



Asia's leading provider of
travel solutions and services



SCOOT TICKETING

Reservation Procedures for Electronic Ticketing

Step 1: Check Fares (TZ files fares with ATPCO)

FOSINSYD20JAN-TZ<<

```

SIN-SYD          CXR-TZ          SUN 20JAN13          SGD
9W  1/ 0/ 0  BA  3/ 0/ 3  CI  0/ 0/ 2  CX  0/ 0/15  EY  0/ 0/ 2
JL  0/ 0/ 1  LH  2/ 0/ 1  MH  0/ 0/ 8  OZ  0/ 0/ 2  QF  3/ 0/21
SQ  4/ 0/ 2  VA  4/ 0/38  VN  0/ 0/ 1  VS  3/ 0/ 7  TG  0/ 0/ 3
CZ  0/ 0/ 4  MU  2/ 0/ 2  CA  0/ 0/ 3  GA  0/ 0/ 5  PR  0/ 0/ 1
TZ  1/ 0/ 0
  
```

//SEE FQHELP FOR INFORMATION ABOUT THE NEW FARE DISPLAYS//
 SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED

TZ	SINSYD.EH	20JAN13	MPM	4694					
V	FARE BASIS	AP	FARE-OW	FARE-RT	BK	SEASON	MINMAX	RTG	
1	OFLYBAG	¥	145.00	290.00	O	---	-/12M	EH01	
2	XFLYBAG	¥	168.00	336.00	X	---	-/12M	EH01	
3	NFLYBAG	¥	198.00	396.00	N	---	-/12M	EH01	
4	QFLYBAG	¥	233.00	466.00	Q	---	-/12M	EH01	

Step 2: Check Rules for booking class preference

RD1<

```
✓ FARE BASIS AP FARE-OW FARE-RT BK SEASON MINMAX RTG
1 OFLYBAG ¥ 145.00 290.00 O --- -/12M EH01
PASSENGER TYPE-ADT AUTO PRICE-YES
FROM-SIN TO-SYD CXR-TZ TVL-20JAN13 RULE-2000 IPRPG/8
FARE BASIS-OFLYBAG SPECIAL FARE DIS-N VENDOR-ATP
FARE TYPE-EIP OW-ECONOMY INSTANT PURCHASE
SGD 145.00 MPM E10OCT12 D-INFINITY FC-OFLYBAG FN-
SYSTEM DATES - CREATED 09OCT12/0822 EXPIRES INFINITY
```

50.RULE APPLICATION AND OTHER CONDITIONS

NOTE - THE FOLLOWING TEXT IS INFORMATIONAL AND NOT
VALIDATED FOR AUTOPRICING.

INSTANT PURCHASE ONE WAY ECONOMY CLASS FARE VALID FOR
TRAVEL
WITHIN ASIA PACIFIC.

Step 3: Check Availability, Segment Selection, Complete the PNR

1.1PROCTOR/ABIGAILMS
1 TZ 20 20JAN 7 SINSYD SS1
2 TZ 10 30JAN 3 SYDSIN SS1

TKT/TIME LIMIT

1.TAW/

PHONES

1.SIN 62200011 ATS TRVL/CARLYN-A

PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY

TICKET RECORD - NOT PRICED

RECEIVED FROM - PAX

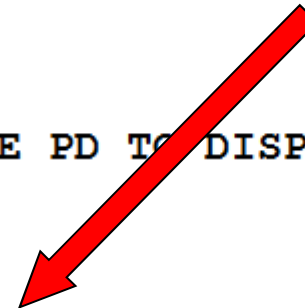
H1J8.H1J8*AOA 1821/11DEC12

ER<<

Pax Title is Mandatory

Adult: MR / MS

**Child & Infant: MSTR /
MISS**



**SUBJECT TO CANCELLATION WITHOUT PAYMENT - ENTER 30THS/CC
CARDHOLDER NAME REQUIRED. ENTER 30THS/CH JOHN Q DOE**

Step 4: End Transaction without payment details

Notes:

- Bookings can be placed On Hold (no payment advised)
- Payment deadline will be returned in SSR OTHS.
- Bookings will be auto cancelled accordingly if no payment is advised when deadline is due.

Example of SSR returned in a booking On Hold

GENERAL FACTS

1. SSR ADTK 1B TO TZ ON/BEFORE 12OCT 0713Z OTHERWISE WILL BE XLD
2. SSR OTHS 1B MOST FARES EXCL GOV FARES REQUIRE TKT WITHIN 24HRS
3. SSR OTHS 1B ITIN CONFIRMED - MUST PROVIDE PAYMENT
4. SSR OTHS 1B SUBJ CXL ON/BEFORE 12OCT 0713Z WITHOUT PAYMENT
5. SSR OTHS 1B TZ AMOUNT DUE TZ SGD455.80

Step 5: Price and Issue Electronic Tickets

Step 6: End of Transaction

Step 7: Wait for Airline's response (Bookings are guaranteed only with the following info)

➤ SSR OTHS CONFO NBR on Airline's record locator

GENERAL FACTS

10.SSR OTHS 1B TZ CONFO NBR N6NPMZ

Notes:

- If airline record locator or RLOC is not returned within 15mins, please contact Abacus Helpdesk
- Secondary Rloc or airline PNR will be appended when flight is confirmed (before payment) **BUT** booking is only confirmed when SSR confirmation is returned (after payment)

Example: **SSR OTHS 1B TZ CONFO NBR N6NPMZ**

Step 6. Itinerary print for airport Check-in

Add Airline Rloc to the Itinerary Remarks

Entry: **5¥SCOOT BOOKING RLOC N6NPMZ**

TICKET LIMIT

W/TLM*H1J8

IATA NUMBER 99 91000 5 BSP - SG TODAYS DATE: 11DEC2012

REPORTING PERIODS

TICKET LIMITS LAST RESET ON: 09DEC PCC: ----

LAST CHANGED BY: AVG LNIATA: 4C3E94 DATE: 25NOV09

CARRIER	TICKET LIMIT	SUPPLEMENT LIMIT	TICKETS REMAINING
TZ	20	0	20

AUDIT TRAIL

DQB*05DEC (Specific Date)

DQB*«

STOCK	TICKET	CPN/STK	PTR	ACT
NUMBER	NUMBER	TYPE	LNIATA	IND
PNR-GBNPCJ	LAURETA/AMIE MS	AGT SINE-AAR	TIME	1619
COMMISSION	- .00	NET AMOUNT	- SGD	455.80CA
	685375592036	AT		ETR

TZ Electronic Ticketing Guidelines

TZ supports :

1. All confirmed segments
2. Single Form of payment – Cash or Credit Card only (Visa or Mastercard)
3. Voiding of Tickets are allowed as per BSP Guideline

TZ does not support:

1. Open Segment
2. Waitlist (HL) and Passive (GK/GL) segment
3. Code-share flights
4. Interline e-Ticketing
5. ETR Revalidation

Scoot Electronic Ticketing Profile

WETP*TZ<<

ELECTRONIC TICKETING ASSOCIATE PROFILE

AIRLINE -	TZ - SCOOT PTE. LTD
PARTICIPATION LEVEL -	INTERACTIVE
STATUS -	ACTIVE
MAX COUPONS PER ETR -	16
NAME CHANGE ALLOWED -	YES
NAME SELECT RESTRICTIONS -	NONE
AUTOMATIC ELEC TKTG -	BY COUNTRY
OPEN SEGMENTS ALLOWED -	NO
BULK FARE TICKETING -	YES
CHECK /N ETR INDICATOR -	YES
CHECK /E ETR INDICATOR -	NO
NET TICKETING -	YES BSP ONLY
EXCHANGE PAPER FOR ETR -	YES
ETR REVALIDATION ALLOWED -	NO

Abacus Online DRS Page (www.abacus-travel.com)

The screenshot shows the Abacus Travel website in a Windows Internet Explorer browser. The address bar displays <http://www2.abacus-travel.com/>. The browser's Favorites bar includes 'Abacus Travel'. The website's main banner features the 'abacus' logo and a scroll titled 'ADVENTURE TIME'. Below the banner is a navigation menu with the following items: ABOUT, NEWS, PROMOTIONS, OUR SOLUTIONS, CLUB, TRAINING & SUPPORT, and CONTACT. A dropdown menu is open under 'TRAINING & SUPPORT', listing: Training, Helpdesk, Advisory, eServices, Online DRS (highlighted with a red box), and Remote Support. The main content area is a large, colorful illustration of a tropical island with various landmarks and labels: 'About Us', 'Promotions', 'Our Solutions', 'E-career', 'Contact Us', 'News and Insights', 'Abacus Club', and 'Training & Support'.

Online DRS

DRS stands for a "Direct Reference System." It is It provides specific vendor product information functional and operational procedures within a



Abacus Online DRS Login

Agent ID:
(the numbers that follow
SI*)

Password:

PCC:
(Pseudo City Code)

Do not attempt to access this site if you are not authorized to do so. All activity is tracked and if we find evidence of unauthorized activity on our systems, we will provide such evidence to government or law enforcement agencies.

E-Ticket Guidelines > TZ

Guidelines / Procedures on TZ Electronic Ticketing

+ E-Ticket Guidelines

+ Host

S/No	Description	TZ
1	Maximum number of flight coupons per passenger*	16
2	Separate name fields for same surname, e.g. 1.1TAN/ANDYMR 2.1TAN/AMYMRS	N
3	Infant tickets* (Y = issue with adult ET, Y* = issue infant ET independently, N = does not support infant ET)	Y
4	Name change after PNR ticketed*	Y
5	"Open" segment*	N
6	"HL" in ARO, "GK" in Abacus	N
7	Passive "GK/GL" Segments (N = does not support GK/GL, Y = support GK/GL, Y* = support GK only)	N
8	Wholesale Ticketing	-
9	Itinerary must contain "/E" indicator*	Y
10	Minimum 1 segment must contain "HK" status	Y
11	Divided Parent & Child PNR must contain Airline Record Locators	Y
12	Frequent Flyer Passenger (FFP) name in Abacus PNR must match Airline FFP record	
13	Name change is done prior to ET	-

Reservation Procedures for (Ticketless-Guaranteed Ticketing)

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```

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SQ  4/ 0/ 2  VA  4/ 0/38  VN  0/ 0/ 1  VS  3/ 0/ 7  TG  0/ 0/ 3
CZ  0/ 0/ 4  MU  2/ 0/ 2  CA  0/ 0/ 3  GA  0/ 0/ 5  PR  0/ 0/ 1
TZ  1/ 0/ 0
  
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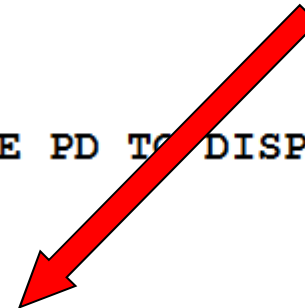
H1J8.H1J8*AOA 1821/11DEC12

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Step 5: Only ONE form of payment is allowed per transaction:


Credit card

It is mandatory to input credit card number with expiry date and card holder's name via SSR OTHS in the PNR using the example shown below.

Card holder's name may not be travelling passenger in the PNR.

Entry:

```
30THS/VI4005555000111EXP 12 14<<*  
30THS/CH ABIGAIL PROCTOR<<*
```



Step 6: End of Transaction (ER)

ER<<

CREDIT CARD WILL BE DEBITED-PENALTY APPLIES
CREDIT CARD INFO WILL BE SENT TO ALL CARRIERS IN ITINERARY

Step 7: Wait for Airline's response (Bookings are guaranteed only with the following info)

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SUMMARY

- ✓ Scoot BSP appointed ticketing agents : (ET or Ticketless)
- ✓ Non-BSP agents (Ticketless)
- ✓ Pax Title is mandatory (MR/MS/MSTR/MISS)
- ✓ Payment deadline will be returned in SSR OTHS
- ✓ Acceptable credit card payment : Visa and Mastercard
- ✓ Ticketless : Enter Credit Card details in SSR with Card holder's name
(may not be the traveling passenger)

3OTHS/VI400555000111EXP 12 15

3OTHS/CH ABIGAIL PROCTOR

- ✓ Booking is only guaranteed with SSR confo nbr on Airline's record locator (**SSR OTHS 1B TZ CONFO NBR N6NPMZ**)
- ✓ Report to Abacus Helpdesk if no confo nbr is returned within 15 mins
- ✓ Input Scoot rloc in Itinerary Remarks

5¥SCOOT BOOKING RLOC N6NPMZ

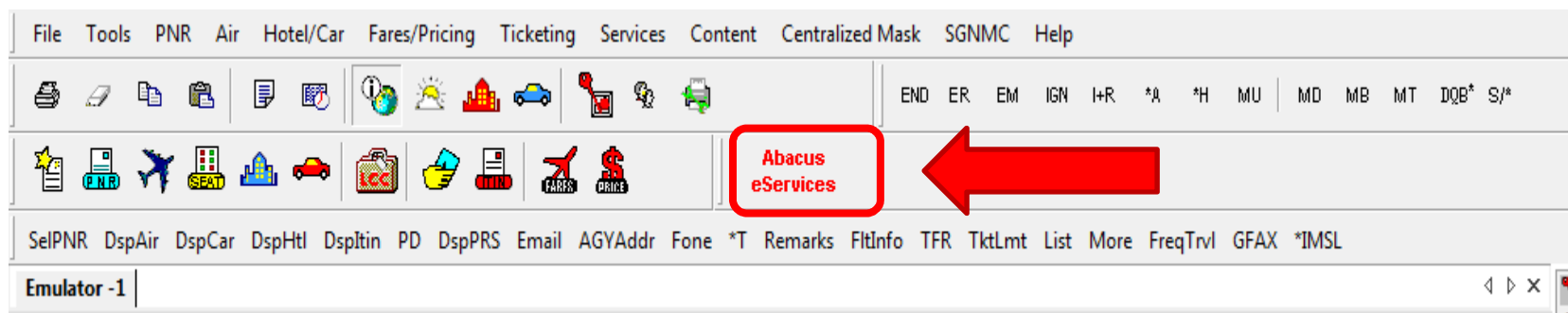
- ✓ Enter email address in the PNR to view booking in Scoot website

Entry: 3OSI TZ CTCE JOHN..SMITH//YAHOO.COM

.. represents underscore

// represents @ sign

Scoot/Abacus Promo



Thank You!