

## Book Air Asia on Amadeus – FAQs

**Q: Who all can create bookings on Air Asia and Airlines under it?**

Ans: All Amadeus Travel Agents can create booking for Air Asia.

**Q: What formats are used for itinerary pricing for Air Asia?**

Ans: The following pricing formats and options are available for light ticketing carriers:

- FXP: standard itinerary pricing entry
- FXX: standard informative itinerary pricing entry
- FXH: standard informative ancillary services pricing entry
- FXG: standard ancillary services pricing entry

**Q: Is it possible to display the list of additional services in a graphical and/or cryptic style catalogue (FXK)?**

Ans: Yes, those carriers for which the dynamic catalogue of services is available will show all their ancillary services with the entry FXK.

**Q: What forms of payment are accepted by the Air Asia?**

Ans: Air Asia supports the following forms of payment.

- Agency Payment: FPAG
- Credit Card: Visa (FPCCVI), Master Card (FPCCCA) supported.

Please refer to GGAIKAK for more information.

**Q: Can agency credit shell be used for payment on Amadeus.**

Ans: Yes, the agency credit shell can be linked to agency profile. Contact your Amadeus sales team for same.

**Q: How is the credit card fees handled?**

Ans: Credit card fees are computed and pushed by the airline. They are calculated according to the total amount of the reservation (flights and services). On pricing of the itinerary (FXP) and of the possible services booked (FXG), an auxiliary segment (SVC segment) is created. The maximum validity shown in the SVC segment is the date of the booking of the flights and services.

**Q: Are flights and services confirmed when saving the PNR (ER)?**

Ans: Saving the PNR generates an Amadeus reference, while flight segments and services remain on HN status. When issuing, the PNR is confirmed by the carrier and the carrier's reference can be displayed through the RL format.

**Q: Is an e-mail address always mandatory to confirm a light ticketing carrier booking?**

A: Yes, it should be entered in APE element.

**Q: In a multi-passenger booking, is it possible to issue one passenger first and the other passengers later?**

Ans: The flight segments, the credit card fees and the services have to be issued together and in a combined fashion (TTP/TTM) for all the passengers in the PNR.

**Q: Are documents issued reported in the TJQ sales status?**

Ans: Yes, sales report dedicated to light ticketing airlines is available and can be displayed by means of the entry TJQ/T-carrier code example TJQ/T-I5.

**Q: Is it possible to cancel documents issued on a light ticketing carrier within the accounting day?**

Ans: For cancellation and refund, airline needs to be contacted

**Q: Can I modify light ticketing bookings?**

Ans: For re-issuing tickets, travel agents need to contact airline

**Q: What is the baggage permitted on Air Asia?**

A: Free checked in baggage of 15 kg is permitted.

**Q: Is FA generated with ticket number?**

Ans: Yes, FA is generated with ticket number but it is not transmitted to Airlines.

**Q: How are passengers informed regarding schedule changes?**

Ans: Airline will send e-mail to inform passenger as APE element is mandatory while creating the PNR.

**Q: Can we sell Air Asia vide LCC Smart?**

Ans: Yes.

**Q: What indicator appears with pricing?**

Ans: The indicator is "M" for Manual in automatic pricing of public or negotiated fares.

**Q: Is there a pre-requisite to price additional services (FXH or FXG)?**

A: Yes, the booking must have pricing saved (TST).

**Q: Can we use the last ticketing date to hold a light ticketing PNR?**

Ans: PNRs must be booked and issued at the same time in order to guarantee the booking and the fare.

**Q: Is it possible to issue flights and services separately?**

Ans: The combined issuance of flight segments with possible services booked and credit card fees is mandatory (TTP/TTM). The message "COMBINED ISSUANCE MANDATORY" is shown for TTP or TTM entries.

**Q: How can I see if the airline documents have been issued for a PNR?**

Ans: After issuance, the FA and FB lines are associated to the service booked in SSR (indicator E for reported Element at the end of lines FA and FB), to the auxiliary segment (SVC line, indicator S for reported Segment at the end of lines FA and FB) and to the flight segments (indicator S).The issue of light tickets is shown by the indicator "LT" (Light Ticketing) in the FA lines. Additionally, for tickets issued for flight segments, the first four figures after the numerical airline code (NALC) start with 2401.

**Q: Is it possible to display the image of issued documents?**

Ans: The TWD and EWD formats are not available since the tickets issued are not electronic documents.

**Q: If the Air Asia booking is done on Amadeus, can it be retrieved through Air Asia website?**

Ans: Yes