



Group Booking System

UPLOAD PASSENGER USER MANUAL

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INTRODUCTION TO GROUP BOOKING SYSTEM

The public access portal designed & developed for the agent self-service in interacting with AirAsia for any group booking enquiry and review of submitted booking proposal.

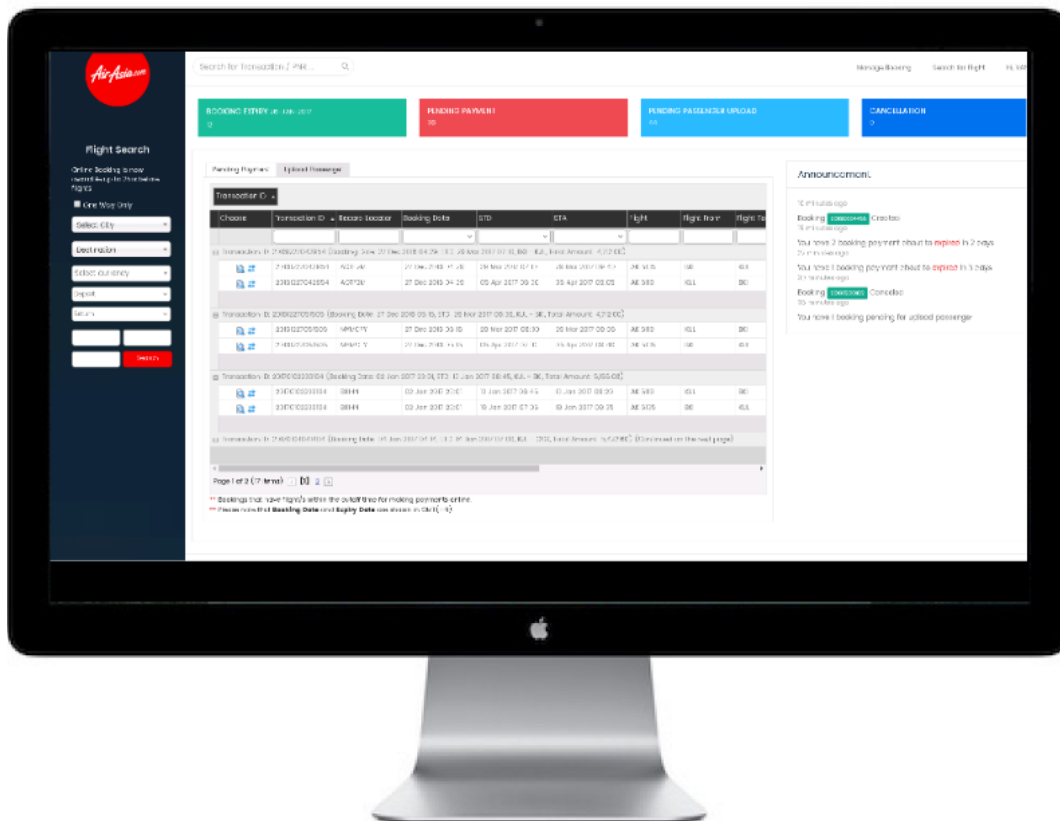


Figure 1 – Sample screen of GBS Home Page on Desktop

UPLOAD PASSENGER

Passenger Upload Flow

Once user does success payment, the page will be redirected to Booking details. Click button Upload Passenger on Booking Details.

The screenshot displays the 'Booking Detail' page for AirAsia. The left sidebar shows flight details for 'DEPART' (D7 377) and 'RETURN' (AK 666) with departure times and dates. The main content area includes a search bar, navigation links, and buttons for 'Manage Seats', 'Manage Add-On', and 'Upload Passengers'. The 'Amount Due' is 0.00 TWD for 15 total passengers. Below this, 'Payment Details' and 'Payment Schedule' are shown. The 'Fare Details' section contains a table with columns: Booking No., Flight, Pax, Flight Fare, Taxes & Fees, and Total Booking. The table lists two journeys: TPE-SIN and SIN-TPE, with sub-totals for each.

Booking No.	Flight	Pax	Flight Fare	Taxes & Fees	Total Booking
Journey: TPE-SIN					
MJBZVN	D7 377	4	8,580.00	25,556.00	34,136.00 TWD
KDCSRP	D7 377	10	21,950.00	52,430.00	74,380.00 TWD
IST13L	D7 377	1	4,690.00	3,052.00	7,742.00 TWD
		15	35,220.00	81,038.00	116,258.00
Journey: SIN-TPE					
MJBZVN	AK 666	4	8,760.00	21,965.00	30,745.00 TWD
KDCSRP	AK 666	10	23,450.00	50,926.00	74,376.00 TWD
IST13L	AK 666	1	4,990.00	2,792.00	7,782.00 TWD
		15	37,200.00	75,683.00	112,883.00

Figure 2 – Sample screen of GBS Booking Details Page

Click button **Download** to download excel file. Click button **Upload** to upload and click button **Confirm** to confirm upload passenger.

The screenshot displays the 'Passenger Upload' page. It includes a sidebar with flight details and a main content area with buttons for 'Download', 'Upload', and 'Confirm'. The 'Passenger List' section contains a table with columns: No, Issuing Country, Nationality, Title, Gender, First Name, Last Name, DOB, Passport No., Expiry Date, TPE - KUL, KUL - SIN, SIN - KUL, and KUL - TPE. Below this, there is a section for 'Infant detail' with a table for infants, including columns for Pax No, Issuing Country, Nationality, Gender, Parent First Name, Parent Last Name, First Name, Last Name, DOB, Passport No., and Expiry Date.

No	Issuing Country	Nationality	Title	Gender	First Name	Last Name	DOB	Passport No.	Expiry Date	TPE - KUL	KUL - SIN	SIN - KUL	KUL - TPE
1	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		22C	6F	24D	8D
2	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		19B	8D	25D	8E
3	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		19A	8E	22G	9E
4	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		20A	9E	22F	10E
5	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		20B	9F	22D	11E
6	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		20C	8F	23D	11F
7	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		21C	7F	23F	10F
8	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		21B	7E	23G	9F
9	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		21A	7D	24G	11D
10	Malaysia	Malaysia	Chd	Male	TBA	TBA	01 Jan 2012	TBA		22A	6D	24F	10D
11	Malaysia	Malaysia	Chd	Male	TBA	TBA	01 Jan 2012	TBA		22B	6E	25D	9D
12	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		18A	10D	20D	7D
13	Malaysia	Malaysia	Chd	Male	TBA	TBA	01 Jan 2012	TBA		18B	10E	21D	7E
14	Malaysia	Malaysia	Chd	Male	TBA	TBA	01 Jan 2012	TBA		18C	10F	21F	8F
15	Malaysia	Malaysia	Chd	Male	TBA	TBA	01 Jan 2012	TBA		19C	9D	21G	7F

Figure 3 – Sample screen of GBS Upload Passenger Page

After click download button, need open and fill in all necessary on excel file as below.

Search for Transaction / PNR ...

Previous GBS Home Manage My Booking Search for Flight HI.28282828_Evonne

Passenger Upload
Booking/Passenger Upload

Download Upload Confirm

Passenger List

Click here to browse files... Browse...

Allowed file types: .xls Maximum file size: 4Mb

Kindly input the passenger detail correctly.

No	Issuing Country	Nationality	Title	Gender	First Name	Last Name	DOB	Passport No.	Expiry Date	TPE - KUL	KUL - SIN	SIN - KUL	KUL - TPE
E PNR: IST3L													
1	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		22C	8F	24D	8D
E PNR: KDCGRP													
2	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		18B	8D	20G	8E
3	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		18A	8E	22G	9E
4	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		20A	9E	22F	10E
5	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		20B	9F	22D	11E
6	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		20C	9F	22D	11F
7	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		21C	7F	23F	10F
8	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		21B	7E	23G	9F
9	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		21A	7D	24D	11D
10	Malaysia	Malaysia	Chd	Male	TBA	TBA	01 Jan 1912	TBA		22A	8D	24F	10D
11	Malaysia	Malaysia	Chd	Male	TBA	TBA	01 Jan 1912	TBA		22B	8E	25D	9D
E PNR: MJBZVN													
12	Malaysia	Malaysia	Mr	Male	TBA	TBA	01 Jan 1994	TBA		18A	10D	20D	7D
13	Malaysia	Malaysia	Chd	Male	TBA	TBA	01 Jan 1912	TBA		18B	10E	21D	7E
14	Malaysia	Malaysia	Chd	Male	TBA	TBA	01 Jan 1912	TBA		18C	10F	21F	8F
15	Malaysia	Malaysia	Chd	Male	TBA	TBA	01 Jan 1912	TBA		18D	10G	21G	7F

Save changes Cancel changes

Kindly input the infant detail correctly. Infant detail must be entered manually in below table.

Pax No	Issuing Country	Nationality	Gender	Parent First Name	Parent Last Name	First Name	Last Name	DOB	Passport No.	Expiry Date
E PNR: MJBZVN										

PassengerList.xls

Show all

Figure 4 – Sample screen of GBS Download Upload Passenger file

Fill in data example like below and then upload

PNR	Nationality	IssuingCountry	Title	Gender	FirstName	LastName	DOB	PassportNo	ExpiryDate
1	IST3L	Malaysia	Mr	Male	Joko	Widodo	1/1/1974	T9252548G	7/17/2020
2	KDC9RP	Malaysia	Mr	Male	Susilo	Bambang Yudhoyono	1/2/1976	T9252549G	7/18/2020
3	KDC9RP	Malaysia	Mr	Male	Megawati	Soekarno Putri	1/3/1974	W9252549G	7/19/2020
4	KDC9RP	Malaysia	Mr	Male	BJ	Habibie	1/4/1974	B9252549G	7/20/2020
5	KDC9RP	Malaysia	Mr	Male	Ir	Soekarno	1/5/1974	T9252549K	7/21/2020
6	KDC9RP	Malaysia	Mrs	Male	Moch	Hatta	1/6/1977	L9252549G	7/22/2020
7	KDC9RP	Malaysia	Ms	Male	Novita	Yulianti	1/7/1974	T9252549P	7/23/2020
8	KDC9RP	Malaysia	Mr	Male	Betran	Antoline	20 Januari 1980	X9252549G	7/24/2020
9	KDC9RP	Malaysia	Mr	Male	Burhan	Qulibi	1/9/1979	T9252549Z	7/25/2020
10	KDC9RP	Malaysia	Chd	Male	David	Choi	8/1/2012	T9255549G	7/26/2020
11	KDC9RP	Malaysia	Chd	Male	Kurnia	Tia	1/1/2013	T9352549G	7/27/2020
12	MJBZVN	Malaysia	Mr	Male	Mayang	Tri	1/1/1984	H9252549G	7/28/2020
13	MJBZVN	Malaysia	Chd	Male	Agung	Lenda	7/1/2012	T9252549L	7/29/2020
14	MJBZVN	Malaysia	Chd	Male	Anten	Nisa	1/4/2012	C9252549G	20 Januari 2020
15	MJBZVN	Malaysia	Chd	Male	Agung	Stia	1/3/2012	T9252549N	7/29/2020

Figure 5 – Sample screen of GBS Upload Passenger excel file

If user faces this error message, it means need to check excel value because it was invalid value.

The screenshot shows the AirAsia Passenger Upload interface. On the left, there's a sidebar with the AirAsia logo, booking ID (20170718121741), and flight details for DEPART (TPE to KUL) and RETURN (KUL to TPE). The main area displays a 'Passenger List' table with columns: No, Issuing Country, Nationality, Title, Gender, First Name, Last Name, DOB, Passport No., Expiry Date, TPE - KUL, KUL - SIN, SIN - KUL, KUL - TPE, and Error Description. A 'Group Booking - Message' pop-up is displayed over the table, stating: 'Incorrect or Invalid Excel value, please check your value.' with an 'Ok' button. Below the table, there are buttons for 'Download Incorrect Passenger List' and 'Save changes'.

Figure 5 – Sample screen of GBS Incorrect pop up message

Click ok then click *Download Incorrect Passenger List*

The screenshot shows the AirAsia Passenger Upload interface after clicking 'Ok'. The 'Passenger List' table is visible with columns: No, Issuing Country, Nationality, Title, Gender, First Name, Last Name, DOB, Passport No., Expiry Date, TPE - KUL, KUL - SIN, SIN - KUL, KUL - TPE, and Error Description. The table contains 15 passengers. Error messages are visible in the 'Error Description' column for passengers 6, 7, 8, and 14. Passenger 6 has the error: 'Title must be 'Mr/Ms' for Adult and 'Child' for Child'. Passenger 7 has the error: 'Invalid DOB, date format [yyyy-MM-dd], eg: 1999-12-31'. Passenger 8 has the error: 'Invalid DOB, date format [yyyy-MM-dd], eg: 1999-12-31'. Passenger 14 has the error: 'Invalid ExpiryDate, date format [yyyy-MM-dd], eg: 1999-12-31'. At the bottom, there is a button 'Show all' and a close button 'X'.

Figure 6 – Sample screen of GBS Incorrect value/format which need to amend

PNR	IssuingCountry	Nationality	Title	Gender	FirstName	LastName	DOB	PassportNo	ExpiryDate	ErrorDescription
1	PNR	IssuingCountry	Nationality	Title	Gender	FirstName	LastName	DOB	PassportNo	ExpiryDate
2	1BT13L	Malaysia	Malaysia	Mr	Male	Joko	Widodo	1974-01-01	T9252548G	2020-07-17
3	KDC9RP	Malaysia	Malaysia	Mr	Male	Susilo	Bambang Yudhoyono	1976-01-02	T9252549G	2020-07-18
4	KDC9RP	Malaysia	Malaysia	Mr	Male	Megawati	Soekarno Putri	1974-01-03	W9252549G	2020-07-19
5	KDC9RP	Malaysia	Malaysia	Mr	Male	BJ	Habiebie	1974-01-04	B9252549G	2020-07-20
6	KDC9RP	Malaysia	Malaysia	Mr	Male	Ir	Soekarno	1974-01-05	T9252549K	2020-07-21
7	KDC9RP	Malaysia	Malaysia	Mrs	Male	Moch	Hatta	1994-01-01	L9252549G	2020-07-22
8	KDC9RP	Malaysia	Malaysia	Ms	Female	Novita	Yuliarta	1974-01-07	T9252549P	2020-07-23
9	KDC9RP	Malaysia	Malaysia	Mr	Male	Betran	Antoline	X9252549G	2020-07-24	Invalid DOB, date format [yyyy-MM-dd], eg: 1999-12-31
10	KDC9RP	Malaysia	Malaysia	Mr	Male	Burhan	Qulibi	1979-01-09	T9252549Z	2020-07-25
11	KDC9RP	Malaysia	Malaysia	Chd	Male	David	Choi	2012-08-01	T925549G	2020-07-26
12	KDC9RP	Malaysia	Malaysia	Chd	Male	Kurnia	Tia	2013-01-01	T9352549G	2020-07-27
13	MJBZVN	Malaysia	Malaysia	Mr	Male	Mayang	Tri	1984-01-01	H9252549G	2020-07-28
14	MJBZVN	Malaysia	Malaysia	Chd	Male	Agung	Lenda	2012-07-01	T9252549L	2020-07-29
15	MJBZVN	Malaysia	Malaysia	Chd	Male	Anten	Nisa	2012-01-04	C9252549G	Invalid ExpiryDate, date format [yyyy-MM-dd], eg: 1999-12-31
16	MJBZVN	Malaysia	Malaysia	Chd	Male	Agung	Stia	2012-01-03	T9252549N	2020-07-29

Figure 7 – Sample screen of Excel Incorrect value/format which need to amend

Fill in correct value and correct format from excel which downloaded before, then upload once again. For example, refers to figure above DOB and expired date should be on format Date.

**Please take note excel format on .xls*

PNR	IssuingCountry	Nationality	Title	Gender	FirstName	LastName	DOB	PassportNo	ExpiryDate	ErrorDescription
1	PNR	IssuingCountry	Nationality	Title	Gender	FirstName	LastName	DOB	PassportNo	ExpiryDate
2	1BT13L	Malaysia	Malaysia	Mr	Male	Joko	Widodo	1974-01-01	T9252548G	2020-07-17
3	KDC9RP	Malaysia	Malaysia	Mr	Male	Susilo	Bambang Yudhoyono	1976-01-02	T9252549G	2020-07-18
4	KDC9RP	Malaysia	Malaysia	Mr	Male	Megawati	Soekarno Putri	1974-01-03	W9252549G	2020-07-19
5	KDC9RP	Malaysia	Malaysia	Mr	Male	BJ	Habiebie	1974-01-04	B9252549G	2020-07-20
6	KDC9RP	Malaysia	Malaysia	Mr	Male	Ir	Soekarno	1974-01-05	T9252549K	2020-07-21
7	KDC9RP	Malaysia	Malaysia	Mrs	Male	Moch	Hatta	1994-01-01	L9252549G	2020-07-22
8	KDC9RP	Malaysia	Malaysia	Ms	Female	Novita	Yuliarta	1974-01-07	T9252549P	2020-07-23
9	KDC9RP	Malaysia	Malaysia	Mr	Male	Betran	Antoline	X9252549G	2020-07-24	Invalid DOB, date format [yyyy-MM-dd], eg: 1999-12-31
10	KDC9RP	Malaysia	Malaysia	Mr	Male	Burhan	Qulibi	1979-01-09	T9252549Z	2020-07-25
11	KDC9RP	Malaysia	Malaysia	Chd	Male	David	Choi	2012-08-01	T925549G	2020-07-26
12	KDC9RP	Malaysia	Malaysia	Chd	Male	Kurnia	Tia	2013-01-01	T9352549G	2020-07-27
13	MJBZVN	Malaysia	Malaysia	Mr	Male	Mayang	Tri	1984-01-01	H9252549G	2020-07-28
14	MJBZVN	Malaysia	Malaysia	Chd	Male	Agung	Lenda	2012-07-01	T9252549L	2020-07-29
15	MJBZVN	Malaysia	Malaysia	Chd	Male	Anten	Nisa	2012-01-04	C9252549G	Invalid ExpiryDate, date format [yyyy-MM-dd], eg: 1999-12-31
16	MJBZVN	Malaysia	Malaysia	Chd	Male	Agung	Stia	2012-01-03	T9252549N	2020-07-29

Figure 8 – Sample screen of Excel Incorrect value/format which already amended

The screenshot shows the AirAsia Passenger Upload interface. A modal window titled "Group Booking - Message" is displayed in the center, stating "File uploading has been successfully completed." with an "Ok" button. The background interface includes a search bar, navigation links, and a table for passenger details. The table has columns for Issuing Country, Nationality, Title, Gender, First Name, Last Name, DOB, Passport No., Expiry Date, TPE - KUL, KUL - SIN, SIN - KUL, and KUL - TPE. The table contains 11 rows of passenger data. Below the table, there is a section for infant details with a table for Pax No, Issuing Country, Nationality, Gender, Parent First Name, Parent Last Name, First Name, Last Name, DOB, and Passport No. The table contains 1 row of infant data.

Figure 9 – Sample screen of GBS Successfully Upload

Click Ok, fill in required infant data then click Confirm button. Upload passenger is completed.

The screenshot shows the AirAsia Passenger Upload interface. The modal window is no longer present. The background interface includes a search bar, navigation links, and a table for passenger details. The table has columns for Issuing Country, Nationality, Title, Gender, First Name, Last Name, DOB, Passport No., Expiry Date, TPE - KUL, KUL - SIN, SIN - KUL, and KUL - TPE. The table contains 11 rows of passenger data. Below the table, there is a section for infant details with a table for Pax No, Issuing Country, Nationality, Gender, Parent First Name, Parent Last Name, First Name, Last Name, DOB, and Passport No. The table contains 1 row of infant data.

Figure 10 – Sample screen of GBS Successfully Upload and already add infant data

There are some roles when user wants to upload passenger. Adult and Child can be filled by upload excel file, but for infant user must manually fill in from the grid. The age of child maximum is 12 years old and 1 year for infant.

If user already fill passenger list name by upload or manually fill in for infant (if any) continue to click button **Confirm**. Successfully confirm will be direct to booking details.