



## **Use and issuance of Cirrus Airlines e-tickets**

The purpose of this instruction is to provide guidance on the use and issuance of Cirrus Airlines e-tickets on and after 1 June 2008, when paper tickets are eliminated from IATA BSPs. Sales of Cirrus Airlines tickets through BSP are now 99% e-ticket. This document is primarily concerning the administration process with other airline partners.

An instruction from C9 to agents to issue e-ticket only from 1 June 2008

### **1. e-tickets Only from 1 June 2008 in IATA BSPs**

For tickets issued on or after 1 June 2008 paper tickets must not be issued on BSP neutral paper ticket stock using Cirrus Airlines airline accounting code (C9 251)

When Cirrus Airlines tickets can be issued in an interline journey (Ticket Issue Policy)

### **2. C9 Ticket Issue Policy**

Cirrus Airlines may be selected as ticketing carrier by travel agents when issuing e-tickets to cover journeys which include travel entirely and partially:

- (a) on C9 flights with a C9 flight designator code (including flights with a C9 prefix operated by an IET partner)

In all other cases, Cirrus Airlines must not be selected as ticketing carrier.

### **3. Amending bookings in e-tickets**

When making an amendment to a booking that has previously been issued as an e-ticket, it is imperative that follow up action is taken, either to;

- a) revalidate the original e-ticket or
- b) reissue an e-ticket through your GDS to reflect the new itinerary.

If this is not done, it result in a mismatch between the itinerary information in the booking and the e-ticket. Consequently, the mismatch between bookings and



tickets will lead to check-in delays on departure and inconvenience for passengers.

A list of the carriers with whom C9 has completed interline e-ticket agreements (IET)

#### **4. Interline e-ticket agreements (IET) on Cirrus Airlines**

Cirrus Airlines has completed IET agreements with the following carriers. This means that providing Cirrus Airlines flights are part of an interline journey with the following carriers, Cirrus Airlines tickets may be issued in accordance with the C9 Ticket Issue Policy.

#### **Completed IET agreements**

**LH** Lufthansa  
**LX** Swiss International Airlines  
**OS** Austrian Airlines

#### **5. Ticketing of Infants on interline journeys**

The following Carriers have completed IET with Cirrus Airlines but have limited functionality in their system to accept e-tickets for infants who are travelling as part of an interline journey involving Cirrus Airlines. See below for the ticketing instructions for these journeys.

*Note – the following table is subject to change.*

Limited IET for interline infants

**LX** Swiss International Airlines  
**OS** Austrian Airlines  
**LH** Lufthansa  
Paperticket



## **Ticketing Instructions:**

*Note – one adult ticket need to be issued as a paperticket!*

Ticketing infants on interline journeys involving C9 and the carriers on the above list.

Issue the tickets for the more than one adults in the normal way. Apply to Cirrus Airlines to issue the infant on a paper ticket as follows:

If your GDS supports the use of MD50's without a value coupon C9's preference is that this is used.

Follow the procedure to issue a vMPD/MD50 as follows:

Complete a vMPD/MD50 for each infant passenger to be ticketed:

Enter the following mandatory fields:

**NAME OF PASSENGER**

**REASON FOR ISSUE:** Select 50 – Specified MCO

**REASON FOR ISSUANCE CODE:** Select 1 – Prepaid Ticket Advice (PTA)

**AIRLINE CODE:** enter 251

**FARE** – enter the fare

**TAXES** – insert all taxes applicable to a ticket issue

**SERVICE CHARGE/TAX ON MPD:** enter if applicable

**PNR** – enter PNR locator

**FORM OF PAYMENT:** If form of payment is CREDIT; enter the credit card type, card number, card expiry date and amount fields.

**ISSUED in CONNECTION WITH** – Enter the associated ticket number for adult (3 digit airline code followed by the 10 digit ticket number e.g. 2511234567890)

**REMARKS:** enter any additional information (address of passenger!)

Then:

Enter the vMPD/MD50 number in the PNR (Booking record).

Enter these details as an SSR item for transmittal to Cirrus Airlines:

e.g. *SSR OTHS C9 MPD 2511234567890*

This detail will be transmitted automatically to C9 once you have manually entered the MCO details in the PNR and will be referenced during the audit process.

*Note – Paperticket needs to be issued at least 72 hrs before departure, because it will be sent via mail. Please include address into the PNR and send it to the appropriate queue (SCNC90001/0).*

Itineraries containing airports that are not yet e-ticket eligible



## **6. Existing IET partners that do not support Open Flight Coupons**

LX, OS, LH – at least one segment must be booked

*Note – this table is subject to change*

## **7. Itineraries containing more than 16 Segments**

**NONE**

C9 policy for “Other Documents”; the BSPlink vMPD, GDS MD50)

## **8. C9 Policy for Other Documents (vMPD/MD50)**

IATA member carriers have already adopted standards for Electronic Miscellaneous Documents (EMD) that will replace all other non-documents, however it is not anticipated that this will be fully available for use until 2009 at the earliest. During the interim period all other documents can be issued by means of a virtual version of the MPD known as the MPD.

On/after 1 June 2008 the value coupon of the OPATB2 coupon-by-coupon MCO (known as the MD50) will no longer be available for the issuance of automated MD50 MCOs. However, some GDS companies may choose to continue to provide limited MD50 functionality for transactions that do not require a value coupon. Any interim solutions developed by GDSs (e.g. suppressing the printing of a value coupon in OPATB2 markets) would be based on the fact that their airline/travel agency customers have approved the GDSs directly.

Cirrus Airlines will accept MD50 transactions, but it should be noted that certain transactions cannot be fulfilled without a value coupon, e.g. part refund transactions, or any other transaction where the customer would need a coupon, which has an exchangeable value.



As a result, vMPD/MD50 transactions can only be issued with the following “Reason for Issuance” codes:

PTA/TOD  
Rebooking Fee Domestic  
Rebooking Fee International  
Lost (Paper) Ticket Fee  
Air Transportation  
Upgrade Fee  
Taxes/Fees/Charges  
Sundry Charges  
Cancellation Fee  
Unaccompanied Minor Fee Domestic  
Unaccompanied Minor Fee International  
Excess Baggage

These are the only codes that will be supported by Cirrus Airlines in BSPlink or where MD50 is retained with limited functionality, through MD50. C9 does not support any other “Reason for Issuance” codes.

C9 will be monitoring “Reason for Issuance” codes usage to ensure best practise is used.

Incorrect usage of “Reason of Issuance” codes may result in C9 not recognising the payment and attempting to recover it via the ADM process.

## **9. Collecting change fees on Cirrus Airlines**

There are three methods for collecting change fees on Cirrus Airlines

1. Travel agents who have MD50 GDS functionality.
2. Travel agents who have a Virtual MPD (vMPD) – Details on completion are published below.
3. Reissue of e-ticket

Completion of vMPD/MD50 for change fees:

AIRLINE CODE: enter 251 Cirrus Airlines REASON FOR ISSUANCE CODE:

Enter either,



**P** for “Rebooking Fee Domestic”

Or

**Q** for “Rebooking Fee International”

CURRENCY, AMOUNT IN FIGURES and *AMOUNT IN LETTERS* complete in the normal way.

*FARE BOX*: Enter the change fee amount e.g. EUR50 in this box NOT in the “Tax” box *ISSUED IN CONNECTION WITH*: Enter the associated /new ticket number (i.e. 3- digit airline code followed by the 10-digit ticket number without any spaces e.g. 2511234567890)

Then enter the vMPD/MD50 number in the PNR (Booking record). Enter these details as an SSR item for transmittal to Cirrus Airlines, e.g. *SSR OTHS C9-MPD 251123456789*

This detail will be transmitted automatically to C9 once you have manually entered the MCO details in the PNR and will be referenced during the audit process.

## **10. Rail & Fly**

*Please do not use until further notice!*

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