

SM #	227
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Title	Update to iCoupon Process – Automated Voucher Activation
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OPR #	N/A	Issue Date:	21/05/26	Effective Date:	25/05/26	Valid Until:	UFN
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Written By:	SQL Team - KB	Approved By:	eJ Ground Ops Nominated Persons
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Reason for Issue:

We are introducing an important update to the iCoupon (Light Refreshment Voucher) process to simplify delivery and improve the customer experience during disruption.

Details:

iCoupon activation will now be automatically handled by the LRV Activation Team (CMC) following a qualifying delay or cancellation.

This means that ground handlers are no longer required to request voucher activation as part of the standard process.

If iCoupon has not been activated within 30 minutes of the delay SITA being issued, ground teams should:

- Escalate to the LRV Activation Team
- Provide the required flight and customer details in line with current guidance

Why we are making this change?

- Removes manual processes for ground teams
- Speeds up voucher delivery to customers
- Ensures a more consistent and controlled activation process

Changes to Guidance Material:

The guidance material has been updated and can be located on the Connected Portal:

GO Disruption/Connected Guidance Material/Connected Guidance – Light Refreshment Voucher Process

Please remind teams to review the updated guidance on the Connected Portal for the full process.

End