

EMD LIST – Travelport Adriatic market

**Instrukcije:**

Dragi agenti,

U nastavku je spisak avio-kompanija sa detaljima mogućnosti izdavanja EMD-a u Travelport + sistemu (1G). Dvoslovni kod tržišta za koje je određena kompanija aktivirala mogućnost izdavanja EMD-a se nalazi pored imena svake kompanije. U nastavku slede dvoslovni kodovi:

BA – Bosna i Hercegovina

HR – Hrvatska

ME- Crna Gora

MK – Severna Makedonija

SI – Slovenija

RS – Srbija

\*XK – AP Kosovo i Metohija

**Instructions:**

Dear agents,

This document contains list of carriers that activated EMD issuance possibilities in Travelport + GDS (1G). Beside each carrier there is a 2-letter code of each market to present where EMD issuance is activated . These are the 2-letter codes per market:

BA – Bosnia and Herzegovina

HR – Croatia

ME – Montenegro

MK – North Macedonia

SI – Slovenia

RS – Serbia

\*XK – AP Kosovo and Metohija

<b>Aegean Airlines (A3) HR ME MK RS SI .....</b>	<b>5</b>
<b>Air Canada (AC) HR ME SI RS.....</b>	<b>9</b>
<b>Air France (AF) BA HR ME MK SI RS XK.....</b>	<b>10</b>
<b>Air India (AI) BA ME MK SI RS XK.....</b>	<b>12</b>
<b>AeroMexico (AM) HR RS.....</b>	<b>14</b>
<b>Royal Air Maroc (AT) BA HR ME MK SI RS XK.....</b>	<b>17</b>
<b>Avianca (AV) HR .....</b>	<b>19</b>
<b>Finnair (AY) BA HR ME MK SI RS XK.....</b>	<b>22</b>
<b>ITA Airways (AZ) HR MK SI RS .....</b>	<b>25</b>
<b>Royal Brunei Airlines (BI) HR ME SI.....</b>	<b>27</b>
<b>British Airways (BA) BA HR ME MK SI RS XK.....</b>	<b>28</b>
<b>Eva Airways (BR) SI.....</b>	<b>29</b>
<b>Air Baltic (BT) HR ME MK SI RS XK.....</b>	<b>30</b>
<b>China Airlines (CI) BA HR ME SI RS.....</b>	<b>33</b>
<b>Cathay Pacific (CX) HR ME SI RS.....</b>	<b>36</b>
<b>China Southern (CZ) HR ME SI RS .....</b>	<b>37</b>
<b>Condor Flugdienst GmbH (DE) BA HR ME SI RS.....</b>	<b>38</b>
<b>Emirates (EK) BA HR ME MK SI RS XK .....</b>	<b>41</b>
<b>Ethiopian Airlines (ET) BA HR MK SI RS XK.....</b>	<b>46</b>
<b>Etihad (EY) BA HR ME MK SI RS XK .....</b>	<b>47</b>
<b>BULGARIA AIR (FB) ME MK RS.....</b>	<b>49</b>
<b>Icelandair (FI) BA HR ME SI RS .....</b>	<b>55</b>
<b>Garuda Indonesia (GA) HR ME SI RS.....</b>	<b>57</b>
<b>Gulf Air (GF) BA SI.....</b>	<b>58</b>
<b>Hahn Air (HR) BA HR ME MK SI RS XK .....</b>	<b>59</b>
<b>Iberia (IB) HR SI.....</b>	<b>60</b>
<b>Azerbaijan Airlines (J2) RS SI .....</b>	<b>61</b>
<b>LATAM Brasil (JJ) BA HR ME MK SI RS XK .....</b>	<b>63</b>
<b>Air Serbia (JU) BA HR ME MK SI RS .....</b>	<b>65</b>
<b>Air Astana (KC) BA HR SI RS.....</b>	<b>69</b>
<b>Korean Airlines (KE) HR SI .....</b>	<b>70</b>
<b>KLM Royal Dutch (KL) BA HR ME SI RS XK.....</b>	<b>72</b>
<b>Kenya Airways (KQ) BA HR ME MK SI RS XK .....</b>	<b>74</b>
<b>Lufthansa (LH) BA HR ME MK SI RS XK .....</b>	<b>75</b>
<b>LOT (LO) BA HR ME MK SI RS XK.....</b>	<b>77</b>
<b>Swiss International Airlines (LX) BA HR ME MK SI RS XK .....</b>	<b>82</b>

<b>EI Al Airlines (LY) HR ME SI RS</b>	<b>83</b>
<b>Malaysian Airlines (MH) HR ME MK SI RS XK</b>	<b>87</b>
<b>Air Mauritius (MK) HR SI</b>	<b>89</b>
<b>Czech Airlines (OK) BA HR ME MK SI RS XK</b>	<b>93</b>
<b>Austrian Airlines (OS) BA HR MK SI RS</b>	<b>97</b>
<b>Croatia Airlines (OU) BA HR ME MK SI RS XK</b>	<b>99</b>
<b>Pegasus (PC) BA HR ME MK SI RS XK</b>	<b>102</b>
<b>Philippine Airlines (PR) BA MK HR SI RS</b>	<b>104</b>
<b>Ukraine International (PS) BA HR ME MK SI RS</b>	<b>106</b>
<b>Qantas (QF) HR ME RS</b>	<b>110</b>
<b>QATAR AIRWAYS (QR) BA HR ME MK SI RS</b>	<b>112</b>
<b>Royal Jordanian (RJ) BA HR ME MK SI RS XK</b>	<b>115</b>
<b>TAROM – Romanian Air Transport (RO) HR ME RS</b>	<b>117</b>
<b>SATA INTERNATIONAL (S4) HR ME SI RS</b>	<b>119</b>
<b>Siberia Airlines (S7) BA HR ME MK SI RS XK</b>	<b>120</b>
<b>South African Airways (SA) HR SI</b>	<b>121</b>
<b>Scandinavian Airlines System (SK) BA HR ME MK SI RS XK</b>	<b>123</b>
<b>Brussels Airlines (SN) BA HR SI</b>	<b>127</b>
<b>Singapore Airlines (SQ) BA HR ME MK SI RS</b>	<b>128</b>
<b>Aeroflot (SU) BA HR ME MK SI RS XK</b>	<b>130</b>
<b>Air Namibia (SW) HR</b>	<b>132</b>
<b>Saudi Arabian (SV) BA MK SI XK</b>	<b>134</b>
<b>Thai Airways (TG) HR SI</b>	<b>136</b>
<b>Turkish Airlines (TK) BA HR ME MK SI RS XK</b>	<b>138</b>
<b>Air Tahiti (TN) SI</b>	<b>140</b>
<b>Tap Air Portugal (TP) BA HR ME MK SI RS XK</b>	<b>142</b>
<b>Tunis Air (TU) SI</b>	<b>145</b>
<b>Air Caraibes (TX) RS</b>	<b>146</b>
<b>Ural Airlines (U6) ME SI RS</b>	<b>148</b>
<b>United Airlines (UA) BA HR ME MK SI RS XK</b>	<b>151</b>
<b>SriLankan Airlines (UL) ME SI RS</b>	<b>152</b>
<b>Air Europa (UX) HR ME SI RS</b>	<b>154</b>
<b>Oman Air (WY) BA HR ME MK SI RS</b>	<b>156</b>

**Aegean Airlines (A3) HR ME MK RS SI**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
GROUP DEPOSIT	D	99A	Manual SVC	N/A	EMD-S	N	N	Y	N
GROUP PENALTY FEE	D	98F	Manual SVC	N/A	EMD-S	N	N	Y	N
UNDER COLLECTION FARES	D	999	Manual SVC	N/A	EMD-S	Y	N	Y	N
UNDER COLLECTION TAX FEES	D	998	Manual SVC	N/A	EMD-S	Y	N	Y	N
CHARGEABLE SEATS	A	0B5	SMART POINT	SA	EMD-A	Y	N	Y	Y
EXCESS BAGGAGE	C	0AA	DAS	BG	EMD-A	Y	N	Y	Y
UNACCOMPANIED MNOR	E	0BH	DAS	UN	EMD-A	Y	Y	Y	Y
PET IN HOLD 8KG	C	0BT	DAS	PT	EMD-A	Y	N	Y	Y
PET IN HOLD MEDIUM	C	0AZ	DAS	PT	EMD-A	Y	N	Y	Y
PET IN HOLD LARGE	C	0A0	DAS	PT	EMD-A	Y	N	Y	Y
ALPINIST EQPMT UP TO 32KG	C	0O1	DAS	BG	EMD-A	Y	N	Y	Y
ARCHERY EQPMT UP TO 32KG	C	0OG	DAS	BG	EMD-A	Y	N	Y	Y
BICYCLE UP TO 70LB 32 KG	C	0FQ	DAS	BG	EMD-A	Y	N	Y	Y
BOOGIE BOARD UP TO 32KG	C	0N4	DAS	BG	EMD-A	Y	N	Y	Y
BOWLING EQUIP UPTO70LB 32KG	C	0KM	DAS	BG	EMD-A	Y	N	Y	Y
CANOE KAYAK W OARS UP TO 32KG	C	0PB	DAS	BG	EMD-A	Y	N	Y	Y
FENCING EQPMT UPTO 32KG	C	05R	DAS	BG	EMD-A	Y	N	Y	Y
FISHING EQUIPMENTUPTO70LB 32KG	C	0HV	DAS	BG	EMD-A	Y	N	Y	Y
GOLF EQUIPMENT UP TO 32KG	C	0HR	DAS	BG	EMD-A	Y	N	Y	Y
HANG GLIDING EQPMT UP TO 32KG	C	0OP	DAS	BG	EMD-A	Y	N	Y	Y
HOCKEY EQUIP UPTO70LB 32KG	C	0KO	DAS	BG	EMD-A	Y	N	Y	Y
HORSE RIDING EQPMT UP TO 32KG	C	0O8	DAS	BG	EMD-A	Y	N	Y	Y
INLINE SKATES EQPMT UP TO 32KG	C	0O5	DAS	BG	EMD-A	Y	N	Y	Y
JAVELIN UP TO 32KG	C	0PH	DAS	BG	EMD-A	Y	N	Y	Y
KITE SURFBOARD UPTO70LB 32KG	C	0KT	DAS	BG	EMD-A	Y	N	Y	Y
LONGBOARD UP TO 32KG	C	0OV	DAS	BG	EMD-A	Y	N	Y	Y
PARACHUTE EQPMT UP TO 32KG	C	0OM	DAS	BG	EMD-A	Y	N	Y	Y
POLE VAULT EQPMT UP TO 32KG	C	0PK	DAS	BG	EMD-A	Y	N	Y	Y

RUBBER DINGHY BOAT UP TO 32KG	C	0PE	DAS	BG	EMD-A	Y	N	Y	Y
SCUBA EQUIPMENT UP TO 70LB 32KG	C	0H0	DAS	BG	EMD-A	Y	N	Y	Y
SKATEBOARD EQPMT UP TO 32KG	C	0OS	DAS	BG	EMD-A	Y	N	Y	Y
SKI EQUIPMENT UP TO 70LB 32KG	C	0HT	DAS	BG	EMD-A	Y	N	Y	Y
SNOWBOARD EQPMT UP TO 32KG	C	0NS	DAS	BG	EMD-A	Y	N	Y	Y
SPORT FIREARMS UP TO 32KG	C	0HX	DAS	BG	EMD-A	Y	N	Y	Y
SURFBOARD UPTO 70LB 32KG	C	0GG	DAS	BG	EMD-A	Y	N	Y	Y
TENNIS SQUASH BADMINTON EQPMT	C	0OY	DAS	BG	EMD-A	Y	N	Y	Y
WAKEBOARD UP TO 32KG	C	0N8	DAS	BG	EMD-A	Y	N	Y	Y
WATER SKI EQUIPMENT UP TO 32KG	C	0NV	DAS	BG	EMD-A	Y	N	Y	Y
WAVEBOARD EQPMT UP TO 32KG	C	0OB	DAS	BG	EMD-A	Y	N	Y	Y
WINDSURF EQUIP UPTO 70LB 32KG	C	0GQ	DAS	BG	EMD-A	Y	N	Y	Y

### **Group Penalty Fee**

Group penalty fee is issued for group space cancellation and maybe collected either for a purged PNR or an active one.

The Group Penalty Fee is collected for unticketed group passenger.

1. Create a new PNR with name as below.

Surname: Group Name

Name: Total number of cancelled passenger

Example - If 5 seats were cancelled for Group name AEGEAN AIRLINES, the name field will be AEGEANAIRLINES/FIVE

2. Add the respective SVC segment.

3. At issuance, indicate Endorsement as below

GROUP PNR RLOC XXXXXX TOTAL PAX 5 TOURCODE

where XXXXXX is the Amadeus record locator and TOURCODE is the authorization code from A3.

### **Under Collect Fares**

Under Collect Fares EMD are to be issued in conjunction to an ETKT. An endorsement should be added indicating the routing for which the proper fare was not collected

Example: ATHHER

If the original PNR has been purged, create a new PNR with the passenger name and respective SVC segment.

EMD can be issued in the new PNR following the above guidelines.

### Under Collect Taxes

Under Collect Tax, Fees and Charges EMD are to be issued in conjunction to an ETKT.  
An endorsement should be added indicating the routing for which the tax, fees or charges is to be collected

Example: ATHHER

Further steps for issuance are outlined below.

Step 1 - Create SVC segment with base fare zero

```
4Q7RZU/69 XDBKR C852692 AG 99999992 28JAN
1.1TAN/ATHREEPROCEDURE
1. SVC A3 EK1 BCN 24MAR-D/998/UNDER COLLECT TAXES/NM-1TAN/ATHR
EEPROCEDURE//0.00/GBP
** VENDOR LOCATOR DATA EXISTS **    >*VLí
** SERVICE INFORMATION EXISTS **    >*SIí
FONE-LONB*92849274
TKTG-T*
```

Step 2 - Issue EMD indicating tax amount to be collected.

>EMDI/SM1/IC3909900064923/TX12.70JD

If the original PNR has been purged, create a new PNR with the passenger name and respective SVC segment.

EMD can be issued in the new PNR following the above guidelines.

### EMD-A FEE FOR SPORTING FIREARMS

SPORTING FIREARM C/0HX - Mandatory FF Text = **WEAP ONE PISTOL**

**\*\*NOTE\*\*** It is possible to manually add SSR WEAP with FF Text of only "ONE PISTOL" for arms of police officers, body guards and civilians holding gun license for personal protection which are not chargeable. (Swords belonging to army officers are not charged). This will add automatically an SSR ASVC C/WEA which you will not be able to issue an EMD-A for.

TO BOOK AN XBAG: **DAS01L1\*TX-BAG**

### EMD-A MANDATORY FREE FORM TEXT

Fee/Service	FF Text Format
UNACCOMPANIED MNOR	08YRS
EXCESS BAGGAGE	BAG
PET IN HOLD 8KG	1 DOG TTL IN KENNEL 7KILOS
PET IN HOLD MEDIUM	MEDIUM
PET IN HOLD LARGE	LARGE
ALPINIST EQPMT UP TO 32KG	ALPI
ARCHERY EQPMT UP TO 32KG	ARCH
BICYCLE UP TO 70LB 32 KG	n/a
BOOGIE BOARD UP TO 32KG	BOOG
BOWLING EQUIP UPTO70LB 32KG	BOWL
CANOE KAYAK W OARS UP TO 32KG	CANO

FENCING EQPMT UPTO 32KG	FENC
FISHING EQUIPMENTUPTO70LB 32KG	FISH
GOLF EQUIPMENT UP TO 32KG	GOLF
HANG GLIDING EQPMT UP TO 32KG	HGLD
HOCKEY EQUIP UPTO70LB 32KG	HOCK
HORSE RIDING EQPMT UP TO 32KG	HORS
INLINE SKATES EQPMT UP TO 32KG	SKTE
JAVELIN UP TO 32KG	JAVE
KITE SURFBOARD UPTO70LB 32KG	KITE
LONGBOARD UP TO 32KG	LONG
PARACHUTE EQPMT UP TO 32KG	PARA
POLE VAULT EQPMT UP TO 32KG	POLE
RUBBER DINGHY BOAT UP TO 32KG	BOAT
SCUBA EQUIPMENT UP TO70LB 32KG	SCUB
SKATEBOARD EQPMT UP TO 32KG	SKBO
SKI EQUIPMENT UP TO 70LB 32KG	SKIS
SNOWBOARD EQPMT UP TO 32KG	SNOW
SPORT FIREARMS UP TO 32KG	WEAPON PISTOL
SURFBOARD UPTO70LB 32KG	SURF
TENNIS SQUASH BADMINTON EQPMT	TENN
WAKEBOARD UP TO 32KG	WAKE
WATER SKI EQUIPMENT UP TO 32KG	WATR
WAVEBOARD EQPMT UP TO 32KG	WAVE
WINDSURF EQUIP UPTO70LB 32KG	WIND

#### **AUTO REVALIDATION POLICY E-TICKETS AND EMD DOCUMENTS**

For the **e-tickets**, the following items is out of scope:

- OAL tickets
- OAL flights
- Rescheduled flights (flight segment is not cancelled as UN, but is only updated with new times as TK status)
- Different RBD
- Different routing

For the **EMDs**, the feature will automatically process:

- EMD coupon association to respective Etk coupon association (ICW)
- EMD element (FA, FHD) to the respective service for which EMD was issued
- EMD coupon disassociation from the respective Etk coupon, whenever an orphan EMD coupon with no matching SSR exists, or SSR is not confirmed.

However following conditions must be met in order above processes run automatically:

- Routing has not changed
- RFIC/RFISC has not changed
- OC is the same
- E-ticket coupon matches to EMD coupon



Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Paid Seats	A	0B5	Smartpoint	SA	EMD-A	Y	Y	Y	N
Ticket Amendment Fee	D	992	Manual SVC	N/A	EMD-S	Y	N	Y	N
Cancellation Fee	D	995	Manual SVC	N/A	EMD-S	Y	N	Y	N

**Notes:**

- Please use 'TICKET AMENDMENT FEE' as description in SVC segment for Fee D/992
- Please use 'CANCELLATION FEE' as description in SVC segment for Fee D/995

**Examples:**

>0SVCACEK1SJO07FEB-N1/D/992/TICKET AMENDMENT FEE/100.00

>0SVCACEK1SJO07FEB-N1/D/995/CANCELLATION FEE/100.00

**Paid Seats**

To assure proper handling of Paid Seats the Electronic Ticket should be issued before seat selection.

**The scenario where ETKT was not issued prior to seat booking :**

0.00 'advance' seat booked and 1A sends us KD status first

ETKT issued

1A immediately sends another TTY to replace KD with KK

**The scenario where ETKT is issued prior to seat booking :**

ETKT issued

0.00 seat booked and 1A directly sends a KK status

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Paid Seats	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	Y
1ST Additional Bag	C	0CC	DAS	BG	EMD-A	Y	N	Y	Y
2ND Additional Bag	C	0CD	DAS	BG	EMD-A	Y	N	Y	Y
3RD or more Additional Bag	C	0CE	DAS	BG	EMD-A	Y	N	Y	Y
Bicycle	C	0EC	DAS	BG	EMD-A	Y	N	Y	Y
Pet in Cabin	C	0BT	DAS	PT	EMD-A	Y	N	Y	Y
Pet in Hold	C	0BS	DAS	PT	EMD-A	Y	N	Y	Y
Penalty Fee	D	98F	Manual SVC	N/A	EMD-S	Y	N	Y	N
Ticket Fees	D	991	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	Y
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
ET to EMD Exchange for Future Travel (default)	D	CDE	Auto-generated	N/A	EMD-S	Y	Y	N	Y
ET to EMD Exchange for Future Travel (non-refundable)	D	TCT	Auto-generated	N/A	EMD-S	Y	N	N	Y
ET to EMD Exchange for Future Travel (refundable)	D	TCR	Auto-generated	N/A	EMD-S	Y	Y	N	Y
Subscription card for reduced rates	D	99J	Manual SVC	N/A	EMD-S	N	N	Y	N

**Notes:**

Airline Issued EMD for ET Exchange: Effective 09 January, 2021 Air France supports Electronic Ticket Exchanges on Galileo using an AF-issued EMD Voucher

Exchange of an Agency issued Electronic Ticket to a Standalone EMD: Effective 04 May, 2021 Air France supports exchange of an ET to an EMD-S of the same value for future travel.

**Examples:**

**Default Format:** >EMDI/EXED0573898600015 where 057898600015 is the E-Tkt number (EMD will be issued with D/CDE)

**Alternate Formats:**

>EMDI/EXED0573898600016/RFISC-TCT where 057898600016 is the E-Tkt number (EMD will be issued with D/TCT)

>EMDI/EXED0573898600017/RFISC-TCR where 057898600017 is the E-Tkt number (EMD will be issued with D/TCR)

For Group Deposit – SVC segment associated with real passenger name in Group PNR. No additional PNR needed.

For Group Deposit, AF requires an OSI with the EMD number in the group

Booking file:

1G: SI.AF\*EMD 0579113001082

Examples:

0SVCAFEK1HND23DEC-N1/D/98F/PENALTY FEE/60.00

0SVCAFEK1HND23DEC-N1/D/991/TICKET FEES/60.00

0SVCAFEK1HND23DEC-N1/D/997/GROUP DEPOSIT INDIRECT SALES/60.00

>DAS01L1\*TX-MOUNTAIN BIKE 20 X 60 X 120CM 13KG

**Bicycle** - freetext mandatory: type/dimensions/weight - Please check the carrier policy for maximum size and additional information

>DAS01L1\*TX-CAT 1KG

**Pet in Cabin** - freetext mandatory: CAT/weight or DOG/breed/weight - Please check the carrier policy for maximum size and additional information

>DAS02L1\*TX-DOG AKITA 2KG AKITA 3KG

Pet in Hold - freetext mandatory: CAT/weight or DOG/breed/weight - Please check the carrier policy for maximum size and additional information

**Note:** Brachycephalic or snub nosed animals are not authorized to travel in the hold, but they can travel in the Cabin. Please check the carrier policy.

### For Subscription Card

1/ Issue the EMD

2/ Complete the subscription form on [www.agentconnect.biz](http://www.agentconnect.biz) and specify the type of subscription and EMD number

3/ the match between the subscription form and the EMD is completed by the AF subscription department

Examples:

0SVCAFEK1HND23DEC-N1/D/99J/COAD/60.00

SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):

SVCAFHI1HND31JAN-D/996/REFUNDABLE BALANCES/NM-  
1SMITH/JOHN/9609999903766C1/245.00/EUR

Description of fee	RFIC	RFISC	Method	Group	EMD Type	ICW	Refund	Void	Exchange
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	N
Group Deposit	D	0L6	Manual SVC	N/A	EMD-S	N	N	Y	N
Rebooking Fee	D	98F	Smartpoint	SA	EMD-S	Y	N	Y	N
Paid Seats	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N
UPTO11LB 5KG BAGGAGE	C	0CW	Smartpoint	BG	EMD_A	Y	N	Y	N
UPTO22LB 10KG BAGGAGE	C	0CZ	Smartpoint	BG	EMD_A	Y	N	Y	N
UPTO33LB 15KG BAGGAGE	C	0C1	Smartpoint	BG	EMD_A	Y	N	Y	N
UPTO44LB 20KG BAGGAGE	C	0C2	Smartpoint	BG	EMD_A	Y	N	Y	N
UPTO55LB 25KG BAGGAGE	C	0C4	Smartpoint	BG	EMD_A	Y	N	Y	N
EXCESS PIECE WEIGHT SPEC CHARGE	C	0H3	Smartpoint	BG	EMD_A	Y	N	Y	N
EXCESS PIECE SPECIAL CHARGE	C	0H8	Smartpoint	BG	EMD_A	Y	N	Y	N

**NOTES:**

\*\*Effective 22Sep2023, Air India no longer supports collection of OD tax for the rebooking/change fee.

SVC segment date must be the same as the corresponding AI flight segment.

K3 tax should collected for all services originating India.

>EMDI/SM1/IC0819900064923/TX15.00K3

**For Group Deposit**

For issuance of Group Deposit EMD, please follow the steps below:

**RFIC 997** used when group booked outside of the AI group module (Group PNR Claim) & EMD being issued as advance group deposit payment.

**RFIC 0L6** used when group booked through the AI group module on the AI site & EMD being issued on the GDS for the total ticket amount.

1. Create a Group PNR - Please DO NOT add any additional slash, '/', when creating the name field

Proper Name field: >N.G/20GROUPTOUR

Improper Name field: >N.G/20GROUP/TOUR

2. Create manual SVC for collection of Deposits Down Payments against the Group name e.g. C/30KESARITOURS

>**0SVCAIEK1LHR03OCT-NG/D/997/DEPOSITS DOWN PAYMENTS/15000.00**

3. Create manual SVC for collection of Group Deposit against the Group name e.g. C/30KESARITOURS, origin and destination (routing) must be included in the entry

>**0SVCAIEK1DELLHR01JUL-NG/D/0L6/GROUP DEPOSIT/10000.00**

Example:

1G - >**V.AAI\*LHR 23JUL15 D/997/DEPOSIT LHRBOMLHR EMD 0989999912528/GBP1000**

4. Update SSR OTHS info - Place of Issue/Date of Issue/RFIC/RFISC/DEPOSIT/SECTOR/EMD NO/VALUE OF EMD.

Example:

1G - >**V.AAI\*LHR 23JUL15 D/0L6/DEPOSIT LHRBOMLHR EMD 0989999912528/GBP1000**

#### **EMD-A**

**Pre-Paid Baggage (C/0CW, C/0CZ, C/0C1, C,0C2, C/0C4):**

Please note Free Text (e.g. weight information) is mandatory to be added at the sell entry:

E.g. 1G Entry: >**DAS01L1\*TX-TTL05KG**

**Refer to AI website for baggage policy:**

<http://www.airindia.in/baggage.htm>

**Paid Seats (A/0B5):**

**Available on 1G only**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Paid Seats	A	0B5	DAS	SA	EMD-A	Y	N	Y	N
Unaccompanied Minor DOM	E	0B0	DAS	UN	EMD-A	Y	N	Y	N
Unaccompanied Minor INTL	E	0B0	DAS	UN	EMD-A	Y	N	Y	N
Cross Border Xpress	E	029	DAS	TS	EMD-A	Y	N	Y	N
2DA Pieza Extra (2ND Extra PZ)	C	0CD	DAS	BG	EMD-A	Y	N	Y	N
3rd Pieza Extra (3RD Extra PZ)	C	0CE	DAS	BG	EMD-A	Y	N	Y	N
4th Pieza Extra (4th Extra PZ)	C	0CF	DAS	BG	EMD-A	Y	N	Y	N
EQUIP WINDSURF	C	0GI	DAS	BG-SP	EMD-A	Y	N	Y	N
EQUIP SURFBOARD	C	0GD	DAS	BG-SP	EMD-A	Y	N	Y	N
FISHING EQUIP	C	0D6	DAS	BG-SP	EMD-A	Y	N	Y	N
EQUIP BOOGIE BOARD	C	0FR	DAS	BG-SP	EMD-A	Y	N	Y	N
EQUIP BUCEO (SCUBA EQUIP)	C	0EE	DAS	BG-SP	EMD-A	Y	N	Y	N
EQUIP CAZA (HUNTING)	C	0ED	DAS	BG-SP	EMD-A	Y	N	Y	N
EQUIP BICI BICY (BICYCLE)	C	0EC	DAS	BG- SP	EMD-A	Y	N	Y	N
EQUIP SKI SNOWBOARD	C	0DD	DAS	BG-SP	EMD-A	Y	N	Y	N
EQUIP GOLF	C	0DC	DAS	BG-SP	EMD-A	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	N
Group Cancellation Charge	D	995	Manual SVC	N/A	EMD-S	N	N	Y	N
Penalty Fee	D	98F	Manual SVC	N/A	EMD-S	Y	N	Y	N
AM Vuela Verde (Fly Green)	D	CO2	Manual SVC	N/A	EMD-S	Y	N	Y	N
Seguro de Viajes (Travel Insurance)	D	AMS	Manual SVC	N/A	EMD-S	Y	N	Y	N
Aeromexico Concierge	D	AMK	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 3 meses Doméstico (Monthly Installment 3 months Domestic)	D	M01	Manual SVC	N/A	EMD-S	Y	N	Y	N

MSI 6 meses Doméstico (Monthly Installment 6 months Domestic)	D	M02	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 9 meses Doméstico (Monthly Installment 9 months Domestic)	D	M03	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 10 meses Doméstico (Monthly Installment 10 months Domestic)	D	M04	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 12 meses Doméstico (Monthly Installment 12 months Domestic)	D	M05	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 15 meses Doméstico (Monthly Installment 15 months Domestic)	D	M06	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 18 meses Doméstico (Monthly Installment 18 months Domestic)	D	M07	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 3 meses Intl. América (Monthly Installment 3 months Intl. Americas)	D	M08	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 6 meses Intl. América (Monthly Installment 6 months Intl. Americas)	D	M09	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 9 meses Intl. América (Monthly Installment 9 months Intl. Americas)	D	M10	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 10 meses Intl. América (Monthly Installment 10 months Intl. Americas)	D	M11	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 12 meses Intl. América (Monthly Installment 12 months Intl. Americas)	D	M12	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 15 meses Intl. América (Monthly Installment 15 months Intl. Americas)	D	M13	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 18 meses Intl. América (Monthly Installment 18 months Intl. Americas)	D	M14	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 3 meses Intl. Europa Asia (Monthly Installment 3 months Intl. Europe/Asia)	D	M15	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 6 meses Intl. Europa Asia (Monthly Installment 6 months Intl. Europe/Asia)	D	M16	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 9 meses Intl. Europa Asia (Monthly Installment 9 months Intl. Europe/Asia)	D	M17	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 10 meses Intl. Europa Asia (Monthly Installment 10 months Intl. Europe/Asia)	D	M18	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 12 meses Intl. Europa Asia (Monthly Installment 12 months Intl. Europe/Asia)	D	M19	Manual SVC	N/A	EMD-S	Y	N	Y	N
MSI 15 meses Intl. Europa Asia (Monthly Installment 15 months Intl. Europe/Asia)	D	M20	Manual SVC	N/A	EMD-S	Y	N	Y	N

<i>months Intl. Europe/Asia)</i>									
MSI 18 meses Intl. Europa Asia (Monthly Installment 18 months Intl. Europe/Asia)	D	M21	Manual SVC	N/A	EMD- S	Y	N	Y	N

#### Notes:

##### **Paid Seats**

Paid Seats must be request via Smartpoint. For Paid Seats if the SSR ASVC element is returned as KD with a 0.00 value EMD Issuance is required.  
SSR ASVC with KK status do not require EMD documents.

**Cross Border Express (E/029) is only to be used on itineraries that are in or out of TIJ (Tijuana, Mexico).**

##### **For MSI (Meses Sin Intereses) - Payment on Installment fee - applicable to agents in Mexico**

MSI fee to be collected when a passenger uses a credit card AND elects to use an "Extended Payment" plan which can vary (3, 6, 12, etc. months).

##### **The process is:**

- o Create PNR as usual
- o Issue the etkt with a FOP CC and only when the customer chooses extended payment option is the 0SVC needed
- o The fee amount is dependent on the payment months chosen and booked itinerary
- o The EMD-S issued (D/Mnn) depends on payment schedule and booked itinerary location

##### **SVC Sell Examples:**

0SVCAMEK1 GDL 12SEP-N1/D/M02/MSI 6 MESES DOMESTICO/150  
0SVCAMEK1 IAH 03OCT-N1/D/M10/MSI 9 MESES INTL AMERICAS/400.00  
0SVCAMEK1 MEX 02NOV-N1/D/995/CARGO CANCELACION GRUPO/200

##### **For Applicable EMD-S Manual Tax**

Tax is applicable for all EMD-S fees in POINT OF SALE: AR, BO, BR, CO, CR, DO, EC, GT, HN, HT, JM, MX, PA, PE, PY, SV, TT, UY, VE

**EMD-S ISSUE FORMATS WITH MANUAL TAX (Tax Value represents the tax percentage of the Fee collected for the applicable country)**

1G: **EMDI/SM2/IC1394345119818/TX9.00DO**



**Royal Air Maroc (AT) BA HR ME MK SI RS XK**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Group Deposit	D	D02	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Checked Bag First	C	0CC	DAS	BG	EMD-A	Y	Y	Y	Y
Checked Bag Second	C	0CD	DAS	BG	EMD-A	Y	Y	Y	Y
Checked Bag Third or more	C	0CE	DAS	BG	EMD-A	Y	Y	Y	Y
Sporting Equipment - Small	C	0EF	DAS	BG	EMD-A	Y	Y	Y	Y
Sporting Equipment - Medium	C	0EG	DAS	BG	EMD-A	Y	Y	Y	Y
Sporting Equipment - Large	C	0EH	DAS	BG	EMD-A	Y	Y	Y	Y
Excess Size	C	0ID	DAS	BG	EMD-A	Y	Y	Y	Y
Excess Piece and Valuation	C	0IE	DAS	BG	EMD-A	Y	N	Y	Y
Excess Weight	C	0IK	DAS	BG	EMD-A	Y	Y	Y	Y
Pet in Hold - Small	C	0AY	DAS	PT	EMD-A	Y	Y	Y	Y
Pet in Hold - Medium	C	0AZ	DAS	PT	EMD-A	Y	Y	Y	Y
Pet in Hold - Large	C	0A0	DAS	PT	EMD-A	Y	Y	Y	Y
Pet in Cabin	C	0BT	DAS	PT	EMD-A	Y	Y	Y	Y
Serenity	A	06Z	DAS	UP	EMD-A	N/A	N/A	N/A	N/A
Pre-Reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	Y
Lounge Access	E	0BX	DAS	LG	EMD-A	Y	N	Y	Y

**Note: D/993 Change Fee** has been replaced by **CP tax** effective 07Jul22.

**EMD-S Notes**

- The date in the manual SVC segment should be the last AIR segment travel date +1 day
- Change Fee can be any type of penalty fee for all AT routes (PENF)
- Deposit can be any deposit including Group Deposit (DPST)
- For Group Deposit, AT require an OSI with the EMD number in the group booking file

1G: >SI.AT\*EMD1479999991823

### EMD-S Examples

0SVCATEK1CMN26FEB-N1/D/993/PENF/100.00  
0SVCATEK1FCO8MAR-N1/D/D02/DPST/1000.00

### SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):

SVCATHI1RAK31JAN-D/996/REFUNDABLE BALANCES/NM-  
1SMITH/JOHN/9609999903766C1/245.00/EUR

### EMD-A Notes

PETC: Text required; Dog or Cat only  
AVIH: Text required; SM, MD or LG only

SPEQ - SM: Text required (SM); up to 23KG, 158CM

SPEQ - MD: Text required (MD); up to 32KG, 203CM

SPEQ - LG: Text required (LG); up to 32KG, 300 CM

EPRM (Serenity) - No EMD required. The carrier will return KK for both SSR ASVC and SSR EPRM as acknowledgment.

Checked Bag First (XBAG): Text required; weight up to 23KG

\*\* Max 1 per segment per passenger

Checked Bag Second (SXBG); Text mandatory - WEIGHT UP TO 23KG

Checked Bag Third (TXAG); Text mandatory - WEIGHT UP TO 23KG

Excess Piece & Validation (PXBG): Text optional; weight up to 23KG

Excess Piece(XBAG): Text required; weight up to 23KG

Excess Weight (OVWT): Text optional

Excess Size (OVSZ): Text optional

Serenity: AT will reply with only a KK status confirmation (subject to availability) and therefore no EMD is required

Lounge Access: Service only available for applicable RBDs on international flights departing CMN or RAK (not domestic flights)

### EMD-A Examples

CHECKED BAG FIRST: **DAS01L3\*TX-33x20x15**

**EXCESS PIECE: DAS01L3\*TX-33x20x15**

Max 1 per segment per passenger

PET IN CABIN: **DAS01L9\*TX-CAT**

PET IN CABIN: **DAS01L9\*TX-DOG**

SPORT EQUIP: **DAS01L15\*TX-SM**

Max 1 per segment per passenger

SPORT EQUIP: **DAS01L15\*TX-MD**

Max 1 per segment per passenger

SPORT EQUIP: **DAS01L15\*TX-LG**

Max 1 per segment per passenger

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Rebooking Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Under Tax Collection Fee	D	998	Manual SVC	N/A	EMD-S	Y	N	Y	N
Transportation Credit Voucher	D	98B	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Cancellation Fee	D	995	Manual SVC	N/A	EMD-S	N	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	Y
Credit Sales (with AV approval only)	D	0BK	Manual SVC	N/A	EMD-S	Y	N	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
ET to EMD Exchange for Future Travel	D	98B	Auto-generated	N/A	EMD-A	Y	N	N	Y
PAID SEATS	A	0B5	Smartpoint	SA	EMD-A	Y	Y	Y	Y
Pet in cabin -PETC	C	0BT	DAS	PT-PC	EMD-A	Y	Y	Y	Y
Pet in Hold - AVIH	C	0BS	DAS	PT-PH	EMD-A	Y	Y	Y	Y
Second check bag-Upto50LB 23kg	C	0CD	DAS	BG	EMD-A	Y	Y	Y	Y
WINDSURF EQUIP UPTO70LB 32KG	C	0GQ	DAS	BG-SP	EMD-A	Y	Y	Y	Y
Bicycle	C	0EC	DAS	BG-SP	EMD-A	Y	Y	Y	Y
Golf Equipment	C	0DC	DAS	BG-SP	EMD-A	Y	Y	Y	Y
Scuba Equipment	C	0EE	DAS	BG-SP	EMD-A	Y	Y	Y	Y
Hang Gliding Equipment	C	0FZ	DAS	BG-SP	EMD-A	Y	Y	Y	Y
KITE SURFBOARD UP TO 22LB 10KG	C	0LY	DAS	BG-SP	EMD-A	Y	Y	Y	Y
Ski Equipment	C	0DD	DAS	BG-SP	EMD-A	Y	Y	Y	Y
Surfboard	C	0GD	DAS	BG-SP	EMD-A	Y	Y	Y	Y
Surfboard Upto70LB 32KG	C	0GG	DAS	BG-SP	EMD-A	Y	Y	Y	Y
1st Checked Bag 23KG	C	0CC	DAS	BG	EMD-A	Y	Y	Y	Y
2nd Checked Bag 23KG	C	0CD	DAS	BG	EMD-A	Y	Y	Y	Y
3rd Checked Bag or more 23KG	C	0CE	DAS	BG	EMD-A	Y	Y	Y	Y
Prepaid Overweight	C	0IK	DAS	BG	EMD-A	Y	Y	Y	Y
Unaccompanied Minor	E	0B0	DAS	UN-MR	EMD-A	Y	Y	Y	Y
Avianca Lounge Day Pass	E	0AG	DAS	LG	EMD-A	Y	Y	Y	Y
Travel Assistance	D	0BY	DAS	UN	EMD-A	Y	Y	Y	Y
Carry On Baggage	E	010	DAS	BG	EMD-A	Y	N	Y	Y
Personal Firearms	C	0ED	DAS	BG	EMD-A	Y	N	Y	Y
PCR Test Alliance	D	07X	DAS	TS	EMD-A	Y	N	Y	Y
Antigen Test	D	09T	DAS	TS	EMD-A	Y	N	Y	Y
Travel Assistance Long	D	0BG	DAS	TS	EMD-A	Y	N	Y	Y
Priority Boarding	E	0G6	DAS	TS	EMD-A	Y	N	Y	Y
Priority Check In	A	03P	DAS	TS	EMD-A	Y	N	Y	Y
Priority Baggage	E	0LF	DAS	TC	EMD-A	Y	N	Y	Y

**Notes:**

- **Airline Issued EMD for ET Exchange:** EFF 08June 2021 Avianca supports Eticket Exchanges on Galileo using an AV-issued EMD voucher
- Exchange of an Agency issued Electronic Ticket to a Standalone EMD: Effective 24 Aug, 2022 Avianca supports exchange of an ET to an EMD-S of the same value for future travel.

Examples:

>EMDI/EXED1349904438710 where 1349904438710 is the E-Tkt number

The resulted EMD cannot be refunded . It can be done through BSP Link or apply for the refund through Avianca.com

- Please use 'REBOOKING FEE' as description in SVC segment for Fee D/993.
- Please use 'UNDER TAX COLLECTION FEE' as description in SVC segment for Fee D/998.
- Please use 'TRANSPORTATION CREDIT VOUCHER' as description in SVC segment for Fee D/98B.
- Please use 'CANCELLATION FEE' as description in SVC segment for Fee D/995 and issue this fee with the following endorsement - **CANF- Cancellation of 3 pax PNR XXXXXX**  
i.e., EMDI/SM1/FS/ER-CANF- Cancellation of 3 pax PNR XXXXXX
- Please use '**DEPOSIT DOWN PAYMENT**' as description in SVC segment for Fee D/997 and issue this fee with the following endorsement - **DEPO - Group Reservation 20 pax PNR XXXXXX**  
i.e., EMDI/SM1/FS/ER-DEPO - Group Reservation 20 pax PNR XXXXXX
- **Refunds** for **DEPOSIT DOWN PAYMENT** must be submitted via **BspLink** - they cannot be completed via the GDS.
- **Bag Fees** require specific mandatory freetext- examples for each fee added below.
- **UMNR** - Free text is required. Note a blank must be present between the age value and text.
- **Personal Firearms** - Free text is required

#### EMD-S Examples:

>0SVC AVEK1MIA07FEB-N1/D/993/REBOOKING FEE/100.00

>0SVC AVEK1SJO07FEB-N1/D/998/UNDER TAX COLLECTION FEE/100.00

>0SVC AVEK1IAH07FEB-N1/D/98B/TRANSPORTATION CREDIT VOUCHER/100.00

>0SVC AVEK1SJO07FEB-N1/D/995/CANCELLATION FEE/100.00

**Note:** ISSUE THE ABOVE FEE WITH ENDORSEMENT I.E. EMDI/SM1/FS/ER-CANF- Cancellation of 3 pax PNR XXXXXX

>0SVC AVEK1SCL7FEB-N1/D/997/DEPOSIT DOWN PAYMENT/100.00

**Note:** ISSUE THE ABOVE FEE WITH ENDORSEMENT I.E. EMDI/SM1/FS/ER-DEPO - Group Reservation 20 pax PNR XXXXXX

>0SVC AVEK1BOG03OCT-N1/D/0BK/VEAP/25.00

**Note:** The Credit Sales (VEAP) fee should only be used with Avianca's approval and instruction.

#### SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):

SVC AVEK1SJO31JAN-D/996/REFUNDABLE BALANCES/NM-1SMITH/JOHN/9609999903766C1/245.00/EUR

#### EMD-A Examples with Required Freetext

Pet in cabin	>DAS01L1*TX-SMALL DOG
Pet in Hold	>DAS01L1*TX-AVIN
Unaccompanied Minor	>DAS01L1*TX-11 YRS OLD
Second check bag - Up to 50LB 23kg	>DAS01L2*TX-SBAA
WINDSURF EQUIP UPTO70LB 32KG	>DAS01L3*TX-WIND
Bicycle	>DAS01L3*TX-BIKE
Golf Equipment	>DAS01L3*TX-GOLF
Scuba Equipment	>DAS01L3*TX-SCUB
Hang Gliding Equipment	>DAS01L3*TX-ALDL

KITE SURFBOARD UP TO 22LB 10KG	>DAS01L3*TX-KITE
Ski Equipment	>DAS01L3*TX-SKIE
Surfboard	>DAS01L3*TX-SURB
Surfboard Up to 70LB 32KG	>DAS01L3*TX-SURF
Personal Firearms	>DAS01L3*TX-freetext

**Finnair (AY) BA HR ME MK SI RS XK**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Paid Seats	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N
Pre Paid Baggage	C	0AA	DAS	BG	EMD-A	Y	N	Y	N
UMNR	E	0NJ	DAS	UU-UM	EMD-A	Y	Y	Y	N
Lounge Schengen	E	013	DAS	LG	EMD-A	Y	N	Y	N
Lounge Non Schengen	E	014	DAS	LG	EMD-A	Y	N	Y	N
Paid Meals (see NOTE)	G	Various	DAS	ML	EMD-A	Y	N	Y	N
Internet Connect 1H	G	034	DAS	IE	EMD-A	Y	N	Y	N
Internet Connect 3H	G	04F	DAS	IE	EMD-A	Y	N	Y	N
Internet Connect 12h	G	04G	DAS	IE	EMD-A	Y	N	Y	N
Browsing internet less than 2H	G	07D	DAS	IE	EMD-A	Y	N	Y	N
Streaming internet less 2H	G	07B	DAS	IE	EMD-A	Y	N	Y	N
Browsing internet over 2H	G	07A	DAS	IE	EMD-A	Y	N	Y	N
Streaming internet over 2H	G	07C	DAS	IE	EMD-A	Y	N	Y	N
Change Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	N
Name change fee	D	115	Manual SVC	N/A	EMD-S	Y	N	Y	N
Name correction fee	D	225	Manual SVC	N/A	EMD-S	O	N	Y	N
Group Split Group	D	0L6	Manual SVC	N/A	EMD-S	N	N	Y	N
Group Cancellation Fee	D	995	Manual SVC	N/A	EMD-S	N	N	Y	N
Refundable Balance – REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Group finals (FGT users only)*	I	FIN	Manual SVC	N/A	EMD-S	N	Y	Y	Y

**Notes**

\*See the instructions in Finnair EASY - Group Final

[Group bookings – Finnair Easy for agents](#)

### **Group Deposit (with interline itinerary)**

It is not possible to issue EMD for a Group Name, so for group deposit collection do the following:

- Create NEW PNR (not group mode) for passenger named MUSEUMTOUR/GRP MR
- Create SVC segment with service code DEPO for this passenger:  
>0SVCAYEK1ZRH24APR-N1/D/997/DEPO GRP 10 PAX HELLHRHEL/100.00
- Issue the EMD for the against the SVC segment with service code DEPO

AY then requires 2 OSIs to be added to the original Group PNR -

- 1) OSI with date of EMD issuance & number of pax in group
- 2) OSI with EMD number

1G entry: >SI.AY\*EMD PAID 25NOV 10 PAX  
>SI.AY\*EMD 1059999991823

### **Split Group (with interline itinerary)**

For **Split Group** fee: The separate PNR required for this EMD issuance can be built using the name of the first pax in the Divided PNR. If no names have been added to the Group PNR, add the group name as the single passenger name.

The EMD name is SPLIT GROUP i.e. >0SVCAYEK1LHR05MAR-N1/D/0L6/SPLIT GROUP/150.00

AY require an FE element in the EMD issuance entry i.e. >EMDI/SM1/ER-SPLIT FEE 50 E X 3 (a 50 Euro charge for each of the three divided pax)

AY require an OSI to be added to the Divided PNR:

1G entry: >SI.AY\*EMD 1059992056675 GROUP SPLIT FEE

### **Group Cancellation Fee (with interline itinerary)**

For **Cancellation Fee**: The separate PNR required for this EMD issuance can be built using the name of the first passenger in the Group PNR. If no names have been added to the Group PNR, add the group name as the single passenger name.

The EMD name is CANCELLATION FEE i.e. >0SVCAYEK1LHR05MAR-N1/D/995/CANCELLATION FEE/100.00

AY require an OSI to be added to the Group PNR (before its cancelled):

1G entry: >SI.AY\*EMD 1059992056675 GROUP CANCELLATION FEE

### **EMD-A: sample format to add an ancillary service for each core**

BAGS: >DAS01L3      *No freeform text is allowed.*

MEALS: >DAS01L3      *No freeform text is allowed*

UMNR: >DAS01L3\*TX-11 YRS OLD    *A space is required after the numeric age*

**Note:** UMNR is not auto-confirmed. Contact carrier for confirmation.

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCAHYI1LHR31JAN-D/996/REFUNDABLE BALANCES/NM-  
1SMITH/JOHN/9609999903766C1/245.00/EUR

\* AY are changing the existing Ticket Amendment Fee/RFISC 992 to Change Fee/RFISC 993. Please use the new criteria (the existing fee will be discontinued shortly).  
EMD-A: sample format to add an ancillary service for each core

BAGS: >DAS01L3                      No freeform text is allowed.  
MEALS: >DAS01L3                      No freeform text is allowed  
UMNR: >DAS01L3\*TX-11 YRS OLD    A space is required after the numeric age  
NOTE: UMNR is not auto-confirmed. Contact carrier for confirmation.

**Paid Meals:**

Meals are seasonal and vary route by route - agents should reference Smartpoint & DAS catalogue for applicable meals

**LOUNGE Services:**

- Lounge Schengen area is for flights departing between 1000 to 1500 and between 1900 to 2359
- Lounge Non Schengen area is for flights departing between 0730 to 1500 and between 1900 to 2359



Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Rebooking Fee International	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	N
Name Correction	D	AZU	Manual SVC	N/A	EMD-S	Y	N	N	N
Lounge Access	E	0BX	DAS	LG	EMD-A	Y	N	Y	N
First checked bag	C	0CC	DAS	BG	EMD-A	Y	N	Y	Y
Second checked bag	C	0CD	DAS	BG	EMD-A	Y	N	Y	N
Third Checked Bag	C	0CE	DAS	BG	EMD-A	Y	N	Y	N
Sporting Equipment Large	C	0EH	DAS	BG	EMD-A	Y	N	Y	Y
Sporting Equipment Small	C	0F8	DAS	BG	EMD-A	Y	N	Y	Y
Oversize Baggage	C	0K2	DAS	BG	EMD-A	Y	N	Y	Y
Prepaid Overweight	C	HPS	DAS	BG	EMD-A	Y	N	Y	Y
Advanced Seat Reservation	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	Y
Pet in Cabin	C	0BT	DAS	PT	EMD-A	Y	N	Y	Y

### Rebooking Fee Portugal

The EMD for Rebooking Fee International with ITA Airways is not yet deployed in Portugal. To check it you can use the command **EMDP/M**.

The penalty fee should be charged with the tax code OD, however before you proceed with the exchange you should confirm this information with the airline.

### Refunds

ONLY permitted for Deposit Down Payment. Restriction of refunds for all other fees to be managed by AZ procedurally

### Examples:

\* EMD-S \*

### Rebooking Fee International D/993

1G/1V/1P: >0SVCAZEK1LHR26SEP-N1/D/993/REBOOKING FEE INTERNATIONAL/20.00

### Deposits Down Payments D/997

Please see carrier communication for Group booking process

If a lead **passenger name** is available the SVC can be issued against the passenger name:

1G: >0SVCAZEK1FCO15OCT-N2/D/997/GROUP DEPOSIT/500.00

The SVC segment can be issued against the **group name**:

1G: >0SVCAZEK1FCO20OCT-NG/D/997/GROUP DEPOSIT/750.00 (if no passenger names are added to the PNR)

### Name Correction D/AZU

For only AZ Prime itineraries (both marketed/operated by AZ), please proceed as follows:

- 1) Agent requests a name correction via AZ Trade Support
- 2) AZ Trade Support changes the name in the PNR (automatically updating the 1G, 1V or 1P booking)
- 3) Agent reissues the ET with the new name which must include an endorsement ticketing modifier **"NAME CORRECTION"**
- 4) Agent issues EMD for the fee

For other AZ itineraries, please contact AZ Trade Support for the applicable procedure

1G/1V/1P: >0SVCAZEK1LHR26JAN-N1/D/AZU/NAME CORRECTION/25.00

\* EMD-A \*

Pet in Cabin is not supported on flights into the United Kingdom (SSR status should change to UC)

### Free text requirements

**Sporting Equipment Large C/0EH:** Must start with the word LARGE followed by the type i.e. LARGE WINDSURF

**Sporting Equipment Small C/0F8:** Must start with the word SMALL followed by the type i.e. SMALL SKATEBOARD

**Pet in Cabin C/0BT:** Animal type i.e. CAT or DOG

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Noshow Fee	D	0NN	Manual SVC	N/A	EMD-S	N	N	Y	N
Penalty Fee	D	98F	Manual SVC	N/A	EMD-S	N	N	Y	N
Sky Lounge Prepaid	E	05P	Smartpoint	LG	EMD-A	Y	N	Y	N
Pre Reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N
UPTO11LB 5KG	C	0CW	Smartpoint	BG	EMD-A	Y	N	Y	N
UPTO22LB 10KG	C	0CZ	Smartpoint	BG	EMD-A	Y	N	Y	N
UPTO33LB 15KG	C	0C1	Smartpoint	BG	EMD-A	Y	N	Y	N
UPTO44LB 20KG	C	0C2	Smartpoint	BG	EMD-A	Y	N	Y	N
UPTO55LB 25KG	C	0C4	Smartpoint	BG	EMD-A	Y	N	Y	N
UPTO66LB 30KG	C	0C5	Smartpoint	BG	EMD-A	Y	N	Y	N
UPTO35KG	C	0C7	Smartpoint	BG	EMD-A	Y	N	Y	N

**Examples:**

>0SVCBIEK1TPE26JUL-N1/D/0NN/NOSHOW FEE/10.00

>0SVCBIEK1TPE26JUL-N1/D/98F/PENALTY FEE/10.00

**Notes on Sky Lounge Prepaid:**

- Only applicable to Economy class and ex BWN.
- Royal Skies Elite Gold and Royal Skies Silver members enjoy complimentary access to the Sky Lounge.
- Royal Skies Blue members are advised to book the Sky Lounge access from BI website to enjoy discounted rate.

**Notes on Pre Reserved Seat Assignment:**

- BI requires EMD to be issued per request - "restricted to a single coupon".
- FQTV GOLD member is exempt from charges, and EMD issuance is not required.
- One travel companion of GOLD member is exempt from charges. Agent may advise pax to contact BI Customer Call Centre to reserve free seat for companion.
- Pax may contact BI directly for EMD refund if they have refunded ET that is fully utilised.

**Notes on Baggage fees: All Bag fees require freetext**

**Examples of freetext required:**

UPTO11LB 5KG BAGGAGE  
 UPTO44LB 20KG BAGGAGE  
 UPTO35KG BAGGAGE

**British Airways (BA) BA HR ME MK SI RS XK**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Change Fees	D	992	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y/N	Y	N
Italian Airport Fee	A	BAE	Manual SVC	N/A	EMD-S	Y	N	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
ET to EMD Exchange for Future Travel	D	98B	Auto-generated	N/A	EMD-S	Y	N	N	Y

**Notes:**

Airline Issued EMD for ET Exchange: Effective 12 December, 2020 British Airways supports Electronic Ticket Exchanges on Galileo using a BA-issued EMD Voucher  
Exchange of an Agency issued Electronic Ticket to a Standalone EMD: Effective 04 May, 2021 British Airways supports exchange of an ET to an EMD-S of the same value for future travel.

**Examples:**

>EMDI/EXED1253898600015 (where 125898600015 is the E-Tkt number)

**Effective 14 February, 2014 BA supports Refundable Balance on Galileo.**

- Refundable Balance becomes an option during the ET Exchange process which results in a refundable amount.
- The date in the manual SVC segment should be the last AIR segment travel date +1 day.
- EMDs for Group Deposit must be 'Refundable' but it is up to an individual BA station how they want the refund process to work (i.e., some countries will give travel agents permission to refund EMD themselves in the GDS system, other countries will ask agents to apply for a refund through the BSP Link (and BA staff will close EMD cpn to R).
- For Group Deposit, until it is automated, agents will need to update OSI manually with the EMD number, RFIC, RFISC, description ('Group Deposit') and any other information that is required by BA, but this will differ locally. BA will tell agents to follow the same process as they do now for VMCO issued for group deposits.

**Examples:**

1G entry: SI.BA\*EMD PAID 25NOV 10 PAX

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCBAH1LHR31JAN-D/996/REFUNDABLE BALANCES/NM-  
1SMITH/JOHN/1259999903766C1/245.00/EUR

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Collect fees and charges (MISC)	D	98J	Manual SVC	N/A	EMD-S	Y	N	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	Y	N
No Show Fees	D	0NN	Manual SVC	N/A	EMD-S	Y	N	Y	N
Name Change	D	097	Manual SVC	N/A	EMD-S	Y	N	Y	N

**Notes:**

**Effective 03 August 2015, BR supports Refundable Balance on Galileo.**

Refundable Balance becomes an option during the ET Exchange process which results in a refundable amount.

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCBRHI1ICN31JUL-D/996/REFUNDABLE BALANCES/NM-1WATSON/AMY/JOHN/6959999903866C1/2000/TWD

**The date in the manual SVC segment** should be the date of EMD issuance.

**Examples:**

>0SVCBREK1TPE26JUL-N1/D/98J/COLLECT FEES AND CHARGES/1000

**No Show Fees**

For No-Show Fees, please indicate in endorsement the NoShowFlight, Booking class and Date.

>EMDI/SM1/IC6951234567890/FS/Z0/ERFOR NO SHOW FEE ON BR087 Y 01MAR

**Air Baltic (BT) HR ME MK SI RS XK**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	Y
Lock Fee	D	04C	Manual SVC	N/A	EMD-S	N	N	Y	Y
Group Final Payment	D	99D	Manual SVC	N/A	EMD-S	N	N	Y	Y
Name Change	D	0L7	Manual SVC	N/A	EMD-S	Y	N	Y	Y
PTA prepaid ticket advice	D	0BK	Manual SVC	N/A	EMD-S	N	N	Y	Y
Date change fee for BT	D	0L6	Manual SVC	N/A	EMD-S	Y	N	Y	Y
Other Service	D	98J	Manual SVC	N/A	EMD-S	N	N	Y	Y
Refundable Balance	D	996	Auto- generated	N/A	EMD-S	Y	Y	Y	Y
Access to Fast Track	D	029	DAS	TS	EMD-A	Y	N	Y	Y
Animal in Cargo Hold	C	0BS	DAS	PT-PH	EMD-A	Y	N	Y	Y
Pet in Cabin	C	0BT	DAS	PT-PC	EMD-A	Y	N	Y	Y
Unaccompanied Minor	E	0BH	DAS	UN- MR	EMD-A	Y	N	Y	Y
Weapons	C	0ED	DAS	BG-SP	EMD-A	Y	N	Y	Y
Bicycle	C	0EC	DAS	BG-SP	EMD-A	Y	N	Y	Y
1 Checked Bag Up To 23 KG	C	0IJ	DAS	BG	EMD-A	Y	N	Y	Y
Special Baggage	C	0F8	DAS	BG-SP	EMD-A	Y	N	Y	Y
Checkin Fee	A	0BW	DAS	TS-PR	EMD-A	Y	N	Y	Y
Extra 12KG	C	0C1	DAS	BG	EMD-A	Y	N	Y	Y
Priority Check in and Bag Drop	A	03P	DAS	TS-PR	EMD-A	Y	N	Y	Y
Paid Meals (see NOTE)	G	Various	DAS	ML	EMD-A	Y	N	Y	Y
Pre-Reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N

**Notes:**

1. D/0L7 must be used to collect name change fee.
2. Prepaid ticket advice (PTA) to be used with prior authorization from BT.
3. OTHS is a miscellaneous charge, can be used only if authorized by BT

**EMD-S Examples:**

>0SVCBTEK1RUN20DEC-N1/D/99D/GROUP FINAL PAYMENT/50.00

>0SVCBTEK1RUN20DEC-N1/D/0L7/NAME CHANGE/50.00

>0SVCBTEK1RUN20DEC-N1/D/0BK/PTA PREPAID TICKET ADVICE/50.00  
>0SVCBTEK1RUN20DEC-N1/D/0L6/DATE CHANGE FEE FOR BT/50.00  
>0SVCBTEK1RUN20DEC-N1/D/98J/OTHER SERVICE/50.00

For **Group Deposits** and **Lock Fee**, the SVC segment is added to a group booking and **MUST** be against an individual passenger name (not the group name):

>0SVCBTEK1SYD13MAR-N1/D/997/GROUP DEPOSIT/400.00  
>0SVCBTEK1RIX06JAN-N2/D/04C/LOCK FEE/100.00

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCBTHI1RUN31JAN-D/996/REFUNDABLE BALANCES/NM-  
1SMITH/JOHN/7609999903766C1/245.00/EUR

### EMD-A Points

1. According to Air Baltic policy, all services are non-refundable. Only in case of involuntary ticket refund, e.g. due to cancelled flight, travel agency is allowed to refund the associated ancillary services.
2. For some services and aircraft types the request is queued to the airline for manual processing. There may be some delay before the confirmation is received.
3. If the service is defined as not chargeable, then KK status will be returned for the SSR ASVC indicating that EMD issuance is not required.
4. The meal services are seasonal and vary route to route, some meals for business class will display 24h before departure but are free of charge and a KK status will be returned for the SSR ASVC indicating that EMD issuance is not required.

### Animal in Cargo Hold

Maximum 2 per flight is allowed. UC status will be received after the limit.

Free text sample: **DAS01L1\*TX- DOG 20KG 60X45X41CM**

### Pet in Cabin

Maximum 3 per flight is allowed. UC status will be received after the limit.

Free text sample: **DAS01L1\*TX-CAT 5KG 50X40X20CM**

(Only cats and dogs are accepted now! )

### Unaccompanied Minor

Maximum 5 per flight is allowed. UC status will be received after the limit.

Free text sample: **DAS01L1\*TX-UM10**

(UM followed by child's age)

### Weapons

Free text is mandatory.

Sample: **DAS01L1\*TX- SPORTING WEAPON**

### **Bicycle**

Freeflow text is optional.

### **1 Checked Bag Up To 23 KG**

Maximum 5 checked-in bags for passenger.

Freeflow text is optional

### **Special baggage**

Only following items may be booked as SSR SPEQ - skis, snowboard, surfboard, kiteboard, windsurfing equipment, fishing equipment, ice hockey equipment and golf equipment.

Free form text should include the equipment type, dimensions and weight.

Free text sample: **DAS01L1\*TX-SNOWBOARD 20KG 60X45X41CM**

**Note:** Surf/kiteboard and windsurfing equipment is not accepted on DH4 aircraft.

### **Checkin fee**

Free text is not required.

Highest economy classes (Y, S and M) are exempted so even though the checkin fee is displayed in Catalogue, a KK status will be received for ASVC indicating it is free.

**Smartpoint Tip:** BT has exempted few fare basis codes for Checkin fee so before clicking the shopping cart , please store the fare in to the PNR.

### **Paid Seats**

An E-ticket should be issued before a seat is allocated.

Frequent Flyer passengers with VIP status **must** be booked in an individual reservation separate from any other travelers.

Dec 2019: For Paid Seats with 0.00 value BT do not require a 0.00 value EMD to be issued, but at this point are unable to return a KK status. Agents will see KD status but should not issue an EMD.



Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
REBOOKING FEE	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
CANCELLATION FEE	D	995	Manual SVC	N/A	EMD-S	N	N	Y	N
DEPOSITS DOWN PAYMENT	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	N
LAND SERVICE	B	980	Manual SVC	N/A	EMD-S	Y	Y	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	Y	N
Hotel Accommodation	B	0BO	Manual SVC	N/A	EMD-S	Y	Y	Y	N
No Show Fee	D	0NN	Manual SVC	N/A	EMD-S	Y	N	Y	N
PRE RESERVED SEAT ASSIGNMENT	A	0B5	Smartpoint	SA	EMD-A	Y	Y	Y	N
EXCESS PIECE SPECIAL CHARGE	C	0H8	Smartpoint	BG	EMD-A	Y	Y	Y	N
UPTO11LB 5KG BAGGAGE	C	0CW	Smartpoint	BG	EMD-A	Y	Y	Y	N
UPTO22LB 10KG BAGGAGE	C	0CZ	Smartpoint	BG	EMD-A	Y	Y	Y	N
UPTO33LB 15KG BAGGAGE	C	0C1	Smartpoint	BG	EMD-A	Y	Y	Y	N
UPTO44LB 20KG BAGGAGE	C	0C2	Smartpoint	BG	EMD-A	Y	Y	Y	N
UPTO55LB 25KG BAGGAGE	C	0C4	Smartpoint	BG	EMD-A	Y	Y	Y	N
UPTO66LB 30KG BAGGAGE	C	0C5	Smartpoint	BG	EMD-A	Y	Y	Y	N
UPTO35KG BAGGAGE	C	0C7	Smartpoint	BG	EMD-A	Y	Y	Y	N
UPTO88LB40KG BAGGAGE	C	0C8	Smartpoint	BG	EMD-A	Y	Y	Y	N
UPTO100LB 45KG BAGGAGE	C	0C9	Smartpoint	BG	EMD-A	Y	Y	Y	N
UPTO110LB 50KG BAGGAGE	C	0I7	Smartpoint	BG	EMD-A	Y	Y	Y	N

**Notes:****NoShow Fee D/0NN**

It is required to include "Citypair NO SHOW" into the endorsement box of the EMD.

Example: >EMDI/SM2/IC2979900473926/ER-TPESIN NO SHOW

For Hotel Accommodation, CI will provide a tour code to the agents. The tour code is to be indicated in the Endorsement box of the EMD.

Example: >EMDI/SM2/IC2979900473926/ER-HOTEL CONFIRMATION NO 12\*\*\*NOT REFUNDABLE IF CANCELLED AFTER 1800 OF CHK-IN DATE/FS

**Effective 20 March 2016, CI supports Refundable Balance on Galileo, Apollo, and Worldspan.**

Refundable Balance becomes an option during the ET Exchange process which results in a refundable amount.

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCCIH11CN31JUL-D/996/REFUNDABLE BALANCES/NM-1WATSON/AMY/JOHN/2979999903866C1/2000/TWD

**Ticket Amendment Fee D/992**

Effective 01 March 2016 Ticket Amendment Fee will be collected by the tax code - XP on the reissued electronic ticket reissued ET effective from 01MAR2016 on CI/AE validated ETs.

### **Rebooking Fee D/993**

Rebooking fee EMD is issued when there is ET revalidation without ticket reissue.

### **Deposits Down Payment D/997**

The EMD-S for Deposit Down Payment is issued prior to ticket issuance.

1. Create a new PNR with group name.
  2. Add the respective SVC segment.
  3. Add Form of Payment and End Transaction
  4. Issue EMD-S D/997 Group Deposit against the SVC segment with Endorsement field.
- It is required to enter the following information at the Endorsement Field :

**"Deposit for TOUR GROUP, name, nos of people, flight itinerary and date of travel".**

e.g. DEPOSIT FOR TOUR GROUP- HAPPY HOLIDAYS- 20 PAXS- CI753 20JUN TPESIN-CI754 30JUN SINTPE

### **Land Service B/980**

This EMD is issued for surcharge of THSR, bus or other surface transportation.

### **EMDA - Family Couch (F/FC1 F/FC2 F/FC3)**

#### **Booking Information**

<b>Pax head count</b>	<b>Basic combination</b>
FC3 – 3PSGR	3 Paxs (2ADT+1CHD or 1ADT+2CHD)

**Note:** 3ADT is not eligible to buy FC3

FC2 – 2PSGR	2 Paxs (2ADT or 1CHD+1ADT)
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FC1 – 1PSGR	1 Pax
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1. Each segment in the PNR is limited to ONE Family Couch. If multiple Family Couch is required for any of the segment, please divide PNR.
2. Each family couch allows only ONE infant passenger
3. Once Family Couch is confirmed, please issue EMD-A. Please indicate in Endorsement Box: NONENDO NONRTERE RFND CHRG USD50
4. CI Robotics will run every hour starting from 1600GMT daily to check Family Couch bookings for ETKT and EMD-A issuance. If any of the document is not issued, CI Robotics will cancel the Family Couch reservation. An SSR OTHS will be returned by CI to advise cancellation - examples are listed below

- CNXL FAMILY COUCH DUE TO NO EMDA OR ET ISSUED  
- CNXL FAMILY COUCH DUE TO INAPPLICABLE CONDITIONS, CNXL FAMILY COUCH DUE TO WRONG SSR CODE

5. When CI Robotic confirmed the Family Couch bookings, CI will return:

- a. SSR OTHS XX TCP3 T/W NCP <CI NCP rloc> seat numbers and flight/date/routing  
Example - SSR OTHS 1V TCP 3 T/W NCP 8SA48G 41HJK CI0061/12DEC/TPEFRA

- b. If there are more than one passenger in the PNR, CI system will automatically return SSR SLPX for the other passenger.

Example - GEROGE/MEERAMS requested for **F/FC3** below with SSR code SLPR

**\*\* SPECIAL SERVICE REQUIREMENT \*\***

SEGMENT/PASSENGER RELATED

S 1. CI 0061 Y 05DEC TPEFRA

P 1. GEORGE/MEERAMS ASVC HI 1 F/FC3/SLPR/FAMILY COUCH/A/-  
2979991070287C1

SLPR KK 1

TKNE HK 1 2979902660630C1

As SLPR is family couch for 3 passenger, CI will return SLPX for the other 2 passenger as below.

5. SSRSLPXCI KK 1 TPEFRA 0061Y05DEC-1GEORGE/JACKMSTR

6. SSRSLPXCI KK 1 TPEFRA 0061Y05DEC-1GEORGE/JOEMSTR

**Procedure on Cancellation of Family Couch:**

The below procedure needs to be adhere to when cancelling a confirmed Family Couch Service without cancelling the flight.

Cancel SSR service -SLPO/SLPT/SLPX

If agent is cancelling flight segment, all associated SSRs will automatically be cancelled by system. Therefore the above step is not required.

**Refund:**

For refund of EMD-A, CI charges USD50 refund charge. This should be collected by issuing a EMDS D/995.

**Notes on EXCESS PIECE SPECIAL CHARGE (0H8):**

CI requires freeform text for EXCESS PIECE SPECIAL CHARGE (0H8)

e.g. 1G Entry: >DAS01L1\*TX-TTL 0KG01PC

**Notes on all other baggage (0CW, 0CZ, 0C1, 0C2, 0C4, 0C5, 0C7, 0C8, 0C9, 0I7)**

CI requires freeform text

e.g. 1G Entry: >DAS01L1\*TX-TTL05KG 0PC

Description of fee	RFIC	RFISC	Method	Group	EMD type	CW	Refund	Void	Exchange
Paid Seat - Extra Legroom	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N
Ticket Penalty Fee	D	98F	Manual SVC	N/A	EMD-S	Y	N	Y	N
Miscellaneous Charges	D	98J	Manual SVC	N/A	EMD-S	O	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	O	N	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Unaccompanied Minor Fee	E	0B0	DAS	UM	EMD-A	Y	N	Y	Y

**Notes:**

- Refundable Balance becomes an option during the ET Exchange process which results in a refundable amount.
- The date in the manual SVC segment should be the last AIR segment travel date +1 day.
- For Group Deposit, CX require an OSI with date of EMD issuance and number of pax in group.

1G entry: SI.CX\*EMD PAID 25NOV 10 PAX

- Group deposit refunds must be applied for directly with CX.
- For PTAs, use Miscellaneous Charges (D/98J).

**Examples:**

>0SVCCXEK1BKK12JUN-N1/D/997/GROUP DEPOSIT/1000.00

>0SVCCXEK1SIN26FEB-N1/D/98F/PENF/100.00

>0SVCCXEK1NRT12SEP-N1/D/98J/MISC CHARGE/75.00

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCCXHI1HKG31JAN-D/996/REFUNDABLE BALANCES/NM-  
1SMITH/JOHN/1609999903766C1/245.00/EUR

UNACCOMPANIED MINOR FEE:	Required Text	Example
UMNR:	UMage of child	>DAS01L15*TX-UM05

China Southern (CZ) HR ME SI RS

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Amendment Fee	D	992	Manual SVC	N/A	EMD-S	Y	Y	Y	N
Cancellation Fee	D	995	Manual SVC	N/A	EMD-S	Y	Y	Y	N
Chargeable Seat	A	0B5	Smartpoint	SA	EMD-A	Y	Y	Y	N

**Notes:**

For the SVC segment:

1. Date in SVC is date of travel of flight segment.
2. There should be no space in the fee description.
3. CZ requires both board and off point in the SVC segment.

>0SVCCZEK1CANPEK21APR-N1/D/992/AMENDMENTFEE/80.00

**Chargeable Seat**

For any flight modifications, the EMD and ETKT will automatically be disassociated.  
Agent should refund the original EMD and issue a new one, as required.

Description of fee	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Paid Seats	0B5	Smartpoint	SA	EMD-A	Y	Y	Y	Y
Checked Bag Second	0CD	DAS	BG	EMD-A	Y	Y	Y	Y
Checked Bag Third	0CE	DAS	BG	EMD-A	Y	Y	Y	Y
Five KG EXC Bag	0CW	DAS	BG	EMD-A	Y	Y	Y	Y
Ten KG EXC Bag	0CZ	DAS	BG	EMD-A	Y	Y	Y	Y
Fifteen KG EXC Bag	0C1	DAS	BG	EMD-A	Y	Y	Y	Y
Twenty KG EXC Bag	0C2	DAS	BG	EMD-A	Y	Y	Y	Y
Golf Thirty KG	0DC	DAS	BG	EMD-A	Y	Y	Y	Y
Bike Thirty KG	0EC	DAS	BG	EMD-A	Y	Y	Y	Y
Sport Firearms Thirty KG	0ED	DAS	BG	EMD-A	Y	Y	Y	Y
Dive Thirty KG	0EE	DAS	BG	EMD-A	Y	Y	Y	Y
Surf Thirty KG	0GD	DAS	BG	EMD-A	Y	Y	Y	Y
Excess Weight Special Charge	0H6	DAS	BG	EMD-A	Y	Y	Y	Y
Pet In Cabin	0MN	DAS	BG	EMD-A	Y	Y	Y	Y
Penalty Fee	993	Manual	N/A	EMD-S	Y	N	N	N
Group Deposit	997	Manual	N/A	EMD-S	N	N	N	N
Premium Menu	XIM	DAS	ML	EMD-A	Y	Y	Y	Y
Vegetarian Meal	0LQ	DAS	ML	EMD-A	Y	Y	Y	Y

**Notes:**
**Paid Seats EMD issuance examples:**
**1G/1V**

EMDI/RA/FS/IC8819902411926

**Non-Seat services:**

When applicable, maximum dimensions will be returned in the KK'd SSR. **A service is confirmed on condition that the maximum dimensions are not exceeded.**

**Sports Firearms (WEAP)** - Freeform text describes equipment (e.g., Air Rifle, Pop Gun, Pistol).

**Surfboard (SURF)** - Freeform text format is TTLxxKGxPCDIMSXXXxXXxXXCM

**Pet In Cabin (PETC)** - Freeform text format is TTL2KG1PCDIMS5x40x20CMCAT /  
TTL2KG1PCDIMS5x40x20CMDOG

**Example:**

Checked Bag Second (SDPC)	>DAS01L4*TX-TL1PC23KG
Checked Bag Third (THPC)	>DAS01L4*TX-TL1PC23KG
Five KG EXC Bag (SMXB)	>DAS01L4*TX-TTL5KG1PC
Ten KG (MEXB):	>DAS01L4*TX-TTL10KG1PC
Fifteen KG EXC Bag (LGXB)	>DAS01L4*TX-TTL15KG1PC
Twenty KG (XLXB):	>DAS01L4*TX-TTL20KG1PC
Golf Thirty KG	>DAS01L4*TX-TTL20KG1PC
Bike Thirty (BIKE):	>DAS01L4*TX-TTL30KG1PC
Sport Firearms Thirty KG	
Dive Thirty (DIVE):	>DAS01L4*TX-TTL30KG1PC
Surf Thirty (SURF):	
Excess Weight Special Charge (NFXB):	>DAS01L4*TX-TTL20KG1PC
Pet In Cabin (PETC)	>DAS01L4*TX-TTL2KG1PCDIMS5x40x20CMCAT or >DAS01L4*TX-TTL2KG1PCDIMS5x40x20CMDOG
Penalty Fee (PENF):	>0SVCDEEK1FRA-N1/D/993/PENF/100.00
Group Deposit (GDEP):	1G: >0SVCDEEK1FRA-NG/D/997/GDEP/500.00 1P: >0SVCDEEK1FRA-N1/D/997/GDEP/500.00 1V: >0SVCDEEK1FRA-N1/D/997/GDEP/500.00
Premium Menu (XIML):	no text
Vegetarian Meal (XEML):	no text

**NOTES for selling NFXB:**

NFXB requires selling Private Fare -LIGH or -YYGR with account code NOBAG.

Private - LIGH type fares are available in these countries/Points of Sale: DE, GB, US, ES, FR, CH, NL, BE, AT, IT, FI, CZ, GR, DK, TR

NFXB requires booking in classes B, Z, A, M, O, J, H, P, R, V, I, K, D, E, C, T, U, G, Q

NFXB is available for itineraries in Zones 1 and 2:

Zone 1	France, Balearic Islands (PMI, IBZ, MAH), Spain & Portugal Mainland (LEI, AGP, REU, XRY, ILD, FAO, PXO), Bulgaria, Croatia, Serbia Montenegro, Italy, Switzerland, Austria
Zone 2	Iceland, Canary Islands (ACE, FUE, LPA, TCI, SPC), Cabo Verde & Madeira (BVC, SID, FNC), Cyprus, Greece, Turkey, Egypt, Morocco, Tunisia, Gambia, Finland, Malta, Russia, United Arab Emirates

### Sample Sequence to sell NFXB by core:

<b>Travelport+ 1G</b>	>FQ-NOBAG/CDE
	>TMU1
	>FQ-NOBAG/DASO/CDE
	>DAS01L4*TX-TTL20KG1PC

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### EMD-S Manual Services

The date for the SVC segment should be one (1) day after the travel date of the last segment in the itinerary.

### Additional Resources:

Excess Baggage	<a href="#">Condor Flugdienst Excess Baggage</a>
Sporting equipment	<a href="#">Condor Flugdienst Sports Equipment</a>
Meals	<a href="#">Condor Flugdienst Meals</a>



**Emirates (EK) BA HR ME MK SI RS XK**

Description of fee	RFIC	RFIS C	Method	Group	EMD type	ICW	Refund	Void	Exchange
Miscellaneous Charges	D	98J	Manual SVC	N/A	EMD-S	N	Y	Y	Y
No Show Fees	D	0NN	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	Y*
Champagne	I	01Y	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Arabian Adventures EMD	I	01L	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Emirates Holidays EMD	I	01J	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Name Correction Fee	I	02G	Manual SVC	N/A	EMD-S	N	N	N	Y
CAKE ON BOARD	I	03B	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Group Cancellation	D	07Y	Manual SVC	N/A	EMD-S	N	Y	Y	N
Home Check-In Svc Travel Agency Issued	I	H02	Manual SVC	N/A	EMD-S	N	Y	Y	N
Pre-Reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	N	N	Y	N
Dubai Experience Emirates	I	DE1	Manual SVC	N/A	EMD-S	N	Y	Y	N

**Notes:**
**EMD-S**

Following Emirates policy in restricting ticket revalidation functionality & collecting date change fee using OD tax ( effective 1May2018), the below EMD codes have been decommissioned.

- Penalty Fee (D - 98F)
- Ticket Fee (D - 991)

**EMD- S - General Notes**

1/ The date in the manual SVC segment should be the date of AIR segment travel date

Example: >0SVCEKEK1DXB26FEB-N1/D/98J/MISC CHARGE/1000

2/ Codeshare flight is not supported: EMD cannot be issued against a codeshare flight segment

3/ EK does not allow any testing on EMD. If Travelport offices are testing with IATA code 9999999, EK will reject with error : "ERC-063-INVALID FORM CODE"

4/ EK only accepts EK own ticket number at the ICW field. If other airline ticket number is entered, error of "ERB-AIRLINE UNABLE TO PROCESS EMD REQUEST" will be returned.

**Miscellaneous Charges D/98J**

1. MISC Charges EMD will be issued in SUSP (Suspend) status. Agent is required to contact EK local office to open the status in order for Refund/Void/Exchange transactions.
2. MISC Service - D-98J type of EMD can be only used for services for which a specific RFIC is not available.
- 3 . It is mandatory for Agents to add reason for issuance in the Endorsement field.

For Example: If MISC type EMD is issued for Marhaba service, the Endorsement area should show the reason for issuance as "EMD issued for Marhaba Services Collection".

4. MISC EMD can be issued for the following services until the specific RFIC is available:

- . Marhaba Services Collection
- . Marhaba Lounge For Four Hours
- . Marhaba Lounge For Four Hours - Family Meet and Greet

#### **No Show Fees D/0NN**

1. Agent creates new PNR or update the existing PNR with the new flight segment.
2. No Show Fees EMD will be issued in FLOWN/USED status. Agent is required to contact EK local office to open the coupon status for Refund/exchange and voiding within the time frame operation.

#### **Group Deposits D/997**

Group Deposit EMD can be issued against Corporate Group Name or Individual passenger name of the Group PNR .

For the Corporate Group Name, it is required to create the name without slash and spacing.

1G: > N.G/20HAPPYTOURS

Following are the entries to create SVC segment issued against the Corporate group name.

1G: >0SVCEKEK1DXB03NOV-NG/D/997/GROUP DEPOSIT/2000.00

1. Group Deposit EMD can be issued only when the flight segment of the Group PNR is confirmed.
2. Group Deposit EMD can be issued either on the active Group PNR or Passive PNR with EK RLOC.

To add the EK RLOC into the Passive PNR. Please use the following entries:

1G: >RL.EK\*ABCDEF

3. Tour Code can be entered into the Endorsement field during EMD issuance.

For Example: EMDI/SM3/ER-TC5516509

4. Group Deposit EMD will be issued in SUSP (Suspend) status. Agent is required to contact EK local office to open the status for Refund/Void/Exchange transactions
5. Once the tickets are issued for the group, Group Deposit (EMD-S) can be refunded after local EK office reverses EMD status to Open from Suspend.
6. Group Deposit EMDs cannot be used as FOP towards any other type of Service. EMD can only be Refunded or Voided

\* Group Deposit Exchange only by EK Office

#### **Champagne I/01Y**

1. Create a SSR SPML (champagne) request with NN status in the PNR.
2. Once request received by EK, KK status confirmation send back to the agents. Agents then issue the EMD and update EMD details to the PNR.
3. EMD will be issued in FLOWN/USED status. Agent is required to contact EK local office to open the coupon status for Refund/exchange and voiding within the time frame operation.

#### **Arabian Adventures EMD I/01L & Emirates Holidays EMD I/01J/ Dubai Experience Emirates EDM I/DE1**

1. EMD can be issued when PNR is already created by the agents. Existing process with agents.

2. EMD will be issued in FLOWN/USED status. Agent is required to contact EK local office to open the coupon status for Refund/exchange and voiding within the time frame operation.

### **EK supports Refundable Balance on Galileo (1G) and Worldspan (1P).**

Refundable Balance becomes an option during the ET Exchange process which results in a refundable amount.

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCEKHI1DXB03DEC-D/996/REFUNDABLE BALANCES/NM-  
1WATSON/AMY/JOHN/1768999990386C1/8000/AED

### **Name Correction Fee I/02G**

Please contact EK for EMD Voiding.

### **Cake on Board I/03B**

#### **Steps to issue 'Cake on Board' EMD-S**

1. Agent contacts EK local office for charges or refer the EK's information portal <https://www.emiratesagents.com/>
2. Create SVC and issue the EMD
3. Enter SPML in the format (Please note decimal numbers should not be entered and XXXXXXXXXXXX refers to EMD document number)

1P: 3S1N1SPML CAKE EMDXXXXXXXXXXXXX USD20 HAPPY BIRTHDAY TO YOU

4. EK would manually confirm with KK status or reject the SPML
5. EMD will be issued in FLOWN/USED status. Agent is required to contact EK local office to open the coupon status to Refund the EMD if the SPML is rejected .
6. Same as step 5 for exchanging or voiding the EMD within the time frame operation.

**EK will not accept 'Cake on Board' SPML's if it is requested within 24Hrs of departure**

**If the SPML remains in NN status within 24hrs of departure, then the agent should refund the EMD**

### **Group Cancellation (D/07Y)**

When creating SVC for Group Cancellation, indicate the origin-destination city.

1G: >0SVCEKEK1DXBLON03NOV-NG/D/07Y/GROUP CANCELLATION/2000.00

### **Home Check-In Svc Travel Agency Issued**

1. Service is offered only ex DXB hence EMD issuance must be for DXB as board point.
2. EMD will be issued in FLOWN/USED status. Agent is required to contact EK local office to open the coupon status for Refund or Voiding within the time frame operation.
3. All GDS should support tax collection on EMD services where applicable.  
UAE VAT / K9 – Zero rated  
India GST / K3 – Yes, as per below notes.  
K3 rate is the percentage of the EMD charge. F / J / Y is the class of travel on ET.

a. K3 For EMD issued in India for Pax Ticket journey originating in India\*  
F - 12.00 / J - 12.00 / Y - 5.00

b. K3 For EMD issued outside India for Pax Ticket journey originating in India\*  
F - 12.00 / J - 12.00 / Y - 5.00

c. K3 For EMD issued in India for Pax Ticket journey originating outside India\*  
F - NA / J - NA / Y - NA

## **EMD-A**

### **Paid Seats**

**EK Pre-Reserved Seat Assignment on Galileo eff: 08FEB2017, on Worldspan eff:14Jun2017, on Apollo eff:25Oct2017**

### **Pre-Reserved Seat Assignment**

It is mandatory that ETKT has to be issued prior to seat request in economy class.  
PNRs have to be ticketed before booking both chargeable and nonchargeable seat.

On 1G - Below error will be returned if PNR is not ticketed:

“TICKET NUMBER REQUIRED”

When there is error response received and PNR is updated with ASVC -NO- status ( \*SI field), agent can do the below corrective action on 1G.

1. >@ALL to remove ASVC ( please make sure all ASVC -NO- are removed from the PNR )
2. > ET end transact on PNR
3. > Issue ETKT
4. > Proceed with booking seats

### **Row with BSCT Seat**

For any row consisting of BSCT, the seats at the entire row are reserved for the passengers travelling with infant only.

Please make sure that infant name is included in PNR before requesting for BSCT seat and other seats at the same row . Otherwise EK will reject the request.

### **Deadline to issue EMD-A after chargeable seat is booked**

After chargeable seat is booked, EK will send an SSR OTHS PLS ADV EMD. EMD-A has to be issued **within 4 hours**. EK will auto cancel the seat if no EMD-A received.

### **Pure seat change without flight segment change after paid seat EMDA was issued**

After EMD-A is issued, agent will need to do modification of seat via "Manage your booking" on [www.emirates.com](http://www.emirates.com) .

### **Schedule Change for flight segment with paid seat**

When EK does a schedule change on the flight, the new flight segment and new chargeable seat will be updated in 1G PNR.

- a. When EMD-A has been issued

No further action will be required by agents. Passenger will be reaccomodated with the new seat. A corresponding ASVC with SD status code will be received.

- b. When EMD-A is not issued

EK will send the new flight segment and new seat. ASVC will be updated with KD status. Agent will need to cancel the seat segment and rebook a new one.

Upon confirmation of new seat and receiving ASVC with KD status, agent can issue EMD-A against the new seats booked in GDS.

**Exemption to chargeable pre-reserved seats:**

1. Frequent Flyer (as per tier eligibility) . Ensure Frequent Flyer numbers are updated at the PNR before book seats.
2. Passenger travelling with infant and request BSCT
3. If you purchased your ticket on or before 3 October 2016, you may select your seat free of charge before your flight departure

**For more details / T&Cs on Pre-reserved seats please visit [www.emirates.com](http://www.emirates.com)**

**Ethiopian Airlines (ET) BA HR MK SI RS XK**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
ET Holiday	B	ETH	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposit	I	GED	Manual SVC	N/A	EMD-S	N	N	Y	N
Misc Fee	D	MCO	Manual SVC	N/A	EMD-S	N	N	Y	N
Under Collections - Fares	D	999	Manual SVC	N/A	EMD-S	Y	N	Y	N
Unaccompanied Minor Fee	E	UMR	Manual SVC	N/A	EMD-S	Y	N	Y	N
DXB Visa	F	OLV	Manual SVC	N/A	EMD-S	N	N	N	N

**Notes:**

- Deposit (I/GED) may also be used for Group Deposit.
- For Group Deposit, select the first passenger name in the group in the manual SVC segment.
- For EMD-S, the date in the manual SVC segment should be the date of the EMD issuance.
- ET no longer support Penalty Fee (D/98F)
- Effective April 1, 2019 ETHIOPIAN will implement an updated tax code to collect date change fees with code OA.
- Therefore, any ticket reissued on/after April 01, 2019 will use tax code OA to reflect the date change fee on ET fares.

**Examples:**

0SVCETEK1ADD13DEC-N1/B/ETH/ET HOLIDAY/400.00

0SVCETEK1ADD13DEC-N1/I/GED/DEPOSIT/400.00

0SVCETEK1SAW13DEC-N1/D/999/UNDER COLLECTIONS - FARES/400.00

0SVCETEK1SAW13DEC-N1/E/UMR/UNACCOMPANIED MINOR FEE/400.00

0SVCETEK1ADD10OCT-N1/F/OLV/DXB VISA/300.00

0SVCETEK1JNB30APR-N1/D/MCO/MISC FEE/50.00

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void
Deposit Down Payment	D	997	Manual SVC	N/A	EMD-S	N	N	Y
Miscellaneous Charge	D	98J	Manual SVC	N/A	EMD-S	N	N	Y
Penalty Fee	D	993	DAS	N/A	EMD-S	Y	N	Y
Pre Reserved Seat	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y
Priority Access	E	03P	Smartpoint	TS	EMD-A	Y	N	Y

**Notes:**

The following fees will no longer be supported, effective 09Mar23:

0CW/0CZ/0C1/0C2/0C4/0C5/0C7

0CC/0CD/0CE/0CF/0CG/0CH

**Deposit Down Payment**

Step 1 - EMD Issuance against confirmed Group Booking

In order to issue an EMD it needs to be associated to a passenger name not the group name. In the case where no names are available during deposit collection period, add dummy name as passenger name using Citycode/GRP EYRLOC . The EMD is non-refundable through GDS and non-exchangeable

If a lead passenger name is available the SVC can be issued against the passenger name:

1G: >0SVCEYEK1AUH21SEP-N1/D/997/GROUP DEPOSIT/10000

Correct process for EY EMD dummy name:

Last name must be the O/D of the outbound sector and the O/D of the inbound sector. The first name of the dummy name is the EY Rloc.

Like this N.YYZMAACOKYYZ/ JSIFFJ for this itinerary.

**Name Field Example**

1.C/04TRAVELPORT/GROUPTST 2.1YYZMAACOKYYZ/JSIFFJ

Step 2 - Travel agent then informs EY of EMD issuance

Step 3 - EY will check and validate

Step 4 - Agent can issue tickets upon time limits

Step 5 - Agent then requests for refund of EMD through manual "Refund Application" in BSP

## Examples:

### SVC Formats

>0SVCEYEK1AUH26FEB-N1/D/98J/MISC FEE/5000

>0SVCEYEK1LON01DEC-N1/D/993/PENALTY FEE/160.00

### EMD-S Issuance

1G/1V

EMDI/SM1/FS/Z0/ER-Group deposit

EMDI/SM1/FS/Z0/ER-Misc Fee

EMDI/SM1/FS/Z0/ER-Penalty Fee/IC6074872738348

EMD-A Issuance (applicable on only 1G)

### PRE-RESERVED SEAT ASSIGNMENTS

It is mandatory that ETKT has to be issued prior to seat request in economy class.

It is recommended that PNRs have to be ticketed before booking both chargeable and nonchargeable seat.

**PRIORITY ACCESS** : offers priority check-in, priority boarding & priority bag tags for economy cabin passengers.

Refer to EY hub for airline policy: <https://www.etihadhub.com/en-ae/>



**BULGARIA AIR (FB) ME MK RS**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Penalty Fee	D	993	Manual SVC	N/A	EMD-S	Y	*Y	N	Y
Group Deposit / Down payment	D	997	Manual SVC	N/A	EMD-S	N	Y	N	Y
Pre Reserved Seat Assignment	A	0B5	SMARTPOINT	BG	EMD-A	Y	N	N	Y
1st Bag Upto50LB 23KG 62LI158CM	C	0CC	SMARTPOINT	BG	EMD-A	Y	N	N	Y
2nd Bag Upto50LB 23KG 62LI158CM	C	0CD	SMARTPOINT	BG	EMD-A	Y	N	N	Y
3rd Bag Upto50LB 23KG 62LI158CM	C	0CE	SMARTPOINT	BG	EMD-A	Y	N	N	Y
Prepaid Overweight	C	HPS	SMARTPOINT	BG	EMD-A	Y	N	N	Y
Upto50LB 23KG and 80LI 203LCM	C	0GP	SMARTPOINT	BG	EMD-A	Y	N	N	Y
Upto50LB 23KG and 109LI 277LCM	C	0E6	SMARTPOINT	BG	EMD-A	Y	N	N	Y
Bicycle	C	0EC	SMARTPOINT	BG	EMD-A	Y	N	N	Y
Sport Firearms Upto70LB 32KG	C	0HX	SMARTPOINT	BG	EMD-A	Y	N	N	Y
Sporting Firearms	C	0ED	SMARTPOINT	BG	EMD-A	Y	N	N	Y
Golf Equipment	C	0DC	SMARTPOINT	BG	EMD-A	Y	N	N	Y
Ski Equipment	C	0DD	SMARTPOINT	BG	EMD-A	Y	N	N	Y
Snowboard	C	0EI	SMARTPOINT	BG	EMD-A	Y	N	N	Y
Kite Surfboard	C	0G0	SMARTPOINT	BG	EMD-A	Y	N	N	Y
Longboard	C	0G4	SMARTPOINT	BG	EMD-A	Y	N	N	Y
Surfboard Equipment	C	0GD	SMARTPOINT	BG	EMD-A	Y	N	N	Y
Scuba Equipment	C	0EE	SMARTPOINT	BG	EMD-A	Y	N	N	Y
Pet in hold Up to 23KG	C	026	DAS	BG	EMD-A	Y	N	N	Y
Pet in hold Up to 45KG	C	05X	DAS	BG	EMD-A	Y	N	N	Y
Pet in hold Over 45KG	C	0PY	DAS	BG	EMD-A	Y	N	N	Y
Pet in Cabin Up to 8KG	C	021	DAS	BG	EMD-A	Y	N	N	Y
Priority Boarding Check in	A	0BW	DAS	TS	EMD-A	Y	N	N	Y
Unaccompanied Minor	E	0BH	DAS	UN	EMD-A	Y	N	N	Y
Lounge	E	0BX	DAS	LG	EMD-A	Y	N	N	Y
Meal 1	G	0B3	DAS	ML	EMD-A	Y	N	N	Y
Meal 2	G	0LO	DAS	ML	EMD-A	Y	N	N	Y
Meal 3	G	0LP	DAS	ML	EMD-A	Y	N	N	Y

Meal 4	G	OLQ	DAS	ML	EMD-A	Y	N	N	Y
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**NOTE: EMD-A Fees applicable on 1G only**

**UMNR/Pet in hold/Bike/Sport Firearm require Manual intervention**

EMD-A Free text required:

SKI D280CM **D = FIXED TEXT 280 = MAX DIMENSION CM = UNIT**  
**MEASUREMENT**

GOLF D280CM

SNOW D280CM

KITE D280CM

BOARD D280CM

SURF D280CM

SCUBA D280CM

BICYCLE e.g. BIKE

FIREARMS e.g. 1PISTOL/BERETA/123456781/IN 1 CASE 15KG/AMMUNITION 1 BOX 5KG

SPORT FIREARM UP TO 70LB e.g. SR FIRE-1PISTOL/BERETA/123456781/IN 1 CASE 32KG/AMMUNITION 1 BOX 5KG **DESCRIPTION/NUM OF PIECES/TYPE OF WEAP/SERIAL NUM/FIXED TEXT/FIXED TEXT**

PETC e.g. DOG D48X35X22CM 01P8KGdakeI

PET UP TO23KG e.g. MEDIUM DOG D110X65X70CM 01P23KGbulldog **DESCRIPTION DIMS LENGTH XWIDTH X HEIGHT UNIT MEASUREMENT NUMBER OF PIECES WEIGHT BREED**

PET UPTO 45KG e.g. LARGE DOG D110X65X70CM 01P45KGbulldog

LOUNGE - LOUNGE ACCESS

PRI CK-IN eg. PRIORITY  
CHECKIN

UMNR eg. UM11 IVANOV IVAN 003599879879 SOFIA SVOSODA45 STR BOBEVA IVA 00359879897 PARIS FREEDOM45/33 **DESCRIPTION PREFIX UM AGE FREETEXT**

#### **EMD-S Notes:**

Group Deposit/Down payment

1. Group request from agent goes to FB via e-mail;

2. Group PNR is created by FB group department and agent is advised to issue an EMD for group deposit;

3. The agent creates an individual PNR for 1 passenger (on the same date/route/flight as the group) and issues the EMD in this PNR;
4. The agent provides FB group department(via phone call) with the EMD number and releases the seat in the PNR. FB group dept. inserts the EMD for group deposit in the group PNR in the airline system.
5. Upon request to fully pay for the group( as per FB group policy) the agent retrieves back the PNR (for 1 passenger on the same date/route/flight as the group) and issues the EMD for the full amount;
6. Upon receipt of the second EMD number for full amount (agent to call airline to advise the EMD number), FB group department inserts the second EMD in the group PNR and issues the group.

**Applicable to 1P only:**

Bulgaria Air (FB) uses EMD-S fee D/993 for the collection of the following fees/service and each fee/service requires the confirmation of the associated SSR with free text prior to issuance of the EMD-S Document, some SSR fees are quota controlled so you may not receive an instant KK response.

It is recommended by Air Bulgaria that passengers carry with them a printed copy of issued EMD Documents

FEE/SERVICE	SSR CODE	FREE FORM TEXT EXAMPLES
PET IN CABIN	SSR PETC	1 DOG 8KG DIMS 48X35X22CM
PET IN HOLD	SSR AVIH	1 DOG 32KG DIMS 110X65X70CM
CHECKED BAGGAGE	SSR XBAG	1st BAGG, 2ND BAGG, EXCESS BAGG, O VERSED BAGG, OVERWEIGHT BAGG
SPORTS EQUIPMENT	SSR SPEQ	GOLF
UNACCOMPANIED MINOR	SSR UMR	UM10

**Step 1:**

Confirm booking and add SSR Service Request

**Step 2:**

Once SSR has been confirmed (agent has received a KK status for the SSR)

Add manual SVC segment for the service (Separate SVC segment for each passenger/each segment/each service)

I.E. **0SVCFBEK1SOF23AUG-N1/D/993/XBAG 1PC RATE PER UNIT/30.00**

**Step 3:**

Issue a separate EMD for each passenger/segment/service sold (so if a bag is sold on each leg of a round trip itinerary SOF-FCO-SOF 2 EMD's should be issued)

I.E. **EMDI/IC6231111222333/SM1**

**Step 4:**

Add the EMD Document number as OSI into the booking

I.E. 1G FORMAT **>SI.FB\*EMDN 6232902119115 6232902119116**

**EXAMPLE OF COMPLETED BOOKING**

1P- 3JGGZJ CREATED BY- DAP@3FT/1P GS GW 1953Z/01AUG18

1.1POTTER/HARRY\*ADT 2.1WEASLEY/RON\*ADT

1 FB 355Y 07OCT SU SOFLIN HK2 105P 215P/O \$ E

2 FB SVC 07OCT HI1 SOF-D/993/**XBAG 1PC RATE PER UNIT/NM-**  
POTTER

/HARRY/6239999814234C1/30.00/GBP

3 FB SVC 07OCT HI1 SOF-D/993/**XBAG 1PC RATE PER UNIT/NM-**  
WEASLE

Y/RON/6239999814236C1/30.00/GBP

4 FB 356Y 14OCT SU LINSOF HK2 255P 555P/O \$ E

5 FB SVC 14OCT HI1 LIN-D/993/**XBAG 1PC RATE PER UNIT/NM-**  
POTTER

/HARRY/6239999814235C1/30.00/GBP

6 FB SVC 14OCT HI1 LIN-D/993/**XBAG 1PC RATE PER UNIT/NM-**  
WEASLE

Y/RON/6239999814237C1/30.00/GBP

P- 1.3FTTEST

T- 1.T/01AUG2056 1P/3FT/GW\*E6239010352082-083

ETA- ELECTRONIC TICKET  
ACKNOWLEDGEMENT/AUTHORIZATION

1.FB I 01AUG18 205623 ETR 6239010352082 - 1.1

2.FB I 01AUG18 205623 ETR 6239010352083 - 2.1

TKG FAX-AUTO PRICED FARE TYPE EX

\*\* ELECTRONIC MISC DOCUMENT LIST \*\* >EMDL(

FOP- 1.CA

G- 1.SSRTKNEFBHK1SOFLIN0355Y07OCT- 1.1 .6239010352082C1

2.SSRTKNEFBHK1LINSOF0356Y14OCT- 1.1 .6239010352082C2

3.SSRTKNEFBHK1SOFLIN0355Y07OCT- 2.1 .6239010352083C1

4.SSRTKNEFBHK1LINSOF0356Y14OCT- 2.1 .6239010352083C2

5.SSRXBAGFBKK1SOFLIN0355Y07OCT- 1.1 .1ST BAGG

6.SSRXBAGFBKK1LINSOF0356Y14OCT- 1.1 .1ST BAGG

7.SSRXBAGFBKK1SOFLIN0355Y07OCT- 2.1 .1ST BAGG

8.SSRXBAGFBKK1LINSOF0356Y14OCT- 2.1 .1ST BAGG

M- 1.DN-/T6239010352082 #S1 -POTTER/HARRY

2.DN-/T6239010352082 #S4 -POTTER/HARRY

3.DN-/T6239010352083 #S1 -WEASLEY/RON

4.DN-/T6239010352083 #S4 -WEASLEY/RON

#### EMDL - ELECTRONIC MISCELLANEOUS DOCUMENT LIST

1. FB 6239999814234

POTTER/HARRY

I 10AUG18 135021 Z

2. FB 6239999814235

POTTER/HARRY

I 10AUG18 135050 Z

3. FB 6239999814236

WEASLEY/RON

I 10AUG18 135120 Z

4. FB 6239999814237

WEASLEY/RON

I 10AUG18 135148 Z

#### MULTIPLES BAGS FOR 1 PASSENGER:

Please add SSR as NN2d

Add OSVC segment as XBAG 2PC PPU 25.00 with the total of 50.00

e.g. **OSVCFBEK1SOF23SEP-N1/D/993/XBAG 2PC PPU 25/50.00**

#### CONNECTING FLIGHTS:

If the price of the service is total 20.00 for 2 flights, please add an SVC segment for each flight at 10.00

**REFUNDS:**

EMDs Will be consumed at issuance so will display with status USED

You must contact FB directly to request they update the Status to OPEN to process a refund.

Description of fee	RFI C	RFIS C	Method	Group	EMD type	IC W	Refund	Void	Exchange
Deposit	D	997	Manual SVC	N/A	EMD-S	N	N	Y	N
Unaccompanied Minor	E	0BH	DAS	UN-MR	EMD-A	Y	N	Y	Y
Pet In Hold	C	020	DAS	BG-PN	EMD-A	Y	N	Y	N
Checked Bag First	C	0CC	DAS	BG	EMD-A	Y	N	Y	N
Golf Equipment	C	0DC	DAS	BG-SP	EMD-A	Y	N	Y	N
Ski Equipment	C	0DD	DAS	BG-SP	EMD-A	Y	N	Y	N
Fishing Equipment	C	0D6	DAS	BG-SP	EMD-A	Y	N	Y	N
Bicycle	C	0EC	DAS	BG-SP	EMD-A	Y	N	Y	N
Sport Equipment - Small	C	0EF	DAS	BG-SP	EMD-A	Y	N	Y	N
Sport Equipment - Medium	C	0EG	DAS	BG-SP	EMD-A	Y	N	Y	N
Sport Equipment - Large	C	0EH	DAS	BG-SP	EMD-A	Y	N	Y	N
Spicy Chicken	G	MFA	DAS	ML	EMD-A	Y	N	Y	N
Baguette Hot	G	MFB	DAS	ML	EMD-A	Y	N	Y	N
Chicken Meal	G	MFC	DAS	ML	EMD-A	Y	N	Y	N
Gourmet Salad	G	MFD	DAS	ML	EMD-A	Y	N	Y	N
Hamburgers Hot	G	MFH	DAS	ML	EMD-A	Y	N	Y	N
Pasta Salad	G	MFI	DAS	ML	EMD-A	Y	N	Y	N
SKYR	G	MFJ	DAS	ML	EMD-A	Y	N	Y	N
Vegetarian (Main Course)	G	MFV	DAS	ML	EMD-A	Y	N	Y	N
Tapas Snack Box	G	MFX	DAS	ML	EMD-A	Y	N	Y	N
SAGA Beef	G	MSB	DAS	ML	EMD-A	Y	N	Y	N
SAGA Chicken	G	MSC	DAS	ML	EMD-A	Y	N	Y	N
SAGA Diabetic	G	MSD	DAS	ML	EMD-A	Y	N	Y	N
SAGA Fruit Plate (Main Course)	G	MSF	DAS	ML	EMD-A	Y	N	Y	N
SAGA Gluten Free	G	MSG	DAS	ML	EMD-A	Y	N	Y	N
SAGA Cold Meal	G	MSI	DAS	ML	EMD-A	Y	N	Y	N
SAGA Kosher	G	MSK	DAS	ML	EMD-A	Y	N	Y	N
SAGA Lamb	G	MSL	DAS	ML	EMD-A	Y	N	Y	N
SAGA Breakfast	G	MSM	DAS	ML	EMD-A	Y	N	Y	N
SAGA Fish	G	MSS	DAS	ML	EMD-A	Y	N	Y	N
SAGA Vegetarian	G	MSV	DAS	ML	EMD-A	Y	N	Y	N
SAGA Fruit Plate	G	MSY	DAS	ML	EMD-A	Y	N	Y	N
SAGA Vegetarian Vegan	G	MSZ	DAS	ML	EMD-A	Y	N	Y	N
Paid Seats	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N

**Notes:**

Free form text is needed for bags: &gt;DAS01L1\*TX-BAG

Free form text is needed for Sporting Equipment describing the equipment: >DAS01L7\*TX-GOLF BALL

Free form text is needed for Pet In Hold describing the max dimensions of cage and max weight: >DAS01L1\*TX-92x56x71 40KG

Free form text is needed for Unaccompanied Minor: >DAS01L16\*TX-UM10

UMNR will stay in PN status until FI manual works the request.

FI would also like escort contact information in the PNR (SSR): Name of the Escort, Address and Phone Number. This is both for the departure and arrival escorts.

Meals that are \$0 (zero) dollar amount are not required to have an EMD-A issued against them.

**For Group Deposit, the following process is to be followed:**

1. Create PNR with the following fields for group deposit:

- a. Group Name (no AIR segments or pax names)
- b. Service Fee
- c. Issue EMD (e.g., 1P: >EMDI|SM1, 1G & 1V: >EMDI|SM1).

2. Report EMD-S number to FI Group Desk through email at [groups@icelandair.is](mailto:groups@icelandair.is) to avoid booking cancellation.

**Examples:**

>0SVCPREK1DXB13OCT-N1/D/997/GROUP DEPOSIT/400.00

**Note:** NG is used in the EMD SVC format for 1G in order to issue off of a group name field.

**PAID SEATS**

**SEAT IN A QUIET ZONE:** When hovering over a seat in Smartpoint to display the characteristics which apply to that seat, some state "**SEAT IN A QUIET ZONE**". Please note that there is no quiet zone on FI services and this is an anomaly.



Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Penalty Fee	D	98F	Manual SVC	N/A	EMD-S	Y	N	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	*Y	N	N
Pre Reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	Y

**Notes:**

SVC segment date is the date of last AIR segment +1  
 >0SVC GA EK1 CGK19JUL-N1/D/98F/PENALTY FEE/75.00

**Refundable Balance**

GA currently inhibits GDS's from refunding the Refundable Balance EMDS. Agents need to contact GA directly to refund the document.

**Pre Reserved Seats - Notes:**

1. Only available in GA prime flight with GA TKT stock.
2. There is time limit for EMD chargeable seat issuance.
3. Refund is only allowed under involuntary condition or when the associated TKT is refunded as well.
4. In case passenger who have paid for chargeable seat ask for flight voluntary change, make sure to rebook the seat and reinstate the EMD (usually by performing EMD exchange/reissue).
5. For flight involuntary changes (triggered by GA through inventory reaccommodation), passenger's itinerary will be automatically rebooked along with any seat assignment (including chargeable seat).
6. In case the change require TKT exchange activity, then TKT and EMD for chargeable seat own by 1G agent need to be handled by the owner. But if the change doesn't require exchange activity, documents will be handled directly by GA during the re-accommodation process.
7. Chargeable seat change (pax request to change seat number) after issuance of EMD Chargeable seat is allow with the following condition:
  - a. Collect every positive fare difference (new seat price higher than original).
  - b. Do not refund every negative fare difference (new seat price lower than original)
8. Multiple tier level passengers in the same PNR:
  - a. Seat map will display charge even for TIER passenger who is applicable for a free seat and then a KK status will be received for ASVC confirming a free seat.
  - b. Issue EMD before the deadline so as not to get cancelation of the whole seat assignment altogether by the active time limit.

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Group Deposit	D	GDP	Manual SVC	N/A	EMD-S	N	N	Y	N
Rebooking Fee	D	993	Manual SVC	N/A	EMD-S	N	N	Y	N
Top Up Miles	I	TUM	Manual SVC	N/A	EMD-S	N	N	Y	N
No-Show Fee	D	NOS	Manual SVC	N/A	EMD-S	N	N	Y	N
Pre Paid Excess Baggage	C	XB3	DAS	BG	EMD-A	Y	N	Y	N
EXCESS PIECE	C	0H8	DAS	BG	EMD-A	Y	N	Y	N
Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N

**Notes:**

**EMD-S**

**Group Deposit - D/GDP is available in 1G and 1P only.**

Group PNR to be created by GF and claimed by the 1G or 1P agent.

The EMD must be issued against any passenger name in the Group booking.

**1G** : >0SVCGF1BAH16AUG-N1/D/GDP/GROUP DEPOSIT/250.00 - Name Field N1 first pax name

**Top Up Miles - I/TUM**

The fee only applies to Frequent Flyer passengers who can purchase Top up Miles.

**Rebooking Fee D/993**

This fee applies when a ticket has been Revalidated, usually a date change. It does not apply to Exchanged tickets.

An endoresment should be added at EMD issuance. For example:

1G: EMDI/SM2/IC072000000000/ER-DATE CHANGE

**No Show Fee D/NOS**

This fee applies when a passenger is a no show and has re-booked for a different date and the ticket has been Revalidated. It does not apply to Exchanged tickets.

An endorsement must be added at EMD issuance. For example:

1G: EMDI/SM2/ER-DATE CHANGE DUE NO SHOW

**Note: EMD-S fees to be VOIDED only in case of any errors.**

Hahn Air (HR) BA HR ME MK SI RS XK

Description of fee	RFI C	RFIS C	Method	Group	EMD type	IC W	Refu nd	Voi d	Exchan ge
Penalties/Fees - PENF	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto- generated	N/A	EMD-S	Y	Y	N	N

**SVC segment examples (Manually entered by agent):**

>0SVCHREK1DUS12JUN-N1/D/993/PENF/100.00

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCHRH11DUS31MAY-D/996/REFUNDABLE BALANCES/NM-  
1SMITH/JOHN/1699999903766C1/245.00/EUR

**Iberia (IB) HR SI**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	N
Ticket Penalty Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Name Correction Fee	D	0L7	Manual SVC	N/A	EMD-S	Y	N	Y	N
Unaccompanied Minor	E	0BO	DAS	UN	EMD-A	Y	N	Y	N
Excess Piece WW	C	0IJ	DAS	BG	EMD-A	Y	N	Y	N
Seat Reservation	A	0B5	DAS	SA	EMD-A	Y	N	Y	N

**Notes:**

Iberia no longer allow REFUND on EMD document therefore Refundable Balance has been restricted  
The penalty fee applies for both domestic and international itinerary changes, Exchanges & Revalidation

Extra Bag requires freeform text including dimensions and/or weight

Only one (1) Extra Bag per person per segment may be sold at time of reservation; additional bags must be paid at Check-In

**For Group Deposit:**

SVC segment associated with group name from Group PNR; No additional PNR needed:

1/ Create a name field for one passenger in the group

>**N.MAGANA/SELENE**

2/ Add an SVC segment using the board city and date of group travel

>**0SVCIBEK1GDL01SEP-N1/D/997/DEPOSIT DOWN PAYMENT/10000**

3/ Sell one seat on group flight??

4/ Report transaction to the IB Group Desk contact

1G: >**SI.IB\*EMD PAID 25MAR 40 PAX**

5/ Add an OSI with the EMD number

>**SI.IB\*2309991010481**

Examples:

>**0SVCIBEK1MAD10AUG-N1/D/993/PENF/120.00**

>**0SVCIBEK1MEX15MAY-N1/D/997/DEPOSIT DOWN PAYMENT/250000**

**Name Correction Fee:**

The EMD(D/0L7) is used for name corrections in general reservations and exceptionally for name changes in group reservations.

Examples:

**0SVCIBEK1DME15AUG-N1/D/0L7/NAME CORRECTION/30.00**

Name Correction Policy details are available at:

<https://www.iberiagencias.com>

**UMNR:**

Mandatory free text is required for Unaccompanied Minor, example, UM 5 YEARS OLD

>**DAS01L2\*TX-UM 5 YEARS OLD**

**EXCESS PIECE WW :**

DAS Sell with Freeform Text example for EXCESS PIECE:

>**DAS01L1\*TX-86X61X23CM 11K**

## Azerbaijan Airlines (J2) RS SI

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Pre Reserved seat assignment	A	0B5	Smartpoint	SA	EMD-A	Y	Y	Y	N
Prepaid Baggage	C	0AA	DAS	BG	EMD-A	Y	Y	Y	N
Kosher Meal (Lamb)	G	0HH	DAS	ML	EMD-A	Y	Y	Y	N
Meal 2	G	0LO	DAS	ML	EMD-A	Y	Y	Y	N
Sporting Equipent	C	0F8	DAS	BG	EMD-A	Y	Y	Y	N
Pet in Cabin	C	0MN	DAS	BG	EMD-A	Y	Y	Y	N
Pet In Hold Up To 32KG	C	025	DAS	BG	EMD-A	N	N	Y	N
Pet In Hold Up To 75KG	C	0BS	DAS	PT	EMD-A	N	Y	Y	N
Unaccompanied Minor	E	0BH	DAS	UN	EMD-A	Y	Y	Y	N
Group Deposit	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	N

### Notes:

**PAID SEATS** : Emergency Exit has passenger type restrictions - **Do not allocate Emergency Exit seats to passengers under the age of 15, passengers with disabilities or animals in cabin.**

Extra bag requires freeform text

Kosher Meal will be confirmed manually by carrier. No freeform text. Once KD status is returned, EMD must be issued within 20 (twenty) hours or service will be cancelled.

Meal2 are BREAKFAST EGGS, BREAKFAST SAUSAGES, BREAKFAST PANCAKES, HOT BEEF, HOT CHICKEN, HOT FISH

**In the event of an EMD refund or void, please manually cancel the corresponding SSRs**

### Additional resources:

Information on Baggage      AZALJET Baggage  
Information on Meals      AZALJET Meals

As per J2's company rules, the services booked for **0F8, 0MN, 025, 0BS and 0BH** will be on Request status. J2 will then confirm the services manually for agents to issue EMD.

### Example:

BAG: DAS01L1\*TX-01PC TTL23KG

KSML: DAS01L2

Meal2: DAS01L3P1\*TX-HOT CHICKEN\*1L3P2\*TX-HOT FISH

### Mandatory Free Text example:

Sporting Equipment : e.g. **12KG D180X030X020CM BOARD**

Pet In Cabin: e.g. **5KG D40X20X30CM DOG BREED 8**

Pet In Hold Up to 32KG: e.g. **21KG D100X60X60CM DOG BREED 6**

Pet In Hold Up to 75KG: e.g. **30KG D100X060X060CM DOG BREED 9**

Unaccompanied Minor : e.g. **UM10**

**EMD-S D/997**

Below is the procedure/Steps to issue Group deposit EMD-S:

- 1/ Create a Group Booking with Group Name
  - 2/ Request the Group Seats
  - 3/ Mandatory OSI element e.g.>SI.J2\*HAPPY--TOURS//GAILIEO.COM
  - 4/ Enter Manual SVC against group name for EMD-S issuance
- e.g **>0SVCJ2EK1GYDDXB20JUL-NG/D/997/GROUP DEPOSIT/1000.00**

## LATAM Brasil (JJ) BA HR ME MK SI RS XK

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Chargeable Seat Espacio	A	0B5	Smartpoint	SA	EMD-A	Y	Y	Y	Y
PETC	C	0BT	DAS	PT	EMD-A	Y	Y	Y	N
Unaccompanied Minor (Menor No Acompañado)	E	0BH	DAS	UN	EMD-A	Y	Y	Y	N
Penalty Fee (Rebooking Fee)	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Cancellation Fee	D	995	Manual SVC	N/A	EMD-S	Y	N	Y	N
Group Deposit	D	997	Manual SVC	N/A	EMD-S	N	N	Y	N

### Notes:

For the most accurate pricing, the recommended practice is to issue the ET prior to displaying the ancillary catalog.

If a schedule change or some other type of carrier reaccommodation occurs for a flight where an EMD has been issued, please contact LATAM Brasil to handle the EMD reissue.

In the case of a connecting flight with no stopover, agents should manually segment select to issue an EMD for only the outbound connection and then manually segment select to issue an EMD for only the return connection.

### Interline EMD:

For EMDs issued in point of sale Peru (PE), please plate with interline partner, [LAN Peru \(LP\)](#)  
i.e. >EMDI/FS/IC5445665995237/CLP

For EMDs issued in point of sale Colombia (CO), please plate with interline partner, [LAN Colombia \(4C\)](#)  
i.e. >EMDI/\$CA/IC0355665995203/C4C

Additionally, LAN Brasil will support interline EMD with LATAM Airlines (LA), LAN Argentina (4M) and LAN Ecuador (XL) where allowed by BSP/ARC

### Special Process for Unaccompanied Minor:

- 1/ The SSR UMN must first be requested manually, including the following freeform text:  
UMNR - 'UMnn DOB 06MAY2009' (where 'nn' is the child's age)
- 2/ UMN is queued to JJ for manual confirmation
- 3/ Once the UMN is KK'd, the UMN fee can be sold from the catalog

### Special Process for PETC:

- 1/ The SSR PETC must first be requested manually
- 2/ PETC is queued to JJ for manual confirmation
- 3/ Once the PETC is KK'd, the PETC fee can be sold from the catalog

For 'Penalty Fee' please use 'REBOOKING FEE' as description in SVC segment example below

### Examples:

0SVCJJJEK1MAD07FEB-N1/D/993/REBOOKING FEE/100.00

### For Group Deposit: -

EMDs must be issued against designated passenger name.

1G: >0SVCJJJEK1CDG14NOV-N1/D/997/GROUP DEPOSIT/20000.00

### Interline EMD (effective 12 May 2018):

JJ now allows interline EMD

JJ is to be used as the plating carrier in POS Brazil with interline EMDs for itineraries with the following carriers:

LA - LATAM Airlines

4M - LAN Argentina

XL - LAN Ecuador



Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	N
Penalty Fee	D	98F	Manual SVC	N/A	EMD-S	Y	N	Y	N
Cancellation Fee	D	995	Manual SVC	N/A	EMD-S	Y	N	Y	N
UNDER COLLECTIONS TAX FEES CHG	D	998	Manual SVC	N/A	EMD-S	Y	N	Y	N
Agency Credit Limit	D	ACL	Manual SVC	N/A	EMD-S	N	N	Y	N
1YR Pass ASL Prem Lounge BEG	A	S01	Manual SVC	N/A	EMD-S	Y	N	Y	N
ADD STDRD BAG UP TO 23KG	C	E11	DAS	BG	EMD-A	Y	N	Y	N
ADD XL BAG UPTO 32KG	C	E31	DAS	BG	EMD-A	Y	N	Y	N
PET IN CABIN UPTO 8KG	C	0BT	DAS	PT	EMD-A	Y	Y	Y	N
UNACCOMPANIED MINOR	E	0BH	DAS	UN	EMD-A	Y	Y	Y	N
FAST TRACK AT DEPART ARPT	D	FT1	DAS	TS	EMD-A	Y	N	Y	N
MEET AND ASSIST	E	0BY	DAS	UN	EMD-A	Y	Y	Y	N
PRIORITY BAGGAGE TAG	E	0LF	DAS	TS	EMD-A	Y	N	Y	N
PRIORITY BOARDING	E	0G6	DAS	TS	EMD-A	Y	N	Y	N
PRIORITY CHECK IN	E	03P	DAS	TS	EMD-A	Y	N	Y	N
1HRS PASS ASL PREM LOUNGE BEG	E	014	DAS	LG	EMD-A	Y	N	Y	N
3HRS PASS ASL PREM LOUNGE BEG	E	0BX	DAS	LG	EMD-A	Y	N	Y	N
PRE RESERVED SEAT ASSIGNMENT	A	0B5	DAS	SA	EMD-A	Y	Y	Y	N
SP EQP SMALL UPTO 15KG 140CM	C	SS1	DAS	BG	EMD-A	Y	Y	Y	N
SP EQP MEDIUM UPTO 32KG 180CM	C	SM1	DAS	BG	EMD-A	Y	Y	Y	N
SP EQP LARGE UPTO 45KG 277CM	C	SL1	DAS	BG	EMD-A	Y	Y	Y	N
JUMP VAULTS 450 CM UP TO 10KG	C	S14	DAS	BG	EMD-A	Y	Y	Y	N
JUMP VAULTS 450 CM UP TO 20KG	C	S15	DAS	BG	EMD-A	Y	Y	Y	N
<b>Paid Meals (See Note)</b>	G	Various	DAS	ML	EMD-A	Y	N	Y	N

## Notes

**For EMD-S, the date in the manual SVC segment should be the date of EMD issuance.**

### Agency Credit Limit D/ACL - Usage Guidelines

1. An EMD should not be issued for this fee without pre-authorization and instruction from Air Serbia
2. Please first contact the dedicated Air Serbia representative to arrange permission
3. The PNR created for this fee should NOT contain any active AIR segments. No JU record locator is needed. The PNR may contain only the manual SVC segment.  
>0SVCJUEK1BEG12AUG-N1/D/ACL/AGENCY CREDIT LIMIT/500.00

### Deposits Down Payments D/997 - Booking Procedure

Purpose:

Deposit or down payment that the agency issues for example for group travels on JU flights.

When issuing a deposit for group travel, the procedure to follow is:

#### Galileo

1. Galileo agent creates active group PNR with mandatory SI. SSRGRP JU GV10 fare...
2. System will automatically update JU Record locator

3. Galileo agent inserts passenger name with the purpose of issuing the EMD-S for Deposit (this name can be changed later by Galileo agent, and modified in JU PNR by JU Group desk agent, prior to ticket issuance)

4. After the same name is inserted in both PNRs, Galileo agent to add SVC segment in to the Galileo PNR and issue EMD-S against the passenger name

Apollo/Worldspan

1. JU creates a group PNR

2. Travelport agent creates an exactly the same group PNR but enter air segment with passive status (same group name as in JU Sabre Host/same flights etc.)

3. Manually add JU Record locator in to the PNR

4. Travelport agent inserts passenger name for the purpose of issuing the EMD-S for Deposit (this name can be changed later by Travelport agent, and modified in JU PNR by JU Group desk agent, prior to ticket issuance)

5. Contact JU to populate the same passenger name in to the JU PNR

6. After the same name is in both PNRs, Travelport agent to add SVC segment in to the Travelport PNR and issue EMD-S against the passenger name

Note: Always use passenger name to issue D/997 Deposit EMD-S in 1G/1V/1P Group PNRs.

Booking

Pricing done manually. Amount to be inserted manually.

- Optional fields expected by JU in an EMD-S are: "Present at", "Present to", "International indicator"

EMD-S status is OPEN

EMD sales cancellation (void)

EMD-S can be voided on the same day of issuance.

If the EMD-S is voided and service cancelled, it must be deleted from the PNR.

EMD refund

EMD-S is refundable.

## **EMD-A**

### **Note on JU ancillary policy :**

All passengers who purchase ancillary services on JU flights must be advised to bring along the proof of purchase (in any form – electronic or paper) when travelling.

In the event of system error and/or shutdown, Air Serbia would request its passengers to show a valid proof of purchase otherwise the service would not be delivered.

Valid proof of purchase is an EMD – abbreviated from Electronic Miscellaneous Document (received as a confirmation that the service has been purchased).

Payment slip transaction is not a valid proof of purchase

There is a known issue with cancelling the ancillary services SSR's on 1P so please contact JU Center at 00381 11 311 2 123 or email [callcenter@airserbia.com](mailto:callcenter@airserbia.com) to let JU cancel the service SSR's from their end in case of EMD Void or Refund 1G/1V works fine and this is require only for 1P

The non-refundable EMDs, if not used, can be exchanged only via contacting the airline office.

#### **ADD STDRD BAG UP TO 23KG**

1. Free flow text is mandatory
2. Example of free flow text: BAGDIM158CMTTL23KG
3. Selling of multiple extra bags is not currently supported via Smartpoint application so please use core system to sell, example entry DAS02L1\*TX-BAGDIM158CMTTL23KG
4. Note: After issuing the EMD for multiple items of same service, SSR XBPC will return as HK1, instead as HK2 or 3 or 4 or 5, but this is a known system discrepancy, which will not affect the providing of the service.
5. It is possible to purchase up to 5 items of this service.

#### **ADD XL BAG UPTO 32KG**

1. Free flow text is mandatory
2. Example of free flow text: BAGDIM203CMTTL32KG
3. Selling of multiple extra bags is not currently supported via Smartpoint application so please use core system to sell, example entry DAS02L1\*TX-BAGDIM158CMTTL32KG
4. Note: After issuing the EMD for multiple items of same service, SSR XBPC will return as HK1, instead as HK2 or 3 or 4 or 5, but this is a known system discrepancy, which will not affect the providing of the service.
5. It is possible to purchase up to 5 items of this service.

#### **PET IN CABIN UPTO 8KG**

1. SSR PETC must have structured text format
2. example of structured text: CAT40CM30CM24CM8KG

#### **UNACCOMPANIED MINOR**

1. An Unaccompanied Minor service can be booked for children between 5 and 17 years of age. For JU flights to/from USA, Unaccompanied Minor service can be booked for children between 7 and 17 years of age.
2. Mandatory free text
3. Example of structured text if booking the service in core system: DAS01L1\*TX-08
4. If using Smartpoint tool, please just enter age as example 08 in the SSR Text area
5. Note: If UMR age is a single digit number, add zero in front of it, like in example above.
6. OSI elements required to be inserted in the PNR:
  - a. Date of Birth of UMR
  - b. Drop off person name, phone, address, relation to UMR
  - c. Pick up person name, phone, address, relation to UMR
7. In Smartpoint ancillary catalogue, you may see additional text in place of UMR commercial name. We are working on to fix this and show the correct service name. This however will not impact the UMR functionality so bookings can be done.

#### **MEET AND ASSIST**

1. Mandatory free text
2. Example of free flow text: ELDERLY PERSON or SPEAKS ONLY SERBIAN etc.

#### **PRIORITY BOARDING**

1. Does not require free flow text
2. At times, the ancillary shopping cart might not display in Smartpoint if FQTV tier information is present in the PNR, if you see an error, please use 4P#DASO entry in Smartpoint terminal to display the catalogue

#### **PRIORITY BAGGAGE TAG**

1. Does not require free flow text

**FAST TRACK AT DEPART ARPT**

1. Does not require free flow text

**1HRS PASS ASL PREM LOUNGE BEG**

1. Mandatory free text
2. Example of free flow text: SSR PDLG – ONE

**PRE RESERVED SEAT ASSIGNMENT**

1. EMD-A to be issued for all chargeable seats, including for those which display 0.00 value.
2. Certain seat categories may be free of charge for certain fares and/or passenger types
3. PNR should be priced before retrieving the seat map

**PAID MEALS**

Meals are seasonal and vary route by route - agents should reference Smartpoint & DAS catalogue for applicable meals

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
HOLIDAYS PACKAGE	B	0BO	Manual SVC	N/A	EMD-S	N	N	Y	N
SIGHTSEEING BOOKING	B	0BP	Manual SVC	N/A	EMD-S	N	N	Y	N
MISCELLANEOUS	D	994	Manual SVC	N/A	EMD-S	Y	N	Y	N
PENALTY FEE	D	98F	Manual SVC	N/A	EMD-S	Y	N	Y	N
Chargeable Seat	A	0B5	SMART POINT	SA	EMD-A	Y	Y	Y	Y
1PC PREPAID BF 36H 23Y 32J	C	0CC	SMART POINT	BG	EMD-A	Y	Y	Y	N
MEET AND GREET	E	0BY	DAS	UN	EMD-A	Y	N	Y	N
MEET AND GREET	D	029	DAS	TS	EMD-A	Y	N	Y	N

**Notes:**

**The date in the manual SVC segment** should be the last AIR segment travel date +1 day

**The Board Off Point** is required to be entered into the SVC segment

**Examples:**

>0SVCKCEK1LHRTSE26NOV-N1/B/0BO/HOLIDAYS PACKAGE/500.00

>0SVCKCEK1TSEALA30NOV-N1/B/0BP/SIGHTSEEING BOOKING/800.00

>0SVCKCEK1ALAHKG22SEP-N1/D/994/MISCELLANEOUS/75.00

>0SVCKCEK1ICNTSE26FEB-N1/D/98F/PENALTY FEE/5000

**Paid Seat Information:**

"KC have asked to always include the title (i.e. MR, MRS, MISS) in the name field when booking Frequent Flyer passengers.

This is necessary to KC own name validation process and enables correct Seat Map and seat assignment free of charge for Diamond and Gold tiers passengers."

**Meet and Greet**

Free-text is required for selling the service

Example of text information e.g. 120MN/YES (passenger arriving to meeting point time/baggage)

NOTE: Currently E/0BY (MAAS) is available on domestic and D/029 (GUID) on international (NQZ-FRA-NQZ) route. More routes may be offered by KC in the future.

## Korean Airlines (KE) HR SI

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Transportation Fee	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Prepaid Ticket Advice (PTA)	D	0BK	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Additional Charges	D	999	Manual SVC	N/A	EMD-S	Y	Y	Y	Y
Penalty Fee	D	992	Manual SVC	N/A	EMD-S	Y	N	Y	Y
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Unaccompanied Minor	E	0BH	DAS	UN	EMD-A	Y	Y	Y	Y
Pre-Reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	Y	Y	N

### Notes:

Effective 20th Sep 2014, KE will no longer support D/993 (Rebooking Fees) and D/98B (Payment-Transport Credit Voucher TCV).

Error response "Not Authorised" will be returned for any attempt on issuance.

### Examples:

>0SVCKEEK1BKK12JUN-N1/D/997/TRAN/1000.00  
 >0SVCKEEK1ICN12JUN-N1/D/0BK/PREPAID TICKET ADVICE/2170.87  
 >0SVCKEEK1HKG12JUN-N1/D/999/ADDITIONAL CHARGES/2515.99  
 >0SVCKEEK1ICN12JUN-N1/D/992/PENF/150.00

### SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):

SVCKEH11BKK31JAN-D/996/REFUNDABLE BALANCES/NM-1SMITH/JOHN/1809999903766C1/245.00/EUR

### For Unaccompanied Minor, KE requires the following:

1) Freeform text when requesting selling the fee: Age, gender, nationality, CARRIAGEAUTH, segment number

#### Example:

DAS01L4\*TX-UM11 F FOR CARRIAGE AUTH S3

Additional SSR OTHS messages can be added to advise KE of guardian (G-DIAN) details as below

SSR OTHS G-DIAN LON FAMILYNAME/NAME PICK UP MOTHER Phone No.  
 SSR OTHS G-DIAN LON FAMILYNAME/NAME DROP OFF FATHER Phone No.

2) Endorsement information is to be added to the ATFQ before ticket issuance - DOB should be indicated

#### Example:

UM7 DOB 10NOV12  
 1G: TMU1FS/Z9/CKE/EBUM7 DOB 10NOV12

Also note: KE does not require a \$0 amount UMR to be issued.

### Pre-Reserved Seat Assignment (A/0B5)

Exchange of EMD for paid seats is not supported by KE policy.

However KE is not able to restrict exchange of EMD for paid seats at the system level.

Pls do not exchange the EMD. Kindly refund.

For **Paid seats** a separate EMD per segment will be automatically issued.  
Example for a 2-segment itinerary:

>**EMDI/IC1800123456789**

EMD GENERATED	TOTAL	189.60
1809992124244	94.80	FOR/PINK
1809992124245	94.80	FOR/PINK

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Paid Seats	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	Y
1ST Additional bag	C	0CC	DAS	BG	EMD-A	Y	N	Y	Y
2ND Additional bag	C	0CD	DAS	BG	EMD-A	Y	N	Y	Y
3RD or more Additional Bag	C	0CE	DAS	BG	EMD-A	Y	N	Y	Y
Penalty fee	D	98F	Manual SVC	N/A	EMD-S	Y	N	Y	N
Ticket fees	D	991	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	Y
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
ET to EMD Exchange for Future Travel (default)	D	CDE	Auto-generated	N/A	EMD-S	Y	Y	N	Y
ET to EMD Exchange for Future Travel (non-refundable)	D	TCT	Auto-generated	N/A	EMD-S	Y	N	N	Y
ET to EMD Exchange for Future Travel (refundable)	D	TCR	Auto-generated	N/A	EMD-S	Y	Y	N	Y
Bicycle	C	0EC	DAS	BG	EMD-A	Y	N	Y	Y
Pet in Cabin	C	0BT	DAS	PT	EMD-A	Y	N	Y	Y
Pet in Hold	C	0BS	DAS	PT	EMD-A	Y	N	Y	Y

**Notes:**

Airline Issued EMD for ET Exchange: Effective 12 December, 2020 KLM supports Electronic Ticket Exchanges on Galileo using a KLM-issued EMD Voucher

Exchange of an Agency issued Electronic Ticket to a Standalone EMD: Effective 04 May, 2021 KLM supports exchange of an ET to an EMD-S of the same value for future travel.

**Examples:**

Default Format: >EMDI/EXED0573898600015 where 057898600015 is the E-Tkt number (EMD will be issued with D/CDE)

Alternate Formats:

>EMDI/EXED0573898600016/RFISC-TCT where 057898600016 is the E-Tkt number (EMD will be issued with D/TCT)

>EMDI/EXED0573898600017/RFISC-TCR where 057898600017 is the E-Tkt number (EMD will be issued with D/TCR)



1/ Partial exchange of an EMD-A is not possible

2/ Paid Services are by standard non-refundable, if an agent attempts a refund it will be blocked by KLM/Amadeus.

In some extraordinary cases like involuntary schedule change the paid services are refundable and the passenger can submit a refund form via KLM.com.

3/ If EMD is to be issued for a CHILD on KLM, the PTC-code must be P\*C08.

No other characters are allowed after the PTC code or an error will be returned: ERB-PASSENGER TYPE CODE IS NOT VALID.

Valid: LASTNAME/CHILD\*P-CH08

Invalid: LASTNAME/CHILD\*P-CH10 DOB 11OCT2011

4/ Paid Seats are 1P and 1G only

#### Examples:

0SVCKLEK1AMS23DEC-N1/D/98F/PENALTY FEE/60.00

0SVCKLEK1AMS23DEC-N1/D/991/TICKET FEES/60.00

>DAS01L1\*TX-MOUNTAIN BIKE 20 X 60 X 120CM 13KG

**Bicycle** - freetext mandatory: type/dimensions/weight - Please check the carrier policy for maximum size and additional information

>DAS01L1\*TX-CAT 1KG

**Pet in Cabin** - freetext mandatory: CAT/weight or DOG/breed/weight - Please check the carrier policy for maximum size and additional information

>DAS02L1\*TX-DOG AKITA 2KG AKITA 3KG

**Pet in Hold** - freetext mandatory: CAT/weight or DOG/breed/weight - Please check the carrier policy for maximum size and additional information

**NOTE: Brachycephalic or snub-nosed animals are not authorised to travel in the hold, but they can travel in the Cabin. Please check the carrier policy.**

Penalty Fees D/98F -are charges in relation to fare change, both domestic and international. It does not apply to Revalidation.

Ticket Fees D/991 - are related to bookings made by the airline or for servicing of TVP bookings (i.e. reissue due to name change).

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Snowboard	C	0EI	DAS	BG	EMD-A	Y	N	Y	Y
Waterski Equipment	C	0G2	DAS	BG	EMD-A	Y	N	Y	Y
Ski Equipment	C	0DD	DAS	BG	EMD-A	Y	N	Y	Y
Fishing Equipment up to 50LB 23KG	C	0HU	DAS	BG	EMD-A	Y	N	Y	Y
Fishing Equipment up to 70LB 32KG	C	0HV	DAS	BG	EMD-A	Y	N	Y	Y
Golf Equipment	C	0DC	DAS	BG	EMD-A	Y	N	Y	Y
Windsurf Equipment	C	0GQ	DAS	BG	EMD-A	Y	N	Y	Y
First Additional Bag Purchase	C	0CC	DAS	BG	EMD-A	Y	N	Y	Y
Second Additional Bag Purchase	C	0CD	DAS	BG	EMD-A	Y	N	Y	Y
Third Additional Bag Purchase	C	0CE	DAS	BG	EMD-A	Y	N	Y	Y
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	Y
Unspecified Transportation	D	98C	Manual SVC	N/A	EMD-S	N	N	Y	Y

**Notes:**

KQ requires freeform text for the following EMD-A fees:	Text:
Snowboard	SN
Waterski Equipment	SK
Ski Equipment	SK
Fishing Equipment up to 50LB 23KG	FI
Fishing Equipment up to 70LB 32KG	FB
Golf Equipment	GO
Windsurf Equipment	SU

Only the Third Additional Bag Purchase is allowed to have multiple bags sold  
 For all SPEQ type fees, only one per passenger per segment can be sold

**EMD-S Examples:**

>0SVCKQEK1NBO22NOV-N1/D/997/DEPOSIT/1500.00

>0SVCKQEK1KGL20NOV-N1/D/98C/NO SHOW FEE/150.00

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Rebooking Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Cancellation Fee	D	995	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	O*	Y	Y	Y
Refundable Balance	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Unaccompanied Minor	E	0BH	Smartpoint	UN	EMD-A	Y	Y	Y	Y
Oxygen	E	0B4	Smartpoint	MD	EMD-A	Y	Y	Y	Y
Paid Seats	A	0B5	Smartpoint	SA	EMD-A	Y	Y	Y	Y
1ST BAG UP TO 50LB 23KG 62LI158CM	C	0CC	Smartpoint	BG	EMD-A	Y	Y	Y	Y
Second bag	C	0CC	Smartpoint	BG	EMD-A	Y	Y	Y	Y
Additional bag	C	0CC	Smartpoint	BG	EMD-A	Y	Y	Y	Y

**Notes:**
**Rebooking Fee**

LH has a separate process for Rebooking fee (D/993) EMD, normally this fee has a USED status at issuance but for LH the EMD will move to USED during their nightly file processing.  
Agent should NOT complete a Refund or Exchange the EMD during this period between moving from OPEN to USED - if this process is not followed an ADM will be raised

**Deposits Down Payments ICW\***

EMD Issuance in Connection With (ICW) is optional, please check with LH directly

**EMD-S Formats**
**Examples:**

>0SVCLHEK1FRA26FEB-N1/D/993/REBOOKING FEE/50.00  
>0SVCLHEK1MUC08MAR-N1/D/995/CANCELLATION FEE/100.00  
>0SVCLHEK1FRA08MAR-N1/C/0AA/PREPAID BAGGAGE/200.00  
>0SVCLHEK1FRA08MAR-N1/D/997/DEPOSITS DOWN PAYMENTS/1000.00

**Refundable Balance - REFUNDABLE BALANCES**

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCLHHI1RAK31JAN-D/996/REFUNDABLE BALANCES/NM-  
1SMITH/JOHN/9609999903766C1/245.00/EUR

**Unaccompanied Minor - UMN**

1G entry: **DAS01L1\*TX-UM14**

**Oxygen**

Agents must include SSR MEDA in the PNR prior to requested the Oxygen Fess

1G entry: **SI.MEDA\*NEEDS OXGYEN**

**Paid Seats must be request via Smartpoint**

For Paid Seats if the SSR ASVC element is returned as KD with a 0.00 value EMD Issuance is required, SSR ASVC with KK status do not require EMD documents.

**1ST BAG UPTO50LB23KG 62LI158CM**

Only applicable when using LH Branded Light Fares where bag is not included in the fare.

**ADDITIONAL BAG**

Currently, Additional Bags can NOT be sold in multiples - LH will returned "NO" status to the SSR request.

**LOT (LO) BA HR ME MK SI RS XK**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Rebooking Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Name Change Fee	D	0L7	Manual SVC	N/A	EMD-S	Y	N	Y	N
Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N
1 ST CHECKED BAG UP TO 23KG	C	0C3	DAS	BG	EMD-A	Y	N	Y	N
UPTO70LB 32KG BAGGAGE	A	0C6	DAS	BG	EMD-A	Y	N	Y	N
UPTO22LB 10KG BAGGAGE	C	0CZ	DAS	BG	EMD-A	Y	N	Y	N
Unaccompanied Minor	E	0BH	DAS	UN	EMD-A	Y	Y	Y	Y
Oxygen	E	0B4	DAS	MD	EMD-A	Y	Y	Y	Y
Upgrade meal	G	0LO	DAS	UP	EMD-A	Y	Y	Y	Y
Pre Paid Bag UP TO 23KG 158LCM	C	0GO	DAS	BG	EMD-A	Y	N	Y	Y
Pet in Cabin	C	0BT	DAS	PT	EMD-A	Y	Y	Y	Y
Pet in Hold	C	0BS	DAS	PT	EMD-A	Y	Y	Y	Y
Passenger Assistance	E	0BY	DAS	UN	EMD-A	Y	Y	Y	Y
First Checked BAGG TOUR	C	0CD	DAS	BG	EMD-A	Y	Y	Y	Y
Bicycle	C	0EC	DAS	BG	EMD-A	Y	Y	Y	Y
Golf Equipment	C	0DC	DAS	BG	EMD-A	Y	Y	Y	Y
Ski Equipment	C	0DD	DAS	BG	EMD-A	Y	Y	Y	Y
Fishing Equipment	C	0D6	DAS	BG	EMD-A	Y	Y	Y	Y

Musical Instrument	C	0D7	DAS	BG	EMD-A	Y	Y	Y	Y
Rucksack or Knapsack	C	0EB	DAS	BG	EMD-A	Y	Y	Y	Y
Scuba Equipment	C	0EE	DAS	BG	EMD-A	Y	Y	Y	Y
Snowboard Equipment	C	0EI	DAS	BG	EMD-A	Y	Y	Y	Y
Windsurf Equipment	C	0GI	DAS	BG	EMD-A	Y	Y	Y	Y
Surfboard	C	0GD	DAS	BG	EMD-A	Y	Y	Y	Y
Kite Surboard	C	0G0	DAS	BG	EMD-A	Y	Y	Y	Y
Sports Equipment Small	C	0EF	DAS	BG	EMD-A	Y	Y	Y	Y
Sports Equipment Medium	C	0EG	DAS	BG	EMD-A	Y	Y	Y	Y
Sports Equipment Large	C	0EH	DAS	BG	EMD-A	Y	Y	Y	Y
Paid Meals (see NOTE)	G	Various	DAS	ML	EMD-A	Y	N	Y	Y
Fast Track	D	29	DAS	TS	EMD-A	Y	N	Y	N
Business Lounge WAW FM Premium	E	07L	DAS	LG	EMD-A	Y	N	Y	N
Premium Summer Package	C	0JT	DAS	BG	EMD-A	Y	N	Y	N
Business Lounge WAW FM Economy	E	05P	DAS	LG	EMD-A	Y	N	Y	N
WEAPON	C	0ED	DAS	BG	EMD-A	Y	N	Y	N

#### EMD-S NOTES:

Rebooking Fee is for ET exchanges and Revalidation.

For Group Deposit the SVC must apply to the first passenger name of the group. Do not use the Group name.

#### Examples:

>0SVCLOEK1WAW14JAN-N1/D/993/REBOOKING FEE/50.00  
>0SVCLOEK1WAW14JAN-N1/D/997/GROUP DEPOSIT/150.00  
>0SVCLOEK1WAW14JAN-N1/D/0L7/NAME CHANGE FEE/10.00

SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):

SVCLOHI1RAK31JAN-D/996/REFUNDABLE BALANCES/NM-1SMITH/JOHN/9609999903766C1/245.00/EUR

#### EMD-A IMPORTANT NOTES

“ Non Refundable “ Endorsement remark must be added at the time of issuing an EMD-A document. This applies to all EMD-A services indicated above.

**1G : EMDI/ER-NONREF/IC0800123456789**

### **Paid Meals**

Meals are seasonal and vary route by route - agents should reference Smartpoint & DAS catalogue

Notes for Meal Fees - SSR MEALS are exchangeable only in case of INVOLUNTARY exch after deleting non ref clause.

LOT upgrade meal requests (available on flight that serve a free meal) are now broken down so no longer require SSR meal type

### **Paid Bags**

LO will manually confirm the SSR XBAG thus the confirmation might take some time for both SSR XBAG and SSR ASVC

Free format text for UPTO70LB 32KG BAGGAGE is "1PC 29KG DIM 100X80X80CM "

### **Oxygen**

This fee is not available for Apollo and on Galileo/Worldspan LO will manually confirm oxygen and might take a little longer time for confirmation

In addition to it, LO requires SSR MEDA to be entered for each oxygen service booked

Formats:

**1G: SI.MEDA\*NEED OXYGEN** you will then get a prompt, enter the free text

**>SI.MEDA@\* FREETEXT TO BE ENTERED HERE**

Also, if a MEDIF form is involved the answers for each question present in the form needs to be entered in the form of SSR OTHS in to the PNR

Example: **3SSROTHSLO 01 PAX NAME** ,3SSROTHSLO 02 DOCTOR NAME.. 01,02 indicates the question numbers

### **Pets**

The animal can only be CAT, DOG or FERRET.

Required free-form text - [Number] [type of animal] [weight]KG DIM[L]x[W]X[H]CM -

FORMAT: **DAS01L4\*TX-1DOG 5KG DIM50X40X20CM**

### **Paid Seats**

Paid Seats must be request via Smartpoint. For Paid Seats if the SSR ASVC element is returned as KD with a 0.00 value EMD Issuance is required.

SSR ASVC with KK status do not require EMD documents

a) As LOT Polish Airlines (LO) are part of the Lufthansa Miles and More Program, agents should enter frequent flyer numbers for LO passengers with an LH prefix using standard cross accrual entries:

### **(1G)**

**>N.LASTNAME/FIRSTNAME**

**>M.LH123456789/LO**

2. b: Due to processing limitations, bookings with unaccompanied minors intended to be allocated seats described as "Suitable for an unaccompanied minor" should allocate them directly with the carrier.
3. c: Due to processing limitations, bookings with an Adult/Infant intended to be allocated seats described as "Bassinet" should allocate them directly with the carrier

### **Paid Seats**

Paid Seats must be request via Smartpoint. For Paid Seats if the SSR ASVC element is returned as KD with a 0.00 value EMD Issuance is required.  
SSR ASVC with KK status do not require EMD documents.

#### **Notes Track / Business Lounge and Premium Package**

Both Fast Track and Business Lounge fees are available at Warsaw Airport only.  
Premium Package is available only on 8XXX flight ranges.

#### **WEAPONS**

Weapon and archery equipment can only be accepted as passenger checked baggage to be transported in cargo holds. Packing is required.

If not packed/included in free baggage allowance, the special charge applies according to ancillary rate for WEAP service.

The weapon in hold must be carried as unloaded.

The said SSR enables the Agent to identify weapons, firearms and ammunition that are booked and carried as checked baggage.

#### **DAS FORMATS EXAMPLES**

UMNR - Free text mandatory

**DAS01L19\*TX-UM8**

OXYG - No Free text required however SSR MEDA need to be manually entered as stated above

**DAS01L18**

1 ST CHECKED BAG UP TO 23KG Free text mandatory - **check carrier policy for maximum size**

**DAS01L12\*TX-23KG 1PC 80X80X70CM**

UPTO70LB 32KG BAGGAGE- Free text mandatory - **check carrier policy for maximum size**

**DAS01L12\*TX-32KG 1PC 80X80X70CM**

Bicycle - Free text mandatory - **check carrier policy for maximum size**

**DAS01L1\*TX- 20KG DIM 120X25X60 CM**

Pet in Cabin- Free text Mandatory - valid for CAT,DOG or FERRET. Must include weight and dimensions - **check carrier policy for maximum size**

**DAS01L17\*TX-1CAT 5KG 50X40X20CM**

Passenger assistance- Free text mandatory

**DAS01L20\*TX-MASS**

First checked baggage - No Free text required

**DAS01L1**

SPEQ- Free text mandatory - **check carrier policy for maximum size**

**DAS01L1\*TX-GOLF 20KG DIM 120X50X70 CM**

SPEQ- Free text mandatory - **check carrier policy for maximum size**

**DAS01L1\*TX-SKI 18KG DIM 120X15X20 CM**

SPEQ- Free text mandatory - **check carrier policy for maximum size**

**DAS01L1\*TX-FISH 8KG DIM 120X20X20 CM**

SPEQ- Free text mandatory - **check carrier policy for maximum size**

**DAS01L1\*TX-MUSIC 15KG DIM 30X20X30 CM**



SPEQ- Free text mandatory - **check carrier policy for maximum size**  
**DAS01L1\*TX-BPACK 15KG DIM 30X20X30 CM**

SPEQ- Free text mandatory - **check carrier policy for maximum size**  
**DAS01L1\*TX-SNOW 15KG DIM 30X20X30 CM**

SPEQ- Free text mandatory - **check carrier policy for maximum size**  
**DAS01L1\*TX-WIND 15KG DIM 30X20X30 CM**

SPEQ- Free text mandatory - **check carrier policy for maximum size**  
**DAS01L1\*TX-SCUB 15KG DIM 30X20X30 CM**

SPEQ- Free text mandatory - **check carrier policy for maximum size**  
**DAS01L1\*TX-SURF 15KG DIM 30X20X30 CM**

SPEQ- Free text mandatory - **check carrier policy for maximum size**  
**DAS01L1\*TX-KITE 15KG DIM 30X20X30 CM**

SPEQ- Free text mandatory - **check carrier policy for maximum size**  
**DAS01L1\*TX-SMALL 5KG DIM 20X30X20 CM**

SPEQ- Free text mandatory - **check carrier policy for maximum size**  
**DAS01L1\*TX-MEDIUM 10KG DIM 20X40X60 CM**

SPEQ- Free text mandatory - **check carrier policy for maximum size**  
**DAS01L1\*TX-LARGE 20KG DIM 20X40X60 CM**

Pet in Hold - Free text mandatory - **check carrier policy for maximum size**  
**DAS01L1\*TX-1DOG 20KG DIM82X65X45 CM**

WEAP- Free text mandatory - **check carrier policy for maximum size**  
**DAS01L1\*TX-1MACHINE GUN 5KG DIM 100X20X20CM**

**Swiss International Airlines (LX) BA HR ME MK SI RS XK**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Reservations Change Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	N
Paid Seats (1G only)	A	0B5	Smartpoint	SA	EMD-A	Y	Y	Y	N
1ST BAG UPTO50LB23KG 62LI158CM (1G only)	C	0CC	Smartpoint	BG	EMD-A	Y	Y	Y	N
ADDITIONAL BAG	C	0C3	Smartpoint	BG	EMD-A	Y	Y	Y	N
SECOND BAG (1G only)	C	0CD	Smartpoint	BG	EMD-A	Y	Y	Y	N
UNACCOMPANIED MINOR (1G/1V/1P)	E	0BH	Smartpoint	UN	EMD-A	Y	Y	Y	N

**Notes:**

**EMD-S**

For Deposit, LX requires the SVC segment issued against the PASSENGER NAME:

**1G: >0SVCLXEK1GVA14JUL-N1/D/997/DEPOSITS DOWN PAYMENT/4000.00** (when a group name is added a passenger name is also required prior to issuing the EMD')

**EMD-A**

**Paid Seats**

**EXST** -Extra Seat Passenger bookings do not require an EXST SSR.

**UMNR** : Free format text to use is UM11 , where 11 is age of child.

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Paid Seats	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	Y
First Checked bag	C	0CC	DAS	BG	EMD-A	Y	N	Y	Y
Second Additional bag	C	0CD	DAS	BG	EMD-A	Y	N	Y	Y
Third Additional bag	C	0CE	DAS	BG	EMD-A	Y	N	Y	Y
Fourth Additional bag	C	0CF	DAS	BG	EMD-A	Y	N	Y	Y
Fifth Additional bag	C	0CG	DAS	BG	EMD-A	Y	N	Y	Y
Baggage - Excess size	C	0ID	DAS	BG	EMD-A	Y	N	Y	Y
Baggage - Excess weight	C	0IK	DAS	BG	EMD-A	Y	N	Y	Y
Bicycle	C	0EC	DAS	BG	EMD-A	Y	N	Y	Y
Sports Equipment	C	0EF	DAS	BG	EMD-A	Y	N	Y	Y
Pet in Cabin	C	0BT	DAS	PT	EMD-A	Y	N	Y	Y
Priority Boarding	E	0G6	DAS	TS	EMD-A	Y	N	Y	Y
Unaccompanied Minor	E	0BH	DAS	UN	EMD-A	Y	N	Y	Y
WIFI Basic	I	WF1	DAS	TS	EMD-A	Y	N	Y	Y
WIFI Social	I	WF2	DAS	TS	EMD-A	Y	N	Y	Y
WIFI Business	I	WF3	DAS	TS	EMD-A	Y	N	Y	Y
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	Y
Penalty Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Refundable Balance - REFUNDABLE BALANCES (1G)	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Earnest Payment	I	ERP	Manual SVC	N/A	EMD-S	N	N	Y	Y
UP Group Meal	I	UPG	Manual SVC	N/A	EMD-S	Y	N	Y	Y
Seat Group Deposit	I	STG	Manual SVC	N/A	EMD-S	N	N	Y	Y

**Notes:**
**EMD-A**

LY does not allow the use for Freeform Text with Bag requests. If sent, the SSR/ASVC will remain in 'PN' status as the message rejects at LY

For UMR, freeform text requires 'nnYRS'

For SPEQ, freeform text requires 'KITE', 'SKATEBOARD', etc.

For SSR BIKE must reflect the Bicycle dimensions in the format shown in the example below. Other format will be rejected by the system.

Examples:

**BIKE: >DAS01L9\*TX-DIMS H120 X W080 X L100 CM**

**PETC: >DAS01L9\*TX-CAT 6KG 38X38X20**

*Animal* can only be CAT, DOG or BIRD.

*Weight* must be between 1 KG and 8 KG.

*Dimensions* must be in centimeters with maximum dimensions 40x40x21

**UMNR: >DAS01L10\*TX-08YRS**

**SPEQ: >DAS01L5\*TX-KITE**

Sell 2 services on round trip (one psgr): **>DAS01L2\*TX-KITE\*1L8\*TX-KITE**

## EMD-S

For Groups – SVC segment associated with real passenger name in Group PNR, plus endorsement box remarks. No additional PNR needed.

If the group PNR is created with passive segments, the LY (1A) record locator must be entered manually

**>OSVCLYEK1TLV13MAR-N8/D/997/GROUPS DEPOSIT/7500.00** (where N8 is reference to a real passenger name in the Group PNR)

1. Issue Group Deposit with Endorsement details - amount paid, number in party, group name and 1A record locator:

It is 'mandatory' to add an endorsement field when issuing a Group Deposit EMD

**1G: >EMDI/SM3/ER-400USD X 15 PAX HILLSONGGROUP PNR 62SVP6**

2. Enter OSI with EMD number: (entered in the Group PNR)

**1G: >SI.LY\*EMD 1149999963414**

Penalty applies to changes in date of travel and/or class of service according to fare rules

>0SVCLYEK1TLV13MAR-N2/D/993/PENALTY  
FEE/100.00

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCLYHI1TLV31JAN-D/996/REFUNDABLE BALANCES/NM-  
1SMITH/JOHN/9609999903766C1/245.00/EUR

**Earnest Payment (ERNP)** - When travel agent wishes to have groups confirmed more than 75/60 days prior to departure.

The group earnest payment (\$150.00) is to be collected from the travel agent in order to confirm the group

- a) Add one individual name in the group PNR
- b) Description should be "Earnest Payment"
- c) For group PNRs booked directly by EL AL office, EMD should be issued in PNR with passive segments; ensure names match LY Locator
- d) Add group information in Endorsement field (>EMDI/SM2/ERGBP150.00 25PSGRS HARMONICA GROUP)
- e) Advise LY group desk that EMD for Earnest Payment has been issued (by mail and with OSI to group PNR with EMD number issued for deposit)

Example: >0SVCLYEK1CDG23JUL-N6.1/I/ERP/EARNEST  
PAYMENT/150.00

**UP Group Meal (UPGM)** - Chargeable meals, purchased in advance. Offered to travel agents as a commercial tool when negotiating an UP (LY 2xxx series flight) Group

- a) Add one individual name in the group PNR
- b) Description should be "UP GROUP MEAL"
- c) For group PNRs booked directly by EL AL office, EMD should be issued in PNR with passive segments; ensure names match LY Locator
- d) Add group information in Endorsement field (>EMDI/SM2/ERGBP320.00 18 PSGRS MUSEUM GROUP)

Example: >0SVCLYEK1LCA26MAY-N1.1/I/UPG/UP GROUP  
MEAL/320.00

**Seat Group Deposit (STGD)** - LY allows travel agents to reserve seats in advance for passengers in a group PNR

a) the charge for a seat on flights to/from Europe will be \$10 per passenger and per segment

b) One EMD is to be issued for all passengers before seats are assigned

c) For group PNRs booked directly by EL AL office, EMD should be issued in PNR with passive segments; ensure names match LY Locator

**Example: >0SVCLYEK1VIE30MAR-N1.1/I/STG/SEAT GROUP DEPOSIT/340.00**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	N
OB Penalty	D	992	Manual SVC	N/A	EMD-S	Y	Y	Y	N
Credit card charge	D	988	Manual SVC	N/A	EMD-S	Y	Y	Y	N
Miscellaneous Charge	D	98J	Manual SVC	N/A	EMD-S	Y	Y	Y	N
Pre-Reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	Y
Lounge Access	E	0BX	Smartpoint	LG	EMD-A	Y	N	Y	N

**Notes:**

**Pre-Reserved Seat Assignment on 1G/1V/1P**

**Exemption to chargeable pre-reserved seats:**

1. Y, B, and H standard seats are non-chargeable except Upper Deck and Exit Row. Upper Deck and Exit Row are chargeable.
2. For Platinum FQTV, standard seats are non-chargeable except Upper Deck and Exit Row. Upper Deck and Exit Row are chargeable.
3. For UMR, standard seats are non-chargeable except Upper Deck and Exit Row. UMR is not allowed to book EXIT row.

**Note:** Please refer to MH for procedures and guidelines on Paid Seats.

**Deadline to issue EMD-A after chargeable seat is booked:**

MH will auto-cancel the seat if no EMD-A is received after one hour from the time the seat assignment is done.

**For Group Deposit / Group Refund**

To issue a Group Deposit/Group Refund EMD:

1. Create a new PNR with name as below:

Surname: GROUP

Name: Group Name (in Group PNR)

Example: If the original PNR is booked as KUL/AD/OT/HOLIDAY, then the name field in new PNR will be GROUP/HOLIDAY.

2. Add the respective SVC segment and issue EMD.
3. Input SSR OTHS field in the original Group PNR indicating EMD number.
  - 1G: V.AMH\*EMD 2329999902578

**D/98F OB Penalty, D/988 Credit Card Charges, D/98J Miscellaneous Charges**

These EMDs are issued with USED coupon status. Agents are required to contact MH opening the coupon status before to apply refund.

**Notes on Lounge Access:**

- All Economy class passengers (except for RBD 'O') are entitled to purchase Lounge access.
- Platinum Members EPLAT (Tier 1) booked with RBD 'Y', 'H', or 'B' are not required to purchase the Lounge access. If booked on other Economy RBDs (except O), he is entitled to purchase the service.
- Passengers travelling with Platinum Members (Tier 1) in same PNR, who are entitled to purchase the service, may do so through Malaysia Airlines' website and mobile app.
- Purchase must be made at least 60mins before departure.



Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Upgrade	A	060	Manual SVC	N/A	EMD-S	Y	N	Y	N
Hotel Accommodation	B	0BO	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Land Arrangement	B	0BP	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Unspecified Transportation	D	98C	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Undercollection of Fares	D	999	Manual SVC	N/A	EMD-S	Y	N	Y	N
Undercollection of Taxes	D	998	Manual SVC	N/A	EMD-S	Y	N	Y	N
Rebooking Fee Intl	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Penalty Fee	D	98F	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Helicopter	E	HEL	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	Y
ET to EMD Exchange for Future Travel	D	98B	Auto-generated	N/A	EMD-S	Y	Y	N	Y
Lounge Access	E	0BX	DAS	LG	EMD-A	Y	N	Y	N
2nd PC when Free Allw is 1PC	C	0IJ	DAS	BG	EMD-A	Y	N	Y	Y
As from 3RD Piece	C	0CD	DAS	BG	EMD-A	Y	N	Y	Y
Pre Reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	Y
Bottle of Champagne	G	01U	DAS	ML	EMD-A	Y	N	Y	Y
Name Change	D	0L7	DAS	TS	EMD-A	Y	N	Y	N

**Notes:**

Airline Issued EMD for ET Exchange: Effective 08 April, 2021, Air Mauritius supports Electronic Ticket Exchanges on Galileo using a MK-issued EMD Voucher

Exchange of an Agency issued Electronic Ticket to a Standalone EMD: Effective 04 May, 2021 Air Mauritius supports exchange of an ET to an EMD-S of the same value for future travel.

Examples:

>**EMDI/EXED2393898600015** where 239898600015 is the E-Tkt number

### Note for Unspecified Transportation

MK has advised scenarios where **Unspecified Transportation** may be charged. Any queries or clarification needed should be directed to MK.

1. Special fares which travel agencies are not allowed to issue but only the airline. UNTR to be issued by T/A with base fare amount of the ET + the individual taxes amount.
2. ET originally issued by T/A, schedule change, reissue done by the airline. Since T/A cannot display the ET, any further changes + upsell will be done by the airline against an UNTR EMD.
3. UNTR issued for request of free ET for group booking when applicable.

For **Group Deposit**, MK requires an OSI with the EMD number in the group booking file:

1G: >**SI.MK\*EMD 2392901949001**

**NOTE:** Undercollection of Fares/Taxes to be used only when ETKT cannot be reissued

For **Helicopter Services**, MK Requires SSR with Origin and Destination

1G: >**SI.MK\*ORG ST GERAN HOTEL DEST ST GERAN HOTEL**

**NOTE 1:** SVC for Helicopter uses board city and date of Helicopter service

**NOTE 2:** Helicopter service requires Name (s) of Passenger

**NOTE 3:** Refunds allowed on specific situations /contact carrier

### The following fees require both board/off points on the SVC Segment

>**OSVCMKEK1MRUDEL 31JAN-N1/D/999/UNDERCOLLECTION OF FARES/150.00**

>**OSVCMKEK1MRUDEL 31JAN-N1/D/999/UNDERCOLLECTION OF FARES/150.00**

>**OSVCMKEK1MRUDEL 31JAN-N1/D/993/REBOOKING FEE INTL/100.00**

>**OSVCMKEK1MRUDEL 31JAN-N1/A/0BJ/UPGRADE/200.00**

### SVC segment examples:

>**OSVCMKEK1MRU12FEB-N1/B/0BO/HOTEL ACCOMMODATION/1000.00**

>OSVCMKEK1DEL19MAR-N1/B/0BP/LAND ARRANGEMENT/50000  
>OSVCMKEK1CDG13JAN-N2/D/98C/UNSPECIFIED TRANSPORTATION/100.00  
>OSVCMKEK1MRU04MAR-N1/D/98F/PENALTY FEE/150.00  
>OSVCMKEK1DEL31JAN-N1/D/997/DEPOSIT/10000  
>OSVCMKEK1MRU31JAN-N1/E/HEL/HELI MR ATKIN/150.00  
>OSVCMKEK1MRU31JAN-N1/E/HEL/HELI MR SAMUELS AND MR ATKIN/150.00

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

**SVCMKHI1MRS31JAN-D/996/REFUNDABLE BALANCES/NM-1SMITH/JOHN/9609999903766C1/245.00/EUR**

### **Lounge Access**

Lounge Access is only available at MRU Airport.

Child name format must include Age

1G: **N.LASTNAME/TEST\*P-C06**

### **Baggage Fees**

1. The application of Baggage fees is dependent on the route and permitted free baggage allowance for the route.

Refer to the MK website for further details on Baggage Policy.

<http://www.airmauritius.com/baggage.htm>

<http://www.airmauritius.com/cbaggage.htm>

2. MK highly recommends that agents issue 1 EMD per sector, unless it is a connecting flight with no-stopover.

3. For routes where the weight concept applies e.g. MRU RRG please contact the carrier directly to book the fee.

### **Paid Seats**

Refer to the MK website for further details and Terms and Conditions for EXIT seats:

<http://www.airmauritius.com/exitseats.htm>

### **Exemptions:**

1. MK does not offer Emergency Exit Row seats on MRU-RRG-MRU / MRU-RUN-MRU routes and for any A-319 Aircraft type

2. Infant / Child and Unaccompanied Minors are not eligible to book an Exit Row seat.

2a. Adult travelling with an Infant - No Exit seat will be displayed

2b. Unaccompanied Minor - No Exit seat will be displayed. Mandatory to add age of the UMNR using the following format SI.UMNR\*UM09

2c. Adult travelling with a Child - Not eligible for an Exit row seat. The Exit row seat will be displayed in the Seat map, but when sold an NO will be returned for the Seat and ASVC at end transact.

**Champagne Service** is available on MRU-PAR/LON route

#### **Name Change EMD-A - how it works**

- The agent will send a request to the airline.
- The airline will correct the name.
- The travel agency will then reissue the E-TKT and collect the Name change fee on the EMDA.

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Rebooking Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	Y
Miscellaneous charge	D	98J	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
ET to EMD Exchange for Future Travel	D	997	Auto-generated	N/A	EMD-S	Y	N	N	Y
Paid Seats	A	0B5	SMARTPOINT	SA	EMD-A	Y	Y	Y	Y
PrePaid Bag	C	0AA	DAS	BG	EMD-A	Y	Y	Y	Y
Overweight Bag - Up to 32Kg	C	0IK	DAS	BG	EMD-A	Y	Y	Y	Y
Golf Equipment	C	0D5	DAS	BG	EMD-A	Y	Y	Y	Y
Ski equipment	C	0F7	DAS	BG	EMD-A	Y	Y	Y	Y
Pet in Cabin	C	0BT	DAS	PT	EMD-A	Y	Y	Y	Y
Pet in Hold	C	0BS	DAS	PT	EMD-A	Y	Y	Y	Y
Bicycle in Hold	C	0EC	DAS	BG	EMD-A	Y	Y	Y	Y
Sporting Firearm	C	0ED	DAS	BG	EMD-A	Y	Y	Y	Y
Sporting Equipment	C	0F8	DAS	BG	EMD-A	Y	Y	Y	Y
Cold Breakfast with Quiche	G	0LT	DAS	ML	EMD-A	Y	Y	Y	Y
Cold Smoked Chicken Menu	G	0HA	DAS	ML	EMD-A	Y	Y	Y	Y
Cold Duck Menu	G	0HB	DAS	ML	EMD-A	Y	Y	Y	Y
Sweet Hot Snack	G	0AJ	DAS	ML	EMD-A	Y	Y	Y	Y
Goat Cheese Cold Meal	G	0AK	DAS	ML	EMD-A	Y	Y	Y	Y

Vegetarian Cold Meal	G	0AL	DAS	ML	EMD-A	Y	Y	Y	Y
Chicken Hot Meal	G	0AN	DAS	ML	EMD-A	Y	Y	Y	Y
Duck Hot Mmeal	G	0AO	DAS	ML	EMD-A	Y	Y	Y	Y
Veal Hot Meal	G	0AP	DAS	ML	EMD-A	Y	Y	Y	Y
Vegetarian Hot Meal	G	0AQ	DAS	ML	EMD-A	Y	Y	Y	Y
Italian Chicken Hot Meal	G	0AS	DAS	ML	EMD-A	Y	Y	Y	Y
Sparkling Wine 750ML	G	0AV	DAS	ML	EMD-A	Y	Y	Y	Y
Fruit Selection Skewers 12PCS	G	0HG	DAS	ML	EMD-A	Y	Y	Y	Y
Schnitzels Chicken 500G	G	0HH	DAS	ML	EMD-A	Y	Y	Y	Y
Duck Cold Meal	G	0HJ	DAS	ML	EMD-A	Y	Y	Y	Y
Chicken Cold Meal	G	0HK	DAS	ML	EMD-A	Y	Y	Y	Y
Ham Cold Snack	G	0HN	DAS	ML	EMD-A	Y	Y	Y	Y
Quiche Hot Snack	G	0HO	DAS	ML	EMD-A	Y	Y	Y	Y
Open Sandwiches 6PCS	G	0LD	DAS	ML	EMD-A	Y	Y	Y	Y
Child Hot Meal	G	0LE	DAS	ML	EMD-A	Y	Y	Y	Y
Omelette Hot Snack	G	0LJ	DAS	ML	EMD-A	Y	Y	Y	Y
Schnitzels Pork 500g	G	01F	DAS	ML	EMD-A	Y	Y	Y	Y
Salami Cold Snack	G	01H	DAS	ML	EMD-A	Y	Y	Y	Y
Schnitzels Chicken 1KG	G	01I	DAS	ML	EMD-A	Y	Y	Y	Y
Fruit Selection Plate	G	01K	DAS	ML	EMD-A	Y	Y	Y	Y
Chocolate Mini Desserts 12PCS	G	01L	DAS	ML	EMD-A	Y	Y	Y	Y
Child Meal Cold	G	01M	DAS	ML	EMD-A	Y	Y	Y	Y

Moet Champagne 750ML	G	01T	DAS	ML	EMD-A	Y	Y	Y	Y
Premium White Wine 750ML	G	01X	DAS	ML	EMD-A	Y	Y	Y	Y
Canapes Selection 20PCS	G	016	DAS	ML	EMD-A	Y	Y	Y	Y
Premium Red Wine 750ML	G	05W	DAS	ML	EMD-A	Y	Y	Y	Y
Baby Meal Pack	G	063	DAS	ML	EMD-A	Y	Y	Y	Y
Duck Pate Cold Meal	G	066	DAS	ML	EMD-A	Y	Y	Y	Y

#### Notes:

Exchange of an Agency issued Electronic Ticket to a Standalone EMD: Effective 22 June, 2021 Czech Airlines supports exchange of an ET to an EMD-S of the same value for future travel.

#### Examples:

>EMDI/EXED0643898600015 where 064898600015 is the E-Tkt number

#### EMD-S

Rebooking Fee applies to Revalidation and Exchange. OK prefers to collect penalty during reissue of the ticket

For Group Deposit the SVC must apply to the first passenger name of the group. Do not use the Group name.

Miscellaneous Charge may apply to name change (if authorized), additional tax and excess baggage fee. Airline has to be contacted in order to reissue EMD to paper or change status to F-Used.

#### Examples:

>0SVCOKEK1PRG08NOV-N1/D/997/GROUP DEPOSIT/200.00

>0SVCOKEK1PRG08NOV-N1/D/993/REBOOKING FEE/50.00

>0SVCOKEK1PRG08NOV-N1/D/98J/MISCELLANEOUS CHARGE/25.00

SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):

SVCOKHI1PRG31JAN-D/996/REFUNDABLE BALANCES/NM-1SMITH/JOHN/9609999903766C1/245.00/EUR

## **EMD-A**

Free Form Text Requirements

### **Examples**

Pet In Cabin

**DAS01L1\*TX-10KGS 50X50X50 1CAT IN BOX  
IN CABIN**

**Pet In Hold**

**DAS01L1\*TX-20KGS 100X100X100 1DOG**

**Bicycle in Hold**

**DAS01L2\*TX-10KGS 170X50X100**

**Sporting Firearm**

**DAS01L2\*TX-HUNTING FIREARM 5KGS 100X30X30**

**Sporting Equipment**

**DAS01L2\*TX-HOCKEY STICKS 12KGS 120X30X30**



Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Rebooking Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Cancellation Fee	D	995	Manual SVC	N/A	EMD-S	Y	N	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Unaccompanied Minor	E	0BH	DAS	UN	EMD-A	Y	Y	Y	Y
Oxygen	E	0B4	DAS	MD	EMD-A	Y	Y	Y	Y
Paid Seats (1G Only)	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	Y
1ST BAG UPTO50LB23KG 62LI158CM	C	0CC	Smartpoint	BG	EMD-A	Y	N	Y	Y
SECOND BAG	C	OCD	Smartpoint	BG	EMD-A	Y	N	Y	Y
Additional Baggage	C	0C3	Smartpoint	BG	EMD-A	Y	N	Y	Y

#### Notes:

#### Cancellation Fee

Cancellation Fee is for the collection of an additional amount related to refunds.

Penalty Fee applies to Exchanges & Revalidated tickets

#### Deposits Down Payments

**For Groups** – SVC segment associated with group name from Group PNR; No additional PNR needed:

1/ Create a name field representative of the group

>N.ALPS/HIKINGTOUR

2/ Add an SVC segment using the board city and date of group travel

>OSVCOSEK1VIE10JUL-N1/D/997/GRP DPST/10000.00

3/ Report transaction to the OS Group Desk contact

#### EMD-S Formats

#### Examples:

OSVCOSEK1VIE23APR-N1/D/993/PENALTY FEE/75.00

0SVCSEK1VIE23APR-N1/D/995/CANC/100.00

0SVCSEK1SZG12DEC-N1/D/997/GROUP DEPO/16000.00

#### Refundable Balance - REFUNDABLE BALANCES

SVC segment example (Auto-generated at time of Refundable Balance EMD issuance - may not be manually entered):

SVCOSHI1VIE31JAN-D/996/REFUNDABLE BALANCES/NM-  
1SMITH/JOHN/9609999903766C1/245.00/EUR

#### Unaccompanied Minor - UMR

1G Entry: >DAS01L1\*TX-UM14

#### Oxygen

Agents must include SSR MEDA in the PNR prior to requested the Oxygen Fess

1G ENTRY >SI.MEDA\*NEEDS OXGYEN

#### Paid Seats must be request via Smartpoint on Galileo

Paid Seats if the SSR ASVC element is returned as KD with a 0.00 value EMD Issuance is required, SSR ASVC with KK status do not require EMD documents.

#### Paid Bags

1ST BAG UPTO50LB23KG 62LI158CM

Only applicable when using OS Branded Light Fares where bag is not included in the fare.

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Deposit/Down payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Penalty Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Cancellation Fee	D	995	Manual SVC	N/A	EMD-S	Y	N	Y	N
Unspecified Transportation	D	98C	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Refundable Balance	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Under Collections Fares	D	999	Manual SVC	N/A	EMD-S	Y	N	Y	N
Under Collections Tax/Fees/Charges	D	998	Manual SVC	N/A	EMD-S	Y	N	Y	N
Checked Bag First	C	0CC	DAS	BG	EMD-A	Y	N	Y	Y
Excess Piece Special Charge	C	0IJ	DAS	BG	EMD-A	Y	Y	Y	Y
Free Piece Bigger over 158cm	C	0ID	DAS	BG	EMD-A	Y	Y	Y	Y
Free Piece Heavy over 23 up to 32	C	0IK	DAS	BG	EMD-A	Y	Y	Y	Y
Free Piece Bigger and Heavy	C	0IG	DAS	BG	EMD-A	Y	Y	Y	Y
Upto50LB 23KG Over62LI 158LCM	C	0FA	DAS	BG	EMD-A	Y	Y	Y	Y
Extra Piece Heavy Over 23KG up to 32KG	C	0FM	DAS	BG	EMD-A	Y	Y	Y	Y
Extra Piece Bigger and Heavy	C	0FJ	DAS	BG	EMD-A	Y	Y	Y	Y
Ski Equipment	C	0HT	DAS	BG	EMD-A	Y	Y	Y	Y
Sporting Equipment Small	C	0EF	DAS	BG	EMD-A	Y	Y	Y	Y
Sporting Equipment Large	C	0EH	DAS	BG	EMD-A	Y	Y	Y	Y
Pet in Cabin	C	0BT	DAS	PT	EMD-A	Y	Y	Y	Y
Oxygen	E	0B4	DAS	MD	EMD-A	Y	Y	Y	Y
UMNR International	E	0B0	DAS	UN	EMD-A	Y	Y	Y	Y
UMNR Domestic	E	0BZ	DAS	UN	EMD-A	Y	Y	Y	Y
Pre-reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	Y	Y	Y

### Notes for EMD-S:

The SVC segment must include the board and off points as highlighted below:

For Group Deposit the SVC segment must be issued against the lead passenger name:

1G: >0SVCOUEK1SPUMUC10OCT-N1/D/997/GROUP DEPOSIT/250.00

### Format for all other fees:

1G: >0SVCOUEK1ZAGAMS05SEP-N1/D/993/PENALTY FEE/25.00

1G: >0SVCOUEK1ZAGFRA11OCT-N1/D/995/CANCELLATION FEE/25.00

1G: >0SVCOUEK1DBVMUC12OCT-N1/D/98C/UNSPECIFIED TRANSPORTATION/100.00

1G: >0SVCOUEK1ZAGFRA12NOV-N1/D/999/UNDERCOLLECTION OF FARE/125.00

1G: >0SVCOUEK1SPUZAG26OCT-N1/D/998/UNDERCOLLECTION FEE/40.00

The EMD Issuance format must include the OU Record locator:

1G: >EMDI/SM2/ER-OU RLOC

### Notes for EMD-A:

#### Free Text Requirements

Free text is not mandatory but OU would like Travelport agents to add it

Checked Bag First C/0CC- **DAS01L1\*TX-1PC 15KG**

Excess Piece Special Charge C/0IJ - **DAS01L1\*TX-1PC 20KG 50X50X50CM**

Free Piece Bigger over 158cm C/0ID - **DAS01L1\*TX-W20KG D120x60x60CM**

Free Piece Heavy over 23 up to 32 C/0IK - **DAS01L1\*TX-W29KG D40X60X40CM**

Free Piece Bigger and Heavy C/0IG - **DAS01L1\*TX-W27KG D100X70X30CM**

Upto50LB 23KG Over62LI 158LCM C/0FA - **DAS01L1\*TX-1PC W15KG D100X60X60CM**

Extra Piece Heavy Over 23KG up to 32KG C/0FM - **DAS01L1\*TX-PC W30KG D40X50X50CM**

Extra Piece Bigger and Heavy C/0FJ - **DAS01L1\*TX-1PC W29KG D100X40X70CM**

Ski Equipment C/0HT - **DAS01L1\*TX-1PC W5KG D120X20X10CM**

Sporting Equipment Small C/0EF - **DAS01L1\*TX-FISHING EQUIP W5KG D100X10X20CM**

Sporting Equipment Large C/0EH - **DAS01L1\*TX-WINDSURF W10KG D110X70X40CM**

Pet in Cabin C/0BT - **DAS01L1\*TX-CAT 2KG CRATE 40X20X20CM**

Oxygen E/0B4 - **DAS01L1\*TX-OXYGEN 2L PER MINUTE CONTINUOUS**

UMNR E/0B0 and E/0BZ - **DAS01L1\*TX-UM10**

#### **Notes for UMNR**

OU would like agents to issue a separate EMD for each segment on stopover connection journeys which include both an international and domestic segment (example LHR-SPU 10th April and SPU-ZAG 15th April). A single EMD can be issued for all other journeys.

#### **Notes for EMD-A Paid Seats**

Passengers that are Exempt from chargeable seats and notes for accompanying companions:

For Paid seats a separate EMD per segment will be automatically issued.

Example for a 2-segment itinerary:

>**EMDI/IC8310123456789**

EMD GENERATED	TOTAL	189.60
8319992124244	94.80	FOR/PINK
8319992124245	94.80	FOR/PINK

**As of 31 October 2021, the new policy for chargeable seats will apply.**

DPNA, MEDA, BLND, DEAF, WCHR, WCHS, SVAN – **Seats no longer Free Of Charge.**

**Exempt/Free of Charge:** UMNR, UMNI, UMND, WCHC, OXYG, POXY, PETC, EXST, CBBG, DEPA, DEPU, GRPF – not all seats Free Of Charge.

If selected seats are in EXIT, ECONOMY COMFORT and PREFERENTIALN ROW - seats should be charged.

**Exempt/Free of Charge:** M & M HON/SEN

#### **Notes for accompanying companion passengers:**

As per new policy , only companion for DEPA,DEPU (unlimited), and one companion for OXYG, POXY and WCHC are exempt and Free of Charge.

**Pegasus (PC) BA HR ME MK SI RS XK**

Description of fee	RFIC	RFISC	Method	Group	EMD Type	ICW	Refund	Void	Exchange
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	N
Vegetarian	G	0AR	DAS	ML	EMD-A	Y	N	Y	N
Diabetic	G	0AS	DAS	ML	EMD-A	Y	N	Y	N
Kosher Meal	G	0AU	DAS	ML	EMD-A	Y	N	Y	N
Bland Meal	G	0B3	DAS	ML	EMD-A	Y	N	Y	N
Low Salt Meal	G	0LO	DAS	ML	EMD-A	Y	N	Y	N
No Lactose Meal	G	0LP	DAS	ML	EMD-A	Y	N	Y	N
Peanut free meal	G	0LQ	DAS	ML	EMD-A	Y	N	Y	N
Baby meal	G	0LT	DAS	ML	EMD-A	Y	N	Y	N
Low Fat Meal	G	0MF	DAS	ML	EMD-A	Y	N	Y	N
Low Calorie Meal	G	0MG	DAS	ML	EMD-A	Y	N	Y	N
Seafood Meal	G	0LD	DAS	ML	EMD-A	Y	N	Y	N
Gluten Free Meal	G	01Q	DAS	ML	EMD-A	Y	N	Y	N
Grilled Meat Balls	G	0AM	DAS	ML	EMD-A	Y	N	Y	N
Chicken Schnitzel	G	0G9	DAS	ML	EMD-A	Y	N	Y	N
Upto 11LB 5KG Baggage	C	0CW	DAS	BG	EMD-A	Y	N	Y	N
Upto 22LB 10KG Baggage	C	0CZ	DAS	BG	EMD-A	Y	N	Y	N
Upto 33LB 15KG Baggage	C	0C1	DAS	BG	EMD-A	Y	N	Y	N
Upto 44LB 20KG Baggage	C	0C2	DAS	BG	EMD-A	Y	N	Y	N
Upto 55LB 25KG Baggage	C	0C4	DAS	BG	EMD-A	Y	N	Y	N
Upto 66LB 30KG Baggage	C	0C5	DAS	BG	EMD-A	Y	N	Y	N
Upto 35KG Baggage	C	0C7	DAS	BG	EMD-A	Y	N	Y	N
Pre-Reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N

## GROUP DEPOSIT

1. Travel Agent must contact PC Group department for a group deposit.
2. Travel Agent to raise an EMD-S using standard EMD-S process with SVC alone in the PNR.
3. Travel Agent reports document number back to PC office , email address [eticket@flypgs.com](mailto:eticket@flypgs.com) can be used.
4. PC creates group booking
5. PC inserts Travel Agent's EMD number on booking
6. PC will issue ETKT on the group PNR

### **SVC Example 1G/1V/1P**

- 1G : 0SVCPCEK1SAW13DEC-NG/D/997/DEPOSITS DOWN PAYMENTS/400.00

### **EMD-A Notes**

#### **MEALS**

1. Freeform text is not permitted
2. More than one meal for a single passenger is not allowed, e.g, 2 vegetarian meal for a single passenger - Not allowed 1 vegetarian plus 1 low fat meal for a single passenger - Not allowed

#### **BAGGAGE**

1. Freeform text is mandatory, e.g, DAS01L1\*TX- 5KG 1PC 80X80X70CM
  2. The maximum baggage allowance (free+ paid bags ) cannot be more than 50kg.
  3. At any point of time, A Single baggage service that is close to the requirement MUST be sold as an examples shown below ( For one passenger).
- If 2 pieces of 10kg bag then you can sell one 'upto20kg' bag
  - If 15kg and 10kg bag then you can sell one 'up to 25kg bag'
  - If 5Kg and 8kg Bags then you can sell one 'up to 15kg bag'
  - If it is a 13kg bag but there is no 'upto 15kg' bag shown in the catalogue then you can sell the next closest option that is 'upto 20kg bag'

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	N
Group Full Payment	D	GFP	Manual SVC	N/A	EMD-S	N	N	Y	N
Group Penalty	D	GPY	Manual SVC	N/A	EMD-S	N	N	Y	N
CHECKED BAG FIRST	C	0CC	DAS	BG	EMD-A	Y	N	Y	N
CHECKED BAG SECOND	C	0CD	DAS	BG	EMD-A	Y	N	Y	N
UPTO11LB 5KG BAGGAGE	C	0CW	DAS	BG	EMD-A	Y	N	Y	N
UP TO 22LB 10KG BAGGAGE	C	0CZ	DAS	BG	EMD-A	Y	N	Y	N
UP TO 33LB 15KG BAGGAGE	C	0C1	DAS	BG	EMD-A	Y	N	Y	N
UP TO 44LB 20KG BAGGAGE	C	0C2	DAS	BG	EMD-A	Y	N	Y	N
BOWLING EQUIP UP TO 15KG	C	0PY	DAS	BG-SP	EMD-A	Y	N	Y	N
BICYCLE UP TO 33LB 15KG	C	0FP	DAS	BG-SP	EMD-A	Y	N	Y	N
FISHING EQUIPMENT UP TO 15KG	C	0FW	DAS	BG-SP	EMD-A	Y	N	Y	N
GOLF EQUIPMENT UP TO 15KG	C	0D4	DAS	BG-SP	EMD-A	Y	N	Y	N
SCUBA EQUIPMENT UP TO 15KG	C	0F6	DAS	BG-SP	EMD-A	Y	N	Y	N
SPORTING EQUIPMENT	C	0F8	DAS	BG-SP	EMD-A	Y	N	Y	N
SEAT RESERVATION	A	0B5	DAS	SA	EMD-A	Y	N	Y	N

**Notes:**

EMD-S fees for Air Transport (D/ATF), Change Fee (D/CHF) and Taxes (D/TAX) has been discontinued effective 20Nov18.

EMD-A fees for Up to 50LB 23KG Baggage (C/0C3), Upto 55LB 25KG Baggage (C/0C4), Upto 66LB 30KG Baggage (C/0C5), Upto 35KG Baggage (C/0C7) , and Upto 88LB 40KG Baggage (C/0C8) were discontinued effective 24Mar19.

**For Group Deposit, Group Full Payment the following process is to be followed:**

1. Create PNR with the following fields for group deposit/full payment:

- Group Name (no AIR segments or pax names)
- Service Fee

2. Issue EMD-S with endorsement:

NONEXCH/GRP<group size>/ROUTE/FLIGHT DATE.

**1G & 1V:** >EMDI/SM1/ER NONEXCH GRP15 MNLHKG 16DEC

3. Report EMD-S number to PAL Group Desk through email at groupdesk@pal.com.ph to avoid booking cancellation.



4. After PAL has issued the ticket the agent should apply refund for group deposit/full payment through PAL Group Desk at groupdesk@pal.com.ph.

**For Group Penalty the following process is to be followed:**

1. Create PNR with the following fields for group deposit/full payment:

- a. Group Name (no AIR segments or pax names)
- b. Service Fee

2. Issue EMD-S with endorsement:

NONEXCH/GRP<group size>/ROUTE/FLIGHT DATE.

**1G & 1V:** >EMDI/SM1/ER NONEXCH GRP15 MNLHKG 16DEC

3. Report EMD-S number to PAL Group Desk through email at groupdesk@pal.com.ph to avoid booking cancellation..

**Examples:**

>0SVCPREK1MNL29SEP-N1/D/ATF/AIR TRANSPORT/350.00

>0SVCPREK1MNL26SEP-N1/D/CHF/CHANGE FEE/200.00

>0SVCPREK1MNL29SEP-N1/D/TAX/TAXES/230.00

>0SVCPREK1DXB13OCT-N1/D/997/GROUP DEPOSIT/400.00

>0SVCPREK1MNL14OCT-N1/D/GFP/GROUP FULL PAYMENT/400.00

>0SVCPREK1MNL10OCT-N1/D/GPY/GROUP PENALTY/300.00

\*\*note NG is used in the EMD SVC format for 1G in order to issue off of a group name field.

**BAGGAGE**

1. Free form text is mandatory

Example >DAS01L1\*TX-TTL 5KG 1PC

**EQUIPMENT**

1. Free form text is mandatory

Example as below

>DAS01L1\*TX-BIKE

>DAS01L1\*TX-GOLF

>DAS01L1\*TX-BOWLING

>DAS01L1\*TX-FISH

>DAS01L1\*TX-SCUBA

>DAS01L1\*TX-SPEQ

**Ukraine International (PS) BA HR ME MK SI RS**

Description of fee	RFI C	RFIS C	Method	Group	EMD type	IC W	Refund	Void	Exchange
Group Deposit	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	N
Penalty Fee	D	98F	Manual SVC	N/A	EMD-S	y	N	Y	N
Unaccompanied Minor	E	0BH	DAS	UN	EMD-A	Y	Y	Y	Y
Bicycle	C	0EC	DAS	BG	EMD-A	Y	Y	Y	Y
Upto 118LI 300LCM Oversize Bag	C	0I5	DAS	BG	EMD-A	Y	Y	Y	Y
Over Up to 32KG Over 158LCM	C	0H6	DAS	BG	EMD-A	Y	Y	Y	Y
Checked Bag	C	0CC	DAS	BG	EMD-A	Y	Y	Y	Y
Kosher Meal	G	0AQ	DAS	ML	EMD-A	Y	Y	Y	Y
Muslim Meal	G	0LR	DAS	ML	EMD-A	Y	Y	Y	Y
Vegetarian Meal	G	0AR	DAS	ML	EMD-A	Y	Y	Y	Y
Special Asian Meal	G	01G	DAS	ML	EMD-A	Y	Y	Y	Y
Meal Child Special Meal	G	02M	DAS	ML	EMD-A	Y	Y	Y	Y
Pre Reserved Seat	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N
Meal Continental Lunch	G	MSE	DAS	ML	EMD-A	Y	Y	Y	Y
Meal Italian Lunch	G	02I	DAS	ML	EMD-A	Y	Y	Y	Y
Indian Meal	G	01J	DAS	ML	EMD-A	Y	Y	Y	Y
Meal Salad Casear	G	016	DAS	ML	EMD-A	Y	Y	Y	Y
Meal Hot Beef	G	018	DAS	ML	EMD-A	Y	Y	Y	Y
Meal Hot Salmon	G	019	DAS	ML	EMD-A	Y	Y	Y	Y
Meal Salad Tuna	G	01O	DAS	ML	EMD-A	Y	Y	Y	Y
Meal Salad Caprese	G	01P	DAS	ML	EMD-A	Y	Y	Y	Y
Meal Hot Chicken	G	02B	DAS	ML	EMD-A	Y	Y	Y	Y
Meal Vareniki Meat	G	02F	DAS	ML	EMD-A	Y	Y	Y	Y
Meal Child Burger	G	02K	DAS	ML	EMD-A	Y	Y	Y	Y
Meal Breakfast Omelett Yogurt	G	0HJ	DAS	ML	EMD-A	Y	Y	Y	Y
Meal Breakfast Backed Pudding	G	0LP	DAS	ML	EMD-A	Y	Y	Y	Y
Meal Around the World Lunch	G	MSA	DAS	ML	EMD-A	Y	Y	Y	Y

Meal Ukrainian Lunch	G	MSD	DAS	ML	EMD-A	Y	Y	Y	Y
Pet in Cabin	C	OMN	DAS	BG	EMD-A	Y	Y	Y	Y
Pet in Hold Big	C	0A0	DAS	PT	EMD-A	Y	Y	Y	Y
Pet in Hold	C	0BS	DAS	PT	EMD-A	Y	Y	Y	Y
Sporting Firearms	C	0ED	DAS	BG	EMD-A	Y	Y	Y	Y
Sporting Equipment	C	0F8	DAS	BG	EMD-A	Y	Y	Y	Y
Checked Bag Second	C	0CD	DAS	BG	EMD-A	Y	Y	Y	Y
Pole Vault Eqpmt up to 23KG	C	0PJ	DAS	BG	EMD-A	Y	Y	Y	Y
Hot Chicken with Rice	G	MSF	DAS	BG	EMD-A	Y	Y	Y	Y
Hot Salmon with Vegetables	G	MSG	DAS	BG	EMD-A	Y	Y	Y	Y
Panini Chicken	G	MSH	DAS	BG	EMD-A	Y	Y	Y	Y
Hot Beef with Vegetables	G	MSB	DAS	BG	EMD-A	Y	Y	Y	Y

**Notes:****Process for Group Deposit - EMD-S**

Step 1 :- Initially the Agent builds a PNR with the active segment (on request).

Step 2 :- Either a Deposit or Full Payment can added via the EMD. Either a lead name or a dummy one can be entered - e.g -1Paul/A or -1Deposit/Payment or -1Full/Payment

- Example Lead Passenger - 1.G/09FOOTBALL/TOUR 10.1PAUL/A
- Example Dummy Name 1.G/09FOOTBALL/TOUR 10.1DEPOSIT/PAYMENT
- Example Full Payment - 1.G/09FOOTBALL/TOUR 10.1FULL/PAYMENT

Step 3:- If the Agent is taking a Deposit the Fee is sold as per the Examples below:-

- 1G - Example - 0SVCPSEK1KBP17MAY-N10/D/997/DEPOSIT/1200.00

For the deposit amount (partial payment) the agent issues EMD-S and agrees time limit for full payment with PS Group Sales department.

Step 4:- If the Agent is taking the Full payment the Fee is sold as per the Examples below:-

- 1G - Example - 0SVCPSEK1KBP17MAY-N10/D/997/DEPOSIT/1200.00

Step 5 - EMD Issuance for Deposit payment

- 1G - Example - EMDI/FS/SM2

Step 6 - EMD Issuance for Full Payment

For Full Payment - PNR/Date of Travel/number of Passengers/fare per passenger and Not Good For Transportation is required as an Endorsement when issuing the EMD

- 1G - Example - EMDI/FS/ER-FULL PAYMENT PNR S8M00Q PS171 24JUL 10PAX FARE 1100.00 PER PAX NOT GOOD FOR TRANSPORTATION/SM2

The Agent can obtain a Refund for the EMD issued for the Deposit They request the refunded value via sales reports or BSP. Once Full Payment has been received by PS the Agents can issue the E tickets

## Penalty Fee - EMD-S

### Sell Fee

- 1G- Example - 0SVCPSEK1KBP17MAY-N1/D/98F/PENALTY FEE/15.00

### Issue EMD

- 1G- Example - EMDI/SM2/IC5669900231951/FS

## NOTES for EMD-A

### Unaccompanied Minor:

- Mandatory free text required for Unaccompanied Minor
- Example for 1G/1V/1P - **DAS01L1\*TX-UM11**
- Additional information for Unaccompanied Minors

<http://www.flyuia.com/eng/information-and-services/before-you-fly/children.html>

### Baggage Fees:

**Important Note - In case the passenger declares 1 BAG in excess + overweight (over 23KG and up to 32KG), the agent is obliged to issue 2 EMD's**

**One for C/0CC Checked bag and one for C/0H6 Over up to 32KG Over 158LCM services.**

- If an agent wishes to sell more than 1 of any baggage fee they need to contact PS directly
- Refer to the PS website for further details on Baggage Policy:

<http://www.flyuia.com/eng/information-and-services/before-you-fly/baggage/7277.html>

### Paid Seats:

- **All disabled / medical and wheelchair passengers are not allowed to book Chargeable seats and will be obliged to contact PS directly.**
- Please refer to the PS website for details on Paid Seats:

[http://www.flyuia.com/eng/information-and-services/Seat\\_selection\\_on\\_UIA\\_flights.html](http://www.flyuia.com/eng/information-and-services/Seat_selection_on_UIA_flights.html)

### Pet in Cabin / Pet in Hold and Sporting Firearms:

- Mandatory Free Text Examples for 1G/1V/1V
- **Pet in Cabin PETC: DAS01L1\*TX-W07KG D65X45X30CM 1DOG IN 1BOX**
- **Pet in Hold AVIH: DAS01L1\*TX-W010KG D65X45X30CM 1DOG IN 1BOX**
- **Sporting Firearms WEAP : DAS01L1\*TX-GUN BERETTA PX4 STORM W1KG (weight is truncated to the nearest non-decimal value).**
- **Sporting Equipment: DAS01L1\*TX-W012KG D012X012X012CM DIVE SWIM SUIT**

Description of fee	RFIC	RFISC	Method	Group	EMD Type	ICW	Refund	Void	Exchange	GST Applicable
Group Deposit	D	99A	Manual SVC	N/A	EMD-S	N	Y	Y	Y	N
Group Final	I	FIN	Manual SVC	N/A	EMD-S	N	Y	Y	Y	N
Reissue/Exchange	D	98I	Manual SVC	N/A	EMD-S	Y	N	Y	N	Yes – POS AU Only
Loyalty Memberships	A	QFF	Manual SVC	N/A	EMD-S	N	Y	Y	Y	N
PTA	D	0BK	Manual SVC	N/A	EMD-S	N	Y	Y	Y	N
Qantas Service Collection	D	ICS	Manual SVC	N/A	EMD-S	N	Y	Y	Y	N
Pre Paid Freight	C	0H1	Manual SVC	N/A	EMD-S	N	Y	Y	Y	N
UMNR Supervision Fee - Domestic	E	0BZ	Manual SVC	N/A	EMD-S	Y	Y	Y	N	Yes – POS AU Only
UMNR Supervision Fee - International	E	0B0	Manual SVC	N/A	EMD-S	Y	Y	Y	N	N
Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	Y	N
Checked Bag First	C	0CC	DAS	BG	EMD-A	Y	Y	Y	Y	N
Up to 11 LB 5 KG Baggage	C	0CW	DAS	BG	EMD-A	Y	Y	Y	Y	N
Up to 22 LB 10 KG Baggage	C	0CZ	DAS	BG	EMD-A	Y	Y	Y	Y	N
Up to 33 LB 15 KG Baggage	C	0C1	DAS	BG	EMD-A	Y	Y	Y	Y	N
Up to 44 LB 20 KB Baggage	C	0C2	DAS	BG	EMD-A	Y	Y	Y	Y	N
Up to 55 LB 25 KG Baggage	C	0C4	DAS	BG	EMD-A	Y	Y	Y	Y	N
Up to 66 LB 30 KG Baggage	C	0C5	DAS	BG	EMD-A	Y	Y	Y	Y	N
Up to 35 KG Baggage	C	0C7	DAS	BG	EMD-A	Y	Y	Y	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N	N

**Manual GST Application - REISSUE/EXCHANGE FEE FOR POS AU FOR WHOLLY DOMESTIC TRAVEL**

**Step 1** - Build SVC for net value of the fee i.e., AUD 45.46

>0SVCQFEK1SYD29JAN-N1/D/98I/REIS/45.46

**Step 2** - Issue EMD with UO tax amount added appending the issue format with TX4.54UO

>EMDI/SM1/IC0819900064923/TX4.54UO

### Group Deposit / Group Final

Qantas Group Department will continue to create Group Bookings payments for Deposit & Final should be reporting via EMD-S using the applicable fee outlined above.

Please note QF only required a lead Passenger Name Field in the booking

TrmGtid: CCCE4C IP Taste Terminal System: CREA

49H7RO/66 XDBKR C709660 AG 20299926 15JAN

1.1USATOUR/GROUPDEPOSIT

1. SVC QF HI1 CDG 15JAN-D/99A/DSPT/NM-1USATOUR/GROUPDEPOSIT/08

19991113247C1/5000.00/EUR

\*\* ELECTRONIC MISC DOCUMENT LIST \*\* >EMDLf

FONE-PARB\*01753288723

TKTG-T\*

TrmGtid: CCCE4C IP Taste Terminal System: CREA

49H7XO/66 XDBKR C709660 AG 20299926 15JAN

1.1USATOUR/GROUPFINAL

1. SVC QF HI1 CDG 15JAN-I/FIN/DPSF/NM-1USATOUR/GROUPFINAL/0819

991113248C1/10000.00/EUR

\*\* ELECTRONIC MISC DOCUMENT LIST \*\* >EMDLf

FONE-PARB\*014758852633

TKTG-T\*

### Examples:

- >0SVCQFEK1SYD26FEB-N1/D/99A/DSPT/1000.00
- >0SVCQFEK1SYD08MAR-N1/I/FIN/DPST/4000.00
- >0SVCQFEK1SYD08MAR-N1/D/98I/REIS/100.00
- >0SVCQFEK1SYD08MAR-N1/A/QFF/FTCL/100.00
- >0SVCQFEK1SYD08MAR-N1/D/0BK/PTAF/200.00
- >0SVCQFEK1SYD08MAR-N1/D/ICS/ICSF/200.00
- >0SVCQFEK1SYD08MAR-N1/D/0H1/FRGT/200.00

### UMNR

This fee only applies for POS AU & NZ

1. Current UMNR steps should be followed using SSR UMNR & OSI details

2. The UMNR Supervision is payable upon issuing the ticket via EMD-S and is refundable upon booking cancellation

3. A single EMD-S can be issued for multiple Supervision Fees

4. GST should be manually added for wholly domestic travel from POS AU

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCQFHI1MEL31JAN-D/996/REFUNDABLE BALANCES/NM-

1SMITH/JOHN/0819999903766C1/245.00/EUR

**QATAR AIRWAYS (QR) BA HR ME MK SI RS**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Deposits and Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Transfers Al Maha Lounges	E	AM2	DAS	LG	EMD-A	Y	N	Y	Y
Transfers Al Maha Gold	E	GTR	DAS	LG	EMD-A	Y	N	Y	Y
Transfers Al Maha Platinum	E	PTR	DAS	LG	EMD-A	Y	N	Y	Y
First Class Lounge GL1 Max 6 HRS	E	GLL	DAS	LG	EMD-A	Y	N	Y	Y
Al Mourjan Premium Lounge Max 6 HRS	E	MOU	DAS	LG	EMD-A	Y	N	Y	Y
Business Class Lounge SL1 Max 6 HRS	E	SLL	DAS	LG	EMD-A	Y	N	Y	Y
Arrivals Al Maha Gold	E	GAR	DAS	LG	EMD-A	Y	N	Y	Y
Arrivals Al Maha Platinum	E	PAR	DAS	LG	EMD-A	Y	N	Y	Y
Premium Arrival Lounge Max 6 HR	E	PAL	DAS	LG	EMD-A	Y	N	Y	Y
Fast Track Departure Al Maha	E	FDP	DAS	LG	EMD-A	Y	N	Y	Y
Departure Al Maha Gold	E	GDP	DAS	LG	EMD-A	Y	N	Y	Y
Departure AL Maha Platinum	E	PDP	DAS	LG	EMD-A	Y	N	Y	Y
Oryx Lounge	E	ORY	DAS	LG	EMD-A	Y	N	Y	Y
APT HTL Tranquility Spa 80MN	E	VTR	DAS	GT	EMD-A	Y	N	Y	Y
APT HTL Vitality Entry Pass	E	VEF	DAS	GT	EMD-A	Y	N	Y	Y
Preferred Seat	A	OB5	Smartpoint	SA	EMD-A	Y	N	Y	Y
Prepaid Bag Piece	C	OCC	DAS	BG	EMD-A	Y	Y	Y	Y
Checked Bag Second	C	OCD	DAS	BG	EMD-A	Y	Y	Y	Y
Checked Bag Third	C	OCE	DAS	BG	EMD-A	Y	Y	Y	Y
Prepaid Fourth Bag PC	C	OCF	DAS	BG	EMD-A	Y	Y	Y	Y



Prepaid Fifth Bag PC	C	OCG	DAS	BG	EMD-A	Y	Y	Y	Y
Bulk First Bag PC	C	BKA	DAS	BG	EMD-A	Y	Y	Y	Y
Bulk Second Bag PC	C	BKB	DAS	BG	EMD-A	Y	Y	Y	Y
Bulk Third Bag PC	C	BKC	DAS	BG	EMD-A	Y	Y	Y	Y
Bulk Fourth Bag PC	C	BKD	DAS	BG	EMD-A	Y	Y	Y	Y
Bulk Fifth Bag PC	C	BKE	DAS	BG	EMD-A	Y	Y	Y	Y

### **EMD - S**

#### **Notes:**

Group Deposit must be used in particular to Group Transactions

Deposits and Down Payments must be used for deposits and Down Payments only

#### **Examples:**

>0SVCQREK1DOH14JUL-N1/D/GRP/GROUP DEPOSIT/4000

>0SVCQREK1DOH14JUL-N1/D/997/DEPOSITS AND DOWN PAYMENTS/400

An Endorsement is need when an EMD is issued:

#### **Examples:**

**1G/1V**

**EMDI/SM1/FS/Z0/ER-25PCT DEPOSIT SHA-DOH PNR LOCATOR**

**EMDI/SM1/FS/Z0/ER- 10Kgs XBAG DOH-LON AT RATE QAR200 PER KG**

**EMDI/SM1/FS/Z0/ER-1DOG IN KENNEL DIM 08 X 70 X 78CMS TTL WT 20KGS BREED DOBERMAN**

**EMDI/SM1/FS/Z0/ER-DEPOSIT FOR BRAZIL PACKAGE 2ADT 1DBLB IN RIO**

For Group Deposit, QR requires the SVC segment issued against a PNR for one passenger- the title of which should match the name of the Group PNR: example **N.DOHA/GROUP** (The GROUP Booking title is built by QR)

The Group PNR is booked and ticketed by QR - if an Agent is allowed, they need to build a Passive Booking. No OSI required

1G: >0SVCQREK1DOH14JUL-NG/D/GRP/GROUP DEPOSIT/4000

1P: >0SVCQREK1DOH14JUL-N1/D/GRP/GROUP DEPOSIT/4000

1V: >0SVCQREK1DOH14JUL-N1/D/GRP/GROUP DEPOSIT/4000

### **EMD-A**

No free format text is required for Lounge Fees (Group LG).

QR Lounge confirmation is not dynamic. Once requested, Agents have to wait until QR system confirms the request subject to availability.

### **Bags**

Freeform text is not required

### **Prepaid Bag piece**

Freeform text is mandatory **DAS01L1\*TX-TTL0KG01PC**

### **Paid seats**

ETKT must be issued before Paid Seat Requested

For Paid seats a separate EMD per segment will be automatically issued.

Example for a 2-segment itinerary:

>**EMDI/IC1570123456789**

EMD GENERATED	TOTAL	189.60
1579992124244	94.80	FOR/PINK
1579992124245	94.80	FOR/PINK

### **Ground Transportation and Lounge services**

The Ground Transportation and Lounge services require the segment-select approach for multi segment itineraries.

**EMDI/IC157XXXXXXXXXX/S1** and **EMDI/IC157XXXXXXXXXX/S2** - Example for a 2- segment itinerary

If you attempt to issue a multi segment itinerary without segment selecting then you will receive a 'Not Authorized' error.

**Royal Jordanian (RJ) BA HR ME MK SI RS XK**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Rebooking Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	N	N
No Show	D	0NN	Manual SVC	N/A	EMD-S	Y	N	N	N
Air Transportation	D	98C	Manual SVC	N/A	EMD-S	Y	N	N	Y
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	N	Y
Refundable Voucher	D	98D	Manual SVC	N/A	EMD-S	Y	Y	N	Y
Covid 19 PCR Test	D	75	DAS	TS	EMD-A	Y	N	N	Y
FIRST PREPAID BAG 23K	C	0CD	DAS	BG	EMD-A	Y	N	N	Y
SECOND PREPAID BAG23K US ONLY	C	0CE	DAS	BG	EMD-A	Y	N	N	Y
ADDITIONAL PREPAID BAG 23K	C	0CG	DAS	BG	EMD-A	Y	N	N	Y
RJ UPGRADE WEIGHT TO 32 KG	C	0ID	DAS	BG	EMD-A	Y	N	N	Y
THIRD PREPAID BAG23K US ONLY	C	0CF	DAS	BG	EMD-A	Y	N	N	Y
3 HOURS IN CROWN LOUNGE	E	0AG	DAS	LG	EMD-A	Y	N	N	Y
TIKRAM DEPT MEET AND ASSIST	E	02W	DAS	LG	EMD-A	Y	N	N	Y
TIKRAM ARRIVAL MEET AND ASSIST	E	02X	DAS	UN	EMD-A	Y	N	N	Y
Paid Seats	A	0B5	Smartpoint	SA	EMD-A	Y	N	N	Y

**Notes:**

For Group Deposit, RJ requires an OSI with the EMD number in the group booking file:

1G: >SI.RJ\*EMD 1319999949000

[14JAN] VOID has been restricted across all three Travelport as requested by Royal Jordanian

**Examples:**

0SVCRJEK1AMM12SEP-N1/D/993/CHANGFEE/100.00

0SVCRJEK1AMM12SEP-N1/D/0NN/NOSHOWFEE/100.00

0SVCRJEK1AMM12SEP-N1/D/98C/AIRTRANSPORTATION/100.00

0SVCRJEK1AMM12SEP-N1/D/997/GROUPDEPOSIT/100.00

**EMD-S Voucher Options for Covid19:**

**a) D/98C Air Transportation**

This is Good for Travel and valid for two years from day of issuance.

This EMD-S is valid for exchange in RJ Office only.

It is mandatory to issue EMD-S with connection of original ticket number and enter "COVID19" into the Endorsement field.

Example:

>EMDI/SM1/IC5121234567890/ERCOVID19

**b) D/98D Refundable Voucher**

This is Good for Travel and Refund . EMD-S is valid for one year only from day of issuance and applicable on all classes except the nonrefundable classes.

It is mandatory to issue EMD-S with connection of original ticket number, enter "COVID19 NOT VALID AFTER 1 YEAR" into the Endorsement field , and NOT VALID AFTER date .

Examples:

1G/1V :>EMDI/SM1/IC5121234567890/ERCOVID19 NOT VALID AFTER 1 YEAR/NVA23JUN21

1P: >EMDI#SM1#IC5121234567890#ERCOVID19 NOT VALID AFTER 1 YEAR#NV/23JUN21

**Notes for EMD-A Non-Seats**

Free Text for the 4 Bag Fees - **1BAG 23KGS 70 x 80 x 70cm**

Note re Bags

*Please note that for the US flights; the first prepaid baggage should be requested as FBAG, second as SBAG, third as TBAG and fourth and above as OBAG. The system will accept OBAG after requesting the FBAG without any warning message as this is the standard sequence for all RJ markets except US. Please stick to the correct sequence for US flights as we can not specify it on our rules.*

Free Txt for Arrival - **MAAS Arrival**

Free Txt for Departure - **MAAS Departure**

No Free Text is required for **3 Hour Stay in crown Lounge Amman**

**For Example:**

**All Bag Fees - 0CD 0CE 0CG 0CF except 0ID**

DAS01L1\*TX-1BAG 23KGS 70 x 80 x 70cm

DAS01L1\*TX-1BAG 23KGS 70 X 80 X 70CM\*1L2\*TX-1BAG 23KGS 70 X 80 x 70cm

**Bag Fee - 0ID**

**DAS01L1\*TX-Upgrade to 32KG**

**Tikram Arrival Meet and Greet – 02W**

DAS01L1\*TX-MAAS Arrival

**Tikram Dept Meet and Asst Prim – 02X**

DAS01L4\*TX- MAAS Departure

**TAROM – Romanian Air Transport (RO) HR ME RS**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
1 <sup>st</sup> EXTRA UP TO 50LB 23KG AND 62LI 158CM	C	0CC	DAS	BG	EMD-A	Y	Y	Y	Y
FROM 2ND EXTRA UP TO 50LB 23KG AND 62LI 158CM	C	0CD	DAS	BG	EMD-A	Y	Y	Y	Y
PLUS OVERWEIGHT UP TO 70LB 32KG	C	0IK	DAS	BG	EMD-A	Y	Y	Y	Y
PLUS OVERSIZE OVER 62LI 158CM AND UP TO 80LI 203CM	C	0K2	DAS	BG	EMD-A	Y	Y	Y	Y
GOLF EQUIPMENT	C	0DC	DAS	BG	EMD-A	Y	Y	Y	Y
SKI EQUIPMENT	C	0DD	DAS	BG	EMD-A	Y	Y	Y	Y
FISHING EQUIPMENT	C	0D6	DAS	BG	EMD-A	Y	Y	Y	Y
BICYCLE	C	0EC	DAS	BG	EMD-A	Y	Y	Y	Y
SPORTING FIREARMS	C	0ED	DAS	BG	EMD-A	Y	Y	Y	Y
SPORTING EQUIPMENT UPTO 32KG	C	0EH	DAS	BG	EMD-A	Y	Y	Y	Y
SURFBOARD	C	0GD	DAS	BG	EMD-A	Y	Y	Y	Y
WINDBOARD/ KITEBOARD/BODYBOARD	C	0G3	DAS	BG	EMD-A	Y	Y	Y	Y
SCUBA DIVING EQUIPMENT	C	0EE	DAS	BG	EMD-A	Y	Y	Y	Y
WINDSURF EQUIPMENT	C	0GI	DAS	BG	EMD-A	Y	Y	Y	Y
UNACCOMPANIED MINOR	E	0BH	DAS	UN	EMD-A	Y	Y	Y	Y
LOUNGE ACCESS	E	0BX	DAS	LG	EMD-A	Y	N	Y	N
PRE RESERVED SEAT ASSIGNMENT	A	0B5	DAS	SA	EMD-A	Y	N	Y	Y
SPORTING EQUIPMENT UPTO 23KG	C	0F8	DAS	BG	EMD-A	Y	Y	Y	Y
PET IN HOLD	C	0BS	DAS	PT	EMD-A	Y	Y	Y	Y
PET IN CABIN	C	0BT	DAS	PT	EMD-A	Y	Y	Y	Y

**FREE TEXT EXAMPLES:**

DAS01L1\*TX-UM10 (also in pricing input PTC:UNN must be used)

Unaccompanied Minor

DAS01L1\*TX-VAULTING POLES 100X50X50 15KG

Sporting Equipment 32kg

DAS01L1\*TX-LOUG

Lounge Access

DAS01L1\*TX-100X60X60 7KG

Firearms

DA01L1\*TX-150X70X70 15KG

Surfboard

DAS01L1*TX-120X60X50 10KG	Windboard/Kiteboard/Bodyboard
DAS01L1*TX-120X50X50 12KG	Windsurf
DAS01L1*TX-100X60X60 7KG	Scubadiving equipment
DAS01L1*TX-160X75X75 22KG	Bike
DAS01L1*TX-160X75X75 10KG	Skis
DA01L1*TX-150X70X70 15KG	Fishing Equipment
DAS01L1*TX-TENNIS 15X15X15CM 7KG	Sporting Equipment 23kg
DAS01L1*TX-DOG HUSKY 100x80x40 20KG	Pet in Hold
DAS01L1*TX-CAT 42x26x20 8KG	Pet in Cabin

**Notes:**

When requesting UMRN service always check for travel conditions <https://tarom.ro/en/passenger-information/about-your-trip/children-travellingunaccompanied.html>.

<https://www.tarom.ro/en/passenger-information/about-your-trip/travelling-with-pets.html>

## SATA INTERNATIONAL (S4) HR ME SI RS

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Unaccompanied Minor	E	0BH	DAS	UN	EMD-A	Y	Y	Y	Y
Oxygen	A	0B4	DAS	MD	EMD-A	Y	Y	Y	Y
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	Y
LOUNGE ACCESS	E	0BX	DAS	LG	EMD-A	Y	N	Y	N
FAST TRACK	E	029	DAS	TS	EMD-A	Y	N	Y	N
PRE RESERVED SEAT ASSIGNMENT	A	0B5	DAS	SA	EMD-A	Y	N	Y	N

### Notes:

**S4 EMD can be issued in agency / markets where S4 does not support Electronic Ticketing by using the SP carrier override for EMD Issuance :**

1G/1V: >EMDI/IC7379010228060/CSP

### Freeform text is required when selling Unaccompanied Minor

Mandatory space is required after the numeric value

#### 1G/1V/1P entry:

DAS01L1\*TX-11 YRS old

**For Group Deposit – SVC segment associated with real passenger name in Group PNR.**

**For Group Deposit, S4 requires an OSI with the EMD number in the group**

### Examples:

SVC segment example (Manually entered):

0SVCSPEK1LIS25JAN-N1/D/997/GROUP DEPOSIT/800.00

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCS4HI1PEK31JAN-D/996/REFUNDABLE

BALANCES/NM1SMITH/JOHN/3319999903766C1/245.00/EUR

**Siberia Airlines (S7) BA HR ME MK SI RS XK**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Cancellation Fee	D	995	Manual SVC	N/A	EMD-S	Y	N	Y	N
Penalty Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Penalty Fee for group	D	98F	Manual SVC	N/A	EMD-S	Y	N	Y	N
DEPOSITS DOWN PAYMENTS	D	997	Manual SVC	N/A	EMD-S	Y	N	Y	N
SPLIT GROUP	D	0L6	Manual SVC	N/A	EMD-S	Y	N	Y	N
CHECKED BAG FIRST	C	0CC	DAS	BG	EMD-A	Y	Y	Y	N
CHECKED BAG SECOND	C	0CD	DAS	BG	EMD-A	Y	Y	Y	N
EXCESS WEIGHT	C	0IK	DAS	BG	EMD-A	Y	Y	Y	N
EXCESS SIZE	C	0ID	DAS	BG	EMD-A	Y	Y	Y	N
PET IN CABIN UP TO 10KG	C	021	DAS	BG	EMD-A	Y	Y	Y	N
PET IN HOLD	C	020	DAS	BG	EMD-A	Y	Y	Y	N
Ski equipment	C	0DD	DAS	BG	EMD-A	Y	Y	Y	N
Gift Onboard	I	GB0	DAS	IE	EMD-A	Y	Y	Y	N
Paid Meals (see NOTE)	G	Various	DAS	ML	EMD-A	Y	Y	Y	N

**EMD-S Notes:**

SVC segment date must be the same as the corresponding S7 flight segment

**Examples:**

0SVCS7EK1DME01JAN-N1/D/995/CANCELLATION FEE/100.00

**EMD-A Notes:**

**S7 Inventory recognizes free of charge seats by SSR INFT (for ADT with INF passengers), SSR CHLD (for child) and by OSI EPCS for other categories of passengers (if seats are free for them).**

**PET IN CABIN UP TO 8KG**

**Free Text Required when selling Fee: Example is given below**

DAS01L1\*TX- TTL5KG 1PC DIM50X30X20 CAT

**PET IN HOLD**

**Free Text Required when selling Fee: Example is given below**

DAS01L1\*TX- TTL25KG 1PC DIM100X50X50 DOG



Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Checked Bag First	C	0CC	DAS	BG	EMD-A	Y	N	Y	N
Checked Bag Second	C	0CD	DAS	BG	EMD-A	Y	N	Y	N
Checked Bag Third	C	0CE	DAS	BG	EMD-A	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	N
Extra Baggage (using PTA) **	D	0BK	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	Y	N
Penalty Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Paid Seats	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N
Oxygen	E	0B4	DAS	MD	EMD-A	Y	N	Y	N

**Notes:**

**For Group Deposit Procedure**

1. Create Initial Booking
2. From the group pnr insert a dummy individual name. The dummy name to be entered as EMD for surname and 'group name' as first name. e.g. N.EMD/TWO OCEANS **\*\*note this name cannot be deleted only changed\*\***
3. Add SVC segment
4. Issue EMD Document
5. Retrieve the PNR
6. Add SSR GRPF with number of psgrs, groupname, percentage deposit and group authority no. and then Add OSI "SI.SA\*DEPD.083-1234567890"
  - a. TRAVELPORT + FORMATS
    - i. >SI.SSRGRPFSA\*10PSGR TESTGROUP 5PERCENT ABC123 \*
    - ii. >SI.SA\*DEPD.083-1234567890

**Penalty Fees for SAA can be collected by using the DU tax code or issuance of an EMD-S**

**\*\* SA now supports two methods for collecting an extra bag fee:**

1/ C/0CC, C/0CD, C/0CE - sold via the Ancillary Catalog (DAS) - XP tax is automatically calculated and included in the bag charge.

2/ D/0BK (manual EMD-S)

If D/0BK is used, the agent is still required to calculate and enter both an XP tax and VAT to be collected on EMD for Extra Bag on Domestic routes only:

i.e. 219ZAR (Excess Baggage Fee) + 31ZAR (VAT) = TOTAL: 250ZAR

The agent must invoice the traveller for the EMD charge (R250) AND the XP Tax of R228: R478 TOTAL

**Process for XP & VAT tax collection:**

- 1/ Agent creates SVC segment as usual for Extra Bag: >0SVCSAEK1JNB30OCT-N1/D/0BK/PTAD XBAG/219
- 2/ At the time of EMD issue request, agent adds the VAT:  
>EMDI/SM2/FCK/IC0832811234564/TX31ZV
- 3/ The total displayed in the EMD will then be 250ZAR
- 4/ The agent must invoice the traveller for the EMD charge (R250) AND the XP Tax (R228) = R478 TOTAL
- 5/ SAA will then ADM the agent (with no admin fee) for the XP tax amount

**Oxygen Mandatory Free Text Format**

>DAS01L1\*TX-1 CYLINDER AT 2 LT PER MIN (# of Cylinders and flow of oxygen)

**Examples:**

0SVCSAEK1JNB15JUN-N1/D/997/DEPD/1999  
0SVCSAEK1CDG15JUN-N1/D/993/PENF/75  
0SVCSAEK1JNB30OCT-N1/D/0BK/PTAD XBAG/999  
0SVCSAEK1JNB10NOV-N1/D/0BK/PTAD XBAG 2PC/55  
0SVCSAEK1EBB21NOV-N3/D/0BK/PTAD XBAG 55K/75  
0SVCSAEK1DUR17NOV-N1/D/0BK/PTAD XBAG OVERSIZE/82

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCSAHI1JMB31JAN-D/996/REFUNDABLE BALANCES/NM-  
1SMITH/JOHN/0839999903766C1/245.00/EUR

**Scandinavian Airlines System (SK) BA HR ME MK SI RS XK**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Ticket Amendment Fees	D	992	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	N
Pre Reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N
Pre-paid Bag *** (See Note)	C	0AA	DAS	BG	EMD-A	Y	N	Y	N
Pet in Cabin *** (See note)	C	0BT	DAS	PC	EMD-A	Y	Y	Y	Y
Pet in Hold *** (See note)	C	0BS	DAS	PH	EMD-A	Y	Y	Y	Y
Bio Fuel	I	BIO	DAS	TS	EMD-A	Y	Y	Y	Y
Paid Meals (see NOTE)	G	Various	DAS	ML	EMD-A	Y	N	Y	N
PRE PAID CARRY ON 8KG	C	09P	DAS	BG	EMD-A	Y	N	Y	N

**Notes:**

VAT tax is automatically calculated on fees for Smartpoint/GORes! Users

**Interline EMD and Interline Ancillaries**

WF currently supports Interline EMD and Interline Ancillaries with SAS Scandinavian Airlines (SK)

Interline Ancillary fees will have an \* following the Description of Fee in the above grid. If an SK plated interline EMD is attempted for other than the services noted, ERC 368 will be returned from SK.

**Paid Seats**

For passengers who want to secure additional space for extra comfort or just need an extra seat beside due to physical dimensions and/or disabilities (EXST), a guaranteed extra seat is provided against a charge, on all SAS flights.

Further information please check the SAS sales info on the link below

<https://www.sassalesinfo.com/products-and-services/seating/guaranteed-extra-seat#booking-input-galileo>

**Paid Bags:**

Pre-paid Bag requires freeform text: >**DAS01L1\*TX-PREPAID**

**Paid Meals:**

The same business rules apply as for all meals except Breakfast, i.e. to be sold on flights with minimum flight duration of 120 Minutes

Pre-order of Breakfast remains for flights with a duration of 60 minutes.

The meals cannot be carried over to a new flight in case of rebooking, but will be refunded if booking is cancelled within 24hrs.

Please note, that meals must be pre-ordered and cannot be purchased on board.

Effective October 1, 2018 Launch Short Haul Premium Meals

Pre-order meals will be available on more flights – it will be possible to pre-order from the day/evening menu on European flights from 80 min flight time instead of 120 min as today.

Effective November 1, 2018 Launch Long Haul Premium Meals

Passengers in SAS Go will be able to purchase a more premium option of their first meal.

As customer pre-orders, the ordinary included meal that is served after take-off will be replaced by the selected premium meal.

Selection of meals from a menu, where four options will be available: red meat, white meat, fish, green.

The second light meal served before landing will not be affected.

The meals sold will not be combinable with allergies and/or other specific dietary requests, and current options for specific dietary requests (i.e. special meal) are not affected by the launch

The meals can be ordered.

Latest 18h before departure for short haul and 24h before departure for long haul

**Our travelers will be able to read about pre-order meals, description, price etc.**

on <https://www.flysas.com/en/travel-info/onboard/food-beverages/>

**Examples:**

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

**SVCSKH1STO31JAN-D/996/REFUNDABLE BALANCES/NM-1SMITH/JOHN/9609999903766C1/245.00/EUR**

**D/992 - Ticket Amendment Fees:**

For D/992 fees, there is a VAT tax applied on the fees charged. Please issue the EMD with the below entry to manually collect the VAT tax

>**EMDI/SM1/IC11709900064923/TX28XS** where XS is tax code

VAT applies on Ticket Amendment Fee for changes on pure domestic routes within Finland, Norway and Sweden irrespective of point-of-sale (where service is rendered).

The fee filed is inclusive VAT.

VAT shall be calculated at the percentage specified below using the stated tax-codes.

Finland - 10% enter as YF tax

Norway - 8% enter as NV tax

Sweden - 6% enter as XS tax

Example: Rebooking of restricted booking class on a Swedish domestic itinerary.

**Fare note:** REBOOKING IN SAME BOOKING CLASS AS TICKETED CHARGE SEK 500 PER DIRECTION INCLUDING VAT SEK28 XS TAX

Rebooking from any point of sale/service for STO-GOT.

change from SK 169 T 15NOV ARN-GOT 1845 1945 to SK 161 T 15NOV ARN-GOT 1400 1500

Fee will be SEK 472 and XS tax SEK 28 total amount to pay SEK 500

#### **D/997 - Group Deposit:**

For Group Deposit, please refer to SK local office if EMD can be used. If yes, kindly follow the below procedure:

1 Create NEW PNR with passenger name as below (GroupName/GRP)

Original Group PNR Name - MUSEUMTOUR

New PNR name - MUSEUMTOUR/GRP

2 Create SVC segment with fee description as DEPO

1. SK SVC 09MAR EK1 ARN-D/997/DEPO/NM-MUSEUMTOUR/GRP//100.00/GBP

3 Issue EMD with endorsement text - GRP<Group size> PAX <Group Name> <Departure Date> <Routing>

>**EMDI/SM1/FS/ERGRP10 PAX MUSEUMTOUR 15APR ARNLHRARN**

4 Add OSI to Original Group PNR to advise SK that EMD has been issued:

>**SI.SK\*EMD <EMD number>**

>**SI.SK\*EMD PAID <Date of EMD issuance> <Group Size> PAX**

#### **Example**

1. **SK EMD 1179999907549**

2. **SK EMD PAID 14OCT 10 PAX**

#### **PET IN HOLD and PET in CABIN**

**Pet in Hold KD status is automatic - For Pet in Hold SK will pick up the PNR and update it manually**

Free Text - Example - **DAS01L3\*TX-CAT 40X 25 X 23 CM 8KGS**

Free Text Example for One Passenger - two pets - **DAS02L3\*TX-SMALL DOGS PROVIDED MAX 2 PET IN CLOSED BOX MAX 40X25X23CM TTL 8KG**

#### **Pet in CABIN - free text is as follows**

Free Text - Example - **DAS01L3\*TX-CAT**

Rules

- Maximum two pets per container.
- Pet and container together must not exceed 8 kg.
- The pet must be odorless.
- Each passenger may carry only one crate/container and the pet must be kept completely in the crate/container during the whole journey.
- The crate/container must be placed under the seat in front of the passenger and remain on the floor during the entire flight.
- Permitted hand luggage is the crate/container only. No other cabin baggage permitted.

Not included in the free baggage allowance.

Please be advised that effective 01JUN21 reservation for ESAN on all SAS flights will be closed permanently.

This means that emotional support animals which includes Psychiatric service animal (ESAN) will no longer be accepted onboard SAS flights worldwide.

Animals earlier defined as ESAN must onwards be booked as PETC (pets in cabin) and fulfill the requirements and documentation for these categories.

If the client can fulfill the requirements and documentation and suffer from PTSD they can request SVAN in Galileo instead of ESAN.

#### **Interline EMD and Interline Ancillaries**

SK currently supports Interline EMD and Interline Ancillaries with Wideroes (WF)

- Interline Ancillary fees will have an \* following the Description of Fee

#### **Bio Fuel:**

Bio Fuel amount is used for biofuel purchase, which is fuel based on sustainable oil crops or biomass including camelina, jatropha, algae, animal oils, fats and various types of coal-based sources such as waste from industry, households, agriculture, forestry and paper production.

Biofuel can reduce CO2 emissions by up to 80% compared with fossil jet fuel. One unit is equal to about 20 minutes of flight time per traveler.

Passengers can buy multiple quantity of Bio Fuel.

**Brussels Airlines (SN) BA HR SI**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Rebooking Fee International	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	O	Y	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
PAID SEATS	A	0B5	DAS	SA	EMD-A	Y	N	Y	N
Checked bag first	C	0CC	DAS	BG	EMD-A	Y	N	Y	N
UPTO50LB 23KG AND62LI 158LCM	C	0GO	DAS	BG	EMD-A	Y	N	Y	N
UPTO50LB 23KG OVER62LI 158LCM	C	0FA	DAS	BG	EMD-A	Y	N	Y	N
UPTO70LB 32KG AND62LI 158LCM	C	0FM	DAS	BG	EMD-A	Y	N	Y	N
XBAG SECOND PC TRANSATLANTIC	C	C40	DAS	BG	EMD-A	Y	N	Y	N
GOLF	C	0DC	DAS	BG	EMD-A	Y	N	Y	N
BIKE	C	0EC	DAS	BG	EMD-A	Y	N	Y	N
OXYGEN	E	0B4	DAS	MD	EMD-A	Y	N	Y	N
UNACCOMPANIED MINOR	E	0BH	DAS	UN	EMD-A	Y	N	Y	N

**Notes:**

EMD Refundable Balance D/996 us implemented in 1G only

For Deposit, SN requires the SVC segment issued against the passenger name:  
1G: >0SVCSNEK1BRU14JUL-N1/D/997/DEPOSITS DOWN PAYMENTS/4000.00

**EMD-A Notes:**

PAID SEATS: PLEASE NOTE It is mandatory that agents must Issue ticket prior to seat assignments  
For Flex Fares - Preferred seats needs to be checked for seat assignment

**GOLF and BIKE fees-Require freetext**

ie: DAS01L1\*TX-GOLF or DAS01L1\*TX-BIKE

**OXYGEN FEE: Applicable to the 1G-Galileo core ONLY**
**Manual SSR Required:**

ie: SI.P1/MEDA\*PSGR NEEDING OXYGEN

Freetext Required: AOXY

ie: DAS01L1\*TX-AOXY

UMNR Freetext- ie. UM11

**Examples:**

0SVCSNEK1BRU23SEP-N1/D/993/REBOOKING FEE INT/75.00

0SVCSNEK1BRU23SEP-N1/D/997/DEPOSITS DOWN PAYMENTS/1000.00

**Singapore Airlines (SQ) BA HR ME MK SI RS**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Rebooking Fee*See note	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	N
Miscellaneous Service Fee	D	A22	Manual SVC	N/A	EMD-S	Y	N	Y	N
Payment for Tour Group (DEPO) *See note	D	03E	Manual SVC	N/A	EMD-S	N	N	Y	N
Hotel Accommodation (SQ Stopover Holidays)	B	0BO	Manual SVC	N/A	EMD-S	Y	Y	Y	Y
Prepaid Voucher (PTA)	D	0BK	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	Y	N

SQ local practices can differ from the options provided below, so please refer to local SQ offices for further information.

**Notes:**

**For 0SVC segment placement in all PNRs:**

- 1a. For **Hotel Accommodation (0BO)**: sell HTL segment, by inserting after air segment arriving in SIN.
- 1b. The associated SVC segment must follow the HTL segment in the PNR (in red below).
- 1c. Ensure the hotel check-in date is entered in the SVC element (in blue below).
- 1d. An EMD must be issued for each hotel segment.

1. **SQ 1 Q 01NOV HKGSIN HK1 0800 1150 O\* E FR**  
2. **HTL SQ HK1 SIN 01NOV-OUT03NOVSSH/SGLB/1402/BREAKFAST**  
3. **SVC SQ HI1 SIN 01NOV-B/0BO/HOTEL ACCOMMODATION/NM-1JONES/ADAMMR/6182901075033C1/300.00/AUD**  
4. **SQ 211 Q 03NOV SINSYD HK1 0940 2035 O\* E SU**

2. For all other SVCs, enter SVC date relating to the segment which the EMD is issued for:

1. **SQ 212 Y 14JAN SYDSIN HK1 0740 1245 O\* E TU**  
2. **SVC SQ HI1 SIN 14JAN-D/993/PENALTY FEE/NM-1ALLEN/STEPHANIE/6182901075070C1/100.00/AUD**  
3. **SQ 231 Y 29JAN SINSYD HK1 0045 1140 O\* E WE**

**SVCs requiring endorsements (note: endorsement maximum characters = 123):**

1. For **Hotel Accommodation (0BO)**: include reason for booking in endorsement box:  
1G: >EMDI/SM3/IC6182901949001/ER3 NTS AT CARLTON HOTEL – SGLB – SSH CONF 123456 – IN 27JAN OUT 01FEB/FS

2. For **Miscellaneous Service Fee (A22)**: include service in endorsement box:

1G: >EMDI/SM3/FS/IC6182901949001/ERCURBSIDE CHECK-IN SERVICE  
1V: >EMDI/SM3/FS/IC6182901949001/ERCURBSIDE CHECK-IN SERVICE  
1P: >EMDI|SM3|IC6182901949001|ERCURBSIDE CHECK-IN SERVICE  
**1P SMARTPOINT: >EMDI#SM3#IC6182901949001#ERCURBSIDE CHECK-IN SERVICE**

3. For **Deposit (997)**: include group info and itinerary in endorsement box:



1G: >EMDI/SM3/FS/ERSINGAPORE BUSINESS ASSOC. MEETING – 50 PSGRS –  
SQ231Y02DECSINSYD SQ242S08DECSYDSIN

1. Add vendor remark (1G) or SSR (1V/1P) with fare and tax breakdown:

1G: V.ASQ\*FARE AUD777.00 TAX 55.00AU 27.18WY 144.20YQ 25.00YR FEE 100.00 TOTL1128.38

2. Issue EMD including the flight itinerary and fare/total tax/fee in the endorsement box with exact commission amount claimed:

1G: >EMDI/SM3/ERPTA – SQ231Y02DECSINSYD SQ242S08DECSYDSIN 777.00 251.38  
100.00/FS/ZA38.24

5. For **Group Deposit**, SQ requires an OSI with the EMD number in the group booking file:

1P: >3OSISQ EMD6182901949001

6. **Payment for Tour Group (DEPO) - Use the group name for the DEPO**

1P: >EMDI/SM2/\$CA/ERBEACH TOUR-50PSGRS-SQ305Y24JANLHRSIN SQ306T30JANSINLHR

The purpose is for agents to handle group travel in which payment will be made by issuing DEPO EMD-S. Etickets will be issued in Altea.

Forward the EMD-S number to the SQ ticketing staff who will assist with the group ticket issuance

Use the group name for the DEPO EMD-S

**SVC segment examples:**

**SVC segment date**

>0SVCSQEK1NRT12FEB-N1/D/993/PENALTY FEE/1000.00

EMD issuance date

>0SVCSQEK1ICN19MAR-N1/D/997/DEPOSIT/500.00

>0SVCSQEK1SYD13JAN-N2/D/A22/MISC SERVICE FEE/100.00

>0SVCSQEK1HKG04MAR-N1/D/0BK/PREPAID VOUCHER/2515.00

>0SVCSQEK1SIN31JAN-N1/B/0BO/HOTEL ACCOMMODATION/500.00

Hotel check-in date

>0SVCSQEK1LHR24JAN-NG/D/03E/DEPO/250.00

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCSQHI1HKG31JAN-D/996/REFUNDABLE BALANCES/NM-

1SMITH/JOHN/0379999903766C1/245.00/EUR

**Note:** REBOOKING FEE (D/993) shall include Penalty Fee and NO SHOW FEE.

SQ also use CP tax to collect Penalty Fees. Please refer to SQ local office on the correct procedure to collect the penalty fees.

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	N
Reservations Change Fee	D	993	SEE NOTES	N/A	EMD-S	Y	N	Y	N
Cancellation Fee	D	995	SEE NOTES	N/A	EMD-S	Y	N	Y	N
Group Journey Name Change	D	CNG	SEE NOTES	N/A	EMD-S	Y	N	Y	N

**Attention:**

To avoid a possible ADM, issuing an EMD for services D/993, D/995 and D/CNG is possible only in the case of an emergency and at the direction of Aeroflot.

Agents are reminded that according to Aeroflot ticketing procedures, dated 26 July, 2012 it is prohibited to use an MCO (vMPD or EMD) in all cases concerning extra charges, fines, +/- or surcharges with SU carrier code 555.

For ticket reissuance, any penalty needs to be collected as CP tax (to be visible on the ticket): penalty for exchange, refund, cancellation, anything that has penalty fees. (No EMD is valid for any penalty fee)

For ticket refund, the amount of fines should be displayed in register (in BSP/ARC agents reports – column “Taxes” with code “CP”).

**Notes:****Deposits Down Payments (Group Deposit) :**

A lead passenger name formatted as "DEPOSIT/PREPAYMENT" must be added in addition the Group name. The EMD is to be issued against the lead passenger and once full payment is received, the EMD should be refunded and the lead passenger name changed (no name change fee is applicable)

>0SVCSUEK1SVO14JUL-N10/D/997/DEPOSITS DOWN PAYMENTS/4000.00 (SVC name field number will depend on the booking)

**Examples: other SVC Formats - use only at the direction of Aeroflot**

>0SVCSUEK1SVO14JUL-N1/D/993/RESERVATIONS CHANGE FEE/100.00

>0SVCSUEK1SVO14JUL-N1/D/995/CANCELLATION FEE/100.00

>0SVCSUEK1SVO14JUL-N1/D/CNG/GROUP JOURNEY NAME CHANGE/100.00 (SVC name field number of the passenger whose name has changed)

**Decimal Point is required or error received**

>0SVCSUEK1SVO16FEB-N2/D/997/DEPOSIT DOWN PAYMENTS/6902

>INVALID CURRENCY CODE

**1G/1V**

**Deposits Down Payments**

EMDI/SM1/FS

**Reservations Change Fee, Cancellation Fee & Group Journey Name Change (endorsement  
"NONREF" required)**

EMDI/SM1/IC5551234567890/ER-NONREF/FS

Description of fee	RFIC	RFISC	Method	Group	EMD Type	ICW	Refund	Void	Exchange
Deposits Down Payments	D	0L6	Manual SVC	N/A	EMD-S	O	N	Y	N
No Show Fee	D	0NN	Manual SVC	N/A	EMD-S	M	N	Y	N
Name change	D	0LF	Manual SVC	N/A	EMD-S	M	N	Y	N
Penalty Fee	D	993	Manual SVC	N/A	EMD-S	M	N	Y	N
Oxygen	E	0B4	DAS	MD	EMD-A	Y	N	Y	N
Excess Piece	C	0IJ	DAS	BG	EMD-A	Y	N	Y	N
Stretcher	G	0B7	DAS	MD	EMD-A	Y	N	Y	N

**Notes:****EMD-S****For Group Deposit**

For issuance of Group Deposit EMD, please follow the steps below:-

1. Create a new PNR with a Passenger name field as below - **not a Group Name field as this is not support by carrier's host system**

a/ Surname: GROUP

b/ Name: Goup Name ( in Group PNR)

Example - If original PNR is booked as LONDONTOUR, then the name field in new PNR will be GROUP/LONDONTOUR

2. Add the respective SVC segment and issue EMD. The date of the SVC will be the first outbound travel date.

1G/1V/1P SELL FORMAT : 0SVCSWEK1JNB22FEB-N1/D/0L6/DEPOSIT FEE/100.00

3. When issuing EMD, include the Group Reference Number in the endorsement.

1G/1V: >EMDI/SM1/FS/ERD-EU-2014-23

4. Input OSI field in the original Group PNR indicating EMD number.

1G: >SI.SW\*EMD 1869999999999

### **No Show Fee**

To be collected when agent is changing/re-issuing any booking with past-date or unflown segments to avoid ADM

Contact carrier for fee amount

### **For Name Change**

1. EMD to be issued against the old name
2. Original Ticket to be indicated as "In conjunction with" during EMD issuance entry
3. Indicate the correct name in the endorsement box.

1G/1V: >EMDI/SM1/FS/ERFAMILYNAME<space>NEWNAME/IC186999999999

### **For Penalty Fees**

1. The new ticket number to be indicated as in conjunction with during EMD issuance entry
2. The old ticket number to be indicated in the endorsement

1G/1V:>EMDI/SM1/FS/ER186777777777/IC186999999999

### **EMD-A**

#### **Oxygen Fee**

For 1G 1V and 1P

E Ticket must be issued

Free Text Required when selling Fee

Example : **DAS01L4\*TX-1 CYLINDER AT 2 LT PER MINUTE**

**The Airline will manually update the SSR and send the KD status so that an EMD can be Issued**

#### **Extra Bag Fee**

For 1G 1V and 1P

E Ticket must be issued

Free Text Required when selling Fee

Example : **DAS01L2\*TX-1BAG 23KG**

The KD is automatically sent by the Airline and the EMD can Issued

#### **Stretcher Fee**

The E Ticket must be issued first

The Agent then must enter a SI\*MEDA

1G - **SI.MEDA\*STRETCHER** - enter - you will then get a prompt, enter the free text >SI.MEDA@\*FREETEXT TO BE ENTERED HERE - For Example - **SI.MEDA@\*PASSENGER HAD STROKE**

Sell EMD Fee - no Free text required

The Fee is sold as normal on both cores - **DAS01I5**

The Airline will manually update the SSR and send the KD status so that an EMD can be Issued

## Saudi Arabian (SV) BA MK SI XK

Description of fee	RFI C	RFIS C	Method	Group	EMD Type	IC W	Refund	Void	Exchange
Pre Reserved Seat Assignment	A	0B5	DAS	SA	EMD-A	Y	N	N	N
Penalty Fee	D	PNF	Manual SVC	N/A	EMD-S	Y	N	N	N
No show penalty	D	NSH	Manual SVC	N/A	EMD-S	Y	N	N	N
Group Deposit	D	997	Manual SVC	N/A	EMD-S	N	Y	N	N
SAUDI HOLIDAYS EWALLET DEPOSIT	I	HEW	Manual SVC	N/A	EMD-S	N	N	N	N

### Pre Reserved Seat Assignment:

Fare quote is required in the booking file for correct seat pricing in the Seat Map. Without a stored fare quote seats may display as blocked.

### Group Deposit outside Saudi Arabia market:

Below is the procedure to issue Group deposit EMD using GROUP PNR CLAIM outside Saudi Arabia Market (SV does not support claim in SA market)

- 1.SV creates and confirms the group PNR and adds a deposit time limit (DTL) and ticket time limit (TLT) in the PNR from its end. The time limits can be seen under \*VR (Vendor remarks) in the PNR.
- 2.The agent can then claim the group PNR and issue the deposit EMD against the lead passenger name before the DTL expiration.
- 3.SV will manually suspend the Deposit EMD from its side to prevent refunding this EMD before issuing the tickets.
- 4..The agent proceeds with issuing the tickets before the TLT expiration.
- 5.SV opens the Deposit EMD from its side to allow the agent to refund it within the same remittance cycle to avoid double payment.
- 6.The agent refunds the Deposit EMD

### Notes:

Cash is an accepted form of payment for EMD-S in all markets

Agents to ensure that the credit card type being used for EMD-S issuance is accepted by SV in the given market. There will not be any system warning during EMD issuance if a restricted card is used.

### Examples:

0SVCSVEK1FRA26FEB-N1/D/PNF/PENALTY FEE/50.00

0SVCSVEK1FRADXB26FEB-N1/D/NSH/NO SHOW PENALTY/50.00

( SV Requires both Board and Off city code to be given in the SVC entry as shown in the above sample- This is Mandatory)

0SVCSVEK1FRA26FEB-N1/D/997/GROUP DEPOSIT/50.00

(SV requires the Group deposit to be issued against the lead passenger name )

**Note for Paid Bag:**

Please note SV allows travel agencies to sell 0AA Pre Paid Baggage only.

Mandatory free text for 0AA: **TTL0KG1PC**

When agents attempt to sell other SV Paid Bags which are 0C3 ,0C6, 0CC, 0H6, 0IJ,0IK ,0K2, L04 and L05, the following error response will be shown:

"SELL NOT ALLOWED-CONTACT VENDOR FOR BOOKING METHOD"

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange	Routing info required in SVC (Yes/No)
Booking Fee	D	990	Manual SVC	N/A	EMD-S	Y	N	Y	N	N
Ticket Amendment Fee	D	992	Manual SVC	N/A	EMD-S	Y	N	Y	N	N
Under Collection Tax for TG	D	123	Manual SVC	N/A	EMD-S	Y	N	Y	N	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	N	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	Y	N	N
No Show Fee - NOSF	D	116	Manual SVC	N/A	EMD-S	Y	N	Y	N	Y
Penalty Fee - PNFE	D	98F	Manual SVC	N/A	EMD-S	Y	N	Y	N	Y
Pre-Reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N	N/A

**Notes:**

**Effective 20Jan, 2015, TG supports Refundable Balance on Worldspan.**

**Effective 20Jan, 2015, TG supports Refundable Balance on Galileo.**

Refundable Balance becomes an option during the ET Exchange process which results in a refundable amount.

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCTGHI1BKK31JAN-D/996/REFUNDABLE BALANCES/NM-1WATSON/AMY/JOHN/2179999903866C1/50000/THB

**TG Pre-Reserved Seat Assignment is implemented on Galileo only**

**Effective 10th February 2017 , TG are introducing PNFE Fees in Singapore Only and NOSF in Singapore and Australia. TG also require Board/Off Point in the SVC entry - see below for an example**

**For others EMD-S, the date in the manual SVC segment should be the last AIR segment travel date +1 day**

**Examples:**

>0SVCTGEK1BKK26JUN-N1/D/990/BOOKING FEE /2000

**The fee description in the manual SVC segment have to be entered with the full text.**

**Example:**

>0SVCTGEK1BKK26JUN-N1/D/992/TICKET AMENDMENT FEE /2000

>0SVCTGEK1BKK26JUN-N1/D/992/UNDER COLLECTION-TAX FOR TG /2000

**Deposit or Down Payment D/997**



The EMD-S for Deposit or Down Payment is issued prior to ticket issuance .

1. Create a new PNR with group name.

2. Add the respective SVC segment.

For Group Deposit the SVC segment can be issued against the group name:

1G: >0SVCTGEK1BKK14JUL-N**G**/D/997/DEPOSIT OR DOWN PAYMENT/40000

1P: >0SVCTGEK1BKK05MAY-N**1**/D/997/DEPOSIT OR DOWN PAYMENT/32000

1V: >0SVCTGEK1BKK21SEP-N**1**/D/997/DEPOSIT OR DOWN PAYMENT/10000

3. Add Form of Payment and End Transaction

4. Issue EMD-S D/997 Group Deposit against the SVC segment

1G/1V: > EMDI/SM1

### **UNDER COLLECTION TAX FOR TG D/123**

To issue this EMD, the value of the tax collection should be input into **tax field** and the base fare value of the EMD is **Zero**.

For Example:

1. Create the SVC segment with zero value in the base fare field.

>0SVCTGEK1BKK14JUL-N1/D/123/UNDER COLLECTION TAX FOR TG/0

>0SVCTGEK1LHR22JUL-N1/D/123/UNDER COLLECTION TAX FOR TG/0 .00

2. Issue EMD with tax field.

1G/1V: > EMDI/SM2/IC2179010123456/TX25.00GB

If there is more than one tax code, use XT as total tax and enter the tax break down at the endorsement field.

1G/1V: > EMDI/SM2/IC2179010123456/TX89.00XT/ER-TAXES- 55.00YQ-34.00GB

### **For Selling PNFE and NOSF Fees SVC Segment**

0SVCTGEK1**BKKDXB**07DEC-N1/D/116/NOSF/20.00 **Board and Off Point Required**

**Turkish Airlines (TK) BA HR ME MK SI RS XK**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Seat Reservation	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N
Piece up to 23 KG	C	0G0	DAS	BG	EMD-A	Y	Y	Y	N
Paid Meals (see NOTE)	G	Various	DAS	ML	EMD-A	Y	Y*	Y	N
Penalty Fee	D	98F	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Medical Test	E	P19	Manual SVC	N/A	EMD-S	Y	N	Y	N

**Notes:**

**Paid Seats** - applicable to all economy classes for Exit Row and Bulkhead (Legroom)  
Effective March 2021, Turkish Airlines no longer requires the Electronic Ticket to be issued prior to requesting any seats (Free or Chargeable).

**Paid Seats Processing (only):** For multi-passenger PNRs, Chargeable seats must be requested separately for each passenger. If Chargeable seats are requested for all passengers at the same time, Turkish returns an error - ONLY INDIVIDUAL SEAT REQUEST ALLOWED

**Paid Meals** - initial rollout in August, 2021 applies to AnadoluJet international flights in the 7000 flight range (Boeing 737 equipment) with flight duration of 2 hours or more  
Meals are seasonal and may vary by route - agents should reference the Smartpoint & DAS catalogue  
\* Refund for a Meal EMD will be possible upto 24 hours before flight departure.

**BAG FEE Freeform Text Requirement:**

**>DAS01L11\*TX-TTL 12KG 01PC 12x12x21CM PIECE** Exact wording is required beginning with.  
'TTL <weight in KG> 01PC <dimensions in CM> PIECE'

**For Penalty Fee** - input EMD number in OSI element

**For Group Deposit** - TK requires issuance against Group name and direct communication to TK office of EMD number plus input of the EMD number in OSI element:  
1G entry: SI.TK\* EMD Number

\*If the fare currency which is used for EMD issuance is different than the local currency, both currencies and BSR must be shown in the endorsement box of EMD

**SVC Examples:**

**>0SVCTKEK1IST12JUN-NG/D/997/GROUP DEPOSIT/1000.00**  
**>0SVCTKEK1IST26FEB-N1/D/98F/PENF/100.00**  
**>0SVCTKEK1IST01OCT-N1/E/P19/MEDICAL TEST/24.00**

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCTKHI1STO31JAN-D/996/REFUNDABLE BALANCES/NM-  
1SMITH/JOHN/9609999903766C1/245.00/EUR

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Deposits Down Payments (DEPO)	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Penalty fee (PENF)	D	992	Manual SVC	N/A	EMD-S	Y	N	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	Y	N
Unaccompanied Minor (UMNR)	E	0BH	DAS	UN	EMD-A	Y	N	Y	Y
Pet in Cabin (PETC)	C	0BT	DAS	PT	EMD-A	Y	N	Y	Y
Priority Boarding (PRIO)	E	0G6	DAS	TS	EMD-A	Y	N	Y	Y
Lounge Access (PDLG)	E	0BX	DAS	LG	EMD-A	Y	N	Y	Y
Bottle of Champagne (CBML)	G	01T	DAS	ML	EMD-A	Y	N	Y	Y
Pre Paid Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N
Checked Bag First (ABAG)	C	0CC	DAS	BG	EMD-A	Y	N	Y	N
Checked Bag Second (BBAG)	C	0CD	DAS	BG	EMD-A	Y	N	Y	N
Checked Bag Third (CBAG)	C	0CE	DAS	BG	EMD-A	Y	N	Y	N
Upto50LB 23kg over62L (SBAG)	C	0FA	DAS	BG	EMD-A	Y	N	Y	N
UPTO70LB 32KG AND62LI (WBAG)	C	0FM	DAS	BG	EMD-A	Y	N	Y	N

**Note:** TN recommends agents to issue one EMD per segment / per portion.

#### Examples:

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVC TN HI1 PAR 10JUL-D/996/REFUNDABLE BALANCES/NM-1NORRIS/ALANMR/2442902118744C1/2732.00/GBP

#### Notes:

**DEPO includes Group Deposit**

**PETS:**

Per government rules, TN is only allowed to sell PETC on specific sectors.

Commercial Description	Subcode	Type	RFIC	SSR Code	From	To	One Way	EMD
Pet In Cabin	0BT	F	C	PETC	PPT	LAX	14 000 XPF	EMD-A
					PPT	PAR	24 000 XPF	
					LAX	PAR	150 USD	
					PAR	LAX	150 Euro	

**Pet in Cabin: Indicate -type/dimensions weight**

>**DAS01L1\*TX-CAT 20X20X30CM 4KGS**

**Unaccompanied Minor: Indicate UMnn YEARS OLD in DAS**

**N.SMITH/GERALDMSTR\*P-U05**

**SI.P1/CHLD\*01JUN13**

>**DAS01L1\*TX-UM05 YEARS OLD**

**Pre Paid Seat Assignment**

Paid seat requests related to BSCT and UMR should be made directly with TN.

**Tap Air Portugal (TP) BA HR ME MK SI RS XK**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund*	Void	Exchange
Paid Seats	A	0B5	Smart point	SA	EMD-A	Y	Y	Y	Y
Penalty Fee**	D	98F	Manual SVC	N/A	EMD-S	Y	N	Y	N
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Cancellation Fee Groups	D	995	Manual SVC	N/A	EMD-S	Optional	N	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
First Checked Bag	C	0CC	DAS	BG	EMD-A	Y	Y	Y	Y
Second Checked Bag	C	0CD	DAS	BG	EMD-A	Y	Y	Y	Y
Pre-Paid Baggage	C	0CE	DAS	BG	EMD-A	Y	Y	Y	Y
Pet In Cabin	C	0BT	DAS	PT	EMD-A	Y	Y	Y	Y
Bicycle	C	0EC	DAS	BG	EMD-A	Y	Y	Y	Y
Fishing Equipment	C	0D6	DAS	BG	EMD-A	Y	Y	Y	Y
Surfboard Upto70lb 32kg	C	0GG	DAS	BG	EMD-A	Y	Y	Y	Y
Windsurf Equip Upto70lb 32kg	C	0GQ	DAS	BG	EMD-A	Y	Y	Y	Y
Scuba Equipment Up To70lb 32kg	C	0H0	DAS	BG	EMD-A	Y	Y	Y	Y
Golf Equipment Up To 70lb 32kg	C	0HR	DAS	BG	EMD-A	Y	Y	Y	Y
Ski Equipment Up To 70lb 32kg	C	0HT	DAS	BG	EMD-A	Y	Y	Y	Y
Mi Upto50lb 23kgand130li 330c	C	0I2	DAS	BG	EMD-A	Y	Y	Y	Y
Mi Upto100lb 45kgand130li 330c	C	0I3	DAS	BG	EMD-A	Y	Y	Y	Y
Kite Surfboard Upto70lb 32kg	C	0KT	DAS	BG	EMD-A	Y	Y	Y	Y
Hang Gliding Eqpmt Up To 32kg	C	0OP	DAS	BG	EMD-A	Y	Y	Y	Y
Longboard Up To 32kg	C	0OV	DAS	BG	EMD-A	Y	Y	Y	Y
Pole Vault Eqpmt Up To 32kg	C	0PK	DAS	BG	EMD-A	Y	Y	Y	Y
Paraglider	C	PGL	DAS	BG	EMD-A	Y	Y	Y	Y
Skim Board	C	SKM	DAS	BG	EMD-A	Y	Y	Y	Y
Oxygen	E	0B4	DAS	MD	EMD-A	Y	Y	Y	Y
Unaccompanied Minor	E	0BH	DAS	UN	EMD-A	Y	Y	Y	Y
Trip Insurance	D	0BG	Manual SVC	TS	EMD-S	Y	N	Y	N
Lounge Access	E	0BX	DAS	LG	EMD-A	Y	Y	Y	Y

Fast Track Security Lane	E	0LW	DAS	TS	EMD-A	Y	Y	Y	Y
Diabetic Meal	G	0AS	DAS	ML	EMD-A	Y	Y	Y	Y
Vegetarian Gluten-free Meal	G	0HN	DAS	ML	EMD-A	Y	Y	Y	Y
Muslim Meal	G	0LR	DAS	ML	EMD-A	Y	Y	Y	Y
Vegetarian Meal	G	0AR	DAS	ML	EMD-A	Y	Y	Y	Y
Children's Meal	G	0HF	DAS	ML	EMD-A	Y	Y	Y	Y
Vegetarian Lacto Ovo Meal	G	0AN	DAS	ML	EMD-A	Y	Y	Y	Y
Kosher Meal	G	0AQ	DAS	ML	EMD-A	Y	Y	Y	Y
Musical Instrument (up to 50lb 23kg & 81 LI 208 CM)	C	0I2	DAS	BG	EMD-A	Y	Y	Y	Y
Musical Instrument (up to 70lb 32kg & 130 LI 330 CM)	C	0PR	DAS	BG	EMD-A	Y	Y	Y	Y
Musical Instrument (up to 100lb 45kg & 130 LI 330 CM)	C	0I3	DAS	BG	EMD-A	Y	Y	Y	Y

#### Notes:

**\* For Refund, please contact TAP Sales Representative locally to request for authorisation.**

#### Examples:

0SVCTPEK1LONLIS23SEP-N1/D/98F/PENF/75.00  
0SVCTPEK1LISMAD01OCT-N1/D/997/DPST/1000.00  
0SVCTPEK1LISMAD01OCT-N1/D/995/CNLF/100.00

#### For Penalty Fee:-

**\*\*TAP required Penalty Fee collected using DU Tax Code globally\*\***

#### For Group Deposit:-

Create a Booking File for on passenger and issue an EMD

Secondly Create a Group Booking (N.G/tour)

TP require two Manual OSIs entered:-

One for the EMD number and the second date paid and number of passengers

1G: **>SI.TP\*EMD 6182901949001**

1G entry: SI.TP\*EMD PAID 25NOV 10 PAX

#### For Paid Seats:-

TP seats assigned in Business or Economy Class will show as chargeable seats, whether chargeable or complimentary. This is due to variances in seat maps given variability on city pair routings and aircraft from one day to the next. This means all confirmed seats will receive the KD status code.

1. Passengers should be ticketed prior to requesting seat assignments.

2. For travel through September 2016, assigned seats may show as chargeable at a specific price. Seats may also be complimentary, or priced at 0.00. These free seats will also receive the KD confirming status code – instead of KK.
3. Because of the above system limitation, assigned Business Class seats will show as chargeable but at a price of 0.00. As above, these complimentary seats will also receive the KD confirming status code.
4. For travel October 1 and beyond, TP's new fare families as part of their Rich Content and Branding program become effective. This includes fare basis code changes to include "DSC", "BSC", "CLC", or "PLU" ("string") as part of the fare quoted. Seats will be chargeable if the fare basis codes include any one of these "strings."
5. TAP Portugal Frequent Flyer members often have pre-booked seats on their profiles, which generate confirmed seat requests upon PNR booking. Should a different seat be subsequently requested, it will result in rejection due to the existing seat assignment. To assign a different seat, TP requests the agent cancel the existing seat assignment and assign the desired seat. This will allow identifying the exemption or chargeability of the requested seat.
6. **TP requests that Paid Seat EMD's be issued for the true chargeable seats. For those priced at 0.00, TP requests agents refrain from issuing those EMD's.**

**For 1st and 2nd Checked Bags:-**

In Economy Class on TP-operated flights within/to/from Europe and north Africa  
 For 1st two checked bags. 3rd or more bags should be sold Pre-Paid Baggage (XBAG)  
 Sold in conjunction with -\*SC1F or -\*LC1F fare basis codes

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

SVCTPHI1LIS31JAN-D/996/REFUNDABLE BALANCES/NM-  
 1SMITH/JOHN/9609999903766C1/245.00/EUR  
 >DAS01L1\*TX-1PC 23KGS DIMS 40X40X40CMS (*# of pieces, dimensions, and weight*)

**For EMD-A SSR Free Text Requirements:**

**1st Checked Bag:** >DAS01L1\*TX-1PC 23KGS DIMS 40X40X40CMS (*# of pieces, dimensions, and weight*)

**2nd Checked Bag:** >DAS01L2\*TX-1PC 23KGS DIMS 40X40X40CMS (*# of pieces, dimensions, and weight*)

**Pre-Paid Baggage (XBAG):** >DAS01L3\*TX-1PC 24X18X8 5lbs (*# of pieces and dimension and weight*) (*for 3rd or more bags*)

**Pet In Cabin (PETC):** >DAS01L3\*TX-CAT 18X10X10 10LBS (*species, dimension and weight*)

**Bicycle (BIKE):** >DAS01L2\*TX-32X24X2 10LBS 3PC (*dimension, weight and number of pieces*)

**Oxygen (AOXY):** >DAS01L4\*TX-3LT PER MIN (*include bottle debit which is the number of liters per minute that pax must inhale*)

**Unaccompanied Minor (UMNR):** >DAS01L5\*TX-10YRS (*age must be 5-17yrs*)

**Musical Instruments (MUSS - C/0I2):** >DAS01L3\*TX-FLUTE 10kg and 20x10x10cms (*actual weight and dimensions*)

**Musical Instruments (MUSM - C/0PR):** >DAS01L4\*TX-GUITAR 25kg dims 150x50x100cms (*actual weight and dimensions*)

**Musical Instruments (MUSL - C/0I3):** >DAS01L5\*TX-CELLO 40kgs dims 180x60x100cms (*actual weight and dimensions*)

**Notes regarding FQTV passengers & complimentary services:**

1. Enter TAP FQTV number prior to booking services
2. **Fast Track Security Lane** and **Lounge Access** are complimentary for Gold & Silver passengers
3. **Meals** are complimentary for Gold passengers
4. **Meals** are complimentary for **all** passengers on flights lasting 4 hours or longer in duration
5. Do not issue EMD's for complimentary services (i.e. with a 0.00 value). Complimentary services should receive a KK status confirmation.



Description of fee	RFIC	RFISC	Method	Group	EMD Type	ICW	Refund	Void	Exchange
Involuntary Downgrading	A	99K	Manual SVC	N/A	EMD-S	Y	Y	Y	N
Upgrade	A	0BJ	Manual SVC	N/A	EMD-S	Y	Y	Y	N
Down Payment for Visa	B	980	Manual SVC	N/A	EMD-S	N	N	Y	N
Denied Boarding Compensation	D	0MC	Manual SVC	N/A	EMD-S	Y	N	Y	N
Penalty Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Lounge Access	E	0BX	Manual SVC	N/A	EMD-S	Y	Y	Y	N
Down Payment for Cargo	F	985	Manual SVC	N/A	EMD-S	Y	N	Y	N
Pre-reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	N
Checked Bag First	A	0CC	DAS	BG	EMD-A	Y	N	Y	N
Checked Bag Second	A	0CD	DAS	BG	EMD-A	Y	N	Y	N
Heavy Up to 70LB 32KG Baggage	A	0C6	DAS	BG	EMD-A	Y	N	Y	N
Baggage Special Charge	A	0IA	DAS	BG	EMD-A	Y	N	Y	N
Up to 80LI 203LCM Oversize Bag	A	02K	DAS	BG	EMD-A	Y	N	Y	N
Pet in Cabin up to 8KG	A	021	DAS	BG	EMD-A	Y	N	Y	N

**Notes:**

TU requires the date of last AIR segment +1 in the SVC entry.

**Examples: SVC Formats**

>0SVCTUEK1TUN23APR-N1/A/99K/DOWNGRADING/400.00

**Pre-reserved Seat Assignment:** Frequent Flyer passengers with exemption entitlements should book seat allocation directly with TU.

**Notes for EMD-A fees:**

EMD-A Baggage fees are available in 1G only

Multiples are not permitted, if an agent sells 2 or more of any of the baggage fees an NO will be returned.

**Mandatory Free Text examples for Pet in Cabin**

CAT W-3KG

DOG W-4KG

**Air Caraibes (TX) RS**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Deposit Down Payment	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Miscellaneous Charges	D	98J	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Booking Fees	D	990	Manual SVC	N/A	EMD-S	Y	N	Y	N
Penalty Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Residual Value for Refundable Balance	D	996	Auto-generated	N/A	EMD-S	Y	Y	N	N
Pre Reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	Y	Y	Y
Baggage Delivery Airport	C	BD3	DAS	BG	EMD-A	Y	N	Y	Y
One Kilogram Baggage	C	0CU	DAS	BG	EMD-A	Y	Y	Y	Y
Dangerous Pet* pls see note below	C	PT1	DAS	PT	EMD-A	Y	N	Y	N
Bicycle	C	0EC	DAS	BG	EMD-A	Y	Y	Y	Y
Checked First Bag	C	0CC	DAS	BG	EMD-A	Y	N	Y	Y
Checked Bag Second	C	0CD	DAS	BG	EMD-A	Y	N	Y	Y
Oversized Bag	C	0K2	DAS	BG	EMD-A	Y	N	Y	Y
Golf	C	0DC	DAS	BG	EMD-A	Y	Y	Y	Y
Kite Surfboard	C	0G0	DAS	BG	EMD-A	Y	Y	Y	Y
Pet in cabin	C	0BT	DAS	PT	EMD-A	Y	Y	Y	Y
Pet in hold	C	0BS	DAS	PT	EMD-A	Y	Y	Y	Y
Scuba Equipment	C	0EE	DAS	BG	EMD-A	Y	Y	Y	Y
Sporting Equipment	C	0F8	DAS	BG	EMD-A	Y	Y	Y	Y
Surfboard	C	0GD	DAS	BG	EMD-A	Y	Y	Y	Y
Longboard	C	0G4	DAS	BG	EMD-A	Y	Y	Y	Y
Fishing Equipment	C	0D6	DAS	BG	EMD-A	Y	Y	Y	Y
Ski Equipment	C	0F7	DAS	BG	EMD-A	Y	Y	Y	Y
Windsurf Equipment	C	0GI	DAS	BG	EMD-A	Y	Y	Y	Y
Lounge access	E	0BX	DAS	LG	EMD-A	Y	Y	Y	Y
UMNR	E	0BH	DAS	UN	EMD-A	Y	Y	Y	Y
Fast Pass	E	FP1	DAS	TS	EMD-A	Y	Y	Y	Y
Fast Pass 2	E	FP2	DAS	TS	EMD-A	Y	Y	Y	Y
Gourmet Meal	F	01P	DAS	ML	EMD-A	Y	N	Y	Y
Gourmet Meat Meal	F	02M	DAS	ML	EMD-A	Y	N	Y	Y

Gourmet Fish Meal	F	02F	DAS	ML	EMD-A	Y	N	Y	Y
Instant Duo	G	0LO	DAS	ML	EMD-A	Y	N	Y	Y
Vegetarian Lacto Ovo Meal	G	0LP	DAS	ML	EMD-A	Y	N	Y	Y
Vegetarian Vegan Meal	G	0LQ	DAS	ML	EMD-A	Y	N	Y	Y
Muslim Halal Meal	G	0LR	DAS	ML	EMD-A	Y	N	Y	Y
Kosher Lunch and Snack	G	0AQ	DAS	ML	EMD-A	Y	N	Y	Y
Seafood Meal 1	G	0LD	DAS	ML	EMD-A	Y	N	Y	Y
Pack Zen	D	04C	DAS	TS	EMD-A	Y	Y	Y	Y

Use **Airport Code** when adding manual SVC segments.

**Booking Fee** is for bookings serviced by the carrier.

**Penalty Fee** used for changes/cancellation.

**Examples:**

0SVCTXEK1CDG01OCT-N1/D/997/DPST/1000.00

0SVCTXEK1CDG3SEP-N1/D/98J/MISC/75.00

0SVCTXEK1LHR23SEP-N1/D/990/BOOK/75.00

0SVCTXEK1LHR23SEP-N1/D/993/PENF/75.00

**SVC segment example (Auto-generated at time of RB EMD issuance - cannot be manually entered):**

SVCTX11MAYHI103JUN-D/996/REFUNDABLE BALANCES/NM-  
1SMITH/JOHN/4279999911071C1/36900/EUR

**For Group Deposit:**

EMDs can be issued against the Group name or designated passenger name.

1G: >0SVCUAEK1CDG14NOV-NG/D/997/GROUP DEPOSIT/20000.00 use 'NG' to reference the group name

**Create a Group Booking (N.G/tour):**

TX require Manual OSI with EMD number

1G: >SI.TP\*EMD 6182901949001

**For EMD-A SSR Free Text Requirements:**

**Checked First Bag (XBAG):** >DAS01L12\*TX-TTL23KGS1P (*weight and # of pieces*)

**Pet in hold (AVIH):** DAS01L14\*TX-CAT 18X10X10 10LBS (*species, dimension and weight*)

**Pet In Cabin (PETC):** >DAS01L3\*TX-CAT 18X10X10 10LBS (*species, dimension and weight*)

**Sporting Equipment (SPEQ)** >DAS01L10\*TX-FISHING ROD 24INCHES LENGTH 5LBS (*type, dimension and weight*)

**Unaccompanied Minor (UMNR):** >DAS01L15\*TX-UM14 (*UM age*)

**One Kilogram Baggage (XBAG):** >DAS01L3\*TX-XBAGTTL1KG or DAS03L3\*TX-XBAGTTL3KG

**Notes:**

**Dangerous Pet (AVID):** This is subject to manual confirmation by TX. Dangerous Pet refers to Category 2 Dogs: >DAS01L18\*TX-CATEGORY 2 ROTTWEILER

**Pass Zen (BZEN):** Please contact the airline for more information

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
DEPOSIT	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	N
Ticketing Fee	D	994	Manual SVC	N/A	EMD-S	N	Y	Y	N
Penalty Fee	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Child Meal	G	0LO	DAS	ML	EMD-A	Y	Y	Y	Y
Hot Meal	G	0AM	DAS	ML	EMD-A	Y	Y	Y	Y
Muslim Halal Meal	G	0LR	DAS	ML	EMD-A	Y	Y	Y	Y
Seafood Meal	G	0LD	DAS	ML	EMD-A	Y	Y	Y	Y
Vegetarian Meal	G	0AX	DAS	ML	EMD-A	Y	Y	Y	Y
Sandwich	G	0AT	DAS	ML	EMD-A	Y	Y	Y	Y
Pet in Cabin	C	0BT	DAS	PT	EMD-A	Y	Y	Y	Y
Unaccompanied Minor	E	0BH	DAS	UN	EMD-A	Y	Y	Y	Y
Name Change	D	0L7	DAS	TS	EMD-A	Y	N	Y	N
Name Change for Passenger	D	NAM	DAS	TS	EMD-A	Y	N	Y	N
Checked Bag First	C	0CC	DAS	BG	EMD-A	Y	Y	Y	Y
Checked Bag Second	C	0CD	DAS	BG	EMD-A	Y	Y	Y	Y
Checked Bag Third	C	0CE	DAS	BG	EMD-A	Y	Y	Y	Y
Excess Weight Special Charge	C	0H6	DAS	BG	EMD-A	Y	Y	Y	Y
Extra Carry On Bag	C	0H7	DAS	BG	EMD-A	Y	Y	Y	Y
Carry On Hand Baggage	C	0L5	DAS	BG	EMD-A	Y	Y	Y	Y
Pre Reserved Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	Y	Y	Y

NOTES:

EMD-S

**For Group Deposit the SVC segment must be issued against a passenger name:**

**1G: >0SVCU6EK1DME10NOV-N1/D/997/DEPOSITS DOWN PAYMENT/150.00**

## Formats for Ticketing and Penalty Fee

**1G: >0SVCU6EK1OVB26AUG-N1/D/890/PENALTY FEE/1500**

**1G: >0SVCU6EK1DME17SEP-N1/D/994/TICKETING FEE/1700**

EMD-A

**Mandatory Freeform text is required when selling the following EMD-A fees:**

**Pet in Cabin C/0BT: DAS01L1\*TX-DOG 1PC 8KG 45X35X25**

**Unaccompanied Minor E/0BH: DAS01L1\*TX-UM08**

**Name Change D/0L7: DAS01L1\*TX-CHNM correct name Smith Alex**

**Name Change for Passenger D/NAM: DAS01L1\*TX-NAMM change passenger to Smith Steve**

**Procedure for Name Change D/0L7 fee:**

**CHNM** In case the name or passport data was misspelled and needs to be corrected.

- a. Do not amend the name in the name field
- b. Send an OSI to U6 with a remark informing them of the correct name.  
Example in Galileo: **SI.U6\*CORRECT NAME BUTLER/JOS**  
or Worldspan: **3OSI U6 CORRECT NAME BUTLER/JOS**
- c. Sell D/0L7 fee with mandatory free text. Example: **DAS01L1\*TX-CHNM correct name Butler Jos**

**Procedure for Name Change for Passenger D/NAM fee:**

**NAMM** In case the whole name is wrong and needs to be substituted by another passenger's name.

- a. Do not amend the name in the name field
- b. Send an OSI to U6 with a remark informing them of the name change.  
Example in Galileo: **SI.U6\*NAME CHANGE SMITH/STEVE**  
or Worldspan: **3OSI U6 NAME CHANGE SMITH/STEVE**
- c. Sell D/NAM fee with mandatory free text. Example: **DAS01L1\*TX-NAMM change passenger to Smith Steve**

## **Pet in Cabin C/0BT**

PETC Can only be either dog, or cat, or parrot, or bird.

Baggage Fees:

## **Checked Bag First C/0CC**

ABAG Excess baggage first bag: up to 23 KG

## **Checked Bag Second C/0CD**

BBAG Excess baggage second bag: up to 23 KG

## **Checked Bag Third C/0CE**

CBAG Excess baggage third bag and all following bags: up to 23 KG

## **Excess Weight Special Charge C/0H6**

HBAG Excess weight of one piece of baggage: up to 23 KG for PR Fare, up to 32 KG for other Fares

**Extra Carry on Bag C/0H7**

XBLS The second carry-on bag with the total weight (for both bags) up to 10 KG

**Carry on Hand Baggage C/0L5**

XBLL Excess weight of a carry-on bag (above 5 KG up to 10KG)

**United Airlines (UA) BA HR ME MK SI RS XK**

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Deposits Down Payments	D	997	Manual SVC	N/A	EMD-S	N	N	Y	N
Rebooking Fee Intl	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Cancellation Fee	D	995	Manual SVC	N/A	EMD-S	Y	N	Y	N
"Restricted Use" as directed by UA	D	98J	Manual SVC	N/A	EMD-S	Y	N	Y	N

**Notes:**

The date in the manual SVC segment should be the date of EMD issuance.

**Group Deposit:** UA allows EMDs issued against Claim PNRs (where supported) and/or passive group booking.

EMDs can be issued against the Group name (preferred by UA) or designated passenger name.

1G: >0SVCUAEK1CDG14NOV-N**G**/D/997/GROUP DEPOSIT/20000.00 Use 'NG' if referencing the group name.

United requires an OSI to be sent for **Group Deposit/Down Payment:**

1G: >SI.UA\*EMD 0169999907490

**More Examples:**

>0SVCUAEK1GIG16OCT-N1/D/993/REBOOK FEE INTL/100.00

>0SVCUAEK1LHR17OCT-N2/D/995/CANCEL FEE/150.00 Issue EMD before cancelling ET and PNR.

>0SVCUAEK1MEX21OCT-N1/D/98J/STRETCHER FEE/125 Use only as specifically directed by UA personnel.

For assistance with an EMD issued before 05 May 2016, please send an email to ua-distribution-gds@united.com. UA RES will not be able to display the data.

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Penalty Fee (PENF)	D	98F	Manual SVC	N/A	EMD-S	Y	N	N	N
Group Deposit (DEPO)	D	997	Manual SVC	N/A	EMD-S	N	Y	Y	Y
Pre-Reserved Seat Assignment	A	0B5	DAS	SA	EMD-A	Y	N	Y	N
UPTO11LB 5KG Baggage	C	0CW	DAS	BG	EMD-A	Y	Y	Y	N
UPTO22LB 10KG Baggage	C	0CZ	DAS	BG	EMD-A	Y	Y	Y	N
UPTO33LB 15KG Baggage	C	0C1	DAS	BG	EMD-A	Y	Y	Y	N
UPTO44LB 20KG Baggage	C	0C2	DAS	BG	EMD-A	Y	Y	Y	N
UPTO55LB 25KG Baggage	C	0C4	DAS	BG	EMD-A	Y	Y	Y	N
UPTO66LB 30KG Baggage	C	0C5	DAS	BG	EMD-A	Y	Y	Y	N
UPTO35KG Baggage	C	0C7	DAS	BG	EMD-A	Y	Y	Y	N
UPTO40KG Baggage	C	0C8	DAS	BG	EMD-A	Y	Y	Y	N
UPTO100LB 45KG Baggage	C	0C9	DAS	BG	EMD-A	Y	Y	Y	N
UPTO110LB 50KG Baggage	C	0I7	DAS	BG	EMD-A	Y	Y	Y	N
Special Cake	G	0LO	DAS	ML	EMD-A	Y	N	Y	N
Thai Style Meal	G	02D	DAS	ML	EMD-A	Y	N	Y	N
Salmon Steak Meal	G	0LT	DAS	ML	EMD-A	Y	N	Y	N
Chicken Lamprais Meal	G	01N	DAS	ML	EMD-A	Y	N	Y	N
Fillet Steak Meal	G	01O	DAS	ML	EMD-A	Y	N	Y	N
Hot Dog Meal	G	01P	DAS	ML	EMD-A	Y	N	Y	N
Fish Fritter Meal	G	01Q	DAS	ML	EMD-A	Y	N	Y	N
Beef Burger Meal	G	016	DAS	ML	EMD-A	Y	N	Y	N
Seafood Pie Meal	G	017	DAS	ML	EMD-A	Y	N	Y	N
Healthy Breakfast Meal	G	019	DAS	ML	EMD-A	Y	N	Y	N
Western Breakfast Meal	G	02A	DAS	ML	EMD-A	Y	N	Y	N
Arabic Breakfast Meal	G	02B	DAS	ML	EMD-A	Y	N	Y	N
Indian Breakfast Meal	G	02C	DAS	ML	EMD-A	Y	N	Y	N

**Important Notes:**
**Pre-Paid Baggage (C/0CW, C/0CZ, C/0C1, 0C2, C/0C4, C/0C5, C/0C7, C/0C8, C/0C9, C/0I7):**

- It is mandated by UL that only one Baggage Air Extra can be sold per passenger per segment. UL carries out regular audits and agents are liable to receive ADMs if the above is not adhered to.
- It is not allowed to sell and issue pre-paid baggage within 3 hours of flight departure.



- REFUNDS of the Pre-Paid Baggage EMDA will be through the submitting of a Refund Authority through BSP Link
- Pre-Paid Baggage - Refunds are allowed only for date changes and not for segment changes.

#### **Special Cake G/0LO:**

Please note Free Text (for example: Birthday Cake, Honeymoon Cake, and Bon Voyage Cake) is mandatory to be added at the selling entry.

Manual SVC segment should follow corresponding sold flight segment.

Example:

1 UL 402J 27AUG CMBBKK HK1 115A 615A \* TH E  
2 SVC UL EK1 CMB 20AUG-D/98F/PENF/NM-1TRAVELLER/BB//61.50/USD

#### **Penalty Fee D/98F:**

Agents should not VOID EMDs issued for D/98F under any circumstances. SriLankan Airlines reserves the right to audit and raise Agency Debit Notes for such Voided EMDs.

#### **Group Deposit (DEPO) procedures:**

1. Sell only an SVC segment (no flight segment). Issue EMD with Endorsement box including UL RLOC and number of passengers.  
EX 1G: >EMDI/SM2/ERUL RLOC ABC123 15 PSGRS
2. After the agent issues an EMD for Group Deposit, the agent must contact the UL office directly to inform the EMD number and secure the booking.
3. The UL office then changes the EMD status to SUSPEND and updates the booking accordingly.
4. For REFUND and EXCHANGE - agent can only proceed with same once UL office changes the coupon back to OPEN.
5. REFUNDS - will be through the submitting of a Refund Authority through BSP Link.

#### **Examples:**

0SVCULEK1COK01NOV-N1/D/98F/PENF/75.00  
1G: >0SVCULEK1CMB15OCT-NG/D/997/DEPO/15000.00

Description of fee	RFIC	RFISC	Method	Group	EMD type	ICW	Refund	Void	Exchange
Penalty Fee - PENF	D	993	Manual SVC	N/A	EMD-S	Y	N	Y	N
Refundable Balance - REFUNDABLE BALANCES	D	996	Auto-generated	N/A	EMD-S	Y	Y	Y	N
Cancellation Fee	D	995	Manual SVC	N/A	EMD-S	Y	N	Y	N
DEPO	D	997	Manual SVC	N/A	EMD-S	N	N	Y	N
First Prepaid Bag	C	0CC	DAS	BG	EMD-A	Y	N	Y	N
Prepaid Bag	C	0GO	DAS	BG	EMD-A	Y	N	Y	N
Chargeable Seat	A	0B5	Smartpoint	SA	EMD-A	Y	N	Y	Y
Kosher Dinner	G	0AO	DAS	ML	EMD-A	Y	N	Y	N
Vegetarian Lunch	G	0AR	DAS	ML	EMD-A	Y	N	Y	N
Healthy Meal	G	0B3	DAS	ML	EMD-A	Y	N	Y	N
Brkfast	G	01P	DAS	ML	EMD-A	Y	N	Y	N
Priority Boarding	I	0G6	DAS	TS	EMD-A	Y	N	Y	N

**Notes:****Paid Bags**

UX requires freeform text for both EMD-A fees:

First Prepaid Bag = First Prepaid Bag

Prepaid Bag = Prepaid Bag

**Cancellation Fee**

Cancellation Fee is only to be used in Spanish market. This is to collect the \$18 eur fee for Refunds. Use of this fee in other countries may result in a carrier issued ADM.

**DEPO: Non-Refundable**

Create NEW PNR (not group mode) with a passenger name

Create SVC segment with service code DEPO for this passenger - Board (BRD) & Off (OFF) must be included:

>0SVCUXEK1MADVIE24APR-N1/D/997/DEPO/100.00

Issue the EMD for the against the SVC segment with service code DEPO

**Examples:**

>0SVCUXEK1LGW14APR-N1/D/993/PENALTY FEE/150.00

>0SVCUXEK1LGW14APR-N1/D/993/Penalty Fee/150.00

>0SVCUXEK1LGW14APR-N1/D/993/Penalty Fee/150.00

>0SVCUXEK1LGWMAD22APR-N1/D/995/CANCELLATION FEE/18.00

>0SVCUXEK1MADVIE24APR-N1/D/997/DEPO/100.00

**EMD-A**

Due to the need to collect ZK tax, purchases for all ancillary services in Argentina and with cash payment are to be made directly with UX.

**SVC segment example (Auto-generated at time of RB EMD issuance - may not be manually entered):**

**SVCUXHI1MAD31JAN-D/996/REFUNDABLE BALANCES/NM-1SMITH/JOHN/9969999903766C1/245.00/EUR**

**Chargeable Seat for Frequent Flyers**

UX does not offer SUMA Frequent Flyer passengers free seats in the GDS.

**Meals**

UX requires EMD to be issued per request - "restricted to a single coupon".

UX requires freeform text for 0B3 Healthy Meal, viz. "HEALTHY".

Example:

1G Entry: >**DAS01L1\*TX-HEALTHY**

UX requires freeform text for 01P Brkfast, viz. "BRKFAST".

Example:

1G Entry: >**DAS01L1\*TX-BRKFAST**

Business class pax is entitled to the meals for free. EMD with 0 amount may be issued.

Description of fee	RFI C	RFIS C	Method	Group	EMD type	IC W	Refund	Void	Exchange
Pet in Hold	C	020	DAS	BG	EMD-A	Y	Y	Y	N
Bags 20 to 44 lbs/20kg	C	0JH	DAS	BG	EMD-A	Y	Y	Y	N
Musical Instruments Large	C	0F2	DAS	BG	EMD-A	Y	Y	Y	N
Sporting Equipment Large	C	0EH	DAS	BG	EMD-A	Y	Y	Y	N
Sporting Equipment Medium	C	03G	DAS	BG	EMD-A	Y	Y	Y	N
Muscat Majan Lounge Access	E	0BX	DAS	LG	EMD-A	Y	Y	Y	N
Group Deposit	D	997	Manual SVC	N/A	EMD-S	N	N	Y	N
Seat Assignment	A	0B5	Smartpoint	SA	EMD-A	Y	Y	Y	N

**Notes:**

**Example (Group Deposit EMD-S):**

Create Group PNR, with SVC segment:

1G: >0SVCWYEK1MCT09MAY-N1/D/997/GROUP DEPOSIT/1000.00

**Baggage (Pet In Hold, Musical Instrument & Sport Equip**

Oman Air HQ have confirmed the following:

Baggage info in SSR is not mandatory, and agents are not obligated to input the info while selling the services.

It should be handled by WY staff at the time of check-in.