



Countdown to 100 % IATA E-ticketing

Way forward After June 1, 2008

Travel Agents in BSP Markets

Effective June 1, travel agents in BSP markets will go 100% E-ticketing and will not be issuing the neutral paper tickets as per the agreed IATA deadline.

The paper ticket stocks will be withdrawn by IATA from all the BSP markets during the first two weeks of June and all ticket issuance will be E-ticket.

Should any agent issue paper tickets after June 1, 2008 a punitive action for non-compliance will be taken against them by IATA.

All GDS's (Global Distribution Systems) will also inhibit the printing of paper tickets effective June 1.

Kenya Airways is aware of the challenges that may inhibit the issuance of e-tickets in the respective markets due to:

1. Non IET airlines.
2. Limited IETs (not covering Infants, groups, Extra seat, rebates... etc)
3. Non ET partner segments.

If a ticket cannot be issued as an e-ticket because of the above mentioned reasons, then the agent should raise a V-MPD to the airline for issuance of the ticket. The airline will act as the validating carrier and this will maximize ET usage.

Travel Agents in Non-BSP Markets And USA KQ GSA

Travel agents in non BSP markets and USA will continue to conduct their business as usual i.e will continue to issue paper tickets as per the existing contracts until further notice.

The paper surcharge **will not apply** in these markets.

Kenya Airways will issue e-tickets in direct sales offices using the current PTA process **without applying** the service charge.

KQ Direct Sales

Kenya Airways entire network is e-eligible and therefore **all ticket issuance in the airline sales offices have to be E**. Unless in instances where the exceptions apply (i.e. Non – IET's, limited IET's, not covering Infants, Groups, rebates , Extra Seats, etc) then paper tickets will be issued.

Re-Issues

All re-issues of paper tickets issued prior to June 1, 2008 should be done on E-tickets or V-MPDs.

V-MPDs is designed to be an efficient form of payment for agents. This can be sent to the airline via fax or mail.

Where To Get Help

In the event of a problem during the transition period, you can seek assistance from the E-Ticketing Helpdesk on:

E-mail: E-ticketing@Kenya-Airways.com

Tel: +254206423804/5, 6423611, 6423607, 6422748/9

Cell: +2540733225422 / 0733225822

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