

A STAR ALLIANCE MEMBER 

A photograph of a man and a young boy sitting on an airplane. The man, wearing headphones, is smiling and looking at the boy. The boy is holding a small electronic device and looking up at the man. They are both wearing grey long-sleeved shirts. The background shows the interior of an airplane with large oval windows.

# *economy skycouch™*

now available through your GDS  
Amadeus Booking Guide

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# economy skycouch™

The **Economy Skycouch™** is available on our 777-300ER long-haul services, flying daily between Auckland, Los Angeles and London. It will soon be available on our new fleet of Boeing 787-9 Dreamliners and our upgraded Boeing 777-200ERs.

The Skycouch is a row of three seats that easily converts into a flat surface for rest, relaxation and play, giving families the flexibility to travel in a way never before possible in Economy.

- > The Skycouch can be used as a row of three seats, or a flat surface
- > Each seat has a leg rest independently adjustable to two positions: 60° and 90°
- > The couch space measures 5'1" long. The seats are 17.1" wide, with a pitch of 33°. They recline 5°
- > 9" HD capacitive touch screen, shared in-seat power and a USB connection

## SKYCOUCH DIMENSIONS:

- > Length of the Economy Skycouch with the side wall armrest up is 1.55m (5ft 1").
- > Depth of the cushion and leg rest combined is approx 74cm (29") (measured from the centre of the seat cushion at the back to the front edge of the leg rest).



# Booking with *amadeus*

Economy Skycouch is now available for sales through your GDS. Economy Skycouch is to be issued as an ancillary product in your GDS by issuing an Electronic Miscellaneous Document (EMD) for payment.

Provided there are Economy Skycouch seats available, you can book & hold an Economy Skycouch within the advised time limit.

Economy Skycouch is easily priced by using automatic pricing function. The functionality can currently be used for NZ operated flights (flights marketed and operated by Air NZ) when the passenger is holding an electronic ticket issued on NZ stock.

Before adding a Skycouch to the booking make sure....

- > The customer is not booked on a codeshare service operated by another carrier.
- > Is going to be ticketed on an NZ 086 ticket, Skycouch is only available for customers e-ticketed on NZ ticket stock.

```
FXK
      PASSENGER      PR FROM-TO C SC  SRV  PTC BKM (NZD)TOTAL  AV
FLIGHT RELATED
001 P1              NZ LHR*LHR F SC1 ASVC ADT SSR  NZD1800.00
      SKYCOUCH 1 PSGR -
002 P1              NZ LHR*LHR F SC2 ASVC ADT SSR  NZD1600.00
      SKYCOUCH 2 PSGR -
003 P1              NZ LHR*LHR F SC3 ASVC ADT SSR  NZD1200.00
      SKYCOUCH 3 PSGR -
```

Create the PNR and ensure you have an NZ record locator before adding the Skycouch to the booking.

The Skycouch prices as listed as a "per couch" price for the total number of passengers (adults and children) that will occupy the Skycouch i.e.

1 Adult and 1 Child, purchase a Skycouch for 2 PSGR.

2 Adults and 1 Child purchase a Skycouch for 3 PSGR etc.

Then the Skycouch is purchased for one passenger only e.g.

3SMITH/A MR/B MRS/C MSTR

2 Adults and 1 Child will be seated in the Skycouch so purchase a Skycouch 3 PSGR for passenger name 1 only (Mr Smith)

To display the Ancillary Service Catalogue please enter:

FXK

SSR ASVC -G/SC1/Pn

SC1 = Skycouch with one passenger

SC2 = Skycouch with two passengers

SC3 = Skycouch with three passengers

Pn = Passenger number who pays for the Skycouch

If no segment association is entered, the Skycouch is added for all flight segments.

The segment association can be added as follows

SR ASVC -G/SC1/P1/S2

SR ASVC -G/SC2/P1/S3-4

SR ASVC -G/SC3/P1/S4,7

If there is more than one passenger in the PNR, passenger association is mandatory.

Example: three passengers in a PNR, passenger 1 pays for Skycouch service for three passengers on all flight segments: SR ASVC -G/SC3/P1

- The SSR ASVC elements are entered into the PNR with the status NN until the service is confirmed by the airline, the chargeable indicator '/' can be seen in front of the SSR element and the chargeable confirmation status can be seen as KD1.

```
--- TST RLR ---
RP/AKL1A0988/AKL1A0988          NZ/RM  27SEP13/0253Z  27D3UV
1.AAASNZ/MICKYAMR  2.AAASNZ/MINNIEBMISS (CHD/10JUN09)
3.AAASNZ/DONALDCMSTR (CHD/10JUN09)
4  NZ 001 Y 10DEC 2 LHRACL HK3  1535 0715  12DEC  E  NZ/AQ786H
5  NZ 002 Y 15JAN 3 AKLLHR HK3  2245 1045  16JAN  E  NZ/AQ786H
6 AP -TBA-
7 TK TL27SEP/AKL1A0988
8 SSR CHLD NZ HK1 10JUN09/P2
9 SSR CHLD NZ HK1 10JUN09/P3
10 SSR DOCS NZ HK1 ///30JUN73/M///AAASNZ/MICKYA/P1
11 SSR DOCS NZ HK1 ///10JUN09/F///AAASNZ/MINNIEB/P2
12 SSR DOCS NZ HK1 ///10JUN09/M///AAASNZ/DONALDC/P3
13 /SSR ASVC NZ KD1 G/SC3//SKYCOUCHWITH THREE PAXES/S4/P1
14 FE PAX NONEND RESTRICTIONS APPLY/S4-5/P1
15 FE PAX NONEND RESTRICTIONS APPLY/S4-5/P2-3
16 FM *M*0
17 FP CASH
18 FV PAX NZ/S4-5/P1
19 FV PAX NZ/S4-5/P2-3
```

- If you want to price all the chargeable SSR elements, i.e. all the SSR elements with the chargeable indicator '/' in front of the SSR element, just type the following entry

FXG

If you want to specify the SSR elements to be priced, add the SSR element line numbers into the entry

FXG/L6

FXG/L6-7

FXG/L6,8

- The system returns the pricing display with the total price.

```
FXG

PASSENGER          PTC -----
OC  SRV  NP PR FLGT DATE (N2D)FARE    TAX        TOTAL
01 AAASNZ/MICKYAMR ADT
SC3 ASVC  1 NZ1      10DEC NZD600.00          NZD600.00
```

7. The TSM-P after pricing:

TQM

```
TSM      1  TYPE P      AKLIA0988 RT/27SEP 00 INT I EMD-A CARR NZ
1.AAASNZ/MICKYAMR
RFIC-G      IN-FLIGHT SERVICES
1. RFISC-SC3 SKYCOUCH 3 PASSENGERS                      L 13
OPERATING CC-NZ FEE OWNER-NZ                      ORIGIN-LHR DEST-AKL
NON INTERLINEABLE

ADD INF/RKS:

FARE      F  NZD      600.00
EXCH VAL  NZD      600.00

TOTAL      NZD      600.00
FC  LON NZ  AKL600.00NZD600.00END
```

8. Enter the form of payment for the EMD if different from the PNR:

TMI/FP-CASH

TMI/M1/FP-CASH

TMI/ALL/FP-CASH

9. The e-ticket needs to be issued before or at the same time as the EMD-A, so that the EMD-A will get associated with the ticket.

Combined E-ticket & EMD issuance command:

TTP/TTM/RT Retrieved PNR:

```
--- TST TSM RLR ---
RP/AKLIA0988/AKLIA0988      RT/SU  27SEP13/0253Z  27D3UV
1.AAASNZ/MICKYAMR      2.AAASNZ/MINNIEBMISS (CHD/10JUN09)
3.AAASNZ/DONALDCMSTR (CHD/10JUN09)
4  NZ 001 Y 10DEC 2 LHRACL HK3 1535 0715 12DEC E  NZ/AQ786H
5  NZ 002 Y 15JAN 3 AKLLHR HK3 2245 1045 16JAN E  NZ/AQ786H
6 AP -MPD TESTING AIRNZ SKYCOUCH3 TEST3-
7 TK OK27SEP/AKLIA0988//ETNZ
8 TK PAX OK27SEP/AKLIA0988//ETNZ/S4-5/P1
9 SSR CHLD NZ HK1 10JUN09/P2
10 SSR CHLD NZ HK1 10JUN09/P3
11 SSR DOCS NZ HK1 ///30JUN73/M//AAASNZ/MICKYA/P1
12 SSR DOCS NZ HK1 ///10JUN09/F//AAASNZ/MINNIEB/P2
13 SSR DOCS NZ HK1 ///10JUN09/M//AAASNZ/DONALDC/P3
14 /SSR ASVC NZ KD1 G/SC3//SKYCOUCHWITH THREE PAXES/S4/P1
15 FA PAX 086-4124673996/ETNZ/NZD7503.18/27SEP13/AKLIA0988/1234
5675/S4-5/P1
16 FA PAX 086-1814997394/DTNZ/NZD600.00/27SEP13/AKLIA0988/12345
675/P1/E14
17 FA PAX 086-4124673997/ETNZ/NZD5908.18/27SEP13/AKLIA0988/1234
5675/S4-5/P2
18 FA PAX 086-4124673998/ETNZ/NZD5908.18/27SEP13/AKLIA0988/1234
5675/S4-5/P3
19 FB PAX 27000000036 TTP/TTM/RT OK ETICKET/EMD/S4-5/P1
20 FB PAX 27000000037 TTP/TTM/RT OK ETICKET/EMD/S4-5/P2-3
21 FB PAX 27000000036 TTP/TTM/RT OK ETICKET/EMD/P1/E14
22 FE PAX NONEND RESTRICTIONS APPLY/S4-5/P1
23 FE PAX NONEND RESTRICTIONS APPLY/S4-5/P2-3
24 FM *M*0
25 FP CASH
26 FV PAX NZ/S4-5/P1
27 FV PAX NZ/S4-5/P2-3
```

## 10. Associated EMD-A with the electronic ticket number:

```

EMD-0861814997394      TYPE-A                      SYS-1A LOC-
27D3UV
INT-I                    FCI-0                      POI-CHC      DOI-27SEP13      IOI-
12345675
PAX- AAASNZ/MICKYAMR
ADT
RFIC-G IN-FLIGHT SERVICES
REMARKS-
CPN-1 RFISC-SC3 NZ LHRAKL S-O
DESCRIPTION-SKYCOUCH 3 PASSENGERS
PRESENT TO-
PRESENT AT-
ICW-0864124673996C1      (A)
SERVICE REMARKS-
FARE F      NZD      600.00
EXCH VAL      RFND VAL
TAX-
TOTAL      NZD      600.00
/FC LON NZ AKL600.00NZD600.00END
FP CASH
FOID-

```

## 11. Once EMD for Skycouch is issued, NZ will return the Skycouch seat numbers back into the PNR:

```

--- TST TSM RLR ---
RP/AKL1A0988/AKL1A0988      NZ/RM 30SEP13/0116Z 27D3UV
1.AAASNZ/MICKYAMR 2.AAASNZ/MINNIEBMISS (CHD/10JUN09)
3.AAASNZ/DONALDCMSTR (CHD/10JUN09)
4 NZ 001 Y 10DEC 2 LHRAKL HK3 1535 0715 12DEC E NZ/AQ786H
5 NZ 002 Y 15JAN 3 AKLLHR HK3 2245 1045 16JAN E NZ/AQ786H
6 AP -MPD TESTING AIRNZ SKYCOUCH3 TEST3-
7 TK OK27SEP/AKL1A0988//ETNZ
8 TK PAX OK27SEP/AKL1A0988//ETNZ/S4-5/P1
9 SSR RQST NZ KK3 LHRAKL/41HN,P1/41JN,P2/41KN,P3/DEFAULT ZONE
   /// CODE/S4
10 SSR CHLD NZ HK1 10JUN09/P2
11 SSR CHLD NZ HK1 10JUN09/P3
12 SSR DOCS NZ HK1 ///30JUN73/M//AAASNZ/MICKYA/P1
13 SSR DOCS NZ HK1 ///10JUN09/F//AAASNZ/MINNIEB/P2
14 SSR DOCS NZ HK1 ///10JUN09/M//AAASNZ/DONALDC/P3
15 /SSR ASVC NZ KD1 G/SC3//SKYCOUCHWITH THREE PAXES/S4/P1
16 FA PAX 086-4124673996/ETNZ/NZD7503.18/27SEP13/AKL1A0988/1234
   5675/S4-5/P1
17 FA PAX 086-1814997394/DTNZ/NZD600.00/27SEP13/AKL1A0988/12345
   675/P1/E15
18 FA PAX 086-4124673997/ETNZ/NZD5908.18/27SEP13/AKL1A0988/1234
   5675/S4-5/P2
19 FA PAX 086-4124673998/ETNZ/NZD5908.18/27SEP13/AKL1A0988/1234
   5675/S4-5/P3
20 FB PAX 2700000036 TTP/TM/RT OK ETICKET/EMD/S4-5/P1
21 FB PAX 2700000037 TTP/TM/RT OK ETICKET/EMD/S4-5/P2-3
22 FB PAX 2700000036 TTP/TM/RT OK ETICKET/EMD/P1/E15
23 FE PAX NONEND RESTRICTIONS APPLY/S4-5/P1
24 FE PAX NONEND RESTRICTIONS APPLY/S4-5/P2-3
25 FM *M*0
26 FP CASH
27 FV PAX NZ/S4-5/P1
28 FV PAX NZ/S4-5/P2-3

```

## 12. Receive the seat confirmation by enter:

RFPAX  
ERK

```
--- TST TSM RLR ---  
RP/AKLIA0988/AKLIA0988 RT/SU 1OCT13/1619Z 27D3UV  
1.AAASNZ/MICKYAMR 2.AAASNZ/MINNIEBMISS (CHD/10JUN09)  
3.AAASNZ/DONALDCMSTR (CHD/10JUN09)  
4 N2 001 Y 10DEC 2 LHRACL HK3 1535 0715 12DEC E N2/AQ786H  
5 N2 002 Y 15JAN 3 AKLLHR HK3 2245 1045 16JAN E N2/AQ786H  
6 AP -MPD TESTING AIRNZ SKYCOUCH3 TEST3-  
7 TK OK27SEP/AKLIA0988//ETNZ  
8 TK FAX OK27SEP/AKLIA0988//ETNZ/S4-5/P1  
9 SSR RQST N2 HK3 LHRACL/41HN,P1/41JN,P2/41KN,P3/DEFAULT_ZONE  
/// CODE/S4  
10 SSR CHLD N2 HK1 10JUN09/P2  
11 SSR CHLD N2 HK1 10JUN09/P3  
12 SSR DOCS N2 HK1 ///30JUN73/M//AAASNZ/MICKYA/P1  
13 SSR DOCS N2 HK1 ///10JUN09/F//AAASNZ/MINNIEB/P2  
14 SSR DOCS N2 HK1 ///10JUN09/M//AAASNZ/DONALDC/P3  
15 /SSR ASVC N2 KD1 G/SC3//SKYCOUCHWITH THREE FAXES/S4/P1  
16 FA FAX 086-4124673996/ETNZ/NZD7503.18/27SEP13/AKLIA0988/1234  
5675/S4-5/P1  
17 FA FAX 086-1814997394/DTNZ/NZD600.00/27SEP13/AKLIA0988/12345  
675/P1/E15  
18 FA FAX 086-4124673997/ETNZ/NZD5908.18/27SEP13/AKLIA0988/1234  
5675/S4-5/P2  
19 FA FAX 086-4124673998/ETNZ/NZD5908.18/27SEP13/AKLIA0988/1234  
5675/S4-5/P3  
20 FB FAX 2700000036 TTF/TTM/RT OK ETICKET/EMD/S4-5/P1  
21 FB FAX 2700000037 TTF/TTM/RT OK ETICKET/EMD/S4-5/P2-3  
22 FB FAX 2700000036 TTF/TTM/RT OK ETICKET/EMD/P1/E15  
23 FE FAX NONEND RESTRICTIONS APPLY/S4-5/P1  
24 FE FAX NONEND RESTRICTIONS APPLY/S4-5/P2-3  
25 FM *M*0  
26 FP CASH  
27 FV FAX NZ/S4-5/P1  
28 FV FAX NZ/S4-5/P2-3
```

For full details, FAQs and the GDS booking guide, please visit [airnzagent.co.nz](http://airnzagent.co.nz)

Three seats or a couch?  
*the choice*  
**is yours.**



