

Aftersales Override Profile (new Online Free Exchange)

August 2019



INSPIRE REAL CONNECTIONS



Online Free Exchange

EUROSTAR™

HORIZON



What?

Allow customer to change or cancel their ticket free of charge in times of disruption

How?

New S3 Feature: Aftersales Override Profile

Configurable profile where you can set-up options in which cases the standard after-sales profiles need to be overridden

It is not a re-accommodation flow, it's an alternative profile that, during rebooking or cancellation, will override all rules defined in the regular after-sales profiles.

Changing a ticket 1/3

Step 1: Booking created on the 9004 London to Paris 30/08 in B16 - £44 for 1 PAX in standard

<
30th Aug 2019
>

OUT on Friday 30 August 2019 - London St Pancras Int'l to Paris Gare du Nord

Depart at	Duration	Arrive at	Standard	Standard Premier	Business Premier
07:01 ES 9004	2hrs 16mins → Direct	10:17	£44	£112	£276

Service	Travel date	Origin	Destination	B	Available	B01	B03	B05	B07	B09	B12	B14	B16
9004	30-08-2019	GBSPX (2)	FRPNO (3)	672	672	672	591	517	423	363	262	202	87
				19	19	0	0	1	0	0	0	0	18
				653	653	653	572	498	404	344	243	183	68

Booking reference: **K3D4GQ** Total (current) booking value: **GBP 54.00** Show cancelled Hide conflicts

Created: **24-08-2019, 13:54** Saleschannel code: **EUROSTAR / location: EBSC_GROUPS / user: ecc.multi**

Confirmed: **24-08-2019, 13:54** Agent: **ecc.multi (Eurostar / EBSC_GROUPS)**

Language (last used): **English** Contract code: **EIL_ALL**

1/2

9004
30-08-2019 Friday
Only Valid on selected service and date.
Modify

From: **London St Pancras Int'l**
07:01 - 10:17

To: **Paris Gare du Nord**

Ticket number	Passenger	Product	Seat	Class	Tariff	Price	VAT
936957972	test, test	PUB_STD_SF (ST)	13 / 44	B	B16PSXASBG	GBP 44.00	GBP 0.00

Changing a ticket 2/3



Step 2: rebook on the 9042 London to Paris 30/08 - £67 for 1 Pax standard available in B12

Service	Travel date	Origin	Destination	B	Available	B01	B03	B05	B07	B09	B12	B14	B16
9042	30-08-2019	GBSPX (2)	FRPNO (3)	672	672	672	564	410	262	148	34	0	0
				6	6	0	0	0	0	0	6	0	0
				666	666	666	558	404	256	142	28	-6	-6

17:01 ES 9042	2hrs 19mins → Direct	20:20	£67	£134	£276
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Step 3: Price displayed on Voyager £53 but confirmation page only display offline fee

18:01 ES 9046	2hrs 16mins → Direct	21:17	£53	£120	Not allowed
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Cost of exchange	Waive Fees?
Fare difference	£0.00
Exchange fee	£0.00
Offline fee	£10.00
Total	£10.00

Take payment

Restore original booking

Changing a ticket 3/3

Step 4: Maintain price (ticket value = £44) and booked in B12

Outbound

Fri 30th August 2019 London St Pancras Int'l to Paris Gare du Nord - 1 Pax

9042	First Name	Last Name	Passenger Type	Coach Seat	Ticket Price	Status	<input type="checkbox"/>
Dept 17:01 GBSPX	test	test	Adult	10 16	£44.00	Confirmed	<input type="checkbox"/>
Arrive 20:20 FRPNO							
Show Fare Conditions							Standard

Service	Travel date	Origin	Destination	B	Available	B01	B03	B05	B07	B09	B12	B14	B16
9042	30-08-2019	GBSPX (2)	FRPNO (3)	672	672	672	564	410	262	148	34	0	0
				7	7	0	0	0	0	0	7	0	0
				665	665	665	557	403	255	141	27	-7	-7

3/3

9042
From: London St Pancras Int'l
To: Paris Gare du Nord
30-08-2019 Friday
17:01 - 20:20
Only Valid on selected service and date. [Modify](#)


Ticket number	Passenger	Product	Seat	Class	Tariff	Price	VAT	Updated
917641074	test, test	PUB_STD_SF (ST)	10 / 16	B	B12PSXASBG	GBP 44.00	GBP 0.00	24/08 14:02

Additional Information

- Changes

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- If the original price paid by the customer isn't available anymore, S3 will use the lowest available fare bucket and override the price.
- Customer can change both legs of a return free of charge, even if only one leg has an Aftersales Override Profile, as long as the leg with AOP has been selected
- Booking can be "split" so disrupted customers can choose to travel on different trains.  This will only be available on Voyager.
- For existing heterogeneous PNR:
 - ✓ If the disrupted passenger wishes to exchange both his legs, the AOP profile applies to both legs
 - ✓ If the disrupted passenger wishes to only exchange the non-disrupted leg, the normal exchange conditions apply
 - ✓ If the non-disrupted passenger wishes to exchange all or part of his journey, the normal exchange conditions apply
 - ✓ Both passengers cannot be exchanged in one go on Voyager or eurostar.com

Additional Information

- Misc. 1/2

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- **Upgrades** are available but cannot be done free of charge. Price difference needs to be overridden. It will not be available on eurostar.com at go-live.
- **Overbooking:** changes to an overbooked train shouldn't be possible (TBC when overbooking has been developed)
- **Refunds** can be authorised for Eurostar front-line & 3rd parties but will not be made available on eurostar.com.
- Can we change **multi-inventory** booking free of charge?
 - ✓ ABS/ADS: **Yes.** Add-ons will be rebooked during the change.
 - ✓ RDG: **Yes.**
- An **automatic rebooking** of customers (automatic reaccommodation) isn't currently possible.

Appendix

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Additional Information

- Options

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1. Cancellation

What - Train isn't running. Exchanges & Refunds options available to customers.

How - Cancellation message displayed to customers on eurostar.com & mobile app

S3 - *Rebooking & Cancellation enabled for up to 60 days after departure*

2. Free changes & Refunds

What - The train is still running but heavily delayed. Exchanges & Refunds options available to customers

How – Free exchange message displayed to customers on eurostar.com & mobile app

S3 - *Rebooking & Cancellation enabled for up to 60 days after departure*