

# Thai Air Asia (FD)

## Standard Ticketless Access Booking Procedure



### 1. Neutral Availability (AN)

```
AN21APRBKKKUL/AFD
**AMADEUS AVAILABILITY-AN ** KUL KUALA LUMPUR.MY 88 SU 21APR 0000

1 FD3571 V4 P4 U4 T4 Q4 K4 H4 BKK KUL L 0710 1015 0 733 2:05
```

### 2. Segment Sell (SS) in neutral availability

```
>SS1Q1
RP/BKK1A0980/
1 FD3571 Q 21APR 6 BKKKUL SS1 0710 1015 21APR 0 733
ARRIVES TERMINAL L
```

Remark: Only point to point bookings can be made.  
Do not sell flights departing within 24 hours.

### 3. Complete PNR (NM, TK, AP, RF)

```
>NM1TEST/TESTER MR;AP02-305-8190;APB-BKK 02-305-8190; APM-BKK
+66813634523;TKOK;RFPAX
RP/BKK1A0980/
RF PAX
1.TEST/TESTER MR
2 FD3571 Q 21APR 6 BKKKUL SS1 0710 1015 21APR 0 733
ARRIVES TERMINAL L
3 AP 02-305-8190
4 APB BKK 02-305-8190
5 APM BKK +66813634523
6 TK OK13DEC/BKK1A0980
```

Remark: Only 5 name titles are allowed: Mr., Miss, Mrs., Ms., and Mstr.  
For phone number, Air Asia encourages agent to enter passengers' mobile phone number with following format: >APM – BKK +66817654321

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4. **System warning:** When end transaction (ER) to complete the PNR, the system will warn you that FD is a ticketless access and you need to enter EPAY command to secure the reservation.

```
RP/BKK1A0980/  
RF PAX  
1.TEST/TESTER MR  
2 FD3571 Q 21APR 6 BKKKUL SS1 0710 1015 21APR 0 733  
ARRIVES TERMINAL L  
3 AP 02-305-8190  
4 APB BKK 02-305-8190  
5 APM BKK +66813634523  
6 TK OK13DEC/BKK1A0980  
>ER  
WARNING: ENTER PAYMENT INFO TO SECURE TICKETLESS BOOKING-HE EPAY
```

5. **Complete the PNR:** To end the PNR, forced enter ER command again. The PNR will be successfully created with Amadeus PNR Code

```
>ER  
WARNING: ENTER PAYMENT INFO TO SECURE TICKETLESS BOOKING-HE EPAY  
>ER  
--- RLR ---  
RP/BKK1A0980/BKK1A0980 AA/SU 13DEC06/1608Z YAMRVX  
1.TEST/TESTER MR  
2 FD3571 Q 21APR 6 BKKKUL HK1 0710 1015 21APR AK.  
3 AP 02-305-8190  
4 APB BKK 02-305-8190  
5 APM BKK +66813634523  
6 TK OK13DEC/BKK1A0980
```

Amadeus PNR code

## 6. Infant

An infant passenger can be entered in a PNR in OSI field only but **infant fares will NOT be included in the guaranteed fares returned from Air Asia.**

Air Asia does **NOT** accept an infant associated to an adult passenger.

```
>OSFD-1INF TEST/NEWTEST MSTR 12MTHS DOB 12JAN05 → CORRECT ENTRY  
RP/BKK1A0980/  
1.TEST/TESTER MR  
2 FD3571 Q 15JAN 1 BKKKUL SS1 0710 1015 15JAN 0 733  
ARRIVES TERMINAL L  
3 AP BKK 0 2207 9090  
4 TK TL27DEC/BKK1A0980  
5 OSI FD -1INF TEST/NEWTEST MSTR 12MTHS DOB 12JAN05
```

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If an infant is associated to an adult passenger, after ending the PNR Air Asia will send a message in SSR field advising you to enter the infant in OSI format.

```

--- RLR ---
RP/BKK1A0980/BKK1A0980          AK/RM  27DEC06/0359Z  Z7A38E
1.TEST/TESTER (INF/NEWTESTMSTR) → WRONG ENTRY NOT RECOMMENDED
2  FD3571 Q 15JAN 1 BKKKUL KK1  0710 1015  15JAN  AK.CZZUL0
3 AP BKK 0 2207 9090
4 TK OK27DEC/BKK1A0980
5 SSR INFT FD UC1 TEST/NEWTESTMSTR 00MTHS/S2
6 SSR OTHS 1A FDTO REQUEST INFANT USE OSI FORMAT
7 SSR OTHS 1A FDTIN CONFIRMED - MUST PROVIDE PAYMENT
8 SSR OTHS 1A FDSUBJ CXL ON/BEFORE 27DEC WITHOUT PYMT
  
```

Warning from FD  
advising to input  
infant in OSI field

To get guaranteed fares, you must cancel this PNR and create a new one with the correct procedure for passengers traveling with infant.

Agent can add infant into the PNR by contacting Air Asia call center directly at 02 515 9897 or 02 515 9999. Alternatively, passenger can purchase infant seat at Air Asia airport counter. Air Asia charges THB 350 + VAT 7% = THB 375 per infant per sector.

- Guaranteed Fare from Air Asia:** Wait for a few seconds and then enter IR to retrieve the PNR. Air Asia will send the fare confirmation for that PNR in the SSR field along with the deadline. **If there is an infant in the PNR in OSI field, the fare for infant will NOT be included in the returned fare in SSR field.**

The booking and the guaranteed fare will be held for only 60 minutes. If no EPAY entry is made within 60 minutes, Air Asia will automatically cancel the booking.

```

>IR
--- RLR ---
RP/BKK1A0980/BKK1A0980          AK/RM  13DEC06/1608Z
YAMRVX
1.TEST/TESTER MR
2  FD3571 Q 21APR 6 BKKKUL KK1  0710 1015  21APR  AK.VZ15J0
3 AP 02-305-8190
4 APB BKK 02-305-8190
5 APM BKK +66813634523
6 TK OK13DEC/BKK1A0980
7 SSR ADTK 1A TOFD ON/BEFORE 14DEC OTHERWISE WILL BE XLD
8 SSR OTHS 1A FDTIN CONFIRMED - MUST PROVIDE PAYMENT
9 SSR OTHS 1A FDSUBJ CXL ON/BEFORE 14DEC WITHOUT PYMT
10 SSR OTHS 1A FDHK1 14DEC0008 TOT COST 5134.00 AMT DUE 5134.00
    BT
11 OSI FD -1INF TEST/NEWTEST MSTR 12MTHS DOB 12JAN05
  
```

Air Asia  
PNR code

Guaranteed fare for adult passenger only  
with deadline coming from Air Asia in SSR  
fields. Fare for infant NOT returned.

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**8. Payment to secure the reservation:** An agent must use EPAY entry to secure Air Asia PNR.

```
>SR EPAY FD NN1-CC/VI4444333322221111/EXP12 09-TESTER TEST C691
--- RLR ---
RP/BKK1A0980/BKK1A0980          AK/RM  13DEC06/1608Z  YAMRVX
1.TEST/TESTER MR
2  FD3571 Q 21APR 6 BKKKUL KK1   0710 1015   21APR   AK.VZ15J0
3 AP 02-305-8190
4 APM BKK +66813634523
5 TK OK13DEC/BKK1A0980
6 SSR ADTK 1A TOFD ON/BEFORE 14DEC OTHERWISE WILL BE XLD
7 SSR OTHS 1A FDTIN CONFIRMED - MUST PROVIDE PAYMENT
8 SSR OTHS 1A FDSUBJ CXL ON/BEFORE 14DEC WITHOUT PYMT
9 SSR OTHS 1A FDHK1 14DEC0008 TOT COST 5134.00 AMT DUE 5134.00
  BT
10 SSR EPAY FD HN1 CCVIXXXXXXXXXXXXX1111/EXP12 09/TESTER TEST
    C691
```

EPAY entry

The following is an EPAY entry & its explanation.

**>SR EPAY FD NN1 -CC / VI4444333322221111 / EXP12 09 - TEST TESTER C691**

SR	→	TRANSACTION CODE
EPAY	→	SSR CODE
FD	→	THAI AIR ASIA AIRLINE CODE
NN1	→	STATUS CODE (NN) AND NUMBER IN PARTY (1)
-CC	→	DASH, FOLLOWED BY CREDIT CARD INDICATOR
/VI4444333322221111	→	SLASH, TWO-LETTER CREDIT CARD CODE, FOLLOWED BY CREDIT CARD NUMBER
/EXP12 09	→	SLASH, FOLLOWED BY EXPIRY INDICATOR, EXPIRY MONTH, MANDATORY SPACE AND EXPIRY YEAR
-TESTER TEST	→	DASH, FOLLOWED BY NAME AS PRINTED ON THE CREDIT CARD
C	→	MANDATORY CODE
691	→	LAST 3 DIGIT CVV CODE ON THE BACK OF THE CREDIT CARD

**Remark:** Air Asia recommends passengers use only Visa (VI) and MasterCard (CA) and avoid credit cards issued by UOB and Standard Charter Banks.

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## Standard Ticketless Access Booking Procedure



9. **The booked class is full:** If your preferred booking class is full, after end the PNR Air Asia will update the flight segment with UC status.

```
RP/BKK1A0980/BKK1A0980          AK/RM  13DEC06/1637Z  YB7Z7L
1.TEST/TESTER MR
2  FD3571 S 21APR 6 BKKKUL UC1 0710 1015 21APR      AK. VZ18FD
3 AP BKK 207-9000
4 TK OK13DEC/BKK1A0980
5 SSR OTHS 14A 3571/21APR/BKKKUL/S CLASS BOOKED FULL
```

10. **Automatic cancel within 60 minutes:** If no payment (EPAY) is entered into the PNR within 60 minutes, the booking will be automatically cancelled (HX) by Air Asia. After it has been canceled (HX), an agent should enter **ERK** to accept the HX & update the PNR.

```
--- RLR ---
RP/BKK1A0980/BKK1A0980          AK/RM  13DEC06/1608Z  YAMRVX
1.TEST/TESTER MR
2  FD3571 Q 21APR 6 BKKKUL HX1 0710 1015 21APR      AK.VZ15J0
3 AP 02-305-8190
4 APB BKK 02-305-8190
5 APM BKK +66813634523
6 TK OK13DEC/BKK1A0980
7 SSR ADTK 1A TOFD ON/BEFORE 14DEC OTHERWISE WILL BE XLD
8 SSR OTHS 1A FDITIN CONFIRMED - MUST PROVIDE PAYMENT
9 SSR OTHS 1A FDSUBJ CXL ON/BEFORE 14DEC WITHOUT PYMT
10 SSR OTHS 1A FDHK1 14DEC0008 TOT COST 5134.00 AMT DUE 5134.00
    BT
11 SSR OTHS 1A SPACE CANCELLED BY FD - PAYMENT NOT RECEIVED
```

11. **PNR Modification not allowed:** No PNR modification is allowed after end of transaction. Any cancellations or modifications to the passenger name or air segment must be handled through Air Asia call center at 02 515 9897 (Mon – Fri: 0900 – 1800).

12. **Class of Service display:** Unlike class of service display from those of full service airlines, Air Asia's class of service display starts from the lowest class on the left to the highest class on the right.

```
AN21APRBKKKUL/AFD
**AMADEUS AVAILABILITY-AN ** KUL KUALA LUMPUR.MY 88 SU 21APR 0000
1  FD3571 V4 P4 U4 T4 Q4 K4 H4 BKK KUL L 0710 1015 0 733 2:05
```

\*\*\*\*\* V is the lowest class; and H is the highest class on FD 3571 \*\*\*\*\*

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## Standard Ticketless Access Booking Procedure



### **13. Commission:**

- a. Commission rate is 5% of the air fare and it will be calculated once every 3 months.
- b. Only 4 booking classes are entitled for commission. They are **M / H / K / Y**. Other classes of service are NOT commissionable.
- c. To be eligible for commission, agency must register with Air Asia.

### **14. Fees:** Thai Air Asia charges following fees for PNR modification.

- a. Name change – THB 500 + VAT 7% = THB 535 per passenger.
- b. Flight change – THB 500 + VAT 7% = THB 535 per flight, plus fare different if any.

### **15. Check-In:** Passengers can check-in at Air Asia counter with FD PNR code only or with national ID card or passport.