

Self-service hotel booking in disruptions for customers

Finnair Ground Operations, NOV 2024

Digital Customer Care (DCC) provided by Stranded Flight
Solutions (SFS)

Travel plan

1. Change in hotel issuing process in a nutshell
2. Customer path in new process
 - Self-service use, example scenarios
 - Refreshments and taxi
 - Issues with self-service usage, solutions
 - Cancelling hotel booking

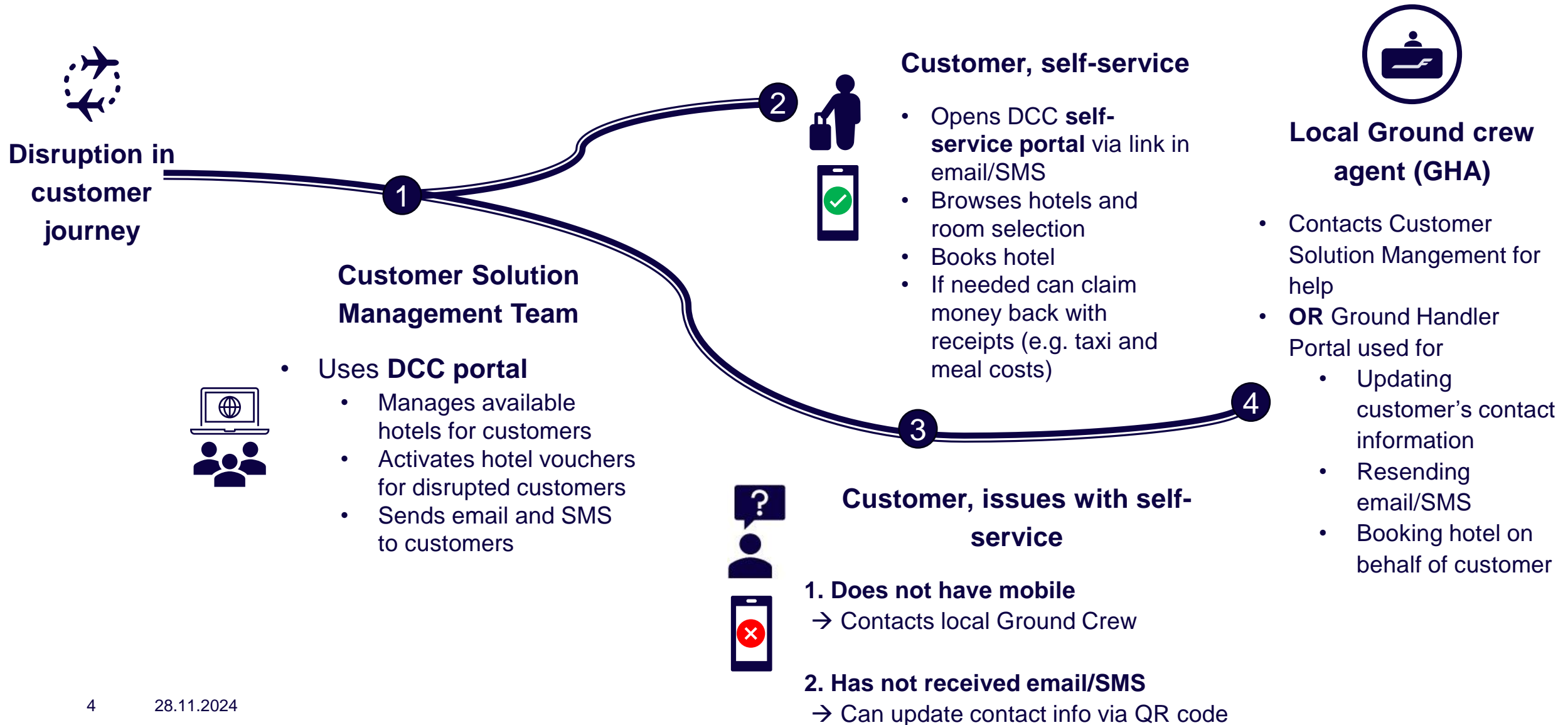


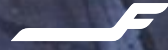
1. Change in a nutshell

- **When:** Disruption situations where customer needs hotel accommodation.
- **What:** Instead of queuing to a desk and an agent issuing the hotel voucher, customer can book a hotel for themselves via a self-service portal.
- **How:** CSM activates a hotel voucher for customer when needed. Customer receives an SMS and email with a link to the portal where the booking can be made.



Customer path new process





2. Customer path – Self-service use

Examples

1. One person PNR
2. More than one person PNR
3. Linking a person from separate PNR
4. Cancelling the hotel booking

Normal process



CSM (Customer Solution Management)

- Manages available hotels for customers in the self-service portal
- Activates Hotel vouchers for disrupted customers
- Sends email and SMS to customers

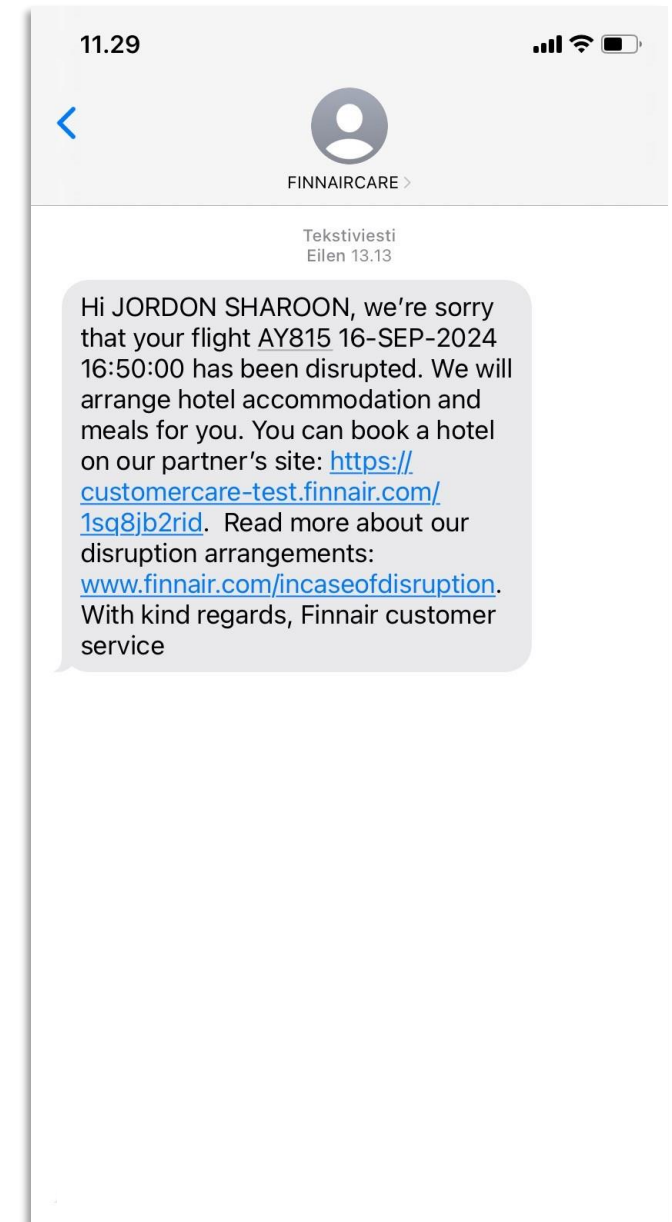
Via the self-service portal customer can...

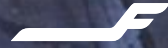
- View the room selection
- Book a hotel room for themselves and their PNR
- Link their travel companion from a separate PNR to the same hotel booking
- Cancel their hotel booking if hotel no longer needed



Links in the email and SMS sent by CSM

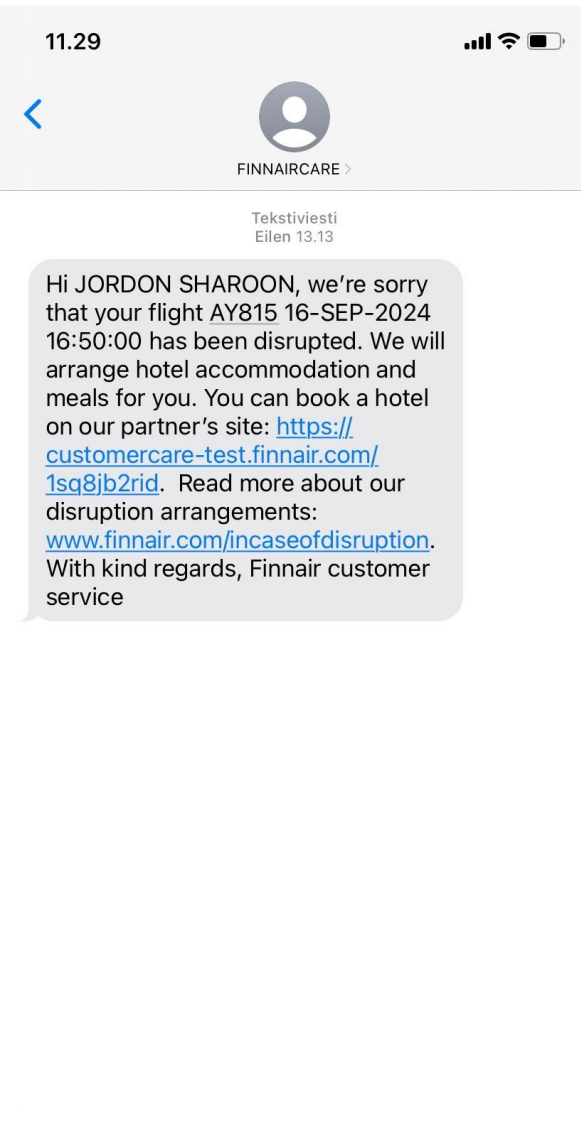
- **The message sent by CSM includes:**
 1. Link to the hotel booking self-service portal
 2. Link to Finnair web page: [In case of disruption](#) explaining what happens in different disruption situations.
- Customers might be hesitant to click links in messages from unknown senders.
- **Finnair's hotel booking links are sent from:**
 - **SMS** – FINNAIRCARE
 - **Email** – noreply@customercare.finnair.com



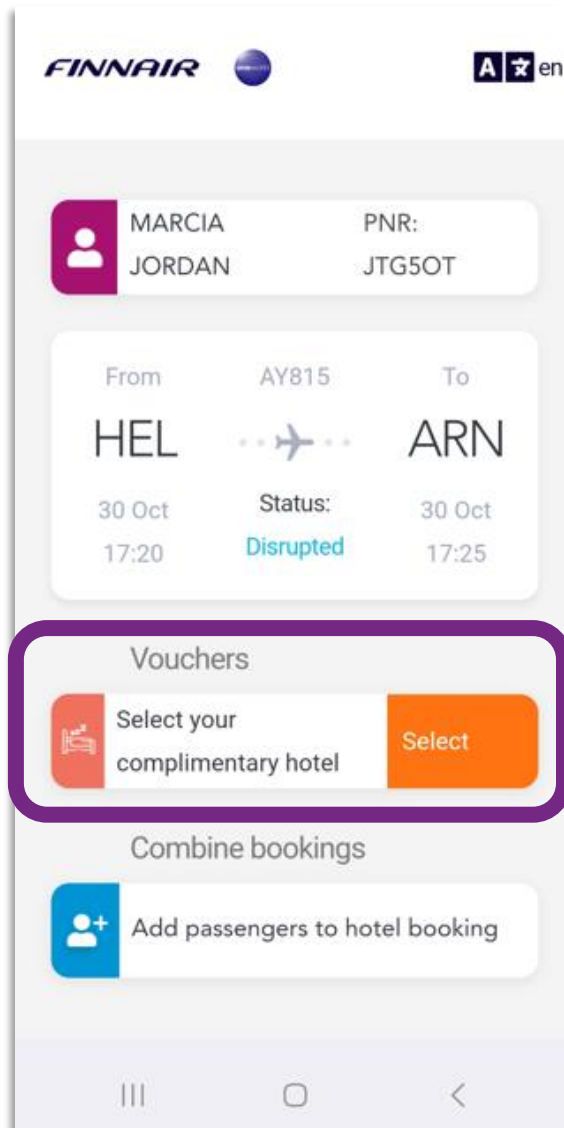


Customer view example 1: One person PNR

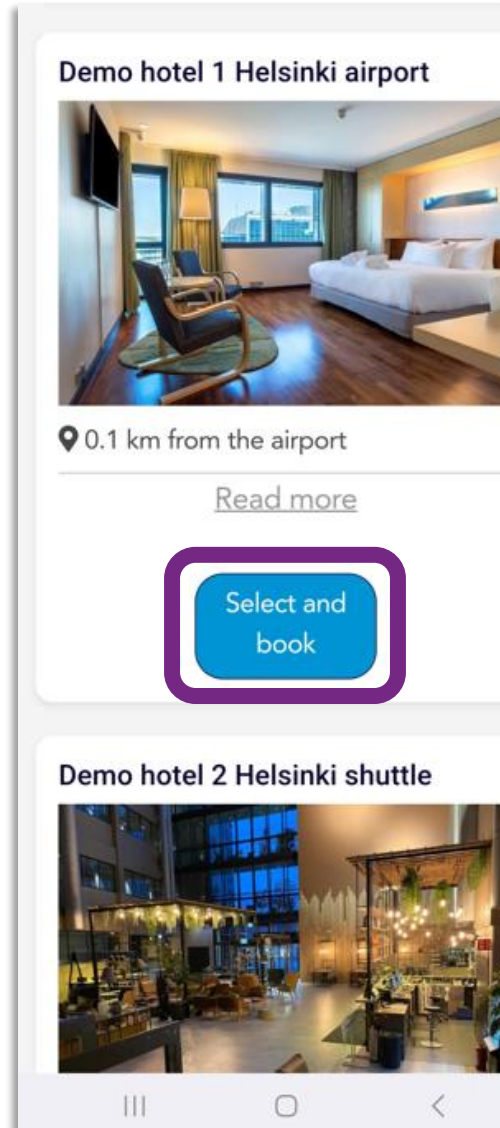
1. Customer receives an email and SMS



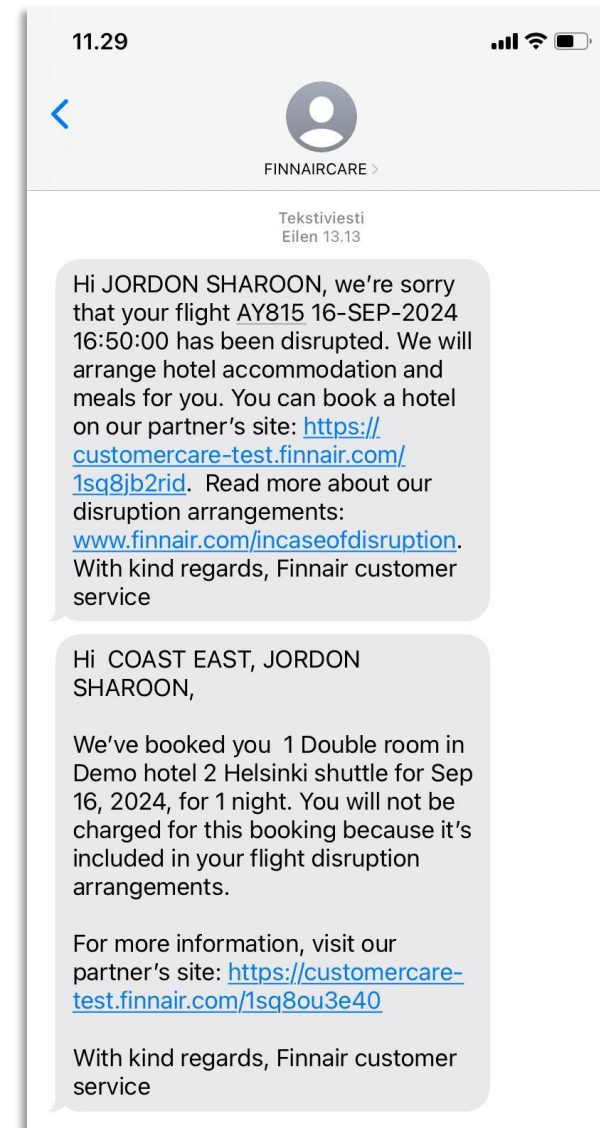
2. Customer sees authorized vouchers

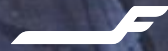


3. Customer chooses the hotel and books



4. Customer receives a confirmation of booking

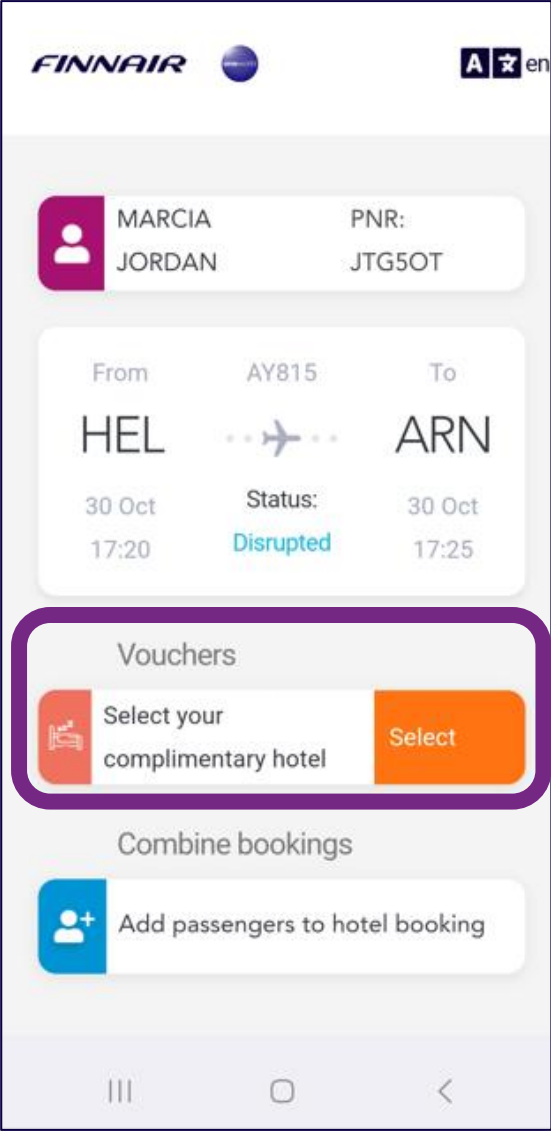




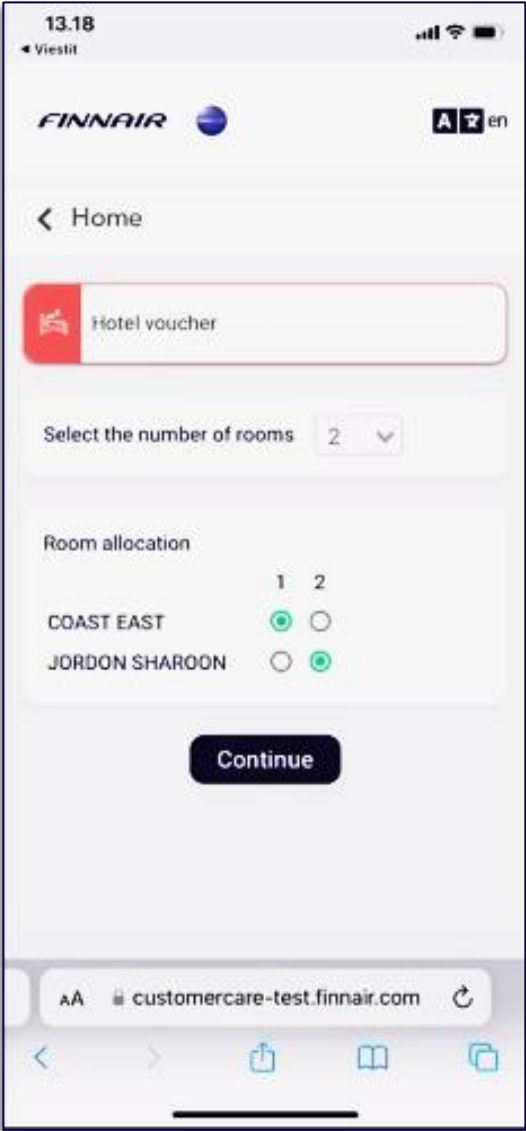
Customer view example 2: More than one person on a PNR



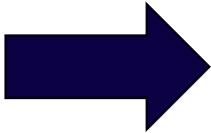
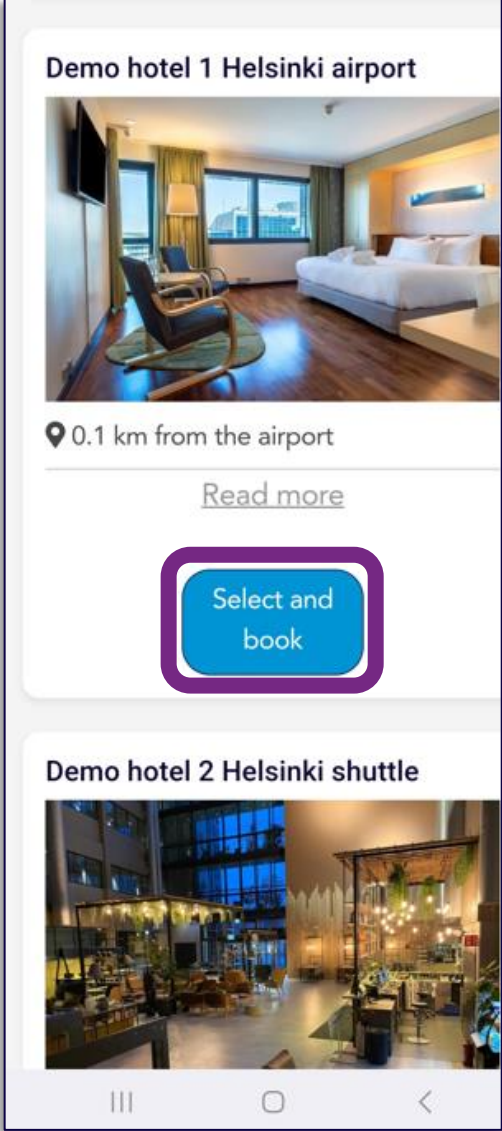
1. Customer selects hotel voucher



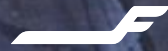
2. Selects number of rooms and allocation



3. Selects hotel



Customer receives confirmation SMS



Customer view example 3: Linking a person from a separate PNR



1. Combine bookings

FINNAIR

MARCIA JORDAN PNR: JTG5OT

From HEL To ARN

30 Oct 17:20 Status: Disrupted 30 Oct 17:25

Vouchers

Select your complimentary hotel Select

Combine bookings

Add passengers to hotel booking

2. Filling in other PNR details

FINNAIR

< Home

Add passengers to hotel booking

Are you travelling alone?

Yes No

Who are you travelling with?:

Passenger 1

Booking reference (e.g. Y2KP3D)

First name

Last name

Add another passenger

Confirm

3. Back to Home screen

FINNAIR

< Home

Passengers in this booking

COAST EAST JORDON SHAROON PNR: VJSIUK PNR: VJT3FC

From HEL To ARN

16 Sep 16:50 Status: Disrupted 16 Sep 16:55

Mobile phone number

Enter country code and phone number

+358 40 6844192

Email address

Enter email address

Confirm

4. Select Hotel voucher

FINNAIR

MARCIA JORDAN PNR: JTG5OT

From HEL To ARN

30 Oct 17:20 Status: Disrupted 30 Oct 17:25

Vouchers

Select your complimentary hotel Select

Combine bookings

Add passengers to hotel booking

5. Select the room allocation → booking

FINNAIR

< Home

Hotel voucher

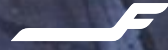
Select the number of rooms 2

Room allocation

COAST EAST 1 2

JORDON SHAROON 1 2

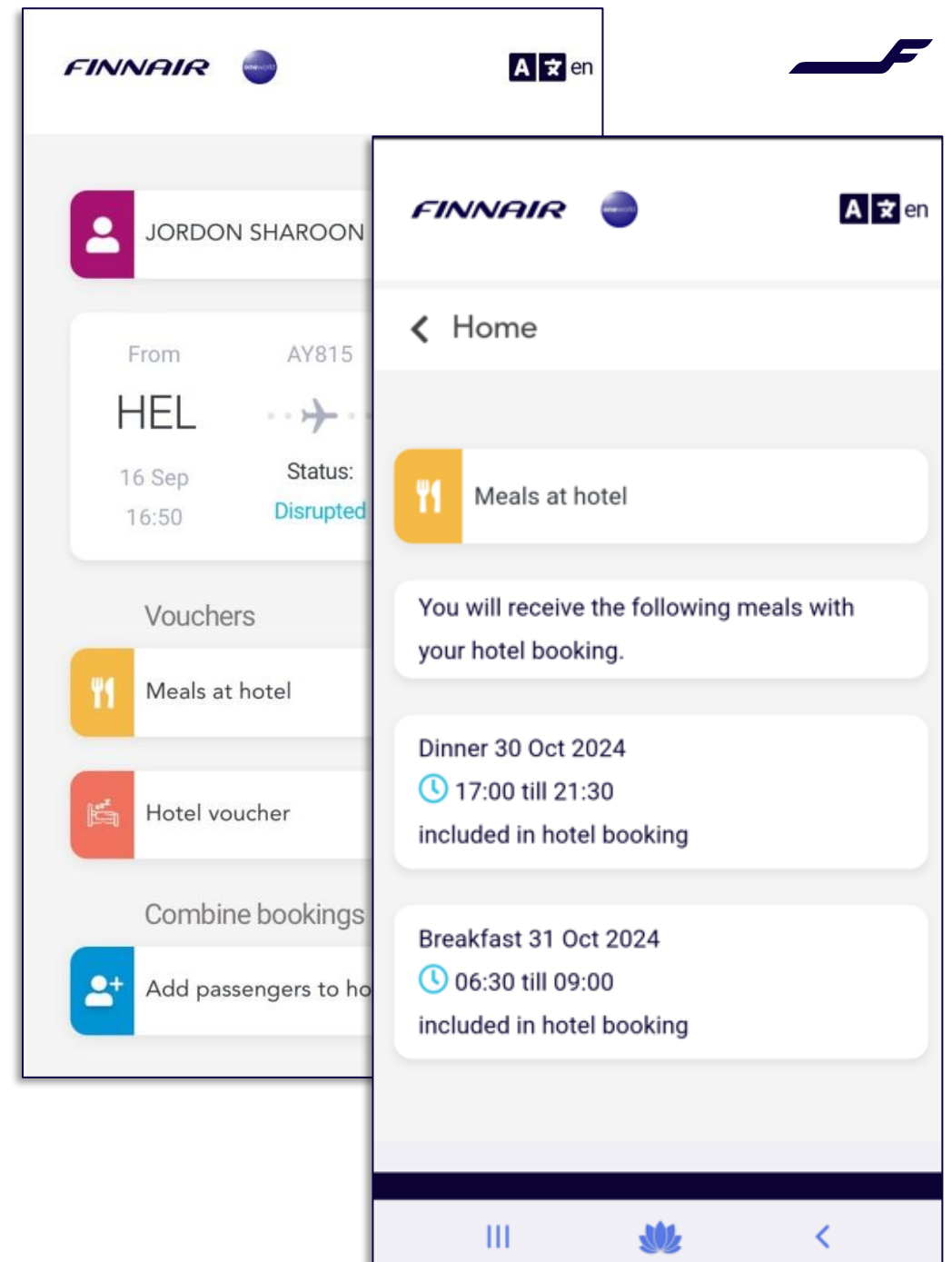
Continue



Meals and taxi

Customer view: Meals at the booked hotel

- Once the hotel is booked, customer can see the 'Meals at hotel' voucher added to their profile.
- The opening hours for dinner and breakfast are available there.



Meals not available or hotel not within walking distance



If the hotel that customer chooses isn't reachable by walking

→ A taxi voucher is automatically authorized for the account.

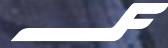
→ Customer can claim the cost with receipts afterwards via the self-service portal



If the hotel that customer chooses doesn't offer dinner or breakfast / The accommodation need is outside the meal service hours

→ A refreshment voucher is automatically authorized for the account.

→ Customer can claim the cost with receipts afterwards via the self-service portal.



Issues with self-service usage

Example

1. Customer hasn't received any messages from Finnair
2. Customer has no phone or no battery in their phone

Customer hasn't received any messages from Finnair

Issue

The most probable reason is that the customers PNR includes either wrong or incorrect contact details

Solution

Customer scans the QR code and updates their contact details to the portal. The hotel booking message is automatically resent to the customer.



Disrupted flight? Book your hotel accommodation

Do you need a hotel due to the rerouting we arranged for you?

If you haven't received a link to book a hotel, please scan the QR code and share your contact information. We'll then send you a hotel reservation link by SMS or email.



Please scan the QR code and share your contact information.

FINNAIR-3-2141-1024

These printable leaflets can be ordered from Finnair [Ground Handling Material ordering portal](#)

FINNAIR

1. Customer scans the QR code

Disrupted flight? Book your hotel accommodation

Do you need a hotel due to the rerouting we arranged for you?
If you haven't received a link to book a hotel, please scan the QR code and share your contact information. We'll then send you a hotel reservation link by SMS or email.







Please scan the QR code and share your contact information.

FINNAIR-3-214-1024



2. Landing page




 Passengers in this booking

Check your details so Finnair can contact you.

Enter details

3. Inserts correct details

 Passengers in this booking

Check your details so Finnair can contact you.

Booking reference (booking code, e-ticket number)

VL32MS

Family name

RICHARD

First name

TAYLOR FBSTEST

Search

→ Customer receives the SMS/email and continues process individually.



Customer has no phone or no battery in their phone

- Use one of the below solutions

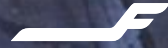


1. Call Finnair CSM

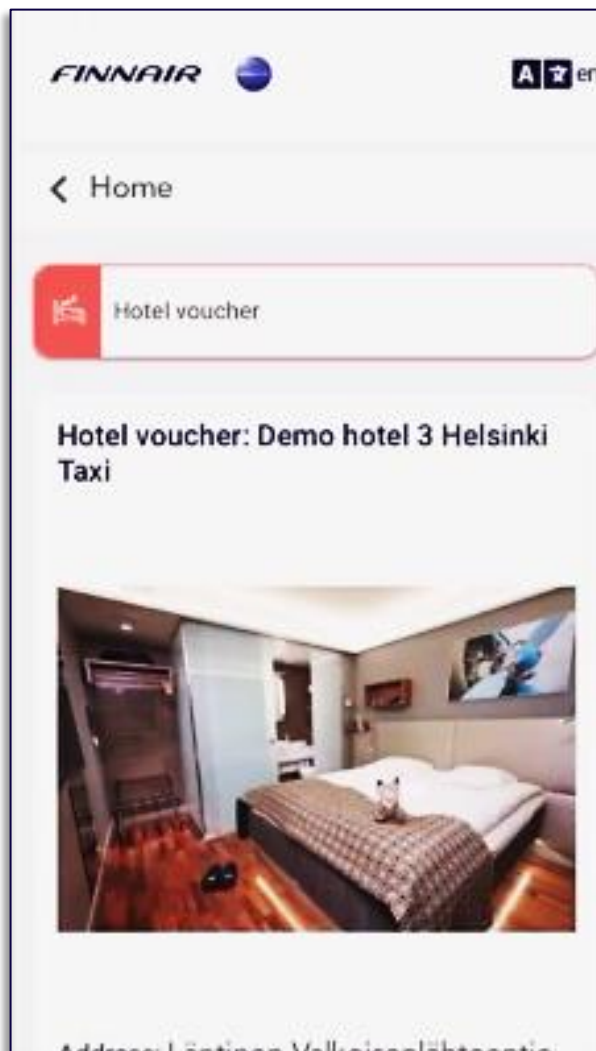
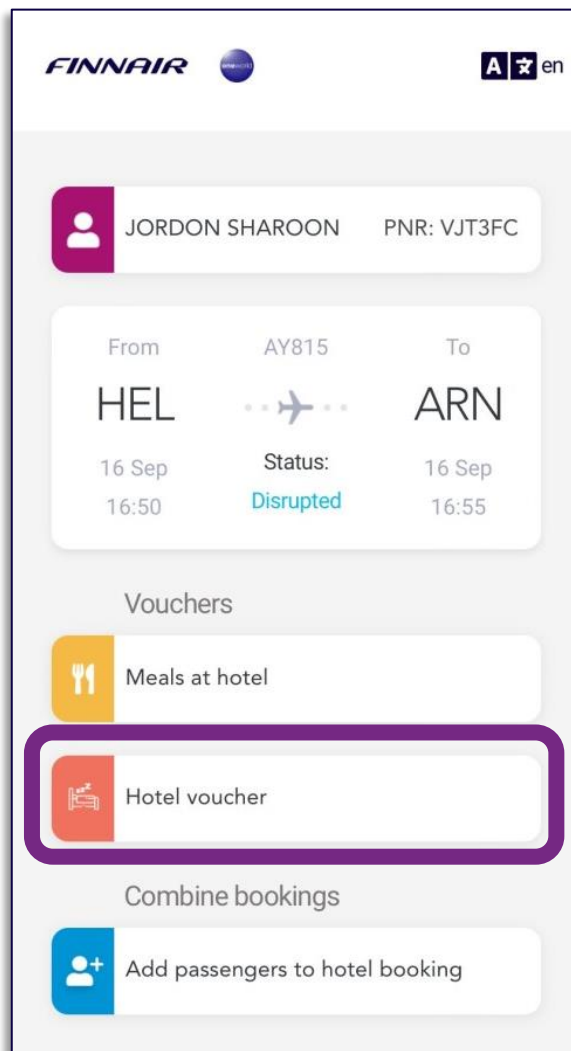
- Call Customer Solution Management.
- When calling select that you are **calling from the airport** and your topic is about **customer care**.
- CSM issues hotel voucher to customer.

2. Ground handler portal use / Manual hotac process

- Hotel voucher issued in Ground handler portal and printed to customer.
 - Instructions in a separate deck.
- The manual hotel accommodation process followed.
 - Hotel voucher printed from Altéa CM.



Cancelling the hotel booking



Cancelling the hotel booking

- Cancelling link is found by scrolling down the hotel voucher page
- **The link is valid for 15min only from booking**
- Once cancelled customer can no longer book another hotel via the portal
- Customer contacts local Ground Crew if hotel is still needed after cancelling
→ Contact CSM