

# bluebiz



## Designated travel agent service playbook

Please note that airlines participating in the programme can differ per country.



## **We are excited to have you on board as the designated travel agent for our bluebiz member.**

As part of this service, you can use blue credits to pay for tickets and upgrades, offering unparalleled convenience and value. Plus, you retain ownership of the PNR, allowing you to manage the reservations just as you always have. This service is available for Amadeus, Sabre and Travelport issuing agents.

To assist you in maximizing the benefits of this service for our mutual customers, we provide a comprehensive playbook. This document is the ultimate guide to streamline your journey in using and mastering bookings through the bluebiz designated travel agent service. It contains all the necessary information and processes to help you confidently book tickets and upgrades using blue credits as a form of payment.

We look forward to seeing you take full advantage of this service and enhance the travel experience for our customers.



# Getting Assigned

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To get started, the bluebiz member just needs to authorize you as their designated travel agent. It's super easy! They can assign you using the form found [here](#) or at

[bluebiz.com/servicecentre](https://bluebiz.com/servicecentre)



For safety and security, we'll send the member an email to confirm the authorization. Once that's done, our service desk team will officially authorize you, send you a confirmation email, and provide you with the playbook. Plus, you can always find the playbook on our website whenever you need it.

# Services

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You can use blue credits to pay for tickets and upgrades. However, please note that changes and flight-related services (ancillaries) cannot be paid through the bluebiz designated travel agent service.

You can book any flight available on [airfrance.com](https://www.airfrance.com) and [klm.com](https://www.klm.com) through this service. You can also request flights from participating partner airlines in your country, such as Delta Air Lines and Virgin Atlantic, through our service. Please note that tickets will always be issued on Air France (057) or KLM (074) ticket stock.

You can request payments in blue credits for published, energy, marine, and offshore fares.



# Let's Get Started

**You're now authorized and ready to book tickets and upgrades with blue credits.**

Request the payment in blue credits [here](#) or use the payment request form in our online service centre. Our service desk will review your request and issue an EMD (BBTRAVELEMD), which you can then exchange for a ticket. Just make sure to **exchange the EMD within 72 hours** of its issuance. If it's not exchanged in time, we'll have to request a refund, and the EMD will no longer be usable.

Just a heads-up! Make sure to submit your payment request at least five days before the departure of the first flight.

## Details of the reservation

☐

I am the official bluebiz designated travel agent of the above mentioned company.

*\*Required information*

Submit

**For detailed instructions, please refer to the process specific to your GDS.**

Amadeus

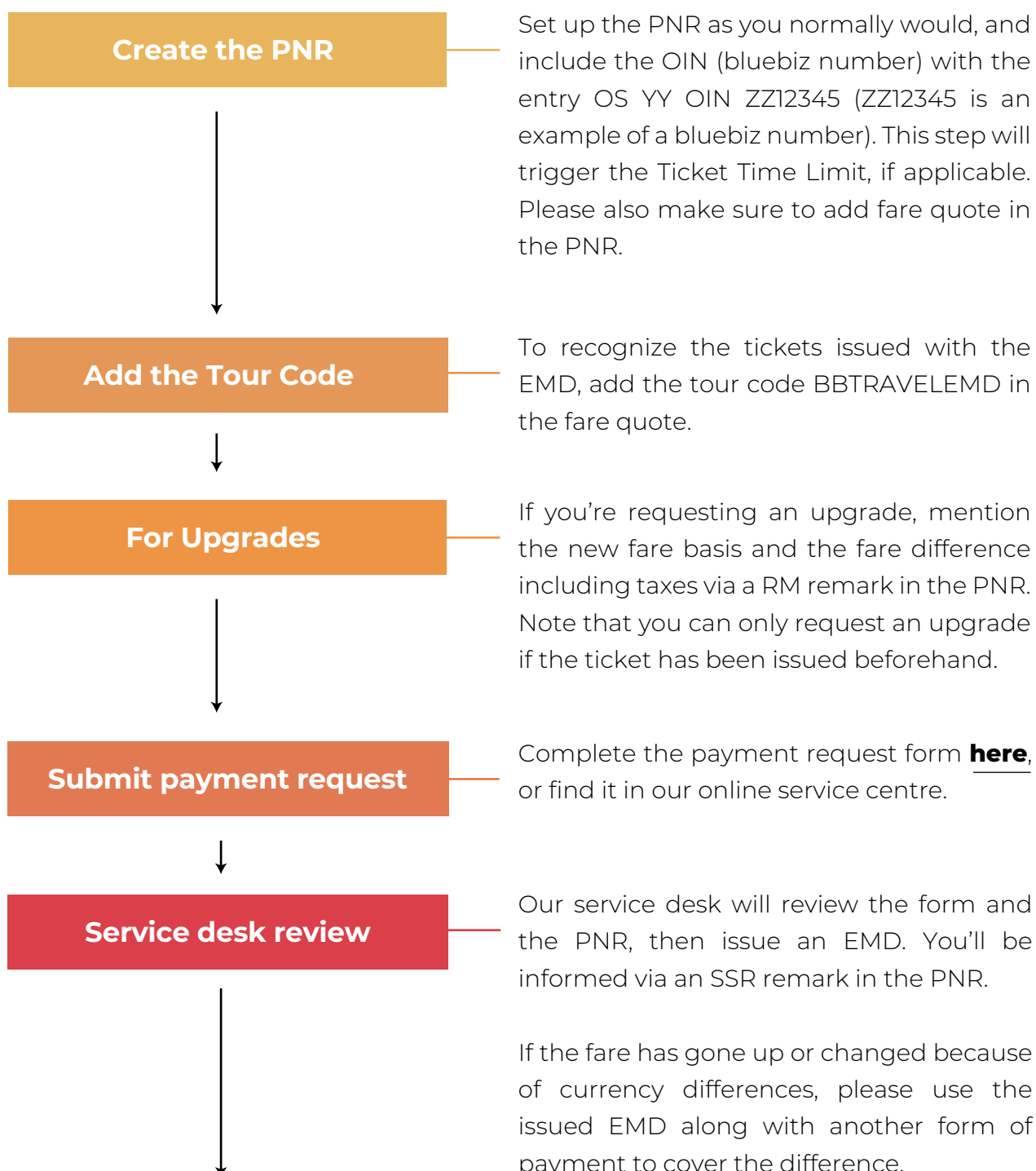
Sabre

Travelport

# Amadeus Issuing agents

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**Let's get you started with booking tickets and upgrades using blue credits. Follow these steps:**



## Issue the ticket

Make sure to use the EMD and issue the ticket within 72 hours.  
Happy booking!



# Step-by-Step for Tickets Issued on Air France (057) and KLM (074) ticket stock

Here's the process for tickets issued on Air France and KLM ticket stock. In the example, we used AF ticket stock, designated by code 057. For the KLM process, the ticket stock code is 074.

## Receive EMD

After receiving the EMD via an SSR remark in the PNR, you're ready to proceed.

## Retrieve Booking PNR

Start by retrieving the booking PNR.

## Exchange Process

Follow the exchange process with the EMD in your preferred currency.

### → Request

> RTN9TVKB

### Response

--- TST RLR ---

RP/CDGAF00CT/CDGAF00CT

22/SU 8SEP17/1241Z N9TVKB

1.BBEV/AF

2 AF7700 T 15OCT 7 CDGNCE HK1 0635 2F 0715 0845 \*1A/E\*

3 AF6207 V 22OCT 7 NCEORY HK1 0715 2 0745 0910 \*1A/E\*

4 AP NC

5 TK OK08SEP/CDGAF00CT

6 OPW-08SEP:1500/1C7/AF REQUIRES TICKET ON OR BEFORE

11SEP:1500/S2-3

7 OPC-11SEP:1500/1C8/AF CANCELLATION DUE TO NO TICKET/S2-3

8 FE PAX CHGT RESTRICTED/NO REFUND/S2-3

9 FV PAX AF/S2-3

**Display EMD**  **Request**

## Request

**> EWD/EMD057-8247441241**

## Response

EMD-0578247441241 TYPE-S SYS-1A LOC-N9UBBM

INT- FCI-1 1 POI-CDG DOI-08SEP17 IOI-20494795

PAX- BBEV/AF ADT

RFIC-D FINANCIAL IMPACT

REMARKS-

CPN-1 RFISC-BEV AF PAR S-O SAC-0571NJXX8OK0P VALUE-122.00

DESCRIPTION-BLUEBIZ EXCHANGE VOUCHER

PRESENT TO-

PRESENT AT-

SERVICE REMARKS-

FARE F EUR 122.00

EXCH VAL EUR 179.83 RFND VAL

TAX-01 X IZ 2.26 TAX-02 X QW 19.95 TAX-03 X FR 8.96

TAX-04 X FR 21.40 TAX-05 X UI 5.26

|       |     |        |
|-------|-----|--------|
| TOTAL | EUR | 179.83 |
|-------|-----|--------|

/FC

FP ER169

FOID-

# Display TST

Request

> TQT

Response

TST00001 CDGAF00CT 22/08SEP I 0 LD 11SEPI7 2359 OD PARPAR

T-

FXB

1.BBEV/AF

1 CDG AF 7700 T 15OCT 0715 OK TSRFR 15OCT15OCT 1PC

2 O NCE AF 6207 V 22OCT 0745 OK VSRFR 22OCT22OCT 1PC

ORY

FARE F EUR 122.00

TX001 X EUR 2.26-IZEB TX002 X EUR 19.95-QWLO TX003 X EUR 8.96-FRSE

TX004 X EUR 21.40-FRTI TX005 X EUR 5.26-UIVZ

TOTAL EUR 179.83

GRAND TOTAL EUR 179.83

PAR AF NCE80.50AF PAR41.00EUR121.50END

8. FE CHGT RESTRICTED/NO REFUND

9. FV AF

## Request

> TTI/EXCH

## Response

TST00001 CDGAF00CT 22/08SEP M 1 LD 11SEP17 2359 OD PARPAR

T-

FXB

1.BBEV/AF

1 CDG AF 7700 T 15OCT 0715 OK TSRFR 15OCT15OCT 1PC

2 O NCE AF 6207 V 22OCT 0745 OK VSRFR 22OCT22OCT 1PC

ORY

FARE R EUR 122.00

TX001 O EUR 2.26-IZEB TX002 O EUR 19.95-QWLO TX003 O EUR 8.96-FRSE

TX004 O EUR 21.40-FRTI TX005 O EUR 5.26-UIVZ

TOTAL EUR 0.00

GRAND TOTAL EUR 0.00

PAR AF NCE80.50AF PAR41.00EUR121.50END

8. FE CHGT RESTRICTED/NO REFUND

9. FV AF



## Request

> FO057-8247441241M1PAR08SEP17/20494795



## Response

--- TST RLR ---

RP/CDGAF00CT/CDGAF00CT 22/SU 8SEP17/1241Z N9TVKB

1. BBEV/AF

2 AF7700 T 15OCT 7 CDGNCE HK1 0635 2F 0715 0845 \*1A/E\*

3 AF6207 V 22OCT 7 NCEORY HK1 0715 2 0745 0910 \*1A/E\*

4 AP NC

5 TK OK08SEP/CDGAF00CT

6 OPW-08SEP:1500/1C7/AF REQUIRES TICKET ON OR BEFORE 11SEP:1500/S2-3

7 OPC-11SEP:1500/1C8/AF CANCELLATION DUE TO NO TICKET/S2-3

8 FE PAX CHGT RESTRICTED/NO REFUND/S2-3

9 FO 057-8247441241PAR08SEP17/20494795/057-8247441241M1

10 FV PAX AF/S2-3

Request

> FPO/ER

Response

```
--- TST RLR ---  
RP/CDGAF00CT/CDGAF00CT      22/SU  8SEP17/1241Z  N9TVKB  
1.BBEV/AF  
2 AF7700 T 15OCT  7 CDGNCE HK1 0635 2F 0715 0845 *1A/E*  
3 AF6207 V 22OCT  7 NCEORY HK1 0715 2 0745 0910 *1A/E*  
4 AP  NC  
5 TK  OK08SEP/CDGAF00CT  
6 OPW-08SEP:1500/1C7/AF REQUIRES TICKET ON OR BEFORE 11SEP:1500/S2-3  
7 OPC-11SEP:1500/1C8/AF CANCELLATION DUE TO NO TICKET/S2-3  
8 FE  PAX  CHGT RESTRICTED/NO REFUND/S2-3  
9 FO  057-8247441241PAR08SEP17/20494795/057-82474412414M1  
10 FP  O/ER  
11 FV  PAX  AF/S2-3
```

Request

> TTP/RT

Response

OK ETICKET



## Request

> RT

## Response

--- TST RLR ---

RP/CDGAF00CT/CDGAF00CT 22/SU 8SEP17/1247Z N9TVKB

1. BBEV/AF

2 AF7700 T 15OCT 7 CDGNCE HK1 0635 2F 0715 0845 \*1A/E\*

3 AF6207 V 22OCT 7 NCEORY HK1 0715 2 0745 0910 \*1A/E\*

4 AP NC

5 TK OK08SEP/CDGAF00CT//ETAF

6 FA PAX 057-2398692148/ETAF/EUR0.00/08SEP17/CDGAF00CT/2049479

5/S2-3

7 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3

8 FE PAX CHGT RESTRICTED/NO REFUND/S2-3

9 FO 057-8247441241PAR08SEP17/20494795/057-82474412414M1

10 FP O/ER

11 FV PAX AF/S2-3

# Sabre Issuing agents

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**Let's get you started with booking tickets and upgrades using blue credits. Follow these steps:**

## Create the PNR

Set up the PNR as you normally would, and include the OIN (bluebiz number) with the entry 3OSI YY OIN ZZ12345 (ZZ12345 is an example of a bluebiz number). This step will trigger the Ticket Time Limit, if applicable. Please also make sure to add the fare, fare basis and total fare quote in the PNR.

Fare information example: OSI KL FB  
YS50ABLG BASE FARE EUR964.00 TOTAL  
FARE QUOTE: 1045.00

## Add the Tour Code

To recognize the tickets issued with the EMD, add the tour code BBTRAVELEMD in the fare quote.

## For Upgrades

If you're requesting an upgrade, mention the new fare basis and the fare difference including taxes via a remark in the PNR. Note that you can only request an upgrade if the ticket has been issued beforehand.

## Submit payment request

Complete the payment request form [\*\*here\*\*](#), or find it in our online service centre.

## Service desk review

Our service desk will review the form and the PNR, then issue an EMD. You'll be informed via an SSR remark in the PNR.

If the fare has gone up or changed because of currency differences, please use the issued EMD along with another form of payment to cover the difference.

## Issue the ticket

Make sure to use the EMD and issue the ticket within 72 hours.

Happy booking!



# EMD exchange process Sabre

Here's the process for tickets issued on Air France (057) and KLM (074) ticket stock. In the example, we used AF ticket stock, designated by code 057. For the KLM process, the ticket stock code is 074.



```
W¥ET(EMD NUMBER)/(EMD COUPONS)/(EMD DATE AND CITY OF ISSUE)/  
(IATA NUMBER FROM EMD OR AIRLINE IATA NUMBER)¥FEF(CASH)¥UN(TOURCODE)  
¥EMD-(LAST NAME)/(FIRST NAME)*
```

## Example

```
W¥ET0571234567890/1///18NOV22MNL/12345678¥FEFCASH¥UN  
*BBTRAVELEMD¥EMD-BLUEBIZ/ANNA
```

**EMD will be issued in the currency of the issuing IATA agent.**

# Travelport Issuing agents

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Let's get you started with booking tickets and upgrades using blue credits. Follow these steps:

## Create the PNR

Set up the PNR as you normally would, and include the OIN (bluebiz number) with the entry SI.YY\*OIN ZZ12345 (ZZ12345 is an example of a bluebiz number). This step will trigger the Ticket Time Limit, if applicable. Please also make sure to add the fare, fare basis and total fare quote in the PNR.

Fare information example: SI KL FB  
YS50ABLG BASE FARE EUR964.00 TOTAL  
FARE QUOTE: 1045.00

## Add the Tour Code

To recognize the tickets issued with the EMD, add the tour code BBTRAVELEMD in the fare quote.

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If you're requesting an upgrade, mention the new fare basis and the fare difference including taxes via a remark in the PNR. Note that you can only request an upgrade if the ticket has been issued beforehand.

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If the fare has gone up or changed because of currency differences, please use the issued EMD along with another form of payment to cover the difference.

### Issue the ticket

Make sure to use the EMD and issue the ticket within 72 hours.

Happy booking!



# EMD exchange process

## Travelpport

Here's the process for tickets issued on Air France (057) and KLM (074) ticket stock. In the example, we used AF ticket stock, designated by code 057. For the KLM process, the ticket stock code is 074.

### Receive EMD

After receiving the EMD via an SSR remark in the PNR, you're ready to proceed.

### Retrieve Booking PNR

Start by retrieving the booking PNR.

### Exchange Process

Follow the exchange process with the EMD in your preferred currency.

## Display of the airline issued EMD

You can now display the airline-issued EMD. This allows you to exchange the EMD paid with blue credits for an electronic ticket.

### → Request

1 - \*R

> EMDD1234100248211

### Response

1 - EMDD1234100248211

1234100248211 FABIAN/SEAN 4QLTOD/1G/556513 12345600

| CPN | RFISC | DESCRIPTION           | VALUE      | DATE | STATUS |
|-----|-------|-----------------------|------------|------|--------|
| 1   | D-BEV | BLUEBIZ EXCHANGE VOUC | EUR 534.00 |      | OPEN   |

EMD DOCUMENT TOTAL: EUR 615.05

>EMD DETAIL DISPLAY .

>EMD HISTORY DISPLAY .

>EMD VOID .

>EMD REFUND .

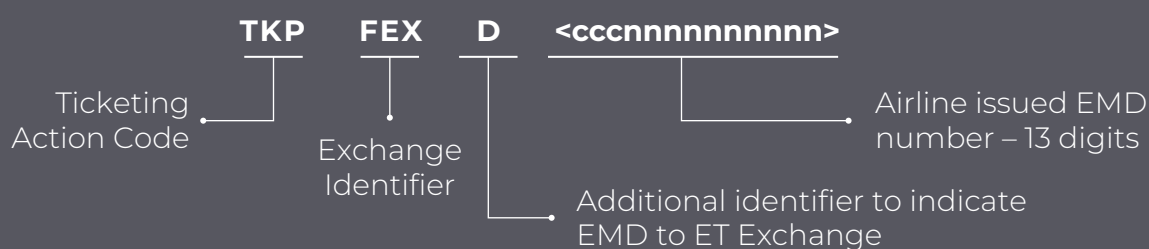
>

## Exchange of the airline issued EMD to E-ticket

The agency can exchange the airline-issued EMD for a ticket. These transactions are typically issued as even exchanges according to airline policies.

### → Entry

```
1-*R
>TKPFEXD<cccnnnnnnnnnn>
```



### → Request

```
1-*R
>TKPFEXD1234100248211
```

Response

```
1-TKPFEXD12341C
ELECTRONIC TKT GENERATED TTL FARE EUR 615.05
SUPPORTING DOCUMENTS GENERATED
RECORD LOCATOR: >*4QLT0DÍ
```

## Display of a new e-ticket after the exchange

### → Request

1 - \*R

>\*TE/1236712287790

### Response

1-\*TE/12367122E

TKT: 123 6712 287790 NAME: SAMPLE/ONE

ISSUED: 30AUG23 FOP:MISC

PSEUDO: 50IE PLATING CARRIER: XX ISO: NL IATA: 12340156

| USE  | CR | FLT  | CLS | DATE  | BRDOFF | TIME | ST | F/B      | FARE | CPN |
|------|----|------|-----|-------|--------|------|----|----------|------|-----|
| OPEN | XX | 1763 | Y   | 12NOV | AMSFRA | 0830 | OK | YS50BALG |      | 1   |

NVB12NOV NVA12NOV 0PC

FARE EUR 534.00 TAX 14.83CJ TAX 66.22XT TAX

TOTAL EUR NO ADC

AMS KL FRA 582.15YS50BALG NUC582.15END ROE0.91728 X

T PD20.79RN PD26.43VV PD17.00YQ PD2.00YR

EXCHANGED FOR: 1234100248211

ORIGINAL ISSUE: 1234100248211MNL28AUG2328390460

RLOC 1G 4QLT0D XX W0LE4P

>


# Refund Process



## Important information on EMD exchanges and refunds

Keep in mind that you must exchange the EMD within 72 hours. If not exchanged within this timeframe, bluebiz will request a refund for safety and security reasons.

### Requesting a ticket refund:



If you need to request a refund for a ticket exchanged through the bluebiz designated travel agent service, use an Indirect Refund via Refund Application in BSPlink. Refund requests sent via the GDS will not be processed and may result in an ADM.

Before requesting a refund via Refund Application, ensure the booking is cancelled and the passenger is offloaded. Do not close the coupons.


Refund processing might take up to 4 weeks. Refunds will be made in the same currency, and credits will be returned to the bluebiz member's account according to the fare refund rules.

For unused tickets, request a refund within 12 months of the issue date.

For partially flown tickets, request a refund within 12 months of the first travel date.

Only original 074 or 057 tickets can be refunded by the Refund Department.

If a 074 or 057 ticket has been exchanged into another airline ticket, submit the RA with the newly issued ticket number and mention the original ticket number in the "original issue detail" field.



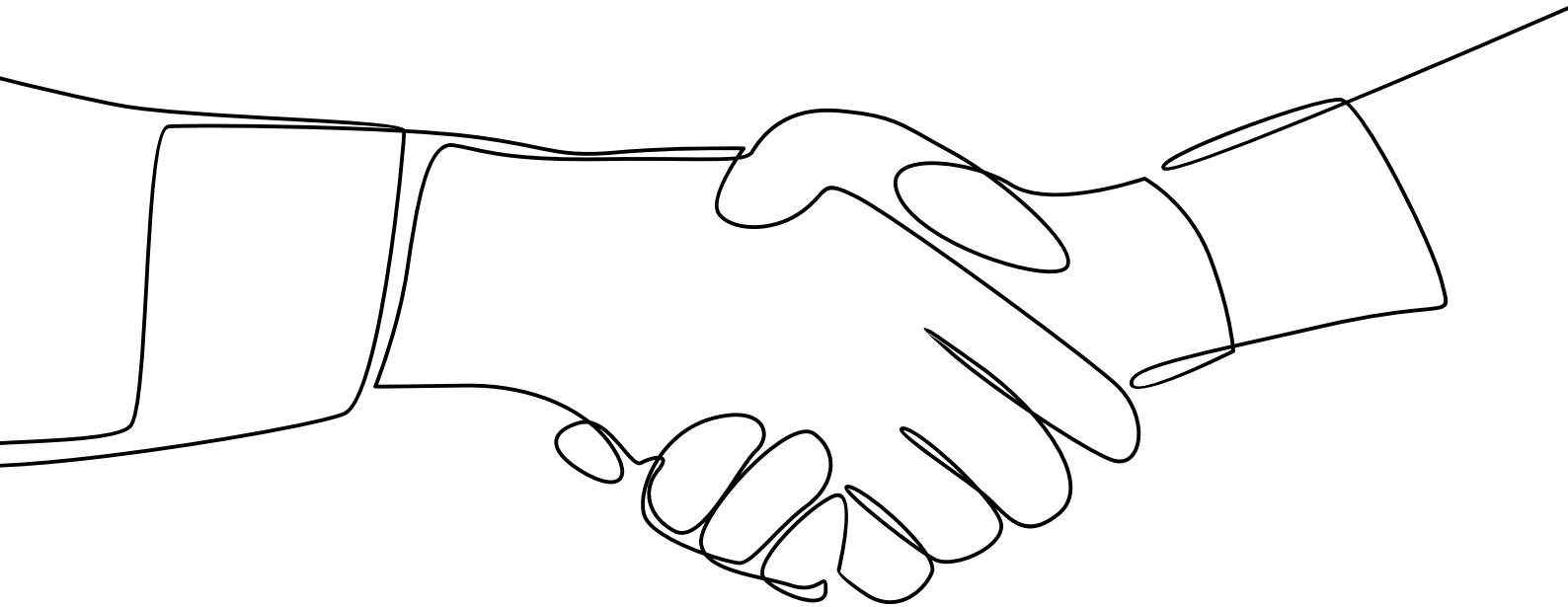
Please find all the refund rules on the Air France and KLM **Business Solutions** portal.

# Want to learn more?

Click **here** to check out the most frequently asked questions on bluebiz.com.

For any questions about the process, feel free to reach out to our service desk. You can contact us **here**.

bluebiz



**We're here to help!**