

### 1. Availability

1.1. Neutral Availability Display (AN) A travel agent can request a flight availability from Amadeus Neutral Availability Display (AN). In the Availability Display, Ticketless Access airline will be marked with a dash (-).

```
AN20APRKULHGH
** AMADEUS AVAILABILITY - AN ** HGH HANGZHOU.CN 90 MO 20APR 0000
1 D72602 WA YA KUL L HGH 0810 1310 T-333 5:00
```

1.2. Ticketless Access Airline Display (ACW) The travel agent cannot sell Ticketless Access Airline' seats from Neutral Availability Display. The agent needs to change to Ticketless Access Airline Display by using an "ACW" command. Then, the Ticketless Access Airline' seats can be sold.

```
>ACW1/B1
AWD720APRKULHGH/B1
**D7-AIRASIAX SDN BHD ** HGH HANGZHOU.CN ** MYR ** MO 20APR 0000
1 D7 2602 A1 KUL HGH 0810 1300 0 330 ADT AUYHGH 708.00
NO MORE FLIGHTS
```

Currency Code base on Departure City

RBD and number of seats

Ticket price

When using an "ACW" entry to change to Ticketless Access Airline Display, Amadeus will retrieve flight availability and price data directly from the airline's database.

>ACW1/B1

ACW	→ Transaction code
1	→ Line number of the flight
/B	→ A slash (/), followed by number of seat option (Mandatory)
1	→ Number of seats required

1.3. Ticketless Access Airline Display (AW) The travel agent can use a long entry to request Ticketless Access Airline Display without going into Neutral Display first, and then use ACW entry to change to Ticketless Access Display later.

```
>AWD720APRKULHGH/B3
AWD720APRKULHGH/B3
**D7-AIRASIAX SDN BHD ** HGH HANGZHOU.CN ** MYR ** MO 20APR 0000
1 D7 2602 A3 KUL HGH 0810 1300 0 330 ADT AUYHGH 708.00
NO MORE FLIGHTS
```

>AWD720APRKULHGH/B3

AW	→ Transaction Code
D7	→ Airline Code
20APR	→ Travel Date
KULHGH	→ City pair
/B	→ A slash (/), followed by number of seat option (Mandatory)
3	→ Number of seats required

## 2. Segment Sell (SS)

>SS1A1

RP/BKKTG21GF/  
1 D72602 A 20APR 1 KULHGH NN1 0810 1300 20APR

Remark:

- You can mix all 4 airlines under AirAsia Group (AK, FD, QZ, and D7) in the same PNR with mix RBD but you cannot mix AirAsia flight with other Airlines.
- You can book open jaws, domestic continuations.

Example 1

BKK – CNX [FD]  
HKT – BKK [FD]

Example 2

CNX – BKK [FD]  
BKK – HKT [FD]

Example 3

KUL – SDK [AK]  
SDK – BKI [AK]  
BKJ – JHB [AK]

- Due to AirAsia's limitations, the key requirement to allow a travel agent to commit an AirAsia's booking on partial international continuations is the need of having "at least one airport of each itinerary segment is located in the same country of the departure point of the first segment present in the PNR".

Example 1 (bookable)

TSN – KUL [D7]  
KUL – SZX [AK]  
SZX – BKK [FD]

Example 2 (bookable)

DPS – KUL [QZ]  
KUL – CGK [AK]

Not-bookable

TSN – KUL [D7]  
KUL – LTN [D7]

- Booking window
  - For credit card payment, up to 24 hours prior to flight departure
  - For Agency Account payment, up to 4 hours prior to flight departure

### 3. Other mandatory elements (NM, TK, APE, RF)

```
>NM1TEST/TESTER MR;AP+66811234567;APE-TEST@EMAIL.COM;TKOK;RFPAX
RP/BKKTG21GF/
RF PAX
1.TEST/TESTER MR
2 D72602 A 20APR 1 KULHGH NN1 0810 1300 20APR
3 AP +66811234567
4 APE TEST@EMAIL.COM
5 TK OK20JAN/BKKTG21GF
```

Remark:

- Email address is mandatory contact information for Ticketless Access PNR. The email address can be entered by using ">APE" entry.

```
>APE-TEST@EMAIL.COM
```

APE –	→ Transaction code followed by a dash (-)
TEST@EMAIL.COM	→ Email address

- You can enter more than 1 email address in the PNR but AirAsia will receive only the first one. Consequently, AirAsia will send Itinerary Receipt to only the first email address.

### 4. Chargeable Service (Checked Baggage)

The agent has option to request for ancillaries services i.e. Checked Baggage, by using "SRXBAG – weight in kilogram" command.

```
>SRXBAG-15KG
```

```
>SRXBAG-15KG
RP/BKKTG21GF/
RF Pax
1.TEST/TESTER MR
2 D72602 A 20APR 1 KULHGH NN1 0810 1300 20APR
3 AP +66811234567
4 APE TEST@EMAIL.COM
5 TK OK20JAN/BKKTG21GF
6 /SSR XBAG D7 NN1 15KG/S2
```

Remark: AirAsia offers 4 Checked Baggage sizes

Supersize Regular = 15 Kg / Supersize Medium = 20 Kg / Supersize Large = 25 Kg / Supersize Xtra Large = 30 Kg

### 5. Form of Payment

There are 2 forms of payment: - Credit Card or Agency Account

5.1. Credit Card Payment (AirAsia receives Visa, MasterCard, and American Express)

```
>FPCCVI4012122222222226/1210*CV123/HTESTERTEST
RP/BKKTG21GF/
RF PAX
1.TEST/TESTER MR
2 D72602 A 20APR 1 KULHGH NN1 0810 1300 20APR
3 AP +66811234567
4 APE TEST@EMAIL.COM
5 TK OK20JAN/BKKTG21GF
6 /SSR XBAG D7 NN1 15KG/S2
7 FP CCVI*****2226/1210*CV/HTESTERTEST
```

```
>FPCCVI4012122222222226/1210*CV123/HTESTERTEST
```

FP	→ Transaction Code
CC	→ Credit Card Identifier (Mandatory)
VI	→ Two-letter Credit Card Code (Mandatory)
4012122222222226	→ Credit Card Account Number (Mandatory)
/1210	→ Slash (/), followed by Credit Card Expiration date (Mandatory)
*CV	→ Asterisk (*), followed by CVV option (Mandatory)
123	→ Last 3 digits CVV Code on the back of the credit card (Mandatory)
/H	→ Slash (/), followed by card holder name option
Testertest	→ Card holder name

### 5.2. Agency Account Payment

```
>FPAG
RP/BKKTG21GF/
RF PAX
1.TEST/TESTER MR
2 D72602 A 20APR 1 KULHGH NN1 0810 1300 20APR
3 AP +66811234567
4 APE TEST@EMAIL.COM
5 TK OK20JAN/BKKTG21GF
6 /SSR XBAG D7 NN1 15KG/S2
7 FP AG
```

Remark: For Agency Account Payment, the agent has to contact AirAsia to setup a bank guarantee account. Then AirAsia will generate a unique account number for Agency Account Payment. The agent needs to inform Amadeus of this Agency Account number. Amadeus will insert the Account number into the agent's office profile so the system can automatically recognize its Account number when the agent uses ">FPAG" command for Agency Account Payment.

### 6. PNR Pricing (FXP)

You can price the PNR by using ">FXP" entry.

```

FXP

1  TEST/T

LAST TKT DTE  20JAN09 - SEE ADV PURCHASE
-----
      AL  FLGT BK   DATE      TIME  FARE BASIS   NVB   NVA   BG
      KUL
XHHG D7 2602 A    20APR09 810    AUYHGH                      NIL

MYR   708.00 20APR09 *TICKETLESS ACCESS CARRIER
MYR   30.00XT
MYR   738.00
GRAND TOTAL : MYR 758.00
    
```

*(Callout bubbles in the original image point to '708.00' and '738.00' with the text: 'Ticket price + Taxes but not include Checked Baggage charge' and 'Ticket price + Taxes + Checked Baggage' respectively.)*

Remark: It is highly recommended that all other entries [Name (NM), Flight (SS), Email (APE), Ticket Time Limit (TKOK), Baggage (SRXBAG), and Form of Payment (FP)] are entered before you price the PNR with FXP command to avoid any wrong calculation.

### 7. TST Display (TQT)

After pricing, you can display a ticket image by using

>TQT or >TQT/T followed by TST number if you have more than 1 ticket image

```

>TQT/T1
TST00001      BKKTG21GF KB/20JAN M 1          OD KULHGH SI
T-
FXP
1. TEST/TESTER MR
1  KUL D7 2602 A 20APR 0810  RQ AUYHGH          NIL
  HGH
FARE  F MYR      708.00
TX001 X MYR      0.00SA  TX002 X MYR      0.00SA  TX003 X MYR
25.00SADP
TX004 X MYR      0.00SA  TX005 X MYR      5.00SADP TX006 X MYR
0.00SA
TX007 X MYR      0.00BA
TOTAL  MYR      738.00
GRAND TOTAL MYR      738.00
*TICKETLESS ACCESS CARRIER

8.FP CCVI*****2226/1210*CV/HTESTERTEST
    
```

### 8. Chargeable Fee Display (TQM)

You can also display Chargeable Fee / Total Stored Miscellaneous (TSM) associated to a PNR by using >TQM

```
>TQM
M  P  R  NAME                TOTAL      FOP      ELEMENTS  T
1  .1  SSR TEST/TESTER MR    MYR        20.0      6         P
```

The system will list all TSM associated to a PNR.

You can request for a full detail of each TSM by using >TQM/M1

TQM	→ Transaction code
/M	→ Slash (/), followed by TSM line number option
1	→ Line number ของ TSM ที่แสดงในหน้า TQM list

```
>TQM/M1
TSM0001  TYPE P          BKKTG21GF KB/20JAN          CARR D7
1.TEST/TESTER MR
PRESENT TO: AIRASIA SDN BHD
           AT: KUL
TYPE OF SERVICE: SSR *XBAG
ADD INF/RKS:
ISSUED IN CONNEXION WITH:

FARE      F MYR          20.00          EQUIV      MYR          20.00
EXCH VAL  MYR          20.00
TOTAL     MYR          20.00
```

### 9. Complete the PNR (ER):

```
>ER
--- TST TSM RLR ---
RP/BKKTG21GF/BKKTG21GF          KB/SU  20JAN09/0857Z  2C7RUK
1.TEST/TESTER MR
2  D72602 A 20APR 1 KULHGH HK1  0810 1300  20APR
3 AP +66811234567
4 APE TEST@EMAIL.COM
5 TK OK20JAN/BKKTG21GF
6 /SSR XBAG D7 HN1 15KG/S2
7 SK LCAT AK PAYMENT CONFIRMED
8 RII *GRAND TOTAL* MYR758.00
9 FP CCVI*****2226/1210*CV/HTESTERTEST
```

SK element

Remark:

- At the end of transaction (ET or ER) flight status will change from HN to HK.
- The system will automatically insert SK element into a PNR as a notification that the reservation is complete.

### 10. AirAsia Record Locator

You can use ">RL" to display AirAsia Record Locator to confirm that there is a PNR created in AirAsia system,

```
-- TST TSM RLR ---
RP/BKKTG21GF/BKKTG21GF          KB/SU  18MAR09/0853Z  358IZM
1.TEST/TESTER MR   2.TEST/TESTEE MRS(INF/TOTLER)
3  QZ7693 K 15MAY 5 KULCGK HK2 1555 1655 15MAY
4 APE KULWONG@THAIAMADEUS.COM
5 TK OK18MAR/BKKTG21GF
6 /SSR XBAG QZ HK1 15KG/S3/P1
7 /SSR XBAG QZ HK1 20KG/S3/P2
8 SK LCAT QZ PAYMENT CONFIRMED
9 RII *GRAND TOTAL* MYR907.98
10 FP AG
>RL
RP/BKKTG21GF/BKKTG21GF          KB/SU  18MAR09/0853Z  358IZM
QZ/AZ39DQ
```

### 11. >RTLC entry

Occasionally, AirAsia system cannot process the credit card payment at the end of transaction (ET) right away. You will be prompted with a warning message as followed:

```
CHECK STATUS MANUALLY. BY USING RTLC OR CONTACT AIRLINE
--- TST RLR ---
RP/BKKTG21GF/BKKTG21GF          AB/AS  11AUG09/0723Z  YMHXWF
BKKTG21GF/0101AB/11AUG09
1.MILLER/SIENNA MISS   2.DIAZ/CAMERON MISS
3  FD3163 A 07SEP 1 BKKKBV HN2 1020 1140 07SEP
4  FD3164 A 12SEP 6 KBVBKK HN2 1205 1325 12SEP
5 APE SMILLER@GMAIL.COM
6 TK OK11AUG/BKKTG21GF
7 OSI YY RSVN BY KULWONG
8 RII *GRAND TOTAL* THB5385.00
9 FP CCVI*****5555/1212*CV/HCAMERON
```

From the above example, the booking status remains "HN" and no "SK element" added into the PNR. You can use >RTLC entry to force the credit card transaction once more. Once you enter

>RTLC, Amadeus will collect all the information and pass on to AirAsia system for credit card payment. If the credit card payment is successfully processed, booking status will be updated to "HK". And "SK element" will automatically be added into the PNR.

```
>RTLC
--- TST RLR ---
RP/BKKTG21GF/BKKTG21GF          AB/AS  11AUG09/0723Z  YMHXWF
BKKTG21GF/0101AB/11AUG09
1.MILLER/SIENNA MISS  2.DIAZ/CAMERON MISS
3  FD3163 A 07SEP 1 BKKBV HK2 1020 1140 07SEP
4  FD3164 A 12SEP 6 KBVBK HK2 1205 1325 12SEP
5 APE SMILLER@GMAIL.COM
6 TK OK11AUG/BKKTG21GF
7 OSI YY RSVN BY KULWONG
8 SK LCAT AK PAYMENT CONFIRMED
9 RII *GRAND TOTAL* THB5385.00
10 FP CCVI*****5555/1212*CV/HCAMERON
```

Remark: Should the payment still cannot be processed at this time, the system will show another warning message, "Payment not yet approved – retry later". You can keep using >RTLC entry to manually force the payment process. If, ultimately, the credit card cannot be processed, you will be advised to contact airline directly with this warning message, "Payment failed – contact airline".

## 12. Infant

You can reserve a seat for infant as you would normally do on any full service airlines.

```
--- TST TSM RLR ---
RP/BKKTG21GF/BKKTG21GF          KB/SU  18MAR09/0853Z  358IZM
1.TEST/TESTER MR  2.TEST/TESTEE MRS (INF/TOTLER)
3  QZ7693 K 15MAY 5 KULCGK HK2  1555 1655  15MAY
4 APE KULWONG@THAIAMADEUS.COM
5 TK OK18MAR/BKKTG21GF
6 /SSR XBAG QZ HK1 15KG/S3/P1
7 /SSR XBAG QZ HK1 20KG/S3/P2
8 SK LCAT QZ PAYMENT CONFIRMED
9 RII *GRAND TOTAL* MYR907.98
10 FP AG
```

Pricing as normal with >FXP

```

>FXP
FXP
      PASSENGER          PTC      NP      FARE<MYR>      TAX      PER      PSGR
1  TEST/T              ADT      1      319.99      89.00      408.99
2  TEST/TESTEE MRS    ADT      1      319.99      89.00      408.99
2  TEST/TOTLER        INF      1      30.00       0.00       30.00

                        TOTALS      3      669.98      178.00      847.98

GRAND TOTAL : MYR 907.98
    
```

Use >TQM to display Chargeable fees

```

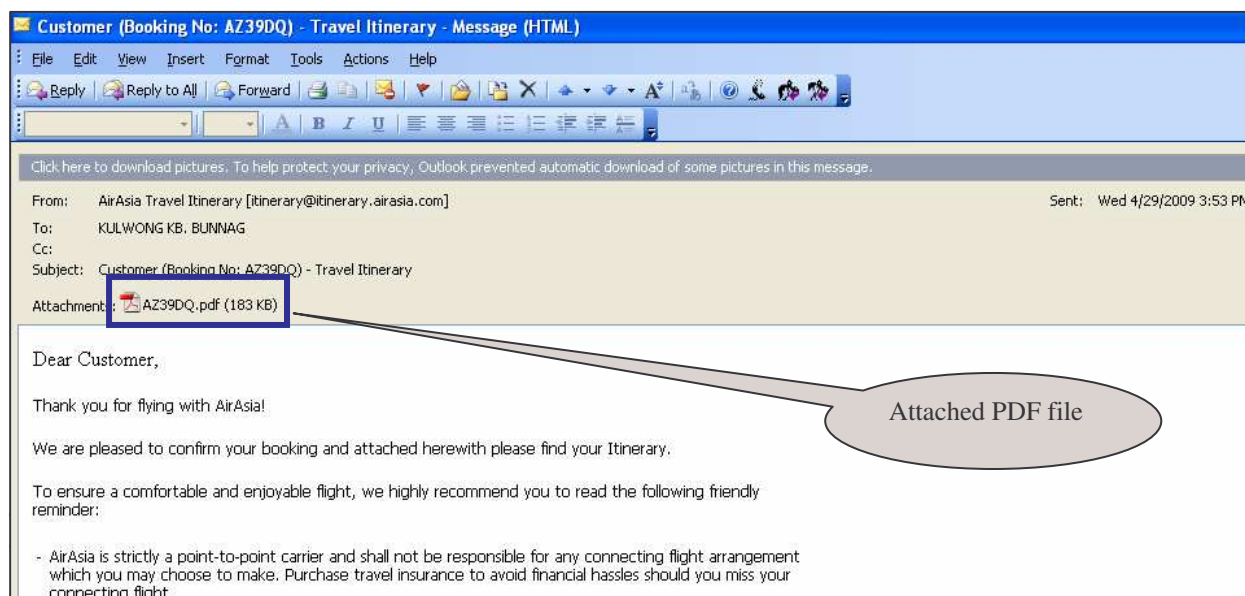
>TQM
M  P  R      NAME          TOTAL          FOP  ELEMENTS  T
1  .1  SSR TEST/TESTER MR  MYR          5.00          6          P
2  .2  SSR TEST/TESTEE MRS MYR         55.00          7          P

>TQM/M2
TSM0002  TYPE P          BKKTG21GF KB/18MAR          CARR QZ
2.TEST/TESTEE MRS
PRESENT TO: PT INDONESIA AIRASIA
            AT: KUL
TYPE OF SERVICE: SSR *XBAG
ADD INF/RKS:
ISSUED IN CONNEXION WITH:

FARE      F  MYR          55.00          EQUIV      MYR          55.00
EXCH VAL  MYR          55.00
TOTAL      MYR          55.00
    
```


### 13. AirAsia Itinerary Receipt

Once you end transaction and a PNR is created on Amadeus and AirAsia System, AirAsia will send a confirmation email to email address shown in the PNR.




The confirmation email contains various documents in a PDF file attachment.

### 13.1. Itinerary Receipt for Check-in



## Travel Itinerary



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E-Gift Voucher, the perfect gift for every occasion

**Booking Details**



**Booking Number:**  
**AZ39DQ**

**Booking Date** : Wed 29 Apr 2009

**Name** : Customer

**Address** : Amadeus IT Group SA, BKK, Amadeus Thailand

**Contact** : 0000000 (tel) 0000000 (mobile)

**Email** : KULWONG@THAIAMADEUS.COM

**Guest Details** () denotes infant

1.MS TESTEE, TEST  
(TOTLER, TEST)

2.MR TESTER, TEST

**Flight Details**

	Flight	→ Departing	→ Arriving
	<b>QZ7693</b> Economy	<b>Kuala Lumpur (KUL)</b> Kuala Lumpur (LCC Terminal) Fri 15 May 2009, 1555 hrs	<b>Jakarta (CGK)</b> Soekarno Hatta International Airport Fri 15 May 2009, 1655 hrs


**InFlight Services**

Guest	ASR	Kuala Lumpur	→ Jakarta	ASR
TESTEE, TEST		• Infant	• Supersize Medium (Up to 20KG)	
TESTER, TEST		• Supersize Regular (Up to 15KG)		




AirAsia X flies you to the Capital of Taiwan, Taipei

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13.2. Invoice shows ticket price, tax, payment method and other charges.




## Invoice

PT. Indonesia AirAsia  
 Office Management Building, 2nd Floor, Soekarno Hatta International Airport  
 Cengkareng, Jakarta 19110  
 Indonesia

Payment		Confirmation	
<b>Flight</b>		<b>Date</b> Wed 29 Apr 2009	
2 Guest	639.98 MY	<b>Type</b> Agency Payment	
Administration Fee	128.00 MY	<b>Amount</b> 907.98 MY	
Fuel Surcharge	50.00 MY		
<b>Sub Total</b>	<b>817.98 MY</b>		
<b>Services &amp; Fees</b>			
Supersize Medium (up to 20KG)	55.00 MY		
Sales Fee	0.00 MY		
Infant Fee	30.00 MY		
Supersize Regular (up to 15KG)	5.00 MY		
<b>Sub Total</b>	<b>90.00 MY</b>		
<b>Total Amount</b>	<b>907.98 MY</b>		
<b>Total Paid</b>	<b>907.98 MY</b>		
<b>Balance</b>	<b>0.00 MY</b>		

13.3. Fare Notes and rules



## Travel Advice

**Fare Rules**

**Economy :**

- Bookings made with this fare only permit flight changes more than 48 hours prior to scheduled departure for a specified fee per guest per sector, plus any applicable difference in airfare
- This fare is capacity controlled. Seats offered at this fare are limited and may not be available on all flights
- All fares are subject to change until purchased
- For full set of taxes, fees, charges and accompanying terms & conditions please read our Terms & Conditions

**Must Know**

- Check-In and Deadlines: Our check-in counters are open two (2) hours before the scheduled flight departure time. The counters close forty-five (45) minutes before the scheduled flight departure time.
- Check-in deadlines may vary at different airports and for particular flights. It is your responsibility to ensure that you comply with these deadlines particulars of which will be available at the time you make your booking
- Identity: We will provide carriage only to the Passenger named in the Itinerary or Electronic Ticket. You will be required to produce appropriate identification at check-in
- No complimentary food & drinks are served onboard
- It is important to read all the terms & conditions delivered with this travel itinerary