



Request EMD CDET vouchers directly in GDS

The COVID-19 situation is affecting the travel industry around the world. Travel plans are adjusted and reservations changed. To make it easier for you, our valued travel partners, Air France and KLM have simplified the rebook and refund policy and re-opened the possibility to request a new refund directly via your GDS.

Tip: If the BSPLink refund request for your customer has not yet been processed, you can now resubmit the refund request directly through your GDS. Once the refund via the GDS is processed, Air France and KLM will reject the initial BSPLink refund request. This way your customer will receive his refund without further delay.

Important to know is that all documents (EMD/ETKT) issued by Air France or KLM on behalf of a travel agent that need to be refunded on request of the customer, will have to be requested via BSPLink. Unfortunately, it is technically not possible for these documents to be refunded via GDS by the travel agent directly.

Vouchers now have refundable status

Replacing the previously non-refundable status, all EMD CDET vouchers will now have a refundable status. This will make your work more convenient by simply requesting the refund directly through your GDS without having to change the status of the voucher first.

The status change of the EMD CDET voucher is not linked to the conditions of the ticket. In case a flight is canceled voluntarily by the customer, a refund can be requested according to ticket conditions.

Of course, Air France and KLM encourage customers to rebook, but understand if they cannot yet reschedule their trip. That is why an EMD CDET voucher for future travel is offered. To encourage redeeming this voucher Air France and KLM offer customers up to 15% additional value on top of the initial voucher.

Please check the updated flow chart to see all the rebook and refund options Air France and KLM offer your customers. For more information about the refundable status change of the voucher, how to request a refund via your GDS or about the rebook policy, please check AgentConnect.biz or the websites of [Air France](https://www.airfrance.com) and [KLM](https://www.klm.com).

[UPDATED FLOW CHART](#)

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