



Instructions for Travel Agents

blue credit redemption
by Travel Trade

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1. How to set up the process

Before you can start:

Before you can ask for a payment with blue credits on tickets on behalf of your customer, the bluebiz member first need to authorize you as their bluebiz designated travel agent. They can do so by filling in the form called 'assign a designated travel agent' which the member can find in the bluebiz service desk section of bluebiz.com. As soon as you are assigned as a travel agency for a bluebiz member, you will receive a confirmation mail from the bluebiz service desk. From this moment on you can start to ask for payment of tickets and upgrades in blue credits as described on the following pages.

For tickets paid with blue credits, you as a designated travel agent will still be able to:

- own the PNR
- Service the PNR (making changes, adding ancillaries, etc.*)
- incorporate the PNR in your mid and back office systems for Management Information and duty of care purposes

If you have any questions on the bluebiz Designated Travel Agent service, please visit bluebiz.com, Agentconnect.biz or your account manager.

**Changes and ancillaries cannot be paid with blue credits via the bluebiz designated travel agent service.*

Kind reminder:

Refunds must be requested via an Indirect refund via **Refund Application in BSPlink**. If a refund request has been sent via the GDS, it will **not** be handled and an ADM could be issued.

2. Amadeus issuing agents

2.1. PNR creation

2.1.1. Create PNR following the normal process

The following items are mandatory to add in the PNR: OIN and fare quote.

2.1.2. OIN (Account number of bluebiz member) information

- The OIN entry is mandatory for all bookings, corporate and published fares.
- The entry to add the bluebiz number is: OSYYOIN ZZ12345 (=example)
- OIN in the reservation will trigger the TTL *Ticket Time Limit*

2.1.3. Upgrades

- Please mention the new fare basis and the fare difference incl. taxes via a RM remark in the PNR. You can only request an upgrade if the ticket is already issued.

2.1.4. Tour code BBTRAVELEMD in the fare quote

- To recognize the tickets issued with the EMD it is important that a specific tour code (BBTRAVELEMD) will be added to the fare quote.
- If there is already an existing FT, the line number of the element has to be deleted first. Then insert the tour code BBTRAVELEMD

✓ Entry to delete the tour code
>XE [line number or FT]

✓ Entry to add the tour code
>FT ***BBTRAVELEMD**

2.2. Payment request for issuing EMD with blue credits

The payment request has to be send at least 5 days before departure of the first flight:

- Go to <https://www.bluebiz.com/en/travel-Agent/payment-request> and complete the form.
- If all steps above are checked, an EMD will be issued and the EMD number will be send via SSR remark in the PNR.
- After the EMD is inserted in the PNR the ticket has to be issued according process 3 or 4 within 72 hrs.
- Changes and flight related services are excluded for blue credits redemption by Travel Trade.

2.3. EMD Exchange

2.3.1. Air France (Cryptic flow)

After having received the EMD via an RM remark in the PNR, follow the below exchange process.

EMD = issued in Euro or USD

Retrieve booking PNR.

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

> 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 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  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 057-8247441241PAR08SEP17/20494795/057-82474412414M1  
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
```

2.3.2.KLM (Cryptic flow)

After having received the EMD via an RM remark in the PNR, follow the below exchange process.

EMD = issued in Euro or USD

Retrieve booking PNR.

Request

> RTN9VISN

Response

```
--- TST RLR ---  
RP/AMSKL0980/AMSKL0980          ME/SU   8SEP17/1250Z   N9VISN  
AMSKL0980/0081ME/8SEP17  
  1.BBEV/KL  
  2  KL1227 X 15OCT 7 AMSCDG HK1  0715 0840  15OCT  E  KL/N9VISN  
  3  KL1228 L 22OCT 7 CDGAMS HK1  0935 1055  22OCT  E  KL/N9VISN  
  4 AP NC  
  5 TK OK08SEP/AMSKL0980  
  6 FE PAX NONENDO/NONREF/S2-3  
  7 FV PAX KL/S2-3
```

Display EMD

Request

> EWD/EMD074-8220013221

Response

EMD-0748220013221	TYPE-S					SYS-1A	LOC-
N9Q9OM							
INT-	FCI-1	1	POI-AMS	DOI-08SEP17		IOI-	
57492632							
PAX-	BBEV/KL						
ADT							
RFIC-D	FINANCIAL	IMPACT					
REMARKS-							
CPN-1	RFISC-BEV	KL	AMS	S-O		VALUE-126.00	
	DESCRIPTION-BLUEBIZ	EXCHANGE	VOUCHER				
PRESENT TO-							
PRESENT AT-							
SERVICE	REMARKS-						
FARE	F	EUR	126.00				
EXCH	VAL	EUR	177.98	RFND	VAL		
TAX-01	X	CJ	10.08	TAX-02	X	RN	11.94
11.60				TAX-03	X	QX	
TAX-04	X	IZ	1.13	TAX-05	X	FR	4.48
12.75				TAX-06	X	FR	
TOTAL		EUR	177.98				
/FC							
FP	ER169						
FOID-							

Display TST

Request

> TQT

Response

```
TST00001      AMSKL0980 ME/08SEP I 0 LD 11SEP17 2359  OD AMSAMS
T-
FXB
  1.BBEV/KL
  1  AMS KL 1227 X 15OCT 0715  OK XSRNL              15OCT15OCT 0PC
  2  O  CDG KL 1228 L 22OCT 0935  OK LWKNL              22OCT22OCT 0PC
      AMS
FARE  F  EUR      126.00
TX001 X  EUR      10.08-CJSO TX002 X  EUR      11.94-RNDP TX003 X  EUR      11.60-QXAP
TX004 X  EUR      1.13-IZEB TX005 X  EUR      4.48-FRSE TX006 X  EUR      12.75-FRTI
TOTAL  EUR      177.98
GRAND TOTAL EUR      177.98
AMS KL PAR26.37KL AMS114.47NUC140.84END ROE0.891032

  6.FE NONENDO/NONREF
  7.FV KL
```

Request

> TTI/EXCH

Response

```

TST00001      AMSKL0980 ME/08SEP M 1 LD 11SEP17 2359  OD AMSAMS
T-
FXB
    1.BBEV/KL
1  AMS KL 1227 X 15OCT 0715  OK XSRNL              15OCT15OCT 0PC
2  O CDG KL 1228 L 22OCT 0935  OK LWKNL              22OCT22OCT 0PC
    AMS
FARE  R  EUR      126.00
TX001  O  EUR      10.08-CJSO TX002  O  EUR      11.94-RNDP TX003  O  EUR      11.60-QXAP
TX004  O  EUR      1.13-IZEB TX005  O  EUR      4.48-FRSE TX006  O  EUR      12.75-FRTI
TOTAL  EUR      0.00
GRAND TOTAL EUR      0.00
AMS KL PAR26.37KL AMS114.47NUC140.84END ROE0.891032

    6.FE NONENDO/NONREF
    7.FV KL
    
```

Request

> FO074-8220013221M1AMS08SEP17/57492632

Response

```

--- TST RLR ---
RP/AMSKL0980/AMSKL0980      ME/SU      8SEP17/1250Z      N9VISN
AMSKL0980/0081ME/8SEP17
    1.BBEV/KL
2  KL1227 X 15OCT 7 AMSCDG HK1  0715 0840  15OCT  E  KL/N9VISN
3  KL1228 L 22OCT 7 CDGAMS HK1  0935 1055  22OCT  E  KL/N9VISN
4  AP NC
5  TK OK08SEP/AMSKL0980
6  FE PAX NONENDO/NONREF/S2-3
7  FO 074-8220013221AMS08SEP17/57492632/074-82200132215M1
    
```

Request

> **FPO/ER**

Response

```
--- TST RLR ---  
RP/AMSKL0980/AMSKL0980          ME/SU   8SEP17/1250Z   N9VISN  
AMSKL0980/0081ME/8SEP17  
  1 .BBEV/KL  
  2  KL1227 X 15OCT 7 AMSCDG HK1  0715 0840  15OCT  E  KL/N9VISN  
  3  KL1228 L 22OCT 7 CDGAMS HK1  0935 1055  22OCT  E  KL/N9VISN  
  4 AP NC  
  5 TK OK08SEP/AMSKL0980  
  6 FE PAX NONENDO/NONREF/S2-3  
  7 FO 074-8220013221AMS08SEP17/57492632/074-82200132215M1  
  8 FP O/ER
```

Request

> **TTP/RT**

Response

```
OK ETICKET
```

Request

> RT

Response

```
--- TST RLR ---  
RP/AMSKL0980/AMSKL0980          ME/SU   8SEP17/1256Z   N9VISN  
AMSKL0980/0081ME/8SEP17  
  1 .BBEV/KL  
  2  KL1227 X 15OCT 7 AMSCDG HK1  0715 0840  15OCT  E  KL/N9VISN  
  3  KL1228 L 22OCT 7 CDGAMS HK1  0935 1055  22OCT  E  KL/N9VISN  
  4 AP NC  
  5 TK OK08SEP/AMSKL0980//ETKL  
  6 FA PAX 074-2407680365/ETKL/EUR0.00/08SEP17/AMSKL0980/5749263  
    2/S2-3  
  7 FB PAX 0000000000 TTP/RT OK ETICKET/S2-3  
  8 FE PAX NONENDO/NONREF/S2-3  
  9 FO 074-8220013221AMS08SEP17/57492632/074-82200132215M1  
 10 FP O/ER
```


3. Sabre issuing agents

3.1. PNR creation

3.1.1. Create PNR following the normal process

The following items are mandatory to add in the PNR: OIN, fare, fare basis and total fare quote.

3.1.2. OIN (Account number of bluebiz member) information

- The OIN entry is mandatory for all bookings, corporate and published fares.
- The entry to add the bluebiz number is: 3OSI YY OIN ZZ12345 (=example)
- OIN in the reservation will trigger the TTL *Ticket Time Limit*

3.1.3. Upgrades

- Please mention the new fare basis and the fare difference incl. taxes via a remark in the PNR. You can only request an upgrade if the ticket is already issued.

3.1.4. Fare information example

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

3.2. Payment request for issuing EMD with blue credits

The payment request has to be send at least 5 days before departure of the first flight:

- Go to <https://www.bluebiz.com/en/travel-Agent/payment-request> and complete the form.
- If all steps above are checked, an EMD will be issued and the EMD number will be send via SSR remark in the PNR.
- After the EMD is inserted in the PNR the ticket has to be issued according process 3 or 4 within 72 hrs.
- Changes and flight related services are excluded for blue credits redemption by Travel Trade.

3.3. EMD Exchange Air France and/or KLM

3.3.1. Exchange process

After having received the EMD via an SSR remark in the PNR, follow the below exchange process.

W✈ETEMDNUMBER/1/DATECITYOFISSUANCE/TICKETISSUINGIATANUMBER✈FEFCASH✈EMD
-PAXNAME✈UN*BBTRAVELEMD*

Example: W✈ET0571234567897/1/24JUN21AMS/11111111✈FEFCASH✈EMD-
BLUEBIZ/SABRE✈UN*BBTRAVELEMD*

EMD = issued in currency of issuing IATA agent

For KLM replace 057 by 074

3.3.2. Tour code BBTRAVELEMD in the ticket

To recognize the tickets issued with the EMD it is important that a specific tour code (BBTRAVELEMD) will be added to the ticket.

4. Refund rules ticket issued with bluebiz EMD

- Refunds must be requested via an Indirect refund via **Refund Application in BSPlink**. If a refund request has been sent via the GDS, it will **not** be handled and an ADM could be issued.
- Before requesting the refund via Refund Application, please ensure the booking has been cancelled and the passenger is offloaded. Do not close the coupons.
- Handling the refund request might take up to 4 weeks. The refund will be made in the same currency and credits will be returned to the Bluebiz member's account according to the refund rules of the fares issued. For unused tickets, a refund can be requested at the latest 12 months after date of issue.
- For partially flown tickets, a refund can be requested at the latest 12 months after the first travel date.
- Only original 074 or 057 tickets can be refunded by the Refund Department. When a 074 or 057 ticket has been exchanged into another airline ticket, please submit the RA with the newly issued ticket number and mention the original ticket number in the "original issue detail" field.
- See your AgentConnect pages for all refund rules.