Refund Automation Workflow

A. Workflow 1: Flight / Booking disruption

1. Receive trigger of a flight disruption event within 24 hours of flight departure window.
2. Disruption triggers at flight level:
   a. Domestic flight delay > 3 hrs
   b. International flight delay > 6 hrs
   c. Flight cancellation
3. Disruption triggers at booking level:
   a. Departure from a different airport (could be at flight level as well?)
   b. Arrival at a different airport (could be at flight level as well?)
   c. Increase in number of connections
   d. Downgraded to a lower cabin
   e. Changes in connection airport
   f. For a person with disability – flight changed to lesser accessible plan
4. Flight level Disruption
   a. Retrieve flight booking list
   b. Loop through all confirmed bookings
   c. Identify type of booking – Airline website, Third Party (OTA, Travel Agency, etc)
   d. Skip if not airline website booking
   e. Check for customer consent to refund.
   f. If no consent – email/text customer with chat link, inform about their eligibility for refund, give options to rebook and cancel / refund. With refund give options like travel credit, vouchers, money back, etc. Send reminder notification (every 24 hrs) if no response.
   g. Identify form of payment (FOP) [Credit Card, Miles Redemption, Cash + Miles, Bank Transfer, Gift Cards, Vouchers, Cash, Instalment]
   h. If FOP is CC
      i. Cancel flight segment (Typically airlines also cancel all onward flight segments)
      ii. Calculate Refund amount (This segment or full remaining booking)
      iii. Change ticket coupon status to RFND
      iv. Initiate Refund process
      v. Update booking with refund information
      vi. Communicate refund initiation to customer via email, SMS
5. Booking level Disruption

B. Workflow 2: Delayed Baggage

1. Receive trigger of a flight disruption event within 24 hours of flight departure window.

C. Workflow 3: Ancillary services not provided

1. Receive trigger of a flight disruption event within 24 hours of flight departure window.