

Ovics <ul style="list-style-type: none"> Opening Validation Identify Request Confirm Request Solution and Closure 	Rebooking Call - GDS <ul style="list-style-type: none"> Check if pax have flex ticket Open the PNR and check where its issued and tkt status 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. Check if any SR are added Check DOB of infant/child if upgrade is needed Check new dates and the total rebooking fee for the ones who want to rebook Create a <i>Add on cart</i> in Edvin with correct product code + our fees if any. Register Errand with correct template IF payment received or FOC with flex tkt pls continue: Confirm the change in GDS and remove old flights Store the fare Change order status in Edvin and remove flex tkt if used Register Errand with correct template Place on queue to Ticketing in Edvin <p>**FLX & IAG FL processes the reissue & place on Close D365 NDC TKT/EMD queue when applicable **always add ghostline regardless if customer proceeds**</p>	Cancellation Call - GDS <ul style="list-style-type: none"> Confirm request Open the PNR and check where its issued and ticket status. 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. Cancellation protection/guarantee? Void/24h possible? Refund method? Handling time to communicate as per scripts here Name of person who cancels Inform our fee when applicable Inform that maybe not all taxes/fees are refundable. If split is needed make sure to split and link the new PNR in Edvin. If pax confirms refund, remove segments from GDS. Use modify order and select segments needed to cancel Send confirmation email from Edvin <p>**always add ghostline regardless if customer proceeds**</p> <p>Fare rule checklist</p>
Escalation Call to Support <ul style="list-style-type: none"> Check "Scenarios to be placed on FL Support" on Shelf Inform pax we will investigate and we will get back (both call/email) Ask for name of pax and how they could be reached Inform pax abt minimum fee if any Place on correct Support queue in Edvin Register errand with correct template <p>**always add ghostline regardless if customer proceeds**</p>	Rebooking Call - LCC <ul style="list-style-type: none"> Check if pax has flexible ticket Check Edvin docs and "Airlines we should handle - Exceptions" on shelf for yy login and info Login to YY website and open the booking and check the booking status. 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. Check new dates and the total rebooking fee for the ones who want to rebook. Create a <i>Add on cart</i> in Edvin on correct product code + our fees if any. IF payment received or FOC with flex tkt pls continue: Create VAN in Edvin *some airlines are not eligible for van* Proceed with changes on airline website Click on register payment in Edvin and change order status Link new PNR in Edvin Register Errand with correct template Remove flex tkt if used Send new conf from Edvin 	Cancellation Call - LCC <p>*Tripstack, Travelfusion & Pyton*</p> <ul style="list-style-type: none"> Confirm request Cancellation protection? Refund method? Handling time Confirm who cancels Login to the YY website open the booking and check the booking status. 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. Inform our fee Check under Edvin documents and "Airlines we should handle - Exceptions" in Shelf who should cancel us or the customer. Modify order, select segments to cancel Send confirmation email
FM Call <ul style="list-style-type: none"> Identify if it's an FM booking Check if pax want refund/change/open ticket Check TA in Docs/Shelf Proceed with the info that is provided Inform/Charge the involuntary service fee if applicable <p>**always add ghostline regardless if customer proceeds**</p>	NACH/NACO Call <ul style="list-style-type: none"> Confirm request Void/24h possible? Inform and charge fee Repeat new spelling Register old/new name in notes Passport copy? Inform pax abt next action <p>**always add ghostline regardless if customer proceeds**</p>	SC Call to be handled by FL agents <ul style="list-style-type: none"> Open booking in - GDS, Edvin and email Check email and confirm the alternative Check notes in Edvin Check Edvin docs for SC guidelines If A/L is needed, place order on SC support If A/L is not needed, handle the pnr yourself *If Etrack* close any relevant cases Charge involuntary service fee for new alternative <p>**always add ghostline regardless if customer proceeds**</p>
Covid 19 Call <ul style="list-style-type: none"> Identify if we have a TA for covid policy If yes, check if pax want refund/change/open ticket Refer here for handling Inform/Charge the involuntary service fee if applicable 		
Sales Call (we do not offer manual sales to B.com customers) <ul style="list-style-type: none"> Scan order to see what products (1-2) can be offered and useful with ethical sale and correct approach 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 Inform pax what will happen next Register errand with correct template <p>**always add ghostline regardless if customer proceeds**</p>	Moto Payment - IVR <ul style="list-style-type: none"> Reconfirm all the details of the added service/product. Reconfirm the total cost and its breakdown. Inform about the secure IVR flow. Inform the customer about successful payment. 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. Inform the customer that the service/product will be processed within 24h and that the final confirmation will be sent within this time frame. Inform the customer that in case of any irregularities we will contact him/her within 24h. 	Ancillary Call <ul style="list-style-type: none"> How to handle customers requests for bags & seats. Here Refer here for handling