

# ticket on departure

## ticket on departure surcharge

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The bmi TOD surcharge applies from 6 January 2004 for tickets on departure (TOD) issued by travel agents in the UK (including Channel Islands and Isle of Man) and ROI on bmi operated flights.

A TOD is only available for passengers whose bookings are made within seven days of flight departure.

### summary of TOD surcharges

routes where e-ticket is available	£25 UK / €40 ROI
routes not offering e-ticket - booked in C, D, J, U Y* - all other classes*	n/a £10 UK / €15 ROI

\*where there is a combination of fare classes, the lowest class rule applies.

### exceptions to the surcharges

In the following instances, the TOD surcharge will not apply:

- where pre-printed tickets are delivered to bmi ticket desks during opening hours
- routepass
- marine traffic booked under published ship crew rates
- infants
- unaccompanied minors with identification in the booking record eg. UM07
- travel agency staff standby tickets (AD75)
- unpublished fares that include a TOD exemption agreement

### key points

- reimbursement of the surcharge from the passenger is at your discretion. In such instances, the TOD surcharge must be explained to the passenger in advance, and collected at the point of purchase
- the surcharge must be entered into the PNR booking as follows, and will appear on the issued tickets: OSI BD TOD SURCHARGE APPLIED
- the TOD surcharge must be included on the MPD issued to cover the TOD, with the amount recorded in the XP tax box
- the surcharge applies per ticket issued, for example if a TOD is requested for Mr & Mrs Jones who are on the same booking record, two TOD surcharges will apply
- the TOD surcharge applies to UK and Republic of Ireland sold tickets by travel agents for UK and Republic of Ireland originating traffic on bmi/BD operated flights
- TOD fees are non-refundable for ticketed bookings, and non-commissionable
- TOD refunds may only be requested where tickets have not been issued

### application of the TOD surcharge

If a TOD surcharge is applicable, it must be included in the MPD (Multi Purpose Document) which must be issued to cover the TOD. The charge must be entered in the 'Service Charge/Tax on MPD' box.

Please enter in the PNR: OSI BD TOD SURCHARGE APPLIED

### completing an MPD for a TOD

'Reason for issuance' box: tick box 50 - Specified Miscellaneous Charges Order

'Amount in letters' and 'Amount in figures' boxes: enter the sum of the fare plus any tax - this must not include the TOD surcharge.

For example:

GBP145.00 plus GBP18.10 = ONE SIX THREE POINT ONE ZERO GBP / GBP163.10

EUR174.00 plus EUR9.94 = ONE EIGHT THREE POINT NINE FOUR EUR / EUR183.94

'Service charge/Tax on MPD': enter the TOD surcharge as either GBP10.00XP or GBP25.00 XP for UK sales or EUR15.00XP or EUR40.00XP for Republic of Ireland sales.

'Total' box: enter the sum of the fare + tax + TOD surcharge (eg. GBP145.00 plus GBP18.10 plus GBP25.00) in the Remittance area:

cash collection box: enter the fare (eg. GBP145.00)

tax amount box: the TOD surcharge (XP) must be separated from any other tax/fee/charge. Also the highest value must be entered first. In the example shown XP at GBP25 is higher than GBP5 so it goes on top.

commission box: enter the commission/remuneration rate. From 1 January 2004 bmi commission for UK and ROI sales is 1%, payable only on the air fare, psc and insurance surcharge.

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### example 1

business class domestic fare

<b>Fare:</b>	GBP145.00
<b>Taxes:</b>	GBP10.00GB, GBP5.60UB and GBP2.50YQ
<b>TOD fee:</b>	GBP25.00

To show this on a MPD the following boxes are completed.

<b>Amount in Letters:</b>	ONE SIX THREE POINT ONE ZERO GBP
<b>Fare Charges:</b>	GBP145.00
<b>Tax/Fee/Charge:</b>	GBP18.10XT (breakdown of XT to be shown the flexible area)
<b>Ticket Total:</b>	GBP163.10
<b>Total Exchange Value:</b>	GBP163.10
<b>Service charge Tax On MPD:</b>	GBP25.00XP
<b>Total:</b>	GBP188.10

### example 2

business cabin, international route from Dublin

Fare	=	EUR174.00
Taxes	=	EUR6.60 and EUR3.34YQ
TOD fee	=	EUR40.00

To show this on a MPD the following boxes are completed.

<b>Amount in Letters:</b>	One Eight Three Point Nine Four Eur
<b>Fare Charges:</b>	EUR174.00
<b>Tax/Fee/Charge:</b>	GBP9.94XT (breakdown of XT to be shown the flexible area)
<b>Ticket Total:</b>	GBP183.94
<b>Total Exchange Value:</b>	GBP183.94
<b>Service charge Tax On MPD:</b>	EUR40.00XP
<b>Total:</b>	EUR223.94

### bookings

TOD's should be booked within seven days of travel and then queued to bmi.

If the flight departs within 6 hours of booking, please call the bmi trade helpline on 0870 6061000 for UK and 1 407 3036 for Republic of Ireland.

A TOD cannot be used to issue tickets against a form of indemnity. If tickets are lost in transit between you and the passenger and there is not enough time to issue duplicate documents you will need to:

- arrange a normal TOD ie quoting an MPD number etc.
- apply for a refund of the lost ticket

### TOD accounting procedure

Payment by Credit Card:

- complete MPD and Credit Charge Form (CCF)
- send an audit coupon and exchange coupon of MPD and CCF on day of issue direct to ADP

Non-Credit Card Sales:

- complete the MPD
- send an audit coupon and exchange coupon of MPD with your sales transmittal documents in the normal manner
- under no circumstances may the MPD be cancelled

### TOD refunds

If the ticket was not issued for a TOD, a refund may be requested. Please note if the ticket has been issued, there can be no refund of the TOD surcharge.

completing a refund application:

<b>From (travel agent):</b>	agent name and address
<b>To (airline):</b>	bmi
<b>Passenger Name:</b>	<PAX NAME>
<b>Reasons For Refund:</b>	tick the UNUSED' box.
<b>Used Transportation:</b>	although unused,' we still need details of original booking ie. dates, flight nos and routing.
<b>Original Document:</b>	all information in this area must be completed.
<b>Agents Ref I:</b>	to process swiftly, please include your Agency reference and telephone no.

Send the refund application to: bmi, refunds department, Donington Hall, Castle Donington, Derby DE74 2SB

The refund application will be processed and you will receive a letter authorising the refund. This will contain instructions advising how to claim the refund. It is important that these instructions are followed.

In the event that TOD Refunds are unable to authorise refund, a further letter will be forwarded advising you the course of action to take.