BOOKING ENTRIES

1. BOOKING FLOW OPTION 1
a. Amadeus neutral availability
>**AN12JANBCNAMS/AHV**

```
AN12JANBCNAMS/AHV
** AMADEUS AVAILABILITY - AN ** AMS AMSTERDAM.NL        54 TU 12JAN 0000
1  HV5132  B2 C2 A2       BCN 2 AMS   1010   1235  T0-73H    2:25
2  HV5134  B3 C3 A3       BCN 2 AMS   1740   2005  T0-73H    2:25
```

b. Airline availability and fare display (Optional)
Direct availability request is optional for booking Transavia.
>**ACW1/B1** = Mandatory after AN for <u>fare display</u>.

```
AWHV12JANBCNAMS/B1 -AC-
** HV - TRANSAVIA AIRLINES ** AMS AMSTERDAM.NL      ** EUR ** TU 12JAN
1 HV 5132  A9 BCN 2 AMS   1010   1235   0 73H ADT NBAHV      36.90
           B9                                 ADT NP1HV      54.90
           C9                                 ADT NBIHV      81.90
2 HV 5134  A9 BCN 2 AMS   1740   2005   0 73H ADT NBAHV      36.90
           B9                                 ADT NP1HV      54.90
           C9                                 ADT NBIHV      81.90
NO MORE FLIGHTS
```

c. Segment sell
>**SS1B1** directly from HV/TO neutral availability screen (above), standard short sell entry (Any available branded fare can be sold)

```
RP/AMS1A0981/
  1  HV5132 B 12JAN 2 BCNAMS NN1  1010 1235  12JAN
```

2. BOOKING FLOW OPTION 1
a. Airline availability and fare display (MANDATORY)
> **AWHV12JANBCNAMS/B1** = long availability entry.
From neutral availability screen, you can request HV or TO availability and fares (taxes included) in real time.

```
AWHV12JANBCNAMS/B1 -AC-
** HV - TRANSAVIA AIRLINES ** AMS AMSTERDAM.NL      ** EUR ** TU 12JAN
1 HV 5132  A9 BCN 2 AMS   1010   1235   0 73H ADT NBAHV      36.90
           B9                                 ADT NP1HV      54.90
           C9                                 ADT NBIHV      81.90
2 HV 5134  A9 BCN 2 AMS   1740   2005   0 73H ADT NBAHV      36.90
           B9                                 ADT NP1HV      54.90
           C9                                 ADT NBIHV      81.90
NO MORE FLIGHTS
```

b. Segment sell
>**SS1T1** = segment sell directly from HV/TO neutral availability screen (above) or airline availability. Any available fare can be sold.

```
RP/AMS1A0981/
  1  HV5132 B 12JAN 2 BCNAMS NN1  1010 1235  12JAN
```

3. MANDATORY PNR ELEMENTS
>**NM1SMITH/JOHN MR (ADT/01JAN69)** = name & DOB cfr. passport mandatory
>**NM1SIMPSON/MAGGIE(CHD/05APR08)**
>**NM1LEAVEY/PATRICK MR(INF/MICHAEL/01JUN11)**
>**AP 33123456789**
>**APE-JOHN.SMITH@EMAIL.COM** = only 1st e-mail address sent to HV/TO
>**RFxx**
>**TKOK**
>**FPCCVIXXXXXXXXXXXXX1111/0113*CV123/HFAKEHOLDER**
= Credit Card form of payment
More details available in **GGAIRHV help pages**.
Accepted Credit cards are: Visa, Amex, Mastercard and UATP
Note: Booking via this method is **PCI compliant**

4. SSR (SPECIAL SERVICE REQUEST)
>**SR XBAG – KG15 PC5 /S2**
SR XBAG **must** be entered before pricing.

```
RP/AMS1A0981/
  1.MAROUF/LAVA
  2   HV5132 B 12JAN 2 BCNAMS NN1  1010 1235   12JAN
  3 AP AMS +31(0)654702621 - AMADEUS THE NETHERLANDS - A
  4 APE LMAROUF@AMADEUS.COM
  5 TK OK19NOV/AMS1A0981
  6 /SSR XBAG HV NN1 KG15/S2
```

>**SM**
To request seat map GUI and select seat
>**ST/10F/S2/P1**
Note: all services "/SSR" are chargeable

5. PNR PRICING
Price returned in the **currency of point of departure** by default.
>**FXX** (optional) – standard informative itinerary pricing entry (without TST creation).
>**FXP** – standard itinerary pricing entry.

```
FXP

01 MAROUF/LAVA

-----------------------------------------------------
    AL FLGT  BK T DATE   TIME   FARE BASIS      NVB  NVA   BG
BCN
AMS HV  5132 B  B 12JAN 1010   NP1HV

EUR    33.31       12JAN16BCN HV AMS33.31EUR33.31END
EUR     1.90SA
EUR    19.69SA
EUR    54.90
EUR     3.00 AIRLINE FEES
EUR    54.90 TOTAL
INSTANT ISSUANCE REQUIRED FOR THIS CARRIER
PRICED VC HV
```

>**FXH** (optional) – standard informative ancillary services pricing entry (without TSM creation).
>**FXG** - standard ancillary services pricing entry (mandatory if there are services in the PNR).

```
FXG

PASSENGER          PTC ------------------------------------
OC   SRV    NP PR FLGT DATE (EUR)FARE    TAX        TOTAL

01 MAROUF/LAVA       ADT
988  CCCH   1 HV     19NOV EUR3.00                EUR3.00
0C1  XBAG   1 HV5132 12JAN EUR15.00               EUR15.00
```

6. TST and TSM DISPLAY (OPTIONAL)
>**TQT** is the standard TST display (Transitional Stored Ticket).
>**TQM** is the standard TSM display (Transitional Stored MCO).

```
M  P    R   NAME            TOTAL         FOP          ELEMENTS T
5  .1   D/D MAROUF/LAVA     EUR    3.00                2        P
6  .1   C/A MAROUF/LAVA     EUR   15.00                7        P

DELETED TSM RECORDS MAY EXIST - PLEASE USE TMH
```

7. END OF TRANSACTION
>**ER** is the entry to end the transaction, save the PNR and create Amadeus record locator.

```
--- TST TSM RLR ---
RP/AMS1A0981/AMS1A0981           LM/SU  19NOV15/1356Z   5FFC3G
  1.MAROUF/LAVA
  2 /SVC HV HK1 CCCH AMS 19NOV
  3   HV5132 A 12JAN 2 BCNAMS HN1  1010 1235   12JAN
  4 AP AMS +31(0)654702621 - AMADEUS THE NETHERLANDS - A
  5 APE LMAROUF@AMADEUS.COM
  6 TK OK19NOV/AMS1A0981
  7 /SSR XBAG HV HN1 KG15/S3
  8 FP CCVI4012XXXXXXXXXXXX/1218*CV/HFAKEHOLDER
  9 FV PAX HV/S3
```

8. LIGHT TICKET ISSUANCE (TTP/TTM)
> **TTP/TTM** - combined issuance of light tickets for itinerary/services. Pay (approval code) and confirm (HK) the booking for itinerary and services.
There is no ETKT nor EMD created after a light ticket issuance (no TWD or EWD).
Triggers the sending of standard back-office A.I.R.
In case of Transavia France segments (TO), validating carrier will be Transavia (HV) with numerical airline code 979.

```
--- TST TSM RLR ---
RP/BRUBG21TS/BRUBG21TS           ID/SU  23SEP13/1355Z   26ONT4
BRUBG21TS/0675ID/23SEP13
  1.DESMET/INGE
  2 /SVC HV HK1 CCCH BRU 23SEP
  3   HV5134 A 12FEB 3 BCNAMS HK1  2045 2310   12FEB
  4 AP BRU 022579900 - AMADEUS TEST OFFICE ID - A
  5 APE IDESMET@BENELUX.AMADEUS.COM
  6 TK OK23SEP/BRUBG21TS
  7 /SSR XBAG HV HK1 KG15/PC1/S3
  8 FA PAX 979-2401012090/LTHV/EUR37.00/23SEP13/BRUBG21TS/08206881/S3
  9 FA PAX 979-8201013705/LTHV/EUR3.00/23SEP13/BRUBG21TS/08206881/S2
 10 FA PAX 979-8201013706/LTHV/EUR13.00/23SEP13/BRUBG21TS/08206881/E7
 11 FB PAX 2300000003 TTP/TTM OK DOCUMENTS ISSUED/S3
 12 FB PAX 2300000003 TTP/TTM OK DOCUMENTS ISSUED/S2
 13 FB PAX 2300000003 TTP/TTM OK DOCUMENTS ISSUED/E7
 14 FM PAX *C*0.00/S3
 15 FP CCVIXXXXXXXXXXXXX1111/1215*CV/N81
 16 FV PAX HV/S3
```

9. DISPLAY ONLINE SALES REPORT
After issuance you can display light tickets in a dedicated online sales report. Light tickets issued are not reported to BSP.
> **TJQ/SOF/T-HV**

```
AGY-NO - 08206881          QUERY REPORT 23SEP          CURRENCY EUR
OFFICE - BRUBG21TS         SELECTION:
AGENT  - ALL                                           23 SEP 2013
---------------------------------------------------------------------
SEQ NO A/L DOC NUMBER TOTAL DOC   TAX    FEE   COMM FP PAX NAME AS RLOC   TRNC

000001 979 2401012090   37.00    0.00   0.00   0.00 CC DESMET/I ID 26ONT4 TKTT
000002 979 8201013705    3.00    0.00   0.00   0.00 CC DESMET/I ID 26ONT4 EMDS
000003 979 8201013706   13.00    0.00   0.00   0.00 CC DESMET/I ID 26ONT4 EMDA
```

10. MODIFY A CONFIRMED HV PNR

>RT – retrieve PNR using the regular options
>SB – switch your flight segments to another date, time or class
Or make the other requested PNR changes.
With Amadeus Ticket & Service Changer you can re-price **for free1** HV flight & services changes: Travel date – travel time - service change.
First re-book the itinerary and the services then re-price and prepare for issuance.
Make sure **NOT to remove the FHP lines** with original document number references.
When removed you will not be able to insert them manually and they are required to complete the reissue process.
Re-price itinerary first, followed by a re-pricing of services:
>FXF – informative re-pricing of itinerary
>FXQ – confirmed re-pricing of itinerary (TST creation)
>TQR – display the Amadeus Ticket Changer reissue panel
>FXF/EMD - informative re-pricing of service
>FXQ/EMD - confirmed re-pricing of services (TSM creation)
In case of additional collect remove the FOP and replace by:
>FPO/CCAX+/CCVIXXXXXXXXXXXX2574/1214*CV123
Insert FOP on new chargeable TSM (penalty, CC fee) and old FOP on exchange documents:
>TMI/M4,5/FP-CCVIXXXXXXXXXXXX2574/1214*CV123
>TMI/M6/FP-O/CCVI+/
CCVIXXXXXXXXXXXX2574/1214*CV123
Update FV element
Reissue tickets and services simultaneously:
>TTP/TTM/Px/My-z where x is pax line number / y, z are TSM-P numbers
Make sure to select all TSM-P (both new services and newly calculated airline fee) for reissue

Ancillary services sold by Transavia.com

Description	Service code in Amadeus
Chargeable luggage max 15 kg	XBAG-KG15 PC5
Chargeable luggage max 20 kg	XBAG-KG20 PC5
Chargeable luggage max 25 kg	XBAG-KG25 PC5
Always use PC5, independent of actual nr of bags. Pax may take up to 5 pieces. Max 50 kgs per person. Max 32 kgs per piece.	
BIKE	BIKE
HANGGLIDER	DELT
DIVING EQUIPMENT	DIVE
FISH EQUIPMENT	FISH
GOLF EQUIPMENT	GOLF
PET IN CABIN	PETC
WINTERSPORT EQUIPMENT	SKIS
SURFBOARD AND OTHS	SURF
INFANT FEE (0-2 yrs) max 1 per row	INFT
All services can be booked per stretch and are non-refundable.	

Note: To book more KG on top of the free baggage allowance within Plus & Max fares, ensure to first delete the automatically created XBAG SSR. Add a new SSR with total amount of KG baggage with SR XBAG–KG40 PC5/Sn and then price the services with FXH/FXG.

Note: Name change is now also supported for Transavia. Within Basic & Plus branded fare there is a fee + possible fare difference applicable. Within Max branded fare name change is included.

Functions not yet supported by HV & TO
- HV & TO segments cannot be mixed in same PNR.
- It is not possible to mix, A, B and C class in the same PNR
- Reroutings or cancellations can only be processed currently through Transavia call centre.
- Refund is not possible for HV/TO in Amadeus

1 Pricing generated by HV – not guaranteed by Amadeus

BOOKING ENTRIES (SHORT & LONG)

Entry	Entry title
AN15OCTBCNAMS	Neutral availability entry
ACW2/B1	2 = line nb, /B = nb of passengers
Entry which will interactively display Transavia branded fares availability and fares.	
AWHV12JANBCNAMS/B1	Long availability entry
SS1A1	Short sell entry For HV Basic fare use A class For HV Plus fare use B class For HV Max fare use C class
NM1MARTINS/JOHN	Name entry
Please enter the name as it appears in the passport to avoid traveller encountering problems at check-in	
APE-JMARTINS@MYEMAIL.COM	E-mail entry
AP 0123456789	Phone contact (optional)
RFxx	Add received from element
TKOK	TK entry
This is a mandatory entry to complete the PNR	
FPCCVIXXXXXXXXXXXXX2574/1214*CV123/CCHOLDER	Form of payment entry for credit card
Enter the payment details before the pricing entry as the credit card fee is calculated at pricing time.	
FFNHV-1234567890	Enter Flying Blue card nr to redeem miles on HV Plus & Max branded fares (HV flights only)
1/1DOE/JANE	Name change on HV now possible with this entry
SR XBAG–KG15 PC5/Sn	Chargeable SSR entry
SM2	Seat map display 2= flight line nbr
ST/10F/S2/P1	Pick a seat (#10F) or graphical selection via seat map GUI.
FXP	Itinerary pricing entry
FXH	Informative chargeable services pricing entry (without TST)
FXG or FXG/ALL	Chargeable services pricing entry (TSM creation)
SB28NOV3 SB HV194 *5 SBC4	switch your flight segments to another date, time or class
FXQ	Confirmed itinerary re-pricing
FXF/EMD//Ex/Ly	Informative services re-pricing X= original EMD nbr Y= new service line nbr
FXQ/EMD//Ex/Ly	Confirmed services re-pricing (new service segment & original light EMD association)
FXF/EMD FXQ/EMD	Re-pricing entries with automated assignment of document numbers
FPO/CCAX+/CCVIXXXXXXXXXXXXX2574/1214*CV123	Original & new FOP update
TMI/ M4/FP-CCVIXXXXXXXXXXXXX2574/1214*CV123	Light EMD FOP update
TQT (multi TST: TST/Tn)	TST display entry
TQM (multi TSM: TSM/Mn)	TSM display entry (SSR & credit card fee info)
TQR	Reissue panel display
ER	End of transaction/Save PNR
TTP/TTM or TTP/TTM/IEP-EMLA	Light ticket issuance
Issue the light tickets for itinerary and services, confirm and pay the PNR. Generate back office A.I.R.	
Light tickets are not reported to BSP. Accounting coupons for light ticketing issuances are printed or filed according to your current office settings for full service carriers.	
TTP/TTM/C-I	Prints only the agent coupon
TTP/TTM/C-F	Prints only the CCF
TTP/TTM/NOPRT	Prints no accounting coupons
TJQ/SOF/T-HV	Display online sales report
RMZ/CONF*LANG:XX	Entry to set preferred confirmation e-mail language where XX = the language ISO code
RL	Display Transavia locator

Quick card

Booking

transavia

Branded Fares through Amadeus Selling Platform

November 2015

Basic ✓ A-Class	Plus B-Class	Max C-Class
✈ One way ticket	✈ One way ticket	✈ One way ticket
🧳 10 kg of hand luggage	🧳 10 kg of hand luggage	🧳 10 kg of hand luggage
🧳 Hold luggage is not included. You can easily add this in the next steps.	🧳 20 kg of hold luggage	🧳 30 kg of hold luggage
	A standard seat of your choice	Choose from all available seats
	No €50 change fee per flight when you change your flight up until 14 days before departure. You only pay any difference in fare.	No €50 change fee per flight when you change your booking up until 2 hours before departure. You only pay any difference in fare.
	250 Flying Blue Award Miles per person. This applies only to flights operated by Transavia Netherlands (flight number starts with HV).	Earn 500 Flying Blue Award Miles per person for your one way flight. This applies only to flights operated by Transavia Netherlands (flight number starts with HV).