Issuance of Etihad eTickets
From 1st June 2008 in IATA BSPs

1. General

The purpose of this instruction is to provide guidance on the use and issuance of Etihad Airways eTickets on and after 1 June 2008, when paper tickets are eliminated from IATA BSPs.

A consequence of the removal of paper tickets from the BSPs is that the neutral coupon-by-coupon MCO (Resolution 725d known as the "MD 50") will also no longer be available after 31 May 2007. This is because all OPATB2 stock on which the MCO is imprinted will be removed from agent locations.

For those markets that have been using the Automated MCO product for miscellaneous transactions, the Virtual MCO (vMCO) is designed as a replacement and will be available from 01 June.

2. eTickets only from 1st June 2008 in IATA BSPs

Effective 1st June 2008, paper tickets must not be issued on BSP neutral paper ticket stock using Etihad Airways airline accounting code (EY 607).

3. Airports which are not eTicket enabled

All Airports in Etihad Network are ET enabled

4. Etihad Ticket Issuance Policy

Etihad Airways may be selected as ticketing carrier by travel agents ONLY when issuing eTickets to cover journeys which include travel entirely or partially on Etihad flights with an EY flight designator code.

5. Itineraries containing more than 16 Segments

The maximum number of segments is limited to 16 in a single eTicket.

6. Interline eTicket agreements (IET) on Etihad Airways

Etihad Airways has completed IET agreements with the following carriers. This list will be updated as and when EY implements new IETs. It is advised to **refer to the relevant information sections on the GDSs for the latest IET updates**. Provided that Etihad flights are a part of an interline journey with the following carriers, Etihad Airways tickets may be issued in accordance with the Etihad Ticket Issuance Policy.

Completed IET agreements

ACCESRAIL	9B
AER LINGUS	EI
AIR ALGERIE	AH
AIR BERLIN	AB
AIR BOTSWANA	BP
AIR CHINA	CA
AIR INDIA	AI
AIR NEW ZEALAND	NZ
ALITALIA	AZ
ALL NIPPON AIRWAYS	NH
AMERICAN AIRLINES	AA
ASIANA AIRLINES	OZ
AUSTRIAN	OS
BANGKOK AIRWAYS	PG
BIMAN BANGLADESH AIRLINES	BG.
BLUE1	KF
BRITISH AIRWAYS	BA
BRITISH MIDLAND	BD
BRUSSELS AIRLINES	SN
CATHAY PACIFIC	CX
CHINA AIRLINES	CI
CHINA SOUTHERN AIRLINES	CZ
CONTINENTAL AIRLINES	CO
DELTA AIRLINES	DL
DEUTSCHE BAHN	2A
EGYPTAIR	MS
EMIRATES AIRLINES	EK
ETHIOPIAN AIRLINES	ET
EVA AIR	BR
FINNAIR	AY
GULF AIR	GF
HAINAN AIRLINES	HU
INDIAN AIRLINES	IC
JET AIRWAYS	9W
KINGFISHER AIRLINES	IT
KLM ROYAL DUTCH AIRLINES	KL
KOREAN AIR	KE
KUWAIT AIRWAYS	KU
LAM MOZAMBIQUE	TM
LOT POLISH AIRLINES	LO
LUFTHANSA	LH
MALAYSIA AIRLINES	MH
MALEV HUNGARIAN AIRLINES	MA

Completed IET agreements (continued)

MIDDLE EAST AIRLINES	ME
NORTHWEST AIRLINES	NW
OMAN AIR	WY
PHILIPPINE AIRLINES	PR
QANTAS AIRWAYS	QF
QATAR AIRWAYS	QR
ROYAL AIR MAROC	AT
ROYAL JORDANIAN	RJ
SAUDI ARABIAN AIRLINES	SV
SCANDINAVIAN AIRLINES	SK
SIEM REAP AIRWAYS	FT
SILK AIR	MI
SINGAPORE AIRLINES	SQ
SOUTH AFRICAN AIRWAYS	SA
SRILANKAN AIRLINES	UL
SYRIAN ARAB AIRLINES	RB
THAI AIRWAYS	TG
TURKISH AIRLINES	TK
VIRGIN ATLANTIC	VS
VIRGIN BLUE	DJ
WIDEROE	WF
YEMENIA YEMEN AIRWAYS	IY

7. Ticketing of Infants on interline journeys

The following Carriers have completed IET with Etihad Airways but currently have limited functionality in their system to accept eTickets for infants who are travelling as part of an interline journey involving Etihad Airways. See below for the ticketing instructions for these journeys.

AA	AMERICAN AIRLINES
CZ	CHINA SOUTHERN AIRLINES
DL	DELTA AIR LINES
LO	LOT POLISH AIRLINES
MI	SILKAIR
QF	QANTAS AIRWAYS
SQ	SINGAPORE AIRLINES
TG	THAI AIRWAYS INTL
VS	VIRGIN ATLANTIC
SV	SAUDI ARABIAN AIRLINES
2A	DEUTSCHE BAHN AG *
9B	ACCESRAIL *
CA	AIR CHINA
HU	HAINAN AIRLINES
LH	LUFTHANSA
DJ	VIRGIN BLUE *

(*Infants do not require a flight coupon for 2A segments)

Ticketing Instructions:

❖ Issue the tickets for the adults in the normal way. Apply to Etihad Airways to issue the infant ticket on a paper ticket as described below:

❖ If your GDS supports the use of MD50's (vMCO) without a value coupon ETIHAD's preference is that this is used.

Follow the procedure to issue a vMPD/MD50 as follows:
Complete a vMPD/ vMCO (MD50) for each infant passenger to be ticketed:

Enter the following mandatory fields:

NAME OF PASSENGER	
REASON FOR ISSUE:	Select 50 -Specified MCO
REASON FOR ISSUANCE CODE:	Select 1 - Prepaid Ticket Advice
AIRLINE CODE:	Enter 607
FARE –	Enter the fare
TAXES -	Insert all taxes applicable to a ticket issue
SERVICE CHARGE/TAX ON MPD:	Enter if applicable
PNR –	Enter PNR locator
FORM of PAYMENT:	If form of payment is CREDIT; enter the credit card type, card number, card expiry date and amount fields.
ISSUED in CONNECTION WITH -	Enter the associated ticket number for adult (3 digit airline code followed by the 10 digit ticket number e.g. 6071234567890)
REMARKS:	Enter any additional information, then: Enter the vMPD/MD50 number in the PNR. Enter these details as an OSI item for transmittal to Etihad Airways: e.g. OSI EY MPD 6071234567890

8. Existing IET partners that do not support ET for Open Segments.

The following existing IET partner airlines do not support the issuance of ET with **open segments**. Therefore an eTicket cannot be issued if it contains an open sector with any of these carriers. ETIHAD will not be able to issue paper tickets on the travel agent's behalf in these instances, and we would suggest that a segment be booked for a specific flight in order for an eTicket to be issued.

AA	AMERICAN AIRLINES
AZ	ALITALIA
BD	BMI
CI	CHINA AIRLINES
CZ	CHINA SOUTHERN AIRLINES
FT	SIEM REAP AIRWAYS INTL
GF	GULF AIR
OZ	ASIANA AIRLINES
PG	BANGKOK AIRWAYS
PR	PHILIPPINE AIRLINES
TG	THAI AIRWAYS INTL
WY	OMAN AIR
2A	DEUTSCHE BAHN AG
9B	ACCESRAIL
CX	CATHAY PACIFIC
CA	AIR CHINA
HU	HAINAN AIRLINES
MS	EGYPT AIR
BR	EVA AIR
LH	LUFTHANSA
DJ	VIRGIN BLUE

9. ETIHAD Policy for Other Documents (vMPD/MD50)

IATA member carriers have already adopted standards for an Electronic Miscellaneous Document (EMD) which will not be fully available for use until 2009 at the earliest. During the interim period all other documents can be issued by means of a virtual version of the MPD known as the vMPD.

Effective 1st June 2008 the value coupon of the OPATB2 coupon-by-coupon MCO (known as the MD50) will no longer be available for the issuance of automated MD50 MCOs. However, some GDS companies may choose to continue to provide limited MD50 (vMCO) functionality for transactions that do not require a value coupon. Any interim solutions developed by the GDSs (e.g. suppressing the printing of a value coupon in OPATB2 markets) would be based on the fact that their airline/travel agency customers have approached the GDSs directly.

Etihad Airways will accept MD50 (vMCO) transactions. However, it should be noted that certain transactions cannot be fulfilled without a value coupon, e.g. part refund transactions, or any other transaction where the customer would need a coupon, which has an exchangeable value.

As a result, vMPD/MD50 transactions can only be issued with the following "Reason for Issuance" codes:

      1   -PTA/TOD
      R   -Lost (Paper) Ticket Fee

These are the only codes that will be supported by Etihad Airways in BSP link or where MD50 is retained with limited functionality, through MD50. **ETIHAD does not support any other "Reason for Issuance" codes, including "Excess baggage"**

Incorrect usage of "Reason for Issuance" codes may result in ETIHAD not recognising the payment and attempting to recover it via the ADM process.
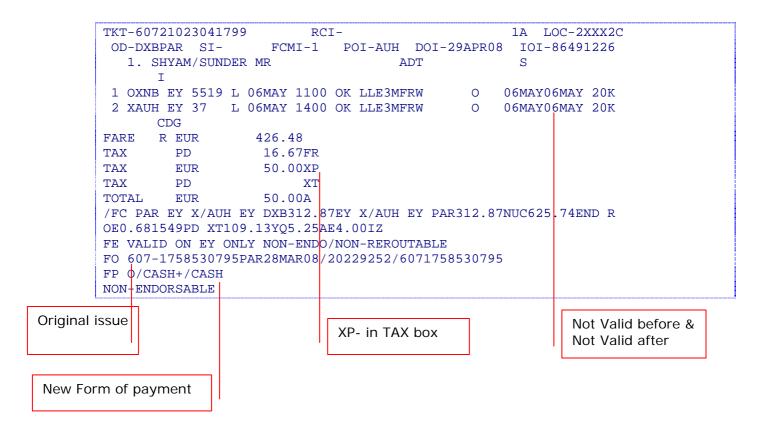
10.Collecting change fees on Etihad Airways

Reissue the ticket and show the penalty in the tax box followed by the 2-letter tax code 'XP'.

    a. XP is to collect fees/ penalties related to date change, route change or re issue.

    b. Amount collected under the TAX code XP is not commissionable.

    c. XP is not refundable.

    d. Complete the original issue box (FO)with the ticket details of the ticket submitted for re issue

    e. Close the **not valid before box** and **not valid after box** as appropriate.

<u>Example</u>

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TKT-60721023041799        RCI-                    1A  LOC-2XXX2C
 OD-DXBPAR  SI-      FCMI-1   POI-AUH  DOI-29APR08  IOI-86491226
   1. SHYAM/SUNDER MR              ADT            S
       I
 1 OXNB EY 5519 L 06MAY 1100 OK LLE3MFRW      O   06MAY06MAY 20K
 2 XAUH EY 37   L 06MAY 1400 OK LLE3MFRW      O   06MAY06MAY 20K
       CDG
FARE   R EUR       426.48
TAX       PD        16.67FR
TAX       EUR       50.00XP
TAX       PD          XT
TOTAL     EUR       50.00A
/FC PAR EY X/AUH EY DXB312.87EY X/AUH EY PAR312.87NUC625.74END R
OE0.681549PD XT109.13YQ5.25AE4.00IZ
FE VALID ON EY ONLY NON-ENDO/NON-REROUTABLE
FO 607-1758530795PAR28MAR08/20229252/6071758530795
FP O/CASH+/CASH
NON-ENDORSABLE
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Original issue

New Form of payment

XP- in TAX box

Not Valid before &
Not Valid after

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12. FAQs (vMCO/ vMPD)

The advent of IATA's simplifying the Business initiative eliminates all neutral ticket stock including OPATBs, upon which the Automated MCO product is dependent. In order to maintain the MCO as an option for miscellaneous transactions, in a 100% electronic ticketing environment, the vMCO has been introduced. The vMCO, built on the Automated MCO groundwork, incorporates two modifications; the elimination of the printed value coupon and the ability to print agency and passenger documents, such as agent coupons and passenger receipts, to plain paper.

For those markets that have been using the Automated MCO product for miscellaneous transactions the vMCO enables continued usage after 31 May. For markets that have not had access to Automated MCO, primarily OPTAT markets, the vMCO product coupled with the BSP switch to 100% ET allows agencies an alternative to the BSPLink vMPD product. Deployment of vMCO into markets that did not use Automated MCOs prior to 1 June 2008, will be assessed according to local demand.

Following is a list of FAQs that, in addition with the standard communication pieces should help address vMCO queries.

Q   When will vMCO be available for use?

> A   vMCO is designed as a replacement for Automated MCO and will be available on 01 June.

Q   Does vMCO have a dedicated form code?

> A   The form codes currently defined for use with IATA Reso 725d (MCO) are: 191, 192, 88, 907

Q   Can agencies test vMCO before deployment?

> A   As vMCO is a replacement to an existing product and the interfaces are not changing there should not be much need for testing. Any testing requests should be directed to your respective GDS help desk.

Q   How is vMCO activated?

> A   In conjunction with the switch to 100% ET, GDSs will activate vMCO for all carriers except those that have indicated that they will not allow usage of vMCO by their agents. The activation will be handled by respective GDSs within the BSP area.

Q   In which markets will vMCO be deployed?

> A   vMCO will be deployed, by default, in all markets that are currently using Automated MCO. For markets that are not using Automated MCO the vMCO is a potential alternative but requires approval by the local BSP. Pending approval, vMCO is available for deployment in all BSP markets.

Q   In which markets will vMCO be deployed as of 01 June?

> A   Please contact respective GDSs help desk/ account manager.

Q   What data are sent to the BSP?

A   The vMCO data Reported by GDS to the BSP will be almost exactly the same as the Automated MCO (MD50) data GDS has been Reporting to BSPs for many years.   The only change will be that vMCO data Reported to a BSP will not contain details of the ATB Stock Control Numbers associated with the transaction, as no ATB coupons will be used with the vMCO.

Q   What data will be sent directly to the airline?

A   vMCO product is only replacing Automated MCO product.   It is not changing existing, or introducing new methods of, communication between a Travel Agent and an Airline.   Whatever process or means of communication that has been used in the past will continue to be used in the future; unless changed by the Airline.

Q   What is the difference between vMPD and vMCO?

A   vMPD is an IATA product that is sold through BSPLink. vMPD is not integrated with the GDS booking and ticketing processes. It is accessed and issued through the BSPLink URL, hence vMPD transactions are not automatically passed to back office processing. vMCO is a GDS product and part of the existing GDS workflow. All transactions are passed to the back office systems as part of standard GDS reporting.

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