

Use and issuance of British Airways e-tickets

The purpose of this instruction is to provide guidance on the use and issuance of British Airways e-tickets on and after 1 June 2008, when paper tickets are eliminated from IATA BSPs. Sales of British Airways tickets through BSP are now 99% e-ticket, and BA has more interline e-ticket partners implemented than any other European carrier. This document is primarily concerning administration processes with other airline partners.

An instruction from BA 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 British Airways airline accounting code (BA 125).

When British Airways tickets can be issued in an interline journey (Ticket Issue Policy)

2. BA Ticket Issue Policy

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

- (a) on BA flights with a BA flight designator code (including flights with a BA prefix operated by a BA franchise carrier*) and/or
- (b) on the flights of a carrier shown in the GSA list below and/or
- (c) on the flights of Qantas (QF)

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

British Airways has a ticket issuance misuse fee of GBP25 in place. This will be applied in each case where a BA ticket has been used to issue tickets which do not conform to this policy. In the event of a fee being applied, it will be charged to each ticket and debited by means of an ADM.

Airlines for whom British Airways acts as GSA in the UK

British Airways acts as General Sales Agent (GSA) for a number of airlines in the UK. These are listed below:

GSA Airlines

AH	AIR ALGERIE
DT	TAAG ANGOLA AIRLINES
JU	JAT YUGOSLAV AIRLINES
LN	LIBYAN ARAB AIRLINES
MA	MALEV
RO	TAROM
SU	AEROFLOT

*BA franchise carriers

Comair Limited

Loganair Ltd (Until midnight on Saturday 25th October 2008)

Sun-Air of Scandinavia A/S

[Amending bookings in e-tickets \(a reminder\)](#)

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, either to;

- a) revalidate the original e-ticket or
- b) reissue an e-ticket through your GDS to reflect the new itinerary.

If this is not done, it will mean a mismatch between the itinerary information in the booking and the e-ticket. Consequently, the mismatch between bookings and tickets will lead to check-in delays on departure and inconvenience for passengers.

By ensuring an e-ticket always matches up with the latest itinerary in the booking, passengers can benefit from online services like online check-in, home printed boarding passes and early seat selection.

A new automated process was introduced on 28 February 2008 which will identify "mismatch" bookings and the originating booking offices. Where servicing is required, messages will be sent to these offices to take corrective action to revalidate or reissue the e-ticket to match the booking.

A list of the carriers with whom BA has completed interline e-ticket agreements (IET)

4. Interline e-ticket agreements (IET) on British Airways

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

Completed IET agreements

A3	Aegean Airlines	JO	JALways
EI	Aer Lingus	JL	Japan Airlines
SU	Aeroflot	EG	Japan Asia Airways
AM	Aeromexico	NU	Japan TransOcean Air
AH	Air Algerie	JU	JAT Airways
UU	Air Austral	9W	Jet Airways
AB	Air Berlin	KQ	Kenyan Airlines
BP	Air Botswana	IT	Kingfisher Airlines
AC	Air Canada	KL	KLM
CA	Air China	KE	Korean Air
AF	Air France	KU	Kuwait Airways
AI	Air India	TM	LAM Mozambique
JM	Air Jamaica	LA	LAN
QM	Air Malawi	4M	Lan Argentina
KM	Air Malta	XL	Lan Ecuador
MK	Air Mauritius	LP	Lan Peru
SW	Air Namibia	LI	LIAT
NZ	Air New Zealand	LO	LOT Polish Airlines
AP	Air One	LH	Lufthansa
FJ	Air Pacific	LG	Luxair
HM	Air Seychelles	MH	Malaysia Airlines
TN	Air Tahiti Nui	MA	Malev

AS	Alaska Airlines	IG	Meridiana
AZ	Alitalia	MX	Mexicana
NH	All Nippon Airways	ME	Middle East Airlines
AA	American Airlines	CE	Nationwide
OZ	Asiana	NW	Northwest Airlines
OS	Austrian Airlines	OA	Olympic Airlines
AV	Avianca	WY	Oman Air
UP	Bahamasair	PR	Philippine Airlines
PG	Bangkok Airways	PW	Precision Air
KF	Blue1	QF	Qantas
BD	BMI	QR	Qatar Airways
SN	Brussels Airlines	AT	Royal Air Maroc
BW	Caribbean Airlines	BI	Royal Brunei Airlines
CX	Cathay Pacific	RJ	Royal Jordanian
KX	Cayman Airways	S7	Siberian Airlines
CI	China Airlines	SK	SAS
MU	China Eastern Airlines	SV	Saudi Arabian Airlines
CZ	China Southern Airlines	FT	Siem Reap
CO	Continental Airlines	MI	Silkair
OU	Croatia Airlines	SQ	Singapore Airlines
CY	Cyprus Airways	SA	South African Airways
OK	Czech Airlines CSA	JK	Spanair
DL	Delta Airlines	UL	Sri Lankan Airlines
KA	Dragonair	LX	Swiss
MS	Egyptair	RB	Syrian Arab Airlines
LY	El Al Israel Airlines	JJ	TAM Linhas Aereas
EK	Emirates	TP	TAP Portugal
ET	Ethiopian	RO	Tarom
EY	Etihad	TG	Thai Airways
BR	Eva Air	TU	Tunis Air
AY	Finnair	TK	Turkish Airlines
FC	Finncomm	PS	Ukraine International
BE	FlyBe	UA	United Airlines
GF	Gulf Air	US	US Airways
HA	Hawaiian Air	VN	Vietnam Airlines
IB	Iberia	VS	Virgin Atlantic Airways
FI	Icelandair	VG	VLM Airlines

IC	Indian Airlines	WF	Wideroe
IR	Iran Air	WM	Windward Island Airways
JC	JAL Express		

A list of carriers that British Airways intends to complete IET agreements with in the course of the next year and ticketing instructions to cover these until they have achieved IET status

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

British Airways 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 British Airways and the carriers on this list until IET is implemented. See below for the ticketing instructions for journeys involving these carriers and British Airways.

Note – the following table is subject to change, will only include those carriers who have confirmed that they will implement IET with us.

IET Agreements to be completed

AJ	Aerocontractors
KC	Air Astana
TC	Air Tanzania
KK	Atlas Jet
6A	Aviacsa
J2	Azerbaijan Airlines
B2	Belavia
CM	Copa Airlines
OV	Estonian Air
GJ	Eurofly
F9	Frontier
Z5	GMG Airlines
HU	Hainan Airlines
TE	flyLAL - Lithuanian Airlines
AE	Mandarin Airlines
YX	Midwest Airlines
DT	TAAG Angolan
UN	Transaero
QI	Cimber Air

Ticketing Instructions:

Apply to British Airways to issue the paper ticket as follows:

If your GDS supports the use of MD50's without a value coupon BA's preference is that this is used.

Follow the procedure to issue a vMPD/MD50 as follows:

Complete a vMPD/MD50 for each 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 125

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/MD50 number in the PNR (Booking record).

Enter these details as an OSI item for transmittal to British Airways:

e.g. OSI BA MPD 1251234567890

This detail will be transmitted automatically* to BA 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 BA via a queue message or otherwise, will be distributed separately.

A list of Carriers that BA has completed IET with, but where limited functionality exists with regard to infants ticketing, together with ticketing instructions for Agents for an interline journey involving Infants on this list

6. Ticketing of Infants on interline journeys

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

Note – the following table is subject to change.

Limited IET for interline infants

AA	American
AB	Air Berlin
AH	Air Algerie
AP	Air One
AS	Alaska
BD	BMI
BI	Royal Brunei
BP	Air Botswana
BR	Eva Air
BW	Caribbean
CA	Air China
CI	China Airlines
CY	Cyprus
CZ	China Eastern

DL	Delta
EI	Aer Lingus
EK	Emirates
ET	Ethiopian
FJ	Air Pacific
FT	Siem Reap
GF	Gulf Air
HA	Hawaiian
HM	Air Seychelles
IC	Indian Airlines
IT	Kingfisher
JM	Air Jamaica
KM	Air Malta
KX	Cayman
LH	Lufthansa
LO	LOT
LY	EL AL
MK	Air Mauritius
MX	Mexicana
NW	Northwest
OK	Czech
OS	Austrian
PG	Bankgkok
PR	Philippine
QF	Qantas
SU	Aeroflot
TG	Thai
TK	Turkish
TN	Air Tahiti Nui
TU	Tunisair
UA	United
UL	Sri Lankan
UP	BahamasAir
US	USAir
VS	Virgin
WY	Oman
9W	Jet

Ticketing Instructions:

Ticketing infants on interline journeys involving BA and carriers on the above list.

Issue the tickets for the adults in the normal way. Apply to British Airways to issue the infant ticket on a paper ticket as follows:

If your GDS supports the use of MD50's without a value coupon BA's preference is that this is used.

Follow the procedure to issue a vMPD/MD50 as follows:

Complete a vMPD/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 125

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. 1251234567890)

REMARKS: enter any additional information

Then:

Enter the vMPD/MD50 number in the PNR (Booking record).

Enter these details as an OSI item for transmittal to British Airways:

e.g. OSI BA MPD 1251234567890

This detail will be transmitted automatically* to BA 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 BA via a queue message or otherwise, will be distributed separately.

[Itineraries containing airports that are not yet e-ticket eligible](#)

7. Ticketing Airports which are not e-ticket enabled

The same process to request a paper ticket should be followed for itineraries that contain airports that are not yet e-ticket enabled, either where BA is a marketing carrier on a codeshare route or where an existing IET airline is the operating carrier.

Ticketing Instructions:

Apply to British Airways to issue the paper ticket as follows:

If your GDS supports the use of MD50's without a value coupon BA's preference is that this is used.

Follow the procedure to issue a vMPD/MD50 as follows:

Complete a vMPD/MD50 for each 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 125

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/MD50 number in the PNR (Booking record).

Enter these details as an OSI item for transmittal to British Airways:

e.g. OSI BA MPD 1251234567890

This detail will be transmitted automatically* to BA 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 BA via a queue message or otherwise, will be distributed separately

[Existing interline partners that do not support issuance of open segments/coupons](#)

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. BA 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
AC	Air Canada
AP	Air One
AS	Alaska
AV	Avianca
AZ	Alitalia
BD	Bmi
BE	Flybe
BR	Eva Air
CI	China
CO	Continental
CX	Cathay Pacific
CY	Cyprus
EI	Aer Lingus
EK	Emirates
GF	Gulf Air
HA	Hawaiian

JL	Japan
KA	Dragonair
LH	Lufthansa
LO	LOT Polish
LY	El Al Israel
MI	Silkair
MX	Mexicana
NH	All Nippon
PG	Bangkok
PR	Philippine
SQ	Singapore
TG	Thai
TP	TAP Portugal
UA	United
UL	Sri Lankan
WY	Oman Air

Itineraries containing more than 16 segments

9. Itineraries containing more than 16 Segments

Effective 1 June 2008 BA will be amending some round the world fares to limit them to a maximum of 16 segments, including surface segments, for the entire journey. This is to enable fare products to be ticketed by IATA agents after 1 June 2008, when the maximum number of segments is limited to 16.

BA policy for "Other Documents"; (the BSPLink vMPD, GDS MD50)

10. BA Policy for Other Documents (vMPD/MD50)

IATA member carriers have already adopted standards for an Electronic Miscellaneous Document (EMD) that will replace all other non-ticket documents, however it is not anticipated that this will 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 MPD.

On/after 1 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 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.

British Airways will accept MD50 transactions, but 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:

Reason for Issuance

1	PTA/TOD
P	Rebooking Fee Domestic
Q	Rebooking Fee International
R	Lost (Paper) Ticket Fee

These are the only codes that will be supported by British Airways in BSPlink or where MD50 is retained with limited functionality, through MD50. BA does not support any other "Reason for Issuance" codes, including "Excess Baggage" or "Oxygen" transactions. Travel agents should direct passengers wishing to arrange "Excess Baggage" to ba.com or via a BA Ticket Desk and passengers wishing to book "Oxygen" to a BA contact centre. Procedures are being put in place for group deposits that negate the need for an MPD/MCO and which will be confirmed by local BA sales teams.

BA will be monitoring "Reason for Issuance" code usage to ensure best practise is used.

Incorrect usage of "Reason for Issuance" codes may result in BA not recognising the payment and attempting to recover it via the ADM process.

[Collecting change fees on British Airways](#)

11. Collecting change fees on British Airways

There are two methods for collecting change fees on British Airways

1. Travel agents who have MD50 GDS functionality.
2. Travel agents who have a Virtual MPD (vMPD) - Details on completion are published below.

In essence the completion of the entries for either MD50 GDS functionality or vMPD are the same these are summarised below.

Completion of vMPD/MD50 for change fees:

AIRLINE CODE: Enter 125 British Airways REASON FOR ISSUANCE CODE: Enter either;

P for 'Rebooking Fee Domestic'

Or

Q for '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. GBP30 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. 1251234567890)

Then Enter the vMPD/MD50 number in the PNR (Booking record). Enter these details as an OSI item for transmittal to British Airways. e.g. OSI BA MPD 1251234567890

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

[Close window](#)