

Keycode	Description	Case categories
SOTKRCXLRFND	Voluntary cancellation for ex-KR flights	<i>Case category: Request</i> Sub-category 1: GDS <i>Sub-category 2: Other Refund Request</i> <i>Subject: SOTKRCXLRFND / PNR</i>
SOTTAXRFND	Tax refund	<i>Case category: Request</i> Sub-category 1: GDS <i>Sub-category 2: Other Refund Request</i> <i>Subject: SOTTAXRFND / PNR</i>
SOTSCHGRFND	Refund due to schedule change or flight cancellation	<i>Case category: Request</i> Sub-category 1: GDS <i>Sub-category 2: Other Refund Request</i> <i>Subject: SOTSCHGRFND / PNR</i>
SOTIDBKGRFND	Refund due to identical bookings <i>Agent to furnish us with the original booking PNR and the duplicated booking PNR</i>	<i>Case category: Request</i> Sub-category 1: GDS <i>Sub-category 2: Other Refund Request</i> <i>Subject: SOTIDBKGRFND / PNR</i>
SOTMEDCLRFND	Refund due to medical reason <i>Agent is required to attach any supporting documents (i.e. medical certificate, proof of relationship, etc.)</i>	<i>Case category: Request</i> Sub-Category 1: GDS <i>Sub-Category 2: Medical / Compassionate Grounds</i> <i>Subject: SOTMEDCLRFND / PNR</i>