

LCC – Calls Handling for Indigo, SpiceJet & Air Arabia

How to handle calls & scenarios for travel agent calling for cancellation & refund due to Middle East disruption (Indigo, SpiceJet & Air Arabia)

➤ Steps for Indigo Airlines

IMPORTANT -: Check KB on Zendesk for the latest Circular (https://tbo2061.zendesk.com/knowledge/editor/01KK3CYWGCHQM18B6ERRCW32AV/en-us?brand_id=8747560108444) or look for circular with subject as 'Indigo - Travel Advisory – Operational Update on Flights via Middle East Airspace (Update on Group Bookings)'

Scenario 1 -: Travel Agent wants to know the flight status

1. Open '**Keeper**' and go to the relevant airlines page
2. Go to '**My Booking**'
3. Enter PNR click on '**Trips**' and then '**Flight Status**'
4. Enter **PNR & check in date**
5. Inform the Travel Agent as per the information displayed on airlines page

Scenario 2 -: Travel Agent wants to know the refund status

1. Open '**Keeper**' and go to the relevant airlines page
 2. Go to '**Trips**' and then click on Plan B – **Change. Canel or refund**
 3. Enter PNR & Email/Last Name
- If the PNR shows are refunded, inform TA that the refund will be processed to your account within 7-10 working days.
 - If the PNR does not show refunded, then advise that full refund is not applicable and need to apply for normal refund as per penalty on portal

Scenario 3 -: Travel Agent calls and inform he sent an email but there has been no response from our end

1. Apologize for the delay and use verbiage ' I am really sorry for the experience you had, however do not worry, please let me know the email case id and we will prioritize reverting you back on email. You shall receive the response from team within 1-2 hours.
2. Send the Zendesk id to the available LCC SUP on Microsoft teams mentioning the issue and stating call received from TA

➤ Steps for SpiceJet Airlines

Scenario 1 -: Travel Agent wants to know the flight status

1. Open '**Keeper**' and go to the relevant airlines page
2. Go to '**Manage Booking**'
3. Enter **PNR & Last Name**
4. Inform the Travel Agent as per the information displayed on airlines page

Scenario 2 -: Travel Agent wants to know the refund status

1. Open **Portal**
 2. Go to **Admin** & then click on **Supplier Login**
 3. Open PNR on 'Change Booking/Ticket Que' to see PCC Id
 4. Copy PCC ID
 5. Go back to **Supplier Login** and click on the same PCC (You will be redirected to the airlines login directly)
 6. Click on Flight Status
 7. Go to '**Manage Booking**'
 8. Enter **PNR & last name**
- If the PNR shows are refunded, inform TA that the refund will be processed to your account within 7-10 working days.
 - If the PNR does not show refunded, then advise that full refund is not applicable and need to apply for normal refund as per penalty on portal

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➤ Steps for Air Arabia Airlines

IMPORTANT -: Check KB on Zendesk for the latest Circular (https://tbo2061.zendesk.com/knowledge/editor/01KJY6CHWB6E7Q86CP5MXKF8S4/en-us?brand_id=8747560108444) or check with subject line 'Air Arabia - Flight cancellations advisory'

Scenario 1 -: Travel Agent wants to know the flight status

1. Open '**Keeper**' and go to the relevant airlines page
2. Go to '**Find Reservation**' & enter 'PNR'
3. Click on the search result
4. Keep your mouse on '**CNF/CNX**'
5. Inform the Travel Agent as per the information displayed about flight status.

Scenario 2 -: Travel Agent wants to know the refund status

Since the refund status could be checked by LCC team on the sheet, hence for Air Arabia cases take the PNR along with their case id and forward it to LCC SUP on Teams

Scenario 3 -: Travel Agent calls and inform he sent an email but there has been no response from our end

1. Apologize for the delay and use verbiage ' I am really sorry for the experience you had, however do not worry, please let me know the email case id and we will prioritize reverting you back on email. You shall receive the response from team within 1-2 hours.
2. Send the Zendesk id to the available LCC SUP on Microsoft teams mentioning the issue and stating call received from TA