

# BRITISH AIRWAYS E-TICKET FOR AMADEUS USERS

# About British Airways e-ticket

- Tickets can be sold up until 3 hours prior to departure.
- No fee for TOD/PTA procedures
- o Maximum 16 flight coupons allowed
- E-tickets are possible for group bookings (more than 9 people in a PNR)
- PNR with infants cannot be issued as an e-ticket
- o Only SITI and SOTO journeys can be issued
- Open segments can only be included in the e-ticket if there is an Executive Club Card or Credit Card in the PNR
- >FFN BA 12345678
- o >FPCVI/1234123412341234/1205
- o >SRFOIDBAHK/-CC1234123412341234

Add Executive Club Number Add credit card form of payment Add credit card form of ID

# Display an e-ticket

- o >TWD
- >TWD/TKT 125-1234567891
- >TWD/TVL22JAN FRALHR-SMITH
- o >TWDRT

# Form of Payment

- Credit Cards are the most popular form of payment when buying e-tickets. In addition British Airways also allows cash, invoice payment and corporate cards.
- >SRFOIDBA-CC. Abbreviations include CA-MasterCard, VI-Visa, DC-Diners, AX Amex
- o >SR FOID BA-CCVI 1234 1234 1234 1234/P1

## Issuing an e-ticket

- Prepare the PNR and the fare quote as usual
- On all e-ticket eligible flights e-ticket will be issued automatically: e-ticket command:>TTP/ET

## Revalidate

- o Display the PNR
- Display the e-ticket with: >TWD/....
- Check the e-ticket status of all coupons
- o Redisplay the PNR and proceed with the rebooking and end transaction
- Enter the ticket number as FH element: >FHE125-1234567891 (only if not displayed in the PNR)
- >TTP/ETRV/L17/S2/E1 or TTP/ETRV

# Reissue / Exchange

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- E-ticket reissues are necessary if:
  - a change in the booking results in an upgrade to a higher fare
    - a fee is incurred
  - the class of reservation or route has changes
  - Display e-ticket >TWD/... and check the e-ticket status
- o Switch back to the PNR to rebook passenger, set up the TST and enter the rebooking fee
- Enter form of payment: >FPO/CASH#/CASH
- Enter the previous issued ticket details:>FO 125-1234567891 E2 FRA22JAN04/2320000\*V or FO\*L6\*V

Display e-ticket list Display according to ticket number Display according to travel details Recall the last e-ticket booking

# Refunds

- Display the e-ticket record and enter:
  >TWX
  or
  - >TWREF for refunds already included in the sales report
- This will change the e-ticket coupon status to 'refunded' (R) and a settlement authorisation code (SAC) will be created

## E-ticket history

 Display the e-ticket and enter: >TWH All previous transactions will be displayed

## British Airways check-in process with e-tickets

- Online check-in is possible for our Executive Club and MyBA members on our website <u>www.ba.com</u>
  - The boarding pass is available from either the check-in counter or the self-service machines.
- o Check-in desk staff are on hand in all cases. The usual forms of identification will be sufficient.

## References

Local Amadeus Helpdesk Amadeus CRS Help Pages

British Airways online British Airways Industry British Airways Help Pages: 1300 363 651 GGAMA AT ETKT GGAMA AT ETC HE ETT www.batraveltrade.com 1300 134 001 GGAIR BA AGTETKT