

 AIR BOTSWANA <i>Going Your Way</i>	FINANCE DIVISION	VOL XI
		EXPIRED TICKETS - COVID 19 FLIGHT SUSPENSION

To: Sales & Marketing Manager
From: Finance Director
Date: 31st January 2022

SUBJECT: EXPIRED TICKETS - COVID 19 FLIGHT SUSPENSION

During our meetings between Finance and Commercial Department in 2020, it was noted that some tickets which were affected by the suspension of operations due to **COVID19** pandemic period continue to expire month by month and reach the final status **Z**. During this period of the pandemic countries went into lock downs and restricted travel including South Africa and Botswana who closed their borders from Midnight of 26th March 2020.

Both Commercial and Finance Department agreed that once these tickets reach the closed status **Z**, they should not be opened should the customer approach our Sales Offices to either request to use for future travel or request for refund. To address such cases, it was agreed on the below processes:

COVID 19 EXPIRED TICKETS PROCESS

1. A customer present the expired ticket which expired during covid19 when flights were cancelled due to national lockdowns.
2. An agent checks and verify the ticket provided by the customer against the expired database if indeed their ticket is on the list.
3. Once step 2 is completed, A Covid expired EMD is issued using form payment MSCX to differentiate the transaction.
4. A ticket will be issued equivalent to the total amount on the EMD and if there is a difference in fare the fare difference will be collected and if the fare is lower than the EMD amount the balance will be forfeited by the customer. A record will be kept which shows that the customer has benefited.

This process will only be extended up to 31st December 2022

Your usual support will be appreciated.


Regards

Peter. H. Kgomotso
Finance Director

Cc: Director Commercial

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