# Marketing - Task #3196

## create video for travel refund tool

2020-04-26 11:31 - Mike Saunders

<table>
<thead>
<tr>
<th>Status:</th>
<th>New</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start date:</td>
<td></td>
</tr>
<tr>
<td>Start date:</td>
<td></td>
</tr>
<tr>
<td>Due date:</td>
<td></td>
</tr>
<tr>
<td>% Done:</td>
<td>0%</td>
</tr>
<tr>
<td>Assignee:</td>
<td>Mike Saunders</td>
</tr>
<tr>
<td>Category:</td>
<td></td>
</tr>
<tr>
<td>Target version:</td>
<td>Q1/2022</td>
</tr>
</tbody>
</table>

### Description

I will work with Sophie and Stephan, and create a video explaining how to use our new travel refund tool: [https://refunds.documentfoundation.org](https://refunds.documentfoundation.org)

Documentation is here: [https://wiki.documentfoundation.org/TDF/Policies/Refunding#Enter_your_request_in_Travel_Support_Program](https://wiki.documentfoundation.org/TDF/Policies/Refunding#Enter_your_request_in_Travel_Support_Program)

I will do a test refund application and then develop a script based on that.

### History

#### #1 - 2020-07-27 15:29 - Mike Saunders

- Target version changed from Q2/2020 to Q4/2020

As there are no in-person events planned for the coming months, this isn't high priority right now IMO, so let's do it later in the year (also gives us time in case anything changes in the procedure).

#### #2 - 2020-08-22 09:29 - Mike Saunders

Just noting that I went through the process of getting a refund (for my BahnCard), following the documentation and clarifying some things with Sophie's help. So I have a set of steps to document in the video.

#### #3 - 2020-08-25 14:37 - Florian Effenberger

I didn't get a request - likely my fault for not knowing where to find them :)

But if you filed it "in production" already, please ping me directly, so I can handle the refund for the BahnCard

#### #4 - 2020-08-25 15:27 - Florian Effenberger

I didn't get a request - likely my fault for not knowing where to find them :

Forget about this, just saw the documents in the inbox. :-) My bad!

#### #5 - 2021-01-08 15:42 - Mike Saunders

- Target version changed from Q4/2020 to Q2/2021

There's still no immediate need for this, as nobody's travelling at the moment, so let's see if in Q2 it becomes useful again...

#### #6 - 2021-07-14 16:26 - Mike Saunders

- Target version changed from Q2/2021 to Q3/2021

Still no in-person events for which we need to issue travel refunds, so let's check again in a few months.

#### #7 - 2021-10-22 10:32 - Mike Saunders

- Target version changed from Q3/2021 to Q1/2022

---

2022-03-21
This is still a valuable thing to have, but there are unlikely to be any in-person events for the remainder of this year, so I'll work on it when we return after the Christmas break.