



FRIENDLY REMINDER

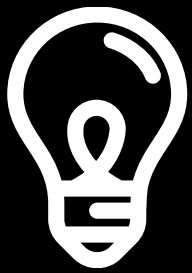
We need to understand when to apply \$50 Voucher + Refund.

By using Shift + F7 Record history is displayed. There you can see all changes made to the reservation. Flights that have been rescheduled for more than 1 hour or canceled by Spirit, you are able to see it was changed or canceled by Jobscheduler.



If that's the case, you can send the template: You have two options available. You can keep the reservation credit which can be used to travel from now until December 31, 2021 but they must book by September 30, 2021 and I can give you an additional \$50 voucher which is valid for 12 months. Your second option would be a refund. If you paid by credit cards, this can take up to 7 business days to process. Many Guests are taking the reservation credit with the extra \$50 voucher. Would you like me to process the refund or your reservation credit and the \$50 voucher?

Not applicable for refunds, credit only.



- Reservations that have been modified by srmstr.
- Webanonymus.
- Customer email address
- Any agent number.

That means the modification or cancellation has been as per guest request and are not applicable for refunds or \$50 Vouchers.

Future travel credit only.

EXAMPLE OF NON-APPLICABLE RESERVATION

This reservation is not applicable for Refund + \$50 Voucher since it was cancelled by the Guest.

Date: 13 Mar 2021	Time: 11:24:42 PM	Caller: INET	Agent: angela.barbaris@g
Add Payment	+P VI 623.14 USD		
SSR	SR Added SSR BGZC 3/24/2021 MSPATL 1561 for ANGELA BARBARIS		
SSR	SR Added SSR BGZC 3/24/2021 ATLLAS 805 for ANGELA BARBARIS		
SSR	SR Added SSR BGZC 3/28/2021 LASMSP 612 for ANGELA BARBARIS		
Add Flight	+F 28Mar21 LAS-MSP 0700/1155 NK 612 HK KNR 400.78		
Remove Flight	-F 27Mar21 LAS-MSP 1312/1813 NK 612 HK TA3NR 240.78		
Sell Fee	SF CHG 0 ANGELA BARBARIS 27Mar NK 612 LASMSP 0.00 USD		
Sell Fee	SF BZC 1 ANGELA BARBARIS 49.00 USD		
Sell Fee	SF BZC 2 ANGELA BARBARIS 48.00 USD		
Sell Fee	SF CHG 0 MICHAEL PANGER 27Mar NK 612 LASMSP 0.00 USD		