

Dear Travel Trade Partner ,

We are getting repeat request for ticket re issuance or for refund authority for rescheduled or cancelled flights .

Please follow below advisory dated 12Dec21 .

**Kindly ensure correct waiver code is inserted in the endorsement box . Any re issued ticket with wrong endorsement or with no**

**Endorsement will have ADM raised by Audit team . Please note 17.5% admin fee will apply .**

- a) **Re issuance waiver code to be inserted in endorsement box : SKED CHANGE / AI ### / DDMMYY**  
For example COK DEL AI 511 / 01NOV21 is rescheduled or cancelled then insert : SKED CHANGE / AI 511 / 01NOV21
  
- b) **For full refund , insert in coupon remark or in OSI field in booking PNR : OSI : CANCEL / AI ### / DDMMYY**  
For example AI 130 / 01NOV21 is cancelled , for full refund insert waiver : CANCEL / AI 130 / 01NOV21

Please inform all your ticketing & accounts / refund staff accordingly .