

Air New Zealand Economy Skycouch™ Product Update

On-Line Upgrade Procedure

It is now possible for Travel Agents and customers to upgrade a ticketed Economy booking to Economy Skycouch™ on NZ1/2 between London – Los Angeles and vv, Los Angeles – Auckland and vv, and London - Auckland and vv for travel on/after 2nd April 2011. The simple and easy to understand 3 step upgrade procedure is detailed below.

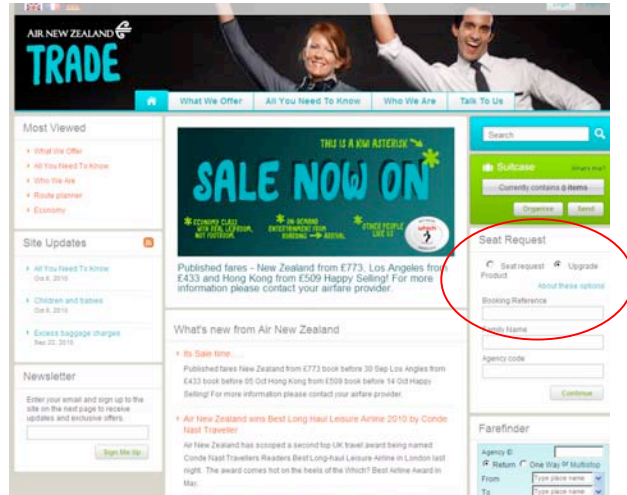
Step One

Go to airnewzealandtrade.com and select 'UPGRADE' on the seat request tile on the right hand side of the home page.

Then enter the Air NZ booking reference (PNR), Family Name and Agency IATA* number where applicable and select the continue button to start the upgrade process.

Note – Passengers would go to www.airnz.co.uk

*Agents should enter the IATA that the original ticket has been issued against



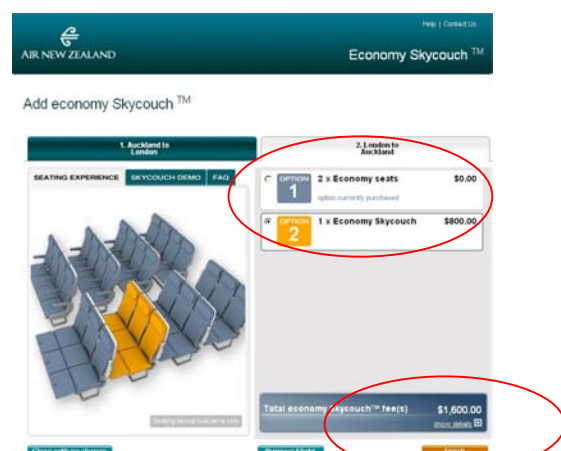
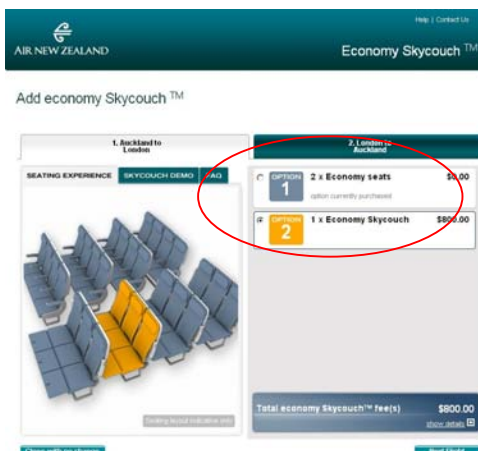
Step Two

The agent must then select the flight sector/s that the passenger wants to upgrade to Economy Skycouch™ from the pop-up page. To select the flight sector to be upgraded click on the **applicable tab that highlights that flight sector**. If the tab for the required sector/s is not visible a horizontal scrolling button will appear at each side of the page so you can scroll across to the required flight sector.

Once the correct flight sector tab is opened then **select the upgrade option** required.

Please note - in the example illustrations below only one upgrade option is provided because there is only two people in the PNR so only one Economy Skycouch™ is offered.

The cost of the upgrade will appear beside the option selected. If selecting more than one flight sector to upgrade the **cumulative cost will appear at the lower right corner of the page**. (costs will appear in GBP not NZD as per screen shots)



After the required sector upgrades have all been selected the agent **clicks on the 'Finish' button** at the lower right corner on the page.

Product Update

Step Three

The final step is where the agent **completes the 'Review and confirm upgrade' page**. On this page the agent will confirm that the flight sectors upgraded are correct and that the price is as expected.

Once satisfied that the upgrade is as required they **input their payment details** using one of the accepted forms of payment, **read and accept the terms and conditions**, and then click on the Confirm button.

Please note - it is only possible to accept credit or debit cards as Form of Payment. If the agent wishes to pay for the upgrade using VMPD then they must call UK Sales Support to process the upgrade via Telephone

Review and confirm upgrade

Please check your flights and enter your payment details to pay for the upgrade fee. Read and accept the terms and conditions and select **Confirm**.

NEW ITINERARY SUMMARY

AUCKLAND TO LONDON - RETURN [view map](#)

DEPARTS	ARRIVES	FLIGHT
Auckland Tue 10 May 9:30 PM	London Heathrow via Los Angeles Wed 11 May 11:00 AM	NZ2002 Economy Skycouch
London Heathrow Sat 11 Jun 4:15 PM	Auckland via Los Angeles Mon 13 Jun 5:30 AM	NZ2001 Economy Skycouch

AUCKLAND TO LONDON [Global Saver Fare](#)
LONDON TO AUCKLAND [Global Saver Fare](#)

TRAVELLER DETAILS

Adult - Mr Mark Mayer
Adult - Mrs Jennifer Mayer

PAYMENT DETAILS

Total Skycouch upgrade fee(s) - detail NZD \$1,600.00
NZD TOTAL NZD \$1,600.00

Pay by credit card or Travellercard

VISA MASTERCARD AMERICAN EXPRESS DISCOVER

Cardholder's Name:
Card Type:
Card Number:
Expiry Date:

Your card details are protected with SSL encryption and processed securely in real time by **ADBS paymentexpress**. Information about payment.

After they have confirmed the upgrade the next screen to pop-up will show the Economy Skycouch™ upgrade has been confirmed. At the lower right corner of this confirmation screen a Seat Request button will appear. The agent can select this to then choose their seat of choice using the **Seat Request function** at the bottom right of the upgrade confirmation page

Your Skycouch upgrade is confirmed

Thanks for booking your Skycouch upgrade online with Air New Zealand. Your booking reference is **F70P908**. An Electronic Ticket, Itinerary & Receipt will be emailed to you shortly. Simply bring this with you to the airport.

AUCKLAND TO LONDON - RETURN [view map](#)

DEPARTS	ARRIVES	FLIGHT
Auckland Tue 10 May 9:30 PM	London Heathrow via Los Angeles Wed 11 May 11:00 AM	NZ2002 Economy Skycouch
London Heathrow Sat 11 Jun 4:15 PM	Auckland via Los Angeles Mon 13 Jun 5:30 AM	NZ2001 Economy Skycouch

AUCKLAND TO LONDON [Global Saver Fare](#)
LONDON TO AUCKLAND [Global Saver Fare](#)

TRAVELLER DETAILS

Adult - Mr Mark Mayer
Adult - Mrs Jennifer Mayer

TOTAL COST

Total Skycouch upgrade fee(s) - detail NZD \$1,600.00
NZD TOTAL NZD \$1,600.00

CHECK YOUR EMAIL

A copy of your e-ticket and receipt has been emailed to: Mark.Mayer@test.com

REQUEST YOUR SEATS

View the plane's seat map and **request seats** for the flights you just booked.

[Seat Request](#)

Air New Zealand will then send a new electronic ticket receipt confirming the Sky Couch upgrade along with confirmation of the fees paid.

Please note – the Sky Couch referral on the Electronic Ticket receipt appears against the lead passenger only

mye-ticket

BOOKING REF. AQ3RVH6

IMPORTANT: Customers require this document for check-in, customs, airport security, immigration, and duty free purchases.

TESTER SKYCOUCH Tkt No. 0962135244216

Check-In	Depart	Arrive	Flight Details
Final check-in time 2 hours before departure RECKONING: 1 piece	Depart FRI 10 JUN 2011 LONDON, HEATHROW (Terminal 1) 4:15 PM	Arrive FRI 10 JUN 2011 LOS ANGELES 7:45 PM	NZ1 Economy Booking Class: T DURATION: 11 hours 30 mins STATUS: Confirmed Includes economy Skycouch
Final check-in time 2 hours before departure RECKONING: 1 piece	Depart MON 20 JUN 2011 LOS ANGELES (Terminal 2) 4:30 PM	Arrive TUE 21 JUN 2011 LONDON, HEATHROW 11:00 AM	NZ2 Economy Booking Class: V DURATION: 10 hours 30 mins STATUS: Confirmed Includes economy Skycouch

GETTING YOU AWAY ON TIME

Economy Skycouch™ Off-Line Booking Procedure

It is still not possible for agents to issue an Economy Skycouch™ booking completely within the GDS.

For completely new Economy Skycouch™ bookings the following simple process should be followed:

Step One:

Create a booking in your GDS as per your net or published fare contract for the applicable number of Economy seats required for the number of customers travelling.

Step Two

Contact Air New Zealand Trade Support who will be able to fare quote the entire booking including any applicable Economy Skycouch™ upgrade fees.

Please note – Economy Skycouch™ fare quotes cannot be guaranteed until upgrade is being processed.

Step Three

If customer does not wish to proceed with the upgrade but wishes to proceed with standard Economy booking then proceed with ticket issue as per net or published fare rules as applicable.

If customer does wish to proceed with the Economy Skycouch™ upgrade there are two options:

1. Travel agents issue the Economy class ticket as per normal and then follows the on-line upgrade procedure as detailed above OR
2. Travel agents issue the Economy class ticket as per normal and then contact Air New Zealand Trade Support who will re-quote the Economy Skycouch™ upgrade fee. Payment can be taken using a credit card or VPMD. Air New Zealand will then send a new electronic ticket confirmation

Air New Zealand does not currently charge any additional service fees for any Economy Skycouch™ upgrades that are processed over the telephone

Economy Skycouch™ Seat Request

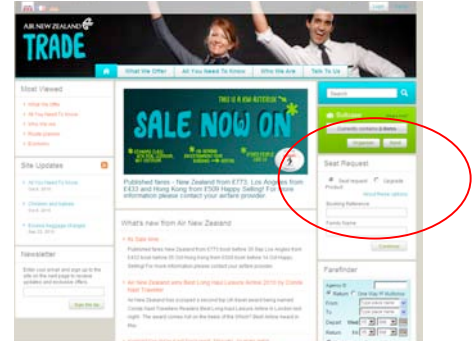
It is now possible for Travel Agents and Passengers to select their preferred Economy Skycouch™ seat numbers using a simple 3 step process.

Step One

Go to the Agent Site at www.airnewzealandtrade.com then select the 'Seat Request' option in the 'Seat Request tile located on the right hand side of the home page

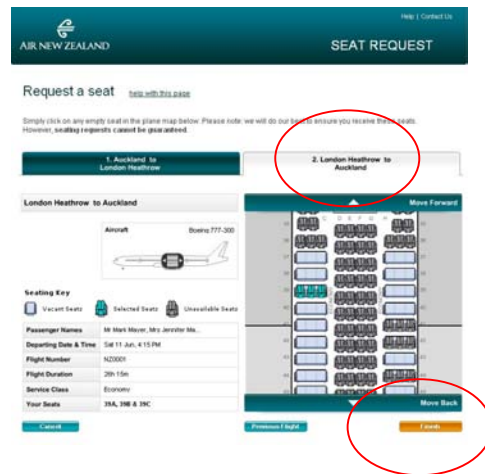
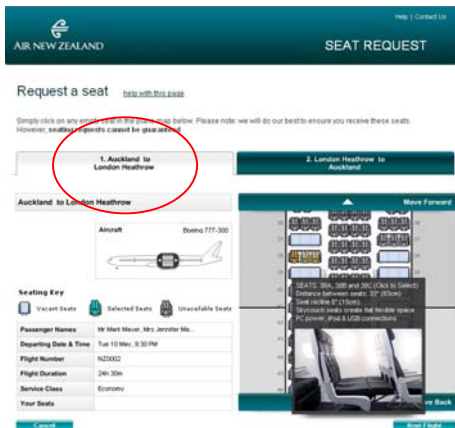
Then enter the **PNR and Family Name** and select the continue button.

Note – passengers would go to www.airnz.co.uk and use the manage booking facility to request seats on line



Step Two

A pop-up screen will show the seat map for each flight held in the passenger itinerary. The agent must use the horizontal scrolling buttons to move to the applicable flight sector to select their preferred seats for that flight. The vertical scrolling button is used to move up and down the aircraft cabin. Once they've selected the applicable flight sector and area of the aircraft cabin within the seat map they simply hover over the preferred seats and click on an empty seat. Once that is done they click on the Finish button at the lower right corner of the seat map screen.



Step Three

After selecting the preferred seating the agent/passenger is presented with a Seat request confirmation. This can then be emailed to the passenger. The seat numbers requested will then be added automatically as an SSR seating message into the PNR and will be visible by the agent.

