



Dear Travel Agent Partner

12 May, 2008

Paper ticket withdrawal in BSPs on/after 1 June 2008

In line with IATA's deadline for withdrawal of paper ticket stocks, travel agents use of BSP neutral paper ticket stock using the Ethiopian Airlines accounting/platting code (ET 071) shall not be supported. As a result, Ethiopian Airlines stipulates the use of e-ticket on all itineraries where e-ticket is applicable. Therefore:

- No paper ticket should be issued on/after 01 June 2008
- Where a paper ticket has been erroneously issued on/after 1 June 2008, the sale will be unreported in the BSP, and therefore it will not be accepted for normal sales reporting and travel.
- A passenger holding such a ticket may be stopped at check-in by an airline agent noting the issuance date of the ticket and will not be allowed to travel or may be requested to purchase a new ticket.

In the meantime, to streamline the ticketing process for the remaining proportion of the new itineraries that are not eligible for electronic ticketing, Ethiopian Airlines allows the use of V-MPD (Virtual Multi Purpose Document, an IATA Product found in the *BSPlink*) for the following purposes ("Reasons for Issuance").

- 1) PTA (Pre-paid Ticket Advise)
- 2) Collection of rebooking fees
- 3) Excess baggage

Please confirm with Ethiopian Airlines local office for acceptable list of the "reasons for issuance" in our respective markets.

Incorrect usage of “reason for issuance” codes shall result in payment being not recognized by Ethiopian Airlines. Any cost due to duplication of a V-MPD exchange to a value document shall be charged to the travel agent.

Procedures on issuance of V-MPD are being developed for further guidance on V-MPD and shall soon be communicated soon.

For best practices on V-MPD issuance you may contact your local BSP representative.

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