirm or decline having "binding login" to the specific account. If you get such pop-up, make sure you read the message carefully and decline having a "binding login", otherwise you will be requested to add an OTP for which we do not have any possibility to get at least at this point.

Flightroutes24 (FR24)

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Step 2



Question

Parent step: 1

Ancillaries

Ancillaries

1. Baggage Step 8
2. Seating Step 9

Step 3



Solution

Parent step: 1

Void

Void via B2B portal or API	System Auto / Ticketing Team	<p>Please visit FR24 B2B portal https://www.flightroutes24.com and log in with your username and password. Submit your void request by clicking on the [Void] button in Order Details page. Or place the void order via FR24 Agent Voiding API.</p>	24 / 7
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How to Void a ticket:

A. Find the order to be voided:

1. Choose Ticket Tracking in the left navigation bar.
2. Find the order to be voided under the tab 'Ticketing Completed'.
3. Click on the order number.

The screenshot shows the FlightRoutes24.com website interface for Ticket Tracking. The left sidebar has links for Fare Search, Refund Management (highlighted with a blue box), Ticket Tracking (highlighted with a blue box), Void Tracking, Reissue Management, and Order Searching. The main area has search fields for Date of reservation from/to, Order No., GDS PNR, and a red 'Search' button. Below is a table with columns: All, Reserved [1], Ticketing Processing [12], **Ticketing Completed** (highlighted with a red box and a blue number 2), Pending [2], Cancelled, and Splitted [2]. The 'Ticketing Completed' row is highlighted with a blue box and a blue number 3. The table rows show order details like Order No., Creation Time, GDS PNR, Flight No., Route, Flight Date, AirlinePNR, Total Price [CNY], Status, and Operator.

All	Reserved [1]	Ticketing Processing [12]	Ticketing Completed	Pending [2]	Cancelled	Splitted [2]			
Order No.	Creation Time	GDS PNR	Flight No.	Route	Flight Date	AirlinePNR	Total Price [CNY]	Status	Operator
[REDACTED]	2016-09-19 17:38:02	[REDACTED]	HK213	HKG-BKK	2016-09-19	[REDACTED]	[REDACTED]	Ticketing Completed	[REDACTED]
[REDACTED]	2016-09-19 17:38:02	[REDACTED]	HK213	HKG-BJS	2016-09-23	[REDACTED]	[REDACTED]	Ticketing Completed	[REDACTED]

B. View order details:

1. If void is allowed, click on 'Void' button, if you want to process the voiding request:

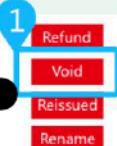
Price Information

Currency : CNY

Pax Type	Fare	Taxes, Fees & Surcharges	Total Price Per Pax	No. of Pax	Total Pax	Subtotal
Adult	6037	300	6337	1	1	6337

Passenger Information

Name	Gender	Nationality	Date of Birth	Travel Document	Expire Date	Document Number	Place of Issue	Pax Type	Ticket No.
[REDACTED]	MALE	[REDACTED]	1985-12-01	Passport	[REDACTED]	[REDACTED]	[REDACTED]	ADULT	[REDACTED]



C. Review the details and submit voiding request:

1. Select the passenger.
2. Select which method to be refunded to.
3. Click on the 'Submit' button, on the bottom right corner.

flightroutes24.com Bookings > Trip Summary > Void Application

Void Application

1 | Select the passenger

Select all	Name	Gender	Nationality	Date of Birth	Travel Document	Place of Issue	Expire Date	Document Number	Pax Type	Ticket No.
<input checked="" type="checkbox"/>	[REDACTED]	MALE	[REDACTED]	[REDACTED]	Passport	[REDACTED]	[REDACTED]	[REDACTED]	ADULT	[REDACTED]

2 | Refund Method

To Original Payment Method Unsettled payment is allowed to be refunded to original payment method only

3 | Operator Contact Information

Name of Operator [REDACTED] Operator phone No. [REDACTED] E-mail/QQ/Skype/wechat [REDACTED]

Cancel Submit

D. Pending submission of request:

1. Click on 'OK' button to submit the request.

Your void application is submitted. We'll proceed to void. Thank you!



E. Check voiding order status:

1. Choose the Void Tracking in the left navigation bar.
2. Find the order under the tab 'Pending'.

The screenshot shows the 'Void Tracking' section of a software interface. On the left, there's a sidebar with links: Bookings, Ticket Tracking, Refund Management, **Void Tracking**, Reissue Management, and Order Searching. The main area has tabs at the top: All, **Pending [3]**, Completed [2], and Rejection Record. Below the tabs is a table with columns: Order No., Request Time, Passengers, Flight No., Flight Date, GDS PNR, Total Price [CNY], Status, and Operator. One row in the table is highlighted, showing Order No. as blacked-out, Request Time as 2016-09-19 17:38:02, Passengers as HK556, Flight No. as HK556, Flight Date as 2016-09-19, Status as Pending, and Operator as blacked-out.

F. Void completed

1. Check the status' Completed' tab.

The screenshot shows the 'Void Tracking' section of a software interface. The sidebar and tabs are identical to the previous screenshot. The 'Completed [3]' tab is now selected. The table below shows one row of data: Order No. as blacked-out, Request Time as 2016-09-19 17:38:02, Passengers as HK556, Flight No. as HK556, Flight Date as 2016-09-19, Status as Pending, and Operator as blacked-out.

Step 4

Solution

Parent step: 1

Name correction

For name correction, you can follow the bellow:

Live Chatting Tool for Customer Support (highly recommended)	Customer Support Team	Please visit FR24 B2B portal and use the Web Chat Tool by clicking on the right corner on the web page.	24 / 7
Reissue/Refund/Name Correction Submission	Post-ticketing Service Team	<p>Please visit FR24 B2B portal https://www.flighthroutes24.com and log in with your username and password. Submit your request of reissue/refund/name correction by clicking on the buttons in Order Details page.</p> <p>For Instructions: Find info at Service Center – Help Center on B2B website https://b2b.flighthroutes24.com/view/service/help.html</p> <p>Contact Customer Support using Web Chat Tool on B2B portal to consult any post ticketing issues;</p> <p>Email for consulting After.sales@flighthroutes24.com</p>	Portal Request Submission: 24 / 7 Web Chat Tool & Email: 9am to 10pm everyday
Other Ticketing-related Inquiries (infant ticket, extra luggage, meals, wheelchairs, special requests consulting)	Ticketing Team	<p>Contact Customer Support using Web Chat Tool on B2B portal to consult any ticketing related issues;</p> <p>Email for consulting: tkt.service@flighthroutes24.com</p>	

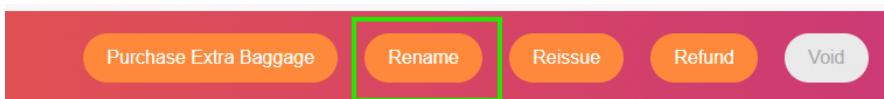
A. Find the order to correct name

1. Choose "Ticket Tracking" in the left navigation bar.
2. Find the order to correct name under the tab "Ticketing Completed".
3. Click on the order number.

All	Reserved [1]	Ticketing Processing [12]	Ticketing Completed	Pending [2]	Cancelled	Splitted [2]
Order No.			[REDACTED]			
[REDACTED]	2016-09-19 17:38:02	[REDACTED]	HK213	HKG-BKK	2016-09-19	[REDACTED] 3366.00
[REDACTED]	2016-09-19 17:38:02	[REDACTED]	HK213	HKG-BJS	2016-09-23	[REDACTED] 3366.00

B. View order details

1. Click on Rename button if you want to process the request



C. Review the details and submit name correction request

1. Correct the name directly on the table

2. Upload travel document (eg. passport copy) of the passenger

3. Leave the contact information of the operator

4. Click on the button "Submit"

1

Passenger Information

Select all Name

Gender Date of Birth Nationality Pax Type Expire Date Place of Issue Document Number Ticket No.

MALE 1985-12-01 CN ADULT 2019-04-28 CN [REDACTED] [REDACTED]

2

Please upload your travel document with the new change of names in JPG or PNG, note the file cannot exceed 4M.

[Image icon] [REDACTED].jpg X [Eye icon]

3

Contact: lavi Contact No.: [REDACTED] E-mail/QQ/Skype/wechat: [REDACTED]

Remarks Information:

Tips: Please try to rename the application three days before the departure time. If it is less than three days, you are advised to contact the Airline. The cost and result of the specific change of name shall be based on the aviation department.

Service hours for rename: Weekdays: Not for service SAT : Not for service SUN : Not for service (GMT+8) This time is for reference only. The actual time is subject to the working hours of airline's local branch offices and Flightroutes24.

4

Cancel

Submit

D. Pending

1. Click on the button "OK" after submission

: 26602132

E-mail/QQ/Skype X

Submitted

Rename application approved. Please pay in the page of Trip Summary of this order. We will process after payment completed.

1

OK

ce SUN : Not for service (GMT+8) This time is for reference only. The actual

E. Check the status of name correction

1. Choose the Reissue Management in the left navigation bar
2. Find the order under the tab Reissue Applied
3. Tag of Rename remarked on name correction orders

The screenshot shows a software interface for managing flight reissues. On the left, there's a vertical navigation bar with several tabs: Fare Search, Bookings, Ticket Tracking, Refund Management, Void Tracking, **Reissue Management** (which is currently selected and highlighted in blue), Order Searching, Ticketing Summary, and Account Management. The main area has search fields for Application Date From, to, Order No., GDS PNR, and a red 'Search' button. Below these are fields for Ticket No. and a dropdown menu with options like All, **Reissue Applied [2]**, Pending for Payment [1], Reissue Processing [12], Refund Pending [9], Refund Processing [5], Refund Completed [5], Reissued [5], and Reissue Failed [1]. The main table lists orders with columns: Order No., Request Time, Passengers, Route, Date of Original Flight, Date of New Flight, GDS PNR, Status, and Operator. Two rows are visible: one for a PEK-HND flight from 2016-09-19 to 2016-10-15, and another for a MEL-HKG flight from 2016-09-19 to 2016-11-10. Both rows show 'Reissue Applied' in the Status column and 'test124' in the Operator column. The first row is highlighted with a blue box and labeled '3'. The second row is also highlighted with a blue box and labeled '3'. The 'Reissue Applied' tab in the top navigation is also highlighted with a blue box and labeled '2'.

Order No.	Request Time	Passengers	Route	Date of Original Flight	Date of New Flight	GDS PNR	Status	Operator
[REDACTED]	2016-09-19 10:42:37	[REDACTED]	HND-PEK PEK-HND	2016-10-08 2016-10-15	2016-10-10 2016-10-15	[REDACTED]	Reissue Applied	test124
[REDACTED]	2016-09-19 10:42:37	[REDACTED]	HKG-MEL MEL-HKG	2016-10-20 2016-11-10	2016-10-23 2016-11-10	[REDACTED]	Reissue Applied	test124

F. Pending for payment

1. If your name correction order can be processed, the order status will change to Pending for payment
2. If you confirm the amount of administration fee, please click on Payment Confirmed button
3. If you want to cancel your request, click on Cancel button, order status will change to Reissue Failed

Trip Summary

Reissue Details									
Reissue Order Info									
Order No.	OW/RT	Request Time	User ID	1	Status	GDS PNR			
[REDACTED]	Round Trip	2016-09-19 10:42:37	test124		Pending for Payment	[REDACTED]			
Reissue Amount Info Currency : CNY									
No. of Rename Pax		Rename Penalty		FR24 Service Fee		Total Payable Amount			
1		30.00		20.00		50.00			
Reissue Passenger Info									
Name	Gender	Nationality	Date of Birth	Travel Document	Expire Date	Document Number	Place of Issue	Pax Type	Ticket No.
[REDACTED]	MALE	CN	1985-12-01	Passport	2019-04-28	[REDACTED]	CN	ADULT	[REDACTED]
[REDACTED]									
3 Reissue Cancelled 2 Payment Confirmed									

G. Make payment

On the payment page:

1. Double check the amount
2. Choose the payment method to be through "Available Credit" and process your payment

Select Payment Method

B2B Wallet

Payment Amount: 48.61USD

Account Balance 3.06USD

Available Credit 496766.16USD

You don't have enough balance to cover the total cost of your order. This order will be paid by credit.

Please enter the pay password

[REDACTED]

Confirm

As Payment Password you may use **456876**.

H. Check the name correction status

1. Check the order under the tab Reissued. Get the details of name correction by clicking the order number

The screenshot shows a software interface for managing flight bookings. On the left, there's a sidebar with icons for Bookings, Ticket Tracking, Refund Management, Void Tracking, Reissue Management (which is selected), Order Searching, Ticketing Summary, and Account Management. The main area displays a table of reissued orders. The columns include Order No., Request Time, Passengers, Route, Date of Original Flight, Date of New Flight, GDS PNR, Total Price, Status, and Operator. Two rows are visible, both marked as 'Reissued'. At the top of the table, there are links for 'Pending for Payment [1]', 'Reissue Processing [12]', 'Refund Pending [9]', 'Refund Processing [5]', 'Refund Completed [5]', and buttons for 'Reissued [2]', 'Reissue Rejected [5]', and 'Reissue Failed [5]'. Below the table, there are navigation buttons for 'Previous', '1' (highlighted in red), 'Next', and 'Total 1 page / Total 2 row to [] page Go to'.

I. Name correction rejected

1. For certain reason such as airline policy, if the name correction cannot be processes, find your order in Refund Pending

2. Click on the button Confirmed to proceed with the refund and it will be received soon

This screenshot shows the 'Reissue Order Info' screen. It includes tabs for 'Reissue Order Info', 'Reissue Amount Info' (set to Currency: CNY), and 'Reissue Passenger Info'. The 'Reissue Order Info' tab is active. It displays details like Order No. (redacted), OW/RT (Round Trip), Request Time (2016-09-19 10:42:37), User ID (test124), Status (Refund Pending, highlighted with a blue box and circled with a blue circle containing the number 1), GDS PNR (redacted), Payment Method (Balance Deduction), Payment Amount (280), and Transaction ID (redacted). The 'Reissue Amount Info' tab shows a summary table with columns: No. of Rename Pax, Rename Penalty, FR24 Service Fee, and Total Payable Amount. The values are 1, 30.00, 20.00, and 50.00 respectively. The 'Reissue Passenger Info' tab shows a table with columns: Name, Gender, Nationality, Date of Birth, Travel Document, Expire Date, Document Number, Place of Issue, Pax Type, and Ticket No. One row is shown with Name (redacted), Gender (MALE), Nationality (CN), Date of Birth (1985-12-01), Travel Document (Passport), Expire Date (2019-04-28), Document Number (redacted), Place of Issue (CN), Pax Type (ADULT), and Ticket No. (redacted). At the bottom, there are download and print icons, and a red button labeled 'Confirmed the refund' with a blue circle containing the number 2 above it.

J. Check the refund

1. Find your order under the tab Refund Completed. Refund amount will be returned to the designated account soon.

Order No.	Request Time	Passengers	Route	Date of Original Flight	Date of New Flight	GDS PNR	Total Price	Status	Operator
██████████	2016-09-19 10:42:37	██████████	HND-PEK PEK-HND	2016-10-08 2016-10-15	2016-10-10 2016-10-15	██████████	6337	Refund Completed	test12
██████████	2016-09-19 10:42:37	██████████	HKG-MEL MEL-HKG	2016-10-20 2016-11-10	2016-10-23 2016-11-10	██████████	1266	Refund Completed	test12

Step 5

█ Solution

Parent step: 6

Force Majeure

To be updated

Step 6

█ Question

Parent step: 1

Flight Irregularities (FM/SC)

FR24 Consolidator (via Tripstack)

General Guidelines	Click here for the login details:  Flightroutes24
How we receive the SC notifications?	Schedule change notifications from carrier are: - Placed on FR24 portal - Send to Schedule change Workmode via TS integration.
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: <ol style="list-style-type: none">1. Open the booking via airline portal2. 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

Flight Irregularities (FM/SC)

1. Schedule change

Step 14

2. Force Majeure

Step 5

Step 7

 Solution

Parent step: 1

How to book a flight on FR24

Live Chatting Tool for Customer Support (highly recommended)	Customer Support Team	Please visit FR24 B2B portal and use the Web Chat Tool by clicking on the right corner on the web page.	24 / 7
Other Ticketing-related Inquiries (infant ticket, extra luggage, meals, wheelchairs, special requests consulting)	Ticketing Team	Contact Customer Support using Web Chat Tool on B2B portal to consult any ticketing related issues; Email for consulting: tkt.service@flightroutes24.com	Portal Request Submission: 24 / 7 Web Chat Tool & Email: 9am to 10pm everyday

A. Flight search/ Fill in Search Criteria

1. Add all the necessary information to the "Flight Search" navigation bar and click on "Search".
 - a. Chinese characters are not supported for departure and arrival fields.
 - b. The maximum number of passengers for searching availability is 9, including children.
 - c. The passenger whose age is between 2 years old and 12 years old (excluding 12th year) will be defined as a child.

B. Select your flight

1. Select the flight the customer prefers from the results and click on Continue button.

C. Fill in the passenger information

1. ALWAYS, double-check and confirm that the information provided is correct.
2. Fill in "Remark Information" if necessary.
3. Click on "Submit" button.

1 Passenger Information Adult(≥12years'old) : 1 ♂ Children(2-12 years'old) : 0

Adult1

Gender: Male Female

Surname: ZHANG

Given name: SAN

Nationality: CN

Date of Birth: 1985 | 12 | 01

Travel Document: Passport

Expire Date: 2019 | 04 | 28

Document Number: [REDACTED]

Place of Issue: CN

Pax Type: Adult

2 Remarks Information

Remark: [REDACTED]

[Baggage Allowance](#) [Refund and Reissue Information](#) [Fare Rules](#) [Reissue Service Hours](#) [Flightroutes24 Service Fees](#) [Ticketing and Voiding Rules](#)

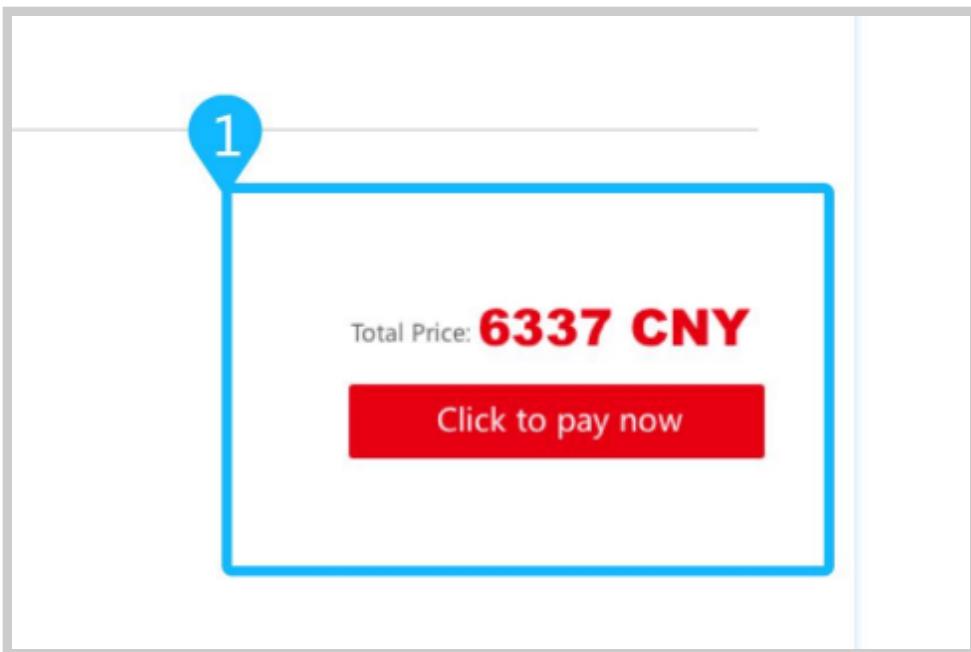
Route	Adult
HND-PEK	20PC
PEK-HND	20PC

3

Submit

D. Review and verify information

1. Review and verify the information and click on "Click to pay now"



E. Payment

1. Check the amount
2. Select "Available Credit"

Select Payment Method

B2B Wallet

Payment Amount: 48.61USD

Account Balance 3.06USD

Available Credit 496766.16USD

You don't have enough balance to cover the total cost of your order. This order will be paid by credit.

Please enter the pay password

Confirm

As Payment Password you may use **456876**.

F. Payment processing successfully

1. It will return to the order detail page after the payment will be successfully processed. The order status will be shown as "Ticket Processing", please wait for the ticket issuance.

2. If you select "Payment method", the related "Transaction ID" will be displayed on the order detail page. You can check the statement based on the transaction ID.

Trip Summary									Fare Search	Passenger Details	Trip Summary	Payment	Completed
Booking Information									Currency	NY			
Order No.	OW/RT	Creation Time	User ID	Status	GDS PNR	Payment Method	Payment Amount	Deadline For Void (GMT+8)	Transaction ID				
1 [REDACTED]	Round Trip	2016-09-19 10:42:37	test124	Ticketing Processing	[REDACTED]	YEEPAY	6337	2016-09-20 10:42:37	618357984942642G				

Step 8

Solution

Parent step: 2

Baggage

ATTENTION:

- For baggage addition, first in the portal if it is possible, if NOT, proceed through the airline's website. If again it is not possible through the airline's website, refer the customer to the carrier.
- Once the pricing is done through either of the sources and the customer has paid, FL agents will need to add specifically from where the pricing was checked and mention it both to their errand and also in the note section, when they queue the order to fulfillment team.
- The carriers 7C, KT, BC, FW, BX, NQ, due to the low success rate or the fact that the baggage addition is not possible at all through the airline's website, agents will need to refer the customer to the airline
- FR24 doesn't support adding baggage within 36 hours before the flight departure time. In case you receive any request relevant to baggage addition, please check if you can make the addition to the airline's website, otherwise, if it is not possible refer the customer to the airline to book the ancillary service directly.

After the booking has been retrieved the baggage can be added as per the screenshot below:



Flight Booking

Hotel Booking

Bookings



Bookings > Trip Summary

please click this button

Purchase Extra Baggage

Refund

Void

Reissued

Rename

Ticketing Completed

Order No. :

Related Order

OW/RT

Creation Time

User ID

GDS PNR

Total Price

Deadline For Void



One Way

2023-10-09 15:15:24



2023-10-09 22:35:10

Payment Details

Transaction ID

Transaction Time

Payment Method

Payment Amount



2023-10-09 15:15:33

Balance Deduction



In order to complete the payment, use the option "Available credit"

Select Payment Method

B2B Wallet

Payment Amount: 48.61USD



Account Balance

3.06USD



Available Credit

496766.16USD

You don't have enough balance to cover the total cost of your order. This order will be paid by credit.

Please enter the pay password

ConfirmAs Payment Password you may use **456876**.**Step 9****Solution**

Parent step: 2

Seating

This feature is not yet available through the portal, the development should be over by the end of 2023. Until then, only if it is possible, please try to add any seating directly through the airline's website.

Step 10

Question

Parent step: 1

Ryanair PNRs sold through FR24

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 FR24, 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 FR24 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 FR24

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

Step 11

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

Step 12

Step 11

Solution

Parent step: 10

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

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.

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 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.

For all the voluntary cancellation scenarios above, please follow the instructions [here](#) for void and [here](#) for voluntary cancellation in order to claim the refund from FR24, in case the customer has reached out saying that the airline has been contacted and they begun the refund process to the account used for the PNR creation.

Step 12



Parent step: 10

Involuntary refund (SC)

FR24	
General Information	<ul style="list-style-type: none">• Schedule change notifications<ul style="list-style-type: none">- Placed on FR24 portal- Send to Schedule change Workmode via TS integration.• 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.• Handling flow: Can be checked from SC Description Manual handling.
Responsible team for SC notifications	BOM SC team

Support cases	Place the PNR on the queue in Edvin - BOM SC support Kindly note that whenever there is SC at the order, the case should be placed on the respective queue (ex. BOM SC support) for the dedicated team to take over.
Exceptions	Please follow the Manual handling routine from <u>SC Description</u> .

After involuntary refund has been requested to the airline either from us or from the customer to the airline directly, please follow the guidelines [here](#), to send the involuntary refund request to FR24.

Step 13

Solution

Parent step: 1

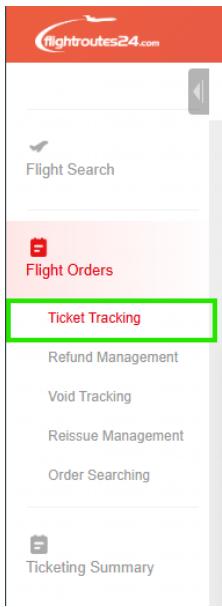
Rebooking

For rebooking, you can follow the bellow:

Live Chatting Tool for Customer Support (highly recommended)	Customer Support Team	Please visit FR24 B2B portal and use the Web Chat Tool by clicking on the right corner on the web page.	24 / 7
Reissue/Refund/Name Correction Submission	Post-ticketing Service Team	<p>Please visit FR24 B2B portal https://www.flightroutes24.com and log in with your username and password. Submit your request of reissue/refund/name correction by clicking on the buttons in Order Details page.</p> <p>For Instructions: Find info at Service Center – Help Center on B2B website https://b2b.flightroutes24.com/view/service/help.html</p> <p>Contact Customer Support using Web Chat Tool on B2B portal to consult any post ticketing issues;</p> <p>Email for consulting After.sales@flightroutes24.com</p>	Portal Request Submission: 24 / 7 Web Chat Tool & Email: 9am to 10pm everyday
Other Ticketing-related Inquiries (infant ticket, extra luggage, meals, wheelchairs, special requests consulting)	Ticketing Team	<p>Contact Customer Support using Web Chat Tool on B2B portal to consult any ticketing related issues;</p> <p>Email for consulting: tkt.service@flightroutes24.com</p>	

A. Find the order that you want to rebook

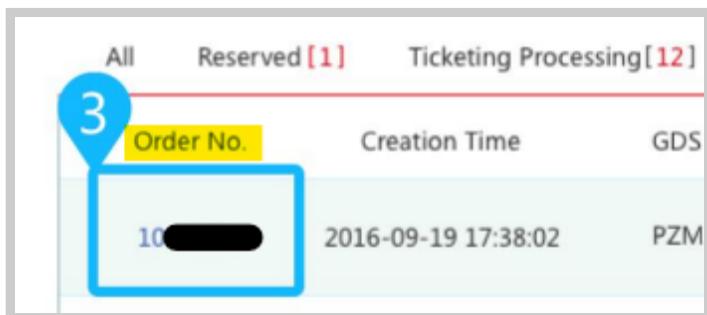
1. Choose 'Ticket Tracking' from the navigation menu on the left.



2. Find the PNR you want to rebook under the tab 'Ticketing Completed'

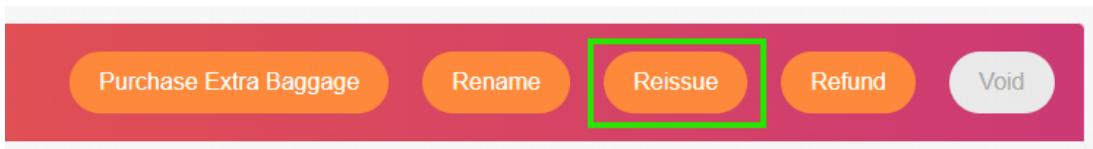


3. Click on the order number to open the PNR.



B. View PNR details

1. Click on reissued button, if you want to proceed with the rebooking request.



C. Review the details and submit the request to reissue

1. Select the passenger and the segment(s) that you need to rebook. Change the flight number, booking class, flight date of the segment in the free text boxes.

1

Passenger Information									
<input checked="" type="checkbox"/> Select all	Name	Gender	Date of Birth	Nationality	Pax Type	Expire Date	Place of Issue	Document Number	Ticket No.
<input checked="" type="checkbox"/>	[REDACTED]	MALE	1985-12-01	CN	ADULT	2019-04-28	CN	[REDACTED]	[REDACTED]

Flight Information								
<input type="checkbox"/> Select all	Segments	Airlines	Codeshare	Flight No.	Booking Class	Departure Airport	Arrival Airport	Flight Date
<input checked="" type="checkbox"/>	Outbound	JL	Non-codeshare	JL25	S	HND	PEK	2016-10-10
<input type="checkbox"/>	Inbound	JL	Non-codeshare	JL20	Q	PEK	HND	2016-10-15

In order to find the relevant flights, open another tab of FR24 portal and search for the flight availability through the "Flight Search" navigation bar, which appears when you login to the portal. Keep in your errand the flight details you need to add to the relevant fields from the screenshot above.

2. You can add more than 1 passengers through the '+ Click here to add the reissue conditions and passengers' button.

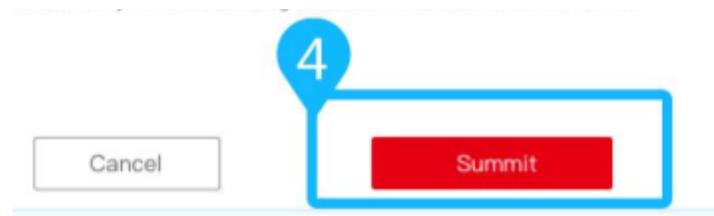
2

Click here to add the reissue conditions and passengers

3. Select reissuance type and leave the contact information of operator.

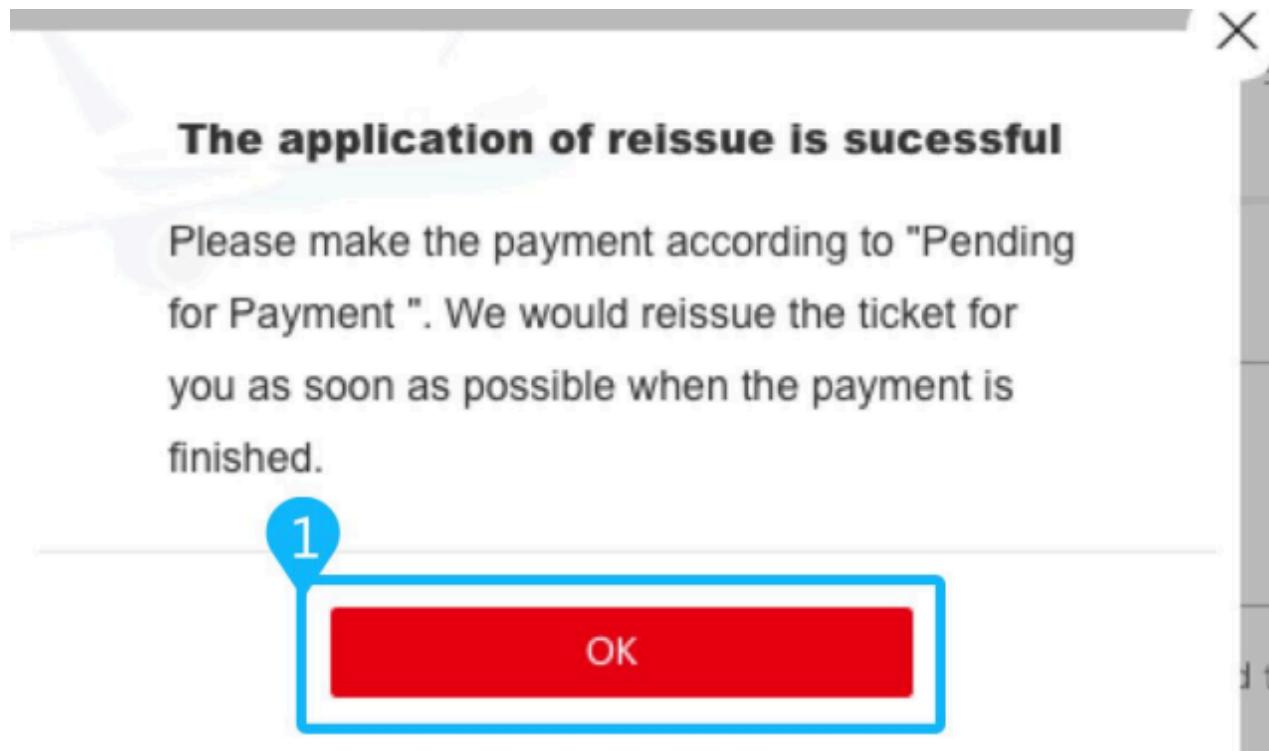
I Reissue Reason:		
<input checked="" type="radio"/> Voluntary Reissue	<input type="radio"/> Involuntary Reissue	
I Upload Reissue Proof: Please upload your document in JPG/PNG/PDF/DOCX, the file size cannot exceed 4M.		
<input type="button" value="Upload"/>		
I Operator Contact Information: Please make sure that the information is correct, and the order status change will be notified by SMS or email.		
Name of Operator	Operator phone No.	E-mail/QQ/Skype/wechat
Kind Reminder: Please submit a reissue request at least 72 hours prior to departure. For flights departing within 72 hours, you are recommended to contact the airline directly. For the segments with private fare, the reissue fee is subject to the airline policy.		
Service hours for reissue : Weekdays: 07:00~15:30 SAT : 07:00~15:30 (GMT+8) This time is for reference only. The actual time is subject to the working hours of airline's local branch offices and Flightroutes24.		

4. Click on Submit



D. Reissuance process- Pending

1. Click OK after submission



E. Check reissuance order status

1. Choose the 'Reissue Management' option from the navigation menu on the left.

Fare Search



Ticket Tracking

Refund Management

1 Void Tracking

Reissue Management

Order Searching



Ticketing Summary



Account Management

2. Find the order under the tab 'Reissue Applied'.

2

Reissue Applied [2]

Pending for Payment [1] | Reissue Processing [12] |

F. Pending for payment

1. If the reissuance can be processed, the order status will change to 'Pending for payment'

Reissue Details						
Reissue Order Info						
Order No.	OW/RT	Request Time	User ID	Status	GDS PNR	Reissue Reason
[REDACTED]	Round Trip	2016-09-19 10:42:37	test124	1 Pending for Payment	[REDACTED]	Voluntary Reissue

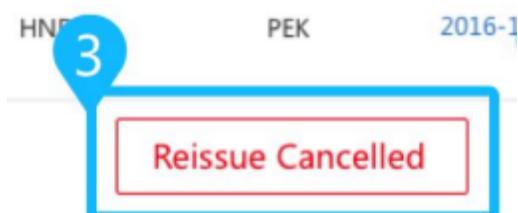
2. If you confirm the amount of reissuance fee, click on 'Payment Confirmed' button.

1 08:20

2016-10-10 10:45

2 Payment Confirmed

3. If you want to cancel the request, click on 'Cancel' button and the order status will change to 'Reissue failed'.



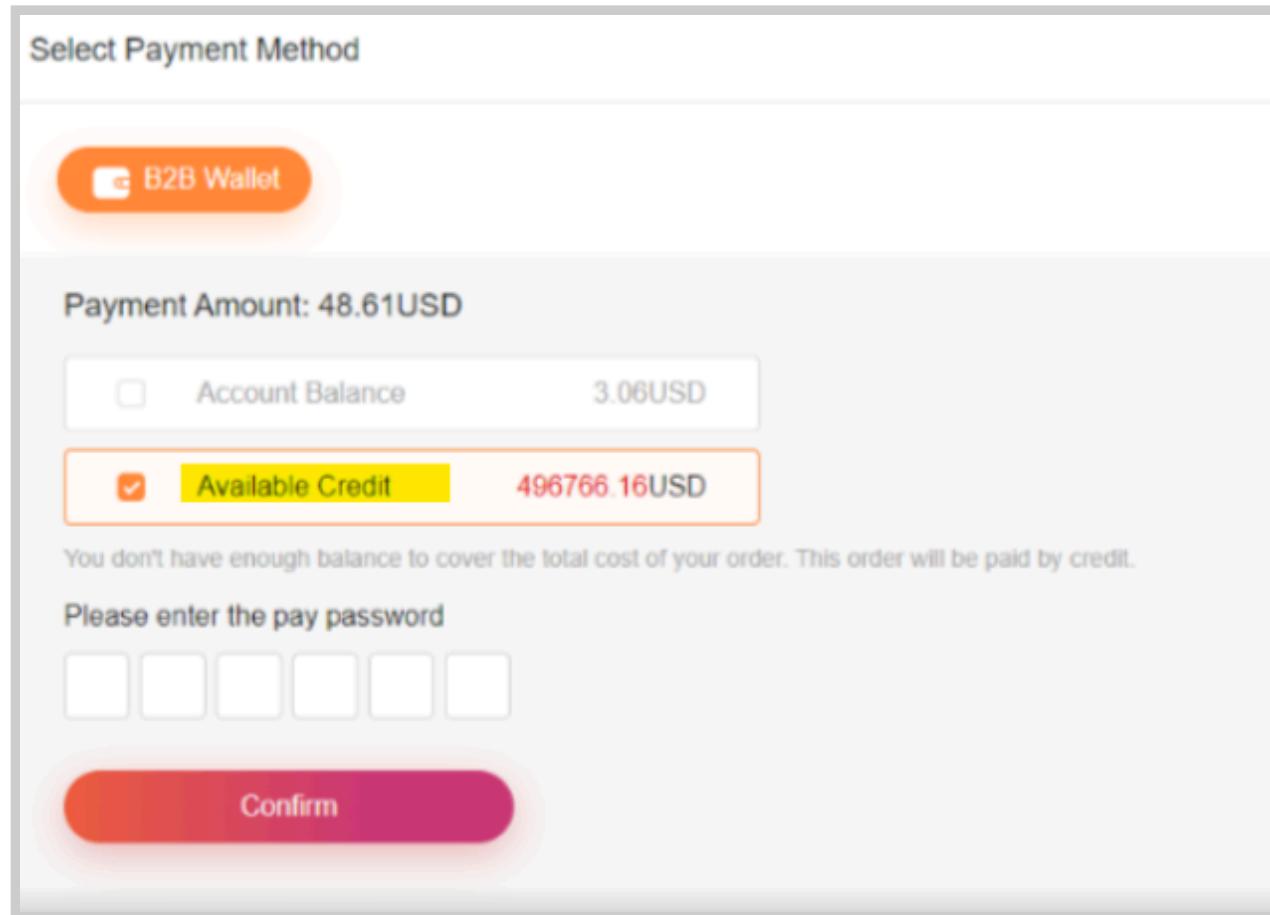
G. Make payment

After you have clicked on 'Payment confirmed' button

1. Double check the amount on the top right corner



2. The payment will be processed through the "Available Credit". Then process the payment by clicking "Confirm".



As Payment Password you may use **456876**.

Step 14

Solution

Parent step: 6

Schedule change

- Log in into portal : <https://b2b.flightroutes24.com/view/fareSearch/pnrSearch.html>
- Open the notifications:



- Click to <<More>>, in order to open the list with the schedule changes:

A screenshot of the 'Flight Change' section of the website. At the top, there's a red header bar with 'Service Center' and other navigation icons. Below it, a pink header bar has 'Flight Change' and a 'More' button. The main area lists several messages:

- A new message for flight change, PNR 61 [REDACTED], Ticket number is D...
- A new message for flight change, PNR HD [REDACTED], Ticket number is 2...
- A new message for flight change, PNR CR [REDACTED], Ticket number is 7...
- A new message for flight change, PNR CR [REDACTED], Ticket number is 7...
- A new message for flight change, PNR 4W [REDACTED], Ticket number is B...

- Go Unread page and open the request:
 - Unread - are the new schedule changes that need to be handled
 - Read - are the handled schedule changes
 - GDS search - you can search for the PNR number.

A screenshot of the 'Message Center / Flight Change' page. At the top, there's a grey header bar with 'Unread 53' and 'Read' buttons. Below it, a white table lists three messages:

Subject/Content	Receipt Time
A new message for flight change, PNR 61 [REDACTED] Ticket number is D...	2021-04-06 13:18:21
A new message for flight change, PNR HD [REDACTED] Ticket number is 2...	2021-03-11 14:41:40
A new message for flight change, PNR CR [REDACTED] Ticket number is 7...	2021-03-09 05:47:47

- When agent click to "I have informed the passenger" the email will go to "Read" folder.

A new message for flight change, PNR [REDACTED] Ticket number is [REDACTED] Order No [REDACTED]

Receipt Time : 2021-04-06 13:18:21

Dear Partners
 Your original flight:
 1JJ201 M ICN(2021-04-21 09:45)--NRT(2021-04-21 12:10)

Changed to:
 1JJ201 M ICN(2021-04-14 09:45)--NRT(2021-04-14 12:10)

Notice : When you enter this page, you will be considered to have received all flight change notifications. Please inform the passengers as soon as possible. Your sub-accounts can only check this message in **READ** after you click **I have informed passengers**.

- Click to “Order No” in order to open the PNR in portal:

Message Center / Flight Change / Details < Back

A new message for flight change, PNR [REDACTED] Ticket number is [REDACTED] Order No 1062 [REDACTED]

Receipt Time : 2021-04-06 13:18:21

Dear Partners
 Your original flight:
 1JJ201 M ICN(2021-04-21 09:45)--NRT(2021-04-21 12:10)

Changed to:
 1JJ201 M ICN(2021-04-14 09:45)--NRT(2021-04-14 12:10)

Notice : When you enter this page, you will be considered to have received all flight change notifications. Please inform the passengers as soon as possible. Your sub-accounts can only check this message in **READ** after you click **I have informed passengers**.

- By opening the order agent can rebook or refund:

Ticketing Completed		Purchase Extra Baggage		Rename	Reissue	Refund	Void
OW/RT	Creation Time	User ID	GDS PNR	Total Price	Deadline For Void		
One Way	2025-04-18 14:53:49	IIE	[REDACTED]	131.66USD	Void not allowed		
Athens, Greece -> Athens, Greece							

- Follow the schedule change description guidelines

Step 15

Solution

Parent step: 1

Cancellation and refund

For cancellation and void, follow the below:

Refund	<p>Post-ticketing Service Team</p> <p>Please visit FR24 B2B portal https://www.flightroutes24.com and log in with your username and password. Submit your request of reissue/refund/name correction by clicking on the buttons in Order Details page.</p> <p>For Instructions: Find info at Service Center – Help Center on B2B website https://b2b.flightroutes24.com/view/service/help.html</p> <p>Contact Customer Support using Web Chat Tool on B2B portal to consult any post ticketing issues;</p> <p>Email for consulting After.sales@flightroutes24.com</p>	<p>Portal Request Submission: 24 / 7</p> <p>Web Chat Tool & Email: 9am to 10pm everyday</p>
--------	--	---

General information:

There are two inquiry refund types, for "confirm to refund" the segments will be cancelled and the ticket cannot be used. Also, after you click "submit", there will be a pop-up window to notify you the seat will be canceled.

In case of 24 hour cancellation rule request you may use the same process, but insert in the notes your comment that we would like to know if the carrier supports this process so that FR24 can check and let us know if refund under better conditions can be provided. NEVER confirm to the customer that the full refund is guaranteed as each airline treats this scenario case to case policy.

For "Quoting refund fee only", which is only a option for voluntary refund, FR24 only checks the available refund amount for you and won't cancel the segments, the passenger can normally use the ticket.

In general, FR24 sets 30 min timeline for reschedule quote as reschedule fee may change any time regarding its cabin and fare left. However, for voluntary refund, except the request that close to departure, we will set longer time, more than 30 min for "Quoting refund fee only". Because the available refund fee will change regarding fare basis, like request for 7 days before departure and request for 2 days before departure may be different, so we usually set timeline within the day you submit.

[Flight Booking](#)[Hotel Booking](#)[Bookings](#)

test124

[Bookings](#) > [Trip Summary](#) > [Refund Request](#)**I Select Inquiry Type**[Confirm to refund](#)[Quoting refund fee only](#)**I Select Refund Passenger**

<input type="checkbox"/> Select all	Name	Gender	Nationality	Date of Birth	Travel Document	Place of Issue	Expire Date	Document Number	Pax Type	Ticket No.
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

I Select Refund Reason Reminder: Refund due to coronavirus outbreak, please check airlines' related policy first. If waiver policy applies, please choose [Involuntary Refund—Other special reason]*Refund Type:[Voluntary Refund](#)[Involuntary Refund](#)*Refund Reason:[Voluntary refund according to fare rules](#)[Flight cancelled/changed by airline](#)[Other special reason](#)[Unable to travel due to illness/death](#)[Conta](#)

Additional Info:

[Refund in EMD/credit](#)[Special waiver approval by airline](#)[Cannot use the ticket properly/denied boarding](#)[Coronavirus Test Positive](#)[Coronavirus Waiver Policy](#)

Notes:

Flightroutes24 will submit the corresponding reason in detail.

Reason you selected. You can leave notes to de

As you select "Confirm to refund", we will cancel the seat promptly after your submission.

[Cancel](#)[Confirm](#)

Operator Contact Information

A. Search for the order you want to refund:

1. Select 'Ticket Tracking' in the left navigation bar.
2. Find the order you want to refund from 'Ticketing completed' tab.
3. Click on the 'Order No.'

B. Refund details:

1. Click on 'Refund' button in the 'Passenger information section on order details.

OW/RT	Creation Time	User ID	GDS PNR	Total Price	Deadline For Void
One Way	2025-02-18 14:53:49	IIE	[REDACTED]	131.66USD	Void not allowed

C. Review and confirm details:

1. Select the passenger that you have received confirmation to refund.
2. Select the refund reason.
3. Select refund method
4. Click on 'Submit'.

1 Choose Refund Passenger

Name	Gender	Nationality	Date of Birth	Travel Document	Expire Date	Document Number	Place of Issue	Pax Type	Ticket No.
<input type="checkbox"/> Select all	MALE			Passport				ADULT	

2 Choose Refund Reason

Voluntary Refund according to Refund Policy Flight Rescheduled/Cancelled by Airline Unable to fly due to illness Other special reason

3 Refund Method

To Your Balance Account To Original Payment Method Unsettled payment is allowed to be refunded to original payment method only

Operator Contact Information

Name of Operator : _____ Operator phone No. : _____ E-mail/QQ/Skype/wechat : _____

Notice:

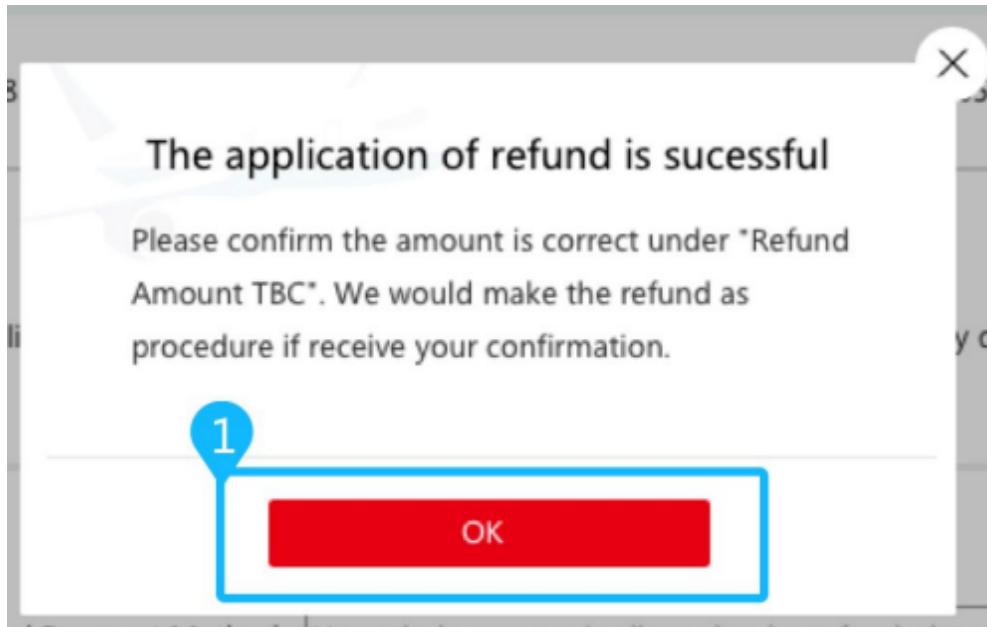
1.The submitted refund request will be processed as soon as possible. Please contact our service center to check the refund fees in advance if needed.
2.Please confirm the refund amount timely.

4

Submit

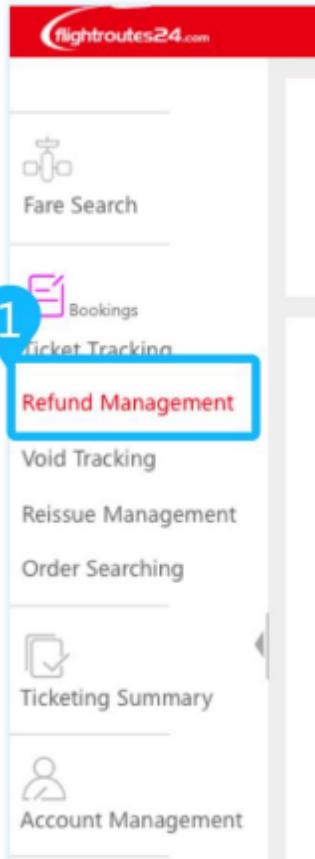
D. Refund successfully processing

1. Once you have followed the instructions above the pop-up below will appear to you. Click on 'OK' when you submit successfully.



E. Review your refund request

1. Click on 'Refund Management' in the menu shown on the left side of your page.



2. Find your refund request from the 'Refund applied' tab and check the status or any other details required.

The screenshot shows a table titled 'Refund Applied [3]'. The table includes columns for Order No., Request Time, Passengers, Flight No., Flight Date, GDS PNR, Total Price [CNY], Refund Amount [CNY], Status, and Operator. One row is visible, showing details for a refund request made on 2016-09-19 at 10:42:37, with a status of 'Refund Applied' and an operator of 'test124'.

All	Refund Applied [3]	Refund Processing [1]	Refund Amount TBC [3]	Refund Approved [9]	Refunding [5]	Temporarily Nonrefundable [0]	Refund Completed [5]	Rejection Reco	
Order No.	Request Time	Passengers	Flight No.	Flight Date	GDS PNR	Total Price [CNY]	Refund Amount [CNY]	Status	Operator
██████████	2016-09-19 10:42:37	██████████	JL25 JL20	2016-10-20 2016-11-10	██████████	3366.00	3366.00	Refund Applied	test124

F. Confirm refund amount

1. FR24 calculates the refund according to the airline's policy and changes the status of the refund request to 'Refund amount TBC'.
2. If you agree with the amount click on 'Confirm'. The amount you confirmed will be refunded from FR24.
3. If you do not agree with the amount calculated, click on 'Dispute' and FR24 will review the case and contact back.

Application Date From: _____ to: _____

Order No.: _____

GDS PNR: _____

Search

Ticket No.: _____

Refund Amount TBC : Please click "Agree" in time to confirm the refund amount, we will return the money ASAP. If you have any questions about the refund amount, please click "Dispute", we will contact you to further confirm.

All	Refund Applied [3]	Refund Processing [1]	Refund Approved [9]	Refunding [5]	Temporarily Nonrefundable [0]	Refund Completed [5]	Rejection Record			
Order No.	Request Time	Passengers	Flight No.	Flight Date	GDS PNR	Total Price [CNY]	Refund Amount [CNY]	Status	Operator	Action Confirmation
██████████	2016-09-19 10:42:37 ██████████	██████████	JL25 JL20	2016-10-20 2016-11-10	██████████	3366.00	3366.00	Refund Amount TBC	test124	

G. Check the status of refund

1. In the tab shown above the applications sent, locate the tab 'Refund Completed' to see the amount refunded to the designated account.

ATTENTION:

Please note that in case the customer has requested refund directly from the airline, the request does not reflect in the FR24 portal and FR24 cannot see it as well, unless they are informed from the airline. In case FR24 informs us that the customer has processed the refund directly with the airline or the customer informs us that they have processed the refund with the airline, we still need to run the refund process within the portal so that the payment can be processed to us.

Step 16

Solution

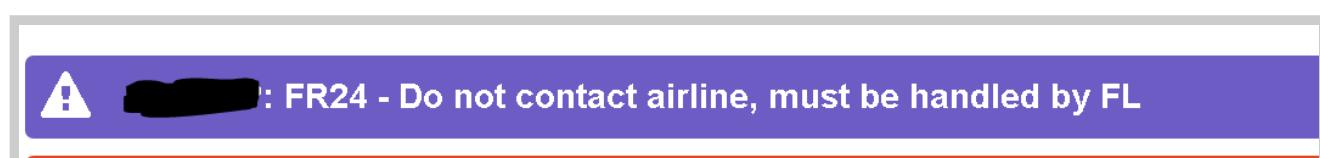
Parent step: 1

General information and log in

FR24 (Flightroutes24) is a new consolidator working from a new portal. Here we will mainly be focusing on selling domestic tickets in Asia, with high focus on domestic flights in Japan and China.

Cash will be used as form of payment.
We will not be able to find tickets in BSP.

All FR24 bookings is marked in Edvin with below banner, you will always see the Tripstack logo present in Edvin:



To access the FR24 portal use this link: [FR24 portal](#)

All FL agents have to use their own location's shared credentials depending on what office you belong to. You can find more information within the Edvin Documents in Edvin.

- Contact information:

Responsibility	Person in charge	Contact (English and Chinese Service)	Working Hours (GMT+8, Beijing Time)
Void via B2B portal or API	System Auto / Ticketing Team	Please visit FR24 B2B portal https://www.flightroutes24.com and log in with your username and password. Submit your void request by clicking on the [Void] button in Order Details page. Or place the void order via FR24 Agent Voiding API.	24 / 7
Live Chatting Tool for Customer Support (highly recommended)	Customer Support Team	Please visit FR24 B2B portal and use the Web Chat Tool by clicking on the right corner on the web page.	24 / 7
Reissue/Refund/Name Correction Submission	Post-ticketing Service Team	<p>Please visit FR24 B2B portal https://www.flightroutes24.com and log in with your username and password. Submit your request of reissue/refund/name correction by clicking on the buttons in Order Details page.</p> <p>For Instructions: Find info at Service Center – Help Center on B2B website https://b2b.flightroutes24.com/view/service/help.html</p> <p>Contact Customer Support using Web Chat Tool on B2B portal to consult any post ticketing issues;</p> <p>Email for consulting After.sales@flightroutes24.com</p>	Portal Request Submission: 24 / 7 Web Chat Tool & Email: 9am to 10pm everyday
Other Ticketing-related Inquiries (infant ticket, extra luggage, meals, wheelchairs, special requests consulting)	Ticketing Team	<p>Contact Customer Support using Web Chat Tool on B2B portal to consult any ticketing related issues;</p> <p>Email for consulting: tkt.service@flightroutes24.com</p>	

- How to search for booking:

To retrieve a PNR, click on 'Bookings':

Under 'Bookings/ Ticketing Management', insert the PNR in the field 'Ticket No.' and click on 'Search' button. Attention, from "Ticket No", you can retrieve the booking only if the PNR that appears in Edvin is the one of the airline.

Bookings / Ticketing Management

Date of reservation from:	to	Order No.:	<input type="text" value="Ticket No. (highlighted in green)"/>	<input type="button" value="Search"/>
<input type="text" value="GDS PNR (highlighted in black)"/>				
<input type="text" value="Third-party Ref. No. (highlighted in black)"/>				

Due to a bug, until recently we were showing both in Edvin and in the Travel Document FR24 PNR and not the airline's. This bug has now been fixed, but there are still some orders where this has not been updated. For those orders, you should insert the PNR in the "GDS PNR" field.

Date of reservation from:	to	Order No.:	<input type="button" value="Search"/>
<input type="text" value="GDS PNR (circled in red)"/>		<input type="text" value="Ticket No. (highlighted in black)"/>	
<input type="text" value="Third-party Ref. No. (highlighted in black)"/>			

For any inquiries regarding refund, reissue, EMD issuance, name corrections etc we need to chat/email with FR24:



Click on the message to open up the chat function. Chat is available in English and open 24/7.
Always be clear that we are asking for something and that we need to confirm with the customer before any action is taken by FR24.
There is also a help center page that you can use for information:
<https://b2b.flighthroutes24.com/view/service/help.html>

ATTENTION:

Currently the airline's PNR does not reflect in Edvin and as a result it does not reflect also in the Confirmation email and the TD. Until this is fixed, please provide the customer's with the PNR of the airline that can be found once the order has been retrieved.