



Credit Card Authorizations

Agents are required to obtain card issuer authorizations on all credit card sales regardless of ticketing carrier and total sale amount. After obtaining the authorization, agents must ensure that the authorization code appears on all coupons in a ticket set.

Credit card authorizations should be obtained through a Global Distribution System (GDS)/Computerized Reservation System (CRS), e.g., Galileo/Apollo, Sabre, Amadeus, or Worldspan. For instructions on how to obtain credit card authorizations through a GDS/CRS, agents should contact their GDS/CRS help desk or GDS/CRS local representative.

Agents who do not have access to a GDS/CRS may obtain credit card authorizations by telephoning, preferably with a touch tone phone, the appropriate credit card company authorization center. The following toll free numbers and instructions (when applicable) are provided:

"Airline" Credit Cards

See Section 8.4

American Express 1-800-528-2121

Authorization for sale transactions on the American Express Card or the Optima Card may be obtained from American Express through normal GDS/CRS procedures or by voice request. Approval for a sale obtained in this manner verifies that the Card number has not been canceled for fraud or other reasons.

Carte Blanche 1-800-525-9040

JCB Int'l Credit Card 1-800-522-8788

When calling JCB, provide the authorizer with the following information:

1. JCB Merchant Number - 0002016020
2. JCB Account Number and Expiration Date
3. Amount of Transaction

MasterCard 1-800-231-1754

When calling MasterCard, agents should use a touch tone telephone and follow the instructions provided by the automated response unit. If you experience difficulties with the automated response unit or wish to speak with an authorizer directly, wait ten seconds after connection and your call will automatically be transferred.

When calling MasterCard, be prepared to provide the following information:

1. Three (3) Digit Ticketing Carrier Code
2. Eight (8) Digit Agency Code Number
3. MasterCard Account Number and Expiration Date
4. Amount of Transaction

Discover Network 1-800-347-1111

Authorization for Discover Network transactions may be obtained from Discover Network through normal GDS/CRS procedures or by telephone.

When calling Discover Network, be prepared to provide the following information:

1. Merchant Number: **6011 0160 1101 601**
2. Card Account Number
3. Card Identification Data (see below)
4. Expiration Date
5. Transaction Amount

In order to reduce exposure to fraudulent transactions, the use of Address Verification (AVS) and Card Identification Data (CID) is recommended for all transactions. AVS and CID service is supported through GDS/CRS procedures or by telephone.

Where is the Card Identification Data (CID)?

CID

The three digit number following the account number in the signature panel.



The retention and storage of Card Identification Data is prohibited.

UATP - Universal Air Travel Plan

See Section 8.8



Section 8.2

Visa

1-800-231-1754

When calling Visa, agents should use a touch tone telephone and follow the instructions provided by the automated response unit. If you experience difficulties with the automated response unit or wish to speak with an authorizer directly, wait ten seconds after connection and your call will automatically be transferred.

When calling Visa, be prepared to provide the following information:

1. Three (3) Digit Ticketing Carrier Code
2. Eight (8) Digit Agency Code Number
3. Visa Account Number and Expiration Date
4. Amount of Transaction