

Exported at by Swarna Mallik

Created by Katerina Delveroudi



Azul Airlines (AD)

FL/ SC

1. ? Azul Airlines (AD)
2. ? Schedule changes
3. ✓ Rebooking
4. ✓ Name correction
5. ✓ Cancellation
6. ✓ Login and credential info
7. ✓ How we notify the customer about SC?
8. ? Login and credential creation
9. ✓ First time registration
10. ✓ Expired password
11. ✓ Involuntary reissue
12. ✓ Involuntary refund
13. ? Adding ancillaries and requests
14. ✓ How to Add Baggage
15. ✓ How to Add Seats
16. ✓ How to Add Special Assistance & Animal in Cabin

Step 1 - Starting point

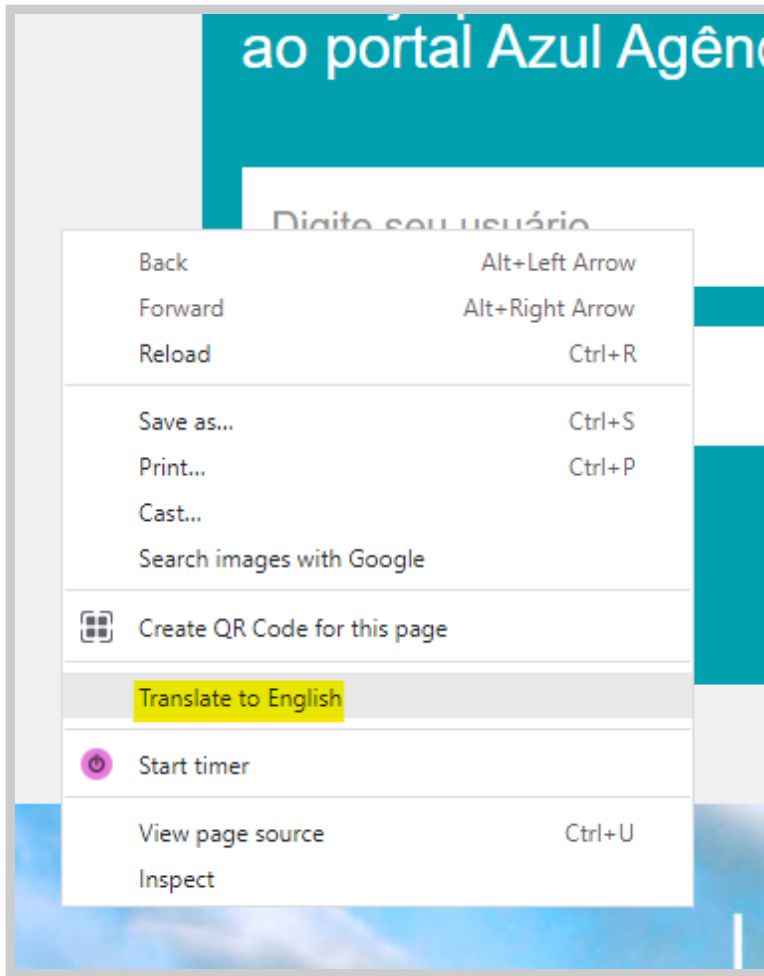


Question

No linked steps

Azul Airlines (AD)

Azul's portal is created to support only Portuguese for the time being and soon it will be translated into English and Spanish. To be able to understand the steps that need to be followed, you should **always translate the page**, using a right-click and selecting the option **"Translate to English"**:



For access to the portal:

- For locations that have geological restrictions, CNX Vietnam and CNX Cairo, by Azul Airlines, some modifications must be handled by being sent to support.
- For the in-house locations that cannot access the portal, you can use the Swedish VPN.
- All the locations that have access to the portal, can proceed with canceling the PNRs as per normal process through the portal.

ATTENTION



If agents are unable to access the airline's portal, they must clearly state the reason in their notes and submit the case to support with detailed information and a deadline for assistance.

If the departure date is approaching, agents should also inform the team leader to ensure the case is promptly assigned to a support agent.

Additionally, the login issue should be communicated to the supervisor.

Azul Airlines (AD)

1. Login and credential creation

Step 8

2. Rebooking

Step 3

3. Name correction

Step 4

4. Cancellation

Step 5

5. Adding ancillaries and requests

Step 13

6. Schedule Change

Step 2

Step 2



Question

Parent step: 1

Schedule changes

1. How we notify the customer about SC?

Step 7

2. Involuntary reissue

Step 11

3. Involuntary refund

Step 12

Step 3



Solution

Parent step: 1

Rebooking

How to rebook step-by-step

1. Login to the portal, using your personal credentials.

2. Translate your page into English, using a right click and selecting "**Translate into English**". Do not forget that on every page you move on you need to translate:

Back	Alt+Left Arrow
Forward	Alt+Right Arrow
Reload	Ctrl+R
Save as...	Ctrl+S
Print...	Ctrl+P
Cast...	
Search images with Google	
Create QR Code for this page	
Translate to English	
Start timer	
View page source	Ctrl+U
Inspect	

3. Once the page has been translated, click on "**Consult reservations**" and add the PNR and the passenger's surname as they appear in Edvin. "**Search for reservations made**" will always have by default selected the option "**by the agency**", do not try to change it:

Quick access

Consult reservations

Buy

Reaccommodation

search for

NB

Passenger name

SILVA

Search for reservations made

for me

by the agency

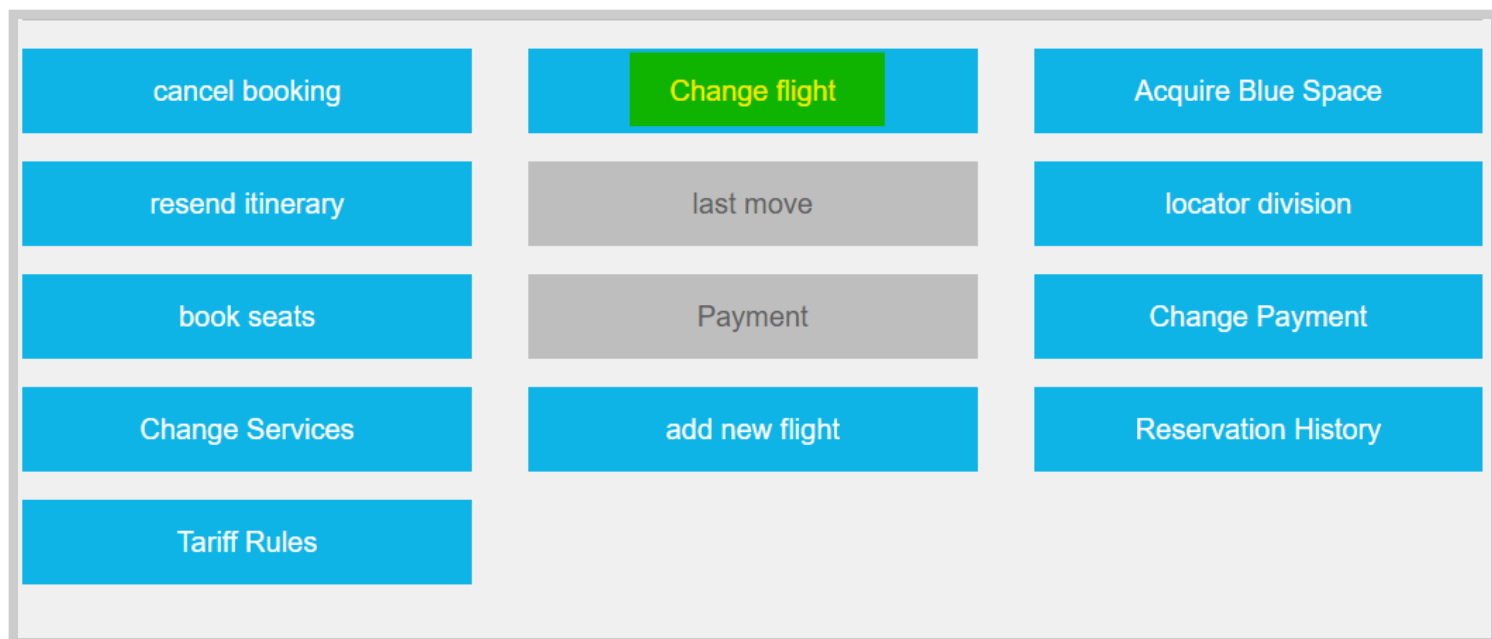
You can search by locator, phone, email, id, passenger name or credit card number.

Click on "**Consult**" to move to the next page.

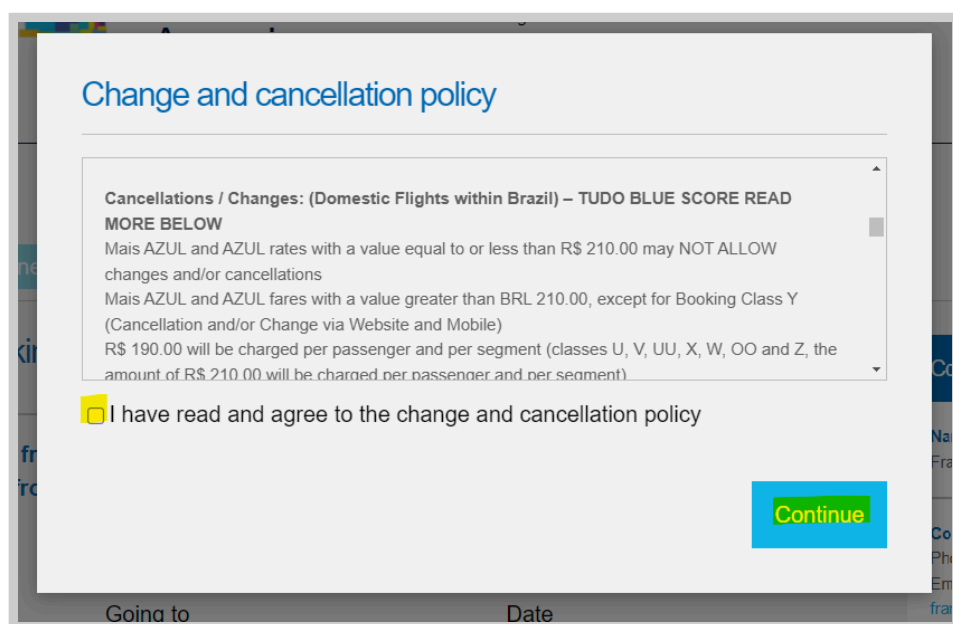
4. After the PNR is retrieved within the portal, click on the pencil on the right, in order to be able to modify the PNR:

Current bookings / passengers						
passenger name	Reservation	Origin-Destination	flight number	Departure date	Time	Actions
SILVA	NB	CGB ✈ GRU	2963	08/07/2023	20:20	

5. Review the details of the page and move down to the modification options. Click on "**Change flight**":



6. Read the fare rules and once you are ready to proceed, click on **"I have read and agree to the change and cancellation policy"** and **"Continue"**:



7. Select **"I want to change the flight from ..."**, in order to be allowed to modify the itinerary and/ or the date:

Booking change

1 Current flights
two new flights
3 services
4 Payment

Changing XXXXXXXXXX booking flight

☐ I want to change the flight from Ida - AD 4235
☐ I want to cancel the flight from Ida - AD 4235

FRI, 06/OCT/2023
Operated: by Azul

✈ MCP Macapá - 04:00
✈ BEL Belém - 04:55

Starting from

Going to

Date

Macapá (MCP)

Belém (BEL)

06/10/2023

In case there is no availability for the new trip you request the below message will appear:

Attention
×

invalid date

OK



Note: If your PNR is round-trip, remember that the same actions need to take place for a second time.


Once you are ready click on "Continue":

Cancel

Continue

8. Select the flight that the customer has agreed on:



Changing [redacted] booking flight - choose new flights

current flight for the path MCP→BEL in 06/Oct/2023, Friday				
Flight	Departure Arrival	stops	Blue	Details
4235 Operated by by Azul	04:00 04:55	0	€ 85.90	

On the right side of the page, you will be able to see the price breakdown. Make sure that the customer has paid the rebooking fees before moving on:

new flight

FRI, 06/OCT/2023

Flight by Azul 4235
Blue
Operated: by Azul
Fare Class: O
Tariff Base: O114C1BG
 **MCP** Macapá - 04:00
 **BEL** Belém - 04:55

1 Adult (€97.25)
1 Adult (€85.58)
€ 85.58
boarding fees
€6.12

Subtotal
€91.70

9. Click on "I have read and agree with the air transport contract and the terms of the tariffs" and then click on "Continue page" to proceed with the payment.

Step 4

 Solution

Parent step: 1

Name correction

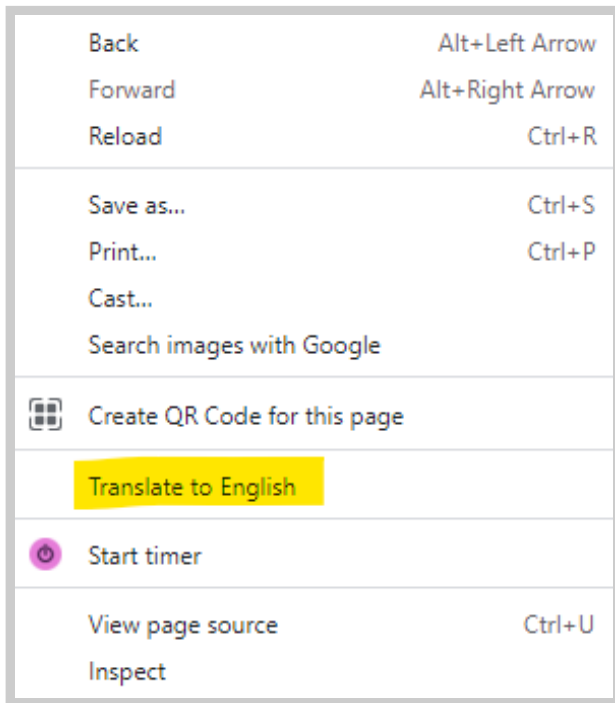
Name correction step-by-step

General guidelines:

- Name correction is possible for changes up to 4 characters without any cost.
- Name correction is possible only 1 time, so make sure that the customer has provided his passport and the new name is correct.

1. Login to the portal, using your personal credentials.

2. Translate your page into English, using a right-click and selecting "**Translate into English**". Do not forget that on every page you move on you need to translate:




3. Once the page has been translated, click on "**Consult reservations**" and add the PNR and the passenger's surname as they appear in Edvin. "**Search for reservations made**" will always have by default selected the option "**by the agency**", do not try to change it:

A screenshot of the 'Quick access' section in a web portal. At the top, there is a 'Quick access' header with a lightning bolt icon. Below it are three buttons: 'Consult reservations' (green), 'Buy' (blue), and 'Reaccommodation' (purple). Under 'Consult reservations', there is a 'search for' label and a text input field containing 'NB'. To the right, there is a 'Passenger name' label and a text input field containing 'SILVA'. Below these fields, there is a section titled 'Search for reservations made' with two radio buttons: 'for me' and 'by the agency' (which is selected). At the bottom, there is a small note: 'You can search by locator, phone, email, id, passenger name or credit card number.'



Click on "**Consult**" to move to the next page.

4. After the PNR is retrieved within the portal, click on the pencil on the right, in order to be able to modify the PNR:

Current bookings / passengers						
passenger name	Reservation	Origin-Destination	flight number	Departure date	Time	Actions
██████████ SILVA	██████ NB	CGB ✈ GRU	2963	08/07/2023	20:20	

5. Review the details of the page and move down until you find the Passenger information field. Click on the pencil icon next to the name to proceed with the name correction:

Client's data

Passenger Information: Fran ██████████  | Category All Blue: 

6. Select what part of the name needs to be updated and click on "To save".

If the payment is not completed yet, you may click on "To go back":

Name Correction

Here it is allowed to edit up to 4 characters for Name, Middle Name or Last Name of each passenger, but this correction can only be made once. If your name needs further editing, please contact the call center.

☐ Name
 ☐ Middle name
 ☐ Surname

Name Fran ██████████

Middle name

Surname ██████████

Step 5

 Solution

Parent step: 1

Cancellation

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

ATTENTION



In order to make sure which of the steps you need to follow, please follow the guidelines as mentioned [here](#), where the exceptions and the rest of the general handling are mentioned.

Void and 24h cancellation

ATTENTION



for 24h rule cancellation:

- For locations that have geological restrictions, CNX Vietnam and CNX Cairo, by Azul Airlines, the 24h BR cases must be handled by being sent to support.
- After clicking on "Sent to support" and selecting the deadline reason "24hour rule", in the "Actions required" field, add the deadline reason you have selected and also the date and time added in the autofill.
- For the in-house locations that cannot access the portal, you can use the Swedish VPN.
- For all the locations that have access to the portal, they can proceed with canceling the PNRs as per the normal process through the portal.

Please note that the same steps are to be followed for Void and 24h cancellation.

Always check the booking date before taking any action:

Booking information

Locator Code:



Booking Date:

Sun, 17/Sep/2023

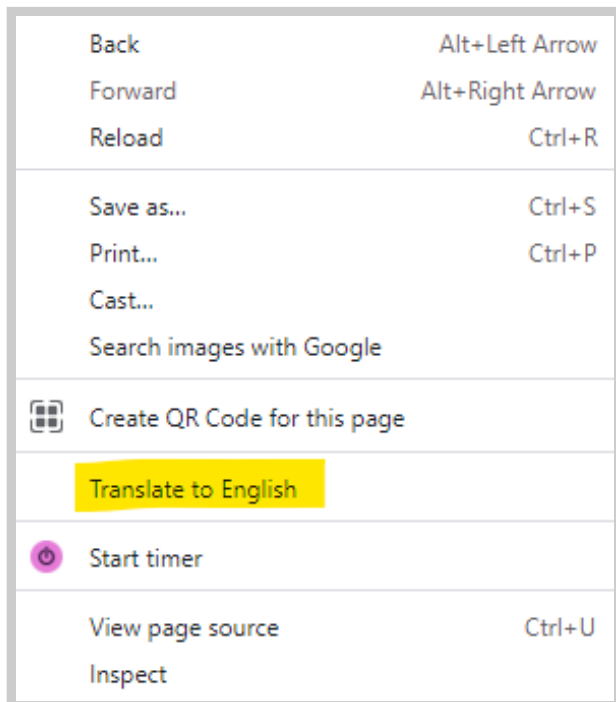
Status:

✓ Confirmed

Adjust
Deadline

Voluntary cancellation

1. Login to the portal, using your personal credentials.
2. Translate your page into English, using a right click and selecting "**Translate into English**". Do not forget that on every page you move on you need to translate:




3. Once the page has been translated, click on "**Consult reservations**" and add the PNR and the passenger's surname as they appear in Edvin.

"**Search for reservations made**" will always have by default selected the option "**by the agency**", do not try to change it:

A screenshot of the 'Quick access' section of a portal. At the top, there is a 'Quick access' header with a lightning bolt icon. Below it, there are three buttons: 'Consult reservations' (green), 'Buy' (blue), and 'Reaccommodation' (purple). Below these buttons, there are two input fields: 'search for' and 'Passenger name'. The 'search for' field contains the text 'NB' and the 'Passenger name' field contains the text 'SILVA'. Below these fields, there is a section titled 'Search for reservations made' with two radio buttons: 'for me' and 'by the agency'. The 'by the agency' radio button is selected. At the bottom, there is a small note: 'You can search by locator, phone, email, id, passenger name or credit card number.'

Click on "**Consult**" to move to the next page.

4. After the PNR is retrieved within the portal, click on the pencil on the right, to be able to modify the PNR:

Current bookings / passengers						
passenger name	Reservation	Origin-Destination	flight number	Departure date	Time	Actions
██████████ SILVA	██████ NB	CGB ✈ GRU	2963	08/07/2023	20:20	

5. Review the details of the page and move down to the modification options. Click on **"Cancel reservation"**:

Cancel reservation	Change flight	Acquire Blue Space
Resend itinerary	Last move	Finder Division
Book seats	Payment	Swap Payment
Change Services	Add new flight	Reserve History
Tariff Rules		

6. Read the fare rules and once you are ready to proceed, click on **"I have read and agree to the change and cancellation policy"** and **"Continue"**:

Change and cancellation policy

Changes and/or cancellations via the website will only be permitted at least 90 minutes before the flight, as long as check-in and/or boarding has not been carried out. For other cases, including reserve divisions, you must contact Azul Center (4003 2199).

Reservations for which payment was made via voucher must be handled directly with Azul Center (4003 2199).

If the original reservation was made using a promotional code and it is still valid, it will also be applied to the new segment. Otherwise, the fare difference will be calculated without the previously applied discount.

☐ I have read and agree to the change and cancellation policy

Continue

7. Select the checkbox in "I want to cancel the outbound flight - ..." and then "Continue cancellation of selected flights":

Booking cancellation

1

Current flights

two

Confirm cancellation

Canceling flight from XXXXXXXXXX booking

☒ I want to cancel the outbound flight - AD 2784

SAT, 12/30/2023

Operated: Blue

✈ VCP São Paulo - Campinas - 13:35

✈ CWB Curitiba - 14:40

To go back

Continue cancellation of selected flight(s)



1. On the confirmation page **ALWAYS** select reimbursement as the refund option as credit is preselected.
2. If the cancellation request is one of the exceptions, proceed to Step 8. Otherwise, if the customer confirms the cancellation, reset changes, Modify Order with the appropriate reason, and send the cancellation confirmation email.

8. Finalize cancellation and click on "**Confirm cancellation**".

Step 6

Solution

Parent step: 8

Login and credential info

System	Allowed to contact the airline?
Tripstack	Yes
Travelfusion	-

For bookings issued through Tripstack the handling of any request is completed through [Azul's portal](#).

Step-by-step login

1. Translate the page.
2. Insert your credentials and click on "**Login**":

Do you already have access
to the Azul Agencies portal?

Enter your username

Type your password

I forgot my password

Login →

3. Click on " **Receive the PIN via email**". You will receive the PIN through a new email:

Authentication code

Enter your PIN code

Receive the PIN via email.

Validate →

Once you request the PIN the below pop-up will appear. Click "OK" to move on to the next step:

Email PIN Authentication



The PIN sent to the email:

██████████@et*****.com. Check your email box to retrieve the PIN

OK

4. Copy the PIN sent through email, paste it and click on "**Validate**".

Please note that the PIN expires within **2 minutes** from the time you request it. The pin you will receive at each login is a random number:

Authentication code

367-██████

You will be able to request a new PIN at 01:05

Validate →

PIN Autenticação dois fatores

External

to me ▼

Portuguese > English [Translate message](#)



Olá ██████████ (██████████) DC ETRAVELI GROUP SEM DU,

Para logar no Portal B2B utilize o PIN: 186-512

Saudações,

Azul Linhas Aéreas

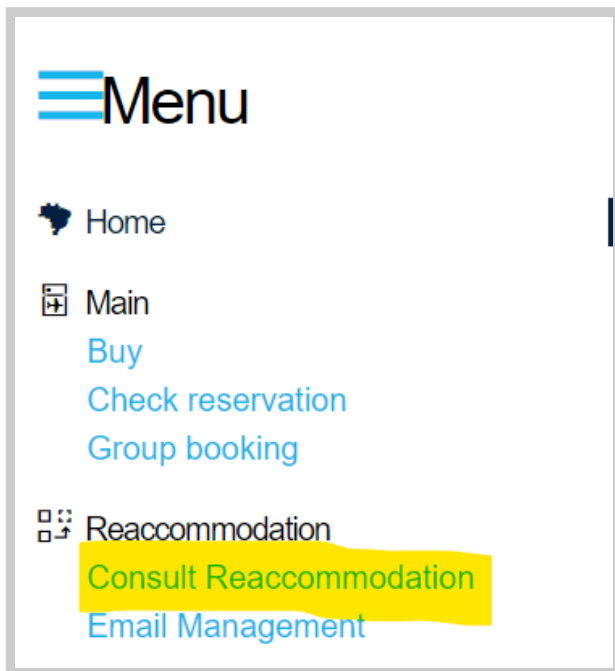
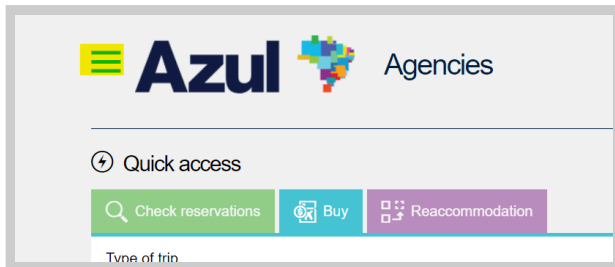
Step 7

Solution

Parent step: 2

How we notify the customer about SC?

1. Login in the portal.
2. Go to the menu (top left corner) and select "**Consult Reaccommodation**":



To receive all the relevant notifications, we have used the generic email. The alias email will remain the one used in each Order.

3. Add the PNR in the "**Finder**" field and click on "**Search**":

Search for reservations with reaccommodation

Original flight start

Start of the search

End of original flight

End of search

Search for made reservations

☒ by the organization
☐ by the group

Finder

The organization and/or group does not have any confirmed email for receiving rearranged flights.

Search
Add or Manage Email

The search can be done using the original departure and return flight or the PNR. Not all fields are mandatory for one search.

Find at the bottom of the page the "**Relocation Dashboard**" all the notifications received for Schedule Changes. The generic email is provided to Azul for us to have access to the dashboard, but it is not yet confirmed by them.

To verify, select the reservation line and click on the image on the right. Emails with alerts will have a link, **but it does not work properly as it will accept the offered flight even if it is not the passenger's request.**

3 actions are always provided as options. If the PNR we search is not affected it will not appear in the search:

- Accept alternative
- New alternative
- Cancel flight

Step 8

Question

Parent step: 1

Login and credential creation

System	Allowed to contact the airline?
Tripstack	Yes
Travelfusion	-

For bookings issued through Tripstack the handling of any request is completed through [Azul's portal](#).

To create an account or unblock an existing one please contact your TL or Manager.

Login and credential creation

- | | |
|-----------------------------|---------|
| 1. First time registration | Step 9 |
| 2. Step by step login guide | Step 6 |
| 3. Expired password | Step 10 |

Step 9



Solution

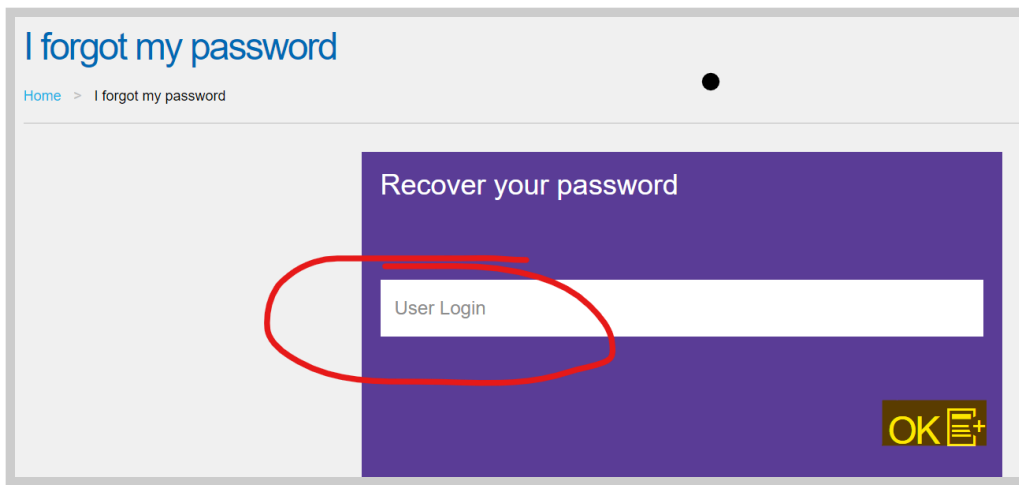
Parent step: 8

First time registration

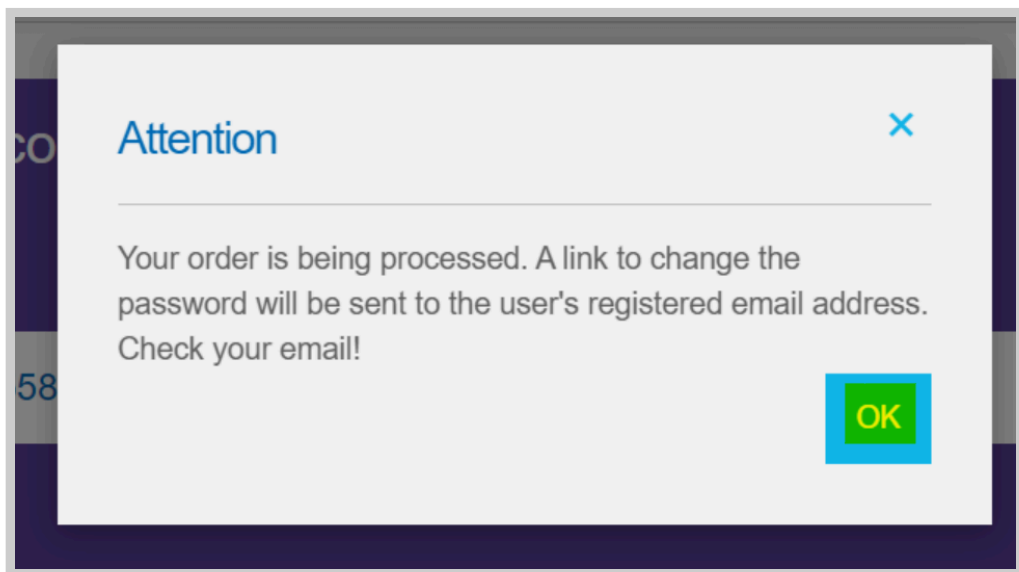
For everyone who makes a first time registration (after user details are received), just click on the link [Portal Azul Agências \(voeazul.com.br\)](https://voeazul.com.br) (sometimes it depends on the VPN you use, if the page can be retrieved or not) and follow these steps to request a new password:

1. Enter your username and click on "I forgot my password":

2. In the new page that will appear, add your username in the "User Login" field and click "OK":



Click "OK" to the pop-up message:



3. Refresh and check your email inbox. The email below should be sent to you:

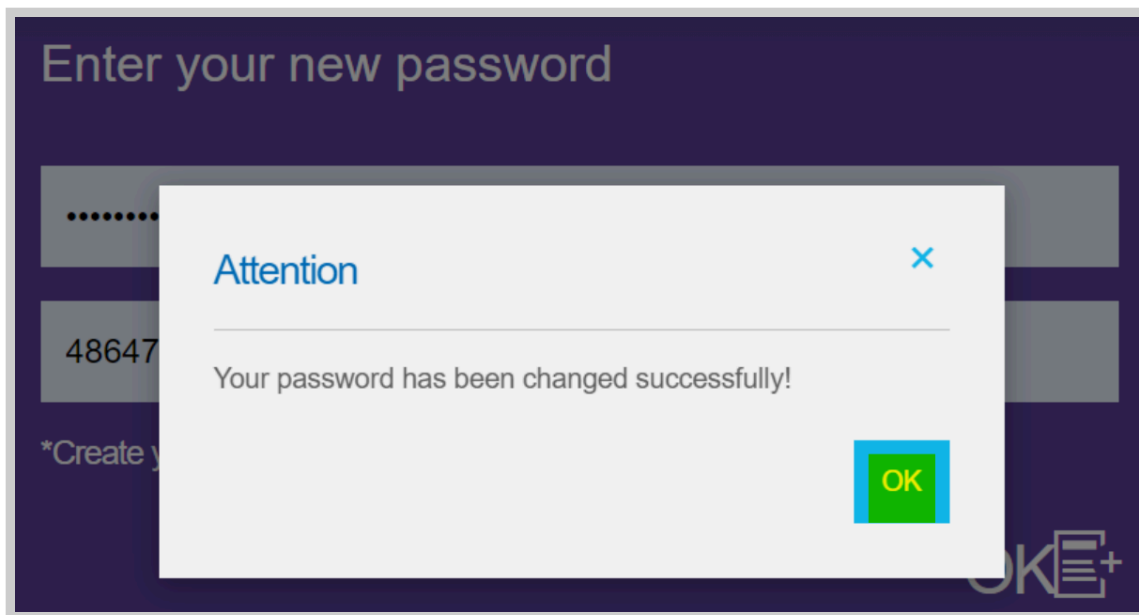


Click on the link highlighted in yellow.

4. Insert the new password and repeat it to confirm. Click "OK" to proceed to the next step:

A purple-themed form titled "Enter your new password". It contains two white input fields: "New Password" and "Confirm your new password". Below the fields is a note: "*Create your password with 8 numeric characters". In the bottom right corner, there is a yellow "OK" button with a plus icon.

After the password has been changed successfully this pop-up will appear:



5. Confirm that your details are correct and click on "**Request**":

Request 2-Factor Authentication

Requester

User

97

username

Organization

01402044

Email

@etraveligroup.com

Request

After the pop-up message below appears, click "**OK**" and wait for the request to be approved.

Once the approval has been provided, please follow the normal instructions here to log in. In the first login, the pop-up below will appear:

2-Factor Authentication

How to enable 2-factor authentication - Google Authenticator

How to activate 2-factor authentication - By Email

Step 1: Click the "Send PIN via email" button to receive your PIN code

Tips for receipt: Check your Spam and Junk folder.

Step 2: Click the "Continue" button to enter the PIN code received via email

Account:

Send PIN via email

ALWAYS select the second option "How to activate 2-factor authentication - By Email" and then "Send PIN via email".

You will get logged out so you will need to log in again with the normal process.

Step 10

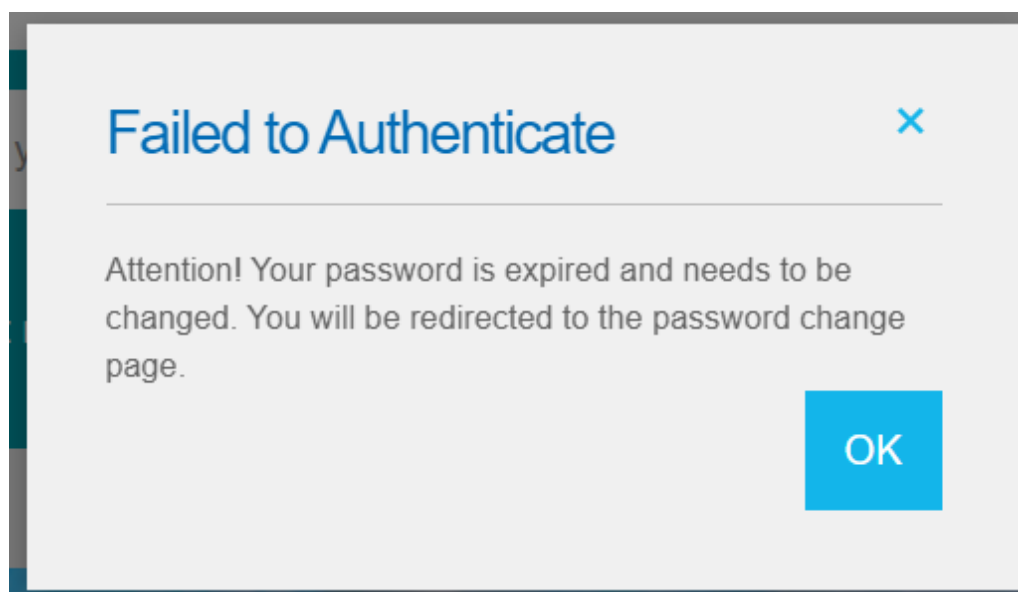
 Solution

Parent step: 8

Expired password

Expired password

1. Use your credentials to log in. If the password has expired or is close to expiration, the message below will appear. Click "OK" to move to the next step:



2. Enter the current password as well as the new password you would like to have. The password always has to be 8 numeric digits, no symbols or letter digits. Once the new password is typed, click on "**Save editions**":

Change password

Change password

User

Current password

New Password

Confirm password

*Create your password with 8 numeric characters

Save editions

After the password has been changed successfully, you will receive the message below. Click "**OK**" to proceed with the actions required for your case:

Success

Password changed successfully!

OK

Step 11

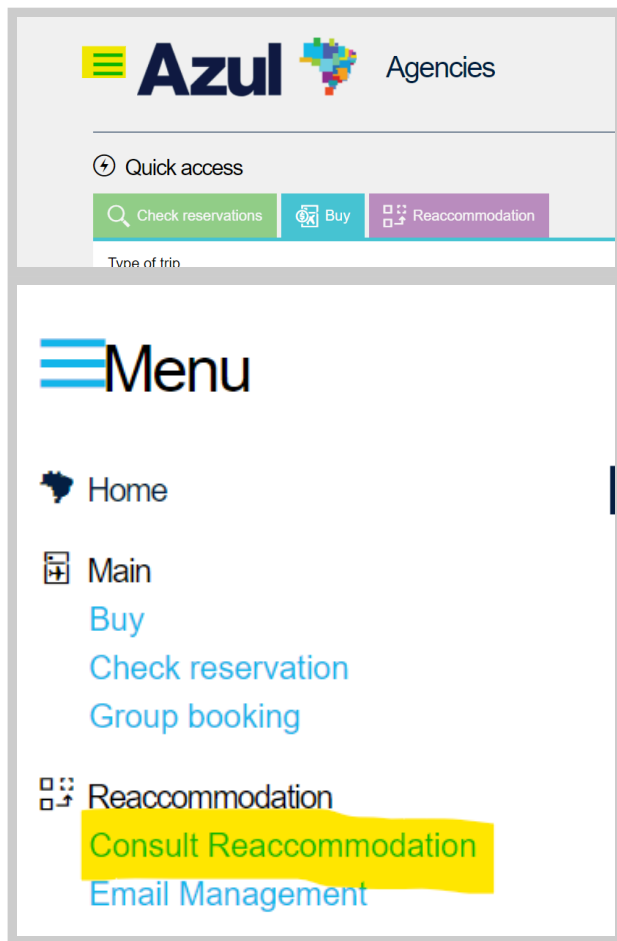


Solution

Parent step: 2

Involuntary reissue

1. Login in the portal.
2. Go to the menu (top left corner) and select "**Consult Reacomodation**":



In order to receive all the relevant notifications, we have used the generic email. The alias email will remain the one used in each Order.

3. Add the PNR in the "**Finder**" field and click on "**Search**":

The screenshot displays the search interface for reservations with reaccommodation. The title bar reads "Search for reservations with reaccommodation". Below the title bar, there are three main sections: "Original flight start" with a "Start of the search" input field and a calendar icon; "End of original flight" with an "End of search" input field and a calendar icon; and "Search for made reservations" with two radio buttons: "by the organization" (selected) and "by the group". Below these sections is a "Finder" input field, which is currently empty and highlighted with a yellow background. At the bottom of the form, there is a red error message: "The organization and/or group does not have any confirmed email for receiving rearranged flights." To the right of the error message are two buttons: a green "Search" button and a blue "Add or Manage Email" button.

The search can be done using the original departure and return flight or the PNR. Not all fields are mandatory for one search.

Find at the bottom of the page the "**Relocation Dashboard**" all the notifications received for Schedule Changes. The generic email is provided to Azul for us to have access to the dashboard, but it is not yet confirmed by them.

To verify select the reservation line and click on the image on the right. Emails with alerts will have a link, **but it does not work properly as it will accept the offered flight even if it is not the passenger's request.**

3 actions are always provided as options. If the PNR we search is not affected it will not appear in the search:

- Accept alternative
- New alternative
- Cancel flight

Accepting an alternative and Cancel flight are two straightforward actions following the relevant buttons.

- Click on the old flight, then the new flight, and then options.
- Click on the new alternative and then add the itinerary.
- When you click on the text boxes, it will show to select the previous flight itinerary. Select the correct flight the customer wants to change to.
- Click on the Continue change button and make sure that the entire itinerary displays before you proceed with the rebooking of the new alternatives.
- Click Continue and to the pop-up that will appear, click Yes to change it. If you click on it will not be processed.
- A new message for a successful itinerary update will appear.

The amount that appears on the dashboard is the amount already paid.

Step 12



Solution

[Parent step: 2](#)

Involuntary refund

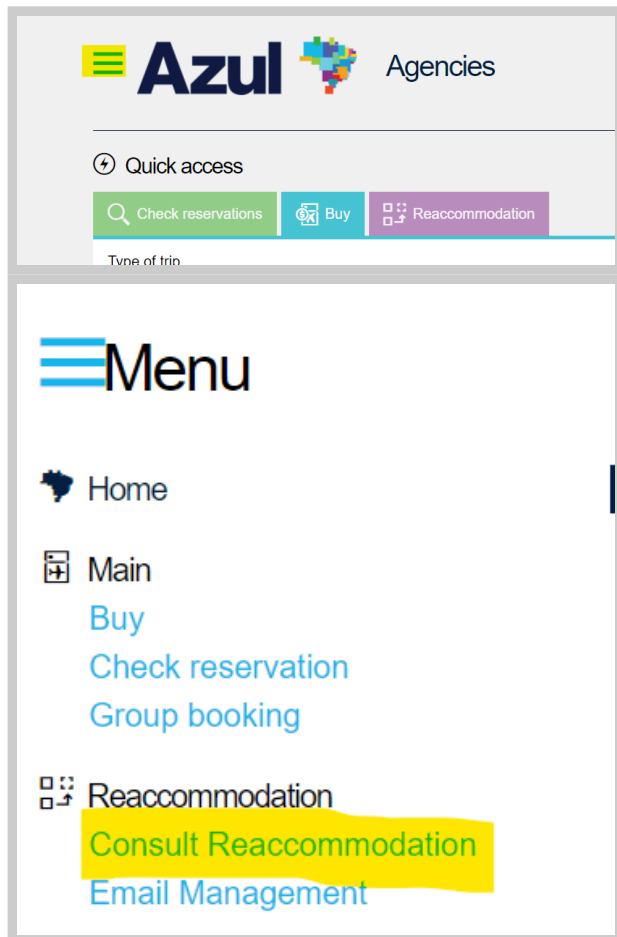
Procedure for Handling Involuntary Refunds

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:**
 1. Update the Modify button accordingly, allowing SL to assume the case.
 2. 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

1. Login in the portal.
2. Go to the menu (top left corner) and select "**Consult Reaccommodation**":



In order to receive all the relevant notifications, we have used the generic email. The alias email will remain the one used in each Order.

3. Add the PNR in "**Finder**" field and click on "**Search**":

Search for reservations with reaccommodation

Original flight start

Start of the search

End of original flight

End of search

Search for made reservations

☒ by the organization
☐ by the group

Finder

The organization and/or group does not have any confirmed email for receiving rearranged flights.

Search

Add or Manage Email

The search can be done using the original departure and return flight or the PNR. Not all fields are mandatory for one search.

Find at the bottom of the page the "**Relocation Dashboard**" all the notifications received for Schedule Changes. The generic email is provided to Azul in order for us to have access to the dashboard, but it is not yet confirmed by them.

To verify select the reservation line and click on the image on the right. Emails with alerts will have a link, **but it does not work properly as it will accept the offered flight even if it is not the passenger's request.**

3 actions are always provided as options. If the PNR we search is not affected it will not appear in the search:

- Accept alternative
- New alternative
- Cancel flight

Cancel flight are two straightforward actions following the relevant buttons.

Review the details of the page and move down to the modification options. Click on "**Cancel reservation**":

Cancel reservation	Change flight	Acquire Blue Space
Resend itinerary	Last move	Finder Division
Book seats	Payment	Swap Payment
Change Services	Add new flight	Reserve History
Tariff Rules		

Then modify the order, and send the confirmation email to the customer.

Step 13

Question

Parent step: 1

Adding ancillaries and requests



When charging the customers for ancillaries **ALWAYS REMEMBER:**

1. To multiply with applicable markup for all ancillaries. More details can be found [here](#).



Note: Not applicable to B.com customers and customers holding a Platinum Support Package.

2. In the add-on cart charge the customer under "LCC ancillary (Manual)":

Add on Sales	Our Fee & SP	Airline Cost and other	Fallback
Name	Our Fee	Provider Cost	Text to customer
 LCC ancillary (Manual)	<input type="text"/>		No text added 

New Question

1. [Baggage](#) Step 14
2. [Seating](#) Step 15
3. [Special Assistance & Animal in Cabin](#) Step 16

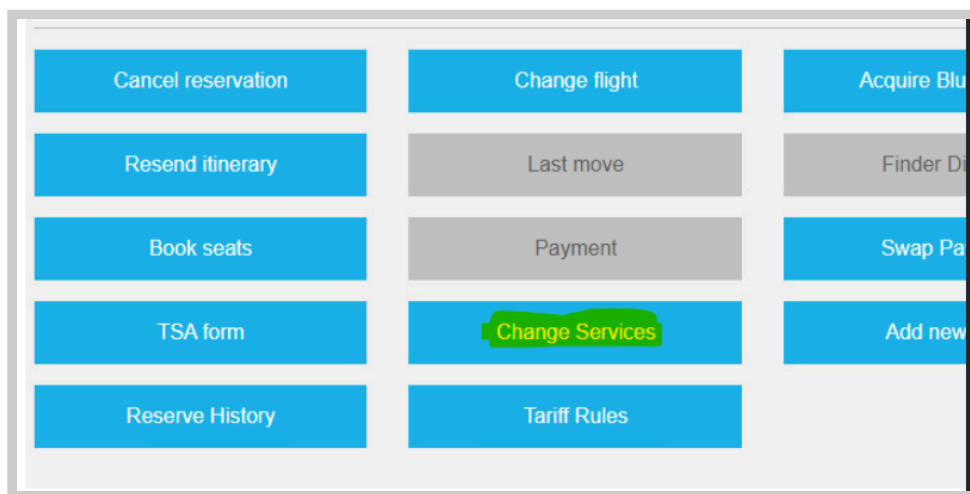
Step 14

Solution

Parent step: 13

How to Add Baggage

1. Log in with your credentials.
2. After the PNR is retrieved within the portal, Click on "**Change Services**":



3. Scroll down to “**Luggage**” and select the number. The amount will automatically reflect under **Value**:

A screenshot of the 'Luggage' section in the flight management interface. The title 'Luggage' is at the top. Below it, there is a dropdown menu for 'ORY - CNF' with options 0, 1, two, 3, 4, and 5. The 'Value' field shows €0.00. A note below the dropdown states: 'amount of baggage you wish to check in, the system will automatically additional baggage. Baggage that appears free of charge already inclu'. At the bottom, there is a link for 'Contact information'.

A screenshot of the 'Luggage' section in the flight management interface. The title 'Luggage' is at the top. Below it, there is a dropdown menu for 'ORY - VCP' with options 0, 1, two, 3, 4, and 5. The 'Value' field shows €70.00. A note below the dropdown states: 'Note: When selecting the number of bags you wish to check in, the system will automatically calculate the amount to be paid for the additional bags. Bags that appear free of charge are already included in your rate.'

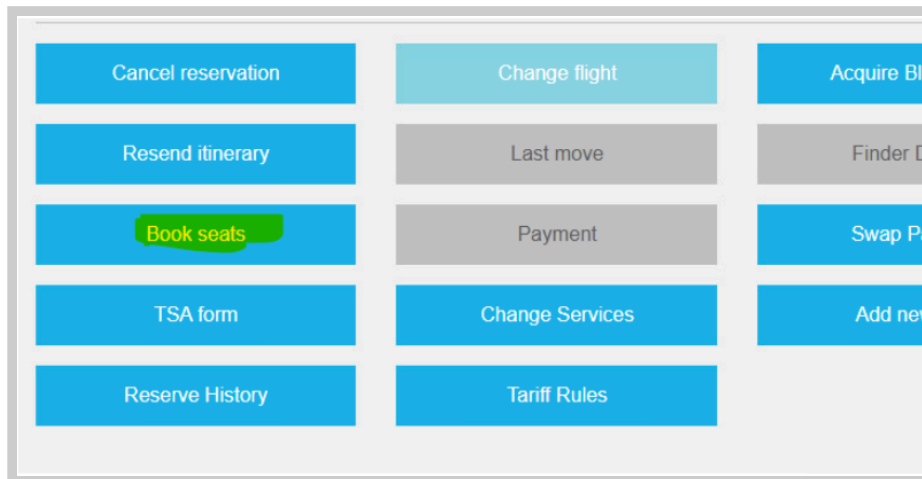
4. Do NOT forget to multiply the price with the markup, if applicable (more details [here](#)), before informing the customer about the cost.
5. Charge the customer. Remember to select "LCC Ancillary" in the add-on cart:

A screenshot of the 'Add on Sales' section in the flight management interface. The title 'Add on Sales' is at the top. Below it, there are tabs for 'Our Fee & SP', 'Airline Cost and other', and 'Fallback'. A table with the following columns: 'Name', 'Our Fee', 'Provider Cost', and 'Text to customer'. The first row shows 'LCC ancillary (Manual)' with an empty 'Our Fee' field, an empty 'Provider Cost' field, and the text 'No text added' with a red asterisk and a pencil icon. A shopping cart icon is at the bottom right.

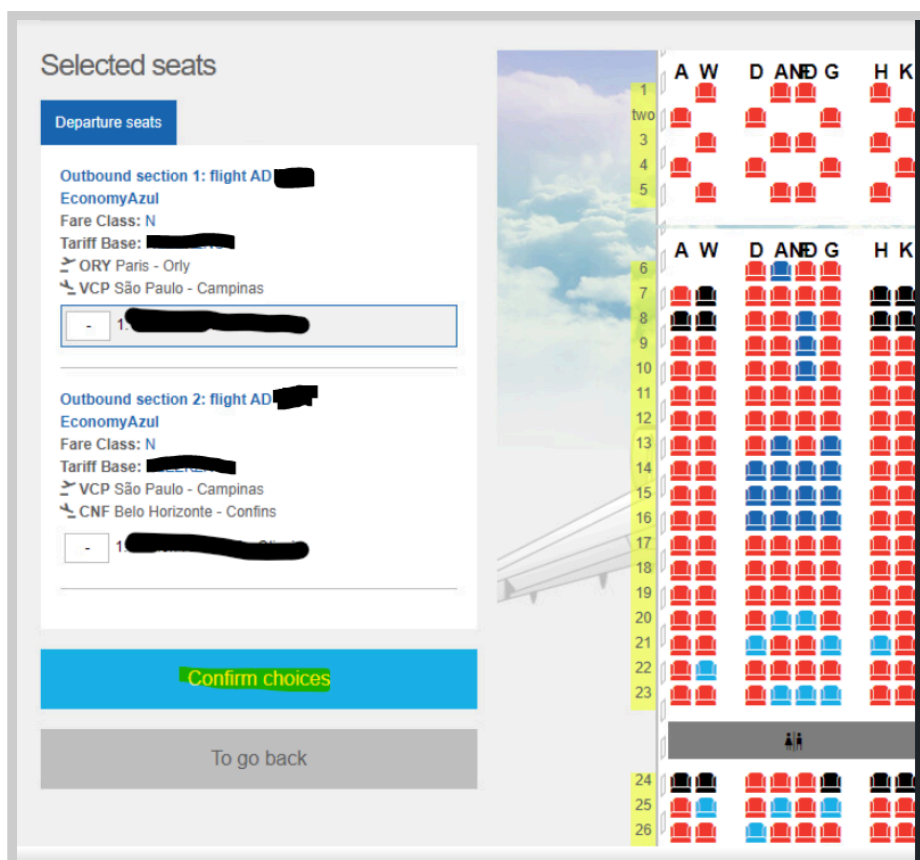
Step 15

How to Add Seats

1. Log in with your credentials.
2. After the PNR is retrieved within the portal, Click on **"Book Seats"**:





3. Before selecting the Flight and passenger on the Left column. Hover over the available seats on the seat map to check the price of each seat:



4. Do NOT forget to multiply the price with the markup, if applicable (more details [here](#)), before informing the customer about the cost.

5. Charge the customer. Remember to select "LCC Ancillary" in the add-on cart:

[Add on Sales](#) [Our Fee & SP](#) [Airline Cost and other](#) [Fallback](#)

Name	Our Fee	Provider Cost	Text to customer
 LCC ancillary (Manual)	<input type="text"/>		No text added 

Step 16



Solution

Parent step: 13

How to Add Special Assistance & Animal in Cabin

- 1. Log in with your credentials.
- 2. After the PNR is retrieved within the portal, Click on "Change Services":

Cancel reservation

Resend itinerary

Book seats

TSA form

Reserve History

Change flight

Last move

Payment

Change Services

Tariff Rules

Acquire Blue


Finder D


Swap Pa

Add new

To Add Assistance

Click on the option the passenger wishes to add:

Special Services | 



Special Blue Assistance

Need special assistance? Our team is always ready if you need any help or special care during your trip.

☒ None

☐ Elderly

☐ Wheelchair - Long Distances

☐ Wheelchair - Stair Support

☐ Hearing impaired

☐ Visually impaired

Do you need other special assistance?
Call our Customer Service Center at +55 11 4003-2199

Then click on "Continue".

To Add Animal in the Cabin

Select Animal in Cabin and the number. The amount will automatically reflect under **Value**:

Services

ORY-VCP

Animal in the Cabin

Qty.

1

Value

€ 150.00

Add Service

- Do NOT forget to multiply the price with the markup, if applicable (more details [here](#)), before informing the customer about the cost.
- Charge the customer. Remember to select "LCC Ancillary" in the add-on cart:

Add on Sales

Our Fee & SP

Airline Cost and other

Fallback

Name	Our Fee	Provider Cost	Text to customer
<div><div>i</div>LCC ancillary (Manual)</div>	<div></div>		No text added <div>*</div> <div></div>