

Reservation Guide for Jetstar Group

OVERVIEW

You may refer to this guide for the booking process for Jetstar group airline (3K, JQ, VF & BL)

- 3K – Jetstar Asia Airways
- JQ – Jetstar Airways
- VF – Valuair Ltd
- BL – Jetstar Pacific

HIGHLIGHTS ON PAYMENT AND BOOKING

- 3K, VF and JQ accept Credit Card form of payment and BSP payment. Register at Jetstar.com if you wish to settle with Jetstar using BSP.
- BL accepts Credit Card form of payment, Agency Prepayment and cash via BL ARO office.
- Jetstar allows bookings to be placed On Hold; no payment advise at PNR creation. Such bookings will be placed on hold from the time of creation and will be cancelled if no payment is advised at deadline
- Jetstar does not accept waitlist bookings.

BOOKING PROCESS FOR JETSTAR GROUP

Step 1: Request air availability, specifying Jetstar carrier 1(date)(citypair) ¥(carrier)

Create booking and End Transaction

e.g. 112JANHKGSIN¥3K

Sample response:

```
112JANHKGSIN#3K<<
 20OCT TUE HKG/Z#8 SIN/#0
13K 698 Y4 B4 V4 T4 S4 HKGSIN 1420 1815 320 0 AB /E
      R4 Q4 P4 O4 N4 M4 E4 F0 L4 A0 Z0 I0 K0 H0 X4
23K 696 Y4 B4 V4 T4 S4 HKGSIN 2025 0025#1 320 0 AB /E
      R4 Q4 P4 O4 N4 M4 E4 F0 L0 A0 Z0 I0 K0 H0 X4
3HX 771 C9 D9 J9 Z5 I0 HKGBKK 0755 1010 332 B 0 DC /E
      Y9 B9 H9 K9 L9 M9 N9 S9 X9 Q9 T9 V9 G0 W9 O0 R5 E0
43K 520 Y4 B4 V4 T4 S4 SIN 1145 1515 320 0 246 AB /E
      R4 Q4 P4 O4 N4 M4 E4 F4 L4 A0 Z0 I0 K4 H0 X4
```

Step 2: Sell the segments

0(number of seats)(class of service)(line number from availability)

Sell the segments as if the flight showed available. Airline will respond with an SS status code if the requested inventory is available or #UNABLE 00 AVAILABLE, WAITLIST CLOSED# if the requested inventory is sold out.

02M1

Sample response:

```
1 3K 698M 12JAN 2 HKGSIN SS1 1420 1815 /ABRQ /E
```

Step 3: Complete the PNR and end transaction

Sample response:

```
1.1CHAN/KELLY MS
 1 3K 698Y 12JAN 2 HKGSIN SS1 1420 1815 /ABRQ /E
 2 3K 697M 15JAN 5 SINHKG SS1 0940 1340 /ABRQ /E
```

There will be a prompt message return to remind agents to have credit card for payment.

Sample response:

```
6RK<<*
ER<<
SUBJECT TO CANCELLATION WITHOUT PAYMENT - ENTER 30THS/CC
CARDHOLDER NAME REQUIRED. ENTER 30THS/CH JOHN Q DOE
```

Note: After end transaction, SSR of ticket deadline and fare will be returned by airline. Bookings can be placed On Hold if no payment advised before ticket deadline.

- 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 by airline.

Sample response:

Fare will be return and booking is on hold

GENERAL FACTS
 1.SSR OTHS 1B ITIN CONFIRMED - MUST PROVIDE PAYMENT
 2.SSR OTHS 1B ~~SUBJ CXL ON/BEFORE 20DEC 0823Z~~ WITHOUT PAYMENT
 3.SSR OTHS 1B JQ AMOUNT DUE JQ HKD2588.00

Airline RLOC will be returned in booking

Sample response:

1.1CHAN/KELLY MS
 1 3K 698Y 12JAN 2 HKGSIN HK1 1420 1815 /AB3K*JGG1XN /E
 2 3K 697M 15JAN 5 SINHKG HK1 0940 1340 /AB3K*JGG1XN /E

Step 4: Input ticket payment by credit card or through BSP settlement

Only ONE of the following forms of payment is allowed per PNR:

1. Credit Card
2. Agency Pre-payment (BSP settlement)

Method 1: Settle by Credit card

Mandatory format for Credit Card payment

- 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.

Format:

30THS/<credit card code><credit card number>EXP MM YY

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

30THS/CH <Card Holder Name>

Example:

30THS/VIxxxxxxxxxxxx1007EXP 09 13

30THS/CH LEE ALICE

Sample of response:

GENERAL FACTS
 1.SSR OTHS YY CAXXXXXXXXXXXXXX1001EXP 09 13
 2.SSR OTHS YY CH LEE ALICE
 3.SSR OTHS 1B JQ CONFO NBR ACR5KE

Booking is confirmed only with this SSR confirmation received in PNR

Card Type & UATP

List of Credit Card accept by Jetstar group:

Airline	VI	MC	AX	DI	UATP(TP)
3K (Jetstar Asia Airways)	Y	Y	N	Y	Y
VF (ValuAir)	N	N	N	Y	Y
JQ (Jetstar Airways)	Y	Y	Y	Y	Y
BL (Jetstar Pacific)	Y	Y	N	N	Y

Method 2: Agency Pre-payment (BSP settlement)

Mandatory format for Agency Pre Payment

Entry:

3OTHS/OSAG<Agency ID>

IMPORTANT NOTES

For settle the payment through BSP, agency need register with Jetstar directly through Jetstar.com. You may also contact Jetstar at sales@jetstar.com or jetstar-hkg@toureast.net.

Agent is required to wait for the following Airline's response. Bookings are guaranteed only with the information below returned to the PNR

- SSR OTHS on Airline's record locator
- Same OTHS confirmation will be sent for credit card and agency prepayment through BSP

Example for Agency Pre-payment:

GENERAL FACTS

- 1.SSR OTHS YY OSAG 04200420
- 2.SSR OTHS 1B JQ CONFO NBR R8VBKT

Booking is confirmed only with this SSR confirmation received in PNR

Secondary RLOC will be appended when flight is confirmed (before payment) BUT booking is only confirmed when SSR confirmation is returned (after payment)

Example: SSR OTHS JQ CONFO NBR N7PP6G

ADDITIONAL REFERENCES

For any flight, date, time and name changes, please contact Jetstar.

Email: sales@jetstar.com

Phone number: 2737-6737