

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 www.ba.com
The boarding pass is available from either the check-in counter or the self-service machines.
- Check-in desk staff are on hand in all cases. The usual forms of identification will be sufficient.

References

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