

<i>Revenue Systems Instruction Manual</i>	Doc Ref:	RSIMPROC01.01
	Issue Status:	Issue 3
	Issue Date:	24 November 2009
	Authorisation:	GM Operations
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TICKET REFUNDS POLICY AND PROCEDURES

1. Introduction

This Ticket Refund Policy and Procedures document has been developed to assist Employees' to perform fare refunds as determined by Sydney Ferries.

2. Document Content Overview

This document is divided into the following sections:

- Section 1 Refund Policy and Guiding Principles
- Section 2 Fare Refunds Procedures
- Section 3 Tables & Forms

Section 1. Refund Policy and Guiding Principles

Policy Principles

1. To provide a high level of customer service by ensuring that refund of fare is processed promptly and as close as possible to the point of sale or request.
2. The ticket holder should tender the Ticket in respect of which a refund is sought when application for refund is made.
3. In the case of periodical paid tickets which may be damaged such as Ferry Ten and Travel Pass tickets, the ticket is to be exchanged for trips or days relevant to the unused portion.
4. A Refund Request form may be lodged with any Sydney Ferries Office and the ticket holder may be reimbursed by post. The Revenue Services Manager or a delegated person in some circumstances may process the Refund request in Cash.
5. A replacement ticket or pass may be given where proof of damage to the old ticket or pass is due to machine malfunctions owned or operated by Sydney Ferries.
6. Refunds are to be calculated as a percentage of the value of the ticket based on the number of unused trips (returns and Ferry Ten) or days to expiry (Periodical tickets)

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Cash Refunds

The Cashier can approve cash refunds (other than prepaid periodical tickets) in the following circumstances:

- Cancellation of service
- Rescheduling of service
- Purchase of incorrect product
- Health incapacity on the day of ticket issue
- Vessel at full capacity*

* Refunds are provided any time on the day of ticket purchase where the customer has changed their travel plan.

A ticket holder may be unable to or prevented by a Sydney Ferries Officer from boarding a vessel due to safety reasons.

Refund Request Form

Under certain circumstances, Sydney Ferries requires a Refund Request Form to be completed. Instances include:

1. Tickets have expired or are invalid at the time the ticket holder applies for a refund.
2. Tickets have been issued by an operator other than Sydney Ferries or their authorised agents.
3. Tickets have been issued free of charge.
4. Where they are unable to be used on Sydney Ferries services due to lengthy health incapacity lasting more than 30 days and have provided medical certificate to support the claim.
5. A customer applying for a refund has failed to return the old ticket in support of the refund application.
6. A customer making a claim has failed to provide concession and identity details to substantiate payment of fares when requested by a Sydney Ferries officer.

Section 2 Fare Refunds Procedures

Processing of Cash Refund (other than the prepaid periodical tickets)

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The following steps must be followed by the Cashier in processing a cash refund:

1. Ticket Verification

- a) Upon receiving a request from the ticket holder for a refund, the Cashier must ask the customer the reason for his or her claim and must note it down on the ticket using the appropriate Refund code (refer Table 1).
- b) The cashier must verify the status of the ticket by swiping the ticket through the Ticket Issuing Machine.
- c) In the event of a dispute, the Cashier should refer the matter to Revenue Supervisor at Circular Quay (in Manly, refer to the Controlling Officer) promptly to assess the situation and to approve a refund, if appropriate.
- d) Proceed with the refund only when fully satisfied that the claim is in accordance with this policy and procedure.

2. Refunding Cash/ EFTPOS

The Cashier is to write on the ticket the refund classification code (refer Table 1) and the refund amount payable details before paying.

EFTPOS Transactions require the customer to complete a Cash Refund Form for EFTPOS Purchase (**FORM REV0027**), prior to the handing over of cash for a refund.

3. Recording of cash refunds in Cashiers Reconciliation Sheet

- Enter the refund transactions by category as provided in the reconciliation sheet e.g. refund, exchange, vouchers.

Note: Refunds processed via the TIM must be bundled separately. The total value shown on the sign off card should agree with total refunds at the completion of the shift.

- The Revenue Supervisor or the Manly Controlling Officer must ensure that all refunds, cash or non-cash, are accounted for at pay-in.

Section 3 Tables and Forms

The following tables and forms are required for the effective and efficient management of the ticket refund functions.

Table – Ref.1 Refund Classification by Major Categories
 Refund Request Form

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EFTPOS Refund Form (**FORM REV0027**)

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Table – Ref 1

REFUND TABLE

MAJOR CATEGORY	CODE	RELEVANT CONDITIONS
UPGRADE	UG	1. Upgrading to a higher fare
SURPLUS TICKET PURCHASED	STP	1. Purchased extra ticket and already has the required ticket to travel
TRIP NOT PROCEEDED	TNP	1. Cancellation of service by Sydney Ferries 2. Rescheduling of service causing lengthy delay to customer's travel plan 3. Vessel at full capacity preventing customer from boarding 4. Missed joining the ferry or connecting service 5. Boarded wrong ferry
BOUGHT WRONG TICKET	BWT	1. Wrong fare purchased (eg. Single, Return, Concession, Pensioner, Adult, Child, Family etc). 2. Wrong ticket type purchased (eg: Cruise, Travel Pass, Sydney Aquarium).
TICKET ISSUED IN ERROR	TIE	1. Ticket issued in error - pressed the wrong key - misunderstood the customer's intended destination - customer does not have sufficient cash - Issued too many tickets
MECHANICAL FAULT	MF	1. Test ticket printed 2. Faulty or damaged ticket 3. Misprinted ticket 4. Ticket caught in the system 5. Machine failure
REJECT	R	1. Reject ticket, including tickets which the Ticket Seller may suspect are rejects
EXCHANGE	EXCH	1. Swap ticket types

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Form 0027

 Sydney Ferries Corporation	
CASH REFUND FORM FOR EFTPOS PURCHASE	
AMOUNT REFUNDED IN CASH:	_____
RECEIVED BY: (NAME)	_____
ADDRESS:	_____
SIGNATURE:	_____
PHOTO ID:	_____
SIGHTED BY:	_____
DATE:	_____
CARD NUMBER:	_____
CARD TYPE & EXPIRY DATE:	_____

Wording of Refund Request Brochure

Refunds Policy

Refunds (other than prepaid periodical tickets) are only available if the following conditions apply:

- Cancellation of service
- Rescheduling of service
- Purchase of incorrect product
- Health incapacity on the day of ticket issue
- Vessel at full capacity*
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Refunds are provided any time on the day of ticket purchase where the customer has changed their travel plan.

Refunds of Prepaid periodical tickets and Passes may be allowed upon application.

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Conditions

- The ticket for which a refund is sought must be provided upon application
- When requested, concession and identity details must be provided
- No refunds are available on tickets which are:
 - Expired
 - Been issued by an operator other than Sydney Ferries
 - Complimentary

Refunds can be available upon request at the point of purchase, ticket window Circular Quay or Manly; however, some ticket holders requiring a refund in some cases may need to complete a Refund Request Form. Post the completed form or lodge at any Sydney Ferries Ticket Office.