



# Tigerair Australia

Travel agent portal | [user guide](#)



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## How to log in?

1. Visit login page

Visit <https://booking.tigerair.com.au/TigerAirPortal/Agent/>

2. Login

Enter 'agent username' and 'agent password' into the appropriate fields.

The screenshot shows the 'Agent Login' page. At the top, there is a dark grey header with the text 'Agent Login' in orange. Below the header, the text 'Please enter your credential details below' is displayed in orange. There are two input fields: 'agent username' and 'agent password'. The 'agent username' field contains the text 'example' and has a small 'x' icon to its right. The 'agent password' field contains seven dots. Below the input fields, there are two buttons: 'Return Home' (orange) and 'Login' (blue). Three callout boxes with orange borders and arrows point to the form elements: one points to the 'agent username' field with the text 'Please enter agent username', another points to the 'agent password' field with the text 'Please insert agent password', and a third points to the 'Login' button with the text 'Please enter agent password'.

## Updating/viewing agent profile

### How to view your agent profile

Please select 'profile' on the navigation tool bar.



make booking



my bookings



profile

### How to update your profile details

Please select the field and enter new information. Once completed please select 'update' to ensure the required information is stored in the system.



make booking



my bookings



profile

Agency Code TESTAG01

Agency Name TESTAGENCY01

Title\* Mr

First Name\* Michaelxxx

Last Name\* Fulton

Email\* noreply@navitaire.com

Contact Phone\* +61 (CC)  0400000000

Fax\* 0555555

Mobile Phone\* +61 (CC)  0400000000

Street Address\* Head Office - jetbase| gate 27

Country\* Australia

Town or City\* tullamarine

State\* Victoria

Postal Code\* 30451

Update

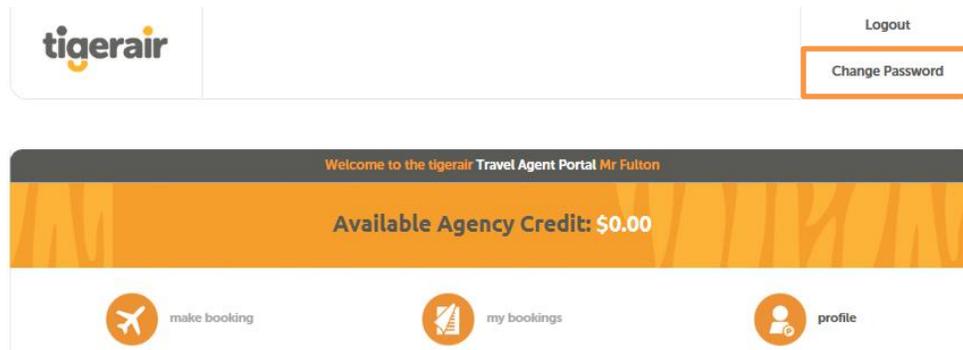
Please select 'update' once the required information has been entered.



## How to change an agent password

### 1. Select 'change password'

Please select 'change password' in the top right corner of the web browser.



### 2. Change password

Please update the required fields and then select 'submit' located in the bottom right hand side of the screen to change the password.

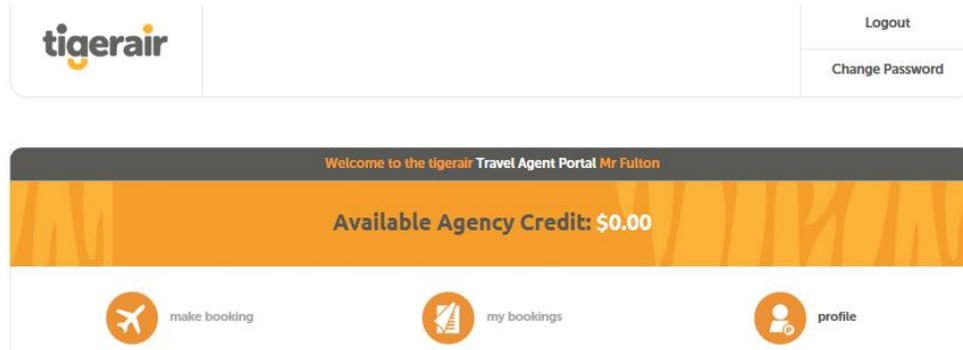
The screenshot shows the 'Change Password' form. At the top are the navigation icons: 'make booking', 'my bookings', and 'profile'. Below them is the title 'Change Password' and the instruction 'Please enter your credential details below'. The form contains four input fields: 'agent username' (Please enter), 'old password' (Please enter old password), 'new password' (Please enter new password), and 're-enter password' (Please re-enter your password). At the bottom left is a 'cancel' button, and at the bottom right is a 'submit' button, which is highlighted with an orange border and an arrow pointing to it from a text box below.

Once the required fields have been updated, please 'submit' to formalize the change.



### Monitoring account balance

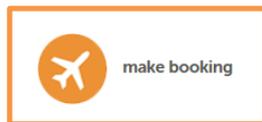
Agents are able to monitor their account as per required. Located above the navigation tool bar is the agency account balance.



## How to book?

### 1. Make a booking

Please select 'make booking' on the navigation tool bar.



### 2. Flight information

Please enter the required 'from', 'to', departure and return date.

The image shows a flight search form with several annotations. The form includes a search bar with the text "let's search for flights", a radio button for "Return" (selected) and "One Way", and input fields for "From" (Melbourne (MEL)), "To" (Sydney (SYD)), "10 Oct 2015", and "20 Oct 2015". Below these are dropdown menus for "Adult" (2), "Children" (0), and "Infants" (0). There is also a "Promo Code" field with the text "Enter Code" and a "let's look" button. Annotations with arrows point to the "From" field ("Please insert origin"), the "To" field ("Please insert destination"), the "10 Oct 2015" field ("Please insert departure date"), and the "20 Oct 2015" field ("Please insert arrival date").



### 3. Select flight

Please select the required flight by clicking on the fare price box located next to the desired flight.

The screenshot displays the Tigerair flight selection interface. At the top, it shows the Tigerair logo, departure and return flight details (MEL to SYD and SYD to MEL), and a balance due of \$320.00. Below this, there are two flight selection sections. The first section is for the outbound flight from Melbourne (MEL) to Sydney (SYD) on Saturday, 10th October. It lists flight TT 206 with a duration of 1h30m, departing at 06:45 AM and arriving at 08:15 AM. Two fare options are shown: a 'Light' fare for \$95.00 and an 'Express' fare for \$105.00. A callout box with an arrow points to the \$95.00 fare, stating 'Please select flight here'. The second section is for the return flight from Sydney (SYD) to Melbourne (MEL) on Tuesday, 20th October. It lists flight TT 243 with a duration of 1h35m, departing at 01:15 PM and arriving at 02:50 PM. Two fare options are shown: a 'Light' fare for \$65.00 and an 'Express' fare for \$75.00. A callout box with an arrow points to the \$65.00 fare, stating 'Please select flight here'. Both sections include a 'Clear Selection' button and a note that all timings are local time.

Once the flight date and times have been confirmed, please click 'Tell us who's flying' to proceed with the booking.

The screenshot shows the 'Price Summary' page. It displays the price per adult as \$160.00. Below this, it shows a calculation: 2 Adults (represented by a person icon and 'x 2') equals \$320.00. A note below the calculation states: '\* Please refer to the 'Important Information for your booking' above for additional information.' At the bottom of the page, there are two buttons: 'Edit Search' and 'Tell us who's Flying'. A callout box with an arrow points to the 'Tell us who's Flying' button, stating: 'To proceed with booking, please select 'Tell us who's flying''.



#### 4. Passenger details:

Please place the details of the customer(s) that are travelling in passenger information fields.

	<b>Depart</b> MEL Melbourne 06:45AM	✈	SYD Sydney 08:15AM	<b>Return</b> SYD Sydney 01:15PM	✈	MEL Melbourne 02:50PM	x 2 <a href="#">Edit Search</a>	<b>Balance Due</b> <b>\$384.00</b>
						Confirmation		
<b>Passenger Info</b>								
<b>Please note the marked fields are mandatory(*)</b>								
	<b>Title*</b> Mr	<b>First Name*</b> John		<b>Gender*</b> Male		<b>Last Name*</b> Smith		
<b>Passenger 1 (Adult)</b>	<b>Date of Birth*</b> 01 / 01 / 1980							
For more information about special assistance please <a href="#">click here</a>							Hide Details	
<b>Please note the marked fields are mandatory(*)</b>								
	<b>Title*</b> Mrs	<b>First Name*</b> Jackie		<b>Gender*</b> Female		<b>Last Name*</b> Smith		
<b>Passenger 2 (Adult)</b>	<b>Date of Birth*</b> 01 / 01 / 1980							
For more information about special assistance please <a href="#">click here</a>							Hide Details	



Once the details of the customer have been placed in the required fields, please complete the contact details as seen below.

**Contact Details**

Please note the marked fields are mandatory(\*)

**Contact Passenger**

**Title\*** Mr

**First Name\*** John **Last Name\*** Smith

**Address\*** 1 test street

**Town or city\*** Melbourne **Country\*** Australia

**State\*** Victoria **Postal Code\*** 3000

**Phone No\*** Mobile +61 (CC) 0400000000

**Email\*** johnsmith@hotmail.com **Confirm email\*** johnsmith@hotmail.com

Please see our [Privacy Policy](#) and [Privacy Statement](#) for Flight Bookings when making a new booking for details on how your personal information will be handled.

Tigerair may contact you via your mobile phone number or email for any changes to your flight.

Please select from the ‘check-in baggage’ options in the drop down box. If the passenger does not require check-in baggage, please select ‘No check-in baggage’.

**Baggage Selection**

For your convenience we have preselected 20kg of check-in baggage for all passengers. If you do not require checked in baggage or want to change the selection, please use the drop downs below. Please tick the "Add baggage per person" check box to choose individual baggage weights.

**Do you have baggage to check-in?** Add baggage per person

Prepay now to avoid excess baggage fees at the airport

**All Passengers**

No check-in Baggage  
Prepaid Baggage 15kg @ \$13.50  
**Prepaid Baggage 20kg @ \$16.00**  
Prepaid Baggage 25kg @ \$26.00  
Prepaid Baggage 30kg @ \$31.00  
Prepaid Baggage 35kg @ \$36.00  
Prepaid Baggage 40kg @ \$41.00  
Prepaid Baggage 20kg @ \$16.00

clear selection

clear selection

Please select baggage here



If the customer requires more than 7 kilograms of carry-on baggage, they can select Cabin plus. Cabin plus allows passengers to carry-on up to 12 kilograms of baggage on board. If required please select the highlighted field.

**Cabin+**

**Need more cabin baggage?**  
Simply select the cabin+ product below to boost your cabin baggage from 7kgs to 12kgs

Add cabin+ per person

**All Passengers**

	Melbourne (MEL) to Sydney (SYD)	Sydney (SYD) to Melbourne (MEL)
	Increase to 12kgs - \$18 <input checked="" type="radio"/>	Increase to 12kgs - \$18 <input type="radio"/>

**Let's choose a nice seat**

Please select cabin plus here

Press 'let's choose a nice seat' to proceed with the booking

## 5. Seat select

Customers have four alternative seat options when booking that they can select from. They can select extra leg room, up front seating and standard seating. If they do not require seat selection they can ‘continue without seat select’ and have the system allocate a seat when checking in.

The screenshot displays the Tigerair booking process. At the top, it shows the flight itinerary: MEL to SYD on Oct 10, 2015, and SYD to MEL on Oct 20, 2015. The total price is \$384.00. Below this, there's a passenger list with names John Smith and Jackie Smith. A seat map is shown with a callout box pointing to a specific seat. At the bottom, there are three seat options: Extra Leg Room (\$29.00), Up Front (\$7.00), and Standard (\$5.00). A summary shows the total price as \$0.00. Two buttons are visible: 'Continue without seat selection' and 'Accept & Continue'.

Please click on the required seat to select.

If a seat is not required, please ‘continue without seat selection’

Once a seat is selected please ‘accept & continue’



## 6. Add ons:

Customers are able to purchase travel insurance via Tigerair Australia. The policy is held with ACE Insurance.

If the agent or the customer would like further information on the coverage, please follow the link to the Product Disclosure Statement.

**tigerinsure**

**Get protected for only \$12.95 per person**  
Key benefits of tigerinsure

For your convenience, we have pre-selected travel insurance so that you and all passengers on your itinerary are covered for unforeseen events such as flight cancellations and loss/damage/theft of luggage. If you do not wish to purchase this insurance, please select "No".

**YES** Add tigerinsure from only \$12.95 per person!  
I confirm that I have read the [Combined tigerinsure Financial Services Guide, Policy Wording and Product Disclosure Statement \(PDS\)](#).  
I/We understand and accept the terms, conditions and exclusions of the PDS, including the duty of disclosure.

**NO** I don't want insurance. Thank you

tigerinsure is underwritten by ACE Insurance.

Tigerair Australia Pty Limited (ABN 52 124 369 008) Authorised Representative Number 441224 promotes tigerinsure. ACE Insurance Limited (ABN 23 001 642 020) AFSL No. 239687 (ACE) insures this product. Tigerair and ACE provide general advice only and do not consider your objectives, financial situation or needs. To decide if this product is right for you, please read the [tigerinsure Combined Financial Services Guide, Policy Wording and Product Disclosure Statement \(PDS\)](#).

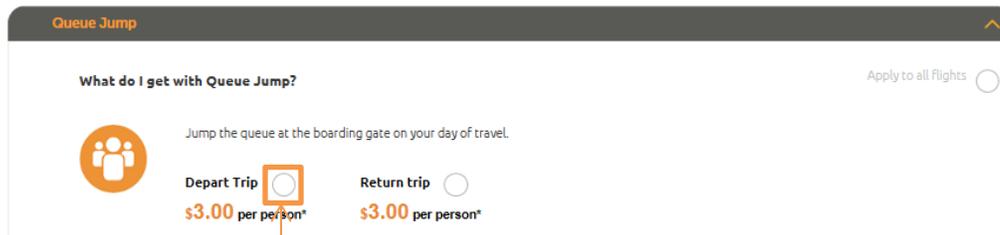
You must be 18 year old or over to purchase tigerinsure. Cover can be purchased on behalf of people under 18 years of age.  
Terms, conditions and exclusions apply.

Link to travel insurance Product Disclosure statement

Please select 'No' if travel insurance is not required.

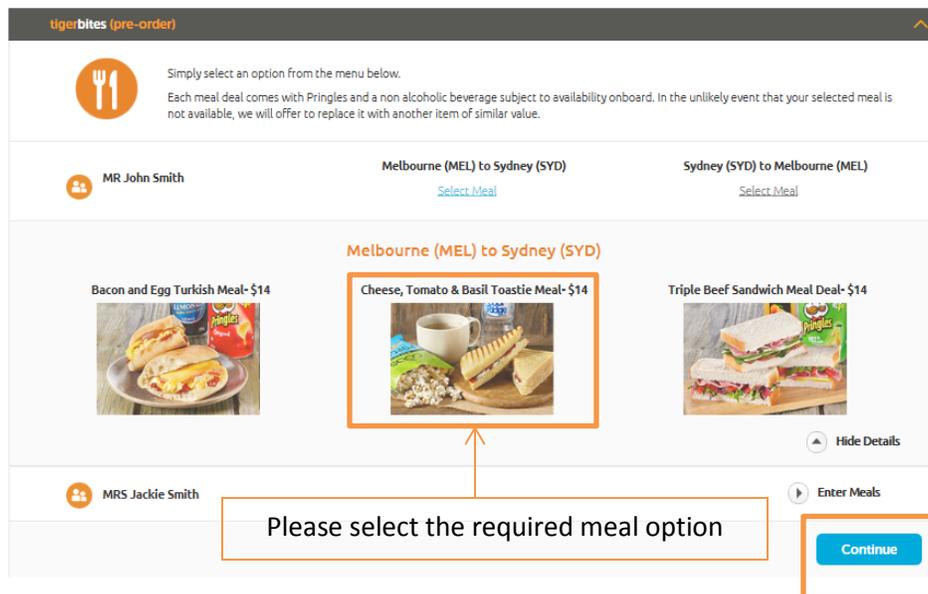


Customers can select queue jump. Queue jump offers customers the opportunity to board the aircraft first.



Please click the circular button if the customer requires queue jump

Tigerbites is our on-board menu. Customers can select from three alternatives at the time of booking or up until two hours prior to the scheduled departure.



Please select the required meal option

To proceed with booking please click 'continue'

## 7. Payment

### *Paying with Agency credit:*

Once confirmed the agent can make payment via ‘agent credit’, as displayed below. Please tick the ‘terms and conditions’ and then click ‘submit payment’. Once submitted the itinerary will be dispatched by Tigerair Australia.

The screenshot shows the 'Payment' section of the Tigerair website. It includes a warning about fees, a 'Payment Details' section with a table of payment options, a terms and conditions checkbox, and a 'submit payment' button. Annotations with arrows point to the 'Agent Credit' option, the terms and conditions checkbox, and the 'submit payment' button.

	Agent Credit Balance	Amount Due	Balance After Booking
Agent Payment	\$1,000.00	\$400.00	\$600.00

Annotations:

- Please select 'agency credit' if you'd like to pay via this method
- Once 'agency credit' has been selected, please agree to the terms and conditions.
- Once the terms and conditions have been agreed to, please submit.



*Paying with credit/debit card:*

Once confirmed the agent can make payment via ‘Debit & Credit Card’, as displayed below. Please complete the required fields. Once the information has been input, please tick the ‘terms and conditions’ and then select ‘submit payment’. Once submitted the itinerary will be dispatched by Tigerair Australia.

The screenshot shows the 'Pay with a credit card' form. On the left is a vertical menu with options: 'Debit & Credit Card' (highlighted), 'Tigerair Voucher', 'Agent Credit', and 'Agency Hold'. The main form area includes fields for 'Card Type' (with icons for Mastercard Debit, Mastercard Credit, Visa Debit, and Visa Credit), 'Card Number', 'Cardholder name', 'Expiry Date' (with dropdowns for 01 and 2015), and 'CVV'. A 'submit payment' button is at the bottom right. A 'Booking and service fee' section shows a balance due of 172.00. A checkbox at the bottom is for accepting terms and conditions.

**Callout 1 (left):** Please select 'debit & credit card' if you'd like to pay via this method.

**Callout 2 (top right):** If the form of payment includes a booking and service fee, the agent can view the fee here.

**Callout 3 (bottom left):** Once 'agency credit' has been selected, please agree to the terms and conditions.

**Callout 4 (bottom right):** Once the terms and conditions have been agreed to, please submit.



### Placing a booking on hold:

Alternatively agents are able to place bookings on hold. Please note, itineraries will not be sent for bookings in this instance. Following the hold booking, the agent will need to complete the payment by visiting manage my booking and paying with credit card/debit card or with a Tigerair voucher. Alternatively the agent can contact Tigerair Australia via [ausales@tigerair.com](mailto:ausales@tigerair.com) and pay via agency credit.

The screenshot shows the 'Payment' section of the Tigerair website. It includes a 'Payment Details' section with a list of payment methods: Debit & Credit Card, Tigerair Voucher, Agent Credit, and Agency Hold. The 'Agency Hold' option is highlighted with a red box. A callout box points to this option with the text: 'Please select 'agency hold' if you'd like to place the booking on hold.' Below the payment methods, there is a checkbox for terms and conditions, which is also highlighted with a red box. A callout box points to this checkbox with the text: 'Once 'agency hold' has been selected, please agree to the terms and conditions.' At the bottom right, there is a 'submit payment' button, which is also highlighted with a red box. A callout box points to this button with the text: 'Once the terms and conditions have been agreed to, please submit.'

Please select 'agency hold' if you'd like to place the booking on hold.

Once 'agency hold' has been selected, please agree to the terms and conditions.

Once the terms and conditions have been agreed to, please submit.



## Key notes:

- Agents are advised to renew their password when logging into the agent portal for the first time.
- If you require assistance please contact the team via [ausales@tigerair.com](mailto:ausales@tigerair.com)