

ΑΚΟΥΣΙΑ ΕΠΙΣΤΡΟΦΗ ΧΡΗΜΑΤΩΝ – ΜΕΡΙΚΩΣ ΧΡΗΣΙΜΟΠΟΙΗΜΕΝΟΥ ΕΙΣΙΤΗΡΙΟΥ

ΣΗΜΕΙΩΣΗ : Πριν από οποιαδήποτε ακούσια ενέργεια, να συμβουλευέστε πάντα το κεφάλαιο **Irregularities** στο Aegean HUB

<https://www.aegeanhub.com/el/booking-process-and-sales/pricing-and-policies/irregularities/>

- Μέσα στην κράτηση ελέγξτε για τις ενδείξεις UN/TK από τα πεδία **Alerts** ή **PNR history** (Queue 7)

Alerts

☐ Reason	Creation Date	Source	Description										
☐ SSR change	15SEP22 07:57	A3	New SSR	OTHS	Code:	MISSING SSR CTCM MOBILE OR SSR CTCE EMAIL OR SSR CTCR NON-CONSENT FOR A3							
☐ SSR change	15SEP22 12:51	A3	New SSR	OTHS	Code:	A3105 FLT IS CANCELLED							
☐ ScheduleChange	15SEP22 12:50	A3	Previous flight data		Status:UN	A3	105	SKG	ATH	2022-11-24	08:00	2022-11-24	08:55
☐ SSR change	15SEP22 13:13	A3	New SSR	OTHS	Code:	A3/OA AUTO XX IF ELECTRONIC TKT NR NOT RCVD BY 05NOV22 0800 ATH LT							

Acknowledge

2022-09-15 12:51	AutoTypeB/MIARMF1	SSR	A3105Y24NOV SKGATH UN1 / 										
2022-09-15 12:51	AutoTypeB/MIARMF1	SSR	SSR OTHS F1 A3105 FLT IS CANCELLED										
2022-09-15 12:51	AutoTypeB/MIARMF1	SSR	Updated by MUCRM1A										
			R- Automation AGT-automation AGY-AutoTypeB PCC-MIARMF1 RecFrom-Auto Update by MUCRM1A on 2022-09-15 at 12:50 1251Z/15SEP22										
2022-09-15 12:51	AutoTypeB/MIARMF1	QUE		QU ON ACJ1 7/ 15SEP22/1251Z PLACED BY MIARMF1 Automation automation									
			R- Automation AGT-automation AGY-AutoTypeB PCC-MIARMF1 RecFrom- 1251Z/15SEP22										

- Ανοίξτε το εισιτήριο από το πεδίο Transactions και επιλέξτε **Refund**

Transactions						
✉ 🖨️ 🔄 Tickets						
❗ Fare not found for ticketed flight(s) • MRS FARE LOGIX (ADT)						
Reference	Source	Status	Transaction Date	Travelers	Segments	
3906715345674	🏠 🏢 A3	Ticketed	15SEP22 10:57	FAREMRS LOGIX (ADT)	A3104 ATH-SKG 10NOV A3105 SKG-ATH 24NOV	

Electronic Ticket

Print
Status : TICKETED

Ticket Image
Agent Coupon

Ticket Image Details for Document

ET RECORD LOGIX / FARE (ADT)

AGY: O/D: ATH / ATH FF NO.:
ISSUED: 15SEP22 TKT: 3906715345674 AGT: A301_ROULA
PNR: OUZQWW / F1 IATA: FCI: 4
ISO: GR TC: VAL CXR: A3
VOID BY: 15SEP22 11:59P

Coupons

CP	STP	AL	FLT	CL	DATE	BRD	OFF	TIME	ST	FARE BASIS	NVB	NVA	BAG	CS
1	O	A3	104	Y	10NOV	ATH	SKG	08:00a	OK	YNLGTDD	10NOV	10NOV	0PC	F
2	O	A3	105	Y	24NOV	SKG	ATH	08:00a	OK	YNLGTDD	24NOV	24NOV	0PC	O

Fare Details

FARE: EUR 230.00
TAX: EUR 24.00 GR
TAX: EUR 17.73 WP
TAX: EUR 9.04 WQ
TAX: EUR 0.79 ZL
TOTAL: EUR 281.56

Details
Form of payment: EUR 281.56 CASH
Endorsements: NON REF/FL/CHG RESTRICTED
VALID A3/OA FLIGHT SHOWN
Fare Calculation: ATH A3 SKG111.00YNLGTDD A3 ATH Q8.00 111.00YNLGTDD EUR230.00END

Data Protection Notice

<http://www.iatatravelcenter.com/privacy>

Void
Refund
Exchange/Reissue
Close

3. Αλλάξετε την επιλογή του Refund από Auto to Manual

Ticket Refund

Auto

Manual

Ticket Information

Traveler	Ticket #	Currency	Date	PNR	IATA	Tour Code
MRS FARE LOGIX (ADT)	3906715345674	EUR	15Sep22	OUZQWW		

Coupons

TKT	CP	AL	FLT	CL	DATE	BRD	OFF	FARE BASIS	ST	Used
674	1	A3	104	Y	10NOV	ATH	SKG	YNLGTDD	O	Y
674	2	A3	105	Y	24NOV	SKG	ATH	YNLGTDD	O	N

Calculation of Refund

Base Fare 230.00

Base Fare Used - 0.00

Base Fare Refund 230.00

Tax Original 51.56

Tax Used - 0.00

Tax Refund 51.56

Ticket Refund 281.56

Penalty - 0.00

Total Refund 281.56

Commission

No Commission due 0.00

Waiver Code

Enter waiver code here if applicable

Monetary Settlement

Charged To		Refunded To	
CASH	281.56	CASH	281.56
Total Amount	281.56	Refund/Credit	281.56

Submit
Cancel

4. Ελέγξτε την τιμή και διορθώστε το ποσό Base Fare amount / Taxes

5. Στο πεδίο **Waiver Code** σημειώστε “ Due to UN flight ” και πατήστε **Submit**

Ticket Refund

AutoManual

Ticket Information

Traveler	Ticket #	Currency	Date	PNR	IATA	Tour Code
MRS FARE LOGIX (ADT)	3906715345674	EUR	15Sep22	OUZQWW		

Coupons

TKT	CP	AL	FLT	CL	DATE	BRD	OFF	FARE BASIS	ST	Used
674	1	A3	104	Y	10NOV	ATH	SKG	YNLGTDD	O	Y
674	2	A3	105	Y	24NOV	SKG	ATH	YNLGTDD	O	N

Calculation of Refund

Base Fare	230.00
Base Fare Used	- 119.00
Base Fare Refund	111.00
Tax Original	51.56
Tax Used	- 31.99
Tax Refund	19.57
Ticket Refund	130.57
Penalty	- 0.00
Total Refund	130.57

Tax Breakdown

Tax Code	Original	Used	Refunded
GR	24.00	12.00	12.00
WP	17.73	14.34	3.39
WQ	9.04	5.65	3.39
ZL	0.79	0.00	0.79
	51.56	31.99	19.57

Commission

No Commission due0.00

Waiver Code

Enter waiver code here if applicable

Due to UN flight

Monetary Settlement

	Charged To	Refunded To
	CASH281.56	CASH130.57
Total Amount	281.56	Refund/Credit 130.57

Submit

Cancel