

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 [iShop Transaction History](#) (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.

