

AIR TAHITI NUI Date : 29MAY08 Version : 1	 <u>IATA 100% E-TICKETING</u>	Revenue Management - CRS/TRAINING DEPARTMENT - MS
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Use and issuance of Air Tahiti Nui E-tickets

Effective 01 June 2008, IATA will no longer permit paper tickets to be issued by any BSP Travel Agency. Therefore agents will only have access to e-ticket.

Air Tahiti Nui has been working towards the deadline, implementing 29 interline e-ticket agreements but it is clear that some agents will be unable to utilize electronic ticketing for certain journeys. Air Tahiti Nui has therefore set up an interim process to issue paper tickets on an agent's behalf.

This document will provide guidance on the use and issuance of Air Tahiti Nui E-tickets.

E-tickets Only from 1 June 2008 in BSPs

For tickets issued on or after 1 June 2008 paper tickets must not be issued on BSP neutral paper ticket stock using Air Tahiti Nui airline accounting code (TN 244).

Air Tahiti Nui will continue to accept paper tickets for travel issued by BSP travel agents prior to 01 June 2008 for travel on/after 01 June 2008. If paper tickets require re issue after 01 June 2008, Travel Agents are advised to move paper tickets to e-ticket where possible.

Interline e-tickets agreements (IET) on Air Tahiti Nui

Air Tahiti Nui has completed IET agreements with the following carriers.

SB	Air Calédonie International	HA	Hawaiian Airlines
AC	Air Canada	JO	Jalways
AF	Air France	JL	Japan Airlines
NZ	Air New Zealand	KL	KLM Royal Dutch Airlines
VT	Air Tahiti	KE	Korean Air
AS	Alaska Airlines	4M	Lan Argentina
AZ	Alitalia	LA	Lan Chile
AA	American Airlines	XL	Lan Ecuador
OZ	Asiana Airlines	LP	Lan Peru
BA	British Airways	ME	Middle East
CX	Cathay Pacific	NW	Northwest
DL	Delta Airlines	QF	Qantas
KA	Dragon Air	TG	Thai Airways
EK	Emirates	VS	Virgin Atlantic
AY	Finnair		

Note: This list is subject to change

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Ticketing of Infants on interline journeys

The following carriers have completed IET with TN.

YES	Air Calédonie International	YES	Hawaiian Airlines
YES	Air Canada	YES	Jalways
YES	Air France	YES	Japan Airlines
YES	Air New Zealand	YES	KLM Royal Dutch Airlines
YES	Air Tahiti	YES	Korean Air
NO	Alaska Airlines	YES	Lan Argentina
YES	Alitalia	YES	Lan Chile
NO	American Airlines	YES	Lan Ecuador
YES	Asiana Airlines	YES	Lan Peru
YES	British Airways	YES	Middle East
YES	Cathay Pacific	NO	Northwest
NO	Delta Airlines	NO	Qantas
YES	Dragon Air	YES	Thai Airways
YES	Emirates	NO	Virgin Atlantic
YES	Finnair		

Note: this list is subject to change.

Situations where an ET cannot be issued

- Interline transactions where no IET agreement in place
- Journeys over 16 segments
- Wholly OPEN segments
- Infant for carriers which do not support the functionality yet
- TN segments operated by the French railways, the SNCF (under development)

Ticketing instructions for non e-ticket eligible journey

Where e-ticket functionality is not yet enabled, TN will assist agents by issuing paper tickets. BSP agent will need to follow the ticketing instructions below.

- Travel agents to send a PTA using the VMPD (virtual multi purpose document) via the BSP link for TN to issue the ticket.
- Travel agents having the ability to issue a VIRTUAL MCO via their GDS to send it to TN for issuance of tickets in exchange. This document is a transitional solution until EMD implementation.
- Travel agents to use a direct payment – send net check, cash...

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Follow the procedure to issue a V-MPD as follows:

a/ Complete a V-MPD or MD50 for each infant / passenger to be ticketed:

Enter the following mandatory fields:

NAME OF PASSENGER:

REASON FOR ISSUE: Select 40- prepaid ticket advice (PTA)

REASON FOR ISSUANCE CODE: Select A- air transportation

AIRLINE CODE: 244

FARE: enter the fare

TAXES: insert all taxes applicable to a ticket issue

SERVICES CHARGES/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

REMARKS: enter the itinerary details

b/ Enter the V-MPD/MD50 number in the PNR as an OSI item for transmittal to Air Tahiti Nui. Example: OSI TN VMPD 2441803606001 FVR PAX DUPONT/TOM

c/ Contact Air Tahiti Nui ticket office for issuance in exchange. See below TN ticket offices

d/ Add a SSRTKNA to inform all carriers that paper tickets have been issued and that TN is the validating carrier.

Air Tahiti Nui ticket offices

Please contact your TN area office for ticketing deadline.

Last minute issuance will not be honored as V-MPD is not accepted by TN's airport ticket offices.

BSP FOT please contact TN PPT office

Tahiti - FRENCH POLYNESIA

Tel :(689) 46 02 35

Fax :(689) 46 02 22

Mon - Fri: 07.30am - 04.30pm

Sat: 08.30am - 11.30am

Closed on Sat PM, Sun and holidays

BSP CANADA please contact TN LAX office

Los Angeles - USA

Tel :(877) 824 48 46 toll free

Fax :(310) 416 99 67

Mon - Fri: 06.00am - 05.30pm

Ticket office closed on Sat, Sun and holidays

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BSP AREA 2 please contact TN PAR office

Paris - FRANCE

Tel: 08 25 02 42 02 (from France)
 Tel : (33) 1 56 81 13 30 (from abroad)
 Fax : (33) 1 56 81 13 39
 Email: resa@airtahitinui.fr
 Mon - Fri: 10.00am - 06.00pm
 Sat: 10.00am - 01.00pm
 Closed on Sun

BSP JAPAN please contact TN TYO office

Tokyo - JAPAN

Tel : (81) 3 6267 1177
 Fax : (81) 3 3211 0080
 Mon - Fri: 09.30am - 05.30pm
 Closed on Sat, Sun and holidays

BSP AUSTRALIA please contact TN SYD office

Sydney - AUSTRALIA

Tel : (61) 2 9244 2799
 Fax : (61) 2 9290 3306
 Mon - Fri: 09.00am - 05.00pm
 Closed Sat and Sun

BSP NEW ZEALAND please contact TN AKL office

Auckland - NEW ZEALAND

Tel : (64) 9 308 3360
 Fax : (64) 9 379 7223
 Mon - Fri: 08.30am - 05.30pm

 **Passive segments**

If e-tickets are issued out of passive segments, Air Tahiti Nui relies on the original booking agent to contact all operating carriers included in the itinerary to make sure all e-ticket information have been received. It is even more important in the case that we call "3rd party ticketing" where the booking has been created by an agent and the tickets issued by the airline against passive segments. As no SSR TKNE is being sent by the different systems, the e-ticket will not be associated to the original booking and this could cause cancellation of the PNR.

You could add an OSI into your PNR mentioning the tickets number and the name of the validating carrier but you must be aware that this is not sufficient for the system to associate the e-ticket.

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Important note:

- DO NOT enter any SSRTKNM while an E-ticket has been issued. If this is done, it will override the SSR TKNE related to TN segments and will cause issues at the airport.
- Make sure to contact the validating carrier in case of itinerary changes as booking and e-ticket must always match for a boarding pass to be issued.

 **Amending booking in e-tickets**

When making an amendment to a booking that has previously been issued as an e-ticket, it is imperative that e-tickets are reissued or revalidated.

If this is not done, the customer's e-ticket will not match the confirmed itinerary and it will lead to check-in delays on departure and inconvenience for passengers.

PNR = ET = BOARDING PASS

PNR ≠ ET = ISSUES

 **Collecting change fees on Air Tahiti Nui**

There are two methods for collecting change fee

- Travel agents who have MD50 GDS functionality
- Travel agents who have Virtual MPD (V-MPD)

Completion of V-MPD/MD50:

AIRLINE CODE: 244 for Air Tahiti Nui

REASON FOR ISSUANCE CODE: M for sundry charges

REASON FOR ISSUE: select 50 for specified MCO

CURRENCY, AMOUNT IN FIGURES and AMOUNT IN LETTERS: fill them normally

FARE BOX: enter the change fee amount in this box and NOT in the tax box

ISSUED IN CONNECTION WITH: enter the associated/new ticket

Then enter the V-MPD/MD50 number in the PNR. Enter those details as an OSI item for transmittal to Air Tahiti Nui.