



## The Universal Air Travel Plan–UATP

### General Information

The Universal Air Travel Plan (UATP) is a corporate charge card system for purchase of air and rail transportation for passengers and related services. UATP Cards are issued by some 15 carriers and honored by over 200 carriers worldwide who participate in UATP. This list of carriers shown in Section 8.4 is only a partial list of UATP member airlines and reflects only those carriers who are ARC participants. Additional information about UATP may be obtained by calling UATP at +1 800-222-4688.

### Types of UATP Cards/Accounts

UATP offers three different account options that UATP Issuers may offer to Subscribers:

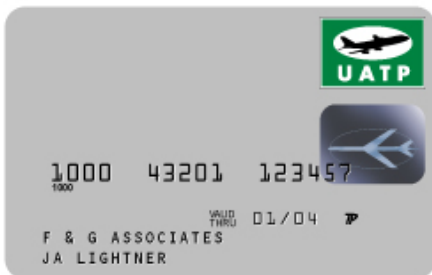
- Lodged Account (also referred to as the Ghost Card)
- UATP Walking Card
- Co-brand Card

#### *UATP Lodged Account/Ghost Card*

The vast majority of UATP accounts are lodged. The Lodged Account, also referred to as a Ghost Card, is a card-less account. In place of a plastic card, an approved UATP account number is issued to the UATP Subscriber. In the case of a Lodged Account, the account number is given to the corporate travel office or corporate travel agent that books all Subscriber travel.

#### *UATP Walking Card*

Subscribers that have employees who travel frequently or who make individual purchase choices may be issued the UATP Walking Card. Subscribers that choose this option receive all the benefits of a card-less account with the added convenience of individually numbered plastic cards.



#### *Co-brand UATP Card*

A Co-brand UATP Card gives a Contractor the ability to offer its Subscribers the cost control and purchasing power of the air-only UATP Card with the broad non-carrier merchant acceptance of a corporate VISA® or MasterCard®. The Co-

brand UATP Card allows the carrier to integrate the two payment brands into one offering. Co-brand UATP Cards carry both the UATP brand logo and the bankcard issuer logo.



### Related Services

UATP Cards may be used to purchase the following travel related services:

- Surface travel in connection with the air bookings. This is to be contingent upon the existence of interline agreements between the airlines and surface carriers concerned; many such arrangements exist and agents can check with carriers as necessary.
- Land arrangements and accommodations that are part of an air tour (approved inclusive tours).
- Transportation for cardholders and their cars on scheduled car ferry air services.

### UATP Electronic Authorization System

Authorization of the UATP Card is automated through most GDS/CRS credit acceptance packages. UATP Merchants obtain and record an approval code for every charge, according to the procedures put in place by its GDS/CRS.

If a UATP account is declined:

- Verify the airline or rail carrier accepts UATP as a form of payment.
- Check with the appropriate GDS/CRS to see if they are experiencing a technical problem.
- Try a Manual authorization (described below).
- Contact the card-issuing airline's customer service department. Typically, this number will be displayed



## Section 8.8

on the back of the customer's UATP card if a physical card has been issued.

### UATP Manual Authorization System

By using a TOUCHTONE telephone (or TOUCHTONE equivalent pad), you can obtain UATP authorizations 24 hours a day, seven days a week. Just call the appropriate number shown below and follow the steps indicated:

**If you are calling from a location in the United States or Canada, dial: +1-800-638-6510**

**If you are calling from outside the United States or Canada, dial: +1-410-266-4415**

Telephones modified to use the pound (#) key for redial or other purposes may not be functionally usable for making telephone inquiries. Agents should ensure that the # key is emitting the proper tone because the UATP system must receive this signal to give an authorization. **Remember to depress the # key after each step. If you encounter difficulties, report the problem to UATP staff at 1-800-854-9600.**

#### Procedure for Single Transactions

##### Step 1

Call the appropriate telephone number listed above.

##### Step 2

The UATP Authorization System will request the ticketing airline code. DEPRESS SEPARATELY ALL THREE DIGITS OF THE TICKETING AIRLINE CODE FOLLOWED BY THE # KEY.

##### Step 3

The UATP Authorization System will ask for your ARC Agency Code Number. DEPRESS THE DIGITS OF YOUR ARC AGENCY CODE NUMBER FOLLOWED BY THE # KEY.

##### Step 4

The UATP Authorization System will ask for the UATP account number. DEPRESS THE 15 DIGITS OF THE UATP ACCOUNT NUMBER FOLLOWED BY THE # KEY.

##### Step 5

The UATP Authorization System will ask for the amount of the sale. DEPRESS ALL DIGITS OF THE SALE AMOUNT, INCLUDING CENTS OR ZEROS IN THE CENTS POSITION, FOLLOWED BY THE # KEY.

##### Step 6

The UATP Authorization System will repeat the amount. IF THE AMOUNT IS CORRECT, DEPRESS THE # KEY. IF THE AMOUNT IS INCORRECT, REPEAT STEP 5.

The UATP Authorization System will respond with one of the following:

"OK, AUTHORIZATION NUMBER IS . . . "

"AUTHORIZATION DENIED, PICK UP CARD"

"AUTHORIZATION DENIED"

"INVALID TRANSACTION" followed by disconnect if the transaction failed.

##### Step 7

DEPRESS THE # KEY TO DISCONNECT AND RECORD THE AUTHORIZATION NUMBER ON THE UNIVERSAL CREDIT CARD CHARGE FORM.

#### Procedure for Multiple Transactions

##### Step 1

Call the appropriate number listed above.

##### Step 2

The UATP Authorization System will request the ticketing airline code. DEPRESS SEPARATELY ALL THREE DIGITS OF THE TICKETING AIRLINE CODE FOLLOWED BY THE # KEY.

##### Step 3

The UATP Authorization System will ask for your ARC Agency Code Number. DEPRESS THE DIGITS OF YOUR ARC AGENCY CODE NUMBER FOLLOWED BY THE # KEY.

##### Step 4

The UATP Authorization System will ask for the UATP account number. FOR A MULTI-TRANSACTION, DEPRESS THE DIGITS 01 FOLLOWED BY THE # KEY.

##### Step 5

The UATP Authorization System will respond with "Enter first account number." DEPRESS THE 15 DIGITS OF THE UATP ACCOUNT NUMBER FOLLOWED BY THE # KEY.

##### Step 6

The UATP Authorization System will ask for the amount of the sale. DEPRESS ALL DIGITS OF THE SALE AMOUNT, INCLUDING CENTS OR ZEROS IN THE CENTS POSITION, FOLLOWED BY THE # KEY.

##### Step 7

The UATP Authorization System will repeat the amount. IF THE AMOUNT IS CORRECT, DEPRESS THE # KEY. IF THE AMOUNT IS INCORRECT, REPEAT STEP 6.



The UATP Authorization System will respond with one of the following:

"OK, AUTHORIZATION NUMBER IS . . . "

"AUTHORIZATION DENIED, PICK UP CARD"

"AUTHORIZATION DENIED"

"INVALID TRANSACTION" followed by a disconnect if the transaction failed.

Step 8

The UATP Authorization System will now return to Step 5 and respond with "Enter next account number." DEPRESS THE 15 DIGIT ACCOUNT NUMBER FOR THE NEXT UATP CARD FOLLOWED BY THE # KEY.

Step 9

Steps 5 through 8, will continue until all UATP Cards are checked. An exception to this may be when abnormal conditions are experienced, i.e., a high volume of calls. Under these circumstances, the Authorization System may be required to disconnect in order to service other UATP Card authorization requests. WHEN ALL CARDS HAVE BEEN PROCESSED, DEPRESS THE # KEY TO DISCONNECT AND RECORD THE AUTHORIZATION NUMBERS ON THE UNIVERSAL CREDIT CARD CHARGE FORMS.

**Authorization Error Correction Procedures**

IF YOU MAKE AN ERROR ON THE DIGIT YOU JUST DEPRESSED AND WISH TO CORRECT IT, depress keys



Then, re-enter that digit.

IF YOU MAKE AN ERROR ON MORE THAN ONE DIGIT AND WISH TO CORRECT THE ENTIRE STEP, depress keys



Then, re-enter the complete step (line of information).

IF YOU WISH TO START OVER AT THE ACCOUNT NUMBER, depress keys



Then, re-enter the complete UATP Card account number as covered in Step 4.

IF YOU RECEIVED AN "INVALID TRANSACTION" RESPONSE, review the procedures and try again. Contact your Supervisor if the "Invalid Transaction" response is received again.

**UATP Card Issuing Airlines in the US**

**American Airlines:**

+1 (800) 555-8040

**Continental Airlines:**

+1 (866) 324-UATP (8287)

e-mail: [UATP@coair.com](mailto:UATP@coair.com)

**Delta Air Lines:**

+1 (888) 835-1824 or

+1 (404) 715-6125 (in Atlanta)

**US Airways:**

+1 (800) 528-3819

e-mail: [UATP@usairways.com](mailto:UATP@usairways.com)

