



AIR NEW ZEALAND

To : all BSP-Korea agents,

From: Air New Zealand Limited
Seoul, Korea
18 May 2008

Withdrawal of BSP Paper Tickets

Introduction

1. You will be aware that IATA has set a deadline of 31 May 2008 for the withdrawal of paper tickets from all BSPs. 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. IATA will shortly be embarking on a process to recover paper ticket stock from you. Air New Zealand Korea office will, of course, continue to honour all paper tickets issued prior to 1 June 2008
2. Air New Zealand has a well developed e-ticket capability and you will be able to fulfil almost all of your customer's requirements on an 086 e-ticket including itineraries containing travel on our interline partners; however there will be a diminishing number of instances where it will not be possible for you to issue an e-ticket. Although the number of instances will be relatively small, this document seeks to detail the circumstances where this will occur and outlines the actions that you will have to take in each case.
3. **It should be possible to fulfil most journeys involving NZ on an NZ 086 e-ticket through your GDS except as detailed on the Quick Reference Flowchart and FAQs attached.**

What should you do if you cannot issue an e- ticket?

4. Wherever you require a paper ticket, you will need to contact Air New Zealand so that a paper ticket can be produced and sent to you. It is important that you ensure that there is sufficient time for that process to take place. The contact details are as follows:

Air New Zealand Travel Centre : 02-752-4801~03 e-mail : rsvn@airnz.co.kr

Emergency contact for out of office hours : 011-419-0747

5. There will be no Service Fee for requesting a paper ticket in instances where it is not possible for you to produce an e-ticket through your GDS. Where you request a paper ticket and it is possible to produce an e-ticket, then a Service Fee of KRW30,000 will apply
6. Please note that the NZ's airport service desks will not have the ability to support your paper ticket needs, therefore customers must be in possession of a valid e-ticket before they arrive at the airport.
7. It is also important to note that PNRs cannot contain a combination of e-ticket and paper tickets. A PNR must be fulfilled by an e-ticket or a paper ticket but not both.

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

8. Inevitably, some agents will still be in possession of neutral paper ticket stock after 31 May 2008. If this stock is utilised and a paper ticket issued, you should note that you will be unable to report this through your BSP return as it will be rejected by IATA. The consequences of issuing a paper ticket are two-fold:

- a. Your customers are likely to be inconvenienced at the airport and are likely to be required to purchase another ticket
- b. The sale will be treated as an unreported sale and will be recovered from you by ADM.

Conclusion

9. Air New Zealand expects that there will be a relatively small number of circumstances which will require a paper ticket post 31st May. Those circumstances will progressively reduce as the outstanding capabilities are added. If you are still unsure about what to do, please contact your local office through the contact details shown above at paragraph 4.

Frequently Asked Questions

Can I issue an Air New Zealand paper ticket after 31st May, 2008?

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

Airlines themselves will generally still have the ability to issue paper tickets post 31st May.

Should you issue an Air New Zealand BSP paper ticket in error on or after 01 June, your customer will be asked to purchase a new ticket at airport check-in.

Will the maximum number of e-ticket coupons increase from 01 June?

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.

STAR RTW fares are limited to a maximum of 16 coupons per journey, effective from 01 May.

What do I do if I have an itinerary which consists of more than 16 coupons?

You should contact your local Air New Zealand office for advice on how the itinerary should be fulfilled.

Can Air New Zealand e-tickets be issued for itineraries which include one or more Passive Segments?

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

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. If you have such a need, contact your local Air New Zealand office for advice.

Can group bookings be fulfilled on Air New Zealand e-tickets?

Yes. GDSs 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.

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 other 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 has a current Interline Agreement with and which carriers have been Interline ET enabled.

As at 31 May, Interline ET is still expected to be work in progress between Air New Zealand and the following interline partners:

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

Additionally an Air New Zealand e-ticket cannot be issued for NZ flights between **AKL/VLI** and **RAR/AIT**. Interline ET capabilities with all of the carriers above will be implemented progressively and as quickly as possible.

What if I have an itinerary which includes one of the above carriers?

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, you should contact your local Air New Zealand office. Your local Air New Zealand office can issue a paper ticket for the subject itinerary.

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 e-ticket for an infant for travel on NZ flights with the exception of AKL/VLI and RAR/AIT. Where travel is over those two city pairs you should contact your local Air New Zealand office for assistance.

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 IET with its interline partners, you can issue an Air New Zealand e-ticket for an infant.

At this time, carriers with which Air New Zealand does not currently have Interline Infant ET with are: **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.**

Air New Zealand expects to complete Interline Infant ET with up to 18 of the above carriers by 31 May. The balance will be implemented progressively and as quickly as possible.

If an infant is travelling on an itinerary involving any of these carriers, you will need to contact your local Air New Zealand office which will issue a paper ticket for the infant, and all accompanying passengers on that same PNR.

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

No changes are currently planned to the maximum size of these ticket fields.

Will electronic MCOs and MPDs be available and if so is there a planned date?

WIP(Work in progress)

What if I have to reissue an Air New Zealand paper ticket on or after 01 June?

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

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 e-ticket can be revalidated. The only exception is where the carriage is over the AKL/VLI or RAR/AIT sectors in which case they should be treated as an Interline e-ticket.

Can I revalidate an Interline e-ticket that includes NZ?

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

WHAT DO I DO IF I HAVE A TRANSACTION WHICH NEEDS TO BE (PAPER) TICKETED BY AIR NEW ZEALAND?

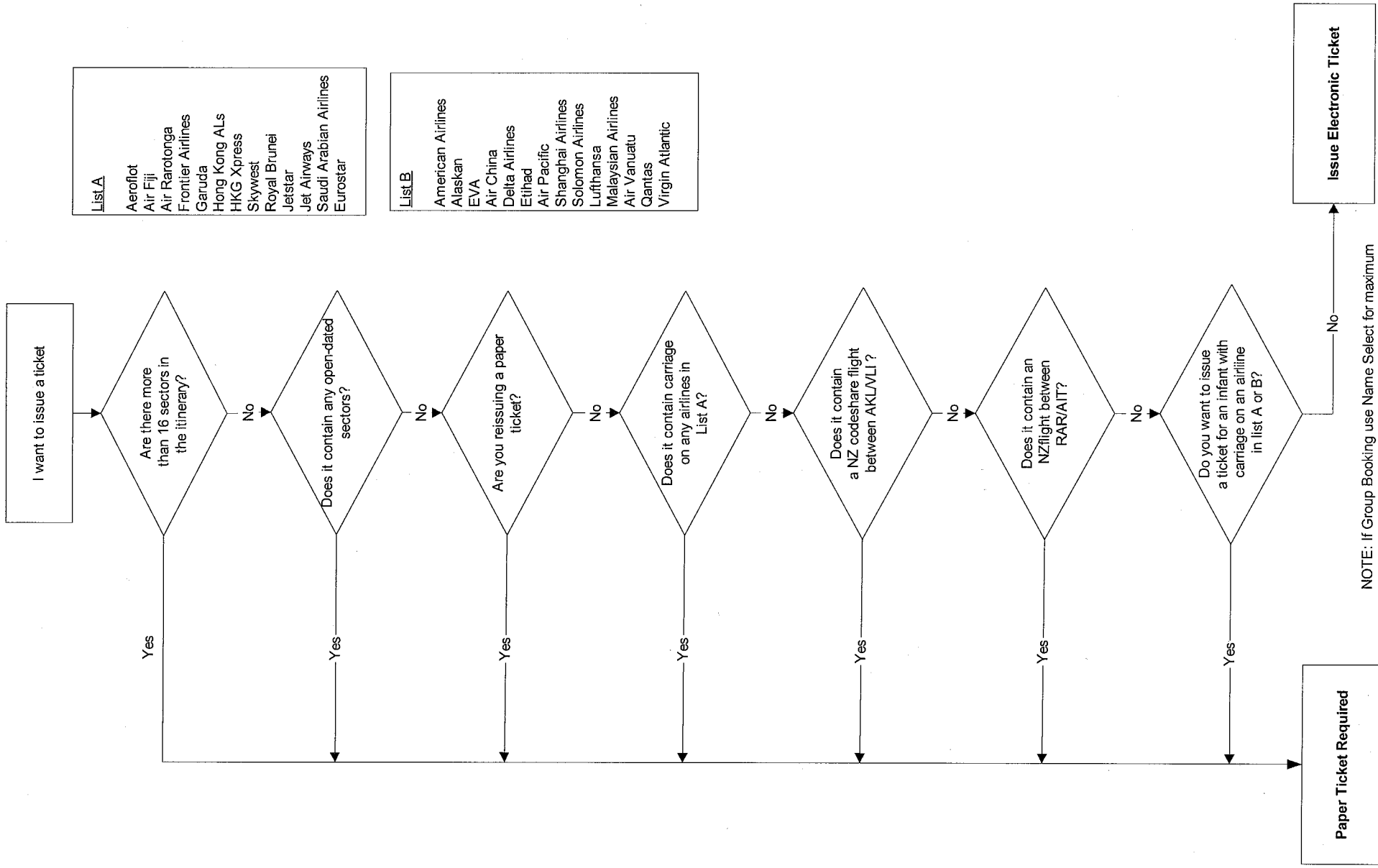
Please contact your local office through the contact details shown above at paragraph 4.

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

Air New Zealand has updated e-ticket information in the following GDS reference pages:

Sabre	Air New Zealand DRS. Relevant page is called Electronic Ticketing
Galileo	GC*NZ then GP*36
Amadeus	GGAIRNZET
TOPAS	TVT-PRF*NZ

Withdrawal of BSP Paper Tickets - Information for Agents



- List A**
- Aeroflot
 - Air Fiji
 - Air Rarotonga
 - Frontier Airlines
 - Garuda
 - Hong Kong ALS
 - HKG Xpress
 - Skywest
 - Royal Brunei
 - Jetstar
 - Jet Airways
 - Saudi Arabian Airlines
 - Eurostar

- List B**
- American Airlines
 - Alaskan
 - EVA
 - Air China
 - Delta Airlines
 - Ethiad
 - Air Pacific
 - Shanghai Airlines
 - Solomon Airlines
 - Lufthansa
 - Malaysian Airlines
 - Air Vanuatu
 - Qantas
 - Virgin Atlantic

NOTE: If Group Booking use Name Select for maximum of 9 passengers at a time.