



E-Ticket Frequently Asked Questions (FAQ's)

As of **June 1, 2001, ATA resolution 20.61** takes effect, which will prohibit the conversion of an electronic ticket to paper for exchanges, refunds or voids. In addition, agents cannot print to paper before voiding an e-ticket. Travel agents will be required to use the **ET/REA** (*Electronic Ticket Refund and Exchange Authorization*) for exchanges or refunds.

Please note that the GDS/CRS systems will be turning off the ability to void an exchange where the old document is an electronic ticket. Therefore, please use the utmost care in ensuring that all of the information on the new ticket is correct. Once the exchange is ticketed it cannot be voided.

Since the inception of e-tickets, a proper void requires that the ticket be voided in the GDS/CRS system. It should not have been printed to paper first, as that action marked the coupons as live in the carrier's database. Physically writing the word void on the paper coupons did not translate to the carrier's e-ticket database. Therefore, to ensure that all voids on e-tickets are voided properly within your GDS/CRS and the carrier's e-ticket database, you will no longer be able to convert it to paper prior to voiding.

In order to assist agents with these new procedures, ARC has put together this list of (**FAQ's**) to facilitate a smooth transition to this new process. The following e-ticket reference guides should be used in conjunction with this document.

- E-ticket Update Bulletin (form 140)
- Carrier E-ticket Matrix (form 141)
- GDS E-ticket Matrix (form 142)

These documents can be obtained via our website at www.arccorp.com, select "Electronic Ticketing, or via our fax back service at 800-811-1608, utilizing the form numbers shown in parenthesis.

What does this mean to your agency?

You will no longer have the capability nor hopefully the need to print the unused flight coupons of an electronic ticket for any reason, including to void, refund or exchange.

What has ARC done to help you to prepare for this change?

ARC is working to help prepare the agency community for all the upcoming changes. Education is a big part of preparing for the changes and this document will hopefully assist in this process. ARC has also updated our website at www.arccorp.com and our fax back service with information regarding which Carriers and which GDS's will provide what functionality.

Part of our education process includes two "2" relatively new and easily confusable acronyms; ESAC and ET/REA.

The first acronym is the **ESAC** also known as the **Electronic Settlement Authorization Code**. The ESAC is an alpha/numeric code that is generated by the Carrier's e-ticket database when you request permission, via your GDS, to make a change to an e-ticket. The purpose of the code is to confirm that an e-ticket has not been used (in the Carrier's ticketing database) and is available for voiding, refunding or exchanging. The Carrier will grant their permission for the requested change by sending the ESAC code back to the agent via the GDS system.

**Do all carriers presently provide an ESAC code when modifications are made to an e-ticket ?**

No. At present all carriers are not generating ESAC codes for e-ticket changes. Please review the Carrier E-ticket Matrix on ARC's website at www.arccorp.com, or fax back document #141, for the status of a specific Carrier's e-ticket capabilities and procedures.

Do all GDS systems display an ESAC code back to an agent, if the carrier provides it?

No. Please check the GDS e-ticket matrix on ARC's website at www.arccorp.com, or fax back document # 142, to determine the capabilities and entries for the necessary help pages for your specific GDS.

If a carrier does provide an ESAC and my GDS does pass the information to ARC, what procedures should I have in place in my office to maintain ESAC codes for my records?**IAR Agent ESAC Maintenance****Voids**

As of June 1, ARC will output all ESAC codes for voided transactions received from any GDS onto the IAR agent sales summary.

Exchanges and Refunds

Maintain a copy of the ET/REA (Electronic Ticket Refund Exchange Authorization) with your supporting documents for 2 years from the sales reporting date. (See below for definition and explanation of ET/REA). The ET/REA will have the ESAC number printed in the bottom center of the document.

Manual Agent ESAC Maintenance**Voids**

If your GDS has the ability to display the ESAC code to the agency, you should print screen the ESAC and maintain it as a supporting document. (See the GDS e-ticket matrix at www.arccorp.com, or fax back document # 142) ESAC codes will not appear on the manual agent sales summary.

Exchanges and Refunds

Maintain a copy of the ET/REA (Electronic Ticket Refund Exchange Authorization) with your supporting documents for 2 years from the sales reporting date. (See below for definition and explanation of ET/REA)

The second acronym we must all become familiar with is **ET/REA** also known as **the Electronic Ticket Refund Exchange Authorization**. The ET/REA (Electronic Ticket Refund Exchange Authorization) is a non-accountable document that may be printed on either accountable or non-accountable ticket stock. It may even be printed on plain paper. However, all of this depends on your GDS's functionality. Utilize the GDS e-ticket matrix on ARC's website at www.arccorp.com, or fax back document # 142, to determine the specific capabilities of your individual GDS.

What is the purpose of the ET/REA?

The purpose of the ET/REA is to replace the unused flight coupons of an electronic ticket in order to process the exchange or refund of that transaction. In other words, since you may no longer print the unused flight coupons of an electronic ticket, you will now print an ET/REA. One "1" ET/REA may be substituted for up to 8 flight coupons. You should use the ET/REA as the substitute for the printed unused flight coupons and follow all reporting procedures as you would, if you had printed flight coupons.

What will you do instead of "printing" the unused flight coupons of an electronic ticket in order to VOID the transaction?

IAR Agents Proper Void

Execute a *Proper Void* by

1. Voiding through your GDS according to the specific instructions for voiding e-tickets. Voiding only in IAR will not update the carrier's e-ticket database.
2. Do not print unused flight coupons before or after voiding.
3. Confirm that your e-ticket Record (ETR) shows a status of "void".
4. Confirm that your ETR contains an ESAC or obtain directly from the carrier.
5. Void on a timely basis to ensure that the passenger does not arrive at the airport before you void.

Entries for voiding vary from GDS to GDS. Ensure you are properly following the entries for your specific GDS system. (See the GDS e-ticket matrix at www.arccorp.com, or fax back document # 142)

Once the electronic ticket has been properly voided, it is the responsibility of the issuing Carrier to provide an ESAC (Electronic Settlement Authorization Code).

If you key a void directly into IAR and the carrier has provided an ESAC (Electronic Settlement Authorization Code), you must use that code on the command line instead of anoauth. For example, if your ESAC is 12345MG99 then enter VA/line number/**A**12345MG99 instead of VA/line number/anoauth. Please note that you must still place an "A" in front of the authorization code.

As of June 1, 2001 IAR will be able to provide a list of all void transactions. We will now display system canceled (CANN) voids, in addition to voids generated by the Agent in the GDS, or generated by the agent directly in IAR. A system canceled (CANN) void is created when there is a communication link problem between the GDS and the carrier. The GDS sends the agency's "ticketing request message" to the carrier but never receives a response. The GDS initiates a system cancel message and sends it to the carrier to void the ticket number. You may have previously seen asterisks on your IAR list indicating a break in ticket sequence. You will now see a voided ticket number with the letters CN next to it, indicating a system canceled (CANN) void initiated by your GDS.

If the Carrier provides the ESAC, IAR will populate this ESAC code on the IAR agent sales summary. **(For more details on the changes to the IAR agent sales summary regarding voids and ESAC, please see the E-ticket Bulletin Update at www.arccorp.com, or document 140 on the fax back service)**



Manual Agents Proper Void

Execute a *Proper Void* by

1. Voiding through your GDS according to the specific instructions for voiding e-tickets. Voiding the transaction by “pulling” the auditors coupons will not update the carrier’s e-ticket database.
2. Do not print unused flight coupons before or after voiding.
3. Confirm that your e-ticket Record (ETR) shows a status of “void”.
4. Confirm that your ETR contains an ESAC or obtain directly from the carrier.
5. Void on a timely basis to ensure that the passenger does not arrive at the airport before you void.

Entries for voiding vary from GDS to GDS. Ensure you are properly following the entries for your specific GDS system. (See the GDS e-ticket matrix at www.arccorp.com, or fax back document # 142)

Once the electronic ticket has been properly voided, it is the responsibility of the issuing Carrier to provide an ESAC (Electronic Settlement Authorization Code). If your GDS has the capability to display the ESAC, make a print screen of the ESAC confirmation of the electronic void and keep with your records.

What will you do instead of “printing” the unused flight coupons of an electronic ticket in order to REFUND the transaction?

IAR Agents Refunds

Proceed with refunding the document as you do in IAR today.

Issue the ET/REA (Electronic Ticket Refund and Exchange Authorization) instead of the unused electronic flight coupons. The refund transaction will be sent to the Carrier’s ticketing database to ensure the flight coupons have not been used. The ticketing Carrier should return an ESAC (Electronic Settlement Authorization Code). This is your confirmation that the electronic ticket is eligible for refund. Once this is confirmed, the ESAC number will populate in the ET/REA (Electronic Ticket Refund and Exchange Authorization) at the bottom center of the document.

Process the refund in IAR as normal.

Note: There are 2 methods to add refunds to your IAR report

1. If your GDS has the capability, you may transmit the refund directly to IAR via your GDS (See the GDS e-ticket matrix at www.arccorp.com or fax back document # 142)
2. Key the refund directly into IAR with the RF command. Utilize the ESAC number in the ET/PTA AUTH field on the Financial Screen.

Maintain a copy of the ET/REA along with any other supporting documents for 2 years from the sales report date.

Manual Agents Refunds

Issue the ET/REA (Electronic Ticket Refund and Exchange Authorization). The ETREA will replace the printed flight coupons. Complete a REN (Refund Exchange Notice) as you normally do, attaching the ET/REA to the REN as you would have attached the unused electronic flight coupons. List the ticket number under “Old Ticket”. Check straight refund and process as normal. Maintain the documents in your records for 2 years from the sales report date.



What will you do instead of “printing” the unused flight coupons of an electronic ticket in order to EXCHANGE the transaction?

IAR Agents Exchanges

Proceed with exchanging the transaction in your GDS as you do today. Issue the ET/REA (Electronic Ticket Refund and Exchange Authorization) instead of the unused electronic flight coupons. The exchange transaction will be sent to the Carrier’s ticketing database to ensure the flight coupons have not been used. The ticketing carrier should return an ESAC (Electronic Settlement Authorization Code), confirming that the electronic ticket is eligible for exchange. Once this is confirmed, the ESAC number will populate in the bottom center of the ET/REA (Electronic Ticket Refund and Exchange Authorization). The ESAC number will populate on the Exchange Support (EX) screen in IAR. Once your report is submitted, please maintain the ET/REA with all your other support documents for 2 years from the sales report period.

Manual Agents Exchanges

Issue the ET/REA (Electronic Ticket Refund and Exchange Authorization) instead of printing the unused electronic flight coupons, as you would have in the past. Complete a REN (Refund Exchange Notice) as you normally do, attaching the ET/REA to the REN as you would have attached the unused electronic flight coupons. Process as normal in your weekly sales report.

If I have completed an exchange where the old ticket is an ETREA and I have made an error on the new ticket, how can I correct the error, if I am unable to void the transaction?

ARC recommends the following. Contact the carrier and notify them of the error. Determine whether the carrier will allow you to issue an additional exchange for another new ticket, displaying the correct information. It is up to the validating carrier as to whether they will waive the reissue fee on this additional exchange. If they agree, they should provide you with a waiver code.

IAR agents waiver

Place the code letters **WV** in the Miscellaneous Support (**MS**) field on the financial screen. Enter the waiver code into the endorsement remarks screen and keep a record of the waiver code with the agent coupon.

Manual agents waiver

Write the waiver code number on the REN form on the next available blank line under old ticket number. Use the letters **WV** in front of the code.

Note: Once an exchange has been issued against an ET/REA (Electronic Ticket Refund and Exchange Authorization) you cannot void that exchange. It can only be re-issued per the carrier’s permission.



General Information Applicable to both IAR and Manual Agents

Does the ET/REA (Electronic Ticket Refund and Exchange Authorization) specify whether an agent is doing an exchange or refund?

Yes, in the top center of the document it will state “ Refund Tickets” if it is a refund and “Exchanged Tickets” if it is an exchange.

Can an ET/REA (Electronic Ticket Refund and Exchange Authorization) be used for partial refunds and exchanges?

Yes, the ET/REA (Electronic Ticket Refund and Exchange Authorization) will only indicate the coupon #'s you requested. It is important to request specific coupon numbers when partially exchanging or refunding.

I issue exchanges/refunds in my GDS. I forward all RENS to my accounting office and they print the supporting documents. With ET/REA (Electronic Ticket Refund and Exchange Authorization) there are occasions when the accounting office can no longer access the record to print the ET/REA?

The ETREA is an on demand document. It must be printed at the time you are requesting the exchange in the GDS system. You will need to tailor your office procedures to print the document at the time you are requesting it. Please check the specific capabilities of your individual GDS to determine the length of time e-ticket records are available in your system. (See the GDS e-ticket matrix on ARC's web-site at www.arccorp.com, or fax back document # 142)

If the client wants a paper ticket, after an e-ticket has been issued, what do I do since I cannot convert the flight coupons to paper?

The agent will have to exchange the e-ticket for a new paper ticket and should check with the Carrier regarding the imposition of any penalty fees.

Once an exchange is completed and the client decides he doesn't want to use the new ticket and it is refundable, what do I do?

First, the agent will have to report the original exchange. Then issue an ET/REA (Electronic Ticket Refund and Exchange Authorization) in place of the flight coupons for the second (new) ticket and refund it in a separate transaction.

Note: Penalty fees are solely at the discretion of the carrier. Please check with the validating carrier for information on applicable penalties on refunds or exchanges.

If you need further assistance with e-ticket procedures, please contact our Customer Support Center at 703-816-8003.