

<div>Ovics</div> <div><ul style="list-style-type: none"><li>Opening</li><li>Validation</li><li>Identify Request</li><li>Confirm Request</li><li>Solution and Closure</li></ul></div>	<div>Rebooking Call - GDS</div> <div><ul style="list-style-type: none"><li>Check if pax have flex ticket</li><li>Open the PNR and check where its issued and tkt status</li><li>If the ticket status is checked-in, first try to cancel the web check-in on the airline website. If it is not possible to cancel web check-in on the website then refer the customer to the airline to uncheck the booking and then ask them to get in touch with us again for the request.</li><li>Check if any SR are added</li><li>Check DOB of infant/child if upgrade is needed</li><li>Check new dates and the total rebooking fee for the ones who want to rebook</li><li>Create a <i>Add on cart</i> in Edvin with correct product code + our fees if any.</li><li>Register Errand with correct template IF payment received or FOC with flex tkt pls continue:</li><li>Confirm the change in GDS and remove old flights</li><li>Store the fare</li><li>Change order status in Edvin and remove flex tkt if used</li><li>Register Errand with correct template</li><li>Place on queue to Ticketing in Edvin</li></ul></div> <div><div>**FLX &amp; IAG FL processes the reissue &amp; place on Close D365 NDC TKT/EMD queue when applicable</div><div>**always add ghostline regardless if customer proceeds**</div></div>	<div>Cancellation Call - GDS</div> <div><ul style="list-style-type: none"><li>Confirm request</li><li>Open the PNR and check where its issued and ticket status.</li><li>If the ticket status is checked-in, first try to cancel the web check-in on the airline website. If it is not possible to cancel web check-in on the website then refer the customer to the airline to uncheck the booking and then ask them to get in touch with us again for the request.</li><li>Cancellation protection/guarantee?</li><li>Void/24h possible?</li><li>Refund method? Handling time to communicate as per scripts <a href="#">here</a></li><li>Name of person who cancels</li><li>Inform our fee when applicable</li><li>Inform that maybe not all taxes/fees are refundable.</li><li>If split is needed make sure to split and link the new PNR in Edvin.</li><li>If pax confirms refund, remove segments from GDS.</li><li>Use modify order and select segments needed to cancel</li><li>Send confirmation email from Edvin</li></ul></div> <div><div>**always add ghostline regardless if customer proceeds**</div><div><a href="#">Fare rule checklist</a></div></div>
<div>Escalation Call to Support</div> <div><ul style="list-style-type: none"><li>Check "<a href="#">Scenarios to be placed on FL Support</a>" on Shelf</li><li>Inform pax we will investigate and we will get back (both call/email)</li><li>Ask for name of pax and how they could be reached</li><li>Inform pax abt minimum fee if any</li><li>Place on correct Support queue in Edvin</li><li>Register errand with correct template</li></ul></div> <div><div>**always add ghostline regardless if customer proceeds**</div></div>	<div>Rebooking Call - LCC</div> <div><ul style="list-style-type: none"><li>Check if pax has flexible ticket</li><li>Check Edvin docs and "<a href="#">Airlines we should handle - Exceptions</a>" on shelf for yy login and info</li><li>Login to YY website and open the booking and check the booking status.</li><li>If the ticket status is checked-in, first try to cancel the web check-in on the airline website. If it is not possible to cancel web check-in on the website then refer the customer to the airline to uncheck the booking and then ask them to get in touch with us again for the request.</li><li>Check new dates and the total rebooking fee for the ones who want to rebook.</li><li>Create a <i>Add on cart</i> in Edvin on correct product code + our fees if any.</li><li>IF payment received or FOC with flex tkt pls continue:</li><li>Create VAN in Edvin <i>*some airlines are not eligible for van*</i></li><li>Proceed with changes on airline website</li><li>Click on register payment in Edvin and change order status</li><li>Link new PNR in Edvin</li><li>Register Errand with correct template</li><li>Remove flex tkt if used</li><li>Send new conf from Edvin</li></ul></div>	<div>Cancellation Call - LCC</div> <div><div>*Tripstack, Travelfusion &amp; Pyton*</div><ul style="list-style-type: none"><li>Confirm request</li><li>Cancellation protection?</li><li>Refund method? Handling time</li><li>Confirm who cancels</li><li>Login to the YY website open the booking and check the booking status.</li><li>If the ticket status is checked-in, first try to cancel the web check-in on the airline website. If it is not possible to cancel web check-in on the website then refer the customer to the airline to uncheck the booking and then ask them to get in touch with us again for the request.</li><li>Inform our fee</li><li>Check under Edvin documents and "<a href="#">Airlines we should handle - Exceptions</a>" in Shelf who should cancel us or the customer.</li><li>Modify order, select segments to cancel</li><li>Send confirmation email</li></ul></div>
<div>FM Call</div> <div><ul style="list-style-type: none"><li>Identify if it's an FM booking</li><li>Check if pax want refund/change/open ticket</li><li>Check TA in Docs/Shelf</li><li>Proceed with the info that is provided</li><li>Inform/Charge the involuntary service fee if applicable</li></ul></div>	<div>NACH/NACO Call</div> <div><ul style="list-style-type: none"><li>Confirm request</li><li>Void/24h possible?</li><li>Inform and charge fee</li><li>Repeat new spelling</li><li>Register old/new name in notes</li><li>Passport copy?</li><li>Inform pax abt next action</li></ul></div> <div><div>**always add ghostline regardless if customer proceeds**</div></div>	<div>SC Call to be handled by FL agents</div> <div><ul style="list-style-type: none"><li>Open booking in - GDS, Edvin and email</li><li>Check email and confirm the alternative</li><li>Check notes in Edvin</li><li>Check Edvin docs for SC guidelines</li><li>If A/L is needed, place order on SC support</li><li>If A/L is not needed, handle the pnr yourself</li><li>*If Etrack* close any relevant cases</li><li>Charge involuntary service fee for new alternative</li></ul></div> <div><div>**always add ghostline regardless if customer proceeds**</div></div>
<div>Sales Call</div> <div><div>(we do not offer manual sales to B.com customers)</div><ul style="list-style-type: none"><li>Scan order to see what products (1-2) can be offered and useful with ethical sale and correct approach</li><li>Create <i>Add on cart</i> after you have checked the price in the used system. Do not forget to multiply with correct mark-up</li><li>Inform pax what will happen next</li><li>Register errand with correct template</li></ul></div> <div><div>**always add ghostline regardless if customer proceeds**</div></div>	<div>Moto Payment - IVR</div> <div><ul style="list-style-type: none"><li>Reconfirm all the details of the added service/product.</li><li>Reconfirm the total cost and its breakdown.</li><li>Inform about the secure IVR flow.</li><li>Inform the customer about successful payment.</li><li>Inform the customer that a payment confirmation email will be sent shortly and that they need to contact us within 30 minutes from receiving the email in case they spot any discrepancies.</li><li>Inform the customer that the service/product will be processed within 24h and that the final confirmation will be sent within this time frame.</li><li>Inform the customer that in case of any irregularities we will contact him/her within 24h.</li></ul></div>	<div>Ancillary Call</div> <div><ul style="list-style-type: none"><li>How to handle customers requests for bags &amp; seats. <a href="#">Here</a></li><li>Refer <a href="#">here</a> for handling</li></ul></div>