

Flynas has granted RAA (Refund Application) access on Bsplink. Access is granted till **22-Mar-20 EOD (office working Hours)**.

Refund application needed to fill with correct **Fare/ Taxes/VAT for KSA Domestic Sector ONLY**.

Below are the audit mandatory requirements to follow for **Processing/Authorizing Refund**.

- 1) Refund application (RA) should be raise & revert back on flynas finance approval email of **RA access granting email only**. Avoid sending separate email for same ticket.
- 2) Refund application should be raised within the **stipulated time/date**.
- 3) Do not raise RA before completing of Flynas refund procedure / Approval.
- 4) Cancellation Fees should be correctly applied as advice in XYGDSUPPORT email. (Per coupon/Sector).
- 5) Correct Fare breakup i.e. fare and taxes should be correctly updated in refund application
- 6) Partial refund approval correct applicable fare calculation has to be done by agency.
- 7) Do not apply full fare amount for partial refund approval.
- 8) **YR TAX** - Voluntary refund – i.e. refund requested by the Passenger - **NON-REFUNDABLE**.
- 9) **YR TAX** - Involuntary refund – i.e. Airline cancel the flight - **REFUNDABLE**.
- 10) **E3 TAX** - Voluntary refund – i.e. refund requested by the Passenger - **NON-REFUNDABLE**.
- 11) **E3 TAX** - Involuntary refund – i.e. Airline cancel the flight - **REFUNDABLE**.
- 12) **K7 Tax** - **REFUNDABLE**.
- 13) Applicable coupons should be selected in the Refund application.
- 14) Do not raise duplicate refund application for the same approved ticket.
- 15) FOP should be correctly selected.
- 16) Flynas **does not** permit direct process of refund thru GDS.
- 17) On processing refund application. Notification email will be forward by system (BSP) to registered travel agency email ID with IATA.

Above requirements need to be followed for processing refund. Any violations of above will lead to rejection of refund application & **ADM for transaction cost recovery and plenty fee** will be raised on the agency. Refund application access rights will be deactivated & approval will be **NULL and VOID**.