Exported at by Swarna Mallik

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Air Asia (AK, D7, FD, QZ, Z2, XT, XJ)

Updated, January 31, 2024

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Step 1 - Starting point

Question No linked steps

Air Asia (AK,D7,FD,QZ,Z2,XT,XJ,KT)

For Tripstack bookings

Agents can NEVER contact Air Asia - not by phone, chat, email, or in any way and not even on behalf of the customer. Please refer the customers to the airline company directly.

The below guidelines refer only to Travelfusion bookings

Air Asia Group contains the following carriers:

- Air Asia (AK)
- Airasiax SDN BHD (D7)
- Thai Airasia (FD)
- PT Indonesia Airasia (QZ)
- Philippines AirAsia (Z2)
- Indonesia AirAsia X (XT)
- Thai Airasia X Company (XJ)

***** Air Asia India (I5) does not belong to the group anymore. It is a different airline with a different website. Do NOT follow these guidelines. Check Edvin documents instead.**

Air Asia

1. Log in - Retrieve booking — Step 3
2. Cancellation — Step 4
3. Rebooking- Interim process — Step 9

4. Rebooking- DO NOT use until further notice — Step 5

5. Name correction/Name change — Step 6

6. Schedule change — Step 2

7. Ancillaries — Step 10

Step 2

Question — Parent step: 1

Schedule Change

1. SC Rebooking - Do not use until further notice — Step 8

2. SC Refund - Do not use until further notice — Step 7

3. SC Rebooking - Interim Process — Step 11

4. SC Refund - Interim Process — Step 12

Step 3

Solution — Parent step: 1

Log in - Retrieve booking

Interim process for retrieving the PNR

Air Asia has changed the interface of their website and "My booking" is no longer an option to retrieve the PNRs and manage the bookings. Until further notice, you may use the chatbot, which provides manage booking options.

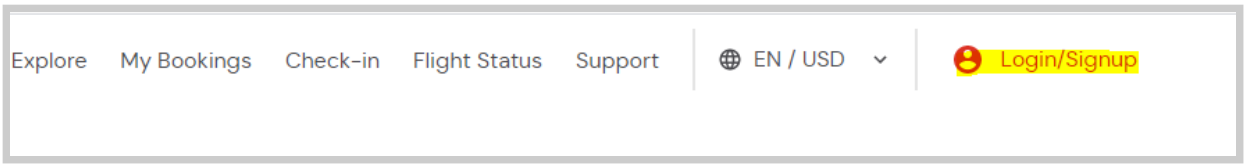
For Tripstack bookings

Agents can NEVER contact Air Asia - not by phone, chat, email, or in any way and not even on behalf of the customer. Please refer the customers to the airline company directly.

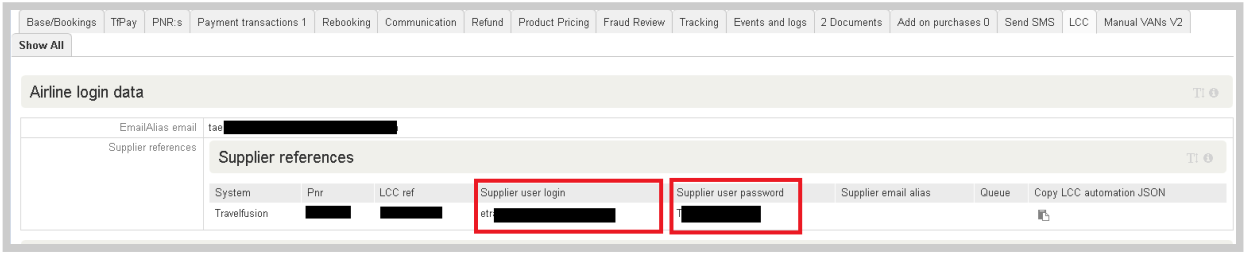
For TravelFusion bookings

To retrieve a booking on the airline's website:

1. Go to the airline's website. Select "Login/Signup":

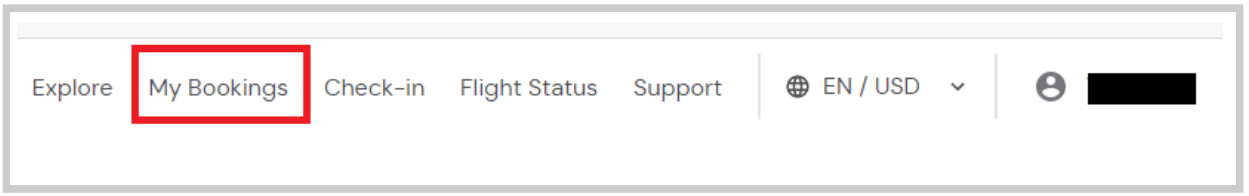


2. To find the credentials go to the LCC tab in Edvin:

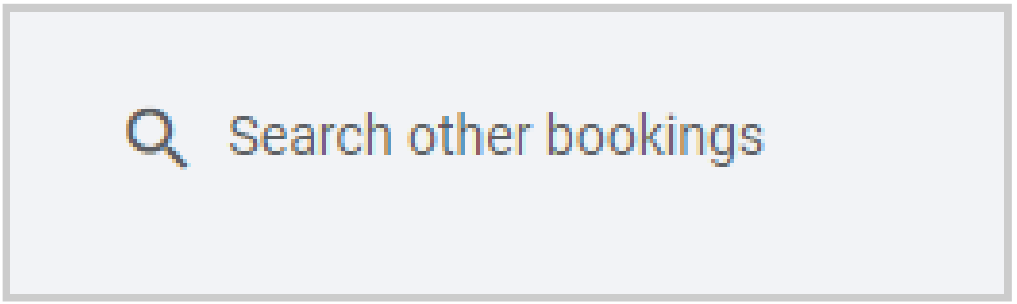


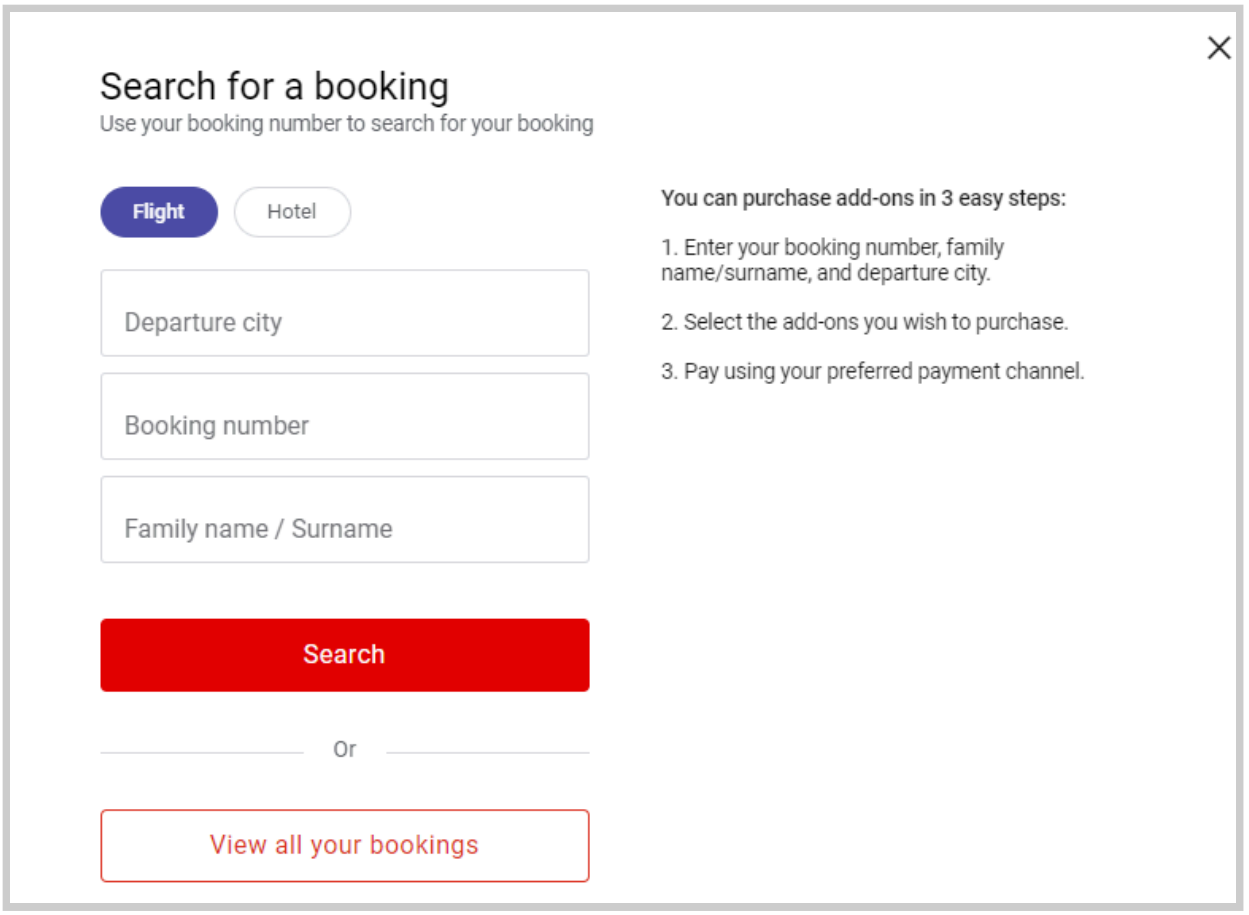
NEVER SHARE THE CREDENTIALS WITH THE CUSTOMERS!

3. Once you log in on the airline's website, click on "My Bookings":

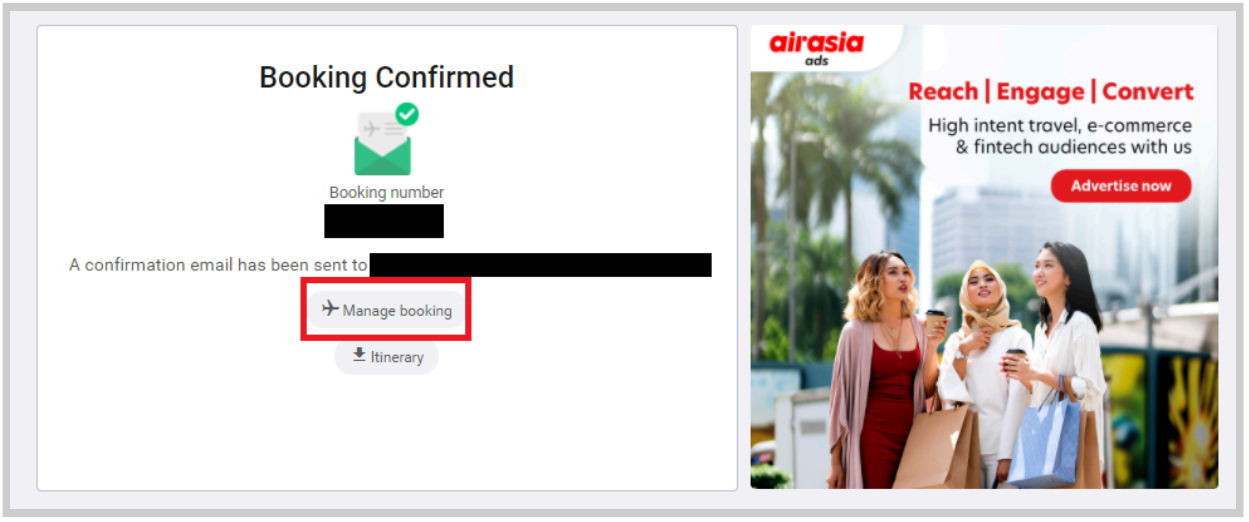


4. On the next page, select "Search other bookings", and fill in the details from Edvin (PNR, Departure airport, Last name). Then click on "Search":
***Note:** In case the passenger has two last names you need to insert them with a space between them. Exactly how it is displayed in the TD in Edvin.*





5. Then click on "Manage booking":



Step 4

Solution

Parent step: 1

Cancellation

The claim task has been moved to the SL team as of November 5, 2024.

ATTENTION

To make sure which of the steps you need to take, please follow the guidelines as mentioned *here*, where the exceptions and the rest of the general handling

are mentioned.

For Tripstack bookings

Agents can NEVER contact Air Asia - not by phone, chat, email, or in any way and not even on behalf of the customer. Please refer the customers to the airline company directly.

For TravelFusion bookings

All tickets are not refundable.

In case of a tax refund send an email to clientsupport@airasia.com

If the airline refers us to the chat or asks for a Member ID please use organization ID: **OTAGBTRVFU.**

Step 5

Solution Parent step: 1

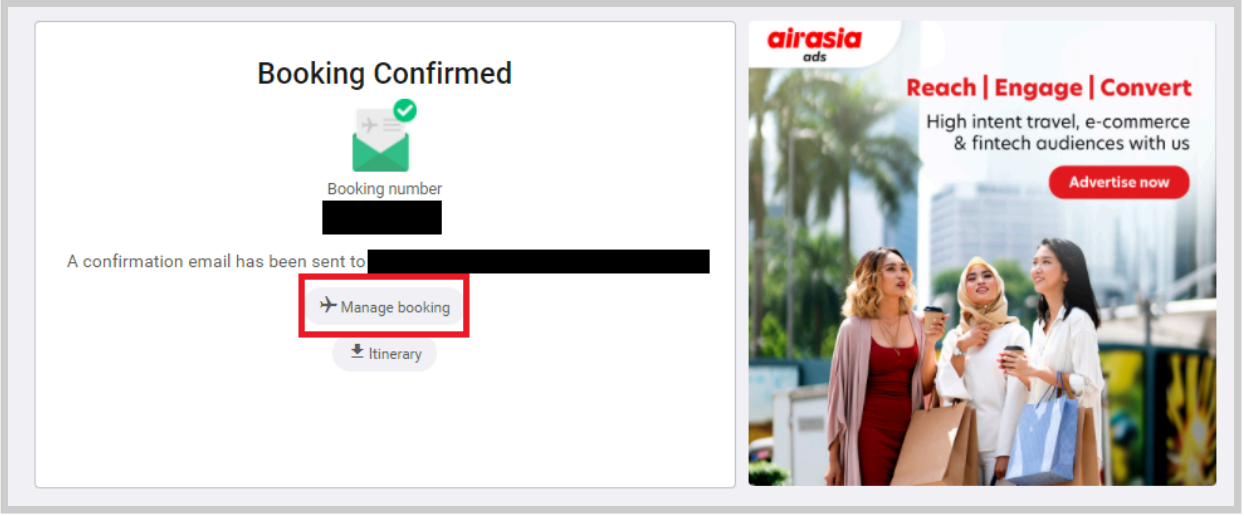
Rebooking

For Tripstack bookings

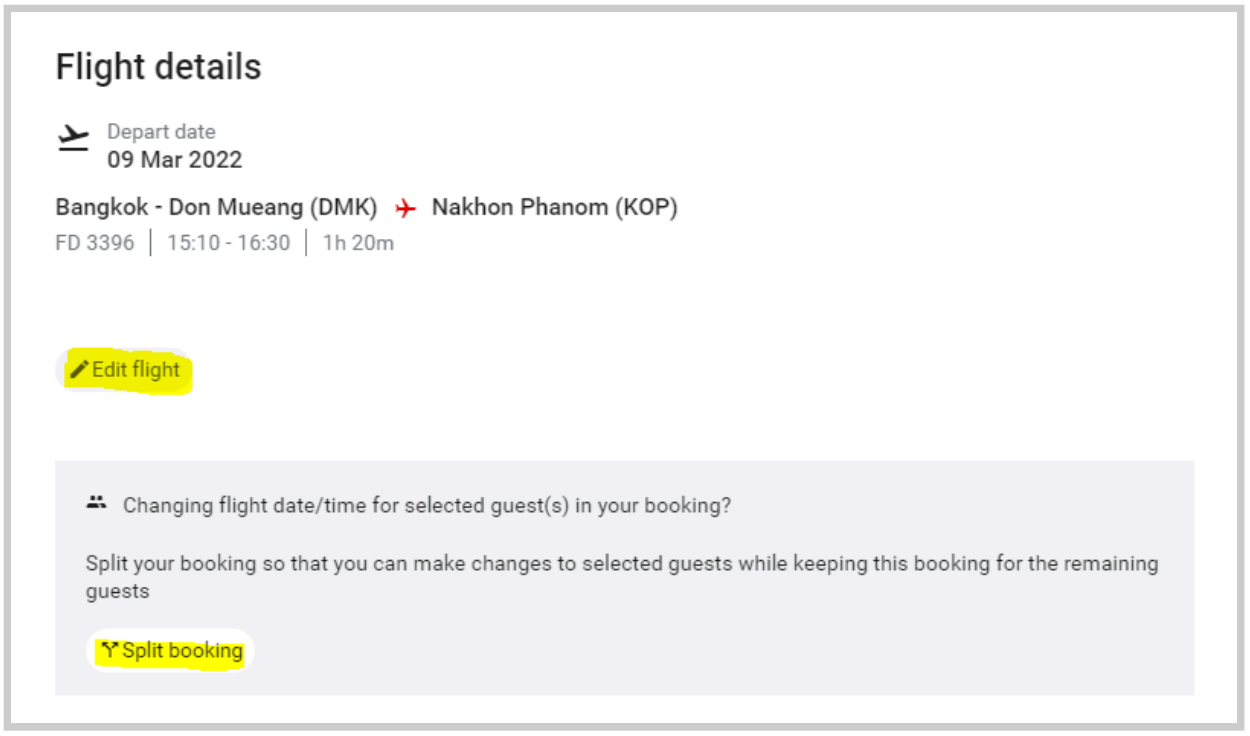
Agents can NEVER contact Air Asia - not by phone, chat, email, or in any way and not even on behalf of the customer. Please refer the customers to the airline company directly.

For TravelFusion bookings

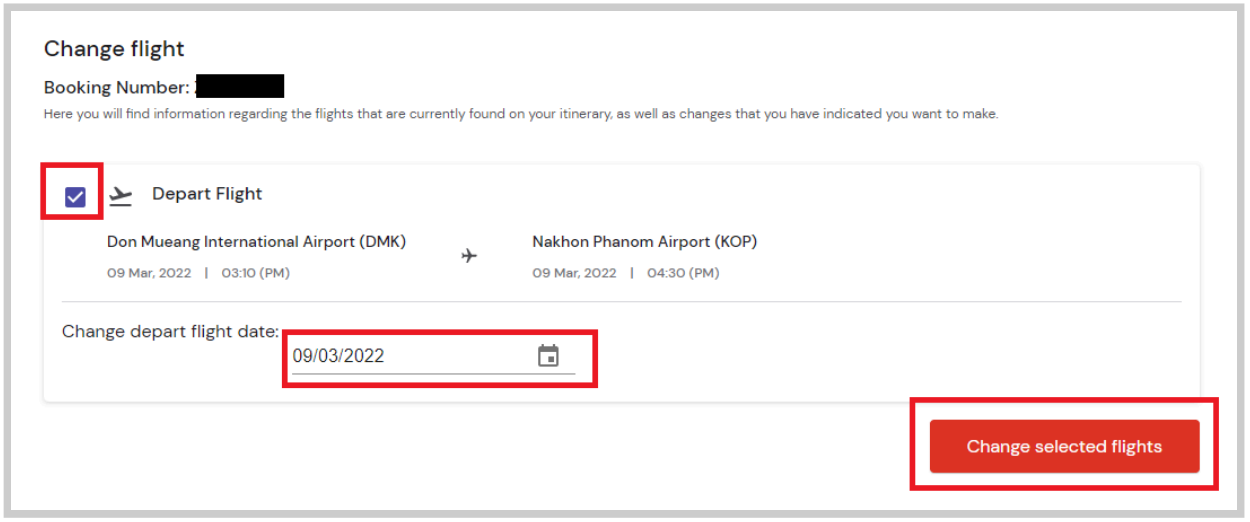
1. Login on the airline's website and after you retrieve the booking, click on "Manage booking":



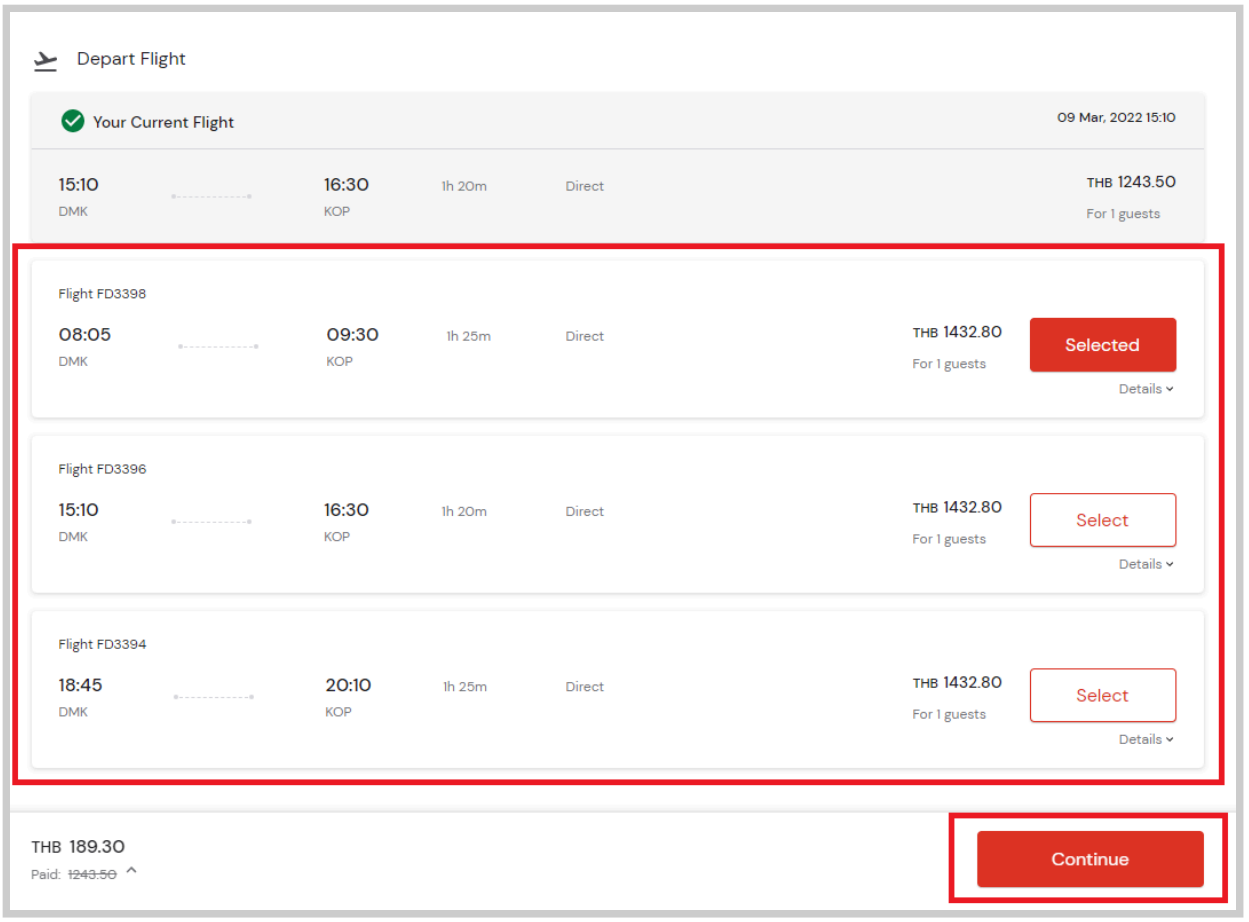
2. Click on "Edit flight".
If you want to change one of the customers, click on "Split booking". Make sure to link the new PNR in Edvin.



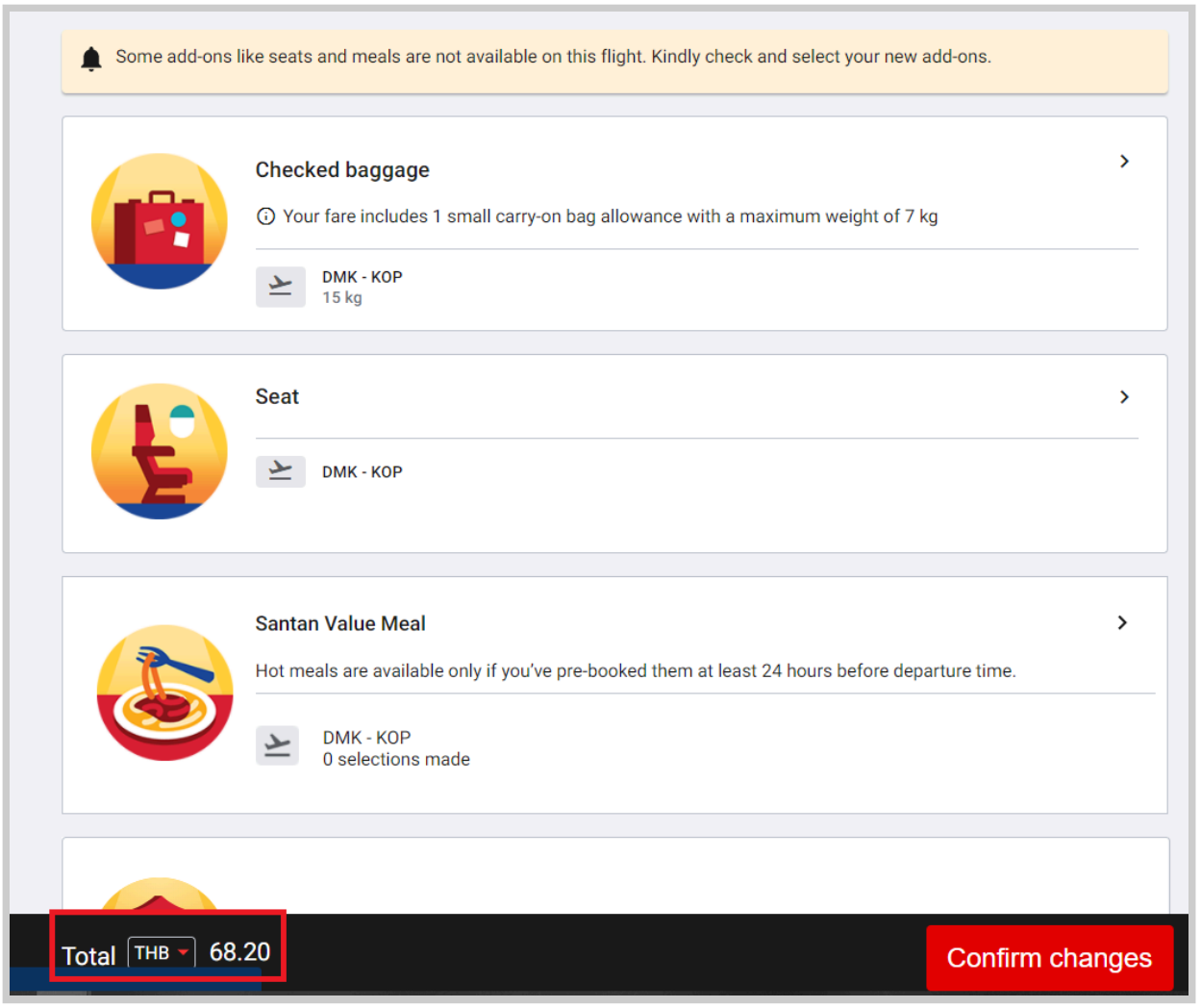
3. Select the flight you want to change and the new date. Then click on "Change selected flights":



4. Select the new preferred flight and click on "Continue":



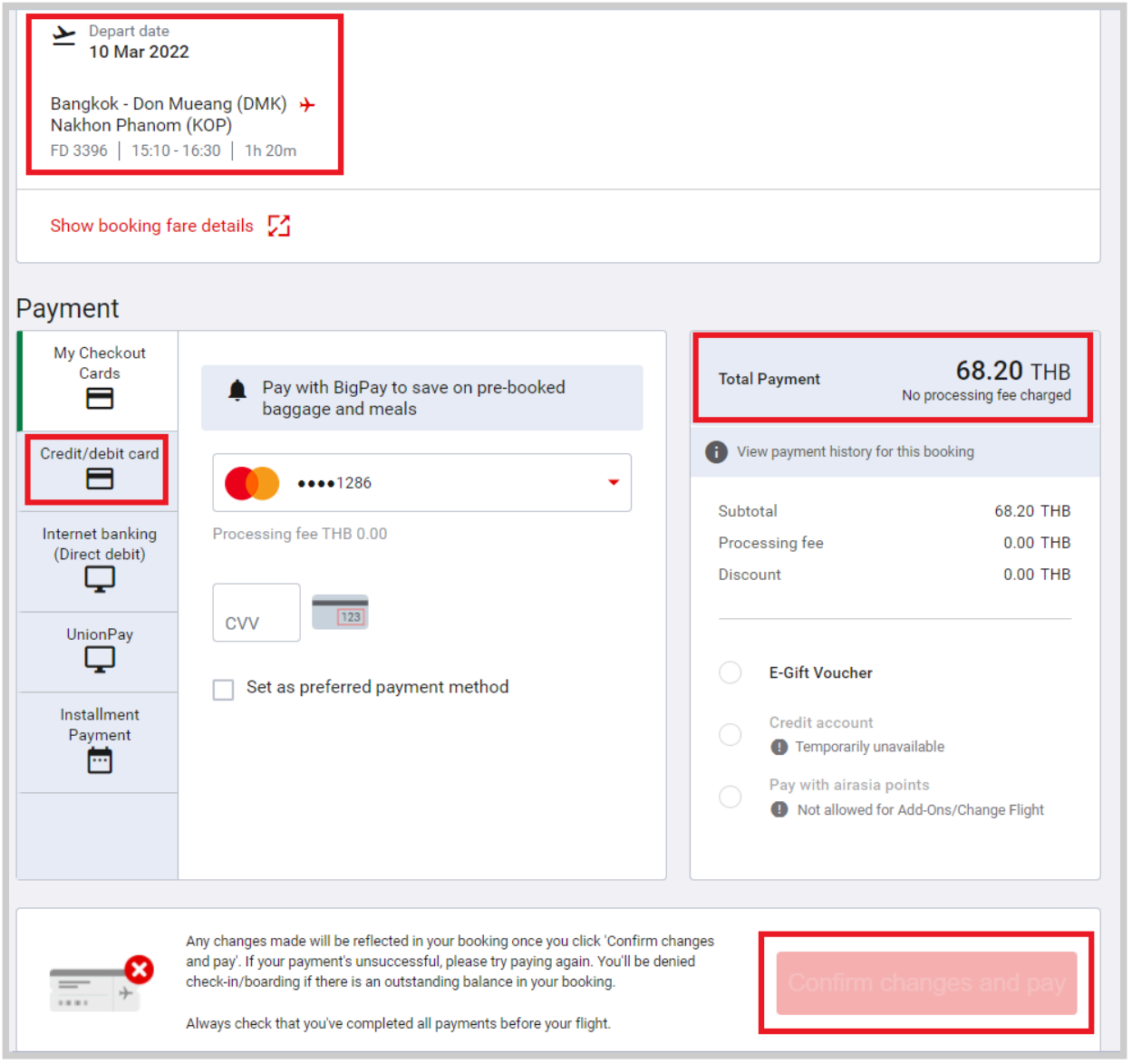
5. At the next step you will see the airline's total cost for rebooking. You can now charge the customer for the rebooking:



6. Once the customer pays click "Confirm changes" as per the above screenshot.

7. Issue a VAN in Edvin.

8. On the payment page, you will be able to see the new flight details. Select as Payment method **"Credit/debit card"** and fill in the VAN details:



9. Follow the rest steps in Edvin as per the normal routine for LCC rebooking.

Step 6

Solution Parent step: 1

Name correction/Name change

For Tripstack bookings

Agents can NEVER contact Air Asia - not by phone, chat, email, or in any way and not even on behalf of the customer. Please refer the customers to the airline company directly.

For TravelFusion bookings

- Name change: Not allowed
- Name correction: Allowed for the below scenarios - **NO GUARANTEES**
  - Correcting a spelling mistake
  - Adding or removing an English name for Chinese guests
  - Changing gender
  - Swapping given name and family name/surname

To make a name correction, please chat with AVA on the airline's website.

Make sure to charge the customer our Name correction fee in advance (when applicable).

If in chat you will be asked for a Member ID please use organization ID: **OTAGBTRVFU.**

Step 7

Solution Parent step: 2

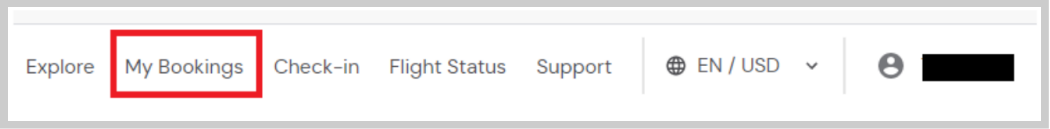
SC Refund - Do not use until further notice

For Tripstack bookings

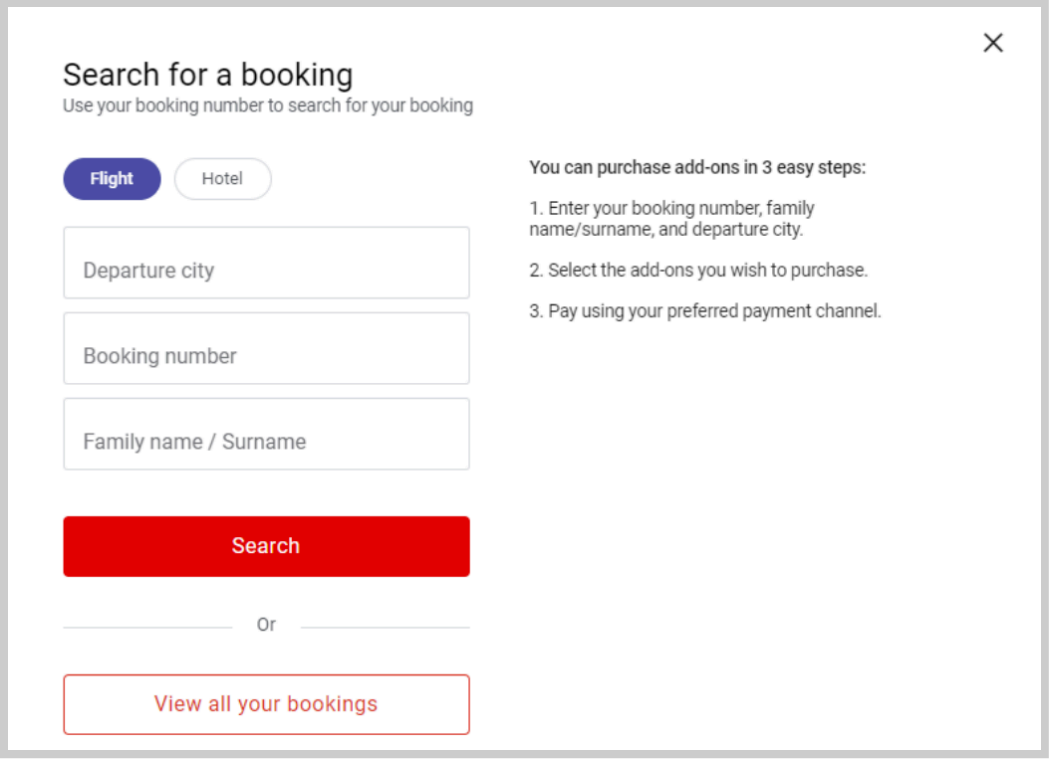
Agents can NEVER contact Air Asia - not by phone, chat, email, or in any way and not even on behalf of the customer. Please refer the customers to the airline company directly.

For TravelFusion bookings

- To retrieve a booking on the airline's website: https://www.airasia.com/en/gb and follow the instructions provided here.
- Once you log in on the airline's website, click on "My Bookings":



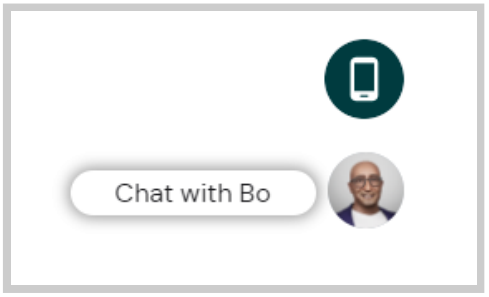
- On the next page, select "Search other bookings", and fill in the details from Edvin (PNR, Departure airport, Last name). Then click on "Search":



- Then click on "Manage booking":
- View the option of 'Credit Account' as according to the terms and conditions of the airline, any kind of cancellation will be as per fare conditions.
- Insert errand

***Note:** In case the passenger has two last names you need to insert them with a space between them. Exactly how it is displayed in the TD in Edvin.

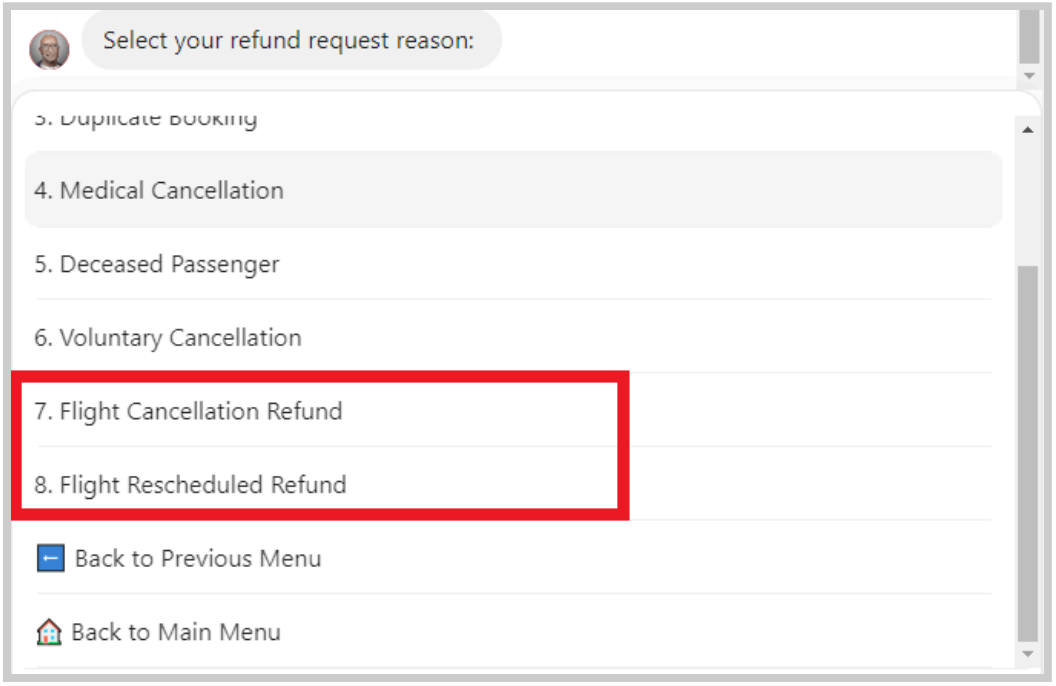
There is also a possibility to retrieve the information through 'Chat with Bo' (bottom right corner of the website):



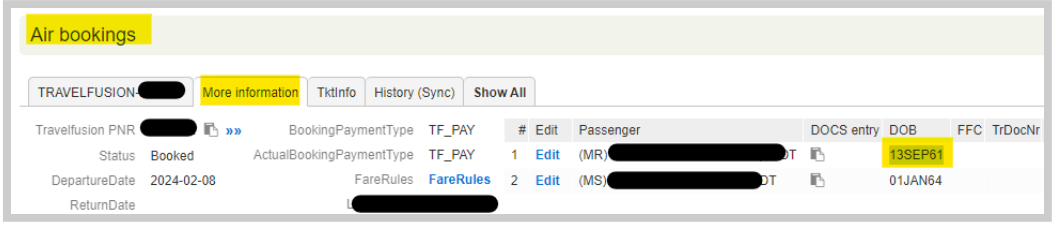
1. Select the options provided in the automated flow :

AirAsia Flights Booking changes Refund Request

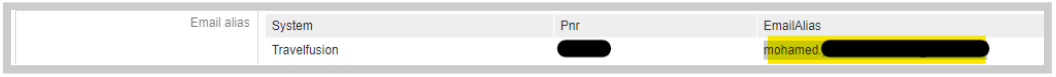
2. Then select the relevant reason for Refund:



3. Provide the name and surname of the passenger as it appears in Edvin and enter again the first name of the customer once you get asked.
4. Enter the date of birth of the passenger in the format DD-MM-YYYY. You may find this information in Edvin in the section "Air bookings" in the tab "More information":



5. Enter the email address that appears in the LCC tab under "EmailAlias":



In case the bot does not accept the alias email provided only then you may provide it with the customer's email registered.

In case the customer's email does not work again then you may refer the customer to the airline.

- Follow the guidelines shown on the **'Chat with Bo'** and complete the Refund Process:

Step 8

Solution Parent step: 2

SC Rebooking - Do not use until further notice

For Tripstack bookings

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For TravelFusion bookings

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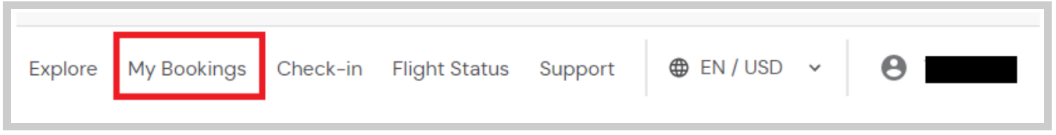
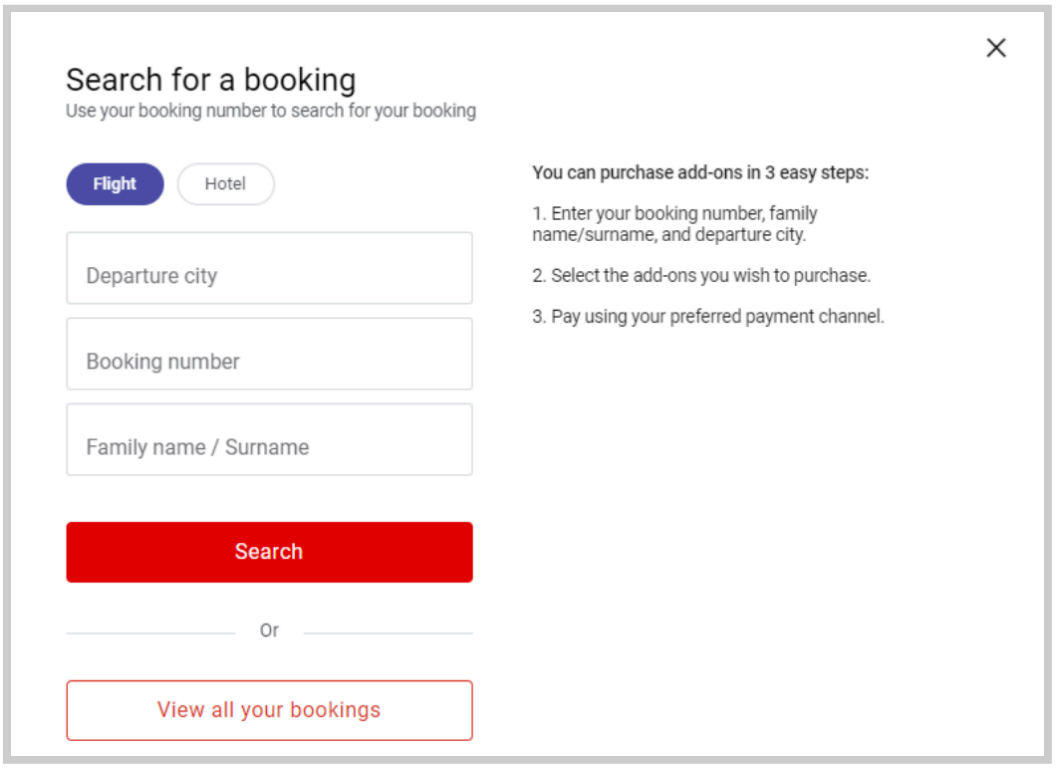
- Once you log in on the airline's website, click on "My Bookings":



- On the next page, select "Search other bookings", and fill in the details from Edvin (PNR, Departure airport, Last name). Then click on "Search":

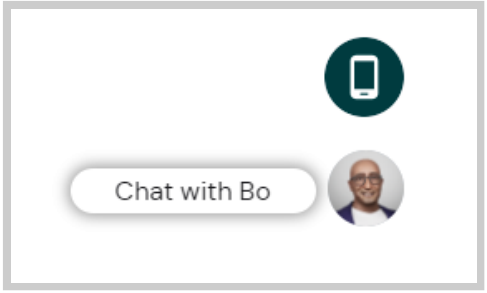
***Note:** In case the passenger has two last names you need to insert them with a space between them. Exactly how it is displayed in the TD in Edvin.



- Then click on "Manage booking":
- View the Modify itinerary option and proceed with the requested change.
- Insert errand note.
- Change the Edvin status accordingly.
- Send the confirmation to the passenger.

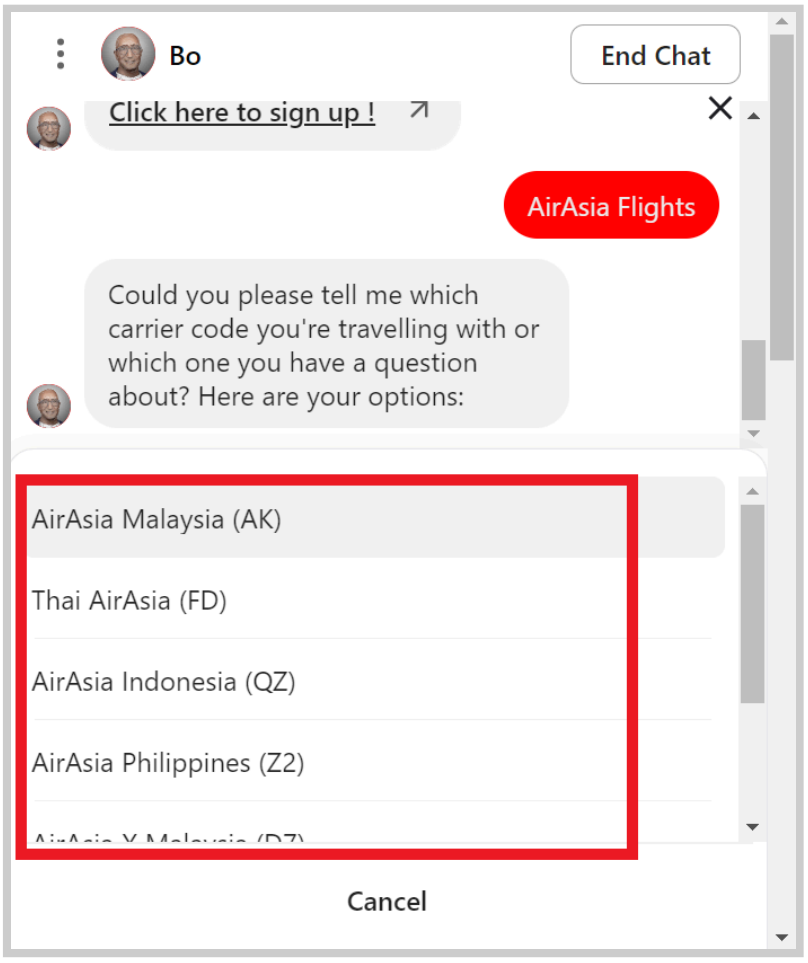
Please note: if you get a technical error or the change does not go through, there is also a possibility to receive information through '**Chat with Bo**'

- Retrieve the website of Air Asia through this link.
- Click on the option "Support" from the menu at the top of the page.
- On the new page, click on "Chat with Bo now":

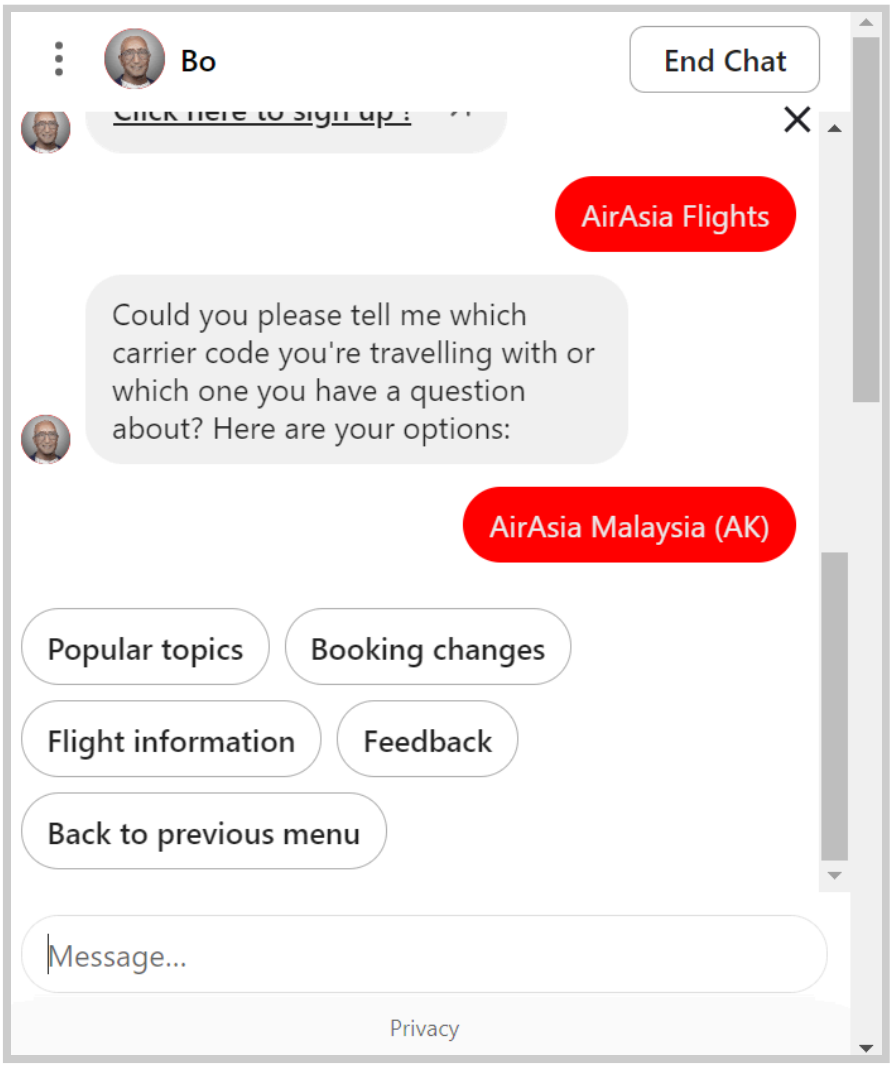


Select the options provided in the automated flow :

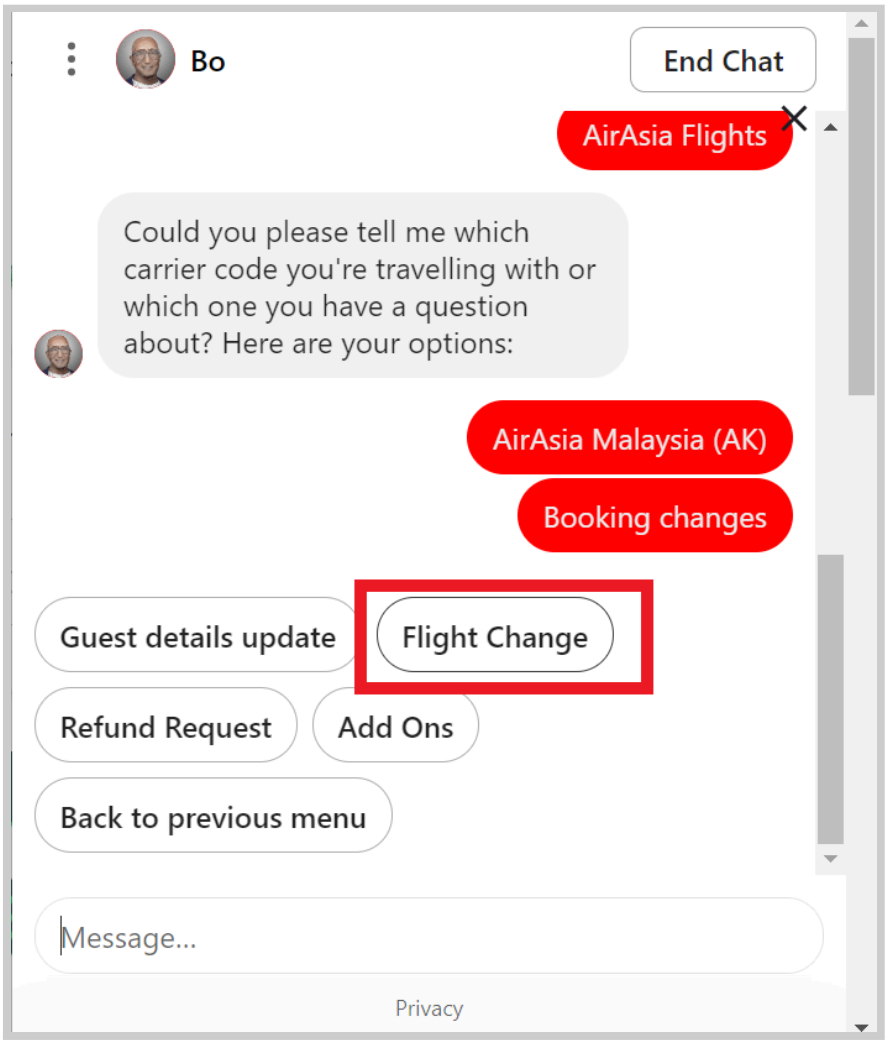
- Select the Airline:



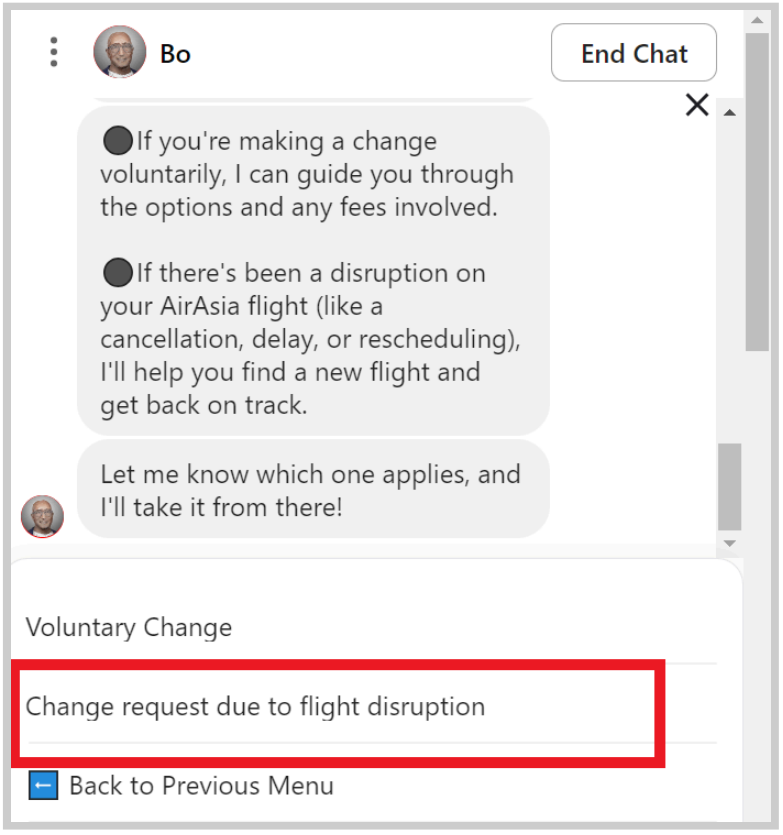
- Select Booking Changes:



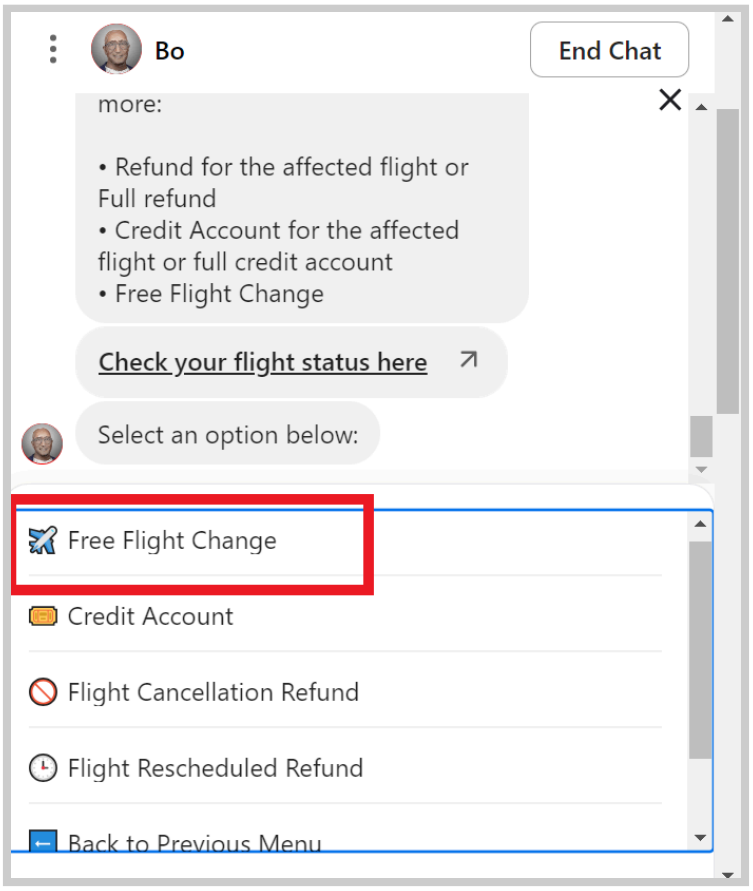
Select Flight Change:



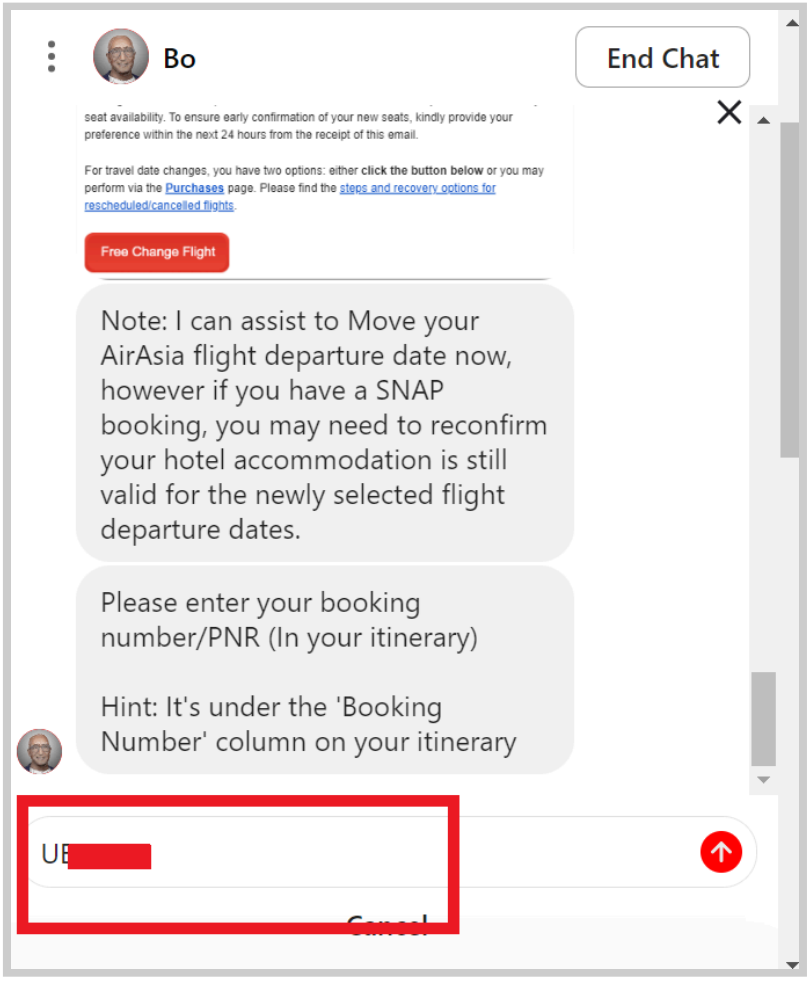
Select Change Requested due to flight disruption:

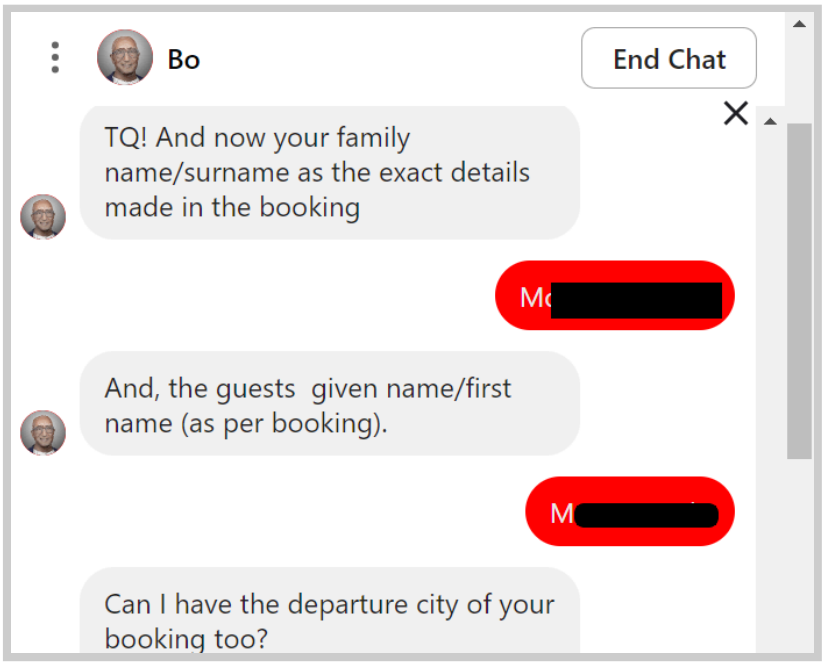


Select Free Flight Change:

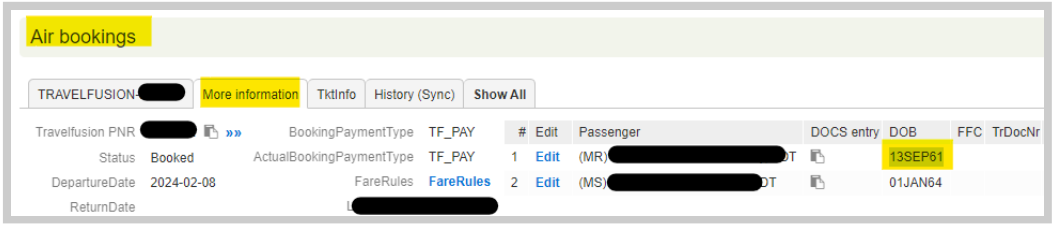


Enter PNR Last Name First Name Departure City and proceed with the details requested in the automated flow:





- Enter the date of birth of the passenger in the format DD-MM-YYYY. You may find this information in Edvin in the section "Air bookings" in the tab "More information":



- Enter the email address that appears in the LCC tab under "EmailAlias":

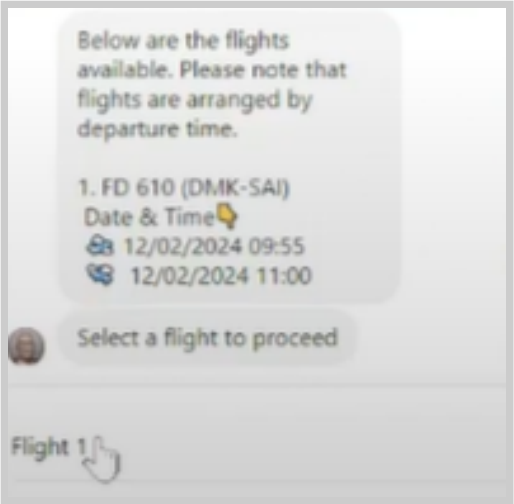
ATTENTION

In case the bot does not accept the alias email provided only then you may provide it with the customer's email registered.

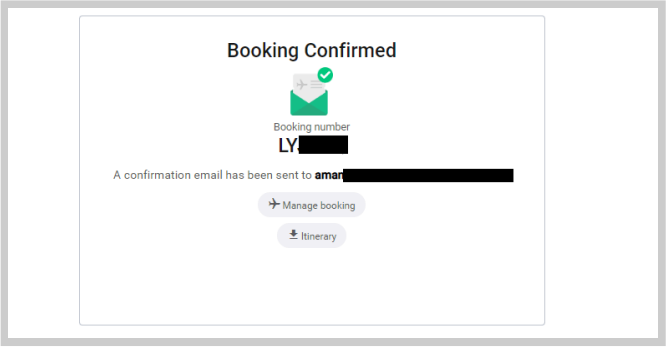
In case the customer's email does not work again then you may refer the customer to the airline.

- Once the customer's details have been identified the bot will provide you with the details of the current itinerary and finally ask you if you would like to proceed.

The bot will find you the possible alternative flights for this change requested, and select the alternative as per the customer's requirements. In the screenshot below only 1 option was available for a morning flight so you would click on "Flight 1" to proceed with the next action:



- The bot will provide you with the details of the new flight and ask you if you want to proceed.
- Once the rebooking has been completed successfully the message below will appear:



In the cases that the alias email has been used and accepted during the customer details identification, then you will be able to see the confirmation email in the OTRS tab.

Step 9

Solution Parent step: 1

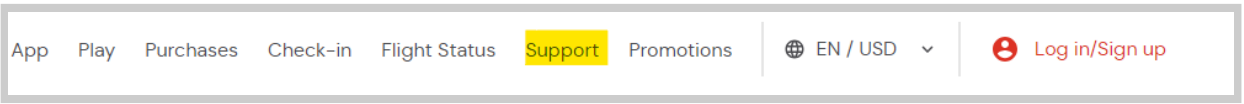
Rebooking- Interim process

It has been reported that the credentials used for the PNRs issued through Travelfusion have been blocked. This issue is blocking us from being able to proceed with the rebooking requests received from the customers.

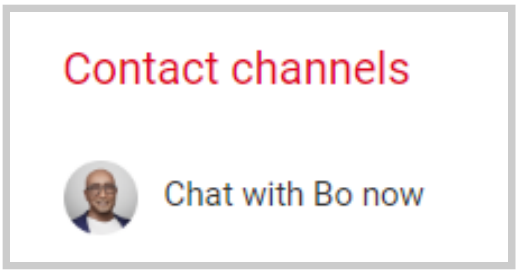
Until further notice, please use the steps below to assist the customers with their requests instead of referring them to the airline.

1. Retrieve the website of Air Asia through this link.

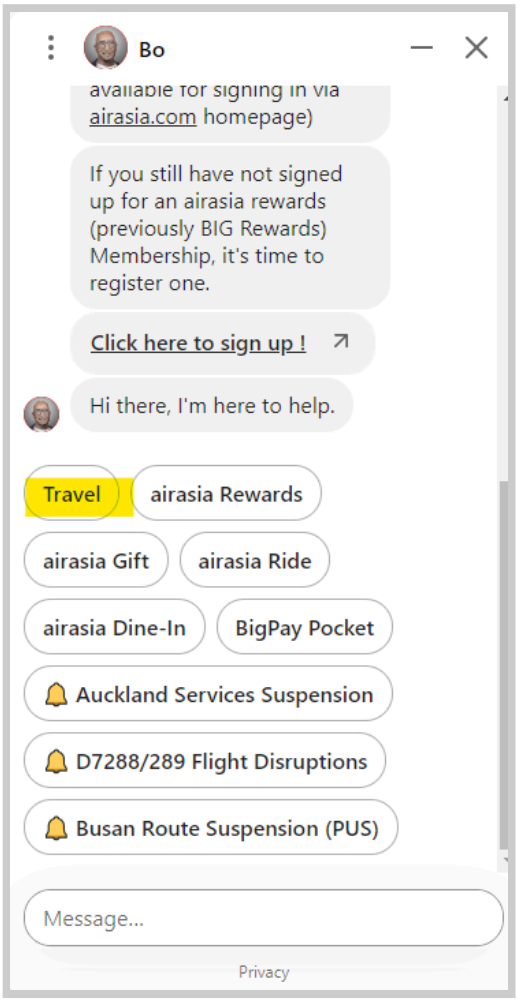
2. Click on the option "Support" from the menu at the top of the page:



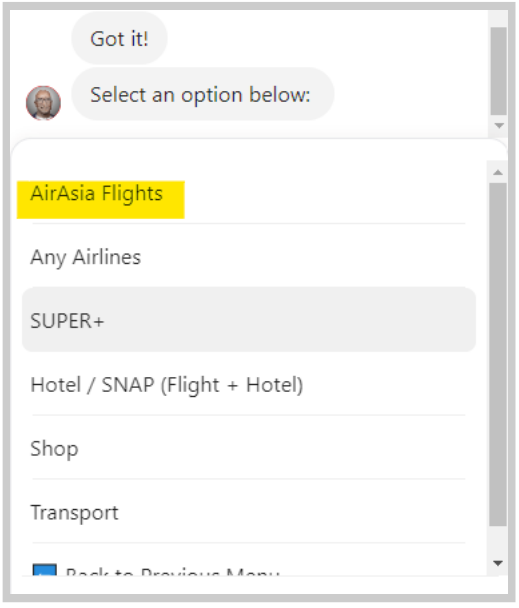
3. On the new page, click on "Chat with Bo now":



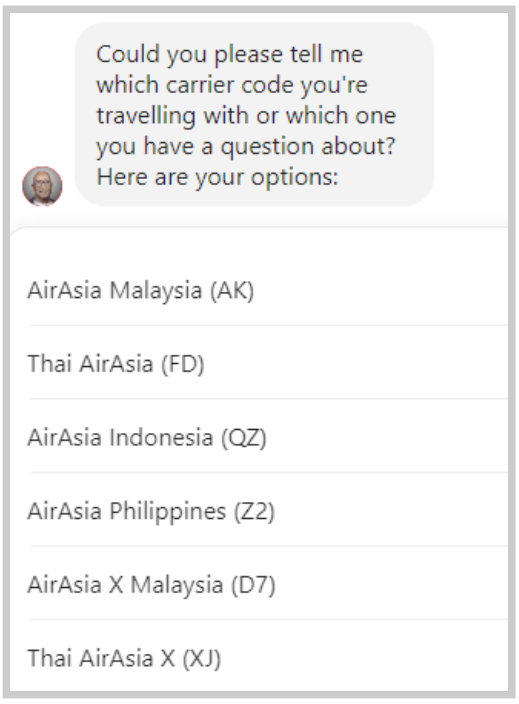
4. Let the bot send all the relevant information about privacy policy, etc., and click on the option "Travel":

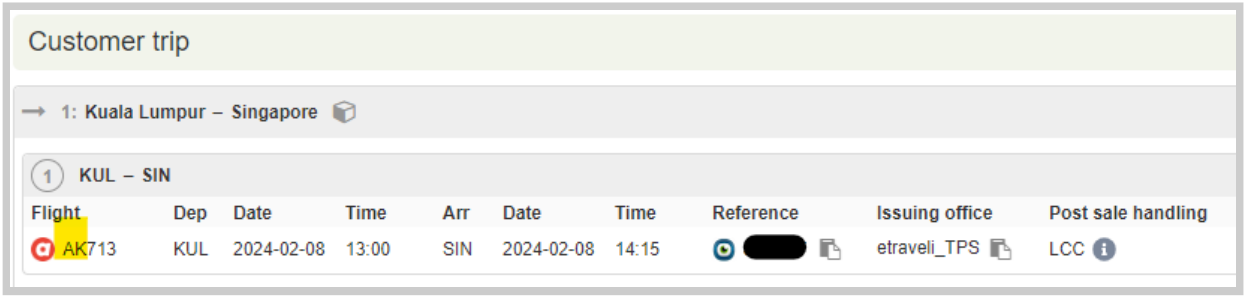


5. On the next step click on "AirAsia Flights":

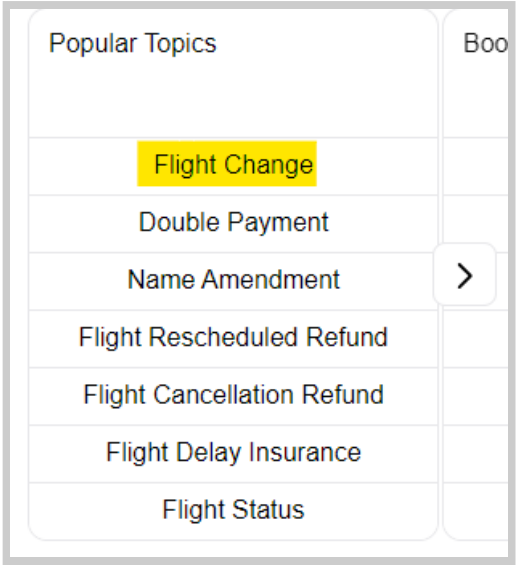


6. Select from the list the carrier code according to the information in Edvin:

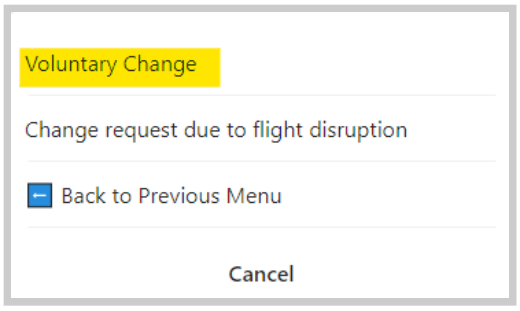




7. Select the option "Flight Change":

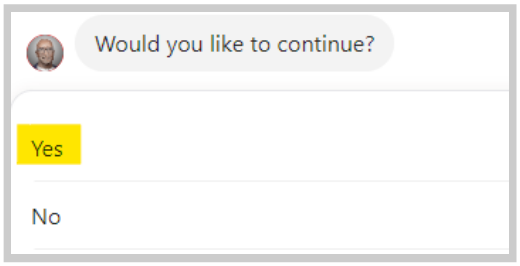


8. Then select "Voluntary Change":



The bot will provide you with some information about the booking and the general policy:

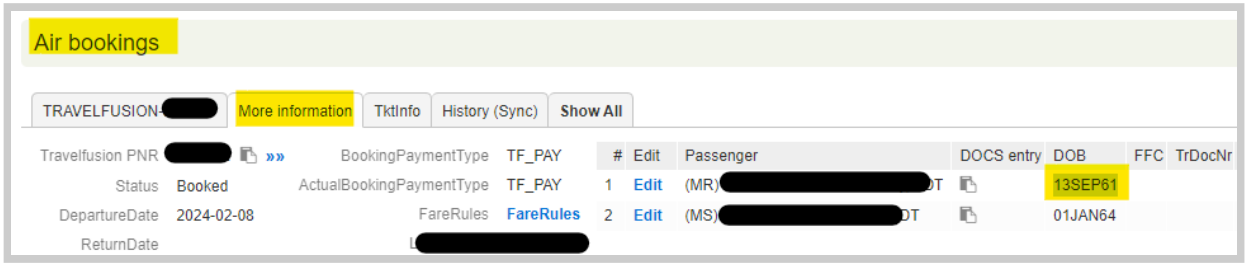
9. In the next step click "Yes", to get the details for the total airline cost for rebooking:



10. Provide the PNR you would like to check for change costs.

11. Provide the name and surname of the passenger as it appears in Edvin and enter again the first name of the customer once you get asked.

12. Enter the date of birth of the passenger in the format DD-MM-YYYY. You may find this information in Edvin in the section "Air bookings" in the tab "More information":

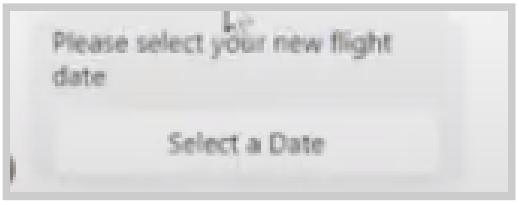


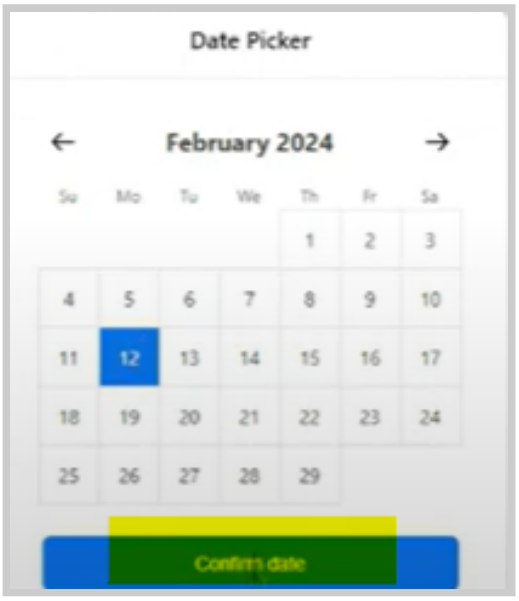
13. Enter the email address that appears in the LCC tab under "EmailAlias":

ATTENTION In case the bot does not accept the alias email provided only then you may provide it with the customer's email registered. In case the customer's email does not work again then you may refer the customer to the airline.

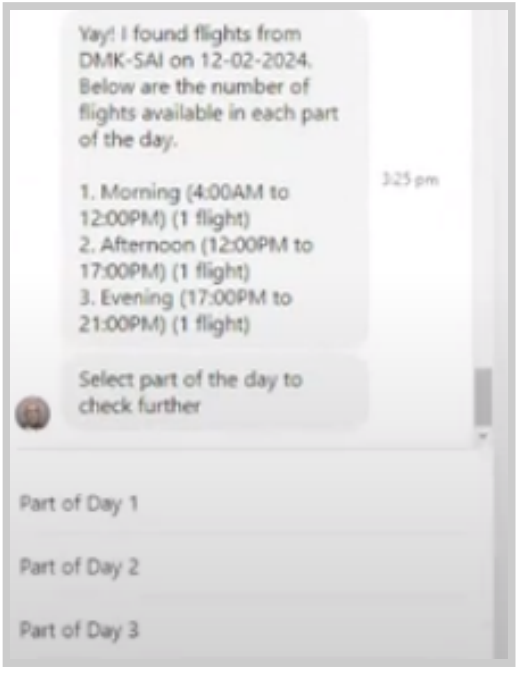
14. Once the customer's details have been identified the bot will provide you with the details of the current itinerary and finally ask you if you would like to proceed. Select "Yes" again.

15. Click on "Select a Date" and pick the new date for which the customer has requested you to check and click on "Confirm date":



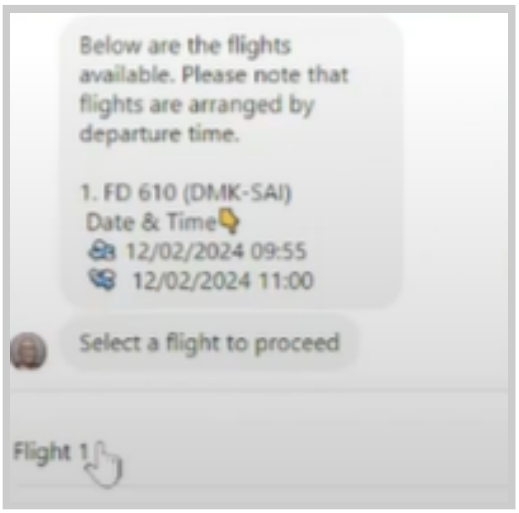


16. The bot will ask you to choose a preferred flight time and will number the options for easy selection:

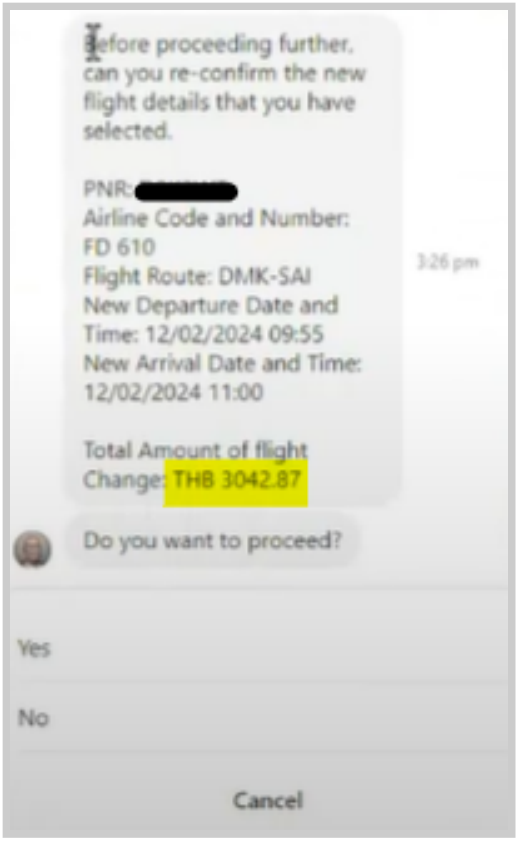


For example, if the customer wants a morning flight, select option 1, then you need to select "Part of Day 1"

17. The bot will find you the possible alternative flights for this change requested and number them for you to select the one that the customer wants. In the screenshot below only 1 option was available for a morning flight so you would click on "Flight 1" to proceed with the next action:



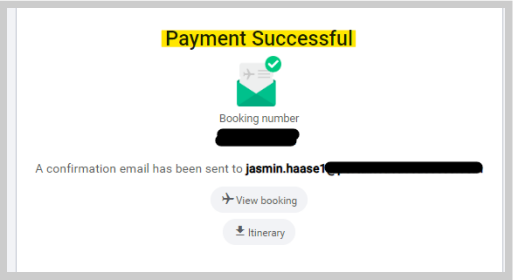
18. The bot will provide you with the details of the new flight and ask you if you want to proceed. At this step, if the customer agrees to proceed, send our payment link either through MOTO payment or through Payment Link, and only after the customer pays, continue the rebooking process by clicking "Yes":



Keep the details of the trip and the price within your errand.

19. After you click on "Yes", a payment link will pop up which will allow you to proceed with the payment for this change.

Once the rebooking has been completed successfully the message below will appear:



In the cases that the alias email has been used and accepted during the customer details identification, then you will be able to see the confirmation email in the OTRS tab.

Step 10

Solution Parent step: 1

Ancillaries

Baggage

On the airline's website, there is no option to add an extra baggage item, but you can update the allowance based on kilograms.

Example: In case a customer has 20kg baggage and requests another 20kg then we should inform the cost for 40kg.

The weight of the baggage items the customer will carry in total, should not exceed the baggage allowance purchased.

Step 11

Solution Parent step: 2

SC - Rebooking - Interim Process

For Tripstack bookings

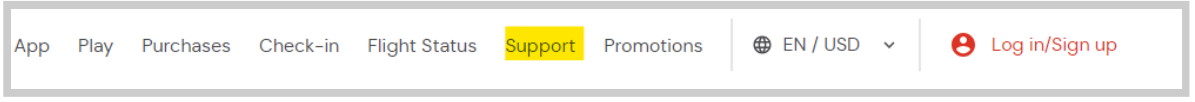
Agents can NEVER contact Air Asia - not by phone, chat, email, or in any way and not even on behalf of the customer. Please refer the customers to the airline company directly.

For TravelFusion bookings

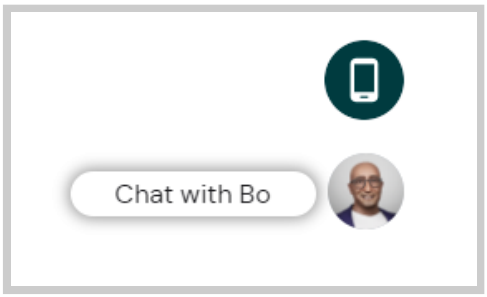
It has been reported that the credentials used for the PNRs issued through Travelfusion have been blocked. This issue is preventing us from being able to proceed with the rebooking requests received from the customers.

Until further notice, please use the steps below to assist the customers with their requests instead of referring them to the airline.

- Retrieve the website of Air Asia through this link.
- Click on the option "Support" from the menu at the top of the page:

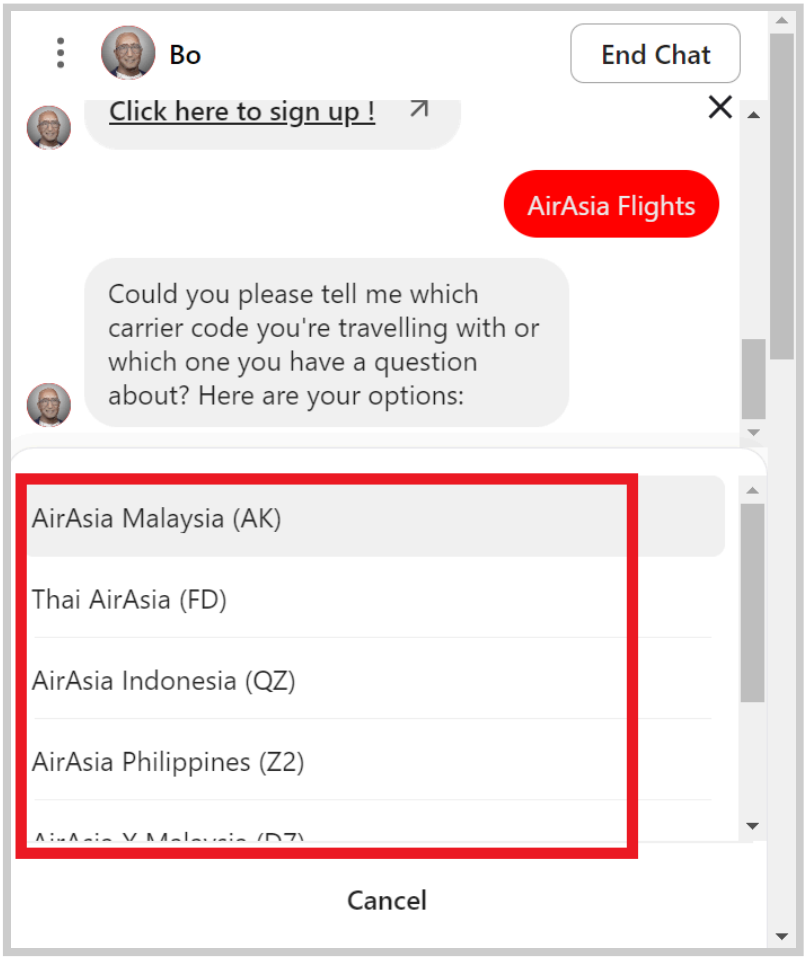


- On the new page, click on "Chat with Bo now":

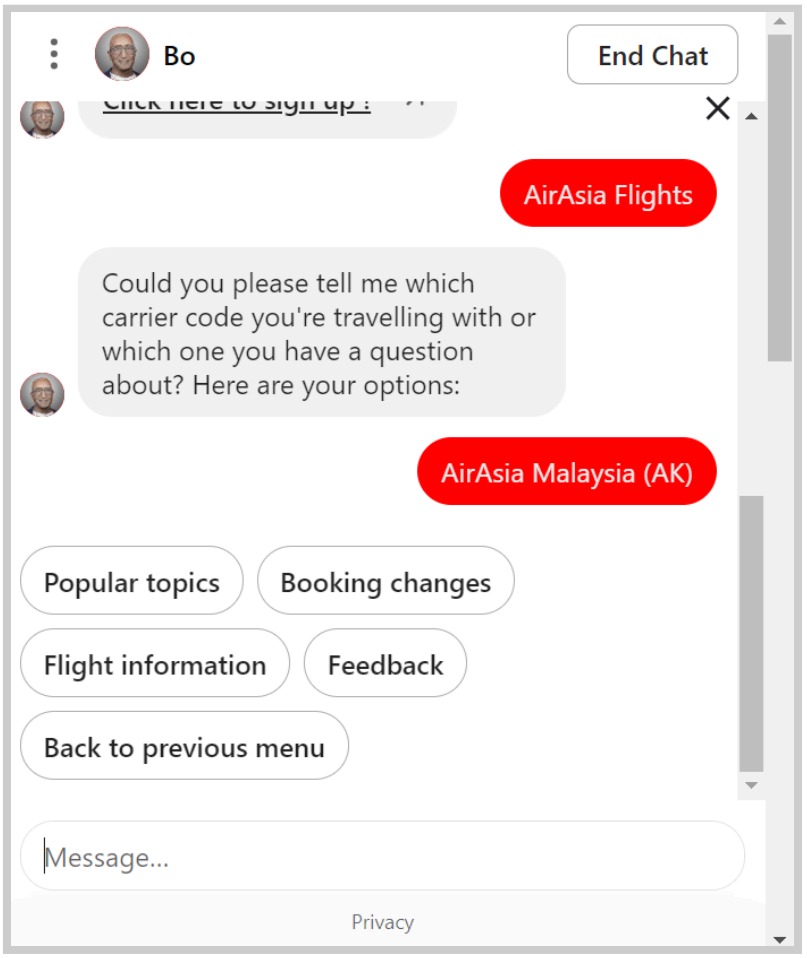


Select the options provided in the automated flow :

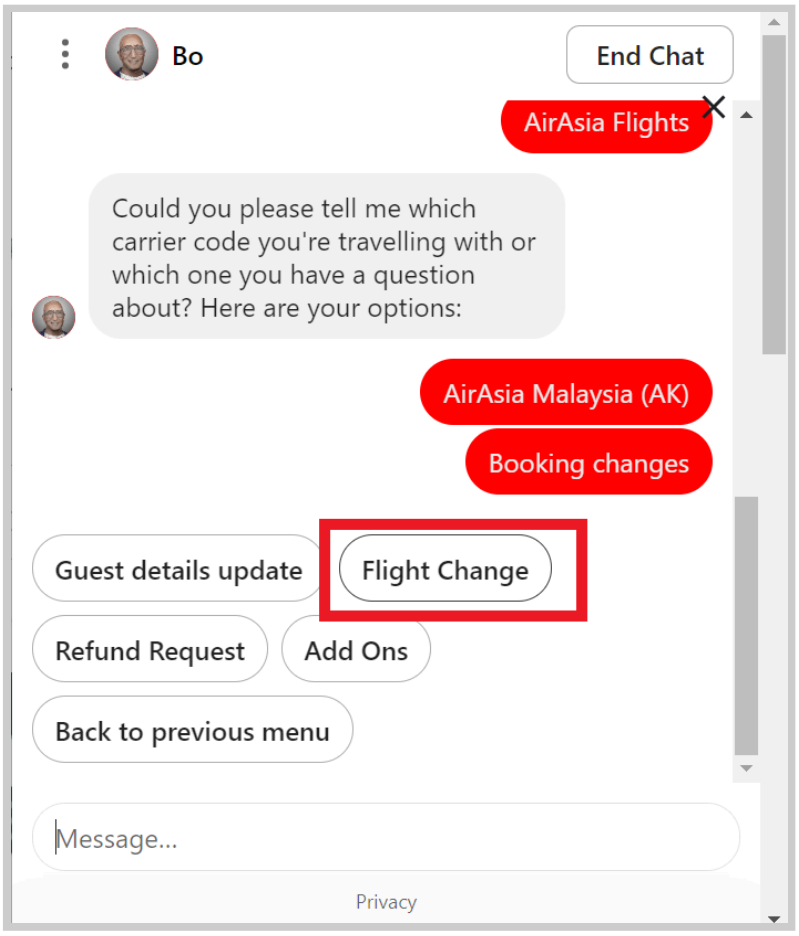
- Select the Airline:



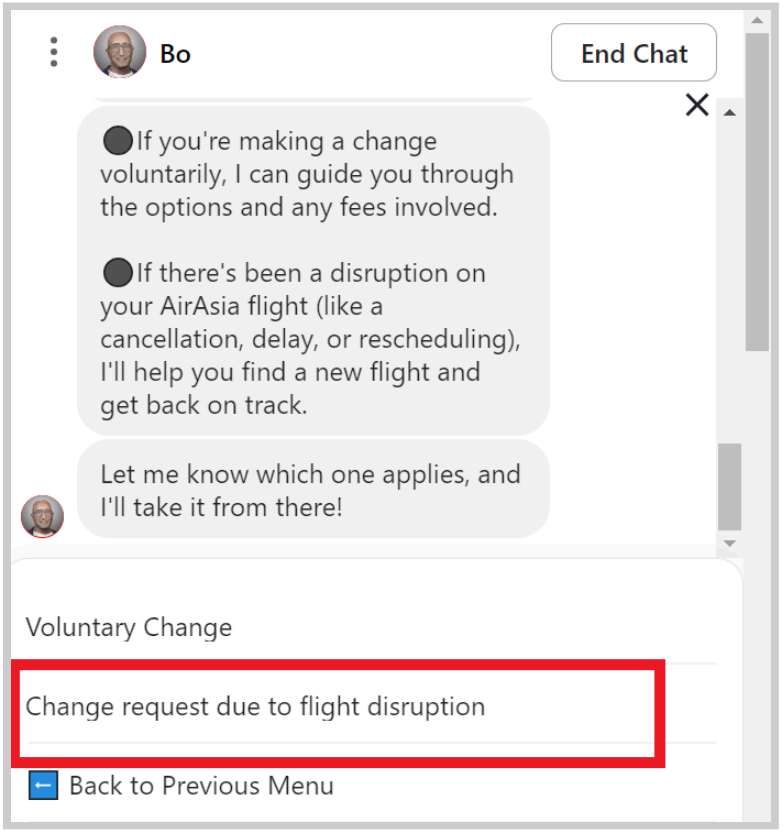
- Select Booking Changes:



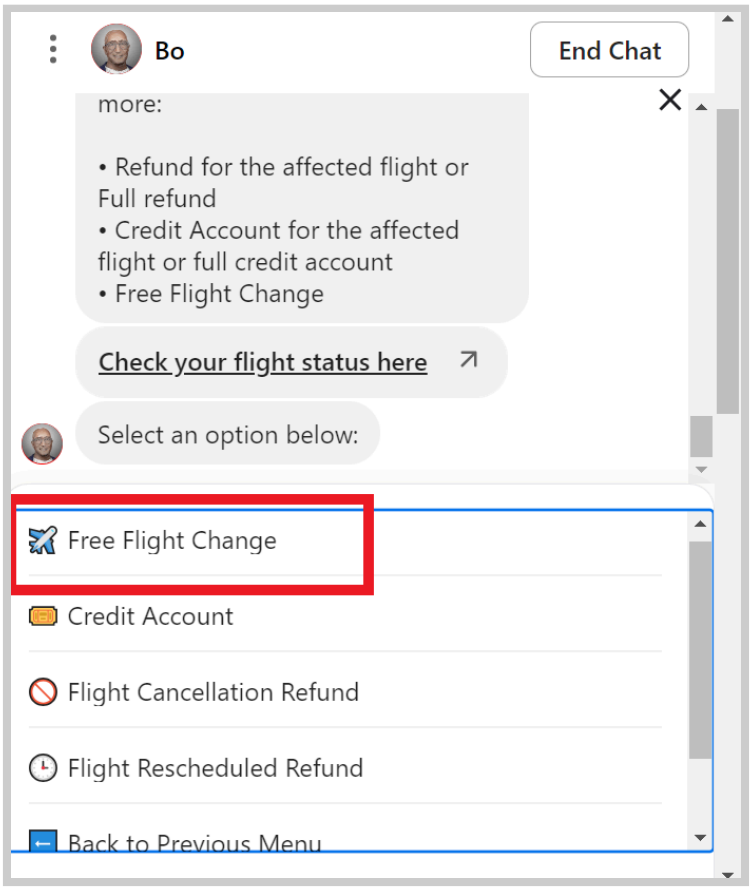
Select Flight Change:



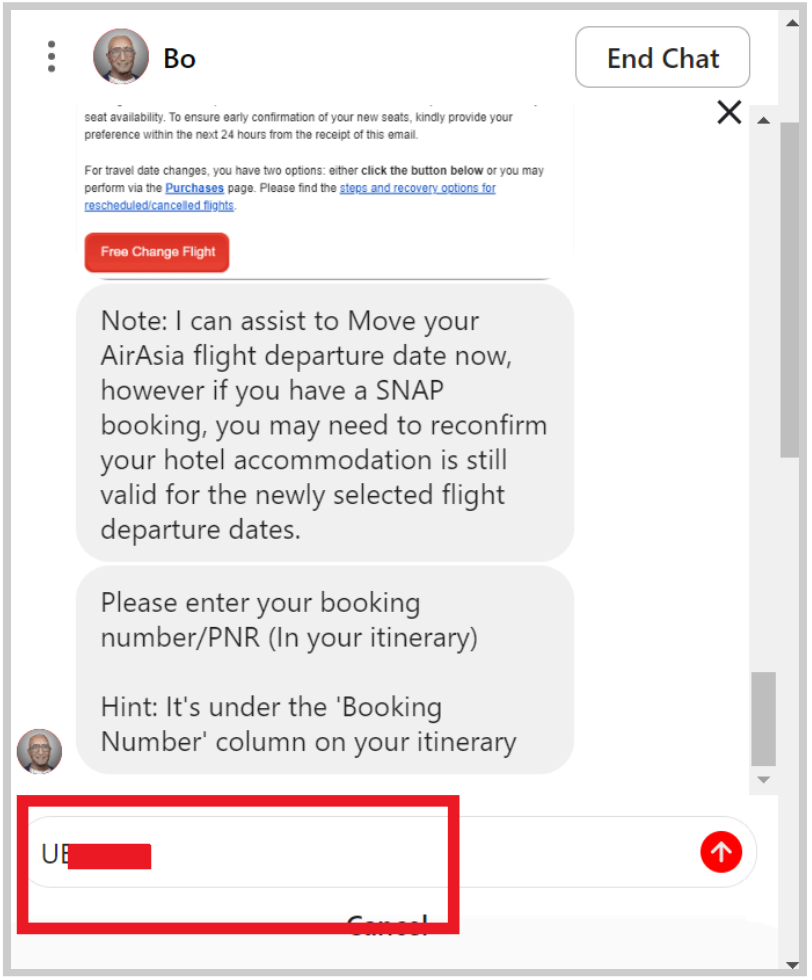
- Select Change Requested due to flight disruption:

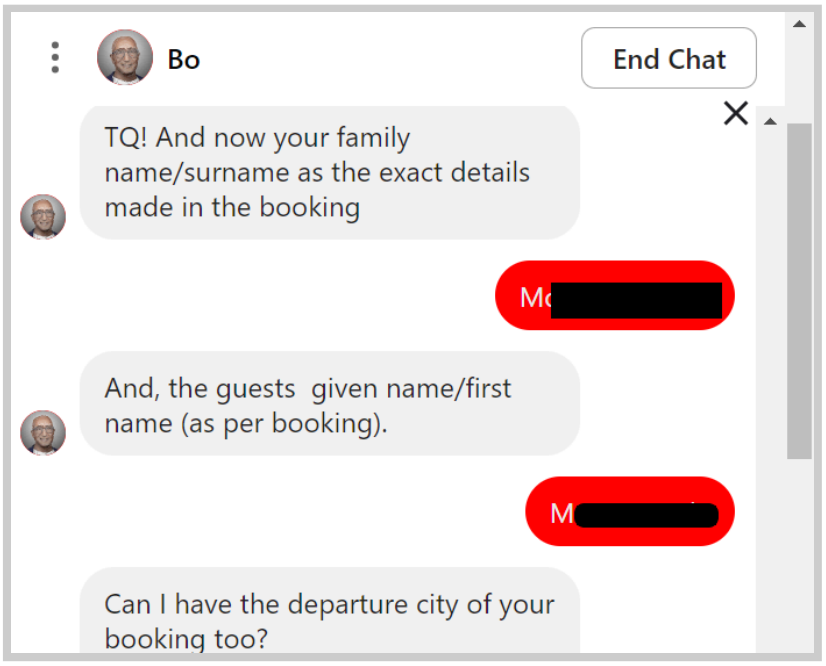


Select Free Flight Change:

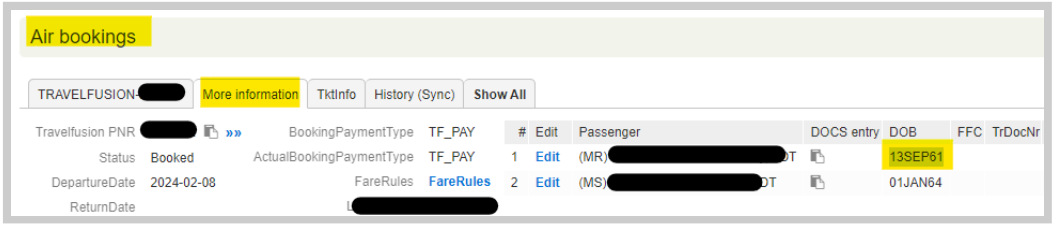


- Enter PNR Last Name First Name Departure City
- And proceed with the details requested in the automated flow





- Enter the date of birth of the passenger in the format DD-MM-YYYY. You may find this information in Edvin in the section "Air bookings" in the tab "More information":



- Enter the email address that appears in the LCC tab under "EmailAlias":

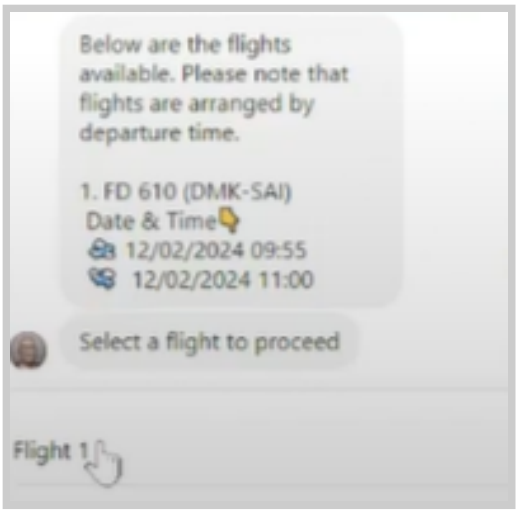
ATTENTION

In case the bot does not accept the alias email provided only then you may provide it with the customer's email registered.

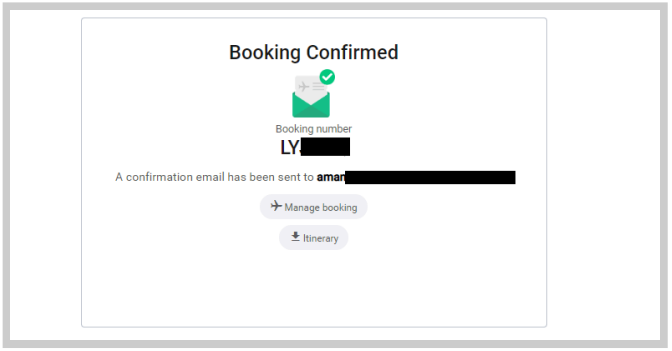
In case the customer's email does not work again then you may refer the customer to the airline.

- Once the customer's details have been identified the bot will provide you with the details of the current itinerary and finally ask you if you would like to proceed.

The bot will find you the possible alternative flights for this change requested, and select the alternative as per the customer's requirements. In the screenshot below only 1 option was available for a morning flight so you would click on "Flight 1" to proceed with the next action:



- The bot will provide you with the details of the new flight and ask you if you want to proceed.
- Once the rebooking has been completed successfully the message below will appear:



In case when the alias email has been used and accepted during the customer details identification, then you will be able to see the confirmation email in the OTRS tab.

Then follow the rest steps in Edvin as per the normal routine for LCC rebooking.

Step 12

Solution Parent step: 2

SC Refund - Interim Process

Procedure for Handling Involuntary Refunds

1. Document Verification in Edvin: The FL/SC agent is responsible for reviewing Edvin's documents to ensure that an involuntary refund is authorized in accordance with policy guidelines.
2. Deadline Check

- Verify if there are any specific deadlines associated with processing this refund.
- If yes, and it is close to the deadline as per airline policy, or SSR, or guide (*within 4 hours of the deadline*), then the agent should **prioritize the refund and manually handle the refund.**
- If no deadlines are indicated, proceed with the following steps:

3. Handling Based on Original Travel Time:

- If Original Travel is **More than 4 Hours:**

Update the Modify button accordingly, allowing SL to assume the case.

Ensure any applicable waiver codes are documented clearly in the errands.

- If Original Travel is **Within or Less than 4 Hours:**
  Follow the manual handling refund routine and handle it.

Manual refund handling

For Tripstack bookings

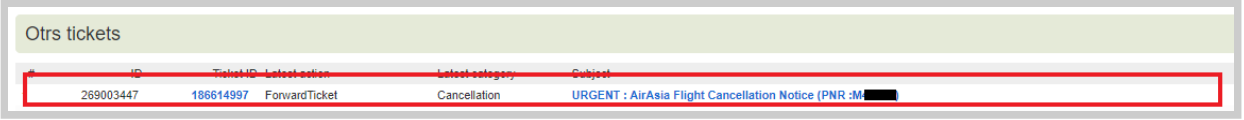
Agents can NEVER contact Air Asia - not by phone, chat, email, or in any way and not even on behalf of the customer. Please refer the customers to the airline company directly.

For TravelFusion bookings

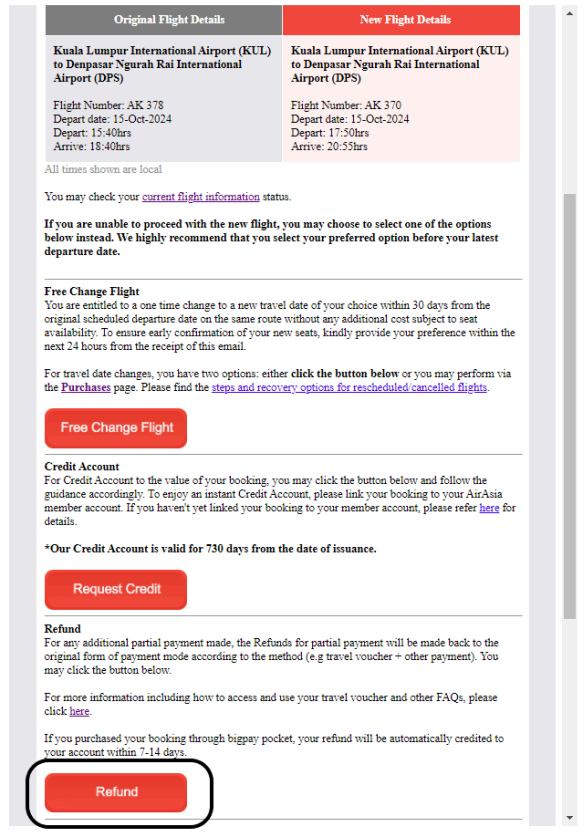
It has been reported that the credentials used for the PNRs issued through Travelfusion have been blocked. This issue is blocking us from being able to proceed with the rebooking requests received from the customers.

Until further notice, please use the steps below to assist the customers with their requests instead of referring them to the airline.

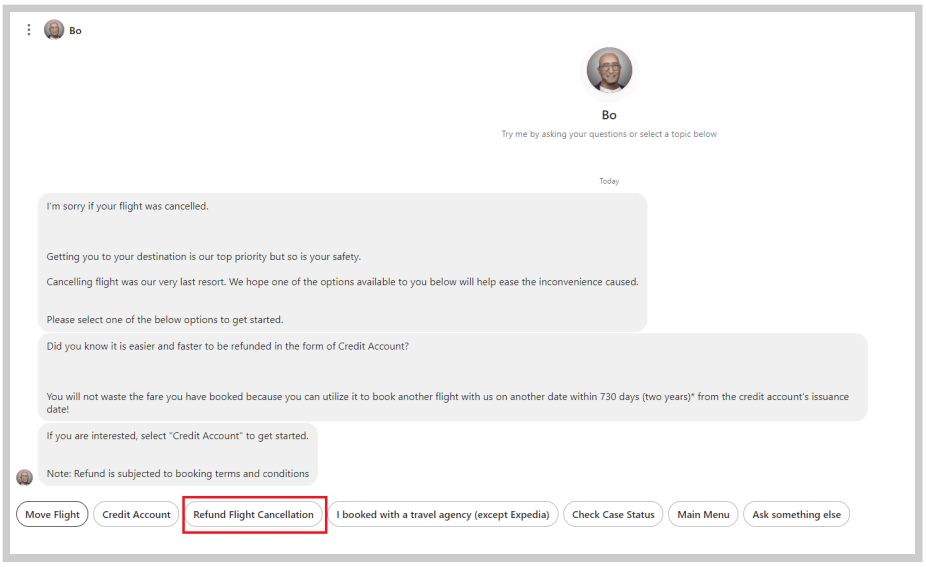
- Check the OTRS Tab for the Schedule Change Email:



- Open the OTRS Email and Click on the **Refund Option:**



You will be directed to **Chat with Bo** option:



- Click on Refund Flight Cancellation
- It will then ask to Provide Flight Details:
  - PNR
  - Name and Surname of the passenger as it appears in Edvin and enter again the first name of the customer once you get asked.
  - Enter the date of birth of the passenger in the format DD-MM-YYYY. You may find this information in Edvin in the section "Air bookings" in the tab "More information"
  - Enter the email address that appears in the LCC tab under "EmailAlias":

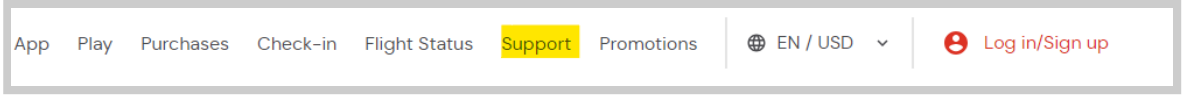
In case the bot does not accept the alias email provided only then you may provide it with the customer's email registered.

In case the customer's email does not work again then you may refer the customer to the airline.

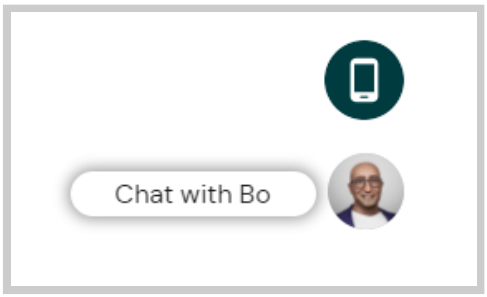
- Follow the guidelines shown on the **'Chat with Bo'** and complete the Refund Process.

Alternatively:

- Retrieve the website of Air Asia through this link.
- Click on the option "Support" from the menu at the top of the page:



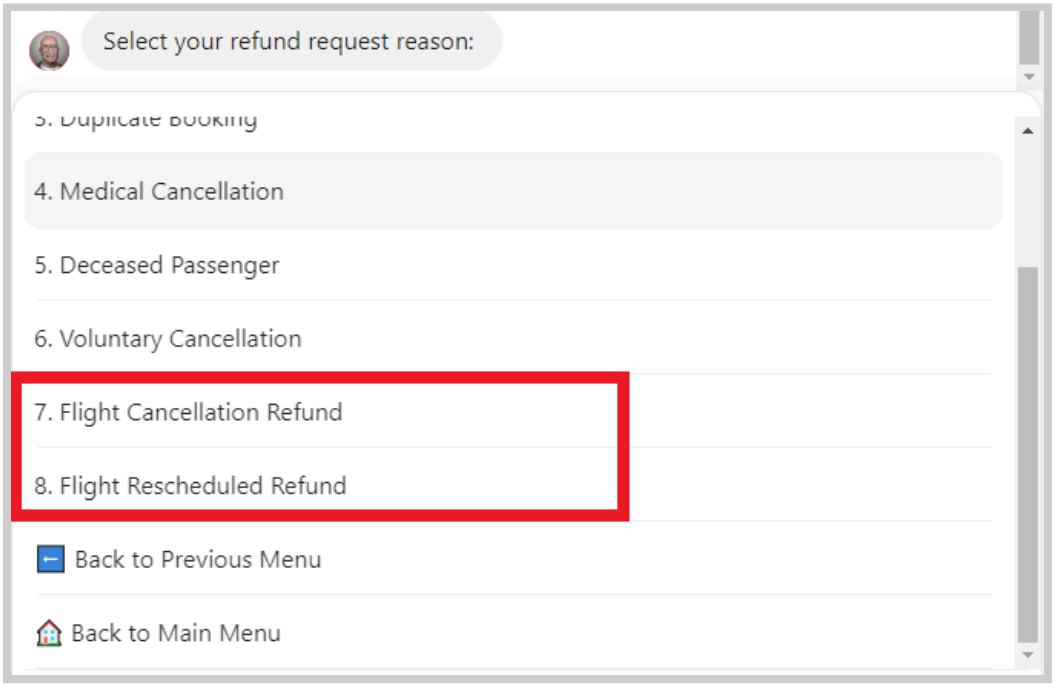
- On the new page, click on "Chat with Bo now":



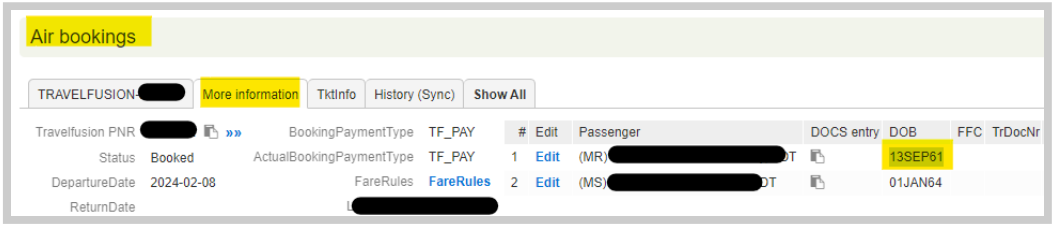
1. Select the options provided in the automated flow:

AirAsia Flights Booking changes Refund Request.

2. Then select the relevant reason for Refund:



3. Provide the name and surname of the passenger as it appears in Edvin and enter again the first name of the customer once you get asked.
4. Enter the date of birth of the passenger in the format DD-MM-YYYY. You may find this information in Edvin in the section "Air bookings" in the tab "More information":



5. Enter the email address that appears in the LCC tab under "EmailAlias":

In case the bot does not accept the alias email provided only then you may provide it with the customer's email registered.

In case the customer's email does not work again then you may refer the customer to the airline.

- Follow the guidelines shown on the **'Chat with Bo'** and complete the Refund Process.

If the refund cannot be processed through 'Chat with Bo'

If a passenger contacts us for cancellation and we are not assisted via **'Chat with Bo'**. We will send a refund requests **(one email per PNR/booking)** to client support: clientsupport@airasia.com