

## 100% ELECTRONIC TICKETING IN THE AMERICAS

### **What organization is driving this initiative and why?**

100% Electronic Ticketing is an IATA directive under the IATA "Simplify the Business" initiative, which is aimed at driving out cost and increasing efficiencies.

### **Is this effective June 1, 2008 for all travel agencies anywhere in the world?**

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

Travel agents in the United States, which settle via ARC, are NOT affected by this mandate. ARC is not a BSP member and ARC has announced that they will continue to allow paper ticketing for an indefinite period.

Additionally, airlines are not required to be 100% electronic for their internal operations.

### **Are there any exceptions expected in any market(s)?**

IATA has maintained and continues to maintain in all their communications that there will be no further extension of the deadline. The Travelport GDS systems—Apollo, Galileo, and Worldspan—will be able to support both paper tickets and electronic tickets on a carrier by carrier and a market by market basis.

### **What does the deadline mean?**

No automated paper ticket can be driven and sent to any BSP after May 31, 2008.

### **Can a paper ticket be issued after June 1?**

No. Paper tickets issued before the June 1 deadline are still valid through their expiration date.

### **But what about situations today where the carrier requires or requests the agent to product a paper ticket, say for a Name Change?**

Carriers will be responsible to adhere to the BSP rules and devise processes to handle these situations and scenarios so that a paper ticket is not required by the agency. It is up to the carriers to communicate their solutions to the agents in their marketplace(s).

### **What has Travelport done to get the agency community ready for this June date?**

Travelport has implemented over 215 ET carriers on Apollo/Galileo represented in 98 countries while Worldspan subscribers have over 160 carriers represented in 90 countries. The world's top 200 airlines have all completed ET implementations with Travelport.

Travelport continues to work with carriers on additional ET implementations as well as Interline ET implementations on a daily basis. There are currently over 6200 Interline ET relationships in the Travelport system.

Travelport also has E-Ticket enhancement projects underway to meet the industry requirements and to reduce ET failure. Specific enhancements include:

- Inhibit BSP paper ticket issue
- Increase name length to 49 characters in the ET file sent to the airline. This increase will help to increase the occurrence of the name field matching that happens in the carrier's electronic ticket system ensuring more electronic ticketing success.

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

IATA has instructed each BSP airline that they must communicate in writing to all of their appointed agents that paper tickets cannot be issued on BSP neutral stock on or after 1st June.

#### **What will happen with the agent's current supply of neutral ticket stock?**

BSP has contacted all agencies and communicated the process for stock removal. If you have any further questions these should be directed to your BSP.

#### **Do Travelport agencies still need to have ticket printers?**

In all BSP markets, since paper tickets cannot be issued after June 1, ticket printers will no longer be needed.

In the United States, ticket printers are still required because ARC is not implementing the BSP mandate.

#### **What will my agents do when they create an itinerary that is not eligible to be electronically ticketed?**

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

#### **I have read about virtual MCOs. What are they and what is Travelport doing to make them available in the various Travelport GDSs?**

Virtual MCOs are documents that can be produced in markets that have implemented ATB2 ticket printing. In the Americas, there are no ATB2 markets. Travelport is initiating a project to support Electronic Miscellaneous Documents (EMD), which has IATA has recently gained agreement as the industry standard.

#### **What is a Virtual Multiple Purpose Document (VMPD) and what does it have to do with this June 1 mandate?**

A VMPD is a BSP product that agencies can utilize today via the BSPlink product that agencies may subscribe to. There is no change to an agency's usage of the BSPlink product after June 1.

#### **We have heard that Amtrak has no immediate plans to move to electronic ticketing. How will agents in Canada ticket Amtrak after June 1?**

Amtrak withdrew as a BSP participant at the end of 2007 so Canadian agents have already been supplied with the information on how to ticket Amtrak. If you need additional details you will need to contact Amtrak directly.

#### **What happens after June 1 when I try to ET and the link to the carrier is down? Today I can proceed and drive a paper ticket.**

If the carrier link is not available you will not be able to drive a paper ticket but will need to wait for the link to be re-established and request an electronic ticket again. Paper ticketing will not be allowed in any BSP market even if the link is not available.

#### **What about my STP (Satellite Ticket Printer) locations? How are they affected?**

IATA has announced that they have rescinded all STP locations effective June 1. Agencies will need to contact IATA to negotiate a new status for these locations.

### How will we know when a carrier supports electronic ticketing or interline ticketing?

All of the Travelport GDS support formats to determine either electronic ticketing or interline ticketing. The formats are:

In Apollo: DTET (For ET carriers in your market)  
 DT/IAT/DISXX (XX=airline code for interline agreements)  
 In Galileo: CGET (For ET carriers in your market)  
 DT/IAT/DISXX (XX=airline code)  
 In Worldspan: INFO ETXX0 (XX = specific carrier for interline agreements)  
 4G/TA\*XX-E (IET FOR A CARRIER)

### Why are ticketing functionalities available for certain carriers and not for others? Where can I go to determine what functionalities a carrier supports?

For two main reasons:

- Electronic tickets are stored in an airline's electronic ticketing system after transmission from Travelport. Some carrier's systems cannot support certain ET scenarios, so Travelport only allows and transmits the type of tickets that each carrier can support.
- Along with system functionality, each carrier makes policy decisions around electronic ticketing. So even though carriers utilize the same hosting system, one carrier may support certain functionality and another carrier may elect not to.

### What are the known scenarios that will not allow an agent to issue an ET and what will the agent need to do?

**(Note: The following scenarios apply to non-ARC markets where paper ticketing will not be allowed)**

Scenario	Agent Action
Interline journeys where one of the marketing carriers does not have an IET agreement with the validating carrier	Check with the carrier(s)
Tickets with ineligible sectors	Check with the carrier(s)
Tickets, for certain validating carriers, without a FOID	Check with the carrier(s)
Tickets where the RECLOC of the validating carrier is not returned	Check with the carrier(s)
Tickets, for certain validating carriers, including:	
Passive booking	When ET is not eligible, check with the carrier
Agency staff booking	Continue to ET
Open segment	Check with the carrier(s)
Group	Check with the carrier(s)
Infant	If ET is not eligible, check with the carrier
Unaccompanied minor	Continue to ET
Revalidation	If carrier allows, Travelport supports ET. If carrier does not allow revalidation, then an exchange will be needed

### **What are possible workarounds for agents when an e-ticket cannot be issued?**

As part of the IATA mandate, the airline is responsible to communicate their procedures to the travel agents in their markets. The agency will need to check with the carrier on recommended workarounds.

### **What is Travelport doing to get Interline Electronic Ticketing completed with all carriers? And why is there not consistency with IET functionality?**

An interline agreement is a contract between two airlines enabling each carrier to accept each other carrier's coupons and MCOs. Travelport facilitates the implementation of IET via our industry-leading Interchange product, but cannot force a carrier into an agreement with another carrier.

IET functionality consistency is an industry issue and not under the control of Travelport. The number of characters supported in the ET name field, whether FOID is mandatory, the Form of Payment accepted, and so on are all determined by the carrier and the carrier's hosting system's capabilities. Travelport is ready, willing and able to support the needed functionality but cannot enforce this during the IET implementation.

### **I have found that some carriers do not support electronic ticketing in all of their markets. Why not?**

This does occur with some carriers because there are still some airports and ground handlers in the world that cannot yet support ET.

### **Why does ET fail when the record locator is not returned?**

This is part of ticketing security and is implemented throughout the industry to prevent the issuance of an electronic ticket where the reservation is not 100% confirmed. This helps to ensure that the passenger is not denied boarding at the airport. After June 1 it will be necessary to contact the carrier to determine how they want you to proceed when a reservation does not have a record locator.

### **What is my agency going to do after May 31 for an itinerary that has more than 16 coupons?**

This is an existing industry situation and is not changed by the IATA mandate. Agents should continue to ticket these types of itineraries as they do today.

### **Will passive PNR ticketing still be possible for paper tickets?**

Not in the BSP markets. This will be allowed by ARC in the United States.