



booking guidelines for travel agents

bmi has recently enhanced its revenue protection software to more efficiently track and monitor booking activity. As with most airlines, bmi is charged a fee by each GDS for every passenger segment booked. For this reason we would ask that you use the following guidelines. Your compliance will ensure that these fees are not re-charged to your agency, and will improve the availability we offer you and all our travellers.

duplicate bookings

Duplicate bookings should not be made for the same passenger on the same route. These bookings will be identified and automatically cancelled. Similarly, bookings made showing an overlapping or non-flyable itinerary will also be identified and cancelled.

ticket time limit

How does the bmi ticketing time limit policy work?

On creation of new bookings, the system will advise you via your GDS of the ticketing time limit deadline, if appropriate. The booking will subsequently be cancelled should a ticket number not be included in the reservation by the specified date. Always ensure that you ticket within the time limit according to the fare rule.

What will the ticketing time limit and warning message look like?

Dependent on your GDS, the ticketing time limit message you will see is shown below:

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SSR OTHS PLS ADV TKT NO BY 1700/14FEB2007 OR BD WILL CXL
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How should ticket numbers be entered?

Ticket numbers are generated automatically however, for manual entry, the examples below show bmi's preferred formats for manual ticket notification dependent on your GDS. The ticketing time limit software is designed to recognise any GDS format

- Amadeus FH 23625405664130/free text
- Sabre 3TKNM1/TKT NBR 23625405664130-1.1
- Galileo SI.S1-2P1/TKNM*23625405664130
- Worldspan 3OSIBDTKNM23625405664130

If the booking remains unticketed at the specified deadline, the robot will cancel the BD sectors and return this message

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SSR OTHS AUTO-CANCELLED DUE TO LACK OF TICKET
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passive bookings

Passive bookings (e.g. PK, PL, AK where no seat is held) should only be used in the following instances and only when it is not possible to perform the process in the live PNR.

- when ticketing reservations are made directly with BD
- when ticketing is on behalf of another agent

Any Passive booking which falls outside of these circumstances will be identified and rejected. Passives made for productivity or administration purposes should be performed using the non-billable status codes below:

- Amadeus - GK
- Sabre - YK
- Galileo - AK
- Worldspan - MK

Group bookings should be ticketed using the Claim PNR functionality. Names and ticket numbers should be advised prior to one month before outbound travel.

For further information log on to flybmi.com/trade or contact the travel trade helpline on 0870 606 1000 (UK) or 01 407 3036 (Ireland)

duplicate ticket numbers

Ensure that ticket numbers are both valid and not duplicated. Bookings showing previously used ticket numbers will result in cancellation of the pnr.

fictitious names

Do not hold space under speculative names or NTBA/TBA/TEST etc. These bookings will be identified and cancelled. Additionally, please ensure that passenger names are entered in bmi's preferred format that should show surname, first name and title as shown below.

SMITH/JOHN MR

Passenger names with missing elements will result in cancellation of the booking.

waitlists

Do not waitlist in lower classes. These bookings will be detected and subsequently cancelled.

name changes

Name change restrictions are in place for classes K, L, Q, V, W. Amendments may be made in the case of spelling errors only. Any attempts to make other additional name changes after the booking has been ended will result in the PNR being cancelled. Exceptional requests for name change in Galileo can be made via the servicing terminal using the entry QEB/XBD/6. Exceptional name change requests for all other GDS should be made through the bmi travel trade helpline - from the UK 0870 606 1000 and Republic of Ireland (01) 407 3036.

other general practices

- remove inactive segments UN / UC / HX / NO
- regularly work your queues and ensure that all status codes are actioned
- ensure any TK (schedule change) messages are confirmed changing the status to MK and cancelling any UN, WK, UC
- if your agency uses more than one GDS ensure you always book and ticket from the same GDS
- ensure ticketed classes match those booked.

can cancelled bookings be re-instated?

If a booking has been cancelled incorrectly, or a ticket issued without bmi being notified, then bmi will endeavour to re-instate a booking where we are able. In order for the itinerary to be replaced, you will need to call the bmi travel trade helpline on 0870 606 1000 from the UK or from the Republic of Ireland on (01) 407 3036. Please ensure that you have all relevant details including ticket numbers.

This information can also be found on flybmi.com/trade

Thank you for your support.

