

*Notice on **FAQs & Case Study***

Please refer to the following guideline :

1. Background

- Guidelines is needed so that requests can be managed more effectively
- Agents cooperation needed to comply with KE procedures

2. FAQ & Case Study

Question	Answer
What are Korean Air conditions for agent commission (KP05)?	All routes 0% commission
I made lots of bookings on Korean Air! Should I be concerned of any other arrangements	Please always check with passengers if they need special arrangements such as SPML , CHML, WCHR, ASP, STPC,etc to avoid possible passenger complaints. For special arrangements as above, kindly contact Korean Air Call Center at 03-2030 0200
My passenger is not going to use his ticket. Can I just ignore the booking?	You must cancel it before flight departure to avoid No-Show Fees. Please note that they will be charged twice if both outbound and inbound segments are not canceled.
My passenger did not board this flight, and the booking was not canceled! What happens now?	Coupon status will be changed to " Suspended ". To change/refund, please email to kulticketing@koreanair.com for changing back the status to "Open" and collect No-Show Fee as per fare rules under OC (oscar charlie) code for reissue/refund. For reissue cases, No Show Fee + Reissue Fee + additional fare and taxes difference. For refund cases, No Show Fee + Refund Fee to be collected.
Due to certain changes,I need to reissue my ticket. Should the reissue fee be put under EMD or tax column?	Korean Air reissue fee is under OD (oscar delta) code. Kindly refer to your GDS for the fare rules.

My passenger would like to make a refund but his booking class doesn't have refund penalty (fare rule doesn't show the penalty amount) In this case, any Refund charges apply ?	For fares without refund penalty , USD30 will be charged as refund service fee.
For refund, which method should I use?	Auto refund via GDS.
How can I request additional ticket stock?	Drop us an email request to kulticketing@koreanair.com with your PNR, IATA Number, GDS and Number of ticket stock needed. Ticket stock requests during office hours : 9.00am-5.00pm will be prioritized to be completed within the same working day whilst requests received after 5.00pm, will be handled on the next working day
Can I ask for a ticketing extension deadline?	Drop us an email request to kulticketing@koreanair.com with your PNR (subject to booking conditions). TTL requests during office hours : 9.00am-12.00pm will be prioritized to be completed within the same working day whilst requests received after 12.00pm, will be handled on the next working day
If the passenger's name has a spelling error, can it be corrected?	Yes, name spell change is permitted only 1 time , up to 3 letters with passport attached. (as long as it's the same person due to typo error) However, name change is not possible. Email to kulticketing@koreanair.com with your name error PNR during 9.00am-12.00pm , requests received after 12.00pm, will be handled on the next working day.

For more information, please refer to Korean Air website: <https://www.koreanair.com/my/en>

Please contact our friendly staff at:

Pax Support :: +603-2030-0200 | kulreservation@koreanair.com :: Agency Support :: kulticketing@koreanair.com