

DRAGONPASS 

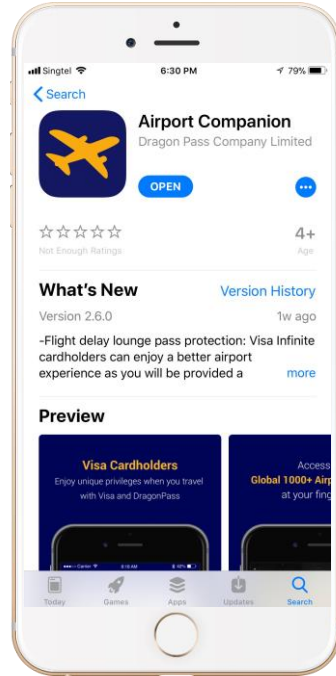


Airport Companion Asia Pacific Program User Manuals for CIMB SG (Version 2.8.5)

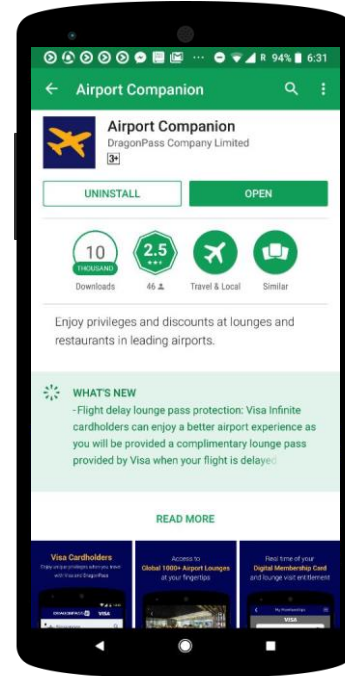
2024

Download the “Airport Companion” Mobile Application

Search “Airport Companion” on your Apple App Store or Google Play

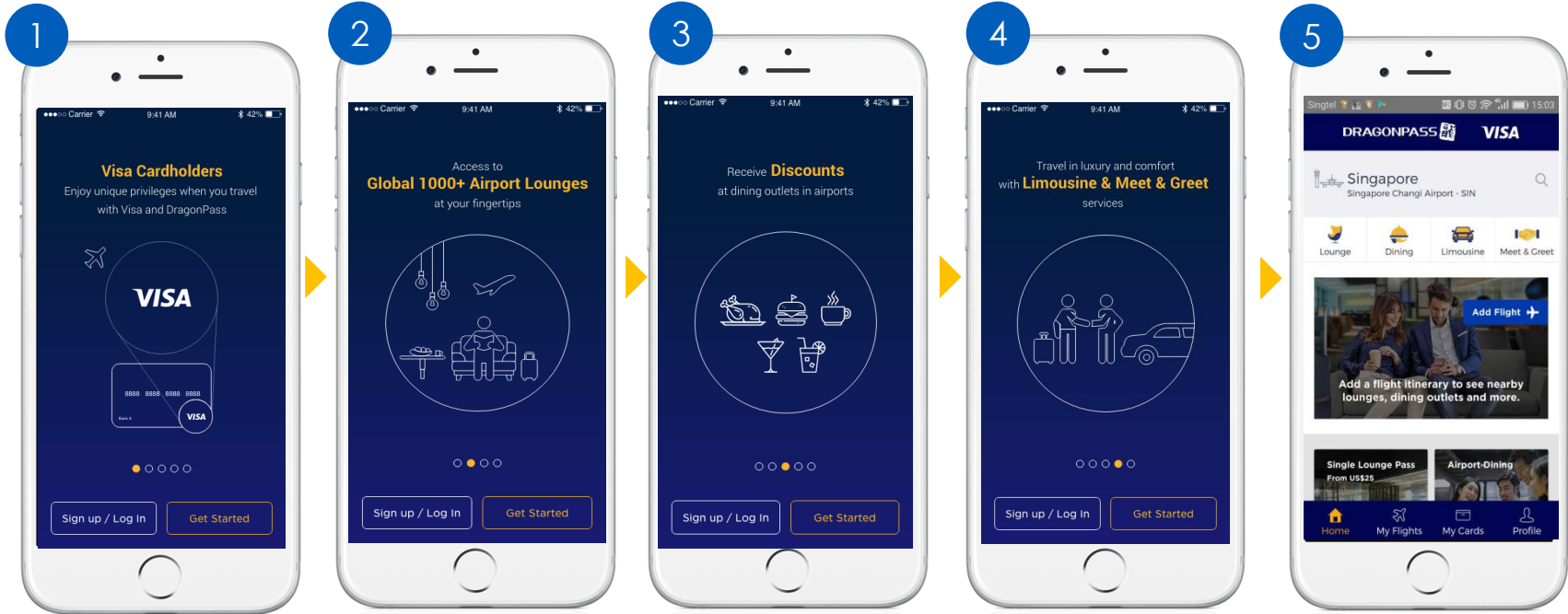


Apple App Store



Google Play

Welcome Message Before Registration

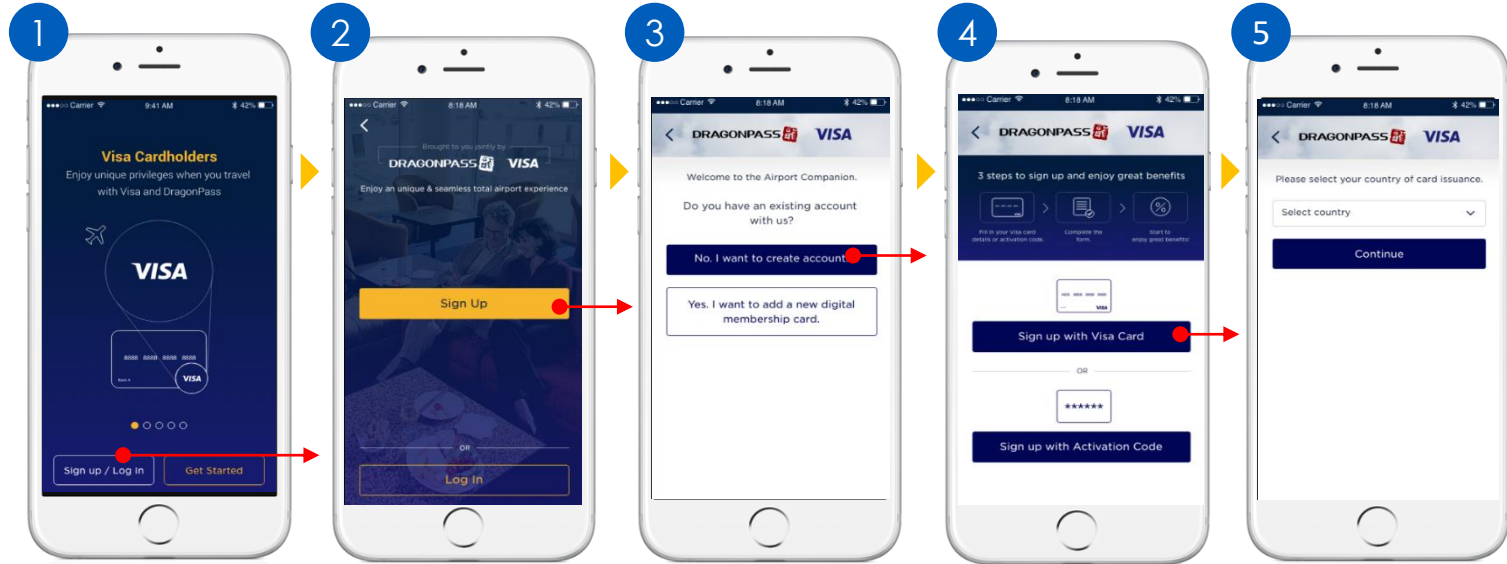


Landing Pages after download & install

Home page before registration/log-in

Note: Screenshots and screen flows are for illustration purpose only.

For Cardholders Who Have Never Registered Airport Companion Program: Register A DragonPass Digital Membership Account **with Visa Card** – Part 1



Click on "Sign up/Log in"

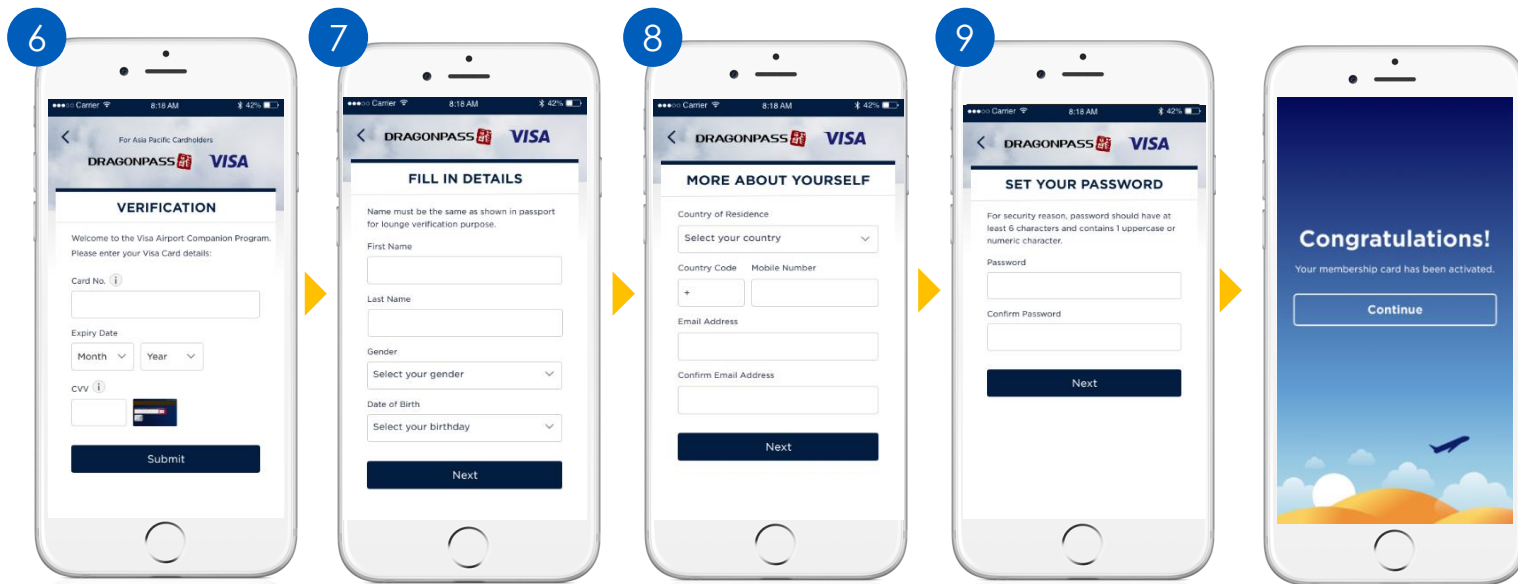
Select **Sign Up**

For cardholders who have never signed up a DragonPass membership account – please select **"No, I want to create account"**

Select sign up with a **Visa Card**

User select country of card issuance

For Cardholders Who Have Never Registered Airport Companion Program: Register A DragonPass Digital Membership Account **with Visa Card** – Part 2

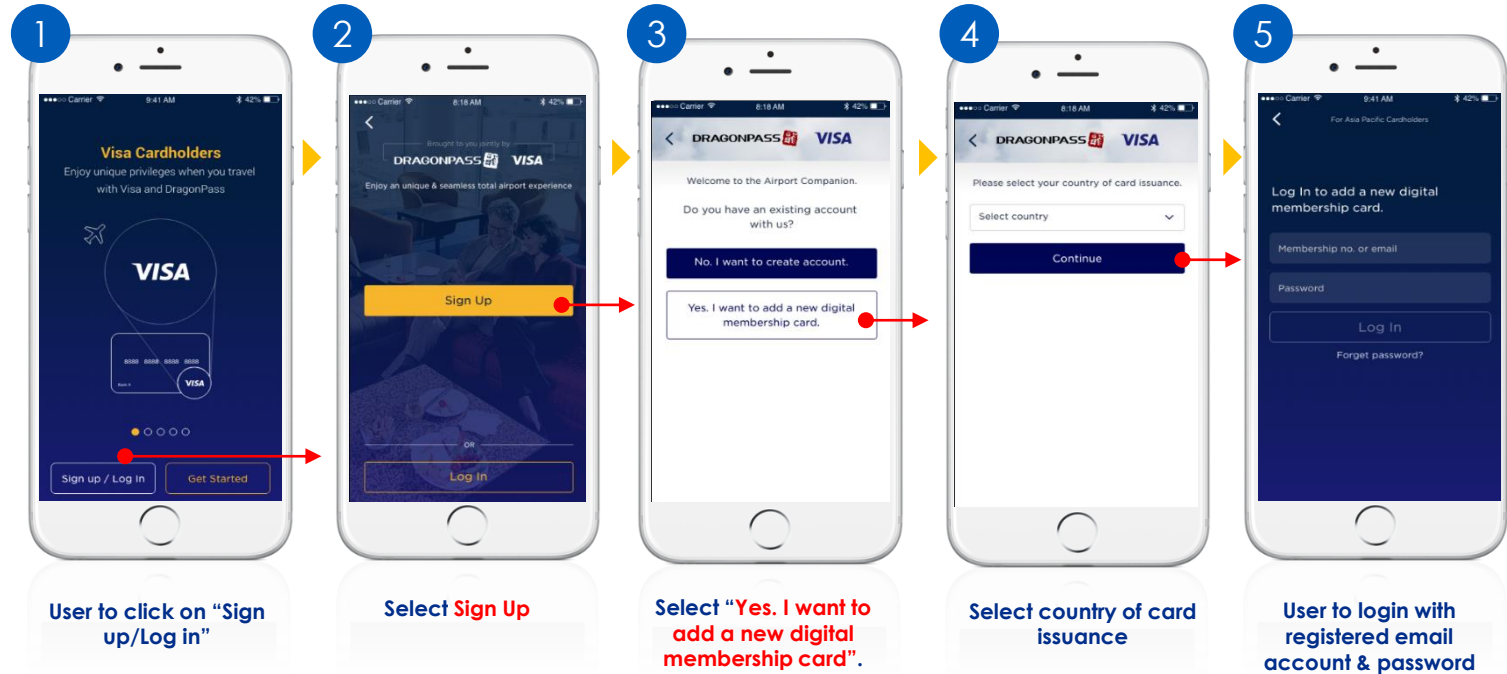


Enter participating Visa credit card details to complete one-time Visa API verification

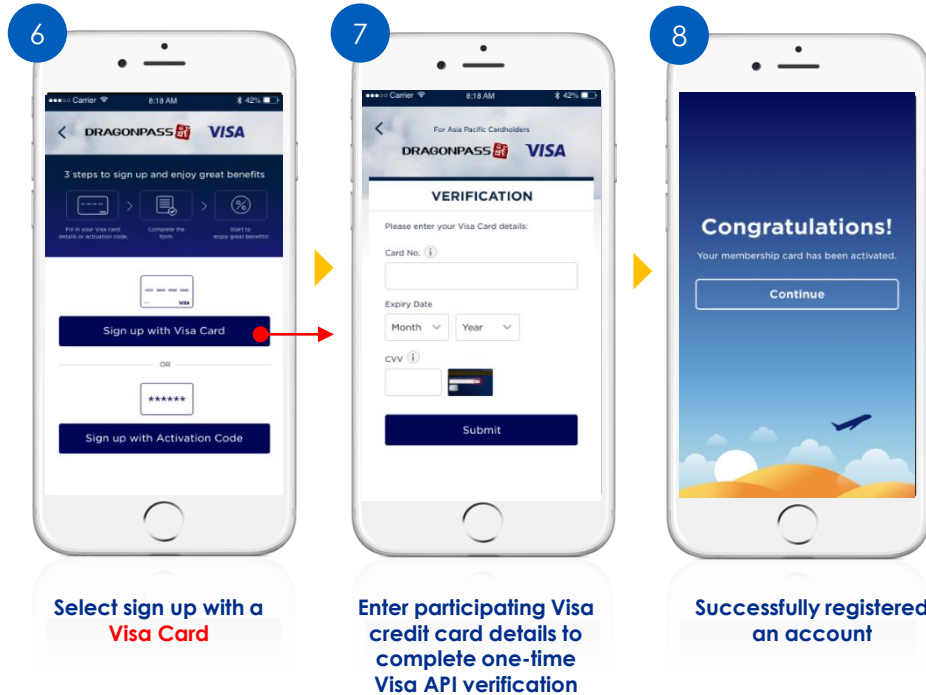
Account registration by providing the necessary personal details

Set your password
(For security reason, password should have at least 6 characters and contains 1 uppercase or numeric character.)

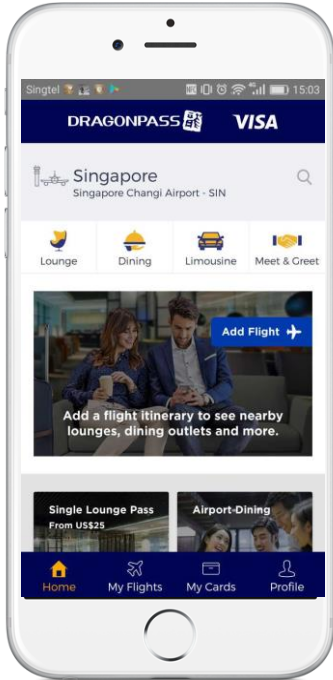
For Cardholders Who Have Already Registered Airport Companion Program : Register A New DragonPass Digital Membership Account **with Visa Card** – Part 1



For Cardholders Who Have Already Registered Airport Companion Program: Register A New DragonPass Digital Membership Account **with Visa Card** – Part 2

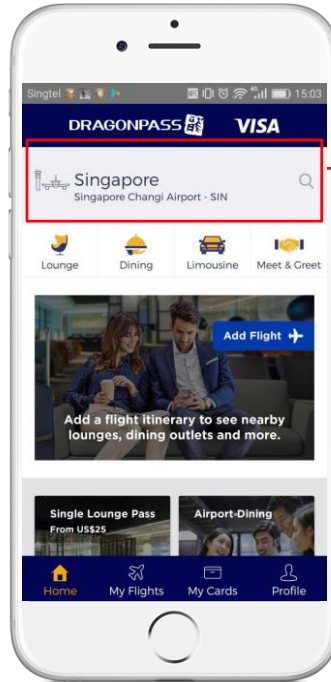


GEO Location Enabled or Search Manually

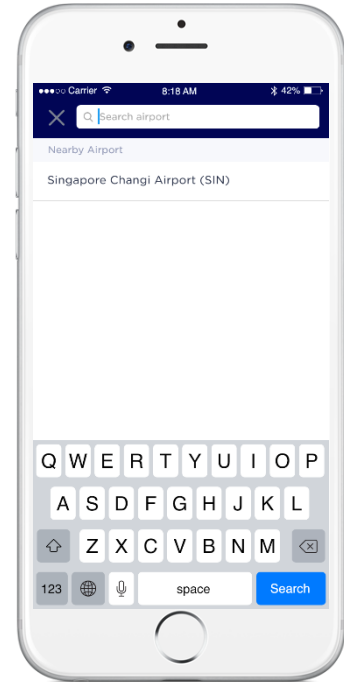


Auto detect the nearest airport based on your location

OR

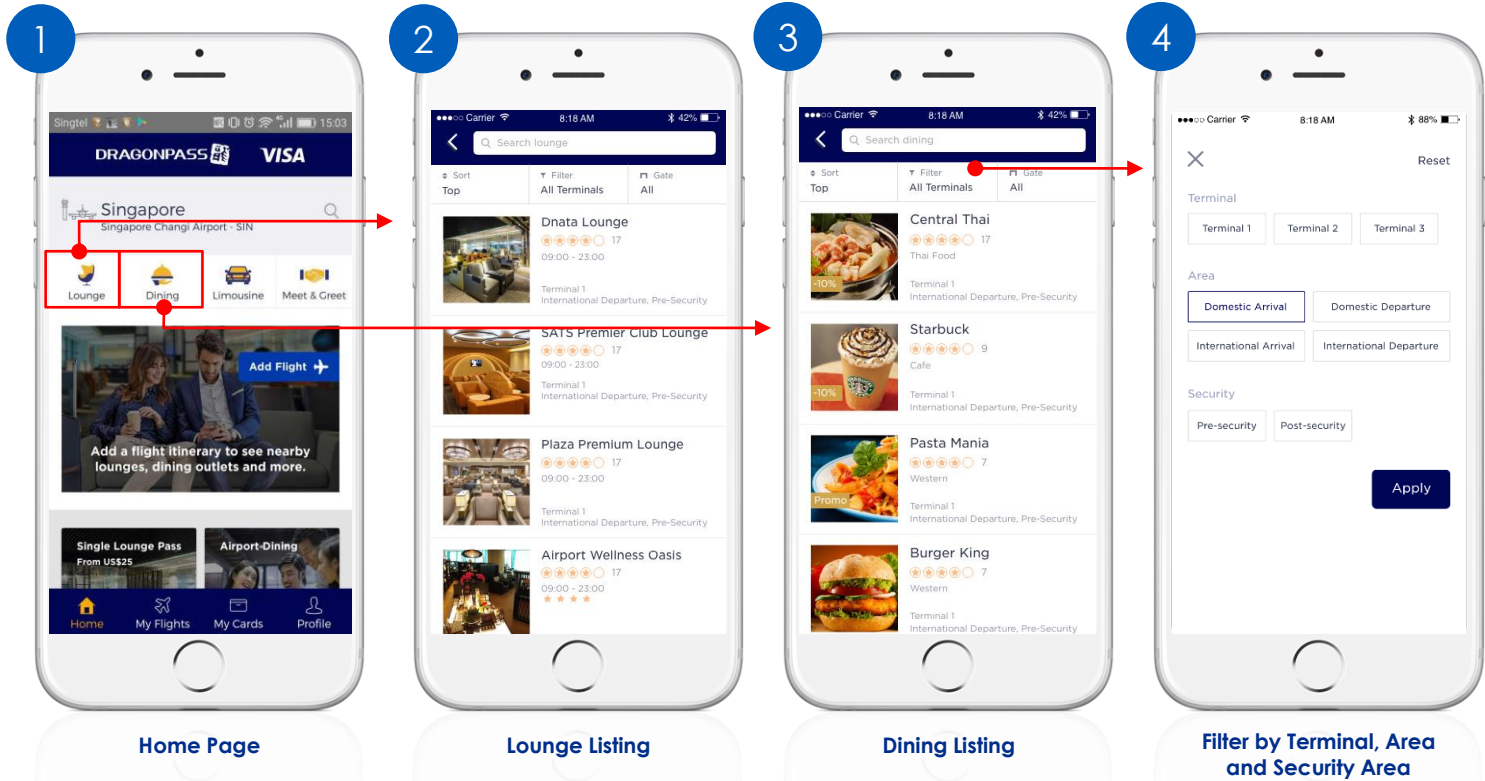


Home Page



Search by Country, City or Airport Code

Search for Lounge and Dining Outlet



Note: Screenshots and screen flows are for illustration purpose only.

Redeem Lounge Access

Present the DragonPass digital membership page at the lounge to gain access.

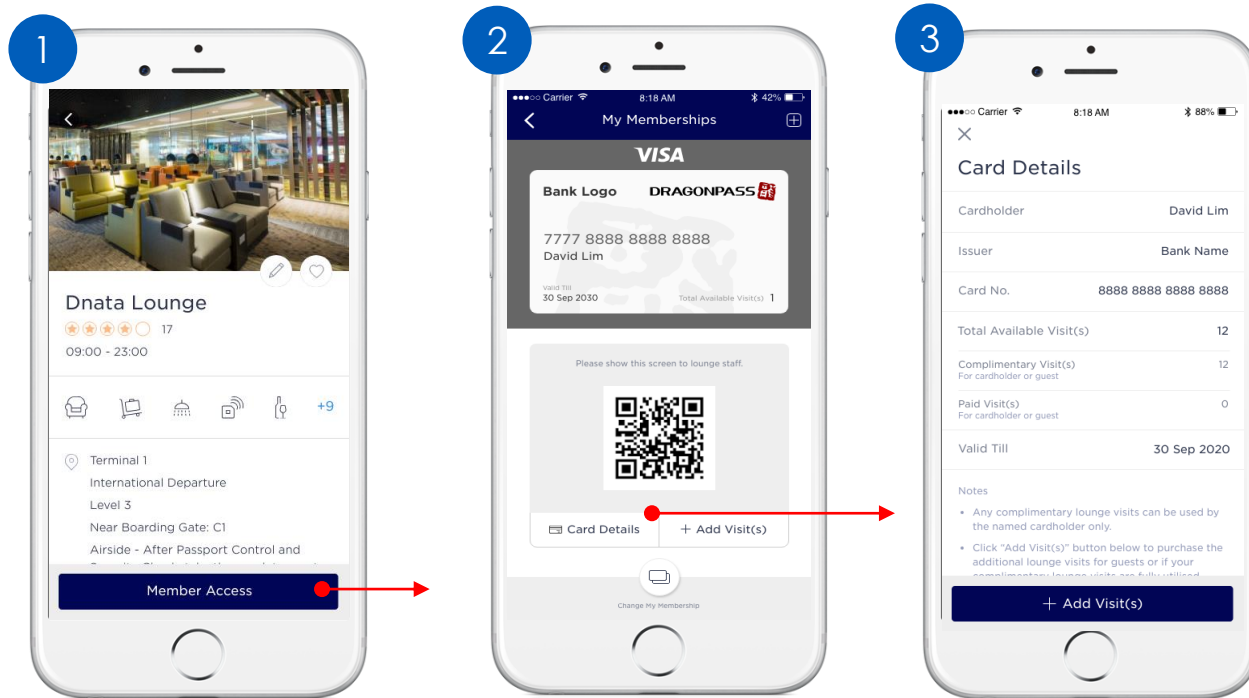
For e-Membership Card

1. Lounge staff scan QR OR
2. Lounge staff enter 16-digit DragonPass membership number to POS machine or web portal

For Plastic Membership Card (optional)

1. Lounge staff swipe or key in the card through POS machine or web portal

Upon successful redemption, customer will see the lounge visit record in their membership account.



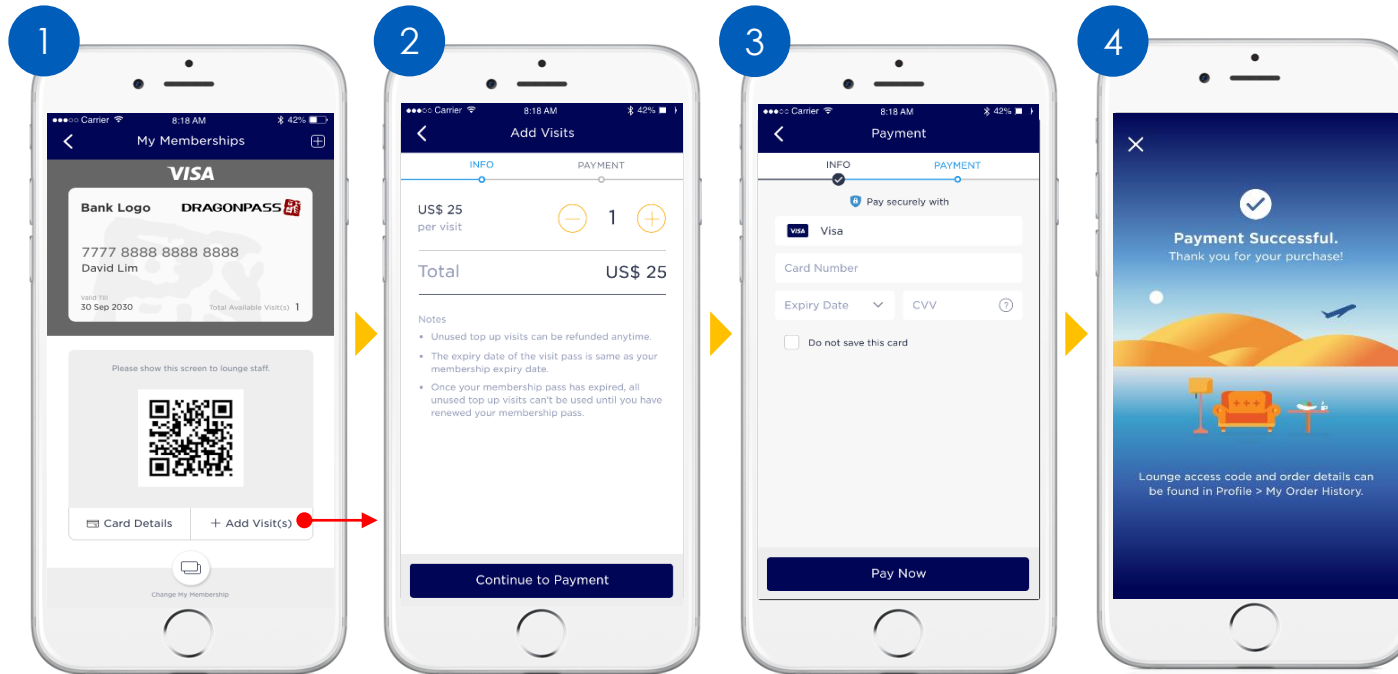
Lounge Details

My DragonPass Digital Membership Card

My Membership Card Details

Note: Screenshots and screen flows are for illustration purpose only.

Add Visits (Without Saved Payment Cards)



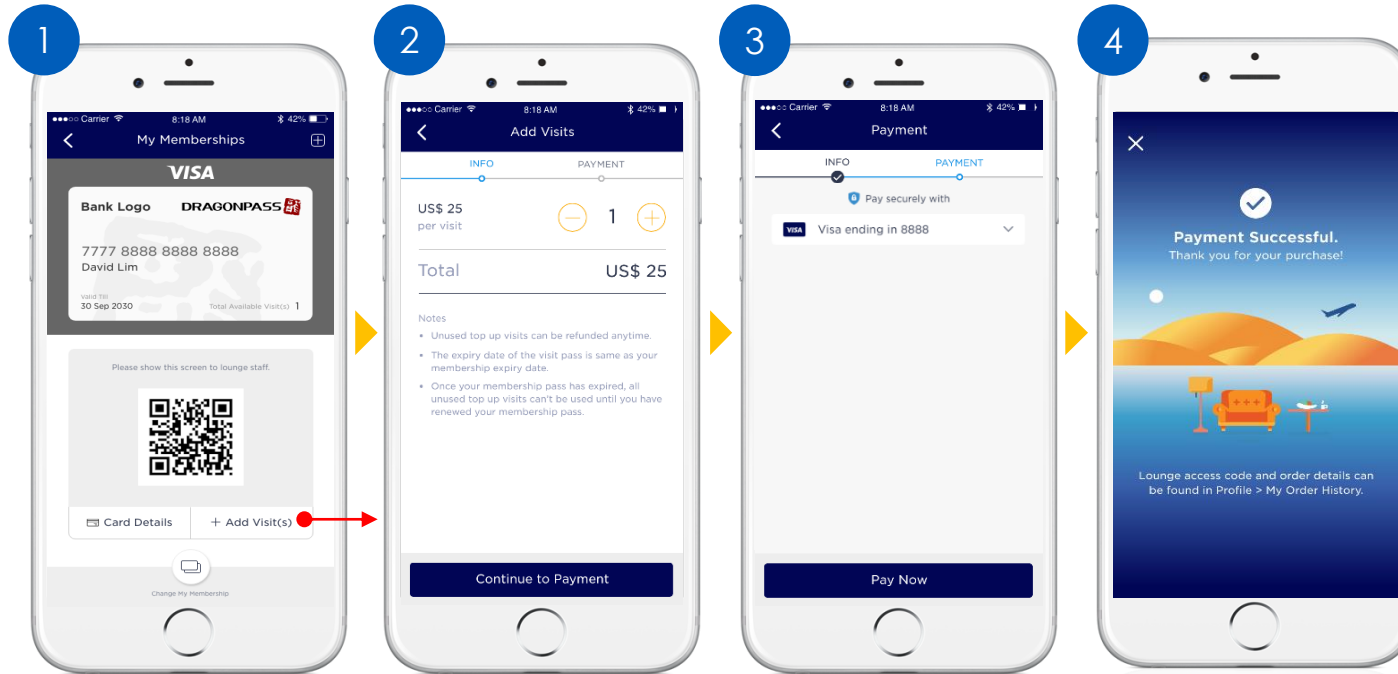
Click on "Add visit"

Select the number of visits they would like to add

Insert their Visa payment card details and also can choose to save this card for future payment

Payment is successful

Add Visits (Using Saved Payment Cards)



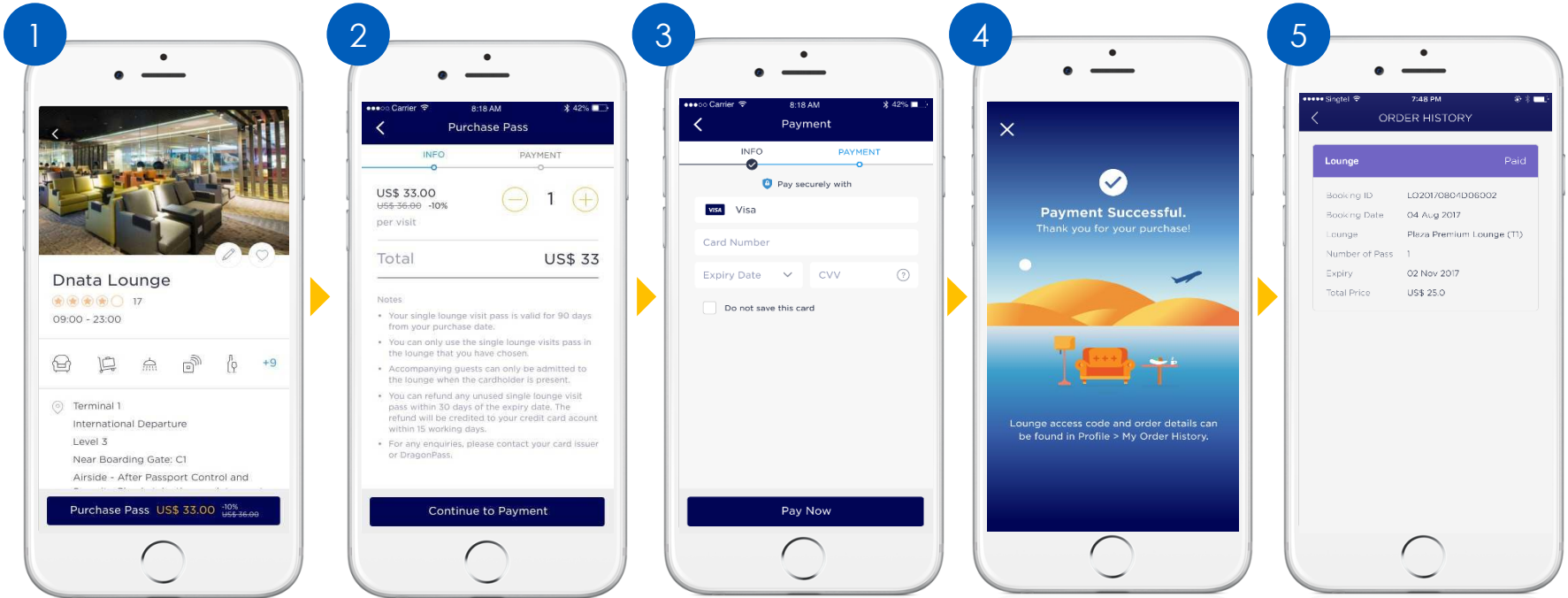
Click on "Add visit"

Select the number of visits they would like to add

Choose the payment card they have saved previously for payment

Payment is successful

Purchase Single Lounge Pass (Without Saved Payment Cards)



Click on "Purchase Pass"

Select the number of pass they would like to purchase

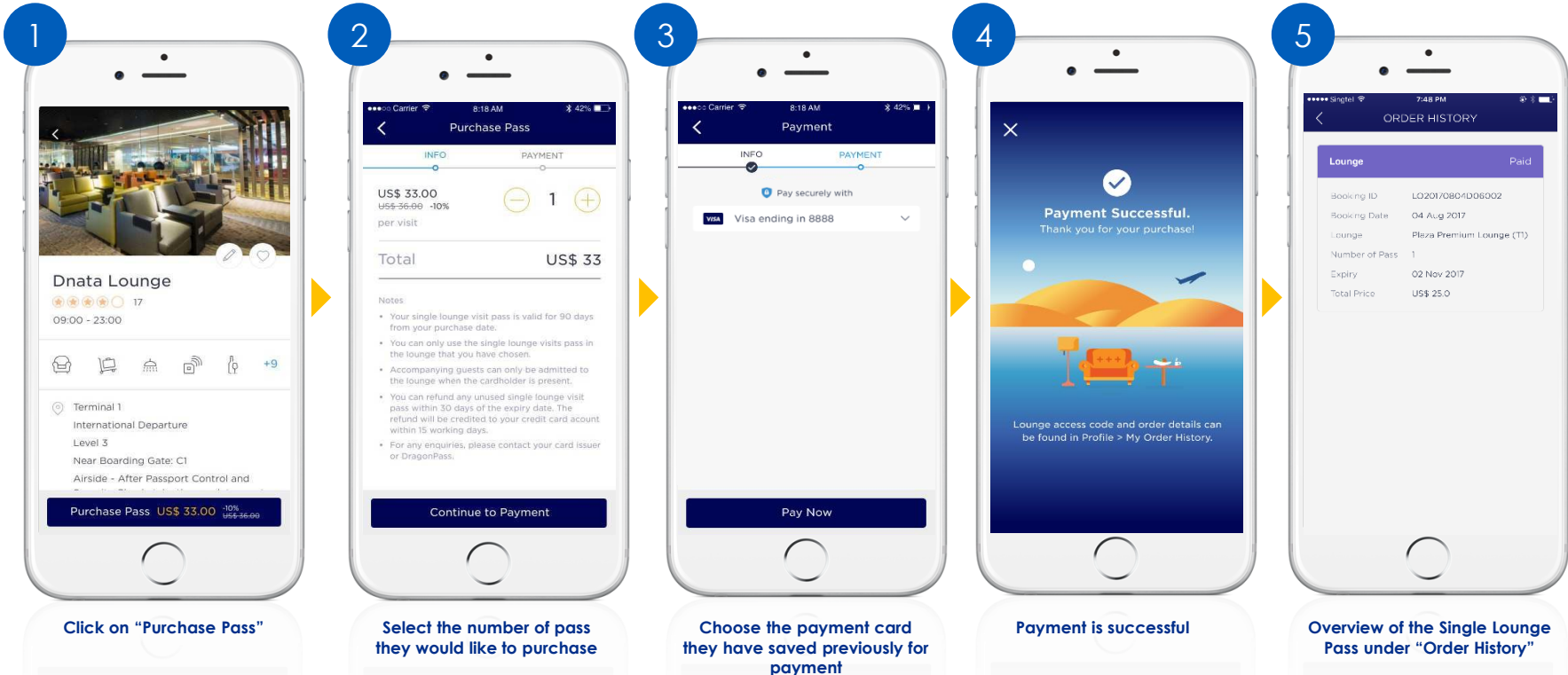
Insert Visa payment card details and also can choose to save this card for future payment

Payment is successful

Overview of the Single Lounge Pass under "Order History"

Note: The single lounge pass allows to access the particular lounge only on your purchase

Purchase Single Lounge Pass (Using Saved Payment Cards)



Note: The single lounge pass allows to access the particular lounge only on your purchase

Redeem Dining Discount

Step 1:

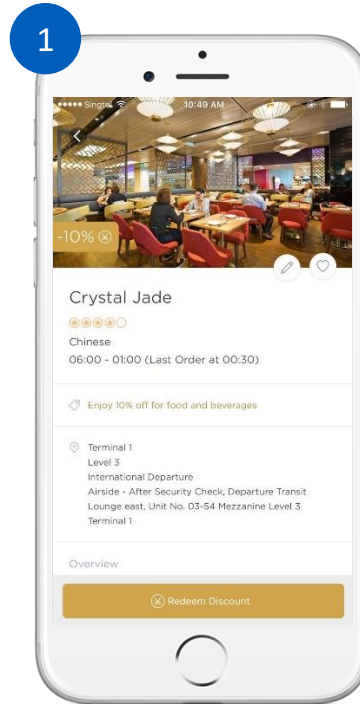
Select the desired dining outlet.

Step 2:

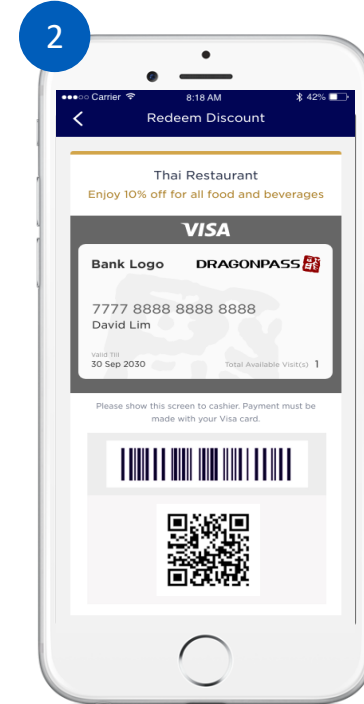
Click "Redeem Discount"

Step 3:

Present the generated screen page with discount details to the cashier/counter to redeem the offer. (The discount level will be varied for different dining outlets.)

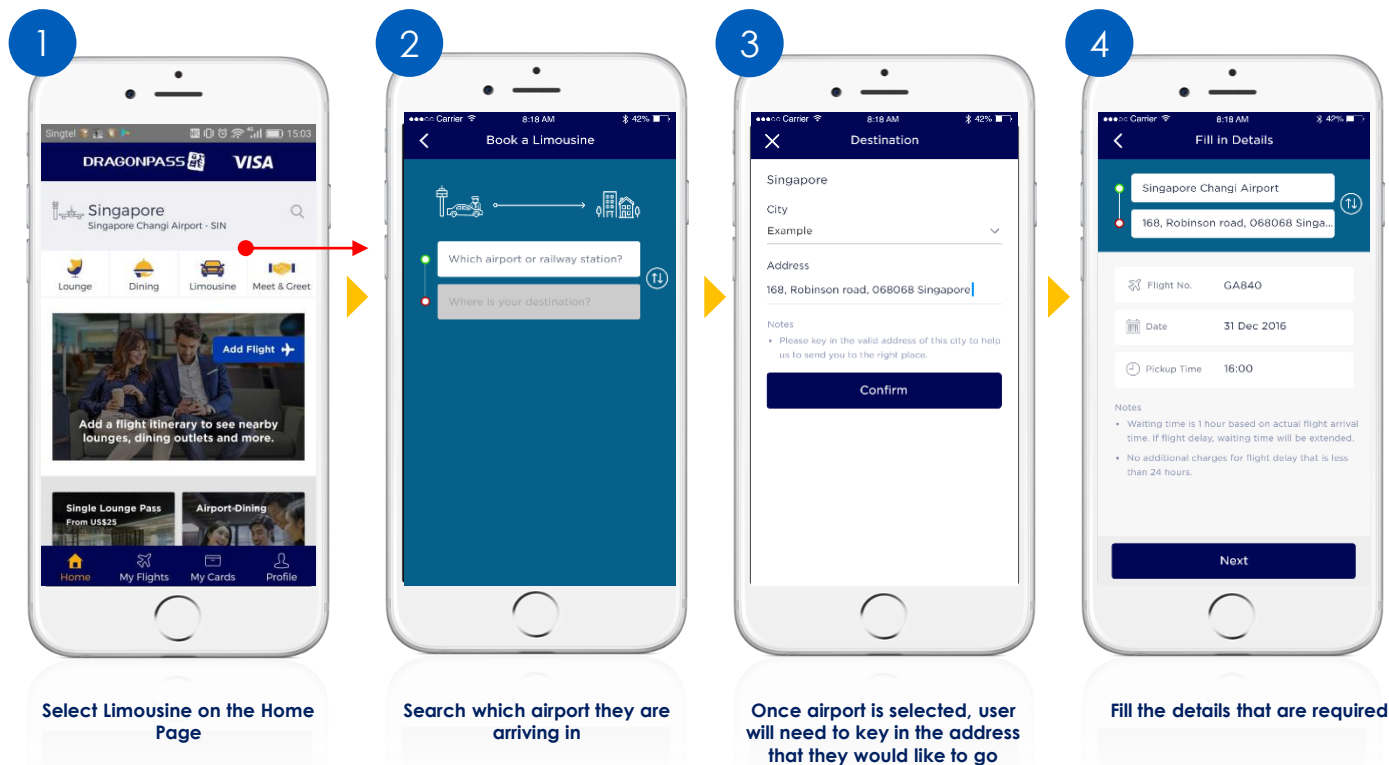


Dining Outlet Details



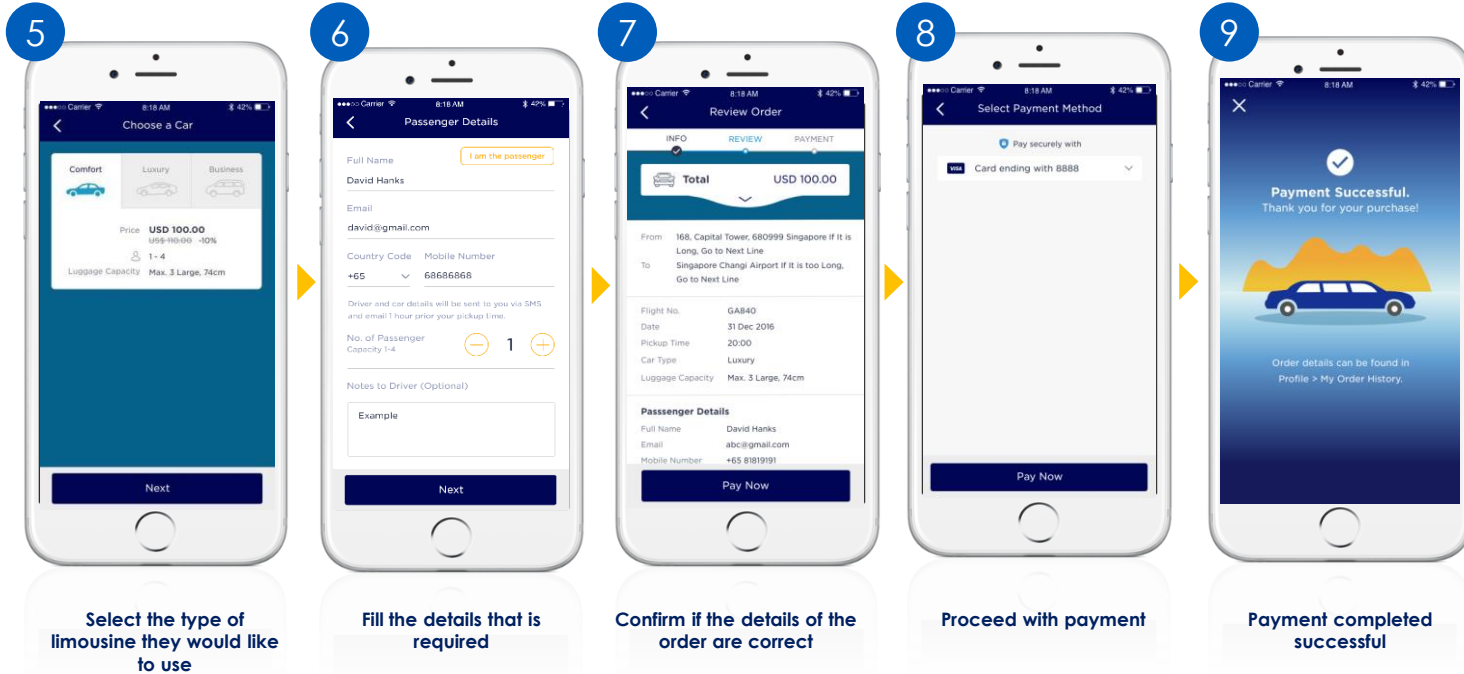
My Digital DragonPass
Membership Card

Limousine Service Reservation & Payment Flow (Part 1)



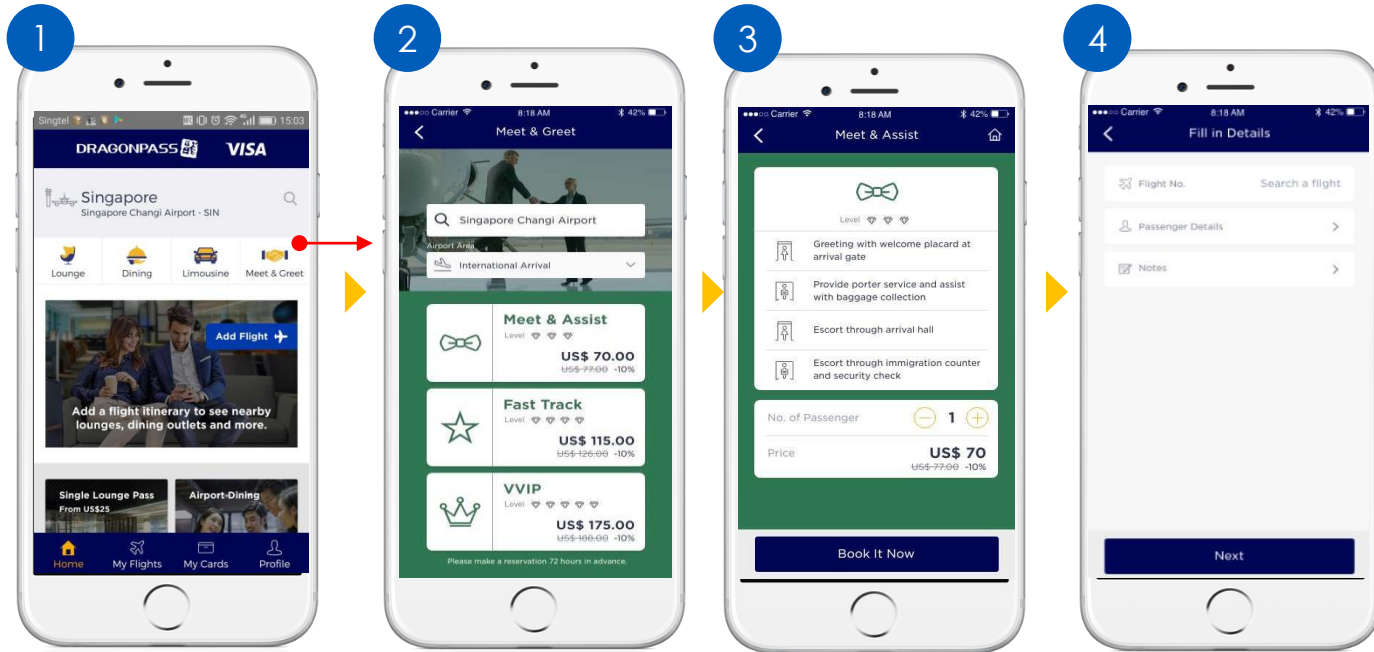
Note: Screenshots and screen flows are for illustration purpose only.

Limousine Service Reservation & Payment Flow (Part 2)



Note: Screenshots and screen flows are for illustration purpose only.

Meet & Greet Service Reservation & Payment Flow (Part 1)



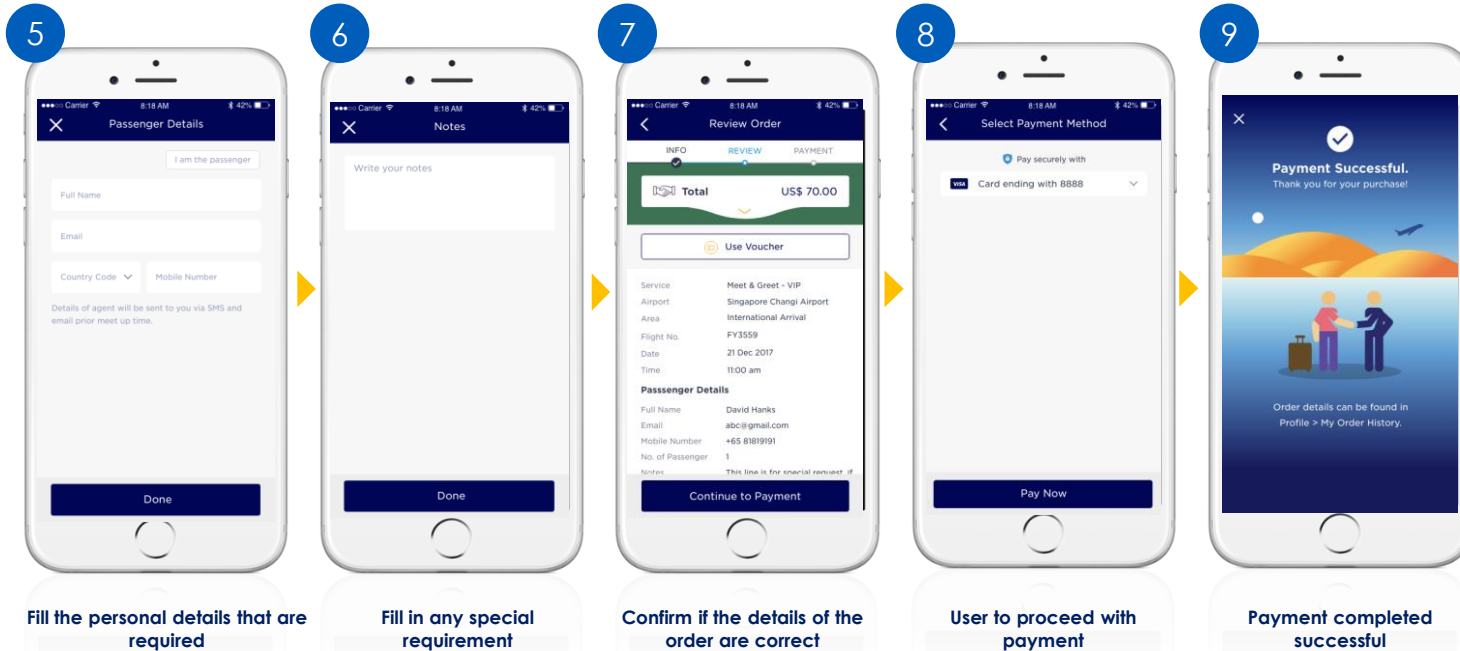
Select Meet & Greet on the Home Page

Search which airport they will depart/arrive

Overview of service details

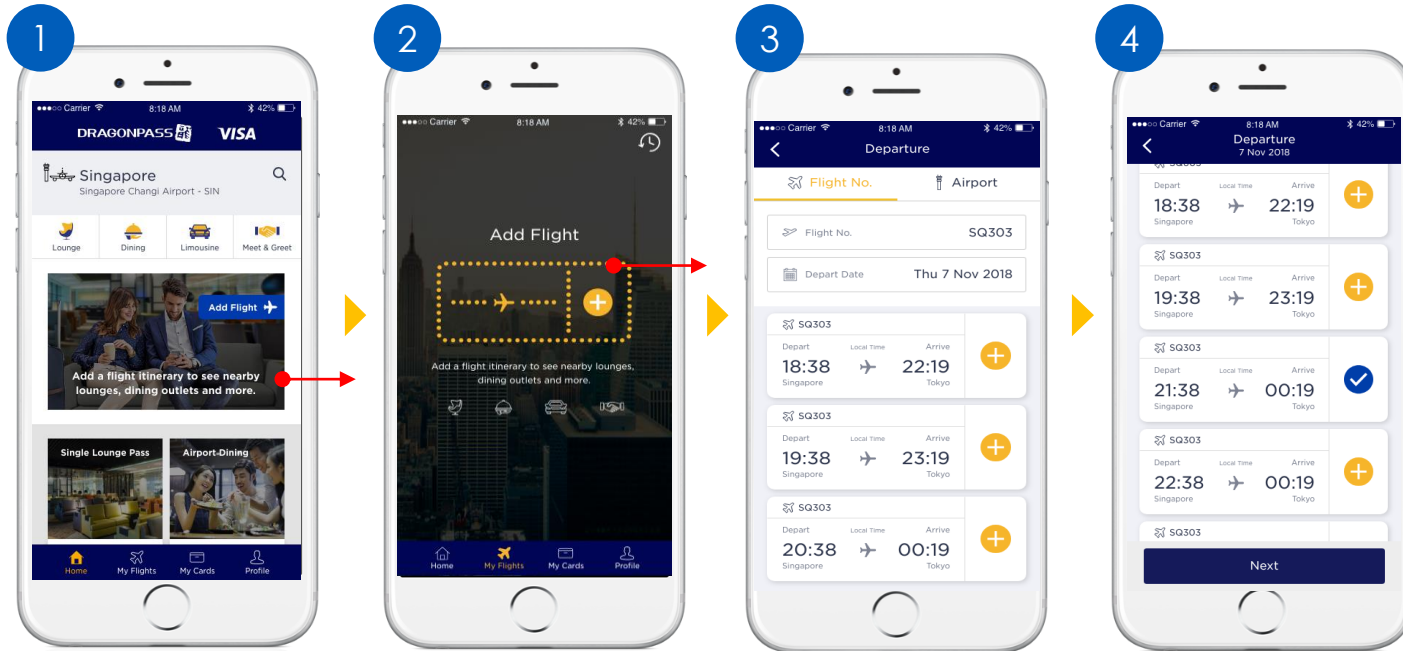
Fill the service details that are required

Meet & Greet Service Reservation & Payment Flow (Part 2)



Note: Screenshots and screen flows are for illustration purpose only.

Adding a flight itinerary flow (Part 1)



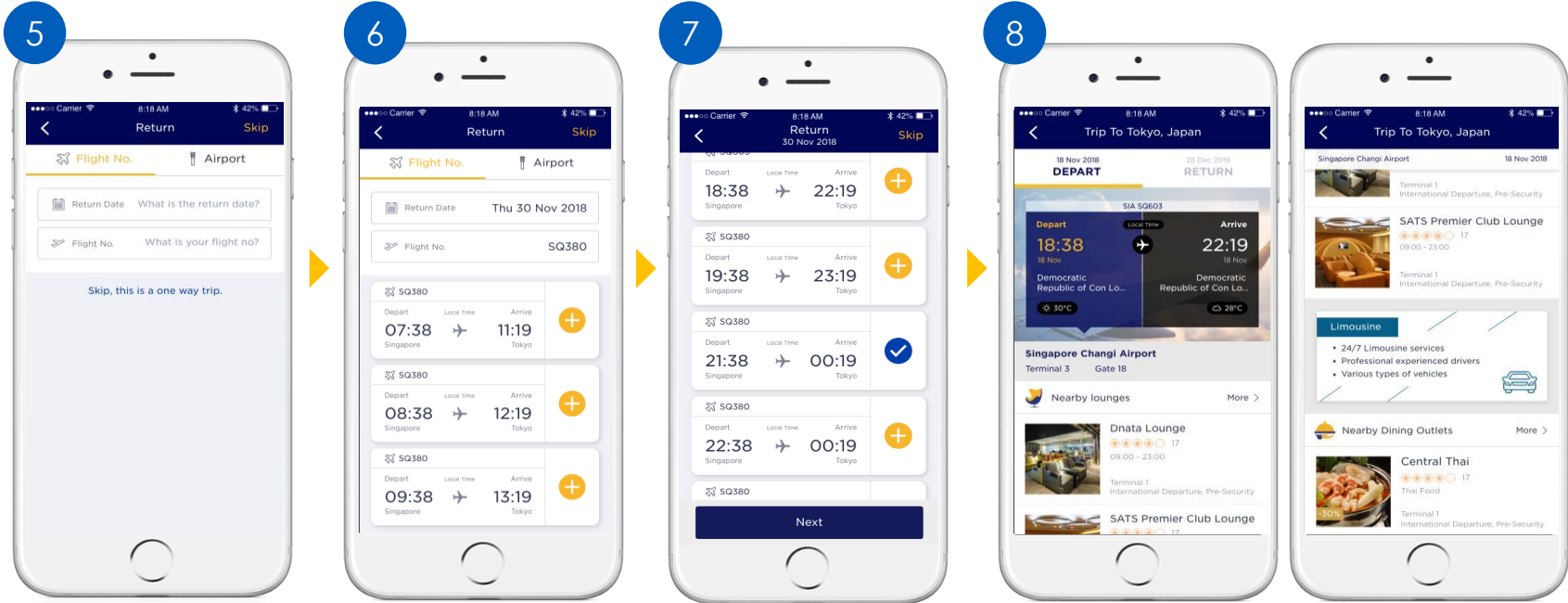
Click on the Add Flight banner

Click on Add Flight section

Search for the departure flight

Select the correct flight

Adding a flight itinerary flow (Part 2)



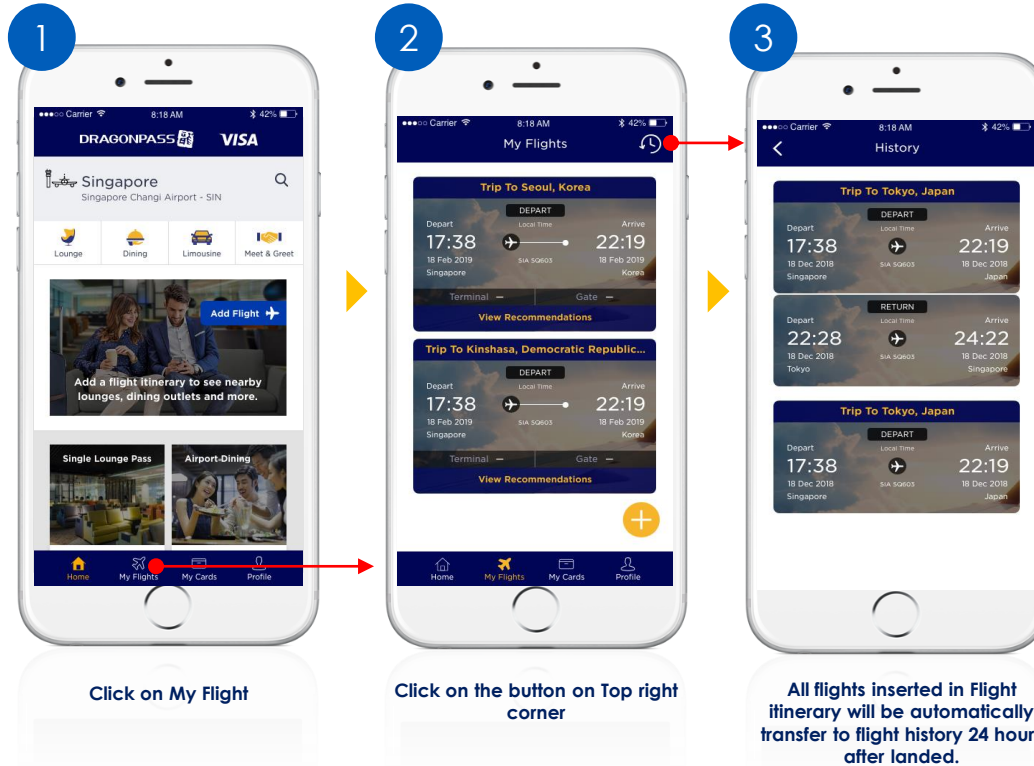
User to fill in their return flight. If it is one way trip, skip straight to step 8

Search for return flight

Select the correct flight

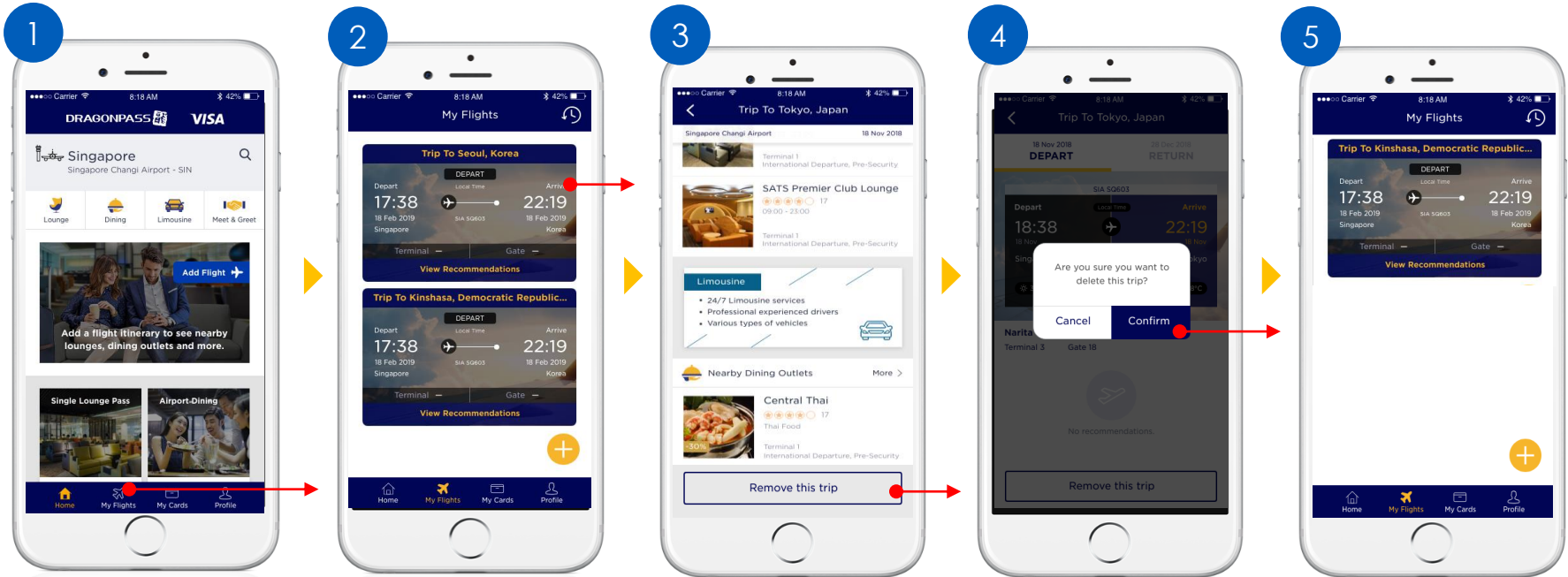
Directed to recommendation page with flight details and relevant service that user can find in the airports that he is travelling to

How to check Flight Itinerary History



Note: Screenshots and screen flows are for illustration purpose only.

How to delete Flight from Flight Itinerary



Click on My Flight

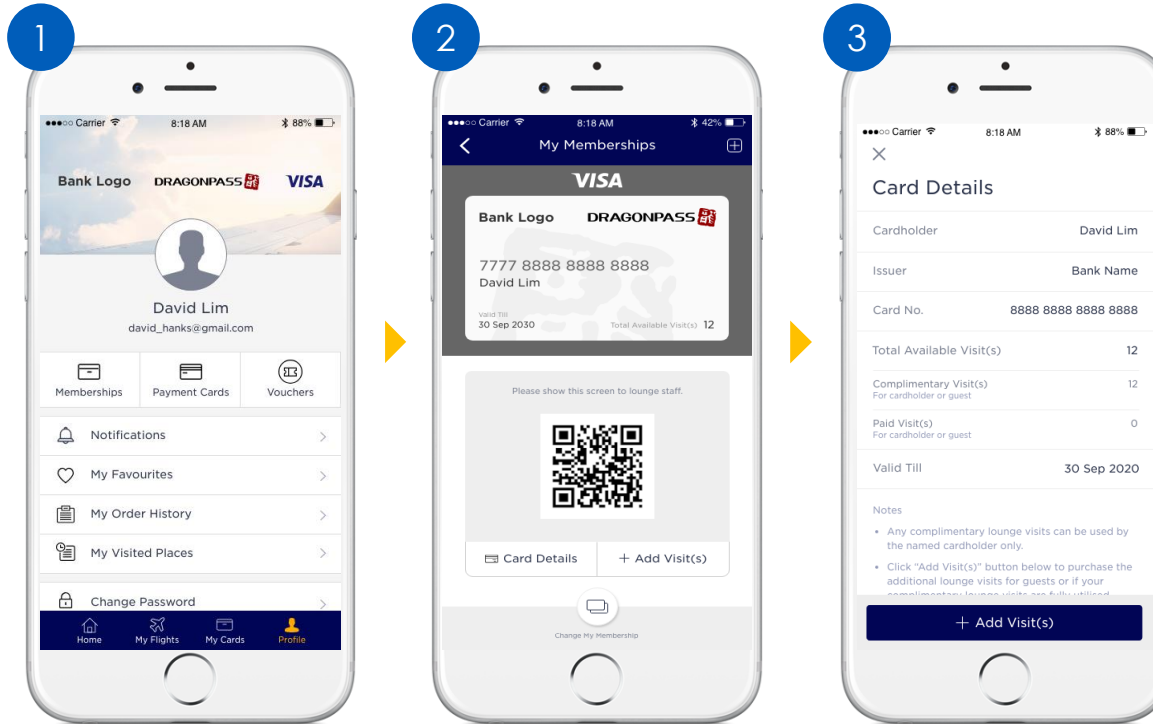
Click on the flight that needs to be deleted

Scroll to bottom of the page and click Remove this trip

A message will appear to ask user to confirm if flight needs to be deleted

Flight successfully deleted

Digital Account Management



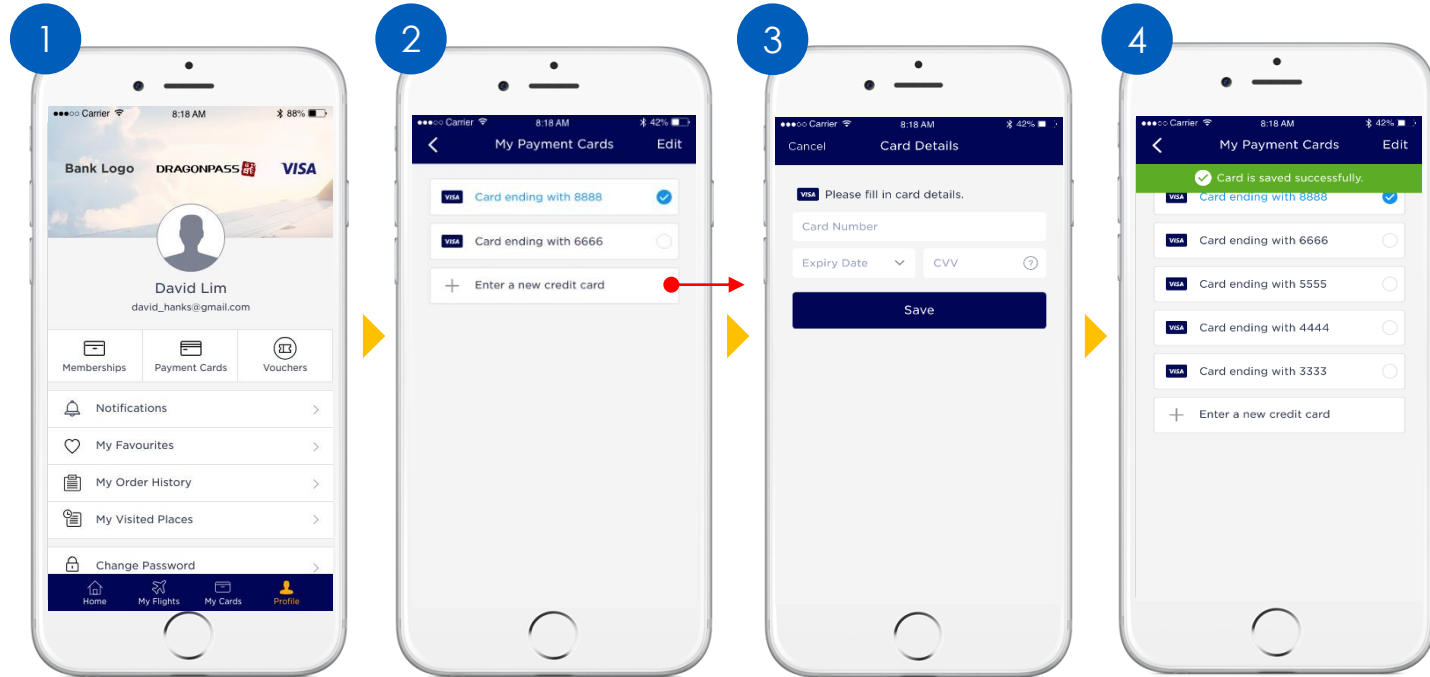
User Profile
After Log In

Digital Membership

Membership Account
Details

Note: Screenshots and screen flows are for illustration purpose only.

Card on File Management (Add new payment card)



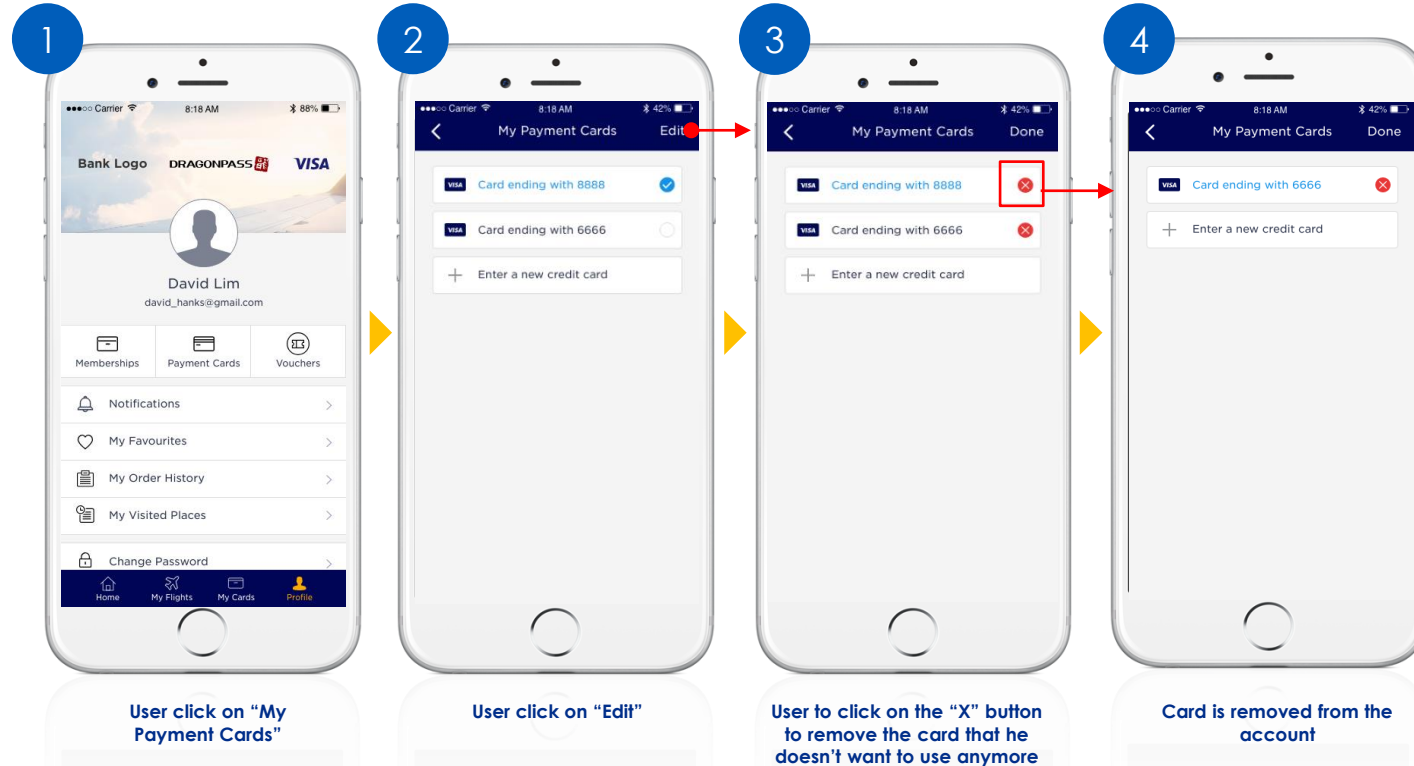
User click on "My Payment Cards"

User click on "+"

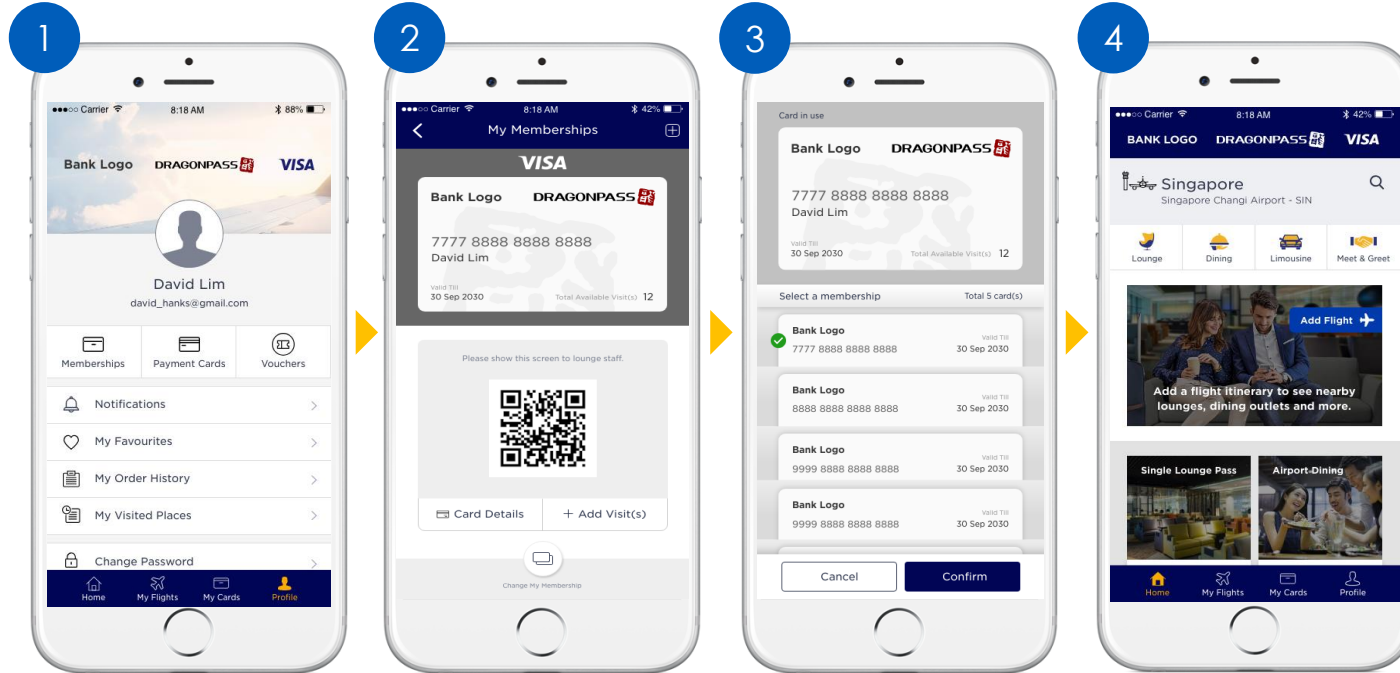
User to key in card details

Card is added successfully

Card on File Management (Remove saved payment card)



User Journey – Change My Membership



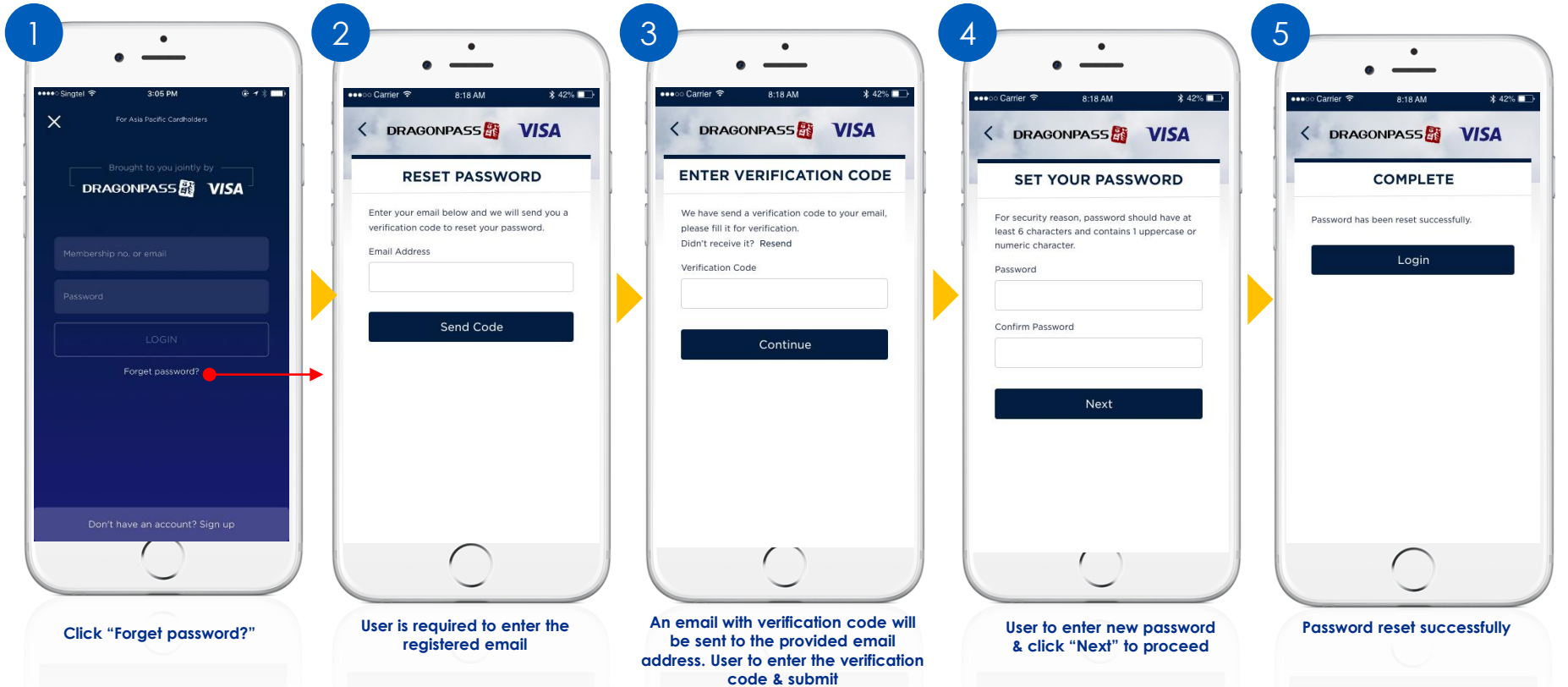
User click on
"Memberships"

User click on "Change my
membership"

User to click on card that
he want to use and click
confirm

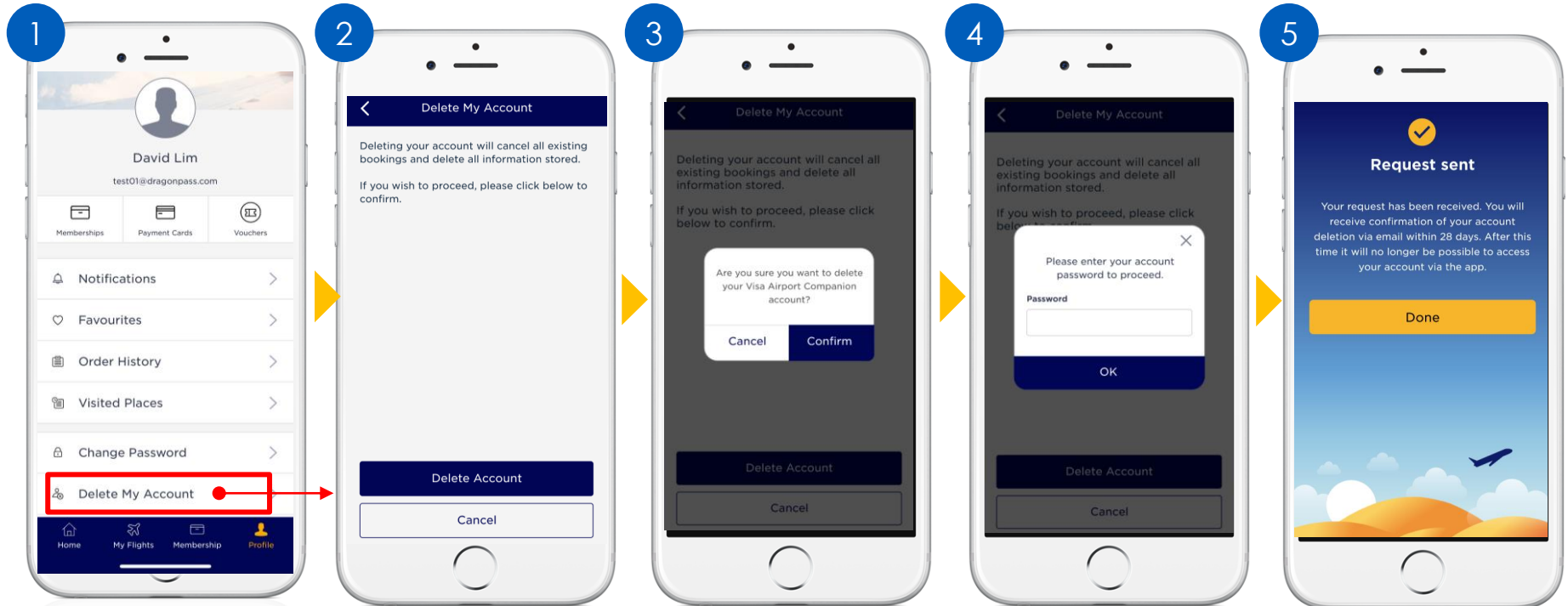
User will be redirected to
homepage

Reset Password for Registered DragonPass Membership Account



Note: Screenshots and screen flows are for illustration purpose only.

Delete My Account



Click "Delete My Account"

User to read the disclaimer

To reconfirm to delete the account

User to enter password to proceed

The request will be sent to DragonPass

Note: Screenshots and screen flows are for illustration purpose only.

FAQs

- DragonPass Customer Support Contact
 - Email: support.apac@dragonpass.com.cn
 - Hotline: +448081966002 (24 hours)