Trade Partner’s user manual
Introduction

This manual shall act as a guide for you in making

• new reservations
• adding of meals
• seat selection
• modifying existing reservations
• cancelling reservations
• name change
• sales reports
New Reservation
New Reservations

1. Go to: www.airarabia.com

2. Go to the bottom of the page
3. Click Travel agent portal
You will go to this page

4. Click **Air Arabia (UAE) Agent login**
You will go to this page

5. Please click here to login
A new window will open up

6. Enter your Air Arabia USERNAME PASSWORD
7. Click **Make Reservation**
8. Enter ORIGIN OF TRAVEL

9. Enter DESTINATION OF TRAVEL

10. Enter Date of Departure

11. Enter Return Date FOR ONE WAY TICKET RETURN DATE SHOULD NOT BE ENTERED!!
12. Select flight as per passenger requirement

13. Click **Fare Quote**
14. Add your office charge to the net fare and then quote to the passenger.

15. Click Book
16. Enter name as per passport
17. Select Nationality
18. Enter country of residence
19. Enter Mobile Number
20. Click On Hold
21. Select baggage

22. Click Continue
23. Once confirmed details with passenger click the PNR
New Reservations

24. Click on Payment after receiving payment from passenger

25. Click on Pay & Confirm to issue ticket
26. Click **View Itinerary** to print ticket
A new pop-up will open

New Reservations

26. Click Print
Adding of meals
1. Click **Find Reservation**

2. Enter PNR

3. Click **Search**

Adding of meals
4. Click on the booking
5. Click Ancillary
Adding of meals

6. Click Add/Modify
Adding of meals

7. Click **Meals**
Adding of meals

8. Select segment
9. Add meals by entering required quantity

10. Click Apply

11. Once you click Apply you can see all your meals here

12. Click Continue
Adding of meals

13. Click on Pay & Confirm
Seat selection
1. Click **Find Reservation**

2. Enter PNR

3. Click **Search**
4. Click on the booking
5. Click Ancillary
6. Click **Add/Modify**
7. Click Seats
9. If you locate your mouse on the requested seat, it will give you the price of the seat.
10. Once you click **Apply** you can see your selected seats here.

11. Click **Continue**
12. Click on **Pay & Confirm**
Modify Reservation
1. Click **Find Reservation**

2. Enter PNR

3. Click **Search**
4. Click on the booking
5. Click **Modify Reservation**
6. Click **Modify Segment**
7. Enter new date

8. Click Search
9. Select flight

10. Click modify OND
11. Check the new flights and click **Confirm**
12. Select baggage

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13. Click **Continue**
14. If amount shows in Due then the passenger need to pay that amount to complete the modification. (Please note the amount shows in AED)

15. Once confirmed with passenger, click **Confirm**
16. Once payment received click **Pay & Confirm**
17. Click **View Itinerary** to print ticket
18. Click **Print**
Cancel Reservation
1. To cancel a complete reservation click on **Cancel Res** on Booking information page.
New Reservations

2. This is the amount after deduction of penalties which will remain in the PNR for 1 year from date of issue. This amount can be transferred to the new booking of same name during this period.

3. Once passenger OK then click Confirm.
Name change
1. Click Find Reservation
2. Enter PNR
3. Click Search
4. Click on the booking
Name change

5. Click **Name Change**
6. Enter new name

7. Click Confirm
Name change

8. Click on **Confirm** if passenger agreed on the due amount
9. Click on **Pay & Confirm**
Sales Report
1. For sales report, click **Reports** and then click **Company Payments**
2. Enter the dates of From and To you want the report

3. Click double arrow to move all the modes of payment

4. Now click View
6. Click on **Detail**
7. An excel sheet will be downloaded
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