



## Use and Issuance of Bahamasair E-Tickets

The purpose of this instruction is to provide guidance on the use and issuance of Bahamasair e-tickets on and after 1 June 2008, when paper tickets are eliminated from IATA BSPs. Sales of Bahamasair tickets through BSP are now 99% e-ticket.

An instruction from UP to agents to issue e-ticket only from 1 June 2008

### **1. e-tickets only from 1 June 2008 in IATA BSPs**

For tickets issued on or after 1 June 2008 paper tickets must not be issued on BSP neutral paper ticket stock using Bahamasair accounting code (UP 111).

When Bahamasair tickets can be issued in an interline journey (Ticket Issue Policy).

### **2. UP Ticket Issue Policy**

Bahamasair may be selected as ticketing carrier by travel agents when issuing e-tickets to cover journeys which include travel entirely or partially: (a) on UP flights with a UP flight designator code. In all other cases, Bahamasair must not be selected as ticketing carrier.

### **3. Amending bookings in e-tickets**

When making an amendment to a booking that has previously been issued as an e-ticket, it is imperative that follow up action is taken to reissue an e-ticket through your GDS to reflect the new itinerary.

A list of the carriers with whom UP has completed Interline E Ticket Agreements (IET)

### **4. Interline e-ticket agreements (IET) on Bahamasair**

Bahamasair has completed IET agreements with the following carriers. This means that providing Bahamasair flights are part of an interline journey with the following carriers, Bahamasair tickets may be issued in accordance with the UP Ticket Issue Policy.

#### **Completed IET agreements**

AA	American Airlines
BA	British Airways
DL	Delta

### **5. Interline e-ticket agreements (IET) to be completed**

Bahamasair intends, over the course of the next few months to complete IET Agreements with the following carriers. This means that travel agents cannot issue e-tickets for journeys involving Bahamasair and the carriers on this list until IET is implemented. See below for the ticketing instructions for journeys involving these carriers and Bahamasair. Note – the following table is subject to change and will only include those carriers who have confirmed that they will implement IET with us.

US	US Airways
NW	NorthWest

BW	Caribbean Airlines
JM	Air Jamaica
HR	Hahn Air
AZ	Alitalia
CM	Copa
VS	Virgin Atlantic
UA	United Airlines

**Ticketing Instructions:**

Apply to Bahamasair to issue the paper ticket as follows:  
Complete a VMPD for each passenger to be ticketed.

**Enter the following mandatory fields:**

NAME OF PASSENGER

REASON FOR ISSUE: -Specified MCO

REASON FOR ISSUANCE CODE: - Prepaid Ticket Advice

AIRLINE CODE: enter 111

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, the credit card type, number, expiry date and amount fields have to be completed.

REMARKS: enter any additional information

Then:

Enter the vMPD number in the PNR (Booking record).

Enter these details as an OSI item for transmittal to Bahamasair:

e.g. OSI UP MPD 1111234567890

This detail will be transmitted automatically\* to UP once you have manually entered the MCO details in the PNR and will be referenced during the audit process.

\*Further specific follow up instructions on how to communicate your paper ticket request to UP via a fax to the PTA Desk - (242) 377 3223.

Hard Copy tickets can be picked up from any Bahamasair Sales Point.

**6. Ticketing of Infants on interline journeys**

Each airline will be responsible for issuing the infant's tickets for its respective segment(s).

**7. Ticketing Airports which are not e-ticket enabled**

Bahamasair provided E Ticketing from all points.

**8. Existing IET partners that do not support Open Flight Coupons**

The following existing IET partner airlines do not support the issuance of open e-ticket flight coupons. Therefore an e-ticket cannot be issued if it contains an open sector with any of these carriers. UP 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 e-ticket to be issued.

Note – the following table is subject to change.

**non-issuance of e-ticket**

AA	American Airlines
BA	British Airways
DL	Delta

## **9. Itineraries containing more than 16 Segments**

Bahamasair only allows 16 segments.

## **10. UP Policy for Other Documents (vMPD)**

**vMPD's will be used for the following:**

**PTA**

**Group Deposits**

**For rebooking fee or change penalty.**

**The incorrect usage of VMPD's will result in an ADM.**

## **11. Collecting change fees on Bahamasair**

**There are two methods for collecting change fees on Bahamasair**

1. Bahamasair prefers for agencies to reissue the ticket and show the change fee on the new ticket issued as additional collection.

2. Travel agents who have a Virtual MPD (vMPD) - Details on completion are published below.

In essence the completion of the entries for vMPD are summarized below.

### **Completion of vMPD for change fees:**

AIRLINE CODE: Enter 111 Bahamasair REASON FOR ISSUANCE CODE: Enter either; 'Rebooking Fee Domestic' or 'Rebooking Fee International' CURRENCY, AMOUNT IN FIGURES and AMOUNT IN LETTERS complete in the normal way FARE BOX: Enter the change fee amount e.g. USD30 in this box NOT in the 'Tax' box ISSUED IN CONNECTION WITH: Enter the associated/new ticket number (i.e. 3- digit airline code followed by the 10-digit ticket number without any spaces e.g. 1111234567890) Then Enter the vMPD number in the PNR (Booking record). Enter these details as an OSI item for transmittal to Bahamasair e.g. OSI UP MPD 1111234567890.

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## **AGENCY DEBIT MEMOS AND DISPUTE MANAGEMENT POLICY**

Bahamasair is publishing its policy on Agency Debit Memos (ADMs) to Travel Agents to give a clear understanding of the circumstances under which ADMs will be issued and its Dispute management Policy.

### **ADM Issuance**

1. ADMs are raised for errors on issuance and use of Bahamasair traffic documents for one or more of the following reasons listed below -
  - Fare Calculation error
  - Fare Rule violation
  - Under-collection of Taxes and Fee
  - Incorrect Reissues & Penalty collection error
  - Incorrect Refunds & Refund fee collection error
  - Commission error
  - CIP violation
  - Booking Class vs. Ticketing class error
  - Unreported tickets
  - Recall Commissions for refunded tickets
  - Incorrect Credit card type (only Visa and Master card accepted at present)
  - Credit card charge backs
2. ADMs will be raised via BSP link within nine months of the final travel date.
3. Bahamasair may include more than one transaction on any debit memo if the reason for the charge is the same. A list or reference will be provided.

## **ADM Dispute Procedure**

4. Bahamasair complies with local BSP procedures in providing Agents with a minimum period to review and dispute ADMs.
5. All disputes must be supported by sufficient evidence to the contact address displayed at the top left hand corner of the ADM. Verbal authorization will not be accepted as a valid reason for dispute.
6. Any unsupported dispute will be disregarded.
7. Agents should use BSP link Dispute facility when querying ADM to halt the billing of the ADM while dispute is being investigated.
8. Bahamasair will make a decision within 60 days of the receipt of dispute as per local BSP procedure.

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