



bmi

e-ticket on Amadeus

routes offering bmi e-ticket

Before making an e-ticket reservation always look for an e-indicator in the availability display. This will give you the most up to date information on the routes that bmi offer e-ticket. A full list is also available from flybmi.com/trade bmi e-ticket is only available on bmi operated services.

general booking information

- bmi e-ticket can be issued on all types of fare (the only current exception being routepass)
- only flights displaying E indicators may be issued as e-tickets
- there are a maximum of nine passengers per PNR
- a maximum of four sectors can be included per PNR
- bmi e-tickets can be issued on PNRs containing open sectors.
- name changes are not allowed after a bmi e-ticket has been issued.
- e-tickets can be issued for infants.
- unaccompanied minors may travel on an e-ticket.
- bmi e-ticket is available for sale in the UK, Ireland, Netherlands, France, Germany, Luxembourg, Belgium, Poland, Spain, Italy, Canada and the USA
- the e-ticket record can be accessed for 60 days after the last air segment is flown or for open or unused tickets any time after the first intended flight date.
- No FOID required.

procedures

booking procedure

- create booking and quote fare in the normal way
- enter the passenger's frequent flyer number (FQTV) if applicable
- to issue an e-ticket enter TTP/ET

how to display an e-ticket record

- by ticket number
TWD/TKT 236-1234567890
- by frequent flyer
TWD/VBD/FOID-FF12345678
- by credit card
TWD/VBD/FOID-CC123456789012345

revalidation

If changes are made to the booking, these must also be made in the e-ticket record as follows. Failure to do so can result in delays for the passenger at check in.

- make the changes in the booking, then end and retrieve PNR
- display appropriate e-ticket record
- enter revalidation request
TTP/ETRV/L9/S3-4/E1-2
L9 - number of FA element
S3-4 segment number
E1-2 number of coupons in e-ticket record.

notes on revalidation

- If multiple sectors need to be revalidated, these must be done one at a time.
- The PNR will not be updated with an indicator to show that a reval has taken place. All information regarding the reval will be held in the e-ticket record.

reissues

- make changes in booking as you would normally if preparing to reissue
- display the bmi e-ticket record
- Usual exchange ticketing formats apply with the addition of TTP/ET to make the exchange to an electronic ticket

refunds

- display the bmi e-ticket record
- to request the refund mask enter TWREF then complete the refund screen

For e-ticket refunds the status of the e-ticket record is checked and can only be completed if the e-ticket is unused. The status will change to refunded once the TWREF is entered.

voiding

TWX- Cancels/VOIDS e-ticket record and marks account as VOID.

e-ticket can only be voided within the current BSP reporting period.

further information

For further details on bmi e-ticket or for specific Amadeus assistance please contact your Amadeus helpdesk. Or the amadeus help pages HE ETT BD.

bmi assistance:

bmi travel trade helpline - 0870 606 1000 (UK)
01 407 3036 (ROI), flybmi.com/trade