thông báo của hãng Aeroflot Airlines như bên dưới:

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**Attention agents!**

Please be informed that for all tickets issued and reissued before April 30, 2020, with the departure date on the first unused ticket coupon until August 15, 2020 inclusive, the statuses of unused coupons were changed from OK to IROP.

To reissue tickets in accordance with MOWZDSU031053, the agent must make the necessary changes to the booking and contact the agent’s Helpdesk on e-mail: [salessupport@aeroflot.ru](mailto:salessupport@aeroflot.ru) with a request to change the status of ticket coupons from IROP to OK. In the subject line, you must indicate "IROP".

All requests for coupon statuses change are processed within 24 upon request receipt. After the coupon status is changed, a written confirmation will be sent in response to the request.

The agent must reissue the ticket not later than 24 hours after receiving confirmation from Helpdesk. In case the ticket is not reissued within 24 hours – coupons changes will be revoked