

**AIR NIUGINI TICKET  
PAYMENT on BSP Mobile  
Banking \*131#**

Document is for Air Niugini Staff Use Only

## Mobile Ticket Payment

- **Air Niugini Ticket Payment is a payment service available on Bank South Pacific (BSP) Mobile Banking to allow PX customers pay for their ticket.**
- **The Ticket Payment option is accessible on BSP's Mobile Banking by dialing \*131# from any Digicel or Bmobile enabled handset. Customer must be registered to BSP Mobile Banking before he or she can access the ticket payment option.**
- **Air Niugini Ticket Payment enable payment of fare; it is not set up to make a booking. The booking needs to be completed at existing PX Sales channels including online.**



**Air Niugini**

# HOW DOES IT WORK?

- Passenger completes a booking at Air Niugini Sales Office, Call Centre or Online (website, selecting Pay Later), and obtains a Booking Reference.
- They dial \*131# and take the next steps to finalise payment.
- Booking is validated in real-time in SABRE, and payment deducted from Passenger's BSP Bank Account. E-ticket is automatically issued by SABRE.
- An SMS is sent to customer with the E-ticket number(s).
- Passenger requesting for e-ticket itinerary can use the Manage My Booking on [www.airniugini.com.pg](http://www.airniugini.com.pg) to obtain one.

## HOW DOES IT WORK?

Make a booking with Air Niugini and obtain a Booking reference

To Pay Dial **\*131#** and enter PIN to continue

From menu Choose **4.Payments | 1.Ticket Payment | 1.Air Niugini**

Enter your **Booking Reference** and follow the prompts to complete payment. E-ticket is issued

Upon successful payment a SMS with E-ticket number(s) is delivered to Customer

# PAYMENT SERVICE PROVIDERS

- **Bank of South Pacific Limited (BSP): provides the Payment service on their Mobile Banking (\*131#)**
- **Digicel – Mobile Carrier**
- **Bmobile – Mobile Carrier**
- **Air Niugini– validate Booking Reference and upon payment confirmation issue E-ticket**



# FAMILIARITY OF SERVICE

## Selling Points

The Mobile Ticket Payment service should be recommended to passengers who make booking but return to Sales office later to complete payment. This service should be used effectively to avoid travellers returning to Sales office.

Traveller who may not have access to credit card but is able to complete a booking on PX Website or Call Centre. They should be advised to use BSP mobile banking to complete payment.

Family members making payment for their relatives

All other valid reasons to discourage travellers queuing in PX Sales office.

# FAMILIARITY OF SERVICE

## General Conditions

- Passenger must be an existing Bank Account holder of BSP and registered to their Mobile Banking service or eligible to register to BSP Mobile Banking.
- They must have adequate funds in their bank account to complete payment.
- Daily Limit of K5000 applies for ticket payment (multiple payments are allowed up to K5000 per day)
- Customer can pay for some one else's ticket for example relative, friend etc
- Group Bookings is not allowed to be paid using Mobile Payments

# CHECK-IN PROCESS

All Existing procedures at airport apply for example screening, photo identification.

Passengers who have paid for their ticket using Mobile payments can show their SMS at Check-in, in addition to all existing check-in procedures. Photo ID must be produced. PX Airport staff must accept SMS as form of e-ticket itinerary.

Passengers wishing for a paper copy of their e-ticket can obtain one by using Manage My Booking on [www.airniugini.com.pg](http://www.airniugini.com.pg)

Passenger can use View E-ticket option on\*131# to request for SMS to be resent, in the event they have deleted the SMS notification



# REFUND PROCESS

## RES Agent

Receives the refund request, processes refund via Sabre AER flow and delegates request to Treasury Bank Team

## Treasury Bank Team

Verifies the payment and delegates to Sales Revenue Refund Team

## Sales Revenue Refund Team

Assess the request, calculate fees and penalties, approve and process ticket in RAPID, then delegate back to Treasury Bank Team

## Treasury Bank Team

By Way of Authority authorises the bank to debit stated Bank Account and credit Customer Account, then advise RES agent of refund processed.

## RES Agent

Relay refund message to customer

-Process End-

# SEEKING ASSISTANCE

**Passenger queries unresolved at Sales Office should be escalated to PSS Helpdesk**

**PSS Helpdesk contacts are;**

**Phones: 327 3291 / 3273 779 / 3273 780**

**Email: [psshelphdesk@airniugini.com.pg](mailto:psshelphdesk@airniugini.com.pg)**

**The End**