

Issuing an E-Ticket Procedure:

1. Prepare the BF as usual
2. Quote the fare as usual
3. If necessary, enter the FQTV information with BA Executive Club Card.
4. **If necessary, enter the private credit card in the SSR FOID field to enable passenger to use Self Service Check-in.** (Only those passengers who do not have a BA Executive Club Card, or where the Credit Card number does not appear in the Form Of Payment field, need to have the following entered into the booking to allow self-service check-in.
5. **Please note: any personal credit card can be nominated by the customer, and they don't necessarily have had to have paid with this card or method. Ensure that the passenger is informed that they will not be billed again - (it is used solely as a tracking mechanism to locate the e-ticket).**
6. **FOID ENTRY**
SI.P1/SSRFOIDBAHK1/CC123456789012345
7. Issue the e-ticket by entering TKPET.

Exchanges / Reissue

1. Display exchange FIF for filed fare 1 for all segments in order to issue e-ticket in exchange for e-ticket no.
12596000485 e.g.
TMU1FEX12596000485
- or
2. Display exchange FIF for the only filed fare for all segments in order to issue e-ticket in exchange for e-ticket no.
12596000485 e.g.
TMU1FEX12596000485ET
3. Print the receipt /itinerary if ET.
4. Refer to Galileo format guide for more information.

Printing Documents

(Every International passenger should be provided with an *itinerary / receipt*)

1. Check that the vendor locator has been returned by the airline.
2. Create e-ticket, print itinerary (if linked), print MIR (if linked) and print supporting document/s from retrieved BF for all passengers for all segments.
TKPET or

3. Create e-ticket, print itinerary (if linked), print MIR (if linked) and print supporting document/s using filed fare no.1 for passenger no.2.
TKP1P2/ET

Cancellation / Void

1. TRV/12512345678901 (Including Check Digit).
2. TAB FILL IN SCREEN with options.

Refunds

1. Display ETR
2. Enter appropriate refund format:
e.g. TRNE12512345678901/14MAY
3. *TRNn will redisplay the refund screen
n = relevant screen number
4. Complete Automated Refund Screen
ETR status will change to RFND
5. BSP account will be credited
6. Remember to update your own accounting system as appropriate.

Display Electronic Ticket Record (ETR)

1. *HTE- from a retrieved BF
2. *TE002 - Display record no.2 after *HTE
3. *TEL - redisplay multiple e- tkt list
4. *TE/125123456789 - by ticket no.
5. *TE/BA/14MAY00FF12345678-BOND - by FQTV card
6. *TE/BA/CC123456789123-BOND -by credit card
7. *TE/BA/14MAY00LONABZ-BOND - by date/board/off/name.
8. *TEH - e-ticket history after displaying e-ticket record.

References

1. Galileo Helpdesk
2. Refer to Galileo Format Guide
3. www.batraveltrade.com

Net Remittance

1. Example of input with a Net Fare value with an AI code.
AI-1234567/NFGBP105.00

Refer to Galileo format guide for more information.

FOID Entry

This will enable passengers who wish to use self-service check-in to do so, using their personal credit card as a Form of Identification.

SI.P1/SSRFOIDBAHK1/CC123456789012345

Revalidate

1. End transaction and retrieve BF following amendment of the itinerary.
2. The BF does not have to contain a filed fare to carry out revalidation.
3. The appropriate e-TKT record must be displayed prior to revalidation
4. Enter revalidation request e.g.
TKTRET1/TN1234567890/C1
Revalidate segment no. 1 quoting ticket and coupon 1 to be revalidated.
- or
5. **TKRET2/TN1251234567890/C2/NVB14MAY/NVA16JAN**
Revalidate segment no.2 quoting ticket no. to be revalidated, coupon 2 to be revalidated, Not Valid Before and Not Valid After dates.

REMINDERS

1. We encourage you to add passengers full name into the PNR and Eticket. This enables British Airways and immigration departments to be able to service our passengers quickly and efficiently.
2. It is extremely important that you revalidate all of your Etickets when changes have been made to the PNR. If the above procedures are not followed then this can result in delays for your passengers at check in.