Cebu Air, Inc.
Cebu Pacific Building
Domestic Road
Pasay City 1301, Philippines
cebupacificair.com

Customer Care Memo 20-029
Validity: 14Oct2020 – UFN

DATE	:	**October 13, 2020**
TO	:	**ALL CONCERNED**
FROM	:	**TEAM LEADER - CUSTOMER CARE**
SUBJECT	:	**PAYMENT CENTER ACCEPTANCE PROCEDURE**

This memo supersedes CCM20-026 dated September 18, 2020 and shall take effect on **October 14, 2020.**

A. POLICY

Payment Center (PC) is an alternative form of payment (FOP) which enables guests to pay cash for their bookings through accredited payment channels such as remittance centers, selected payment applications and other service partners.

B. PROCESSES

1. Effective September 22, 2020, the following PC Channels will be available through digital and non-digital platforms.

Payment Center Channels				
Payment Type / Location	**Payment Partners**	**Payment Code**	**Payment Currency**	**Cut Off Hours**
Over the Counter (OTC) in the Philippines	Robinsons Bank	BX	PHP	Depends on the cut off time of the Branch
	ECPay (GCash , 7-Eleven , Remittance Centers & Pawnshops)	BO		
	Bayad Center (Paymaya & LBC)	BP		
	Robinsons Department Store	BQ		Until 1900H
	SM Mart and Affiliates	BS		
OTC in United Arab Emirates	Al Ansari	BW	AED	Depends on the cut off time of the Branch
	Al Rais Travel and Shipping Agencies			

Other Payment Channels			
Payment Type	**Service Providers**	**Payment Code**	**Availability**
Electronic Wallet	ALIPAY	BA	Refer to web
	PAYPAL	PP	

2. PC may be offered for flights departing more than 24hrs from creation date.

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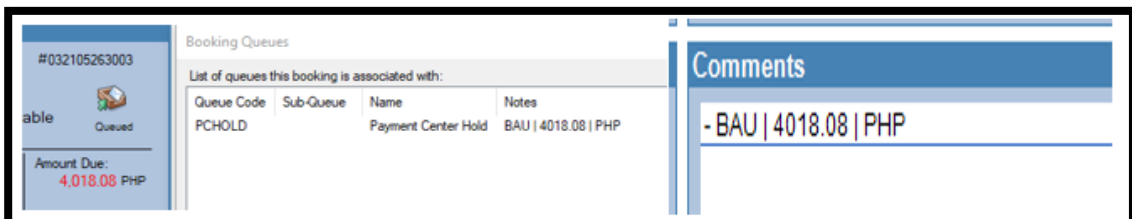
3. PC hold options is 8hrs.
   a. No dummy FOPs to be used.
   b. For new bookings, if payment will not be settled within 8hrs, reservation will be automatically cancelled by the system.
   c. For managed bookings, hold option is not applicable. After modification, booking should be queued to PC Hold with necessary queue comments.
      ▪ PC Hold queue will not be removed if unsettled beyond 8hours. Guest may still settle the amount due through PC (prior the flight).
   d. Hold option is restricted for book and buy fares, hence, PC is not applicable (default by system). Table below shows Payment Center Option Applicability based on fare type.

PC Hold Option DOM & INTL	GO FARE		YEAR ROUND FARE		PROMO FARE	
	DOM Flight	INTL Flight (Ex. KR)	DOM Flight	INTL Flight (Ex. KR)	DOM Flight	INTL Flight (Ex. KR)
LESS THAN 24HOURS	N/A (Offer EMOTO or TF)					
MORE THAN 24HOURS	✔	N/A (Offer EMOTO or Refer to WEB for PC)	✔	N/A (Offer EMOTO or Refer to WEB for PC)	✔	N/A (Offer EMOTO or Refer to WEB for PC)

PC Hold Option for Flights Touching Korea	GO FARE	YEAR ROUND FARE	PROMO FARE
LESS THAN 24 HOURS	N/A (Offer EMOTO or TF)		
MORE THAN 24 HOURS	✔		N/A (Offer EMOTO or Refer to WEB for PC)

4. Bookings for PC payment can be identified by PC Hold queue and PNR comments.

Booking Queue Code:	PCHOLD
Booking Queue Name:	Payment Center Hold

5. Transactions that are valid for PCH FOP are:
   a. New Booking
   b. Rebooking and Rerouting
   c. Ancillary top–ups / upgrades and
   d. Others (e.g. payment of terminal fee for Travel Voucher redemption, PH Tax)
6. The 12digit numeric account number is generic. Guests can pay at any channel of the selected Payment Center.

7. **Pay Now** – enables guests to change their preferred FOP. This covers bookings created through web under PC Option which will now be settled through the use of other FOPs and/or via Call Center and Organic Ticket Offices. However, correct application of Administrative Fees must be observed by the processing agent.
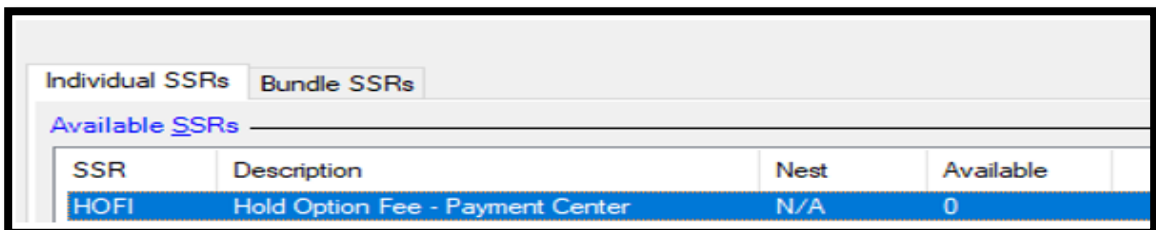
    Note: If booking will be settled through Customer Care, PC HOLD queue shall be removed by processing Agent.

Application of Fees		
Originally Booked through	**Pay Now via** **Call Center (subject to Admin fee)**	**Pay Now via** **Ticketing Office (subject to Admin fee)**
Digital Channels	CCF	TAF
Call Center	X	TAF
Ticketing Office	X	X

8. Change of FOP shall only apply to immediate payments.

Quick Reference for Change of FOP		
Hold Option	**Change to**	**Applicability**
PC 8 Hours Option	Credit / Debit Card	Accommodate. But, if the Card was declined (3x), create New Booking
	Cash	Direct to Ticket Office (all changes will be managed by the Ticket Office)
	Travel Fund	Travel Fund may be redeemed as long as one of the original passenger is part of the new travelling party.

9. For bookings that will be settled using PC option, PNR shall be tagged with SSR HOFI per passenger / per sector, whether new booking or manage booking.

10. For New Booking transactions, if option has lapsed, but the booking is still active, change of FOP will NOT be permitted. Thus, subject to new booking and fare rules.

11. For Cash Payment, Customer Care Agent (CCA) to refer guest to the nearest organic Ticketing offices.

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12. For Payment Validation, CCA to escalate to Supervisor to check if guest payment is included on the Reports. The latter shall forward the booking to Ceb Payment Center Team to validate the transaction. Shall there be a need to submit a document/s for further validation, CCA shall refer guest to web through Guest Feedback Form (GFF).

    Note: Payment Reports will be available on the next day from the time that guest settled the booking. Thus, validation will be done the following day from the time of payment.

13. Payment Center transactions can be refunded outright through any organic Ticket Office and application for Cash Refund handling.

    Note: Refund of BD and BH can also be processed outright at our GSA offices in Dubai upon approval of the Accounting Department (RASG).

14. For refund of payments under Al Ansari the following steps shall be done;

    a. CCA to advise passenger to file a request through GFF on the website.

    b. CCA to advise passenger to send necessary requirements for wire transfer.

        i. 2 valid IDs (passport is mandatory for international flights)

        ii. Accomplished 'Bank Details Form' with signature

    c. CCA shall forward the documents to RASG for appropriate handling.

C. PROCEDURES

1. Passenger will contact call center hotline for the following request; New Booking, Rebooking and Rerouting, Add-Ons and Top-Ups and Others (payment of Terminal Fee, Travel Voucher Redemption & PH Tax).

2. CCA to facilitate guest request, make necessary changes on skyspeed and offer applicable payment options.

D. WORK INSTRUCTIONS

1. If the passenger opt to pay through accredited PC Channels, processing agent shall;

    a. For New Booking Transactions:

        i. CCA to create new booking based on the passengers request.
        ii. CCA to add SSR HOFI per passenger per sector.
        iii. Once guest details are inputted, CCA to proceed to Payments Dialogue (F6) click HOLD button (system will generate 8hours option) then click OK.
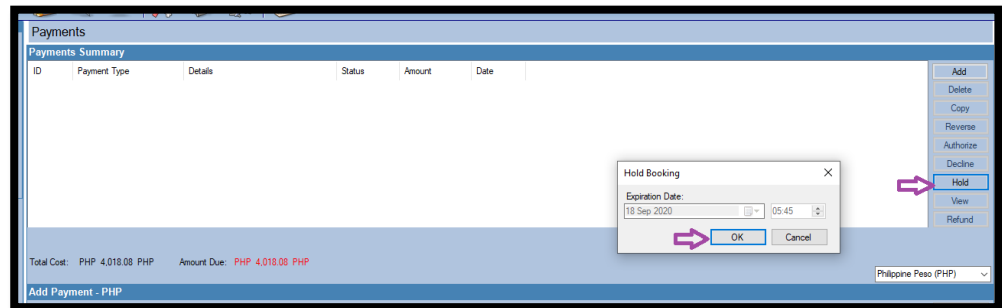
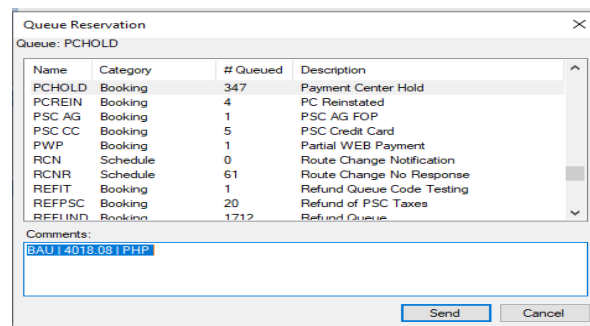iv. CCA to indicate PC standard comment then END the transaction.
BAU|AMOUNT|PHP
Ex. BAU|4018.08|PHP

v. CCA to queue PNR to Queue Reservation (Shift+F8), select **PC HOLD** and **indicate queue comment**. Agent to inform guest of their 12digit reference number that can be found on the upper right portion of the left information panel.

Note: Ensure to indicate PC hold comments and follow standard format to avoid error with PC Channels during payment processing.

b. For Manage Booking Transactions:

i. CCA to do necessary changes on the PNR based on the guest request. SSR HOFI shall be tagged per passenger / per sector. Once done with the modification, agent to END the transaction.
Note: Tag HOFI to managed passenger and sector only.

ii. CCA to queue PNR to Queue Reservation (Shift+F8), select **PC HOLD** and indicate queue comment. Agent will advise guest the same 12digit reference number upon initial creation.

For your reference and compliance.

Thank you.

(Original copy signed)
MA. CARMEN BARROTA
Team Leader – Customer Care

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Noted by:

(Original copy signed)
CHRIS DINO BELACHO
Manager – Customer Care

(Original copy signed)
JACKIE LOU A. DE PAZ
Director – Customer Care

cc: file

Revision Number	Description of Change	Author	Issue Date	Prepared By
0	RIM09-022 ▪ Process Documentation Creation	Isabelita Salise	16Jun2009	Isabelita Salise
1	RIM09-039 ▪ Updates on the General Handling	Isabelita Salise	13Jul2009	Isabelita Salise
2	RIM12-034 ▪ Updates on the General Handling	Lyra Espejo	03Aug2012	Lyra Espejo
3	RIM14-057 ▪ Updates on the General Handling	Chris Dino Belacho	30Oct2014	Chris Dino Belacho
4	RIM14-061 ▪ Updates on the General Handling	Chris Dino Belacho	30Oct2014	Chris Dino Belacho
5	RIM14-067 ▪ Updates on the General Handling	Chris Dino Belacho	02Dec2014	Chris Dino Belacho
6	RIM15-011 ▪ Updates on Accredited Payment Center Partners ▪ Acceptance Window Table.	Chris Dino Belacho	29Jan2015	Chris Dino Belacho
7	RIM15-068 ▪ Updates on Accredited Payment Center Partners Acceptance Window Table. ▪ Revision on Pay Now Handling.	Chris Dino Belacho	15Jul 2015	Chris Dino Belacho
8	RIM15-079 ▪ Revision on Pay Now Handling	Chris Dino Belacho	17Aug2015	Chris Dino Belacho
9	RIM15-082 ▪ Updates on Payment Center Channels Table Acceptance Window. ▪ Revision on Pay Now Handling.	Chris Dino Belacho	03Sep2015	Chris Dino Belacho
10	RIM15- 101 ▪ Updates on Payment Center Channels Table	Chris Dino Belacho	17Nov2015	Chris Dino Belacho
11	RIM16-040 ▪ Inclusion of UAE Exchange – Al Rais on Payment Center Channel Table ▪ Updates on Payment Center Business Hours Schedule	Angelica Galarpe	07May 2016	Angelica Galarpe

	▪ Updates on Paypal FOP system glitch handling.			
12	RIM16-080 ▪ Revision on Acceptance Window Table	Jenileene Soriano	04Jul2016	Jenileene Soriano
13	RIM17- 008 ▪ Revisions on Payment Center Channels Table Acceptance Window ▪ Revision on How to convert 14-digit Numeric code.	Andrew Trinidad	08Feb2017	Andrew Trinidad
14	RIM17-068 ▪ Revision on Classification ▪ Type of Payment Center Channels ▪ Simplified Guidelines	Andrew Trinidad	03Aug2017	Andrew Trinidad
15	RIM17-104 ▪ Revision on Guidelines specifically on Payment Center Channels table ▪ Inclusion of Expired PCH Account Number Handling ▪ Refund Handling and pagination Alignment with CCPM.	Andrew Trinidad	09Nov2017	Andrew Trinidad
16	CCM20-020 ▪ Simplified Process, Changes on the Guidelines such as New PC Hold Option ▪ Availability of PQ FOP on non-digital channels.	Ma. Carmen Barrota	17Aug2020	Ma. Carmen Barrota
17	CCM20-026 ▪ Revisions on Process and Procedures due to Payment Center Re-Architecture ▪ Removal of Dummy FOP and inclusion of Work Instructions details.	Ma. Carmen Barrota	18Sep2020	Ma. Carmen Barrota
18	CCM20-029 ▪ Updated Payment Center channel. ▪ Inclusion of Hold Option Fee on Process and Work Instructions. ▪ Revised the applicability of travel fund on change of FOP. ▪ Added notes on Pay Now regarding manual deletion of PC Hold queue	Ma. Carmen Barrota	13Oct2020	Ma. Carmen Barrota