

Practice and issuance of Middle East Airlines e-tickets (076) as from 01Jun08

Dear Agents,

The purpose of this issue is to provide guidance on the use and issuance of MEA e-tickets on and after 1 June 2008, when paper tickets are eliminated from IATA BSPs.

a. MEA Ticket Issue Policy

MEA may be selected as ticketing carrier by travel agents when issuing e-tickets to cover journeys which include travel totally or partially:

- (a) On MEA flights with an ME flight designator code and/or
- (b) On MEA code share flights and/or
- (c) On the flights of a carrier that MEA has an IET agreement. (Origin sector must be closed on MEA)

In all other cases, MEA must not be selected as ticketing carrier.

b. Interline e-ticket agreements (IET) on MEA

MEA has completed IET agreements with the following carriers. This means MEA tickets must be issued in accordance with the MEA Ticket Issue Policy (c).

AA	AC	AF	AT
AZ	BA	CO	DL **
EK	EY	GF	KU
LX	NW	QR	RJ
SV	SQ	TN	TU
VS	9B "DB train"		

** REBOOKING / REISSUE ONLY PERMITTED THROUGH MEA SALES OFFICES.

c. Interline e-ticket agreements (IET) to be completed

MEA 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 MEA and the carriers on this list until IET is implemented. For that reason MEA have set up via the BSPlink a provisional process and procedures for ticketing instructions for journeys involving these carriers. This process and procedure will be by means of the vMPD (Virtual Multi Purpose Document).

IY	MS	SN	UA	WY	LH	BD	KL	OK	AM
SK	CY	US	MH	TG	ET	A3	CX	CU	AI
BI	KA	SU							

Ticketing Instructions:

After completion of passenger(s) reservation(s), follow the procedure to issue a vMPD via BSPlink :

1- Enter the following mandatory fields for each passenger:

NAME OF PASSENGER : same as from the PNR.

REASON FOR ISSUE: Select 50 -Specified Miscellaneous Charge Order.

REASON FOR ISSUANCE CODE: Select A – Air Transportation

AIRLINE CODE: enter 076 **FARE** – enter the fare **TAXES** - insert all taxes applicable to a ticket issue

PNR – enter MEA PNR locator **FORM of PAYMENT**: cash

REMARKS: enter any additional information related to the fare .i.e taxes breakdown...

2- Then switch to the GDS and enter the vMPD number in the PNR under an OSI element.

E.g. OSI MEA MPD 0761801111111 .This detail will be transmitted automatically to MEA and **will be referenced during the audit process** .

You can cancel the vMPD on the same day of issuance only. Otherwise, agent can send a "refund request".

3- Refer to MEA sales offices to issue the paper ticket.

d. Ticketing of Infants on interline journeys

The following Carriers have completed IET with MEA

AF	AC	AT	AZ
BA	EK	GF	KU
LX	QR	CO	RJ
SV			

e. Amending bookings in e-tickets " without any charges"

When making an amendment to a booking that has previously been issued as an e-ticket, and no charges to be collected it is mandatory that follow up action is taken from MEA Sales Offices only, either to;

- a) Revalidate the original e-ticket or
- b) Reissue an e-ticket to reflect the new changing.

If this is not done, it will lead to check-in delays on departure and inconvenience for passengers; even denied boarding.

f. Collecting change fees on MEA e-ticket.

After changing the passenger reservation, follow the procedure to issue a vMPD via BSP/link: **Enter the following mandatory fields for each passenger:**

REASON FOR ISSUE: Select 50 -Specified Miscellaneous Charge Order

REASON FOR ISSUANCE CODE: Enter **Q** for 'Rebooking Fee International'

AIRLINE CODE: Enter 076

CURRENCY, AMOUNT IN FIGURES and IN LETTERS complete in the normal way

FARE BOX: Enter the change fee amount e.g. USD50 and NOT in the 'Tax' box

ISSUED IN CONNECTION WITH: Enter the associated ticket number (i.e. 3- digit airline code followed by the 10-digit ticket number without any spaces e.g. 0761234567890)

Then: Enter the vMPD number in the PNR under an OSI element.

E.g. OSI MEA MPD 0761801111111

This detail will be transmitted automatically to MEA and **will be referenced during the audit process**

Refer to MEA sales offices to issue the e.ticket.

For any further clarifications, do not hesitate to contact us.

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