



E-TICKETING GUIDE FOR TICKETS ISSUED BY AGENTS

Changes to AA (001) E tickets involving AA flights requiring additional collection

- Date change - agent must reissue the ticket, charging the additional collection
- Routing change - agent must reissue the ticket, charging the additional collection

Note: If AA or QF issue/reissue an e ticket, it is the responsibility of the Travel Agent to advise the other carrier (AA or QF) and passenger of the new e ticket number.

Changes to AA (001) E ticket involving AA flights with no additional collection

- Date change - provided the booking class and city pairs have not changed there is no need to revalidate the e ticket, the passenger goes to the airport with the original e ticket number, the same way they would if they were traveling on a paper ticket
- Routing change - agent must reissue the ticket as an even exchange

Note: If the agent reissues the e ticket there is no need to contact AA with the new e ticket number.

Changes to AA (001) E tickets involving QF flights requiring additional collection

- Date change - agent must reissue the ticket, charging the additional collection
- Routing change - agent must reissue the ticket, charging the additional collection

Note: If AA reissues the e ticket, it is the responsibility of the agent to advise QF and the passenger the new e ticket number.

Changes to AA (001) E tickets involving QF flights with no additional collection

- Date change - agent must reissue the ticket as an even exchange
- Routing change - agent must reissue the ticket as an even exchange

Note: If AA reissues the e ticket, it is the responsibility of the agent to advise QF and the passenger the new e ticket number.

Changes to QF (081) E tickets involving AA flights requiring additional collection

- Date change - agent must reissue the ticket charging the additional collection
- Routing change - agent must reissue the ticket charging the additional collection

Note: If QF reissues the e ticket, it is the responsibility of the agent to advise AA and the passenger the new e ticket number.

Changes to QF (081) E tickets involving AA flights with no additional collection

- Date change - provided the booking class and city pairs have not changed there is no need to revalidate the e ticket, the passenger goes to the airport with the original e ticket number, the same way they would if they were traveling on a paper ticket
- Routing change - agent must reissue the ticket as an even exchange

Note: If QF reissues the e ticket, it is the responsibility of the agent to advise AA and the passenger the new e ticket number.