

ANA(205) E-Ticket and Paper Ticket Policy on/after June 1

Effective June 1st, 2008, paper ticket issuance will no longer be permitted at IATA travel agents on/after June 1st, 2008. IATA will no longer distributed paper tickets and collect all unused paper tickets within the first two weeks of June 2008. ANA has been actively working towards the deadline implementing interline e-ticketing(IET) with more than 85 carriers, but with regret, there are still some carriers with which IET or Infant IET is not enabled.

ANA will continue to work on increasing

Therefore, ANA has set up an interim process to issue paper ticket on behalf of the travel agents as follows.

ANA's E-Ticketing Policy on/after June 1st, 2008

- All e-ticket eligible journeys shall be issued on e-ticket.
- Journeys not eligible for e-ticket as specified below can be ticketed at ANA ticketing office as an interim process until March 31st, 2009.

1. Applicable Itinerary for which ANA will issue paper tickets on behalf of IATA travel agents

ANA will issue paper tickets on behalf of IATA travel agents for new issue of an itinerary where NH flight is the first international flight within the whole itinerary where one of the following applies.

- (1) Itinerary including non-IET carrier (See Attachment 1)
- (2) Itinerary including non-IET INFANT carrier (See Attachment 1)
<*> Accompanying ADULT shall be issued as ET at the travel agent.
- (3) CBBG(Cabin Baggage) whether itinerary include non-IET carrier or not
<*> Ticket for passenger seating shall be issued as ET at the travel agent.

Note: ANA will not issue paper tickets for open segment.

- <FYI> a) NH flight : NH open segment can be issued on ET when the first segment is HK/HL.
- b) OAL flight: Open segment ticketing is not permitted. We suggest that a segment be booked for a specific flight.
- c) YY open : Carrier open segment ticketing is not permitted. We suggest that a segment be booked for a specific flight.

2. Paper Ticket Issuance Period

Request received on/after June 1st, 2008 up until March 31st, 2009

3. Ticketing Instructions when requesting Paper Ticket Issuance

Issue vMPD as follows and request for Paper Ticket Issuance to ANA office.

For Paper Ticket issuance request time limit, request procedure, and how Paper Ticket shall be collected, contact the nearest ANA office in your market.

<How to complete vMPD for Paper Ticket Issuance Request>

Data Field	Entry
Name of Passenger (49 characters)	Enter passenger name For multiple passengers, same procedures as PTA shall apply.

Data Field	Entry
Airline	Enter "205"
Reason for Issue	Select 50-Special Miscellaneous Charges Order
Reason for Issuance Code	Select Z-For Individual Airline Use
Endorsements/Restrictions	Enter pursuant to the applicable fare rules.
Currency	Enter applicable currency.
Fare	Enter the fare
Tax/Fee/Charge	Enter all applicable Tax/Fee/Charge(TFC) details separately per 2-letter TFC codes. XT shall not be used to combine multiple TFCs.
Service Charge/Tax on MPD	Enter applicable service charge or tax on MPD. (PTA service charge will not apply)
Remarks	Enter travel agent information. AGT CTC/NAME MR/03-xxxx-xxxx
Tour Code	Enter when necessary
Commission	Check on "%Box and enter applicable commission percentage.

Note1: Entry instruction may differ per each BSP market. Check with your BSP for details.

Note2: Lifting of TLC for other carrier flights shall be the responsibility of the travel agents, as is PTA.

For NH flights, ANA will deactivate TLC on the basis that the date of issuance of vMPD is the ticketing date.

4. Handling of Cancellation, Changes, or Reissue after Request for Paper Ticket Issuance

When the new itinerary meets the conditions for Paper Ticket issuance, following shall apply.

(1) Before Paper Ticket is issued

a) No changes to Fare and/or Taxes/Fees/Charges

The original vMPD issued by the travel agent can be used.

Ask the travel agent to advise necessary information for the new itinerary.

b) When there are changes to Fare and/or Taxes/Fees/Charge

The original vMPD shall be refunded, and a new vMPD shall be issued for the new itinerary. Ask the travel agent to advise the new vMPD number and the necessary information for the new itinerary.

<*1> vMPD may be voided for the same day for the date of issue.

<*2> For changes of BSR or amendment of CAR code or Value code, vMPD may be refunded without charge, and a new vMPD may be issued.

(2) After Paper Ticket has been issued

Current Exchange/Reissue procedure for Paper Ticket shall apply.

However, when the new itinerary is ET eligible, exchange/reissue shall be processed at the travel agent.

5. Handling of Refund for Paper Ticket

Refund for the Paper Tickets shall be processed at the travel agent that originally issued the vMPD.