spirit™
LESS MONEY. MORE GO.
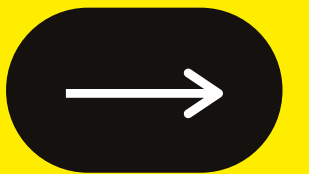
Price Matching

When and how to match online prices

When dealing with declined/pending payments and website price matching, the approved process for matching the website's fare in SkySpeed is to override the fare or reinstate the flights accordingly.

IMPORTANT!

The CRF Fee is no longer to be used unless approved by Ops

So...
How do I match the price?

If you encounter a reservation where the payment was declined on the website or the payment is pending, follow the steps below to reinstate the flights:

1- Open the PNR
2- Reinstate the booking using the keyboard shortcut CTRL+I
3- Send a secure form to colect payment information.
4- Review the PNR to add any missing seats or bags manually
5- If there were no seats or bags originally added, offer the customer seat selection and bags.
6- Add notes to the PNR.
7- End the record.

REMINDERS

1 Ideally, you should ask the guests for a picture showing the error message they are getting.

2 You will not always have a PNR with decline payment. In such cases, you must create a new booking and match the price to the one in the picture sent by the guest.

3 Always show willingness to assist. Avoid directing the guest to the website again and offer ancillaries, according to web prices (check your price with the Bag-O-Tron).

Thank you!