



IATA's worldwide program for 100% electronic ticketing

1 June 2008 Marks the End of Paper Tickets in the Aviation Industry

Effective 1 June 2008, the International Air Transport Association (IATA), which represents 240 member airlines, will no longer allow travel agents to issue paper tickets for air travel.

All paper tickets will be replaced by electronic tickets (e-tickets) as part of a global move to 100% e-ticketing.

Use of E-tickets

E-tickets are already widely used by the vast majority of airline passengers worldwide; American Express Business Travel today issues 90 percent of all air tickets electronically in Asia Pacific.

E-tickets provide airline passengers with the most cost-effective method of issuing and managing tickets, offering extra convenience for travellers on the road:

- *E-tickets cannot get lost* – As an e-ticket holds information previously held on a paper ticket in an electronic format, it cannot be lost or misplaced. All ticket information is stored by the airline electronically.
- *E-tickets enhance the service experience* – Bookings and itinerary changes can be managed on very short notice and made immediately in the computer system, without requiring the traveller to pick up new paper tickets at the agency's or airline's ticket counter. There are also opportunities for travellers to reduce waiting time at check-in by using self-service kiosks.

Impact to Travellers

Although most airlines and airports globally support e-tickets, there are some airlines and airports – mainly located in Eastern European, African, Middle & Far East and Latin American countries – where paper tickets will still be required.

American Express is assessing potential impacts to travellers at a market and airline level. However, we anticipate that while these airlines and airports finalise their move to 100% e-ticket acceptance, there will be an increased processing time for certain tickets. This includes tickets for multi-airline or multi-city itineraries where one airline/airport or more is not able to accept e-tickets.

Where paper tickets are required, tickets will be issued by the airline. This may result in a delay in receipt of these tickets, as well as increased costs for tickets to be sent from airline offices.

American Express' Role

IATA controls and consolidates all of its airline affiliates' ticketing and sales worldwide. As an IATA accredited and approved member, and an industry leader, American Express Business Travel will work with IATA and member airlines to encourage 100% e-ticket acceptance as soon as possible.

Our experienced and trained travel consultants remain ready to assist travellers in situations where paper tickets continue to be required.

Answering Your Questions

What is an Electronic Ticket?

An electronic ticket (e-ticket) holds information previously held on a paper ticket in an electronic format. You will receive an E-ticket receipt from American Express Business Travel when a booking is ticketed – offline or online. The E-ticket receipt confirms the details of the ticket purchased (e.g. flight numbers, departure times, destinations and ticket number). In addition to your E-ticket receipt, you should always keep your itinerary with you when travelling as this contains more detailed travel information on airports, baggage and other services you may have booked that will not appear on your E-ticket receipt. *Please note: an E-ticket receipt is not required for domestic travel within Australia as the itinerary contains the airline reference.

Can the travel consultant still provide a paper ticket for an IATA airline after the deadline?

No. However, our travel consultants will offer the same high level of service as we have provided in the past with paper tickets.

What happens if the travel consultant cannot issue an electronic ticket for my journey – e.g. if the airline/airport is not e-ticket ready?

Following airline procedures, our travel consultants will still be able to make the reservation on your behalf. It may mean, however, that the ticket will need to be issued by the airline and either couriered to the traveller, or picked up by the traveller at the airline's ticket counter. Your American Express Business Travel consultant will provide you with advice on the procedures and recommend alternatives as appropriate.

American Express issued me with a paper ticket before 1 June 2008. Can I still travel on this ticket on/after 1 June 2008?

Yes, your ticket remains valid for travel beyond 1 June 2008 subject to any fare restrictions for the journey you have purchased.

Can I still make changes to a paper ticket after 1 June 2008?

Yes. Depending on the airline, American Express may need to convert your ticket into an e-ticket to make the change, or request the airline issue a document that is comparable to a ticket and eligible for travel.

Can I still get a refund for an unused paper ticket after 1 June 2008?

Yes, subject to the conditions of the fare you have purchased, refunds for unused paper tickets are still possible after 1 June.

How will my travel consultant confirm that my electronic ticket has been issued?

Whether you book online or with a travel consultant, American Express will provide you with an E-ticket receipt and itinerary for your travel. This will be sent to you via e-mail, fax, internet or/and mail. Customers travelling domestically within Australia will only require an itinerary for travel.

What happens if I forget or lose my itinerary?

Not a problem. American Express has all your ticket information safely stored in our computer systems. We can easily provide you with a copy. Alternatively, you can always check your travel documents online. Please contact your American Express Client Manager, to check if online documents are available in your market.

Will I be charged additional fees?

Potentially. Where a cost is incurred for collection or distribution of a paper ticket, this will be charged to the traveller. American Express will work to minimise costs incurred from the airlines for paper ticket issuance.

What happens if a trip requires the use of multiple airlines (interlining)?

Many airlines have established "interline agreements" with other carriers to enable passengers to travel on itineraries that require the use of multiple airlines using a single ticket. It is standard practice that these interline agreements are established for paper and electronic tickets separately. Not all interline agreements that exist for paper tickets have been established for e-ticketing. If the use of multiple carriers is required where an interline agreement is not yet in place, American Express will issue separate tickets. Our travel consultants will advise you on the best solution and procedure. These situations may require the issuance of a paper ticket.

What is IATA?

The International Air Transport Association (IATA) is an international trade body representing approximately 240 airlines and comprising 94% of scheduled international air traffic. On behalf of the airline industry, IATA controls and consolidates all affiliated travel agency ticketing and sales worldwide. The organisation also represents, leads and serves the airline industry in general. Learn more on IATA's web site: www.iata.org.

Why is IATA mandating e-ticketing for all affiliated airlines?

IATA regards 100% e-ticketing as one of the most significant opportunities to reduce costs and improve passenger convenience. According to IATA, e-tickets reduce ticket processing charges, eliminate the need for paper and allow greater flexibility to the passenger and the travel agent to make changes to the itinerary.