

Issuing an E-Ticket

1. Prepare the PNR 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.**
3SSRFOIDBA.....1.1
5. Issue the e-ticket by entering EZ

Exchanges / Reissue

1. E-ticket exchange is almost identical to a paper exchange.
2. A ticketing record must be created to perform exchange. Use the pricing method Rate Desk Price to do so.
3. Refer to HELP BSPEXCH for more information or your Worldspan User Guide.

Documentation logs

1. Refer to INFO DDLPRI for primary daily documentation log
2. Daily activity report - refer to Help DDP
3. Stock control report - Help DDS
4. Daily Void Report - Help DDN

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. There are various entries which can be used e.g. EZEL, EZEI, or EZELI
3. Refer to INFO EZEOPT or INFO ETKT ERR for more information.

Cancellation / Void

1. E-ticket may be voided via the DDL method or via the CSD.
2. Refer to HELP ETVOID for more information.

Refunds

1. You do not need access the live PNR to process a refund.
2. Type ETR followed by ticket number, in order to retrieve the CSD.
3. Complete the option in the Coupon Status display (CSD) type either X or R
4. Complete the Refund Template
5. ETA status will be automatically updated.
6. BSP account will be credited
7. Remember to update your own accounting system as appropriate.
8. Refer to HELP ET REFUND for more information.

Display Electronic Ticket Record (ETR)

1. ETR - Display ETR request template
2. ETR0061234567890 - Display ETR by ticket number (with or without live PNR).
3. ETR1 - Display ETR by ETA item number from PNR
4. ETR#N1.2 - Display ETR by name Select from PNR.
5. E-ticket coupon Status Display (CSD) is retrieved when the ETR template is competed.
6. Refer to Help ETMAX or HELP ETR for more information.

References

1. Worldspan Helpdesk
2. www.batraveltrade.com
3. Refer to HELP ETMAX
4. Refer to INFO EZEOPT
5. Refer to INFO ETKT ERR

Net Remittance

Refer to Worldspan Helpdesk 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.
3SSRFOIDBAHK1/CCAX123412341
234123-1.1

Revalidate

1. The amendments to the itinerary in the live PNR must be completed before revalidation.
2. Display the ETR in order to retrieve the Coupon Status Display (CSD).
3. Position cursor in ETR Revalidation Box and enter.
4. Enter revalidation request by completing the relevant boxes.
5. The ETA is updated to reflect the revalidation.

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.