# Product Advisory

## Adjust Print of Electronic Ticket Passenger Itinerary Receipts

<table>
<thead>
<tr>
<th>Product Advisory number:</th>
<th>3468</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version:</td>
<td>01</td>
</tr>
</tbody>
</table>

**Effective date:**

| Load to production | 29-Sep-18 | 00:30 EDT | 05:30 BST |

**High level description:**

Electronic Ticket Passenger Itinerary Receipts (PIR) will be adjusted to remove extra blank lines at the start of the document.

**Impact summary:**

Adjusted PIR on Travelport Galileo and Travelport Apollo system.

**Reason for issue:**

First notification

**Impacted customers:**

- ☒ Agency customers
- ☐ Airline customers
- ☐ eCommerce customers
- ☐ Car, hotel, rail or cruise customers

**System:**

- ☒ Travelport Galileo
- ☒ Travelport Apollo
- ☐ Travelport Worldspan

**Load to pre-production:**

To be determined

**Web services:**

(API and Messaging) Not applicable

**Issue history:**

Version 01 issue date: 27-Aug-18
Overview

The blank area at the start of each Passenger Itinerary Receipt document will be removed for the printed document. The printing of information will start from the designated position as defined in the print specifications of the printer.

Customer benefit

- Save paper by utilising as little space as possible for industry mandated information

Detail and customer examples

Example of the adjusted of the printed Passenger Itinerary Receipt in Travelport Galileo:
This ETKT Itinerary/Receipt may be required at check-in and must be presented to customs and immigration if requested.

Name: Travelport/Test
Galileo Test Agency 13Aug18 IATA: 99999992 LG-72FN4C
Ticket No. 123 9902623247 Place of Issue: Langley /GB FCIG
Issued By: Example Airways Issued By: Example Airways Agent C66750

<table>
<thead>
<tr>
<th>Fare</th>
<th>Tax</th>
<th>Tax</th>
<th>Tax</th>
<th>Total</th>
<th>Eqv Fare</th>
</tr>
</thead>
<tbody>
<tr>
<td>EUR 4116.00</td>
<td>12.60DE</td>
<td>37.30OY</td>
<td>207.60XT</td>
<td>GBP 3915.50</td>
<td>GBP 3658.00</td>
</tr>
</tbody>
</table>

YQ/YR - Carrier imposed fees/charges/surcharges levied by airlines
Form of Payment: CASH

FRA XX X/DUS LH TYO M4814.85 NUC4814.85END ROE0.854855 XT 9.90RA23.50RD1 60.00YQ14.20YR

Carriage and other services provided by the carrier are subject to conditions of carriage- which are hereby incorporated by reference. These conditions may be obtained from the issuing carrier.

Passengers on a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that international treaties known as the Montreal Convention- or its predecessor- the Warsaw Convention- including its amendments (the Warsaw Convention System)- may apply to the entire journey- including any portion thereof within a country. For such passengers- the applicable treaty- including special contracts of carriage embodied in any applicable tariffs- governs and may limit the liability of the carrier. Check with your carrier for more information.

The carriage of certain hazardous materials- like aerosols- fireworks- and flammable liquids- aboard the aircraft is forbidden. If you do not understand these restrictions- further information may be obtained from your airline.

Data protection notice: your personal data will be processed in accordance with the applicable carriers privacy policy and- if your booking is made via reservation system provider (GDS)- with its privacy policy. These are available at http://www.iatatravelcenter.com/privacy or from the carrier or GDS directly. You should read this documentation- which applies to your booking and specifies- for example- how your personal data is collected- stored- used- disclosed and transferred.

(Applicable for interline carriage)

XX 4813 19DEC Frankfurt/ FRA Dusseldorf/ DUS 1800 OK Y 2PC
XX 4962 19DEC Dusseldorf/ DUS Tokyo/ NRT 2000 OK Y 2PC

Operated by Test Airline

RLOC: XX -OCBWOF
Example of a reprinted document in Travelport Galileo:

```

* DUPLICATE *

THIS ETKT ITINERARY/RECEIPT MAY BE REQUIRED AT CHECK-IN AND MUST BE
PRESENTED TO CUSTOMS AND IMMIGRATION IF REQUESTED

NAME: TRAVELPORT/TEST
GALILEO TEST AGENCY  13AUG18  IATA: 99999992 1G-72FN4C
TICKET NO. 123 9902623247  PLACE OF ISSUE: LANGLEY /
ISSUED BY: EXAMPLE AIRWAYS  AGENT C66750

FARE     TAX      TAX      TAX      TOTAL      EQV FARE
EUR 4116.00  12.60DE  37.30OY  207.60XT  GBP 3915.50 GBP 3658.00

YQ/YR - CARRIER IMPOSED FEES/CHARGES/SURCHARGES LEVIED BY AIRLINES
FORM OF PAYMENT: CASH

FRA XX X/DUS LH TYO M4814.85 NUC4814.85END ROE0.854855 XT 9.90RA2.350RD1
60.00YQ14.20YR

CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO
CONDITIONS OF CARRIAGE- WHICH ARE HEREBY INCORPORATED BY REFERENCE.
THESE CONDITIONS MAY BE OBTAINED FROM THE ISSUING CARRIER.
PASSENGERS ON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP
IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE ARE ADVISED THAT
INTERNATIONAL TREATIES KNOWN AS THE MONTREAL CONVENTION- OR ITS
PREDECESSOR- THE WARSAW CONVENTION- INCLUDING ITS AMENDMENTS (THE
WARSAW CONVENTION SYSTEM)- MAY APPLY TO THE ENTIRE JOURNEY- INCLUDING
ANY PORTION THEREOF WITHIN A COUNTRY. FOR SUCH PASSENGERS- THE
APPLICABLE TREATY- INCLUDING SPECIAL CONTRACTS OF CARRIAGE EMBODIED IN
ANY APPLICABLE TARIFFS- GOVERS AND MAY LIMIT THE LIABILITY OF THE
CARRIER. CHECK WITH YOUR CARRIER FOR MORE INFORMATION.

THE CARRIAGE OF CERTAIN HAZARDOUS MATERIALS- LIKE AEROSOLS- FIREFRWORKS-
AND FLAMMABLE LIQUIDS- ABOARD THE AIRCRAFT IS FORBIDDEN. IF YOU DO NOT
UNDERSTAND THESE RESTRICTIONS- FURTHER INFORMATION MAY BE OBTAINED FROM
YOUR AIRLINE.

DATA PROTECTION NOTICE: YOUR PERSONAL DATA WILL BE PROCESSED IN
ACCORDANCE WITH THE APPLICABLE CARRIERS PRIVACY POLICY AND- IF YOUR
BOOKING IS MADE VIA RESERVATION SYSTEM PROVIDER (GDS)- WITH ITS
PRIVACY POLICY.

THESE ARE AVAILABLE AT HTTP://WWW.IATATRAVELCENTER.COM/PRIVACY OR FROM
THE CARRIER OR GDS DIRECTLY. YOU SHOULD READ THIS DOCUMENTATION- WHICH
APPLIES TO YOUR BOOKING AND SPECIFIES- FOR EXAMPLE- HOW YOUR PERSONAL
DATA IS COLLECTED- STORED- USED- DISCLOSED AND TRANSFERRED.
(APPLICABLE FOR INTERLINE CARRIAGE)

XX 4813 19DEC FRANKFURT/ FRA  DUESSELDO/ DUS 1800  OK Y 2PC
XX 4962 19DEC DUESSELDO/ DUS TOKYO/ NRT  2000  OK Y 2PC
OPERATED BY TEST AIRLINE

RLOC: XX -OC8WOF
```
Example of the adjusted of the printed Passenger Itinerary Receipt in Travelport Apollo:

```
THIS ETKT ITINERARY/RECEIPT MAY BE REQUIRED AT CHECK-IN AND MUST BE PRESENTED TO CUSTOMS AND IMMIGRATION IF REQUESTED

NAME: TRAVELPORT/TEST
GALILEO SERVICES SYS SUPPORT DEN 29MAR18 IATA: 99999992 1V-RRJK9Y
TICKET NO. 123 9900490650 PLACE OF ISSUE: TORONTO ON/CA FCIO
FARE TAX TAX TAX TOTAL EQV FARE PAID
GBP 1120.00 135.70GB 78.10UB 181.80YQ CAD 2343.60 CAD 1948.00
YQ/YR - CARRIER IMPOSED FEES/CHARGES/SURCHARGES LEVIED BY AIRLINES
FORM OF PAYMENT: CASH

19MAY LON XX SIN Q10.74 1494.11NUC1504.85END ROE0.744255

CARRIAGE AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CARRIAGE - WHICH ARE HEREBY INCORPORATED BY REFERENCE. THESE CONDITIONS MAY BE OBTAINED FROM THE ISSUING CARRIER. PASSENGERS ON A JOURNEY INVOLVING AN ULTIMATE DESTINATION OR A STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE ARE ADVISED THAT INTERNATIONAL TREATIES KNOWN AS THE MONTREAL CONVENTION- OR ITS PREDECESSOR- THE WARSAW CONVENTION- INCLUDING ITS AMENDMENTS (THE WARSAW CONVENTION SYSTEM)- MAY APPLY TO THE ENTIRE JOURNEY- INCLUDING ANY PORTION THEREOF WITHIN A COUNTRY. FOR SUCH PASSENGERS- THE APPLICABLE TREATY- INCLUDING SPECIAL CONTRACTS OF CARRIAGE EMBODIED IN ANY APPLICABLE TARIFFS- GOVERS AND MAY LIMIT THE LIABILITY OF THE CARRIER. CHECK WITH YOUR CARRIER FOR MORE INFORMATION.
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(APPLICABLE FOR INTERLINE CARRIAGE)

CR FLT DATE FROM TO DEP ST CL BG NVB NVA
XX 11 19MAY LON / HEATHROW SINGAPORE 755P OK Y 1PC
RLOC: XX -PROMNO
```
Example of a reprinted document (HBSD) in Aollo:

```
* DUPLICATE *

THIS ETKT ITINERARY/RECEIPT MAY BE REQUIRED AT CHECK-IN AND MUST BE
PRESENTED TO CUSTOMS AND IMMIGRATION IF REQUESTED

NAME: TRAVELPORT/TEST
GALILEO SERVICES SYS SUPPORT DEN 29MAR18 IATA: 99999992 1V-RRJK9Y
TICKET NO. 123 9900490650 PLACE OF ISSUE: TORONTO ON/CA FC10
FARE TAX TAX TOTAL EQV FARE PAID
GBP 1120.00 135.70GB 78.10UB 181.80YQ CAD 2343.60 CAD 1948.00
YQ/YR - CARRIER IMPOSED FEES/CHARGES/SURCHARGES LEVIED BY AIRLINES
FORM OF PAYMENT: CASH

19MAY LON XX SIN Q10.74 1494.11NUC1504.85END ROE0.744255

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CR FLT DATE FROM  TO DEP ST CL BG NVB NVA
XX 11 19MAY LON / HEATHROW SINGAPORE 755P OK Y 1PC
RLOC: XX -PROMNO
```

Note, for Canada French E-ticket PIR, the verbiage ‘DUPLICATE’ will be replaced by ‘DOUBLE’.
# Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>PIR</td>
<td>Passenger Itinerary Receipt</td>
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</tbody>
</table>

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