



## Travel the easy way! Travel on an e-Ticket

### e-Tickets

#### **Fly Cheaper**

*e-Tickets are far cheaper for American Express, since they require less paper-work, less printing, no mail or delivery charges...*

*Therefore it's only natural that you benefit from those savings as well. That is why e-Tickets will always be the cheapest delivery option available.*

*So, next time you travel, make sure to request your e-Ticket, where available.*

#### **What is an e-Ticket?**

e-Ticket stands for 'electronic ticket'. It is an airline ticket for which the actual ticket is not printed on paper, but is stored electronically in a database of the airline.

#### **Which airlines and destinations can I have an e-Ticket for?**

The list of airlines offering e-Tickets is fast growing. So too is the list of destinations where e-Tickets can be used. If you would like to know the situation for a specific airline or destination, please contact your dedicated American Express Business Travel office.

#### **Can I have a waitlisted reservation on an e-Ticket?**

You can have any type of reservation on your e-Ticket, just like on any other type of ticket.

#### **What do I do if I need to change my reservation?**

If the rules and validity of your ticket allow a change of reservation, you can make this change by contacting your American Express Business Travel agent or the airline directly. Your ticket will then be revalidated according to your wishes. This also means that your modified reservation is stored in the airline's database.

#### **How far in advance can I buy an e-Ticket?**

Advance purchase rules for e-Tickets are exactly the same as for any other type of ticket.

#### **Can I transfer my e-Ticket to another airline?**

Yes you can, but in a number of cases a paper ticket will need to be printed. This is a technical issue between the various airlines, but will become less and less frequent as more airlines align their systems.

#### **Will I receive a confirmation of my reservation?**

You will receive the same confirmation, regardless whether you use a paper or an e-Ticket.

#### **What documentation will I need to travel on an e-Ticket?**

You are required to carry the same documentation as a passenger using a paper ticket: passport, visa... Since there is always a chance that you are questioned by immigration authorities at your destination, you should make sure to carry a print of your itinerary or receipt as proof of return travel.

# e-Check In

If you are holding an e-Ticket, you don't have to stand in line at the check-in counters anymore. You can collect your boarding pass straight from automated check-in machines.

## How do I check-in with an e-Ticket?

The procedure for e-Check In is quite simple, as illustrated here:

- 1.** Locate the e-Check In service in the departure area of the airport.
- 2.** For identification purposes, you need to have your frequent flyer card or credit card ready. Enter your card into the designated slot.
- 3.** Confirm your booking. Your name and flight will appear and you will be able to select your seat (if available).
- 4.** Print your luggage tag (if you have checked luggage) by touching the appropriate screen sector.
- 5.** Print your boarding pass. The boarding pass will contain your seat number and departure gate number.
- 6.** Attach the luggage tag to your luggage and place it on the conveyor belt.



# Your Benefits

- **Your e-Ticket can never be:**
  - lost
  - stolen
  - forgotten
- **No waiting for ticket delivery via mail or couriers**
- **No queuing at ticket counters at the airport**
- **Transaction fees are lower for e-Tickets**

*For more information:*

**American Express Business Travel**

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