

# AIRLINE SALES MANUAL

For



# **AIRLINE SALES MANUAL – Content**

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# 1. APG Relationship

a. World Program information  
GSSA & IET

b. Acting countries

<b>IET GLOBAL</b>		
Argentina - effective 1 <sup>st</sup> Apr 2021	Greece	Portugal
Austria	Guatemala - effective 1 <sup>st</sup> Apr 2021	Qatar - effective 1 <sup>st</sup> Apr 2021
Belgium	Haiti - effective 1 <sup>st</sup> Apr 2021	Russia
Benin - effective 1 <sup>st</sup> Apr 2021	Ireland - effective 1 <sup>st</sup> Apr 2021	Saudi Arabia - effective 1 <sup>st</sup> Apr 2021
Bolivia - effective 1 <sup>st</sup> Apr 2021	Italy	Senegal - effective 1 <sup>st</sup> Apr 2021
Brazil - effective 1 <sup>st</sup> Apr 2021	Ivory Coast - effective 1 <sup>st</sup> Apr 2021	Slovakia
Burkina Faso - effective 1 <sup>st</sup> Apr 2021	Jordan - effective 1 <sup>st</sup> Apr 2021	South Africa
Canada	Kazakhstan - effective 1 <sup>st</sup> Apr 2021	South Korea - effective 1 <sup>st</sup> Apr 2021
Mali (CWA) - effective 1 <sup>st</sup> Apr 2021	Kenya - effective 1 <sup>st</sup> Apr 2021	Spain
Chile - effective 1 <sup>st</sup> Apr 2021	Mexico - effective 1 <sup>st</sup> Apr 2021	Sweden
Colombia - effective 1 <sup>st</sup> Apr 2021	Morocco - effective 1 <sup>st</sup> Apr 2021	Switzerland
Costa Rica - effective 1 <sup>st</sup> Apr 2021	Mozambique - effective 1 <sup>st</sup> Apr 2021	Tunisia - effective 1 <sup>st</sup> Apr 2021
Czech Republic	Netherlands	Turkey
Cyprus - effective 1 <sup>st</sup> Apr 2021	Nigeria - effective 1 <sup>st</sup> Apr 2021	Ukraine
Denmark	Norway - effective 1 <sup>st</sup> Apr 2021	United Kingdom
Dominican Republic - effective 1 <sup>st</sup> Apr 2021	Oman	Uruguay - effective 1 <sup>st</sup> Apr 2021
Ecuador - effective 1 <sup>st</sup> Apr 2021	Panama - effective 1 <sup>st</sup> Apr 2021	Uzbekistan - effective 1 <sup>st</sup> Apr 2021
Finland	Paraguay - effective 1 <sup>st</sup> Apr 2021	U.S.A
France	Peru - effective 1 <sup>st</sup> Apr 2021	Venezuela - effective 1 <sup>st</sup> Apr 2021
Germany	Philippines - effective 1 <sup>st</sup> Apr 2021	Malta - effective 1 <sup>st</sup> Apr 2021
Ghana - effective 1 <sup>st</sup> Apr 2021	Poland	Mauritania - effective 1 <sup>st</sup> Apr 2021

c. APG Contact details

**Sales Team**

Ms. Siew Lian

Mr. Ramarao Krishnan

**Reservation & Ticketing Team**

Ms. Rawvidah Tajuddin

Ms. Suzanah Md Saad

Address:

Suite 1001, Level 10, Wisma Lim Foo Yong  
86 Jalan Raja Chulan  
50200 Kuala Lumpur  
Tel: +603 2141 3899

Operation hours: Monday to Thursday - 0900 to 1800 & Friday – 0900 to 1700  
Saturday, Sunday & Public Holiday: Closed

Email: [malaysia@apg-ga.com](mailto:malaysia@apg-ga.com)

d. CARE content

Product Presentation, Logos, Route Map

<https://drive.google.com/drive/folders/1JBaQzBUKPhA-CWG0KX6hWoTi2AI2YGli>

e. Ticketing and Sales Report

**Frequency: Monthly**

f. Monthly Report Template

Refer to CARE folder

<https://drive.google.com/drive/folders/1tt-fRmp5aofjqx68FQFHC99ZPitwnRP>

## 2. Airline Information

### a. History

- Batik Air is a scheduled Indonesian airline which made its maiden flight on May 2013 from Jakarta to Manado
- A member of Lion Air Group.
- Lion Air Group is an Indonesian airlines company that holding other airlines company such a Lion Air, Malindo Air, Thai Lion Air, Batik Air & Wings Air.
- The airline began its service with ten Boeing 737-900ER aircraft.
- Following the Malindo Air rebranding into Batik Air Malaysia, Lion Air decided to transfer all of Batik Air Boeing 737s to Malindo Air.
- Batik Air will become an all-Airbus A320 operator.
- Batik Air connects you to over 44 destinations and operates up to 300 flights daily.

### b. Network



Batik Air connects you to over 44 destinations and operates up to 300 flights daily. Soon, you will able to fly extensively throughout the Asia pacific region with Batik Air.

Our destinations

Ambon	AMQ	Makasar	UPG
Balikpapan	BPN	Malang	MLG
Banda Aceh	BTJ	Manado	MDC
Bandar Lampung	TKG	Manokwari	MKW
Banjarmasin	BDJ	Medan Kuala Namu	KNO
Batam	BTH	Merauke	MKQ
Bengkulu	BKS	Padang	PDG
Denpasar bali	DPS	Palembang	PLM
Gorontalo	GTO	Palu	PLW
Jakarta halim Perdana Kusuma	HLP	Pekan baru	PKU
Jakarta Soekarno-Hatta	CGK	Pontianak	PNK
Jambi	DJB	Semarang	SRG
Jayapura	DJJ	Silangit	DTB
Jogjakarta	JOG	Solo	SOC
Kendari	KDI	Sorong	SOQ
Kupang	KOE	Surabaya	SUB
Lombok	LOP	Tarakan	TRK
Lubuk Linggau	LKI	Ternale	TTE
Chennai	MAA	Kota Kinabalu	BKI
PalangKaraya	PKY	Kuala Lumpur	KUL
Perth	PER	Labuan Bajo	LBJ
Singapore	SIN	Tanjong Pandan	TJQ

c. Airline useful contacts

**Mr Difaini Anugrah**

[difaini.anugrah@lionair.co.id](mailto:difaini.anugrah@lionair.co.id)

**Call Center number**

(+6280) 4177 8899

(+6221) 6379 8000

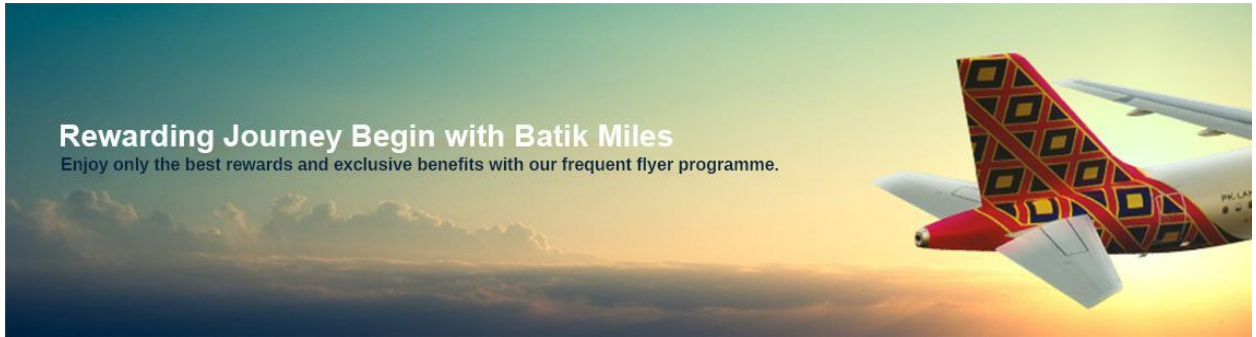
(+65) 6339 1922 (Singapore)

(+60) 03-7841 5333 (Malaysia)

+618 9442 6024 (Toll free number AU & NZ)

d. Loyalty Program

Batik Miles offers a range of benefits designed to enhance your travel experience. Earn benefits whenever you fly with us. Enjoy special offers and promotions specially catered for Miles Members wherever you travel.



Batik Air loyalty program divided into 2 level of tier Batik Silver and Batik Gold. For more details please login to <https://miles.batikair.com/id/loyalty/login.aspx>

Batik Silver	Batik Gold
<b>4 ELIGIBLE FLIGHT</b>	<b>15 ELIGIBLE FLIGHT</b>
-	Free Excess Baggage 10Kg
-	Priority Boarding ( in CGK & HLP )
-	Preferred seating if available
-	Free Upgrade Ticket at Airport if available
Get discount on various kinds of merchant who has collaborate with Batik Air (**)	Get discount on various kinds of merchant who has collaborate with Batik Air (**)
-	-
-	-

e. Distribution (BSP, GDS, Commission)

- All ID tickets to be plated on **GP/275** documents.
- Available in GDS: Sabre, Amadeus, Travelport
- Credit card acceptance: All major Credit cards & UATP are accepted (According to your market).
- Commission: Zero
- Reissuance : XP
- Cancellation fee: CP
- Refund: GDS or RAA
- Fare Rules : refer system
- Group Request : refer APG Malaysia

## 3. AIRCRAFTS

### a. Fleet

Aircraft	In service	Orders	Passengers		
			C	Y	Total
Airbus A320-200	44	13	12	144	156
Airbus A320neo	1	112	12	144	156 <sup>[9]</sup>
Airbus A321neo	—	65	TBA		
Boeing 737-800	25	—	12	150	162
Boeing 737-900ER	6	—	12	168	180
<b>Total</b>	<b>76</b>	<b>190</b>			

### b. Cabin product

#### Business Class



- With your first baggage 30 kg allowance on us, leave all your worries at home. With less things to be concerned about, simply enjoy your trip and flight with us.
- Sink into our wider seats 45" pitch for a more comfortable ride. It's the little things that make a big difference.
- Experience a top notch culinary experience 10,000 feet above ground, with a wide selection of scrumptious in-flight meals proudly showcasing the taste of our Tanah Air.
- Our wide array of the most updated and classic movies, music and games will keep you company throughout the flight. A USB port is also available for you to charge your electronic gadgets



## Economy Class



- Enjoy your first baggage 20 kg allowance free of charge.
- Traveling doesn't mean leaving the comforts of your own house. Make yourself at home with wider 32" pitch seats.
- Satisfy your culinary cravings with our specially prepared meals.
- Keep yourself entertained throughout the flight with various movies, music and games to choose from. Should you wish to charge your electronics, a USB port is available at every seat.

### c. Airport information

## Jakarta-Soekarno International Airport

**Airport IATA code**  
CGK

**Local time GMT**  
UTC +7

**Geographic coordinates:**  
Latitude (6.07), Longitude (106.39)

**Location:**  
located 20 kilometres west of Jakarta city center.

**Contact No:**  
+62 21 5505179

**Website :**  
<http://soekarnohatta-airport.co.id/>

A map of the Jakarta region in Indonesia. The Soekarno-Hatta International Airport is marked with a red pin and labeled. The map shows major roads, including the TJK (Tol Jakarta-Kertajati) and TJK1 (Tol Jakarta-Cikampek). Other cities and areas shown include Tangerang, Bekasi, Depok, Bogor, and various districts like South Jakarta, Tangerang, and Bekasi Regency. The airport is located north of the city center, near the TJK1 interchange.

## Jakarta-Halim Perdana Kusuma International Airport

**Airport IATA code**  
HLP

**Local time GMT**  
UTC +7

**Geographic coordinates:**  
Latitude (6.26) , Longitude (106.88)

**Location:**  
Located at East Jakarta, 41km away from CGK airport

**Contact No:**  
+62 21 80899217

**Website :**  
[www.halimperdanakusuma-airport.co.id](http://www.halimperdanakusuma-airport.co.id)



## Manado-Sam Ratulangi International Airport

**Airport IATA code**  
MDC

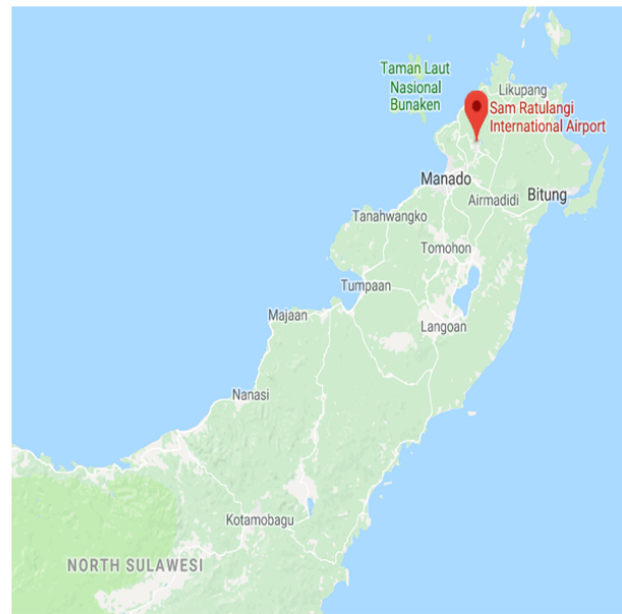
**Local time GMT**  
GMT+8

**Geographic coordinates:**  
Latitude (1.55) , Longitude (124.92)

**Location:**  
Located in North Sulawesi, 13km northeast of Manado

**Contact No:**  
+62 431 814320

**Website :**  
<https://samratulangi-airport.com/en>



## **4. FARES PROCEDURES**

- a. Published fares / Net Fares / Others (seaman etc.)

For fare verification purposes, the applicable published fare is as per ATPCO fillings. The operating carrier is responsible for filling all applicable automated fares, fees and charges in the GDS as per ATPCO

- b. Penalties and Exceptions

Please refer to operating carrier fare rules.

- c. Fare filing

Please refer to filed fare rules in GDS / GP Carrier

- d. AD/ID Tickets procedures

Not applicable

## 5. MISCELLANEOUS

a. Ums

- 5-12 years old for Batik Air domestic flights and for young passengers, the age is between 13-16 years old.
- Children in between 2 - 5 years old **MUST** be accompanied by an able-bodied passenger aged 18 years old and above.

b. Baggage policy

**Free Baggage Allowance**

Class	Allowance (KG)
Business Class	30 <sup>KG</sup>
Economy Class	20 <sup>KG</sup>
Cabin	7 <sup>KG</sup>

*Batik air*  
www.batikair.com

### Check-in Baggage Allowance

- International Flight & Domestic
- Business Class - 30 KG
- Economy Class - 20 KG

### **Hand Carry Baggage**

- One piece + 1 personal items
- Maximum : 7 kg per passenger
- Dimension: 40cm x 30cm x 20cm.

#### **c. Groups Requests & Processes**

- Minimum group size is 10 and above
- Fare quoted is applicable for 3 working days (72hrs) and subject to seat availability. Deposit required within 3days after seat confirmation.
- Full payment and name list 21days before departure
- Bookings confirmed within 30days to departure full payment is required upon seat confirmation
- Payment mode: cash deposit, credit card, Interbank transfer
- Group materialization rate is 80%
- Payment made are non-refundable
- Requests for group fares will be sent to [malaysia@apg-ga.com](mailto:malaysia@apg-ga.com)

#### **d. Schedules changes, Flight Cancellation**

##### **For GP tickets issued until 30th of June 2021:**

##### **Cancelled flights**

If one of the flights scheduled on a 275 ticket is cancelled by the operating airline or with a schedule change higher than 3 hours:

- You may change the date for free (ADC to be collected) for a travel date within the validity of the ticket. If the sales are not open yet, or your passenger needs time to think about new dates, you must add a retention line in your PNR to maintain it as active, validity of ticket is not extended.
- You may request a full refund through BSP Link, do not forget to attach the PNR history with the cancelled flight. All RAF requesting a full refund without the copy of the PNR will be rejected, they'll have to be resubmitted with the copy of the PNR. Refunds will be processed in the coming weeks. RAF must be correctly submitted through BSP Link before the end of the validity of the ticket.

Operated flights:

- 1 free change before departure is accepted (no penalty, ADC to be collected), from 2nd change fare rules apply
- Fare rules apply for refund and no show
- Refund may be processed through GDS as per our usual Refund policy and within the validity of the ticket.

e. Refunds

Refund via GDS – Voluntary refund

- Cancellation from passenger (Operating airlines rules apply)

Refund via BSPLink - Involuntary refund

- Cancellation flight / schedule change
- Dupe e-ticket or new e-ticket bought or issued
- Death of passenger

For involuntary refund, attach all supporting documents to avoid any unnecessary rejections.

For all pending refunds application, please forward your request to [gprefund@apg.fr](mailto:gprefund@apg.fr)

f. Name Change Procedure

It depends of the operating airline and the number of letters to be changed. For more details please visit [www.apgiet.com](http://www.apgiet.com)

g. Fam Trip (study tour) procedure

Not applicable

## 6. Interline Agreements

a. Code-shares

Not applicable

b. SPAs

Not applicable

## **7. MARKETING & COMMUNICATION**

Official Logos, images, Trade and Consumer Newsletter Templates, Airline signature and Press trip procedures can be found in

**Google Drive: World Program Central / CA-R-E Client Airlines Reports / CARE BATIK AIR**

<https://drive.google.com/drive/folders/1JBaQzBUKPhA-CWG0KX6hWoTi2AI2YGli>