



# Airline Payment Process Flow

## A Visual Guide

The following process flow diagram illustrates the way refunds usually work, with the vast majority typically taking five working days to be processed and received through automated industry procedures.

Since the middle of March, with the effect the coronavirus pandemic has had on global travel, Gray Dawes has seen three things happening:

- Airlines have increased timescales for refunds to be processed to a minimum of 45 days.
- Many have removed automated processes and need TMCs to manually process refunds. These then require manual intervention by the airlines, again slowing the overall process.
- Airlines are increasingly issuing vouchers to travellers, with 12 months validity, rather than refunds.

The challenge is that corporates still have to pay for the original ticket, and there is no guarantee that vouchers can be used as:

- Frequent travellers may not need to fly with that particular airline in future.
- Infrequent/guest/contractor travellers may never undertake travel for you in the future, so the value of the voucher is lost.

Gray Dawes, along with the Business Travel Association, is lobbying airlines and IATA to change these practises and stick to the rules, which are that refunds are credited to the original payment method used to purchase tickets.

