

## Booking guidelines for travel agents

bmi invests heavily in its revenue protection software to 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 the increasing costs attributed to improper GDS booking practices are not recharged 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 invalid itinerary will also be identified and cancelled.

### **Ticket time limit**

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.

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

SSR OTHS PLS ADV TKT NO BY 1700/14FEB2007 OR BD WILL CXL

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

- Amadeus FHM 236-25405664130
- Sabre 3TKNM23625405664130-1.1
- Galileo SI.S1-2P1/TKNM\*23625405664130
- Worldspan 3S1N1.1TKNM23625405664130

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

SSR OTHS AUTO-CANCELLED DUE TO LACK OF TICKET

### **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 non-billable status codes:

- Amadeus - GK
- Galileo/Apollo - AK
- Worldspan - MK

### **Group bookings**

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

### **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 the preferred format, showing 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.

### **Inactive segments**

- Remove inactive segments HX, UN, UC, NO, WL or WN
- 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 and DS
- If your agency uses more than one GDS ensure you always book and ticket from the same GDS
- Ensure ticketed classes match those booked.

### **Churn**

Repeated cancelling and rebooking of space is often done to circumvent ticketing time limits and is strictly prohibited under any circumstances. If identified, it will be invoiced on a per segment basis, which could potentially incur very high invoice amounts.

### **Training/test bookings**

The training mode or non-billable status codes provided by the GDS must be used when testing situations or training personnel. Creating PNRs for training purposes using active sell segment status codes is prohibited. Test bookings should by no means be used for the purpose of itinerary pricing. Pricing transactions are

available for all pricing requirements and it is the responsibility of the agency community to provide the personnel training necessary in order to foster the use of those transactions.

**Reinstating cancelled bookings**

If a booking has been cancelled incorrectly, or a ticket issued without bmi being notified, then bmi will endeavour to reinstate a booking where we are able. In order for the itinerary to be replaced, you will need to call the bmi travel trade helpline. Please ensure that you have all relevant details including ticket numbers.