

How to use our corporate webform as a travel agent



This step-by step guide is designed to help travel agents complete our corporate webform. But it can be completed by the client if preferred.

- The webform
- Booking details
- Booking codes
- Contact details
- Confirmation

Please note

- Our webform requires information from both the client and the TMC. So everything will need to be gathered from both sides before filling it out.
- Please complete all the fields and avoid submitting a partially completed form. Please note that some fields can appear after selecting other ones.

The webform

Step 1

Open the webform

- Go to <https://corporate-rates.eurostar.com/> to get started.
- Our form automates most of the data entry, and it's available in English, French, Dutch, and German. To change the language, use the menu in the top right corner.



Help centre English

Corporate rates request form

Before submitting the form, please ensure that all information provided is accurate, as no changes can be made after submission. Please note that submitting this form does not guarantee the provision of rates. Rates will only be made available following confirmation from Eurostar.

Booking details

How you normally purchase

☐ Online Booking Tool
☐ Travel Agency
☐ Eurostar.com

The main routes on which you travel in both ways (max 3)

☐ Belgium - Germany
☐ Belgium - The Netherlands
☐ France - Belgium
☐ France - Germany
☐ France - The Netherlands
☐ London - Belgium
☐ London - France
☐ London - The Netherlands

Country of purchase

☐ Belgium
☐ France
☐ Germany
☐ The Netherlands
☐ UK
☐ US
☐ Other

Booking Tool

AETM

Albatros

Atriis

COB SNCB/NMBS

Eurostar travel spent during the last 12 months (in €)

First class share (Eurostar Premier & Eurostar Plus)

Company details

Booking details

Step 2

Choose Travel Agency

- Select *Travel Agency* (and *Online Booking Tool* if applicable) under *How you normally purchase*.

Booking details

How you normally purchase

- ☒ Online Booking Tool
- ☒ Travel Agency
- ☐ Eurostar.com

Step 3

Pick your routes

- Choose up to three routes your client uses most often. We'll do our best to add them into your corporate agreement (subject to conditions).

The main routes on which you travel in both ways (max 3) ⓘ

- ☒ Belgium - Germany
- ☒ Belgium - The Netherlands
- ☒ France - Belgium
- ☐ France - Germany
- ☐ France - The Netherlands
- ☐ London - Belgium
- ☐ London - France
- ☐ London - The Netherlands

Booking details

Step 4

Choose the clients country of purchase and TMC

- Select the country you're booking from and your TMC*.

The screenshot shows a form with two sections. The first section, 'Country of purchase', has a list of checkboxes: Belgium, France, Germany, The Netherlands, UK (checked), US, and Other. The second section, 'TMC United Kingdom', has a dropdown menu open showing four options: ACE TRAVEL MANAGEMENT, ADVANTAGE BUSINESS TRAVEL (highlighted in blue), ALTOUR, and AMEX GBT (highlighted in blue).

* Hold down Ctrl (or Command on Mac) while clicking to select multiple TMC from the dropdown.

Step 5

Choose your online booking tool

- Select a TMC for each country from the options.

The screenshot shows a form with a section titled 'Booking Tool' with an information icon. Below the title is a dropdown menu with four options: AETM, Albatros, Atriis, and COB SNCB/NMBS (highlighted in blue).

* Hold down Ctrl (or Command on Mac) while clicking to select multiple TMC from the dropdown.

Booking details and codes

Step 6

Choose how much your client has spent

- Choose how much your client spent on Eurostar travel in the last 12 months (in euros). Then select what percentage was spent on tickets in Eurostar Premier and Eurostar Plus.

The screenshot shows a form with two dropdown menus at the top. The first dropdown is labeled 'Eurostar travel spent during the last 12 months (in €)' and has '25K - 50K' selected. The second dropdown is labeled 'First class share (Eurostar Premier & Eurostar Plus)' and has '10% - 25%' selected. Below these is a large dashed rectangular box for document upload. At the bottom of this box is a blue button with a document icon and the text 'Please attach all relevant documents'. Above the button, the text 'Eurostar revenue report by service class and route over the past 12 months' is visible.

- You'll need to upload an Excel report with their total spend, including PNRs, class of service, and routes – this is required to apply for discounted rates.
- If their spend is under €50,000/£50,000, they're not eligible for corporate rates.

Step 7

Enter your booking codes

- Select each booking code and enter the required details when each accordion opens.

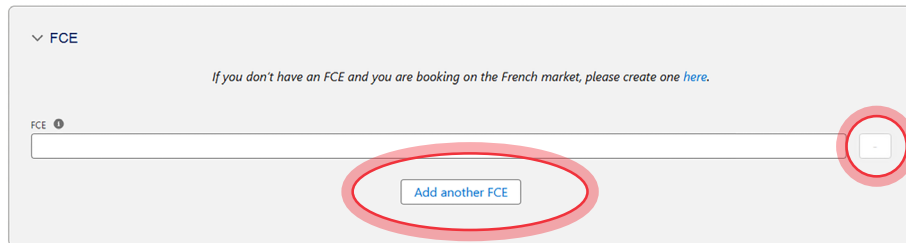
The screenshot shows a vertical list of seven light gray rectangular buttons, each with a right-pointing chevron and a label. The labels are: 'FCE', 'OSI 9F CORP code', 'Amadeus corporate codes', 'Apollo corporate codes', 'Galileo corporate codes', 'Sabre corporate codes', and 'Worldspan corporate codes'.

- Every corporate client should have a corporate code (also known as a snap code, account code, deal code, plan code, or private fare code). It's used in GDS Air to access negotiated fares. It isn't specific to Eurostar, so should be the same code used for airlines. This information is required to ensure the fares are correctly loaded and accessible.
- You should ensure that all fields related to the code are completed.
- If you have multiple bookings of the same type, you can add as many as needed. Simply click the button at the bottom of the form.

Booking codes

- **FCE codes**

If you've selected Belgium, France or The Netherlands as a country of purchase, the FCE field will appear. This is for bookings that are made via SNCF. You can add more than one code if you need to. Please contact SNCF if you don't know your FCE code.



The screenshot shows a form section titled 'FCE' with a dropdown arrow. Below the title is a text hint: 'If you don't have an FCE and you are booking on the French market, please create one [here](#).' Below this is a text input field labeled 'FCE' with a help icon. To the right of the input field is a plus icon in a square button. Below the input field is a button labeled 'Add another FCE'. Red circles highlight the plus icon and the 'Add another FCE' button.

- **OSI 9F CORP codes**

You'll need to enter this code for every GDS Air booking you make. It's works across all of our core markets, helps identify bookings per corporate client, and aids reporting. Please enter the full company name or a shortened version when filling in this section.

- **PPC codes and office IDs**

These codes help you load the correct corporate fares. If you need to, you can click the plus symbol (+) to add more than one.

- **GND codes**

For bookings made via NS and SNCB, a GND code will be supplied by Eurostar. For all other distribution options, you'll need to supply the information in the fields on the form.

Contact details

Step 8

Enter your clients details

- Provide your client's address, registered name, legal ID, and legal ID number in the company details section.

Company details

Registered address street	Company registered name
Registered address postcode	Legal ID
Registered address city	Legal ID number
Registered address state	
Registered address country	

Step 9

Enter the main contact's details

- Check with your client who they'd like as their main contact and add their details to the form. The main contact shouldn't be someone from your travel agency.

Main contact details

This person will receive the confirmation email after submitting the form and must be an employee of the company, not the agency, as our agreement is established directly with the company. The main contact will also receive the agreement as a viewer.

First name	Email address
Last name	Confirmation email address
Job title	Phone number
Preferred language	

Confirmation

Step 10

Confirmation

When the form is submitted, a confirmation email will be sent to your client's main contact.

- They must be a company employee and not a travel agent.
- The main contact will receive a copy of the agreement, but only in view-only mode.
- Please note that the travel agency will not receive a confirmation email, a copy of the agreement, or any further communications from Eurostar. Please ensure that your client has shared all relevant information with you.

