



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)
- Airasiam 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
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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:

The screenshot shows a menu bar with items like Base/Bookings, TIPay, PNRs, etc. Below it is a 'Supplier references' section. It includes fields for System (TravelFusion), Pnr, LCC ref, Supplier user login (with value 'etr: [REDACTED]'), and Supplier user password (with value '[REDACTED]'). Buttons for Supplier email alias, Queue, and Copy LCC automation JSON are also present.

NEVER SHARE THE CREDENTIALS WITH THE CUSTOMERS!

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

The screenshot shows a navigation bar with links for Explore, My Bookings (highlighted with a red box), Check-in, Flight Status, and Support. The language setting is EN / USD. A user profile icon and a redacted name are also visible.

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.

The screenshot shows a search input field with a magnifying glass icon and the placeholder text 'Search other bookings'.

X

Search for a booking

Use your booking number to search for your booking

Flight

Hotel

Departure city

Booking number

Family name / Surname

Search

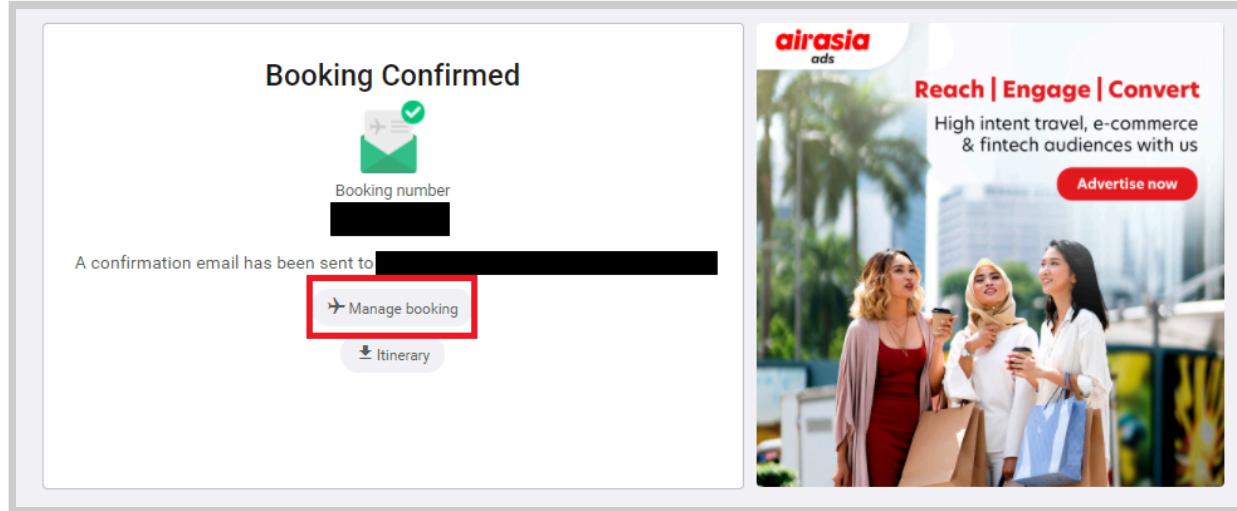
Or

[View all your bookings](#)

You can purchase add-ons in 3 easy steps:

1. Enter your booking number, family name/surname, and departure city.
2. Select the add-ons you wish to purchase.
3. Pay using your preferred payment channel.

5. Then click on "Manage booking":



The screenshot shows a 'Booking Confirmed' page from airasia. At the top, it says 'Booking Confirmed' with a checkmark icon. Below that is a placeholder for a 'Booking number' with a blacked-out example. A message states 'A confirmation email has been sent to [REDACTED]'. Below this, there are two buttons: 'Manage booking' (which is highlighted with a red box) and 'Itinerary'. To the right of the main content is an advertisement for 'airasia ads' with the tagline 'Reach | Engage | Convert' and 'High intent travel, e-commerce & fintech audiences with us'. It features three women walking outdoors with shopping bags.

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

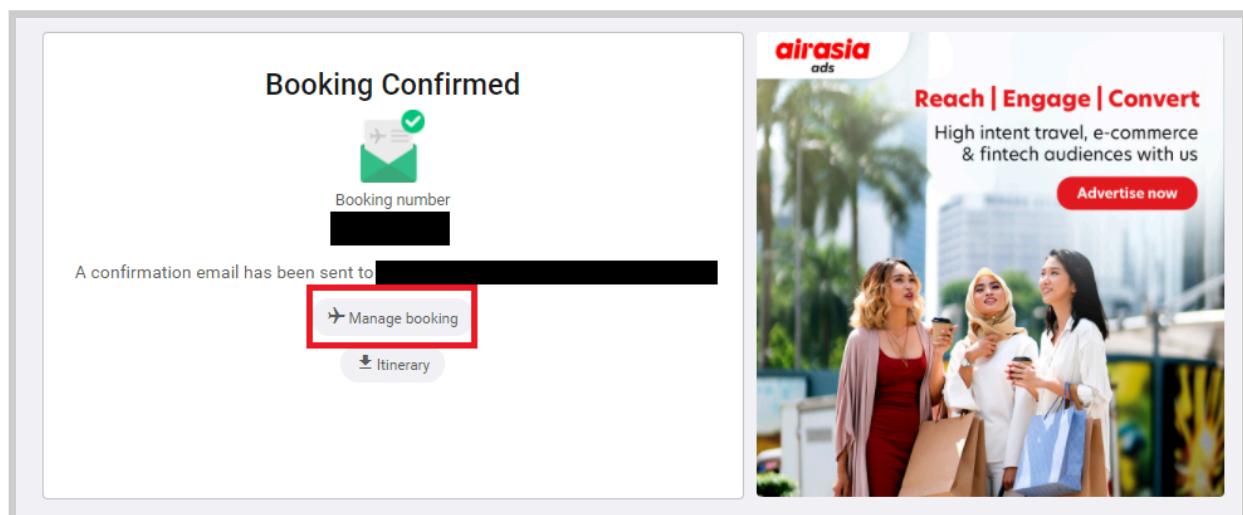
Rebooking

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.

Flight details

Depart date
09 Mar 2022

Bangkok - Don Mueang (DMK) Nakhon Phanom (KOP)

FD 3396 | 15:10 - 16:30 | 1h 20m

Edit flight

Changing flight date/time for selected guest(s) in your booking?

Split your booking so that you can make changes to selected guests while keeping this booking for the remaining guests

Split booking

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

Change flight

Booking Number: [REDACTED]

Here you will find information regarding the flights that are currently found on your itinerary, as well as changes that you have indicated you want to make.

Depart Flight

Don Mueang International Airport (DMK)
09 Mar, 2022 | 03:10 (PM)

Nakhon Phanom Airport (KOP)
09 Mar, 2022 | 04:30 (PM)

Change depart flight date:

09/03/2022

Change selected flights

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

Depart Flight

Your Current Flight

09 Mar, 2022 15:10

15:10 16:30 1h 20m Direct THB 1243.50
DMK KOP For 1 guests

Flight FD3398

08:05 09:30 1h 25m Direct THB 1432.80
DMK KOP For 1 guests

Selected

Details ▾

Flight FD3396

15:10 16:30 1h 20m Direct THB 1432.80
DMK KOP For 1 guests

Select

Details ▾

Flight FD3394

18:45 20:10 1h 25m Direct THB 1432.80
DMK KOP For 1 guests

Select

Details ▾

THB 189.30

Paid: THB 1243.50 ^

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:



Some add-ons like seats and meals are not available on this flight. Kindly check and select your new add-ons.



Checked baggage

ⓘ Your fare includes 1 small carry-on bag allowance with a maximum weight of 7 kg



DMK - KOP
15 kg



Seat



DMK - KOP



Santan Value Meal

Hot meals are available only if you've pre-booked them at least 24 hours before departure time.



DMK - KOP
0 selections made

Total THB 68.20

Confirm changes

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:

Depart date
10 Mar 2022

Bangkok - Don Mueang (DMK) →
Nakhon Phanom (KOP)
FD 3396 | 15:10 - 16:30 | 1h 20m

Show booking fare details

Payment

My Checkout Cards	Pay with BigPay to save on pre-booked baggage and meals	Total Payment 68.20 THB No processing fee charged
Credit/debit card	••••1286	View payment history for this booking
Internet banking (Direct debit)	Processing fee THB 0.00	Subtotal 68.20 THB
UnionPay	CVV	Processing fee 0.00 THB
Installment Payment	<input type="checkbox"/> Set as preferred payment method	Discount 0.00 THB
	Any changes made will be reflected in your booking once you click 'Confirm changes and pay'. If your payment's unsuccessful, please try paying again. You'll be denied check-in/boarding if there is an outstanding balance in your booking.	<input type="radio"/> E-Gift Voucher
	Always check that you've completed all payments before your flight.	<input type="radio"/> Credit account Temporarily unavailable
		<input type="radio"/> Pay with airasia points Not allowed for Add-Ons/Change Flight

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

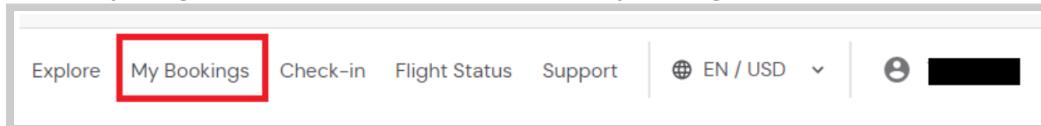
SC Refund - Do not use until further notice

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":



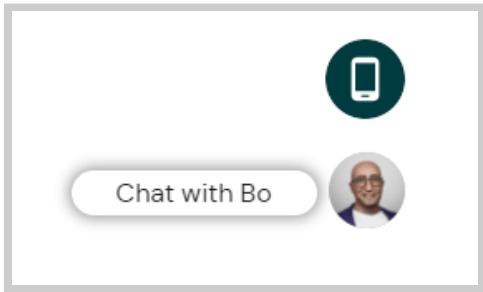
- On the next page, select "Search other bookings", and fill in the details from Edvin (PNR, Departure airport, Last name). Then click on "Search":

A screenshot of the 'Search for a booking' page. The page has a title 'Search for a booking' and a subtitle 'Use your booking number to search for your booking'. It features two tabs: 'Flight' (selected) and 'Hotel'. Below the tabs are three input fields: 'Departure city', 'Booking number', and 'Family name / Surname'. To the right of these fields is a section titled 'You can purchase add-ons in 3 easy steps:' with three numbered steps: 1. Enter your booking number, family name/surname, and departure city. 2. Select the add-ons you wish to purchase. 3. Pay using your preferred payment channel. At the bottom of the form is a large red 'Search' button. Below the search area is a horizontal line with the word 'Or' in the center. Underneath the 'Or' line is a red-bordered button labeled 'View all your bookings'.

- 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:

Select your refund request reason:

- 3. Duplicate booking
- 4. Medical Cancellation
- 5. Deceased Passenger
- 6. Voluntary Cancellation
- 7. Flight Cancellation Refund
- 8. Flight Rescheduled Refund

[Back to Previous Menu](#)

[Back to Main Menu](#)

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":

Travelfusion PNR	BookingPaymentType	ActualBookingPaymentType	FareRules	Passenger	DOCS entry	DOB	FFC	TrDocNr
Travelfusion PNR [REDACTED]	TF_PAY	TF_PAY	FareRules	(MR) [REDACTED]	[REDACTED]	13SEP61		
Status Booked								
DepartureDate 2024-02-08								
ReturnDate								

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

Email alias	System	Pnr	EmailAlias
		[REDACTED]	mohamed [REDACTED]

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.

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

•

Step 8

Solution

Parent step: 2

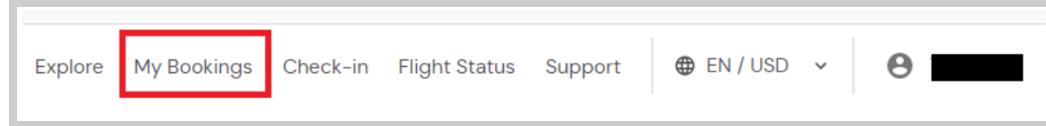
SC Rebooking - Do not use until further notice

For Tripstack bookings

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":

***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.

Search for a booking

Use your booking number to search for your booking

Flight

Hotel

Departure city

Booking number

Family name / Surname

Search

You can purchase add-ons in 3 easy steps:

1. Enter your booking number, family name/surname, and departure city.
2. Select the add-ons you wish to purchase.
3. Pay using your preferred payment channel.

View all your bookings

- 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":



Chat with Bo



Select the options provided in the automated flow :

- Select the Airline:

A screenshot of a chat interface. At the top, there's a user profile picture of a man with glasses and the name "Bo". To the right are buttons for "End Chat" and a close "X" button. Below this, a message from the user says: "Click here to sign up! ↗". A red button labeled "AirAsia Flights" is centered below the message. The main area shows a list of flight carriers:

- AirAsia Malaysia (AK)
- Thai AirAsia (FD)
- AirAsia Indonesia (QZ)
- AirAsia Philippines (Z2)
- AirAsia Vietnam (DV)

The first item, "AirAsia Malaysia (AK)", is highlighted with a red rectangular border. At the bottom of the list is a "Cancel" button.

- Select Booking Changes:



Bo

End Chat



[CLICK HERE TO SIGN UP!](#)

AirAsia Flights



Could you please tell me which carrier code you're travelling with or which one you have a question about? Here are your options:

AirAsia Malaysia (AK)

Popular topics

Booking changes

Flight information

Feedback

Back to previous menu

Message...

Privacy

Select Flight Change:

Bo

End Chat

AirAsia Flights X

Could you please tell me which carrier code you're travelling with or which one you have a question about? Here are your options:

AirAsia Malaysia (AK)

Booking changes

Guest details update

Flight Change

Refund Request

Add Ons

Back to previous menu

Message...

Privacy

The screenshot shows a chat interface with a user named Bo. At the top right is an 'End Chat' button. Below it is a red button labeled 'AirAsia Flights' with an 'X' icon. The main message area contains a question from Bo followed by several options: 'AirAsia Malaysia (AK)', 'Booking changes', 'Guest details update', 'Flight Change' (which is highlighted with a red border), 'Refund Request', 'Add Ons', and 'Back to previous menu'. At the bottom left is a message input field with 'Message...' placeholder text, and at the bottom right is a 'Privacy' link.

Select Change Requested due to flight disruption:

Bo

End Chat

If you're making a change voluntarily, I can guide you through the options and any fees involved.

If there's been a disruption on your AirAsia flight (like a cancellation, delay, or rescheduling), I'll help you find a new flight and get back on track.

Let me know which one applies, and I'll take it from there!

Voluntary Change

Change request due to flight disruption

Back to Previous Menu

The screenshot shows a continuation of the chat with Bo. The user has listed two scenarios: 'If you're making a change voluntarily' and 'If there's been a disruption on your AirAsia flight'. The user then asks for confirmation. Below this, a section titled 'Voluntary Change' is shown with a red box around the text 'Change request due to flight disruption'. At the bottom is a 'Back to Previous Menu' button.

Select Free Flight Change:

Bo

more:

- Refund for the affected flight or Full refund
- Credit Account for the affected flight or full credit account
- Free Flight Change

[Check your flight status here](#)

Select an option below:

Free Flight Change

Credit Account

Flight Cancellation Refund

Flight Rescheduled Refund

[Back to Previous Menu](#)

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

Bo

seat availability. To ensure early confirmation of your new seats, kindly provide your preference within the next 24 hours from the receipt of this email.

For travel date changes, you have two options: either click the button below or you may perform via the [Purchases](#) page. Please find the [steps and recovery options for rescheduled/cancelled flights](#).

Free Change Flight

Note: I can assist to Move your AirAsia flight departure date now, however if you have a SNAP booking, you may need to reconfirm your hotel accommodation is still valid for the newly selected flight departure dates.

Please enter your booking number/PNR (In your itinerary)

Hint: It's under the 'Booking Number' column on your itinerary

UE [REDACTED]

[Cancel](#)

 Bo

 TQ! And now your family name/surname as the exact details made in the booking

 M [REDACTED]

 And, the guests given name/first name (as per booking).

 M [REDACTED]

Can I have the departure city of your booking too?

- 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":

Air bookings		More information		Tktinfo	History (Sync)	Show All
TRAVELFUSION	[REDACTED]	BookingPaymentType	TF_PAY	#	Edit	Passenger
Status	Booked	ActualBookingPaymentType	TF_PAY	1	Edit	(MR) [REDACTED] DT
DepartureDate	2024-02-08	FareRules	FareRules	2	Edit	(MS) [REDACTED] DT
ReturnDate						01JAN64

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

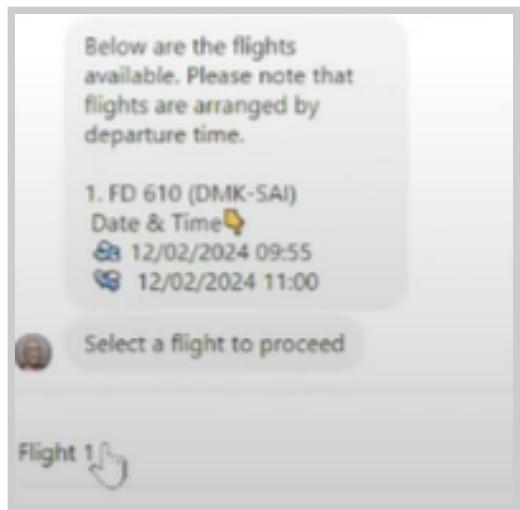
Email alias	System	Pnr	EmailAlias
	Travelfusion	[REDACTED]	mohamed.[REDACTED]

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

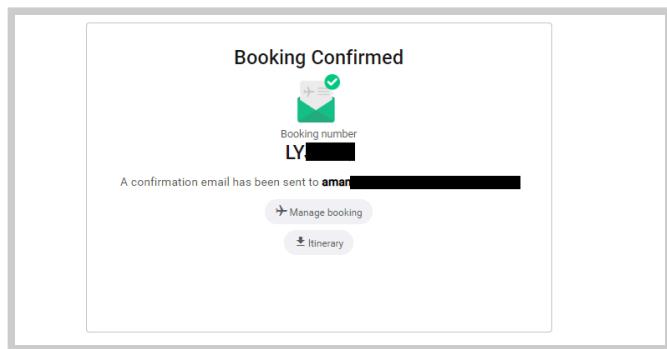
In case the customer's email does not work again then you may refer the customer to the airline.

- 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

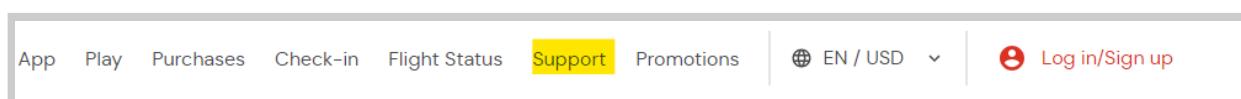
Parent step: 1

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":

Contact channels



Chat with Bo now

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

available for signing in via airasia.com homepage)

If you still have not signed up for an airasia rewards (previously BIG Rewards) Membership, it's time to register one.

[Click here to sign up!](#)

Hi there, I'm here to help.

Travel airasia Rewards

airasia Gift airasia Ride

airasia Dine-In BigPay Pocket

Auckland Services Suspension

D7288/289 Flight Disruptions

Busan Route Suspension (PUS)

Message...

Privacy

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

Got it!

Select an option below:

AirAsia Flights

Any Airlines

SUPER+

Hotel / SNAP (Flight + Hotel)

Shop

Transport

Back to Previous Menu

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

Could you please tell me which carrier code you're travelling with or which one you have a question about? Here are your options:

- AirAsia Malaysia (AK)
- Thai AirAsia (FD)
- AirAsia Indonesia (QZ)
- AirAsia Philippines (Z2)
- AirAsia X Malaysia (D7)
- Thai AirAsia X (XJ)

Customer trip

→ 1: Kuala Lumpur – Singapore 📈

Flight	Dep	Date	Time	Arr	Date	Time	Reference	Issuing office	Post sale handling
AK713	KUL	2024-02-08	13:00	SIN	2024-02-08	14:15	etraveli_TPS	LCC	ⓘ

7. Select the option "Flight Change":

Popular Topics

- Flight Change
- Double Payment
- Name Amendment >
- Flight Rescheduled Refund
- Flight Cancellation Refund
- Flight Delay Insurance
- Flight Status

8. Then select "Voluntary Change":

Voluntary Change

Change request due to flight disruption

Back to Previous Menu

Cancel

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

-  Booking is Low Fare /
Promo Fare without any
add-ons
-  Flight is at least 48 hours
before the scheduled
departure time.
-  Change of destination
are not allowed

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

Would you like to continue?

Yes

No

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":

Air bookings										
TRAVELFUSION		More information		TktInfo	History (Sync)	Show All				
Travefusion PNR	[REDACTED]	 	»»	BookingPaymentType	TF_PAY	#	Edit	Passenger	DOCS entry	DOB
Status	Booked			ActualBookingPaymentType	TF_PAY	1	Edit	(MR) [REDACTED]		13SEP61
DepartureDate	2024-02-08			FareRules	FareRules	2	Edit	(MS) [REDACTED]		01JAN64
ReturnDate				L	[REDACTED]					

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

Email alias	System	Pnr	EmailAlias
	Travefusion	[REDACTED]	mohamed [REDACTED]

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":

Please select your new flight date

Select a Date

Date Picker

← February 2024 →

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29		

Confirm date

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

Yay! I found flights from DMK-SAI on 12-02-2024. Below are the number of flights available in each part of the day.

1. Morning (4:00AM to 12:00PM) (1 flight)
2. Afternoon (12:00PM to 17:00PM) (1 flight)
3. Evening (17:00PM to 21:00PM) (1 flight)

Select part of the day to check further

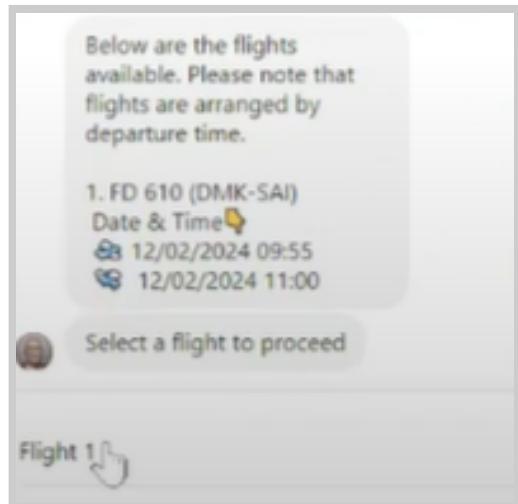
Part of Day 1

Part of Day 2

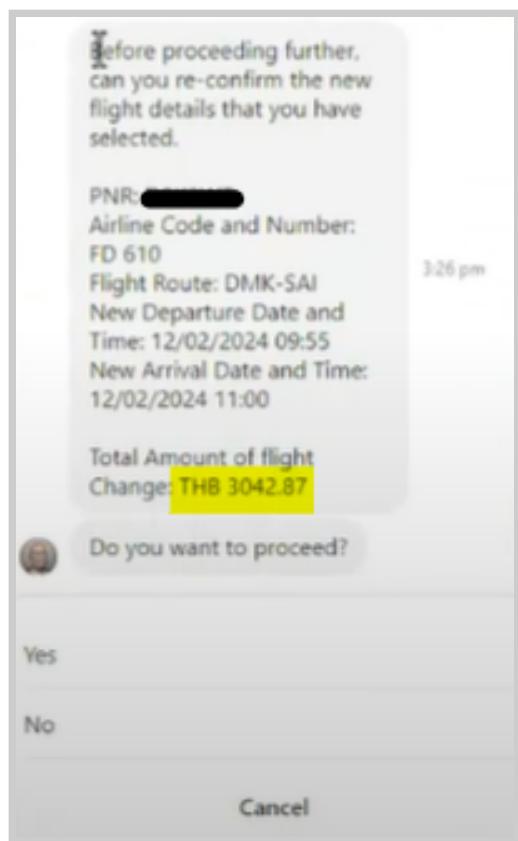
Part of Day 3

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:



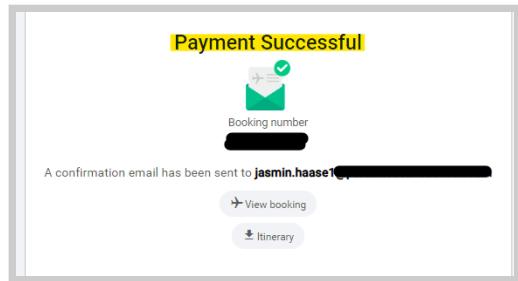
18. The bot will provide you with the details of the new flight and ask you if you want to proceed. At this step, if the customer agrees to proceed, send our payment link either through MOTO payment or through Payment Link, and only after the customer pays, continue the rebooking process by clicking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

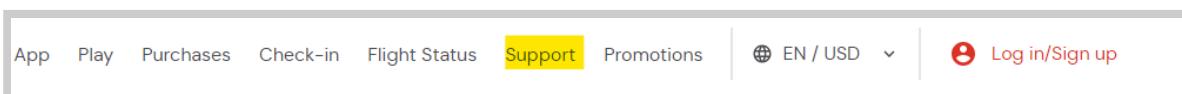
Agents can NEVER contact Air Asia - not by phone, chat, email, or in any way and not even on behalf of the customer. Please refer the customers to the airline company directly.

For TravelFusion bookings

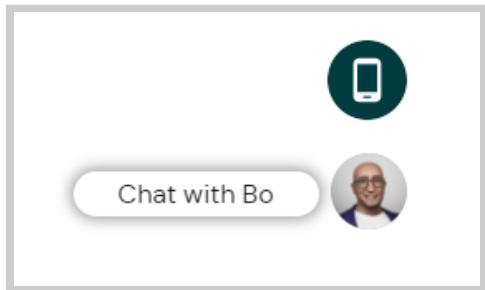
It has been reported that the credentials used for the PNRs issued through Travelfusion have been blocked. This issue is preventing us from being able to proceed with the rebooking requests received from the customers.

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:

Bo

Click here to sign up! ↗

End Chat X

AirAsia Flights

Could you please tell me which carrier code you're travelling with or which one you have a question about? Here are your options:

AirAsia Malaysia (AK)

Thai AirAsia (FD)

AirAsia Indonesia (QZ)

AirAsia Philippines (Z2)

AirAsia Vietnam (DV)

Cancel

- Select Booking Changes:

A screenshot of a web-based chat interface for AirAsia Flights. At the top left is a user profile icon of a man with glasses and the name "Bo". To the right are buttons for "End Chat" and a close "X" button. Below the header is a red button labeled "AirAsia Flights". The main conversation area shows a message from the user asking for travel details, followed by a red button labeled "AirAsia Malaysia (AK)". Below these are several smaller, rounded rectangular buttons for "Popular topics", "Booking changes", "Flight information", "Feedback", and "Back to previous menu". At the bottom is a large input field placeholder "Message..." and a "Privacy" link at the very bottom.

Bo

[End Chat](#)

[X](#)

[AirAsia Flights](#)

Could you please tell me which carrier code you're travelling with or which one you have a question about? Here are your options:

[AirAsia Malaysia \(AK\)](#)

[Popular topics](#)

[Booking changes](#)

[Flight information](#)

[Feedback](#)

[Back to previous menu](#)

Message...

Privacy

Select Flight Change:

A screenshot of a chat window titled "Bo" at the top left. At the top right are "End Chat" and a red "AirAsia Flights" button with a close icon. The main message area shows a user asking about travel details, followed by several options: "AirAsia Malaysia (AK)", "Booking changes", "Guest details update", "Flight Change" (which is highlighted with a red border), "Refund Request", "Add Ons", and "Back to previous menu". A message input field "Message..." is at the bottom, and a "Privacy" link is at the very bottom.

Could you please tell me which carrier code you're travelling with or which one you have a question about? Here are your options:

AirAsia Malaysia (AK)

Booking changes

Guest details update

Flight Change

Refund Request

Add Ons

Back to previous menu

Message...

Privacy

- Select Change Requested due to flight disruption:

A screenshot of a chat window titled "Bo" at the top left. At the top right are "End Chat" and a red "X" button. The main message area shows two bullet points: "If you're making a change voluntarily, I can guide you through the options and any fees involved." and "If there's been a disruption on your AirAsia flight (like a cancellation, delay, or rescheduling), I'll help you find a new flight and get back on track." Below these is a message from the user: "Let me know which one applies, and I'll take it from there!"

If you're making a change voluntarily, I can guide you through the options and any fees involved.

If there's been a disruption on your AirAsia flight (like a cancellation, delay, or rescheduling), I'll help you find a new flight and get back on track.

Let me know which one applies, and I'll take it from there!

Voluntary Change

Change request due to flight disruption

Back to Previous Menu

Select Free Flight Change:

Bo

more:

- Refund for the affected flight or Full refund
- Credit Account for the affected flight or full credit account
- Free Flight Change

[Check your flight status here](#)

Select an option below:

Free Flight Change

Credit Account

Flight Cancellation Refund

Flight Rescheduled Refund

[Back to Previous Menu](#)

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

Bo

seat availability. To ensure early confirmation of your new seats, kindly provide your preference within the next 24 hours from the receipt of this email.

For travel date changes, you have two options: either click the button below or you may perform via the [Purchases](#) page. Please find the [steps and recovery options for rescheduled/cancelled flights](#).

[Free Change Flight](#)

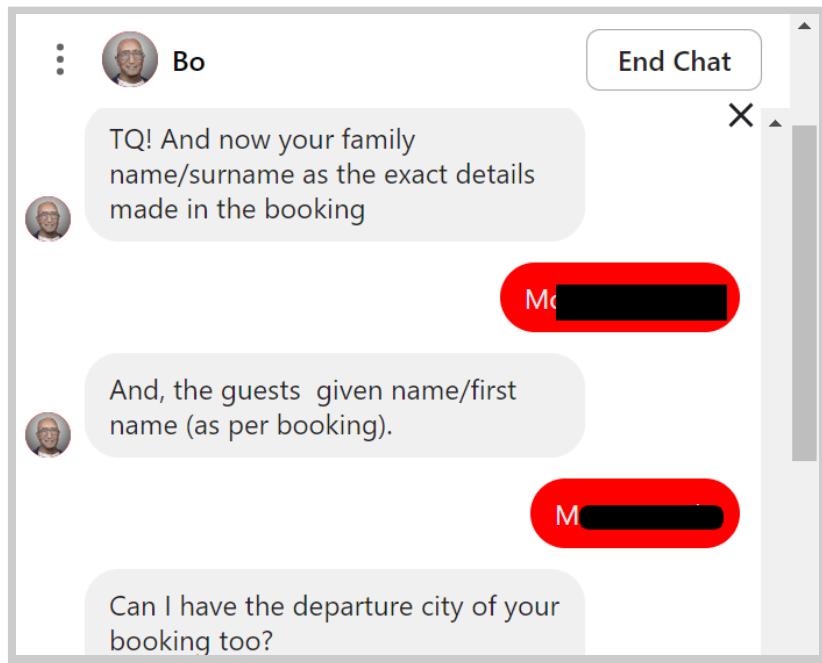
Note: I can assist to Move your AirAsia flight departure date now, however if you have a SNAP booking, you may need to reconfirm your hotel accommodation is still valid for the newly selected flight departure dates.

Please enter your booking number/PNR (In your itinerary)

Hint: It's under the 'Booking Number' column on your itinerary

UE [REDACTED]

[Cancel](#)



- 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":

Air bookings	
TRAVELFUSION [] More information TktInfo History (Sync) Show All	
Travelfusion PNR []	BookingPaymentType TF_PAY # Edit Passenger DOCS entry DOB FFC TrDocNr
Status Booked	ActualBookingPaymentType TF_PAY 1 Edit (MR) [] 13SEP61
DepartureDate 2024-02-08	FareRules FareRules 2 Edit (MS) [] 01JAN64
ReturnDate	[]

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

Email alias	System	Pnr	EmailAlias
Travelfusion		[]	mohamed []

ATTENTION

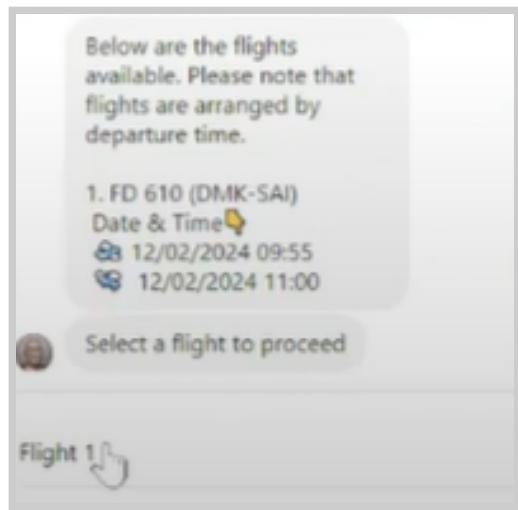


In case the bot does not accept the alias email provided only then you may provide it with the customer's email registered.

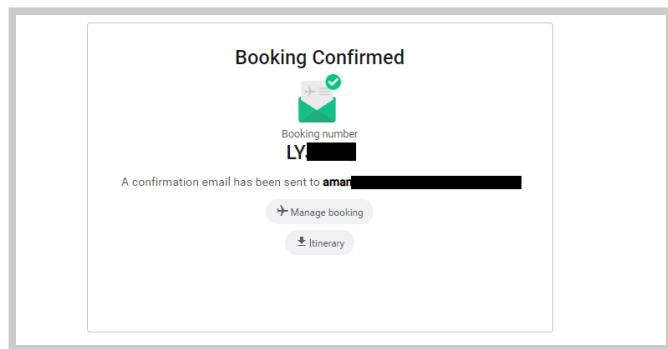
In case the customer's email does not work again then you may refer the customer to the airline.

- 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:

Otrs tickets				
ID	Ticket ID	Last action	Last category	Subject
269003447	186614997	ForwardTicket	Cancellation	URGENT : AirAsia Flight Cancellation Notice (PNR :M-[REDACTED])

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

The screenshot shows an OTRS ticket email with the subject "URGENT : AirAsia Flight Cancellation Notice (PNR :M-[REDACTED])". The ticket ID is 186614997. The email contains flight details for a flight from Kuala Lumpur International Airport (KUL) to Denpasar Ngurah Rai International Airport (DPS). The original flight (AK 378) departed on 15-Oct-2024 at 15:40hrs and arrived at 18:40hrs. The new flight (AK 370) is scheduled for 15-Oct-2024 at 17:50hrs and arrives at 20:55hrs. Below the flight details, there is a "Free Change Flight" button. Further down, there is a "Credit Account" section with a "Request Credit" button, and a "Refund" section with a "Refund" button.

Original Flight Details	New Flight Details
Kuala Lumpur International Airport (KUL) to Denpasar Ngurah Rai International Airport (DPS)	Kuala Lumpur International Airport (KUL) to Denpasar Ngurah Rai International Airport (DPS)
Flight Number: AK 378 Depart date: 15-Oct-2024 Depart: 15:40hrs Arrive: 18:40hrs	Flight Number: AK 370 Depart date: 15-Oct-2024 Depart: 17:50hrs Arrive: 20:55hrs

All times shown are local
You may check your [current flight information](#) status.
If you are unable to proceed with the new flight, you may choose to select one of the options below instead. We highly recommend that you select your preferred option before your latest departure date.

Free Change Flight
You are entitled to a one time change to a new travel date of your choice within 30 days from the original scheduled departure date on the same route without any additional cost subject to seat availability. To ensure early confirmation of your new seats, kindly provide your preference within the next 24 hours from the receipt of this email.
For travel date changes, you have two options: either click the button below or you may perform via the [Purchases](#) page. Please find the [steps and recovery options for rescheduled/cancelled flights](#).

Free Change Flight

Credit Account
For Credit Account to the value of your booking, you may click the button below and follow the guidance accordingly. To enjoy an instant Credit Account, please link your booking to your AirAsia member account. If you haven't yet linked your booking to your member account, please refer [here](#) for details.
*Our Credit Account is valid for 730 days from the date of issuance.

Request Credit

Refund
For any additional partial payment made, the Refunds for partial payment will be made back to the original form of payment mode according to the method (e.g travel voucher + other payment). You may click the button below.
For more information including how to access and use your travel voucher and other FAQs, please click [here](#).
If you purchased your booking through bigipay pocket, your refund will be automatically credited to your account within 7-14 days.

Refund

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":

Email alias	System	Pnr	EmailAlias
	Travelfusion	[REDACTED]	mohamed [REDACTED]

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.

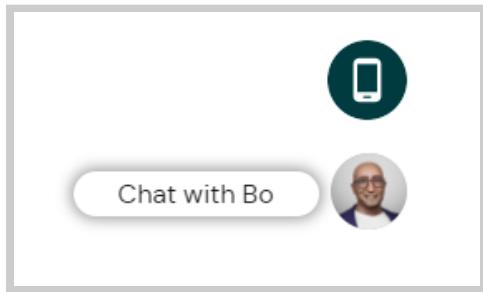
- Follow the guidelines shown on the 'Chat with Bo' and complete the Refund Process.

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:

Select your refund request reason:

3. Duplicate booking

4. Medical Cancellation

5. Deceased Passenger

6. Voluntary Cancellation

7. Flight Cancellation Refund

8. Flight Rescheduled Refund

Back to Previous Menu

Back to Main Menu

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":

Air bookings									
TRAVELFUSION		More information		TktInfo		History (Sync)		Show All	
Travelfusion PNR	[REDACTED]			BookingPaymentType	TF_PAY	#	Edit	Passenger	DOCS entry
Status	Booked	ActualBookingPaymentType	TF_PAY	1		(MR)		DOB	FFC
DepartureDate	2024-02-08	FareRules	FareRules	2		(MS)		01JAN64	TrDocNr
ReturnDate									

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

Email alias	System	Pnr	EmailAlias
	Travelfusion	[REDACTED]	mohamed [REDACTED]

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.

- 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