

## **BOOK AIR ASIA ON AMADEUS FREQUENTLY ASKED QUESTIONS:**

**Q: How many airlines are under Air Asia?**

A: There are four airlines are Air Asia, such as:

- AK – Air Asia
- FD – Thai Airasia
- QZ – Indonesia Airasia
- D7 – Flyasianxpress

**Q: Will the FAQ remain the same for all the above-mentioned four airlines under Air Asia?**

A: Yes.

**Q: Who all can create bookings on Air Asia?**

A: Travel agents having quota on Air Asia can create bookings & issue tickets.

**Q: Can agencies sell Air Asia flights departing within 24 hours?**

A: Booking of Air Asia flights departing within 24Hrs is not allowed. Please do not sell flights departing within 24 hours.

**Q: When making a booking on Air Asia (AK, FD, QZ, D7), why is the availability on request?**

A: Because of some technical issues with Navitaire, availability on Air Asia (AK, FD, QZ, D7) will be on request from now until 24 December 2006 after which it should be 4 seats per class.

**Q: What are the accepted passenger titles when making a booking for Air Asia?**

A: There are five passenger titles, which Air Asia will accept: MR., MRS., MISS, MS. and MSTR.

**Q: Does Air Asia accept multi-destination bookings?**

A: No. Air Asia only accepts point-to-point reservations (one way, return). Although it is possible to do this on Amadeus, we are working with ABG to suppress this functionality as passengers may have problems while checking in.

**Q: Do we need to price a PNR on Amadeus for Air Asia bookings?**

A: Pricing a PNR is not a mandatory part of the overall booking process. A confirmed fare will be returned by Air Asia as an SSR element in the PNR following an ER/ET and IR.

**Q: How do we modify an Air Asia booking?**

A: After payment is made via SSR ePay (credit card), all modifications to a PNR needs to be done by Air Asia.

**Q: What information does a passenger need in order to check in at the airport?**

A: In order to check in at the airport, a passenger will need to have an Air Asia code or PNR only. Passengers can get the details to their PNR via the Amadeus [www.checkmytrip.com](http://www.checkmytrip.com) or via an itinerary print done from an agency

**Q: Why is there no fare returned on a booking with an infant?**

A: We are aware that there is an issue with an infant being included in an Air Asia PNR. If a travel consultant adds an infant in a PNR, it is rejected when a confirmed price is requested. We are investigating and will get back to the ACO as soon as possible.

**Q: Is a travel consultant entitled to reward points on Amadeus Rewards for Air Asia bookings?**

A: Amadeus Rewards calculates points based on segment information from BIDT (DABA). From what we have seen, LCC segment information is included (i.e. 3K). At this point in time, Amadeus Rewards is unable to differentiate segments by airline. If there is a requirement at a regional level to separate segments made on LCC's, then the system will need to be enhanced to support this.

**Q: Is the SSR ePay transaction commissionable for a travel agency?**

A: It is for agencies, which have commission arrangements with Air Asia (they know this by the agency office id that is sent to them).

**Q: Are all taxes collected by AK at the time of booking confirmation? Does anything need to be paid at the Airport?**

A: All the taxes will be collected at the time of booking confirmation, nothing have to be paid at the Airport.

**Q: Can passengers pay in cash?**

A: No

**Q: What are the Credit Cards accepted as Form of Payment?**

A: All sorts of Credit Cards will be accepted.

**Q: Is it necessary to use passenger's credit card or agent's credit card will do?**

A: Passenger can pay to the agent in cash & in turn agent can pay by his/her corporate credit card.

**Q: How would agent get his commission? Would the agents' commission be adjusted by the Airline separately?**

A: Within 3 months the agents will get the cheque directly from Air Asia, if he/she is a 'Sky Agent' member.

**Q: What are the documents needed during check-in at the Airport?**

A: E-ticket, Photo – ID or Passport.

**Q: Can passengers rebook or cancel their flights?**

A: This goes as per the fare conditions.

**Q: What is the penalty amount and procedure for changes and cancellations of reservations made on Amadeus?**

A: This goes as per the Fare basis rules.

**Q: Where can the agents find out further information on Air Asia?**

A: They can visit their website at [www.airasia.com](http://www.airasia.com) or Call at your local Air Asia office. They can also mail their queries to [bookings.airasia@rlgroup.com](mailto:bookings.airasia@rlgroup.com)