Missing mileage request form - Asia Miles iShop



IMPORTANT: Please check the following before making your missing mileage request

Mileage credit process

How it works

To earn Asia Miles through iShop, please follow the procedures on iShop "How it works"

(http://www.asiamiles.com/am/en/earn/ishop/howitworks)



Receive iShop acknowledgement

Upon a purchase (with payment confirmed), you will receive an **ACKNOWLEDGEMENT email** from "Asia Miles iShop support" (status@shop.asiamiles.com) within 5 days. Your iShop status will also be reflected in your iShop Transaction History (login required).

If you HAVE NOT received iShop
ACKNOWLEDGEMENT email (make sure to check your spam filter or junk mail box), or transaction NOT shown in your iShop
Transaction History within 5 days of your confirmed payment, please complete p.2 of this form and submit your claims within 7 days of your confirmed payment*. Once we receive your claim, it will be verified within 5 days.

*NOTE for Tao Bao Mall only: Time of placing purchase order and time of confirm payment may not be the same because of product delivery time consumed. In any event, claim of untracked transaction could only be processed within 14 days (excluding public holidays) from the date of placing purchase.

If the claim is valid, we will track the sales again and resend the iShop acknowledgement email to you. Mileage credit will then go through the normal flow (i.e. corresponding merchant to verify the transaction within 120 days. Once you receive the iShop approval email, Asia Miles will then be credited to your account within 30 days.) Your iShop status will also be reflected in your iShop Transaction History (login required).

If the **claim is invalid**, we will notify you with reasons of the invalid case.



Transaction verification by iShop merchant

Corresponding merchant will verify your transaction* (verification leadtime varies by merchant and may take **no more than 120 days**).

* If transaction is being refunded or payment is not successful, respective merchant will not approved it, and Asia Miles will not be credited.



iShop approval of mileage credit

If the transaction is approved by merchant, you will receive an **APPROVAL email** from "Asia Miles iShop support" (status@shop.asiamiles.com). Your iShop status will also be reflected in your iShop Transaction History (login required).

If you HAVE NOT received iShop APPROVAL email after 120 days of our

acknowledgement (make sure to check your spam filter or junk mail box), please complete p.2 of this form and submit within 180 days of your confirmed payment. Once we receive your claim, it will be verified within 5 days.

If the claim is valid, we will resend the iShop approval email to you. Mileage credit will then go through the normal flow (i.e. Asia Miles will then be credited to your account within 30 days.) Your iShop status will also be reflected in your iShop Transaction History (login required).

If the **claim is invalid**, we will notify you with reasons of the invalid case.

Mileage credit complete

Asia Miles will then be credited to member's account **within 30 days**. Your iShop status will also be reflected in your <u>iShop Transaction History</u> (login required).

If you HAVE NOT received respective mileage credit after 30 days of our approval email, please complete p.2 of this form and submit within 180 days of your confirmed payment. Once we receive your claim, it will be verified within 5 days.

If the **claim is valid**, we will acknowledge your claim by email, and confirm your mileage credit status within the next 30 days.

If the **claim is invalid**, we will notify you with reasons of the invalid case.



wissing mileage request form – Asia willes isnop			
Member's details			
Asia Miles member number Name: (as in your membership profile)			
Missing mileage request details			
IMPORTANT NOTES: Please complete this form based on your transaction type (in ENGLISH CAPITAL letters where applicable) with correct and sufficient information required, otherwise your claim will not be processed successfully. Only ONE transaction claim can be submitted per form. Please keep all your sales invoice, payment receipt or any other proof of purchase; these may be required for the investigation of the missing mileage claim.			
	UNTRACKED PURCHASE (NOT receive iShop acknowledgement email; OR transaction not shown in your iShop Transaction <u>History</u> 5 days upon purchase and payment confirmation)		TRACKED PURCHASE (Received iShop acknowledgement within 5 days of purchase)
	Please submit this form within 7 days of your confirmed payment		Please submit this form within 180
	Tao Bao Mall transaction	Other merchants	days of your confirmed payment
Received iShop approval email within 120 days upon acknowledgement?			[] Yes / [] No
Customer's account name:	("淘宝会员帐户名")		
Merchant name:	("卖家昵称")		
Purchase amount:	CNY	(please state the currency)	(please state the currency)
Time of purchase order:	("成交时间"; DD/MM/YYYY HH:MM:SS)	(DD/MM/YYYY HH:MM:SS)	(DD/MM/YYYY HH:MM:SS)
Purchase order number:			
Time of payment:	("付款时间"; DD/MM/YYYY HH:MM:SS)		
Delivery address:			
Good/service delivered?		[] Yes / [] No	
Time of payment confirmed from Alipay	("确认时间"; DD/MM/YYYY HH:MM:SS)		
Alipay payment number:			
Other information you can provide which might help us to better understand the case.	[OPTIONAL]	[OPTIONAL]	[OPTIONAL]
Member's signature	Land 1 1 1 1 1 1 1 1 1		mm vvvv

Please submit the COMPLETED form to us via fax: +852 2312 0883.

For more information, please call Asia Miles Service Hotline: +852 2747 3838.

Last updated February 2011