



bmi

# e-ticket on Worldspan

## routes offering bmi e-ticket

Before making an e-ticket reservation check the route is e-ticket eligible. A full list is also available from [flybmi.com/trade](http://flybmi.com/trade), alternatively check against the sold segment line for the e-indicator. 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 per ticket 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, Spain, Japan, Canada, Italy, Poland, Austria, Australia, Greece, Hong Kong, Hungary, Switzerland, Belgium and the USA (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
- 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 EZEL to the normal ticketing instruction
- it is recommended you issue one itinerary receipt per passenger
- to do this enter EZEL+ticketing instructions+#SI  
e.g. EZEL#CBD#\$CA#K7#SI

#### displaying an e-ticket record

ETR – display eticket record mask  
ETR2361234567890 - display by ticket number  
ETR1-display e-ticket ETR number

#### 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
- fill out the revalidation template from the e-ticket display

#### 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

- Manually price your PNR with the reissue fare data and make your Exchange Ticketing Entry.

#### refunds

- display the bmi e-ticket record
- fill out the refund template by tabbing into the appropriate line on the ETR display (e-ticket display).

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

#### voiding

You may either void from DDL or void by tabbing to the VOID function of your ETR display (E-Ticket Display).  
e-tickets can only be voided within the current BSP reporting period.

#### further information

For further details on bmi e-ticket or for specific Worldspan assistance please contact the Worldspan helpdesk on 020 8745 1999 or refer to the help pages. Information is also available on [flybmi.com/trade](http://flybmi.com/trade) or call bmi travel trade helpline – 0870 606 1000.



worldspan.