



Electronic ticketing with Czech Airlines

This is to inform you that effective on/after 01.09.2005 Czech Airlines are going to implement electronic ticketing in BSP / ARC for all travel agencies using Amadeus GDS in Belgium, Canada, France, Germany, Ireland, Italy, United Kingdom, USA.

A detailed conditions how to issue OK electronic tickets can be found in Amadeus reservation and distribution system under the information pages:

**GGAIR OK ETKT
(MS 700)**

Czech Airlines
Electronic Ticketing
available on/after
01.09. 2005
in Amadeus GDS



AEROMEXICO

AIR FRANCE

KLM

Alitalia

Continental Airlines

CSA

Delta

KOREAN AIR

nwa

The standard conditions applicable for any paper ticket plated by OK will apply also to any OK electronic ticket with the following exceptions:

1. Reservation

E-ticket issued for OK flights only:

At least 1 segment must be booked with status -OK- or -RQ-, remaining segments can be left open if it is allowed according to the fare used.

In a case if several passengers with same family and first name are booked in one PNR, the name element must be entered as follows:

NM2TEST/JIRI MR/J MR or NM1TEST/JIRI MR 1TEST/J MR

The same family and first name must not be used. If same family and first name is entered for several passengers, the E-ticket number will not be associated to all passengers with the same family name, but E-ticket will be associated only to 1st passenger in CSA inventory system, which causes the problems during check-in.

2. Interlining with other carriers

At the moment OK has interline agreement with AF and KL only. It means that OK E-ticket can be issued for AF or KL flights as well as for OK code-share flights operated by AF or KL. It is not possible to issue OK E-ticket on any other carrier or code-share operating flights. By the end of this year interlining of OK E-ticket will be available also with CO, DL and NW.

OK/AF Interlining

OK E-tickets with AF segments or OK code-share flights operated by AF:
- open segments are not allowed; - group PNRs are not allowed

OK/KL Interlining

OK E-tickets with KL segments or OK code-share flights operated by KL:
- open segments are allowed; - group PNRs are not allowed

3. FOID (Form of Identification) element

FOID element is not mandatory.

4. Refunds

Refund of E-ticket can not be done on the same date as shown on the first unused coupon. See example :

a. PRG-15MAR-OSR-25MAR-PRG

The entire E-ticket is unused, refund can be done only before or after 15MAR if it is permitted by fare rule.

b. PRG-15MAR-OSR-25MAR-PRG

The E-ticket has been partly used, coupon PRG-OSR has been used. The remaining coupon OSR-PRG can be refunded only before or after 25MAR if it is permitted by fare rule.

The refund must be processed in the same reservation system where E-ticket has been issued. It is not possible to use „Refund application“ or „Refund notice“ forms in BSP/ARC link. You have to know the total amount to be refunded including taxes before processing the refund in the system. If you are not sure about your refund calculation, contact your CSA local office.

5. Reissue

Original E-ticket can be reissued to the new E-ticket or paper ticket.

6. Electronic ticket is not allowed for:

- INF – infant
- CBBG – cabin baggage
- EXST – extra seat
- STCR – stretcher case

7. E-ticketing restrictions

Maximum of 8 passengers and 6 segments are allowed in one ticketing transaction. If there are more than 6 segments /max. 16/ or more then 8 passengers then E-tickets must be issued separately for fewer passengers.

It is possible to issue e-tickets for GROUP PNR.

Procedure for name changes in the group PNR:

A/ Split PNR (from passenger which will not travel)

B/ Reissue e-ticket from the split PNR to the paper ticket

C/ Change the name (1/1Newname/MaryMrs)

D/ Reissue the paper ticket to new e-ticket

8. Form of payment

All forms of payment valid for paper ticket may be applied also for E-ticket.

9. Rebooking

At the present the REVALIDATION can not be used for OK carrier. When reservation is changed e-ticket must be always reissued (exchanged).

If a penalty for rebooking has to be collected, the penalty must be collected as a new tax with code -YR-. The same procedure is applicable in case when upgrade and penalty needs to be collected (penalty can be collected as a new tax with code -YR-).

10. Problems with your reservation system or ticketing

In the case of any problems please contact „Help desk“ of your GDS.