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Dear Travel Partner,

*Its time to go 100% E-ticketing.*

IATA's *Simplifying the Business* initiative has called for a 100% paperless environment by the end of May 2008.

The Airline Industry will achieve a great milestone: 100% electronic ticketing worldwide by May 31st, 2008.

*With Amadeus you enjoy the worldwide largest community of carriers and markets using Electronic Ticketing!*

*Amadeus Electronic Ticketing allows authorized agents to transmit the ticketing information directly to the airline's database quickly and easily, so that the passenger can check in and board the flight without holding a paper ticket.*

*Here's a quick review why Amadeus is still a global leader in terms of E-ticket carriers / markets implemented and E-tickets issued.*

- Today Amadeus e-ticketing serves **268 Airlines** and **153 countries**.
- Over 95% of tickets issued through Amadeus are E-tickets.
- Amadeus Offers Unutilized E-tickets tracking report -UETTR to its travel agents which keeps a track of all E-tickets which are not utilized.
- Almost all major airlines in BSP India support UETTR functionality.
- The life of an unutilized E-ticket record in Amadeus is for 13 months
- Amadeus E-ticket Record displays all the information about the passenger itinerary.
- E-ticket rejection at TTP is reported correctly on Amadeus against BSP (954) which is not billed to the agency at all.

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**In order to simplify your queries pertaining to the IATA Mandate towards 100% E-Ticketing, Please find some useful FAQs that will help you sailing smoothly in the new era of the Travel Industry**

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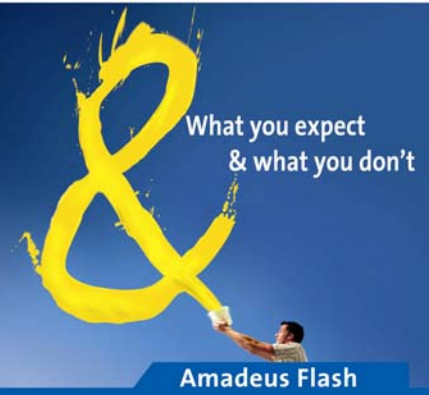
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## 1. THE 100% ELECTRONIC TICKETING INITIATIVE

### 1.1 Where is the 'deadline' coming from?

100% Electronic Ticketing is one of the five focus areas in the [IATA Simplifying the Business](#) (StB) initiative (ctrl + click to follow).

### 1.2 To whom does it apply?

It applies to any IATA Travel Agency, in all BSP markets.

### 1.3 When is the deadline?

May 31<sup>st</sup>, 2008, at midnight (0000 IST).

### 1.4 Will the deadline be extended?

IATA is firm in all of their communication that there will be no extension of the deadline or possibility for an agent to continue issuing paper tickets for any scenarios.

### 1.5 What does the deadline mean?

No automated paper ticket will be accepted after the 31<sup>st</sup> May 2008. All issuances, viz. Tickets, MCOs (where ever applicable), will have to be electronic.

**Note:** IATA will still continue to supply manual MPDs to the IATA locations that still use them.

### 1.6 How will this be enforced?

- As communicated by IATA (communication of 15<sup>th</sup> April, 2008), all Travel Agents must record their final count of tickets on the 31<sup>st</sup> May, 2008 at the end of the business day.
- The stock will be withdrawn from every office within the first two weeks of June08.
- IATA will no longer order paper neutral stock from their suppliers (OPTAT and OPATB2).
- Any automated paper ticket issued after the deadline will be rejected by the IATA Data Processing Centre.

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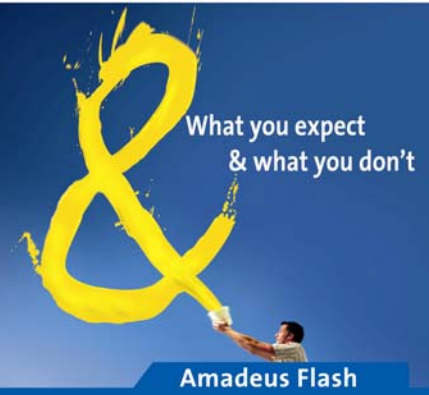
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### **1.7 Will a paper ticket issued before the deadline still be valid?**

Yes, until its expiry date.

### **1.8 Can an automated paper ticket still be issued through GDS after the deadline?**

No.

### **1.9 How did IATA communicate the deadline to its members?**

IATA has instructed each BSP airline that they must inform their appointed agents, in writing, that paper tickets cannot be issued on BSP neutral stock on or after June 1<sup>st</sup>, 2008.

## **2. OPERATIONAL**

### **2.1 What will happen with the agent's neutral ticket stock?**

The stock will be withdrawn from every office in the first two weeks of June.

For more information, please refer to [IATA's communication of April 15<sup>th</sup>, 2008](#) (ctrl + click to follow)

### **2.2 Will Amadeus prohibit paper issuance?**

Yes, this is a requirement from IATA.

From the May 31<sup>st</sup>, 2008 at midnight (local time), OPATB2 and OPTAT paper issuance will be restricted to the Amadeus Central Ticketing System in all BSP markets.

### **2.3 Will Amadeus prohibit paper ticket re-issuance?**

Yes.

It will be no longer possible to revalidate a paper OPTAT ticket after the June 1<sup>st</sup> 2008.

Should the paper ticket need to be exchanged, it will have to be converted into an e-ticket (Exchange from paper ticket to e-ticket - or - refund the paper ticket and issue a new e-ticket).

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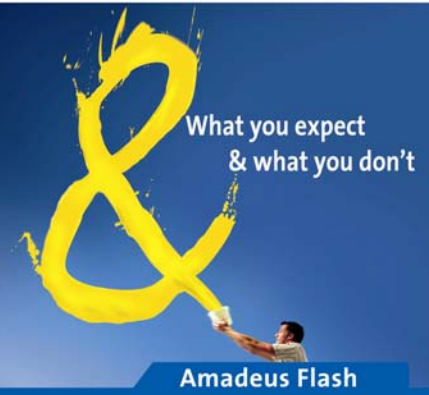
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### **2.5 Will the document bank set up have to be changed?**

No.

Document Bank restrictions will imply however, hence no changes required.

### **2.6 What is the procedure for non e-ticket eligible itineraries?**

IATA has instructed each BSP airline to communicate their procedure to agents for any document that is not e-ticket eligible.

## **3. PRODUCT**

### **3.1 Remote Ticketing, what is the impact of the removal of the 814 resolutions?**

IATA resolutions for Satellite Ticket Delivery Offices (STDOs), Special Event Locations (SELs), European Union Satellite Ticket Printers (EUSTPs), Satellite Ticket Printers (STP) or any other Remote Paper Ticket Printing options will no longer be applicable effective 1<sup>st</sup> June 2008.

A Travel Agent operating an approved STP, EUSTP, SEL or STDO and in possession of a valid IATA numeric code for such operations who has paid its annual fees will be entitled to retain the IATA code for 2008. At the end of 2008, IATA will not process any renewal application for any of these ticketing facilities as an STP, STDO or SEL.

The Amadeus Remote Ticketing product will be restricted completely for paper ticket issuances.

### **3.2 What about Amadeus Unused Electronic Tickets Tracking (UETTR) Reports?**

The existing UETTR product will continue to prevail for the 100% E-Ticketing deadline. However, the overall of the product offering will be reviewed after the deadline is in place.

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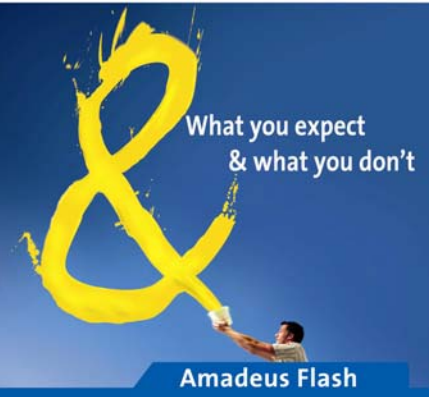
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## 4. FUNCTIONAL

### 4.1 Why are some processes more restrictive?

The electronic ticketing path is more secured than the paper one, due to which the system would verify checks at TTP which is not possible in case of paper tickets. The aim is to provide a higher level of quality to customers.

### 4.2 Does Amadeus support all e-ticketing scenarios?

Amadeus is constantly improving its electronic ticketing capacities. Its first aim is to ensure that the system is at least able to issue all e-ticket scenarios for the deadline.

Then, obviously all ticketing enhancements will continue and we will ensure that electronic ticketing will be easier and easier for agents.

### 4.3 Why are functionalities available for certain carriers and not for others?

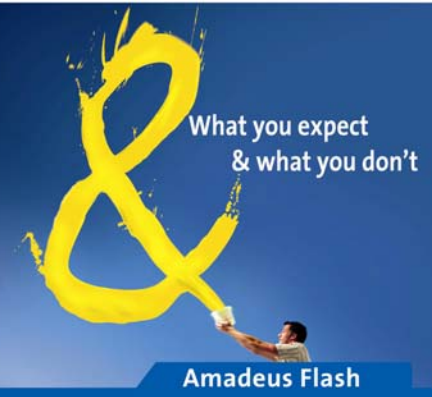
For two main reasons:

- Electronic tickets are stored in an airline E-ticket Server (ETS). So for each e-ticket issued, Amadeus sends messages to that ETS to fill its database. Certain ETS can't support some e-ticket scenarios, so Amadeus filters what kind of tickets can or cannot be issued per carrier.
- The policy of the airline. For example, some carriers may accept revalidation whereas others refuse it.

### 4.4 Which kind of ticket(s) may not be E-Ticket able?

- Interline journeys where one of the marketing carriers does not have an Interline E-Ticket agreement with the validating carrier.
- Tickets with ineligible sectors such as, a segment which is not e-ticket compatible.
- Tickets, for certain validating carriers with mandatory FOID requirement.
- Tickets, where the RECLOC of the validating carrier is not returned while interlining.
- Tickets, with the following status:
  - Passive booking(PK)
  - Staff booking(ADT)
  - Open segment(SO)
  - Group(GRP)

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- ▶ Infant(INF)
- ▶ Unaccompanied minor(UMNR)
  
- Tickets with follow-up transactions, for certain validating carriers, such as:
  - ▶ Exchanges from paper tickets to e-tickets
  - ▶ Revalidation

#### 4.4.1 Are there any interline agreements not enabled yet?

An interline is a contract between two airlines. By signing such an agreement, each party has the obligation to honor each coupon and MCO from its partner.

Amadeus can activate an IET upon carrier request only. Therefore, the possibility exists incase any carrier has not yet posted the GDS about its agreement with the partner carrier.

#### 4.4.2 Why are there still ineligible routes for e-ticketing?

To have routes eligible for e-ticketing DCS (Departure Control System) have to be upgraded to support e-ticketing for an airline. However:

- This is not technically possible for some airports.
- Airlines need time to do it, so they are not all ready for all their routes.

#### 4.4.3 Why do some carriers still impose FOID?

This is an airline decision only.

#### 4.4.4 What about restrictions due to a record locator not returned?

When the RELOC of the validating carrier is not returned, the system rejects the e-ticket issuance.

This security is set to prevent the agent from issuing electronic tickets where upon the reservation is not 100% sure and therefore to ensure that the passenger is not blocked at the airport. A possible workaround is to contact the airline to ask them to make the reservation and then create a passive segment (PK).

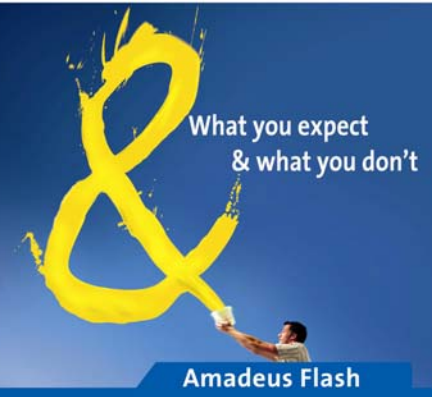
#### 4.5 What agents have to/can do when an e-ticket can't be issued?

The airline is responsible for the communication of their procedures to their travel agents.

However, the following workaround is possible:

- The agent issues an IATA VMPD (Virtual MPD) via BSPlink, or an Amadeus Virtual MCO which airlines will use for their internal PTA process. This has to be done with the airline approval.
- The agent may request the airline to issue the document on its own paper stock, on their behalf.

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- Airlines may have bilateral agreements with agents to have their own paper ticket stock in an agent location, for ticketing to be done on this stock. This is outside of the IATA Agency Program, BSP rules and settlement.

### 4.6 Are there plans to regulate restrictions to facilitate interline issuances?

Number of segments per ticket, FOID mandatory or not, Form of Payment accepted, etc. , Each ETS is different and has its own limitations. Moreover, these are purely an airline’s commercial / functional decisions. Therefore, it is not feasible for Amadeus to impose such a regulation.

### 4.7 Does Amadeus limit the number of coupons per ticket?

No, but carriers do. Even if IATA resolutions impose a maximum of 16 coupons per e-ticket, Amadeus doesn’t impose any restriction at technical level. The restriction is done on the airline ETS side. That’s why some carriers accept only 9 coupons per ticket whereas others allow up to 20.

### 4.8 Is TY mode available for electronic ticketing?

No. Why? In TY mode it is not possible to get a record locator returned as there is no connection with the inventory of airlines. However, the presence of a RECLOC is almost always mandatory for each airline.

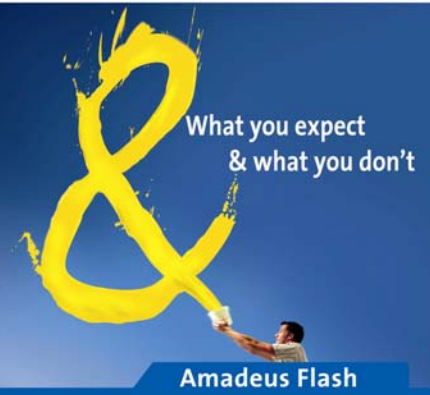
### 4.9 What could be a workaround when TY mode can’t be used for e-ticketing?

- As a workaround, the agents
- Can claim the PNR (provided, the airline supports PNR Claim Functionality – please see GGPCAXX).
  - Can sell segments with Passive status (provided, the Airline should support Passive E-ticketing – please see HEETYY)
  - Can co-ordinate with the airline and ask the airline to issue the tickets on behalf of the agency.

### 4.10 Will the TTP/ET, TTP/PT and TTP entries still exist after the deadline?

- Yes.
- TTP/PT entry will be rejected ....
  - TTP/ET entry will remain unchanged

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- TTP and TTP/ET entries will be strictly equivalent: only electronic tickets can be issued (TTP entry will no longer default to paper ticket issuance).  
For more information, please refer to question 2.2.

### **4.11 Do the Travel Agents need to make any updates at their end towards TTP/PT restriction? \*\***

Yes.

TTP/PT in BSP environment will be restricted automatically on 01Jun, 2008 at 0001IST.

Checks required in agencies, No items should be stuck in PQD/TZD. In order to ensure this, you are required to do the following **before the end of the day on 31<sup>st</sup> May, 08,**

- Purge any stuck items in PQD/TZD by performing TZPURGE
- Perform TZSTART and print incase any ticket is stuck
- Contact your nearest Amadeus Customer Service desk incase of any troubleshoot that might be required

**\*\* MOST IMPORTANT**

### **4.12 Will Amadeus error/ warning messages and Help Pages be updated?**

In order to facilitate ready and updated reference, all Help Pages will be reviewed as well as the error and warning messages will be in line with 100% Electronic Ticketing.

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