CX Document

**Electronic Ticket (ET) -
Policy and Best Practice for Travel Agents**

Electronic Ticket (ET)

A. Ticketing Policy for All Authorized Ticketing Agents of CX
(adopted since 2008)

1. Travel service provider must always use the latest and the most up-to-date fares rather than the pre-stored fares in the PNR to issue tickets.

2. Travel service provider must observe and adhere to all IATA Fare Rules and the fare rules imposed by CX.

3. Travel service provider must issue the ticket or cancel the booking before the ticket time limit.

4. Travel service provider must ensure the class code booked on PNR is identical to the class code used for issuing ticket.

5. Travel service provider must report genuine ticket number that is valid for travel for an associated PNR.

6. Travel service provider must collect, report and accurately code all taxes, fees and charges/ surcharges imposed by local and foreign countries.

7. Passenger name as appeared on the travel document should be used for booking and ticket issuance.

8. All ticket reissuance, where applicable, should be subject to the fare rules, reissuance guidelines and policy of respective CX Sales Office.

B. Best Practice of Ticketing

1. **Issue tickets based on auto pricing** whenever possible and avoid manual modification to any of the ticketing components including fare basis, fare calculation and stopover indicator). Besides securing a guaranteed pricing by GDS, it also enables subsequent modification with speedy and accurate ticket changes if any.

2. **oneworld Fare Products**

   Due to the complexity of oneworld fare rules, GDSs are unable to auto-price correctly. Travel agents must **thoroughly read all fare rules and manually calculate the price**. In case of discrepancies, CX reserves the right to claim the difference via ADM.

3. In case manual ticket is issued, **avoid using any special characters** other than "-" and "/".

4. Any **change on interline tickets (IET)**, which involves both CX and interline, be it a CX ET with interline sector or CX sector on interline document, ticket reissuance is required.

5. When **booking change** is made, **report the valid electronic ticket (ET) number in SSR TKNM** format properly for ticket revalidation to take place. Make sure this is done before ticket deadline.

6. If revalidation fails, **reissue before ticket deadline is required**. New ticket number will be automatically updated to CX via SSR TKNE reporting.

7. **ET revalidation is subject to fare rules and conditions**. Travel agents are responsible for liability of changes. CX reserves the right to claim for indemnity loss via ADM in case of abuses.

8. Only **one ticket number** will be accepted **for every CX flight segment** booked. Always report a valid ticket number in proper format to avoid any unnecessary adjustment thereafter.

9. When a **ticket void exchange** is done, ticket deadline will be produced by CX automatically. If the original ticket number is still valid for the booking, it is required to **manually report the ticket number to CX once again via SSR TKNM**.

10. **FOID is an optional item** and is no longer required during ET issuance. Although it is not a mandatory item, CX can still process FOID under the IATA format for identification purposes.

11. A **maximum of 16 sectors** is allowed **per ET**.

12. **Exact names as appeared in passports** must always be used for reservation and ticketing.

13. In rare occasions where there are **passengers with the same surname/given name/title in a single booking record (PNR)**, as in the case of families travelling together or Group PNRs, please **make some alteration to passenger titles**, e.g. MISS/MS, MSTR/CHD, MRS/MDM, MR/No Title to avoid check-in problem.

14. Agents are reminded to **issue tickets with correct ticket validities**. Passengers are not permitted to travel outside of the specified date range.

15. According to IATA resolutions, the ET itinerary/receipt forms part of the ET. Hence the itinerary/receipt including conditions of contract must be printed and given to the passenger during ET issuance/reissuance. It can also be provided via fax or email. Passengers are required to keep a copy of the itinerary receipt with them throughout their journey. Please ensure this reminder is printed on ET itinerary/receipt:
Please note that you are required to keep a printed copy of the electronic ticket itinerary/receipt with you throughout your journey, as it is required for check-in and immigration purpose.

16. **Ticket number reporting for infant not occupying seat**
When you **change** the flight/date of a booking that **consists of adult and infant (not occupying seat),** it is essential that you **send SSR TKNM to CX** for all passengers including the infant. The SSR TKNM information is important for airport to accept the infant for travel.

Despite **auto ticket revalidation** will take place at CX when flight/date changes for adult passengers that have booked, the process **does not apply to infant NOT occupying a seat**.

After sending the SSR TKNM to CX, you are **not required to contact CX office to update** the flight information to the infant ticket. The infant will be accepted for travel subject to **ticket validity**.

If there is an **absolute need for an updated ticket** for the infant passenger after any flight/date change, **ticket reissuance is required**.

17. **Ticket auto-revalidation avoiding duplicate segments on CX and interline**

When a **CX ticket** is issued in GDS for an **interline flight segment**, any addition of a **CX flight (waitlist or confirmed regardless) of identical origin/destination** in the **same booking** will **automatically revalidate** the ticket coupon to CX. Such revalidation **cannot be reciprocated**, and travel agent is required to do a ticket **reissuance** if passenger finally travels with an interline.

Taking an example of a booking consisting of CX flight and interline YY flight:

CX record locator: ABC567
1. CX123 Y 01JUL HKG/ICN HK1 0930/1405
2. YY789 Y 10JUL ICN/HKG HK1 1700/1945 -INFO-

CX ticket 160-1100234567 is issued:
    C1   CX123 Y 01JUL HKG/ICN OK OPEN
    C2   YY789 Y 10JUL ICN/HKG OK OPEN

Passenger requested to travel on an earlier CX ICN/HKG flight. Agent adds a CX flight segment directly in booking:

CX Record Locator: ABC567
1.   CX123 Y 01JUL HKG/ICN HK1 0930/1405
2.   YY789 Y 10JUL ICN/HKG HK1 1700/1945 -INFO-
3.   CX987 Y 10JUL ICN/HKG HK1 1515/1750

Ticket 160-1100234567 will then be **revalidated automatically** to:
    C1   CX123 Y 01JUL HKG/ICN   OK OPEN
    C2   CX987 Y 10JUL ICN/HKG OK OPEN

Travel agent cancels flight YY789 in GDS and booking remains with pure CX flight segments and ticket is properly associated.

However, if passenger finally chooses to travel with YY789 and cancel CX987:

CX Record Locator: ABC567
1.   CX123 Y 01JUL HKG/ICN HK1 0930/1405
2.   YY789 Y 10JUL ICN/HKG HK1 1700/1945 -INFO-

Ticket 160-1100234567 will be kept as it is:
    C1   CX123 Y 01JUL HKG/ICN OK OPEN
    C2   CX987 Y 10JUL ICN/HKG OK OPEN

Travel agent **has to reissue the ticket** in order to be able to travel with interline YY.

18. **Advance Passenger Information – Passenger travel document (SSR DOCS)**

    Agents are reminded to collect Secure Flight Data for designated destinations/transit ports. The required Advance Passenger Information (API) shall be submitted as SSR DOCS. Otherwise, ticket issuance will be rejected. When booking change is made, it is mandatory to reinstate the SSR DOCS data on the new flight/date. Otherwise, the revalidation will not be processed (if applicable), and as a result, ticket deadline will be generated by CX automatically.

19. Issue tickets based on auto pricing whenever possible and **travel agents must check the Fare Rule before ticketing, especially the Rule Note information**, as this is not auto validated in GDS systems.

    For example - Credit Card Payment is not permitted in Agency Channel and the information is filed in Rule Note.

SR.SALES RESTRICT
 TICKETS MUST BE ISSUED ON CX.
   NOTE – CREDIT CARD PAYMENT IS NOT PERMITTED IN AGENCY CHANNEL.

20. **Travel agent must ensure the correct agency commission rate is issued on ticket.**

For example, the Agency Commission in Point of Sales (POS) A market is 3%.

When **sale/ticket inside the journey origin**, agency commission **3%** will be applied.
i.e. POS A, journey commence from A market.

When **sale/ticket outside the journey origin**, agency commission **0%** will be applied.
i.e. POS A, journey commence from B market.

The local Agency Commission full details, please refer to CX local sales teams, different markets may apply different agency commission rates.