

Cathay Pacific Airways

Electronic Ticketing Manual for Travel Agents

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Attachment 1: Multiple entries guideline during ET issuance

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1. Introduction

Electronic Ticketing (E-ticketing) is released to BSP / ARC agents using Abacus, Amadeus, Apollo, Axess, Infini, Galileo, Sabre, Topas, Travelsky and Worldspan.

E-ticket (ET) replaces traditional paper tickets with the electronic storage of passenger's entitlement to travel, thereby eliminating the distribution and processing of accountable documents. Lost ticket will no longer be a worry of passengers.

Travel agent makes reservation for passenger in exactly the same manner as they would for a paper ticket environment. A Passenger Name Record (PNR) is created just as it is now. With a special ticketing command, GDS will send the electronic flight coupons to an E-ticketing database in Cathay Pacific's system.

E-ticketing would not eliminate all paper. With reference to Warsaw convention, Travel agents are still responsible for printing the passenger itinerary/receipt including the Conditions of Contract to the passengers. This is a mandatory process and travel agent **MUST** provide such document to the passenger by all means. Other paper documents such as itinerary or invoice may be printed for the traveler same as what is being done today. Losing of any such document will not affect the airport accepting policy. Passenger can also request to have another set of e-ticket itinerary/receipt at CX ticketing counter or airport information counter.

2. Market Coverage

- An "E" indicator will be shown on the sold segment in GDS to indicate such segment is E-ticketing applicable.

```
NO NAMES
  1 CX 101Y 01JAN 6 HKGSYD SS1 2350 1155 02JAN 7 /DCCX /E
* MUST REMIND PAX TO BOARDING GATE AT LEAST 20 MINS B4 DEP *
* NON-SMOKING FLIGHT * TO/FROM AUST LIFTING WEIGHT LIMIT TO
* MAX 30KG PER BAG FOR SAFETY REASON *
TICKET RECORD - NOT PRICED
C9A8.C9A8*ASN 0529/05OCT99
```

- All CX routes are ET eligible.

3. Functions of E-Ticketing

3.1. ET Issuance:

- The pre-requisite is booking must exist in the system before the ET can be issued.
- As usual, names on passports must always be used during booking and ticketing including E ticketing.
- Multiple form of payment is supported.
- E-ticketing time limit is governed by the ticketing time limit (or ticketing deadline) on the PNR.

- When ticketing time is very close to the departure, as long as the booking can be made, ET can still be issued anytime before flight departure. We recommend travel agents to issue the ticket at least 2 hours before flight departures though there is no technical checking in the system. Once the ET is successfully issued, the check in agent at the Airport can retrieve it without any problem.
- At least one CX segment must be booked but not necessarily be the first segment.
- Due to system size limitation, multiple entries are required for the whole PNR if the number of the passenger coupons exceed the limits. For example, a booking consists of 9 passengers with 2 segments, travel agents require to use 1 entry to issue the ticket for first 7 passengers, then another entry for the remaining passengers. (Please refer to Attachment 1 for the limitation of message size.)
- Settlement of E-ticketing will also go through BSP / ARC.
- CX has implemented interline-ET (IET) partners and infant IET on bilateral basis. (Please refer to Attachment 2 for the IET information.)
- Fare validity such as “Not valid after (NVA)” and “Not valid before (NVB)” is system generated and travel agents may have to input manually as required.
- ET must travel in sequence. Failure to do so will result in ET unacceptance at airport.
- Credit card charge form will be printed if passenger wishes to pay by credit card.
- In case of link down situation, please report to GDS help desk as soon as possible.

3.2. Group ET issuance:

- Due to system size limitation, group ET is supported with multiple entries. It is recommended to enter 5 – 7 passengers with 2 segments per transaction at issuance. (Please refer to attachment 1 for the limitation of message size.) The message size may also vary according to length of passenger name, fare calculation and endorsement free text.
- Group ETs are required to issue within 48 hours during slack season and 72 hours during peak season for group check-in handling.

3.3. FOID and Passenger ET itinerary/receipt

- FOID is an optional item and is not required during ET issuance on global basis. Although it is not a mandatory item for issuing ET, CX can still process FOID under IATA format for identification purpose. Passport always serves the form of identification during check-in. Other examples of form of identification include credit card, national ID, driving license, frequent flyer number and phone number.
- According to IATA resolution, itinerary/receipt forms part of the ET. Hence, travel agents must print the ET itinerary/receipt for the passengers.

- Travel agents can also provide ET itinerary/receipt to passengers via fax or email.
- Travel agents must remind passengers to bring along itinerary/receipt or its copy throughout the whole journey otherwise the check-in or immigration process might be prolonged.
- CX ticketing office at downtown or airport will assist to re-print the itinerary/receipt whenever needed.
- Travel agents can also print the itinerary/receipt via “Manage My Booking” on cathaypacific.com
- In the case where passenger is not presented with itinerary receipt, travel agent should assist to provide ticket number to avoid passenger’s inconvenience.

3.4. ET Display

- The below ET display option are available:
 - Ticket number;
 - Passenger name, flight date, origin, destination;
 - Flight number, flight date, origin, destination;
 - Frequent flyer number, flight date;
 - Passenger phone number, passenger name, flight date;
 - Credit card, passenger name, flight date;
 - Airline record locator.
- Bridge and branch function are supported in ET display, i.e., all branch offices can display the tickets issued by other branches. However, only issuing office is able to perform the ET modification.
- In case of link down situation, please report GDS help desk as soon as possible.
- ET records will be retrievable from CX database for 13 months from date of issue if it is unused. For partially used ET, it will be available for 13 months from the first departure date, while for an ET with all coupons used, it will be stored for 90 days from last uplift date.

3.5. ET Void

- Once ticket is voided, the ticket number cannot be re-used.
- Only the issuing office can perform ET void function done on same day.
- Authorization code will be sent from CX to confirm successful transaction.
- In case of link down situation, please report GDS help desk as soon as possible.

3.6. ET Refund

- Once ticket is refunded, the ticket number cannot be re-used.
- Only issuing office can perform E-ticket refund function.
- Partial refund. i.e., remaining unused coupons of a partially used ticket, is allowed.
- Settlement will also go through BSP / ARC. Once refund request submitted with GDS E-ticketing function, GDS will generate a print-out named "Refund Authorization" with an authorization number from CX. With this note in addition to the BSP / ARC Refund Notice, travel agent could claim refund as usual.
- All refund handling procedures and guidelines follow the current practice.
- Authorization code will be sent from CX to confirm the successful transaction.
- In case if link down situation happens, please report to GDS help desk as soon as possible.

3.7. ET Exchange/Reissued

- Once ticket is exchanged/reissued, the ET record will be marked as "Exchanged" and the ticket number cannot be re-used.
- Only issuing office can perform ET exchange/reissue function.
- Ticket reissuance on totally or partially unused ticket can be done by the agent and is needed when:
 - Change of itinerary;
 - Change of fare basis;
 - Change of class;
 - Change of passenger names (only applicable for misspelling or wrong titles), agent needs to submit supporting documents to CX offices for verification and PNR updates.
- The function of ET exchange allows travel agent to exchange from an ET to another ET. Exchange from paper ticket to ET is not supported.
- Partial exchange and void exchange of ET is supported.
- Authorization code will be sent from CX to confirm successful transaction.
- All ticket reissuance, where applicable, should be subject to fare rules, reissuance guidelines and policy of respective CX Sales Office.

3.8. ET Revalidation / rebooking fee

- When a booking is issued with ET and subsequently updated with a booking change on the flight/date, ET revalidation is required. The process will validate the flight segment details such as class and ET validity.
- Travel agents need to report ticket in SSR TKNM format to perform revalidation on CX stock.
- For IET involving interline sectors, ticket reissue is required.
- Travel agent should check the fare basis carefully before performing such function for the passenger. CX will debit travel agent the fare difference if fare abuses found.
- For complicated ET revalidation, CX recommends travel agent to use exchange/reissue function.
- GDS revalidation function is not supported.
- In the case when the fare is valid on flight date shown only or is involved a rebooking fee, travel agents may receive SSR reminder of collecting rebooking fee or passenger may be requested to purchase a new ticket during check-in.

4. ET default

- ET is the default set up during ticket issuance in all markets.

5. Check-in procedures

- Passenger holding ET can simply check-in at the airport. In Hong Kong, In-town check-in service is also available at Hong Kong and Kowloon AEL station.
- CX airport check-in staff will verify the passenger name on the passport at the airport. Hence, correct passenger name as shown on the ET is a crucial element to avoid misuse of ticket especially in Asian markets.
- Passengers are required to keep a copy of the ET itinerary/receipt throughout the journey for check-in and immigration purposes facilitate the processes.
- CX information counter at the airport is able to support the passenger holding ET including printing the ET itinerary/receipt for the passenger, or handling endorsement request etc.
- CX will be able to support ET check-in even if there is power or system failure at the airport.

6. Passenger assistance outside ticketing country

- Passenger can always approach CX office in person or by phone when he/she requires assistance outside ticketing country.

7. Agency information

- ET information is also available via cxagents.com URL pages, with proper agency log in.

8. Benefits for passenger and travel agents

With E-ticketing product, the air travel process becomes more convenient and flexible for the consumer. The best part for the customer is that it is no longer necessary to obtain and keep track of valuable flight coupons and can be eased with worries over lost ticket, where the ET record is safely stored in the airline's database electronically. The E-ticketing environment also offers more convenient options for delivery of itinerary or confirmation information.

Agents should see increased customer satisfaction since they can provide faster, more efficient service with E-ticketing product. Also, travel agents can substantially reduce their resources on ticket delivery and they can re-deploy the resources on other areas to increase productivity. Most importantly, because of the shortening of the ticketing and delivery process, it opens up more opportunities to the travel agent to accept the last minutes business.

- END -

Attachment 1: Multiple entries guideline during ET issuance

Multiple entries require if E-ticket coupon number exceed the following combination:

PASSENGERS										
C O U P O N S		1	2	3	4	5	6	7	8	9
	1	OK	OK	OK	OK	OK	OK	OK	OK	
	2	OK	OK	OK	OK	OK	OK	OK		
	3	OK	OK	OK	OK	OK	OK			
	4	OK	OK	OK	OK	OK				
	5	OK	OK	OK	OK					
	6	OK	OK	OK	OK					
	7	OK	OK	OK	OK					
	8	OK	OK	OK						
	9	OK	OK	OK						
	10	OK	OK	OK						
	11	OK	OK	OK						
	12	OK	OK							
	13	OK	OK							
	14	OK	OK							
	15	OK	OK							
	16	OK	OK							

Attachment 2: *Interline electronic ticket (IET) for travel agents*

Cathay Pacific Airways supports interline electronic ticket (IET) issued by GDS travel agents.

IET agreement with CX can be found on cxagents.com URL pages, with proper agency log in.

IET does not introduce additional or different requirements. General ticketing IATA guidelines apply.

Eligibility

- In general, an agreement exists between validating carrier and other carriers to enable IET to be eligible. The validating carrier's electronic ticketing profile will be activated to allow for IET ticketing.
- IET is available for interline flights that are filed as ET eligible and with IET implemented with CX. For code-sharing service, IET must be effectively in place between the validating carrier and both the marketing and operating carriers.
- All segments must be booked and there is at least one CX booked segment, which is not necessarily be the first segment. Open segment is inhibited for interline partner and code share flights.
- When IET issuance is successful, SSR TKNE will be automatically generated to CX and interline partner accordingly.
- Maximum 16 coupons are allowed for an ET.

Exchange/ void/ refund

- The interline coupon will be taken control by the operating partner at the pre-agreed timeline or upon request, for the purpose of passenger transporting, ticket reissuance or refund. The coupon status will still be shown 'OPEN FOR USE' to travel agents under this scenario. It also applies for code share flight with interline partner as the operating carrier.
- During exchange/ void/ refund request, CX will request coupon control from interline partner when it is under interline control. The request may fail if interline does not grant the control. It is suggested that travel agent to contact CX when exchange/ void/ refund transaction fails. ET coupon status will be accordingly updated when the transaction is successful.

Revalidation

- Booking changes of interline flights on an IET requires ticket reissuance, revalidation is not allowed.
- Ticket reissuance will update the new flight information to the ET.
- For rebooking of code share flight from marketing carrier to operating carrier or vice versa, travel agents should check applicable fare rules and perform exchange/reissue function where necessary.

- Travel agent should always check the fare basis carefully before performing such function for the passenger. Exchange/Reissue function should be used when applicable. CX will debit travel agent the fare difference if fare abuses found.