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easyJet

Light Refreshment Voucher Process

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Revisions

Version Number	Content Summary	Issue Date	Author
1.0	Initial Issue	December 2022	Sofia Stone
2.0	Comms Updated	December 2022	Sofia Stone

Process Owners

Role	Department
Customer Operations Manager	Ground Operations
Customer Operations Manager	Customer Management Centre
Customer Disruption Manager	Integrated Control Centre

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1. Light Refreshment Vouchers

Where a flight is cancelled, or delayed by 3 hours or more (2 hours if the flight is less than 1500km) , or a customer has been denied boarding, Light Refreshment Vouchers (LRV) must be provided for customers to get something to eat and drink. This can be either paper or an electronic voucher.

For airports with the retailer availability, iCoupon will be set up and the LRV will be activated directly on the customers' boarding pass. Where iCoupon is not available Ground Handlers can manually issue paper LRV's to be used in retail outlets. If neither option is available, the customer will be able to purchase food and drink (within the agreed amount) and claim this back from easyJet by providing receipts.

If iCoupon is available in an airport, only iCoupon must be used, paper LRVs must not be issued.

If customers have been provided with either paper LRVs or iCoupon, they will not be able to claim anything back from easyJet for refreshments.

2. iCoupon

iCoupon is an electronic LRV which can be activated on disrupted flights over 2 hours and automatically linked to the customers boarding pass sequence number.

The customer will receive a notification to tell them they have a voucher to use. They will also receive a link to show them the available retailers to visit, where iCoupon will be accepted. They can then show their boarding pass to the retailers and use this to complete transactions for their light refreshments.

Where iCoupon is set up there will be no need for paper LRV's to be handed out by ground crew and the voucher will be available to use within 24hrs of being activated.

The voucher is available for one time use and once the transaction has been completed, the voucher will expire, even if the whole amount has not been used.

If vouchers have been activated for customers, no additional reimbursements for refreshments can be claimed for.

3. iCoupon Process

1. Flight delay occurs. Provide Delays and Cancellations leaflets detailing passenger rights.
2. Ground Crew must notify CMDO of delay and that LRV's are required to be activated.
 - a. If Ground Crew do not advise CMDO straight away there will be a delay in activation of LRV's so this must be done as soon as the delay occurs.
3. The CMDO will activate LRV's on customers' boarding passes.
 - a. A notification will then be sent to the customers, the handlers, and the retail units in that airport to advise iCoupon has been activated.
 - b. The customer will also receive guidelines of use and a link to inform them of the retail units available for them to use their iCoupon.

Be aware that if customers are focussing on the delay and disruption they might not see the notification straight away, you may have to remind them to check their device for comms.
4. The customer will take their boarding pass with iCoupon loaded to the available retail outlets, choose their light refreshments and make the transaction with their boarding pass.
5. The coupon will be validated, and amount redeemed.
6. The voucher will then be closed and transaction completed.
7. Where vouchers have been issued, customers cannot claim for additional refreshments.

Where iCoupon is available, paper LRVs must not be issued.

4. Notifying the CMDO

If disruption over 2 hours occurs and LRV's need to be issued, Ground Crew **must** inform the CMDO **as soon as possible**.

- Once the delay SITA has gone out, the Ground Handling/Ops team will notify the CMDO on the delayed flights that require activation.
- GH to notify CMDO by emailing their mailbox with the below details;
 - **Email address:** LRVActivation@easyJet.com
 - **Subject line:** LRV Activation - {Flight number & Number of Pax}
 - **Email Body:**
 - Airport Code (XXX)
 - Flight Number
 - Number of Pax
 - Reason for delay

Full Flight Disrupted

You will need to tell the CMDO:

1. Airport
2. Flight number(s) disrupted
3. Number of pax affected
4. LRV amount
5. The CMDO will then activate vouchers for all customers on that flight.

Individual Customers / Smaller Groups Disrupted

You will need to tell the CMDO:

1. Airport
2. Flight number(s) of customers disrupted
3. Number of pax affected
4. Pax sequence number(s).
5. LRV amount
6. The CMDO will then activate vouchers only for the customers affected.

5. Paper LRVs

1. Flight delay occurs. Provide Delays and Cancellations leaflets detailing passenger rights.
2. Ground crew to set up an area where customers can collect LRVs.
3. Advise customers where to collect LRVs.
4. Ground Crew provide LRVs manually for the agreed amount, recording which customers have collected vouchers by making a note of their sequence number.

6. Customer Comms

When iCoupon has been activated, customers will receive the following SMS:

"Hi {Customer Name}

We're very sorry for the delay to your easyJet flight (Flight Number). We've provided you with a voucher for {amount, currency} that you can use towards food and drink while you wait. To redeem it just take your boarding pass to any of the retailers listed here (Link). For further information about this voucher, and how to use it, please click here (Link)"

easyJet Flight Tracker will also be updated with the following messaging:

"We've provided you with a voucher you can use towards food and drink at selected retailers at the airport.

To redeem your voucher you'll just need to scan your boarding pass when you make your purchase at any of the retailers listed here (Link). For further information about this voucher, and how to use it, please click here (Link)"

Web has been updated with the following:

Refreshment vouchers

Depending on your delay, you will be issued with an electronic refreshment voucher of £3 or EUR 4.50.

- Flight delay of 2 hrs (flights up to 1500km) are entitled to vouchers.
- Flight delay of 3 hrs (flights over 1500km) are entitled to vouchers.

Important details about your refreshment voucher;

- The voucher will be activated onto your boarding pass barcode.
- You will receive an SMS notification once your voucher is activated. To find out where it can be redeemed within the airport, please click on the URL link in your SMS notification, for a list of available retailers.
- The voucher is easy to use, simply scan your boarding pass barcode at selected retail outlets.
- It can only be used once, therefore, if the full amount is not redeemed at the time of purchase, it will no longer be available to spend.
- If the cost of the item is higher than the voucher value, you can use the voucher as a partial payment
- It expires after 24 hrs of issue and can only be redeemed in the impacted airport.
- If we're unable to provide you with vouchers, we'll reimburse you up to the same amount if you provide appropriate receipts.

The Delays and Cancellations link has also been updated to include information about iCoupon.

IT Support

For any issues related to the iCoupon web portal, including access to the web portal, please raise a ticket with the IT Service Desk easyjetitservicedesk@easyjet.com.