

Hello Customer,

We are pleased to announce that on January 29, 2010 JetBlue Airways will transition to a new reservation system. This new system will have various impacts on the GDS community.

Premium Connectivity

Sabre (Direct Connect Availability/Direct Connect Sell)

Travelport (Interactive Display - including Galileo, Worldspan & Apollo)

Amadeus (Dynamic Availability /Interactive Sell)

Settlement through Airlines Reporting Corporation (ARC) for all agency ticketed transactions in U.S/PR/VI.

Settlement through IATA Billing Settlement Plan (BSP) in Canada, Bermuda, Bahamas, Barbados, Dominican Republic, Mexico, Colombia, Costa Rica, Jamaica, Aruba, St. Maarten, St. Lucia.

Transition to industry standard practices for agency settlement, refund/exchange, and credit card processing of airline ticket sales.

Moving from ticketless transactions (Guaranteed Ticketing or Immediate Ticketing) to industry standard Electronic Ticketing transactions at cutover

Not included via the GDS's at cutover:

Interactive Seat Assignment & Interactive Seat Maps

Ancillary sales of products like EML (Even More Legroom) seats

Here's a look at how things will change.

	Old Way	New & Improved Way
Connecting	Minimal connectivity with limited inventory and fare classes – typically a “Basic Booking Request”	Last seat availability and seamless connectivity between JetBlue inventory and your GDS of choice. Real-time access to the highest levels of JetBlue inventory and fares.
Ticketing	‘Ticketless’ with SSR messages including traveler credit card information where JetBlue issued the transaction on the agency’s behalf	Industry standard Electronic Ticketing with full agency capability for refunds and exchanges based on relevant fare rules.
Settling	Completely manual incorporation into agency back-office systems and any reporting tools	Industry standard practices for reporting and settlement of agency transactions through ARC and BSP channels. JetBlue transactions will be included in your Daily Sales Reports and handled through your accepted industry practices.
Servicing	All transaction follow-up, including changes or refunds, had to be processed directly with JetBlue;	You are now able to service the full range of traveler needs; booking, ticketing, cancels, refunds, voids, exchanges ---no need to send your customer to call JetBlue for transactions that you can handle on their behalf through your GDS.

Old Transaction (Guaranteed Payment) versus New Transaction (Electronic Ticketing)

Sabre

Guaranteed Payment	E-Ticketing
01Y1 -DOE/JANE 6P 9P 7TAW/ ER ER IR 3OTHS/VI4012001021000605EXP 12 09 3OTHS/CH JANE DOE 6P ER IR	01Y1 -DOE/JANE 6PAX 9718-709-2344 7TAW/ 5-CASH ER IR W†AB6†KP0 ER IR

Worldspan

Guaranteed Payment	E-Ticketing
01Y1 -DOE/JANE 9*TEST 7T/ ER ER IR 3SSR OTHS B6 HK1 CC VI4012001021000605 /EXP12-10/JANE DOE ER IR	01Y2- -DOE/JANE TAW/00/23NOV-CB6 5\$CK 9T4S770-563-6414-B ER EZ

Amadeus

Guaranteed Payment	E-Ticketing
SS1YI NM1DOE/JANE RT TKTL RFTLB AP*TEST ER ER IR SR EPAY B6 NN1-CC/ VI4012001021000605 /EXP02 10-JANE DOE ER IR	SSB6014Y20DECFLJFK1 NM1ETK/ISSUE MR APTST TKOK FPCASH FM0 FVB6 RFP ER FXP RFP TTP

Galileo/Apollo

Guaranteed Payment	E-Ticketing	
<p>Galileo/Apollo</p> <p>01Y1 N:DOE/JANE P:JFK/ T:T/ R:P ER ER IR @:3SSROTHSB6NN1VI4012001021000605 /D0210/JANE DOE ER IR</p>	<p>Galileo</p> <p>N.DOE/JANE A20JANJFKMCO/B6 01Y1 *R R.JND ER FQ TMU1FS/Z0 R.JND ER TKP</p>	<p>Apollo</p> <p>N:DOE/JANE A20JANJFKMCO+B6 01Y1 *R R:JND ER T:\$BZ0/FS HB:</p>