E-tickets

n e-ticket is a reservation in an airline's computer system, one that advises them that the customer has a ticketed seat confirmed on a particular flight. When a customer is issued an e-ticket, there's also an e-ticket receipt that's printed out afterwards. The e-ticket receipt looks similar to an old-style paper ticket but doesn't need to be presented at the check-in counter on the day of the flight, it only serves as proof that the ticket was issued.

To check in with an e-ticket, the tourist needs only to provide a valid passport or government issued ID so the agent can pull up his record in their system. The check-in agent then provides him with a boarding pass to take to the gate.

It is recommended, however, to keep the e-ticket receipt throughout the trip as it serves as proof of the reservation in the event of a computer problem.

Travelling with e-tickets gives customers the added benefit of not having to have valuable paper tickets with them during their travels, thereby avoiding the risk of theft, damage or loss.





Southwest Airlines is credited with offering the world's first e-ticket in 1994.

A 2007 survey by IATA (the International Air Transport Association) said that 97% of all tickets worldwide are now issued as e-tickets. Environmentally speaking, IATA estimates that e-tickets save an equivalent of 50,000 trees per year by eliminating the need for the paper used to print them. Airlines still offer paper ticket options but usually charge steep fees for them, upwards to \$50 for the service.

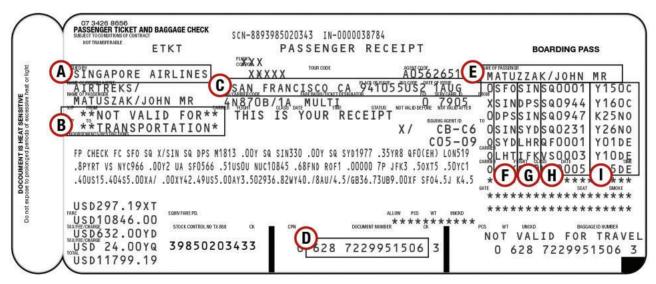
Paper tickets still exist! There are airlines in the world, albeit not many, that still issue paper tickets for their flights, mainly because updating their outdated ticketing system would not

provide any savings over leaving it as it is. Airlines still using paper-only ticketing systems are generally smaller operators and/ or low-cost local carriers. Paper tickets

sometimes, but rarely, need to be used when combining more than one airline on the same ticket. This is becoming increasingly unlikely, but there are occasions when the best fare does require a paper ticket.



1 Match each information to its description. Some of them have already been done for you.



- 1. departure airport code: F
- 2. arrival airport code: G
- 3. airline code and flight numbers:
- 4. class of service and travel dates:
- 5. place and date of issue:
- 6. electronic ticket number:
- 7. passenger name:
- 8. validating carrier:
- 9. this means that this document can't be used to board your flight:



Imagine you are Mr Sonigo secretary. Look at your boss's e-ticket and write down a short reminder for him to recap all the information about the flight.





PAIR WORK Look at these e-tickets. Ask and answer questions about destinations, passenger names, class of travel, cost, e-ticket number and so on.



Your Booking Reference

2YNYH5



Important Information

- This is your E-Ticket Itinerary & Receipt/Tax Invoice. You must bring it with you to the airport for check-in, and it is recommended you retain a copy for your records.
- Each passenger travelling needs a printed copy of this document for airport security checks.
- Please familiarise yourself with yourself with the key Conditions of Carriage and other information contained in this document.

Passenger Ticket Information				
Passenger Name	Frequent Flyer No.	Ticket No.	Issued	Ticket Total*
Mr Mark Kozak Holland		081-2489814736	04 Feb	191.70
		Ticket Total for all passengers*		191.70

*All amounts are displayed in Australian Dollars (AUD)

Your Itinerary	/				
Date	Flight Number	Departing	Arriving	Status	Flight Information
04 Mar	QF628	Melbourne 1705, 5:05PM Terminal 1	Brisbane 1815, 6:15PM 04 Mar	Economy Confirmed	Est journey Time: 02:10 Non-Stop Aircraft Type: Boeing 737
			Terminal D		

Your Receipt Details			
Ticket Charges	Charges*	GST*	Total*
Fare	156.18		
Fees/Taxes/Charges	11.09		
Credit Card Service Fee	7.00		
Total Amount Payable*	174.27	17.43	191.70

^{*} All amounts are displayed in Australian Dollars (AUD)

Date	Payment Type	Reference	Amount*
04 Feb	American Express	xxxx-xxxx-xxxx-1007	191.70

Tax Information		
GST is included for taxable sales ABN:96056479504	Issued by Qantas Airways on	
GST Paid 17.43	04 Feb	

Flying With Us



Before You Travel

- · Each passenger must carry a printed copy of this document when travelling.
- · Label your bags inside and out with your name, address and contact number at your destination.
- Carry-on baggage and checked baggage allowances and restrictions apply



Getting Away On Time

. Ensure you are at the airport with enough time to complete necessary check-in, security screening and, for international flights, customs/immigration and duty free.

 Familiarise yourself with our recommended check-in and boarding times in the Travel Information below.

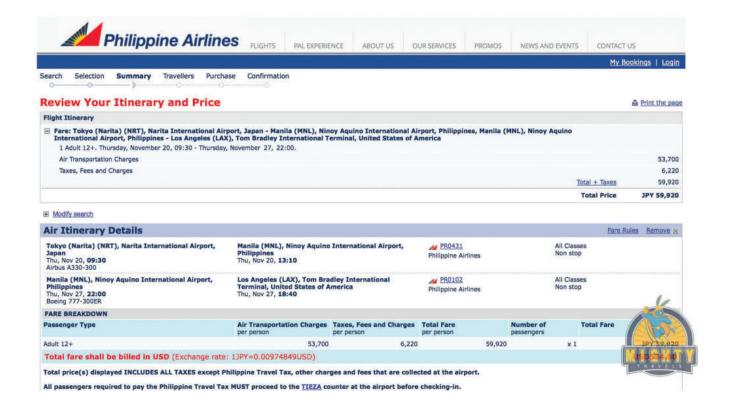


At The Airport

Proceed to the airport service counter to collect your boarding pass.

Fare Restrictions - Special Conditions Apply

Important Information: Fees may apply to some bookings for booking changes, ticket reissues and consultant-assisted services. Details of fees are available at qantas.com. Your latest flight details are always available online at qantas.com/yourbooking.





4 Translate.

- 1. Can you please explain how to obtain my e-ticket?
- 2. In the past you would have received a paper ticket, now you can print your own e-ticket yourself.
- **3.** An e-ticket allows you to get quickly and easily on board.
- 4. No worries about your ticket being lost or stolen as the e-ticket is stored in the airlines database.
- **5.** Where can I see my reservation number?
- 6. The e-ticket shows your seat is 14B. Refreshments on board are not included.