

## 2. Ticketing Procedures

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## Introduction

The Ticketing Procedures in the TRIM do not contain axsRes entries. For this we refer to the HELP and IDS pages in axsRes and in the *[axsRes Format Guide](#)*, a publication from Brussels Airlines Ground Operations Training. More info at [Gopstraining@brusselsairlines.com](mailto:Gopstraining@brusselsairlines.com) .

## 2.1 Acceptance and issuance of tickets and MCOs

For full details, see PAT, however, the following internal instructions must be considered additionally.

### 2.3.1 General policy

Brussels Airlines transportation documents may be issued on any interline partner. Interline agreements can be checked in the axsRes reservation system with the FIAD entry.

Priority should be given to:

- Partner carriers
- Carriers for whom Brussels Airlines acts as GSA in the country of sale

Following regulations in connection with the issue of traffic documents, should be observed by Brussels Airlines offices and agents. These rules are in addition to the PAT General Rules.

#### 2.1.5.1 Unfamiliar fares

It is obvious that you cannot always be familiar with the fare structure out of other countries or lack of ticket data can cause you problems.

In this case, may we kindly ask you to address requests to the fares department in Brussels.

### **2.1.5.2 Transferability**

Tickets and MCO's are personal and not transferable. 'Not transferable' is printed in the 'name box' on all tickets and MCO's.

The carrier has the right to check whether the ticket is used by the person named on it.

If a ticket is used by a person other than the person named thereon, with or without the knowledge and consent of the person to whom it was issued, the carrier will not assume any liability whatsoever arising from or in connection with unauthorized use. The carrier is not liable to the person entitled to be transported or to receive refund on the ticket when presented by anyone other than the person entitled to be transported or to receive a refund.

### **2.1.5.3 Name change**

In case of completely unused tickets and if the change of name occurs in the country of original sale, the case may be dealt with as a voluntary refund on the spot (subject to refund regulations).

### **2.1.5.4 Coupon sequence**

Flight coupons must be used in sequence from the point of departure on the first ticket to the point of final destination according to the last ticket.

The status of a non-used electronic ticket coupon (status O) preceding a coupon with status F (flown) will automatically be changed to U (unused) and not available for travel anymore but for refund if applicable.

#### **2.1.1.1 Unused flight coupon**

If a passenger does not wish to use a flight coupon, the coupon must be clearly marked: 'Not good for carriage but for refund (if any)'.

This coupon may be surrendered for refund (if any) after termination of the journey. For electronic tickets change the status in to S (suspended) and add in the TE (free text) the reason.

This is *not permitted* for the first flight coupon (except if first flight coupon is a domestic portion, e.g. HAM-MUC) of a ticket since the place of origin must not be changed.

#### **2.1.5.5 Different sequence**

If a passenger wishes to use the flight coupons in a different sequence from that shown in his ticket, the flight coupon(s) in question *will not be accepted* for transportation but a separate ticket must be issued and the fare collected (if any) from the passenger.

Unused flight coupon(s) may be surrendered for refund (if any) at the issuing office after termination of the journey. The Electronic Ticket status will change in such a case to U.

The partly used ticket may be exchanged in exceptional cases only, e.g. when the passenger is short of money, taking into consideration the route and sequence flown. The rest amount must be considered as an unspecified MCO and used as credit for the purchase of a new ticket.

#### **2.1.5.6 Mutilated or altered tickets**

Tickets which have been mutilated or which have been altered or corrected by unauthorized persons (this applies especially to the correction of places of stopover or destination) will not be honoured.

Often such alterations involve fraudulent actions and any attempts in this respect must be reported to BRUDYSN.

#### **2.1.5.7 Condensed routing in the fare calculation**

When the fare calculation is of such length that it cannot be shown completely in the fare calculation area, it may be condensed in accordance with following rules.

All conjunction tickets must show in common :

- the point of origin/destination of the complete itinerary and
- all fare construction points (and the applicable amounts) used in calculating the fare.

Each individual conjunction ticket must show in addition:

- the complete detailed routing and carriers and
- the complete fare construction information (incl. fare differentials, surcharges) between construction points covering the individual ticket.
- Symbol: - -

The symbol - - may be used in case of re-routings only.

For first issues either condense the routing by leaving away spaces where possible or put the overflow in the 'endorsements/restrictions' box.

*For manual tickets see PAT General Rules 13.2.7.14*

### **2.1.5.8 Open carrier coupons**

In exceptional cases, it may be necessary to issue open carrier flight coupons for portions of an itinerary for which the transporting carrier is not yet known. The option to remove the carrier code from the carrier box but *not* the fare calculation area is available as follows:

- create IFP (itinerary for pricing) in the usual way also stipulating an operating carrier for all the desired open carrier sectors
- submit IFP for pricing and select the quoted fare (e.g. FGT\*)
- create TST (FWU or FWF)
- modify TST by deleting the 2 letter carrier code from the desired open carrier sector(s).

## 2.1.2 Net Fares FQT+ (Non Published Fares)

### 2.1.2.1 General

Net Fare collection is designed for sales areas that are authorized to collect and report fares, which are less than the fare actually shown on the ticket. Its use is optional.

### 2.1.2.2 Authorization and Procedure

All ticket printers have been set to enable Net Fare ticketing. The fare levels to be applied are authorized by the respective pricing management.

Net Fare amount entries are stored in the TSTs and can be displayed freely if retrieved by any Brussels Airlines office worldwide. No authorization needed.

### 2.1.2.3 Ticketing

Taxes:	Enter tax(es), if any, followed by the 2-letter ISO code(s) of taxing country(ies).
Endorsement:	on SN coupons, e.g. 'VALID ON SN ONLY – NOT ENDORSABLE'
Fare basis:	#F1 enter complete fare basis code, e.g. C, YL, YEE1M etc. #F2 enter any other addition, e.g. CH, IN etc. #F3 enter 'SO' shortened for 'SN ONLY'
Fare box	#FA published fare          #NF net fare
Total box:	#TM total of published fare including taxes #NT amount representing the Net Total fare incl. tax (amount without currency code, i.e. actual fare and Net Fare are in the same currency).
Equiv. Paid:	#EQ to be entered in case country of payment and country of commencement of travel are not equal or in case of soft currency countries, or in case if re-routings
Form of payment:	#MP enter actual form of payment (#PV automatically entered). In case of NET FARE PTAs, enter additionally #PV, Enter payment value (amount shown in the #NE field, and taxes)
Agent own reference:	#AR asterisk '*' is set automatically

**NOTE:** Only the published fares are printed on the tickets (e.g. #FA, #TM, #EQ etc amounts). Net Fare amounts will not appear on the ticket.

#### **2.1.2.4 Counter sales reports**

Counter sales reports will only show Net Fare amounts (actual amounts collected).

Published fare amounts (shown in the #FA and #TM boxes) are only shown for information purposes in the 'local use' box (#LU).

#### **2.1.2.5 PTA**

PTA transactions for Net Fare Tickets are permitted unless otherwise specified.

The PTA-OUT office is responsible for correct fares in case of NET Fare PTA.

#### **2.1.2.6 Re-routing / Re-bookings**

Re-routings and re-bookings are generally not permitted, for details contact original ticket selling office.

## **2.1.3 Antedating of tickets**

### **2.1.3.1 General**

The purpose of this feature is to antedate the issuance of tickets for commercial reasons.

### **2.1.3.2 Authorization and procedure**

The use of this function is controlled individually via the ticket printer control records.

The local management has to request this feature from BRUDYSN.

### **2.1.3.3 Functions**

In addition to the actual date of ticket issue determined by the system, a fictitious date of ticket issue can be specified by the ticketing agent.

- The 'actual' date of ticket issue is stored and displayed in the TST, TST Index and Ticket Printer Log.
- The 'fictitious' date of ticket issue is printed, instead of the 'actual' date, in the date of issue box on the ticket. The 'fictitious' date, is stored and displayed in the TST in addition to the active date.

## **2.1.4 Voluntary Alterations**

This section concerns voluntary rebookings, reroutings and upgrades

### **2.1.5.9 General**

For full details see PAT rule, chapter 2 and 15 on ticket alterations. However the following internal instructions should be considered additionally.

### **2.1.5.10 Competence**

SN offices handle voluntary alterations provided that:

- no change of fare or route is involved (revalidation only) or
- an SN document must be replaced or
- a document of another carrier must be replaced on condition that at least one segment of the new routing is performed by SN. If carrier is represented in the same city it might be an option to refer the passenger to the issuer, subject to our commercial interests.

Any other alteration will be handled by the carrier on whose flight the revised routing takes place, or whose ticket has to be reissued.

Check in all cases, prior to the reissue, whether an endorsement is required. All endorsement restrictions in the endorsement box of the original ticket must be carried forward to the new reissued document(s).

For electronic tickets, transfer of control of a flight coupon by the validating carrier shall constitute endorsement of that coupon and can as such be used for voluntary alterations by the receiving carrier.

Tickets paid for by a PTA, may only be rerouted to a different destination or turnaround with the prior consent of the sponsor.

#### **2.1.5.11 Refunds in connection with alterations**

- If a ticket is presented for rerouting, uplift unused coupons with no refund value, to prevent other carriers to debit them. In case of an electronic ticket, change the status into U (unused).
- Issue a refund MCO for unused flight coupons with a refund value, to prevent carriers to collect the difference between refund value and prorate value.
- In case of rerouting or partial refund, taxes are not refundable.

#### **2.1.5.12 Upgrading**

- Planned commercial upgrade  
Intentionally left blank
- Unplanned commercial upgrade  
See PHM chapter 9.6 Involuntary change of class

### **2.1.5 Involuntary Alterations**

See the Passenger Handling Manual Chapter 9: Passenger Irregularities and PAT General Rules Chapter 15: Endorsements and Ticket Alterations.

#### **2.1.5.1 General**

In the event of an involuntary rerouting of a passenger and his baggage, the Original Marketing or Operating Carrier (subject to Code-Share agreement) shall:

- arrange for involuntary refund or
- provide onward carriage to the destination or point of stopover on the ticket if necessary at a higher cost and without additional charges for the passenger.

The New Operating Carrier (NOC) shall accept the new flight coupons provided for INVOL REROUTE irrespective of the fare basis. Flight coupons on free or reduced fares (other than ID50, which is covered by the above) shall be accepted, subject to mutual agreement by carriers concerned.

If onward carriage is arranged less than 24 hours prior to the departure of the New Operating Carrier:

- Rerouting within the same cabin class, regardless the RBD may take place without prior approval from the NOC.
- Upgrading to a higher cabin class may only take place with prior approval of the NOC.

#### **2.1.5.2          Baggage**

In the event of an involuntary rerouting a passenger is entitled to the free baggage allowance applicable to his fare paid. The Original Marketing or Operating Carrier shall return checked baggage to the New Operating Carrier.

#### **2.1.5.3          Exchanges**

When time permits preference to exchanging tickets should be observed over the use of a Flight Interruption Manifest (FIM), regardless if the original document is a paper or an electronic ticket. The exchanged ticket should be electronic when available for the concerned route.

#### **2.1.5.4          FIM**

See PHM Chapter 9.11.2 on FIMs

## 2.1.6 Sales Limitations

### General

For CASH payment local currency is accepted together with hard currencies, like USD, GBP and EUR. Local regulations need to be observed.

For CC payment local currency is accepted unless the monetary regulations of the local currency requires differently.

When payment is done in a currency other than the local currency, the amount needs to be properly entered in the 'equivalent fare paid' box.

## 2.2 AxsRes / FQT+ functions

### 2.2.1 TST Overflow

The system accepts FWI inputs up to a predefined input length, which is determined by the number of printable characters in the respective ticket box. Exception are tax, fare calculation and passenger description entries.

If all printable characters have been used, the system will continue printing:

- TX items in the fare calculation area, preceded by the code XT  
For Electronic Tickets only, all taxes will figure in the tax box (up to 99 taxes)
- FT/FC items in the endorsement box incl. RE
- PD items in the endorsement box.

If the maximum number of printable characters in the endorsement box has been reached, the overflow response will be shown after print-request.

If an overflow situation occurred, the data must be shortened in the originating area using FWI entries.

### 2.3.2 Inhibit ticket printer - FFI

If for any reason the ticket printer should not accept FEW/FAW ticket print requests (e.g. ticket printer not in use, defective or in maintenance) the printing transaction can be temporarily inhibited.

If the ticket printer is inhibited, the system rejects all ticket print requests with the error response 'INVALID PRINTER STATUS'.

In the FPS/FFS display the INHIBITED item is set to YES and no tickets can be printed.

Tickets already on queue are not affected by this input and are automatically printed after reinstating the printer.

HELP: see HELPE/FFI - HELPO/FFI

### 2.3.3 Reinstatement ticket printer - FFR

If the ticket printer was inhibited by a FFI input, and print requests (FEW/FAW inputs) should be printed again, the ticket printer must be re-instated ('INHIBITED' item must be set to 'NO').

Tickets waiting on queue (if any), are printed after this input.

'INHIBITED' by maintenance and 'DIAGNOSTIC MODE' must be cleared by the FQT+ Support team, before a FCR/FFR input will be accepted by the system.

HELP: see HELPE/FFR - HELPO/FFR

## 2.3.4 Stock control and ticket printer log

### 2.2.4.1 Location of stock in ATB ticket printers IER557E

Location	Type of coupon
Stock 1 (left)	Blank coupons must be placed in this stock.
Stock 2 (right)	ATB coupons must be placed in this stock.
Stock 3 (middle)	Blank coupons, ATB coupons or boarding passes must be placed in this stock, depending on the configuration of the printer.

### 2.2.4.2 Print current ticket printer log (FCLP/FFLP)

Printing and filing of the ticket printer log is required by accounting and is to be done at least once a week or according to local instructions. The log can only be printed if at least one item is listed.

The 'IN OPERATION NO' must be changed to 'IN OPERATION YES' before a log can be printed. After a log print request, the 'LOG COUNT CURRENT' is automatically set to zero. The content of 'LOG COUNT CURRENT' is moved to 'LOG IN HISTORY':

For ATB printers the 'LOG IN HISTORY' remains in the system until the next log is printed.

The 'old' history log is deleted and can no longer be displayed or printed.

How to print the 'CURRENT LOG' see: HELPE / FFLP.

## 2.3.5 Set printing indicator off

### 2.2.5.1 General

The PRINTING indicator for ATB ticket printers is set on by the system when data transmission to the ticket printer starts, i.e. after your print entry, and is automatically set off again after the ticket printer acknowledged completion of printing. In very rare cases it may happen that the PRINTING indicator remains set to YES. In such a case proceed as follows.

### 2.2.5.2 Printing has been completed

Enter the code FFN followed by #TP and ticket printer number (mandatory even if assigned) followed by a "/" and the number of value coupons printed (blank coupons not counted).

### **2.2.5.3 Printing incomplete or not started at all**

Void the used document number in the system by using the FRPF-entry and set the PRINTING indicator off by using the FFN entry. Enter '00' if no coupons printed. After your input, the printing indicator will be set back to 'NO'. The number of used value coupons will be shown in your log next to the document number, together with the initials of the agent who made the FFN entry.

See also HELPE/FFN

### **2.3.6 Interline agreement table**

An interline agreement table (FIAD) exists for every airline for which documents can be issued on the FQT system. A check will be done with the respective document-issuing airline, irrespective of Host-airline.

A warning response 'CHECK INTERLINE AGREEMENT' or 'CHECK INTERLINE AGREEMENT FOR ETKT' is given by the system if no interline agreement has been concluded and if a ticket is issued for transportation on that airline or if a document of that airline is accepted for re-issuance.

For entry format see HELP / FIAD

### **2.3.7 ATB Blank coupons**

#### **2.2.7.1 General**

The ATB Blank Coupon is a non-value document in the same format as the ATB but which is only used to print text information.

Since there is no need to read this document by a machine, it has no magnetic stripe.

#### **2.2.3.2 Usage**

ATB blank coupons are used for printing:

- ATB and ET Itineraries
- ATB and ET Charge Forms
- ATB and ET Transportation Credit forms
- ATB and ET Audit Coupons
- ATB and ET Agent Coupons
- ATB and ET Passenger Receipts.

### **2.2.3.3 ATB Itinerary - FAI**

The purpose of the ATB and ET Itinerary is to give the customer a survey of his *booked* flights covered by the ATB or ET. It is possible to print an ATB or ET Itinerary at any time no matter whether a ticket is issued or not.

The ATB or ET Itinerary can be requested in 7 languages Dutch, English, German, French, Italian, Portuguese and Spanish.

One ATB or ET Itinerary is printed per passenger. The name(s) and segments can be selected from the PNR. One Itinerary coupon contains up to 4 segments. Additional segments are printed on a new coupon.

For entry formats see HELPE / FAI.

## **2.3 Complimentary tickets**

### **2.3.1 Definition**

Brussels Airlines may be compelled to grant free transportation to good customers, agents etc. for sales promotion, commercial or (aero)political reasons to individuals where coverage by a relevant IATA resolution or by a Government Order is lacking.

For further details / clarifications, please contact the local SN representative.

### **2.3.2 Conditions**

The applicable airfare must be stated on the ticket and the amount concerned debited to the representation or head office organization requesting the travel.

These tickets are valid on all scheduled flights on SN metal and bearing an SN flight number.

### **2.3.3 Applicable fares**

All published public fares may be used.

All restrictions such as minimum / maximum stay, validity, RBD etc. must be adhered to.

#### **2.3.3.1 Cost absorption account**

The debit account is 6189000000. Tickets issued under these provisions will be debited to your cost account in full or for the amount of the discount percentage granted on the applicable fare.

If the discount is different from 100%, the remaining value has to be covered by any other SN form of payment.

It is imperative that both the cost centre and debit account number are shown on the authorization form and on the ticket.

#### **2.3.3.2 Commission, ticket issuance**

Tickets may only be issued by SN sales offices or by a general sales agent using axsRes. No agency commission is payable.

## 2.4 Counter Sales Reporting (CSR)

### 2.4.1 General information

The sales of all documents (tickets and MDAs) issued through axsRes must also be reported through axsRes.

For this purpose, it will be possible to:

- flag (mark) TSTs/TSMs after document issuance as sold, not yet sold or cancelled,
- display lists of all documents issued but not yet reported, irrespective of their sales status,
- create and display counter sales reports based on the TSTs/TSMs issued and flagged as sold or cancelled,
- create a counter sales report in order to report manual transactions
- save temporarily, integrate, print or file the counter sales report when it is correct and ready
- redisplay each counter sales report filed during the last 40 days based on the specific counter sales report log
- display counter sales report statistics over the last 40 days

Each office can choose between individual and common reporting (see details below).

Changes of reporting types can be re-requested to BRUDYSN

A separate sales report for automated and manual traffic documents should be made up.

It is mandatory that all ticketing agents make their sales report according to following general rules:

- Sales reports should be closed half weekly
- Sales reports should be send together with all relevant sales documents to:

Véronique DEVOS  
Brussels Airlines  
Da Vincilaan 9 – Building 2  
Box 2.11  
B- 1930 ZAVENTEM

For destinations with daily operations: 2 shipments a week.  
For destinations with a weekly operation: weekly shipment.

All CSRs must be closed the latest on the last day of the month

## 2.3.4 Individual reporting

Most Brussels Airlines ticket printers are in the reporting mode 'Individual'. The reporting mode 'individual' is used when the sales agent requesting document printing is also responsible to report the sales of the printed documents.

If the reporting mode of a document printer is set to 'individual':

- all documents issued are automatically flagged as -sold-.
- the sales agent who requested the printing of a document must also report it.

## 2.3.5 Common reporting

The common reporting is used in cases where the sales agent requesting document printing is basically not responsible to report the sales of the documents printed (e.g. in call centres).

If the reporting mode of a document printer is set to 'common':

- all documents issued are automatically flagged as 'not yet sold'.
- the agent responsible for reporting must flag the document as sold or cancelled before it can be displayed on a counter sales report.

## 2.3.6 Display unreported documents - FRPD

This function shows all documents issued, but not yet reported (sales status = not yet sold, sold or cancelled). It also shows you a warning message if the documents have not been reported after a certain period.

Example: FRPD # IC 99999911 # TP LON21 # AI LONIV

The reference of the agent owner of a pending CSR (not yet finalized), is shown at the end of a document line as well in this display.

This display can be used as a basic input for flagging TSTs/TSMs (see FRPF).

Entry formats see HELPE / FRPD

## 2.3.7 TST/TSM Sales Status - FRPF

Three different sales status exist:

- not yet sold
- sold
- cancelled.

As long as a document is not reported, the sales status can be changed as many times as needed. Please be aware, that the reference of the last agent who flagged the ticket is taken over and is responsible for further transaction without reference specification (#AI..).

Flagging is accepted as long as ticket sales have not yet been reported (counter sales report printed and filed).

Reporting must be completed at least 48 days after document issuance. A warning message will be displayed from the 30th day after issuance. On the 49th day after issuance the status of the unreported TST/TSM will automatically changed to 'X' (cancelled).

Either you have to report the document as sold and change the TST/TSM-sales status to 'S' or you leave the 'X' and report it as cancelled. Audit, receipt, charge forms and flight coupons of cancelled documents must be sent to the respective accounting office.

Documents not reported within the above period must be reported with a separate, manually issued counter sales report. Audit, receipt, charge forms, PTA, refunded, exchanged coupons and coupons of cancelled documents must be sent to the respective accounting office.

Example: FRPF # DN 0822002000123456 # SSX

Entry formats see HELPE / FRPF

### **2.3.8 Creation of a CSR for manual transaction - FRPA**

The reason for a counter sales report for manual transactions is to report manual transactions such as:

- settlement of handwritten documents
- settlement of an invoice by cash

This can be done at any time throughout the day.

A CSR for manual transactions should be made up separately from the automated CSR.

Example: FRPA # IC 08490252 # TA SN # CU EUREF

Entry formats see HELPE / FRPA

### **2.3.9 Creation of a CSR for FQT documents - FRPC**

This FRPC transaction searches for FQT documents which qualify for the counter sales report according the parameter defined in your input.

This means, all documents which respond to the same criteria such as IATA code, city code, sign reference, currency, date, etc.

The FRPC input also integrates all temporarily saved counter sales reports which also qualify for the data specified in your input. These can be CSR's for manual transactions or other previously created FQT document CSR's. As manual sales reports should be separated from automated ones, make sure the automated sales report is closed before starting the creation of the manual one.

Example: FRPC # IC 999999911# TP LON21 # AI LONCH # DT 17AUG-20NOV

A CSR must be created daily.

Entry formats see HELPE / FRPC

### 2.3.10 Modify a CSR - FRPM

Modifications can be made to a counter sales report which is not yet closed, meaning for which no counter sales report number has yet been assigned.

Modification options differ whether you want to modify a FQT document (document issued via the FQT system) or whether you want to add, delete or change the manual transactions.

Within the FQT documents you can only modify the 'LOCAL USE' column (#LU). Modification of document number, form of payment/refund and amounts are not permitted.

Within the manual transactions you can basically modify everything. There are three types of transactions. The basic philosophy is as follows:

Manual document (handwritten ticket or MCO):	In (#MI): sale of a manual document Out (#MO): refund of a manual document
Finance (previous issued invoice, voucher...):	In (#FI): payment by the passenger Out (#FO): payment/refund to the passenger
Deposit:	In (#DI): deposit left by a customer Out (#DO): customer collects a previous left deposit

Entry formats see HELPE / FRPM

### 2.3.11 Save a pending CSR temporarily - FRPS

The advantage of saving a CSR temporarily is related to CSR for manual transactions.

You can add a manual transaction to the CSR at any time, save the CSR again and wait until you have to add the next transaction. This allows you to have a pending file for all manual transactions over a period of time.

Another advantage is the possibility to combine several CSR's of different users into one complete CSR.

For example, several users have created and saved CSR's temporarily. There is only one responsible person for accounting at this office. The temporarily saved CSR's can now be integrated into one complete CSR, mind that manual and automated sales reports are to be issued separately!

Entry formats see HELPE / FRPS

### **2.3.12 Combination of temporarily saved CSR - FRPI**

This feature is similar to the creation of the CSR for FQT documents.

The difference is that the FRPC transaction impacts all pending FQT items and all temporarily saved CSR's and combines them all in one complete CSR. Mind that manual and automated sales reports are to be issued separately!

The FRPI transaction only impacts all temporarily saved CSR's (CSR's for FQT documents and CSR's for manual transactions)

The pending FQT documents are not involved.

Example: FRPI # IC 99999911 # TP LON21 # AI LONIV

Entry formats see HELPE / FRPI

### **2.3.13 Deletion of a temporarily saved CSR - FRPX**

The need to be able to delete a temporarily saved CSR may arise.

The FRPX transaction releases all FQT documents and manual transactions on the CSR.

Example: FRPX # CN T 123456

Entry format see HELPE / FRPX

### **2.3.14 Print and close a CSR - FRPP / FRPN**

Finalize (close) a counter sales report means that all reported document sales records are ready to be transmitted to the accounting.

Two options are available:

Finalize with a print-out on your line printer (FRPP).

Please be aware that the basic display, e.g. no amounts for credit card payments, is always printed.

Entry format see HELPE / FRPP

Finalize without print (FRPN).

This transaction can also be used if you would like to print the extended CSR display only.

In this case retrieve the finalized CSR with 'FRPE #CN ...' and print it with 'T/' entry.

Entry format see HELPE / FRPN

A CSR number is assigned in both cases.

The system also updates the CSR log and the FQT documents with the CSR number, reporting date and reference.

It is mandatory that the only accepted print out will be the Extended Sales Report (ESR).

### **2.3.15 CSR display - FRPR / FRPE**

In order to be able to use the CSR also for statistical purposes, two types of CSR's were created:

- FRPR – the 'Basic Display: amounts of payments (e.g. cash, check) are shown for the control of the cashier's box.
- FRPE – the 'Extended Display': All payment amounts (incl. statistical amounts such as credit cards, etc) are shown in the amount column of the CSR. Not included are exchange payments (e.g.TKT, MCO, PTA, etc.).

The statistical part is shown at the end of the CSR. It includes totals of all collectable payments of a CSR reflecting turnover figures.

Above input can also be used to display extended temporarily saved CSR's.  
See also HELPE / FRPR HELPE/FRPE

### **2.3.16 Display a CSR Log - FRPL / FRPQ**

- FRPL – basic CSR Log: all temporarily saved and/or finalized CSR's are stored in a CSR-Log. The basic input shows all CSR's logged during the last 40 days. It facilitates the search for a specific CSR.
- FRPQ – special CSR Log: same as above except that temporarily saved CSR's are not shown and net cash- and net check-amounts are separately shown in two columns.

See also HELPL / FRPQ

### **2.3.17 Balancing of accounts - FRPB**

This function gives the possibility to total up amounts of all CSR's issued during a certain period. This includes all amounts which are physically in the cash box (e.g. cash, checks, etc).

They are shown as FQT+ documents, manual documents and finance and deposit transaction totals.

For example, several users have issued CSR's and there is only one responsible person for the accounting of collected amounts.

With above transaction, the amount in the cash box can be compared with the totals shown in the 'balancing of accounts' display. These figures can be retrieved up to 40 days.

Entry format see HELPE/FRPB

### **2.3.18 CSR statistics - FRPV**

The FRPV function displays a CSR statistic of finalized CSR's selected from the CSR log.

The selection is made per IATA code, currency, issuing airline, city and the host/subhost airline. The selection may additionally be made within the reporting date(s) (maximum 40 days) and the reporting agent sign.

The CSR statistic displays the FQT total amounts, the manual transaction total amounts and the overall total amounts per primary form of payment of all the selected CSR's.

See also HEPE / FRPV

## 2.5 Endorsements

### 2.5.1 General

These guidelines are in addition to the Endorsement Rules published in PAT Chapter 15. Take into consideration IATA and interline aspects as well as BRUSSELS AIRLINES sales interests.

### 2.5.2 Definitions

Closed flight or exchange coupon	A transportation document with one or more carriers inserted in the 'Carrier' box of the 'From/To' column, regardless of any entries made in the 'Flight number', 'Date', 'Time' and 'Res.Stat' boxes, or where a carrier is inserted in the 'To...At' box in the case of an MCO. Mere cancellation of a booking does not convert a 'closed' coupon into an 'open carrier' document.
Endorsement	The written or telex approval of the carrier by whom a transportation document is issued or on whose sectors the transportation document is valid, transferring the transportation rights to another carrier. In other words it is an authorisation from the issuer to transfer a ticket, excess baggage or an MCO to another carrier. An endorsement has financial consequences and should be granted taking into consideration Brussels Airlines interest.
Possibility to interchange	The transfer of passenger transportation documents from one carrier to another, either by written approval on the document or by the issue of a document in favour of the other carrier.
Original Issuing Carrier	The carrier who first issued a ticket or in case of reissue whose code appears in the 'original date and place of issue' box of the document to be honoured. In case a ticket or MCO is issued for a PTA, the originally issuing carrier is the carrier who issued the PTA, no matter whether another carrier appears in the 'via carrier' of the document to be honoured.
Open Carrier flight or exchange coupon	A transportation document with no carrier inserted in the 'Carrier' box of the 'From/To' column or after 'To... At' in the case of an MCO.
Transportation documents'	Includes passenger's flight coupons, exchanged coupons of MCOs and PTAs issued by IATA members as well as non-IATA air carriers.

## 2.5.3 Endorsement procedures

### 2.5.3.1 Policy

Each carrier decides if endorsement is granted or not. GSAs may not, without the respective airline's consent, endorse transportation documents where the respective airline's name is shown in the carrier box, except in cases where the Endorsement Waiver Agreement applies.

### 2.5.3.2 Time of endorsement

Endorsements must be made before transportation is carried out. Carriers will accept neither applications for endorsements after transportation nor billings accompanied by non-transferable, non-endorsed documents.

### 2.5.3.3 Endorsement per telex

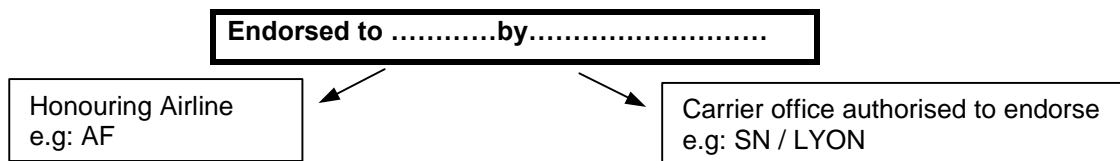
For endorsement requests by telex, see correct format in PAT 15.4.

### 2.5.3.4 Validation and wording

The endorsement of a document (ticket or MCO) to another carrier must be effected by either re-ticketing the passenger to the new receiving carrier or by endorsing the flight coupon(s) with an endorsement stamp (enter the 2-letter code of carrier concerned.)

The endorsed coupons must be validated with a stamp, identifying the airline and office making the endorsement. This must be done by means of a normal ticket validator.

It is important that the validator is not printed in the white area, which would make the ticket number illegible. Carriers may refuse debits for incompletely endorsed coupons.



### 2.5.3.5 Electronic Tickets

Transfer of control of a flight coupon by the validating carrier shall constitute endorsement of that coupon and can as such be used for voluntary alterations by the receiving carrier.

## 2.5.4 Endorsement Rules

### 2.5.4.1 BRUSSELS AIRLINES as 'Issuing carrier' or 'Original issuing carrier'

SN may effect a change in the routing, destination, carrier(s) or class of service of an unused ticket or flight coupon(s), MCO or PTA provided SN is the 'Issuing Carrier'.

No endorsement is required when SN is the carrier who originally issued a ticket or in case of reissue whose abbreviation appears in the 'Original issue' box.

The following entry is made in the 'Endorsement' box of flight coupons accepted under this rule:

NO ENDORSEMENT REQUIRED AS ORIGINAL ISSUING CARRIER IS SN

### 2.5.4.2 First onward carrier principle

Endorsement is not required if:

- No carrier appears in the 'carrier' box of the first onward coupon.
- SN is the designated carrier.
- SN has received an endorsement on the flight coupon for the first onward carriage from the point on the route where the change is to commence.
- SN may not only use the first flight coupon but also any succeeding coupons provided the 'issuing carrier' does not appear on any following coupons.

Endorsement is required if:

- The original issuing carrier is designated as carrier for any following coupons from the point where the change is to commence.
- And the original issuing carrier has an office or GSA at the point en route either where the change in routing is to be effected or commenced.
- A remark must be made in the 'Endorsement' box of the respective coupons whenever accepting a document based on the first onward carrier principle.

### 2.5.4.3 Endorsement waivers or restrictions in certain countries

In certain countries an endorsement waiver exists by government order or by multilateral agreement amongst certain carriers. Restrictive remarks such as 'NOT ENDORSABLE', 'NOT REFUNDABLE', 'VALID ON ... ONLY' are not allowed. See PAT Rule 15.6.

## 2.6 Excess Baggage ticket

### 2.6.1 Definition

The excess baggage ticket serves as receipt for excess baggage charges paid and as accounting document between SN and other carriers. Correct issuance is essential to prevent loss of revenue.

### 2.6.2 Conditions and Procedure

#### 2.6.2.1 Baggage subject to excess baggage charges

All baggage, checked and unchecked (including special baggage e.g. sport equipment, bicycles, etc.) carried in excess of the free baggage allowance are subject to charges. **For free baggage allowance see PHM Chapter 11 Checked Baggage.**

All accompanied pets including their crate, carried as checked baggage or as cabin baggage, except 'seeing-eye/hearing dogs', if the accompanying passengers are dependent upon them.

#### 2.6.2.2 Issuance procedures

Routing in the excess baggage ticket must correspond with routing in the passenger ticket. Staple the excess baggage ticket coupon (MPD) to the back of the respective passenger ticket flight coupon.

Do not issue excess baggage tickets:

- when travel starts from another point than the place of issue, except if the exact excess weight is known;
- beyond the final destination or stopover of the flight tickets presented by passengers;

#### 2.6.2.3 Tariffs

*See PAT Rules Chapter 3: Baggage.*

In order to avoid unreasonable prorated losses, the following SN internal policy applies and overrules the respective PAT provisions.

### 2.6.2.4 Weight concept

Baggage in excess of the checked baggage allowance shall be charged per kg.

When an interline carrier is involved:

Charges apply to the highest normal direct adult OW Y-class fare (see PAT General Rules, chapter 3 Baggage):

- In effect on the date of issuance of the excess baggage ticket in the direction of travel
- From the point for which the checked baggage allowance is exceeded to the first point at which the baggage is collected (excluding any transfer point(s) where a passenger must collect his/her baggage because of imposed regulations/requirements, e.g. for custom's clearance, change of airport)
- For travel between Areas 2 and 3 the routing flown determines the application of above paragraph.
- Local procedures may apply.

For SN Operated flights only:

A fix internal SN rate applies, current applicable rates:

<b>Europe:</b>	<b>Eur 8/kg</b>
<b>Medium &amp; Long Haul</b>	<b>Eur14/kg</b>
<i>Exception:</i>	
• For <u>up to 100kg</u> to Abidjan, Conakry, Douala, Dakar, Kinshasa, Luanda, Yaounde:	<b>Eur10/kg</b>
• For <u>over 100kg</u> to Abidjan, Conakry, Douala, Dakar, Kinshasa, Luanda, Yaounde:	<b>Eur20/kg</b>

### 2.6.2.5 Piece concept

Baggage in excess of the piece allowance shall be charged per piece and/or per oversize. *For free baggage allowance see PHM Chapter 11 Checked Baggage. For charges PAT General Rules Chapter 3 Baggage.*

If travel is via an intermediate point requiring a higher flat charge, this higher flat charge shall be used, except when the excess baggage is through checked beyond that higher intermediate point.

For tickets to/from or via USA / Canada the piece concept is to be applied for the whole trip irrespective of the stopovers made en route. However, restrictive rules imposed by the authorities of the country where the baggage is checked in prevail.

If a passenger entitled to the piece concept checks-in more than 2 pieces on a weight concept route (no flat charges published) the total weight of those pieces in excess of 2 shall be charged. The volume limitation is not applicable.

### 2.6.2.6 Endorsements

Excess baggage tickets need no endorsements when the passenger ticket is properly endorsed.

However, MCOs issued for excess baggage are not exempt from the relevant endorsement rules.

### 2.6.2.7 Excess baggage charges paid with MCOs

MCOs for payment of excess baggage charges have to be changed into excess baggage tickets, unless they are specified MCOs and following conditions are fulfilled:

- the amount of the MCO is equal to the amount for the excess baggage charge;
- the MCO is used for point-to-point flights (without transfer);
- the existing endorsement rules are respected. In these cases, the MCO must be stapled to the passenger flight coupon(s).

### 2.6.2.8 Manual Excess Baggage ticket (MPD) completion

Preference to automated Excess Baggage Tickets should be given over the manual MPDs.

Audit coupon:	To be attached to the manual counter sales report'.
1 flight coupons:	To be stapled to the respective passenger coupon.
Agent's coupon:	To be filed at issuing office.
Charge form:	To be used as credit card charge form. If not used, destroy it.
Passenger coupon:	Remains in the possession of the passenger

**See TRIM Chapter 2.9 MCOs and MPDs**

## 2.7 Extension of ticket validity and waiver of minimum stay

Should a passenger, for one of the reasons described below, not be in a position to use his ticket within the specified period of validity, it can be extended without additional collection of fare, but by Brussels Airlines own offices only.

### 2.7.1 Flight Irregularities or booking errors

A carrier may without additional collection of fare extend the validity of the ticket of a passenger who is prevented from travelling within the period of validity of his ticket in following cases:

- cancellation of a flight
- cancellation of a scheduled stop (provided this is the passenger's destination point)
- failure to operate a flight reasonably according to schedule;
- misconnection;
- downgrading or denied boarding

The validity may be extended to the next reasonable onward connection.

### 2.7.2 Medical reasons

#### 2.7.2.1 Period of extension

No extension of the validity of any ticket may be granted when the passenger fall ill after the expiry date of the ticket, nor if the fare used does not permit the extension.

#### 2.7.2.2 Medical certificate

In order to permit the extension of the ticket validity the passenger must provide a medical certificate, issued and signed by a doctor on his official letterhead and stating the following:

- the name of the passenger,
- the fact that the passenger is unable to travel by air due to illness or accident (no diagnosis or reason required),
- the date from which the passenger is unable to travel by air (this date must be *before* the expiry of the ticket validity),
- the date from which the passenger becomes fit to travel again by air.

The medical certificate may be issued before or after the expiry date of the ticket but must be forwarded before the date the passenger becomes fit to travel again. If it is issued after the expiry date of the ticket, it shall clearly state since when travel was not possible.

### **2.7.2.3 Filing of medical certificate**

The medical certificates accepted in connection with the extension of ticket validity shall be filed under the passenger's name at the Brussels Airlines office granting the extension.

### **2.7.2.4 Waiver of the minimum stay**

'Not valid before' or 'minimum stay' requirements imposed on *any* ticket may under no circumstances be waived for medical reasons.

## **2.7.3 Extension of Validity**

If the outbound travel at special fares is performed by Brussels Airlines on routes where no daily Brussels Airlines scheduled service is available, tickets which expire on a day when no Brussels Airlines service is available may be extended (without additional payment) until the first day on which a Brussels Airlines service is available.

Nevertheless the ticket validity may not be extended by more than 3 days.

## 2.8 Fraud prevention

### 2.8.1 Verification of Documents (Fraud detection)

- **Link to ARINC**

Axsres has a direct link with the ARINC blacklisted ticket database in Annapolis (USA) and thus has the possibility to verify if a transportation document has been listed as stolen, lost, missing, counterfeit, fraudulent or otherwise suspicious.

- **Documents to be checked at all times**

A check must be made whenever a document (own ticket and other carriers) is presented for reissue, revalidation, refund or endorsement.

This also applies when tickets have been manipulated or are showing any suspicious entries in the validation area, fare calculation area, fare basis, etc.

Too many blacklisted documents are daily accepted for transportation or are rewritten without a verification check against the blacklist.

We also remind you that the value of an unspecified MCO cannot exceed the amount of USD 750 or equivalent,

### 2.8.2 Stock control number

Some documents show only a preprinted document number, while others show a preprinted stock control number (SCN) plus a document number.

All tickets with a system generated document number, (e.g. TAT and ATB tickets) show a stock control number at the bottom left corner of the respective coupons.

This stock control number is printed on all tickets at time of manufacture, and is used for storage and blacklisting purposes.

If this is the case, verify your document using the stock control number and not the document number. In all other cases the Document number must be used for verification.

Please mind, that the stock control prefix is not necessarily identical with the airline prefix shown in the ticket number (e.g. stock control prefix is 954 while ticket number starts with 082). For verification, the stock control prefix must always precede the stock control number.

Special attention must be given to some OPTAT and ATB tickets with pre-printed stock control numbers. In such cases the three numeric stock control prefix, e.g. 954 for tickets issued by BSP (Bank Settlement Plan) or 889 for tickets issued by ARC (Airlines Reporting Corporation) is printed in smaller letters above the stock control number

### 2.8.3 Denied acceptance

Possible system replies:

- Document number blacklisted - Confiscate document
- Document number listed as lost - Confiscate document
- ...

### 2.8.4 Rejected documents

If the answer from ARINC Database is that the document in question is 'stolen', 'blacklisted', 'lost' or 'counterfeit', please act as follows:

1. Confiscate complete ticket(s) including conjunctions, or any MCO's, Service Order(s) etc. which have been issued in connection with the passenger's trip. If there is more than one passenger in the party, ask also to see the documents of the other passengers. Verify the ARINC Database for each single document.
2. Ask passenger(s) for identification (preferably a passport or drivers license). Photocopy the identification or record the permanent address and telephone number.
3. Explain calmly and discreetly to the passenger(s) that the document(s) in question was (were) originally stolen and/or illegally brought into the market. Inform the passenger(s) that SN has not been paid for this (these) document(s).
4. Write 'BLACKLISTED DOCUMENT / NOT VALID FOR TRAVEL' on the face of the confiscated document(s).  
Try to obtain the following information from the passenger:
  - name, address and phone number of the purchaser
  - date and place of purchase
  - amount that the passenger has paid
  - how the passengers paid the ticket (cash, credit card... etc.
  - the reason why document(s) was (were) purchased from this agency or individual, i.e. price difference, friend, etc.?

**IMPORTANT:** Never return any blacklisted document(s) to the passenger:

The passenger has to buy a new ticket to the continuation of his trip. Issue a new document against CASH or CREDIT CARD. If the passenger has no means to pay for the new ticket, try to obtain a PTA. If this is also not possible contact your supervisor.

The passenger presenting a blacklisted or a fraudulent document may be innocent. In most cases, however, the passenger knows that the document was not purchased in the normal manner, e.g. from an accredited travel agent or an airline ticket office.

## 2.8.5 Declaration of confiscated documents

The declaration reflected below must be given to the passenger(s) for receipt purposes.

### *Declaration*

I, the undersigned, confirm that I purchased the following ticket(s) or other valuable travel-document(s):

Document No.: \_\_\_\_\_

Stock Contr. No. (where available): \_\_\_\_\_

Routing \_\_\_\_\_

Total Amount \_\_\_\_\_

Date of issue \_\_\_\_\_

Issuing office \_\_\_\_\_

(Name of Agency) \_\_\_\_\_

Agency's Address \_\_\_\_\_

In case the document(s) has (have) been purchased through an individual person, please fill in the address and telephone number of the person in question on the line below:

\_\_\_\_\_

I acknowledge that Brussels Airlines regards the above document(s) as invalid. The airline will retain it (them) and has not accepted this(these) document(s) for transportation.

Full name of passenger: \_\_\_\_\_

Permanent address: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Present address: \_\_\_\_\_

Nationality and number of passport: \_\_\_\_\_

Place and date: \_\_\_\_\_

Signature: \_\_\_\_\_

Comment of the Supervisor in charge, or Station Manager:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

## **2.9 Miscellaneous Charges Order**

### **2.9.1 Acceptance, issuance, interchange-ability and endorsements of MCOs**

*See 2.1*

### **2.9.2 PTAs**

*See 2.11*

### **2.9.3 Refund, extension of validity and handling of expired documents**

*See 2.7*

### **2.9.4 Value for exchange**

See PAT General Rules.

MCOs will only be honoured for the amount shown (face value). If this amount does not correspond with the actual fare for transportation covered by the MCO, only the face value may be taken in consideration and any difference must be paid for by the passenger. The exchange rates to be used will be those in effect at the time and place the PTA/MCO is honoured.

On no account may cash be given to honour a transportation MCO, except in the country and currency of original issue (a regular refund)

Face Value of an MCO means the value in currency of original collection. If another currency is stated an investigation is needed to check whether the original rate may be taken or whether currency fluctuation have occurred.

### **2.9.5 Currency regulations**

When honouring MCOs check whether the currency regulations of the country of original payment permit the ticket issuance for the required route. (see PAT fares and 2.12)

### **2.9.6 Maximum value of an MCO**


The maximum value for which an unspecified MCO can be used is USD 750 or equivalent at the banker's selling rate applicable at the time of issuance or re-issuance of the MCO. When an MCO is issued 'FOR REFUND ONLY', the value may exceed this value, it must however be drawn on the original issuing carrier and may only be used for refund. Only MCOs closed on SN will be subject for refund, for other carriers refer to the nearest office of the respective carrier.

## 2.9.7 Multi Purpose Document (MPD)

The MPDs should be refrained from using. Only in cases where MDAs (Miscellaneous Documents on ATB) are temporary not available, an MPD can be used.

Below you will find a quick reference guide on the MPD. The carbonised MPD is composed of fix areas (1-23) and a flexible one (area 24). The copy in the example is the audit.

Additional details are to be found in the PAT General Rules chapter 14: Other Documents.

NAME OF PASSENGER (1)		NOT TRANSFERABLE	ENDORSEMENTS/RESTRICTIONS (CARBON) (23)	AIRLINE DATA (14)	AUDIT COUPON	
REASON FOR ISSUANCE		DATE OF ISSUE (13)		BANK EXCHANGE RATE - FARE (15)	DATE AND PLACE OF ISSUE 01	
<input type="checkbox"/> 10 - EXCESS BAGGAGE TICKET <input type="checkbox"/> 20 - SPECIAL SERVICE TICKET <input type="checkbox"/> 30 - TOUR ORDER (2)		<input type="checkbox"/> 40 - PREPAID TICKET ADVISE <input type="checkbox"/> 50 - SPECIFIED MISCELLANEOUS CHARGES ORDER <input type="checkbox"/> 61 - UNSPECIFIED MISCELLANEOUS CHARGES ORDER <small>— Maximum 750 U.S. Dollars</small>		BANK EXCHANGE RATE - OTHER CHARGES (16)	AMOUNT IN FIGURES (25)	
AMOUNT IN LETTERS (3)		CURRENCY (3)	AMOUNT IN FIGURES (3)	ISSUED IN CONNECTION WITH (17)		
FARE/CHARGES (4)	(24)			ISSUED IN EXCHANGE FOR (18)		
EDUV. AMT/FARE PAID (5)				ORIGINAL ISSUE (19)		
TAX/FEE/CHARGE (6)				MULTIPLE PURPOSE DOCUMENT - ISSUED BY 		
TAX/FEE/CHARGE (6)						
TICKET TOTAL (7)	FORM OF PAYMENT (20)	APR CODE (21)	EXT. PAY. T. (22)	SUBJECT TO TERMS AND CONDITIONS		
OTHER CHARGES (8)	EACH COUPON TO BE HONoured FOR THE VALUE SHOWN THEREON VALID ONE YEAR FROM DATE OF ORIGINAL ISSUE			CPN	AIRLINE CODE	FORM AND SERIAL NUMBER
EDUV. CHARGE PAID (9)				082 5090000001 2 0		
TOTAL EXCHANGE VALUE (10)						
SERVICE CHARGE/TAX ON MPD (11)						
TOTAL (12)						

VOID IF MUTILATED OR ALTERED.

Printed by: Belton International, Munich-Oberrain - Germany

- (1) **Name of Passenger:**
- (2) **Reason for issuance:**  
Check off the number indicating the reason for issuance.
- (3) **Amount:**  
Enter in words the total (exchange) value of the MPD, followed by the currency of the country of commencement and by the amount in figures.
- (4) **Fare and charges:**  
Fare or charges (excl. taxes), preceded by the currency code.
- (5) **Equivalent amount/fare paid:**  
If payment is made in a currency other than the one shown in the 'fare/charges box' enter the equivalent amount paid for the fare or charges, preceded by the currency code.
- (6) **Tax/fee/charge:**  
Enter the amount preceded by the currency code and followed by the two-letter code applicable.
- (7) **Ticket Total:**  
Only for PTA's: enter the total amount in the currency of payment, preceded by the currency code. Enter **XXX** if not used for a PTA.
- (8) **Other charges:**  
Only for PTA's: enter charges, preceding with the currency code, which are included in the amount (3) but are not part of the amounts in the preceding boxes.
- (9) **Equivalent charge paid:**  
Only for PTA's: when the payment of the 'other charges' (8) is in a different currency, enter the equivalent, preceded by the currency code.
- (10) **Total Exchange value:**  
Enter the total value for exchange for which the MPD is issued, preceded by the currency code of payment.

**(11) Service Charge/Tax on MPD:**

Enter the amount, preceded by the currency of the country of payment, of the service charge or the locally paid tax on the MPD which is not included in the exchange value (3).

**(12) Total:**

Total amount, preceded by the currency of the country of payment.

**(13) Date of issue:**

**(14) Airline Data:**

PNR number and reference if available.

**(15) Bank Exchange Rate/Fare:**

When applicable, enter the bankers' rate of exchange, to obtain the amount to be collected in the currency of payment used for the fare paid.

**(16) Bank Exchange Rate – other charges:**

When applicable, enter the bankers' rate of exchange, to obtain the amount to be collected in the currency of payment used for charges other than the fare paid.

**(17) Issued in connection:**

Document number of any accountable documents issued in connection.

**(18) Issued in exchange for:**

Document number of any accountable documents being exchanged. Not applicable when the MPD is issued as a specified MCO.

**(19) Original Issue:**

In case of a reissue enter document number, place, date and IATA code of the original document. Leave this box blank when the MPD is used as a specified MCO.

**(20) Form of payment:**

**(21) Approval Code:**

Approval code of the credit card payment.

**(22) Extended payment:**

**(23) Endorsement/restrictions:**

**(24) Flexible area:** depending on the use:

a) For excess baggage (code 10):

At the first line of the flexible area, enter **TO** 'carrier code' and **AT** 'place'

At the second line and continuing add:

The routing.

The reason for the charge (excess weight, excess pieces, oversize or bulky with the quantity in excess).

The description if applicable (petc, golfing equipment, skiing equipment, ...).

The charge per unit.

Other relevant information.

The routing applicable to coupon 1.

The conjunction document number if any.

b) For special Service ticket (code20):

At the first line of the flexible area, enter **TO** 'carrier code' and **AT** 'place'

At the second line and continuing add the special service (e.g. UPGRADE), followed by the routing, flight, class, date, reservation status and other relevant details.

Attach the exchange coupon to the corresponding flight coupon.

c) Prepaid ticket advice (code 40):

At the first line of the flexible area, enter **TO** 'ticketing carrier code' and **AT** 'place of ticket issuance'.

At the second line and continuing, add:

**C/** address and phone of the passenger.

**X/** routing, fare, passenger type code.

**B/** reservations data.

**R/** additional information when applicable.

**S/** sponsors name and address.

d) Specified MCO (code 50):

At the first line of the flexible area, enter **TO** 'honouring carrier code' and **AT** 'place where the coupon is to be honoured'.

At the second line add 'VALID FOR' followed by the exchange data.

e) Unspecified MCO (code 61):

At the second line enter: 'VALID FOR FURTHER TRANSPORTATION OR EXCESS BAGGAGE'.

The value of an unspecified MCO is restricted to the equivalent of maximum USD750.

f) Individual Airline Use (code 90-99):

Non-interlineable documents only.

**(25) Date and Place of Issue:** validator area.

## 2.10 Payment

### 2.10.1 General

Due to the link with our Sales and Revenue accounting system, a fixed form of payment format must be used. The FQT system does not accept formats other than those specified below.

For uniformity reasons, the same entries shall be made in 'manual' tickets.

### 2.10.2 Payment and refund codes

Following codes can be used as form of payment:

Code	Type of payment
ACM	Agency credit memo
ADM	Agency debit memo
BARTER	Barter
CASH	Cash
CC	Credit card
CHECK	Cheque
CZAM	Debit cards (Belgium only)
DEBCARD	Debit card
DEBIT	Debit account
GR	Government request
INDEMNITY	Replacement of a lost ticket
INVD	Invoice Daisy
INVM	Invoice manual
MCO	MCO
NONE	No fare
PT	Prepaid
RCASH	Refund cash
RFC	Request for collection
RMCO	Refund by MCO
TC	Transportation credit
TKT	Ticket exchange

Entry formats see HELPF / FOP

## **2.10.3 Cheques**

### **2.10.3.1 Traveller cheques**

Traveller cheques are acceptable without any limit as to their amount.

The following rules shall be observed when accepting traveller cheques:

- second signature has to be made in the presence of the counter employee
- both signatures have to be identical and have to match to the one of a personal identification document (passport, drivers license, etc...)
- use of traveller cheques are to be restricted for payment of tickets for traveller cheque holder and immediate family (wife, children, ...)

The form of payment to be used in connection with traveller cheque is : CASH

### **2.10.3.2 Euro cheques**

Euro cheques are no longer valid since the introduction of the EURO in January 2002 and can therefore not be accepted as payment.

### **2.10.3.3 Bank cheques**

Bank cheques may only be accepted in accordance with local regulations and in house policy for general cheque acceptance.

The form of payment to be used is CHECK

### **2.10.3.4 Personal cheques**

Personal cheques may only be accepted in accordance with local regulations.

The form of payment to be used is CHECK

## 2.10.4 Credit Cards

### 2.10.4.1 General

Air Travel Cards and other Credit Cards may be accepted as described in PAT Rules 16.

No credit card issued in the name of an agent or in the name of a sub-agent or in the name of his officers or employees shall be used in connection with the sale of air transportation to any customer.

Credit cards can be accepted at call centres without signature. Local procedures may apply.

Credit card payment is not permitted for the issuance of unspecified MCOs.

### 2.10.4.2 Credit card charge and credit form

- **Automated Universal Credit Card Charge Form**

In today's ticketing environment, ATB tickets with only one integrated charge form are used. The charge forms are to be attached to the audit coupon of the ticket and sent to the accounting department.

Payment with more than one credit card: an approval code has to be requested for each credit card and amount with FVV entry (see also HELP/FVV) and inserted manually in the TST with FWP # CD...

A charge form will be printed for every credit card, showing its corresponding fare amount.

In case of a conjunction ticket, the charge form is printed with the 1st ticket of the set of conjunction tickets.

- **Manual Universal Credit Card Charge Form**

The procedure for the issuance of the Universal Credit Card Charge form is laid down in PAT Rule 16.

Copy	Distribution
Contractor invoice copy (white) and ticketing copy (pink)	To be attached to the audit coupon and to be reported on the counter sales report (CSR)
Agent copy (yellow)	To be attached to the agents copy of the CSR
Cardholder copy	To be handed over to the cardholder

Credit card sales must be reported on a daily basis via Counter Sales Reports in order to be processed immediately.

Air Travel Cards must be debited and mailed to the respective airline not later than 14 days. Failing to do so might result in rejection of the billing.

### 2.10.4.3 Credit card refund / transportation credit

- **Manual transaction:**

The procedure for the issuance of the transportation credit is published in PAT Rule 16, except that the following points read as follows:  
 Enter amount of refund due in the currency of sale.  
 Leave open in cases where adjustments with another carrier become necessary.  
 To be filled in by accounting offices with the local currency and customer's currency converted with the '5 days rate' of the month of sale.

Copy	Distribution
Original	To be distributed to the cardholder
Duplicate (white) and quadruplicate (hard copy)	To be attached to the audit coupon and to be reported on the counter sales report (CSR)
Triplicate (blue)	To be attached to the agents copy of the CSR

- **ATB transportation credit**

The ATB-TC will be issued in *rerouting-cases*, only if the Form of payment 'TC' is involved.  
 No special input is needed as the TC is printed together with the ticket (FAW), same as the Charge-Form.

### 2.10.4.4 Credit card verification

The Ticketing System is linked via SITA with the credit card authorization system of the Universal Air Travel Plan (UATP), PassAge, American Express, Diners Club, Discover, JCB, Master Card (inclusive Access and EuroCard) and Visa.  
 The Discover Card is only accepted for sale in US Dollar in the USA. This card type is not mentioned in the PAT Rules 16, as local instructions apply for acceptance.

This integrated function will automatically try to obtain an approval code via the credit card authorization system for above credit cards.  
 Non mechanized offices must consult the corresponding blacklist or get approvals by phone from the local credit card organization if the amount to be charged is higher than the floor limit.

Manual use of credit card verification - auxiliary function:

If one of the cards mentioned above is presented to you, proceed as follows:

- Check whether the card may be accepted in your sales location for the services to be sold. Certain cards are restricted to specific regions, countries, persons, services etc.
- If the card presented to you can be accepted in your sales location for the services sold, enter the following credit card verification input (FVV)
- Copy the entire approval code received into the approval code box of the charge form. Complete rest of charge form and documents as usual.

## 2.11 Prepaid

### 2.11.1 General

As recommended by IATA, the amount for a PTA must be covered by a specified MCO.

Glossary:

PTA-OUT	PTA selling office
PTA-IN	PTA receiving / ticketing office
OAL	Other Air Lines
TSM	Transitional Stored MDA
MDA	Miscellaneous Document on ATB2
TST	Transitional Stored Ticket
IFP	Itinerary For Pricing

#### 2.11.1.1 Electronic PTAs with PARS

Every PNR based PTA case can be stored and administrated by the system. Also message exchange is automated to a great extent. Hard copy files will only be necessary in special cases.

For administration and investigation purposes, every PTA case (TSM and TST) can be retrieved from our online system for 1 year as of TSM creation date.

UBO retrieval will be possible for at least another 6 months. TST/TSM purged from online system may be retrieved for 1000 days. For input formats, see HELP/UBO.

Exception: the electronic PTA procedure cannot be applied in case of open tickets (no pnr), pocket money or excess baggage.

#### 2.11.1.2 Time of PTA collection and ticket issue

The PTA-OUT office must collect the amount for the fare not later than on the day the PTA message is sent to the PTA-IN office.

No ticket may be issued on a 'PTA expected' basis. The receipt of the PTA Teletype message with the MCO number is compulsory when issuing a ticket.

#### 2.11.1.3 Charge for PTA services (XP)

All PTA's sold in ECAA countries are free of charge since 01 March 07.

For PTA sold outside the ECAA countries the charge shall not be less than USD 35.00 (or equivalent amount in local currency).

In some countries, according to local regulations different amounts may be applicable (see also PAT 9.2.3.). This charge is applicable for all MCO's (per issued MCO). It is to be entered in the 'other charges' box of the MCO and is identified with the tax code 'XP', e.g. EUR 30.00XP

#### **2.11.1.4 Restrictions**

Issue of PTAs as well as of tickets against PTAs may be restricted in some countries due to currency regulations imposed by governments, or for some other reasons.

### **2.11.2 Responsibilities**

#### **Collection:**

The PTA-OUT office is responsible for proper collection of the amount transmitted by PTA.

The PTA-IN office is responsible for determining the authenticity of the PTA.

#### **Certificate:**

The PTA-IN office must be informed together with the PTA message whether required certificate (student ...) has already been collected by the PTA-OUT office. This information enables the PTA-IN office to obtain the missing certificate in due time.

The office collecting the certificate is responsible for its completeness.

#### **Fare:**

- General:

The PTA-OUT office is responsible for correct collection in the currency of the country of payment and the correct transmittal in the currency of the country of commencement of travel

For the procedure regarding PTA service charges, see 2.11.1.3.

Taxes shown in the 'Tax' box of the MCO which have to be paid to the local government for the issuance of the MCO, must neither be included in the PTA message nor on the ticket issued.

- Internal PTA.

The PTA-OUT office is responsible for:

TST creation (specify ticketing airline if other than own airline) / completion including form of payment.

The correct fare in the currency of the country of commencement of travel.

- PTAs from OAL:

The PTA-IN office is responsible for the correct fare in the currency of the country of commencement of travel.

The equivalent amount paid in the currency of sale of the PTA must be checked against the fare amount in the currency of the country of commencement of transportation (usually the country honouring the PTA).

Use the local banker's buying rate for the currency of sale of the PTA.

In case the equivalent amount paid does not cover the fare amount, the difference must either be collected from the passenger or be requested from the PTA selling station.

### **2.11.3 Issue of MCO**

A specified MCO (whenever possible use a 1-coupon MCO) shall be issued according to PAT Rule 9.2.3. When pocket-money is payable as well, two separate MCO's must be completed

In Congo (Kinshasa) payment must be made in hard currency only. Exception: Congolese nationals may pay in local currency, however, only for sectors flown on SN. Sectors flown on other carriers must be prorated and paid for in hard currency.

## **2.12 Refund**

### **2.12.1 Refund handling (General)**

PAT rules (see appropriate chapters) require that refund claims on expired documents be referred to the carrier's refund offices.

Generally a ticket/MCO shall be considered as expired one year after its date of issue or one year after commencement of travel, whichever is later.

### **2.12.2 Brussels Airlines refund policy**

Refund claims of Brussels Airlines documents must be settled not later than 6 months after expiry of the document:

- by the original collecting office (office having collected the money from the passenger) in cash, subject to the limitations listed in the PAT,
- by any Brussels airlines office by means of a new ticket or MCO (re-issue) subject to the limitations listed in the PAT and subject to reassessment of exchange rate if change involved since issuing of travel documents.

If the document is submitted for cash refund or re-issue more than 6 months after expiry, it must be submitted to the refund department of Brussels Airlines in Brussels (BRUARSN).

#### **Other carriers' tickets**

Holders of expired documents of other carriers shall be referred to the issuing carriers except that those issued in exchange of Brussels Airlines documents (SN having originally collected the fare) may be referred to the refund department in Brussels (BRUARSN).

#### **Issuance of MCOs for refund to a company**

Passengers may have used fare differences issued by MCO to cover their private trips, although the original document was paid by their company.

Pay special attention to credit any fare difference exclusively to that specific company and not to the passenger.

Please enter the following remark in the 'Type of service for which issued' box, when you issue an MCO: 'GOOD FOR REFUND TO ABC CO ONLY'.

## 2.13 Replacement of lost and stolen documents

### 2.13.1 General

A replacement ticket or a request for refund of a lost/stolen ticket can only be made for SN documents. Always deal with the passenger himself. According to the general conditions of carriage, SN has no obligation to replace or refund an unused lost document.

The regulations are to be applied at the discretion of SN and may not be interpreted as the passenger having the right to have lost documents replaced or refunded.

### 2.13.2 Replacement of lost/stolen SN documents

If insufficient information or no satisfactory proof of loss is available or if time does not permit to carry out the necessary investigations, passengers claiming replacement of their missing tickets in order to continue their journey shall be asked to pay for a new transportation document. They may claim the refund of the lost/stolen ticket later.

#### 2.13.2.1 Conditions for replacement

The passenger must sign the "**Declaration of indemnity form**" indemnifying SN from any losses who might occur due to fraudulent use of the lost/stolen document(s).

A careful check must be done to see if the document has not already been previously refunded.

A *non-refundable* fee will be charged **per ticket** in order to cover the administrative procedures.

The fee amount varies according the type of route:

- On paper ticket route (flights *non-eligible* for ET): **50.00EUR** (or BBR equivalent)
- On electronic ticket route (flights *eligible* for ET): **100.00EUR** (or BBR equivalent)

Exception: no charge has to be paid for infant-tickets.

#### 2.13.2.2 Restrictions

- **MCOs** may not be replaced.
- **Industry Discounted and other reduced / free tickets** may be replaced when the full administration fee is collected.

The charge of lost documents must be assessed **even if the ticket is stolen** and the passenger provides at time of issuance of the replacement, a recent Police Declaration stating the theft.

In case the ticket is not lost but **mislaidd or forgotten** by the passenger the charge of lost documents must be applied.

Tickets sent by mail by a SN office or its handling agent, will be replaced free of charge.

For tickets sent by a travel agent, the normal replacement charge applies.

### **2.13.2.3 Replacement of lost/stolen SN-tickets by handling agents**

Lost tickets may **only** be replaced **by SN or by the handling agent representing SN.**

In case SN is represented by a handling agent, this one may issue a replacement ticket provided an authorization from SN is obtained by SITA telex.

The handling agent must also attach the original of the **"declaration of indemnity"** to the audit coupon of the replacement ticket and file a copy locally.

## **2.13.3 Replacement by SN of other carrier's lost/stolen tickets**

**Lost documents may only be replaced by the original issuing carrier.**

This is irrespective of who originally issued the ticket and whether it is good for carriage or good for honouring by another designated airline (e.g. BA ticket closed on SN for sector BRU-LHR may only be replaced by BA).

In very exceptional cases, lost documents issued by other carriers may be replaced by SN offices provided that:

- the issuing carrier has no office or general sales agent in the country in which the outward transportation commences, and
- SN is the carrier designated for the first onward carriage, and
- the issuing carrier gives its prior written consent to the replacement of its document. Attach the authorization of the issuing office or Traffic Accounting of that carrier to the audit coupon.

In all other cases, the passenger must be referred to the issuing carrier's representation or to their head office.

## 2.13.4 Issuance of a replacement ticket

Strictly follow all rules previously mentioned. Full data must be obtained from the office of issuance, such as:

- name of the passenger
- ticket number
- name of issuing office
- IATA code
- date and place of issue
- routing
- fare basis
- fare paid
- flights/dates
- form of payment

If the lost/stolen ticket was issued in Axsres the TST will remain available for display for 40 days.

If the lost/stolen ticket is older than 40 days and if the lost/stolen document number is known, an UBOA request of the purged TST can be made. The information in an Axsres TST is only sufficient proof to issue a replacement document if the TST shows 'SOLD REPORTED'.

Fill in the "Declaration of indemnity form" and have it signed by the passenger.

Collect the charge of lost/stolen documents mentioned above, or equivalent converted at the BBR, as handling charge from the passenger.

## 2.13.5 Ticketing

A replacement ticket may only be issued against a filled out and signed "Declaration of indemnity form".

<b>Create TST for replacement ticket:</b>	
FIP # PS .-.	Select only segments of lost/stolen ticket coupons (Eg.: only coupon 2 is lost/stolen: FIP # PS2)
FWU	

<b>Complete TST-mask with:</b>	
FWI # F1	Fare basis of lost ticket
# VA	Validity of lost ticket
# BA	Baggage allowance of lost ticket
# EN	REPLACEMENT TICKET / NOT REFUNDABLE
# IS	International sales creditor of lost ticket
# FT	Fare calculation string: Complete routing and fare construction of the lost ticket
# RE	Rate of exchange of lost ticket
# FA	Fare of lost ticket
# EQ	Equivalent of lost ticket
# TX	Change taxes of lost ticket in paid (PD)
# TM	NO ADC
# OD	Original / destination of lost ticket

<b>Form of payment:</b>	
FWP # MP INDEMNITY	
# EX	Lost document number * missing coupon numbers
# ON	Original document number
# OI	Original issue place, date, IATA code
# PV	Fare of lost ticket without taxes
# RC EUR..	Charge for lost documents
FWP # MP ...	Indicate the form of payment used for the charge of lost documents.
# PV EUR..	Charge for lost documents

NOTE:

If for any reason an additional collection must be made for an indemnity ticket, issue the replacement ticket first and then re-issue the replacement ticket with additional collection.

## 2.13.6 Blacklisting

Lost or stolen SN documents must be blacklisted.  
The blacklisting will be done by Fraud Prevention in Brussels.

When you issue a replacement ticket, a print (BRU30) or SITA telex (BRUBGSN) must be sent to Fraud Prevention with the following data.

A template can be found in IDS-page GINDEMUNITY:

- name of the passenger
- document number
- issuance date
- sales office
- issuance place
- IATA code
- routing of the lost/stolen coupons
- mention if the ticket is lost or stolen

The accountancy department is able to check if a blacklisted ticket is re-used. In case a passenger asks for a replacement ticket and wants to use his original (blacklisted) ticket again, the full fare of the flown routing will be charged.

A document and stock control number verification can also be done in Axsres with the following entries:

<b>Document number verification</b>	
FVTD 1256861139869 # CD 0 # CN 1	See HELP/FVTD
TK 125 6861 139 869 DOCUMENT NUMBER LISTED AS STOLEN CONFISCATE DOCUMENT	Reply in Axsres

<b>Stock control number verification</b>	
FVTS 0570405323308 # CD 5	See HELP/FVTS
TX 057 0405 323 308 STOCK CONTROL NUMBER LISTED AS STOLEN CONFISCATE DOCUMENT	Reply in Axsres

Any further inquiry about blacklisting or fraud prevention can be obtained with Johan De Corte ([jdecorte@brusselsairlines.com](mailto:jdecorte@brusselsairlines.com) or [fraudprevention@brusselsairlines.com](mailto:fraudprevention@brusselsairlines.com)).

## 2.13.7 Indemnity form (declaration)

When a replacement ticket has been issued and the "Declaration of indemnity form" has been completed and signed, attach the original of the "declaration of indemnity" to the audit coupon of the replacement ticket and file a copy locally.

Following is the layout of the declaration form:

# Declaration of indemnity for lost or stolen ticket on electronic ticket routes

**I the undersigned,**

Name: ..... First name: .....  
Home address: .....  
Profession: .....  
Number of passport or identity card: .....  
Place and date of issue: .....

**Declare** that the following ticket has been lost/stolen(\*)

Document number: .....  
.....  
.....

Issued on (date): ..... by sales office: .....  
At (location): ..... IATA code: .....  
Routing mentioned on the lost/stolen coupons:  
Cpn 1 ..... cpn 2 ..... cpn 3 ..... cpn 4 .....

**I request**

- to provide me with a replacement of said document (\*)
- to refund the value of said document (\*) minus the administration fee of EUR 100.

and undertake and agree to indemnify Brussels Airlines from all loss, damage, costs and/or expenditure of any nature which might be incurred, resulting from abusive or fraudulent use, refund or other usage, equalling at least the value of a full fare ticket covering every flown sector of the lost, stolen or mislaid ticket. In case of fraudulent declaration, Brussels Airlines reserves the right to take legal action.

Place: ..... Date: ..... Signature: .....

**I certify** having received free of charge a duplicate of the lost/stolen (\*) document,

Number ..... issued on .....  
by ..... (sales office) at .....  
and having paid/not paid (\*) the administration fee of EUR 100 or the equivalent amount of .....  
MCO number (if applicable): .....

Date: ..... Signature: .....

Stamp of issuing office :

(\*) delete what is not applicable

## Declaration of indemnity for lost or stolen ticket on paper ticket routes

**I the undersigned,**

Name: ..... First name: .....  
Home address: .....  
Profession: .....  
Number of passport or identity card: .....  
Place and date of issue: .....

**Declare** that the following ticket has been lost/stolen(\*)

Document number: .....  
.....  
.....

Issued on (date): ..... by sales office: .....  
At (location): ..... IATA code: .....  
Routing mentioned on the lost/stolen coupons:  
Cpn 1 ..... cpn 2 ..... cpn 3 ..... cpn 4 .....

**I request**

- to provide me with a replacement of said document (\*)
- to refund the value of said document (\*) minus the administration fee of EUR 50.

and undertake and agree to indemnify Brussels Airlines from all loss, damage, costs and/or expenditure of any nature which might be incurred, resulting from abusive or fraudulent use, refund or other usage, equalling at least the value of a full fare ticket covering every flown sector of the lost, stolen or mislaid ticket. In case of fraudulent declaration, Brussels Airlines reserves the right to take legal action.

Place: ..... Date: ..... Signature: .....

**I certify** having received free of charge a duplicate of the lost/stolen (\*) document,

Number ..... issued on .....  
by ..... (sales office) at .....  
and having paid/not paid (\*) the administration fee of EUR 50 or the equivalent amount of .....  
MCO number (if applicable): .....

Date: ..... Signature: .....

Stamp of issuing office :

(\*) delete what is not applicable

## 2.1.1 Rerouting of lost/stolen documents

### Voluntary rerouting

Once a replacement ticket has been issued, it may only be rerouted when SN participates in transportation at least to the same extent as in the original ticket. The SN portion may, however, be substituted by a poolpartner's portion.

In case of fare differences in favor of the passenger, an MCO may be issued but must be specified as 'GOOD FOR REFUND ONLY'. The issuance of an MCO marked 'GOOD FOR TRANSPORTATION' is not permitted.

### Involuntary reroutings

Involuntary reroutings are permitted on other carrier's sectors. Provided there is an interline agreement with the new carrier.

## 2.1.2 Refund request

Refund requests for lost/stolen SN tickets (and those issued and paid for in replacement of lost/stolen documents) are exclusively handled by the **refund department in Brussels (BRUARSN)**.

If a refund is claimed, a duly completed and signed "**Declaration of Indemnity**" must be submitted together with the form "**Request for refund**".

Refund for a lost/stolen document will only be made **one year after** the first travel date of the lost/stolen document. This, however, depends on whether the Refund Office is satisfied that the lost/stolen document has not been used, replaced or previously refunded.

A *non-refundable* handling fee is deducted from the amount to be refunded.

The fee amount varies according the type of route:

- On paper ticket route (flights *non-eligible* for ET): **50.00EUR** (or BBR equivalent)
- On electronic ticket route (flights *eligible* for ET): **100.00EUR** (or BBR equivalent)

Strictly follow all rules previously mentioned.

Fill in the "Declaration of indemnity form" and send the original "Declaration of indemnity form" to the Refunds Department in Brussels.

### **2.1.3 Flight coupons lost after check-in**

As a basic rule, a flight should never be delayed because of a passenger missing his coupon.

#### **When ticket details are available at time of boarding**

If a boarding pass and/or flight coupon is lost between check-in and gate, but the passenger still has the passenger receipt or another flight coupon of the same ticket or if the ticket details are present in the reservation system, take the following steps:

- Request the passenger to thoroughly check his pockets, baggage etc.
- Check with immigration, customs and duty-free shops if anything was found
- Check if there was any message about wrongly uplifted flight coupon at a previous station.
- Verify if the passenger has been checked-in in the DCS (departure control system); if positive, re-print the boarding pass
- Check the "passenger receipt" of the ticket and take note of the ticket details
- Accept the passenger without flight coupon
- After departure of flight, issue a replacement ticket and add the replaced coupon to the flight envelope.
- Do not collect any re-issue administration fee
- Send a telex to the refund department, stating the ticket number, lost coupon number and name of the passenger
- No signature from the passenger is required
- If the coupon is retrieved afterwards, send it to the SN refund department

#### **2.13.7.1 When ticket details are not available at time of boarding**

If a boarding pass and/or flight coupon is lost between check-in and gate, and the passenger is not in possession of the passenger receipt or any other document showing the ticket details, take the following steps:

- Re-print the boarding pass if necessary
- Accept the passenger without flight coupon
- After departure, try to find out the ticket number from the PNR (SSR TKNA)
  - if the ticket number is found, write the ticket number on the boarding pass and the words 'LOST COUPON' and put the boarding pass in the flight envelope
  - if the ticket number cannot be found in PNR, find out the booking originator from the PNR and try to obtain ticket details from them.
- If the flight envelope is not yet sent, write the ticket number on the boarding pass and put it in envelope
- If the flight envelope is already sent, send a telex message to the Revenue Department in Brussels

## **2.15 Ticketing**

### **2.3.19 Student and Youth Travel Organizations**

Brussels Airlines has no agreement anymore with student and youth travel organizations, like STA, USIT, Kilroy, CIEEEE, CTS Viaggi SRL,...

### **2.3.20 Stretcher**

Passengers on stretchers are medical cases, see TRIM Chapter 1 for reservations.

The fare to be taken is the applicable economy class OW adult fare, plus 4 times the applicable normal adult fare. Include the fare for the stretcher in the passenger ticket and do NOT charge airport taxes for the STCR.

The escort pays the published fare.

AxsRes entries see axsRes Format Guide

### **2.3.21 Extra Seat**

Extra seat can be requested for personal comfort or for medical reasons. See TRIM Chapter 1 for reservation procedures

Add in the fare calculation box, additional to the standard calculation, 'EXST', the applicable segment and the amount in NUC.

The charge for the extra seat will be the applicable adult fare or special adult fare. Do not charge taxes for the extra seat.