

Travel agency briefing – North America: AF/KL ticket incentive & customer bonus

July 10th, 2020

Air France and KLM proudly partner with



OUR COMMON GOAL IS TO RE/ISSUE TICKETS

AF/KL INTRODUCES **AGENT TICKET INCENTIVE** & **CUSTOMER BONUS**

Governments are lifting travel restrictions and borders are opening up, making it possible for your customers to travel again. Air France and KLM are gradually and carefully restoring their networks and have adjusted the commercial policy for flight cancellations giving you and your customers more time and creating simplicity and flexibility to support you in your daily work.

In case of flight cancellations made by Air France or KLM, your customers are able to choose from 3 options: **rebooking their journey, receiving a voucher (EMD CDET), or a cash refund**, no matter the cancellation date of their flight.

In order to support our mutual objective to re/issue tickets: Air France – KLM is happy to announce a dual motivation system:



1) For our travel agency partners – we introduce an automated, hassle-free **ticketing incentive** on key markets including the USA, Canada and Mexico points of sale.



2) For your customers - in addition to the current flexible commercial rebook policy, Air France-KLM offers **up to 15% extra value bonus** on top of the initial voucher (EMD CDET) or live reservation (PNR live) value.

This travel agency briefing document intends to provide you details and answers to all your questions about the above two programs.

To give you a full overview of our **rebooking and refund options**, we created **an agent support flow chart**.

More information about the **rebook policy and other COVID-19 related topics** can be found on [AgentConnect.biz](#), [Air France](#) or [KLM website](#).

TICKET INCENTIVE FOR TRAVEL AGENCIES

VALID THROUGH OCT 31ST 2020

Conditions

- Incentive of USD 10.00 / CAD 15.00 / MXN 255 applies **per reissued ticket** in exchange of an initial AF/KL COVID ticket* or an EMD CDET voucher on select PoS (see incentive amount per PoS [on the next page](#))

*Applies for:

- All initial AF/KL tickets impacted by cancellations from the airline (**Involuntary** / flights cancelled by AFKL)
- Initial AF/KL tickets issued on/before April 21, 2020, and for flights operated on/before August 31, 2020 in case of a voluntary change by the customer (**Voluntary** / flights NOT cancelled by AFKL)

*Does not apply to revalidated tickets or free tickets (tickets without commercial value)

Ticketing

- Applies to AF057 / KL074 plated and AF/KL/DL/VS marketed tickets
- Program is valid between 08JUN20 and 31OCT20 (for re-issuing/EMD CDET redemption)
- **No additional remark to be inserted in PNR by the travel agency**

Scope

- Incentive program is available to all agencies (contracted and non-contracted)
- Incentive program is available in all GDS systems ([see page 9](#) for details)

Payment to agencies

- BSP countries: Via normal Agent Credit Memo (ACM) process in the BSP
- POS USA: ACMs issued directly through ARC in Memo Manager
- Incentive paid once at first reissue only / first EMD CDET redemption only
- Frequency: ACMs are issued early in the calendar month for the preceding settlement period
- Payments starting in July 2020 for the month of June 2020



TICKET INCENTIVE FOR TRAVEL AGENCIES

ELIGIBLE POINTS OF SALES / INCENTIVE AMOUNTS

POS Country (Code)	POS Country (Label)	Currency	Incentive amount	POS Country (Code)	POS Country (Label)	Currency	Incentive amount
FR	FRANCE	EUR	10	MX	MEXICO	MXN	255
RE	REUNION	EUR	10	IL	ISRAEL	USD	10
GP	GUADELOUPE	EUR	10	UA	UKRAINE	UAH	300
GF	FRENCH GUIANA	EUR	10	SG	SINGAPORE	SGD	15
MQ	MARTINIQUE	EUR	10	SE	SWEDEN	SEK	100
MC	MONACO	EUR	10	RU	RUSSIAN FEDERAT	RUB	800
DE	GERMANY	EUR	10	RO	ROMANIA	EUR	10
NL	NETHERLANDS	EUR	10	PL	POLAND	PLN	45
IT	ITALY	EUR	10	NO	NORWAY	NOK	100
ES	SPAIN	EUR	10	NG	NIGERIA	USD	10
BE	BELGIUM	EUR	10	KR	KOREA, REPUBLIC	KRW	13500
LU	LUXEMBOURG	EUR	10	JP	JAPAN	JPY	1200
FI	FINLAND	EUR	10	IN	INDIA	INR	850
IE	IRELAND	EUR	10	HU	HUNGARY	HUF	3400
AT	AUSTRIA	EUR	10	DK	DENMARK	DKK	75
PT	PORTUGAL	EUR	10	CZ	CZECH REPUBLIC	CZK	260
GR	GREECE	EUR	10	CO	COLOMBIA	COP	42000
US	UNITED STATES	USD	10	CN	CHINA	CNY	80
GB	UNITED KINGDOM	GBP	10	CH	SWITZERLAND	CHF	10
HK	HONG KONG	HKD	85	CA	CANADA	CAD	15
ZA	SOUTH AFRICA	ZAR	190				



UP TO 15% CUSTOMER BONUS

VALID THROUGH OCT 31ST 2020

Additional value up to 15% on the EMD and PNR Alive

- Customers with an AF and/or KL EMD voucher or PNR kept alive can benefit from an additional value of up to 15% when they reissue a new ticket.

Bonus conditions

- Flights originally ticketed before/on 21 April 2020, with a scheduled departure before/on 31st August 2020 which were canceled by the airline or by the customer
- Flights originally ticketed on/after 22nd April 2020 which were canceled by the airline
- The additional value of up to 15% apply to issuing tickets with EMD vouchers – as mode of payment or issuing PNRs kept alive with a MEMO segment 'DUE CORONA'
- Issuance of the new ticket must be completed by 31st October 2020 and the travel date must start by 15th June 2021

How to determine the bonus percentage/amount?

- When a new ticket is issued and the value is equal to the original ticket/EMD amount: no additional bonus value is given
- When a new ticket is issued and the value is lower than the original ticket/EMD amount: a residual EMD (RSVR) is issued and is refundable after 12 months
- When a new ticket is issued and the value is higher than the original ticket/EMD amount: an additional value of up to 15% applies. If the extra 15% is not sufficient to buy the new ticket, additional payment is necessary
- See bonus calculation examples on the next page



HOW TO APPLY THE BONUS?

BONUS CALCULATION EXAMPLES

Scenario	New ticket Value	Original ticket value (PNR alive)/ EMD CDET value	Bonus	Total	Add. costs	Residual EMD (RSVR)	% of add. value
New ticket value is higher , with additional cost to be collected	1000 EUR	800 EUR	120 EUR	920 EUR	80 EUR	-	15%
New ticket value is higher , with no additional cost to be collected	920 EUR	800 EUR	120 EUR	920 EUR	-	-	15%
New ticket value is higher but does not exceed value for full bonus	880 EUR	800 EUR	80 EUR	880 EUR	-	-	10%
New ticket value is equal to original ticket/EMD CDET value	440 EUR	440 EUR	-	440 EUR	-	-	0%
New ticket value is lower than original ticket/EMD CDET value	400 EUR	500 EUR	-	500 EUR	-	100 EUR	0%



HOW TO WORK THROUGH THE GDS?

ADDITIONAL VALUE OF UP TO 15%

UP TO 15% OF THE TOTAL VALUE OF THE ORIGINAL TICKET (PNR ALIVE) OR THE ISSUED EMD (CDET)

Issuance of the new ticket(s) must be completed by 31 October 2020
Travel date must commence on/before 15 June 2021

All GDS

The additional value can be applied to all types of EMD CDET and all bookings with a MEMO segment (PNR alive):

-For all flights ticketed with any travel date and cancelled by the airline (Involuntary)

-For flights ticketed on/before 21 April 2020, with a scheduled departure on/before 31 August 2020, and NOT cancelled by the airline but the customer is no longer able to travel (Voluntary)

Applies on the total value of the original ticket(s) or EMD CDET that was issued.(taxes and surcharges included)
Applies if the value of the new ticket is higher than the value of the original ticket or the value of the EMD CDET.
Applies only on first transaction

Issuing instructions

Please find all information per GDS in the Trade Rebook Policy

Additional information

With Bonus: PNR alive: Add **BCOVID19 - (currency) (Bonus value)** as an endorsement

No Bonus: PNR alive: Add **BCOVID19 - NO BONUS** as an endorsement

With Bonus: EMD CDET: Add **BCOVID19 - (currency) (Bonus value)** as an endorsement

No Bonus: EMD CDET: Add **BCOVID19 - NO BONUS** as an endorsement



HOW TO WORK THROUGH THE GDS?

APPLYING THE BONUS

- **Amadeus Agents:** Examples on how to proceed with applying the additional value on both PNR alive and EMD CDET, can be found in [agentconnect.biz](#) → [News & Promotions](#) → [Schedule Changes](#) → [AFKL Trade COVID 19 Rebook Policies for Trade](#) → [How to apply the bonus?](#) → [Amadeus Trade Process](#)
- **Galileo Agents:** Examples on how to proceed with applying the additional value on PNR alive, can be found in [agentconnect.biz](#) → [News & Promotions](#) → [Schedule Changes](#) → [AFKL Trade COVID 19 Rebook Policies for Trade](#) → [How to apply the bonus?](#) → [Galileo Trade process](#)
- **Sabre Agents:** For information regarding reissues in Sabre (1S), please check <https://your.sabre.com/inthistogether> or contact your **Sabre** GDS helpdesk
- **All other GDS Agents:**
 - PNR alive: Please contact your GDS Help Desk for assistance
 - EMD CDET redemptions: Please contact AFKL Trade Support / Delta Global Sales Support
- **Important notes:**
 - If the additional value is used towards the purchase of a new ticket, the cabin to cabin rebooking option is **not** applicable
 - For EMD CDETs that have been issued by AFKL / Delta Global Sales Support and need to be redeemed, please contact AFKL Trade Support / Delta Global Sales Support

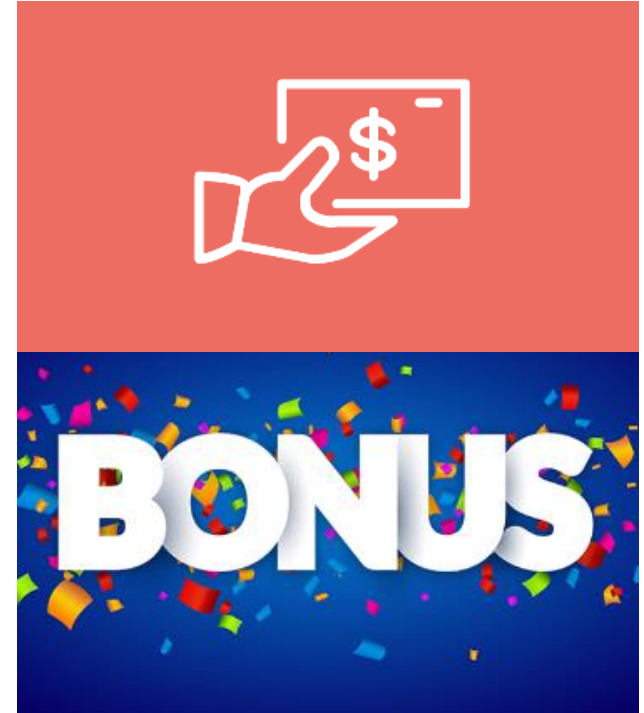


ELIGIBILITY INFORMATION

TRAVEL AGENCIES & CUSTOMERS

GDS used	Re/issue option	Incentive/Bonus eligibility
Amadeus users	a) Ticket re/issues from PNRs kept alive with "DUE CORONA" endorsement	Agency eligible for ticket incentive Customer eligible for – up to 15% ticket value bonus
Amadeus users	b) Ticket re/issues using EMD vouchers as Mode of Payment	Agency eligible for ticket incentive Customer eligible for – up to 15% ticket value bonus
Other GDS users	a) Ticket re/issues from PNRs kept alive with "DUE CORONA" endorsement	Agency eligible for ticket incentive Customer eligible for – up to 15% ticket value bonus
Other GDS users	b) Ticket re/issues using EMD vouchers only possible via AFKL Sales Support / DL Global Sales Support	Agency not eligible for ticket incentive Customer eligible for – up to 15% ticket value bonus

Important note: All travel agencies with valid upfront commission programs remain eligible for those commissions in case of both re/issuing options (a) and (b) above. No ADMs will be raised to recall commissions in case of ticket re/issues.



SUMMARY: AF/KL REBOOKING POLICIES

		Change of date and/or destination & Cancellations						
		Involuntary (due to AFKL)		Voluntary (changes on request of the customer)				
		Anytime	On/before Apr 21	On/after Apr 22	On/before Aug 31	On/Before Oct 31	On/Before Nov 31	On/After Dec 01
No Show rule (ticketing date)			NO-SHOW NOT PERMITTED					
Rebooking: Travel commence dates		Fee waived, cabin to cabin					Fee waived, class to class Fare difference applies	
Rebooking: Ticketing date for EMD voucher		Voucher: Up to + 15% Value (Travel date before June 15, 2021)						
Ticketing date for agent incentive		Agent incentive (Tickets issued on/before April 21, 2020, with travel date on/before August 31, 2020)						
Refunds		Refunds via GDS regardless of ticket rules	Refunds via GDS according to ticket rules					

Clarification on No-show policy for flights ticketed on/after 22 April 2020 and NOT cancelled by the airline:

- Any change must be reissued prior to the scheduled flight/s
- NO SHOW is not permitted (unless fare rules allow)
- No shows will result in losing the ticket value, inability to use ticket for future travel

Questions? Comments?

→ Contact us @ Delta Global Sales Support

→ Visit us on www.agentconnect.biz

→ Up-to-date rebooking policies and agent support materials on:

https://www.agentconnect.biz/US/en/local/newspromotions/dailyschedule/covid19_AFKL.jsp

Thank you for your partnership!

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