

## Dear Travel Partner

### **AIR NEW ZEALAND 100% E-TICKETING**

The following information outlines changes in accordance with the withdrawal of paper tickets as it relates to Air New Zealand (086) ticket stock in Canada, Mexico, and all other BSP markets.

As you are aware, IATA has set a deadline of 31 May 2008 for the withdrawal of paper tickets from all BSP's (*this is not applicable to tickets issued in the USA where paper tickets will still be issued and processed through ARC*). This means that from 1 June 2008 onwards, you will be unable to issue a BSP supplied neutral paper ticket and you will only be able to issue BSP Electronic Tickets (ET). IATA will shortly be embarking on a process to recover their paper ticket stock from you.

Air New Zealand has a well developed ET capability and you will be able to fulfil most of your customer's requirements on an NZ (086) ET including itineraries containing travel on our interline partners.

Attached, please find a Quick Reference Flow Chart and FAQ document that will further explain various ticketing scenarios and situations where an e-ticket can or can not be issued.

As of 01 June 2008:

- All e-ticket eligible journeys must be issued via an ET (refer to 'E' indicator in availability display in your GDS).
- Air New Zealand will continue to accept and honour all paper tickets issued prior to 1 June 2008 for travel on/after 01 June 2008.

### What should you do if you cannot issue an ET?

In all the circumstances from 01 June 08, where the attached flowchart indicates that you require a paper ticket, please contact your Sales Support desk at 1-800-287-2007 for Canada, and (55) 5511 5215 (Mexico) for Latin America. Our hours are 9am to 5pm Pacific Standard Time Monday through Friday.

A paper ticket will then be sent to you. It is important to allow sufficient time for this process to take place. As a guide, please allow a minimum of 5 working days to request a paper ticket. There will be no Service Fee for paper tickets ONLY in instances where it is not possible for you to produce an ET through your GDS.

Please note that the NZ's airport service desks will have limited facilities to support paper tickets. Customers must be in possession of an ET or a paper ticket issued on or before 31May08 before arriving at the airport. Paper tickets requiring changes after 31May08 must be referred to the Air New Zealand Travel Centre in Los Angeles prior to departure.

It is also important to note that PNR's cannot contain a combination of ET and paper tickets. A PNR must be fulfilled by an ET or where necessary, a paper ticket but not both. Also, please be aware that Air New Zealand does not have the ability to convert paper tickets to e-tickets.

What if your office issues a paper ticket after 31 May 2008 by mistake?

Inevitably, some agents will still be in possession of neutral paper ticket stock after 31 May 2008, it is important that these are not utilised after 31 May 2008 in any circumstance for travel on NZ (086). If this stock is utilised and a paper ticket issued, you will be unable to report this through your BSP return as it will be rejected by IATA. This becomes an unreported sale and your customers will be required to purchase another ticket at the airport in order to travel.

Air New Zealand expects that there will be a relatively small number of circumstances which will require a paper ticket post 31<sup>st</sup> May. Those circumstances will progressively reduce as ET capabilities are enhanced.

Please refer to the attached Air New Zealand Quick Reference Flow Chart and FAQ document below that will further explain the various ticketing scenarios. Travel Agents should continue to refer to the relevant Air New Zealand and IATA updates or contact their GDS help desk. If you are still unsure about what to do, please contact Air New Zealand Sales Support.

Regards,

Charles Schuler  
Business Development – The Americas



# AIR NEW ZEALAND

## Frequently Asked Questions Air New Zealand 100% E-Ticketing (ET)

### **1. Can I issue an Air New Zealand paper ticket after 31<sup>st</sup> May, 2008?**

**No.** From 01 June 2008, agents will no longer be able to use BSP paper tickets to fulfil a customer's itinerary. All BSP tickets issued by an agent through their GDS will be electronic from 01 June 2008.

If a ticket is issued on Air New Zealand (086) BSP paper in error on/after 01 June, customers will be asked to purchase a new ticket at the airport.

### **2. Can group bookings be E-ticketed on Air New Zealand?**

**Yes.** GDS's generally limit the number of e-tickets to 9 in a single transaction. It is not necessary however to divide the GDS PNR. When ticketing a group, select up to 9 passengers from the GDS PNR by using 'Name Select' and then repeat the transaction for the next 9 passengers etc. Name Select is a new capability and has been rolled out to all GDS's at this time.

### **3. Will the maximum number of E-ticket coupons increase from 01 June 2008?**

**No.** The maximum number of E-ticket coupons that Air New Zealand can process will remain at 16 (including surface segments). Sixteen E-ticket coupons is the current industry standard.

This has also been reflected in changes made to STAR RTW fares that are now limited to a maximum of 16 coupons per journey.

### **4. Can Air New Zealand E-tickets be issued for itineraries which include one or more Passive Segments?**

**Yes.** Air New Zealand E-tickets can be issued for GDS bookings which include Passive Segments.

### **5. Can Air New Zealand E-tickets be issued for bookings which include one or more open-dated sectors?**

**No.** Air New Zealand does not allow open-dated coupons on an E-ticket. A paper ticket will be required.

### **6. Will it be possible to issue an Air New Zealand E-ticket for all itineraries involving NZ and other carriers?**

Provided that Air New Zealand has an Interline Agreement with the other carrier/s in the itinerary AND has implemented Interline ET with such carrier/s, an Air New Zealand e-ticket can be issued. If Interline ET has not been implemented the E-ticket transaction will fail in the GDS and you will receive an

error message. Your GDS contains information on which carriers Air New Zealand have a current Interline Agreement with and which carriers have been Interline ET enabled.

At present, Interline ET is not available with the following carriers:

**BI, F9, GA, GZ, HX, JQ, PC, SU, SV, UO, XR, 9F, 9W.**

Interline ET capabilities with these carriers will be implemented progressively and as quickly as possible.

If you have a journey which includes a carrier with which Air New Zealand has a current Interline Agreement but has not yet implemented Interline ET, a paper ticket will need to be issued.

Additionally an Air New Zealand ET cannot be issued for NZ code share flights between **RAR/AIT** (operated by GZ) and NZ code share flights between **AKL/VLI** (operated by NF).

#### **7. Can I issue an Air New Zealand E-ticket for an Infant for travel on NZ flights?**

**Yes.** You can issue an Air New Zealand ET for an infant for travel on NZ flights. Exceptions: **a:** NZ code share flights between **RAR/AIT** (operated by GZ) and NZ codeshare flights between **AKL/VLI** (operated by NF). **b:** Worldspan GDS users.

#### **8. Can I issue an Air New Zealand E-ticket for an Infant where the itinerary includes NZ and other airlines?**

Provided that Air New Zealand has implemented Interline Infant ET with its interline partners, you can issue an Air New Zealand ET for an infant.

As present, **Infant** Interline ET is not available with the following carriers:

**AA, AS, BD, BR, CA, CI, DL, EK, EY, FJ, FM, IE, JP, KE, KL, LA, LH, LO, LP, MH, MX, NF, NW, OS, OU, PX, QF, SB, TN, UA, UL, VS, XL, 4M.**

Interline ET capabilities with these carriers will be implemented progressively and as quickly as possible.

If you have a journey which includes a carrier with which Air New Zealand has a current Interline Agreement but has not yet implemented Infant Interline ET, a paper ticket will need to be issued. Please contact your Air New Zealand Sales Support desk for assistance with paper tickets.

#### **9. Will Air New Zealand continue to accept paper tickets issued prior to 01 June 2008?**

Air New Zealand 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.

#### **10. What if I have to reissue an Air New Zealand paper ticket on/after 01 June?**

Air New Zealand does not support a “paper to ET” reissue process through the GDS. If travel has not commenced, you should refund the original paper ticket and issue a new ET. If travel has already commenced, you or your customer should contact your local Air New Zealand office which will reissue the paper ticket.

**11. Do I need to reissue an ET if changes occur?**

With any changes made to a booking, it is important that you reissue and/or revalidate the ET to reflect the passengers amended itinerary.

**11. Can I revalidate an Air New Zealand E-ticket?**

**Yes.** There is no change to the current process. Provided that the itinerary involves

NZ segments only, the ET can be revalidated.

Exception: NZ code share flights between **RAR/AIT** (operated by GZ) and NZ code

share flights between **AKL/VLI** (operated by NF). A paper ticket is required.

**12. Can I revalidate an Interline E-ticket that includes NZ?**

**No.** Air New Zealand does not currently support the revalidation on an Interline ET. If changes are made to an itinerary, including schedule changes, the Interline ET must be reissued.

**13. What should I do if I have an itinerary that cannot be E-ticketed and needs a paper ticket issued by Air New Zealand?**

Air New Zealand has set up an interim process to issue paper tickets on an agent’s behalf where ET functionality is not yet enabled. Please contact your Sales Support desk at 1-800-287-2007 for Canada, and (55) 5511 5215 (Mexico) for Latin America. Our hours are 9am to 5pm Pacific Standard time Monday through Friday.

This sale will be recognised against your IATA number, as it is captured when entered in the tour code box as the selling agent.

It is important that you ensure sufficient time, as a guide please allow a minimum of 10 working days for paper ticket request processing.

**14. When should I check if the Air New Zealand journey is ET capable?**

Please always check that your customer’s journey can be E-ticketed at the time of making the booking. To avoid urgent ticket requests, do not leave this until the time of ticketing.

**15. What are the permissible forms of payment for a ‘paper’ ticket?**

The preferred form of payment for a paper ticket is via wire transfer of funds. Air New Zealand will also accept Credit Cards as a form of payment.

**16. Will the taxes, fare calculation lines, name field, endorsement lines etc be increasing to assist with Round World tickets etc?**

This is under review but there will be no immediate changes to the maximum size of these ticket fields.

**17. Where can I find information on Air NZ E-ticket in the GDS?**

Your GDS contains information on which carriers Air New Zealand has a current Interline Agreement with and which carriers have been Interline ET enabled. Air New Zealand has updated E-ticket information available in the following GDS reference pages:

**Sabre** Air New Zealand DRS. Relevant page is called Electronic Ticketing

**Galileo** GC\*NZ then GP\*36

**Amadeus** GGAI RNZET

**Apollo**

**Worldspan**