



**THE TRAVEL AGENTS' ASSOCIATION  
OF NEW ZEALAND**

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**News Release**

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**TRAVEL AGENTS ASSOCIATION SEEKS ASSURANCES ON E-TICKETING**

The Travel Agents' Association of New Zealand (TAANZ) has sought an assurance from the International Air Transport Association (IATA) in New Zealand that airlines have contingency plans in place ahead of the 100% e-ticketing deadline on 1 June.

From this date all eligible journeys must be issued via e-ticket however TAANZ remains concerned that not all airlines are ready to make the transition and that some instances that apply to ticketing by all airlines have yet to be resolved.

Paul Yeo, Chief Executive of TAANZ said, "While TAANZ and its members support the move to e-ticketing we know that not all tickets will be able to be issued electronically. We urge all airlines to communicate with the Trade and ensure contingency plans are in place ahead of the June 1 deadline to enable paper tickets to be issued in those instances where e-tickets cannot be produced thereby minimising disruption and delays."

TAANZ understands that electronic tickets may not be able to be issued in some instances where customers are travelling with children or infants, in some instances where there are code share and interline fares involving more than one carrier and for some round-the-world fares. Some carriers may also be unable to provide e-tickets on particular routes, including flights to parts of India, China, Vietnam, Africa and South America.

For these instances airlines will have to deal direct with agents by issuing paper tickets on behalf of agents, or placing airline ticket stock in agencies and agreeing direct payment arrangements outside of BSP operations.

The Travel Agents' Association of NZ was founded in 1962. It represents over 475 travel agencies throughout the country who employ 3,400 staff and who carry out over \$3 billion worth of travel business annually.

*"Without a travel agent  
you're on your own".*

"It's imperative that airlines tell agents well ahead of the 1 June deadline how they will handle these exceptions to ensure everything runs smoothly," said Mr Yeo.

To date, only a small number of airlines in New Zealand have formally communicated with the travel trade.

The move to e-ticketing has been of concern to travel agents for some time and was recently a major agenda item at the World Travel Agents Association Alliance (WTAAA) meeting, attended by TAANZ President, Peter Barlow.

The WTAAA represents most national travel agent associations around the world with their members providing almost 70% of global airline BSP billings.

Mr Barlow said "Due to our collective concerns the WTAAA have requested IATA delay the implementation date to December 31, 2008. In Canada, agents lodged a formal complaint with the Canadian government through the Association of Canadian Travel Agencies (ACTA). IATA's response cites legal and commercial realities inhibiting their making any representation to their Airline membership on this issue."

"Despite our concerns, we are committed to working with IATA and all airlines to ensure there is a minimal disruption and inconvenience to both agents and their customers," said Mr Barlow.

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