**How to Book Tigerair from Availability– Clue card**

Galileo Smartpoint 5.1 onwards

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| Look for neutral or carrier specific display Availability | **A24JULBKKSIN**  **A24JULBKKSIN+18JUL (SMARTPOINT ONLY)**  **A24JULBKKSIN\*TR** |  |
| Book required class |  | N1Y1 or f*rom Smartpoint neutral availability clicking on the class will do a direct sell.*  Please see separate clue card for booking from a Fare Shopping workflow  *To select a different itinerary option from carrier specific availability, Click on or TAB to >A\*TR/02 to move to option 2 then click on or TAB to Details:>FDL02 to see the cost breakdown for all booking classes.*  *From the details page, click on or tab to any of the sell options to sell the required class >01N2*  *Flight segments will be returned to the PNR with a ZK status.*  The entire booking takes place via the airlines API and therefore the active segments reside with the direct payment carrier and not in the GDS.  The ZK status code is for direct payment carriers only. |
| Enter mandatory passenger information | **N.TEST/JADEMRS**  **T.T\***  **W. or D.**  **MT. or MF.**  **P.**  **SI.P1/SSRDOCSTRHK1////GB/12JUL76/M//TEST/JADE**  **R.** | *5 Fields required for the address including country and post code \*P/*  *Date of birth and Nationality are required to end booking (Use Current GDS Formats for SSRDOCS)* |
| Fare Quote Booking | **FQ** | *If you have scheduled carrier segments in your PNR you will need to quote the Tiger Airways segments individually i.e. FQSx (x= Segment number)* |
| Selling ancillaries | Click on or TAB to **DAS\*Cxx** (xx=Direct Payment Carrier) |  |
| To sell a bag/sport equipment | Make sure “**\***” is next to the service required :    Then TAB to **Book: >DAS01/S1/P1/C1**    Count added to the detail screen: | *C1 = to number of bags required, Count 1*  *Any ancillaries added to the reservation will be added to the running total within the FQ under OptSvcs* |
| To display seat map | **SA\*S1** | *Please note the booking file has to be priced before trying to display a seat map* |
| To sell a seat from the seat map | TAB to **Sell:>S.P01S1/**  Indicate from the seat map which seat is required, and enter it after the “/” or tab stop and hit “Enter”    Response on the details screen: | *Please note the number in the seat map represents a price i.e. 2C costs THB225.00*  *The prices are detailed in the legend on the left hand side.* |
| To Pay for and complete booking | **ZF\* to display payment options**    **Tab to book and add credit card information**    Or  Agency Payment can also be used as per option 3  **ZF/CTR/AP/X1234**  (Agency payment with Agent Payment ID only for carrier Tigerair)  Or  **ZF/AP/X1234/PASSWTP**  (Agency payment with Agent Payment ID and Password details for all segments in the PNR)  If the Password has Lower and Upper case Characters, please see below entry format)  **ZF/AP/X1234/PASS\*w\*o\*r\*d**  (must enter a “\*” before each lower case character)    **Now enter ER**  ***Galileo Reference returned and the Tigerair vendor locator under \*VL. To display the booking in the Tigerair system enter Z\*R/CTR***  When a direct payment carrier reservation is completed, document itinerary (DI) remarks will be created within the PNR to be passed to Mid/Back office. | *Please note credit card information will come across from the FOP line if present. You can override by typing new credit card details.*  *For agency payment field please contact Tigerair to obtain an account for the airline.*  *Upper and Lower Case Entry for Passwords (Lower case cannot be entered into the GDS)*  *Please see entry in Left column to identify how to work with Upper and Lower case.*  *The Tigerair confirmation will be emailed to the email address in the MT or MF field.* |

For further information please see ASK Travelport, Travelport Aggregated Shopping User Guide, Answer ID AN9274