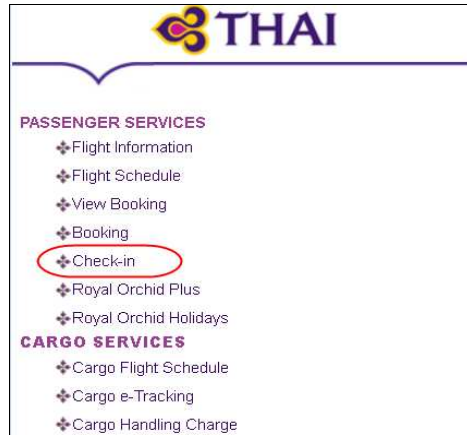


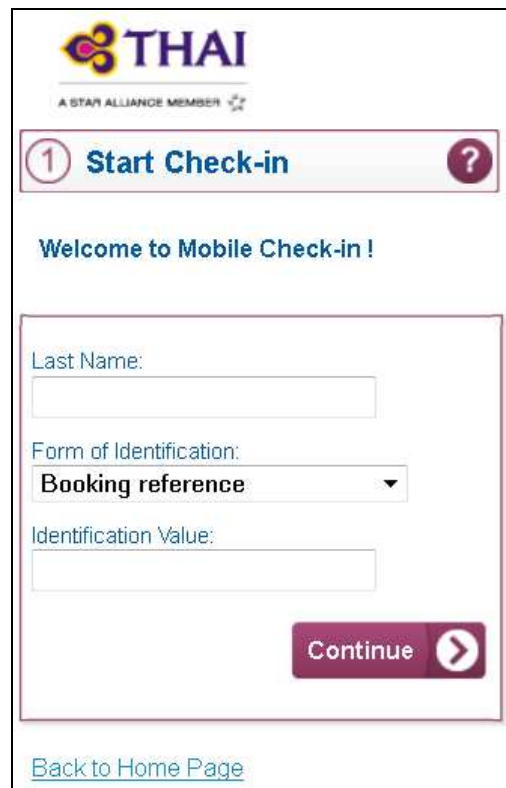
Mobile Check-in

1. Access to URL "m.thaiairways.com" then selects Check-in.



2. Passenger Identification

- Entering last name combined with confirmed booking reference, electronic ticket number or Frequent Flyer Program Number then click Continue.



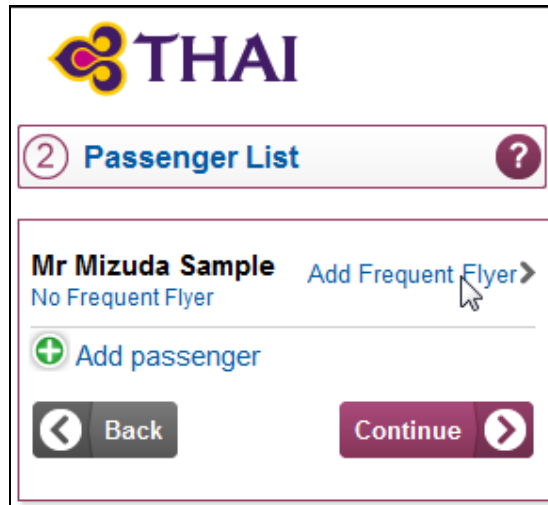
The screenshot shows the Thai Airways mobile check-in form. At the top is the Thai Airways logo and "A STAR ALLIANCE MEMBER" text. Below the logo is a header bar with "1 Start Check-in" and a question mark icon. The main content area is titled "Welcome to Mobile Check-in!". Below the title is a form with the following fields: "Last Name:" with a text input field, "Form of Identification:" with a dropdown menu showing "Booking reference", and "Identification Value:" with a text input field. At the bottom right of the form is a "Continue" button with a right arrow icon. Below the form is a link "Back to Home Page".

3. Flight and Passenger Selection

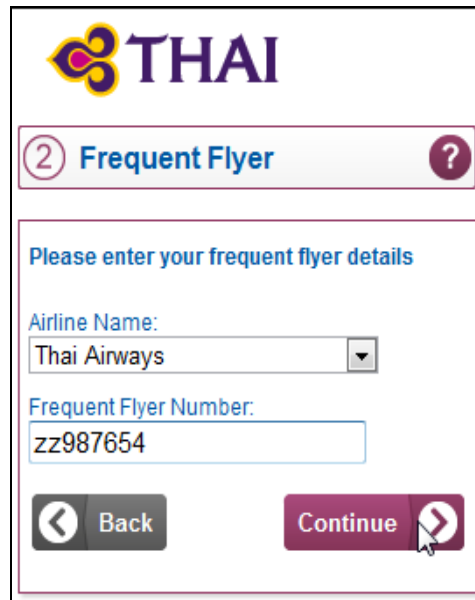
Mobile Check-in supports multi passenger's check-in (from the same and different PNRs), allowing you to select which passengers are to be checked-in. One or more passengers can be selected at the same time, including infants as long as they are travelling the same journey and class.

3.1 Passenger List

- **Add Frequent Flyer** : after selected passenger is identified from a single reservation, passenger has the option to update their Frequent Flyer by selecting Add Frequent Flyer.



Select Airline name and enter Frequent Flyer Number. Then click Continue.

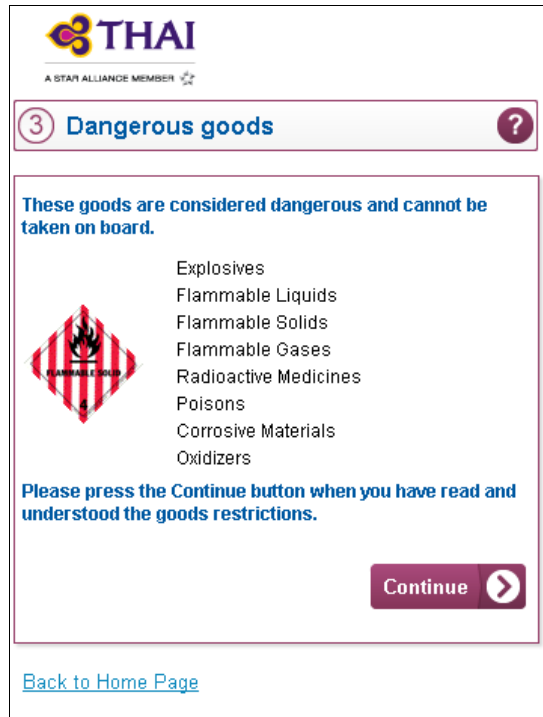


- **Add Passengers** : you are allow to add the other passengers (same or different PNR) by selecting Add Passenger and entering identify data. Or click Back to the check-in flow.

The screenshot shows the THAI logo at the top. Below it is a header bar with a circled '2' and the text 'Passenger List' and a question mark icon. A message box with a checkmark icon says 'Your booking has been successfully updated.' Below this, the passenger details for 'Mr Mizuda Sample' are shown, including the frequent flyer number 'TGZZ987654' and a 'Change Frequent Flyer' link. A green plus icon followed by the text 'Add passenger' is highlighted with a mouse cursor. At the bottom, there are 'Back' and 'Continue' buttons.

The screenshot shows the THAI logo at the top. Below it is a header bar with a circled '2' and the text 'Passenger Selection' and a question mark icon. The main content area is titled 'Add a passenger you want to check-in'. It contains three input fields: 'Name:' with an empty text box, 'Form of Identification:' with a dropdown menu currently set to 'Booking reference', and 'Identification Value:' with an empty text box. At the bottom, there are 'Back' and 'Add passenger' buttons. A mouse cursor is pointing at the 'Back' button.

3.2 Dangerous Goods Regulation : to ensure passenger do not bring dangerous good items either load as check baggage or carry on baggage.



3.3 Flight List


Seat Selection

- Passengers are provided with the option to select and change seat from the seat map by clicking Change Seats.



Change Seat

- Passengers can change their seat selection by displaying the flight seat map and choosing a new seat, then click Continue.



③ Seatmap: TG775 CNX - BKK ?

Select a passenger and the seat on the map:

Passenger: Mr Mizuda Sample 32A

Legend

- Your Seat
- Free
- Occupied
- Other Passenger
- Exit Row
- Wing

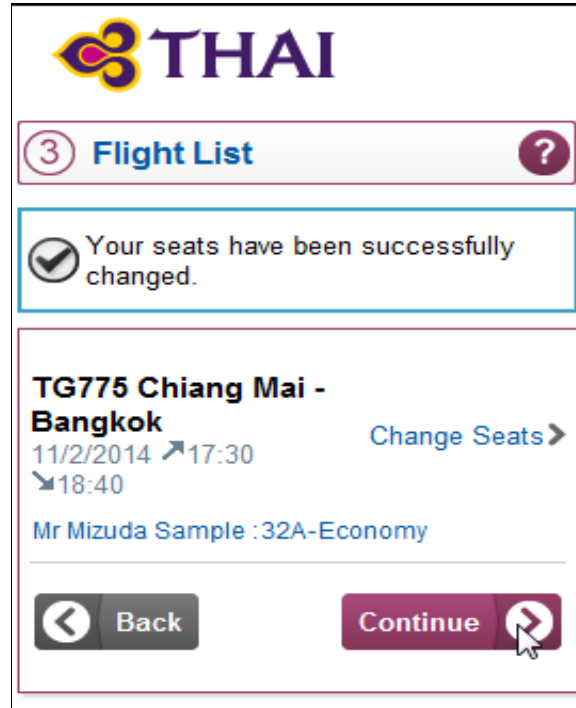
	A	B	C	D	E	F	G	H	J	K
31	X	X	X							
32	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					X	X	X
33	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					X	X	<input type="checkbox"/>
34	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					X	X	<input type="checkbox"/>
35	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
41	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

63	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
64	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
65	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
66	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
67	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
68	X	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X	X	<input type="checkbox"/>
69	X	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
70	X	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X	X	<input type="checkbox"/>
71	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

← →

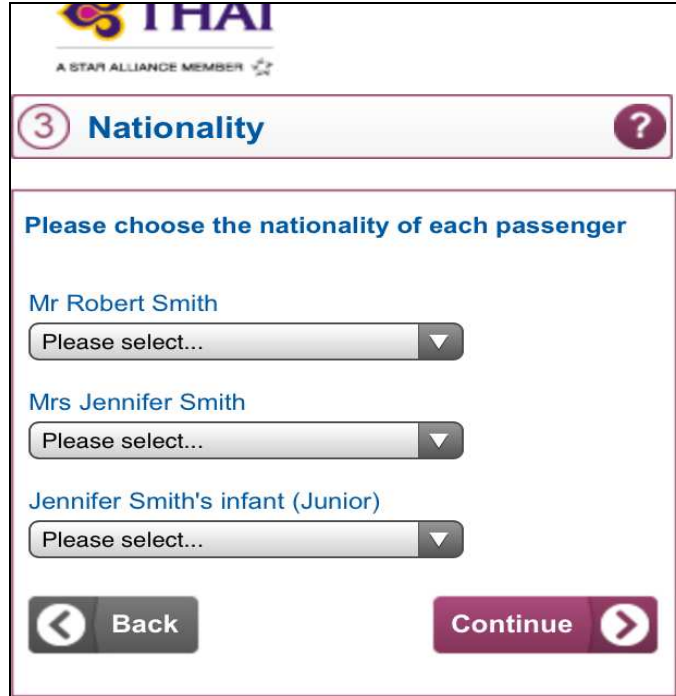
Back Continue

- Successfully changed seat, click Continue.



4. Nationality and Regulatory Data

Provided only for destination outside Thailand. Mobile Check-in allows passengers to input the necessary regulatory information required by the destination country. If the passengers do not have information ready, they are warned they will need to see an agent at the check-in counter and are not allowed to check-in.



The screenshot displays the THAI mobile check-in interface. At the top, the THAI logo and "A STAR ALLIANCE MEMBER" are visible. The main heading is "3 Nationality" with a question mark icon. Below this, the instruction "Please choose the nationality of each passenger" is shown. Three passenger entries are listed: "Mr Robert Smith", "Mrs Jennifer Smith", and "Jennifer Smith's infant (Junior)". Each entry has a dropdown menu with the text "Please select...". At the bottom, there are "Back" and "Continue" buttons with left and right arrow icons respectively.

THAI
A STAR ALLIANCE MEMBER

3 Regulatory Info

Information for A Nine:

Passenger Details

Nationality:
United Kingdom

Gender:
Female

Country of Residence:
United Kingdom

Date of Birth:
1985-10-10 YYYY-MM-DD

Document

Type:
Passport

Surname:
NINE

First Name:
A

Number:
XX1234567

Expiration Date:
2019-10-12 YYYY-MM-DD

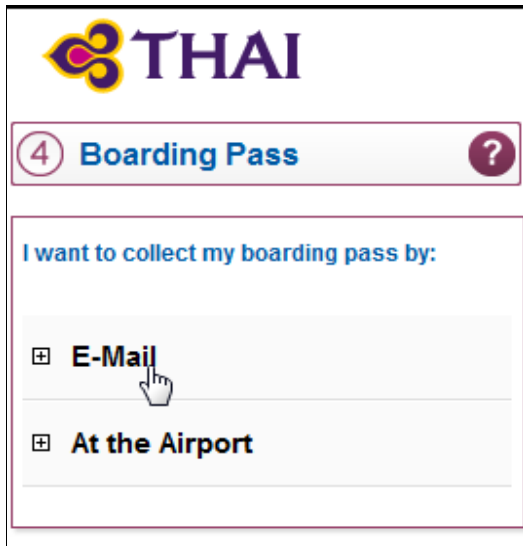
Country of Issue:
United Kingdom

Continue

5. Boarding Passes and Confirmation Document

5.1 Boarding Passes are delivered to the eligible passenger who travels to selected domestic (in Thailand) and the destination country which is not required for the advance passenger information. Then select to receive a boardingpass through E-Mail, Add to Passbook or At the Airport.

A. **E-Mail** : passenger has the option to collect the boarding pass through email address by selecting E-Mail and entering email address.



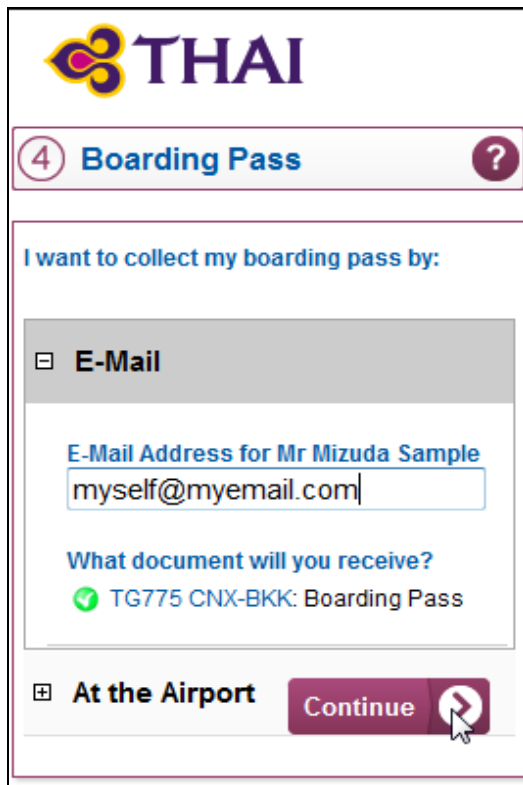
THAI

4 Boarding Pass ?

I want to collect my boarding pass by:

E-Mail

At the Airport



THAI

4 Boarding Pass ?

I want to collect my boarding pass by:

E-Mail

E-Mail Address for Mr Mizuda Sample
myself@myemail.com

What document will you receive?
✔ TG775 CNX-BKK: Boarding Pass


At the Airport

Continue

- Home Print Boarding Pass or Mobile Boarding Pass (only selected destination) are delivered by entering email address, click Continue then you will receive a URL by email. Passenger can opt to click on the link and save the Mobile Boarding Pass or the A4 PDF (home print boarding pass) for printing.

Example : E-Mail delivered to passenger


From:	Boardingpass
Sent:	11 กุมภาพันธ์ 2557 16:01
To:	Piyanuch Thammagul
Subject:	Your Boarding Pass Confirmation
Attachments:	BoardingPass.pdf


Your Travel Documents

Dear Mizuda Sample,
We confirm you that you have been successfully checked-in.



Please find enclosed your boarding pass and print it.
To do so, double-click on the PDF file attached to this email and print it. You will be required to present your boarding pass at different security checkpoints at the airport.
Apart from the attached boarding pass, this email content has no regulatory value. It is not required to print this email.

[Manage your booking](#)



[Click here to display your mobile boarding pass](#)

Booking Details

<p>Passenger: MIZUDA SAMPLE</p> <p>Booking Reference: 346C03</p> <p>Flight: TG775 - Economy</p> <p>Latest Boarding Time: 17:00</p>	 <hr style="width: 50%; margin: 0 auto;"/>  <hr style="width: 50%; margin: 0 auto;"/>
	<p>From: CHIANG MAI INTERNATIONAL</p> <p>11 Feb 2014 - 17:30</p> <p>To: BANGKOK SUVARNABHUMI INTL</p> <p>11 Feb 2014 - 18:40</p>

Baggage Information
If you need to check-in luggage:

- Please make sure that your baggage comply to the maximum weight and size restrictions on your flight (refer to your boarding pass for more details).
- Go to the airport baggage drop-off desk before the check-in deadline for your flight, indicated on your boarding pass.

If you are not travelling with checked baggage:
Go directly to the boarding gate before the time limit (last call) indicated on your boarding pass.

You may find more information in the Baggage section of our website.

Few tips for your journey

1

Please arrive early at the airport to pass the security formalities and respect the time limit for boarding (last call). If you are not present before this deadline, you are not guaranteed to get on board of your flight.

IMPORTANT:

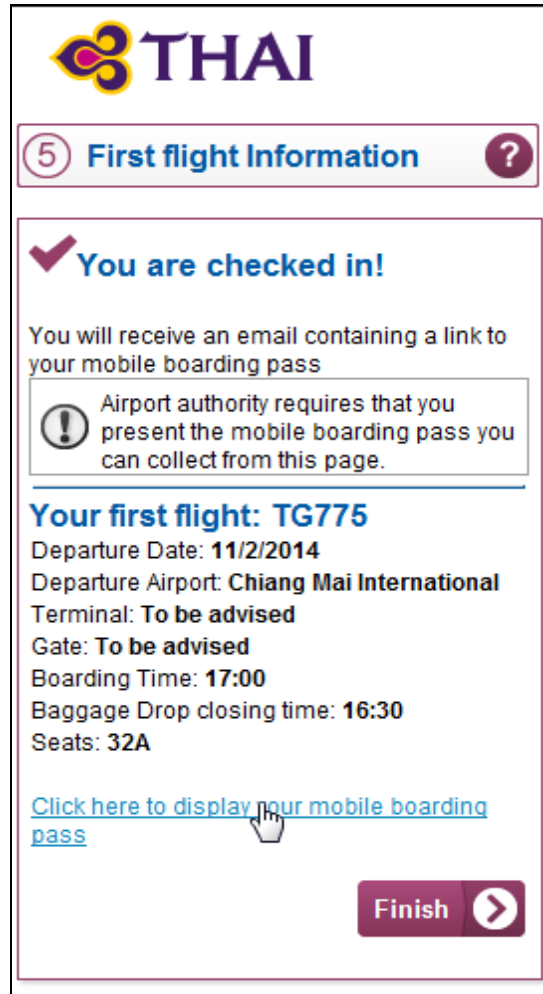
- Please make sure that you are in possession of the regulatory documents required for your journey and have read the list of prohibited items in the cabin and in the hold.
- Make sure that nobody has been able to interfere with your luggage without your knowledge.
- Warning: the transport of liquids (gel, cream, ...) is restricted in the cabin.

Thank you for choosing Thai Airways, we wish you a pleasant journey.

Do not forward this e-mail as it contains your personal information.
Do not reply to this e-mail as it is used to deliver e-mails only. If you need assistance, visit our online help. If you require further information about your booking, visit thairways.com.



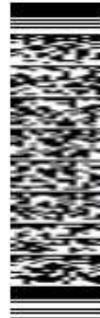

boardingpass@thairways.com

- After passenger click Continue, Check-in is completed and flight Information is displayed.





The screenshot shows the Thai Airways mobile application interface. At the top is the Thai Airways logo. Below it is a header bar with a purple circle containing the number '5', the text 'First flight Information', and a question mark icon. The main content area features a green checkmark icon followed by the text 'You are checked in!'. Below this, a message states: 'You will receive an email containing a link to your mobile boarding pass'. A warning box with an exclamation mark icon contains the text: 'Airport authority requires that you present the mobile boarding pass you can collect from this page.' Underneath, the flight details are listed: 'Your first flight: TG775', 'Departure Date: 11/2/2014', 'Departure Airport: Chiang Mai International', 'Terminal: To be advised', 'Gate: To be advised', 'Boarding Time: 17:00', 'Baggage Drop closing time: 16:30', and 'Seats: 32A'. A blue hyperlink reads 'Click here to display your mobile boarding pass'. At the bottom right is a purple button labeled 'Finish' with a white right-pointing arrow.


Example : Home Print Boarding Pass

 		BOARDING PASS ECONOMY		AIRLINE STAMP
	NAME OF PASSENGER / นามผู้โดยสาร - ชื่อ Sample / Mizuda Mr		FLIGHT / เที่ยวบิน TG775 / 11FEB	
	SEAT / ที่นั่ง 32A SEQUENCE NO. 2		Y	
	ETKT217230182164101		FROM / จาก CHIANG MAI INTERNATIONAL / C TO / ถึง BANGKOK SUVARNABHUMI INTL	
	GATE CLOSURES 10 MINUTES BEFORE DEPARTURE / ประตูขึ้นเครื่องปิดล่วงหน้า 10 นาทีก่อนเวลาขึ้นเครื่อง		SPECIAL MEAL / อาหารพิเศษ GATE / ประตู BOARDING TIME / เวลาขึ้นเครื่อง 1700	
Information before you fly <ul style="list-style-type: none"> • This boarding pass is valid for the specified flight, date, time and passenger's name only. • THAI/THAI Smile reserve the right to refuse passenger(s) with improper travel documents. • Reservations are subject to cancellation if you are not on board the aircraft at least 20 minutes prior to departure 				
Arriving at the Airport <p>Please report to THAI/THAI Smile Internet Check-in Counter at least 60 minutes prior to scheduled departure time for international flight or at least 45 minutes prior to scheduled departure time for domestic flight with the following items:</p> <ul style="list-style-type: none"> - Home Print Boarding Pass. In full A4 size at every checkpoint for security purpose. - Travel Documents e.g. Passport, ID card, Visa and health Certificates (if applicable). - Credit/Debit card used to purchase the flights e-ticket (if applicable). - Check-in baggage to drop off. 				
Bangkok Suvarnabhumi Airport <p>International flight: Please contact Internet Check-in Counter to verify documents and drop off your check-in baggage.</p> <p>Domestic flight: With check-in baggage, please contact Internet Check-in Counter to drop off. Without check-in baggage can proceed directly through Security checkpoint and to the gate.</p>				
----- Please present for Gate Staff ----- ✂				
TG775 / 11FEB CNX-BKK		Y		
		NAME OF PASSENGER / นามผู้โดยสาร - ชื่อ Sample / Mizuda Mr		
		SEAT / ที่นั่ง 32A SEQUENCE NO. 2		
		ETKT217230182164101		

Example : Mobile Boarding Pass delivered to passenger via e-mail or directly retrieved from mobile phone



Boarding Pass 

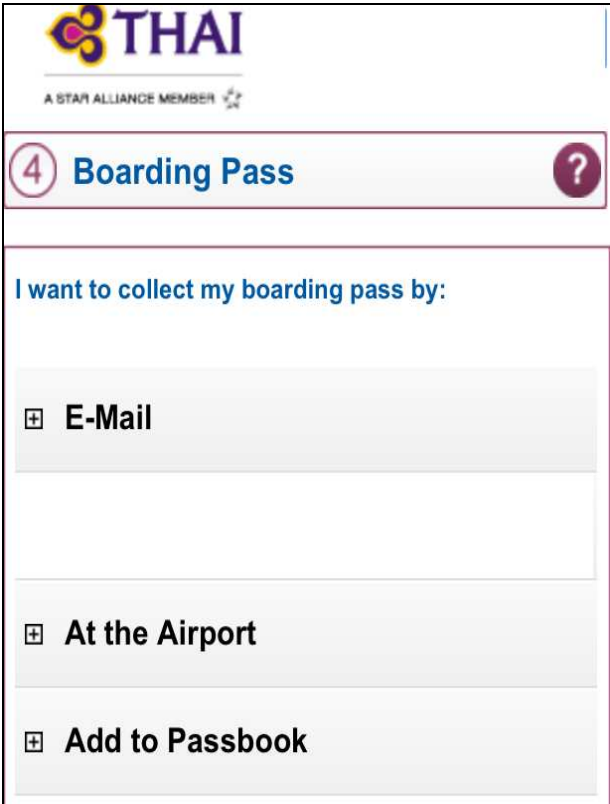


Mr Sample Mizuda		
Flight	From	To
TG775	Chiang Mai (CNX)	Bangkok (BKK)
Departure 11/02/2014 (17:30)		Boarding 17:00
Terminal	Gate	Seat
Check monitors	Check monitors	32A
Seq	Booking Ref	Class
002	346CO3	Economy
Etk 217230182164101		
Frequent Flyer TGZZ987654		

Thai Airways wishes you a nice flight!
Important:
Please report at the boarding gate at the latest by 17:00

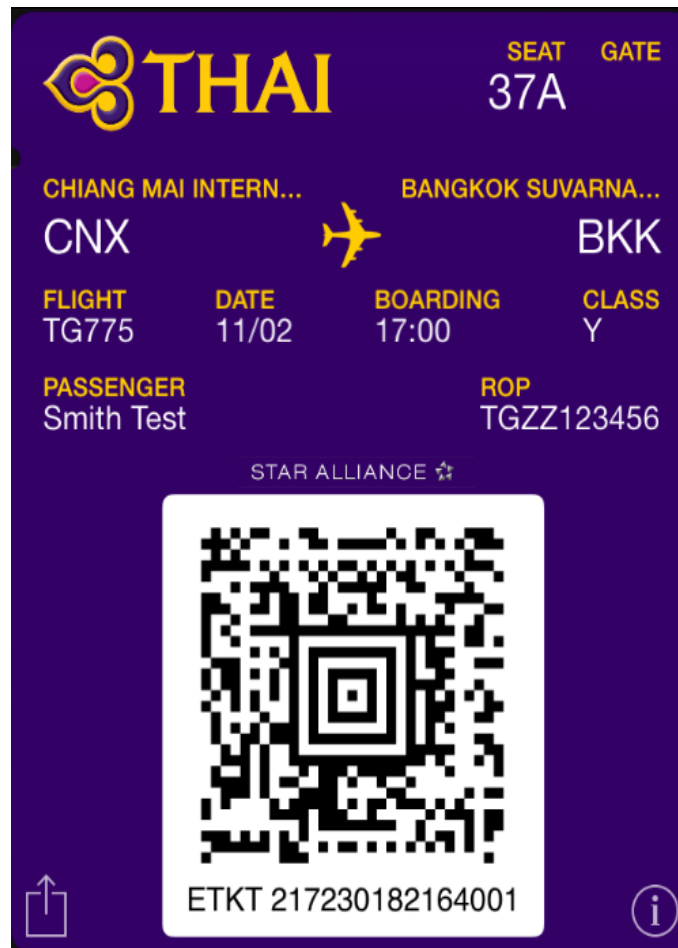
If you have baggage to check-in, please first go to the Bag Drop desk at the airport.

B. Add to Passbook : when passengers using an iPhones or iPods supporting the Apple iOS6 feature, they can also save directly the boarding pass in Passbook format.



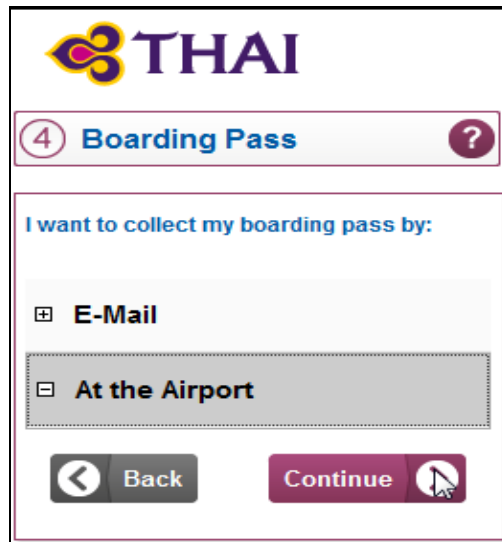
- When passengers opt Add to Passbook, Passbook Boarding Pass is delivered to their iOS operating mobile phone. They can then save it.

Example : Passbook Boarding Pass



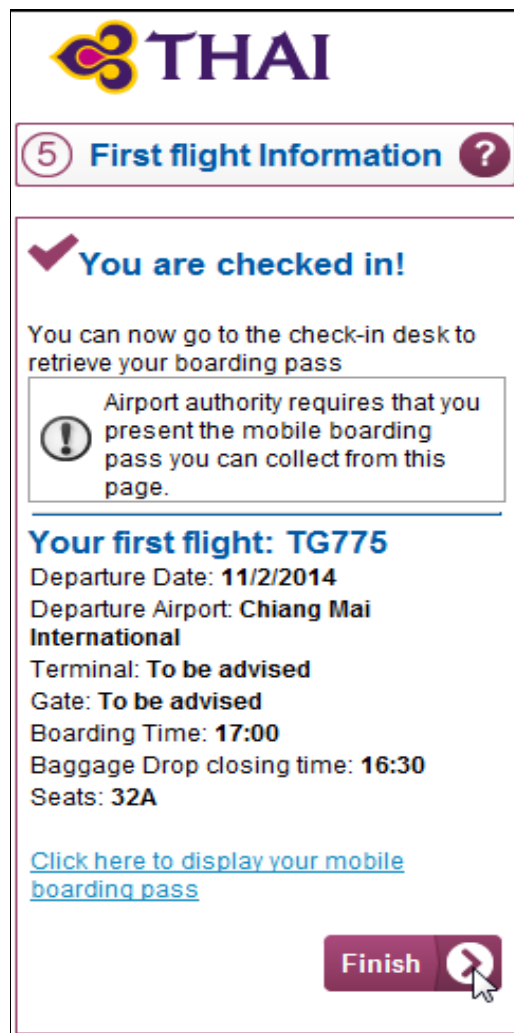
Note: Mobile Boarding Pass and Passbook Boarding Pass are applicable for passenger departing from BKK, CNX and HKT to domestic who not purchases ticket through credit/debit card via web or telephone.

C. **At the Airport** : passenger who selects to obtain the boarding pass at the airport, click Continue.



The screenshot shows the Thai mobile app interface. At the top is the Thai logo. Below it is a header bar with a circled '4' and the text 'Boarding Pass' and a question mark icon. The main content area has the text 'I want to collect my boarding pass by:' followed by two radio button options: 'E-Mail' and 'At the Airport'. The 'At the Airport' option is selected and highlighted with a grey background. At the bottom are two buttons: 'Back' with a left arrow and 'Continue' with a right arrow and a mouse cursor icon.

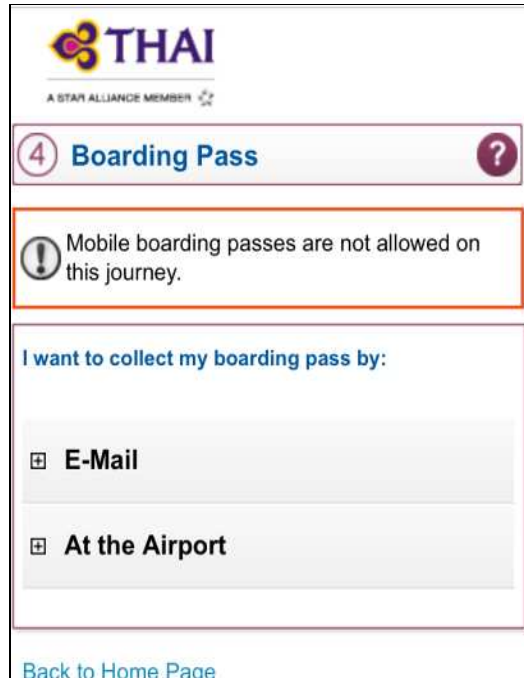
•Flight Information is given to passenger.



The screenshot shows the Thai mobile app interface. At the top is the Thai logo. Below it is a header bar with a circled '5' and the text 'First flight Information' and a question mark icon. The main content area starts with a checkmark icon and the text 'You are checked in!'. Below this is a paragraph: 'You can now go to the check-in desk to retrieve your boarding pass'. A warning box contains an exclamation mark icon and the text: 'Airport authority requires that you present the mobile boarding pass you can collect from this page.' Below the warning box is the text 'Your first flight: TG775' followed by flight details: 'Departure Date: 11/2/2014', 'Departure Airport: Chiang Mai International', 'Terminal: To be advised', 'Gate: To be advised', 'Boarding Time: 17:00', 'Baggage Drop closing time: 16:30', and 'Seats: 32A'. At the bottom is a blue link: 'Click here to display your mobile boarding pass' and a 'Finish' button with a right arrow and a mouse cursor icon.

5.2 Confirmation Document is delivered to passenger purchases ticket through credit/debit card via web / telephone and passenger who completed regulatory data but travels to destination country that require for APP/API/AQQ/ADC. These kinds of passengers are not allowed to receive boarding passes.

- When passengers are completed check-in but ineligible for any Mobile Boarding Passes. This screen is displayed with prompt message.



The screenshot shows the Thai Airways mobile interface. At the top is the Thai Airways logo with the text "THAI" and "A STAR ALLIANCE MEMBER". Below the logo is a header bar with a red circle containing the number "4" and the text "Boarding Pass", followed by a question mark icon. A red-bordered box contains a warning icon and the text "Mobile boarding passes are not allowed on this journey." Below this is a section titled "I want to collect my boarding pass by:" with two options: "E-Mail" and "At the Airport", each with a square icon containing a plus sign. At the bottom is a blue link that says "Back to Home Page".

- Passengers have to print or save the Confirmation Document from email received as they required obtaining boarding pass at check-in counter.

Example : Confirmation Document

		Confirmation / This is not a boarding pass ECONOMY	
NAME OF PASSENGER / ชื่อผู้โดยสาร Scipaxc / Tue Mr		FLIGHT / เที่ยวบิน TG760 / 06FEB	
SEAT / ที่นั่ง 31K SEQUENCE NO. 3		<div style="font-size: 48px; text-align: center;">Y</div>	
ETKT217230182142201			
GATE CLOSSES 10 MINUTES BEFORE DEPARTURE / ประตูขึ้นเครื่องจะปิด 10 นาทีก่อนเวลาขึ้นเครื่อง		GATE / ประตู	BOARDING TIME / เวลาขึ้นเครื่อง 0920
<p>Information before you fly</p> <ul style="list-style-type: none"> • This confirmation document is valid for the specified flight, date, time and passenger's name only. • THAI/THAI Smile reserve the right to refuse passenger(s) with improper travel documents. • Reservations are subject to cancellation if you are not on board the aircraft at least 20 minutes prior to departure • PLEASE CONTACT CHECK-IN COUNTER TO GET YOUR BOARDING PASS 			
<p>Arriving at the Airport</p> <p>Please report to THAI/THAI Smile Internet Check-in Counter at least 60 minutes prior to scheduled departure time for international flight or at least 45 minutes prior to scheduled departure time for domestic flight with the following items:</p> <ul style="list-style-type: none"> - Travel Documents e.g. Passport, ID card, Visa and health Certificates (if applicable). - Credit/Debit card used to purchase the flights e-ticket (if applicable). - Check-in baggage to drop off. 			
<p>Bangkok Suvarnabhumi Airport</p> <p>International flight: Please contact Internet Check-in Counter to verify documents and drop off your check-in baggage.</p> <p>Domestic flight: With check-in baggage, please contact Internet Check-in Counter to drop off. Without check-in baggage can proceed directly through Security checkpoint and to the gate.</p>			

Important Notice: Confirmation Document is not a boarding pass; only information is to confirm that passenger is already checked-in, but ineligible to deliver boarding passes. Passengers do not allow proceeding to the immigration or boarding the aircraft through this document. They are required to obtain a regular boarding pass at the check-in counter.

6. Check-inCancelled

Passengers have to revisit the check-in identification and select Cancel.



② Journey Selection ?

Please select the journey you want to check in.

TG775 Chiang Mai - Bangkok
11/2/2014 ↗ 17:30 Boarding pass >
↘ 18:40 Check In >

Passenger Name	Status	Cancel >
Mr Mizuda Sample	Checked In	

[← Back](#)

- After passenger is already cancelled check-in, prompt message from the application is reminded. Passenger needs to contact check-in counter .

