Azul Airlines (AD)
FL/ SC

Step 1 - Starting point
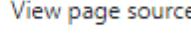
**Question**   No linked steps

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**

Schedule changes

1. How we notify the customer about SC?	Step 7
2. Involuntary reissue	Step 11
3. Involuntary refund	Step 12

Step 3
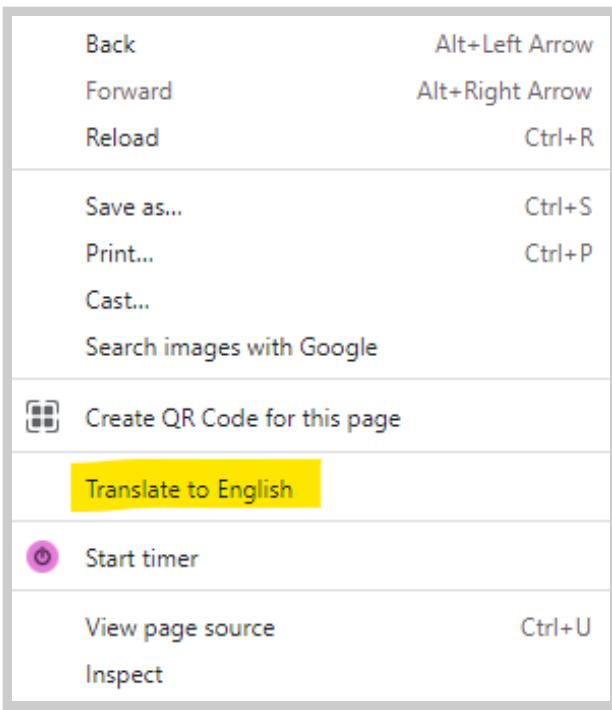
⬛ **Solution**

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:

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:

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:

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

cancel booking	Change flight	Acquire Blue Space
resend itinerary	last move	locator division
book seats	Payment	Change Payment
Change Services	add new flight	Reservation 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

Cancellations / Changes: (Domestic Flights within Brazil) – TUDO BLUE SCORE READ MORE BELOW
Mais AZUL and AZUL rates with a value equal to or less than R$ 210.00 may NOT ALLOW changes and/or cancellations
Mais AZUL and AZUL fares with a value greater than BRL 210.00, except for Booking Class Y (Cancellation and/or Change via Website and Mobile)
R$ 190.00 will be charged per passenger and per segment (classes U, V, UU, X, W, OO and Z, the amount of R$ 210.00 will be charged per passenger and per segment)

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

Continue

Going to   Date

7. Select "**I want to change the flight from ...**", in order to be allowed to modify the itinerary and/ or the date:
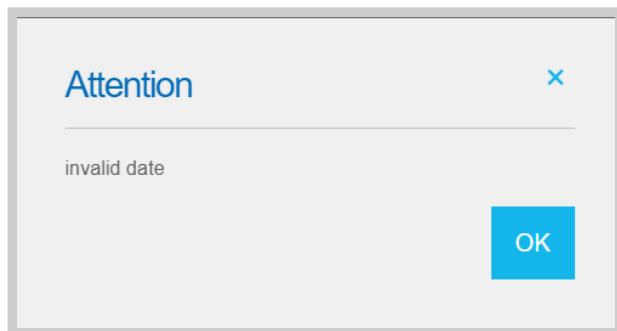
In case there is no availability for the new trip you request the below message will appear:

 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**":

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

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:

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
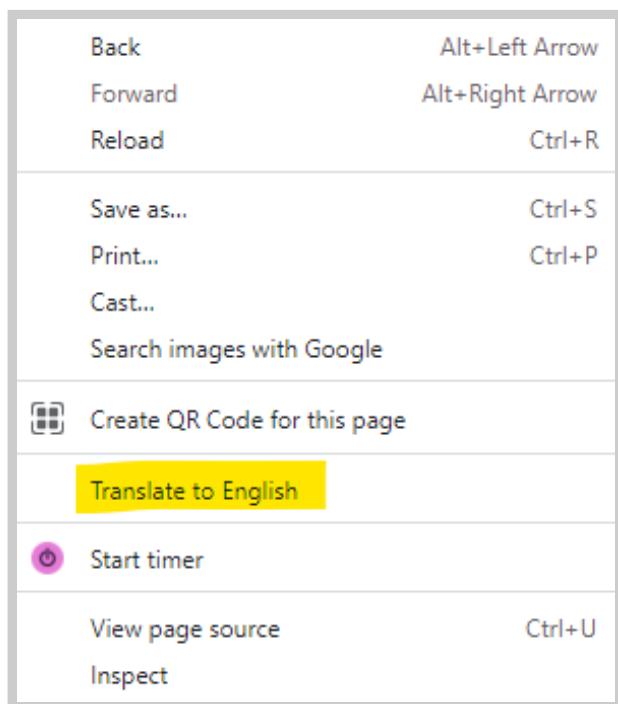
Name correction

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:

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:

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▰▰▰

Fra▰▰▰

Middle name

Surname ▰▰▰

▰▰▰

⬅ To go back   To save

| ▰▰▰▰ SILVA | ▰▰▰ NB | CGB ✈ GRU | 2963 | 08/07/2023 | 20:20 | ✏ |

Solution

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 nthe ormal 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:	Status:	Adjust Deadline
⬛	Sun, 17/Sep/2023	⊘Confirmed	
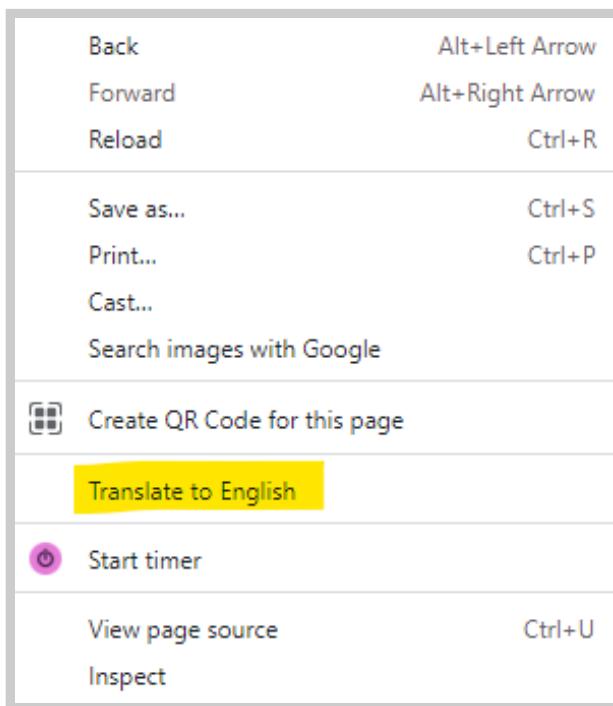
Voluntary cancellation

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:

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:

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 ████████ 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)

ATTENTION

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**".

<div align="center">Step 6</div>

■ 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

Azul

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

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

Saudações,

Azul Linhas Aéreas
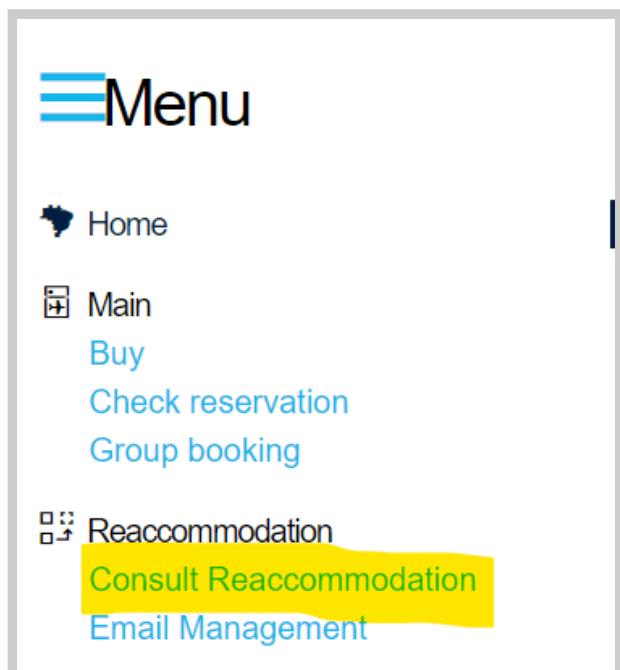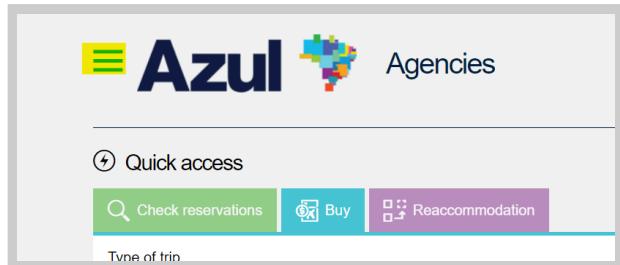
Solution

How we notify the customer about SC?

1. Login in the portal.

2. Go to the menu (top left corner) and select "**Consult Reaccomodation**":

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 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**

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.

Step 9
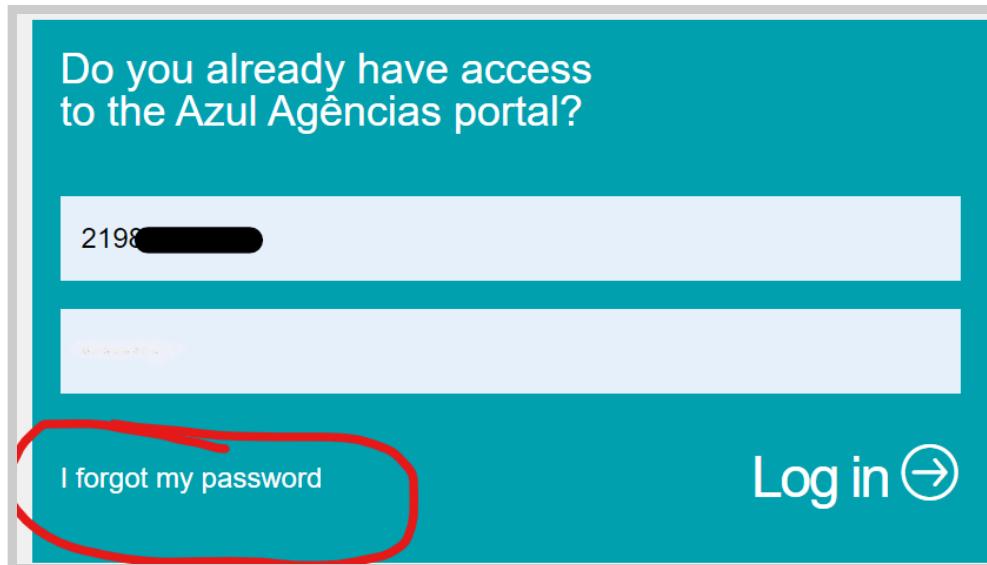
**Solution**   Parent step: 8

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)** (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:
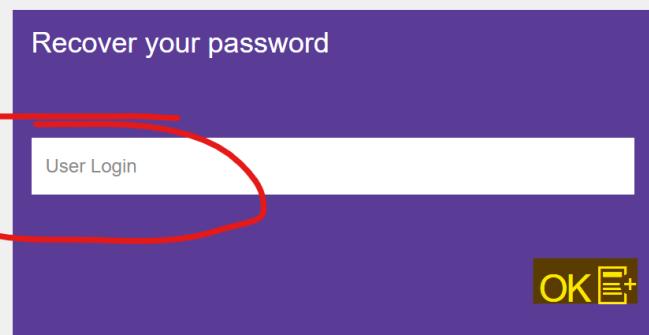
1. Enter your username and click on "**I forgot my password**":
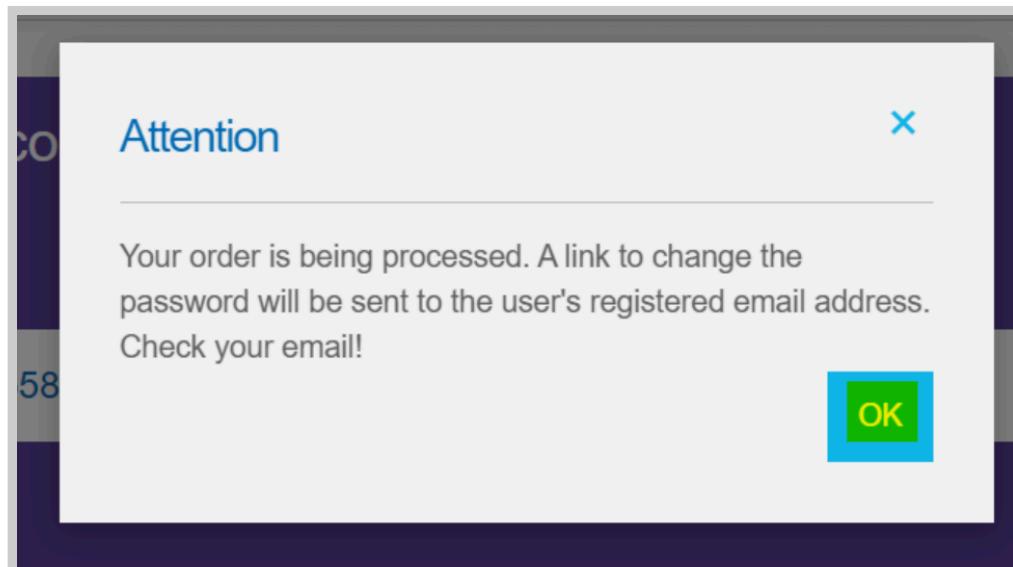
2. In the new page that will appear, add your username in the "**User Login**" field and click "**OK**":

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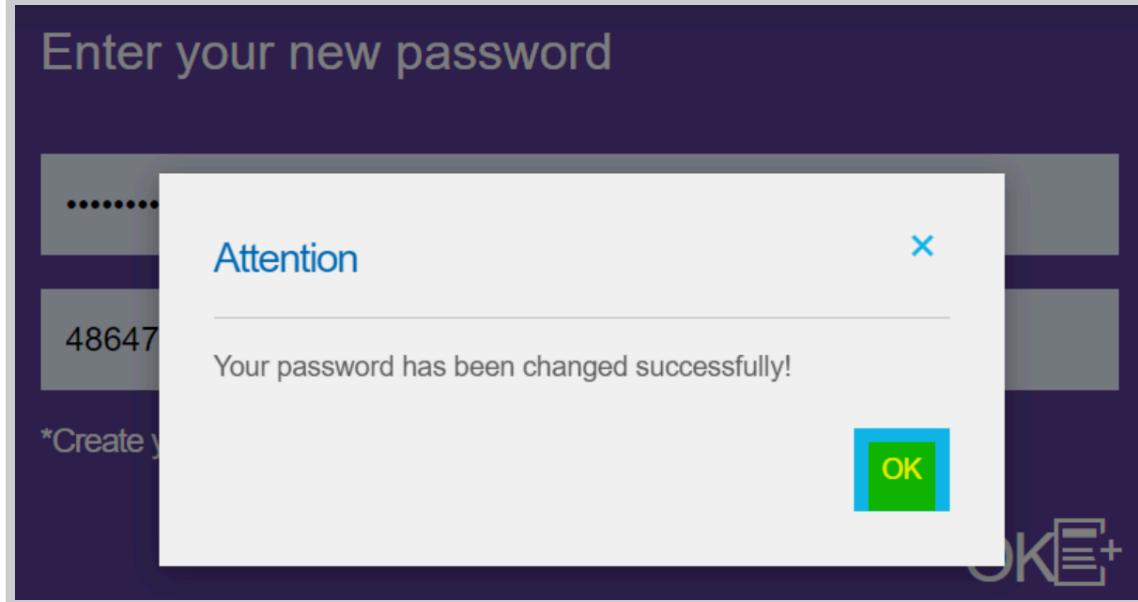
After the password has been changed successfully this pop-up will appear:

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

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
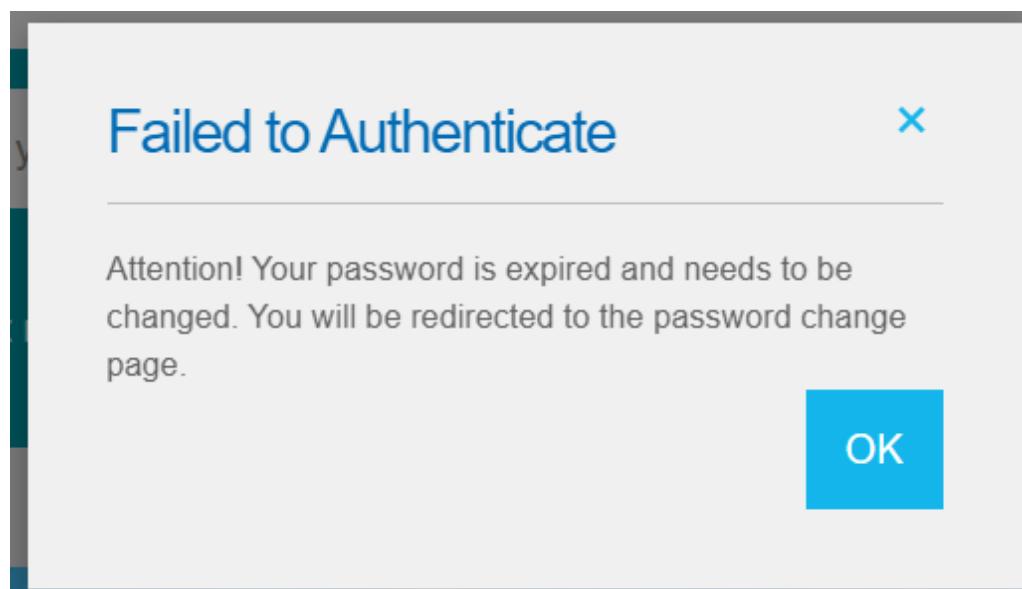
■ Solution   Parent step: 8

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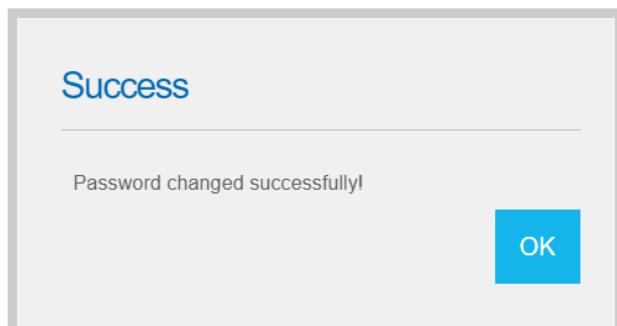
After the password has been changed successfully, you will receive the message below. Click "**OK**" to proceed with the actions required for your case:

Step 11

Solution   Parent step: 2

Involuntary reissue

1. Login in the portal.

2. Go to the menu (top left corner) and select "**Consult Reaccomodation**":

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 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.

<center>Step 12</center>

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 <u>**prioritize the refund and manually handle the refund.**</u>
- If no deadlines are indicated, proceed with the following steps:
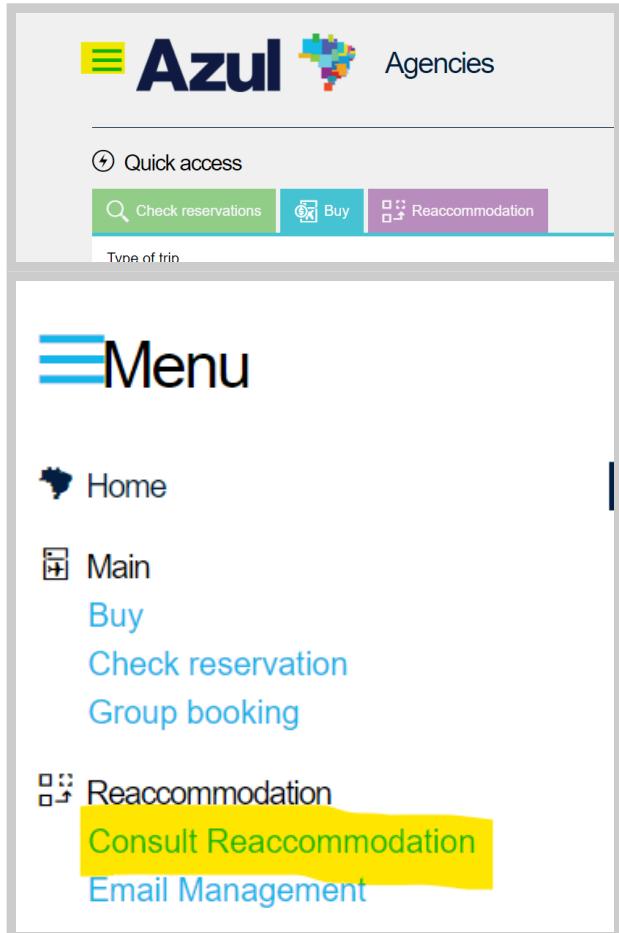
3. Handling Based on Original Travel Time:

- 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 Reaccomodation**":

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**":

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**":

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

🟦 **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**		
ℹ️ LCC ancillary (Manual)				No text added ✱✏️		🛒

New Question

1. Baggage	Step 14
2. Seating	Step 15
3. Special Assistance & Animal in Cabin	Step 16

⬛ **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*:


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:


Step 15

Solution
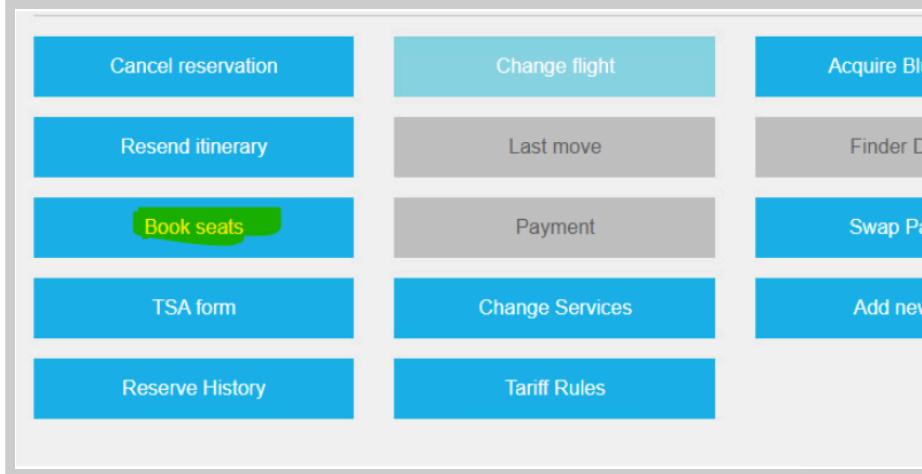
How to Add Seats

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**	
ℹ️ LCC ancillary (Manual)				No text added *✏️	🛒

<center>Step 16</center>
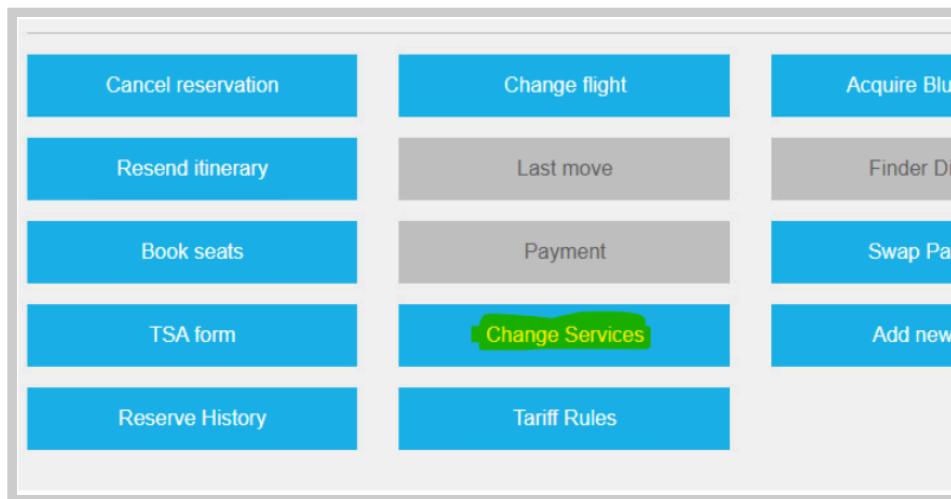
⬛ **Solution**   Parent step: 13

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	Change flight	Acquire Blu
Resend itinerary	Last move	Finder D
Book seats	Payment	Swap Pa
TSA form	Change Services	Add new
Reserve History	Tariff Rules	

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**:

- **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: