



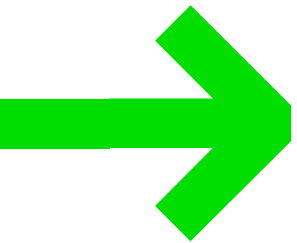
# Credits On Hold

A guide to help customers efficiently manage  
airline credits

Date: 16 November 2022





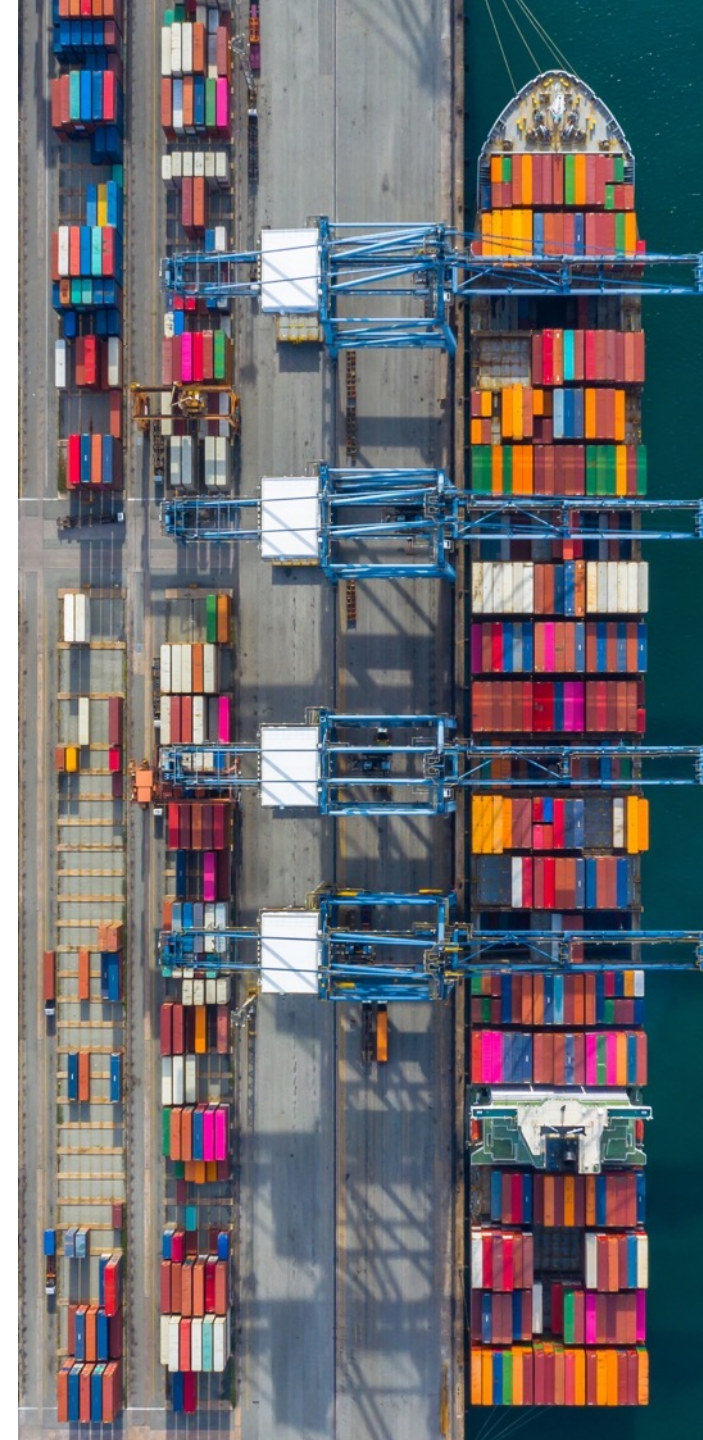


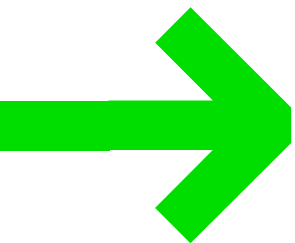
# Credits on Hold

The management of airline credits is a complex issue. This guide will help you navigate the challenges effectively.

Some of the complexity:

- A fluid situation that is affected by the decisions of each airline.
- Multiple rules and conditions.
- Confusing language.
- Compounding impacts from multiple COVID changes.

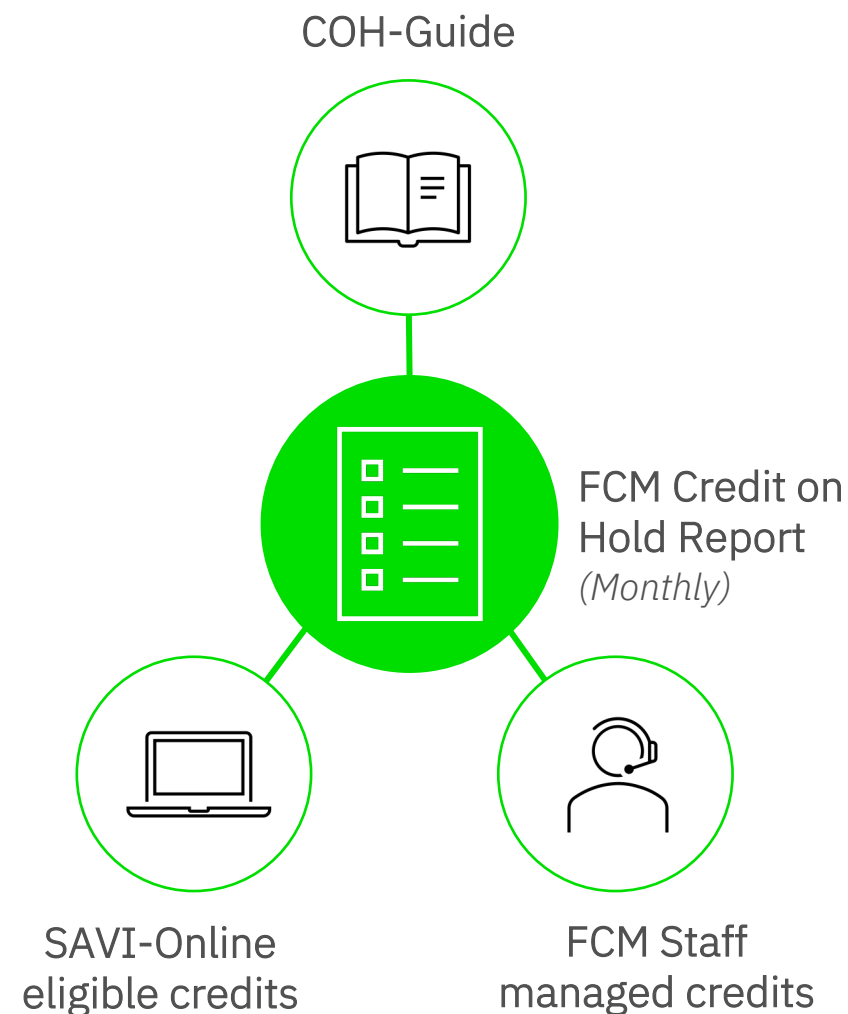


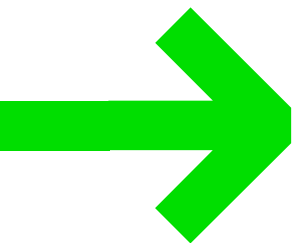


# This Guide

This COH-guide is designed to be used in conjunction with your 'FCM Credits on Hold' report to help you understand;

- The basic rules and conditions attached to fare types
- Which credits can be utilised in the SAVI Online Booking Tool (OBT)
- How these appear in SAVI and how you can self-serve
- Which credits require the action of FCM staff





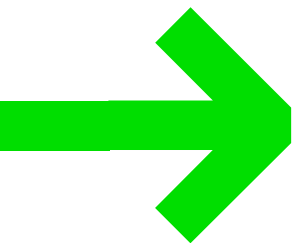
# Fare types & options

Fare Type	Credit on Hold	Refundable	Name change permitted
<b>Qantas Red e-Deal</b> (E, G, L, M, N, O, Q, S, V)	✓	✗	Upgrade to QF-Flex + <b>Fee</b>
<b>Qantas Flex</b> (B, H, K, Y)	✓	✓ + <b>Fee</b>	✓
<b>VA – Getaway</b> (U, M, S, T)	✗	✗	✗
<b>VA – Elevate</b> (U, Q, V, N, E)	✓ + <b>Fee</b>	✓ + <b>Fee</b> into Travel Bank ✗ to original FOP	✓ + <b>Fee</b>
<b>VA – Freedom</b> (U, L, K, H, B, Y)	✓	✓ into Travel Bank ✓ + <b>Fee</b> to Original FOP	✓ + <b>Fee</b>
<b>Rex – Saver</b>	✓	✗	✗ = <b>LIPNET, TIPNET Fares</b> ✓ = <b>All other fares (#)</b>
<b>Rex - Flex</b>	✓	✓	✓ (#)

**Note:** Partially used tickets have strict conditions. Please consult with FCM to utilise these credits on hold. Partially used tickets cannot be name changed.

*# New bookings must have the same number of sectors as credit on hold.*





- The above information is correct at the time of publishing and based on the regular rule classes (not future credit or reward point rulings).
- For the most up to date information please refer to the airline's website.
- \* The fare classes above can be found on your Credit-on-Hold report in column AO "Fare Basis Code" - the first letter of the code in the report relates to the fare type listed above; ie QDEAL=Q, NDEAL=N etc). NB JQ & Airlink tickets booked outside the GDS will not show and some other tickets issued prior to Mid 2020 may not show fare basis codes.
- \* FCM Fees will apply in addition to the airline imposed fees referred to above.




# SAVI Online

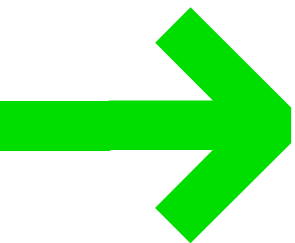
Where can I see the credits on hold?

1. Savi Dashboard >> Savi Credits Widget
2. In booking flow >> use “Suggested View” in Itinerary page

Savi credits						
All 12 available credits						
MY CREDITS		MY TRAVELLERS' CREDITS <span>6</span>				
HIGH	25 Oct 2022	 Ms Traveller Name	 Virgin Aus...	795999999973	\$335.00	
HIGH	28 Oct 2022	Mr Traveller Name	 Virgin Aus...	795999999967	\$260.00	
MED	29 Oct 2022	Mrs Traveller Name	 Qantas Ai...	081999999956	\$245.00	
VIEW ALL						

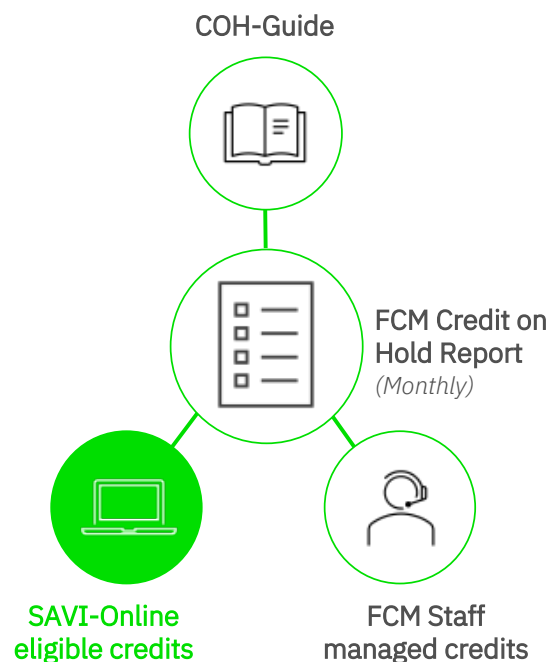
## UNDERSTANDING THE SAVI CREDITS WIDGET

- **ORDER OF DISPLAY** - The Ticket Credits widget displays the next 5 credits about to expire based on User Roles and the Unused Ticket Credit configuration applied the customer's policy. The credits will be displayed in order of expiry date with colour coding, with those about to expire at the top of the list.
- **RED** – This credit will expire in the next 30 days.
- **AMBER** – This credit will expire in the next 3 months.
- **GREEN** – This credit has a validity period longer than 3 months.
-  **PADLOCK** icon is used to identify if the credit can be shared with other travellers or not. The option to share or not is a combination of airline rules configured at a global level in Serko and/or customer's own policy.
- **VIEW ALL** - allows a user to see all available credits. Hover over the ticket credit to see additional information. Where a ticket is not redeemable online the row will be grey.
- **MY CREDITS** - displays any credit available to the user for their own booking(s). If their company travel policy defines that credits can be shared across their home cost centre or across multiple cost centres, the user will also see credits for other travellers that are available for them to utilise.
- **MY TRAVELLERS' CREDITS** - is only displayed where the user has permissions to access other travellers i.e. Travel Bookers, Authorisers, Corporate Admin users. This will not be displayed for users designated as traveller only.

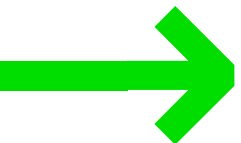


# SAVI Online

## Using a credit in the OBT

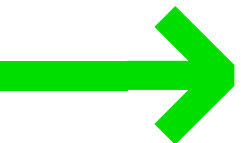


- **Savi will apply the Ticket Credit in the **Confirm** page of the OBT using the following criteria:**
  - Domestic Australia travel only
  - Auto allocation based on the earliest expiry date:
    - Travel Booker can remove the auto allocation and not use a credit on hold, or;
    - Travel Booker can remove auto allocation and manually choose a ticket credit from the listing (note: this may differ from what credits are shown on the Savi dashboard or reporting).
  - Company policy configuration of the Online Booking Tool (ie the rules each company sets for using COH)
  - Booking is for the same airline as the ticket credit
  - Only tickets that are permitted as redeemable online
  - Only one ticket credit per airline per person
  - The value of the new booking must have a combined price equal to, or higher than the unused ticket value
  - The last flight departure date on the ticket credit must have passed
  - New travel dates must be completed before the expiry of the unused ticket



# TROUBLESHOOTING & TIPS 1

<b>Qantas Red e-Deal credits</b> – using in OBT	<p>These credits can now be used easily in the SAVI OBT. You can select them at the COH-Widget before you begin a booking or at the end of the booking process.</p> <p>You will receive contextual guidance in the form of <b>pop-up information boxes</b> at various stages of the process to guide you. For example, to ensure you have selected a higher fare than the Red eDeal credit, or if you are using for a different traveller than the original – ensuring you have booked a Flexible Fare (as name changes are not permitted for Red eDeal fares).</p>
Advising FCM to <b>utilise a particular credit</b>	<p>In the OBT, at the confirmation screen, there is a free text box called <b>“Notes to agent”</b> <b>Please provide the booking number of the credit you want to use</b> - An agent will pick-up this transaction off the automated process and manually ensure the credit is applied prior to ticketing. This will attract additional FCM Fees.</p>
<b>Refundable</b> tickets	<p>It is good practice, where available, to refund any ticket that is eligible to be refunded.</p>
Credits <b>under ~\$150</b>	<p>We generally advise that these credits are effectively ‘unusable’ and advised seeking a refund for the tax component. The change fees required to use them are typically in excess of the credit amount.</p>



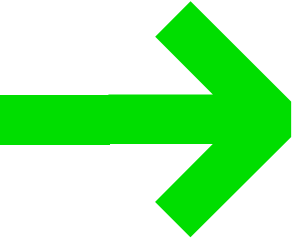
## TROUBLESHOOTING & TIPS 2

The credit information does not match the <b>Traveller profile</b>	If a new profile is created for the traveller, all credits belonging to the old profile will not be displayed for the new profile. See below for more information.
The credit information does not match the new <b>cost centre</b>	<p>Traveller has moved cost centres - If a traveller moves cost centre and the company's configuration does not allow use across cost centres, then the traveller will no longer be able to use this credit. Credits remain with the originally issued cost centre. /OR/</p> <p>Traveller has moved companies – If a traveller moves out of one company into the other the same rules apply and the credit ticket stays with the originally issued company's cost centre</p>
<b>Cost of the new ticket is lower</b> than the credit ticket	Due to Airline rules, the new fare must be equal to or higher than the credit being applied.
Credits will only display in the OBT <b>24 hours after</b> the original bookings final departure date of the flight. (Coupon has OPEN status)	This is an OBT restriction.
<b>Partially flown</b> ticket credit	Cannot be viewed in OBT. This is an OBT Restriction – you must contact FCM staff

### Other matters to note:

- Route Reversal; ie SYD-MEL-SYD cannot be reissued to MEL-SYD-MEL without a waiver.
- If a ticket does not allow a reissue on the day of travel (ie QF getaway fare), you cannot exchange it to the current day even if it was previously a future flight. ie OLD ticket 20DEC23 flight cannot be issued to today.
- Cannot reissue a gross / published fare to a private fare





## In summary

- Understand what your company Credits on Hold position looks like.
  - *FCM Credits on Hold Report – supplied monthly [XLS].*
  - *Ensure the correct person in your company is receiving this.*
- Understand which of those credits CAN be used online on your OBT-Savi.
- Understand which of those credits need FCM staff to action on your behalf.
- Share this guide with the appropriate people in your organization to build a plan and provide comfort that your Credits are being handled efficiently.

