



bmi

e-ticket on Galileo

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)
- there are a maximum of nine passengers per PNR
- a maximum of four sectors can be included per PNR
- an e-ticket can be issued on a waitlisted sector (on classes where waitlisting allowed)
- 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, Portugal, Germany, Spain, Japan, Luxembourg, Belgium, Switzerland, Italy, USA (on Apollo), Canada (on Apollo)
- 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. An error message ****TKTING RECORD NOT FOUND**** will appear after this time
- 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 TKPET

how to display an e-ticket record

- by ticket number *TE/2361234567890
- by credit card
*TE/BD/CCV123456789012345
- by frequent flyer number
*TE/BD/FF12345678

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
TKRETS1/TN2361234567890/C1

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
- to request the exchange mask enter TMU1FEX2361234567890 and then complete the reissue by using the entry TKPET

refunds

- display the bmi e-ticket record
- to request the refund mask enter TRNE2361234567890/10OCT02

For e-tickets the status of the e-ticket record is checked and can only be completed if the status is OPEN or EXCH.

voiding

To request the cancellation/void mask enter - TRV/2361234567890

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

further information

For further details on bmi e-ticket or for specific Galileo assistance please contact:

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

Galileo assistance:
Galileo help pages, Galileo Formats Guide,
Galileo Helpdesk

bmi self service machines will be implemented at key hubs from Summer 2003.

