



AF/KLM through Travelfusion

AgentconnectBiz portal Last updated SC November 5, 2024

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Step 1 - Starting point



No linked steps

Question

1. General information and log in

Step 12

2. How to add new IATA office in the portal

Step 11

- 3. How to retrieve a booking Step 13
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- 5. Rebooking Step 3
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Step 2



Question

Parent step: 1

Ancillaries and services

Ancillaries and services

- 1. Baggage Step 25
- 2. Seating Step 19
- 3. Meals Step 16

Step 3



Question

Parent step: 1

Rebooking

- 1. Capabilities Step 14
- 2. Rebooking process Step 17

3. Split for rebooking

Step 22

Step 4

Question

Parent step: 10

Force Majeure

1. Refund

Step 21

2. Rebooking

Step 24

Step 5

Question

Parent step: 10

Air France / KLM (via Tripstack)

General Guidelines	Click here for the login details:  AF/KLM through Travelfusion
How do we receive the SC notifications?	Schedule change notifications from carriers are: - send to OTRS via email (SC -Inbox) - send via TF API to Edvin/ SC Workmode
What ETG is responsible for to handle?	Non-VI We handle all schedule changes that occur up to 24 hours from departure from Edvin Workmode, but the agent should always check and remove it from any other queue. VI We handle all schedule changes, and agent should always remember to remove them from any other queue, before handling.
How does ETG handle the SC notification?	<p>Check the link for the handling via Phone SC task Check the link for the handling via Chat SC task Check the link for the handling via Email SC task Check the link for the handling via SC WM task: SC Description Manual handling</p> <p>Attention, exceptional process: AF/KLM always provides a valid alternative with the tickets to be updated.</p> <ul style="list-style-type: none">If no alternative is provided: - Agents should check on AF/KLM portal or contact the airline's call center/chat for assistance <p>In case of an involuntary change, do not forget to place the booking on UPA TKT- "Close D365 External portals" with the relevant template</p>
If the agent is not trained in SC handling, follow the below:	If the customer, contacts us for rebooking or refund due to a schedule change, and there is no information under Edvin: <ol style="list-style-type: none">Open the booking via the airline portalCheck if there is a schedule change.Transfer the call to SC Q based on the division:  FL/SC Genesys Qs to transfer an interaction and checklist

SC - Schedule change menu

1. [How ETG receive SC notifications](#) Step 9
2. [How to inform passenger about SC notification](#) Step 6
3. [Involuntary reissue](#) Step 7

4. Involuntary refund

Step 8

5. How to send email/tickets pax

Step 20

Step 6

Solution

Parent step: 5

How to inform customer about the received SC

- Log in to OTRS inbox
- Go to "SC-inbox"
- Open up the mail and check the new alternative given by the YY
REMEMBER!
AF/KLM WILL ALWAYS SEND A VALID ALTERNATIVE. ALL THE TICKETS ARE UPDATED.
- Identify the scenario (TR, MN, MJ, etc.)
- Check the airline's policy and identify the alternatives that can be provided.
- Follow the [general SC guidelines](#)
- Send SC notification to the customer by using Edvin or Etrack
- For **Trivial and Minor scenarios** you can use the below text example:

Dear Sir/Madam,

Unfortunately, the airline has made some flight schedule changes/cancellations and the airline has the following alternatives for you.

*******FLIGHT DETAILS*******

This is just for your information and a reply is not needed.

Remember to ensure that any visa and your passport are valid for your entire stay.

Have a nice trip.

Kind Regards,

- Send an SMS to pax with the affected PNR (if more than one).
- Go back to the OTRS and move the notifications from "SC-inbox" to "SC-archive".
- Register errand
- Remove the PNR from the Q or archive the email.

Please note that **FM emails** should be forwarded to the customers from OTRS. Click [here](#) to check how to forward email in OTRS.

Step 7



Solution

Parent step: 5

Involuntary Reissue flow

Rebooking is possible via the AF/KL portal in below scenarios:

- before first departure, or after outbound is flown and before departure of inbound
- for all passengers of the booking, or part of them (split is possible)
- for all types of fares: public, corporate, etc
- for bookings **without** ancillaries or free meals
- for one-way, return and open-jaws itineraries

Rebooking is NOT possible via the AF/KL portal in below scenarios:

- for bookings including ancillaries or free meals
- for checked-in tickets (fully or partially checked-in) : check-in must be first canceled before flight rebooking is requested
- after the departure of the first flight segment of each connecting bound
- If there is a change in PTC, for example: the child turns to ADLT, chds infant

For these scenarios, rebooking can be done by contacting the airline.

Remember: The only accepted form of payment for AF/KL transactions is BSP cash, which means that any additional amount that needs to be paid will have a form of payment BSP CASH and the billing will be sent by AF/KL to us via BSP.

Rebooking capabilities:

1. Transforming a one-way into a round-trip (or the other way around) is **not** supported by the AF/KL portal capabilities.
2. Dates can be modified.
3. Rerouting is not supported by the AF/KL portal (except for Open Jaw itineraries that can be transformed into normal roundtrip itineraries).
4. The type of pax cannot be modified.
5. The number of pax can be modified with a split (see Split section).

How to proceed with an involuntary reissue on the portal

- Log in to the AF/KLM portal
- Choose from the menu "Tools" the "Booking":

Welcome to AgentConnect!

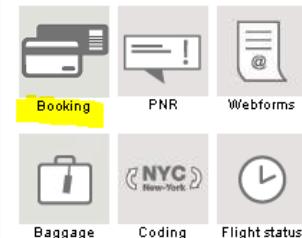


Air France ve KLM Covid-19 Group Policy

Değerli Acentelerimiz
Covid-19 kapsamında grup rezervasyonları için iptal/iade/değişiklik koşullarımız güncellenmiştir.

[Daha fazla için tıklayın](#)

Tools



Favorites

Fold ▲

- Go to search for a booking:

[Home](#)
[Search a booking](#)
[Your bookings](#)
[Reporting](#)
[Your notifications](#) 8797

SEARCH A BOOKING

IATA 27213082

Booking reference, order-id, ticket number *

- Open the PNR:

The O&D with the schedule change will soon be highlighted in RED. (Not included in screenshot)

Flight overview. Note: 2 outbound flights mentioned.

This booking has been processed outside NDC Channel. Please contact your AFKL support for further information.

AUGUST 3, 2021, 11:30 PM CDG → 10:10 AM JNB
AUGUST 4, 2021, 11:30 PM CDG → 10:10 AM JNB

AUGUST 10, 2021, 7:50 PM JNB → 6:35 AM CDG

1 Passenger

Add baggage
Choose seats
Free meals
Link Website

Modify
Refund
Accept schedule change

Total Amount: 619.37 EUR
✓ Accepted
Travel agency: CWT FRANCE SAS 20254010

Warning that something has happened to the Order.

NEW: Button to acknowledge the schedule change.

- If you click on Flight Overview, you can see the status of the segments:

AUGUST 3, 2021

23:30 Paris (CDG, 2E)
10:10^{*1} Johannesburg (JNB, A)

77W
AF990
AIRFRANCE

ECONOMY
UN - UNABLE, DOES NOT OPERATE (flight cancellation)

AUGUST 4, 2021

23:30^{*1} Paris (CDG, 2E)
10:10^{*2} Johannesburg (JNB, A)

77W
AF990
AIRFRANCE

ECONOMY
TK - CONFIRMING, ADVISE PASSENGER NEW TIMES

[fare Conditions](#)

Original flight no longer operating.

New flight booked for the customer by AFKL.

Accept schedule change

When the change has been reviewed and agent will inform the passenger, the agent should press this button to trigger a refresh of the Order.

Accept the changes

This booking has been processed outside NDC Channel. Please contact your AFKL support for further information.

AUGUST 4, 2021, 11:30 PM CDG → 10:10 AM JNB Duration : 10h40, Direct Flight

AUGUST 10, 2021, 7:50 PM JNB → 6:35 AM CDG Duration : 10h45, Direct Flight

1 Passenger

Add baggage Choose seats Free meals Link Website

Modify **Refund**

Note the schedule change button is no longer present.

The schedule change button is no longer displayed, so the new flights are confirmed:

When the agent retrieves the Order again:

Total price of the booking is 619.37 EUR

AUGUST 4, 2021, 11:30 PM CDG → 10:10 AM JNB Duration : 10h40, Direct Flight

AUGUST 10, 2021, 7:50 PM JNB → 6:35 AM CDG Duration : 10h45, Direct Flight

1 Passenger

Flights - Fare details

Add baggage Choose seats Free meals Link Website

Modify **Refund**

Warning is gone

Note the schedule change button is no longer present.

Modify the Order/ Involuntary Reissue

- Open the PNR
- Click on Modify Order

Reference WQM9J2 ✓ Booked OrderID c30f4cd-77cb-4b7e-abbb-54f59f95954f	 1 2	Toulouse (TLS) -- Paris (ORY)	-- Paris (ORY) -- Toulouse (TLS)	Total amount 211.66 EUR ✓ Accepted Travel agency E-TRAVEL AE27213082
Your travel is booked, you must pay 211.66 EUR. X				
The payment time limit is not known yet. It can take up until 15mns to be updated in the booking. X				
This booking has been processed outside NDC Channel. Please contact your AFKL support for further information. X				
		NOVEMBER 18, 2020, 12:00 PM TLS → 1:25 PM ORY Duration : 01h25, Direct Flight ▾		
		NOVEMBER 20, 2020, 10:00 AM ORY → 11:15 AM TLS Duration : 01h15, Direct Flight ▾		
1 Passenger ▾				
Flights - Fare details ▾				
Link Website		Cancel Print Share Email SMS Modify		

If modify is not available or you get an error message, you must call the airline for assistance.

When you click on "Modify the order", you can choose segments/legs and then search for another date/time:

Select the bound to be modified

LEG 1

Departure from	Arrival at	Date for the leg
Toulouse, Blagnac (TLS)	Paris, Paris Orly Airport (ORY)	18/11/2020

LEG 2

Departure from	Arrival at	Date for the leg
Paris, Paris Orly Airport (ORY)	Toulouse, Blagnac (TLS)	20/11/2020

Fare Type

Published and NDC fares

Passengers

PATRICIA AMIEL (ADT)

Class

Economy

Search

- Search and select the new flight that the pax has asked for.
Note that downgrade is not possible (Business >Economy) => an error will pop up. Up-sell is possible.
- When you have chosen the flight that suits the passenger, click on **book**:

	ECONOMY AMS → OSL 	ECONOMY OSL → AMS 		
Fare Basis	RS51PBLG	NS50PBLG		
Change	No fee (Before departure) No fee (After departure)	No fee (Before departure) No fee (After departure)		
Refund	Not allowed (Before departure) Not allowed (After departure)	Not allowed (Before departure) Not allowed (After departure)		
No show	Not allowed	Not allowed		
Checked-in Baggage	0 piece	0 piece		
Hand baggage	1 piece , 12KG, L+I+h=115CM	1 piece , 12KG, L+I+h=115CM		
Sales and Travel Restrictions	Sale period To September 15, 2022 To December 31, 2021	Travel period From January 1, 2022 From September 22, 2021 to December 31, 2021	Sale period To September 15, 2022 To December 31, 2021	Travel period From January 1, 2022 From September 22, 2021 to December 31, 2021

Flights - Fare details

ADULT	
Flying Blue Miles	672 MILES
Flight(s) without taxes	2 x 24.00 EUR
Taxes	+ 2 x 0.03 EUR
Total including tax	= 2 X 24.03 EUR

Book

- Passenger information:



Your trip > Modify the trip > Flights and Fares > Passenger information > Payment > Confirmation

Paris, Charles De Gaulle Airport (CDG) ⇄ Johannesburg, O.R. Tambo International Airport (JNB)
Round-Trip, 1 Passenger

Agency data

Iata Number

XXXXXXX

Agency name

AGENCY TEST

Agency address

Email *

test@test.fr

Phone

+33384984113

OfficeID / PCC

AMADEUS - MLHWL2105

Shopping Basket

This offer is valid for 28mn

Outbound : Saturday, 10th November 2018

Inbound : Wednesday, 21st November 2018

1 Passenger

Total

138 EUR

Confirm booking

If you see any mistake in the agency information, please contact your AgentConnect administrator.

Passenger 1 - Adult

Title *

Mrs

Last name *

SCHE

Name *

SCHE

Email *

SCCHAHIR@AIRFRANCE.FR

Phone

Loyalty Program

Agency data information (IATA: 27213082 email, phone, officID/PCC) is changeable. Passenger information is prefilled and not changeable.

Always proceed with any additional payment needed with the form of payment "BSP Payment" (aka Cash) VCC is forbidden.

ATTENTION



Ignore the add-collect part in the below screenshots. For an involuntary scenario, the total amount should always be zero (0).

Paris (CDG)



Johannesburg (JNB)

OrderID **e65e3b25-8f73-4c12-9042-c613a77a3f55**, Booking reference **████████**

Status **Booked**

15th June 2019, 23:20 CDG → 09:55+1JNB

Duration : 10h35 , Direct Flight

2 Passengers

TESTUN TESTUN (Adult)

test@mail.fr

0571426780501

TESTDEUX TESTDEUX (Adult)

0571426780499

Flights - Fare details

Adult

Flying Blue Miles 2 x 13860 Miles

Flight(s) without taxes 2 x 159.00 EUR

Penalties + 2 x 0.0 EUR

Total including tax = 2 x 159.00 EUR

Status Booked

Choose your form of payment

BSP Payment

TOTAL

318.00 EUR

[Issue the documents](#)

- Use the rebooking wizard to register the errand. Do NOT place the order on Ticketing Q. Change the order in Edvin.

- When you have completed the rebooking queue order to UPA TKT- "Close D365 External portals".

Place on queue- UPA TKT- "Close D365 External portals"

If with Flex tkt:

- System handled: Agentconnectbiz
- Action taken: vol reissue/invol reissue
- FOP: how was the service paid for by us: BSP CASH
- Amount: what was the airline fee per person
- New ticket number(s):
- TOT A/L fee : XXX
- DIFF due to FLX TKT: XXX

If no Flex tkt:

- System handled: Agentconnect biz
- Action taken:vol reissue/invol reissue
- FOP: how was the service paid for by us: BSP CASH
- New ticket number(s):
- Amount: airline fee, reissue cost per person
- TOT A/L fee : XXX

Step 8

Solution

Parent step: 5

Involuntary refund

Procedure for Handling Involuntary Refunds

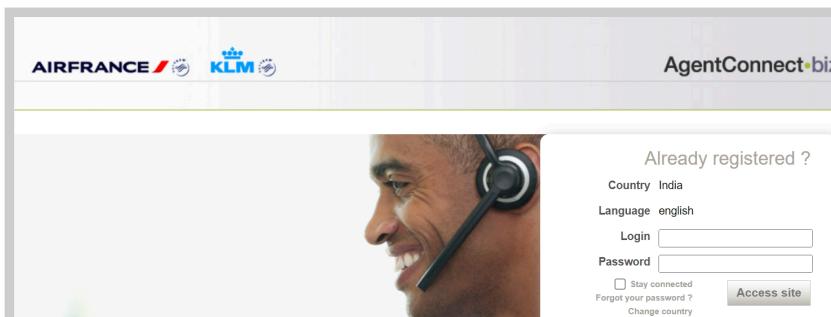
1. Document Verification in Edvin: The FL/SC agent is responsible for reviewing Edvin's documents to ensure that an involuntary refund is authorized in accordance with policy guidelines.
2. Deadline Check:
 - Verify if there are any specific deadlines associated with processing this refund.
 - If yes, and it is close to the deadline as per airline policy, or SSR, or guide (*within 4 hours of the deadline*), then the agent should **prioritize the refund and manually handle the refund.**
 - If no deadlines are indicated, proceed with the following steps:
3. Handling Based on Original Travel Time:
 - If Original Travel is **More than 4 Hours**:
 1. Update the Modify button accordingly, allowing SL to assume the case.
 2. Ensure any applicable waiver codes are documented clearly in the errands.
 - If Original Travel is **Within or Less than 4 Hours**:

Follow the manual handling refund routine and handle it.

Manual refund handling

1. Open [AF/KLM portal](#).

2. Log in with your credentials:



3. Choose in the menu "Tools" the "Booking":

Welcome to AgentConnect!

Air France & KLM - New Agent Booking Tool Release
A new release of the AF and KL Agent Booking Tool (22.7) is available as of 19 July 2022.
[Learn more](#)

Tools

- Booking
- PNR
- Webforms
- Baggage
- Coding
- Flight status

4. Search for the affected PNR:

Home Search a booking Your bookings Reporting Your notification 4035

SEARCH A BOOKING
IATA 27213082

Booking reference, order-id, ticket number *

Search a booking

5. Retrieve the booking on the portal.

6. Check the PNR history of UN/TK:

Reference TXHU7M
✓ Issued
OrderID AF0570010CBEE

1 Seoul (ICN) → London (LHR)
2 London (LHR) → Seoul (ICN)
1 Passenger

Total amount 650.13 EUR
✓ Accepted
Travel agency E-TRAVEL AE 27213082

This booking has been processed outside NDC Channel. Please contact your AFKL support for further information.

1 OCTOBER 2022 Duration : 15h30, 4 stops

3 OCTOBER 2022
18:15¹² Paris (CDG, 2E) → 320 AF1180 AIRFRANCE
18:35¹² London (LHR, 3)

3 OCTOBER 2022
20:55¹² Paris (CDG, 2E) → 320 AF1380 AIRFRANCE
21:20¹² London (LHR, 3)

ECONOMY
UN - UNABLE, DOES NOT OPERATE (flight cancellation)

ECONOMY
TK - CONFIRMING, ADVISE PASSENGER NEW TIMES

7. Check if a full refund is applicable as per the airline's policy.

8. Scroll down to the page and click on the "Refund button":

Flights - Fare details

Add baggage Choose seats Free meals

Modify Refund Accept schedule change

9. Confirm that the refundable amount is fully refundable as per policy. You can check the total price in Edvin.

10. Click on "Confirm", if the passenger agreed on the refundable amount:



11. Once a refund is done on the AF/KLM portal copy the Refund confirmation message from the portal to your notes.

12: Click on Modify order in Edvin and paste the refund confirmation message in the "Other info to BO" and the note "TKT refunded":

Modify order - Select reason

Schedule Change - refund

Cancelled by customer, not accept Schedule Change.
We need to check with airline if we can refund customer free of charge.
If not we will not make any refund.

Confirmed by:

Select channel...

Select category...

Select type...

Select action...

Note...

Summary

Reason: Schedule Change - refund

Other info to BO:

13. Send the cancellation email confirmation to the customer.

14. Remove from the queues.

If the involuntary refund is not possible to be processed via AF/KLMPortal

1. Contact the airline directly and share the information about the booking.

2. Ask the airline to proceed refund on their end due to a major schedule change.
3. Once the refund is confirmed, ask the airline's representative for the name/location of the agent and the refundable amount.
4. Click on Modify order in Edvin and add under "Other info to BO" clarifications that the ticket has already been refunded with YY.
5. Send the cancellation email confirmation to the customer.
6. Remove from the Queues.

If the airline's representative requests us to proceed with a refund via BSP

1. Click on Modify order in Edvin.
2. Add a note for SL "BSP needed" under "Other info to BO":

The screenshot shows the 'Modify order - Select reason' window. The 'Reason' dropdown at the top is set to 'Schedule Change - refund'. To the right, a summary panel shows the selected reason. Below the dropdown, there are several input fields: 'Confirmed by:' (text input), 'Select channel...', 'Select category...', 'Select type...', 'Select action...', and a 'Note...' text area. A yellow box highlights the 'Other info to BO:' input field, which contains the text 'SL "BSP needed"'. The entire interface has a light gray background with blue and black text.

3. After that do not forget to Escalate to BO through the refund tab:

Refund cases

Force Majeure - refund

[Open](#)

[Escalate to BO](#)

[Send status email](#)

Booking [REDACTED]

Last updated: 2020-12-23 [i](#)



Refund request received

Refund application sent to airline

Money received from airline

Payment done to customer

Show more [▼](#)

4. Chose Escalation reason: NDC - RA in BSP, add this info in the order note field:

- Ticket numbers:
- RA/Refund reason:
- Emd's to be refunded:

Escalate to BO

Escalation reason

Channel

Refund application needs to be sent by BO via bsp link

Order note

Ticket numbers:
RA/Refund reason:
Emd's to be refunded:

Category

Type

Action

Templates [▼](#)

Frontline Back Office

[Escalate](#) [Cancel](#)

5. Send the cancellation email confirmation to the customer.

6. Remove from the Queues.

Step 9

Solution

Parent step: 5

How to find SC notifications

SC notifications are being forwarded to the OTRS SC Inbox.
For more information on how OTRS is working please click [here](#).

SC notification on Agentconnect.bz Portal:

Once you log in to the agent portal, If you click on "Your notifications", you can see a list with all the schedule changes that have been occurred and not handled:

The screenshot shows the 'Your notifications' page of the Agentconnect.bz Portal. At the top, there are navigation links: Home, Search a booking, Your bookings, Reporting, and Your notifications (which is highlighted with a red border). Below the header is a blue banner with the text 'YOUR NOTIFICATIONS' and 'IATA 27213082'. Underneath the banner are two buttons: 'Sort by' and 'Filter by'. A dropdown menu is open, showing 'Notification date' as the selected filter. To the right of the dropdown, there is a message: '6813 results, 6797 Not seen, 0 Selected notifications'. Below this, there are two rows of notification items. Each row contains a checkbox, a date (November 5, 2020 or August 29, 2021), booking details (WQM9J2, MQ7EZW), modification type (Flight Rebooked, Flight Cancelled), a 'Show PNR' button, and a trash icon. At the bottom right of the page, there is an 'Export' button.

From that list, you can see:

- the date of the schedule change occurred
- the type of the schedule change
- open the PNR
- Remove the PNR from that list

Step 10

Question

Parent step: 1

Flight Irregularities

1. SC - Schedule change

Step 5

Step 11

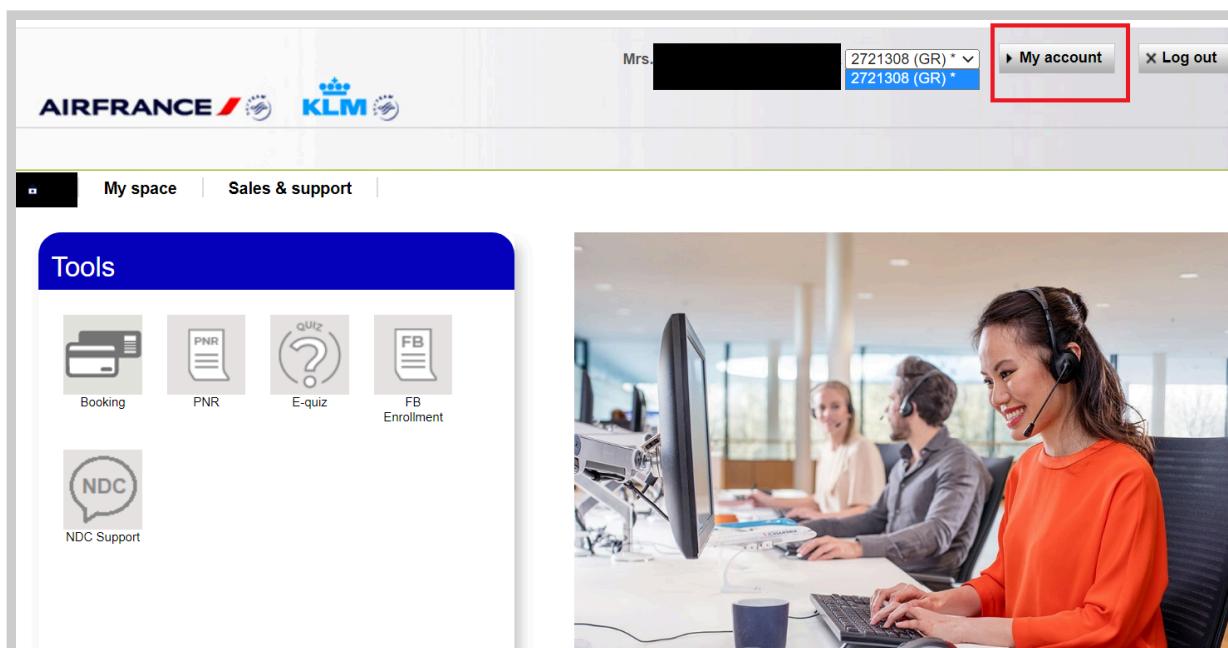
Solution

Parent step: 1

Step-by-step on how to add additional IATA office in the portal

1. Login to your profile in the portal as per the usual routine. All details can be found [here](#)

2. Once you access the portal, click on the button " My account" as shown below:



3. Your profile will be shown, click on the "Modify your profile" option to proceed.

Your personal profile

This page gives you a summary of your profile.
We recommend that you update your information regularly: you can do this online by simply clicking on the "Modify your profile" link at the bottom of the page.

Personal Information

Title : Mrs.

Last name : [REDACTED]

First name : [REDACTED]

Your date of birth : [REDACTED]

Job title :

Your e-mail : [REDACTED]

Your professional e-mail : [REDACTED]

: [REDACTED]

Language : english

Main IATA : 2721308

Modify your profile

Personal data protection

A screenshot of the 'Your personal profile' page. It shows various fields for personal information like title, last name, first name, date of birth, job title, email, and language. The 'Main IATA' field is filled with '2721308'. At the bottom right, there is a red button labeled 'Modify your profile' which is highlighted with a red box. Below the button, there is a small link 'Personal data protection'.

4. Once you access the option to modify your profile. Firstly, insert the first 7 digits of the IATA office you wish to **add**. Secondly, insert your email address and click **Submit**:

Modify your profile

This page allows you to update your contact information and make necessary changes to your profile: e-mail, job title, IATA number, etc.

Personal Information

Title : Mrs. ▾

Last name : [REDACTED]

First name : [REDACTED]

Your date of birth : [REDACTED]

Job title : [REDACTED] ▾

Your e-mail : [REDACTED]

Your professional e-mail * : [REDACTED]

: ▾

Language : english ▾

IATA list Main IATA Your professional e-mail Cancel

2721308 [REDACTED]@traveligroup.com

Add

+ 8020877 [REDACTED]@traveligroup.com

Cancel Submit 

▶ Personal data protection



5. After you click the "Submit" button you will return to your profile. Under the **Secondary IATA**, you will find the additional IATA you have added previously:

Your personal profile

This page gives you a summary of your profile.
We recommend that you update your information regularly: you can do this online by simply clicking on the "Modify your profile" link at the bottom of the page

Personal Information

Title : Mrs.

Last name : [REDACTED]

First name : [REDACTED]

Your date of birth : [REDACTED]

Job title : [REDACTED]

Your e-mail : [REDACTED] com

Your professional e-mail : [REDACTED] com

: ▾

Language : english

Main IATA : 2721308

Secondary IATA : 8020877 ▾ Modify your profile 

▶ Personal data protection

6. Now, when you access the portal you have the option to choose the IATA office where the PNR has been issued. The dropdown menu as shown below will be available:

ATTENTION 

If the "Booking" option is unavailable when you select an office, request the IT department to activate it.

Step 12

Solution

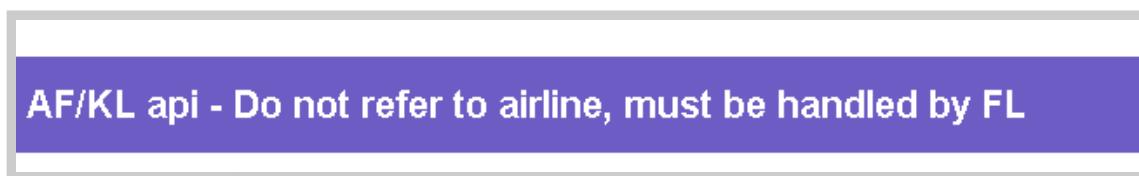
Parent step: 1

General information and login

Bookings issued for AF/KLM through Travelfusion should be handled through: [AgentConnectBiz portal](#)

We are not allowed to manage any bookings on the airline's website or in Travelfusion, **only through the Agent Connect portal**.

We are not allowed to refer customers to the airline, this is also marked in the Edvin banner:



All post-sale support needs to go through us. If the customer needs assistance and the agent can't manage the PNR from the portal without contacting the carrier, place the booking on the respective FL support queue and support will contact the airline.

IATAs:

- GR IATA 27213082
- SE IATA 80208774

Agents can use the webform for Agentconnect.Biz Orders that can be found in the Agentconnectbiz portal:

The screenshot shows a navigation bar with several categories: My space, Sales & support (which is highlighted in red), News & promotions, and others partially visible. Below the main categories, there are sub-sections under each:

- Policies and procedures**: Air France, Air France and KLM, Your country information.
- EMD**
- Refunds**
- Forms & Quotes**
- Booking & GDS information**
- Fares & Ticketing information**
- Passenger assistance**: Unaccompanied Minors, Children and babies, Reduced mobility and other disabilities, Pregnant women, Extra Seat (EXST).
- PNR servicing**
- NDC**
- Check-in**

All post-sale requests towards AF/KLM through this connection are paid through **CASH** - VCC is not allowed.



The agent is never allowed to use VAN/VCC form of payment and can never go to the airline's website and rebook/add ancillaries or make any changes where you need to pay with VAN. All changes and payments is through BSP CASH only and only through the AgentconnectBiz portal.

To get an account

To get an account for Agent Connect biz the agent must first sign up themselves:

All agents need to create an account themselves first for us to be able to connect you to the portal.

Go to the [agentconnectbiz link](#)

The landing page has a large "First visit?" question. Below it, a "New to AgentConnect.biz?" link and a prominent yellow "Register now!" button.

Using etraveligroup.com or WNS/CNX email address.

When you are creating your account you must add the Greek IATA needs to be added to every one's profile either as a main IATA or secondary: 2721308 (when adding the IATA in the portal, it is supposed to be only 7 letters as stated here.)



Registration: 1/3

Registration is simple and only takes a few minutes. Please begin by filling out the fields below. (Fields marked with an * are required)

Personal information

Title* :	<input type="text" value="Mrs. ✓"/>
Last name* :	<input type="text" value="Nada"/>
First name* :	<input type="text" value="Lindberg"/>
Your e-mail * :	<input type="text" value="nada.lindberg@etraveligr"/>
Your professional e-mail * :	<input type="text" value="nada.lindberg@etraveligr"/>

Main agency

Main IATA* :	<input type="text" value="8020877"/>
---------------------	--------------------------------------

Secondary agency(ies)

Secondary IATA :	<input type="text" value="2721308"/> +
Your professional e-mail :	<input type="text" value="nada.lindberg@etraveligr"/>

Cancel

When the agent has signed up on AgentconnectBiz and confirmed that Greek IATA is added, inform a Team Leader or a Manager that you need to get a portal account.

If you encounter any issues logging into the Portal or if the "Booking" button is missing, please contact your Team Lead/Manager.

Step 13

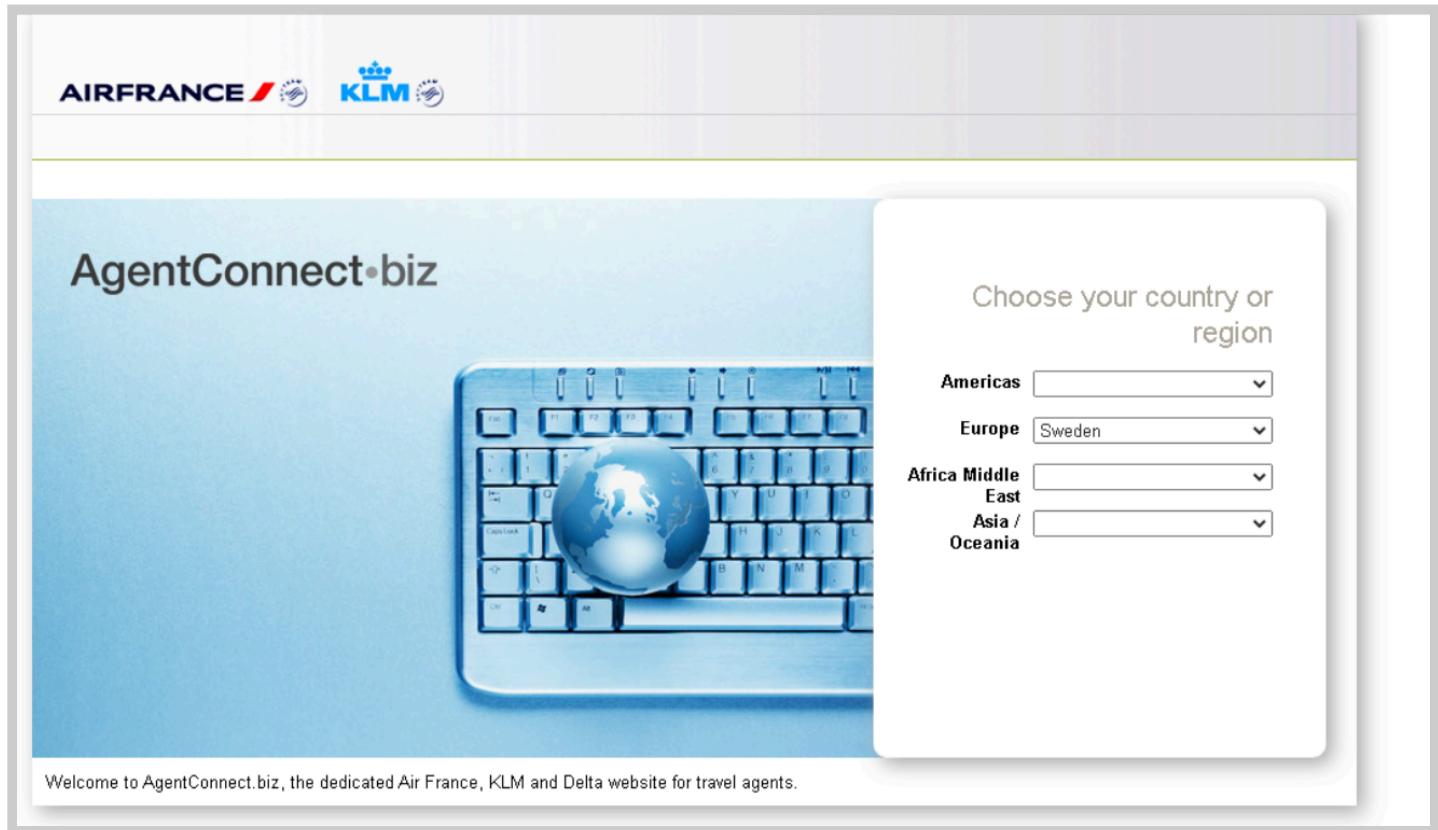
Solution

Parent step: 1

How to retrieve a booking

- Log in to [AgentconnectBiz](#)

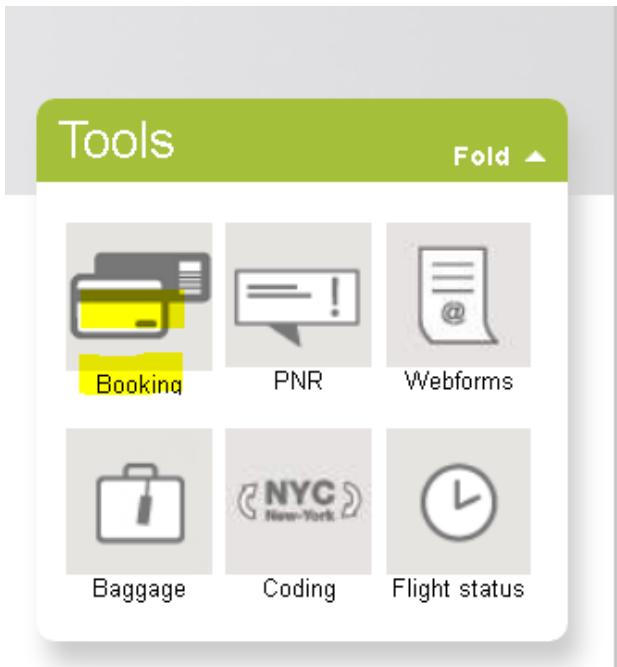
If this pops up choose your region/country first then you will be able to log in



- To work on these orders you must always switch to the applicable IATA. For orders made on SE market websites, the bookings are always issued via SE IATA. For all other ETG markets, the bookings are issued

via GR IATA.

- Click on "booking"



- Click on Search a booking in the left corner, enter the PNR, and then click on Search a booking:

AIRFRANCE KLM BT.biz Mme NADA LINDBERG - IATA 27213082 GR ▾ | EN

Home **Search a booking** Your bookings Reporting Your notifications 8330

SEARCH A BOOKING
IATA 27213082

Booking reference, order-id, ticket number *

A booking reference has 6 characters. A ticket number has 13 or 14 digits.
An orderid has 37 characters.

Search a booking

- You have now opened the PNR:

Mme NADA LINDBERG - IATA 27213082 GR ▾
| EN

Reference: [REDACTED]
✓ Issued
OrderID: [REDACTED]

Toulouse (TLS) → Paris (ORY)
1 Passenger

Total amount: 72.22 EUR
✓ Accepted
Travel agency: E-TRAVEL AE27213082

Total price of the booking is 72.22 EUR

OCTOBER 25, 2021, 9:30 AM TLS → 10:50 AM ORY Duration : 01h20, Direct Flight ▾

1 Passenger ▾

Flights - Fare details ▾

Add baggage | Modify
Choose seats | Refund
Free meals
Link Website

Air France KLM | Travel by AIR FRANCE | Travel by KLM

Step 14

Solution

Parent step: 3

Portal Capabilities

Rebooking is possible via the AF/KL portal in below scenarios:

before first departure, or after outbound is flown and before departure of inbound

for all passengers of the booking, or part of them (split is possible)

for all types of fares: public, corporate, etc

for bookings **without** ancillaries or free meals

for one-way, return, and open-jaws itineraries

Rebooking is NOT possible via the AF/KL portal in below scenarios:

for bookings including ancillaries or free meals

for checked-in tickets (fully or partially checked-in) : check-in must be first canceled before flight rebooking is requested

after departure of the first flight segment of each connecting bound

- If there is a change in PTC ex: child turns to ADLT, chds-> infant

For these scenarios, rebooking can be done by contacting the airline. **Remember:** The only accepted form of payment for AF/KL transactions is BSP cash, which means that any additional amount that needs to be paid will have a form of payment BSP CASH and the billing will be sent by AF/KL to us via BSP.

Rebooking capabilities:

- Transforming a one-way into a round-trip (or the other way around) is **not** supported by the AF/KL portal capabilities.
- Dates can be modified.
- Rerouting is not supported by the AF/KL portal (except for Open Jaw itineraries that can be transformed into normal roundtrip itineraries).
- Type of pax cannot be modified.
- The number of pax can be modified with a split (see Split section).

Step 15

Solution

Parent step: 1

Cancellation and refund

The claim task has been moved to the SL team as of November 5, 2024.

Handling Based on Original Travel Time:

- If Original Travel is **more than 4 Hours**:
- Inform the customer about the Penalty and if the customer confirms the cancellation, click on the "Modify" button accordingly, SL will continue and cancel the order in the Portal.
- If Original Travel is **within or Less than 4 Hours**:
Follow the standard refund routine as usual.

FL team will continue to:

- Handle urgent cases (clarification above)
 - Void
 - Check Rules and inform customers
 - Placing on Support in case anything requires YY contact
 - Modify button
 - Send a cancellation confirmation email
-
-

- We can only do voluntary cancellations and refunds in the portal.

- If it is refund against waiver must call AF/KL.
- For FM, SC agent should follow the processes mentioned in the below links:
 - [Force majeure refund](#)
 - [Schedule change refund](#)

24 h rule

Not possible.

- Void, refund against ticket rule, taxes has the same refund procedure as per below:

AFTER SALES REFUND

SCOPE

- The IATA agency asking for change must be the one which created the booking
- In scope : simple refunds
 - ✓ Refund before departure (first flight segment)
 - ✓ All coupons must have an O or A status
 - ✓ Outbound and inbound farebasis must have same refund conditions
 - ✓ Refund for part of the passengers in the booking (=> cf. split refund)

Possible refunds :

 - ✓ Non refundable fares but refundable taxes (YR= same conditions as applicable fare)
 - ✓ Full refundable fares
 - ✓ Refundable fares including fees (same fees on each bound)
- Out of scope : refunds must be requested via BSP-link :
 - ✓ Checked-in tickets (fully or partially checked-in) : check-in must be first canceled before refund is requested
 - ✓ After departure of first flight segment
 - ✓ Refund conditions of outbound and inbound are different :
 - One Fare basis refundable and another one non refundable
 - Refund fees different (eg: 200 € on outbound and 400€ on inbound)
 - Outbound refundable at a fee with non refundable inbound
 - Outbound refundable at a fee with full refundable inbound

REFUND REQUEST

Home Search a booking Your bookings

Outbound : 20th September
Duration : 01h05, Direct Flight

Inbound : 27th September
Duration : 01h10, Direct Flight

1 Passenger

Flights - Fare details

Add baggage Choose seats Free meals

All France KLM Travel by AIR FRANCE Travel by KLM

Refund

Your fare entitles to a refund of 58.78 EUR
Including
Amount non refundable 628.78 EUR
Refundable taxes 58.78 EUR

Tax Name	Tax Price
Solidarity tax (IZ)	2.26
VAT adjustment tax (UI)	5.35
Airport Passenger Service Charge domestic (QW)	21.43
French airport tax (FR)	29.74

Link Website Modify Refund

Confirm

Click on the button "Refund" to get the assessment of the amount to be refunded :

- Total amount refunded
- Details of the refundable taxes

If the booking is out of scope of the automatic refund in ABT, an error popup is displayed ("Process manually via BSP Link").

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AIRFRANCE KLM

REFUND CONFIRMATION

Paris, Charles De Gaulle Airport (CDG) → Lyon, All airports (LYS)

Booking reference **RX6T9P**, OrderID **e01ae5ce-2208-4a23-8415-17dacd17f8e9**

Status **REFUNDED**, Payment status **Accepted**

Total refunded: EUR 58.78

Outbound : 20th September 2018, 08:25 CDG → 09:30 LYS
Duration : 01h05, Direct Flight

Inbound : 27th September 2018, 06:15 LYS → 07:25 CDG
Duration : 01h10, Direct Flight

1 Passenger

MR ZZZ AAA (Adult)
TEST@AIRFRANCE.FR
057141595599 (REFUNDED)

Flights - Fare details

Add baggage Choose seats Free meals

Air France KLM Travel by AIR FRANCE Travel by KLM

Link Website Modify Refund

Click on the button "Confirm" in the popup :

- The status of the booking is refunded
- Each ticket is in status refunded

Once a booking is refunded, it can not be retrieved anymore via the Agent Booking Tool.

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AIRFRANCE KLM

Don't forget to modify the order in Edvin and send cancellation confirmation to the passenger.

If you are unable to refund, you need to call the airline. If the airline informs you to send a refund application via the BSP link - queue the booking through modify order to BO with all relevant information: passenger, ticket number, refund reason, etc.

In the "Other info to BO" box insert one of the below notes depending on your action

- **TKT REFUNDED** (if tickets have been claimed in the portal)
- **BSP needed** (if tickets need to be refunded via BSP)

Don't forget to Escalate to BO through the refund tab if a refund must be requested via BSP:

Base/Bookings PNR:s Payment transactions 1 Confirmations **Refund** Product Pricing Tracking Events and

Refund cases

Force Majeure - refund Open ! Escalate to BO Send status email

Booking [REDACTED] Last updated: 2020-12-23 ⓘ

Refund request received Refund application sent to airline Money received from airline Payment done to customer

Show more ▾

Chose Escalation reason: NDC - RA in BSP, add this info in the order note field:

Ticket numbers:

RA/Refund reason:

EMD's to be refunded:

Escalate to BO

Escalation reason
NDC - RA in BSP

Refund application needs to be sent by BO via bsp link

Order note

Ticket numbers:
RA/Refund reason:
Etd's to be refunded:

Channel
Select channel...

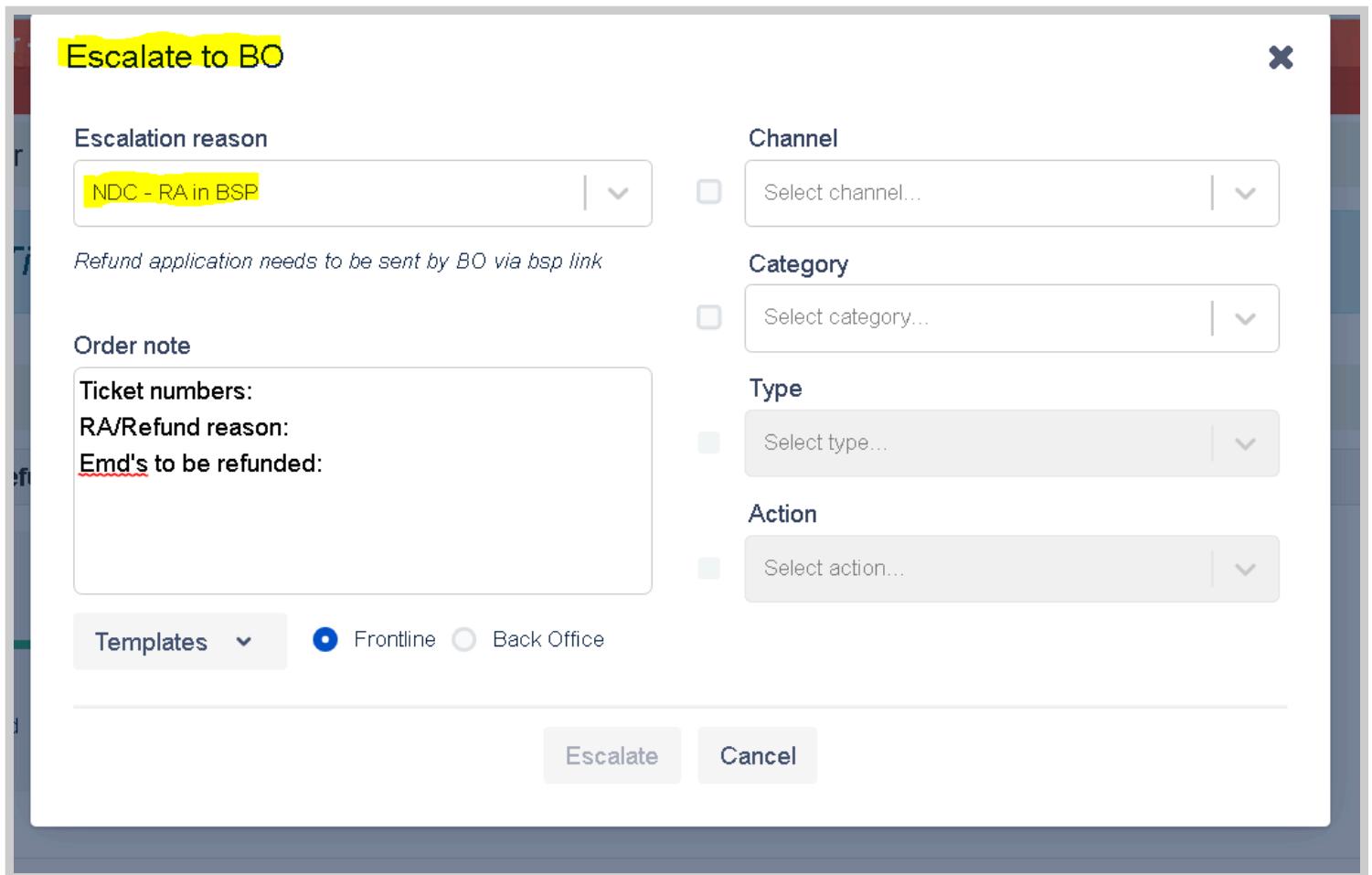
Category
Select category...

Type
Select type...

Action
Select action...

Templates Frontline Back Office

Escalate **Cancel**



Step 16

 Solution

Parent step: 2

Meals

We are never allowed to sell ancillaries on the airline's website for AF/KL NDC. All bag/seat/meals must be issued in the portal using the CASH (BSP CASH) form of payment.

If the meal has an airline charge, the agent needs to collect payment by sending a payment link (check the correct markup [in the main menu](#), in point 1) *Ancillaries and Services List*) and use product MEAL GDS.

Go to the portal: <https://www.agentconnect.biz/SE/en/local/process/prehome/connexion.wadis>

MEALS:

1.

SEARCH A BOOKING – ADD FREE MEALS

Home **Search a booking** Your bookings Reporting

Paris, Charles De Gaulle Airport (CDG) ⇔ Santiago de Chile, Arturo Merino Benitez (SCL)
Booking reference **RVTW4W**, OrderID e1f0c7ac-8c78-4f38-b775-09b2677c8a36
Status **Issued**, Payment status **Accepted**

You paid 5060.88 EUR.

Outbound : 13th September 2018, 23:40 CDG → 08:15 SCL
Duration : 13h35, Direct Flight

Inbound : 20th September 2018, 12:35 SCL → 07:30 CDG
Duration : 13h55, Direct Flight

2 Passengers

MR JEAN DUPONT (Adult) DUPONT@TEST.FR 0571409251985	MRS JEANNE DUPONT (Adult) DUPONT@TEST.FR 0571409251986
---	--

Flights - Fare details

Add baggage Choose seats **Free meals** Link Website Modify Refund

After searching for a booking, click on the button "Free meals"

This usecase refers to a booking with 2ADT for a round trip CDG – SCL.

2. Choose the type of meal:

Your trip **Meal choice** Validation Payment Confirmation

Paris, Charles De Gaulle Airport (CDG) ⇔ Santiago de Chile, Arturo Merino Benitez (SCL)
Round-Trip, 2 Passengers

Paris Santiago de Chile Santiago de Chile Paris

MR JEAN DUPONT

MRS JEANNE DUPONT

A dropdown menu shows meal options for MR JEAN DUPONT:

- AVML - Indian vegetarian
- BBML - Baby
- BLML - Bland/soft meal (enteric,stomach, cardiovascular diseases)
- DBML - Diabetic
- GFML - Gluten free
- HVML - Non vegetarian Indian meal
- KSML - Kosher
- LSML - Low salt
- MOML - Muslim meal (halal meal , without pork and alcohol)
- VGML - Occidental vegetarian
- VLML - Lacto ovo vegetarian

Air France KLM Travel by AIR FRANCE Travel by KLM

In this page, the agent can choose what free meal he wants to add for each pax and on which **segment**.
If no free meals are offered on board on a dedicated segment (eg NCE – CDG) this segment will not be displayed
Click on "Add".

4. Click on VALIDATE to confirm the meal:

SUMMARY OF FREE MEALS CHOSEN

Your trip > Meal choice > Validation > Payment > Confirmation

Paris, Charles De Gaulle Airport (CDG) ← Santiago de Chile, Arturo Merino Benitez (SCL)
Round-Trip, 2 Passengers

Details - Free meals

MR JEAN DUPONT	MRS JEANNE DUPONT
Paris → Santiago de Chile	VGML ⓘ 0.0 EUR
Santiago de Chile → Paris	VGML ⓘ 0.0 EUR

Total
0.0 EUR

Modify your choice | Validate

A Summary of the meals selection is given for each pax and each segment. In this example, a VGML (Vegetarian meal) was chosen for Jean Dupont for outbound + inbound.

CONFIRMATION - FREE MEALS RESERVED

Your trip > Meal choice > Validation > Payment > Confirmation

Paris, Charles De Gaulle Airport (CDG) ← Santiago de Chile, Arturo Merino Benitez (SCL)
Booking reference RVTW4W , OrderID e1f0c7ac-8c78-4f38-b775-09b2677c8a36
IATA Code XXXXXXXX
Travel agency AGENCY TEST
Status Issued

Outbound : 13th September 2018, 23:40 CDG → 08:15* SCL
Duration : 13h35, Direct Flight

Inbound : 20th September 2018, 12:35 SCL → 07:30*CDG
Duration : 13h55, Direct Flight

2 Passengers

MR JEAN DUPONT (Adult)	MRS JEANNE DUPONT (Adult)
dupont@test.fr	0571409251986

Flights - Fare details

Details - Free meals

MR JEAN DUPONT	MRS JEANNE DUPONT
Paris → Santiago de Chile	VGML ⓘ
Santiago de Chile → Paris	VGML ⓘ

See this reservation | New booking

The free meals items were correctly added to the PNR : for each segment (SSR VGML added to the PNR).

5. ONLY if the meal had an airline fee, then you need to queue the booking to UPA TKT- "Close D365 External portals", if the airline cost was free then no need to queue.

- Place on queue -> UPA TKT- "Close D365 External portals":
- In the order note/queue action message add the below info:

System: AgentconnectBiz

Issue EMD: Meal

FOP: how was the service paid for by us BSP payment (CASH)

Name of pax:

Whole/part of booking/pnr: XXX (ex. outbound)

Price in portal: XXX (per pers)

6. Send confirmation to the customer.

Step 17



Solution

Parent step: 3

Rebooking

New tickets are not allowed to be issued in the portal.

Rebooking scenarios such as adding a passenger (child, infant) should be referred to the airline.

If the customer wants to add an adult passenger, refer to our website for a new ticket.

If the customer has purchased a Flexible ticket and changes are not permitted as per fare rules, follow the guidelines [here](#).

How to rebook

1. Modify order

When you retrieve a booking in the portal, under the flight information you can see the fare rules of the ticket. You can see if changes are permitted and with what penalty.

If changes are permitted, then the "Modify" button at the right corner of the page will be available:

[Home](#)[Search a booking](#)[Your bookings](#)[Reporting](#)

Paris, Charles De Gaulle Airport (CDG) ⇄ Johannesburg, O.R. Tambo International Airport (JNB)

Booking reference [REDACTED], OrderID [REDACTED]

Status **Issued**, Payment status **Accepted**Total price of the booking is **510.33 EUR****Outbound : 14th November 2018, 23:30 CDG → 11:15 JNB**

Duration : 10h45, Direct Flight

23:30 Paris, Charles De Gaulle Airport (CDG) (2E)

A388

Status

ECONOMY

11:15 Johannesburg, O.R. Tambo International Airport (JNB) (A)

AF990

HK - Confirmed

AIRFRANCE

Change 150.0 EUR (Before departure), 300.0 EUR (After departure)

Refund Not allowed

No show Not allowed

Checked-in Baggage 1 piece

Advance purchase 10 days

Minimum stay 6 days

Maximum stay 91 days

Inbound : 21st November 2018, 19:50 JNB → 05:45 CDG

Duration : 10h55, Direct Flight

19:50 Johannesburg, O.R. Tambo International Airport (JNB) (A)

A388

Status

ECONOMY

05:45 Paris, Charles De Gaulle Airport (CDG) (2E)

AF995

HK - Confirmed

AIRFRANCE

Change 150.0 EUR (Before departure), 300.0 EUR (After departure)

Refund Not allowed

No show Not allowed

Checked-in Baggage 1 piece

Advance purchase 10 days

Minimum stay 6 days

Maximum stay 91 days

1 Passenger

为人 MRS SCHE SCHE (Adult)
电子邮件 SCCHAHIR@AIRFRANCE.FR
电话 0574-44699997

Flights - Fare details[Add baggage](#) [Choose seats](#) [Free meals](#)[Link Website](#)[Modify](#)[Refund](#)

If modify is not available or you get an error message, you must call the airline for assistance. The ONLY form of payment accepted is BSP CASH, even if the airline insists on paying with a credit card.

The agent can inform AF/KL that this is an NDC booking and payment BSP CASH is the only option.

(If we can not rebook ourselves and the airline can not assist with BSP CASH payment by phone, only then are we allowed to refer the customer to the airline, ask the AF/KL agent to make a note on their end that pax will contact them.)

When clicking on Modify, a pop-up opens up to choose the bounds (flights) to be modified:

[Home](#)[Search a booking](#)[Your bookings](#)[Reporting](#)

Paris, Charles De Gaulle Airport (CDG) ⇔ Johannesburg, O.R. Tambo International Airport (JNB)

Booking reference ~~SYN000~~, OrderID ~~f1c574-00-00-00-00-00-00-00-00-552f0fb22373~~Status **Issued**, Payment status **Accepted**Total price of the booking is **510.33 EUR****Outbound : 14th November 2018, 23:30 CDG → 11:15 JNB**

Duration : 10h45, Direct Flight

Inbound : 21st November 2018, 19:50 JNB → 05:45 CDG

Duration : 10h55, Direct Flight

Modify your trip**1 Passenger**

MRS SCHE SCHE (Adult)
SCCAHIR@AIRFRANCE.FR
05744466228887

Click on the bound you want to modify

Outbound

Inbound

Both

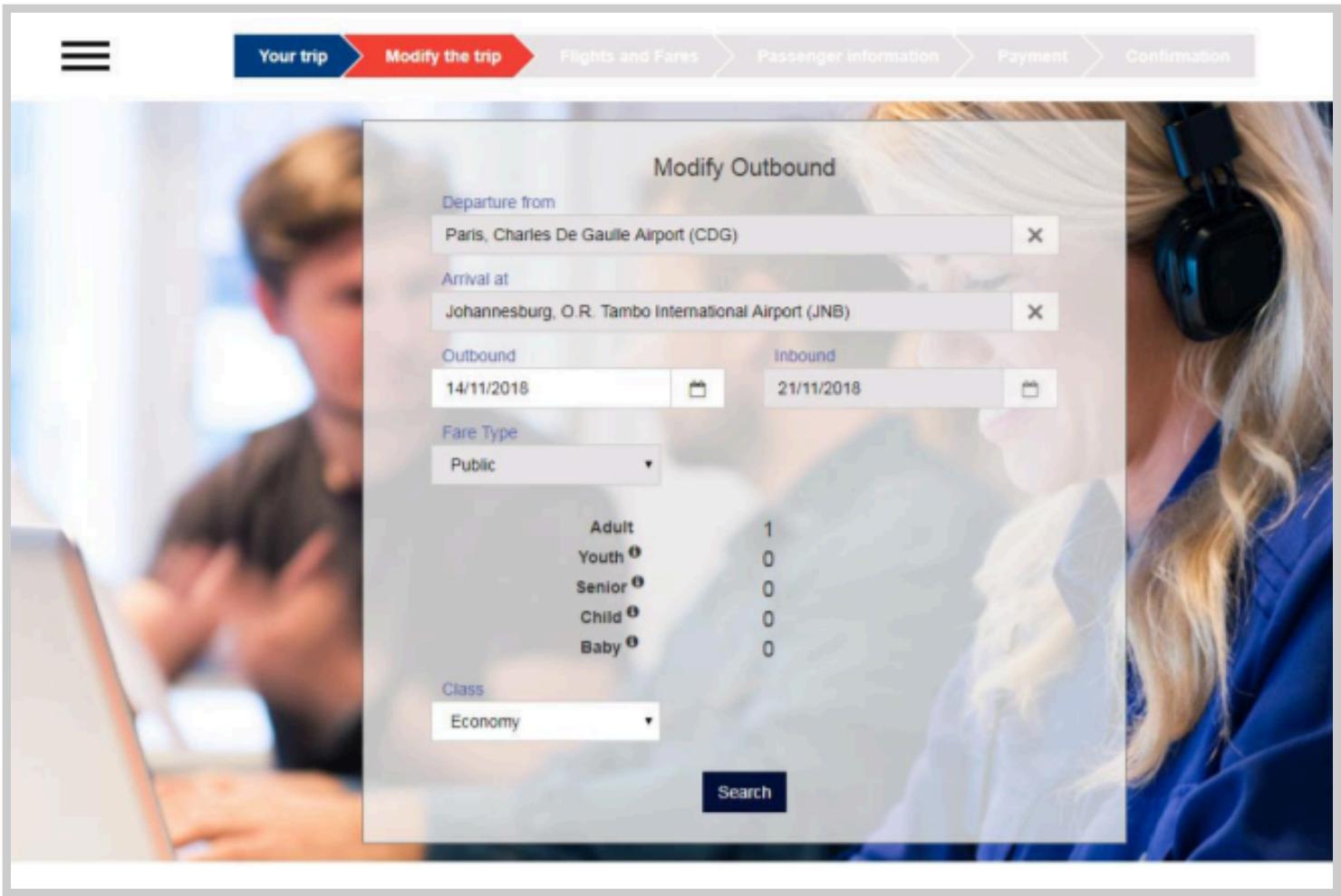
Flights - Fare details[Add baggage](#)[Choose seats](#)[Free meals](#)[Link Website](#)[Modify](#)[Refund](#)

For a one-way trip, the inbound/both buttons are shaded as only the outbound part is relevant.

Transforming a one-way into a round-trip (or the other way around) is not supported by the AF/KL portal capabilities.

2. Availability for the new flight

Let's pretend we have an RT ticket and we need to modify only the OB:



Search and select the new flight that the pax has asked for.

Note:

- Dates can be modified.
- The type of pax cannot be modified.
- The number of pax can be modified with a split (see Split section).
- Downgrade is not possible (Business >Economy) => an error will pop up. Up-sell is possible.

3. Flights and Fares

A new Flight list with Outbound (new) & Inbound (unchanged) is displayed. The amount that you see under each option is the total additional amount to be paid for this rebooking including penalties and fare/tax difference for the total of passengers. For example, if we choose the second flight availability in Economy class, the airline cost for the reb would be 138 euros:

Paris, Charles De Gaulle Airport (CDG) ⇄ Johannesburg, O.R. Tambo International Airport (JNB)
Round-Trip, 1 Passenger[Show filters](#)

9 out of 9 results

Sort by

Outbound : Paris → Johannesburg

Inbound : Johannesburg → Paris

Saturday, 10th November 2018

Wednesday, 21st November 2018

[Trip Duration](#) [Timing](#) [Price](#)

Those offers are presented for 30 minutes

23:30 Paris (CDG, 2E)		→388 AF0990 10h45 AIRFRANCE Direct Flight	Economy Outbound : HLSFFR Inbound : XLPRFR 617 EUR	Premium Economy Outbound : ALLSFR Economy Inbound : XLPRFR 948 EUR	Economy Outbound : HLSFFR Premium Economy Inbound : ALLSFR 1415 EUR	Premium Economy ALLSFR 1745 EUR
11:15 ^{*1} Johannesburg (JNB, A)		→388 AF0995 10h55 AIRFRANCE Direct Flight				
19:50 Johannesburg (JNB, A)		→388 AF0995 10h55 AIRFRANCE Direct Flight				
05:45 ^{*1} Paris (CDG, 2E)		→388 AF0995 10h55 AIRFRANCE Direct Flight				
08:25 Paris (CDG, 2F)		→321 KL2006 AIRFRANCE	Economy XLPRFR 138 EUR	Economy Outbound : XLPRFR Premium Economy Inbound : ALLSFR 935 EUR	Business Outbound : ZLSFR Economy Inbound : XLPRFR 1381 EUR	Economy Outbound : XLPRFR 1655 EUR
09:45 Amsterdam (AMS)		→772 KL0112 KLM	12h55 1 stop			
10:35 Amsterdam (AMS)		→772 KL0112 KLM	12h55 1 stop			
21:20 Johannesburg (JNB, A)		→321 KL2006 AIRFRANCE	12h55			
19:50 Johannesburg (JNB, A)		→388 AF0995 10h55 AIRFRANCE Direct Flight				
05:45 ^{*1} Paris (CDG, 2E)		→388 AF0995 10h55 AIRFRANCE Direct Flight				
08:25 Paris (CDG, 2F)		→321 KL2006 AIRFRANCE	Economy XLPRFR	Economy Outbound : XLPRFR	Business Outbound : ZLSFR	Economy Outbound : XLPRFR
09:45 Amsterdam (AMS)		→772 KL0112 KLM	12h55			

Fare rules & details of the new offer are displayed:

08:25 Paris (CDG , 2F)	AIRFRANCE	321 KL2006	Economy XLPRFR	Economy Outbound : XLPRFR	Business Outbound : ZLSFR	Economy Outbound : XLPRFR
09:45 Amsterdam (AMS)						
10:35 Amsterdam (AMS)		AIRFRANCE	772 KL0112	12h55 1 stop	Premium Economy Inbound : ALLSFR	Economy Inbound : XLPRFR
21:20 Johannesburg (JNB, A)	KLM					
19:50 Johannesburg (JNB , A)		AIRFRANCE	388 AF0995	10h55	935 EUR Mixed fares	1381 EUR Mixed fares
05:45⁺¹ Paris (CDG, 2E)				Direct Flight		1655 EUR Mixed fares

Old offer price : 510.33 EUR

Outbound :

ECONOMY (CDG AMS),ECONOMY (AMS JNB)
 Fare Basis XLPRFR
 Change 150.0 EUR (Before departure),300.0 EUR (After departure)
 Refund Not allowed
 No show Not allowed
 Checked-in Baggage 1 piece
 Advance purchase 10 days
 Minimum stay 6 days
 Maximum stay 91 days

Inbound :

ECONOMY (JNB CDG)
 Fare Basis XLPRFR
 Change 150.0 EUR (Before departure),300.0 EUR (After departure)
 Refund Not allowed
 No show Not allowed
 Checked-in Baggage 1 piece
 Advance purchase 10 days
 Minimum stay 6 days
 Maximum stay 91 days

Flights - Fare details

Adult

Flying Blue Miles	2472 Miles
Flight(s) without taxes	-7.03 EUR
Taxes 	+ -4.97 EUR
Penalties	+ 150 EUR
Total including tax	= 138 EUR

4. Send payment link to customer our fees and airline fee. The airline fee is to be inserted under these 2 products depending if pax had flex tkt or not:

Flex ticket:



Airline Cost - Flexible Ticket (LCC & GDS)

No text added 



Not flex tkt:



Airline Cost - Rebooking / New Ticket (GDS) NOT Flexible Ticket

No text added 



When you have chosen the flight that suits the passenger, click on book:

	ECONOMY AMS → OSL 	ECONOMY OSL → AMS 		
Fare Basis	RS51PBLG	NS50PBLG		
Change	No fee (Before departure) No fee (After departure)	No fee (Before departure) No fee (After departure)		
Refund	Not allowed (Before departure) Not allowed (After departure)	Not allowed (Before departure) Not allowed (After departure)		
No show	Not allowed	Not allowed		
Checked-in Baggage	0 piece	0 piece		
Hand baggage	1 piece , 12KG, L+I+h=115CM	1 piece , 12KG, L+I+h=115CM		
Sales and Travel Restrictions	Sale period To September 15, 2022 To December 31, 2021	Travel period From January 1, 2022 From September 22, 2021 to December 31, 2021	Sale period To September 15, 2022 To December 31, 2021	Travel period From January 1, 2022 From September 22, 2021 to December 31, 2021

Flights - Fare details

ADULT	
Flying Blue Miles	672 MILES
Flight(s) without taxes	2 x 24.00 EUR
Taxes	+ 2 x 0.03 EUR
Total including tax	= 2 X 24.03 EUR

Book

5. Passenger information



Your trip > Modify the trip > Flights and Fares > Passenger information > Payment > Confirmation

Paris, Charles De Gaulle Airport (CDG) ⇄ Johannesburg, O.R. Tambo International Airport (JNB)
Round-Trip, 1 Passenger

Agency data

Iata Number

XXXXXXX

Agency name

AGENCY TEST

Agency address

Email *

test@test.fr

Phone

+33384984113

OfficeID / PCC

AMADEUS - MLHWL2105

Shopping Basket

This offer is valid for 28mn

Outbound : Saturday, 10th November 2018 ▾

Inbound : Wednesday, 21st November 2018 ▾

1 Passenger

Total

138 EUR

Confirm booking

If you see any mistake in the agency information, please contact your AgentConnect administrator.

Passenger 1 - Adult

Title *

Mrs ▾

Last name *

SCHE

Name *

SCHE

Email *

SCCHAHIR@AIRFRANCE.FR

Phone

Loyalty Program

Agency data information (IATA: 27213082 email, phone, officelD/PCC) is changeable. Passenger information is prefilled and not changeable.

6. Payment

Always proceed with any additional payment needed with the form of payment "BSP Payment" (aka Cash) VCC is forbidden:

Paris (CDG) → Johannesburg (JNB)

OrderID #65e3b25-8f73-4ab2-8000-**2613a77a3f55**, Booking reference **XXXXXXXXXX**
Status Booked

15th June 2019, 23:20 CDG → 09:55+1 JNB
Duration : 10h35, Direct Flight

2 Passengers

TESTUN TESTUN (Adult) test@mail.fr 0571426780501	TESTDEUX TESTDEUX (Adult) 0571426780499
--	--

Flights - Fare details

Adult	
Flying Blue Miles	2 x 13860 Miles
Flight(s) without taxes	2 x 159.00 EUR
Penalties	+ 2 x 0.0 EUR
Total including tax	= 2 x 159.00 EUR
Status	Booked

Choose your form of payment

BSP Payment

**TOTAL
318.00 EUR**

Issue the documents

7. No need to use the rebooking wizard, please remember to change the order in Edvin.

- Once the rebooking is confirmed, proceed with the rest actions in Edvin as per our normal routines as per this Shelf page: Sync Trip button, under the customer trip field.
If this is not possible, use the old routine: Send email confirmation to the customer from Edvin. Use the template titled "*External portal booking details*" located under folder First Line-> Other , and Register an Errand.

When you have completed the rebooking queue order to UPA TKT- "Close D365 External portals".

- Place on queue- UPA TKT- "Close D365 External portals"

- If with Flex tkt**

System handled: Agentconnectbiz

Action taken: vol reissue/invol reissue

FOP: how was the service paid for by us: BSP CASH

Amount: what was the airline fee per person

New ticket number(s): XXX

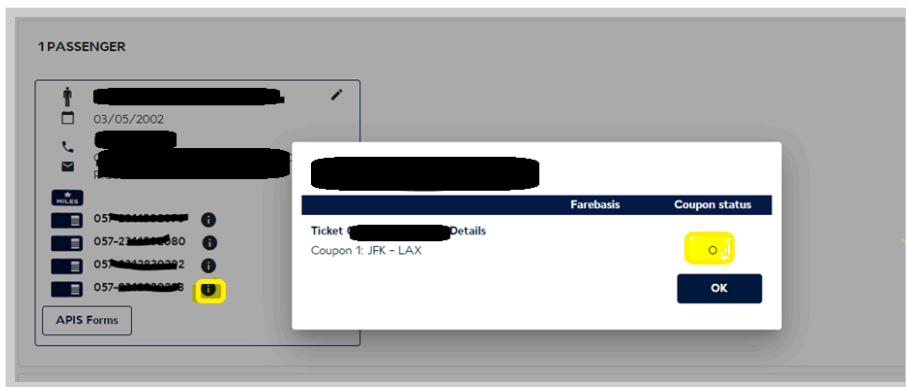
TOT A/L fee : XXX

DIFF due to FLX TKT: XXX
the EMD numbers: XXX
type of EMDs: XXX
EMDs issuance cost: XXX
date of issuance (EMD): XXX
New EMD/tkt number(s): XXX

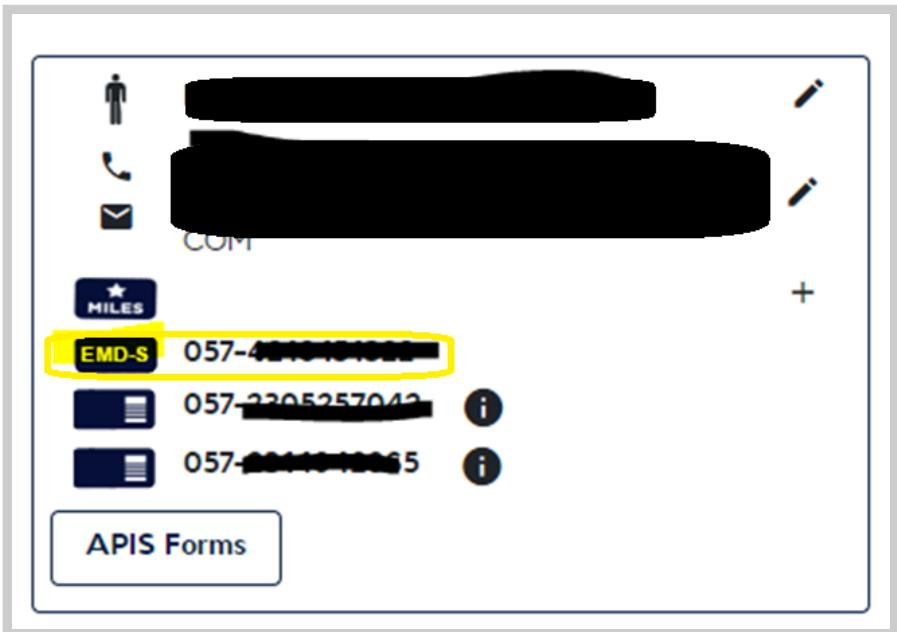
- **If no Flex tkt**

System handled: Agentconnect biz
Action taken:vol reissue/invol reissue
FOP: how was the service paid for by us: BSP CASH
New ticket number(s): XXX
Amount: airline fee, reissue cost per person
TOT A/L fee : XXX
the EMD numbers: XXX
type of EMDs: XXX
EMDs issuance cost: XXX
date of issuance (EMD): XXX
New EMD/tkt number(s): XXX

When clicking on "**i**" = info, you can see which ticket is "**E**" = Exchanged and which tickets are "**O**" = Open.
Copy the ticket number with the Open and with the Exchanged status.



To locate the changefee EMD check for the EMD marked EMD-S (S= stand alone, used for penalties). Copy the EMD number:



Rebooking Connecting flights

The process flow is the same. When selecting "Modify order" all flights will appear as "LEG" and we need to choose which flights are to be changed.

For example, if we need to rebook the OB flights of an RT connecting ticket from Nice to Tokyo via Paris and back, then we select "Leg 1" and "Leg 2".

Select the bounds to be modified

LEG 1

Departure from

Nice, Cote D'Azur Airport (NCE)

Arrival at

Paris, Charles De Gaulle Airport (CDG)

Date for the leg

09/01/2020



LEG 2

Departure from

Paris, Charles De Gaulle Airport (CDG)

Arrival at

Tokyo, Narita Airport (NRT)

Date for the leg

15/01/2020



LEG 3

Departure from

Tokyo, Narita Airport (NRT)

Arrival at

Paris, Charles De Gaulle Airport (CDG)

Date for the leg

21/01/2020



LEG 4

Departure from

Paris, Charles De Gaulle Airport (CDG)

Arrival at

Nice, Cote D'Azur Airport (NCE)

Date for the leg

27/01/2020



Fare Type

Published and NDC fares

Passengers

- CHD TEST (CHD)
- ADT TEST (ADT)
- ADT TEST (ADT)

Class

Economy

Search

Rebooking of an Open Jaw pnr

The process flow is the same. When selecting "Modify order" the system will ask you which "Leg" you wish to change.

Paris, Charles De Gaulle Airport (CDG) → Rio de Janeiro, Rio Internacional (GIG)
 Sao Paulo, Guarulhos International (GRU) → Paris, Charles De Gaulle Airport (CDG)

Booking reference **CXDGOU**, OrderID **a200ca59-033d-402a-afbe-5a40e78ec274**

Status **Issued**, Payment status **Accepted**

Total price of the booking is **900.94 EUR**

5th March 2019, 08:05 CDG → 18:35 GIG

Duration : 14h30 , 1 stop

14th March 2019, 20:00 GRU

Duration : 11h20 , Direct Flight

1 Passenger

MR OPENJAW TEST (Adult)
 TEST@TEST.FR
 0571422234567890

Modify your trip

Click on the bound you want to modify

LEG 1

LEG 2

Both

Flights - Fare details

Adult

Flying Blue Miles	0 Miles
Flight(s) without taxes	626.00 EUR
Taxes *	+ 274.94 EUR
Total including tax	= 900.94 EUR
Status	Issued
Payment status	Accepted

Add baggage

Choose seats

Free meals

Link Website

Modify

Refund

In this scenario, the itinerary can also be changed and turned into a normal RT ticket, e.g. turning the PAR-RIO-SAO-PAR itinerary to a normal roundtrip one PAR-RIO-PAR.

Step 18

Solution

Parent step: 1

How to report portal/airline issues

WNS/CNX: Escalate the issue directly to your Team lead/Manager adding the same information as described below in the JIRA template.

The below process using Jira is for in-house agents only:

When the agent faces issues with the Agent Connect biz portal and contacts AF/KL customer services and still can't handle the case as either the portal doesn't allow the agent to fulfill the request or AF/KL does not assist.

1. For example Agent is trying to rebook in the Agent connect Biz, modify is not possible so the agent contacts AF/KL. The airline is denying us a BSP cash form of payment and is asking you for a VAN form of payment which we are not allowed to and now we can't assist the customer and have to refer them to contact the airline.

2. Issues such as the airline referring us to contact them only 5 days before departure

3. Technical issues in the agent portal

Report cases here in this Jira: [OPPR-917](#) filling in the below template information in the comment section:

- PNR + order number
- How did you contact the airline: insert what phone number or which email used
- Name of the agent you spoke to and the date of the phone call/email
- What was the request and why were you unable to do it in the portal: "for ex rebooking, modify was not available for the order"
- Screenshots if you have received errors or emails from af/kl, also add as much details in text as possible for any info about the issues and what details the airline shared with you they must be added to the jira.
- Did you end up referring the customer to the airline: YES/NO

Step 19

Solution

Parent step: 2

Seating

We are never allowed to sell ancillaries on the airline's website for AF/KL NDC. All bag/seat/meals must be issued in the portal using CASH (BSP CASH) form of payment.

Go to the portal: <https://www.agentconnect.biz/SE/en/local/process/prehome/connexion.wadis>

Seating

1.

Paris, Charles De Gaulle Airport (CDG) ⇔ Rome, Fiumicino Airport (FCO)
Booking reference OS6MRW , OrderID b0382bfe-f9fc-49f5-b8be-2f65f0cfe961
Status Issued , Payment status Not available

You paid 443.20 EUR.

Outbound : 9th August 2018, 06:55 CDG → 09:00 FCO
Duration : 02h05 , Direct Flight

Inbound : 16th August 2018, 06:40 FCO → 08:50 CDG
Duration : 02h10 , Direct Flight

2 Passengers

Adult	Child
MR SCHE SCHE (Adult)	MR CHD CHD (Child)
SCCHAHIR@AIRFRANCE.FR	21/03/2011
0571409193023	SCCHAHIR@AIRFRANCE.FR
	0571409193022

Flights - Fare details

Adult	Child
Flying Blue Miles	564 Miles
Flight(s) without taxes	
Taxes	+ 52.70 EUR
Total including tax	= 193.70 EUR
Status	Issued

Add bagages Choose seats Link Website Modify Refund

After searching for a booking, click on the button "Choose seats"
This usecase refers to a booking with 1ADT+1CHD for a round trip CDG – FCO.
Seatmaps on Short haul (example ORY BOD) : Standard seat selection is not available on those flights. An error popup will occur if the agents clicks on « Choose seats ».

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2.

CHOOSE SEATS IN THE SEATMAP

The seatmap is displayed for **each flight segment with accessible seatmaps**.

The list of seats type is displayed.

When flying over on the seatmap, the characteristics of the seats are displayed.

3.

CHOOSE SEATS IN THE SEATMAP

In this usecase, for each PAX (1ADT+1CHD), a Standard Seat selection was made.

- 20 EUR for each connection
- 40 EUR for the whole trip

4.

SUMMARY OF SEATS CHOSEN

Your trip > Add seats > Validation > Payment > Confirmation EN ▾

Paris, Charles De Gaulle Airport (CDG) ⇔ Rome, Fiumicino Airport (FCO)
Round-Trip, 2 Passengers

Seats - Fare details

	MR SCHE SCHE	MR CHD CHD
Paris → Rome	19F 0 10.0 EUR	19E 0 10.0 EUR [STANDARD SEAT SELECTION]
Rome → Paris	19F 0 10.0 EUR	19E 0 10.0 EUR

Total
40.0 EUR

Modify your choice Validate

The summary of the seat selection is displayed.
On the (i), the description of the seat product :
here "Standard seat selection"

5. Send payment link to the customer using product Seating GDS (check the correct markup [in the main menu](#), in point 1) *Ancillaries and Services List*):

i Seating GDS (Manual)

[REDACTED]
 [REDACTED]

Adult fee
Child fee
Infant fee

No text added *

Select all

6. When paid you need to issue the seating EMD:

Your trip > Add seats > Validation > **Payment** > Confirmation EN

PAYMENT OF SEATS CHOSEN

Paris, Charles De Gaulle Airport (CDG) ↪ Rome, Fiumicino Airport (FCO)
 Booking reference OS6MRW, OrderID b0382bfe-ff9c-49f5-b8be-2f650cfe961
 Status Reserved

Outbound : 9th August 2018, 06:55 CDG → 09:00 FCO
 Duration : 02h05, Direct Flight

Inbound : 16th August 2018, 06:40 FCO → 08:50 CDG
 Duration : 02h10, Direct Flight

2 Passengers

Flights - Fare details

Seats - Fare details

	MR SCHE SCHE	MR CHD CHD
Paris → Rome	19F 0 10.00 EUR Reserved	19E 0 10.00 EUR Reserved
Rome → Paris	19F 0 10.00 EUR Reserved	19E 0 10.00 EUR Reserved

Choose your form of payment

BSP Payment

TOTAL 40.00 EUR

The seats items are reserved (SSR RQST were added to the PNR).
 After choosing a Form of Payment (BSP [REDACTED]), click on "Issue the tickets" to issue the EMD.

7.

Your trip > Add seats > Validation > **Payment** > **Confirmation** EN

CONFIRMATION OF SEATS CHOSEN

Paris, Charles De Gaulle Airport (CDG) ↪ Rome, Fiumicino Airport (FCO)
 Booking reference OS6MRW, OrderID b0382bfe-ff9c-49f5-b8be-2f650cfe961
 IATA Code XXXXXXXX
 Paid by BSP Payment, Travel agency AGENCY TEST
 Status Issued, Payment status Payed

TOTAL PAYÉ 40.00 EUR

Outbound : 9th August 2018, 06:55 CDG → 09:00 FCO
 Duration : 02h05, Direct Flight

Inbound : 16th August 2018, 06:40 FCO → 08:50 CDG
 Duration : 02h10, Direct Flight

2 Passengers

MR SCHE SCHE (Adult)	MR CHD CHD (Child)
sche@airfrance.fr	21/03/2011
BHD 057-8252125544	BHD 057-8252125545
0571409193023	0571409193022

Flights - Fare details

Seats - Fare details

	MR SCHE SCHE	MR CHD CHD
Paris → Rome	19F 0 10.00 EUR Issued	19E 0 10.00 EUR Issued
Rome → Paris	19F 0 10.00 EUR Issued	19E 0 10.00 EUR Issued

The seats items are now issued.
 EMD numbers are displayed for each passenger :

- The ADT 1 has 1 EMD
- The CHD has 1 EMD

8. After you have paid and issued the seating, booking must be queued in Edvin.

- Place on queue -> UPA TKT- "Close D365 External portals".

- In the order note/queue action message add the below info:

System: AgentconnectBiz

Issue EMD: seating

FOP: how was the service paid for by us BSP payment (CASH)

EMD number:

Name of pax:

Whole/part of booking/pnr: XXX (ex. outbound)

Price in portal: XXX (per pers)

9. Send confirmation to the passenger and remove the payment link from Edvin.

Step 20



Solution

Parent step: 5

How to send email/tickets to pax

The updated itinerary will be visible in OTRS, but it is not going to be auto-forwarded to the passenger, so agents need to log into OTRS and manually forward the new tickets to the passenger.

For more information on how to do that, please check "[How to work with OTRS](#)"

Step 21



Solution

Parent step: 4

FM refund

Procedure for Handling Involuntary Refunds

1. Document Verification in Edvin: The FL/SC agent is responsible for reviewing Edvin's documents to ensure that an involuntary refund is authorized in accordance with policy guidelines.

2. Deadline Check:

- Verify if there are any specific deadlines associated with processing this refund.
- If yes, and it is close to the deadline as per airline policy, or SSR, or guide (*within 4 hours of the deadline*), then the agent should **prioritize the refund and manually handle the refund.**
- If no deadlines are indicated, proceed with the following steps:

3. Handling Based on Original Travel Time:

- If Original Travel is **More than 4 Hours:**

Update the Modify button accordingly, allowing SL to assume the case.

Ensure any applicable waiver codes are documented clearly in the errands.

- If Original Travel is **Within or Less than 4 Hours:**

Follow the manual handling refund routine and handle it.

Manual refund handling

If the flight is affected by a schedule change/invol refund, please follow the information under the Schedule Change section of [this Shelf page](#).

For normally operated flights affected by an FM event:

If there is an active FM policy by AF/KL in place (e.g weather, strike, political unrest, etc) and the PNR is affected by it, there will be a warning visible in the PNR:

Any refund that supersedes the fare rules must be applied via BSP. You can click on the "Refund" button to see if the full refund is applied automatically or not. If yes, we can proceed as per the instructions under the Cancelation option on [this shelf page](#).

If not, then we need to contact the airline to cancel the segments on time and we will proceed with a refund application via BSP.

If you are unable to refund, you need to call the airline. If the airline informs you to send a refund application via the BSP link - queue the booking through Modify order to BO with all relevant information: passenger, ticket number, refund reason, etc. Don't forget to Escalate to BO through the refund tab:

Chose Escalation reason: NDC - RA in BSP, add this info in the order note field:

Ticket numbers:

RA/Refund reason:

Emd's to be refunded:

Escalate to BO

Escalation reason
NDC - RA in BSP

Refund application needs to be sent by BO via bsp link

Order note
Ticket numbers:
RA/Refund reason:
Etd's to be refunded:

Channel
Select channel...

Category
Select category...

Type
Select type...

Action
Select action...

Templates ▾ Frontline Back Office

Escalate Cancel

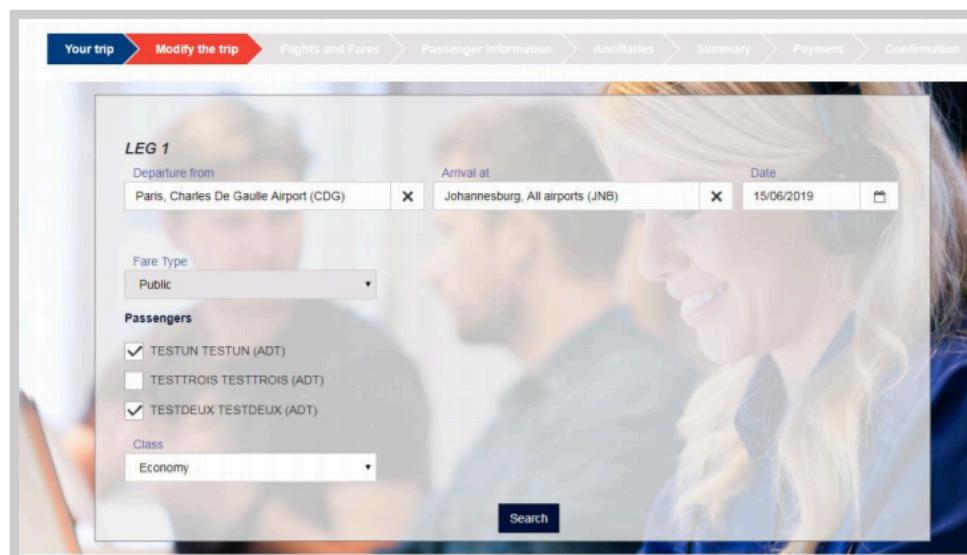
Step 22

Solution

Parent step: 3

Split for rebooking

If the rebooking is to be done only for 1 or some of the passengers in a PNR, then you start the rebooking flow as normal, but in the second stage, a.k.a. in the flight availability stage, select only the passengers that wish to proceed with the rebooking:



After selecting only the passenger(s) to be rebooked, in the next steps any information, price, and confirmation will be for the selected ones.

In the stage "Payment" for rebooking with add collection and in stage "Confirmation" for no add collection rebooking, the split and the rebooking are confirmed and the new PNR number will appear in the summary:

The screenshot shows a rebooking process. At the top, a breadcrumb navigation indicates: Your trip > Modify the trip > Flights and Fares > Passenger information > Ancillaries > Summary > Payment > Confirmation. The flight details are: Paris (CDG) to Johannesburg (JNB). Order ID: e65e3b25-8f73-4eb3-93d6-c613a77a3f55. Booking reference: NBO987. Status: Booked. The flight is on 16th June 2019, 23:20 CDG → 09:55 JNB, Duration: 10h35, Direct Flight. There are 2 Passengers: TESTUN TESTUN (Adult) and TESTDEUX TESTDEUX (Adult). Under Flights - Fare details, it shows Adult fare components: Flying Blue Miles (2 x 13860 Miles), Flight(s) without taxes (2 x 159.00 EUR), Penalties (+ 2 x 0.0 EUR), and Total including tax (= 2 x 159.00 EUR). The status is Booked. In the Choose your form of payment section, there is a dropdown menu set to 'BSP Payment'. On the right, the total price is listed as TOTAL 318.00 EUR, with a button labeled 'Issue the documents'.

When retrieving an order after a split rebooking, the information for both PNR is displayed. Click on the PNR you wish to see/handle, so the relevant PNR information and options appear.



The screenshot shows a booking summary page. At the top, there are navigation links: Home, Search a booking, Your bookings, Reporting, and Your notifications (79). The main content area displays Order ID: e65e3b25-8f73-4eb3-93d6-c613a77a3f55, Status: Issued, Payment status: Accepted. It also shows the total price of the booking is 10397.70 EUR. Two red arrows point downwards from the 'ATTENTION' banner to the 'Booking reference' fields. The first field contains 'NBO987' and the second field contains 'NBO988'. Other visible details include: 15th June 2019, 23:20 CDG → 09:55 JNB, Duration: 10h35, Direct Flight, 23:20 Paris, Charles De Gaulle Airport (CDG) (2E) 09:55 Johannesburg, All airports (JNB) (A), Amenities (represented by icons), Flight Status AF990 HK - Confirmed, and PREMIUM ECONOMY AIRFRANCE.

Step 23

Solution

Parent step: 1

Name correction

Name corrections can be done in the AF/KL portal as per the Naco policy of AF/KL.

Naco options that are not available in the portal and the airline needs to be contacted instead:

- Naco due to marriage/divorce
- Inversion of name/last name: first name and surname have been in reversed order
- When PNR contains other airlines (than AF/KL/A5/JN) operating in the PNR.
- If the wrong name is due to autocorrect or other error, this is considered a name change, inform the customer we will check if an exception can be made by AF/KL and here support must contact the AF/KL agent support for assistance.

Collect the payment from the customer by sending a payment link, and collect any "our fees" and the airline's fee. For the airline fee use this product in the PL: *Airline cost - name change*

When retrieving a PNR in the portal, we can modify the name field by clicking on the pencil:

The screenshot shows a flight search interface. At the top, there are two flight options: "10th July 2019, 20:50 CDG → 00:55 ATH" and "24th July 2019, 18:15 ATH → 20:40 CDG". Below these, a section titled "2 Passengers" displays a passenger record for "MR SCHE SCHE (Adult)" with the email "TEST@TEST.FR". A red box highlights the "Name correction" button next to the passenger details. To the right of this, another passenger record is shown with the name "MR SCHEDEUX SCHEDEUX (Adult)" and the same email address. A "Validate" button is located at the bottom of the "Name correction" form.

After we modify the Name Field, then the original ticket and any associated EMDs are automatically reissued.

No further actions are needed in the order.

We maintain access to the order and ticket normally and if needed, we can action further normally the order, e.g add ancillaries.

Note:

For NACO scenarios that are not covered or not authorized by AFKL policy, then the modification of the Name Field will not be possible and an error will be displayed:

2 Passengers

MR SCHE SCHE (Adult)	MR SCHEDELIX SCHEDELIX (Adult)
SCHE@AIRFRANCE.FR	
0571426780071	

Name correction ?

Title * Last name *

Mr SCHERAZADE

Name * SCHE

Validate

ERROR

This name correction is not allowed

OK

When name correction is completed please send confirmation to the passenger from Edvin. Use the template titled "*External portal booking details*" located under folder First Line-> Other.

If the name correction had an airline fee, you need to queue booking to UPA TKT- "Close D365 External portals":

- Place on queue- UPA TKT- "Close D365 External portals"

System handled: Agentconnectbiz

Action taken: name correction

FOP: how was the service paid for by us: BSP CASH

Amount: what was the airline fee per person

TOT A/L fee : XXX

Which Passenger:

Step 24

 Solution

Parent step: 4

FM rebooking

If the flight is affected by a schedule change/invol refund, please follow the information under the Schedule Change section of this Shelf page.

For COVID-19 rebookings, the majority of the tickets have updated fare rules and there will be no change fee.

If there is a fare/tax difference from the airline you need to collect payment from the customer for the invol FM rebooking, by sending the payment link:



Proceed with the "Modify order" as per the instructions in the "Rebooking" section of this Shelf page. If the rebooking is according to the COVID-19 policy, then proceed normally.

If the FM rebooking is not supported by the "Modify" option of the portal, then the rebooking must be done via the airline. Put on support, we will contact AF/KL for the FM rebooking to be completed.

ATTENTION



Always remember that the only accepted form of payment for AF/KL is "Cash" (a.k.a. BSP payment).

If there is an active FM policy by AF/KL in place (e.g weather, strike, political unrest, etc) and the PNR is affected by it, there will be a warning visible in the PNR and the exceptional rebooking should be possible via the portal:

The screenshot shows a PNR summary with the following details:

- Booking File Reference:** [REDACTED]
Status: **Issued**
OrderID: [REDACTED]
- Flights:**
 - 1: Amsterdam (AMS) → Bergen (BGO)
 - 2: Bergen (BGO) → Amsterdam (AMS)
- Payment:** Total Amount **260.65 EUR**, **Accepted**, Paid by **BSP Payment**.
Travel agency: ATG TRAVEL NEDERLAND BV 57212805
- Total price of the booking is 260.65 EUR**
- Warning Banner:** At least one flight in the Order is in scope of a commercial rebooking policy - see published rebooking policies on Agentconnect for more information.
- Flight Segments:**
 - 1st February 2021, 12:00 AMS → 13:40 BGO
 - 8th February 2021, 06:10 BGO → 07:50 AMS

Annotations on the right side point to specific elements:

- Banner notification** points to the yellow warning banner.
- Segment/connection in scope** points to the first flight segment (1st Feb).

For open ticket and EMD/voucher options due to the Covid 19 policy, contact the airline for assistance.

If you collected a fare/tax diff payment from the customer you must queue the booking to UPA TKT- "Close D365 External portals":

No need to use the rebooking wizard, please remember to change the order in Edvin. When you have completed the rebooking queue order to UPA TKT- "Close D365 External portals".

Place on queue- UPA TKT- "Close D365 External portals"

System handled: AgentconnectBIZ

Action taken: FM invol reissue

FOP: how was the service paid for by us: BSP CASH

Amount: Fare/tax diff reissue cost per person

TOT A/L fee : XXX

Step 25

Solution

Parent step: 2

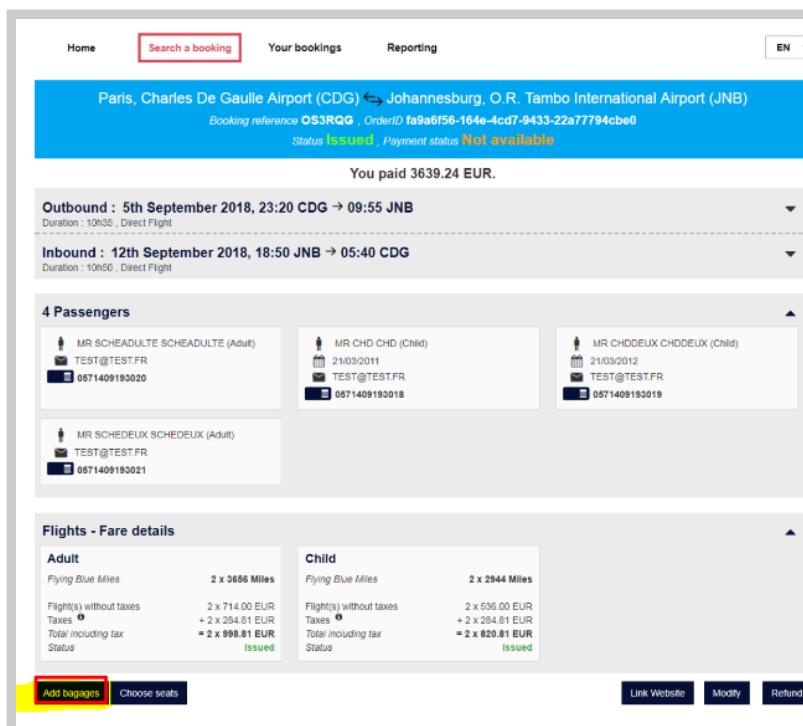
Baggage

We are never allowed to sell ancillaries on the airline's website for AF/KL NDC. All bag/seat/meals must be issued in the portal using the CASH (BSP CASH) form of payment.

Go to the portal: <https://www.agentconnect.biz/SE/en/local/process/prehome/connexion.wadis>

BAGGAGE

1.



Paris, Charles De Gaulle Airport (CDG) ⇔ Johannesburg, O.R. Tambo International Airport (JNB)

Booking reference **053RGG**, OrderID **fa9a6f56-164e-4cd7-9433-22a77794cbe0**

Status **Issued**, Payment status **Not available**

You paid 3639.24 EUR.

Outbound : 5th September 2018, 23:20 CDG → 09:55 JNB
Duration : 10h35, Direct Flight

Inbound : 12th September 2018, 18:50 JNB → 05:40 CDG
Duration : 10h50, Direct Flight

4 Passengers

Passenger Type	Name	Date of Birth	Email	Flight Status
MR SCHEADULTE SCHEADULTE (Adult)	MR SCHEADULTE SCHEADULTE	21/03/2011	TEST@TEST.FR	Issued
MR CHD CHD (Child)	MR CHD CHD	21/03/2012	TEST@TEST.FR	Issued
MR CHDDEUX CHDDEUX (Child)	MR CHDDEUX CHDDEUX	21/03/2012	TEST@TEST.FR	Issued
MR SCHEDEUX SCHEDEUX (Adult)	MR SCHEDEUX SCHEDEUX	21/03/2012	TEST@TEST.FR	Issued

Flights - Fare details

Passenger Type	Flying Blue Miles	Miles	Flying Blue Miles	Miles
Adult	2 x 3656 Miles		Child	2 x 2944 Miles
Flight(s) without taxes	2 x 714.00 EUR		Flight(s) without taxes	2 x 590.00 EUR
Taxes	+ 2 x 284.81 EUR		Taxes	+ 2 x 284.81 EUR
Total including tax	= 2 x 998.81 EUR		Total including tax	= 2 x 820.81 EUR
Status	Issued		Status	Issued

Add baggage Choose seats Link Website Modify Refund

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After searching for a booking, click on the button "Add baggage"

This usecase refers to a booking with 2ADT+2CHD for a round trip CDG – JNB.

2.

NUMBER OF BAGGAGES

Your trip > Add baggage > Validation > Payment > Confirmation EN ▾

Paris, Charles De Gaulle Airport (CDG) ⇄ Johannesburg, O.R. Tambo International Airport (JNB)
Round-Trip, 4 Passengers

Paris → Johannesburg	Johannesburg → Paris						
MR SCHEADULTE SCHEADULTE	1 x 0 80.0 EUR	2 x 0 240.0 EUR	1xABAG 1xBAG 400.0 EUR	4 x 0 560.0 EUR	5 x 0 720.0 EUR	6 x 0 880.0 EUR	7 x 0 1040.0 EUR
MR SCHEDUEUX SCHEDUEUX	1 x 0 80.0 EUR	2 x 0 240.0 EUR	3 x 0 400.0 EUR	4 x 0 560.0 EUR	5 x 0 720.0 EUR	6 x 0 880.0 EUR	7 x 0 1040.0 EUR
MR CHD CHD	1 x 0 80.0 EUR	2 x 0 240.0 EUR	3 x 0 400.0 EUR	4 x 0 560.0 EUR	5 x 0 720.0 EUR	6 x 0 880.0 EUR	7 x 0 1040.0 EUR
MR CHDDEUX CHDDEUX	1 x 0 80.0 EUR	2 x 0 240.0 EUR	3 x 0 400.0 EUR	4 x 0 560.0 EUR	5 x 0 720.0 EUR	6 x 0 880.0 EUR	7 x 0 1040.0 EUR

Paris → Johannesburg
Johannesburg → Paris

Additional baggage allowance 320 EUR
Additional baggage allowance 320 EUR

Total 640 EUR

Click on "Shop"

AIRFRANCE KLM

3.

SUMMARY OF BAGGAGES CHOSEN

Your trip > Add baggage > Validation > Payment > Confirmation EN ▾

Paris, Charles De Gaulle Airport (CDG) ⇄ Johannesburg, O.R. Tambo International Airport (JNB)
Round-Trip, 4 Passengers

Bagages - Fare details

	MR SCHEADULTE SCHEADULTE	MR CHD CHD	MR CHDDEUX CHDDEUX	MR SCHEDUEUX SCHEDUEUX
Paris → Johannesburg	2 x 0 240.0 EUR			1 x 0 80.0 EUR
Johannesburg → Paris	2 x 0 240.0 EUR			1 x 0 80.0 EUR

Total
640.0 EUR

Modify your choice **Validate**

A Summary of the bags selection is displayed for each pax and each bound.

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4. Collect the payment from the customer by sending a payment link using product baggage GDS:
(check the correct markup [in the main menu](#), in point 1 "Ancillaries and Services List"):

i Baggage GDS (Manual)

[REDACTED] **ADULT**
 [REDACTED] **CHILD**

Adult fee

Child fee

Infant fee

No text added

Select all

5. When the customer has paid: When choosing the form of payment the only possible form of payment to use is BSP payment, VAN can never be used:

PAYMENT OF BAGGAGES CHOSEN

Your trip Add baggages Validation **Payment** Confirmation

Paris, Charles De Gaulle Airport (CDG) Johannesburg, O.R. Tambo International Airport (JNB)
Booking reference OS3RQG OrderID f9a6f56-164e-4cd7-9433-22a77794cbe0
Status **Reserved**

Outbound : 5th September 2018, 23:20 CDG → 09:55+1JNB
Duration : 10h35, Direct Flight

Inbound : 12th September 2018, 18:50 JNB → 05:40+1CDG
Duration : 10h50, Direct Flight

4 Passengers

Flights - Fare details

Bagages - Fare details

	MR SCHEAULTE SCHEAULTE	MR SCHEDEUX SCHEDEUX	MR CHD CHD	MR CHDDEUX CHDDEUX
Paris → Johannesburg	2 x 0 240.00 EUR Reserved	1 x 0 60.00 EUR Reserved		
Johannesburg → Paris	2 x 0 240.00 EUR Reserved	1 x 0 60.00 EUR Reserved		

The bags items are reserved (SSR were added to the PNR).
After choosing a Form of Payment (**BSP** or , click on "Issue the tickets" to issue the EMD.

Choose your form of payment

BSP Payment

TOTAL
640.00 EUR

Pay later Issue the documents

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6.

The screenshot shows the Edvin booking interface. At the top, there are four sections for passengers:

- MR SCHEADULTE SCHEADULTE (Adult) with EMD numbers 057-8252125542, 057-8252125541, and 0571409193020.
- MR SCHEDEUX SCHEDEUX (Adult) with EMD number 057-8152125543.
- MR CHD CHD (Child) with EMD number 0571409193018.
- MR CHDDEUX CHDDEUX (Child) with EMD number 0571409193018.

Below these sections, there are two tabs: "Flights - Fare details" and "Bagages - Fare details". The "Bagages - Fare details" tab is selected, showing a table for Paris → Johannesburg and Johannesburg → Paris flights:

	MR SCHEADULTE SCHEADULTE	MR SCHEDEUX SCHEDEUX	MR CHD CHD	MR CHDDEUX CHDDEUX
Paris → Johannesburg	2 x Issued	1 x Issued		
Johannesburg → Paris	2 x Issued	1 x Issued		

At the bottom left is a "See this reservation" button, and at the bottom right is a "New booking" button. The AIRFRANCE logo is visible on the right side of the interface.

The bags items are now issued.

EMD numbers are displayed for each passenger :

- The “ADT 1” has 2 EMDs
- The “ADT 2” has 1 EMD

The summary of bags is displayed.

7. After you have paid and issued the baggage, booking must be queued in Edvin.

- Place on queue -> UPA TKT -> Fix in D365:

In the order note/queue action message add the below info:

System: AgentconnectBiz

Issue EMD: Baggage

FOP: how was the service paid for by us BSP payment (CASH)

Name of pax: xxx

EMD number:

Whole/part of booking/pnr: XXX (ex. outbound)

Price in portal: XXX (per pers)

8. Send confirmation to the customer and remove the payment link from Edvin.